

MUNBYN

IMC08 Banknote Counter

Frequently Asked Questions

1.03

Document Name:

IMC08 Frequently Asked Questions-1.03.docx

| | Name | Signature | Date |
|---------------------|-------------|------------------|-------------|
| Prepared by: | James Hu | | |
| Reviewed by: | | | |
| Approved by: | | | |

Version History

| Date | By | Changes | Version |
|-----------|----------|--|---------|
| 2021-4-23 | James Hu | <ul style="list-style-type: none"> Initial Release | 1.00 |
| 2021-5-13 | James Hu | <ul style="list-style-type: none"> Add section 2.10 How to turn off the key beep? Add section 2.11 How to fix the abnormal batch function issue? | 1.01 |
| 2021-6-21 | James Hu | <ul style="list-style-type: none"> Update section 2.3 How to remove a stuck banknote or bill? Update section 2.6 When and how do I adjust the feeding gap adjustment? | 1.02 |
| 2021-9-9 | James Hu | <ul style="list-style-type: none"> Update section 2.1. What are the error codes displayed on the screen? Add section 2.2. Why does my bill go into the reject pocket? Add section 2.14. How do I fix the Unknown/IR/UV Error? | 1.03 |

Contents

| | |
|--|----------|
| Version History..... | 2 |
| 1.0. Capabilities..... | 4 |
| 1.1. What currencies does the IMC08 supports?..... | 4 |
| 1.2. Does the IMC08 recognize serial numbers?..... | 4 |
| 1.3. Does the IMC08 work with a printer?..... | 4 |
| 1.4. How does the external display work?..... | 4 |
| 1.5. Does the IMC08 have batch/bundling capability?..... | 4 |
| 1.6. Can transfer the counted record to the computer?..... | 4 |
| 2.0. Trouble Shooting..... | 5 |
| 2.1. What are the error codes displayed on the screen?..... | 5 |
| 2.2. Why does my bill go into the reject pocket?..... | 5 |
| 2.3. How do I clean the IMC08?..... | 6 |
| 2.4. How to remove a stuck banknote or bill?..... | 7 |
| 2.4.1. Bill was stuck in the feeding port (PS1 Error)..... | 7 |
| 2.4.2. Bill was stuck in the inside of machine (PS3R Error)..... | 8 |
| 2.4.3. Bill was stuck in the reject pocket (TD Error)..... | 8 |
| 2.5. How do I fix bills constantly jamming?..... | 9 |
| 2.6. The wheels keep spinning every couple second after the machine powers on, and indicates an error, how do I fix it?..... | 9 |
| 2.7. When and how do I adjust the feeding gap adjustment?..... | 10 |
| 2.8. When and how to do I calibrate the CIS sensor?..... | 12 |
| 2.9. How do I restore the unit back to factory settings?..... | 14 |
| 2.10. What should I do if the machine keeps stop counting and error displayed on the screen?..... | 15 |
| 2.11. How can I turn off the key beep? | 15 |
| 2.12. What should I do if my preset batching is not working correctly?..... | 16 |
| 2.13. How do I fix the MOTOR ERROR?..... | 16 |
| 2.14. How do I fix the Unknown/IR/UV Error?..... | 16 |
| 2.14.1. Check bills..... | 16 |
| 2.14.2. Install the banknote guiders and adjust the feeding gap..... | 17 |
| 2.14.3. Perform CIS calibration..... | 17 |
| 2.14.4. Adjust the detection level..... | 17 |

1.0. Capabilities

1.1. What currencies does the IMC08 supports?

The default currencies in the IMC08:

US/CA version: USD, EUR, CAD, MXN, GBP,

EU version: EUR, USD, GBP, CHF, PLN, SEK, NOK, DKK,

UK version: EUR, USD, GBP, SCO, CHF, PLN, SEK, NOK, DKK.

The IMC08 software can also support COP (Colombian Pesos), LBP (Lebanese Pesos), DOP (Dominican Republic Pesos) and up to 100 additional currencies. There is no charge for additional currencies. Please contact our support team for more details and upgrade to a new configuration.

1.2. Does the IMC08 recognize serial numbers?

This machine can recognize the serial numbers of all default currencies in the IMC08.

