

Scan QR code



# Safescan 2985-SC / 2995-SC Banknote Value Counter & Sorter User manual

## Introduction

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Thank you for purchasing a Safescan 2985-SC / 2995-SC Banknote Counter. To ensure proper use and long-lasting performance, we recommend that you read this user manual carefully.

### Important notice

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If the equipment is modified in any way or used for purposes other than those intended at the time of delivery, the supplier cannot be held responsible for any injury or damage to personnel or equipment. If the conditions of use change, please contact the supplier. Otherwise, the Declaration of Conformity will no longer be valid.

## Safety instructions

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- Place the machine on a flat and stable surface.
- Do not place the machine in dusty or dirty environments.
- Use the supplied dust cover when the machine is not in use.
- Do not place the machine in direct sunlight or near heat sources or air conditioners.
- Always connect the device to a grounded power outlet.
- Use only the supplied power cord.
- Operation temperature 15-35 °C / 59-95 °F.
- Operation humidity 30-80% R.H.
- Do not use the machine outdoors.
- Do not expose the machine to liquids.
- This machine contains rotating parts. Never touch the moving parts when the machine is switched ON.
- Please ensure that no foreign objects (coins, paper clips, staples) fall into the machine, these may block the mechanical parts and the sensors of the machine and damage or break them and will void your warranty.
- Keep jewellery, long hair, ties and other protruding items away while operating the machine.
- Never disassemble the machine.
- To prevent shock hazard, do not touch the power cable with wet hands.
- Unplug the device if you want to move it to another position.
- Hold the plug when disconnecting the unit from the power outlet, never pull the cord.

Safescan cannot be held responsible for any accidents or damages that occur if the safety instructions are not followed correctly.

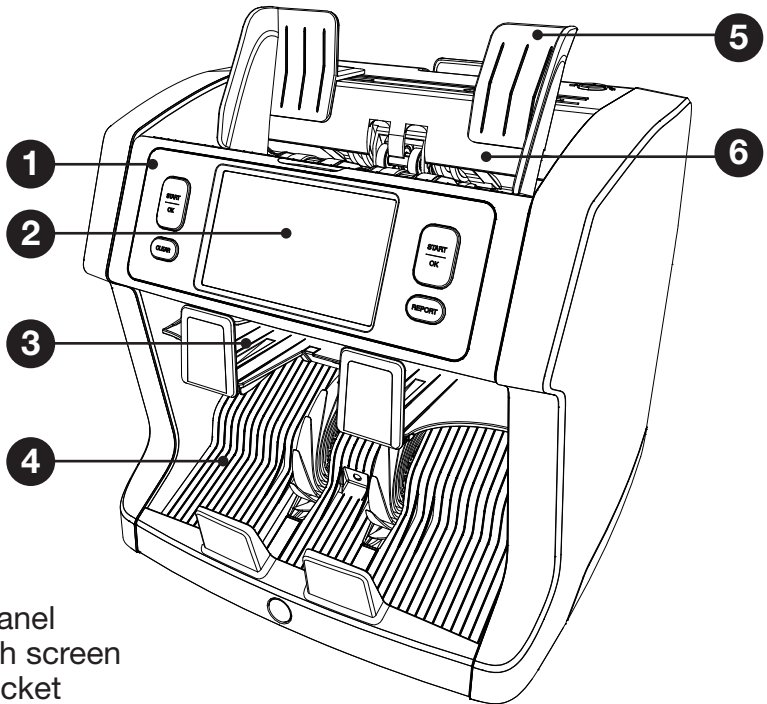


## Print version

[Click here](#) to open a printable version of the manual in the selected language.

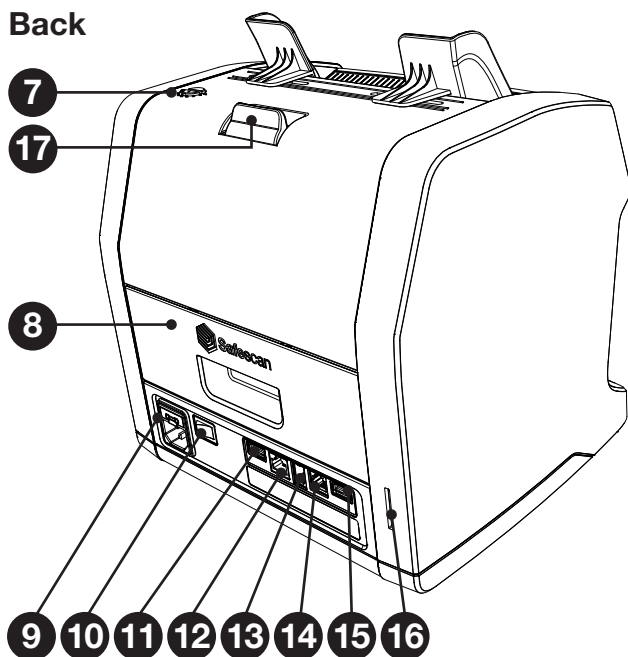
## Product overview and box contents

### Front



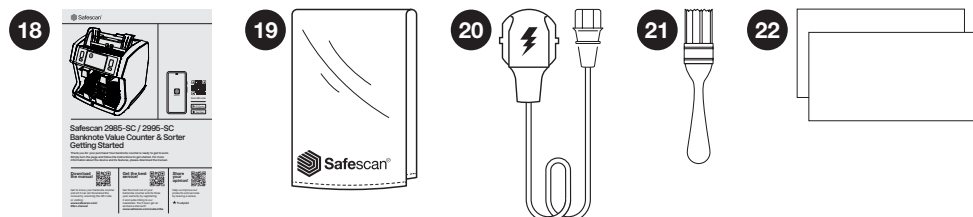
1. Control panel
2. LCD touch screen
3. Reject pocket
4. Stacker
5. Banknote guides
6. Hopper

## Back



- 7. Feeding gap adjusting knob
- 8. Back panel
- 9. Power connector
- 10. Power switch
- 11. PC Comm (USB-A)
- 12. LAN port
- 13. Printer connector / MCS software cable connector
- 14. External display connector (RJ-12)
- 15. Flash disk update port (USB-A)
- 16. SD-card update port
- 17. Lever for opening top panel

## Package contents



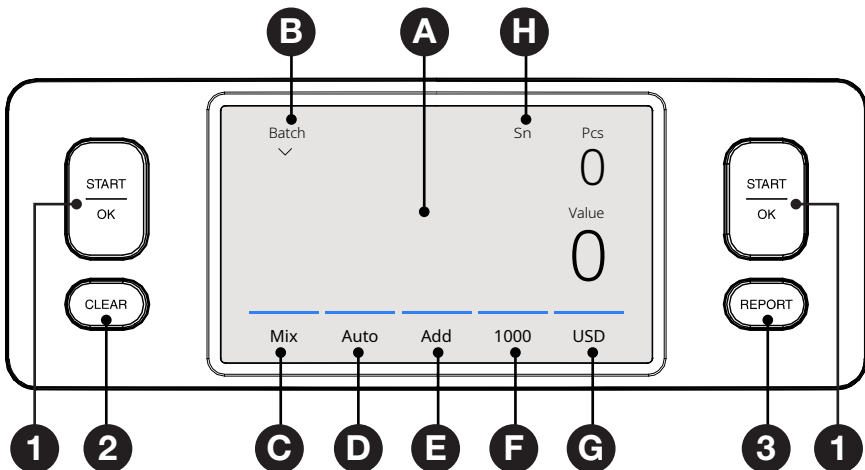
- 18. Get Started folder
- 19. Dust cover
- 20. Main power cable
- 21. Cleaning brush
- 22. 2x Cleaning sheets

## Setting up your machine

Follow the instructions below to ensure your machine works properly.

1. Remove the protective foil from the LCD screen.
2. Connect the power cable to the power outlet.
3. Power on the device with the power switch.
4. The banknote counter will start. Choose your preferred language by selecting it on the touch screen. Then confirm your choice.
5. The machine will perform a self-test during which the software version and product number will be displayed on the screen.
6. After a successful self-test, the machine will prompt you to scan the QR code to download the Safescan app. Once you press **[OK]**, the count screen will open, and the device will be ready for use.

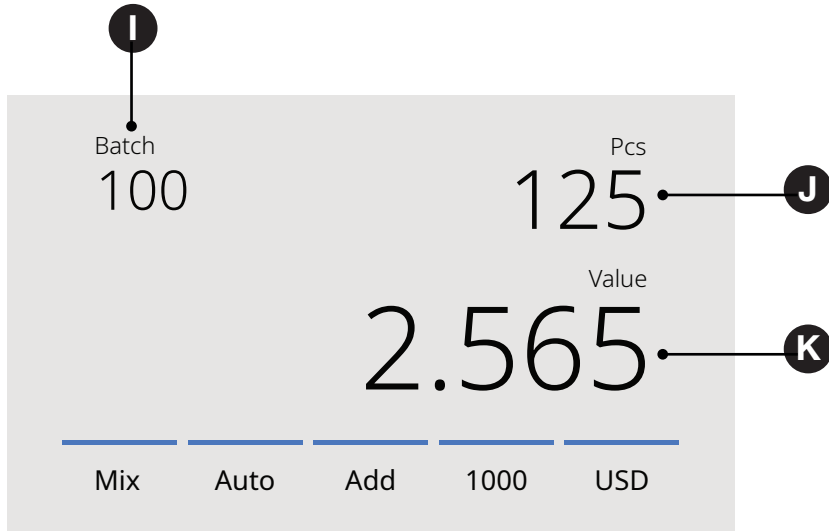
## Buttons & touch display



<b>Nr.</b>	<b>Button</b>	<b>Description</b>
1.	<b>[START/OK]</b>	Start counting / Confirm selection In Menu: Open/Confirm selection
2.	<b>[CLEAR]</b>	Clear counting results
3.	<b>[REPORT]</b>	Open counting results report with send and print interface
A.		Open Quick menu (Tab on screen)
B.		Open Batch menu
C.		Open Count mode menu
D.		Automatic start counting On/Off
E.		Add function On/Off Add the results of multiple counts to the total.
F.		Open counting speed menu
G.		Open detection type menu
H.		Serial number scanning active

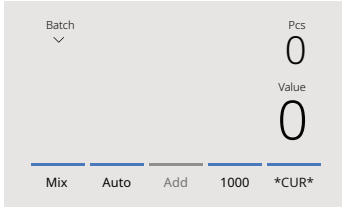
## Screen elements

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<b>I.</b>	<b>Batch</b>	Selected batch number
<b>J.</b>	<b>Pcs</b>	Number of counted banknotes
<b>K.</b>	<b>Value</b>	Total value of counted banknotes

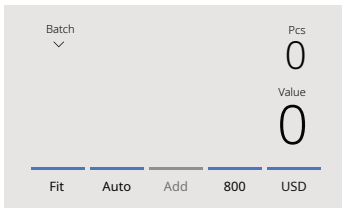
## First operation



### 2985-SC

1. The device starts with the default settings shown in the bottom menu. The details below are placed in order from left to right on the screen.

- A. Counting mode: **MIX**
- B. Auto start: **ON**
- C. Add mode: **Off**
- D. Counting speed: **1000**
- E. Detection type: **\*CUR\*** (Automatic currency recognition)

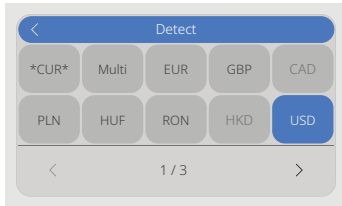


### 2995-SC

1. The device starts with the default settings shown in the bottom menu. The details below are placed in order from left to right on the screen.

- A. Counting mode: **FIT**
- B. Auto start: **ON**
- C. Add mode: **OFF**
- D. Counting speed: **800**
- E. Detection type: **USD**

\*If you would like to count another currency, press USD on the screen to open the **DETECT** menu.

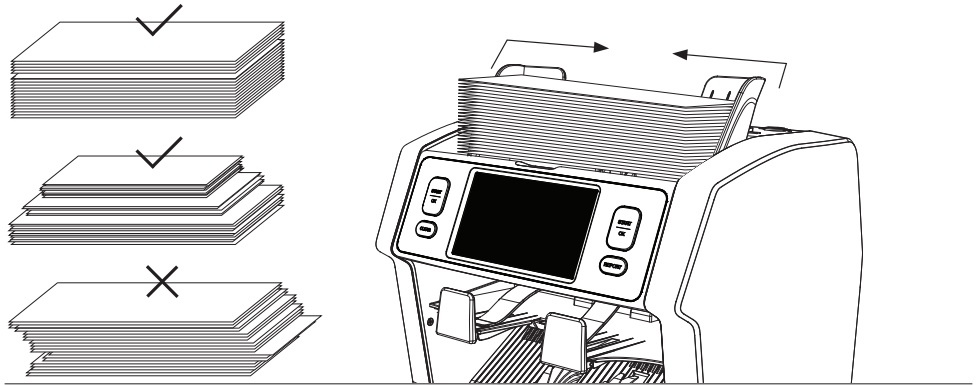


**Note:** Only currencies displayed in black text are available for Fitness Counting. If you select a currency that is not available for Fitness Counting, the device will automatically switch from Fitness to Mix Counting mode. For the latest currency updates, please visit [www.safescan.com](http://www.safescan.com).

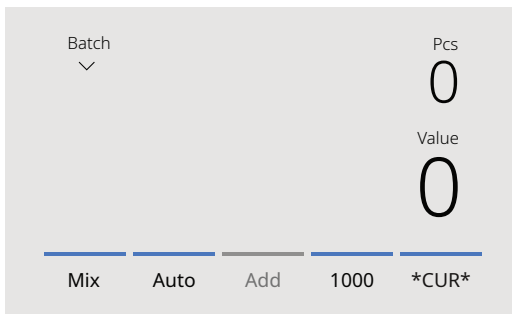
**2. Prevent unnecessary counting errors:**

Adjust the banknote hopper guide so that the banknotes are enclosed and properly centred.

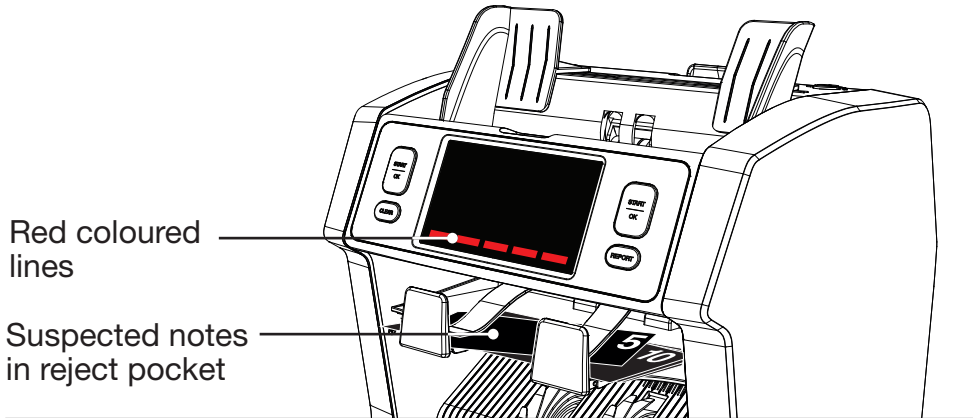
Arrange your banknotes in a neat stack, ensuring the back edge is straight and the notes are well aligned.



**3. When the banknotes are placed on the hopper, the machine will automatically start counting. To disable this function, press **[AUTO]** on the screen. When **AUTO** is switched off, press **[START/OK]** to manually start the count.**

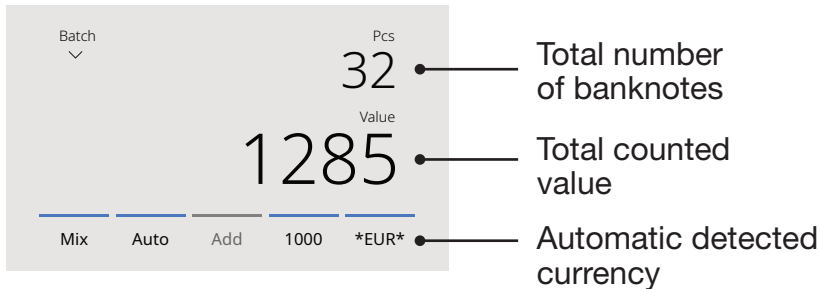


4. When the device detects a suspicious banknote, it will move it to the reject pocket. An alarm will sound, and the blue lines on the display will turn red.

