Triton® WHERE MONEY COMES FROM.™
A DOVER COMPANY

Model 9100

Quick Reference Card

06/2006

Model 9100 w/TDM Dispensers

Model 9100 w/SDD Dispenser

THIS AREA FOR SERVICE PROVIDER CONTACT INFORMATION:

TDN 07100-00009C

MANAGEMENT FUNCTIONS

ACCESS INSTRUCTIONS

1. AT ATM WELCOME SCREEN, PRESS AND HOLD DOWN <CTRL> KEY (LOWER-RIGHT CORNER OF KEYPAD), PRESS <1> KEY, THEN RELEASE BOTH KEYS. THE TOP MENU WILL BE DISPLAYED.

2. AT THE TOP MENU, SELECT MANAGEMENT FUNCTIONS OPTION. ENTER PASSWORD TO ACCESS MANAGEMENT FUNCTIONS MENU. THE MAIN MENU SCREEN (RIGHT) WILL BE DISPLAYED (ADMINISTRATIVE PASSWORD ACCESS).

RESETTING ERRORS

RESET ATM	RESET ERROR

RESET ATM: OPEN THE ATM CONTROL PANEL AND LOCATE THE ON/OFF SWITCH ON THE UNITS POWER SUPPLY TOWARDS THE REAR OF THE ENCLOSURE. PRESS THE POWER SWITCH OFF (0) THEN ON (I).

RESET ERROR: AFTER AN ATM RESET, THE RESET ERROR AND MANAGEMENT FUNCTION OPTIONS APPEAR. SELECT THE RESET ERROR OPTION. IF THE PROBLEM HAS BEEN CORRECTED, THE ATM SHOULD RETURN TO NORMAL OPERATION.

DIAGNOSTICS

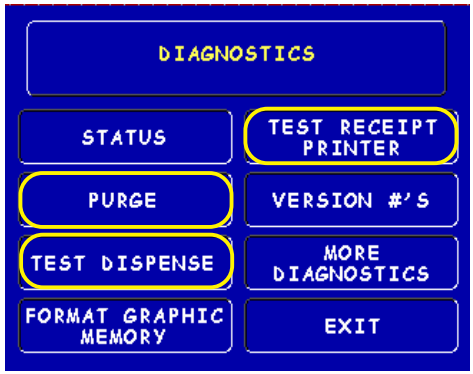
PURGE	TEST DISPENSE	TEST RECEIPT PRINTER

ACCESS MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS AND SELECT THE DIAGNOSTICS FUNCTION:

PURGE: INSTRUCTS DISPENSER TO REMOVE ANY NOTES IN FEED PATH. THE CODE DISPLAYED FOR A SUCCESSFUL PURGE IS '20 20 20'.

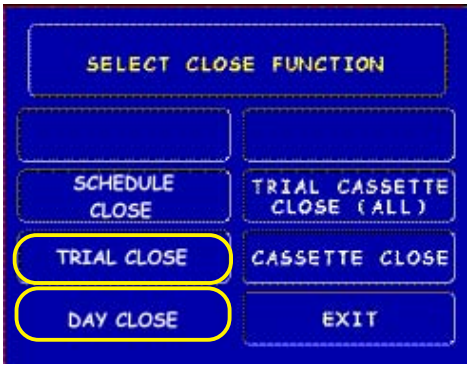
TEST DISPENSE: INSTRUCTS DISPENSER TO DISPENSE ONE (1) NOTE FROM THE CASSETTE INTO THE REJECT COMPARTMENT. THE CODE DISPLAYED FOR A SUCCESSFUL TEST DISPENSE IS '20 1 0 0 0'.

TEST RECEIPT PRINTER: TESTS THE OPERATION OF THE RECEIPT PRINTER AND PRINTS A TERMINAL CONFIGURATION SUMMARY.



