

# MODEL 9700-SERIES miniATM QUICK-REFERENCE CARD

## A RESETTING ERRORS

### RESET ATM

### RESET ERROR

**RESET ATM:** OPEN THE ATM CONTROL PANEL AND LOCATE THE POWER SWITCH ON THE LEFT SIDE OF THE POWER MODULE AT THE REAR OF THE ENCLOSURE. PRESS THE POWER SWITCH OFF (O) AND THEN ON (I).

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

### TEMPORARILY OUT OF SERVICE

ERROR CODE #XXX  
CONTACT SERVICE PERSONNEL

**NOTIFY  
ATTENDANT**

## B MANAGEMENT FUNCTIONS

### ACCESS INSTRUCTIONS

1. AT ATM WELCOME SCREEN, PRESS AND HOLD DOWN **<CTRL>** KEY (LOWER-RIGHT CORNER OF KEYPAD), PRESS **<1>** KEY, THEN RELEASE BOTH KEYS. IF WELCOME SCREEN IS NOT DISPLAYED, **RESET ATM** USING PROCEDURE **A**. **TOP MENU**, OR **RESET ERROR/MANAGEMENT MENU** SHOULD APPEAR.

2. SELECT **MANAGEMENT** OPTION. ENTER PASSWORD TO ACCESS MANAGEMENT FUNCTIONS MENU.

### MANAGEMENT FUNCTIONS

CLOSE

CASSETTE SERVICE

DIAGNOSTICS

PASSWORD MAINTENANCE

LANGUAGE IDIOMA

TERMINAL CONFIGURATION

JOURNAL

EXIT

## C CARD READER PROBLEMS

### CAN'T READ CUSTOMER CARD

1. ENSURE CARD IS BEING INSERTED WITH CORRECT ORIENTATION. TRY TO READ THE CARD. IF PROBLEM STILL EXISTS, **RESET ATM** USING INSTRUCTIONS IN **A**. TRY TO READ THE CARD. IF PROBLEM STILL EXISTS, CONTINUE WITH STEP 2.

2. ACCESS MANAGEMENT FUNCTIONS MAIN MENU USING PROCEDURE **B**.

3. SELECT **DIAGNOSTICS** OPTION. SELECT **MORE DIAGNOSTICS** OPTION. SELECT **SCAN CARD** OPTION.

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

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

7. **RESET ATM** USING PROCEDURE **A**. TRY TO READ A CARD. IF 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 CLOSE THE ATM CONTROL PANEL AND CONTACT SERVICE PROVIDER.

## D COMMUNICATION PROBLEMS

### COMMUNICATION ERROR

### SYSTEM UNAVAILABLE

1. **RESET ATM** USING PROCEDURE **A**. IF PROBLEM STILL EXISTS, CONTINUE WITH STEP 2.

2. OPEN ATM CONTROL PANEL. UNPLUG TELEPHONE CABLE FROM BOTTOM PLUG ON LEFT SIDE OF POWER MODULE (AT REAR OF ENCLOSURE). PLUG IN THE BASE UNIT (NOT THE HANDSET) OF A TELEPHONE. LISTEN FOR DIAL TONE.

3. IF DIAL TONE EXISTS, UNPLUG TELEPHONE. CLOSE THE ATM CONTROL PANEL. CONTACT YOUR ATM SERVICE PROVIDER. IF THERE IS NO DIAL TONE, CONTINUE WITH STEP 4.

4. LOCATE TELEPHONE WALL JACK FOR ATM. UNPLUG CABLE AND CONNECT BASE UNIT OF A TELEPHONE. LISTEN FOR DIAL TONE. IF THERE IS NO DIAL TONE, THERE IS A PHONE LINE PROBLEM. CONTACT YOUR TELEPHONE SERVICE PROVIDER FOR ASSISTANCE.

## E COMMON ERROR CODES

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

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**F**

## CASSETTE/DAY CLOSE

### CASSETTE CLOSE

- GO TO MANAGEMENT FUNCTIONS USING PROCEDURE **(B)**. SELECT CLOSE OPTION. CHOOSE CASSETTE CLOSE. SELECT CASSETTE A. SELECT CASSETTE CLOSE. CASSETTE CLOSE RECEIPT PRINTS.
- REMOVE CASSETTE. COUNT CASH. CASH IN CASSETTE (INCLUDING REJECT NOTES) SHOULD EQUAL REMAINING AMOUNT VALUE ON RECEIPT.
- LOAD CASSETTE, USING PROCEDURE **(H)**. REPLACE CASSETTE. SELECT ENTER QTY. IN CASSETTE FROM CLOSE MENU. ENTER NUMBER OF BILLS LOADED IN CASSETTE. PERFORM A TRIAL CASSETTE CLOSE. KEEP RECEIPT AS RECORD OF BEGINNING CASSETTE BALANCE. PLACE ATM IN SERVICE.

### DAY CLOSE

- SELECT DAY CLOSE OPTION. RECEIPT PRINTS. NOTE: IF ATM DAY CLOSE IS NOT PERFORMED AT SAME TIME AS PROCESSOR, HOST SETTLEMENT AMOUNT MAY NOT MATCH TERMINAL SETTLEMENT AMOUNT ON DAY CLOSE RECEIPT.
- PLACE ATM IN SERVICE.

**G**

## JOURNAL

### CLEAR JOURNAL


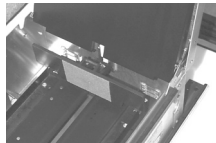

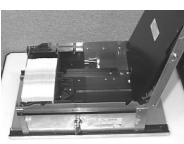




ACCESS MANAGEMENT FUNCTIONS USING PROCEDURE **(B)** AND SELECT THE JOURNAL OPTION. TO CLEAR THE JOURNAL, SELECT THE CLEAR JOURNAL OPTION. THIS WILL AUDIT ALL UNPRINTED JOURNAL RECORDS. AUDITED RECORDS WILL NOT BE PRINTED WHEN THE PRINT JOURNAL COMMAND IS USED.

### PRINT JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING PROCEDURE **(B)** AND SELECT THE JOURNAL OPTION. TO PRINT THE JOURNAL, SELECT THE PRINT JOURNAL OPTION. THIS WILL PRINT ALL RECORDS THAT HAVE NOT BEEN AUDITED. THE RECORDS WILL BE MARKED. TO PRINT PREVIOUSLY AUDITED OR PRINTED JOURNAL RECORDS, USE THE PRINT LAST X ENTRIES OPTION.

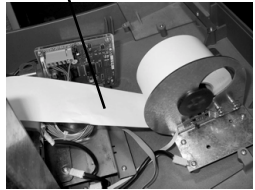
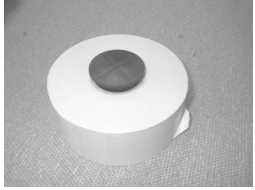

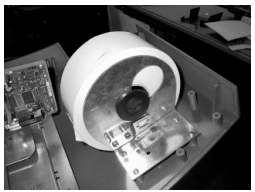
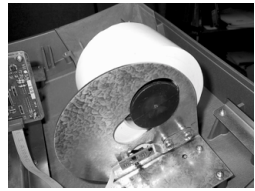



**H**

## REPLENISHING CASSETTES

STEP	ACTION	STEP	ACTION
1	REMOVE CASSETTE. 	5	LIFT REJECT TRAY.  PUSH PACKER PLATE TO REAR AND LOCK.
2	USE KEY TO PRIME CASSETTE (GREEN WINDOW). 	6	LOAD CURRENCY.  UNLOCK PACKER PLATE. CLOSE TOP.
3	SLIDE CASSETTE ON TO LOADING TRAY. 	7	REMOVE CASSETTE FROM LOADING TRAY.  USE KEY TO PRIME CASSETTE (GREEN WINDOW).
4	LIFT TOP. CHECK REJECT TRAY. 	8	REPLACE CASSETTE. 

**I**

## REPLACING RECEIPT PRINTER PAPER

STEP	ACTION	STEP	ACTION
1	CUT REMAINING PAPER TO ALLOW REMOVAL. 	5	PLACE SPINDLE IN NEW PAPER ROLL. 
2	PRESS FEED BUTTON TO CLEAR PAPER FROM PAPER PATH. 	6	PLACE NEW PAPER ROLL ON BRACKET. MAKE SURE PAPER FEEDS FROM BOTTOM! 
3	LIFT SPINDLE TO TAKE-OUT HOLE AND REMOVE PAPER ROLL AND SPINDLE. 	7	FEED END OF PAPER INTO FEED SLOT. 
4	REMOVE SPINDLE FROM OLD PAPER ROLL. 	8	PAPER WILL FEED AUTOMATICALLY. 

**J**

## SERVICE PROVIDER

THIS AREA FOR SERVICE PROVIDER CONTACT INFORMATION: