



MODEL RL5000 SERIES AUTOMATED TELLER MACHINE

USER MANUAL

VERSION 2.0

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The manufacturer of the Automated Teller Machine (ATM) product(s) described herein makes no representations or warranties, either expressed or implied, by or with respect to anything in this manual, and shall not be liable for any implied warranties of fitness for a particular purpose or for any indirect, special, or consequential damages. Information in this document is subject to change without notice and does not represent a commitment on the part of the manufacturer.

USE OF THIS PRODUCT IN A MANNER OTHER THAN THOSE DESCRIBED IN THIS MANUAL MAY RESULT IN PERSONAL INJURY.

FCC COMPLIANCE (US units with modems)

Statement of Compliance: This equipment complies with Part 68 of the FCC rules. Located in the control area of the ATM is the product label. This label lists the FCC registration number and ringer equivalence number of the unit. If requested, this information must be provided to the telephone company. **USCO/FIC Codes:** When ordering service from the telephone company for the RL5000 series ATM, the following information should be supplied:

Universal Service Order Code (USOC): RJ-11C

The Facility Interface Code (FIC): 02LS2

Plug and Jack: The plug and jack used to connect this equipment to premise wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. The telephone cord is designed to be connected to a compatible modular jack that is also compliant.

Ringer Equivalent Number (REN): The REN is used to determine the number of the devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5). To be certain of the number devices that may be connected to a line, as determined by the local RENs, contact the local telephone company.

Harm to the Network: If the RL5000 series ATM causes harm to the telephone network, the telephone company will notify the customer that a temporary discontinuation of service may be required. If advanced notice is not possible, the telephone company will notify the customer as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it's necessary.

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Notification of Changes in Telephone Company Equipment: The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advanced notice in order for you to make necessary modifications to maintain uninterrupted service.

Repairs and Returns: If telecom compatibility trouble is experienced with the RL5000 series ATM, you may contact for repairs and warranty information: Triton at 1-228-868-1317

Triton Systems of Delaware, Inc.
522 East Railroad Street
Long Beach, MS 39560

If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved. Repairs should be made only by qualified factory representatives.

Party Lines: The RL5000 series ATM must not be used on party lines.

Alarm Equipment: The RL5000 series ATM should have its own dedicated phone line. Do not install the RL5000 on the same line as alarm equipment.

Electrical Safety Advisory: Telephone companies report that electrical surges, typically lightening transients, are very destructive to customer equipment connected to AC power sources. This has been identified as a major nationwide problem. A commercially available, power surge suppressor, is recommended for use with the RL5000 to minimize damage in the event of an electrical surge.

CANADIANIC COMPLIANCE NOTICE:

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements as prescribed in the appropriate terminal equipment technical requirements document(s). The department does not guarantee the equipment will operate to the user's satisfaction.

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Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

NOTICE:

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

AVIS:

L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales. Avertissement: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

AVIS:

L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface. La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'exède pas 5.

UNITED KINGDOM

This equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in the different countries, the approval does not, of itself, give unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, contact your equipment supplier in the first instance. This unit uses only Dual-Tone Multi-Frequency (DTMF) address signaling.

EMISSIONS (EMI) US REQUIREMENTS

This device complies with Part 15 of the FCC rules. Operation is subject to the following two (2) conditions:

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

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Note:

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of 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. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CANADIAN REQUIREMENTS

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set in the Radio Interference Regulations of the Canadian Department of Communications. This Class A digital apparatus complies with Canadian ICES-003.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la Class A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada. Cet appareil numerique de la classe A est conforme a la norme NMB-003 Canada.

UK REQUIREMENTS

Warning:

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

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Warranty Statement

Manufacturer warrants that the products delivered to a distributor will perform in accordance with the Manufacturer's published specifications for thirteen months from date of shipment in Long Beach, MS.

Manufacturer's warranty shall not apply to any damage resulting from abuse, negligence, accident, or to any loss or damage to the products while in transit.

Written notice and explanation of circumstances surrounding any claims that the goods have proved defective in material or workmanship shall be given promptly from the distributor to the manufacturer. No claim may be made, or action brought, by or through a distributor after the expiration of 14 months following any alleged breach of warranty.

Distributor's sole and exclusive remedy in the event of defect is expressly limited to the replacement or correction of such defective parts by manufacturer at its election and sole expense, except there shall be no obligation to replace or repair items which, by their nature, are expendable. If Manufacturer is unable to replace or repair the defective parts, Manufacturer shall refund to Distributor that portion of the purchase price allocable pays to such goods.

No representation or other affirmation of fact not set forth herein, including but not limited to statements regarding capacity, suitability for use, or performance of the goods, shall be or be deemed to be a warranty or representation by Manufacturer for any purpose, nor give rise to any liability or obligation of Manufacturer whatever.

Except as specifically provided in this document, there are no other warranties expressed or implied including, but not limited to, any implied warranties or merchantability or fitness for a particular purchase.

Limitation of Liability

In no event shall manufacturer be liable for loss of profits or incidental, indirect, special, consequential or other similar damages arising out of any breach of this contract or obligations under this contract.

Defense of Infringement Claims

If notified promptly in writing of any action (and all prior claims relating to such action) brought against the Distributor based on a claim that Distributor's use of the goods infringes a patent or other intellectual property right, and if given access by Distributor to any information distributor has regarding such alleged infringement, Manufacturer agrees to defend Distributor in such action at its expense and will pay any costs or damages finally awarded against Distributor in any such action, provided the Manufacturer shall have had sole control of the defense of any such action and all negotiations for its settlement or compromise.

In the event that a final injunction shall be obtained against the Distributor's use of the goods or any of their parts by reason of infringement of a patent or other intellectual property right or if in Manufacturer's opinion the goods are likely to become the subject of a claim of infringement of a patent or other intellectual property right, Manufacturer will, at its option and at its expense, either procure for the Distributor the right to continue using the goods, replace or modify the same so they become non-infringing or grant the Distributor a credit for such goods as depreciated and accept their return. The depreciation shall be an equal amount per year over the lifetime of the goods as established by Manufacturer.

Manufacturer shall not have any liability to the Distributor under any provision of this clause if any infringement, or claim thereof, is based upon: (i) the use of the goods in combination with other goods or devices which are not made by Manufacturer; (ii) the use of the goods in practicing any process; (iii) the furnishing to the Distributor of any information, date, service, or applications assistance; or (iv) the use of the goods with modifications made by the Distributor. The Distributor shall hold Manufacturer harmless against any expense, judgment or loss for infringement of any patent or other intellectual property right which results from Manufacturer's compliance with the Distributor's designs, specifications or instructions. No costs or expenses shall be incurred for the account of Manufacturer without the written consent of Manufacturer. **The foregoing states the entire liability of manufacturer with respect to infringement of patents or other intellectual property right by the goods or any part thereof, or by their operation.**

Interpretation and Other Parole Evidence

This writing is intended by the parties as final expression of their agreement and is intended also as a complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties and no usage of the trade shall be relevant to supplement or explain any term used in these terms and conditions. Acceptance or acquiescence in a course of performance rendered under these terms and conditions shall not be relevant to determine the meaning of these terms and conditions even though the accepting or acquiescing party has knowledge of the performance and opportunity for objection. Whenever a term defined by the Uniform Commercial Code, as adopted in Mississippi, is used in these terms and conditions, the definition contained in the code is to control.

Modifications

These terms and conditions can be modified or rescinded only by writing signed by both the parties or their duly authorized agents.

Waiver Ineffective

No claim or right arising out of or relating to a breach of these terms and conditions can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. Waiver by either Manufacturer or Distributor of a breach by the other of any provision of these terms and conditions shall not be deemed a waiver of future compliance therewith, and such provisions shall remain in full force and effect.

Statute of Limitations

Any action by the Distributor or Manufacturer for breach of these terms and conditions must be commenced within one (1) year after the cause of action has accrued.

Applicable Law

These terms and conditions shall be governed by and construed in accordance with the provisions of the Uniform Commercial Code as adopted by the State of Mississippi.

Bankruptcy

In the event of any proceedings, voluntary or involuntary, in bankruptcy or insolvency by or against Distributor, or in the event of the appointment, with or without the Distributor's consent, of an assignee for the benefit of creditors or of a receiver or of a liquidator, then Manufacturer shall be entitled to cancel any unfulfilled part of these terms and conditions without any liability whatsoever.

Parts Only Limited Manufacturer's Warranty

Triton Systems of Delaware, Inc. warrants the components of each Model RL5000 series ATM, excluding software and related documentation, against any defect in materials and/or workmanship for a period of 13 months from the shipping date. If a component fails due to defects in materials and/or workmanship within the warranty period, Triton will furnish a new or refurbished component, at its discretion. Triton shall not be responsible for labor or other costs associated with installing the components and the failed component shall be returned to Triton at the purchaser's expense. Triton shall not be responsible for misuse or abuse of a unit and any attempts to remove or deface the serial number or date code on a unit or any component thereof, or any attempt to repair a unit or to repair or replace any component by anyone other than a service technician authorized by Triton shall void this warranty.

Limited Warranty covers normal use. Triton does not warrant or cover damage:

- occurring during shipment of the equipment or components from or to Triton's facilities;
- caused by accident, impact with other objects, dropping, falls, spilled liquids, or immersion in liquids;
- caused by a disaster such as fire, flood, wind, earthquake, lightning, or other acts of God;
- caused by failure to provide a suitable installation environment for the equipment, including but not limited to, faulty wiring in the building in which the equipment is installed, installation in a facility with uncontrolled environmental conditions, failure to provide a dedicated electrical circuit on which the equipment operates, and/or lack of proper earth grounding for the equipment;
- caused by the use of the equipment for purposes other than those for which it was designed;
- resulting from improper maintenance;
- caused by any other abuse, misuse, mishandling, or misapplication.

Under no circumstances shall Triton or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the equipment or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, downtime, purchaser's time, the claims of third parties, including customers, and injury to property.

Disclaimer of Warranties

The warranty stated above is the only warranty applicable to this product. All other warranties, expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose or quality of service), are hereby disclaimed. No oral or written information, or advice given by Triton, its agents or employees shall create a warranty or in any way increase the scope of this warranty.

Shipping Damage

All equipment is shipped Free On Board (FOB), Triton's facilities. The organization or individual who has purchased the equipment assumes responsibility for the equipment once it leaves Triton's facilities.

Should your equipment be damaged in the process of shipment or delivery to your place of destination, we recommend the following course of action:

- If possible, call the shipping company before the driver leaves your delivery site. Make note of the damage on the “receipt of delivery” paperwork. If this is not possible, call them as soon as possible to report the damage.
- Take photographs of the damaged packaging prior to opening the boxes. If this is not possible, make note of key points, such as whether the equipment is on a pallet, if the banding is intact, how the boxes are damaged, etc. Keep all of the packaging for inspection by the shipping company.
- If you unpack the equipment, take photographs of the damaged equipment. If this is not possible, make note of the damages.
- You must file a claim with the shipper for shipping damages immediately after reporting the damages.

Should you specify the carrier, we recommend that you explore with this chosen carrier the policies and procedures regarding shipping damage claims prior to selecting them as your preferred carrier.

If the equipment receives structural damage and is in an un-installable condition, Triton will work with you to arrange for a replacement unit to be shipped as soon as possible. The purchaser will be billed for the replacement unit. Triton's repair technicians will repair the damaged unit after it is returned to our facilities. We will credit the purchaser's account for the full purchase price of the damaged unit, minus the cost of returning the unit to “like new” condition. Under no circumstances does Triton authorize anyone to complete structural damage repairs in the field. Therefore, we will not ship primary structural parts, such as a cabinet head or main cabinet body for repair in the field.

Authorized Installation and Service Providers

Triton utilizes several nationwide and regional authorized third party maintenance providers. Triton recommends all ATMs be installed and serviced by service technicians certified by Triton. This includes authorized third party service technicians and technicians who have been factory trained by Triton to service ATM equipment. Installation or repairs attempted by unauthorized service technicians may void the warranty or warranty claims denied on the product.

Please contact Triton's Technical Services department at (800) 259-6672 for a list of our third party service providers and/or to obtain information on the requirements and procedures for becoming a certified Triton service technician.

Triton's Technical Services Department

The primary purpose of the Technical Services department is to provide assistance to customers in the operation, trouble shooting, and repair of equipment manufactured by Triton. A toll-free phone number (1-800-259-6672) is provided for convenience. The Technical Services department operates to serve our customers. The staff is trained to follow our policies and procedures to ensure fair and uniform treatment of all our customers.

Automated Voice Mail System

Our goal is to have a 'live' person answer 100% of all incoming calls (during regular support hours). On occasion, however, call loads may exceed the capacity of the staff. When this occurs, an automated voice mail system will answer the call, indicate to the caller that all Technical Support specialists are busy assisting others, and ask the caller to leave detailed information about the nature of the call.

Should it become necessary to leave a voice mail message, the caller should state:

- their name,
- the organization for which they work,
- the **serial number** of the equipment they are calling about,
- detailed description of the problem that they are experiencing, and
- phone number where they can be reached, including area code.

As Technical Support specialists become available, they check for voice mail messages and return calls in the order in which they were received. By providing the information requested in the voice mail, the technician can be prepared when your call is returned. Triton asks you to be patient if you must leave voice mail and assures you that your call is important to us and that we will respond promptly.

Calls for Service or Repair

Calls for service or repair will be accepted from authorized service technicians only. End users must contact either the sales organization that placed the equipment or an authorized third party service organization to obtain service. The sections that follow describe the policies and procedures that relate to the repair and replacement of malfunctioning equipment.

Questions on Operation of Equipment

Technical support is available to owners of Triton equipment and to qualified service personnel. When calling for help with the configuration or operation of a Triton product, the caller must provide either positive identification as a service technician or the serial number of a Triton terminal. Technical support is provided during normal business hours for the life of the product.

When calling for help with an operational problem, please have available information pertaining to the nature of the trouble. This includes the type of equipment, examples of what is or is not happening, and the name of the processor that supports your terminal.

All questions pertaining to the settlement of accounts, transaction inquiries, and fund status must be directed to the processor. Triton does not have access to the information needed to answer questions relating to specific transactions.

CONTACT INFORMATION

TRITON
21405 B STREET
LONG BEACH, MS 39560

Sales:

1 (800) 367-7191
1 (228) 868-1317
1 (228) 868-0437 FAX

Service:

1 (800) 259-6672 (Technical Support)
1 (228) 575-3229 FAX (Training/Technical Support)
1 (228) 868-0859 FAX (Parts)

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SECTION 1

INTRODUCTION

What's in This Manual

This manual describes the operating features of the RL5000-series ATM family. The setup and operating procedures given in this manual are generally applicable to any RL5000-series ATM. If your ATM does not have the ability to perform some of the features described in this manual, it is because your processor does not support the feature or the dispenser was purchased without that particular option.

RL5000 Series Models

The RL5000 family consists of a number of ATM models. The primary difference between the various models is in the type of dispensing mechanism installed. The dispensing mechanism holds and dispenses currency.

The RL5000 family includes the TDM-100, TDM-150, SDD, and NMD-50 equipped ATMs. Each series uses a dispensing mechanism that is unique to that series.

Each model in a model series, such as RL5000-series, uses the same type of dispensing mechanism, but provides other features that distinguish it from the other models in the series. The two primary characteristics that differentiate the various models in a series are: 1.) Class of Service (Business Hours or Level 1) and 2.) Computer System (XScale)

Class of Service (Business-vs-Level 1)

The basic RL5000 is UL certified for Business Hours Service. This means that the currency should be removed from the dispenser and stored in a safe location when the business is closed to the public. Other dispensers in the RL5000 family may be UL certified as "Level 1", providing additional security and the ability to store currency during non-business hours. The basic-model ATM is a front-access machine, allowing access to the dispensing mechanism and currency cassettes from the front (control-panel side) of the unit.

Computer System

The RL5000 uses Windows® Intel X Scale™ PC platform, a robust technological design that provides increased stability and improved speed while maintaining reliability and low cost of ownership. The operating system supports Windows file formats for adding custom logos and advertisements. In addition, it features Triton's completely custom designed motherboard.

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Feature Highlights

Important features of the RL5000 family are highlighted in the following list:

- Highly reliable, state-of-the-art PC platform design.
- Modular architecture eases troubleshooting and servicing.
- Easy to install and configure by software.
- Supports Dial-up, TCP/IP, VSAT, Radio Pad, or Lease Line communications.
- Supports remote setup, configuration, and monitoring via Triton Connect™.
- Satisfies Americans with Disabilities Act (ADA) specifications for height, access, and the visually impaired via spoken word interface.
- Enlarged (640-by-480) VGA color Liquid Crystal Display (LCD) screen (10.4 ") supports attention-getting graphics and full-motion video.
- Graphics-capable thermal printer prints 80 mm receipts, coupons and management reports.
- Multi-function, dip-style card reader supports magnetic stripe cards or "smart" cards that conform to the EMV (Europay, MasterCard, and VISA) standard.
- Supports single-cassette or multi-cassette configurations depending upon installed dispensing mechanism.
- Dispenses U.S. and international currency types, as well as other paper-based media such as coupons or tickets (multi-cassette only).
- Audio output provides user-action feedback, ad/graphic, and motion video support, as well as headphone accessible audible prompting for sight-impaired users.
- Management Functions provide indepth control of ATM operations.
- 16-key alphanumeric function keypad provides intuative menu selection and data entry. External keyboard supported for maintenance purposes.
- Integrated, lighted advertising panels. Support for integrated, full-motion video display.
- Cabinets available in *UL 291 Business Hours Service* or *UL 291 Level 1 Safe* models.
- High capacity electronic journal stores transactions for later printout and analysis.



RL5000 with low topper



RL5000 with high topper

Standard Features

Standard features of the RL5000 ATM are summarized in the following paragraphs.

Access and Transaction Security

Password-Controlled Access.

Access to the ATM's Management Functions is protected by a password-based access scheme. The ATM provides a "Master" password level of access and a flexible system of "User-level" passwords. The master password provides full access to the ATM's Management Functions, while User-level passwords provide access to a subset of those functions, as determined by the holder of the master password.

Transaction Encryption.

The ATM protects all transaction and message traffic to and from the unit, using strong encryption techniques.

MAC Data Encryption Support

The ATM implements support for the Message Authentication Code (MAC) data encryption protocol. This capability is typically referred to as "MACing". MACing is a protocol supported by some processors and provides another level of encryption protection for message traffic to and from the ATM.

Encrypting PIN Pad (EPP) Entry Device Support (formerly SPED)

Secure EPP entry device is an encryption system that offers additional protection for the customer PIN during entry at the ATM keypad.

Multimedia Interface (Audio/Video)

The ATM's LCD screen can display text and graphical content in a wide range of colors, providing an interesting and dynamic experience to the customer. In addition, graphic can be printed on receipts. Supported multimedia features include: *Text Effects, Ad Screens, Receipt Graphics, and Audio Output.*

Text Effects

Various special effects such as scrolling, blinking, or fading can be applied to text messages that appear on the LCD screen.

Ad Screens

An ad screen is a promotional or advertising graphic or motion video clip that is displayed on the LCD screen. Ad screens can be displayed while the terminal is idle and while the customer transaction is being processed.

Receipt Printer Graphics

Bit-mapped graphic images can be printed on the receipt. Like ad screen graphics, receipt graphics are usually downloaded to the terminal via Triton Connect.

Audio Output

The integrated speakers enhance the media experience by offering audio output of voice and/or music content.

Storage of Files

The ATM can store management reports, such as the results of close operations or diagnostic tests. Graphics files are stored and retrieved from the internal hard disk. You may also save reports to an external memory device.

Voice-Enabled Transactions

The ATM is able to provide voice feedback to sight-impaired users. By plugging a set of headphones into the integrated headphone jack, users can receive spoken assistance as they perform a transaction. See the section under Basic Operation for more information on this feature.

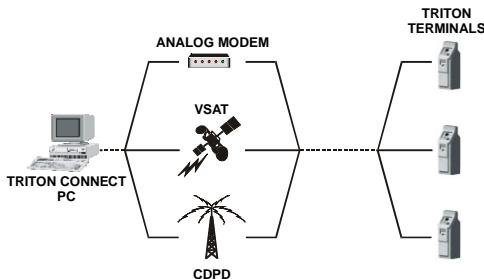
Remote Monitoring and Management

The RL5000 provides support for remote monitoring and management via the optional Triton Connect software package.

Triton Connect is PC (Personal Computer) based software that enables you to perform a wide range of monitoring and control functions from the convenience of a central location. In many cases, the need to travel to the terminal location to perform configuration or data retrieval functions can be eliminated, along with the associated personnel and travel costs.

Triton Connect can access your terminals via PSTN or wherever standard (voice-grade analog) dial-up telephone service is available. For applications that require additional flexibility, Triton Connect offers support for TCP/IP (Ethernet), VSAT (Very Small Aperture Terminal) communications, and other communications methods.

The Triton Connect host computer can monitor your ATM 24 hours a day, seven days a week, and can receive an incoming call from the ATM if there is a system error or service is required.



Triton Connect communicates with remote Terminals.

Communications

The RL5000 ATM supports communication with the transaction processor using a variety of communications technologies. These include *Dial-Up*, *VSAT*, *RadioPad*, *DataPak* and *Client-Server(Ethernet)*.

Dial-Up

This method uses PSTN (the standard telephone system) for communications. Because your PC is a digital device, while the PSTN is primarily an analog medium, an internal modem is used to access the PSTN network in order to contact the processor and process transactions.

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VSAT

The VSAT connection type is used with ATMs that support satellite-based communications. VSAT supports a wide range of communications protocols.

RadioPad

This is a wireless communications method used primarily in countries where an infrastructure of wired telephone service is not used or is unavailable, and functions as the equivalent of a dial-up telephone system.

DATAPAK

The DATAPAK protocol enables the ATM to interface with designated DATAPAK intermediaries (in the Canadian market region), who in turn provide connectivity to the appropriate transaction processor. DATAPAK connectivity is typically faster and more cost-effective than a direct dial-up connection between the ATM and the transaction processor.

NOTE: This feature is only available for use in the Canadian market.

TCP/IP (Ethernet)

This method is used in applications where a central Local Area Network, or LAN, is used to connect multiple ATMs to a central server. Each ATM is treated as a client node on the network, while the server provides the interface to a transaction processing system.

Close Management

A suite of close functions are provided to facilitate daily balancing of the ATM's internal record of transaction activity with the processor's transaction records.

Day Close

The Day Close is normally completed as the final step in the daily balancing process, and is used to clear the totals and switch to the next business day. This function prints a report summarizing all of the activity recorded by the ATM since the last Day Close was completed.

Cassette Close

The Cassette Close option is used to perform cassette-specific close operations. This function provides a summary of activity on a selected cassette since the last Cassette Close was performed.

Messages

These are informational messages that give important information to the customer before, during, and after a transaction. Messages can be locally customized to meet local requirements. They include greeting and exit messages, terminal owner and surcharge owner identification, marketing messages, and news tickers.

Transaction and Account Type Configuration

This feature enables the terminal operator to select the types of transactions (transfers or balance inquiries) or accounts (e.g. savings or credit card) that will be presented to the customer. This feature does not affect the availability of checking account withdrawal transactions, which are always presented.

Electronic Journal

The ATM stores transaction records, status and other activity data in a journal record that is maintained in the ATM's processor module. The information in the electronic journal is maintained in a safe and secure environment and can store up to **32,768** records.

This information can be retrieved at a later date. When needed, just the information desired can be recalled and a printout of those records can be made. Typically, the journal should be printed out whenever a Day Close is completed, although this is not a requirement.

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Normally, journal data is printed by the unit's receipt printer, but with the optional Triton Connect software package the information can be sent to a remote PC for storage and subsequent analysis.

Journal data can also be locally archived using the ATM's internal memory. Even after old journal records have been printed to the receipt printer, uploaded to Triton Connect, or locally archived, they can still be read and printed again. Old records are retained in the electronic journal until the maximum storage limit of the journal has been met at which time the journal must be printed or cleared.

Multi-Language Support

The ATM has a screen language option. This option allows the terminal user to select a preferred language (such as Spanish or French) to conduct a transaction.

Prize Coupons

The ATM may be configured to award "prize coupons" to customers on a random chance or a withdrawal amount-determined basis. Coupons are always available in the form of printed messages presented to the customer on a separate receipt and as dispensed coupons, if supported by the installed dispensing mechanism (typically a multi-cassette equipped mechanism).

There are two methods of awarding coupons: *Random* or *Level*.

Random

This method awards coupons randomly within a specified percentage range, such as 5% of transactions.

Level

This approach awards a coupon to each customer that withdraws an amount equal to or greater than a specific dollar value.

