



PASADENA FEDERAL CREDIT UNION

Canon CR-L1 Desktop Check Scanner
Member-Friendly Troubleshooting & Maintenance Guide



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Before You Begin

Confirm the power light is solid blue. Verify USB cable connections. Ensure the scanner is connected directly to the computer. Remove staples, paper clips, folded items, and damaged checks before scanning.

Quick Reference Chart

Symptom	Likely Cause	Quick Fix
Will not power on	Power issue	Verify outlet, adapter, power switch
Scanner not found	USB/driver issue	Reconnect USB, restart scanner
Paper jam	Document stuck	Clear jam and inspect path
Double feed	Checks stuck together	Separate and reload checks
MICR read error	Dirty MICR head	Clean MICR head and rescan
Poor image quality	Dirty glass/rollers	Clean scanner glass and rollers

Scanner Won't Turn On

1. Confirm the wall outlet has power.
2. Verify the AC adapter is firmly connected to the scanner.
3. Verify the power switch is turned on.
4. Wait for the blue LED to become solid.

If the scanner makes unusual noises, becomes hot, or emits an odor, disconnect power and contact support immediately.

Computer Does Not Recognize the Scanner

1. Disconnect and reconnect the USB cable.
2. Restart the scanner.
3. Restart the computer.
4. Verify Canon Scanning Utility and drivers are installed.
5. Connect directly to a USB port instead of a USB hub or docking station.

Paper Jam

1. Stop scanning.
2. Open the Maintenance Cover.
3. Open the Reading Unit.
4. Carefully remove the document in the normal feed direction.
5. Remove all paper fragments.
6. Close the Reading Unit and Maintenance Cover.
7. Rescan the item.

Never pull documents backward through the scanner.

Double Feed Error

1. Remove all checks from the tray.
2. Separate items that may be stuck together.
3. Reduce the stack size.
4. Align all checks evenly.
5. Group checks by thickness when possible.
6. Inspect for curled or damaged items.

Checks Will Not Feed

1. Verify checks are aligned.
2. Confirm stack height does not exceed specifications.
3. Remove damaged documents.
4. Clean feed rollers.
5. For thick items, feed smaller batches.



MICR Read Error

1. Verify the MICR line is positioned correctly.
2. Clean the magnetic read head.
3. Rescan the item.
4. Inspect the MICR line for damage or smudging.
5. Escalate if multiple checks continue to fail.

Poor Image Quality

1. Clean the scanning glass.
2. Clean feed rollers.
3. Verify brightness and image settings.
4. Rescan the item.
5. Inspect for lines, streaks, or missing image sections after cleaning.

Imprinter Not Printing

1. Verify ink cartridge installation.
2. Clean the ink nozzle.
3. Run a test scan.
4. Replace the cartridge if print quality remains poor.

Checks Become Smudged During Scanning

1. Clean the ink absorber.
2. Clean the nozzle area.
3. Clean the feed path.
4. Contact support if staining continues.

Detailed Error Message Matrix

Error Message	Meaning	Possible Cause	Recommended Action
Scanner Not Found	Computer cannot communicate with scanner	USB disconnected or driver issue	Reconnect USB and restart
Device Not Ready	Scanner is initializing	Startup in progress	Wait for blue light
Paper Jam	Document stuck in scanner	Obstruction or damaged document	Clear jam and inspect path
Double Feed Detected	Two or more documents fed together	Checks stuck together	Separate checks and reload
MICR Read Error	MICR data unreadable	Dirty magnetic head	Clean MICR head
Image Quality Error	Poor image captured	Dirty glass/rollers	Clean scanner components
Endorsement Error	Imprinter failed	Ink cartridge issue	Clean or replace cartridge
Scanner Offline	Communication lost	USB interruption	Reconnect and restart

Maintenance Checklist

Frequency	Task	Purpose
Daily Start	Verify power, inspect glass, test scan	Prevent downtime
Daily End	Remove debris and inspect rollers	Prevent jams
Weekly	Clean rollers and glass	Improve image quality
As Needed	Clean MICR head and ink nozzle	Resolve read and printing issues



Support Contacts

Primary Support

Pasadena FCU - ??? Department

Phone: _____

Email: _____

Hours: _____

Secondary Support

Canon U.S.A. Support

Phone: (800) 652-2666