CLOSE

DAY CLOSE **TRIAL CLOSE**



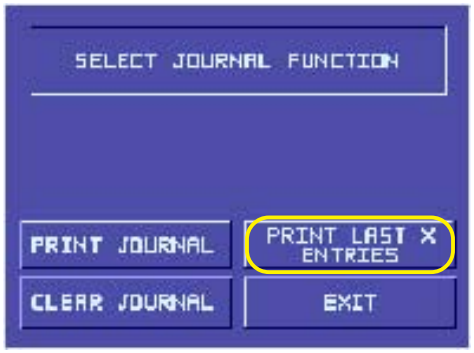
ACCESS MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS AND SELECT THE CLOSE FUNCTION:

DAY CLOSE: USED TO COMPLETE DAILY BALANCING OF THE ATM WITH THE PROCESSOR. THE PRINTED INFORMATION INCLUDES A TOTAL OF ALL TRANSACTIONS SINCE LAST DAY CLOSE. TOTALS ARE CLEARED AND SWITCHED TO THE NEXT BUSINESS DAY.

TRIAL CLOSE: THIS OPTION FUNCTIONS LIKE A DAY CLOSE EXCEPT THE TOTALS ARE NOT CLEARED.

JOURNAL

PRINT LAST X



ACCESS MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS AND SELECT THE JOURNAL OPTION. TO PRINT PREVIOUSLY AUDITED OR UNAUDITED RECORDS, USE THE PRINT LAST X OPTION. YOU MAY PRINT UP TO THE LAST 2045 RECORDS. WHEN THIS OPTION IS SELECTED, ENTER A NUMBER BETWEEN 1 AND 2045.

EXAMPLE: ENTERING THE NUMBER 30 WILL PRINT OUT THE LAST 30 TRANSACTIONS/EVENTS THAT HAVE OCCURRED.

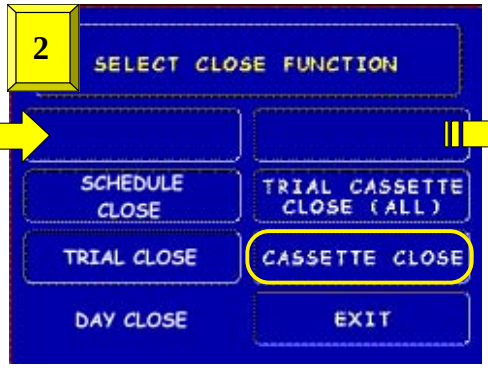
CASSETTE SERVICE

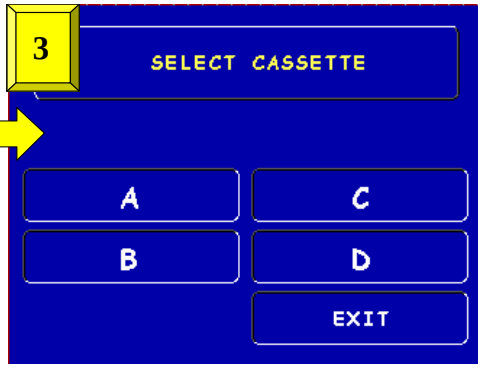
THIS FUNCTION SETS THE DESIRED CASSETTE (S) "IN SERVICE". THE CASSETTE MUST BE IN SERVICE TO ALLOW THE DISPENSER TO ACCESS THE CURRENCY.

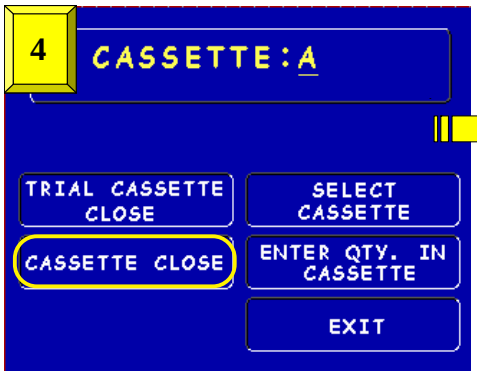
ERROR CODE 156: THIS ERROR APPEARS ON THE DISPLAY WHEN EITHER THE CASSETTE HAS DEPLETED ITS CURRENCY OR HAS BEEN PLACED "OUT OF SERVICE".

AFTER REPLACING/RELOADING THE CASSETTE (IF CURRENCY WAS DEPLETED), SELECT THIS FUNCTION TO PLACE THE CASSETTE(S) "IN SERVICE", THEN EXIT OUT OF MANAGEMENT FUNCTION AND RESET ERROR (156).

CASSETTE CLOSE

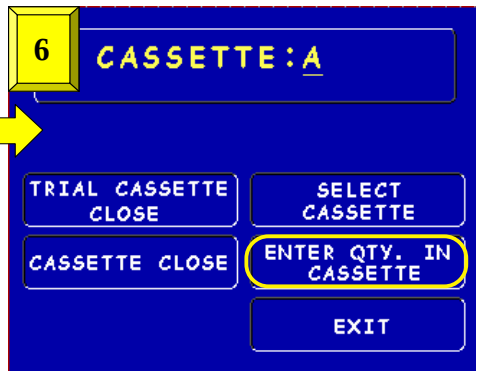


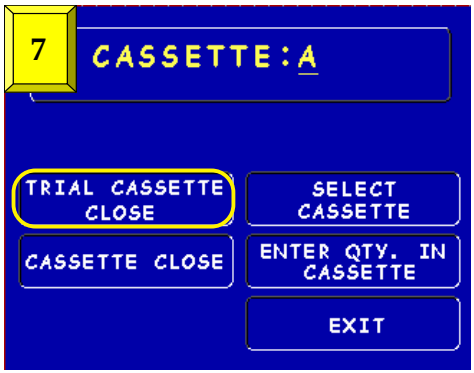




5

REPLENISH CASSETTE PROCEDURES





CASSETTE CLOSE DESCRIPTION	
STEP	**DESCRIPTION**
1	Access Management Functions using Access instructions. Select "CLOSE" option.
2	Select "CASSETTE CLOSE" option.
3	Select either Cassette "A" (single cassette dispenser) or "A"/"B" (multi-cassette dispenser).
4	Under Cassette:A/B options, select "CASSETTE CLOSE". A report will be printed summarizing all activity on the selected cassette since the last Cassette Close and clears the totals. It also resets the number of bills in the cassette to ZERO (0).
5	Perform the "REPLENISH CASSETTE PROCEDURE". *Note: Management functions will "timeout". After completing cassette replacement procedures, perform steps 1 through 3 to access the next step.*
6	Under Cassette: A/B options, select "ENTER QTY. IN CASSETTE". Enter the TOTAL number of notes that are in that cassette, NOT the value!
7	Under Cassette: A/B options, select "TRIAL CASSETTE CLOSE". The Trial Cassette Close option verifies the number of notes entered in previous step and is also used as a reference for Cassette Close reports. The totals ARE NOT CLEARED and the cassette IS NOT RESET. The totals are not reported to the host processor.
NOTE: VERIFY THE CASSETTE(S) IS "IN SERVICE" AFTER COMPLETION OF CASSETTE REPLENISHMENT.	

REPLENISHING TDM CASSETTE(S)

STEP	ACTION
1	UNLOCK/OPEN CABINET. EXTEND THE DISPENSER MOUNTING TRAY FULLY. ***NOTE: TDM-100 HAS A FIXED TRAY ASSEMBLY.***
2	LOCATE THE SPRING-LOADED LOCKING PIN ON UNDERSIDE OF TRAY. PULL PIN DOWN AND ROTATE SWIVEL PLATFORM 180° ***CLOCKWISE***. RELEASE PIN TO LOCK IN PLACE.
3	REMOVE REJECT CASSETTE. UNLOCK AND REMOVE ANY NOTES. DO NOT RECYCLE REJECTED NOTES! LOCK AND INSTALL REJECT CASSETTE.
4	REMOVE NOTE CASSETTE(S). UNLOCK AND MOVE THE PACKER PLATE TO THE REAR OF THE CASSETTE AND LATCH IN PLACE WITH THE HOLD-BACK LATCH.

STEP	ACTION
5	COUNT THE NUMBER OF BILLS THAT REMAIN IN THE CASSETTE, IF ANY. COUNT THE NUMBER OF BILLS THAT ARE BEING ADDED TO THE REMAINING NOTES. THE TOTAL OF THESE AMOUNTS WILL BE THE "ENTER QTY. IN CASSETTE".
6	PLACE CURRENCY IN THE CASSETTE AND SLOWLY RELEASE THE HOLD-BACK LATCH ALLOWING PLATE TO MOVE FORWARD. CLOSE AND LOCK THE CASSETTE(S).
7	SLIDE THE CASSETTE BACK INTO THE DISPENSER. PULL PIN DOWN AND ROTATE SWIVEL PLATFORM 180° ***COUNTER-CLOCKWISE***. RELEASE PIN TO LOCK IN PLACE.
8	PUSH THE DISPENSER MOUNTING TRAY (IF APPLICABLE) BACK INTO THE CABINET, CLOSE AND LOCK THE SECURITY DOOR.

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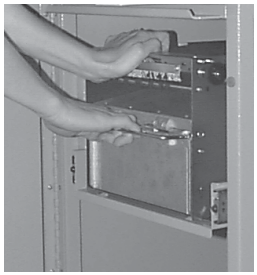
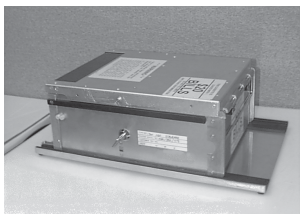
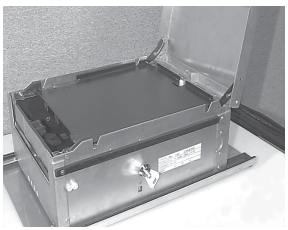
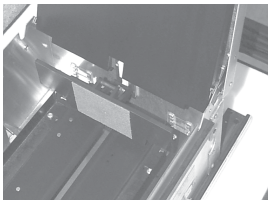
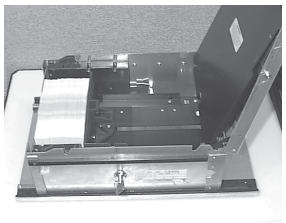
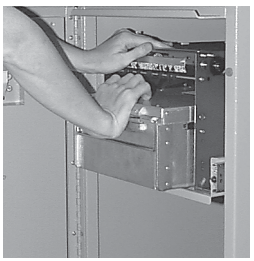
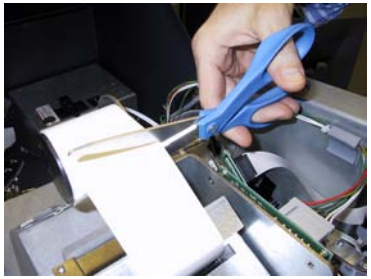
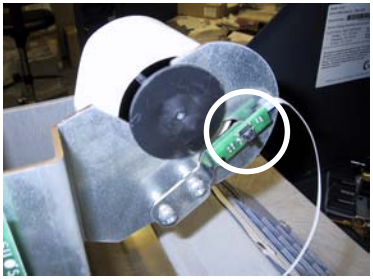
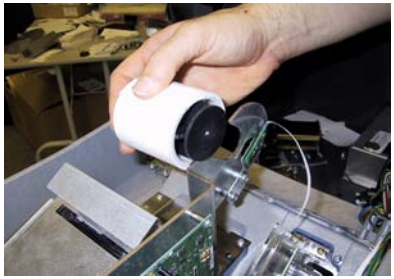
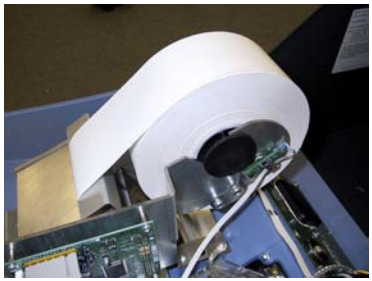
REPLENISHING SDD CASSETTE

STEP	ACTION	
1	UNLOCK/OPEN CABINET. REMOVE CASSETTE.	
2	USE CASSETTE KEY TO PRIME CASSETTE (GREEN WINDOW)	
3	SLIDE CASSETTE ON TO LOADING TRAY.	
4	LIFT LID. CHECK REJECT TRAY AND REMOVE ANY NOTES. DO NOT RECYCLE REJECTED NOTES!	

STEP	ACTION	
5	LIFT REJECT TRAY. PUSH PACKER PLATE TO REAR AND LATCH.	
6	LOAD CURRENCY. UNLATCH PACKER PLATE AND SLIDE TOWARDS CURRENCY. CLOSE TOP.	
7	REMOVE CASSETTE FROM LOADING TRAY. USE CASSETTE KEY TO PRIME CASSETTE (GREEN WINDOW).	
8	REINSTALL CASSETTE IN DISPENSER.	

REPLACING RECEIPT PRINTER PAPER

STEP	ACTION	STEP	ACTION	STEP	ACTION
1	CUT REMAINING PAPER TO ALLOW REMOVAL. 	2	PRESS FEED BUTTON TO CLEAR PAPER FROM PAPER PATH. 	3	LIFT SPINDLE TO REMOVE PAPER ROLL AND SPINDLE. 
4	REMOVE SPINDLE FROM OLD PAPER ROLL.	5	PLACE SPINDLE IN NEW PAPER ROLL.	6	PLACE NEW PAPER ROLL ON BRACKET. MAKE SURE PAPER FEEDS FROM <u>TOP!</u>
7	FEED END OF PAPER INTO FEED SLOT.	8	PAPER WILL FEED AUTOMATICALLY. 		

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COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDED ACTIONS
33 (SDD) 101 (TDM)	FEED FAILURE	1. REMOVE AND OPEN CASSETTE. 2. IF THERE IS CURRENCY IN CASSETTE, GO TO STEP 3. If NOT, LOAD CURRENCY. GO TO STEP 4. 3. IS CURRENCY OF GOOD QUALITY? IF YES, GO TO STEP 4. IF NO, OBTAIN GOOD QUALITY CURRENCY. CONTINUE WITH STEP 4. 4. SHUFFLE CURRENCY. REPACK CASSETTE. 5. RELOAD CASSETTE USING REPLENISHING CASSETTE PROCEDURE. 6. RESET ERROR USING RESETTING ERRORS PROCEDURE. IF ERROR CLEARS, GO TO STEP 7. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 7. SELECT DIAGNOSTICS OPTION FROM MAIN MENU, THEN TEST DISPENSE. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
139 140 141	PRINTER NOT RESPONDING PRINTER TIMEOUT PAPER JAM	1. RESET ERROR USING RESETTING ERROR PROCEDURE. IF ERROR CLEARS, GO TO STEP 4. IF NOT, GO TO STEP 2. 2. OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM. REMOVE JAM, IF PRESENT. 3. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY USING REPLACING RECEIPT PAPER PROCEDURES. ATTEMPT TO RESET ERROR AGAIN. 4. PERFORM TEST RECEIPT PRINTER IN THE DIAGNOSTIC OPTION. IF TEST RECEIPT DOES NOT PRINT, CONTACT YOUR SERVICE PROVIDER.
148 151	EJ WRITE FAILURE EJ FULL	1. PRINT OR CLEAR THE ELECTRONIC JOURNAL (EJ) USING JOURNAL PROCEDURE. 2. RESET ERROR USING RESETTING ERROR PROCEDURE. IF ERROR CLEARS, PLACE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT YOUR SERVICE PROVIDER.
183	RECEIPT PRINTER PAPER LOW	1. OPEN ATM CONTROL PANEL. CHECK PAPER STATUS. REPLACE IF LOW OR EMPTY. 2. CLOSE CONTROL PANEL. RESET ERROR USING RESETTING ERROR PROCEDURE. IF ERROR CLEARS, GO TO STEP 3. IF ERROR DOES NOT CLEAR, CONTACT YOUR SERVICE PROVIDER. 3. PERFORM TEST RECEIPT PRINTER DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT YOUR SERVICE PROVIDER.