

# Money Machine<sup>®</sup> 2

## Self-service coin counter bin models

User guide



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

© 2014 Cummins-Allison Corp. All rights reserved.

All trademarks remain the property of their respective owners.

Cummins-Allison Corp. has endeavored to make the content of this document accurate and complete, but this information is subject to correction or change without prior notice.

This manual contains proprietary information of Cummins-Allison Corp. It is intended solely for the information and use of parties authorized by Cummins Allison to maintain the equipment described herein. Such proprietary information may not be used, reproduced, or disclosed to any other parties for any other purpose without express written permission of Cummins Allison.

022-7827-00 Rev. C



## Safety information, power specifications

### **⚠ WARNING**

High voltage inside. Risk of electric shock.

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

Plug three-prong grounded plug (supplied) into properly grounded three-prong outlet.

Read and understand all instructions before use.

### **⚠ CAUTION**

Sort disk rotates when motor is running. Risk of injury.

Do not defeat safety interlock switches.

### **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.

- **Voltage operating range:** 105–253 VAC, automatic switching
- **Frequency:** 50/60 Hz
- **Full load amps (FLA):** 4.5/9A
- **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, FCC/CE

1. Raise the hood to access the inside of the machine.
2. Empty debris cup as needed.
3. Remove any stray coins or other objects by hand.
4. Vacuum interior areas to remove accumulated dust or debris.



5. Raise and inspect sort disk (see [Unlatch the sort disk on page 12](#)).
6. Remove any debris by hand. Clean disk if needed using dry microfiber towel or clean cotton cloth.



**NOTICE**

Clean sort disk only as instructed. Do not attempt to remove oil coating on disk. Removing oil from disk negatively impacts performance and may negate disk warranty. If disk cannot be cleaned with a clean, dry microfiber towel or cotton cloth, contact your Cummins Allison service representative for assistance.

7. Lower sort disk and secure latch. See [Latch the sort disk on page 13](#).
8. Close hood and front door, secure machine.
9. Clean the touch-panel display with a dry microfiber towel.

**NOTICE**

Avoid damaging touch-panel display. Clean touch-panel display with dry microfiber towel only as directed.



10. Clean remaining exterior surfaces as necessary with a Simple Green safety towel. If using Simple Green concentrate, dilute 1 part Simple Green with 8 parts water. Apply with microfiber towel.

**Contents**

Safety information, power specifications.....2

About this guide .....3

Machine diagram .....3

Getting started .....4

How to use the system.....5

Troubleshooting..... 10

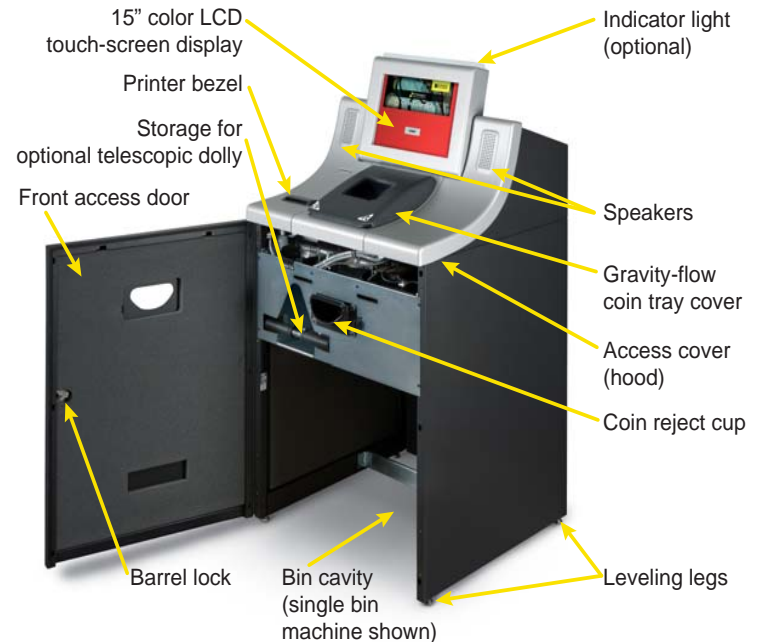
Report management..... 16

Daily cleaning procedures ..... 25

**About this guide**

This guide covers basic features of the Money Machine® 2 coin counter with single or dual bin. For coin counters having other collection types, please refer to the corresponding operating guide.

**Machine diagram**



# Getting started

## Powering on the system

Power on your Money Machine 2 system and get started processing coin.

### ⚠️ WARNING

High voltage inside. Risk of electric shock.  
Do not attempt repairs. Repairs must be made by authorized Cummins Allison personnel.  
Plug three-prong grounded plug (supplied) into properly grounded three-prong outlet.  
Read and understand all instructions before use.

### 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.

The master power switch that turns Money Machine 2 ON and OFF is located inside the unit. To access the switch:

1. Open the front access door.
2. Raise the access cover completely.
3. Locate the switch on the inside back panel, slightly to the right of center, as shown.
4. With the power cord firmly plugged into a grounded outlet, **POWER ON** the system by pressing the master power switch rocker panel to **➡**.



System performs a confidence test and the *WELCOME* screen appears on the display.

In the event of a power outage, all transaction data is retained.

## Processing coin

### NOTICE

Coin should be dry and free of debris before pouring into the gravity-flow coin tray. Liquid, mutilated coin or debris may cause machine damage or a jam that requires assistance to remove.

Prior to processing coin:

- Remove non-coin items such as paper clips, hardware, wrappers, candy, gum, etc.
- Remove foreign, mutilated or damaged coin.
- Verify that no liquid or moisture is present in the coin container.



Most non-coin objects inadvertently processed with coin are culled into a receptacle inside the cabinet. Foreign coin is returned to consumer via the coin-reject cup in the door panel.

# Daily cleaning procedures

Daily cleaning of Money Machine 2 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: 30 ml of Simple Green per 240 ml of water. For material-safety-data sheets, see 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.)

## 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 the specified tools for cleaning machine. Never use metal tools.

If using Simple Green concentrate, dilute to: 30 ml of Simple Green per 240 ml of water.

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

Never spray cleaners directly on machine components.



Never wipe sort disk or pad, except as instructed on [page 26](#).

### PRINT BIN REPORT

First National 1421 Thornwood Ave. Mt. Prospect, IL	
<b>BIN REPORT</b>	
6/11/2013	10:13:51 AM
Bin Number:	7
Bin Start Date:	6/10/2013
Bins First Audit#:	175
Bins Last Audit#:	179
Total Amt Processed:	\$10.12
Total # Of Units:	57
Number Of Transactions:	5
Account Holder Total:	\$10.03
Guest Total:	\$0.00
1 % Fee:	\$0.09
9.5% Fee:	\$0.00
0.01	\$0.12
0.05	\$0.50
0.10	\$1.50
0.25	\$4.00
0.50	\$0.00
1.00	\$4.00

### PRINT ALL BINS

First National 1421 Thornwood Ave. Mt. Prospect, IL			
<b>BIN SUMMARY REPORT</b>			
6/11/2013	10:16:04 AM		
<b>DATE TIME</b>	<b>TOTAL AMT</b>	<b>UNIT TOTAL</b>	<b>SERVICE FEE TOTAL</b>
6/10/2013	\$10.12	57	\$0.09
5/21/2013	\$724.09	7,585	\$0.02
5/13/2013	\$395.73	2,685	\$0.00
5/9/2013	\$5,582.11	54,237	\$0.00
4/9/2013	\$14,575.38	59,712	\$35.52
<b>Total</b>	<b>\$21,287.43</b>	<b>124,276</b>	<b>\$35.63</b>

## How to use the system

### Attendant Login

If a transaction is interrupted, or “Momentary Delay, please call an attendant” appears on the *CONSUMER* screen, the attendant should login to access the *MAIN SYSTEM MENU* and review Machine Status Message and Machine Details. Refer to [Troubleshooting](#) on page 10 for more information.

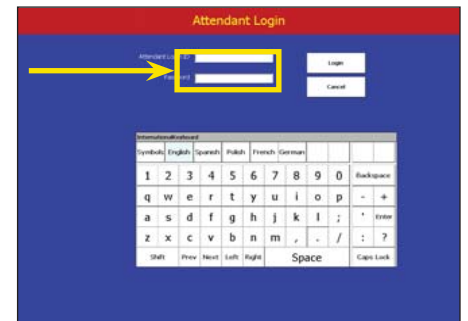
1. Place your finger on the top right-hand corner of the *WELCOME* screen and hold for 3 seconds. The *ATTENDANT LOGIN* screen appears.



If the *ATTENDANT LOGIN* screen does not appear after 10 seconds, lift your finger off the screen. Place finger back on the top right-hand corner of the screen and hold for 3 seconds. Repeat until *ATTENDANT LOGIN* screen appears.

If no response, power-cycle the machine (turn machine off, wait 10 seconds, turn back on); repeat step 1.

2. Select the entry field beside **Attendant ID** or **Password** to activate the touch-screen keyboard.



Navigate the keyboard using either the directional keys or by selecting a field.

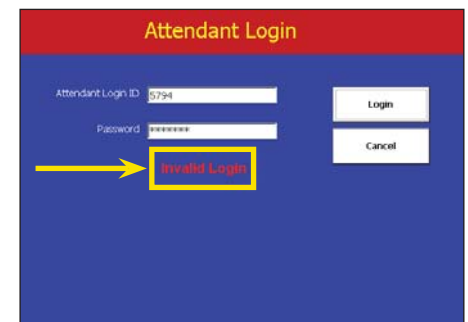
3. Enter your Login information and press the **Login** key.

When a valid attendant ID and password are entered, the *MAIN SYSTEM MENU* screen appears.

**Invalid Login** appears in red below the entry fields when login information is incorrect. Proceed as follows:

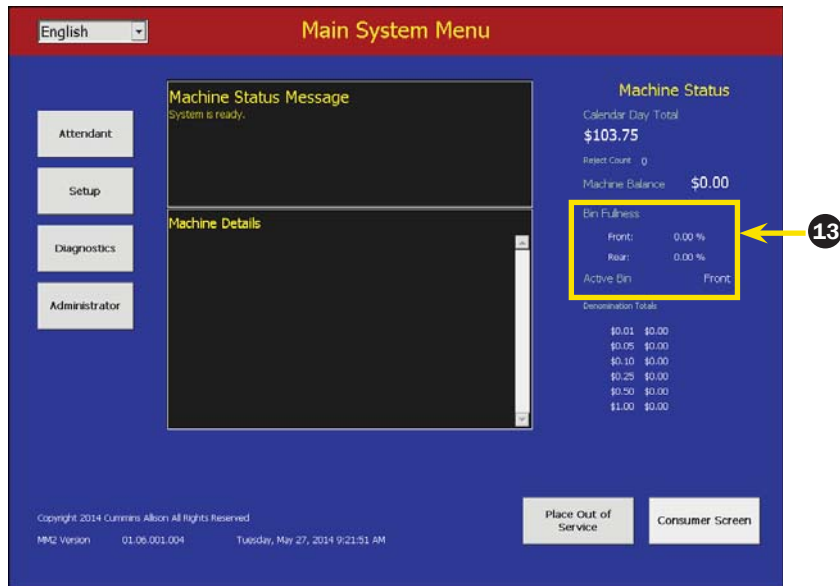
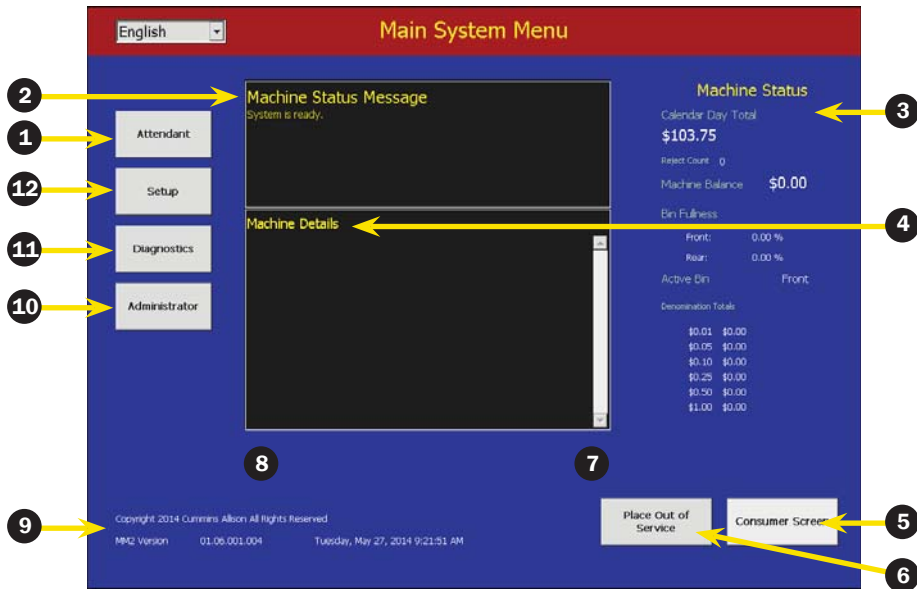
1. Verify your login information and re-enter.

To return to the *WELCOME* screen without logging in, select **Cancel**.



## Main System Menu

Most management functions of the Money Machine 2 operating system are accessed via the *MAIN SYSTEM MENU* screens shown below.

