

TROUBLESHOOTING TIPS

Unapproved Documents

Why does this happen?

Documents are not approved if bubble marks are not recognized by DataScanner.

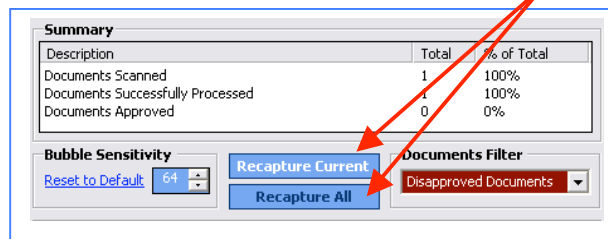
Causes include:

- Bubbles filled too lightly
- Incomplete bubbles
- Multiple responses in a question
- Questions not bubbled at all (blank)
- Missing information (Student ID, Teacher ID)
- Scanner has skewed or twisted the sheet during scanning
- DataScanner did not recognize the scan sheet (could not locate the 6 registration marks)

How to Troubleshoot

Try these recommendations to help with your unapproved answer documents:

- *Sensitivity*: Adjust the scanner sensitivity by clicking the **Up Arrow** (for darker bubble issues) and the **Down Arrow** (for lighter bubble issues). Then click **Recapture Current** or **Recapture All**. This will reprocess the answer documents at a different sensitivity setting without having to physically rescan.



- *Manual Corrections*: Click any responses on the right of the screen that are yellow and manually type the appropriate response.
- *Rescan*: Click the red button **Clear Data and Start Over**, then rescan.
- *Adjust Sheet Feed Guides*: At times scanner sheet feed guides need to be readjusted. It is helpful to move them back and forth a few times. Replace the documents on the automatic document feeder and rescan.
- *Printing*: Check to ensure the documents were printed correctly:
 1. Was a laser printer used? Was the ink/toner low?
 2. Was Adobe Reader 7.0 or higher used to print?
 3. Were the documents **scaled** or **fit** to printer margins?
 4. Was appropriate paper used - 8 1/2 x 11 or 8 1/2 x 14?
 5. Are all 6 T's dark, visible and free of extra markings on the answer documents?
- *Clean Scanner*: Overtime scanners collect dirt, pencil residue and other particles. These elements can cause the machine to twist, crumple or lump sheets. Clean the scanner glass and rollers periodically.
- *Software Update*: Update to the most recent version of DataScanner: 1.2.2
- *Restart DataScanner*: Like any software application, it can be helpful to refresh the application by closing and then reopening it.

- *Calibrate DataScanner*: From the main DataScanner menu:
 1. Click **File** -> **Configuration** -> **Preferences** -> **Calibrate**
 2. Follow the calibration directions.
 3. Click **Save Settings**.
 4. Click **Save**.
 5. Rescan **ALL** documents.

Unprocessed Documents

Why does this happen?

Documents will not process if registration marks (T's) could not be identified.

Causes include:

- Scanner TWAIN driver not installed or enabled on the dedicated PC
- Poorly printed answer documents (margins too small, too big, etc.)
- Unclear, missing or marked T's
- Incorrectly fed documents (upside down, backwards, etc.)
- Scanner has skewed or twisted the documents during scanning
- Scanner sheet feed guides are stuck

How to Troubleshoot

Try these recommendations to help with your unapproved answer documents:

- *TWAIN Driver*: Ensure the scanner TWAIN driver has been installed and enabled. Then, in DataScanner click **File** -> **Select** -> **Scanner** -> and select the appropriate scanner TWAIN driver. If you do not see a TWAIN driver option, more than likely the driver has not been enabled and/or installed.
- *Rescan*: Click the red button **Clear Data and Start Over**, then rescan.
- *Adjust Sheet Feed Guides*: At times scanner sheet feed guides need to be readjusted. It is helpful to move them back and forth a few times. Replace the documents on the automatic document feeder and rescan.
- *Printing*: Check to ensure the documents were printed correctly:
 1. Was a laser printer used? Was the ink/toner low?
 2. Was Adobe Reader 7.0 or higher used to print?
 3. Were the documents **scaled** or **fit** to printer margins?
 4. Was appropriate paper used - 8 1/2 x 11 or 8 1/2 x 14?
 5. Are all 6 T's dark, visible and free of extra markings on the answer documents?
- *Clean Scanner*: Overtime scanners collect dirt, pencil residue and other particles. These elements can cause the machine to twist, crumple or lump sheets. Clean the scanner glass and rollers periodically.
- *Update*: Update to the most recent version of DataScanner: 1.2.2
- *Restart DataScanner*: Like any software application, it can be helpful to refresh the application by closing and then reopening it.
- *Calibrate DataScanner*: From the main DataScanner menu:
 1. Click **File** -> **Configuration** -> **Preferences** -> **Calibrate**
 2. Follow the calibration directions.
 3. Click **Save Settings**.
 4. Click **Save**.
 5. Rescan **ALL** documents.