Please note it does detect fake serial numbers.

1.3. Does the IMC08 work with a printer?

Yes, the ITTP106 printer is compatible with the IMC08.

The ITTP106 can print the record of the counted banknotes, number, total currency value counted, as well as a breakdown of count by denomination, and serial number.

1.4. How does the external display work?

If counting one currency (SDC mode), the quantity and value of the counted notes will be displayed on the external screen when counting one currency only. If use the multi-currency (MDC model), only the number of the counted notes will be displayed on the external screen.

1.5. Does the IMC08 have batch/bundling capability?

Yes, the IMC08 has batch function for bundling. The capacity of the stacker is 200. However, you can set the batch number from 0 to 998. For example, if you set the batch number to 50, when you put 200 notes in the hopper, the IMC08 will stop once the counted quantity gets to 50 for you to bundle or strap the bills.

1.6. Can transfer the counted record to the computer?

Yes. First, ensure there is a USB flash drive (not supplied) into the USB Port.

After counting, a log file will be exported to the flash drive. Then, simply copy the newly-created OCR_SN txt file from the USB flash drive to the computer.

2.0. Trouble Shooting

2.1. What are the error codes displayed on the screen?

Table 2- 1 Error Codes

| Error Message | Handling Method (Recommendation) |
|---------------|---|
| PS1 Error | Please remove the banknote and refer to section 2.4 for troubleshooting. |
| PS3R Error | |
| TD Error | |
| Motor Error | Please remove the banknote and refer to section 2.13 for troubleshooting. |

2.2. Why does my bill go into the reject pocket?

Please click the "REJ" button to view the REJ error code, and troubleshoot according to the REJ error codes, as shown in the following table.

Table 2- 2 REJ analysis table

| Error Code | Handling Method (Recommendation) |
|------------|--|
| UV | Remove the banknote, clean the UV sensor If the problem still occurs, please follow section 2.14 to troubleshoot. |
| SIZE | If the errors occur frequently, adjust the screw toward the anti-clockwise to decrease the feeding gap. |
| DB | If the errors occur frequently, adjust the screw toward the anti-clockwise to decrease the feeding gap. |
| UNKNOWN | Clean the CIS sensor, and calibrate the CIS If the problem still occurs, please follow section 2.14 to troubleshoot. |
| ANGLE | Do not place banknotes at an angle when counting |
| DENOMI | When the SDC mode is turned on, banknotes of different denominations will be placed in the Reject pocket, and the REJ list will display "Denomination" |
| FACE | Remove the banknote, clean the CIS sensor; |
| ORI | Perform the CIS sensor calibration; Collect the data of the banknote. |
| MT/MT1 | This banknote may be counterfeit; |
| MG | Remove the banknote, clean the MG sensors; |
| IR | Remove the banknote, clean the CIS sensor; If the problem still occurs, please follow section 2.14 to troubleshoot. |

2.3. How do I clean the IMC08?

Please follow the following steps to clean the machine. Before cleaning the machine, please turn off the machine first.

1) Clean the Hopper

There are 3 parts need to be clean in the hopper: hopper sensor, banknote processing wheel and the banknote entrance, please use the nylon brush to clean them.

2) Clean the Stacker and Reject Pocket

As shown in the following figure, clean the stacker and reject pocket with nylon brush or cleaning cloth. Focus on the marked areas.

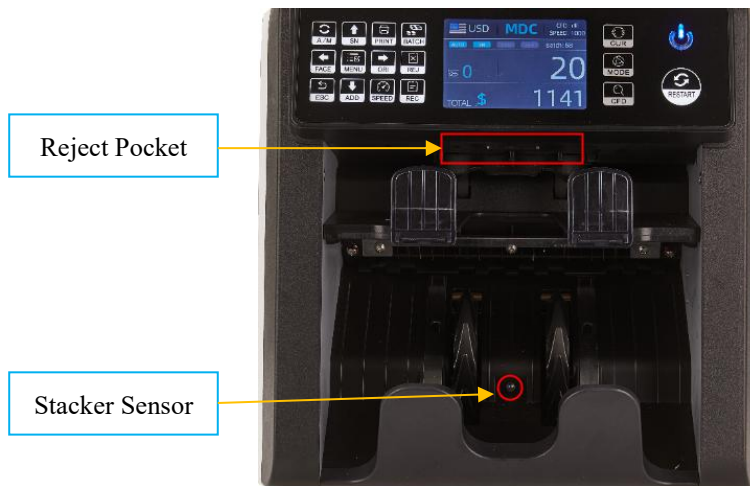


Figure 2-1 The Sensors in Stacker and Reject Pocket

3) Clean the Internal Sensors

a) Pull the handle of back cover.

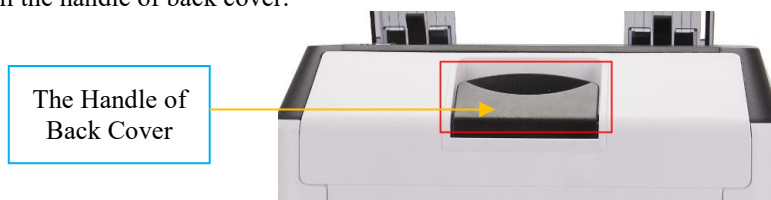


Figure 2.2 Handle of Back Cover



Figure 2-3 Back Cover Opened

b) As shown in the following figures, clean the marked with cleaning cloth or nylon brush respectively.

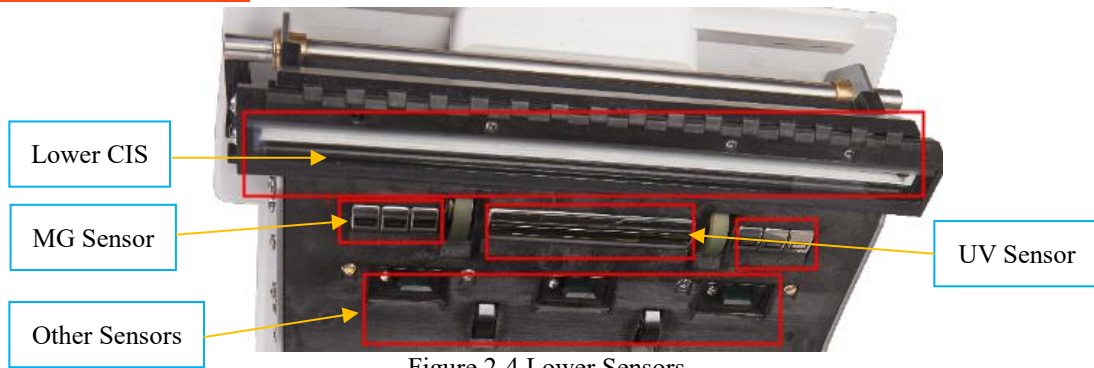


Figure 2-4 Lower Sensors

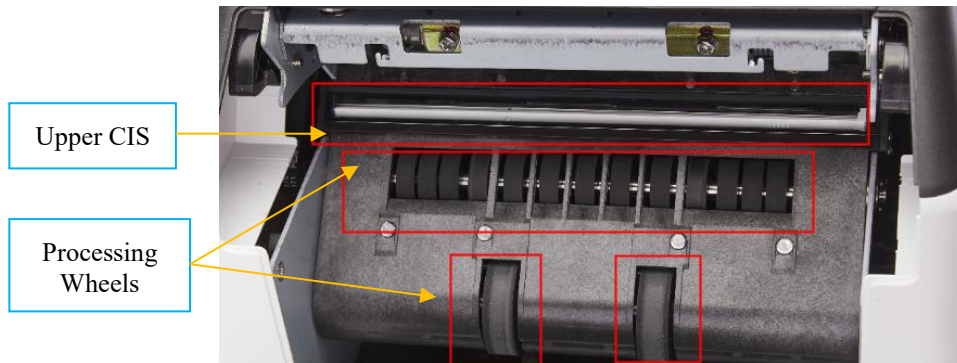


Figure 2-5 Upper Sensor

Note: For the CIS sensors, it is recommended to use a cleaning cloth to clean them, as shown in the following figures.

c) Close the cover and finish the machine cleaning.

