

# ProNote 330 User Manual 09/2025

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# User Manual

ProNote 330



**Art. No.:** 546866011

**Date:** 19-09-2025

## Original Operating Instructions

# Legal Notice

## ^ **Note**

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The specifications stated in this documentation do not represent guaranteed characteristics.

This documentation is based on machine type ProNote 330 with software version P8.CA.fv1.0.1.0.dv1.0.0.0.a1T1.20220901 and hardware version 218.11.32.210.1.3.1.1.7.8.

Subject to technical changes.



This product meets the safety requirements of the relevant [EU](#) directives and complies with the [EN](#) standards as listed in the EU Declaration of Conformity.

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Technical support

→ [Technical Support](#)

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# About This Manual

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## **Chapter contents**

Overview of All Manuals for the ProNote 330 System Operating Instructions

Target Group of this Manual

Content and Structure of This Manual

Formatting Styles in this Manual

# Overview of All Manuals for the ProNote 330 System

## Operating Instructions

This manual forms part of the System Operating Instructions. The following manuals form part of the System Operating Instructions:

### **Quick Start Guide**

These quick instructions are intended for all users of the product. They describe the first steps without using text so that the user can operate the product. The quick instructions are supplied with the product.

### **Safety Information**

The safety information is intended for all users of the product. It describes all the necessary safety measures for hazard-free use of the product. The safety information is supplied with the product.

### **User Manual**

The user manual is intended for all users of the product and can contain the following information:

- Requirements for the installation site as well as for the transport and secure operation of the product
- Technical data for the product
- Installing and connecting the product
- Operating the product and straightforward cleaning and maintenance work that is not performed by Service
- Installing and using the software applications

### **Service Manual**

The Service Manual describes maintenance work carried out on the product by field engineers.

The maintenance work includes:

- The replacement of parts for repairs (corrective measures) including the necessary adjustment work
- Installing and using the software application for Service

You will only receive a service manual after you or your staff have received training from G+D to become a field engineer.

### **Spare Parts Catalog**

Please use the electronic spare parts catalog for Banknote Processing Systems on [CD/DVD](#) to order spare parts.

## Target Group of this Manual

The manual is intended for the operator.

The manual is intended for the service technician.

# Content and Structure of This Manual

This manual contains the following:

- The → *“Safety”* chapter contains important safety information.
- In the → *“General Information about the Product ProNote 330”* chapter, you will find an overview of the product..
- The→ *“Technical Data”* chapter contains the technical data for the product and describes the requirements that must be met at the installation site to safely operate the product.
- The → *“Installation”* chapter contains information on the transport, installation, and commissioning of the product.
- The → *“Operating”* chapter describes step-by-step procedures on how to operate the banknote processing machine.
- The → *“Defining Settings via the User Menu”* chapter describes how to define user settings via the user menu.
- The → *“Maintaining the Machine”* chapter describes procedures for cleaning the machine and adjusting the feed gap.
- The → *“Clearing Jam”* chapter describes how to clear a banknote jam.
- The → *Appendix* contains useful additional information.
  - Error messages
  - Contact addresses
  - A list of abbreviations and glossary of terms
  - Table of figures
  - Index

# Formatting Styles in this Manual

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## **Chapter contents**

General Formatting Styles


Document Conventions for Procedures (Instructions)

Figures Used

# General Formatting Styles

The following formatting styles are used as standard to identify certain information:

Formatting style	Definition
<u>This text is important.</u>	Underlined text indicates important information.
<b>Mechanical operating control</b>	Names of mechanical operating controls such as buttons, keys or switches are in bold. For example: Press <b>Start</b> on the device.
<b>GUI text</b>	Objects in the graphical user interface ( <b>GUI</b> ) such as a button are in bold. For example: Click on <b>OK</b> .
<b>Menu option &gt; Menu option</b>	Menu names are in bold. Angle brackets indicate navigation through menus. For example: Select <b>File &gt; Print</b> from the menu.
'User input'	User inputs are inside single quotation marks. For example: Enter <b>port</b> = '8080'.
<Placeholders>	Placeholders for display texts or user input are inside angle brackets. For example: Enter <a>password.
[Key]	Keys on the keyboard are inside square brackets. For example: Press [Alt] + [p], to print the file.
<i>Datei oder Pfad</i>	File names or paths are in italics. For example: Open <i>readme.txt</i> .
Kommando	Commands are in Courier. For example: Open an input window and enter <code>ping</code> .
Code	Codes are in Courier.
"Titles"	Titles of reports, logs, modes, windows etc. are inside quotation marks. For example: The "xy" window appears.
→ <i>"Manual Title"</i>	References to other manuals are in italics. The manual title is also in quotation marks. For example: → <i>"Service Manual"</i>
→ <i>"Chapter Heading" chapter</i>	References to other chapters/sections are in italics. The title of the chapter/section is also in quotation marks. For example: → <i>"Jam Recovery" chapter</i>

Formatting style	Definition
→ Homepage Giesecke+Devrient	References to a website address are in italics.
1. List entry 2. List entry	In the case of numbered lists, you must observe the order of the list entries.
<ul style="list-style-type: none"> <li>• List entry</li> <li>• List entry</li> </ul>	In the case of unnumbered lists, the order of the list entries is irrelevant.
a. List entry b. List entry	In the case of alphabetic lists, the list entries are alternatives.
	This symbol indicates important information.
*	* indicates optional components.  Please inquire whether this option is available for your machine.
1.	These numbers indicate individual action steps. You must carry out the action steps in the given order.
⇒	The arrow after an action step indicates the outcome of the action step.

# Document Conventions for Procedures (Instructions)

## ^ Context

This section explains how procedures (instructions) are set out. Follow procedures step by step in the specified order:

## ^ Prerequisites

### Required conditions

- Requirement 1
- Requirement 2

## ^ Context

DANGER



### Safety information before the procedure

Applies to the whole procedure

- ▶ Observe the measures to prevent risks at each step.
- 

## ^ Steps

1. Perform this step.



2. Perform this step. Note the image above.

→ Result of this step



Image of a Result

### Secondary Steps

3. To perform this step:
  - a. Perform this secondary step.
  - b. Perform this secondary step.

### Prompts to Skip or Repeat Steps

4. Prompt, e.g. the error been rectified?  
No: → 5  
Yes: → 6
5. Only carry out this step if you answered the above prompt with No.  
Continue with: → 7
6. Only carry out this step if you answered the above prompt with Yes.  
Continue with: → 7
7. Perform this step.

### Alternative Steps

8. Select the appropriate option:  
Either option A: → Option A  
or option B: → Option B

#### Option A

- a. Perform this step for option A.
- b. Perform this step for option A.

#### Option B

- a. Perform this step for option B.

### ^ Result

Result of the procedure

## Figures Used

The screenshots used are examples and may differ from what is actually shown on the display.

# Safety

Before you work with our product, you must have previously read and understood the system operating instructions and especially the safety instructions they contain. You may only then operate and maintain our product if you are trained and authorized to do so. Remain conscious of safety as you work.

---

## **Chapter contents**

Safety Information Symbols

Symbols Used to Identify Specific Hazards

Safety Information

# Safety Information Symbols

## DANGER



The symbol together with the signal word **DANGER** indicates an immediate danger to life or health.

Ignoring this warning results in death or serious injury.

- ▶ The safety information tells you about the type and source of the danger, the consequences if it is not observed, and the measures to take to prevent the danger.
- 

## WARNING



The symbol together with the signal word **WARNING** indicates a possible danger to life or health.

Ignoring this warning may result in death or serious injury.

- ▶ The safety information tells you about the type and source of the danger, the consequences if it is not observed, and the measures to take to prevent the danger.
- 

## CAUTION



The symbol together with the signal word **CAUTION** indicates a possible danger to health.

Ignoring this warning may result in minor injury.

- ▶ The safety information tells you about the type and source of the danger, the consequences if it is not observed, and the measures to take to prevent the danger.
- 

## NOTICE



This symbol, with the signal word **NOTICE**, is used to identify warning information.

Ignoring this information may result in damage to parts of the product or jeopardize data consistency.

- ▶ The safety information tells you about the type and source of the risk, the consequences if it is not observed, and the measures to take to prevent the risk.
-

## Symbols Used to Identify Specific Hazards

Safety information with symbols for specific dangers tells you about the type and source for the risk, the consequences if it is not observed, and the measures to take to prevent the risk.



Risk of electric shock

This symbol indicates a danger of electric shock.



Risk of tripping

This symbol indicates a risk of tripping.

# Safety Information

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## **Chapter contents**

Proper Use

Prohibition of Unauthorized Modifications or Changes

Circumstances Under Which the Product May Not Be Operated

Safety Information to Protect Personnel

Safety Information for Software

Electromagnetic Compatibility

Instructions for Disposing of Devices and Batteries

Information on Special Dangers for the Operator

# Proper Use

Our product has been constructed using the latest technology and is safe for operation. For your safety, you must use it appropriately and properly.

You must comply with the necessary safety measures for hazard-free use of the product. Failure to follow these instructions can put lives at risk or cause damage to the product.

Always take notice of the safety warnings, even if you are an experienced user with good system knowledge.

## **Proper Use**

A banknote processing system may only be used to check banknotes for denomination, authenticity, and condition, to count and sort them.

## **Improper Use**

Improper use, for example, the singling of hard objects such as coins, paper clips and staples, is not permitted and will result in the invalidation of the warranty.

# Prohibition of Unauthorized Modifications or Changes

For safety reasons, no changes may be made to the product without informing and receiving written approval from the manufacturer.

Any unauthorized structural changes or additions invalidate the [EU](#) Declaration of Conformity for the product.

Only genuine spare parts may be used for repair.

# Circumstances Under Which the Product May Not Be Operated

The product may not be operated if the defined ambient and operating conditions are not fulfilled.

Depending on the product, you can find this data in the "Site and Facility Requirements" manual of the system operating instructions or in the "Site and Facility Requirements" or "Technical Data" section of the user manual.

If the product is not in an operational state for technical or other reasons, you must prevent the product from being started up.

# Safety Information to Protect Personnel

Be sure to comply with national accident prevention regulations.

When using the product, ensure the following:

- Avoid wearing loose-fitting or open clothing.
- Remove ties, rings, watches, and jewelry before beginning work.
- Protect long hair with a scarf or hair net.

Refrain from any working methods that may compromise the operational safety of the product. Proceed in accordance with the safety information specified in the system operating instructions.

Ensure that unauthorized personnel are kept away from the product.

Check the product for any externally identifiable damage and defects. Immediately report any safety-related changes (including in the operating behavior) to the internal department responsible.

Check the product for any externally identifiable damage and faults at least once a day. Immediately report any safety-related changes (including in the operating behavior) to the internal department responsible.

Only operate the product when it is in fully operational condition.

Do not remove any safety devices. Do not disable any safety devices. This can put lives at risk or can cause damage to the product.

Once service work is complete, you must check the safety devices. Log this check.

# Safety Information for Software

The product has been designed to state-of-the-art software technology standards and is safe to operate. Failure to use the software correctly does not pose a hazard to the user.

Some basic knowledge of the software is required to use the product. Take care to consider the effects of changing or resetting parameters.

Incorrect use by insufficiently trained personnel can lead to data loss and errors.

# Electromagnetic Compatibility

At all stages of configuration, the product complies with the basic requirements of the [EMC Directive](#) (emitted interference and interference resistance).

# Instructions for Disposing of Devices and Batteries

Devices and batteries do not belong in the garbage.

Make an active contribution to environmental protection. Return your devices and batteries to authorized collection points.

Separate collection ensures correct treatment, recovery and reuse in accordance with existing legislation.

Dispose devices and batteries in accordance with the applicable national (local) laws.

Devices and batteries containing hazardous substances are provided with the following symbol.



Symbol for Devices and Batteries Containing Hazardous Substances

The crossed-out wheeled bin symbol indicates that devices and batteries must not be disposed with normal household waste.

On batteries, the chemical name of the hazardous substance is often under the symbol, for example Cd for cadmium, Pb for lead, Hg for mercury.

# Information on Special Dangers for the Operator

During operation of the product, please observe the following information:

## ^ **Electrical Voltage/Current**

Work on live parts and assemblies carries the risk of electric shocks. Only carry out this work if you are authorized to do so.

## ^ **Ergonomics**

Stand or sit in a comfortable manner. Arrange your workstation in such a way that you can work ergonomically.

- Set your chair to the optimum position.
- Adjust the height of the work surface if possible.
- Set the screen to the optimum position if possible.

## ^ **Non-Specified Materials**

Dangers may arise from the use of non-specified materials such as cleaning material, sprays, lubricants, etc. If you use these materials, follow the manufacturer's safety instructions.

## ^ **Dust**

Never use compressed air to clean the product. Breathing in dust can lead to health problems. Dust in the air can also damage the bearings and electronic parts. No claims can be made under the warranty for parts damaged in this way. Always vacuum up any dust with a suitable vacuum device, fitted with a micro filter.

# Overview of ProNote 330

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## **Chapter contents**

General Information

Front and Rear View of Machine

Control Panel

Counting Modes

Preparing Banknotes

Suggestions for Good Banknote Feeding

# General Information

ProNote 330 is a banknote counter and counterfeit detector. Depending on the operating mode selected, you can count single denominations, mixed denominations, multi-currency mixed denominations or count the quantity only. In addition, orientation and emission sorting are available. All counted banknotes are sorted to the stacker compartment. In case of a counterfeit or suspicious banknote, you are alerted and instructed on how to proceed.

You can easily switch between the available currencies and operating modes. In addition, a detailed report of counting results is available. Detailed information on the display instructs you on how to handle the counting process in case of an error message.

This manual describes all the available options. The availability of these options depends on the configuration of the machine.

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## Important

The technical data for external devices supplied by G+D is not included in this documentation.

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## Special Features

- Banknote counter with counterfeit detection and advance image detection
- Multi-language
- Selection of currency and counting mode; AUTO currency detection
- Serial number function can be enabled or disabled
- Silencing key, reduction of speed
- Batch function with user-definable batch stop limit and addition function for accumulating counting results
- Detailed report of counting results (e.g. pieces and values of mixed denominations)
- Software updates via SD card and USB; also remotely via network (LAN) access
- Security features, including UV, IR, MG, MT, Dual CIS, Thickness (detect double notes)
- Standard interfaces, including external display/printer, network (LAN) and USB

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## Important

The technical data is described separately.

