

## S2000f/S3000 Series Scanner Troubleshooting Guide

### Scanner error indicators

A blinking power button indicates a scanner error or alert condition, which will be displayed on the scanner screen. A yellow alert needs your attention, e.g. if the scanner cover is open. A red alert is a critical error; if you can not correct the problem by following the guidance on the scanner screen, you may need to power-cycle the scanner. If the problem persists, call Technical Support.

NOTE: A slowly blinking power button with a blank scanner screen indicates the scanner is in low power mode. An error situation has a faster blink of the power button.

## Problem solving

If your scanner does not function as you expect, this section may help you resolve the situation.

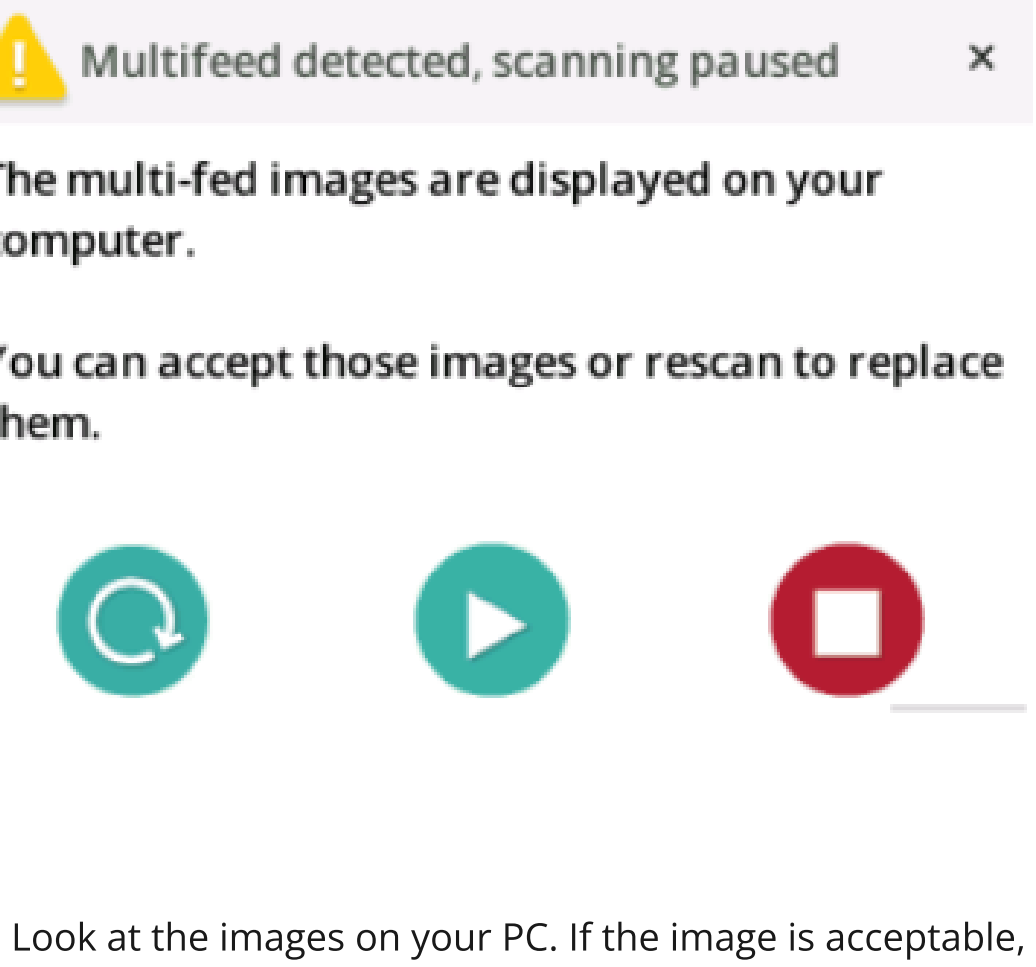


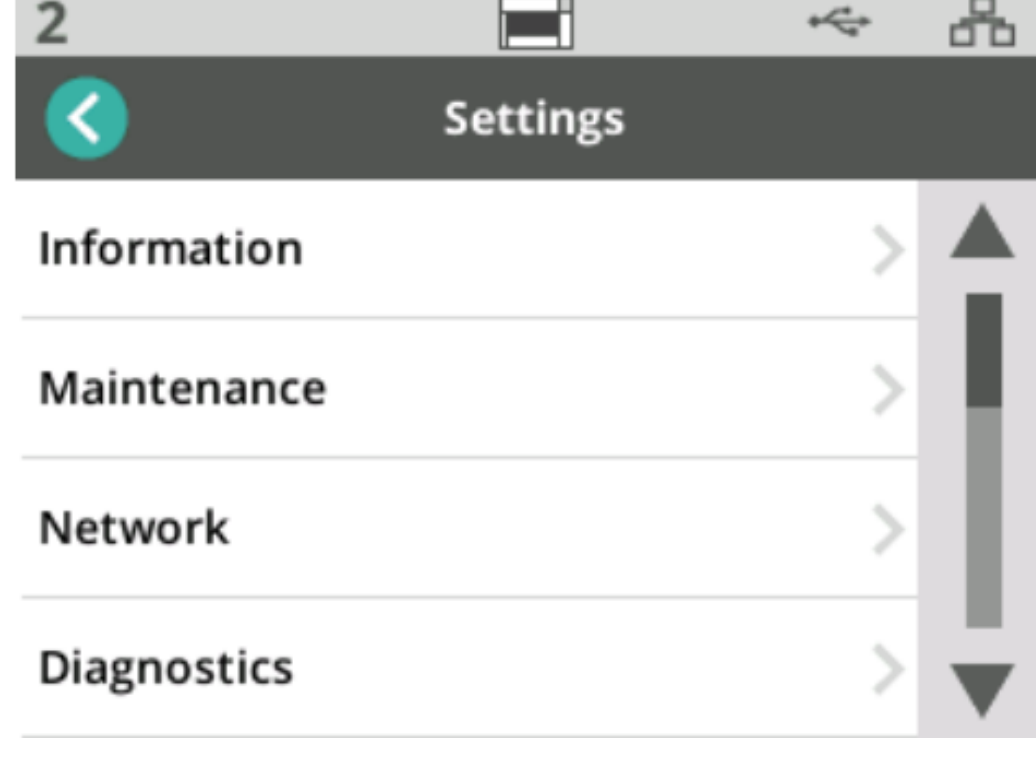
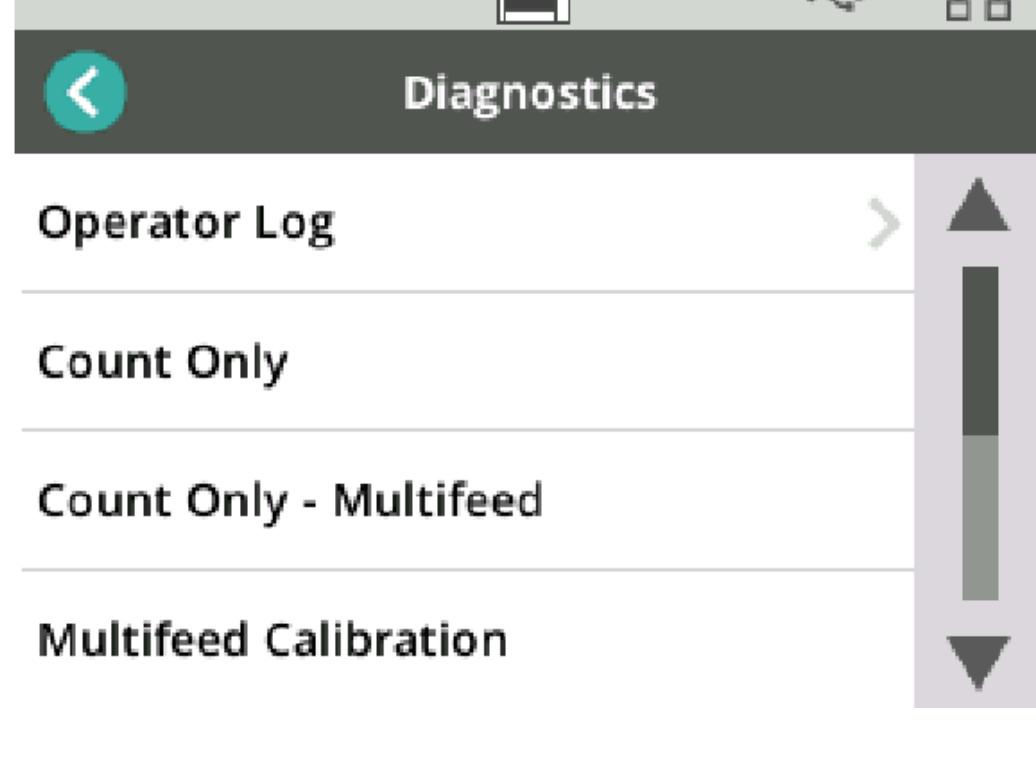