2.4. How to remove a stuck banknote or bill?

2.4.1. Bill was stuck in the feeding port (PS1 Error)

If the bills are stuck inside the feeding port, please turn off the machine and rotate the banknote processing wheel down.

CAUTION: ALWAYS ENSURE MACHINE IS OFF BEFORE PUTTING HANDS/FINGERS NEAR THE PROCESSING WHEEL OR SLOT.



Figure 2-6 PS1 Error



Figure 2-7 The Direction of Wheel Rotation to Take the Jammed Bill

2.4.2. Bill was stuck in the inside of machine (PS3R Error)

PS3R Error will appear when a bill is stuck inside the IMC08, please follow the method below to remove the banknote.

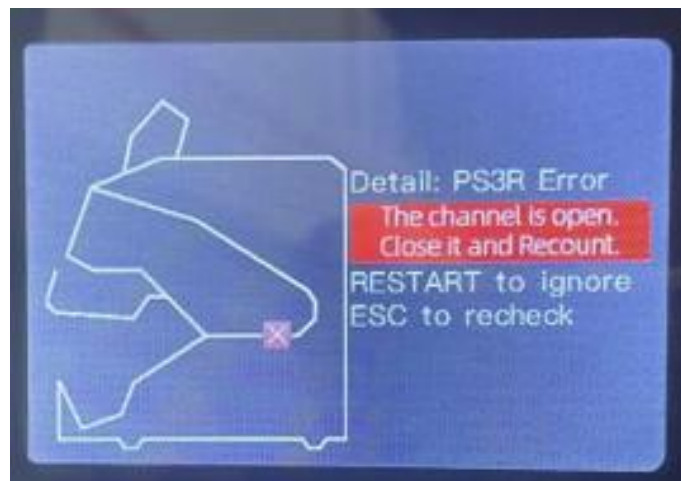


Figure 2-8 PS3R Error

Open the back to check if stuck bill in the inside of machine. If it is, just remove the bill to fix the problem.

CAUTION: ALWAYS ENSURE MACHINE IS OFF BEFORE PUTTING HANDS/FINGERS IN THE INSIDE OF MACHINE.

2.4.3. Bill was stuck in the reject pocket (TD Error)

When a bill is stuck in the reject pocket of IMC08, a TD Error will appear. Please follow the method below to remove the banknote.

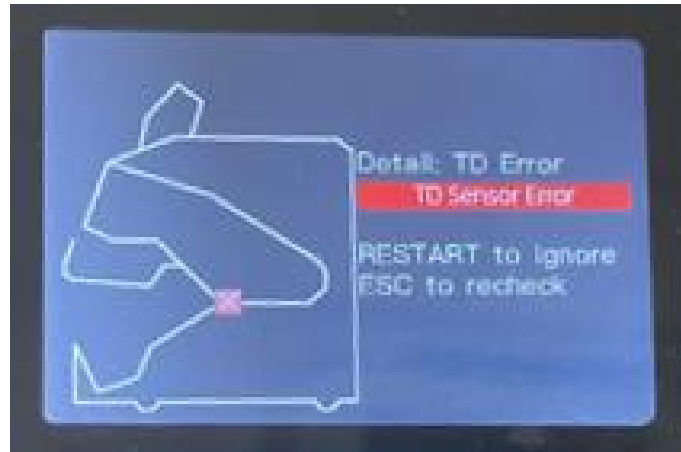


Figure 2-9 TD Error

If the screen displays the TD Error as the picture shows, please fix it by following steps.

- Check if the bill was stuck and remove the stuck bill according to this video: <http://munbyn.biz/08billjamming>

2.5. How do I fix bills constantly jamming?

If you experience a jam, try the following first:

1. Check to see if there is any visible dirt, dust, or any other foreign matter inside machine (look especially for remnants of bills they may have torn). Remove any foreign matter with tweezers or your fingers.

CAUTION: ALWAYS ENSURE MACHINE IS OFF BEFORE PUTTING HANDS/FINGERS NEAR THE PROCESSING WHEEL OR SLOT.

