

# DTC Desk Top Counter

DTC-1, DTC-2, DTC-6 & DTC-9

## User's Guide



**SCAN COIN**

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# General Information

SUZOHAPP reserves the right to revise and improve its products as it sees fit. This publication describes this product at the time of publication and may not reflect the product in the future.

This publication, or parts thereof, may not be reproduced in any form whatsoever other than for the purchaser's personal use without the express permission of SUZOHAPP.

## Declaration of Conformity

We, SUZOHAPP, declare under our sole responsibility, that the product in this manual, is in conformity with the following standards and/or other normative documents:

### Low Voltage Directive 2006/95/EC

- EN 60 950-1:2006
- EN 60 950-1:2006 / A11:2009
- EN 60 950-1:2006 / A12:2011
- EN 60 950-1:2006 / A12:2013

### EMC Directive 2004/108/EC

- EN 55022:2010
- EN 55024:2010
- EN 61000-3-2:2014
- EN 61000-3-3:2013

# Environmental Compliance

## Note

If the equipment contains batteries or accumulators, dispose of these separately according to local requirements.

## WEEE Directive (valid in the EU only)

Waste Electrical and Electronic Equipment Directive 2012/19/EU.

Equipment marked with this symbol must be treated separately and in accordance with any local legislation requiring proper treatment, recovery and recycling of used electrical and electronic equipment.



## RoHS

RoHS Restriction of Hazardous Substance Directive 2011/65/EU, EN 62321:2009.

Contact your SUZOHAPP representative for further details.

## Responsibility

The supplier of the equipment accepts no responsibility for injury or damage to personnel or equipment, if the equipment is altered in any way or used in a manner for which it was not intended at the time of delivery.

If the conditions for use of the equipment are changed, the supplier must be contacted or the declaration of conformity is invalidated.

# Safety Precautions

This guide contains hazard information which must be read by all users. The hazard information is presented as a warning as follows:

## **WARNING**

### **Risk of personal injury**

Warnings indicate a potential hazard to the health and safety of users. The warning symbols appear at their points of application in this guide. Always refer to this section for information about the risk and how to avoid it.



## **Caution**

Cautions indicate a hazard to the machine, but not a danger to personnel. They clearly state the nature of the hazard and how to avoid it. They appear at their points of application in this guide.

## **WARNING**

### **Risk of electric shock**

Lethal voltages exist in the machine when connected to mains power. Make sure you disconnect the power cord before cleaning or servicing the machine.



## **WARNING**

### **Risk of electric shock**

The machine is of metal construction and must therefore always be connected to a power source with ground connection. This is a requirement for this type of equipment and if not adhered to will contravene the national and international standards of Health and Safety in the work place.



## **WARNING**

### **Risk of jamming**

This machine contains moving parts and sharp edges. Always be careful. Do not touch the components inside the machine while it is running.



## **WARNING**

### **Risk of tipping**

During bagging, do not exceed the weight.



## **WARNING**

### **Risk of impaired hearing**

Always use hearing protection while the machine is running.



# Installation

## WARNING

### Risk of electric shock

The machine is of metal construction and must therefore always be earthed to the supply. Ensure that both the plug on the supply lead and the supply source are earthed. This is a requirement for this type of equipment and if not adhered to will contravene the national and international standards of Health and Safety in the work place.



## WARNING

### Risk of tipping

Follow the Safety Precautions.



The machine must be installed by an authorised SUZOHAPP representative.

## Note

The machine must be protected by a fuse or a circuit breaker in the electrical circuit.

### Please also note the following when installing the machine:

- Operating temperature 15-35 °C
- Operating humidity 30-80% R.H

Do not place the machine close to any radiators. Make sure there is some free space around the machine to allow the air to circulate.

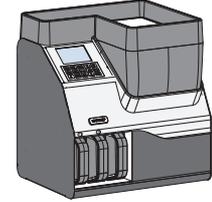
The socket-outlet shall be installed near the equipment and shall be easily accessible.

If the plug on the supply lead to the machine has a fuse, make sure it has the correct rating in amps.

Although this machine has been tested and complies with the national and international standards/regulations, it is recommended that no equipment which generates a high level of electromagnetic interference (EMI) or vibration is placed close to the machine.

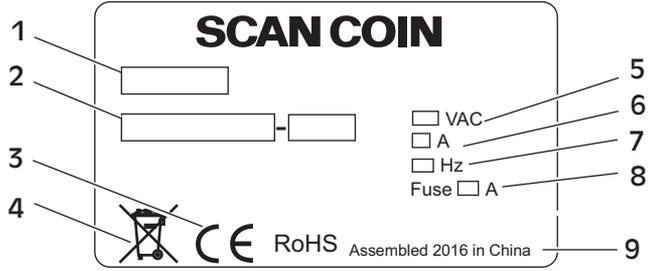
## Positional References

Unless stated otherwise, positions and directions such as left, right, upper, lower, rear, clockwise and counter-clockwise are given with respect to the machine when viewed from the front.



## Machine Label

The label below is an **example** of the information available on the machine.



- |                  |                                 |
|------------------|---------------------------------|
| 1 Machine type   | 7 Frequency                     |
| 2 Serial No.     | 8 Fuse                          |
| 3 CE-symbol      | 9 Place and year of manufacture |
| 4 WEEE-symbol*   |                                 |
| 5 Supply voltage |                                 |
| 6 Current        |                                 |

\* See [“Environmental Compliance” on page 1.](#)

## Introduction

DTC is a product line of heavy duty and compact desktop machines. They are all equipped with a user friendly control panel a touchscreen and a reject box.

**DTC-1** - the smallest in the DTC group. All counted coins are transported to one outlet and the rest to the reject outlet.



**DTC-2 Active**- equipped with two boxes and one reject box. DTC-2 Active is equipped with an extra solenoid to count and separate coins of the main currency, a second currency or tokens.

>>>

>>>

**DTC-6** – has six sorting positions and one position for rejects. All positions has exchangeable labels. DTC-6 can sort maximum six denominations. DTC-6 Active is equipped with an extra solenoid to count and separate a denomination too close in diameter or to separate a currency.



**DTC-9** – the largest in the group has nine sorting positions and one reject position. All positions has exchangeable labels. DTC-9 can sort maximum 9 denominations. DTC-9 Active is equipped with an extra solenoid to count and separate a denomination too close in diameter or to separate a currency.

DTC is user friendly and is equipped with a touchscreen and a keyboard.

Place the coins to be counted in the coin hopper press the front button or press green arrow on the touch screen.

After being counted the coins are transported to the coin outlet where they can be put into either boxes, bags or tubes, depending on the type of attachment fitted to the machine.

Any rejected coins are routed to the reject cup and to make sure all coins are checked the display shows the number of rejected coins to check.

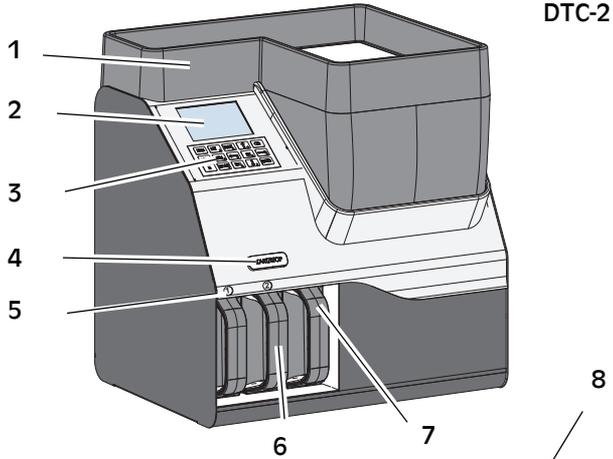
## Software Version

This User's Guide relates to software version 200D90xx.

## Accessories and Options

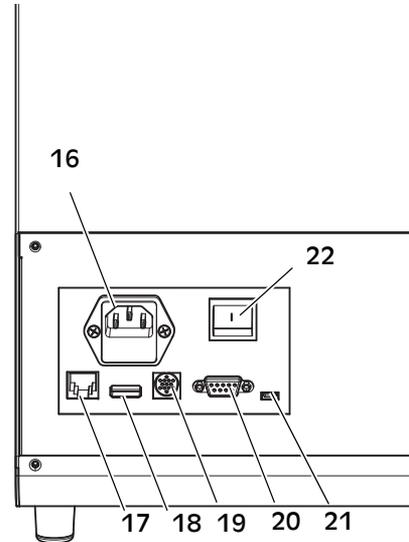
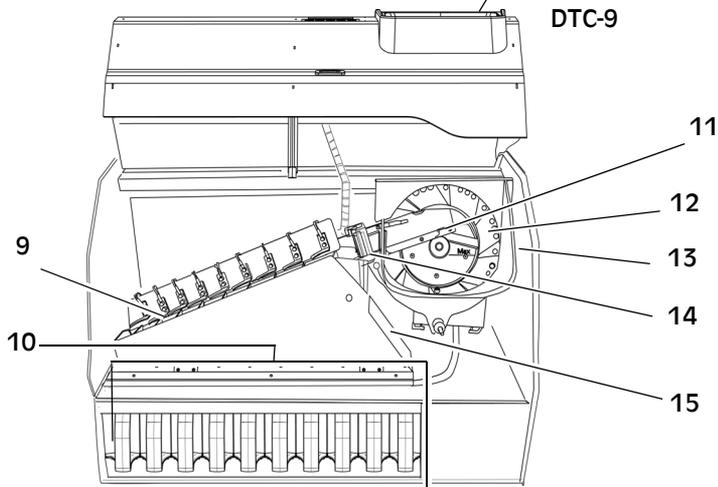
For information about the accessories and options available, please contact your SUZOHAPP representative.

# Machine Part Terminology

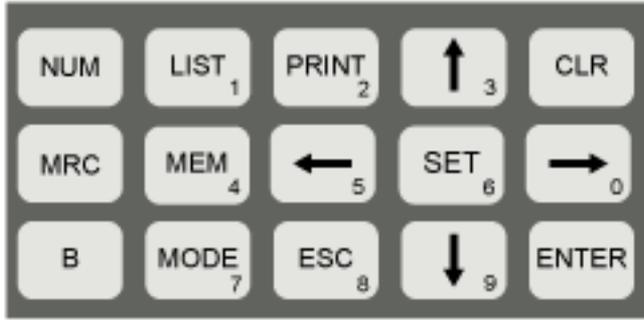


- 1 Large coin tray (accessory included in all deliveries as standard)
- 2 Touchscreen
- 3 Key pad
- 4 Start/Stop button
- 5 Exchangeable box labels
- 6 Box/drawer 1
- 7 Reject box/drawer
- 8 Coin inlet
- 9 Sorting knives
- 10 Box 2-9 (DTC-9)
- 11 Coin rail knife

- 12 Coin disc
- 13 Coin hopper
- 14 Sensor assembly
- 15 Coin chute unit (foldable on DTC-6 and DTC-9)
- 16 Power cord/Mains Inlet
- 17 Ethernet RJ 45
- 18 FW stick Update, USB
- 19 RD/AUX connection, PS2
- 20 RS232, DB-9
- 21 Mini USB
- 22 Main switch



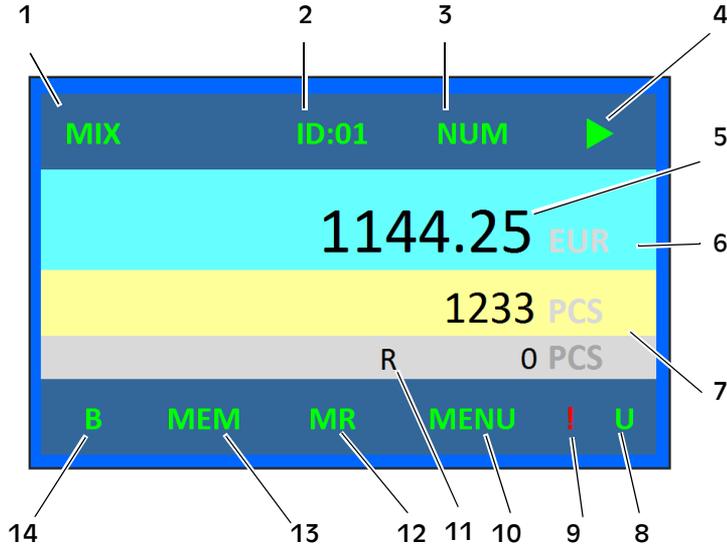
# Keyboard



Key	Function
NUM	Toggle to the numerical keyboard
LIST	List counting details.
PRINT	Send to printer the data displayed in the current context.
CLR	<ul style="list-style-type: none"> <li>- Clear counting data (press and hold)</li> <li>- Clear reject (press quickly)</li> <li>- Clear error codes</li> </ul>

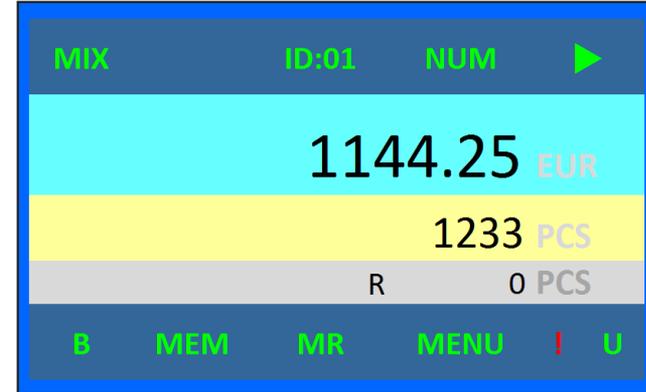
Key	Function
MRC	<p>Read and Clear memory.</p> <p>Press quickly to replace the current count with the amount in memory.</p> <p>When counting <b>without ID</b> hold the button for a while and then release it. The message “Are you sure to clear memory?” is displayed touch/press SET to confirm or <b>ESC</b> to leave without any changes.</p>
MEM	<b>Memory.</b> Adds the number of coins counted to the memory and resets the display to zero.
SET	<ul style="list-style-type: none"> <li>- Functions like ID, language, batch etc.</li> <li>- Maintenance tests, learning function etc.</li> <li>- Information about total counting, error codes and software version.</li> </ul>
B	<p><b>Batch.</b></p> <ul style="list-style-type: none"> <li>- Turn on or off batch function</li> <li>- Check and clear inBag</li> </ul>
MODE	Toggle between the available counting modes
ESC	Leave without any changes.
ENTER	<p>Confirm entered value.</p> <p>Use the arrows to move around on the touchscreen.</p>

## Touchscreen



- 1 Count mode
- 2 ID setting
- 3 Numeric key setting
- 4 Stop/Run icons
- 5 Value of counted coins
- 6 Set currency
- 7 Number of counted coins
- 8 USB disc indicator
- 9 Reminder some denominations are not selected
- 10
- 11
- 12
- 13
- 14

## Touchable Functions Main Display



Key	Function
MIX	<b>Note</b> Only for DTC-1 and DTC-2 MIX-SDC Touch to toggle between count modes.
ID 	Green = ID enabled Not displayed when disabled
NUM	White = Numeric keys on keypad disabled Green = Numeric keys on keypad enabled Touch <b>NUM</b> to toggle functionality.

Key	Function
Start/stop icon	 
B BB BT	White = Batch disabled Green = Batch enabled  BB= Batch for Bag BT= Batch for Tube  Touch <b>B</b> to toggle functionality.
MENU	Press to open menu.
MEM	White = there is no data in memory Green = there is data saved in memory Touch <b>MEM</b> save current data to memory.
MR	White = there is no data saved in memory Green = there is data saved in memory Touch MR to read saved data.
R	Number of rejects.
U	When USB disc is connected, the icon will be displayed in green.
!	An icon to remind the operator that some denominations are not selected.
Currency	Touch <b>Currency</b> (on this image EUR) to toggle currency, if more then one is available.

## Modes of Operation

- **Value counting**, the DTC counts each coin and calculates the total value of the counted coins.
- **Batch counting**, the DTC counts a preset value of coins and then stops. Batch size can be set separately for each denomination.

