**MODEL 9600-SERIES miniATM QUICK-REFERENCE CARD**

**A**  
**RESETTING ERRORS**

<table>
<thead>
<tr>
<th>RESET ATМ</th>
<th>RESET ERROR</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESET ATМ: DO THIS AS A FIRST STEP WHEN AN OUT-OF-SERVICE CONDITION EXISTS. TO RESET THE ATМ, OPEN THE ATM CONTROL PANEL AND PRESS THE <strong>RESET</strong> SWITCH ON THE SECOND CARD FROM THE TOP IN THE CARD CAGE.</td>
<td></td>
</tr>
</tbody>
</table>

RESET ERROR: AFTER AN ATM RESET THE **RESET ERROR AND MANAGEMENT OPTIONS** ApPEAR. SELECT THE **RESET ERROR** OPTION. IF THE PROBLEM HAS BEEN CORRECTED, THE ATM SHOULD RETURN TO NORMAL OPERATION.

**B**  
**MANAGEMENT FUNCTIONS**

**ACCESS INSTRUCTIONS**

1.) IF ATМ IS SHOWING WELCOME SCREEN, PRESS AND HOLD DOWN THE **BLUE** KEY, PRESS THE **<** KEY AND THEN RELEASE BOTH KEYS. IF WELCOME SCREEN IS NOT DISPLAYED, OPEN ATM CONTROL PANEL, ENSURE POWER SWITCH ON SIDE OF CARD CAGE IS ON (I) AND PRESS THE **RESET** SWITCH ON SECOND CARD FROM TOP IN CARD CAGE. AFTER A FEW MOMENTS THE **RESET ERROR AND MANAGEMENT MENU** SCREEN SHOULD APPEAR.

2.) SELECT **MANAGEMENT OPTIONS**. ENTER PASSWORD TO ACCESS THE MANAGEMENT FUNCTIONS MENU.

**C**  
**CARD READER PROBLEMS**

**CAN'T READ CUSTOMER CARD**

1.) RESET THE ATM USING THE INSTRUCTIONS IN A ABOVE. TRY TO READ A CARD. IF THE PROBLEM STILL EXISTS, CONTINUE WITH STEP 2 BELOW.

2.) ACCESS THE MANAGEMENT FUNCTIONS MAIN MENU USING THE INSTRUCTIONS IN B ABOVE.

3.) SELECT THE **DIAGNOSTICS** OPTION. SELECT THE **MORE DIAGNOSTICS** OPTION.

4.) SELECT THE **SCAN CARD** OPTION.

5.) INSERT AND REMOVE AN ATM CARD. IF NO ERROR MESSAGE IS RECEIVED, CONTACT YOUR SERVICE PROVIDER. IF AN ERROR MESSAGE IS RECEIVED, CONTINUE WITH STEP 7 BELOW.

6.) OPEN THE ATM CONTROL PANEL, REMOVE AND THEN RECONNECT THE DATA CABLE (RIBBON CABLE) ON THE CARD READER. CLOSE THE ATM CONTROL PANEL.

7.) RESET THE ATM. TRY TO READ A CARD. IF THE PROBLEM STILL EXISTS, CONTACT YOUR SERVICE PROVIDER.

**D**  
**COMMUNICATION PROBLEMS**

**COMMUNICATION ERROR**

1.) RESET THE ATM USING THE INSTRUCTIONS IN A ABOVE. IF THE PROBLEM STILL EXISTS, CONTINUE WITH STEP 2 BELOW.

2.) OPEN THE ATM CONTROL PANEL. PLUG THE BASE UNIT OF A TELEPHONE (NOT THE HANDSET) INTO THE PHONE JACK ON THE THIRD CARD FROM THE TOP IN THE CARD CAGE.

3.) LISTEN FOR A DIAL TONE. IF THERE IS A DIAL TONE, UNPLUG THE TELEPHONE. CLOSE THE ATM CONTROL PANEL. CONTACT YOUR ATM 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 PHONE LINE PROBLEM. CONTACT YOUR TELEPHONE SERVICE PROVIDER FOR ASSISTANCE.