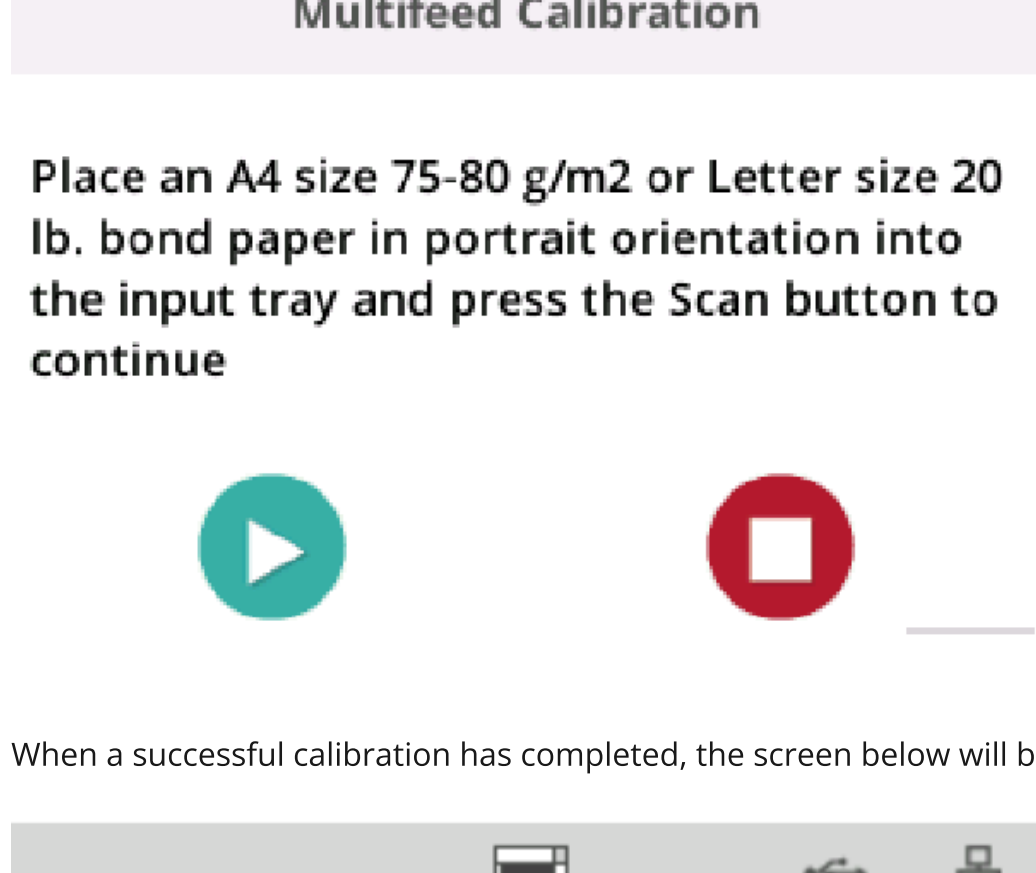
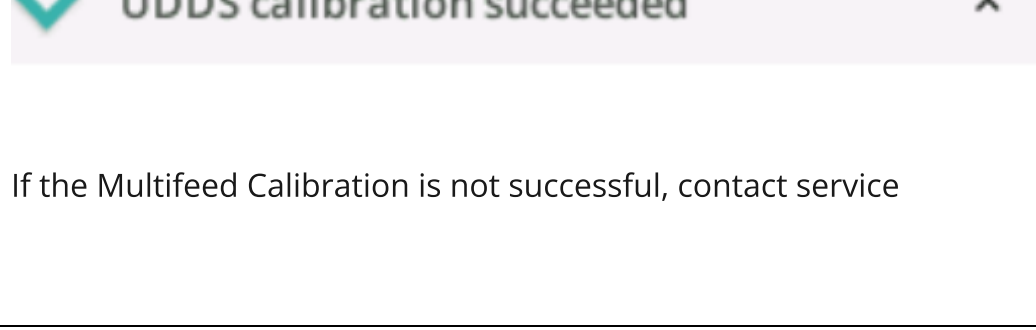
### Scanner exception handling

