3M

SelfCheck™ System

Model 7210

User Guide

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Table of Contents

Safety and Standards

Please read and understand all safety information before operating this equipment.

Intended Use

The 3M™ SelfCheck™ System Model 7210 allows library patrons to check out and check in library items on their own. The library items must have bar codes attached that can be read by the scanner, or digital identification tags that can be read by the SelfCheck system. The SelfCheck system performs check-in and checkout procedures through communication with the automated circulation system (ACS) interface module.

i   This product has not been tested or proven safe for uses other than those stated above.

SelfCheck System Operations

The 3M SelfCheck system model 7210 is designed to process library items for check-in or checkout. The SelfCheck system allows you to perform the following tasks:

- Check-in and check-out (includes securing/unsecuring and sending item IDs)
- Receipt Printing

Please review this User Guide before you begin using your SelfCheck system.

Automated Circulation System (ACS) Provisions

Make certain that you have acquired an automated circulation system (ACS) server and a license for each SelfCheck system, and that the server is properly installed and configured prior to installation of the SelfCheck system.

Warning Statements and Safety Instructions

Explanation of Labels and Symbols

⚠️ Refer to accompanying documents.

⚡ Risk of electric shock. Refer all servicing to manufacturer.

⚠️ **WARNING**
This equipment contains high voltage. Do not remove protective panels. Only 3M factory-trained technicians should service this equipment.

⚠️ **CAUTION**	⚠️ **CAUTION**
Using controls or adjustments, or performing procedures other than those specified herein may result in hazardous laser light exposure.	This product contains laser devices. Do not allow the scanner laser beam to reflect off a shiny, mirror-like surface into anyone's eyes. Observe the labels on the unit.

LASER LIGHT
DO NOT STARE INTO BEAM
.95 mW at 630-670 nm
CLASS 2 LASER PRODUCT

↓ LASER APERTURE ↓
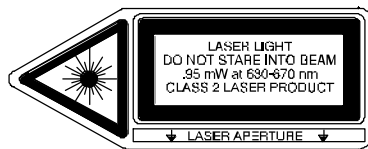
Note: Barcode laser power up to .95 mW with an average power of 3.9 µW at 630 to 670 nm could be emitted onto the book cradle
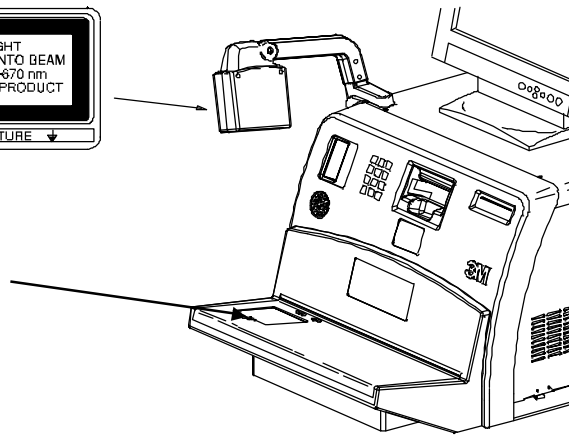
⚠ **CAUTION**
Assembled unit weighs 125 lbs. [56,8 kg]. Do not attempt to lift assembled unit alone.

⚠ **CAUTION**
Never lift unit from the front. Lifting from the front may cause the coil assembly to break and falling parts may cause injury.

⚠ **CAUTION**
Danger of explosion if internal battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Label Locations

FCC ID: DGF-LSD7210
This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions:
This device must not cause harmfull interference, and
This device must accept any interference received, includi
intereference that may cause undesired operation.

Canada: TBD
This Class A digital apparatus meets all
requirements of the Canadian Interference-Causing
Equipment Regulations.

Cet appareil numerique de la classe A respecte toutes
les exigences du Reglement sur le materiel brouilleu
du Canada.

Model 7210 Digital SelfCheck™
100 - 120V~
50/60 Hz
3 A

S/N 7210XXX   C€ 0678①
I.T.E.
Listed
4P24

3M Library Systems
St. Paul, Minnesota 55144-1000   3

Serial Number

The serial number (S/N 7210XXX) is listed on the lower label on the back of the SelfCheck™ System.

EMC Compliance USA and Canada

FCC Radio Frequency Rules and Regulations

This equipment has been tested and found to comply with the limits for a Class A device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can emit radiated radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Intentional Radiator Certification

FCC ID: DGF-LSD7210

This equipment contains an intentional radiator approved by the FCC under the FCC ID number shown above. 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.

NO MODIFICATIONS. Modifications to this device shall not be made without the written consent of The 3M Company. Unauthorized modifications may void the authority granted under Federal Communications Commission Rules permitting the operation of this device.

Industry Canada Radio Frequency Rules and Regulations

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numerique de la classe A respecte toutes les exigences du Reglement sur lemateriel brouilleur du Canada.

CANADA: Pending

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

EMC Compliance Europe

This equipment complies with the requirements of the RTTE and EMC directives.

CE 0678 ①

Australia

This unit complies with the EMC requirements for Australia.

