



**MODEL FT5000**  
**AUTOMATED TELLER MACHINE**  
**USER MANUAL**

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**CORPORATE HEADQUARTERS**

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## DISCLAIMER

The manufacturer of the Automated Teller Machine (ATM) product(s) described herein makes no representations or warranties, either expressed or implied, by or with respect to anything in this manual, and shall not be liable for any implied warranties of fitness for a particular purpose or for any indirect, special, or consequential damages. Information in this document is subject to change without notice and does not represent a commitment on the part of the manufacturer.

**USE OF THIS PRODUCT IN A MANNER OTHER THAN THOSE DESCRIBED IN THIS MANUAL MAY RESULT IN PERSONAL INJURY.**

### FCC COMPLIANCE (US units with modems)

**Statement of Compliance:** This equipment complies with Part 68 of the FCC rules. Located in the control area of the ATM is the product label. This label lists the FCC registration number and ringer equivalence number of the unit. If requested, this information must be provided to the telephone company. **USCO/FIC Codes:** When ordering service from the telephone company for the FT5000 ATM, the following information should be supplied:

Universal Service Order Code (USOC): RJ-11C

The Facility Interface Code (FIC): 02LS2

**Plug and Jack:** The plug and jack used to connect this equipment to premise wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. The telephone cord is designed to be connected to a compatible modular jack that is also compliant.

**Ringer Equivalent Number (REN):** The REN is used to determine the number of the devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5). To be certain of the number devices that may be connected to a line, as determined by the local RENs, contact the local telephone company.

**Harm to the Network:** If the FT5000 ATM causes harm to the telephone network, the telephone company will notify the customer that a temporary discontinuous of service may be required. If advanced notice is not possible, the telephone company will notify the customer as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it's necessary.

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**Notification of Changes in Telephone Company Equipment:** The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advanced notice in order for you to make necessary modifications to maintain uninterrupted service.

**Repairs and Returns:** If telecom compatibility trouble is experienced with the FT5000 ATM, you may contact for repairs and warranty information: Triton at 1-228-868-1317

Triton Systems of Delaware, Inc.  
522 East Railroad Street  
Long Beach, MS 39560

If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved. Repairs should be made only by qualified factory representatives.

**Party Lines:** The FT5000 ATM must not be used on party lines.

**Alarm Equipment:** The FT5000 ATM should have its own dedicated phone line. Do not install the FT5000 on the same line as alarm equipment.

**Electrical Safety Advisory:** Telephone companies report that electrical surges, typically lightening transients, are very destructive to customer equipment connected to AC power sources. This has been identified as a major nationwide problem. A commercially available, power surge suppressor, is recommended for use with the FT5000 to minimize damage in the event of an electrical surge.

### CANADIAN COMPLIANCE

#### NOTICE:

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

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Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

### NOTICE:

The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed 5.

### AVIS:

L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales. Avertissement: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

### AVIS:

L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface. La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'exède pas 5.

### UNITED KINGDOM

This equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in the different countries, the approval does not, of itself, give unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, contact your equipment supplier in the first instance. This unit uses only Dual-Tone Multi-Frequency (DTMF) address signaling.

### EMISSIONS (EMI)

#### US REQUIREMENTS

This device complies with Part 15 of the FCC rules. Operation is subject to the following two (2) conditions:

- 1) This device may not cause harmful interference.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

## **Note:**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## **CANADIAN REQUIREMENTS**

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set in the Radio Interference Regulations of the Canadian Department of Communications. This Class A digital apparatus complies with Canadian ICES-003.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la Class A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada. Cet appareil numerique de la classe A est conforme a la norme NMB-003 Canada.

## **UK REQUIREMENTS**

### **Warning:**

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

## Notices

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## Warranty Statement

Manufacturer warrants that the products delivered to a distributor will perform in accordance with the Manufacturer's published specifications for thirteen months from date of shipment in Long Beach, MS.

Manufacturer's warranty shall not apply to any damage resulting from abuse, negligence, accident, or to any loss or damage to the products while in transit.

Written notice and explanation of circumstances surrounding any claims that the goods have proved defective in material or workmanship shall be given promptly from the distributor to the manufacturer. No claim may be made, or action brought, by or through a distributor after the expiration of 14 months following any alleged breach of warranty.

**Distributor's sole and exclusive remedy in the event of defect is expressly limited to the replacement or correction of such defective parts by manufacturer at its election and sole expense, except there shall be no obligation to replace or repair items which, by their nature, are expendable.** If the Manufacturer is unable to replace or repair the defective parts, Manufacturer shall refund to Distributor that portion of the purchase price allocable pays to such goods.

No representation or other affirmation of fact not set forth herein, including but not limited to statements regarding capacity, suitability for use, or performance of the goods, shall be or be deemed to be a warranty or representation by Manufacturer for any purpose, nor give rise to any liability or obligation of Manufacturer whatever.

**Except as specifically provided in this document, there are no other warranties expressed or implied including, but not limited to, any implied warranties or merchantability or fitness for a particular purchase.**

## Limitation of Liability

**In no event shall manufacturer be liable for loss of profits or incidental, indirect, special, consequential, or other similiar damages arising out of any breach of this contract or obligations under this contract.**

## Defense of Infringement Claims

If notified promptly in writing of any action (and all prior claims relating to such action) brought against the Distributor based on a claim that Distributor's use of the goods infringes a patent or other intellectual property right, and if given access by Distributor to any information distributor has regarding such alleged infringement, Manufacturer agrees to defend Distributor in such action at its expense and will pay any costs or damages finally awarded against Distributor in any such action, provided the Manufacturer shall have had sole control of the defense of any such action and all negotiations for its settlement or compromise.



In the event that a final injunction shall be obtained against the Distributor's use of the goods or any of their parts by reason of infringement of a patent or other intellectual property right or if in Manufacturer's opinion the goods are likely to become the subject of a claim of infringement of a patent or other intellectual property right, Manufacturer will, at its option and at its expense, either procure for the Distributor the right to continue using the goods, replace or modify the same so they become non-infringing or grant the Distributor a credit for such goods as depreciated and accept their return. The depreciation shall be an equal amount per year over the lifetime of the goods as established by Manufacturer.

Manufacturer shall not have any liability to the Distributor under any provision of this clause if any infringement, or claim thereof, is based upon: (i) the use of the goods in combination with other goods or devices which are not made by Manufacturer; (ii) the use of the goods in practicing any process; (iii) the furnishing to the Distributor of any information, data, service, or applications assistance; or (iv) the use of the goods with modifications made by the Distributor. The Distributor shall hold Manufacturer harmless against any expense, judgment or loss for infringement of any patent or other intellectual property right which results from Manufacturer's compliance with the Distributor's designs, specifications or instructions. No costs or expenses shall be incurred for the account of Manufacturer without the written consent of Manufacturer. **The foregoing states the entire liability of manufacturer with respect to infringement of patents or other intellectual property right by the goods or any part thereof, or by their operation.**

### **Interpretation and Other Parole Evidence**

This writing is intended by the parties as final expression of their agreement and is intended also as a complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties and no usage of the trade shall be relevant to supplement or explain any term used in these terms and conditions. Acceptance or acquiescence in a course of performance rendered under these terms and conditions shall not be relevant to determine the meaning of these terms and conditions even though the accepting or acquiescing party has knowledge of the performance and opportunity for objection. Whenever a term defined by the Uniform Commercial Code, as adopted in Mississippi, is used in these terms and conditions, the definition contained in the code is to control.

### **Modifications**

These terms and conditions can be modified or rescinded only by writing signed by both the parties or their duly authorized agents.

## **Waiver Ineffective**

No claim or right arising out of or relating to a breach of these terms and conditions can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. Waiver by either Manufacturer or Distributor of a breach by the other of any provision of these terms and conditions shall not be deemed a waiver of future compliance therewith, and such provisions shall remain in full force and effect.

## **Statute of Limitations**

Any action by the Distributor or Manufacturer for breach of these terms and conditions must be commenced within one (1) year after the cause of action has accrued.

## **Applicable Law**

These terms and conditions shall be governed by and construed in accordance with the provisions of the Uniform Commercial Code as adopted by the State of Mississippi.

## **Bankruptcy**

In the event of any proceedings, voluntary or involuntary, in bankruptcy or insolvency by or against Distributor, or in the event of the appointment, with or without the Distributor's consent, of an assignee for the benefit of creditors or of a receiver or of a liquidator, then Manufacturer shall be entitled to cancel any unfilled part of these terms and conditions without any liability whatsoever.

## **Parts Only Limited Manufacturer's Warranty**

Triton Systems of Delaware, Inc. warrants the components of each Model FT5000 ATM, excluding software and related documentation, against any defect in materials and/or workmanship for a period of 13 months from the shipping date. If a component fails due to defects in materials and/or workmanship within the warranty period, Triton will furnish a new or refurbished component, at its discretion. Triton shall not be responsible for labor or other costs associated with installing the components and the failed component shall be returned to Triton at the purchaser's expense. Triton shall not be responsible for misuse or abuse of a unit and any attempts to remove or deface the serial number or date code on a unit or any component thereof, or any attempt to repair a unit or to repair or replace any component by anyone other than a service technician authorized by Triton shall void this warranty.

## **Limited Warranty covers normal use. Triton does not warrant or cover damage:**

- occurring during shipment of the equipment or components from or to Triton's facilities;
- caused by accident, impact with other objects, dropping, falls, spilled liquids, or immersion in liquids;
- caused by a disaster such as fire, flood, wind, earthquake, lightning, or other acts of God;
- caused by failure to provide a suitable installation environment for the equipment, including but not limited to, faulty wiring in the building in which the equipment is installed, installation in a facility with uncontrolled environmental conditions, failure to provide a dedicated electrical circuit on which the equipment operates, and/or lack of proper earth grounding for the equipment;
- caused by the use of the equipment for purposes other than those for which it was designed;
- resulting from improper maintenance;
- caused by any other abuse, misuse, mishandling, or misapplication.

Under no circumstances shall Triton or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the equipment or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, downtime, purchaser's time, the claims of third parties, including customers, and injury to property.

### **Disclaimer of Warranties**

The warranty stated above is the only warranty applicable to this product. All other warranties, expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose or quality of service), are hereby disclaimed. No oral or written information, or advice given by Triton, its agents or employees shall create a warranty or in any way increase the scope of this warranty.

### **Shipping Damage**

All equipment is shipped Free On Board (FOB), Triton's facilities. The organization or individual who has purchased the equipment assumes responsibility for the equipment once it leaves Triton's facilities.

Should your equipment be damaged in the process of shipment or delivery to your place of destination, we recommend the following course of action:

- If possible, call the shipping company before the driver leaves your delivery site. Make note of the damage on the “receipt of delivery” paperwork. If this is not possible, call them as soon as possible to report the damage.
- Take photographs of the damaged packaging prior to opening the boxes. If this is not possible, make note of key points, such as whether the equipment is on a pallet, if the banding is intact, how the boxes are damaged, etc. Keep all of the packaging for inspection by the shipping company.
- If you unpack the equipment, take photographs of the damaged equipment. If this is not possible, make note of the damages.
- You must file a claim with the shipper for shipping damages immediately after reporting the damages.

Should you specify the carrier, we recommend that you explore with this chosen carrier the policies and procedures regarding shipping damage claims prior to selecting them as your preferred carrier.

If the equipment receives structural damage and is in an un-installable condition, Triton will work with you to arrange for a replacement unit to be shipped as soon as possible. The purchaser will be billed for the replacement unit. Triton’s repair technicians will repair the damaged unit after it is returned to our facilities. We will credit the purchaser’s account for the full purchase price of the damaged unit, minus the cost of returning the unit to “like new” condition. Under no circumstances does Triton authorize anyone to complete structural damage repairs in the field. Therefore, we will not ship primary structural parts, such as a cabinet head or main cabinet body for repair in the field.

### **Authorized Installation and Service Providers**

Triton utilizes several nationwide and regional authorized third party maintenance providers. Triton recommends all ATMs be installed and serviced by service technicians certified by Triton. This includes authorized third party service technicians and technicians who have been factory trained by Triton to service ATM equipment. Installation or repairs attempted by unauthorized service technicians may void the warranty or claims denied on the product.

Please contact Triton’s Technical Services Department at (800) 259-6672 for a list of our third party service providers and/or to obtain information on the requirements and procedures for becoming a certified Triton service technician.

## Triton's Technical Services Department

The primary purpose of the technical services department is to provide assistance to customers in the operation, trouble shooting, and repair of equipment manufactured by Triton. A toll-free phone number (1-800-259-6672) is provided for convenience. The technical services department operates to serve our customers. The staff is trained to follow our policies and procedures to ensure fair and uniform treatment of all our customers.

### Automated Voice Mail System

Our goal is to have a 'live' person answer 100% of all incoming calls (during regular support hours). On occasion, however, call loads may exceed the capacity of the staff. When this occurs, an automated voice mail system will answer the call, indicate to the caller that all technical support specialists are busy assisting others, and ask the caller to leave detailed information about the nature of the call.

Should it become necessary to leave a voice mail message, the caller should state:

- their name,
- the organization for which they work,
- the **serial number** of the equipment they are calling about,
- detailed description of the problem that they are experiencing, and
- phone number where they can be reached, including area code.

As technical support specialists become available, they check for voice mail messages and return calls in the order in which they were received. By providing the information requested in the voice mail, the technician can be prepared when your call is returned. Triton asks you to be patient if you must leave voice mail, and assures you that your call is important to us and that we will respond promptly.

### Calls for Service or Repair

Calls for service or repair will be accepted from authorized service technicians only. End users must contact either the sales organization that placed the equipment or an authorized third party service organization to obtain service. The sections that follow describe the policies and procedures that relate to the repair and replacement of malfunctioning equipment.

## Questions on Operation of Equipment

Technical support is available to owners of Triton equipment and to qualified service personnel. When calling for help with the configuration or operation of a Triton product, the caller must provide either positive identification as a service technician or the serial number of a Triton terminal. Technical support is provided during normal business hours for the life of the product.

When calling for help with an operational problem, please have available information pertaining to the nature of the trouble. This includes the type of equipment, examples of what is or is not happening, and the name of the processor that supports your terminal.

All questions pertaining to the settlement of accounts, transaction inquiries, and fund status must be directed to the processor. Triton does not have access to the information needed to answer questions relating to specific transactions.

## CONTACT INFORMATION

TRITON SYSTEMS OF DELAWARE, INC.  
21405 B STREET  
LONG BEACH, MS 39560

### Sales:

1 (800) 367-7191  
1 (228) 868-1317  
1 (228) 868-0437 FAX

### Service:

1 (800) 259-6672 (Technical Support)  
1 (228) 575-3229 Fax (Technical Support)  
1 (228) 868-0859 Fax (Parts)

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**SECTION 1**  
**INTRODUCTION**

## What's in This Manual

This manual describes the operating features of the FT5000 ATM. The setup and operating procedures given in this manual are applicable to the FT5000 ATM. If your ATM does not have the ability to perform some of the features described in this manual, it is because your processor does not support the feature or the dispenser was purchased without that particular option.

The FT5000 ATM consists of a through-the-wall, multi-cassette, NMD-100 dispenser mechanism. The dispensing mechanism holds up to 4 cassettes and dispenses currency, coupons or other non-currency items (stamps).

There are two (2) primary characteristics that differentiate the FT5000 model:

1) Class of Service (Business Hours or Level 1) and 2) Computer System (XScale™)

### Class of Service (Business-vs-Level 1)

The basic FT5000 is UL certified as “Level 1”, providing additional security and the ability to store currency during non-business hours. UL certified for business hours service means that the currency should be removed from the dispenser and stored in a safe location when the business is closed to the public. The FT5000 is a rear-access machine, allowing access to the dispensing mechanism and currency cassettes from the rear (inside building) of the unit.

### Computer System

The FT5000 uses Windows® Intel X Scale™ PC Platform, a robust technological design that provides increased stability and improved speed while maintaining reliability and low cost of ownership. The operating system supports Windows file formats for adding custom logos and advertisements. In addition, it features Triton's completely custom designed motherboard.

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## INTRODUCTION

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### Feature Highlights

- Highly reliable, state-of-the-art PC platform design.
- Modular architecture eases troubleshooting and servicing.
- New cabinet design allows flexibility for “Island” installations (wall thickness up to 6.3”) or existing structures (wall thickness up to 10”)
- Easy to install and configure by software.
- Supports Dial-up, TCP/IP, VSAT, Radio Pad or Lease Line communications.
- Rear Service Panel (RSP) allows access to Management functions for security and ease of cassette loading and diagnostics.
- Supports remote setup, configuration and monitoring via Triton Connect™.
- Satisfies Americans with Disabilities Act (ADA) specifications for height, access and the visually impaired, via spoken word interface.
- Enlarged (640-by-480) VGA color LCD display (10.4 ”) supports attention-getting graphics and full-motion video.
- Graphics-capable thermal printer prints 80 mm receipts, coupons, and management reports.
- Multi-function, dip-style card reader supports magnetic stripe cards or “smart” cards that conform to the EMV (Europay, MasterCard, and VISA) standard.
- Supports single-cassette or multi-cassette configurations.
- Dispenses U.S. and international currency types, as well as other paper-based media such as coupons or tickets.
- Audio output provides user-action feedback, ad/graphic, and motion video support, as well as headphone accessible audible prompting for sight-impaired users.
- Management functions provide indepth control of ATM operations.
- 16-key alphanumeric function keypad provides intuitive menu selection and data entry. External keyboard supported for maintenance purposes.
- Integrated, lighted advertising panels. Support for integrated, full-motion video display.
- Cabinets available in *UL 291 Business Hours Service* or *UL 291 Level 1 Safe* models.
- High capacity electronic journal stores transactions for later printout and analysis.



*Model FT5000*

## **Standard Features**

Standard features of the FT5000 ATM are summarized in the following paragraphs.

### **Access and Transaction Security**

#### **Password-Controlled Access.**

Access to the ATM's management features is protected by a password-based access scheme. The ATM provides a "Master" password level of access and a flexible system of "User-Level" passwords. The master password provides full access to the ATM's management functions, while user-level passwords provide access to a subset of those functions, as determined by the holder of the master password.

#### **Transaction Encryption.**

The ATM protects all transaction and message traffic to and from the ATM, using strong encryption techniques.

#### **MAC Data Encryption Support**

The ATM implements support for the Message Authentication Code (MAC) data encryption protocol. This capability is typically referred to as "MACing". MACing is a protocol supported by some processors and provides another level of encryption protection for message traffic to and from the ATM.

#### **Encrypting PIN Pad (EPP) Entry Device Support (formerly SPED)**

Secure EPP entry device is an encryption system that offers additional protection for the customer PIN during entry at the ATM keypad.



### **Multimedia Interface (Audio/Video)**

The ATM's LCD screen can display text and graphical content in a wide range of colors, providing an interesting and dynamic experience to the customer. In addition, graphic can be printed on receipts. Supported multimedia features include: *Text Effects*, *Ad Screens*, *Receipt Graphics*, and *Audio Output*.

#### **Text Effects**

Various special effects such as scrolling, blinking, or fading can be applied to text messages that appear on the LCD screen.

#### **Ad Screens**

An ad screen is a promotional or advertising graphic or motion video clip that is displayed on the LCD screen. Ad screens can be displayed while the terminal is idle and while the customer transaction is being processed.

#### **Receipt Printer Graphics**

Bit-mapped (BMP.) graphic images can be printed on the receipt. Like ad screen graphics, receipt graphics are usually downloaded to the terminal via Triton Connect.

#### **Audio Output**

The integrated speakers enhance the media experience by offering audio output of voice and/or music content.

### **Storage of Files**

The ATM can store management reports, such as the results of close operations or diagnostic tests. Graphics files are stored and retrieved from the internal hard disk. You may also save reports to an external memory device.

### **Voice-Enabled Transactions**

The ATM is able to provide voice feedback to sight-impaired users. By plugging a set of headphones into the integrated headphone jack, users can receive spoken assistance as they perform a transaction. See the section under Basic Operation for more information on this feature.

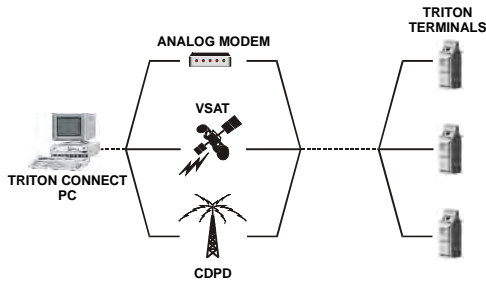
## Remote Monitoring and Management

The FT5000 provides support for remote monitoring and management via the optional Triton Connect software package.

Triton Connect is PC (Personal Computer) based software that enables you to perform a wide range of monitoring and control functions from the convenience of a central location. In many cases, the need to travel to the terminal location to perform configuration or data retrieval functions can be eliminated, along with the associated personnel and travel costs.

Triton Connect can access your terminals via PSTN or wherever standard (voice-grade analog) dial-up telephone service is available. For applications that require additional flexibility, Triton Connect offers support for TCP/IP (Ethernet), VSAT (Very Small Aperture Terminal) communications, and other communication methods.

The Triton Connect host computer can monitor your ATM 24 hours a day, seven days a week, and can receive an incoming call from the ATM if there is a system error or service is required.



**Triton Connect communicates with remote terminals.**

## Communications

The FT5000 ATM supports communication with the transaction processor using a variety of communications technologies. These include *Dial-Up*, *VSAT*, *RadioPad*, *DataPak* and *Client-Server(Ethernet)*.

### Dial-Up

This method uses PSTN (the standard telephone system), for communications. Because your PC is a digital device, while the PSTN is primarily an analog medium, an internal modem is used to access the PSTN network in order to contact the processor and process transactions.

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## INTRODUCTION

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### **VSAT**

The VSAT connection type is used with ATMs that support satellite-based communications. VSAT supports a wide range of communications protocols.

### **RadioPad**

This is a wireless communication method used primarily in countries where an infrastructure of wired telephone service is not used or is unavailable, and functions as the equivalent of a dial-up telephone system.

### **DATAPAK**

The DATAPAK protocol enables the ATM to interface with designated DATAPAK intermediaries (in the Canadian market region), who in turn provide connectivity to the appropriate transaction processor. DATAPAK connectivity is typically faster and more cost-effective than a direct dial-up connection between the ATM and the transaction processor.

NOTE: This feature is only available for use in the Canadian market.

### **TCP/IP (Ethernet)**

This method is used in applications where a central Local Area Network, or LAN, is used to connect multiple ATMs to a central server. Each ATM is treated as a client node on the network, while the server provides the interface to a transaction processing system.

### Close Management

A suite of close functions are provided to facilitate daily balancing of the ATM's internal record of transaction activity with the processor's transaction records.

#### Day Close

The Day Close is normally completed as the final step in the daily balancing process and is used to clear the totals and switch to the next business day. This function prints a report summarizing all of the activity recorded by the ATM since the last Day Close was completed.

#### Cassette Close

The Cassette Close option is used to perform cassette-specific close operations. This function provides a summary of activity on a selected cassette since the last Cassette Close was performed.

### Rear Service Panel (RSP)

The RSP provides convenient user-access to cassette close and replenishment functions from inside the facility. It also provides diagnostic tests on the dispenser mechanism, ability to reset errors, and terminal shutdown.



*Rear Service Panel (RSP).*

### Messages

These are informational messages that give important information to the customer before, during, and after a transaction. Messages can be locally customized to meet local requirements. They include greeting and exit messages, terminal owner and surcharge owner identification, marketing messages, and news tickers.

### Transaction and Account Type Configuration

This feature enables the terminal operator to select the types of transactions (transfers or balance inquiries) or accounts (e.g. savings or credit card) that will be presented to the customer. This feature does not affect the availability of checking account withdrawal transactions, which are always presented.

### Electronic Journal

The ATM stores transaction records, status and other activity data in a journal record that is maintained in the units processor module. The information in the electronic journal is maintained in a safe and secure environment and can store up to **32, 768** records.

This information can be retrieved at a later date. When needed, just the information desired can be recalled and a printout of those records can be made. Typically, the journal should be printed out whenever a Day Close is completed, although this is not a requirement.

Normally, journal data is printed by the unit's receipt printer, but with the optional Triton Connect software package the information can be sent to a remote PC for storage and subsequent analysis.

Journal data can also be locally archived using the ATM's internal memory. Even after old journal records have been printed to the receipt printer, uploaded to Triton Connect, or locally archived, they can still be read and printed again. Old records are retained in the electronic journal until the maximum storage limit of the journal has been met at which time the journal must be printed or cleared.

### Multi-Language Support

The ATM has a screen language option. This option allows the terminal user to select a preferred language (such as Spanish or French) to conduct a transaction.

### Prize Coupons

The ATM may be configured to award "prize coupons" to customers on a random chance or a withdrawal amount-determined basis. Coupons are always available in the form of printed messages presented to the customer on a separate receipt and as dispensed coupons supported by the installed multi-cassette dispensing mechanism.

There are two methods of awarding coupons: *Random* or *Level*.

#### Random

This method awards coupons randomly within a specified percentage range, such as 5% of transactions.

#### Level

This approach awards a coupon to each customer that withdraws an amount equal to or greater than a specific dollar value.

## MODEL FT5000 USER MANUAL

<b>FT5000 Features and Specifications</b>		
<b>Computer System</b>	<b>Standard</b>	<b>Optional</b>
Processor	200 MHz Intel XScale ®	
Memory (BIOS and Program)	32 Mbytes	64 Mbytes
Memory (RAM)	64 Mbytes	128 Mbytes
Serial Ports	5	
USB 1.1	4 Master	
PCMCIA	2 -Type II	
Audio	AC97 CODEC stereo output	
Ethernet	10/100 Base-T RJ-45 connector	
Operating System	Microsoft Windows (CE.NET 4.1)	
Motherboard Designer/Manufacturer	Triton (proprietary design)	
Physical Design	Single board computer w/one connector for ease of service	
Electronic Journal	32,768 records	Limited only by hard disk space (64 bytes per record)
Language Support	3 - (English, Spanish, Canadian French)	OS supports all known character sets in the world (any language possible)
<b>Display System</b>	<b>Standard</b>	<b>Optional</b>
Liquid Crystal Display	10.4" color (265 mm)	
LCD Technology	Active Matrix TFT	
Color Depth	262, 144	
Resolution	VGA (640 x 480)	
Power Consumption	10 Watts (Max)	
Brightness	380 cd/m <sup>2</sup> (nits)	850 cd/m <sup>2</sup> (nits)
Interface	Direct digital control	

## INTRODUCTION

<b>FT5000 Features and Specifications</b>		
<b>Printer</b>	<b>Standard</b>	<b>Optional</b>
Paper Size	80 mm	
Print Resolution	8 Dots / mm	
Print Area	72 mm wide	
Print Speed	75 mm / sec	
Print Capability	Text, graphics, bar codes Any Windows image (B/W only)	
<b>Card Reader</b>	<b>Standard</b>	<b>Optional</b>
Interface	RS-232C	USB
Track Configuration	Track 1 and 2	Track 1, 2 and 3 Track 2 and 3
Smart Card		EMV Level 1 compliant
Insertion Method	Dip	Motorized
<b>Dispenser</b>	<b>Standard</b>	<b>Optional</b>
NMD-100	1-2 cassettes, 2000 notes per cassette, separate reject tray	3-4 cassettes, 2000 notes per cassette, separate reject tray
<b>Encrypting PIN Pad</b>	<b>Standard</b>	<b>Optional</b>
Key Pad Style	Polymer, individual keys	Metal, individual keys
Number of Keys	16 on Main pad 8 Function keys	
Encryption	Single DES, ANSI X3.92 Triple DES, ANSI X9.52	
Security Features	Tamper resistant security module design, tamper switches, key obfuscation, security seals ANSI X9.24	

## MODEL FT5000 USER MANUAL

<b>FT5000 Features and Specifications</b>		
<b>Miscellaneous</b>	<b>Standard</b>	<b>Optional</b>
Documentation	Complete Help files for Management Functions (Built in)	
Vandalism Resistant	6 mm tempered glass screen over LCD	
Vault Design	UL 291 Level 1	UL 291 Business Hours
Serviceability	Modular design Mean time to repair <5 minutes	
Vault Lock	Electronic Combo -Gard 33	Electronic Kaba MAS Cencon
Media Lead through Indicators	3 LED bars for card reader, printer, dispenser	
<b>Communications</b>	<b>Standard</b>	<b>Optional</b>
Dial-Up	56k modem, PCMCIA	
TCP/IP	10/100 Base-T Ethernet	
Satellite		VSAT
Lease Line		SNA/SDLC, X.25
<b>Access to Disabled</b>	<b>Standard</b>	<b>Optional</b>
Voice Guidance	Complete voice-guided lead-through using text-to-speech synthesis	
Compliance with ADA and Canadian Guidelines	100% compliant for accessibility and reach	
<b>Signage and Advertising</b>	<b>Standard</b>	<b>Optional</b>
Surcharge Notification Area, Recessed	102 mm x 102 mm	
On-Screen	All graphics formats supported	
Coupons, Dispensed	Multi-cassette unit	
Coupons, Printed	Random and level based Full graphic capability	



**SECTION 2**  
**BASIC OPERATION**

## Introduction

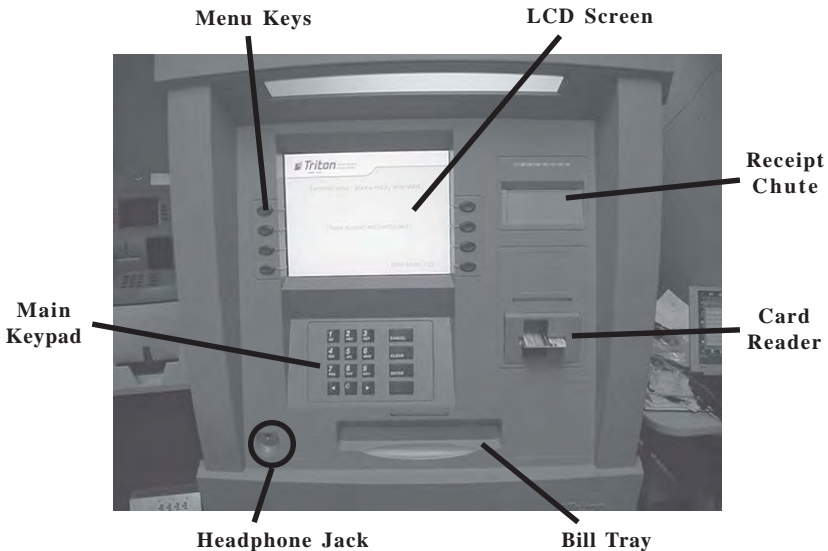
This chapter describes the basic operation of the terminal. The following topics are covered:

1. **Control Panel Layout.** Describes the layout of the terminal's control panel.
2. **Keypad Operation.** Describes the use of the alphanumeric keypads.
3. **Menu-Based Operation.** This section gives a general overview of the terminal display interface.
4. **Accessing Management Functions.** Describes the password entry procedure that must be followed in order to access the Management Functions area.
5. **Customer Transactions.** Summarizes the actions involved in typical customer transactions. In addition, the voice-enabled transactions feature is described.

## Control Panel Layout

The user interface of the terminal consists of the LCD display, receipt chute, card reader, headphone jack (visually impaired), and 24 keys on three keypads. The primary menu navigation keys are arranged in two four-key groups, one group on either side of the LCD display. The main keypad consists of 10 alphanumeric keys, two arrow keys, and four large control keys, all located in a 16-key group beneath the LCD display.

All of the keys that a customer would use to conduct transactions have an integral raised Braille symbol to conform to the requirements of the Americans with Disabilities Act. (See Figure 2-1)



*Fig. 2-1. Control panel layout*

### Keypad Operation

See Figure 2-2 and Table 2-1. The main keypad consists of 10 alphanumeric keys, two arrow keys, and four large control keys, all located in a 16-key group beneath the LCD display. The table lists the keys and their functions.

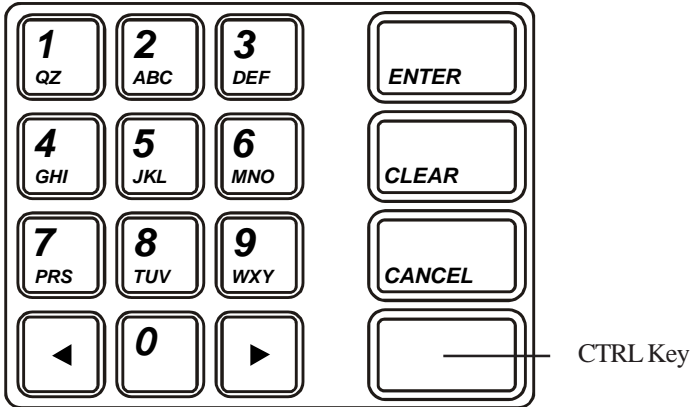


Fig. 2-2. Alphanumeric keypad

TABLE 2-1 - FT5000 KEYBOARD MAP		
KEY	KEYBOARD MAP	ACTION
Left Arrow	Left Arrow or Up Arrow	<ul style="list-style-type: none"> <li>- Scroll back in current field (for combo and edit boxes).</li> <li>- Change focus to the previous control.</li> <li>- Moves up in a list control.</li> </ul>
Right Arrow	Right Arrow or Down Arrow	<ul style="list-style-type: none"> <li>- Scroll forward in current field (for combo and edit boxes).</li> <li>- Change focus to the next control.</li> <li>- Moves down in a list control.</li> </ul>
Enter	Enter	Selects "Enter" on the dialog or presses a selected button.
Cancel	Escape	Selects "Cancel" on the dialog.
Clear	TAB	Move to next field on the dialog. For multi-line text boxes, will insert a newline.
CTRL Key (Blank Key)	Space	<ul style="list-style-type: none"> <li>- Toggles a check box or radio button.</li> <li>- Selects the focus button.</li> </ul>
0-9	0-9	<ul style="list-style-type: none"> <li>- Select the specified dialog box option.</li> <li>- When inside an edit box will display the specified numeric character.</li> </ul>

Table 2-1. Keyboard map.

## ON-SCREEN KEYPAD OPERATION

To enter text characters into the dialog boxes that are displayed by the Management Functions, press the **F8** key to display the screen keyboard. Use the keys described below to navigate and enter required data. (see Figure 2-3)

- The arrow keys (left and right), the 8 key (Up), and the 0 key (Down) navigate the keyboard.
- Press the ENTER key to select the highlighted key entry.
- Press the CTRL key to switch between upper and lower case characters.
- Press the CANCEL key to Exit the keyboard.
- Press the CLEAR key for the Backspace operation.
- Press the 1 key to reposition the keyboard to another location on the display.
- Press the 2 key to position the cursor on a new line.

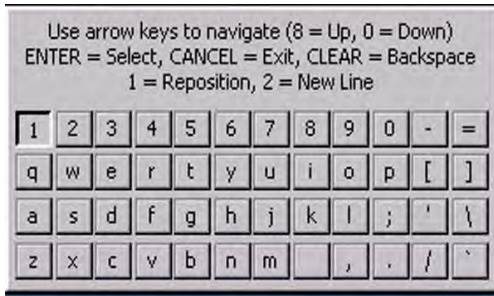


Figure 2-3. On-screen keyboard.

## SCREEN FUNCTION KEYS.

Refer to Figure 2-4. The eight keys, 4 on each side of the LCD, are called screen function keys. They are used in the selection of screen options that can appear along the right and left side of the display. These keys are designated F1 through F8. A screen function key is only active when a corresponding function or menu option is present next to that key.

Figure 2-4.  
Screen function  
keys



### Menu-Based Operation

The terminal operates as a menu driven system. Messages and menu options presented on the LCD display screen guide the user's actions. The desired menu option is selected by pressing one of the screen keys located to the left and right of the display. For the purpose of security, many screens timeout after a preset time interval, usually 30 seconds. The timeout length may vary depending on the function being performed.

When a screen timeout occurs, a screen is presented which asks the user if more time is needed. If the user chooses NO, the Customer Welcome screen will be presented. If YES is chosen, the user is returned to the function that was active prior to the timeout. If the user does not make a selection within an additional 30-second countdown period, the terminal will automatically go to the Customer Welcome screen.

Shortly after the unit is turned on, the top menu will be displayed. An example top menu is shown in Figure 2-5. From the top menu, you can either:

- 1.) Activate the terminal to perform customer transactions by pressing the key next to Customer Transactions.
- 2.) Enter the terminal system management area by pressing the key next to Management Functions.

If you do not select a menu choice within 30 seconds, the terminal will automatically default to the Customer Welcome screen (a benefit of this feature is that in the event of a power interruption the terminal will automatically begin accepting customer transactions shortly after power is restored).



*Fig. 2-5. Top menu.*

## Accessing Management Functions

1. At the Customer screen (Figure 2-6), press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. The password entry prompt appears. (Figure 2-7)
2. At the password entry screen, enter the Master or User password.



Fig. 2-6. Customer screen.



Fig. 2-7. Password entry dialog.

To access Management Functions, you must enter an appropriate password in the dialog box that appears.

The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **Enter** button to accept the password entry or **Cancel** to exit.

When a valid password is entered, the Management Functions main menu will be displayed, as shown in Figure 2-8:

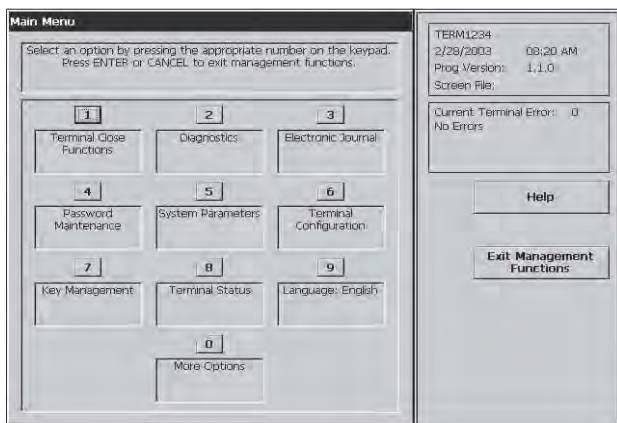


Fig. 2-8. Management Function main menu

### DEFAULT MASTER PASSWORD

The default Master user ID is “00” and the password is “1234”. To enter Management Functions as the Master user, enter “001234” and press “Enter”.

**CHANGE THE MASTER PASSWORD IMMEDIATELY TO PREVENT UN-AUTHORIZED ACCESS TO THE ATM! SEE CONFIGURATION MANUAL FOR PROCEDURES ON CHANGING THE MASTER PASSWORD AND OTHER PASSWORD MANAGEMENT PROCEDURES.**

Once you have entered the Management Functions menu, you may perform any of the functions allowed by the type of password used.

### Introduction

This section summarizes the actions involved in typical customer transactions. In addition, the voice-enabled transactions feature is described.

### Customer Transactions

A customer begins a transaction by selecting a service from the Customer screen options ( PaySpot™, CashWorks™, Western Union® or ATM- Get Cash Now). They insert their ATM card into the card reader of the terminal. The card must be inserted so that the magnetic stripe can be scanned by the card reader’s sensor. If the customer inserts the card incorrectly, a warning message will be displayed, accompanied by several beeps to get their attention.

If there is a problem reading a card, make sure the customer is inserting the card correctly. Most problems are the result of inserting the card incorrectly.

Once the card has been read in successfully, a surcharge message, if applicable, may be displayed (the surcharge message may be displayed at the end of the customer’s transaction selection). The customer must then enter his secret Personal Identification Number, or PIN code. Once the PIN has been entered, the transaction type and account are selected and the desired amount of the transaction, if needed. The transaction will be processed, typically in a matter of seconds.

If the transaction was processed successfully, the customer is prompted to retrieve the requested cash (for withdrawal transactions) and/or the applicable transaction receipt, as needed. If the transaction was declined, a short receipt indicating the problem is printed.

## Voice-Enabled Transactions

The terminal provides voice feedback via an integrated output jack, enabling sight-impaired users to plug in a set of headphones and receive spoken instructions to assist them in using the ATM. Figure 2-9, headphone jack location, shows the location of the headphone jack on the FT5000.



*Fig. 2-9. Headphone jack location.*

Raised symbols helps a user locate the headphone jack. The ATM will automatically detect when a headphone has been plugged into the jack, and will immediately switch into voice mode. Initially, a brief spoken tutorial will orientate the customer to the ATM control panel interface. Once the customer begins a transaction, spoken prompts will provide feedback and guide the customer through the successful accomplishment of the transaction.



# **SECTION 3**

## **INITIAL SETUP**

## Parameter Categories

There are a number of setup parameters that must be configured when an ATM is installed. Generally speaking, these parameters can be grouped into the following major categories.

- |   |  |
|---|--|
| <input type="checkbox"/> <b>Communications</b>    | <input type="checkbox"/> <b>Languages</b>          |
| <input type="checkbox"/> <b>Security</b>          | <input type="checkbox"/> <b>Messages</b>           |
| <input type="checkbox"/> <b>Surcharging</b>       | <input type="checkbox"/> <b>Ad Screens</b>         |
| <input type="checkbox"/> <b>Currency Settings</b> | <input type="checkbox"/> <b>Date/Time Settings</b> |
| <input type="checkbox"/> <b>Cassette Setup</b>    | <input type="checkbox"/> <b>Status Monitoring</b>  |
| <input type="checkbox"/> <b>Transactions</b>      | <input type="checkbox"/> <b>Close</b>              |
| <input type="checkbox"/> <b>Receipts</b>          | <input type="checkbox"/> <b>User Interface</b>     |
| <input type="checkbox"/> <b>Coupons</b>           | <input type="checkbox"/> <b>Options</b>            |

Each area consists of one or more individual parameters. In terms of ATM operation, the importance level of individual parameters within a category can be described as *Critical*, *Required*, *Important*, or *User-Defined*.

### Parameter Importance Levels

#### Critical

The parameters with this importance level are primarily those that represent the minimum number of parameters that must be correctly configured in order to process transactions. In addition, because of the importance of protecting access to the ATM Management Functions, the access password parameters are also included in this category. The primary parameters in this category include various communications and security (including access password) parameters.

#### Required

These parameters further satisfy your transaction processor's setup or operational requirements. Parameters in this area define the ability of your ATM to offer various types of transactions, to correctly present those transactions to the customer and to accurately record those transactions. Surcharge, Cassette Setup, and Account/Transaction parameters fall into this category.

#### Important

These parameters are used to manage transaction activity record-keeping, enable remote monitoring of ATM operation, and to ensure receipts and other records are accurately annotated with the correct date and time. Status Monitoring, Close and Date/Time parameters are included in this category.

#### User-Defined

These parameters are configured at your discretion, and are used to customize the appearance and functionality of the ATM to meet the unique language needs of your intended customers, adjust user interface appearance, satisfy advertising or promotional requirements, or meet other locale-specific requirements. The management of optional features is also included in this area. Languages, Receipts, Coupons, Messages, Ads/Graphics, and More Options parameters fall into this category.

**NOTE:** The importance-level of individual parameters as described in this manual is provided as a general guide to assist you in understanding and prioritizing the setup requirements of your ATM. If, after evaluating your unique requirements, you feel that a parameter is more (or less) important to your particular needs, you are free to treat that parameter accordingly.

## Setup Parameters

Table 3-1, Significance Levels, correlates each Management Functions area to the significance levels of parameters in that area.

**NOTE:** The significance level of individual parameters as described in this manual is provided as a general guide to assist you in understanding and prioritizing the setup requirements of your ATM. If, after evaluating your unique requirements, you feel that a parameter is more (or less) important to your particular needs, you are free to treat that parameter accordingly.

Tables 3-2 through 3-5 list Critical, Required, Important, and User-Defined parameters, respectively. Each table lists the applicable Management Function area, Function option, Parameter name, and Factory default value for each parameter.

**IN TABLE 3-2, CRITICAL SETUP PARAMETERS, THE NAMES OF THOSE PARAMETERS THAT ARE TYPICALLY THE MINIMUM NUMBER REQUIRED IN ORDER TO PERFORM A TRANSACTION HAVE BEEN HIGHLIGHTED. CHECK WITH YOUR TRANSACTION PROCESSOR FOR YOUR SPECIFIC REQUIREMENTS!**

**IMPORTANT:** Although many of the ATM's parameters have been set at the factory, it is important to verify that the settings are appropriate for your needs. Change the factory default values as necessary to reflect the actual settings you require.

## INITIAL SETUP

**TABLE 3-1 - SIGNIFICANCE LEVELS**

	MANAGEMENT FUNCTIONS AREA	CRITICAL	REQUIRED	IMPORTANT	USER-DEFINED
1	LANGUAGE				X
2	SYSTEM PARAMETERS	X			X
3	COUPONS				X
4	MESSAGES		X		X
5	GENERAL PARAMETERS	X	X	X	X
6	ADS/GRAPHICS				X
7	OPTIONAL SCREENS		X		X
8	OPTIONAL SCREEN BUTTONS		X		X
9	COMMUNICATION	X		X	
10	DIAGNOSTICS	X			
11	PASSWORD MAINTENANCE	X			
12	KEY MANAGEMENT	X			
13	CASSETTE PARAMETERS	X	X		
14	CLOSE FUNCTIONS		X	X	
15	WITHDRAWAL AMOUNTS		X		
16	NOTE CONFIGURATION		X		
17	SURCHARGE PROPERTIES		X		
18	DATE/TIME			X	
19	TRITON CONNECT			X	
20	PRINTER			X	
21	PREPAID PHONE				X
22	CHECK CASHING				X
23	MONEY TRANSFER				X

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### TABLE 3-2 - CRITICAL SETUP PARAMETERS

	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER NAME	FACTORY DEFAULT
1	DIAGNOSTICS	MODEM	CONFIGURE MODEM	*
2	PASSWORD MAINTENANCE	CHANGE USER PASSWORD		001234
3	PASSWORD MAINTENANCE	MODIFY USER ACCESS		*
4	PASSWORD MAINTENANCE	ADD USER		N/A
5	PASSWORD MAINTENANCE	REMOVE USER		N/A
6	SYSTEM PARAMETERS	SELECT SCREEN FILE		*
7	TERMINAL CONFIGURATION	GENERAL PARAMETERS	TERMINAL NUMBER	NONE
8	TERMINAL CONFIGURATION	CASSETTE SETUP	CASSETTE PARAMETERS	\$0.00
9	TERMINAL CONFIGURATION	COMMUNICATION	PRIMARY NUMBER	NONE
10	TERMINAL CONFIGURATION	COMMUNICATION	BACKUP NUMBER	NONE
11	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE MAC-ING	*
12	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATIONS PROTOCOL	*
13	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATIONS MESSAGE	*
14	TERMINAL CONFIGURATION	COMMUNICATION	NUA NUMBER (DATAPAK)	*
15	KEY MANAGEMENT	ENTER MAC MASTER KEY		*
16	KEY MANAGEMENT	ENTER PIN MASTER KEY		*
17	KEY MANAGEMENT	INJECT MASTER KEYS		*
18	KEY MANAGEMENT	DOWNLOAD WORKING KEYS		*
19	KEY MANAGEMENT	CHECK DIGITS		*

## INITIAL SETUP

### TABLE 3-3 - REQUIRED SETUP PARAMETERS

	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER NAME	FACTORY DEFAULT
1	TERMINAL CLOSE FUNCTIONS	CASSETTE CLOSE	CASSETTE QUANTITY	0
2	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT TRANSACTION TYPE	*
3	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT ACCOUNT TYPE	*
4	TERMINAL CONFIGURATION	TERMINAL MESSAGES	SURCHARGE OWNER	*
5	TERMINAL CONFIGURATION	CASSETTE SETUP	MAXIMUM CASH	\$500.00
6	TERMINAL CONFIGURATION	CASSETTE SETUP	MAXIMUM NON-CASH	\$0.00
7	TERMINAL CONFIGURATION	CASSETTE SETUP	EXTENDED AMOUNTS	DISABLED
8	TERMINAL CONFIGURATION	CASSETTE SETUP	FAST CASH	*
9	DIAGNOSTICS	DISPENSER (CASSETTE PARAMETERS)	RELEARN BILL THICKNESS	*
10	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	DOCUMENT TYPE	CASH
11	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NON-CASH ITEM DESCRIPTION	NONE
12	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	SECONDARY ITEM DESCRIPTION	NONE
13	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (BILL WIDTH)	*
14	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (BILL LENGTH)	*
15	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (VALUE)	*
16	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (VARIANT)	*
17	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (CODE)	*
18	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ENABLE SURCHARGE	DISABLED
19	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	SURCHARGE AMOUNT	\$0.00
20	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	SURCHARGE PERCENT	0%
21	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	LESSER/GREATER	LESSER
22	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ALLOW ISOs LISTED	*
23	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ADD NEW ISOs	NONE
24	TERMINAL CONFIGURATION	OPTIONAL SCREENS	SURCHARGE OPTION	BEGINNING
25	TERMINAL CONFIGURATION	OPTIONAL SCREENS	RECEIPT OPTION	*
26	TERMINAL CONFIGURATION	OPTIONAL SCREENS	ACCOUNT/TRANSACTION SELECTION	*
27	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	ACCOUNT SELECTION	*
28	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	TRANSACTION SELECTION	*
29	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	FAST CASH SELECTION	*

# MODEL FT5000 USER MANUAL

## TABLE 3-4 - IMPORTANT SETUP PARAMETERS

	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER	FACTORY DEFAULT
1	TERMINAL CLOSE FUNCTIONS	SCHEDULE CLOSE		DISABLED
2	TERMINAL CLOSE FUNCTIONS	SEND TERMINAL TOTALS		DISABLED
3	DIAGNOSTICS	CONFIGURE PRINTER		*
4	SYSTEM PARAMETERS	DATE AND TIME	SET DATE/TIME	*
5	SYSTEM PARAMETERS	REGIONAL SETTINGS		N/A
6	TERMINAL CONFIGURATION	GENERAL PARAMETERS	STATUS MONITORING	DISABLED
7	TERMINAL CONFIGURATION	GENERAL PARAMETERS	HEARTBEAT MESSAGE	*
8	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DELAY PERIOD	*
9	TERMINAL CONFIGURATION	COMMUNICATION	PREDIAL	DISABLED
10	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATION HEADER	DISABLED
11	TERMINAL CONFIGURATION	COMMUNICATION	USE 12-BYTE SEQUENCE NUMBER	*
12	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE PERSISTENT REVERSALS	DISABLED
13	TERMINAL CONFIGURATION	COMMUNICATION	REVERSAL ATTEMPTS	DISABLED
14	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE REVERSALS FOR PROTOCOL ERRORS	DISABLED
15	TERMINAL CONFIGURATION	TRITON CONNECT	PRIMARY NUMBER	NONE
16	TERMINAL CONFIGURATION	TRITON CONNECT	BACKUP NUMBER	NONE
17	TERMINAL CONFIGURATION	TRITON CONNECT	ALARM MONITOR PRIMARY	NONE
18	TERMINAL CONFIGURATION	TRITON CONNECT	ALARM MONITOR BACKUP	NONE
19	TERMINAL CONFIGURATION	TRITON CONNECT	MAX RETRIES	*
20	TERMINAL CONFIGURATION	TRITON CONNECT	REDIAL DELAY	*
21	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE TRITON CONNECT	DISABLED
22	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALLBACK	ENABLED
23	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE SCHEDULED JOURNAL CALLS	DISABLED
24	TERMINAL CONFIGURATION	TRITON CONNECT	TIME	*
25	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALL AT NUMBER OF JOURNAL RECORDS	DISABLED
26	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALL AT LOW CASH	DISABLED
27	TERMINAL CONFIGURATION	TRITON CONNECT	ENTER NEW ACCESS CODE	*



## INITIAL SETUP

### TABLE 3-5 - USER-DEFINED SETUP PARAMETERS

	MANAGEMENT FUNCTIONS AREAS	FUNCTION OPTION	PARAMETER	FACTORY DEFAULT
1	LANGUAGE	ENGLISH/FRENCH/SPANISH		*
2	SYSTEM PARAMETERS	VOLUME		*
3	SYSTEM PARAMETERS	SCHEDULE REBOOT	ENABLE/DISABLE TIME SET/DAY SELECT	*
4	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT LANGUAGE (CUSTOMER SCREENS)	*
5	TERMINAL CONFIGURATION	COUPONS	COUPON	*
6	TERMINAL CONFIGURATION	COUPONS	PROMPT	*
7	TERMINAL CONFIGURATION	COUPONS	MINIMUM LEVEL	*
8	TERMINAL CONFIGURATION	COUPONS	MAXIMUM LEVEL	*
9	TERMINAL CONFIGURATION	COUPONS	RANDOM	*
10	TERMINAL CONFIGURATION	COUPONS	MESSAGE	*
11	TERMINAL CONFIGURATION	COUPONS	LAYOUT	*
12	TERMINAL CONFIGURATION	COUPONS	GRAPHIC	*
13	TERMINAL CONFIGURATION	COUPONS	PRINT	*
14	TERMINAL CONFIGURATION	COUPONS	CASSETTE	*
15	TERMINAL CONFIGURATION	COUPONS	COUNT	*
16	TERMINAL CONFIGURATION	TERMINAL MESSAGES	WELCOME MESSAGE	*
17	TERMINAL CONFIGURATION	TERMINAL MESSAGES	STORE MESSAGE	*
18	TERMINAL CONFIGURATION	TERMINAL MESSAGES	MARKETING MESSAGE	*
19	TERMINAL CONFIGURATION	TERMINAL MESSAGES	EXIT MESSAGE	*
20	TERMINAL CONFIGURATION	TERMINAL MESSAGES	TERMINAL OWNER MESSAGE	*
21	TERMINAL CONFIGURATION	TERMINAL MESSAGES	NEWS TICKER MESSAGE	*
22	TERMINAL CONFIGURATION	ADS / GRAPHICS	ADD NEW	*
23	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	PURCHASE SELECTIONS	*
24	MORE OPTIONS	PREPAID PHONE		*
25	MORE OPTIONS	CHECK CASHING		*
26	MORE OPTIONS	MONEY TRANSFER		*

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**SECTION 4**  
**CURRENCY HANDLING**

## Introduction

The purpose of this section of the manual is to describe the procedures for: (1) removing and replacing note cassettes, (2) loading cassettes, and (3) removing and replacing the reject notes (as applicable). Information concerning note handling and quality issues are explained where appropriate.

## DISPENSING MECHANISM

The FT5000 ATM uses an NMD-100, friction-feed dispensing mechanism to store and deliver notes and other media to the customer. The mechanism is located in the lower security container of the unit. It holds multiple note cassettes and a single reject cassette.

Under software control, the dispensing mechanism delivers the appropriate number of notes from the note cassettes to fulfill a customer's withdrawal request. The purpose of the reject cassette is to accept and hold notes that have been transferred from the note cassettes but not dispensed. Some situations that could cause the mechanism to reject notes are:

- Multiple notes stuck together
- Note width too short or long
- Notes skewed in feed path
- Notes too close together in feed path
- Notes not claimed by customer (after a preset timeout the mechanism will retract the notes and send them to the reject cassette).

The mechanism is able to reject single notes or bundles. A bundle reject occurs when more than one note is rejected at the same time. There are two compartments within the reject cassette to keep notes in these two categories separated. The top compartment within the cassette can hold a maximum of 250 bundle-notes; the lower compartment can hold up to 100 single-note rejects.

**IMPORTANT!** The first time the dispenser is set up, or if a new note cassette is installed, the mechanism will enter a learning mode, during which it will reject 7-15 notes as it learns the thickness of the currency or other media. With multiple cassettes installed, the number of test rejects could almost fill the single-note compartment of the reject cassette. In such cases, it is recommended that you remove any rejected notes from the unit before placing the ATM back into service.

### **\*\*WARNING\*\***

**DONOT RECYCLE REJECTED  
NOTES INTO A CASSETTE!**

**Doing so could cause more rejects  
and/or currency jams.**

### **NOTE CONDITION**

The number of rejects can be directly influenced by the technique used to load the cassettes and the quality of the currency. Notes loaded into the mechanism cassettes must be in "fit" condition if a high level of performance (low reject and failure rate) is expected from the unit. "Fit" notes are defined as those that do not possess any of the defects listed here:

## USED NOTES

- Adhesive or “sticky” substances on the surface of the paper.
- Tears extending more than 1/2” from the edge of the currency.
- Tears, holes, or missing sections in the body of the currency.
- Tape on the surface of the currency used for repairing, patching, or any other purpose.
- Staples, pins, or any other foreign body attached to the notes.
- Corner folds of a size greater than 1/2” on either axis.
- Two or more notes joined by any means.
- Excessively crumpled or crinkled.

## NEW OR UNCIRCULATED NOTES

- All the conditions listed for used notes.
- Excessive bowing due to conditions of packing and storing.
- New or uncirculated currency must be “burst” and fully separated prior to loading into cassettes.

## PREPARING NOTES

Use the following procedures to prepare notes before inserting them into a note cassette.

### USED NOTES

- Remove the band around each bundle of notes.
- Remove foreign objects (e.g. pins, paper clips, crumbs, etc).
- Remove torn or very worn notes.
- Straighten any folded notes.

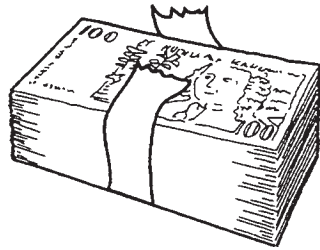


Figure 4-1. Removing band.

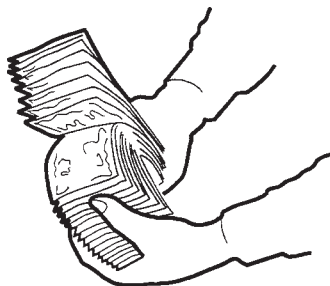


Figure 4-2. Removing torn/worn notes.

### NEW OR UNCIRCULATED NOTES

Remove the band around each bundle of notes. Separate the notes from each other by:

- **Striking** the bundle hard against the edge of a table or similar object.
- **Flipping** through each bundle of notes in both directions at each end.
- Using a **note counter**.



*Figure 4-3. Flipping bundle ends.*

### REMOVING NOTE CASSETTES

1. **Unlock** the cassettes, using the Cassette Close procedure in Section 5, Management Functions.
2. Open the electronic lock on the security container door and open the door to gain access to the dispensing mechanism.
3. To remove the selected note cassette, grasp the cassette handle with one hand while holding the mechanism in place with the other hand (See Figures 4-5a and 4-5b). Pull the cassette out slightly. Place one hand underneath to support the cassette as you slide it completely out of the unit.



*Figure 4-4. Security container open.*

**\*\*\*CAUTION\*\*\***  
The “throat” assembly on the mechanism is not a load bearing structure!  
Do not grasp or apply any pressure to the throat.



Figure 4-5a. Cassette removal.



Figure 4-5b. Cassette removal.

4. Continue to support the bottom of the cassette to keep it level as you place it on a table or other flat surface. If the cassette has a loading arm, fold it down, which will raise the rear of the cassette and allow gravity to help keep the notes neatly stacked during the loading process. (Figure 4-6)



Figure 4-6. Cassette w/loading arm down.

### OPENING NOTE CASSETTES

1. Insert the key into the cassette lock. (Figure 4-7) To unlock the cassette, apply inward pressure on the key while turning it clockwise to the stop position (approximately a quarter-turn). Open the cassette by simultaneously pressing the release button and lifting the lid. Flip the lid back fully, allowing it to rest on the table or other flat surface. (Figure 4-8)



Figure 4-7. Key inserted.

2. Move the pusher plate to the rear of the cassette (toward the handle). Ensure the pusher plate is fully back. It should stay in this position. (Figure 4-9)

## LOADING NOTE CASSETTES

1. Load the cassette with currency. The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism. To compensate for the most common conditions of *slanting* or *cupped* note piles, follow the directions given here. Notes with no apparent shape problems are referred to as “common” notes.

- ***Slanting pile***

To avoid dispensing problems caused by a “slanting” pile, put the notes in neat bundles of no more than ½ to ¾ inches in thickness. Turn every other bundle around to minimize slanting of the pile. (Figure 4-10)

- ***Cupped bundle***

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening. (Figure 4-11)

- ***Common notes***

Place the prepared bundles in the cassette.



Figure 4-8. Release button.

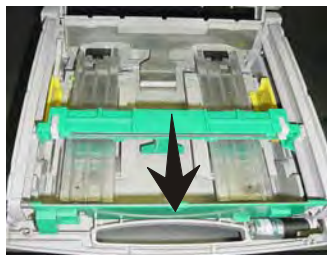


Figure 4-9. Lid open and pusher plate back.

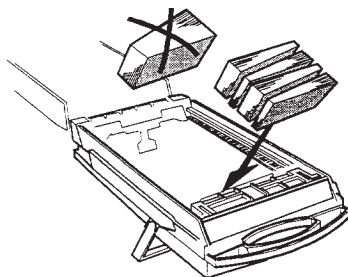


Figure 4-10. Slanted piles.

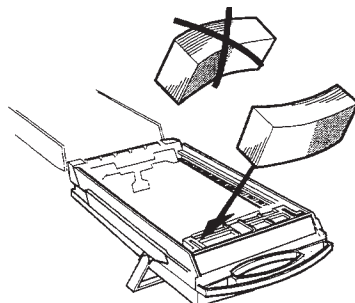


Figure 4-11. Cupped bundle.



2. Level the note pile. Compress the notepile slightly by hand. Single notes must not protrude from the bundle. (Figure 4-12)
3. Move the pusher plate against the notes with just enough pressure to hold the notes in the correct position when closing the lid and inserting the cassette into the mechanism. (Figure 4-13)
4. **Move the white plastic levers (Pawls) on the pusher plate to their fully extended position. This will allow the pusher plate to retract and release pressure from the note stack when an unlock command is sent to the dispenser. (Fig. 4-14)**
5. Close the cassette lid. Fold the lid down to its locked position. The release button should “pop” out, allowing the lid to mate cleanly with the body of the cassette. You may need to “tap” the lid firmly along the front edge to achieve this. Turn the key counter-clockwise to lock the cassette. (Figure 4-15)



Figure 4-12. Leveling note pile.

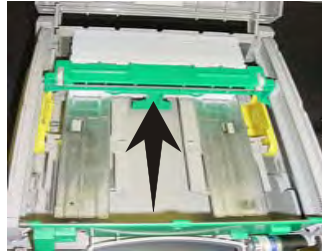


Figure 4-13. Moving pusher plate against notes.



Figure 4-14. “Pawls” extended.

### INSTALLING NOTE CASSETTES

Using the reverse of the steps used to remove the note cassette from the mechanism, slide the note cassette into its slot in the mechanism. Keep the cassette level as you load it, and make sure the cassette is fully inserted. Once all cassettes have been filled and reinserted, they are ready to be Locked into position following the Cassette Close function prompts. (see Section 5, Management Functions, for the appropriate procedure).



Figure 4-15. Closing lid.

### REMOVING THE REJECT CASSETTE

1. **Unlock** the cassettes, using the Cassette Close procedure in Section 5, Management Functions.
2. Open the outer fascia panel of the security container, using the key lock on the front of the panel. Open the electronic lock on the security container door and open the door to gain access to the dispensing mechanism.
3. To remove the reject vault, (top channel) grasp the cassette handle with one hand while holding the mechanism in place with the other hand. Pull the cassette out slightly. Place one hand underneath to support the cassette as you slide it completely out of the unit. Place it on a level surface. (Figures 4-16a and 4-16b)

#### **\*\*IMPORTANT\*\***

If you remove the reject vault with power applied, the terminal will sense this and automatically reset the rejected note count to ZERO. Therefore, to ensure an accurate rejected note count *NEVER REMOVE THE REJECT VAULT WITH POWER APPLIED WITHOUT CHECKING FOR AND REMOVING ANY REJECTED NOTES.*



*Figure 4-16a. Removing the reject vault.*



*Figure 4-16b. Reject vault ready to open.*

## OPENING THE REJECT VAULT

1. Insert the key into the vault lock. To unlock the vault, apply inward pressure on the key while turning it clockwise to the stop position (approximately a quarter-turn). Open the vault by simultaneously pressing the release button and lifting the lid. Flip the lid back fully. (Figures 4-17 and 4-18)
2. The reject vault is now open for collecting any rejected bundle notes. These will be present in the folding tray. After retrieving any rejected bundle notes, lift the folding tray and check underneath for any rejected single notes. (Figures 4-19 and 4-20)
3. After removing any rejected notes, close the vault lid. Fold the lid down to its locked position. The release button should “pop” out, allowing the lid to mate cleanly with the body of the cassette. Turn the key counter-clockwise to lock the vault.



Figure 4-17. Key inserted.



Figure 4-18. Opening lid.



Figure 4-19. Bundle reject tray.

## INSTALLING THE REJECT VAULT

Using the reverse of the steps taken to remove the reject vault, slide the vault back into its slot in the mechanism. Make sure the vault is fully inserted. Ensure the note cassettes are Locked and In Service using the Cassette Close procedures in Section 5, Management Functions.



Figure 4-20. Single reject compartment.

## Verify Operation

1. Close and lock the security cabinet.
2. Verify the cassettes are Locked and In Service.
3. In Management Functions, select **Diagnostics**, then **Dispenser**.
4. Select the **Test Dispense** option. Select either individual cassettes that are installed (“A”, “B”, “C”, or “D”) or “All Cassettes”. A prompt appears asking how many notes to dispense. (Figure 4-21) The Test Dispense operation will start.

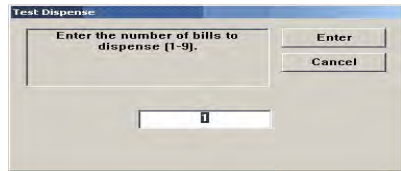


Figure 4-21. Enter # of notes.

5. The Test Dispense command instructs the dispenser to dispense, *minimum*, one note from each installed and operational cassette into the reject vault. This test exercises the dispenser without sending notes to the exit.
6. After completion of the Test Dispense, the following prompt is displayed. (Figure 4-22) - “Test Dispense Completed Successfully - Dispense Count , A: (# of notes), B: #, etc

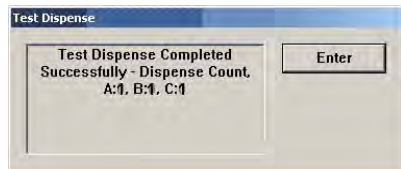


Figure 4-22.

### **\*\*IMPORTANT\*\***

Ensure the **MULTIPLE AMOUNT** parameter matches the denomination of currency in each Note Cassette! See the procedure for using the **MULTIPLE AMOUNT** function to set this parameter, in Section 5, Management Functions.

**SECTION 5**  
**MANAGEMENT FUNCTIONS**

## Introduction

This section describes the Management Functions available for controlling the ATM. When the Customer Welcome screen is displayed, you can access the Management Functions menu by following the procedure described next.

### Accessing the Management Functions Menu

1. Press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. After a moment the top menu will be displayed.
2. At the top menu (see Figure 5-1 below), select MANAGEMENT FUNCTIONS by pressing the F7 screen key (next to Management Function option).



Figure 5-1. Location of the F7 key (highlighted by the circle).

3. Enter the Master or User password at the password entry display (see Figure 5-2 below).

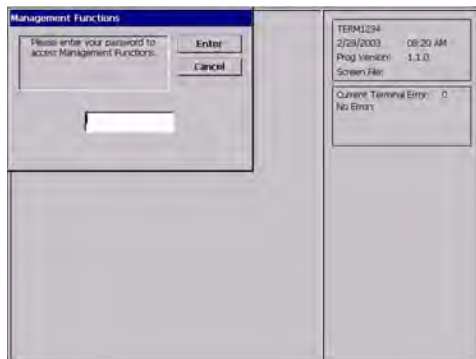


Figure 5-2. Enter your Master or User password at the Management Functions screen.

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## MANAGEMENT FUNCTIONS

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To access Management Functions, you must enter an appropriate password in the dialog box that appears when the Management Functions option is selected. The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **Enter** button to accept the entry or **Cancel** to exit. When a valid password is entered, the Main Menu screen will be displayed. (Figure 5-3)

### DEFAULT MASTER PASSWORD

The default master user ID is “00” and the password is “1234”.

To enter Management Functions as the master user, enter “001234” and press OK.

**CHANGE THE MASTER PASSWORD IMMEDIATELY TO PREVENT UN-AUTHORIZED ACCESS TO THE ATM!**

### Function Availability

Once you have entered the Main Menu, you may perform any of the functions allowed by the *type* of password used (access level).

Each **Main Menu** option description will include the function name, instructions for accessing the function, a description of the function, and any associated factory default values.

The **Main Menu** screen allows the service provider/terminal operator to access the following management functions:

1. **Close Functions.** Used to perform Cassette Close, Day Close, Trial Close and Schedule Close functions.
2. **Diagnostics.** Used to perform terminal hardware testing, and to view test results.
3. **Electronic Journal.** Used to manage the ATM’s journal functions, such as display/print and clearing actions.
4. **Password Maintenance.** Used to add, modify, or delete terminal access privileges.
5. **System Parameters.** Used to shut down or restart the terminal, to configure location-specific settings such as time and date, and to adjust the audio volume.
6. **Terminal Configuration.** Used to view/edit terminal operating parameters such as surcharging, customer-screen language selection, communications, status monitoring, ads/graphics and Triton Connect configuration.
7. **Key Management.** Used to enter encryption keys, which protect communications between the ATM and the transaction processing service provider.

8. **Terminal Status.** Used to view terminal status reports.
9. **Language.** Press the **9** key repeatedly to cycle through the available languages. The current language is displayed in the button caption. When a language is selected, the ATM uses the language in all Management Functions.
0. **More Options.** Used to display additional configuration options that may be available to the user.

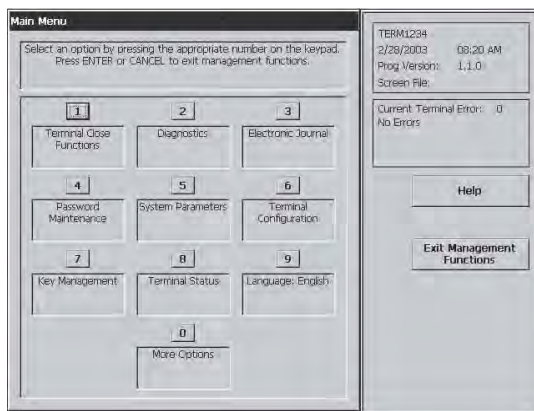


Figure 5-3. Main Menu screen.

## NOTE

The availability of some Management Functions will depend on such factors as types of optional hardware installed, user password options, etc. In cases where a function is not applicable or available, the option will be “**grayed out,**” or otherwise disabled. The rest of this section addresses functions the User/Operator may need to perform day-to-day operations.

## Management Reports

Many Management Functions, such as Close, Journal and Diagnostic functions, produce a report summarizing the results of the operation. Most reports are displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to an external memory device.

The buttons on the Management Report dialog let you perform the following actions: (Figure 5-4)



## MANAGEMENT FUNCTIONS

The buttons on the Management Report dialog let you perform the following actions: (Figure 5-4)

1. **Page Up.** Scrolls the report up a maximum of one full page.
2. **Home.** Moves directly to the first page of the report.
3. **Print.** Sends the report to the terminal receipt printer for hardcopy output.
4. **Page Down.** Scrolls the report down a maximum of one full page.
5. **End.** Moves directly to the last page of the report.
6. **Save To File.** Saves the report as a text file to an external memory device.



Figure 5-4. Management Report menu.

## CLOSE FUNCTIONS

### Introduction

Cassette and Day Close reports provide important information about the transactions being performed by your ATM. This information helps you manage the ATM more effectively.

The ATM's close functions are accessed through the Management Function's Terminal Close Functions menu.

### Cassette Close

The **Cassette Close** report shows current cassette activity, including total notes dispensed and remaining, and the total value of those notes, since the previous Cassette Close was performed. This report can help you judge the volume of withdrawal activity and plan cassette replenishment activities accordingly.

### IMPORTANT

- Perform a Cassette Close *before* replenishing the currency in the cassette.
- Performing a Cassette Close will reset the cassette activity totals to zero (0). The **Enter Cassette Quantity** value is also reset to zero.
- After performing a Cassette Close and replenishing the cash in the cassette, enter the total number of bills loaded in the cassette, using the Enter Cassette Quantity function.

*It is very important that you always enter this value after performing a Cassette Close!* The ATM uses this starting number to calculate the quantity and (monetary) amount of notes remaining in the cassette after each withdrawal. Failure to enter the cassette quantity will result in negative-numbered totals being listed in the Cassette Close report!

- After you enter the cassette quantity, a **Trial Cassette Close Report** appears which you can print or save to an external storage device. This is a record of the beginning cassette balance. The cassette totals will not be cleared.

### Day Close

The **Day Close** report shows the cumulative value of all transactions (withdrawals, transfers and balance inquiries) performed by the ATM since the previous Day Close. The report also shows the corresponding host totals, allowing you to compare the ATM totals against the host processor records.

### IMPORTANT

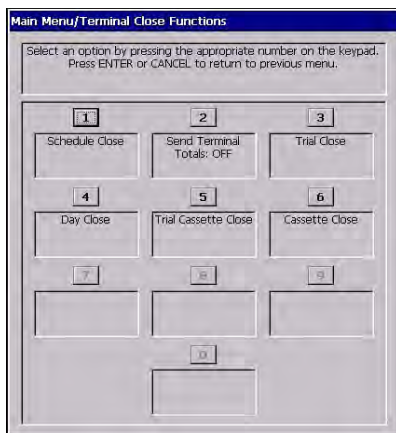
- Perform a Day Close once each business day. Because the host processor also performs a business-day close for the ATM, you should perform the Day Close at the same time each day, at the time specified by your host processor. This will help ensure the Day Close report reflects the host's current business-day totals for your ATM.
- To help ensure Day Closes are performed at the same time each day you can use the **Schedule Close** function, which automatically performs a Day Close each day, at a time specified by the **Change Schedule** function.
- The Day Close report shows totals accumulated by the host processor during the business day, as stated earlier. In some cases, the host processor can make use of the totals recorded by the ATM. In these cases, you can provide ATM totals to the host processor during the Day Close, using the **Send Terminal Totals** function.

## TERMINAL CLOSE FUNCTIONS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing the number (1) on the keypad.



### DESCRIPTION:

The **TERMINAL CLOSE** menu allows the terminal operator to perform the following functions:

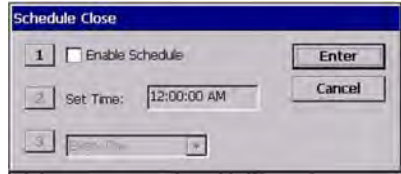
1. **Schedule Close.** Used to enable/disable automatic Day Close.
2. **Send Terminal Totals (ON/OFF).** Use to enable/disable automatic transmission of terminal close totals to your transaction processing service provider. Press this button to cycle the function between **ON** and **OFF**.
3. **Trial Close.** Used to initiate a Trial Day Close.
4. **Day Close.** Used to initiate a Day Close.
5. **Trial Cassette Close.** Used to provide a receipt/record of the cassette(s) balance.
6. **Cassette Close Functions.** Used to access a menu of cassette close and configuration functions.

### SCHEDULE CLOSE

**FACTORY DEFAULT: OFF**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the SCHEDULE CLOSE function, press the number (1) on the keypad.



**DESCRIPTION:**

This function allows you to turn ON or OFF the **SCHEDULE CLOSE** function and to specify a time of day at which a close operation will be performed.

If the **Enable Schedule** option is ON, a Day Close will be automatically initiated at the specified time of day. If the checkbox is checked, the option is ON. If the checkbox is not checked, the function is OFF. Press the number (1) key to switch the checkbox between ON (checked) and OFF (not checked).

Use the number (2), (3), (4), and (5) keys to choose the hours, minutes, seconds, and AM/PM settings at which the scheduled close is to be performed. Pressing a key repeatedly will cause the associated field to cycle through the available values. The current time setting appears in a small text window below the time set buttons. Use the number (6) key to select a specific day of the week (Sunday, Monday, Tuesday, etc.), or a setting of **EVERYDAY**, to determine the day(s) of the week to which the scheduled time applies.

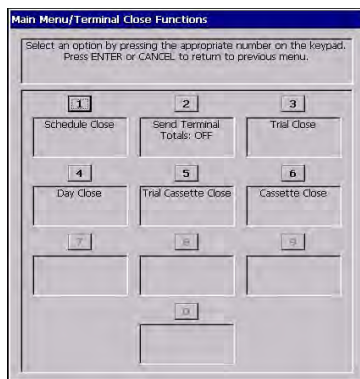
Press Enter to accept the Schedule Close settings and return to the Terminal Close Functions main dialog window or press Cancel to exit without making any changes.

## SEND TERMINAL TOTALS

**FACTORY DEFAULT: OFF**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the **TERMINAL CLOSE FUNCTIONS** option by pressing number (1) on the keypad.
2. To change the condition of the **SEND TERMINAL TOTALS** function to ON, press number (2) on the keypad.



### DESCRIPTION:

This function allows you to turn ON or OFF the **SEND TERMINAL TOTALS** option.

When the option is turned ON, the terminal will send accumulated totals information to your transaction processing service provider during the day close operation. If the option is set to OFF, these totals will not be sent.

Terminal totals include the total value of all withdrawal, inquiry, and transfer transactions that have occurred since the last day close operation (see the description of the **Day Close** function for additional information).

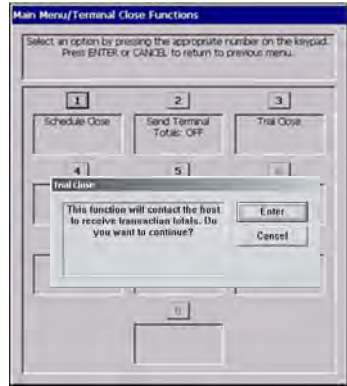
The current state of the Send Terminal Totals feature is shown as either ON or OFF in the button label. Press the number (2) on the keypad to toggle the state of the feature between ON or OFF.

## TRIAL CLOSE

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To display the Management Report that provides the TRIAL CLOSE information for the ATM, press number (3) on the keypad.
3. When the TRIAL CLOSE dialog appears, press the ENTER key.



**DESCRIPTION:**

The **TRIAL CLOSE** function is used during the daily close procedure. It does the same thing as the **DAY CLOSE**, except that the totals are not cleared.

The report printed by the Trial Close is used to balance your ATM before you actually balance with your processor. It contains accumulated transaction totals, obtained from the processor and from the terminal itself.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the processor and the terminal since the last Day Close was performed. The two-column format allows the host and terminal totals in each category to be easily compared. The ‘Settlement \$’ value is the host processor’s record of the total currency dispensed from the terminal since the last Day Close was performed.

A call to the processor host computer is required to complete the operation. If the call to the processor host system is not completed successfully, a warning (\*\*HOST TOTALS NOT RECEIVED\*\*) will be printed on the report. The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

## DAY CLOSE

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To display the Management Report that provides the DAY CLOSE information for the ATM, press number (4) on the keypad.
3. When the DAY CLOSE dialog appears, press the ENTER key.



### DESCRIPTION:

The **DAY CLOSE** function is used to complete daily balancing of the ATM with the processor. The Day Close is performed to clear the totals and switch to the next business day. This function prints a report summarizing all of the transactions performed since the last Day Close was completed. The information includes a total of all transactions. This function also calls your processor's host system and downloads the totals it has accumulated for the current business day.

The Day Close is normally completed as the final step in the daily balancing process. You may wish to perform a Trial Close before the Day Close to view the report *without clearing the accumulated transaction totals*. See the Trial Close function for more information.

A call to the processor host system is required to complete the operation. If the call to the host is not completed successfully, a warning (\*\*HOST TOTALS NOT RECEIVED\*\*) will be printed on the report. The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

**Note:** If the Day Close is not performed at the same time as the processors' day close, the host and terminal totals may not match.

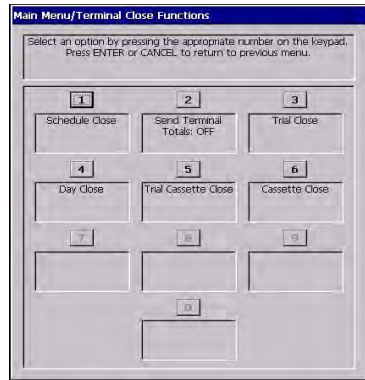


## TRIAL CASSETTE CLOSE

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To display the Management Report that provides the TRIAL CASSETTE CLOSE information for the ATM, press number (5) on the keypad.
3. Select which cassette(s) to include in the Trial Cassette Close report.
4. Press ENTER to view/print report.



**DESCRIPTION:**

The **TRIAL CASSETTE CLOSE** function performs a trial cassette close on the selected cassette(s) installed in the ATM and displays a composite report from all installed cassettes. It is used to balance your ATM before you actually balance with your processor. It contains accumulated transaction totals obtained from the processor and from the terminal itself. The accumulated transaction totals for each cassette are not cleared and the processor host system is not contacted.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the processor and the terminal since the last Day Close was performed. The two-column format allows the host and terminal totals in each category to be easily compared. The ‘Settlement \$’ value is the host processor’s record of the total currency dispensed from the terminal since the last Day Close was performed.

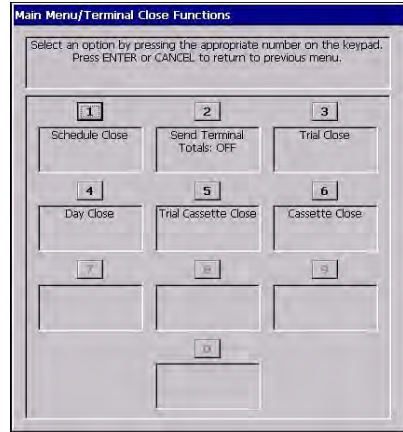
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

## CASSETTES CLOSE FUNCTIONS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.



### DESCRIPTION:

The CASSETTE CLOSE FUNCTIONS menu allows the terminal operator to perform the following operations:

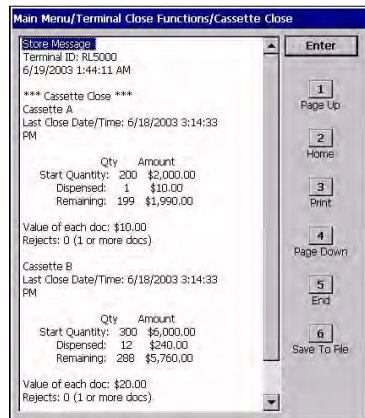
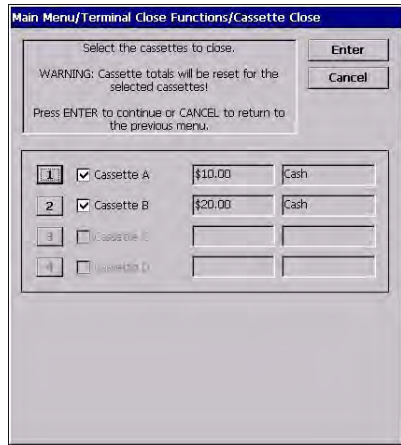
1. **Selected Cassette (“A” through the last available cassette).** Selects a cassette for close, replenishment, quantity and starting balance verification (Trial Cassette Close).
2. **Replenish Cassette(s).** Unlocks selected cassette(s) and/or prompts removal of cassette for replenishing.
3. **Selects Cassette In-Service.** Used to lock selected cassettes and allow user to select which cassettes to place in service.
4. **Cassette Quantity.** Use to enter the number of bills loaded in the currently selected cassette.
5. **Trial Cassette Close Report.** After entering cassette quantities, a trial cassette close report is displayed.

## SELECT CASSETTE(S)

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. Select which cassette(s) to close and replenish and press ENTER.
4. CLOSE report presented for selected cassette.



