

RS2000 COMMON ISSUES AND FIXES 1.1

Problem: Machine not counting/weighing the correct amount

DO NOT SWITCH ON THE MACHINE WITH THE CUP IN PLACE

Follow the below steps;

- a. Switch cash scale off
- b. Remove the coin cup from cash scale
- c. Switch on cash scale with coin cup removed
- d. Place loose unbagged coins in cup
- e. Place coins and cup back on scale

If this does not resolve the issue then try the following;

Recalibrate the cup. To do this follow the steps below.

- a) Switch on the machine
- b) Press and hold the left and the right arrows together for approx 3 seconds
- c) The machine will display float
- d) Scroll using the right arrow
- e) Press ok on SET CUP WT or CLBR CP
- f) Choose cup will show
- g) Press ok on ALL which is flashing
- h) Then place cup on the machine when prompted
- i) Press ok to save cup
- j) Press and hold clear/on for 3 seconds to get you back to the main screen
- k) Your cup is now calibrated and should not give any reading whilst empty

Problem: Machine is displaying "CALL SERVICE"

If the machine is showing call service it is sometimes possible to reset the machine to clear the service message. Sometimes however the message will not clear and you will need to call your service agent for a replacement machine. (please note to do the below you will need the 500g weight that came with the machine)

To clear CALL SERVICE you must follow the below steps;

This is the procedure to reset when call service is on the screen:

Please note you will need the 500g weight to carry out a reset)

Switch off the machine.

Remove the coin cup

Press and hold down the on/off button, the ok button and the float button. Press these three buttons together until the machine displays "select language"

Press ok on English

The machine will display "place 500g weight on to the scale.

Place the 500g weight on the scale (on the scoop not the cup)

Press ok

The machine will switch off after reading "scale ready"

Remove the weight

Switch the scale on

Then press and hold down the left and right arrows together, this will get you in to the options.

The machine will display "float"

Keep Press the right arrow until you see an option that reads "set cup wt"

Press ok on this option

The machine will display cup

Press ok so this flashes

Place the cup on the scoop

Press ok when prompted

Press and hold the on/off button to get back to the main screen.

If the cup is giving you a denomination reading (i.e 6p) when empty then calibrate it again (steps above)

Problem: After updating the machine it will not count the new note correctly (i.e £10 polymer etc) this can sometimes happen, and the machine may not count batches of a new note, it may just be accepting x1 note at a time.

After your machine has been updated to recognize a new note (i.e polymer notes) the machine needs to learn these notes into the internal memory. Please follow the steps below to program any new notes in to the memory of the machine. (you will only need to do this once).

- a) Select the denomination
- b) Place x1 note on the hod (not cup) until the machine beeps
- c) Then place another note on until it beeps.
- d) Repeat this until you have placed x10 notes on the hod
- e) Remove the x10 notes
- f) Now try x3 notes until the machine beeps
- g) Repeat this 3 times
- h) Now try a package of notes
- i) If this does not work repeat the above steps but increase the notes to 5
- j) The machine should now accept packages of your new note

Problem: Machine is displaying OUTZ

Please call your service agent as the machine will need to be assessed by the manufacturer or approved engineer.

Problem: Machines AUTO ADD and AUTO CONT features are not working.

These features are used predominantly in retail. The machine will automatically add amounts and the auto continue feature will move to the next denomination once you have finished counting the previous one. You can switch these features on or off should you wish to using the below instructions;

Auto add:

- a) Enter setup by pressing '<>' keys at the same time
- b) Use '>' key to scroll to 'AUTO ADD' menu

- ress 'OK' key / 'ON' or 'OFF' will flash
- d) Use '>' key to set 'AUTO ADD' to 'ON'
- e) Press 'OK' key to save settings
- f) Press and hold ON / OFF key to exit setup

Auto Continue:

- a. Enter setup by pressing '<>' keys at the same time
- b. Use '>' key to scroll to 'AUTO SCROLL' menu
- c. Press 'OK' key / 'ON' or 'OFF' will flash
- d. Use '>' key to set 'AUTO SCROLL' to 'ON'
- e. Press 'OK' key to save settings
- f. Press and hold ON / OFF key to exit setup

Problem: Machine is not counting packages/rolls

Common issue: the pages setting is not switched on, to switch this setting on please follow the below steps;

- a. Enter setup mode by pressing & holding '<>' at the same time
- b. Use '>' key to scroll to 'PACKAGES' menu
- c. Press 'OK' key / numerical value will flash
- d. Use '>' key to set packages to 'ON'
- e. Press 'OK' key to save settings
- f. Press & hold 'ON / OFF' key to return to main menu



Also if your

packages are not counting properly please see below;

- a. Enter package mode on cash scale
- b. Place full bagged coin on scale hod !
- c. Place full wrapped note package on hod !
- d. DO NOT count packages in coin cup

NOTE - SUSPECT will display to indicate an incomplete pack

Problem: Machine wont switch on (blank screen)

If your machine is not switching on please check the below points;

- a. Check power lead is firmly connected to cash scale
- b. Check power lead is connected into wall socket
- c. Check power lead is securely connected to power block
- d. Check power lead for damage
- e. Check you have the correct power lead plugged in

Problem: Machine is showing "Vibration"

This error message can occur if the machine is not on a stable surface. Please follow the below to clear this error message.

Ensure machine is on level surface

Ensure that all the feet are present underneath the machine

Ensure the machine is clear of any unstable/moving machinery or equipment

Ensure the machine is not directly underneath air conditioning

Ensure the hod is in place correctly and free from any damage

If the error message still occurs after following these steps please call your service agent.

Updating your scale using the software provided by your service agent.

Please see below for the step by step guide to updating your machine using software to add in the newest denominations. Please note this process may change as and when new versions of software have been released.



Visit this website <https://ratio-tec.com/update-manager-euro2-updates>

and download the **update manager**

Password is: HT7A 6CTFEE 99PWC 3AANW 63H2

- a) Once this is installed please open the update manager by double clicking on the icon
- b) Then click update device
- c) Then enter your machines serial number (should be underneath the machine or under the battery clip)
- d) Then click next
- e) Connect the RS2000 to the laptop or PC using the usb cable (USB to Mini)
- f) Switch on the machine and press and hold OK
- g) Transfer should display on the screen
- h) Then click next
- i) Then drag the example box on the right in to the empty box on the left
- j) Then click next
- k) Then drag EUR currency 2015 and drop into currency profile 1 (top box)
- l) Then drag GBP currency 2018.1 and drop into currency profile 2 (middle box)
- m) Then drag CHF currency 2016.5 and drop into currency profile 3 (bottom box)
- n) Then click next
- o) Click next again to begin transfer
- p) The machine will now complete the transfer
- q) Your machine is now updated and ready to use.

