Dip Card Reader (with chip, 123) Operating Guide

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Section 1 Introduction

1.1 Purpose

This manual describes the dip card reader, how to use it and basic maintenance procedures to be performed by the bank or financial institution.

The location of the card reader might vary depending on the terminal; refer to the terminal operating guide to locate the card reader.

1.2 Description

The dip card reader is a manually operated device that accepts and reads ATM cards, with magnetic tracks 1, 2 and 3. The card reader can also read certain smart cards and memory cards.

- The dip card reader is available in two models:
 - Dip card reader (with chip, 123): magnetic and chip card reader with a SAM reader on board with an optional external SAM board reader with support up to 4 SAMs;
 - Dip card reader (123): only magnetic card reader.
- On both models the card orientation is horizontal with the magnetic stripe down and to the right. For smart cards and memory cards the card is inserted with the chip up.
- A full shutter prevents foreign objects being inserted, provides resistance to dust and water and allows the width of the card to be detected so that objects narrower than an ATM card cannot be inserted.
- Uses a protective case that will show signs of tampering and help avoid fraud.
- No adjustments are required when the card reader is installed or for ongoing maintenance.
- A latch automatically releases during a power failure to hold the card in place.
- The shutter opens instead of breaking if a foreign object, such as a coin, is forced into the reader. The shutter resets to normal operation once a card is inserted.
- A latched card can be retrieved by pulling with approximately 25 N of force.

1.3 How to Use the Dip Card Reader

- 1. The ATM prompts the user to insert a card into the reader and then withdraw the card. The consumer should insert and withdraw the card with a steady motion.
- 2. The card reader reads the card twice, once when the card is inserted and again when it is withdrawn, and then uses the best reading to process the transaction.
- 3. If the card has a chip, the card will be blocked after it is inserted so that information on the chip can be accessed by the card reader.

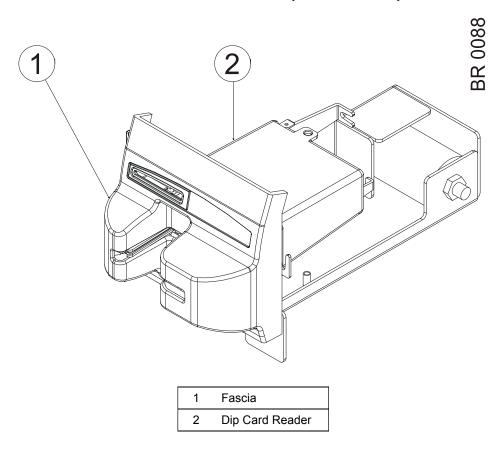


Figure 1-1 Dip Card Reader

The dip card reader should be cleaned regularly with a head cleaning card.



Do not use solvents or other liquids to clean a card reader. Using anything other than the recommended cleaning cards listed in Section 3 can damage the card reader.

- 1. Refer to the manual for the terminal control software to place the terminal in maintenance mode.
- 2. Insert the head cleaning card into the card reader.

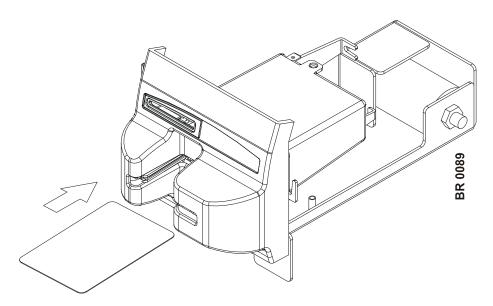


Figure 2-1 Cleaning the Dip Card Reader

- 3. Slide the cleaning card in and out of the card reader several times. You might need to turn the cleaning card over.
- 4. Log in to supply mode and run the self test on the dip card reader.
- 5. Return the terminal to the normal mode of operation. Refer to the manual for the terminal control software for more information.
- 6. Secure the terminal after all maintenance is complete.

Section 3 Supplies

For best performance, only use supplies purchased from DieboldDirect.

E-mail: supplies@diebold.comFAX: 1-330-899-5600

• World Wide Web site: http://www.DieboldDirect.com

Telephone numbers for DieboldDirect are listed by country on the following website:

http://diebolddirect.com/contact-us.aspx

Table 3-1 Card Reader Supplies

Supply	Part Number
Dip Head Cleaning Card, standard	Old: 19-019977-000B
	New: 00-051247-000A