

# MODEL RL5000 ATM - QUICK REFERENCE CARD (TDM-100/150)

## RESETTING ERRORS

### RESET ATM

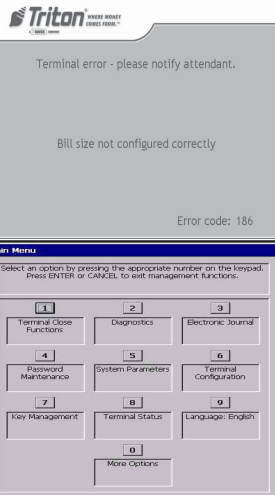
**RESET ATM:** OPEN THE ATM CONTROL PANEL AND LOCATE THE POWER SWITCH ON THE LEFT SIDE OF THE POWER MODULE AT THE REAR OF THE ENCLOSURE. PRESS THE POWER SWITCH OFF (0) AND THEN ON (1).

**RESET ERROR:** FOLLOW ACCESS INSTRUCTIONS TO ENTER MANAGEMENT FUNCTIONS. SELECT DIAGNOSTICS, THEN TERMINAL STATUS. SELECT RESET TERMINAL ERROR OPTION. IF THE PROBLEM HAS BEEN CORRECTED, THE ATM SHOULD RETURN TO NORMAL OPERATION.

## 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 ABOVE PROCEDURE.
2. SELECT MANAGEMENT OPTION. ENTER PASSWORD TO ACCESS MANAGEMENT FUNCTIONS MENU.



## CARD READER PROBLEMS

### CAN'T READ CUSTOMER CARDS

1. ENSURE CARD IS BEING INSERTED WITH CORRECT ORIENTATION. IF PROBLEM STILL EXISTS, ACCESS MANAGEMENT FUNCTIONS MAIN MENU USING ACCESS INSTRUCTIONS.
2. SELECT DIAGNOSTICS OPTION. SELECT CARD READER OPTION. SELECT SCAN CARD OPTION.
3. INSERT AND REMOVE AN ATM CARD. IF NO ERROR MESSAGE IS REPORTED, CONTACT YOUR SERVICE PROVIDER. IF AN ERROR MESSAGE IS RECEIVED, CONTINUE WITH STEP 4.
4. OPEN ATM CONTROL PANEL. TURN POWER OFF ON THE ATM. REMOVE AND THEN RECONNECT DATA CABLE ON CARD READER AND DOCKING BOARD. TURN POWER ON. CLOSE ATM CONTROL PANEL.
5. SELECT SCAN CARD AGAIN. 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. TURN POWER OFF ON THE ATM. USE A THIN, SMOOTH STRIP OF CARDBOARD OR WOOD (SUCH AS A TONGUE DEPRESSOR) TO REMOVE THE OBSTRUCTION. TURN POWER ON.
3. CLOSE THE ATM CONTROL PANEL. TEST THE CARD READER. IF A CARD STILL CANNOT BE FULLY INSERTED CLOSE THE ATM CONTROL PANEL AND CONTACT SERVICE PROVIDER.

## COMMUNICATION PROBLEMS

### COMMUNICATION ERROR / SYSTEM UNAVAILABLE

1. OPEN ATM CONTROL PANEL. UNPLUG TELEPHONE CABLE FROM MODEM CARD. PLUG IN THE BASE UNIT (NOT THE HANDSET) OF A TELEPHONE. LISTEN FOR DIAL TONE.
2. 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 3.

## COMMON ERROR CODES

ERROR CODE	MEANING	RECOMMENDED ACTIONS
101	FEED FAILURE	<ol style="list-style-type: none"> <li>1. REMOVE AND OPEN CASSETTE.</li> <li>2. IF THERE IS CURRENCY IN CASSETTE, GO TO STEP 3. IF NOT, LOAD CURRENCY. GOTO STEP 4.</li> <li>3. IS CURRENCY OF GOOD QUALITY? IF YES, GO TO STEP 4. IF NO, OBTAIN GOOD QUALITY CURRENCY. CONTINUE WITH STEP 4.</li> <li>4. SHUFFLE CURRENCY. REPACK CASSETTE.</li> <li>5. REPLACE CASSETTE USING REPLENISHING CASSETTE PROCEDURE.</li> <li>6. <b>RESET ERROR</b> USING RESETTNG ERRORS PROCEDURE. IF ERROR CLEARS, GO TO STEP 8. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.</li> <li>7. DO A <b>TEST DISPENSE</b>. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE.</li> <li>8. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.</li> </ol>
139	PRINTER NOT RESPONDING	<ol style="list-style-type: none"> <li>1. <b>RESET ERROR</b> USING RESETTNG ERROR PROCEDURE. IF ERROR CLEARS, GO TO STEP 5. IF NOT, GO TO STEP 2.</li> </ol>
140	PRINTER TIMEOUT	<ol style="list-style-type: none"> <li>2. OPEN THE ATM CONTROL PANEL AND CHECK PRINTER PAPER PATH FOR BLOCKAGE THAT COULD CAUSE A PAPER JAM.</li> </ol>
141	PAPER JAM	<ol style="list-style-type: none"> <li>3. CHECK PAPER STATUS. REPLACE PAPER IF LOW OR EMPTY. REMOVE JAM, IF PRESENT. CLOSE ATM CONTROL PANEL.</li> </ol>
148	EJ WRITE FAILURE	<ol style="list-style-type: none"> <li>4. PERFORM <b>RESET/TEST PRINTER</b> DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.</li> </ol>
151	EJ FULL	<ol style="list-style-type: none"> <li>1. <b>PRINT OR CLEAR</b> THE ELECTRONIC JOURNAL (EJ) USING JOURNAL PROCEDURE.</li> <li>2. <b>RESET ERROR</b> USING RESETTNG ERRORS PROCEDURE. IF ERROR CLEARS, PLACE ATM BACK IN SERVICE. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.</li> </ol>
182	CURRENCY CASSETTE LOW	<ol style="list-style-type: none"> <li>1. UNLOCK SECURITY CABINET. REMOVE CURRENCY CASSETTE.</li> <li>2. ADD CURRENCY TO CASSETTE. REPLACE CASSETTE USING REPLENISHING CASSETTE PROCEDURE. CLOSE AND LOCK SECURITY CABINET.</li> <li>3. <b>RESET ERROR</b> USING RESETTNG ERRORS PROCEDURE. IF ERROR CLEARS, GO TO STEP 4. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.</li> <li>4. DO A <b>TEST DISPENSE</b>.</li> <li>5. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.</li> </ol>
183	RECEIPT PRINTER PAPER LOW	<ol style="list-style-type: none"> <li>1. OPEN ATM CONTROL PANEL.</li> <li>2. CHECK PAPER STATUS. REPLACE IF LOW OR EMPTY.</li> <li>3. CLOSE CONTROL PANEL. <b>RESET ERROR</b> USING RESETTNG ERRORS PROCEDURE. IF ERROR CLEARS, GOTO STEP 5. IF ERROR DOES NOT CLEAR, CONTACT SERVICE PROVIDER.</li> <li>4. PERFORM <b>RESET/TEST PRINTER</b> DIAGNOSTIC. IF ERROR DOES NOT RETURN, PLACE ATM BACK IN SERVICE. IF ERROR RETURNS, CONTACT SERVICE PROVIDER.</li> </ol>

## COMMUNICATION PROBLEMS

### COMMUNICATION ERROR / SYSTEM UNAVAILABLE

3. 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.

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## CASSETTE / DAY CLOSE

### CASSETTE CLOSE

- GO TO MANAGEMENT FUNCTIONS USING ACCESS INSTRUCTIONS. SELECT **TERMINAL CLOSE FUNCTIONS**. CHOOSE **CASSETTE CLOSE** OPTION. ENSURE **CASSETTE A** IS CHECKED (✓) SELECT **ENTER** TO CLEAR THE TOTALS. SELECT **PRINT** OPTION TO PRINT A RECEIPT.
- REPLENISH CASSETTE** PROMPT APPEARS. REMOVE CASSETTE. COUNT CASH. CASH IN CASSETTE (INCLUDING REJECT NOTES) SHOULD EQUAL **REMAINING AMOUNT** VALUE ON RECEIPT.
- LOAD CASSETTE, USING **REPLENISHING CASSETTE** PROCEDURES. REPLACE CASSETTE. PRESS **ENTER** WHEN COMPLETE. ENTER NUMBER OF BILLS LOADED IN CASSETTE AND PRESS **ENTER**. **TRIAL CASSETTE CLOSE** PROMPT APPEARS. SELECT **PRINT** OPTION TO PRINT A RECEIPT AS RECORD OF BEGINNING CASSETTE BALANCE. PRESS **ENTER** WHEN DONE.

### DAY CLOSE

SELECT **DAY CLOSE** OPTION. SELECT **PRINT** OPTION TO PRINT A RECEIPT. 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.

### JOURNAL

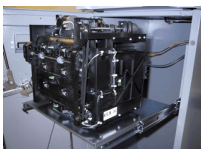

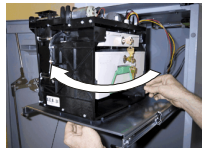

#### CLEAR JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING **ACCESS INSTRUCTIONS** AND SELECT THE **ELECTRONIC JOURNAL** OPTION. TO CLEAR THE JOURNAL: SELECT THE **CLEAR JOURNAL** OPTION. THIS WILL MARK ALL UNAUDITED JOURNAL RECORDS. AUDITED RECORDS MAY BE PRINTED USING THE **DISPLAY LAST X** OR **VIEW JOURNAL ARCHIVE** OPTIONS.

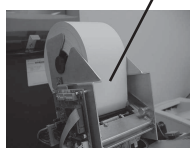
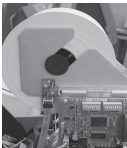


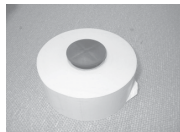
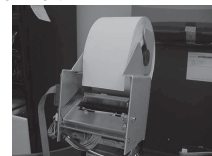


#### PRINT JOURNAL

ACCESS MANAGEMENT FUNCTIONS USING **ACCESS INSTRUCTIONS** AND SELECT THE **ELECTRONIC JOURNAL** OPTION. TO PRINT THE JOURNAL, SELECT THE **DISPLAY UNAUDITED RECORDS**, A PRINT OPTION IS AVAILABLE TO PRINT ALL RECORDS THAT HAVE NOT BEEN AUDITED. THE RECORDS WILL BE MARKED. TO PRINT PREVIOUSLY AUDITED OR PRINTED JOURNAL RECORDS, USE THE **DISPLAY LAST X** OR **VIEW JOURNAL ARCHIVE** OPTIONS.

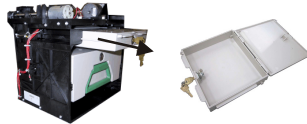
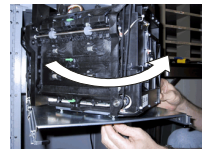
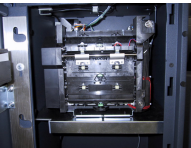
## REPLENISHING CASSETTE (TDM-100/150)

STEP	ACTION	STEP	ACTION
1	UNLOCK/OPEN CABINET. PULL MECHANISM OUT ON SLIDE TRAY TO ITS FULLY EXTENDED POSITION. 	2	PULL LOCKING PIN TO ALLOW MECHANISM TO SWIVEL ON SLIDE TRAY. 
3	ROTATE MECHANISM TO ALLOW ACCESS. RELEASE LOCKING PIN. 	4	REMOVE NOTE CASSETTE. UNLOCK AND OPEN CASSETTE. LOAD CURRENCY. CLOSE, LOCK AND INSTALL NOTE CASSETTE. 

## REPLACING RECEIPT PRINTER PAPER

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

## REPLENISHING CASSETTE (TDM-100/150)

STEP	ACTION	STEP	ACTION
5	REMOVE REJECT CASSETTE. UNLOCK AND OPEN CASSETTE. REMOVE ANY NOTES. DO NOT RECYCLE REJECTED NOTES!. CLOSE, LOCK AND INSTALL REJECT CASSETTE. 	6	PULL LOCKING PIN. ROTATE MECHANISM TO OPERATING POSITION. RELEASE LOCKING PIN. 
7	WITH MECHANISM INOPERATING POSITION, CLOSE AND LOCK CABINET. 	TDM-150 DISPENSING MECHANISM (SHOWN BELOW) 