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Quick Reference Guide

SelfCheck System Overview

Welcome to the 3M™ SelfCheck™ System Model 7210!

Please take the time to read through this guide to help you understand how your SelfCheck system works. Keep it accessible when the SelfCheck system is in use. It will serve as a reference guide when questions arise.

The 3M SelfCheck system model 7210 allows library patrons to check out library items on their own. The SelfCheck system emulates the check-in and checkout procedures performed by a librarian.

The SelfCheck system contains a barcode reader that identifies to the library's circulation database which materials are being checked out of the library. A desensitizer unit then desensitizes the detection strip placed in or on the material.

SelfCheck systems can read most bar code formats used by libraries throughout the world. The SelfCheck system bar code scanner can read up to eight different bar code formats. Codabar and Code 39 are the most common formats used in libraries.

The SelfCheck system model 7210 is also capable of reading Digital ID™ tags.

Online Documentation and Training

The SelfCheck Manager CD has extensive online documentation and computer-based training. The information you need is factory-loaded onto the internal computer of the model 7210.

Online Help

The SelfCheck Manager CD contains extensive online assistance that covers procedures, troubleshooting, and reference material.

Preparing Your Library for Patron Self-service Check-out

A number of requirements must be met for the installation and operation of the SelfCheck system. These requirements include adequate space and environmental conditions, electrical power connection, connection to the automated circulation system (ACS), and staff.

Installation Checklists

Before installation can occur, personnel in your library will be asked to fill out the SelfCheck™ System Checklist. Use the following checklists to prepare for SelfCheck system installation:

▪ **SelfCheck System Checklist** – This document is used to provide information to 3M personnel about the specific needs of your library pertaining to the SelfCheck system. This document includes the general pre-installation requirements.

You will also receive a **System Administrator's Packet** that is used to provide technical information needed to set up communication between your automated circulation system (ACS) and the SelfCheck system.

Staff Preparation and Training

The introduction of patron self-service will fundamentally change how your library circulates items. Since patrons will be able to process their own routine checkouts, your staff will have more time to respond to patrons with more complicated checkout problems or information requests. Because the SelfCheck system will affect the nature of their work, the entire library staff should be involved in the preparation for installation. The staff will help to identify the library functions that can be enriched with the added resources and time made available by the SelfCheck system.

A key element of any media loss prevention effort is a successful staff training program. Your SelfCheck system will be much more effective with the active cooperation and participation of your entire library staff. We recommend that you use the operator guides provided with the SelfCheck system as texts for periodic formal security training sessions.

Preparing Library Patrons for the SelfCheck System

To prepare library patrons for using the SelfCheck system, thoroughly review the SelfCheck system documentation. Then, consider scheduling patron orientation sessions to demonstrate the operation of the SelfCheck system. Demonstrate each different process for checking in and checking out items from your library. For example, using the Video Checkout Unit (VCU) to checkout videos.

Site Information

A SelfCheck system Checklist should have been filled out for each installation. This SelfCheck system Checklist identifies the type and location of bar codes used in the library.

Site Planning

1   Verify there is a table or cabinet with an adequate work surface
for the SelfCheck™ System. The recommended size is:

- Height: approximately 39 in. [990 mm]
- Width: 30 in. [762 mm]
- Depth: 33 in. [838 mm]

i To prevent interference with the scanner laser light, never
install the SelfCheck system in an area where ambient light
brightness exceeds that of the laser, or where it could be
exposed to direct sunlight.

2   Verify power is available within 3 ft [914 mm] of the SelfCheck system.

SelfCheck System Specifications

Physical Characteristics

Height	32 inches [835 mm]
Width	22 inches [635 mm]
Depth	31.5 inches [815 mm]
Weight	125 lbs. [56,8 kg]
Shipping Weight	218 lbs. [99 kg]

Operating Environment

Temperature	50º to 104ºF [10º to 40ºC]
Humidity	20 to 80%

System Power Requirements

Voltage	100-120/200-240 VAC
Amperage	4.0/2.0 Amps
Frequency	50/60 Hz
Phase	Single
Power	200 Watts

Components

The SelfCheck™ System consists of the following components:

- Color Monitor
- Scanner
- Keypad
- Magnetic card reader (optional)
- VCU (Video Checkout Unit)(optional)
- Multiple book detector
- Desensitizer
- Digital Identification
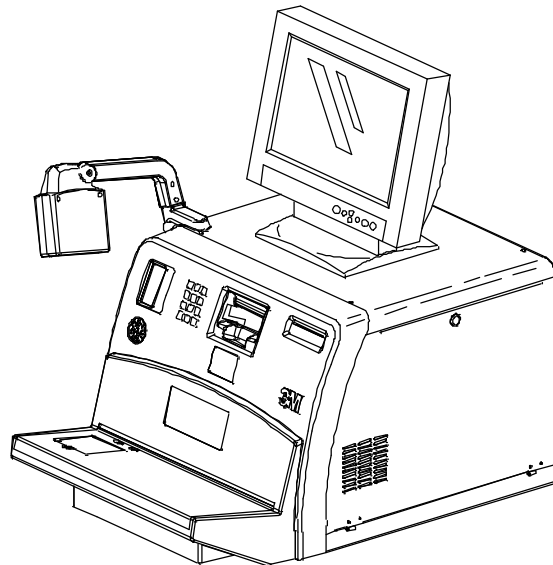
The SelfCheck System Model 7210

Color Monitor

A color monitor mounted on top of the SelfCheck™ System displays graphic instructions, diagrams, and information to guide the patron through the operation of the SelfCheck system.

Scanner

Your SelfCheck system may use one of two types of scanners, depending on the configuration of the SelfCheck system and the placement of bar codes on your library items. A visible single-line scanner reads perpendicular bar codes. The scan line should be visible whenever the SelfCheck system is on. An 8-line raster scanner with an approximately 1-inch wide read area reads parallel bar codes.

A status LED is mounted on top of the scanner. The LED is visible through the observation hole in the scanner housing. When a good bar code reading occurs, the LED changes from orange to green. When a bad bar code reading occurs, the LED changes from orange to red.

Keypad

The keypad is a standard module that is used primarily to enter personal identification numbers (PINs). PINs can only contain numeric data (0 through 9).

The keypad may also be used by the library staff to select certain administrative or diagnostic functions. It has 12 keys styled after the standard touch-tone telephone keypad (including * and # keys).

Magnetic Card Reader

The magnetic card reader can read magnetic stripes that conform to the ABA (American Banking Association) industry standard. It can read both numeric and alphanumeric data from the magnetic stripe if the data is recorded on track 1, track 2, or track 3. Typically, alphanumeric data is recorded on track 1, numeric data is recorded on track 2, and alphanumeric data is stored on track 3. The default selection for SelfCheck™ System operation is track 1.

VCU (Video Checkout Unit)

The Video Checkout Unit (VCU) is designed to allow patrons to check out their videotapes. To be checked out successfully, videotapes must have a bar code applied near one end of the cassette. To be properly desensitized, a 3M™ DVM-1 Security Strip must be applied to the spine of the cassette.

As a videocassette is inserted into the slot, a sensor is blocked. A signal is sent to the processor and the patron screen changes. If the videocassette is fully inserted, a second sensor at the rear of the slot is blocked. If the tape is not fully inserted, an error message displays on the screen. When the videocassette is properly in place, the bar code is directly under the bar code scanner. The bar code number is sent to the processor and then to the automated circulation system (ACS). When the video has been checked out on the ACS, the patron is instructed to remove the videocassette, desensitizing the strip.

The SelfCheck™ Manager software can be configured so that videotapes can be both checked out and checked in.

Multiple Book Detectors

Multiple book detectors (MBD) help prevent patrons from checking out and desensitizing materials without recording the transaction in the automated circulation system (ACS). The MBD sensors prevent patrons from checking out more than one item at a time.

If more than one sensitized strip is detected, the monitor displays an error message, interrupting the loan process.

Desensitizer

The desensitizer contains electronics housed beneath the book cradle on the SelfCheck system that desensitize and re-sensitize Security Strips. When a book is approved for checkout by the circulation system, the detection strip in the book is desensitized. The SelfCheck system is designed to prevent patrons from checking out more than one item on the same item bar code.

Digital Identification

The SelfCheck™ System Model 7210 has digital identification capabilities that allow the SelfCheck system to recognize Digital ID™ tags through Radio Frequency Identification (RFID). Digital ID tags are placed within the library material. Each tag is encoded with item identification information using 3M™ Digital Identification equipment. The SelfCheck system uses the information contained on the Digital ID tag to properly check materials out to the patron. For more information about RFID technology and Digital ID tags, refer to www.3M.com/library.

Features

- Bar code scanner.
- Multiple book detection capability.
- An integral network interface card.
- An Internal thermal printer with a built-in paper cutter, which can accommodate up to a 6-inch diameter thermal paper roll. The printer includes a paper end detector; when the paper roll nears the end, print operation is interrupted.
- Digital Identification
- Materials checkout capability

Options

The following items are available as original factory-installed components or can be field-installed at a later date:

- Video Checkout Unit (VCU)
- Multiple Language
- Magnetic Card Reader
- Internal printer with a built-in paper cutter

Communication

This SelfCheck™ System sends and receives information from the auto circulation system (ACS). This information is exchanged in a manner consistent with 3M's Standard Interface Protocol (SIP-2).

This SelfCheck system also communicates with patrons by identifying the patron's ID and leading them through the process of checking out materials. The SelfCheck™ System displays correction instructions to help the patron solve problems. If this fails, the system instructs the patron to ask for help at the circulation desk.

Bar Codes

Bad or Unreadable Bar Codes

When the scanner tries to read a bar code that is not configured on the SelfCheck system, or if the bar code is unreadable (damaged or incomplete), an error screen displays and the patron is instructed to seek help at the front desk.

Bar Code Formats

The SelfCheck system identifies library cards and library materials by reading bar codes on the items. Several bar code formats have been developed. The SelfCheck system is pre-programmed to read the following bar code formats:

- Codabar
- Code 39
- Plessey
- Telepin Alphanumeric
- Code 128
- EAN-13
- UPC-A

In addition to the bar code formats listed above, the scanner can be set to read one additional format.

Bar Code Placement

Consistent bar code placement on library materials is necessary for the scanner to read the bar codes. If the bar code placement on library materials varies, the SelfCheck system must be set up in the center-scanning configuration.

Starting the SelfCheck System

1   Turn **ON** the power switch on the back of the SelfCheck™ System.

2   Log in using your designated password if required. The
      SelfCheck system program automatically starts.

Shutting down the SelfCheck System

Press ****316#** on the keyboard and wait for the screen message
indicating it's safe to turn the SelfCheck system off, then turn **OFF**
the power switch on the back of the SelfCheck system.

[i]   To shut down the SelfCheck system while the SelfCheck
      program is **NOT** running, click on **Shut Down** in the
      Windows™ **Start** menu.

Starting the SelfCheck™ Manager Software

Use the following steps to start the SelfCheck Manager software:

[i]   If the keyboard is not plugged into the SelfCheck system, start
      at step **1**. If the keyboard is already plugged in and the
      SelfCheck system is running, start at step **6**.

1   Press ****316#** to shut down the SelfCheck system.

2   Turn **OFF** the power switch on the back of the SelfCheck
      system.

3   Open the right side panel on the SelfCheck system.

4   Plug the keyboard into the keyboard into the keyboard port.

5   Turn **ON** the power switch on the back of the SelfCheck system.
      The SelfCheck program starts.

6   Press the **Esc** key on the keyboard after the SelfCheck program
      starts. This shuts down the SelfCheck program.

7   Double click on the SelfCheck Manager icon on the Windows
      desktop. This starts the SelfCheck Manager software.

SelfCheck™ Manager Procedures

This section contains common procedures for configuring and adjusting the SelfCheck Manager.

Mode Procedures

Use the following procedures to set the SelfCheck™ System in different modes of operation:

SelfCheck System Mode

Select **SelfCheck** from the **Modes** menu. This sets the SelfCheck system for normal patron operation.

Out of Service Mode

Select **Out of Service** from the **Modes** menu. This sets the SelfCheck system in the out of service mode and shows the out of service graphic on the screen. When the **Out of Service** graphic is displayed, pressing the escape key (Esc) on the returns you to the SelfCheck™ Manager.
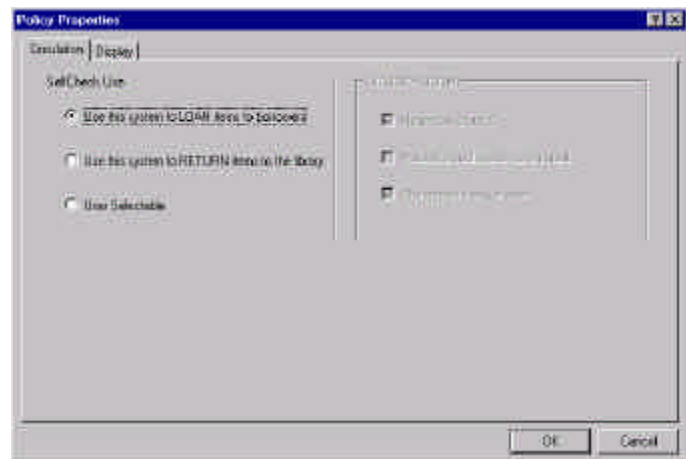
Demonstration Mode

Select **Demonstration** from the **Modes** menu. Putting the SelfCheck system in the demonstration mode allows check out of items for training or demonstration purposes. While in the demonstration mode the SelfCheck system does not communicate with any other system.

Circulation Procedures

SelfCheck System Use: Check-in, Check Out, or Patron Selectable

The SelfCheck system is used to check-in or checkout library items. The SelfCheck system may be set to allow the patron to choose check-in or checkout, or it may be set for check-in or checkout only.

1   Click **Policy** from the **Configure** menu.

2   Click the **Circulation** tab on the **Policy Properties** window.

**3**   Click the button next to the desired mode.

4   Click **OK**.

Policy Properties window - Circulation tab

Setting Display Properties

Display properties enable the presentation of patron information. Information can include automated circulation system (ACS) messages, fines, fees, item name and bar code, and patron identification and patron record information.

1 Click **Policy** from the **Configure** menu.

2 Click on the **Display** tab.

3 Click to select the box for each item that should be displayed to the patron.

Policy Properties window - Display tab

Message Procedures

Editing Message Screens

This procedure details how to change the text on the screens the library patron sees.

1 Click **Messages** in the **Configure** menu.

2 Select a **Screen** and, if necessary, a **Language** from the drop-down menus.

3 Click on the **Edit Messages…** button. This displays the **Edit Messages** window.

4 Double-click on the line of text you want to edit in the **Edit Messages** window. The line of text is then loaded into the **Message Composition Tool**.

