



M500 CLEANING GUIDE

STEP BY STEP CLEANING GUIDE FOR M500

This is a multiple procedure process and requires the following items.

(Note: If customer is in need of a cleaning kit, call 508-321-1671)

- Cleaning Card (Saturated in Alcohol Solution)
- Calibration Card
- Air Divider (Plastic tool)
- Air Duster

Procedure #1

For this procedure you will need to insert the saturated cleaning card into the M500. Once the card is in place it will begin an automatic process in which the card will begin to clean the rollers and magnetic stripe reader head. We recommend that you use this card for cleaning after every 10,000 scans. If you have well under 10,000 scans per month, then we recommend you complete this process once every 2-3 months.

PROCEDURE #2

- ☐ **Step 1**
 - The first step of procedure #2 is to insert the calibration card with the arrow facing outwards (away from the M500).
- ☐ **Step 2**
 - After the card is inserted, you must verify that the dust/debris exists on the mirrors. If there is dust on the mirrors you will see a dust line on the left section of the image. The left section is the uncorrected side of the image, the right section is the corrected side of the image. This helps to see the raw uncorrected image which allows the dust line to be visible. If such a line exists there is dust on the mirrors, and you should continue to step 3.
- ☐ **Step 3**
 - The next step includes using the black plastic air divider. First you will need to insert the air divider down inside the M500 into the opening which can be opened by pulling the small black lever on the side of your M500. You will then position the air divider under the spring-loaded line (grey plastic). Align the air divider to the M500 side wall, then push the air divider completely into the M500 scan path.
- ☐ **Step 4**
 - Once you have the diverter in the correct position, insert the air duster nozzle into the M500 scan opening. From here you typically want to press the air release valve for about 2 seconds in a vertical and horizontal position. If the duster gets too cold, wait for about 10 seconds and complete the process once more. Make sure to not hold the air duster upside down!
- ☐ **Step 5**
 - Now, you will need to remove the air divider and close the side door of the M500 and repeat steps 1 & 2. If you still see the dust line uncorrected then proceed to step 6. If the dust line is still in view, then go back to step 3. Once the dust is removed from the mirrors you may see a new line on the corrected section (Right side) at this time ignore the right-side image.
- ☐ **Step 6**
 - At this point you need to calibrate the M500 without any dust on the mirrors. You will need to insert the calibration card with the arrow facing INWARD this time. This process is now done automatically and once the calibration is completed it will be ejected and the calibration data will be stored within the M500.
- ☐ **Step 7**
 - The final step is to repeat steps 1 & 2 to verify your cleaning results. If this is all done properly you should see the left image with no dust and the right image with a clean white background. If this is not the case, we recommend restarting the process and start over again until the M500 is fully clean.