

# MODEL 9610-SERIES miniATM QUICK-REFERENCE CARD

## A RESETTING ERRORS

RESET ATM	RESET ERROR
RESET ATM: DO THIS AS A FIRST STEP WHEN AN OUT OF SERVICE CONDITION EXISTS. TO RESET THE ATM, OPEN THE ATM CONTROL PANEL AND PRESS THE <b>RESET</b> SWITCH ON THE SECOND CARD FROM THE TOP IN THE CARD CAGE.	RESET ERROR: AFTER AN ATM RESET THE <b>RESET ERROR</b> AND <b>MANAGEMENT</b> OPTIONS APPEAR. SELECT THE <b>RESET ERROR</b> OPTION. IF THE PROBLEM HAS BEEN CORRECTED, THE ATM SHOULD RETURN TO NORMAL OPERATION.

## TEMPORARILY OUT OF SERVICE

ERROR CODE #XXX  
CONTACT SERVICE PERSONNEL

**NOTIFY ATTENDANT**

## B MANAGEMENT FUNCTIONS

### ACCESS INSTRUCTIONS

- IF ATM IS SHOWING WELCOME SCREEN, PRESS AND HOLD DOWN THE **<BLUE>** KEY, PRESS THE **<1>** 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/MANAGEMENT** MENU SCREEN SHOULD APPEAR.
- SELECT **MANAGEMENT** OPTION. ENTER PASSWORD TO ACCESS THE MANAGEMENT FUNCTIONS MENU.

### MANAGEMENT FUNCTIONS

CLOSE	
DIAGNOSTICS	PASSWORD MAINTENANCE
LANGUAGE IDIOMA	TERMINAL CONFIGURATION
JOURNAL	EXIT

## C CARD READER PROBLEMS

### CAN'T READ CUSTOMER CARD

- RESET THE ATM USING THE INSTRUCTIONS IN **A** ABOVE. TRY TO READ A CARD. IF THE PROBLEM STILL EXISTS, CONTINUE WITH STEP 2 BELOW.
- ACCESS THE MANAGEMENT FUNCTIONS MAIN MENU USING THE INSTRUCTIONS IN **B** ABOVE.
- SELECT THE **DIAGNOSTICS** OPTION. SELECT THE **MORE DIAGNOSTICS** OPTION.
- SELECT THE **SCAN CARD** OPTION.
- 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.
- OPEN THE ATM CONTROL PANEL. REMOVE AND THEN RECONNECT THE DATA CABLE (RIBBON CABLE) ON THE CARD READER. CLOSE THE ATM CONTROL PANEL.
- RESET THE ATM. TRY TO READ A CARD. IF THE PROBLEM STILL EXISTS, CONTACT YOUR SERVICE PROVIDER.

### CAN'T INSERT CARD FULLY

- 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.
- IF A FOREIGN OBJECT IS DISCOVERED, TRY TO DISLodge IT. USE A THIN, SMOOTH STRIP OF CARDBOARD OR WOOD (SUCH AS A TONGUE DEPRESSOR) TO REMOVE THE OBSTRUCTION.
- CLOSE THE ATM CONTROL PANEL. TEST THE CARD READER. IF A CARD STILL CANNOT BE FULLY INSERTED CLOSE THE ATM CONTROL PANEL AND CONTACT SERVICE PROVIDER.

## D COMMUNICATION PROBLEMS

### COMMUNICATION ERROR

### SYSTEM UNAVAILABLE

- RESET THE ATM USING THE INSTRUCTIONS IN **A** ABOVE. IF THE PROBLEM STILL EXISTS, CONTINUE WITH STEP 2 BELOW.
- 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.
- LISTEN FOR A DIAL TONE. IF THERE IS A DIAL TONE, UNPLUG THE TELEPHONE. CLOSE THE ATM CONTROL PANEL. CONTACT YOUR ATM SERVICE PROVIDER.
- 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 <b>M</b> .
		7.) RESET ERROR. IF ERROR CLEARS GOTO STEP 8. IF ERROR DOES NOT CLEAR CONTACT SERVICE PROVIDER.
		8.) DO A TEST DISPENSE.
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.
140	PRINTER TIMEOUT	5.) RESET ERROR. IF ERROR CLEARS, GOTO STEP 6. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.
		6.) PERFORM RECEIPT PRINTER TEST.
141	PAPER JAM	7.) IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.
148	ELECTRONIC JOURNAL WRITE FAILURE	1.) PRINT OR CLEAR THE JOURNAL USING PROCEDURE <b>G</b> .
		2.) RESET THE ERROR USING PROCEDURE <b>A</b> . IF ERROR CLEARS, PLACE THE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.
151	ELECTRONIC JOURNAL FULL	
182	CURRENCY CASSETTE LOW	1.) REMOVE THE CURRENCY CASSETTE.
		2.) RESET THE ERROR USING PROCEDURE <b>A</b> . IF ERROR CLEARS, GOTO NEXT STEP. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.
		3.) ADD CURRENCY TO CASSETTE AND REPLACE USING PROCEDURE <b>M</b> .
		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 IF LOW OR EMPTY.
		3.) CLOSE CONTROL PANEL.
		4.) RESET ERROR USING PROCEDURE <b>A</b> . 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-OCCUR, 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 07103-00119 6/01

# MODEL 9610-SERIES miniATM QUICK-REFERENCE CARD

## F CASSETTE/DAY CLOSE

### CASSETTE CLOSE

- 1.) GO TO MANAGEMENT FUNCTIONS USING INSTRUCTIONS IN **B**. 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 **M**.
- 5.) WHEN CASSETTE IS REPLACED IN ATM, SELECT **ENTER QTY. IN CASSETTE** OPTION AND ENTER NUMBER OF BILLS (NOT THE VALUE) LOADED INTO THE CASSETTE.