The following user correctable error conditions will be reported on the scanner screen and will remain until you correct them:

- Paper jam — open the scanner cover and remove the jammed pages (see "Opening the scanner cover" on page 50).
- Multifeed — open the scanner cover and removed the multifeed pages. Choose one of the options presented on the scanner screen.
- Cover opened — close the scanner cover.
- Document protection warning — open the scanner cover and remove the page that caused the warning. If necessary to protect the page, use a document sleeve or scan on an attached flatbed. Otherwise replace the page in the input tray, adjust scanner settings as needed, and resume scanning.

### Self help for problems

Use the chart below as a guide for possible solutions to problems you may encounter when using the Kodak S2085f/S3060f/S3060f/S3100f/S3100f/S3100f/S3120 Scanner

Problem	Possible Solution
Documents are jamming or multiple documents are feeding	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>all documents meet specifications for size, weight, and type, etc. as outlined in Appendix A, Specifications.</li> <li>all staples and paper clips have been removed from the documents</li> <li>all rollers and tires are clean and the separation roller and feed module are properly installed. <a href="#">See the procedures in "5 Maintenance" on page 49.</a></li> </ul> <p>To remove a document jam:</p> <ul style="list-style-type: none"> <li>Remove any documents from the feeder area.</li> <li>Open the scanner cover.</li> <li>Locate the jammed document(s) and remove it</li> <li>Close the scanner cover and resume scanning.</li> </ul>
"Document Jam" is displayed on the scanner screen and paper is stopping in the transport, but is not jamming.	<ul style="list-style-type: none"> <li>Verify that the Document Management: <b>Maximum Length</b> option on the Device-General tab (TWIN Datasource) or the <b>Longest Document</b> option on the Scanner tab (ISIS Driver) is set to longer than the longest document being scanned. The default is 17 inches / 43.2 cm.</li> <li>The driver settings (Resolution, Compression, Bit depth) may result in the image being larger than the scanner memory. Adjust settings as needed.</li> </ul>
The scanner will not scan/feed documents	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>the power cord is plugged in and the power is on</li> <li>the power button has been pushed on and the green LED is lit.</li> <li>the scanner cover is completely closed.</li> <li>documents are making contact with the feed module and are covering the paper present sensor.</li> <li>documents meet specifications for size, weight, and type, etc.</li> <li>for thicker documents, turn the gap release dial vertically to open the space between the feed module and separation module.</li> <li>for curled, wrinkled, perforated, or slippery documents, try engaging the feeder adjustment tab (<a href="#">for more information see "6 Feeder adjustment Tab" on page 3).</a></li> <li>you check the feed module and separation roller for signs of wear, and replace these parts if necessary</li> </ul> <p>You can also power the scanner down and power it up again.</p>
Image quality is poor or has decreased.	Make sure that the scanner and CIS Imagers are clean. <a href="#">Refer to "5 Maintenance" on page 49.</a>
No images are being displayed	If you are scanning one-sided pages, be sure the side you want to scan is facing the right way — for front side scanning, face up; for back side scanning, face down.
11 inches / 27.94 cm or longer documents are not feeding or are jamming.	Make sure the input and output tray extenders are pulled out to provide support for long documents.
Scanner is running slow	<ul style="list-style-type: none"> <li>Your PC may not meet the minimum requirements for the scanner.</li> <li>Disable any anti-virus or security suite software. If the problem resolves, consult the anti-virus or security suite software documentation for how to use exceptions or exclusions and add the Kodak folders.</li> <li>Some image processing functions will reduce scanner speed.</li> <li>Resolution (dpi) setting may be set too high.</li> <li>Your virus software may be scanning all TIFF or JPEG files.</li> <li>Ensure you are scanning to a local drive.</li> </ul>