5 Click on the line of text at the bottom of the **Message Composition Tool** to place your cursor there.

6 Edit the text of the line using the **Message Composition Tool**. Refer to "Editing Text with the Message Composition Tool" in this section.
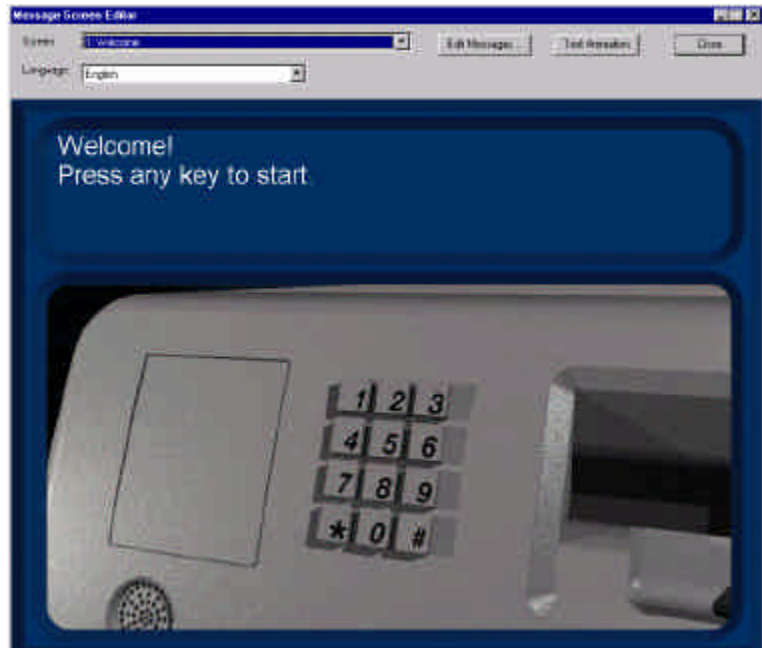
Message Screen Editor window
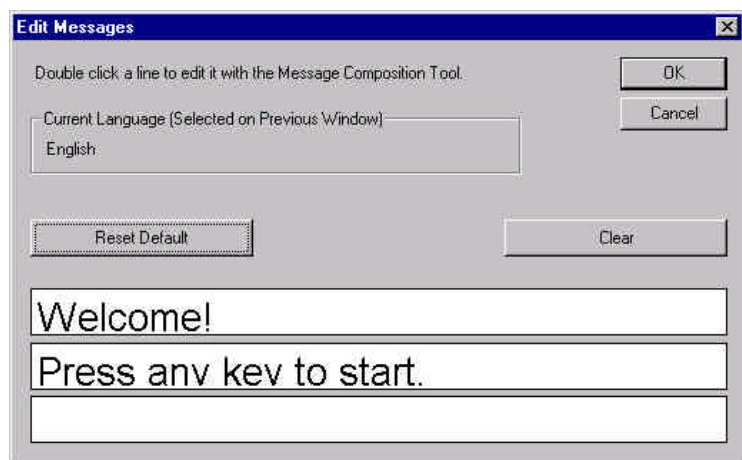
Edit Messages window

Editing Text with the Message Composition Tool

If your operating system version is English and the message text you are editing is English then you may use your keyboard to type a line of text.

If the text of the message is in a language other than English you can double-click a character in the character matrix to add it, or drag a character from the character matrix to the message to add it.

Click on the **Clear** button to delete the line of text. Click on the **Undo Last** button to delete the final character of the line of text.

To move text from the **Message Composition Tool** to the **Edit Messages** window, drag the text while holding down the control key on your keyboard.

Message Composition Tool window

Dragging Lines of Text

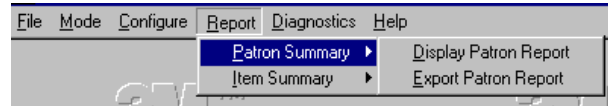Use the following steps to drag lines of text

1   Move the cursor over the text you want to drag.

2   Hold down the **Ctrl** key on your keyboard.

3   **Press** and **hold** down the **left** mouse button.

4   Move the cursor to where you want to place the text.

5   Release the **left** mouse button

6   Release the **Ctrl** key.

7   Move the **Message Composition Tool** window to the right to show the **Edit Messages** window.

8   Drag the text from the **Message Composition Tool** to the **Edit Messages** window

9   Click **OK** in the **Edit Messages** window when complete.

10 Click **Close** in the **Message Screen Editor** window.

Statistics - Report Procedures

The following procedures are associated with the Report menu on the SelfCheck™ System:

Create Patron Summary Report

1 Click **Patron Summary** from the **Report** menu and **Display Patron Summary** from the drop-down menu. The **Set Date Ranges for Reports** window displays.

Patron Summary menu

2 Set the **Start Date**.

3 Set the **End Date**.

4 Click the **OK** button. The **Patron Statistics Report** window displays.

5 Click the **Print** button to print the report.

Set Date Ranges for Reports window

Patron Statistics Report window
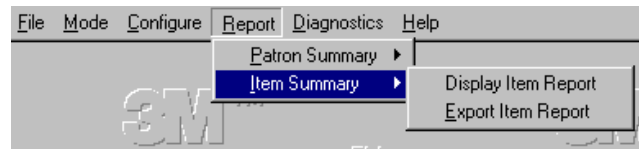
Export a Patron Summary Report

1   Click **Patron Summary** from the **Report** menu and **Export Patron Summary** from the drop-down menu. The **Set Date Ranges for Reports** window displays.