**E**  
**COMMON ERROR CODES**

**ERROR CODE** | **MEANING** | **RECOMMENDED ACTIONS**
|----------------|-------------|----------------------|
| 33             | FEED FAILURE | 1.) REMOVE AND OPEN CASSETTE.  
|                |             | 2.) IF THERE IS CURRENCY IN THE CASSETTE, GOTO STEP 3. IF NOT, LOAD CURRENCY. GOTO STEP 4.  
|                |             | 3.) IS CURRENCY OF GOOD QUALITY? IF YES, GOTO STEP 4. IF NO, OBTAIN CURRENCY OF GOOD QUALITY AND CONTINUE WITH STEP 4.  
|                |             | 4.) SHUFFLE CURRENCY.  
|                |             | 5.) REPACK CASSETTE.  
|                |             | 6.) REPLACE CASSETTE USING PROCEDURE H.  
|                |             | 7.) RESET ERROR. IF ERROR CLEARG GOTO STEP 8. IF ERROR DOES NOT CLEAR CONTACT SERVICE PROVIDER.  
|                |             | 8.) DO A TEST DISPENSE.  
|                |             | 9.) IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.  
| 139            | PRINTER NOT RESPONDING | 1.) OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM.  
|                |             | 2.) REMOVE JAM, IF PRESENT.  
|                |             | 3.) CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY.  
|                |             | 4.) CLOSE THE ATM CONTROL PANEL.  
|                |             | 5.) RESET ERROR. IF ERROR CLEARG GOTO STEP 6. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
|                |             | 6.) PERFORM RECEIPT PRINTER TEST.  
|                |             | 7.) IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.  
| 140            | PRINTER TIMEOUT | 1.) PRINT OR CLEAR THE JOURNAL USING PROCEDURE Q.  
|                |             | 2.) RESET THE ERROR USING PROCEDURE A. IF ERROR Clears, PLACE THE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
| 141            | PAPER JAM | 1.) OPEN THE ATM CONTROL PANEL. CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM.  
|                |             | 2.) REMOVE JAM, IF PRESENT.  
|                |             | 3.) CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY.  
|                |             | 4.) CLOSE THE ATM CONTROL PANEL.  
|                |             | 5.) RESET ERROR. IF ERROR CLEARG GOTO STEP 6. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
|                |             | 6.) PERFORM RECEIPT PRINTER TEST.  
|                |             | 7.) IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.  
| 148            | ELECTRONIC JOURNAL WRITE FAILURE | 1.) REMOVE THE CURRENCY CASSETTE.  
|                |             | 2.) RESET THE ERROR USING PROCEDURE A. IF ERROR Clears, GOTO NEXT STEP. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
|                |             | 3.) ADD CURRENCY TO CASSETTE AND REPLACE USING PROCEDURE H.  
|                |             | 4.) DO A TEST DISPENSE.  
|                |             | 5.) IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.  
| 151            | ELECTRONIC JOURNAL FULL | 1.) OPEN THE ATM CONTROL PANEL.  
|                |             | 2.) CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY.  
|                |             | 3.) CLOSE CONTROL PANEL.  
|                |             | 4.) RESET ERROR USING PROCEDURE A. IF ERROR Clears, GOTO STEP 5. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
|                |             | 5.) PERFORM RECEIPT PRINTER TEST.  
|                |             | 6.) IF ERROR DOES NOT RE-OCURR, PLACE ATM BACK IN SERVICE. IF ERROR OCCURS AGAIN, CONTACT SERVICE PROVIDER.  
| 182            | CURRENCY CASSETTE LOW | 1.) REMOVE THE CURRENCY CASSETTE.  
|                |             | 2.) RESET THE ERROR USING PROCEDURE A. IF ERROR Clears, GOTO NEXT STEP. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
|                |             | 3.) ADD CURRENCY TO CASSETTE AND REPLACE USING PROCEDURE H.  
|                |             | 4.) DO A TEST DISPENSE.  
|                |             | 5.) IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.  
| 183            | RECEIPT PRINTER PAPER LOW | 1.) OPEN THE ATM CONTROL PANEL.  
|                |             | 2.) CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY.  
|                |             | 3.) CLOSE CONTROL PANEL.  
|                |             | 4.) RESET ERROR USING PROCEDURE A. IF ERROR Clears, GOTO STEP 5. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.  
|                |             | 5.) PERFORM RECEIPT PRINTER TEST.  
|                |             | 6.) IF ERROR DOES NOT RE-OCURR, PLACE ATM BACK IN SERVICE. IF ERROR OCCURS AGAIN, CONTACT SERVICE PROVIDER.  

**TRITON SYSTEMS, INC., 522 E. RAILROAD STREET, LONG BEACH, MS 39560, USA**

**TDN 07103-00089 7:00**
**F**

**CASSETTE/DAY CLOSE**

1. Go to management functions using instructions in G. Select close option.
2. Choose cassette close. The cassette close receipt prints.
3. Remove cassette. Count cash. Cash in cassette (including reject tray) should equal remaining amount on receipt.
4. Load cassette with currency using procedure G.
5. When cassette is replaced in ATM, select close option.

**DAY CLOSE**

1. Select day close option. Receipt prints.
2. Press exit as needed to return to customer welcome screen.

**G**

**JOURNAL**

Access management functions (see G) and select the journal option. To clear the journal, select the clear journal option. This will audit all unprinted journal records. Audited records will not be printed when the print journal command is used.

Access management functions (see G) and select the journal option. To print the journal, select the print journal option. This will print all records that have not been audited. The records will be marked. To print previously audited or printed journal records, use the print last N entries command.

**H**

**REPLENISHING CASSETTES**

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Remove cassette.</td>
</tr>
<tr>
<td>2</td>
<td>Use key to prime cassette (green window).</td>
</tr>
<tr>
<td>3</td>
<td>Slide cassette on to loading tray.</td>
</tr>
<tr>
<td>4</td>
<td>Lift top. Check reject tray.</td>
</tr>
<tr>
<td>5</td>
<td>Lift reject tray. Push packer plate to rear and lock.</td>
</tr>
<tr>
<td>7</td>
<td>Remove cassette from loading tray. Use key to prime cassette (green window).</td>
</tr>
<tr>
<td>8</td>
<td>Replace cassette.</td>
</tr>
</tbody>
</table>

**I**

**REPLACING RECEIPT PRINTER PAPER**

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If paper remains on the roll, cut the paper between the roll and the printer. Use the feed button to remove any paper in the paper path.</td>
</tr>
<tr>
<td>2</td>
<td>Push the paper spool to the large opening end of the bracket for removal.</td>
</tr>
<tr>
<td>3</td>
<td>Replace cassette.</td>
</tr>
<tr>
<td>4</td>
<td>Place paper and spool on bracket. Cut end of roll must feed from the top. Push paper and spool into operating position on bracket.</td>
</tr>
<tr>
<td>5</td>
<td>Feed end of roll into printer path entrance. Feed paper from the top of the roll!</td>
</tr>
<tr>
<td>6</td>
<td>Printer will auto feed paper to exit.</td>
</tr>
</tbody>
</table>

**J**

**SERVICE PROVIDER**

This area for service provider contact information: