Model 995 Operator’s Manual Revision History

The original (preliminary) issue and subsequent revision are identified as follows:

**Issue date (Rev. A): 9/95, Reissue date (Rev. B): 2/01**

This manual was originally issued in September, 1995 (Rev. A) and reissued in February, 2001.
Safety

**CAUTION**
LASER LIGHT
DO NOT STARE INTO BEAM
670 nm LASER DIODE
1.0 MILLIWATT MAX OUTPUT
CLASS II LASER PRODUCT

**DANGER**
High voltage.
Not operator serviceable.

Risk of electrical shock.
Do not remove covers or panels.
This equipment is not operator serviceable and contains high voltage electrical circuits.
Refer all servicing to 3M factory trained service personnel.

995-17A
FCC/DOC Compliance

**FCC Radio Frequency Rules and Regulations**

This equipment has been tested and found to comply with the limits for a Class A digital 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 or her own expense.

**DOC Radio Frequency Rules and Regulations**

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.
3M is proud to introduce you to the 3M Model 995 Staff Workstation.

The 3M Staff Workstation was designed after many hours of observing library processing in backroom environments and in the patron accessible areas. This research identified the need to consolidate a number of processing tasks in such a manner as to improve the efficiency of such tasks, minimizing errors and improving operator comfort.

This Staff Workstation presents a number of operational options:

- Check-in and check-out
- Print, CD media, and magnetic media processing
- On-counter or in-counter installations
- Security processing of print and CD/DVD items
- Scan only of magnetic media
- Combination processing.

Your library collection will now enjoy the efficiency and control provided by 3M Materials Flow Management Systems:

- Protected with 3M™ Tattle-Tape™ security strips and detection systems
- Processed with the 3M Staff Workstation and other circulation accessories.

“3M” and “Tattle-Tape” are trademarks of 3M Company, St. Paul, MN 55144-1000 U.S.A.
Table of Contents

Safety ............................................................... i
FCC/DOC Compliance ................................................ ii
To Our Valued Librarian Customers .................................. iii

Section 1 - Introduction ........................................ 1-1
About this Manual .................................................... 1-1
Description .......................................................... 1-2
   Proximity Detector .................................................. 1-2
   Desensitizer/Sensitizer .......................................... 1-2
   Scanner ................................................................ 1-2
   Keyboard Wedge ................................................... 1-2
   Console ............................................................... 1-2
   Electronics Box .................................................... 1-2
Preparing for Installation ......................................... 1-4
   Physical Site Requirements .................................... 1-4
   Installation Checklist ............................................ 1-6
   Staff Training ....................................................... 1-6
       Verify Quality of Your Processing ...................... 1-6
Getting Help .......................................................... 1-6
Barcode Label Recommendations .............................. 1-7
Glossary ................................................................ 1-9

Section 2 - Operation .............................................. 2-1
Turning Your Staff Workstation On and Off .................. 2-1
Checking In Books and Compact Discs ....................... 2-2
Checking Out Books and Compact Discs ..................... 2-3
Checking In Audio and Video Cassettes ...................... 2-5
Checking Out Audio and Video Cassettes .................... 2-6
Verifying Security Status .......................................... 2-7
Verifying Books and Compact Discs Media Security .... 2-8
Resensitizing Books and Compact Discs ..................... 2-9
Desensitizing Books and Compact Discs .................... 2-10

Section 3 - Service .................................................. 3-1
Cleaning ................................................................ 3-1
Scanner ................................................................ 3-1
Troubleshooting ...................................................... 3-2
Scanner Positioning ............................................... 3-4
Where to Get Service ............................................. 3-5
Welcome to the 3M Staff Workstation!

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

About this Manual

This is a reference manual for the introduction and use of the Staff Workstation in your library. It gives step-by-step instructions on how to operate and maintain the system and should remain confidential to the library.

There are three sections in this manual:

Section 1  Introduction gives an overview of the Staff Workstation.

Section 2  Operation explains how to use the Staff Workstation.

Section 3  Service explains how to clean the Staff Workstation, how to solve potential problems, and how to request service.
The primary components of the Staff Workstation are shown and described below:

**Proximity Detector**
Senses the presence of library items to initiate processing.

**Desensitizer/Sensitizer**
Desensitizes/sensitizes 3M Tattle-Tape security strips.

**Scanner**
Reads bar codes on library items and patron cards.

**Keyboard Wedge**
Translates bar code information from the scanner to the same format as if it had been entered from the keyboard. The wedge emits one high beep each time it successfully translates a bar code.