## Counting Mode

**DTC-1 and DTC-2 Active** has two counting modes.

MIX –Mixed count mode

SDC – Single Denomination Count

B-Batch can be used in both mixed count mode and SDC mode.

**DTC-6/DTC-6 Active** and **DTC-9/DTC-9 Active** has one counting mode.

MIX –Mixed count mode

B- Batch can be used with mixed counting.

# Operation

## WARNING

### Risk of jamming

Follow the Safety Precautions.

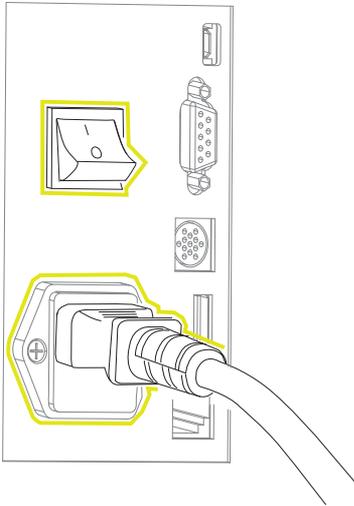


## Note

Touch/press means user can use both the touchscreen icon and the button on the keypad to give order. Touch is for screen icon and press is for keypad button.

## Getting Started

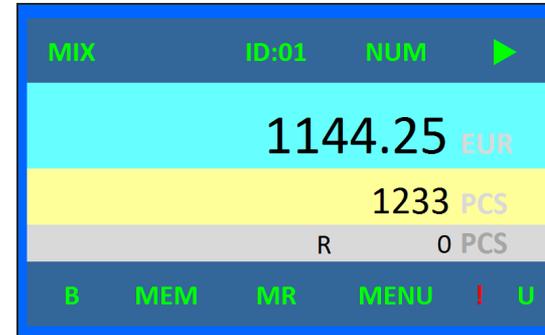
- a) Connect the power cord.



- b) Turn On (I) the mains power.
- c) Connect printer (accessory).

The machine warms up with a self-testing mode, this may take up to 20 seconds. If the machine is OK operating mode will be entered.

It is possible to add some text strings to the self-testing mode screen see [“Customer Information” on page 24.](#)



## Checking Count Information Details

### Note

You cannot check count information while the machine is running.

### Note

The sequence is from the biggest value to smallest value on printouts in LIST interface, and the sequence is from the biggest diameter to smallest diameter on printouts in InBag interface

### List

- Press List or touch the counted amount on the touchscreen to check the count information details.
- Touch/press **ESC** to return to the main display.

DEN	QTY	VALUE
2.00 EUR	100	200.00
1.00 EUR	100	100.00
0.50 EUR	100	50.00
0.20 EUR	100	20.00
0.10 EUR	100	10.00
0.05EUR	100	5.00
0.02 EUR	100	2.00
0.01 EUR	100	1.00
Total	800	388.00

ESC

- Denomination
- Quantity/Number
- Value

## InBag interface

### Note

You cannot check count information while the machine is running.

- Press and hold **B** for three seconds to display InBag interface.  
InBag is the number of coins in the bags or boxes. This number is always between zero and the batch size.  
BoxNo. is the number the physical box has in the firmware.

BoxNo.	DEN	InBag	Batch Size
1	2.00 EUR	10	20
2	1.00 EUR	10	20
3	0.50 EUR	10	20
4	0.20 EUR	10	50
5	0.10 EUR	20	50
6	0.05EUR	40	50
7	0.02 EUR	50	100
8	0.01 EUR	50	100

ESC   ↑   ↓   Clr.S   Clr.A

- Press **Print** to get a printout of inBag.
- Touch/press **ESC** to return to the main display.

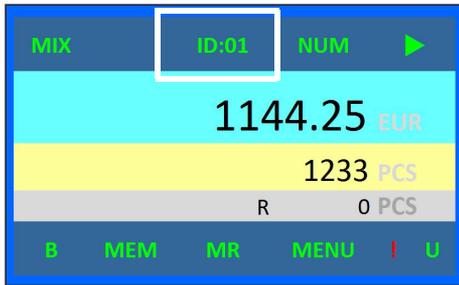
# Memory

Notice the difference between saving to memory with or without using ID.

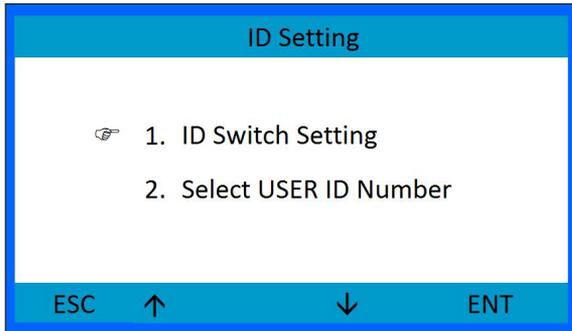
## Using user ID and bag ID

There are 8 User ID-positions on the DTC. When User ID is in use the User ID number is displayed on the screen.

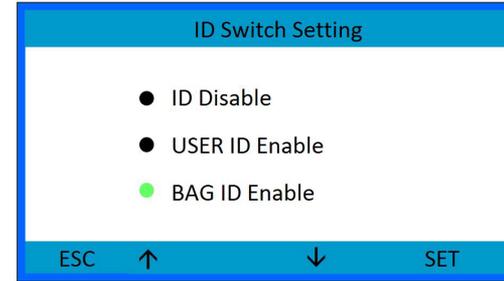
There is also an option to use Bag ID. When Bag ID is enabled the user has to enter a Bag ID for each count. The Bag ID and counted coins can be set to clear or not when a receipt is printed.



- a) To enable ID press **SET** and select **System setting** and then **ID Setting**. Touch/press **ENT**.



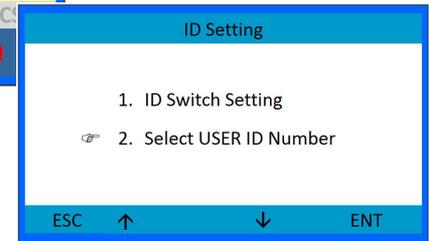
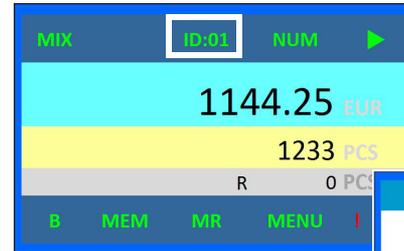
- b) Touch/press up/down arrows to choose item and touch /press **SET** enable item(s).



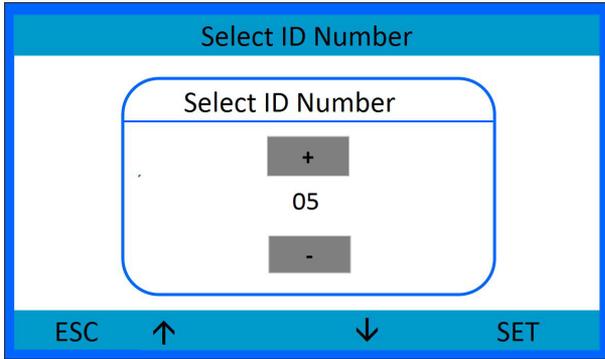
- c) Press **ESC** to leave.

## Select user ID number

- a) Touch **Select USER ID Number** in the ID Setting menu, or touch **ID:x** on the screen



b) This window will open:



- Select ID by using the up/down arrow or +/- buttons.
- Touch/press **SET** to confirm.
- Touch/press **ESC** to return to main interface.

### Check memory

Save counting to memory touch/press **MEM**. **MEM** and **MR** turns green on the display.

With ID enabled touch/press **MR** to display a list of total of counted coins per ID.

With ID disabled touch/press **MR** to see total amount. Touch/press **LIST** to display total per denomination and Grand Total.

### Printout

#### Note

When ID is enabled the printout will be subdivided by ID rather than by box/denomination. Left printout is with disabled ID. Right printout is with ID enabled.

