JetScan®
Two-Pocket Currency Scanner

Operating Guide

022-7495-00 Rev. C 08/2012

Machine Diagram

Thickness adjustment dial

Feeder plate (closeup below)

Hopper

Center rubber-drive tire

Start sensor

Touch-panel display

Black feed rollers

Release lever

Release lever

Power switch/ power cord on back of unit

Stacker wheels

Stacker sensor

Stacker mirror

Pocket one

Stacker wheels

Stacker sensor

Stacker mirror

Pocket two

Daily Cleaning Procedures

Daily cleaning of the two-pocket JetScan® currency scanner is recommended to ensure maximum productivity and reliability, especially for high-volume applications, as well as for operations that process highly circulated (dirty) notes.

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 a material-safety-data sheet, see simplegreen.com.*

- **Microfiber towels.** (Part number: 022-2223-00.)

- **A clean, soft eraser.** (Part number: 022-1695-00.)

- **Vacuum.** (Part number for standard vacuum: 022-1959-00; part number for heavy-duty vacuum: 022-1308-00.)

Daily Cleaning

⚠ WARNING	High voltage inside. 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.

1 Turn power **OFF** (rocker panel to **0**).
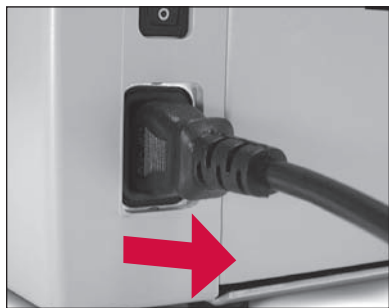
2 Disconnect power cord from the rear of the JetScan.

3 Remove hopper and set aside.

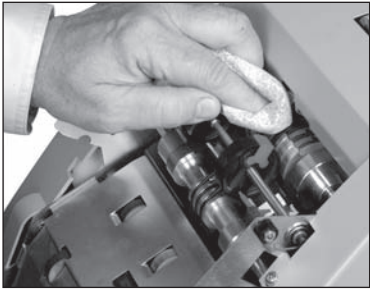**4** Clean the black start sensor with a microfiber towel.

Start sensor

**5** Remove feeder plate as shown at left.

6 Firmly push down on left and right release levers and pull front enclosure open for access to paper path.
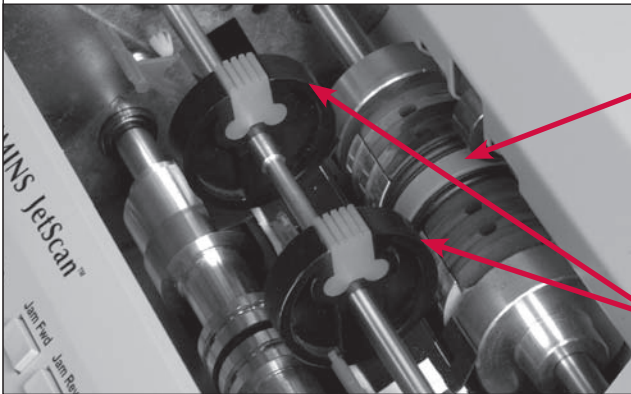
7 Use a Simple Green Safety Towel to remove dirt buildup from the upper and lower aluminum rollers. To reach all exposed surfaces, rotate the large, black feed rollers forward (direction of note flow).

If there is heavy buildup on the aluminum rollers, remove it with a clean, soft eraser as shown below.
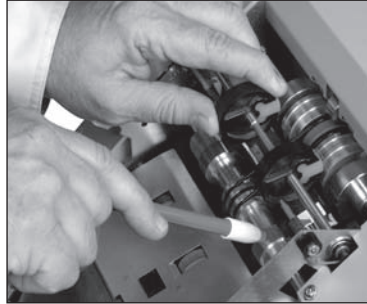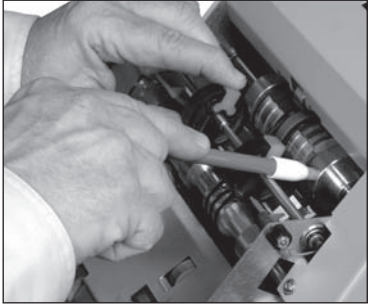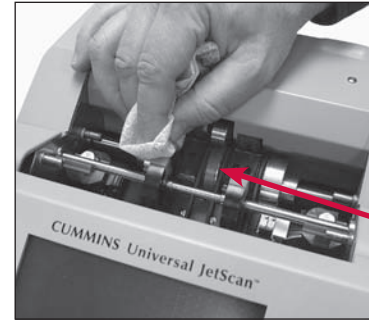
NOTE
Rotating the large, black feed rollers will rotate all other shafts and rollers in the machine. These rollers can be rotated in either direction by using fingers. Generally, the top of these rollers should be rotated forward (direction of note flow), so any dirt or stray material is moved out of the unit.

