# Kolibri™
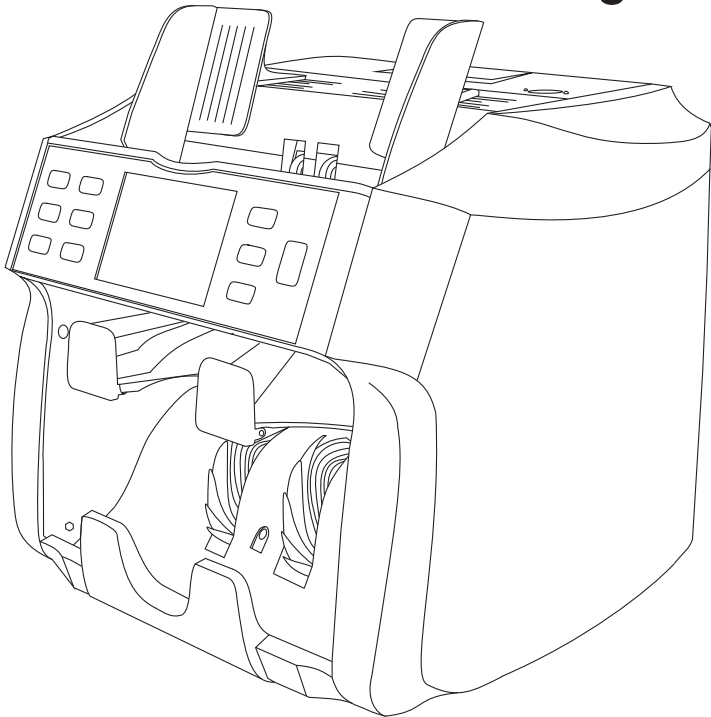## Signature



# USER MANUAL
**Kolibri Signature Two-Pocket Currency Discriminator**

This manual contains important information on safety measures and operational features of the Kolibri Signature 2-pocket currency discriminator. Please read it carefully before operating your machine and keep it for future reference.

While every effort has been made to include all features into this user manual, specifications stated may not reflect all the features of the later software versions.

If you have questions about your Kolibri Signature and its operation, please contact technical support at www.kolibriusa.com/contact/

**CHOKING HAZARD. SMALL PARTS.** Not for children under 3 years old.

**WARNING: RISK OF ELECTRICAL SHOCK.** This equipment is to be serviced by trained personnel only.

**DO NOT DISPOSE IN TRASH.** Follow appropriate local electronics scrap procedures.

**WARNING: HAZARDOUS MOVING PARTS.** Do not place fingers, hair, clothes, lanyard... near moving parts.

**PROP 65 WARNING.** This product may contain chemicals known to the State of California to cause cancer, or birth defects or other reproductive harm. **https://oehha.ca.gov/**

**Table of Contents:**

# 1. INTRODUCTION

## 1.1 About the Kolibri Signature

Thank you for choosing the Kolibri Signature 2-pocket currency discriminator.

The Kolibri Signature is a professional, powerful, value counter and sorter, with a reject pocket meaning that the machine will never have to stop for a counterfeit, wrong denomination or incorrect face. Kolibri Signature has a convenient user-friendly interface, intuitive control panel, and a variety of counting modes. All of these features come with a strong built-in counterfeit detection and high level of performance.

## 1.2 Important Safety Notes

When using this product, basic safety precautions should always be followed, including the following:

- Do not use this product in areas where it may be exposed to water or any other liquids.
- Unplug this product from the wall outlet before cleaning. Use a damp cloth or air duster to clean the unit.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembling will expose you to dangerous voltages and other safety risks. Incorrect reassembly may cause electrical shock when the unit is subsequently used.
- Only use this product with the power cord supplied with the it. Plug the power cord into a properly grounded wall outlet. Do not remove the grounding pin from the power cord. Failure to properly ground the unit can result in severe injury or fire.
- Make sure the device is placed on a flat surface. Do not operate the unit in areas with high temperature, humidity or smoke as these conditions may impede performance.
- This product is designed for indoor use in a well-ventilated environment. Keep the unit away from direct sunlight and strong magnetic fields which may interfere with the counterfeit detection sensors.
- When not using the unit for an extended period of time, disconnect the power cord from the wall outlet.

### 1.3 Box Contents

1. Kolibri Signature 2 - Pocket Currency Discriminator
2. Power Cord
3. User Manual
4. Cleaning Brush
5. Calibration Card

### 1.4 Specifications

#### 1.4.1 Product

Counting speed: Adjustable 800, 1000 and 1200 bills/min
Hopper capacity: 500 bills
Stacker capacity: 200 bills
Weight: 22 lbs (10 kg)
Dimensions: 10.5" x 10.5" x 11.7" (267 x 267 x 298 mm)
Power source: AC 100-240 V, 50/60Hz, ≤ 100W

