

# JetScan iFX<sup>®</sup>

## i100 scanner

User guide



## Safety information, power specifications

### **⚠ WARNING**

High-voltage levels may be present. Risk of electric shock.

Turn power **OFF** and unplug power cord from machine before cleaning.

Do not attempt repairs. Repairs must be made by authorized Cummins Allison personnel.

Use grounded plug and properly grounded outlet.

Read and understand all instructions before use.

### **NOTICE**

Only use Cummins Allison supplied power adapter.

Use of any other power adapter may damage equipment.

### **NOTICE**

Improper voltage levels can cause equipment malfunction, damage electrical components, and void warranty.

Provide separate circuit serving only this device and follow listed power requirements to ensure proper operation.

Provide power conditioning/stabilizing devices if necessary.

- **Input voltage:** AC input 100-240 VAC
- **Frequency:** 50/60 Hz
- **Full load amps (FLA):** 4A
- **Power adapter output rating:** 19V DC, 9.47A (UL, ITE listed, Class 2 power supply)
- **Electrical supply circuit:** The customer must provide a single-phase, dedicated power line that meets the machine's power requirements. Use a properly grounded circuit breaker in compliance with applicable local electrical code.

## Environmental operating conditions

- **Temperature:** 60°F - 85°F (15°C - 29°C)
- **Humidity:** 30% to 70% (non-condensing)

## Compliance acknowledgments

- **Laser:** This equipment may contain Class 2 laser products and complies with FDA Radiation Performance Standards, 21 CFR Subchapter 1 and the international laser safety standard IEC-60825.1-2001-08.
- **FCC:** This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- **Regulatory:** UL/CUL/CE

# Table of contents

Safety information, power specifications .....	2
About this guide .....	3
Machine diagram.....	4
Getting started .....	7
Stopping conditions and recovery steps .....	14
Check order integrity process .....	25
Daily cleaning procedures .....	27
Cleaning supplies.....	31

## About this guide

The JetScan iFX® i100 scanner processes:

- U.S. and international banknotes.
- Checks, deposit slips and other financial institution MICR documents that meet U.S. and Canadian standard specifications.
- Bar-coded tickets.

The machine features:

- Selectable operating modes.
- Facing and orientation functions.
- Configurable strap limits and cumulative counting.
- A setting for recounting documents without impacting totals.
- Counterfeit detection and document imaging options.

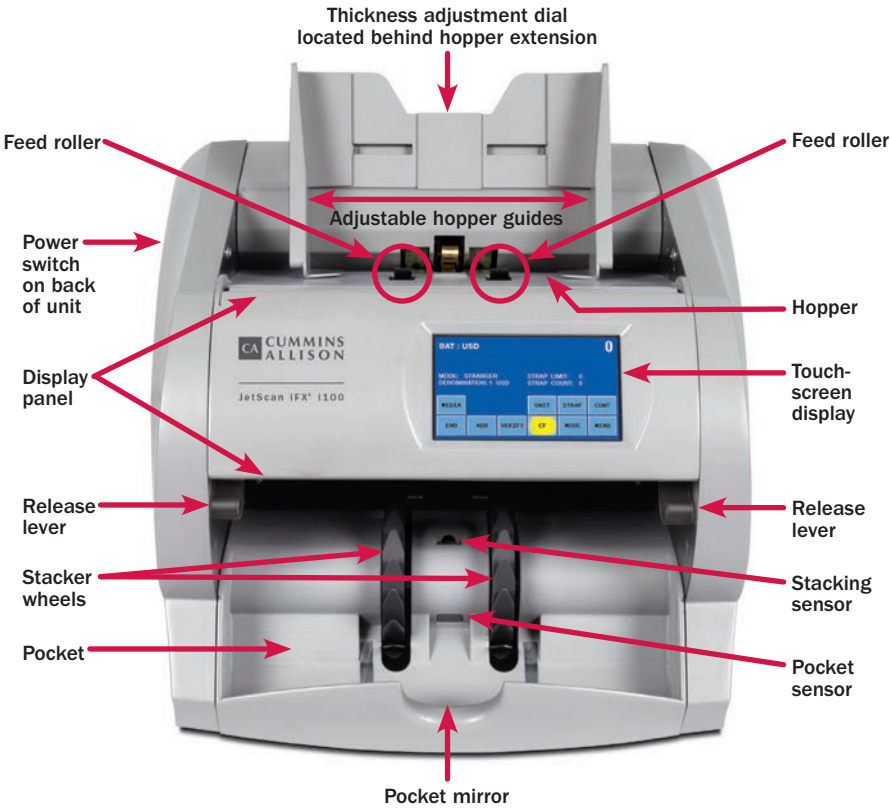
**For more information, contact a Cummins Allison representative.**

### ECB certification software version

To verify European Central Bank (ECB) certification software version:

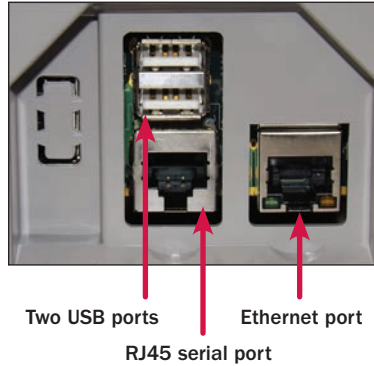
1. Press **CRNCY** on the main screen.
2. Revision level appears below the **EUR key** title.

# Machine diagram



# Communication port diagram

The following diagram shows the communication ports located on the back of the machine.



## NOTICE

Radio frequency present.

Install ferrite bead on all external communication cables; position ferrite bead near external port.

## NOTICE

Only connect Ethernet cable to Ethernet port.

Use of any other cable may damage equipment.

# Hopper

## CAUTION

Machine is auto-start capable. Feed rollers in hopper rotate inward.

Entanglement and drawing-in hazard.

Do not operate with exposed long hair, neckties, jewelry or loose clothing.

The hopper is the area on the top of the machine where documents are placed for processing. If the machine is configured to auto-start, the rollers and wheels begin moving as soon as the machine detects documents in the hopper.

Adjustable hopper guides are standard equipment. Additional stationary hopper guides are required for check processing.

When the adjustable hopper guides are raised for check processing, the stationary hopper guides keep checks aligned as they enter the feeder. This reduces the risk of feed errors and no calls.

**Contact a Cummins Allison representative for more information.**

## Thickness adjustment dial

The dial located on top of the machine adjusts the tightness of the feeder through which documents pass during operation. The dial has positive and negative adjustment numbers, with **0** at the center of the adjustment range.



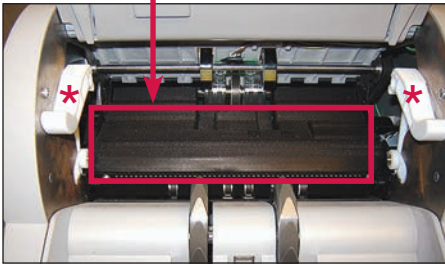
For normal feeding, start with **0** at the top of the dial.

To help reduce the occurrence of doubles or chains, turn the dial to the right, so a negative number is at the top, decreasing the distance between the rollers.

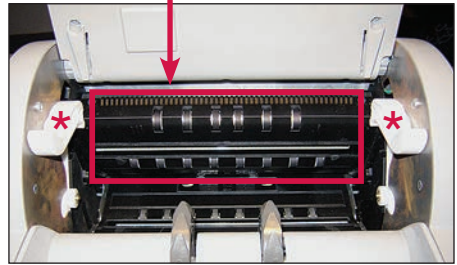
Turning the dial to the left, so a positive number is at the top, increases the spacing between the rollers, allowing documents to pass through more easily.

## Interior upper-transport plate diagrams

**Upper-transport plate closed**  
(operating position)



**Upper-transport plate open**  
(locked position)



\* Release levers

The interior upper-transport plate must be raised for jam recovery and daily cleaning. The upper-transport plate is accessed by lifting the display panel, and it is disengaged by pressing down on the release levers. After disengaging, lift the upper-transport plate to the open, locked position, as shown above. To close the upper-transport plate, press down on the release levers to unlock it from the open position. Next, push down on the upper-transport plate until it locks in the closed position.

# Getting started

This section outlines basic features and functions of the JetScan iFX i100 scanner.

## Powering ON/OFF

### **WARNING**

High-voltage levels may be present. Risk of electric shock.

Turn power **OFF** and unplug power cord from machine before cleaning.

Do not attempt repairs. Repairs must be made by authorized Cummins Allison personnel.

Use grounded plug and properly grounded outlet.

Read and understand all instructions before use.

### **NOTICE**

Only use Cummins Allison supplied power adapter.

Use of any other power adapter may damage equipment.

To turn the machine **ON**, set the rocker switch located in the lower-left rear corner when facing the front of the machine to the **ON** position (**I**). Allow the machine to complete its **power-on** sequence. The machine is ready to process documents when the touch panel displays the main screen.

To turn the machine **OFF**, ensure the machine is not processing documents, and then set the rocker switch located on the rear of the machine to the **OFF** position (**O**).

# Touch-panel display: Main screen

## USD note processing

BAT : USD 8

MODE: STRANGER STRAP LIMIT: 25  
DENOMINATION: 1 USD STRAP COUNT: 8

MEDIA		UNIT	STRAP	CONT	
END	ADD	VERIFY	CF	MODE	MENU

## International note processing

BAT : EUR 0

MODE: STRANGER STRAP LIMIT: ---  
DENOMINATION STRAP COUNT: ---



MEDIA	CRNCY	UNIT	STRAP	CONT	
END	ADD	VERIFY	CF	MODE	MENU

## Check processing

BAT : CHECK 0

MODE: CHECK STRAP LIMIT: ---  
DENOMINATION: --- STRAP COUNT: ---

	CHECK	UNIT	STRAP	CONT	
END	ADD	VERIFY	CF	MODE	MENU

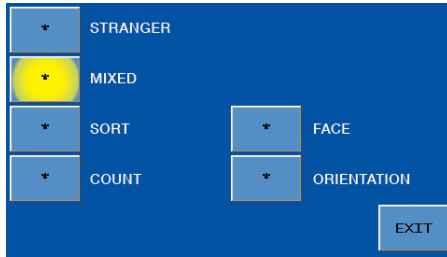
Main screen key	Description													
<b>MEDIA</b>	<p>Press <b>MEDIA</b> to prompt the MEDIA ENTRY screen and enter custom label data which has been enabled in <b>SETUP</b>.</p> <p> Use of these characters is prohibited in data entry:</p> <table border="1" data-bbox="409 966 877 1006"> <tr> <td>.</td> <td>,</td> <td>'</td> <td>"</td> <td>/</td> <td>\</td> <td>*</td> <td>;</td> <td>%</td> <td>!</td> <td>=</td> <td>--</td> <td>-</td> </tr> </table> <p>Label fields have a limit of 16 characters.</p>	.	,	'	"	/	\	*	;	%	!	=	--	-
.	,	'	"	/	\	*	;	%	!	=	--	-		
<b>CHECK</b> (Check processing mode)	<p> Notes and checks must be processed separately.</p> <p>Press to enter <b>CHECK</b> mode which is used to process checks, deposit slips and other financial institution MICR documents that meet U.S. and Canadian standard specifications. When multiple document types are activated, press <b>CRNCY</b> to prompt the SELECT NEW CURRENCY screen and press the <b>CHECK</b> key.</p> <p>Documents are scanned. The machine stops and presents all errors, pocket limits and strap limits. If strap limits are not required, set the strap limit to <b>infinite (INF)</b>.</p>													



Main screen key	Description
<b>CRNCY</b>	Press <b>CRNCY</b> to prompt the SELECT NEW CURRENCY screen which is used to activate the preferred currency, checks or bar-coded tickets for processing. Each currency button features a series of letters and numbers which represent the currency software revision level.
<b>UNIT</b>	Press <b>UNIT</b> to change the batch total and sub-batch total on the main screen to piece counts.
<b>STRAP</b>	Press <b>STRAP</b> to prompt the STRAP SETTINGS screen, where strap limits are set, and strap counts are cleared.
<b>CONT</b>	Press <b>CONT</b> to start the motor.
<b>END</b>	Press <b>END</b> to clear current batch totals. When <b>SBAT ENABLE</b> is <b>ON</b> in <b>SETUP</b> , pressing <b>END</b> once clears the sub-batch total and pressing <b>END</b> a second time clears the batch total.
<b>ADD</b>	Press <b>ADD</b> to enable or disable the <b>ADD</b> function. When enabled, sub-batch and/or batch totals accumulate after documents have been removed from the pocket.
<b>VERIFY</b>	<p>Enables the verify function, which allows notes to be processed off-line. This function can be used to recount and reconcile any count suspected of being wrong without adding to current batch or day totals.</p> <p>When <b>VERIFY</b> is pressed, machine totals return to zero, and the machine processes documents following rules of the indicated mode. When <b>VERIFY</b> is pressed again to exit the function, the machine returns to the operating mode, as well as totals and settings, that were active prior to using the verify function.</p>
<b>CF</b>	Press <b>CF</b> to activate counterfeit detection on applicable models.
<b>MODE</b>	Press <b>MODE</b> to prompt the MODE SELECTION screen, which displays all processing modes that have been enabled in <b>SETUP</b> .
<b>MENU</b>	Press <b>MENU</b> to prompt the MAIN SUB-MENU, which provides access to additional menus for reports and machine adjustments.