2. Clean the machine according to the directions in FAQ 2.3, including all sensors.
3. If necessary, ad, just the feeding gap according to the directions in FAQ 2.7

2.6. The wheels keep spinning every couple second after the machine powers on, and indicates an error, how do I fix it?

If the wheels in the hopper are consistently spinning after the machine powers on, and then stops with the “hopper sensor error” or “main motor error”, the hopper sensor is too sensitive.



Figure 2-10 Use Marker Pen to Decrease the Sensitivity of Hopper Sensor

Please use the marker pen to paint a little on the hopper sensor as shown in the above figure.

2.7. When and how do I adjust the feeding gap adjustment?

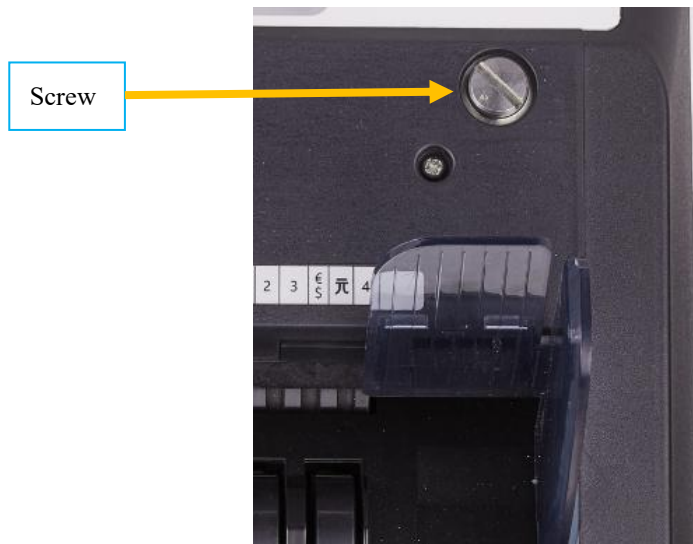


Figure 2- 11 The Adjustable Screw

The screw above is used to control the width of the feeding gap. You can use a coin to adjust the gap easily. The width will become bigger by rotating the screw clockwise toward the biggest dot. Turn counterclockwise to decrease the gap.



Figure 2- 12 Rotate the Screw to Increase the Feeding Gap



Figure 2- 13 Rotate the Screw to Decrease the Feeding Gap

To fine tune the feeding gap, do the following:

- 1) Turn off the auto counting feature.
- 2) Insert one banknote into the gap between the rollers to check if the banknote can be inserted smoothly, as shown in the following.

The 2 feeding gaps between rollers

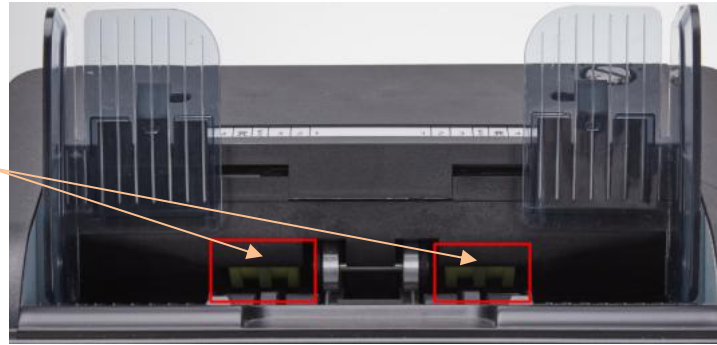


Figure 2- 14 The Banknote Feeding Gap



Figure 2- 15 One banknote to Check the Gap between the Rollers

If the banknote is hard to insert, that means the feeding gap is too small. Rotate the screw clockwise until the banknote can be inserted smoothly. If the feeding gap is so large that two or more banknotes can be inserted to the feeding gap, please rotate the screw counterclockwise until the gap can just allow one banknote at a time.

- 3) Use the banknote to check the other sides of the gap between rollers, to make sure the banknote can be inserted into both sides of the feeding gap smoothly.



Figure 2- 16 One Coin to Rotate the Screw

The IMC08 needs different gaps for different currencies, but otherwise should stay consistent. Having the correct feeding gap adjusted will ensure smooth operation as well as a trouble-free experience. You may need to do some trial and error before getting it perfectly smooth.

