



***SINGLE-CASSETTE CASH DISPENSER***  
**OPERATION MANUAL**  
**(MODEL 9610)**

VERSION 1.1

TDN 07103-00005 06/01

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### **DISCLAIMER**

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### **FCC COMPLIANCE**

#### **Warning:**

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.

#### **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.

### **CANADIAN EMISSION 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.

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.

### **AUSTRALIAN EMISSION 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.

### 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.

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 Ringer Equivalence Number (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 Ringer Equivalence Numbers 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.

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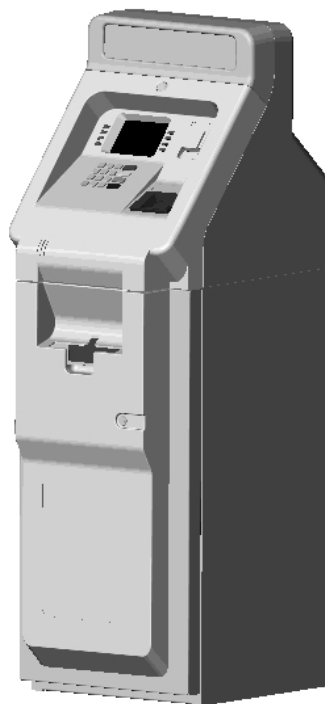
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# ***SECTION 1***

## **INTRODUCTION**



## What's in This Manual

This manual describes all operating features of the Model 9610 Single-Cassette Cash Dispenser.

The setup and operating procedures given in this manual are applicable to the Model 9610 Single-Cassette Cash Dispenser. If your Cash Dispenser 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.

In this manual, the terms Cash Dispenser, Dispenser, or Terminal are used interchangeably.

## Business Hours Service

The Model 9610 is certified for Business Hours Service. This means that the currency should be removed from the dispenser and stored in a safe location when the business is closed to the public.

## Single-Cassette Cash Dispenser Features

The general features of the Model 9610 Single-Cassette Cash Dispenser are summarized in the following list:

- Uses an ordinary dial-up telephone line, instead of an expensive leased line.
- 2400 bps (bits-per-second) modem standard (optional 14400 and 33600 bps modems available).
- Note tray holds approximately 750-1000 notes (average 800 notes). Actual capacity depends upon currency quality and thickness.
- Storage compartment integrated into note tray holds rejected notes for safekeeping and ease of accountability.
- Reliable friction-feed cash dispensing mechanism.
- High-capacity electronic journal can store up to 2045 of the most recent transactions for later printout.
- Intuitive, user-friendly keypad and display interface.
- 320 x 240 dot resolution gray-scale (16 shades of gray) backlit Liquid Crystal Display (LCD). Optional Color LCD display available.

- Flush-mounted magnetic dip-style card reader.
- Fixed-head thermal printer designed for quiet operation.
- Modular design for ease of maintenance.

### **Standard Features**

The standard features of the 9610 Cash Dispenser are summarized in the following paragraphs.

### **Improved Monochrome Graphic Display Support**

The rendering of gray-scale images has been improved significantly. The availability of a more life-like rendering of monochrome graphics can make the use of these images a more appealing option in certain applications.

### **256-Color Ad Graphic Display Support**

ATM Software Release 4.1 (and higher) delivers support for the new 256-color display feature of Triton Systems ATMs. Ad Graphic screens can now be displayed using a richer palette of 256 colors.

### **MAC Data Encryption Support**

ATM Software Release 4.1 (and higher) implements support for the Message Authentication Code (MAC) data encryption protocol. This capability is typically referred to as "MAC-ing". NOTE: This feature is currently only available in the Triton Standard version of ATM Software Release 4.1. Also, the SPED option (described below) is required to support MACing.

MACing Provides increased protection for message traffic to and from the ATM.

### **SPED PIN Entry Device Support**

The newest ATM EPROM upgrade, along with Software Release 4.1, support an optional feature of Triton Systems ATMs known as the Secure PIN Entry Device, or SPED. Note that the SPED option is required in order to support MACing.

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

**DATAPAK 3000 Communications Protocol Support**

ATM Software Release 4.1 is DATAPAK 3000 protocol-compliant. This new capability enables the ATM to interface with designated DATAPAK intermediaries (in the Canadian market region), who in turn provide connectivity to the appropriate transaction processor. NOTE: This feature is only available for use in the Canadian market.

DATAPAK 3000 connectivity is typically faster and more cost-effective than a direct dial-up connection between the ATM and the transaction processor.

**Standard Features of the Single-Cassette Cash Dispenser**

The following paragraphs provide descriptions of the standard features of the Cash Dispenser.

**Close Scheduling**

This function enables the operator of the terminal to establish a time at which the terminal will automatically initiate a close operation with the processor. If only manual initiation of a close is desired, this feature can be turned off.

**Exit Message**

This feature allows a message to be displayed to the customer at the conclusion of a transaction. The content of the message is determined by the operator.

**Predial Capability**

By initiating the call to the processor immediately after the PIN is keyed in, the actual transaction, once selected, can be completed more quickly. If desired, the predial capability can be disabled, in which case the call to the processor will not be made until after the customer actually chooses a transaction.

**Alarm Thresholds**

NOTE: This feature must be used in conjunction with Triton Connect version 3.0 or later.

This feature enables the terminal to detect and automatically report the following conditions to a remote personal computer (PC) that is running Triton Connect (version 3.0 or later):

- 1.) The level of cash in the cassette has fallen below a pre-defined threshold.
- 2.) The number of journal entries has risen above a pre-defined threshold.
- 3.) Scheduled transfer of electronic journal data to a remote Triton Connect host computer. This time can be set at the terminal or via Triton Connect

### **Transaction and Account Type Configuration**

This feature enables the terminal operator to select the types of transactions (transfers or balance inquiries) or accounts (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 Cash Dispenser features a solid state electronic journal, instead of the traditional mechanical journal printer. The electronic journal is based on proven Triton technology and provides improved reliability and ease of use.

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.

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 (Personal Computer) for storage and subsequent analysis.

The information in the electronic journal is maintained in a safe and secure environment. The journal is physically located in the lower security cabinet of the unit, making it as secure as the cash itself. Even after a transaction record has been printed to the receipt printer, it can still be read and printed again. Old records are retained in the electronic journal until 2045 records have been stored, at which time the journal must be printed or cleared.

The software on the terminal makes it easy to retrieve stored information as often as necessary. From the operator's standpoint, use of the journal is simple. All that is required of the operator is to do a PRINT JOURNAL command on a regular basis.

Typically, the journal should be printed out whenever a DAY CLOSE is completed, although this is not a requirement.

When the PRINT JOURNAL command is selected, only the records acquired since the last PRINT JOURNAL command will be printed. Therefore, you don't have to keep track of what record was printed last, because the terminal does it for you.

If the printed copy of a group of records is accidentally lost or destroyed, or the receipt printer runs out of paper before completely printing a group of records, it is a simple matter to reprint them, since they remain stored in the journal (until overwritten, as explained earlier).

### **Distributor EPROM Access With Challenge**

This feature provides increased security by allowing each distributor to select their own unique EPROM access code for each terminal they sell or service. Procedures for entering and changing the EPROM Access Code are contained in the Cash Dispenser Installation and Service Manual.

### **Status Monitoring**

This feature (not available with all versions of the terminal's operating software) allows information about the operational status of the terminal to be provided to the processor. The feature is activated using the terminal's Management Functions.

### **Language Option**

The Cash Dispenser has a screen language option. This option allows the terminal user to select a preferred language (such as Spanish) when beginning an ATM transaction.

### **International Monetary Support**

This feature allows installation and service personnel to select one of a number of monetary symbols (such as C, ¢, \$, f, L, Pt., £, Q, ¥) that describe the type of currency that will be dispensed by the Cash Dispenser. The default symbol can be viewed and changed through the Management Functions.

### **Six-Digit Amount Entry Fields**

U.S. domestic versions of the terminal operating software allow up to six digits to be entered in all fields where a cash amount is expected. Some international versions of the software allow extended field-lengths (see Extended Fields).



### **Receipt Printer Paper Low Option**

This feature allows the end user to determine whether or not the terminal is allowed to continue processing transactions when the receipt printer paper is low.

### **Quad-Port Module**

The Quad-Port Module is a serial interface board that provides four independently assignable and software configurable serial I/O ports. These ports are RS-232C compliant interfaces that can support baud rates through 33,600 baud.

The capabilities of the module are such that new Cash Dispenser features that require serial interfaces can readily be supported. The LED Sign is an example of an option that requires the Quad-Port Module.

### **Memory Expansion Modules**

To take advantage of the new graphics handling features of the Cash Dispenser, the terminal must be equipped with at least one Memory Expansion Module. Memory Expansion Modules are available with the following memory capacity:

- 1 Megabyte (Part Number 9600-0004)
- 2 Megabytes (Part Number 9600-0031)
- 4 Megabytes (Part Number 9600-0032)

Two Memory Expansion Modules can be installed in slots four and five of the terminal's Electronic Enclosure.

### **Jumper Settings**

Memory Expansion Modules have jumpers that must be installed in the right position to operate correctly. The Memory Expansion Module installed in slot 4 of the card cage must have the jumpers across pins 1 and 2 of J1 and J2. If a second Memory Expansion Module is installed, it will be put in slot 5 of the card cage. The jumpers on the second Module must be installed across pins 2 and 3 of J1 and J2.

### **Formatting a Memory Module**

A Memory Expansion Module is formatted so that it is ready to accept downloaded files from the Triton Connect Host Computer. All Single-Cassette Cash Dispenser Memory Expansion Modules are shipped from the factory formatted. If it becomes necessary to format a Memory Expansion Module, it can be accomplished by two methods.

### **Formatting a Memory Expansion Module from a Triton Connect Host Computer**

The first method uses Triton Connect to send a message to the terminal from the Triton Connect Host Computer that tells it to format a Memory Expansion Module. It uses the Reformat Memory Options found in the Ad Graphics/File Manager folder of the Terminal Parameters Option in the Triton Connect Terminal Manager to format the Module. There are separate options to format memory modules 1 and 2.

### **Formatting a Memory Expansion Module at the Local Terminal**

The Memory Expansion Modules can also be formatted from the local terminal through the Management Functions. Refer to Section 5, Management Functions, for procedures.

### **AD Screens**

An Ad Screen is a promotional or advertising graphic that is displayed on the Cash Dispenser LCD screen. It is displayed alternately with the Customer Welcome screen graphic (while the terminal is idle) and while a customer transaction is being processed. Triton Connect Software Release 1.8 or higher is required to support the use of AD Screens.

Triton Connect has the ability to format 16-bit color graphics for use in AD Screens (this requires the optional 16-color LCD display), to format monochrome graphics for use in receipt printouts, and to create text-based messages.

Once formatted, the graphics and text-based messages can be downloaded to a terminal by the Triton Connect host computer. The time of day a specific Ad Screen is displayed and the duration it will be displayed can also be controlled.

To display AD Screens a terminal must have at least one optional Memory Expansion Module installed. All Cash Dispensers can display text-based Ad Screens with no additional hardware.

### **Text-Based AD Screens**

Text-based AD Screens can be displayed to the customer while the terminal is performing a transaction. A maximum of four text-based ads can be displayed during the interval that the "Transaction Processing - Please Wait" message screen is being shown to the customer. Each ad consists of up to eight lines of text, and each ad can be displayed for an operator-specified duration. The messages are created and downloaded to the terminal using Triton Connect Software Release release 1.8 or above.

### **Receipt Printer Graphics**

Triton Connect Software Release 1.8 or higher allows a bit-mapped graphic image in ".bmp" format to be downloaded to the terminal. This graphic is printed on the receipt when the PRINTED GRAPHIC option is enabled through the Management Functions. This feature requires the addition of a Memory Expansion Module.

### **Prize Coupons Option**

The Cash Dispenser may be configured to award "prize coupons" to customers on a random chance or a withdrawal amount-determined basis. Coupons are awarded as printed messages presented to the customer on a separate receipt. The messages consist of four lines of text, with up to 40 characters in each line. The text of the message is entered from the terminal's keypad.

There are two methods of awarding coupons. The RANDOM approach awards coupons randomly within a specified percentage range (such as 3% of transactions) set in the management Functions.

The LEVEL approach awards a coupon to each customer that withdraws an amount equal to or greater than a specific dollar value that is set in the Management Functions.

When a coupon is awarded, the cash dispenser beeps a distinctive tone, displays a message to alert the customer and prints a coupon after the money is dispensed (but before the customer receipt is printed). The prize coupon is printed on a separate receipt and a full cut is made between the coupon and the customer receipt.

**Receipt Option**

This feature gives customers the option of receiving or not receiving a receipt after completing a withdrawal transaction. The factory default for the RECEIPT OPTION is disabled, meaning a receipt will always be issued after each withdrawal transaction.

If the RECEIPT OPTION is enabled, the customer is given the option of choosing to receive or not receive a printed receipt at the end of the withdrawal transaction. If the customer fails to make a choice, the receipt will be printed automatically after a 40-second delay.

**Color Display Option**

The Cash Dispenser can be equipped with an optional 16-color LCD display. As with the standard gray-scale display, the customer is guided through a transaction by selecting various options from menus that are presented on the LCD. Additionally, the terminal has the capability of displaying promotional information (AD Screens) in color while it is idle or when the customer is waiting for a transaction to be completed.

**Triton Connect**

Triton Connect is an optional software package available through your service provider that facilitates remote data retrieval and monitoring of your Triton Systems Cash Dispenser. The advantages of this feature are reduced service calls and simplified terminal configuration changes, which in turn provides more immediate and economical service for you.

The Triton Connect software runs on a remote host computer, and uses standard dial-up telephone lines to access and monitor the terminal. Triton Connect operates by dialing up the terminal and retrieving its data.

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

The Terminal Configuration options in the Management Functions area enable you to activate or deactivate Triton Connect access to the terminal.

Key information about the status of the terminal is collected and stored at a central location by your service provider.

With this data, customer transaction reports can be developed that make it easy to monitor your Cash Dispenser's performance, schedule cash replenishment, and provide instant status for service dispatch should a problem occur.

### **Extended Amounts**

The standard length of a currency amount entry field is 6 characters in U. S. domestic versions of the terminal operating software. In some international applications this length is insufficient to allow the entry of the full range of monetary values available in the local currency type. The Extended Amounts feature allows the selection of 12-character currency amount entry fields for those applications that require it.

Once selected, the Cash Dispenser can accept the entry of extended amounts for customer withdrawal and transfer transactions. The feature is activated using the terminal's Management Functions.

### **LED Sign Option**

This option consists of a display panel and associated hardware and firmware that enables a Cash Dispenser to display messages and animated themes using a variety of special effects. The LED Sign is available in either Lowtopper or Hightopper versions.

The LED Sign requires version 3.0 (or higher) Terminal Software, a Quad-Port Module, and a version SD01.04 (or higher) EPROM. To control the LED Sign, you will need Triton Connect for Windows 95, version 1.9.1 or later. The LED Sign can also be operated using an optional hand-held infrared remote control.

Specific instructions for operating the LED Sign are contained in the Triton Connect User Manual, or the LED Sign Remote Control Operation Manual, as applicable.

### **Date/Time Format**

This option allows the operator to select either MM/DD/YY or DD/MM/YY as the format the terminal will use when printing receipts and other reports.

### **Dispense Counter**

This features counts the number of bills that have been dispensed from the currency cassette and prints the total on the Receipt Printer Test report



## ***SECTION 2***

### **BASIC OPERATION**



## Introduction

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

- 1.) **Menu-Based Operation.** This section gives a general overview of the terminal display interface.
- 2.) **Keypad Operation.** Describes the layout and use of the display and alphanumeric keypads.
- 3.) **Changing to Management Functions.** Describes how to access the terminal's Management Functions.

## 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.

When the unit is turned on, the dispenser will beep once and the Top Menu, shown in Figure 2-1, will appear on the display screen after a few seconds. 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).



## Keypad Operation

See Figure 2-2. The user interface of the terminal consists of the LCD display and 24 rubber 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.

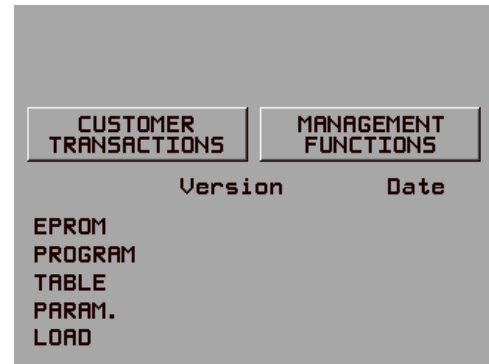
All of the keys that a customer would use to conduct transactions have an integral raised Braille symbol to conform to the requirements of the Americans with Disabilities Act. To activate a key, press it until a beep is heard. If the key does not beep, it means that the key is not active for the current function, or the key was not pressed firmly enough.

The entry of numeric characters via the keypad is straightforward: simply press the desired key. However, in certain management function screens it may be necessary to enter alphabetic characters, a procedure that requires a little more explanation. On such screens a flashing cursor will be evident on the display, representing the location where the next character you enter will be displayed. To enter a letter or punctuation mark, you will first press the <BLUE> key, and then you will press the number that has the letter or other character you want.

Each of the numbered keys (<0> through <9>) has six characters available. See Figure 2-3, Alphanumeric Keypad, and Table 2-1, Keypad Characters. On most of these keys (<2> through <9>), the first three of the available characters are alphabetic, and are printed on the keycap above the number character. Two keys, the <0> and <1>, are different. The <0> key does not show any additional characters, while the <1> key shows two alphabetic characters ('QZ').

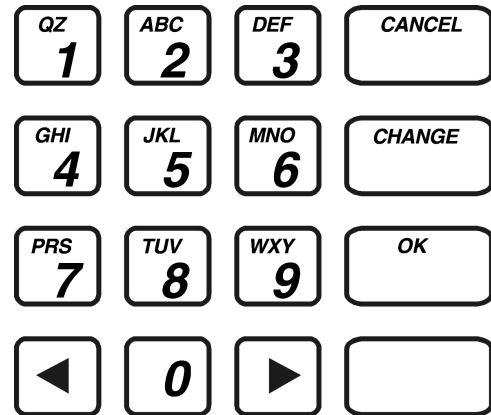
The first character on the first key (0-9) you press after the <BLUE> key will be displayed at the current cursor position. Pressing the same key repeatedly will cycle the displayed letter through the available character choices for that key (X1-X6). When the desired character is displayed, press the <RIGHT ARROW> key to 'lock it in' and move the cursor to the next position. Repeat these steps to enter the next character.

The <RIGHT ARROW> and <LEFT ARROW> keys are used in most alphanumeric data entry situations. The <LEFT ARROW> is used to back up and erase a character. The <RIGHT ARROW> is used to lock in a character. These keys will auto-repeat if held down for more than one second.



The <CHANGE> key can be used to clear an entry and start over. The <CANCEL> key will abort the current transaction.

The keys located beside the display are called the Screen Keys. They are used in the selection of menu functions. A Screen Key is only active when a function or menu option name is displayed beside the key.



### KEYPAD CHARACTERS

	X1	X2	X3	X4	X5	X6
1	Q	Z	Space	~	!	@
2	A	B	C	#	\$	%
3	D	E	F	^	*	-
4	G	H	I	(	)	
5	J	K	L	\	/	"
6	M	N	O	;	:	' Single Quote (Open)
7	P	R	S	?	<	>
8	T	U	V	[	]	ñ
9	W	X	Y	{	}	' Single Quote (Close)
0	,	.	-	&	=	+

### Accessing Management Functions

You can enter the terminal MANAGEMENT FUNCTIONS main menu screen by performing any one of the three procedures listed below:

1. If the Customer Welcome screen is being displayed, press and hold down the <BLUE> key; while holding down the <BLUE> key, press the <1> key. Release both keys. After a moment the Top Menu screen (shown in Figure 2-1) will be displayed. Select the MANAGEMENT FUNCTIONS option.

2. Reset the terminal by removing and reapplying power to the terminal. When the Top Menu is displayed select MANAGEMENT FUNCTIONS.
3. Remove and then reapply power to the terminal using the ON/OFF switch located on the right side of the card cage inside the upper enclosure of the terminal. When the Top Menu is displayed select MANAGEMENT FUNCTIONS.

The Top Menu allows you to choose one of two options, CUSTOMER TRANSACTIONS or MANAGEMENT FUNCTIONS. Selecting CUSTOMER TRANSACTIONS changes the display to the Customer Welcome screen so the terminal is ready to perform customer transactions. Selecting MANAGEMENT FUNCTIONS opens the password screen, which in turn provides access to menus that are used for changing or viewing terminal parameters.

Whenever the MANAGEMENT FUNCTIONS choice is selected, the terminal will ask for a password to be entered. For a first-time configuration, enter the default MASTER PASSWORD of '123456' on the keypad and then press the <OK> key. This 'default' password will be valid until it is changed.

**\*\*NOTE\*\***

**The operator of the terminal must change the MASTER PASSWORD to a new password when the installation is complete.**

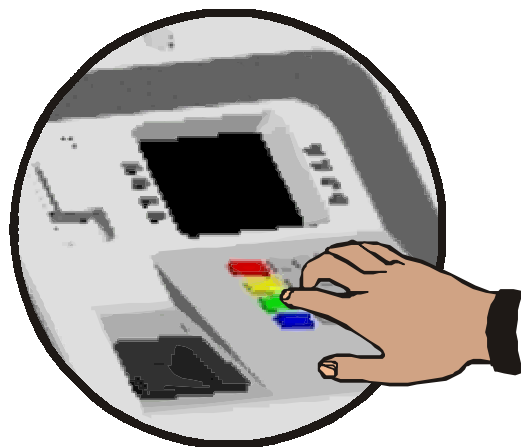
The Top Menu serves an alternative purpose in the event of a machine malfunction or other error condition. Such conditions are normally reported by an "OUT OF SERVICE" message screen. The typical response to this message is to reset the terminal. After resetting the terminal the Top Menu screen will display any applicable status messages and error code numbers.

The two options presented in such instances will be RESET ERROR and MANAGEMENT FUNCTIONS. Press RESET ERROR to attempt to clear the error, or enter the MANAGEMENT FUNCTIONS area, as desired. See Section 8, Error Recovery, for more information.



## ***SECTION 3***

### **INITIAL SETUP**



## Initial Setup Parameters

There are a number of configuration parameters that must be set when a Cash Dispenser is installed. These parameters do not need to be set in any particular order, but they **MUST** be entered into the Cash Dispenser to enable customer transactions to take place. Once they are set, they are retained internally, even when the Cash Dispenser is turned off.

Detailed procedures describing the step-by-step setup of each terminal parameter are located in Section 5 of this manual.

### Terminal Number

The Terminal Number is a unique string of alphanumeric characters (numbers and/or letters) that identifies your Cash Dispenser to the processor. The Terminal Number is assigned to your Cash Dispenser by your processor.

The Terminal Number and TELEPHONE NUMBER **MUST** be set before the Cash Dispenser can go on-line and before the communications key can be downloaded.

### Telephone Number

The Cash Dispenser communicates to your host processor over a dial up phone line. The phone number of the processor must be entered before live transactions can be performed.

### Surcharge Mode

Some networks allow a surcharge, or terminal fee, to be imposed on withdrawal transactions. If surcharges are in use on your network, you are required to notify the customer of the possibility of an additional fee before the transaction is processed. The customer must be given a chance to cancel the transaction.

Setting the SURCHARGE MODE to ENABLED will cause the surcharge warning screen to be displayed after the customer's card is inserted. The surcharge warning screen notifies the customer of a possible fee and its amount. The customer is given the opportunity to cancel the transaction at no charge or to accept the surcharge and continue with the transaction.

If your network does not allow surcharges, the SURCHARGE MODE must be set to DISABLED.

The amount of the surcharge is stored in the Cash Dispenser and displayed to the customer. The surcharge amount displayed on the screen can be set manually via the SURCHARGE AMOUNT menu. In some cases this value is downloaded from the processor at the same time the communications key is downloaded.

Manually changing the surcharge amount to a different value does not automatically change the surcharge collected by the processor for a transaction. It will only change the surcharge in the surcharge-warning message shown to the customer and NOT the actual fee collected for the transaction, so be sure the values are the same AND are accurate!

#### **Multiple Amount**

This is the value of the denomination of the cash in the currency cassette. It must be set to a value that is at least 1/50th of the MAXIMUM AMOUNT. For example, if the MAXIMUM AMOUNT is 500.00, then the MULTIPLE AMOUNT must be at least \$10.00 (\$20.00 would also work). A value of \$5.00, however, could not be used unless the maximum amount was set no greater than \$250.00 ( $\$5.00 \times 50 = 250$ ).

The factory default for the MULTIPLE AMOUNT is \$0.00.

#### **MAC Master/Working Keys**

The MAC Master and Working keys are only used if an optional Secure Pin Entry Device (SPED) keypad has been installed and MAC-ing is being implemented.

The MAC MASTER KEY is used to decrypt the MAC WORKING KEY. Each key is a 16-character string, consisting of a combination of the digits 0-9 and the letters A-F. The MAC MASTER KEY may be injected from a personal computer (using a special floppy disk), or entered manually at the keypad.

#### **PIN Master/Working Keys**

The PIN MASTER KEY is used to decrypt the PIN WORKING KEY. The Pin MASTER KEY was referred to as the MASTER KEY in previous versions of ATM operating software. The PIN WORKING KEY was referred to as the COMMUNICATIONS (COMMS) KEY.

Each key is a 16-character string, consisting of a combination of the digits 0-9 and the letters A-F. The PIN MASTER KEY may be entered manually, or may be injected from a personal computer, using a special floppy disk. The PIN WORKING KEY may be entered manually or downloaded from the processor.

## Other Required Parameters

In addition to the configuration parameters described in the previous paragraphs, there are several other parameters that will need to be entered into the Cash Dispenser to complete its setup. The procedures for setting each of these parameters are found in Section 5 of this manual. Some parameters are processor-specific and may not be available for all locations.

### Maximum Amount

The maximum withdrawal limit must be entered into the Cash Dispenser before any transactions can be completed. This number is the largest dollar amount allowed for a single withdrawal transaction. The maximum amount may be set from \$1 to \$999 in increments of \$1 and must be set to a multiple of the denomination of the currency in the cassette. Factory default is set to \$500.00. The value must be a whole dollar amount only.

Whenever a withdrawal transaction is processed, the amount entered or selected is compared to the maximum amount parameter. If the entry is larger, an error message warns the user and displays the maximum allowable amount. Additionally, the Maximum Amount cannot be more than 50 times greater than the denomination of the currency in the cassette.

The Maximum Amount entered into the Cash Dispenser DOES NOT override any maximum set by a network. The transaction will be sent to the network if the amount entered or selected is less than the maximum. The network must still approve the requested amount.

### Store Message

The Store Message consists of up to four lines of text that are printed at the top of each receipt and report. This message is typically used to print the store name, address and phone number.

### Marketing Message

The Marketing Message consists of up to four lines of text that are printed at the top of each receipt and report (if a Store Message is used, the Marketing Message is printed below it).

This message can be used for advertising purposes, sales notifications, promotions, or other purposes.



**Surcharge Owner**

The name of the surcharge owner is stored in the terminal and printed on the receipt.

**Terminal Owner**

The name of the Terminal Owner is stored in the terminal and displayed to the customer in the surcharge-warning message.

**Welcome Message**

The Welcome Message consists of three lines of text that are displayed on the Customer Welcome screen.

**Language Option**

This feature allows the terminal operator to select the language that is displayed to the customer during a transaction, as well as the language in which the Management Functions are presented. A feature is also provided that gives the customer the option of selecting a preferred language. Also, some terminal software versions allow receipts to be printed using the non-English language choice.

**Receipt Option**

This feature allows the customer to select the option of receiving or not receiving a receipt at the completion of a transaction.

**Coupon Options**

Coupons are used for promotional purposes. The owner of the Cash Dispenser can use the Coupon Options feature to issue printed coupons from the receipt printer. Coupons are issued randomly (based on percentage) or whenever a customer uses the Cash Dispenser to withdraw more than a predetermined minimum amount of cash.

**Date/Time Format**

This option allows the operator to select either MM/DD/YY or DD/MM/YY as the format the terminal will use when printing receipts and other reports.

**Setup Parameter List**

Table 3-2, Terminal Setup Parameters, lists all of the operator-configurable parameters accessible through the Management Functions. The parameters described in the section on Initial Setup Parameters have been highlighted for ease of reference. References to the specific pages in Section 5, Management Functions, are provided to help quickly locate the description and applicable setup instructions for each parameter. In most cases the factory default value of each parameter is also provided.

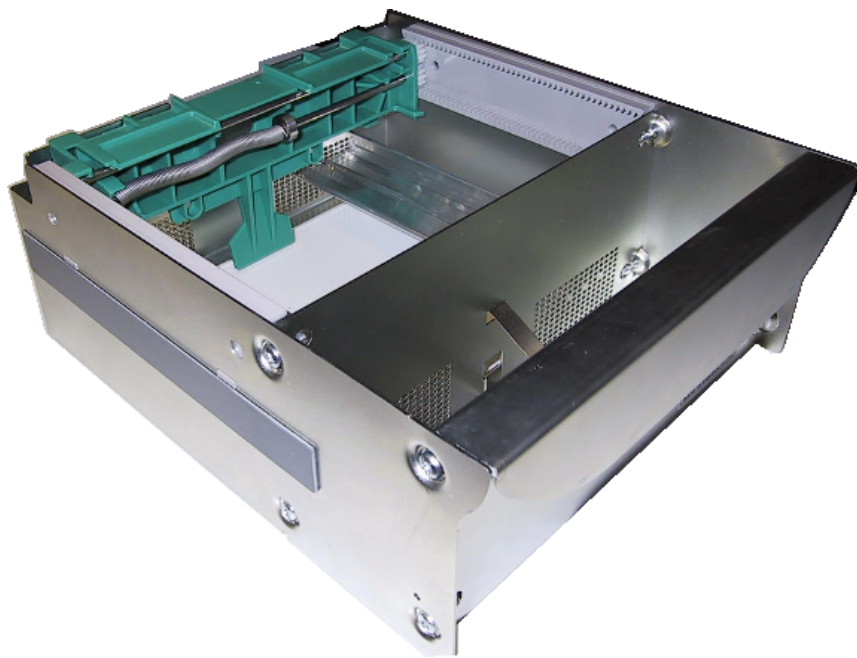
Although many of the parameters have been set at the factory, it is important to verify that the settings are appropriate. Factory default values should be changed to reflect the actual settings and values required. Once the initial setup has been accomplished, take the time to review the table and make any additional configuration changes needed to customize the terminal for your application.

SINGLE-CASSETTE CASH DISPENSER SETUP PARAMETERS						
FUNCTION/PARAMETER		FACTORY DEFAULT	PAGE NO.	FUNCTION/PARAMETER		FACTORY DEFAULT
CLOSE			36	EXTENDED AMOUNT	DISABLED	5-72
1	SCHEDULE CLOSE	OFF	5-8	37	FAST CASH AMOUNT	*
2	CHANGE SCHEDULE	*	5-9	38	ENTER MAC MASTER KEY	*
3	SEND TERMINAL TOTALS	OFF	5-13	39	ENTER PIN MASTER KEY	*
4	ENTER QTY. IN CASSETTE	0	5-14	40	INJECT MASTER KEYS	*
LANGUAGE / IDIOMA			41	ENTER MAC WORKING KEY	*	5-80
5	ENGLISH/INGLES	*	5-27	42	ENTER PIN WORKING KEY	*
6	SPANISH/ESPAÑOL	*	5-28	43	DOWNLOAD WORKING KEYS	*
7	ENABLE/DISABLE CUST. OPTION	DISABLED	5-29	43	PRIMARY NUMBER (TELEPHONE)	NONE
PASSWORD MAINTENANCE			44	BACKUP NUMBER (TELEPHONE)	NONE	5-87
8	MASTER PASSWORD	123456	5-35	45	DATAPAK ACCESS CODE	NONE
9	ADMINISTRATION PASSWORD	987654	5-36	45	PREDIAL ON/OFF	OFF
PRINTER SETTINGS			46	COMPUSERVE ID	*	5-90
10	SET PRINT LENGTH	35	5-39	47	DIAL MODE	DTMF
11	LOW RECEIPT PAPER	OFF	5-40	48	DIAL RATE	FAST
12	PRINTER GRAPHICS	ENABLED	5-41	49	BAUD RATE	1200
RANDOM / LEVEL PRIZE COUPONS			50	MODEM SETUP STRING	*	5-95
13	ENTER LEVEL PRIZE MESSAGE	*	5-43	MORE TERMINAL PARAMETERS		
14	ENTER RANDOM PRIZE MESSAGE.	*	5-44	51	ADJUST VOLUME/CONTRAST	*
15	ENABLE/DISABLE COUPON AWARD	DISABLED	5-45	52	RECEIPT OPTION	DISABLED
16	SET LEVEL PRIZE AMOUNT	\$0.00	5-46	53	PRIMARY NUMBER (TRITON CONNECT)	NONE
17	SET RANDOM WINNING %	0%	5-47	54	BACKUP NUMBER (TRITON CONNECT)	NONE
CHANGE MESSAGES			55	PRIMARY ALARM NUMBER	NONE	5-104
18	MARKETING MESSAGE	*	5-49	56	BACKUP ALARM NUMBER	NONE
19	SURCHARGE MESSAGES	*	5-50	57	ENABLE/DISABLE CALLBACK	ENABLED
20	WELCOME MESSAGE	*	5-52	58	ENABLE/DISABLE TRITON CONNECT	DISABLED
21	SURCHARGE OWNER	*	5-53	59	STATUS MONITORING	DISABLED
22	EXIT MESSAGE	*	5-54	60	HEARTBEAT MESSAGE	*
23	STORE MESSAGE	*	5-55	61	AD SCREENS	ENABLED
24	TERMINAL OWNER	*	5-56	62	ENABLE/DISABLE COMMUNICATION HEADER	DISABLED
SET TERMINAL PARAMETERS			63	CHANGE COMMUNICATION HEADER	*	5-114
25	SET TERMINAL #	NONE	5-57	64	ALARM THRESHOLDS ON/OFF	OFF
26	SURCHARGE PERCENT	0%	5-60	65	SET LOW CASH THRESHOLD	*
27	LESSER/GREATER SELECTION	LESSER	5-60	66	SET JOURNAL THRESHOLD	*
28	ENABLE/DISABLE SURCHARGE	DISABLED	5-61	67	SET SCHEDULED JOURNAL	*
29	SURCHARGE LOCATION	BEGINNING	5-62	68	VIEW/MODIFY OPTIONS	*
30	BLOCK ISO'S	NONE	5-63	TERMINAL CONFIGURATION		
31	SURCHARGE AMOUNT	\$0.00	5-65	69	SET DATE FORMAT	MM/DD/YY
32	LOW CURRENCY	ENABLED	5-67	70	SET DATE	N/A
33	INTERNATIONAL CURRENCY	*	5-68	71	SET TIME	N/A
34	MAXIMUM AMOUNT	\$500.00	5-69	72	TRANSACTION TYPES	ON
35	MULTIPLE AMOUNT	\$0.00	5-70	73	ACCOUNT TYPES	ON
*REFER TO SECTION 5, MANAGEMENT FUNCTIONS, FOR INFORMATION ON THE FACTORY DEFAULTS FOR THESE FUNCTIONS.						



## ***SECTION 4***

### **CURRENCY HANDLING**



### Media Condition

If possible, store currency at room temperature for at least eight hours before dispensing from the trays.

The number of rejects can be directly influenced by the technique used to load the trays and the quality of the currency. Notes loaded into the mechanism trays 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:

### Unacceptable 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.

### Preparing 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.

### Preparing Used Notes

Note: Used notes should not be limp and should be reasonably clean.

- 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.

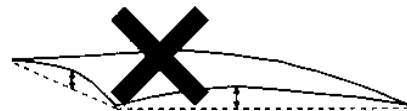
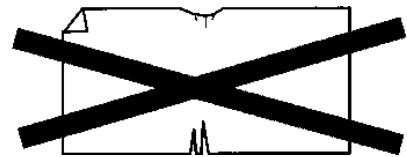
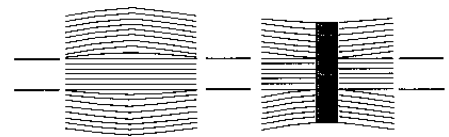
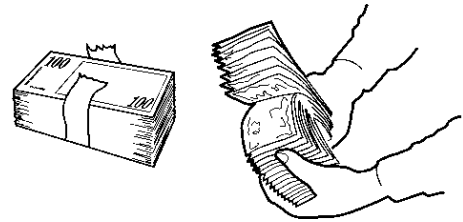


Figure 4-1. The orientation of bowed notes.

### Removing the Note Tray

1. **Ensure the terminal is not in use before removing the note tray!** Removing the note tray while the machine is in operation (processing customer transactions, performing close operations, etc.) can cause the terminal to enter an "Out of Service" condition!
2. Open the outer fascia panel to gain access to the security container door, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.
3. To remove the note tray, grasp the tray handle and slide the tray out of the mechanism (See Figure 4-2).

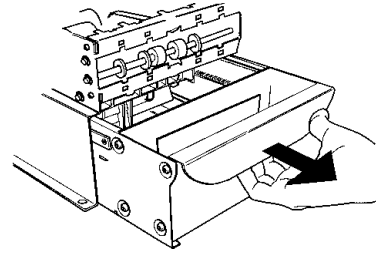


Figure 4-2. Removing a note tray from the dispensing mechanism.

### Removing Rejected Notes

The reject compartment is located nearest the handle side of the note tray. Check the compartment for rejected notes. Remove any notes present.

You may wish to record the denomination and number of notes for use when balancing the note tray against the tray/day close records.

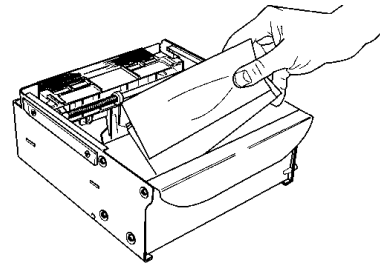


Figure 4-3. Removing rejected notes.

### Loading the Note Tray

1. Move the pusher plate to the rear of the tray (toward the handle). Ensure the pusher plate is fully back. Maintain pressure on the pusher plate as needed while loading notes.
2. **IMPORTANT:** 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 next.

Notes with no apparent shape problems are referred to as "common" notes.

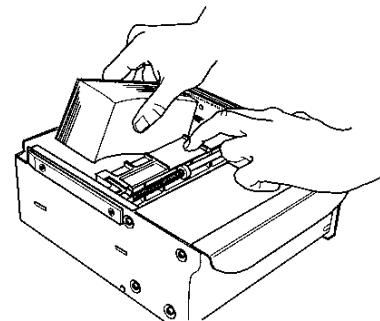


Figure 4-4. Loading note tray with currency.

- ***Slanting pile***

To avoid dispensing problems caused by a “slanting” pile, put the notes in neat bundles of no more than  $\frac{1}{2}$  to  $\frac{3}{4}$  inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).

- ***Cupped bundle***

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening of the note tray (opposite end from the handle).

- ***Mixed (Slanting and Cupped) bundles***

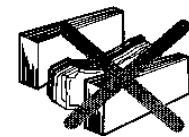
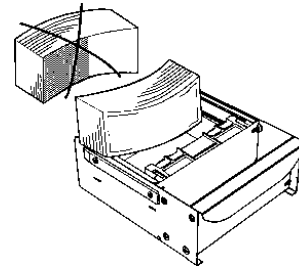
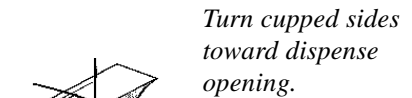
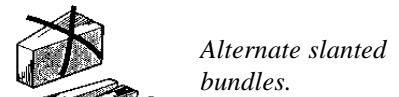
Separate the mixed currency into neat bundles of 100-200 notes of each type. Place the cupped bundles nearest the dispense opening of the tray, with the cupped side facing the opening. Turn every other slanted bundle around to give the bundles the same height on both sides and place after the cupped bundles.

- ***Old and New Notes***

Always place the bundles containing old notes into the cassette first (nearest the handle) and bundles containing new notes last (nearest the dispense opening).

- ***Common notes***

Simply place the prepared bundles in the tray.



Place old notes together.

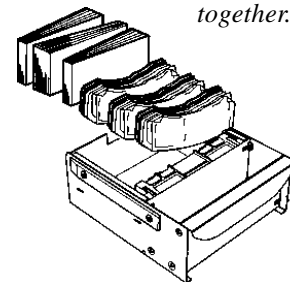


Figure 4-5. Compensating for various note conditions.



3. Release the pusher plate against the notes.
4. Level the note pile. Compress the note pile slightly by hand. Single notes must not protrude from the bundle.

**Note:** When loading the note tray to full capacity, make sure that the pusher plate has a leeway of approximately 1/4-inch (5 mm) between the wall plate and the pusher plate .

5. Using the handle, slide the note tray into the dispensing mechanism. Make sure the note tray is fully inserted!

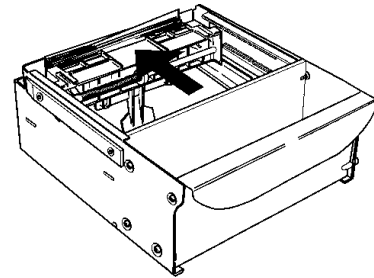


Figure 4-6. Release packer plate.

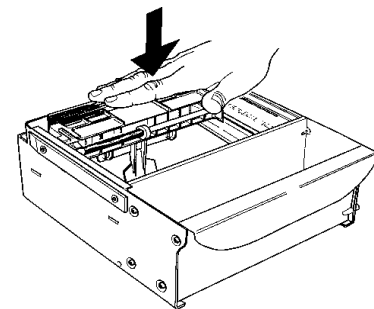


Figure 4-7. Level the note pile.

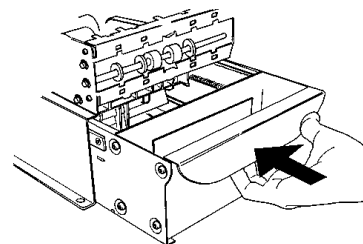


Figure 4-8. Slide note tray into dispenser mechanism.



# ***SECTION 5***

## **MANAGEMENT FUNCTIONS**

MANAGEMENT FUNCTIONS	
CLOSE	
DIAGNOSTICS	PASSWORD MAINTENANCE
LANGUAGE IDIOMA	TERMINAL CONFIGURATION
JOURNAL	EXIT

## INTRODUCTION

This section describes the Management Functions available for controlling the Cash Dispenser. 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 <BLUE> key; while holding down the <BLUE> key, press the <1> key. Release both keys. After a moment the Top Menu will be displayed.
- 2.) At the Top Menu (see figure below), select MANAGEMENT FUNCTIONS.
- 3.) Enter the Master or Administration password at the Password Entry display (see figure below). The factory default MASTER PASSWORD is '123456'. The factory default ADMINISTRATION PASSWORD is '987654'.

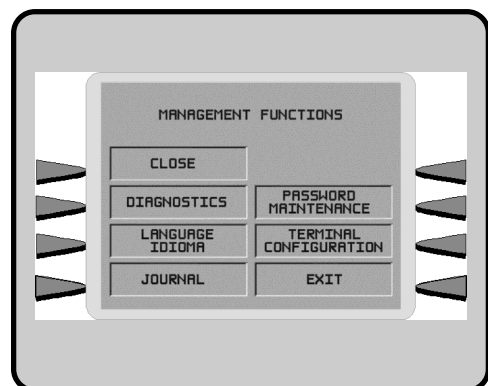
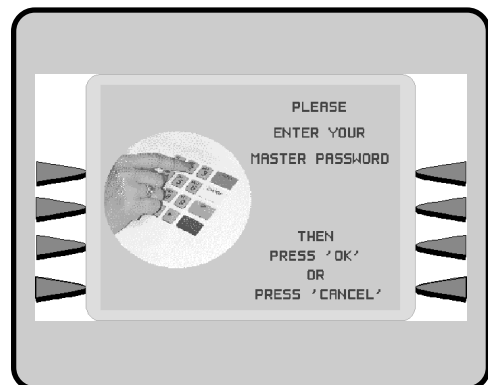
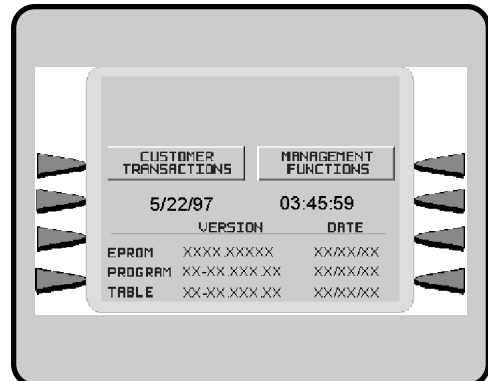
When a valid password is entered, the Management Functions menu (see the figure on the next page) will be displayed. Once you have entered the Management Functions Menu you may perform any of the functions allowed by the type of password used.

The ADMINISTRATION password allows access to a limited group of functions such as CLOSE, DIAGNOSTICS, etc. The MASTER PASSWORD allows access to all functions performed with the ADMINISTRATION password plus access to the Cash Dispenser configuration functions.

Each MANAGEMENT FUNCTION description will include the function name, instructions for accessing the function, a factory default value (if applicable) and any error conditions associated with the use of the function.

## FUNCTION AVAILABILITY

Some function screens or options described on the following pages may be present but not accessible on your Cash Dispenser. In these cases when you attempt to access the function you will receive a message informing you that the feature or hardware required to support it is not available.



In other cases a function screen or option described here may not even be present in the Management Functions for your particular Cash Dispenser. In such cases this is because the function is not available in the version of terminal operating software currently loaded in the unit.

You may also notice that the factory default values for some functions on your terminal may differ from the values shown in this manual. Again, this is because versions of the terminal operating software customized for a particular processor may require non-standard default values for some parameters.

### **MANAGEMENT FUNCTIONS CHART**

The chart on the next page shows the organization of the various Management Functions. You can use this chart to quickly navigate to a particular function, or simply to see how functions are grouped and related together at different “levels” of the menu structure.

## MANAGEMENT FUNCTIONS LOOK-UP TABLE

MANAGEMENT FUNCTIONS							
1	CLOSE 2	DIAGNOSTICS 3	LANGUAGE/IDIOMA 5	JOURNAL 6	PASSWORD MAINTENANCE 7	TERMINAL CONFIGURATION 8	
	5-7	5-16	5-26	5-30	5-34	5-37	
CLOSE							
2	SCHEDULE CLOSE	TRIAL CASSETTE BALANCE	TRIAL CLOSE	DAY CLOSE	SEND TERMINAL TOTALS	ENTER QTY IN CASSETTE	CASSETTE CLOSE
	5-8	5-10	5-11	5-12	5-13	5-14	5-15
DIAGNOSTICS							
3	STATUS	PURGE	TEST DISPENSE	FORMAT MEMORY EXP. CARD	TEST RECEIPT PRINTER	VERSION #'S	MORE DIAGNOSTICS 4
	5-17	5-18	5-19	5-20	5-21	5-22	5-23
MORE DIAGNOSTICS							
4	RESET/TEST MODEM	SCAN CARD					
	5-24	5-25					
LANGUAGE / IDIOMA							
5	ENGLISH / INGLES	SPANISH / ESPANOL	ENABLE CUSTOMER OPTION	DISABLE CUSTOMER OPTION			
	5-27	5-28	5-29	5-29			
JOURNAL							
6	PRINT THE JOURNAL	CLEAR JOURNAL	PRINT THE LAST X ENTRIES				
	5-31	5-32	5-33				
PASSWORD MAINTENANCE							
7	MASTER PASSWORD	ADMINISTRATION PASSWORD					
	5-35	5-36					
TERMINAL CONFIGURATION							
8	PRINTER SETTINGS 9	RANDOM/LEVEL COUPONS 10	CHANGE MESSAGES 11	TERMINAL PARAMETERS 12	DATE/TIME FUNCTIONS 25	TRANSACTION TYPES 27	ACCOUNT TYPES 28
	5-38	5-42	5-48	5-57	5-124	5-129	5-130
PRINTER SETTINGS							
9	SET PRINT LENGTH	LOW RECEIPT PAPER	PRINTER GRAPHICS				
	5-39	5-40	5-41				
RANDOM / LEVEL PRIZE MESSAGE							
10	ENTER LEVEL PRIZE MSG.	ENTER RANDOM PRIZE MSG.	ENABLE/DISABLE COUPONS	SET LEVEL PRIZE AMOUNT	SET RANDOM WINNING %		
	5-43	5-44	5-45	5-46	5-47		
CHANGE MESSAGES							
11	MARKETING MESSAGE	SURCHARGE MESSAGES	WELCOME MESSAGE	SURCHARGE OWNER	EXIT MESSAGE	STORE MESSAGE	TERMINAL OWNER
	5-49	5-50	5-52	5-53	5-54	5-55	5-56
TERMINAL PARAMETERS							
12	SET TERMINAL #	RESET SEQ #	SURCHARGE MODE 13	CASSETTE SETUP 14	KEY MANAGEMENT 15	TELEPHONE 16	MORE 18
	5-58	5-59	5-60	5-67	5-74	5-85	5-97
SURCHARGE MODE							
13	SURCHARGE PERCENT	ENABLE/DISABLE SURCHARGE	SURCHARGE LOCATION	BLOCK ISO'S	SURCHARGE AMOUNT		
	5-61	5-62	5-63	5-64	5-66		
CASSETTE SETUP							
14	LOW CURRENCY	INTERNATIONAL CURRENCY	MAXIMUM AMOUNT	MULTIPLE AMOUNT	EXTENDED AMOUNT	FAST CASH AMOUNT	
	5-68	5-69	5-70	5-71	5-72	5-73	

## MANAGEMENT FUNCTIONS LOOK-UP TABLE

KEY MANAGEMENT							
15	ENTER MAC MASTER KEY	ENTER PIN MASTER KEY	INJECT MASTER KEY	ENTER MAC WORKING KEY	ENTER PIN WORKING KEY	DOWNLOAD WORKING KEYS	
	5-75	5-77	5-79	5-80	5-82	5-84	
TELEPHONE							
16	PRIMARY NUMBER	BACKUP NUMBER	DATAPAK ACCESS CODE	PREDIAL ON/OFF	COMPUSERVE ID	MODEM SETUP	17
	5-86	5-87	5-88	5-89	5-90	5-91	
MODEM SETUP							
17	DIAL MODE	DIAL RATE	BAUD RATE	MODEM SETUP STRING	RESET/TEST MODEM		
	5-92	5-93	5-94	5-95	5-96		
MORE (TERMINAL PARAMETERS)							
18	ADJUST VOLUME/CONTRAST	RECEIPT OPTION	TRITON CONNECT	19	ATM MONITORING	21	AD SCREENS
	5-98	5-99	5-100	5-108	5-113	5-114	5-115
TRITON CONNECT							
19	PRIMARY NUMBER	BACKUP NUMBER	ALARM NUMBERS	20	ENABLE/DISABLE CALL BACK	ENABLE/DISABLE T. CONNECT	
	5-101	5-102	5-103	5-106	5-107		
ALARM NUMBERS							
20	PRIMARY	BACKUP					
	5-104	5-105					
ATM MONITORING							
21	STATUS MONITORING	HEARTBEAT MESSAGE					
	5-109	5-110					
MORE (MORE TERMINAL PARAMETERS)							
22	ALARM THRESHOLDS	23	VIEW/MODIFY OPTIONS	24			
	5-116	5-120					
ALARM THRESHOLDS							
23	LOW CASH THRESHOLD	SET LOW CASH THRESHOLD	JOURNAL THRESHOLD	SET JOURNAL THRESHOLD	SCHEDULE JOURNAL	SET SCHEDULED JOURNAL	
	5-116	5-117	5-116	5-118	5-116	5-119	
VIEW / MODIFY OPTIONS							
24	ACTIVATE	DEACTIVATE	SELECT FEATURE NUMBER				
	5-121	5-122	5-123				
DATE/TIME FUNCTIONS							
25	SET DATE FORMAT	SET DATE/TIME	26				
	5-125	5-126					
SET DATE/TIME							
26	SET DATE	SET TIME					
	5-127	5-128					
TRANSACTION TYPES							
27	TRANSFERS	BALANCE INQUIRIES					
	5-129	5-129					
ACCOUNT TYPES							
28	SAVINGS	CREDIT CARD					
	5-130	5-130					

**FUNCTION: MANAGEMENT FUNCTIONS**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

Select the MANAGEMENT FUNCTIONS option from the Top Menu (see page 5-2 for instructions on how to access the Top menu).

**DESCRIPTION:**

The MANAGEMENT FUNCTIONS menu allows the terminal operator to access the following functions:

- 1.) CLOSE
- 2.) DIAGNOSTICS
- 3.) LANGUAGE/IDIOMA
- 4.) JOURNAL
- 5.) PASSWORD MAINTENANCE
- 6.) TERMINAL CONFIGURATION

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**MANAGEMENT FUNCTIONS**

CLOSE

DIAGNOSTICS

LANGUAGE  
IDIOMA

JOURNAL

PASSWORD  
MAINTENANCETERMINAL  
CONFIGURATION

EXIT



**FUNCTION: CLOSE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

Select the CLOSE option from the MANAGEMENT FUNCTIONS screen to view the options available from the SELECT CLOSE FUNCTION menu.

**DESCRIPTION:**

The SELECT CLOSE FUNCTION menu allows the terminal operator to perform the following functions:

- 1.) SCHEDULE CLOSE
- 2.) TRIAL CASSETTE BALANCE
- 3.) TRIAL CLOSE
- 4.) DAY CLOSE
- 5.) SEND TERMINAL TOTALS
- 6.) ENTER QTY. IN CASSETTE
- 7.) CASSETTE CLOSE

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**SELECT CLOSE FUNCTION**SCHEDULE  
CLOSESEND TERMINAL  
TOTALSTRIAL CASSETTE  
BALANCEENTER QTY.  
IN CASSETTE

TRIAL CLOSE

CASSETTE CLOSE

DAY CLOSE

EXIT

**FUNCTION: SCHEDULE CLOSE****FACTORY DEFAULT: OFF****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTION screen.
- 2.) Select SCHEDULE CLOSE.

**DESCRIPTION:**

**NOTE:** ATM Software Version 4.0 (or later) is required to support the Schedule Close function.

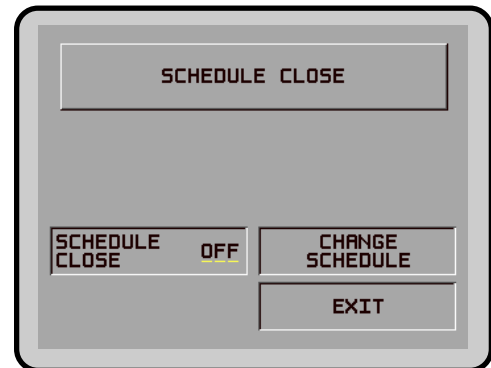
This function allows you to turn on or off the SCHEDULE CLOSE feature. It also provides access to the CHANGE SCHEDULE function, which allows you to specify the time of day when a CLOSE process will be automatically initiated (if the SCHEDULE CLOSE feature is turned ON). When the feature is turned OFF, the close procedure must be initiated manually.

The current state of the SCHEDULE CLOSE feature is shown as either ON or OFF in the label on the left-hand side of the display. Press the button next to this label to toggle the state of the feature between ON and OFF.

The close information will be written to the Electronic Journal, allowing it to be printed out, or retrieved by a remote computer equipped with Triton Connect software (version 3.0 or later). Day Close reports initiated by this function will not be printed by the receipt printer.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: CHANGE SCHEDULE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENTFUNCTION screen.
- 2.) Select SCHEDULE CLOSE.
- 3.) Select CHANGE SCHEDULE.

**DESCRIPTION:**

This function is used to set the time, in hours and minutes, at which the terminal will automatically initiate contact with the processor and perform a close operation. The time is entered in the form 'HH:MM:SS' (hours, minutes, seconds). Do not enter the ':' characters separating the fields, just the fields themselves.

Press the '2' key on the keypad to change the AM/PM setting to 'AM'; press the '7' key to change the setting to 'PM.'

Press CLEAR to erase everything and start over. Press the BACKSPACE key to back up and erase a single character. Press QUIT to escape without doing anything. Press SET TIME to load the entered time into the clock.

The Cash Dispenser will not let you enter an invalid number for hours or minutes. The clock will properly handle the rollover to the year 2000.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

SET DAY CLOSE TIME  
DAY CLOSE TIME=  
PRESS 2 FOR AM OR 7 FOR PM

BACKSPACE--&gt;

HH:MM:SS XM

CLEAR--&gt;

QUIT--&gt;

SET TIME--&gt;

**FUNCTION: TRIAL CASSETTE BALANCE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTION screen.
- 2.) Select TRIAL CASSETTE BALANCE.

