ID-100 AND ID-150 DESKTOP DOCUMENT SCANNER USER'S GUIDE

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1. Legal

AssureTec Technologies, Inc.'s ("ATS") address is:

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2.   Features

The ID-100 and ID-150 Desktop Document Scanners have the following features:

- High resolution (600 dpi) double-sided color card scanner
- High-speed scan and transfer of images within 5 seconds
- Plug-and-play connectivity with high-speed USB 2.0 interface
- Patented card transport mechanism for jitter-free image and reliable scanning
- Compact and user-friendly design
- Clamshell type cover mechanism for easy maintenance
- 870 nm IR image for front side of ID card authentication (ID-150 only)
- Scanning modes:
  - 24-bit color, black and white, and grayscale for visible images
  - black and white, and grayscale for 870nm near-infrared image (ID-150 only)
- One-pass magnetic stripe reader for ISO 7811 and AAMVA specification (ID-150 only)

3. Specifications

The hardware specifications for the ID-100 and ID-150 Document Scanners are listed below:

Specification	ID-100	ID-150
ID Card Size		
Width	53.5 - 54.9mm (ISO specification 53.92 - 54.18)	
Length	85 - 86mm (ISO specification 85.47 - 85.90)	
Thickness	0.4 - 1.0mm (ISO specification 0.68 - 0.84)	
Scanner		
Scanning Side	Duplex	
Illumination	Front: RGB (470/530/620nm) Rear: RGB (465/520/630nm)	Front: RGB (470/530/620nm) Rear: RGB (465/520/630nm) Near-Infrared (880nm)
Sensor	Front: Color CIS Rear: Color CIS	
Scan Width	54mm	
Resolution	300/600 dots per inch (DPI)	
Color	8-bit grayscale; 1 bit B/W; 24-bit RGB color	
Scan Speed	42mm/sec @ 600dpi; 84mm/sec @ 300dpi	
Magnetic Stripe Reader		
Tracks	N/A	ISO7811 3 Track, US/Canada Driver License format (AAMVA)
Interface		
Type	USB 2.0 High Speed (480Mbps)	
Physical Dimensions		
Size	118W x 150D x 71H (mm)	118W x 169D x 71H (mm)
Weight	700g	750g
Power		
Input	DC12V, 1.0A	
Active Current	900mA	
Idle Current	300mA	
Environment		
Operating	0 - 50 °C; 10 - 90% RH, non-condensing	
Storage	-20 - 70 °C; 5 - 95% RH, non-condensing	
Reliability		
MTBF (Mean Time Between Failure)	26,280 hours	
MCBF (Mean Cycles Between Failure)	1,095,000 cycles (scans)	
Compliance		
Radio Frequency Interference	This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.	
Certifications	CUL , CE, C-Tick	

4.   Getting Started

4.1.   Equipment Checklist

The ID-150 and ID-110 document scanner package includes the following pieces:

- ID-100 or ID-150 document scanner unit (ID-150 is shown below)
- USB cable with ferrite core
- External power supply

4.2.   System Requirements

The system requirements for the ID-100 and ID-150 document scanners are listed below:

- Microsoft Windows XP (SP3 or greater), Windows Vista (SP2 or greater), Windows 7, Windows 8, or Windows 8.1 operating systems (32- or 64-bit)
- One USB 2.0 port and cable

If the document scanner will be used with the AssureID software, the additional system requirements apply:

- 2GHz Intel Pentium 4 CPU minimum (Intel Core 2 Duo recommended)
- 1GB RAM minimum (2GB recommended)
- 10GB available hard disk space minimum (20GB recommended)

4.3.   Installation

To install an ID-100 or ID-150 document scanner, please follow the procedure below.

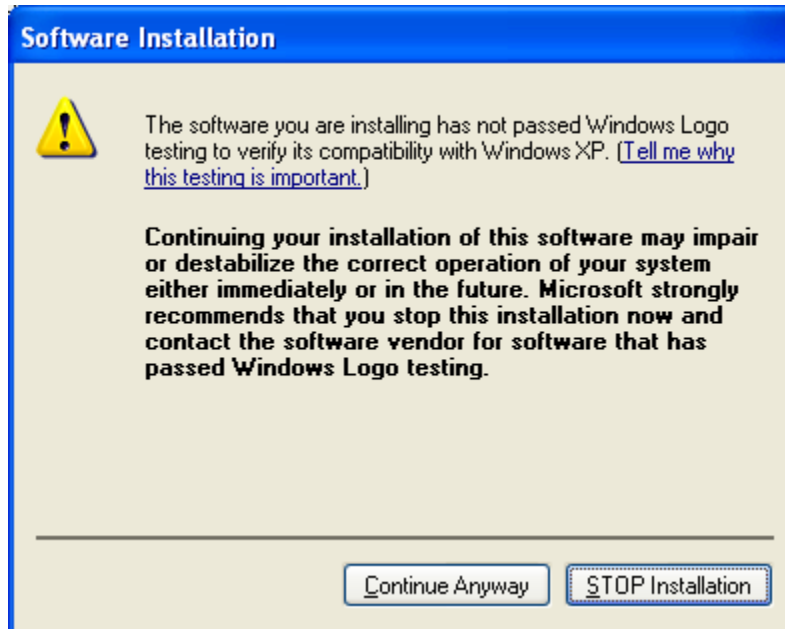**Do NOT connect the scanner to the computer until instructed.**

1. Install the *i-D*entify™ Device Drivers installation package on the computer. This installation is available by selecting **Install Drivers** from the AssureID™ installation launcher or by launching the installation manually, using one of the following installation packages:

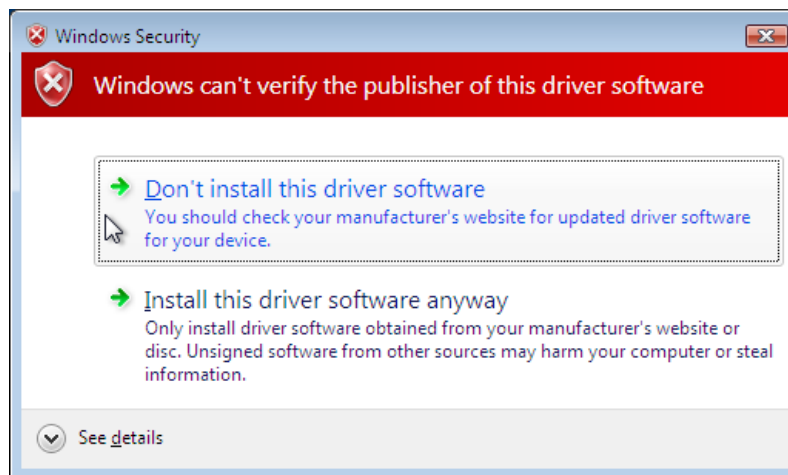   i-Dentify_Drivers_x86.exe – 32-bit (x86) self-extracting executable

i-Dentify_Drivers_x86.msi – 32-bit (x86) Windows Installer MSI install package
i-Dentify_Drivers_x64.exe – 64-bit (x64) self-extracting executable
i-Dentify_Drivers_x64.msi – 64-bit (x64) Windows Installer MSI install package

Follow the directions in the *AssureID User's Guide* for specific instructions on installing the drivers and the AssureID software.

2. When installing on 32-bit (x86) operating systems, a dialog will appear **multiple** times asking whether to continue the installation. Click **Continue Anyway** (Windows XP) or **Install this driver software anyway** (Windows Vista) every time this window appears. Clicking *STOP Installation* or *Don't install this driver software* will result in an incomplete installation. No dialogs will appear when installing on a 64-bit (x64) operating system.
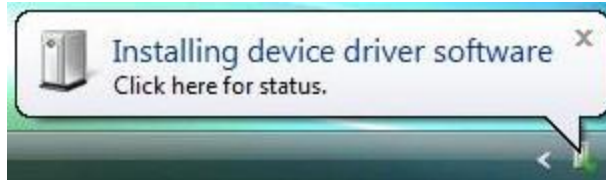
Software Installation

The software you are installing has not passed Windows Logo testing to verify its compatibility with Windows XP. ([Tell me why this testing is important.])

Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the software vendor for software that has passed Windows Logo testing.

[Continue Anyway] [STOP Installation]

Windows XP Driver Install Warning

Windows Security

Windows can't verify the publisher of this driver software

→ Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.

→ Install this driver software anyway
Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.

See details

Windows Vista Driver Install Warning

3. Once the installation has completed, connect the ID-100 or ID-150 to the computer's USB port, plug the scanner in, and then power it on. The driver will automatically be installed and configured, and a message similar to the one below (in Windows Vista) will be displayed:

4. When the hardware installation has completed, a message will be displayed indicating that the device is ready for use.
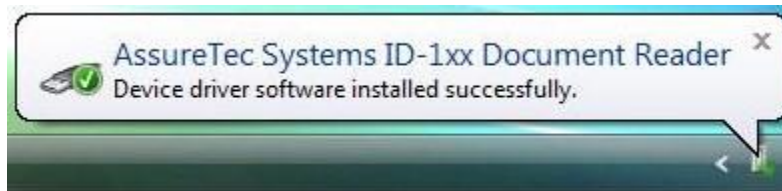

5. IMPORTANT NOTE: In some cases, when an ID-100 or ID-150 document scanner is connected to a computer and powered on for the very first time, it will not operate properly, even after receiving the above message, without restarting it. To ensure that the device operates properly after successful installation, power off the device, wait at least five seconds, and then power on the device again.

6. The ID-100 or ID-150 document scanner is now ready for use. To confirm that the device drivers are properly installed, verify that the device is present in Device Manager (accessible from the Control Panel), as shown below:
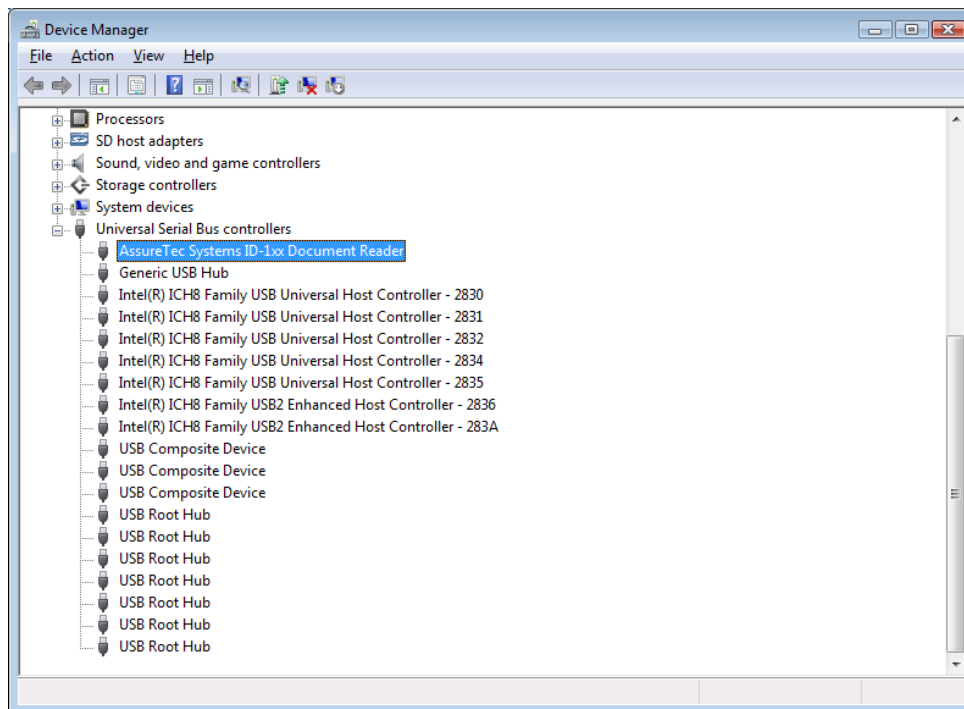
5.   Rear Panel