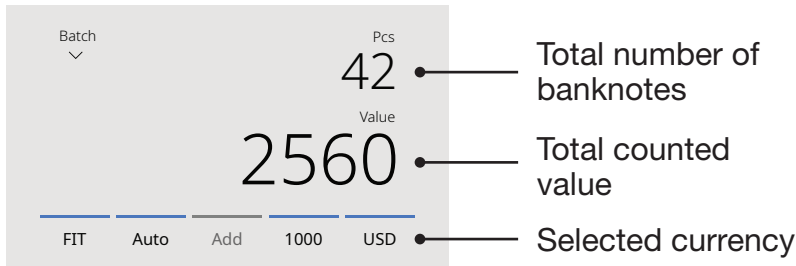


5. After the counting process is complete, the results will be displayed on the screen.

### 2985-SC



### 2995-SC



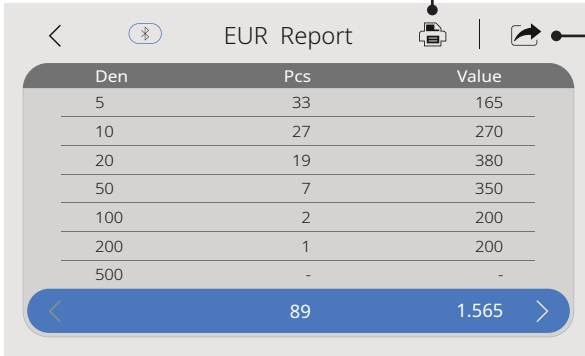
6. Press the **[REPORT]** button to view the detailed counting results specified per denomination.
- Press **[PRINT]** on the screen to print the counting results\*.
- Press **[SEND]** on the screen to send the counting results\*.

**Press to print\***

\* Safescan TP-230 printer separately available

**Press to Send\***

\* Safescan app required.



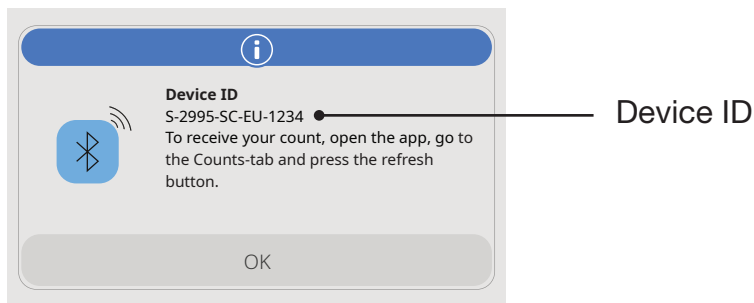
Den	Pcs	Value
5	33	165
10	27	270
20	19	380
50	7	350
100	2	200
200	1	200
500	-	-
89		1.565

## Sending count results to the Safescan app

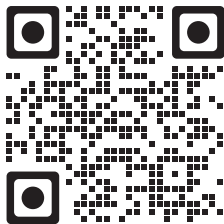
To send your counting results to the Safescan app, you must have the app installed on your phone. To get the app, please scan the QR code below or click on the app store logo's.

### 1. Press **[SEND]**.

- A.** If no previous connection has been established, the device will display the Device ID and further instructions. The Device ID is used to identify your device in the app.



- B.** If a connection has already been established, the count results will be sent directly to the Safescan app.



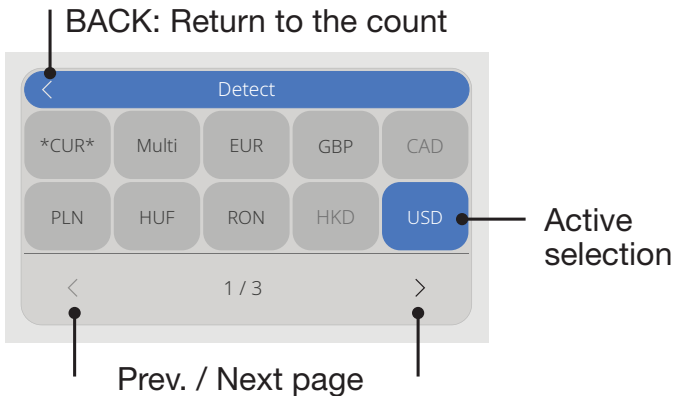
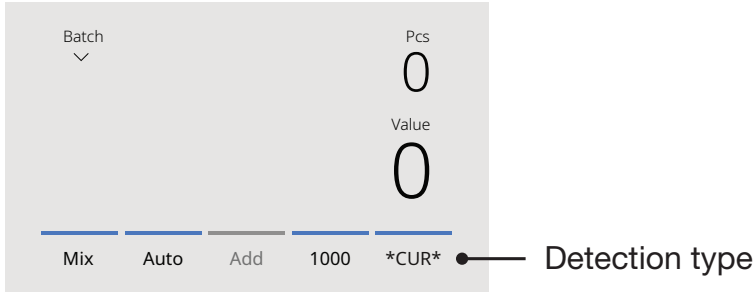
Scan QR code



Click on app store

## Selecting a currency/detection type

1. To change the current detection type, select the button in the bottom right corner of the screen. The Detection Menu will open.



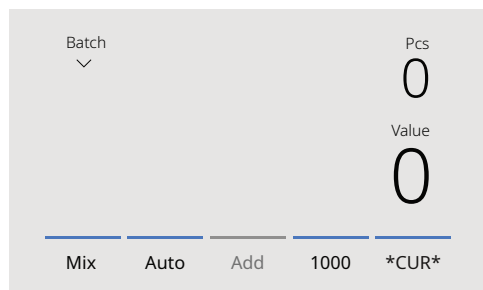
2. The Detection Menu contains several selection tiles. The active detection type is highlighted in blue. Use the arrow buttons to navigate between menu pages. Press the tile that corresponds to the currency or detection type you want to use.

**Note:** The selected detection type determines which counting modes are available.

## Explanation of the available detection types

Detection	Description	Explanation of usage
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**\*CUR\*** Counting banknotes with automatic currency recognition.



When **\*CUR\*** is selected, you do not have to manually select the currency before you start counting.

1. Simply place the banknotes on the machine.
2. The first detected currency will automatically be set as the active currency for the count.

**Note:** This function is not available in Fitness Count mode (**FIT**).

**Multi** Mix counts the number and value of three preselected currencies at the same time.

Currency	Pcs	Value
EUR	20	670
GBP	4	100
USD	3	300

Mix Auto Add 1200 Multi

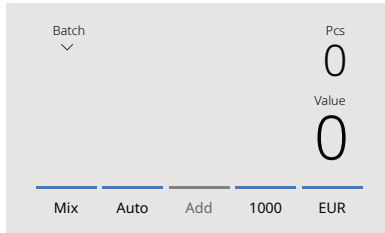
Place banknotes of the preselected currencies on the device. The results will be shown on the screen.

**Detection****Description****Explanation of usage**

**EUR, USD, GBP** and other currencies that are available on the device.

Counting only banknotes of one specific currency.

Select currencies in the **DETECT** menu. Banknotes of other currencies will be considered as suspect and transported to the reject pocket.

**ALL**

Sheet counting without any counterfeit detection.

Select **ALL, UV, MG**, or **UV+MG** to count banknotes of currencies that are not available on the machine.

**UV**

Sheet counting with ultraviolet (**UV**) detection.

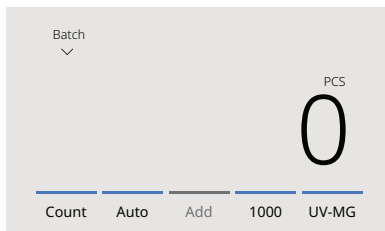
Only the number of counted notes will be displayed on the screen.

**MG**

Sheet counting with magnetic (**MG**) detection.

**UV | MG**

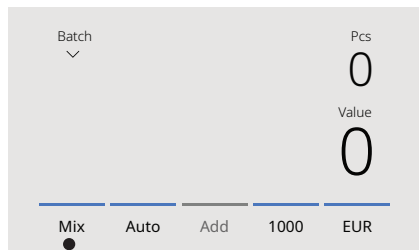
Sheet counting with both **UV** and **MG** detection enabled.



## Selecting a counting mode

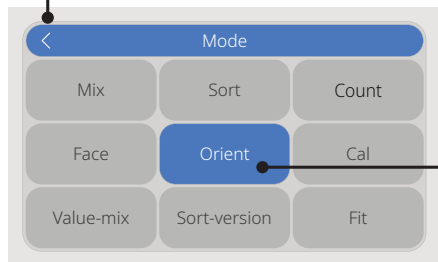
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1. Press the mode type in the bottom left corner of the screen or press the **[MODE]** button on the control panel. The mode menu opens.



Mode type

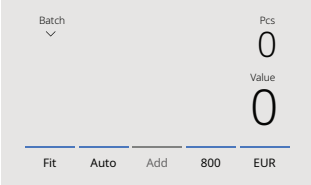
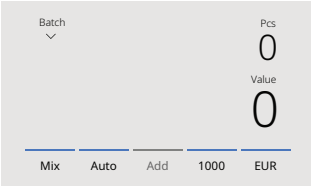
BACK: Return to the count



Active selection

2. The mode menu contains multiple selection tiles. The active mode type has a blue coloured tile. The available mode types are determined by the active detection type. Simply press the mode type you require for your count.