**DESCRIPTION:**

**SELECTS CASSETTE(S)** for Cassette Close and Quantity entries. A **checkmark** identifies which cassette(s) are selected. The number of available cassette selections will depend upon the number of installed cassettes.

The **CLOSE** report is used to complete the balancing of a specific currency cassette of the terminal. It displays a report summarizing all activity on the ATM for the selected cassette since the last cassette close was completed. The report includes a total of all transactions.

The **Cassette Close** is normally completed as the final step in balancing a currency cassette before removing it to be replenished. Completing a Cassette Close clears the cassette total from the terminal.

**Note:** The Cassette Close operation also resets the number of bills loaded in the cassette to zero (0).

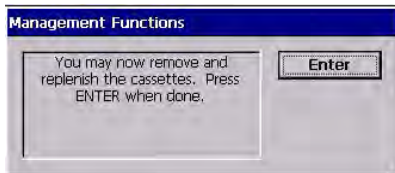
The report can be printed to the receipt printer or saved to an external memory device.

## REPLENISH CASSETTE(S)

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. Select which cassette(s) to close and replenish and press ENTER.
4. CLOSE report presented for selected cassette.
5. User prompted to refill cassette(s).



### DESCRIPTION:

This dialog screen prompts the user to **REMOVE** and **REPLENISH** the selected cassette(s). For the multi-cassette dispenser mechanism, the cassettes will **UNLOCK** at this time. (For cash replenishment, the cassettes must be unlocked). After replenishing the cassette(s), re-install the cassette(s) in the dispensing mechanism and press Enter when done.

### WARNING!

**The Management Functions timeout feature is DISABLED as long as the cassettes are UNLOCKED! DO NOT LEAVE THE TERMINAL UNATTENDED WHILE THE CASSETTES ARE UNLOCKED! A dialog will appear after 30 seconds to remind you to place the cassettes back into the dispenser and lock them before exiting Management Functions.**

## SELECTED CASSETTE(S) IN-SERVICE

**FACTORY DEFAULT: ALL**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. After replenishing cassette(s), select which cassette(s) to put IN-SERVICE.

Number	Checked	Cassette	Denomination	Currency
1	<input checked="" type="checkbox"/>	Cassette A	\$10.00	Cash
2	<input checked="" type="checkbox"/>	Cassette B	\$20.00	Cash
3	<input type="checkbox"/>	Cassette C		
4	<input type="checkbox"/>	Cassette D		

All Cassettes are now <Locked>.  
Press ENTER to continue.

### DESCRIPTION:

In a multi-cassette configuration, individual cassettes can be placed in service. This means the selected cassettes will be used by the ATM for meeting withdrawal requests.

Select the cassette(s) to place **IN-SERVICE**. A **checkmark** identifies which cassette(s) are selected. The number of available cassette selections will depend on the number of installed cassettes. Press Enter after selection.

The dispenser will automatically lock the cassettes and a dialog prompt will be displayed.

### \*NOTE\*

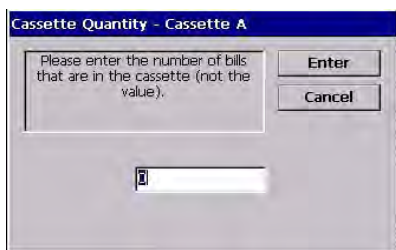
**In a multi-cassette configuration, the cassettes MUST be LOCKED and IN-SERVICE for normal operation.**

## CASSETTE QUANTITY

**FACTORY DEFAULT: "0"**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. After replenishing cassette(s) and re-installing, press ENTER.
4. Enter quantity of bills for each selected cassette(s).



Cassette Quantity - Cassette A

Please enter the number of bills that are in the cassette (not the value).

Enter

Cancel

0

### DESCRIPTION:

The CASSETTE QUANTITY function allows entry of the number of notes or other documents in a selected cassette. This number is used as a starting point for the Cassette Close report and Low Cash Threshold feature.

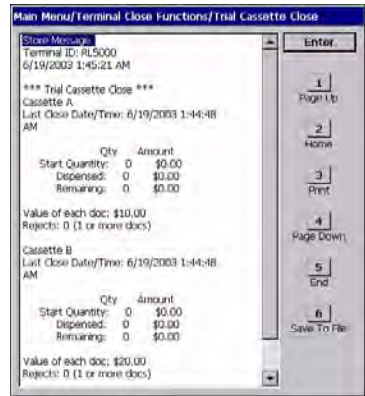
Use the text entry box to enter the total number of documents in the cassette, NOT the value of those documents. The value must be between **0** and **999999**. Select Enter to accept the entry or Cancel to ignore and exit the function.

## TRIAL CASSETTE CLOSE REPORT

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.
3. After Cassette Quantity is entered, a TRIAL CASSETTE CLOSE report is presented.



**DESCRIPTION:**

The **TRIAL CASSETTE CLOSE** report verifies the number of bills entered and provides a starting point for cassette balances. It summarizes activity on the selected cassette since the last Cassette Close was performed. The totals are not cleared (set to zero) or reported to the host during the Trial Cassette Close. The following information is provided:

1. **Start.** Includes starting quantity of notes in cassette and total value of this quantity.
2. **Dispensed.** Shows number of notes dispensed and value of this quantity.
3. **Remaining.** Shows number of notes remaining and total value of this quantity.
4. **Value of Each Doc.** Denomination of the notes in the cassette.
5. **Rejects.** Number of reject events (can involve more than a single note per event).

The Trial Cassette Close report is displayed which you can print to the receipt printer or save to an external memory device.

## DIAGNOSTICS

### Introduction

Diagnostics provide important information about the status of the ATM. It maintains an “historical” record of the operating system and associated hardware to determine system errors that have occurred.

The Diagnostics function also performs self-tests on the major components to help determine and isolate any malfunctions or errors.

### Terminal Diagnostics

- Provides **Terminal Status** of any errors present and error reset function. Reports and maintains terminal history and configuration summary.
- Displays **Transaction Totals** since terminal installation.
- Provides a status report for operating **System Diagnosis**.
- Displays status reports and tests:
  - A. **Dispenser**
  - B. **Card Reader**
  - C. **Receipt Printer**
  - D. **Modem**
  - E. **Keypad**
  - F. **General Input/Output (I/O)** devices (LEDs, audio output, headphone)
- Allows configuration of Ethernet (**TCP/IP**) parameters

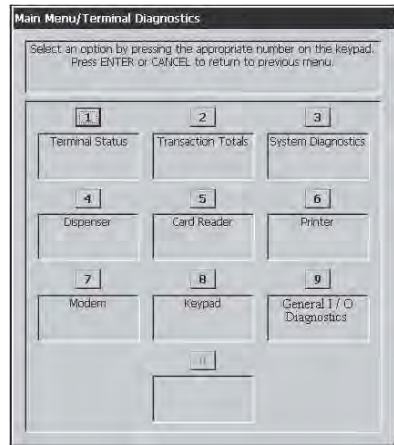


### DIAGNOSTICS

**FACTORY DEFAULT: N/A**

#### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.



#### DESCRIPTION:

The following options will be available from the **TERMINAL DIAGNOSTICS** screen:

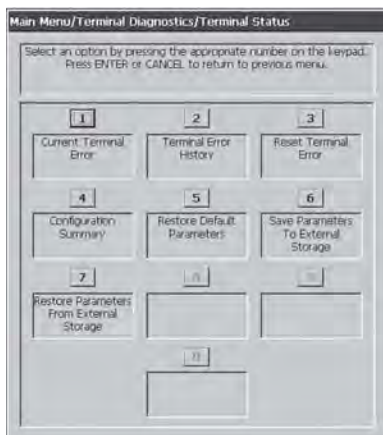
1. **Terminal Status.** Displays the terminal status dialog, which provides access to configuration and status reporting functions.
2. **Transaction Totals.** Displays terminal transaction totals since the last Day Close and since terminal installation.
3. **System Diagnostics.** Displays a Management Report showing the results of the operating system diagnostics.
4. **Dispenser.** Displays a menu of dispenser status reporting and testing functions.
5. **Card Reader.** Displays a menu of card reader device status and test functions.
6. **Printer.** Displays a menu of receipt printer diagnostic and device status report functions.
7. **Modem / Ethernet.** Displays a menu of modem device status and diagnostic tests functions. Allows configuration of Ethernet parameters.
8. **Keypad.** Performs keypad device status and test functions.
9. **General I/O Diagnostics.** Performs an operational test on the LED indicators, audio output, and headphone jack.

## TERMINAL STATUS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the TERMINAL STATUS menu by pressing number (1) on the keypad.



### DESCRIPTION:

The following options will be available from the **TERMINAL STATUS** screen:

(Note: \* denotes service provider function)

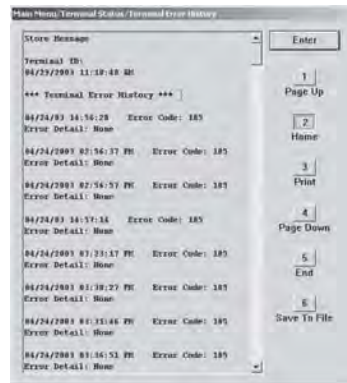
1. **Current Terminal Error.** Shows current error status of the terminal.
2. **Terminal Error History.** Shows a log of all terminal error events.
3. **Reset Terminal Error.** System attempts to reset the current terminal error.
4. **Configuration Summary.** A comprehensive report of terminal configuration information.
5. **\*Restore Default Parameters\*.** Use this function to restore the factory-default terminal parameter settings.
6. **\*Save Parameters to External Storage\*.** Use this function to save all current terminal parameter data to an external memory device.
7. **\*Restore Parameters from External Storage\*.** Use this function to restore a set of parameters that have been previously saved using an external memory device.

## CURRENT TERMINAL ERROR TERMINAL ERROR HISTORY

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. To view the options available on the TERMINAL STATUS screen, press number (1) on the keypad
3. To view the CURRENT TERMINAL ERROR of the terminal, press number (1) on the keypad.
4. To view the TERMINAL ERROR HISTORY of the terminal, press number (2) on the keypad.



### DESCRIPTION:

Selecting the **CURRENT TERMINAL ERROR** option displays a report that shows the most current terminal status. The current status/error code is listed, along with a short description of the condition.

Selecting the **TERMINAL ERROR HISTORY** option displays a report that shows all status/error codes that have been recorded since the terminal was initially setup. A short description of each status/error code is provided.

For more information on the listed status/error condition, refer to Chapter 7, Status Codes and Error recovery.

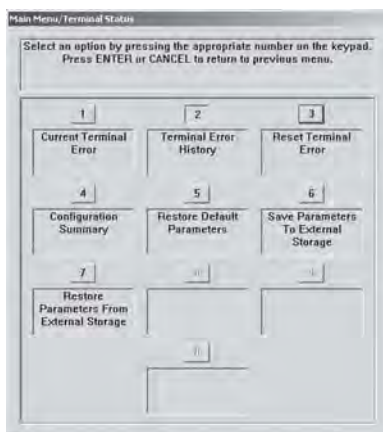
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

## RESET TERMINAL ERROR

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. To view the options available on the TERMINAL STATUS screen, press number (1) on the keypad.
3. To RESET TERMINAL ERROR, press number (3) on the keypad.



### DESCRIPTION:

Use this function to remove the entries in the Current Terminal Error list.

1. Select the **RESET TERMINAL ERROR** option by pressing the number (3) key on the keypad.
2. Press the Enter key to accept the confirmation dialog, which initiates the status clearing function. You are returned to the Terminal Status main menu.
3. Press the Enter key twice to exit Management Functions. The main menu appears. The terminal will attempt to clear the error status. Depending upon the results of this attempt, after about a 30-second delay one of two screens will appear:
  - If the error condition was successfully cleared, the Customer Welcome screen will appear. The terminal will resume normal operations.
  - If the error condition was not successfully cleared (or another error condition exists), the Terminal Error screen will appear.

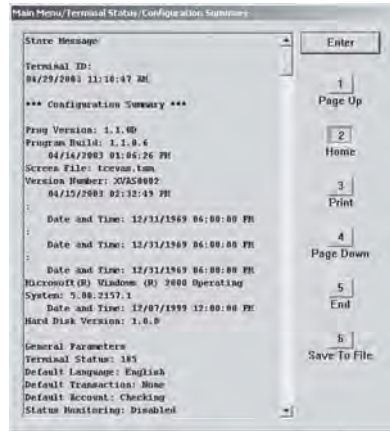
After selecting this option, a confirmation dialog is displayed. Select Enter to clear the Terminal Status history or Cancel to exit without clearing.

## CONFIGURATION SUMMARY

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. To view the options available on the TERMINAL STATUS screen press number (1) on the keypad.
3. To view the CONFIGURATION SUMMARY, press number (4) on the keypad.



### Description:

A comprehensive **CONFIGURATION SUMMARY** of current terminal and hardware status information. Information is provided for all terminal configuration areas, as well as dispenser, receipt printer, modem, and keypad status.

The summary is displayed in a Management Report dialog, which you can print to the receipt printer, or save to an external memory device.

### **\*\*IMPORTANT\*\***

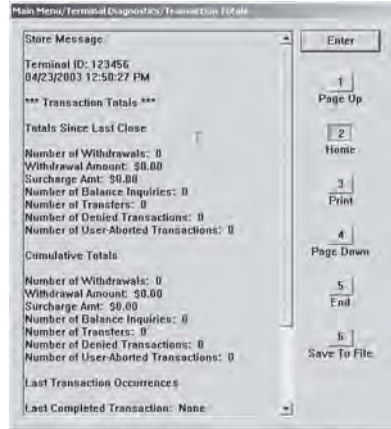
**It is highly recommended that the report be generated and saved after the initial setup of the terminal and whenever significant changes are made to the terminal's configuration current.**

## TRANSACTION TOTALS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. View the TRANSACTION TOTALS screen by pressing number (2) on the keypad .



### DESCRIPTION:

The TRANSACTION TOTALS report displays transaction totals in two categories: **Totals Since Last Close** and **Cumulative Totals**. The report also provides the date/time of the Last Completed Transaction and Last Denied Transaction.

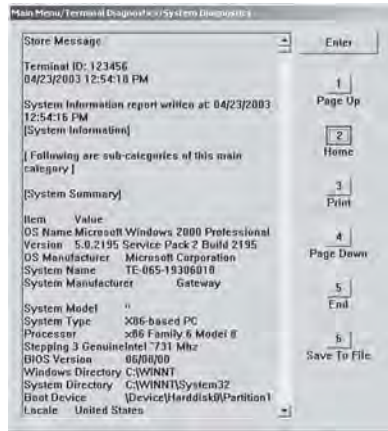
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

## SYSTEM DIAGNOSTICS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. View the SYSTEM DIAGNOSTICS screen by pressing number (3) on the keypad .



### DESCRIPTION:

The **SYSTEM DIAGNOSTICS** function displays the system information dialog. This dialog provides information about the resources (e.g. memory, hard disk space, etc.) currently in use by the ATM's computer system. It provides access to specific and detailed status and configuration information concerning installed hardware and software components.

To navigate through the dialog, press the Clear key on the keypad to tab between areas. Use the left (<) and right (>) arrow keys to move between items in an area. To exit from the dialog, press the Cancel key.

## DISPENSER DIAGNOSTICS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. View the DISPENSER diagnostics menu by pressing number (4) on the keypad.



### DESCRIPTION:

The following options will be available from the **DISPENSER DIAGNOSTICS** screen:  
(Note: \* denotes service provider function)

1. **Dispenser Status.** Displays a Management Report showing current dispenser hardware status.
2. **Purge.** Performs a purge operation on the dispenser.
3. **Test Dispense.** Commands the dispenser to dispense, *minimum*, a single note from each installed and active cassette into the reject vault.
4. **\*Inject New Cassette ID\*.** Lets you change a cassette's ID.
5. **Force Unlock Cassette.** Enables you to override the dispenser cassette-locking mechanism.
6. **Dispenser Totals.** Displays a Management Report showing total number of documents dispensed.
7. **Reset Dispenser.** Used to reset ALL dispenser and cassette parameters to default values.
8. **Cassette Parameters.** Lets you view and configure cassette parameters like document type and multiple amount.



## DISPENSER STATUS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. View the DISPENSER STATUS screen by pressing number (1) on the keypad.



### DESCRIPTION:

The **DISPENSER STATUS** report identifies the type of dispensing mechanism installed and shows the results of the most recent dispenser status check.

The report is displayed in a Management Report dialog which you can print to the receipt printer or save to an external memory device.

## PURGE / TEST DISPENSE

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To force the dispenser to complete a PURGE, press number (2) on the keypad.
4. Press the ENTER key when the PURGE dialog screen appears
5. To complete a TEST DISPENSE, press number (3) on the keypad. Select the number of notes to pick during a Test Dispense and press the ENTER key.



### DESCRIPTION:

The **PURGE** command instructs the dispenser to remove all documents from the feed path. When the purge command is used to clear the feed path following a jam or failure of the dispenser, some or all of the notes may pass out of the exit slot, depending on their location in the feed path and the type of fault condition.

The **TEST DISPENSE** command instructs the dispensing mechanism to dispense, *minimum*, one note from each installed and operational cassette into the reject area.

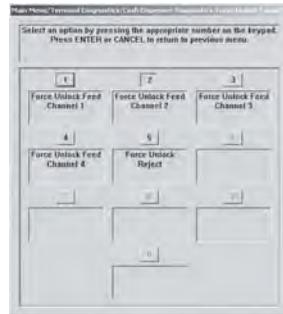
This test exercises the dispenser mechanism without sending notes to the exit.

## FORCE UNLOCK CASSETTE

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To display the FORCE UNLOCK CASSETTE options screen, press number (5) on the keypad.



**DESCRIPTION: (MULTI-CASSETTE USE)**

The **FORCE UNLOCK CASSETTE** function provides a means of overriding the unlocking mechanism associated with a specific cassette. It is only to be used immediately after failure of a normal cassette unlock operation.

Occasionally a condition may occur that prevents a cassette from being removed from the dispensing mechanism. A note that is lodged or jammed in a cassette's 'gate' could cause such a condition, for example. The gate is a mechanical shutter on the feed end of a cassette, which lowers to allow notes to be dispensed and raises as a security precaution when the cassette is removed from the dispensing mechanism.

During a normal unlocking operation (see the description of the Cassette Parameters function) when the gate is closed, the cassette releases an associated mechanical latch allowing the cassette to be removed from the body of the dispensing mechanism. If the gate does not fully close, the cassette will not release the latch and the cassette will remain locked in the mechanism.

If you find that a particular cassette cannot be removed after performing the normal unlock operation, do not attempt any other action, such as a Reset Dispenser, or make multiple attempts to perform a normal unlock operation.

The **First Step** after encountering a problem with a normal unlock operation is to use the **Force Unlock** function to attempt to release the applicable cassette from the mechanism.

To initiate a Force Unlock operation on a specific cassette, select the option button on the menu that corresponds to the feed channel of the affected cassette or reject vault.

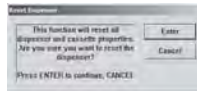
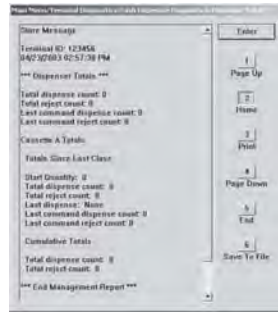
Once the cassette has been removed from the dispensing mechanism, carefully remove any notes that are sticking out of the cassette. Re-insert the cassette into the dispensing mechanism and perform a normal **Lock** operation, followed by a normal **Unlock** operation. You may now remove and replenish the cassette as normal.

## DISPENSER TOTALS RESET DISPENSER

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the **DIAGNOSTICS** option by pressing number (2) on the keypad.
2. Enter the **DISPENSER** diagnostics menu by pressing number (4) on the keypad.
3. To view the **DISPENSER TOTALS** screen, press number (6) on the keypad.
4. To **RESET** the dispenser, press number (7) on the keypad.



**DESCRIPTION:**

The **DISPENSER TOTALS** report displays dispenser activity totals in various categories. Cumulative dispense and reject counts for the dispenser, as well as, individual totals for each installed cassette are provided.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

Use the **RESET DISPENSER** function to reset the operating parameters associated with the dispenser and its associated cassette(s). This operation will generally be performed when a new dispenser is added or there is a problem with the current dispenser.

Select Enter to reset the dispenser or Cancel to exit without resetting the dispenser.

## CASSETTE PARAMETERS

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.



**Description:**

The following options will be available from the **CASSETTE PARAMETERS** screen:

**(Note: \*** denotes service provider function)

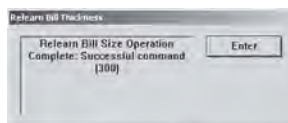
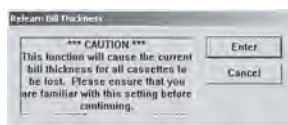
1. **Relearn Bill Thickness.** Relearn the thickness of the documents loaded in the cassette.
2. **All Cassettes Locked/Unlocked.** Physically lock or unlock ALL cassettes in the dispensing mechanism chassis.
3. **\*Retract Cash.\*** Enable/disable the automatic retraction of the bundle carriage unit, which transports the documents to the output slot of the dispenser.
4. **\*Retract Delay.\*** Determine the amount of time the dispenser will wait before retracting the bundle carriage unit.
5. **Activate Cassette.** Select the cassette that will receive the results of any change to the various cassette and note configuration parameters that are accessed via the Cassette Parameters dialog.
6. **Cassette In Service.** Places the currently selected cassette In or Out of Service.
7. **Multiple Amount.** Set the denomination of the currency in a cassette.
8. **Document Type.** Enter the type of document in the cassette: Cash or Non-Cash.
9. **Non-Cash Item Description.** Enter up to 28 characters describing the Non-Cash item in the active cassette.
0. **Secondary Item Description.** Enter up to 28 characters of general information about the Non-Cash item in the active cassette or other information as required.
- F1 **\*Note Configuration\*.** This function allows you to configure the note specific operating parameters for the active cassette.

## RELEARN BILL THICKNESS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To force the dispensing mechanism to RELEARN BILL THICKNESS, press number (1) on the keypad.



### DESCRIPTION:

The first time the dispenser is set up or if a new note cassette is installed, the mechanism will automatically enter a “learning” mode, which will learn the thickness of the currency or other media. During this process, the unit will dispense and reject as many as 7-15 notes. For multiple cassettes, the number of test rejects could almost fill the single-note compartment of the reject vault. In such cases, it is recommended that you remove any rejected notes from the unit before placing the ATM back in service.

In some instances (excessive number of rejects during normal operation, for example), it may be necessary to manually initiate this process. The **RELEARN BILL THICKNESS** function enables you to force the dispenser to enter the learning mode.

**Note that the operation affects ALL active cassettes in the dispenser!**

Press the number (1) on the keypad to initiate the relearn operation. A series of message dialogs will appear to report the status of the operation.

### ALL CASSETTES LOCKED

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To LOCK or UNLOCK ALL CASSETTES, press number (2) on the keypad to place or remove the check from the box..



**DESCRIPTION: (MULTI-CASSETTE USE)**

For security purposes, some dispensing mechanisms are designed to physically lock the cassettes into the chassis of the mechanism during normal operation. If you need to remove a cassette for cash replenishment or other servicing, the cassettes must first be unlocked.

*After performing an unlock operation, ALL cassettes MUST be removed and re-installed before performing the locking operation to ensure normal operation of the ATM!*

The **ALL CASSETTES LOCKED** function is used to lock or unlock **ALL** cassettes in a single operation. Press the number (2) on the keypad to toggle the function between checked (**Locked**) and unchecked (**Unlocked**).

**WARNING!**

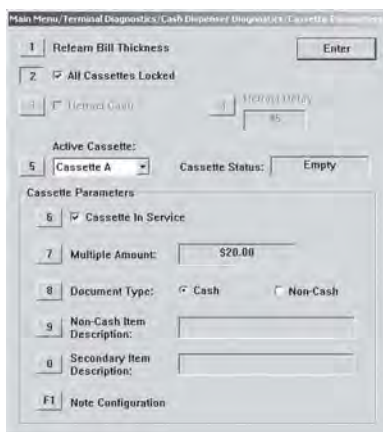
**The Management Functions timeout feature is DISABLED as long as the cassettes are UNLOCKED! DO NOT LEAVE THE TERMINAL UNATTENDED WHILE THE CASSETTES ARE UNLOCKED! A dialog will appear after 30 seconds to remind you to place the cassettes back into the dispenser and lock them before exiting Management Functions.**

## ACTIVE CASSETTE

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To view or change the configuration of an ACTIVE CASSETTE, press number (5) on the keypad to select and display the cassettes configuration data for the available cassettes.



### DESCRIPTION:

Use the **ACTIVE CASSETTE** function to select the cassette that will receive the results of any changes to the various cassette and note configuration parameters that are made via the Cassette Parameters dialog. Repeatedly pressing the number (5) key will cycle through the available cassettes.



### CASSETTE IN SERVICE

**FACTORY DEFAULT: N/A**

#### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To change the service status of the selected Active Cassette, press number (6) on the keypad.

The screenshot shows a menu titled "Main Menu / Terminal Diagnostics / Cash Dispenser / Diagnostics / Cassette Parameters". The menu items are numbered 1 through 11. Item 6 is highlighted, corresponding to the "CASSETTE IN SERVICE" section. The interface includes a "Cassette Status" dropdown set to "Empty", a "Multiple Amount" field set to "\$20.00", and radio buttons for "Cash" (selected) and "Non-Cash". There are also fields for "Non-Cash Item Description" and "Secondary Item Description", and a "Note Configuration" option at the bottom.

#### DESCRIPTION: (MULT-CASSETTE USE)

Some dispensing mechanisms (typically in a multi-cassette configuration) allow individual cassettes to be placed out of service. This means the cassette will not be used by the ATM for meeting withdrawal requests. This capability can be used, for example, to remove a low or empty cassette from service, allowing the dispenser to continue operation without entering an “out of service” condition because of the affected cassette.

To select a cassette to receive the focus of this function, use the **ACTIVE CASSETTE** function to choose an available cassette.

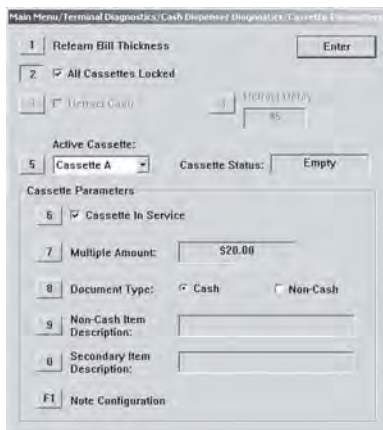
Press the number (6) on the keypad to toggle the cassette between **IN-SERVICE** (checked) or **OUT OF SERVICE** (unchecked) conditions.

## MULTIPLE AMOUNT

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To view or change the MULTIPLE AMOUNT in the Active Cassette, press number (7) on the keypad.



**DESCRIPTION:**

The **MULTIPLE AMOUNT** parameter must be set in the ATM before any transactions can be processed. This number is the denomination of the currency installed in the currently selected (active) cassette. It can be set to any value, as long as this value is no less than 1/50th of the maximum cash parameter. Typical values might be 10, 20, 50, or 100.

Whenever a withdrawal transaction is performed, the amount entered or selected is compared to the Multiple Amount parameter. If the entry is not an even multiple of this amount, an error warns the customer of this fact and they are offered an opportunity to try again.

If the Multiple Amount is not set correctly, the terminal will respond by going into Configuration Error 186, BILL SIZE NOT CONFIGURED CORRECTLY. To correct the error condition, enter the Management Functions and configure the bill size (Multiple Amount) to the value of the bill in the cassette.

Select a cassette using the **ACTIVE CASSETTE** function. Press number (7) on the keypad to bring up the data entry dialog. Enter the multiple amount value, observing the restrictions stated previously. Press Enter to accept or Cancel to exit without changing the current amount. The value you enter will be applied to the currently selected cassette.

