



# **TACC-VI**

Tidel would like to thank you for purchasing this TACC-VI product.

To maintain proper working order, we recommend you read this manual completely and perform the preventive maintenance routines at the suggested intervals.

The Manufacturer's Warranty is limited to defects in workmanship and equipment hardware.

Repairs due to lack of Preventive Maintenance (and Preventive Maintenance itself), are not covered by the Manufacturer's Warranty.

### **ITEMS THAT REQUIRE PREVENTIVE MAINTENANCE**

#### **Bill Acceptor - Pages 19 - 22**

Clean with Cleaning Cards on a routine basis (dependent on location's volume of traffic) or manually at suggest intervals.

#### **Screen Protector - Page 31**

Should be replaced when the Touchscreen response becomes erratic.

#### **Printer - Page 33**

Paper cutter should be cleared of paper shavings occasionally by using compressed air.

#### **Additional items not covered by warranty, but not limited to:**

1st trip costs to diagnose reported problems

Additional time on site due to customer delays

Abuse

After Hours, Weekend or Holiday service

Bill Jams

Cassettes damaged due to mis-handling

Consumables - Paper, keys, dipsticks, bags, screen protectors, etc

Costs outside those associated with the repair of the equipment

Damage due to spillage

Equipment or software upgrades

Equipment resets

Failures due to insect/animal/rodent habitation

No problem found when the Service Provider arrives on site

Part replacement when the reported problem cannot be duplicated

Phone fixable problems

Printer jams or paper loading errors

Problems due to incorrect Bag or Cassette installation

Report balancing inquiries and disputes

Screen protector damage or replacement

Telephone, network or utility failures

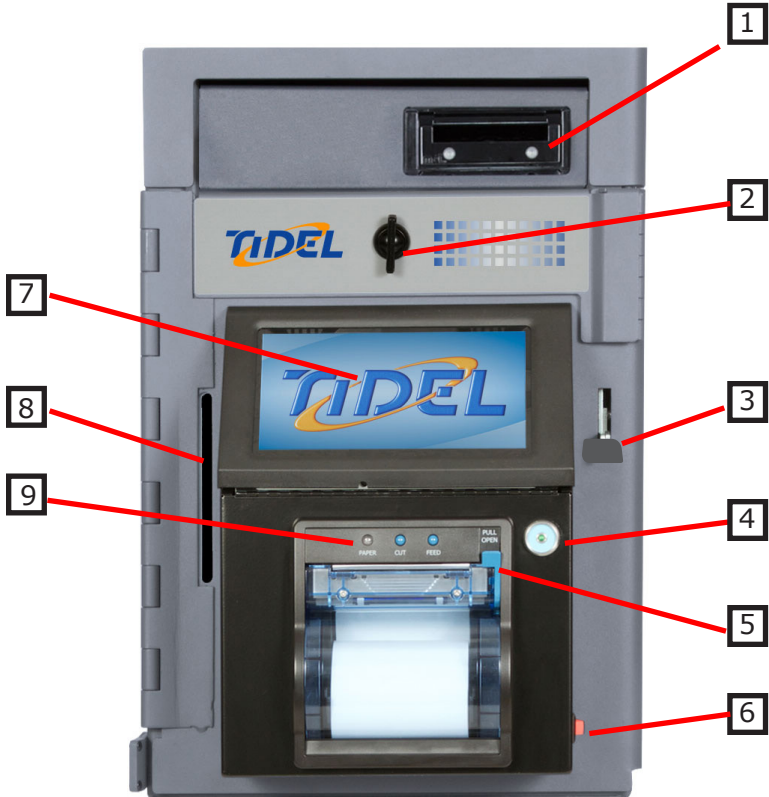
Touchscreen/Display damage

User programming problems

# Contents

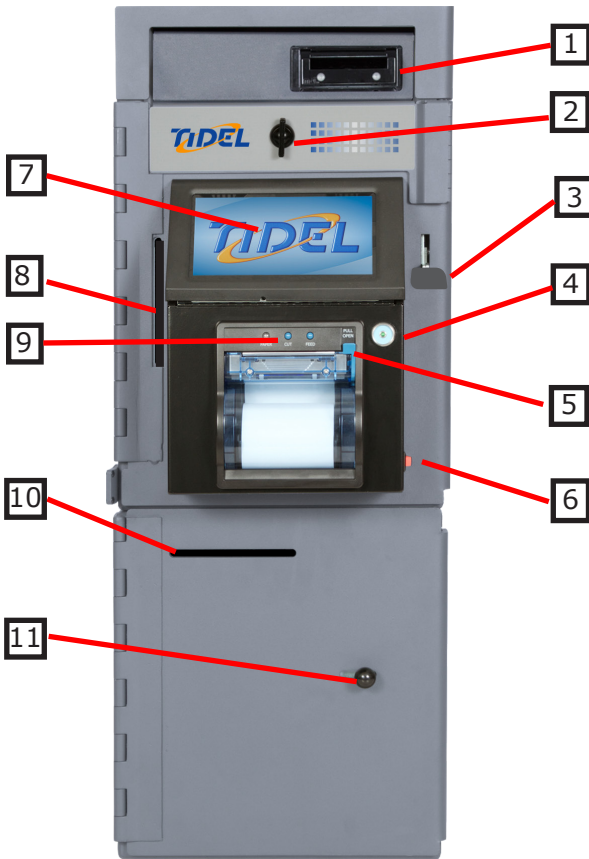
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# TACC-VI Controller



