

Loomis SafePoint i-Deposit



Short User Manual
Version 1.4
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Welcome to **Loomis SafePoint i-Deposit**

Contents

General

Familiarisation	5
Operating guidelines	6
Day to day	7

User

Depositing notes	8
Validating notes	9

Admin

Reports	10
New users	11
Restart & shutdown	12
Changing printer paper	13

Troubleshooting

Clearing jams	14
Error messages	15
Power failure	16

Familiarisation



Pen for use with Touch Screen

Touch screen

Power rocker switch (under PC flap)

Top Box key lock

Receipt Printer

Note validator with Bezel

Cencon Lock

Lock/Unlock Handle

Grade III Certified Safe Unit

Top Section
(Top Box)

Accessible by your
staff/admin

Lower Section

Accessible only by
Loomis staff

Operating guidelines

- ✓ Always remove the bezel from the note validator before opening the top box.
- ✓ Ensure that the correct thermal paper roll (receipt printer) paper is used and inserted with the thermal coating at the top.
- ✓ Always use your finger or the touch screen pen provided to operate the touch screen. Never use a pen or any sharp object as this will cause damage to the touch screen and the warranty will not be valid.
- ✓ Always leave the Loomis SafePoint i-Deposit switched on. It is designed to be left on at all times, switching it on and off, may cause the data to become corrupted.
- ✓ A maximum of 30 to 50 notes dependant on the quality of the notes can be fed through the note acceptor at any one time. For best results and speed of deposit straighten the edge of the bundle of notes to be fed through.
- ✓ Ensure that bank notes are not badly crumpled or folded as these will be rejected. Once the fold has been removed they can be presented for deposit again.
- ✓ Always complete a note validation or deposit. For security reasons the unit has a time out function, which returns the i-Deposit to the main screen after 180 seconds. If the unit is left in a service screen, it will not be viewable on i-Control.
- ✓ We recommend that each i-Deposit user is given their own four digit identification code and that this is kept secret. If an i-Deposit user leaves, we suggest that the user is deleted from the system. We recommend the same applies for any administrator and their passwords.
- ✓ A cleaning kit is provided with the SafePoint i-Deposit, we recommend that the note acceptor and receipt printer are cleaned at least every 6 months. If aggressive or oil-containing cleaners are used the note acceptor and receipt printer could be damaged. Apply the cleanser to a cloth and never directly to the parts. The full cleaning procedure can be found on the Loomis SafePoint i-Deposit operating manual CD, provided with the i-Deposit.
- ✓ Only removed the validator when the i-Deposit indicates via the message on the screen that this is required. Unnecessary removal of the validator can cause data errors.

Day to day with your **Loomis SafePoint i-Deposit**

The Loomis SafePoint i-Deposit is designed to be left on at all times, the power should not be turned off at any point. The system has an uninterruptable power supply (UPS) attached and this will switch on automatically in the event of a power cut. This emergency power will continue to be delivered for up to 8 minutes to ensure that a note deposit can be completed.

If a system says it is full and there is a not a collection due, then contact your servicing branch and arrange an ad-hoc service. The unit will not allow any further deposits once it is full.

Should this happen regularly, then you may want to increase the number of scheduled collections that you have. The value limit is set at the time the device(s) was installed and is based on the advised weekly cash takings and the agreed number of collections that forms your contract.

A comprehensive user guide is available on the Loomis SafePoint i-Deposit Operating Manual CD supplied with the system.

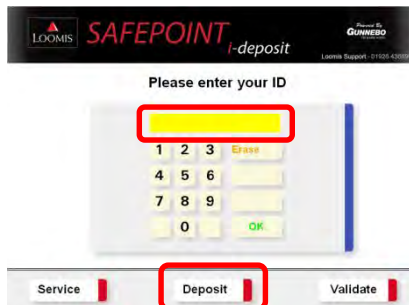
Please only use the printer rolls provided. The receipts printed form an important part of the Loomis collection procedure where the receipt is fed in to the system and this cannot happen if it is not the correct printer roll. These rolls are provided free of charge by your servicing branch and you should contact them when you require more.