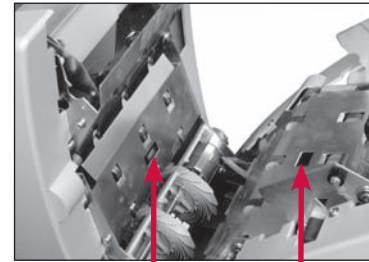**Center rubber-drive tire**

Black feed rollers

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

Also clean the flat, center rubber-drive tire.

Center rubber-drive tire

Paper Path

9 Starting from the top and moving to the bottom, use a microfiber towel or vacuum to clean both sides of the paper path.

Be sure to clean the two sensors and two reflectors in the paper path.

Reflector   **Sensor**

10 Push the front enclosure back until it clicks into its normal operating position.
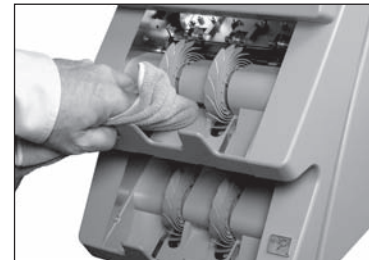
11 In pockets one and two, use a microfiber towel or vacuum to clean the stacker-sensor lens located between the two gray stacker wheels.
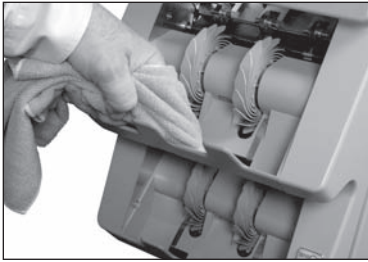
12 In pockets one and two, use a microfiber towel or vacuum to clean the stacker mirror located directly across from the stacker-sensor lens.

13 Replace feeder plate. Insert curved edge of feeder plate first. Gently press down on feeder plate until it snaps into position.

Curved edge

14 Replace hopper.

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

15 Clean the touch-panel display with a dry microfiber towel.

16 Clean remaining hard-plastic exterior surfaces as necessary with a Simple Green Safety Towel.
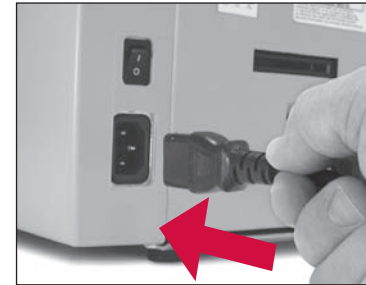
17 Carefully reconnect power cord.

18 Turn power **ON** (rocker panel to **I**).
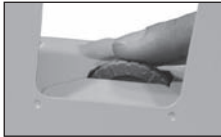
19 Perform a test run with some notes.

Stopping Conditions and Recovery Steps

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

JetScan may have processed two or more notes as one.


```
CHAIN DETECTED
UPPER POCKET #1

                    CONT
```

▶ Remove all notes from the pocket indicated on the screen and place them on the hopper. Press **CONT**. If the alarm repeatedly occurs, adjust the gray thickness adjustment dial located on top of the machine behind the hopper extension. Rotate in the negative (**-**) direction as indicated by numbers on front of the dial.

D I S P L A Y ▶

The machine is operating in the sort mode and has detected a new denomination value.

```
DENOMINATION CHANGE
UPPER POCKET #1
```
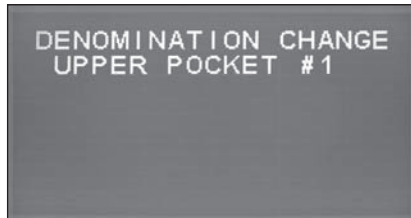
▶ Remove all notes from the pocket indicated on the screen and place them with other processed notes. JetScan automatically will restart and resume processing.

