MODEL 9705-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 (0) 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 <1> 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 — COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDED ACTIONS
101	DISPENSER ERROR	1. CHECK DISPENSER. REMOVE ANY STUCK NOTES IN FEED PATH. 2. CHECK CURRENCY CASSETTE. REMOVE ALL POOR-QUALITY NOTES. IF THERE IS LOW OR NO CURRENCY REMAINING, REPLENISH AND REPLACE CASSETTE USING PROCEDURE. 3. RESET ERROR USING PROCEDURE **A**. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 4. DO A TEST DISPENSE USING PROCEDURE **F**. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
139	PRINTER NOT RESPONDING	1. OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM. 2. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY USING PROCEDURE. REMOVE JAM, IF PRESENT. CLOSE ATM CONTROL PANEL. 3. RESET ERROR USING PROCEDURE **A**. IF ERROR CLEARS, GOTO STEP 5. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 4. PERFORM RECEIPT PRINTER TEST USING PROCEDURE. 5. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
140	PRINTER TIMEOUT	
141	PAPER JAM	
148	ELECTRONIC JOURNAL WRITE FAILURE	1. PRINT OR CLEAR THE JOURNAL USING PROCEDURE. 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	
183	RECEIPT PRINTER PAPER LOW	1. OPEN ATM CONTROL PANEL. CHECK PAPER STATUS. 2. REPLACE PAPER IF LOW OR EMPTY USING PROCEDURE. 3. CLOSE CONTROL PANEL. RESET ERROR USING PROCEDURE **A**. IF ERROR CLEARS, GOTO STEP 5. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 4. PERFORM RECEIPT PRINTER TEST USING PROCEDURE. 5. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.

F — 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 20 20 21 IS RECEIVED, TEST DISPENSE WAS SUCCESSFUL. IF ANY OTHER RETURN CODE IS RECEIVED, CONTACT SERVICE PROVIDER. FOR ASSISTANCE.

G — 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.

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H — CASSETTE/DAY CLOSE

CASSETTE CLOSE

1. GO TO MANAGEMENT FUNCTIONS USING PROCEDURE **(B)**. SELECT <u>CLOSE OPTION</u>. CHOOSE <u>CASSETTE CLOSE</u>. SELECT <u>CASSETTE A</u>. SELECT <u>CASSETTE CLOSE</u>. CASSETTE CLOSE RECEIPT PRINTS.
2. REMOVE CASSETTE. COUNT CASH. CASH IN CASSETTE (INCLUDING REJECT NOTES) SHOULD EQUAL <u>REMAINING AMOUNT</u> VALUE ON RECEIPT.
3. LOAD CASSETTE, USING PROCEDURE **(J)**. REPLACE CASSETTE. SELECT <u>ENTER QTY. IN CASSETTE</u> FROM CLOSE MENU. ENTER NUMBER OF BILLS LOADED IN CASSETTE. PERFORM A <u>TRIAL CASSETTE CLOSE</u>. KEEP RECEIPT AS RECORD OF BEGINNING CASSETTE BALANCE. PLACE ATM IN SERVICE.

DAY CLOSE

1. SELECT <u>DAY CLOSE</u> 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.

I — JOURNAL

CLEAR JOURNAL

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

PRINT JOURNAL

<u>ACCESS MANAGEMENT FUNCTIONS</u> USING PROCEDURE **(B)** AND SELECT THE <u>JOURNAL</u> OPTION. TO PRINT THE JOURNAL SELECT THE <u>PRINT JOURNAL</u> 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 <u>PRINT LAST X ENTRIES</u> OPTION.
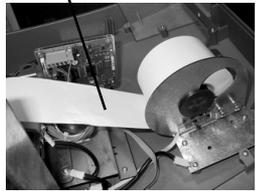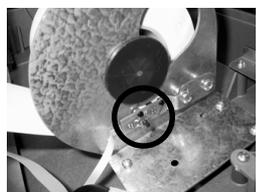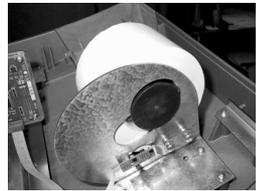
J — REPLENISHING CASSETTES

STEP	ACTION	STEP	ACTION
1	UNLOCK AND OPEN SECURITY CABINET.	5	REMOVE NOTE CASSETTE. UNLOCK AND OPEN CASSETTE. LOAD CURRENCY. CLOSE, LOCK AND INSTALL NOTE CASSETTE.
2	PULL LOCKING PIN UNDERNEATH FRONT EDGE OF MOUNTING TRAY.	6	REMOVE REJECT CASSETTE. UNLOCK AND OPEN CASSETTE. REMOVE ANY NOTES. <u>DO NOT RECYCLE REJECTED NOTES!</u> CLOSE, LOCK AND INSTALL REJECT CASSETTE.
3	ROTATE MECHANISM TO CASSETTE SERVICE POSITION. RELEASE PIN.	7	PULL LOCKING PIN. ROTATE MECHANISM TO OPERATING POSITION. RELEASE LOCKING PIN.
4	MECHANISM IN SERVICE POSITION.	8	WITH MECHANISM IN OPERATING POSITION, CLOSE AND LOCK CABINET.

K — 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.

L — SERVICE PROVIDER

THIS AREA FOR SERVICE PROVIDER CONTACT INFORMATION: