Cashmaster GenuOne

Cashmaster GenuOne CS
User Guide

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Intended purpose

This document is provided for Cashmaster GenuOne users and describes how to get the most from their Cashmaster GenuOne product.

Contents

1   Safety and Using the Counterfeit Detector

Warning

- Do not operate the product in areas with high temperature or high humidity as this may cause the unit to malfunction.
- Do not disassemble this product. Incorrect re-assembly can cause electric shock.
- Before turning on the power, please make sure that there are no objects obstructing the operation of the rollers and wheels.
- Unplug this product from the mains outlet before cleaning. Do not use liquid/aerosol cleaners.

2   Package Contents

- Counterfeit Detector
- Power Adaptor
- User Manual
- Calibration Sheet

3   Product Overview

1.   LCD display
2.   Mode button
3.   Report/Direction button

4. Battery cover
5. Power switch
6. Power input socket
7. USB port (factory use only)
8. Micro SD slot (software update)

4 Operation

4.1 Power Supply and Charging

- **Power adaptor:** Connect the power adaptor to the mains power outlet and then connect the DC plug to the device's power input socket.

- **Rechargeable lithium battery:** GenuOne includes a rechargeable lithium-ion battery. When fully charged, the device can work without the power adaptor connected. It takes approximately 8 hours to fully charge the battery. When fully charged, the battery meter will show 3 bars.
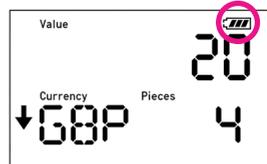

Warning: Only use the supplied Cashmaster GenuOne CS power adaptor and battery. Connecting a power adaptor meant for other purposes or from another device may cause permanent damage.

4.2 Turning on the Device

Turn the device on by pressing the power button on the top of the device. The device will perform an initialisation and self-test. When complete, 'PIECES' will show '0' indicating the unit is now ready for use.

Showing software version
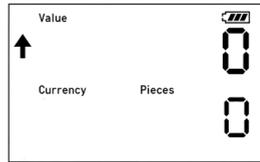
Initial screen

4.3 Function Setting

There are two control buttons on the top of the device that are used to set the functions.

Button Name	Button Icon	Use & Function
Mode Button	MODE	Long press = Clear report
Report/Direction Button	▲▼	Short press = View report Long press = Change direction

Note output direction: Press and hold the Report/Direction button for 2 seconds to change the note output direction.

Currency Setting

Note output direction
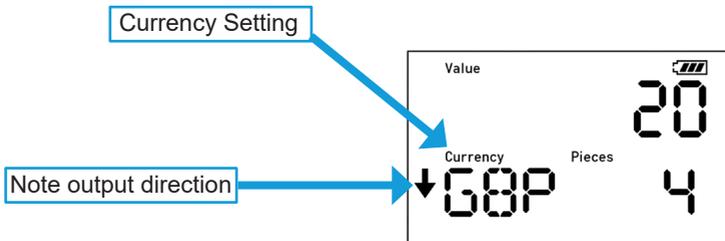
Direction symbol will change between ⬆ and ⬇

⬆ means the passing notes exit from the rear of the device.

⬇ means the passing notes exit from the front of the device.

NB.Suspect notes will always be rejected through the front of the device.

4.4 Using Your GenuOne Counterfeit Detector

Insert the note to the right side of the insertion slot as shown below, ensuring it is straight and kept to the right most side of the slot. Bank of England notes can be inserted in any orientation.

Scottish and Irish notes must be inserted with the serial number facing upwards and leading into device.

Avoid inserting notes that are:
• Crumpled
• Folded
• Torn
• Taped
• Excessively worn
• Stained

Cashmaster GenuOne uses size detection as part of the validation process. Crumpled, torn or folded notes may be rejected.

After a note is inserted, the detection system will check the security features of the note and then alert the user as to whether the note is considered genuine or suspect.

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Validated notes

Validated notes are those on which the expected security features were successfully verified by the device.

- Successfully validated notes will pass through the device to the rear or return to the front without alert (depending on the direction setting).
- The piece count will increment by 1 and the total value will increase by the face value of the note.

Total value of all inserted notes

Number of pieces
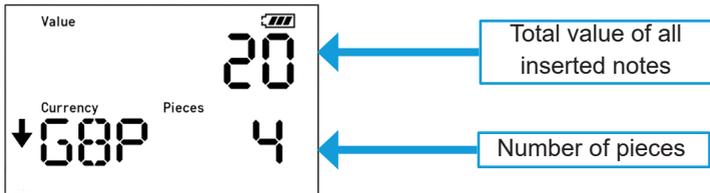
Suspect notes

Suspect notes are those on which the expected security features cannot be verified.

- Suspect or counterfeit notes will be rejected out the front of the device.
- Three beeps will sound giving an audible indication the note is suspect.
- A flashing red light as illustrated on the picture below will be displayed.
- The note will not be added to the total value or total piece count.

A list of error codes can be found in the troubleshooting section.

Error Code

10601A   9

4.5 Report Function

To view a detailed report: Single press the Report/Direction button to view a report of all validated notes. The number of note pieces inserted, and total value of each denomination will be displayed with each press of the button. Hold the Mode button to clean report and return to main screen. Alternately insert a new note to carry on the total value count.

Total value of all inserted notes

Value

20

Currency   Pieces

GBP   4

Number of pieces

Initial screen

Denomination Denomination Denomination Denomination

5 10 20 50

Pieces   Pieces   Pieces   Pieces

REP

2   3   5   6
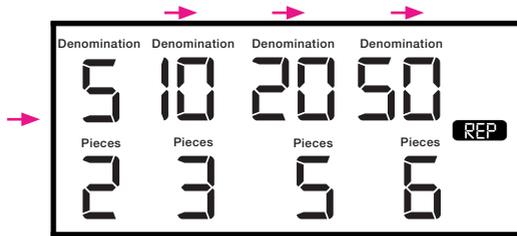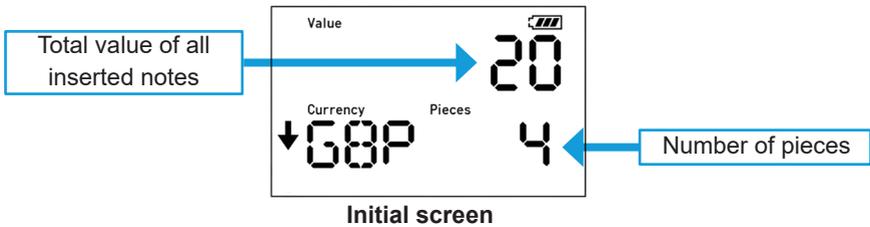
Cycle through each denomination in order. £5, £10, £20 and £50.

After cycling through all the denominations inserted, the screen will return to the initial screen.

To clear a report: Press and hold the Report/Change direction button for 2 seconds.

5   Troubleshooting

The table below provides a useful guide to help understand the possible error messages that can be displayed on screen.

Error code	Error	Solution
E20	Jammed Note Open Top Cover	1. A note was jammed in the device. Turn off the power and remove the note carefully. 2. If cover not fully closed, close it and continue.
P01 - P10	Hardware Fail	1. Call support.
E01- E22 Also follow these steps for any other unexpected results.	Fails to read note correclty	1. Straighten and flatten note, then, ensure note is inserted straight and to right side of the insertion slot. 2. Please insert the note as shown in section 4.4 3. Refer to section 7 for cleaning instructions. 4. Check the correct power supply is being used. 5. If you are still receiving an error after completing the previous steps then this could indicate the note is suspect. This type of error indicateds the security feature could not be verified.

6   Global support

- **UK and all other customers**
  t: +44 (0) 1383 410 121
  e: support@cashmaster.com
- **North America**
  t: +1 877 227 4627
  e: servicesusa@cashmaster.com
- **Hong Kong and Asia**
  t: +852 2157 9363
  e: enquiriesasia@cashmaster.com
- **Germany**
  t: +49 (0) 2463 999 339
  e: germany@cashmaster.com

7 Cleaning

- Open the top cover where it says "open here." Use a soft brush to wipe off and clear the sensors of any dust or debris.
- Use a damp cloth for cleaning the cover.

Top Cover

8 Specification

The Cashmaster GenuOne has the following technical specifications:

Operating temperature	0°C - 40°C
Storage temperature	-25°C - 55°C
Humidity	40% - 90%
Dimensions	137 mm x 117 mm x 62 mm
Net weight	0.53 kg

Display	Backlit LCD
Battery type	10.8V Lithium-ion 600 mAh
Power supply	12V DC
Power consumption	<10W
Detection speed	0.5 seconds / note
Verification types	2D size detection, Magnetic ink, Infrared detection, Paper quality detection, Colour spectrum, Thickness

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