



*PhyzBatch-9000*

# USER MANUAL



Certified

*We'll Get You Sorted*



# USER MANUAL

<b>Version</b>	<b>Date</b>	<b>Description of Changes</b>	<b>Author(s)</b>
V1.0	25-JUL-2022	Issued for Release	AF
V2.0	24-AUG-2022	Simplified Layout	AF
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# USER MANUAL

## TCG MACHINES INC.

TCG Machines Inc.  
1212 34th Avenue SE  
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## CONTACT INFORMATION

General inquiries:

info@tcgmachines

Support-related inquiries:

support@tcgmachines

Phone (587) 436-8246

## INTENDED USE

The *PhyzBatch-9000* is a machine designed and intended for **scanning, identification, appraisal, digital cataloguing, and physical separation** of trading card game (TCG) cards.

## DISCLAIMER

The user/operator is solely responsible for ensuring the *PhyzBatch-9000* is used as intended and described within this manual. Any operation of the *PhyzBatch-9000* outside of the intended use is considered misuse and may impair the protections provided by the equipment manufacturer.

## (1) WARNING/HAZARD AND SAFETY REQUIREMENTS

### Grounding Instructions:

Grounding reduces the risk of electrical shock. The *PhyzBatch-9000* has a 3-prong power cable with grounding capabilities and must be plugged into a properly grounded wall outlet. Please see the serial rating label for more information. Failure to comply with these instructions may result in bodily harm as well as damage to the *PhyzBatch-9000*.

### Important safeguards:

**Warning:** Improper use of the power cable can result in a risk of electric shock. Consult a qualified electrician or service agent if the grounding instructions are not fully understood, or if doubt exists as to whether the *PhyzBatch-9000* is properly grounded.

**Warning:** Do not connect your *PhyzBatch-9000* to an extension cord or together with another appliance in the same wall outlet. Do not splice the power cord or under any circumstances cut or remove the grounding pin from the power cord. Do not use two prong (ungrounded) adapters. Failure to comply may result in bodily harm.

**Caution:** Do not touch moving parts. Failure to comply may result in bodily harm.

**Caution:** Do not move the *PhyzBatch-9000* while it is in operation.

**Caution:** Do not move the *PhyzBatch-9000* while it is plugged into a power outlet.

**Caution:** Do not operate the *PhyzBatch-9000* near water and/or a water source.

**Warning:** Do not use the *PhyzBatch-9000* if any component, element, or module is broken or missing.

**Warning:** Do not use mechanical devices or other means to enhance or accelerate the **scanning, identification, appraisal, digital cataloguing, or physical separation** functions of the *PhyzBatch-9000*. The use of any accessory or attachments unauthorized by TCG Machines may result in bodily harm to the user or physical damage to the equipment.

**Caution:** Individuals under the age of majority should be supervised to ensure their proper use of the *PhyzBatch-9000*.

## (2) IMPORTANT SAFETY INFORMATION

This **User Manual** and instructions found inside are to facilitate safe and efficient use of the *PhyzBatch-9000*. These instructions are part of the information package and should always be available to anyone who will be operating the machine.

Always check for the latest version of this document available from:

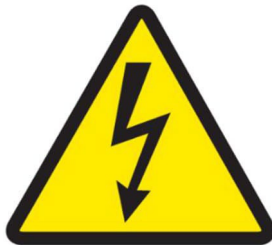
<https://support.tcgmachines.com/knowledge>

The *PhyzBatch-9000* is designed for indoor use only.



The product should only be set up and operated after gaining familiarity with this document. Use the product only for its intended purpose as described above in the Intended Use section.

During operation of the *PhyzBatch-9000*, do not permit any activity that compromises the safety of the equipment.



Do not operate the *PhyzBatch-9000* under any electrical conditions except those outlined under the Specification section of this manual.

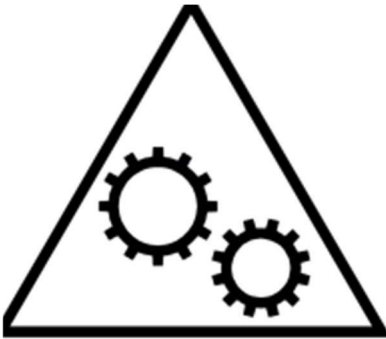
Operation of the *PhyzBatch-9000* must only be carried out by informed personnel. In case of malfunction, immediately flip the power switch to the off position to shut down your unit and contact the TCG Machines Support Team.

Do not, under any circumstances, place your genitals into or onto the Equipment. Irreparable harm and embarrassment are possible.

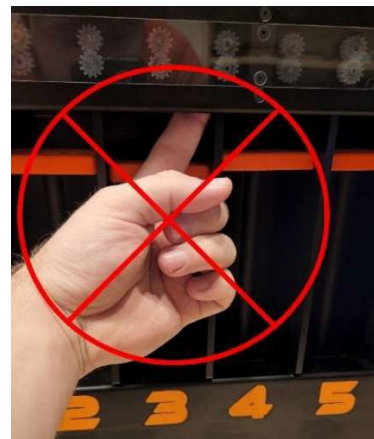


+

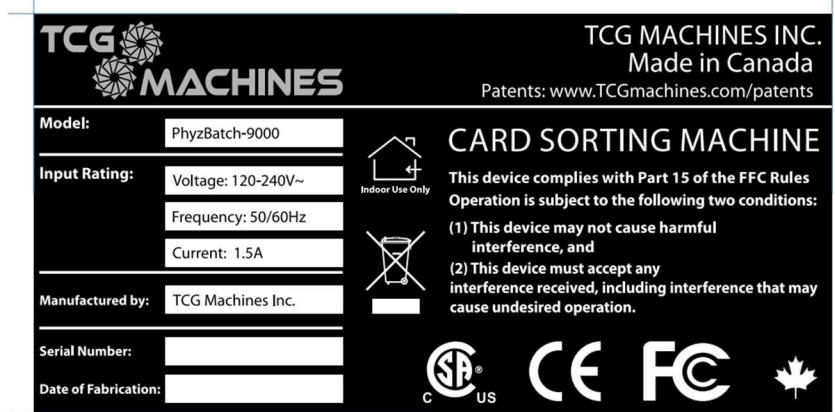
## (2.1) SAFETY LABELS



The *PhysBatch-9000* contains moving parts that may cause harm. The "moving parts" warning label (IEC 6057, shown on the left) is located under the Conveyor Cover as indicated in the photo below-left. To avoid harm, do not reach your fingers upward into the Conveyor Rollers of the *PhysBatch-9000* while it is in operation.



The **Serial Number, Voltage, Frequency and Current Rating** are found next to the power receptacle on the product label affixed to your *PhysBatch-9000*.



## (2.2) LIFTING AND CARRYING INSTRUCTIONS

The unloaded *PhysBatch-9000* weighs 34 kg [75 lbs]. Any change of location, wherever this location may be, is to be performed by a minimum of two (2) individuals. Failure to do so may result in personal injury and/or damage to the *PhysBatch-9000*.



## (2.3) FUSES/OVERCURRENT DEVICES

The *PhysBatch-9000* is equipped with an overcurrent protection device (a 2A fuse), which may be replaced following an overcurrent event which blows the fuse. A replacement fuse is included with your *PhysBatch-9000*. To replace a blown fuse, follow the instructions under the Fuse Replacement Instructions (Page 32) section of this manual.



## (2.4) FCC AND ISED DECLARATION

### **CAN ICES-003(B) / NMB-003(B)**

This Class B digital apparatus complies with Canadian ICES-003

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### **FCC Suppliers Declaration of Conformity (United States)**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.