**Console**
Contains three operator control switches with graphic icons.

**Electronics Box**
Contains high voltage circuits, control circuits, and the service switch. Power cord from the electronics box plugs into facility power.
Your Staff Workstation has been designed to offer your library operational flexibility. It has the following features:

- It can be installed on a table or counter top for those processing areas where materials are manually retrieved from book drops or trolleys.
- It can be installed in-counter in areas where materials are received via conveyor or roller systems, minimizing operator handling. Installation instructions include steps to adjust the upper unit for processing materials in a right to left or a left to right flow.
- Operator can set the media switch to change between processing print media and processing magnetic media.
  - Print media and compact disks may be completely processed (for example, scanned and security processed) with the green switch set to the CD/books/magazine icon.
  - Magnetic media may be scanned and the transaction recorded with the green switch set to the audio cassette/video cassette/floppy disk icon. The security coil is not activated. An appropriate accessory is required to sensitize or desensitize magnetic media.
- Operator can set the security switch to change between checking in materials and checking out materials.
  - During check-in, print media and compact disks are sensitized with the red switch set to the book going to shelf icon.
  - During check-out, print media and compact disks are desensitized with the red switch set to the book going out door icon.
- Operator can verify that strips are sensitized or desensitized.
  - When the orange verifier switch is in the position, the light illuminates to identify an active 3M™ Tattle-Tape™ security strip.
  - The off position is an energy saving feature.
- Operator can set the service switch to the left to disable the scanning function.
  - This setting may increase efficiency if print materials or compact disks have been checked in, but only need to be sensitized.
  - This setting may allow processing to continue if the scanner can not read your bar codes.
Preparing for Installation

Installation is a combined effort between 3M and your library.

A 3M factory trained service technician will safely make all electrical connections to the Model 995 Staff Workstation. Your warranty will become void if electrical connections are made by anyone other than 3M or its authorized technicians.

The library must prepare a worksurface for the upper unit and position the electronics box.

Physical Site Requirements

The system is shipped in a single carton weighing about 70 pounds [31.5 kg]. For installation of this equipment, your library will need to have the following items in place:

- **A Worksurface or Counter Top** - This worksurface will be used to support the upper unit. The unit is 15 1/4 inches [386 mm] wide, 7 1/4 inches [184 mm] deep, and 20 1/4 inches [515 mm] high. Place the worksurface as follows:
  - The worksurface should be in the same area as an existing terminal.
  - For in-counter installations, the customer is responsible for cutting the hole in the counter and mounting the upper unit in the counter. Detailed procedures are provided in the “Customer Installation Instruction” pamphlet.
• Items such as credit cards, recorded magnetic media (audio cassettes, video cassettes, computer software), and stem-wind and self-wind wrist watches must be a safe distance from the upper unit. During desensitizing and resensitizing operations, these items must be at least 4 inches from the Front, 2 inches from the Sides, and 5 inches from the Back of the upper unit.

• To maintain the safe distance to the back of the unit during check-out, a non-metallic barrier, such as a plant, is recommended.

• The electronics box can be placed below the worksurface. The electronics box is connected to the upper unit and the keyboard wedge with cables that are approximately 6 feet [1.8m] long.

• **Electrical Power** - The system requires a standard 110/120 or 220/240 VAC, 50 or 60 Hz outlet within 6 feet [1.8m] of the electronics box. A maximum operating current of 2 amps at 120 volts is required. A power strip is included with the system.
Installation Checklist

Prior to installation, personnel in your library will be asked to complete and return a Customer Checklist with the following information:

- Your library circulation system name and version.
- Bar codes used in your library. Send samples showing the bar code type and the placement on your materials.
- The type of terminal (such as Wyse Model 60 or DEC VT320 or IBM PC) that will be connected to the Staff Workstation must be identified so that the proper cable kit will be shipped.
- Location (such as a back room for checking in materials) and whether the Model 995 upper unit will be mounted in-counter or on-counter.

Staff Training

A key element of 3M Materials Flow Management is a successful staff training program. Your library system will be much more effective with the active cooperation and participation of your library circulation staff. The Staff Workstation enhances your existing security system. 3M recommends that you use the operator guide provided with the detection system as text for periodic formal security training and retraining sessions.

