



Coin Tower Quick Tip Guide

1. Coin Towers are *NOT* change machines. You have to make at least ONE COPY before the coin tower will give back the remainder of your change and copies cost *15 cents*.
2. Coin Towers are setup to receive a cash amount up to \$5.00 ONLY. If a bill larger than \$5.00 is inserted it should return the bill to the patron. If one puts more than \$5.00 dollars of change in the coin tower it will return the amount over \$5.00 to you and return the excess amount into the coin return area (this does not apply to bills).
3. If the coin tower seems to not be working check and see if there is an amount on the greenish display screen to the left of the coin return plunger (e.g. \$1.00, \$0.50, \$0.25, etc.). If there is an amount that means somebody has inserted money into the coin tower and did not make any copies. Next, the coin tower will remain in “copy mode” (which means you will not be able to print with a Plus Account card) until at least one or two copies are made on the copier. After one or more copies are made it will return the remainder of the change or you will have to press the coin return plunger to receive the remainder of the change that was on the display screen. Lastly, if you put in, for example, \$0.25 cents and make one or more copies the machine should give back the remainder automatically (and try the change return plunger if it doesn't).
4. Another way to reset the coin tower is by simply unplugging it which will reset the device and not harm it. However, if; like the aforementioned, there is an amount on the screen it is easier to just make one copy and press the coin return plunger to get change back. This also clears the display on the coin tower so one can activate the “printing mode” on copiers that support the printing feature with their Plus Account card to print from a PC.
5. If the above does not resolve the issue then please go online to the IKON website and fill out the “Request Coin Tower Refunds” online form if you have determined that there was a mechanical failure with the coin tower. If you are not sure if it is “user error” then please feel free to call us to help you determine whether or not a refund should be given to the patron. We do ask that you do your best to investigate the situation before filling out any refund requests online.

IKON Copy Center located on campus inside the W.T. Young Library Room 1-56 Core 3

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<http://IKONUK.uky.edu/CopyCenter>