# USER MANUAL

## (3) PRODUCT SPECIFICATIONS

### Physical:

Machine Weight:	<b>34kg ( 75 lbs.)</b>
Machine Profile:	Height - <b>57 cm</b> (22-1/2 in.) without Extension, <b>93 cm</b> (36-3/4 in.) with Extension  Width - <b>111 cm</b> (43-3/4 in.) without Bin 1, <b>119 cm</b> (46-3/4 in.) with Bin 1  Depth - <b>20 cm</b> (7-3/4 in.) Depth
Hopper Capacity:	<b>1,750 Cards</b>
Bin Capacity:	<b>6,120 Total Card Capacity</b> <b>(120 Cards for Bin 1 and 500 Cards for Bins 2 through 13)</b>

### Electrical:

Plugs Required:	One Standard Grounded (Three-prong) <b>120 VAC</b> Wall Outlet
Power Consumption:	<b>113 W</b>
Voltage:	<b>120-240 VAC</b>
Frequency:	<b>50/60 Hz</b>
Current:	<b>1.5 A</b>
Ambient Temperature:	Between <b>10°C</b> and <b>30°C</b> ( <b>50°F</b> and <b>86°F</b> )

### Wi-Fi Network Download Speed:

Minimum:	<b>50 Mb/s</b>
Recommended:	<b>70+ Mb/s</b>



# USER MANUAL

## Performance:

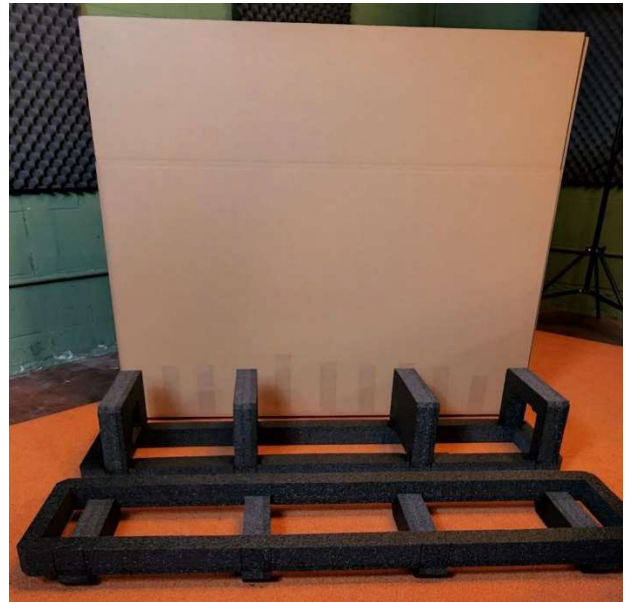
Operating Noise Level:	<b>50 dB</b> (as Measured 3 ft [1m] from Machine)
Average Sort Rate:	<b>60 - 80 Cards/Minute*</b> without Foil Detection <b>50 - 60 Cards/Minute*</b> with Foil Detection *Range depends on type and condition of cards being sorted
Average Accuracy:	<b>Recognition Accuracy:</b> 98%+ (on average 2 cards out of 100 will end up in the "Unidentified Bin")  <b>Identification Accuracy:</b> 99.9%+ (on average one card out of 1,000 may be misidentified).

# USER MANUAL

## (3.1) UNBOXING

The unloaded *PhyzBatch-9000* weighs 34 kg [75 lbs]. The unboxing of the *PhyzBatch-9000* requires a minimum of two (2) individuals. Failure to comply may result in bodily harm or damage to the *PhyzBatch-9000*.

**\*\*\*Please safely store the cardboard box and packing foam during your lease term to use for the return delivery. Failure to retain the packaging material will result in extra expenses to facilitate the return shipment\*\*\***



Step 1: After opening the box, remove the top-layer foam. This foam contains the Hopper extension.

Step 2: Grab the edges of the *PhyzBatch-9000*. Fingers can be positioned under the Conveyor cover. Please note the end with the Scanner is heavier.



# USER MANUAL

Step 3: Lift the *PhysBatch-9000* out of the box. The bottom protective foam will remain in the box.



Step 4: Set your *PhysBatch-9000* on a level surface capable of supporting 34 kg (75 lbs).

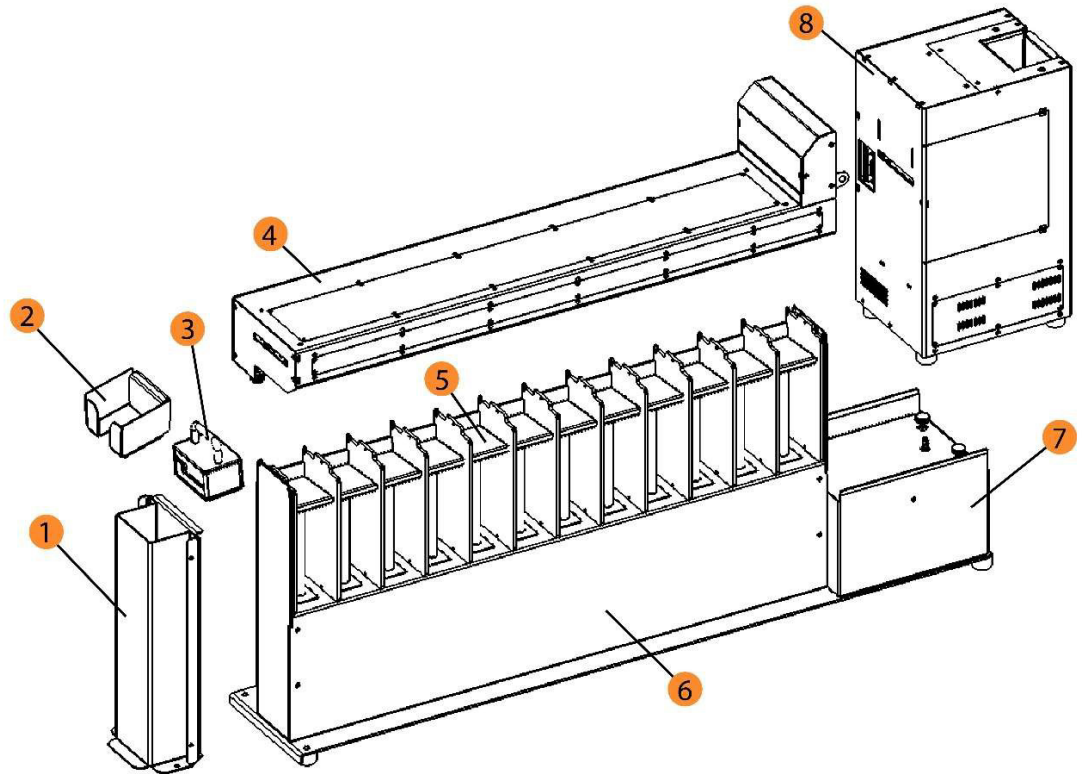


# USER MANUAL

## (3.2) PRODUCT DIAGRAM

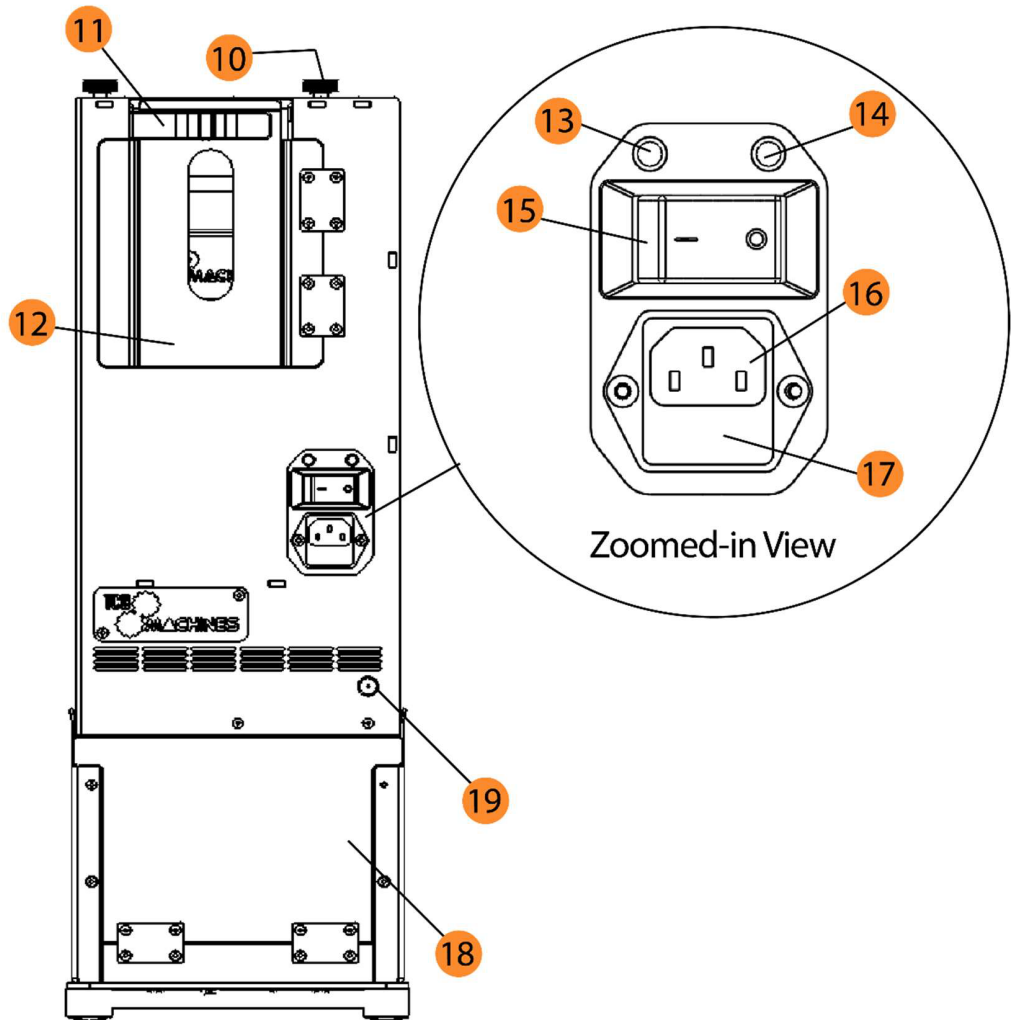
### Features

1. Hopper Extension
2. Bin #1
3. Card Weight
4. Conveyor Cover
5. Card Piston
6. Chassis
7. Storage Compartment
8. Scanner



## Features

- 10. Hopper Extension Thumbscrews
- 11. Door Latch Side Bar
- 12. Hopper Door
- 13. Power Indicator (Red Light)
- 14. Activation Indicator (Green Light)
- 15. Power Switch
- 16. Power Inlet
- 17. Fuse Holder
- 18. Storage Compartment
- 19. Mini-PC Power Button



## (3.3) EQUIPMENT

The following peripheral equipment comes with your *PhysBatch-9000*:

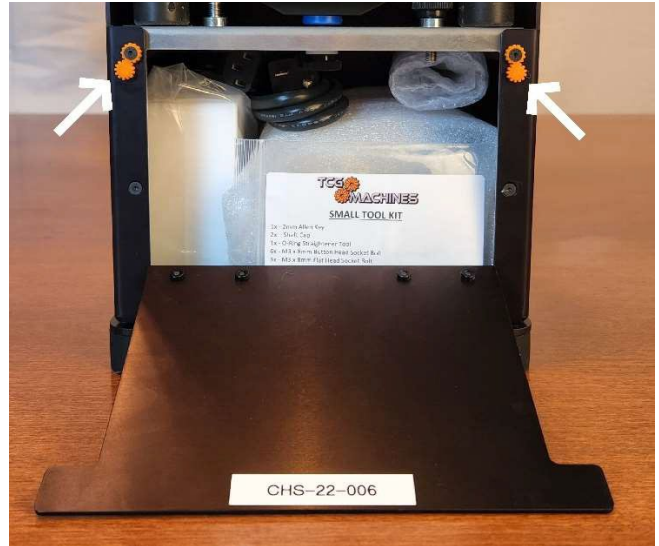
**\*\*Please return all peripheral equipment with the *PhysBatch-9000* upon completion of your lease, excepting those indicated as consumable\*\***

QTY	DESCRIPTION
1	Hopper Extension (with Lid)
1	Removable Bin (Bin 1)
1	Power Cable
1	Card Weight
1	Cleaning wipe pack (consumable)
10	Cleaning Sponges (consumable)
3	M3 x 8 Flat Head Socket Bolt
6	M3 x 8 Button head Socket Bolt
1	Allen key hex wrench (5 mm)
1	Allen key hex wrench (2.5 mm)
1	Allen key hex wrench (2 mm)
1	Allen key hex wrench (1.5 mm)
1	O-Ring Straightener tool
2	Shaft Cap
1	Spare Fuse





To open the Storage Compartment, simply rotate the orange gears to the side.

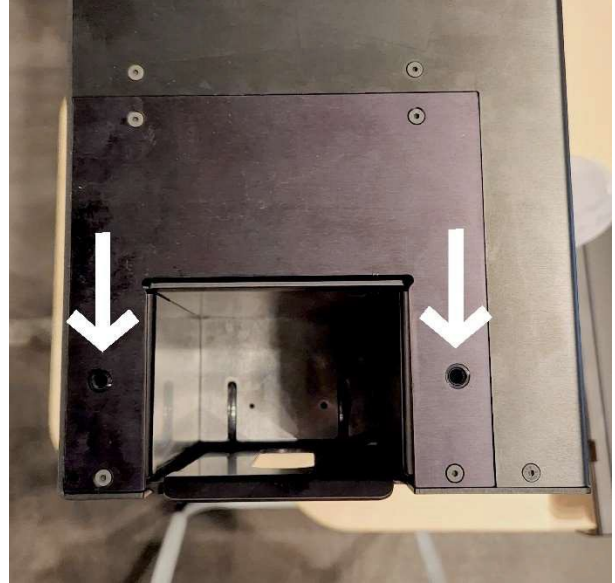


## Hopper Extension

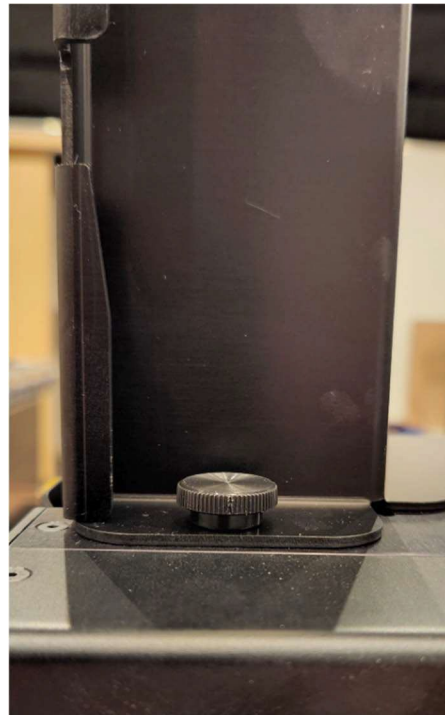
The *PhysBatch-9000* comes with an attachable Hopper Extension designed to contain 1700 cards. See the following steps for installation:



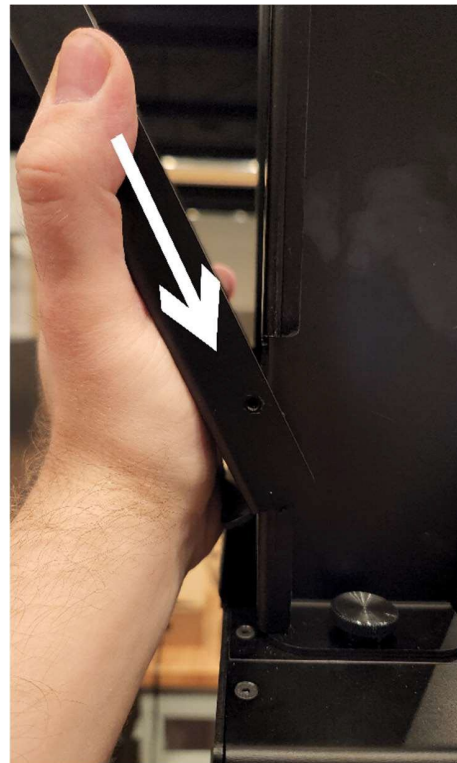
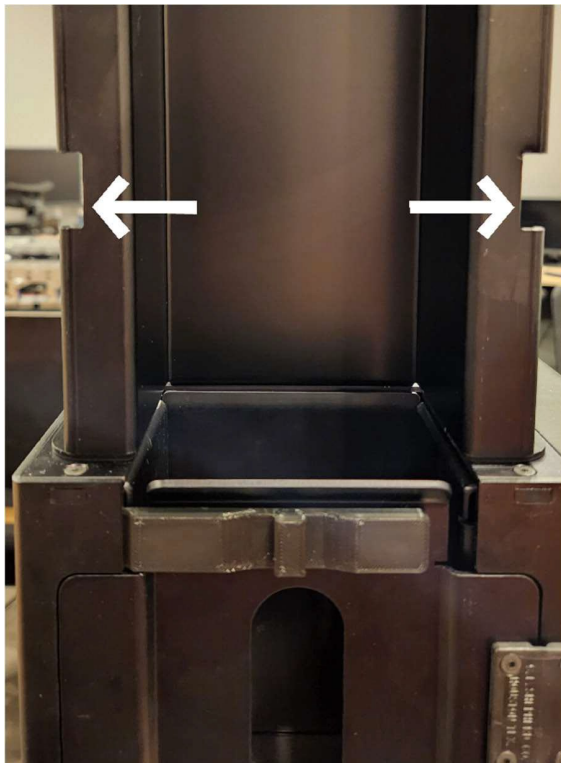
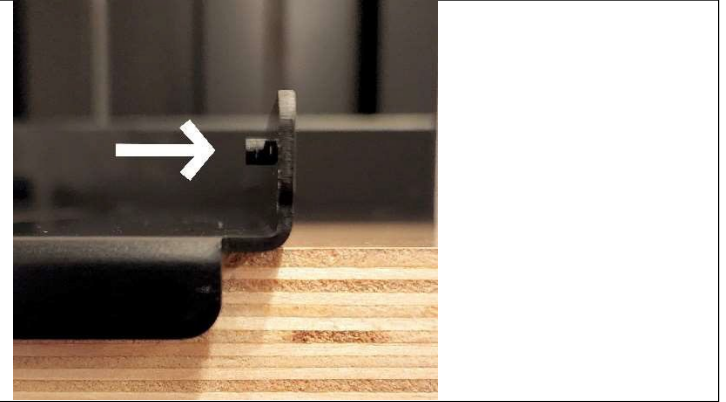
Step 1: Locate the thumbscrew inserts on the *PhyzBatch-9000*



Step 2: Line up the bottom of the Hopper with the inserts. Place one thumbscrew on either side of the Hopper



Step 3: Once the backplate of the Hopper is secured onto your *PhysBatch-9000*, insert the lid's lower pins into the backplate at an angle using the gap on either side.



## (4) HOW TO OPERATE THE PHYZBATCH-9000

- Plug the power cable into the *PhyzBatch-9000* and into a standard 120 VAC three-prong wall outlet.
- Press the mini-PC power button to turn on the mini-PC (a white LED will illuminate in the center of the power button).
- Flip the power switch on (this enables all electronic functions of the machine: motors, cameras, etc.)
  - Note: the power switch does not interrupt power to the mini-PC, which should always remain on.
- Follow the NETWORK SETUP GUIDE (Page 19) to connect your *PhyzBatch-9000* to your local network.
- Login to the User Interface (instructions found in Page 21), navigate to the Sorting page and select your desired sorting criteria.
- Remove the pink shim in the hopper from the card slot. Place the shim in the storage bay, it can be used to calibrate the slot (gate) height if required in the future.
- Place unsorted cards face-down into the Hopper.
- Place the Card Weight on top of the cards (the Weight is necessary to offer sufficient pressure for proper engagement of the Feed Wheels as the weight of the stack of cards in the Hopper decreases).
- Press the “Run” button on the Sorting page of the User Interface.
- Cards will be separated into their respective Bins based upon selections made on the Sorting page.

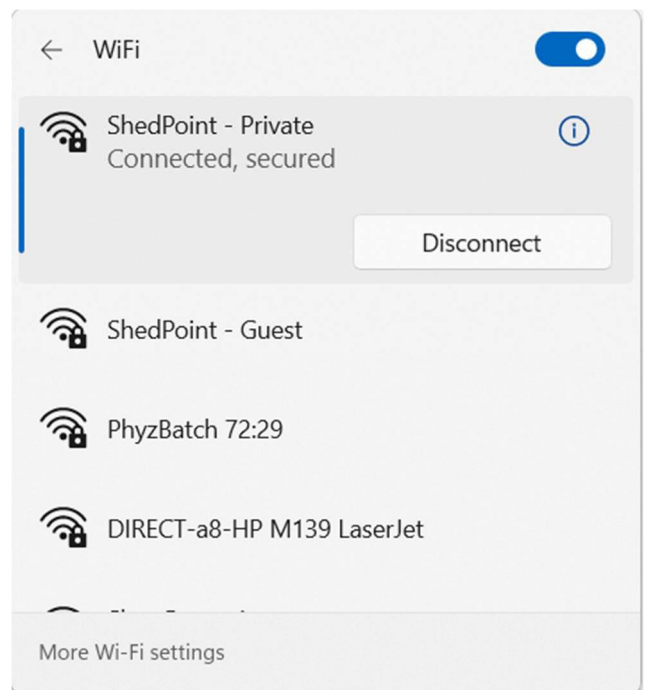
## (5) NETWORKING SETUP GUIDE

### (5.1) CONNECTING TO YOUR INTERNET NETWORK

Step 1: Once your machine is connected to power, please ensure the mini-PC is powered on (small button under the ON/OFF switch), as evidenced by the illumination of a white LED in the centre of the mini-PC power button.



Step 2: After a few seconds, the *PhyzBatch-9000* should appear in your Wi-Fi connection menu. The name for your machine will be designated by the Service Tag (XX:XX) on the back of your machine next to the power connector.