# Operating modes

Pressing **MODE** from the main screen displays all modes that are enabled in **SETUP** and available for use. Notes and bar-coded tickets share the same processing behavior which is described in the following chart.



Mode key	Description
<b>STRANGER</b>	Scans for the first denomination processed, which is the target, and stops when another denomination is found. When the machine encounters a different denomination, it is called a stranger. A grand total is provided.
<b>MIXED</b>	Scans all denominations without presorting. A grand total by denomination is provided.
<b>SORT</b>	Scans all denominations and stops when a denomination change occurs. Best used when notes are presorted by denomination and then stacked together. A grand total is provided.
<b>COUNT</b>	Counts any type of media that complies with document size and density-setting specifications. This mode only counts pieces; document scanning does not occur.
<b>FACE</b>	When <b>FACE</b> is selected in addition to <b>STRANGER</b> , <b>MIXED</b> or <b>SORT</b> mode, the machine stops when it detects a non-faced document. The first document processed determines the facing.
<b>ORIENTATION</b>	When <b>ORIENTATION</b> is selected in addition to <b>STRANGER</b> , <b>MIXED</b> or <b>SORT</b> mode, the machine stops when it detects a non-oriented document. The first document processed determines the orientation.

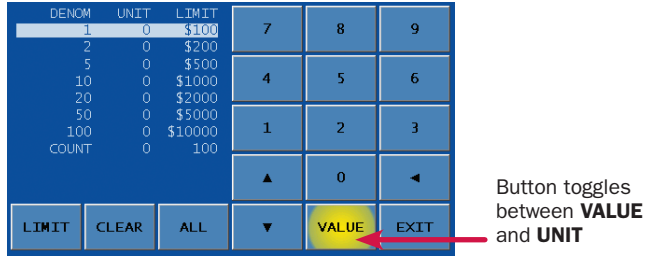
# Memory levels

The machine has four memory levels:

Memory level	Description
<b>STRAP</b>	Strap limits can be set from <b>1 - 100</b> or <b>infinite (INF)</b> . The machine stops when it reaches a strap limit. Available in <b>STRANGER, SORT</b> and <b>COUNT</b> modes.
<b>SUB-BATCH</b>	A sub-batch is a deposit processed from one or several sources and treated as sub-groups within a batch. Sub-batch tracks individual amounts and provides a total by category, as well as a grand total. Available in all operating modes.
<b>BATCH</b>	A batch is a deposit processed from one general source. Batch tracks individual amounts and provides a total by category, as well as a grand total. Available in all operating modes.
<b>DAY TOTAL</b>	A day total is the grand total of deposits processed since the last time day totals were cleared. Day total tracks individual amounts and provides a total by category, as well as a grand total. Available in all operating modes.

# Strap counts and strap limits

To view current strap limits and counts, press **STRAP** on the main screen. The STRAP SETTINGS screen is displayed, similar to the following example:



A strap limit may be set for any denomination by piece count or value in all operating modes, except for **MIXED**, **MIXED/FACE** and **MIXED/ORIENTATION**.

Denominations are itemized in the DENOM column. The UNIT column indicates the current strap count. The LIMIT column indicates the current strap limit. The COUNT row refers to the non-value piece count and appears in **COUNT** mode only.

## How to set strap limits

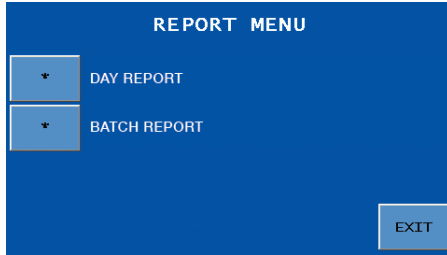
To set a strap limit:

1. Define the strap limit type by selecting **UNIT** or **VALUE** (amount). **UNIT/VALUE** buttons toggle.
2. Press **▲** or **▼** to scroll through the denominations. Stop on the desired denomination.
3. Enter a strap limit by doing one of the following options:
  - Press **LIMIT** to scroll through the preset strap limits. There are seven preset strap limits: **10, 25, 40, 50, 75** and **100 pieces** (or their value equivalents) plus **infinite (INF)**. Stop on the desired setting.
  - Use the numeric keypad to enter the strap limit or press **0** for **infinite**. To delete one character from the right, press **◀**.
4. Do one of the following:
  - Press **ALL** to set all denominations at this strap limit.
  - Press **▲** or **▼** to select the next desired denomination and repeat Step 2 to set the strap limit.
5. When configuration is complete, press **EXIT** to return to the main screen.

# Printed reports

When an optional printer is connected to and configured on the machine, reports:

- Automatically print after batches or sub-batches are ended.
- Can be generated on demand by navigating to the MAIN SUB-MENU and pressing **REPORT MENU** to prompt the screen below:



Each automatically generated report shows the date and time of creation, as well as an audit number. Within the audit number:

- The first five digits represent the transaction number of this report among all reports sent to the printer. The transaction number increments each time a report is sent and resets to one when the day total is cleared.
- The next four digits represent the batch number.
- The final three digits represent the sub-batch number.

## Batch report example

BATCH REPORT			
AUDIT: 00002-0002-000			
11/10/2011		14:49:18	
LABEL A			
LABEL B			
LABEL C			
LABEL D			
	DENOM	UNIT	VALUE
USD	1	1	1
USD	5	1	5
USD	20	2	40
USD	TOTAL	4	46

# Stopping conditions and recovery steps

The following conditions cause the machine to stop and require action by the user.

