Double Feed Error Trouble Shooting Guide

Follow the steps below when your deposit is stopped due to a double feed error.

- 1.) Remove the item(s) that caused the error from the pocket extension and place back in the feeding extension so it can be rescanned.
- 2.) When a transport problem is identified by the scanner your deposit will stop and you will be shown the error at the top of your screen. Please click the **Recover** button at the top right corner to initiate the fix.

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3.) You will be taken to a Transport Recovery screen.

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Follow these steps to recover the transport:		
 Remove all documents from the track and document feed area. 		
Reorder the documents starting with the document after the one displayed below.		
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Note: If the double feed error was caused by a single check continue to the next step. If the error was caused by two checks going through the scanner at the same time skip to step #7 and do not change settings.



