

# A Working Guide to Troubleshooting the CT550

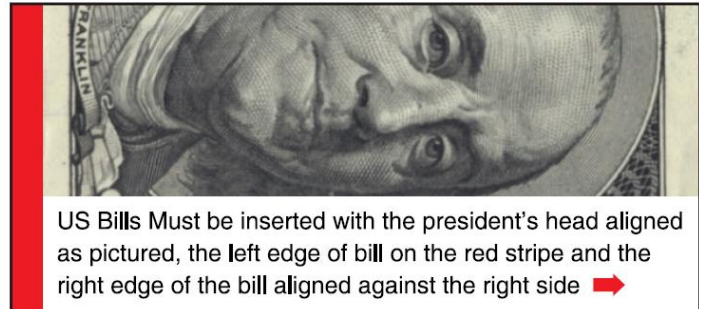
The CT550 is a simple product which does not have much that can go wrong with it. If you are experiencing issues with your machine, below are several items you can first troubleshoot for yourself in an effort to find out what the problem may be.

## 1. Bill Feeding

Perhaps the most important single factor in understanding how to use the CT550 is to be aware that the CT550 is **uni-directional**. This means that the CT550 will only recognize the bills if they are fed in the proper direction, with the proper alignment.

**INCORRECT FEEDING OF BILLS IS THE NUMBER ONE CAUSE OF BANKNOTES BEING REJECTED IN ERROR.**

Bills should be fed “face-up”, with the top of the head of the historical figure facing the right. The bill should be fed so that the right edge of the bill is touching the right side of the bill feeding tray. In this way, the bill will be properly aligned with the many different sensors inside the CT550 and the security features of the banknote may be properly read and decoded.



It is also important to note that no two US dollar bills are the same. Variations in size, age, degree of dirt or other soiling of the bill, and potential exposure to chemicals (such as laundry detergent) may cause a bill to be difficult to decode. For this reason, we highly recommend that any bill be tested at least three times before being suspected.

## 2. Power Cable Damage

Sometimes, the thin cable that extends from the adaptor to the back of the CT550 unit can get damaged – especially if it has been installed in a manner that allows the cable to have pressure applied to it. Often, the tangle of cables behind a workstation can cause this to happen.

To confirm the adaptor is not damaged, plug the adaptor into the wall and into your CT550. Then, look to see if the green LED light is lit. If the green LED does not light up, it may be necessary to replace it.



If you have another CT550 unit in your location, it is a good idea to test the functioning of the CT550 with the other unit’s cable prior to contacting FraudFighter to try to replace your machine.

### 3. How to clean your CT-550 Fraud Fighter scanner

Although your CT-550 is generally maintenance-free, it is recommended that the sensors be cleaned about every 4-5 months. If the sensors are allowed to become dirty, banknotes may require multiple passes before being read. To clean the CT550 turn the machine off and unplug it from the power cord. The top of the unit can simply be opened with your finger (similar to a car hood).



For best results use rubbing alcohol or a light cleaner that will not leave a residue (such as a glass cleaner) and wipe the wheels, optical and metal magnetic sensors (note arrows) on the top and bottom. Clear any dust from inside and also wipe the belts if needed. It is also effective to use compressed-air type electronic cleaners to blow dust off these surfaces. Close the lid and make sure the top snaps all the way down. If any questions please call 800.883.8822

#### 4. Settings and Adjustments

- a. "Add" or "Denomination" – The CT550 can be set to either "add" the total of the bills it has been fed, or to display the "denomination" of the most recent bill. To change the setting, simply press the "CLR" button, and the screen will display either "Add" or "den". When "Add" is selected, the CT550 will display a running tally of all the bills fed into the unit. When "den" is selected, it will display the denomination of the most recent bill tested.



- b. "Bill Exit Direction" – A small green arrow points to either the front or the back of the unit. This arrow indicates where bills will be "exited" from the CT550. Bills may either be exited from the front or the rear of the unit, depending upon user preference. The direction can be changed by simply pressing and holding the "REP/DIR" button until the unit beeps and the direction of the green arrow changes.