2   Set the **Start Date** and the **End Date** to cover the dates for which you wish to view statistics.

3   Click the **OK** button. The **Save As** window displays. The default location to save files is the following file path:
C:\program files\3M Library Systems\3M SelfCheck 6210\config

4   Type a name for the patron report in the **Filename** field. Typically, the date range is used as the file name.

5   Click the **OK** button to export the report. This generates a text file that links to a Microsoft® Excel™ file (**StatsReports.xls**) in the **config** directory listed in step 3.

    i   You will need Microsoft® Excel™ version 5.0 or later installed on a PC computer separate from the SelfCheck™ System to view the reports.

Create an Item Summary Report

1 Click **Item Summary** from the **Report** menu and **Display Item Summary** from the drop-down menu. The **Set Date Ranges for Reports** window displays.

2 Set the **Start Date**.

3 Set the **End Date**.

4 Click the **OK** button. The **Item Statistics Report** window displays.

5 Click the **Print** button to print the report.

Patron Summary menu

Patron Statistics Report window

Export an Item Summary Report

1 Click **Item Summary** from the **Report** menu and **Export Item Summary** from the drop-down menu. The **Set Date Ranges for Reports** window displays.

2 Set the **Start Date** and the **End Date** to cover the dates for which you wish to view statistics.

3 Click the **OK** button. The **Save As** window displays. The default location to save files is the following file path:
C:\program files\3M Library Systems\3M SelfCheck 6210\config

4 Type a name for the item report in the **Filename** field. Typically, the date range is used as the file name.

5 Click the **OK** button to export the report. This generates a text file that links to a Microsoft® Excel™ file (**StatsReports.xls**) in the **config** directory listed in step 3.

ℹ️ You will need Microsoft® Excel™ version 5.0 or later installed on an PC computer separate from the SelfCheck™ System to view the reports.

Display Summary Reports Graphically

You must first create the report, export it, and then open the supplied Microsoft Excel spreadsheet to view the results. Follow this procedure to view data graphically:
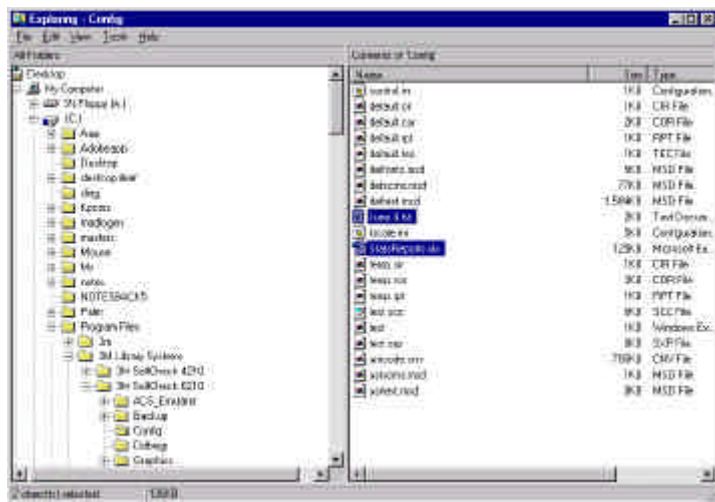
i You will need Microsoft® Excel™ version 5.0 or later installed on a PC computer separate from the SelfCheck™ System to view the reports.

i For steps 1 and 2, refer to the previous procedures in this section.

1 Create the report (patron report or item report).

2 Export the report (patron report or item report).

3 Copy the report files to a 3.5 inch floppy disk.

    a Place a 3.5 in. floppy disk in the SelfCheck system computer's 3.5 in. floppy drive.

    b Open Windows Explorer™ and open the following file path: **C:\program files\3M Library Systems\3M SelfCheck 6210\config**

Windows Explorer™ window - Config directory

    c Copy the **StatsReports.xls** file and the text files that correspond to the reports you wish to view to the **3 1/2 in. floppy (A:)** drive, listed under **My Computer** in Windows Explorer™.

    d Remove the floppy disk from the SelfCheck™ System computer and transfer it to an PC computer with Microsoft® Excel™ version 5.0, or later, installed.

4 Open Windows Explorer™ and click on the **3 1/2 in. floppy (A:)** drive listed under **My Computer**. The contents of the floppy will appear on the right side.

(continued)

5 Open the **StatsReports.xls** spreadsheet by double-clicking on the file name in Windows Explorer™. Make sure to **enable the macros** when prompted. The spreadsheet displays a screen that allows you to open either a patron or an item statistics report.

6 Click the appropriate button for the information you want to view. The **Open** window displays.

7 Navigate to the **3 1/2 in. floppy (A:)** drive and select the file you want to view.

ⁱ You will only be able to view the files that you transferred to the floppy disk in step 3c.

