



T-iX Cash Counter Manual Calibration Instructions

Location: England/Wales

Important Information (Please Read first)

- Is this manual calibration permanent?
- Can I count bundles with my T-iX cash counter?
- When should I enable / disable a denomination on my cash counter?
- My cash counter says 'ACCESS DENIED'. What can I do?
- I need extra help, can I call the customer service?

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- How do I know if I need to calibrate?
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- Disable the £20 paper note
- Disable the £50 paper note



Important Information

Is this manual calibration permanent?

- The manual calibration is only a **temporary solution**. Should the cash counter be reset to factory setting, the changes made will be lost.
- We advise to purchase the **most current comprehensive software** for your machine, which includes all past GBP updates, including £1, £5, £10, £20 and £50.
- For Information please call our Direct Sales line: **01633 637 123**

Can I count bundles of polymer notes with my T-i^x cash counter?

- In **England and Wales** you can still count bundles as usual, if your cash counter has an appropriate bundle-capable UK software-version.
- The only **exception for bundles is the £20 polymer note**, due to light manufacturing variances.
- Bundles of the new polymer £20 cannot be counted on weight based devices. A bundle would need to be broken down into batches of 15-20 notes and counted on the £20 loose note setting.

When should I enable / disable a denomination on my cash counter?

- The best time to enable new currency is, when you start to receive new currency at your location.
- To disable old currency on your cash counter, please wait until it is officially out of circulation to avoid confusion among staff members.

My cash counter says **ERROR 43 - 'ACCESS DENIED'**. What can I do?

1. Should the error message '**Access denied**' appear while you try to access the Setup Wizard, click the **HOME** button and select a **count task** (e.g. Cashing Up, Banking Preparations, Float count..) and press **OK**.
2. The message '**Count in Progress**' will appear, just press the **END** button until you see the '**END OF COUNT OPTIONS**'.
3. Select **CLEAR CURRENT TILL** or **END/HOME** and press **OK**.
4. This will take you back to the Home Menu, do **NOT** re-enter the count task. You can now proceed with the steps described in the instructions further below.

I need extra help, can I call the Tellermate helpline?

- Our customer service helpline is open to all customers who have received their cash counter **directly or through their headoffice from Tellermate** or are a **T-Cover customer**. Please have your cash counter with you when you call us and locate the **Serial Number (e.g. FAB123456)**.
- If you have bought a Tellermate cash counter from a third party and encounter a problem, we must advise you to speak to the seller you bought from or your responsible distributor, but you can of course use our instructions.
- We do not offer telephone support to second-hand Tellermate equipment, but we have the option available for chargeable repairs, which you can discuss with our customer service team.
- We do not support cash counters without a Serial Number or older than 8 years.

01633 276 868

Generic Instructions

NAVIGATING

- To be able to follow the instructions, please take a look to know where to go and which button to press:

Soft Key - to select an option presented on the bottom screen shown above the specific soft key

OK Key - to confirm

Arrow Keys - to scroll up/down, to enter the PIN number

Numeric Keypad - optional feature that enables the keying in of numbers and letters



HOME - brings you back to the home screen

END - press to navigate through to finishing a count task

DO I NEED TO CALIBRATE MY T-i^x CASH COUNTER?

Before you attempt to calibrate your machine, check first if the weights are correct:

- Start at the **HOME** screen and use the ▼ key to scroll to 'Diagnostics', press **OK**.
- Use the ▼ key to scroll to 'Note Weights' or 'Coin Weights', press **OK**.
- You will now see a screen with the currently saved weights on your machine:

COIN WEIGHTS		<GBP>
50p	7.9905	
£1	8.7316	
£2	0.1234	
Back	Setup	Next

NOTE WEIGHTS		<GBP>
£5	0.7475	
£10	0.8325	
£20	0.9012	
Back	Setup	Next

NOTE WEIGHTS		<GBP>
£10	0.8325	
£20	0.9012	
£50	0.9905	
Back	Setup	Next

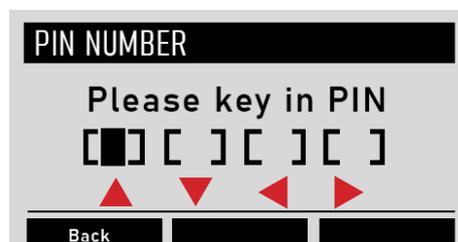
Images mirror new software release after the 30/09/2022

NOTE:

- Above you see the standard weight, but it can **vary slightly up or down**.
- Please calibrate if your weights are outside of the following margins:
Coins - £1: 8.7142-8.749
Polymer Notes - £5: 0.7420-0.7530; £10: 0.826-0.839; £20N: 0.8874-0.915; £50N: 0.983-0.998g
- If your cash counter lists a note twice, e.g. '£50' & '£50N', then it's not set-up correctly to count only polymer notes. Please check note weights above and follow the instructions for the specific note to disable and/or calibrate.
- New software purchased after the 30/09/2022 does not feature weights in the 'N' denominations. To buy the software update please call 01633 637 123.**

PIN NUMBER ENTRY

- Press the arrow keys
- in the following order: ▲▼◀▶



Coin Calibration Instructions

£1 COIN CALIBRATION

Before you start:

- Please **END all counts** before beginning the note set-up process, otherwise your **access** to the menu will be **denied**.
- If your machine doesn't have a **numeric keypad**, you will need **30x £1 coins** to complete the set-up process.

Enter the **SETUP WIZARD & COIN WIZARD**:

1. Start from the **HOME** screen, use the ▼ key to select '**Setup Wizard**' and then press the **OK** key.
2. Use the ▼ key to select '**Coin Wizard**' and press the **OK** key.
3. When you are asked for a **PIN** number press the **arrow keys** in the following order: ▲▼◀▶
4. Use the ▼ key to select '**£1**'.

Enter the Calibration Mode:

5. Press the centre soft key labelled '**Edit**'

Calibration with a **NUMERIC KEYPAD**:

6. Follow the instructions above until point 5.
7. T-iX will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **87316** and then press the **OK** key to save the weight.
8. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Calibration with **30x £1 COINS**:

6. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
7. '**Please check - confirm 10 good quality coins**': Now place 10x coins on the platform (**loose without a cup**), press the **OK** key and then continue in steps of **adding 5x coins**, pressing **OK** after each 5x coins until all 30x coins are on the platform. When you see '**Weight Set-up Complete**', press **OK** to save the new weight, it should be around 8.7316g.
8. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Bag Calibration in the Setup-Wizard (**only available on certain T-iX machines**):

9. Use the ▼ key to select '**Packaged Coin Wizard**' and then press the **OK** key.
10. Use the ▼ key to select '**£1**' and press the **OK** key, with Bag 1 highlighted press the middle soft key labelled '**Edit**'.
11. Place 5 empty coin bags onto the Money Platform and press the **OK** key.

New £1 coins and bags are now set on your unit. Press the **HOME** key to return to normal counting.



30x



Note Calibration Instructions

£5 POLYMER NOTE CALIBRATION

Before you start:

- Please **END all counts** before beginning the note set-up process, otherwise your **access** to the menu will be **denied**.
- If your machine doesn't have a **numeric keypad**, you will need **30x £5 polymer notes** to complete the set-up process or a **coin combination**.

Enter the **SETUP WIZARD & NOTE WIZARD**:

1. Start from the **HOME** screen, use the ▼ key to select '**Setup Wizard**' and then press the **OK** key.
2. Press the **OK** key '**Note Wizard**'.
3. When you are asked for a **PIN** number press the **arrow keys** in the following order: ▲▼◀▶
4. Use the ▼ key to select '**£5**'.

Enter the Calibration Mode:

5. Press the centre soft key labelled '**Edit**'

Calibration with a **NUMERIC KEYPAD**:

6. Follow the instructions above until point 5.
7. T-iX will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **07475** and then press the **OK** key to save the weight.
8. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Calibration with a **COMBINATION OF COINS**:

6. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
7. The machine will ask for the first 10 notes. Instead place **2 x £1 coins and 1 x 20p** on to the Money Platform (**loose, without a cup**) and press the **OK** key. T-iX will continue to ask you to add another 5 notes simply press the **OK** key repeatedly until '**Weight Set-up Complete**' appears on the screen and then press the **OK** key to save the weight, which should be around 0.7475g.
8. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Calibration with **30x £5 POLYMER NOTES**:

6. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
7. Place 10x notes on the platform, press the **OK** key and then continue in steps of **adding** 5x notes, pressing **OK** after each 5x notes until all 30x notes are on the platform. When you see '**Weight Set-up Complete**', press **OK** to save the new weight, it should be around 0.7475g.
8. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Bundle Calibration in the Setup-Wizard (**only available on certain T-iX machines**):

9. Use the ▼ key to select '**Packaged Note Wizard**' and then press the **OK** key.
10. Use the ▼ key to select '**£5**' and press the **OK** key, with Band 1 highlighted press the middle soft key labelled '**Edit**'.
11. Place 5 empty £5 bands onto the Money Platform and press the **OK** key.

The £5 polymer notes and bundles are now set on your unit. Press the **HOME** key to return to normal counting.

Note: You can count the £5 polymer notes in stacks up to 25 notes.

Note Calibration Instructions

£10 POLYMER NOTE CALIBRATION

Before you start:

- Please **END all counts** before beginning the note set-up process, otherwise your **access** to the menu will be **denied**.
- If your machine doesn't have a **numeric keypad**, you will need **30x £10 polymer notes** to complete the set-up process or a **coin combination**.

Enter the **SETUP WIZARD & NOTE WIZARD**:

1. Start from the **HOME** screen, use the ▼ key to select '**Setup Wizard**' and then press the **OK** key.
2. Press the **OK** key '**Note Wizard**'.
3. When you are asked for a **PIN** number press the **arrow keys in the following order**: ▲▼◀▶
4. Use the ▼ key to select '**£10**'.

Enter the Calibration Mode:

5. Press the centre soft key labelled '**Edit**'

Calibration with a **NUMERIC KEYPAD**:

7. Follow the instructions above until point 5.
8. T-iX will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 8 3 2 5** and then press the **OK** key to save the weight.
9. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Calibration with a **COMBINATION OF COINS**:

7. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
8. The machine will ask for the first 10 notes. Instead place **2x 5p, 1x 10p and 1x £2** on to the Money Platform (**loose, without a cup**) and press the **OK** key. T-iX will continue to ask you to add another 5 notes simply press the **OK** key repeatedly until '**Weight Set-up Complete**' appears on the screen and then press the **OK** key to save the weight, which should around 0.8325g.
9. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Calibration with **30x £10 POLYMER NOTES**:

7. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
8. Place 10x notes on the platform, press the **OK** key and then continue in steps of **adding** 5x notes, pressing **OK** after each 5x notes until all 30x notes are on the platform. When you see '**Weight Set-up Complete**', press **OK** to save the new weight, it should be around 0.8325g.
9. Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Bundle Calibration in the Setup-Wizard (**only available on certain T-iX machines**):

10. Use the ▼ key to select '**Packaged Note Wizard**' and then press the **OK** key.
11. Use the ▼ key to select '**£10**' and press the **OK** key, with Band 1 highlighted press the middle soft key labelled '**Edit**'.
12. Place 5 empty £10 bands onto the Money Platform and press the **OK** key.

The £10 polymer notes and bundles are now set on your unit. Press the **HOME** key to return to normal counting.

Note: You can count the £10 polymer notes in stacks up to 25 notes.



Note Calibration Instructions

£20 POLYMER NOTE CALIBRATION

Before you start:

- Please **END all counts** before beginning the note set-up process, otherwise your **access** to the menu will be **denied**.
- If your machine doesn't have a **numeric keypad**, you will need a **coin combination** to complete the set-up process.

Enter the **SETUP WIZARD & NOTE WIZARD**:

1. Start from the **HOME** screen, use the ▼ key to select '**Setup Wizard**' and then press the **OK** key.
2. Press the **OK** key '**Note Wizard**'.
3. When you are asked for a **PIN** number press the **arrow keys** in the following order: ▲▼◀▶
4. Use the ▼ key to select '**£20**'.

Enter the Calibration Mode:

5. Press the centre soft key labelled '**Edit**'



Calibration with a **NUMERIC KEYPAD**:

7. Follow the instructions above until point 6.
8. T-iX will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 9 0 1 2** and then press the **OK** key to save the weight.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.



Calibration with a **COMBINATION OF COINS**:

7. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
8. The machine will ask for the first 10 notes. Instead place **2x 5p, 2x 20p, 1x 2p and 1x 1p** on to the Money Platform (**loose, without a cup**) and press the **OK** key. T-iX will continue to ask you to add another 5 notes simply press the **OK** key repeatedly until '**Weight Set-up Complete**' appears on the screen and then press the **OK** key to save the weight, which should be around 0.9012g.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.



Calibration with **30x £20 POLYMER NOTES**:

This option is **not recommended** for the £20 polymer note and can lead to errors. You might also get an incorrect calibration, due to light manufacturing variances.

New £20 polymer notes are now set on your unit. Press the **HOME** key to return to normal counting.

Note:

- When counting loose £20 polymer notes, please do not exceed 15-20 notes per stack.
- Bundles cannot be counted, please **split the bundle** and count on the '**Loose Notes**' setting.

Follow these 4 steps to test your £20 polymer accuracy		Accurate	Miscount
1	Split a £1000 bundle of polymer £20 notes into 10 batches of 5 notes and weigh the individual batches.	If yes go to step 2	Call Customer Service*
2	Now make 5 batches of 10 notes and count the individual batches.	If yes go to step 3	Call Customer Service*
3	Now make 3 batches of 15 notes and one batch of 5, count the individual batches.	If yes go to step 4	Call Customer Service*
4	Now make 2 batches of 20 notes and one batch of 10, count the individual batches.	If yes, your polymer £20 counting is accurately	Call Customer Service*

Note Calibration Instructions

£50 POLYMER NOTE CALIBRATION

Before you start:

- Please **END all counts** before beginning the note set-up process, otherwise your **access** to the menu will be **denied**.
- If your machine doesn't have a **numeric keypad**, you will need **30x £50 polymer notes** to complete the set-up process or a **coin combination**.

