

## **PRODUCT FEATURES**

- TruScan can be used straight from the box to check both English and Euro notes for forgeries. TruScan will NOT accept Scottish or Northern Ireland notes.
- Notes can be fed lengthways in any orientation.
- Notes can be set to exit from the front or rear of the unit.
- Forgery notes will be rejected the opposite way to the exit selected.
- TruScan uses four methods of detection:
  - InfraRed
  - Magnetic Ink
  - Magnetic Code
  - 2D Size Recognition
- Under battery operation mode TruScan will enter saving mode after 5 minutes of continuous non operation.
- Mains and Battery power operation.
- Detection speed <0.5 second a note.
- Optical and acoustic signals when suspect notes are detected.

## **PRESENTING NOTES**

Insert banknotes one by one and flat with no folds. Make sure each note is fully accepted before inserting the next.

## **FUNCTIONALITY**

### **CHANGING THE NOTE EXIT DIRECTION**

Press and release the **DIR/CLEAR** button to switch between the options of front or rear note exit.

The green LED indicator on the left of the TruScan display will show the chosen option.

When front exit ▼ is selected genuine notes will exit out the front of the unit and suspect notes will be rejected from the back of the unit.

When rear exit ▲ is selected genuine notes will exit out the back of the unit and suspect notes will be rejected out the front of the unit.

We recommend that TruScan is set for ▼ front exit so that genuine notes are fed back to you and forgeries are fed directly back to the customer depending on the location of the machine.

### **DISPLAY RESET**

To reset the display simply press and hold down the **DIR/CLEAR** button for about 3 seconds.

### **DISPLAY MODE**

Press and release the **BANKNOTE** button to switch between **ADD** and **DEN**omination mode.

Press the button until the option you require is selected and then press the **DIR/CLEAR** to go back to checking mode.

When **ADD** is selected TruScan will display the running total of all notes checked in the bottom right of the display.

When **DEN** is selected TruScan will display the denomination of the note checked in the bottom right of the display.

The top right of the display shows the quantity of genuine notes checked.

### **CHANGING CURRENCIES**

Press and hold down the **BANKNOTE** button for approximately 4-5 seconds. TruScan will then beep and the display will show the currency that is selected.

TruScan will check both English and Euro currencies.

It will not accept Scottish or Northern Ireland notes.

Always make sure when checking both that the correct currency is selected.

### **DETECTION OF FORGERIES**

When a forgery is detected TruScan will omit a loud beep and the forged note will be rejected.

The forgery will always be rejected from the opposite exit to that displayed on the screen.

If a note is rejected as a forgery turn it over and re-present. If the note is rejected again it should be checked by hand.

The forged note will not be added to the quantity of genuine notes checked and will not be added to the running total if ADD mode is selected.

## ERROR MESSAGES

When a note is rejected the display will also momentarily display an error code and the word FAL5.

One of the following error messages will be displayed:

| Error Message | What does this mean?   |
|---------------|--|
| E1            | The note rejected has a length error (2D test)   |
| E2            | The note rejected has a magnetic ink error   |
| E3            | The note rejected has a magnetic code error  |
| E4            | The note rejected has a Infrared error   |
| E5            |  |
| E6            |  |
| E7            | The paper intensity of the note rejected is incorrect – this may be due to a folded or double note.      |
| E8            |  |
| EF            | A note is jammed inside or at the exit or entrance of TruScan. Refer to the Troubleshooting Guide below. |

## TROUBLESHOOTING GUIDE

| QUESTION?  | ANSWER   |
|--|--|
| Lo is displayed on the screen – what does this mean? | This means the battery is low and needs recharging.  |
| A note is jammed in the TruScan.                     | Switch the machine off and then raise the upper cover by putting your thumb into the entrance and gently lifting upwards. Remove the note and check the sensors and belts are intact, then gently close the cover. |
| The upper cover will not click shut.                 | Check the power cable on the right of the machine when the cover is up is not jammed between the cover and the base.   |

## MAINTENANCE

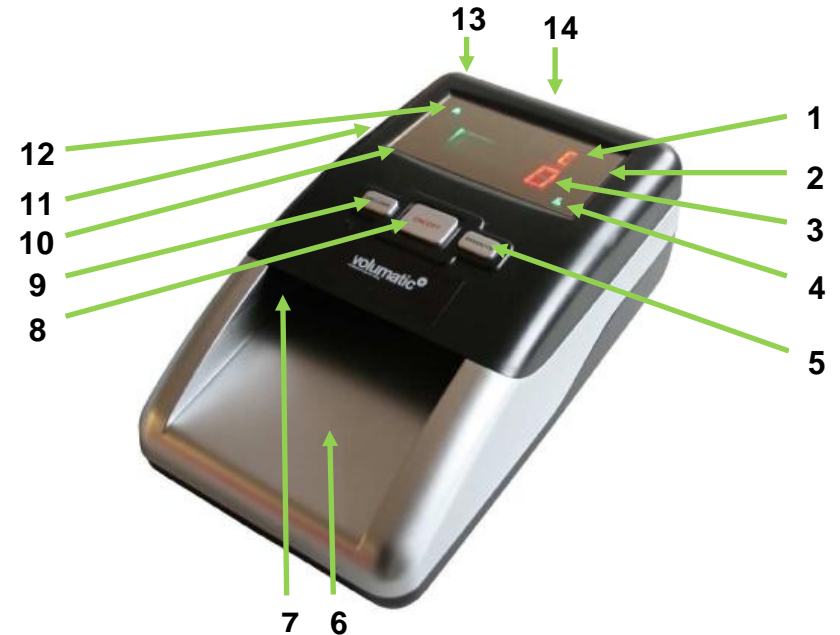
90% of the errors arise out of not cleaning the entrance space and the sensors between the cover and the base. These parts must be cleaned with a brush or a lint free cloth at least one a month.



[www.volumatic.com](http://www.volumatic.com)  
Helpdesk: 024 7668 4217

25-135084 Issue 1 March 2009

## TruScan Instruction Manual



- |   |   |    |   |
|---|---|----|---|
| 1 | Number of Notes Accepted Display  | 7  | Pull Up to Open the Unit                                      |
| 2 | Euro Indicator  | 8  | Power ON/OFF button   |
| 3 | Note / Total Value Display  | 9  | Use to select note exit direction or press and hold to clear. |
| 4 | GBP Indicator   | 10 | Front Exit Selected Indicator                                 |
| 5 | Use to Switch between ADD and DENomination Mode.<br>Press and hold to switch between English and Euro currency. | 11 | Updatable Socket  |
| 6 | Note Entrance   | 12 | Rear Exit Selected Indicator                                  |
|   |   | 13 | DC Output   |
|   |   | 14 | Reverse Exit for Tested Notes                                 |

## GETTING STARTED

Charge the TruScan for at least 12 hours before using in portable mode. When the battery is fully (re)charged the message **CH** will be displayed on the screen. TruScan is also provided with a 100-240v power supply and can be run on mains power.

When the machine is first plugged in it will automatically start up. To manually switch the unit on or off simply press and hold down the **ON / OFF** button until the unit activates or deactivates.