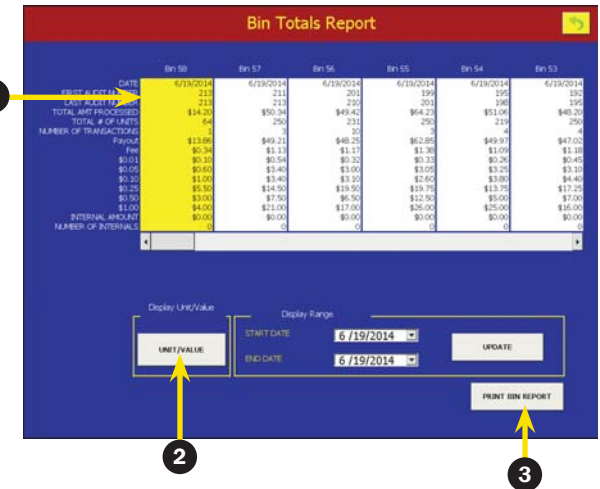


## Bin Totals Report

The *BIN TOTALS REPORT* screen prints bin totals for a single bin, for all bins, or for a specified date range.

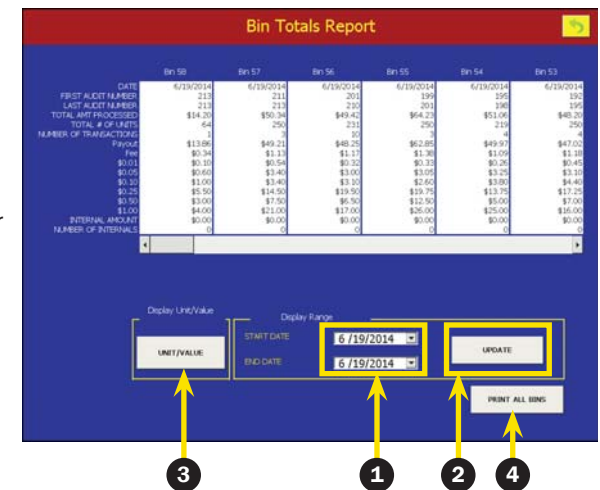
Two copies of a single bin report are usually printed before clearing a full or partial bin for removal.

1. Select (highlight) the column displaying the data.
2. Select desired format (**UNIT/VALUE**)
3. Select **PRINT BIN REPORT**.



A report of all bins can be generated and printed as needed:

1. Use Display Range feature to choose a date range for bin data, if desired. (If you do not select a date range, the report printed will be for ALL BINS.)
2. Select **UPDATE**.
3. Select desired format: **UNIT/VALUE**
4. Select **PRINT ALL BINS**.



**PRINT DAY REPORT**

First National  
1421 Thornwood Ave.  
Mt. Prospect, IL

**BUSINESS DAY REPORT**  
6/11/2013 10:09:50 AM

Report for Business Date: 5/16/2013  
Total Amt Processed: \$780.40  
Total # Of Units: 7,984  
Transaction Count: 29  
Account Holder:  
Transactions: 13  
Account Holder Total: \$17.89  
1 % Fee: \$0.09  
Guest:  
Transactions: 3  
Guest Total: \$0.29  
9.5% Fee: \$0.02  
0.01 \$47.15  
0.05 \$37.30  
0.10 \$98.20  
0.25 \$291.25  
0.50 \$69.50  
1.00 \$237.00

**PRINT DETAILED DAY REPORT**

**DAY REPORT**  
Printed on 6/11/2013 at 10:03:38 AM

SOD Date/Time: 5/16/2013 12:00:05 AM  
EOD Date/Time: Never closed  
End of Day Sequence Number: 21

\*\*\*\*\*  
**RECEIPT DEPOSITS**

COIN	UNIT	VALUE
0.01	4,715	\$47.15
0.05	746	\$37.30
0.10	982	\$98.20
0.25	1,165	\$291.25
0.50	139	\$69.50
1.00	237	\$237.00
<b>Coin Total</b>	<b>7,984</b>	<b>\$780.40</b>

Expected Service Fees: \$0.11  
Expected Payout: \$18.18  
Receipt Transaction Count: 29

**DAY COIN TOTALS:**

COIN	UNIT	VALUE
0.01	4,715	\$47.15
0.05	746	\$37.30
0.10	982	\$98.20
0.25	1,165	\$291.25
0.50	139	\$69.50
1.00	237	\$237.00
<b>Coin Total</b>	<b>7,984</b>	<b>\$780.40</b>

**BIN 000005 CONTENTS AT START OF DAY**

COIN	UNIT	VALUE
0.01	709	\$7.09
0.05	488	\$24.40
0.10	543	\$54.30
0.25	403	\$100.75
0.50	74	\$37.00
1.00	126	\$126.00
<b>Coin Total</b>	<b>2,343</b>	<b>\$349.54</b>

**BINS REMOVED DURING DAY**

SEO NUM	F/P	COIN COUNT	VALUE
5	p	2,685	\$395.73
6	p	7,585	\$724.09
<b>Total</b>		<b>10,270</b>	<b>\$1,119.82</b>

**BIN 000007 CONTENTS AT END OF DAY**

COIN	UNIT	VALUE
0.01	12	\$0.12
0.05	10	\$0.50
0.10	15	\$1.50
0.25	16	\$4.00
1.00	4	\$4.00
<b>Coin Total</b>	<b>57</b>	<b>\$10.12</b>

\*\*\*\*\* **BALANCE SECTION** \*\*\*\*\*  
Bin Total at Start of Day: \$349.54  
Transaction Coin Total: \$780.40  
Net Coin Total: \$1,129.94  
Removed Bin Total: (\$1,119.82)  
Bin Total at End of Day: (\$10.12)  
Net Balance: \$0.00

\*\*\*\*\* **STATISTICS SECTION** \*\*\*\*\*  
Total Number of Transactions: 29  
Average Transaction: \$26.91

**PRINT DAY TRANSACTIONS**

First National  
1421 Thornwood Ave.  
Mt. Prospect, IL

**BUSINESS DAY TRANSACTION REPORT**  
6/11/2013 10:05:22 AM

Report for Date: 6/11/2013

TIME	AUDIT NUMBER	TOTAL VALUE	SERVICE FEE TOTAL
9:44:48 AM	179	\$2.94	\$0.03
9:50:46 AM	178	\$2.94	\$0.03
9:28:00 AM	177	\$3.19	\$0.03
10:25:57 AM	176	\$0.05	\$0.00
10:23:35 AM	175	\$1.00	\$0.00
12:02:27 PM	174	\$60.37	\$0.00
8:40:35 AM	173	\$0.37	\$0.00
8:37:19 AM	172	\$110.60	\$0.00
8:35:59 AM	171	\$18.00	\$0.00
8:34:29 AM	170	\$16.96	\$0.00
8:32:29 AM	169	\$0.98	\$0.00
2:02:20 PM	168	\$168.07	\$0.00
2:06:45 PM	167	\$0.00	\$0.00
9:46:15 AM	166	\$2.63	\$0.00
11:17:38 AM	165	\$0.25	\$0.00
11:16:29 AM	164	\$0.25	\$0.02
11:15:45 AM	163	\$0.01	\$0.00
11:14:55 AM	162	\$0.10	\$0.00
11:14:08 AM	161	\$0.01	\$0.00
11:12:57 AM	160	\$0.01	\$0.00
11:12:10 AM	159	\$0.05	\$0.00
9:51:48 AM	158	\$0.25	\$0.00
8:46:01 AM	157	\$0.86	\$0.00
8:31:57 AM	156	\$3.19	\$0.00
8:29:34 AM	155	\$3.19	\$0.00
1:48:59 PM	154	\$337.94	\$0.00
9:53:16 PM	153	\$10.10	\$0.00
3:21:16 PM	152	\$33.00	\$0.00
3:14:04 PM	151	\$3.09	\$0.00
<b>Total</b>		<b>\$780.40</b>	<b>\$0.11</b>

