

MODEL 9750-SERIES miniATM QUICK-REFERENCE CARD

A RESETTING ERRORS

RESET ATM

RESET ERROR

RESET ATM: OPEN THE ATM CONTROL PANEL AND LOCATE THE POWER SWITCH ON THE LEFT SIDE OF THE POWER MODULE AT THE REAR OF THE ENCLOSURE. PRESS THE POWER SWITCH OFF (O) AND THEN ON (I).

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

TEMPORARILY OUT OF SERVICE

ERROR CODE #XXX
CONTACT SERVICE PERSONNEL

NOTIFY ATTENDANT

B MANAGEMENT FUNCTIONS

ACCESS INSTRUCTIONS

1. AT ATM WELCOME SCREEN, PRESS AND HOLD DOWN **<CTRL>** KEY (LOWER-RIGHT CORNER OF KEYPAD), PRESS **<I>** KEY, THEN RELEASE BOTH KEYS. IF WELCOME SCREEN IS NOT DISPLAYED, **RESET ATM** USING PROCEDURE **(A)**. **TOP MENU**, OR **RESET ERROR/MANAGEMENT MENU** SHOULD APPEAR.
2. SELECT **MANAGEMENT** OPTION. ENTER PASSWORD TO ACCESS MANAGEMENT FUNCTIONS MENU.

MANAGEMENT FUNCTIONS

CLOSE

CASSETTE SERVICE

DIAGNOSTICS

PASSWORD MAINTENANCE

LANGUAGE IDIOMA

TERMINAL CONFIGURATION

JOURNAL

EXIT

C CARD READER PROBLEMS

CAN'T READ CUSTOMER CARD

1. ENSURE CARD IS BEING INSERTED WITH CORRECT ORIENTATION. TRY TO READ THE CARD. IF PROBLEM STILL EXISTS, **RESET ATM** USING INSTRUCTIONS IN **(A)**. TRY TO READ THE CARD. IF PROBLEM STILL EXISTS, CONTINUE WITH STEP 2.
2. ACCESS MANAGEMENT FUNCTIONS MAIN MENU USING PROCEDURE **(B)**.
3. SELECT **DIAGNOSTICS** OPTION. SELECT **MORE DIAGNOSTICS** OPTION. SELECT **SCAN CARD** OPTION.
5. INSERT AND REMOVE AN ATM CARD. IF NO ERROR MESSAGE IS RECEIVED, CONTACT YOUR SERVICE PROVIDER. IF AN ERROR MESSAGE IS RECEIVED, CONTINUE WITH STEP 7.
6. OPEN ATM CONTROL PANEL. REMOVE AND THEN RECONNECT DATA CABLE (RIBBON CABLE) ON CARD READER. CLOSE ATM CONTROL PANEL.
7. **RESET ATM** USING PROCEDURE **(A)**. TRY TO READ A CARD. IF PROBLEM STILL EXISTS, CONTACT YOUR SERVICE PROVIDER.

CAN'T INSERT CARD FULLY

1. OPEN THE ATM CONTROL PANEL TO ALLOW LIGHT TO SHINE THROUGH THE CARD READER SLOT. EXAMINE THE SLOT FROM THE REAR OF THE CARD READER.
2. IF A FOREIGN OBJECT IS DISCOVERED, TRY TO DISLodge IT. USE A THIN, SMOOTH STRIP OF CARDBOARD OR WOOD (SUCH AS A TONGUE DEPRESSOR) TO REMOVE THE OBSTRUCTION.
3. CLOSE THE ATM CONTROL PANEL. TEST THE CARD READER. IF A CARD STILL CANNOT BE FULLY INSERTED CLOSE THE ATM CONTROL PANEL AND CONTACT SERVICE PROVIDER.

D COMMUNICATION PROBLEMS

COMMUNICATION ERROR

SYSTEM UNAVAILABLE

1. RESET ATM USING PROCEDURE **(A)**. IF PROBLEM STILL EXISTS, CONTINUE WITH STEP 2.
2. OPEN ATM CONTROL PANEL. UNPLUG TELEPHONE CABLE FROM BOTTOM PLUG ON LEFT SIDE OF POWER MODULE (AT REAR OF ENCLOSURE). PLUG IN THE BASE UNIT (NOT THE HANDSET) OF A TELEPHONE. LISTEN FOR DIAL TONE.
3. IF DIAL TONE EXISTS, UNPLUG TELEPHONE. CLOSE THE ATM CONTROL PANEL. CONTACT YOUR ATM SERVICE PROVIDER. IF THERE IS NO DIAL TONE, CONTINUE WITH STEP 4.
4. LOCATE TELEPHONE WALL JACK FOR ATM. UNPLUG CABLE AND CONNECT BASE UNIT OF A TELEPHONE. LISTEN FOR DIAL TONE. IF THERE IS NO DIAL TONE, THERE IS A PHONE LINE PROBLEM. CONTACT YOUR TELEPHONE SERVICE PROVIDER FOR ASSISTANCE.

E

ERROR CODE

MEANING

RECOMMENDED ACTIONS

139

PRINTER NOT RESPONDING

1. OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM.

140

PRINTER TIMEOUT

2. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY. REMOVE JAM, IF PRESENT. CLOSE ATM CONTROL PANEL.

141

PAPER JAM

3. **RESET ERROR** USING PROCEDURE **(A)**. IF ERROR CLEARS, GOTO STEP 6. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.

4. PERFORM **RECEIPT PRINTER TEST**.

5. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.

148

ELECTRONIC JOURNAL WRITE FAILURE

1. **PRINT** OR **CLEAR** THE JOURNAL USING PROCEDURE **(G)**.

2. **RESET ERROR** USING PROCEDURE **(A)**. IF ERROR CLEARS, PLACE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.

151

ELECTRONIC JOURNAL FULL

1. CASSETTES MAY BE EMPTY OR WERE REMOVED/INSTALLED WITHOUT RE-INITIALIZING THE "IN SERVICE" FUNCTION.

156

NO CASSETTE IN SERVICE

2. CASSETTES EMPTY: FOLLOW THE REPLENISHING CASSETTES PROCEDURE **(H)** FOR LOADING CURRENCY IN CASSETTES. ENTER MANAGEMENT FUNCTIONS MAIN MENU. SELECT CASSETTE SERVICE. SELECT CASSETTE(S) TO PUT IN SERVICE. SELECT CASSETTE LOCKING AND VERIFY CASSETTES ARE LOCKED. SELECT RESET TERMINAL ERROR OPTION.

194

CASSETTES NOT LOCKED

3. CASSETTES OUT OF SERVICE/NOT LOCKED: ENTER MANAGEMENT FUNCTIONS MAIN MENU. SELECT CASSETTE SERVICE. SELECT CASSETTE(S) TO PUT IN SERVICE. SELECT CASSETTES LOCKING AND VERIFY CASSETTES ARE LOCKED. SELECT RESET TERMINAL ERROR OPTION.

183

RECEIPT PRINTER PAPER LOW

1. OPEN ATM CONTROL PANEL.

2. CHECK PAPER STATUS. REPLACE IF LOW OR EMPTY.

3. CLOSE CONTROL PANEL. **RESET ERROR** USING PROCEDURE **(A)**. IF ERROR CLEARS, GOTO STEP 4. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.

195

RECEIPT PAPER OUT

4. PERFORM **RECEIPT PRINTER TEST**.

5. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.

F

CASSETTE/DAY CLOSE

CASSETTE CLOSE

1. GO TO MANAGEMENT FUNCTIONS USING PROCEDURE **(B)**. SELECT **CLOSE** OPTION. CHOOSE CASSETTE CLOSE. SELECT CASSETTE A, B, C OR D. SELECT **CASSETTE CLOSE**. CASSETTE CLOSE RECEIPT PRINTS. REPEAT PROCEDURE FOR AVAILABLE CASSETTES.
2. EXIT TO MAIN MENU. SELECT CASSETTE SERVICE. **UNLOCK** CASSETTES. REMOVE CASSETTE(S). COUNT CASH. CASH IN CASSETTE (INCLUDING REJECT NOTES) SHOULD EQUAL REMAINING AMOUNT VALUE ON RECEIPT.
3. LOAD CASSETTE(S), USING PROCEDURE **(H)**. REPLACE CASSETTE(S). SELECT **ENTER QTY.** IN CASSETTE FROM CLOSE MENU. ENTER NUMBER OF BILLS LOADED IN SELECTED CASSETTE. PERFORM A **TRIAL CASSETTE CLOSE**. KEEP RECEIPT AS RECORD OF BEGINNING CASSETTE BALANCE. REPEAT FOR OTHER CASSETTES. PLACE ATM IN SERVICE.

DAY CLOSE

1. GO TO MANAGEMENT FUNCTIONS USING PROCEDURE **(B)**. SELECT **CLOSE** OPTION. RECEIPT PRINTS. NOTE: IF ATM DAY CLOSE IS NOT PERFORMED AT SAME TIME AS PROCESSOR, HOST SETTLEMENT AMOUNT MAY NOT MATCH TERMINAL SETTLEMENT AMOUNT ON DAY CLOSE RECEIPT.
2. PLACE ATM IN SERVICE.

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G

JOURNAL

CLEAR JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING PROCEDURE **B** AND SELECT THE JOURNAL OPTION. TO CLEAR THE JOURNAL: SELECT THE CLEAR JOURNAL OPTION. THIS WILL AUDIT ALL UNPRINTED JOURNAL RECORDS. AUDITED RECORDS WILL NOT BE PRINTED WHEN THE PRINT JOURNAL COMMAND IS USED.

PRINT JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING PROCEDURE **B** AND SELECT THE JOURNAL OPTION. TO PRINT THE JOURNAL: SELECT THE PRINT JOURNAL OPTION. THIS WILL PRINT ALL RECORDS THAT HAVE NOT BEEN AUDITED. THE RECORDS WILL BE MARKED. TO PRINT PREVIOUSLY AUDITED OR PRINTED JOURNAL RECORDS, USE THE PRINT LAST X ENTRIES OPTION.

TEST DISPENSE

PERFORM AFTER REPLENISHING CURRENCY CASSETTE

1. ACCESS MANAGEMENT FUNCTIONS MAIN MENU USING PROCEDURE **B**.
2. SELECT DIAGNOSTICS OPTION. SELECT TEST DISPENSE OPTION. IF RETURN CODE OF '1 1 1 0 0' IS RECEIVED, TEST DISPENSE WAS SUCCESSFUL. (2 CASSETTE CONFIGURATION) IF ANY OTHER RETURN CODE IS RECEIVED, CONTACT SERVICE PROVIDER. FOR ASSISTANCE.


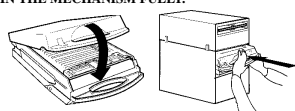

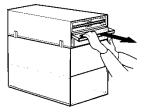
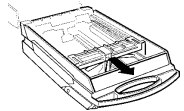

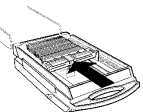
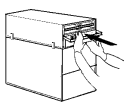
TEST RECEIPT PRINTER

PERFORM AFTER REPLACING PAPER OR CLEARING PRINTER JAMS

1. ACCESS MANAGEMENT FUNCTIONS MAIN MENU USING PROCEDURE **B**.
2. SELECT DIAGNOSTICS OPTION. SELECT TEST RECEIPT PRINTER OPTION. IF TEST RECEIPT DOES NOT PRINT, CONTACT YOUR SERVICE PROVIDER FOR ASSISTANCE.

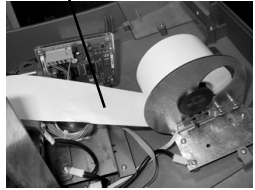

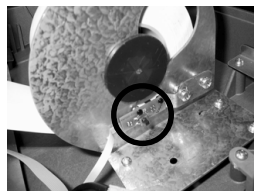
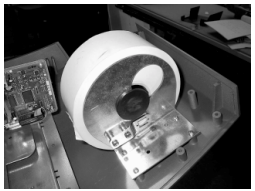
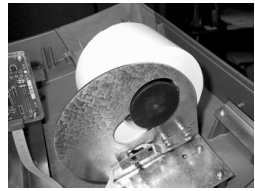



H

REPLENISHING CASSETTES

| STEP | ACTION | STEP | ACTION |
|------|---|------|---|
| 1 | UNLOCK THE CASSETTES USING CASSETTE SERVICE OPTION IN MANAGEMENT FUNCTIONS. GRASP THE CASSETTE HANDLE WITH ONE HAND WHILE HOLDING THE MECHANISM WITH THE OTHER. PULL THE CASSETTE OUT SLIGHTLY, THEN PLACE ONE HAND UNDERNEATH AS YOU SLIDE IT OUT.  | 5 | CLOSE THE CASSETTE LID TO ITS LOCKED POSITION. THE RELEASE BUTTON SHOULD "POP" OUT. SLIDE CASSETTE INTO ITS SLOT IN THE MECHANISM FULLY.  |
| 2 | PLACE CASSETTE ON TABLE OR FLAT SURFACE. OPEN CASSETTE BY SIMULTANEOUSLY PRESSING THE RELEASE BUTTON AND LIFTING THE LID. FLIP THE LID BACK FULLY, LETTING IT REST ON THE FLAT SURFACE.  | 6 | TO REMOVE REJECT VAULT, GRASP THE VAULT HANDLE WITH ONE HAND WHILE HOLDING THE MECHANISM WITH THE OTHER. PULL THE VAULT OUT SLIGHTLY, THEN PLACE ONE HAND UNDERNEATH AS YOU SLIDE IT OUT.  |
| 3 | MOVE THE PUSHER PLATE TO THE REAR OF THE CASSETTE (TOWARD THE HANDLE). ENSURE THE PUSHER PLATE IS FULLY BACK.  | 7 | THE REJECT VAULT IS LOCKED WHEN REMOVED (RED INDICATOR). TURN THE SMALL HANDLE ON THE FRONT COUNTER-CLOCKWISE AND LIFT THE LID (GREEN INDICATOR WILL APPEAR). RELEASE THE HANDLE AND COLLECT THE REJECTED NOTES.  |
| 4 | LOAD CURRENCY AND ENSURE THE BUNDLE LEANS AGAINST THE NOTE PLATE. MOVE THE PUSHER PLATE AGAINST THE NOTES WITH ENOUGH PRESSURE TO HOLD THE NOTES BEFORE CLOSING THE LID.  | 8 | TURN SMALL HANDLE ABOUT A HALF-TURN COUNTER-CLOCKWISE AND CLOSE THE LID. RELEASE HANDLE (INDICATOR GREEN). SLIDE REJECT VAULT BACK INTO MECHANISM FULLY (INDICATOR TURNS RED). LOCK CASSETTES AND PUT IN-SERVICE USING THE CASSETTE SERVICE OPTION IN MANAGEMENT FUNCTIONS.  |

I

REPLACING RECEIPT PRINTER PAPER

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

J

SERVICE PROVIDER

THIS AREA FOR SERVICE PROVIDER CONTACT INFORMATION: