

## Cleaning your RDM Scanner Glass

If you're having problems with your scanner not reading any bill stubs, the problem is probably that your scanner is dirty.

To clean the glass inside the scanner, first power-off the terminal.

If you have a money order/ bill pay set-up, on the back of the scanner there will be four cables connected - a phone cord, a printer cable that goes to your printer, a serial cable that goes up to your keypad, and the power cord.

If you have a bill pay-only set-up, there should be three cables involved. The telephone cord, the serial cable that goes to your key pad, and the power cord.

Disconnect the plugs. Hold the scanner in your hands.

Where you insert the bill stub, there is a little gray tab that you need to lift up on. Open the scanner like a clam shell.

On the inside will be a little black piece that pivots up a little over 45 degrees.

Tilt the scanner where you can look down on that and look at the glass. Make sure the glass is clean and free of any debris.

If the glass is smudged or dirty, use a glass cleaner and a paper towel or a newspaper to clean the glass off thoroughly until it is clear and the obstructions are removed.

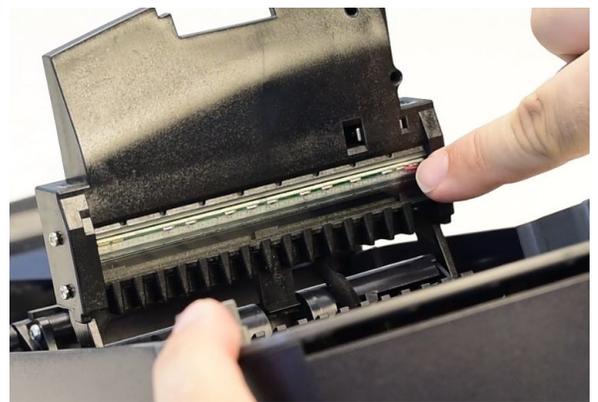
Close the RDM scanner, put it back into place, and replace the connections on the back of the scanner: power cord, the serial cable that runs to your keypad, and your telephone line.

If you have a money order/ bill pay setup, you'll replace the power cord, serial cable that runs to the keypad, the printer cable, and the phone cord.

It's extremely important to remember: **When replacing the serial cable end or the printer cable, do not twist to add the connection to the back of the scanner.**

Line up the pins and push the cord straight in. Again - do not twist, this could bend the pins inside the cable and cause a short in the system.

Once the cords are replaced, power up the system and you're ready to make a bill payment.



To view a video of this guide, [click here](#).

If you have questions, please call our Help Desk at 800.621.8030.