

IDWare QS2000

Thales QS2000 Document and Passport Reader User Manual

Model: **QS2000** | Brand: **IDWare** (Manufactured by Thales)

1. INTRODUCTION

This manual provides essential information for the proper setup, operation, and maintenance of your Thales QS2000 Document and Passport Reader. The QS2000 is a durable, full-page compact scanner designed for efficient and accurate reading of various identification documents, including passports, ID cards, and other travel documents.

It features advanced capabilities such as Machine Readable Zone (MRZ) data capture, high-resolution image acquisition, and support for barcode reading (with additional software). Its robust design, free of moving parts, and sealed optical chamber ensure reliability and longevity in demanding environments.

2. PHYSICAL FEATURES

The Thales QS2000 scanner is designed for desktop use, featuring a compact and robust enclosure. Key physical components include:

- **Scanning Platen:** The transparent surface where documents are placed for scanning.
- **Document Entry Slot:** Guides documents onto the scanning platen.
- **Status Indicator Lights:** Provide visual feedback on the scanner's operational status.
- **USB Port:** Located at the rear for connection to a host computer.



Figure 2.1: Thales QS2000 Document Reader with example documents. This image shows the compact design of the scanner alongside several passports and an ID card, illustrating its capability to handle various document types.



Figure 2.2: Side view of the Thales QS2000 scanner. This perspective highlights the device's profile and the blue accent line along its base.



Figure 2.3: Thales QS2000 scanner with a document partially inserted into the scanning slot. This demonstrates the typical orientation for placing a document for scanning.

3. SETUP

Follow these steps to set up your Thales QS2000 scanner:

1. **Unpack the Device:** Carefully remove the scanner from its packaging. Retain all packaging materials for future transport or storage.
2. **Placement:** Place the scanner on a stable, flat surface, ensuring adequate ventilation and access to the USB port.
3. **Connect to Computer:** Connect the scanner to your host computer using the provided USB cable. The scanner is powered via the USB connection.
4. **Software Installation:** The Thales QS2000 requires specific software for operation. This typically includes a Software Development Kit (SDK) for integration into existing systems and, if barcode reading is desired, separate barcode reading software (e.g., Veriscan Cloud or ParseLink). Please refer to the software documentation provided by your vendor for installation instructions. *Note: The scanner is not functional without the necessary software, which is sold separately and not included with the hardware.*
5. **Driver Installation:** Ensure that the appropriate drivers are installed on your operating system (Minimum System Requirements: Windows 7 or later). Drivers are usually included with the SDK or available from your vendor.

4. OPERATING INSTRUCTIONS

Once the scanner is set up and the necessary software is installed and running, you can begin scanning documents:

1. **Prepare Document:** Ensure the document (passport, ID card, etc.) is clean and free from obstructions. Open passports to the data page.
2. **Place Document:** Gently place the document onto the scanning platen, aligning it according to the software's instructions or the guides on the scanner. The scanner features auto-triggering, meaning it will automatically detect the presence of a document.
3. **Scanning Process:** The scanner will automatically capture images and extract data, including MRZ information. The status indicator lights will provide feedback during this process.
4. **Data Access:** Captured images and OCR data can be accessed via the SDK. Images are typically available in BMP, PNG, or JPEG formats.
5. **Barcode Reading:** If barcode reading software is installed, the scanner will also capture and process barcode data from supported documents.

5. MAINTENANCE

The Thales QS2000 is designed for durability with no moving parts and an internally sealed optical chamber to prevent dust ingress. Regular maintenance is minimal but important for optimal performance:

- **Cleaning the Scanning Platen:** Periodically clean the glass scanning platen with a soft, lint-free cloth lightly dampened with a non-abrasive glass cleaner. Avoid spraying cleaner directly onto the scanner.
- **Exterior Cleaning:** Wipe the exterior of the scanner with a soft, dry cloth. Do not use harsh chemicals or abrasive materials.
- **Dust Prevention:** While the optical chamber is sealed, keeping the scanner in a clean environment will help maintain its appearance and prevent dust accumulation on the exterior.

6. TROUBLESHOOTING

If you encounter issues with your Thales QS2000 scanner, consider the following:

- **Scanner Not Detected:**

- Ensure the USB cable is securely connected to both the scanner and the computer.
- Try connecting to a different USB port on your computer.
- Verify that the necessary drivers are correctly installed.

- **No Scanning Activity:**

- Confirm that the required operating software (SDK-based application) is running and configured correctly.
- Ensure the document is placed correctly on the scanning platen.
- Check the status indicator lights for any error codes or warnings.

- **Poor Image Quality or Data Extraction:**

- Clean the scanning platen as described in the Maintenance section.
- Ensure the document is flat and fully in contact with the platen.
- Verify that the document is not damaged or excessively worn.

- **Barcode Reading Issues:**

- Confirm that dedicated barcode reading software is installed and properly configured. This software is sold separately.
- Ensure the barcode on the document is clear and undamaged.

For further assistance, please consult your software vendor or the official Thales support resources.

7. SPECIFICATIONS

Feature	Detail
Model Name	QS2000
Manufacturer	Thales
Scanner Type	Document, Passport
Connectivity Technology	USB
Resolution	400 DPI
Color Depth	24 Bits
Optical Sensor Technology	CMOS, CCD
Product Dimensions	7.28 x 6.02 x 5.2 inches
Item Weight	1.7 pounds
Minimum System Requirements	Windows 7
UPC	608037289766

8. WARRANTY AND SUPPORT

For information regarding the product warranty, please refer to the documentation provided at the time of purchase or visit the official Thales website. Support for the Thales QS2000 scanner is typically provided by your authorized vendor (e.g., IDWare) or directly by Thales. Please contact your point of purchase for technical assistance and service inquiries.