8 Microsoft® Excel™ imports the file and creates graphs depicting the statistical information. To view each graph, select the appropriate tab in the lower left corner of the spreadsheet.
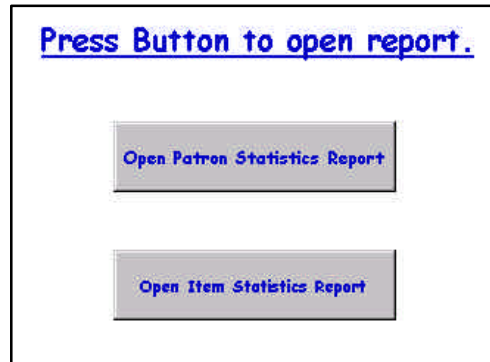
Statistics Reports buttons
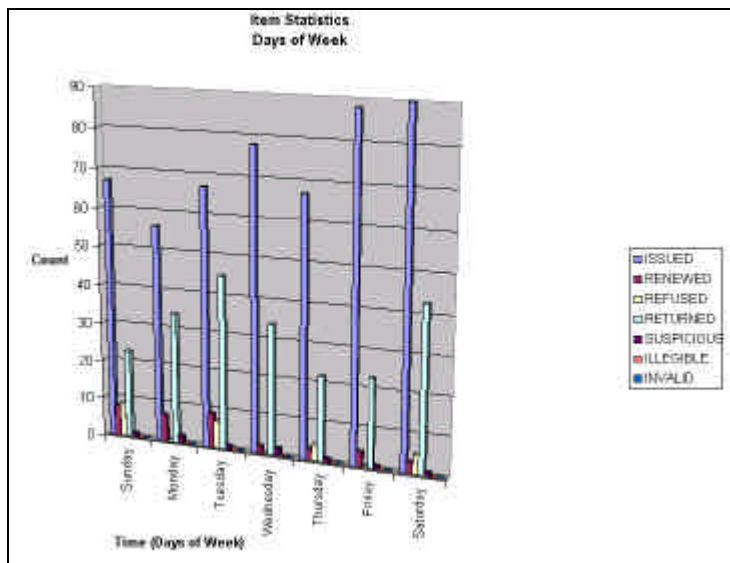
Item Statistics Graphic (example)

Maintenance

Replace the Printer Paper

When the printer paper runs out, you will need to replace the
depleted roll with a new roll of paper.

i   To order printer paper rolls, refer to "Obtaining Service and
      Supplies" in this guide.

1   Shut down the SelfCheck™ System (refer to "Shutting down the
        SelfCheck System" in this guide).

2   Open the right side panel of the SelfCheck system.

3   Slide the printer assembly out of the model 7210 chassis.

4   Locate the print head lever and move the lever from the
        Engaged position to the *Full Release* position.

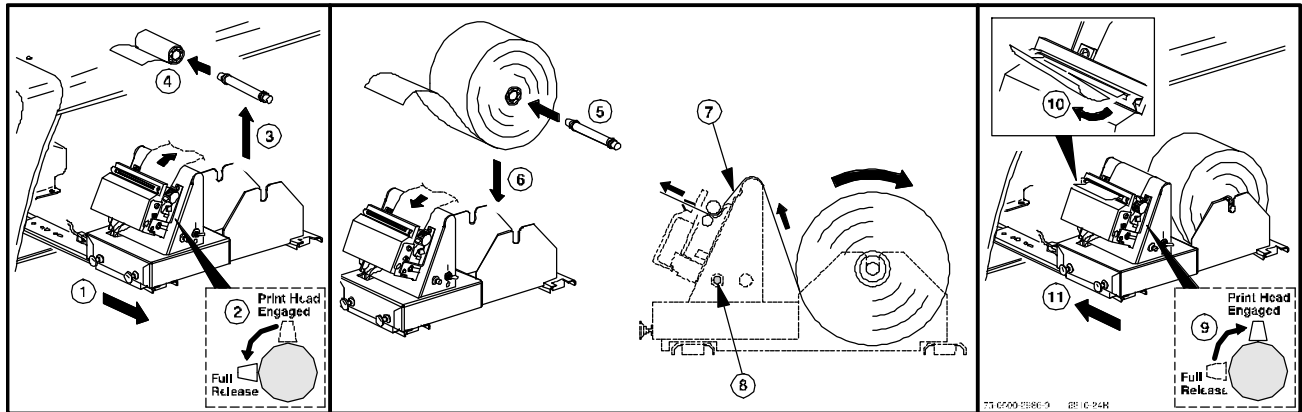**5**   Lift the empty paper roll and roll pin out of the printer assembly.

6   Remove the paper roll from the roll pin.

7   Place a new paper roll on the roll pin.

8   Place the paper roll and roll pin on the printer assembly with the
        tag end of the paper coming off the bottom of the paper roll.

9   Feed the leading end of the paper roll into the printer assembly.
        Be sure the end of the paper roll is not ragged or it will not feed
        properly.