**PRINT ALL DAYS**

First National  
1421 Thornwood Ave.  
Mt. Prospect, IL

**SUMMARY FOR ALL BUSINESS DAYS**  
6/11/2013 10:11:48 AM

DATE	VALUE TOTAL	UNIT TOTAL	SERVICE FEE TOTAL
5/16/2013	\$780.40	7,984	\$0.11
5/15/2013	\$0.00	0	\$0.00
5/14/2013	\$0.00	0	\$0.00
5/13/2013	\$1,889.68	19,602	\$0.00
5/12/2013	\$0.00	0	\$0.00
5/11/2013	\$0.00	0	\$0.00
5/10/2013	\$3,039.52	32,895	\$0.00
5/9/2013	\$6,993.03	28,360	\$0.01
5/8/2013	\$0.21	3	\$0.02
5/7/2013	\$0.40	4	\$0.04
5/6/2013	\$0.10	1	\$0.01
5/5/2013	\$0.00	0	\$0.00
5/4/2013	\$0.00	0	\$0.00
5/3/2013	\$0.00	0	\$0.00
5/2/2013	\$0.00	0	\$0.00
5/1/2013	\$0.00	0	\$0.00
4/19/2013	\$8,349.43	34,672	\$11.35
4/18/2013	\$0.00	0	\$0.00
4/18/2013	\$0.00	0	\$0.00
4/17/2013	\$11.32	26	\$0.00
4/12/2013	\$6.89	16	\$0.00
<b>Total</b>	<b>\$21,070.98</b>	<b>123,563</b>	<b>\$11.54</b>

Item	Description
<b>1. Attendant</b>	Access <i>ATTENDANT MAIN MENU</i> screen for reports and bin clearing.
<b>2. Machine Status Message</b>	Reports condition of machine – errors.
<b>3. Machine Status</b>	Calendar Day Total, Reject Count, Bin Balance and Denomination Totals.
<b>4. Machine Details</b>	Instructions for error resolution.
<b>5. Consumer Screen</b>	Return to the <i>CONSUMER</i> screen.
<b>6. Place Out of Service</b>	Initiate ‘Temporarily Out of Service’ display.
<b>7. Clear</b>	(Not shown) Appears when needed for error resolution.
<b>8. Manually End Transaction</b>	(Not shown) Allows attendant to end the active transaction. Appears as needed for error or machine condition resolution.
<b>9. Footer</b>	Shows date and time, current software version.
<b>10. Administrator</b>	Not for attendant use
<b>11. Diagnostics</b>	Not for attendant use
<b>12. Setup</b>	Not for attendant use
<b>13. Bin Fullness, Active Bin</b>	Show percent-full for each bin (if dual bin) and indicate which bin is active (dual bin only).

# Clearing, removing and replacing bins

## Clear full or partial bin

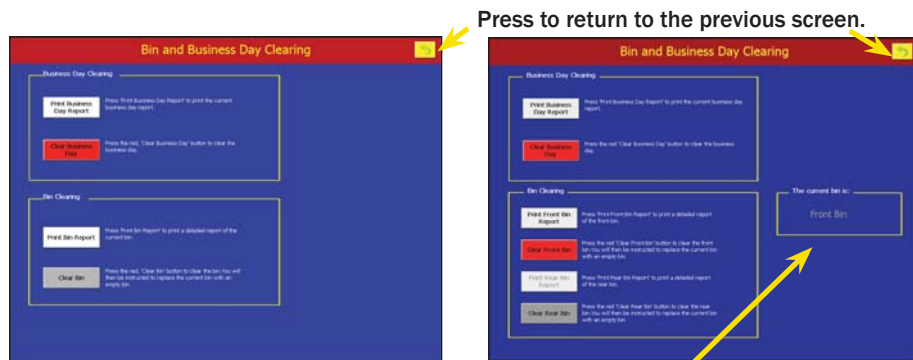
When a hard bin limit is reached during a transaction, the *MOMENTARY DELAY* screen appears. Attendant should login to the *MAIN SYSTEM MENU* screen and follow the instructions given to resolve the error. (See [Momentary delay on page 10](#)).

The current transaction must be ended. Consumer can leave with uncounted coins and redeem their receipt or wait to count remaining coins after full bin is replaced.

If an empty bin is not available to replace the full bin, leave bin in the machine and select **Temporarily Out of Service**.

## To clear a bin before it becomes full:

1. From *MAIN SYSTEM MENU* screen, select **Attendant**.
2. From *ATTENDANT MAIN MENU* screen, select **Bin and Business Day Clearing**.



Press to return to the previous screen.



For dual bin machines, the current bin is identified in box to the right of the Bin Clearing box.

3. Under Bin Clearing, select **Print Bin Report, Print Front Bin Report** or **Print Rear Bin Report**, as appropriate. Press twice to print two copies of the bin report.

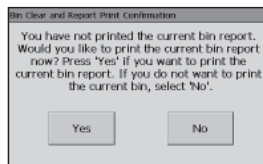
- a. Place a copy of the report in the report pocket on the coin bin.
- b. Keep a copy at the location.



4. Select **Clear Bin, Clear Front Bin** or **Clear Rear Bin**, as appropriate. A system dialog prompts Attendant to confirm clearing a non-full bin. Select **Yes** to clear the bin or **No** to cancel.



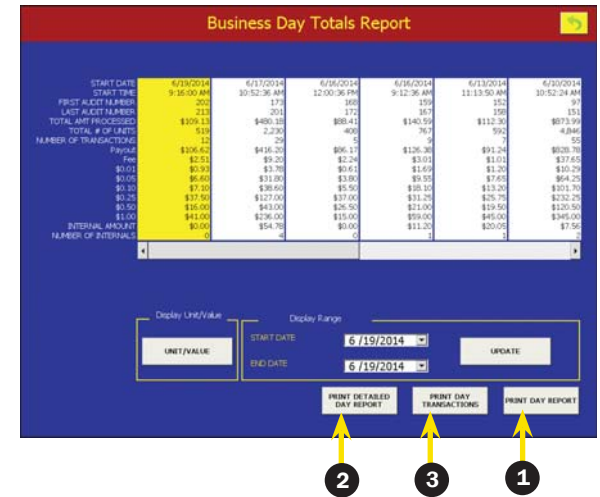
When **Clear Bin** is selected without first printing a report, a system dialog asks Attendant to print report or to confirm clearing the bin without printing a report. Select **Yes** to print bin report or **No** to clear the bin and continue without printing a report.