→ [Technical Data](#)

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## Chapter contents

## General Usage Information

# General Usage Information

## Increasing the Durability of the Product

To maximize the durability of the product:

- Arrange for service personnel to perform a checkup of the machine on a regular basis.
- Using a soft brush or cloth, clean the sensor module parts (inside of the open cover on the back side) daily.

→ [Cleaning the Machine](#) 

→ [Cleaning the Machine](#)

- Do not place the product in a dusty space, making sure that the product stays free of dust and foreign substances.
- Keep and use the product under the optimal operating conditions.

## Additional Usage and Safety Information

- The machine is intended exclusively for indoors usage. Do not use it outdoors.
- Maintenance must only be performed by approved technicians. If any problems occur, consult the troubleshooting guide.

If the problem persists, contact the authorized distributor for assistance.

- Do not attempt to disassemble or repair the product by yourself.
- Place the product away from heat sources or direct sun rays.
- Do not expose the device to liquids, extreme humidity, or moisture.
- Avoid operating the device in environments with strong magnetic and electromagnetic fields (e.g. away from magnets, other electrical appliances, etc.).
- Do not open or operate the product by force.
- Make sure to shut its power off before putting your hands inside the product (e.g. for cleaning or clearing banknote jamming only).
- Use the supplied power cord at a properly grounded outlet.

# Front and Rear View of Machine

This chapter shows the front and rear view of the machine..

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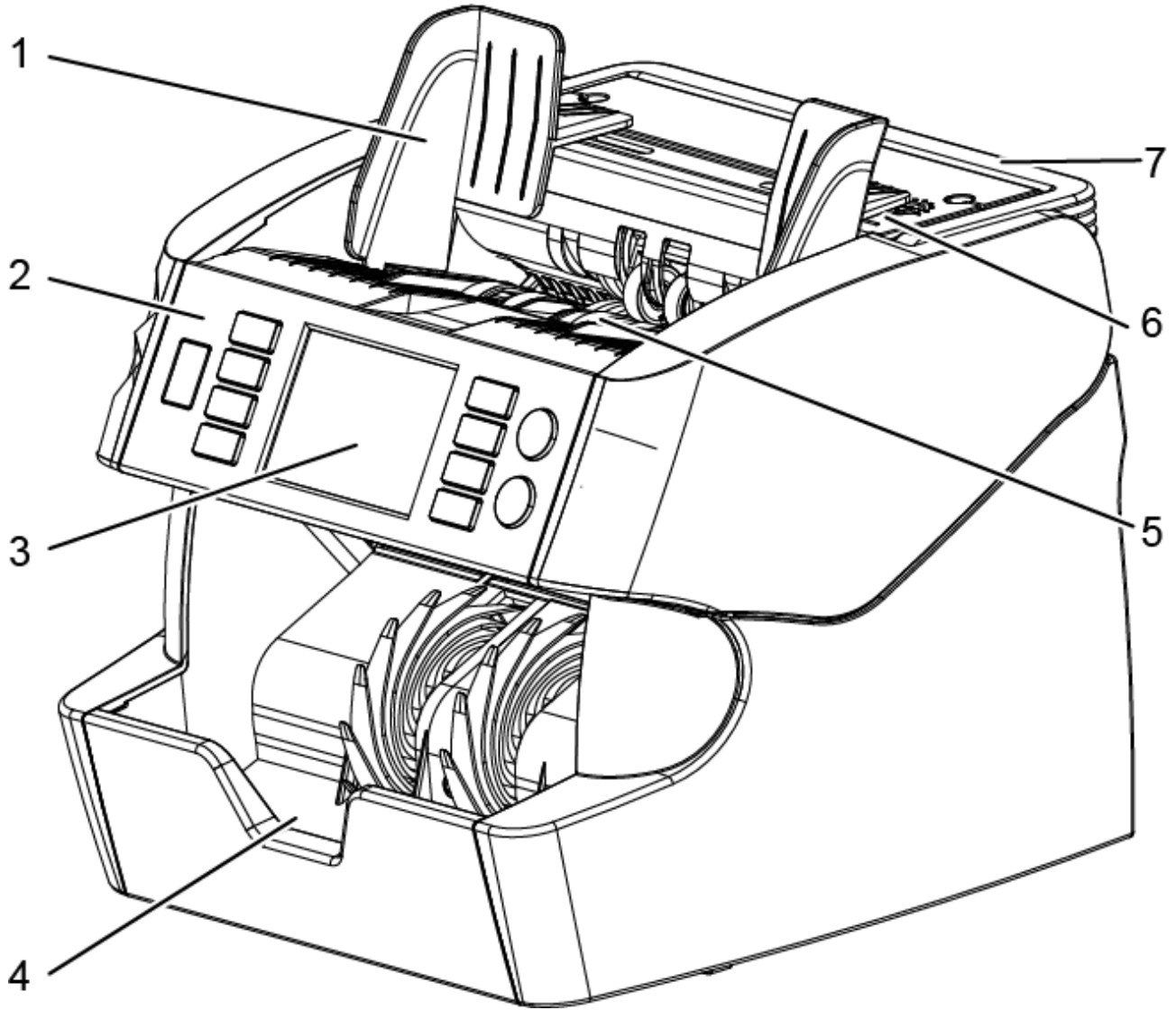
## **Chapter contents**

Front View

Rear View

# Front View

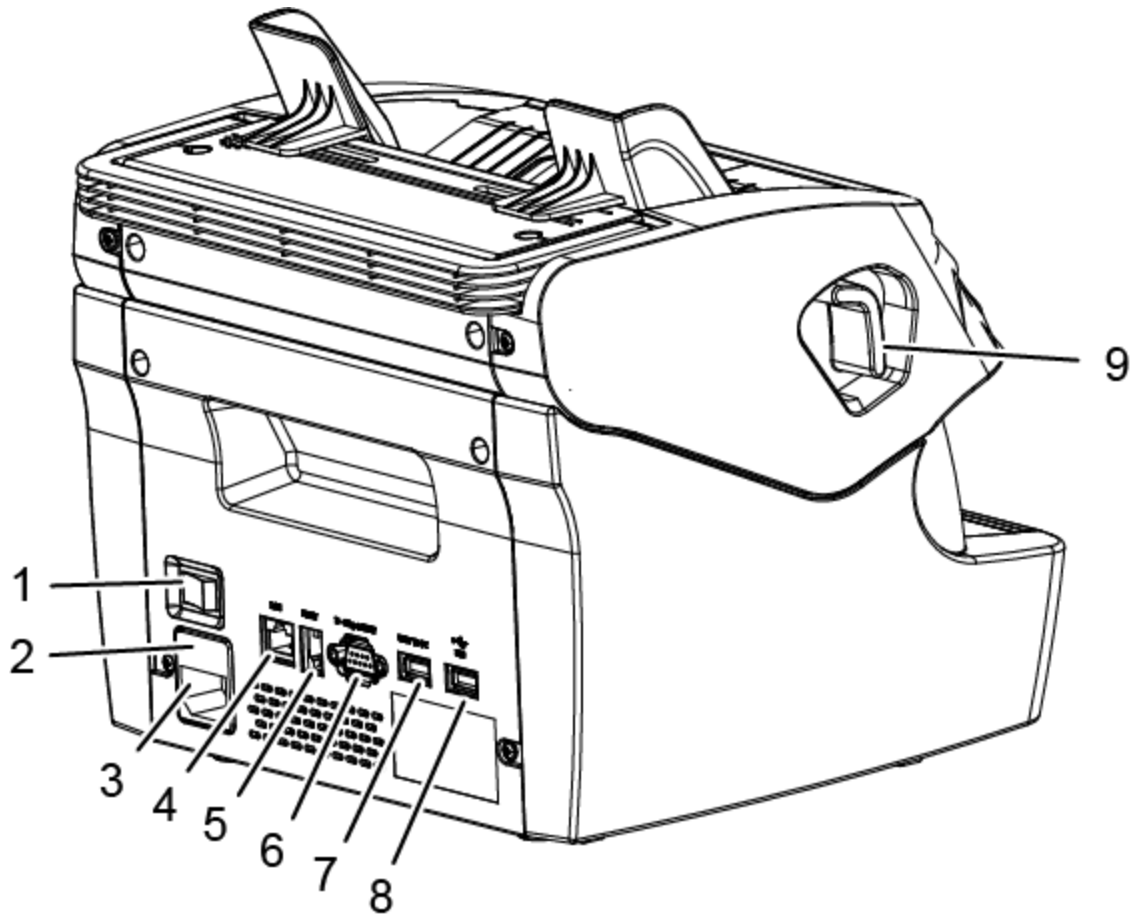
The machine has the following operating controls:



Operating Controls

- 1 Note guide  
Used for adjusting size of banknotes.
- 3 LCD display (touchscreen)  
Displays counting result, error code or setup details, etc.; touchscreen provides similar functionality as many keys of the control panel.
- 5 Singler  
Where you place the banknotes to count and sort; also referred to as hopper.
- 7 Handle  
Used for carrying machine.
- 2 Control panel (operating keys)  
Used to select functions and navigate in the menu.
- 4 Stacker  
Contains counted banknotes to be stacked; in case of unidentified banknotes, you are requested to remove the last stacked banknote.
- 6 Feeding gap adjustment screw  
Used for shortening or widening the feed gap.

## Rear View



- 1 Power switch  
Used for switching the machine on and off.
- 3 Power socket  
Connection for the power cable.
- 5 Printer  
Optional printer; connector type RJ11.
- 7 USB for connection to PC  
For software update and raw data capturing.

- 2 Fuse holder  
Can be opened to replace fuse.
- 4 Network port  
Remote network access; connector type RJ45.
- 6 External display  
Optional display; connector type DB9.
- 8 USB  
USB port for USB (e.g. for software update)

- 9 Latch for accessing transport section  
Can be opened to access banknote path for cleaning and clearing jam.  
→ [Opening and Closing the Transport Section](#)

# Control Panel

The control panel consists of various keys and a display.



## Control Panel

- 1 Status LED  
Meaning of color:  
Green: No error while counting banknotes.  
Red: Counterfeit or suspicious banknote in stacker. Blinks slowly during standby.  
Blinking green: Machine is in standby mode.

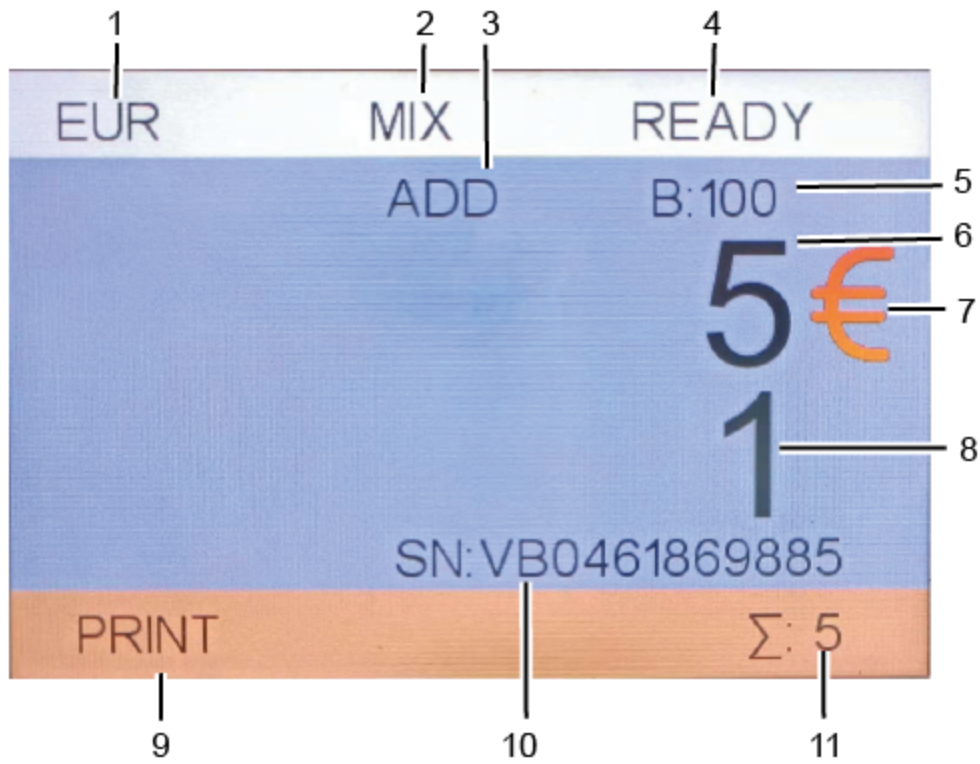
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## Chapter contents

[Touchscreen Display](#)

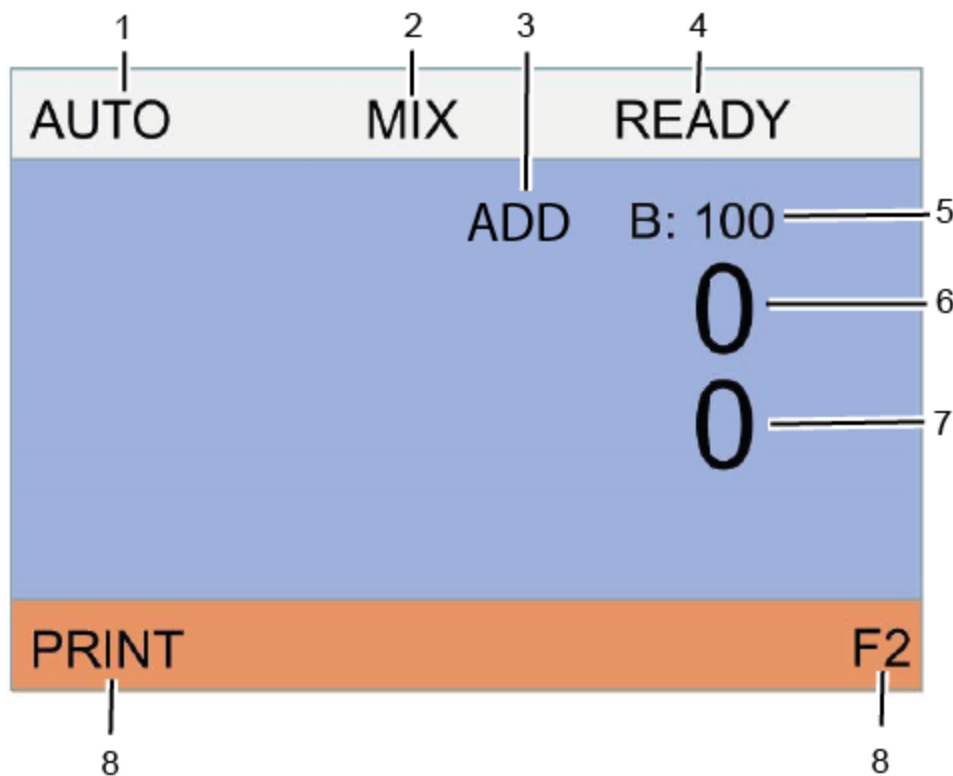
[Keys of the Control Panel](#)

# Touchscreen Display



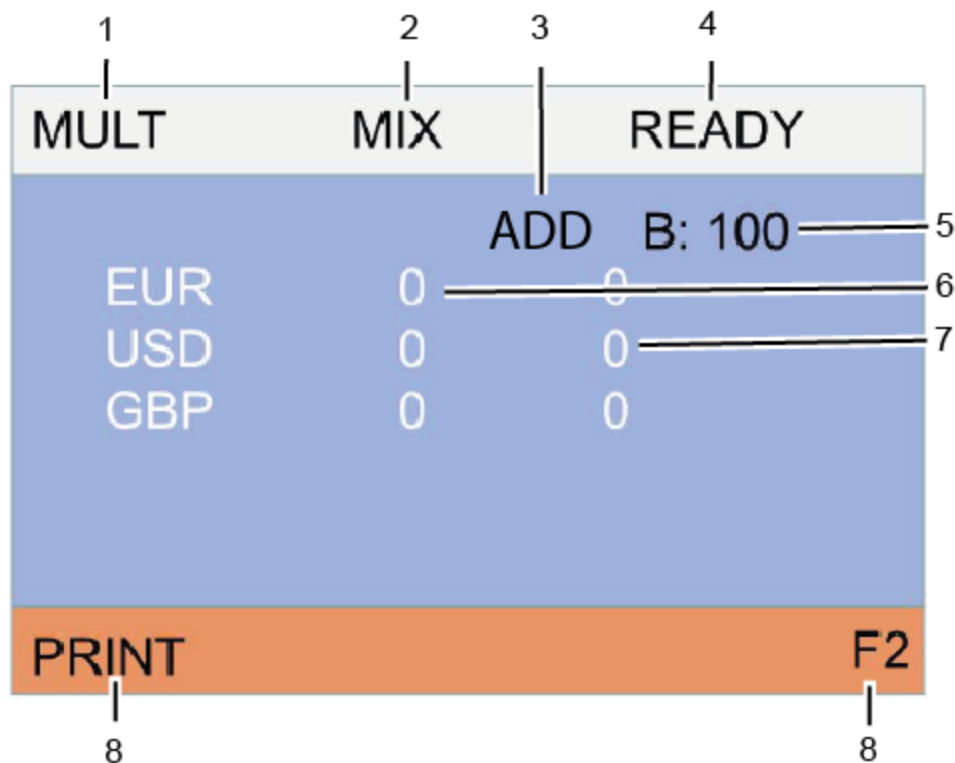
## Main Screen

- |    |   |    |                          |
|----|---|----|--------------------------|
| 1  | Currency selection  | 2  | Mode selection           |
| 3  | ADD function on/off   | 4  | Machine status           |
| 5  | Batch counting value  | 6  | Counting result (value)  |
| 7  | Currency symbol   | 8  | Counting result (pieces) |
| 9  | User-defined function 1   | 10 | Serial number on/off     |
| 11 | User-defined function or running total when ADD function is enabled |    |                          |



Auto Recognition Mix Counting Screen

- |   |   |
|---|---|
| <p>1 Selected currency<br/>Other currencies available. The <b>AUTO</b> symbol indicates automatic recognition of the first banknote.</p> <p>3 ADD function<br/>If active, counting results are added to previous counting results until cleared again.</p> <p>5 Batch function<br/>If active, the machine will stop when the batch stop limit is reached. Entry of batch stop limit used by counter.</p> <p>7 Counted quantity (pieces)<br/>Quantity (pieces) only.</p> | <p>2 Selected mode<br/>Selection of the operating mode.</p> <p>4 Machine status<br/>Indicates the machine statuses (e.g. <b>READY</b>, <b>RUNNING</b>, etc.).</p> <p>6 Counted amount (value)<br/>Total amount of counted banknotes.</p> <p>8 User-defined buttons<br/>Configurable via user menu (e.g. for printing counting results).</p> |
|---|---|



#### Multi-currency Mix Counting Screen

- |  |   |
|--|---|
| <p>1 Selected currency<br/>The <b>MULTI</b> symbol indicates multiple mixed currency.</p> <p>3 ADD function<br/>If active, counting results are added to previous counting results until cleared again.</p> <p>5 Batch function<br/>If active, the machine will stop when the batch stop limit is reached. Entry of batch stop limit used by counter.</p> <p>7 Counted quantity (pieces)<br/>Quantity (pieces) only.</p> | <p>2 Selected mode<br/>Selection of the operating mode.</p> <p>4 Machine status<br/>Indicates the machine statuses (e.g. <b>READY</b>, <b>RUNNING</b>, etc.).</p> <p>6 Counted amount (value)<br/>Total amount of counted banknotes.</p> <p>8 User-defined buttons<br/>Configurable via user menu (e.g. for printing counting results).</p> |
|--|---|

---

#### Important

The touchscreen provides similar functionality as many keys of the control panel.

→ [Keys of the Control Panel](#)



---

# Keys of the Control Panel

## Important

The touchscreen provides similar functionality as many keys of the control panel.

→ [Touchscreen Display](#)

<b>ADD</b>	<p>When active, adds counting results to existing counting results until cleared again.</p> <p>When the <b>ADD</b> function is activated, the lower right corner of the screen displays the running total “Σ:0”. This shows the total value of accumulated banknotes after removing them from the output stacker. Adds counting results to existing counting results until cleared again.</p> <p>→ <a href="#">Adding Counting Results</a></p>
<b>BATCH</b>	<p>Used to select or enter individual quantity of banknotes for the batch stop limit counter.</p> <p>The machine automatically stops when the specified batch amount is reached.</p> <p>→ <a href="#">Using Batch Function</a></p>
 silencing symbol	<p>Reduces noise by reducing the counting speed.</p> <p>→ <a href="#">Reducing Noise and Counting Speed</a></p>
<b>F1</b>	<p>User-defined button (default setting: Print). Configurable via the user menu (e.g. for printing counting results). If held down, also used to change to the user settings to the first user.</p> <p>→ <a href="#">Setting Function of User-Defined Keys</a></p> <p>→ <a href="#">Configuring Settings via the User Menu</a></p>
<b>MODE</b>	<p>Selection of the mode.</p> <p>→ <a href="#">Selecting the Mode</a></p>
 currency symbol	<p>Selection of the desired currency.</p> <p>Also used for navigating upwards in the user menu.</p> <p>→ <a href="#">Selecting the Currency</a></p>
<b>DETAIL</b>	<p>When pressed, displays details of the counting result (e.g. detailed results of mixed denominations). You can press a second time to display the next page if any.</p> <p>Press and hold to print counting results when counter is connected to a printer.</p> <p>→ <a href="#">Displaying Details of the Counting Result</a></p> <p>Also used for navigating downwards in the user menu.</p>

<b>F2</b>	User-defined button; configurable via the user menu (e.g. for enabling printing). If held down, also used to change to the user settings of the second user. → <a href="#">Configuring Settings via the User Menu</a>
<b>MENU</b>	Press to enter the menu; press to confirm and save a setting. → <a href="#">Configuring Settings via the User Menu</a>
<b>Start/Clear</b>	Push to manually start counting (e.g. after correcting an error). Press and hold to clear previous counting results. Also works as clear key to return to the previous screen or quit/leave the menu. → <a href="#">Starting Counting and Clearing</a>

# Counting Modes

The machine can count both sorted and mixed banknotes.

The **MODE** key enables you to switch between modes.

---

## Important

The touchscreen provides similar functionality as many keys of the control panel.

---

Operating modes available:

Configuration Mode	Description	Counting Results	Notes
<b>MIX</b>	Mixed denomination counting mode (i.e. counting of all denominations of the same currency).	Display of amount and quantity (pieces).	You can display details regarding pieces and values of denominations and rejects.
<b>MIX(V)</b>	All counted banknotes of the same currency, including emission sorting.  Combination of: <ul style="list-style-type: none"><li>• <b>MIX</b></li><li>• <b>EMI SORT</b></li></ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with version of the first detected genuine note. For banknotes with a deviating version, the machine will stop and prompt an error message ( <b>Ver Diff</b> ) on the screen.
<b>SINGLE</b>	Single denomination counting mode; also referred to as “denomination sorting”.	Display of amount and quantity (pieces), including detailed display of counting results and rejects.	The first banknote detected determines which banknotes will be counted and rejected.
<b>SINGLE(V)</b>	All counted banknotes of the same denomination, including emission sorting.  Combination of: <ul style="list-style-type: none"><li>• <b>SINGLE</b></li><li>• <b>EMI SORT</b></li></ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with denomination and version of the first detected genuine note. For banknotes with a deviating denomination or version, it will stop and prompt an error message ( <b>Deno Diff or Ver Diff</b> ) on the screen.

<b>Configuration Mode</b>	<b>Description</b>	<b>Counting Results</b>	<b>Notes</b>
<b>FACE(M)</b>	<p>All counted banknotes of the same face, of the same currency.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>FACE</b></li> <li>• <b>MIX</b></li> </ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with face (front side or back side) of the first detected genuine note. For banknotes with a deviating face, it will stop and prompt an error message ( <b>Face Diff</b> ) on the screen.
<b>FACE(M+V)</b>	<p>All counted banknotes of the same face of the same currency, including emission sorting.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>FACE</b></li> <li>• <b>MIX</b></li> <li>• <b>EMI SORT</b></li> </ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with face and version of the first detected genuine note. For banknotes with a deviating face or version, it will stop and prompt an error message ( <b>Face Diff</b> or <b>Ver Diff</b> ) on the screen.
<b>FACE(S)</b>	<p>All counted banknotes of the same face of the same denomination.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>FACE</b></li> <li>• <b>SINGLE</b></li> </ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with face and denomination of the first detected genuine note. For banknotes with a deviating face or denomination, it will stop and prompt an error message ( <b>Face Diff</b> or <b>Deno Diff</b> ) on the screen.
<b>FACE(S+V)</b>	<p>All counted banknotes of the same face of the same denomination, including emission sorting.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>FACE</b></li> <li>• <b>SINGLE</b></li> <li>• <b>EMI SORT</b></li> </ul>	Display of amount and quantity, included detailed display of counting results and rejects.	The machine will count banknotes with face, denomination and version of the first detected genuine note. For banknotes with a deviating face, denomination or version, it will stop and prompt an error message ( <b>Face Diff</b> , <b>Deno Diff</b> or <b>Ver Diff</b> ) on the screen.
<b>ORIENT(M)</b>	All counted banknotes of the same orientation and	Display of amount and quantity, including detailed	The machine will count banknotes with orientation

<b>Configuration Mode</b>	<b>Description</b>	<b>Counting Results</b>	<b>Notes</b>
	<p>the same currency.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>ORIENT</b></li> <li>• <b>MIX</b></li> </ul>	display of counting results and rejects.	of the first detected genuine note. For banknotes with a deviating orientation, it will stop and prompt an error message ( <b>Orient Diff</b> ) on the screen.
<b>ORIENT(M+V)</b>	<p>All counted banknotes of the same orientation and same currency, including emission sorting.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>ORIENT</b></li> <li>• <b>MIX</b></li> <li>• <b>EMI SORT</b></li> </ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with orientation and version of the first detected genuine note. For banknotes with a deviating orientation or version, it will stop and prompt an error message ( <b>Orient Diff</b> or <b>Ver Diff</b> ) on the screen.
<b>ORIENT(S)</b>	<p>All counted banknotes of the same orientation and same denominations.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>ORIENT</b></li> <li>• <b>SINGLE</b></li> </ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with orientation and denomination of the first detected genuine note. For banknotes with a deviating orientation or denomination, it will stop and prompt an error message ( <b>Orient Diff</b> or <b>Deno Diff</b> ) on the screen.
<b>ORIENT(S+V)</b>	<p>All counted banknotes of the same orientation and same denomination, including emission sorting.</p> <p>Combination of:</p> <ul style="list-style-type: none"> <li>• <b>ORIENT</b></li> <li>• <b>SINGLE</b></li> <li>• <b>EMI SORT</b></li> </ul>	Display of amount and quantity, including detailed display of counting results and rejects.	The machine will count banknotes with orientation, denomination and version of the first detected genuine note. For banknotes with a deviating orientation, denomination or version, it will stop and prompt an error message ( <b>Orient Diff</b> , <b>Deno Diff</b> or <b>Ver Diff</b> ) on the screen.
<b>COUNT</b>	Count mode, also referred to as piece counting or free counting mode.	Display of quantity (pieces) only, including detailed display of rejects.	Counterfeit detection is disabled.

Configuration Mode	Description	Counting Results	Notes
			When processing items other than banknotes, the feeding gap may need to be adjusted to accommodate the paper of a different thickness.
<b>MULTI-MIX</b>	Multi-mix counting mode, also referred to as multi-currency mixed counting mode. In this case, "MULTI" currency must be selected.	Display of the counted amount and quantity (pieces).	You can display details regarding pieces and values of the individual denominations.

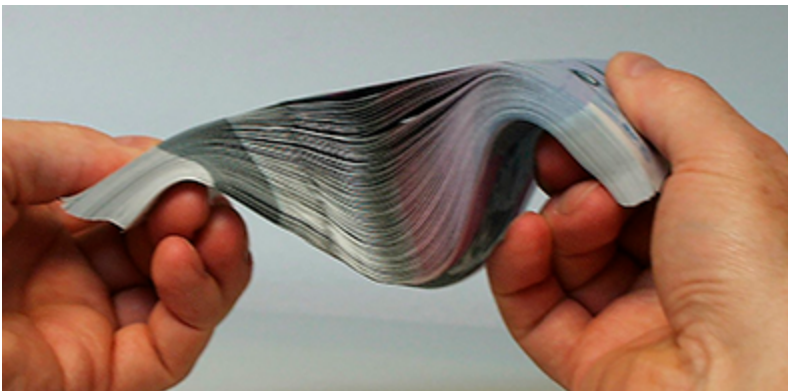
# Preparing Banknotes

## ^ Steps

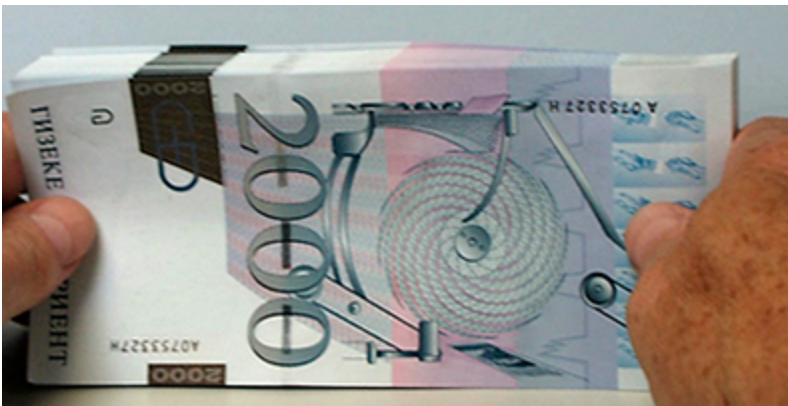
1. If necessary, remove the straps.
2. Proceed according to internal regulations.



3. Fan the banknotes up.



4. Fan the banknotes down.



5. Straighten the banknote stack.
6. Make sure that the edges are flush.
7. Smooth the banknotes and remove dog-ears.

---

## Important

Proper banknote preparation improves the banknote processing and increases the throughput.

---

8.

### NOTICE



#### **Objects such as clips, paperclips, or rubber bands**

Risk of damaged machine/device

- ▶ Make sure that there are no objects on the banknotes.
  - ▶ Only place banknotes in the singler.
- 

8. Before inserting the banknotes in the singler, sort out banknotes with the following characteristics:

- Extreme damage
- Heavy soiling
- Curved/kinked banknotes
- Very creased banknotes
- Folded banknotes

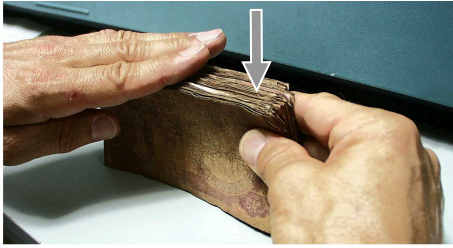


Poor quality banknote

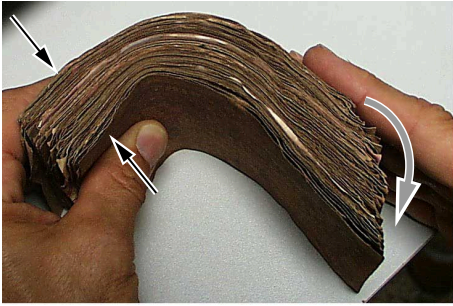
9. Place these banknotes to one side for manual inspection.
10. Before placing the banknotes in the singler, make sure that the banknotes are not arched downward along their length.

### **Particularly poor quality banknotes**

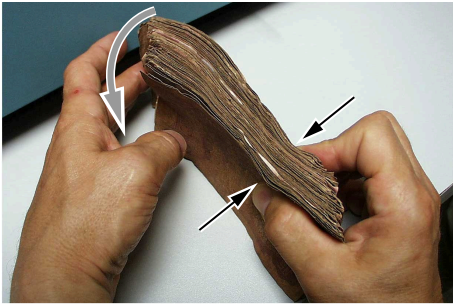
The following procedure is recommended in addition:



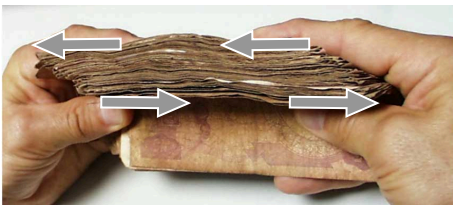
**11.** Straighten the BN lengthwise.



**12.** Fan the right side of the BN package.



**13.** Fan the left side of the BN package.



**14.** Shift the BN sideways.

**15.** Bend the BN in the middle.



**16.** Smooth any bent leading edges and dog-ears.

# Suggestions for Good Banknote Feeding

## Checking Banknotes

- Avoid counting banknotes which are wet, dirty, soiled, severely damaged or mixed with alien substances.
- Remove bad quality banknotes and remove kinks, folds and dog ears.
- Straighten out folded banknotes.
- Remove foreign objects which could jam the banknote path or even damage the sensors (e.g. staples, coins, clamps, paper clips, rubber bands, dust, etc.).

## Feeding Banknotes

- Based on the size of the banknotes, adjust the left and right singler guide to a suitable position.
- Properly arrange banknotes before placing them onto the singler. Align all the corners and edges of the banknotes, since unevenness could cause errors.
- Fan bundles to avoid banknotes from sticking to each other.
- Place the bundle with the aligned side towards the singler. Always place the banknotes from above and centered onto the singler.




By default, the machine will then start counting automatically.

- To achieve a good feeding even with bad quality banknotes, you may guide the bundle gently with 2 fingers while counting.
- Before counting, hit the bundle at the long side on a bench to align the banknotes.
- Take care that the banknotes do not move sideways on the singler.

# Technical Data

This chapter contains the technical data for the product and describes the requirements that must be met at the installation site to safely operate the product.

Banknote format	Length: 115 to 183 mm, width: 55 to 87 mm, thickness: 0.07 to 0.15 mm
Moisture content of the banknotes to be processed	<ul style="list-style-type: none"> <li>Relative humidity: 35%–ca.65%r.H.</li> <li>Moisture content of the banknotes: 4.5g/kg at 20°C (water/kg of banknotes)</li> </ul>
Capacity	<ul style="list-style-type: none"> <li>Singler: 300 banknotes</li> <li>Stacker: 200 banknotes</li> </ul>
Dimensions (D x W x H) without packing	260 x 273 x 210/255 mm with/without guides
Dimensions (D x W x H) with packing	315 x 360 x 320 mm
Weight	6.5 kg/8.0 kg (without/with packing)
Operating temperature	0°C–+40°C
Room humidity	20%–90%r.H.
Voltage	100 – 240 $\underline{V}$ $\pm$ 10 %
Frequency	50 $\underline{Hz}$ – 60 Hz $\pm$ 1 %
Fuse protection	F3A, 250 V Quick-break
Maximum current consumption	1.5A
Electrical power consumption	<60 W
Noise level values according to test report	<p>The A-weighted emission sound pressure level at the workplace is less than or equal to 70 dB(A).</p> <p>The uncertainty comprises <math>\pm</math>2 dB (A).</p>
External interfaces	<ul style="list-style-type: none"> <li>DP9 for optional display</li> <li>RJ11 for optional printer</li> <li>RJ45 for remote network access</li> <li>Two USB: For connection to PC and for software updates/</li> </ul>
Minimum installation area	1200 mm x 640 mm
Exposure to magnetic fields in installation room	Avoid exposure to strong magnetic fields (e.g. monitors, high-voltage cables or high-voltage transformers), because external magnetic fields will influence the measuring accuracy of the magnetic sensor.

	<p>Maintain a minimum distance of two meters to the product from mobile end devices which are switched on.</p>
<p>Type label on back side of machine</p>	<div style="border: 1px solid black; padding: 10px;">  <p>G+D Currency Technology <span style="float: right;">Prinzregentenstrasse 161, 81677 Munich, Germany</span></p> <p><b>Banknote Processing Machine</b>  <b>Model ProNote 330 YoM 2021</b>  Serial-No.  Input 100-240V AC, 50/60Hz 1.5A  Fuse 3A/250V Quick-break  Made in China</p> <p style="text-align: right;"><b>RoHS</b>   </p> </div>
<p>USB requirement for software update</p>	<p>Format: FAT 32, 32 KB, size: 8 to 32 GB</p>

# Installation

The following must be observed during the installation.

---

## **Chapter contents**

Transport

Unpacking

Installing and Connecting

Disposal

# Transport

Take note of the following information during transport.

Make sure that the unloading area at the installation site is dry and protected from the elements.

Take note of the following safety information during transport.

## WARNING



### **Incorrectly transporting heavy equipment**

Danger of personal injury, damage to property and to a loss of warranty

- ▶ When transporting the machine, follow the legal regulations on transporting heavy equipment.
  - ▶ Use appropriate lifting and transport equipment.
  - ▶ Use personal protective equipment.
  - ▶ Safety shoes
  - ▶ Gloves
- 

## DANGER



### **Danger of electric shock**

Danger of death or serious injury from electric shock

- ▶ Always unplug the machine by pulling on the plug and never by pulling on the cable.
- 

## NOTICE



### **Existing plug connections**

Risk of damage to the machine during transportation.

- ▶ Unplug all plug connections.
- 
- 

## Chapter contents

[Transporting Inside Buildings](#)

[Transport Outside of Buildings](#)

# Transporting Inside Buildings

## ^ **Context**

You can transport the product inside buildings without special packaging.

You must carry the product as follows:

## ^ **Steps**

1. Grasp the handles with the fingertips of both hands.
2. Hold the machine against your upper body.
3. Support the machine with your forearms at either side.

## Transport Outside of Buildings

When transporting the product outside of buildings you must transport it in the original packaging or equivalent.

# Unpacking

## ^ Context

The packaging consists of the following components:

- Banknote processing machine
- Accessories located in the foam packing
  - Any supplied cleaning aids (e.g. brush and cleaning cloth) and documentation
- Foam packing
- Outer cardboard box

The power cable is supplied separately.

## ^ Steps

1. If shipped on a pallet, remove the cardboard box from the wooden shipping pallet.
- 

### **Important**

Note the following:

- If two machines are shipped in one shipping box, remove each of the cardboard boxes.
  - Remove any plastic sealing straps wrapped around the cardboard box.
- 
- 

- 2.

### **Important**

If the seal is broken or damaged, check the content before signing the receipt.

---

2. Carefully cut open the adhesive tape on the outer cardboard box and open it.
  3. Remove the pieces of packing foam and accessories from the top.
  4. Gently pull the machine out of the cardboard box and remove any foam packing.
- 

### **Important**

You can also place the cardboard box on the side and then remove the machine.

---

5. Remove the machine from the plastic bag.
- 

### **Important**

Check the machine for any damage during transport.

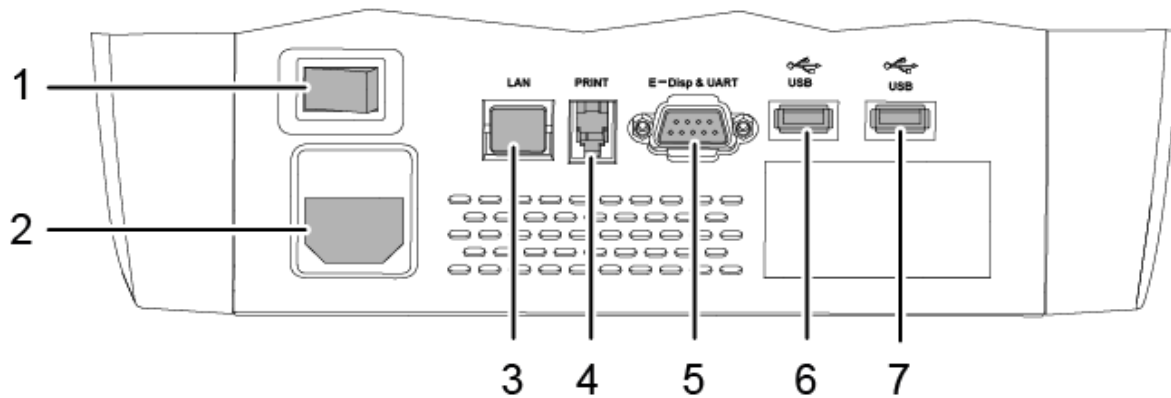
---

6. Retain the packaging for possible future transport.

# Installing and Connecting

## ^ Context

You will find the connections on the rear of the machine.



- |   |                      |   |                               |
|---|----------------------|---|-------------------------------|
| 1 | Power switch         | 2 | Connection for power cable    |
| 3 | Network (LAN) RJ45   | 4 | External printer RJ11         |
| 5 | External display DP9 | 6 | USB port for connection to PC |
| 7 | USB port for USB     |   |                               |

### DANGER



#### **Danger of electric shock**

Damaged cables or plugs can cause electric shock, short circuits, fire, etc. This may result in death or serious injury.

- ▶ Ensure that plugs or cables are not crushed or placed under extreme weight.
- ▶ Ensure that the cables are routed safely.
- ▶ Ensure that the cables do not hang out.

---

### CAUTION



#### **Cables are routed along the floor.**

Danger of tripping

- ▶ Make sure that all cables are routed safely.

---

## ^ Prerequisites

### **Required conditions**

- The machine is unpacked.

- The mains cable (country-specific) is supplied separately.

## ^ Steps

---

1.

### Note

External devices (e.g. such as printers or external displays if supported for your machine) are optional and must be ordered separately.

---

1. Check the items supplied:

- ProNote 330 machine
- Quick Start Guide
- Safety Information

2.

### NOTICE



#### Skewed installation of the machine/device

Risk of impaired function

- ▶ Make sure the machine/device is on a horizontal table top.
  - ▶ Make sure that no objects, such as pens or screwdrivers, are located underneath the machine/device.
- 

2. Place the machine on a suitable, sufficiently stable surface.

3. Make sure that the machine and all cable connections are easily accessible.

4. Make sure that the machine is easy to open.

5. Connect the power cable (2).

6. Choose between the following options:

- Connect LAN/network (3).
- Connect external printer (4).
- Connect external display (5).
- Connect USB (connection to PC) (6).
- Connect USB device (7).

7. For software updates, insert USB (7).

# Disposal

Dispose the transport packaging and the product after the discontinuation of use according to the local legal requirements.

# Operation

This chapter contains information on how to operate the machine.

Please note the following:

## NOTICE



**Ensure that no metal objects (for example, staples) and/or liquids find their way into the machine/device.**

Risk of damaged machine/device

- ▶ If metal objects and/or liquids get into the machine/device:
  - ▶ Switch off the machine/device.
  - ▶ Disconnect the machine/device from the power supply.
  - ▶ Have the machine/device checked by qualified personnel before continuing work.
- 
- 

## Important

You may need to set the language of the user interface via the user menu if not already set.

→ [Changing Language of User Interface](#)

---

---

## Chapter contents

Switching the Machine On and Off

Counting and Sorting Banknotes

Selecting the Currency

Selecting the Mode

Adding Counting Results

Using Batch Function

Reducing Noise and Counting Speed

Displaying Details of the Counting Result

Printing Detail Report

Starting Counting and Clearing

Working with the SN Search List

# Switching the Machine On and Off

## ^ Context

This procedure describes how to switch on and off the machine.

## ^ Steps

### Switching On

1. Press the main power switch to the on position (i.e. opposite position of **O**).

→ The machine will power up and display the software version and a short self-test is performed.

If an error message is displayed, refer to the error message in the appendix or contact service.

After starting the machine, the main screen appears and the machine enters the ready state.

### Switching Off

2.

---

#### **Important**

All unsaved results will be deleted when the machine is switched off.

---

2. Print or save your results if necessary,

3. Press the power switch to the position **O**.

→ The machine is switched off.

# Counting and Sorting Banknotes

## ^ Context

This procedure describes how to process banknotes using the counting modes available on your machine.

→ [Counting Modes](#)

## ^ Prerequisites

### Required conditions

- The machine is switched on.
- User settings are configured as needed (e.g. print and communication, serial number recording, configuration mode, network, batch setup, auto/manual feeding).  
→ [Configuring Settings via the User Menu](#)
- Service settings have been made for the machine already (currency configuration, denomination selection, network settings, serial number setup, deposit report, transfer settings, etc.)  
→ [Maintenance Menu](#) ☰
- The banknote guides of the machine have been adjusted according to the banknote size.


## ^ Steps

---

### Tip

For selecting currency and mode and other functions, you can also press the symbols on the touchscreen.

---

1. Press the currency key  to select the desired currency.  
→ The selected currency is displayed.
2. Press the **MODE** key on the control panel to select the desired mode.  
→ The selected mode is displayed.
3. Press the **BATCH** and **ADD** key on the control panel if you want to enable or disable the batch stop limit and/or add counting results.  
→ [Using Batch Function](#)  
→ [Adding Counting Results](#)
4. Place the prepared banknotes onto the singler.

In manual mode, press the **START/Clear** key to start processing the notes. In automatic mode, the machine starts processing of the banknotes immediately.

→ [Setting Auto Counting](#)

→ All counted banknotes are sorted to the stacker compartment. The display shows the counting results.

---

### Important

- When a counterfeit banknote is detected, the machine will stop immediately and a buzzer will sound if configured and the status LED illuminates in red. In this case, the top banknote will be either a counterfeit or suspicious banknote to be checked. In this case remove the counterfeit banknote and press the **Start/Clear** key to continue counting.
- In case of an error message, follow the instructions on the screen (e.g. remove the last banknote or remove all banknotes and pass again). In case of an error and the machine stops, re-count the banknotes.

---

5. If available for the mode you are using, press the **DETAIL** key to view detailed counting results.

→ [Displaying Details of the Counting Result](#)

---

### Important

To print the counting results, the **F1** key must be configured for printing via the user menu.

→ [Setting Function of User-Defined Keys](#)

---

6. Add banknotes to the singler when you see that is nearly empty and press the **Start/Clear** key to start again if the machine does not automatically start.

7. Continue processing banknotes until finished and empty the stacker compartment when full.

8. Remove the banknotes from the output stacker.

→ Depending on the configuration of your machine, the following occurs:

- If automatic transfer of counting results is configured, the current counting results will be transferred.
- The displayed totals will be cleared when the next banknotes are singled.
- When the **ADD** function is enabled, note the following behavior:
  - The running total is displayed until cleared again (e.g. via **F2** key with confirmation).
  - If you press the **Start/Clear** before removing banknotes from the output stacker, the last stacked banknotes will not be accumulated.



# Selecting the Currency

## ^ Context


The procedure describes how to select the currency to be used.

## ^ Prerequisites

### **Required conditions**

Currency settings (e.g. default currency, multiple currency and auto currency) are already set by service.

## ^ Steps

1. Press the currency selection key  on the control panel and press again until the desired currency is displayed.

→ The currency is displayed.

If you select the currency "MULT", the mode will change to "MIX".

# Selecting the Mode

## ^ **Context**

The procedure describes how to select the mode to be used (e.g **COUNT**, **MIX**, **SINGLE** with combinations including orientation and emission sorting).

→ [Counting Modes](#)

## ^ **Prerequisites**

### **Required conditions**

The required modes are enabled via the user menu settings.

→ [Configuring the Mode](#)

## ^ **Steps**

1. Press the **MODE** key on the control panel and press again until the desired mode is displayed.

→ [Counting Modes](#)

→ The mode is displayed.

# Adding Counting Results

## ^ Context

This procedure describes how to add counting results to previous counting results until cleared again. This is also referred to as accumulation mode or cumulative counting. All banknote bundles will be counted together instead of restarting the counting with every new bundle.

Counting will begin and continue until either the cumulative quantity of banknotes counted is reached or the total value of all banknotes is reached. Afterwards, the number will be reset to 0.

When the **ADD** function is activated, the lower right corner of the screen displays the running total "Σ:0". This shows the running total of the counted banknotes after removing the banknotes from the stacker.

## Behavior

Disabled	The machine provides a total of the banknotes counted within a single bundle. When the bundle has been counted and the stacker has been emptied, the machine clears the total ready for the next count operation.
Enabled	<p>The machine accumulates totals from multiple bundles of notes and displays a running total. When a bundle has been counted, the machine adds the running total to the cumulative total and only displays the cumulative total.</p> <p>To clear the cumulative total, press the <b>F2</b> key and press the <b>MENU</b> button to confirm. Otherwise, counting will begin and continue until either the cumulative quantity of banknotes counted reaches 99,999 or the total value of all notes reaches 99,999,999. The number will then reset to 0.</p>

## ^ Prerequisites

### Required conditions

The ADD function is enabled.

→ [Setting ADD Function](#)

## ^ Steps

1. Press the **ADD** key on the control panel.  
→ **ADD** is displayed. When counting banknotes, the results will added to the previous counting results until cleared again.

To disable again, press the **ADD** key on the control panel.

2. To clear accumulated totals, press the **F2** key and the **MENU** key to confirm.
- 

**Important**

Press the **Start/Clear** key before emptying the stacker if you do not want to accumulate the last counted banknotes.

---

# Using Batch Function

## ^ Context

This procedure describes how to use the batch counting function. A batch is where the machine is set to count a specific amount of banknotes (e.g. up to 9999). When the specified number of banknotes is reached, the machine will stop automatically.

After you remove the banknotes from the output stacker, the counter will begin counting the next batch.

## ^ Prerequisites

### Required conditions

If your machine supports batch setup, you can define the batch quantities of denominations for selected currencies.

## ^ Steps

1. Press the **BATCH** key on the control panel and enter the amount using the numeric keys and confirm.

→ The batch quantity is displayed. The machine will stop when the specified batch amount is reached.

When the banknotes are removed from the stacker, the machine will begin counting the next batch.

# Reducing Noise and Counting Speed

## ^ Context


This procedure describes how to reduce noise and counting speed when processing banknotes.

## ^ Prerequisites

### Required conditions

The machine speed is set.

## ^ Steps

1. During processing, press the silencing key  on the control panel.  
→ Depending on the mode being used, the noise and counting speed are reduced.

# Displaying Details of the Counting Result

## ^ Context

This procedure describes how to display details of the counting result (e.g. pieces and values of denominations).

## ^ Prerequisites

### Required conditions

- Banknotes have been counted or sorted on the machine.
- You are using either “MIXED” or “MUTLI MIX” mode to count the pieces and values of the individual denominations.

## ^ Steps

1. After counting banknotes, press the **DETAIL** key on the control panel.

→ The details for the counting result are displayed.

If counting mixed denomination of the same currency, the pieces and value of each denomination are displayed. If counting multi-currency mixed denominations, the pieces and values are displayed for each currency type.

---

### Tip

Press the **DETAIL** button to go to the next page.

After pressing the **DETAIL** key, you can press the **ADD** key to change between views which show details of counting results and rejects and rejected serial numbers.

---

# Printing Detail Report

## ^ Context

This procedure describes how to print the detailed report of the counting result (e.g. in mixed mode, the value and quantity of each denomination).

## ^ Prerequisites

### Required conditions

- You have assigned the print function to the **F1** key via the **F1** menu of the user menu or it is already defined by default.  
→ [Setting Function of User-Defined Keys](#)
- The printer is connected to the proper port and switched on.
- You have counted or sorted banknotes on the machine.

## ^ Steps

1. To view the counting results, press the **DETAIL** key on the control panel.

→ The detailed report is displayed.

---

2.

### Important

If the **F1** key is configured for printing, it will display **PRINT** next to the key.

→ [Setting Function of User-Defined Keys](#)

---

2. Press the **F1** key on the control panel.

---

### Important

If supported, you can press and hold down the **DETAIL** key for several of seconds.

---

→ The report is printed.

---

### Important

If the report is not printed, do the following:

- Check if the printer is switched on.
- Check if the printer is connected to the proper port on the backside of the machine.

- Make sure that the **F1** key on the control panel has been configured for printing. When properly configured, the text **PRINT** will be display next to it.
-

# Starting Counting and Clearing

## ^ Context

This procedure describes how to start counting and clear results.

## ^ Steps

1. Press the **Start/Clear** key on the control panel.

Depending on the action being performed, the button has the following functions:

- Start counting
- Clear counting result when pressed and held down for a few seconds
- When pressed in combination with the **ADD** function, allows you to remove last stacked banknotes without accumulating them.
- When selecting settings, return to the previous screen or quit/leave the menu

→ The counting and clearing action is performed.

# Working with the **SN** Search List

## ^ Context

This procedure describes how to manually add, delete and edit serial numbers in the serial number search list (blacklist). The serial number search list is used to identify banknotes to be rejected (e.g. serial numbers of banknotes not to be accepted). Using this procedure, you can add only a limited amount of serial numbers.

## ^ Prerequisites

### Required conditions

- Serial number recording is enabled via the **SERIAL** menu.  
→ [Enabling and Disabling Serial Number Recording](#)
- Serial number detection is supported for the selected currency and operating mode.
- Up to 32 serial numbers are supported using this functionality.

## ^ Steps

1. Access the **SN SEARCH LIST** screen as follows:

User menu	Navigate until <b>SN SEARCH LIST</b> is displayed and press to confirm.
-----------	---

→ The **SN search list** screen is displayed.

2. You can add and edit serial numbers as follows:

- Option A: Adding Serial Numbers of Last Stacked Banknotes via the Details Screen
- Option B: Adding, Deleting and Editing Serial Numbers in the SN Search List

### Option A

#### Adding Serial Numbers of Last Stacked Banknotes via the Details Screen

You are in the details (statistics) screen.

- a. To add serial numbers of last stacked banknotes to the SN search list, hold down the following key for a one or two seconds:

<b>ADD</b>	Add the serial number of the last stacked banknotes to the SN search list.
<b>BATCH</b>	Add the serial numbers of the last 32 banknotes in the stacker to the SN search list.

- b.** To edit the serial number in the **SN search list** screen afterwards, hold down the **MENU** key.

→ The “SN search list” dialog displayed.

## Option B

### Adding, Deleting and Editing Serial Numbers in the SN Search List

You are in the **SN search list** screen.

- a.** To add, delete or edit serial numbers in the SN search list, press the corresponding key:

<b>F1</b>	Add and edit a new (empty) serial number. Use the touch keyboard to enter information.
<b>F2</b>	Delete the selected entry. To delete all entries, press and hold down the <b>F2</b> key.
<b>MENU</b>	Edit the selected entry. Use the touch keyboard to enter information.

---

### Important

To enter a wildcard as part of the serial number, scroll forward or backward using the up and down keys and enter the “\*” symbol for each digit to be used as wildcard.

**b.**

### WARNING



#### Loss of serial numbers when you switch off the machine.

Serial numbers will not normally be retained after you switch off the machine.

- ▶ After processing serial numbers, save the settings to [EEPROM](#).

- 
- b.** To save the serial numbers to [EEPROM](#) after editing, hold down the **MENU** key.

→ A message informs you that the serial numbers were successfully saved.

# Configuring Settings via the User Menu

This chapter describes how to define settings via the user menu.

---

## Chapter contents

- Summary of the User Menu
- How to Access the User Menu
- Setting Print & Communication
- Setting Function of User-Defined Keys
- Saving User Settings as Shortcuts
- Selecting Format for Date and Time
- Selecting Counting Speed
- Enabling and Disabling Serial Number Recording
- Checking Version Information of Machine
- Setting Alarm Beep
- Using CCTALK
- Configuring the Mode
- Changing Language of User Interface
- Configuring Network Settings
- Viewing Network Status
- Setting Button Delay
- Setting ADD Function
- Setting Auto Counting
- Restoring User Parameters to Default Values
- Setting up Deposit ID
- Setting up Customer ID
- Viewing the SN Search List
- Capturing Banknote Image
- Uploading XML Reports
- Setting API Protocol
- Enabling Raw Data Collection
- Setting Station ID
- Report Settings
- Downloading User Documentation

# Summary of the User Menu

## ^ Overview of Menu Settings

When you press the **MENU** key on the control panel, the “User Menu” is displayed for defining user settings.

---

### Important

Function of keys in menus:

- **BACK**: Takes you back to the previous menu.
- **EXIT**: Exits the menu.
- **Start/Clear**: Go back to a previous level.

---

### Important

On the machine, the currency key  and the **DETAIL** key are used for navigating up and down in the user menu.

The touchscreen provides similar functionality as many keys of the control panel.

---

### Note

The upper- and lowercase spelling of menu names may vary depending on the software version being used.

---

Setting	Description
<b>PRINT &amp; COMMUNICATION</b>	→ Setting Print & Communication
<b>F1 FUNCTION KEY</b>	→ Setting Function of User-Defined Keys
<b>F2 FUNCTION KEY</b>	Defines the menu assignment for the <b>F2</b> function key similar to the F1 function key above.
<b>USER SETTINGS</b>	→ Saving User Settings as Shortcuts
<b>DATE TIME</b>	→ Selecting Format for Date and Time
<b>SPEED</b>	→ Selecting Counting Speed
<b>SERIAL</b>	→ Enabling and Disabling Serial Number Recording
<b>VERSION</b>	→ Checking Version Information of Machine

<b>Setting</b>	<b>Description</b>
<b>ALARM BEEP</b>	→ Setting Alarm Beep
<b>CCTALK</b>	→ Using CCTALK
<b>CONFIG MODE</b>	→ Configuring the Mode
<b>LANGUAGE</b>	→ Changing Language of User Interface
<b>NETWORK SETTING</b>	→ Configuring Network Settings
<b>NETWORK STATUS</b>	→ Viewing Network Status
<b>MENU BUTTON DELAY</b>	→ Setting Button Delay
<b>ADD FUNCTION</b>	→ Setting ADD Function
<b>AUTO/MANUAL</b>	→ Setting Auto Counting
<b>USER PARA DEF</b>	→ Restoring User Parameters to Default Values
<b>DEPOSIT ID SETUP</b>	→ Setting up Deposit ID
<b>CUSTOMER ID SETUP</b>	→ Setting up Customer ID
<b>SN SEARCH LIST</b>	→ Viewing the SN Search List
<b>CAPTURE IMAGE</b>	Menu for capturing image (e.g. capture all, capture error or capture one).
<b>EXIT</b>	Exits the user menu and returns to the operating mode selected.

# How to Access the User Menu

## ^ **Context**

This procedure describes how to access the user menu.

## ^ **Steps**

- 1.** Press the **MENU** dial on the control panel and enter the password if requested.  
→ The **User Menu** screen is displayed.
- 2.** Navigate to the desired menu and press the **MENU** key to accept.  
→ The screen of the selected setting is displayed.
- 3.** Navigate to the desired setting and press the **MENU** key to accept the setting.  
→ A confirmation message displays that the action was successful.

# Setting Print & Communication

## ^ Context

Use this procedure to define the setting for print key and select whether the **AUTO-PRINT** and **DATA-SEND** functions are set **ON** or **OFF** (e.g. for automatically printing or sending counting results).

## ^ Steps

1. Press the **MENU** on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **PRINT & COMMUNICATION** and press the **MENU** key to accept.  
→ The “PRINT & COMMUNICATION” screen is displayed.
3. Navigate to the desired setting:

<b>AUTO-PRINT</b>	Automatic printing of counting results enabled.
<b>DATA-SEND</b>	Automatic sending of counting results enabled (e.g. sending deposit XML file). If sending is not possible due to a network failure, the deposit XML file will be saved temporarily to the inserted USB device until the network connection is available again.  <b>Note</b> Ensure USB stick target is enabled in the report settings while sending the XML report to USB stick. This setting resets when the USB stick is removed. Always re-enable the USB Stick target each time before sending the report.

4. Press the **MENU** key to select.
5. Navigate upwards or downwards to set **ON** or **OFF**.
6. Press the **MENU** key to accept.

# Setting Function of User-Defined Keys

## ^ Context

Use this procedure to assign functions of the user menu to the function keys. Afterwards, you can press the function key on the control panel to directly access the assigned function. This is a type of shortcut which allows you to access a menu function without having to open the user menu first (e.g. assign a function to the **F1** key).

## ^ Steps

- 1.** Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
- 2.** Navigate to **F1 FUNCTION KEY** or **F2 FUNCTION KEY** and press the **MENU** key to accept.
- 3.** Navigate to the desired function to be assigned to the function key and press the **MENU** key to accept.  
→ A confirmation message displays that the assignment was successful. The function is assigned to the function key on the control panel.

# Saving User Settings as Shortcuts

## ^ Context

Use this procedure to save the user settings. Afterwards, you can change between user 1 and user 2 by pressing and holding the **F1** and **F2** function keys for two seconds.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **USER SETTINGS** and press the **MENU** key again to accept.  
→ The “USER SETTINGS” screen is displayed.
3. Navigate to the desired setting:

<b>USER1:SAVE</b>	Saves the settings of user 1. After starting the machine, you can switch to user 1 by pressing the <b>F1</b> function key for two seconds.
<b>USER2:SAVE</b>	Saves the settings of user 2. After starting the machine, you can switch to user 2 by pressing the <b>F2</b> function key for two seconds.

4. Press the **MENU** key.  
→ A confirmation message is displayed that the settings were saved.

# Selecting Format for Date and Time

## ^ Context

This procedure describes how to select the format for date and time used by the machine (e.g. in printed reports).

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **DATE TIME** and press the **MENU** key to accept.  
→ The “DATE TIME” screen displays the settings.
3. Navigate to the desired setting:

---

### Note

The options available may vary depending on the software being used.

---

- **DATE FORMAT**
- **DATE TIME SETUP**
- **DATE SET**
- **TIME SET**

### Option

#### DATE FORMAT

- a. Press the **MENU** key to accept option **DATE FORMAT**.
  - DD-MM-YY
  - MM-DD-YY
  - YY-MM-DD
- b. Navigate to the desired date format and press the **MENU** key to accept.  
→ A confirmation message displays that the action was successful.

### Option

#### DATE TIME SETUP

- a. Select the **MENU** key to accept option **DATE TIME SETUP**.

---

**b.**

**Important**

You can press the **MENU** key to highlight the field to be changed.

---

- b.** Navigate to the item to be changed.
- c.** Press the **MENU** key to accept.
- d.** Use the navigation keys to set the value and select the **MENU** key to confirm.
- e.** Select **Start/Clear key** to exit the menu.
  - You are asked whether or not you want to save changes.
- f.** Select the **MENU** key to save changes or press any other key if you do not want to save the changes.
  - Depending on your confirmation, the changes are saved or are not saved.

**Option**

**DATE SET**

- a.** Select the **MENU** key to accept option **DATE SET**.
- b.** Press the **ADD** and **MODE** keys to select the item to be changed.
- c.** Use the navigation keys to change the values.
- d.** Press the **MENU** key to accept.

**Option**

**TIME SETUP**

- a.** Select the **MENU** key to accept option **TIME SETUP**.
- b.** Press the **ADD** and **MODE** keys to select the item to be changed.
- c.** Use the navigation keys to change the values.
- d.** Press the **MENU** key to accept.

# Selecting Counting Speed

## ^ Context

Use this procedure to select the counting speed.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **SPEED** and press the **MENU** key to accept.  
→ The “SPEED” screen is displayed.

3.

### Important

**SPEED M** is not available in “MUTLI-MIX” mode. The **SPEED H** is not available in “MIX”/“SINGLE” or “MULTI-MIX” mode.

3. Navigate to the desired speed:

<b>SPEED L</b>	Low counting speed (i.e. 800 banknotes per minute).
<b>SPEED M</b>	Medium counting speed (i.e. 1000 banknotes per minute).
<b>SPEED H</b>	High counting speed (i.e. banknotes per minute).
	<b>Note</b> SPEED H is only available for "ANY" currency.

4. Press the **MENU** key to accept.  
→ The counting speed is changed accordingly.

# Enabling and Disabling Serial Number Recording

## ^ Context

Use this procedure to enable and disable serial number recording of banknotes. If enabled, the serial number will also be displayed.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” screen is displayed.
2. Navigate to **SERIAL** setting press the **MENU** key to accept.  
→ The “SERIAL” screen is displayed.
3. Navigate to the desired setting:

<b>ON</b>	Serial number recording enabled.
<b>OFF</b>	Serial number recording disabled.

4. Press the **MENU** key to accept.  
→ A confirmation message displays that the action was successful. Serial numbers of banknotes will be recorded when processing banknotes. When serial number recording is enabled, **SN:** is displayed on the control panel.

---

### Tip

When you view counting results via the **DETAIL** key, you can press the **ADD** key to display serial number details.

---

### Important

For more information on working with the serial number search list, refer to the procedure in this manual.

→ [Working with the SN Search List](#)

---

# Checking Version Information of Machine

## ^ Context

Use this procedure to display detailed the version information of the machine. You can also display the installed adaptations.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **VERSION** and press the **MENU** key to select.  
→ The “VERSION” screen is displayed.

Version information is displayed (e.g. HW:218.11.32.210.1.3.1.1.7.8, SW:2022-09-01 18:02:19).

---

### Important

Use the currency key  and the **DETAIL** key to scroll between the pages.

---

3. Press the **DETAIL** key to view the next page (e.g. currencies).  
→ The implemented currencies are displayed.

# Setting Alarm Beep

## ^ Context

Use this procedure to set the alarm beep function.

## ^ Steps

1. Press **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **ALARM BEEP** and press the **MENU** key to accept.  
→ The “ALARM BEEP” screen is displayed.
3. Navigate to the desired setting:
4. Press the **MENU** key to select.

---

### Important

The options below may vary depending on the software being used.

---

<b>BUTTON SOUND</b>	Button sound can be switched on or off.
<b>ALARM SOUND</b>	Alarm sound cab be switched on or off.
<b>ON</b>	Button and alarm sound can be switched off.
<b>OFF</b>	Button and alarm sound can be switched on.
<b>COMPLETELY OFF</b>	Button and alarm sound are set completely off.

5. Use the navigation key to set on or off and select press the **MENU** key to accept.  
→ The button sound and alarm sound are set accordingly.

# Using CCTALK

## ^ Context

This function is reserved for software engineers only.

External serial port communication protocol.

## ^ Steps

1. Press **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **CCTALK** and press the **MENU** key to accept.  
→ The “CCTALK” screen is displayed.
3. Navigate to the desired item:

<b>ON</b>	CCTALK function is enabled.
<b>OFF</b>	CCTALK function is disabled.

4. Press the **MENU** key to confirm.  
→ A confirmation message is displayed and CCTALK is set accordingly.

# Configuring the Mode

## ^ Context

Use this procedure to configure the mode selectable via the **MODE** key on the control panel. Depending on your machine configuration, allows you to select the configuration mode (e.g. "COUNT") is set on or off. If disabled, the counting mode will not be displayed.

---

### Note

Standard modes cannot be set on or off (e.g. SINGLE).

---

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The "User Menu" is displayed.
  2. Navigate to **CONFIG MODE** and press the **MENU** key to accept.  
→ The "CONFIG MODE" screen is displayed.
  3. Navigate to the desired mode.  
→ [Counting Modes](#)
  4. Press the **MENU** key to accept.
  5. Navigate upwards or downwards to set "ON" or "OFF" and press the **MENU** key to accept.  
→ The mode is set on or off.
- 

### Important

If the mode is set to "OFF", it will not be displayed when you select the **MODE** key on the control panel.

---

# Changing Language of User Interface

## ^ **Context**

Use this procedure to change the language of the user interface.

## ^ **Steps**

- 1.** Press the **MENU** key on the control panel.
  - The “User Menu” is displayed.
- 2.** Navigate to **LANGUAGE** and press the **MENU** dial.
  - The “Language” screen is displayed (e.g. “English”, “Deutsch”).
- 3.** Navigate to the desired language (e.g. “English”) and press the **MENU** key.
  - The language is changed. Return is made to the “User Menu” screen.

# Configuring Network Settings

## ^ Context

Use this procedure is used to configure network settings (e.g. client IP, server IP, netmask, gateway, client port, server port, MAC).

## ^ Steps

1. Press **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **NETWORK SETTING** and press the **MENU** key to select.  
→ The “NETWORK SETTING” screen is displayed.
3. Navigate to the desired setting and press the **MENU** key to select.

Examples:

<b>Client IP</b>	192.168.12.200
<b>Server IP</b>	192.168.12.88
<b>Netmask</b>	255.255.255.0
<b>Gateway</b>	192.168.12.88
<b>Client Port</b>	45310
<b>Server Port</b>	21
<b>MAC</b>	Default and cannot be written
<b>TFTP IP</b>	192.168.12.88
<b>TFTP Port</b>	55555
<b>FTP User</b>	ftp
<b>FTP Pwd</b>	Accordingly
<b>FTP Dir</b>	PN0400000001
<b>DCHP</b>	NO
<b>Use DNS</b>	NO
<b>Auto DNS</b>	NO
<b>DNS Name</b>	protnote.internal
<b>DNS IP</b>	192.168.110.117

→ A corresponding dialog is displayed.

4. Enter the parameter via the touch screen and confirm with **OK** or **MENU**.
- The network parameters are set accordingly. Return is made to the “NETWORK SETTINGS” screen

# Viewing Network Status

## ^ Context

Use this procedure to view the network status.

## ^ Prerequisites

### Required conditions

You are connected to a network.

## ^ Steps

- 1.** Press **MENU** key on the control panel.
  - The “User Menu” is displayed.
- 2.** Navigate to **NETWORK STATUS** and press the **MENU** key to accept.
  - The “NETWORK STATUS” screen is displayed.
- 3.** Wait 15 seconds or press the **MENU** key to skip.
  - The network status is displayed (e.g. wether are connected).

# Setting Button Delay

## ^ Context

Use this procedure to set the button delay time. For normal users, this option is set to off.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **MENU BUTTON DELAY** and press the **MENU** key to accept.  
→ The “MENU BUTTON DELAY” screen is displayed.
3. Navigate to the desired item:

<b>ON</b>	Press and hold down <b>MENU</b> key for about two seconds to enter user menu interface.
<b>OFF</b>	Short press the <b>MENU</b> key to enter the user menu interface.

4. Press the **MENU** key to accept.  
→ A confirmation message displays that the selection was saved.

# Setting ADD Function

## ^ Context

Use procedure to enable the ADD function to accumulate counting results until cleared again. When ADD is enabled, the total symbol is displayed on the screen, indicating the running total.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **ADD FUNCTION** and press the **MENU** key to accept.  
→ The “ADD FUNCTION” screen is displayed.
3. Navigate to the desired item:

<b>ON</b>	ADD function is enabled. Counting results will be accumulated until cleared again.
<b>OFF</b>	ADD function disabled and not displayed. Counting results will not be accumulated.

4. Press the **MENU** key to accept.  
→ A confirmation message displays that the selection was saved.

# Setting Auto Counting

## ^ Context

Use this procedure to set auto counting or manual mode. If enabled, banknote counting will automatically begin when banknotes are placed onto the singler.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **AUTO MANUAL SET** and press the **MENU** key to accept.  
→ The “AUTO MANUAL SET” screen is displayed.
3. Navigate to the desired item:

<b>AUTO</b>	Automatic banknote feeding. The machine processes banknotes when they are detected in the singler.
<b>MANUAL</b>	Manual banknote feeding (e.g. by pressing the <b>Start/Clear</b> key).

4. Press **MENU** to accept.  
→ Automatic or manual counting mode are changed. Return is made to the “User Menu” screen.

# Restoring User Parameters to Default Values

## ^ Context

Engineering use only. Use this procedure to refresh the software when performing software updates. A warning message informs you before you continue.

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **USER PARA DEF** and press the **MENU** key to accept.  
→ A warning is displayed.

3.

---

### **Important**

Take precaution when using this function and always contact service first. To cancel, press the **Start/Clear** key.

---

3. If you are sure you want to continue, press **MENU**.  
→ If executed, the user parameters are used.

# Setting up Deposit ID

## ^ Context

Use this procedure to set up the deposit ID (e.g. deposit ID used in reports).

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The "User Menu" is displayed.
2. Navigate to **DEPOSIT ID SETUP** and press the **MENU** key to accept.  
→ The "DEPOSIT ID SETUP" screen is displayed.

---

### Note

You can use the up and down arrows to view more keys which are available. You can delete the last number or character via the **CE** key of the keypad.

---

3. Enter the deposit ID using the keys of the keypad and confirm with **OK**.

# Setting up Customer ID

## ^ Context

Use this procedure to set up the customer ID (e.g. customer ID used in reports).

## ^ Steps

1. Press the **MENU** key on the control panel.  
→ The "User Menu" is displayed.
2. Navigate to **CUSTOMER ID SETUP** and press the **MENU** key to accept.  
→ The "CUSTOMER ID SETUP" screen is displayed.

---

### Note

You can use the up and down arrows to view more keys which are available. You can delete the last character via the **CE** key of the keypad.

- 
3. Enter the customer ID using the keys of the keypad and confirm with **OK**.

# Viewing the SN Search List

## ^ Context

Use this procedure to access the [SN](#) search list. You use the SN search list to add serial numbers of banknotes to be rejected during banknote processing.

### Requirements

- Serial number recording is activated.  
→ [Enabling and Disabling Serial Number Recording](#)
- Serial number detection is supported for the selected currency and operating mode.
- The maximum number of serial numbers supported (e.g. 32 serial numbers).

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **SN search list** and press the key to select.  
→ The “SN SEARCH LIST” screen is displayed.
3. Process the serial numbers in the **SN Search list** screen using the available functions:  
→ [Working with SN Search List](#) ☰

<b>F1</b>	Add serial number to the serial number list. manually.
<b>F2</b>	Delete an existing serial number from the serial number list.  <b>Important</b> You will not be asked to confirm.
<b>MENU</b>	Edit an existing serial number in the serial number list using the keypad.

4.

### WARNING



**Loss of serial numbers when you switch off the machine.**

Serial numbers will not normally be retained after you switch off the machine.

- ▶ After processing serial numbers, save the settings to [EEPROM](#).

4. Hold down the **MENU** key after editing to save changes permanently after rebooting.

# Capturing Banknote Image

## ^ Context

This feature allows you to capture the images of the processed banknotes for raw data collection.

## ^ Prerequisites

### Required conditions

USB Stick (Format FAT32, 32 KB, size: 8 to 32G) is inserted .

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
2. Rotate the **MENU** dial until **Capture Image** is displayed and press the dial to select.  
→ The “Capture Image” screen is displayed.
3. Rotate the **MENU** dial to the desired settings and press the dial to select.

Capture Image Options	Description
<b>Capture All</b>	This option allows you to capture the images of all the processed banknotes.
<b>Capture Error</b>	This option allows you to capture the images of the rejected banknotes.
<b>Capture One</b>	This option allows you to capture the image of the last banknotes.

→ Banknote Image is captured.

# Uploading XML Reports

## ^ Context

Use this procedure to access the Auto Upload function. Use the Auto Upload function to upload the XML reports to FTP automatically after deposit close.

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **Auto Upload** and press the key to select.  
→ The “Auto Upload” screen is displayed.
3. Select any one of the desired settings:  
→ [Working with SN Search List](#) ☰☷☹

<b>ON</b>	Select to upload the XML reports to FTP automatically after deposit close.
<b>OFF</b>	Select to turn off the auto upload function.

- The Auto Upload function is successfully set.

# Setting API Protocol

## ^ Context

Use this procedure to enable communication between the ProNote machine and the CurrencyDemo Tool software installed on the PC.

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **API Protocol** and press the key to select.  
→ The “API Protocol” screen is displayed.
3. Select any one of the desired settings:  
→ [Working with SN Search List](#) ☰☷

<b>Old</b>	Select to use the Old API Protocol for communication between the ProNote machine and the CurrencyDemo Tool software.
<b>New</b>	Select to use the New API Protocol for communication between the ProNote machine and the CurrencyDemo Tool software.

→ The API Protocol is successfully set.

# Enabling Raw Data Collection

## ^ Context

Use this procedure to enable raw data collection in the ProNote 330 machine.

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **Collect Data Mode** and press the key to select.  
→ The “Collect Data Mode” screen is displayed.
3. Select any one of the desired settings:  
→ [Working with SN Search List](#) ☰

<b>ON</b>	Select to enable raw data collection.
<b>OFF</b>	Select to disable raw data collection.

→ The Collect Data Mode is successfully set.

# Setting Station ID

## ^ **Context**

Use this function to set up the station ID if used.

## ^ **Steps**

- 1.** Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
- 2.** Navigate to **Station ID Setup** and press the key to select.  
→ The “Station ID Setup” screen is displayed.
- 3.** Enter the station ID setup (e.g. via the touchscreen).
- 4.** Select OK to confirm.

## ^ **Result**

Station ID is successfully set.

# Report Settings

## ^ Context

Use this procedure to select whether the deposit report and the deposit XML file should be printed and sent automatically when the reject stacker and output stacker are emptied. Use this procedure to select print or electronic report.

## ^ Steps

1. Press the **MENU** dial on the control panel.  
→ The “User Menu” is displayed.
2. Navigate to **Report Settings** and press the key to select.  
→ The “Report Settings” screen is displayed.

---

### **Important**

Print report settings can be protected by the supervisor with specific password.

---

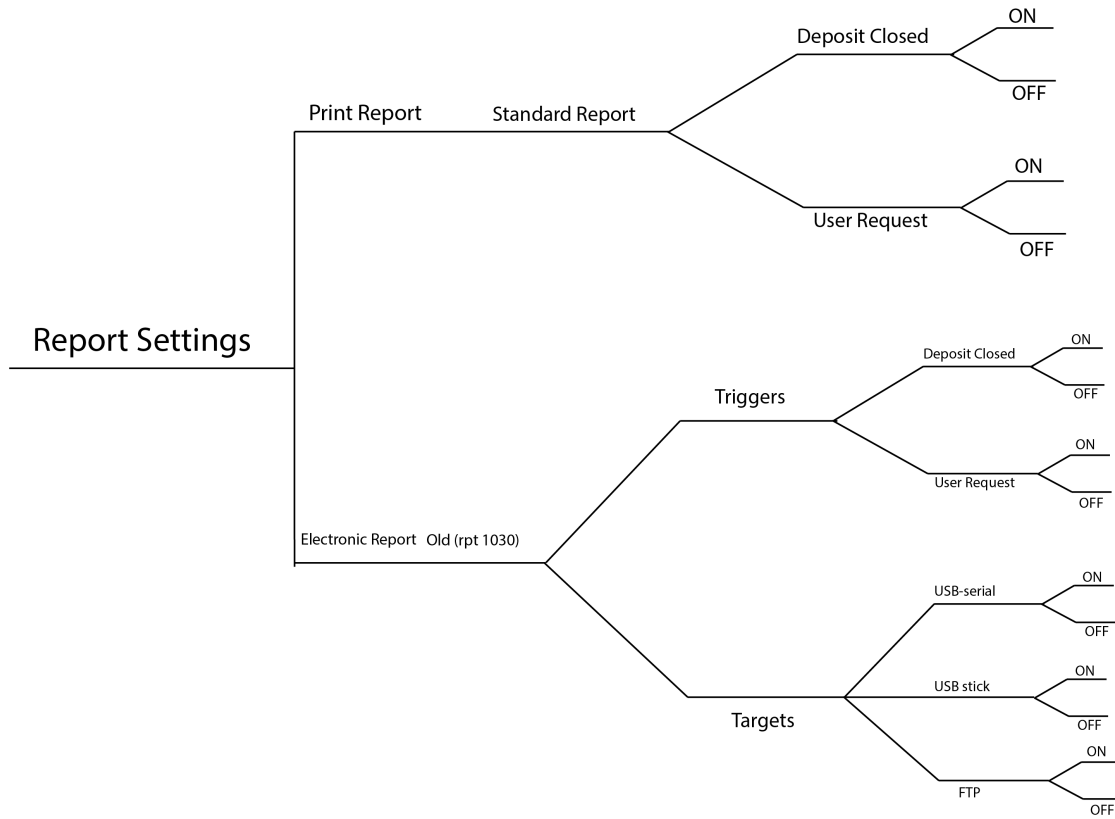
---

### **Important**

Electronic report settings can be changed by the maintenance password and it will always be protected by the maintenance password.

---

3. Select the desired report and set the desired targets and triggers.



^ **Result**

Report settings are successfully set.

# Downloading User Documentation

## ^ Context

This feature allows you to download the User documentation with electronic edition..

## ^ Prerequisites

### Required support equipment

A mobile phone.

## ^ Steps

1. Press the **MENU** dial on the control panel.
  - The “User Menu” is displayed.
2. Rotate the **MENU** dial until **Documentation** is displayed and press the dial to select.
  - A “Downloading QR code” is displayed.
3. Scan the QR Code.
  - A PDF containing the download link for user documentation gets downloaded on your device.
4. Follow the download link.

---

### Note

No account is required for downloading the documents.

---



**Access without idgard account**

This grants you one-time reading access to a Box

First name\*  Last name\*

Company\*












Captcha\*  
wavture

**ACCESS DOCUMENTS**

5. Enter the requested data and captcha code.
6. Select **ACCESS DOCUMENTS**.

ProNote User Documentation

Name	Owner	Size	Uploaded date
<input type="checkbox"/>  ProNote130_UserManual_EN_535041001.pdf	angelika.matthaeus@gi-de.com	6.3 MB	19.02.21 22:19
<input type="checkbox"/>  ProNote15_ProNote15F_UserManual_DE_541254001.pdf	angelika.matthaeus@gi-de.com	5.2 MB	05.10.21 16:15
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<input type="checkbox"/>  ProNote15_ProNote15F_UserManual_FR_530093001.pdf	angelika.matthaeus@gi-de.com	3.5 MB	10.09.20 13:33
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<input checked="" type="checkbox"/>  ProNote300_UserManual_BanknoteProcessingMachine_DE_541256001.pdf	angelika.matthaeus@gi-de.com	4.5 MB	05.10.21 16:15
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<input type="checkbox"/>  ProNote300_UserManual_BanknoteProcessingMachine_PT_536974001.pdf	angelika.matthaeus@gi-de.com	5.4 MB	26.05.23 10:14

1 of 23 item(s) selected

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7. Select the document from the list.
8. Select **:**.
9. Select download.

## Result

User documentation is downloaded.

# Maintenance

This section describes procedures for maintaining the machine.

---

## **Chapter contents**

Safety Information Concerning Maintenance

Opening and Closing the Transport Section

Cleaning the Machine

Adjusting the Feeding Gap

Changing the Fuse

# Safety Information Concerning Maintenance

Note the following safety requirements when performing maintenance work.

## DANGER



### **Danger of electric shock**

Danger of death or serious injury from electric shock

- ▶ Before starting any work, switch off the machine/device.
  - ▶ Disconnect the machine from the power supply.
  - ▶ Secure the machine/device against being switched back on.
- 

## DANGER



### **Danger of electric shock**

Danger of death or serious injury from electric shock

- ▶ Only field engineers are permitted to remove panel sections screwed in place on the machine/device.
- 

## CAUTION



### **Danger from raised dust**

Inhaling dust can be hazardous to your health.

Dust in the air can also damage bearings and electronic parts.

- ▶ Use a vacuum cleaner with a micro-filter.
  - ▶ Never use compressed air for cleaning purposes.
- 

## WARNING



### **Do not perform any maintenance and service work.**

There is a danger of serious injury.

- ▶ Have maintenance and service work carried out by specially trained maintenance personnel and field engineers.
- 

## NOTICE



### **Incorrect cleaning materials**

Risk of damage to the machine/device

- ▶ Do not use cleaning material with a corrosive or scouring effect.
- 

### NOTICE



### **Contaminated cleaning cloth**

Risk of damage to the measurement window

- ▶ Always use a new cleaning cloth. Grit contamination from previous cleaning may damage the measurement window.
  - ▶ Use each cleaning cloth once only.
- 
- 

### **Important**

Ensure that no fluid leaks into the inside of the machine.

---

# Opening and Closing the Transport Section

## ^ Context

This procedure describes how to open the transport section for performing various work (e.g. clearing jams and cleaning the machine).

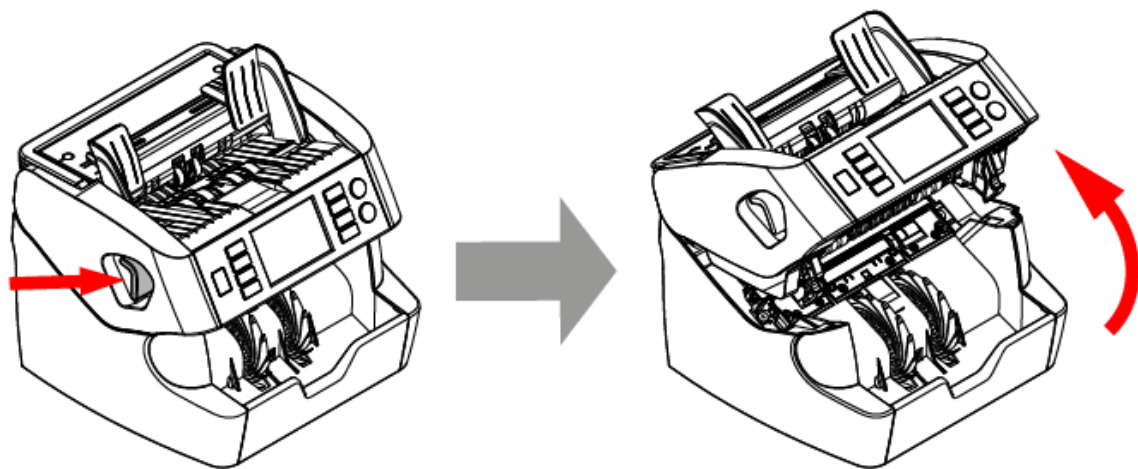
## ^ Prerequisites

### Safety conditions

→ [Safety Information Concerning Maintenance](#)

## ^ Steps

### Opening



1. Pull the lever towards you on the left side of the machine and pull back the cover until it stops.

→ The transport section is accessible.

2. If required, perform the required action (e.g. clear jam or clean)..

### Closing

3. When done, push the cover down again until it snaps in place again.

# Cleaning the Machine

## ^ Context

This procedure describes how to clean the machine. You can prolong the life of the machine by keeping it clean.

You can download Quick Instructions for cleaning from the following site:

→ <https://bit.ly/35HuEtl>

## ^ Prerequisites

### Required conditions

- Vacuum cleaning device
- Small soft bristled brush (e.g. brush placed in brush holder on backside of the counter)
- Lint-free, non-abrasive cloth

### Safety conditions

→ [Safety Information Concerning Maintenance](#)

## ^ Context

---

### Requirement

Pay attention to the following when cleaning the machine:

- To avoid risk of electric shock, always disconnect the main power cable before cleaning the machine.
  - Do not use alcohol and never spray cleaner on the machine. The machine must be dry before reconnecting the mains supply.
  - When cleaning, take care not to disassemble or damage the machine. The surface of the display and the sensors should be treated with particular care.
- 

## ^ Steps

### Switching Off the Machine

1. Switch off the machine.

→ [Switching the Machine On and Off](#)

2. Disconnect the power.
  3. Check the machine for damage.
- 

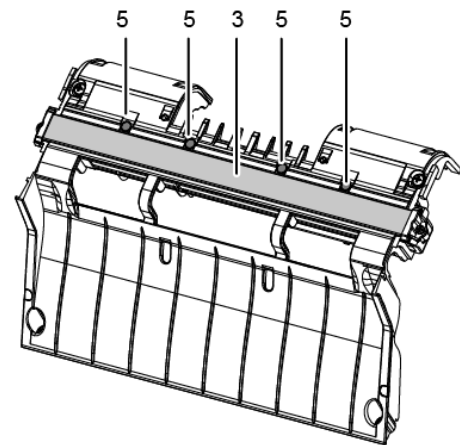
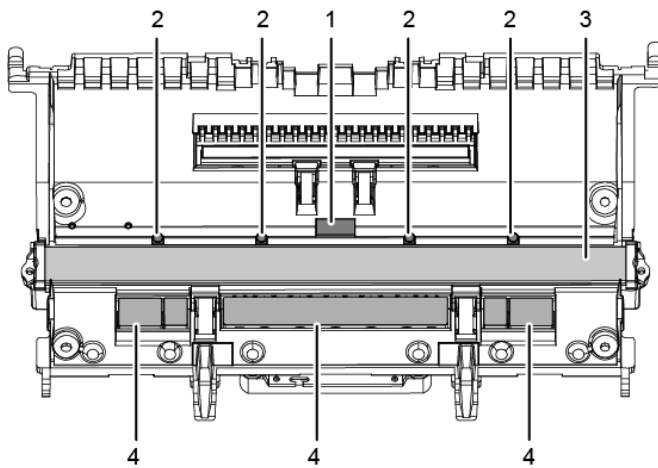
### Important

In the event of safety-relevant damage, e.g. damaged network cables or plugs and broken, sharp-edged parts, contact Service.

---

### Cleaning the Transport Section

4. Open the transport section.  
→ [Opening and Closing the Transport Section](#)
5. Remove any dust using vacuum cleaning device and small, soft-bristled brush.



#### Transport Section

- |   |             |   |                   |
|---|-------------|---|-------------------|
| 1 | UV sensor   | 2 | IR sensors        |
| 3 | CIS sensors | 4 | Magnetism sensors |
| 5 | Prisms      |   |                   |

6. Gently wipe the sensor surfaces using a lint-free, non-abrasive cloth.
7. Due to soiling, check the rollers for soiling and clean.
8. Clean the singler and stacker similarly.

### Cleaning the Cover

9. Clean the cover in circular motions using a lint-free, non-abrasive cloth.

# Adjusting the Feeding Gap

## ^ Context

This procedure describes how to adjust the feeding gap. When the machine leaves the factory, the feed gap adjustment screw is set to the proper position which is appropriate for currencies that use notes on average thickness. However, you may need to adjust the feeding gap if problems occur during counting or sorting (e.g. counting other objects than banknotes with different thickness).

### **Problems During Counting/Sorting**

The feeding gap may need to be adjusted if the following problems occur during counting/sorting:

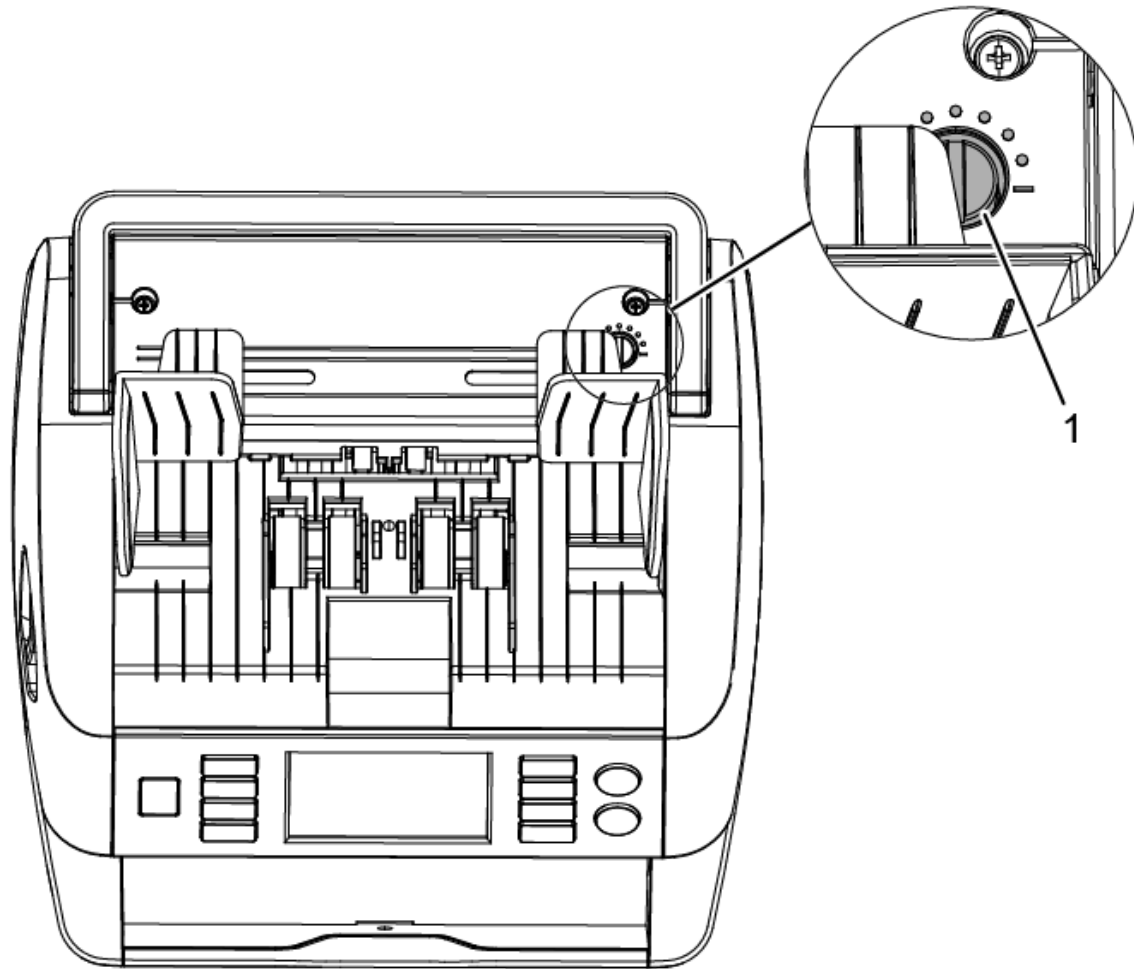
- Frequent jams or banknotes pass the feeder with difficulty.
- Frequent “double notes” or “chained notes” error message.

## ^ Prerequisites

### **Safety conditions**

→ [Safety Information Concerning Maintenance](#)

## ^ Steps



#### Adjustment Screw

1 Feed gap adjustment screw

1. Adjust the feeding gap by turning the feeding gap adjustment screw.

Widening the feeding gap	Necessary, for example, in case of frequent jams or banknotes which pass the feeder with difficulty. Turn the feed gap adjustment screw counter-clockwise.
Shortening the feeding gap	Necessary, for example, in case of the errors such as "Chain Note" or "Double Note". Turn the feed gap adjustment screw clockwise.

---

#### **Important**

The feed gap adjustment screw is very sensitive. Only make minor adjustment at a time.

2. To test, place a banknote between the wheels in the singler to imitate banknote feeding and keep hold of it.

If you feel the pull on the banknote when wheels are turning, the machine is workable.

# Changing the Fuse

## ^ Context

This procedure describes how to change the fuse.

## ^ Prerequisites

### Required supplies

New fuse corresponding to old one

### Safety conditions

→ [Safety Information Concerning Maintenance](#)

## ^ Context

### WARNING



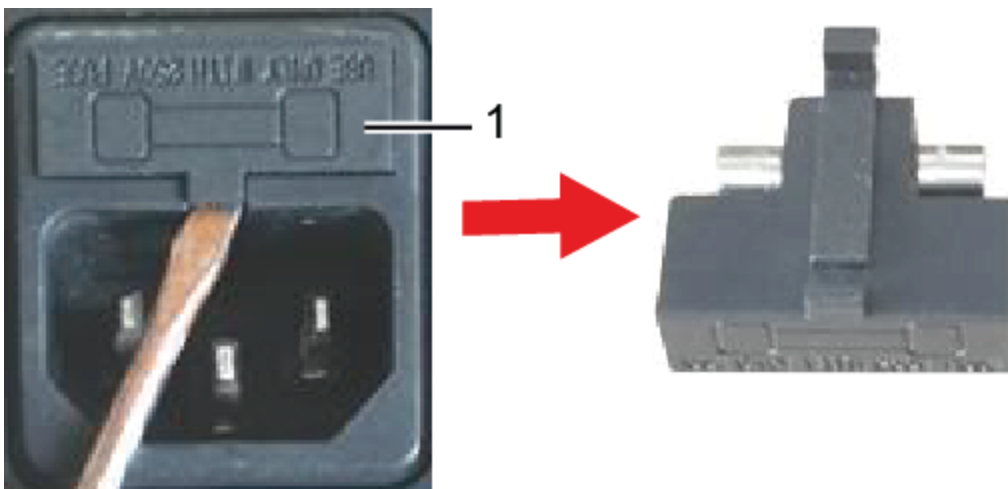
#### Risk of Electric Shock

Electric shock could occur when performing maintenance work.

- ▶ Always disconnect the main power cable before removing the fuse holder.
- 

## ^ Steps

1. Disconnect the machine from the power.



2. Take out the fuse holder (1).
3. Replace the fuse.

4. Plug the fuse holder back in.

∧ **Result**

The fuse is changed.

# Clearing the Jam in the Transport Section

## ^ Context

This procedure describes how to clear a jam in the transport section.

## ^ Prerequisites

### Required conditions

Jam in the transport section.

### Safety conditions

→ [Safety Information Concerning Maintenance](#)

## ^ Context

### WARNING



**Do not perform any maintenance and service work.**

There is a danger of serious injury.

- ▶ Have maintenance and service work carried out by specially trained maintenance personnel and field engineers.

---

### Important

If an error message is displayed during processing, follow the instructions for solving the problem. If you cannot solve the problem yourself, contact service.

→ [Error Messages](#)

---

## ^ Steps

1. Open the upper transport section.  
→ [Opening and Closing the Transport Section](#)
2. Remove the jammed banknote.
3. After inspection of any further jammed banknotes, close the cover by pushing it back to the closed position.

# Error Messages

If an error occurs when operating the machine, an error message is displayed. You are instructed on how to solve the problem.

If you cannot solve the problem yourself, contact service.

---

## **Important**

Certain components described in this documentation may only be replaced or repaired by service technicians or trained persons. This assures the safety of the product. Improper handling can cause material damage to the device and disturbances during operation.

---

## **Important**

It is important to ensure that only trained personnel carry out maintenance or repair work on the device. The manufacturer is not responsible for any damage resulting from the disregard of this advice, such as repairs or component replacements done by individuals who are not trained.

---

# Errors During Counting

If error message shows on the display window during the process of counting, you can handle it according to the solution below the error message after the machine is stopped.

For some errors, you may find a solution below. If the error persists, contact service.

Error Message	Solution
<b>Slant notes</b>	<ul style="list-style-type: none"><li>• Error due to tilted banknotes. Ensure the banknotes are placed neatly and are centered on the singler.</li><li>• Remove the slant banknote from the stacker and press <b>Start/Clear</b> button to continue the counting.</li><li>• Use the banknote guide to center the banknote when counting a large stack of banknotes.</li></ul>
<b>Double notes</b>	<ul style="list-style-type: none"><li>• Some banknotes are attached to each other or overlapping, re-count the banknotes.</li><li>• If error persists, turn the feed gap adjuster clockwise to make the feed gap narrower. → <a href="#">Adjusting the Feeding Gap</a></li></ul>
<b>Chained notes</b>	

## Self-Test Error Messages

The banknote processing machine automatically performs a self-test after power on. If error message shows on the display window, usually it is because the sensor is blocked by banknote or dust. In this case, use a brush or a piece of soft cloth to clean the dust on the sensor or remove the banknote, and then restart the machine.

# Sensitivity Parameters Setting Error

You may encounter the following problems during counting/sorting:

- Machine does not recognize the notes properly.
- Machine frequently recognizes good notes as unfit notes.

If either of these occurs, contact your technician/dealer to adjust the machine's sensitivity parameters.

→ *Service Manual*

If either of these occurs, adjust the machine's sensitivity parameters.

→ [Setting Up Detection Sensitivity Parameters](#) 

---

## **Important**

In case of any technical problem that cannot be solved by the above, contact your supplier.

---

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