## Explanation of the available count modes

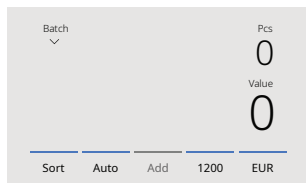
Mode	Main feature	Explanation of mode
<b>Fit</b> 	Fitness counting of unsorted banknotes.	<p>Mix counts the number and value of banknotes while simultaneously performing a fitness check. Unfit banknotes are automatically moved to the reject pocket. The reason for rejection can be viewed in the Report menu.</p> <p><b>Note:</b> Fitness checking is not available for all currencies on the device. Please visit <a href="http://www.safescan.com">www.safescan.com</a> for currency updates.</p>
<b>Mix</b> 	Value counting of unsorted banknotes.	<p>Counting the value and number of both sorted and unsorted denominations of the selected currency. If detection "MULTI" is selected, 3 currencies can be mixed counted simultaneously.</p>

## Mode

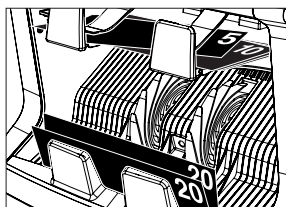
## Main feature

## Explanation of mode

### Sort

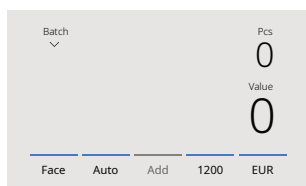


Sort banknotes per denomination.



Counts the number and value of banknotes sorted by denomination. Banknotes with a denomination different from the first detected note are automatically placed in the reject pocket.

### Face

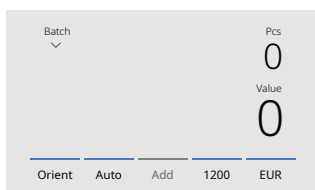


Sort banknotes per face side.



Counts the value and quantity of banknotes sorted by face side and denomination. Banknotes with a different face side or denomination than the first detected note are automatically placed in the reject pocket.

### Orient



Sort banknotes per orientation.



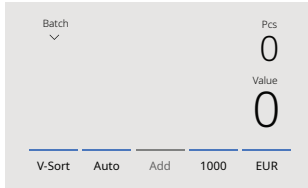
Counts the value and quantity of banknotes sorted by orientation and denomination. Banknotes with a different orientation or denomination than the first detected note are automatically placed in the reject pocket.

## Mode

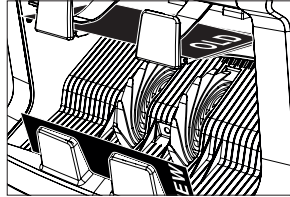
## Main feature

## Explanation of mode

### V-sort (version sort)

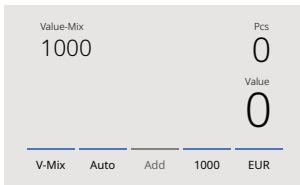


Sort banknotes per denomination version (Old / New)

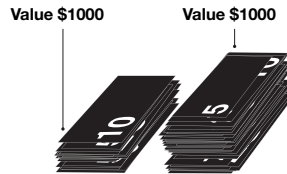


Counts the value and quantity of banknotes sorted by denomination version (separating old and new series). Banknotes with a different denomination version than the first detected note are automatically placed in the reject pocket.

### V-mix (value mix)



Count banknotes in batches of a preset value.



Manually set the desired value. The machine will count banknotes until the target value is reached. Banknotes that cannot be used to reach the desired value are automatically placed in the reject pocket.

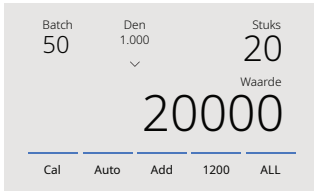
**Note:** This function is only available after selecting 1 currency from the detect menu.

## Mode

## Main feature

## Explanation of mode

### CAL

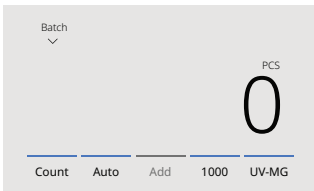


Counting the value and number of currencies which are not available on the device.

Select the value of the denomination you are planning to count. The device will automatically multiply this piece-value to the number of counted sheets to determine the value.

**Note:** The device will not filter out different denominations.

### Count

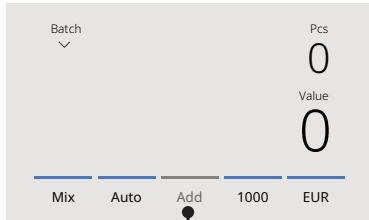


Counting the number of banknotes.

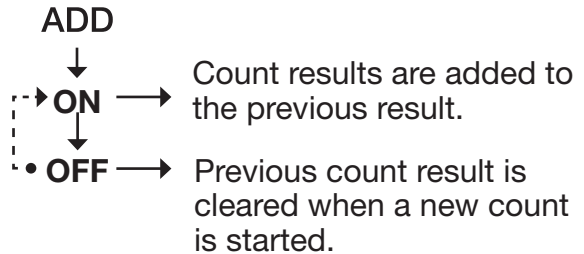
Counting the number of banknotes without checking banknote dimensions or value.

## Add function

Use the ADD function to combine the results of multiple counts into one total. Press **[ADD]** at the bottom centre of the count screen. When activated, the bar above ADD will light up blue.

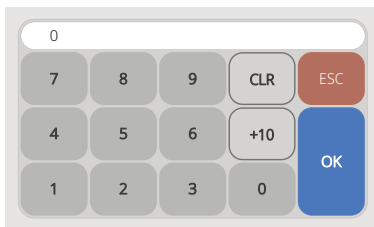



Press to  
activate **ADD**



## Batch counting

The batch function is used to create stacks of an equal number of banknotes.

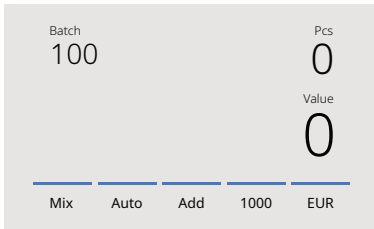


Press **BATCH**  on the touch screen to open the Batch entry screen.

1. Type the desired batch number on the touch screen and press **[OK]** to confirm.
  - Press **[CLR]** to clear the entry.
  - Press **[ESC]** on the touch screen to exit the batch entry screen.

2. In the count screen, the batch number is shown.

**Note:** The batch function is not available in “**Value-Mix**” mode.

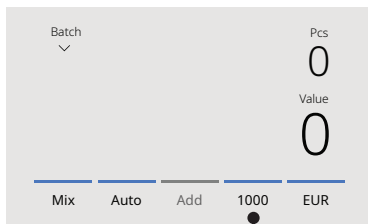


3. Place a stack of banknotes on the hopper. The device will automatically stop counting when the set batch number has been reached.

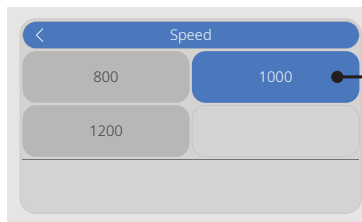
**Note:** When the batch number is not reached the device will sound one audio signal.

## Select counting speed

Press the count speed indicator on the touch screen to open the Speed Menu. The Speed Menu displays the available counting speeds for the selected counting mode and detection setting.

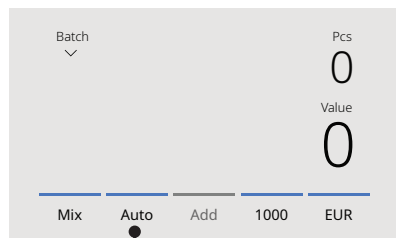


Press to open  
The Speed  
menu



Current  
count  
speed

## Automatic count start

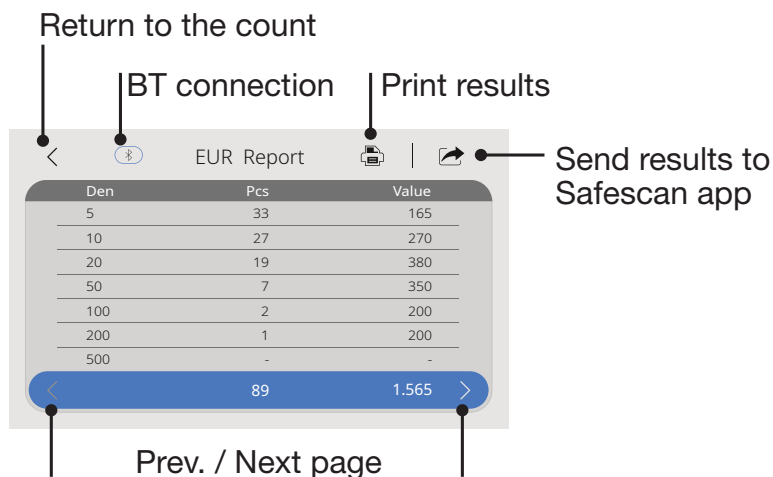


Press to activate  
'Auto'matic  
count start

When the Auto setting is activated, the machine will automatically start counting when banknotes are placed on the hopper.  
When Auto is deactivated, press the **[START/OK]** button to start counting.