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FT5000 Features and Specifications		
Computer System	Standard	Optional
Processor	300 MHz Intel PXA255 (XScale)	520 MHz PXA255 (Q4, 2003)
Memory (BIOS and Program)	32 Mbytes	128 Mbytes
Memory (RAM)	64 Mbytes	256 Mbytes
Solid State Storage	None required	1 Gbyte (Max)
Hard Drive	None required	5 Gbytes (Max)
Serial Ports	4 used, 1 for expansion	
USB 1.1	4 Master, 1 device	
PCMCIA	2 each, Type II	
Audio	AC97 CODEC stereo output	
Ethernet	10/100 Base-T RJ-45 connector	
Operating System	Microsoft Windows (CE.NET 4.1)	
Motherboard Designer/Manufacturer	Triton (proprietary design)	
Physical Design	Single board computer w/one connector for ease of service	
Electronic Journal	32,768 records	Limited only by hard disk space (64 bytes per record)
Language Support	3 - (English, Spanish, Canadian French)	OS supports all known character sets in the world (any language possible)
Display System	Standard	Optional
Liquid Crystal Display	265 mm (10.4")	
LCD Technology	Active Matrix TFT	
Color Depth	262, 144	
Resolution	VGA (640 x 480)	
Power Consumption	10 Watts (Max)	
Brightness	380 cd/m ² (nits)	850 cd/m ² (nits)
Interface	Direct digital control	

INTRODUCTION

RL5000 Features and Specifications		
Printer	Standard	Optional
Paper Size	80 mm	
Print Resolution	8 Dots / mm	
Print Area	72 mm wide	
Print Speed	75 mm / sec	
Print Capability	Text, graphics, bar codes Any Windows image (B/W only)	
Card Reader	Standard	Optional
Interface	RS-232C	USB
Track Configuration	Track 1 and 2	Track 1, 2 and 3 Track 2 and 3
Smart Card		EMV Level 1 compliant
Insertion Method	Dip	Motorized
Dispenser	Standard	Optional
SDD	1800 notes	
TDM-100		650 notes
TDM-150		1300 notes
NMD-50	2 cassettes, 1850 notes per cassette, separate reject tray	3-4 cassettes, 1850 notes per cassette, separate reject tray
Encrypting PIN Pad	Standard	Optional
Key Pad Style	Polymer, individual keys	Metal, individual keys
Number of Keys	16 on Main pad 8 Function keys	
Encryption	Single DES, ANSI X3.92 Triple DES, ANSI X9.52	
Security Features	Tamper resistant security module design, tamper switches, key obfuscation, security seals ANSI X9.24	

MODEL RL5000 SERIES USER MANUAL

RL5000 Features and Specifications		
Miscellaneous	Standard	Optional
Documentation	Complete "Help" files for Management Functions (built in)	
Vandalism Resistant	6 mm tempered glass screen over LCD	
Vault Design	UL 291 Business Hour	UL 291 Level 1
Serviceability	Modular design Mean time to repair <5 minutes	
Vault Lock	Electronic Combo -Gard 33	Electronic Kaba MAS Cencon
Media Lead through Indicators	3 LED bars for card reader, printer, dispenser	
Communications	Standard	Optional
Dial-Up	56k modem, PCMCIA	
TCP/IP	10/100 Base-T Ethernet	
Satellite		VSAT
Wireless		Various
Lease Line		SNA/SDLC, X.25
Access to Disabled	Standard	Optional
Voice Guidance	Complete voice-guided lead through using text-to-speech synthesis	
Compliance with ADA and Canadian Guidelines	100% compliant for accessibility and reach	
Signage and Advertising	Standard	Optional
Surcharge Notification Area, Recessed	102 mm x 102 mm	
Illuminated Topper, Mid-Size		193 mm x 331 mm (Viewable)
Illuminated Topper, High		271 mm x 347 mm (Viewable)
On-Screen	All graphics formats supported	
Coupons, Dispensed	From multi-cassette units	
Coupons, Printed	Random and level based Full graphic capability	

SECTION 2

BASIC OPERATION

Introduction

This chapter describes the basic operation of the terminal. The following topics are covered:

1. **Control Panel Layout.** Describes the layout of the terminal's control panel.
2. **Keypad Operation.** Describes the use of the alphanumeric keypads.
3. **Menu-Based Operation.** This section gives a general overview of the terminal display interface.
4. **Accessing Management Functions.** Describes the password entry procedure that must be followed in order to access the Management Functions area.
5. **Customer Transactions.** Summarizes the actions involved in typical customer transactions. In addition, the voice-enabled transactions feature is described.

Control Panel Layout

The user interface of the terminal consists of the LCD display, receipt chute, card reader, headphone jack (visually impaired), and 24 keys on three keypads. The primary menu navigation keys are arranged in two four-key groups, one group on either side of the LCD display. The main keypad consists of 10 alphanumeric keys, two arrow keys, and four large control keys, all located in a 16-key group beneath the LCD display.

The keypad has integral raised Braille symbols to conform to the requirements of the Americans with Disabilities Act. (See Figure 2-1)



Fig. 2-1. Control panel layout

Keypad Operation

See Figure 2-2 and Table 2-1. The main keypad consists of 10 alphanumeric keys, two arrow keys and four large control keys, all located in a 16-key group beneath the LCD display. The table lists the keys and their functions.

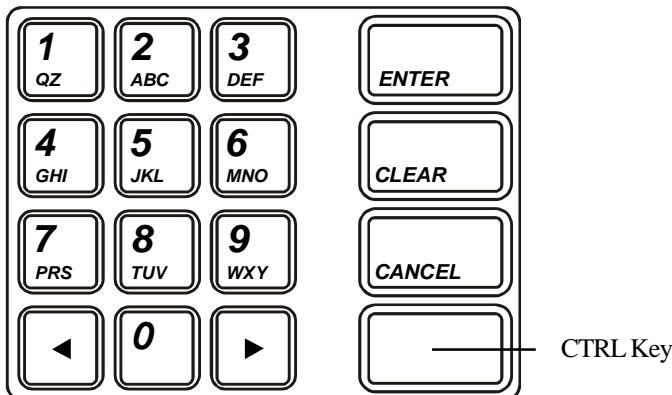


Fig. 2-2. Alphanumeric keypad

TABLE 2-1 - RL5000 KEYBOARD MAP

KEY	KEYBOARD MAP	ACTION
Left Arrow	Left Arrow or Up Arrow	<ul style="list-style-type: none">- Scroll Back in Current Field (for Combo and Edit Boxes).- Change focus to the previous control.- Moves up in a list control.
Right Arrow	Right Arrow or Down Arrow	<ul style="list-style-type: none">- Scroll Forward in Current Field (for Combo and Edit Boxes).- Change focus to the next control.- Moves down in a list control.
Enter	Enter	Selects ENTER on the Dialog or presses a selected button.
Cancel	Escape	Selects CANCEL on the Dialog.
Clear	TAB	Move to Next Field on the Dialog. For multi-line text boxes, will insert a newline.
CTRL Key (Blank Key)	Space	<ul style="list-style-type: none">- Toggles a check box or radio button.- Selects the focus button.
0-9	0-9	<ul style="list-style-type: none">- Select the specified dialog box option.- When inside an edit box, will display the specified numeric character.

Table 2-1. Keyboard map.

ON-SCREEN KEYPAD OPERATION

To enter text characters into the dialog boxes that are displayed by the Management Functions, press the **F8** key to display the screen keyboard. Use the keys described below to navigate and enter required data. (see Figure 2-3)

- The arrow keys (left and right), the 8 key (Up), and the 0 key (Down) navigate the keyboard.
- Press the ENTER key to select the highlighted key entry.
- Press the CTRL key to switch between upper and lower case characters.
- Press the CANCEL key to Exit the keyboard.
- Press the CLEAR key for the Backspace operation.
- Press the 1 key to reposition the keyboard to another location on the display.
- Press the 2 key to position the cursor on a new line.

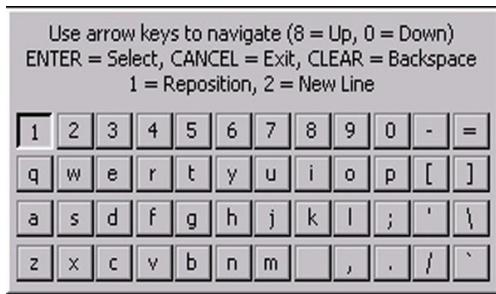


Figure 2-3. On-screen keyboard.

SCREEN FUNCTION KEYS

Refer to Figure 2-4. The eight keys, 4 on each side of the LCD, are called screen function keys. They are used in the selection of screen options that can appear along the right and left side of the display. These keys are designated F1 through F8. A screen function key is only active when a corresponding function or menu option is present next to that key.

Figure 2-4.
Screen function
keys.



Menu-Based Operation

The terminal operates as a menu driven system. Messages and menu options presented on the LCD display screen guide the user's actions. The desired menu option is selected by pressing one of the screen keys located to the left and right of the display. For the purpose of security, many screens timeout after a preset time interval, usually 30 seconds. The timeout length may vary depending on the function being performed.

When a screen timeout occurs, a screen is presented which asks the user if more time is needed. If the user chooses NO, the Customer Welcome screen will be presented. If YES is chosen, the user is returned to the function that was active prior to the timeout. If the user does not make a selection within an additional 30-second countdown period the terminal will automatically go to the Customer Welcome screen.

Shortly after the unit is turned on, the top menu will be displayed. An example top menu is shown in Figure 2-5. From the top menu, you can either:

- 1.) Activate the terminal to perform customer transactions by pressing the key next to Customer Transaction.
- 2.) Enter the terminal system management area by pressing the key next to Management Functions.

If you do not select a menu choice within 30 seconds the terminal will automatically default to the Customer Welcome screen (a benefit of this feature is that in the event of a power interruption the terminal will automatically begin accepting customer transactions shortly after power is restored).



Fig. 2-5. Top menu.

Accessing Management Functions

- At the Customer screen (Figure 2-6), press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. The password entry prompt appears. (Figure 2-7)
- At the password entry screen, enter the Master or Users password.



Fig. 2-7. Password entry dialog.

Fig. 2-6. Customer screen.

To access Management Functions, you must enter an appropriate password in the dialog box that appears.

The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **Enter** button to accept the password entry or **Cancel** to exit.

When a valid password is entered, the Management Functions main menu will be displayed, as shown in Figure 2-8:

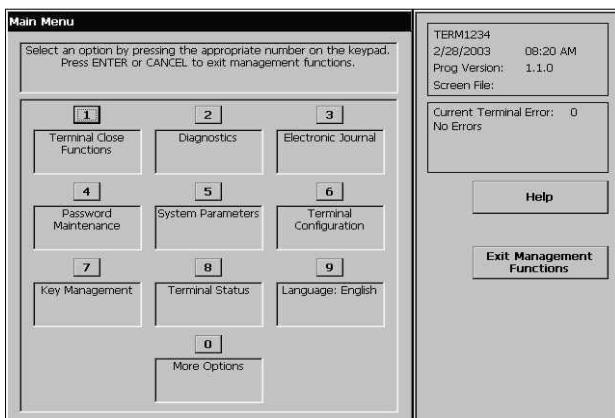


Fig. 2-8. Management Function main menu

DEFAULT MASTER PASSWORD

The default Master user ID is “00” and the password is “1234”. To enter Management Functions as the Master user, enter “001234” and press “Enter”.

CHANGE THE MASTER PASSWORD IMMEDIATELY TO PREVENT UN-AUTHORIZED ACCESS TO THE ATM! SEE CONFIGURATION MANUAL FOR PROCEDURES ON CHANGING THE MASTER PASSWORD AND OTHER PASSWORD MANAGEMENT PROCEDURES.

Once you have entered the Management Functions menu, you may perform any of the functions allowed by the type of password used.

Introduction

This section summarizes the actions involved in typical customer transactions. In addition, the voice-enabled transactions feature is described.

Customer Transactions

A customer begins a transaction by selecting a service from the Customer screen options (PaySpot™, CashWorks™, Western Union® or ATM- Get Cash Now). They insert their ATM card into the card reader of the terminal. The card must be inserted so that the magnetic stripe can be scanned by the card reader’s sensor. If the customer inserts the card incorrectly, a warning message will be displayed, accompanied by several beeps to get their attention.

If there is a problem reading a card, make sure the customer is inserting the card correctly. Most problems are the result of inserting the card incorrectly.

Once the card has been read in successfully, a surcharge message, if applicable, may be displayed (the surcharge message may be displayed at the end of the customer’s transaction selection). The customer must then enter his secret Personal Identification Number, or PIN code. Once the PIN has been entered, the transaction type and account are selected, and the desired amount of the transaction, if needed. The transaction will be processed, typically in a matter of seconds.

If the transaction was processed successfully, the customer is prompted to retrieve the requested cash (for withdrawal transactions) and/or the applicable transaction receipt, as needed. If the transaction was declined, a short receipt indicating the problem is printed.

Voice-Enabled Transactions

The terminal provides voice feedback via an integrated output jack, enabling sight-impaired users to plug in a set of headphones and receive spoken instructions to assist them in using the ATM. Figure 2-9, headphone jack location, shows the location of the headphone jack on the RL5000.

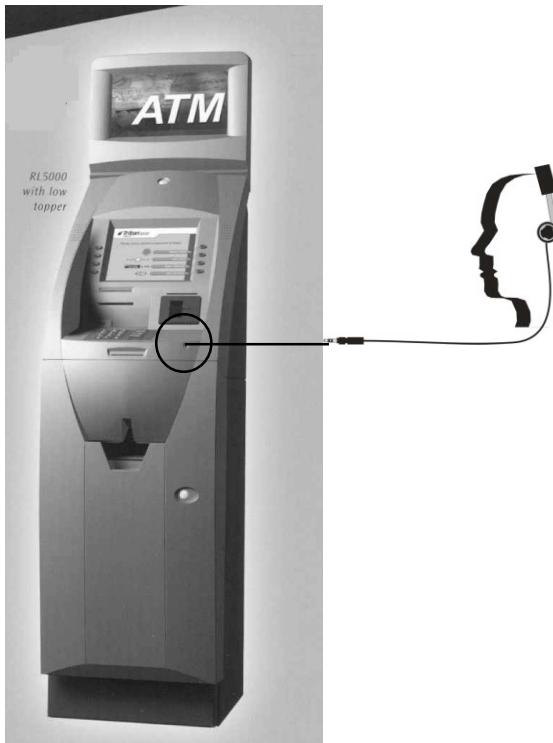


Fig. 2-9. Headphone jack location.

Raised symbols helps a user locate the headphone jack. The ATM will automatically detect when a headphone has been plugged into the jack, and will immediately switch into voice mode. Initially, a brief spoken tutorial will orientate the customer to the ATM control panel interface. Once the customer begins a transaction, spoken prompts will provide feedback and guide the customer through the successful accomplishment of the transaction.

SECTION 3

INITIAL SETUP

Parameter Categories

There are a number of setup parameters that must be configured when an ATM is installed. Generally speaking, these parameters can be grouped into the following major categories.

- | | |
|--|---|
| <input type="checkbox"/> Communications | <input type="checkbox"/> Languages |
| <input type="checkbox"/> Security | <input type="checkbox"/> Messages |
| <input type="checkbox"/> Surcharging | <input type="checkbox"/> Ad Screens |
| <input type="checkbox"/> Currency Settings | <input type="checkbox"/> Date/Time Settings |
| <input type="checkbox"/> Cassette Setup | <input type="checkbox"/> Status Monitoring |
| <input type="checkbox"/> Transactions | <input type="checkbox"/> Close |
| <input type="checkbox"/> Receipts | <input type="checkbox"/> User Interface |
| <input type="checkbox"/> Coupons | <input type="checkbox"/> Options |

Each area consists of one or more individual parameters. In terms of ATM operation, the importance level of individual parameters within a category can be described as *Critical, Required, Important, or User-Defined*.

Parameter Importance Levels

Critical

The parameters with this importance level are primarily those that represent the minimum number of parameters that must be correctly configured in order to process transactions. In addition, because of the importance of protecting access to the ATM Management Functions, the access password parameters are also included in this category. The primary parameters in this category include various communications and security (including access password) parameters.

Required

These parameters further satisfy your transaction processor's setup or operational requirements. Parameters in this area define the ability of your ATM to offer various types of transactions, to correctly present those transactions to the customer and to accurately record those transactions. Surcharging, Cassette Setup, and Account/Transactions parameters fall into this category.

Important

These parameters are used to manage transaction activity record-keeping, enable remote monitoring of ATM operation, and to ensure receipts and other records are accurately annotated with the correct date and time. Status Monitoring, Close, and Date/Time parameters are included in this category.

User-Defined

These parameters are configured at your discretion, and are used to customize the appearance and functionality of the ATM to meet the unique language needs of your intended customers, adjust user interface appearance, satisfy advertising or promotional requirements, or meet other locale-specific requirements. The management of optional features is also included in this area. Languages, Receipts, Coupons, Messages, Ad /Graphics, and More Options parameters fall into this category.

NOTE: The importance-level of individual parameters as described in this manual is provided as a general guide to assist you in understanding and prioritizing the setup requirements of your ATM. If, after evaluating your unique requirements, you feel that a parameter is more (or less) important to your particular needs, you are free to treat that parameter accordingly.

Setup Parameters

Table 3-1, Significance Levels, correlates each Management Functions area to the significance levels of parameters in that area.

NOTE: The significance level of individual parameters as described in this manual is provided as a general guide to assist you in understanding and prioritizing the setup requirements of your ATM. If, after evaluating your unique requirements, you feel that a parameter is more (or less) important to your particular needs, you are free to treat that parameter accordingly.

Tables 3-2 through 3-5 list Critical, Required, Important, and User Defined parameters, respectively. Each table lists the applicable Management Function area, Function option, Parameter name, and Factory default value for each parameter.

INTABLE 3-2, CRITICAL SETUP PARAMETERS, THE NAMES OF THOSE PARAMETERS THAT ARE TYPICALLY THE MINIMUM NUMBER REQUIRED IN ORDER TO PERFORM A TRANSACTION HAVE BEEN HIGHLIGHTED. CHECK WITH YOUR TRANSACTION PROCESSOR FOR YOUR SPECIFIC REQUIREMENTS!

IMPORTANT: Although many of the ATM's parameters have been set at the factory, it is important to verify that the settings are appropriate for your needs. Change the factory default values as necessary to reflect the actual settings you require.

INITIAL SETUP

TABLE 3-1 - SIGNIFICANCE LEVELS

	MANAGEMENT FUNCTIONS AREA	CRITICAL	REQUIRED	IMPORTANT	USER-DEFINED
1	LANGUAGE				X
2	SYSTEM PARAMETERS	X			X
3	COUPONS				X
4	MESSAGES		X		X
5	GENERAL PARAMETERS	X	X	X	X
6	ADS/GRAFICS				X
7	OPTIONAL SCREENS		X		X
8	OPTIONAL SCREEN BUTTONS		X		X
9	COMMUNICATION	X		X	
10	DIAGNOSTICS	X			
11	PASSWORD MAINTENANCE	X			
12	KEY MANAGEMENT	X			
13	CASSETTE PARAMETERS	X	X		
14	CLOSE FUNCTIONS		X	X	
15	WITHDRAWAL AMOUNTS		X		
16	NOTE CONFIGURATION		X		
17	SURCHARGE PROPERTIES		X		
18	DATE/TIME			X	
19	TRITON CONNECT			X	
20	PRINTER			X	
21	PREPAID PHONE				X
22	CHECK CASHING				X
23	MONEY TRANSFER				X

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TABLE 3-2 - CRITICAL SETUP PARAMETERS

	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER NAME	FACTORY DEFAULT
<hr/>							
1	X	X	X	DIAGNOSTICS	MODEM	CONFIGURE MODEM	*
2	X	X	X	PASSWORD MAINTENANCE	CHANGE USER PASSWORD		001234
3	X	X	X	PASSWORD MAINTENANCE	MODIFY USER ACCESS		*
4	X	X	X	PASSWORD MAINTENANCE	ADD USER		N/A
5	X	X	X	PASSWORD MAINTENANCE	REMOVE USER		N/A
6	X	X	X	SYSTEM PARAMETERS	SELECT SCREEN FILE		*
7	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	TERMINAL NUMBER	NONE
8	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	CASSETTE PARAMETERS	\$0.00
9	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	PRIMARY NUMBER	NONE
10	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	BACKUP NUMBER	NONE
11	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE MAC-ING	*
12	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATIONS PROTOCOL	*
13	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATIONS MESSAGE	*
14	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	NUA NUMBER (DATAPAK)	*
15	X	X	X	KEY MANAGEMENT	ENTER MAC MASTER KEY		*
16	X	X	X	KEY MANAGEMENT	ENTER PIN MASTER KEY		*
17	X	X	X	KEY MANAGEMENT	INJECT MASTER KEYS		*
18	X	X	X	KEY MANAGEMENT	DOWNLOAD WORKING KEYS		*
19	X	X	X	KEY MANAGEMENT	CHECK DIGITS		*

INITIAL SETUP

TABLE 3-3 - REQUIRED SETUP PARAMETERS

	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER NAME	FACTORY DEFAULT
1	X	X	X	TERMINAL CLOSE FUNCTIONS	CASSETTE CLOSE	CASSETTE QUANTITY	0
2	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT TRANSACTION TYPE	*
3	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT ACCOUNT TYPE	*
4	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	SURCHARGE OWNER	*
5	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	MAXIMUM CASH	\$500.00
6			X	TERMINAL CONFIGURATION	CASSETTE SETUP	MAXIMUM NON-CASH	\$0.00
7	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	EXTENDED AMOUNTS	DISABLED
8	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	FAST CASH	*
9			X	DIAGNOSTICS	DISPENSER (CASSETTE PARAMETERS)	RELEARN BILL THICKNESS	*
10			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	DOCUMENT TYPE	CASH
11			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NON-CASH ITEM DESCRIPTION	NONE
12			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	SECONDARY ITEM DESCRIPTION	NONE
13			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (BILL WIDTH)	*
14			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (BILL LENGTH)	*
15			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (VALUE)	*
16			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (VARIANT)	*
17			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (CODE)	*
18	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ENABLE SURCHARGE	DISABLED
19	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	SURCHARGE AMOUNT	\$0.00
20	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	SURCHARGE PERCENT	0%
21	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	LESSER/GREATER	LESSER
22	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ALLOW ISO'S LISTED	*
23	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ADD NEW ISO'S	NONE
24	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREENS	SURCHARGE OPTION	BEGINNING
25	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREENS	RECEIPT OPTION	*
26	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREENS	ACCOUNT/TRANSACTION SELECTION	*
27	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	ACCOUNT SELECTION	*
28	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	TRANSACTION SELECTION	*
29	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	FAST CASH SELECTION	*

MODEL RL5000 SERIES USER MANUAL

TABLE 3-4 - IMPORTANT SETUP PARAMETERS

	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER	FACTORY DEFAULT
<hr/>							
1	X	X	X	TERMINAL CLOSE FUNCTIONS	SCHEDULE CLOSE		DISABLED
2	X	X	X	TERMINAL CLOSE FUNCTIONS	SEND TERMINAL TOTALS		DISABLED
3	X	X	X	DIAGNOSTICS	CONFIGURE PRINTER		*
4	X	X	X	SYSTEM PARAMETERS	DATE AND TIME	SET DATE/TIME	*
5	X	X	X	SYSTEM PARAMETERS	REGIONAL SETTINGS		N/A
6	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	STATUS MONITORING	DISABLED
7	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	HEARTBEAT MESSAGE	*
8	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DELAY PERIOD	*
9	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	PREDIAL	DISABLED
10	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATION HEADER	DISABLED
11	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	USE 12-BYTE SEQUENCE NUMBER	*
12	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE PERSISTENT REVERSALS	DISABLED
13	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	REVERSAL ATTEMPTS	DISABLED
14	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE REVERSALS FOR PROTOCOL ERRORS	DISABLED
15	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	PRIMARY NUMBER	NONE
16	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	BACKUP NUMBER	NONE
17	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ALARM MONITOR PRIMARY	NONE
18	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ALARM MONITOR BACKUP	NONE
19	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	MAX RETRIES	*
20	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	REDIAL DELAY	*
21	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE TRITON CONNECT	DISABLED
22	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALLBACK	ENABLED
23	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE SCHEDULED JOURNAL CALLS	DISABLED
24	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	TIME	*
25	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALL AT NUMBER OF JOURNAL RECORDS	DISABLED
26	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALL AT LOW CASH	DISABLED
27	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENTER NEW ACCESS CODE	*

INITIAL SETUP

TABLE 3-5 - USER-DEFINED SETUP PARAMETERS

	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREAS	FUNCTION OPTION	PARAMETER	FACTORY DEFAULT
<hr/>							
1	X	X	X	LANGUAGE	ENGLISH/FRENCH/SPANISH		*
2	X	X	X	SYSTEM PARAMETERS	VOLUME		*
3	X	X	X	SYSTEM PARAMETERS	SCHEDULE REBOOT	ENABLE/DISABLE TIME SET/DAY SELECT	*
4	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT LANGUAGE (CUSTOMER SCREENS)	*
5	X	X	X	TERMINAL CONFIGURATION	COUPONS	COUPON	*
6	X	X	X	TERMINAL CONFIGURATION	COUPONS	PROMPT	*
7	X	X	X	TERMINAL CONFIGURATION	COUPONS	MINIMUM LEVEL	*
8	X	X	X	TERMINAL CONFIGURATION	COUPONS	MAXIMUM LEVEL	*
9	X	X	X	TERMINAL CONFIGURATION	COUPONS	RANDOM	*
10	X	X	X	TERMINAL CONFIGURATION	COUPONS	MESSAGE	*
11	X	X	X	TERMINAL CONFIGURATION	COUPONS	LAYOUT	*
12	X	X	X	TERMINAL CONFIGURATION	COUPONS	GRAPHIC	*
13	X	X	X	TERMINAL CONFIGURATION	COUPONS	PRINT	*
14			X	TERMINAL CONFIGURATION	COUPONS	CASSETTE	*
15			X	TERMINAL CONFIGURATION	COUPONS	COUNT	*
16	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	WELCOME MESSAGE	*
17	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	STORE MESSAGE	*
18	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	MARKETING MESSAGE	*
19	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	EXIT MESSAGE	*
20	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	TERMINAL OWNER MESSAGE	*
21	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	NEWS TICKER MESSAGE	*
22	X	X	X	TERMINAL CONFIGURATION	ADS / GRAPHICS	ADD NEW	*
23	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	PURCHASE SELECTIONS	*
24	X	X	X	MORE OPTIONS	PREPAID PHONE		*
25	X	X	X	MORE OPTIONS	CHECK CASHING		*
26	X	X	X	MORE OPTIONS	MONEY TRANSFER		*

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SECTION 4

CURRENCY HANDLING

Introduction

The purpose of this section of the manual is to describe the procedures for: (1) removing and replacing note cassettes, (2) loading cassettes, and (3) removing and replacing the reject notes (as applicable). Information concerning note handling and quality issues are explained where appropriate.

Dispensing Mechanisms

The RL5000-series ATM use a variety of dispensing mechanisms. Depending upon ATM model, the dispensing mechanism may hold one or more note cassettes. The reject collection method may use a reject compartment that is integrated into the note cassette, or a separate reject container. Currency capacity depends upon the dispenser mechanism installed in the ATM, but is also affected by note quality and thickness. Typical capacities are provided in the following table:

RL5000 MODEL FAMILIES		
DISPENSER	CASSETTE	RECOMMENDED MAXIMUM CAPACITY
TDM-100	Single Cassette	650 Notes
TDM-150	Single Cassette	1300 Notes
SDD	Single Cassette	1800 Notes
NMD-50	Single/Multiple Cassette	1850 Notes (per cassette)

The dispensing mechanism delivers the appropriate number of notes from the note cassette(s) to fulfill the customer's withdrawal request. The purpose of the reject area or vault is to accept and hold notes that have been transferred from the note cassette(s) but not dispensed. Some situations that could cause the mechanism to reject notes are: (1) multiple notes stuck together and (2) note width too short or long. Other conditions that could cause a reject are described in the next section.

WARNING

DO NOT RECYCLE REJECTED NOTES INTO A CASSETTE!
Doing so could cause more rejects and/or currency jams.

Note Condition

If possible, store currency at room temperature for at least eight hours before dispensing from the cassettes.

The number of rejects can be directly influenced by the technique used to load the cassettes and the quality of the currency. Notes loaded into the cassettes must be in "fit" condition if a high level of performance (low reject and failure rate) is expected from the unit. "Fit" notes do not possess any of the defects listed here:

Used Note Defects

- Adhesive or "sticky" substances on the surface of the paper.
- Tears extending more than 1/2" from the edge of the currency.
- Tears, holes, or missing sections in the body of the currency.
- Tape on the surface of the currency used for repairing, patching or any other purpose.
- Staples, pins, or any other foreign body attached to the notes.
- Corner folds of a size greater than 1/2" on either axis.
- Two or more notes joined by any means.
- Excessively crumpled or crinkled.

New or Uncirculated Note Defects

- All the conditions listed for used notes.
- Excessive bowing due to conditions of packing and storing.
- New or uncirculated currency must be “burst” and fully separated prior to loading into cassettes.

Preparing Notes

Use the following procedures to prepare notes before inserting them into a noteCassette.

Preparing Used Notes

- Remove the band around each bundle of notes.
- Remove foreign objects (e.g. pins, paper clips, crumbs, etc.).
- Remove torn or very worn notes.
- Straighten any folded notes.

Preparing New or Uncirculated Notes

- Remove the band around each bundle of notes. Separate the notes from each other by:
- **Striking** the bundle hard against the edge of a table or similar object.
- **Flipping** through each bundle of notes in both directions at each end.
- Using a **note counter**.

SDD Dispenser

Replenishing Cassettes

1. Open the ATM security container via the enclosure lock on the front of the unit. The combination lock must then be opened to gain access to the security container.
2. To remove the cassette, grasp the handle on the front of the dispensing mechanism with one hand while holding the mechanism in place with the other hand and pull sharply. ***Do not allow the cassette to swing freely when it is pulled out. It may strike a nearby object or person causing damage to or injury to what it strikes!***



Removing cassette.

3. The cassette must be primed with the cassette key before it can be inserted onto the loading tray. Insert the key and turn clockwise to show the green indicator in the window on the side of the cassette.

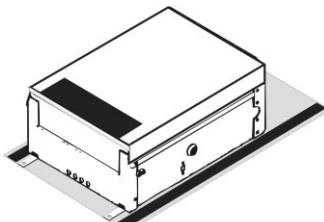
CAUTION

If RED is indicated in the window on the side of the currency cassette, NEVER attempt to insert the cassette into the dispenser or the loading tray!

4. Place the cassette onto the loading tray with the back of the cassette facing the probes on the tray. The shutter is unlocked as the cassette is pushed into the probes.

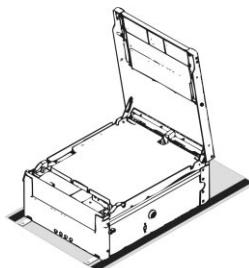


Loading Tray.



Cassette on Loading Tray.

5. Lift the cassette lid to expose the reject tray. Remove any rejected notes. Lift the reject tray to gain access to the currency compartment.

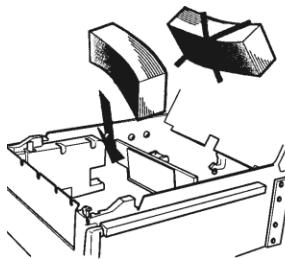


Cassette opened.

WARNING

**DO NOT RECYCLE REJECTED NOTES INTO A CASSETTE!
Doing so could cause more rejects and/or currency jams.**

6. Pull the packer plate to the rear of the cassette (away from the shutter) until it locks to the white packer plate latch. It will be necessary to push down on the packer plate latch to lock the packer plate in place. The packer plate will be held in this position until the lid is closed or the latch is released by pushing it down. Be careful not to release the packer plate onto your fingers.

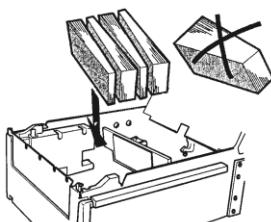


Loading cupped notes.

7. Place the currency into the cassette. Allow at least one inch of clearance between the packer plate when it is fully retracted and the currency. This will allow the packer plate to compress the currency.

- ***Slanting pile***

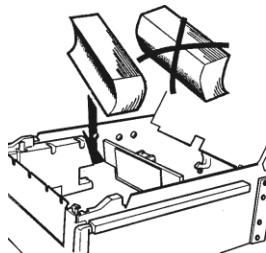
To avoid dispensing problems caused by a “slanting” pile, put the notes in neat bundles of no more than $\frac{1}{2}$ to $\frac{3}{4}$ inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).



Loading slanted notes.

- ***Cupped bundle***

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening of the note tray (opposite end from the handle).



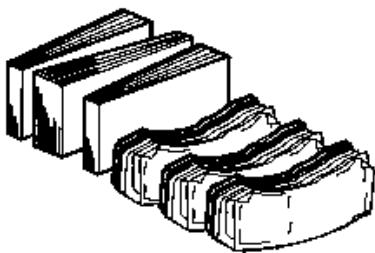
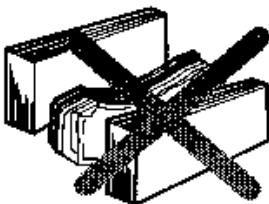
Loading cupped notes.

- ***Mixed (Slanting and Cupped) bundles***

Separate the mixed currency into neat bundles of 100-200 notes of each type. Place the cupped bundles nearest the dispense opening of the tray, with the cupped side facing the opening. Turn every other slanted bundle around to give the bundles the same height on both sides and place after the cupped bundles.

- ***Old and New Notes***

Always place the bundles containing old notes into the cassette first (nearest the handle) and bundles containing new notes last (nearest the dispense opening).

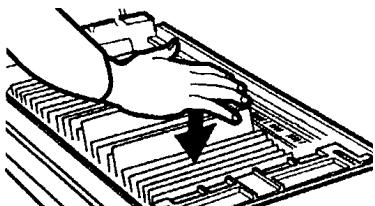


Place old notes together.

- **Common notes**

Simply place the prepared bundles in the tray.

8. Make sure the note pile is as even as possible. If necessary, use your hands to smooth and level the pile.

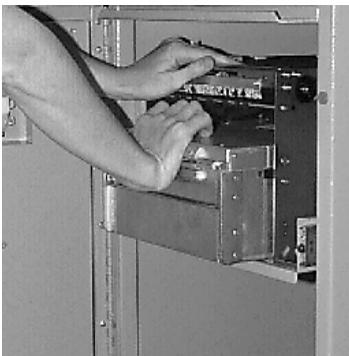


Level the note pile.

9. Release the packer plate and lower the reject tray and the lid. The cassette can now be removed from the loading tray by sliding it away from the probes.

10. Verify that the cassette is primed. Be certain the green indicator is showing in the window below the key! Install the cassette into the Cash Dispenser by placing the cassette guides on the dispensers' rails and firmly pushing the cassette in until it locks in place.

11. Close and lock the security container.



Installing cassette.

TDM-100/150 Dispenser**Removing the Currency Cassette****1. Ensure the terminal is not in use before removing the note cassette!**

Removing the note cassette while the machine is in operation (processing customer transactions, performing close operations, etc.) can cause the terminal to enter an “Out of Service” condition!

2. Open the outer fascia panel to gain access to the security container door, using the key lock on the front of the panel. Open the electronic lock on the security container door and open the door to gain access to the dispensing mechanism.

3. To gain access to the cassettes, pull the dispenser slide tray out to its fully extended position. Rotate the mechanism mounting platform to the service position. To do this, locate the spring-loaded locking pin on the underside of the slide tray. This pin lets you lock the dispenser’s swivel mounting platform into half-turn access positions.



4. Pull the pin down to release the swivel mounting platform. Slowly turn the tray clockwise 180° so that the note and reject cassettes can be accessed from the front. (If room allows, you

can accessed the cassettes from the side by turning the dispenser 90°. Release the locking pin and move the mounting platform back and forth slightly to ensure the pin snaps back into place, locking the mounting platform into the service position.



Rotate mechanism to service position.



Service position. (180°)



Service position. (90°)

5. To remove the note cassette, grasp the cassette handle and pull in a firm but controlled manner to release the cassette from the snap catches. Try to use only the minimum amount of force to release the cassette! The cassette will only move a few inches! Once released from the snaps you can slide the cassette out of the mechanism. Place the cassette on a level flat surface for servicing.



*Removing note cassette.
(TDM-100)*

(TDM-150)



Loading the Currency Cassette

1. Unlock the cassette and open the cassette lid using the supplied key. Move the pusher plate to the rear of the cassette (toward the handle).

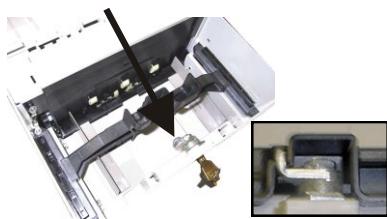
Note: The pusher plate action will depend on the type of cassette in use. Some cassettes require you to maintain pressure on the pusher plate as needed while loading notes. Other cassettes use a locking mechanism to hold the pusher plate in the loading position. On these cassettes, pull the pusher-plate all the way back to the handle end of the cassette and turn the key to latch the pusher plate into the loading position.



Unlock note cassette.



Open the note cassette lid.



Pull the packer back. Some cassettes allow the pusher-plate to be latched in position using the key-lock. (Insert)

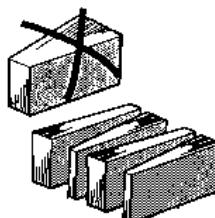
2. **IMPORTANT:** The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism.

To compensate for the most common conditions of slanting or cupped note piles, follow the directions given next.

Notes with no apparent shape problems are referred to as “common” notes.

- ***Slanting Pile***

To avoid dispensing problems caused by a “slanting” pile, put the notes in neat bundles of no more than $\frac{1}{2}$ to $\frac{3}{4}$ inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).

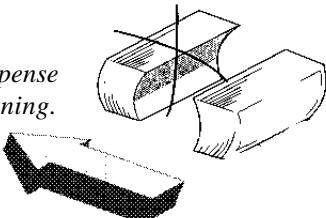


Alternate slanted bundles.

- ***Cupped bundle***

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening of the note cassette (opposite end from the handle).

Dispense opening.



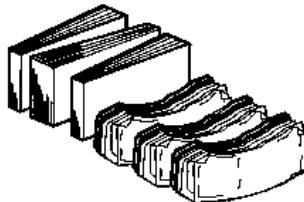
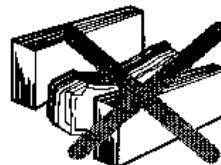
Turn cupped sides toward dispense opening.

- ***Mixed (Slanting and Cupped) bundles***

Separate the mixed currency into neat bundles of 100-200 notes of each type. Place the cupped bundles nearest the dispense opening of the cassette, with the cupped side facing the opening. Turn every other slanted bundle around to give the bundles the same height on both sides and place after the cupped bundles.

- ***Old and New Notes***

Always place the bundles containing old notes into the cassette first (nearest the handle) and bundles containing new notes last (nearest the dispense opening).

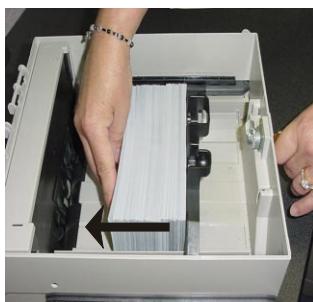


Place old notes together.

- ***Common notes***

Simply place the prepared bundles in the cassette.

3. Make sure the note pile is as even as possible. If necessary, use your hands to smooth and level the pile.
4. On cassettes that do not use a pusher-plate locking mechanism, release the pusher plate against the notes. If the cassette uses pusher-plate locking, turn the key to release the catch, allowing the pusher plate to compress the notes.



Load notes.

5. Close and lock the cassette. Remove the key. Slide the cassette back into its compartment in the dispensing mechanism. Make sure the cassette is fully inserted! You will feel the cassette latch securely into the snap catches.
3. Remove any notes in the reject compartment.

Removing the Reject Cassette

The reject tray is located just above the currency cassette in the dispensing mechanism. Follow these steps to remove the reject tray:

1. Slide the reject tray out of its compartment in the dispensing mechanism. Place the tray on a flat surface.



Remove reject cassette.

2. Unlock the tray using the supplied key. Flip the top back to gain access to the reject compartment.



Unlock and open reject cassette.

WARNING

DO NOT RECYCLE REJECTED NOTES INTO A CASSETTE!

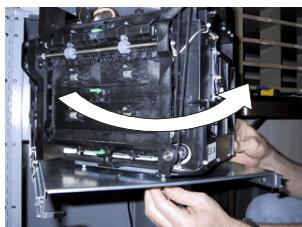
Doing so could cause more rejects and/or currency jams.

4. Close and lock the reject tray. Remove the key. Slide the cassette back into its compartment in the dispensing mechanism. Make sure the reject cassette is fully inserted! You will feel the cassette snap securely into the catches.

You may wish to record the denomination and number of notes removed from the reject tray, for use when balancing the note tray against the cassette/day close records.

Rotate Dispenser Mechanism

1. After reinstalling the currency and reject cassettes, pull down on the swivel platform locking pin to allow the swivel platform to turn counter-clockwise.
2. Rotate the mechanism back to the operating position and slide the dispenser back into the cabinet.
3. Close and lock the security cabinet.



Rotate mechanism to operate position.



Mechanism in operating position.

NMD-50 Dispenser

Removing Note Cassettes

1. UNLOCK the cassettes, using the Cassette Close procedure in Section 5, Management Functions.
2. Open the outer fascia panel of the security container using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.
3. To remove the selected note cassette, grasp the cassette handle with one hand while holding the mechanism in place with the other hand. Pull the cassette out slightly. Place one hand underneath to support the cassette as you slide it completely out of the unit.



Removing note cassette.

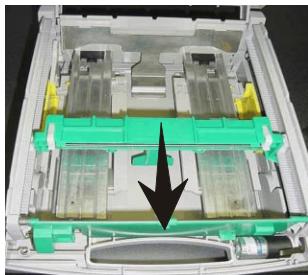
Continue to support the bottom of the cassette to keep it level as you place it on a table or other flat surface.

Opening Note Cassettes

1. Open the cassette by simultaneously pressing the release button and lifting the lid. Flip the lid back fully, allowing it to rest on the table or other flat surface.
2. Move the pusher plate to the rear of the cassette (toward the handle). Ensure the pusher plate is fully back. It should stay in this position.



Press release button and lift top.



Pull packer plate back.

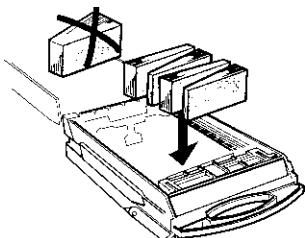
Loading Note Cassettes

Follow these steps to load the cassette with notes. When loaded, the notes must lean evenly against the packer plate.

IMPORTANT: The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism. To compensate for the most common conditions of slanting or cupped note piles, follow the directions given here. Notes with no apparent shape problems are referred to as “common” notes.

- ***Slanting pile***

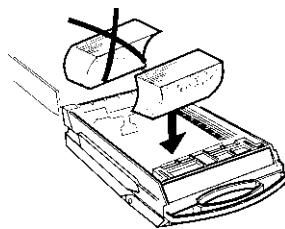
To avoid dispensing problems caused by a “slanting” pile, put the notes in neat bundles of no more than 1 to 2 inches in thickness. Turn every other bundle around to minimize slanting of the pile.



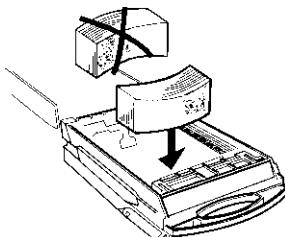
Alternate slanted note piles.

- ***Cupped bundle***

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening (the “feed” end of the cassette).



Cupped bundles face dispense opening.



Cupped bundles face dispense opening.

- ***Common notes***

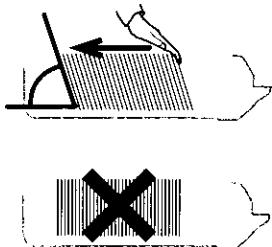
Place the prepared bundles in the cassette.

Follow these steps to load notes in the cassette:

1. Level the note pile. Compress the note pile slightly by hand. Single notes must not protrude from the bundle. Make sure the bundle leans evenly against the note plate.

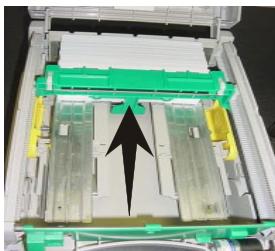


Level the note pile.



Notes lean against packer plate.

2. Move the pusher plate against the notes with just enough pressure to hold the notes.



Slide packer plate against notes.

3. **Move the white plastic levers (Pawls) on the pusher plate to their fully extended position. This will allow the pusher plate to retract and relieve pressure from the note stack when an unlock command is sent to the dispenser.**



"Pawls" extended.

4. Close the cassette lid. Fold the lid down to its locked position. The release button should "pop" out allowing the lid to mate cleanly with the body of the cassette.

Installing Note Cassettes

Once the cassettes have been loaded with currency, replace them using the reverse of the steps used to remove the cassettes from the mechanism. Slide each note cassette into its slot in the mechanism. Make sure each cassette is fully inserted.

Once all cassettes have been filled and reinserted, follow the remaining prompts for the Cassette Close procedures. (Cassette Close procedures, Section 5, Management Functions)

IMPORTANT: Ensure the Multiple Amount parameter matches the denomination of currency in each note cassette! See the procedure for using the Value function to set this parameter, in Section 5, Management Functions.

Removing the Reject Vault

The reject vault is locked when it is removed from the dispensing mechanism. The color indicator shows a green window when the reject vault is opened for note collection (inside the dispensing mechanism) and when it is ready for use.

The color indicator shows a red window when the reject vault is inserted into the dispensing mechanism and until it is opened for rejected note retrieval.

1. Open the outer fascia panel of the security container, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.

IMPORTANT! If you remove the reject vault with power applied, the terminal will sense this and automatically reset the rejected note count to ZERO. Therefore, to ensure an accurate rejected note count **NEVER REMOVE THE REJECT VAULT WITH POWER APPLIED WITHOUT CHECKING FOR AND REMOVING ANY REJECTED NOTES.**

2. To remove the reject vault, grasp the vault handle with one hand while holding the mechanism in place with the other hand. Pull the vault out slightly. Place one hand underneath to support the vault as you slide it completely out of the unit. Place it on a level surface.



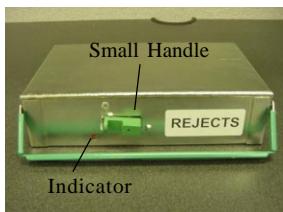
Removing reject vault.

Opening the Reject Vault

The reject vault is locked when it is removed from the dispenser. A color indicator window shows GREEN when the vault is opened for collection and when it is ready for use. This condition is also referred to as the PRIME position of the color window.

The color window shows RED when the vault is inserted into the dispenser and will show red until it has been removed from the dispenser and opened for collection.

Remove the vault seal (if applicable). Turn the small handle on the front counterclockwise and lift the lid. Release the handle. Collect the rejected notes.



Opening reject vault top.



WARNING

DO NOT RECYCLE REJECTED NOTES INTO A CASSETTE!

Doing so could cause more rejects and/or currency jams.

Closing the Reject Vault

After removing any rejected notes, turn the small handle about a half-turn counterclockwise and close the lid. Allow the handle to return to the position of the seal bracket. At this point, the vault is primed and the color window should be showing GREEN. If applicable, apply a new vault seal and lock the small handle to the seal bracket.



Closing reject vault top.

Installing the Reject Vault

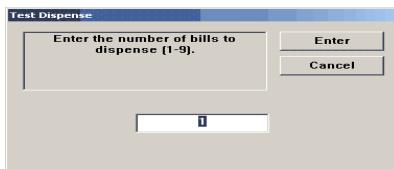
Using the reverse of the steps taken to remove the reject vault, slide the reject vault back into its slot in the mechanism. Make sure the vault is fully inserted.



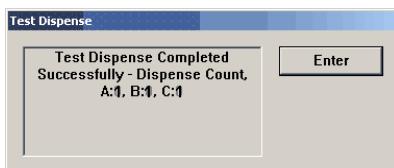
Replacing reject vault.

Verify Operation of All Dispensers

1. Close and lock the security cabinet.
2. Verify the cassettes are **Locked** and In Service. (**Multi-cassette use**)
3. In **Management Functions**, select **Diagnostics**, then **Dispenser**.
4. Select the **Test Dispense** option. Select either individual cassettes that are installed (“**A**”, “**B**”, “**C**”, or “**D**”) or “**ALL CASSETTES**”. A prompt appears asking how many notes to dispense. (below) The Test Dispense operation will start.



5. The Test Dispense command instructs the dispenser to dispense, **minimum**, one note from each installed and operational cassette into the reject vault. This test exercises the dispenser without sending notes to the exit.
6. After completion of the Test Dispense, the following prompt is displayed below - “Test Dispense Completed Successfully - Dispense Count , A: (# of notes), B: #, etc



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SECTION 5

MANAGEMENT FUNCTIONS

Introduction

This section describes the Management Functions available for controlling the ATM. When the Customer Welcome screen is displayed, you can access the Management Functions menu by following the procedure described next.

Accessing the Management Functions Menu

1. Press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. After a moment the top menu will be displayed.
2. At the top menu (see Figure 5-1below), select MANAGEMENT FUNCTIONS by pressing the F7 screen key (next to Management Function option).



Figure 5-1. Location of the F7 key (highlighted by the circle).

3. Enter the Master or User password at the password entry display (see Figure 5-2 below).

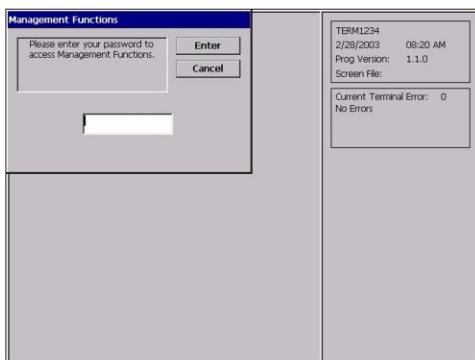


Figure 5-2. Enter your Master or User password at the Management Functions screen.

To access Management Functions, you must enter an appropriate password in the dialog box that appears when the Management Functions option is selected. The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **Enter** button to accept the entry or **Cancel** to exit. When a valid password is entered, the Main Menu screen will be displayed. (Figure 5-3)

DEFAULT MASTER PASSWORD

The default master user ID is “00” and the password is “1234”.

To enter Management Functions as the master user, enter “001234” and press OK.

CHANGE THE MASTER PASSWORD IMMEDIATELY TO PREVENT UN-AUTHORIZED ACCESS TO THE ATM!

Function Availability

Once you have entered the Main Menu, you may perform any of the functions allowed by the type of password used (access level).

Each **Main Menu** option description will include the function name, instructions for accessing the function, a description of the function, and any associated factory default values.

The **Main Menu** screen allows the service provider/terminal operator to access the following management functions:

1. **Close Functions.** Used to perform Cassette Close, Day Close, Trial Close and Schedule Close functions.
2. **Diagnostics.** Used to perform terminal hardware testing, and to view test results.
3. **Electronic Journal.** Used to manage the ATM’s journal functions, such as display/print and clearing actions.
4. **Password Maintenance.** Used to add, modify, or delete terminal access privileges.
5. **System Parameters.** Used to shut down or restart the terminal, to configure location-specific settings such as time and date, and to adjust the audio volume.
6. **Terminal Configuration.** Used to view/edit terminal operating parameters such as surcharging, customer-screen language selection, communications, status monitoring, ads/graphics and Triton Connect configuration.
7. **Key Management.** Used to enter encryption keys, which protect communications between the ATM and the transaction processing service provider.

8. **Terminal Status.** Used to view terminal status reports.
9. **Language.** Press the **9** key repeatedly to cycle through the available languages. The current language is displayed in the button caption. When a language is selected, the ATM uses the language in all Management Functions.
0. **More Options.** Used to display additional configuration options that may be available to the user.