**DESCRIPTION:**

Selecting this function prints a receipt summarizing activity on the cassette since the last CASSETTE CLOSE was performed. The totals are not cleared (set to zero) or reported to the host during a trial cassette close.

The following information is provided:

- 1.) **START.** Includes the starting quantity of notes in the cassette, and the total value of this quantity.
- 2.) **DISPENSED.** Shows the number of notes that have been dispensed and the value of this quantity of notes.
- 3.) **REMAINING.** Shows the number of notes remaining in the cassette, and the total value of these notes.
- 4.) **VALUE OF EACH DOC.** The denomination of the notes in the cassette.
- 5.) **TRANSACTIONS.** The number of transactions that have occurred since the last.
- 6.) **REJECTS.** The number of reject events. Rejects can involve more than a single note per event.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**SELECT CLOSE FUNCTION**SCHEDULE  
CLOSESEND TERMINAL  
TOTALSTRIAL CASSETTE  
BALANCEENTER QTY.  
IN CASSETTE

TRIAL CLOSE

CASSETTE CLOSE

DAY CLOSE

EXIT

\*\* THIS IS LINE 1 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 2 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 3 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 4 OF THE STORE MESSAGE \*

Term# 0000000000000000

Date: 03/11/01 Time: 10:04:45 AM

**TRIAL CASSETTE CLOSE**

	QTY	AMT
START	500	5000
DISPENSED	100	1000
REMAINING	400	4000
VALUE OF EACH DOC.		\$10.00
TRANSACTIONS:	100	
REJECTS:	0	

*Sample TRIAL CASSETTE CLOSE receipt.*

**FUNCTION: TRIAL CLOSE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTIONS screen.
- 2.) Select TRIAL CLOSE.

**DESCRIPTION:**

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

The report printed by the TRIAL CLOSE is used to balance your Cash Dispenser before you actually balance with your processor. It contains information obtained from the processor and information that is obtained from the terminal itself.

Typically, you would do a TRIAL CLOSE to get the totals from the Cash Dispenser.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the host 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.

**ERROR CONDITIONS:**

A call to the processor host computer 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.

**SELECT CLOSE FUNCTION**SCHEDULE  
CLOSESEND TERMINAL  
TOTALSTRIAL CASSETTE  
BALANCEENTER QTY.  
IN CASSETTE

TRIAL CLOSE

CASSETTE CLOSE

DAY CLOSE

EXIT

\*\* THIS IS LINE 1 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 2 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 3 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 4 OF THE STORE MESSAGE \*

Term# 0000000000000000

Date: 03/11/01 Time: 10:04:45 AM

**TRIAL DAY CLOSE**

	HOST	TERMINAL
Withdrawals	100	100
Inquiries	0	0
Transfers	0	0
SETTLEMENT \$	1000.00	1000.00

*Sample TRIAL DAY CLOSE receipt.*

**FUNCTION: DAY CLOSE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTIONS screen.
- 2.) Select DAY CLOSE.

**DESCRIPTION:**

The DAY CLOSE Function is used to complete daily balancing of the Cash Dispenser 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 activity done by the Cash Dispenser since the last DAY CLOSE was completed. The information includes a total of all transactions.

This function also calls your host processor's computer and commands it to download 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. The DAY CLOSE report is printed to the receipt printer. The TRIAL CLOSE function does the same thing as the DAY CLOSE, except that the totals are not cleared. See the TRIAL CLOSE function for more information.

**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.

**ERROR CONDITIONS:**

A call to the processor host computer 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.

**SELECT CLOSE FUNCTION**SCHEDULE  
CLOSESEND TERMINAL  
TOTALSTRIAL CASSETTE  
BALANCEENTER QTY.  
IN CASSETTE

TRIAL CLOSE

CASSETTE CLOSE

DAY CLOSE

EXIT

\*\* THIS IS LINE 1 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 2 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 3 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 4 OF THE STORE MESSAGE \*

Term# 0000000000000000

Date:  
03/11/01Time:  
10:04:45 AM**DAY CLOSE**

	HOST	TERMINAL
Withdrawals	100	100
Inquiries	0	0
Transfers	0	0
SETTLEMENT \$	1000.00	1000.00

*Sample DAY CLOSE receipt.*

**FUNCTION: SEND TERMINAL TOTALS****FACTORY DEFAULT: OFF****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTION screen.
- 2.) Select SEND TERMINAL TOTALS.

**DESCRIPTION:**

This function allows you to turn on or off the REPORT TERMINAL TOTALS feature. When the feature is turned ON, the terminal will send accumulated totals information to the processor during the close operation. Terminal totals include the total value of all withdrawal, inquiry and transfer transactions that have occurred since the last 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 label on the left-hand side of the display. Press the button next to this label to toggle the state of the feature between ON and OFF.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**REPORT TERMINAL TOTALS**

WHEN THIS FUNCTION IS ON THE  
TERMINAL TOTALS WILL BE  
SENT TO THE HOST DURING A  
CLOSE PROCEDURE.

**REPORT  
TOTALS****OFF****EXIT**

**FUNCTION: ENTER QTY. IN CASSETTE**

**FACTORY DEFAULT:** '0'

**ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTION screen.
- 2.) Select ENTER QTY. IN CASSETTE.

**DESCRIPTION:**

The ENTER QTY. IN CASSETTE function allows entry of the number of documents in the cassette. This number is used as a starting point for the cassette close report, the Dispense Counter value on the Receipt Printer Report and the Low Cash Threshold feature. Enter the total number of documents in the cassette and press <OK>.

**NOTE:** Enter the number of documents placed in a cassette, not the value of those documents.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

ENTER THE NUMBER OF BILLS  
THAT ARE IN THE CASSETTE NOW  
(NOT THE VALUE)

-----  
AND THEN PRESS 'OK'



**FUNCTION: CASSETTE CLOSE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select CLOSE from the MANAGEMENT FUNCTION screen.
- 2.) Select CASSETTE CLOSE.

**DESCRIPTION:**

The CASSETTE CLOSE function is used to complete the balancing of a specific currency cassette of the Cash Dispenser. This function prints a report summarizing all activity on the Cash Dispenser 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 the currency cassette before removing it to be replenished. The CASSETTE CLOSE report is printed to the Receipt Printer. Completing a CASSETTE CLOSE clears the cassette total from the Cash Dispenser.

NOTE: The Cassette Close operation also resets the number of bills loaded in the cassette to zero (0). After performing a cassette close, use the "ENTER QTY IN CASSETTE" function to enter the number of bills in the cassette.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

SELECT CLOSE FUNCTION	
SCHEDULE CLOSE	SEND TERMINAL TOTALS
TRIAL CASSETTE BALANCE	ENTER QTY. IN CASSETTE
TRIAL CLOSE	CASSETTE CLOSE
DAY CLOSE	EXIT

\*\* THIS IS LINE 1 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 2 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 3 OF THE STORE MESSAGE \*  
 \*\* THIS IS LINE 4 OF THE STORE MESSAGE \*

Term# 0000000000000000

Date: 03/11/01 Time: 10:04:45 AM

**CASSETTE CLOSE**

	QTY	AMT
START	500	5000
DISPENSED	100	1000
REMAINING	400	4000
VALUE OF EACH DOC.		\$10.00
TRANSACTIONS:	100	
REJECTS:	0	

*Sample CASSETTE CLOSE receipt.*

**FUNCTION: DIAGNOSTICS****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.

**DESCRIPTION:**

Select one of the following to perform the appropriate DIAGNOSTICS test:

- 1.) Select STATUS to determine the operational status of the Cash Dispenser.
- 2.) Select PURGE to complete a PURGE cycle on the dispensing mechanism.
- 3.) Select TEST DISPENSE to perform a combined dispense and reject operation on the dispensing mechanism.
- 4.) Select FORMAT MEMORY EXPANSION CARD to erase the contents of a memory Expansion Card and to prepare the card to receive new data.
- 5.) Select the TEST RECEIPT PRINTER option to test the operation of the Receipt Printer.
- 6.) Select the VERSION #'S option to display a screen that provides version numbers for the various components of the terminal operating software.
- 7.) Select the MORE DIAGNOSTICS option to access the following diagnostic functions:

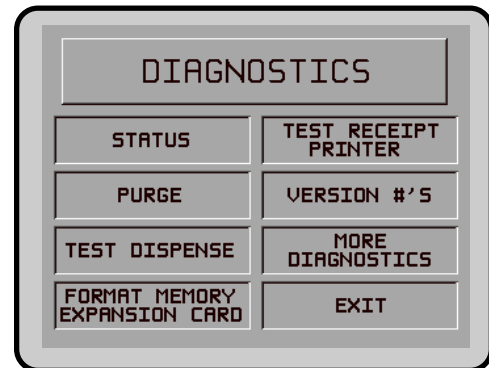
**RESET/TEST MODEM.** Select this option to verify that a modem is installed and that it is capable of being configured.

**SCAN CARD.** Select this option to verify that a customer's ATM or credit card can be read by the terminal card reader.

**NOTE:** The diagnostics options do not have a time-out associated with them. You must manually exit the diagnostics mode when you are finished.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: STATUS****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMEN FUNCTIONS screen.
- 2.) Select the STATUS option.

**DESCRIPTION:**

The STATUS command is used to check the status of four functional areas of the dispensing mechanism. These areas are the current Status of Count Sensors, the current Double Detect status, the current average thickness of the documents being dispensed, and the current average length of the documents being dispensed. Any of the following sets of return codes will indicate that all of the areas are operating normally:

- 1.) '40 40/50 40 36'
- 2.) '50 40/50 40 36'
- 3.) '44 40/50 40 36'
- 4.) '54 40/50 40 36'

Note that the value of the second number in a set of return codes may be either 40 or 50 (40/50). The cancel button must be pressed to return to the diagnostic's menu.

**ERROR CONDITIONS:**

If any code other than what is indicated above is displayed contact your service provider for assistance.

RETURN CODE: 50 50 40 36

PRESS CANCEL TO CONTINUE

**FUNCTION: PURGE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the PURGE option.

**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 and the fault condition. The return code for a successful Purge is '20 20 20'. Press the cancel key to return to the diagnostics menu.

**ERROR CONDITIONS:**

If any code other than '20, 20, 20' is displayed contact your service provider for assistance.

RETURN CODE: 20 20 20

PRESS CANCEL TO CONTINUE

**FUNCTION: TEST DISPENSE****FACTORY DEFAULT:** N/A**ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the TEST DISPENSE option.

**DESCRIPTION:**

This command instructs the dispensing mechanism to dispense one note from the cassette into the reject box. This test exercises the dispenser without sending notes out the exit. A return code of '20 20 21' indicates a successful test dispense. Press the cancel key to return to the diagnostics menu.

**ERROR CONDITIONS:**

If any code other than '20 20 21' is displayed contact your service provider for assistance.

RETURN CODE: 20 20 21

PRESS CANCEL TO CONTINUE

**FUNCTION: FORMAT MEMORY EXP. CARD****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the FORMAT MEMORY EXPANSIONCARD option.

**DESCRIPTION:**

All Memory Expansion Cards are shipped from the factory formatted and ready to accept downloaded Ad Graphics files. Normally, it will only be necessary to format a memory Expansion card to erase the existing files, or in the event a file becomes corrupted. If it becomes necessary to format a Memory Expansion Card, it can be accomplished from either the local terminal or through commands downloaded from a Triton Connect Host Computer.

**CAUTION:** Formatting a Memory Expansion Card will erase all files stored on the card. Do not format a Memory Expansion Card unless you have the capability to download files to the terminal.

When the SELECT MEMORY CARD TO FORMAT screen is displayed, the options that are made available are MEMORY CARD 1 or MEMORY CARD 2. Selecting either will begin the formatting process.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

SELECT THE MEMORY CARD  
TO FORMAT

MEMORY CARD 1

MEMORY CARD 2

EXIT

FORMATTING MEMORY CARD 1:  
WILL ERASE ALL INFORMATION  
ON THAT CARD.

DO YOU WISH TO CONTINUE ?

YES

NO

FORMATTING MEMORY CARD 1:

PLEASE WAIT ...

FORMAT COMPLETED

**FUNCTION: TEST RECEIPT PRINTER****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the TEST RECEIPT PRINTER option.

**DESCRIPTION:**

This command will print two lines of text on the receipt printer and then advance and cut the paper. The text should be 42 characters wide. The remainder of the information on the TEST RECEIPT PRINTER print out is terminal configuration data. If the printer test fails to print two lines of 42 characters, fails to advance the paper, or fails to cut the paper, contact your service provider for assistance. A return code of '00' indicates a successful printer test.

**ERROR CONDITIONS:**

If any code other than '00' is displayed contact your service provider for assistance.

12345678901234567890123456789012  
12345678901234567890123456789012

Date: 03/11/01 Time: 10:05:51 AM

Mode: Demo

Term# 0000000000000000  
Terminal Owner:

Eprom Version: SD02.02B60 05/24/99

Program Version: SA-DEMO.14 10/19/99

Table Version: ST-9610.14 10/12/99

SPED version: SP-01.00

MACing is Disabled  
Printed date format: MMDDYY  
Language is ENGLISH

Quad serial board is installed  
EPROM does support quad serial board  
LED sign is not installed

Mkey index: 0  
PIN Master Key Check Digits: E72B0A  
PIN Working Key Check Digits: 8CA64D

Primary Phone Number: 5555555  
Secondary Phone Number:  
Compuserve Routing ID:  
Touch Tone, 1200 Baud, Dial Rate: 70  
7 data bits, even parity

Surcharging is disabled

Surcharge Owner:  
Surcharge Amount: 1.00 % 0

Bill Size: 10.00  
Maximum Withdrawal Amount: 500.00  
Cassette Low Checking is disabled

Fast Cash Amounts:  
10.00  
20.00  
30.00  
40.00  
50.00

Prize Coupon printing is disabled

Level prize amount: 50.00  
Random prize %: 100

Minimum lines per receipt: 35

RETURN CODE: 00

PRESS CANCEL TO CONTINUE

CHECKING is spelled: CHECKING

Dispense Counter: 2193

Double Encryption is disabled

Optional Receipt Printing is disabled

Low paper checking is disabled

Bill size checking is enabled

Extended amount is disabled

Status monitoring is disabled

Heartbeat is disabled

AD screens are enabled

Eceipt graphics are enabled

Latin-American syle receipt is disabled

Scheduled day close is disabled

*Sample RECEIPT PRINTER test results.*

**FUNCTION: VERSION #'S****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the VERSION #'S option.

**DESCRIPTION:**

This function displays the version information for the terminal software that is running in the Cash Dispenser. Normally you do not need to access this function unless you are asked to by service personnel.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

PRESS ANY KEY TO CONTINUE

Version Date

EPROM  
PROGRAM  
TABLE



**FUNCTION: MORE DIAGNOSTICS****FACTORY DEFAULT:** N/A**ACCESS INSTRUCTIONS:**

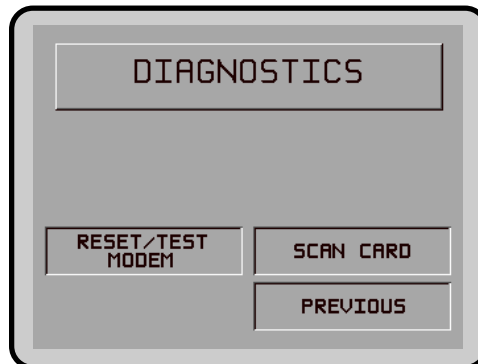
- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the MORE DIAGNOSTICS option.

**DESCRIPTION:**

This screen allows you to select additional diagnostics functions. The functions available are RESET/TEST MODEM, which performs a functional test of the modem hardware, and SCAN CARD, which enables you to test a customer's ATM or credit card for proper operation in the terminal card reader.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: RESET/TEST MODEM**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

- 1.) Select DIAGNOSTICS from the MANAGEMENT FUNCTIONS screen.
- 2.) Select MORE DIAGNOSTICS.
- 3.) Select the RESET/TEST MODEM option.

**DESCRIPTION:**

This test confirms that the CPU Module can communicate with the modem and that the modem can be configured. This test does not test the ability of the modem to communicate on the phone line. If the RESET/TEST MODEM TEST fails, contact your service provider for assistance. Press the cancel key to return to the diagnostic's menu.

If the test is successful, the following message screen will be displayed:

**ERROR CONDITIONS:**

If the test fails, an error message will be displayed.

MODEM TESTING / INITIALIZATION

IN PROGRESS

PLEASE WAIT

MODEM CONFIGURED

AND

TESTED OK

PRESS CANCEL TO CONTINUE

## FUNCTION: SCAN CARD

**FACTORY DEFAULT: N/A**

### ACCESS INSTRUCTIONS:

- 1.) Select **DIAGNOSTICS** from the **MANAGEMENT FUNCTIONS** screen.
- 2.) Select **MORE DIAGNOSTICS**.
- 3.) Select the **SCAN CARD** option.

**DESCRIPTION:**

The SCAN CARD function reads a card and displays the information imprinted on its magnetic strip. This can be done on a customer card that doesn't seem to work in the Cash Dispenser. If the customer complains of card read errors, first make sure that he or she is inserting the card correctly. Then try to read the card with SCAN CARD. If the card can be read properly, the information from track 1 and track 2 will be displayed. A card need only have a readable track 2 to operate successfully in the Cash Dispenser.

A series of prompt screens direct the user to first INSERT the card to be scanned (shown above) and then to REMOVE it, after which the results of the scan are presented, as shown in the following:

### ERROR CONDITIONS:

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

PLEASE **INSERT** AND THEN REMOVE  
THE CARD TO BE SCANNED

EXIT

PLEASE INSERT AND THEN REMOVE  
THE CARD TO BE SCANNED

```
TRACK 1:  
B00000000000000000 ^  
^99121010000  
TRACK 2:  
00000000000000000=912101000
```

EXIT

**FUNCTION: LANGUAGE/IDIOMA**

**FACTORY DEFAULT: COUNTRY-SPECIFIC**

**ACCESS INSTRUCTIONS:**

Select the LANGUAGE/IDIOMA option from the MANAGEMENT FUNCTIONS screen to view the additional options available.

**DESCRIPTION:**

This function provides access to the options that control the language that is displayed on the Cash Dispenser LCD Display. Current language options include English or Spanish (certain international versions of terminal software provide a French option instead of Spanish), and a customer option feature enables or disables customer-selection of the language in which text is presented on the LCD display.

- 1.) ENGLISH / INGLES
- 2.) SPANISH / ESPANOL
- 3.) ENABLE CUST. OPTION
- 4.) DISABLE CUST. OPTION

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

DEFAULT LANGUAGE: **ENGLISH**

CUSTOMER SELECTED LANGUAGE

OPTION IS: **ENABLED**

ENGLISH  
INGLES

ENABLE  
CUST. OPTION

SPANISH  
ESPAÑOL

DISABLE  
CUST. OPTION

EXIT

**FUNCTION: ENGLISH/INGLES**

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

- 1.) Select the LANGUAGE/IDIOMA option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the ENGLISH/INGLES option.

**DESCRIPTION:**

Choosing this function when the DISABLE CUST. OPTION is selected will set the LCD screen to display only English text during a transaction.

Choosing this function when the ENABLE CUST. OPTION is selected will present customer transaction text in English initially, but will allow the customer to choose English or Spanish (or French for some versions of terminal software).

In addition to the customer transactions taking place in the English language, all Management Functions will be presented in English. All receipts will be printed in English text, as well.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

DEFAULT LANGUAGE: **ENGLISH**

CUSTOMER SELECTED LANGUAGE

OPTION IS: **ENABLED**

ENGLISH  
INGLES

ENABLE  
CUST. OPTION

SPANISH  
ESPAÑOL

DISABLE  
CUST. OPTION

EXIT

**FUNCTION: SPANISH/ESPAÑOL****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select the LANGUAGE/IDIOMA option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the SPANISH/ESPAÑOL option.

**DESCRIPTION:**

NOTE: Some versions of international software replace the Spanish language option with French.

Choosing this option when the DISABLE CUST. OPTION is selected will display only Spanish text during a transaction.

Choosing this option when the ENABLE CUST. OPTION is selected will give the customer the option of completing the transaction in either English or Spanish.

In addition to the transaction taking place in the Spanish language, all Management Functions will be presented in Spanish.

Some terminal software versions support the printing of receipts in Spanish.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

DEFAULT LANGUAGE: **SPANISH**

CUSTOMER SELECTED LANGUAGE

OPTION IS: **DISABLED**ENGLISH  
INGLESENABLE  
CUST. OPTIONSPANISH  
ESPAÑOLDISABLE  
CUST. OPTION

EXIT

**FUNCTION: ENABLE/DISABLE CUST. OPTION**

**FACTORY DEFAULT: 'OPTION IS: DISABLED'**

**ACCESS INSTRUCTIONS:**

- 1.) Select the LANGUAGE/IDIOMA option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select either option, as appropriate:

ENABLE CUST. OPTION.

DISABLE CUST. OPTION.

**DESCRIPTION:**

If the mode is ENABLED, the customer will be offered a bilingual screen instructing them to select a desired language (currently English and either Spanish or French depending upon software version) for the transaction. If the mode is DISABLED, the customer will not be offered this option.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

DEFAULT LANGUAGE: **SPANISH**

CUSTOMER SELECTED LANGUAGE

OPTION IS: **DISABLED**

ENGLISH  
INGLES

ENABLE  
CUST. OPTION

SPANISH  
ESPAÑOL

DISABLE  
CUST. OPTION

EXIT

**FUNCTION: JOURNAL**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

Select JOURNAL from the options available at the MANAGEMENT FUNCTIONS screen.

**DESCRIPTION:**

Select the JOURNAL function from the MANAGEMENT FUNCTIONS screen to:

- 1.) PRINT THE JOURNAL
- 2.) CLEAR JOURNAL
- 3.) PRINT THE LAST X ENTRIES

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

SELECT JOURNAL FUNCTION

PRINT JOURNAL

PRINT LAST X  
ENTRIES

CLEAR JOURNAL

EXIT



**FUNCTION: PRINT JOURNAL****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select JOURNAL from the options available at the MANAGEMENT FUNCTIONS screen.
- 2.) Select the PRINT JOURNAL option to print all unaudited records stored in the Electronic Journal.

**DESCRIPTION:**

The PRINT JOURNAL command is used to automatically print out any journal entries collected since the last time the journal was printed. ALL journal records will be printed, whether there are 1 or 2045 records. 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 command is run, all unaudited records in the Electronic Journal are immediately sent to the receipt printer, and subsequently marked as audited. Any record printed in this fashion will not be printed again by this command, although it can be printed using the PRINT LAST X ENTRIES command. When the journal has finished printing, the SELECT JOURNAL FUNCTION screen will be displayed.

**ERROR CONDITIONS:**

If the operation fails, an error message will be displayed.

JOURNAL  
PRINTING

PLEASE WAIT

ENSURE JOURNAL CLEARS BOTTOM  
OF PAPER CHUTE

**FUNCTION: CLEAR JOURNAL****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select JOURNAL from the options available at the MANAGEMENT FUNCTIONS screen.
- 2.) Select the CLEAR JOURNAL option to mark all journal entries stored in the Electronic Journal since the last time the CLEAR JOURNAL or PRINT JOURNAL functions were completed.

**DESCRIPTION:**

The CLEAR JOURNAL command is used to mark all unprinted records in the journal as 'audited'. This means that they will not be printed out the next time a PRINT JOURNAL command is performed. Audited records are not erased. They are marked as if they had been printed. When this function is selected, a confirmation screen prompts the user to answer YES, CLEAR to continue with operation or NO, CANCEL to quit. If the user answers YES, CLEAR, the following screen will be displayed:

When the journal has been cleared, the SELECT JOURNAL FUNCTION screen will be displayed. Note that even after this command has been completed, records are still available for printing by using the PRINT LAST X ENTRIES command.

**ERROR CONDITIONS:**

If the operation fails, an error message will be displayed.

**CLEARING  
JOURNAL****ALL RECORDS WILL BE MARKED  
AS AUDITED****DO YOU WISH TO CONTINUE?****NO, CANCEL****YES, CLEAR****CLEARING  
JOURNAL****PLEASE WAIT**

**FUNCTION: PRINT LAST X ENTRIES**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

- 1.) Select JOURNAL from the options available at the MANAGEMENT FUNCTIONS screen.
- 2.) Select the PRINT LAST X ENTRIES option to print the last X (where 'X' is a number from 1 to 2045) entries stored in the Electronic Journal.

**DESCRIPTION:**

This command is used to reprint records from the Electronic Journal, either before or after they have been audited using the CLEAR JOURNAL or PRINT JOURNAL commands. Records printed out using this command are not marked in any way. This command will not affect the operation of the PRINT JOURNAL command.

This command 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 command, the user is 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.

Subsequent uses of this command are not cumulative. No pointer is maintained that 'moves' each time this command is run. It always operates on the LAST X ENTRIES.

**ERROR CONDITIONS:**

Entering a number greater than the number of records in the buffer memory of the journal will cause all records to be printed. The buffer memory can contain up to 2045 records at any one time.

ENTER THE NUMBER OF RECORDS

TO PRINT

-----  
AND THEN PRESS 'OK'

**FUNCTION: PASSWORD MAINTENANCE**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

Select the PASSWORD MAINTENANCE option from the MANAGEMENT FUNCTIONS screen.

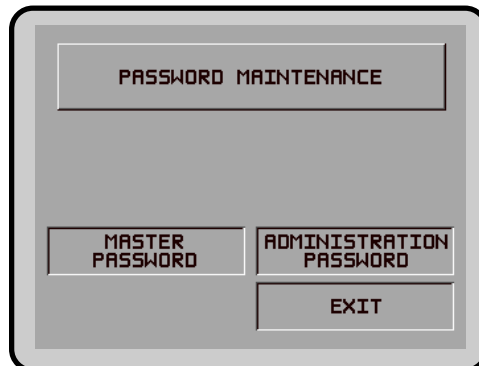
**DESCRIPTION:**

The PASSWORD MAINTENANCE Function of MANAGEMENT FUNCTIONS menu allows access to menus for viewing and changing the following:

- 1.) MASTER PASSWORD
- 2.) ADMINISTRATION PASSWORD

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: MASTER PASSWORD**

**FACTORY DEFAULT:** '123456'

**ACCESS INSTRUCTIONS:**

- 1.) Select the PASSWORD MAINTENANCE option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the MASTER PASSWORD option.

**DESCRIPTION:**

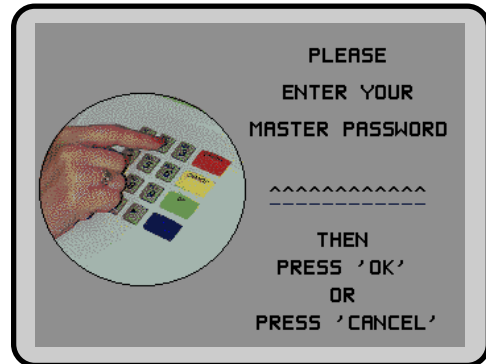
The MASTER PASSWORD is the highest level password on the Cash Dispenser. It allows access to all functions except downloading of new software. The MASTER PASSWORD must be entered in order to change the ADMINISTRATION password. The factory default MASTER PASSWORD is '123456' and should be changed when the Cash Dispenser is installed.

To change the MASTER PASSWORD, select this function. You will be prompted to enter your new password. An asterisk (\*) will be displayed in place of the actual digits entered; therefore, you must enter the password a second time when prompted to confirm it.

The password can be from 4 to 12 digits long and can contain only numbers; letters are not allowed.

**ERROR CONDITIONS:**

A number of feedback screens may appear during password entry. These screens can appear if the second password entry did not match the first, you entered an invalid password, or the password you entered was too short (less than 4 characters).



**FUNCTION: ADMINISTRATION PASSWORD**

**FACTORY DEFAULT: '987654'**

**ACCESS INSTRUCTIONS:**

- 1.) Select the PASSWORD MAINTENANCE option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the ADMINISTRATION PASSWORD option.

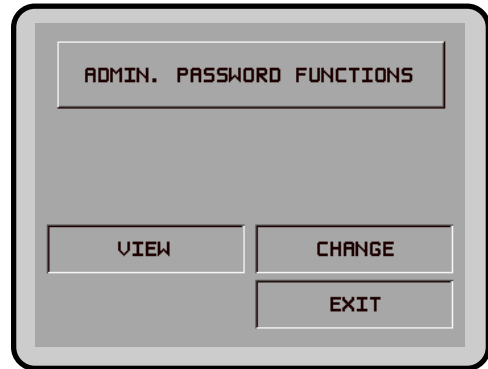
**DESCRIPTION:**

The ADMINISTRATION PASSWORD is used to perform daily management functions. This password DOES NOT allow access to the TERMINAL CONFIGURATION menu.