## Counting report

Use the Report screen to view the counting results of currency counts. If the counting mode Multi is selected, the results of up to three currencies will be displayed separately in the count report.



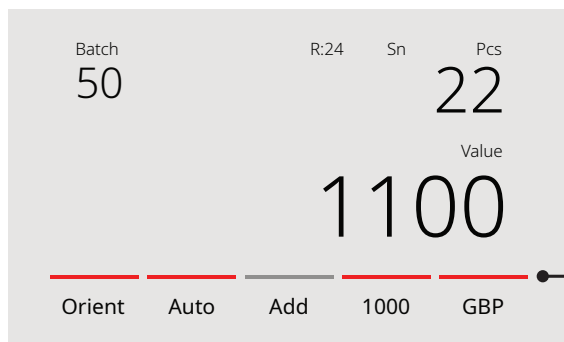
1. After finishing a count, press **[REPORT]** to view the counting results.
2. The report screen shows the amount and value per denomination and the total value.
3. Press **>** to scroll through the next result page(s)
4. Press **'Print'** \* to send the count results to a printer.
5. Press **'Send'** to send the count results to the Safescan app.
6. Press **<** to exit the report screen and return to the count screen.

\* Printing can be done with the optional Safescan TP-230 printer.

## Detecting suspect banknotes

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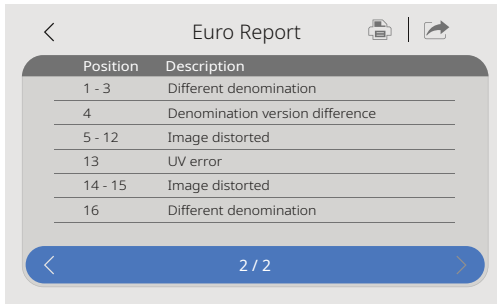
All suspicious banknotes are automatically transported to the reject pocket. When a suspected counterfeit is detected, the blue lines on the screen will turn red.



Lines change from blue to red after detecting a suspect banknote

After finishing the count (when the hopper is empty), the device will emit three short beeps repeatedly, and the lines on the screen will remain red. Once all banknotes are removed from the reject pocket, the red lines will return to blue.

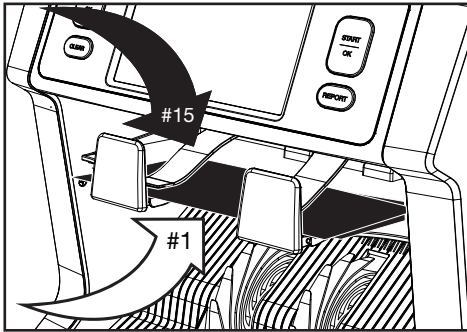
To check the reason for the rejection, press **[REPORT]** and use the arrow keys to navigate to the reject List. Inspect the rejected banknote and count it again to verify its authenticity.



**1.** The number on the left-hand side of the screen indicates the position of the banknotes. Number 1 represents the first banknote that was transported to the reject pocket.

**2.** If multiple banknotes are transported to the reject pocket, the number 1 banknote will be located at the bottom of the stack.

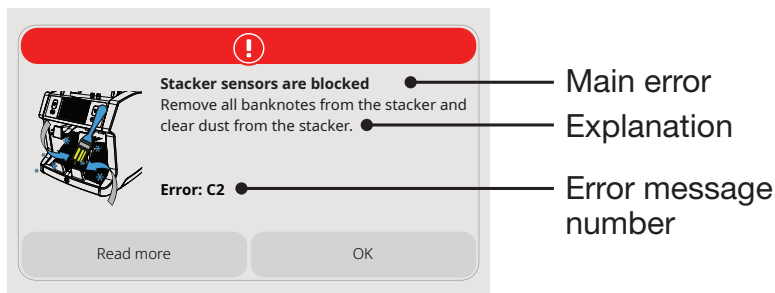
**3.** The reason for rejection is displayed on the right-hand side of the screen.



## Error messages

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When the device detects an issue during counting, it will stop, sound an alarm and display an error message. Read the message and follow the instructions to solve the problem.



A variety of messages may be displayed. These messages can appear during start-up or while counting. The error message screen shows the main error, its explanation and solution, as well as the error message number.

## List of rejection and error messages

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Error	Cause	Solution(s)
<b>UV, MG, IR, IMAGE INCOMPLETE, IMAGE DISTORTION, IMAGE NOT RECOGNIZED</b>	<ul style="list-style-type: none"> <li>- Banknote is suspect.</li> <li>- The sensors may be dirty or blocked by dust.</li> <li>- The image or integrated UV &amp; IR features of banknotes may become weaker when a banknote is old, heavily used or when it has accidentally been washed.</li> </ul>	<ul style="list-style-type: none"> <li>- Count the banknote again to make sure if a suspected banknote is detected.</li> <li>- Follow the cleaning procedure.</li> <li>- Check if the banknotes are dirty, damaged or worn out.</li> <li>- Make sure the device is not placed near magnetic fields or devices that transmit signals, as these may interfere with the integrated sensors.</li> </ul>
<b>DIFFERENT DENOMINATION</b>	<ul style="list-style-type: none"> <li>- A banknote of a different denomination than the first counted banknote has been detected.</li> </ul>	<ul style="list-style-type: none"> <li>- Check the rejected stack for a different denomination.</li> </ul>

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Error	Cause	Solution(s)
<b>SLANT</b>	<ul style="list-style-type: none"><li>- The banknotes are not being fed straight through the machine.</li></ul>	<ul style="list-style-type: none"><li>- Make sure the banknotes are placed neatly and centred on the hopper.</li><li>- Use the hopper guides to align the banknotes. When counting a large stack, also guide the notes gently with your hands during counting. Please refer to First Operation for more information.</li><li>- The hopper may be set too loosely. Turn the hopper knob clockwise to tighten it. See Chapter: Maintenance and Servicing for details.</li></ul>

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Error	Cause	Solution(s)
<b>CHAINED, DOUBLE</b>	<ul style="list-style-type: none"> <li>- More than one banknote is being fed through the machine at the same time.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure that no banknotes are stuck, folded, or glued together.</li> <li>- Check the quality of the banknotes. If no visible issues are found, count the banknotes again to see if the problem persists.</li> <li>- The hopper may be set too loosely. Turn the hopper knob clockwise to tighten it. See Chapter: Maintenance and Servicing for more information.</li> </ul>

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## Error messages

<b>HALF BANKNOTE</b>	<ul style="list-style-type: none"> <li>- An incomplete, torn or half-size banknote has been detected.</li> </ul>	<ul style="list-style-type: none"> <li>- Check the banknote quality. If no obvious visible issues are found, count the banknote again and check if the problem persists.</li> </ul>
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## Error messages

<b>WIDTH, LENGTH</b>	- A banknote with a non-conforming size has been detected.	- Check the banknote quality. If no obvious visible issues are found, count the banknote again and check if the problem persists.
<b>JAM</b>	- Banknotes are jammed.	- Remove jammed banknotes. Open top or back panel when needed to solve the jam.

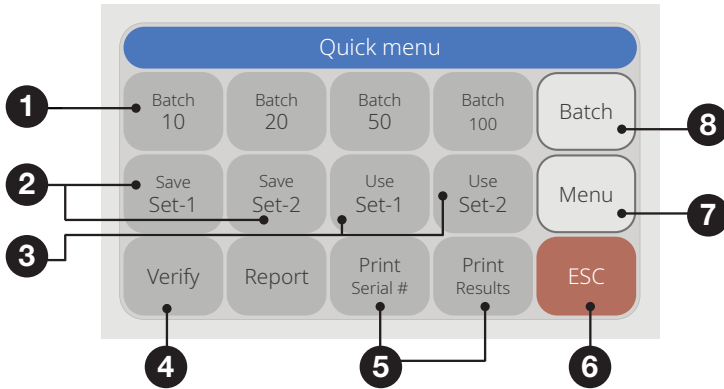
## Machine error messages

Error message displayed	Solution displayed
Machine error	Please restart the device
Machine service error	Contact Safescan support: <b>support.safescan.com</b>
The stacker is full	Remove all banknotes from the stacker
Top panel is open	Close the top panel
The back panel is open	Close the back panel
Hopper sensor blocked	Remove banknotes and clear dust from the hopper sensor.
Stacker sensors are blocked	Remove all banknotes from the stacker and clear dust from the stacker.