If you have an issue with a collection or require more printer rolls for your Loomis SafePoint i-Deposit you should call your servicing branch.

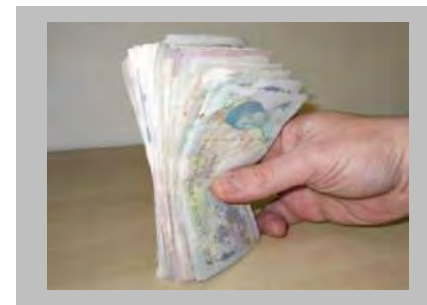
User - Depositing notes



SafePoint i-Deposit



Enter your ID and select **Deposit**



Take the bundle of notes and level one edge of the bundle



Place the notes in to the bezel, level edge first. The i-Deposit will automatically start to count



While depositing the number of notes deposited and the value are displayed on the screen.



Once all notes have been deposited and the bezel is empty, select **Finish**.



Enter a comment or reference about your deposit by selecting '**Yes**'. Selecting '**No**' will print your receipt.

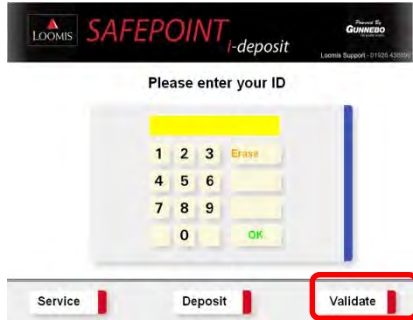


Enter your comment or reference using the touchscreen, then select '**End pay in**'.



The i-Deposit will return to the main screen

User - Validating notes



Select **Validate**



Insert the note or notes (up to 50 at a time) that you wish to validate



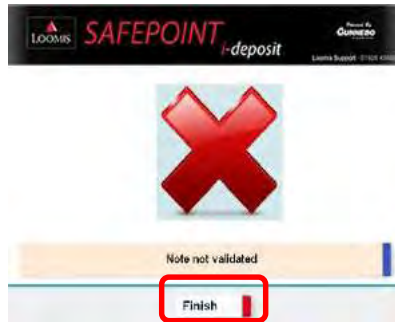
If the note is valid a green tick will appear



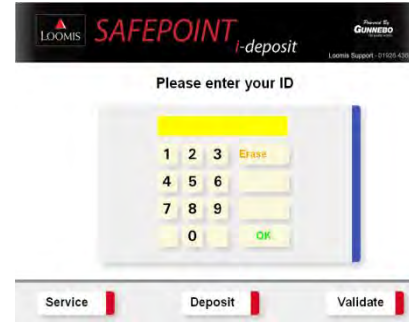
If the note is not valid a red cross will appear



Validated notes will be returned. The notes do not get counted and don't enter the safe



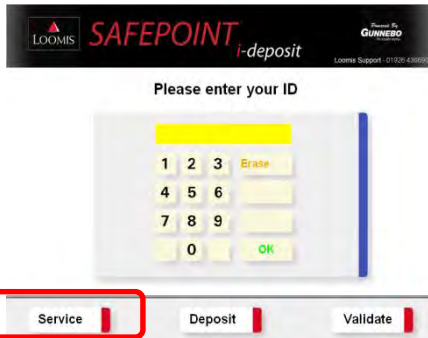
Select **Finish**



The system will return to the main screen

The system should be left powered on at all times

Admin - Reports



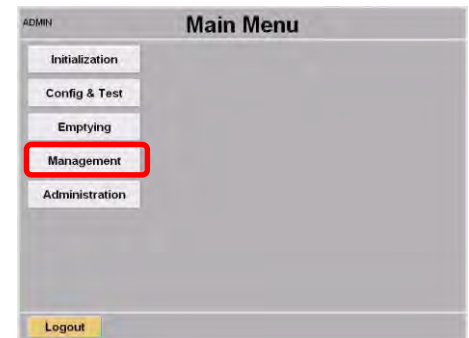
Select **Service**



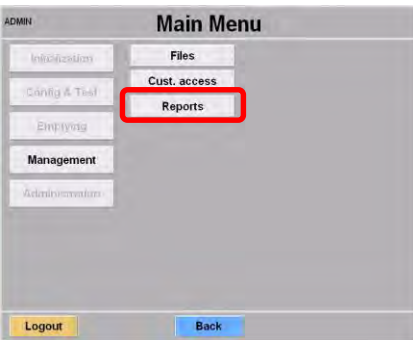
Select **Login**



Enter name & password



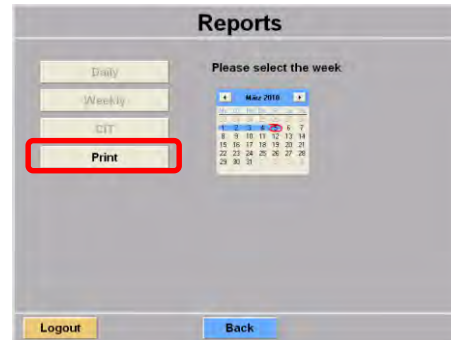
Select **Management**



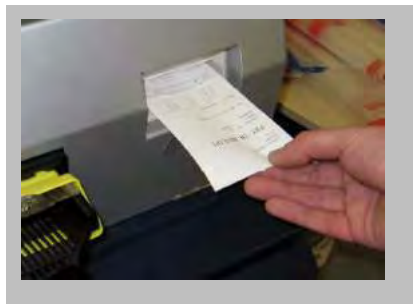
Select **Reports**



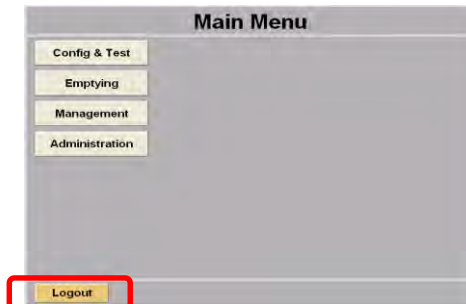
Select report required



If a daily or weekly report is required select the date or week and select **Print**



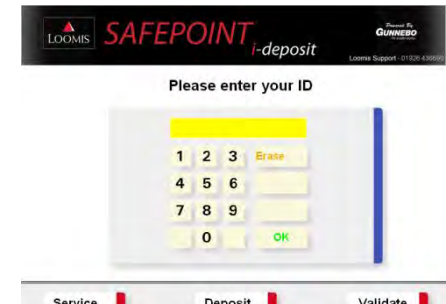
Report is printed



Select **Logout**

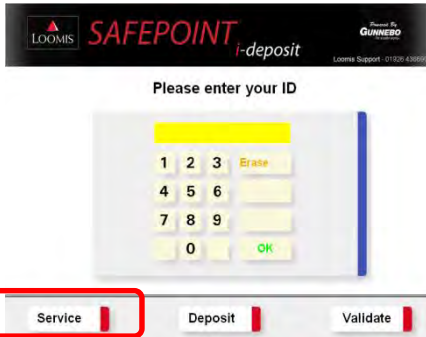


Select **End Service**



The i-Deposit will return to the main screen

Admin - New users



Select **Service**



Select **Login**



Enter name & password, you will need to be an administrator



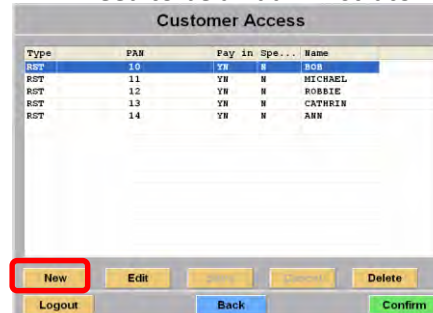
Select **Management**



Select **Cust. Acces**



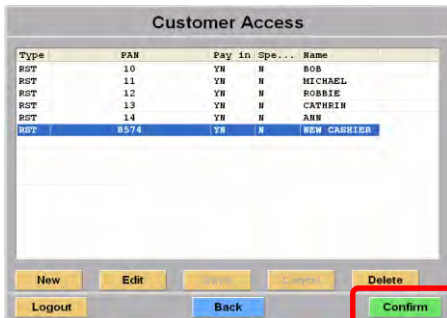
Select **Cust. Access**



Select **New** (to delete a user select user & delete)



Enter a PIN code into the ID field. Enter a Name for the new user. Tick Standard deposit. Select **Save**



Select **Confirm**



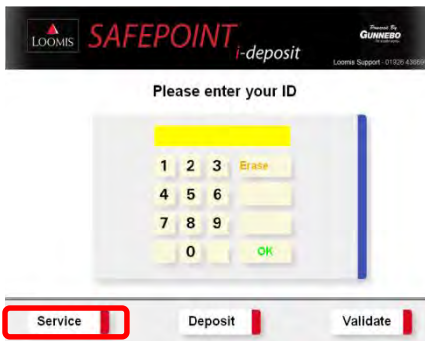
Select **Logout**



Select **End Service**. The i-Deposit will return to the main screen

You will need to restart the system to save any new users or other changes you have made. See restarting the system section.

Admin - Restarting & Shutdown



Select **Service**



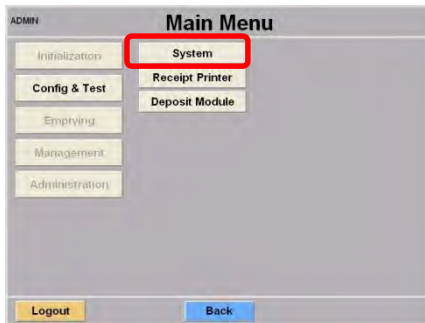
Select **Login**



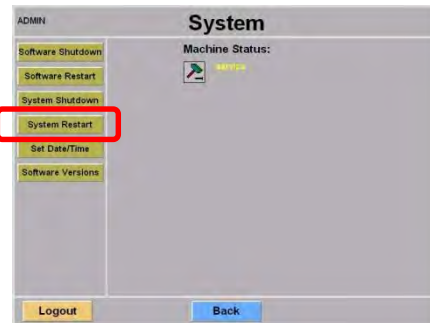
Enter name & password, you will need to be set up as an administrator.



Select **Config & Test**



Select **System**



Select **System Restart**. Confirm by selecting **Yes**

The system will now restart and return to the main screen.

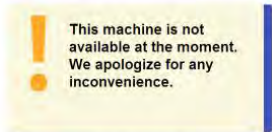
It is possible to perform a controlled shutdown...



Select **System Shutdown**. Confirm by selecting **Yes**

To restart the system press the red rocker switch under the flap on the front of the Touch Screen PC.

Admin - Changing printer paper



Receipt printer out of paper

Service



Cancel

Reprint



Remove the note bezel



Unlock and open the top box



Open the printer by pushing the release mechanism on the left of the printer



Remove the empty paper roll



Insert the new paper roll, leading edge to the top



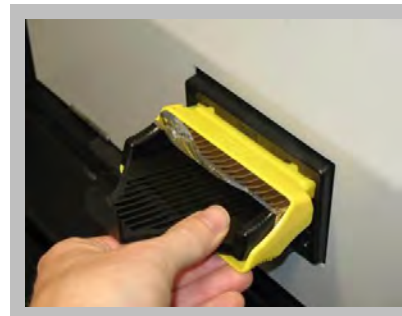
Pull out some of the paper roll



Close the printer, it will automatically detect the paper and cut



Close the top box



Replace the note bezel

You can now continue with your transaction, select **Reprint** to get your receipt.