Step 3: Select the *PhysBatch-9000* network. You will be prompted for a security key. This key is:

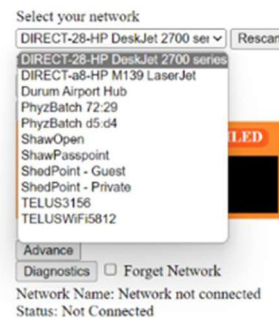
**Tcg1Machines**

***NOTE: when connecting to the PhysBatch-9000, you will be temporarily disconnected from Wi-Fi.***



Step 4: The previous 3 steps will bring you to the captive portal. This portal will have a drop-down menu where your local network can be selected (if you cannot see your network, please press “Rescan”. It may take a few minutes).

## PhysBatch-9000



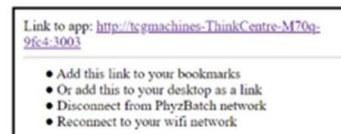
## PhysBatch-9000



Step 5: Once your network has been selected, you can enter your Wi-Fi password and select the “Submit” button.

Step 6: Once a connection is active, there will be a link at the bottom of the page. Please save and/or bookmark this link! This link will bring you to the User Interface login page.

***NOTE: make sure to reconnect your computer to your Wi-Fi***





*network before sorting.*

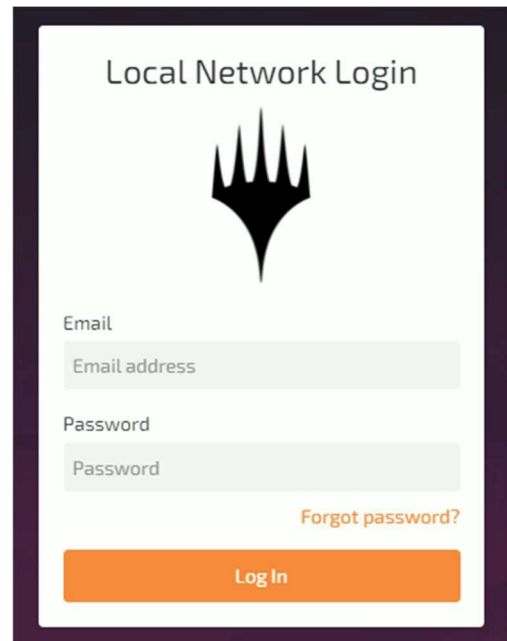
# USER MANUAL

## (6) HOW TO NAVIGATE THE USER INTERFACE

### LOGGING IN

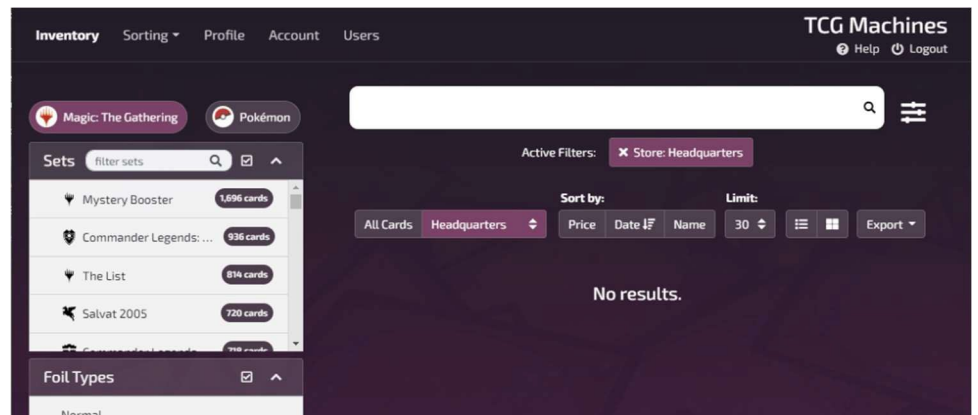
Your e-mail address will auto-populate. Enter your password and sign in.

Details used to complete your initial order will correspond with user login information.



The login form is titled "Local Network Login" and features a black crown icon. It contains two input fields: "Email" with the placeholder "Email address" and "Password" with the placeholder "Password". A link for "Forgot password?" is located below the password field. A prominent orange "Log In" button is at the bottom.

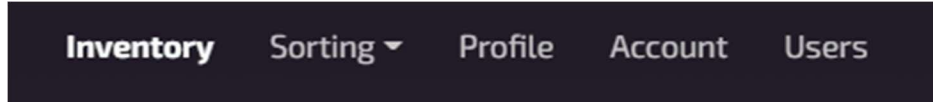
Once logged in, the Inventory screen will be the default screen. At this time, no data will be showing, as no cards have been sorted.





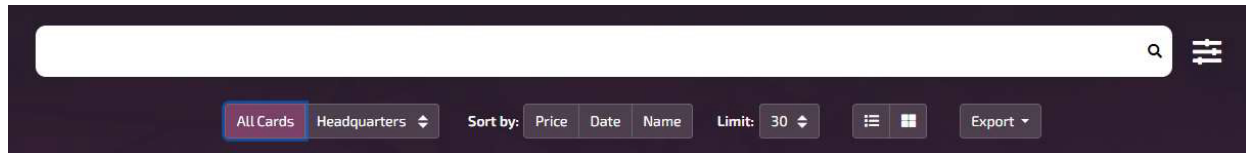
# USER MANUAL

The toolbar consists of the following tabs: “Inventory”, “Profile”, “Account”, “Subscriptions”, “Users”, and “Support” (this toolbar may change dependent on the permissions of the current User Profile).



## INVENTORY

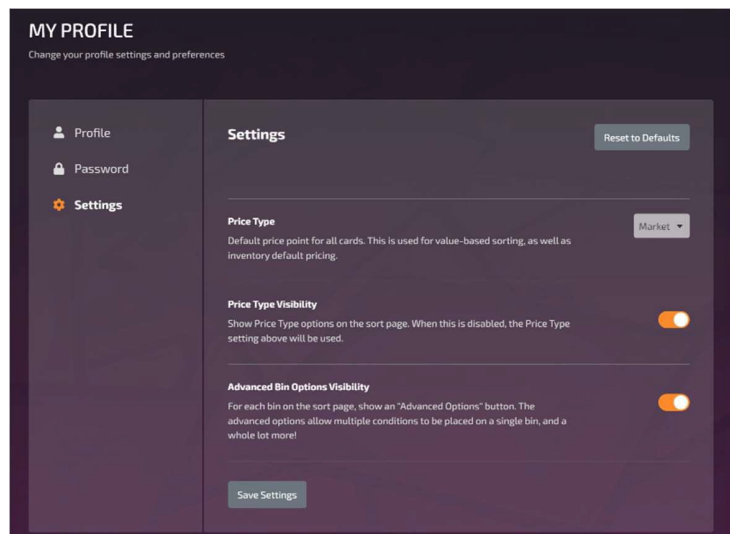
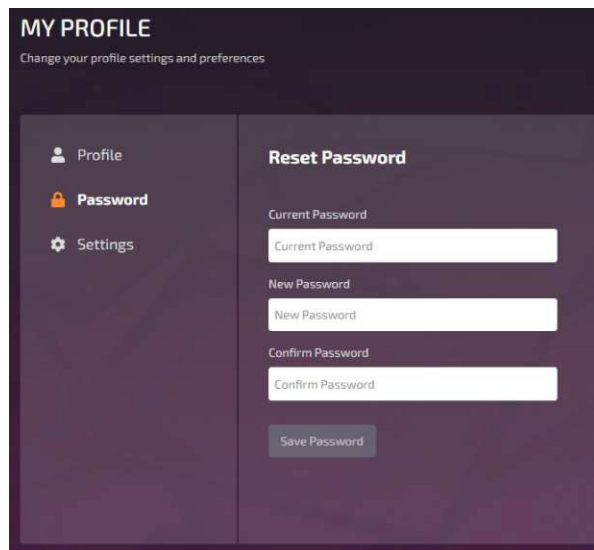
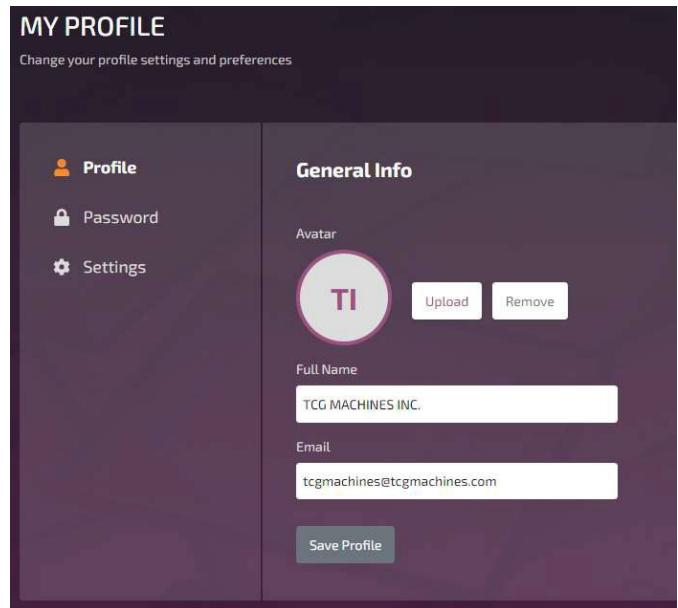
If you would like to view a complete inventory to see the latest cards and sets to be released, you can do so by toggling to the “All Cards” tab.