## Quick menu

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The quick menu is a convenient tool that provides access to several frequently used features. To open the quick menu, simply tap the centre of the touch screen once. When the quick menu is open, select a feature on the screen or press **[ESC]** to close it.



### 1. Batch 20/25/50/100

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#### Description

Batch presets.

#### Instruction

1. Press a batch setting.
2. The machine will return to the count screen with the selected batch settings activated.

**Note:** Batch presets can be adjusted in counting preferences in the menu.

## 2. Save Set-1 & Set-2

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### Description

Save counting settings as currently indicated on the machine.

### Usage

If certain specific counting settings are often used, it can be useful to save them on the machine. With this option, the currency, batch number, counting mode and add feature state, can be saved under **Set-1** or **Set-2**.

### Instruction

1. Set the machine to the preferred settings.
2. Press the touch screen once to open the quick menu.
3. Press **[Save Set-1 or Set-2]**.
4. The machine saves the current settings and returns to the quick menu.
5. Press **[ESC]** to exit the quick menu.

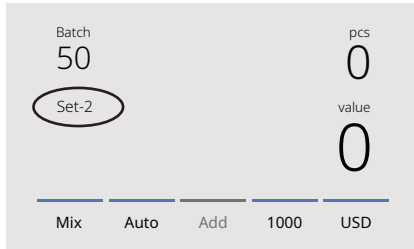
**Note:** Settings can always be saved. Every time the **[Save Set-1 or Set-2]** is pressed, the current settings will overwrite previous saved settings.

### 3. Use Set-1 & Set-2

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#### Description

Use saved counting settings.



#### Instruction

1. Press **[Use Set-1 or Set-2]**.
2. The count menu opens using the saved settings. On the screen, the active indication Set-1 or /Set-2 icon appears.

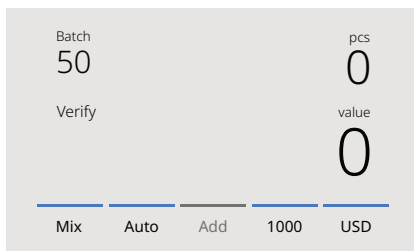
**Note:** Changing the settings will directly disable the Use Set-1 or Set-2. The indication icon will disappear from the screen.

### 4. Verify

---

#### Description

Open verify count function.



#### Usage

The Verify function allows you to recount and check any count suspected of being incorrect without adding it to the current batch or day totals.

1. Press **[Verify]**.
2. The count screen will open using the current settings. All totals from the previous count are stored in memory. The Verify indication will appear on the screen.
3. Perform one or more verify counts as needed.
4. To exit Verify mode, press the touch screen once and select **[Verify]** again.
5. The machine will then return to the saved count results from your previous counts.

## 5. Print (Print Serial# if available)

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### Description

Print current count results. Export count results to the Money Counting Software

### Usage

**Note:** For printing the count results you'll need the optional Safescan TP-230 printer.

**Note:** Safescan Money Counting Software requires the use of the Safescan MCS cable.

## 6. ESC

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### Description

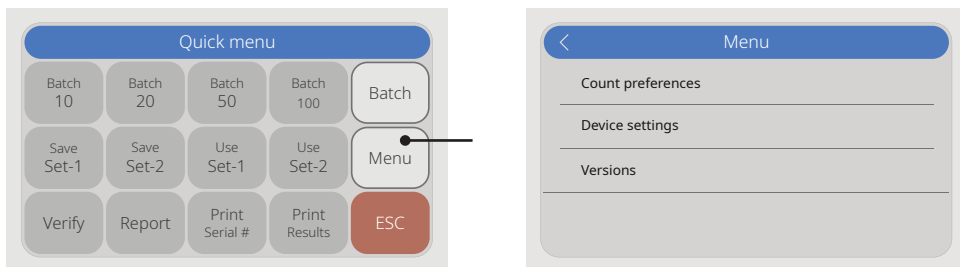
Exit Quick Menu.

### Instruction

1. Press **[ESC]**.
2. The machine will return to the count screen.

## 7. Menu

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### Description

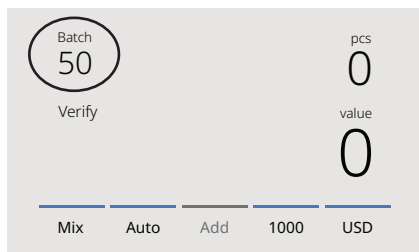
Open the user menu.

### Usage

1. Press **[MENU]** in the quick menu to open the main menu.
2. The menu is divided into three submenus:
  - Counting Preferences
  - Device Settings
  - Versions
3. Press a submenu item to open it or press **[<]** to return to the count screen.

## 8. Batch

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### Description

Open the numeric screen to set the batch number.  
Press **[BATCH]** on the touch screen to open the batch entry screen.

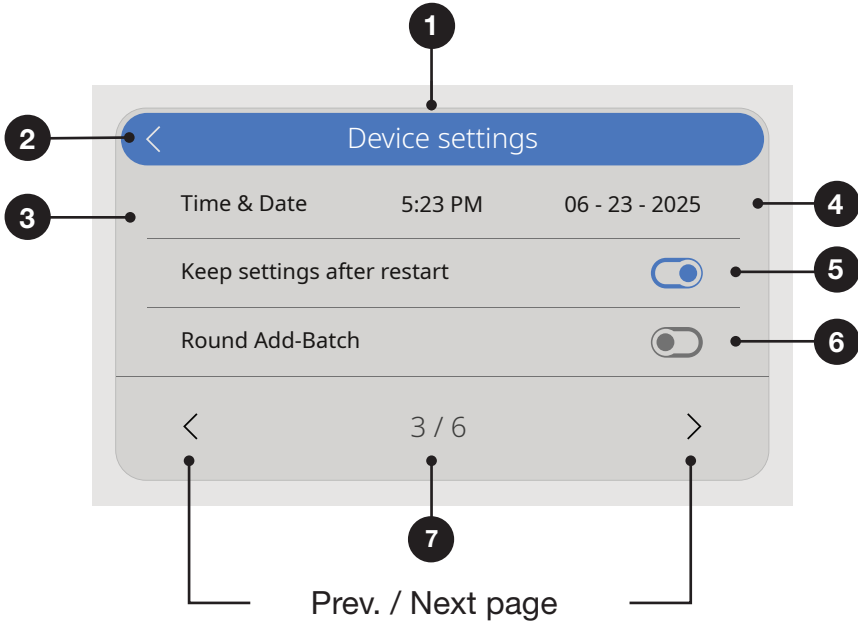
### Usage

Press **[BATCH]** on the touch screen to open the Batch entry screen.

1. Enter the desired batch number on the touch screen and press **[OK]** to confirm.
  - Press **[CLR]** to clear the entry.
  - Press **[ESC]** to exit the Batch Entry screen.
2. The selected batch number will be shown on the count screen.

## Working with the menu

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- 
1. Current Menu/Sub menu
  2. Go one level back
  3. Menu item
  4. Item settings
  5. Function switch **ON**: Switch is blue.
  6. Function switch **OFF**: Switch is grey
  7. Page number indication

## Menu items

<b>Counting preference</b>	<b>Setting description</b>
Serial number scanning	Enable or disable serialnumber scanning. Serialnumbers can be printed*.
Button sound	Enable or disable the beep sound when a button is pressed by using the On/Off switch.
Alarm sound	Enable or disable the alarm sound when an error occurs by using the On/Off switch.
Batch quantities	Change preset batch numbers in quick menu.
Currency status	Activate and deactivate currencies. Deactivated currencies will not appear during usage.

<b>Device settings</b>	<b>Setting description</b>
Language	Select language of user interface.
Multi mix currency selection	Select 3 currencies to use in the multi-currency mode.
Time format	Select 12 or 24 hour format.
Time and Date	Menu to manually enter the time and date. The current date and time are shown.
Keep setting after restart	<b>Enabled (On):</b> The current user settings will be used after restarting. <b>Disabled (Off):</b> The device will start with automatic currency detection, count mode Mix and Batch Off.
Round Add-Batch	When this function and the ADD mode are both activated (ON), the device will only add the results of completed batches to the total. If the batch number is not reached, the machine will automatically adjust the total to the nearest multiple of the set batch amount.
CAL denominations	Select range for calculator mode: 1 - 1000 or 500 - 100.000
Reject pocket capacity	Select the maximum capacity of: 20, 30, 40 or 50 banknotes
Default factory settings	Start reset procedure. After resetting, the device is set to default factory settings. All user settings are cleared.

