


## Printing the Total of All Till Counts Completed - In One Go

You do not need to enter a TILL ID in this instance.

When the display is prompting for a TILL ID press and hold down the  key. Once the printing has started, continue to hold the key down for approximately a further 3 seconds, you can then release the key.

An individual total will now be printed for each till counted.

## SENDING THE COUNT DATA TO A PC

If you wish to send the count data to a PC for automatic reconciliation please refer to the "MultiCount Integrated Wedge Connectivity and User Guide" available at [www.volumatic.com](http://www.volumatic.com) or call 02476 684217.

## ERROR MESSAGES

- 1: 'Replace or Press Zero' means that something has been removed from the hod and needs to be replaced or "zeroed" before weighing can take place.

Press the  key to correct the error.

## WARNINGS

- 1: DO NOT drop heavy weights onto the hod. Maximum weight 1Kg.
- 2: DO NOT use *MultiCount* in a direct draught or on an uneven surface.
- 2: Only use the charger supplied with the *MultiCount*.
- 3: Maximum operating temperature is 30 degrees C.
- 4: Ensure all weighing vessels and pack types are calibrated and are regularly recalibrated. Refer to the '*MultiCount* Calibration Manual' enclosed.
- 5: Always make sure the hod is empty before switching *MultiCount* on.

Visit [www.volumatic.com](http://www.volumatic.com) to

..... view and print the '*MultiCount Operating Instructions*' for more detailed instructions on how to use your *MultiCount* machine.

Alternatively please contact us on 024 7668 4217 to request copies.



[www.volumatic.com](http://www.volumatic.com)

Helpdesk: refer to machine



Recyclable

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MultiCount

# MultiCount

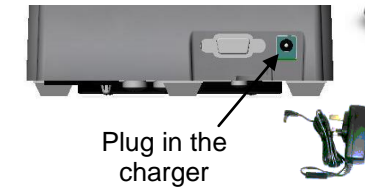
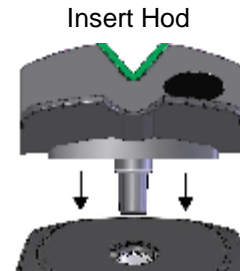
## Quick Reference Guide

This is a quick reference guide to get you started. Where you require additional instruction please refer to the '*MultiCount Operating Instructions*' available at [www.volumatic.com](http://www.volumatic.com) or call 02476 684217.

### Assembly

Your *MultiCount* is supplied in four parts:

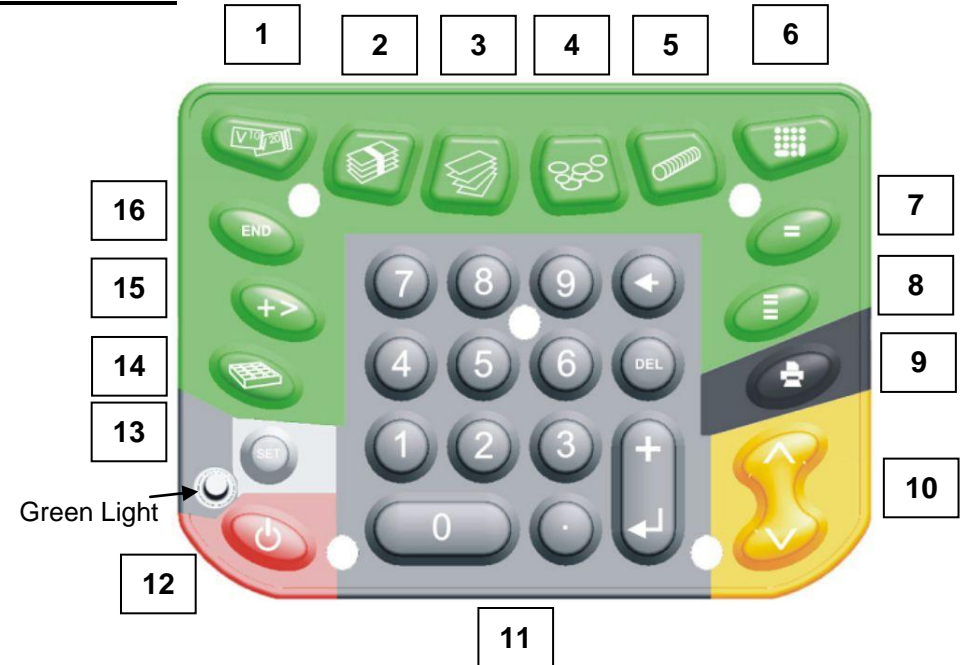
- the main unit
- the charger
- the hod
- a *FlexiCup*



The green light indicates *MultiCount* is charging.

Charge *MultiCount* for 12 hours before using in portable mode. If you are intending to use the *MultiCount* with USB connection please refer to the '*MultiCount Integrated Wedge Connectivity and User Guide*' on [www.volumatic.com](http://www.volumatic.com)

### CONTROLS





## CONTROLS


KEY NUMBER	KEY DESCRIPTION	KEY FUNCTION
1	<b>VOUCHERS / TOKENS KEY</b>	Press this key to count vouchers and / or tokens. Please note: items must be calibrated before this function can be used. Refer to the MultiCount™ Configuration Manual available on <a href="http://www.volumatic.com">www.volumatic.com</a>
2	<b>PACKED NOTE KEY</b>	Press this key to choose to count banded, sleeved or special packed notes.
3	<b>LOOSE NOTE KEY</b>	Press this key to count loose notes.
4	<b>LOOSE COIN KEY</b>	Press this key to count loose coins and to toggle between Till-Cup and <i>FlexiCup</i> .
5	<b>PACKED COIN KEY</b>	Press this key to count bags and or rolls of coin.
6	<b>KEYED ENTRY KEY</b>	Press this key to enter non-cash items such as Cheque's, Visa, Mastercard etc.
7	<b>TOTAL KEY</b>	Press this key to view, interrogate and print till totals.
8	<b>GRAND TOTAL KEY</b>	Press this key to view, interrogate and print the grand total.
9	<b>PRINTER KEY</b>	Use this key with the Total and Grand-Total keys to print till totals and the grand total.
10	<b>SCROLL KEY</b>	Use this key to scroll either up or down through note or coin denominations; keyed cash options and the coupon / token options.
11	<b>NUMERIC KEYPAD</b>	Use the numeric keypad to enter User ID; Till ID and Keyed Cash amounts. Also use the DEL key to delete the totals and grand-total and the ← key to clear an incorrect entry.
12	<b>ON / OFF KEY</b>	Press this key to switch <i>MultiCount</i> on and off and to clear 'Error/Zero' messages.
13	<b>SET KEY</b>	Refer to the <i>MultiCount</i> Configuration Manual on <a href="http://www.volumatic.com">www.volumatic.com</a>
14	<b>FLOAT SELECT KEY</b>	Press this key to select from 1 of 4 fixed float amounts £50, £75, £100 or £150 or a variable float option.
15	<b>AUTO KEY</b>	Press this key to change counting modes.
16	<b>END KEY</b>	Press this key to end a till count and move on to the next till.

## GRAND TOTALS


*MultiCount* will automatically keep a Grand Total of all tills counted.


Press and release the  key to recall the Grand Total for all tills.

Subsequent presses of the  key will enable you to scroll through the grand-totals for each cash item counted i.e. coins, notes etc.

If you wish to view individual denomination/item grand totals release the  key on the option required and then use the **SCROLL KEY** to move through the individual item counts.

## DELETING THE TOTAL OF ALL TILL COUNTS IN ONE GO

Press and release the  key to recall the Grand Total for all tills.

Now press the  key twice. This will delete the Grand Total and also delete the individual till counts.



The *MultiCount* will now prompt you to enter a new User ID.

## PRINTING

If a printer is connected you can print out the totals for each till and the grand total of all the tills combined.

### Printing the Total of a Specific Till Count


Enter the TILL ID of the till you wish to print the totals for.

Press the  key once followed by the  key.


The total for the TILL ID entered will now be printed.

### Printing the Total of All Till Counts Completed - One By One

You do not need to enter a TILL ID in this instance.


When the display is prompting for a TILL ID press and release the  key.

The total of the first till counted will now be printed. Remove the printout from the printer.

Now press and release the  key again. The total for the next till counted will now be printed.

Proceed as above until all till counts have been printed.


## ENDING A TILL COUNT

Press the  key once you have completed counting the contents of the till.

*MultiCount* will now save the full count details for this till and will then prompt you to enter a new TILL ID.

You can now proceed to count your next till.



## RECALLING A TILL COUNT

When promoted for a TILL ID either use the  key to view all Till ID's or simply enter the TILL ID of the till you wish to recall the count details of.


*MultiCount* will retain saved till counts until you choose to delete them.


## DELETING A TILL ID



Make sure the Total for the TILL ID you wish to delete is zero (0) – refer to the Section on 'Deleting An Individual Till Total' on page 10.

When promoted for a TILL ID use the  key to find the TILL ID you wish to delete. With the TILL ID displayed on the screen press the  key twice.


## TOTALS


Whilst counting a till press and release the  key to recall the till total.

Subsequent presses of the  key will enable you to scroll through the sub-totals for each cash item counted i.e. coins, notes etc.

If you wish to view individual denomination/item totals release the  key on the option required and then use the  key to move through the individual item counts.

## DELETING AN INDIVIDUAL TILL TOTAL

If you wish to delete the Total for an individual Till ID, enter the Till ID you wish to delete the Total for and press and release the  key once.

Then press the  key twice. This will delete the total for the till selected and the *MultiCount* will now prompt you to enter a new Till ID.


## WHAT CAN I USE *MULTICOUNT* FOR?

*MultiCount* can be used for all your cash counting procedures inclusive:

- Counting The Contents of up to 50 separate Till Drawers
- Preparing A Float
- Tallying of Keyed Cash amounts such as Visa, Maestro and Cheque's
- Producing a cheque list
- Counting of Coupons and/or Tokens
- Preparing Money for Banking
- Checking of Packed Coins and Notes

On *MultiCount* you can count the contents of up to 50 tills and store this information until it is convenient for you to reconcile the count. This allows you to select a float for each till, add amounts to a till count throughout the day and then count the till contents at the Point of Sale whilst retaining the information until you are ready to complete the reconciliation or download the information on to a PC.

## SWITCHING ON

Press and release the  key.

Make sure the hod is empty before switching on.

## CALIBRATION

The *FlexiCup* supplied with your *MultiCount* is pre-calibrated.

When first switched on *MultiCount* will advise 'TILL-CUP NOT CALIBRATED'.

Press 1 on the numeric keypad to select CALIBRATE NOW. As prompted 'PLACE 1x TILL-CUP ON HOD' – make sure the Till-Cup is empty.

When prompted 'REMOVE ITEMS FROM HOD'.

If till-cups are not in use calibrate the *FlexiCup* as a till-cup. To count loose coins using the *FlexiCup* simply scoop the loose coin in to the *FlexiCup* and place on the hod when the display reads Till-Cup.

**You will also need to calibrate each pack type that is to be used to ensure the accuracy of *MultiCount* when counting coins in a roll / bag or notes in a band, sleeve or special pack. Refer to the '*MultiCount Calibration Manual*' enclosed for instructions on how to do this.**

To calibrate packs you will need four (4) actual samples of each pack type i.e. x4 empty bands.

## **USER ID**

When first switched on the *MultiCount* will prompt you for a NEW USER ID. When asked for a NEW USER ID, use the numeric keypad to key in the ID

number (up to 17 digits) and press the



key to accept.

## **TILL ID**

When asked for a TILL ID, use the numeric keypad to key in the till ID


number (up to 4 digits) and press the



key to accept.

## **SELECTING A FLOAT**

Before beginning to count the contents of a till drawer you can select from four (4) fixed float amounts or you can select the Variable Float feature.

Press and release the  key continuously to scroll through the options available.

To select an option simply release the key on the option required. If a float has been selected an 'F' will be displayed in the bottom right hand side of the display.

If you have selected a fixed float amount simply proceed to count your till drawer as normal. Once the fixed float amount has been reached the machine will beep and momentarily display '\*\*\* FLOAT EXCEEDED \*\*\*', the figure now shown in the top right of the display will be the amount counted minus the float amount.