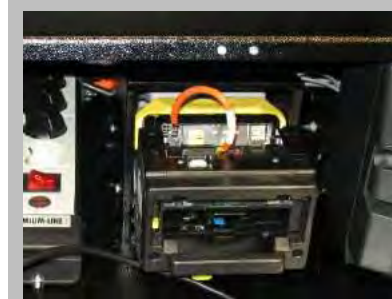
Troubleshooting - Clearing jams



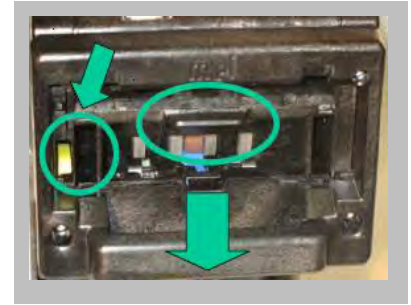
Remove the note bezel



Unlock and open the top box



You now have access to the validator



To remove the cartridge, depress the yellow lever, at the same time pull out using the tab at the top



Remove cartridge fully



Remove any stuck notes



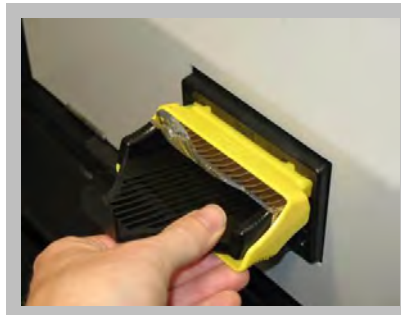
NOTE: Do not try to clean or remove the blue belt that is now visible this will damage the validator.



Replace the cartridge



Close the top box



Replace the note bezel

Only perform this function if instructed to do so by the error message shown on the PC screen.

Troubleshooting - Error messages

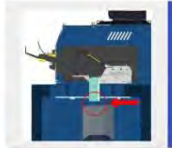


! This machine is not available at the moment. We apologize for any inconvenience.

Sealbag full

Service

The i-Deposit is full. Check this by pressing the 'Service' button on the main screen. Call your branch to arrange a pick up as necessary.



Note jammed at sealbag entrance. Please check if sealbag is already full.

Finish

Restart the system (Pg. 12), if the error message continues, please call the helpline.



! This machine is not available at the moment. We apologize for any inconvenience.

No sealbag available

Service

Error message will appear if there is no bag. If there is a bag, restart the system (Pg. 12) if error message continues please call the helpline



! This machine is not available at the moment. We apologize for any inconvenience.

Safedoor open

Service

If the safe door is correctly closed, restart the system (Pg.12). If the error message continues, call the helpline. Alternatively if the safe door is open, (with no signs of forced entry) call your local Loomis branch to arrange for the door to be closed.



! This machine is not available at the moment. We apologize for any inconvenience.

Note module disconnected

Service

If any of the above error messages appear, check there is power to the validator and it is connected correctly. Restart the system (see restarting the system section). If the error message continues, call the helpline.



Note jammed inside the note reader. Please remove jammed banknote and continue your deposit.

Finish



Note module disconnected. Please reconnect the note module and continue your deposit.

Finish

In some instances, a 'Machine not available' message may be displayed immediately after a CIT collection. Please wait for up to 15 minutes as a remote software update may be taking place. The system will then revert to the home screen.



! This machine is not available at the moment. We apologize for any inconvenience.

Receipt printer out of order

Service

Check the power to the printer and there is paper. Restart the system. If the message continues, call the helpline.



i Printing the receipt failed. Please insert new paper and retry by pressing the button 'Reprint'

Cancel Reprint

Replace the printer paper as per instructions



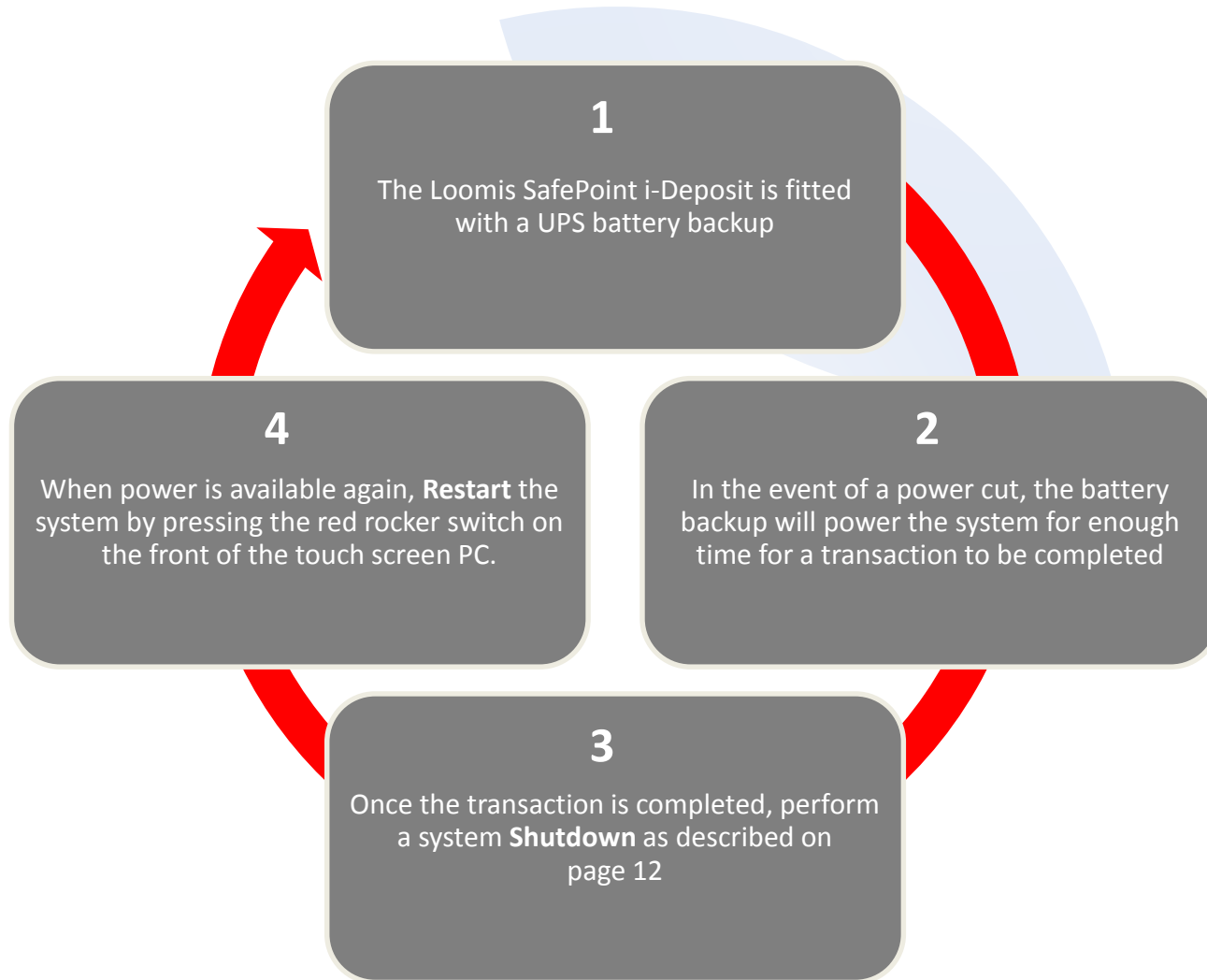
! This machine is not available at the moment. We apologize for any inconvenience.

Receipt printer out of paper

Service

Replace the printer paper as per instructions

Troubleshooting - Power failure



Manuals & Support

Visit www.loomis.co.uk/safepoint to download the latest manuals

To order stationary or consumables, please contact your normal servicing branch

Contacts

Loomis SafePoint team

01582 887 944

Engineering support team

0845 0180 530

General sales / upgrade enquiry

01582 887 944



Managing **cash** in society.

www.loomis.co.uk

Registered Office 1 Alder Court, Rennie Hogg Road, Nottingham NG2 1RX
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