



User Guide

AB7800

Enterprise SWITCH Mixed
Bill Value Counter



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**Thank you for trusting *AccuBANKER*
with your cash handling needs.**

**In order to optimize the performance of your
equipment, we encourage you to thoroughly read
this user guide prior to use.**

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Introduction

The AB7800 SWITCH is the perfect solution to your bill counting process. This equipment is not only fast, accurate, and reliable but its mixed bill counting, counterfeit detection, easy-to-use touch screen, and dual user functionality make it suitable for a wide range of cash management tasks.

Box Contents

1. AB7800 Bill Counter
2. Power Cord
3. Auxiliary External Display
4. PC Export Cable (for ABCashroom Pro)
5. User Guide and Warranty



Safety Instructions

Warning



Do not use this product in areas where it may be exposed to water or other liquids.



Unplug this product from the electric outlet before cleaning. Do not use liquid or aerosol cleaners. To clean, use a damp cloth.



To reduce the risk of electric shock, do not disassemble this product. Take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.



Only use the cable provided with the unit. The use of other cables may result in electric shock, fire, or cause serious damage to the unit.



Do not operate the unit in areas with high temperature or high humidity since it may prevent it from working correctly.

Caution

When unplugging the power cord, do not pull it by the cord, but rather grip the plug to pull it out. Not following these instructions may result in electric shock, fire, or damage to the unit.

Do not use the unit if the power cord is damaged or if the plug socket contact is loose. Not following these instructions may result in electric shock, fire, or other hazards.

Do not place heavy objects over the cord and do not bend it excessively since it could get damaged. Not following these instructions may result in electric shock, fire, or other hazards.

When not using the unit for a long time, remove the power plug from the electric outlet.

Safety Instructions (cont.)

- Read and understand all of the safety instructions.
- Follow all warnings and instructions marked on the unit.
- This product is meant to be operated in an indoor environment with proper ventilation.
- Do not place near direct sunlight, heat sources, or air conditioners.
- This product should only be operated with the power cord supplied and the type of power source indicated in this user guide. If you are not sure of the type of power supply in your location, consult your vendor or local power company.
- To avoid the risk of fire or electric shock, never push objects into the unit through the case slots or openings, since they may touch dangerous voltage points or shortcut parts. Do not disassemble the unit.
- Never spill liquids of any kind on the product.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed*
 - If liquid has been spilled into the unit, or it has been exposed to rain or water*
 - If the product has been dropped or the case has been damaged*
 - If the product shows a noticeable change in performance

**Not covered under warranty*

NOTE: Do not remove the "ground" prong from the power cord. It is a safety feature meant to protect the user from harm and the equipment from damage.



If the unit does not operate normally while following the instructions, adjust only those controls covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

1. Getting Started

1.1 Unpacking the Unit

Carefully unpack all the items found inside the box. Then place contents on a clean, flat, and level work surface. Refer to the “Contents” section of this guide to ensure that all items listed were in the box. After unpacking the unit, store the box and the packing material for any future shipping.

1.2 Installation

Select an appropriate workspace that is clean, flat, and leveled. The equipment should never be placed near strong sources of light, heat sources, or air conditioners. Please do not install the equipment where its weight cannot be supported.

Voltage operating range: 100 - 240VAC 60/50 Hz

Plug the power cord to the back of the unit and into a power outlet. To turn on the unit, flip the switch on the backside of the equipment to the ON position. To verify the equipment is functioning correctly, confirm the screen has turned on, and it is performing a self-check test.

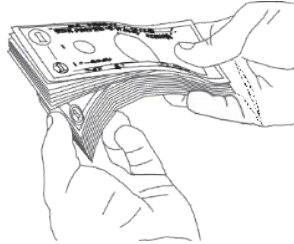
1. Getting Started (cont.)

1.3 Bill Selection / Placement

- A. Avoid counting wet, excessively dirty, folded, or damaged bills.
- B. Check for foreign objects mixed up with the bills such as paper clips, rubber bands, pieces of paper, etc.



