

AB7000 Troubleshooting Guide

- 1- Did the unit work fine for a while before this problematic incident..? Or the unit was just received from Accubanker and is having this specific problem.

The reason for this question is to identify:

- a- *If the user is familiar with the machine's functioning or not.*
- b- *If it is confirmed that the unit was recently received, it is most likely to think that the cause of the problem is related with "operational" misunderstanding elements.*
- c- *If it is confirmed that the machine have been working fine for a while (more than 1 month), it is probably related with any technical issue.*

- 2- Make sure the following configuration is selected in the control panel.

UV-2 / MG-2/ IR-1/ MT-OFF/ DD-OFF/ 3D- OFF/ **LEVEL-OFF**

- 3- Make sure the Adjustment knob is in the original position "0" (the hole of the screw should be toward the "0"). Make sure of this in case the client moved it "erratically" trying to solve the issue.

For confirming the right position ask the client to select **COUNT mode** and SPEED 1200 bills /min. Count a 100pcs bundle of bills (average fitness condition) and confirm the counting is carried out smoothly and accurately with the knob in that specific position.

If frequent CHAIN NOTES or DOUBLE NOTES error messages are coming up, rotates the knob gently (half step every time) toward the "-".

In COUNT mode the currency programming it is not involved...so this action is used to make sure the mechanical adjustment is the right one.

After you reach a good counting in COUNT mode it means the unit is well adjusted mechanically.

- 4- Proceed to change to VALUE mode, make sure to keep the functions set up in the same manner set up previously in point #2.

- 5- Proceed to count the same bundle of bills placed previously and verify the performance of the unit.

If "**NOT RECOGNIZED**" message comes up, take that specific bill out and verify if it is stained, broken or heavily soiled, these aspects will make the unit stop the counting, so put it aside.

If the bill is in good condition, put it back again on top of the bills in the hopper and resume the counting.

If "NOT RECOGNIZED" message persist, move the adjustment knob half step toward the "-".

If DOUBLE NOTES errors messages come up, check the LEVEL function and confirm it is OFF.

- 6- If after all the troubleshooting the unit still persist with errors and need to be sent to us for service....proceed to collect as much information about the errors to allow the service department to replicate the problems here.