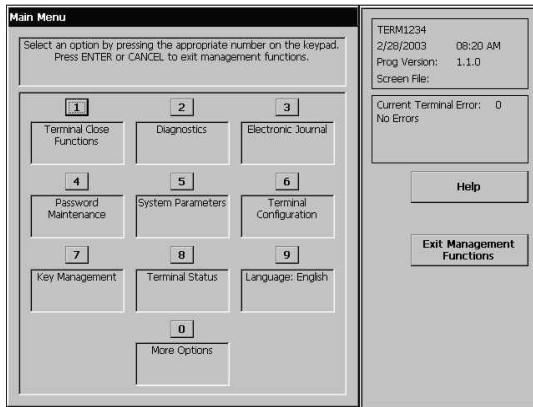


Figure 5-3. Main Menu screen.

NOTE

The availability of some Management Functions will depend on such factors as types of optional hardware installed, user password options, etc. In cases where a function is not applicable or available, the option will be “**grayed out**,” or otherwise disabled. The rest of this section addresses functions the User/Operator may need to perform day-to-day operations.

Management Reports

Many Management Functions, such as Close, Journal and Diagnostic functions, produce a report summarizing the results of the operation. Most reports are displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to an external memory device.

MANAGEMENT FUNCTIONS

The buttons on the Management Report dialog let you perform the following actions: (Figure 5-4)

1. **Page Up.** Scrolls the report up a maximum of one full page.
2. **Home.** Moves directly to the first page of the report.
3. **Print.** Sends the report to the terminal receipt printer for hardcopy output.
4. **Page Down.** Scrolls the report down a maximum of one full page.
5. **End.** Moves directly to the last page of the report.
6. **Save To File.** Saves the report as a text file to an external memory device.

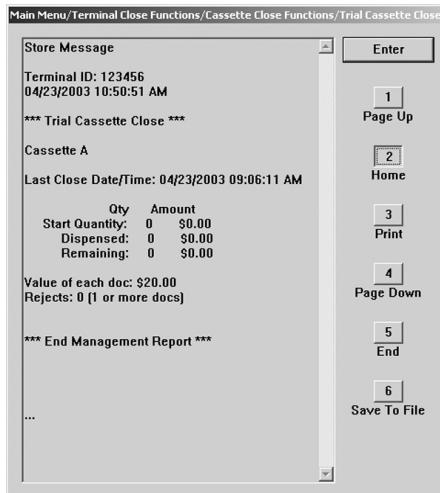


Figure 5-4. Management Report menu.

CLOSE FUNCTIONS

Introduction

Cassette and Day Close reports provide important information about the transactions being performed by your ATM. This information helps you manage the ATM more effectively.

The ATM's close functions are accessed through the Management Function's Terminal Close Functions menu.

Cassette Close

The **Cassette Close** report shows current cassette activity, including total notes dispensed and remaining and the total value of those notes, since the previous Cassette Close was performed. This report can help you judge the volume of withdrawal activity and plan cassette replenishment activities accordingly.

IMPORTANT

- Perform a Cassette Close *before* replenishing the currency in the cassette.
- Performing a Cassette Close will reset the cassette activity totals to zero (0). The **Enter Cassette Quantity** value is also reset to zero.
- After performing a Cassette Close and replenishing the cash in the cassette, enter the total number of bills loaded in the cassette, using the Enter Cassette Quantity function.

It is very important that you always enter this value after performing a Cassette Close! The ATM uses this starting number to calculate the quantity and (monetary) amount of notes remaining in the cassette after each withdrawal. Failure to enter the cassette quantity will result in negative-numbered totals being listed in the Cassette Close report!

- After you enter the cassette quantity, a **Trial Cassette Close Report** appears which you can print or save to an external storage device. This is a record of the beginning cassette balance. The cassette totals will not be cleared.

Day Close

The **Day Close** report shows the cumulative value of all transactions (withdrawals, transfers and balance inquiries) performed by the ATM since the previous Day Close. The report also shows the corresponding host totals, allowing you to compare the ATM totals against the host processor records.

IMPORTANT

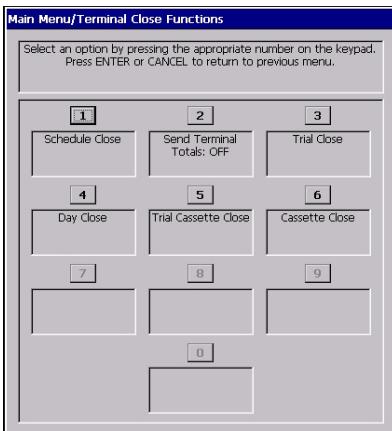
- Perform a Day Close once each business day. Because the host processor also performs a business-day close for the ATM, you should perform the Day Close at the same time each day, at the time specified by your host processor. This will help ensure the Day Close report reflects the host's current business- day totals for your ATM.
- To help ensure Day Closes are performed at the same time each day you can use the **Schedule Close** function, which automatically performs a Day Close each day, at a time specified by the **Change Schedule** function.
- The Day Close report shows totals accumulated by the host processor during the business day, as stated earlier. In some cases, the host processor can make use of the totals recorded by the ATM. In these cases, you can provide ATM totals to the host processor during the Day Close, using the **Send Terminal Totals** function.

TERMINAL CLOSE FUNCTIONS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

- From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.



DESCRIPTION:

The TERMINAL CLOSE menu allows the terminal operator to perform the following functions:

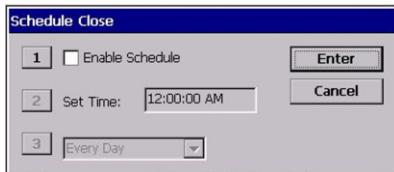
- Schedule Close.** Used to enable/disable automatic Day Close.
- Send Terminal Totals (ON/OFF).** Use to enable/disable automatic transmission of terminal close totals to your transaction processing service provider. Press this button to cycle the function between **ON** and **OFF**.
- Trial Close.** Used to initiate a Trial Day Close.
- Day Close.** Used to initiate a Day Close.
- Trial Cassette Close.** Used to provide a receipt/record of the cassette(s) balance.
- Cassette Close Functions.** Used to access a menu of cassette close and configuration functions.

SCHEDULE CLOSE

FACTORY DEFAULT: OFF

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the SCHEDULE CLOSE function, press the number (1) on the keypad.



DESCRIPTION:

This function allows you to turn **ON** or **OFF** the **SCHEDULE CLOSE** function and to specify a time of day at which a close operation will be performed.

If the **Enable Schedule** option is **ON**, a Day Close will be automatically initiated at the specified time of day. If the checkbox is checked, the option is **ON**. If the checkbox is not checked, the function is **OFF**. Press the number **(1)** key to switch the checkbox between **ON** (checked) and **OFF** (not checked).

Use the number **(2)**, **(3)**, **(4)**, and **(5)** keys to choose the hours, minutes, seconds, and AM/PM settings at which the scheduled close is to be performed. Pressing a key repeatedly will cause the associated field to cycle through the available values. The current time setting appears in a small text window below the time set buttons. Use the number **(6)** key to select a specific day of the week (Sunday, Monday, Tuesday, etc.), or a setting of **EVERYDAY**, to determine the day(s) of the week to which the scheduled time applies.

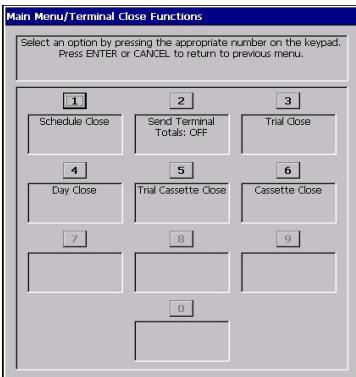
Press **Enter** to accept the Schedule Close settings and return to the Terminal Close Functions main dialog window or press **Cancel** to exit without making any changes.

SEND TERMINAL TOTALS

FACTORY DEFAULT: OFF

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To change the condition of the SEND TERMINAL TOTALS function to ON, press number (2) on the keypad.



DESCRIPTION:

This function allows you to turn **ON** or **OFF** the **SEND TERMINAL TOTALS** option.

When the option is turned ON, the terminal will send accumulated totals information to your transaction processing service provider during the day close operation. If the option is set to OFF, these totals will not be sent.

Terminal totals include the total value of all withdrawal, inquiry, and transfer transactions that have occurred since the last day close operation (see the description of the **Day Close** function for additional information).

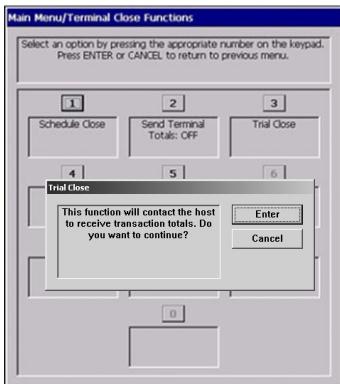
The current state of the Send Terminal Totals feature is shown as either ON or OFF in the button label. Press the number (2) on the keypad to toggle the state of the feature between ON or OFF.

TRIAL CLOSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To display the Management Report that provides the TRIAL CLOSE information for the ATM, press number (3) on the keypad.
3. When the TRIAL CLOSE dialog appears, press the ENTER key.



DESCRIPTION:

The **TRIAL CLOSE** function is used during the daily close procedure. It does the same thing as the **DAY CLOSE**, except that the totals are not cleared.

The report printed by the Trial Close is used to balance your ATM before you actually balance with your processor. It contains accumulated transaction totals, obtained from the processor and from the terminal itself.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the processor and the terminal since the last Day Close was performed. The two-column format allows the host and terminal totals in each category to be easily compared. The 'Settlement \$' value is the host processor's record of the total currency dispensed from the terminal since the last Day Close was performed.

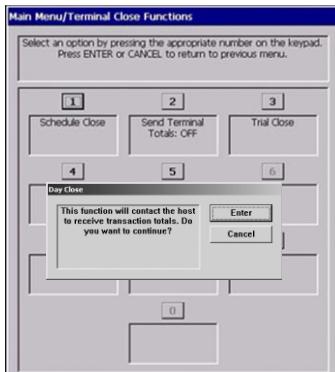
A call to the processor host computer is required to complete the operation. If the call to the processor host system is not completed successfully, a warning (**HOST TOTALS NOT RECEIVED**) will be printed on the report. The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

DAY CLOSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To display the Management Report that provides the DAY CLOSE information for the ATM, press number (4) on the keypad.
3. When the DAY CLOSE dialog appears, press the ENTER key.



DESCRIPTION:

The **DAY CLOSE** function is used to complete daily balancing of the ATM with the processor. The Day Close is performed to clear the totals and switch to the next business day. This function prints a report summarizing all of the transactions performed since the last Day Close was completed. The information includes a total of all transactions. This function also calls your processor's host system and downloads the totals it has accumulated for the current business day.

The Day Close is normally completed as the final step in the daily balancing process. You may wish to perform a Trial Close before the Day Close to view the report *without clearing the accumulated transaction totals*. See the Trial Close function for more information.

A call to the processor host system is required to complete the operation. If the call to the host is not completed successfully, a warning (**HOST TOTALS NOT RECEIVED**) will be printed on the report. The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

Note: If the Day Close is not performed at the same time as the processors' day close, the host and terminal totals may not match.

MANAGEMENT FUNCTIONS

TRIAL CASSETTE CLOSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To display the Management Report that provides the TRIAL CASSETTE CLOSE information for the ATM, press number (5) on the keypad.
3. Select which cassette(s) to include in the Trial Cassette Close report.
4. Press ENTER to view/print report.

Main Menu/Terminal Close Functions

Select an option by pressing the appropriate number on the keypad. Press ENTER or CANCEL to return to previous menu.

1	2	3
Schedule Close	Send Terminal Totals: OFF	Trial Close
4	5	6
Day Close	Trial Cassette Close	Cassette Close
7	8	9
0		

Main Menu/Terminal Close Functions/Cassette Close

Select the cassette to include in the Trial Cassette Close report. Select cassette(s) for the selected cassette(s).

Press ENTER to continue or CANCEL to return to the previous menu.

1	<input checked="" type="checkbox"/> Cassette A	\$10.00	Cash
2	<input checked="" type="checkbox"/> Cassette B	\$20.00	Cash
3	<input type="checkbox"/> Cassette C		
4	<input type="checkbox"/> Cassette D		

Enter
Cancel

DESCRIPTION:

The **TRIAL CASSETTE CLOSE** function performs a trial cassette close on the selected cassette(s) installed in the ATM and displays a composite report from all installed cassettes. It is used to balance your ATM before you actually balance with your processor. It contains accumulated transaction totals obtained from the processor and from the terminal itself. The accumulated transaction totals for each cassette are not cleared and the processor host system is not contacted.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the processor and the terminal since the last Day Close was performed. The two-column format allows the host and terminal totals in each category to be easily compared. The ‘Settlement \$’ value is the host processor’s record of the total currency dispensed from the terminal since the last Day Close was performed.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

CASSETTES CLOSE FUNCTIONS

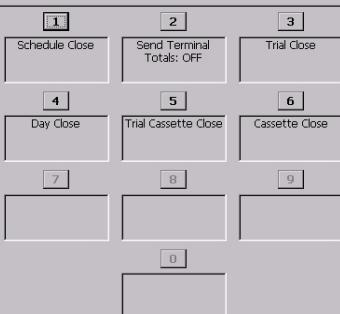
FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

Main Menu/Terminal Close Functions

Select an option by pressing the appropriate number on the keypad.
Press ENTER or CANCEL to return to previous menu.



DESCRIPTION:

The **CASSETTE CLOSE FUNCTIONS** menu allows the terminal operator to perform the following operations:

1. **Selected Cassette (“A” through the last available cassette).** Selects a cassette for close, replenishment, quantity and starting balance verification (Trial Cassette Close).
2. **Replenish Cassette(s).** Unlocks selected cassette(s) and/or prompts removal of cassette for replenishing.
3. **Selects Cassette In-Service.** (Multi-cassette function) Used to lock selected cassettes and allow user to select which cassettes to place in service.
4. **Cassette Quantity.** Use to enter the number of bills loaded in the currently selected cassette.
5. **Trial Cassette Close Report.** After entering cassette quantities, a trial cassette close report is displayed.

MANAGEMENT FUNCTIONS

SELECT CASSETTE(S)

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. Select which cassette(s) to close and replenish and press ENTER.
4. CLOSE report presented for selected cassette.

Main Menu/Terminal Close Functions/Cassette Close

Select the cassettes to close.
WARNING: Cassette totals will be reset for the selected cassettes!
Press ENTER to continue or CANCEL to return to the previous menu.

<input type="checkbox"/> 1	<input checked="" type="checkbox"/> Cassette A	\$10.00	Cash
<input type="checkbox"/> 2	<input checked="" type="checkbox"/> Cassette B	\$20.00	Cash
<input type="checkbox"/> 3	<input type="checkbox"/> Cassette C		
<input type="checkbox"/> 4	<input type="checkbox"/> Cassette D		

Main Menu/Terminal Close Functions/Cassette Close

Store Message
Terminal ID: RL5000
6/19/2003 1:44:11 AM

*** Cassette Close ***
Cassette A
Last Close Date/Time: 6/18/2003 3:14:33 PM

Qty Amount
Start Quantity: 200 \$2,000.00
Dispensed: 1 \$10.00
Remaining: 199 \$1,990.00

Value of each doc: \$10.00
Rejects: 0 (1 or more docs)

Cassette B
Last Close Date/Time: 6/18/2003 3:14:33 PM

Qty Amount
Start Quantity: 300 \$6,000.00
Dispensed: 12 \$240.00
Remaining: 288 \$5,760.00

Value of each doc: \$20.00
Rejects: 0 (1 or more docs)

Enter

[1] Page Up
[2] Home
[3] Print
[4] Page Down
[5] End
[6] Save To File

DESCRIPTION:

SELECTS CASSETTE(S) for Cassette Close and Quantity entries. A **checkmark** identifies which cassette(s) are selected. The number of available cassette selections will depend upon the number of installed cassettes.

The **CLOSE** report is used to complete the balancing of a specific currency cassette of the terminal. It displays a report summarizing all activity on the ATM for the selected cassette since the last cassette close was completed. The report includes a total of all transactions.

The **Cassette Close** is normally completed as the final step in balancing a currency cassette before removing it to be replenished. Completing a Cassette Close clears the cassette total from the terminal.

Note: The Cassette Close operation also resets the number of bills loaded in the cassette to zero (**0**).

The report can be printed to the receipt printer or saved to an external memory device.

REPLENISH CASSETTE(S)

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. Select which cassette(s) to close and replenish and press ENTER.
4. CLOSE report presented for selected cassette.
5. User prompted to refill cassette(s).

Management Functions

You may now remove and replenish the cassettes. Press ENTER when done.

Enter

DESCRIPTION:

This dialog screen prompts the user to REMOVE and REPLENISH the selected cassette(s).

For the multi-cassette dispenser mechanism, the cassettes will UNLOCK at this time (For cash replenishment, the cassettes must be unlocked). After replenishing the cassette(s), re-install the cassette(s) in the dispensing mechanism and press Enter when done.

WARNING!

The Management Functions timeout feature is DISABLED as long as the cassettes are UNLOCKED! DO NOT LEAVE THE TERMINAL UNATTENDED WHILE THE CASSETTES ARE UNLOCKED! A dialog will appear after 30 seconds to remind you to place the cassettes back into the dispenser and lock them before exiting Management Functions.

MANAGEMENT FUNCTIONS

SELECTED CASSETTE(S) IN-SERVICE

FACTORY DEFAULT: ALL

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. After replenishing cassette(s), select which cassette(s) to put IN-SERVICE.

Main Menu/Terminal Close Functions/Cassette Close

Select the cassettes to place in service.
Press ENTER to continue.

<input type="checkbox"/> 1	<input checked="" type="checkbox"/> Cassette A	\$10.00	Cash
<input type="checkbox"/> 2	<input checked="" type="checkbox"/> Cassette B	\$20.00	Cash
<input type="checkbox"/> 3	<input type="checkbox"/> Cassette C		
<input type="checkbox"/> 4	<input type="checkbox"/> Cassette D		

Lock/Unlock Cassettes

All cassettes are now <Locked>.
Press ENTER to continue.

Enter

DESCRIPTION:

In a multi-cassette configuration, individual cassettes can be placed in service. This means the selected cassettes will be used by the ATM for meeting withdrawal requests.

Select the cassette(s) to place IN-SERVICE. A **checkmark** identifies which cassette(s) are selected. The number of available cassette selections will depend on the number of installed cassettes. Press Enter after selection.

The dispenser will automatically lock the cassettes and a dialog prompt will be displayed.

NOTE

In a multi-cassette configuration, the cassettes MUST be LOCKED and IN-SERVICE for normal operation.

CASSETTE QUANTITY

FACTORY DEFAULT: “0”

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. After replenishing cassette(s) and re-installing, press ENTER.
4. Enter quantity of bills for each selected cassette(s).

Cassette Quantity - Cassette A

Please enter the number of bills that are in the cassette (not the value).

Enter

Cancel

1

DESCRIPTION:

The **CASSETTE QUANTITY** function allows entry of the number of notes or other documents in a selected cassette. This number is used as a starting point for the Cassette Close report and Low Cash Threshold feature.

Use the text entry box to enter the total number of documents in the cassette, NOT the value of those documents. The value must be between **0** and **999999**. Select Enter to accept the entry or Cancel to ignore and exit the function.

MANAGEMENT FUNCTIONS

TRIAL CASSETTE CLOSE REPORT

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. After Cassette Quantity is entered, a TRIAL CASSETTE CLOSE report is presented.

Main Menu/Terminal Close Functions/Trial Cassette Close

Store Message	Enter
Terminal ID: RL5000 6/19/2003 1:45:21 AM	1 Page Up
*** Trial Cassette Close *** Cassette A Last Close Date/Time: 6/19/2003 1:44:48 AM	2 Home
Qty Amount	3 Print
Start Quantity: 0 \$0.00	4 Page Down
Dispensed: 0 \$0.00	5 End
Remaining: 0 \$0.00	6 Save To File
Value of each doc: \$10.00 Rejects: 0 (1 or more docs)	
Cassette B Last Close Date/Time: 6/19/2003 1:44:48 AM	
Qty Amount	
Start Quantity: 0 \$0.00	
Dispensed: 0 \$0.00	
Remaining: 0 \$0.00	
Value of each doc: \$20.00 Rejects: 0 (1 or more docs)	

DESCRIPTION:

The **TRIAL CASSETTE CLOSE** report verifies the number of bills entered and provides a starting point for cassette balances. It summarizes activity on the selected cassette since the last Cassette Close was performed. The totals are not cleared (set to zero) or reported to the host during the Trial Cassette Close. The following information is provided:

1. **Start.** Includes starting quantity of notes in cassette and total value of this quantity.
2. **Dispensed.** Shows number of notes dispensed and value of this quantity.
3. **Remaining.** Shows number of notes remaining and total value of this quantity.
4. **Value of Each Doc.** Denomination of the notes in the cassette.
5. **Rejects.** Number of reject events (can involve more than a single note per event).

The Trial Cassette Close report is displayed which you can print to the receipt printer or save to an external memory device.

DIAGNOSTICS

Introduction

Diagnostics provide important information about the status of the ATM. It maintains an “historical” record of the operating system and associated hardware to determine system errors that have occurred.

The Diagnostics function also performs self-tests on the major components to help determine and isolate any malfunctions or errors.

Terminal Diagnostics

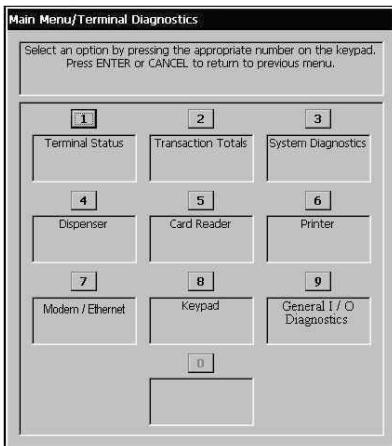
- Provides **Terminal Status** of any errors present and error reset function. Reports and maintains terminal history and configuration summary.
- Displays **Transaction Totals** since terminal installation.
- Provides a status report for operating **System Diagnosis**.
- Displays status reports and tests:
 - A. **Dispenser**
 - B. **Card Reader**
 - C. **Receipt Printer**
 - D. **Modem/Ethernet**
 - E. **Keypad**
 - F. **General Input/Output (I/O)** devices (LEDs, audio output, headphone)

DIAGNOSTICS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.



DESCRIPTION:

The following options will be available from the TERMINAL DIAGNOSTICS screen:

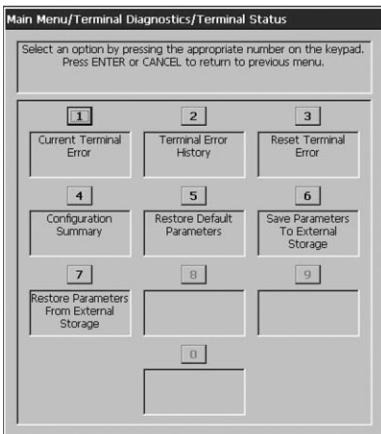
1. **Terminal Status.** Displays the terminal status dialog, which provides access to configuration and status reporting functions.
2. **Transaction Totals.** Displays terminal transaction totals since the last Day Close and since terminal installation.
3. **System Diagnostics.** Displays a Management Report showing the results of the operating system diagnostics.
4. **Dispenser.** Displays a menu of dispenser status reporting and testing functions.
5. **Card Reader.** Displays a menu of card reader device status and test functions.
6. **Printer.** Displays a menu of receipt printer diagnostic and device status report functions.
7. **Modem / Ethernet.** Displays a menu of modem device status and diagnostic tests functions. Allows configuration of Ethernet parameters.
8. **Keypad.** Performs keypad device status and test functions.
9. **General I/O Diagnostics.** Performs an operational test on the LED indicators, audio output, and headphone jack.

TERMINAL STATUS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the TERMINAL STATUS menu by pressing number (1) on the keypad.



DESCRIPTION:

The following options will be available from the TERMINAL STATUS screen:

(Note: * denotes service provider function)

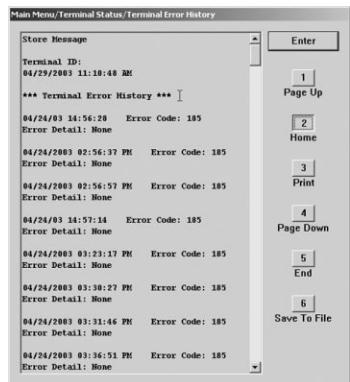
1. **Current Terminal Error.** Shows current error status of the terminal.
2. **Terminal Error History.** Shows a log of all terminal error events.
3. **Reset Terminal Error.** System attempts to reset the current terminal error.
4. **Configuration Summary.** A comprehensive report of terminal configuration information.
5. ***Restore Default Parameters*.** Use this function to restore the factory-default terminal parameter settings.
6. ***Save Parameters to External Storage*.** Use this function to save all current terminal parameter data to an external memory device.
7. ***Restore Parameters from External Storage*.** Use this function to restore a set of parameters that have been previously saved using an external memory device.

CURRENT TERMINAL ERROR TERMINAL ERROR HISTORY

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. To view the options available on the TERMINAL STATUS screen, press number (1) on the keypad
3. To view the CURRENT TERMINAL ERROR of the terminal, press number (1) on the keypad.
4. To view the TERMINAL ERROR HISTORY of the terminal, press number (2) on the keypad.



DESCRIPTION:

Selecting the **CURRENT TERMINAL ERROR** option displays a report that shows the most current terminal status. The current status/error code is listed, along with a short description of the condition.

