



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?
- Do I need to calibrate my T-iX cash counter?
- King Charles III bank note series (entered circulation June 2024)

Generic Instructions:

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Polymer Note Calibration

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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. Our latest update includes a KCIII update.
- 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 £5 / £10 polymer note**, due to light manufacturing variances of **King and Queen notes**.
- Tellermate, with an abundance of caution, advises its customers that where approximately 10 of the new £5 or £10 KCIII notes are seen mixed in with the old Queen notes, that the notes to be counted are simply added in smaller batches. Counting bundles of the £5s and £10s requires first removing the band, counting on the standard loose setting as described above and then reapplying the band to the confirmed standard.

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

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

Before you attempt to calibrate your machine, check first if the the units is on a stable surface and away from drafts. You can try to count single notes and very small batches to check for accuracy.

King Charles III bank note series (entered circulation June 2024)

For your Tellermate cash counter to be able to count the Queen Elizabeth II & the King Charles III polymer notes together, depending on the age of your unit you might need to enable and potentially calibrate in these polymer denominations. But what exactly you need to do depends on the model and current software in your machine, for your optimal option please contact our customer service team.

******It is important to note that the counting of withdrawn paper Bank of England notes is no longer supported on the cash counters offered by Tellermate.

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

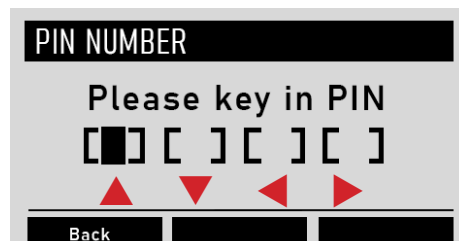


HOME - brings you back to the home screen

END - press to navigate through to finishing a count task

PIN NUMBER ENTRY

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



Coin Calibration Instructions

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**.
- You will need **30x coins of the relevant denomination** 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 the relevant denomination.

Enter the Calibration Mode:

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

Calibration with **30x COINS**:

30x



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.
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**)

Bag calibration should only be required under rare circumstances. Be sure that coin weights are correct and rule out any other potential issues before attempting a bag calibration.

5x



9. Use the ▼ key to select '**Packaged Coin Wizard**' and then press the **OK** key.
10. Use the ▼ key to select the required denomination 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.

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

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**.
- 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 **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 **1 x 2p, 1 x 10p and 1 x £1 coin** 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.
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**:

For an accurate calibration of the £5 please use the coin combination only.

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

Note:

- When counting loose £5 polymer notes, please do not exceed 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 £5 polymer accuracy		Accurate	Miscount
1	Split a bundle of polymer £5 notes into 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 £5 counting is accurately	Call Customer Service*

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**.
- 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 **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 **1x 1p and 3x 2p** 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.
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**:

For an accurate calibration of the £10 please use the coin combination only.

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

Note:

- When counting loose £10 polymer notes, please do not exceed 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 £10 polymer accuracy		Accurate	Miscount
1	Split a bundle of polymer £10 notes into 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 £10 counting is accurately	Call Customer Service*

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**.
- You will need **30x £20 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 '**£20**'.

Enter the Calibration Mode:

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

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 **1x 1p, 1x 2p, 2x 5p and 2x 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.
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**:

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.
Press the left hand soft key labelled '**Back**' until you return to the main '**SET UP WIZARD**' screen.

Note: You can count the £20 polymer notes in stacks up to 50 notes.

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

Bundle band calibration should only be required under rare circumstances. Be sure that note weights are correct and rule out any other potential issues before attempting a bundle band calibration.

9. Use the ▼ key to select '**Packaged Note Wizard**' and then press the **OK** key.
10. Use the ▼ key to select '**£20**' and press the **OK** key, with Band 1 highlighted press the middle soft key labelled '**Edit**'.
11. Place 5 empty £20 bands onto the Money Platform and press the **OK** key.

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

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**.
- 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 **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 **1x 20p, 2x 50p 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.
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.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.

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

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

Bundle band calibration should only be required under rare circumstances. Be sure that note weights are correct and rule out any other potential issues before attempting a bundle band calibration.

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.