


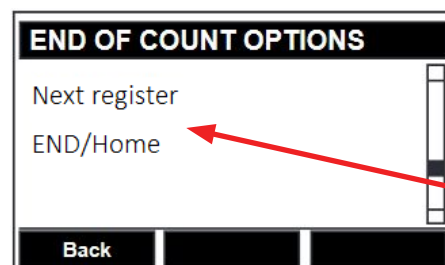
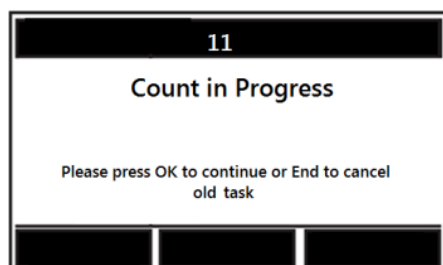


T-i^x Best Practice Guide

- **Miscounts** – Miscounts are usually caused by a bad environment or the wrong denomination showing on the display, please review Environment & Display section. If the T-i^x is still miscounting, verify the denomination that is miscounting by comparing it with a hand count. Pennies may miscount by a couple of coins. If you are having miscounts with the pennies, this will be due to the different metal mixes used by the U.S. Mint. If you find a large discrepancy within the pennies, please contact our Help Desk.
- **Environment** – The T-i^x should be on a flat and stable surface and kept away from interference. Airflow, vibration, and demagnetizers (EAS Tag/ Security Tag Remover) can cause the machine to slow down, freeze, or miscount.
- **Display** – The T-i^x has soft keys that allow toggling from Tellercup to Roll, when display shows Roll and Tellercup is used, the Tellermate will add the weight of the cup as part of the count. This will cause the coins to miscount by \$3+. Always make sure the display is showing Tellercup when using a Tellermate cup. If a denomination is not present, use the  button to scroll to next denomination.



- **Correct a Mistake** – If you miscount bills or coins, select the denomination containing the error by scrolling with the  button. Press and release the  button. You may now recount the amount.
- **Count in Progress** – If you receive this error, the T-i^x count was not ended properly. To continue count press OK, or to start a new count press End. To avoid this error, make sure to select **End/Home** at the “END OF COUNT OPTIONS” screen then press OK; this ensures count has been completed.



When you are finished counting select Next register or END/ Home to complete the count.

- **Too Many Bills** – If you receive the message “TOO MANY BILLS” the Tellermate is having trouble distinguishing what has just been placed on the Money Platform. Remove some bills from the Money Platform until an amount is displayed on the screen. Place the removed bills back on the Money Platform.