Verify Quality of Your Processing

The addition of a Staff Workstation creates the opportunity to review security and bar coding policies.

**Strips.** The Staff Workstation is designed to desensitize and resensitize the following 3M Tattle-Tape security markers:

- B1
- B2
- DS-B1-N
- DS-B2-ND
- DCD2
- H1
- DS-B-0
- DCD-1
- R1

**Bar Codes.** Consistent placement of good, clean bar codes is essential to efficient processing. If bar codes are not in a consistent position, operators may need to adjust the scanner position. Bar code recommendations are included on the following page.

Getting Help

If problems occur in using the Staff Workstation, see the “Troubleshooting” paragraph in Section 4. If you have any unsolved problems, phone the 3M National Service Center at 1-800-328-0067 (free call).
Bar Code Label Recommendations

The following suggestions will help you select and apply bar codes that will provide excellent readability for your library over the long term. Following the suggestions will help ensure that the Staff Workstation reads the bar codes on the first scan.

**Symbology**

The Staff Workstation reads the following bar codes:

- **Preferred:** Code 39, Codabar
- **Acceptable:** Code 128, Interleaved 2 of 5, Straight 2 of 5, Plessey, and Code 93.

**Bar Width**

Wider bar widths are easier to read and will last longer than narrow bar widths.

- **Preferred:** 7.5 mil
- **Acceptable:** 6.5 mil minimum.

**Bar Height**

Taller bar codes have a larger read area than shorter bar codes.

- **Preferred:** 0.375 inch [9 mm] minimum height.

**Color**

High contrast labels with high print resolution are easier to read.

- **Preferred:** Labels with black print on plain white, non-textured background.

**Printing Technology**

The printing technology can significantly impact the readable life of bar codes.

- **Preferred:** Labels that are photo composed typically read very well over an extended time period.
- **Not Recommended:** Labels that are dot matrix or direct transfer printed, because they are difficult to read and generally have a shorter life.

**Protective Laminates**

Protective laminates are not required with current bar codes.

- **Acceptable:** Books with a clear Mylar book cover and one layer of 3M #845 Book Tape over the bar code as a protective laminate.
<table>
<thead>
<tr>
<th>Introduction</th>
<th>Bar Code Label Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Recommended: More than one layer of protective laminate. However, the scanner can read through up to two layers of some clear laminates.</td>
<td></td>
</tr>
</tbody>
</table>
**Glossary**

Here are informal definitions of the main terms used with Staff Workstations. We assume that you are already familiar with common technical terms used in modern libraries.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASC</td>
<td>Auto Circulation System. Sometimes referred to as Library Automation Vendor.</td>
</tr>
<tr>
<td>Bar Code</td>
<td>A code of lines of variable width imprinted on a product label designed to be read optically to identify the product.</td>
</tr>
<tr>
<td>Circulation Program</td>
<td>A software program that controls the circulation of library materials. Typical functions include check-out, check-in, renewals, reserves, borrowing policies, and registration.</td>
</tr>
<tr>
<td>Deck</td>
<td>The processing surface of the Staff Workstation that holds the library item during the transaction.</td>
</tr>
<tr>
<td>Desensitizer</td>
<td>A component of the Staff Workstation that desensitizes the security strip applied to the item being checked out. When desensitized, the patron can carry the item through the security system without setting off an alarm.</td>
</tr>
<tr>
<td>Detection Strips</td>
<td>See Security Markers.</td>
</tr>
<tr>
<td>Electronics Box</td>
<td>Contains circuit cards and control circuits for the Staff Workstation.</td>
</tr>
<tr>
<td>Host Computer</td>
<td>The main computer that connects with the distributed library terminals. It usually contains the primary circulation system program.</td>
</tr>
<tr>
<td>Icons</td>
<td>Labels showing switch functions.</td>
</tr>
<tr>
<td>In-Counter (Flush Mount)</td>
<td>The upper unit is installed in a counter with the deck flush with the counter top. The customer is responsible for cutting the hole and mounting the upper unit in the counter. This configuration is recommended for hands-free delivery systems.</td>
</tr>
<tr>
<td>Keyboard Wedge</td>
<td>Translates bar code information from the scanner to the same format as if it had been entered from the keyboard.</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Proximity Detector</td>
<td>An electronic sensor within the upper unit chassis that senses the presence of an item on the deck.</td>
</tr>
<tr>
<td>Quiet Zone</td>
<td>A 0.25-inch (minimum) blank area on each end of the bar code, necessary for proper bar code readability.</td>
</tr>
<tr>
<td>Scanner</td>
<td>A laser-based device that scans the deck to read the bar codes on the item being checked in or checked out. Because the scanner contains a laser, you must be sure never to look directly into the scanner beam.</td>
</tr>
<tr>
<td>Security Marker</td>
<td>Device ensures only authorized materials leave the library. The 3M Tattle-Tape security marker applied to non-magnetic media that the Staff Workstation desensitizes during the loan process. During check in, the Staff Workstation resensitizes markers applied to non-magnetic media. Markers are applied between pages or down spine on CDs and DVDs.</td>
</tr>
<tr>
<td>Sensitizer</td>
<td>A component of the upper unit that resensitizes the security strip applied to the item being checked in.</td>
</tr>
<tr>
<td>Table-Top Mounting</td>
<td>The upper unit is installed on a table or counter top. This configuration is recommended for processing operations where materials are manually retrieved from book trolley and drop bins for check in. Materials do not need to be fully released and picked up to guide the material through circulation processing.</td>
</tr>
<tr>
<td>Terminal Type</td>
<td>Type of terminal that will be connected to the Staff Workstation. The terminal can be “dumb,” such as a Wyse Model 60 or DEC VT320 or can have computing capabilities like an IBM PC or clone. The type must be identified when the Staff Workstation is ordered so that the proper interface cable kit is shipped.</td>
</tr>
<tr>
<td>Verifier Switch/Light</td>
<td>When the switch is in the check position, the light will be on if a sensitized item is on the upper unit deck.</td>
</tr>
</tbody>
</table>
Section 2

Operation

The Staff Workstation offers librarians the ability to easily change between check in and check out of magnetic and non-magnetic media. Three switches control the functions of the Staff Workstation.

<table>
<thead>
<tr>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>For units with an external power supply connected to the wedge, do not remove power from the external power supply after turning on the terminal. Removing power from the external power supply will lock up the terminal.</td>
</tr>
</tbody>
</table>

The Staff Workstation should be connected to a commercial power strip with an on/off switch. The on/off switch on the power strip controls power for all components of the Staff Workstation. Always set the power strip on/off switch to ON before turning your terminal on. Always turn your terminal off before setting the power strip on/off switch to OFF.

<table>
<thead>
<tr>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Magnetic media may be damaged during the desensitizing and sensitizing processes. While the green switch is in the books and CD icon position (green light OFF), items such as credit cards, magnetic patron cards, recorded magnetic media (audio cassettes, video cassettes, or computer software), and stem-wind or self-wind wrist watches must be kept a minimum of 4 inches away from the Front, 2 inches from the Sides, and 5 inches from the Back of the Staff Workstation.</td>
</tr>
</tbody>
</table>

To help prevent damage to magnetic media, the green switch can be set to the magnetic icon (audio and video cassettes) position (green light ON) when the Staff Workstation is not in use. This disables the desensitizing and sensitizing functions.

Desensitizing and sensitizing functions are independent of the verifying function. Operators may decide to turn off the verifying function by setting the orange switch/light away from the checkmark icon. This will save energy.
To check in books and compact discs protected with 3M™ Tattle-Tape™ security strips:

1. Set three console switches:
   a. Green switch to the books & CD icon position (green light OFF). This enables the combination function of on-line scanning and full security processing.
   b. Red switch to the book going on shelf icon position. This selects the resensitize function.
   c. Orange switch/light to the checkmark icon position. With the switch/light in this position, the light will illuminate if an item with a sensitized strip is on the Staff Workstation.

2. Set terminal to discharge function, check-in.

3. Place the book/CD on the Staff Workstation.
   a. Make sure that the bar code on the book/CD is facing up.
   b. Keep the bar code on the item aligned with the bar code guide on the Staff Workstation until the scanner beam has turned off (a maximum of 4 seconds).

4. For books, make sure that the book spine is towards the back of the Staff Workstation.
   - The unit will make a “thump” sound. This indicates the strip is being sensitized.
   - If the verifier light was off, it should go on when the strip is sensitized.

5. To verify that the strip has been sensitized:
   a. Place the book/CD on the Staff Workstation. The orange switch/light should light.
   b. If the orange switch/light is on, check in is complete and the book/CD can be returned to the shelf.

**Caution**

Do not check in books that have disks inside. Magnetic media may be damaged during the sensitizing process.
To check out books and compact discs protected with 3M™ Tattle-Tape™ security strips:

1. Set three console switches:
   a. Green switch to the books & CD icon position (green light OFF). This enables the combination function of on-line scanning and full security processing.
   b. Red switch to the book going out door icon position. This selects the desensitize function.
   c. Orange switch/light to the checkmark icon position. With the switch/light in this position, the light will illuminate if an item with a sensitized strip is on the Staff Workstation.

2. Set up your terminal to check out materials, charge function.
   - To scan bar coded patron cards with the Staff Workstation:
     a. Set the green switch to the audio and video cassettes icon position (green light ON).
     b. Align the patron card bar code with the bar code guide on the Staff Workstation and block the light to the photosensor to activate the bar code scanner.
     c. Return library card to the patron before continuing to process items.

   - Caution
     Do not check out books that have disks inside. Magnetic media may be damaged during desensitizing.
     d. Set the green switch to the books & CD icon position (green light OFF).

3. Place the book/CD on the Staff Workstation.
   a. Make sure that the bar code on the book/CD is facing up.
   b. Keep the bar code on the item aligned with the bar code guide on the Staff Workstation until the scanner beam has turned off (a maximum of 4 seconds).
4. For books, make sure that the book spine is towards the back of the Staff Workstation.

- The unit will make a “thump” sound. This indicates the strip is being desensitized.
- If the verifier light was on, it should go off when the strip is desensitized.

5. To verify that the strip has been desensitized:
   a. Place the book/CD on the Staff Workstation.
   b. The orange switch/light should not light. If it does, repeat step 3.
Checking In Audio and Video Cassettes

The Staff Workstation is not designed to sensitize audio or video cassettes. The Staff Workstation can record the transaction on your circulation system and discharge the cassette from the patron’s file. If the audio/video cassette is protected with a 3M™ Tattle-Tape™ security strip, an appropriate resensitizer (such as a 3M Model 2011) must be used to sensitize the strip.

⚠️ Caution

Magnetic media may be damaged during the desensitizing and sensitizing processes. While the green switch is in the books and CD icon position (green light OFF), items such as credit cards, magnetic patron cards, recorded magnetic media (audio cassettes, video cassettes, or computer software), and stem-wind or self-wind wrist watches must be kept a minimum of 4 inches away from the Front, 2 inches from the Sides, and 5 inches from the Back of the Staff Workstation.

To check in audio and video cassettes:

1. Set the green switch to the audio and video cassettes icon position (green light ON).
   - This disables the security function, providing barcode scanning only.
   - The switch will light, indicating it is safe to process magnetic media.
   - The other two console switches may be in any position.

2. Place the audio/video cassette on the Staff Workstation.
   a. If the bar code is hidden by a cassette case, take the cassette out of the case.
   b. Make sure that the bar code on the audio/video cassette is facing up.
   c. Keep the bar code on the item aligned with the bar code guide on the Staff Workstation until the scanner beam has turned off (a maximum of 4 seconds).

3. If the audio/video cassette is protected with a 3M™ Tattle-Tape™ security strip, sensitize the strip with an appropriate resensitizer (such as a 3M Model 2011).
Checking Out Audio and Video Cassettes

The Staff Workstation is not designed to desensitize audio or video cassettes. The Staff Workstation can record the transaction on your circulation system and charge the cassette to the patron’s file. If the audio/video cassette is protected with a 3M™ Tattle-Tape™ security strip, an appropriate desensitizer (such as a 3M Model 766) must be used to desensitize the strip.

⚠️ Caution

Magnetic media may be damaged during the desensitizing and sensitizing processes. While the green switch is in the books and CD icon position (green light OFF), items such as credit cards, magnetic patron cards, recorded magnetic media (audio cassettes, video cassettes, or computer software), and stem-wind or self-wind wrist watches must be kept a minimum of 4 inches away from the Front, 2 inches from the Sides, and 5 inches from the Back of the Staff Workstation.

To check out audio and video cassettes:

1. Set the green switch to the audio and video cassettes icon position (green light ON).
   - This disables the security function, providing barcode scanning only.
   - The switch will light, indicating it is safe to process magnetic media.
   - The other two console switches may be in any position.

2. Set up your terminal to check out materials.
   - Bar coded patron identification numbers may be scanned in with the Staff Workstation. Align the patron card bar code with the bar code guide on the Staff Workstation and block the light to the photosensor to activate the bar code scanner.

3. Place the audio/video cassette on the Staff Workstation.
   a. If the bar code is hidden by a cassette case, take the cassette out of the case. Make sure that the bar code on the audio/video cassette is facing up.
   b. Keep the bar code on the item aligned with the bar code guide on the Staff Workstation until the scanner beam has turned off (a maximum of 4 seconds). If the audio/video cassette is protected with a 3M™ Tattle-Tape™ security strip, desensitize the strip with an appropriate desensitizer (such as a 3M Model 766).
To check if items are sensitized or desensitized:

1. Set two console switches:
   a. Green switch to the audio and video cassettes icon position (green light ON).
   b. Orange switch/light to the checkmark icon position. With the switch/light in this position, the light will illuminate if an item with a sensitized strip is on the Staff Workstation.
   c. The red switch may be in either position.

2. Place the item on the Staff Workstation deck.
   - Place the item with the marker against the back of the cradle. Position the item so that the sensor is covered and the barcode is not under the scan line.
   - If the orange light is on, the item is sensitized and can be returned to the shelf.
   - If the orange light is off, the item is desensitized (or there is no 3M Tattle-Tape™ strip on the item) and can be carried through the detection system without setting off the alarm.

3. Remove the item from the deck.

4. Set the service switch on the electronics box to the right. This enables the scanner.
To resensitize a print item or CD without scanning:

1. Set three console switches:
   a. Green switch to the books & CD icon position (green light OFF).
   b. Red switch to the book going on shelf icon position. This selects the sensitize function.
   c. Orange switch/light to the checkmark icon position. With the switch/light in this position, the light will illuminate if an item with a sensitized strip is on the Staff Workstation.

2. Set the service switch on the electronics box to the left. This disables the scanner.

3. Place the item on the Staff Workstation.
   - If the orange light is on, the item is sensitized.
   - If the orange light is off, set the item aside to have a 3M Tattle-Tape™ strip applied.
To desensitize a print item or CD without scanning:

1. Set three console switches:
   a. Green switch to the books & CD icon position (green light OFF).
   b. Red switch to the book going out door icon position. This selects the desensitize function.
   c. Orange switch/light to the checkmark icon position. With the switch/light in this position, the light will illuminate if an item with a sensitized strip is on the Staff Workstation.

2. Set the service switch on the electronics box to the left. This disables the scanner.

3. Place the item on the Staff Workstation.
   - If the orange light is off, the item is desensitized or there is no 3M Tattle-Tape™ strip on the item.
Cleaning

Wipe the surface of the Staff Workstation occasionally with a soft dry cloth to reduce the accumulation of dust in the sensors.

**WARNING**

To reduce the risk of electrical shock, do not use liquids to clean the Staff Workstation.

Scanner

A dirty scan window can impair scanning performance. When the window appears dirty or smeared, clean it by wiping with a cloth or facial tissue slightly dampened with water.

**WARNING**

Direct eye exposure to laser radiation may cause eye damage.