10 Press the line feed button on the side of the printer assembly
        until the paper feeds completely through the print head area of
        the printer.

11 Move the print head lever from the *Full Release* position to the
        Engaged position.

12 Tear off any excess paper.

13 Slide the printer assembly back into the 7210 chassis.

14 Close the side panel.

Clean the Proximity Sensor Cavities

The SelfCheck™ System program uses proximity sensors installed in the book cradle to determine when a book has been placed on the cradle. If the proximity sensor cavities become blocked with dirt and debris, the proximity sensors may not work properly.

To clean these cavities:

1   Press ****316#** on the keyboard and wait for the screen message indicating it's safe to turn the system off, then turn **OFF** the power switch on the back of the system.

🛈   To shut down the SelfCheck system while the SelfCheck program is **NOT** running, click on **Shut Down** in the Windows™ **Start** menu.

2   Dampen a cloth with water or a mild cleaning solution.

3   Gently wipe the dirt and debris away from the proximity sensor cavities.

Clean the Housing

The exterior housing of the SelfCheck system will be dirty with normal use and may require cleaning. To clean the housing, dampen a soft cloth with water or mild cleaning solution and gently wipe away dirt from the affected areas.

Clean the Monitor

Press ****316#** on the keyboard and wait for the screen message indicating it's safe to turn the system off, then turn **OFF** the power switch on the back of the system.

🛈   To shut down the SelfCheck system while the SelfCheck program is **NOT** running, click on **Shut Down** in the Windows™ **Start** menu.

Use care when cleaning the SelfCheck system monitor.

Use pre-moistened towelettes that are sold specifically for monitor cleaning. If these are not available, you can use a non-solvent based cleaner to dampen a soft cloth but use it very sparingly.

Frequently Asked Questions and Troubleshooting

Use the following procedures to perform basic troubleshooting tasks on the SelfCheck™ System:

SelfCheck System is not Responding

Possible cause	Solutions
No AC power.	**1** Make sure the outlet being used is not operated from a wall switch or other control device. **2** Check to see if any other machine or appliance using the same outlet is working or not. **3** If the outlet is dead, have a qualified technician check the circuit breaker or fuse box.
There is a computer problem with the SelfCheck system.	In the U.S., call 3M Technical Support at 1-800-328-0067. Outside the U.S., call your local 3M office. Refer to "Obtaining Service and Supplies" in this guide.

Scanner Problems

If the scanner is functioning properly, the bar code on the item being scanned may be faded or dirty. Try an item with a clean, good quality bar code.

Message Issues

When changing text in a receipt or in a screen, press and hold the **Ctrl** key on the keyboard, then press and **hold** the **left** mouse button to drag the text to the desired location.

If a language other than English is selected, the text on the top part of the Message Screen Editor window may be incorrect. You may need to go to the drop-down menu and select the desired language.

Screen does not change after a book is removed from the cradle

Problem: The item sensors do not change states when the book is removed.

Solution: Too much light may be shining on the SelfCheck system cradle. Reduce the light shining on the SelfCheck system cradle.

Patron Error Messages

The messages below occasionally display to a patron using the
SelfCheck™ System.

"A system error has occurred - please advise library staff"

"You cannot borrow this item. Please take it to the desk"

"You cannot renew this item. Please take it to the desk"

"CARD HAS BEEN DISABLED Please take your card to the desk"

"Item removed before loan complete"

"Cannot proceed with this loan"

"You took too long to enter your PIN"

"Printer Problem - contact library staff"

"Please remove your card"

"Please remove your card to continue"

"Please take your card to the desk"

"Please take this item to the desk"

"Please try again"

"Unknown bar code"

"Unable to read card try again" (Bar Code Scanner)

"Unable to read card try again" (Magnetic Card Reader)

Printer Problems

If the printer is not printing receipts, make sure that the printer's
power switch is on and the printer is properly loaded with paper.

Patron screen display information is inadequate

Make sure the desired patron information is selected on the
Policy/Display setup screen.

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Obtaining Service and Supplies

Printer Paper and other Supplies

To order printer paper and other supplies in the U.S., call 1-800-328-0067, option 2. Outside of the U.S., call your local 3M office. The following supplies are recommended:

Thermal Printer Paper

Part number	78-8121-0609-0 **(Case of 16 rolls)**
Width	3 inches [76 mm]
Diameter	6 inches [152 mm]
Length	650 feet [198 m]

i   If you order the part number 78-8121-0609-0, you will receive a case of 16 - 650 foot (198 m) rolls of printer paper.

Contacting Support

To contact 3M to request a service call, installation, software support, or to provide Service Agreement information, in the U.S. call 1-800-328-0067, option 1. Outside of the U.S., contact your local 3M office.

3M Library Systems Website

The 3M Library Systems Web site – www.3M.com/library

For additional information, refer to www.3m.com/library and select the link under "Product Literature and Related Information" at the bottom of the page. This directs you to a documentation links page containing a link for "SelfCheck Systems" where applicable documents are located.

List of Machines and Serial Numbers

Machine Number (assigned by library)	Model Number	Serial Number	Troubleshooting Log