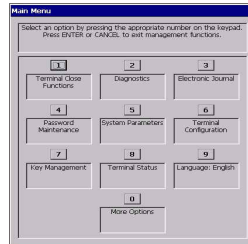


# MODEL FT5000 ATM - QUICK-REFERENCE CARD

## MANAGEMENT FUNCTIONS

### ACCESS INSTRUCTIONS

1. AT ATM WELCOME SCREEN, PRESS AND HOLD DOWN <CTRL> KEY (LOWER-RIGHT CORNER OF KEYPAD), PRESS <L> 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.



## RESETTING ERRORS

### RESET ATM

### RESET ERROR

**RESET ATM:** FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT **SYSTEM PARAMETERS**. THEN **RESTART THE TERMINAL**. IF THE PROBLEM HAS BEEN CORRECTED, THE ATM SHOULD RETURN TO SERVICE.

**RESET ERROR:** FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT **DIAGNOSTICS**. THEN **TERMINAL STATUS**. SELECT **RESET TERMINAL ERROR** OPTION. IF THE PROBLEM HAS BEEN CORRECTED, THE ATM SHOULD RETURN TO NORMAL OPERATION.



## CARD READER PROBLEMS

### CAN'T READ CUSTOMER CARDS

1. ENSURE CARD IS BEING INSERTED WITH CORRECT ORIENTATION. IF PROBLEM STILL EXISTS, ACCESS MANAGEMENT FUNCTIONS MAIN MENU USING **ACCESS INSTRUCTIONS**.
2. SELECT **DIAGNOSTICS** OPTION. SELECT **CARD READER** OPTION. SELECT **SCAN CARD** OPTION.
3. 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 4.
4. OPEN ATM CONTROL PANEL. TURN POWER **OFF** ON THE ATM. REMOVE AND THEN RECONNECT DATA CABLE ON CARD READER AND DOCKING BOARD. TURN POWER **ON**. CLOSE ATM CONTROL PANEL.
5. SELECT **SCAN CARD** AGAIN. 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. TURN POWER **OFF** ON THE ATM. USE A THIN, SMOOTH STRIP OF CARDBOARD OR WOOD (SUCH AS A TONGUE DEPRESSOR) TO REMOVE THE OBSTRUCTION. TURN POWER **ON**.
3. CLOSE THE ATM CONTROL PANEL. TEST THE CARD READER. IF A CARD STILL CANNOT BE FULLY INSERTED CLOSE THE ATM CONTROL PANEL AND CONTACT SERVICE PROVIDER.

## COMMUNICATION PROBLEMS

### COMMUNICATION ERROR / SYSTEM UNAVAILABLE

1. OPEN ATM CONTROL PANEL. UNPLUG TELEPHONE CABLE FROM MODEM CARD. PLUG IN THE BASE UNIT (NOT THE HANDSET) OF A TELEPHONE. LISTEN FOR DIAL TONE.
2. 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 3.

## COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDED ACTIONS
139	PRINTER NOT RESPONDING	<ol style="list-style-type: none"> <li>1. <b>RESET ERROR</b> USING RESETTING ERROR PROCEDURE. IF ERROR CLEARS, GOTO STEP 4. IF NOT, GO TO STEP 2.</li> <li>2. OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM.</li> <li>3. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY. REMOVE JAM, IF PRESENT. CLOSE ATM CONTROL PANEL.</li> <li>4. PERFORM <b>RESET/TEST PRINTER</b> DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.</li> </ol>
140	PRINTER TIMEOUT	
141	PAPER JAM	
148	EJ WRITE FAILURE	<ol style="list-style-type: none"> <li>1. <b>PRINT</b> OR <b>CLEAR</b> THE ELECTRONIC JOURNAL (EJ) USING <b>JOURNAL</b> PROCEDURE.</li> <li>2. <b>RESET ERROR</b> USING RESETTING ERROR PROCEDURE. IF ERROR CLEARS, PLACE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.</li> </ol>
151	EJ FULL	
156	NO CASSETTE IN SERVICE	<ol style="list-style-type: none"> <li>1. CASSETTES MAY BE EMPTY OR WERE REMOVED/INSTALLED WITHOUT RE-INITIALIZING THE "IN SERVICE" FUNCTION.</li> <li>2. <b>CASSETTES EMPTY:</b> FOLLOW THE REPLENISHING CASSETTES PROCEDURE FOR LOADING CURRENCY IN CASSETTES. ENTER MANAGEMENT FUNCTIONS MAIN MENU. SELECT <b>TERMINAL CLOSE</b> FUNCTIONS. SELECT CASSETTE CLOSE FUNCTIONS. VERIFY CASSETTES ARE LOCKED AND IN SERVICE. SELECT <b>RESET TERMINAL ERROR</b> OPTION..</li> <li>3. <b>CASSETTES OUT OF SERVICE:</b> ENTER MANAGEMENT FUNCTIONS MAIN MENU. SELECT <b>TERMINAL CLOSE</b> FUNCTIONS. THEN CASSETTE CLOSE FUNCTIONS. ENSURE CASSETTES ARE LOCKED AND IN SERVICE. SELECT <b>RESET TERMINAL ERROR</b> OPTION.</li> </ol>
194	CASSETTES NOT LOCKED	
183	RECEIPT PRINTER PAPER LOW	<ol style="list-style-type: none"> <li>1. OPEN ATM CONTROL PANEL.</li> <li>2. CHECK PAPER STATUS. REPLACE IF LOW OR EMPTY.</li> <li>3. CLOSE CONTROL PANEL. <b>RESET ERROR</b> USING RESETTING PROCEDURE. IF ERROR CLEARS, GOTO STEP 4. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.</li> <li>4. PERFORM <b>RESET/TEST PRINTER</b> DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.</li> </ol>
195	RECEIPT PAPER OUT	