If you have selected a variable float, proceed to count your till drawer until you


have reached the variable float amount required, then press  key twice

to confirm. The figure now shown in the top right of the display will be £0.00.

If used with the *Thermal Printer* the print out will separate the float amount from the total till count.

## **COUNTING LOOSE COINS**

*MultiCount* will automatically start at the lowest coin denomination and will expect them to be placed in a TILL-CUP. To change between the counting

of loose coin in the *FlexiCup* and TILL-CUP simply press the  key.


If you have calibrated the *FlexiCup* as a Till-Cup, as suggested, simply use the *FlexiCup* when the display reads Till-Cup.

## **CHEQUE LISTS (Configurable Option)**


You can add up to 1,500 cheque amounts across 50 tills.

You can view a list of the cheque amounts entered during a till count by pressing

the  key to select cheque's and then pressing and releasing the up

option on the  key to scroll through the cheque amounts.

To delete a cheque amount scroll to the cheque amount that you wish to delete

and then press the  key.


*MultiCount* provides a complete audit trail of cheque amounts, so if an individual cheque amount is deleted the cheque will still be listed in the till cheque list shown as a zero value.

## **Printing a Cheque List**


To print a cheque list for a specific till you must have itemized print switched on so that the amounts are printed as they are entered. Please refer to the '*MultiCount Configuration Manual*' which can be found on the [www.volumatic.com](http://www.volumatic.com) website for details on how to switch the itemized print feature on.

To print a cheque list of all cheque amounts entered on all tills simply press the



key followed by the  key.

The *MultiCount* will now print the Grand-Total for all till counts and the display will then state 'PRESS PRINT FOR CHEQUE LIST'.

If you require a full cheque list simply press the  key again.

*MultiCount* will now print a list of all cheque amounts entered across all tills and will display a grand-total for all cheque's.

## **COUNTING VOUCHERS AND/OR TOKENS**

If you would like to be able to count vouchers and / or tokens, please refer to the '*MultiCount Configuration Manual*' which can be found on the [www.volumatic.com](http://www.volumatic.com) website or call 02476 684217 to request a copy.

This manual will provide you with full details on how to switch on and calibrate the items you wish to count.

## COUNTING MULTIPLE PACKS OF COIN

MultiCount will allow you to place full packs of coin on the hod one after the other.

To use this feature press the  key and make sure the display reads:



Proceed to place the first pack of coin on the hod.

Provided the pack of coin is full the display will show the value of the coin on the hod on the top left of the display and will automatically add the value to the running total on the right of the display.

Proceed to place the next pack of coin on the hod. MultiCount will automatically update the value of coin on the hod displayed on the top left of the display and will also automatically add the value to the running total on the right of the display.

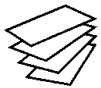
### Troubleshooting

If the display reads 'INVALID PACK – REMOVE' the last pack to be placed on the hod is not a full pack and should be removed and checked individually.

If the display reads "TOO MANY ON: REMOVE SOME" the weight limit of the hod has been exceeded (1Kg maximum) so you should remove the last pack of coin that was placed on the hod.

If the display reads 'REMOVE ALL ITEMS' remove all of the packs from the hod and check count data. You will then need to recount any packs that have not been counted.

## COUNTING LOOSE NOTES



**LOOSE NOTES**



**DO NOT MIX NOTE DENOMINATIONS**

Press the **LOOSE NOTE KEY**

MultiCount will automatically start at the lowest note denomination

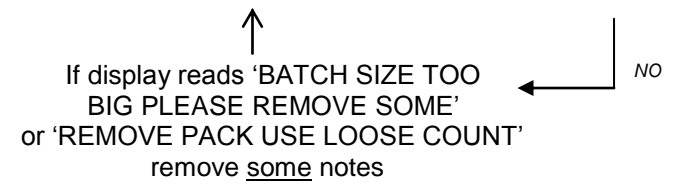
Stack the Notes on the Hod in batches of up to 23 notes

YES

Count displayed?

NO

Continue to add up to 23 notes at a time until all are counted



When count is complete remove all notes in one go from the Hod

MultiCount adds the count to the total and automatically moves to the next denomination

Count next item as prompted

To skip or change denomination use the up/down **SCROLL KEY**

Proceed until all loose notes have been counted

## COUNTING PACKED NOTES



**PACK NOTES**



**DO NOT MIX NOTE DENOMINATIONS**

**PLEASE MAKE SURE ALL PACK TYPES HAVE BEEN CALIBRATED**

You can check a pack of notes whilst counting Loose Notes or by pressing the

**PACKED NOTE KEY**

Use the **SCROLL KEY** to select the denomination of note in the pack

Place Pack on the Hod

NO

Count displayed?

YES

If display reads 'REMOVE PACK USE LOOSE COUNT', remove pack from the hod, split the pack and count as Loose Notes

MultiCount will confirm if the pack of notes is correct

Remove note pack from the Hod



MultiCount adds the count to the total but will not automatically move to the next denomination

To skip or change denomination use the up/down **SCROLL KEY**

Proceed as above until all note packs have been checked

## MANUAL ENTRY BY DENOMINATION

### Loose Coin/Notes


To add an amount manually by denomination for loose coin or notes press either the  key for coins or the  key for notes and scroll to the correct denomination.

Then use the numeric keypad to key in the number of loose coins or notes to be added. *MultiCount* will automatically work out the value.

Then press the  key to accept.


*MultiCount* will automatically scroll to the next denomination.

### Packed Coin

To add an amount manually by denomination for packed coin press the  key and scroll to the correct denomination. Then use the numeric keypad to key in the number of packs to be added. *MultiCount* will automatically work out the value.

Then press the  key to accept.

### Packed Notes

To add an amount manually by denomination for packed notes press the  key and scroll to the correct denomination. Then use the numeric keypad to key in the value of the packs to be added.


Then press the  key to accept.


If you enter an incorrect value the error message 'AMOUNT ERROR' will be displayed. In this instance re-enter the correct value.


## ENTERING CHEQUE; CREDIT/DEBIT CARD AND OTHER KEYED ENTRY AMOUNTS

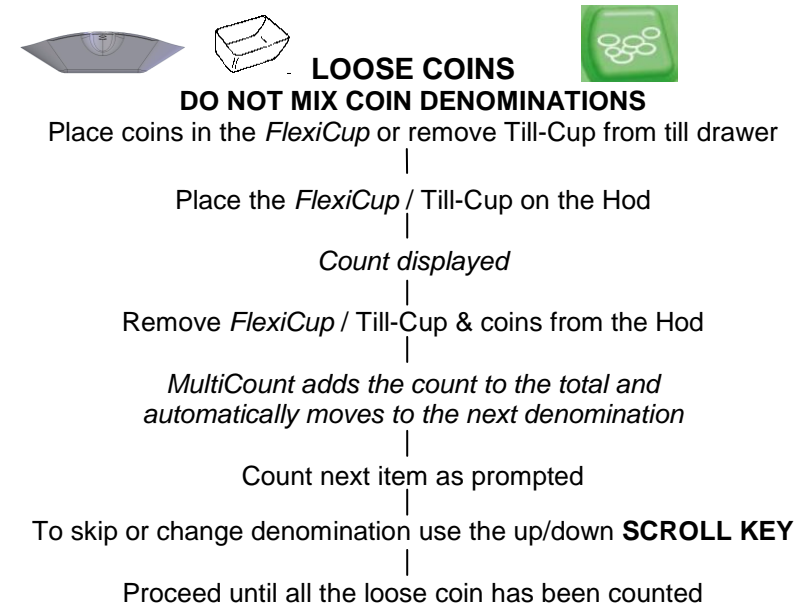
Press and release the  key to enter Keyed Entry Mode.

Continue to press and release the  key to scroll through the options available.

Use the numeric keypad to key in an amount and then press the  key to accept.

Use the  key to clear an incorrect entry by one digit at a time.

To delete an amount, use the numeric keypad to key in the amount to be deleted and then press the  key.



## COUNTING PACKED COIN

  **COINS IN A BAG or ROLL** 

Press the **PACKED COIN KEY**. The display should read:

#x		£xx.xx
COINS	BAG	>