**Caution**

Never use solvents (such as alcohol or acetone) on the scanner enclosure. Solvents may damage the finish.
If problems occur, use the following chart to identify the cause and appropriate action to return the Staff Workstation to operational status.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Cause</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Workstation does not respond to placing item on deck</td>
<td>Facility power interrupted</td>
<td>Restore facility power</td>
</tr>
<tr>
<td>Dirty or blocked proximity sensor</td>
<td>Check proximity sensor and wipe to remove dust</td>
<td></td>
</tr>
<tr>
<td>Loose or disconnected wedge cable</td>
<td>Make sure that connections are tight on both ends of wedge cables, see figure 1-1</td>
<td></td>
</tr>
<tr>
<td>Defective proximity sensor</td>
<td>Call for service</td>
<td></td>
</tr>
<tr>
<td>Staff Workstation does not read bar code</td>
<td>Item not positioned to focus scan lines on the bar code</td>
<td>Reposition item. Refer to operation instructions in Section 2</td>
</tr>
<tr>
<td>Scanner not aimed correctly</td>
<td>Reposition scanner</td>
<td></td>
</tr>
<tr>
<td>Open book cover blocks scanner beam</td>
<td>Move book cover out of scanner beam</td>
<td></td>
</tr>
<tr>
<td>Blocked or dirty scanner lens</td>
<td>Clean lens, see previous page</td>
<td></td>
</tr>
<tr>
<td>Service switch in off (left) position</td>
<td>Set service switch on electronics box to on (right) position</td>
<td></td>
</tr>
<tr>
<td>Bar code worn or of poor quality</td>
<td>Clean bar code or replace bar code</td>
<td></td>
</tr>
<tr>
<td>Bar code placement on item incompatible with Staff Workstation setup</td>
<td>Change scanner position, see instructions on the next page, or change bar code placement</td>
<td></td>
</tr>
<tr>
<td>Loose or disconnected wedge cable</td>
<td>Make sure that connections are tight on both ends of wedge cables, see figure 1-1</td>
<td></td>
</tr>
<tr>
<td>Power to external wedge power supply interrupted after library terminal is turned on. This cause is not applicable to units without external wedge power supply</td>
<td>Turn off library terminal and Staff Workstation. Turn on Staff Workstation and then turn on library terminal</td>
<td></td>
</tr>
<tr>
<td>Wrong bar code configuration</td>
<td>Confirm correct bar code is on item. If Staff Workstation needs to be set up for a new bar code type, call for service and identify type.</td>
<td></td>
</tr>
<tr>
<td>Defective scanner</td>
<td>Call for service</td>
<td></td>
</tr>
<tr>
<td>Problem</td>
<td>Cause</td>
<td>Action</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>Items checked out with Staff Workstation cause detection system to alarm</td>
<td>Items (books) not positioned with spine to back of deck</td>
<td>Position item correctly with strip to back of deck</td>
</tr>
<tr>
<td></td>
<td>Book not fully on deck when scanned and desensitized</td>
<td>Important note that scanning should occur when book is fully on deck.</td>
</tr>
<tr>
<td></td>
<td>Checking out a book or CD with mag media switch in mag media position</td>
<td>Place switch in correct position</td>
</tr>
<tr>
<td></td>
<td>Item protected with single status strip that can not be desensitized</td>
<td>Pass item around detection system</td>
</tr>
<tr>
<td></td>
<td>Defective desensitizer</td>
<td>Call for service</td>
</tr>
<tr>
<td>Display on monitor near upper unit is distorted</td>
<td>Upper unit too close to monitor</td>
<td>Keep upper unit at least 12 inches [304 mm] away from all monitors</td>
</tr>
</tbody>
</table>
Scanner Positioning

The scanner is positioned based on the predominant position of the bar codes on your library materials. If bar codes are not in a consistent position or if the scanner position is altered during use, operators may need to adjust the scanner position. To adjust the scanner position:

1. Loosen the knob. Hold onto scanner head.

2. Point the scanner toward the bar code. Use the visible red beam as a guide in positioning the scanner.

3. Tighten the knob.

4. Adjustment may also be needed to scan oversized materials. Return scanner to original position in these cases.

![Figure 1-1. Adjusting Scanner Position](image)
Where to Get Service

To request service, phone the 3M National Service Center at 1-800-328-0067 (free call).

Press 1 when instructed to do so.

In Canada:

English 1-800-268-6235
Français 1-800-567-3193

Note

Please, when you call, be ready to provide system model and serial numbers (located on the electronics box). We can give you better service if we can quickly identify the system.

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
<tr>
<td>_____________</td>
<td>_____________</td>
</tr>
</tbody>
</table>
Important Notice to Purchaser:

THE FOLLOWING IS MADE IN LIEU OF ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

3M warrants that the Model 995 will be free of defects in material and manufacture for a period of 90 days from the date of installation by 3M. Provided the system has been properly installed, operated, and maintained by purchaser, 3M will, at 3M’s option, repair, replace or refund the purchase price of such quantity of product determined to be defective. This warranty shall not apply to any system or component which has been repaired or modified by persons not authorized by 3M so that, in 3M’s sole judgement, the performance or reliability is adversely affected thereby, or which is subjected to accident, misuse or neglect.

Except as provided above, 3M shall not be liable or responsible for any loss or damage, whether direct, indirect, or consequential, arising out of the sale, use, or misuse of 3M Library Security products, or the user’s inability to use such products. THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE.

Statements or recommendations not contained herein shall have no force of effect unless in agreement signed by an authorized representative of 3M. 3M reserves the right to make any changes in the design or construction of its products without obligation in respect to products previously sold and delivered.