D I S P L A Y ▶

The machine has diverted notes to the wrong pocket.

```
DIVERTER ERROR
UPPER POCKET #1
```

▶ Remove all notes from the pocket indicated on the screen and place them in the hopper; press **CONT**. JetScan will revert to the previous note count before the error occurred with no impact on strap, sub-batch and day counts.
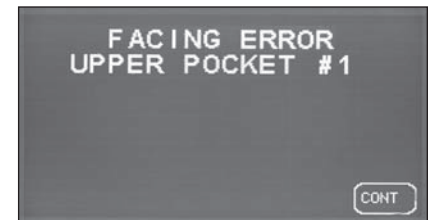
D I S P L A Y ▶

JetScan may have processed two or more notes as one.

```
DOUBLE DETECTED
UPPER POCKET #1

                    CONT
```
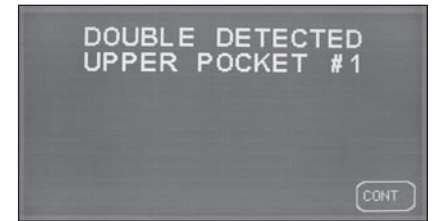
▶ Remove all notes from the pocket indicated on the screen and put them on the hopper. Press **CONT**.
If the alarm repeatedly occurs, adjust the gray thickness adjustment dial on top of the machine behind the hopper extension. Rotate in the negative (**-**) direction as indicated by numbers on front of the dial.
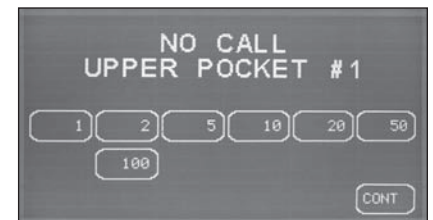
D I S P L A Y ▶

*If the JetScan is configured in **SETUP** to stop on non-faced notes, it will stop and display "FACING ERROR" when a non-faced note is processed.*

```
FACING ERROR
UPPER POCKET #1

                    CONT
```

▶ Remove the top note in the pocket indicated on the screen, correct its facing, and put it back in the same pocket. Then press **CONT**. This will be added to the appropriate strap, sub-batch, batch and day counts.
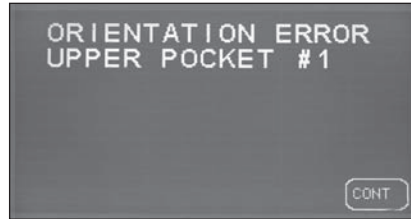
D I S P L A Y ▶

JetScan cannot recognize the denomination of a note and has stopped. This "NO CALL" note is the top note in the pocket indicated on the screen. This note has not been included in the count.

```
NO CALL
UPPER POCKET #1

 1   2   5   10   20   50
     100
                    CONT
```

▶ Inspect the top note in the pocket indicated on the screen. DO NOT remove all notes from this pocket.

If the document should be counted, keep the note in the same pocket and then enter its denomination using the correct **denomination value key** ($1, $5, $10, etc.). JetScan will start, and this note will be added to the count.

If there is no need to include the no-call note in the current count, remove it and press **CONT**. JetScan will re-start. The removed document will not be added to the count.

DISPLAY ▶

*If JetScan is configured in **SETUP** to stop on non-oriented notes, it will stop and display "ORIENTATION ERROR" when a non-oriented note is processed.*

```
ORIENTATION ERROR
UPPER POCKET #1



                        CONT
```

▶ Remove the top note in the pocket indicated on the screen, correct its orientation, and put it back in the same pocket. Then press **CONT**. This note will be added to the appropriate strap, sub-batch, batch and day counts.
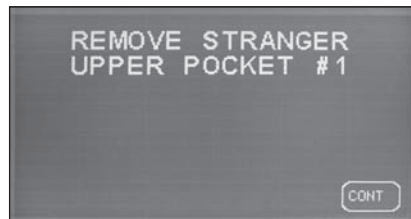
DISPLAY ▶

JetScan has identified a note that is different than those being processed.

```
REMOVE STRANGER
UPPER POCKET #1



                        CONT
```

▶ Remove the top note from the pocket indicated on the screen.

Press **CONT** to continue.

DISPLAY ▶

JetScan has identified a sorting error.

```
SORTING ERROR
UPPER POCKET #1

  CLEAR AND RE-RUN POCKET

PRESS THE <CONT> KEY TO RESUME PROCESSING

                        CONT
```

▶ Remove all notes from the pocket indicated on the screen and place them in the hopper. Then press **CONT**.

DISPLAY ▶

JetScan has processed two or more notes that were improperly spaced.

```
SPACING ERROR
UPPER POCKET #1



                        CONT
```

▶ Remove all notes in the pocket indicated on the screen and place them in the hopper. Press **CONT** to restart processing. JetScan will revert to the previous starting point before the "SPACING ERROR" occurred, with no impact on strap, sub-batch, batch and day counts.
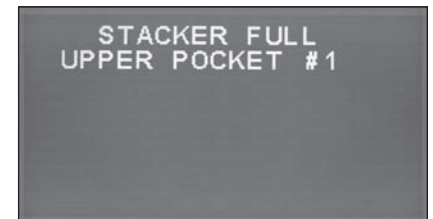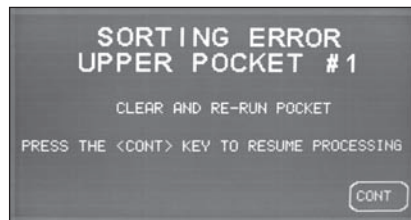
DISPLAY ▶

JetScan has sorted 150 notes into the pocket indicated on the screen and reached a "STACKER FULL" condition.

```
STACKER FULL
UPPER POCKET #1
```

▶ Remove all notes in the pocket indicated on the screen.

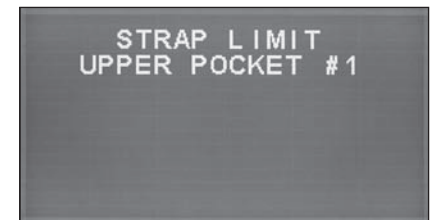If there are additional notes in the JetScan, it automatically will restart.

DISPLAY ▶

The number of notes in the pocket indicated on the screen has reached the preset "STRAP LIMIT."
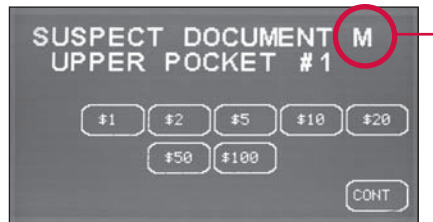
```
STRAP LIMIT
UPPER POCKET #1
```

▶ Remove the notes from the pocket indicated on the screen.

JetScan automatically will continue if there are additional notes remaining in the hopper.

D I S P L A Y ▶

JetScan sensors have detected a possible counterfeit note. JetScan has stopped with this note as the top note in the pocket indicated on the screen. This note has not been included in the count.

This could show different suspect-document codes. For details, refer to the code chart.

▶ Inspect the top note in the pocket indicated on the screen.

If it is identified as a counterfeit, place it aside and press **CONT**. It will not be part of the count.
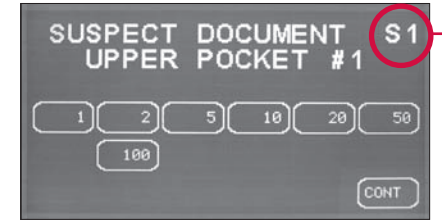
If the note is determined to be good, return it to the pocket indicated on the screen and press the appropriate **denomination value key**. JetScan will re-start, and this note will be added to the count.

Code	Possible Causes
M	• Incorrect-ink error • Worn note
UV	• Incorrect note paper • Soiled note
FL	• Incorrect note paper • Machine-washed note • Taped note

D I S P L A Y ▶

JetScan sensors have detected a possible counterfeit note. JetScan has stopped with this note as the top note in the pocket indicated on the screen. This note has not been included in the count.
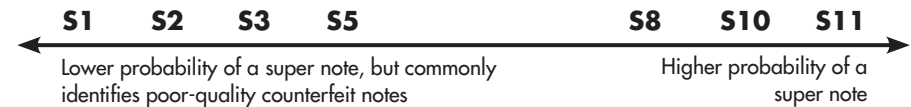

This could show different suspect-document codes. For details, refer to the code chart.

▶ Inspect the top note in the pocket indicated on the screen.

If it is identified as a counterfeit, place it aside and press **CONT**. It will not be part of the count.

If the note is determined to be good, return it to the pocket indicated on the screen and press the appropriate **denomination value key**. JetScan will re-start, and this note will be added to the count.

Code	Possible Causes	Code	Possible Causes
S1	• Incorrect note paper • Soiled note	S8*	• Note failed advanced counterfeit test • Worn note
S2	• Incorrect note paper • Machine-washed note • Taped note	S10*	• Incorrect-ink error • Genuine AK Series $100 • Worn note
S3	• Incorrect note paper • Soiled note	S11*	• Incorrect-ink error • Worn note
S5	• Incorrect-ink error • Worn note	*These error codes are most common among super notes, which are high-quality counterfeits. Notes producing these codes should be carefully examined.*

S1   S2   S3   S5   S8   S10   S11

◀━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━▶

Lower probability of a super note, but commonly identifies poor-quality counterfeit notes

Higher probability of a super note

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2 Raise the two plastic "T" handles at the same time and hook them onto the metal shaft.

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

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

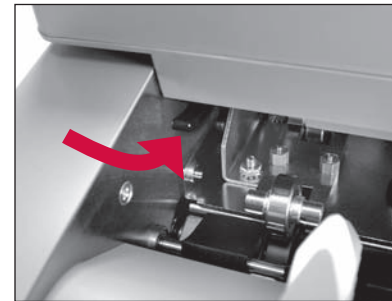For proper removal of jammed notes, see step 3.

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1 Remove all notes from the hopper and both pockets.

Remove the hopper extension, as shown in inset.

Remove the top feeder plate, as shown at right.

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3 Push firmly down on the left- and right-release levers and pull the front enclosure open for access to the paper path.
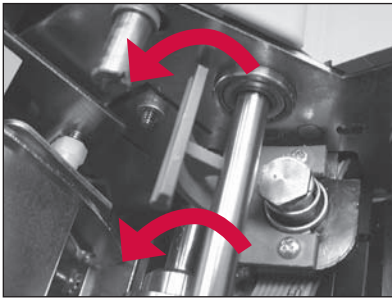
Then either:

• Move jammed notes forward/back by manually rotating the large, black feed rollers.

• Press **FWD** on the display to move rollers forward.

• Press **REV** on the display to move rollers in reverse.

Remove all jammed notes and foreign material.
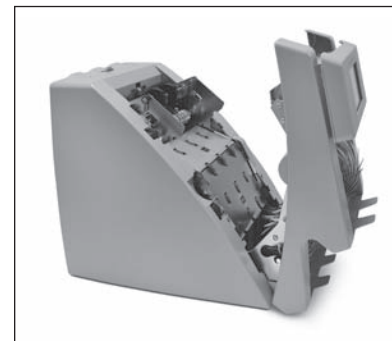
4 Push the front enclosure back until it clicks into its normal operating position.

5 Unhook the two plastic "T" handles from the metal shaft and lower them at the same time.

6 Replace the feeder plate. Insert the curved edge of the feeder plate first. Gently press down on the feeder plate until it snaps into position.

Curved edge

7 Replace the hopper.

Press **CONT**.

Rerun all notes that were in the hopper and both pockets at the time of the jam.

Cleaning Supplies

The following items are available for purchase through Cummins Allison

Desktop-Currency-Equipment Cleaning Kit
(Part Number: 406-1000-01.)
The kit contains:
- Two stick erasers
- 20 microfiber towels
- 50 Simple Green Safety Towels
- Quick-reference guides

Items Sold Separately
- One stick eraser. (Part number: 022-1695-00.)
- 10 microfiber towels. (Part number: 022-2223-00.)
- 50 Simple Green Safety Towels. (Part number: 022-2118-00.)
- Vacuum. (Part number for standard vacuum: 022-1959-00; part number for heavy-duty vacuum: 022-1308-00.)

Power-Adapter Cable (Part Number: 022-1962-00.)
With this cable, the power cord that is disconnected from the back of the JetScan can be used to power the vacuum.

How to Order

To place an order in the United States, visit **store.cumminsallison.com**.

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