Selecting the **TERMINAL ERROR HISTORY** option displays a report that shows all status/error codes that have been recorded since the terminal was initially setup. A short description of each status/error code is provided.

For more information on the listed status/error condition, refer to Chapter 7, Status Codes and Error recovery.

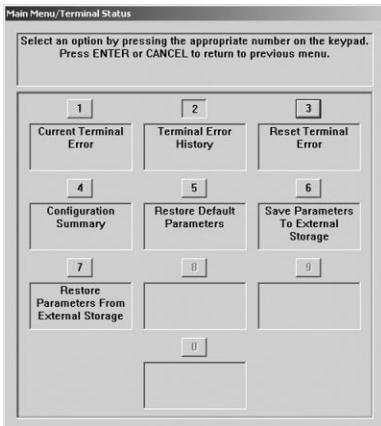
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

RESET TERMINAL ERROR

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. To view the options available on the TERMINAL STATUS screen, press number (1) on the keypad
3. To RESETTERMINALERROR, press number (3) on the keypad.



DESCRIPTION:

Use this function to remove the entries in the Current Terminal Error list.

1. Select the **RESET TERMINAL ERROR** option by pressing the number **(3)** key on the keypad.
2. Press the Enter key to accept the confirmation dialog, which initiates the status clearing function. You are returned to the Terminal Status main menu.
3. Press the Enter key twice to exit Management Functions. The main menu appears. The terminal will attempt to clear the error status. Depending upon the results of this attempt, after about a 30-second delay one of two screens will appear:
 - If the error condition was successfully cleared, the Customer Welcome screen will appear. The terminal will resume normal operations.
 - If the error condition was not successfully cleared (or another error condition exists), the Terminal Error screen will appear.

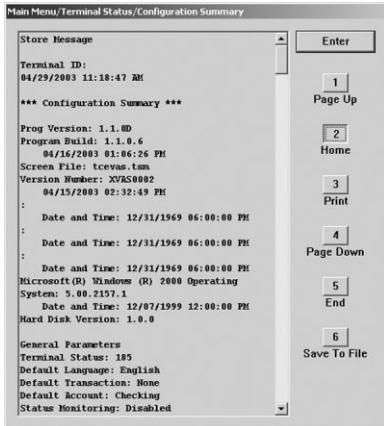
After selecting this option, a confirmation dialog is displayed. Select Enter to clear the Terminal Status history or Cancel to exit without clearing.

CONFIGURATION SUMMARY

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. To view the options available on the TERMINAL STATUS screen press number (1) on the keypad.
3. To view the CONFIGURATION SUMMARY, press number (4) on the keypad.



Description:

A comprehensive **CONFIGURATION SUMMARY** of current terminal and hardware status information. Information is provided for all terminal configuration areas, as well as dispenser, receipt printer, modem, and keypad status.

The summary is displayed in a Management Report dialog, which you can print to the receipt printer, or save to an external memory device.

IMPORTANT

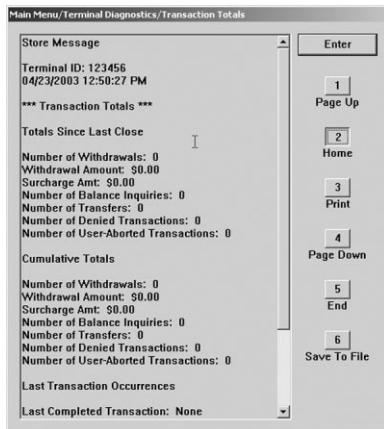
It is highly recommended that the report be generated and saved after the initial setup of the terminal and whenever significant changes are made to the terminal's configuration current.

TRANSACTION TOTALS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. View the TRANSACTION TOTALS screen by pressing number (2) on the keypad .



DESCRIPTION:

The **TRANSACTION TOTALS** report displays transaction totals in two categories: **Totals Since Last Close** and **Cumulative Totals**. The report also provides the date/time of the Last Completed Transaction and Last Denied Transaction.

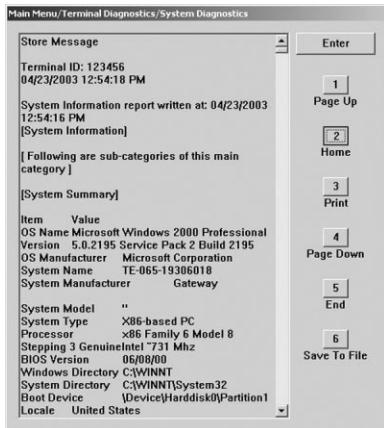
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

SYSTEM DIAGNOSTICS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. View the SYSTEM DIAGNOSTICS screen by pressing number (3) on the keypad .



DESCRIPTION:

The **SYSTEM DIAGNOSTICS** function displays the system information dialog. This dialog provides information about the resources (e.g. memory, hard disk space, etc.) currently in use by the ATM's computer system. It provides access to specific and detailed status and configuration information concerning installed hardware and software components.

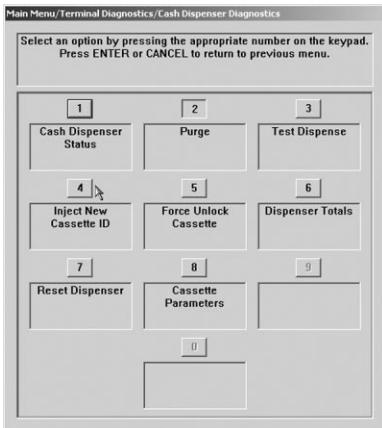
To navigate through the dialog, press the Clear key on the keypad to tab between areas. Use the left (<) and right (>) arrow keys to move between items in an area. To exit from the dialog, press the Cancel key.

DISPENSER DIAGNOSTICS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. View the DISPENSER diagnostics menu by pressing number (4) on the keypad.



DESCRIPTION:

The following options will be available from the **DISPENSER DIAGNOSTICS** screen:
(Note: * denotes service provider function)

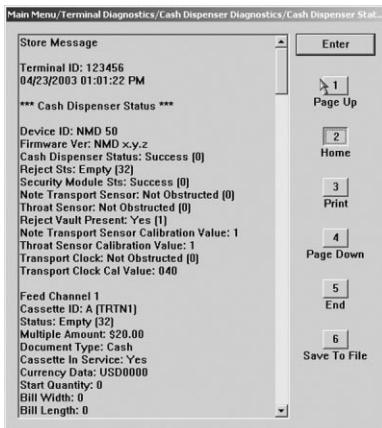
1. **Dispenser Status.** Displays a Management Report showing current dispenser hardware status.
2. **Purge.** Performs a purge operation on the dispenser.
3. **Test Dispense.** Commands the dispenser to dispense, *minimum*, a single note from each installed and active cassette into the reject vault.
4. ***Inject New Cassette ID*.** Lets you change a cassette's ID.
5. **Force Unlock Cassette.** Enables you to override the dispenser cassette-locking mechanism.
6. **Dispenser Totals.** Displays a Management Report showing total number of documents dispensed.
7. **Reset Dispenser.** Used to reset ALL dispenser and cassette parameters to default values.
8. **Cassette Parameters.** Lets you view and configure cassette parameters like document type and multiple amount.

DISPENSER STATUS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. View the DISPENSER STATUS screen by pressing number (1) on the keypad.



DESCRIPTION:

The **DISPENSER STATUS** report identifies the type of dispensing mechanism installed and shows the results of the most recent dispenser status check.

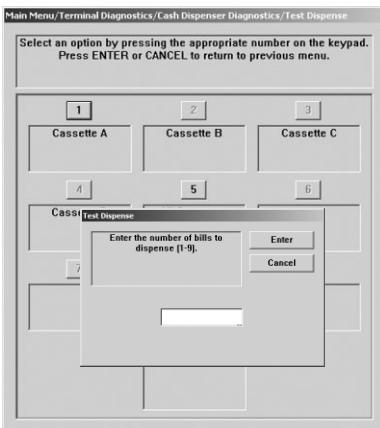
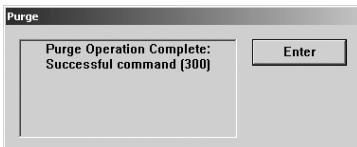
The report is displayed in a Management Report dialog which you can print to the receipt printer or save to an external memory device.

PURGE / TEST DISPENSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To force the dispenser to complete a PURGE, press number (2) on the keypad.
4. Press the ENTER key when the PURGE dialog screen appears
5. To complete a TEST DISPENSE, press number (3) on the keypad. Select the number of notes to pick during a Test Dispense and press the ENTER key.



DESCRIPTION:

The **PURGE** command instructs the dispenser to remove all documents from the feed path. When the purge command is used to clear the feed path following a jam or failure of the dispenser, some or all of the notes may pass out of the exit slot, depending on their location in the feed path and the type of fault condition.

The **TEST DISPENSE** command instructs the dispensing mechanism to dispense, *minimum*, one note from each installed and operational cassette into the reject area.

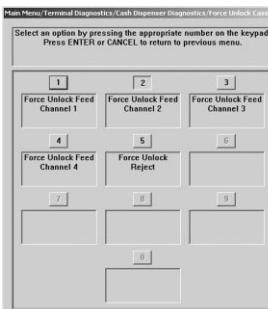
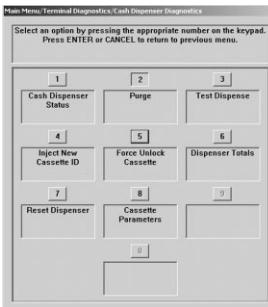
This test exercises the dispenser mechanism without sending notes to the exit.

FORCE UNLOCK CASSETTE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To display the FORCE UNLOCK CASSETTE options screen, press number (5) on the keypad.



DESCRIPTION: (MULTI-CASSETTE USE)

The **FORCE UNLOCK CASSETTE** function provides a means of overriding the unlocking mechanism associated with a specific cassette. It is only to be used immediately after failure of a normal cassette unlock operation.

Occasionally a condition may occur that prevents a cassette from being removed from the dispensing mechanism. A note that is lodged or jammed in a cassette's 'gate' could cause such a condition, for example. The gate is a mechanical shutter on the feed end of a cassette, which lowers to allow notes to be dispensed and raises as a security precaution when the cassette is removed from the dispensing mechanism.

During a normal unlocking operation (see the description of the Cassette Parameters function) when the gate is closed, the cassette releases an associated mechanical latch allowing the cassette to be removed from the body of the dispensing mechanism. If the gate does not fully close, the cassette will not release the latch and the cassette will remain locked in the mechanism.

If you find that a particular cassette cannot be removed after performing the normal unlock operation, do not attempt any other action, such as a Reset Dispenser, or make multiple attempts to perform a normal unlock operation.

The **First Step** after encountering a problem with a normal unlock operation is to use the **Force Unlock** function to attempt to release the applicable cassette from the mechanism.

To initiate a Force Unlock operation on a specific cassette, select the option button on the menu that corresponds to the feed channel of the affected cassette or reject vault.

Once the cassette has been removed from the dispensing mechanism, carefully remove any notes that are sticking out of the cassette. Re-insert the cassette into the dispensing mechanism and perform a normal Lock operation, followed by a normal Unlock operation. You may now remove and replenish the cassette as normal.

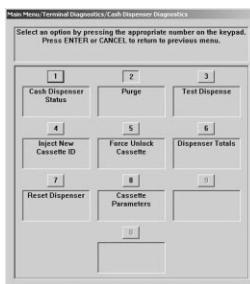
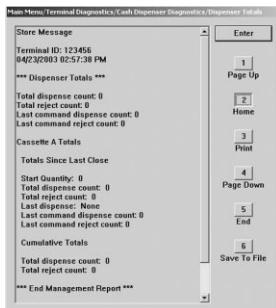
MODEL RL5000 SERIES USER MANUAL

DISPENSER TOTALS RESET DISPENSER

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

- From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
- Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
- To view the DISPENSER TOTALS screen, press number (6) on the keypad.
- To RESET the dispenser, press number (7) on the keypad.



DESCRIPTION:

The **DISPENSER TOTALS** report displays dispenser activity totals in various categories. Cumulative dispense and reject counts for the dispenser, as well as, individual totals for each installed cassette are provided.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

Use the **RESET DISPENSER** function to reset the operating parameters associated with the dispenser and its associated cassette(s). This operation will generally be performed when a new dispenser is added or there is a problem with the current dispenser.

Select Enter to reset the dispenser or Cancel to exit without resetting the dispenser.

CASSETTE PARAMETERS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

The screenshot displays the 'Cassette Parameters' dialog box. It includes fields for 'Relearn Bill Thickness', 'All Cassettes Locked', 'Retract Cash', 'Retract Delay' (set to 45), 'Active Cassette' (set to 'Cassette A'), 'Cassette Status' (set to 'Empty'), 'Cassette In Service' (checked), 'Multiple Amount' (\$20.00), 'Document Type' (radio buttons for 'Cash' and 'Non-Cash'), 'Non-Cash Item Description' (empty field), 'Secondary Item Description' (empty field), and a 'Note Configuration' button.

Description:

The following options will be available from the **CASSETTE PARAMETERS** screen:

(**Note:** * denotes service provider function)

1. **Relearn Bill Thickness.** Relearn the thickness of the documents loaded in the cassette.
2. **All Cassettes Locked/Unlocked.** Physically lock or unlock ALL cassettes in the dispensing mechanism chassis.
3. ***Retract Cash.*** Enable/disable the automatic retraction of the bundle carriage unit, which transports the documents to the output slot of the dispenser.
4. ***Retract Delay.*** Determine the amount of time the dispenser will wait before retracting the bundle carriage unit.
5. **Activate Cassette.** Select the cassette that will receive the results of any change to the various cassette and note configuration parameters that are accessed via the Cassette Parameters dialog.
6. **Cassette In Service.** Places the currently selected cassette In or Out of Service.
7. **Multiple Amount.** Set the denomination of the currency in a cassette.
8. **Document Type.** Enter the type of document in the cassette: Cash or Non-Cash.
9. **Non-Cash Item Description.** Enter up to 28 characters describing the Non-Cash item in the active cassette.
0. **Secondary Item Description.** Enter up to 28 characters of general information about the Non-Cash item in the active cassette or other information as required.
- F1 ***Note Configuration*.** This function allows you to configure the note specific operating parameters for the active cassette.

RELEARN BILL THICKNESS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To force the dispensing mechanism to RELEARN BILL THICKNESS, press number (1) on the keypad.

DESCRIPTION:

The first time the dispenser is set up or if a new note cassette is installed, the mechanism will automatically enter a “learning” mode, which will learn the thickness of the currency or other media. During this process, the unit will dispense and reject as many as 7-15 notes. For multiple cassettes, the number of test rejects could almost fill the single-note compartment of the reject vault. In such cases, it is recommended that you remove any rejected notes from the unit before placing the ATM back in service.

In some instances (excessive number of rejects during normal operation, for example), it may be necessary to manually initiate this process. The **RELEARN BILL THICKNESS** function enables you to force the dispenser to enter the learning mode. **Note that the operation affects ALL active cassettes in the dispenser!**

Press the number **(1)** on the keypad to initiate the relearn operation. A series of message dialogs will appear to report the status of the operation.

The first screenshot shows the 'Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters' screen. It includes fields for 'Relearn Bill Thickness' (selected), 'All Cassettes Locked' (checked), 'Retract Cash' (unchecked), 'Retract Delay' (set to 45), 'Active Cassette' (set to 'Cassette A'), 'Cassette Status' (set to 'Empty'), and 'Cassette Parameters' (checkbox checked for 'Cassette In Service').

The second screenshot shows a 'Relearn Bill Thickness' dialog box with a warning message: '*** CAUTION *** This function will cause the current bill thickness for all cassettes to be lost. Please ensure that you are familiar with this setting before continuing.' It has 'Enter' and 'Cancel' buttons.

The third screenshot shows another 'Relearn Bill Thickness' dialog box with the message 'Relearn Bill Size Operation Complete: Successful command [300]' and an 'Enter' button.

MANAGEMENT FUNCTIONS

ALL CASSETTES LOCKED

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To LOCK or UNLOCK ALL CASSETTES, press number (2) on the keypad to place or remove the check from the box..

The screenshot shows a software window titled 'Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters'. It contains several input fields and checkboxes:

- 1 [] Relearn Bill Thickness
- 2 [All Cassette Locked]
- 3 [] Retract Cash
- 4 [] Retract Delay (value: 45)
- 5 Active Cassette: [Cassette A]
- 6 [Cassette In Service]
- 7 [] Multiple Amount: [\$20.00]
- 8 Document Type: [Cash Non-Cash]
- 9 [] Non-Cash Item Description: []
- 0 [] Secondary Item Description: []
- F1 Note Configuration

DESCRIPTION: (MULTI-CASSETTE USE)

For security purposes, some dispensing mechanisms are designed to physically lock the cassettes into the chassis of the mechanism during normal operation. If you need to remove a cassette for cash replenishment or other servicing, the cassettes must first be unlocked.

After performing an unlock operation, ALL cassettes MUST be removed and re-installed before performing the locking operation to ensure normal operation of the ATM!

The **ALL CASSETTES LOCKED** function is used to lock or unlock **ALL** cassettes in a single operation. Press the number **(2)** on the keypad to toggle the function between checked (**Locked**) and unchecked (**Unlocked**).

WARNING!

The Management Functions timeout feature is DISABLED as long as the cassettes are UNLOCKED! DO NOT LEAVE THE TERMINAL UNATTENDED WHILE THE CASSETTES ARE UNLOCKED! A dialog will appear after 30 seconds to remind you to place the cassettes back into the dispenser and lock them before exiting Management Functions.

ACTIVE CASSETTE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To view or change the configuration of an ACTIVE CASSETTE, press number (5) on the keypad to select and display the cassettes configuration data for the available cassettes.

Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters

1 <input type="checkbox"/> Relearn Bill Thickness	Enter
2 <input checked="" type="checkbox"/> All Cassettes Locked	
3 <input type="checkbox"/> Retract Cash	4 Retract Delay 45
Active Cassette: 5 <input type="button" value="Cassette A"/> Cassette Status: Empty	
Cassette Parameters	
6 <input checked="" type="checkbox"/> Cassette In Service	
7 <input type="checkbox"/> Multiple Amount: \$20.00	
8 Document Type:	<input checked="" type="radio"/> Cash <input type="radio"/> Non-Cash
9 Non-Cash Item Description:	<input type="text"/>
0 Secondary Item Description:	<input type="text"/>
F1 Note Configuration	

DESCRIPTION:

Use the **ACTIVE CASSETTE** function to select the cassette that will receive the results of any changes to the various cassette and note configuration parameters that are made via the Cassette Parameters dialog. Repeatedly pressing the number **(5)** key will cycle through the available cassettes.

CASSETTE IN SERVICE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To change the service status of the selected Active Cassette, press number (6) on the keypad.

The screenshot shows a software interface titled "Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters". The "Cassette Parameters" section is active, indicated by a red border. It contains several input fields and checkboxes:

- 1 [] Relearn Bill Thickness
- 2 [] All Cassettes Locked
- 3 [] Retract Cash
- 4 [] Retract Delay (value: 45)
- 5 [] Active Cassette: Cassette A
- 6 [] Cassette Status: Empty
- 7 [] Cassette In Service (checkbox checked)
- 8 [] Multiple Amount: \$20.00
- 9 [] Document Type: Cash Non-Cash
- 10 [] Non-Cash Item Description:
- 11 [] Secondary Item Description:
- F1 [] Note Configuration

DESCRIPTION: (MULT-CASSETTE USE)

Some dispensing mechanisms (typically in a multi-cassette configuration) allow individual cassettes to be placed out of service. This means the cassette will not be used by the ATM for meeting withdrawal requests. This capability can be used, for example, to remove a low or empty cassette from service, allowing the dispenser to continue operation without entering an “out of service” condition because of the affected cassette.

To select a cassette to receive the focus of this function, use the ACTIVE CASSETTE function to choose an available cassette.

Press the number (6) on the keypad to toggle the cassette between **IN-SERVICE** (checked) or **OUT OF SERVICE** (unchecked) conditions.

MULTIPLE AMOUNT

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To view or change the MULTIPLE AMOUNT in the Active Cassette, press number (7) on the keypad.

The screenshot shows a software interface for configuring ATM parameters. At the top, it says "Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters". Below that is a grid of numbered buttons and dropdowns:

- 1: Relearn Bill Thickness
- 2: All Cassettes Locked
- 3: Retract Cash
- 4: Retract Delay (set to 45)
- 5: Active Cassette dropdown set to "Cassette A"
- 6: Cassette In Service
- 7: Multiple Amount input field set to "\$20.00"
- 8: Document Type radio buttons: Cash (selected) and Non-Cash
- 9: Non-Cash Item Description input field
- 0: Secondary Item Description input field
- F1: Note Configuration

DESCRIPTION:

The **MULTIPLE AMOUNT** parameter must be set in the ATM before any transactions can be processed. This number is the denomination of the currency installed in the currently selected (active) cassette. It can be set to any value, as long as this value is no less than 1/50th of the maximum cash parameter. Typical values might be 10, 20, 50, or 100.

Whenever a withdrawal transaction is performed, the amount entered or selected is compared to the Multiple Amount parameter. If the entry is not an even multiple of this amount, an error warns the customer of this fact and they are offered an opportunity to try again.

If the Multiple Amount is not set correctly, the terminal will respond by going into Configuration Error 186, BILL SIZE NOT CONFIGURED CORRECTLY. To correct the error condition, enter the Management Functions and configure the bill size (Multiple Amount) to the value of the bill in the cassette.

Select a cassette using the **ACTIVE CASSETTE** function. Press number (7) on the keypad to bring up the data entry dialog. Enter the multiple amount value, observing the restrictions stated previously. Press Enter to accept or Cancel to exit without changing the current amount. The value you enter will be applied to the currently selected cassette.

MANAGEMENT FUNCTIONS

DOCUMENT TYPE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
5. To set the DOCUMENT TYPE for the Active Cassette, press number (8) on the keypad to select either CASH or NON-CASH.

The screenshot displays a software interface for managing cassette parameters. At the top, it says "Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters". Below this are several numbered input fields:

- 1: "Relearn Bill Thickness" (checkbox)
- 2: "All Cassettes Locked" (checkbox checked)
- 3: "Retract Cash" (checkbox)
- 4: "Retract Delay" (text box showing "45")
- 5: "Active Cassette" dropdown menu showing "Cassette A" (selected).
- 6: "Cassette In Service" (checkbox checked)
- 7: "Multiple Amount" (text box showing "\$20.00")
- 8: "Document Type":
 - Cash
 - Non-Cash
- 9: "Non-Cash Item Description": (text box)
- 0: "Secondary Item Description": (text box)

A "Cassette Status" field shows "Empty". A "F1 Note Configuration" button is at the bottom left.

DESCRIPTION:

This option lets you set the **DOCUMENT TYPE** loaded in the currently selected (active) cassette. The type can be **CASH** or **NON-CASH**. Cash is any type of currency. Non-Cash is any item other than cash, such as stamps, coupons, or phone cards.

Select a cassette, using the **ACTIVE CASSETTE** function. Press number (8) on the keypad to choose the document type, either Cash or Non-Cash.

MODEL RL5000 SERIES USER MANUAL

NON-CASH ITEM DESCRIPTION SECONDARY ITEM DESCRIPTION

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To enter a NON-CASH ITEM DESCRIPTION for the Non-Cash document in the Active Cassette, press number (9) on the keypad.
5. To enter a SECONDARY ITEM DESCRIPTION for the Non-Cash document in the Active Cassette, press number (0) on the keypad.

Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters

1	Retlearn Bill Thickness	Enter
2	<input checked="" type="checkbox"/> All Cassettes Locked	
3	<input type="checkbox"/> Retract Cash	4 Retract Delay 45
5	Active Cassette: Cassette A	Cassette Status: Empty
Cassette Parameters		
6	<input checked="" type="checkbox"/> Cassette In Service	
7	Multiple Amount:	\$20.00
8	Document Type:	<input checked="" type="radio"/> Cash <input type="radio"/> Non-Cash
9	Non-Cash Item Description:	
0	Secondary Item Description:	
F1	Note Configuration	

Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters

1	Retlearn Bill Thickness	Enter
2	<input checked="" type="checkbox"/> All Cassettes Locked	
3	<input type="checkbox"/> Retract Cash	4 Retract Delay 45
5	Active Cassette: Cassette A	Cassette Status: Empty
Cassette Parameters		
6	<input checked="" type="checkbox"/> Cassette In Service	
7	Multiple Amount:	\$20.00
8	Document Type:	<input checked="" type="radio"/> Cash <input type="radio"/> Non-Cash
9	Non-Cash Item Description:	
0	Secondary Item Description:	
F1	Note Configuration	

DESCRIPTION:

The **NON-CASH ITEM** description option is used to provide a brief description of the items in the cassettes whose document type is set to Non-Cash. Examples of descriptions are phone cards, coupons, stamps, etc.

Press number **(9)** on the keypad to bring up the data entry dialog. Enter a brief description for the non-cash item. Press Enter to accept or Cancel to exit without changing the current description.

The **SECONDARY ITEM** option provides a location for other information of general interest or other required information. It is used in conjunction with the Non-Cash Item Description to provide a complete description of the non-cash item in the cassette.

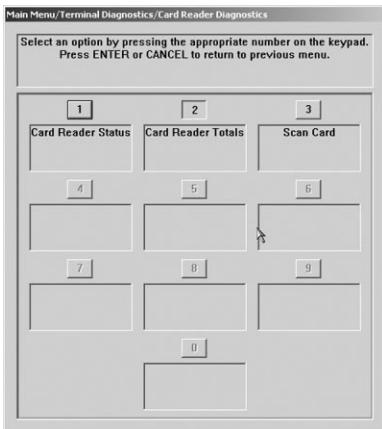
Press number **(0)** on the keypad to bring up the data entry dialog. Enter a brief description for the secondary item description. Press Enter to accept or Cancel to exit without changing the current description.

CARD READER

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad.



DESCRIPTION:

The following options will be available from the **CARD READER DIAGNOSTICS** screen:

1. **Card Reader Status.** Displays a Management Report showing card reader hardware status.
2. **Card Reader Totals.** Displays a Management Report showing total number of various card reader operations (Card reads, Bad card reads, Last valid card read).
3. **Scan Card.** Displays a Management Report showing total number of documents dispensed.

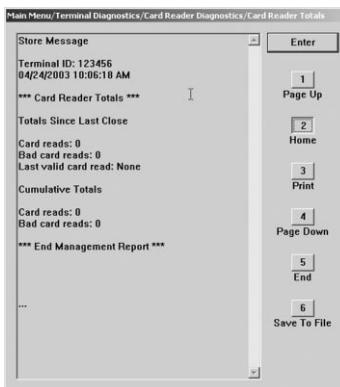
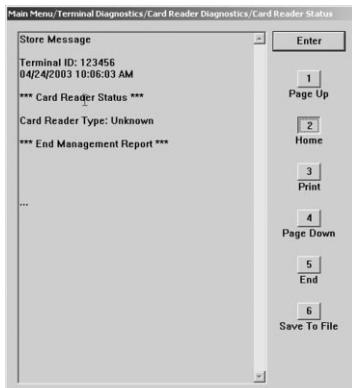
MODEL RL5000 SERIES USER MANUAL

CARD READER STATUS CARD READER TOTALS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad.
3. To display CARD READER STATUS, press number (1) on the keypad.
4. To display CARD READER TOTALS, press number (2) on the keypad.



DESCRIPTION:

CARD READER STATUS display a report showing card reader hardware status. Reports card reader type, number of tracks the card reader is able to scan, and the track size. The status field shows a code that represents the current operational state of the card reader. A device status of “0” indicates normal operation.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

CARD READER TOTALS display a report showing significant card reader activity totals, such as number of cards read, number of bad cards read, and date/time of the last valid card read.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

SCAN CARD

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad..
3. To use the SCAN CARD diagnostics, press number (3) on the keypad. .



DESCRIPTION:

The **SCAN CARD** function uses a series of dialogs to report the operation of the card reader. The dialog shown above is displayed when the function is first entered. It prompts you to insert and then remove a card. As these actions are performed, the results are displayed in the dialog. Upon removing the card, a Management Report dialog is displayed:



If the card can be read properly, the information from the tracks on the card will be displayed in a Management Report.

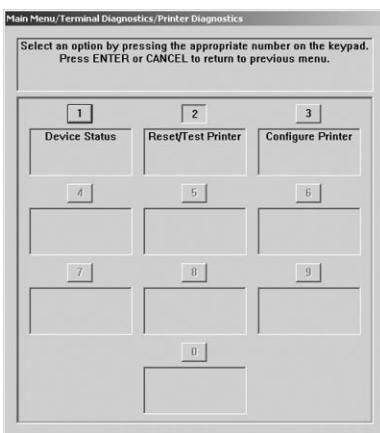
If the card is damaged or not a standard format, an error message will be displayed. If this happens, the card cannot be used for transactions on the terminal.

PRINTER DIAGNOSTICS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.



DESCRIPTION:

The following options will be available from the PRINTER DIAGNOSTICS screen:

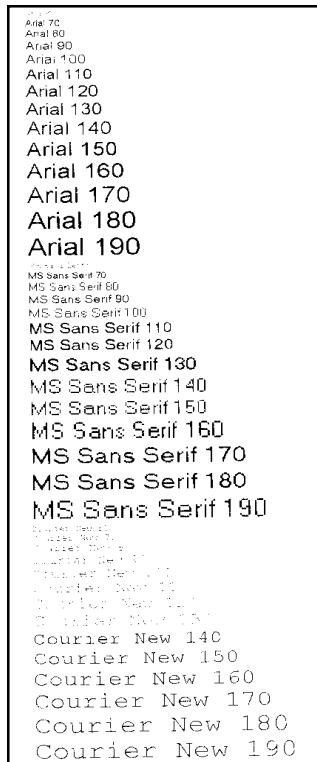
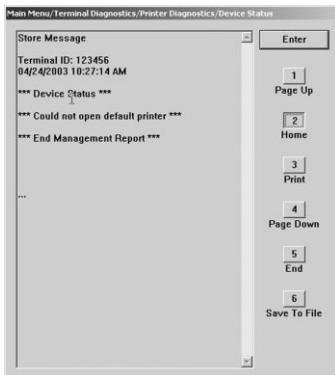
1. **Device Status.** Displays a Management Report that shows properties of the terminal printer, such as printer name, assigned port, driver version, and print resolution.
2. **Reset/Test Printer.** Tests the terminal printer by printing some sample text using various font styles and sizes.
3. **Configure Printer.** Feeds a portion of printer paper by a fixed amount.

DEVICE STATUS (PRINTER) RESET/TEST PRINTER

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.
3. To display DEVICE STATUS, press number (1) on the keypad.
4. To perform a RESET/TEST operation to verify printer operation, enter number (2) on the keypad.



DESCRIPTION:

DEVICE STATUS displays a report that shows properties of the terminal printer, such as printer name, assigned port, driver version, and print resolution.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

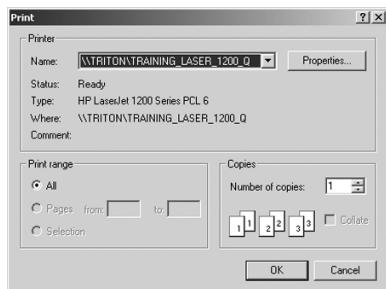
The **RESET/TEST** function re-initializes and then performs an operational test of the printer. A pattern of characters is printed out on the receipt printer, using a variety of character fonts and sizes to test the print capability.

CONFIGURE PRINTER

FACTORY DEFAULT: LISTED BELOW

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.
3. To CONFIGURE PRINTER operating parameters, press number (3) on the keypad.



DESCRIPTION:

The **CONFIGURE PRINTER** function enables you to set-up the operating parameters for the terminal's printer. The maintenance keyboard should be used to interact with this dialog. When the function is first activated, a Print dialog appears. This dialog allows the following printer settings to be configured:

(Note: * denotes service provider function)

Printer

By default, the installed terminal printer should be listed; if not, select it from the drop-down list.

Paper

By default, the printer paper settings will reflect the size and source settings applicable to the installed terminal printer.

Orientation

By default, the print orientation is set to portrait.

Properties

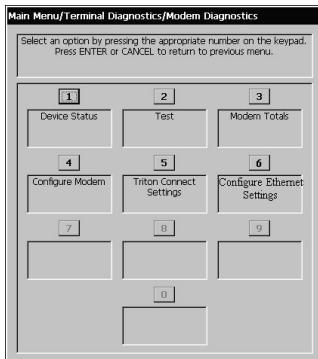
Select this command button to access the printer Properties dialog, which you can use to view or change printer-specific operating parameters. In most instances the default parameters should not be altered.

MODEM / DEVICE STATUS

FACTORY DEFAULT: N/A

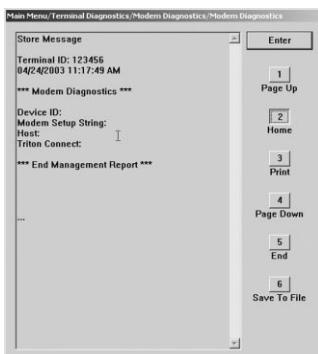
ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the MODEM/ETHERNET diagnostics menu by pressing number (7) on the keypad.
3. To view the DEVICE STATUS report, press number (1) on the keypad.



DESCRIPTION:

The following options will be available from the **MODEM / ETHERNET** screen:
(Note: * denotes service provider function)



1. **Device Status.** Displays a Management Report that shows the modem name and current status.
2. **Test.** Tests the modem by dialing a number that you enter in a dialog box. A status box appears to report the progress and results of the dial-out operation.
3. **Modem Totals.** Displays a Management Report that shows the number of modem call attempts, busy signals, and aborted calls.
4. ***Configure Modem*.** Lets you view and configure the modem's operating parameters.
5. ***Triton Connect Settings*.** Provides access to screens that will let you view and configure the Triton Connect parameters.
6. ***Configure Ethernet Settings*.** Provides access to Ethernet (TCP/IP) configuration parameters.

The **DEVICE STATUS** displays a report that shows the current operational status of the ATM's modem.

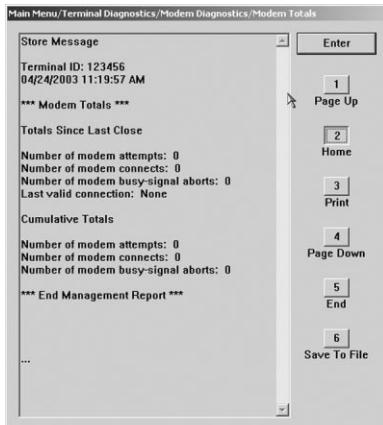
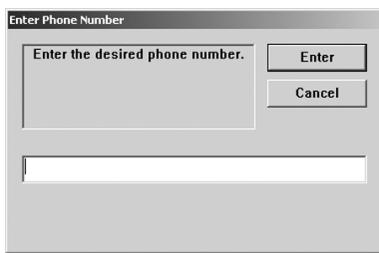
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

TEST (MODEM) / MODEM TOTALS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the MODEM/ETHERNET diagnostics menu by pressing number (7) on the keypad.
3. To enter the TEST function, press number (2) on the keypad.
4. To view the MODEM TOTALS report, press number (3) on the keypad.



DESCRIPTION:

Use the **TEST** function to test the ATM's modem. Enter a known good telephone number, which the modem will dial to verify its ability to access the telephone line and perform a dialing operation.

Use the text entry box to enter the phone number. Select Enter to start the test or Cancel to ignore the entry and exit the function. At the conclusion of the test a message box will indicate success or failure of the test.

The **MODEM TOTALS** report displays modem activity totals in two categories: Totals Since Last Close and Cumulative Totals. Total modem call attempts, total successful connects, aborts due to busy signals, and the date/time of the last successful connection are recorded.

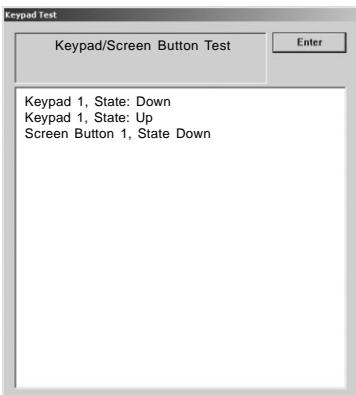
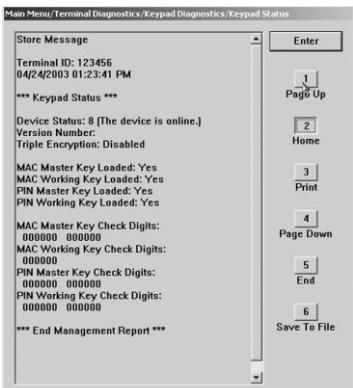
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

DEVICE STATUS (KEYPAD) TEST (KEYPAD)

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the KEYPAD diagnostics menu by pressing number (8) on the keypad.
3. To view the DEVICE STATUS function, press number (1) on the keypad.
4. To enter the TEST function, press number (2) on the keypad.



DESCRIPTION:

DEVICE STATUS displays a report that shows the current operational status of the ATM's keypad. In addition to current device status, status of the encryption features of the ATM is also reported including check digits and whether various encryption features are loaded and the check digits associated with those features.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

The **KEYPAD TEST** function enables you to verify proper operation of the numeric, function, and control buttons on the terminal. Simply press any button (**except the Enter button**). The status window will indicate the state of the button: either Up or Down. Press the Enter button to exit the function.

Electronic Journal

Introduction

The ATM features an electronic journal that is integrated into the dispensing mechanism.

The details of each transaction are stored in the journal's memory and can be retrieved at a later date. When needed, just the information desired can be recalled and a printout of the records made.

Old records are retained until **32,768** records have been stored, at which time, the journal must be printed or cleared. (**Error code 151**)

Normally, journal data is printed by the unit's receipt printer, but with the optional Triton Connect software package the information can be sent to a remote PC for storage and subsequent analysis.

Journal Functions

The following Management Functions enable you to display and/or print the journal.

Display Unaudited Records. Displays summary of journal entries since last time printed.

Display Last X. Displays and/or prints audited and unaudited journal entries.

Display Selected Records. Displays and/or prints selected journal entries by date.

Clear Journal. Marks all unprinted entries as audited.

Archive / Delete Journal. Ability to archive or delete journal entries by date.

View Journal Archive. Select and view archived entries.

Journal Properties. View journal properties.

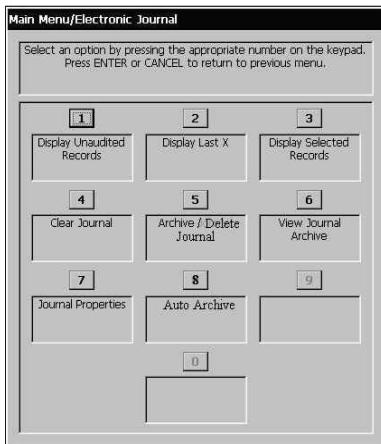
Auto Archive. Ability to archive journal entries by date or duration. Set journal interval to automatically archive records.

ELECTRONIC JOURNAL

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.



DESCRIPTION:

The following options will be available from the ELECTRONIC JOURNAL screen:

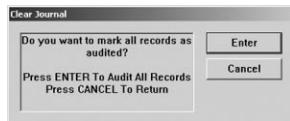
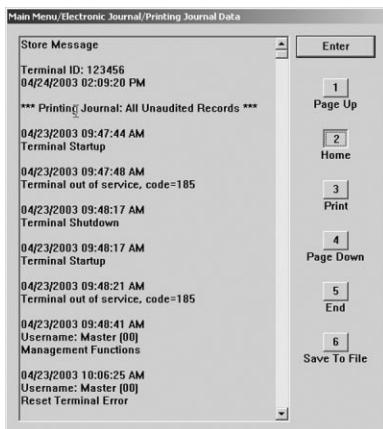
1. **Display Unaudited Records.** This function is used to display a summary of the journal entries collected since the last time the journal was printed.
2. **Display Last X.** This function is used to display and print records from the electronic journal, either before or after they have been audited.
3. **Display Selected Records.** Generates a Management Report of journal entries that match a user-defined set of filtering criteria.
4. **Clear Journal.** This function is used to mark all unprinted records in the electronic journal as audited.
5. **Archive / Delete Journal.** Used to enter a date; all journal entries stored on the terminal prior to this date can be saved in an archive file or deleted.
6. **View Journal Archive.** This function is used to select and view an archived journal.
7. **Journal Properties.** This function allows viewing of journal properties.
8. **Auto Archive.** Set journal interval to automatically archive records.

DISPLAY UNAUDITED RECORDS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To DISPLAY UNAUDITED RECORDS, press number (1) on the keypad.



DESCRIPTION:

The **DISPLAY UNAUDITED RECORDS** function is used to display a summary of the journal entries collected since the last time the journal was printed. **ALL** records stored in the electronic journal will be printed. This command should be used regularly to print the audit trail of the terminal. This information should be maintained in case of an inquiry by a customer, and can also be useful in certain troubleshooting situations.

When this function is run, all unaudited records in the electronic journal are displayed in a Management Report window.

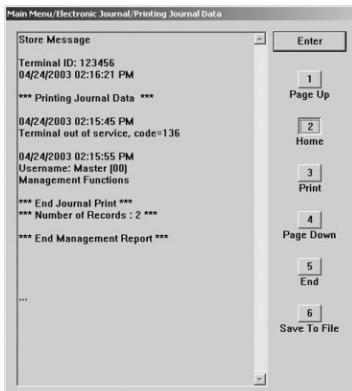
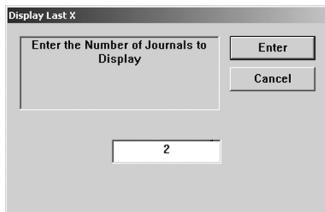
MANAGEMENT FUNCTIONS

DISPLAY LAST X

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To DISPLAY LAST X electronic journal entries, press number (2) on the keypad.



DESCRIPTION:

The **DISPLAY LAST X** function is used to display and print records from the electronic journal, either before or after they have been audited using the **CLEAR JOURNAL** or **DISPLAY UNAUDITED RECORDS** functions. Records printed out using this command are not marked in any way. This function will not affect the operation of the Display Unaudited Records functions.

This function is used for several purposes. It can be used to reprint records for which the paper trail has been lost or destroyed. It can also be used to print out records before they are audited for diagnostic purposes.

When using this function you will be prompted to enter the number of the most recently collected records to be printed. It always operates on the last 'X' entries. If an operator needs to see a transaction that happened about 10 records earlier, entering '13' at the prompt will cause the last 13 records to be printed, but not cleared from the buffer. This will ensure that the transaction in question is printed.

Select Enter to accept the entry or Cancel to ignore and exit the function.

Note

Entering a number greater than the maximum number of records that can be stored in the journal will cause all records to be printed.

DISPLAY SELECTED RECORDS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To DISPLAY SELECTED RECORDS from the electronic journal entries, press number (3) on the keypad.

DESCRIPTION:

The following options will be available from the **Display Selected Records** screen:

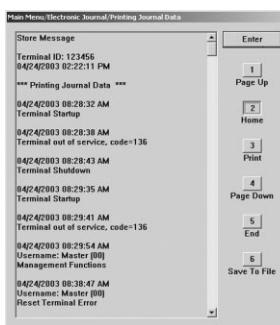
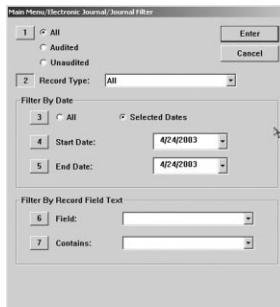
1. **All/Unaudited/Audited.** Select the category of records to consider: All records, all Audited records, or all Unaudited records.
2. **Record Type.** Select the type of journal record to view: All, Transaction, Text Record, Cassette Close, Day Close, or Parameter Change.

Filter By Date

3. **All/Selected Dates.** Select the date range to use for the Management Report: All dates, or Selected Dates. If Selected Dates is selected, specify the Start Date and End Date.
4. **Start Date.** Specify the starting date for the range of journal records to consider. When selected, a date-entry dialog appears. Type the date in the format MMDDYYYY and press the Enter button to accept it.
5. **End Date.** Specify the ending date for the range of journal records to consider. When selected, a date-entry dialog appears. Type the date in the format MMDDYYYY and press Enter to accept it.

Filter By Record Field Text

6. **Field.** To see only those records that match a certain field criteria, select the applicable field here. The field types available to select will be determined by the current Record Type (see Record Type above).
7. **Contains.** When this button is selected, a text-entry dialog appears. Enter a text string to search for. Only those records that contain the text string will be returned in the Management Report. This function is only applicable to the Text Record Type.

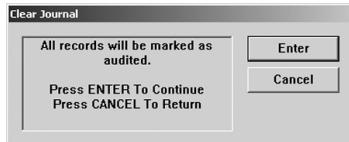


CLEAR JOURNAL

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To CLEAR JOURNAL (or mark all unaudited journal records as audited), press number (4) on the keypad.



DESCRIPTION:

The **CLEAR JOURNAL** function is used to mark all unprinted records in the electronic journal as audited. This means that the records will not be displayed or printed out the next time the Display Unaudited Records function is used. Audited records are not erased. They are marked as if they had been printed.

When this function is selected, a confirmation dialog box appears. To clear the journal, select the Enter command button. Selecting Cancel aborts the operation.

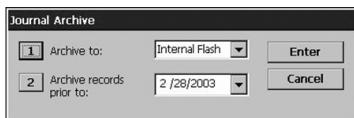
Note: Even after the journal has been cleared, records are still available for printing by using the **DISPLAY LAST X ENTRIES** function.

ARCHIVE/DELETE JOURNAL VIEW JOURNAL ARCHIVE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To ARCHIVE/DELETE JOURNAL, press number (5) on the keypad.
3. To VIEW JOURNAL ARCHIVE, press number (6) on the keypad.



DESCRIPTION:

The **ARCHIVE/DELETE JOURNAL** function allows you to specify the end date of the current journal archive interval. By default, the current date appears in the data entry field. To specify a different date, enter it in the format MMDDYYYY (Example: April 24, 2001 would be entered as 04242001). All journal entries that have been recorded on or before the specified date can be saved to an archive file or deleted.

Note: You can retrieve archived journal records using the Restore Journal Archive function.

Use the text entry box to enter the journal archive date. Select Enter to accept the entry or Cancel to ignore and exit the function.

Use the **VIEW JOURNAL ARCHIVE** browse function to locate and restore a previously archived journal. The controls on this dialog are described below:

1. **Look in.** Use to select the location where archived journal files may be found. This will typically be the terminal hard drive.
2. **Files of.** Use to select the appropriate file type. The .jrn (journal) file type is selected by default.

After selecting the appropriate Look in and Files of type settings, a list of files in the specified location will be displayed, showing Filename, Size and Date/Time headings in a column format. Use the left (<) and right (>) arrow buttons on the keypad to move the highlight bar up and down in the list. Select a file.

Once a journal archive file is highlighted, select Enter to restore the selected archive file or Cancel to ignore the selection and exit the function.

Coupons / Messages

Introduction

Coupons are typically used as a promotional incentive, offering a product, service, or discount as an incentive for making withdrawals from the ATM. Such incentives are typically referred to as “prizes” or “awards.”

Messaging enables the store owner to personalize messages to the customer. Typical messages are “Welcome” and “Surcharge”.

Coupons are triggered by the occurrence of either a withdrawal above a certain level (Level coupon), or as a random percentage (Random coupon) of all transactions (withdrawals, balance inquiries, or transfers), or both.

When triggered, the coupon is printed by the terminal at the conclusion of the transaction. The information printed on the coupon will depend upon what you previously entered as the coupon message. The Level and Random coupon messages do not have to be the same.

A notification screen appears on the ATM’s display to inform the customer that a prize coupon is printing.

Messages are composed in the Management Functions to notify customers, advertise products, etc. The options are: 1) Welcome Message, 2) Store Message, 3) Marketing Message, 4) Exit Message, 5) Terminal Owner Message, 6) Surcharge Owner Message, and 7) News Ticker Message.

Configuring Coupon Awards

The following examples should help you understand how to award coupons based on either a level or percentage basis, or both.

Level Coupon Award

If you want each of your customers to receive a prize coupon ONLY upon making a withdrawal of 20 dollars or more (for example), then do the following:

1. Enable the ATM’s Coupon function.
2. Enter a level amount of 20 dollars.
3. Enter a random percentage of zero (0). *You must do this to prevent unintended random awards.*
4. Enter the message you want to appear on the level-based coupon.

Result: Only customers making withdrawals of 20 dollars or more WILL receive a prize.

Random Coupon Award

If you want fifty percent (for example) of ALL customers to receive a coupon, no matter the level of their withdrawal or type of transaction (such as a balance inquiry or transfer), do the following:

1. Enable the ATM's Coupon function.
 2. Enter a random percentage of fifty (50) percent.
 3. Enter a level amount **GREATER** than the ATM's **Maximum Withdrawal Amount**.
You must do this to prevent unintended level-based coupon awards.
 4. Enter the message you want to appear on the random-based coupon.
- Result:** Fifty percent of ALL customers performing ANY transaction will receive a prize.

Level and Random Coupon Award

You can use BOTH level and random settings to issue coupons. You can, for example, award coupons to ALL customers making withdrawals of 20 dollars or more AND 50 percent of customers making withdrawals of less than 20 dollars (or performing any other type of transaction such as a balance inquiry or transfer).

1. Enable the ATM's Coupon function.
 2. Enter a level amount of 20 dollars. *If the customer makes a withdrawal of 20 dollars or more, the level amount will override the Random percentage to ensure every customer receives an award.*
 3. Enter a random percentage of fifty (50) percent. *If the customer makes a withdrawal of less than 20 dollars, the amount will be too low to trigger the level amount, so only the Random setting will apply.*
 4. Enter the message you want to appear on the level-based coupon.
 5. Enter the message you want to appear on the random-based coupon.
- Result:** ALL customers making withdrawals of 20 dollars or more AND fifty percent of customers making withdrawals of **LESS THAN** 20 dollars will receive a prize.

COUPONS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.

Main Menu/Terminal Configuration/Coupons

1	Coupon:	Printed1	Enter
2	Prompt:	Take Coupon	Cancel
3	Min Level:	\$0	
4	Max Level:	\$0	
5	Random:	0 %	
6	<input type="checkbox"/> Award Based On ISO Properties		
Printed Coupons:			
7	Message:	Coupon Message	
8	Layout:	Bottom Graphic	
9	Graphic:		
10	Print:		
Dispensed Coupons:			
F1	Cassette:		
F2	Count:	1	

DESCRIPTION:

The following options will be available from the COUPON screen:

(Note: * denotes service provider function)

1. **Coupon.** Press this button to cycle through the available coupon types: Printed1, Printed2, Dispensed1, and Dispensed2.
 2. **Prompt.** Displays a text entry dialog. Enter the coupon prompt text (example: "Please Take a Coupon!") in the dialog.
 3. **Min. Level.** Enter the minimum withdrawal amount that will trigger the printing or dispensing of a coupon.
 4. **Max. Level.** Enter the maximum withdrawal amount that will trigger the printing or dispensing of a coupon.
 5. **Random.** Enter a random coupon award percentage between 0-100%.
 6. ***Award Based On ISO Properties.***
 7. **Message.** Displays a text entry dialog. Enter the text of the message that will be printed on the selected coupon.
 8. ***Layout*.** Press this button to cycle through the available orientation types for printed coupons: Landscape and Portrait. In Landscape mode, the coupon will be printed along the length of the coupon receipt, while in Portrait mode, the coupon will be printed across the width of the coupon receipt.
 9. ***Graphic*.** Use this function to choose a graphic to be printed on the coupon.
 10. **Print.** Press this button to immediately print a sample of the currently selected coupon.
- F1. ***Cassette*.** Choose a cassette that will be used to dispense coupons.
- F2. ***Count*.** Enter the number of coupons that will be dispensed for each qualifying transaction.

COUPONS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To configure the type of coupon the ATM will issue when coupons are enabled, press number (1) on the keypad repeatedly until the desired selection is displayed in the text box.



DESCRIPTION:

COUPONS are used to notify customers of awards, prizes, sales, or other promotional opportunities. Coupons are delivered to the customer in two ways: **PRINTED OR DISPENSED**.

This dialog lets you configure up to two versions of either type of coupon, as described below: (**Note: This section will discuss Printed Coupons only**)

1. **Printed1.** This is the first of two available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.
2. **Printed2.** Alternate version printed coupon.
3. **Dispensed1.** This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.
4. **Dispensed2.** Alternate version dispensed coupon.

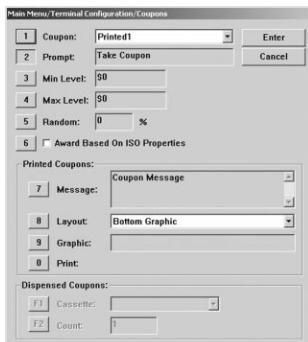
Press number (1) on the keypad to cycle through the available coupon types. After selecting the coupon type, configure the remaining coupon settings as needed. Press Enter to accept the settings or Cancel to exit.

PROMPT / MINIMUM LEVEL

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To configure the PROMPT message that will be displayed when coupons are issued, press number (2) on the keypad and enter the desired message.
4. To set the MINIMUM LEVEL (minimum withdrawal amount) that will trigger the printing or dispensing of a coupon, press number (3) on the keypad and enter the minimum withdrawal amount.



DESCRIPTION:

The **PROMPT** is a brief message that appears on screen when a customer is given a coupon. Its primary purpose is to inform the customer of the presence of the coupon, so that it may be retrieved.

Press number (2) on the keypad to bring up a data entry dialog. Enter a brief statement to serve as a prompt to the customer, such as "Congratulations! Please take your coupon." or "You have won a prize coupon! Congratulations!"

Press Enter to accept the prompt or Cancel to exit.

The **MINIMUM LEVEL** parameter represents the minimum withdrawal amount that will trigger the printing or dispensing of a coupon. If the customer performs a successful withdrawal transaction for an amount equal to or greater than this amount and less than or equal to the maximum amount, a coupon will be printed or dispensed (as applicable).

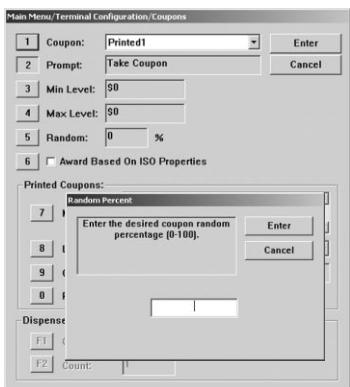
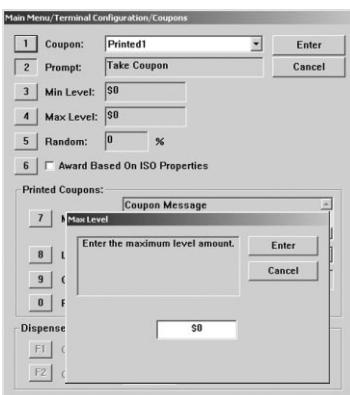
Press number (3) on the keypad to bring up a data entry dialog. Enter the minimum withdrawal amount. **Note:** The value must be at least as large as the Multiple Amount parameter (set using the Cassette Parameters function), and no greater than the Maximum Cash parameter (set using the Withdrawal Amounts function). Press Enter to accept the amount or Cancel to exit.

MAXIMUM LEVEL / RANDOM

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To set the MAXIMUM LEVEL (maximum withdrawal amount) that will trigger the printing or dispensing of a coupon, press number (4) on the keypad and enter the minimum withdrawal amount.
4. To set the frequency at which the RANDOM prize will be awarded (printed or dispensed), press number (5) on the keypad and enter the percentage.



DESCRIPTION:

The **MAXIMUM LEVEL** parameter represents the maximum amount that will trigger the printing or dispensing of a coupon. If the customer performs a successful withdrawal transaction for an amount equal to or greater than the minimum amount and less than or equal to the maximum amount, a coupon will be printed or dispensed (as applicable).

Press number (4) on the keypad to bring up a data entry dialog. Enter the maximum withdrawal amount. **Note:** *The value must be at least as large as the Multiple Amount parameter (set using the Cassette Parameters function), and no greater than the Maximum Cash parameter (set using the Withdrawal Amounts function).* Press Enter to accept the amount or Cancel to exit.

The **RANDOM** function sets the frequency at which random prize coupons will be awarded (printed or dispensed, as applicable). The random coupon is won by a random number of transactions of any type. The winning percentage can be set from 0 to 100%. For example, if the winning percentage is set to 10%, then 1 out of every 10 transactions will be awarded a prize.

Press number (5) on the keypad to bring up a data entry dialog. Enter the random winning percentage, from 0 to 100%. Press Enter to accept the amount or Cancel to exit.

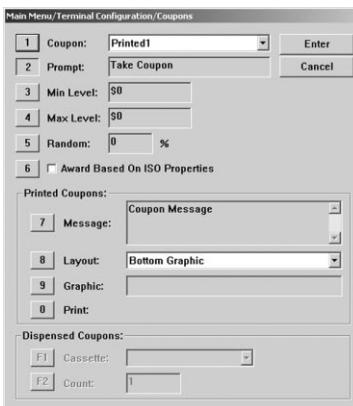
MANAGEMENT FUNCTIONS

MESSAGE / PRINT

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To enter the MESSAGE that is printed on the coupon when it is awarded, press number (7) on the keypad and enter the text of the message in the dialog box.
4. Press number (9) on the keypad to PRINT a sample copy of the selected coupon.



DESCRIPTION:

The coupon **MESSAGE** is a descriptive statement that appears on printed coupons only. The message should describe the purpose of the coupon, such as a discount coupon, prize claim slip, etc.

Press number **(6)** on the keypad to bring up a data entry dialog. Enter a descriptive coupon message. Press Enter to accept the message or Cancel to exit.

You can **PRINT** a sample copy to verify the appearance of the message, layout, and graphic (if used) components of a printed coupon.

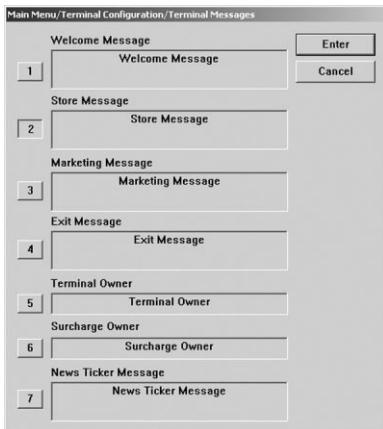
If a printed coupon type is currently selected, press number **(9)** on the keypad to immediately print a sample of the coupon.

TERMINAL MESSAGES

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.



DESCRIPTION:

The following options will be available from the TERMINAL MESSAGES screen:

Note: The number of characters that will fit is based on the average characters size (lowercase). * Currently not activated.

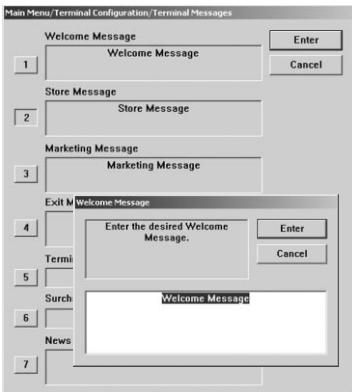
1. **Welcome Message.** This message will be displayed at the top of the customer welcome screen. (3 lines, ~ 25 characters/line)
2. **Store Message.** This message will appear on the customer's receipt. (3 lines, ~ 35 characters/line)
3. **Marketing Message.** This message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.). (3 lines, ~ 45 characters/line)
4. **Exit Message.** This message will appear on the terminal display at the conclusion of a transaction. (3 lines, ~25 characters/line)
5. **Terminal Owner Message.** This message will appear to the customer on the surcharge warning screen. (1 line, ~ 40 characters)
6. **Surcharge Owner Message.** This message will appear to the customer on the surcharge warning screen. (1 line, ~ 40 characters)
7. ***News Ticker Message.** Enter up to 1024 characters that will scroll across the Customer Welcome screen. (~ 40 characters/per line) {**Note:** Terminate each displayable line with a **semicolon** (;)}

WELCOME MESSAGE STORE MESSAGE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the WELCOME MESSAGE, press number (1) on the keypad.
4. To view or change the STORE MESSAGE, press number (2) on the keypad.



DESCRIPTION:

The **WELCOME** message will be displayed at the top of the customer welcome screen.

To enter the message, press number **(1)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **STORE** message will appear on the customer's receipt.

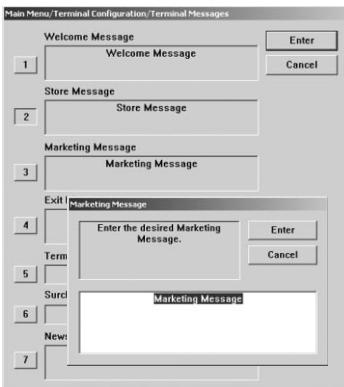
To enter the message, press number **(2)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

MARKETING MESSAGE EXIT MESSAGE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the MARKETING MESSAGE, press number (3) on the keypad.
4. To view or change the EXIT MESSAGE, press number (4) on the keypad.



DESCRIPTION:

The **MARKETING** message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.).

To enter the message, press number (3) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **Exit** message will appear on the terminal display at the conclusion of a transaction.

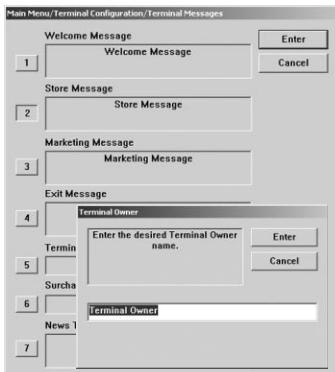
To enter the message, press number (4) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

TERMINAL OWNER MESSAGE SURCHARGE OWNER MESSAGE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the TERMINAL OWNER MESSAGE, press number (5) on the keypad.
4. To view or change the SURCHARGE OWNER MESSAGE, press number (6) on the keypad.



DESCRIPTION:

The **TERMINAL OWNER** message will appear to the customer on the surcharge warning screen.

To enter the message, press number (5) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **SURCHARGE OWNER** message will appear to the customer on the surcharge warning screen.

To enter the message, press number (6) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

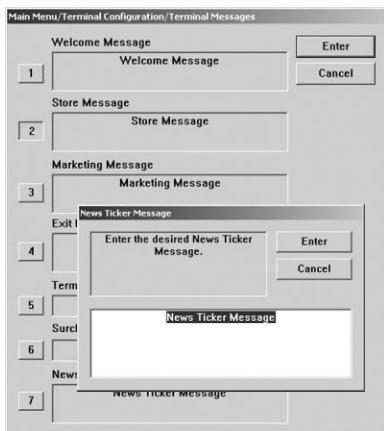
MODEL RL5000 SERIES USER MANUAL

NEWS TICKER MESSAGE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the NEWS TICKER MESSAGE, press number (7) on the keypad.



DESCRIPTION: *Currently not activated.

Enter up to 1024 characters that will scroll across the Customer Welcome screen.

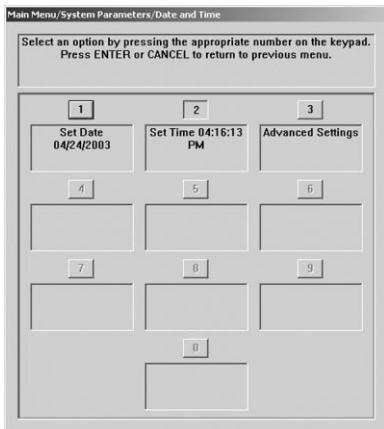
To enter the message, press number (7) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

DATE AND TIME

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.
2. Press number (1) on the keypad to access options that allow you to change the terminal DATE and TIME properties.



DESCRIPTION:

This menu allows you to set the terminal **DATE** and **TIME** properties using the following functions: (**Note:** * denotes service provider function)

1. **Set Date.** Use this function to quickly and easily change the terminal's date property.
2. **Set Time.** Use this function to quickly and easily change the terminal's time property.
3. ***Advanced Settings*.** Provides an alternative time/date change dialog, but is primarily used to change the terminal's time zone and daylight savings properties.

SET DATE / SET TIME

FACTORY DEFAULT: N/A

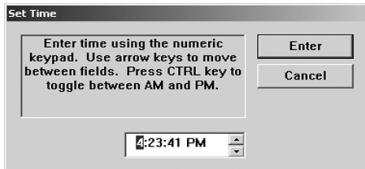
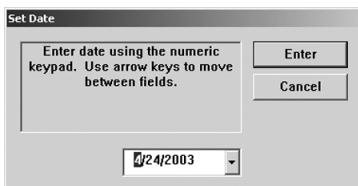
ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.
2. Press number (1) on the keypad to access options that allow you to change the terminal DATE and TIME properties.
3. To change the DATE properties of the terminal, press number (1) on the keypad to display the SET DATE screen
4. To change the TIME properties of the terminal, press number (2) on the keypad to display the SET TIME screen.

DESCRIPTION:

Use the numeric keypad to enter the **SET DATE**. Move between fields with the arrow keys. Press the Enter key when the correct date is displayed.

Use the numeric keypad to enter the **SET TIME**. Move between fields with the arrow keys. Press the CTL key to toggle between AM and PM. Press the Enter key when the correct date is displayed.

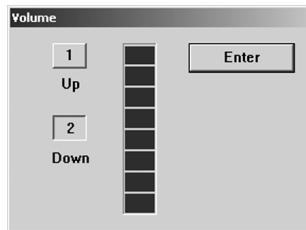


VOLUME CONTOLS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.
2. To adjust the level of the speaker output, press number (3) on the keypad.



DESCRIPTION:

This dialog box will allow you to adjust the speaker volume. Press number (1) to raise the volume, and number (2) to lower the volume. The indicator bar will provide a visual indication of the current volume level.

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SECTION 6

MAINTENANCE

Introduction

This chapter of the User manual covers preventive and corrective maintenance procedures appropriate for user personnel. The following areas are covered:

1. **Replenishing Receipt Paper.** Describes how to replace a spent receipt paper roll.
2. **Cleaning the Enclosure.** The proper way to clean the ATM housing.
3. **Card Reader Cleaning.** The recommended card reader cleaning technique.
4. **Card Reader Problems.** Servicing card reader problems.
5. **Communication Problems.** Servicing communications-related problems.

IMPORTANT

Only qualified service personnel are authorized to repair or service the terminal. Should a malfunction occur, DO NOT attempt to service the unit yourself! Contact your Triton certified service provider!

Replenishing the Receipt Paper

NOTE: This operation must be completed with the AC Power applied to the ATM.

1. Open the top of the ATM by unlocking the top enclosure and pulling the hinged door forward.

WARNING

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

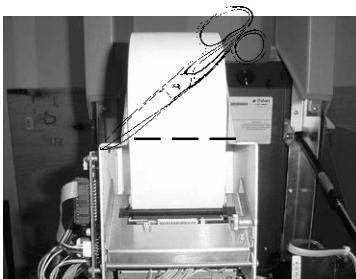


Figure 6-1. Cut paper roll here to remove.

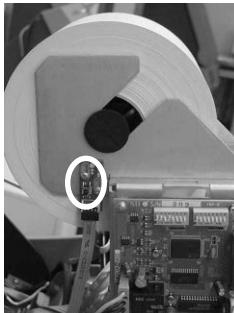


Figure 6-2. Printer feed button.

2. If paper remains on the roll, cut the paper between the roll and the printer with a pair of scissors as shown in Figure 6-1. Use the FEED button (Figure 6-2) to feed the paper through the paper path until all paper comes out the front of the receipt paper chute.

****WARNING****
Do not pull the paper backward through the printer. This may leave paper fragments that can cause paper jams.

3. Remove the existing paper roll or empty spindle (as appropriate) from the paper roll bracket, as shown in Figures 6-3 and 6-3A.
4. Take the empty spindle and insert it into the new paper roll, as shown in Figure 6-4.
5. Place the new paper roll back on to the paper bracket ensuring that the paper feeds from the TOP of the roll, as shown in Figures 6-5 and 6-6.
6. Insert the edge of the paper roll into the printer take-up slot, as shown in Figure 6-7. The printer will automatically grip and pull the paper into the paper path. If the paper feeds automatically, skip to Step 9. If the paper does not feed automatically, continue with Step 7.



Figure 6-3. Paper roll removed.



Figure 6-3A. New paper roll.



Figure 6-4. Spindle inserted.

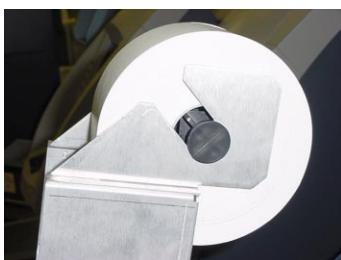


Figure 6-5. Paper on bracket.

7. If the paper is not automatically taken-up by the printer, check the tension roller lever on the printer chassis. Pull the pin located on the right side of the printer bracket above the cutter assembly (Figure 6-8). Rotate the assembly towards the front of the control panel. (Figure 6-9)
8. The blue tension lever is located on the left side. It must be in the closed position (Blue lever facing towards the right) [Figure 6-10 and insert]. If not, just move the lever (moves in 3 positions) to the correct position. Close the cutter assembly and retry to feed the printer paper. If successful, continue with Step 9. If the paper is not taken up automatically, contact your service provider.
9. Close and lock the control panel. Go to Management Functions, Diagnostics, Printer, and perform a “Reset/Test Printer”.



Figure 6-6. Paper feeds from top of roll.

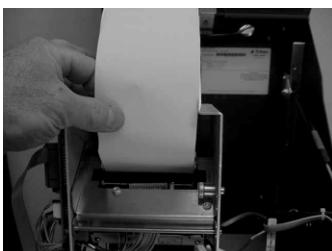


Figure 6-7. Paper feeds automatically when placed in take-up slot.



Figure 6-8. Pin location.

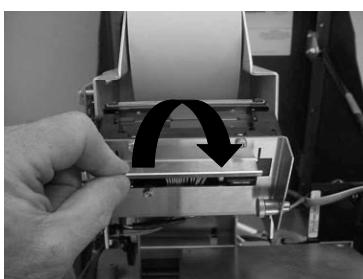


Figure 6-9. Cutter assembly opened.

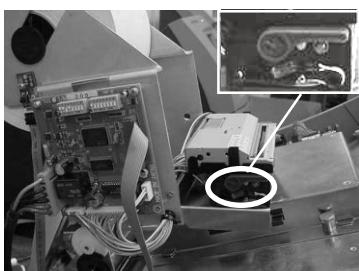


Figure 6-10. Blue lever position.

Cleaning the Enclosure

The ATM front panel is highly durable, resisting scratches and finger smudges. However, occasional cleaning of the front panel and the plastic enclosure may be desirable. A soft dry or slightly damp cloth may be used for cleaning. For best results, use a weak solution of a mild detergent and water.

Card Reader Cleaning

Special cleaning cards are available for proper maintenance of the card reader. The reader should be cleaned at least once a month by inserting and removing a cleaning card, as shown in Figure 6-11. It may be necessary to clean the card reader more often in locations that see heavy usage.

WARNING

Avoid using abrasive cleaners on any surface of the terminal. Do not spray liquid cleaner directly on the unit.

Cleaning the Display

The Liquid Crystal Display (LCD) on the front of the cash dispenser has a plastic protective window that should be cleaned only with a SOFT cloth, dampened with a weak solution of a mild detergent and water.

WARNING

Do not use any abrasive cleaners on the window, as it will scratch. Do not spray liquids onto the screen, as they may run down inside the unit and cause damage.



Figure 6-11. Use the cleaning cards on a monthly basis to maintain effective card reader operation.

Card Reader Problems

The following procedures provide help in recovering from card reader problems.

Can't Read Customer Card

1. Access **Management Functions** main menu.
2. Select the **Diagnostics** option. Select the **Card Reader** option.
3. Select the **Scan Card** option.

4. Insert and remove an ATM card. If no error message is received, but card still can't be read, contact your service provider. If an error message is received, continue with the next step.
5. Open the ATM control panel. Turn power OFF on the ATM. Remove and reconnect the data cable on the card reader and the docking board. Turn power ON. Close the ATM control panel.
6. Re-attempt the **Scan Card** option. Try to read a card. If the problem still exists, contact your service provider.

Can't Insert Card Fully

1. Open the ATM control panel to allow light to shine through the card reader slot. Examine the slot from the rear of the card reader.
2. If a foreign object is discovered, try to dislodge it. Turn power OFF on the ATM. Use a thin, smooth strip of cardboard or wood (such as a tongue depressor) to remove the obstruction. Turn power ON.
3. Close the ATM control panel. Test the card reader. If a card still cannot be fully inserted contact your service provider.

Communication Problems

Follow these steps to recover from “System Unavailable” and “Communication Error” conditions. (Dial-up only)

1. Reset the ATM. If the problem still exists, continue with next step.
2. Open the ATM control panel. Plug the base unit of a telephone (NOT the handset) into the phone cable connected to the modem card.
3. Listen for a dial tone. If there is a dial tone, unplug the telephone and reconnect the cable to the modem card. Close the ATM control panel. Contact your service provider.
4. If there is no dial tone, plug the telephone into the wall jack for the ATM phone line. If there is no dial tone, there is a facility phone line problem. Contact your telephone service provider for assistance.

SECTION 7

ERROR RECOVERY

Introduction

This chapter of the operation manual describes how operator personnel can respond to ATM error conditions and perform user-level corrective actions.

Status Conditions

The ATM operating system determines the operational status of each of its components by routinely performing a system status check. Each status code generated as a result of this check can fall into one of three categories:

1. Normal
2. Warning
3. Critical

Normal

Status codes in this category are the normal result of successful status checks. No error condition exists. Normal operation will continue, and the status condition will be logged to the electronic journal for historical purposes.

Warning

Status codes in this category may indicate a potential problem, but are not serious enough to prevent the ATM from continuing normal operation. Operation will continue; however, the error condition will be logged to the electronic journal for later retrieval and analysis.

Critical

Status codes in this category are serious enough to prevent the ATM from continuing normal operation. The ATM will be placed in an “OUT



Fig. 7-1.

The TERMINAL ERROR screen is displayed if the terminal detects a CRITICAL error condition. Error message/code shown for example purposes only.

Error Recovery Procedures

Many error conditions require the assistance of a qualified service technician to return the ATM to normal operation. But there are some actions that the end user can perform to confirm the existence of a problem or correct simple problems.

Table 7-1, Status Codes / Error Recovery Procedures, provides a list of status conditions, most of which can cause the ATM to enter an “OUT OF SERVICE” condition. The table, which spans pages 133 through 142, lists the error codes, a description of each error message and provides a number reference to a recommended recovery procedure that is suitable for non-service personnel to perform. The recommended recovery procedures themselves are listed on pages 143 through 159.

NOTE: Those status conditions that are considered NORMAL or WARNING conditions have N/A listed in the Recovery Procedure column.

Many of the procedures direct you to RESET the error in the ATM as the first step. This action may be all that is necessary to clear the error indication. In other cases further actions may be necessary. If necessary, you will be told to contact your service provider.

It is possible that more than one error condition exists. In these cases, after clearing the original error message a different error message may be displayed. Address each error message according to the instructions given in Table 7-1, until all problems have been corrected and the ATM has been restored to normal operation.

If an error condition is still present after performing the recommended recovery actions, contact your service provider.

Clearing Terminal Status

In following the error recovery procedures in Table 7-1, in most cases the first action you will perform will be to **clear** the error status.

In some cases, if the terminal is reporting an error in a user-serviceable component area, such as a low receipt paper or currency condition, you’ll be directed to check the area and replace the receipt paper, load currency, or other actions as applicable.

After performing the indicated action, you will attempt to **clear** the error status.

If the error condition continues to be reported, even after performing the action to clear the error status, then a **restart** of the terminal may be warranted. A restart action will re-initialize the terminal's operating system.

NOTE: The least disruptive procedure should be tried first. Try to CLEAR the error status before RESTARTING the terminal.

There are a number of procedures available to perform **clear** or **restart** actions:

- A** Clear terminal status using Management Functions.
- B** Restart terminal using Management Functions.
- C** Shut down (remove power) using Management Functions.
- D** Shut down /apply power using Power Supply ON/OFF switch.

Perform the applicable clear and/or restart action as directed by the error recovery procedure. The following sections, on pages 129 through 132, describe how to perform each action.

A

Clear Status Using Management Functions

1. Press and hold down the **Control (CTRL)** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears. (Figure 7-2)
2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears. (Figure 7-3)
3. Depending on the error message, check the parameter/setup for the particular error (Ex: **Bill Size Not Configured** - check cassette parameters).

You **MUST** try to correct the fault **FIRST**, before attempting to reset error.

