Triton®
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Model RL5000 (X2)

Quick Reference Guide

THIS AREA FOR SERVICE PROVIDER
CONTACT INFORMATION:

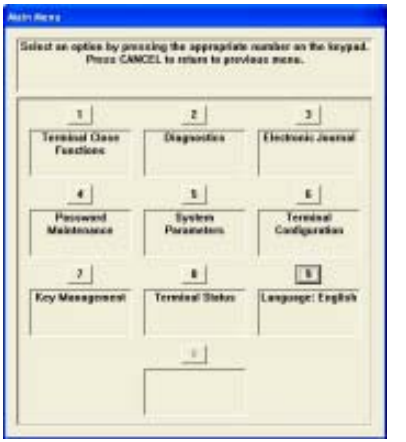
TDN 07100-00092B

Jan 29 2009

MANAGEMENT FUNCTIONS

- Access Instructions -

1. At ATM Welcome Screen, press and hold down the <CTRL> key (Lower-right corner of keypad), press <1> key, then release both keys. The Password Access prompt is displayed.



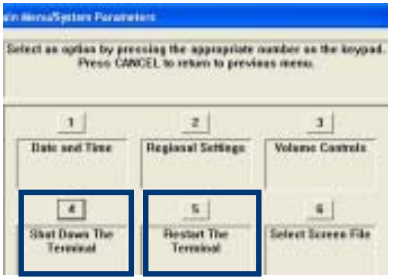
2. Enter password and select <Enter>. The Management Functions MAIN MENU is displayed.

RESTART / SHUTDOWN TERMINAL

Follow Access Instructions to enter Management Functions. Select SYSTEM PARAMETERS.

RESTART TERMINAL: This function reboots the terminal.

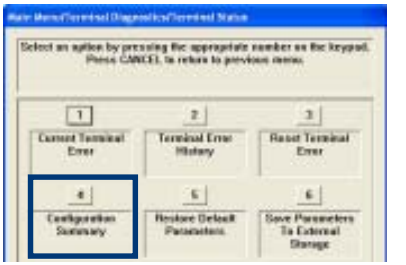
SHUTDOWN TERMINAL: This function powers-down the terminals operating system. When prompted that shutdown is complete, turn On/Off switch on power supply to <Off> position.



TERMINAL CONFIGURATION REPORT

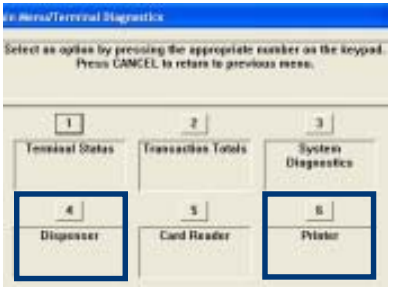
Follow Access instructions to enter Management Functions. Select DIAGNOSTICS > TERMINAL STATUS.

CONFIGURATION SUMMARY: This summary is a comprehensive report of current terminal configuration and hardware status information.



NOTE: It is highly recommended that this report be printed and saved after initial setup and whenever changes are made to the terminals configuration.

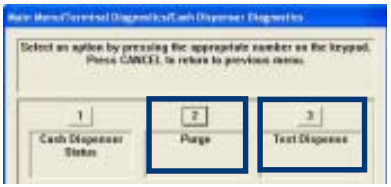
DIAGNOSTICS



FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT <u>DIAGNOSTICS > DISPENSER</u>.

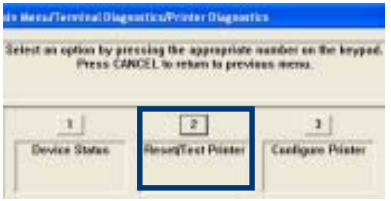
PURGE: THIS INSTRUCTS THE DISPENSER TO REMOVE ANY NOTES (JAMS) IN FEED PATH.

TEST DISPENSE: THIS INSTRUCTS THE DISPENSER TO DISPENSE *MINIMUM* ONE NOTE FROM EACH INSTALLED CASSETTE INTO THE REJECT CASSETTE/ AREA.

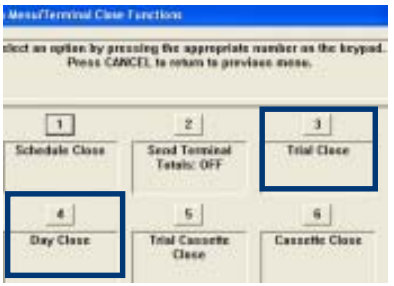


SELECT <u>DIAGNOSTICS > PRINTER</u>.

RESET / TEST PRINTER: THIS INSTRUCTS THE PRINTER TO RE-INITIALIZE AND PERFORM A TEST PRINTOUT.



CLOSE FUNCTIONS

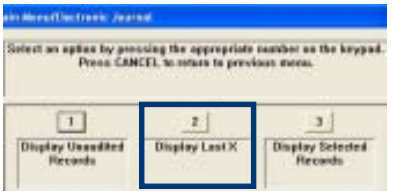


FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT <u>TERMINAL CLOSE FUNCTIONS</u>.

DAY CLOSE: THIS OPTION IS USED TO COMPLETE DAILY BALANCING OF THE ATM WITH THE PROCESSOR. TOTALS ARE CLEARED AND SWITCHED TO THE NEXT BUSINESS DAY.

TRIAL CLOSE: THIS OPTION FUNCTIONS LIKE A DAY CLOSE EXCEPT THE TOTALS ARE NOT CLEARED.

JOURNAL FUNCTIONS



FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT <u>JOURNAL.</u>

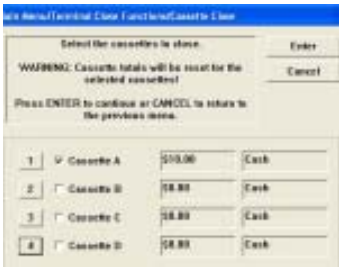
PRINT LAST X: TO VIEW/PRINT PREVIOUSLY AUDITED <u>OR</u> UNAUDITED RECORDS, USE THE PRINT LAST X OPTION.

EXAMPLE: ENTERING THE NUMBER '50' WILL LET YOU VIEW THE LAST 50 TRANSACTIONS/EVENTS THAT HAVE OCCURRED. YOU MAY PRINT TO THE RECEIPT PRINTER.

CASSETTE CLOSE FUNCTIONS

FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT TERMINAL CLOSE FUNCTIONS. SELECT CASSETTE CLOSE.

❶ **SELECT CASSETTE(S) TO CLOSE. A CHECK MARK (√) IDENTIFIES WHICH CASSETTE(S) ARE SELECTED. PRESS <ENTER>.**

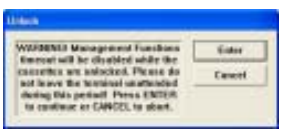


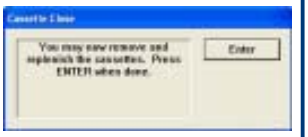
❷ **A CLOSE REPORT IS DISPLAYED TO BE PRINTED OR SAVED. THIS OPERATION WILL RESET THE NUMBER OF BILLS IN THE CASSETTE(S) TO ZERO (0). PRESS <ENTER>.**

❸ **REMOVE AND REPLENISH THE SELECTED CASSETTE(S).**

PROCEDURES FOR SPECIFIC DISPENSING MECHANISMS CASSETTE REPLENISHMENT ARE ON THE FOLLOWING PAGES.

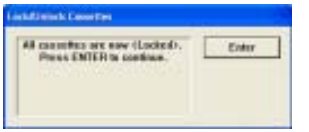
NOTE: IF AN NMD-50 DISPENSER IS INSTALLED, WAIT FOR THE CASSETTES TO UNLOCK (THIS IS DONE AUTOMATICALLY).





❹ **AFTER CASSETTE(S) HAVE BEEN REINSERTED IN THE DISPENSER, PRESS <ENTER>.**

NOTE: IF AN NMD-50 DISPENSER IS INSTALLED, WAIT FOR THE CASSETTES TO LOCK (THIS IS DONE AUTOMATICALLY). PRESS <ENTER> IF APPLICABLE.



❺ **PLACE SELECTED CASSETTE(S) IN SERVICE. PRESS <ENTER>. *NOTE: SINGLE CASSETTE DISPENSERS (TDM-100/150, SDD) AUTOMATICALLY "IN-SERVICE". THE NMD-50 CASSETTES MUST BE LOCKED AND IN SERVICE FOR NORMAL OPERATION.***

❻ **ENTER CASSETTE QUANTITY (NUMBER OF NOTES, NOT VALUE) FOR THE SELECTED CASSETTE(S). PRESS <ENTER> TO ACCEPT ENTRY. REPEAT FOR EACH SELECTED CASSETTE.**

❼ **A TRIAL CASSETTE CLOSE REPORT AUTOMATICALLY IS DISPLAYED TO BE PRINTED OR SAVED. PRINT AND RETAIN A COPY FOR STARTING POINT REFERENCE. PRESS <ENTER> TO RETURN TO CLOSE FUNCTIONS.**

REPLENISH TDM CASSETTE (TDM-100, -150)

NOTE: **TDM-150** IS ON A SLIDING MOUNTING TRAY.
TDM-100 IS ON A STATIONARY TRAY.

STEP	ACTION
1	UNLOCK/OPEN DISPENSER SECURITY DOOR. (FOR TDM-150) RELEASE THE SLIDE LOCKING LEVER AND EXTEND THE DISPENSER MOUNTING TRAY FULLY.
2	LOCATE THE SPRING-LOADED LOCKING PIN ON UNDERSIDE OF TRAY. PULL PIN DOWN AND ROTATE SWIVEL PLATFORM 180° *CLOCKWISE*. RELEASE PIN TO LOCK IN PLACE.
3	REMOVE REJECT CASSETTE. UNLOCK AND REMOVE ANY NOTES. **DO NOT** RECYCLE REJECTED NOTES! CLOSE AND LOCK REJECT CLOSE AND REINSTALL IN DISPENSER.

STEP	ACTION
4	REMOVE THE NOTE CASSETTE. UNLOCK AND MOVE PACKER PLATE TO REAR OF THE CASSETTE. LATCH IN PLACE WITH THE HOLD-BACK LATCH.
5	COUNT THE NUMBER OF BILLS THAT REMAIN IN THE CASSETTE, IF ANY. COUNT THE NUMBER OF BILLS THAT ARE BEING ADDED TO THE REMAINING NOTES. THE <u>TOTAL</u> OF THESE AMOUNTS WILL BE ENTERED IN THE "ENTER CASSETTE QUANTITY" PROMPT FOR CASSETTE CLOSE PROCEDURE. PLACE CURRENCY IN THE CASSETTE AND SLOWLY RELEASE THE HOLD-BACK LATCH ALLOWING THE PACKER PLATE TO MOVE FORWARD AGAINST THE NOTES.
6	SLIDE THE CASSETTE BACK INTO THE DISPENSER. PULL THE LOCKING PIN DOWN AND ROTATE SWIVEL PLATFORM 180° *COUNTERCLOCKWISE*. RELEASE PIN TO LOCK IN PLACE. (FOR TDM-150) RELEASE THE SLIDE LOCKING LEVER AND SLIDE DISPENSER TRAY FULLY IN THE CABINET.

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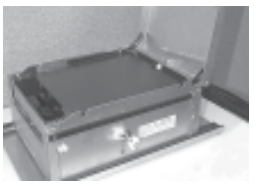
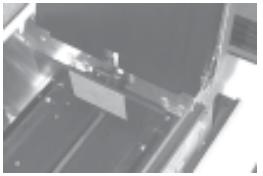
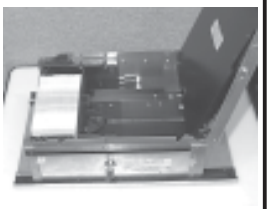
REPLENISH TDM CASSETTE(S) (TDM-200, -250)

STEP	ACTION
1	Unlock/Open dispenser security door. Release the slide locking lever and extend the dispenser mounting tray fully.
2	Locate the spring-loaded locking pin on underside of tray. Pull pin down and rotate swivel platform 180° *clockwise*. Release pin to lock in place.
3	Remove reject cassette. Unlock and remove any notes. **DO NOT** recycle rejected notes! Close and lock reject close and reinstall in dispenser.

STEP	ACTION
4	Remove the note cassette(s). Unlock and move packer plate to rear of the cassette. Latch in place with the hold-back latch.
5	Count the number of bills that remain in the cassette, if any. Count the number of bills that are being added to the remaining notes. The **TOTAL** of these amounts will be entered in the "Enter Cassette Quantity" prompt for Cassette Close procedure. Place currency in the cassette and slowly release the hold-back latch allowing the packer plate to move forward against the notes.
6	Slide the cassette back into the dispenser. Pull the locking pin down and rotate swivel platform 180° *counterclockwise*. Release pin to lock in place. Release the slide locking lever and slide dispenser tray fully in the cabinet.

REPLENISH SDD CASSETTE

STEP	ACTION
1	Unlock/Open dispenser security door. Grasp the cassette handle and remove the cassette.
2	Cassette MUST BE PRIMED with the cassette key before inserting on the loading tray. Insert key and turn clockwise to show GREEN indicator in window. Cassette "primed" ***WARNING*** If RED is indicated in the window on the side of the currency cassette, NEVER attempt to insert the cassette into the dispenser or the loading tray!
3	Slide cassette on to the loading tray. Lift lid to expose the reject tray. Remove any reject notes. DO NOT recycle rejected notes! 

STEP	ACTION
4	Lift the reject tray. Push the packer plate to rear of cassette and latch in place. 
5	Count the number of bills that remain in the cassette, if any. Count the number of bills that are being added to the remaining notes. The TOTAL of these amounts will be entered in the "Enter Cassette Quantity" prompt for Cassette Close procedure.
6	Place currency in the cassette and slowly release the hold-back latch allowing the packer plate to move forward against the notes. Close the cassette lid. 
7	Remove cassette from loading tray. Insert the cassette key and "PRIME" the cassette ("Green" indicator). Install the cassette into the dispenser.

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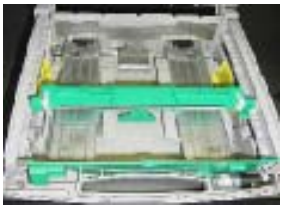
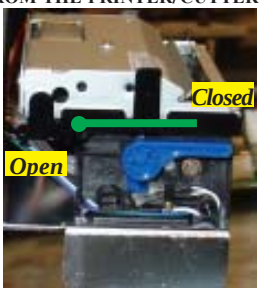
REPLENISH NMD-50 CASSETTE(S)

STEP	ACTION
1	UNLOCK/OPEN DISPENSER SECURITY DOOR. GRASP CASSETTE HANDLE WITH ONE HAND WHILE HOLDING MECHANISM WITH THE OTHER. PULL CASSETTE OUT SLIGHTLY, THEN PLACE ONE HAND UNDERNEATH. REMOVE CASSETTE.
2	PRESS THE GREEN RELEASE BUTTON AND LIFT THE LID. FLIP THE LID BACK FULLY LETTING IT REST ON A FLAT SURFACE.
3	MOVE THE PACKER PLATE TOWARDS THE REAR. 
4	COUNT THE NUMBER OF BILLS THAT REMAIN IN THE CASSETTE, IF ANY. COUNT THE NUMBER OF BILLS THAT ARE BEING ADDED TO THE REMAINING NOTES. THE <u>TOTAL</u> OF THESE AMOUNTS WILL BE ENTERED IN THE "ENTER CASSETTE QUANTITY" PROMPT FOR CASSETTE CLOSE PROCEDURE.

STEP	ACTION
5	PLACE CURRENCY IN THE CASSETTE AND MOVE PACKER PLATE AGAINST THE NOTES.
6	EXTEND THE "PAWLS" ON PACKER PLATE FULLY. CLOSE LID AND INSTALL IN DISPENSER.
7	REMOVE REJECT VAULT. OPEN VAULT BY ROTATING GREEN RELEASE LEVER "*COUNTERCLOCKWISE*". GRASP LID AND OPEN. REMOVE ANY REJECTED NOTES. **DO NOT** RECYCLE REJECTED NOTES! ROTATE GREEN RELEASE LEVER AGAIN AND CLOSE LID. INSTALL REJECT VAULT IN DISPENSER.

REPLENISH RECEIPT PAPER

NOTE: THIS PROCEDURE REQUIRES TERMINAL IS POWERED UP.

STEP	ACTION
1	OPEN CONTROL PANEL. IF PAPER REMAINS ON ROLL, CUT OR TEAR PAPER BETWEEN ROLL AND PRINTER. REMOVE SPENT PAPER ROLL AND SPINDLE FORM PAPER BRACKET.
2	PULL RELEASE PIN AND ROTATE PRINTER/CUTTER ASSEMBLY DOWN.
3	RELEASE (OPEN) THE BLUE TENSION LEVER SHOWN. REMOVE ANY PAPER FROM THE PRINTER/CUTTER ASSEMBLY. MOVE THE TENSION LEVER BACK TO THE CLOSED POSITION. ROTATE UP THE PRINTER/CUTTER ASSEMBLY. 

STEP	ACTION
4	INSTALL NEW PAPER ROLL/ SPINDLE IN BRACKET. PAPER FEEDS FROM ***TOP*** OF ROLL!
5	FEED END OF PAPER INTO PRINTER TAKE-UP SLOT. PAPER FEEDS ***OVER*** THE BAR! PRINTER WILL AUTOMATICALLY GRIP AND PULL PAPER INTO FEED PATH.
6	RECOMMEND PERFORM A DIAGNOSTIC TEST OF THE PRINTER. GO TO MAIN MENU > DIAGNOSTICS > PRINTER > RESET/TEST PRINTER. THIS FUNCTION RE-INITIALIZES AND PERFORMS AN OPERATIONAL TEST OF THE PRINTER.

COMBINATION LOCKS

Introduction

The security cabinet can be secured using an electronic combination lock. These pages cover how to operate the combination of either electronic lock offered.

Operating the Electronic Lock

The electronic lock combination consists of six digits. Upon arrival, the combination of the lock should already be preset to *1-2-3-4-5-6*.

Entering the Combination

1. Enter the preset combination and check for proper operation. After each keypress, the lock will beep. After the final digit has been entered, the lock will beep *twice*, and the open period will begin.
2. When a valid combination has been entered, the operator will have approximately *4 seconds* to open the lock.
3. To open the lock, turn the *dial* clockwise.
4. After the lock is opened, the cabinet door may be opened.

Lockout Feature

The lock includes a '*Wrong Try Penalty*' lockout feature that prevents entry from unauthorized personnel. This feature performs as follows:

- Entry of four (4) consecutive invalid combinations starts a 5-minute delay period.
  - LED flashes red at ten (10) second intervals.
- At the end of the delay period, two (2) more consecutive invalid combinations will restart an additional 5-minute delay.

Each lock is shipped from the factory in Shelved Mode, operating on a standard combination (50-25-50).

Entering the Combination

1. Turn the dial left (CCW) until the letters "EC" (Enter Combination) appear on the LCD.
2. Enter the factory combination of 50-25-50 by sequentially pressing those six (6) buttons. The LCD will display these numbers as they are entered.
3. When the combination has been correctly entered, the LCD will read "OPr", meaning "OPen right". Turn the dial right (CW) until it stops. The locks bolt is now retracted and the lock is open.
4. After the lock is opened, the cabinet door may be opened.

To change the combination:

1. Power Lock - EC
Turn the Dial to the left (CCW) until "EC" (Enter Combination) is displayed.

2. EC - Enter Shelved Mode Combination - OPr
Enter the current combination (either 50-25-50 or a changed combination) by sequentially pressing those digits on the lock keypad. The numbers will be displayed on the LCD as they are entered.

3. OPr - Retract Bolt
Turn the Dial to the right (CW) to retract the bolt

4. Open Door

5. Insert Change Key
Insert the change key into the change key socket on the back of the lock.

6. Extend Bolt
Turn the Dial to the left (CCW) to extend the bolt. Do not close the door

7. Power Lock - ┗ EC
Turn the dial to the left (CCW) until ┗ EC (the Change Key symbol along with Enter Combination) is displayed.

8. ┗ EC - Press #8 - EcF
Press the "#" button followed by the "8" button. EcF (Enter combination,Factory) will be displayed.

9. EcF - Enter Current Shelved Mode Combination - EnF
Enter the current shelved mode combination, "EnF" (Enter new Factory combination) will be displayed

10. EnF - Enter New Combination - CnF
Select and enter the new combination. "CnF" (Confirm new Factory combination) will be displayed.

11. CnF - Enter New Combination - POC
Enter new combination again to confirm. POC (Pull Out Change key) willbe displayed.

12. POC - Remove Change Key - EOP
Remove the change key. EOP (End OPeration) is displayed.

13. EOP - Power Lock - EC
Turn the dial to the left (CCW) until EC (Enter Combination) is displayed.

14. EC - Enter New Shelved Mode Combination - OPr
Enter the new shelved mode combination by pressing those digits on the lock's keypad. The numbers will be displayed on the LCD as they are entered.

15. OPr - Retract Bolt
Turn the Dial to the right (CW) to retract the bolt.

16. Close Door

17. Extend Bolt
Turn the Dial to the left (CCW) to extend the bolt.

COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDATIONS
33 101 306	Feed Failure	1. Remove and Open cassette(s). If there is currency in cassette, Go to Step 2. If not, Load currency and proceed to Step 3. 2. Is currency of good quality? If yes, go to Step 4. If not, obtain quality currency. Proceed to Step 4. 3. Shuffle currency and repack cassette. 4. Re-insert cassette using Replenishing Cassette Procedures. 5. Perform a Test Dispense (Diagnostics>Dispenser>Test Dispense). If successful, place ATM in service.
139 140 141	Printer controller not responding Time-out waiting for printer to be ready Paper jam reported	1. Verify that there is paper in the printer. Replenish paper as needed. 2. Pull the printer release pin. Open the printer/cutter assembly and verify there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer is in the correct position. Close the printer/cutter assembly. 3. Perform a Reset/Test Printer (Diagnostics>Printer>Reset/Test Printer) command. If successful, place ATM in service.
156	Cassette out of Service	1. This occurs when the last available cassette dispensing currencyhas been taken out of service. Cassettes are taken out of service because of feed failures or excessive rejects. 2. Inspect cassettes. Fill if needed. If they are not empty, see recommended action for "Feed Failure" (above). 3. Place cassettes "In-Service" from Management Functions menu.
185 to 190	Terminal Configuration errors	Enter Management Functions and check/configure: - Telephone number (EC 185), Currency values (EC 186), Maximum withdrawal amount (EC 187), PINWorking keys (EC 188), Terminal ID (EC 189), PIN Master key (EC 190).
194	Cassettes not Locked	If working with an NMD-50 dispenser, lock the cassettes from Management Functions menu.