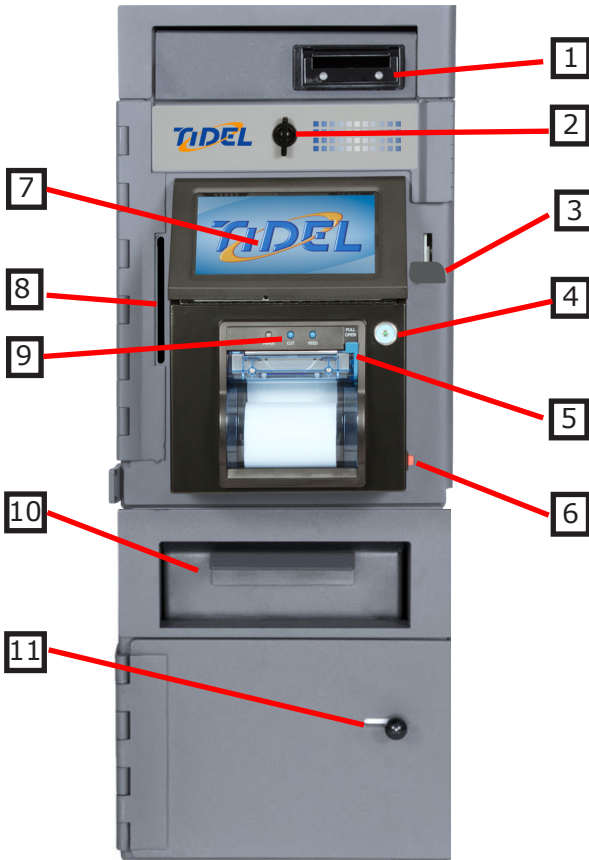
- 1) Bill Acceptor (MEI Single Note Feed pictured)
- 2) Bill Acceptor Maintenance Door
- 3) Bill Acceptor Vault Door Lever
- 4) i-Key Socket
- 5) Printer Paper Loading Door Release Lever
- 6) On/Off Switch and Electrical Breaker
- 7) Display - Touchscreen
- 8) Courier Tray Insertion Slot
- 9) Paper Feed/Cut Button

# TACC-VI with Drop Vault Base



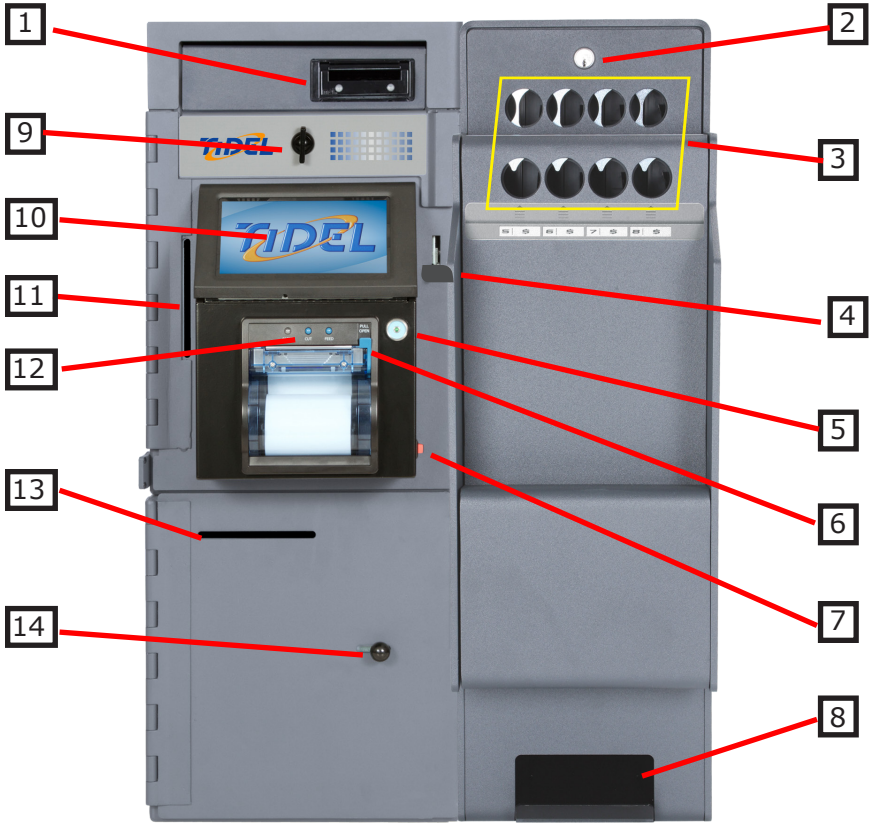
- 1) Bill Acceptor (MEI Single Note Feed pictured)
- 2) Bill Acceptor Maintenance Door Latch
- 3) Bill Acceptor Vault Door Lever
- 4) i-Key Socket
- 5) Printer Paper Loading Door Release Lever
- 6) On/Off Switch and Electrical Breaker
- 7) Display - Touchscreen
- 8) Courier Tray Insertion Slot
- 9) Paper Feed/Cut Buttons
- 10) Drop Vault Insertion Slot
- 11) Drop Vault Door Handle

# TACC-VI with Mailbox Drop Base



- 1) Bill Acceptor (MEI Single Note Feed pictured)
- 2) Bill Acceptor Maintenance Door Latch
- 3) Bill Acceptor Vault Door Lever
- 4) i-Key Socket
- 5) Printer Paper Loading Door Release Lever
- 6) On/Off Switch and Electrical Breaker
- 7) Display - Touchscreen
- 8) Courier Tray Insertion Slot
- 9) Paper Feed/Cut Buttons
- 10) Mailbox Drop Vault Insertion Door
- 11) Mailbox Drop Vault Door Handle

# TACC-VI with Tube Vend Module



- 1) Bill Acceptor (MEI Single Note Feed pictured)
- 2) Tube Vending Vault Lock (Maintenance Door)
- 3) Tube Insertion Holes
- 4) Bill Acceptor Vault Door Lever
- 5) i-Key Socket
- 6) Printer Paper Loading Door Release Lever
- 7) On/Off Switch and Electrical Breaker
- 8) Tube Retrieval Ramp
- 9) Bill Acceptor Maintenance Door Handle
- 10) Display - Touchscreen
- 11) Courier Tray Insertion Slot
- 12) Printer Feed/Cut Buttons
- 13) Drop Vault Insertion Slot
- 14) Drop Vault Door Handle

# Initial Startup

The following options may be displayed at start-up:

## ***"Would you like to Perform End User Setup"***

- ▶ YES - Will prompt the selection of "Customer Specific" settings.

Select the appropriate Customer

- ▶ NO - Will allow the user to navigate the menus without loading Customer settings

**WARNING:** If "NO" is selected, the display will prompt for the END USER SETUP each time the unit is reset - until a Customer is selected.

## ***"Enter the Executive PIN"***

- ▶ This prompt indicates no setup information has been entered.

All Setup (Policy) parameters, Currency and Dispense selections and User information must be manually programmed.

See Mandatory Programming on the following pages.

## ***"Log In (Main Screen)"***

- ▶ The unit has been pre-programmed at the factory for customer settings, the customer must provide the Log In codes.