Enter the **SETUP WIZARD & NOTE WIZARD**:

1. Start from the **HOME** screen, use the ▼ key to select '**Setup Wizard**' and then press the **OK** key.
2. Press the **OK** key '**Note Wizard**'.
3. When you are asked for a **PIN** number press the **arrow keys** in the following order: ▲▼◀▶
4. Use the ▼ key to select '**£50**'.

Enter the Calibration Mode:

5. Press the centre soft key labelled '**Edit**'

Calibration with a **NUMERIC KEYPAD**:

7. Follow the instructions above until point 6.
8. T-iX will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 9 9 0 5** and then press the **OK** key to save the weight.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.

Calibration with a **COMBINATION OF COINS**:

7. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
8. The machine will ask for the first 10 notes. Instead place **2x 50p, 1x 20p and 1x £1** on to the Money Platform (**loose, without a cup**) and press the **OK** key. T-iX will continue to ask you to add another 5 notes simply press the **OK** key repeatedly until '**Weight Set-up Complete**' appears on the screen and then press the **OK** key to save the weight, which should around 0.9905g.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.

Calibration with **30x £50 POLYMER NOTES**:

7. T-iX will display '**Before Setting the Weight**' on the screen. Keep the platform empty and press the **OK** key.
8. Place 10x notes on the platform, press the **OK** key and then continue in steps of **adding 5x notes**, pressing **OK** after each 5x notes until all 30x notes are on the platform. When you see '**Weight Set-up Complete**', press **OK** to save the new weight, it should be around 0.9905g.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.

Bundle Calibration in the Setup-Wizard (**only available on certain T-iX machines**):

10. Use the ▼ key to select '**Packaged Note Wizard**' and then press the **OK** key.
11. Use the ▼ key to select '**£50**' and press the **OK** key, with Band 1 highlighted press the middle soft key labelled '**Edit**'.
12. Place 5 empty £50 bands onto the Money Platform and press the **OK** key.

The £50 polymer notes and bundles are now set on your unit. Press the **HOME** key to return to normal counting.

Note: You can count the £50 polymer notes in stacks up to 50 notes.

Note Disabling Instructions for £20 & £50 Paper Notes

WHICH DENOMINATION DO I NEED TO DISBALE ON MY T-i^x CASH COUNTER?

Before you disable any notes, please check your note weights to see if your counter has been updated manually or with a software update:

- Start at the **HOME** screen and use the ▼ key to scroll to 'Diagnostics', press **OK**.
- Use the ▼ key to scroll to 'Note Weights' or 'Coin Weights', press **OK**.
- You will now see a screen with the currently saved weights on your machine:



Image shows an updated £20 denomination for polymer, the £50 paper weight under '£50' and the £50 polymer weight under '£50N'.



Images mirrors new software release after the 30/09/2022 with the new polymer weights under £20 & £50.

- If your cash counter lists a note twice, e.g. '£50' & '£50N', then it's not set-up correctly to count only polymer notes. Please check note weights above and follow the instructions for the specific note to disable and/or calibrate.
- **New software / T-i^x units purchased after the 30/09/2022 does not feature weights in the 'N' denominations. To buy the software update please call 01633 637 123.**
- Whether you re-calibrate the £20/£50 denomination & disable £20N/£50N or simply switch off the paper weight under £20/£50 will depend on your HQ instructions or your personal preference and your current T-i^x software.
- Make sure you inform your staff members on any changes made.

DISABLE OLD PAPER NOTE DENOMINATIONS

The following instructions show the disabling of the paper note weight under '£20' & '£50'. If you have recalibrated the polymer note weight under the '£20' & '£50' denomination, please disable '£20N' & '£50N' instead.

Before you start:

- Please **END all counts** before beginning the note set-up process, otherwise your access to the menu will be **denied**.

Enter the SETUP WIZARD & NOTE WIZARD:

1. Start from the **HOME** screen, use the ▼ key to select 'Setup Wizard' and then press the **OK** key.
2. Press the **OK** key 'Note Wizard'.
3. When you are asked for a **PIN** number press the **arrow keys** in the following order: ▲▼◀▶

DISABLE the old Denomination:

4. Use the ▼ key to select the old note '£20' and press the right-hand soft key labelled 'Change' to change the ✓ to a **X**.
5. Use the ▼ key to select the old note '£50' and press the right-hand soft key labelled 'Change' to change the ✓ to a **X**.
6. Press **OK** to save all changes.

Press the **HOME** key to return to normal counting.