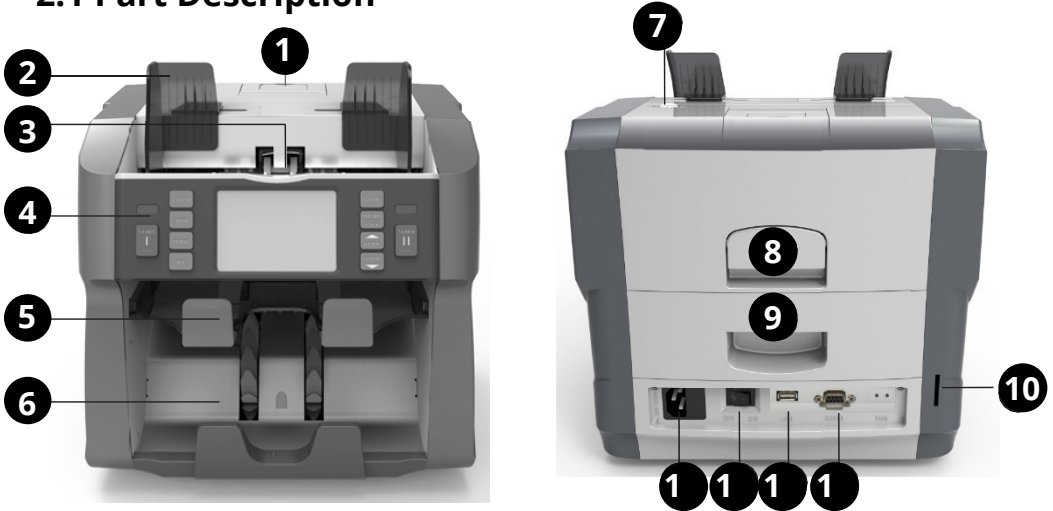
- C. If counting new bills, fan them lightly since they often stick together.



- D. Position the bills in an orderly manner on the hopper tray to ensure an error-free operation.

2. Equipment Overview

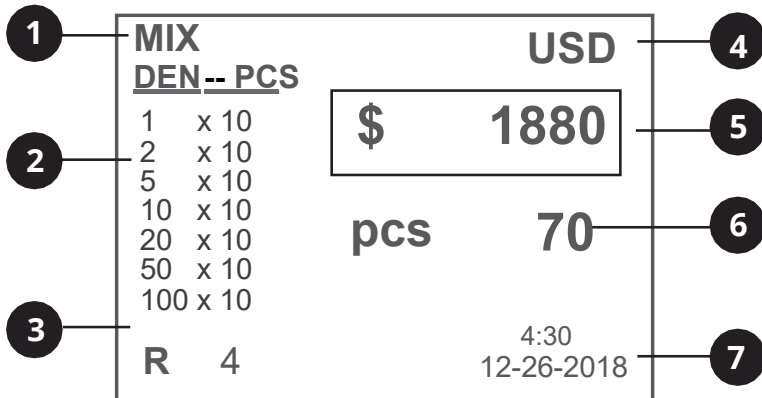
2.1 Part Description



1. **Printer:** Prints Receipt
2. **Bill Guides:** Aligns the bills to be counted
3. **Hopper:** Bills are placed here to be counted
4. **Control Panel:** Control operations/Shows counting results
5. **Rejection Tray:** Rejected bills are deposited here
6. **Stacker:** Counted bills are collected here
7. **Thickness Adjustment knob:** Used to adjust the bills' feeding gap.
The opening where bills enter the equipment from the hopper
8. **Upper Module Handle:** Pulled to access inside upper compartment
9. **Sensors Tray Handle:** Pulled back to remove the tray
10. **SD Card Port:** Used for updates/Technical Service
11. **RS232 Port (Serial):** External Display/PC connection (ABCashroom)
12. **USB Port:** Used for updates/Technical Service
13. **On / Off switch:** Power the unit ON or OFF
14. **Power Cable Jack:** To connect the power cord

2. Equipment Overview (cont.)

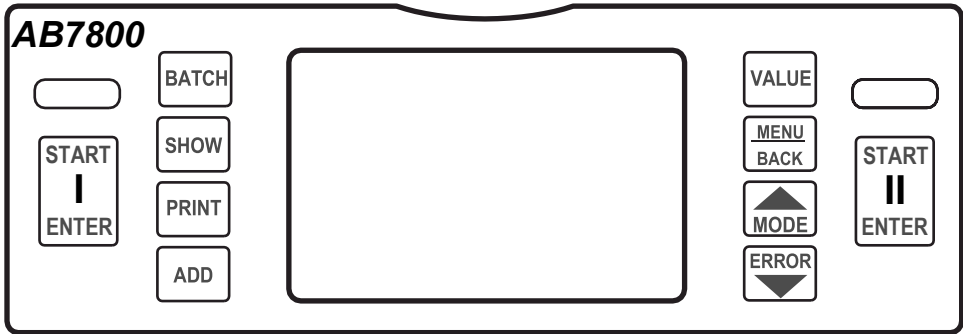
2.2 Display Description



1. Active operating mode
2. Denomination breakdown
3. Quantity of rejected bills
4. Currency
5. Total value of counted bills
6. Quantity of bills counted
7. Date and Time