The rear panel of the document scanner is shown below (ID-100 is shown):

Power   12VDC   USB   DIP
   Switches
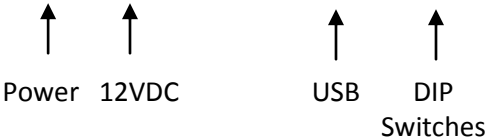
The table below describes the purposes of the DIP switches. DIP switches should not be changed from the default position except for cleaning (#3) or if instructed by AssureTec Support personnel.

DIP Switch #	Default	Purpose
1	Off (Up)	Reserved
2	Off (Up)	Reserved
3	Off (Up)	Enable feed roller spin motion for cleaning when On (Down)
4	Off (Up)	Upgrade firmware when On (Down)

6.   Status Indicators

The ID-100 and ID-150 document scanners have two LED status indicators on the front left surface.
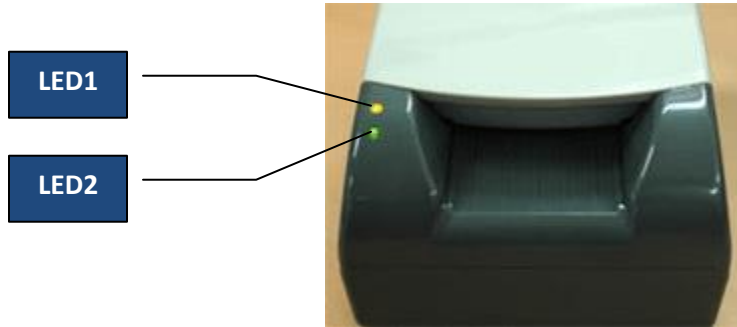
Name	Purpose
LED1	USB status / scan ready
LED2	Power status

The state of these LEDs will indicate the current status and assist in troubleshooting problems. See the table below for interpreting the state of the indicators:

LED1	LED2	Meaning
Off	Off	Power is off. Check the power cable and switch.
Blinking Red	Green	USB is not connected. Check the USB cable and connectivity.
Red	Green	Device is in an error state. Restart device or reinstall drivers.
Blinking Yellow	Green	Scanning a card.
Stable Yellow	Green	Ready to scan.

7.   Cleaning

Regularly scheduled cleaning of the scanner is recommended to ensure that the device feeds documents smoothly and delivers good quality images.

The following components require cleaning according to the specified maintenance schedule:

Component	Recommended Maintenance Interval
Feed Rollers	10,000 scans or once per month
CIS	10,000 scans or once per month
Magnetic Stripe Reader (ID-150 only)	10,000 scans or once per month
Document Sensors	As required

The instructions for cleaning these components are described separately for clarity. In general, it is recommended to clean all of the components that require cleaning at one time.

7.1.   Cleaning the Feed Rollers

Over time, the feed rollers in the scanner will accumulate dirt from the documents being scanned, necessitating that they be cleaned regularly. When dirty, the feed rollers have a greater tendency to slip, misfeed, or jam, resulting in poor quality images.

To clean the feed rollers, an alcohol or water-based solution should be used. "Card Reader Cleaning Cards, CR80", notebook screen cleaning wipes, or alcohol prep wipes/swabs are recommended, as long as they are water or alcohol-based. **Do NOT use an ammonia-based cleaner.**

There are a series of DIP switches on the rear of the scanner. By default, all ID-1xx scanners are shipped with their service DIP switches set to the OFF (UP) position.   DIP switch #3 will put the rollers into a repetitive back and forth spin mode that is useful for cleaning the rollers.