## ***"Store Name/Number"***

Tap the Touchscreen icon until the desired characters appear (4 to 16 characters) and press "DONE".

**NOTE:** To bypass the Store Number entry, select "GO BACK".



# Mandatory Programming

## **Date and Time**

### **Log In > More > Date/Time**

- a) Enter the Date and time (note date format).
- b) Select AM or PM (if applicable), then select "ENTER".
- c) Select "GO BACK" until the Main Screen appears.

## **Clerk and Manager Codes**

### **Log In > Accounts > (select account type) > Add**

- a) Enter the desired PIN Code (4 to 9 numbers) and select "ENTER".
- b) Verify the PIN Code - Re-Enter the PIN Code and select "ENTER".
- c) Enter the Name - Tap the Touchscreen icon until the desired characters appear and press "DONE" (2 to 8 characters).
- d) Set the User's privileges from the available menus and select "SAVE" to exit.

Select "ADD" to enter another account.

Select "GO BACK" to select a different account type.

## **Tube Vending Operations**

**Step 1:** Configure column amount (the amount in a single tube, in each column).

### **Log In > Cash Control > Configure Columns**

- a) Select the desired column.
- b) Select the Denomination type.
- c) Select the number of bills per tube and select "ENTER" (Bills only).
- d) Select another column or select "DONE" to exit and save your settings.

# Built-In Printers

**Step 1:** Press down on the Paper Door Release Button to expose the paper tray.



**Step 2:** Pull enough paper off the roll to extend out of the paper tray and place the paper into the tray so the paper comes off the top off the roll.

**Step 3:** Close the Paper Tray Door and press the "CUT" button to remove the excess paper extending out of the tray.

**Step 4:** Press the Paper Feed Button to insure paper feeds properly.



# Touchscreen Layout/Entry



**NOTE:** The top of the Display indicates the current screen.

- ▶ Use your fingertips to "tap" in selections. Do not use sharp, pointed objects to select entries.

To enter a character:

Tap the corresponding icon repeatedly until the desired selection is displayed.

To advance to the next character:

Pause entry selection for 1-2 seconds, then continue with the next character.

To backspace 1 character or clear an entry:

Select "Clear".

To exit an Entry screen:

Select "Done".

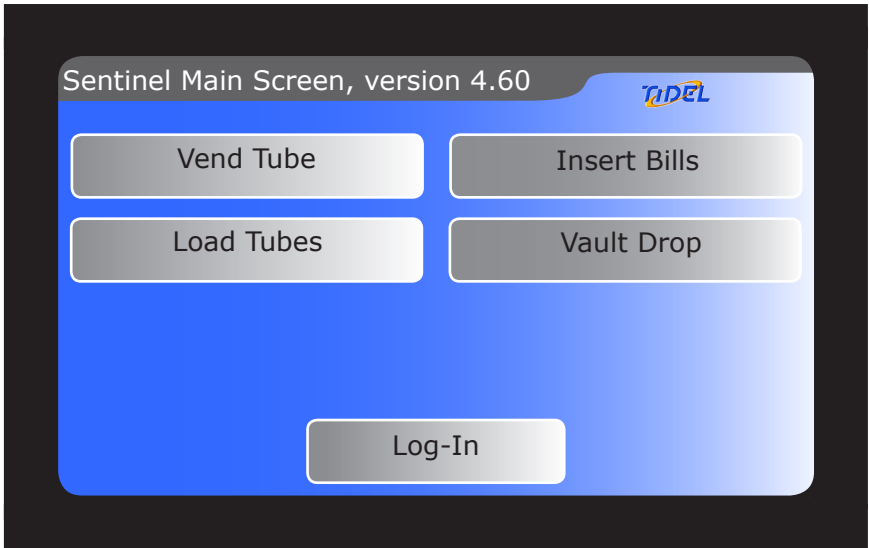
To exit a Menu screen:

Select "Go Back".

To enter a space:

Select the "789\_" icon until an underscore "\_" is displayed.

# Main Screen Operations



- ▶ Selecting an icon on the Main Screen will prompt the User for code entry.
- ▶ Selections that appear on the Main Screen will vary depending on the configuration and type of add-on modules equipped with the unit.

## Buy Change

This feature will require the user to insert bills into the Bill Acceptor before funds can be dispensed.

(Time delay does not apply to the dispensing process when this feature is selected)

- As bills are inserted into the Acceptors, dispense selections equal to the "Deposit Credit" will appear on the display.
- As funds are dispersed, selections larger than the "Deposit Credit" will be removed from the display.
- Press Done to exit the Buy Change menu

**Note:** Any unused "Deposit Credit" cannot be carried over to the next vending transaction.

# Main Screen Operations

## Insert Bills

- 1) After code entry, the Bill Acceptor will become active. Bills can be inserted into the Bill Acceptor.

**Note:** Approximately 25 bills can be inserted into a Bulk Note Bill Acceptor in a single transaction.

- 2) The Bill Acceptor will become inactive 30 seconds after the last bill was inserted or when "Done" is selected.

***Bills that have been marked inside the "Keep Out" area (with security marking pens, ink pens, pencils, etc...), are likely to be rejected by the bill acceptors.***



**Keep Out Area**

## Load Tubes (using a Clerk log-in code)

- 1) The user may be prompted to select the assigned register (If applicable).
- 2) The user will be prompted to select the column and the number of tubes to be loaded.

## Load Tubes (using a Manager log-in code)

- 1) The Manager may be prompted to select the register containing funds used to fill the columns (If applicable).
  - ▶ The "Are you going to fill the columns?" will appear.
    - YES** - The tube count in all columns will be set to 11.
    - NO** - Column selection will appear, allowing the Manager to select columns and the number of tubes inserted.
- 2) The prompt "Did the money come from the Change Fund?" may appear.

Selecting "YES" will deduct the total amount of the tubes loaded from the Reserve Change Fund.

# Main Screen Operations

## Log In

- 1) The user will be prompted to enter a Clerk, Manager or Executive code to access the appropriate menus.

## Vault Drop

- 1) The user may be prompted to select tracking information prior to making a drop (Register Number/Name, Check Number, Reference Number, etc...).
- 2) The user may be prompted to select the compartment the drop is being placed in (Drop or Courier Tray).
- 3) The user will be prompted to select the Drop Type (Cash, Check, Other).
- 4) The user will be prompted to enter the amount of the drop and verify the amount of the drop.

**NOTE: If more than 128 vault drops are performed without moving the drops out, the oldest drops will be deleted as the new drops are added. (see Moving Vault Contents in this manual)**

## Vend Tube

- 1) The user may be prompted to select the assigned register (If applicable).
- 2) The user will be prompted to select the column a tube will dispense from (If applicable).
- 3) After a tube is vended, the VEND TUBE icon will display "Report Problem". Selecting this item will allow the User to report one of the following conditions:
  - ▶ Got the wrong stuff - The user will be prompted to enter the amount that was actually in the tube.
  - ▶ Nothing came out - No tube was dispensed.
  - ▶ The tube was empty - Nothing was in the tube.
  - ▶ The vend was OK - No problem will be reported.

The above reported problems will be noted on the Summary, Shift and Transaction Reports.

# Courier Log On Options

When a Courier i-Key is placed in the socket on the front of the Control Panel, the following Menu selections may appear (dependent on access privileges):

## ▶ **Print Reports**

Reports can be printed from this menu.

## ▶ **Notation**

A 1-16 character notation can be entered each time "YES" is selected (up to sixteen times).

Notations entered will appear on the report that is printed after the Courier closes the door.

### **Examples:**

If the Courier wants the notes to appear on the report for the CURRENT pick-up (such as courier tray amounts included in the pickup), the notations should be entered BEFORE the door is shut and locked.

If the Courier wants the notes to appear on the report for the NEXT pick-up (such as seal numbers, cassettes serial numbers), the notations should be entered AFTER the door is shut and locked.

## ▶ **Open Vaults**

If the Courier has access to only one vault, the door can be opened after this menu item is selected.

If the Courier has access to multiple vaults, additional selections available to the Courier may be displayed.

Store Personnel may be required to provide additional log-in (dependent on access restrictions).

## ▶ **Change Pin**

Allows the Courier to change the existing PIN number.

## ▶ **Clean Acceptors**

Allows the Courier to access the Bill Acceptor Cleaning Menu.

# Opening the Bill Acceptor Vault

## TACC-VI Controller

**Step 1:** Navigate to the "Open Vault" Menu and select the desired vault.

*Log In > (enter code) > Open Vault > Acceptor Vault*

**Note:** If the vault does not appear as a selection, the user does not have the ability to open the vault.

### Bill Acceptor Vault

Opening this vault will expose the Bill Acceptor Cassettes.

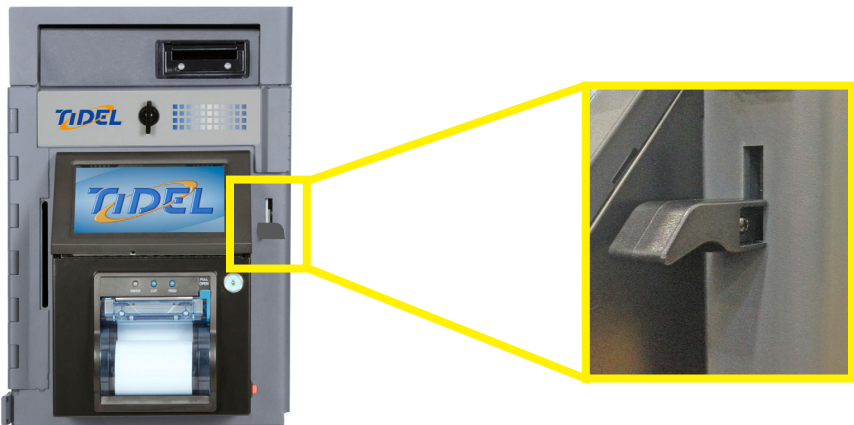
**Step 2:** After the door opening delay time has expired, the top line of the Display will indicate "Vault Wait Complete".

- ▶ When the door opening delay time is achieved, there is a 10 minute access window to open the door.
- ▶ If the Door is not opened during the 10 minute access period, restarting the opening procedure will be required.

**Step 3:** Navigate to the "Open Vault" Menu and select the desired vault again.

**Step 4:** Lift the Handle to unlock the Vault.

**Step 5:** When the door is closed, the handle will automatically drop to the locked position.





# Opening the Drop Vault Door

## TACC-VI with Drop Vault Base

**Step 1:** Navigate to the "Open Vault" Menu and select the **Drop Vault**.

*Log In > (enter code) > Open Vault > Drop Vault*

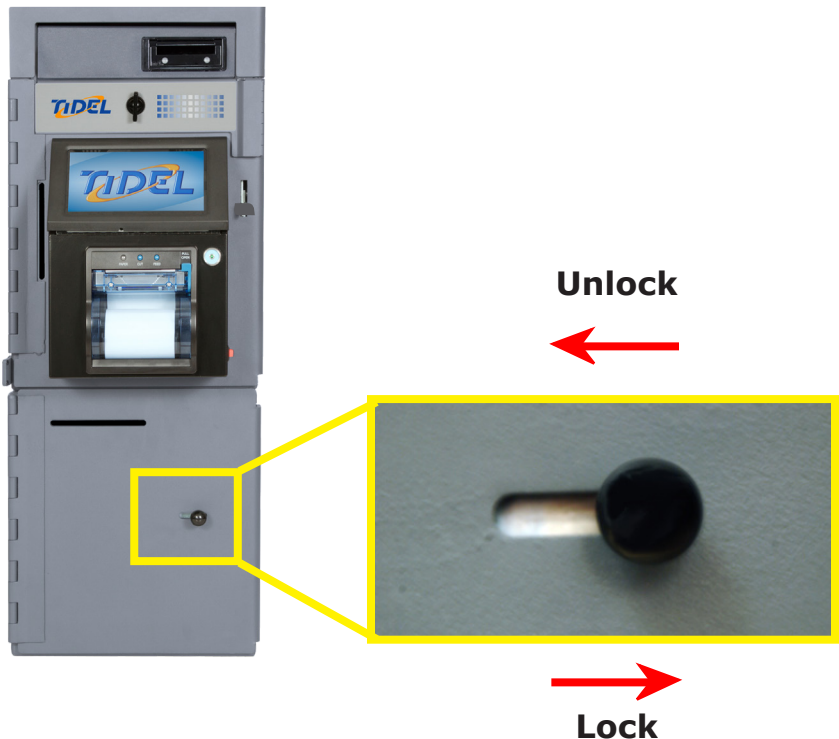
**Step 2:** After the door opening delay time has expired, the top line of the Display will indicate "Vault Wait Complete".

**Step 3:** Navigate to the "Open Vault" Menu and select the **Drop Vault**.

*Log In > (enter code) > Open Vault > Drop Vault*

**Step 4:** Slide the handle to open the Drop Vault.

**NOTE:** A "Move Vault Contents" must be performed after Drops have been removed or accounting records will be inaccurate.



# Inserting Manual Drops

## TACC-VI

**Drops placed in the "Upper Insertion Slot" can only be retrieved by opening the Bill Acceptor Vault.**

Items placed in the Upper Insertion Slot can also be collected by Armored Car Couriers



# Inserting Manual Drops

## TACC-VI with Drop Vault Base

The Upper Insertion Slot is typically used for Armored Car collection (Courier Tray)

The Lower Insertion Slot is typically used for register overflow, drops and items not inserted into Bill Acceptors



# Removing the Drop Vault Contents

## If Drops are being transferred to the Courier Tray:

**Step 1:** Navigate to the "Cash Control Menu" and select **DROPS TO COURIER TRAY**.

*Log In > (enter code) > Cash Control > Drops to Courier Tray*

**Step 2:** The unit will display the drop contents.

**Step 3:** Select "Done" (The reports will reflect that all contents in the Drop Vault were moved to the Courier Tray).

**Step 4:** Drops can be inserted into the Upper Insertion Slot in the front of the Bill Acceptor Vault Door.

## If Drops are being transferred to the Reserve Change Fund or being removed from the unit

**Step 1:** Navigate to the "Cash Control Menu" and select **MOVE VAULT CONTENTS**.

*Log In > (enter code) > Cash Control > Move Vault Contents*

**Step 2:** The user should select **DROP** from the "Move From" menu.

**Step 3:** The user will be prompted to select where drops are being "Moved To".

- ▶ **Outside** - Reports will show drops were removed from the unit
- ▶ **Reserve Change Fund** - Reports will show the drops were added to the store operating funds

**Step 4:** Select "Done" to complete the Drop move.

# Retrieving Items from the Courier Tray

**Step 1:** Open the Bill Acceptor Vault Door to access the Courier Tray.

## If the Acceptor Vault was opened by a Courier

- a) The Courier will perform the necessary steps to clear the contents of the Courier Tray.
- b) The Courier Report will reflect the amounts removed.

## If the Acceptor Vault was opened by an Employee

- a) A "Move Vault Contents" must be performed to clear the Courier Tray amounts from the accounting reports.

**Step 1:** Navigate to the "Cash Control Menu" and select **MOVE VAULT CONTENTS**.

*Log In > (enter code) > Cash Control > Move Vault Contents*

**Step 2:** The user should select **Courier Tray** as the "Move From" location.

**Step 3:** The user will be prompted to select where drops are being "Moved To".

- ▶ **Outside** - Reports will show drops were removed from the unit
- ▶ **Reserve Change Fund** - Reports will show the drops were added to the store operating funds

**Step 4:** Select "Done" to complete the Courier Tray move.

# MEI Bill Acceptors

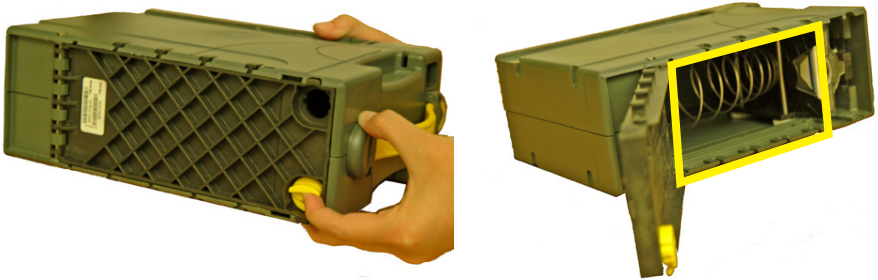
## Removing Cash from the Cassettes

**Step 1:** Open the Bill Acceptor Vault.

**Step 2:** Pull the Cassette out of the Bill Acceptor by the yellow handle.

### Standard Capacity Cassettes

- ▶ Press the release button toward the center of the Cassette to open the access door.



**Step 3:** To re-install the cassette, insert the cassette with the indicator arrow pointing up, until it seats into the Bill Acceptor.

### To Clear The Bill Acceptors Amounts From Reports

**NOTE:** This function is typically not available on equipment serviced by Courier Companies.

**Step 1:** Navigate to the "Cash Control" Menu.

**Log In > Cash Control > Clear Acceptor**

**Step 2:** The prompt "Are you sure the bill acceptor was emptied?"

YES - Amounts shown in the bill acceptor will be cleared.

### Cassette Bill Capacities (approximate):

Standard Capacity - 900 ~ 1200 notes

# MEI Bill Acceptor Manual Cleaning

**NOTE:** Manual cleaning should be performed every 30 days or when a "Cleaning Reminder" is displayed.

A "cleaning reminder" will be displayed when manual cleaning is required.

The cleaning reminder will continue to appear at regular intervals until a "Clear All Odometers" is performed.

To reset the cleaning reminder:

**Step 1:** Navigate to "CLEAR ALL ODOMETERS".

[Log In](#) > [More](#) > [Maintenance](#) > [Bill Acceptors](#) > [Clean Acceptors](#) > [Clear All Odometers](#)

**WARNING:** Clearing the odometers does not perform any type of cleaning function on the Bill Acceptors!

**See the following pages for cleaning details**

## **To perform Manual Cleaning:**

**Step 1:** Remove the Bill Acceptor from the Chassis.

**Step 2:** Open the "clamshells" on the Bill Acceptor by sliding the yellow cover forward and separating the (2) halves.

**Step 3:** Use compressed air to blow out the feed path and crevices on the Bill Acceptor.

**Step 4:** Clean the rubber rollers and sensor lenses using a clean cloth dampened with ethyl or isopropyl alcohol.

**Step 5:** Close the clamshell(s) securely.

**Step 6:** Clean the "Cassette Present" Sensors on the bottom of the Bill Acceptor Head and top of the Cassette.

**Step 7:** Replace the Bill Acceptor into the Chassis.

# MEI Bill Acceptor Removal Manual Cleaning and Jam Clearing

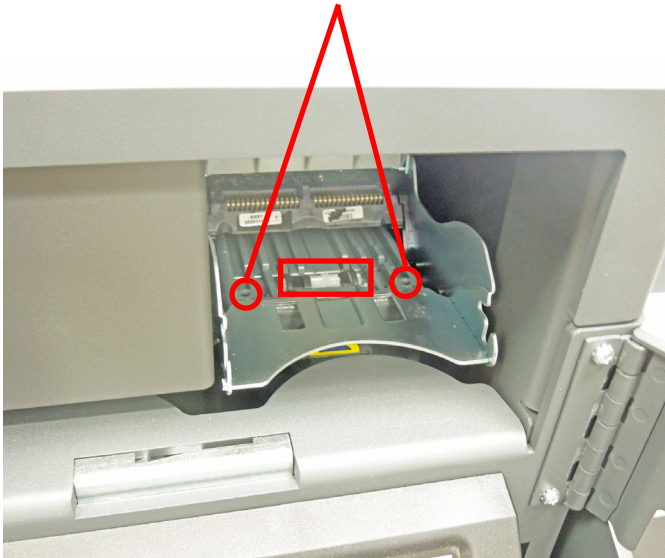
**Step 1:** Open the Acceptor Maintenance Door.



**Single Note Feeder release**

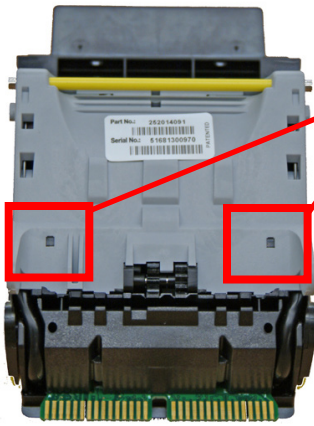
**Step 2:** Press the release bar to remove the Bill Acceptor.

Clean the "Cassette Present" sensors and rollers  
with a damp cotton swab

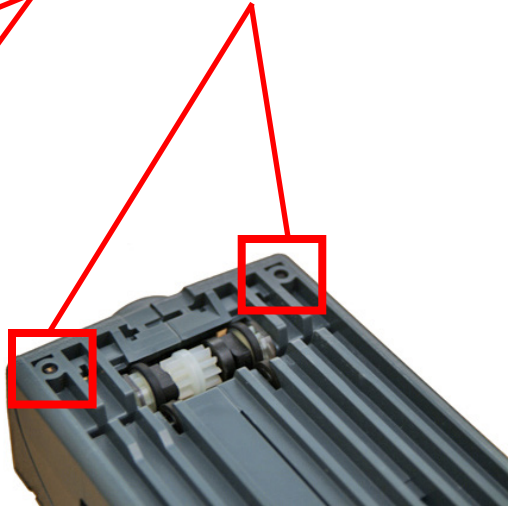


**Top Of Cassette**

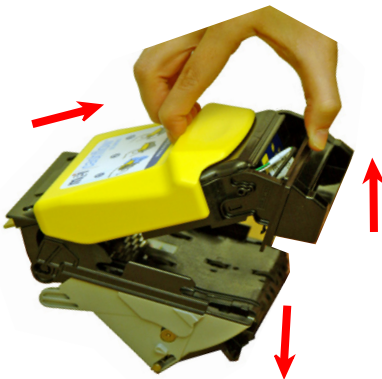
# MEI Bill Acceptor Manual Cleaning



Clean the "Cassette Present" sensors with a damp cotton swab

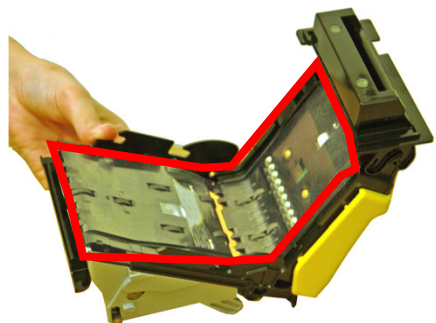


Cassette removed



Slide the yellow cover forward to open the "Clamshell"

Manually clean Sensors, Lenses and Rollers with a damp cloth (Do not use chemicals or solvents)





# Tube Vending Module



# Tube Vending Module Loading The Operating Cash

Each one of the 8 columns will hold 11 tubes each.

**Step 1:** All coins must be placed in tubes before loading into the columns.

**Do not place tape over the end of the tube.  
Tape will cause jams.**

**NOTE:** If loose coins are to be loaded into the tubes, end caps for the tubes can be purchased.

**Step 2:** Bills loaded into the tubes should be folded lengthwise and inserted into the tubes.

**NOTE:** Approximately 30 bills can be placed in a tube, however, bills that are "packed" into a tube will be difficult to remove and will not lay flat in the cash register.

**Step 3:** Select LOAD TUBES from the Main Screen and enter a valid PIN when the prompt appears.

**Step 4:** The Tube Loading Gate will retract, allowing tubes to be placed in the columns.

**Step 5:** Load the tubes, closed end 1st, to prevent coins from falling out of the tube and into the columns, causing jams.

- ▶ The lock above the tube loading holes provides access to the tube vending mechanism for service.
- ▶ This key must be available for servicing the Tube Vend Module.



# Checking The Number Of Tubes

**Step 1:** Insert the dipstick into the tube loading hole with the highest number first and the numbers facing toward you.