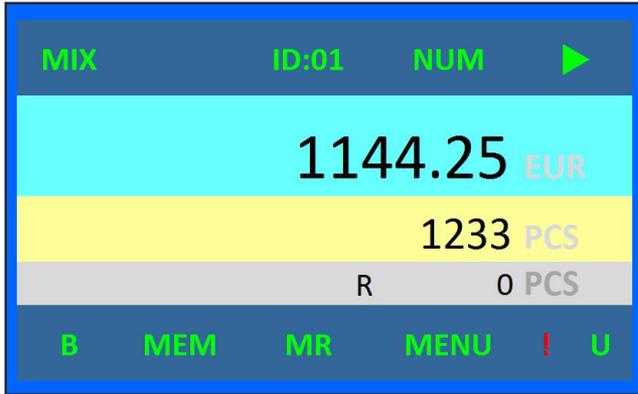
User ID and Bag ID is printed on the receipt when enabled.

<b>SCAN COIN</b> a SUZOHAPP company			
Currency: EUR			
2015-09-17		20:37:54	
BoxNo	DEN	QTY	Value
1	0.01	25	0.25
2	0.02	75	1.50
3	0.05	10	0.50
4	0.10	50	5.00
5	0.20	11	2.20
6	0.50	20	10.00
7	1.00	30	30.00
8	2.00	10	20.00
Total		231	69.45

<b>SCAN COIN</b> a SUZOHAPP company		
Currency: EUR		
2015-09-17		20:45:11
ID	Total Count	Total Amount
1	0	0
2	231	69.45
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
Total	231	69.45

## Clear Data

When the machine is at rest and main display is shown.



## Clear count

Press and hold and release **CLR** on the keyboard to clear counted quantity and amount.

### Note

Note that the data will be cleared without any warning or printout.

## Clear rejects

Press quickly **CLR** to clear number of rejected coins.

## Clear batch InBag

When the machine is at rest and in Batch mode press and hold **B** on the key board for three seconds and release to enter Batch display.

BoxNo.	DEN	InBag	Batch Size
☞ 1 ☞	2.00 EUR	10	20
2	1.00 EUR	10	20
3	0.50 EUR	10	20
4	0.20 EUR	10	50
5	0.10 EUR	20	50
6	0.05EUR	40	50
7	0.02 EUR	50	100
8	0.01 EUR	50	100

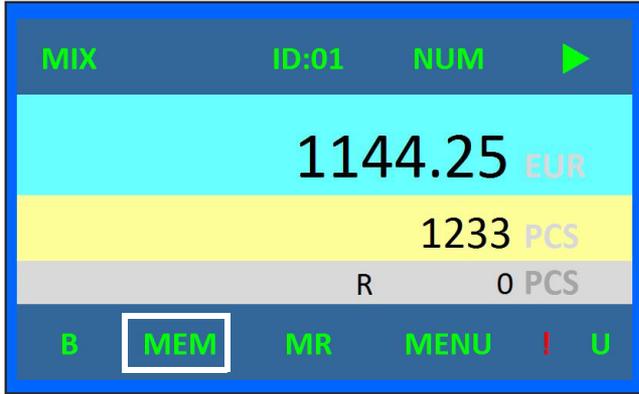
At the bottom of the table, there are four labels: 'ESC', an up arrow, a down arrow, 'Clr.S', and 'Clr.A'.

- Press arrows up/down to select denomination.
- Press **Clr.S** (S=Selected) to clear the highlighted InBag.
- Press **Clr.A** (A=All) to clear all InBags.
- Press **ESC** to return to main screen without any changes.

## Save Data

### Counted quantity

When the machine is at rest and main display is shown,

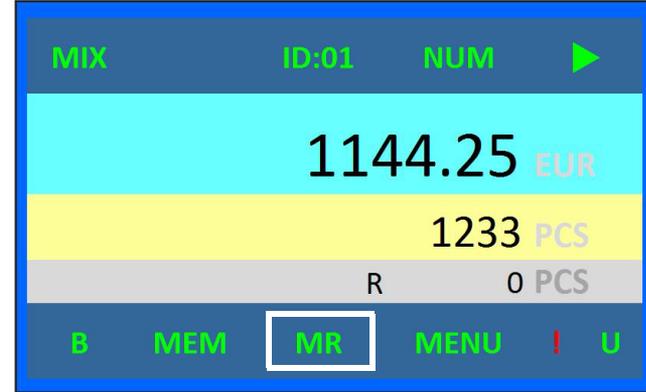


Touch/press **MEM** to save counted quantity and value to memory. **MEM** and **MR** turns green to indicate that data is stored in memory.

## Read Saved Data

### Count data

When the machine is at rest and main display is shown,



Touch/press **MR** to read saved data.

Grant total is displayed and also stored value per ID.

# Counting

## Batch counting

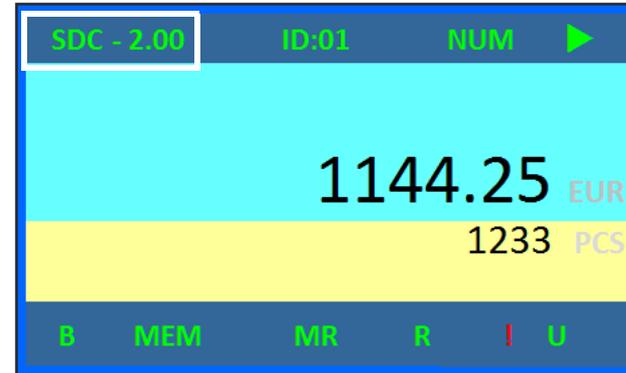
- a) Touch **B** to enable (when **BT/BB** is green functionality is enabled).
- b) Put the coins in the hopper.
- c) Touch start icon on the touchscreen or press stop/start button on front.
- d) When a batch is full the machine stops.  
The display shows batch quantity and box number.
- e) Empty box and press **CLR**.  
The machine starts running again.
- f) During counting check for rejected coins and put any valid coins back into the hopper.

To disable batch counting touch **BT/BB**. When **B** is white batch counting is disabled.

## SDC – Single Denomination Count (Only for DTC-1 and DTC-2 Active)

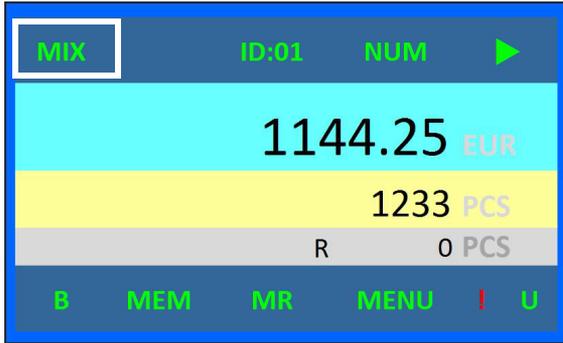
- a) In the main interface, touch mode **MIX/ SDC** to toggle between MIX- and SDC-Count mode.  
“SDC” will appear on the top left corner of the display.
- b) Press down arrow to select denomination.

For example if 2.00 is selected, all the coins of 2.00 will be sorted to the coin box, all other denominations will be directed to the reject box.



## MIX counting

- a) Put the coins in the coin hopper.
- b) Press **start/stop** or touch the start icon.
- c) When all coins are counted/sorted the machine stops. Press **LIST** or touch the displayed amount to check counting details.



DEN	QTY	VALUE
2.00 EUR	100	200.00
1.00 EUR	100	100.00
0.50 EUR	100	50.00
0.20 EUR	100	20.00
0.10 EUR	100	10.00
0.05EUR	100	5.00
0.02 EUR	100	2.00
0.01 EUR	100	1.00
Total	800	388.00

ESC

- d) Press **Print** to get a printout.
- e) Touch/press **ESC** to return to main display.

## SET Menu

### Note

Touch/press means user can use both the touchscreen icon and the button on the keypad to give order. Touch is for screen icons, press is for keypad buttons.

Press **SET** on the keyboard to enter the configuration menu.

Touch/press **SET** to confirm.

Touch/press **ENT/ENTER** to activate/confirm selection.

Touch/press **ESC** to return to main menu after finished configuration.

