

Customer Helpline
1-800-TELMATE

Helpful Hints/ FAQ

Switching your Tellermate Touch on

To switch the Tellermate Touch on, ensure your battery has been charged or the power cord is connected; then, simply hold the power button down for 1 second and release.

The Touch will take approximately 25 seconds to fully switch on and display the home screen. Once the home screen is displayed your Touch is ready to be used.

Tellermate Touch LED indicators

The Tellermate Touch power button has an LED light that will illuminate in various colours to indicate the unit's current power state. Please see the descriptions for each state below:

- White – ON: remains powered but in sleep mode.
- Blank (Black): power supplied by battery but in sleep mode or off.
- Red: battery charge is low.
- Green: unit on and powered by either mains or a sufficiently charged battery.

Pairing your Tellermate Bluetooth printer

- Ensure Printer is switched on
- On your Touch unit, from the home screen select : 'Settings' then 'Port'.
- Make sure 'Bluetooth' is enabled.
- Now press 'Bluetooth'.
- Touch will now search for your printer - which will be listed as SPP-R200III.
- Confirm this as the printer you want to pair with by tapping on the dot/slider alongside the printer name (this will turn green), Touch will now pair with your printer.
- Press the back arrow in the top left corner of the screen repeatedly until you reach the home screen.
- You are now ready to print within the count you then select.

Printing Tips

As your Tellermate Printer is a portable battery-operated device, it has a battery saving mode that puts the printer into sleep mode after 15 minutes of inactivity. If your printer has been inactive for 15 minutes or more, or has been switched off - then when switching it back on it will take between 10 and 30 seconds for your printer to reconnect to your Touch unit.

If you are about to use your Touch to perform a count and subsequent printing it is advisable to switch the printer on before you start the count. On completion of your count your printer will have reconnected to your Touch and your count data may be printed.

A full user guide is supplied with your printer for your reference

How do I turn off the Tellermate Touch?

To turn off the Tellermate, hold the power button down for a couple seconds.

How do I set the date and time?

1. This is accessed via the "Settings" option in the Home menu.
2. Choose "Time and Date".
3. To change time or date touch the key to highlight the area that needs to change and use number pad to select the desired number.
4. This is accessed via the "Settings" option in the Home menu.
5. Press green check to save changes.

How do I set the bank?

1. Select the Closeout task.
2. Select the value 50.00 that is highlighted in green.
3. The keypad will display, key in your bank value.
4. Press green check to save changes.

Does the Tellermate require routine maintenance?

No, the Tellermate does not require any routine maintenance. If your Tellermate is not functioning correctly, contact our help desk at 1-800-835-6283 Monday through Friday from 8:30 am to 8:00 pm eastern time.

How long should my battery last?

The optional Lithium-Ion battery is similar to the battery in your mobile phone and how long it lasts can be determined by how to you use it. Rechargeable batteries degrade with use. Li+ batteries last longer if not deeply discharged (depleted) before recharging. The smaller the depth of discharge, the longer the battery will last. The best practice to get the maximum life out of your battery is to plug in your Tellermate unit to charge each day when you finish using it.

Will the Tellermate count new bills?

Yes, the Tellermate will count new bills. If you have new bills mixed in with used bills, count the bills the same way you normally would using the pinch and drop method. If you have only new bills, it is advisable to count these in smaller pinches of 7 to 10 bills at a time.

Will the Tellermate count ripped or taped bills?

Yes, the Tellermate will count ripped bills or bills with some tape on them. Simply place the bills on the Tellermate along with the rest of the bills you are counting.

My money counter is not counting correctly, do I need to calibrate it?

A unique feature of the Tellermate design is the ability to self-calibrate. Under most operating conditions your Tellermate will not need manual calibration. If you are getting an inaccurate count then check these items first:

- That your money counter is on a flat, stable surface
- That your money counter is free from drafts or breezes
- That your money platform (hod) is not chipped or broken
- That the cups you are using are not chipped or broken
- That the unit is set to cups, not rolled coins (or vice versa as required)
- That the unit is set to loose bills, not strapped bills (or vice versa as required)

If none of those items resolve your issue, call our Customer Support Team for assistance 1-800-835-6283

Why are my pennies miscounting?


Prior to 1983, pennies had a higher copper content and weighed more than those manufactured since 1983. There are still some of those coins in circulation although there are fewer each year.

The result is that depending on how many old pennies you have, your count could be off by up to 3 cents. This is the only US coin where this situation exists.

What does SUSPECT ROLL mean?

It means the roll in question has either too many coins or not enough coins. Remove the suspect roll(s) from the money platform and place to the side. Continue counting the remaining rolled coin. Remove all rolls from the money platform at once. To check the suspect roll(s) use the button to scroll to the denomination of the suspect roll to be counted. Press cup icon and change container mode to Roll. Select the denomination of the roll and place the suspect roll on the money platform. The Tellermate will count the amount of coin in the suspect roll. Lift the roll from the money platform and the roll amount will add to the total. Repeat for all additional suspect rolls.

How do I key in Rolls?

1. Make sure your screen shows roll icon  then select the green **x0** on the screen to the bottom right of the icon.
2. The Full roll review screen will display. Select the green **0** next to the denomination you wish to enter.
3. A keypad will display on the screen. Key in the quantity of rolls, continue step 2 to add more denominations, when finished press the green check on the bottom right corner.

Why does it say "Printer Not Connected" when I select Print Register?

Make sure that the printer is on. The printer goes into sleep mode and must be "woken", to wake the printer press the power button. Also, make sure that you have paper installed.

After checking both items, press the printer icon to retry.

How do I install or remove the money platform?

To install, simply lower the money platform down until the magnetic connector attaches it into position.

To remove, twist and lift the money platform to disconnect from the magnetic connector.

How do I access the Touch Viewer?

The Touch Viewer can be accessed at <http://tellermatetouchcloud.com>. Simply register on the web site and then register the Touch unit. Keep in mind the Touch Viewer is only available for the Touch model. For additional instructions call our Customer Support Team for assistance 1-800-835-6283.

If you need any help with your Tellermate, please call the Helpline:

1-800-TELMATE (800-835-6283)