#### 1.4.2 Printer

Paper: Thermal Paper
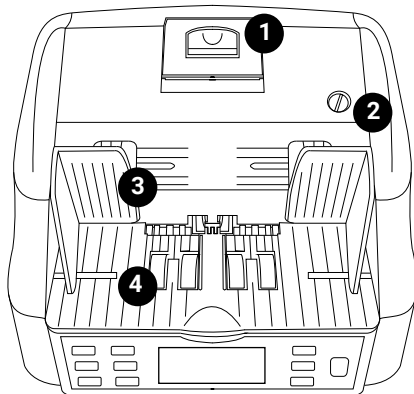Roll Width: $2^{1/4}$" (58mm)
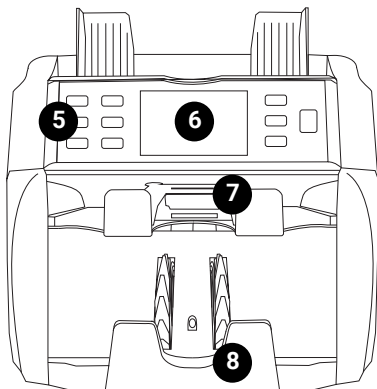Roll Diameter: $1^{1/2}$ (40mm)
Speed: 60mm/s
Paper Length: 60ft (18m)

## 1.5 Views of the Kolibri Signature

1. Built-in Printer
2. Feed Gap Adjuster
3. Bill Guides
4. Hopper
5. Control Panel
6. LCD Screen
7. Reject Pocket
8. Stacker
9. Top Cover
10. Back Drawer
11. AC Power
12. Fuse
13. Power Switch
14. USB Port
15. SD Card Port

**TOP VIEW**

**FRONT VIEW**
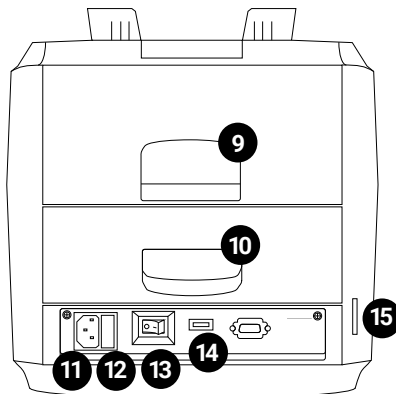
**BACK VIEW**

| Key | Function |
|---|---|
| 1. REJECT Button | Shows the rejected bills and the reason |
| 2. BATCH Button | Activates/Deactivates Batch function and sets Batch amount |
| 3. ADD Button | Activates/Deactivates Add function |
| 4. PRINT Button | Starts printing receipt when Report screen displayed |
| 5. REPORT Button | Shows the detailed Report screen |
| 6. DISPLAY | Displays information (see 1.7 Home Screen) |
| 7. MENU Button | Shows menu and works as a back button |
| 8. MODE Button | Changes mode and moves cursor up in Menu |
| 9. CLEAR Button | Resets the count and moves cursor down in Menu |
| 10. START/STOP Button | Starts or Stops the count or validate/confirm settings |
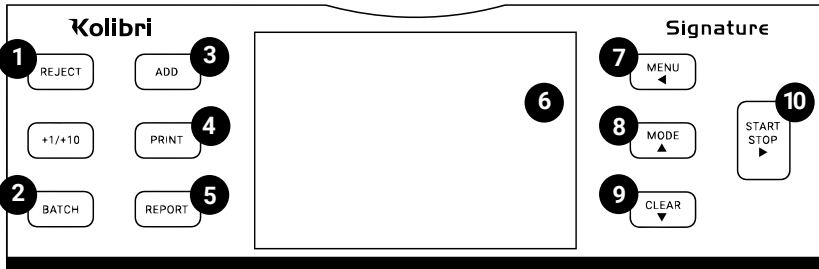
## 1.7    Home Screen

1. Currency Selected
2. Mode (MIX, SORT, DSORT, COUNT, FACE, ORIENT, VBATCH)
3. ADD Function Active/Inactive
4. BATCH Function Quantity
5. Number of Bills Counted
6. Total Value Counted
7. Auto/Manual Start On/Off
8. Date & Time
9. Counterfeit Detection Active/Inactive
10. Instruction Message
11. Number of Rejected Bills
12. Serial Number

Kolibri Technical Support:
1-877-898-8750
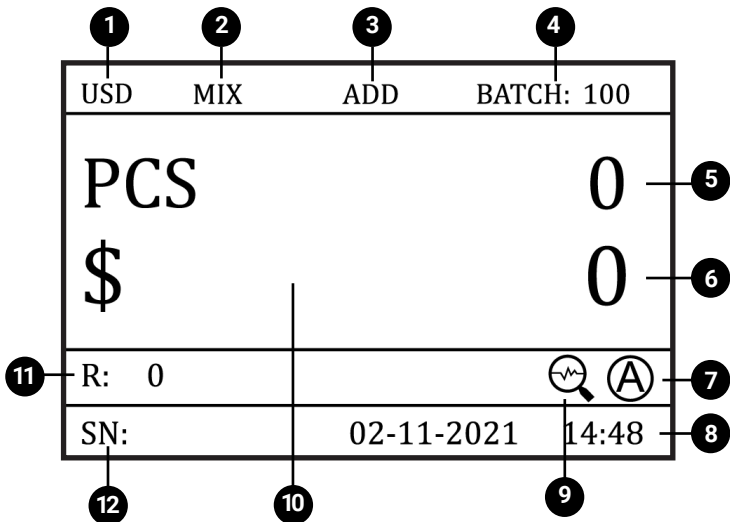
## 2. GETTING STARTED

### 2.1 Powering Up

Ensure the hopper and stacker are empty. Then, attach power cable to rear of the machine, plug into a three-prong outlet and turn the power switch, located on the rear of the machine, to the on position.

The unit will load and conduct a self-checking. The screen will display "0" when the unit is ready to operate.

### 2.2 Loading the Hopper

In order to avoid jams and ensure proper operating speed of the machine, it is important to correctly load the hopper. Bills should be placed in a neat stack prior to being placed into the hopper.

Avoid counting bills that are wet, excessively dirty, spoiled, folded, curled or with foreign material like clips, bands, etc. Bills such as these can cause the machine to malfunction.

Adjust the hopper bill guides to a size slightly wider (0.10" on each side) than the width of the bills in the stack (all US dollar denomination are the same size). This will help to correctly place the bills in the hopper, and will ensue smooth bill feeding.

> **WARNING: Hazardous moving parts!**
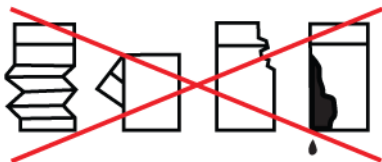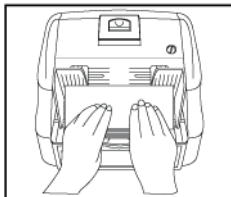> **Do not place fingers, hair, clothes, etc. near the moving parts.**
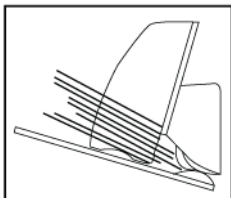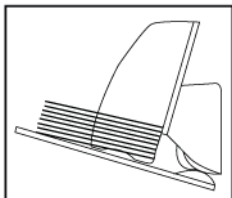
# 1. MAKE A STACK

Correct or remove bills that are severely wrinkled, damaged or folded. Square the bill stack.



# 2. LOAD THE STACK



# 3. FEED THE BILLS

## 3. OPERATING MODES

### 3.1 Mix Mode

After turning the machine on it will default to MIX mode.

MIX mode is used to count a stack of mixed denominations. To count mixed bills, place them in the hopper and follow the procedure described in 2.2 LOADING THE HOPPER. The machine will start counting and will move the bills from the hopper to the stacker as it counts them. The machine will stop counting when the hopper is completely emptied. Total number of bills and total value will be displayed on home screen. When operation is complete, you can view a detailed report by pressing the REPORT button.

To return to MIX mode from another mode, press the MODE button until "MIX" is displayed on the home screen. Note that the Kolibri Signature will keep in memory the last mode used.

### 3.2 Sort Mode

This mode is available by pressing the MODE button until "SORT" is displayed on the home screen.

SORT mode allows the user to count and sort bills by one denomination which is automatically determined by the first bill scanned in a stack. This can be useful to be sure that there are no bills of other denominations in a large strap of one denomination. The first bill in the hopper determines the counting and sorting denomination. Any time a bill passes through the machine and does not conform to the denomination determined by the first bill, the machine will reject this bill into the reject pocket. Total number of bills and total value will be displayed on home screen. When operation is complete, you can view a detailed report by pressing the REPORT button.

To return to SORT mode from another mode, press the MODE button until "SORT" is displayed on the home screen. Note that the Kolibri Signature will keep in memory the last mode used.

### 3.3 DSort Mode

This mode is available by pressing the MODE button until "DSORT" is displayed on the home screen.

DSort mode is also known as "design sort mode". This mode allows the user to count bills of one denomination and sort or separate bills by their design. The fist bill scanned in this mode will become the targeted design automatically determined by Kolibri Signature to go into the stacker. All other bills with different design will be sent to the reject pocket. The total number of bills and total value will be displayed on the home screen. When operation is completed, report can be viewed by pressing the REPORT button. Counterfeit detection and error notes detections are all active in this mode.

To return to DSort mode from another mode, press the MODE button until "DSORT" is displayed on the home screen. Note that Kolibri Signature will keep in memory the last mode used.

### 3.4 Count Mode

This mode is available by pressing the MODE button until "COUNT" is displayed on the home screen.

COUNT mode allows the user to simply count the total number of bills. It does not recognize or record the denomination of any bills. During COUNT mode, there is no counterfeit detection active.

To return to COUNT mode from another mode, press the MODE button until "COUNT" is displayed on the home screen. Note that the Kolibri Signature will keep in memory the last mode used.

### 3.5 Face Mode

This mode is available by pressing the MODE button until "FACE" is displayed on the home screen.

FACE mode allows the user to sort bills based on whether they are loaded into the

Signature face up or face down. The first bill in the hopper determines the sorting and counting orientation. If the first bill through the machine is faced up, all bills in the hopper that are faced up will end up in the stacker. All the other bills that are faced down, will be rejected into the reject pocket. Total number of bills and total value will be displayed on home screen. When operation is complete, you can view a detailed report by pressing the REPORT button.