<b>Versions</b>	<b>Setting description</b>
Firmware version	Shows which firmware version is installed.
Currency version	Shows which currency software version is installed.
BT firmware	Shows which bluetooth firmware is installed.
BT MAC address	Shows the BT MAC address.

\* Printing can be done on the optional Safescan TP-230 printer. Serialnumber scanning may not be available for all currencies.

## **Maintenance & servicing**

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To keep your device operating optimally, it's important to clean the internal parts and sensors regularly. Dust and dirt from banknotes can build up and affect the sensors' performance. If a paper jam occurs, you may need to open the top panel to remove any jammed items.

**Important:** Always switch OFF the machine and unplug the power cable before performing any maintenance or cleaning.

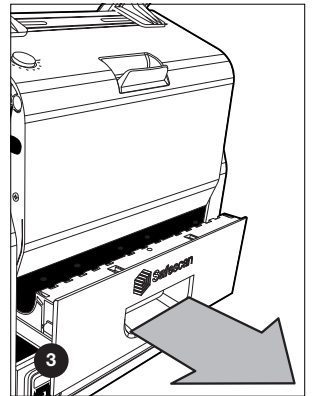
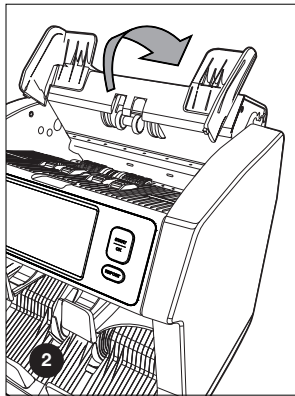
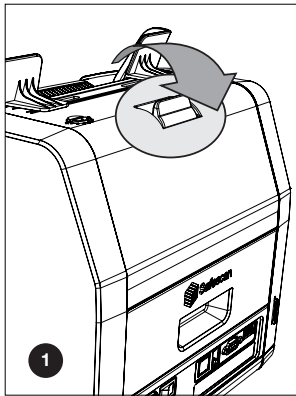
## Opening the top panel and back panel

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You may occasionally need to open the top and back panels for cleaning or to remove jammed items.

### Important:

- Always switch **OFF** the machine and unplug the power cable before opening the panels.
- The back panel can only be removed or reattached after the top panel has been opened.



## Cleaning program

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To keep your device in top condition, remove any dust from the sensors weekly or monthly, depending on how often the device is used. Use the dry brush (included) or a soft, lint-free cloth to gently clean the sensors. For a more thorough cleaning, you can use an air duster or a vacuum cleaner. If you use a vacuum cleaner, always attach a soft brush to prevent damaging the device.

The device will automatically display a maintenance reminder when cleaning is needed. Please make sure to clean the device as advised to maintain reliable performance.

## Maintenance & servicing

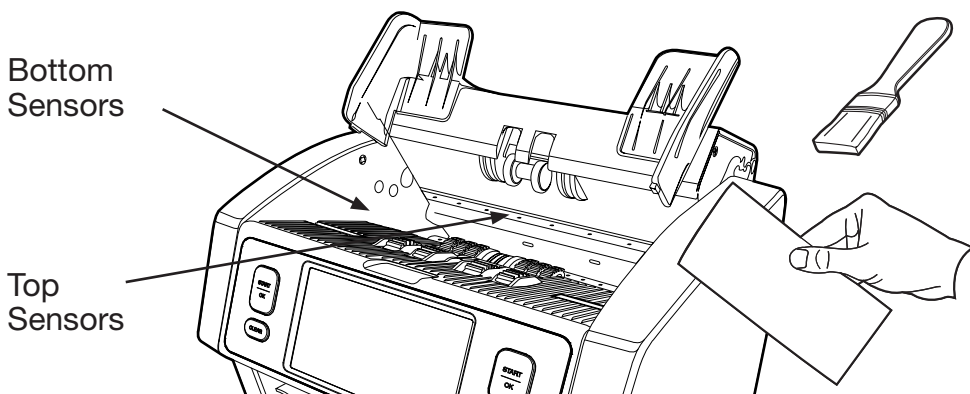
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### Cleaning the device and sensors

1. Use the included cleaning tools (brush and cleaning sheets) to service your Safescan 2985-SC or 2995-SC.

**A.** Start by gently brushing the top and bottom surfaces of the device to remove all visible dust.

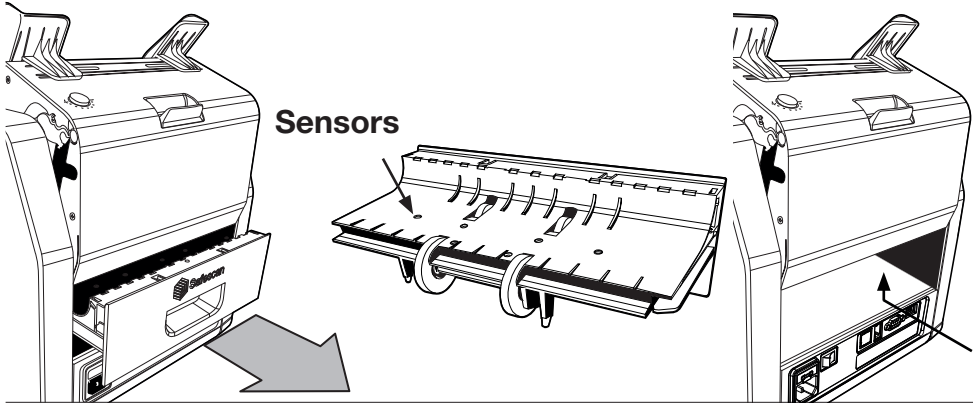
**B.** Next, use the soft side of a cleaning sheet to carefully wipe away any remaining dust from the top and bottom surfaces, the sensors, and the rotation wheels.



**2.** Gently pull out the back panel completely and clean it as instructed.

**A.** Clean the inside of the device carefully to remove any remaining dust or dirt.

**B.** When you're finished, close the panels in reverse order:  
Back panel - Top panel.

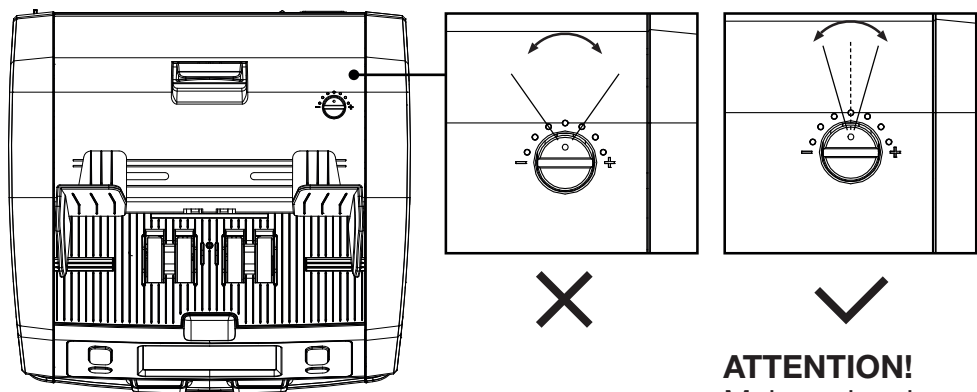


## Adjusting the feeding gap

If you notice counting errors such as double notes, chained notes, or slanted notes, or if banknotes do not feed smoothly through the machine, you may need to adjust the hopper adjusting knob.

The hopper knob is factory-set for optimal performance, but depending on the condition or type of banknotes, a small adjustment may be necessary to ensure smooth operation.

