

# FAQ – FIRST AID

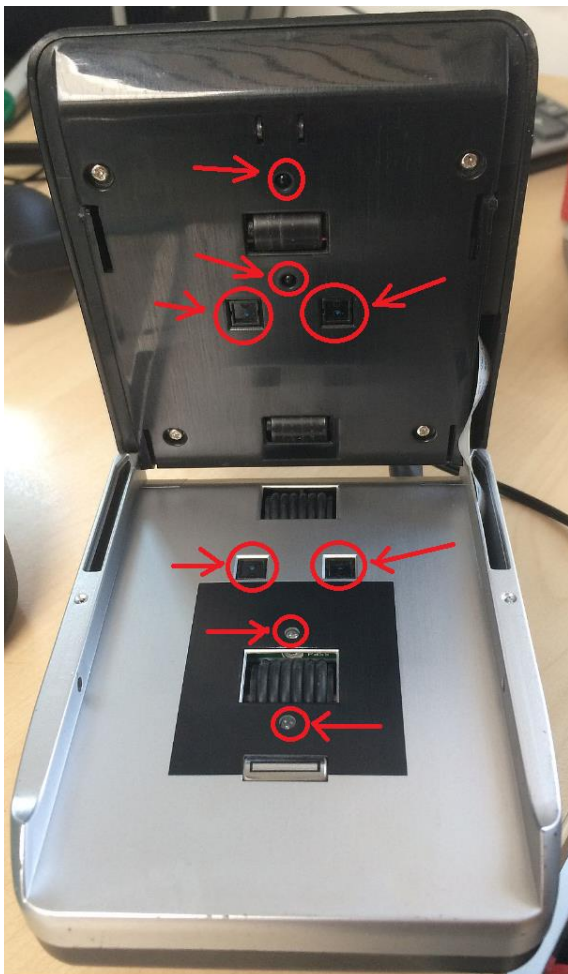
If your machine doesn't work correctly, please follow the following steps

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## 1. Bills are not (or partially) recognized

The AT110 uses a lot of sensors to indicate if a bill is faulty and to determine the value of a bill:



So first thing is to clean out the sensors:



If the sensors are clean, and the problem is still occurring, make sure that you have the latest software on your device.

Check it by checking on the Acropaq.com website which is the latest version of the device:

PRODUCT DETAILS

Brand: ACROPAQ

Product Code: AT110

Availability: 220

Qty: - 1 +

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9) Now please download the update tool and the software-update that corresponds with the serial number of your device:

UPDATE TOOL

Software update: 170213\_P36\_AT110.ses\*

\*If after step 21 all the notes are detected as false, then please use our this software: 170304\_F36\_AT110.ses

10) Double click on "Update Tool.exe" :

The software version of the AT110 is easy to find out, check it by plugging in and out the power supply from the device



When the device boots up, the software version will pop up for 3 seconds:



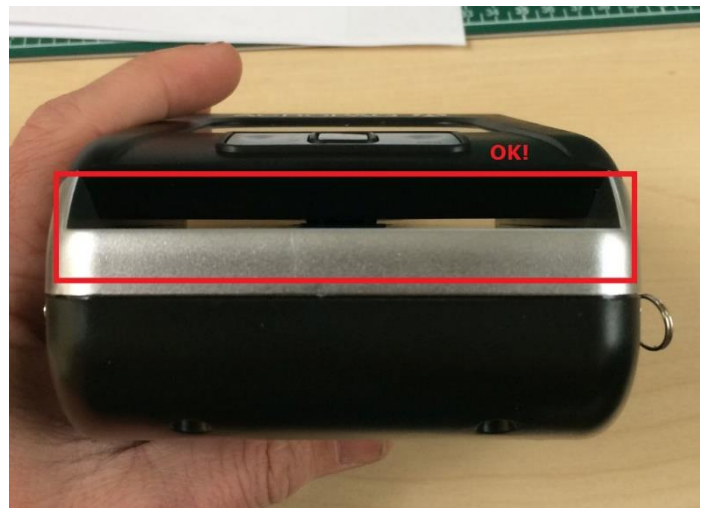
In our case it is P38, for EURO bills

## 2. BILLS ARE NOT TAKEN STRAIGHT IN

If that happens, please check the white data cable:



Sometimes it happens that, when closing the device, the cable gets 'in the way':



### 3. Device isn't working (looks like it is dead)

- 1) First try the device with an alternative power supply (just pay attention when taking another power supply that the voltage is around 9V)
- 2) If the other power supply didn't help, please check in the interior if the white flat cable didn't came loose:



If this doesn't help, please check with ACROPAQ customer service