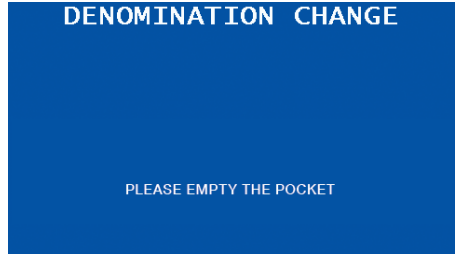
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**Condition** ► The machine identified a note that is different than those it has been processing while using **SORT** mode.

The change in denomination is the top note in the pocket.

**Action** ► Remove all notes from the pocket. Separate the top note from the remaining notes. Put the top note in the location for that denomination. Put all the other notes (they are the same) in the location for that denomination.

The machine will restart automatically.

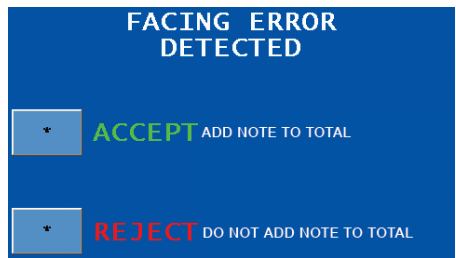


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**Condition** ► The machine stopped on a non-faced document.

**Action** ► To add the document to the total, correctly face the document, return it to the pocket, and press **ACCEPT**.

To reject the document and not add it to the total, remove the document from the pocket and press **REJECT**. If desired, the document can be returned to the hopper for reprocessing.



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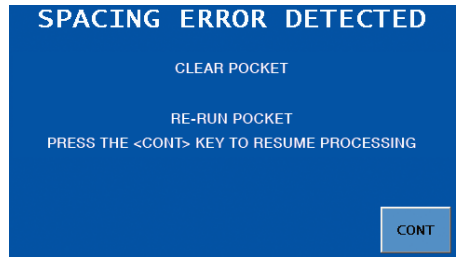
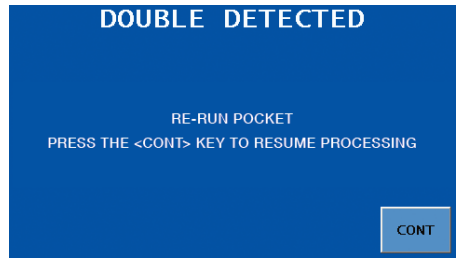
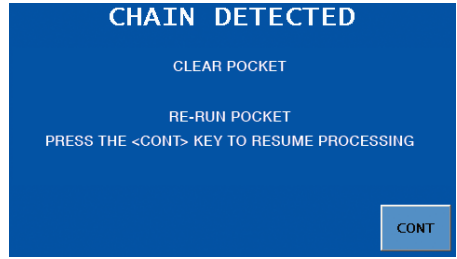
## Feed errors

### Conditions ►

- The machine detected documents that were not adequately spaced apart.
- The machine may have processed two or more documents as one.

**Action ►** Remove all documents from the pocket and put them on the hopper. Press **CONT**.

If an alarm repeatedly occurs, adjust the gray thickness dial on top of the machine behind the hopper extension. Rotate in the negative (-) direction as indicated by the numbers on the front of the thickness dial.



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**Condition ►** The machine identified a hardware problem upon startup.

**Action ►** The MACHINE START WARNING screen will identify errors, including:

- DENSITY SENSOR IS DIRTY OR BLOCKED.

Corrective action should be taken. If the error cannot be resolved, **call a Cummins Allison representative**.

Press **OK** to return to the main screen and begin processing.

If the machine is turned **OFF** and then turned **ON**, and corrective action has not been taken, the MACHINE START WARNING screen will appear again.





These screens only appear on machines with:

- The check capture option activated.
- The DOCUMENT DATA CORRECTION ADJUSTMENT settings configured.
- CHECKS ON in the DOCUMENT CAPTURE SETUP MENU.

**Condition** ▶ The machine could not identify characters within a check MICR line. Question marks denote unidentified characters.

**Action** ▶ To correct unidentified characters and include the check in the count:

1. If desired, press **DISABLE SNAP** to prevent the cursor from automatically moving to the end of the MICR line after all unidentified characters are corrected.
2. Press **PREV** or **NEXT** to select the unidentified character for correction.
3. Using the snippet, or image, of the MICR line as a reference, press the appropriate numeric or MICR-symbol button to make the correction.

Press ▶ to view additional numbers and symbols. Press ◀ to view previous numbers and symbols.

Press ◀◀ to move the MICR snippet to the left. Press ▶▶ to move the MICR snippet to the right.

To insert a character in the MICR-line correction field, press **PREV** or **NEXT** to move the cursor to the desired position and press **INSERT**. A new question mark (?) appears. Select this character and press the appropriate numeric or MICR-symbol button.

Press **DELETE** to remove a highlighted character in the MICR-line correction field.

4. When all unidentified characters have been corrected, press **DONE** to return to the main screen and continue processing.

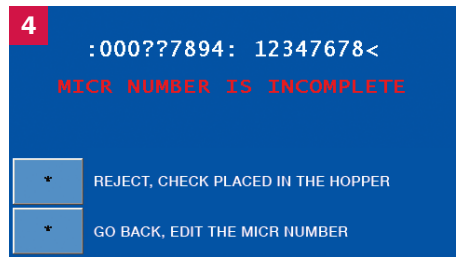
When **DONE** is pressed and all unidentified characters have not been corrected, the MICR NUMBER IS INCOMPLETE screen appears. Do one of the following:

- Return the check to the hopper for reprocessing and select **REJECT, CHECK PLACED IN THE HOPPER**.
- Select **GO BACK, EDIT THE MICR NUMBER** to return to the MICR-LINE CORRECTION screen.

#### MICR-line correction screen



#### MICR number is incomplete screen





**Condition** ▶ A no call occurred, and the machine could not identify the check MICR line.

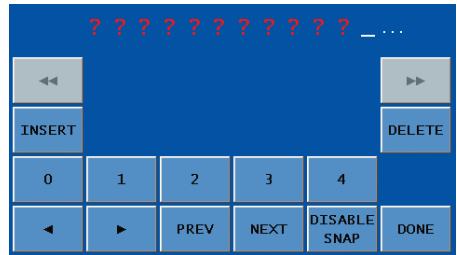
**Action** ▶ Do one of the following:

- Press **CHECK** on the NO CALL screen to prompt the MICR-LINE CORRECTION screen. Red question marks denote all unidentified characters in the MICR line. Follow the steps on the previous page to correct the MICR line.
- Return the check to the hopper for reprocessing and press **CONT**.

