

## 1. The CCI is not working

Check the colour of the three LED lights on the CounterCache Intelligent and then refer to the 'CCI LED Indicator Guide (48-101848)' for an instant diagnostic on the status of the unit.

Proceed to take the required corrective action.

## 2. A note will not go into the CCI

Check what colour the lights on the CounterCache Intelligent are:



### 2.1 Are they GREEN and flashing?

If so then the CCI is OK.

In this instance please try the following:

- Straighten out any folds in the note and present the note again.
- Try posting the note in the four possible ways as detailed below:



- Make sure the note is *supposed to be* accepted by the CCI. CCI will only accept pre-programmed notes.
- Examine the note for marks, sellotape, missing bits etc. If something like this is visible the CCI may not accept the note so we recommend it is stored in the till drawer and handed back out as change.
- Check the note in an alternative forgery detector machine (if available) or examine by hand noting the key areas to check as detailed by the Bank of England. The note may be a forgery in which case the CCI will not accept it.

### 2.2 Are they RED and flashing?



If so then the TruPouch™ is full and the CCI will not accept any more notes until the pouch has been changed. If using a host computer check for an alarm message.

### 2.3 Are they OFF?

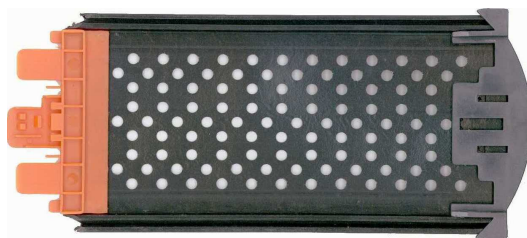


If so then there is a problem with the CCI. This may indicate the CCI unit has not been re-activated properly after a change of TruPouch™ after the unit has been un-jammed or at the end of day. In this instance you should check the host computer or PDA.

This may also indicate that the CCI unit has been disconnected from the mains or turned off so check that the mains supply is still intact and that the switch on the back of the CCI is switched to ON.

### **3. The Trupouch™ keyplate will not go in**

**3.1** Make sure the keyplate is the right way up, as shown here.



**3.2** Make sure the keyplate is lined up with the opening and is fed in horizontally and squarely into the TruPouch™ carrier, ensuring it is above the TruPouch™ frame.

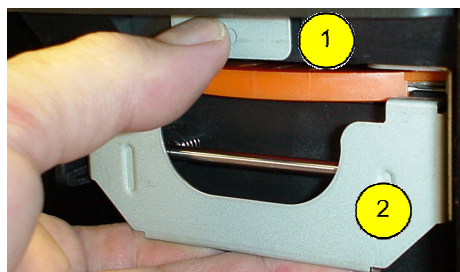
**3.3** Try moving the keyplate from side to side while gently pushing.

**3.4** Look into the CCI to ensure no notes are preventing the keyplate from going in.

**3.5** The unit may need to be un-jammed – please call a Supervisor.

### **4. The Trupouch™ carrier will not come out**

**4.1** The Carrier Release Button <sup>(1)</sup> must be pressed and held before the Pouch Carrier handle <sup>(2)</sup> is pulled.



**4.2** The keyplate must be pressed all the way home to release the lock – a sudden movement and ‘clunk’ sound shows the keyplate has been locked and the carrier released.

**4.3** If the keyplate does not lock, remove it by pulling it and pressing the Carrier Release Button <sup>(1)</sup> then

- check that the keyplate lock is flat
- check that there are no notes in the way
- re-insert the keyplate and try again

### **5. The Trupouch™ carrier will not go in**

**5.1** The TruPouch™ carrier can not be inserted if:

- there is no TruPouch™ fitted – the carrier will not go in without a TruPouch™
- the TruPouch™ is fitted wrongly – refer to instructions ‘Loading CCI Pouch (48-101808)’ to see how to fit a TruPouch™
- the TruPouch™ is fitted correctly and the TruPouch™ Carrier is offered to the CCI the wrong way round.

## **6. Cannot contact one or more CCI's with the PDA**

This is the situation whereby one or more CCI's cannot be contacted by the PDA. The following sequence of checks and actions should be carried out:

- Ensure that the CCI is switched on and is in range – move closer and try again
- Ensure that you are selecting the correct CCI and try again
- Switch the CCI Off and On again and then try again
- Reset the PDA by momentarily pressing the reset button:



Try contacting the CCI again

- Reset the PDA again and then ***immediately enter Configuration Mode and re-discover all the CCI's.***

Return to User mode and try again to contact the CCI's

If this now works ensure that the PDA is now ***fully charged by charging it overnight*** and ensure that it's ***charge is maintained in the future***

- If all these options fail then call the helpline

## **7. PDA does not discover any CCI's**

This is the situation when the PDA fails to discover any CCI's. Assuming that the CCI's are switched on and in range then the solution to this is to reset the PDA as shown in the previous section.

## **8. Printer does not print**

- Check that the printer is turned – LED should be flashing green
- Occasionally it may be necessary to re-try the print command from the PDA – it will usually work the second time
- Check that the printer is adequately charged – the LED should not be showing RED. If it is showing red then plug the charger in and try again.

- If the battery is really flat then it may still not work when plugged into the charger. Leave it on charge for several hours and try again.

### **9. Some Bluetooth connections seem to be slower than others**

Check the setting of the Network Type under Configuration Level 2 – this should be 'Fixed' and not 'DHCP'. The latter will slow down BlueTooth communications by about a factor of 2.