



# User Guide



## Document information

Date: 4th September 2024

Document ID: 10593B

## Contact

Cashmaster International Ltd.  
Dunnottar House  
Unit 6 St David's Drive  
St David's Business Park  
Dalgety Bay  
Fife  
KY11 9PF  
Scotland  
United Kingdom

## Copyright

Copyright © 2024 Cashmaster International Ltd – All Rights Reserved.

Other product and company names may be trademarks or registered trademarks of other companies, and are the property of their owners. They are used only for explanation, without intent to infringe.

## Intended purpose

This document is provided for Cashmaster GenuOne users and describes how to get the most from their Cashmaster GenuOne product.

## FCC statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any modifications made to this device that are not approved by Cashmaster International Ltd may void the authority granted to the user by the FCC to operate this equipment.

# Contents

1 Safety and Using the Counterfeit Detector .....	5
2 Package Contents.....	5
3 Product Overview .....	5
4 Operation .....	6
4.1 Power Supply and Charging.....	6
4.2 Turning on the Device.....	7
4.3 Function Setting.....	7
4.4 Using Your GenuOne Counterfeit Detector.....	8
4.5 Report Function.....	10
4.6 Sound On/Off Function.....	10
5 Troubleshooting .....	11
6 Global Support.....	11
7 Cleaning.....	12
8 Specification.....	12

# 1 Safety and Using the Counterfeit Detector



Warning

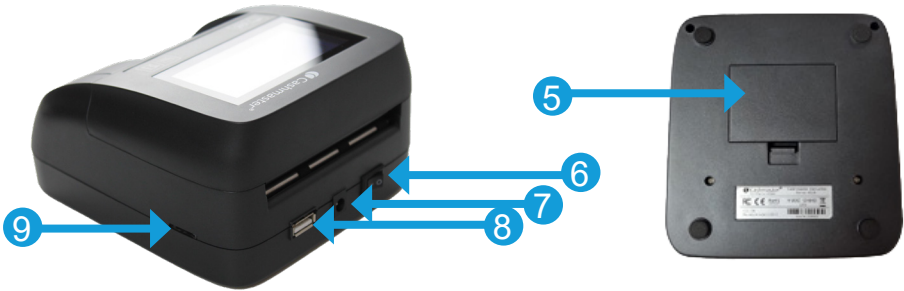
- Do not operate the product in areas with high temperature or high humidity as this may cause the unit to malfunction.
- Do not disassemble this product. Incorrect re-assembly can cause electric shock.
- Before turning on the power, please make sure that there are no objects obstructing the operation of the rollers and wheels.
- Unplug this product from the mains outlet before cleaning. Do not use liquid/aerosol cleaners.

# 2 Package Contents

- Counterfeit Detector
- Power Adapter
- User Manual

# 3 Product Overview



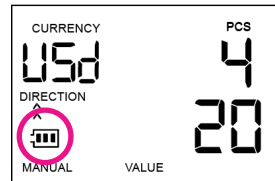


1. LCD display
2. Report/Direction button
3. Alignment guide
4. Clear/Currency button
5. Battery cover
6. Power switch
7. Power input socket
8. Communication port (factory use only)
9. Micro SD slot (software update)

## 4 Operation

### 4.1 Power Supply and Charging

- **Power adapter:** Connect the power adapter to the mains power outlet and then connect the DC plug to the device's power input socket.
- **Rechargeable Lithium Battery:** GenuOne includes a rechargeable lithium-ion battery. When fully charged, the device can work without the power adapter connected. It takes approximately 5 hours to fully charge the battery. When fully charged, the battery meter will show 3 bars.

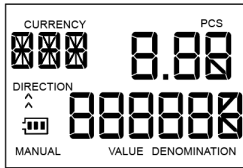


Warning

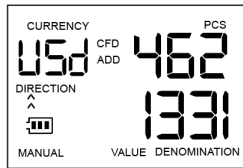
**Warning:** Only use the supplied Cashmaster GenuOne power adapter and battery. Connecting a power adapter meant for other purposes or from another device will result in erratic behavior and may cause permanent damage.

### 4.2 Turning on the Device

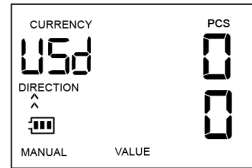
Turn the device on by pressing the power switch on the rear of the device. The device will perform an initialization and self-test. When complete, 'PCS' and 'VALUE' will show '0' indicating the unit is now ready for use.



Initial switch on





Showing software version



Ready to use

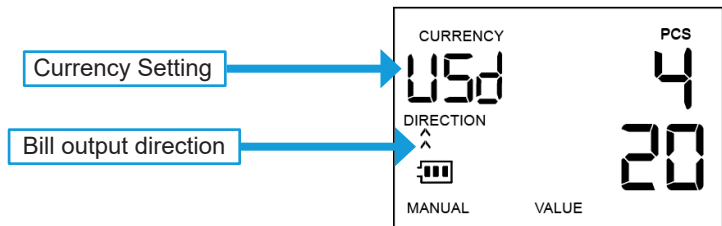
### 4.3 Function Setting

There are two control buttons on the top of the device that are used to set the functions. Each button has 2 functions.

<p><b>Clear/Currency Button</b></p>		<p>Short press = Clear report Long press = Change currency</p>
<p><b>Report/Direction Button</b></p>		<p>Short press = View report Long press = Change direction</p>

**Currency setting:** Press and hold the Clear/Currency button to cycle through the available currencies. (Depending on the territory)  
The currency will change from **USD to EUR to GBP** or other installed currency.

**Bill output direction:** Press and hold the Report/Direction button for 2 seconds to change the bill output direction.



Direction symbol will change between  $\wedge$  and  $\vee$

$\wedge$  means the passing bills exit from the rear of the device.

$\vee$  means the passing bills exit from the front of the device.

**Note: Suspect bills will always be rejected through the front of the device.**

#### 4.4 Using Your GenuOne Counterfeit Detector

Insert the bill to the left of the alignment guide as shown below, ensuring it is straight and kept to the left hand side of the slot



**Bills can be inserted in any of the 4 orientations as shown above**

Avoid inserting bills that are:

- Crumpled
- Folded
- Torn
- Taped
- Excessively worn
- Stained
- Very old (e.g. USD before 1990 series)

Cashmaster GenuOne uses the edges of the bill as reference for the position of security features. Crumpled, torn or folded bills may be rejected.

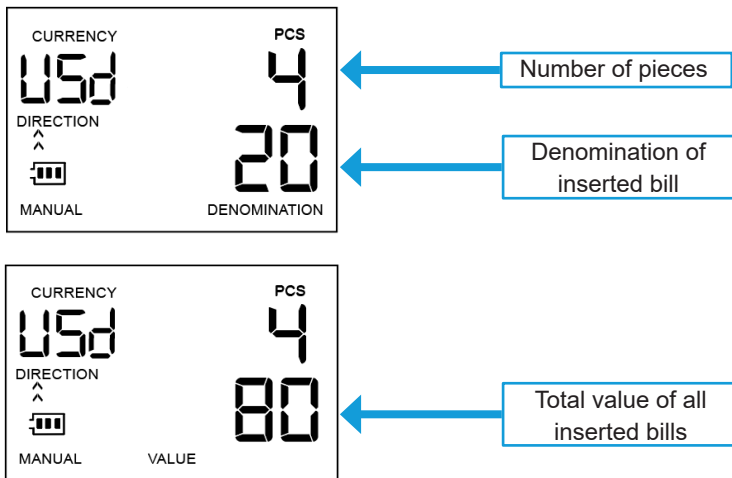
After a bill is inserted, the detection system will check the security features of the bill and then alert the user as to whether the bill is considered genuine or suspect.



### Validated bills

Validated bills are those on which the expected security features were successfully verified by the device.

- Successfully validated bills will pass through the device to the rear or return to the front without alert (depending on the direction setting).
- The denomination of the bill will be shown for 2 seconds.
- The piece count will increment by 1 and the total value will increase by the face value of the bill.