**MICR-line correction – no call screen**



**MICR-line correction screen**



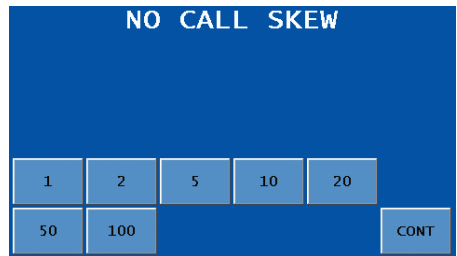
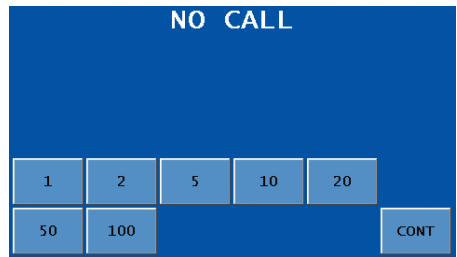
**Condition** ▶ The machine cannot recognize the denomination and has stopped.

This NO CALL is the top note in the pocket and has not been included in the count.

**Action** ▶ Inspect the top note in the pocket. **Do not** remove all notes from the pocket.

To count the note, keep the note in the pocket and then enter its denomination using the correct **denomination value key** (\$1, \$5, \$10, etc.). The machine will start, and this note will be added to the count.

To reject the note, remove the note from the pocket and press **CONT**. The machine will re-start. The removed note **will not** be added to the count.





These screens only appear on machines with:

- The ticket capture option activated.
- The DOCUMENT DATA CORRECTION ADJUSTMENT settings configured.
- TICKETS ON in the DOCUMENT CAPTURE SETUP MENU.

**Condition** ▶ The machine cannot read the bar code on a ticket.

Question marks denote all unidentified characters.

**Action** ▶ Correct the unidentified characters and include the ticket in the count by following these steps:

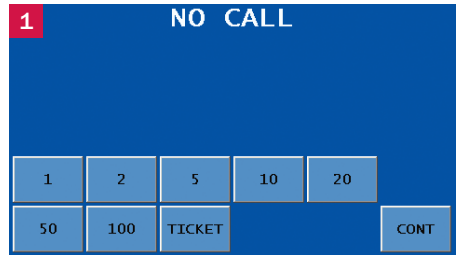
1. Press **TICKET** on the NO CALL screen.
2. The BAR-CODE CORRECTION screen appears.
3. Remove the no call ticket from the pocket. Hold the ticket so that the validation number is visible.

Press **PREV** or **NEXT** to select the character that will be corrected. Using the validation number on the ticket as a reference, enter the correct characters by pressing the appropriate numbers. When all validation number characters have been entered, press **DONE** to return to the main screen and continue processing.

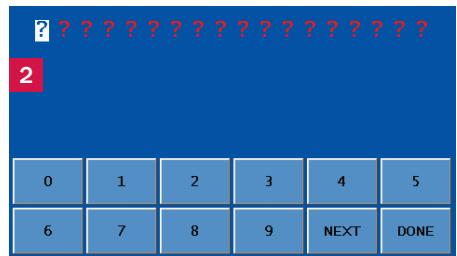
4. When **DONE** is pressed and some or all of the characters in the string have not been corrected, the VERIFY BAR CODE screen appears. Do one of the following:

- Return to the BAR-CODE CORRECTION screen by pressing **EDIT BARCODE**.
- Acknowledge that the ticket was manually returned to the hopper for reprocessing by pressing **TICKET PLACED IN THE HOPPER**. This ticket will not be included in the count.
- Press **ACCEPT** to correct the error at a later time with the optional Image Management Software (IMS) or a third-party software provider. The ticket will be included in the count.

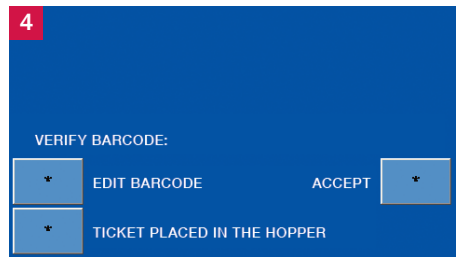
### Ticket - no call screen



### Bar-code correction screen



### Verify bar code screen



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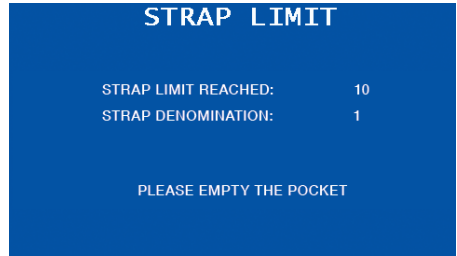
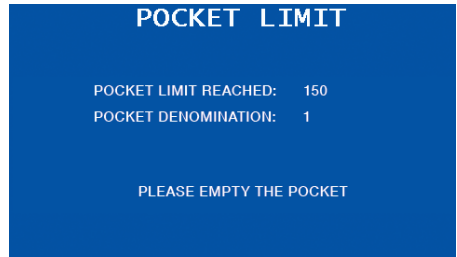
## Notes at limit

### Conditions ►

- The number of documents in the pocket reached the pocket limit selected in **SETUP**.
- The number of documents in the pocket reached the preset strap limit.

**Action ►** Remove documents from the pocket.

The machine automatically will continue processing if additional documents remain in the hopper.

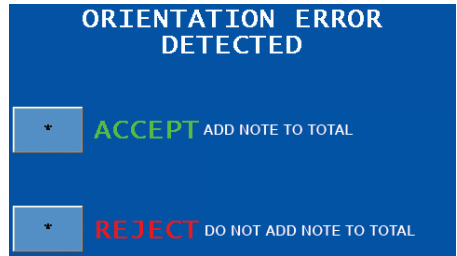


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**Condition ►** The machine stopped on a non-oriented document.

**Action ►** To add the document to the total, correctly orient the document, return it to the pocket, and press **ACCEPT**.

To reject the document and not add it to the total, remove the document from the pocket and press **REJECT**. If desired, the document can be returned to the hopper for reprocessing.





These screens only appear on machines with:

- The serial-number capture option activated.
- **NOTES ON** in the **DOCUMENT CAPTURE SETUP MENU** and the **DOCUMENT DATA STORAGE** screen configured for all or select denominations.
- The **DOCUMENT DATA CORRECTION ADJUSTMENT** screen configured for all or select denominations.

**Condition** ▶ The machine could not identify characters in a note serial number. Question marks denote unidentified characters.