**Step 2:** The number at the bottom of tube loading hole is the number of tubes in the column.

**NOTE:** Leaving the dipstick in the magazine may result in a jammed vend mechanism.



## Adjusting The Tube Count

**NOTE:** This function is typically used when the number of tubes shown on a report doesn't match the dipstick reading.

**Step 1:** Navigate to the "Adjust Tube Counts" Menu.

**Log In > (enter code) > Cash Control > Adjust Tube Counts**

**Step 2:** The prompt to Add or Subtract will appear:

**Add** - Will increase the current tube count by the number entered.

**Subtract** - Will decrease the current tube count by the number entered.

**Step 3:** Select the column you wish to adjust.

**Step 4:** Enter the number of the adjustment and select "Enter".

**Step 5:** Select "Go Back" to exit the "Adjust Tube Counts" menu.

# End Of Day/Shift

- ▶ **When an End of Day is performed, all transaction information from the previous End Of Day to the current End Of Day will be stored in a file, which can be re-printed.**
- ▶ **Each time an End of Shift is performed, time (shift) periods will be divided on the End Of Day report and activity performed on those shifts will be listed.**
- ▶ **It is recommended that a Current Content Report be printed and actual amounts in the machine verified prior to performing an End Of Day.**

**Step 1:** To prevent amounts being carried forward to the next reporting period, perform the following before performing the End Of Day (see the following pages):

- ▶ **Adjust Vault Contents** (for discrepancies)
- ▶ **Move Vault Contents** (for drops, change fund, etc)
- ▶ **Clear Acceptors/Courier Tray**

**Step 2:** Navigate to "End Of Day/Shift".

**Log In > End Of Day/Shift > End Day**

**Step 3:** From the End Of Day/Shift screen, select "End Of Day" or "End Of Shift".

**Step 4:** Select "YES" when the display prompt, "Do you really want to end the business day or shift" appears.

## When the End Of Day Report is printed

- a) The current shift will end and the Shift Report will print.
- b) The End of Day Report will contain:

- Bill Acceptor Totals
- Manual Drop Vault Totals (by type)
- Courier Tray Deposits
- Reserve Change Fund Contents
- User activities, grouped by shift periods

# Adjusting Vault Contents

- ▶ When actual amounts of vault contents don't match the reports, this function can be used to make corrections.

**Step 1:** Navigate to the "Adjust Vault Contents" Menu.

**Log In > Cash Control > Adjust Vault Contents**

**Step 2:** The user will be prompted to select the category requiring modification:

**Drop** - will modify the reported Vault Drop amounts.

- Select Item - designates which drop will be adjusted.
- Select category.

**Type** - changes the description of the selected drop (cash, check, other).

**Value** - Enter the actual, correct value of the item selected (*not the difference between the reported amount and actual amount*).

**Reserve Change Fund** - will modify the reported amount designated for operating funds.

- Select the currency category.

**Cash**  
**Check**  
**Other**

- Select the type of modification.

**Negative** - the amount entered will be deducted from the existing reported amount.

**Positive** - the amount entered will be added to the existing reported amount.

**Courier Tray** - will add/subtract from the Courier Tray amounts.

- Select Item - designates which item in the Courier Tray will be adjusted.
- Select Category:

**Type** - Changes the description of the selected drop (cash, check, other).

**Value** - Enter the actual, correct value of the item selected (*not the difference between the reported amount and actual amount*).

# Moving Vault Contents

- ▶ This function is performed when funds are moved INTO or OUT OF the unit.

**Step 1:** Navigate to the "Move Vault Contents" Menu.

***Log In > Cash Control > Move Vault Contents***

**Step 2:** Select a category to move the amounts ***FROM***:

- ▶ **Outside** - Funds from an outside source are being put into the unit.
- ▶ **Drop** - Amounts shown as Vault Drops on a report are being removed or relocated.
- ▶ **Reserve Change Fund** - The amounts designated as operating funds are being removed or relocated.
- ▶ **Courier Tray** - Amounts shown in the Courier Tray are being removed or relocated to another area.  
***Only appears when a Manager is logged on and the Bill Acceptor Vault is open***

**NOTE:** If any of the above selections do not appear, the category amount is currently zero.

**Step 3:** Select where the amount will be moved ***TO***:

- ▶ **Outside** - Reports will reflect the amount was removed from the unit.
- ▶ **Drop** - The amount will be added to the existing Vault Drop amount on the reports.
- ▶ **Reserve Change Fund** - Amounts that are the available for store operations.
- ▶ **Courier Tray** - Will add to the existing Courier Tray amounts on the reports (will not appear if "drops was selected as the "Move From" location).

**Step 4:** Select one of the following options:

- ▶ **Itemized** - Choose from displayed selections (Manual Vault Drops and Courier Tray).
- ▶ **Everything** - Will transfer the total amount reported in the "move from" location to the "move to" location.
- ▶ **Something Specific** - Will prompt the user to select the currency type and enter the amount to be transferred to the "move to" location.

# Printing Reports

**Step 1:** Navigate to the "Reports" Menu.

***Log In > Reports***

**Step 2:** From the Reports Menu, select the desired report from the available choices.

**Note:** Report selections may vary based on the report family set in the Reports Policy Menu.

## **Reports Commonly Associated with Daily Auditing**

**Current Content** - Lists the existing amounts in the following categories:

- Bill Acceptors
- Courier Tray
- Manual Vault Drops
- Reserve Change Fund

**Reprint End Of Day** - Prints a copy of the End Of Day report for the report period selected (previously performed).

When a "Reprint End Of Day" is performed, the reporting period is NOT ENDED or AFFECTED!

**Shift Report** - Lists transaction activities, by User, for time periods selected.

- Report for logged in User
- Report for Selected User (choose from list of users)
- Report for all Users (with activity in selected time period)

**Summary Report** - Lists totals, grouped by category and User operations.

- Beginning Balances
- Bill Acceptor activities
- Current Balances
- Deposits
- Nets (deposits VS. withdrawals)
- User activities
- Vault amount adjustment activity
- Withdrawals

# Adding A Clerk

**Step 1:** Navigate to the "Clerk Accounts" menu.

**Log In > Accounts/Clerk Accounts > Add**

**Step 2:** Enter the Clerk's PIN (4-9 numbers).

**Step 3:** Verify the Clerk's PIN by re-entering the number.

**Step 4:** Enter the Clerk's Name (2-8 characters) and press "Done".

**Step 5:** Edit the Clerk's privileges:

Can Open Acceptor Door	(Y/N)
Can Open Drop Vault Door	(Y/N)
Change own PIN	(Y/N)
Courier Door Opening Assist	(Y/N)
Name	(2 to 8 characters)
PIN	(4 to 9 numbers)
Identification Key	
End Business Day	(Y/N)
End Shift	(Y/N)
Print Reports	(Y/N)
Language	
Single User Mode	(Y/N)

**NOTE:** Some privilege selections may not appear in the Clerk's Account Menu - Dependent on Policy Settings and the privileges of the Manager entering the Clerk.

