

# MODEL RL5000 ATM - QUICK REFERENCE CARD (NMD-50)

## RESETTING ERRORS

### RESET ATM

**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 (1).

**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.

### RESET ERROR



Terminal error - please notify attendant.

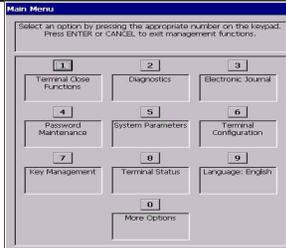
Dispenser - All cassettes disabled

Error code: 382

## 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.

## COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDED ACTIONS
139	PRINTER NOT RESPONDING	1. <b>RESET ERROR</b> USING RESETTNG ERROR PROCEDURE. IF ERROR CLEARS, GOTO STEP 4. IF NOT, GO TO STEP 2.
140	PRINTER TIMEOUT	2. OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM.
141	PAPER JAM	3. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY. REMOVE JAM, IF PRESENT. CLOSE ATM CONTROL PANEL.
148	EJ WRITE FAILURE	4. PERFORM <b>RESET/TEST PRINTER</b> DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
151	EJ FULL	1. <b>PRINT</b> OR <b>CLEAR</b> THE ELECTRONIC JOURNAL (EJ) USING <b>JOURNAL</b> PROCEDURE.
156	NO CASSETTE IN SERVICE	2. <b>RESET ERROR</b> USING RESETTNG ERROR PROCEDURE. IF ERROR CLEARS, PLACE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.
194	CASSETTES NOT LOCKED	1. CASSETTES MAY BE EMPTY OR WERE REMOVED/INSTALLED WITHOUT RE-INITIALIZING THE "IN SERVICE" FUNCTION.
183	RECEIPT PRINTER PAPER LOW	2. <b>CASSETTES EMPTY:</b> FOLLOW THE REPLENISHING CASSETTES PROCEDURE FOR LOADING CURRENCY IN CASSETTES. ENTER MANAGEMENT FUNCTIONS MAIN MENU. SELECT <u>TERMINAL CLOSE</u> FUNCTIONS. SELECT <u>CASSETTE CLOSE</u> FUNCTIONS. VERIFY CASSETTES ARE LOCKED AND IN SERVICE. SELECT <b>RESET TERMINAL ERROR</b> OPTION..
195	RECEIPT PAPER OUT	3. CASSETTES OUT OF SERVICE: ENTER MANAGEMENT FUNCTIONS MAIN MENU. SELECT <u>TERMINAL CLOSE</u> FUNCTIONS, THEN <u>CASSETTE CLOSE</u> FUNCTIONS. ENSURE CASSETTES ARE LOCKED AND IN SERVICE. SELECT <b>RESET TERMINAL ERROR</b> OPTION.
		1. OPEN ATM CONTROL PANEL.
		2. CHECK PAPER STATUS. REPLACE IF LOW OR EMPTY.
		3. CLOSE CONTROL PANEL. <b>RESET ERROR</b> USING RESETTNG PROCEDURE. IF ERROR CLEARS, GOTO STEP 4. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.
		4. PERFORM <b>RESET/TEST PRINTER</b> 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

- 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 CASSETTES. COUNT CASH. CASH IN CASSETTE (INCLUDING REJECT NOTES) 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

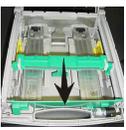
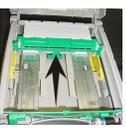
#### CLEAR JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS AND SELECT THE ELECTRONIC JOURNAL OPTION. TO CLEAR THE JOURNAL: SELECT THE DISPLAY 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.

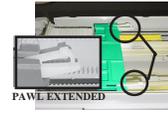
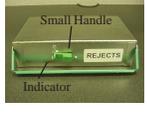
## REPLENISHING CASSETTE

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. 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. SLIDE CASSETTE INTO ITS SLOT IN THE MECHANISM FULLY.  	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.  
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.  	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). PROCEED WITH STEP 3 OF THE CASSETTE CLOSE PROCEDURES.  