This Quick Tips guide lists, in alphabetical order, all messages that can appear on the display panel. Next to each message is an explanation of the message or what to do next. For more detailed explanations, see the Operator's Guide.

Contacting Scantron

Online support information is available at: www.scantron.com

Technical support for customers outside the U.S. Contact your local sales agent.

Technical support for customers inside the U.S. 1-800-338-5544

Please have the following information ready before calling:
• Scanner model and serial number.
• A description of your problem.
• Any error messages that may have been displayed.
• A description of the hardware and software you are using.

OpScan® 4 ES and iNSIGHT™ 4 ES Quick Tips – Display Panel Messages

The illustrations below show terminology used in the display panel messages.

Scanner Parts Illustration

If you see this message . . . Do the following:

CLEAN READ HEAD
↓OFF↓ START↓
1. Clean the entire read head area.
2. Make certain the last sheet you tried to scan is properly aligned in the input tray.
3. Adjust paper guide if necessary.
4. Press START.

CLEAN READ HEAD
LAST SHEET SELECTED
REFEED LAST SHEET
↓OFF↓ START↓
1. Clear the sheet from the transport bed (or Select Stacker).
2. Clean the entire read head area.
3. Place the sheet you removed from the transport bed (or Select Stacker) back into the input tray.
5. Press START.

CLEAN PAPER PATH
REFEED LAST SHEET
↓OFF↓ START↓
1. Clear all sheets from the transport bed.
2. Place the sheet(s) you removed from the transport bed back into the input tray.
3. Adjust paper guide.
4. Press START.

C=<XXXXX>
This message indicates the number of characters the form definition will return. No action is necessary.

Double Sheet
↓Cont↓
1. Remove all sheets from the transport bed.
2. Place the removed sheets in the input tray.
3. Adjust the paper guide.
4. Press Cont.

End of Batch
This message appears after you press End. No action is necessary.

Feed Form
↓End↓
This message indicates that the scanner is ready to read a form and that the input tray is empty. Feed a form or press End to quit.

Feed Form
↓Start↓
This message indicates that the scanner is ready to read a form and that the input tray has forms in it. Press Start to continue.

Feeding Form
This message appears when the scanner is feeding a form. No action is necessary.

Form Error
↓Cont↓
This message indicates that the form fed does not match the form definition. Press Cont and feed the correct form or download the correct form definition.

F=<XXXXX>
This message indicates the form number of the form definition being downloaded. No action is necessary.

INPUT TRAY EMPTY
↓OFF↓
1. Load sheets in the input tray.
3. Wait for the next message.

MULTIPLE SHEETS FED
CLEAR PATH - REFEED
↓OFF↓ START↓
1. Clear all sheets from transport bed.
2. Place the sheet(s) you removed from the transport bed into the input tray.
3. Adjust paper guide.
4. Press START.

If you see this message . . . Do the following:
OpScan® 4 ES and iNSIGHT™ 4 ES Quick Tips – Display Panel Messages

If you see this message . . . Do the following:

Sheet Not Ready
OFF START
Press START to begin scanning a sheet.

Paper Jam
OFF CONT
1. Clear all sheets from the transport bed.
2. Place the sheets not scanned back in the input tray.
3. Press Cont.

Processing Sheet
OFF STOP
This message indicates that the scanner is processing. Press STOP if you want to interrupt the job you are running.

Ready
OFF START
This message indicates that the scanner is ready to receive a form definition or a command from the computer.

Recalibrate
See Manual
See Appendix A in the Operator’s Guide.

Reconfigure Host
See Manual

RS-232 Error
OFF CONT
This message indicates that there is a mismatch in serial communication parameters between the scanner and the software. See the Operator’s Guide for details on how to use the Background Menu to reset the communication parameters.

Scanmark Init Reqd
OFF CONT
This message indicates that scanner memory needs to be initialized. Press Cont to initialize the scanner memory.

Sensor 1 Blocked
OFF QUIT
This message indicates that the read head is blocked by paper.
1. Remove any sheets blocking the paper path.
2. Press Cont to retract the read head or press QUIT to ignore the error.

If you see this message . . . Do the following:

Sheet Did Not Feed
OFF START
1. Move sheets up in the input tray.
2. Align sheets flush against the edge of the input tray closest to the front of the scanner.
3. Slide paper guide against sheets.
4. Press START.

Sheet Did Not Leave
OFF START
1. Press down firmly on the sheet deflector so that it is tightly latched.
2. Press START.

Sheet Did Not Leave
OFF START
1. Clear all sheets from the transport bed.
2. Refeed any sheet(s) not processed by the software, or
3. Use a piece of paper towel to remove dust and debris from the stacker sensor.

Sheet Did Not Reach
OFF START
1. Clear all sheets from the transport bed.
2. Refeed any sheet(s) not processed by the software, or
3. Check cable connections.
4. Check for obstructions in paper path.
5. Check paper guide.

Sheet Skewed
OFF START
1. Clear the sheet from the transport bed. (If the sheet is torn or otherwise damaged, repair it. Copy all marks from the damaged sheet to the new sheet if repair is not possible.)
2. Place the sheet (or the replacement sheet) back in the input tray.
3. Adjust paper guide.
4. Press START.

Sheet Too Thin
See Manual
Read the explanation of the message in the section “Understanding Messages on the Operator Panel.” in your Operator’s Guide.

Stopped
OFF START
1. Press START, or
2. Use the computer to issue instructions to start processing.

Stopping
OFF START
Wait until the next message is displayed and follow its instructions.

If you see this message . . . Do the following:

Unexpected Sheet At
OFF START
1. Clear all sheets from the transport bed.
2. Refeed any sheet(s) not processed by the software, or
3. Use a piece of paper towel to remove dust and debris from the stacker sensors.

User Program
OFF START
This message indicates that the scanner has received a valid form definition. No action is necessary.

Waiting
OFF START
This message indicates that the scanner is waiting for instructions from the scanning software.

Waiting For Computer
OFF START
Enter instructions at the computer to start the scanner. Consult the documentation for the software application you are using on your computer if you are uncertain how to proceed.

Zone Error
OFF CONT
This message indicates that the form scanned has an error in one of the zones. Review the form for correctness.

Z=XXX>
This message is displaying the zone number of the form being received. No action is necessary.

Things To Check Before Calling Support

• Power Source: Is the outlet properly grounded and the scanner power on?
• Cover: Are the covers down and securely latched?
• Connections: Is the cable between the computer and the scanner secure?
• Trays: Are the input and output trays installed properly?
• Location: Is the location free of excessive dust, and does it have acceptable temperature and humidity?
• Cleaning: Is the scanner clean? The most common cause of scanner malfunctions is dust and paper debris.