User Manual

Banknote Processing Machine

ProNote 300

Original operating instructions

G+D
Currency Technology

Note

The information, knowledge, and graphic material contained in this documentation are the sole property of Giesecke+Devrient Currency Technology GmbH and may not be reproduced or otherwise distributed without the prior written consent of Giesecke+Devrient Currency Technology GmbH.

Giesecke+Devrient Currency Technology GmbH reserves the right to enforce all rights in this connection, especially in the event that patents are granted. Provision of the documentation does not establish grounds for any claim to a license or right of use.

Trademarks

Product names, company names, and descriptions in this manual may be trademarks or registered trademarks of other companies. Such terms in this manual are used for explanatory purposes only and no infringement on rights is intended.

Disclaimer

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

This documentation is based on the machine type ProNote 300.

Subject to technical changes.

$C\,E$ 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.

Table of Contents

1 About This Manual

This chapter contains the following information:

- Overview of all manuals in the ProNote 300 operating instructions
- Target group of this manual
- Content and structure of this manual
- A description of the conventions used in this manual

1.1 Overview of All Manuals for the ProNote 300 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.

1

Troubleshooting Manual	The Troubleshooting Manual offers an interactive troubleshooting including links to detailed procedures and video tutorials.
	The Troubleshooting Manual is only available as part of the electronic documentation library EB Suite. The contents of the Troubleshooting Manual depend on your access rights.
Spare Parts Catalog	Please use the electronic spare parts catalog for Banknote Processing Systems on CD/DVD to order spare parts.

1.2   Target Group of this Manual

The manual is intended for the operator.

1.3   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 300"* 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 → *"Disposal"* chapter provides you with all the information required for disposal.
- The → *Appendix* contains useful additional information.
  - Error messages
  - Contact addresses
  - A list of abbreviations and glossary of terms
  - Table of figures
  - Index

G+D
Currency Technology

1

1.4 Conventions Used in this Manual

1.4.1 General Document Conventions

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

Conventions	Definition
<u>This text is important.</u>	Underlined text indicates important information.
Mechanical operating control	Names of mechanical operating controls like keys or switches are written in bold. Example: Press **Start** on the device.
GUI Text	Objects in the graphical user interface (GUI), e. g. a button, are in bold. Example: Click **OK**.
Menu option > Menu option	Menu names are in bold. Angle brackets indicate navigation through menus. Example: Select **File > Print** from the menu.
'User input'	User inputs are in single quotes. Example: Enter **port** = '8080'.
<Placeholder>	Placeholders for display text or user input are in angle brackets. Example: Enter <Password>.
[Key]	Keys on the keyboard are in square brackets. Example: Press [Alt] + [p] to print the file.
File or path	File names or paths are in italics. Example: Open *readme.txt*.
`Command`	Commands are in Courier font.

1

Conventions	Definition
	Example: Open an input window and enter `ping`.
`Code`	Codes are in courier font.
"Title"	Titles of reports, logs, modes, windows, etc. are in quotation marks. Example: The "xy" window appears.
→ *"Manual title"*	References to other manuals are in italics. The manual title is also in quotation marks. Example: → *"Service Manual"*
→ *Chapter "Chapter heading"*	References to other chapters/sections are in italics. The title of the chapter/section is also in quotation marks. For example, → *"Jam Recovery"* chapter
Homepage Giesecke +Devrient	References to a website address are in italics.
1. list entry 2. list entry	In numbered lists, make sure you follow the sequence of list entries.
● list entry ● list entry	In unnumbered lists, the sequence of list entries is not important.
a) list entry b) list entry	In alphabetical lists, the list entries give alternatives.
🛈	This symbol identifies important information.
*	* indicates optional components. Inquire if the option is available on your machine.

Conventions	Definition
[1]	Numbers in square brackets indicate individual operational steps. You must carry out these steps in the sequence indicated.
⇨	An arrow as shown after a step indicates the result of that step.

1.4.2 Document Conventions for Procedures (Instructions)

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

Requirements for the Procedure

- Requirement 1
- Requirement 2

⚠️ **DANGER**
Safety information before the procedure
Applies to the whole procedure
Observe the measures to prevent risks at each step.

Procedure

[1] Perform this step.

[2] Perform this step. Note the image above.

⇨ Result of this step

Figure 1: Image of a Result

1

Secondary Steps

[3]	To perform this step:
[3-1]	Perform this secondary step.
[3-2]	Perform this secondary step.

Prompts to Skip or Repeat Steps

[4]	Prompt, e.g. has 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 alternative:
	For variant A: ➔ **[8a]**
	For variant B: ➔ **[8b]**
[8a]	**Variant A**
[8a-1]	Perform this step for variant A.
[8a-2]	Perform this step for variant A.
[8b]	**Variant B**
[8b-1]	Perform this step for variant B.

Result

⇨ Result of the procedure

1.4.3 Figures Used

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

2 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.

This chapter contains the following information:
- Overview of the general symbols for safety information
- Overview of the symbols identifying specific hazards
- Safety instructions for ProNote 300

2.1 Safety Information Symbols

DANGER

The symbol together with the signal word <u>DANGER</u> indicates an immediate risk to life or health.

Ignoring this warning will result in death or serious injury.

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.

WARNING

The symbol together with the signal word <u>WARNING</u> indicates a possible risk 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 risk, the consequences if it is not observed, and the measures to take to prevent the risk.

CAUTION

The symbol together with the signal word <u>CAUTION</u> indicates a possible hazard to health.

Ignoring this warning may result in minor injury.

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.

G+D
Currency Technology

2

NOTICE

This symbol, with the signal word <u>NOTICE</u>, 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.

2.2 Symbols Used to Identify Specific Hazards

DANGER

Risk of electric shock

This symbol indicates a danger of electric shock.

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.

DANGER

Risk of tripping

This symbol indicates a risk of tripping.

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.

2.3 Safety Information

2.3.1 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 can damage 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 to 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.

2.3.2 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.

<u>Only</u> genuine spare parts may be used for repair.

2.3.3 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.

2.3.4 Safety Information to Protect Persons

Be sure to comply with national accident prevention regulations.

When working on the product, respect 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 method that may impair the operational safety of the product. Proceed in accordance with the safety information specified in the system operating instructions.

Ensure that unauthorized persons are kept away from the product.

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 perfect working condition.

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

G+D
Currency Technology

2.3.5 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 persons can lead to data loss and errors.

2.3.6 Electromagnetic Compatibility

At all stages of configuration, the ProNote 300 complies with the basic requirements of the EMC Directive (emitted interference and interference resistance).

2.3.7 Information on Special Dangers for the Operator

During operation of the product, 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 so that you can work ergonomically.

- Set your chair to the optimum position.
- Correct 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 that are damaged in this way. Always vacuum up any dust with a suitable vacuum device, fitted with a micro-filter.

3   Overview of ProNote 300

3.1   General Information on the Product ProNote 300

ProNote 300 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. 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 ProNote 300.

Important!

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

Special Features

- Banknote counter with counterfeit detection
- Multi-language
- Selection of currency and counting mode (e.g. SINGLE, MIX, COUNT, MULTI MIX); AUTO currency detection
- 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, Spectrum and image recognition (CIS technology)
- Standard interfaces, including external display/printer, network (LAN), SD card slot and USB

Important!

The technical data is described separately.

G+D
Currency Technology

3.2   General Usage Information

3

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.
- 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 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 note jamming only).

3.3   Front and Rear View of ProNote 300

This chapter shows the front and rear view of ProNote 300.

3.3.1 Front View

The ProNote 300 banknote processing machine has the following operating controls:
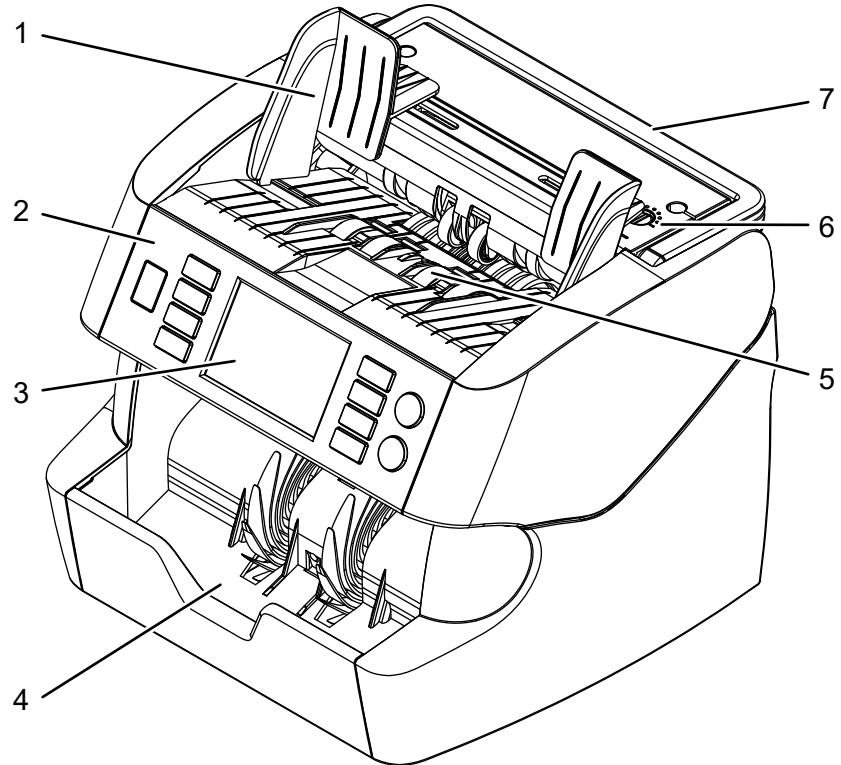
Figure 2: Operating Controls

1 Note guide

   Used for adjusting size of banknotes.

2 Control panel (operating keys)

   Used to select functions and navigate in the menu.

3 Display (touchscreen)

   Displays counting result, error code or setup details, etc.; touchscreen provides similar functionality as many keys of the control panel.

4 Stacker

   Contains counted notes to be stacked; in case of unidentified notes, you are requested to remove the last stacked note.

5 Singler

   Where you place the banknotes to count and sort; also referred to as hopper.

6 Feeding gap adjustment screw

   Used for shortening or widening the feed gap.

7   Handle

Used for carrying machine.