2. Equipment Overview (cont.)

2.3 Control Panel Description



- **START I / START II:** Start counting / Switch user / Confirm selection / Reset
- **BATCH:** Batch mode selection
Press BATCH continuously to select from the pre-set options. See section **2.4** for more detailed instructions to enter a Batch quantity manually, using the VALUE function. To clear the BATCH, continue to press BATCH until an amount no longer appears on the screen.

2. Equipment Overview (cont.)

2.3 Control Panel Description (cont.)

- **SHOW:** Show COUNTING REPORT & SERIAL # REPORT
Press SHOW one time to access the "Counting report" then press it again to show the "Serial # report". Press it again to return to the counting screen.

****Note:** If the serial number report is longer than what is immediately shown on the screen, then use the   keys to view the rest of the report.

DEN	PCS	\$
1	x 10	10
2	x 10	20
5	x 10	50
10	x 10	100
20	x 10	200
50	x 10	500
100	x 10	1000
TOTAL	70	1880

Counting Report

No	Value	SN	01/5
1	1	AD77883667	
2	1	XC23456789	
3	10	WE87345678	
4	50	NV56782309	
5	20	GH99837665	
6	20	DF74092287	
7	20	AF17385654	

Serial Number Report

2. Equipment Overview (cont.)

2.3 Control Panel Description (cont.)

- **PRINT:** Print Reports. Press SHOW to select the desired report, then press PRINT to print the selected report on the screen.
- **ADD:** Press ADD to enable or disable the Addition mode during counting.
- **VALUE:** Press VALUE to open the numeric screen to manually enter values for different modes and settings.
- **MENU/BACK:** Press MENU/BACK to access the User Menu to set up this equipment or to go back to a previous screen. Refer to Section 3 for a full description of the User Menu options.
- **ERROR:** Press ERROR to show the specific reasons why the bills were rejected after a count has been conducted. Press BACK to return to the counting screen.

ERROR	Reason Description
UV	Suspicious by UV (Ultraviolet)
MG	Suspicious by MG (Magnetism)
IR	Suspicious by IR (Infrared)
DB	Double bill error
DD	Size error
CIS	Image error
FAC	Face orientation error
DE	Denomination error (SORT mode)

2. Equipment Overview (cont.)

2.3 Control Panel Description (cont.)

- **MODE:** Press MODE continuously to select which of the six operating modes is to be used for a count.
 - **MIX:** Use to count mixed denominations in the same bundle. The screen will show a breakdown of the count by denomination, the total value of the bundle, and how many bills were counted.
 - **SORT:** Use to count all bills of the same denomination. In this mode, the unit memorizes the first denomination scanned, then compares the rest of the bills with this denomination. When a different denomination is found, the unit will send it to the rejection tray. The screen will show the total value of the bills counted with the same denomination and the total number of bills counted.
 - **FACE:** Use to sort bills by either FACE UP or FACE DOWN. The equipment will memorize the position of the first bill in the count and send it to the stacker. Bills facing in the opposite position will be sent to the rejection tray.
 - **ORT:** Use to sort bills by ORIENTATION. The equipment will memorize the direction of the first bill in the count and send it to the stacker. Bills in the opposite direction will be sent to the rejection tray.
 - **DSP:** Use to DISPENSE a specific amount. Using the VALUE key, to set the amount, the user can then place a stack of bills on the hopper. Once the user presses START, the equipment will send bills to the stacker until the value has been reached.
 - **COUNT:** Use for a simple count of bills. The total value of these bills would have to be manually calculated by the user. This mode is best used for currencies that are not programmed or poor-quality bills that the equipment may not be able to read.

2. Equipment Overview (cont.)

2.4 Setting Up Numeric Values

Press VALUE to access the Numeric Value screen. This feature is to be used any time a parameter has to be set for a count, settings need to be adjusted on the equipment, a password needs to be set up, etc.

