

ATM Replenishment


Contents


INTRODUCTION	3
CHAPTER 1. REPLENISHING DIEBOLD-TYPE ATMS	4
Front-load ATMs	4
Replenishing the ATM	4
Loading the ATM (First Replenishment)	8
Unloading the ATM	11
Rear-load ATMs	14
Replenishing the ATM	14
Loading the ATM (First Replenishment)	18
Unloading the ATM	21
CHAPTER 2. REPLENISHING NCR-TYPE ATMS	25
NCR 5084 ATMs	25
Replenishing the ATM	25
Loading the ATM (First Replenishment)	29
Unloading the ATM	33
NCR 5884 ATMs	36
Replenishing the ATM	36
Loading the ATM (First Replenishment)	41
Unloading the ATM	45
CHAPTER 3. REPLENISHING DEC-TYPE ATMS	49
Front-load ATMs	49
Replenishing the ATM	49
Loading the ATM (First Replenishment)	51
Unloading the ATM	54
Rear-load ATMs	56

Replenishing the ATM	56
Loading the ATM (First Replenishment)	60
Unloading the ATM	62

Introduction

This document describes the replenishment of ATMs of various constructions. It is intended for bank employees responsible for the operation of the ATM network.

In the document, warnings that there is an increased chance of making an error with possible serious consequences are marked with the  sign.

Messages marked with the  sign contain information about important features, additional facilities or the optimal use of certain system functions.

Chapter 1. Replenishing Diebold-type ATMs

Front-load ATMs

Replenishing the ATM

The procedure for replenishing the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation is executed to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM card reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the front door of the ATM.
- Press the white button to activate supply mode.
- When prompted to enter the password (ENTER PASSWORD), enter the cash replenishment officer code in 6 digits; the screen will then display the text "MAIN MENU".
- Enter "01" on the keypad to select the menu option "01. SUPPLY"; the screen will then display the text "SUPPLY MODE".
- Enter "02" to select the menu option "02. COUNTERS"; the screen will display the text "TERM COUNTERS".
- Initiate printer servicing:
 - If paper has run out in the consumer printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the consumer printer and check that printing was implemented successfully;
 - If paper has run out in the journal printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to

send data to the journal printer and check that printing was implemented successfully.

- Enter "02" on the keypad (PRINT ALL), then "02" to print out all the counter data and check that printing was implemented successfully on the journal printer.
- Enter "02"(PRINT ALL) then "01" to print a receipt that serves as a report on ATM functioning.
- Check the contents of the container where cards collected by the machine are held (located between the receipt printer and the ATM reader) and collect the cards, to be passed on to storage with the cassettes.
- Enter "03" to select the menu option "03. CRD/DEP CNTS" (counters for collected cards); the screen will display the text "CRD/DEP COUNTERS".
- Enter "01" on the keypad (CLEAR RET CARD); the screen will display a question "CLEAR COUNT?"; enter "01" (YES), then "02" (print to the journal printer).
- Enter "05" on the keypad to select the menu option "05. EXIT". The screen will display the text "TERM COUNTERS".
- Open the safe door and pull out the old cassettes.
- Install the new cassettes; when the cassettes are installed correctly, the ATM will indicate this with a sound signal.



Note that the indicator light on the new cassettes should now be green.

- Enter "07" (EXIT) on the keypad; the screen will display the text "SUPPLY MODE".
- Enter "01" to select the menu option "01. DISP TEST"; test results will be displayed on the screen as follows:

DISP TEST

SUMMARY PASS

DIVERT PASS

CASS 1 <code>PASS

CASS 2 <code>PASS


CASS 3 <code>PASS

CASS 4 <code>PASS

STATUS=

- Check that the cassette's alphabet code and the denomination of notes in the cassettes are in agreement.
- Enter "01" (EXIT), then type "02" (COUNTERS); by this command the screen will display the text "TERM COUNTERS".
- Enter "04" to select the menu item "04. BILL CNTS"; the screen will display the text "BILL COUNTS".
- Enter "01" to select the menu item "01. CLR BILL"; the screen will display the question "CLEAR COUNT?"; enter "01" (YES) then enter "02" to send data to the journal printer.
- Enter "04" on the keypad to select the menu item "04. EXCH CASS"; the screen will display the words "EXCH BILL".
- To enter the quantity of notes loaded into the cassette:
 - First enter "0" then the digit corresponding to the number of the cassette's feeder module; numbers go from the top to bottom positions sequentially: 01,02, etc.
 - Enter the four-digit number that corresponds to the quantity of loaded notes in the cassette, for example, "0250" if there are 250 notes; select the button "DO".
 - Repeat data entry for every cassette.
- Enter "05" (EXIT) on the keypad, then enter "05" (EXIT) a second time; the screen will display the text "TERM COUNTERS".
- Enter "02" (PRINT ALL, prints all data from counters), then "02" to send data to the journal printer and confirm that the contents of the counters were successfully printed.
- Enter "02" (PRINT ALL, prints all data from counters) then "01" to send data to the receipt printer. This receipt will serve as a report on the cassette unloading process.
- Enter "07" (EXIT). The screen will display the text "SUPPLY MODE".

- Enter "10" (EXIT). The screen will display the text "MAIN MENU".
- Enter "05" to select menu item "05. ATTN MSG" (clears all errors).
- Enter "06" to select menu item "06. LOGOFF". This terminates supply mode.
- If there is cause for concern that the ATM is not functioning properly, inform the processing center.
- Close the door of the ATM.

 The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette #3; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette #4; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.

- Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Loading the ATM (First Replenishment)

The procedure for loading a new ATM is as follows:

- Open the front door of the ATM.
- If the ATM is switched off, turn on the power and wait until the message "IN SERVICE" or "OUT SERVICE" appears on the display. It will take more than five minutes for the ATM to power on and connect to the system.
- Press the white button to activate supply mode.
- When asked to enter the password (ENTER PASSWORD), enter the cash replenishment officer's password, consisting of 6 digits. The screen will display the text "MAIN MENU".
- Enter "01" on the keypad to select the menu option "01. SUPPLY"; the screen will then display the text "SUPPLY MODE";
- Enter "02" to select the menu option "02. COUNTERS"; the screen will display the text "TERM COUNTERS".
- Initiate printer servicing:
 - If paper has run out in the consumer printer, change the roll; to test the printer, input "02" (PRINT ALL, prints all counter data), then "01" to send data to the consumer printer and check that printing was implemented successfully;
 - If paper has run out in the journal printer, change the roll; to test the printer, input "02" (PRINT ALL, prints all counter data), then "01" to send data to the journal printer and check that printing was implemented successfully.
- Enter "03" to select the menu option "03. CRD/DEP CNTS" (counters for collected cards); the screen will display the text "CRD/DEP COUNTERS".
- Enter "01" on the keypad (CLEAR RET CARD); the screen will display a question "CLEAR COUNT?"; enter "01" (YES), then "02" to print to the journal printer.

- Enter "05" on the keypad to select the menu option "05. EXIT". The screen will display the text "TERM COUNTERS".
- Open the safe door.
- Install the new cassettes; when the cassettes are installed correctly, the ATM will indicate this with a sound signal.



Note that the indicator light on the new cassettes should now be green.

- Enter "07" (EXIT) on the keypad; the screen will display the text "SUPPLY MODE".
- Enter "01" to select the menu option "01. DISP TEST"; test results will be displayed on the screen as follows:

DISP TEST

SUMMARY PASS

 DIVERT PASS

 CASS 1 <code>PASS


 CASS 2 <code>PASS

 CASS 3 <code>PASS

 CASS 4 <code>PASS

 STATUS=

- Check that the cassette's alphabet code and the denomination of notes in the cassettes are in agreement.
- Enter "01" (EXIT), then type "02" (COUNTERS); by this command the screen will display the text "TERM COUNTERS".
- Enter "04" to select the menu item "04. BILL CNTS"; the screen will display the text "BILL COUNTS".
- Enter "01" to select the menu item "01. CLR BILL"; the screen will display the question "CLEAR COUNT?"; enter "01" (YES) then enter "02" to send data to the journal printer.
- Enter "04" on the keypad to select the menu item "04. EXCH CASS"; the screen will display the text "EXCH BILL".

- To enter the quantity of notes loaded into the cassette:
 - First enter "0" then the digit corresponding to the number of the cassette's feeder module; numbers go from the top to bottom positions sequentially: 01,02, etc.
 - Enter the four-digit number that corresponds to the quantity of loaded notes in the cassette, for example, "0250" if there are 250 notes; select the button "DO".
 - Repeat data entry for every cassette.
- Enter "05" (EXIT) on the keypad, then enter "05" (EXIT) a second time; the screen will display the text "TERM COUNTERS".
- Enter "02" (PRINT ALL, prints all data from counters), then "02" to send data to the journal printer and check that the contents of the counters were successfully printed.
- Enter "02" (PRINT ALL, prints all data from counters) then "01" to send data to the consumer printer. This receipt will serve as a report on the cassette unloading process.
- Enter "07" (EXIT). The screen will display the text "SUPPLY MODE".
- Enter "10" (EXIT). The screen will display the text "MAIN MENU".
- Enter "05" to select menu item "05. ATTN MSG" (clears all errors).
- Enter "06" to select menu item "06. LOGOFF". This terminates supply mode.
- If there is cause for concern that the ATM is not functioning properly, inform the processing center.
- Close the door of the ATM.
-  The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.
- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".

- Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
- Select menu item "OK".
- Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
- Select menu item "Load Cassettes 3 and 4".
- Enter the number that corresponds to the quantity of loaded notes in cassette #3; for example, "250".
- Select menu item "OK".
- Enter the number that corresponds to the quantity of loaded notes in cassette #4; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
- Select menu item "Other Operations". Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Unloading the ATM

To unload an ATM, the procedure is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed

that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.

- Open the top door of the ATM.
- Press the white button to activate supply mode.
- When prompted to enter the password (ENTER PASSWORD), enter the cash replenishment officer code in 6 digits; the screen will then display the text "MAIN MENU".
- Enter "01" on the keypad to select the menu option "01. SUPPLY"; the screen will then display the text "SUPPLY MODE".
- Enter "02" to select the menu option "02. COUNTERS"; the screen will display the text "TERM COUNTERS".
- Initiate printer servicing:
 - If paper has run out in the consumer printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the consumer printer and check that printing was implemented successfully;
 - If paper has run out in the journal printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the journal printer and check that printing was implemented successfully.
- Enter "02" on the keypad (PRINT ALL), then "02" to print out all the counters data and check that printing was implemented successfully on the journal printer.
- Enter "02"(PRINT ALL) then "01" to print a receipt that serves as a report on ATM functioning.
- Check the contents of the container where cards collected by the machine are held (located between the receipt printer and the ATM reader) and collect the cards, to be passed on to storage with the cassettes.
- Enter "03" to select the menu option "03. CRD/DEP CNTS" (counters for collected cards); the screen will display the text "CRD/DEP COUNTERS".
- Enter "01" on the keypad (CLEAR RET CARD); the screen will display a question "CLEAR COUNT?"; enter "01" (YES), then "02" to print to the journal printer.

- Enter "05" on the keypad to select the menu option "05. EXIT". The screen will display the text "TERM COUNTERS".
- Enter "04" to select the menu item "04. BILL CNTS"; the screen will display the text "BILL COUNTS".
- Enter "01" to select the menu item "01. CLR BILL"; the screen will display the question "CLEAR COUNT?"; enter "01" (YES) then enter "02" to send data to the journal printer.
- Open the safe door and pull out the cassettes.
- Close the safe door.
- Enter "05" (EXIT) on the keypad, then enter "07" (EXIT). The screen will display the text "SUPPLY MODE".
- Enter "10" (EXIT). The screen will display the text "MAIN MENU".
- Enter "05" to select menu item "05. ATTN MSG" (clears all errors).
- Enter "06" to select menu item "06. LOGOFF". This terminates supply mode. After this the ATM will give a sound signal and the screen will display two messages:

"FATAL DISPENSER"

"NO DIVERT CAN"

and

"PRESS "DO" TO

CONTINUE"

- Press the "DO" button.
- Enter "02" to select menu item "02. IGNORE IT".
- Close the front door of the ATM.
- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Replenishment".

Rear-load ATMs


Replenishing the ATM

The procedure for replenishing the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the ATM's top door.
- Move the consumer printer by raising the blue locking device.
- Press the "L" button on the portable keypad; all further actions will be done on the portable keypad and its screen.
- When prompted to enter the password (ENTER PASSWORD), enter the cash replenishment officer code in 6 digits; the screen will then display the text "MAIN MENU".
- Enter "01" on the keypad to select the menu option "01. SUPPLY"; the screen will then display the text "SUPPLY MODE".
- Enter "02" to select the menu option "02. COUNTERS"; the screen will display the text "TERM COUNTERS".
- Initiate printer servicing:
 - If paper has run out in the consumer printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the consumer printer and check that printing was implemented successfully;
 - If paper has run out in the journal printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "02" to

send data to the journal printer and check that printing was implemented successfully.

- Enter "02"(PRINT ALL) then "01" to print a receipt that serves as a report on ATM functioning.
- Check the contents of the container where cards collected by the machine are held (located between the receipt printer and the ATM reader) and collect the cards, to be passed on to storage with the cassettes.
- Enter "03" to select the menu option "03. CRD/DEP CNTS" (counters for collected cards); the screen will display the text "CRD/DEP COUNTERS".
- Enter "01" on the keypad (CLEAR RET CARD); the screen will display a question "CLEAR COUNT?"; enter "01" (YES), then "02" to print to the journal printer.
- Enter "05" on the keypad to select the menu option "05. EXIT". The screen will display the text "TERM COUNTERS".
- Open the safe door and pull out the old cassettes.
- Install the new cassettes; when the cassettes are installed correctly, the ATM will indicate this with a sound signal.

 Note that the indicator on the new cassettes should be green.

- Enter "07" (EXIT) on the keypad; the screen will display the text "SUPPLY MODE".
- Enter "01" to select the menu option "01. DISP TEST"; test results will be displayed on the screen as follows:

DISP TEST

SUMMARY PASS

- Scrolling down the text of the message by using buttons [↑] and [↓], check that all the cassettes have "PASS" status:

DIVERT PASS

CASS 1 <code>PASS

CASS 2 <code>PASS


CASS 3 <code>PASS

CASS 4 <code>PASS

STATUS=

- Check that the cassette's alphabet code and the denomination of notes in the cassettes are in agreement.
- Enter "01" (EXIT), then type "02" (COUNTERS); by this command the screen will display the text "TERM COUNTERS".
- Enter "04" to select the menu item "04. BILL CNTS"; the screen will display the text "BILL COUNTS".
- Enter "01" to select the menu item "01. CLR BILL"; the screen will display the question "CLEAR COUNT?"; enter "01" (YES) then enter "02" to send data to the journal printer.
- Enter "04" on the keypad to select the menu item "04. EXCH CASS"; the screen will display the words "EXCH BILL".
- To enter the quantity of notes loaded into the cassette:
 - First enter "0" then the digit corresponding to the number of the cassette's feeder module; numbers go from the top to bottom positions sequentially: 01,02, etc.
 - Enter the four-digit number that corresponds to the quantity of loaded notes in the cassette, for example, "0250" if there are 250 notes; select the button "DO".
 - Repeat data entry for every cassette.
- Enter "05" (EXIT) on the keypad, then enter "05" (EXIT) a second time; the screen will display the text "TERM COUNTERS".
- Enter "02" (PRINT ALL, prints all data from counters), then "02" to send data to the journal printer and confirm that the contents of the counter were successfully printed.
- Enter "02" (PRINT ALL, prints all data from counters) then "01" to send data to the receipt printer. This receipt will serve as a report on the cassette unloading process.
- Enter "07" (EXIT). The screen will display the text "SUPPLY MODE".
- Enter "10" (EXIT). The screen will display the text "MAIN MENU".

- Enter "05" to select menu item "05. ATTN MSG" (clears all errors).
- Enter "06" to select menu item "06. LOGOFF". This terminates supply mode.
- If there is cause for concern that the ATM is not functioning properly, inform the processing center.
- Push in the consumer printer.
- Close the ATM door.

 The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 3; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 4; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.

- Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Loading the ATM (First Replenishment)

The procedure for loading a new ATM is as follows:

- Open the front door of the ATM.
- If the ATM is switched off, turn on the power and wait until the message "IN SERVICE" or "OUT SERVICE" appears on the display. It will take more than five minutes for the ATM to power on and connect to the system.
- Move the consumer printer, raising the blue locking device.
- Press the "L" button on the portable keypad; all further actions will be done on the portable keypad and its screen.
- When prompted to enter the password (ENTER PASSWORD), enter the cash replenishment officer code in 6 digits; the screen will then display the text "MAIN MENU".
- Enter "01" on the keypad to select the menu option "01. SUPPLY"; the screen will then display the text "SUPPLY MODE".
- Enter "02" to select the menu option "02. COUNTERS"; the screen will display the text "TERM COUNTERS".
- Initiate printer servicing:
 - If paper has run out in the consumer printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the consumer printer and check that printing was implemented successfully;
 - If paper has run out in the journal printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the journal printer and check that printing was implemented successfully.
- Enter "03" to select the menu option "03. CRD/DEP CNTS" (counters for collected cards); the screen will display the text "CRD/DEP COUNTERS".

- Enter "01" on the keypad (CLEAR RET CARD); the screen will display a question "CLEAR COUNT?"; enter "01" (YES), then "02" to print to the journal printer.
- Enter "05" on the keypad to select the menu option "05. EXIT". The screen will display the text "TERM COUNTERS".
- Open the safe door.
- Install new cassettes; when the cassettes are installed correctly, the ATM will indicate this with a sound signal.



Note that the indicator on the new cassettes should be green.

- Enter "07" (EXIT) on the keypad; the screen will display the text "SUPPLY MODE".
- Enter "01" to select the menu option "01. DISP TEST"; test results will be displayed on the screen as follows:

DISP TEST

SUMMARY PASS

- Scrolling down the text of the message by using buttons [↑] and [↓], check that all the cassettes have "PASS" status:

DIVERT PASS

CASS 1 <code>PASS

CASS 2 <code>PASS


CASS 3 <code>PASS

CASS 4 <code>PASS

STATUS=

- Check that the cassette's alphabet code and the denomination of notes in the cassettes are in agreement.
- Enter "01" (EXIT), then type "02" (COUNTERS); by this command the screen will display the text "TERM COUNTERS".
- Enter "04" to select the menu item "04. BILL CNTS"; the screen will display the text "BILL COUNTS".

- Enter "01" to select the menu item "01. CLR BILL"; the screen will display the question "CLEAR COUNT?"; enter "01" (YES) then enter "02" to send data to the journal printer.
- Enter "04" on the keypad to select the menu item "04. EXCH CASS"; the screen will display the words "EXCH BILL".
- To enter the quantity of notes loaded into the cassette:
 - First enter "0" then the digit corresponding to the number of the cassette's feeder module; numbers go from the top to bottom positions sequentially: 01,02, etc.
 - Enter the four-digit number that corresponds to the quantity of loaded notes in the cassette, for example, "0250" if there are 250 notes; select the button "DO".
 - Repeat data entry for every cassette.
- Enter "05" (EXIT) on the keypad, then enter "05" (EXIT) a second time; the screen will display the text "TERM COUNTERS".
- Enter "02" (PRINT ALL, prints all data from counters), then "02" to send data to the journal printer and check that the contents of the counters were successfully printed.
- Enter "02" (PRINT ALL, prints all data from counters) then "01" to send data to the consumer printer. This receipt will serve as a report on the cassette unloading process.
- Enter "07" (EXIT). The screen will display the text "SUPPLY MODE".
- Enter "10" (EXIT). The screen will display the text "MAIN MENU".
- Enter "05" to select menu item "05. ATTN MSG" (clears all errors).
- Enter "06" to select menu item "06. LOGOFF". This terminates supply mode.
- If there is cause for concern that the ATM is not functioning properly, inform the processing center.
- Push in the consumer printer.
- Close the ATM door.

 The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 3; for example, "250".
 - Select menu item "OK";
 - Enter the number that corresponds to the quantity of loaded notes in cassette 4; for example, "500".
 - Select menu item "OK";
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
 - Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Unloading the ATM

To unload an ATM, the procedure is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed

that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.

- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the top door of the ATM.
- Move the consumer printer by raising the blue locking device.
- Press the "L" button on the portable keypad; all further actions will be done on the portable keypad and its screen.
- When prompted to enter the password (ENTER PASSWORD), enter the cash replenishment officer code in 6 digits; the screen will then display the text "MAIN MENU".
- Enter "01" on the keypad to select the menu option "01. SUPPLY"; the screen will then display the text "SUPPLY MODE".
- Enter "02" to select the menu option "02. COUNTERS"; the screen will display the text "TERM COUNTERS".
- Initiate printer servicing:
 - If paper has run out in the consumer printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the consumer printer and check that printing was implemented successfully;
 - If paper has run out in the journal printer, change the roll; to test the printer, enter "02" (PRINT ALL, prints all counter data), then "01" to send data to the journal printer and check that printing was implemented successfully.
- Enter "02" on the keypad (PRINT ALL), then "02" to print out all the counters data and check that printing was implemented successfully on the journal printer.
- Enter "02"(PRINT ALL) then "01" to print a receipt that serves as a report on ATM functioning.

- Check the contents of the container where cards collected by the machine are held (located between the receipt printer and the ATM reader) and collect the cards, to be passed on to storage with the cassettes.
- Enter "03" to select the menu option "03. CRD/DEP CNTS" (counters for collected cards); the screen will display the text "CRD/DEP COUNTERS".
- Enter "01" on the keypad (CLEAR RET CARD); the screen will display a question "CLEAR COUNT?"; enter "01" (YES), then "02" to print to the journal printer.
- Enter "05" on the keypad to select the menu option "05. EXIT". The screen will display the text "TERM COUNTERS".
- Enter "04" to select the menu item "04. BILL CNTS"; the screen will display the text "BILL COUNTS".
- Enter "01" to select the menu item "01. CLR BILL"; the screen will display the question "CLEAR COUNT?"; enter "01" (YES) then enter "02" to send data to the journal printer.
- Open the safe door and pull out the cassettes.
- Close the safe door.
- Push in the consumer printer.
- Enter "05" (EXIT) on the keypad, then enter "07" (EXIT). The screen will display the text "SUPPLY MODE".
- Enter "10" (EXIT). The screen will display the text "MAIN MENU".
- Enter "05" to select menu item "05. ATTN MSG" (clears all errors).
- Enter "06" to select menu item "06. LOGOFF". This terminates supply mode. After this the ATM will give a sound signal and the screen will display two messages:

"FATAL DISPENSER"

"NO DIVERT CAN"

and

"PRESS "DO" TO

CONTINUE"

- Press the "DO" button.
- Enter "02" to select menu item "02. IGNORE IT".
- Close the front door of the ATM.
- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Replenishment".

Chapter 2. Replenishing NCR-type ATMs

NCR 5084 ATMs

Replenishing the ATM

The procedure for replenishing the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the top door of the ATM. The ATM will go into SUPERVISOR mode and the SUPERVISOR light will turn on in the operator indicator panel. All further operations will be accomplished through the keypad and screen located in the ATM's back panel.
- Open the left door and pull out the printers using the green locking device.
- Wait for the screen to display the text "SEL".
- If needed, service the printers:
 - If paper has run out in the consumer printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No.	Screen Text	Operator Action	Notes
1	SEL	Enter operation # "7", then press "ENT"	
2	DIAG	Enter operation # "1", then press "ENT"	

No.	Screen Text	Operator Action	Notes
3	REPT	Enter operation # "7", then press "ENT"	After entering the operation, wait for the text "CLEAR" to appear
4	REPT	Enter operation # "9", then press "ENT"	
5	DIAG	Enter operation # "0", then press "ENT"	
6	LST1	Enter operation # "4", then press "ENT"	After entering the operation, check that the printer is working
7	LST1	Enter operation # "9", then press "ENT"	
8	DIAG	Enter operation # "9", then press "ENT"	After entering the operation, wait for the text "SEL" to appear

- If paper has run out in the journal printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No.	Screen Text	Operator Action	Notes
1	SEL	Enter operation # "7", then press "ENT"	
2	DIAG	Enter operation # "1", then press "ENT"	
3	REPT	Enter operation # "7", then press "ENT"	After entering the operation, wait for the text "CLEAR" to appear
4	REPT	Enter operation # "9", then press "ENT"	
5	DIAG	Enter operation # "0", then press "ENT"	
6	LST1	Enter operation # "5", then press "ENT"	After entering the operation, check that the printer is working
7	LST1	Enter operation # "9", then press "ENT"	
8	DIAG	Enter operation # "9", then press "ENT"	After entering the operation, wait for the text "SEL" to appear

- After the text "SEL" appears on the screen, enter operation number "4" and press "ENT".

- After the text "REP" appears on the screen, enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette and data on cards collected by the ATM; this receipt can be considered a report on ATM functioning.
- Enter operation number "6" and press "ENT". The counter will be cleared of data on collected cards.
- Open the safe door.
- Turning the green handle on the dispenser, pull it all the way.
- Check the contents of the container where cards collected by the machine are held and collect the cards, to be passed on to storage with the cassettes.
- Freeing the locking device, take out the reject cassette.
- Install the new reject cassette. The cassette should be pushed in all the way, so that the locking device is in position.
- Push the dispenser into the ATM until it clicks.
- Pull out the old cassettes and install the new cassettes in the dispenser; when a cassette is properly installed the journal printer will print a message indicating the type and position of the cassette.
- Enter operation number "5" and press "ENT"; this action clears the note counter.
- Enter operation number "8" and press "ENT".
- After the text "TYPE" appears on the screen, indicate for each cassette its type corresponding to the denomination of its loaded notes. Each value is entered by pressing "ENT". It is recommended that the cassettes be arranged by increasing denominations from the top down.
- After the text "NO" appears on the screen, enter the quantity of notes in the cassettes, pressing "ENT" after entering in the quantity for each cassette. After entering the data for the last cassette, press "CNL".
- After the text "REP" appears on the screen, enter operation number "10" and press "ENT". Wait for "C1234" to appear on the screen. To return to the menu, press "ENT".



If after loading cassettes the screen displays a "-" symbol in the place of a missing digit, for example, "C12-4" instead of "C1234", repeat the process for cassette installation, beginning with clearing the note counter. The "-" symbol should only appear when the corresponding cassette is empty.

- Enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette; this receipt can be considered a report on ATM functioning.
- Press the "CNL" button and close the safe door.
- After the text "SEL" appears on the screen, enter operation number "7" and press "ENT".
- After the text "DIAG" appears on the screen, enter operation number "1" and press "ENT".
- After the text "REPT" appears on the screen, enter operation number "7", press "ENT", and wait for the text "CLEAR" to appear.
- Enter operation number "9" and press "ENT".
- After the text "DIAG" appears on the screen, enter operation number "9", press "ENT" and wait until the text "SEL" appears on the screen.
- Enter operation number "9" and press "ENT".
- Push in the printers and close the ATM door.
- Make sure that the ATM has really gone into customer service mode (on the operator indicator panel, the "IN SERVICE" light should be turned on, and the customer screen should display the words "Please Insert Your Card"). If not, contact the processing center.



The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".

- Select menu item "OK".
- Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
- Select menu item "Load Cassettes 3 and 4".
- Enter the number that corresponds to the quantity of loaded notes in cassette #3; for example, "250".
- Select menu item "OK".
- Enter the number that corresponds to the quantity of loaded notes in cassette #4; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
- Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Loading the ATM (First Replenishment)

The procedure for loading a new ATM is the following:

- Open the top door of the ATM. The ATM will go into SUPERVISOR mode and the SUPERVISOR light will turn on in the operator indicator panel. All further operations will be accomplished through the keypad and screen located in the ATM's back panel.
- Open the left door and pull out the printers using the green locking device.
- Wait for the screen to display the text "SEL".
- If needed, service the printers:
 - If paper has run out in the consumer printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No.	Screen Text	Operator Action	Notes
1	SEL	Enter operation # "7", then press "ENT"	
2	DIAG	Enter operation # "1", then press "ENT"	
3	REPT	Enter operation # "7", then press "ENT"	After entering the operation, wait for the text "CLEAR" to appear
4	REPT	Enter operation # "9", then press "ENT"	
5	DIAG	Enter operation # "0", then press "ENT"	
6	LST1	Enter operation # "4", then press "ENT"	After entering the operation, check that the printer is working
7	LST1	Enter operation # "9", then press "ENT"	
8	DIAG	Enter operation # "9", then press "ENT"	After entering the operation, wait for the text "SEL" to appear

- If paper has run out in the journal printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No.	Screen Text	Operator Action	Notes
1	SEL	Enter operation # "7", then press "ENT"	
2	DIAG	Enter operation # "1", then press "ENT"	
3	REPT	Enter operation # "7", then press "ENT"	After entering the operation, wait for the text "CLEAR" to appear
4	REPT	Enter operation # "9", then press "ENT"	
5	DIAG	Enter operation # "0", then press "ENT"	
6	LST1	Enter operation # "5", then press "ENT"	After entering the operation, check that the printer is working
7	LST1	Enter operation # "9", then press "ENT"	

No.	Screen Text	Operator Action	Notes
8	DIAG	Enter operation # "9", then press "ENT"	After entering the operation, wait for the text "SEL" to appear


- After the text "SEL" appears on the screen, enter operation number "4" and press "ENT".
- Enter operation number "6" and press "ENT". The counter will be cleared of data on collected cards.
- Open the safe door.
- Turning the green handle on the dispenser, pull it all the way.
- Install the new reject cassette. The cassette should be pushed in all the way, so that the locking device is in position.
- Push the dispenser into the ATM until it clicks.
- Pull out the old cassettes and install the new cassettes in the dispenser; when a cassette is properly installed the journal printer will print a message indicating the type and position of the cassette.
- Enter operation number "5" and press "ENT"; this action clears the note counter.
- Enter operation number "8" and press "ENT".
- After the text "TYPE" appears on the screen, indicate for each cassette its type corresponding to the denomination of its loaded notes. Each value is entered by pressing "ENT". It is recommended that the cassettes be arranged by increasing denominations from the top down.
- After the text "NO" appears on the screen, enter the quantity of notes in the cassettes, pressing "ENT" after entering in the quantity for each cassette. After entering this data press "CNL".
- After the text "REP" appears on the screen, enter operation number "10" and press "ENT". Wait for "C1234" to appear on the screen. To return to the menu, press "ENT".



If after loading cassettes the screen displays a "-" symbol in the place of a missing digit, for example, "C12-4" instead of "C1234", repeat the process for

cassette installation, beginning with clearing the note counter. The "-" symbol should only appear when the corresponding cassette is empty.

- Enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette; this receipt can be considered a report on ATM functioning.
- Press the "CNL" button and close the safe door.
- After the text "SEL" appears on the screen, enter operation number "7" and press "ENT".
- After the text "DIAG" appears on the screen, enter operation number "1" and press "ENT".
- After the text "REPT" appears on the screen, enter operation number "7", press "ENT", and wait for the text "CLEAR" to appear.
- Enter operation number "9" and press "ENT".
- After the text "DIAG" appears on the screen, enter operation number "9", press "ENT" and wait until the text "SEL" appears on the screen.
- Enter operation number "9" and press "ENT".
- Push in the printers and close the ATM door.
- Make sure that the ATM has really gone into customer service mode (on the operator indicator panel, the "IN SERVICE" light should be turned on, and the customer screen should display the words "Please Insert Your Card"). If not, contact the processing center.

 The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".

- Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
- Select menu item "Load Cassettes 3 and 4".
- Enter the number that corresponds to the quantity of loaded notes in cassette #3; for example, "250".
- Select menu item "OK".
- Enter the number that corresponds to the quantity of loaded notes in cassette #4; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
- Select menu item "Other Operations". Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Unloading the ATM

To unload an ATM, the procedure is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the top door of the ATM. The ATM will go into SUPERVISOR mode and the SUPERVISOR light will turn on in the operator indicator panel. All

further operations will be accomplished through the keypad and screen located in the ATM's back panel.

- Open the left door and pull out the printers using the green locking device.
- Wait for the screen to display the text "SEL".
- If needed, service the printers:
 - If paper has run out in the consumer printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No.	Screen Text	Operator Action	Notes
1	SEL	Enter operation # "7", then press "ENT"	
2	DIAG	Enter operation # "1", then press "ENT"	
3	REPT	Enter operation # "7", then press "ENT"	After entering the operation, wait for the text "CLEAR" to appear
4	REPT	Enter operation # "9", then press "ENT"	
5	DIAG	Enter operation # "0", then press "ENT"	
6	LST1	Enter operation # "4", then press "ENT"	After entering the operation, check that the printer is working
7	LST1	Enter operation # "9", then press "ENT"	
8	DIAG	Enter operation # "9", then press "ENT"	After entering the operation, wait for the text "SEL" to appear

- If paper has run out in the journal printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No.	Screen Text	Operator Action	Notes
1	SEL	Enter operation # "7", then press "ENT"	
2	DIAG	Enter operation # "1", then press "ENT"	

No.	Screen Text	Operator Action	Notes
3	REPT	Enter operation # "7", then press "ENT"	After entering the operation, wait for the text "CLEAR" to appear
4	REPT	Enter operation # "9", then press "ENT"	
5	DIAG	Enter operation # "0", then press "ENT"	
6	LST1	Enter operation # "5", then press "ENT"	After entering the operation, check that the printer is working
7	LST1	Enter operation # "9", then press "ENT"	
8	DIAG	Enter operation # "9", then press "ENT"	After entering the operation, wait for the text "SEL" to appear

- After the text "SEL" appears on the screen, enter operation number "4" and press "ENT".
- After the text "REP" appears on the screen, enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette and data on cards collected by the ATM; this receipt can be considered a report on ATM functioning.
- Enter operation number "6" and press "ENT". The counter will be cleared of data on collected cards.
- Open the safe door.
- Turning the green handle on the dispenser, pull it all the way.
- Check the contents of the container where cards collected by the machine are held and collect the cards, to be passed on to storage with the cassettes.
- Freeing the locking device, take out the reject cassette.
- Push the dispenser into the ATM until it clicks.
- Pull out the cassettes and close the safe door.
- Push in the printers.
- After the text "REP" appears on the screen, press "CNL".

- After the text "SEL" appears on the screen, enter operation number "9" and press "ENT".
- Close the ATM door.

NCR 5884 ATMs

Replenishing the ATM

The procedure for replenishing the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the top door of the ATM and switch the lever from the "NORMAL" position to "SUPERVISOR". The ATM will go into "SUPERVISOR" mode and the SUPERVISOR light will turn on in the operator indicator panel. All further operations will be accomplished through the keypad and screen located in the ATM's back panel.
- Open the left door and pull out the printers using the green locking device.
- Wait for the screen to display the text "SELECT".
- If needed, service the printers:
 - If paper has run out in the consumer printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No	Screen Text	Operator Actions	Notes
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No	Screen Text	Operator Actions	Notes
1	SELECT	Enter operation # "7", press "ENT"	
2	UTILITIES	Enter operation # "3"	
3	LEVEL3 DIAGNOSTICS	Enter operation # "6"	
4	LEVEL 3	Choose option "UTILITIES"	
5	UTILITIES	Enter operation # "5"	
6	CUSTOMER CONFIDENCE TEST	Enter operation # "5"	After entering the operation, make sure that the receipt printer is marked with a +
7	CUSTOMER CONFIDENCE TEST	Choose option "RUN TEST"	
8	CUSTOMER CONFIDENCE TEST	Choose option "SUMMARY REPORT"	Make sure that status is "OK"
9	CUSTOMER CONFIDENCE TEST	Choose option "SUMMARY MENU"	
10	CUSTOMER CONFIDENCE TEST	Choose option "DEVICE MENU"	
11	CUSTOMER CONFIDENCE TEST	Choose option "UTILITIES"	
12	UTILITIES	Choose option "EXIT"	After selection, wait for text "SELECT" to appear

- If paper has run out in the journal printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No	Screen Text	Operator Actions	Notes
1	SELECT	Enter operation # "7", press "ENT"	
2	UTILITIES	Enter operation # "3"	
3	LEVEL3 DIAGNOSTICS	Enter operation # "6"	

No	Screen Text	Operator Actions	Notes
4	LEVEL 3	Choose option "UTILITIES"	
5	UTILITIES	Enter operation # "5"	
6	CUSTOMER CONFIDENC E TEST	Enter operation # "5"	After entering the operation, make sure that the receipt printer is marked with a +
7	CUSTOMER CONFIDENC E TEST	Choose option "RUN TEST"	
8	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY REPORT"	Make sure that this has status "OK"
9	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY MENU"	
10	CUSTOMER CONFIDENC E TEST	Choose option "DEVICE MENU"	
11	CUSTOMER CONFIDENC E TEST	Choose option "UTILITIES"	
12	UTILITIES	Choose option "EXIT"	After selection, wait for text "SELECT" to appear

- After the text "SELECT" appears on the screen, enter operation number "4" and press "ENT".
- After the text "REPLENISH" appears on the screen, enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette and data on cards collected by the ATM; this receipt can be considered a report on ATM functioning.
- Enter operation number "6" and press "ENT". The counter will be cleared of data on collected cards.
- Open the safe door.
- Check the contents of the container where cards collected by the machine are held and collect the cards, to be passed on to storage with the cassettes.
- Freeing the locking device, take out the reject cassette.

- Install the new reject cassette. The cassette should be pushed in all the way, so that the locking device is in position.
- Pull out the old cassettes and install the new cassettes in the dispenser; when a cassette is properly installed the journal printer will print a message indicating the type and position of the cassette.
- Enter operation number "5" and press "ENT"; this action clears the note counter.
- Enter operation number "8" and press "ENT".
- After the text "ENTER CASSETTE TYPE" appears on the screen, indicate for each cassette its type corresponding to the denomination of its loaded notes. Each value is entered by pressing "ENT". It is recommended that the cassettes be arranged by increasing denominations from the top down.
- After the text "ENTER NO. OF NOTES" appears on the screen, enter the quantity of notes in the cassettes, pressing "ENT" after entering in the quantity for each cassette. After entering the data for the last cassette, press "CLR" and close the safe door.
- After the text "REPLENISH" appears on the screen, enter operation number "10" and press "ENT". Wait until the text "TOP-, SECOND-, THIRD-, BOTTOM-Cassette GOOD" appears on the screen; to return to the menu, press "ENT".



If the screen omits mention of a cassette after all the cassettes have been loaded, repeat the process for cassette installation, starting from the clearing of the note counters. The cassette should only be omitted when it is empty.

- Enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette; this receipt can be considered a report on ATM functioning.
- Press the "CLR" button and close the safe door.
- After the text "SELECT" appears on the screen, enter operation number "7" and press "ENT".
- After the text "UTILITIES" appears on the screen, enter operation number "3".
- After the text "LEVEL 3 DIAGNOSTICS" appear on the screen, enter operation number "6".

- Press the "UTILITES" button.
- After the text "UTILITIES" appears, select item "EXIT".
- After the text "SELECT" appears on the screen, enter operation number "9" and press "ENT".
- Switch the lever from the "SUPERVISOR" position to the "NORMAL" position.
- Push in the printers and close the ATM door.
- Make sure that the ATM has really gone into customer service mode (on the operator indicator panel, the "IN SERVICE" light should be turned on, and the customer screen should display the words "Please Insert Your Card"). If not, contact the processing center.



The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette #3; for example, "250".
 - Select menu item "OK".

- Enter the number that corresponds to the quantity of loaded notes in cassette #4; for example, "500".
- Select menu item "OK".
- Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
- Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered the ATM replenishment report.

Loading the ATM (First Replenishment)

- The procedure for loading a new ATM is the following:
- Open the top door of the ATM and switch the lever from the "NORMAL" position to "SUPERVISOR". The ATM will go into "SUPERVISOR" mode and the SUPERVISOR light will turn on in the operator indicator panel. All further operations will be accomplished through the keypad and screen located in the ATM's back panel.
- Open the left door and pull out the printers using the green locking device.
- Wait for the screen to display the text "SELECT".
- If needed, service the printers:
 - If paper has run out in the consumer printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No	Screen Text	Operator Actions	Notes
1	SELECT	Enter operation # "7", press "ENT"	
2	UTILITIES	Enter operation # "3"	
3	LEVEL3 DIAGNOSTI CS	Enter operation # "6"	
4	LEVEL 3	Choose option "UTILITIES"	
5	UTILITIES	Enter operation # "5"	

No	Screen Text	Operator Actions	Notes
6	CUSTOMER CONFIDENC E TEST	Enter operation # "5"	After entering the operation, make sure that the receipt printer is marked with an +
7	CUSTOMER CONFIDENC E TEST	Choose option "RUN TEST"	
8	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY REPORT"	Make sure that this has status "OK"
9	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY MENU"	
10	CUSTOMER CONFIDENC E TEST	Choose option "DEVICE MENU"	
11	CUSTOMER CONFIDENC E TEST	Choose option "UTILITIES"	
12	UTILITIES	Choose option "EXIT"	After selection, wait for text "SELECT" to appear

- If paper has run out in the journal printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No	Screen Text	Operator Actions	Notes
1	SELECT	Enter operation # "7", press "ENT"	
2	UTILITIES	Enter operation # "3"	
3	LEVEL3 DIAGNOSTI CS	Enter operation # "6"	
4	LEVEL 3	Choose option "UTILITIES"	
5	UTILITIES	Enter operation # "5"	
6	CUSTOMER CONFIDENC E TEST	Enter operation # "5"	After entering the operation, make sure that the receipt printer is marked with an +
7	CUSTOMER CONFIDENC E TEST	Choose option "RUN TEST"	

No	Screen Text	Operator Actions	Notes
8	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY REPORT"	Make sure that this has status "OK"
9	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY MENU"	
10	CUSTOMER CONFIDENC E TEST	Choose option "DEVICE MENU"	
11	CUSTOMER CONFIDENC E TEST	Choose option "UTILITIES"	
12	UTILITIES	Choose option "EXIT"	After selection, wait for text "SELECT" to appear

- After the text "SELECT" appears on the screen, enter operation number "4" and press "ENT".
- Enter operation number "6" and press "ENT". The counter will be cleared of data on collected cards. Press "ENT".
- Open the safe door.
- Install a new reject cassette. The cassette should be pushed in all the way, so that the locking device is in position.
- Install new cassettes in the dispenser; when a cassette is properly installed the journal printer will print a message indicating the type and position of the cassette.
- Enter operation number "5" and press "ENT"; this action clears the note counter.
- Enter operation number "8" and press "ENT".
- After the text "ENTER CASSETTE TYPE" appears on the screen, indicate for each cassette its type corresponding to the denomination of its loaded notes. Each value is entered by pressing "ENT". It is recommended that the cassettes be arranged by increasing denominations from the top down.
- After the text "ENTER NO. OF NOTES" appears on the screen, enter the quantity of notes in the cassettes, pressing "ENT" after entering in the quantity for each cassette. After entering the data for the last cassette, press "CLR" and close the safe door.

- After the text "REPLENISH" appears on the screen, enter operation number "10" and press "ENT". Wait until the text "TOP-, SECOND-, THIRD-, BOTTOM-Cassette GOOD" appears on the screen; to return to the menu, press "ENT".



If the screen omits mention of a cassette after all the cassettes have been loaded, repeat the process for cassette installation, starting from the clearing of the note counters. The cassette should only be omitted when it is empty.

- Enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette; this receipt can be considered a report on ATM functioning.
- Press the "CLR" button and close the safe door.
- After the text "SELECT" appears on the screen, enter operation number "7" and press "ENT".
- After the text "UTILITIES" appears on the screen, enter operation number "3".
- After the text "LEVEL 3 DIAGNOSTICS" appear on the screen, enter operation number "6".
- Press the "UTILITES" button.
- After the text "UTILITIES" appears, select item "EXIT".
- After the text "SELECT" appears on the screen, enter operation number "9" and press "ENT".
- Switch the lever from the "SUPERVISOR" position to the "NORMAL" position.
- Push in the printers and close the ATM door.
- Make sure that the ATM has really gone into customer service mode (on the operator indicator panel, the "IN SERVICE" light should be turned on, and the customer screen should display the words "Please Insert Your Card"). If not, contact the processing center.



The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert into the ATM card reader the cash replenishment officer's service card and select from the ATM menu "Service".
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 3; for example, "250".
 - Select menu item "OK";
 - Enter the number that corresponds to the quantity of loaded notes in cassette 4; for example, "500".
 - Select menu item "OK";
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
 - Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered as the ATM replenishment report.

Unloading the ATM

The procedure for unloading the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of

data on diverted and retracted notes received both through the ATM and through the processing center.

- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the top door of the ATM and switch the lever from the "NORMAL" position to "SUPERVISOR". The ATM will go into "SUPERVISOR" mode and the SUPERVISOR light will turn on in the operator indicator panel. All further operations will be accomplished through the keypad and screen located in the ATM's back panel.
- Open the left door and pull out the printers using the green locking device.
- Wait for the screen to display the text "SELECT".
- If needed, service the printers:
 - If paper has run out in the consumer printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No	Screen Text	Operator Actions	Notes
1	SELECT	Enter operation # "7", press "ENT"	
2	UTILITIES	Enter operation # "3"	
3	LEVEL3 DIAGNOSTICS	Enter operation # "6"	
4	LEVEL 3	Choose option "UTILITIES"	
5	UTILITIES	Enter operation # "5"	
6	CUSTOMER CONFIDENCE TEST	Enter operation # "5"	After entering the operation, make sure that the receipt printer is marked with an +
7	CUSTOMER CONFIDENCE TEST	Choose option "RUN TEST"	
8	CUSTOMER CONFIDENCE TEST	Choose option "SUMMARY REPORT"	Make sure that this has status "OK"

No	Screen Text	Operator Actions	Notes
9	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY MENU"	
10	CUSTOMER CONFIDENC E TEST	Choose option "DEVICE MENU"	
11	CUSTOMER CONFIDENC E TEST	Choose option "UTILITIES"	
12	UTILITIES	Choose option "EXIT"	After selection, wait for text "SELECT" to appear

- If paper has run out in the journal printer, change the roll according to the instructions inside the ATM. Check that the printer is working, following the sequence of actions indicated in the following table:

No	Screen Text	Operator Actions	Notes
1	SELECT	Enter operation # "7", press "ENT"	
2	UTILITIES	Enter operation # "3"	
3	LEVEL3 DIAGNOSTI CS	Enter operation # "6"	
4	LEVEL 3	Choose option "UTILITIES"	
5	UTILITIES	Enter operation # "5"	
6	CUSTOMER CONFIDENC E TEST	Enter operation # "5"	After entering the operation, make sure that the receipt printer is marked with an +
7	CUSTOMER CONFIDENC E TEST	Choose option "RUN TEST"	
8	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY REPORT"	Make sure that this has status "OK"
9	CUSTOMER CONFIDENC E TEST	Choose option "SUMMARY MENU"	
10	CUSTOMER CONFIDENC E TEST	Choose option "DEVICE MENU"	

No	Screen Text	Operator Actions	Notes
11	CUSTOMER CONFIDENC E TEST	Choose option "UTILITIES"	
12	UTILITIES	Choose option "EXIT"	After selection, wait for text "SELECT" to appear

- After the text "SELECT" appears on the screen, enter operation number "4" and press "ENT".
- After the text "REPLENISH" appears on the screen, enter operation number "4" and press "ENT". This prints the receipt and journal containing information on each cassette and data on cards collected by the ATM; this receipt can be considered a report on ATM functioning.
- Enter operation number "6" and press "ENT". The counter will be cleared of data on collected cards.
- Open the safe door.
- Check the contents of the container where cards collected by the machine are held and collect the cards, to be passed on to storage with the cassettes.
- Freeing the locking device, take out the reject cassette.
- Pull out the cassettes and close the safe door.
- Push in the printers.
- After the text "REPLENISH" appears on the screen, press "CLR".
- After the text "SELECT" appears on the screen, enter operation number "9" and press "ENT".
- Close the ATM door.

Chapter 3. Replenishing DEC-type ATMs

Front-load ATMs

Replenishing the ATM

The procedure for replenishing the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the ATM's service door.
- Put the "TERMINAL" switch into the "MAINTENANCE" position.
- When requested to "ENTER OPERATOR PASSWORD", enter the password; the screen will display the text "MAIN MENU".
- Check the contents of the container where cards collected by the machine are held and collect the cards, to be passed on to storage with the cassettes.
- Select menu item "1. DEVICE CHECK"; the screen will display the text "DEVICE CHECK MENU".
- Service the printers;
 - Journal printer:
 - ◆ Select menu item "2. JOURNAL PRINTER"
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST PRINTER" and see that the test is executed successfully.

- ◆ Select menu item "2. RETURN TO DEVICE MENU".
- Consumer printer:
 - ◆ Select menu item "2. RECEIPT PRINTER".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST PRINTER" and see that the test is executed successfully.
 - ◆ Select menu item "2. RETURN TO DEVICE MENU".
- Select menu item "4. DISPENSER"; the screen will display the subheading "DISPENSER CHECK".
- Select menu item "4. PRINT JOURNAL".
- Select menu item "5. PRINT RECEIPT"; this receipt can be considered as a report on ATM functioning.
- Select menu item "1. LOWER CASSETTES"; wait for the dispenser mechanism to stop running (40 to 60 seconds will elapse before the noise made by the working mechanism will cease).
- Open the ATM's safe door.
- Pull the old cassettes out of the dispenser and install new cassettes.
- Close the ATM's safe door.
- Choose menu item "1. LOWER CASSETTE"; wait for the dispenser mechanism to stop running (10 to 15 seconds will elapse before the noise made by the working mechanism will cease).
- Choose menu item "2. RAISE CASSETTE"; after cassettes are raised (after 40 to 60 seconds) the screen will display the following text:

CASSETTE CODE #

CASSETTE № ###

TOTAL NOTES ____

- Enter the quantity of notes for each cassette according to the accompanying form; after entering the quantity press "ENTER".

- Select menu item "3. DEVICE TEST"; after testing the cassettes (10 to 15 seconds) the screen will display the following text for two to three seconds:

DISPENSER FUNCTION NORMAL

CAS # ##### OK

CAS # ##### OK

...



It is necessary to check that the loaded cassettes have "OK" status. Bear in mind that this message will automatically disappear from the screen in two to three seconds.

- Select menu item "4. PRINT JOURNAL"
- Select menu item "5. PRINT RECEIPT"; this receipt can be considered as the report for ATM cassette unload.
- Select menu item "6. RETURN TO DEVICE MENU". The screen will display the text "DEVICE CONFIGURATION MENU".
- Select menu item "7. RETURN TO MAIN MENU"; the screen will display the text "MAIN MENU".
- Select menu item "6. EXIT TO CUSTOMER SERVICE MODE". The screen will display the following text:

TURN SUPPLY KEY

TO OFF POSITION

- Turn the "TERMINAL" switch to the "NORMAL" position.
- Close the ATM's service door.
- Make sure that the ATM has really gone into customer service mode.
- Insert into the ATM card reader the cash replenishment officer's service card, select operation "Balance" from the ATM menu and receive the receipt detailing the state of the ATM's counters. This serves as the report for ATM unloading.

Loading the ATM (First Replenishment)

The procedure for loading a new ATM is the following:

- Open the ATM's service door.
- Put the "TERMINAL" switch into the "MAINTENANCE" position.
- Turn the power on the ATM;
- When requested to "ENTER OPERATOR PASSWORD", enter the password; the screen will display the text "MAIN MENU".
- Select menu item "1. DEVICE CHECK"; the screen will display the text "DEVICE CHECK MENU".
- Service the printers;
 - Journal printer:
 - ◆ Select menu item "2. JOURNAL PRINTER"
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST PRINTER" and see that the test is executed successfully.
 - ◆ Select menu item "2. RETURN TO DEVICE MENU".
 - Consumer printer:
 - ◆ Select menu item "2. RECEIPT PRINTER".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST PRINTER" and see that the test is executed successfully.
 - ◆ Select menu item "2. RETURN TO DEVICE MENU".
- Open the safe door and install cassettes into the dispenser.
- Close the safe door.
- Select menu item "4. DISPENSER"; the screen will display the subheading "DISPENSER CHECK".
- Select menu item "1. LOWER CASSETTE"; wait for the dispenser mechanism to stop running (40 to 60 seconds will elapse before the noise made by the working mechanism will cease).
- Choose menu item "2. RAISE CASSETTE"; after cassettes are raised (after 40 to 60 seconds) the screen will display the following text:

CASSETTE CODE #

CASSETTE № ###

TOTAL NOTES ____

- Enter the quantity of notes for each cassette according to the accompanying instructions; after entering the quantity press "ENTER".
- Select menu item "3. DEVICE TEST"; after testing the cassettes (10 to 15 seconds) the screen will display the following text for two to three seconds:

DISPENSER FUNCTION NORMAL

CAS # ##### OK

CAS # ##### OK

...




It is necessary to check that the loaded cassettes have "OK" status. Bear in mind that this message will automatically disappear from the screen in two to three seconds.

- Select menu item "4. PRINT JOURNAL".
- Select menu item "5. PRINT RECEIPT"; this receipt can be considered as the report for ATM cassette unload.
- Select menu item "6. RETURN TO DEVICE MENU". The screen will display the text "DEVICE CONFIGURATION MENU".
- Select menu item "7. RETURN TO MAIN MENU"; the screen will display the text "MAIN MENU".
- Select menu item "6. EXIT TO CUSTOMER SERVICE MODE". The screen will display the following text:

TURN SUPPLY KEY

TO OFF POSITION

- Turn the "TERMINAL" switch to the "NORMAL" position.
- Close the ATM's service door.
- Make sure that the ATM has really gone into customer service mode.

 The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert the cash replenishment officer's service card into the ATM card reader. Select operation "Service" from the ATM menu.
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 3; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 4; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
 - Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered as the ATM replenishment report.

Unloading the ATM

The procedure for unloading the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed

that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.

- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the ATM's service door.
- Put the "TERMINAL" switch into the "MAINTENANCE" position.
- When requested to "ENTER OPERATOR PASSWORD", enter the password; the screen will display the text "MAIN MENU".
- Check the contents of the container where cards collected by the machine are held and collect the cards, to be passed on to storage with the cassettes.
- Select menu item "1. DEVICE CHECK"; the screen will display the text "DEVICE CHECK MENU".
- Service the printers;
 - Journal printer:
 - ◆ Select menu item "2. JOURNAL PRINTER"
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST PRINTER" and see that the test is executed successfully.
 - ◆ Select menu item "2. RETURN TO DEVICE MENU".
 - Consumer printer:
 - ◆ Select menu item "2. RECEIPT PRINTER".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST PRINTER" and see that the test is executed successfully.
 - ◆ Select menu item "2. RETURN TO DEVICE MENU".

- Select menu item "4. DISPENSER"; the screen will display the subheading "DISPENSER CHECK".
- Select menu item "4. PRINT JOURNAL".
- Select menu item "5. PRINT RECEIPT"; this receipt can be considered as a report on ATM functioning.
- Select menu item "1. CASSETTE RELEASE"; wait for the dispenser mechanism to stop running (40 to 60 seconds will elapse before the noise made by the working mechanism will cease).
- Open the ATM's safe door.
- Pull the old cassettes out of the dispenser.
- Turn off power to the ATM and close the ATM door.

Rear-load ATMs

Replenishing the ATM

The procedure for replenishing the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the ATM's rear service door and *take the key out of the lock*.
- Pull out the journal and consumer printers for servicing; take the portable keypad from the rear service door.
- Put the "TERMINAL" switch into the "MAINTENANCE" position, and wait for the text "ENTER PASSWORD" to appear.
- Enter the password; the screen will display the text "MAIN MENU".