3.3.2   Rear View
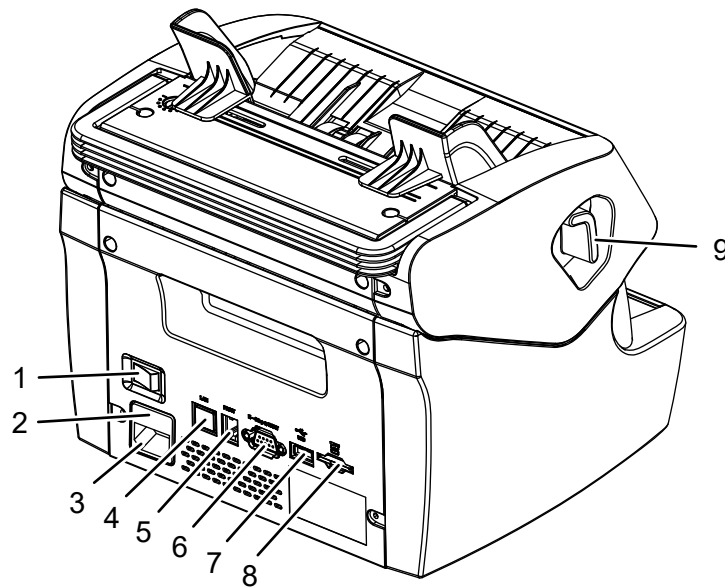
Figure 3: Operating Controls

1   Power switch

Used for switching the machine on and off.

2   Fuse holder

Can be opened to replace fuse.

3   Power socket

Connection for the power cable.

4   Network port

Remote network access; connector type RSJ45.

5   Printer

Optional printer; connector type RJ11.

6   External display

Optional display; connector type DP9.

7   USB for connection to PC

For update and raw data capturing.

8   SD card slot

For update; must be inserted when using LAN.

9   Access to transport section

Can be opened to access note path for cleaning and cleaning jam.

3.4   Control Panel

The control panel consists of various keys and a display.

3

Figure 4: Control Panel

1   Status LED

Meaning of color:

* Green: No error while counting notes.
* Red: Counterfeit or suspicious note in stacker. Blinks slowly during standby.
* Blinking green: ProNote 300 banknote processing machine is offline.

3.4.1 Touchscreen Display

3

EUR	MIX	READY
	ADD	B:10
	40 €	
	8	
PRINT		F2

Example of MIX Mode

MULT	MIX	READY
	ADD	B:10
CUR	pcs	value
EUR	0	0
USD	0	0
GBP	0	0
PRINT		F2
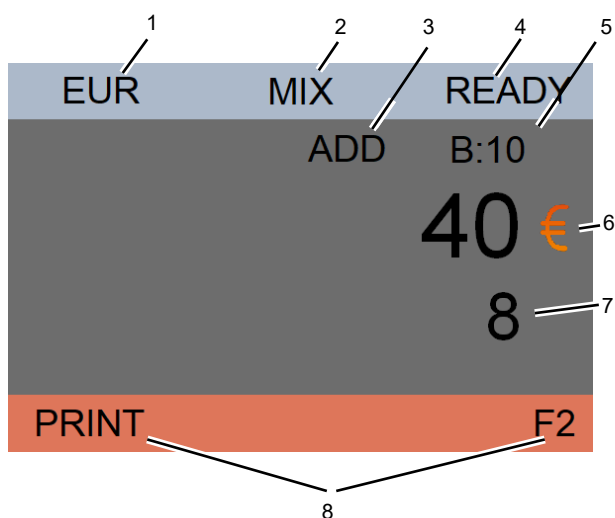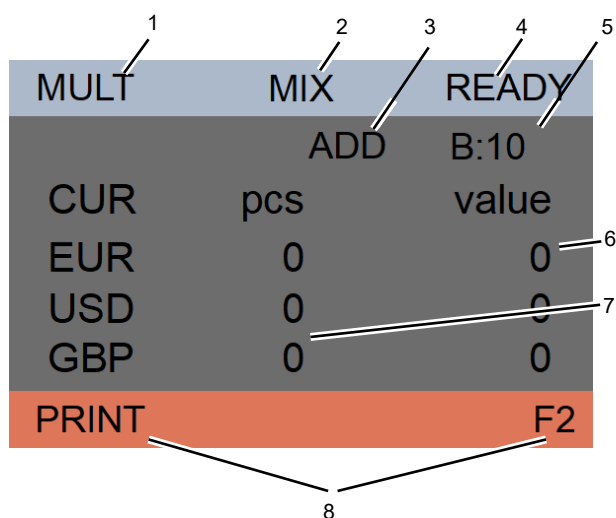
Example of MULTI-MIX Mode

i

Important!

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

→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

1	Selected currency	Other currencies available. The "AUTO" symbol indicates automatic recognition of the first banknote.
2	Selected mode	Selection of the operating mode.
3	ADD function	If active, counting results are added to previous counting results until cleared again.
4	Machine status	Indicates the machine statues (e.g. READY, RUNNING, etc.).
5	Batch function	If active, the ProNote 300 banknote processing machine will stop when the batch stop limit is reached. Entry of batch stop limit used by counter.
6	Counted amount (value)	Total amount of counted banknotes.
7	Counted quantity (pieces)	Quantity (pieces) only.
8	User-defined buttons	Configurable via user menu (e.g. for printing counting results).

3.4.2 Keys of the Control Panel

Important!

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

→ *Section 3.4.1 "Touchscreen Display", p. 16*

ADD	When active, adds counting results to existing counting results until cleared. → *Section 6.5 "Adding Counting Results", p. 40*
BATCH	Used to select or enter individual quantity of notes for the batch stop limit counter. The banknote processing machine automatically stops when batch stop is reached. → *Section 6.6 "Enabling and Disabling the **BATCH** Function", p. 41*
silencing symbol	Reduces noise by reducing the counting speed. → *Section 6.7 "Reducing Noise and Counting Speed", p. 42*
F1	User-defined button (default setting: Print). Configurable via the user menu (e.g. for printing counting results). → *Section 7.3 "Assigning a Menu Function to the Function Keys", p. 50*
MODE	Selection of the mode. → *Section 6.4 "Selecting the Operating Mode", p. 40*
currency symbol	Selection of the desired currency. Also used for navigating upwards in the user menu. → *Section 6.3 "Selecting the Currency", p. 39*
DETAIL	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. Also used for navigating downwards in the user menu. → *Section 6.8 "Displaying Details of the Counting Result", p. 43*
F2	User-defined button; configurable via the user menu (e.g. for enabling printing).
MENU	Press to enter the menu; press to confirm and save a setting.

	→ *Chapter 7 "Defining Settings via the User Menu", p. 47*
Start/Clear	Push to manually start counting (e.g. after correcting an error). Press and hold about 2 seconds to clear previous counting results. Also works as clear key to return to the previous screen or quit/leave the menu. → *Section 6.10 "Starting Counting and Clearing", p. 44*

3.5 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.

Mode	Description	Results
MIX	Mixed denomination counting mode. Use this mode for counting the amount and quantity of all denominations of the same currency.	The counted amount (value) and quantity (pieces) are displayed. You can display details regarding pieces and values of denominations.
SINGLE	Single denomination counting and sorting mode; also sometimes referred to as denomination sorting mode or sort mode. Use this mode to single out a specific denomination of the first detected currency. The first genuine note detected determines which notes will be counted and rejected.	The counted amount (value) and quantity (pieces) are displayed.
COUNT	Counting mode; also sometimes referred to as piece counting mode. Use this mode for counting the quantity (pieces) only of banknotes. In this mode, counterfeit detection is disabled.	The quantity only is displayed.

Mode	Description	Results
MULTI-MIX	Multi-mix counting mode, also referred to as multi-currency mixed counting mode. Use this mode to count mixed currencies. In this case, "MULTI" currency must be selected.	The counted amount (value) and quantity (pieces) are displayed. You can display details regarding pieces and values of the individual denominations.

3

3.6   Preparing Banknotes

[1]   If necessary, remove the straps.

[2]   Proceed according to internal regulations.

[3]   Fan the banknotes up.
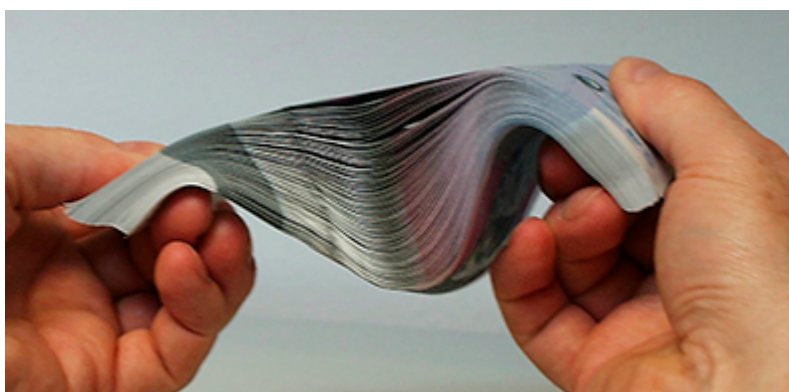
[4]   Fan the banknotes down.

3
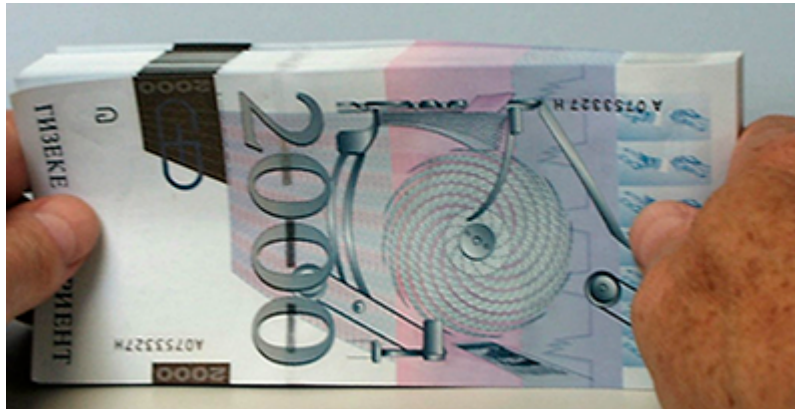
| [5] | Straighten the banknote stack. |

| [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.

NOTICE
Objects such as clips, paperclips, or rubber bands
can damage the machine/device.
Make sure that there are no objects on the banknotes.
Only banknotes may be placed in the singler!

| [8] | Before inserting the banknotes in the singler, sort out banknotes with the following characteristics: |

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

Figure 5: 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:
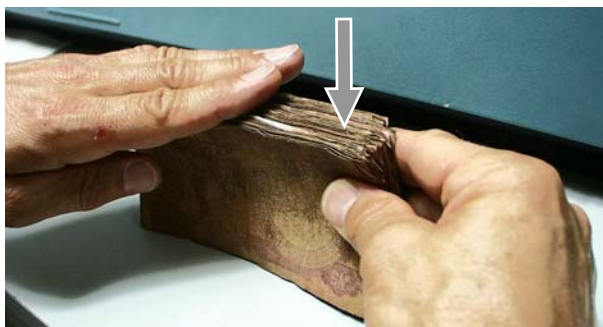
[11]   Straighten the BN lengthwise.

[12]   Fan the right side of the BN package.
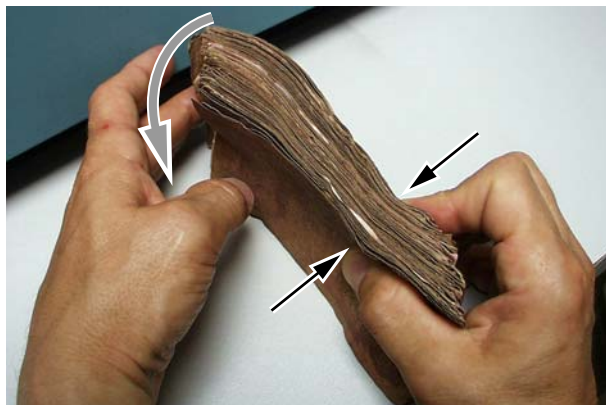
[13]   Fan the left side of the BN package.
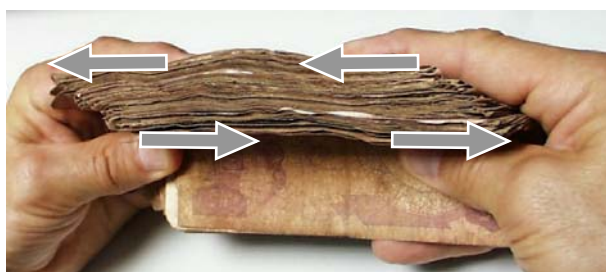
[14]   Shift the BN sideways.

[15]   Bend the BN in the middle.

[16]   Smooth any bent leading edges and dog-ears.

4 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.

Moisture content of the banknotes to be processed	• Relative humidity: 35 % – ca. 65 % r.H. • Moisture content of the banknotes: 4.5 g/kg at 20 °C (water/kg of banknotes)
Capacity	• Singler: 300 notes • Stacker: 200 notes
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	367 x 335 x 348 mm
Weight	6.7 kg/8.0 kg (without/with packing)
Operating temperature	0 °C – +40 °C
Room humidity	35 % – ca. 65 % r.H.
Voltage	100 – 240 V ± 10 %
Frequency	50 Hz – 60 Hz ± 1 %
Fuse protection	F3A, 250 V
Maximum current consumption	1.5 A
Electrical power consumption	80 W (during counting)
Noise level values according to test report	80.8 dB(A) The uncertainty comprises ±2 dB (A).
External interfaces	• DP9 for optional display

4	• RJ11 for optional printer • RJ45 for remote network access • SD card slot: For software updates; must be inserted for network (LAN) • USB: For software updates/data collection
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. Maintain a minimum distance of two meters to the product from mobile end devices which are switched on.
Type label on back side of machine	G+D Currency Technology Prinzregentenstrasse 159, 81677 Munich, Germany **Banknote Processing Machine** Model **ProNote 300** YoM **2019** Serial-No. Input 100-240V AC, 50/60Hz 1.5A Fuse 3A/250V Quick-break Made in China CE **RoHS**

5 Installation

The following must be observed during the installation.

5.1 Transport

Please 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.

Please take note of the following safety information during transport.

WARNING

Incorrectly transporting heavy equipment

may result in 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
  - Protective goggles

DANGER

Risk of electric shock

Electric shock may result in death or serious injury.

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

NOTICE

Existing plug connections

may damage the machine during transportation.

Unplug all plug connections.

5.1.1 Transporting Inside Buildings

You can transport the ProNote 300 product inside buildings without special packaging.

You must carry the ProNote 300 product as follows:

Procedure

[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.

5.1.2 Transport Outside of Buildings

When transporting the product ProNote 300 outside of buildings you must transport it in the original packaging or equivalent.

5.2 Unpacking

5

The packaging consists of the following components:

● 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.

Procedure

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

i **Important!**
Note the following:

● If two ProNote 300 machines are shipped in one shipping box, remove each of the cardboard boxes.
● Remove any plastic sealing straps wrapped around the cardboard box.

i **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 two pieces of packing foam and accessories from the top.

[4] Gently pull the ProNote 300 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 ProNote 300 machine from the plastic bag.

> **Important!**
> Check the machine for any damage during transport.

[6] Retain the packaging for possible future transport.

5.3 Installing and Connecting

Requirement   The machine is unpacked.

Items Supplied   Check the items supplied:

- ProNote 300 machine

External devices (e.g. such as printers, or external displays) are optional and must be ordered separately.

The mains cable (country-specific) is supplied separately.
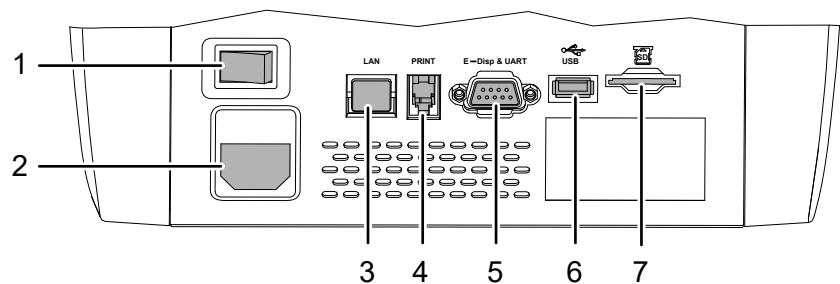
Figure 6: Connections

1   Power switch
2   Connection for power cable
3   Network (LAN) RJ45
4   External printer RJ11
5   External display DP9
6   USB
7   SD card slot

DANGER

Risk 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

Where cables are routed along the floor,

there is a risk of tripping.

Make sure that all cables are routed safely.

Procedure

NOTICE

Skewed installation of the machine/device

results in impaired function.

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

[1]   Place the machine on a suitable, sufficiently stable surface.

[2]   Make sure that the machine and all cable connections are easily accessible.

[3]   Make sure that the machine is easy to open.

[4]   Connect the power cable (2).

[5a]   Connect LAN/network (3); requires that SD card (7) is connected.

[5b]   Connect external printer (4).

[5c]   Connect external display (5).

[5d]   Connect USB device (6).

[6]   For software updates, insert SD card (7).

5.4   Disposal

You must properly dispose of the transport packaging and the product ProNote 300 after discontinuation of use according to the commonly applicable legal requirements.

5

6 Operating ProNote 300

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.

The machine/device may be damaged.

If metal objects and/or liquids get into the machine/device:

1. Switch off the machine/device.
2. Unplug the power plug from the power socket.
3. 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.

→ *Section 7.10 "Changing Language of User Interface", p. 57*

6.1 Switching the Machine On and Off

This procedure describes how to switch on and off the machine. The power switch is located on the rear side of the machine.

→ *Section 3.3.2 "Rear View", p. 14*

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.

Important!

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

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

Switching Off

> **Important!**
> All unsaved results will be deleted when the machine is switched
> off.

[1]   Print or save your results if necessary,

[2]   Press the power switch to the position **O**.

⇨ The machine is switched off.

6.2   Counting and Sorting Banknotes

6.2.1   Suggestions for Good Banknote Feeding

Checking Banknotes
- Remove banknotes which are wet, dirty, spoiled, severely damaged or mixed with alien substances.
- Check for bad quality banknotes and remove kinks, folds and dog ears.
- Check the note bundle for foreign objects which could jam the note path or even damage the sensors (e.g. 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 notes, 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 notes, 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 notes.
- Take care that the notes do not move sidewards on the singler.

6.2.2   Counting Mixed Denominations

This procedure describes how to count mixed denominations of the same currency in one counting process.

| Requirements | ● The machine is switched on. |

Requirements

● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

● The currency has been selected and additional functions such as **ADD** or **BATCH** have been enabled or disabled as needed.

→ *Section 6.3 "Selecting the Currency", p. 39*

→ *Section 6.5 "Adding Counting Results", p. 40*

→ *Section 6.6 "Enabling and Disabling the **BATCH** Function", p. 41*

● The banknote guides of the machine have been adjusted according to the banknote size.

Procedure

Important!

If "AUTO" is displayed instead of the selected currency, this indicates auto recognition of the first banknote (e.g. EURO, USD, etc).

Important!

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

[1] Press the **MODE** key on the control panel press again until **MIX** is displayed.

→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The selected mode is displayed.

Important!

● Be careful when placing banknotes on the singler. Keep your hands away from the singler and stacker while counting and sorting banknotes.

● Pay attention to the suggestions for good banknote feeding.

→ *Section 6.2.1 "Suggestions for Good Banknote Feeding", p. 32*

[2] Gently place the banknotes to be counted onto the singler. Always place the banknotes from above and centered onto the singler.

⇨ All counted banknotes are sorted to the stacker compartment. In case of reject or suspicious banknotes, follow the messages on the display (e.g. remove last banknote from the stacker) and continue.

> **ℹ** **Important!**
>
> When a counterfeit note is detected, the machine will stop immediately and a buzzer will sound if configured. The status LED illuminates in red.
>
> → *Section 7.8 "Setting Alarm Beep", p. 56*
>
> In this case, the top note will be either a counterfeit or suspicious note to be checked. In this case remove the counterfeit note and press the **Start/Clear** key to continue counting.

> The display shows the counting results (i.e. amount and quantity).

[3] 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).

→ *Chapter A "Error Messages", p. 81*

> **ℹ** **Important!**
>
> In case of an error and the machine stops, re-count the banknotes.

[4] At the end of processing, press the **DETAILS** key on the control panel to view and evaluate the details of the current count action (e.g. quantity and amount of each denomination).

→ *Section 6.8 "Displaying Details of the Counting Result", p. 43*

> **ℹ** **Important!**
>
> To print the counting results, the **F1** key must be configured for printing via the user menu.
>
> → *Section 7.3 "Assigning a Menu Function to the Function Keys", p. 50*

Result   ⇨   Mixed denomination are counted and the counting results are displayed.

6.2.3   Counting Single Denominations

This procedure describes how to count and sort single denominations of the same currency. This mode is also referred to as denomination sorting mode.

The first banknote detected in the stack specifies the denomination to be singled out.

Requirements	● The machine is switched on.

Requirements

● The machine is switched on.

→ Section 6.1 "Switching the Machine On and Off", p. 31

● The currency has been selected and additional functions such as **ADD** or **BATCH** have been enabled or disabled as needed.

→ Section 6.3 "Selecting the Currency", p. 39

→ Section 6.5 "Adding Counting Results", p. 40

*→ Section 6.6 "Enabling and Disabling the **BATCH** Function", p. 41*

● The first denomination in the stack of banknotes is the denomination to be counted.

● The banknote guides of the machine have been adjusted according to the banknote size.

Procedure

Important!

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

[1] Press the **MODE** key on the control panel press again until **SINGLE** is displayed.

→ Section 3.4.2 "Keys of the Control Panel", p. 17

⇨ The selected mode is displayed.

Important!

● Be careful when placing banknotes on the singler. Keep your hands away from the singler and stacker while counting and sorting banknotes.

● Pay attention to the suggestions for good banknote feeding.

→ Section 6.2.1 "Suggestions for Good Banknote Feeding", p. 32

[2] Gently place the banknotes to be sorted to the singler. Always place the banknotes from above and centered onto the singler.

⇨ The singled banknotes are sorted to the stacker compartment. In case of a reject or suspicious banknote, follow the instructions on the screen.

6

i

Important!

When a counterfeit note is detected, the machine will stop immediately and a buzzer will sound if configured. The status LED illuminates in red.

→ *Section 7.8 "Setting Alarm Beep", p. 56*

In this case, the top note will be either a counterfeit or suspicious note to be checked. In this case remove the counterfeit note and press the **Start/Clear** key to continue counting.

The display shows the counting results (e.g. amount and quantity of singled banknotes).

[3]   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).

→ *Chapter A "Error Messages", p. 81*

6

Result   ⇨   Single denominations are counted and sorted, and the counting results are displayed.

6.2.4   Counting Banknotes

This procedure describes how to count the quantity (i.e. pieces) of banknotes. This mode is also referred to as piece counting mode. Counting mode is used when you want to count different types of banknotes or papers. When finished, the total amount of banknotes is displayed.

No value counting or testing of banknotes is active in this mode.

In this mode, counterfeit detection is disabled.

Requirements

● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

● The currency has been selected and additional functions such as **ADD** or **BATCH** have been enabled or disabled as needed.

→ *Section 6.3 "Selecting the Currency", p. 39*

→ *Section 6.5 "Adding Counting Results", p. 40*

→ *Section 6.6 "Enabling and Disabling the **BATCH** Function", p. 41*

● The banknote guides of the machine have been adjusted according to the banknote size.

Procedure

Important!

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

[1]   Press the **MODE** key on the control panel press again until **COUNT** is displayed.

      → *Section 3.4.2 "Keys of the Control Panel", p. 17*

      ⇨ The selected mode is displayed.

Important!

- Be careful when placing banknotes onto the singler. Keep your hands away from the singler and stacker while counting and sorting banknotes.
- Pay attention to the suggestions for good banknote feeding.
  → *Section 6.2.1 "Suggestions for Good Banknote Feeding", p. 32*

[2]   Gently place the banknotes to be counted onto the singler. Always place the banknotes from above and centered onto the singler.

      ⇨ All counted banknotes are sorted to the stacker compartment. In case of a reject or suspicious banknote, follow the instructions on the screen.

      The display shows the counting results (e.g. the quantity only).

[3]   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).

      → *Chapter A "Error Messages", p. 81*

Result   ⇨ The banknotes are counted and the counting results are displayed.

6.2.5   Counting Multi-currency Mixed Denominations (MULT MIX)

This procedure describes how to count multi-currency mixed denominations in one counting process. After counting, the total number and total number and total value of each currency are displayed. You can display a detailed report showing the detailed totals of each denomination.

Requirements

- The machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*
- The currency has been selected and additional functions such as **ADD** or **BATCH** have been enabled or disabled as needed.
  → *Section 6.3 "Selecting the Currency", p. 39*
  → *Section 6.5 "Adding Counting Results", p. 40*
  → *Section 6.6 "Enabling and Disabling the **BATCH** Function", p. 41*
- The banknote guides of the machine have been adjusted according to the banknote size.

Procedure

> **Important!**
> The touchscreen provides similar functionality as many keys of the control panel.

[1] Press the currency key on the control panel and select **MULT**.

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

→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The currency "MULT" and the mode "MIX" are displayed.

> **Important!**
>
> - Be careful when placing banknotes on the singler. Keep your hands away from the singler and stacker while counting and sorting banknotes.
> - Pay attention to the suggestions for good banknote feeding.
>   → *Section 6.2.1 "Suggestions for Good Banknote Feeding", p. 32*

[2] Gently place the banknotes to be counted onto the singler. Always place the banknotes from above and centered onto the singler.

⇨ All counted banknotes are sorted to the stacker compartment. In case of a reject or suspicious banknote, follow the instructions on the screen.

i

Important!

When a counterfeit note is detected, the machine will stop immediately and a buzzer will sound if configured. The status LED illuminates in red.

→ *Section 7.8 "Setting Alarm Beep", p. 56*

In this case, the top note will be either a counterfeit or suspicious note to be checked. In this case remove the counterfeit note and press the **Start/Clear** key to continue counting.

The display shows the counting results (i.e. mixed currency type (e.g. "EUR", "USD", "GBP") and pieces and value).

[3] 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).

→ *Chapter A "Error Messages", p. 81*

[4] At the end of processing, press the **DETAILS** key on the control panel to view and evaluate the details of the current count action (e.g. amount and quantity of each denomination).

→ *Section 6.8 "Displaying Details of the Counting Result", p. 43*

6

i

Important!

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

→ *Section 7.3 "Assigning a Menu Function to the Function Keys", p. 50*

Result ⇨ Multi-currency mixed denominations are counted and the counting results are displayed.

6.3 Selecting the Currency

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

Requirements ● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

Important!

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

[1] Press the currency selection key ❖ on the control panel and press again until the desired currency is displayed.
→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The currency is displayed.

Important!

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

Result ⇨ The currency is selected.

6

6.4 Selecting the Operating Mode

The procedure describes how to select the operating mode to be used.
→ *Section 3.5 "Counting Modes", p. 18*

Requirements ● The machine is switched on.
→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

Important!

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

[1] Press the **MODE** key on the control panel and press again until the desired mode is displayed,
→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The mode is displayed.

Result ⇨ The mode is selected.

6.5 Adding Counting Results

This procedure describes how to add counting results to previous counting results until cleared. Also referred to as accumulation mode or cumulative counting.

Counting will begin and continue until either the cumulative quantity of banknotes counted reaches 99,000 or the total value of all notes reaches 99,999,999. Afterwards, the number will be reset to 0.

The addition of counting results continues until cleared.

Requirements
- The machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*
- The ADD function is enabled via the **ADD Function** menu of the user menu.
  → *Section 7.15 "Setting ADD Function", p. 62*

Procedure

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

[1] Press the **ADD** key on the control panel.
→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ "ADD" is displayed.

When counting banknotes, the results will added to the previous counting results until cleared.

[2] To disable again, select press the **ADD** key on the control panel.

Result ⇨ If enabled, counting results will be added to previous counting results until cleared.

6.6 Enabling and Disabling the BATCH Function

This procedure describes how to enable and disable the batch function. A batch is where the machine is set to count a specific number of notes. When the specified number is reached, the machine will stop automatically. After you remove the banknotes from the stacker, the counter will begin counting the next batch.

For batch mode, you enter the batch stop limit, indicating when the machine should stop. This allows you to stack the banknotes according to the batch amount specified.

Requirements	● The machine is switched on.
	→ *Section 6.1 "Switching the Machine On and Off", p. 31*
	● The batch settings are configured via the **Batch Setup** menu of the user menu.
	→ *Section 7.1 "User Menu", p. 47*

Procedure

> **i** **Important!**
> The touchscreen provides similar functionality as many keys of the control panel.

[1] Press the **BATCH** key on the control panel or touch on the batch symbol on the display and enter the amount (up to 9,999) using the numeric keys (e.g. 20) and confirm by pressing the return key symbol.

Result ⇨ The batch function is enabled or disabled. If enabled, the machine prompts you when the specified batch stop amount is reached.

6.7 Reducing Noise and Counting Speed

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

Requirements ● You are counting or sorting banknotes on the banknote processing machine.

Procedure

> **i** **Important!**
> The silencing symbol is located below the **BATCH** key on the control panel.

[1] During processing, press the silencing key on the control panel.
→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

Result ⇨ The noise and counting speed are reduced.

6.8 Displaying Details of the Counting Result

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

Requirements
- Banknotes have been counted or sorted on the banknote processing machine.
  You are using either "MIXED" or "MUTLI MIX" mode to count the pieces and values of the individual denominations.
- After counting in mixed mode, the total value and the total number of genuine banknotes are displayed.

Procedure

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

→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The details for the counting result are displayed for evaluation.

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.

6

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

Result
⇨ The details of the counting results are displayed for further evaluation.

6.9 Printing Detail Report

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).

Requirements
- 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.
  → *Section 7.3 "Assigning a Menu Function to the Function Keys", p. 50*
- The printer is connected to the proper port and switched on.
- You have counted or sorted banknotes on the banknote processing machine.

Procedure

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

⇨ The detailed report is displayed.

Important!

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

→ *Section 7.3 "Assigning a Menu Function to the Function Keys", p. 50*

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

Important!

If supported, you can press 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.

Result   ⇨   The report is printed.

6.10 Starting Counting and Clearing

This procedure describes how to start counting and clear results.

Requirements   ● The banknote processing machine is switched on.
→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press the **Start/Clear** key on the control panel.
→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

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 selecting settings, return to the previous screen or quit/leave the menu

Result   ⇨   The counting and clearing action is performed accordingly.

6

6

G+D
Currency Technology

7 Defining Settings via the User Menu

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

→ *Section 7.2 "How to Access the User Menu", p. 49*

7.1 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!

In many of the menus, selecting **BACK** takes you back to the previous menu and selecting **EXIT** exits the menu. Press the **Start/Clear** button to go back to a previous level.

Important!

On ProNote 300 banknote processing machines, 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.

Setting	Description
F1 FUNCTION KEY	Defines the menu assignment for the **F1** function key (e.g. assign **PRINT** to this key for printing reports). → *Section 7.3 "Assigning a Menu Function to the Function Keys", p. 50*
F2 FUNCTION KEY	Defines the menu assignment for the **F2** function key similar to the F1 function key above.
USER SETTINGS	Saves settings for the first or second user. You can switch between the first or second user on the ProNote 300 banknote processing machine by pressing down the **F1** and **F2** keys for 2 seconds on the control panel. → *Section 7.4 "Saving User Settings", p. 51*
DATE TIME	Used to change the formats for date and time.

Setting	Description
	→ *Section 7.5 "Selecting Format for Date and Time", p. 52*
SPEED	Depending on the mode selected, allows you to select the speed (e.g. low speed, medium speed or high speed). → *Section 7.6 "Selecting Counting Speed", p. 54*
VERSION	Display system information, including version of hardware, software and other relevant information. → *Section 7.7 "Checking Version Information of Machine", p. 55*
ALARM BEEP	Used to select whether the alarm beep is on or off. → *Section 7.8 "Setting Alarm Beep", p. 56*
CCTALK	External serial communication port protocol. → *Section 7.9 "Using CCTALK", p. 57*
LANGUAGE	Used to select the language of the user interface. The currently supported languages are displayed (others on request). → *Section 7.10 "Changing Language of User Interface", p. 57*
NETWORK SETTINGS	Used to set network settings (e.g. various network parameters such and client and server IP, netmask, gateway, client and server port, MAC, etc.). → *Section 7.11 "Configuring Network Settings", p. 58*
NETWORK STATUS	Used to view network status. SD card must be inserted. → *Section 7.12 "Viewing Network Status", p. 59*
AUTO MANUAL SET	Used to set automatic or manual counting mode. → *Section 7.13 "Setting Auto Counting", p. 60*
MENU BUTTON DELAY	Selects whether the menu button delay is on or off (for normal users, this option is set to off). → *Section 7.14 "Setting Button Delay", p. 61*
ADD FUNCTION	Select whether the **ADD** key on the control panel is set on or off. The **ADD** function adds results to previous counting results until cleared again or until the limit is reached. → *Section 7.15 "Setting ADD Function", p. 62*

7

Setting	Description
USER PARA DEF	Used for restoring user parameters to defaults when performing software updates. A warning message informs you before you continue. → *Section 7.16 "Defining User Parameters (Restoring to Default)", p. 63*
STATION ID SETUP	Used to set up a station ID. → *Section 7.17 "Setting Up Station ID", p. 64*
BAG NO SETUP	Used to set up a bag number. → *Section 7.18 "Setting Up Bag Number", p. 65*
CASHIER ID SETUP	Used to set up a cashier ID. → *Section 7.19 "Setting Up Cashier ID", p. 66*
TOUCH CALIBRATION	Performs touch calibration as instructed. → *Section 7.20 "Calibrating Screen", p. 67*
EXIT	Exits the user menu and returns to the operating mode selected.

7

7.2 How to Access the User Menu

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

Requirements
- The banknote processing machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press the **MENU** key on the control panel.
  → *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The "User Menu" screen is displayed.

G+D
Currency Technology

Important!

On ProNote 300 banknote processing machines, 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.

[2]　　Navigate to the desired menu and press the **MENU** key to accept.

　　　　⇨ The screen of the selected setting is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

[3]　　Navigate to the desired setting and press the **MENU** key to accept the setting.

→ *Section 7.1 "User Menu", p. 47*

　　　　⇨ A confirmation message displays that the action was successful.

Result　　⇨　　User settings are saved for future use.

7.3　Assigning a Menu Function to the Function Keys

This procedure describes how 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 the print function to the **F1** key).

Requirements　　● The banknote processing machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]　　Press the **MENU** key on the control panel.

→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

　　　　⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **F1 FUNCTION KEY** or **F2 FUNCTION KEY** and press the **MENU** key again to accept.

→ *Section 7.1 "User Menu", p. 47*Menu Settings PN300

[3]   Navigate to the desired function to be assigned to the function key (e.g. "PRINT") 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.

Result   ⇨   The function is assigned to the function key on the control panel and can be used for future use.

7.4   Saving User Settings

This procedure describes how 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.

Requirements   ● The banknote processing machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press the **MENU** key on the control panel.

→ *Section 3.4.2 "Keys of the Control Panel", p. 17*

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

G+D
Currency Technology

i

Important!

On ProNote 300 banknote processing machines, 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.

[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:

- **USER1:SAVE**

  Saves the settings of user 1. After starting the machine, you can switch to user 1 by pressing the **F1** function key for two seconds.

- **USER2:SAVE**

  Saves the settings of user 2. After starting the machine, you can switch to user 2 by pressing the **F2** function key for two seconds.

[4] Press the **MENU** key.

⇨ A confirmation message is displayed that the settings were saved.

Result ⇨ User settings are saved accordingly.

7.5 Selecting Format for Date and Time

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

Requirements

- The machine is switched on.
- → *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1] Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

i

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

i

Important!

On ProNote 300 banknote processing machines, 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.

[2] Navigate to **DATE TIME** and press the **MENU** key to
accept.

⇨ The "DATE TIME" screen displays the following set-
tings.

- "DATE FORMAT"
  → **[3a]**
- "DATE TIME SETUP"
  → **[4a]**

Setting Date Format

[3a] Navigate to **DATE FORMAT** and press the **MENU** key to
accept.

⇨ The "DATE FORMAT" screen displays the following
date formats:

- "DD-MM-YY"
- "MM-DD-YY"
- "YY-MM-DD"

[3b] Navigate to the desired date format and press the **MENU**
key to accept.

⇨ A confirmation message displays that the action was
successful.

Setting Date and Time

[4a] Navigate to **DATE TIME SETUP** and press the **MENU** key
to accept.

i

Important!

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

[4b] Navigate to the item to be changed.

[4c] Press the **MENU** key to accept.

G+D
Currency Technology

[4d] Use the navigation keys to set the value and select the **MENU** key to confirm.

[4e] Select **Start/Clear key** to exit the menu.

⇨ You are asked whether or not you want to save changes.

[4f] 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.

7.6 Selecting Counting Speed

This procedure describes how to select the counting speed.

Requirements

● The ProNote 300 banknote processing machine is switched on.

Procedure

[1] Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

i | **Important!**
To go back to the previous menu, press the **Start/Clear** key on the control panel.

i | **Important!**
On ProNote 300 banknote processing machines, 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.

[2] Navigate to **SPEED** and press the **MENU** key to accept.

⇨ The "SPEED" screen is displayed.

i | **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:

- **SPEED L**

  Low counting speed (i.e. 1000 banknotes per minute).

- **SPEED M**

  Medium counting speed (i.e. 1200 banknotes per minute).

- **SPEED H**

  High counting speed (i.e. 1500 banknotes per minute).

[4]   Press the **MENU** key to accept.

⇨ The counting speed is changed accordingly. Return is made to the "User Menu" screen.

7.7   Checking Version Information of Machine

This procedure describes how to display detailed the version information of the ProNote 300 banknote processing machine. You can also display the installed adaptations.

Requirements

- The ProNote 300 machine is switched on.

[1]   Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **VERSION** and press the **MENU** key to select.

⇨ The "VERSION" screen is displayed.

Version information is displayed (e.g. HW:V2.7.13.3.3.4.3.2.1). In addition, the verison of "NetBoard", "NetBoard BOOT" and "NetBoard SW" are displayed.

[3] Press the **DETAIL** key to view the next page (e.g. currencies).

⇨ The implemented currencies are displayed.

7.8 Setting Alarm Beep

This procedure describes how to set the alarm beep function.

Requirements

● The machine is switched on.

Procedure

[1] Press **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!
To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!
On ProNote 300 banknote processing machines, 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.

[2] Navigate to **ALARM BEEP** and press the **MENU** key to accept.

⇨ The "ALARM BEEP" screen is displayed.

[3] Navigate to the desired setting:

● **Button sound**
Button sound can be switched on or off.

● **Alarm sound**
Alarm sound cab be switched on or off.

[4] Press the **MENU** key to select.

[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.

7.9   Using CCTALK

This function is reserved for software engineers only.

External serial port communication protocol.

Requirements

● The machine is switched on.

Procedure

[1]   Press **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **CCTALK** and press the **MENU** key to accept.

⇨ The "CCTALK" screen is displayed.

[3]   Navigate to the desired item:

● **ON**
CCTALK function is enabled.

● **OFF**
CCTALK function is disabled.

[4]   Press the **MENU** key to confirm.

⇨ A confirmation message is displayed and CCTALK is set accordingly.

7.10   Changing Language of User Interface

This procedure describes how to change the language of the user interface.

Requirements

- The machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*
- The language is available; other languages on request

Procedure

[1]   Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **LANGUAGE** and press the **MENU** key to select.

⇨ The "LANGUAGE" screen is displayed (e.g. "English", "Deutsch").

[3]   Navigate to the desired language (e.g. "English") and press the **MENU** key to accept.

⇨ The language is changed accordingly. Return is made to the "User Menu" screen.

Result   ⇨   The language is changed.

7.11   Configuring Network Settings

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

Requirements

- The machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*
- You are connected to a network.

Procedure

[1]   Press **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

G+D
Currency Technology

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **NETWORK SETTINGS** and press the **MENU** key to select.

⇨ The "NETWORK SETTINGS" screen is displayed.

[3]   Navigate to the desired setting and press the **MENU** key to select.

Client IP	e.g. 192.168.12.251
Server IP	e.g. 192.168.12.149
Netmask	e.g. 192.168.12.1
Gateway	e.g. 192.168.12.1
Client Port	e.g. 45310
Server Port	e.g. 21
MAC	Accordingly

⇨ A corresponding dialog is displayed.

[4]   Enter the parameter via the touch screen and confirm with **OK**.

⇨ The network parameters are set accordingly. Return is made to the "NETWORK SETTINGS" screen

7.12   Viewing Network Status

This procedure is used for viewing the network status.

Requirements

● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

● You are connected to a network.

Procedure

[1]   Press **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

i   **Important!**

To go back to the previous menu, press the **Start/Clear** key on the control panel.

i   **Important!**

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **NETWORK STATUS** and press the **MENU** key to accept.

⇨ The "NETWORK STATUS" screen is displayed.

The network status is displayed (e.g. whether SD card is inserted and network connection status).

7.13   Setting Auto Counting

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

Requirements

● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

i   **Important!**

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, the currency key ![currency key icon] 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.

[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:

- **Auto**

  Automatic banknote feeding.

- **Manual**

  Manual banknote feeding (e.g. by pressing **Start/Clear**).

[4] Press **MENU** to accept.

⇨ Automatic or manual counting mode are changed accordingly. Return is made to the "User Menu" screen.

7.14 Setting Button Delay

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

Requirements

- The machine is switched on.

  → *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1] Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[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:

● **ON**

Menu button delay enabled.

● **OFF**

Menu button delay disabled.

[4] Press the **MENU** key to accept.

⇨ A confirmation message displays that the selection was saved.

7.15   Setting ADD Function

This procedure describes how to enable the ADD function to accumulate counting results until cleared again.

Requirements

● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1] Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **ADD FUNCTION** and press the **MENU** key to accept.

⇨ The "ADD FUNCTION" screen is displayed.

[3]   Navigate to the desired item:

- **ON**

    ADD function is enabled. Counting results will be accumulated until cleared again.

- **OFF**

    ADD function disabled. Counting results will not be accumulated.

[4]   Press the **MENU** key to accept.

⇨ A confirmation message displays that the selection was saved.

Result   ⇨   The ADD function is switched on or off.

7.16   Defining User Parameters (Restoring to Default)

Engineering use only. Used for refreshing the software when performing software updates. A warning message informs you before you continue.

Requirements

- The machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

> **Important!**
>
> On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **USER PARA DEF** and press the **MENU** key to accept.

⇨ A warning is displayed.

> **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.

7

7.17   Setting Up Station ID

This procedure is used for setting up the station ID.

Requirements

● The machine is switched on.
  → *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

> **Important!**
>
> To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **STATION ID SETUP** and press the **MENU** key to accept.

⇨ The "STATION ID SETUP" screen is displayed.

[3]   Enter the station ID via the touch keyboard (e.g. 'PN035000012').

[4]   Confirm with **OK**.

⇨ The station ID is set up accordingly. Return is made to the "User Menu" screen..

7.18   Setting Up Bag Number

This procedure is used for setting up a bag number.

Requirements   ● The machine is switched on.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1]   Press **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2]   Navigate to **BAG NO SETUP** and press the **MENU** key to accept.

7

⮕ The "BAG NO SETUP" screen is displayed.

[3] Enter the bag number via the touch keyboard (e.g. "6863GOPHLM").

Important!
If necessary, you can delete the last character using the **CE** key.

[4] Confirm with **OK**.

⮕ The bag number is set up accordingly. Return is made to the "User Menu" screen.

7.19 Setting Up Cashier ID

This procedure is used for setting up a cashier ID:

Requirements
● The machine is switched on.
→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1] Press **MENU** key on the control panel.

⮕ The "User Menu" is displayed.

Important!
To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!
On ProNote 300 banknote processing machines, 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.

[2] Navigate to **CASHIER ID SETUP** and press the **MENU** key to accept.

⮕ The "CASHIER ID SETUP" screen is displayed.

[3] Enter the cashier ID via the touch keyboard (e.g. "789").

Important!

If necessary, you can delete the last character using the **CE** key.

[4] Confirm with **OK**.

⇨ The cashier ID is set up accordingly. Return is made to the "User Menu "screen.

7.20 Calibrating Screen

This procedure describes how to calibrate the screen.

Requirements

● The machine is switched on.
→ *Section 6.1 "Switching the Machine On and Off", p. 31*

Procedure

[1] Press the **MENU** key on the control panel.

⇨ The "User Menu" is displayed.

Important!

To go back to the previous menu, press the **Start/Clear** key on the control panel.

Important!

On ProNote 300 banknote processing machines, 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.

[2] Navigate to **TOUCH CALIBRATION** and press the **MENU** key to accept.

Important!

The entire calibrating process should be completed within ten seconds.

⇨ You are requested to touch five cursors on various locations of the touchscreen for 10 seconds each. A message displays whether the calibration was successful or whether it failed.

Afterwards, return is made to the "User Menu" screen.

7

7

8 Maintaining Machine

This section describes procedures for maintaining ProNote 300.

8.1 Opening and Closing the Transport Section

This procedure describes how to open the transport section for performing various work (e.g. clearing jams and cleaning the ProNote 300 banknote processing machine).

Opening
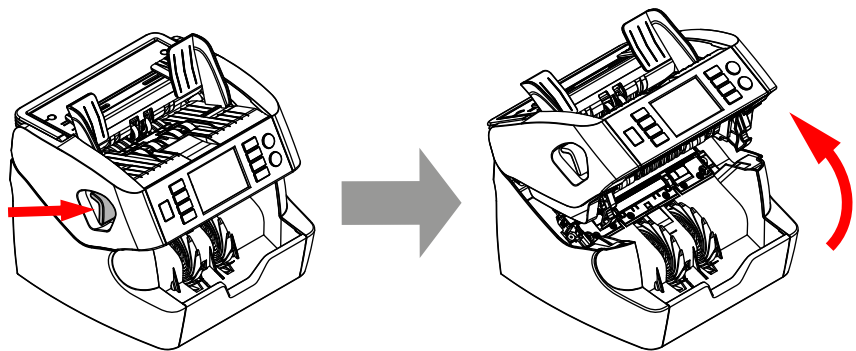
[1] Pull the lever towards you on the left side of the ProNote 300 banknote processing machine and pull back the cover until it stops.

⇨ The transport section is accessible.

[2] If required, perform the required action.

→ *Section 8.2 "Cleaning the Banknote Processing Machine", p. 69*

→ *Chapter 9 "Clearing the Jam in the Transport Section", p. 79*

Closing

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

Result ⇨ The transport section is opened or closed accordingly.

8.2 Cleaning the Banknote Processing Machine

This section describes how to clean the ProNote 300 banknote processing machine. You can prolong the life of the machine by keeping it clean.

8

The following procedures are described:

- → *Section 8.2.2 "Cleaning the Cover", p. 70*
- → *Section 8.2.3 "Cleaning the Transport Section", p. 73*

8.2.1 Cleaning Aids

The following tools are used for cleaning purposes:

- Commercially available cleaning solutions
- Isopropyl alcohol for heavier soiling
- Lint-free, non-abrasive cloth or lint-free, non-abrasive cloth dampened with water
- Soft bristled brush (e.g. brush placed in brush holder on back-side of the counter)

8.2.2 Cleaning the Cover

This procedure describes how to clean the cover and exterior of the ProNote 300 banknote processing machine.

Requirements

- Cleaning aids (e.g. mild kitchen detergent as well as sponge and soft, lint-free cloth)

8

Procedure

DANGER

Risk of electric shock

Electric shock may cause death or serious injury.

1. Before starting any work, switch off the machine/device.
2. Unplug the power plug from the power socket.
3. Secure the machine/device against being switched back on.

DANGER

Risk of electric shock

Electric shock may result in death or serious injury.

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

WARNING

Do not perform any maintenance and service work.

There is a risk of serious injury.

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

CAUTION

Risk 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.

NOTICE

Incorrect cleaning materials

can damage the machine/device.

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

NOTICE

Contaminated cleaning cloth

may damage 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.

[1]   Switch off the ProNote 300 banknote processing machine.

DANGER

Risk of electric shock

Electric shock may result in death or serious injury.

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

[2] Unplug the mains plug from the power socket.

[3] Check the ProNote 300 banknote processing 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.

[4] Prepare a 5:1 mixture of water and mild kitchen detergent consisting of 5 parts water and 1 part detergent.

Important!

The detergent must not contain abrasive powder or strong acid or alkaline chemicals.

[5] Soak a sponge in the solution and then squeeze all excess liquid from the sponge.

Important!

When cleaning the machine, ensure that no liquid gets inside the machine.

[6] Wipe the cover with the sponge using a circular motion, taking care not to let any excess liquid drip inside the machine.

[7] Wipe the surface to remove any excess detergent.

[8] Rinse the sponge with clean, running water.

[9] Wipe the cover with the clean sponge to remove any remaining detergent.

[10] Wipe the surface again with a dry, soft, lint-free cloth.

[11] Wait for the surface to dry completely and remove any loose fibers.

Result

⇨   The cover of the ProNote 300 banknote processing machine is cleaned.

8.2.3   Cleaning the Transport Section

This procedure describes how to clean the transport section of the ProNote 300 banknote processing machine.

Requirements

● Cleaning aids (e.g. soft bristled brush and non-abrasive cleaning cloth to avoid damage)

→ *Section 8.2.1 "Cleaning Aids", p. 70*

8

G+D Currency Technology

Procedure

8

DANGER

Risk of electric shock

Electric shock may cause death or serious injury.

1. Before starting any work, switch off the machine/device.
2. Unplug the power plug from the power socket.
3. Secure the machine/device against being switched back on.

DANGER

Risk of electric shock

Electric shock may result in death or serious injury.

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

WARNING

Do not perform any maintenance and service work.

There is a risk of serious injury.

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

CAUTION

Risk 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.

NOTICE

Incorrect cleaning materials

can damage the machine/device.

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

NOTICE

Contaminated cleaning cloth

may damage 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.

[1] Switch off the ProNote 300 banknote processing machine.

→ *Section 6.1 "Switching the Machine On and Off", p. 31*

DANGER

Risk of electric shock

Electric shock may result in death or serious injury.

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

[2]   Unplug the mains plug from the power socket.

[3]   Check the ProNote 300 banknote processing 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.

[4]   Open the transport section.

→ *Section 8.1 "Opening and Closing the Transport Section", p. 69*

⇨ The transport section is accessible.
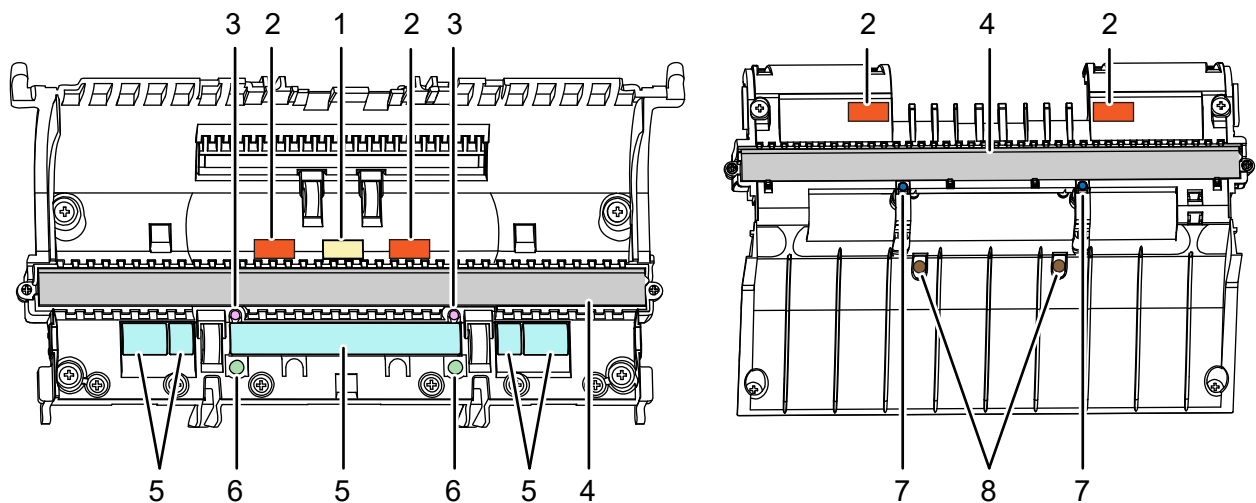
Figure 7: Transport Section

1   UV sensor
2   Spectrum sensor
3   Group BX IR emitting diodes
4   CIS sensor
5   Magnet sensor
6   Group B IR emitting diodes
7   Group BX IR receiving diodes
8   Group B IR receiving diodes

[5] Gently wipe or dust the transport section using a small, soft brush or lint-free, non-abrasive cloth.

Important!

If stains remain, moisten a soft, lint-free cloth with water or a 50/50 mixture of isopropyl alcohol and water that does not contain impurities. Wring out as much of the liquid as you can.

Do not let any liquid drop into the device.

[6] Wipe the note path and the sensor surfaces again, ensuring that no liquid gets inside the machine.

Important!

Avoid spraying cleaner directly on the machine and be sure to dry the note path before closing it.

[7] Due to soiling, check the rollers for soiling and clean.

Result ⇨ The transport section of the ProNote 300 banknote processing machine is cleaned.

8.3   Adjusting the Feeding Gap

8

This procedure describes how to adjust the feed gap. The feeding gap adjusting screw on the top cover is factory set. However, you may need to adjust the feeding gap if problems occur during counting or sorting.

Potential Problems

● The feeding gap may need to be adjusted if the following problems occur:

– Frequent jams or banknotes pass the feeder with difficulty.

In this case, you must widen the feeding gap by turning the adjusting screw in a counter-clockwise direction.

– Frequent "double notes" or "chained notes" error message.

In this case, you must narrow the feeding gap by turning the adjusting screw in a clockwise direction.

Procedure
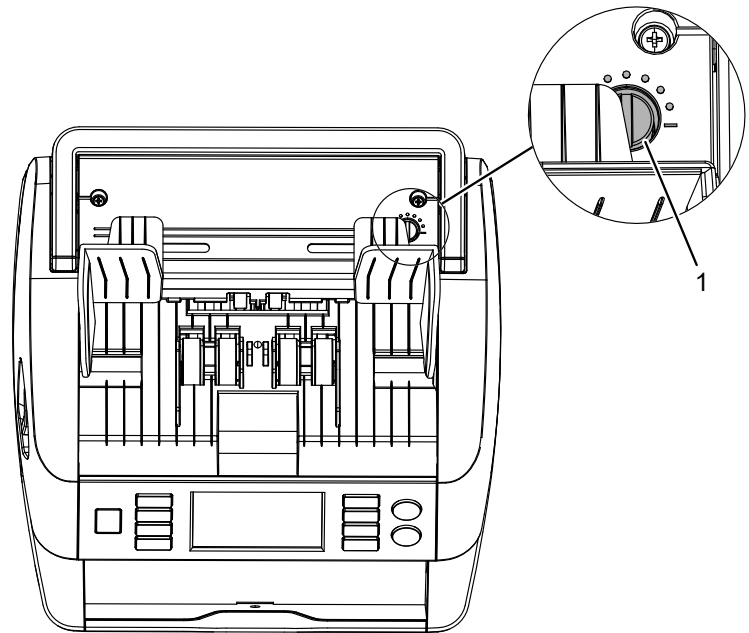
Figure 8: Adjustment Screw

1   Feed gap adjustment screw

[1]   Adjust the feed by turning the gap adjustment screw.

You can widen or shorten the gap as needed:

- Widening the gap

  → **[2a]**
- Shorting the gap

  → **[3a]**

Important!

The adjustment screw is very sensitive. Only make minor adjustment.

Widening the Gap

Necessary, for example, in case of frequent jams or banknotes which pass the feeder with difficulty.

[2a]   Turn the gap adjustment screw counter-clockwise.

Shortening the Gap

Necessary, for example, in case of the errors such as "Chain Note" or "Double Note".

[3a]   Turn the gap adjustment screw clockwise.

[4]   To test, place a banknote between the wheels in the singler to initiate banknote feeding and keep hold of it.

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

Result   ⇨   The feed gap is adjusted as required.

8.4   Changing the Fuse

This procedure describes how to change the fuse.

Requirements   ● New fuse corresponding to old one

Procedure

WARNING
Risk of Electric Shock
Electric shock could occur when performing maintenance work.
Always disconnect the main power cable before removing the fuse holder.

[1]   Disconnect the machine from the power.
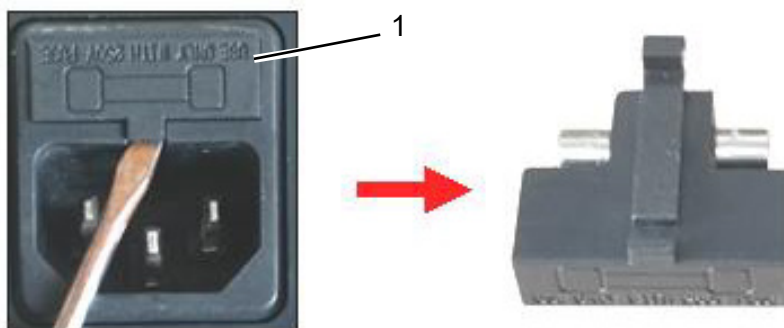
[2]   Take out the fuse holder (1).

[3]   Replace the fuse.

[4]   Plug the fuse holder back in.

⇨   The fuse is changed.

9 Clearing the Jam in the Transport Section

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

Requirements

- Jam in the transport section.

Procedure

DANGER

Risk of electric shock

Electric shock may cause death or serious injury.

1. Before starting any work, switch off the machine/device.
2. Unplug the power plug from the power socket.
3. Secure the machine/device against being switched back on.

DANGER

Risk of electric shock

Electric shock may result in death or serious injury.

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

WARNING

Do not perform any maintenance and service work.

There is a risk of serious injury.

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

[1] Open the upper transport section.

→ *Section 8.1 "Opening and Closing the Transport Section", p. 69*

⇨ The upper transport section is accessible.

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.

→ *Chapter A "Error Messages", p. 81*

[2] Remove the jammed note.

9

[3]   After inspection of any further jammed notes, close the
cover by pushing it back to the closed position.

Result   ⇨   The banknote jam is cleared in the transport section.

9

A   Error Messages

If an error occurs when operating the ProNote 300 banknote processing 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 are 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!
Assure that only trained persons perform work on the device. The manufacturer does not assume liability for any damage caused by disregarding this advise, e.g. when repairing or exchanging components by untrained persons.

A.1   Errors During Counting

If the following error messages are displayed during counting, stop the ProNote 300 banknote processing machine before handling them.

Important!
If you cannot solve the problem yourself (e.g. adjustment or calibration procedure), contact service.

A.1.1   Stacker is Full (Error 10)

Error Code	10
Error message	The stacker is full!
Error description	The stacker is full on the ProNote 300 banknote processing machine.

Remove all banknotes from stacker

[1]   Remove all banknotes from the stacker of the ProNote 300 banknote processing machine.

G+D
Currency Technology

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful   Call help desk.

A.1.2   Counterfeit or Suspicious Banknote (Error 36 F-F)

Error Code   36

Error message   F-F

Error description   A counterfeit or suspicious banknote was detected while processing banknotes on the ProNote 300 banknote processing machine.

Remove counterfeit or suspicious banknote from the stacker

[1]   Remove the suspicious banknote from the stacker and press the **Start/Clear** key.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful   Call help desk.

A.1.3   Counterfeit or Suspicious Banknote (Error 37 F-C)

Error Code   37

Error message	F-C
Error description	A counterfeit or suspicious note was detected while processing banknotes on the ProNote 300 banknote processing machine.

Remove counterfeit or suspicious banknote from stacker

[1] Remove the counterfeit or suspicious banknote from the stacker and press the **Start/Clear** key.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful	Call help desk.

A.1.4   Counterfeit or Suspicious Banknote (Error 41 F-7)

Error Code	41
Error message	F-7
Error description	A counterfeit or suspicious banknote was detected while processing banknotes on the ProNote 300 banknote processing machine.

Remove counterfeit or suspicious banknote from stacker

[1] Remove counterfeit or suspicious banknote from the stacker and press the **Start/Clear** key.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

G+D
Currency Technology

A

| **Troubleshooting unsuccessful** | Call help desk. |

A.1.5 Slant Notes (Error 44)

| Error Code | 44 |

| Error message | Slant notes! |

| Error description | A slant (i.e. skew/tilted banknote) error occurred when operating the ProNote 300 banknote processing machine. The banknotes are not being fed straight through the ProNote 300 banknote processing machine. |

Center banknotes on singler

[1] Ensure that the banknotes are placed neatly and are inserted centered on the singler. Remove the slant note from the stacker and press **Start/Clear** to continue counting.

→ *Section 6.2.1 "Suggestions for Good Banknote Feeding", p. 32*

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **[2]**

Center banknotes using guides when counting banknotes

[2] Use the singler guides to center the banknotes when counting a large stack of banknotes.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Problem solved.

Troubleshooting unsuccessful	Call help desk.

A.1.6 Double or Chained Error (Error 46/48)

Error Code	46, 48

Error message	Double notes! Chained notes!

Error description	A double or chained error occurred when operating the ProNote 300 banknote processing machine. Some banknotes are attached to each other or are overlapping.

Place banknotes onto singler and recount

[1] Place the banknotes from the stacker back onto the singler and recount.

Question	Answer	Go to
Problem solved?	Yes	**→ End**
	No	**→ [2]**

Turn adjusting screw clockwise

[2] If the error frequently occurs, turn the adjusting screw clockwise to tighten the gap.

→ *Section 8.3 "Adjusting the Feeding Gap", p. 76*

Question	Answer	Go to
Problem solved?	Yes	**→ End**
	No	**→ Troubleshooting unsuccessful**

End	Problem solved.

Troubleshooting unsuccessful	Call help desk.

G+D
Currency Technology

A

A.1.7 Incomplete Notes (Error 52)

Error Code	52

Error message	Incomplete notes!

Error description	Incomplete notes were detected while processing banknotes on the ProNote 300 banknote processing machine.

Remove all notes from stacker and pass again

[1]   Remove all notes from the stacker and pass again.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful

Call help desk.

A.1.8 Width/Length Error (Error 53)

Error Code	53

Error message	Width error!
	Length error!

Error description	A width or length error occurred while processing banknotes on the ProNote 300 banknote processing machine.

Remove suspicious banknote

[1]   Remove the suspicious banknote and press the **Start/ Clear** key to continue processing.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful   Call help desk.

A.1.9 Cannot Judge Denomination (Error 57)

Error Code	57
Error message	Cannot Judge Denomination
Error description	The denomination could not be judged while processing banknotes on the ProNote 300 banknote processing machine.

Remove last bank-note

[1]   Remove the last banknote and press the **Start/Clear** key to continue counting.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful   Call help desk.

A.1.10 Denomination Different (Error 62)

Error Code	62
Error message	Denomination different!

A

Error description	The denomination is not the same.

Remove last bank-note

[1]   Remove the last banknote and press the **Start/Clear** key to continue counting.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful	Call help desk.

A.1.11   Abnormal

Error message	Abnormal

Error description	An abnormal condition occurred.

Restart machine

[1]   Turn off the machine and restart it.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful	Call help desk.

A.2   Self-Test Error Messages

ProNote 300 automatically performs a self-test after power on. If an error message is shown 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.

A.2.1 Feed Sensor Abnormal (Error 14)

Error Code   14

Error message   Feed sensor abnormal!

Error description   The feed sensor was detected as being abnormal.

Remove banknote from singler and/or remove dust from feeding sensor

[1] Remove the banknote from the singler and/or remove dust from the feeding sensor.

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful   Call help desk.

A.2.2 Receive Sensor Abnormal (Error 15)

Error Code   15

Error message   Receive sensor abnormal!

Error description   The receive sensor was detected as being abnormal.

Remove banknote from stacker and/or dust from receiving sensor

[1] Remove the banknote from the stacker and/or remove dust from the receiving sensor.

A

Question	Answer	Go to
	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful

Call help desk.

A.2.3   Left#1 Count Sensor (Error 18)

Error Code   18

Error message   Left#1 count sensor

Error description   An error was detected on the left#1 count sensor.

Remove banknote and/or remove dust from group BX IR sensor

[1]   Remove the banknote from the machine and/or remove dust from the group BX IR sensor.
→ *Figure 7 "Transport Section", p. 75*

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful

Call help desk.

A.2.4   Right#1 Count Sensor (Error 19)

Error Code   19

Error message	Right#1 count sensor

Error description	An error was detected on the right#1 count sensor.

Remove banknote and/or remove dust from group BX IR sensor

[1] Remove the banknote from the machine and/or remove dust from the group BX IR sensor.
→ *Figure 7 "Transport Section", p. 75*

Question	Answer	Go to
Problem solved?	Yes	**→ End**
	No	**→ Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful

Call help desk.

A.2.5 Rotate Speed Sensor (Error 22)

Error Code	22

Error message	Rotate speed sensor

Error description	An error was detected on the rotate speed sensor.

Check if error occurs again.

[1] Check if the error occurs again.

Question	Answer	Go to
Problem solved?	Yes	**→ End**
	No	**→ Troubleshooting unsuccessful**

End

A

| **Troubleshooting unsuccessful** | Call help desk. |

A.2.6   Count Sensor Dust Warning (Error 31)

| Error Code | 31 |

| Error message | Count sensor dust warning |

| Error description | A count sensor dust warning occurred while processing banknotes on the ProNote 300 banknote processing machine. |

Remove dust from group BX IR sensor and group B IR sensor

[1]   Remove dust from the group BX IR sensor and group B IR sensor.

→ Figure 7 "Transport Section", p. 75

Question	Answer	Go to
Problem solved?	Yes	**→ End**
	No	**→ Troubleshooting unsuccessful**

End

| **Troubleshooting unsuccessful** | Call help desk. |

A.2.7   Left#2 Count Sensor (Error 32)

| Error Code | 32 |

| Error message | Left#2 count sensor |

| Error description | An error was detected on the left#2 count sensor. |

Remove banknote and/or remove dust

from group B IR sensor

[1]   Remove the banknote from the machine and/or remove dust from the group B IR sensor.

→ *Figure 7 "Transport Section", p. 75*

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful

Call help desk.

A.2.8   Right#2 Count Sensor (Error 33)

Error Code	33
Error message	Right#2 count sensor
Error description	An error was detected on the right#2 count sensor.

Remove banknote and/or remove dust from group B IR sensor

[1]   Remove the banknote from the machine and/or remove dust from the group B IR sensor.

→ *Figure 7 "Transport Section", p. 75*

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful

Call help desk.

A

A.2.9 Multi IR Sensor()

Error message   Multi IR sensor()

Error description   An error was detected on the multi IR sensor().

**Remove banknote
and/or remove dust
from CIS sensor**

[1]   Remove the banknote from the machine and/or remove
dust from the CIS sensor.
→ *Figure 7 "Transport Section", p. 75*

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

**Troubleshooting
unsuccessful**   Call help desk.

A.2.10 UV Sensor

Error message   UV sensor

Error description   An error was detected on the UV sensor.

**Remove dust from
UV sensor**

[1]   Remove dust from the UV sensor.
→ *Figure 7 "Transport Section", p. 75*

Question	Answer	Go to
Problem solved?	Yes	→ **End**
	No	→ **Troubleshooting unsuccessful**

End

Troubleshooting unsuccessful   Call help desk.

A.3   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*

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

A

B Technical Support

Germany	Giesecke+Devrient Currency Technology GmbH
	Prinzregentenstraße 159
	81677 Munich
	Germany
	Phone: +49 89 4119 3737
	E-mail: CSS.HelpDesk@gi-de.com
United Kingdom	G+D Currency Technology GB Ltd.
	Unit 7
	Torc MK
	Chippenham Drive
	Milton Keynes, MK10 0BZ
	United Kingdom
	GDGB Helpdesk
	Phone: +44 (0)1908 926184
	E-mail: gdgb.helpdesk@gi-de.com
Spain	Giesecke & Devrient Currency Technology Iberia, S.L.
	Calle Verano 15
	Pol. Ind. Las Monjas
	E-28850 Torrejón de Ardoz (Madrid)
	Spain
	Phone: +34 91 627 0000
	Phone: +34 91 627 7200
Russia	Giesecke & Devrient - LOMO, ZAO
	Torfjanaja doroga, 8
	197374 Sankt Petersburg
	Russia
	Phone: +7 812 324 1862
Turkey	Giesecke+Devrient Currency Technology Istanbul
	Ticaret ve Servis Ltd.Sti.
	Yenibosna Merkez Mahallesi, 29 Ekim Caddesi,
	İstanbul Vizyon Park Plazaları No:7, 3.Blok, Kat:8, No:84 34196
	Çobançeşme-Bahçelievler / İSTANBUL / TÜRKİYE
	Phone: +90 212 347 2827
	E-mail: destek@gi-de.com
USA	Giesecke+Devrient Currency Technology America, Inc.
	45925 Horseshoe Drive

G+D
Currency Technology

	Dulles, V.A. 20166
	USA
	Phone: +1 888 292 4324
Canada	Giesecke & Devrient America, Inc.
	3700 Steeles Ave West, Suite 202
	Vaughan, ON, L4L 8K8
	Canada
	Phone: +1-866-333-6693
Mexico	Giesecke y Devrient Currency Technology de México, S.A. de C.V.
	Av. Santa Rosa No. 11
	Col. La Joya Ixtacala
	Piso 1, Edificio Administrativo B
	CP-54160 Tlalnepantla de Baz, Estado de México
	Mexico
	Phone: +52 55 5039 9944
Brazil	Giesecke+Devrient Currency Technology Brasil Serv. e Com. de Soluções Tecnológicas Ltda.
	Rua Surubim,
	577 - 8° andar - Cidade Monções - São Paulo - SP - CEP:
	04571-050 Brazil
	Phone: +55 11 5105 6182
United Arab Emirates	Giesecke+Devrient Currency Technology FZE
	Building No: 6W, B Block, 7th Floor
	Dubai Airport Free zone
	P.O. Box 54325, Dubai
	United Arab Emirates
	Phone: +971 4 601 7250
	Fax: +971 4 299 6849
	Hotline: helpdesk_gdfze@gi-de.com
South Africa	Giesecke & Devrient Southern Africa (Pty.) Ltd.
	Block E - Crownwood Office Park
	100 Northern Parkway Road
	2001 Ormonde, Johannesburg
	South Africa
	Phone: +27 11 3094 900 (from abroad)
	Phone: +27 0860000 gdsa (4372) (local toll free number)
	E-mail: helpdesk-gdsaf@gi-de.com
India	Giesecke & Devrient India Pvt. Ltd.

B

G+D
Currency Technology

B

Plot No. 02, EHTP, Sector 34

Gurugram – 122 001, Haryana

India

Service hotline:

Phone: +91 1800 1021 206

E-mail: bnservice.gdindia@gi-de.com

Technical hotline:

Phone: +91 1800 4193 150

E-mail: hotlinesupport.gdindia@gi-de.com

China Shenzhen Giesecke+Devrient Currency Automation Co., Ltd.

4/F, IC Design and Application Industry Zone

1089 Chaguang Rd. Shenzhen 518055

People's Republic of China

Phone: +86 800 830 7667 (local toll free number)

E-mail: custhotline@cn1.gi-de.com

Phone: +86 755 2650 7841 (from abroad)

E-mail: techhotline@cn1.gi-de.com

Hong Kong Giesecke & Devrient Asia Pacific Ltd.

2901 Hysan Place

500 Hennessy Road, Causeway Bay

Hong Kong

Phone: +852 3766 7300

E-mail: gdap.hotline@gi-de.com

B

Glossary

C

CD   compact disk
                 digital storage medium

D

DVD   digital versatile disk
                  digital storage medium

E

EMC   electromagnetic compatibility
                  capability of electronic components working
                  proper in an electronic environment

EN   European standard

EU   European Union (since December 1, 2009)

G

GUI   graphical user interface

H

Hz   hertz (physical unit of frequency)

V

V   volt (physical unit of electrical potential)

Table of Figures

Index

Ident. no.: *529250001*

User Manual
ProNote 300 English 07/2020