T-iˣ Cash Counter Manual Calibration Instructions
Location: Scotland

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?
- PIN Number Entry

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- £1 Instructions

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Note Disabling Instructions for £20 & £50 Paper Notes

- Which denomination do I need to disable on my T-iˣ cash counter?
- 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, £50 & £100.
- 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 **Scotland** we do not recommend to count polymer note bundles.
- A bundle would need to be broken down into batches of 15-20 notes and counted on the 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 you 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	0.7280
£10	0.8183
£20	0.8647
Back	Setup	Next

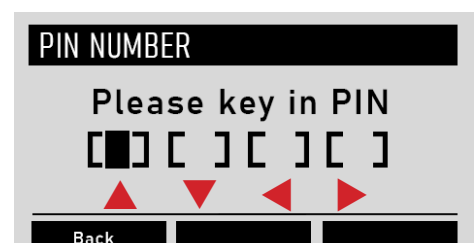| NOTE WEIGHTS	‹GBP›
£50	0.9890
£100	1.4000
£100N	1.1026
Back	Setup	Next

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 not very close to the weights shown above.
- 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. Execption is the £100 note, where there is paper & polymer in circulation. These must be split. Above you see the polymer under £100N.
- New software purchased after the 30/09/2022 does not feature polymer £20 and £50 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: ▲▼◀▶

PIN NUMBER
Please key in PIN
[■] [ ] [ ] [ ]
▲ ▼ ◀ ▶
Back		

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-i^X will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **8 7 3 1 6** 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-i^X 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-i^X 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.

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-i^x will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 7 2 8 0** 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-i^x 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 **4 x 5p coins 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, which should be around 0.7280g.
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:
This option is **not recommended** for the £5 polymer note and can lead to errors.
You might also get an incorrect calibration, due to light manufacturing variances.

New £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 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 £5 polymer accuracy	Accurate	Miscount
1 Prepare 10 batches of 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**.
- 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-i^x will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 8 1 8 3** 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-i^x 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 1p and 2x £1 coins** 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 0.8183g.
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:
This option is **not recommended** for the £10 polymer note and can lead to errors.
You might also get an incorrect calibration, due to light manufacturing variances.

New £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 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 £10 polymer accuracy	Accurate	Miscount
1	Prepare 10 batches of 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**.
- 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-i^x will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 8 6 4 7** 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-i^x 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 and 2x 20p coins** 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 0.8647g.
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	Prepare 10 batches of 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-i^x will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **0 9 8 9 0** 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-i^x 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, which should around 0.9890g.
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:
This option is **not recommended** for the £50 polymer note and can lead to errors.
You might also get an incorrect calibration, due to light manufacturing variances.

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

Note:
- When counting loose £50 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 £50 polymer accuracy	Accurate	Miscount
1	Prepare 10 batches of 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 £50 counting is accurately**	Call Customer Service*

Note Calibration Instructions

£100 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 '**£100N**'.

If you accept paper & polymer £100 notes enable polymer under £100N.
ENABLE the 'N'(New)Denomination:
Press the right-hand soft key labelled '**Change**' to change the **X** to a ✓

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-i^x will display '**Before Setting the Weight**' on the screen. Press the soft key labelled '**Keyed**'. Using the numeric keypad, key **1 1 0 2 6** 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-i^x 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 **4x 10p, 1x 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, which should around 1.1026g.
9. Press **OK** to save the changes, this will also return you to the main '**SET UP WIZARD**' screen.

Calibration with 30x £100 POLYMER NOTES:
This option is **not recommended** for the £100 polymer note and can lead to errors.
You might also get an incorrect calibration, due to light manufacturing variances.

New £100 polymer notes are now set on your unit. Press the **HOME** key to return to normal counting.

Note:
- When counting loose £100 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 £100 polymer accuracy	Accurate	Miscount
1	Prepare 10 batches of 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 £100 counting is accurately	Call Customer Service*

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.**
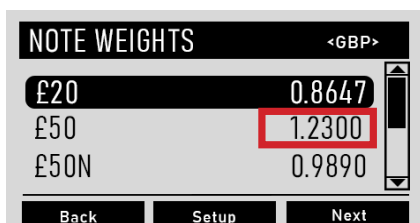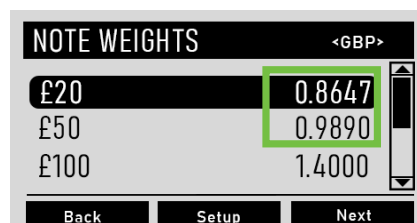- You will now see a screen with the currently saved weights on your machine:

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 <u>or</u> 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.