To clean the feed rollers, follow the steps below:

1. Power off the scanner.
2. Lift the cover to expose the feed rollers.
3. Modify DIP switch #3, moving it to the ON position (to the DOWN position).
4. Power on the scanner. The rollers should begin moving back and forth.
5. Using a cleaning wipe or alcohol prep, hold it against the roller, cleaning them as they spin. Discard the prep/wipe when done (do not use it to clean another component).
6. Power off the scanner.
7. Restore DIP switch #3 to its default setting of OFF (UP).
8. Close the cover.

7.2.   Cleaning the CIS

If irregular stripe patterns or artifacts appear in the scanned images, the CIS (CMOS image sensor) may be dirty. In this case, the CIS should be cleaned to ensure the scanned images are of good quality. The CIS can be accessed by opening the scanner.

To clean the feed rollers, an alcohol and/or water-based solution should be used. "Card Reader Cleaning Cards (CR80)", notebook screen cleaning wipes, or alcohol prep wipes/swabs are recommended, as long as they are water- or alcohol-based. **Do NOT use an ammonia-based cleaner.**

To clean the feed rollers, follow the steps below:

1. Power off the scanner.
2. Lift the cover to expose the feed rollers.
3. Using a cleaning wipe or alcohol prep, clean the white CIS (scan head) bars on the top and bottom of the unit and then discard the wipe when done. There are two CIS bars on the ID-100 and three on the ID-150.
4. Close the cover.

7.3.   Cleaning the Magnetic Stripe Reader (ID-150 only)

Over time, the magnetic stripe reader will require cleaning to remove buildup and to ensure proper operation and accurate reads of magnetic stripes.

To clean the magnetic stripe reader, follow the steps below:

1. Power off the scanner.
2. Lift the cover to expose the magnetic stripe reader.
3. Using a cleaning wipe or alcohol prep, clean the magnetic stripe reader and then discard the wipe when done.
4. Close the cover.

7.4.   Cleaning the Document Sensors

The document sensors are utilized to detect the presence of a document in the feed path. They are visible when the scanner is opened as small holes before and after the first roller on both the top and bottom surfaces. There are two pairs of sensors, the first pair (top/bottom) is before the first feed roller, and the second pair (top/bottom) is immediately after the first feed roller. Documents are detected by breaking the light path between the two sensors.

Dust or dirt may collect in these holes over time resulting in the scanner not properly detecting when a document is present. To avoid issues, these sensors should be cleaned to ensure the sensor path is free of dirt.

To clean the document sensors, follows the steps below:

1. Power off the scanner.
2. Lift the cover to expose the document sensors.
3. Using compressed air or an air gun, blow air into the document sensor holes to remove any dust or dirt buildup. When using a compressed air can, ensure that it remains upright to avoid getting any residue on the CIS.
4. Close the cover.

8.   Removing a Jammed or Stuck Card

If a card becomes stuck inside the scanner, it may be easily removed by lifting the cover and sliding the card out of the scanner. Once removed, the cover can be closed and the scanner should resume normal operations.

9. Customer Support

If you purchased your equipment directly from AssureTec, please contact Customer Support for technical support or warranty-related issues. If you purchased your equipment from one of our partners or resellers, please contact the reseller for support or warranty-related service.

9.1. Contact Information

Telephone: (603) 641-8443

Web: http://support.assuretec.com

Address: 200 Perimeter Road
                            Manchester, NH 03103

Normal support hours are 8:30-5:30 U.S. Eastern Time, Monday through Friday.

9.2. Warranty Service

If you are calling for warranty service, please be sure to have the following information handy for your device: Model Number, Serial Number, Date and Source of Purchase. If your device is out of warranty, please be advised that, to receive support, you must be prepared to pay for service coverage retroactively.

Our customer support representative will work with you to try and resolve the issue. If we cannot resolve the issue through assistance, we will give you a returned merchandise authorization (RMA) number. We **cannot** accept product returns without a corresponding RMA number.