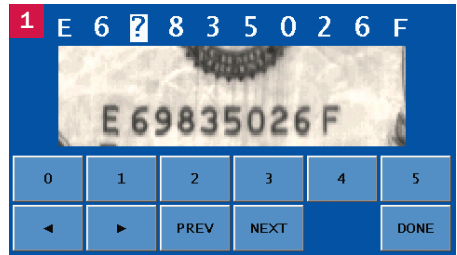
**Action** ▶ To correct unidentified characters and include the note in the count:

1. Press **PREV** or **NEXT** to select the unidentified character for correction.
2. Using the snippet, or image, of the serial number as a reference, press the appropriate alpha or numeric button to make the correction.

If the character to be corrected **only can be a letter**, then letters will appear on the buttons. If the character to be corrected **only can be a number**, then numbers will appear on the buttons.

Press ▶ to view additional letters/numbers. Press ◀ to view previous letters/numbers.

#### Serial-number correction screen



When entering a 10-digit serial number for a note, press **NONE** for the eleventh and final character in the string.

3. When all unidentified characters have been corrected, press **DONE** to return to the main screen and continue processing.

When **DONE** is pressed and all unidentified characters have not been corrected, the **SERIAL NUMBER IS INCOMPLETE** screen appears. Do one of the following:

- Return the note to the hopper for reprocessing and select **NOTE PLACED IN THE HOPPER**.
- Select **EDIT SERIAL NUMBER** to return to the **SERIAL-NUMBER CORRECTION** screen.

**Condition** ▶ A no call occurred, and the machine could not identify the note serial number.

Red question marks denote all unidentified characters in the serial number. A picture of the note's serial number is absent from the screen.

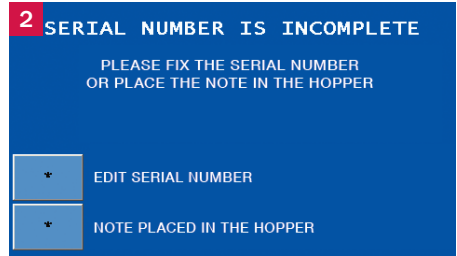
**Action** ▶ To return the note to the hopper for reprocessing:

1. Press **DONE** on the SERIAL-NUMBER CORRECTION screen to prompt the SERIAL NUMBER IS INCOMPLETE screen.
2. Acknowledge that the note was manually returned to the hopper for reprocessing by selecting **NOTE PLACED IN THE HOPPER**. This note will not be included in the count.

### Serial-number correction – no call screen



### Serial number is incomplete screen



**Condition** ▶ A document is blocking the stacking sensor, located under the display panel between the stacker wheels.

**Action** ▶ Look underneath the display for a stray document in the transport path.

Remove the document and place it on top of the documents in the pocket. This document has been counted.

### STACKING ERROR

PLEASE MOVE DOCUMENTS  
FROM TOP OF STACKER WHEEL  
AND PLACE ON TOP IN POCKET

**Condition** ▶ The machine detected a different document from those being counted and stopped. This STRANGER is the top document in the pocket and has not been included in the count.

**Action** ▶ Remove the top document from the pocket and press **CONT**.

### STRANGER DETECTED

REMOVE STRANGER FROM POCKET  
PRESS THE <CONT> KEY TO RESUME PROCESSING

CONT

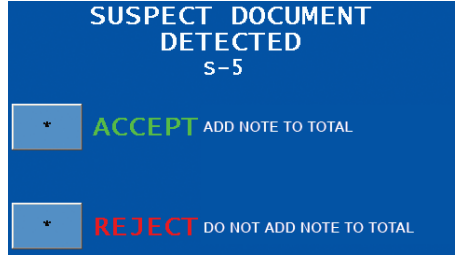
**Condition** ▶ Sensors detected a possible counterfeit note. The machine stopped with this note as the top note in the pocket. This note has not been included in the count.

**Action** ▶ Inspect the top note in the pocket. Next there are three options:

- If the note is deemed genuine, return it to the pocket and press **ACCEPT**.

The machine restarts, and this note will be added to the count.

- If the note is deemed counterfeit, place it aside and press **REJECT**. It will not be included in the count.
- Press **REJECT** and return the note to the hopper for reprocessing.



SD code	Possible causes	SD code	Possible causes
<b>S-1</b>	<ul style="list-style-type: none"> <li>• Incorrect note paper</li> <li>• Soiled note</li> </ul>	<b>S-9*</b>	<ul style="list-style-type: none"> <li>• Note failed advanced-counterfeit test</li> <li>• Worn note</li> </ul>
<b>S-2</b>	<ul style="list-style-type: none"> <li>• Incorrect note paper</li> <li>• Machine-washed note</li> <li>• Taped note</li> </ul>	<b>S-10*</b>	<ul style="list-style-type: none"> <li>• Incorrect-ink error</li> <li>• Worn note</li> </ul>
<b>S-3</b>	<ul style="list-style-type: none"> <li>• Incorrect note paper</li> <li>• Soiled note</li> </ul>	<b>S-11*</b>	<ul style="list-style-type: none"> <li>• Incorrect-ink error</li> <li>• Worn note</li> </ul>
<b>S-5</b>	<ul style="list-style-type: none"> <li>• Incorrect-ink error</li> <li>• Worn note</li> </ul>	<b>S-12*</b>	<ul style="list-style-type: none"> <li>• Incorrect-ink error</li> <li>• Worn note</li> </ul>
<b>S-8*</b>	<ul style="list-style-type: none"> <li>• Note failed advanced-counterfeit test</li> <li>• Worn note</li> </ul>	<b>S-13*</b>	<ul style="list-style-type: none"> <li>• Incorrect note paper</li> <li>• Worn note</li> </ul>

\* These error codes are most common among high-quality counterfeits or super notes. Notes producing these codes should be carefully examined.

**S-1 S-2 S-3 S-5** **S-8 S-9 S-10 S-11 S-12 S-13**

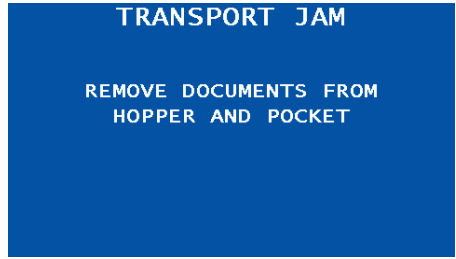


Lower probability of a high-quality counterfeit or super note. Commonly identifies poor-quality counterfeit notes.

Greater probability of a high-quality counterfeit or super note.

**Condition** ▶ Notes, documents or foreign material are jammed in the paper path.

**Action** ▶ To clear a jam, follow these procedures:



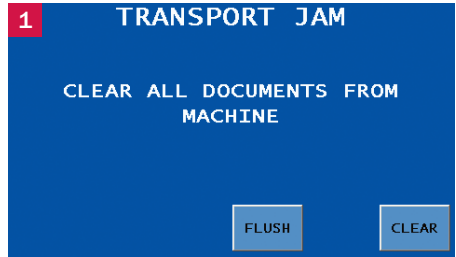
**NOTICE**

Do not use tools or metal devices to remove jammed documents from paper path.

Use of tools or metal devices could cause machine damage and void existing warranty.

For proper removal of jammed documents, follow the steps listed below.

1. Remove documents from the hopper and pocket. The TRANSPORT JAM; CLEAR ALL DOCUMENTS FROM MACHINE screen will appear, as shown at right.
2. Press **FLUSH** to cycle the motor forward and help remove documents from the transport path.

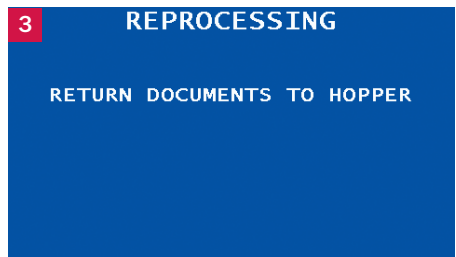


When all jammed documents cannot be removed from the transport path by pressing **FLUSH**, further action is necessary. See How to Manually Remove Documents from Transport Path at the end of this section for more information.

3. When all documents have been flushed — and manually removed if necessary — from the transport path, press **CLEAR**.

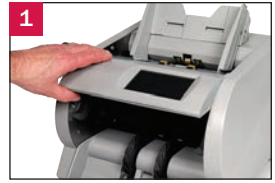
The REPROCESSING; RETURN DOCUMENTS TO HOPPER screen will appear, as shown at right.

4. Place documents in the hopper, and the machine automatically will continue processing.



## How to manually remove documents from transport path

1. Lift display panel to the upright position.



2. Push release levers down to disengage the upper-transport plate.



3. Lift upper-transport plate to the locked position.



4. Remove jammed documents.

5. Press down on the release levers to unlock the upper-transport plate from the open position. Press down on the upper-transport plate until it locks in the closed position.

6. Lower display panel to the operating position.



# Check order integrity process

This section shows an example of an error recovery process that maintains check item order. For complete check configuration options, **consult a Cummins Allison representative.**



These screens only appear on machines with:

- The check capture option activated.
- **ORDERED RECOVERY ON** in CHECK SETUP MENU 3.
- **BANK AND PRESENT ON** in CHECK SETUP MENU 3.
- **ACCEPT DOUBLES ON** in CHECK SETUP MENU 3.

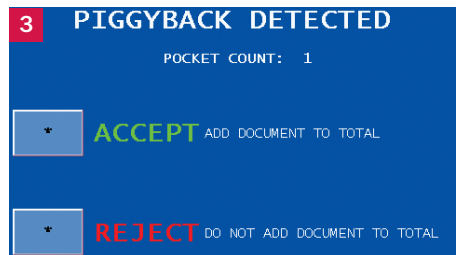
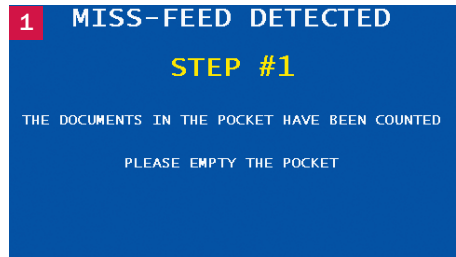
**Condition** ► The MISS-FEED DETECTED screen shown below appears when BANK AND PRESENT is **ON** and any error that requires checks to be reprocessed occurs.

The PIGGYBACK DETECTED screen is shown below as an example of error processing when ORDERED RECOVERY is **ON**. Detailed instructions appear on the screen to guide users through the check order integrity process so that the original item order is maintained.

When ORDERED RECOVERY is **OFF**, please follow error recovery procedures provided on the main screen.

**Action** ► To clear a MISS-FEED DETECTED screen when ORDERED RECOVERY is **ON**, follow these procedures:

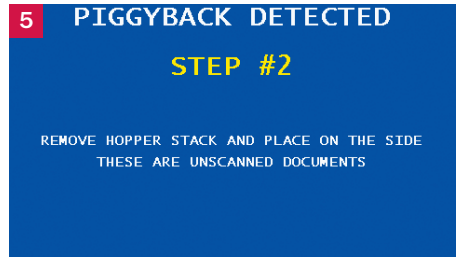
1. Empty the pocket as instructed on the screen. Remove checks from the pocket and bank (accept) them as processed.
2. The machine feeds the error into the pocket.
3. The screen displays the type of miss-feed that was detected. A PIGGYBACK DETECTED screen is shown in this example at right.



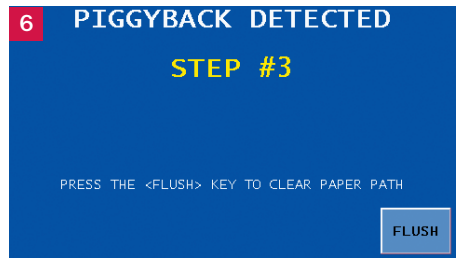
4. Examine the piggyback document and do one of the following:

- Since the ACCEPT DOUBLES option is **ON**, the screen provides the option to accept a piggyback document, add it to the total, and continue. If the document is a thicker check, such as a rebate check, press **ACCEPT** to continue processing the checks.
- If the error was caused by a true piggyback, where two or more checks were overlapping during processing, press **REJECT**.

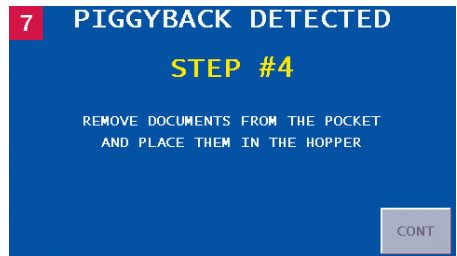
5. When **REJECT** is pressed, the screen at right appears. Since ORDERED RECOVERY is **ON**, observe the sequence of checks in the hopper. Then remove checks from the hopper and place them to the side.