## PROFILE

The profile tab will allow you to complete the following:

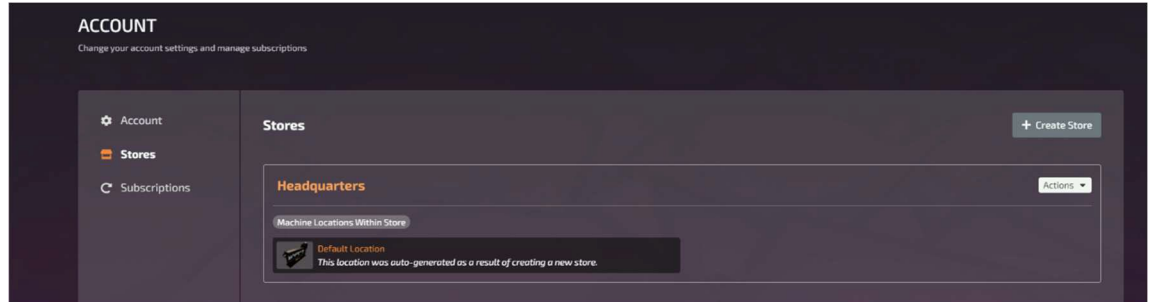
- Add, update or remove an Avatar image
- Edit Name
- Edit Email Address
- Change Password
- Adjust pricing data
- Adjust pricing visibility



## ACCOUNT

Edit Store name and display areas:

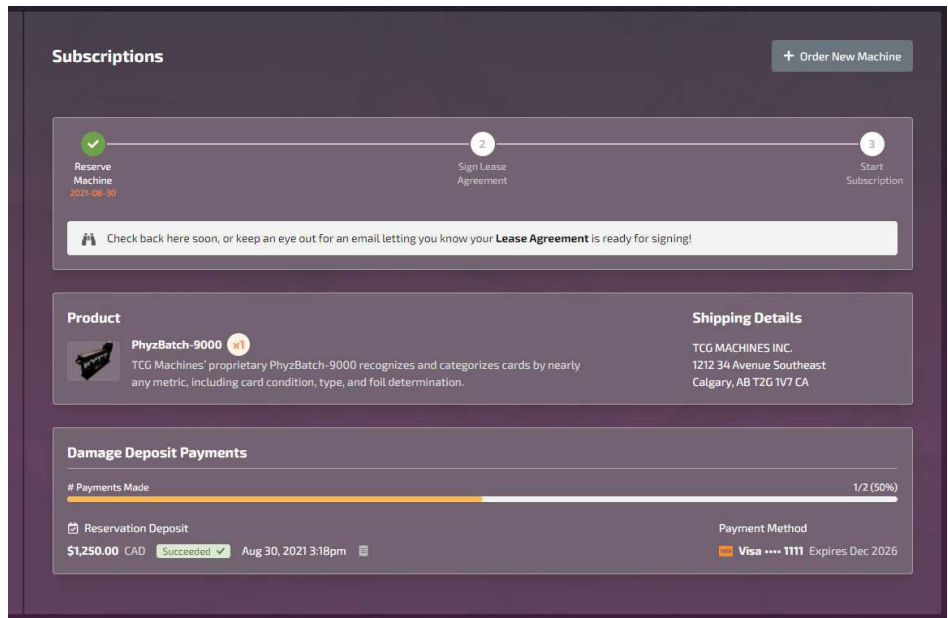
If you have multiple store fronts or display areas, that information can be entered, edited or removed on this tab.



## SUBSCRIPTIONS

Here, you can view the status of your subscription, shipping details as well as the payments which have been made from your account.

You may also order additional machines from this page.



## USERS

On this screen, you will be able to view all user profiles, add new users, or modify current users. Only users assigned an “Admin” type will be able to view and modify user types.

### USERS

#### Add New User

Full Name

Email

Password

Role

Clerk ▾

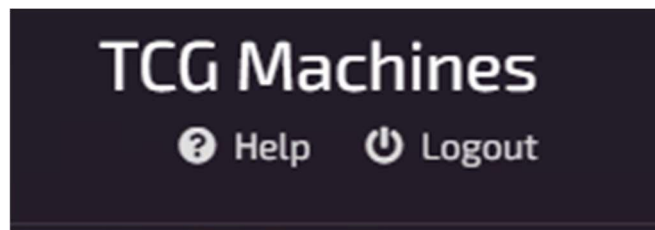
Add

#### Current Users

Full Name	Email	Type	
TCG MACHINES INC.	tcgmachines@tcgmachines.com	Admin	<div style="display: inline-block; background-color: #34495e; color: white; padding: 2px 5px; margin-right: 5px;">Edit</div> <div style="display: inline-block; background-color: #34495e; color: white; padding: 2px 5px;">✕</div>

## (7) HELP BUTTON

At the top right corner of the User Interface is a Help button. Clicking this button will take you to the Tickets page, where you are able to submit IT Support Request Forms directly to the TCG Machines Support Team. From the Tickets page, you may also view all previously submitted service tickets.



[Inventory](#)
[Sorting ▾](#)
[Profile](#)
[Account](#)
[Users](#)
[Admin ▾](#)

**TCG Machines**  

[Help](#)
[Logout](#)

### TICKETS

Create and manage your company's support tickets

Create Ticket

0 results

Hide closed tickets
 Refresh Tickets

Priority	Name	Description	Category	Service Tag	Create Date	Ticket Status
----------	------	-------------	----------	-------------	-------------	---------------

## (8) MAINTENANCE INSTRUCTIONS

### (8.1) FEED WHEEL CLEANING INSTRUCTIONS

After every 20,000 cards or so (depending on the condition of the cards being sorted), the rubber of the Feed Wheel tires become impregnated with dust. This surface-layer of dust reduces the traction of the wheels and prevents the machine from feeding cards consistently.

