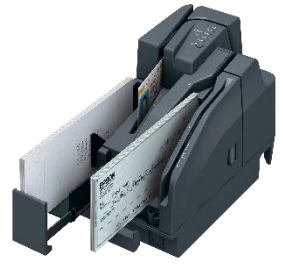# EPSON®
EXCEED YOUR VISION

Helpful Tips
Epson® TM-S2000 Multifunction Payment Device

The fastest check scanning speed in its class, the highest MICR accuracy available and industry-leading image quality.

Initial Setup Out of the Box

Unpack and follow the directions provided in the box. Take care to remove all shipping tape and protective foam from the device. Connect the USB cable and power cable, insert the roll paper and ink cartridge. The initialization on a brand new unit will take approximately 5 minutes. The unit is ready when the power LED remains solid green and all other LEDs are off.

The Scanner Has Been in Use and Now is Not Working

Check the LED's on the unit.

Power LED is Off

Check power adapter or try a different power socket. Replace the unit if there is no power.

Power LED Solid Green, Ink LED Flashing Amber

Ink is low, but not out. This is only an indication for low ink, user can continue to scan or print.

Power LED Solid Green, Error LED Solid Amber, Ink LED Solid Amber

Ink is out and new ink cartridge must be installed. Ink cartridge must be replaced to continue scanning and printing.

Document LED is Blinking

Printer is waiting for cut sheet /check to be inserted.

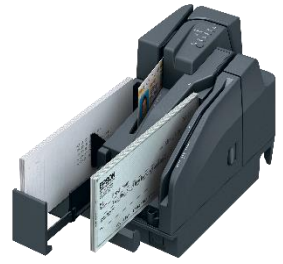### Document LED is Solid

Ready to process the document.

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Error LED is Flashing

Blinking continuously: Close the paper door.

Blinking 2 times: Mechanism position error; power cycle the unit.

Blinking 3 times; Maintenance error; request scanner replacement.

Blinking 4 times: Clear the paper jam and power cycle.

Blinking 6 times: Double feed error; re-insert jammed checks.

Blinking 7 times: IJ mechanism error; request scanner replacement.

Blinking 8 times: Double feed detector noise error; request scanner replacement.

Printing Self-Test page on Cut Sheet

While pressing the cleaning button, turn the printer ON to print. You will need multiple cut sheet papers to complete the self-test page. If you receive a call for endorsement/check validation issue, have the user print self-test page on cut sheet to ensure that ink jet printer is functioning properly.

Ink Cleaning

If the printout on the cut sheet has broken lines, advise the user to run the ink cleaning process. Press the ink cleaning button for 3 seconds to start the process. Print a self-test page to check if the issue is resolved. If not repeat the cleaning process for up to 3 times before contacting the service desk.

Paper Jam

Pull the levers on each of the 2 doors and open. Carefully remove the jammed paper. Close all covers to recover from the error condition

Cleaning the scanner

For best results, recommended once a week or every 2,000 passes. At a minimum, clean every 6 months or every 100,000 passes. To clean the lens, open the cover and wipe the glass area with a soft dry cloth. Clean the lens if the user is reporting a black vertical line on the scanned image

Helpdesk Calls

Capture the following information: Scanner location and serial number; Problem description; LED pattern; Troubleshooting steps performed; Conclusion.

Contact:
Website: https://epson.com/support/sl/s
Phone: 562-276-1314 (M-F 6 a.m.-8 p.m. PT, Sat. 7 a.m.-4 p.m. PT)