6. The screen at right appears when the machine senses that the hopper is empty. Press **FLUSH**.

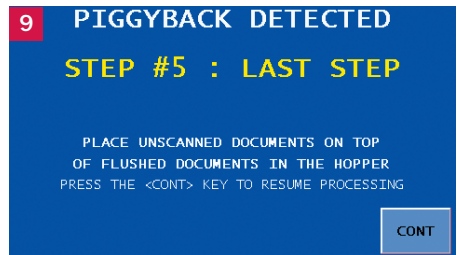


7. The screen at right appears when the flush is complete. Remove flushed documents from the pocket and return them to the hopper.



8. Press **CONT**.

9. The screen at right appears. Return checks that were moved in Step 5 to the hopper in the original sequence to maintain processing order.



# Daily cleaning procedures

Daily cleaning of i100-series machines is recommended to ensure maximum productivity and reliability.

## Recommended cleaning materials

### **CAUTION**

Simple Green, the recommended cleaning agent, can be an eye irritant. Avoid eye contact.

If eye contact occurs, flush eye(s) with cool water for 5 minutes – remove contact lenses if present – continue flushing eye(s) with cool water for 15 more minutes. If irritation persists, consult physician.

Individuals with sensitive skin should rinse hands after using.

- **Simple Green Safety Towels.** (Part number: 022-2118-00.) A pre-moistened microfiber towel also may be used. If using Simple Green concentrate, dilute to: 1 ounce of Simple Green per 8 ounces of water. For material-safety-data sheets, see [simplegreen.com](http://simplegreen.com).
- **Microfiber towels.** (Part number: 022-2223-00.)
- **Vacuum cleaner.** (In the United States: Order standard vacuum part number 022-1959-00 or heavy-duty vacuum part number 022-1308-00. Outside of the United States: Buy vacuum locally.)
- **Brush supplied with model i138CT.** (Part number: 480-2483-00.)

## Daily cleaning

### **WARNING**

High-voltage levels may be present. Risk of electric shock.

Turn power **OFF** and unplug power cord from machine before cleaning.

### **NOTICE**

To avoid machine/component damage and potential voiding of existing warranty, follow these procedures:

Only use specified tools for cleaning machine. Never use metal tools.

If using Simple Green concentrate, dilute to: 1 ounce of Simple Green per 8 ounces of water.

Never use cleaners containing ammonia. Ammonia may remove labels from machine.

Never spray cleaners directly on machine components.

Cleaning instructions and images apply to all models except where noted.

1. Turn power **OFF** (rocker panel to **0**).

2. Grasp release sleeve on power-cord connector. Disconnect power cord from machine.



3. Lift adjustable hopper to the upright position.

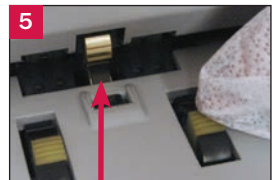
4. Use a dry microfiber towel to clean the black start sensor at the top, middle of the feeder plate (shown at right).



5. Use a Simple Green Safety Towel to clean all rubber sections of the large, black feed rollers.

Rotate the rollers.

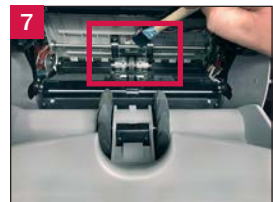
Next, use a Simple Green Safety Towel to clean the flat, center rubber-drive tire (shown at right).



Flat, center rubber-drive tire

6. Lift display panel to the upright position.

7. For model i138CT, use supplied brush to clean the stacking sensor under the display.



Model i138CT

8. Push release levers down to disengage the upper-transport plate.



9. Lift upper-transport plate to the locked position.



10. Vacuum underneath the upper-transport plate (shown below left), as well as the top of the lower-transport plate (shown below right).



11. Use a dry microfiber towel to wipe buildup off the image sensors shown at right.



Image sensors

12. Use a dry microfiber towel to clean the stacking sensor.

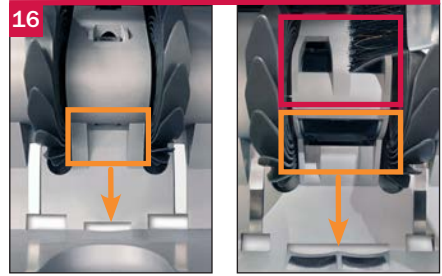
Next, use a dry microfiber towel to clean the stacking-sensor reflector, which is located on the upper-transport plate directly above the stacking sensor.

13. Press down on the release levers to unlock the upper-transport plate from the open position. Press down on the upper-transport plate until it locks in the closed position.

14. Lower display panel to the operating position.

15. Use a dry microfiber towel or vacuum to remove any remaining dust in the pocket.

16. Clean sensors and mirrors in the following order:
  - a. Use a dry microfiber towel to clean the pocket sensor and mirror identified in orange at right.
  - b. For model i138CT, use supplied brush to clean the stacking sensor outlined in red at right.



Model i138CT

## NOTICE

Avoid damaging touch-panel display.

Only clean touch-panel display with dry microfiber towel as directed.

17. Clean the touch-panel display with a dry microfiber towel.
18. Clean remaining hard-plastic exterior surfaces as necessary with a Simple Green Safety Towel.
19. Return hopper to the operating position.
20. Carefully reconnect power cord.
21. Turn power **ON** (rocker panel to **I**).
22. Perform a test run with some documents.



# Cleaning supplies

The following items are available for purchase through **Cummins Allison**

## Desktop currency equipment cleaning kit

406-1000-01

The kit contains:

- Two stick erasers
- 50 Simple Green Safety Towels
- 20 microfiber towels
- User guides

## Items sold separately

- 10 microfiber towels. 022-2223-00
- 50 Simple Green Safety Towels. 022-2118-00
- Vacuum, for use in the United States only.  
Standard vacuum: 022-1959-00  
Heavy-duty vacuum: 022-1308-00

## How to order

To place an order in the United States, visit [store.cumminsallison.com](https://store.cumminsallison.com).

To place an order outside of the United States, contact your local Cummins Allison representative.

**Headquarters**

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Mt. Prospect, IL 60056 USA  
800 786 5528  
[cumminsallison.com](http://cumminsallison.com)

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[cumminsallison.com.au](http://cumminsallison.com.au)

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905 814 6184  
[cumminsallison.ca](http://cumminsallison.ca)

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