Documents are skewed during scanning	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>the input tray side guides are adjusted to fit the documents being fed.</li> <li>documents are being fed perpendicular to the feed module.</li> <li>all staples and paper clips have been removed from the documents.</li> <li>the feed module, separation roller, and drive rollers are clean.</li> <li>the scanner cover is firmly closed.</li> </ul>
Scanner pauses excessively during scanning	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>the host computer meets minimum requirements for scanning.</li> <li>there is enough free space on the hard disk drive.</li> <li>all other applications are closed.</li> <li>you are using a USB 2.0 (or higher) connection.</li> </ul> <p>You can also try changing the scanning options (compression, etc.) in your scanning application.</p>
Roller marks or streaks appear on documents after scanning	Clean the feed module, transport rollers and separation roller and tires. <a href="#">Refer to "5 Maintenance" on page 49.</a>
Vertical lines appear on the image	<ul style="list-style-type: none"> <li>Clean the CIS Imagers. <a href="#">Refer to "5 Maintenance" on page 49.</a></li> <li>Enable the <b>Streak Filter</b> option or increase the aggressiveness.</li> </ul>
Documents are multifeeding	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>the leading edges of all batched documents are centered in the feeder so that each document will come in contact with the feed rollers.</li> <li>the feed module and separation roller are clean and not worn.</li> <li>documents with an unusual texture or surface are fed manually.</li> <li>the gap release is not in the vertical position.</li> </ul>
"False paper jams or multifeeds are occurring	<ul style="list-style-type: none"> <li>Make sure that the transport area is clean.</li> <li>Decrease the sensitivity setting for the multifeed and Intelligent Document Protection in the scanning application.</li> </ul> <p>NOTE: If condition continues, see "Perform a Multifeed Calibration" on page 65.</p>
A misfeed occurs when you are scanning, and Interactive Multifeed Recovery is enabled in your scanner drive	<p>Scanning will be paused and this screen will be displayed. To recover, follow these steps.</p>  <ol style="list-style-type: none"> <li>Look at the images on your PC. If the image is acceptable, touch the start/resume button to accept the image(s) and continue scanning.</li> <li>If the image is not acceptable: <ul style="list-style-type: none"> <li>Touch the stop button to reject the image and suspend scanning.</li> </ul> </li> </ol> <p>or</p> <ul style="list-style-type: none"> <li>Touch the  button to reject the image(s) and continue scanning</li> </ul>
Scanner is not indicating multifeeds or indicates repeated false multifeeds	<p>Perform a Multifeed Calibration. From the scanner display ready screen, press the  button to display the <i>Settings</i> menu</p> <ul style="list-style-type: none"> <li>Press the <i>Diagnostics</i> option</li> </ul>  <ul style="list-style-type: none"> <li>Press the <i>Multifeed Calibration</i> option</li> </ul>  <ul style="list-style-type: none"> <li>The scanner will prompt you to place a sheet of paper in the input tray. Use an A4 size 75-80 g/m2 or Letter size 20 lb. bond paper in the portrait orientation.</li> <li>Press the Play button  to start the Multifeed Calibration</li> </ul>  <p><b>Place an A4 size 75-80 g/m2 or Letter size 20 lb. bond paper in portrait into the input tray and press the Scan button to continue</b></p> <ul style="list-style-type: none"> <li>When a successful calibration has completed, the screen below will be displayed.</li> </ul>  <ul style="list-style-type: none"> <li>If the Multifeed Calibration is not successful, contact service</li> </ul>