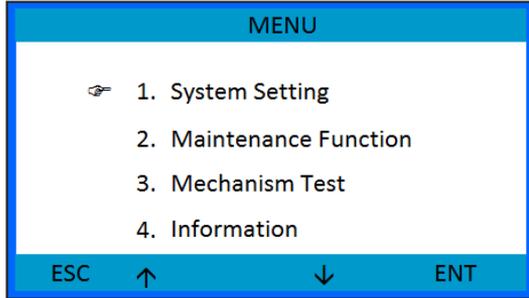
Before any confirmed changes Touch/press **ESC** to leave without any changes.

Use arrow keys to toggle options.

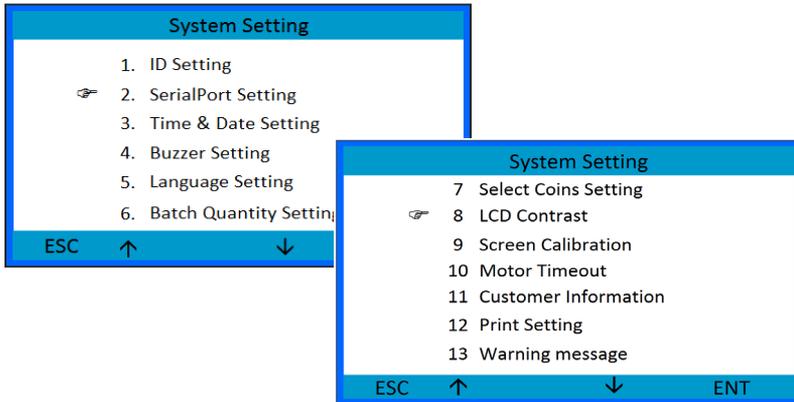
# Configuration Menu

## System setting

a) Press **SET** to enter into configuration menu.



b) Select **System Setting**.

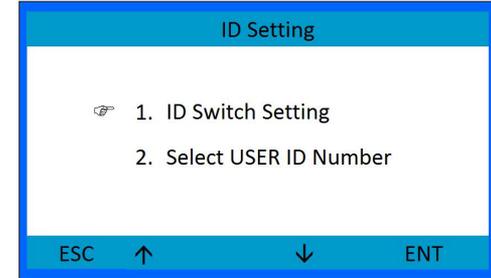


Toggle the menu using arrow keys.

Touch **Ent** or Press **ENTER** to enter selected option.

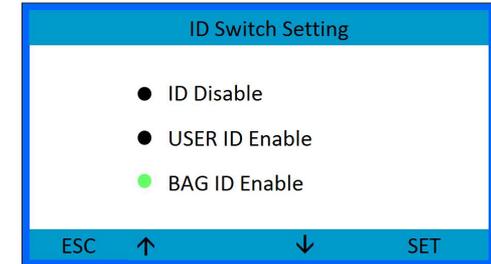
Touch/press **ESC** to return to main interface.

Menu item	Action
ID setting →	ID Switch Setting
ID Switch setting	



Touch/press up/down arrows to choose item and touch **ENT** or press **Enter** to access item

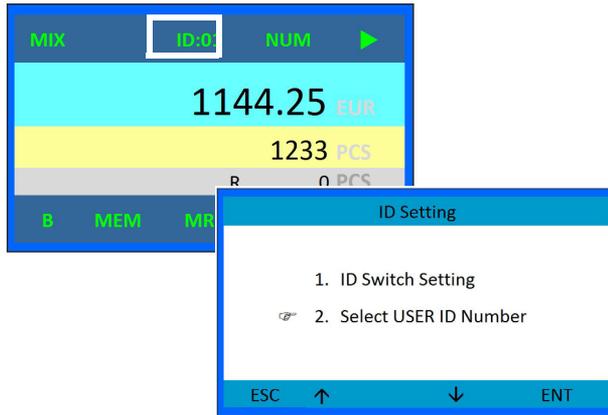
Select between



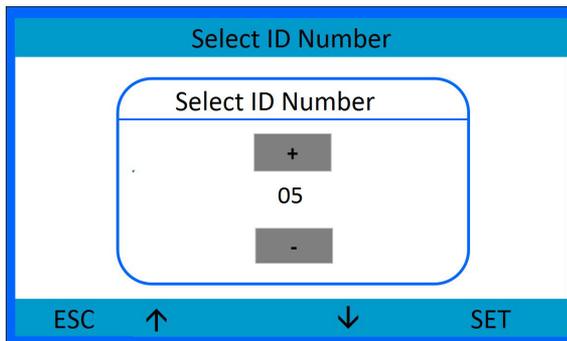
- ID Disable
- USER ID Enable
- BAG ID Enable

Use BAG ID Options to add counts to a bag with ID number. The Bag ID is also printed on the receipt.

Menu item	Action
ID setting ⇒	Select USER ID number to enter count data to correct account/client
Select USER ID Number	a) Touch <b>Select USER ID Number</b> in the ID Setting menu, or touch ID:x on the screen

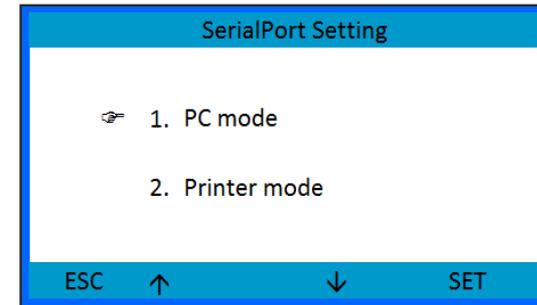


b) This window will open:



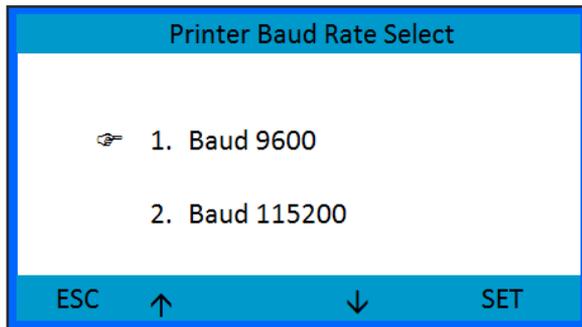
Menu item	Action
ID setting ⇒	c) Touch/press up/down arrows to change ID.
Select USER ID Number	d) Touch/press <b>SET</b> to confirm. e) Touch/press <b>ESC</b> to return to main interface.
ID Switch setting ⇒	Use this option to add a count to a specific Bag ID. The bag ID is printed on the receipt.
BAG ID Enable	

Serial port setting (DB-9)



- Touch/press up/down arrows to select.
- Touch/press **SET** to confirm.
- Touch/press **ESC** to return to main interface.

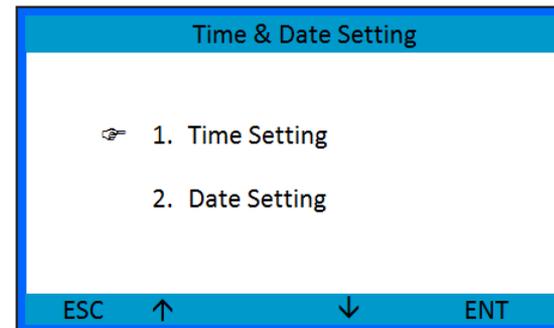
Menu item	Action
Serial port setting → Printer Mode → Baud Rate Setting	



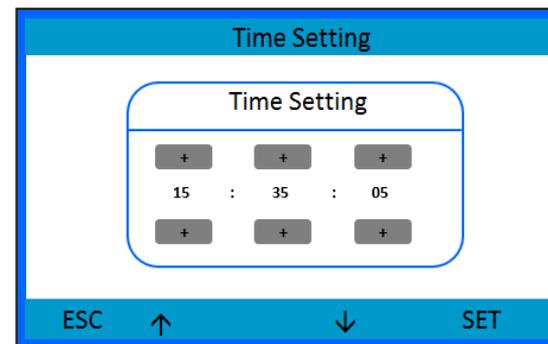
- a) Touch/press up/down arrows to select setting.
- b) Touch/press **SET** to confirm.

**Note** Make sure the printer is set to the same baud rate.

Menu item	Action
Time & Date → Time setting	



- b) Touch/press **ENT** to edit.

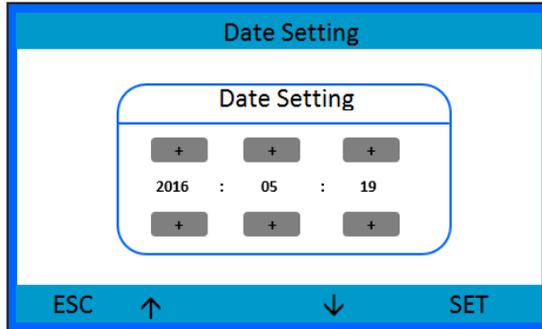


- c) Touch +/- or press arrows to change setting.
- d) Touch/press right arrow to step from hour to minute to second.
- e) Touch/press **SET** to confirm.

Menu item	Action
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Time & Date  
 ⇨  
 Date setting

a) Touch/press arrow buttons to toggle and select **Date setting**.

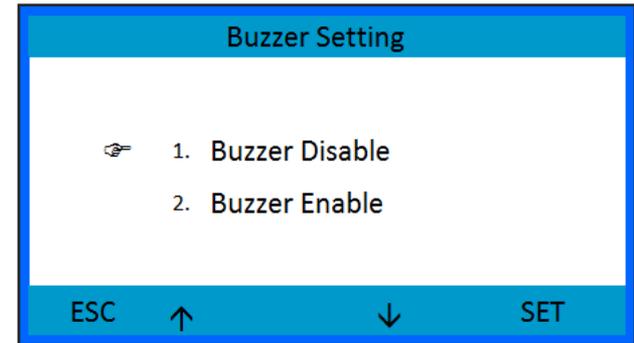


- b) Touch/press **ENT/ENTER** to edit.
- c) Touch +/- or press arrows to change setting.
- d) Touch/press right arrow to step from year to month to day.
- e) Touch/press **SET** to confirm.

Menu item	Action
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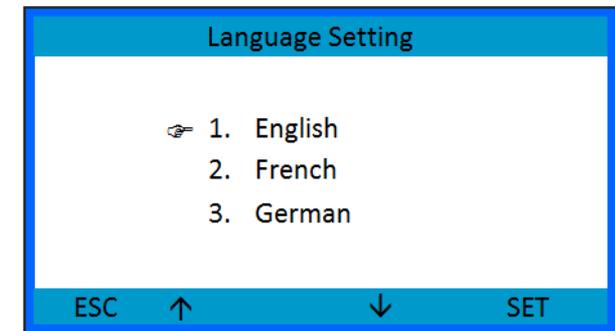
Buzzer setting

Touch/press up/down arrow to enable or disable buzzer.



Touch/press **ESC** to return to menu.

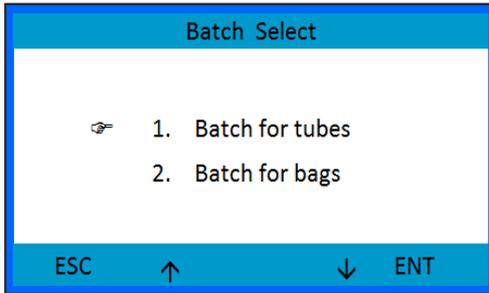
Language



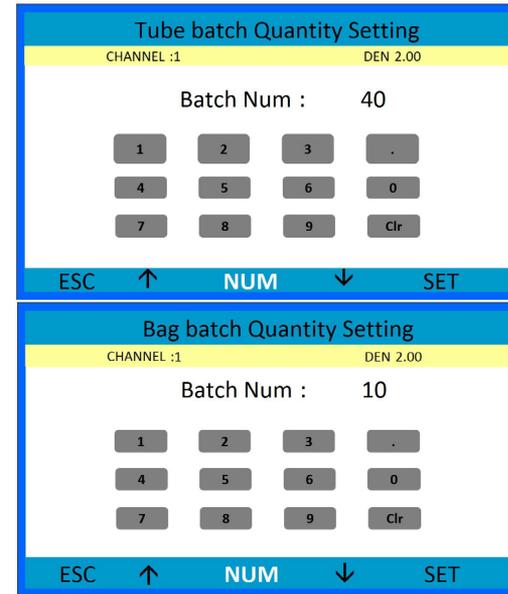
- a) Touch/press up/down arrows to select setting.
- b) Touch/press **SET** to confirm.

Menu item	Action
Batch Quantity setting	<ol style="list-style-type: none"> <li>Select between <b>Batch for tubes</b> and <b>Batch for bags</b>.</li> </ol>

**b)** Touch/press **ENT** to enter.

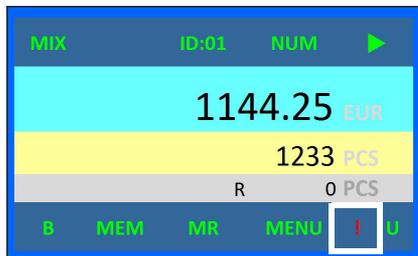
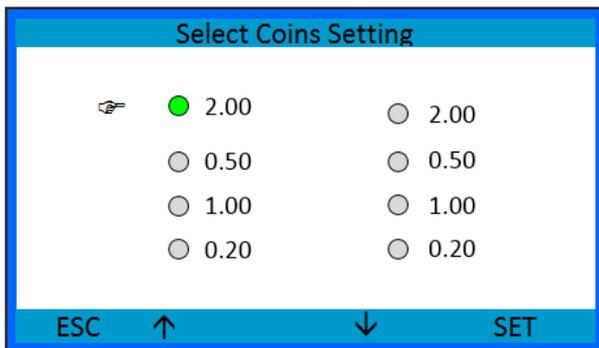


Menu item	Action
Batch Quantity setting	<ol style="list-style-type: none"> <li>Touch/press up/down arrows to select displayed channel/batch.</li> </ol>



- Use keyboard on screen or press **NUM** to use the numeric keys on the keyboard to set batch stop for the channel displayed.
- Touch/press **SET** to save the batch stop setting.
- Press **ESC** to return to menu.

Menu item	Action
Select Coin Setting	Select which programmed denominations to count and reject.

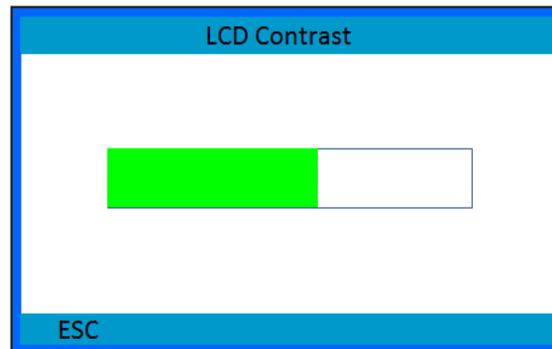


- Touch/press up/down arrows to toggle denomination.
- Touch/press **SET** to change status.

Counted denominations are marked with green. If one denominations is set to not active a red exclamation is displayed on main display.

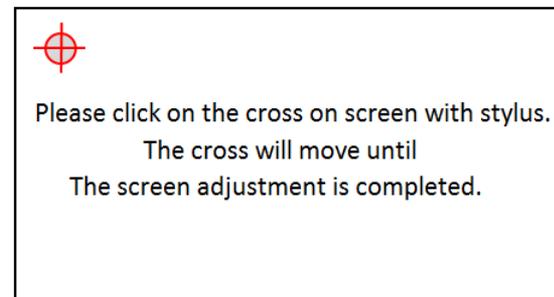
- Touch/press **ESC** to return to menu.

Menu item	Action
LCD contrast	a) Touch/press up/down arrows to adjust contrast or by touching the horizontal bar.



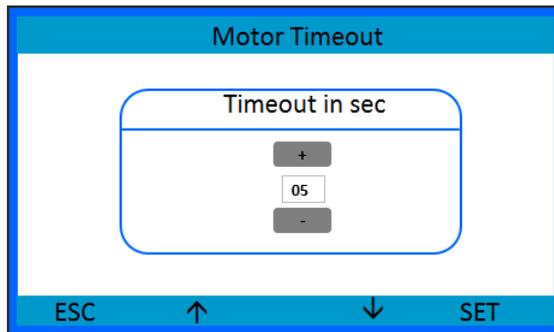
- Touch/press **ESC** to return to menu.