### DOCUMENT TYPE

**FACTORY DEFAULT: N/A**

#### ACCESS INSTRUCTIONS:

1. From the **MAIN MENU** screen, select the **DIAGNOSTICS** option by pressing number (2) on the keypad.
2. Enter the **DISPENSER** diagnostics menu by pressing number (4) on the keypad.
3. To modify the **CASSETTE PARAMETERS**, press number (8) on the keypad.
5. To set the **DOCUMENT TYPE** for the **Active Cassette**, press number (8) on the keypad to select either **CASH** or **NON-CASH**.

The screenshot shows a terminal screen with the following elements:

- Header: Main Menu / Terminal Diagnostics / Cash Dispenser / Diagnostics / Cassettes & Parameters
- 1 Refrain Bill Thickness [Enter]
- 2  All Cassettes Locked
- 3  Detect Cash [STEREOLIMPLY] [85]
- Active Cassette: 5 [Cassette A] Cassette Status: Empty
- Cassette Parameters:
  - 6  Cassette In Service
  - 7 Multiple Amount: \$20.00
  - 8 Document Type:  Cash  Non-Cash
  - 9 Non-Cash Item Description: [ ]
  - 0 Secondary Item Description: [ ]
  - F1 Note Configuration

#### DESCRIPTION:

This option lets you set the **DOCUMENT TYPE** loaded in the currently selected (active) cassette. The type can be **CASH** or **NON-CASH**. Cash is any type of currency. Non-Cash is any item other than cash, such as stamps, coupons, or phone cards.

Select a cassette, using the **ACTIVE CASSETTE** function. Press number (8) on the keypad to choose the document type, either Cash or Non-Cash.

**NON-CASH ITEM DESCRIPTION**  
**SECONDARY ITEM DESCRIPTION**

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.
3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.
4. To enter a NON-CASH ITEM DESCRIPTION for the Non-Cash document in the Active Cassette, press number (9) on the keypad.
5. To enter a SECONDARY ITEM DESCRIPTION for the Non-Cash document in the Active Cassette, press number (0) on the keypad.



**DESCRIPTION:**

The **NON-CASH ITEM** description option is used to provide a brief description of the items in the cassettes whose document type is set to Non-Cash. Examples of descriptions are phone cards, coupons, stamps, etc.

Press number (9) on the keypad to bring up the data entry dialog. Enter a brief description for the non-cash item. Press Enter to accept or Cancel to exit without changing the current description.

The **SECONDARY ITEM** option provides a location for other information of general interest or other required information. It is used in conjunction with the Non-Cash Item Description to provide a complete description of the non-cash item in the cassette.

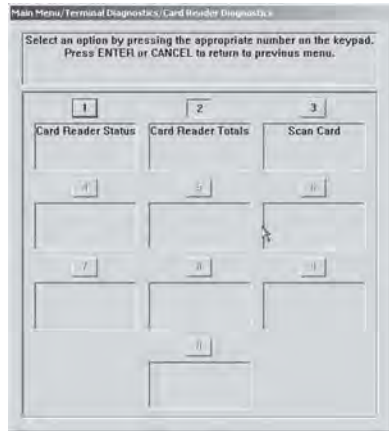
Press number (0) on the keypad to bring up the data entry dialog. Enter a brief description for the secondary item description. Press Enter to accept or Cancel to exit without changing the current description.

### CARD READER

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad.



**DESCRIPTION:**

The following options will be available from the **CARD READER DIAGNOSTICS** screen:

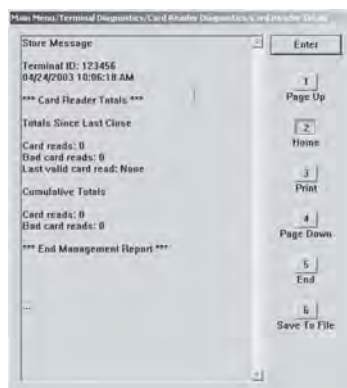
1. **Card Reader Status.** Displays a Management Report showing card reader hardware status.
2. **Card Reader Totals.** Displays a Management Report showing total number of various card reader operations (Card reads, Bad card reads, Last valid card read).
3. **Scan Card.** Displays a Management Report showing total number of documents dispensed.

## CARD READER STATUS CARD READER TOTALS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad.
3. To display CARD READER STATUS, press number (1) on the keypad.
4. To display CARD READER TOTALS, press number (2) on the keypad.



### DESCRIPTION:

**CARD READER STATUS** display a report showing card reader hardware status. Reports card reader type, number of tracks the card reader is able to scan, and the track size. The status field shows a code that represents the current operational state of the card reader. A device status of "0" indicates normal operation.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

**CARD READER TOTALS** display a report showing significant card reader activity totals, such as number of cards read, number of bad cards read, and date/time of the last valid card read.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

### SCAN CARD

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad..
3. To use the SCAN CARD diagnostics, press number (3) on the keypad. .



**DESCRIPTION:**

The **SCAN CARD** function uses a series of dialogs to report the operation of the card reader. The dialog shown above is displayed when the function is first entered. It prompts you to insert and then remove a card. As these actions are performed, the results are displayed in the dialog. Upon removing the card, a Management Report dialog is displayed:

If the card can be read properly, the information from the tracks on the card will be displayed in a Management Report.



If the card is damaged or not a standard format, an error message will be displayed. If this happens, the card cannot be used for transactions on the terminal.

## PRINTER DIAGNOSTICS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.



### DESCRIPTION:

The following options will be available from the **PRINTER DIAGNOSTICS** screen:

1. **Device Status.** Displays a Management Report that shows properties of the terminal printer, such as printer name, assigned port, driver version, and print resolution.
2. **Reset/Test Printer.** Tests the terminal printer by printing some sample text using various font styles and sizes.
3. **Configure Printer.** Feeds a portion of printer paper by a fixed amount.

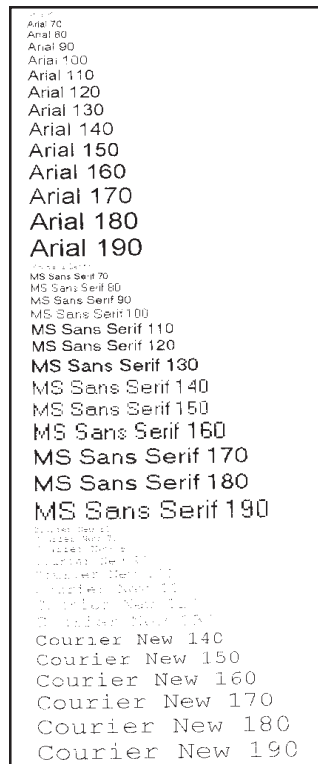


## DEVICE STATUS (PRINTER) RESET/TEST PRINTER

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.
3. To display DEVICE STATUS, press number (1) on the keypad.
4. To perform a RESET/TEST operation to verify printer operation, enter number (2) on the keypad.



**DESCRIPTION:**

**DEVICE STATUS** displays a report that shows properties of the terminal printer, such as printer name, assigned port, driver version, and print resolution.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

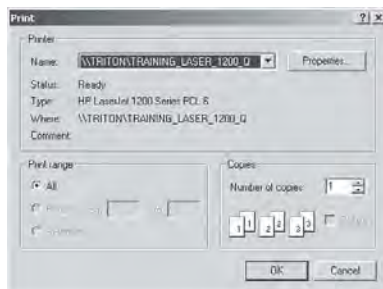
The **RESET/TEST** function re-initializes and then performs an operational test of the printer. A pattern of characters is printed out on the receipt printer, using a variety of character fonts and sizes to test the print capability.

## CONFIGURE PRINTER

### FACTORY DEFAULT: LISTED BELOW

#### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.
3. To CONFIGURE PRINTER operating parameters, press number (3) on the keypad.



#### DESCRIPTION:

The **CONFIGURE PRINTER** function enables you to set-up the operating parameters for the terminal's printer. The maintenance keyboard should be used to interact with this dialog. When the function is first activated, a Print dialog appears. This dialog allows the following printer settings to be configured:

(**Note:** \* denotes service provider function)

#### **\*Printer\***

By default, the installed terminal printer should be listed; if not, select it from the drop-down list.

#### **\*Paper\***

By default, the printer paper settings will reflect the size and source settings applicable to the installed terminal printer.

#### **\*Orientation\***

By default, the print orientation is set to portrait.

#### **\*Properties\***

Select this command button to access the printer Properties dialog, which you can use to view or change printer-specific operating parameters. In most instances the default parameters should not be altered.

## MODEM / DEVICE STATUS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the MODEM/ETHERNET diagnostics menu by pressing number (7) on the keypad.
3. To view the DEVICE STATUS report, press number (1) on the keypad.

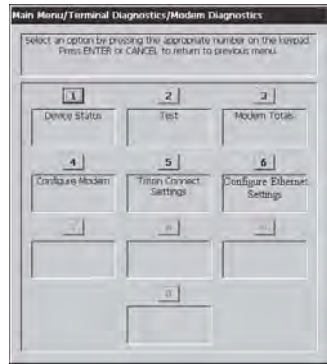
### DESCRIPTION:

The following options will be available from the **MODEM / ETHERNET** screen: (Note: \* denotes service provider function)

1. **Device Status.** Displays a Management Report that shows the modem name and current status.
2. **Test.** Tests the modem by dialing a number that you enter in a dialog box. A status box appears to report the progress and results of the dial-out operation.
3. **Modem Totals.** Displays a Management Report that shows the number of modem call attempts, busy signals, and aborted calls.
4. **\*Configure Modem\*.** Lets you view and configure the modem's operating parameters.
5. **\*Triton Connect Settings\*.** Provides access to screens that will let you view and configure the Triton Connect parameters.
6. **\*Configure Ethernet Settings\*.** Provides access to Ethernet (TCP/IP) configuration parameters.

The **DEVICE STATUS** displays a report that shows the current operational status of the ATM's modem.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

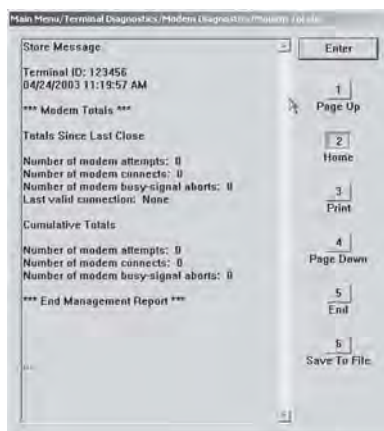
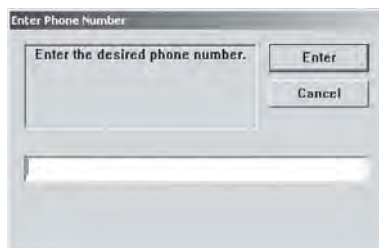


## TEST (MODEM) / MODEM TOTALS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the MODEM/ETHERNET diagnostics menu by pressing number (7) on the keypad.
3. To enter the TEST function, press number (2) on the keypad.
4. To view the MODEM TOTALS report, press number (3) on the keypad.



### DESCRIPTION:

Use the **TEST** function to test the ATM's modem. Enter a known good telephone number, which the modem will dial to verify its ability to access the telephone line and perform a dialing operation.

Use the text entry box to enter the phone number. Select Enter to start the test or Cancel to ignore the entry and exit the function. At the conclusion of the test a message box will indicate success or failure of the test.

The **MODEM TOTALS** report displays modem activity totals in two categories: Totals Since Last Close and Cumulative Totals. Total modem call attempts, total successful connects, aborts due to busy signals, and the date/time of the last successful connection are recorded.

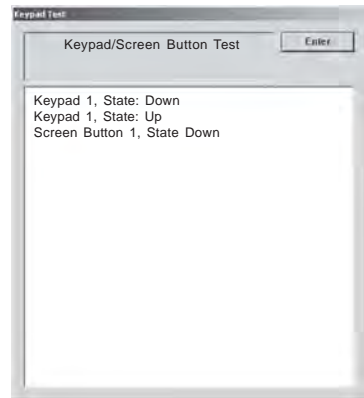
The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

## DEVICE STATUS (KEYPAD) TEST (KEYPAD)

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.
2. Enter the KEYPAD diagnostics menu by pressing number (8) on the keypad.
3. To view the DEVICE STATUS function, press number (1) on the keypad.
4. To enter the TEST function, press number (2) on the keypad.



### DESCRIPTION:

**DEVICE STATUS** displays a report that shows the current operational status of the ATM's keypad. In addition to current device status, status of the encryption features of the ATM is also reported including check digits and whether various encryption features are loaded and the check digits associated with those features.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

The **KEYPAD TEST** function enables you to verify proper operation of the numeric, function, and control buttons on the terminal. Simply press any button (**except the ENTER button**). The status window will indicate the state of the button: either Up or Down. Press the Enter button to exit the function.

## Electronic Journal

### Introduction

The ATM features an electronic journal that is integrated into the dispensing mechanism.

The details of each transaction are stored in the journal's memory and can be retrieved at a later date. When needed, just the information desired can be recalled and a printout of the records made.

Old records are retained until **32,768** records have been stored, at which time, the journal must be printed or cleared. (**Error code 151**)

Normally, journal data is printed by the unit's receipt printer, but with the optional Triton Connect software package the information can be sent to a remote PC for storage and subsequent analysis.

### Journal Functions

The following Management Functions enable you to display and/or print the journal.

**Display Unaudited Records.** Displays summary of journal entries since last time printed.

**Display Last X.** Displays and/or prints audited and unaudited journal entries.

**Display Selected Records.** Displays and/or prints selected journal entries by date.

**Clear Journal.** Marks all unprinted entries as audited.

**Archive / Delete Journal.** Ability to archive or delete journal entries by date.

**View Journal Archive.** Select and view archived entries.

**Journal Properties.** View journal properties.

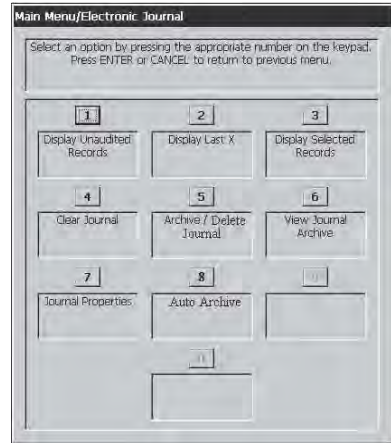
**Auto Archive.** Ability to archive journal entries by date or duration. Set journal interval to automatically archive records.

### ELECTRONIC JOURNAL

**FACTORY DEFAULT: N/A**

#### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.



#### DESCRIPTION:

The following options will be available from the **ELECTRONIC JOURNAL** screen:

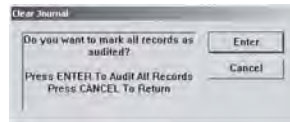
1. **Display Unaudited Records.** This function is used to display a summary of the journal entries collected since the last time the journal was printed.
2. **Display Last X.** This function is used to display and print records from the electronic journal, either before or after they have been audited.
3. **Display Selected Records.** Generates a Management Report of journal entries that match a user-defined set of filtering criteria.
4. **Clear Journal.** This function is used to mark all unprinted records in the electronic journal as audited.
5. **Archive / Delete Journal.** Used to enter a date; all journal entries stored on the terminal prior to this date can be saved in an archive file or deleted.
6. **View Journal Archive.** This function is used to select and view an archived journal.
7. **Journal Properties.** This function allows viewing of journal properties.
8. **Auto Archive.** Set journal interval to automatically archive records.

## DISPLAY UNAUDITED RECORDS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To DISPLAY UNAUDITED RECORDS, press number (1) on the keypad.



### DESCRIPTION:

The **DISPLAY UNAUDITED RECORDS** function is used to display a summary of the journal entries collected since the last time the journal was printed. **ALL** records stored in the electronic journal will be printed. This command should be used regularly to print the audit trail of the terminal. This information should be maintained in case of an inquiry by a customer, and can also be useful in certain troubleshooting situations.

When this function is run, all unaudited records in the electronic journal are displayed in a Management Report window.

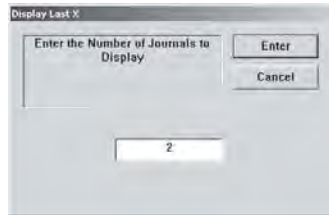


## DISPLAY LAST X

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To DISPLAY LAST X electronic journal entries, press number (2) on the keypad.



### DESCRIPTION:

The **DISPLAY LAST X** function is used to display and print records from the electronic journal, either before or after they have been audited using the **CLEAR JOURNAL** or **DISPLAY UNAUDITED RECORDS** functions. Records printed out using this command are not marked in any way. This function will not affect the operation of the Display Unaudited Records functions.

This function is used for several purposes. It can be used to reprint records for which the paper trail has been lost or destroyed. It can also be used to print out records before they are audited for diagnostic purposes.

When using this function you will be prompted to enter the number of the most recently collected records to be printed. It always operates on the last 'X' entries. If an operator needs to see a transaction that happened about 10 records earlier, entering '13' at the prompt will cause the last 13 records to be printed, but not cleared from the buffer. This will ensure that the transaction in question is printed.

Select Enter to accept the entry or Cancel to ignore and exit the function.

### Note

Entering a number greater than the maximum number of records that can be stored in the journal will cause all records to be printed.

## DISPLAY SELECTED RECORDS

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To DISPLAY SELECTED RECORDS from the electronic journal entries, press number (3) on the keypad.

### DESCRIPTION:

The following options will be available from the Display Selected Records screen:

1. **All/Unaudited/Audited.** Select the category of records to consider: All records, all Audited records, or all Unaudited records.
2. **Record Type.** Select the type of journal record to view: All, Transaction, Text Record, Cassette Close, Day Close, or Parameter Change.

#### Filter By Date

3. **All/Selected Dates.** Select the date range to use for the Management Report: All dates, or Selected Dates. If Selected Dates is selected, specify the Start Date and End Date.
4. **Start Date.** Specify the starting date for the range of journal records to consider. When selected, a date-entry dialog appears. Type the date in the format MMDDYYYY and press the Enter button to accept it.
5. **End Date.** Specify the ending date for the range of journal records to consider. When selected, a date-entry dialog appears. Type the date in the format MMDDYYYY and press Enter to accept.

#### Filter By Record Field Text

6. **Field.** To see only those records that match a certain field criteria, select the applicable field here. The field types available to select will be determined by the current Record Type (see Record Type above).
7. **Contains.** When this button is selected, a text-entry dialog appears. Enter a text string to search for. Only those records that contain the text string will be returned in the Management Report. This function is only applicable to the Text Record Type.



### CLEAR JOURNAL

**FACTORY DEFAULT: N/A**

#### ACCESS INSTRUCTIONS:

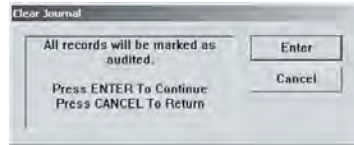
1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To CLEAR JOURNAL (or mark all unaudited journal records as audited), press number (4) on the keypad.

#### DESCRIPTION:

The **CLEAR JOURNAL** function is used to mark all unprinted records in the electronic journal as audited. This means that the records will not be displayed or printed out the next time the Display Unaudited Records function is used. Audited records are not erased. They are marked as if they had been printed.

When this function is selected, a confirmation dialog box appears. To clear the journal, select the Enter command button. Selecting Cancel aborts the operation.

**Note:** Even after the journal has been cleared, records are still available for printing by using the **DISPLAY LAST X ENTRIES** function.

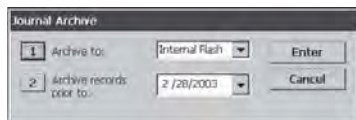


## ARCHIVE/DELETE JOURNAL VIEW JOURNAL ARCHIVE

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.
2. To ARCHIVE/DELETE JOURNAL, press number (5) on the keypad.
3. To VIEW JOURNAL ARCHIVE, press number (6) on the keypad.



### DESCRIPTION:

The **ARCHIVE/DELETE JOURNAL** function allows you to specify the end date of the current journal archive interval. By default, the current date appears in the data entry field. To specify a different date, enter it in the format MMDDYYYY (Example: April 24, 2001 would be entered as 04242001). All journal entries that have been recorded on or before the specified date can be saved to an archive file or deleted.

**Note:** You can retrieve archived journal records using the Restore Journal Archive function.

Use the text entry box to enter the journal archive date. Select Enter to accept the entry or Cancel to ignore and exit the function.

Use the **VIEW JOURNAL ARCHIVE** browse function to locate and restore a previously archived journal. The controls on this dialog are described below:

1. Look in. Use to select the location where archived journal files may be found. This will typically be the terminal hard drive.
2. Files of. Use to select the appropriate file type. The .jrn (journal) file type is selected by default.

After selecting the appropriate Look in and Files of type settings, a list of files in the specified location will be displayed, showing Filename, Size and Date/Time headings in a column format. Use the left (<) and right (>) arrow buttons on the keypad to move the highlight bar up and down in the list. Select a file.

Once a journal archive file is highlighted, select Enter to restore the selected archive file or Cancel to ignore the selection and exit the function.

# Coupons / Messages

## Introduction

Coupons are typically used as a promotional incentive, offering a product, service, or discount as an incentive for making withdrawals from the ATM. Such incentives are typically referred to as “prizes” or “awards.”

Messaging enables the store owner to personalize messages to the customer. Typical messages are “Welcome” and “Surcharge”.

Coupons are triggered by the occurrence of either a withdrawal above a certain level (Level coupon), or as a random percentage (Random coupon) of all transactions (withdrawals, balance inquiries, or transfers), or both.

When triggered, the coupon is printed by the terminal at the conclusion of the transaction. The information printed on the coupon will depend upon what you previously entered as the coupon message. The Level and Random coupon messages do not have to be the same.

A notification screen appears on the ATM’s display to inform the customer that a prize coupon is printing.

Messages are composed in the Management Functions to notify customers, advertise products, etc. The options are: 1) Welcome Message, 2) Store Message, 3) Marketing Message, 4) Exit Message, 5) Terminal Owner Message, 6) Surcharge Owner Message, and 7) News Ticker Message.

## Configuring Coupon Awards

The following examples should help you understand how to award coupons based on either a level or percentage basis, or both.

### Level Coupon Award

If you want each of your customers to receive a prize coupon ONLY upon making a withdrawal of 20 dollars or more (for example), then do the following for coupon Printed 1:

1. Enable a minimum amount of 20 dollars and a maximum amount equal to the ATM’s maximum withdrawal amount.
2. Enter a random percentage of one hundred (100%).
3. Enter a message you want to appear on the level-based coupon.

Result: ALL customers making withdrawals of 20 dollars or more will receive a prize.

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### Random Coupon Award

If you want fifty percent (for example) of ALL customers to receive a coupon, no matter the level of their withdrawal or type of transaction (such as a balance inquiry or transfer), do the following for coupon Printed 1:

1. Enable a minimum amount of zero (0) and a maximum amount equal to the ATM's maximum withdrawal amount
2. Enter a random percentage of fifty percent (50%).
3. Enter the message you want to appear on the random-based coupon.

Result: Fifty percent of ALL customers performing ANY transaction will receive a prize.

### Level and Random Coupon Award

You can use BOTH level and random settings to issue coupons. You can, for example, award coupons to ALL customers making withdrawals of 20 dollars or more AND 50 percent of customers making withdrawals of less than 20 dollars (or performing any other type of transaction such as a balance inquiry or transfer).

Do the following for coupon Printed 1:

1. Enter a minimum amount of zero (0) and a maximum amount of 20 dollars.
2. Enter a random percentage of fifty (50%).
3. Enter the message you want to appear on the random-based coupon.

Do the following for coupon Printed 2:

1. Enter a minimum amount of 21 dollars and a maximum amount equal to the ATM's maximum withdrawal amount.
2. Enter a random percentage of one hundred (100%).
3. Enter the message you want to appear on the random-based coupon.

Result: ALL customers making withdrawals of 21 dollars or more AND fifty (50%) percent of customers making withdrawals of LESS THAN 20 dollars will receive a prize.

When using the random percentage as in the examples above, this does not mean that every second customer will receive a coupon (assuming the random percentage was set at 50%). It means each customer has a 50-50 chance, in this case, of winning a prize.

## COUPONS

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.



**DESCRIPTION:**

The following options will be available from the **COUPON** screen:

**(Note: \*** denotes service provider function)

1. **Coupon.** Press this button to cycle through the available coupon types: Printed1, Printed2, Dispensed1, and Dispensed2.
2. **Prompt.** Displays a text entry dialog. Enter the coupon prompt text (example: "Please Take a Coupon!") in the dialog.
3. **Min. Level.** Enter the minimum withdrawal amount that will trigger the printing or dispensing of a coupon.
4. **Max. Level.** Enter the maximum withdrawal amount that will trigger the printing or dispensing of a coupon.
5. **Random.** Enter a random coupon award percentage between 0-100%.
6. **\*Award Based On ISO Properties.\***
7. **Message.** Displays a text entry dialog. Enter the text of the message that will be printed on the selected coupon.
8. **\*Layout\*.** Press this button to cycle through the available orientation types for printed coupons: Landscape and Portrait. In Landscape mode, the coupon will be printed along the length of the coupon receipt, while in Portrait mode, the coupon will be printed across the width of the coupon receipt.
9. **\*Graphic\*.** Use this function to choose a graphic to be printed on the coupon.
0. **Print.** Press this button to immediately print a sample of the currently selected coupon.
- F1. **\*Cassette\*.** Choose a cassette that will be used to dispense coupons.
- F2. **\*Count\*.** Enter the number of coupons that will be dispensed for each qualifying transaction.

## COUPONS

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To configure the type of coupon the ATM will issue when coupons are enabled, press number (1) on the keypad repeatedly until the desired selection is displayed in the text box.

### DESCRIPTION:

**COUPONS** are used to notify customers of awards, prizes, sales, or other promotional opportunities. Coupons are delivered to the customer in two ways: **PRINTED OR DISPENSED**.

This dialog lets you configure up to two versions of either type of coupon, as described below: (**Note: This section will discuss Printed Coupons only**)

1. **Printed1**. This is the first of two available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.
2. **Printed2**. Alternate version printed coupon.
3. **Dispensed1**. This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.
4. **Dispensed2**. Alternate version dispensed coupon.

Press number (1) on the keypad to cycle through the available coupon types. After selecting the coupon type, configure the remaining coupon settings as needed. Press Enter to accept the settings or Cancel to exit.



## PROMPT / MINIMUM LEVEL

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To configure the PROMPT message that will be displayed when coupons are issued, press number (2) on the keypad and enter the desired message.
4. To set the MINIMUM LEVEL (minimum withdrawal amount) that will trigger the printing or dispensing of a coupon, press number (3) on the keypad and enter the minimum withdrawal amount.



**DESCRIPTION:**

The **PROMPT** is a brief message that appears on screen when a customer is given a coupon. It's primary purpose is to inform the customer of the presence of the coupon, so that it may be retrieved.

Press number (2) on the keypad to bring up a data entry dialog. Enter a brief statement to serve as a prompt to the customer, such as "Congratulations! Please take your coupon." or "You have won a prize coupon! Congratulations!"

Press Enter to accept the prompt or Cancel to exit.

The **MINIMUM LEVEL** parameter represents the minimum withdrawal amount that will trigger the printing or dispensing of a coupon. If the customer performs a successful withdrawal transaction for an amount equal to or greater than this amount and less than or equal to the maximum amount, a coupon will be printed or dispensed (as applicable).

Press number (3) on the keypad to bring up a data entry dialog. Enter the minimum withdrawal amount. **Note:** *The value must be at least as large as the Multiple Amount parameter (set using the Cassette Parameters function), and no greater than the Maximum Cash parameter (set using the Withdrawal Amounts function).* Press Enter to accept the amount or Cancel to exit.

## MAXIMUM LEVEL / RANDOM

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To set the MAXIMUM LEVEL (maximum withdrawal amount) that will trigger the printing or dispensing of a coupon, press number (4) on the keypad and enter the minimum withdrawal amount.
4. To set the frequency at which the RANDOM prize will be awarded (printed or dispensed), press number (5) on the keypad and enter the percentage.



**DESCRIPTION:**

The **MAXIMUM LEVEL** parameter represents the maximum amount that will trigger the printing or dispensing of a coupon. If the customer performs a successful withdrawal transaction for an amount equal to or greater than the minimum amount and less than or equal to the maximum amount, a coupon will be printed or dispensed (as applicable).

Press number (4) on the keypad to bring up a data entry dialog. Enter the maximum withdrawal amount. **Note:** *The value must be at least as large as the Multiple Amount parameter (set using the Cassette Parameters function), and no greater than the Maximum Cash parameter (set using the Withdrawal Amounts function).* Press Enter to accept the amount or Cancel to exit.

The **RANDOM** function sets the frequency at which random prize coupons will be awarded (printed or dispensed, as applicable). The random coupon is won by a random number of transactions of any type. The winning percentage can be set from 0 to 100%. For example, if the winning percentage is set to 10%, then 1 out of every 10 transactions will be awarded a prize.

Press number (5) on the keypad to bring up a data entry dialog. Enter the random winning percentage, from 0 to 100%. Press Enter to accept the amount or Cancel to exit.

## MESSAGE / PRINT

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the COUPON menu, press number (2) on the keypad.
3. To enter the MESSAGE that is printed on the coupon when it is awarded, press number (7) on the keypad and enter the text of the message in the dialog box.
4. Press number (9) on the keypad to PRINT a sample copy of the selected coupon.

Main Menu / Terminal Configuration / Coupons

1	Coupon:	Printed1	Enter
2	Prompt:	Take Coupon	Cancel
3	Min Level:	\$0	
4	Max Level:	\$0	
5	Random:	0 %	
6	<input type="checkbox"/> Award Based On ISO Properties		
Printed Coupons:			
7	Message:	Coupon Message	
8	Layout:	Bottom Graphic	
9	Graphic:		
0	Print:		
Dispensed Coupons:			
F1	Cassette:		
F2	Count:	1	

Main Menu / Terminal Configuration / Coupons

1	Coupon:	Printed1	Enter
2	Prompt:	Take Coupon	Cancel
3	Min Level:	\$0	
4	Max Level:	\$0	
5	Random:	0 %	
6	<input type="checkbox"/> Award Based On ISO Properties		
Printed Coupons:			
7	Message:	Coupon Message	
8	Layout:	Bottom Graphic	
9	Graphic:		
0	Print:		
Dispensed Coupons:			
F1	Cassette:		
F2	Count:	1	

### DESCRIPTION:

The coupon **MESSAGE** is a descriptive statement that appears on printed coupons only. The message should describe the purpose of the coupon, such as a discount coupon, prize claim slip, etc.

Press number (6) on the keypad to bring up a data entry dialog. Enter a descriptive coupon message. Press Enter to accept the message or Cancel to exit.

You can **PRINT** a sample copy to verify the appearance of the message, layout, and graphic (if used) components of a printed coupon.

If a printed coupon type is currently selected, press number (9) on the keypad to immediately print a sample of the coupon.

## TERMINAL MESSAGES

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.

The screenshot shows a terminal configuration screen with the following sections:

- 1. Welcome Message: Includes a text input field and 'Enter' and 'Cancel' buttons.
- 2. Store Message: Includes a text input field.
- 3. Marketing Message: Includes a text input field.
- 4. Exit Message: Includes a text input field.
- 5. Terminal Owner: Includes a text input field.
- 6. Surcharge Owner: Includes a text input field.
- 7. News Ticker Message: Includes a text input field.

### DESCRIPTION:

The following options will be available from the **TERMINAL MESSAGES** screen:

**Note:** The number of characters that will fit is based on the average characters size (lowercase). \* Currently not activated.

1. **Welcome Message.** This message will be displayed at the top of the customer welcome screen. (3 lines, ~ 25 characters/line)
2. **Store Message.** This message will appear on the customer's receipt. (3 lines, ~ 35 characters/line)
3. **Marketing Message.** This message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.). (3 lines, ~ 45 characters/line)
4. **Exit Message.** This message will appear on the terminal display at the conclusion of a transaction. (3 lines, ~25 characters/line)
5. **Terminal Owner Message.** This message will appear to the customer on the surcharge warning screen. (1 line, ~ 40 characters)
6. **Surcharge Owner Message.** This message will appear to the customer on the surcharge warning screen. (1 line, ~ 40 characters)
7. **\*News Ticker Message.** Enter up to 1024 characters that will scroll across the Customer Welcome screen. (~ 40 characters/per line) **{Note: Terminate each displayable line with a semicolon (;)}**

### WELCOME MESSAGE STORE MESSAGE

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the WELCOME MESSAGE, press number (1) on the keypad.
4. To view or change the STORE MESSAGE, press number (2) on the keypad.



**DESCRIPTION:**

The **WELCOME** message will be displayed at the top of the customer welcome screen. To enter the message, press number (1) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **STORE** message will appear on the customer's receipt.

To enter the message, press number (2) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

## MARKETING MESSAGE EXIT MESSAGE

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the MARKETING MESSAGE, press number (3) on the keypad.
4. To view or change the EXIT MESSAGE, press number (4) on the keypad.



### DESCRIPTION:

The **MARKETING** message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.).

To enter the message, press number (3) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **EXIT** message will appear on the terminal display at the conclusion of a transaction.

To enter the message, press number (4) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

## TERMINAL OWNER MESSAGE SURCHARGE OWNER MESSAGE

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the TERMINAL OWNER MESSAGE, press number (5) on the keypad.
4. To view or change the SURCHARGE OWNER MESSAGE, press number (6) on the keypad.

The screenshot shows the 'Terminal Messages' menu with the following options: 1 Welcome Message, 2 Store Message, 3 Marketing Message, 4 Exit Message, 5 Terminal Owner, and 6 News. The 'Terminal Owner' option is selected, and a dialog box is displayed with the text 'Enter the desired Terminal Owner name.' and 'Enter' and 'Cancel' buttons.

The screenshot shows the 'Terminal Messages' menu with the following options: 1 Welcome Message, 2 Store Message, 3 Marketing Message, 4 Exit Message, 5 Terminal, 6 Surcharge Owner, and 7 News. The 'Surcharge Owner' option is selected, and a dialog box is displayed with the text 'Enter the desired Surcharge Owner name.' and 'Enter' and 'Cancel' buttons.

### DESCRIPTION:

The **TERMINAL OWNER** message will appear to the customer on the surcharge warning screen.

To enter the message, press number (5) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **SURCHARGE OWNER** message will appear to the customer on the surcharge warning screen.

To enter the message, press number (6) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.



## NEWS TICKER MESSAGE

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.
2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.
3. To view or change the NEWS TICKER MESSAGE, press number (7) on the keypad.



**DESCRIPTION:** \*Currently not activated.

Enter up to 1024 characters that will scroll across the Customer Welcome screen.

To enter the message, press number (7) on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

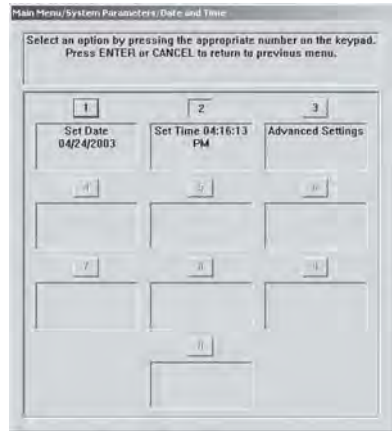


### DATE AND TIME

**FACTORY DEFAULT: N/A**

#### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.
2. Press number (1) on the keypad to access options that allow you to change the terminal DATE and TIME properties.



#### DESCRIPTION:

This menu allows you to set the terminal **DATE** and **TIME** properties using the following functions: (**Note:** \* denotes service provider function)

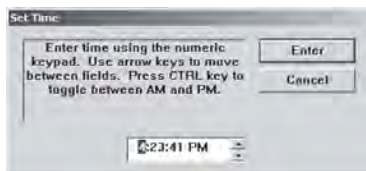
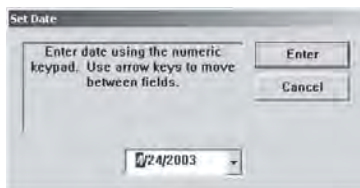
1. **Set Date.** Use this function to quickly and easily change the terminal's date property.
2. **Set Time.** Use this function to quickly and easily change the terminal's time property.
3. **\*Advanced Settings\*.** Provides an alternative time/date change dialog, but is primarily used to change the terminal's time zone and daylight savings properties.

## SET DATE / SET TIME

FACTORY DEFAULT: N/A

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.
2. Press number (1) on the keypad to access options that allow you to change the terminal DATE and TIME properties.
3. To change the DATE properties of the terminal, press number (1) on the keypad to display the SET DATE screen.
4. To change the TIME properties of the terminal, press number (2) on the keypad to display the SET TIME screen.



### DESCRIPTION:

Use the numeric keypad to enter the **SET DATE**. Move between fields with the arrow keys. Press the Enter key when the correct date is displayed.

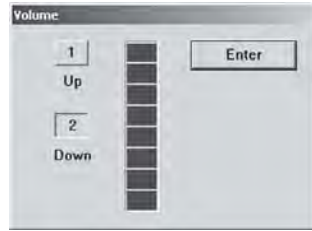
Use the numeric keypad to enter the **SET TIME**. Move between fields with the arrow keys. Press the CTL key to toggle between AM and PM. Press the Enter key when the correct date is displayed.

### VOLUME CONTROLS

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.
2. To adjust the level of the speaker output, press number (3) on the keypad.



**DESCRIPTION:**

This dialog box will allow you to adjust the speaker volume. Press number (1) to raise the volume, and number (2) to lower the volume. The indicator bar will provide a visual indication of the current volume level.

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**SECTION 6**  
**MAINTENANCE**

## Introduction

This chapter of the user manual covers preventive and corrective maintenance procedures appropriate for user personnel. The following areas are covered:

1. **Replenishing receipt paper.** Describes how to replace a spent receipt paper roll.
2. **Cleaning the enclosure and display.** The proper way to clean the ATM housing and LCD display.
3. **Fan filter cleaning.** Filter removal and cleaning procedure.
4. **Card reader cleaning.** The recommended card reader cleaning technique.
5. **Card reader problems.** Servicing card reader problems.
6. **Communication problems.** Servicing communications-related problems.

### IMPORTANT

Only qualified service personnel are authorized to repair or service the terminal. Should a malfunction occur, **DO NOT** attempt to service the unit yourself! Contact a Triton certified service provider!

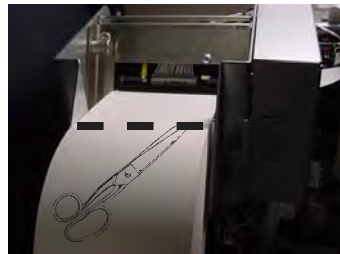
## Replenishing the Receipt Paper

**NOTE:** This operation must be completed with the AC power applied to the ATM.

1. Open the back of the cabinet sleeve (below) by unlocking the top enclosure and pulling the hinged door open.



2. If paper remains on the roll, cut the paper between the roll and the printer with a pair of scissors as shown in Figure 6-1. Use the FEED button (Figure 6-2) to feed the paper through the paper path until all paper comes out the front of the receipt paper chute.



*Figure 6-1. Cut paper roll here to remove.*



Figure 6-2. Printer feed button.

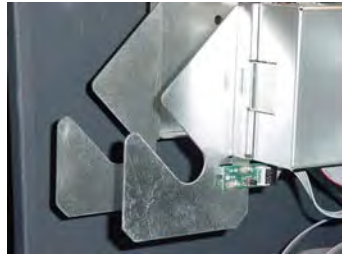


Figure 6-3. Paper roll removed.

**\*\*WARNING\*\***

**Do not pull the paper backward through the printer. This may leave paper fragments that can cause paper jams.**

3. Remove the existing paper roll or empty spindle (as appropriate) from the paper roll bracket, as shown in Figures 6-3 and 6-3A.
4. Take the empty spindle and insert it into the new paper roll, as shown in Figure 6-4.
5. Place the new paper roll back on to the paper bracket ensuring that the paper feeds from the **TOP** of the roll, as shown in Figures 6-5 and 6-6.
6. Insert the edge of the paper roll into the printer take-up slot, as shown in Figure 6-7. The printer will automatically grip and pull the paper into the paper path. If the paper feeds automatically, skip to Step 9; if the paper does not feed automatically, continue with Step 7.



Figure 6-3A. New paper roll.



Figure 6-4. Spindle inserted.



Figure 6-5. Paper on bracket.

7. If the paper is not automatically taken-up by the printer, check the tension roller lever on the printer chassis. Pull the pin located on the right side of the printer bracket above the cutter assembly (Figure 6-8). Rotate the assembly towards the front of the control panel. (Figure 6-9)
8. The blue tension lever is located on the right side. It must be in the closed position (Figure 6-10 and insert). If not, just move the lever (moves in 3 positions) to the correct position. Close the cutter assembly and retry to feed the printer paper. If successful, continue with Step 9. If the paper is not taken up automatically, contact your service provider.
9. Close and lock the cabinet sleeve. Go to Management Functions, Diagnostics, Printer , and perform a “Reset/Test Printer”.



Figure 6-6. Paper feeds from top of roll.



Figure 6-7. Paper feeds automatically when placed in take-up slot.



Figure 6-8. Pin location.

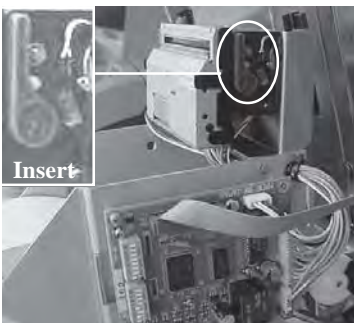


Figure 6-10. Blue lever position.

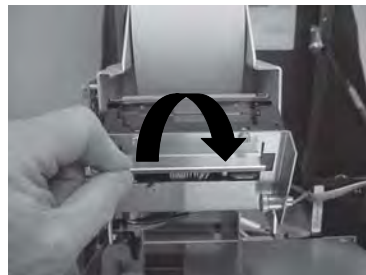


Figure 6-9. Cutter assembly opened.



### Cleaning the Enclosure

The ATM front panel is highly durable, resisting scratches and finger smudges. However, occasional cleaning of the front panel and the plastic enclosure may be desirable. A soft dry or slightly damp cloth may be used for cleaning. For best results, use a weak solution of mild detergent and water.

#### WARNING

**Avoid using abrasive cleaners on any surface of the terminal. Do not spray liquid cleaner directly on the unit.**

### Cleaning the Display

The Liquid Crystal Display (LCD) on the front of the control panel has a plastic protective window that should be cleaned only with a SOFT cloth, dampened with a weak solution of mild detergent and water.

#### WARNING

**Do not use any abrasive cleaners on the window, as it will scratch. Do not spray liquids onto the screen, as they may run down inside the unit and cause damage.**

### Fan Filter Cleaning

The filter needs to be cleaned periodically. To access the filter, remove the outer cover ( cover clips to fan housing). Wash the filter in a weak solution of mild detergent and water. Let dry and insert filter in outer cover and snap back onto the fan housing.

### Card Reader Cleaning

Special cleaning cards are available for proper maintenance of the card reader. The reader should be cleaned at least once a month by inserting and removing a cleaning card, as shown in Figure 6-11. It may be necessary to clean the card reader more often in locations that see heavy usage.



*Figure 6-11. Use the cleaning cards on a monthly basis to maintain effective card reader operation.*

## Card Reader Problems

The following procedures provide help in recovering from card reader problems.

### Can't Read Customer Card

1. Access **Management Functions** main menu.
2. Select the **Diagnostics** option. Select the **Card Reader** option.
3. Select the **Scan Card** option.
4. Insert and remove an ATM card. If no error message is received, but card still can't be read, contact your service provider. If an error message is received, continue with the next step.
5. From the screen, enter **Management Functions >System Parameters >Shut Down the Terminal**. When prompted on the screen, open the sleeve cabinet and turn the power switch on the power supply to the **OFF** (0) position. Remove and reconnect the data cable on the card reader and the docking board. Turn power ON. Close the ATM cabinet sleeve door.
6. Re-attempt the **Scan Card** option. Try to read a card. If the 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 contact your service provider.

## Communication Problems

Follow these steps to recover from "System Unavailable" and "Communication Error" conditions. (Dial-up only)

1. Reset the ATM. If the problem still exists, continue with next step.
2. Open the ATM control panel. Plug the base unit of a telephone (NOT the handset) into the phone cable connected to the modem card.
3. Listen for a dial tone. If there is a dial tone, unplug the telephone and reconnect the cable to the modem card. Close the ATM control panel. Contact your service provider.
4. If there is no dial tone, plug the telephone into the wall jack for the ATM phone line. If there is no dial tone, there is a facility phone line problem. Contact your telephone service provider for assistance.

**SECTION 7**  
**ERROR RECOVERY**

## Introduction

This chapter of the user manual describes how operator personnel can respond to ATM error conditions and perform user-level corrective actions.

## Status Conditions

The ATM operating system determines the operational status of each of its components by routinely performing a system status check. Each status code generated as a result of this check can fall into one of three categories:

1. Normal
2. Warning
3. Critical

### Normal

Status codes in this category are the normal result of successful status checks. No error condition exists. Normal operation will continue, and the status condition will be logged to the electronic journal for historical purposes.

### Warning

Status codes in this category may indicate a potential problem but are not serious enough to prevent the ATM from continuing normal operation. Operation will continue; however, the error condition will be logged to the electronic journal for later retrieval and analysis.

### Critical

Status codes in this category are serious enough to prevent the ATM from continuing normal operation. The ATM will be placed in an “OUT OF SERVICE” mode of operation and a Terminal Error screen will be displayed, listing the name and code number applicable to the error, as shown in Figure 7-1.

*The TERMINAL ERROR screen is displayed if the terminal detects a CRITICAL error condition. Error message/code shown for example purposes only.*

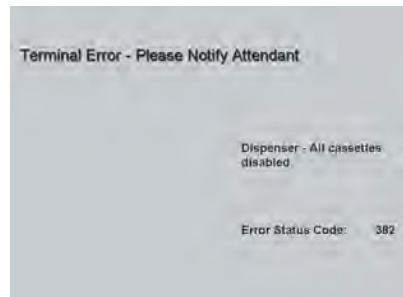


Fig. 7-1.

### Error Recovery Procedures

Many error conditions require the assistance of a qualified service technician to return the ATM to normal operation. But there are some actions that the end user can perform to confirm the existence of a problem or correct simple problems.

Table 7-1, Status Codes / Error Recovery Procedures, provides a list of status conditions, most of which can cause the ATM to enter an “OUT OF SERVICE” condition. The table, which spans pages 127 through 137, lists the error codes, a description of each error message and provides a number reference to a recommended recovery procedure that is suitable for non-service personnel to perform. The recommended recovery procedures themselves are listed on pages 138 through 153.

**NOTE: Those status conditions that are considered NORMAL or WARNING conditions have N/A listed in the Recovery Procedure column.**

Many of the procedures direct you to RESET the error in the ATM as the first step. This action may be all that is necessary to clear the error indication. In other cases further actions may be necessary. If necessary, you will be told to contact your service provider.

It is possible that more than one error condition exists. In these cases, after clearing the original error message a different error message may be displayed. Address each error message according to the instructions given in Table 7-1, until all problems have been corrected and the ATM has been restored to normal operation.

If an error condition is still present after performing the recommended recovery actions, contact your service provider.

### Clearing Terminal Status

In following the error recovery procedures in Table 7-1, in most cases the first action you will perform will be to **clear** the error status.

In some cases, if the terminal is reporting an error in a user-serviceable component area, such as a low receipt paper or currency condition, you’ll be directed to check the area and replace the receipt paper, load currency, or other actions as applicable.

After performing the indicated action, you will attempt to **clear** the error status.

If the error condition continues to be reported, even after performing the action to clear the error status, then a **restart** of the terminal may be warranted. A restart action will re-initialize the terminal's operating system.

**NOTE: The least disruptive procedure should be tried first. Try to CLEAR the error status before RESTARTING the terminal.**

There are a number of procedures available to perform **clear** or **restart** actions:

- A** Clear terminal status using Management Functions.
- B** Restart terminal using Management Functions.
- C** Shut down (remove power) using Management Functions.
- D** Shut down /apply power using the power supply ON/OFF switch.

Perform the applicable clear and/or restart action as directed by the error recovery procedure. The following sections, on pages 123 through 126, describe how to perform each action.

**A**

**Clear Status Using Management Functions**

1. Press and hold down the **Control (CTRL)** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears. (Figure 7-2)
2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears. (Figure 7-3)
3. Depending on the error message, check the parameter/setup for the particular error (Ex: **Bill Size Not Configured** - check cassette parameters).

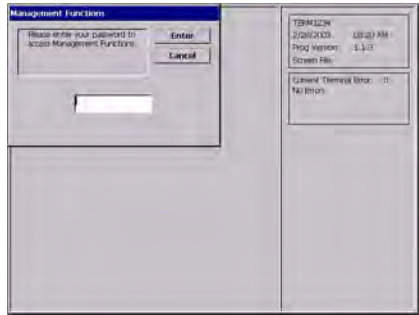


Fig. 7-2. Password entry.

**You MUST try to correct the fault FIRST, before attempting to reset error.**

4. Select the **Diagnostics** option by pressing number **(2)** on the alphanumeric keypad. The **Terminal Diagnostics** main menu appears. (Figure 7-4)
5. Select the **Terminal Status** option by pressing number **(1)** on the alphanumeric keypad.
6. Select **Reset Terminal Error** option by pressing number **(3)** on the keypad. The terminal will attempt to clear the error status.
7. If successful, the terminal will resume normal conditions.

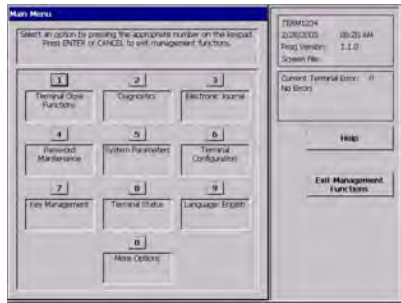


Fig. 7-3. Terminal main menu.

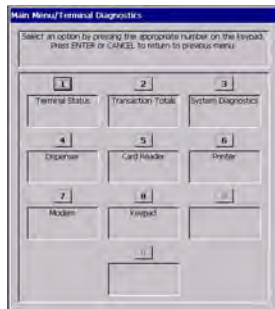


Fig. 7-4. Terminal diagnostics menu.

## B

### Restart Using Management Functions

1. Press and hold down the **CTRL** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears.
2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears.
3. Select the **System Parameters** option by pressing number **(5)** on the alphanumeric keypad. The **System Parameters** main menu appears, as shown in Figure 7-5.
4. Select the **Restart the Terminal** option by pressing number **(5)** on the alphanumeric keypad. The confirmation dialog appears, as shown in Figure 7-6.
5. Press the **Enter** key on the keypad to accept the option on the confirmation dialog, which initiates the restart operation.
6. The terminal software will re-initialize. The terminal will automatically attempt to clear any error conditions during the start-up sequence. This may take several minutes. When complete, the top menu appears.

After about a 30-second delay one of two screens will appear:

- If the error condition was *successfully cleared*, the Customer Welcome screen will appear. The terminal will resume normal operations.
- If the error condition was *not successfully cleared* (or another error condition exists), the Terminal Error screen will appear.

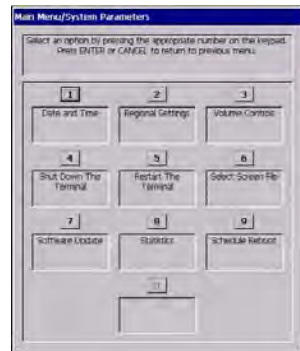


Fig. 7-5. Terminal system parameters.



Fig. 7-6. Restart terminal - confirmation dialog.



### C Shut Down (Remove Power) Using Management Functions

1. Press and hold down the **CTRL** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears.
2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears.
3. Select the **System Parameters** option by pressing number **(5)** on the alphanumeric keypad. The **System Parameters** main menu appears, as shown in Figure 7-7.
4. Select **Shut Down the Terminal** option by pressing number **(4)** on the alphanumeric keypad. The confirmation dialog appears, as shown in Figure 7-8.
5. Press the **Enter** key on the keypad to accept the option on the confirmation dialog, which initiates the shut down procedure.

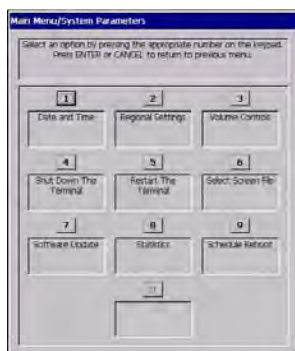


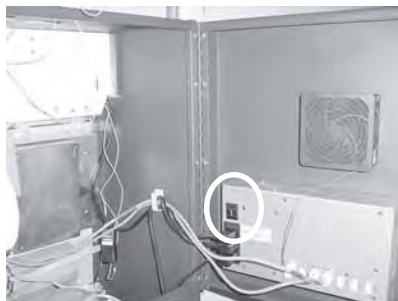
Fig. 7-7. Terminal system parameters.



Fig. 7-8. Shut down the terminal - confirmation dialog.

### D Shut Down / Apply Power Using Power Supply ON/OFF Switch

1. Open the sleeve door panel of the ATM by unlocking and pulling the door open.
2. Locate the **ON/OFF** switch on the POWER SUPPLY, as shown in Figure 7-9. Move switch to the **OFF <0>** position.



*Fig. 7-9. Power supply ON/OFF switch location.*

3. To **RESTART** after shut down, move the **ON/OFF** switch to the **ON <I>** position.
4. The terminal software will re-initialize. The terminal will automatically attempt to clear any error conditions during the start-up sequence. This may take several minutes. When complete, the top menu appears.

After about a 30-second delay, one of two screens will appear:

- If the error condition was *successfully cleared*, the Customer Welcome screen will appear. The terminal will resume normal operations.
- If the error condition was *not successfully cleared* (or another error condition exists) the Terminal Error screen will appear.

## ERROR RECOVERY

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
95	Multiple cassettes of same types installed	11
128	Error in reply from dispenser	1
129	Dispenser not responding	1
130	No acknowledge from dispenser	1
131	No CTS (Ready) from dispenser	1
132	Status reported bad double detect in previous dispense	1
133	5 volts not present from dispenser	1
134	Status reported exit blocked	3
135	Status reported feed sensor blocked	3
136	Modem initialization failed	2
138	Print failure to receipt	2
139	Print controller not responding	2
140	Time out waiting for printer to be ready	2
141	Status reported paper jam	15
142	Dispenser returned bad command error	1
143	PTDF error	1
144	Security module not responding	1
145	Security module bad reply	1
146	Electronic journal not responding	1
147	Electronic journal bad reply	1
148	Electronic journal write failed	1
149	Electronic journal read failed	1
150	Electronic journal status failed	1
151	Electronic journal full	16
152	Electronic journal corrupt	1

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
153	Electronic journal download failed	1
154	Electronic journal bad	1
155	Electronic journal module failed	1
156	No cassette - cassette out of service	4
157	Electronic journal erase failed	1
158	Electronic journal format failed	1
159	Electronic journal test feature failed	1
160	Electronic journal set feature failed	1
161	Electronic journal clear feature failed	1
162	Electronic journal get serial number failed	1
163	Terminal did not answer Triton Connect	1
164	Terminal did not return call to Triton Connect	1
165	Electronic journal not present	1
166	Bad dispenser	1
167	Reported low cash to Triton Connect	7
168	Software download to terminal failed	1
183	Receipt printer paper low	12
185	Phone number not configured	5
186	Bill size not configured correctly	5
187	Maximum withdrawal not configured correctly	5
188	Communications key not configured	5
189	Terminal ID not configured	5
190	Master key not configured	5
192	CD communications error	1
194	An attempt to dispense bills has been made when the cassettes are locked	8

## ERROR RECOVERY

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
195	Receipt printer out of paper	12
196	Card reader error	2
203	SPED keypad is not replying to main board	2
204	Number of bills dispensed not equal to bills requested.	1
205	SPED keypad reported tamper condition	2
206	SPED could not perform a successful command within maximum attempts / tries	2
207	SPED not detected	2
208	Dispenser did not reply after a dispense command	1
209	Check number of notes delivered command failed	1
210	The dispenser type is unknown	1
211	The reply from the dispenser was invalid.	1
231	Warning: card left in card reader	2
233	SmartCard reader not installed	2
236	Failed to make a connection to a TCP/IP host	*
237	TCP/IP device failed	*
300	Successful command	N/A
301	Low level	7
302	Empty cassette	3
303	Lifts are down	8
304	Rejected notes	6
305	Wrong count	1
306	Failure to feed	3
307	Transmission error	1
308	Illegal command or command sequence	1

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
309	Jam in note qualifier	3
310	Feed cassette not present	4
311	Configuration record size invalid	1
312	No notes retracted	1
313	Cassette hopper map invalid	1
314	Cannot resolve dispense count	1
315	Reject cassette not properly installed	9
316	Delivery failure	3
317	Reject failure	6
318	Too many notes requested	1
319	Jam in note transport	3
320	Reject cassette almost full	6
321	Cassette data corrupted	1
322	Main motor failure	1
323	Dispense count check error	1
325	Note qualifier faulty	1
326	Cassette exit sensor failure	1
327	Shutter failure	1
329	Notes in delivery throat	1
330	Communications time-out	1
332	Cassette may have been changed	10
333	Reject cassette full	6
339	Error in throat	1
343	Sensor error or sensor covered	1
348	NMD internal failure/data corrupted	1

## ERROR RECOVERY

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
349	Cassette lock faulty	8
350	Jam in note stacker	3
351	Module needs service	1
353	No message to resend	1
356	Error in note transport	3
357	Dispenser - data size error	1
358	Dispenser - read error	1
359	Dispenser - record error	1
360	Dispenser - invalid return ID	1
361	Dispenser - sequence error	1
362	Dispenser - device write error	1
363	Dispenser - device not found	1
364	Dispenser - device offline	1
365	Dispenser - bundle carriage error	1
366	Dispenser - cassette disabled	8
367	Dispenser - comms error	1
368	Dispenser - cannot dispense request	1
369	Dispenser - device reset	1
372	Dispenser - item value error	1
373	Dispenser - machine not opened	1
374	Dispenser - rejected cheque	1
375	Dispenser - invalid request	1
376	Dispenser - multiple errors	1
377	Dispenser - device error	
378	Dispenser - cassette low	

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
379	Dispenser - invalid status	1
380	Dispenser - setup incomplete	1
381	Dispenser - cassette map invalid	1
382	Dispenser - all cassettes disabled	8
383	Dispenser - all cassettes low	7
384	Dispenser - all cassettes empty	4
385	Dispenser - offline, no reject , no hoppers	4
386	Dispenser - offline, no hoppers	4
387	Dispenser - offline, error validating configuration	1
388	Dispenser - offline, NMD requires reject and 1 cassette	4
389	NMD detected offline error, check operation status	4
390	Dispenser offline - storing configuration record	1
391	Dispenser sensor failure	1
392	Error in last dispense	1
393	Error in double detect	1
394	Cash dispenser purge failed upon power up	1
395	Multiple cassettes of same type installed	11
396	Dispenser offline device found no reject bin	4
500	SPED - read error	2
501	SPED - invalid return record	2
502	SPED - invalid reader type	2
503	SPED - invalid command	2
504	SPED - invalid return ID	2
505	SPED - device busy	2



## ERROR RECOVERY

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
506	SPED - invalid request	2
507	SPED - sequence error	2
508	SPED - LRC error	2
509	SPED - no data	2
510	SPED - invalid message ID	2
511	SPED - device data overflow	2
512	SPED - device idle	2
513	SPED - device offline	2
514	SPED - device bit stuck	2
515	SPED - device attention stuck	2
516	SPED - device no attention	2
517	SPED - device timeout	2
518	SPED - command sequence error	2
519	SPED - invalid command data	2
520	SPED - device reset	2
521	SPED - clear key	2
522	Electronic journal error	1
523	Electronic journal - data size error	1
524	Electronic journal - bad command	1
525	Electronic journal - invalid ID	1
526	Electronic journal - device busy	1
527	Electronic journal - invalid request	1
528	Electronic journal - sequence error	1
529	Electronic journal - device offline	1
530	Electronic journal - ETX error	1

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
531	Electronic journal - SOH error	1
532	Electronic journal - STX error	1
533	Electronic journal - BCC error	1
534	Electronic journal - device reset	1
535	Card reader - data size error	2
536	Card reader - device read error	2
537	Card reader - invalid record	2
538	Card reader - reader type error	2
539	Card reader - invalid track	2
540	Card reader - invalid message	2
541	Card reader - com error	2
542	Card reader - device busy	2
543	Card reader - sequence error	2
544	Card reader - invalid request	2
545	Card reader - LRC error	2
546	Card reader - no data	2
547	Card reader - start sentinel not found	2
548	Card reader - end sentinel not found	2
549	Card reader - parity error	2
550	Card reader - card not removed	2
551	Card reader - card removed too slow	2
552	Card reader - device received invalid request	2
553	Card reader - device offline	2
554	Card reader - device reset	2
555	Card reader - system timeout	2
556	Triton ATM system timeout	1

## ERROR RECOVERY

### TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES

Error Code	Meaning	Recovery Procedure
557	System device reset	1
558	System sync error	1
559	O/S - O/S error	1
560	Unknown device error	1
561	Terminal software error	1
562	The SPED keypad cannot be found or is not online	2
563	The hard disk space is low	2
564	Cannot access the hard drive	2
565	Door1 open	13
566	Door2 open	13
567	Security module not found	2
568	Security module com failed	2
569	Security module attached device com failed	2
570	Security module device port setup	2
571	Invalid default transaction	17
572	SPED key from pad command aborted by user	2
573	SPED key from pad command verify failed	2
574	SNA comms error	1
575	Timeout waiting to send command to dispenser	1
576	Timeout waiting to receive response from dispenser	1
577	Card reader disabled	2
578	Card reader present timeout	2
579	(SPED) Enable keypad command failed	2
580	(SPED) Disable keypad command failed	2

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
581	(SPED) Enable key From pad mode failed	2
582	(SPED) Disable key from pad mode failed	2
583	(SPED) Enable PIN entry mode failed	2
584	(SPED) Disable PIN entry mode failed	2
585	(SPED) Enable JETCO PIN entry mode failed	2
586	(SPED) Disable JETCO PIN entry mode failed	2
588	Printer presenter offline	15
589	Printer presenter motor stalled	15
590	Printer presenter exit jam	15
591	Printer presenter paper not detected	15
592	(SPED) Reported command fail	2
593	(SPED) In use	2
594	(SPED) Reported communication error	2
595	(SPED) Returned invalid amount of data	2
596	(SPED) Invalid SPED type	2
597	(SPED) Invalid SPED communications protocol	2
598	(SPED) Invalid SPED class	2
599	(SPED) Reported unrecognized command	2
600	(SPED) Reported block does not exist	2
601	(SPED) Reported invalid encrypt mode	2
602	(SPED) Reported unsupported clear option	2
603	(SPED) Reported tamper present	2
604	(SPED) Reported invalid key index	2
605	(SPED) Reported parent key not loaded	2
606	(SPED) Reported wrong data length	2

## ERROR RECOVERY

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	Meaning	Recovery Procedure
607	(SPED) Reported PIN retry too soon	2
608	(SPED) Self test CRC failed	2
609	(SPED) Self test cryptographic error	2
610	(SPED) Self test battery low status	2
611	(SPED) Self test serial number error	2
612	(SPED) Tamper status cold	2
613	(SPED) Tamper status front	2
614	(SPED) Tamper status back	2
615	(SPED) Tamper status grid	2
616	(SPED) Tamper status voltage	2
617	(SPED) Serial number changed	2

**1**

***ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**2**

***ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation.
3. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

### 3

### *ERROR RECOVERY PROCEDURE*

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to check each cassette. Look for and remove any jammed notes and poor-quality notes. Make sure there is an adequate level of currency in the cassette. Be sure to perform a full **Cassette Close** if currency is added to or removed from a cassette! After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

4

**ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes are present. Remove and replace each cassette and restore the dispensing mechanism to operation, using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.



### 5

### *ERROR RECOVERY PROCEDURE*

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation. If the error condition was not cleared after following the steps outlined above, check the applicable parameter, as follows:

**PRIMARY NUMBER.** Go to **Terminal Configuration/Communication** in Management Functions. Enter a valid Primary Number, if necessary, and continue with Step 4.

**MULTIPLE AMOUNT.** Go to **Terminal Configuration/Cassette Setup/Cassette Parameters/Multiple Amount** in Management Functions. Enter a valid Multiple Amount, if necessary, and continue with Step 4.

**MAXIMUM AMOUNT.** Go to **Terminal Configuration/Cassette Setup/Maximum Amount** in Management Functions. Enter a valid Maximum Amount, if necessary, and continue with Step 4.

**PIN MASTER KEY.** Go to **Key Management** in Management Functions. Enter a valid **PIN Master** key, if necessary and continue with Step 4.

**DOWNLOAD WORKING KEY.** Go to **Key Management** in Management Functions. Download the Working key, if necessary, and continue with Step 4.

**TERMINAL NUMBER.** Go to **Terminal Configuration/General Parameters** in Management Functions. Enter a valid Terminal Number, if necessary, and continue with Step 4.

3. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, return to the Customer Welcome screen and resume normal operation using the procedure in Step 2. If the error condition has not been cleared, go to Step 5.
4. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

6

**ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the reject vault in the dispensing mechanism. Remove any rejected notes. After removing any rejected notes, reinstall the reject vault and restore the dispensing mechanism to operation using the applicable steps of the currency replenishment procedure. After completing the check for rejected notes, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

### 7

### *ERROR RECOVERY PROCEDURE*

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to check each cassette. Make sure there is an adequate level of currency in the cassette. Load additional currency as required. Be sure to perform a full **Cassette Close** if currency is added to or removed from a cassette! After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above, or occurs again after a period of normal operation, contact your service provider for assistance.

8

**ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Go to **Diagnostics/Dispenser/Cassette Parameters** in Management Functions. Ensure that the cassettes are Locked and In Service. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 7.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

### 9

### *ERROR RECOVERY PROCEDURE*

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the reject vault in the dispensing mechanism. Verify that the reject vault is present. Remove and replace the reject vault and restore the dispensing mechanism to operation, using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

10

**ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes have the correct denomination. One or more cassettes may have been installed with different note denominations and not inputted in the **Cassette Parameters** function during a previous cassette servicing operation. Remove and check the cassettes using the applicable steps in the cassette replenishment procedure, as necessary. After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

### 11

### *ERROR RECOVERY PROCEDURE*

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Check the labels on the cassettes. If a duplicate cassette is installed, replace it with the correct non-duplicate cassette. If necessary, use the **Inject New Cassette ID** procedure to ensure each cassette has a unique ID (A, B, C, or D). Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**12**

***ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Printer Paper Replenishment** procedure to make sure there is an adequate level of paper on the receipt paper roll. Load a new paper roll, if necessary. After checking the receipt paper roll, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.



1. Check the applicable door:

**Control Panel Door.** Ensure the control panel door is closed and locked. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.

**Security Cabinet Door.** Ensure the security cabinet door is closed and locked. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.

2. Return to the Customer Welcome screen and resume normal operation.
3. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**14**

***ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes are present. Remove and replace each cassette and restore the dispensing mechanism to operation using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**15*****ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Printer Paper Replenishment** procedure to access the printer. Check for conditions that could cause paper jams, such as crumpled or bunched paper, foreign objects, or other blockages of the printer take-up slot, etc. Make sure there is an adequate level of paper on the receipt paper roll. Load a new paper roll if necessary. After checking the printer, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**16**

***ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. **Clear Journal**. This should enable the terminal to continue storing new records. Note: The oldest records will be overwritten as new records are written to the journal. You may wish to archive or print the journal before clearing it! After clearing the journal, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

### 17

### *ERROR RECOVERY PROCEDURE*

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation.
3. Verify that the **Optional Screens/Buttons** have been enabled or disabled. Refer to **Terminal Configurations** for account/transaction types. If necessary, change the options available for your needs. Continue with Step 4.
4. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, return to the Customer Welcome screen and resume normal operation using the procedure in Step 2. If the error condition has not been cleared, go to Step 5.
5. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

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**APPENDIX A**  
**ELECTRONIC LOCK**

## Entering the Combination

The electronic lock combination consists of six digits. Upon arrival, the combination of the lock should already be set at **1-2-3-4-5-6**. After installation of the unit has been completed, perform the following steps:

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 **3 seconds** to open the lock.
3. To open the lock, turn the dial clockwise.
4. After the lock is opened, the door latch may be turned and the safe opened.

## Changing the Combination

To change the combination of the lock, simply follow these directions:

- Enter **six zeros**.
- Enter the **current** combination. (Initially set at 1-2-3-4-5-6)
- Enter the **new** combination twice.
- The combination is now changed. Enter the new combination to open the lock.

## 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 consecutive invalid combinations will disable the lock for **5 minutes**.
- During this lockout period, the panel LED will flash every **10 seconds**. During this time no other combination entries will be allowed.
- At the end of the lockout period, if two more consecutive invalid combinations are entered, the **5-minute** lockout period will restart.



## Bad Battery/Battery Replacement

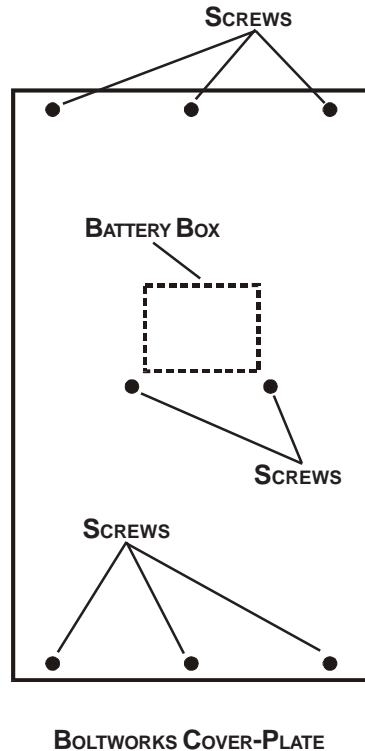
If the lock beeps repeatedly while open or beeps twice and refuses to open, the 9-volt battery, *located in the battery box on the inside of the door*, is weak or dead and needs to be replaced.

**Note:** If the lock will not operate (i.e. no signal from the panel when a button is pressed) while the door is closed and locked, the battery is dead and the lock must be energized from the two external terminals on the front right side of the push-button panel.

To energize the lock, connect a 9-volt battery across the external terminals with the negative terminal of the battery facing up. *Continue to hold the battery against the terminals as you enter the combination and open the lock.*

### Follow these steps to replace a battery:

1. Open the ATM vault door. If the battery box is visible on the back panel of the door, continue with Step 2. *If the battery box is not visible, the bolt-works panel must be removed.* Remove the eight screws from the bolt-works panel on the back side of the door. The battery box will be visible.
2. Pull gently on the front cover of the battery box and slide the cover off.
3. Remove the old battery. Install a new battery and replace the front cover.
4. Verify the lock is working correctly.
5. *If the bolt-works panel was removed in Step 1, replace the panel and secure it in place using the eight installation screws.* Close and lock the ATM vault door.



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**APPENDIX B**  
**REAR SERVICE PANEL FUNCTIONS**

## Rear Service Panel (RSP) Functions

The RSP provides convenient user-access to cassette close and replenishment functions from inside the facility. It also provides diagnostic tests on the dispenser mechanism, ability to reset errors, and terminal shutdown. The following describes the menu options available from the RSP unit.

1. Upon power-up, the FT5000 will initialize and run through its internal setup. The RSP will initially display a screen message as shown in Figure 1 for approximately 30 seconds, then change to a “BUSY” status until the unit completes its startup (Figure 2).
2. Once the FT5000 completes its startup, the status display in the lower left corner will change to “IDLE” (Figure 3).

**Note:** If the status display remains on “BUSY” after the unit completes its startup, you may have to reboot the unit.



Figure 1. Initial screen.

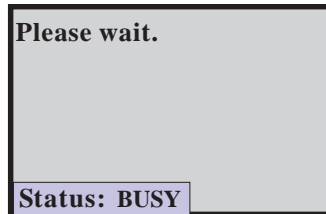


Figure 2. “BUSY” status.

3. In the “IDLE” state, the ATM’s Customer screen is displayed for transactions. When ENTER is selected from the RSP keypad, you will be prompted to enter your Management function password.

**Note:** The Customer screen will change its display to “**This machine is temporarily out of service. Please wait.**” It will continue this message as long as you are accessing the RSP functions.

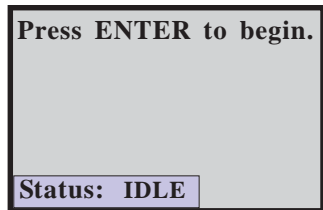
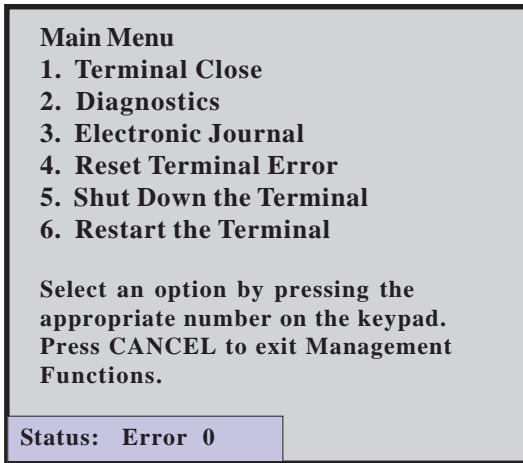


Figure 3. “IDLE” status.

4. The RSP displays its Main menu options as shown in Figure 4.
5. The Main menu options operate the same as the Management Functions described in Section 5 of the User manual or 5000 Series Configuration manual.



*Figure 4. RSP main menu screen..*

- 1. Terminal Close**
  1. Trial Close — Select cassette(s) to close
  2. Day Close — Close report (cassettes zeroized)
  3. Trial Cassette Close — Cassette(s) auto unlock
  4. Cassette Close — Remove and replenish cassette(s)  
Reinstall cassette(s) -cassette(s) lock  
Place cassette(s) In-service  
Enter cassette(s) quantity  
Trial cassette close report
- 2. Diagnostics**
  1. Current Terminal Error
  2. Dispenser — 1. Purge
  3. Card Reader Status — 2. Test Dispense
  4. Printer — 3. Inject New Cassette ID
  5. Modem / Ethernet
  6. Keypad
- 3. Electronic Journal**
  1. Display Unaudited Records
  2. Display Last X
  3. Clear Journal
  4. Journal Properties
- 4. Reset Terminal Error**
- 5. Shut Down the Terminal**
- 6. Restart the Terminal**

6. To advance the receipt paper, press the CONTROL key first (blank key), then the number (4) key (Figure 6).
7. To initiate a manual cut of the receipt paper, press the CONTROL key first, then the number (5) key.
8. To adjust the contrast on the RSP display, open the back panel and locate the **LCD CONTRAST ADJ** as shown in Figure 7. Slowly turn the adjustment to the desired brightness (Variable resistor located on back of keypad circuit board).



*Figure 6. Receipt paper advance.*



*Figure 7. Contrast adjustment location.*

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**APPENDIX C**  
**ADS GRAPHICS**

## ADS GRAPHICS

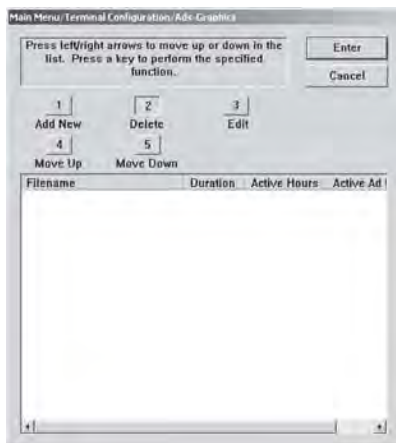
### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

### DESCRIPTION:

The following options will be available from the **ADS GRAPHICS** screen:

1. **Add New.** Use to add a graphic to the current rotation. Lets you configure Duration, Active Hours and Active Ad Fields for the graphic.
2. **Delete.** Removes an Ad Graphic entry from the display list.
3. **Edit.** Used to change the Duration, Active Hours and Active Ad Fields for a selected Ad graphic.
4. **Move Up.** Used to move an entry up in the Ad Graphic list.
5. **Move Down.** Used to move an entry down in the Ad Graphics list.
6. **Statistics.** Generates a Management Report that shows display statistics for each Ad Graphic that is currently active.



### \*\* Important \*\*

Graphic files can be added **AND** deleted from the RL/FT5000 terminals. Using Triton Connect though, files can **ONLY** be added. No files of any kind can be deleted from the RL/FT5000 terminals through Triton Connect. Graphics can be placed in and out of service and/or added to the hard drive - but not removed!



## ADD NEW

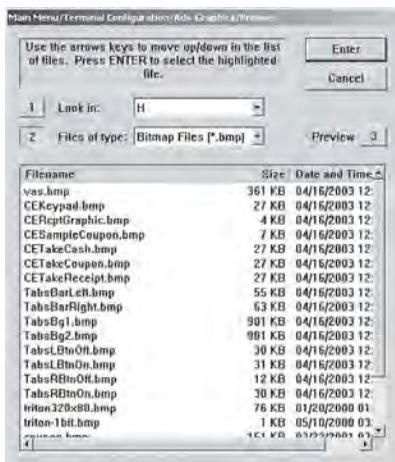
### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.
4. Press the number (1) on the keypad to ADD NEW graphic to the graphics rotation.

### DESCRIPTION:

The first dialog to appear when the **ADD NEW** option is selected is a Browse dialog, shown right. The Browse dialog enables you to locate and select the image to add to the ads rotation. The Browse controls are described below:

1. **Look In.** Press this button to cycle through the available locations for image files:
  - Hard Disk
  - CDROM
  - Floppy Drive (USB device)
2. **Files of Type.** Press this button to cycle through the available graphic and image file types. If any files of the selected type are present in the current location, they will be displayed in the browse list. You can choose from a number of graphic and image file types, such as BMP, GIF, and JPG. The default file type is Bitmap (.BMP).



Graphics can be stored in an external USB flash drive and downloaded to the terminal directly. Connect the flash drive to either of the 2 USB ports available to add graphics. See the end of this appendix for the location of the terminals USB ports.

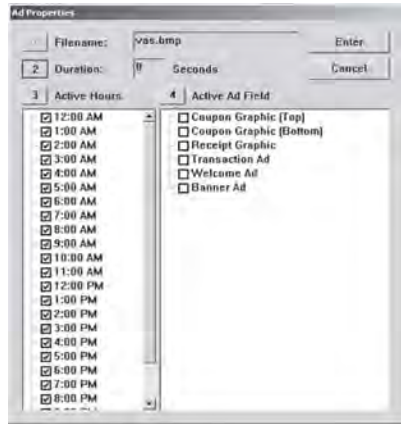
Graphics are displayed in designated fields in the display. Optimize display graphics by creating them in sizes that fit their intended use. (Graphic dimensions are in **pixels**)

- FULL SCREEN - 640 X 480**
- LOGO - 310 X 85**
- TRANSACTION AD - 640 X 260**
- BANNER - 205 X 56**
- WELCOME AD - 315 X 385**
- COUPON GRAPHIC - 450 X 225**
- \* (.BMP files only)**
- RECEIPT GRAPHIC - 480 X 120**
- \* (.BMP files only)**

## MODEL FT5000 USER MANUAL

The File List shows the files in the selected location that are of the selected type. The Filename, Size and Date/Time attributes are shown for each file. Use the Left or Right <Arrow> keys on the keypad to highlight a file.

Press <Enter> on the keypad to accept the currently highlighted file or <Cancel> to exit without making a selection. If an Ad graphic was selected, the Ads properties dialog will appear.



### \*\* IMPORTANT \*\*

If you are adding graphics and get a “Memory ” error (Ex: 563, “Low Memory”), there may be too many or excessively large graphic files stored in the internal flash memory. It may be necessary to delete some unused graphic files. To delete files from the internal flash memory:

1. Scroll down/up using the Left or Right <Arrow> keys.
2. Highlight the file to be deleted using the <Ctrl> key.  
(Blank key)
2. Press the <CLEAR> key on the keypad.

The Ad Properties dialog allows you to view and/or configure the following Ad graphic display properties:

**FILENAME.** This is the name of the Bitmap graphic file that will be displayed at the times and in the locations specified by the duration, active hours, and active Ad fields properties. This file was selected in the Add New/Browse dialog. If you want to select a different file, press the number (1) on the keypad to bring up the Browse dialog again and choose a different file.

**DURATION.** This is the length of time (in seconds) the indicated Ad graphic will be displayed on the terminal screen. To set the time, press the number (2) on the keypad to bring up a data entry dialog. Enter the duration in seconds.

### \* Note \*

The value must be between ‘0’ and ‘99999’ seconds. If the Ad file is a motion graphic or video and ‘0’ is selected, the Ad will be displayed for the actual playing time of the file.

**ACTIVE HOURS.** By default, the graphic will be displayed every hour of the day. If you want to restrict the display of the graphic to particular hours of the day, leave a checkmark next to the hour in which you want to display the graphic. Remove the checkmark from those hours in which you don't want the graphic to be displayed.

To configure the active hours for the correct Ad graphic, press the number **(3)** on the keypad to move the highlight bar to the first selection in the active hours window, then use the <Arrow> keys to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and unchecked.

**ACTIVE AD FIELD.** Select the location(s) where the Ad graphic will be displayed and/or printed.

(The optimum size in **pixels** for each graphic is shown in parenthesis to the right of the graphic name)

- **Coupon Graphic (450 X 255)**  
\* (.BMP files only)
- **Receipt Graphic (480 X 120)**  
\* (.BMP files only)
- **Transaction Ad (640 X 260)**
- **Welcome Ad (315 X 385)**
- **Banner Ad (205 X 56)**
- **Logo (310 X 85)**
- **Full Screen (640 X 480)**

To configure the Active Ad Field for the current ad graphic, press the number **(4)** on the keypad to move a highlight bar to the first selection in the Active Ad Field window, then use the arrow keys on the keypad to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and unchecked.

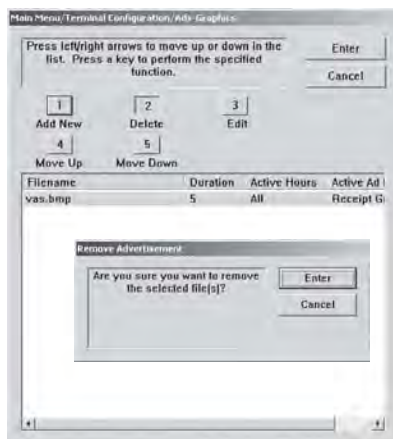
3. **Preview.** Press this button to see a preview of the selected image, graphic or video file. Press the <ENTER> key to exit from the preview window and return to the browse dialog.

Press the <ENTER> key on the keypad to accept the current Ad Properties settings or <Cancel> to exit without saving.

## DELETE

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.
3. Press the number (2) on the keypad to delete a graphic display list.



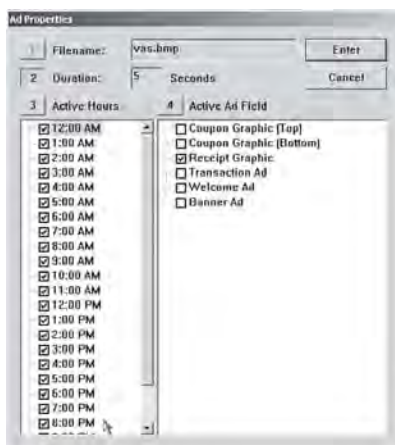
### DESCRIPTION:

This function removes an Ad graphic entry from the *display list NOT the hard drive*. To **DELETE** a graphic, use the <Arrow> keys on the keypad to highlight the graphic you want to remove. Press the number (2) on the keypad. A confirmation dialog appears. Press <Enter> to delete the highlighted entry or <Cancel> to exit without deleting the entry.

### EDIT

#### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.
3. To EDIT the properties of an ad file, press the number (3) on the keypad.



#### DESCRIPTION:

With the Ads/Graphics main dialog displayed, use the arrow keys to highlight an ad entry in the list. Press the number (3) on the keypad to bring up the Ad Properties dialog which you will use to **EDIT** the ad.

The Ad Properties dialog allows you to view and/or configure the following Ad graphic display properties:

**Filename.** This option is disabled. The name of the graphic file that was selected in the Ads/Graphics dialog is displayed.

**Duration.** This is the length of time (in seconds) the indicated Ad graphic will be displayed on the terminal screen. To set the time, press the number (2) on the keypad to bring up a data entry dialog. Enter the duration in seconds.

#### \* Note \*

The value must be between '0' and '99999' seconds. If the Ad file is a motion graphic or video and '0' is selected, the Ad will be displayed for the actual playing time of the file.

**Active Hours.** By default, the graphic will be displayed every hour of the day. If you want to restrict the display of the graphic to particular hours of the day, leave a checkmark next to the hour in which you want to display the graphic. Remove the checkmark from those hours in which you don't want the graphic to be displayed.

To configure the Active Hours for the current ad graphic, press the number **(3)** on the keypad to move a highlight bar to the first selection in the Active Hours window, then use the <Arrow> keys on the keypad to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and not checked.

**Active Ad Field.** Select the location(s) where the ad graphic will be displayed and/or printed:

- Advertisement
- Coupon Graphic
- Logo
- Receipt Graphic

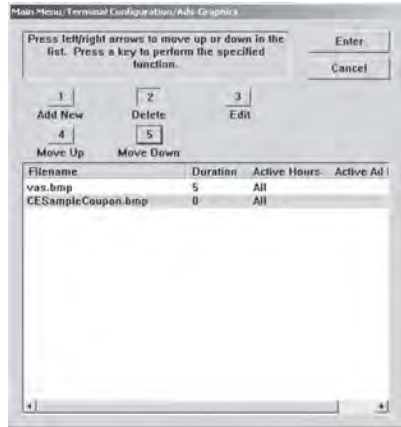
To configure the Active Ad Field for the current ad graphic, press the number **(4)** on the keypad to move a highlight bar to the first selection in the Active Ad Field window, then use the <Arrow> keys on the keypad to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and not checked.

Press the <Enter> key on the keypad to accept the current Ad Properties settings or <Cancel> to exit without saving.

## MOVE UP

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.
3. To use the MOVE UP feature, press the number (4) on the keypad.



### DESCRIPTION:

The order in which multiple ad graphics are displayed on the LCD screen is determined by their arrangement in the Ads/Graphics display list. For example, assume the following items are listed, in the order shown:

**store01**  
**promo06**  
**movieclip10**

This means that store01 will be shown first, promo06 will be shown second and movieclip10 will be shown third. Then the sequence will repeat.

If you want movieclip10 to be shown before promo06, move it upward in the list, so that it appears before promo06. To accomplish this, first highlight movieclip10 using the <Arrow> keys on the keypad. Next, press the number (4) on the keypad once to move the entry up one position in the order. The movieclip10 entry will replace promo06 in the second position and promo06 will be pushed down to the third position. The new order will be:

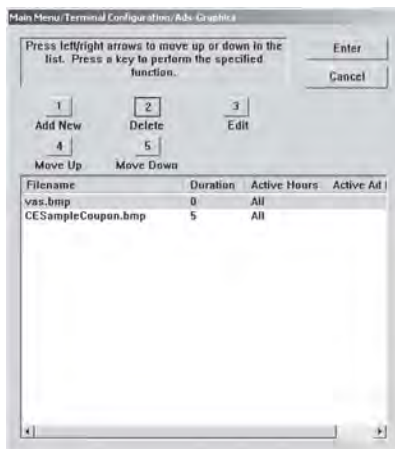
**store01**  
**movieclip10**  
**promo06**

**Note: To move an entry down in the list, use the Move Down function.**

## MOVE DOWN

### ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.
3. To use the MOVE DOWN feature, press the number (5) on the keypad.



### DESCRIPTION:

The order in which multiple Ad graphics are displayed on the LCD screen is determined by their arrangement in the Ads/Graphics display list. For example, assume the following items are listed, in the order shown:

**store01**  
**promo06**  
**movieclip10**

This means that store01 will be shown *first*, promo06 will be shown *second* and movieclip10 will be shown *third*. Then the sequence will repeat.

If you want store01 to be shown *after* promo06, move it downward in the list, so that it appears after promo06. To accomplish this, first highlight store01 using the <Arrow> keys on the keypad. Next, press the number (5) on the keypad *once* to move the entry down one position in the order. The store01 entry will replace promo06 in the second position and promo06 will be moved up to the first position. The new order will be:

**promo06**  
**store01**  
**movieclip10**

**Note:** To move an entry up in the list, use the Move Up function.



## COUPONS (GRAPHICS)

### ACCESS INSTRUCTIONS:

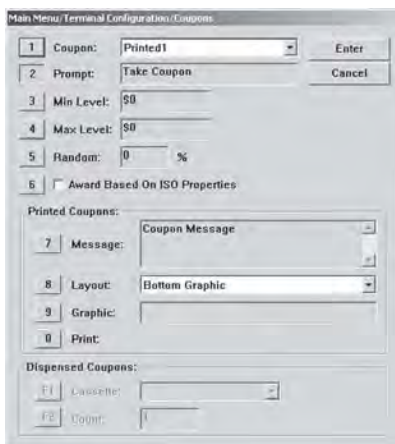
1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.
2. To View the options available at the COUPON menu, press the number (2) on the keypad.
3. To configure the type of COUPON the ATM will issue when coupons are enabled, press the number (1) on the keypad repeatedly until the desired selection is displayed in the text box.
4. To adjust the LAYOUT of the text and graphic printed on the coupon receipt, press the number (8) on the keypad to toggle between the options shown in the LAYOUT text box.
5. To select the GRAPHIC that will be printed on the coupon, press the number (9) on the keypad.

### DESCRIPTION:

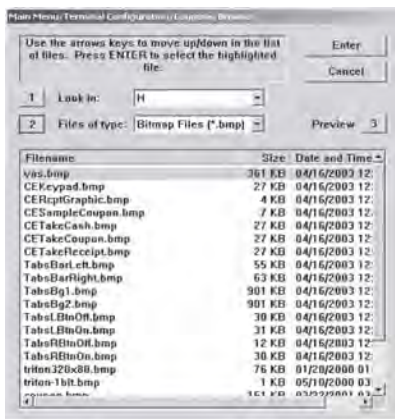
COUPONS are used to notify customers of awards, prizes, sales, or other promotional opportunities. Coupons are delivered to the customer in two ways: printed or dispensed.

This dialog lets you configure up to two versions of either type of coupon, as described below:

1. **Printed1.** This is the first of two available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.
2. **Printed2.** Alternate version printed coupon.
3. **Dispensed1.** This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.
4. **Dispensed2.** Alternate version dispensed coupon.



**Note: Only .BMP files can be used for printed coupons.**



Press the number **(1)** on the keypad to cycle through the available coupon types. After selecting the coupon type, configure the remaining coupon settings as needed. Press <Enter> to accept the settings or <Cancel> to exit.

The **LAYOUT** parameter establishes the orientation of text and graphics on printed coupons. The orientation can be set to either of two types: Landscape or Portrait.

**Top Graphic.** The selected graphic is printed at the top of the designated receipt.

**Bottom Graphic.** The selected graphic is printed at the bottom of the designated receipt.

**Top & Bottom Graphic:** The selected graphic is printed at the top and bottom of the designated receipt.

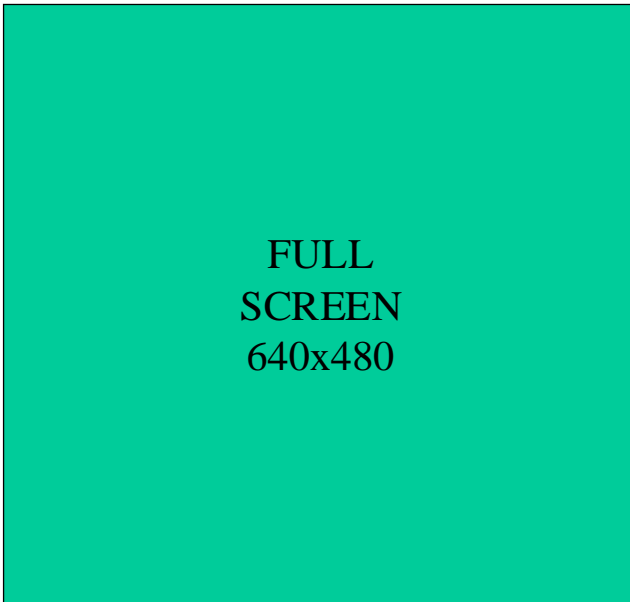
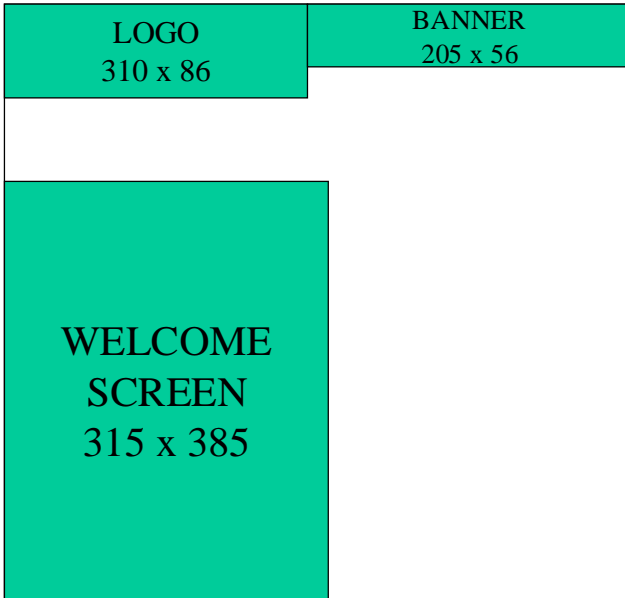
The **COUPON/ BROWSE** dialog enables you to locate and select the graphic that will appear on printed coupons. The Browse controls are described below:

1. **Look In.** Press this button to cycle through the available locations for coupon graphic files: Hard Disk, CD ROM, or Floppy Drive.
2. **Files of Type.** Selects the graphic file type to browse for. The default file type is Bitmap (.BMP).

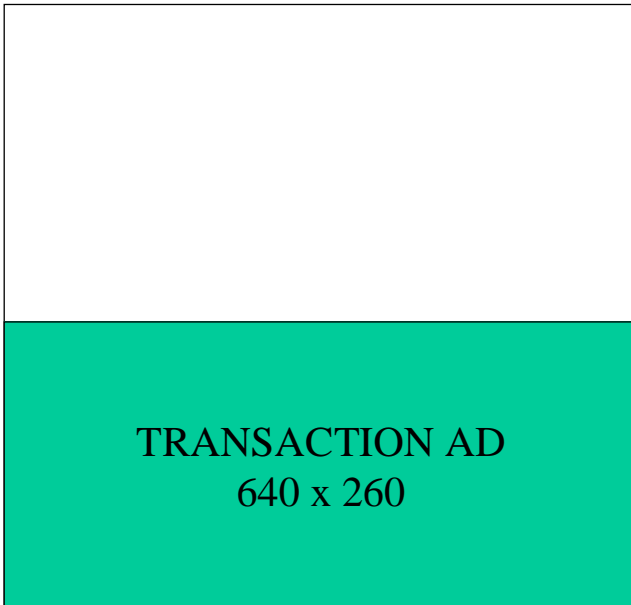
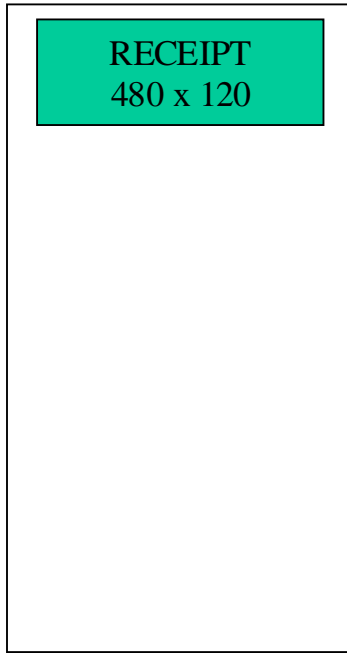
The File List shows the available files in the selected location that are of the selected type. The Filename, Size and Date/Time attributes are shown for each file. Use the left or right <Arrow> keys on the keypad to highlight a file.

Press the <Enter> button to accept the currently highlighted coupon graphic or <Cancel> to exit without making a selection.

GRAPHIC EXAMPLES



GRAPHIC EXAMPLES

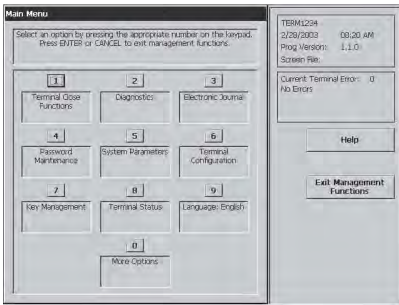


UPDATING TERMINAL SOFTWARE (RL/FT5000)

This step procedure describes how to perform a software update for the RL/FT5000. You will need a Flash drive device (USB storage device) with the terminal software loaded in it.



1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing the number (5) on the keypad.

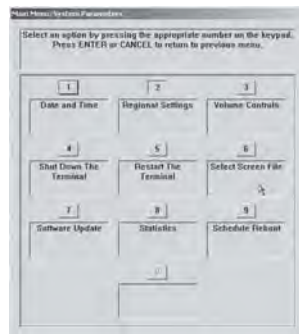


3. If your Flash drive has an indicator, it will light briefly, then extinguish. When light extinguishes, this indicates the storage device has been found by the operating system of the ATM. If your Flash drive does not have an indicator, proceed to the next step.

2. Open the Control Panel. Locate the Docking Board assembly shown below. Connect the Flash drive to either of the 2 USB ports available.



4. Press the number (7) on the keypad to access the SOFTWARE UPDATE function. This function searches for the terminal software setup program on the external storage device.



- In the **Look In** option should be the “USB” location. If it’s not present, <Cancel> out of the SOFTWARE UPDATE screen and then re-enter the same screen.



- When the **Look In** option has “USB” present, the **Filename** screen should have the terminal software, size, and date/time attributes for each file loaded in the Flash drive.

- Use the left and right <Arrow> keys on the keypads to highlight the selected file. Press <Enter> when selected.
- A screen will appear verifying the selected file and prompt to restart the terminal. Press <Enter> to continue.



- The terminal will restart at this time and the installation of the software will be performed automatically. After the terminal completes it’s reboot sequence, remove the Flash drive device.

**NOTE: An additional restart is recommended after the file is loaded.**

# APPENDIX G

## T9 KEYPAD



### COPYRIGHT NOTICE

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## Document Updates

May 14, 2014      Original

### **\*\* WARNING \*\***

Once the T9 EPP Keypad is installed and activated in the unit, it **CANNOT** be removed.

If the keypad is removed from the unit after activation, reactivation is required and can only be performed by Triton Technical Support.

The T9 EPP Keypad is mostly identical to the T5 EPP Keypad except for:

- The T9 EPP contains a removal detection switch that deactivates / TAMPERS the EPP if the EPP is ever removed from the ATM.
- Left and right halves of 3DES keys must be different.
- No two 3DES keys may have the same value.
- When replacing current keypad with a T9 EPP, activation is required upon installation.

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## **New Error Codes to Support the T9 EPP**

- Error Code 625: SPED - Not Activated  
Cause: The EPP has not yet been activated for use.  
Recommended Action: Activate the EPP.
- Error Code 626: SPED - Not Authorized  
Cause: The EPP has been removed from the ATM.  
Recommended Action: Call Triton Technical Support for activation code.

## To Install the T9 Keypad

The T9 EPP Keypad is a drop in replacement for new units manufactured with a T5 or T7 EPP Keypad. No additional parts are required.

- All RL1613, Traverse and ARGO were manufactured with a T5 or T7 EPP. (See NOTE below)
- All X2 RL23XX, RL53XX and RT23XX were manufactured with a T5 or T7 EPP beginning January 2, 2008 (Julian date of 08002).

If the ATM has been updated from VISA T1 EPP to T7 OR it needs to be updated from a VISA T1 EPP, the applicable kits are available.

- All XScale RL51XX, RT21XX and FT51XX were manufactured with VISA T1 EPP beginning December 29, 2004 (Julian date of 04363). Field Installation Instructions are available on [www.TritonATM.com](http://www.TritonATM.com).

The software must be updated to 3.3.2 or newer.

### **\* NOTE\***

#### **To install the T9 into the Traverse Unit:**

While holding the T9 EPP Keypad on a slight angle, position the keypad notch over the tab on the mounting bracket.



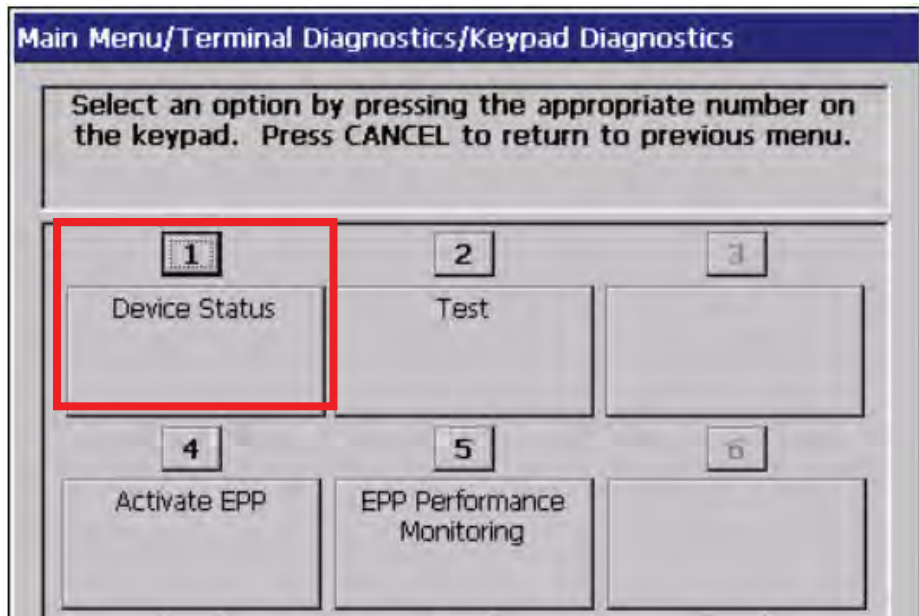
Install the top of the keypad from left to right (from the rear) ensuring the keypad gasket is sitting flush against the control panel. Using slight pressure if needed, ensure the bottom half of the keypad is also sitting flush with the control panel. Secure the keypad with the 6 screws.



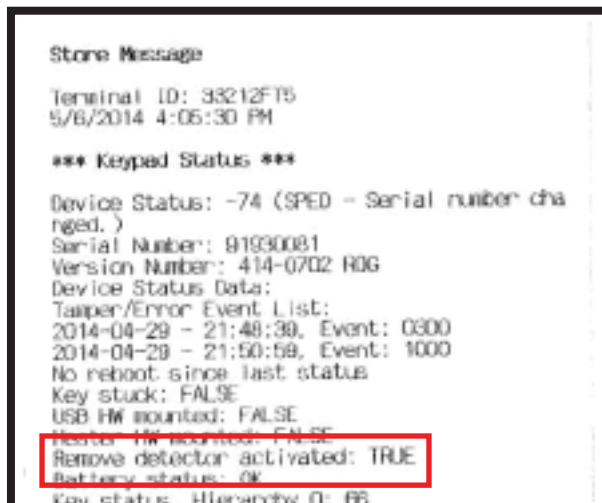
## Prior to T9 Keypad Activation

The Device Status report will indicate if the EPP has been installed correctly into the unit. This is imperative to check prior to activation as if it is not installed correctly, the EPP activation will fail.

1. Log into Management Functions.
2. If Favorites page appears, press 0 - Main Menu. Press 2 - Diagnostics.
3. Press 8 - Keypad.
4. Press 1 - Device Status.



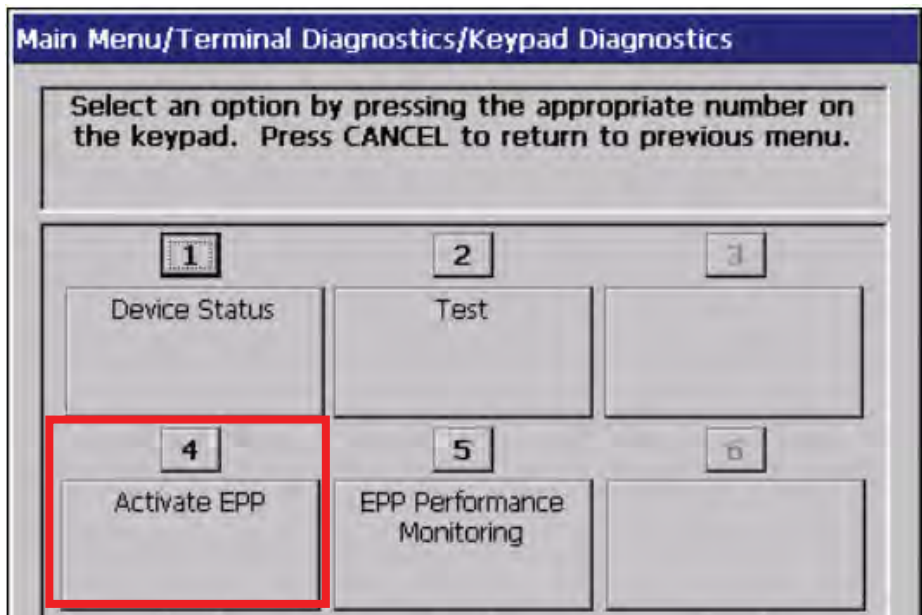
5. If the T9 EPP Keypad has been installed correctly, the “Remove Detector Activated:” will read “TRUE”. If the EPP Keypad is not installed correctly, the “Remove Detector Activated:” will read “FALSE”. If “FALSE”, check that the EPP is correctly aligned in the opening and secured tightly with all six screws.



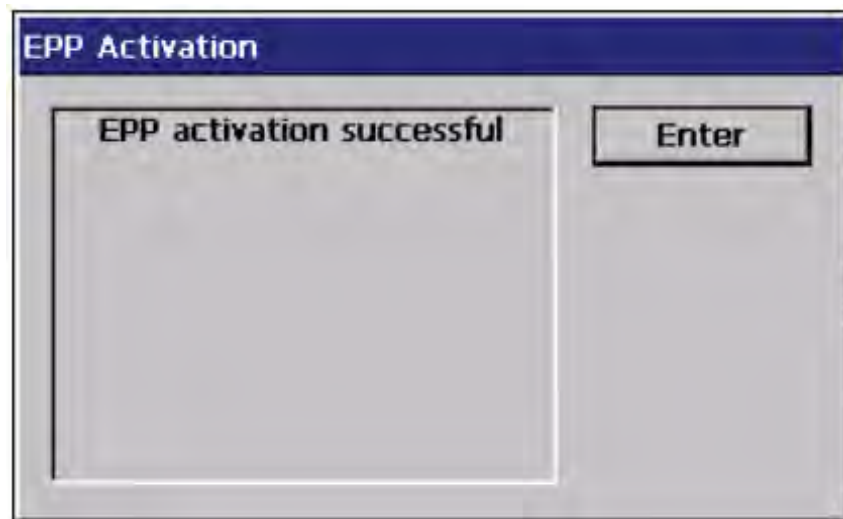
## To Activate the T9 Keypad

NOTE: Activation is NOT required for units that ship with the T9 EPP installed.

1. Log into Management Functions.
2. If Favorites page appears, press 0 - Main Menu. Press 2 - Diagnostics.
3. Press 8 - Keypad.
4. Press 4 - Activate EPP.



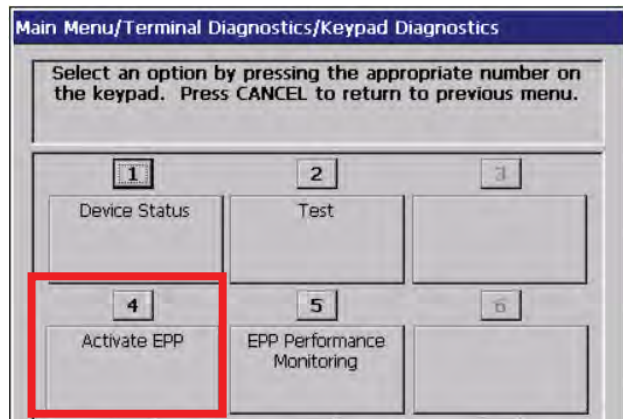
5. When the activation is successful, the “EPP activation successful” message will appear.



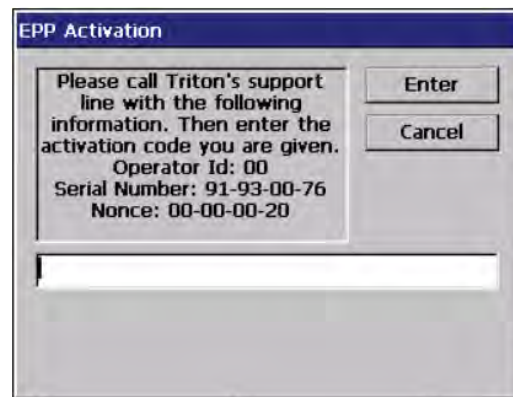
## To Reactivate the T9 Keypad

NOTE: Triton Technical Support CANNOT supply an activation code without the Operator Id, Serial Number and Nonce numbers supplied in Step 5.

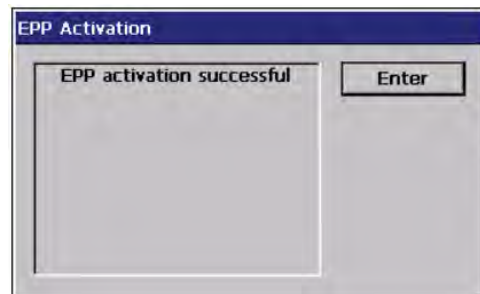
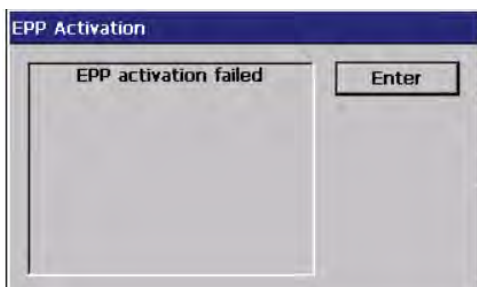
1. Log into Management Functions.
2. If Favorites page appears, press 0 - Main Menu. Press 2 - Diagnostics.
3. Press 8 - Keypad.
4. Press 4 - Activate EPP.



5. The following screen will appear. An activation code is required from Triton Technical Support to reactivate the T9 EPP Keypad. Contact Triton Technical Support with the “Operator Id”, “Serial Number” and “Nonce” numbers (supplied in the EPP Activation dialog box) for an activation code.



6. Enter the activation code. Press Enter on the keypad. If the code was entered correctly, the “EPP activation successful” box will appear. If the code was entered incorrectly, the “EPP activation failed” box will appear. If failed, repeat steps 4 - 6 (acquire a new code from Triton Technical Support).





## Replacing the battery in the T9 Keypad

NOTE: Do **NOT** remove the battery from the T9 EPP without FIRST connecting a new battery!! This EPP will be permanently damaged if the battery is removed and the keypad is unpowered before connecting a new battery.

1. Shutdown the unit with the proper shutdown procedures. Turn the power switch on the power supply to the OFF (O) position.
2. Remove the battery cover from the EPP. Set the cover aside for reinstallation.



3. **DO NOT UNPLUG CURRENT BATTERY!** Obtain a replacement battery. Plug the new battery into the spare battery connection. The spare battery can be ordered at [www.atmgurus.com](http://www.atmgurus.com).

4. After the new battery is correctly installed, unplug and remove the old battery.

5. Secure the new battery in the compartment and reinstall the battery cover.

