CountEasy Retail
<u>Frequently Asked Questions / Troubleshooting Guide</u>

QUESTION	RESPONSE	
GETTING STARTED		
CountEasy will not switch ON – why?	1.	If using in Portable Mode ……
	1.1	…… you need to make sure the batteries are fitted correctly and that they are fully charged (it takes 12 hours to fully charge them).
	1.2	…… make sure the correct batteries have been placed in the unit as specified in the CountEasy Retail Configuration Manual.
	1.3	…… as a last resort you may need to replace the batteries, however if used correctly the batteries should last for at least 3-4 years.
	2.	If using on Mains Power ……
	2.1	…… check the cable is secure and the mains socket is active.
	2.2	…… check to see if the 'Green Light' is lit. If not, and the unit is plugged in, you may need a new charger - call the Helpdesk number found on the label on the underneath of the unit.
I have plugged the unit in but the 'Green Light' is not lit – why?	1.	Check that the charger is plugged into the unit correctly.
	2.	Check the mains socket is live; try a different appliance in the same socket.
	3.	Check the mains socket is switched on.
	4.	If all of the above are OK you may need a new charger - call the Helpdesk number found on the label on the underneath of the machine.
Can I use CountEasy without batteries?	1.	Yes. CountEasy can be run on mains power using the power lead supplied.
Can I replace the batteries in CountEasy with any AA type that will fit?	1.	NO they should <u>always</u> be the type specified in the CountEasy Retail Configuration Manual.
Where can I get replacement batteries?	1.	You can buy replacement rechargeable AA batteries from most major UK outlets including Argos, Maplin, CPC and Budget Batteries.
Why does CountEasy not last very long on battery power?	1.	Always make sure the batteries have been <u>fully</u> charged for 12 hours.
	2.	Always make sure the green light is lit when the machine is plugged in.
CountEasy will not switch OFF – why?	1.	To switch CountEasy off you need to press and hold down the On/Off (zero) button for 3-4 seconds.
	2.	If this does not work switch the machine off at the mains or if using on battery power remove the batteries. Then switch it back on at the mains or replace the batteries and switch it back on.
	3.	If this does not solve the problem call the Helpdesk number found on the label on the underneath of the unit.
OPERATION		
CountEasy keeps beeping – Can I get rid of the 'beeps'?	1.	Yes you can set CountEasy to only beep when there is an error or you can switch the beeps off completely – refer to 'OPTIONS' in the CountEasy Retail Configuration Manual.
I do not like the way CountEasy automatically moves on through the denominations. Can I change this?	1.	Yes you can switch off the automatic add (AUTO ADD) feature – refer to 'OPTIONS' in the CountEasy Retail Configuration Manual.
How do I correct an error or miscount?	1.	CountEasy is so fast at counting down your till drawer we strongly recommend the total is cleared and you simply start the count again.
Can I count loose coins in something other than the FlexiCup provided?	1.	Yes, provided the weighing vessel you are going to use is calibrated in to the machine, you can use anything you want – refer to the 'Calibrate Cup' instructions in the CountEasy Retail Configuration Manual.
COUNTING COINS		
Why did CountEasy accept a 20p mixed in with my 50p's?	1.	CountEasy will not detect a rogue coin. The machine relies on the operator to sort the coins prior to counting and to only count one denomination at a time.

COUNTING COINS		
Why does CountEasy not weigh loose coins accurately?	1. 2. 3. 4. 5.	Check the coin denominations are not mixed. CountEasy will not weigh mixed coin accurately. Make sure you are weighing the same coin denomination that is displayed on the screen. Make sure you are weighing the coins in the correct weighing vessel as displayed on the screen. FlexiCup / Till-Cup / Scoop may not be calibrated correctly - refer to the 'Calibrate Cup' instructions in the CountEasy Retail Configuration Manual. If this does not solve the problem the unit may need to be recalibrated with a 500g weight. Instructions on how to do this can be found on the Volumatic website www.volumatic.com .
Why does CountEasy not weigh bagged / rolled coins accurately?	1. 2. 3. 4.	Check as points 1, 2 and 3 above. When counting coins in a roll or bag <u>do not</u> use the FlexiCup - place the bag / roll directly on the hod. If counting coins in a bag or roll you may need to calibrate the weight of the packaging – refer to the 'Calibrate Packs' instructions in the CountEasy Retail Configuration Manual. If this does not solve the problem the unit may need to be recalibrated with a 500g weight. Instructions on how to do this can be found on the Volumatic website www.volumatic.com
Can I count more than one Bag or Roll at the same time?	1.	No - bags or rolls of coin should always be counted one at a time. If you place more than one bag or roll on the machine's hod at the same time you will get an inaccurate reading irrespective of whether they are the same denomination or not.
COUNTING NOTES		
Why does CountEasy not weigh loose notes accurately?	1. 2. 3.	Check the note denominations are not mixed. Make sure the notes are being placed directly on the machines hod. If this does not solve the problem the unit may need to be recalibrated with a 500g weight. Instructions on how to do this can be found on the Volumatic website www.volumatic,com
When weighing just a few notes, substantially less than 15-20, CountEasy displays the ???????? message – why?	1. 2.	Check for notes with sellotape or sections missing. If there is a significant amount of sellotape or section missing CountEasy may be unable to weigh the note. You will need to either remove the note from the bundle or try counting the note in with a different bundle of notes. As you use CountEasy it adjusts itself to match the actual weight of the notes being counted. Until a reasonable number of notes have been counted to establish an ideal weight you will need to stack notes on the hod in smaller bundles. In this instance remove all the notes from the hod and replace in bundles of between 5-10 notes. If required reduce the bundle size further until a count is registered. The more and more notes you count the more you will be able to add in one go until you reach the threshold of 20 notes.
When weighing loose notes the screen displays ???????? – why?	1. 1.1 1.2	Loose notes should be placed on the hod in bundles of 15-20 at a time. The ???????? message will be displayed if you have placed more than 20 notes onto the hod at once or if you have not yet counted enough notes on CountEasy for it to have accurately 'learnt' their weight. When the ???????? message appears remove just a few notes from the top of the bundle on the hod and wait for the count to be registered. Continue to add the rest in bundles of between 15-20 notes.
Why did CountEasy not detect a £5 note in with a pile £10's?	1.	CountEasy will not detect a rogue note. Notes should be sorted before counting.
Can I count packed notes on CountEasy?	1.	No, you can only count loose notes on CountEasy.

COUNTING COINS AND NOTES		
Will CountEasy weigh mixed coins or notes?	1.	CountEasy will not weigh mixed coins or notes accurately. All denominations must be counted separately.
Will CountEasy detect a forged coin or note?	1.	CountEasy will not detect any forged coins or notes. It does not have a forgery detection feature.
Can I count anything else other than notes and coins on CountEasy?	1.	No, CountEasy will only count notes or coins.
CountEasy is totally inaccurate on coins and notes – why?	1.	Check that you have followed the instructions given in the CountEasy Retail Quick Reference Guide correctly.
	2.	The unit may need to be recalibrated with a 500g weight. Instructions on how to do this can be found on the Volumatic website www.volumatic.com
	3.	If recalibrating does not solve the problem call the Helpdesk number found on the label on the underneath of the unit.
Why is the running total not correct?	1.	This is usually caused by a few notes being left on the hod after all notes should have been removed. If CountEasy has the opportunity to take an interim reading, this reading will be added to the running total. When a count is complete, make sure all the notes are removed in one go from the hod.
	2.	The difference could be due to a counting error i.e. the wrong denomination placed on the hod at the wrong time. We suggest you zero the total and complete the count again.
CountEasy is really slow at counting – what is wrong with it?	1.	Make sure the unit is not placed next to an air conditioning unit, heating vent or a fan – if so the machine needs to be relocated out of the draft.
	2.	Make sure you are not moving around whilst using the machine. CountEasy needs to be on a flat, even surface before use.
	3.	Make sure CountEasy is not sat on the charger cable - the charger cable should be secured in the runner provided on the underside of the machine.
	4.	Make sure CountEasy is not sat on anything else such as a paperclip or such object that may cause the machine to rock.
CONNECTIVITY		
Can I connect CountEasy to a printer?	1.	No CountEasy cannot be connected to a printer. There is no RS232 port and no protocol to allow this.
Can I connect CountEasy to my PC?	1.	Yes CountEasy can be connected to a PC but you would need the software on your PC to support the link. For further information please contact the Helpdesk number found on the label on the underneath of the machine.
ERROR MESSAGES		
Why does the display read 'REPLACE/ZERO'?	1.	CountEasy may have been switched on with something on the hod. Switch the machine off, make sure there is nothing on the hod and then switch it back on again.
	2.	Make sure the unit is not placed next to an air conditioning unit, heating vent or a fan. This will cause a small reading to be intermittently detected by the load cell – the machine must be relocated out of the draft.
	3.	Make sure the unit is on a flat, level surface with no paperclips or such objects causing the machine to tip – the machine may need to be relocated.
	4.	Make sure CountEasy is not sat on the charger cable - the charger cable should be secured in the runner provided on the underside of the machine.
Why does the display read 'REMOVE/ZERO'?	1.	This means something has been added to the hod and needs removing or 'zeroing' off before weighing can commence.

The screen is frozen and the machine is not responding – what should I do?	1.	Make sure the unit is not placed next to an air conditioning unit, heating vent or a fan – if so the machine needs to be relocated out of the draft.
	2.	Switch the machine off at the mains or remove the batteries. Then switch it back on at the mains or replace the batteries before switching back on.
	3.	If this does not solve the problem, try resetting the machine. On the bottom of CountEasy, next to the socket for the power supply, you will see a small hole. Open out a paperclip and then push one end of the paperclip into the hole. This will reset the machine – it's a bit like resetting a digital watch. Now try switching the machine back on.
	4.	If this does not solve the problem call the Helpdesk number found on the label on the underneath of the unit.
What does ↓↓　　↓↓　mean?	1.	This is a prompt for you to place items onto the hod. You will see this prompt whilst in Setup mode.
What does ↑↑　　↑↑　mean?	1.	This is a prompt for you to remove items from the hod. You will see this prompt if you have tried to change settings whilst items are still on the hod or whilst in Setup mode.

Visit the Volumatic website at www.volumatic.com for further information or call the Helpdesk number found on the label on the underneath of the machine.