Screen Calibration	Action
	a) Touch the moving red icon to calibrate the touch screen.



- Press **ESC** to return to menu.

Menu item	Action
<b>Motor Timeout Setting</b>	<p>Motor time out is the time the motor keeps running after the last coin is counted. The motor revers 2-3 seconds to check for jammed coins and remaining coins.</p> <p>Time range is from 0 to 15 seconds.</p> <p>Set timeout to 0 seconds for no stopping or reversing.</p>



- Touch/press +/- or press up/down arrows to set time out.
- Touch/press **SET** to save setting.
- Touch/press **ESC** to return to menu.

Menu item	Action
<b>Customer Information</b> ⇒	Using this option you can: - add text in the header and footer on the receipt. - add information to the warm up screen.
<b>Read Customer Info</b>	See the sample file, provided with the FW delivery, in the CONFIG folder.

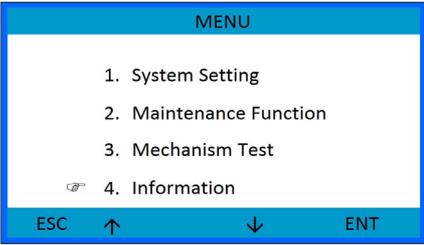
- Open a text editor and write the following.

**Note** the use of capital letters.

startString1 = "1 Welcome"	
startString2 = "1 SCAN COIN DTC"	1
startString3 = "1 www.scancoin-dtc.com"	
infoString1 = "1 Technical Support"	
infoString2 = "1 0800 123456789"	2
infoString3 = "1 www.distributorURL.com/supportDTC"	
printerHead1 = "1 ticket Header"	
printerHead2 = "0 not shown, row absent"	3
printerHead3 = "1 this makes an empty row"	
printerHead4 = "1 text string"	
printerFoot1 = "1 text string 1"	
printerFoot2 = "1 text string 2"	4
printerFoot3 = "1 text string 3"	
printerFoot4 = "1 text string 4"	

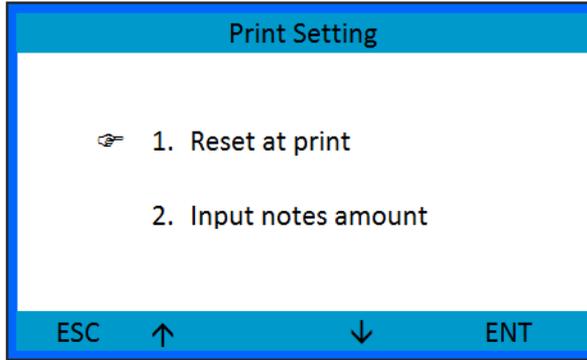
- Save the text as CUSTOMER.txt, in a folder named CONFIG.

Available letters are A-Z, a-z. (only Latin characters)

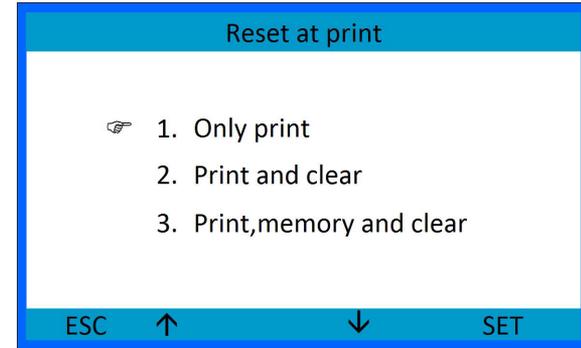
Menu item	Action
Customer Information ⇒ Read Customer Info	<p>1 startString1-3 is for the start screen 1</p>  <p>2 infoString1-3 is for information added under Information/About.</p>   <p>3 printerHead 1-4 is for the header on the receipt.</p> <p>4 printerFoot 1-4 is for the footer on the printer.</p>

Menu item	Action
Customer Information ⇒ Read or write SETUP info	<p>The figure 1 is to activate and 0 to deactivate the string.</p> <p>printerHead1 = "1 ticket Header" <b>This will print ticket Header</b></p> <p>printerHead2 = "0 " <b>This row will not show at all</b></p> <p>printerHead3 = "1 " <b>This will be an empty row</b></p> <p>c) Load the CONGIF folder to a USB stick. d) Attach the USB stick at the rear of the machine. e) Press SET and enter <b>System Setting</b>. f) Select <b>Customer Information</b>. g) Select <b>Read Customer Info</b>. h) Press <b>SET</b>. Press <b>ESC</b> to leave.</p> <hr/> <p>This option creates a backup of the machine parameter into a file that you can re-read from another unit. Windows value, Ticket etc.</p>

Menu item	Action
Print Setting	<p>a) Select between <b>Reset at print</b> and <b>Input notes amount</b>.</p> <p>b) Touch/press <b>ENT</b> to enter.</p>



Menu item	Action
Print Setting	Reset at print is an option to reset or not counted coins.
Reset at print	



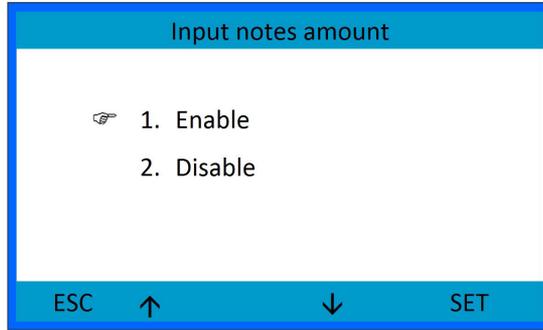
- a) Select between:
- **Only print**
  - **Print and clear**, resets counted coins and bagID at print
  - **Print, memory and clear**, adds count to memory and resets counted coins and bagID at print
- b) Touch/press **SET** to save setting.

Menu item	Action
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Print Setting

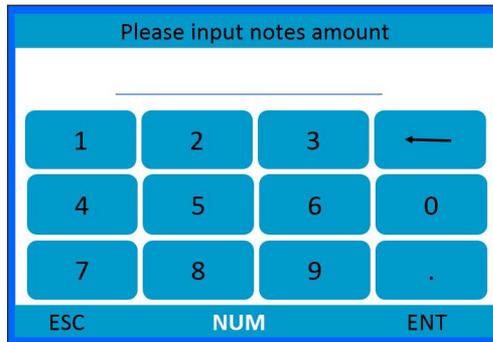


Input notes amount



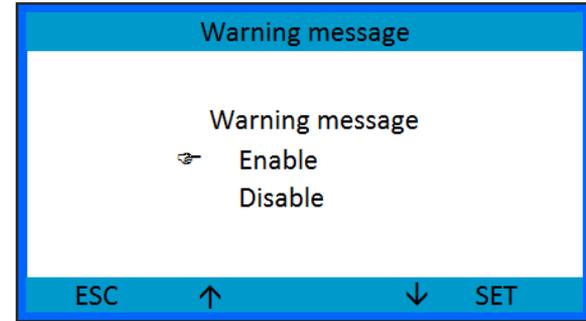
- a) Touch/press up/down arrows to select.
- b) Touch/press **SET** to confirm.

When the option Input notes is enabled the user can add the value of notes counted separately before printing a receipt.



Menu item	Action
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Warning messages



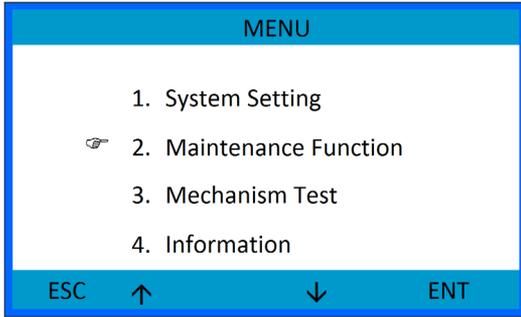
- a) Touch/press up/down arrows to select.
- b) Touch/press **SET** to confirm.

When the option **Warning message** is enabled any error message from the machine will be displayed.

When the option **Warning message** is disabled the warning message from the machine will not be displayed this to make work faster for a well-trained user.