# Business Day Totals Report

The *BUSINESS DAY TOTALS REPORT* screen prints coin data for a specific business day/ time period. Can be set to occur automatically at a specific time, every 24 hours, or can be manually cleared at any time.

1. PRINT DAY REPORT includes Business Date Reported, Total Amt. Processed, Total Units, Transaction Count, Value of Coin Accepted, Service Charges, and value by denomination for the selected day.
2. PRINT DETAILED DAY REPORT prints the start of day (SOD) and end of day (EOD) for the selected day, plus the EOD sequence number. Coin totals are listed by denomination, Unit and Value.



The Statistics Section of the report includes bag details and other information, as shown in the report example on [page 22](#).

3. PRINT DAY TRANSACTIONS prints all transactions by audit number for the selected day and may be used for end-of-day balancing. Report includes the date being reported on, Time, Audit Number, Value and Service Fee totals for each transaction.

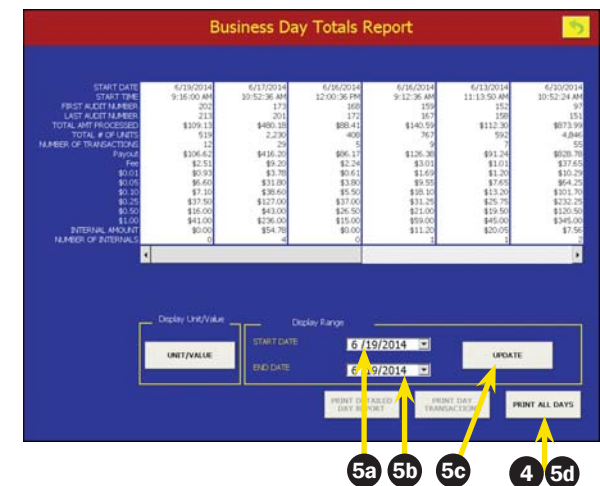
- a. Select a day (column highlighted in yellow).
- b. Select **PRINT DAY TRANSACTIONS**.

4. PRINT ALL DAYS (without entering a date range) is a summary that includes the Date, Value, Unit Total and Service Fee Total for all coins collected for all days.

**Be advised - the report generated may be very long.**

5. To get a summary report for a specific date range:

- a. Enter the desired START DATE.
- b. Enter the desired END DATE.
- c. Select **UPDATE**.
- d. Select **PRINT ALL DAYS**.





4. To get a summary report for a specific date range:
  - a. Enter the desired START DATE.
  - b. Enter the desired END DATE.
  - c. Select **UPDATE**.
  - d. Select **PRINT ALL DAYS**.

**Calendar Day Totals Report**

	Day 4	Day 3	Day 2	Day 1
START DATE	3/25/2013	3/22/2013	3/21/2013	3/20/2013
FIRST AUDIT NUMBER	26	11	8	1
LAST AUDIT NUMBER	31	25	10	7
TOTAL \$ AMT PROCESSED	\$57.13	\$319.73	\$0.52	\$1,648.14
TOTAL # OF UNITS	460	3,154	6	10,014
NUMBER OF TRANSACTIONS	6	15	3	7
Account Holder Total	\$52.07	\$152.95	\$0.00	\$0.00
No Fee	\$5.06	\$17.03	\$0.00	\$0.00
Guest Total	\$14.72	\$0.00	\$0.00	\$0.00
Service Fee	\$1.60	\$0.00	\$0.00	\$0.00
\$0.01	\$1.30	\$11.43	\$0.02	\$33.79
\$0.05	\$4.50	\$20.25	\$0.05	\$02.50
\$0.10	\$4.50	\$54.30	\$0.20	\$159.60
\$0.25	\$46.75	\$225.75	\$0.25	\$640.25
\$0.50	\$0.00	\$0.00	\$0.00	\$96.00
\$1.00	\$0.00	\$0.00	\$0.00	\$636.00

Display Unit/Value: UNIT/VALUE

Display Range: START DATE: 3/20/2013, END DATE: 3/20/2013

UPDATE

PRINT DAY TRANSACTIONS    PRINT ALL DAYS

4a
4b
4c
3
4d

**PRINT DAY REPORT**

First National 1421 Thornwood Ave. Mt. Prospect, IL	
DAY CALENDAR REPORT	9:56:46 AM
6/11/2013	
Day Number:	47
Report for Calendar Date:	6/11/2013
Total Amt. Processed:	\$9.07
Total # Of Units:	55
Transaction Count:	3
Account Holder:	3
Transactions:	\$8.98
Account Holder Total:	\$0.09
Guest:	
Transactions:	0
(Guest Total):	\$0.00
9.5% Fee:	\$0.00
0.01	\$0.12
0.05	\$0.45
0.10	\$1.50
0.25	\$4.00
0.50	\$0.00
1.00	\$3.00

**PRINT DAY TRANSACTIONS**

First National 1421 Thornwood Ave. Mt. Prospect, IL			
CALENDAR DAY TRANSACTION REPORT	9:59:30 AM		
6/11/2013			
Report for Date:	6/11/2013		
TIME	AUDIT NUMBER	TOTAL VALUE	SERVICE FEE TOTAL
9:44:48 AM	179	\$2.94	\$0.03
9:30:46 AM	178	\$2.94	\$0.03
9:28:00 AM	177	\$3.19	\$0.03
<b>Total</b>		<b>\$9.07</b>	<b>\$0.09</b>

**PRINT ALL DAYS**

First National 1421 Thornwood Ave. Mt. Prospect, IL			
SUMMARY FOR ALL CALENDAR DAYS	10:01:57 AM		
6/11/2013			
DATE	VALUE TOTAL	UNIT TOTAL	SERVICE FEE TOTAL
6/11/2013	\$9.07	55	\$0.09
6/10/2013	\$1.05	2	\$0.00
5/31/2013	\$207.28	4,570	\$0.00
5/30/2013	\$168.07	844	\$0.00
5/24/2013	\$2.63	15	\$0.00
5/23/2013	\$8.17	51	\$0.02
5/22/2013	\$337.94	2,105	\$0.00
5/21/2013	\$10.10	101	\$0.00
5/16/2013	\$36.09	241	\$0.00
5/13/2013	\$1,889.68	19,602	\$0.00
5/10/2013	\$3,039.52	32,895	\$0.00
5/9/2013	\$6,993.03	28,360	\$0.01
5/8/2013	\$0.21	3	\$0.02
5/7/2013	\$0.40	4	\$0.04
5/6/2013	\$0.10	1	\$0.01
4/24/2013	\$188.82	659	\$11.35
4/23/2013	\$1,985.95	7,905	\$0.00
4/22/2013	\$1,966.70	8,054	\$0.00
4/19/2013	\$4,207.96	18,054	\$0.00
4/17/2013	\$11.32	26	\$0.00
4/12/2013	\$6.89	16	\$0.00
<b>Total</b>	<b>\$21,070.98</b>	<b>123,563</b>	<b>\$11.54</b>

**Remove bin**



A full bin can weigh 500 lb. or more. Please follow recommended procedures to prevent injury.



Handle flyaway hazard. Completely lower bin to floor before releasing handle.

**Single bin or front bin (dual bin machine) removal:**

Use exterior bin dolly or telescoping dolly stored inside machine cabinet (if available) to move bins to a secure indoor location for later transport.

1. Extend and secure handle if using telescoping dolly.
2. Insert dolly ball into bin socket.
3. Push dolly handle down only enough to lift bin slightly off floor, and pull bin forward slowly.
4. Move bin to a secure location.
5. Carefully raise dolly handle to lower bin onto a level floor surface.
6. Remove dolly from bin.



**Rear bin removal (dual bin machine):**

Use bin dolly with both ball and hook or modified telescoping dolly with hook for rear removal/replacement (hook sold separately).

1. If dolly has ball exposed, push lever up with foot as shown to expose hook.



2. Maneuver hook beneath socket.



3. Push dolly handle down enough to lift bin slightly off floor and slowly pull bin forward to about the position shown (or until the ball can be used to pull bin the rest of the way out of the machine).



4. Push down with foot as shown to flip hook over and expose ball.



5. Follow steps 2 through 6 above.

## Replace bin

### Single bin model or dual bin model, front bin:

1. Insert dolly ball in socket of empty bin.
2. Maneuver bin into machine cavity.
3. Remove dolly from bin.
4. Pull the tab to collapse dolly and store inside machine cabinet (telescoping dolly only).
5. Close and lock the machine cabinet.

### Dual bin model, rear bin:

If replacing rear bin on a dual-bin machine, use ball end of dolly to move bin part way in, then flip from ball to hook (see photo) and use hook to slowly push bin to back of cabinet.

## Troubleshooting

### Momentary delay

When selected in setup, the optional indicator light on top of the display signals that the machine has an error or needs attention. The screen displays a message stating "Momentary Delay – Please call an attendant for assistance." The current value of coin processed is also displayed, if applicable.

Attendant should login (see [Attendant Login on page 5](#)) to read the Machine Status Message and Machine Details on the *MAIN SYSTEM MENU* screen. Follow the recommended steps to resolve the issue and restore the machine to active service.

Indicator light (optional)



## Calendar Day Totals Report

Prints counted coin data for specified calendar day(s).

The *CALENDAR DAY TOTALS REPORT* screen database contains only days in which valid or foreign coin is counted. If a date does not appear, no coin was counted during that 24-hour period.

The on-screen report provides the detail for each day of processing. Amounts can be given in units or values by toggling the **UNIT/VALUE** key.

Four reports may be printed:

	Day 5	Day 4	Day 3	Day 2	Day 1
START DATE	3/26/2013	3/25/2013	3/22/2013	3/21/2013	3/20/2013
FIRST AUDIT NUMBER	32	26	11	8	1
LAST AUDIT NUMBER	37	31	25	10	7
TOTAL \$ AMT PROCESSED	\$12.16	\$57.13	\$319.73	\$0.52	\$1,648.14
TOTAL # OF UNITS	76	460	3,154	6	10,014
NUMBER OF TRANSACTIONS	6	6	15	3	7
\$0.05	\$0.11	\$1.38	\$11.43	\$0.02	\$33.79
\$0.10	\$1.05	\$4.50	\$28.25	\$0.05	\$82.50
\$0.25	\$0.00	\$4.50	\$54.30	\$0.20	\$159.60
\$0.50	\$11.00	\$46.75	\$225.75	\$0.25	\$640.25
\$1.00	\$0.00	\$0.00	\$0.00	\$0.00	\$96.00
	\$0.00	\$0.00	\$0.00	\$0.00	\$636.00

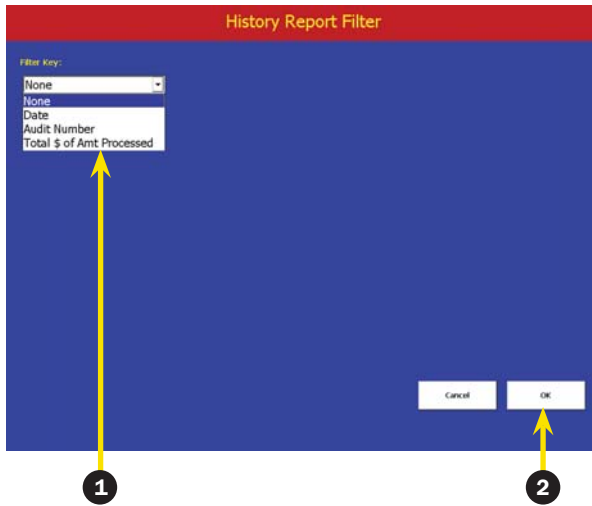
1. PRINT DAY REPORT prints a summary for the highlighted date. Report shows the Date, Value, Unit and Service Fee totals for the selected 24-hour period.
  - a. Select a day (column highlighted in yellow).
  - b. Select **PRINT DAY REPORT**.
2. PRINT DAY TRANSACTIONS prints all transactions by audit number for the selected day and may be used for end-of-day balancing. Report includes the date being reported on, Time, Audit Number, Value and Service Fee totals for each transaction.
  - a. Select a day (column highlighted in yellow).
  - b. Select **PRINT DAY TRANSACTIONS**.
3. PRINT ALL DAYS (without entering a date range) prints a summary for all days. Report includes the Date, Value, Unit and Service Fee totals for each day, and aggregate totals for the period requested. **Be advised - the report generated may be very long.**

1. To filter the report, set a start and end range for transaction history report and choose one of the following criterion from the drop-down list:

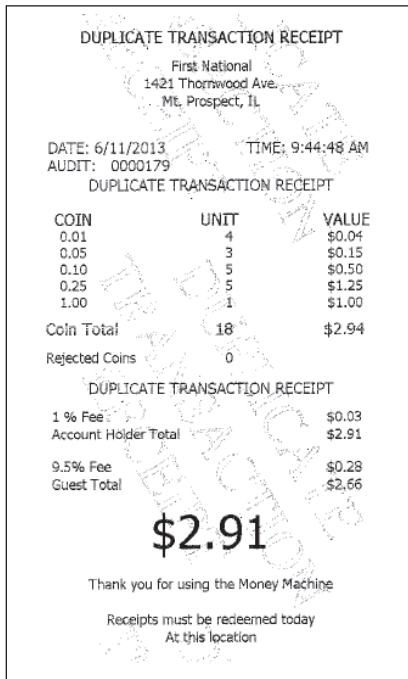
- Date
- Audit Number
- Total \$ of Amt Processed

2. Press **OK**.

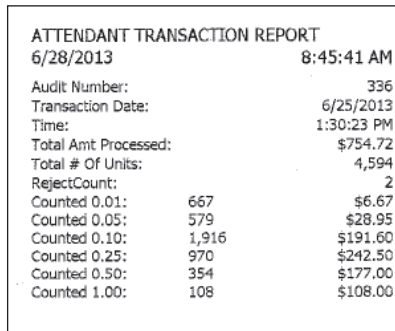
3. View results and, if desired, print the report.