To remove the dust and return the wheels to their former grippy glory, perform the following steps:

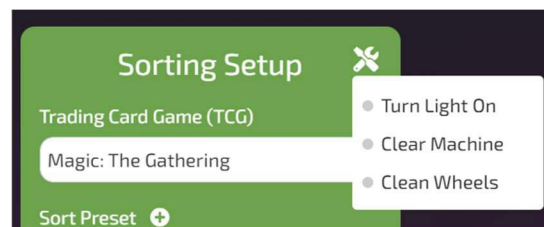
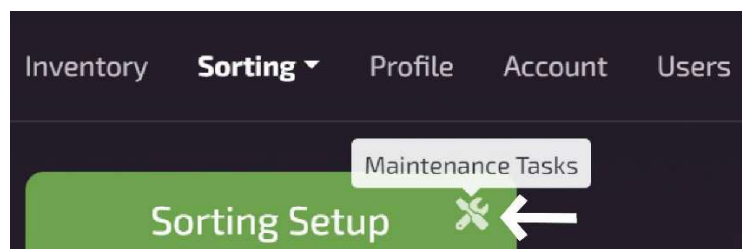


Step 1: Lightly dampen one of the Cleaning Sponges with water. Wring-out any excess water.

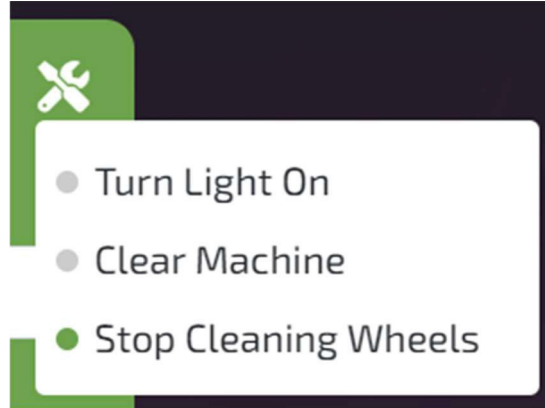
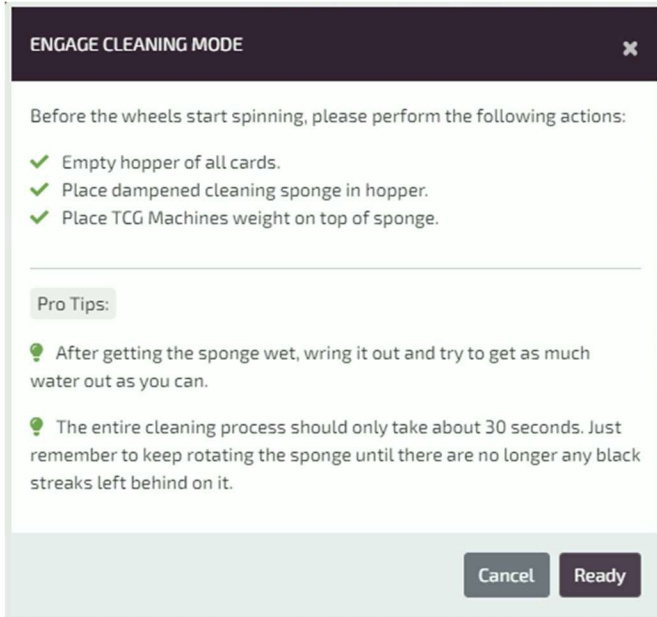
Step 2: Place the damp sponge on the Feed Wheels and place the card weight on top of the sponge.

Step 3: From the Sorting page, select the “Clean Wheels” operation from the Maintenance Tasks icon dropdown menu.

Step 4: The Feed Wheels will spin continuously until you disengage Cleaning Mode from the Maintenance Tasks menu.



- For additional effectiveness, use isopropyl alcohol and a microfiber cloth



Upon completion, gently dry off any residual water that may be left on the Feed Wheels and Landing Pad.

More cleaning sponges may be purchased from TCG Machines.

Avoid using liquid cleaning products on the surface of the *PhyzBatch-9000*.

## (8.2) GLASS REPLACEMENT INSTRUCTIONS

*Contact TCG Machines support to request a replacement glass plate.*

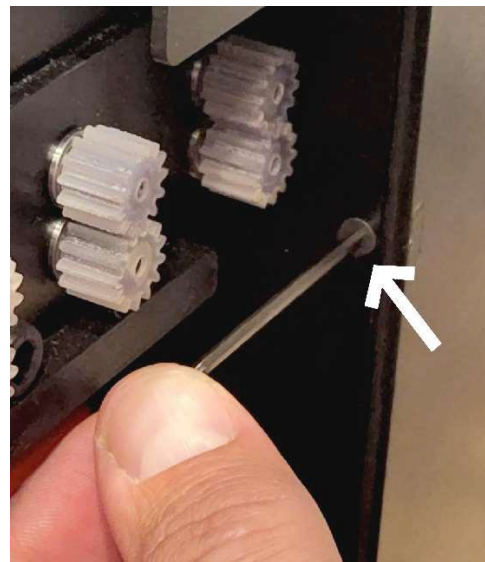
Step 1: Remove the Thumbscrew on the backside of the Conveyor Cover.



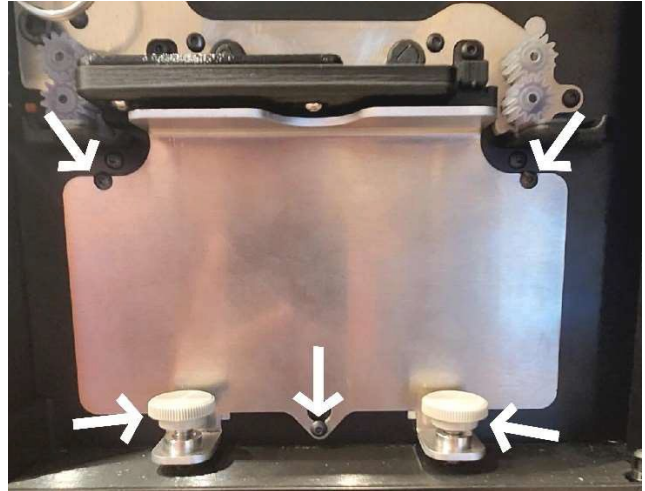
Step 2: Remove Bin #1 and slide off the Conveyor Cover.



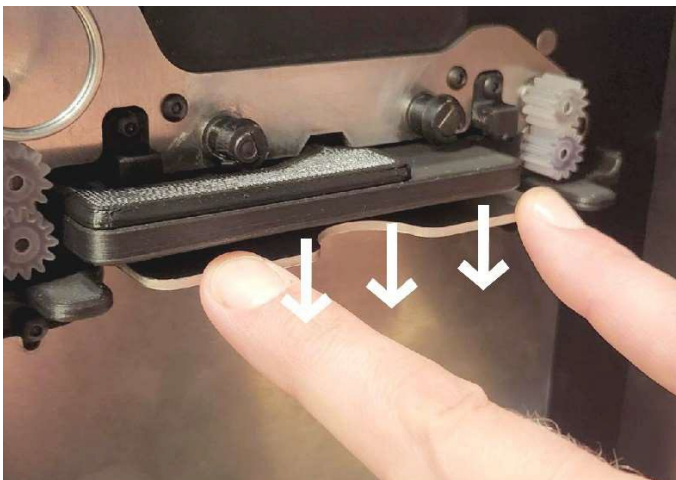
Step 3: Using the 2mm Allen Key included with your PhysBatch-9000, unscrew the fastener located on the side of the Scanner Module near the top of Bin 13 (as indicated).



Step 4: Using the same 2mm Allen Key, loosen (but do not remove!) the three M3 fasteners located on the sides and bottom of the cover plate. Next, use your fingers to loosen the two Thumbscrews at the bottom of the cover plate.