## COMMUNICATION PROBLEMS

### COMMUNICATION ERROR / SYSTEM UNAVAILABLE

3. 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.

# MODEL FT5000 ATM - QUICK-REFERENCE CARD

## CASSETTE / DAY CLOSE

### CASSETTE CLOSE

- GO TO MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS. SELECT **TERMINAL CLOSE FUNCTIONS**. CHOOSE **CASSETTE CLOSE** OPTION. ENSURE SELECT CASSETTE(S) ARE CHECKED (✓). SELECT **ENTER** TO CLEAR THE TOTALS. SELECT **PRINT** OPTION TO PRINT A RECEIPT.
- CASSETTES WILL UNLOCK AND **REPLENISH CASSETTES** PROMPT APPEARS. REMOVE **ALL** CASSETTES. COUNT CASH. CASH IN CASSETTES (INCLUDING REJECT CASSETTE) SHOULD EQUAL **REMAINING AMOUNT** VALUE ON RECEIPT.
- LOAD CASSETTES, USING **REPLENISHING CASSETTE** PROCEDURES. REPLACE CASSETTE. PRESS **ENTER** WHEN COMPLETED. CASSETTES WILL LOCK AND A DIALOG APPEARS TO SELECT WHICH CASSETTES TO PLACE **IN SERVICE**. ENSURE CASSETTES SELECTED ARE CHECKED (✓). PRESS **ENTER** AND THE **ENTER CASSETTE QUANTITY** SCREEN APPEARS. ENTER NUMBER OF BILLS LOADED IN SELECTED CASSETTES. **TRIAL CASSETTE CLOSE** PROMPT APPEARS. SELECT **PRINT** OPTION TO PRINT A RECEIPT AS RECORD OF CASSETTES. PRESS **ENTER** WHEN DONE.

### DAY CLOSE

SELECT **DAY CLOSE** OPTION. SELECT **PRINT** OPTION TO PRINT A RECEIPT. 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.

### JOURNAL



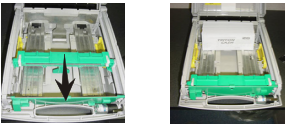
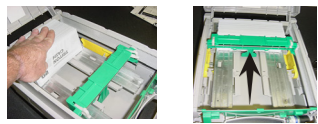
#### CLEAR JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING **ACCESS INSTRUCTIONS** AND SELECT THE **ELECTRONIC JOURNAL** OPTION. TO CLEAR THE JOURNAL: SELECT THE **CLEAR JOURNAL** OPTION. THIS WILL MARK ALL **UNAUDITED JOURNAL RECORDS**. AUDITED RECORDS MAY BE PRINTED USING THE **DISPLAY LAST X** OR **VIEW JOURNAL ARCHIVE** OPTIONS.