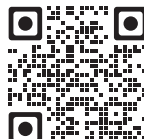
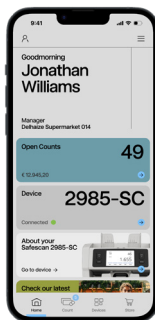
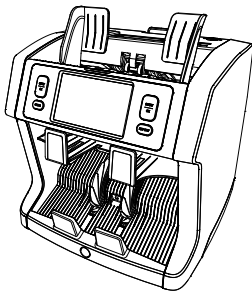
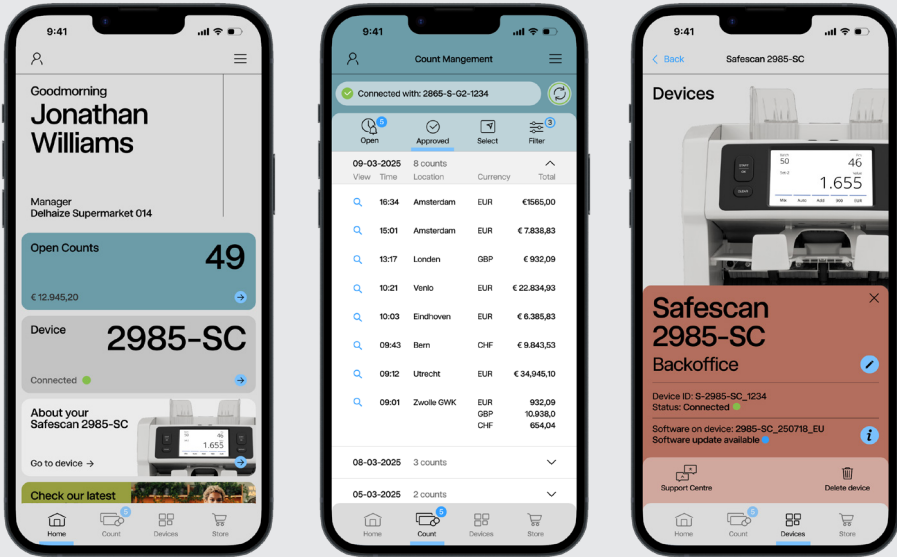
- If the banknotes do not feed smoothly, increase the note thickness distance by turning the adjusting knob clockwise (+).
- If counting errors such as double notes or chained notes occur frequently, decrease the note thickness distance by turning the adjusting knob counterclockwise (-).



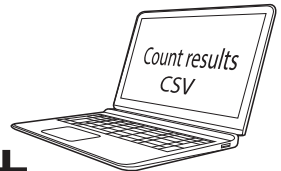
**ATTENTION!**  
Make only minor changes at once.  
Make changes per dot or half a dot.

# Use in combination with Safescan App

The Safescan 2985-SC and 2995-SC can be connected to the **Safescan App**. This app allows you to send your counting results directly to your smartphone for easy review and further processing. You can also export your counting results as CSV files, making it simple to share or import the data into your accounting software.



Scan QR code

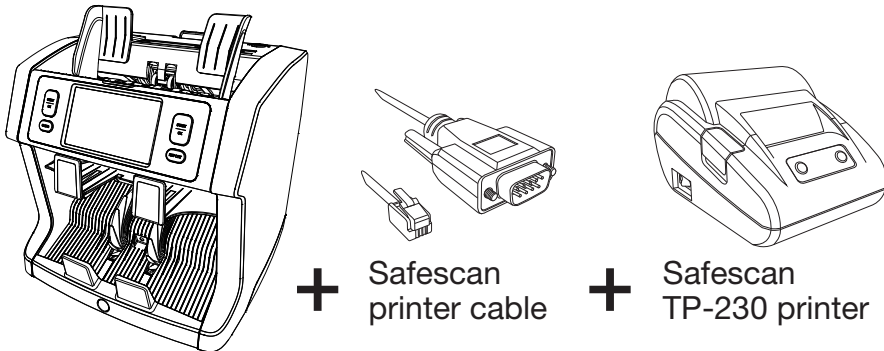


Send CSV files per email

## Use in combination with Safescan TP-230 printer

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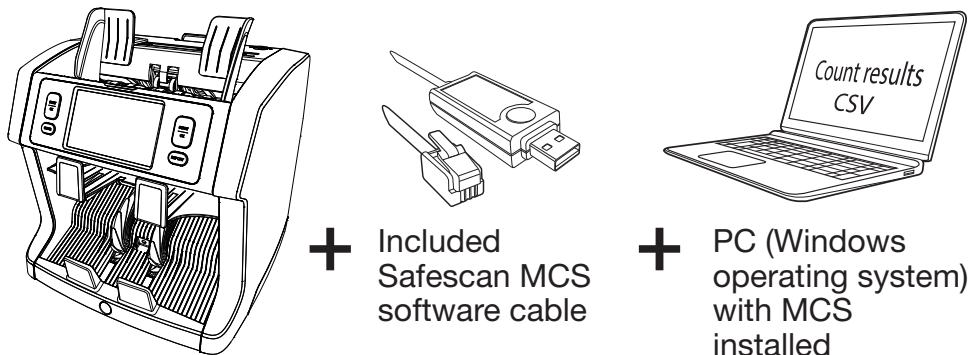
The Safescan 2985-SC and 2995-SC can also be connected to the optional Safescan TP-230 thermal printer. This allows you to instantly print your counting results for easy recordkeeping or documentation.



## Use in combination with safescan money counting software

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The Safescan 2985-SC and 2995-SC can be used together with the Safescan Money Counting Software. You can download the software from [www.safescan.com/downloads](http://www.safescan.com/downloads). This software allows you to export your counting results and banknote serial number information to your PC for easy review, storage, and further processing.



## Software updates

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Central banks regularly update their banknotes with the latest security features to stay ahead of counterfeiters. Safescan's dedicated currency management team ensures your Safescan 2985-SC and 2995-SC stay compatible with these updates, so your device continues to perform reliably.

The Safescan 2985-SC and 2995-SC are tested annually by central banks to guarantee accuracy and detection quality.

To make sure your machine is fully up to date, please consult the Safescan app or visit our website at [www.safescan.com/downloads](http://www.safescan.com/downloads) to check for available updates for your device.

## Updating the device

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### Via The Safescan App:

Open the Safescan app and go the device menu to see if an update is available. If one is available, download the software package from the Safescan website and follow the included instructions to complete the update procedure

### Checking Manually:

1. Check the current software version on your machine.  
Open the Quick Menu, press **[MENU]**, then select 'Versions' to view the current software and firmware versions.
2. Go to [www.safescan.com/downloads](http://www.safescan.com/downloads).
3. Select the product details 'category, product, and part number' to find the latest available software version.
4. Compare the version numbers and details to determine if an update is needed.
5. If a software update is required, download the software package and follow the included instructions to complete the update procedure.

## Technical Specifications

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<b>Supported currencies:</b>	Regional currency packs available online. Please visit <a href="http://www.safescan.com">www.safescan.com</a> for up to date availability.
<b>Counting modes:</b>	<b>Fit</b> (Value counting with banknote fitness function) <b>Mix</b> (Value counting for sorted & unsorted currencies) <b>Sort</b> (Value counting with denomination sorting or sheets counting with size-sorting and detection (None, UV, MG or UV + MG)) <b>Face</b> (Sort banknotes per face side.) <b>Orient</b> (Sort banknotes per orientation.) <b>V-sort</b> (Sort banknotes per denomination version (Old / New)) <b>V-mix</b> (Count banknotes in batches of a preset value.) <b>Count</b> (Sheet count, with detection settings: Off, UV, MG or UV + MG)
<b>Serial number scanning</b>	Yes
<b>Fitness sorting function</b>	2985-SC: No, 2995-SC: Yes
<b>Counting speed:</b>	800, 1000 and 1.200 banknotes/minute
<b>Banknote feature detection:</b>	UV, MG, MT, IR, Image, 3D-size, Thickness, Paper Quality

<b>Banknote size range:</b>	50 x 110 mm ~ 90 x 180 mm
<b>Hopper capacity:</b>	500 banknotes
<b>Stacker capacity:</b>	220 banknotes
<b>Power:</b>	AC 100-240V / 50-60Hz.
<b>Power consumption:</b>	60W maximum
<b>Dimensions:</b>	(W x D x H) 259 x 254 x 255 mm
<b>Weight:</b>	9.2 kg
<b>Operating Temperature:</b>	15-35 °C / 59-95 °F.

## Technical Support

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If you experience any issues or have questions about your Safescan device, please visit our online support centre first: [support.safescan.com](http://support.safescan.com). Select “Banknote Counters” to find helpful articles, FAQs, and troubleshooting guides.

If you need additional assistance, our support team is happy to help you by phone or email during office hours (GMT +1 timezone). Visit [www.safescan.com](http://www.safescan.com) for contact details.

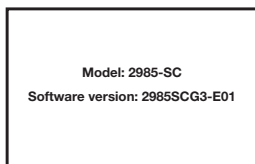
When contacting our support centre, please have the following information ready:

- Model number
- Serial number (see the product sticker on the bottom of the device)
- Software version number (shown when the device starts up)
- Date of purchase

Serial number



Software version number



## 3 year warranty

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Warranty procedure: [www.safescan.com](http://www.safescan.com)

**CE** This product is in compliance with the essential requirements and other relevant provisions of the applicable European directives. The Declaration of Conformity (DoC) is available at [www.safescan.com](http://www.safescan.com)



Take the device to a recycling centre if you want to dispose of it. Never dispose of any electronic devices with household waste.

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