To return to FACE mode from another mode, press the MODE button until "FACE" is displayed on the home screen. Note that the Kolibri Signature will keep in memory the last mode used.

### 3.6 Orientation Mode

This mode is available by pressing the MODE button until "ORIENT" is displayed on the home screen.

ORIENTATION mode allows the user to count and sort bills by one of 4 orientations. The first bill in the hopper determines the counting orientation. Any time a bill passes through the machine and does not conform to the orientation determined by the first bill, the machine will reject this bill into the reject pocket. Total number of bills and total value will be displayed on the home screen. When operation is complete, you can view a detailed report by pressing the REPORT button.

To return to ORIENTATION mode from another mode, press the MODE button until "ORIENT" is displayed on the home screen. Note that the Kolibri Signature will keep in memory the last mode used.

### 3.7 VBatch Mode

This mode is available by pressing the MODE button until "VBATCH" is displayed on the home screen.

VBatch mode is also known as "value batch mode". This mode allows the user to input

and set a specific value of the batch. When value is set Kolibri Signature will count this batch of mixed denomination bills in one currency into the stacker. When batch is completed machine will display "BATCH COMPLETE". If there are no more bills left to complete the inputted value, Kolibri Signature will count-up to the closest value, stop, and display "BATCH INCOMPLETE" on the screen.
Use the following steps to set a certain batch value when on VBatch mode:

Press BATCH button. "VALUE BATCH INPUT" screen will be displayed

Desired value can be entered into the value box using MODE (arrow up) and CLEAR (arrow down), buttons, to navigate through the numbers. To select the number press START/STOP (arrow right) button.

When desired value is set, move to "SAVE" on the bar and press START/STOP (arrow right) button to confirm. When VBatch selection is set "OK" must be displayed next to the value input box.

Press MENU button to return to a home screen.

VBatch mode is activated if selected "VB: batch value" is displayed in the upper right corner of the home screen.

When Kolibri Signature is operating under VBatch mode, total number of bills and total value will be displayed on the home screen. When the operation is completed, the report can be viewed by pressing the REPORT button. Counterfeit detection and error notes detections are all active in this mode.

To return to VBatch mode from another mode, press the MODE button until "VBATCH" is displayed on the home screen. Note that Kolibri Signature will keep in memory the last mode used.

## 4. FUNCTIONS

### 4.1 Auto & Manual Function

After turning the machine on it will default to AUTO function, an "A" will be displayed on the home screen, machine starts counting automatically.  To switch to the Manual function, go to Menu by pressing MENU button, and follow the steps below:

**1.** Select SETTINGS and press START/STOP button.
**2.** When in settings menu select 2. AUTO/MANUAL START by going down with the CLEAR button and press START/STOP to enter.
**3.** Select 2. MANUAL and press START/STOP button to validate selection, check mark will be displayed next to the selected function.
**4.** Press MENU button 3 times to go back to the home screen. If MANUAL is selected, a "M" will be displayed on the home screen.

If on Manual, Kolibri Signature will stop counting automatically and START/STOP button must be pressed to begin each count. To go back to Auto function repeat steps listed above and select AUTO function.

### 4.2 Add Function

This function is available by pressing the ADD button on the control panel. When ADD function is activated, "ADD" will be displayed on the home screen.

In this function, the unit will count multiple stacks of bills while keeping track of the total amount and value of bills counted. Place the first stack of bills to be counted into the hopper. With this function active the number and value of bills will be displayed on screen. When ready to count the next stack of bills, empty the stacker and add the new stack to be counted into the hopper. The unit will continue counting and add the new count to the total.

To exit ADD function, press again the ADD button.

### 4.3    Batch Function

This function is available by pressing the BATCH or +1/+10 button on the control panel. When BATCH mode is activated, "BATCH:" with the batch number will be displayed on the home screen.

BATCH function is used to select a batch quantity for a specific counting process. With this function active, the machine counts a preset number of bills and then stops counting when the batch number has been reached, even if bills remain in the hopper. By default, pressing the BATCH button will set the batch size to 100. The batch size can be adjusted by pressing the +1/+10 or the BATCH button.

When the set batch amount is reached, the Signature will automatically stop and a "BATCH COMPLETE" message will be display on the screen alongside the number of bills counted. When the stacker is emptied, the machine will automatically continue to count up to the preset batch amount to create another batch.

If hopper runs out of bills before a batch is completed, the machine will display "INCOMPLETE BATCH" on screen. At this point, the user may add bills to the hopper to complete the batch or remove the incomplete batch from the machine. To exit BATCH mode, press again the BATCH button until "BATCH:" disappears from the screen.

### 4.4    Add + Batch Function

This function batches the desired quantity of bills and monitors the running total at the same time. To activate this function, press the ADD and BATCH button until both icons are displayed on the screen.

To exit ADD + BATCH function, press again the ADD and BATCH buttons until both icons disappear from the screen.

### 4.5    Auto-Currency Function

This function allows the user to count stacks of different currencies without having to change the currency in the menu. The Kolibri Signature sets the currency based off the first bill in the hopper and assumes the same for the remaining bills. Any time a bill passes through the machine and does not conform to the currency determined by the first bill, the machine will reject that bill into the reject pocket.