**Step 6:** Select "Save".

**Step 7:** Select "Go Back" until the Main Screen is displayed.



# Screen Protector Replacement

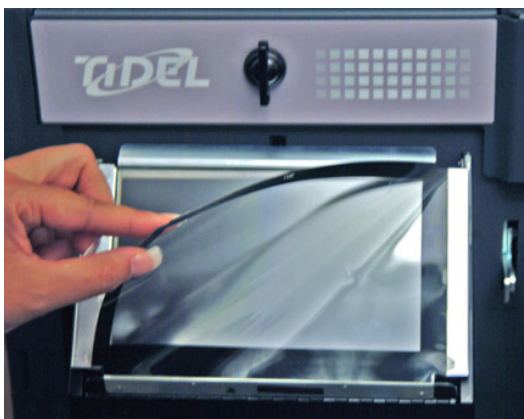
**Step 1:** Turn the ON/OFF Switch OFF.

**Step 2:** Locate the removal slots on both side of the Control Panel Bezel.



**Step 3:** Spread the sides of the Bezel away from the Control Panel and remove the Bezel

**Step 4:** Peel the existing Screen Protector away from the Control Panel frame.



**Step 5:** Remove any residue by "dry rubbing", prior to installing the replacement Screen Protector.

**Step 6:** Remove the film from BOTH SIDES of the Screen Protector.

**Step 7:** Remove the adhesive backing from the Screen Protector

**NOTE:** Place the Screen Protector so the corner "cutouts" are aligned with the Display Frame edges properly.

**Step 8:** Place the removable Bezel onto the Faceplate and insure it snaps firmly into place.

# Troubleshooting

## **BILL ACCEPTORS:**

### **At least one Bill Acceptor needs cleaning:**

- 1) Press "Done" to remove the reminder from the screen.
- 2) Clean the Bill Acceptor by the recommended procedure (see "Cleaning" in the Bill Acceptor section of this manual).
  - ▶ The reminder will continue to appear until a "Clear all odometers" is performed.

**Log In > More > Maintenance > Bill Acceptors > Clean Acceptors > Clear all odometers**

### **Bill Acceptor will not throat bills:**

- 1) Remove and reinstall the cassette.
- 2) Inspect the cassette for damage.
- 3) Remove the Bill Acceptor Head, open the clamshell door and check for jams or obstructions. Insure the clamshell door is closed properly. Clean all Sensors and Rollers.
- 4) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON.

### **Bills jam/Rejects bills**

- 1) Remove and reinstall cassette.
- 2) Inspect the cassette for signs of damage or abuse.
- 3) Inspect the quality of bills being rejected\jamming.
- 4) Open the "clamshell" and check for obstructions or debris.
- 5) Remove the roller assembly and check for jams or obstructions. (Bulk Note Feeders only).
- 6) Clean the rollers and optical sensors with a damp cloth and mild detergent (do not use solvents or ammonia based products.)

### **LED is not illuminated**

- 1) Remove and re-install the Bill Acceptor Head.

# Troubleshooting

## **DISPLAY:**

### **No Display:**

- 1) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON.
- 2) Insure AC power is present at the wall socket.
- 3) Check the breaker on the right side of the Printer.

### **Multiple images/Slow reaction:**

- 1) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON.
- 2) Replace the Screen Protector.

## **i-KEY:**

### **DataKey not functioning**

- 1) Check the User's account privileges. Insure an "Identification Key" is assigned to the User's account (the last 4 digits of the i-Key will be displayed in the Account privileges).
  - ▶ If "Not Trained" is displayed in the User's account, no i-Key is assigned to the User.

## **PRINTER:**

### **Printer wont print/No selections appear in the Reports Menu:**

- 1) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON.
- 2) Insure paper is loaded correctly in the Printer.
- 3) Insure the Printer paper loading door is closed properly.



Paper cutter should be cleared of paper shavings occasionally by using compressed air.

### ***Thermal Paper Specifications:***

Paper width - 3 1/8" width  
Thickness - 3.25 ml  
Thermal coating on outside of roll

# Troubleshooting

## **TOUCHSCREEN:**

### **Code entry difficult**

#### **Control Panel selections not responding**

- 1) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON.
- 2) Replace the Screen Protector.

## **TUBE VENDING:**

### **Column out of service is shown when "Vend Tube" is selected**

- 1) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON.
- 2) Attempt the vend again.

### **Motor turns - no tube is dispensed (jammed tube)**

Jams may be dislodged by following these steps:

- 1) Open the Tube Vend Module vault door slightly and then close the door firmly.
- 2) With the door open, attempt to dislodge the jam from the opening at the top or sides of the magazine.

Warning: Do not use excessive force, which may make the jam worse.

### **Selections are missing when "Vend Tube" is selected**

- 1) The tube amount assigned to the column may be higher than User's vending limit.

### **The number of Tubes shown on the report does not match the Dipstick reading**

- 1) Perform an "Adjust Tube Count".

**Log In > Cash Control > Adjust Tube Count > Add/  
Subtract**

# Troubleshooting

## **VAULT DOORS:**

### **The Acceptor/Drop Vault has been open too long, please close it:**

- 1) This error message is displayed when the unit detects a door has been unlocked for unusually long period.
- 2) Close and lock the appropriate door.
- 3) Select "Cancel". A prompt to enter the Manager code will be displayed. Entering the Manager code will temporarily return to the Main screen. The error message will return after 5 minutes if the door remains unlocked.

**NOTE:** After the Manager Code entry has been used to bypass the error message 3 times, the error will not return.

### **Display indicates Vault Door is ready to open but the handle cannot be moved to the unlocked position**

- 1) Insure the handle is positioned FULLY to the right (Drop and Mailbox Vaults), and attempt to open the vault again.
- 2) Turn the Power Switch OFF, wait 30 seconds, then turn the Power Switch back ON - attempt opening again.

### **To cancel a door opening that is in progress**

- ▶ Performing a "Secure All Vaults" will stop all door opening procedures that are in progress.

- 1) Navigate to the "Open Vault" Menu.

#### **Log In > (enter code) > Open Vault**

- 2) Select "Secure All Vaults".
- 3) The Display will show "All vaults have been secured".

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Carrollton, TX 75006, (972)484-3358

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