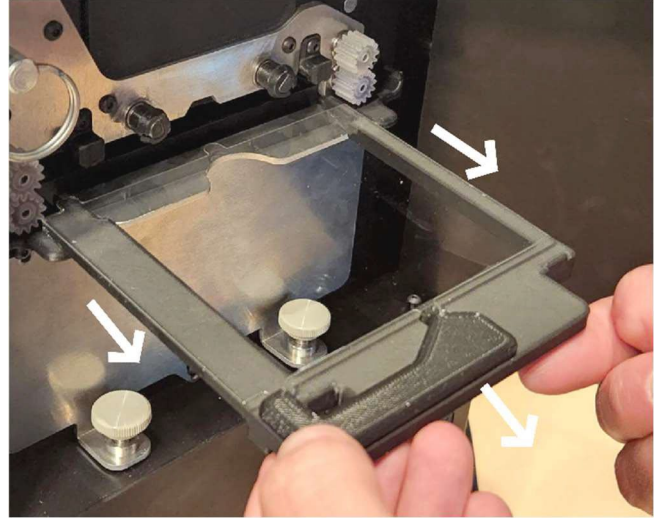


Step 5: Very lightly press down on both the metal plate and the plastic Glass Holder.

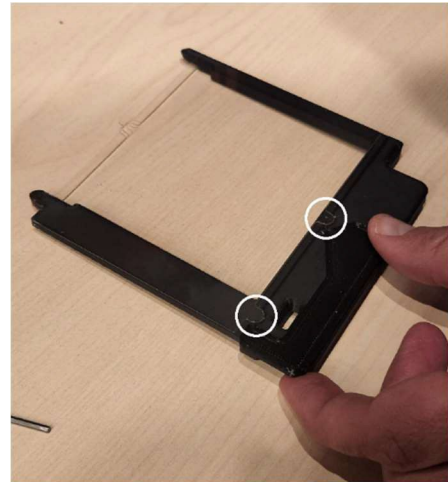
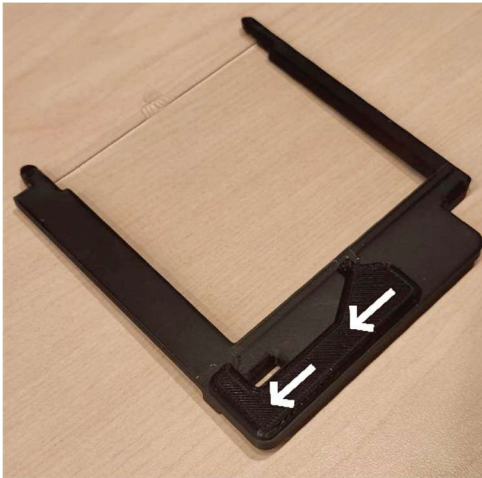




Step 6: Gently slide the Glass Holder out from the machine.



Step 7: Slide the retainer of the Glass Holder to release the tabs of the Glass Panel and remove the worn Glass Panel.



Step 8: To insert a new Glass Panel, align the four tabs of the Glass Panel with the corresponding grooves of the Glass Holder.



Please follow this procedure in reverse to reinstate all components prior to sorting.

## (8.3) FUSE REPLACEMENT INSTRUCTIONS

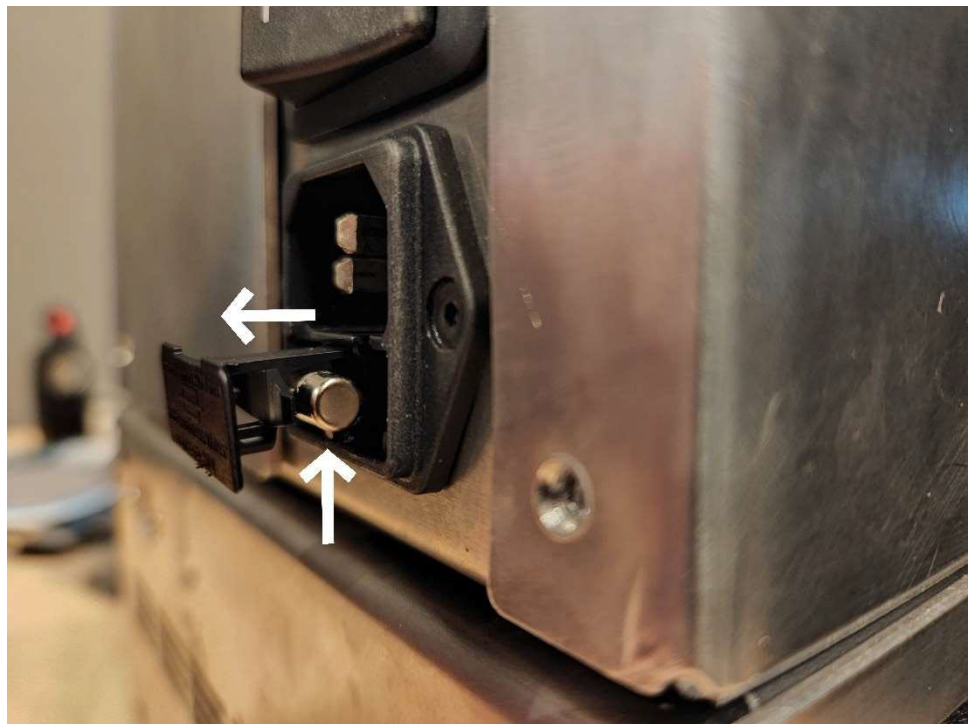
Step 1: Remove the power cable from the PhyszBatch-9000

Step 2: Pull the fuse compartment out from the power receptacle.



Step 3: Once the compartment is open, remove the blown fuse and slide in a new fuse.

Once the fuse is clicked into place, push the fuse compartment back into the power receptacle.



## (8) TROUBLESHOOTING

PROBLEM	SOLUTION
<i>PhyzBatch-9000</i> is unresponsive	Turn the power switch to the ON position (red LED illuminates to indicate power)
<i>PhyzBatch-9000</i> is STILL unresponsive	Turn the power switch OFF for two seconds then back ON
Cards won't feed into the <i>PhyzBatch-9000</i>	Ensure the card weight is on top of the stack Remove cards from the bottom of the stack <i>Note: Ice Age Magic cards are known to be sticky</i>
Cards consistently fail to feed in the <i>PhyzBatch-9000</i>	Clean the Feed Wheels (Page 26)
"Camera Obstructed" error message	Use the "Clear Machine" button to make sure no cards are positioned over the camera
"Camera Failed to Connect" error message	Turn the power switch OFF for two seconds, then back ON
Persistent "Camera Failed to Connect" error message	Use the "Restart" button (found on the Account page) to reboot the mini-PC
Green LED light is flashing	An emergency stop has been triggered, check the Sorting Status displayed on your Sorting page for a corresponding message
Cannot connect to the login page	Ensure the mini-PC is powered on
STILL cannot connect to the login page	Ensure you are connected to the correct local network (Page 19)
A card is stuck in the Conveyor	Remove the Conveyor Cover, remove the stuck card, then use the "Clear Machine" button to make sure no cards are positioned over the camera

Additional guides and information can be found in our knowledge base, accessible through your account (? Icon) or at <https://support.tcgmachines.com/knowledge>.

There you go, the complete guide to your new *PhyzBatch-9000*! For additional information or help with your machine, please contact TCG Machines at [support@tcgmachines.com](mailto:support@tcgmachines.com) or by phone at (587) 436-8246. Our office hours are Monday to Friday 9:00 AM to 5:00 PM (Mountain Time).

Congratulations, you have successfully graduated from TGC Machines University! Grab yourself a celebratory beer while a robot sorts your cards :)