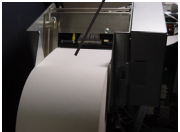
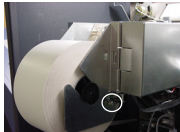
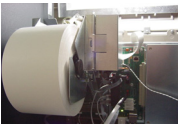

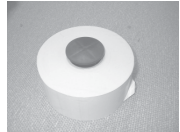
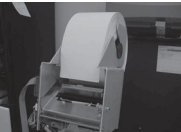
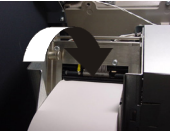
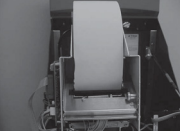
#### PRINT JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING **ACCESS INSTRUCTIONS** AND SELECT THE **ELECTRONIC JOURNAL** OPTION. TO PRINT THE JOURNAL, SELECT THE **DISPLAY UNAUDITED RECORDS**. A **PRINT** OPTION IS AVAILABLE TO PRINT ALL RECORDS THAT HAVE NOT BEEN AUDITED. THE RECORDS WILL BE MARKED. TO PRINT PREVIOUSLY AUDITED OR PRINTED JOURNAL RECORDS, USE THE **DISPLAY LAST X** OR **VIEW JOURNAL ARCHIVE** OPTIONS.

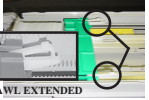
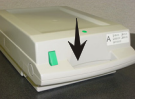



## REPLENISHING CASSETTE

STEP	ACTION	STEP	ACTION
1	PERFORM STEP 1 OF THE CASSETTE CLOSE PROCEDURES. AFTER CASSETTES ARE UNLOCKED, 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. 	2	PLACE CASSETTE ON TABLE OR FLAT SURFACE. INSERT THE KEY INTO THE CASSETTE LOCK AND APPLY INWARD PRESSURE ON KEY WHILE TURNING CLOCKWISE TO THE STOP POSITION. OPEN CASSETTE BY SIMULTANEOUSLY PRESSING THE RELEASE BUTTON AND LIFTING THE LID. FLIP THE LID BACK FULLY, LETTING IT REST ON THE FLAT SURFACE. 
3	MOVE THE PUSHER PLATE TOWARDS THE CASSETTE HANDLE TO PROVIDE SPACE FOR NOTES THAT ARE LOADED. PLATE SHOULD STAY IN PLACE. LOAD CURRENCY USING 1"- 2" STACKS OF CURRENCY. 	4	LEVEL NOTE PILE BY HAND. AVOID PUSHING TOO HARD THAT MAY CAUSE BENDING OR FOLDING OF NOTES. MOVE THE PUSHER PLATE AGAINST THE NOTES WITH ENOUGH PRESSURE TO HOLD THE NOTES BEFORE CLOSING THE LID. 

## 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 TAKE-OUT HOLE AND 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 TOP! 
7	FEED END OF PAPER INTO FEED SLOT. 	8	PAPER WILL FEED AUTOMATICALLY. 	THIS AREA FOR SERVICE PROVIDER CONTACT INFORMATION:	

## REPLENISHING CASSETTE

STEP	ACTION	STEP	ACTION
5	EXTEND THE "PAWLS" FULLY (INSERT) ON THE PACKER PLATE. CLOSE THE CASSETTE LID TO ITS LOCKED POSITION. THE RELEASE BUTTON SHOULD "POP" OUT. TURN THE KEY COUNTER-CLOCKWISE TO LOCK THE CASSETTE. SLIDE CASSETTE INTO ITS SLOT IN THE MECHANISM FULLY.  PAWL EXTENDED 	6	TO REMOVE REJECT VAULT (TOP CHANNEL), 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. 
7	PLACE VAULT ON TABLE OR FLAT SURFACE. INSERT THE KEY INTO THE CASSETTE LOCK AND APPLY INWARD PRESSURE ON KEY WHILE TURNING CLOCKWISE TO THE STOP POSITION. OPEN VAULT BY SIMULTANEOUSLY PRESSING THE RELEASE BUTTON AND LIFTING THE LID. FLIP THE LID BACK FULLY, LETTING IT REST ON THE FLAT SURFACE.  	8	RETRIEVE ANY REJECTED NOTES. CLOSE THE VAULT LID TO ITS LOCKED POSITION. THE RELEASE BUTTON SHOULD "POP" OUT. TURN THE KEY COUNTER-CLOCKWISE TO LOCK THE CASSETTE. SLIDE VAULT INTO ITS SLOT IN THE MECHANISM FULLY. PROCEED WITH <b>STEP 3</b> OF THE CASSETTE CLOSE PROCEDURES. 