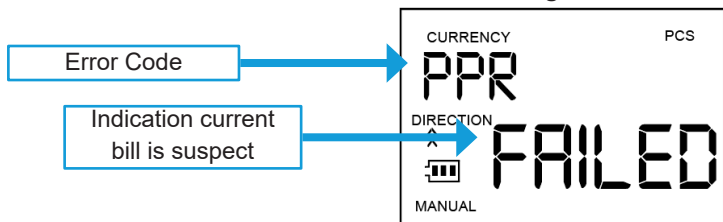


### Suspect bills

Suspect bills are those on which the expected security features cannot be verified. A counterfeit bill will fail in every direction. Try other orientations illustrated in 4.4.

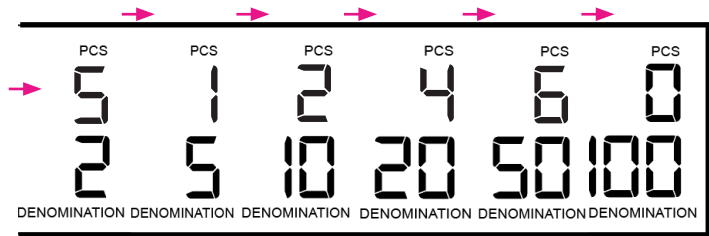
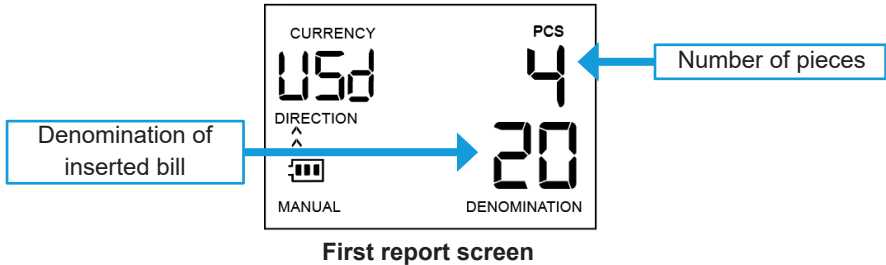
- Suspect or counterfeit bills will be rejected out the front of the device.
- Two beeps will sound giving an audible indication the bill is suspect.
- The display will show 'FAILED' along with an error code.
- The bill will not be added to the total value or total piece count.

**A list of error codes can be found in the troubleshooting section.**



### 4.5 Report Function

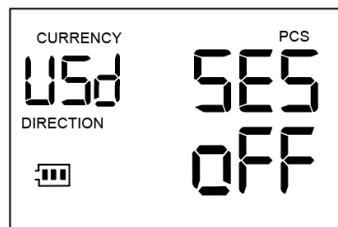
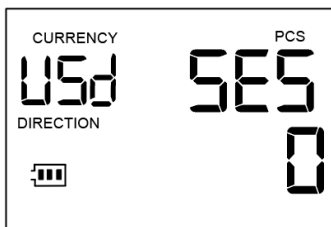
**To view a detailed report:** Single press the Report/Direction button to view a report of all validated bills. The number of bill pieces inserted, and total value of each denomination will be displayed with each press of the button. Press the Clear/Currency button to exit and return to main screen.



**To clear a report:** Press and hold the Report/Change direction button for 2 seconds.

### 4.6 Sound On/Off Function

To turn the sound off: Power on the device while holding down the Report/Direction button. The “SES” screen will appear. The sound is on by default; press the Clear/Currency button to switch the sound off. After making your selection, power off the device and then turn it back on. When the sound is disabled, there will only be one beep at startup instead of the usual two.



## 5 Troubleshooting

The table below provides a useful guide to help understand the possible error messages that can be displayed on screen.

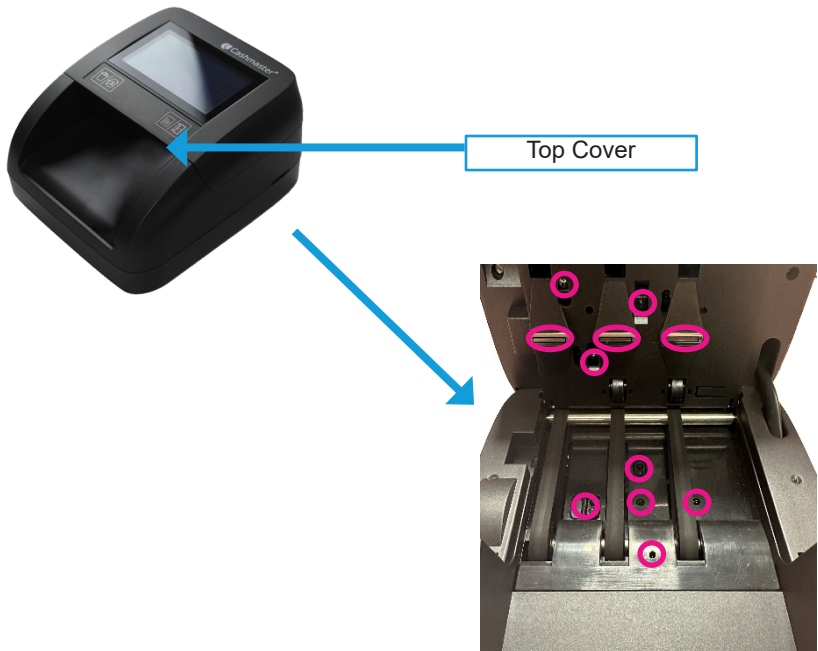
Error code	Error	Solution
EA FAILED	Jammed Bill	<ol style="list-style-type: none"> <li>1. A bill was jammed in the device. Turn off the power and remove the bill carefully.</li> <li>2. If the display shows this error but there is no bill in the device, please clean the sensors.</li> </ol>
EA FAILED	Insert Error	<ol style="list-style-type: none"> <li>1. Ensure the insert guide is firmly in place to prevent the bill from sliding under the insert guide and into the detector on an angle.</li> <li>2. A bill was partially inserted and then removed before it went all the way through the detection field. Press the clear button and allow the bill to pass all the way through the insert slot.</li> </ol>
PPR, CF*, E*, CFA, MG*  (*indicates any number between 0 & 9)  Also follow these steps for any other unexpected results	Sensor Fail	<ol style="list-style-type: none"> <li>1. Ensure correct currency is selected</li> <li>2. Check the correct power supply is being used</li> <li>3. Straighten and flatten bill; then, ensure bill is inserted straight and to the left hand side of the insertion slot.</li> <li>4. Please insert the bill as shown in section 4.4</li> <li>5. Refer to section 7 for cleaning instructions.</li> <li>6. If you are still receiving an error after completing the previous steps then this could indicate the bill is suspect. This type of error indicates the security feature could not be verified.</li> </ol>

## 6 Global support

- **North America**  
t: +1 877 227 4627  
e: [servicesusa@cashmaster.com](mailto:servicesusa@cashmaster.com)
- **Hong Kong and Asia**  
t: +852 2157 9363  
e: [enquiriesasia@cashmaster.com](mailto:enquiriesasia@cashmaster.com)
- **Germany**  
t: +49 (0) 2463 999 339  
e: [germany@cashmaster.com](mailto:germany@cashmaster.com)
- **UK and all other customers**  
t: +44 (0) 1383 410 121  
e: [support@cashmaster.com](mailto:support@cashmaster.com)

## 7 Cleaning

- Open the top cover upward. Use a soft brush to wipe off and clear the sensors of any dust or debris.
- Use a damp cloth for cleaning the cover.



## 8 Specification

The Cashmaster GenuOne has the following technical specifications:

<b>Operating temperature</b>	32°F - 104°F
<b>Storage temperature</b>	-4°F - 158°F
<b>Humidity</b>	25% - 80%
<b>Dimensions</b>	5.5" x 5" x 2.8"
<b>Net weight</b>	0.6 kg / 22 oz

<b>Display</b>	Backlit LCD
<b>Battery type</b>	7.4V Lithium-ion 1200 mAh
<b>Power supply</b>	9V DC
<b>Power consumption</b>	5W
<b>Detection speed</b>	0.5 seconds / bill
<b>Verification types</b>	2D size detection, Ultraviolet detection, Magnetic ink, Metal thread, Infrared detection, Paper quality detection, Water mark detection

---