## Maintenance Function

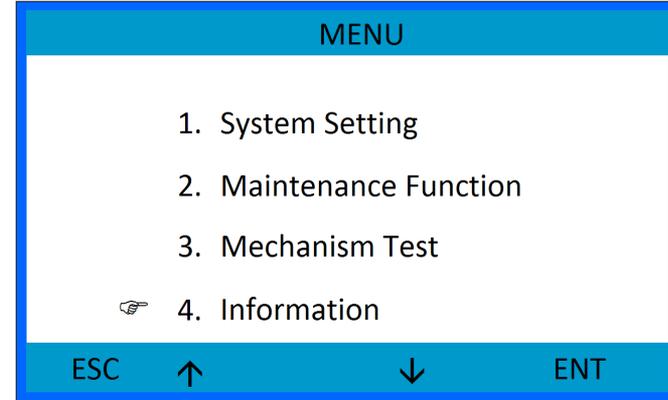
This option is restricted for service personnel. Information can be found in the Technical handbook.



## Mechanism test

This option is to be used together with support from your SUZOHAPP representative.

## Information



Under this menu you will find:

Menu item	Action
Information ⇒	Displays Grand total of counts on the machine
Total counting	
Information ⇒	Displays Main board and AD board software version
Software version	
Information ⇒	Displays customer information.
About	

# Troubleshooting



## **WARNING!**

**Risk of electric shock!**

Follow the Safety Precautions.

## Blank Display/Machine Does Not Start

If the display is blank when the mains power is switched On, check the power cord. If the power cord is properly connected but the machine still does not work, contact your SUZOHAPP representative.

## Display Goes Blank

The power supply for the electronic unit has an automatic thermal cut-off function which is activated if the power supply is overloaded.

Switch Off the power to the machine and allow it to cool off for 15-20 minutes (depending on room temperature) to reach normal operating temperature.

## Motor Stops

### **Note**

The front cover must be closed in order to start the machine.

# Errors

## Error 01 - Error 02

Please contact your SUZOHAPP representative.

## Error 04

Check for jammed coins between coin rail and sorting knives.

If machine still does not work, contact your SUZOHAPP representative.

## Error 06

Only valid for active machines. Some active sorting errors have been detected. Check the quality of the last 100 coins sorted and continue. Select between **Clear the total to recount all** or **Continue the counting**.

## Warning 01

Warning box is full. Please check and empty the box. and the reject box.

If machine still does not work, contact your SUZOHAPP representative.

## Warning 02

Front cover is open. Close the front cover.

If machine still does not work, contact your SUZOHAPP representative.

## Warning 03

Batch is full. The batch number is displayed. Empty coin drawer or bag

If machine still does not work, contact your SUZOHAPP representative.

# Maintenance

## WARNING!

**Risk of electric shock!** Follow the Safety Precautions.

## Caution!

Do not attempt to oil or lubricate any parts in the machine. All bearings are pre-lubricated and will be damaged if any lubricant is added.

## Servicing Interval

Service should be performed by your SUZOHAPP representative.

## Note

If the service message can no longer be acknowledged, contact your SUZOHAPP representative.

## Upgrade Software

- a) Press **SET** when turning on the machine to enter the software upgrade display.
- b) Select what to do
  - Upgrade main board
  - Upgrade AD board
  - Read F-RAM, copying setup
  - Write F-RAM., writing setup
- c) Connect your computer via USB.

# Cleaning

## Caution!

Only use cleaning materials and implements which do not scratch.

Clean the machine daily to prevent from accumulation of dirt, since this may cause too many coins to be rejected.

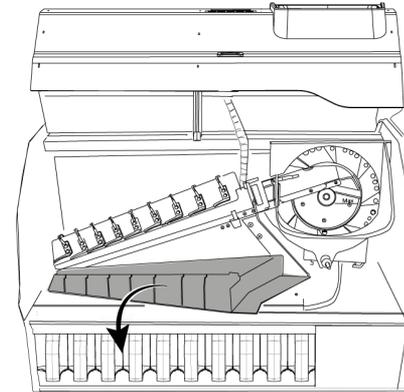
Wipe the coin detector with a soft brush or cloth.

Use a vacuum cleaner to remove dust from the coin disc.

## Cleaning the coin track

Clean the coin track at regular intervals to ensure high counting performance.

- a) Open the front cover.
- b) Unfold the coin chute unit (only possible on DTC-6 and DTC-9 models).



- c) Clean the coin track and the coin chute unit with the enclosed cleaning tools.
- d) Close the front cover.

# Technical Data

## Part number:

DTC-1, 120 VAC/60 Hz.....	153-DTC0101
DTC-1, 230 VAC/50 Hz.....	153-DTC0100
DTC-1 with CIS, 230 VAC/50 Hz .....	153-DTC0104
DTC-1 with AD2, 230 VAC/50 Hz.....	153-DTC0102
DTC-1 with CIS and AD2, 230 VAC/50 Hz.....	153-DTC0106
DTC-2 Active, 120 VAC/60 Hz .....	153-DTC0211
DTC-2 Active, 230 VAC/50 Hz .....	153-DTC0210
DTC-2 Active, with CIS, 230 VAC/ 50Hz.....	153-DTC0214
DTC-2 Active, with AD2, 230 VAC/50 Hz.....	153-DTC0212
DTC-2 Active, with CIS and AD2, 230 VAC/50 Hz ..	153-DTC0216
DTC-6, 120 VAC/60 Hz.....	153-DTC0601
DTC-6, 230 VAC/60 Hz.....	153-DTC0600
DTC-6 with CIS, 230 VAC/50 Hz .....	153-DTC0604
DTC-6 with AD2, 230 VAC/50 Hz.....	153-DTC0602
DTC-6 with CIS and AD2, 230 VAC/50 Hz.....	153-DTC0606
DTC-6 Active, 120 VAC/60 Hz .....	153-DTC0611
DTC-6 Active, 230 VAC/60 Hz .....	153-DTC0610
DTC-6 Active, with CIS, 230 VAC/50 Hz.....	153-DTC0614
DTC-6 Active, with AD2, 230 VAC/50 Hz.....	153-DTC0612
DTC-6Active,with CIS and AD2, 230 VAC/50 Hz ..	153-DTC0616

DTC-9, 120 VAC/60 Hz.....	153-DTC0901
DTC-9, 230 VAC/60 Hz.....	153-DTC0900
DTC-9 with CIS, 230 VAC/50 Hz.....	153-DTC0904
DTC-9 with AD2, 230 VAC/50 Hz.....	153-DTC0902
DTC-9 with CIS and AD2, 230 VAC/50 Hz.....	153-DTC0906
DTC-9 Active, 120 VAC/60 Hz.....	153-DTC0911
DTC-9 Active, 230 VAC/60 Hz.....	153-DTC0910
DTC-9 Active, with CIS, 230 VAC/50 Hz.....	153-DTC0914
DTC-9 Active, with AD2, 230 VAC/50 Hz.....	153-DTC0912
DTC-9 Active, with CIS and AD2, 230 VAC/50 Hz ..	153-DTC0916

**Main supply voltage**..... 90-260 VAC, 60/50 Hz

**Power consumption**

Working mode ..... 60 W

Standby..... 24 W

**Counting:**

Counting speed ..... up 520 coins/min (0.01 EURO)

Coin diameter range..... 14 – 35 mm

Coin thickness range ..... 1.0 – 3.5 mm

**Dimensions:**

**DTC-1 and DTC-2 models**

Width..... 360 mm (14.2")

Depth..... 285 mm (11.2")

Height ..... 400 mm (15.8")

**DTC-6 models**

Width..... 508 mm (20.0")

Depth..... 285 mm (11.2")

Height ..... 444 mm (17.5")

**DTC-9 models**

Width..... 668 mm (26.3")

Depth..... 318 mm (12.5")

Height ..... 485 mm (19.1")

**Weight**

DTC-1 and DTC-2 models..... 14 kg (30.9 lb)

DTC-6 models ..... 22 kg (48.5 lb)

DTC-9 models ..... 30 kg (66.1 lb)



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