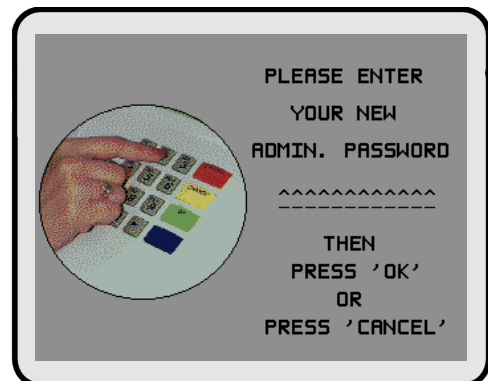
This password can only be changed when the MASTER PASSWORD is used to enter the Management FUNCTIONS area. Use the options provided to VIEW or CHANGE the password, as shown in the figures below. When the VIEW option is selected, the current password will be displayed for a few seconds. When changing the password, it must be entered twice, because the characters entered are not displayed (an asterisk (\*) is displayed in place of each character, for security reasons). The password length can range from 4 to 12 characters.

**ERROR CONDITIONS:**

A number of feedback screens may appear during password entry. These screens can appear if the second password entry did not match the first, you entered an invalid password, or the password you entered was too short (less than 4 characters).



VIEW



CHANGE

**FUNCTION: TERMINAL CONFIGURATION**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

Select the TERMINAL CONFIGURATION option from the MANAGEMENT FUNCTIONS screen.

**DESCRIPTION:**

The TERMINAL CONFIGURATION option provides access to functions that allow the following parameters to be viewed and changed:

- 1.) PRINTER SETTINGS
- 2.) RANDOM/LEVEL PRIZE COUPONS
- 3.) CHANGE MESSAGES
- 4.) SET TERMINAL PARAMETERS
- 5.) DATE / TIME FUNCTIONS
- 6.) TRANSACTION TYPES
- 7.) ACCOUNT TYPES

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

TERMINAL CONFIGURATION	
PRINTER SETTINGS	DATE / TIME FUNCTIONS
RANDOM/LEVEL PRIZE COUPONS	TRANSACTION TYPES
CHANGE MESSAGES	ACCOUNT TYPES
SET TERMINAL PARAMETERS	EXIT

**FUNCTION: PRINTER SETTINGS**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

- 1.) Select the TERMINAL CONFIGURATION option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the PRINTER SETTINGS option.

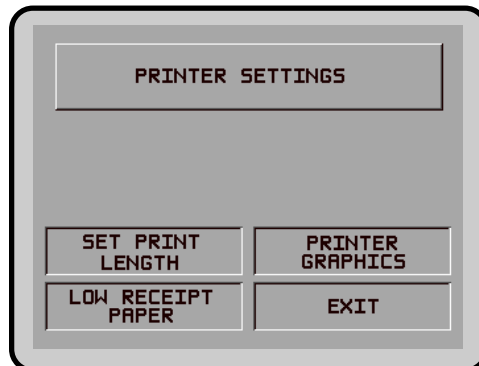
**DESCRIPTION:**

This menu provides access to the following functions:

- 1.) SET PRINT LENGTH
- 2.) LOW RECEIPT PAPER
- 3.) PRINTER GRAPHICS

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.





**FUNCTION: SET PRINT LENGTH**

**FACTORY DEFAULT:** '35'

**ACCESS INSTRUCTIONS:**

- 1.) Select the TERMINAL CONFIGURATION option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the PRINTER SETTINGS option.
- 3.) Select SET PRINT LENGTH.

**DESCRIPTION:**

This function sets the minimum length of the receipt provided to the customer after each transaction.

**ERROR CONDITIONS:**

Changing the Print Length to less than 35 lines will prevent the receipt from exiting the front of the Cash Dispenser. This may cause paper jams that could result in printer damage.

MINIMUM PRINT LENGTH:       
(NUMBER OF LINES PER RECEIPT)

ENTER MIN. # LINES (0-99)

CHANGE

EXIT

**FUNCTION: LOW RECEIPT PAPER****FACTORY DEFAULT: 'OUT OF SERVICE'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select the **PRINTER SETTINGS** option.
- 3.) Choose the **LOW RECEIPT PAPER** option.

**DESCRIPTION:**

After selecting the **LOW RECEIPT PAPER ON/OFF** option, a screen displaying, "WHEN RECEIPT PAPER BECOMES LOW, THE ATM WILL BE OUT OF SERVICE" (or **IN SERVICE** depending on terminal setup). Change to **IN SERVICE** or **OUT OF SERVICE** by pressing the **Screen Key** next to the appropriate text and pressing the **EXIT** key.

Selecting the **IN SERVICE** options will allow the terminal to continue to operate after it senses a Receipt Printer Paper Low condition (Error Code 183). Selecting this option will allow the terminal to operate with low or no receipt paper in the terminal.

Selecting the **OUT OF SERVICE** option will allow the terminal to report a Receipt Printer Paper Low condition (Error Code 183), and will place the terminal in an **OUT OF SERVICE** condition until the receipt paper is replenished.

**ERROR CONDITIONS:**

Error Code 183 – Receipt Printer Paper Low will take the terminal **OUT OF SERVICE**. To restore the terminal to normal operation the paper must be replenished and the **Reset Error** button pressed after the terminal has been reset and is displaying the **OUT OF SERVICE** screen.

WHEN RECEIPT PAPER BECOMES  
LOW, THE ATM WILL BE:  
OUT OF SERVICE

**IN SERVICE****OUT OF SERVICE****EXIT**

**FUNCTION: PRINTER GRAPHICS****FACTORY DEFAULT: ENABLED****ACCESS INSTRUCTIONS:**

- 1.) Select TERMINAL CONFIGURATION option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select the PRINTER SETTINGS option.
- 3.) Select PRINTER GRAPHICS.

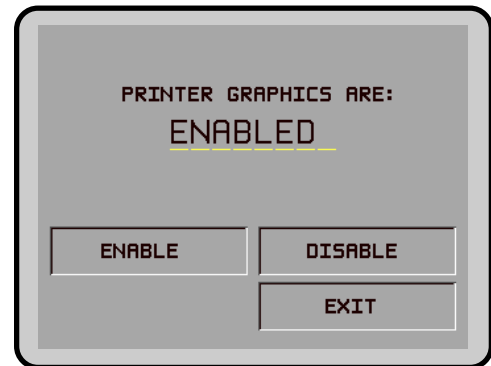
**DESCRIPTION:**

The Printed Graphics feature can only be used when an optional Memory Expansion Card is installed in the terminal. Triton Connect Software Release 1.8 (or above) allows bit mapped graphics (in '.bmp' format) to be downloaded to the terminal. This graphic will be printed on the receipt when the PRINTER GRAPHICS option has been ENABLED. This feature cannot be supported without the addition of an Expansion Memory Card.

To turn on the PRINTER GRAPHICS feature, choose the ENABLE option on this screen. To inhibit the PRINTER GRAPHICS feature, press the DISABLE key.

**ERROR CONDITIONS:**

If PRINTER GRAPHICS is enabled and there are no graphic images loaded into the Expansion Memory Card, the receipt printer will print normal receipts without graphics. There are no error conditions associated with this function.



**FUNCTION: RANDOM/LEVEL PRIZE COUPONS****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **RANDOM/LEVEL PRIZE COUPONS** from the **TERMINAL CONFIGURATION** menu.

**DESCRIPTION:**

This function provides access to the following options, which will set up terminal operations for issuing printed and dispensed prize coupons:

- 1.) **ENTER LEVEL PRIZE MESSAGE.**
- 2.) **ENTER RANDOM PRIZE MESSAGE.**
- 3.) **ENABLE/DISABLE COUPON AWARDS.**
- 4.) **SET LEVEL PRIZE AMOUNT.**
- 5.) **SET RANDOM WINNING %.**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**PRIZE COUPON CONFIGURATION****ENTER LEVEL  
PRIZE MSG.****SET LEVEL  
PRIZE AMOUNT****ENTER RANDOM  
PRIZE MSG.****SET RANDOM  
WINNING %****ENABLE/DISABLE  
COUPON AWARDS****EXIT**

**FUNCTION: ENTER LEVEL PRIZE MSG.****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **RANDOM/LEVEL PRIZE COUPONS** from the **TERMINAL CONFIGURATION** menu.
- 3.) Select **ENTER LEVEL PRIZE MSG.**

**DESCRIPTION:**

The **LEVEL PRIZE MESSAGE** consists of four lines of text that are printed on the Level Prize receipt and report. The text can be full alphanumeric text. Enter letters, numbers and punctuation as follows:

The keys along either side of the display are used with the numeric keys on the main keypad to permit entry of alphanumeric characters. The keys on the left side of the display are designated <F1> through <F4>. The keys on the right side of the display are <F6> through <F8>. The <F1> key centers the text on the line where the cursor appears. The <F2> key erases all text in the current message. <F3> clears the text on the line the cursor is currently appearing.

The <F4> Key is used similarly to a CAPS LOCK key on a computer keyboard. Pressing the <F4> key toggles between uppercase and lowercase. To enter an alphabetic or punctuation character, one of the <F6> through <F8> keys must be pressed, followed by one of the numeric keys. The resultant character will be as indicated in the table. Press the <OK> key to save the changes made. If you make a mistake and want to start over, press the **CANCEL** key to discard any changes made to that point.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

F1 CENTER LINE  
F2 CLEAR ALL  
F3 CLEAR LINE  
F4 CASE UPPER

LEFT F6  
CENTER F7  
RIGHT F8

KEY	1	2	3	4	5	6	7	8	9	0
F4 UPPER	.	.	.	.	.	.	.	.	.	.
No Shift	1	2	3	4	5	6	7	8	9	0
F6 Left	Q	A	D	G	J	M	P	T	W	,
F7 Center	Z	B	E	H	K	N	R	U	X	.
F8 Right	Sp	C	F	I	L	O	S	V	Y	-
F4 LOWER	.	.	.	.	.	.	.	.	.	.
No Shift	!	@	#	\$	%	^	&	*	(	)
F6 Left	q	a	d	g	j	m	p	t	w	'
F7 Center	z	b	c	h	k	n	r	u	x	+
F8 Right	&	c	f	i	l	o	s	v	y	=

**FUNCTION: ENTER RANDOM PRIZE MSG.**

**FACTORY DEFAULT: NONE**

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **RANDOM/LEVEL PRIZE COUPONS** from the **TERMINAL CONFIGURATION** menu.
- 3.) Select **ENTER RANDOM PRIZE MSG.**

**DESCRIPTION:**

The **RANDOM PRIZE MESSAGE** consists of four lines of text that are printed on the Random Coupon receipt and report. The text can be full alphanumeric text. Enter desired letters, numbers and punctuation as follows:

The keys along either side of the display are used with the numeric keys on the main keypad to permit entry of alphanumeric characters. The keys on the left side of the display are designated <F1> through <F4>. The keys on the right side of the display are <F6> through <F8>. The <F1> key centers the text on the line where the cursor appears. The <F2> key erases all text in the current message. <F3> clears the text on the line the cursor is currently appearing.

The <F4> Key is used similarly to a CAPS LOCK key on a computer keyboard. Pressing the <F4> key toggles between uppercase and lowercase. To enter an alphabetic or punctuation character, one of the <F6> through <F8> keys must be pressed, followed by one of the numeric keys. The resultant character will be as indicated in the table. Press the <OK> key to save the changes made. If you make a mistake and want to start over, press the **CANCEL** key to discard any changes made to that point.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

F1 CENTER LINE  
F2 CLEAR ALL  
F3 CLEAR LINE  
F4 CASE UPPER

LEFT F6  
CENTER F7  
RIGHT F8

KEY	1	2	3	4	5	6	7	8	9	0
F4 UPPER	.	.	.	.	.	.	.	.	.	.
No Shift	1	2	3	4	5	6	7	8	9	0
F6 Left	Q	A	D	G	J	M	P	T	W	,
F7 Center	Z	B	E	H	K	N	R	U	X	.
F8 Right	Sp	C	F	I	L	O	S	V	Y	-
F4 LOWER										
No Shift	!	@	#	\$	%	^	&	*	(	)
F6 Left	q	a	d	g	j	m	p	t	w	'
F7 Center	z	b	c	h	k	n	r	u	x	+
F8 Right	&	c	f	i	l	o	s	v	y	=

**FUNCTION: ENABLE/DISABLE COUPON AWARDS****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

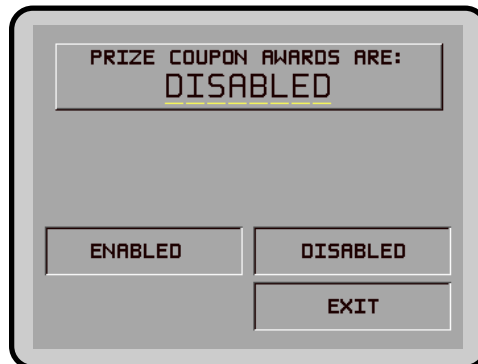
- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **RANDOM/LEVEL PRIZE COUPONS** from the **TERMINAL CONFIGURATION** menu.
- 3.) Select the **ENABLE/DISABLE COUPON AWARDS** option.
- 4.) Select **ENABLE** OR **DISABLE** from the menu displayed.

**DESCRIPTION:**

This function provides access to a menu that allows the operator to **ENABLE** or **DISABLE** all printed coupon awards. If **ENABLED**, eligible transactions will be checked for award. If **DISABLED**, no coupons will be issued.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: SET LEVEL PRIZE AMOUNT**

**FACTORY DEFAULT:** '\$0.00'

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **RANDOM/LEVEL PRIZE COUPONS** from the **TERMINAL CONFIGURATION** menu.
- 3.) Select the **SET LEVEL PRIZE AMOUNT** option.
- 4.) Enter the amount in dollars and press "<OK>".

**DESCRIPTION:**

This function sets the threshold level at which the level prize coupon will be printed. Withdrawing an amount equal to or greater than the value set here will print the level prize coupon.

**NOTE:** If the level coupon is awarded, the random coupon parameter will not be tested for award.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

LEVEL PRIZE COUPON THRESHOLD

\$ \_\_\_\_ .00

ENTER NEW LEVEL, THEN PRESS OK

CHANGE

EXIT



**FUNCTION: SET RANDOM WINNING %**

**FACTORY DEFAULT:** '0%'

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **RANDOM/LEVEL PRIZE COUPONS** from the **TERMINAL CONFIGURATION** menu.
- 3.) Select the **SET RANDOM WINNING %** option.
- 4.) Select the **CHANGE** option.
- 5.) Enter the new random percentage and press <OK>.

**DESCRIPTION:**

This function sets the frequency at which the random prize coupons will be printed. 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.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

ENTER NEW RANDOM COUPON

WINNING PERCENTAGE

\_\_\_\_\_ %

CHANGE EXIT

**FUNCTION: CHANGE MESSAGES**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.

**DESCRIPTION:**

The **CHANGE MESSAGES** option of the **TERMINAL CONFIGURATION** menu allows information for the following screens to be changed by the terminal operator or a service technician:

- 1.) **MARKETING MESSAGE**
- 2.) **SURCHARGE MESSAGES**
- 3.) **WELCOME MESSAGE**
- 4.) **SURCHARGE OWNER**
- 5.) **EXIT MESSAGE**
- 6.) **STORE MESSAGE**
- 7.) **TERMINAL OWNER**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function

SELECT MESSAGE TYPE  
TO BE CHANGED

MARKETING  
MESSAGE

EXIT  
MESSAGE

SURCHARGE  
MESSAGES

STORE  
MESSAGE

WELCOME  
MESSAGE

TERMINAL  
OWNER

SURCHARGE  
OWNER

EXIT

**FUNCTION: MARKETING MESSAGE****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **MARKETING MESSAGE**.

**DESCRIPTION:**

The **MARKETING MESSAGE** function allows you to compose a message that will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.). The message can be up to four lines long. Enter letters, numbers and punctuation as follows:

The keys along either side of the display are used with the numeric keys on the main keypad to permit entry of alphanumeric characters. The keys on the left side of the display are designated <F1> through <F4>. The keys on the right side of the display are <F6> through <F8>. The <F1> key centers the text on the line where the cursor appears. The <F2> key erases all text in the current message. <F3> clears the text on the line the cursor is currently appearing.

The <F4> Key is used similarly to a CAPS LOCK key on a computer keyboard. Pressing the <F4> key toggles between uppercase and lowercase. To enter an alphabetic or punctuation character, one of the <F6> through <F8> keys must be pressed, followed by one of the numeric keys. The resultant character will be as indicated in the table. Press the <OK> key to save the changes made. If you make a mistake and want to start over, press the **CANCEL** key to discard any changes made to that point.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

F1 CENTER LINE  
F2 CLEAR ALL  
F3 CLEAR LINE  
F4 CASE UPPER

LEFT F6  
CENTER F7  
RIGHT F8

KEY	1	2	3	4	5	6	7	8	9	0
F4 UPPER	.	.	.	.	.	.	.	.	.	.
No Shift	1	2	3	4	5	6	7	8	9	0
F6 Left	Q	A	D	G	J	M	P	T	W	,
F7 Center	Z	B	E	H	K	N	R	U	X	.
F8 Right	Sp	C	F	I	L	O	S	V	Y	-
F4 LOWER										
No Shift	!	@	#	\$	%	^	&	*	(	)
F6 Left	q	a	d	g	j	m	p	t	w	'
F7 Center	z	b	c	h	k	n	r	u	x	+
F8 Right	&	c	f	i	l	o	s	v	y	=

**FUNCTION: SURCHARGE MESSAGES****FACTORY DEFAULT: 'STANDARD'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **SURCHARGE MESSAGES**

**DESCRIPTION:**

This function is used to select the surcharge message that will be displayed to the customer. Press the button next to the desired message to select it. Message options STANDARD, A, B and C are accessed from the first SURCHARGE OPTION SCREEN. The MORE option leads to a second screen containing message options D, E, F, G, and H.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

FEE NOTICE - U.S. CARDHOLDERS  
\_\_\_\_\_, the owner  
of this terminal, will deduct  
\$ 0.00 from account as its  
fee from you for the  
transaction you have chosen.  
This fee is in addition to any  
fee your financial institution  
may charge.

Cancel trans.,  
pay no fee

I agree to  
fee, continue

STANDARD

**SURCHARGE OPTION SCREEN****CUSTOM-D**

STANDARD

CUSTOM-C

CUSTOM-A  
(WILL)

MORE

CUSTOM-B  
(MAY)

EXIT

\_\_\_\_\_, THE OWNER  
OF THIS TERMINAL, WILL CHARGE  
A FEE OF \$ 0.00 FOR A CASH  
WITHDRAWAL. THIS FEE IS IN  
ADDITION TO ANY FEES YOUR  
FINANCIAL INSTITUTION MAY  
CHARGE.

DO YOU WISH TO CONTINUE?

NO

YES

CUSTOM-A

\_\_\_\_\_, THE OWNER  
OF THIS TERMINAL, MAY CHARGE  
A FEE OF \$ 0.00 FOR A CASH  
WITHDRAWAL. THIS FEE IS IN  
ADDITION TO ANY FEES YOUR  
FINANCIAL INSTITUTION MAY  
CHARGE.

DO YOU WISH TO CONTINUE?

NO

YES

CUSTOM-B

\_\_\_\_\_, THE OWNER  
OF THIS TERMINAL, WILL DEDUCT  
\$ \_\_\_\_ 0.00 FROM YOUR ACCOUNT AS  
ITS FEE FROM YOU FOR THE  
TRANSACTION YOU HAVE CHOSEN.  
THIS FEE IS IN ADDITION TO ANY  
FEE YOUR FINANCIAL INSTITUTION  
MAY CHARGE.

DO YOU WISH TO CONTINUE?

NO, CANCEL  
PAY NO FEE

YES, I AGREE  
CONTINUE

*CUSTOM-C*

\_\_\_\_\_, THE  
OPERATOR OF THIS TERMINAL,  
WILL CHARGE A FEE OF  
\$ \_\_\_\_\_ FOR A WITHDRAWAL  
PERFORMED BY A US CARD HOLDER  
THIS FEE IS IN ADDITION TO ANY  
FEES YOUR INSTITUTION MAY  
CHARGE.

CANCEL WITH  
NO FEE

CONTINUE  
WITH FEE

*CUSTOM-F*

FEE NOTICE  
In addition to any  
institutional fees you may be  
charged by your bank, the  
owner of this terminal  
\_\_\_\_\_ has  
assessed a \$ \_\_\_\_ 0.00 fee to  
all US cardholders per cash  
withdrawal.

NO

YES

*CUSTOM-D*

\_\_\_\_\_, THE  
OPERATOR OF THIS TERMINAL,  
WILL CHARGE A FEE OF  
\$ \_\_\_\_\_ OR % OF THE  
TRANSACTION AMOUNT WHICHEVER  
IS LESSER FOR A WITHDRAWAL

THIS FEE IS IN ADDITION TO ANY  
FEES YOUR INSTITUTION MAY  
CHARGE

CANCEL WITH  
NO FEE

CONTINUE  
WITH FEE

*CUSTOM-G*

\_\_\_\_\_, THE  
OPERATOR OF THIS TERMINAL,  
WILL CHARGE A FEE OF  
\$ \_\_\_\_\_ FOR A WITHDRAWAL  
THIS FEE IS IN ADDITION TO ANY  
FEES YOUR INSTITUTION MAY  
CHARGE.

CANCEL WITH  
NO FEE

CONTINUE  
WITH FEE

*CUSTOM-E*

\_\_\_\_\_, THE  
OPERATOR OF THIS TERMINAL,  
WILL CHARGE A FEE OF  
\$ \_\_\_\_\_ OR % OF THE  
TRANSACTION AMOUNT WHICHEVER  
IS LESSER FOR A WITHDRAWAL  
PERFORMED BY A US CARD HOLDER

THIS FEE IS IN ADDITION TO ANY  
FEES YOUR INSTITUTION MAY  
CHARGE

CANCEL WITH  
NO FEE

CONTINUE  
WITH FEE

*CUSTOM-H*

**FUNCTION: WELCOME MESSAGE****FACTORY DEFAULT: 'WELCOME TO MINIATM'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **Welcome Message**.

**DESCRIPTION:**

The Welcome Message consists of three lines of text that are printed at the top of the customer welcome screen. The text can be full alphanumeric text. Enter letters, numbers and punctuation as follows:

The keys along either side of the display are used with the numeric keys on the main keypad to permit entry of alphanumeric characters. The keys on the left side of the display are designated <F1> through <F4>. The keys on the right side of the display are <F6> through <F8>. The <F1> key centers the text on the line where the cursor appears. The <F2> key erases all text in the current message. <F3> clears the text on the line the cursor is currently appearing.

The <F4> Key is used similarly to a CAPS LOCK key on a computer keyboard. Pressing the <F4> key toggles between uppercase and lowercase. To enter an alphabetic or punctuation character, one of the <F6> through <F8> keys must be pressed, followed by one of the numeric keys. The resultant character will be as indicated in the table. Press the <OK> key to save the changes made. If you make a mistake and want to start over, press the **CANCEL** key to discard any changes made to that point.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

F1 CENTER LINE  
F2 CLEAR ALL  
F3 CLEAR LINE  
F4 CASE UPPER

LEFT F6  
CENTER F7  
RIGHT F8

KEY	1	2	3	4	5	6	7	8	9	0
F4 UPPER	.	.	.	.	.	.	.	.	.	.
No Shift	1	2	3	4	5	6	7	8	9	0
F6 Left	Q	A	D	G	J	M	P	T	W	,
F7 Center	Z	B	E	H	K	N	R	U	X	.
F8 Right	Sp	C	F	I	L	O	S	V	Y	-
F4 LOWER	.	.	.	.	.	.	.	.	.	.
No Shift	!	@	#	\$	%	^	&	*	(	)
F6 Left	q	a	d	g	j	m	p	t	w	'
F7 Center	z	b	c	h	k	n	r	u	x	+
F8 Right	&	c	f	i	l	o	s	v	y	=

**FUNCTION: SURCHARGE OWNER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **SURCHARGE OWNER**.

**DESCRIPTION:**

The name of the **SURCHARGE OWNER** is stored in the terminal and printed on the Receipt Printer Test Report. The name of the **SURCHARGE OWNER** is entered directly into the terminal.

To enter a digit 0-9, simply press the key that has that digit. To enter a letter, first press the <BLUE> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <BLUE> key again.

The name can be up to 18 characters long.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function

ENTER OWNER'S NAME  
THEN PRESS OK

**FUNCTION: EXIT MESSAGE****FACTORY DEFAULT: 'THANK'S FOR USING MINIATM'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **EXIT MESSAGE**.

**DESCRIPTION:**

The Exit Message consists of three lines of text that are printed on the terminal display at the conclusion of a transaction. The text can be full alphanumeric text. Enter letters, numbers and punctuation as follows:

The keys along either side of the display are used with the numeric keys on the main keypad to permit entry of alphanumeric characters. The keys on the left side of the display are designated <F1> through <F4>. The keys on the right side of the display are <F6> through <F8>. The <F1> key centers the text on the line where the cursor appears. The <F2> key erases all text in the current message. <F3> clears the text on the line the cursor is currently appearing.

The <F4> Key is used similarly to a CAPS LOCK key on a computer keyboard. Pressing the <F4> key toggles between uppercase and lowercase. To enter an alphabetic or punctuation character, one of the <F6> through <F8> keys must be pressed, followed by one of the numeric keys. The resultant character will be as indicated in the table. Press the <OK> key to save the changes made. If you make a mistake and want to start over, press the **CANCEL** key to discard any changes made to that point.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

F1 CENTER LINE  
F2 CLEAR ALL  
F3 CLEAR LINE  
F4 CASE UPPER

LEFT F6  
CENTER F7  
RIGHT F8

KEY	1	2	3	4	5	6	7	8	9	0
F4 UPPER	.	.	.	.	.	.	.	.	.	.
No Shift	1	2	3	4	5	6	7	8	9	0
F6 Left	Q	A	D	G	J	M	P	T	W	,
F7 Center	Z	B	E	H	K	N	R	U	X	.
F8 Right	Sp	C	F	I	L	O	S	V	Y	-
F4 LOWER										
No Shift	!	@	#	\$	%	^	&	*	(	)
F6 Left	q	a	d	g	j	m	p	t	w	'
F7 Center	z	b	c	h	k	n	r	u	x	+
F8 Right	&	c	f	i	l	o	s	v	y	=



**FUNCTION: STORE MESSAGE****FACTORY DEFAULT: SEE NOTE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **STORE MESSAGE**.

**DESCRIPTION:**

The **STORE MESSAGE** consists of four lines of text that are printed on the customer receipt. The text can be full alphanumeric text. Enter letters, numbers and punctuation as follows:

The keys along either side of the display are used with the numeric keys on the main keypad to permit entry of alphanumeric characters. The keys on the left side of the display are designated <F1> through <F4>. The keys on the right side of the display are <F6> through <F8>. The <F1> key centers the text on the line where the cursor appears. The <F2> key erases all text in the current message. <F3> clears the text on the line the cursor is currently appearing.

The <F4> Key is used similarly to a CAPS LOCK key on a computer keyboard. Pressing the <F4> key toggles between uppercase and lowercase. To enter an alphabetic or punctuation character, one of the <F6> through <F8> keys must be pressed, followed by one of the numeric keys. The resultant character will be as indicated in the table. Press the <OK> key to save the changes made. If you make a mistake and want to start over, press the **CANCEL** key to discard any changes made to that point.

**NOTE:** '\*THIS IS LINE (1-4) OF THE STORE MESSAGE\*'

**ERROR CONDITIONS:**

There are no errors directly associated with this function.

F1 CENTER LINE  
F2 CLEAR ALL  
F3 CLEAR LINE  
F4 CASE UPPER

LEFT F6  
CENTER F7  
RIGHT F8

KEY	1	2	3	4	5	6	7	8	9	0
F4 UPPER	.	.	.	.	.	.	.	.	.	.
No Shift	1	2	3	4	5	6	7	8	9	0
F6 Left	Q	A	D	G	J	M	P	T	W	,
F7 Center	Z	B	E	H	K	N	R	U	X	.
F8 Right	Sp	C	F	I	L	O	S	V	Y	-
F4 LOWER	.	.	.	.	.	.	.	.	.	.
No Shift	!	@	#	\$	%	^	&	*	(	)
F6 Left	q	a	d	g	j	m	p	t	w	'
F7 Center	z	b	c	h	k	n	r	u	x	+
F8 Right	&	c	f	i	l	o	s	v	y	=

**FUNCTION: TERMINAL OWNER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **CHANGE MESSAGES**.
- 3.) Select **TERMINAL OWNER**.