ESC	CLR	5	
7	8	9	0
4	5	6	OK
1	2	3	



- a) Press VALUE to access the numeric screen
- b) Press CLR to clear the current value
- c) Enter the new desired value
- d) Press OK on the screen to confirm the new value and leave the screen

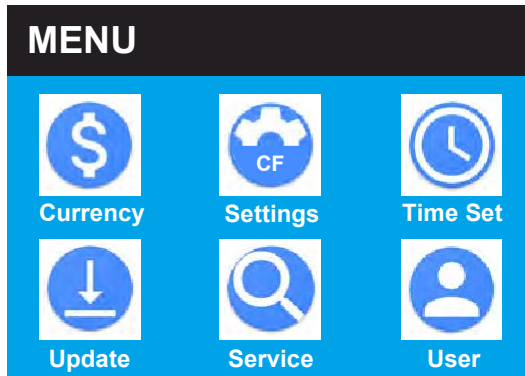
Examples of when to use this procedure:

- Counterfeit detection sensitivity
- Batch set
- DSP value
- Password set up
- Date and Time adjustment

3. User Menu Overview



User Menu Description

This section further describes the functionality of the MENU/BACK button found on the control panel. (Previously referenced in section 2.3)



3.1 Currency Selection

- Select the specific operator I or II
- Press MENU on the control panel
- Press Currency on the touch screen
- Select the desired currency and press START for the desired operator and to assign the new currency

(Use the keys   to move the indicator up and down to select the currency)

3. User Menu Overview (cont.)

3.2 Settings

Allows the user to configure several functions:

a- MG: Magnetic detection adjustment

Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm the new one.

MG-0 is OFF / MG-9 is the Maximum / MG-5 default

b- DD: Size detection adjustment (WIDTH)

Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm the new one.

DD-0 is OFF / DD-9 is the Maximum / DD-5 default

c- DB: Double Bill detection adjustment

Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

DB-0 is OFF / DB-9 is Maximum / DB-5 default

d- UV- A: Ultraviolet detection FINE adjustment

Used to implement "minor" adjustments in the UV sensitivity. Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

UV-0 is OFF / UV-9 is Maximum / UV-5 default

e- UV- B: Ultraviolet detection COARSE adjustment

Used to implement "drastic" adjustments in the UV sensitivity. Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

UV-0 is OFF / UV-9 is Maximum / UV-5 default

3. User Menu Overview (cont.)

3.2 Settings (cont.)

f- SLOPE: Adjust the slope tolerance for the bills

Used to adjust the tolerance when any bill is fed aslant. Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

SLOPE-0 is OFF / SLOPE-16 is Maximum / SLOPE-10 default

g- IR: Infrared detection adjustment

Press VALUE to change the current sensitivity. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

IR-0 is OFF / IR-9 is Maximum / IR-9 default

h- Auto: Automatic (1) or Manual (0) mode for counting. On Automatic, the unit will start the count as soon as it detects bills have been placed on the hopper. On Manual, the unit will begin the count when START is pressed by the user.

Press VALUE to change the current setting. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

i- Serial No. Scan: Enable (1) or Disable (0) the serial number reading.

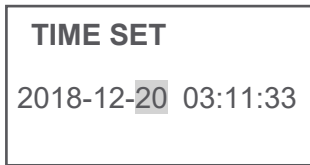
Press VALUE to change the current setting. Press CLR to clear the current setting, enter the new value, and press OK to confirm.




j- Alarm Sound: Enable (1) or Disable (0) the audible warnings when any error occurs. Press VALUE to change the current setting. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

k- Keyboard Sound: Enable (1) or Disable (0) the sound for the control panel keys. Press VALUE to change the current setting. Press CLR to clear the current setting, enter the new value, and press OK to confirm.

3. User Menu Overview (cont.)

3.3 Time Set: Date and Time adjustment



- a. User the keys   to select the specific field to adjust.
 - b. Press Value key to access the numeric screen.
 - c. Press CLR to clear the current value and enter the new one.
 - d. Press OK to confirm.
- e. After modifying all the required fields press  continuously until the message **“SET OK”** is shown, then press BACK to return to the counting screen.

3.4 Update: (Reserved for Technical Service)


This section is used to install/update firmware and service programs and is reserved for technical support.

3. User Menu Overview (cont.)

3.5 Service

- a) **Collect:** (Reserved for Technical Service) Used to scan bills when a new update is required. Contact tech support if the equipment requires an update.
- b) **CIS Calibration:** Used to calibrate the CIS (Contact Image Sensor) upon Tech Support's recommendation.
- c) **Version:** Shows the current Firmware/Hardware versions currently installed, as well as other technical parameters.
- d) **Error List:** Describes in detail every error message reported by the Equipment.
- e) **Count Record:** This shows the total quantity of bills counted by the equipment in its 'lifetime'.
- f) **Password Set:** Password Enable-1/Password Disabled-0. Enable (1) or Disable (0) the option to protect the User Menu by a password in order to avoid unauthorized access to the unit's setting configuration.

<p>6 Password Set</p> <p>Password ON-1 / Off-0: ON</p> <p>Change user Password: *****</p> <p>Enter Password again: *****</p> <p>Save Exit</p>

1. When the cursor is on "Password", press the VALUE key to access the numeric screen.
2. Clear the current value and select "1" to Enable or "0" to Disable the password option.
3. Press OK to confirm the selection.
4. If "1" is selected, proceed to set up a password. Press VALUE to access the numeric screen and set up a 4 digit password.
5. Press OK to confirm the selection.
6. Press VALUE again to reenter the password and press OK.
7. With the key  select the SAVE option and press START.

3. User Menu Overview (cont.)

3.5 Service (cont.)

g) Restore Factory Setting

Used to restore the counterfeit detection functions of a unit to factory default settings. It is highly recommended to conduct this procedure when the equipment is repeatedly reporting error messages during its operation.





- Place the cursor over the **YES** option and press **ENTER** to begin the restore process.
- When the message "**Flash Disk Format Finish**" is shown, the restore has been completed.
- Press **BACK** to return to the counting screen.

3.6 Users

Shows the total counting records for each user. This record can be cleared and resumed manually based on the user's needs with the **START** key.

This record will be cleared automatically every day at 00:00.


Use the keys   to switch between currencies.

4. Operation

4.1 Counting Operation

Once the unit has been turned on, using the power switch located in the back of the equipment, the unit will proceed with a short self-check test. After this self-check test has been completed, the equipment is ready to begin counting.

- Select the required Currency as well as the desired operating mode (MIX-SORT- FACE-ORT-DSP-COUNT)
- Set up any additional options such as ADD, BATCH, etc. as needed.
- Place the bills neatly in the hopper, and the unit will start counting them automatically unless the Manual option has been selected within the settings.

Note: Those bills considered suspicious will be rejected and sent to the rejection tray during the counting process. Press  to view the reason for the rejection of a bill.

4.2 Dual User Operation (User 1 & User 2)

The unit can be operated by two separate users and each user can program their settings.

Before each count, select the specific user (I or II) who will be utilizing the equipment. The selected user will be indicated by the green light. Each user may configure their settings. The equipment will save the settings for each user, which allows for a faster counting process. Each user can also show or print their counting details separately.

5. Unit Maintenance

5.1 Periodic Cleaning Routines

Following these periodic cleaning routines will help keep the unit in the optimum condition for ensuring a trouble-free operation, as well as to extend the unit's lifespan.

Daily routine: Perform the following steps on a daily basis:

- a. Turn Off the unit when not in use.
- b. With a clean dry cloth or a brush, remove the dust deposited on the hopper and the stacker area.

Weekly routine: Perform the following steps on a weekly basis:

- a. Turn off the unit and unplug its power cord.
- b. Open the back cover carefully.
- c. Use an air duster can and a brush to carefully remove the dust from the bill passage areas.
- d. Open the upper compartment carefully and remove the sensors tray, and clean any dust that might be deposited on these areas (image reference pg. 26).
- e. Close back all the compartments properly and gently. Do not force anything into the equipment.

6. Troubleshooting

6.1 Thickness Knob Adjustment (Feeding Gap)

Proceed with this calibration when the bills are not fed smoothly through the machine or several error messages are occurring too often like DOUBLE NOTES, CHAIN, or miscounting errors.

Other reasons that might require readjusting the feeding gap are:

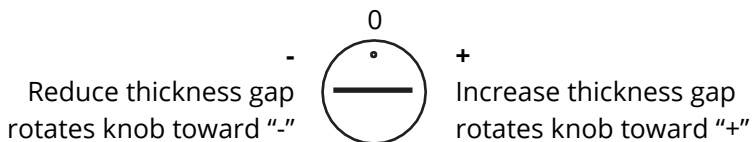
- The counting of new or mint condition bills
- The counting of poor or bad fitness condition bills
- Polymer bills and Paper-made bills counted together

Having the correct feeding gap will ensure a smooth counting as well as a trouble-free unit's operation.

Trial and error attempts are recommended before you make the final adjustment.

NOTE: For new bills, it is recommended to leave the gap narrow. For used and worn bills, it is recommended to widen the gap.

- For new (thinner) bills, as well as Polymer notes, adjust toward "-" to reduce the gap.
- For used (thicker) bills, adjust toward "+" to increase the gap.
- Small adjustments towards the "+" direction work best.



6. Troubleshooting (cont.)

6.2 Restore Factory Settings

Go to the SERVICE section in the User Menu, then select “RESTORE FACTORY SETTINGS”. This procedure will restore the factory default settings for the Counterfeit detection functions.

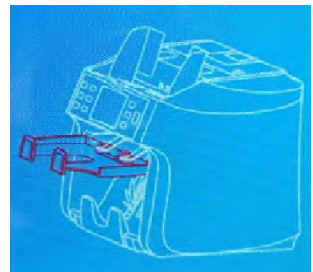
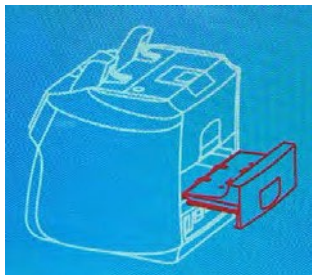
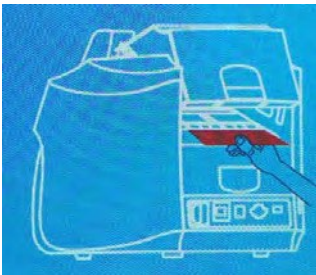
NOTE: Full procedure description referred to in section g (pg. 21)

6. Troubleshooting (cont.)

6.3 Removing Jammed Notes

If a bill is jammed inside the transporting mechanism, the unit will notify the user, and the message "STUCK NOTES ERR" will appear along with an image of the section where the jammed bill is located. The user must proceed to remove the bills with his/her hands (DO NOT use any sharp objects such as scissors, letter openers, knives, etc.)

- Proceed to open the specified compartment using its handle.
- If the user can easily reach the bill with his/her fingers, then proceed to remove it carefully. But if the bill is difficult to reach or it is stuck with the transporting rollers, then turn the unit OFF and proceed to remove it.
- If the bill is broken or torn, ensure all remaining bill debris is removed.
- Close the compartment gently and properly after the bill has been extracted.



Upper compartment handle

Sensors tray handle

6. Troubleshooting (cont.)

6.4 CIS Calibration Procedure

Proceed with the CIS calibration procedure when the machine is rejecting many bills with "CIS Error" error message. It is highly recommended to clean the machine first to make sure the CIS sensors are cleaned. Also, after installing any new firmware updating it is recommended to calibrate the CIS sensors.

- a. Get ready the calibration plastic card included with the machine.
- b. Press down the MENU key then select the **SERVICE** option and press ENTER, then select the "**2: CIS Calibration**" option and press ENTER.
- c. Open the back compartment and position the calibration card all the way inside until reaching the rollers, and hold it with them.
- d. Close the compartment then press ENTER seven times (7) as the message states.
- e. Wait for the message "CIS CHECK OK" on the display.
- f. Press BACK several times to return to the main counting screen and remove the calibration card from the machine.

NOTE: For a video reference of this procedure access our website support page <https://www.accubanker.com/pages/AB7800>.

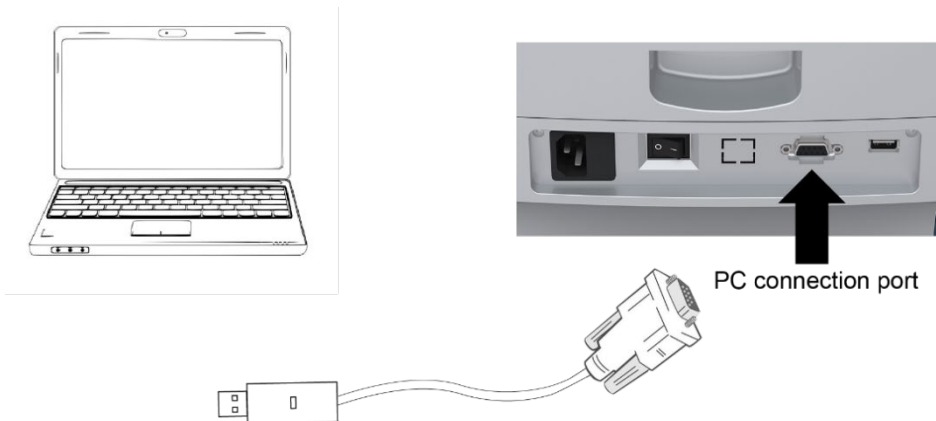


7. Export Data with the ABCashroom Pro

AccuBANKER has developed the ABCashroom Pro application to provide users the ability to export data that is being captured during the counting process. The software is available for sale on the AccuBANKER website, and a limited time free trial is available upon request.

To connect the AB7800 to the PC, use the cable USB – DB9 and connect it to the respective ports (shown below). This will allow for the ABCashroom Pro to establish a connection with the AB7800 to start capturing the data of the different counts.

Please visit our website to learn more about the ABCashroom Pro and all the features it has to offer.



8. Warning and Error Messages

The unit will notify the user if an error is detected during the booting up procedure or in case any abnormal incident occurs during the operation. Proceed as the table indicates for each error message. If the problem persists, call for technical support.

ERROR	CAUSE	SOLUTION
UV Error	Suspicious UV feature	<ul style="list-style-type: none">- Remove the suspicious bill- Consider reducing MG sensitivity
MG Error	Suspicious MG feature	<ul style="list-style-type: none">- Remove the suspicious bill- Consider reducing MG sensitivity
Chain Note	Two or more bills passed together (partially overlap)	<ul style="list-style-type: none">- Adjust thickness adjustment knob- Verify the bills' fitness quality
DB Error	Two or more bills passed together (one on top other)	<ul style="list-style-type: none">- Fan the bills- Adjust thickness adjustment knob- Consider reducing IR sensitivity
IR Error	Suspicious IR feature	<ul style="list-style-type: none">- Verify the specific bill- Consider reducing IR sensitivity
DD Error	Bill size problem	<ul style="list-style-type: none">- Remove the bill- Check for a mutilated bill
FAC Error	Orientation error	<ul style="list-style-type: none">- Remove the bill
CIS Error	CIS sensor did not recognize the bill - it may be stained, dirty, or crimped	<ul style="list-style-type: none">- Try to count it again- Inspect the bill manually

8. Warning and Error Messages (cont.)

ERROR	CAUSE	SOLUTION
DE Error	Denomination error	- Remove the bill
R_D_IR ERR	Lower Right Counting Sensor	- Clean the sensor - Contact tech support
R_U_IR ERR	Upper Right Counting Sensor	- Clean the sensor - Contact tech support
L_D_IR ERR	Lower Left Counting Sensor	- Clean the sensor - Contact tech support
L_U_IR ERR	Upper Left Counting Sensor	- Clean the sensor - Contact tech support
Stacker ERR	Stacker Sensor Dirty or Damaged	- Clean the sensor - Contact tech support
UP_MOTOR ERR	Main Motor Damaged or Stuck	- Contact tech support
Hopper ERR	Hopper Sensor Dirty or Damaged	- Clean the sensor - Contact tech support
SLO	Bill was skewed when fed into the unit	- Organize the bills on the hopper - Adjust thickness adjustment knob

9. Specifications

Temperature	32° - 104°F (0° - 40°C)
Humidity	25% - 80%
Display	LCD (touchscreen)
Counting Speed (new bills)	1,000 bills/minute
Feeding System	Roller Friction System
Feeding Type	Front-loading
Hopper Capacity	400 bills (new bills)
Stacker Capacity	200 bills (new bills)
Rejection Tray Capacity	50 bills max.
Power Source (INPUT)	100 - 240 VAC 60/50 Hz
Power Consumption	50 Watts Max. (5 Watts Standby Max.)
Accepted Banknote Type	Paper, Polymer, etc.
Accepted Banknote Dimensions (L x W)	4 x 1.97 - 7 x 3.1 in 10.2 x 5 - 17.8 x 7.9 cm
Printer	Built-In Printer
Thermal Printer Paper Dimensions	Dimension: 2.25" x 50' Max. Core Diameter: 0.5"
Product Dimensions (L x W x H)	10.5 x 10.5 x 11.7 in 26.6 x 26.6 x 29.7 cm
Product Weight	20.15 lb (9.14 kg)



AccuBANKER
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