You may also wish to make his adjustment over time, When the banknotes are not fed smoothly through the machine or several error messages are occurring often such as: Bill Double Error, Chain Notes Error or Half Notes Error.

Other reasons that might require to readjust the feeding gap are:

- The counting of new or mint condition bills.
- The counting of poor or badly deteriorated bills.
- Polymer notes and paper-made notes counted together.

Demo video: <https://munbyn.biz/IMC08adjustment>

2.8. When and how to do I calibrate the CIS sensor?

CIS calibration is often needed when there are many errors during the banknote counting process.

- 1) Please enter the main menu. Next, go to the service menu with the password “9999”, as shown in the following figures.

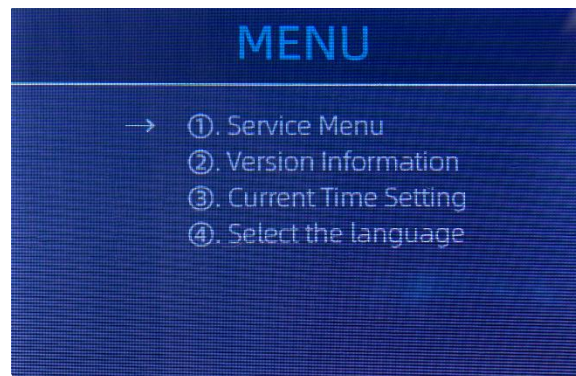


Figure 2- 17 Main Menu

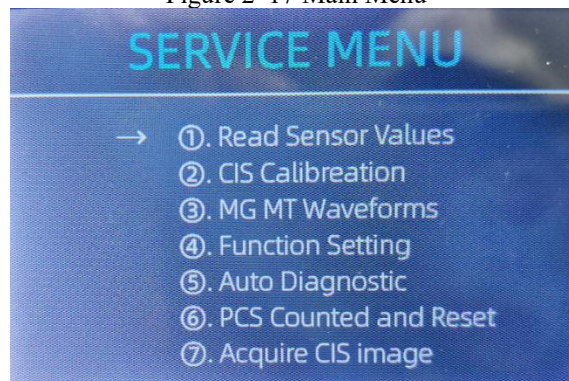


Figure 2- 18 Service Menu

- 2) Click the “CIS Calibration” option, shown below:

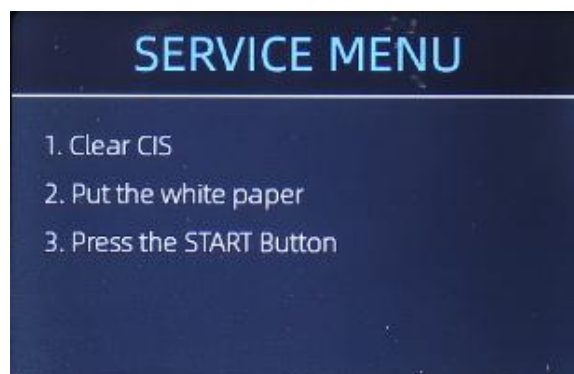


Figure 2- 19 CIS Calibration Interface

- 3) Open the back cover to clean the CIS sensors with a lint-free cleaning cloth.

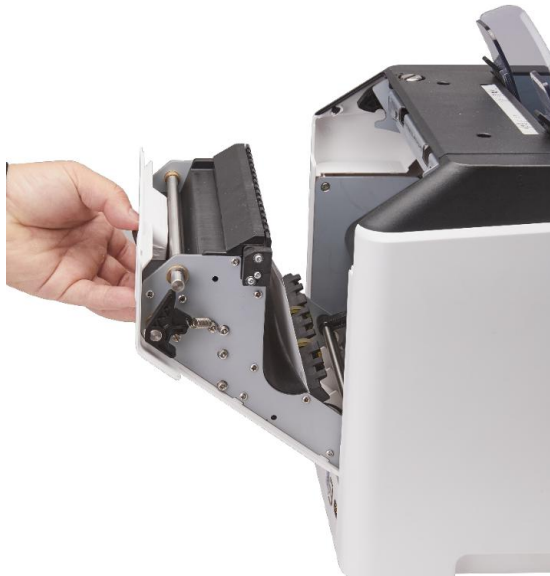


Figure 2-20 Open the Back Covers



Figure 2-21 Clean the 2 CISs

- 4) Using the included CIS calibration sheet (white paper), place inside as seen below, and close the back covers.