### DAY CLOSE

- 1.) SELECT **DAY CLOSE** OPTION. RECEIPT PRINTS. NOTE: IF ATM DAY CLOSE IS NOT PERFORMED AT SAME TIME AS PROCESSOR, HOST SETTLEMENT AMOUNT MAY NOT MATCH TERMINAL SETTLEMENT AMOUNT ON DAY CLOSE RECEIPT.
- 2.) PRESS **EXIT** AS NEEDED TO RETURN TO CUSTOMER WELCOME SCREEN.

## G JOURNAL

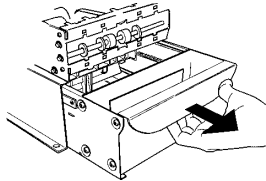
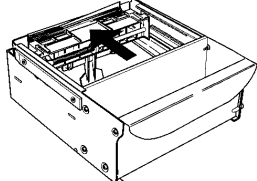
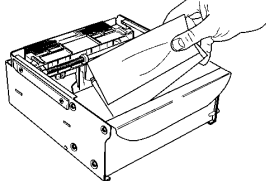
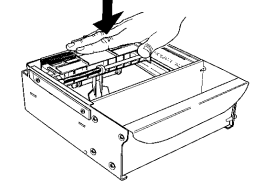
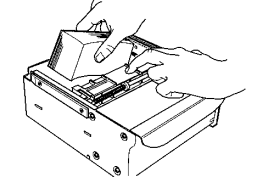
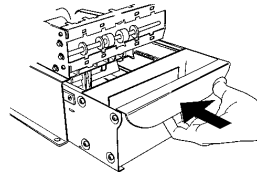
### CLEAR JOURNAL

ACCESS MANAGEMENT FUNCTIONS (SEE **B**) 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.

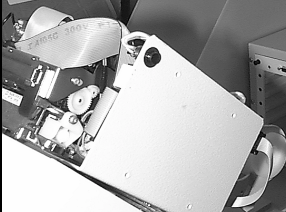
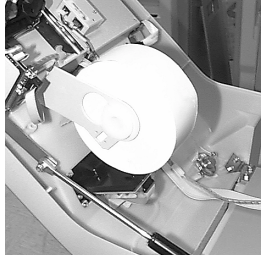
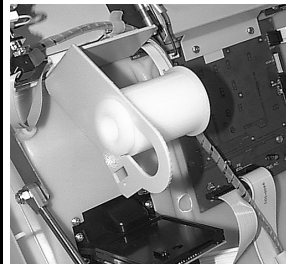
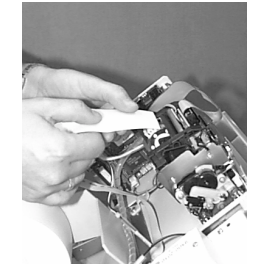
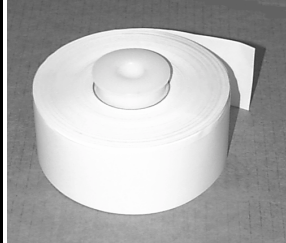

### PRINT JOURNAL

ACCESS MANAGEMENT FUNCTIONS (SEE **B**) 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 X ENTRIES** COMMAND.

## H REPLENISHING CASSETTES

STEP	ACTION	STEP	ACTION
1	REMOVE NOTE TRAY. 	4	RELEASE PACKER PLATE. 
2	REMOVE REJECTED NOTES. 	5	LEVEL THE NOTE PILE. 
3	LOAD NOTE TRAY WITH NOTES. 	6	REPLACE NOTE TRAY. 

## I REPLACING RECEIPT PRINTER PAPER

STEP	ACTION	STEP	ACTION
1	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. 	4	PLACE PAPER AND SPOOL ON BRACKET. CUT END OF ROLL MUST FEED FROM THE TOP. PUSH PAPER AND SPOOL INTO OPERATING POSITION ON BRACKET. 
2	PUSH THE PAPER SPOOL TO THE LARGE OPENING END OF THE BRACKET FOR REMOVAL. 	5	FEED END OF ROLL INTO PRINTER PATH ENTRANCE. FEED PAPER FROM THE TOP OF THE ROLL! 
3	PLACE SPOOL IN NEW ROLL. CUT EDGE OF PAPER CLEANLY. 	6	PRINTER WILL AUTO FEED PAPER TO EXIT. 

## J SERVICE PROVIDER

THIS AREA FOR SERVICE PROVIDER CONTACT INFORMATION:



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

TDN 07103-00119 6/01