4. Select the **Diagnostics** option by pressing number **(2)** on the alphanumeric keypad. The **Terminal Diagnostics** main menu appears. (Figure 7-4)
5. Select the **Terminal Status** option by pressing number **(1)** on the alphanumeric keypad.
6. Select **Reset Terminal Error** option by pressing number **(3)** on the keypad. The terminal will attempt to clear the error status.
7. If successful, the terminal will resume normal conditions.

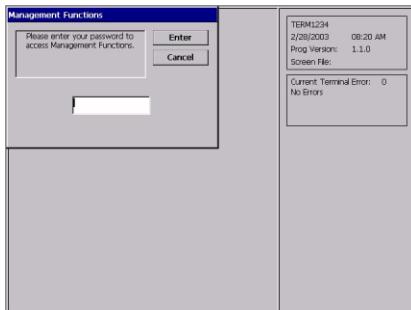


Fig. 7-2. Password entry.

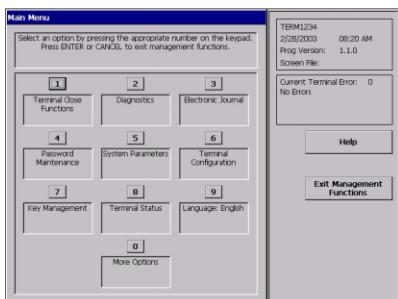


Fig. 7-3. Terminal main menu.

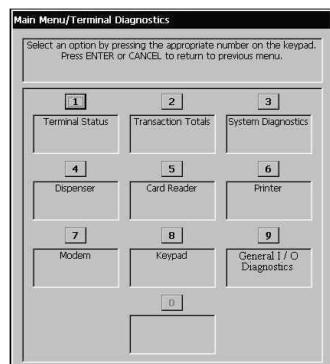


Fig. 7-4. Terminal diagnostics menu.

B

Restart Using Management Functions

1. Press and hold down the **CTRL** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears.
2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears.
3. Select the **System Parameters** option by pressing number **(5)** on the alphanumeric keypad. The **System Parameters** main menu appears, as shown in Figure 7-5.
4. Select the **Restart the Terminal** option by pressing number **(5)** on the alphanumeric keypad. The confirmation dialog appears, as shown in Figure 7-6.
5. Press the **Enter** key on the keypad to accept the option on the confirmation dialog, which initiates the restart operation.
6. The terminal software will re-initialize. The terminal will automatically attempt to clear any error conditions during the start-up sequence. This may take several minutes. When complete, the top menu appears.

After about a 30-second delay one of two screens will appear:

- If the error condition was *successfully cleared*, the Customer Welcome screen will appear. The terminal will resume normal operations.
- If the error condition was *not successfully cleared* (or another error condition exists), the Terminal Error screen will appear.

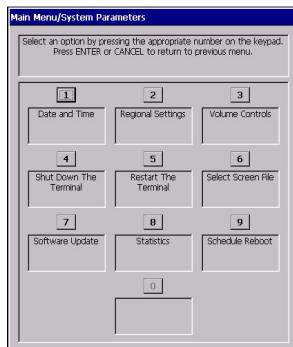


Fig. 7-5. Terminal system parameters.

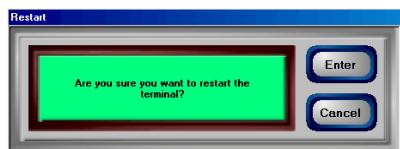


Fig. 7-6. Restart terminal - confirmation dialog.

C

Shut Down (Remove Power) Using Management Functions

1. Press and hold down the **CTRL** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears.
2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears.
3. Select the **System Parameters** option by pressing number **(5)** on the alphanumeric keypad. The **System Parameters** main menu appears, as shown in Figure 7-7.
4. Select **Shut Down the Terminal** option by pressing number **(4)** on the alphanumeric keypad. The confirmation dialog appears, as shown in Figure 7-8.
5. Press the **Enter** key on the keypad to accept the option on the confirmation dialog, which initiates the shut down procedure.

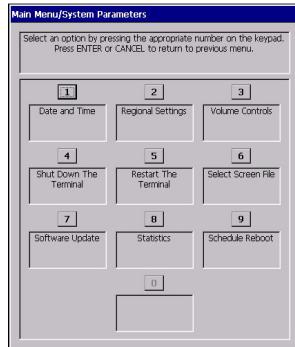


Fig. 7-7. Terminal system parameters.



Fig. 7-8. Shut down the terminal - confirmation dialog.

D Shut Down/Apply Power Using Power Supply ON/OFF Switch

1. Open the top of the ATM by unlocking the top enclosure and pulling the hinged door forward.

WARNING

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the **ON/OFF** switch on the POWER SUPPLY, as shown in Figure 7-9. Move switch to the **OFF <0>** position.



Fig. 7-9. Power supply ON/OFF switch location.

3. To **RESTART** after shut down, move the **ON/OFF** switch to the **ON <1>** position.
4. The terminal software will re-initialize. The terminal will automatically attempt to clear any error conditions during the start-up sequence. This may take several minutes. When complete, the top menu appears.

After about a 30-second delay, one of two screens will appear:

- If the error condition was *successfully cleared*, the Customer Welcome screen will appear. The terminal will resume normal operations.
- If the error condition was *not successfully cleared* (or another error condition exists), the Terminal Error screen will appear.

ERROR RECOVERY

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
32	X			Good operation	N/A
33	X			Feed failure	3
34	X			Mistracked note at feed	3
35	X			Mistracked note at double detect	3
36	X			Mistracked note at exit	3
37	X			Note too long at exit	3
38	X			Blocked exit	3
39	X			Too many notes	3
42	X			Timing wheel error	1
44	X			Bad roller profile	1
45	X			Divertor error	1
46	X			Exit quantified	1
47	X			Note missing at double detect	3
48	X	X		Reject rate exceeded	3
49	X	X		Jam at exit	3
50	X			Interference recovery	3
51	X	X		Suspect exit accountancy	3
52	X			Ram error	1
53	X			Eeprom error	1
54	X			Operation timeout	1
55	X			Ram corruption	1
56	X			Link error	1
95			X	Multiple cassettes of same type installed	11
101		X		Error (2 sec. timeout waiting for pick)	3
102		X		Error (pick motor overcurrent)	3
103		X		Thickness sensor unstable	1
104		X		Unable to clear width sensors during reject	3
105		X		Insufficient notes to learn	3
106		X		FIFO error	3
107		X		Suspect reject accountancy	3

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TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
108		X		Unexpected note at double detect	3
109		X		Timeout at exit sensor	3
110		X		Trailing edge timeout at exit	3
111		X		Diverter timeout	1
112		X		Timeout waiting for leading edge at reject	1
113		X		Timeout waiting for trailing edge at reject	1
114		X		Exit blocked during purge	3
115		X		Diverter timeout on purge	1
118		X		Exit sensor blocked on start of dispense or learn	3
119		X		Diverter in dispense position on start of dispense or learn	3
120		X		Reject cassette not present	3
121		X		Note cassette not present	3
122		X		Unexpected note at exit	3
124		X		Diverter moved to exit position during reject/purge	1
125		X		Initial status check failed	3
126		X		Diverter moved to reject position during dispense	1
128	X	X	X	Error in reply from dispenser	1
129	X	X	X	Dispenser not responding	1
130	X	X	X	No acknowledge from dispenser	1
131	X	X	X	No CTS (ready) from dispenser	1
132	X	X	X	Status reported bad double detect in previous dispense	1
133	X	X	X	5 volts not present from dispenser	1
134	X	X	X	Status reported exit blocked	3
135	X	X	X	Status reported feed sensor blocked	3
136	X	X	X	Modem initialization failed	2
138	X	X	X	Print failure to receipt	2
139	X	X	X	Print controller not responding	2
140	X	X	X	Time out waiting for printer to be ready	2
141	X	X	X	Status reported paper jam	15

ERROR RECOVERY

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
142	X	X	X	Dispenser returned bad command error	1
143	X	X	X	PTDF error	1
144	X	X	X	Security module not responding	1
145	X	X	X	Security module bad reply	1
146	X	X	X	Electronic journal not responding	1
147	X	X	X	Electronic journal bad reply	1
148	X	X	X	Electronic journal write failed	1
149	X	X	X	Electronic journal read failed	1
150	X	X	X	Electronic journal status failed	1
151	X	X	X	Electronic journal full	16
152	X	X	X	Electronic journal corrupt	1
153	X	X	X	Electronic journal download failed	1
154	X	X	X	Electronic journal bad	1
155	X	X	X	Electronic journal module failed	1
156			X	No cassette - cassette out of service	4
157	X	X	X	Electronic journal erase failed	1
158	X	X	X	Electronic journal format failed	1
159	X	X	X	Electronic journal test feature failed	1
160	X	X	X	Electronic journal set feature failed	1
161	X	X	X	Electronic journal clear feature failed	1
162	X	X	X	Electronic journal get serial number failed	1
163	X	X	X	Terminal did not answer Triton Connect	1
164	X	X	X	Terminal did not return call to Triton Connect	1
165	X	X	X	Electronic journal not present	1
166	X	X	X	Bad dispenser	1
167	X	X	X	Reported low cash to Triton Connect	7
168	X	X	X	Software download to terminal failed	1
182	X			Currency cassette low	7
183	X	X	X	Receipt printer paper low	12
185	X	X	X	Phone number not configured	5

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TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
186	X	X	X	Bill size not configured correctly	5
187	X	X	X	Maximum withdrawal not configured correctly	5
188	X	X	X	Communications key not configured	5
189	X	X	X	Terminal ID not configured	5
190	X	X	X	Master key not configured	5
192	X	X	X	Communications failure	1
194			X	An attempt to dispense bills is being made when the cassettes are not locked	8
195	X	X	X	Receipt printer out of paper	12
196	X	X	X	Card reader error	2
203	X	X	X	SPED keypad is not replying to main board	2
204	X	X	X	Number of bills dispensed not equal to bills requested.	1
205	X	X	X	SPED keypad reported tamper condition	2
206	X	X	X	SPED could not perform a successful command within maximum attempts/tries	2
207	X	X	X	SPED not detected	2
208			X	Dispenser did not reply after a dispense command.	1
209			X	Check number of notes delivered command failed	1
210			X	The dispenser type is unknown	1
211			X	The reply from the dispenser was invalid.	1
231	X	X	X	Warning: Card left in card reader	2
233	X	X	X	SmartCard reader not installed	2
236	X	X	X	Failed to make a connection to a TCP/IP host	*
237	X	X	X	TCP/IP device failed	*
300			X	Successful command	N/A
301			X	Low level	7
302			X	Empty cassette	3
303			X	Lifts are down	8
304			X	Rejected notes	6
305			X	Wrong count	1
306			X	Failure to feed	3

ERROR RECOVERY

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
307			X	Transmission error	1
308			X	Illegal command or command sequence	1
309			X	Jam in note qualifier	3
310			X	Feed cassette not present	4
311			X	Configuration record size invalid	1
312			X	No notes retracted	1
313			X	Cassette hopper map invalid	1
314			X	Cannot resolved dispense count	1
315			X	Reject cassette not properly installed	9
316			X	Delivery failure	3
317			X	Reject failure	6
318			X	Too many notes requested	1
319			X	Jam in note transport	3
320			X	Reject cassette almost full	6
321			X	Cassette data corrupted	1
322			X	Main motor failure	1
323			X	Dispense count check error	1
325			X	Note qualifier faulty	1
326			X	Cassette exit sensor failure	1
327			X	Shutter failure	1
329			X	Notes in delivery throat	1
330			X	Communications time-out	1
332			X	Cassette may have been changed	10
333			X	Reject cassette full	6
339			X	Error in throat	1
343			X	Sensor error or sensor covered	1
348			X	NMD internal failure/data corrupted	1
349			X	Cassette lock faulty	8
350			X	Jam in note stacker	3
351			X	Module need service	1
353			X	No message to resend	1

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TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
356			X	Error in note transport	3
357			X	Dispenser - data size error	1
358			X	Dispenser - read error	1
359			X	Dispenser - record error	1
360			X	Dispenser - livalid return ID	1
361			X	Dispenser - sequence error	1
362			X	Dispenser - device write error	1
363			X	Dispenser - device not found	1
364			X	Dispenser - device offline	1
365			X	Dispenser - BCC error	1
366			X	Dispenser - cassette disabled	8
367			X	Dispenser - communications error	1
368			X	Dispenser - cannot dispense request	1
369			X	Dispenser - device reset	1
370			X	Dispenser - SDD end of transmission error	1
371			X	Dispenser - SDD communication error header-trailer	1
372			X	Dispenser - item value error	1
373			X	Dispenser - machine not opened	1
374			X	Dispenser - rejected cheque	1
375			X	Dispenser - invalid request	1
376			X	Dispenser - multiple errors	1
377			X	Dispenser - device error	1
378			X	Dispenser - cassette low	7
379			X	Dispenser - invalid status	1
380			X	Dispenser - setup incomplete	1
381			X	Dispenser - cassette map invalid	1
382			X	Dispenser - all cassettes disabled	8
383			X	Dispenser - all cassettes low	7
384			X	Dispenser - all cassettes empty	4
385			X	Dispenser - device found , no reject no hoppers	4

ERROR RECOVERY

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
386			X	Dispenser - device and reject found no hoppers	4
387			X	Dispenser offline - error validating configuration	1
388			X	Dispenser - NMD requires reject and 1 cassette	4
389			X	NMD detected offline error - check op status	4
390			X	Dispenser offline - storing configuration record	1
391			X	Dispenser sensor failure 2	1
392			X	Error in last dispense 2	1
393			X	Error in double detect 2	1
394			X	Cash dispenser purge failed upon power up 2	1
395			X	Multiple cassettes of same type installed 2	11
396			X	Dispenser offline device found no reject bin	4
500	X	X	X	SPED - read error	2
501	X	X	X	SPED - invalid return record	2
502	X	X	X	SPED - invalid reader type	2
503	X	X	X	SPED - invalid command	2
504	X	X	X	SPED - invalid return ID	2
505	X	X	X	SPED - device busy	2
506	X	X	X	SPED - invalid request	2
507	X	X	X	SPED - sequence error	2
508	X	X	X	SPED - LRC error	2
509	X	X	X	SPED - No data	2
510	X	X	X	SPED - Invalid message ID	2
511	X	X	X	SPED - Device data overflow	2
512	X	X	X	SPED - Device idle	2
513	X	X	X	SPED - Device offline	2
514	X	X	X	SPED - Device bit stuck	2
515	X	X	X	SPED - Device attention stuck	2
516	X	X	X	SPED - Device no attention	2
517	X	X	X	SPED - Device timeout	2
518	X	X	X	SPED - Command sequence error	2

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TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
519	X	X	X	SPED - invalid command data	2
520	X	X	X	SPED - device reset	2
521	X	X	X	SPED - clear key	2
522	X	X	X	Electronic journal - error	2
523	X	X	X	Electronic journal - data size error	1
524	X	X	X	Electronic journal - bad command	1
525	X	X	X	Electronic journal - invalid ID	1
526	X	X	X	Electronic journal - device busy	1
527	X	X	X	Electronic journal - invalid request	1
528	X	X	X	Electronic journal - sequence error	1
529	X	X	X	Electronic journal - device offline	1
530	X	X	X	Electronic journal - ETX error	1
531	X	X	X	Electronic journal - SOH error	1
532	X	X	X	Electronic journal - STX error	1
533	X	X	X	Electronic journal - BCC error	1
534	X	X	X	Electronic journal - device reset	1
535	X	X	X	Card reader - data size error	2
536	X	X	X	Card reader - device read error	2
537	X	X	X	Card reader - invalid record	2
538	X	X	X	Card reader - reader type error	2
539	X	X	X	Card reader - invalid track	2
540	X	X	X	Card reader - invalid message	2
541	X	X	X	Card reader - communication error	2
542	X	X	X	Card reader - device busy	2
543	X	X	X	Card reader - sequence error	2
544	X	X	X	Card reader - invalid request	2
545	X	X	X	Card reader - LRC error	2
546	X	X	X	Card reader - No data	2

ERROR RECOVERY

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
547	X	X	X	Card reader - start sentinel not found	2
548	X	X	X	Card reader - end sentinel not found	2
549	X	X	X	Card reader - parity error	2
550	X	X	X	Card reader - card not removed	2
551	X	X	X	Card reader - card removed too slow	2
552	X	X	X	Card reader - device received invalid request	2
553	X	X	X	Card reader - device offline	2
554	X	X	X	Card reader - device reset	2
555	X	X	X	Card reader - system timeout	2
556	X	X	X	Triton ATM system timeout	1
557	X	X	X	System device reset	1
558	X	X	X	System sync error	1
559	X	X	X	O/S - Operating System error	1
560	X	X	X	Unknown device error	1
561	X	X	X	Terminal software error	1
562	X	X	X	The SPED keypad cannot be found or is not online	2
563	X	X	X	The hard disk space is low	2
564	X	X	X	Cannot access the hard drive	2
565	X	X	X	Door 1 open	13
566	X	X	X	Door 2 open	13
567	X	X	X	Security module not found	2
568	X	X	X	Security module communication failed	2
569	X	X	X	Security module attached device com failed	2
570	X	X	X	Security module device port setup	2
571	X	X	X	Invalid default transaction	17
572	X	X	X	SPED key from pad command aborted by user	2
573	X	X	X	SPED key from pad command verify failed	2
574	X	X	X	SNA communications error	1
575	X	X	X	Timeout waiting to send command to dispenser	1

MODEL RL5000 USER MANUAL

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
576	X			Timeout waiting to receive response from dispenser	1
577	X	X	X	Card reader disabled	2
578	X	X	X	Card reader card present timeout	2
579	X	X	X	(SPED) Enable keypad command failed	2
580	X	X	X	(SPED) Disable keypad command failed	2
581	X	X	X	(SPED) Enable key from pad mode failed	2
582	X	X	X	(SPED) Disable key from pad mode failed	2
583	X	X	X	(SPED) Enable PIN entry mode failed	2
584	X	X	X	(SPED) Disable PIN entry mode failed	2
585	X	X	X	(SPED) Enable JETCO PIN entry mode failed	2
586	X	X	X	(SPED) Disable JETCO PIN entry mode failed	2
588	X	X	X	Printer presenter offline	15
589	X	X	X	Printer presenter motor stalled	15
590	X	X	X	Printer presenter exit jam	15
591	X	X	X	Printer presenter paper not detected	15

1

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

2

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation.
3. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

3

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to check each cassette. Look for and remove any jammed notes and poor-quality notes. Make sure there is an adequate level of currency in the cassette. Be sure to perform a full **Cassette Close** if currency is added to or removed from a cassette! After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

4

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes are present. Remove and replace each cassette and restore the dispensing mechanism to operation, using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

5

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation. If the error condition was not cleared after following the steps outlined above, check the applicable parameter, as follows:

PRIMARY NUMBER. Go to **Terminal Configuration/Communication** in Management Functions. Enter a valid Primary Number, if necessary, and continue with Step 4.

MULTIPLE AMOUNT. Go to **Terminal Configuration/Cassette Setup/Cassette Parameters/Multiple Amount** in Management Functions. Enter a valid Multiple Amount, if necessary, and continue with Step 4.

MAXIMUM AMOUNT. Go to **Terminal Configuration/Cassette Setup/Maximum Amount** in Management Functions. Enter a valid Maximum Amount, if necessary, and continue with Step 4.

PIN MASTER KEY. Go to **Key Management** in Management Functions. Enter a valid **PIN Master** key, if necessary and continue with Step 4.

DOWNLOAD WORKING KEY. Go to **Key Management** in Management Functions. Download the Working key, if necessary, and continue with Step 4.

TERMINAL NUMBER. Go to **Terminal Configuration/General Parameters** in Management Functions. Enter a valid Terminal Number, if necessary, and continue with Step 4.

3. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, return to the Customer Welcome screen and resume normal operation using the procedure in Step 2. If the error condition has not been cleared, go to Step 5.
4. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

6

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the reject vault in the dispensing mechanism. Remove any rejected notes. After removing any rejected notes, reinstall the reject vault and restore the dispensing mechanism to operation using the applicable steps of the currency replenishment procedure. After completing the check for rejected notes, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

7

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to check each cassette. Make sure there is an adequate level of currency in the cassette. Load additional currency as required. Be sure to perform a full **Cassette Close** if currency is added to or removed from a cassette! After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above, or occurs again after a period of normal operation, contact your service provider for assistance.

8

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Go to **Diagnostics/Dispenser/Cassette Parameters** in Management Functions. Ensure that the cassettes are Locked and In Service. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 7.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

9

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the reject vault in the dispensing mechanism. Verify that the reject vault is present. Remove and replace the reject vault and restore the dispensing mechanism to operation, using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

10

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes have the correct denomination. One or more cassettes may have been installed with different note denominations and not inputted in the **Cassette Parameters** function during a previous cassette servicing operation. Remove and check the cassettes using the applicable steps in the cassette replenishment procedure, as necessary. After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Check the labels on the cassettes. If a duplicate cassette is installed, replace it with the correct non-duplicate cassette. If necessary, use the **Inject New Cassette ID** procedure to ensure each cassette has a unique ID (A, B, C, or D). Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Printer Paper Replenishment** procedure to make sure there is an adequate level of paper on the receipt paper roll. Load a new paper roll, if necessary. After checking the receipt paper roll, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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ERROR RECOVERY PROCEDURE

1. Check the applicable door:

Control Panel Door. Ensure the control panel door is closed and locked. Attempt to **Reset Terminal Error.** If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.

Security Cabinet Door. Ensure the security cabinet door is closed and locked. Attempt to **Reset Terminal Error.** If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.

2. Return to the Customer Welcome screen and resume normal operation.
3. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes are present. Remove and replace each cassette and restore the dispensing mechanism to operation using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

15

ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Printer Paper Replenishment** procedure to access the printer. Check for conditions that could cause paper jams, such as crumpled or bunched paper, foreign objects, or other blockages of the printer take-up slot, etc. Make sure there is an adequate level of paper on the receipt paper roll. Load a new paper roll if necessary. After checking the printer, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. **Clear Journal.** This should enable the terminal to continue storing new records. Note: The oldest records will be overwritten as new records are written to the journal. You may wish to archive or print the journal before clearing it! After clearing the journal, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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ERROR RECOVERY PROCEDURE

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation.
3. Verify that the **Optional Screens/Buttons** have been enabled or disabled. Refer to **Terminal Configurations** for account/transaction types. If necessary, change the options available for your needs. Continue with Step 4.
4. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, return to the Customer Welcome screen and resume normal operation using the procedure in Step 2. If the error condition has not been cleared, go to Step 5.
5. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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APPENDIX A
ELECTRONIC LOCK

Entering the Combination

The electronic lock combination consists of six digits. Upon arrival, the combination of the lock should already be set at **1-2-3-4-5-6**. After installation of the safe has been completed, perform the following steps:

1. Enter the preset combination and check for proper operation. After each keypress, the lock will beep. After the final digit has been entered, the lock will beep twice and the open period will begin.
2. When a valid combination has been entered, the operator will have approximately **3 seconds** to open the lock.
3. To open the lock, turn the dial clockwise.
4. After the lock is opened, the door latch may be turned and the safe opened.

Changing the Combination

To change the combination of the lock, simply follow these directions.

- Enter **six zeros**.
- Enter the **current** combination. (Initially set at 1-2-3-4-5-6)
- Enter the **new** combination **twice**.
- The combination is now changed. Enter the new combination to open the lock.

Lockout Feature

The lock includes a **WRONG TRY PENALTY** lockout feature that prevents entry from unauthorized personnel. This feature performs as follows:

- Entry of four consecutive invalid combinations will disable the lock for **5 minutes**.
- During this lockout period, the panel LED will flash every **10 seconds**. During this time no other combination entries will be allowed.
- At the end of the lockout period, if two more consecutive invalid combinations are entered, the **5-minute** lockout period will restart.

Bad Battery/Battery Replacement

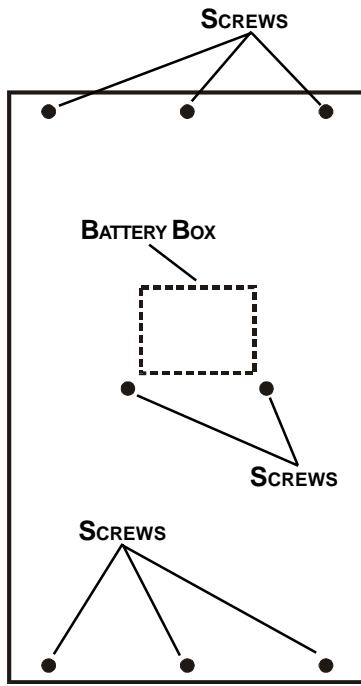
If the lock beeps repeatedly while open or beeps twice and refuses to open, the 9-volt battery, *located in the battery box on the inside of the door*, is weak or dead and needs to be replaced.

Note: If the lock will not operate (i.e. no signal from the panel when a button is pressed) while the door is closed and locked, the battery is dead and the lock must be energized from the two external terminals on the front right side of the push-button panel.

To energize the lock, connect a 9-volt battery across the external terminals with the negative terminal of the battery facing up. *Continue to hold the battery against the terminals as you enter the combination and open the lock.*

Follow these steps to replace a battery:

1. Open the ATM vault door. If the battery box is visible on the back panel of the door, continue with Step 2, below. *If the battery box is not visible, the bolt-works panel must be removed.* Remove the eight screws from the bolt-works panel on the back side of the door. The battery box will be visible.
2. Pull gently on the front cover of the battery box and slide the cover off.
3. Remove the old battery. Install a new battery and replace the front cover.
4. Verify the lock is working correctly.
5. *If the bolt-works panel was removed in Step 1, replace the panel and secure it in place using the eight installation screws.* Close and lock the ATM vault door.



BOLTWORKS COVER-PLATE

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