To enable this function:
**1.** Press MENU button.
**2.** Select 2. CURRENCY and press START/STOP (arrow right) button.
**3.** While in CURRENCIES, select 6. AUTO and press START/STOP (arrow right) button.
**4.** Check mark will appear next to AUTO, confirming that the function is selected.
**5.** Press MENU button twice to go back to the home screen.

### 4.6    Multi-Currency Function

This function allows the user to count a stack with mixed currencies. The Kolibri Signature automatically detects up to 4 mixed currencies at a time. The total number of bills and total value of each currency will be displayed on a screen. When the operation is complete, the user can review a detailed report of each denomination by pressing the REPORT button and scrolling through each currency's report screen by pressing the MODE button.

To enable this function:
**1.** Select 2. CURRENCY and press START/STOP (arrow right) button.
**2.** While in CURRENCIES, select 7. MULTI and press START/STOP (arrow right) button.
**3.** Check mark will appear next to MULTI, confirming that the function is selected.
**4.** Press MENU button twice to go back to the home screen.
   When this function is enabled the home screen will display this:

| MIX | | |
|---|---|---|
| | PCS | VAL |
| USD: | 0 | 0 |
| EUR: | 0 | 0 |
| MXN: | 0 | 0 |
| CAD: | 0 | 0 |
| R:   0 | | ⊙ Ⓐ |
| SN: | 02-11-2021 | 14:48 |

## 5. AFTER-COUNT FUNCTIONS

### 5.1 Report

This function is available by pressing the REPORT button. It provides an on-screen report of the total amount of each denomination counted, the value of the counted bills of that denomination, and a grand total value of all bills counted.

To exit the report screen, press the MENU button.

### 5.2 Serial Number Report

This function is available by pressing the REPORT button twice. It provides an on-screen detailed report of each bill counted with its serial number and denomination.

To exit the detailed report screen, press the MENU button.

### 5.3 Print

The Kolibri Signature has a built-in printer on the top of the machine. Make sure to properly load the thermal receipt paper before using this function.
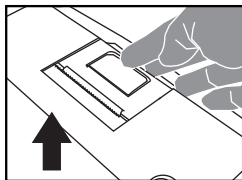


1. Lift up the lid to open.   2. Insert paper roll inside.   3. Close lid and leave 1/4" of the paper sticking out.
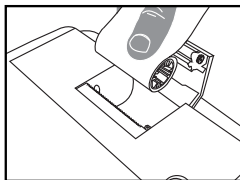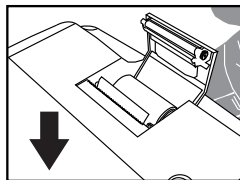
This function is available by pressing the PRINT button while being on the report screen. If thermal receipt paper is loaded, a detailed printout of the counting report will be produced.

#### 5.3.1 Station ID Function

The Station ID function allows the user to label each receipt title with a custom ID.

To enable this function
**1.** Press the MENU button
**2.** Select 5. SERVICE and press START/STOP (arrow right).
**3.** While in SERVICE, select 5. STATION ID and press START/STOP (arrow right).
**4.** MODE (arrow up) and CLEAR (arrow down) buttons are used to navigate the keypad and START/STOP (arrow right) button to select. When done entering the information, highlight "SAVE" and press START/STOP (arrow right) to confirm and save.

```
┌─────────────────────────────────────────┐
│  STATION  ID  INPUT                      │
│  ┌────────────────────────────────────┐  │
│  │                                    │  │
│  └────────────────────────────────────┘  │
│     ┌─┬─┬─┬─┬─┬─┬─┬─┬─┬─┐                 │
│     │A│B│C│D│E│F│G│H│I│J│                 │
│     ├─┼─┼─┼─┼─┼─┼─┼─┼─┼─┤                 │
│     │K│L│M│N│O│P│Q│R│S│T│                 │
│     ├─┼─┼─┼─┼─┼─┼─┼─┼─┼─┤                 │
│     │U│V│W│X│Y│Z│1│2│3│4│                 │
│     ├─┼─┼─┼─┼─┼─┼─┼───┴─┤                 │
│     │5│6│7│8│9│0│←│ SAVE │                 │
│     └─┴─┴─┴─┴─┴─┴─┴──────┘                 │
│  Back: ◄      Select: ▲▼      Confirm: ► │
└─────────────────────────────────────────┘
```

## 5.4    Reject

This function is available by pressing the REJECT button and provides an on-screen report of the rejected bills and the reason of their rejection.

To exit the reject screen, press the MENU button.

| Reject Code | Cause |
|---|---|
| UV ERROR | Suspect bill detected by ultraviolet detection or UV detection issue |
| MG ERROR | Suspect bill detected by magnetic detection or MG detection issue |
| IR ERROR | Suspect bill detected by infrared detection or IR detection issue |
| DB ERROR | The last counted bill is a double note or double detection issue |
| DD ERROR | The size of the bill is different |
| ID ERROR | Image of the bill not recognized |
| FACE | Face of the bill does not match |
| SORT | Denomination of the bill does not match |
| ORIENT | Orientation of the bill does not match |

Please note that the Signature, like all other discriminators with integrated detectors on the market, cannot guarantee a counted bill to be genuine or counterfeit. There are several reasons a genuine bill may be recognized as counterfeit, or vice versa. Possible reasons include: direct sunlight exposure, worn bills, excessively dirty bills, or highly advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to definitively determine whether or not a bill is counterfeit.

