



# SETUP FAQS

## JETSCAN ES & IFX 1 & 2 POCKET

### *Why is there no power to my machine?*

- Check that the power cable in the back of machine is plugged all the way in. If the problem persists, test the outlet with another electronic to ensure that it is working.

### *How do I install the feed plate?*

- Slip the plate back and lock the front in place. Make sure that the four silver tabs are locked onto the copper posts.

### *What's the dial for on the top of the machine for? What should it be set at?*

- The dial adjusts the tension of the feed gap. It should be set at zero.

### *Why is my machine not automatically starting when I put the bills on top it?*

- Check that the feed plate is properly installed and verify that the autostart sensor is clean.

### *Why is my machine ripping bills or getting excessive chain detecting errors?*

- Remove the feed plate, lift the red T-handles and attach them to the shaft. Once this is done, run the machine without cash to remove any stuck bills. Release the red T-handles to their original position, attach the feed plate and run money.
- Adjust the grey feed dial on top to zero.
- Check to see that the feed plate is properly placed.

### *Why does my machine keep jamming?*

- Remove the feed plate, lift the red T-handles and attach them to the shaft. Once this is done, run the machine without cash to remove any stuck bills. Release the red T-handles to their original position, attach the feed plate and run money.
- Check that the bills are straight when they're being inserted. Crooked or crumbled bills may result in jams.

### *How do I change from mix mode to stranger mode?*

- Go to the Mode option on your machine and select the desired mode from there.

### *Why is my printer not printing?*

- The printer will not print until all bills are removed from the JetScan Stacker.
- If the printer is beeping or there is a light flashing, check to see if the print paper is jammed or low.
- Ensure the printer is connected to the JetScan.

### *Where can I order printer paper and ink cartridges?*

- Call our supply line at (800) 745-9483 to place an order with one of our representatives.
- You can also order materials online at <https://www.cranepi.com/en/cummins-allison-cpi>. These must be paid for with a credit card.

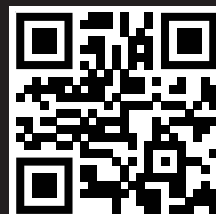
### *Why is my machine not catching suspect documents?*

- Check to make sure that the SD button on your machine is selected.

**NEED HELP?**

**800.786.5103**

**CUMMINSALLISON.COM**



**SCAN TO CALL**