#### DUPLICATE RECEIPT



#### PRINT TRANSACTION DETAILS



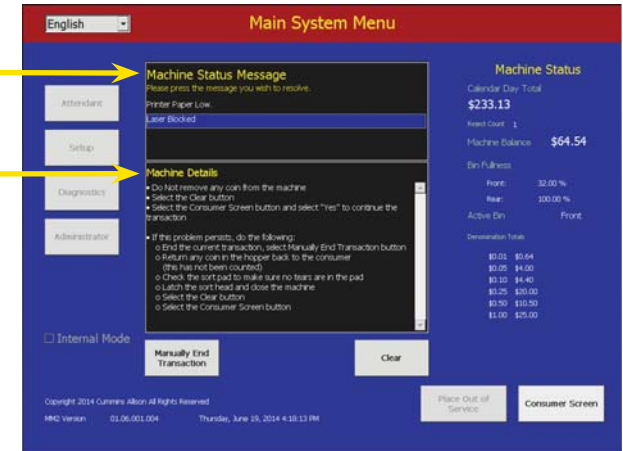
## Machine status message

Machine status is displayed. The following machine status messages require attendant action:

- Table jam detected
- Laser blocked
- Coin jam detected
- Hard bin limit has been reached
- Coin discrimination limit
- Printer error

Machine Status Message

Machine Details



Other machine condition messages may also appear with corresponding instructions for resolution as needed.

When more than one message appears, highlight one issue at a time. Instructions for the highlighted message appear under *Machine Details*. When that issue is corrected, highlight another and proceed as instructed. Resolve all errors before restoring the machine to service.

## Machine details

View steps for resolving the machine condition or error named in Machine Status Message.

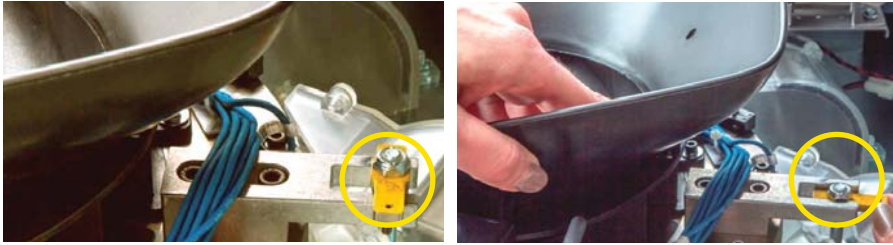
## Unlatch the sort disk

**CAUTION** Sort disk rotates and laser light is present when motor is running. To prevent injury, do not defeat safety interlock switches and avoid direct eye contact with laser.

In the event of a table or coin jam, or to remove coins or debris from the disk pad, it may be necessary to raise the sort disk.

To unlatch the sort disk:

1. Locate the latch behind the coin hopper.
2. Holding coin hopper firmly, release latch by turning to align with cutout.



3. Allow sort disk to gradually rise from the sort pad, continuing to hold hopper until disk is fully raised.



## Transaction history report

The *TRANSACTION HISTORY REPORT* screen allows viewing of onscreen reports. Consumer transactions are displayed chronologically in columns starting from the most recent at the far left. Use the scroll bar as needed to view transactions.

	# 166	# 165	# 164	# 163	# 162	# 161
DATE	6/19/2014	6/19/2014	6/19/2014	6/19/2014	6/19/2014	6/19/2014
TIME	3:03:50 PM	1:36:20 PM	1:33:28 PM	1:23:00 PM	1:22:05 PM	10:11:43 AM
AUDIT NUMBER	000000213	000000212	000000211	000000210	000000209	000000208
TOTAL AMT PROCESSED	\$52.52	\$5.56	\$6.46	\$10.03	\$10.59	\$4.77
TOTAL # OF UNITS	232	40	42	55	42	26
REJECT COUNT	0	0	0	0	0	0
BIN NUMBER	50 / 57	57	57	56	56	56
Payout	\$51.33	\$5.40	\$6.31	\$9.77	\$10.35	\$4.64
Fee	\$1.19	\$0.13	\$0.15	\$0.26	\$0.23	\$0.13
COUNTED \$0.01	\$0.37	\$0.16	\$0.11	\$0.08	\$0.08	\$0.02
COUNTED \$0.05	\$2.80	\$0.45	\$0.75	\$0.55	\$0.25	\$0.45
COUNTED \$0.10	\$3.10	\$0.70	\$0.60	\$1.40	\$0.50	\$0.30
COUNTED \$0.25	\$17.25	\$1.25	\$1.50	\$4.50	\$4.75	\$2.50
COUNTED \$0.50	\$10.00	\$0.00	\$0.50	\$0.50	\$0.00	\$0.50
COUNTED \$1.00	\$19.00	\$3.00	\$3.00	\$3.00	\$5.00	\$1.00

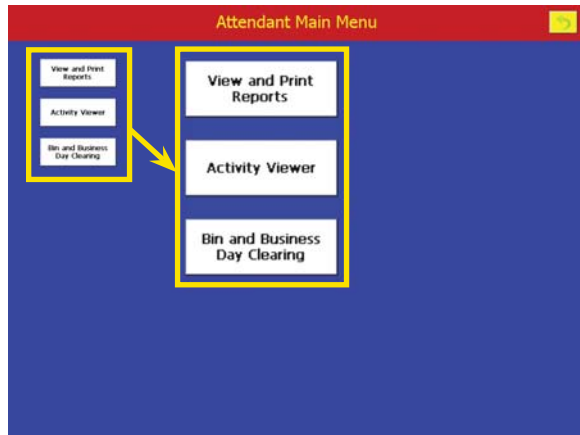
Item	Description
1. Statistics	View coin statistics or bin statistics showing denomination percentages for each transaction or for each coin bin.
2. Unit/Value	Select to toggle denomination display between units and values.
3. Duplicate Receipt	Select to print a duplicate receipt for a transaction.
4. Print Transaction Details	Print detail report of highlighted transaction. Button reads <b>Print All Transactions</b> when no transaction is selected (no yellow on screen).
5. Print All Transactions	Print entire history of transactions. Button reads <b>Print Transaction Details</b> when a transaction is selected in yellow on screen.
6. Filter	Allows reports to be filtered by Date, Audit Number and Total \$ of Amt Processed.

# Report management

## Attendant main menu

The *ATTENDANT MAIN MENU* screen is accessed via a button on the *MAIN SYSTEM MENU* screen (see [Main System Menu](#) on page 6).

Menu options include generating reports and clearing the bin or business day.

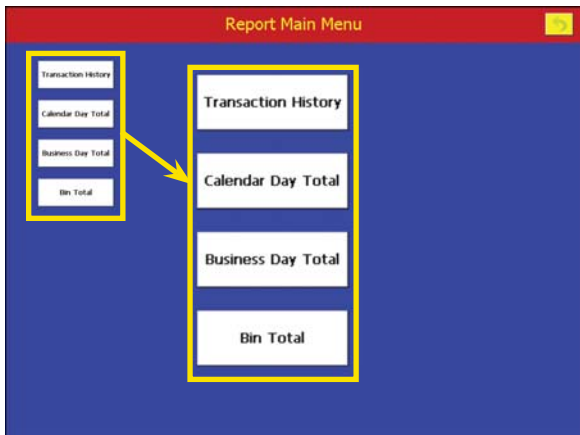


## View and print reports

From the *REPORT MAIN MENU* screen, the following reports may be generated:

- Transaction History
- Calendar Day Total
- Business Day Total
- Bin Total

All reports include the date and time the report is printed.



## Remove jam or debris

Proceed to clear table jam or remove debris from disk pad. Large debris or coins may be removed from the sort disk pad by hand.



Never wipe sort disk or pad, except as instructed on [page 26](#).



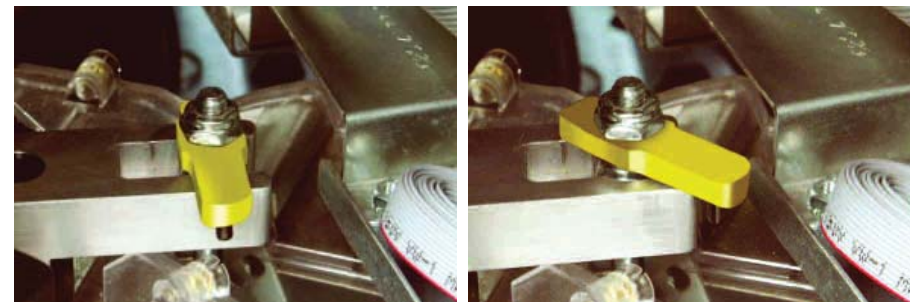
## Latch the sort disk

Before operating Money Machine 2, latch the sort disk as shown.



**DO NOT** attempt to force the sort disk onto the sort pad for latching. If the disk resists being lowered into position, raise it again. Carefully remove coin and debris from all surfaces and surrounding area before repeating the latching process.

1. Without forcing, press the sort disk down until it is flush with the sort pad. If disk resists, repeat cleaning – see stop message above.
2. Turn latch to lock the disk in place. Latch should be at a full right angle to the unlatched position, as shown.



**Correct:** disk is secured

**Incorrect:** disk is not secured

### **NOTICE**

Sort disk should always be latched properly before restoring Money Machine 2 to service. An improperly latched sort disk negatively impacts performance and may damage the machine.

## Printer error

Solutions to some common printer problems are described in this section.

The following printer errors may appear in the Machine Status Message:

- Printer error. Printer offline.
- Printer paper low.
- Printer error – out of paper.
- Printer cover is open.
- Printer error. Printer not connected or turned off.



CUSTOM printer

Follow the instructions under [Machine details on page 11](#) to resolve the printer error.



**CUSTOM printer does not have a power switch.**

## Print a duplicate receipt for a specific transaction

If needed, print a duplicate receipt for the consumer. Follow the instructions under [View and print reports on page 16](#) to access the *TRANSACTION HISTORY REPORT* screen. On that screen:

1. Locate the transaction.
2. Touch column to highlight the transaction.

Press to return to the previous screen.

	# 166	# 165	# 164	# 163	# 162	# 161
DATE	6/19/2014	6/19/2014	6/19/2014	6/19/2014	6/19/2014	6/19/2014
TIME	3:03:50 PM	1:36:20 PM	1:33:20 PM	1:23:00 PM	1:22:05 PM	10:11:43 AM
AUDIT NUMBER	000000211	000000212	000000211	000000210	000000209	000000208
TOTAL AMT PROCESSED	\$52.52	\$5.56	\$6.46	\$10.03	\$10.58	\$4.77
TOTAL # OF UNITS	232	40	42	55	42	26
REJECT COUNT	0	0	0	0	0	0
BBN NUMBER	58 / 57	57	57	56	56	56
PAYOUT	\$51.33	\$5.43	\$6.31	\$9.77	\$10.35	\$4.64
Fee	\$1.19	\$0.13	\$0.15	\$0.26	\$0.23	\$0.13
COUNTED \$0.01	\$0.37	\$0.35	\$0.11	\$0.08	\$0.08	\$0.02
COUNTED \$0.05	\$2.60	\$0.45	\$0.75	\$0.58	\$0.25	\$0.45
COUNTED \$0.10	\$3.10	\$0.70	\$0.60	\$1.40	\$0.50	\$0.30
COUNTED \$0.25	\$17.25	\$1.25	\$1.50	\$4.50	\$4.75	\$2.50
COUNTED \$0.50	\$10.00	\$0.00	\$0.50	\$0.50	\$0.00	\$0.50
COUNTED \$1.00	\$19.00	\$3.00	\$3.00	\$3.00	\$5.00	\$1.00

3. Press **Duplicate Receipt**.

## Clear printer jam or replace printer paper

Perform the following steps to clear a jam or replace the printer paper in CUSTOM printers.

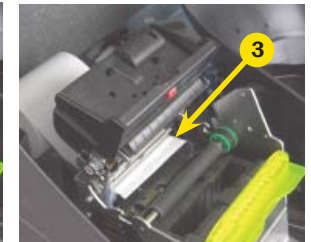
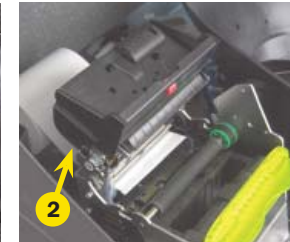
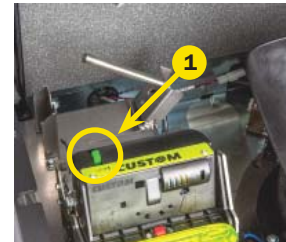


If your machine has a Citizen printer and you need assistance, please contact your CA representative or service technician for instructions.



Always pull paper out from the back of the machine with print head raised. Never pull paper out from inside printer toward the front of the machine.

1. Raise printer head by pushing up green tab on printer faceplate.
2. Pull the paper end out from the back of the machine, pulling toward paper roll.
3. Remove and discard any damaged paper or paper fragments.



4. Lower the printer head (you should hear an audible “click”).
5. If replacing paper, raise spool rod and remove existing roll.
6. Place new roll of thermal paper on the rod with paper flowing over the top, then lower rod back into place.
7. Follow the arrow and feed the paper edge into the back of the printer just beneath the green guide. (Printer “grabs” the paper and advances it through the paper path automatically.)
8. Paper is cut – remove visible end and discard.