## 5.5    Menu

The Menu can be accessed by pressing the MENU button. To navigate and choose the sub-menu, use the arrows and press the START button to enter the sub-menu. Press the Menu button to go back to the menu or exit the menu.

**Description of the Menu**

| MENU | DESCRIPTION |
|---|---|
| 1. SETTINGS | Includes main setting options like Speed, Auto/Manual Start, Beep, Date & Time, Printing, Interface Color, Display Brightness, Power Saving. |

**Description of the Menu (continued):**

| MENU | DESCRIPTION |
|---|---|
| 2. CURRENCY | Select the appropriate currency the machine will be counting (USD, CAD, MXN, EUR, GBP) and activate Auto-Currency and Multi Currency functions. |
| 3. DETECTIONS | Activate or deactivate serial number recognition, printer connection and detection features like Magnetic "MG", Dimension "DD", Double "DB", Ultraviolet "UV", Double "DB", Infrared "IR" and etc. Also, activate and deactivate slope and serial number recognition. |
| 4. MODES | Activate or deactivate the modes (MIX, SORT, DSORT, COUNT, FACE, ORIENT, VBATCH) that can be used from the home screen. When the mode is indicated as "ON" this mode can be selected from the home screen. If the mode is "OFF" it cannot be selected from the home screen. Use START/STOP button to switch "ON/OFF". |
| 5. SERVICE | Provide the option to update and calibrate the unit change the detection level, set and change the data, set station ID, and reset to the factory settings. |

## 6. MAINTENANCE AND TROUBLESHOOTING

### 6.1 Maintenance

**ATTENTION:** The unit should always be turned off and disconnected from its power cord before cleaning. DO NOT use solvents such as thinner, alcohol, etc. To clean the machine.
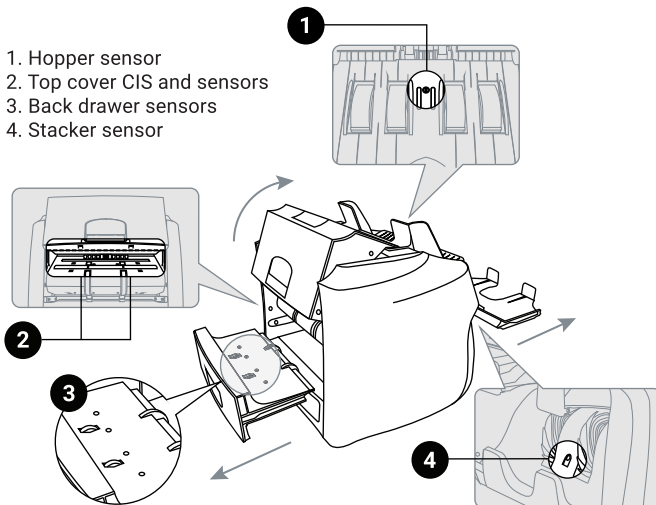
Most operational problems can be avoided by regular care and preventative maintenance. Taking regular care of the Signature will significantly increase its lifetime.

To avoid problems, make sure there are no metal clips or rubber bands in the bills being counted. Be sure to follow the proper procedure for loading the hopper, refer to section 2.2 LOADING THE HOPPER.

For best results, it is recommended that to use an air duster and a soft bristle brush to remove any dust or debris from the interior of the unit. When not using the machine for an extended period time, cover it with a furnished dust cover (not included with the unit) to prevent dust from settling inside.

All parts of the Kolibri Signature need daily care and cleaning. Pay close attention to the sensors, which are delicate components. If any dust or other foreign matter adheres to the sensors, it may cause various problems during operation of the machine.

· To avoid malfunction caused by foreign objects, please clean your machine
   every day
· Clean back drawer with the provided bristle brush or a dry cloth frequently
· Clean top cover and CIS with  provided bristle brush or a dry cloth frequently
· Clean sensors with the provided bristle brush or a dry cloth frequently
· Rubber rollers may be cleaned with a slightly damp cloth. You may use a small amount of
  liquid soap on the cloth, but the soap residue should properly removed.