- Enter "1" on the keypad to select menu option "1. SERVICING"; the screen will display the text "SERVICING MENU".
- Service the printers;
 - Journal printer:
 - ◆ Select menu item "2. JOURNAL".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST" and see that the test is executed successfully.
 - ◆ Select menu item "2. SERVICING MENU".
 - Consumer printer:
 - ◆ Select menu item "2. RECEIPT".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST" and see that the test is executed successfully.
 - ◆ Select menu item "2. SERVICING MENU".
- Enter "4" on the keypad to select menu item "4. DISPENSER"; the screen will display the subheading "DISPENSER".
- Enter "4" on the keypad to select menu item "4. PRT NOTES JRNL"
- Enter "5" on the keypad to select menu item "5. PRT NOTES RCPT"; the printed receipt can be considered as a report on ATM functioning.
- Enter "1" on the keypad to select menu item "1. LOWER CASS"; wait for the dispenser mechanism to stop running (40 to 60 seconds will elapse before the system will stop running.)
- Open the ATM's safe door.
- Pull the old cassettes out of the dispenser and install new cassettes.
- Close the ATM's safe door.
- Enter "1" on the keypad to select menu item "1. LOWER CASS"; wait for the dispenser mechanism to stop running (10 to 15 seconds will elapse before the noise made by the working mechanism will cease).

- Enter "2" on the keypad to select menu item "2. RAISE CASS"; after cassettes are raised (after 40 to 60 seconds) the screen will display the following text:

CASS: # ####

AMOUNT:___

- Enter the quantity of notes for each cassette according to the accompanying form; after entering the quantity press "ENTER".
- Enter "3" to select menu item "3. TEST DISPENS"; after testing the cassettes (10 to 15 seconds) the journal printer will print the following text:

Dispenser Test <date> <time>;

Code ID State

CAS # ##### OK

CAS # ##### OK

...



It is necessary to check that the loaded cassettes have "OK" status.

- Enter "4" on the keypad to select menu item "4. PRT NOTES JRHL"
- Enter "5" on the keypad to select menu item "5. PRT NOTES RCPT"; the printed check can be considered a report on ATM cassette replenishment.
- Enter "6" on the keypad to select menu item "6. RETURN"; the screen will display the text "SERVICING MENU".
- Enter "7" on the keypad to select menu item "7. RETURN"; the screen will display the text "MAIN MENU".
- Enter "6" on the keypad to select menu item "6. LOGOFF"; the portable keypad screen will display the following text:


LEAVING

SUPERVISOR MODE

SUPPLY KEY ON

- Replace the consumer and journal printer, as well as the portable keypad in their original places.

- Turn the "TERMINAL" switch to the "NORMAL" position.
- Close the ATM's service door.
- Make sure that the ATM has really gone into customer service mode.

 The step described below is used to send data to the processing centre about the number of loaded notes. If these data are not sent during replenishment, this step can be skipped.

- Insert the cash replenishment officer's service card into the ATM card reader. Select operation "Service" from the ATM menu.
 - Select menu item "Load Cassettes 1 and 2".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 1; for example, "250".
 - Select menu item "OK".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 2; for example, "500".
 - Select menu item "OK".
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 1 and 2. This data is sent to the processing center.
 - Select menu item "Load Cassettes 3 and 4".
 - Enter the number that corresponds to the quantity of loaded notes in cassette 3; for example, "250".
 - Select menu item "OK";
 - Enter the number that corresponds to the quantity of loaded notes in cassette 4; for example, "500".
 - Select menu item "OK";
 - Collect the receipt that will be printed showing the quantity of loaded notes from cassettes 3 and 4. This data is sent to the processing center.
 - Select menu item "Other Operations".
- Select from the ATM menu "Balance". The receipt that will be printed should be considered as the ATM replenishment report.

Loading the ATM (First Replenishment)

The procedure for loading a new ATM is the following:

- Open the ATM's rear service door and *take the key out of the lock*.
- Pull out the journal and consumer printers for servicing; take the portable keypad from the rear service door.
- Put the "TERMINAL" switch into the "MAINTENANCE" position, and wait for the text "ENTER PASSWORD" to appear.
- Enter the password; the screen will display the text "MAIN MENU".
- Enter "1" on the keypad to select menu option "1. SERVICING"; the screen will display the text "SERVICING MENU".
- Service the printers;
 - Journal printer:
 - ◆ Select menu item "2. JOURNAL".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST" and see that the test is executed successfully.
 - ◆ Select menu item "2. SERVICING MENU".
 - Consumer printer:
 - ◆ Select menu item "2. RECEIPT".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST" and see that the test is executed successfully.
 - ◆ Select menu item "2. SERVICING MENU".
- Enter "4" on the keypad to select menu item "4. DISPENSER"; the screen will display the subheading "DISPENSER".
- Open the ATM's safe door and install cassettes into the dispenser,
- Close the ATM's safe door.

- Enter "1" on the keypad to select menu item "1. LOWER CASS"; wait for the dispenser mechanism to stop running (10 to 15 seconds will elapse before the noise made by the working mechanism will cease).
- Enter "2" on the keypad to select menu item "2. RAISE CASS"; after cassettes are raised (after 40 to 60 seconds) the screen will display the following text:

CASS: # #####

AMOUNT: ____

- Enter the quantity of notes for each cassette according to the accompanying form; after entering the quantity press "ENTER".
- Enter "3" to select menu item "3. TEST DISPENS"; after testing the cassettes (10 to 15 seconds) the journal printer will print the following text:

Dispenser test <date > <time >;

Code ID state

CAS # ##### OK

CAS # ##### OK

...



It is necessary to check that the loaded cassettes have "OK" status.

- Enter "4" on the keypad to select menu item "4. PRT NOTES JRHL"
- Enter "5" on the keypad to select menu item "5. PRT NOTES RCPT"; the printed check can be considered a report on ATM cassette replenishment.
- Enter "6" on the keypad to select menu item "6. RETURN"; the screen will display the text "SERVICING MENU".
- Enter "7" on the keypad to select menu item "7. RETURN"; the screen will display the text "MAIN MENU".
- Enter "6" on the keypad to select menu item "6. LOGOFF"; the portable keypad screen will display the following text:

LEAVING

SUPERVISOR MODE

SUPPLY KEY ON

- Replace the consumer and journal printer, as well as the portable keypad in their original places.
- Turn the "TERMINAL" switch to the "NORMAL" position.
- Close the ATM's service door.
- Make sure that the ATM has really gone into customer service mode.
- Insert the cash replenishment officer's service card into the ATM card reader. Select from the ATM menu "Balance". The receipt that will be printed should be considered as the ATM replenishment report.

Unloading the ATM

The procedure for unloading the ATM is as follows:

- Insert the cash replenishment officer's service card into the ATM card reader and select "Balance" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service so that its counters can be queried. This operation occurs to check the consistency of data on diverted and retracted notes received both through the ATM and through the processing center.
- Insert the cash replenishment officer's service card into the ATM reader and select "Replenishment" from the ATM menu. A receipt will be printed that reports on the state of the ATM's counters; through this command the processing center temporarily puts the ATM out of service.
- Open the ATM's rear service door and *take the key out of the lock*.
- Pull out the journal and consumer printers for servicing; take the portable keypad from the rear service door.
- Put the "TERMINAL" switch into the "MAINTENANCE" position, and wait for the text "ENTER PASSWORD" to appear.
- Enter the password; the screen will display the text "MAIN MENU".
- Enter "1" on the keypad to select menu option "1. SERVICING"; the screen will display the text "SERVICING MENU".
- Service the printers;

- Journal printer:
 - ◆ Select menu item "2. JOURNAL".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST" and see that the test is executed successfully.
 - ◆ Select menu item "2. SERVICING MENU".
- Consumer printer:
 - ◆ Select menu item "2. RECEIPT".
 - ◆ If needed, change the roll of paper in the printer.
 - ◆ Select menu item "1. TEST" and see that the test is executed successfully.
 - ◆ Select menu item "2. SERVICING MENU".
- Enter "4" on the keypad to select menu item "4. DISPENSER"; the screen will display the subheading "DISPENSER".
- Enter "4" on the keypad to select menu item "4. PRT NOTES JRNL"
- Enter "5" on the keypad to select menu item "5. PRT NOTES RCPT"; the printed receipt can be considered as a report on ATM functioning.
- Enter "1" on the keypad to select menu item "1. LOWER CASS"; wait for the dispenser mechanism to stop running (40 to 60 seconds will elapse before the system will stop running.)
- Open the safe door and pull out the cassettes from the dispenser.
- Turn off power to the ATM and close the ATM door.