MODEL RL5000 ATM - QUICK REFERENCE CARD
(TDM-100/150)

## 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: 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.

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 ABOVE PROCEDURE.

2. SELECT MANAGEMENT OPTION. ENTER PASSWORD TO ACCESS MANAGEMENT FUNCTIONS MENU.
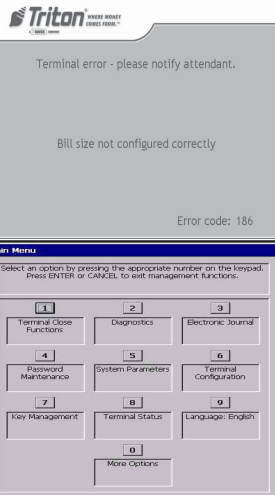
CARD READER PROBLEMS

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 REPORTED, 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.

[Screen: Triton WHERE MONEY COMES FROM. — Terminal error - please notify attendant. Bill size not configured correctly. Error code: 186]

[Main Menu — Select an option by pressing the appropriate number on the keypad. Press ENTER or CANCEL to exit management functions. 1 Terminal Close Functions, 2 Diagnostics, 3 Electronic Journal, 4 Password Maintenance, 5 System Parameters, 6 Terminal Configuration, 7 Key Management, 8 Terminal Status, 9 Language: English, 0 More Options]

COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDED ACTIONS
101	FEED FAILURE	1. REMOVE AND OPEN CASSETTE. 2. IF THERE IS CURRENCY IN CASSETTE, GO TO STEP 3. IF NOT, LOAD CURRENCY. GOTO 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. REPLACE CASSETTE USING REPLENISHING CASSETTE PROCEDURE. 6. RESET ERROR USING RESETTING ERRORS PROCEDURE. IF ERROR CLEARS, GO TO STEP 8. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 7. DO A TEST DISPENSE. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. 8. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
139	PRINTER NOT RESPONDING	1. RESET ERROR USING RESETTING ERROR PROCEDURE. IF ERROR CLEARS, GO TO STEP 5. 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.
140	PRINTER TIMEOUT	3. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY. REMOVE JAM, IF PRESENT. CLOSE ATM CONTROL PANEL.
141	PAPER JAM	4. PERFORM RESET/TEST PRINTER DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
148	EJ WRITE FAILURE	1. PRINT OR CLEAR THE ELECTRONIC JOURNAL (EJ) USING JOURNAL PROCEDURE.
151	EJ FULL	2. RESET ERROR USING RESETTING ERRORS PROCEDURE. IF ERROR CLEARS, PLACE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.
182	CURRENCY CASSETTE LOW	1. UNLOCK SECURITY CABINET. REMOVE CURRENCY CASSETTE. 2. ADD CURRENCY TO CASSETTE. REPLACE CASSETTE USING REPLENISHING CASSETTE PROCEDURE. CLOSE AND LOCK SECURITY CABINET. 3. RESET ERROR USING RESETTING ERRORS PROCEDURE. IF ERROR CLEARS, GO TO STEP 4. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 4. DO A TEST DISPENSE. 5. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
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 RESETTING ERRORS PROCEDURE. IF ERROR CLEARS, GOTO STEP 5. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER. 4. PERFORM RESET/TEST PRINTER DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.

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.

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CASSETTE / DAY CLOSE

CASSETTE CLOSE

1. GO TO MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS. SELECT TERMINAL CLOSE FUNCTIONS. CHOOSE CASSETTE CLOSE OPTION. ENSURE CASSETTE A IS CHECKED (✓) SELECT ENTER TO CLEAR THE TOTALS. SELECT PRINT OPTION TO PRINT A RECEIPT.
2. REPLENISH CASSETTE PROMPT APPEARS. REMOVE CASSETTE. COUNT CASH. CASH IN CASSETTE (INCLUDING REJECT NOTES) SHOULD EQUAL REMAINING AMOUNT VALUE ON RECEIPT.
3. LOAD CASSETTE, USING REPLENISHING CASSETTE PROCEDURES. REPLACE CASSETTE. PRESS ENTER WHEN COMPLETE. ENTER NUMBER OF BILLS LOADED IN CASSETTE AND PRESS ENTER. TRIAL CASSETTE CLOSE PROMPT APPEARS. SELECT PRINT OPTION TO PRINT A RECEIPT AS RECORD OF BEGINNING CASSETTE BALANCE. 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
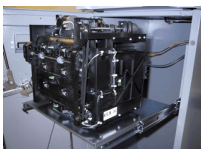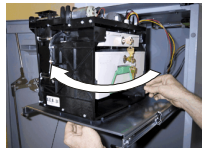
CLEAR JOURNAL

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.
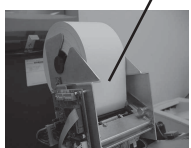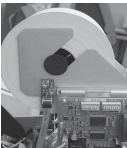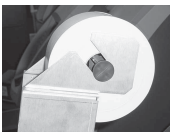
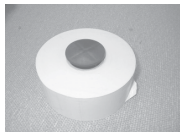### PRINT JOURNAL

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.
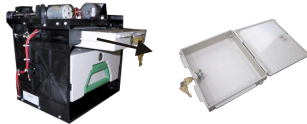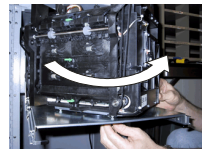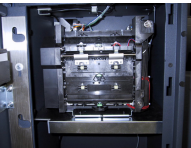
REPLENISHING CASSETTE (TDM-100/150)

STEP	ACTION	STEP	ACTION
1	UNLOCK/OPEN CABINET. PULL MECHANISM OUT ON SLIDE TRAY TO ITS FULLY EXTENDED POSITION.	2	PULL LOCKING PIN TO ALLOW MECHANISM TO SWIVEL ON SLIDE TRAY.
3	ROTATE MECHANISM TO ALLOW ACCESS. RELEASE LOCKING PIN.	4	REMOVE NOTE CASSETTE. UNLOCK AND OPEN CASSETTE. LOAD CURRENCY. CLOSE, LOCK AND INSTALL NOTE CASSETTE.

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 (TDM-100/150)

STEP	ACTION	STEP	ACTION
5	REMOVE REJECT CASSETTE. UNLOCK AND OPEN CASSETTE. REMOVE ANY NOTES. DO NOT RECYCLE REJECTED NOTES!. CLOSE, LOCK AND INSTALL REJECT CASSETTE.	6	PULL LOCKING PIN. ROTATE MECHANISM TO OPERATING POSITION. RELEASE LOCKING PIN.
7	WITH MECHANISM IN OPERATING POSITION, CLOSE AND LOCK CABINET.		TDM-150 DISPENSING MECHANISM (SHOWN BELOW)

Triton
WHERE MONEY COMES FROM.
A DOVER COMPANY