1. Hopper sensor
2. Top cover CIS and sensors
3. Back drawer sensors
4. Stacker sensor

Kolibri Technical Support:
1-877-898-8750

### 6.2    Adjusting Feed Gap

Sometimes, during the transportation or shipment of the unit, the adjustment of the feed mechanism may loosen. This can also happen during normal wear or tear and can lead to DOUBLE, CHAIN or HALF errors. The feed gap is the actual height of the bill feed path, and should be tuned to just about the thickness of a single bill. If the feed gap is too wide, the user may experience a high amount of DOUBLE and CHAIN errors which are caused by more than one bill entering the scanning path at one time. If the feed gap is too tight, the unit may not be able to pass bills into the scanning path, or catch on bills and tear them.
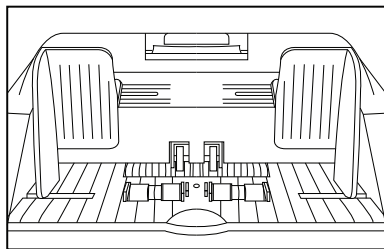
The following steps are the procedure for adjusting the feed gap:

**1**. Ensure the machine is turned off.

**2**. Position the rollers so that none of the dark-colored rubber teeth are visible. This can be done by turning the kick rollers. Only the black smooth sections of the rollers should be showing.
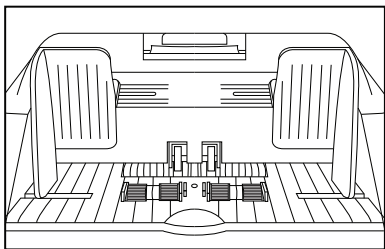


**Incorrect Position:**
Turn rollers until teeth are no longer visible.



**Correct Position:**

**3**. Place one bill that is crisp and rigid enough to prevent bending during the adjustment procedure. Place it lengthwise either to the right or left side of the hopper. See image below for example.

**4**. Guide the bill between the inner rollers during this step; you should feel moderate resistance as you move the bill back and forth through these rollers. In other words, the gap between these rollers is wide enough to pass just one bill per count, but narrow enough to feel a slight tension or friction when pulling the bill out.
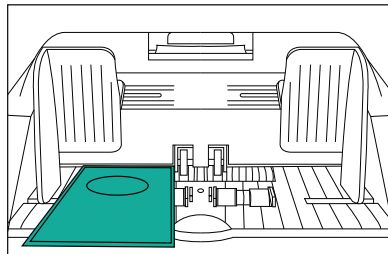


To adjust the bill feed gap, use the instructions below to turn the adjustment screw at the top of the unit:

a)   Make a 1 dot adjustment turn at a time then retest.

b)   If the bill feels too loose, tighten the feed gap by turning the adjustment screw counterclockwise.

c)   If the resistance against the bill feels too strong, loosen the gap by turning the screw clockwise.
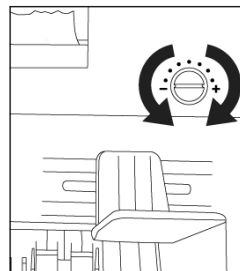


If you are experiencing a high amount of DB, DD errors or multiple bills jammed inside the machine, turn the adjustment screw counterclockwise 1 dot at a time, then retest.



If the unit has a hard time feeding the bills or tears the bill. turn the adjustment screw clockwise 1 dot at a time, then retest.

**Important Note:**
The Kolibri Signature's feed gap adjustment can be sensitive during adjustments. Do not overturn each adjustment or you may overshoot the optimum gap. We recommend testing with a stack of bills after each adjustment turn.

**Kolibri Technical Support:**
**1-877-898-8750**

## 6.3    Calibration Procedure

The contact image sensor (CIS), Ultraviolet (UV) and Infrared (IR) sensors of the unit are calibrated properly from the factory. With regular, basic use, the sensor's sensitivity decreases which can lead to ID errors. To resolve this issue, the unit can be re-calibrated using the white calibration card that came with unit.
Please follow the steps below to calibrate the sensor:

**1**.  Ensure the machine is turned ON.

**2**.  Press MENU button, move down and select 5. SERVICE, when in SERVICE, select 2. CALIBRATION, when in CALIBRATION, CIS will be highlighted and instruction will be written on the screen.

**3**. Then turn the machine backside front. Proceed to pull the top-back cover from the machine upwards.

**4.** Put the provided laminated calibration card inside the top back door opening until it fits securely against the hopper rollers.

**5.** Carefully proceed to close the top back cover with the calibration sheet (white paper card) inside the machine.

**6.** Once the top back cover is closed, turn the machine face side to yourself and press START/STOP button to start the calibration process.

**7.** Calibration will begin and the calibration screen will display a message "CIS check wait"
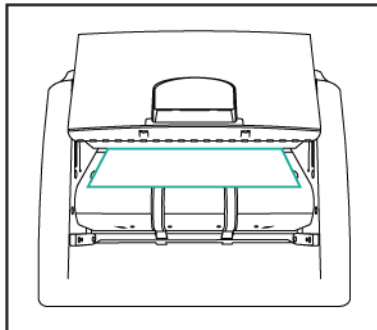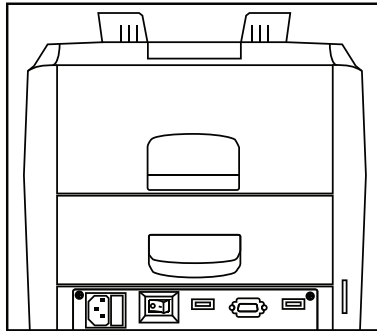
**8.** When calibration is done "CIS check ok" message must be displayed on the screen. If "CIS check fail" message is displayed, calibration card must be readjusted and placed exactly in front of the CIS sensors and steps from 4 to 8 should be repeated.

**9.** When "CIS check OK" is displayed, remove the calibration card from the inside of the machine.

**10.** Reset the machine by turning it off, then on.

**11.** Same steps must be taken for the UV + IR calibration process.

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#### 6.4 Troubleshooting

**Error message display:**

| Issue | Procedure | Reference |
|-------|-----------|-----------|
| UV Error (Excessive) | Clean or replace ultraviolet (UV) sensor. | Remove all bills from stacker and reject pocket. Recount. If excessive errors occur, ensure: |
| MG Error (Excessive) | Clean or replace magnetic (MG) sensor. | 1. Bills are loaded properly (ref section 2.2 Loading the Hopper) |
| IR Error (Excessive) | Clean or replace infrared (IR) sensor. | 2. Feed Gap is adjusted properly (ref section 6.2 Adjusting Feed Gap). |
| DD Error (Excessive) | Clean or replace counting sensors. | 3. Sensors are clean (ref section 6.1 Maintenance). |
| DB Error (Excessive) | | 4. Recalibrate unit (ref section 6.3 Calibration Procedure). If problem persists, refer to section 6.6 Contact Information to contact Kolibri's |
| ID Error (Excessive) | | technical service center for additional support. |

| Issue | Procedure | Reference |
|-------|-----------|-----------|
| Unit Does Not Turn On | 1. Ensure power cord is plugged in.<br>2. Check fuse and replace if damaged (under power outlet). | If problem persists, refer to section 6.6 Contact Information to contact Kolibri's technical service center for additional support |
| MOTOR/ROLLERS DO NOT ROTATE | 1. Turn off unit and remove any jammed bills or foreign objects.<br>2. Check if drive belt is damaged (+ send part) | |
| MOTORS/ROLLERS KEEP TURNING | 1. Ensure lid is properly closed.<br>2. Turn unit off/on. | |
| UNIT DOES NOT DETECT COUNTERFEIT | 1. Clean ALL sensors<br>2. Recalibrate unit | Remove all bills from stacker and reject pocket. Recount. If excessive errors occur, ensure:<br>1. Bills are loaded properly (ref section 2.2 Loading the Hopper)<br>2. Feed Gap is adjusted properly (ref section 6.2 Adjusting Feed Gap).<br>3. Sensors are clean (ref section 6.1 Maintenance).<br>4. Recalibrate unit (ref section 6.3 Calibration Procedure). If problem persists, refer to section 6.6 Contact Information to contact Kolibri's technical service center for additional support. |
| BILLS DON'T FEED SMOOTHLY OR JAMS | 1. Turn off unit and remove any objects present in the bill path.<br>2. Clean sensors (ref section 6.1 Maintenance).<br>3. Adjust feed gap (ref section 6.2 Adjusting Feed Gap).<br>4. Load bills properly (ref section 2.2 Loading the Hopper) | |
| TEST-7 UP MOTOR | Problem with main motor or control circuit. | Clean or replace the sensor.<br><br>If problem persists, refer to section 6.6 Contact Information to contact Kolibri's technical service center for additional support. |
| TEST-5 Hopper Capacity | Problem with the start sensor | |
| TEST-2R_D_IR | Issue with the lower right counting sensor | Clean or replace the sensor |
| TEST-4R_D_IR | Issue with the upper right counting sensor | Clean or replace the sensor |

| Issue | Procedure | Reference |
|-------|-----------|-----------|
| L_D_IR | Issue with the lower left counting sensor | Clean or replace the sensor |
| L_U_IR | Issue with the upper left counting sensor | Clean or replace the sensor |

### 6.5 Warranty

The Kolibri Signature is warranted for a period of  3 years  from the date of purchase. In most cases a unit malfunction can easily be corrected by performing a thorough cleaning.

• Customer should allow the manufacturer the time and opportunity to test and diagnose the machine to determine warranty and non-warranty claims
• After receiving and unpacking the unit, customer shall keep the package and its user manual. Warranties are canceled in the event the device is transported in a non-original packaging or operation/maintenance conditions are not met
• Company is not responsible for unit malfunction due to improper maintenance, storage, or transportation including, but not limited to mechanical damage
• Manufacturer is entitled to introduce updated software, not described in the current user manual

**<u>Non-Warranty Service:</u>**
The manufacturer can perform maintenance and cleaning for an extra fee. For a non-warranty repair or maintenance quotation, contact our Technical Support team.

**Warranty service is not available in the following cases:**
• Cleaning of the unit from dust and mud
• Operation or maintenance rules requirements set in the user manual are not met
• There is mechanical damage to the unit or the sealed portions of the unit have been opened or tampered with
• There are foreign objects or liquid inside the unit

**The warranty does cover shipping to Kolibri's technical service center**

## 6.6    Contact Information

**Technical Support Contact Information:**
http://KolibriUSA.com/contact/
1-877-898-8750

**When contacting Technical Support, please have the following available:**
• Product Model – Located on the back side of the machine.
• Serial Number – Located on the bottom of the machine.
• Nature of the problem – What happened, and when did it happen? Did the machine display an error message?
• Steps already taken to resolve the problem, and the results.

Kolibri

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