**DESCRIPTION:**

The name of the **TERMINAL OWNER** is stored in the terminal and displayed to the customer in the surcharge warning message. The name is entered directly into the terminal.

To enter a digit 0-9, simply press the key that has that digit. To enter a letter, first press the <BLUE> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <BLUE> key again.

The name can be up to 18 characters long.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

ENTER OWNER'S NAME

THEN PRESS OK

**FUNCTION: TERMINAL PARAMETERS****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.

**DESCRIPTION:**

Selecting **SET TERMINAL PARAMETERS** from the **TERMINAL CONFIGURATION** menu allows the following Cash Dispenser operating parameters to be viewed or changed:

- 1.) **SET TERMINAL #**
- 2.) **RESET SEQ #**
- 3.) **SURCHARGE MODE**
- 4.) **CASSETTE SETUP**
- 5.) **KEY MANAGEMENT**
- 6.) **TELEPHONE**
- 7.) **MORE**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

TERMINAL PARAMETERS	
SET TERMINAL #	KEY MANAGEMENT
RESET SEQ. #	TELEPHONE
SURCHARGE MODE	MORE
CASSETTE SETUP	EXIT

**FUNCTION: SET TERMINAL #****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SET TERMINAL #** option.

**DESCRIPTION:**

The **TERMINAL #** is a unique string of characters provided by your processor to identify the Cash Dispenser when a transaction is taking place. It can contain numbers and letters. The minimum number of characters is 6 and the maximum is 16.

This parameter **MUST** be set before the Cash Dispenser can go on-line **AND** before the communications key can be downloaded.

When this function is selected, the current **TERMINAL #** is displayed. If it is to be changed, select **CHANGE**.

To enter a digit 0-9, press the key that has that digit. To enter a letter, first press the **<BLUE>** key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the **<RIGHT ARROW>** key to 'lock in' the letter. If your next character is a letter, you must press the **<BLUE>** key again.

When you have entered all of the characters, press the **<OK>** key.

**ERROR CONDITIONS:**

The Cash Dispenser will not function on-line without a valid **TERMINAL #**.

TERMINAL  
NUMBER IS:

-----

CHANGE EXIT

**FUNCTION: RESET SEQ #****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **RESET SEQ #** option.

**DESCRIPTION:**

**NOTE:** This feature is not supported by all processors.

Select the **RESET SEQ. #** option from the **TERMINAL PARAMETER** menu to reset the sequence number that is printed on the journal printout and receipt to '00000000'.

Resetting the **SEQUENCE #** is an operation that should usually be performed at the request of your processor. Use of this function is not required during normal operation.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**TERMINAL PARAMETERS****SET TERMINAL #****KEY MANAGEMENT****RESET SEQ. #****TELEPHONE****SURCHARGE MODE****MORE****CASSETTE SETUP****EXIT**

**FUNCTION: SURCHARGE MODE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SURCHARGE MODE** option.

**DESCRIPTION:**

Selecting the **SURCHARGE MODE** option from the **SET TERMINAL PARAMETERS** menu allows the terminal operator or service technician to change the following surcharge options:

- 1.) **SURCHARGE PERCENT**
- 2.) **ENABLE/DISABLE SURCHARGE MODE**
- 3.) **SURCHARGE LOCATION**
- 4.) **BLOCK ISO'S**
- 5.) **SURCHARGE AMOUNT**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

SURCHARGE MODE: **DISABLE**  
AMOUNT = \$

SURCHARGE  
PERCENT

ENABLE

BLOCK ISO'S

DISABLE

SURCHARGE  
AMOUNT

SURCHARGE  
LOCATION

EXIT

**FUNCTION: SURCHARGE PERCENT****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SURCHARGE MODE** option.
- 4.) Select **SURCHARGE PERCENT**.

**DESCRIPTION:**

The **SURCHARGE PERCENT** option on the **SURCHARGE MODE** screen brings up the **PERCENT SETTINGS** screen, which enables you to enter a surcharge percentage amount, as well as choose the **LESSER** or **GREATER** option that is applicable to the surcharge. Remember that these options must conform to the processor's requirements or other applicable commerce regulations.

To enter a surcharge percent value press the **CHANGE PERCENT AMOUNT** key. the **ENTER NEW AMOUNT AND PRESS OK** prompt replaces the **CURRENT PERCENT IS:** field. Enter the applicable percentage value (from 1 and 99 percent) and press "OK".

If the processor or other authority requires that the surcharge be the lesser of either the surcharge amount or surcharge percentage, select the **LESSER** option. If the surcharge must be the greater of either the surcharge amount or surcharge percentage, select the **GREATER** option.

This value is stored in the terminal and will be displayed to the customer on the applicable surcharge message screen. The percent settings must be correct to ensure surcharge messages **CUSTOM-G** and **CUSTOM-H** are accurate!

**ERROR CONDITIONS:**

If a fixed surcharge amount is to be used (surcharge percent not used) you must ensure the surcharge comparison option is set to **GREATER** and the surcharge percent is set to zero (0). This will ensure that only the fixed surcharge amount value will be displayed to the customer. Failure to do so can cause an incorrect surcharge value to be reported to the customer.

<b>PERCENT SETTINGS</b>	
CURRENT PERCENT IS: ----- %	
THE CUSTOMER WILL BE CHARGED THE LESSER OF SURCHARGE AMOUNT OR SURCHARGE PERCENT	
<b>LESSER</b>	<b>GREATER</b>
<b>CHANGE PERCENT AMOUNT</b>	<b>EXIT</b>

**FUNCTION: ENABLE/DISABLE SURCHARGE****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SURCHARGE MODE** option.
- 4.) Select **ENABLE** or **DISABLE**, as appropriate.

**DESCRIPTION:**

Some networks allow a surcharge, or terminal fee, to be imposed on withdrawal transactions. If surcharges are in use on your network, you are required to notify the customer of an additional fee before the transaction is processed. He or she must be given a chance to cancel the transaction. Setting the **SURCHARGE MODE** to **ENABLED** will cause a surcharge notification screen to be displayed at some point prior to final processing of the transaction. The customer is given the choice of canceling the transaction at no charge or of continuing.

If your network does not allow surcharges, select the **DISABLE** option to turn off presentation of the surcharge notification message.

**ERROR CONDITIONS:**

Be sure to **ENABLE** this mode if your network allows surcharges.

SURCHARGE MODE: <b>DISABLE</b>	
AMOUNT = \$	
SURCHARGE PERCENT	
ENABLE	BLOCK ISO'S
DISABLE	SURCHARGE AMOUNT
SURCHARGE LOCATION	EXIT



**FUNCTION: SURCHARGE LOCATION****FACTORY DEFAULT: BEGINNING****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SURCHARGE MODE** option.
- 4.) Choose the **SURCHARGE LOCATION** option.

**DESCRIPTION:**

The **SURCHARGE LOCATION** function determines where the terminal user is presented with the surcharge notification message. The surcharge notification message informs the customer about any surcharge that is applicable to the transaction they are completing. When the message appears the terminal user is given the option of accepting the surcharge and continuing the transaction, or canceling the transaction without incurring any charges. The surcharge amount identified in the notification message does not include any additional charges that the bank sponsoring the card may add to the cost of processing a transaction.

Selecting the **BEGINNING** option displays the applicable surcharge notification message immediately after the terminal user removes the card from the card reader and before their PIN is entered into the terminal.

Selecting the **ENDING** option displays the surcharge notification message after the terminal user has selected an amount from the **FAST CASH** menu or entered the amount of the withdrawal and pressed the "<OK>" key to complete the transaction.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

The screenshot shows a terminal screen titled "SURCHARGE MESSAGE LOCATION". In the center, the word "BEGINNING" is displayed with a yellow underline. Below this, there are three rectangular buttons: "BEGINNING" on the left, "ENDING" on the right, and "EXIT" centered below the other two. The "BEGINNING" button is highlighted with a darker border, indicating it is the selected option.

**FUNCTION: BLOCK ISO'S****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SURCHARGE MODE** option.
- 4.) Choose the **BLOCK ISO'S** option.

**DESCRIPTION:**

This function is used to block surcharging and to disable the display of surcharge messages for transactions that use a particular financial institution's ATM or Credit Card. Entering the financial institution's unique ISO (International Standards Organization) Number on this screen enables the function.

The terminal can store up to 100 ISO numbers to block at one time; however, only 5 numbers can be entered using the **BLOCK ISO'S** screen. Additional ISO numbers (up to the 100-number limit) must be downloaded to the terminal using Triton Connect management software.

From 1 to 9 digits may be used. The terminal will compare the card number to all current ISO numbers to the length of each number. For example, three ISO numbers are entered, including '581234', '46', and '3785'. Any card beginning with '46' would match and cause the surcharge notification message to be suppressed (if surcharging were enabled). A card with the starting number '581235' would not match and therefore a surcharge message would appear. With this technique cards from many issuers can be supported. The more digits entered the fewer the number of different cards that will match.

If a card number matches an ISO number to be blocked, the customer will not see the surcharge notification screen. The processor will also be notified of this in the transaction. Most processors support this function. Before enabling this feature, check to make sure your particular processor supports it. Otherwise, your terminal could be in violation of network rules and be sanctioned.

SELECT ISO TO CHANGE  
ENTER NEW ISO THEN PRESS 'OK'

_____	_____
_____	_____
_____	EXIT

To enter or change an ISO go to the SELECT ISO TO CHANGE screen and perform the following:

- 1.) Press the Screen Key next to the block where the new ISO will be entered or an ISO changed.
- 2.) Enter the ISO number (up to six digits in length).
- 3.) Press the "<OK>" key.

If more than one ISO must be entered repeat steps 1 through 3 until all ISO are entered (up to five ISO numbers may be entered). As noted previously, additional ISO numbers can be entered via Triton Connect, up to the 100-number limit.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**FUNCTION: SURCHARGE AMOUNT****FACTORY DEFAULT: '\$0.00'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **SURCHARGE MODE** option.
- 4.) Choose the **SURCHARGE AMOUNT** option.

**DESCRIPTION:**

The surcharge amount will be entered directly on the **SURCHARGE MODE** screen. The value you enter here will be displayed to the user in the surcharge notification message that was selected via the **SURCHARGE OPTIONS SCREEN** function. Press the **SURCHARGE AMOUNT** menu key. The **ENTER NEW AMOUNT AND PRESS 'OK'** prompt will appear. Enter a new value. This value will appear in the "AMOUNT = \_ \_ \_ \_ \_" field that will appear on the **SURCHARGE MODE** screen. The value will be stored in the terminal and displayed to the customer in the surcharge notification message. See **Error Conditions:** for additional information on this feature.

**ERROR CONDITIONS:**

It is important to understand that processor or network rules and/or applicable commerce laws ultimately determine the type and amount of any surcharge that may be assessed against a transaction. The surcharge values that you enter will be displayed to the customer and **MUST** match the actual surcharge rates established by your processor or other applicable regulatory agencies!

Manually changing the **SURCHARGE AMOUNT** to a lower or higher amount does not automatically change the surcharge collected by the processor for a transaction. It will only change the surcharge amount displayed during the surcharge-warning message when it is shown to the customer and not the actual fee collected for the transaction.

ENTER NEW AMOUNT AND PRESS 'OK'  
 SURCHARGE MODE: **ENABLE**  
 AMOUNT = \$ 0.00

SURCHARGE  
PERCENT

ENABLE

BLOCK ISO'S

DISABLE

SURCHARGE  
AMOUNT

SURCHARGE  
LOCATION

EXIT

**FUNCTION: CASSETTE SETUP****FACTORY DEFAULT: N/A**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.

**DESCRIPTION:**

Selecting **CASSETTE SETUP** at the **TERMINAL PARAMETERS** menu allows the terminal operator to view and change the following parameters:

- 1.) **LOW CURRENCY**
- 2.) **INTERNATIONAL CURRENCY**
- 3.) **MAXIMUM AMOUNT**
- 4.) **MULTIPLE AMOUNT**
- 5.) **EXTENDED AMOUNT**
- 6.) **FAST CASH AMOUNT**

**ERROR CONDITIONS:**

There are no errors directly associated with the **CASSETTE SETUP** function.

CASSETTE SETUP	
LOW CURRENCY	
INTERNATIONAL CURRENCY	EXTENDED AMOUNT
MAXIMUM AMOUNT	FAST CASH AMOUNT
MULTIPLE AMOUNT	EXIT

**FUNCTION: LOW CURRENCY****FACTORY DEFAULT: ENABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.
- 4.) Choose the **LOW CURRENCY** option.

**DESCRIPTION:**

This function is used to enable or disable low currency checking on the dispenser mechanism. If **LOW CURRENCY CHECKING** is **ENABLED**, the Cash Dispenser will go out of service (it will display an **ERROR 182**) when the cash cassette gets down to approximately 60 notes. Enabling **LOW CURRENCY CHECKING** will prevent the need for reversals because there will never be a partial dispense.

If **LOW CURRENCY CHECKING** is **DISABLED**, the Cash Dispenser will not go out of service until the cassette is completely empty. This may result in the need to reverse the last withdrawal due to a partial dispense occurring. In the event of a partial dispense, or no dispense, the terminal will automatically inform the Processor and the customers account will be correctly credited. The record of the successful reversal will be recorded in the journal record.

**ERROR CONDITIONS:**

When the cassette runs out of money during a dispense operation an Error Code 33 (feed failure) will be displayed and the terminal will go out of service. If the error condition is reset with less than about 1/2" to 3/4" of bills in the cassette an error code 182 will be displayed (even with **LOW CURRENCY CHECKING** disabled). To avoid this the Cash Dispenser must be reset with the cassette out of the dispenser, or more than 60 bills must be loaded into the cassette.

**\*\*NOTE\*\***

If the cassette runs out of currency during a dispense, the terminal will generate another call to the processor to reverse the amount not dispensed. Do not reset or turn off the terminal during this call. Doing so will cause the reversal to fail and result in an out of balance condition.



**FUNCTION: INTERNATIONAL CURRENCY****FACTORY DEFAULT: COUNTRY-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.
- 4.) Choose the **INTERNATIONAL CURRENCY** option.

**DESCRIPTION:**

This feature will allow operator personnel to select one of nine possible monetary symbols (C, ¢, \$, f, L, Pt., £, Q, ¥) that describe the type of currency that will be dispensed by the Cash Dispenser. The default symbol can be viewed and changed through the terminals' Management Functions.

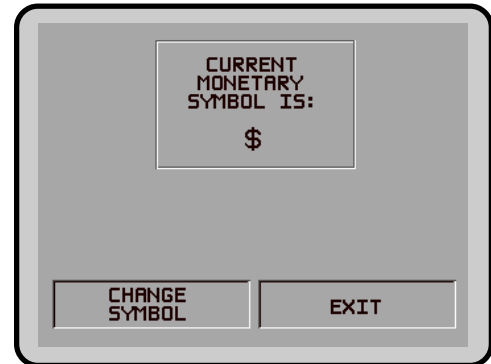
Monetary symbols for use with following currencies are supported by the Cash Dispenser:

1. C - The symbol for the Colon (Costa Rica)
2. ¢ - The symbol for the Colon (El Salvador)
3. \$ - The symbol of the Dollar and Peso
4. f - The symbol for the Franc
5. L - The symbol for the Lempira
6. Pt - The symbol for the Peseta
7. £ - The symbol for the Pound
8. Q - The symbol for the Quetzal
9. R - The symbol for the Rand (South Africa)
10. ¥ - The symbol for the Yen

When the **INTERNATIONAL CURRENCY** menu is displayed, press the screen key next to the **CHANGE SYMBOL** option until the desired currency symbol is displayed. Press **EXIT** to make that symbol the default symbol displayed on the terminal.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: MAXIMUM AMOUNT**

**FACTORY DEFAULT: '\$500.00'**

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.
- 4.) Choose the **MAXIMUM AMOUNT** option.

**DESCRIPTION:**

The maximum cash withdrawal limit must be set in the Cash Dispenser before any transactions can be completed. This number is the largest dollar amount allowed for a withdrawal transaction. It can be set from 1 to 999999 in increments of 1 and it must be an even multiple of the denomination that is in the cassette. Factory default is set to \$500.00. The value is dollar amount only; no cents are allowed.

**THE MAXIMUM AMOUNT MUST BE NO MORE THAN 50 TIMES THE MULTIPLE AMOUNT.**

Whenever a withdrawal amount is entered or selected (via the **FAST CASH** option), the amount entered or selected is compared to this amount. If the entry is larger, an error message warns the user and displays the maximum allowable amount.

This amount **DOES NOT** override any maximum set by a network. The transaction will be sent to the network if the amount entered or selected is less than or equal to the maximum. The network must still approve the amount.

**ERROR CONDITIONS:**

If the **MAXIMUM AMOUNT** is more than 50 times the **MULTIPLE AMOUNT**, error code 187, "MAXIMUM WITHDRAWAL NOT SET CORRECTLY", will be displayed and the terminal will enter an **OUT OF SERVICE** condition.

MAXIMUM WITHDRAW LIMIT

\$ 500.00

ENTER NEW AMOUNT & PRESS 'OK'

CHANGE EXIT



**FUNCTION: MULTIPLE AMOUNT**

**FACTORY DEFAULT:** '\$0.00'

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.
- 4.) Choose the **MULTIPLE AMOUNT** option.

**DESCRIPTION:**

The **MULTIPLE AMOUNT** must be set in the Cash Dispenser before any transactions can be processed. This number is the denomination of the currency installed in the currency cassette. It can be set to any value, as long as this value is no less than 1/50th of the **MAXIMUM AMOUNT**. 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**. If the entry is not an even multiple of this amount, an error warns the terminal user and displays the current multiple amount.

**ERROR CONDITIONS:**

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 size of the bill in the cassette.

MULTIPLE AMOUNT

\$ .00

ENTER NEW AMOUNT & PRESS 'OK'

CHANGE EXIT

**FUNCTION: EXTENDED AMOUNT****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.
- 4.) Choose the **EXTENDED AMOUNT** option.

**DESCRIPTION:**

The standard length of a currency amount entry field is 8 digits. In some applications this length is insufficient to allow the entry of the full range of customer transaction values in the local currency type. This feature allows the selection of 12-digit currency fields for those applications that require it.

To activate 12-digit field lengths, select the **ENABLE** option. To return to 8-digit field lengths, choose the **DISABLE** option.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

ENABLING THE EXTENDED AMOUNT  
WILL INCREASE THE TRANSFER  
FIELD FROM 8 TO 12 DIGITS.

**CAUTION**

ONLY USE THE EXTENDED AMOUNT  
IF YOUR PROCESSOR CAN ACCEPT  
THIS PROTOCOL.

EXTENDED AMOUNTS ARE: DISABLED

ENABLE

DISABLE

EXIT

**FUNCTION: FAST CASH AMOUNT****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **CASSETTE SETUP**.
- 4.) Choose the **FAST CASH AMOUNT** option.

**DESCRIPTION:**

During a withdrawal transaction the **FAST CASH** screen prompts the customer to select the amount of the withdrawal from a list of five convenient amounts. These amounts are entered by the terminal operator using the **FAST CASH AMOUNT** function. Up to six digits (more with software versions that support extended field lengths) can be entered into any data field accepting a monetary value.

Selecting this function displays the **FAST CASH SCREEN AMOUNTS** screen. Press the screen key next to the amount to be changed, and it will begin to blink. Enter the new amount (whole dollar amount only), and then press the **<OK>** key. The value will replace the blinking amount.

The amounts entered must be even multiples of the denomination in the cassette. The amounts do not have to be in any particular order, although typically, they increase in value moving from upper left and down, then upper right and down. **DO NOT** enter an amount that is larger than the **MAXIMUM WITHDRAWAL AMOUNT**.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**FAST CASH SCREEN AMOUNTS**  
**SELECT AMOUNT TO BE CHANGED**

\$

\$ 0.00	\$ 0.00
\$ 0.00	\$ 0.00
\$ 0.00	EXIT

**FUNCTION: KEY MANAGEMENT****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose the **KEY MANAGEMENT** option.

**DESCRIPTION:**

The **KEY MANAGEMENT** function provides access to Cash Dispenser functions that control the method of entry for the Master Key and the Comms (Communications) Key. The functions accessed through this menu are listed below:

- 1.) **ENTER MAC MASTER KEY**
- 2.) **ENTER PIN MASTER KEY**
- 3.) **INJECT MASTER KEYS**
- 4.) **ENTER MAC WORKING KEY**
- 5.) **ENTER PIN WORKING KEY**
- 6.) **DOWNLOAD WORKING KEYS**

**ERROR CONDITIONS:**

**IMPORTANT:** The **MAC MASTER KEY** must be entered before the **MAC Working key**. Likewise, the **PIN MASTER KEY** must be entered before the **PIN Working key**.

KEY MANAGEMENT	
ENTER MAC MASTER KEY	ENTER MAC WORKING KEY
ENTER PIN MASTER KEY	ENTER PIN WORKING KEY
INJECT MASTER KEYS	DOWNLOAD WORKING KEYS
EXIT	

**FUNCTION: ENTER MAC MASTER KEY****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **KEY MANAGEMENT**.
- 4.) Choose the **ENTER MAC MASTER KEY** option.

**DESCRIPTION:**

**NOTE:** The **MAC MASTER KEY** feature is applicable only to terminals using **Triton Standard ATM software** and a **Secure Pin Entry Device (SPED)** module.

**IMPORTANT:** The **MAC MASTER KEY** must be entered before the **MAC Working key**.

MAC is an acronym for Message Authentication Code. The **MAC MASTER KEY** is used to protect the **MAC WORKING KEY** during manual entry or downloading of the working key. The **MAC MASTER KEY** is a 16-character string, consisting of the digits 0-9 and the letters A-F. Your processor must provide you with the **MAC MASTER KEY**. If a MAC authentication attempt on a message fails, the message will fail. This is a security precaution.

For security reasons, when entering this key, a '\*' is displayed in place of the actual character. Since it is not possible to view the key while it is entered, the key must be entered twice to make sure it was entered properly.

To enter a digit 0-9, simply press the key that has that digit, and a '\*' will appear. To enter the letters A-F, first press the <BLUE> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <BLUE> key again. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

ENTER 16 CHARACTER MAC MASTER  
KEY, THEN PRESS OK

RE-ENTER MAC MASTER KEY.

In some versions of ATM software the **MAC MASTER KEY** consists of TWO 16-character strings: a **LEFT KEY BLOCK** and a **RIGHT KEY BLOCK**:

**MAC MASTER KEY**

PLEASE SELECT WHICH KEY  
SEGMENT TO ENTER.

LEFT KEY BLOCK	RIGHT KEY BLOCK
EXIT	

Each block consists of some combination of the digits 0-9 and the Hexadecimal ("Hex") characters A-F. Follow these instructions if your ATM uses **LEFT** and **RIGHT KEY BLOCKS**.

Selecting the **LEFT KEY BLOCK** or **RIGHT KEY BLOCK** option will display the appropriate key-entry screen, as shown here:

**LEFT BLOCK**

ENTER 16 CHARACTER MAC MASTER  
KEY, THEN PRESS OK

RE-ENTER MAC MASTER KEY.

-----  
Press <Blue> key & <Number> key  
simultaneously for corresponding  
hex value.

BLUE + 1 = A hex	BLUE + 4 = D hex
BLUE + 2 = B hex	BLUE + 5 = E hex
BLUE + 3 = C hex	BLUE + 6 = F hex

Normally, the MAC MASTER KEY contains only one part. However, some keys may contain multiple parts. If this is the case, separate individuals will hold the parts. If your key has multiple parts you must answer the question "ANOTHER KEY PART?", with a YES until all parts are entered.

The CHECK DIGIT that appears after all parts of the MAC MASTER KEY have been entered is similar to the checksum that is used to verify that the data programmed into a memory device such as an EPROM is correct. The CHECK DIGIT can be verified by doing a RECEIPT PRINTER TEST from the DIAGNOSTICS Menu and comparing the MAC MASTER KEY CHECK DIGIT on the printout to the original receipt printout from the initial terminal setup. If the CHECK DIGIT is different from the original, and the terminal is not operating correctly, the MAC MASTER KEY is corrupt and you should contact your service organization for assistance.

#### ERROR CONDITIONS:

If the MAC MASTER KEY is not entered correctly, no message traffic can take place, so be sure to enter the key accurately. If your second entry of the key does not match the first entry, you will be warned and allowed to start over with the first entry.

**RIGHT BLOCK**  
ENTER 16 CHARACTER MAC MASTER  
KEY, THEN PRESS OK

**RE-ENTER MAC MASTER KEY.**

-----  
Press <Blue> key & <Number> key  
simultaneously for corresponding  
hex value.

BLUE + 1 = A hex	BLUE + 4 = D hex
BLUE + 2 = B hex	BLUE + 5 = E hex
BLUE + 3 = C hex	BLUE + 6 = F hex

To enter a digit 0-9, simply press the key that has the desired digit, and a '\*' will appear. To enter a Hex character (A through F), first press and hold down the <BLUE> key. While holding down the <BLUE> key, press the numbered key (1-6) that corresponds to the character you want to enter, as listed in the table on-screen (1=A, 2=B, 3=C, 4=D, 5=E, 6=F). A '\*' character will appear. Release the <BLUE> key. Repeat for each character in the key. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

You must enter the key sequence TWICE for each KEY BLOCK: after the second entry, you will be prompted to enter a second key part. In most instances you will answer NO to this prompt, but in some cases a second sequence of characters may need to be entered (this requirement is processor-specific). requirement is processor-specific).

**FUNCTION: ENTER PIN MASTER KEY****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **KEY MANAGEMENT**.
- 4.) Choose the **ENTER PIN MASTER KEY** option.

**DESCRIPTION:**

**IMPORTANT:** The **PIN MASTER KEY** must be entered before the **PIN Working key**.

**NOTE:** The **PIN MASTER KEY** was referred to as the **MASTER KEY** in previous versions of ATM software.

The **PIN MASTER KEY** is used to protect the **PIN WORKING KEY** during manual entry or downloading of the working key. This key is a 16-character string, consisting of the digits 0-9 and the letters A-F. Your processor must provide you with the **PIN MASTER KEY**.

For security reasons, when entering this key, a '\*' is displayed in place of the actual character. Since it is not possible to view the key while it is entered, the key must be entered twice to make sure it was entered properly.

To enter a digit 0-9, simply press the key that has that digit, and a '\*' will appear. To enter the letters A-F, first press the <BLUE> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <BLUE> key again. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

Normally, the **PIN MASTER KEY** contains only one part. However, some keys may contain multiple parts. If this is the case, separate individuals will hold the parts. If your key has multiple parts you must answer the question "ANOTHER KEY PART?", with a YES until all parts are entered.

ENTER 16 CHARACTER PIN MASTER  
THEN PRESS OK

RE-ENTER PIN MASTER KEY

In some versions of ATM software the **PIN MASTER KEY** consists of TWO 16-character strings: a **LEFT KEY BLOCK** and a **RIGHT KEY BLOCK**:

PIN MASTER KEY

PLEASE SELECT WHICH KEY  
SEGMENT TO ENTER.

LEFT KEY  
BLOCK

RIGHT KEY  
BLOCK

EXIT

Each block consists of some combination of the digits 0-9 and the Hexadecimal ("Hex") characters A-F. Follow these instructions if your ATM uses **LEFT** and **RIGHT KEY BLOCKS**.

Selecting the **LEFT KEY BLOCK** or **RIGHT KEY BLOCK** option will display the appropriate key-entry screen, as shown here:

**LEFT BLOCK**  
ENTER 16 CHARACTER PIN MASTER  
KEY, THEN PRESS OK

RE-ENTER PIN MASTER KEY

Press <Blue> key & <Number> key  
simultaneously for corresponding  
hex value.

BLUE + 1 = A hex  
BLUE + 2 = B hex  
BLUE + 3 = C hex

BLUE + 4 = D hex  
BLUE + 5 = E hex  
BLUE + 6 = F hex

The CHECK DIGIT that appears after all parts of the PIN MASTER KEY have been entered is similar to the checksum that is used to verify that the data programmed into a memory device such as an EPROM is correct. The CHECK DIGIT can be verified by doing a RECEIPT PRINTER TEST from the DIAGNOSTICS Menu and comparing the PIN MASTER KEY CHECK DIGIT on the printout to the original receipt printout from the initial terminal setup. If the CHECK DIGIT is different from the original, and the terminal is not operating correctly, the PIN MASTER KEY is corrupt, and you should contact your service organization for assistance.

#### ERROR CONDITIONS:

If the PIN MASTER KEY is not entered correctly, no message traffic can take place, so be sure to enter the key accurately. If your second entry of the key does not match the first entry, you will be warned and allowed to start over with the first entry.

**RIGHT BLOCK**  
ENTER 16 CHARACTER PIN MASTER  
KEY, THEN PRESS OK

**RE-ENTER PIN MASTER KEY**

-----  
Press <Blue> key & <Number> key  
simultaneously for corresponding  
hex value.

BLUE + 1 = A hex	BLUE + 4 = D hex
BLUE + 2 = B hex	BLUE + 5 = E hex
BLUE + 3 = C hex	BLUE + 6 = F hex

To enter a digit 0-9, simply press the key that has the desired digit, and a '\*' will appear. To enter a Hex character (A through F), first press and hold down the <BLUE> key. While holding down the <BLUE> key, press the numbered key (1-6) that corresponds to the character you want to enter, as listed in the table on-screen (1=A, 2=B, 3=C, 4=D, 5=E, 6=F). A '\*' character will appear. Release the <BLUE> key. Repeat for each character in the key. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

You must enter the key sequence TWICE for each KEY BLOCK: after the second entry, you will be prompted to enter a second key part. In most instances you will answer NO to this prompt, but in some cases a second sequence of characters may need to be entered (this requirement is processor-specific). requirement is processor-specific).



**FUNCTION: INJECT MASTER KEYS**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **KEY MANAGEMENT**.
- 4.) Choose the **INJECT MASTER KEYS** option.

**DESCRIPTION:**

The **INJECT MASTER KEYS** function is used in conjunction with a PC (Personnel Computer) and a special floppy disk to inject the master keys from the PC into a designated terminal. Selecting **INJECT MASTER KEYS** will cause the terminal to prepare for the load of the master keys from the PC, using a serial data cable.

**ERROR CONDITIONS:**

Do not connect the load port on the Cash Dispenser to the parallel (printer) port of the PC!

WAITING FOR KEY INJECTION

PRESS CANCEL TO QUIT

**FUNCTION: ENTER MAC WORKING KEY****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **KEY MANAGEMENT**.
- 4.) Choose the **ENTER MAC WORKING KEY** option.

**DESCRIPTION:**

MAC is an acronym for Message Authentication Code. The MAC WORKING KEY is used to verify messages to and from the terminal. The MAC WORKING KEY is a 16-character string, consisting of the digits 0-9 and the letters A-F. Your processor must provide you with the MAC WORKING KEY. If a MAC authentication attempt on a message fails, the message will fail. This is a security precaution.

For security reasons, when entering this key, a '\*' is displayed in place of the actual character. Since it is not possible to view the key while it is entered, the key must be entered twice to make sure it was entered properly.

To enter a digit 0-9, simply press the key that has that digit, and a '\*' will appear. To enter the letters A-F, first press the <BLUE> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <BLUE> key again. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

Normally, the MAC WORKING KEY contains only one part. However, some keys may contain multiple parts. If this is the case, separate individuals will hold the parts. If your key has multiple parts you must answer the question "ANOTHER KEY PART?", with a YES until all parts are entered.

ENTER 16 CHARACTER MAC WORKING  
KEY, THEN PRESS 'OK'

RE-ENTER MAC WORKING KEY.

ENTER 16 CHARACTER MAC WORKING  
KEY, THEN PRESS OK

RE-ENTER MAC WORKING KEY.

-----  
Press <Blue> key & <Number> key  
simultaneously for corresponding  
hex value.

BLUE + 1 = A hex	BLUE + 4 = D hex
BLUE + 2 = B hex	BLUE + 5 = E hex
BLUE + 3 = C hex	BLUE + 6 = F hex

In some versions of ATM software the MAC WORKING KEY entry screen accepts the digits 0-9 and the Hexadecimal ("Hex") characters A-F. On such screens, to enter a digit 0-9, simply press the key that has the desired digit. To enter a Hex character, first press and hold down the <BLUE> key. While holding down the <BLUE> key, press the numbered key (1-6) that corresponds to the character you want to enter, as listed in the table on-screen (1=A, 2=B, 3=C, 4=D, 5=E, 6=F). Release the <BLUE> key. Repeat for each character in the key. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

If your key has multiple parts you must answer the question "ANOTHER KEY PART?", with a YES and enter the next key part until all parts are entered.

The CHECK DIGIT that appears after all parts of the MAC WORKING KEY have been entered is similar to the checksum that is used to verify that the data programmed into a memory device such as an EPROM is correct. The CHECK DIGIT can be verified by doing a RECEIPT PRINTER TEST from the DIAGNOSTICS Menu and comparing the MAC WORKING KEY CHECK DIGIT on the printout to the original receipt printout from the initial terminal setup. If the CHECK DIGIT is different from the original, and the terminal is not operating correctly, the MAC WORKING KEY is corrupt, and you should contact your service organization for assistance.

**ERROR CONDITIONS:**

If the MAC WORKING KEY is not entered correctly, no message traffic can take place, so be sure to enter the key accurately. If your second entry of the key does not match the first entry, you will be warned and allowed to start over with the first entry.

**FUNCTION: ENTER PIN WORKING KEY****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select TERMINAL CONFIGURATION from the MANAGEMENT FUNCTIONS menu.
- 2.) Select SET TERMINAL PARAMETERS.
- 3.) Select KEY MANAGEMENT.
- 4.) Choose the ENTER PIN WORKING KEY option.

**DESCRIPTION:****IMPORTANT**

**The PIN MASTER KEY must be loaded BEFORE the PIN WORKING Key!**

NOTE: The PIN WORKING KEY was referred to as the COMMS KEY in previous versions of ATM software.

The PIN WORKING KEY is used to verify the customer Personal Identification Number during live transactions. This key is a 16-character string, consisting of the digits 0-9 and the letters A-F. Your processor must provide you with the PIN WORKING KEY.

For security reasons, when entering this key, a '\*' is displayed in place of the actual character. Since it is not possible to view the key while it is entered, the key must be entered twice to make sure it was entered properly.

To enter a digit 0-9, simply press the key that has that digit, and a '\*' will appear. To enter the letters A-F, first press the <BLUE> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <BLUE> key again. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

ENTER 16 CHARACTER PIN WORKING  
THEN PRESS 'OK'

RE-ENTER PIN WORKING KEY

ENTER 16 CHARACTER PIN WORKING  
KEY, THEN PRESS OK

RE-ENTER PIN WORKING KEY

-----  
Press <Blue> key & <Number> key  
simultaneously for corresponding  
hex value.

BLUE + 1 = A hex	BLUE + 4 = D hex
BLUE + 2 = B hex	BLUE + 5 = E hex
BLUE + 3 = C hex	BLUE + 6 = F hex

In some versions of ATM software the PIN WORKING KEY entry screen accepts the digits 0-9 and the Hexadecimal ("Hex") characters A-F. On such screens, to enter a digit 0-9, simply press the key that has the desired digit. To enter a Hex character, first press and hold down the <BLUE> key. While holding down the <BLUE> key, press the numbered key (1-6) that corresponds to the character you want to enter, as listed in the table on-screen (1=A, 2=B, 3=C, 4=D, 5=E, 6=F). Release the <BLUE> key. Repeat for each character in the key. Press the <CHANGE> key to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character.

If your key has multiple parts you must answer the question "ANOTHER KEY PART?", with a YES and enter the next key part until all parts are entered.

Normally, the PIN WORKING KEY contains only one part. However, some keys may contain multiple parts. If this is the case, separate individuals will hold the parts. If your key has multiple parts you must answer the question "ANOTHER KEY PART?", with a YES until all parts are entered.

The CHECK DIGIT that appears after all parts of the PIN WORKING KEY have been entered is similar to the checksum that is used to verify that the data programmed into a memory device such as an EPROM is correct. The CHECK DIGIT can be verified by doing a RECEIPT PRINTER TEST from the DIAGNOSTICS Menu and comparing the PIN WORKING KEY CHECK DIGIT on the printout to the original receipt printout from the initial terminal setup. If the CHECK DIGIT is different from the original, and the terminal is not operating correctly, the PIN WORKING KEY is corrupt, and you should contact your service organization for assistance.

**ERROR CONDITIONS:**

If the PIN WORKING KEY is not entered correctly, no message traffic can take place, so be sure to enter the key accurately. If your second entry of the key does not match the first entry, you will be warned and allowed to start over with the first entry.

**FUNCTION: DOWNLOAD WORKING KEYS****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **KEY MANAGEMENT**.
- 4.) Choose the **DOWNLOAD WORKING KEYS** option.

**DESCRIPTION:**

The **WORKING KEYS** are the **MAC** and **PIN WORKING KEYS**, as described earlier. They are made up of 16-character strings, consisting of the digits 0-9 and the letters A-F. Your processor may provide you with the **WORKING KEYS**, or they may be downloaded from the processor host computer.

These keys must be loaded before the Cash Dispenser can operate in a live mode.

When the **DOWNLOAD WORKING KEYS** function is run, a call is placed to your host computer, and a request is made for the keys to be sent. The host will send the keys and several other parameters (such as the surcharge amount, if applicable). Once downloaded, these parameters will remain in the Cash Dispenser, even if it is turned off.

The **TERMINAL** number and primary phone number must be set before completing this function. If they are not set correctly, the **WORKING KEYS** will not be downloaded.

**ERROR CONDITIONS:**

If the call cannot be completed, a warning screen will be displayed. If the function continues to fail, contact your service organization for assistance.

CONFIGURATION TABLE  
DOWNLOADED

PRESS CANCEL TO CONTINUE

**FUNCTION: TELEPHONE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.

**DESCRIPTION:**

The **TELEPHONE** function is used to set up parameters that control telephone communications between the Cash Dispenser and the Processor. The following parameters are accessed through this function.

- 1.) **PRIMARY NUMBER**
- 2.) **BACKUP NUMBER**
- 3.) **DATAPAK ACCESS CODE** (This feature is only available for ATMs deployed in Canada.)
- 4.) **PREDIAL ON/OFF**
- 5.) **COMPUSERVE ID**
- 6.) **MODEM SETUP**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

HOST TELEPHONE NUMBERS	
PRIMARY NUMBER	
BACKUP NUMBER	COMPUSERVE ID
DATAPAK ACCESS CODE	MODEM SETUP
PREDIAL OFF	EXIT

**FUNCTION: PRIMARY NUMBER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **PRIMARY NUMBER** option.

**DESCRIPTION:**

The Cash Dispenser communicates to your host processor over a dial up phone line. The phone number of the processor must be entered before live transactions can be performed.

When this function is selected, the current phone number is displayed (if nothing appears on the screen, no number is set). Select **CHANGE** to blank the current entry, and then enter the desired phone number. The phone number may be up to 30 digits long. It can also contain a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Pressing the <BLUE> key first, then the <0> key, followed by the <RIGHT ARROW> key will select the comma character. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. Do not enter dashes in the number.

**ERROR CONDITIONS:**

The Cash Dispenser will not process transactions if the phone number has not been entered or has been entered incorrectly. In such cases error code "185 - Phone Number Not Configured", will be received.

PRIMARY PHONE NUMBER

-----

ENTER NEW NUMBER & PRESS 'OK'

CHANGE EXIT



**FUNCTION: BACKUP NUMBER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **BACKUP NUMBER** option.

**DESCRIPTION:**

The Cash Dispenser communicates with your Processors' host computer over a dial up phone line. Some processors allow a backup phone number to try if the primary number fails to connect.

When this function is selected, the current phone number is displayed (if nothing appears on the screen, no number is set). Select **CHANGE** to blank the current entry, and then enter the desired phone number. The phone number may be up to 30 digits long. It can also contain a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Pressing the <BLUE> key first, then the <0> key, followed by the <RIGHT ARROW> select the comma. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. Do not enter dashes in the number.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



BACKUP TELEPHONE NUMBER

-----

ENTER NEW NUMBER & PRESS 'OK'

CHANGE EXIT

**FUNCTION: DATAPAK ACCESS CODE****FACTORY DEFAULT: OFF****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select **DATAPAK ACCESS CODE**.

**DESCRIPTION:**

**NOTE: This feature is only available for the Triton Standard Canadian version of ATM operating software.**

This function allows you to enter the DATAPAK ACCESS CODE, and to turn the DataPak feature On or OFF. The DATAPAK ACCESS CODE is provided by the DataPak processing organization, and is an identification number which enables the DataPak processing organization to correctly identify and route data traffic between the terminal and the transaction processor.

The current state of the DATAPAK ACCESS CODE feature is shown as either ON or OFF in the label on the left-hand side of the display. Press the button next to this label to toggle the state of the feature between ON and OFF.

**IMPORTANT: When using the DATAPAK communications protocol, ensure the terminal's Primary and Backup Telephone Numbers are configured to dial the DataPak processing organization (NOT the transaction processor!).**

**ERROR CONDITIONS:**

If a DATAPAK-based communications network is being used, the DATAPAK ACCESS CODE feature must be turned ON and the code must be entered correctly to enable message traffic between the ATM and the processor to take place.

The screenshot shows a terminal screen with the following elements:

- A title bar at the top: **DATAPAK ACCESS CODE**
- A prompt: **ENTER NEW ACCESS CODE** followed by a dashed line for input.
- Two buttons at the bottom left: **DATAPAK FEATURE** and **OFF** (highlighted with a yellow bar).
- A button at the bottom right: **CHANGE DATAPAK ACCESS CODE**.
- A button at the bottom center: **EXIT**.

**FUNCTION: PREDIAL ON/OFF****FACTORY DEFAULT: OFF****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.

**DESCRIPTION:**

This function allows you to turn on or off the PREDIAL feature. When the feature is turned ON, the terminal will dial out to the processor and establish a connection as soon as the customer's ATM or credit card has been scanned by the card reader. The purpose of this mode of operation is to provide quicker processing of customer transactions. When the feature is turned OFF, the terminal will wait until the customer has selected a particular transaction before dialing out and establishing a connection with the processor.

The current state of the PREDIAL feature is shown as either ON or OFF in the label on the left-hand side of the display. Press the button next to this label to toggle the state of the feature between ON and OFF.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

HOST TELEPHONE NUMBERS	
PRIMARY NUMBER	
BACKUP NUMBER	COMPUSERVE ID
DATAPAK ACCESS CODE	MODEM SETUP
PREDIAL OFF	EXIT

**FUNCTION: COMPUSERVE ID****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **COMPUSERVE ID** option.

**DESCRIPTION:**

The CompuServe Network is used by some processors to route transactions. The COMPUSERVE ID function allows the terminal operator or a service technician to view and change the COMPUSERVE ROUTING ID number.

**ERROR CONDITIONS:**

When CompuServe is used as the communication media for sending and receiving transaction data to the Processor, an incorrect CompuServe ID will cause communication between the terminal and the Processor to fail. Never change the COMPUSERVE ID unless instructed to do so by your processor.

A terminal screen display for the COMPUSERVE ROUTING ID function. At the top, a box contains the text "COMPUSERVE ROUTING ID". Below this, a dashed line indicates where the user should enter the routing ID. At the bottom of the screen, there are two buttons: "CHANGE" on the left and "EXIT" on the right.

**FUNCTION: MODEM SETUP**

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **MODEM SETUP** option.

**DESCRIPTION:**

Selecting the **MODEM SETUP OPTION** from the **TELEPHONE** screen allows the terminal operator to select the following parameters:

- 1.) **DIAL MODE**
- 2.) **DIAL RATE**
- 3.) **BAUD RATE**
- 4.) **MODEM SETUP STRING**
- 5.) **RESET/TEST MODEM**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**MODEM CONFIGURATION****DIAL MODE****MODEM SETUP  
STRING****DIAL RATE****RESET/TEST  
MODEM****BAUD RATE****EXIT**

**FUNCTION: DIAL MODE****FACTORY DEFAULT: 'DTMF'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **MODEM SETUP** option.
- 5.) Select **DIAL MODE**.

**DESCRIPTION:**

The modem is configured to dial in either the touch-tone mode (DTMF), or in the rotary (PULSE) mode. Consult with the local phone company to determine which option is supported. After selecting the dial mode, be certain to execute the **RESET/TEST MODEM** function. The new dial mode does not take effect until you do this. The factory default for the function is DTMF.

**ERROR CONDITIONS:**

If the local phone exchange does not support touch-tone, and the terminal is configured for DTMF mode, no calls will be completed. Rotary will work on touch-tone systems, but should not be used if touch-tone is available. Rotary mode will dial much slower than DTMF.



**FUNCTION: DIAL RATE****FACTORY DEFAULT: 'FAST'****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **MODEM SETUP** option.
- 5.) Select **DIAL RATE**.

**DESCRIPTION:**

The internal modem can be configured to send dial tones at one of three speeds. The possible values are **FAST** (70 milliseconds), **MED.** (150 ms), and **SLOW** (255 ms). The default value from the factory is **FAST**. After changing the dial rate, be certain to execute the **RESET/TEST MODEM** function. The new dial rate does not take effect until you do this.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function, but if calls seem to fail, try a slower setting.

TOUCH TONE DIAL RATE	
FAST	
FAST (70 ms)	SLOW (255 ms)
MED. (150 ms)	EXIT

**FUNCTION: BAUD RATE****FACTORY DEFAULT:** '1200'**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **MODEM SETUP** option.
- 5.) Select **BAUD RATE**.

**DESCRIPTION:**

The bit rate of the modem can be controlled with this function. The rate can be set to 2400 or 1200 bits per second (bps). The default rate depends on your processor. Do not select 2400 if your processor does not support it.

**ERROR CONDITIONS:**

If the speed of the modem is set to 2400 bps, it may not connect to a 1200 bps system. The baud rate of the modem should always be set to the value indicated by your processor.

The screenshot shows a terminal window titled "MODEM BAUD RATE". In the center, the value "1200" is displayed with a yellow underline. Below this, there are three rectangular buttons: "1200 bps" on the left, "2400 bps" on the right, and "EXIT" centered below the other two.



**FUNCTION: MODEM SETUP STRING****FACTORY DEFAULT: MODEM-SPECIFIC****Access Instructions:**

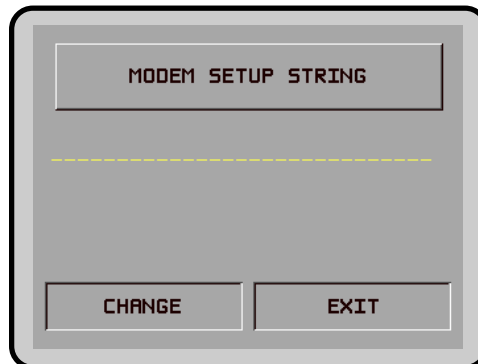
- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **MODEM SETUP** option.
- 5.) Select **MODEM SETUP STRING**.

**DESCRIPTION:**

If special circumstances require a nonstandard modem configuration, a Hayes-compatible setup string can be sent to the modem when it is initialized.

**ERROR CONDITIONS:**

Setting this value incorrectly will cause communication failure due to improper modem setup. Consult Triton's Technical Service Department before changing this parameter.



MODEM SETUP STRING

-----

CHANGE EXIT

**FUNCTION: RESET/TEST MODEM**

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Select **TELEPHONE**.
- 4.) Select the **MODEM SETUP** option.
- 5.) Select **RESET/TEST MODEM**.

**DESCRIPTION:**

This function is used to reset and test the internal modem. It should be run after setting any of the modem configuration parameters to make sure an error was not made. It **MUST** be run after changing the **DIAL MODE** or **DIAL RATE**, otherwise these new values will not take effect until the unit is turned off and back on again.

At the conclusion of the test a screen will appear indicating that the **MODEM CONFIGURED AND TESTED OK**.

**ERROR CONDITIONS:**

An error message will indicate a problem if the setup string is invalid or the modem is not responding.

MODEM TESTING / INITIALIZATION

IN PROGRESS

PLEASE WAIT

**FUNCTION: MORE (TERMINAL PARAMETERS)****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.

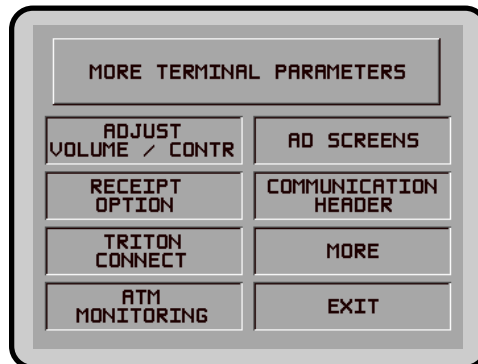
**DESCRIPTION:**

Selecting the **MORE TERMINAL PARAMETERS** option from the **TERMINAL PARAMETERS** allows the terminal operator or a service technician to view or change the following:

- 1.) **ADJUST VOLUME AND CONTRAST**
- 2.) **RECEIPT OPTION**
- 3.) **TRITON CONNECT**
- 4.) **ATM MONITORING**
- 5.) **AD SCREENS**
- 6.) **COMMUNICATION HEADER**
- 7.) **MORE**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: ADJUST VOLUME/CONTR**

**FACTORY DEFAULT: VOL: MAXIMUM**  
**CONTRAST: MID-RANGE**

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Choose **ADJUST VOLUME/CONTR**.

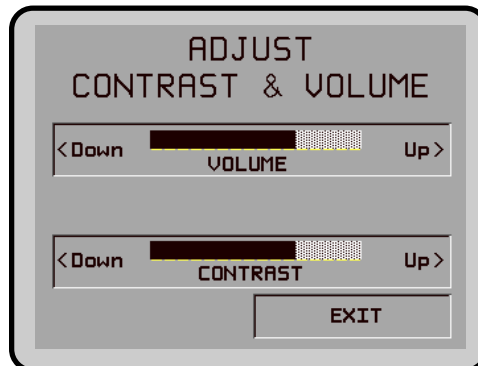
**DESCRIPTION:**

This feature allows the terminal operator to adjust the speaker volume and the contrast of the display.

To adjust the level of the volume of the beeps emanating from the speaker, press the designated UP or DOWN keys next to the display. Change the contrast of the display by selecting the designated UP or DOWN key to set the display contrast for best viewing.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: RECEIPT OPTION****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Choose **RECEIPT OPTION**.

**DESCRIPTION:**

This feature allows the customer to select the option of receiving or not receiving a receipt at the completion of a withdrawal transaction. When **RECEIPT OPTION** is **ENABLED** the customer is presented with a message at the conclusion of the transaction asking whether they want a receipt or not. If they respond **NO** to the question, a receipt is not dispensed. If they respond **YES** to the question a receipt is printed. If the customer does not respond to the question, a receipt is automatically printed after a forty-second delay.

If you don't want the customer to have this option, **DISABLE** the **RECEIPT OPTION**. Customers will then receive a receipt after every transaction.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

The image shows a screen titled "RECEIPT OPTION". Below the title, the word "DISABLED" is displayed in a larger font. At the bottom of the screen, there are two buttons: "ENABLED" on the left and "DISABLED" on the right. Below these two buttons is a single button labeled "EXIT".

**FUNCTION: TRITON CONNECT****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Choose **TRITON CONNECT**.

**DESCRIPTION:**

Selecting the **TRITON CONNECT** function allows the terminal operator to set up the following parameters associated with Triton Connect:

- 1.) **PRIMARY NUMBER**
- 2.) **BACKUP NUMBER**
- 3.) **ALARM NUMBERS**
- 4.) **CALL BACK (ENABLE\DISABLE)**
- 5.) **TRITON CONNECT (ENABLE\DISABLE)**

**NOTE:** Triton Connect is an option and may not be installed on your terminal.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**TRITON CONNECT****TRITON CONNECT IS DISABLED****CALL BACK IS ENABLED****PRIMARY  
NUMBER****DISABLE  
CALL BACK****BACKUP  
NUMBER****ENABLE  
TRITON CONNECT****ALARM  
NUMBERS****EXIT****WHAT IS TRITON CONNECT?**

Triton Connect is PC (Personal Computer) based software that enables you to remotely your terminals.

Triton Connect increases efficiency and reduces costs associated with managing terminals. Significant advantages include:

Operation on a single, stand-alone PC or in a networked environment

Can perform a wide range of monitoring and control functions from a central location.

Supports CDPD (cellular-wireless), dial-up and satellite communications with remote terminals.

**FUNCTION: PRIMARY NUMBER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **TRITON CONNECT**.
- 5.) Choose **PRIMARY NUMBER**.

**DESCRIPTION:**

The **PRIMARY NUMBER** function is used to enter the number that the terminal can use for calling back the Triton Connect Host Computer.

When this function is selected, the current phone number is displayed (if nothing appears on the screen, no number is set). Select **CHANGE** to blank the current entry, and then enter the desired phone number. The phone number may be up to 30 digits long. It can also contain a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Pressing the **<BLUE>** key first, then the **<0>** key, followed by the **<RIGHT ARROW>** key to select the comma character. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. Do not enter dashes in the number.

**ERROR CONDITIONS::**

There are no error conditions directly associated with this function.

PRIMARY PHONE NUMBER

-----

ENTER NEW NUMBER & PRESS 'OK'

CHANGE EXIT

**FUNCTION: BACKUP NUMBER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **TRITON CONNECT**.
- 5.) Choose **BACKUP NUMBER**.

**DESCRIPTION:**

The **BACKUP NUMBER** function is used to enter a backup number that the terminal can use for calling back the Triton Connect computer.

When this function is selected, the current phone number is displayed (if nothing appears on the screen, no number is set). Select **CHANGE** to blank the current entry, and then enter the desired phone number. The phone number may be up to 30 digits long. It can also contain a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Press the <BLUE> key, then the <0> key, followed by the <RIGHT ARROW> key to select the comma character. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. Do not enter dashes in the number.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

BACKUP TELEPHONE NUMBER

-----

ENTER NEW NUMBER & PRESS 'OK'

CHANGE EXIT



**FUNCTION: ALARM NUMBERS****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Choose **TRITON CONNECT**.
- 5.) Choose **ALARM NUMBERS**.

**DESCRIPTION:**

In some applications the terminal monitoring organization may require different telephone numbers for alarm reporting purposes. This could enable a third party service organization, for example, to be notified of alarm conditions that can occur during non-business hours. Selecting the **ALARM NUMBERS** option brings up a menu that allows the terminal operator to select and configure the Primary and Backup Triton Connect Alarm Numbers.

**NOTE: Triton Connect is an option and may not be installed on your terminal.**

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

The image shows a terminal screen with a grey background. At the top, there is a box labeled "ALARM NUMBERS". Below this, there are three buttons arranged in a grid: "PRIMARY" on the left, "BACKUP" on the right, and "EXIT" centered below the other two.

**FUNCTION: PRIMARY ALARM NUMBER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **TRITON CONNECT**.
- 5.) Select **ALARM NUMBERS**.
- 6.) Choose **PRIMARY**.

**DESCRIPTION:**

The **PRIMARY ALARM NUMBER** function is used to enter the telephone number that the terminal can use for calling a Triton Connect Host Computer to report alarm conditions.

**NOTE:** If no primary alarm number is entered, the terminal will default to the **PRIMARY TRITON CONNECT NUMBER** when placing alarm-initiated calls.

When this function is selected, the current phone number is displayed (if nothing appears on the screen, no number is set). Select **CHANGE** to blank the current entry, and then enter the desired phone number. The phone number may be up to 30 digits long. It can also contain a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Pressing the **<BLUE>** key first, then the **<0>** key, followed by the **<RIGHT ARROW>** key to select the comma character. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. Do not enter dashes in the number.

**ERROR CONDITIONS::**

There are no error conditions directly associated with this function.

PRIMARY ALARM NUMBER

-----

ENTER NEW NUMBER & PRESS 'OK'

CHANGE EXIT

**FUNCTION: BACKUP ALARM NUMBER****FACTORY DEFAULT: NONE****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **TRITON CONNECT**.
- 5.) Select **ALARM NUMBERS**.
- 6.) Choose **BACKUP**.


**DESCRIPTION:**

The **BACKUP ALARM NUMBER** function is used to enter a backup telephone number that the terminal can use for calling a Triton Connect computer to report alarm conditions.

When this function is selected, the current phone number is displayed (if nothing appears on the screen, no number is set). Select **CHANGE** to blank the current entry, and then enter the desired phone number. The phone number may be up to 30 digits long. It can also contain a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Press the **<BLUE>** key, then the **<0>** key, followed by the **<RIGHT ARROW>** key to select the comma character. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. Do not enter dashes in the number.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



BACKUP ALARM NUMBER

-----

ENTER NEW NUMBER & PRESS 'OK'

CHANGE EXIT

**FUNCTION: ENABLE/DISABLE CALL BACK****FACTORY DEFAULT: ENABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **TRITON CONNECT**.

**DESCRIPTION:**

Normally, when the Triton Connect Host Computer contacts a terminal, it will hang up and wait for the terminal to **CALL BACK**. This is done for security reasons. The **CALL BACK** option allows the terminal operator to enable and disable this feature.

Once you've reached the **TRITON CONNECT** screen, the **CALL BACK** button will present an option to reverse the current state of the feature. For example, if **CALL BACK** is currently **ENABLED**, the **CALL BACK** option button will show the **DISABLE CALL BACK** option. Conversely, if **CALL BACK** is currently **DISABLED**, the **CALL BACK** option button will show the **ENABLE CALL BACK** option.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

TRITON CONNECT	
TRITON CONNECT IS <b>DISABLED</b>	
CALL BACK IS <b>ENABLED</b>	
PRIMARY NUMBER	DISABLE CALL BACK
BACKUP NUMBER	ENABLE TRITON CONNECT
ALARM NUMBERS	EXIT

**FUNCTION: ENABLE/DISABLE TRITON CONNECT****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **TRITON CONNECT**.

**DESCRIPTION:**

If the Triton Connect feature has been **ACTIVATED** (using the **ACTIVATE** function), this function can be used to **ENABLE** or **DISABLE** Triton Connect access to the terminal.

Once you've reached the **TRITON CONNECT** screen, the **TRITON CONNECT** button will present an option to reverse the current state of this feature. For example, if Triton Connect is currently **ENABLED**, the button will show the **DISABLE TRITON CONNECT** option. Conversely, if Triton Connect is currently **DISABLED**, the option button will show the **ENABLE TRITON CONNECT** option.

**ERROR CONDITIONS:**

Once Triton Connect is **ENABLED**, the terminal must be reset to correctly initialize the modem for incoming calls. Also, if the terminal has ever had an error condition it will attempt to report the error to the Triton Connect Host PC shortly after the reset is performed. It is therefore recommended that the Triton Connect Host PC be configured and ready to communicate with the terminal prior to setting up this function.

TRITON CONNECT	
TRITON CONNECT IS <b>DISABLED</b>	
CALL BACK IS <b>ENABLED</b>	
PRIMARY NUMBER	DISABLE CALL BACK
BACKUP NUMBER	ENABLE TRITON CONNECT
ALARM NUMBERS	EXIT

**FUNCTION: ATM MONITORING****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **ATM monitoring**.

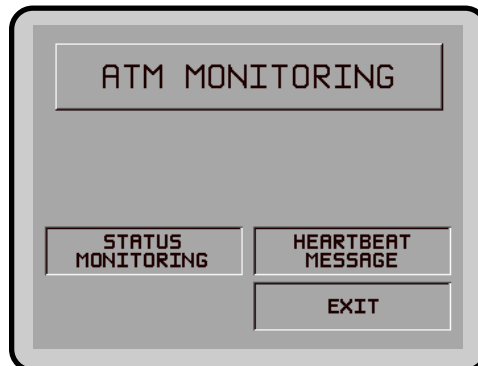
**DESCRIPTION:**

The ATM Monitoring screen provides access to the following functions:

- 1.) **STATUS MONITORING**. When this feature is enabled the terminal will send operational status information to the processor during the certain transactions. **NOTE:** This feature must be supported by the processor.
- 2.) **HEARTBEAT MESSAGE**. The Heartbeat Message feature is designed to provide a means of reporting communications system status to the host processor.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: STATUS MONITORING****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **ATM MONITORING**.
- 5.) Select **Status monitoring**.

**DESCRIPTION:**

Status monitoring is a feature that is available with selected processor software. When enabled the terminal will send operational status information to the processor during certain transactions with the processor. The status information is sent in a data field that is part of any of the following messages sent to the processor:

- 1.) A Transaction Request Message
- 2.) Configuration Table Download Request Message (Comms Key Download)
- 3.) Host Totals Download Request Message
- 4.) Reversal Request Message.

Turn this feature on by selecting the **ENABLE** option on this screen. Select **DISABLE** to inhibit the operation of the **STATUS MONITORING** feature.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

STATUS MONITORING

DISABLE

ENABLE      DISABLE

EXIT

**FUNCTION: HEARTBEAT MESSAGE****FACTORY DEFAULT: DISABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **ATM MONITORING**.
- 5.) Select **HEARTBEAT MESSAGE**.

**DESCRIPTION:**

The **HEARTBEAT MESSAGE** feature is designed to provide a means of reporting communications system status to the host processor.

Status reporting by dial-up ATMs is now the norm, but the single most important feature that cannot be monitored is the communications status. The absence of transactions from a particular terminal can mean one of two things. Usually the lack of calls indicates nothing more than a slow period. Sometimes, though, a piece of the communications system will fail and inhibit any calls from being made. The host has no way of determining which scenario is occurring in any kind of real-time mode. The Heartbeat Message overcomes this limitation.

When this feature is **ENABLED**, the terminal will call the host after a period of inactivity. During this call, the terminal will request a **COMMS KEY DOWNLOAD** (the normal configuration download request), and will also report status (if the **STATUS MONITORING** function is **ENABLED**). This allows the host to determine if a particular terminal is still in operation, even though it may not be performing any transactions at the time. With this feature enabled, the host can finally monitor communications system failures.

The Heartbeat Message feature on the Cash Dispenser has several parameters that must be set to operate properly. These parameters are:

- 1.) **HEARTBEAT MESSAGE**. This parameter turns on or off the regular call to the host.
- 2.) **DELAY PERIOD**. This parameter sets the time interval that must expire before a Heartbeat Message will be sent. It is specified in minutes.

HEARTBEAT MESSAGE IS: **ENABLED**  
AND  
THE DELAY PERIOD IS: \_\_\_ MINUTES

**ENABLE****CHANGE  
DELAY PERIOD****DISABLE****EXIT**



Once the Heartbeat Message call feature is enabled at the terminal, an internal timer will be initialized to the number of minutes set in the DELAY PERIOD parameter at system power-up and after a reset. This timer is restarted each time a call is made to the host. A call to the host is defined as any transaction, including financial, balancing and configuration that actually communicates with the host to the point that the Terminal ID is recognized. A customer transaction that is declined will reset the timer, while a call that fails because the host phone number was busy would not.

It is important to remember that as long as transactions are being done on the terminal on a regular basis, Heartbeat Message calls will not be made. The sole purpose of these calls is to let the host know that the terminal is OK when it is NOT performing regular transactions.

Because the primary purpose of the Heartbeat Message call is to let the host know everything is all right, a Heartbeat Message call that DOES NOT succeed for any reason is not retried. If the call does fail, the interval timer will be reset and the terminal will remain in service.

While the concept of the Heartbeat Message call is simple, interpreting the absence of an expected call must be explained. Listed below are reasons why Heartbeat Message calls will not be received at the host either when expected or at all.

#### **Feature Not Turned On**

Obviously, if the feature is not enabled, no Heartbeat Message calls will be made.

#### **Terminal is Doing Transactions**

If the terminal does at least one regular customer transaction or balancing transaction before the interval timer, no Heartbeat Message call will be made.

#### **Terminal is in Management Function Mode**

Heartbeat Message calls are suspended while the terminal is in the Management mode, although the interval timer continues to run. If the timer expires while the terminal is in this mode, the call will be delayed until the terminal returns to the normal service mode.

#### **Terminal is Out of Service**

When the terminal goes out of service, one Heartbeat Message call is made. After that call, all further calls are suspended until it is returned to normal service.

**Terminal is Turned Off or Power Has Failed**

If the terminal is turned off, no calls will be made. While an obvious point, it means that for this feature to be of any value, the terminal must always remain on.

**Communications System Has Failed**

A failure of any piece of the communications system will result in missed calls. This includes the terminal modem, the phone line to the terminal, and any intermediate telecommunications providers.

**Terminal Was Reset or Power Cycled**

Since the interval timer is reset when the terminal is reset, a scheduled call may not occur at the expected time.

To realize the benefits of the Heartbeat Message, the host must be programmed to monitor the interval between calls from the terminal. It is important to note, though, that the host interval threshold should be set to a value greater than that programmed at the terminal. A practical guideline is at least twice the terminal interval. This allows for Heartbeat Message calls that are delayed because the terminal is in Management mode, or calls skipped because of a system reset.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**FUNCTION: AD SCREENS****FACTORY DEFAULT: ENABLED****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **AD SCREENS**.

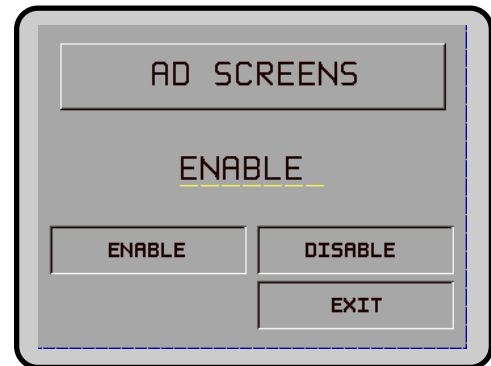
**DESCRIPTION:**

The terminal must have at least one Memory Expansion Card installed for this feature to operate. AD SCREENS is a feature that causes the display on an idle terminal to alternate between the WELCOME SCREEN and a screen containing graphics and text elements used to make an advertisement screen. AD SCREENS are created in a special graphics editor that runs from the Triton Connect Terminal Managers program. The graphics editor lets the user import 16-color bit-mapped graphic files in the '.bmp' format with a maximum resolution of 320 dots by 240 dots. The graphic can then be relocated in the display area. Then text can be added to the display and the graphic and text are saved in the proprietary '.TCG' (Triton Connect Graphic) file format. TCG files can then be downloaded to the terminals' Expansion Memory Card for display on the screen. In addition to the graphic, data is also downloaded that establishes what time of day and for how long the Ad Screen is displayed.

Selecting **ENABLE** from the **AD SCREENS** Menu turns on the **AD SCREENS** feature. Selecting **DISABLE** turns off the feature.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: COMMUNICATION HEADER****FACTORY DEFAULT: PROCESSOR-SPECIFIC****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 3.) Select **COMMUNICATION HEADER**.

**DESCRIPTION:**

The **COMMUNICATION HEADER** is an optional feature that is only applicable to certain processors. When a specified processor requires the use of the **COMMUNICATIONS HEADER** it must be **ENABLED** and have the correct data in the header data field. The **COMMUNICATION HEADER** data field consists of alphanumeric characters.

To enter a digit 0-9, press the key that has that digit. To enter a letter, first press the **<BLUE>** key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the **<RIGHT ARROW>** key to 'lock in' the character. If your next character is a letter, you must press the **<BLUE>** key again.

**ERROR CONDITIONS:**

Enabling the **COMMUNICATION HEADER** when using a processor that doesn't use this feature will prevent any type of transaction from completing. Disabling or having incorrect data in the **COMMUNICATION HEADER** data field (if the feature is required) will also prevent any type of transaction from processing.

COMMUNICATION HEADER

**DISABLED**

ENTER NEW HEADER, & PRESS 'OK'

ENABLE	CHANGE
DISABLE	EXIT

**FUNCTION: MORE (TERMINAL PARAMETERS)****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **MORE**.

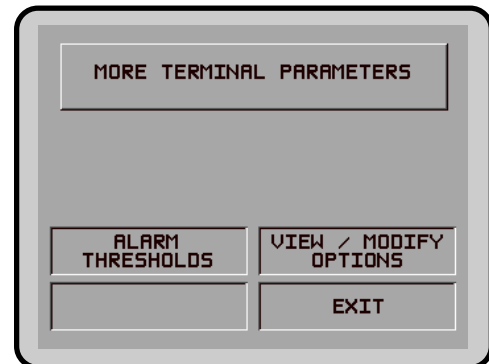
**DESCRIPTION:**

This screen allows you to select additional terminal parameters functions. The functions available are **ALARM THRESHOLDS** and **VIEW/MODIFY OPTIONS**. **ALARM THRESHOLDS** is used to monitor the status of various parameters (such as number of journal entries, or the level of cash remaining in the cassette), and determines at what point a notification message will be sent to a remote computer. This remote computer must be running Triton Connect monitoring software.

The **VIEW/MODIFY OPTIONS** function is used to activate or deactivate special terminal features such as Triton Connect.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: ALARM THRESHOLDS****FACTORY DEFAULT: OFF****ACCESS INSTRUCTIONS:**

- 1.) Select TERMINAL CONFIGURATION from the MANAGEMENT FUNCTIONS menu.
- 2.) Select SET TERMINAL PARAMETERS.
- 3.) Choose MORE.
- 4.) Select MORE.
- 5.) Select ALARM THRESHOLDS.

**DESCRIPTION:**

This function allows you to turn on or off the LOW CASH THRESHOLD, JOURNAL THRESHOLD, and SCHEDULED JOURNAL features.

- 1.) **LOW CASH THRESHOLD.** When this feature is turned ON, the terminal sends a notification message to a remote Triton Connect computer if the amount of cash in the cassette falls below the level specified using the SET LOW CASH THRESHOLD function. When this feature is turned OFF, no notification message will be sent.
- 2.) **JOURNAL THRESHOLD.** When this feature is turned ON, the terminal will send a notification message to a remote Triton Connect computer if the number of entries in the journal exceeds the level specified using the SET JOURNAL THRESHOLD function. When this feature is turned OFF, no notification message will be sent.
- 3.) **SCHEDULED JOURNAL.** When this feature is turned ON, the terminal will automatically send all journal data to a remote Triton Connect computer at a time established using the SET SCHEDULED JOURNAL function. When this feature is turned OFF, the journal will not be sent automatically.

The current state of each function is shown as either ON or OFF in the applicable label on the left-hand side of the display. Press the button next to the applicable label to toggle the state of the feature between ON and OFF.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

CASH THRESHOLD = _____	
JOURNAL THRESHOLD = _____	
JOURNAL SCHEDULE = ____:00	
LOW CASH THRESHOLD	OFF
JOURNAL THRESHOLD	OFF
SCHEDULED JOURNAL	OFF
SET LOW CASH THRESHOLD	
SET JOURNAL THRESHOLD	
SET SCHEDULED JOURNAL	
EXIT	

**FUNCTION: SET LOW CASH THRESHOLD****FACTORY DEFAULT: 0****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **MORE**.
- 5.) Select **ALARM THRESHOLDS**.
- 6.) Select **SET LOW CASH THRESHOLD**.

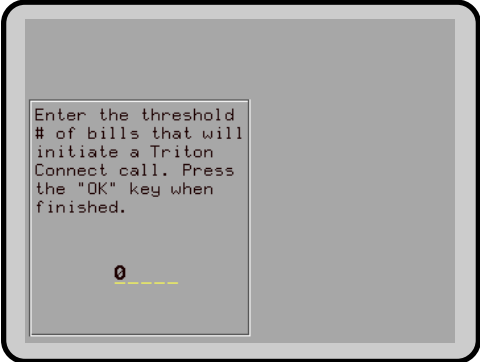
**DESCRIPTION:**

This function allows you to enter the number of bills that will act as a low cash threshold. When the number of bills in the cassette drops below the value set in this function, the terminal will automatically send a notification message to a remote Triton Connect computer.

To ensure the accuracy of the threshold, make sure to use the **ENTER QTY. IN CASSETTE** function after replenishing the cash in the cassette.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



Enter the threshold  
# of bills that will  
initiate a Triton  
Connect call. Press  
the "OK" key when  
finished.

0

**FUNCTION: SET JOURNAL THRESHOLD****FACTORY DEFAULT: 0****ACCESS INSTRUCTIONS:**

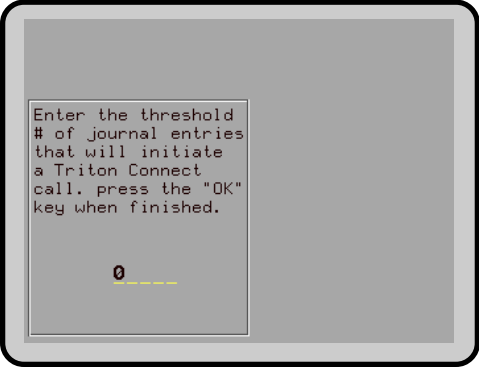
- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **MORE**.
- 5.) Select **ALARM THRESHOLDS**.
- 6.) Select **SET JOURNAL THRESHOLD**.

**DESCRIPTION:**

This function allows you to enter the number of journal entries that will act as a threshold. When the number of journal entries rises above the value set in this function, and the Journal Threshold feature is **ENABLED**, the terminal will automatically contact the remote Triton Connect computer and initiate a transfer of the journal.

**ERROR CONDITIONS:**

**IMPORTANT!** If the threshold value is set to '0' (zero) while the Journal Threshold feature is **ENABLED**, no journal will be transmitted!



```
Enter the threshold
# of journal entries
that will initiate
a Triton Connect
call. press the "OK"
key when finished.
```

0 \_ \_ \_ \_



**FUNCTION: SET SCHEDULED JOURNAL****FACTORY DEFAULT: 0****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **MORE**.
- 5.) Select **ALARM THRESHOLDS**.
- 6.) Select **SET SCHEDULED JOURNAL**.

**DESCRIPTION:**

This function allows you to enter the time at which the terminal will automatically contact a remote Triton Connect computer and initiate a transfer of the journal.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

Enter the hour in 24  
hour format, during  
which journal data  
will be reported  
to Triton Connect.

\_:00

**FUNCTION: VIEW/MODIFY OPTIONS**

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

- 1.) Select TERMINAL CONFIGURATION from the MANAGEMENT FUNCTIONS menu.
- 2.) Select SET TERMINAL PARAMETERS.
- 3.) Choose MORE.
- 4.) Select MORE.
- 5.) Select VIEW/MODIFY OPTIONS.

**DESCRIPTION:**

The VIEW/MODIFY OPTIONS FUNCTION provides access to terminal parameters for setting the following:

- 1.) ACTIVATE (A selected feature.)
- 2.) DEACTIVATE (A selected feature.)
- 3.) SELECT FEATURE NUMBER

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

FEATURE 00  
IS ACTIVATED

ACTIVATE	SELECT FEATURE NUMBER
DEACTIVATE	EXIT

**FUNCTION: ACTIVATE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select TERMINAL CONFIGURATION from the MANAGEMENT FUNCTIONS menu.
- 2.) Select SET TERMINAL PARAMETERS.
- 3.) Choose MORE.
- 4.) Select MORE.
- 5.) Select VIEW/MODIFY OPTIONS.
- 6.) Choose ACTIVATE.

**DESCRIPTION:**

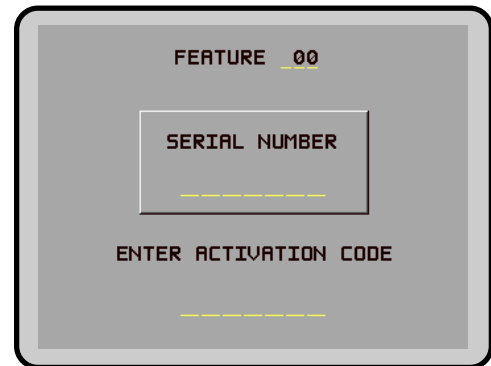
To activate a FEATURE an activation code must be obtained from the Triton Systems, Inc., Technical Support Department. When calling Triton Systems Inc., you will be asked to provide the serial number that is displayed on the FEATURE 00 SERIAL NUMBER screen.

Once the activation code is obtained, select the ACTIVATE option from the FEATURE 00 Menu to display the FEATURES 00 SERIAL NUMBER screen. Enter the activation code into the terminal while the FEATURE 00 SERIAL NUMBER screen is displayed. Press <OK>. If the activation code is correct, a screen informing you that the terminal must be reset to activate the feature is displayed. Reset the terminal by depressing the RESET switch on the card cage or cycling the Main Power Switch on the Power Supply from ON to OFF to ON.

If the activation code is entered incorrectly, the terminal will beep 4 times and return to the FEATURE 00 Menu.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: DEACTIVATE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **MORE**.
- 5.) Select **VIEW/MODIFY OPTIONS**.
- 6.) Choose **DEACTIVATE**.

**DESCRIPTION:**

To **DEACTIVATE** a Feature (such as Feature 00 - Triton Connect), select the **DEACTIVATE** option from the **FEATURE** menu. When **DEACTIVATE** is selected a confirmation screen ("ARE YOU SURE?") is displayed. Select **YES, CONTINUE** on the confirmation screen and the **FEATURE** Menu will be displayed indicating the Feature "IS NOT ACTIVE".

Selecting the **NO, CANCEL** option when "ARE YOU SURE?" is displayed will return the display to the **FEATURE** main menu.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

ARE YOU SURE?

NO, CANCEL

YES, CONTINUE

**FUNCTION: SELECT FEATURE NUMBER**

**FACTORY DEFAULT: N/A**

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Select **SET TERMINAL PARAMETERS**.
- 3.) Choose **MORE**.
- 4.) Select **MORE**.
- 5.) Select **VIEW/MODIFY OPTIONS**.
- 6.) Choose **SELECT FEATURE NUMBER**.

**DESCRIPTION:**

Selects the feature number to examine or to activate/deactivate. For example, entering the numbers "00" selects the Triton Connect feature. The current status of the feature will be displayed. Use the **ACTIVATE** and **DEACTIVATE** functions as appropriate to change the status of the selected feature.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

The screenshot shows a terminal screen with the following content:

FEATURE 00

ENTER NUMBER, & PRESS 'OK'

Below the text are four buttons arranged in a 2x2 grid:

ACTIVATE	SELECT FEATURE NUMBER
DEACTIVATE	EXIT

**FUNCTION: DATE / TIME FUNCTIONS**

**FACTORY DEFAULT:** N/A

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Choose **DATE / TIME FUNCTIONS**.

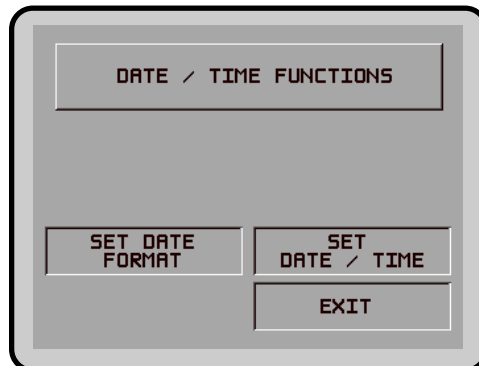
**DESCRIPTION:**

This screen provides a menu of functions related to configuration of date and time parameters for the Cash Dispenser:

- 1.) **SET DATE FORMAT.** This option allows you to choose between a DD/MM/YY and a MM/DD/YY date format the terminal will use when printing receipts and other reports.
- 2.) **SET DATE / TIME.** This option enables you to configure the actual date and time the terminal uses when printing receipts and other reports.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.



**FUNCTION: SET DATE FORMAT**

**FACTORY DEFAULT:** MM/DD/YY

**ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Choose **DATE / TIME FUNCTIONS**.
- 3.) Choose **SET DATE FORMAT**.

**DESCRIPTION:**

This function provides a way to change the date format the terminal uses when printing a date field on receipts and reports. Press the button next to the desired option to activate that format.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

The image shows a terminal screen with a grey background. At the top, a box contains the text "SELECT THE DATE FORMAT TO USE.". Below this, the date format "MM/DD/YY" is displayed in a larger font. At the bottom, there are three buttons: "MM/DD/YY", "DD/MM/YY", and "EXIT".

**FUNCTION: SET DATE / TIME****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Choose **DATE/TIME FUNCTIONS**.
- 3.) Choose **SET DATE / TIME**

**DESCRIPTION:**

The Cash Dispenser contains an internal clock that maintains the date and time, even when power is disconnected from the unit.

Press **SET DATE** to begin the date entry process. Press **SET TIME** to begin the time entry process.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**DATE/TIME SET**

06/03/97  
12:40:57 PM

**SET DATE-->****SET TIME-->****EXIT- >**



**FUNCTION: SET DATE****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Choose **DATE/TIME FUNCTIONS**.
- 3.) Select **SET DATE / TIME**.
- 4.) Select **SET DATE**.

**DESCRIPTION:**

Press **SET DATE** to begin the date entry process. The date is entered in the form 'MM/DD/YY' (month, day, year). Do not enter the '/' characters separating the fields, just the fields themselves. Press **CLEAR** to erase everything and start over. Press the **BACKSPACE** key to back up and erase a single character. Press **QUIT** to escape without doing anything. Press **SET DATE** to load the entered date into the clock.

The Cash Dispenser will not let you enter an invalid number for hours or minutes. The clock will properly handle the rollover to the year 2000.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**\*SET DATE\***

	<b>BACKSPACE--&gt;</b>
<b>MM/DD/YY</b>	<b>CLEAR--&gt;</b>
	<b>QUIT--&gt;</b>
	<b>SET DATE--&gt;</b>

**FUNCTION: SET TIME****FACTORY DEFAULT: N/A****ACCESS INSTRUCTIONS:**

- 1.) Select **TERMINAL CONFIGURATION** from the **MANAGEMENT FUNCTIONS** menu.
- 2.) Choose **DATE/TIME FUNCTIONS**.
- 3.) Select **SET DATE / TIME**.
- 4.) Select **SET TIME**.

**DESCRIPTION:**

The time is entered in the form 'HH:MM:SS' (hours, minutes, seconds). Do not enter the ':' characters separating the fields, just the fields themselves.

Press the '2' key on the keypad to change the AM/PM setting to 'AM'; press the '7' key to change the setting to 'PM.'

Press **CLEAR** to erase everything and start over. Press the **BACKSPACE** key to back up and erase a single character. Press **QUIT** to escape without doing anything. Press **SET TIME** to load the entered time into the clock.

The Cash Dispenser will not let you enter an invalid number for hours or minutes. The clock will properly handle the rollover to the year 2000.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

**\*SET TIME\*****PRESS 2 FOR AM OR 7 FOR PM****BACKSPACE-->****HH:MM:SS XM****CLEAR-->****QUIT-->****SET TIME-->**

**FUNCTION: TRANSACTION TYPES**

**FACTORY DEFAULT: ON**

**ACCESS INSTRUCTIONS:**

- 1.) Select the TERMINAL CONFIGURATION option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select TRANSACTION TYPES.

**DESCRIPTION:**

This function allows you to turn on or off the availability of the two transaction types: TRANSFERS and BALANCE INQUIRIES. When a transaction type is turned ON, the terminal will provide that option to the customer. When a transaction type is turned OFF, the selected transaction type will not be displayed to the customer.

The current state of the transaction type is shown as either ON or OFF in the applicable button label on the display. Press the button next to the label to toggle the state of the transaction type between ON and OFF.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

PRESS THE BUTTON NEXT TO  
THE TRANSACTION TYPE TO  
TOGGLE IT ON OR OFF.

TRANSFERS OFF

BALANCE  
INQUIRIES OFF

EXIT

**FUNCTION: ACCOUNT TYPES****FACTORY DEFAULT: ON****ACCESS INSTRUCTIONS:**

- 1.) Select the TERMINAL CONFIGURATION option from the MANAGEMENT FUNCTIONS screen.
- 2.) Select ACCOUNT TYPES.

**DESCRIPTION:**

This function allows you to turn on or off the availability of two account types: SAVINGS and CREDIT CARD. When an account type is turned ON, the terminal will provide that option to the customer. When an account type is turned OFF, the selected account type will not be displayed to the customer.

The current state of the account type is shown as either ON or OFF in the applicable button label on the display. Press the button next to the label to toggle the state of the account type between ON and OFF.

**ERROR CONDITIONS:**

There are no error conditions directly associated with this function.

PRESS THE BUTTON NEXT TO  
THE ACCOUNT TYPE TO  
TOGGLE IT ON OR OFF.

SAVINGS OFF

CREDIT  
CARD ON

EXIT

# ***SECTION 6***

## **MAINTENANCE**

## Introduction

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

1. **Cleaning the Enclosure.** The proper way to clean the ATM housing.
2. **Replenishing Receipt Paper.** Describes how to replace a spent receipt paper roll.
3. **Card Reader Cleaning.** The recommended card reader cleaning technique.
4. **Card Reader Problems.** Servicing card reader problems.
5. **Communication Problems.** Servicing communications-related problems.

### IMPORTANT

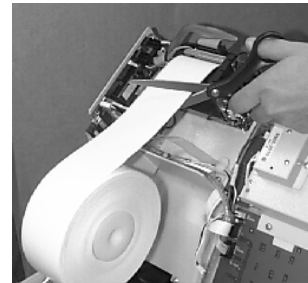
**Only qualified service personnel are authorized to repair or service the terminal. Should a malfunction occur DO NOT attempt to service the unit yourself! Contact your service provider!**

## Cleaning the Enclosure

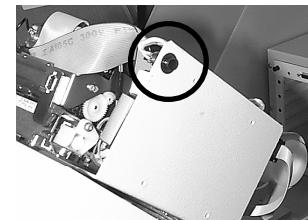
The Cash Dispenser front panel is highly durable, resisting scratches and finger smudges. However, occasional cleaning of the front panel and the plastic enclosure may be desirable. A soft dry or slightly damp cloth may be used for cleaning. For best results, use a weak solution of a mild detergent and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

### WARNING

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



*Figure 6-1. Cut any paper between the roll and the printer feed path with scissors.*



*Figure 6-2. The PAPER FEED BUTTON.*



*Figure 6-3A. Paper Spool in its normal operating position.*

### Cleaning the Display

The Liquid Crystal Display (LCD) on the front of the cash dispenser has a plastic protective window that should be cleaned only with a SOFT cloth, dampened with a weak solution of a 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.

### Replenishing the Receipt Paper

**NOTE:** This operation can be completed with the AC Power applied to the Cash Dispenser

1. This operation can be completed with the power on. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

#### WARNING

The top enclosure access door is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the door should be prevented from opening too far and from being slammed when closing.

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 RECEIPT PRINTER PAPER FEED BUTTON (Figure 6-2) to feed the paper through the paper path until all paper comes out the front of the printer.

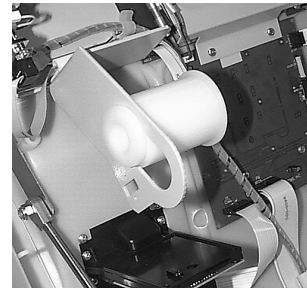


Figure 6-3B The Paper Spool in position for removal.

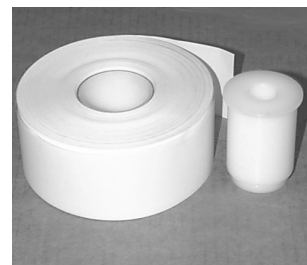


Figure 6-4A. The paper and paper spool.



Figure 6-4B. Spool inserted into the roll of paper.



Figure 6-5A. Placing the paper roll and spool on the paper bracket.

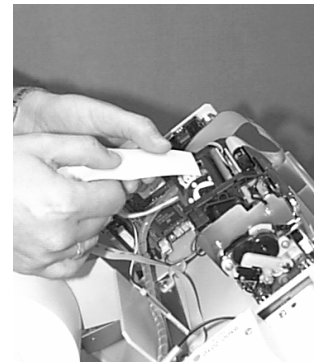
**WARNING**

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

3. Push the paper spool (or partial roll of paper) from its location in Figure 6-3A to the position shown in Figure 6-3B.
4. Remove the paper spool from the paper support bracket by pulling the slotted small end of the spool out of bracket.
5. Remove the tab securing the end of the new paper roll to itself. Use scissors to cut off all of the paper up to and including the glue tab. Insert the paper spool into the new roll of paper (as shown in Figures 6-4A and 6-4B). Use a 6-inch roll of 60-mm wide thermal paper. Be sure the paper spool is inserted so that the paper will feed from the top of the roll when it is installed on the paper bracket.
6. Place the paper roll and paper spool back on the paper bracket by sliding the small slotted end of the spool into the large hole in the bracket as shown in Figure 6-5A. Push the paper and spool into the operating position to lock them in place as seen in Figure 6-5B.
7. Once the paper roll and spool are installed on the paper bracket, take the end of paper roll and feed it into the printer path paper entrance, as shown in Figure 6-6.
8. Once the paper is fed into the paper path entrance, the printer will activate and automatically feed the paper through the printer and out the exit. See Figure 6-7.
9. Close and lock the Cash Dispenser.



*Figure 6-5B. Paper roll and spool in place for operation.*



*Figure 6-6. Feeding paper into the printer.*



*Figure 6-7. A new roll of paper installed on the Printer.*



### 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 6-8. It may be necessary to clean the card reader more often in locations that see heavy usage.

### Card Reader Problems

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

#### Can't Read Customer Card

1. Reset the ATM. If the problem still exists, continue with next step.
2. Access Management Functions main menu.
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, but card still can't be read, contact your service provider. If an error message is received, continue with the next step.
6. Open the ATM control panel. Remove and reconnect the data cable (ribbon-style 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.

#### 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. Use a thin, smooth strip of cardboard or wood (such as a tongue depressor) to remove the obstruction.
3. Close the ATM control panel. Test the card reader. If a card still cannot be fully inserted contact your service provider.



*Figure 6-8. Use the cleaning cards on a monthly basis to maintain effective card reader operation.*

**Communication Problems**

Follow these steps to recover from "System Unavailable" and "Communication Error" conditions.

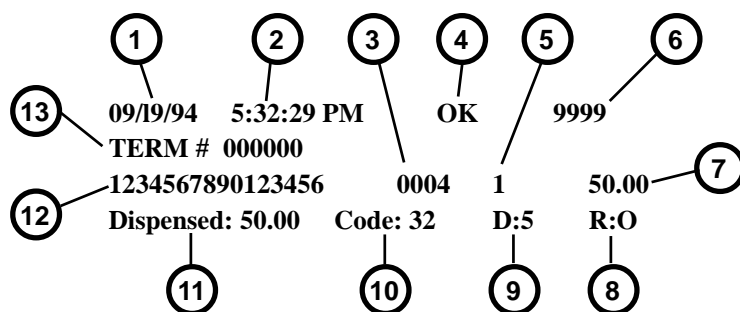
1. Reset the ATM. If the problem still exists, continue with next step.
2. Open the ATM control panel. Plug the base unit of a telephone (NOT the handset) into the phone jack on the third card from the top in the card cage.
3. Listen for a dial tone. If there is a dial tone, unplug the telephone. Close the ATM control panel. Contact your 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***

## **JOURNAL ENTRIES**

## Journal Entries

Journal entries are printed on a per transaction basis. Each new entry begins with a blank line. The following is an example of a typical journal entry. In the case of a communications error, most of this information is omitted and an error code would be printed.



JOURNAL ENTRIES	
#	TYPE
1	Date
2	Time
3	Authorization Number
4	Communication Status
5	Transaction Type*
6	Sequence Number
7	Amount Requested
8	Number of Reject Events
9	Number of Bills Dispensed
10	Dispenser Error Code**
11	Amount Dispensed
12	Account Number
13	Terminal ID Number

\* Transaction Types are described in the table on the next page.

\*\* Dispenser Error Codes are described in Section 8, Error Recovery, in the operations manual.

TRANSACTION TYPES	
Transaction Code	Transaction Type
0	Invalid Transaction Type
1	Withdrawal from Checking
2	Withdrawal from Savings
3	Withdrawal from Credit Card
4	Transfer from Checking to Savings
5	Transfer from Saving to Checking
6	Transfer from Credit Card to Checking
7	Transfer from Credit Card to Savings
8	Balance Inquiry Checking
9	Balance Inquiry Savings
10	Balance Inquiry Credit Card
11	Reversal
12	Non-Cash Withdrawal from Checking
13	Non-Cash Withdrawal from Savings
14	Non-Cash Withdrawal from Credit Card
15	Coupon
16	PIN Change



# ***SECTION 8***

## **ERROR RECOVERY**

## Introduction

This section of the operation manual describes how user personnel can respond to Cash Dispenser error conditions.

## Error Recovery

The Cash Dispenser operating system determines the operational status of each of its components by routinely performing a system status check. A status check is performed:

1. During power up.
2. Once every forty seconds while the dispenser is not in use.
3. Before leaving the Management Functions main menu screen.
4. After every transaction.

An error detected during a status check will place the dispenser in an "OUT OF SERVICE" mode of operation and display the messages shown in Figure 8-1 on the LCD display screen.

Many error conditions require the assistance of a qualified service technician to return the Cash Dispenser 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 8-1, Error Recovery Procedures, provides a list of error conditions that can cause the Cash Dispenser to enter an "OUT OF SERVICE" condition. The table lists the error codes, a description of each error message and possible corrective actions non-service personnel can perform in an attempt to return the unit to normal operation.

Many of the procedures direct you to RESET the Cash Dispenser 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.

## Resetting the Cash Dispenser

In the "OUT OF SERVICE" mode of operation the dispenser will not respond to any inputs to the keypad or card reader.

Try to return the dispenser to normal operation by performing a RESET. To do this, open the top enclosure access door (see CAUTION) and perform either of the following two actions:

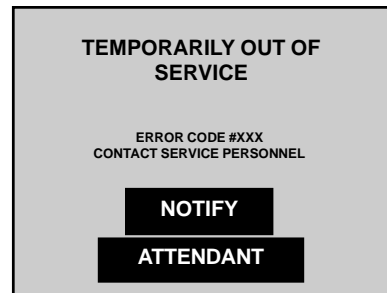


Fig. 8-1. The OUT OF SERVICE screen is displayed if the terminal detects an error condition.

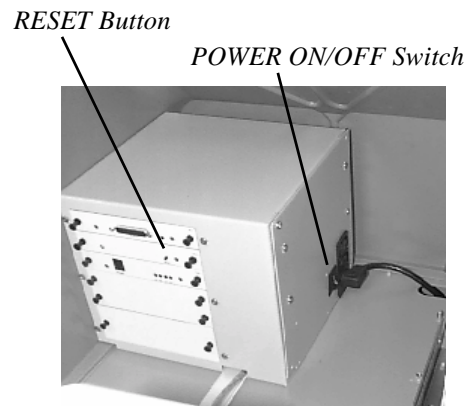


Fig. 8-2. Location of the Reset Button and Power ON/OFF Switch. Used to reset the terminal in an OUT OF SERVICE condition.

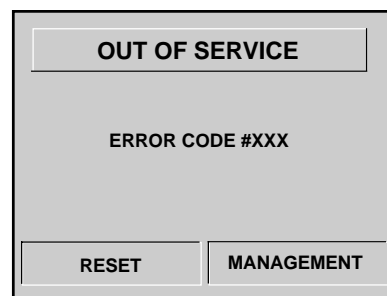


Fig. 8-3. This screen appears after resetting the terminal in an OUT OF SERVICE condition.



1. Press and then release the RESET Switch (See Figure 8-2).
2. Turn the AC Power Switch OFF for a few seconds, then turn it back ON (See Figure 8-2).

After resetting the Cash Dispenser, the RESET ERROR/MANAGEMENT Menu (refer to Figure 8-3.) is displayed on the LCD display screen. This menu allows you to perform two actions:

1. Enter MANAGEMENT mode.
2. RESET the error that caused the OUT OF SERVICE condition.

After selecting the RESET ERROR option, and if no additional error conditions exist, the CUSTOMER WELCOME screen should appear. At this point one further step is usually recommended to confirm that the dispenser is working normally, and that is to perform a TEST DISPENSE. The success of this operation is usually a good indication that the overall dispenser control system and dispensing mechanism are working normally.

It is possible that more than one error condition exists. In these cases, after resetting the original error message (or after performing a TEST DISPENSE) a different error message may be displayed. Address each error message according to the instructions given in Table 8-1, until all problems have been corrected and the Cash Dispenser has been restored to normal operation, or you are instructed to contact your service organization.

### Miscellaneous Error Codes

Table 8-2, Miscellaneous Error Codes, lists miscellaneous error codes not included in Table 8-1, Error Recovery Procedures. It is recommended that troubleshooting of these error conditions be coordinated through your service provider.

**TABLE 8-1**  
**ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
33	Feed Failure.	<p>Turn off the Cash Dispenser and open the security container. Inspect the dispensing mechanism feed path for jammed currency and currency sticking together. Clear the feed path as needed.</p> <p>Remove and inspect the cassette for damage that will prevent it from dispensing properly. Also, make sure the currency is fit for dispensing. If there is no currency in the cassette, see the IMPORTANT NOTE in the Recommended Actions for Error Code 182. If the suggested actions do not clear the feed failure indication, proceed with the remainder of this procedure.</p> <p>Verify that the packer plate is released. If there is no jammed currency, remove the first note from the cassette.</p> <p>Prime the cassette, install it in the dispenser mechanism and restore power to the Cash Dispenser.</p> <p>When the RESET ERROR/MANAGEMENT menu is displayed on the LCD, press the RESET ERROR key.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p> <p>If the error clears, enter the MANAGEMENT FUNCTIONS when the Top Menu is displayed. Enter your password.</p> <p>When the MANAGEMENT FUNCTIONS menu is displayed select DIAGNOSTICS.</p> <p>Press the PURGE key. The correct return code for a good purge is '20 20 20'. If any other return code is displayed, contact your service provider.</p> <p>Press the TEST DISPENSE key. The correct return code for a good test dispense is '20 20 21'. If any other return code is displayed contact your service provider.</p> <p>If the return codes are satisfactory, close and lock the security container.</p> <p>Place the Cash Dispenser back in service.</p>

**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
34	Mistracked note at feed.	See Recommended Actions for Error Code 33.
35	Mistracked note at double detect.	See Recommended Actions for Error Code 33.
36	Mistracked note at exit.	See Recommended Actions for Error Code 33.
37	Note too long for exit.	See Recommended Actions for Error Code 33.
38	Blocked exit.	See Recommended Actions for Error Code 33.
39	Too many notes.	<p>RESET the Cash Dispenser.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p> <p>If the error clears, enter the MANAGEMENT FUNCTIONS when the Top Menu is displayed. Enter your password.</p> <p>When the MANAGEMENT FUNCTIONS menu is displayed select DIAGNOSTICS.</p> <p>Press the PURGE key. The correct return code for a good purge is '20 20 20'. If any other return code is displayed, contact your service provider.</p> <p>Press the TEST DISPENSE key. The correct return code for a good test dispense is '20 20 21'. If any other return code is displayed contact your service provider.</p> <p>If the return codes are satisfactory, close and lock the security container.</p> <p>Place the Cash Dispenser back in service.</p>

**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
42	Timing wheel error.	See Recommended Actions for Error Code 39.
44	Bad roller profile.	See Recommended Actions for Error Code 39.
45	Diverter error.	See Recommended Actions for Error Code 39.
46	Exit quantified.	See Recommended Actions for Error Code 39.
47	Note missing at double detect.	See Recommended Actions for Error Code 39.
48	Reject rate exceeded.	<p>The most probable cause of this error is poor quality currency.</p> <p>Open the security container.</p> <p>Remove the cassette and inspect the currency to make sure it's fit for dispensing (refer to guidance in Section 4, Handling Cassettes). Replace currency as needed.</p> <p>Follow the Recommended Actions for Error Code 39.</p>
49	Jam at exit.	See Recommended Actions for Error Code 39.
50	Interference recovery.	See Recommended Actions for Error Code 39.
51	Suspect exit accountancy.	See Recommended Actions for Error Code 39.
52	RAM error.	See Recommended Actions for Error Code 39.
53	EPROM error.	See Recommended Actions for Error Code 39.

**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
54	Operation timeout.	See Recommended Actions for Error Code 39.
55	RAM corruption.	See Recommended Actions for Error Code 39.
56	Link Error	See Recommended Actions for Error Code 39.
128	Error in reply from the dispenser mechanism.	See Recommended Actions for Error Code 39.
129	No response from the dispenser mechanism.	See Recommended Actions for Error Code 39.
130	Command not acknowledged by the dispenser mechanism.	See Recommended Actions for Error Code 39.
131	CTS (Clear To Send) line from the dispenser mechanism is not active.	See Recommended Actions for Error Code 39.
132	Status reports bad double detect in last dispense.	See Recommended Actions for Error Code 39.
133	5 volts not present from dispenser mechanism.	See Recommended Actions for Error Code 39.
134	Exit blocked as reported by status check.	See Recommended Actions for Error Code 39.
135	Feed sensor blocked as reported by status check.	See Recommended Actions for Error Code 39.
136	Modem initialization failed.	<p>RESET the Cash Dispenser.</p> <p>If the error clears, put the Cash Dispenser back in service.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p>

**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
137	Print failure while printing to the journal printer.	This error code is applicable to Cash Dispensers equipped with a mechanical journal printer. It is not applicable to a standard unit equipped with an Electronic Journal.
138	Print failure while printing to the receipt printer.	<p>Open the top enclosure of the Cash Dispenser. Carefully clear the paper path with a business card or some similar object.</p> <p>With the aid of the paper feed switch feed cleanly cut paper through the printer and cutter mechanisms.</p> <p>Press the RESET switch.</p> <p>When the RESET ERROR/MANAGEMENT menu is displayed on the LCD, press the RESET ERROR key.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p>
139	Print controller not responding to commands.	See Recommended Actions for Error Code 136.
140	Timeout waiting for printer to be ready.	See Recommended Actions for Error Code 136.
141	Paper jam reported by controller during a status check.	See Recommended Actions for Error Code 138.

**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

<b>Error/Status Code</b>	<b>Meaning</b>	<b>Recommended Actions</b>
142	Dispensing mechanism returns bad command error.	See Recommended Actions for Error Code 136.
143	PTDF error.	See Recommended Actions for Error Code 136.
144	No reply from the security module or electronic journal.	See Recommended Actions for Error Code 136.
145	Error in reply from security module or electronic journal.	See Recommended Actions for Error Code 136.
146	No reply from command to electronic journal.	See Recommended Actions for Error Code 136.
147	Error in reply from electronic journal.	See Recommended Actions for Error Code 136.
148	Write to electronic journal failed.	See Recommended Actions for Error Code 136.
149	Read from electronic journal failed.	See Recommended Actions for Error Code 136.
150	Status command to electronic journal failed.	See Recommended Actions for Error Code 136.
151	Electronic journal full.	<p>RESET the Cash Dispenser.</p> <p>When the RESET ERROR/MANAGEMENT menu is displayed on the LCD, press the MANAGEMENT key.</p> <p>Enter your password. When the MANAGEMENT FUNCTIONS menu is displayed press the JOURNAL key.</p> <p>When the SELECT JOURNAL FUNCTIONS menu is displayed press the PRINT JOURNAL key.</p> <p align="right">Continued on next page...</p>

**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
151	Electronic journal full.	<p>Continued from previous page...</p> <p>After the PRINT JOURNAL function is finished, press the EXIT key until the RESET ERROR/MANAGEMENT menu is displayed.</p> <p>Press the RESET ERROR key.</p> <p>If the error clears, put the Cash Dispenser back in service.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p>
152	Electronic journal corrupt.	See Recommended Actions for Error Code 136.
153	Electronic journal mode.	See Recommended Actions for Error Code 136.
154	Unknown electronic journal status.	See Recommended Actions for Error Code 136.
155	Electronic journal modify record failure.	See Recommended Actions for Error Code 136.
157	Erase command to electronic journal failed.	See Recommended Actions for Error Code 136.
158	Format command to electronic journal failed.	See Recommended Actions for Error Code 136.
162	Electronic journal get serial number failed.	See Recommended Actions for Error Code 136.
163	Terminal did not answer.	See Recommended Actions for Error Code 136.
164	Terminal did not return call.	See Recommended Actions for Error Code 136.



**TABLE 8-1  
ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
165	Electronic journal not present.	See Recommended Actions for Error Code 136.
166	Bad dispense.	See Recommended Actions for Error Code 136.
182	Currency cassette low.	<p>Open the security cabinet.</p> <p>Remove the cassette.</p> <p>Add currency to the cassette as needed.</p> <p>Place the cassette in the dispenser mechanism and close the security enclosure.</p> <p>Follow the Recommended Actions for Error Code 136.</p> <p><b>IMPORTANT NOTE:</b></p> <p>If the terminal dispenses all of its cash and the cassette has not been refilled with enough cash to position the packer plate far enough from the dispenser mechanism's Low Currency reed switch, the terminal will go into the Error 182 condition when the RESET ERROR key is pressed. To prevent this from occurring, follow these steps:</p> <ol style="list-style-type: none"> <li>1.) Remove the cassette from the dispenser mechanism.</li> <li>2.) Press the RESET ERROR key on the terminal.</li> <li>3.) Refill the cassette as necessary and install it in the dispenser mechanism.</li> </ol>
183	Receipt printer paper low.	Add paper as needed. If this does not correct the problem, you may wish to temporarily disable detection of this condition by setting the LOW RECEIPT PAPER parameter to IN SERVICE (see Section 5) to allow operation until the problem can be corrected by your service provider.
184	Journal printer paper low.	This error code is applicable to Cash Dispensers equipped with a mechanical journal printer. It is not applicable to a standard unit equipped with an Electronic Journal.

**TABLE 8-1**  
**ERROR RECOVERY PROCEDURES**

Error/Status Code	Meaning	Recommended Actions
185	Phone number not configured.	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
186	Bill size not configured correctly.	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
187	Maximum withdrawal not configured.	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
188	Communications key not configured.	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
189	Terminal ID not configured.	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
190	Master Key not configured.	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
192	Communication error.	Call your service organization.
195	Receipt paper out.	Call your service organization.
196	Card Reader Failure.	Call your service organization.
203	SPED keypad is not replying to main board.	Call your service organization.
205	The SPED keypad reported a tamper condition.	Call your service organization.
206	SPED could not perform a successful command within SPED_MAX_ATTEMPTS tries.	Call your service organization.
207	SPED Not Detected.	Call your service organization.

**TABLE 8-2 - MISCELLANEOUS ERROR CODES**

<b>Error/Status Code</b>	<b>Meaning</b>	<b>Recommended Actions</b>
1	Timeout	Contact your service provider for assistance.
3	BGD_NOANSWER	Contact your service provider for assistance.
4	Error in modem data	Contact your service provider for assistance.
6	BGD_NODIALTONE	Contact your service provider for assistance.
7	BGD_BUSY	Contact your service provider for assistance.
10	BGD_LOGON	Contact your service provider for assistance.
11	No connect	Contact your service provider for assistance.
13	BGD_DONE_GOOD	Contact your service provider for assistance.
14	EOT received	Contact your service provider for assistance.
15	Timed out waiting for EOT	Contact your service provider for assistance.
16	Communication problems	Contact your service provider for assistance.
65	Processor not communicating with modem correctly.	Contact your service provider for assistance.



***APPENDIX A***  
**MECHANICAL LOCK**

## About the Dial

There are two marks on the dial ring (see drawing). The index at the top is used for opening the lock, The index 30 degrees to the left is used only when changing the combination.

The dial should always be turned slowly and evenly. A revolution is counted each time the selected number is aligned with the opening index. **DO NOT TURN THE DIAL BACK TO COMPENSATE FOR OVER DIALING A NUMBER.** If, when dialing the combination, any number is turned beyond the index, the entire sequence must be repeated.

Locks are shipped on a factory setting of '50'. To unlock, turn the dial to the left (counterclockwise) **FOUR** turns, stopping on '50'.

Then, turn the dial to the right until the bolt is retracted.

Unlocking 3-Number Combinations (For Example, "50-25-50")

1. Turn the dial to the **LEFT**, stopping when '50' is aligned with the opening index, the **FOURTH** time.
2. Turn the dial to the **RIGHT**, stopping when '25' is aligned with the opening index, the **THIRD** time.
3. Turn the dial to the **LEFT**, stopping when '50' is aligned with the opening index, the **SECOND** time.
4. Turn the dial slowly to the **RIGHT** until the bolt retracts.

## To Lock

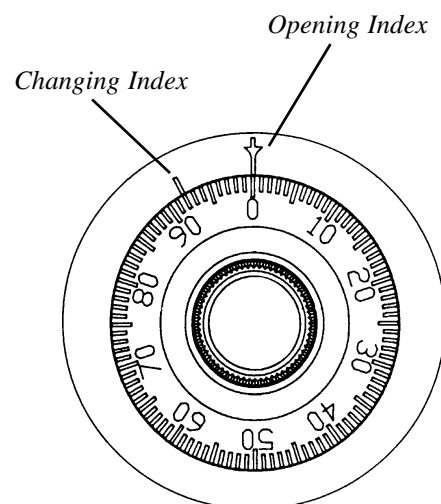
Turn the dial to the **LEFT** at least four full revolutions.

## Changing the Combination

Select three new numbers. **DO NOT** use any number between 1 and 20 for the last number.

For maximum security, do not use numbers that end in 0 or 5, and do not use numbers in sequence: e.g., '27-48-86' is not as good as '27-86-48". Perform the following steps:

1. Dial the existing combination on the opening index (see steps 1-2-3 above, or the directions for opening when on the factory setting). Open door of container.
2. Dial the existing combination again, using the changing index.



3. With the last number set at the changing index, hold the dial securely and insert the change key in the keyhole in the back of the lock. Make sure the wing is entirely inside the lock and comes to a positive stop (see Figure 1) before turning the key.

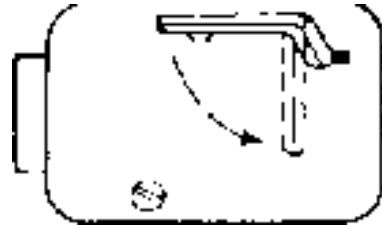
**\*\*\*WARNING\*\*\***

**NEVER INSERT THE CHANGE KEY IN THE LOCK WHEN THE COVER IS REMOVED. BEFORE TURNING THE CHANGE KEY, MAKE SURE THE WING OF THE KEY IS FULLY INSERTED INTO THE LOCK.**

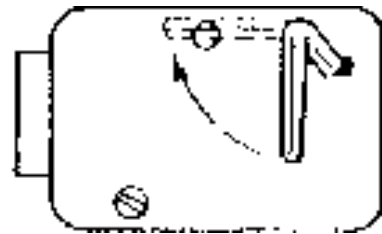
4. Turn key one-quarter turn to the LEFT (see Figure 1). With the change key in this position, set the new combination as follows: turn the dial to the LEFT, stopping when the first number of the new combination aligns with the changing index the FOURTH time.
5. Turn dial to the RIGHT, stopping when the second number is aligned with the changing index, the THIRD time.
6. Turn the dial to the LEFT, stopping when the third number is aligned with the changing index, the SECOND time. Holding the dial in this position, turn the change key back to the RIGHT and remove it. (See Figure 2.) The new combination you have chosen is now set in the lock,

**\*\*\*CAUTION\*\*\***

**BEFORE CLOSING THE UNIT  
TRY THE NEW COMBINATION SEVERAL TIMES  
USING THE OPENING INDEX.**



*Figure 1*



*Figure 2*





***APPENDIX B***  
**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 safe has been completed,

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

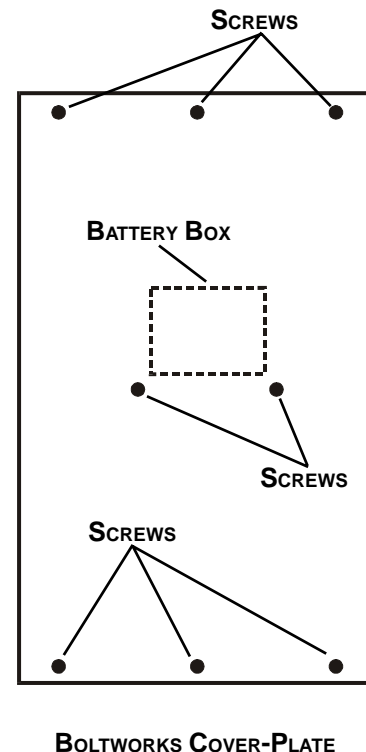
If the lock beeps repeatedly while open, or beeps twice and refuses to open, the 9-volt battery, **located in the battery box on the inside of the door**, is weak or dead and needs to be replaced.

**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, below. **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 panel.
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.





***APPENDIX C***  
**WARRANTY POLICY**

**Notices**

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**TRITON SYSTEMS, Inc.****Warranty Statement****Parts Only Limited Manufacturer's Warranty**

Triton Systems, Inc. warrants the components of each Model 9610 Series Cash Dispenser, excluding software and related documentation, against any defect in materials and/or workmanship for a period of 13 months from the shipping date. The additional 30 days are intended to allow for the elapsed time between the shipment of the unit and its installation. 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 component; 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 Systems 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 Systems 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, down time, 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 Systems, its agents or employees shall create a warranty or in any way increase the scope of this warranty.

## Other Claims

### Shipping Damage

All equipment is shipped 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 Systems utilizes several nation-wide and regional authorized third party maintenance providers. All miniATM™ Cash Dispensers must 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 miniATM™ equipment. Installation or repairs attempted by unauthorized service technicians automatically voids the warranty on the product.

Please contact Triton Systems' 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
- 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**

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(228) 868-0859 FAX