Figure 2-22 Place the CIS Calibration Paper

- 5) Start CIS calibration by pressing the “RESTART” button.

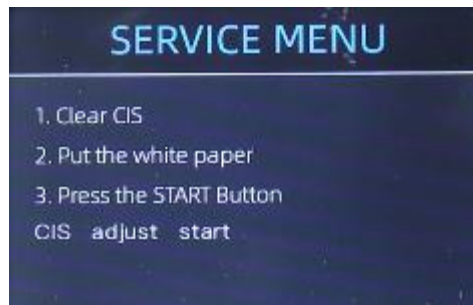


Figure 2-23 Start the CIS Calibration

- 6) After the machine finishes, just take remove the calibration paper out, close both covers, and turn off machine.
- 7) Finally, turn on the machine to finish the CIS calibration.

2.9. How do I restore the unit back to factory settings?

After fine tuning the screw and CIS calibration, if there are still some errors or the counting is still not correct, returning to the factory default setting mode is required.

- 1) On the main menu, choose the service menu with the password “9999”, as shown in the following figures. Then choose “Back to Default Setting.”

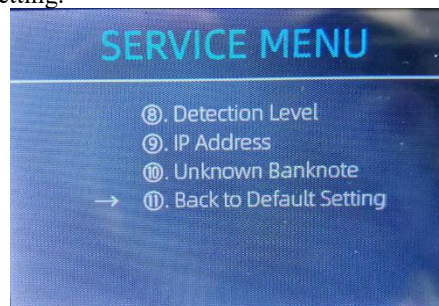


Figure 2-24 Service Menu



Figure 2-25 Default Setting Interface

- 2) After pressing start, the IMC08 will reset all the changed settings before settings to factory default.

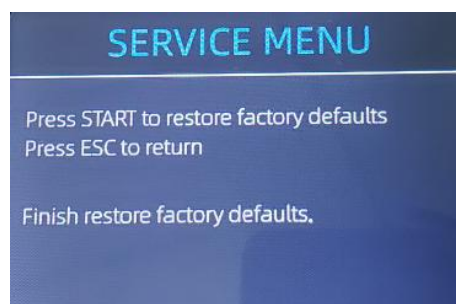


Figure 2-26 Default Setting Guide

- 3) The processing wheels and rollers in the IMC08 will run for a while.



Figure 2-27 Touch the Hopper Sensor

2.10. What should I do if the machine keeps stop counting and error displayed on the screen?

- 1) There may be some dust on the surface or sensors blocked by notes, please open the back cover to check if there is any foreign matter inside, and then clean the sensors with brush or soft cloth.
- 2) If there is still some error happen, please calibrate the CIS with the calibration white paper.
- 3) If you meet some chain note (the feeding gap is too large) or half note error (the feeding gap is too small), please readjust the feeding gap by rotating the screw according to section 2.7.
- 4) If you meet some UV, MT, MG or IR errors, please check the bill first, or decrease the CFD level and try again.
- 5) If it still doesn't work you try the above steps, go to the "Service Menu->Back to Default Setting" to reset your changed settings.

2.11. How can I turn off the key beep?

You can follow the steps below to turn off the key beep.

- 1) Enter the main menu, and go to the service menu with the password "9999", as shown in the following screenshots.

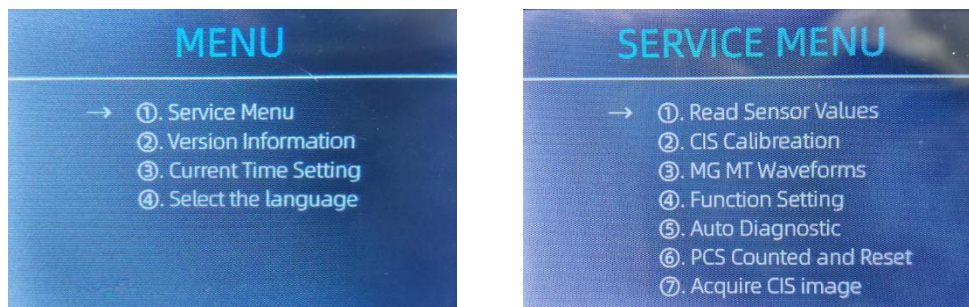


Figure 2-28 Menu and Service Menu

- 2) Choose "④Function Setting" and press enter. You will see the following.

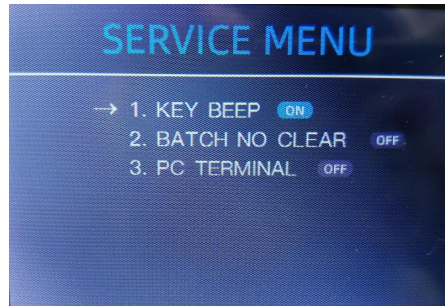


Figure 2-29 Function Setting Interface

- 3) Choose “KEY BEEP” to toggle this setting.

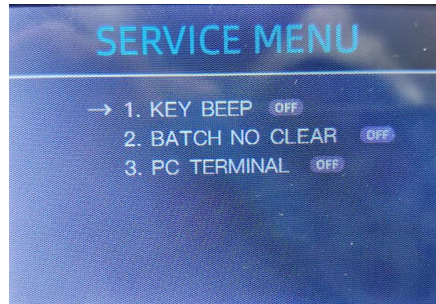


Figure 2-30 Menu and Service Menu

2.12. What should I do if my preset batching is not working correctly?

If the banknote counter does not stop at the correct preset batch quantity, please reset the banknote counter according to section 2.8.

2.13. How do I fix the MOTOR ERROR?

- 1) You need to disassemble the machine to check if the SCREW OF OPTOCOUPLER is tight. The position of optocoupler is as the picture 1 shows. If not, do the next step.
- 2) Check if the joint of optocoupler is tightly connected as the PICTURE 1 and VIDEO 1 shows. If the joint is fixed tightly, do the next step.
- 3) Follow the video 2 to exchange the position for both optocoupler. This way can effectively deal with the motor error issue.

Video 1: <http://munbyn.biz/IMC08-MORTOR-ERROR-VIDEO-1>

Video 2: <http://munbyn.biz/IMC08-MORTOR-ERROR-VIDEO-2>

2.14. How do I fix the Unknown/IR/UV Error?

2.14.1. Check bills

There are several conditions to make the Image/IR/UV Error happened.

- 1) The bill size is out of the range according to IMC08 specification.
- 2) The banknote is damaged with different ways such as lack of corner, tape, hole, tear and folded. As shown in Figure 2-31, it is not recommended to count this kind of bills.



Figure 2-31 Bill Damaged Ways

- 3) The banknote entrance is so small that the banknote cannot pass through it smoothly. In this case, you need to fine tune the screw by rotating it clockwise according to the following section.
- 4) Other abnormal operation or there is unknown thing inside the IMC08. If something inside the IMC08, you need to open the back cover to check, and clean the internal sensors.

2.14.2. Install the banknote guiders and adjust the feeding gap

- 1) Banknote guiders must be installed when counting bills.
- 2) Calibrate the feeding gap according to section 2.7.
- 3) Count bills again, if the error still exists, please follow the next steps to continue troubleshooting.

2.14.3. Perform CIS calibration

Open the back cover of IMC08 to clean it, and then perform CIS calibration according to section 3.7.

2.14.4. Adjust the detection level

If there is still an error after CIS calibration, it means that the sensitivity of IMC08 is too high. We can adjust the detection level according to the following steps to increase the acceptance of IMC08 to some old banknotes.

Long Press "MENU" key → Press "Service Menu" → Enter "9999" → Choose "(8) Detection Level" → Adjust the "UV", "CIS IR" to level 1.



Scan the QR code for Facebook online chat

Contact us

Email: support@munbyn.com

Whatsapp: +86-17817881067

Skype: live:munbyn

If you meet any problem during using the IMC08, please contact us.