

Handling misfeeds and multifeeds on ibml ImageTrac-Lite scanners

Misfeeds

Misfeeds (also called paper jams) occur when the scanner has difficulty moving a card along its scanning path. Misfeeds can be caused by a bent or torn ballot card, or when the scanner attempts to pull in more than one card at a time. Belts along the scanning path touch both sides of a card, so any tears or folds can be pinched by the belts, resulting in a misfeed.

Mailed ballots can be susceptible to misfeeds because they have been folded, and then processed by postal machines. Jogging or fanning the cards prior to scanning can significantly decrease the risk of misfeeds.

When a misfeed occurs, a warning message appears. Click **OK** and perform the following steps:

1. Using the information provided in the error message, locate and remove the jammed card.
2. Locate the last cards scanned successfully and place them in the output pocket. Cards located past the scanner camera can be moved in correct order to the output bin.
3. Clear the track of any remaining cards, making sure to keep them in order and in the proper stack (scanned or not scanned).
4. If the card that caused the jam was not successfully scanned, remove it from the track and smooth its surface prior to rescanning.
5. Place the leading edge of the card on the first position sensor. Avoid placing the card too far under the sensor (indicated below).



6. Click **Hand Feed** in the Scan Client window.
7. When you are done hand-feeding documents, load the remaining cards from the batch and click **Auto Feed** in the Scan Client window.

If misfeeds continue to occur, try the following:

- Scan smaller stacks of cards. Placing too many cards in the intake tray may increase misfeeds.
- Scan cards headfirst and face down to minimize the misfeeding of folded cards.
- Check for small, torn pieces of paper that might be blocking the scanner's ultrasonic sensors.
- If frequent misfeeds occur at a specific location in the scanner, check and clean the sensors in that area.

Multifeeds

Multifeeds can occur when two or more cards are stuck together or pulled through the scanner at the same time. The scanner can sometimes detect multifeeds using the ultrasonic sensors that check each item as it is pulled through.



When the scanner senses a multifeed, it pauses scanning and displays an error message. Click **OK** and perform the following steps:

1. Turn the control knob on the front of the scanner to **Open** to release roller pressure on the cards.
2. Retrieve the cards from beneath the rollers, smooth any creases or folds, and place the cards in the input tray.
3. Turn the control knob back to its original position.
4. Click **Auto Feed** to resume scanning.



If you need to stop scanning to recover from misfeeds or multifeeds, click **Stop Feed** in the Scan Client window. Do not press the red Emergency Stop button on the front of the scanner.

