



# Error Code Summary

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## **TROUBLESHOOTING ERROR/STATUS CODES FROM THE TERMINAL**

The Cash Dispenser internal self-diagnostics performs a status check before the first transaction is allowed and after each transaction to make sure, the next transaction is possible. Additionally, if there is no activity at the terminal for about forty seconds a status check is completed to verify terminal readiness to perform a transaction. When an error is detected, the terminal is set to an “Out of Service” condition. In the “Out of Service” condition user cannot select any action on the terminal. The terminal must be restarted by turning off the power for about ten seconds and then turned back ON. After the restart, the OUT OF SERVICE screen appears on the display to allow access to the management mode or to reset the error condition. In the management mode, there are Diagnostics functions that can assist you in troubleshooting the unit.

“Out of Service” conditions are presented to the user as Error Code or Status Codes. An Error/Status Code is a two or three digit number that identified the specific reason the terminal is “Out of Service”.

### **ERROR CODES GENERATED BY THE TRITON ATMs**

The following paragraphs provide a list of the error codes associated with all Triton ATMs. The information provides the error (decimal and hexadecimal) code numbers, the error definitions and some recommended actions that may be taken to correct the cause of a “out of service” condition.

**Error Code:** 32 (20h)

**Description:** Good operation

**Recommended Action:** No action required.

**Error Code:** 33 (21h)

**Description:** Feed Failure.

**Recommended Action:**

This error is usually associated with an empty note cassette or currency that is in “unfit” condition.

1. Refill the cassette as needed.
2. Inspect the cassette and feed path for currency that is stuck together or jammed.
3. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do several test dispense operations. If the test dispenses are completed normally, and the return code are correct, clear all errors and place the cash dispenser in operation.
4. If the currency is in “fit “ condition and the error persists, consider replacing the cassette or the dispenser

**Error Code:** 34 (22h)

**Description:** Mistracked note at feed

**Recommended Action:**

This is a double detect fault.

1. Inspect the feed path for jammed currency. Remove jammed currency.
2. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors a needed.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash

dispenser. Clear all errors and perform several test dispenses. If the test dispenses are normal and the status clears, place the cash dispenser in service. If the error persists, replace the dispenser.

**Error Code: 35 (23h)**

**Description:** Mistracked note at double detect.

**Recommended Action:** This status occurs when a note arrives at the double detect without being seen by the feed sensor.

1. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors as needed.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and perform several test dispenses. If the test dispenses are normal and the status clears, place the cash dispenser in service. If the error persists, replace the dispenser.

**Error Code: 36 (24h)**

**Description:** Mistracked note at exit.

**Recommended Action:**

This status occurs when a note is detected by the exit sensor when it should not have been. It can occur if there are notes already in the transport before the start of a transaction or if the exit sensor is blocked.

1. Verify that the diverter moves freely and is not binding. If the diverter has excessive binding or appears damaged, replace the dispenser.
2. Inspect the exit area to ensure nothing is blocking the exit sensor. Clean and verify the operation of the exit sensor. Replace the exit sensor if defective. Otherwise, replace the dispenser.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. If the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.

**Error Code: 37 (25h)**

**Description:** Too long at exit.

**Recommended Action:**

This status is reported if the exit sensor is covered for a longer than allowed time for the current notes.

1. Inspect the note transport and delivery throat make sure all belts are on track and there are no documents jammed in the transport or exit areas. Place all belts on their respective rollers and gears. Clear the jammed documents.
2. Make sure that the exit sensor is clean and operation correctly.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. If the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.

**Error Code: 38 (26h)**

**Description:** Blocked exit

**Recommended Action:**

This status appears if the exit sensor is covered or defective when the dispenser starts.

1. Inspect the note transport make sure all belts are on track and there is no currency jammed in the transport or exit areas. Place all belts on their respective rollers and gears. Clear the jammed documents.
2. Make sure that the exit sensor is clean and operation correctly.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. If the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.

**Error Code: 39 (27h)**

**Description:** Too many notes

**Recommended Action:**

Clean the all sensors. Verify that all sensors are operation correctly. If all sensors are operation correctly, and the error persists, replace the replace the dispenser.

**Error Code: 42 (2Ah)**

**Description:** Transport error.

**Recommended Action:**

This is a timing wheel or timing wheel sensor error..

1. Inspect the dispenser to make sure all belts are on track and in good physical condition. Place all belts on their rollers and gears. If a belt displays excessive wear or damage you may be able to replace it. Otherwise, replace the dispenser.
2. Verify that the DC voltages to the dispenser are correct. Replace the power supply or dispenser DC power if either is defective.
3. Examine the timing wheel for physical defect. Make sure the electrical connections to the timing wheel sensor are secure and the time wheel sensor is clean. Replace the timing wheel or the timing wheel sensors if they are defective. Otherwise, it may be necessary to replace the dispenser.
4. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 44 (2Ch)**

**Description:** Double detect error.

**Recommended Action:**

This status is generated if the double detect is unable to calibrate. Probable cause for this error is a faulty or uncalibrated double detect module, or a jammed currency in the double detect.

1. Clear any jammed currency.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the

status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 45 (2Dh)**

**Description:** Diverter error

**Recommended Action:**

This error occurs when the diverter is in the wrong position during a dispense.

1. Inspect the feed path for any jammed notes. Remove any jammed notes.
2. Turn the AC power OFF for a few seconds and then back on to power cycle and reset the cash dispenser. Clear the error. Purge the dispenser with the purge command. Complete several live dispenses to ensure the dispenser is working correctly. If the error persists, replace the dispenser.

**Error Code: 46 (2Eh)**

**Description:** Exit quantified

**Recommended Action:**

This status appears when the count at the exit is greater than the number of documents requested.

1. A mechanical error has occurred. It may be necessary to replace the dispenser.

**Error Code: 47 (2Fh)**

**Description:** Note missing at double detect

**Recommended Action:**

This status is generated if the double detect fails to detect a document already seen by the feed sensor.

1. Inspect the transport before the double detect for jammed currency. Clear the jammed currency.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 48 (30h) SDD Mechanism**

**Description:** Reject rate exceeded.

**Recommended Action:**

This status is generated when there are 8 rejects during the current dispense. It is usually caused by attempting to dispense currency that is unacceptable or currency that has not been properly prepared.

1. Inspect the currency for excessive wear. Remove any unacceptable currency from the cassette.
2. Inspect the feed path for jammed currency. Remove any jammed currency.
3. Clear all error and purge the dispenser using the purge command.
4. Test the dispenser by completing several test dispenses with the test dispense command. If the error clears, put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.

**Error Code: 48 (30h)**

**Description:** Reject rate exceeded.

**Recommended Action:**

This status is generated when there are 10 rejects during the current dispense. It usually occurs when attempting to dispense documents that are unacceptable or documents that have not been prepared properly.

1. Inspect all documents for excessive wear. Remove any unacceptable notes from the cassette.
2. Inspect the feed path for jammed notes. Remove any jammed notes.
3. Clear all errors and PURGE the dispenser.
4. Test the TDM-100 by completing several Test Dispenses. If the error clears, put the cash dispenser in service. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code: 49 (31h)**

**Description:** Jam at exit

**Recommended Action:**

This status is generated when exit sensor is blocked.

1. Inspect the feed path for jammed currency. Remove any jammed currency.
2. Clear all error and purge the dispenser using the purge command.
3. Clean and verify the operation of the exit sensor. Replace the exit sensor if necessary.
4. Test the dispenser by completing several test dispenses with the test dispense command. If the error clears put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.

**Error Code: 50 (32h)**

**Description:** Interference recovery

**Recommended Action:**

Possible damage due to static discharge

1. Check the incoming power and dispenser mechanism for proper grounding.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser.
3. Clear all errors and test the dispenser by completing several test dispenses. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 51 (33h)**

**Description:** Accountancy error

**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 52 (34h)****Description:** RAM error**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 53 (35h)****Description:** EPROM error**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 54 (36h)****Description:** Operation time-out**Recommended Action:**

1. Check the incoming power and dispenser mechanism for proper grounding.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser.
3. Clear all errors and test the dispenser by completing several test dispenses. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 55 (37h)****Description:** RAM corruption**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 56 (38h)****Description:** Link error**Recommended Action:**

1. Configuration jumpers may have been changed. Inspect jumper block LK5 on the dispenser main board. There should be no jumpers installed.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser.
3. If the problem persists, replace the dispensing mechanism.

**Error Code: 95****Description:** Multiple cassettes of the same type**Recommended Action:**

This is a multi-cassette dispenser error.

1. Verify that there is only one of each type of cassette installed in the dispensing mechanism.

2. If two or more of the same type cassette are installed, inject a new cassette ID into one of the cassettes that is different from the other cassette.

**Error Code:** 101 (65h)

**Description:** 2-second timeout waiting for pick. (Feed failure).

**Recommended Action:**

This error is usually associated with “unfit” currency or an empty cassette.

1. Refill the cassette as needed.
2. Inspect the feed path for currency that is stuck together or jammed. If no jams are found, remove the note closest to the pick rollers in the cassette.
3. Install the cassette. Purge the dispensing mechanism with the PURGE command from the DIAGNOSTICS function. Test the TDM-100 by completing several Test Dispenses. If the error clears, put the cash dispenser in service.
4. If the currency is in “fit” condition and the error condition persists, consider replacing the note cassette or the dispensing mechanism.

**Error Code:** 102 (66h)

**Description:** Error (Pick Motor over current)

**Recommended Action:**

1. Inspect the cassette and feed path for jammed currency. Clear any jammed currency.
2. Verify that all access panels are closed and secured. Purge the dispenser using the purge command.
3. Test the dispensing mechanism by completing several Test Dispenses. If the error does not occur again, put the cash dispenser in service.
4. If the error persists, replace the dispensing mechanism.

**Error Code:** 103 (67h)

**Description:** Thickness sensor unstable

**Recommended Action:**

Enter the diagnostic function and complete the “learn note thickness” command. Clear the error. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error does not occur again put the cash dispenser in service. If the error persists, replace the dispensing mechanism.

**Error Code:** 104 (68h)

**Description:** Unable to clear width sensor.

**Recommended Action:**

Remove the cassette and inspect for jammed currency in the width sensor and at the output of the cassette. The width sensor may be dirty. Clean the width sensor with compressed air. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dis-



penses. If the error does not occur again, put the cash dispenser in service. If the error persists in may be necessary to replace either the cassette or dispensing mechanism.

**Error Code: 105 (69h)**

**Description:** Insufficient notes to learn from

**Recommended Action:**

There may be an insufficient number of notes in the cassette to complete the requested “learn note thickness” command. Put more currency in the cassette and repeat the “learn note thickness” command.

**Error Code: 106 (6Ah)**

**Description:** FIFO error

**Recommended Action:**

The dispensing mechanism may have corrupt software. Reset the cash dispenser. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error clears put the cash dispenser into service. If the error persists, replace the dispensing mechanism.

**Error Code: 108 (6Ch)**

**Description:** Unexpected note at double detect

**Recommended Action:** A note has been detected in the double detect sensor without being detected at the width sensor first.

1. Inspect the dispensing mechanism for of damaged components or broken wires.
2. Remove the cassette and visually inspect for loose or disconnected connectors on both the upper and lower width sensor printed circuit boards.
3. If there is no visible damage and the connectors are attached to the sensor boards the best course of action is to replace the dispensing mechanism.

**Error Code: 109 (6Dh)**

**Description:** Time-out at Exit sensor

**Recommended Action:**

1. Inspect for jammed currency in the feed path and at the Exit sensor. Remove any jammed currency.
2. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several Test Dispenses.
3. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism.

**Error Code: 110 (6Eh)**

**Description:** Trailing edge time-out at exit.

1. Inspect for jammed Currency in the feed path and at the Exit sensor. Remove any jammed currency.
2. Purge the dispenser using the purge command.

3. Test the dispensing mechanism by completing several test dispenses.
4. If the error clears put the cash dispenser into service. If the error persists, replace the dispensing mechanism.

**Error Code:** 111 (6Fh)

**Description:** Diverter timeout

**Recommended Action:**

1. Inspect for jammed currency at the diverter. Remove jammed currency.
2. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses.
3. If the error clears, put the cash dispenser in service.
4. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code:** 112 (70h)

**Description:** Timeout waiting for leading edge at reject

**Recommended Action:**

A note that was expected to be seen by the reject sensor was not detected by the sensor.

1. Inspect for jammed currency in the transport path between the width sensors and the reject sensor. Remove jammed currency.
2. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses.
3. If the error clears, put the cash dispenser in service.
4. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code:** 113 (71h)

**Description:** Timeout waiting for trailing edge at reject

**Recommended Action:**

1. Inspect for a jammed currency in the reject sensor.
2. Verify that all access panels are closed and secured. Reset the cash dispenser. Clear the error. Test the dispenser by completing several test dispenses.
3. If the error clears, put the cash dispenser in service.
4. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code:** 114 (72h)

**Description:** Exit blocked during purge

**Recommended Action:**

1. Inspect the dispensing mechanism for jammed currency at the exit sensor. Clear any jammed currency.
2. Clean the exit sensor using a soft brush and a vacuum cleaner. Reset the cash dispenser. Clear the

error.

3. Test the dispenser by completing several test dispenses.
4. If the error clears, put the cash dispenser in service.
5. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code: 115 (73h)**

**Description:** Diverter timeout on purge

**Recommended Action:**

1. Inspect the dispensing mechanism for jammed currency at the diverter. Clear any jammed currency.
2. Make sure the shelf that the dispenser is mounted on is level and seated at all four corners.
3. Make sure the diverter moves freely.
4. Reset the cash dispenser. Clear the error.
5. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service.
6. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code: 118 (76h)**

**Description:** Exit sensor blocked on start of dispense or learn

**Recommended Action:**

1. Inspect for jammed currency at the Exit. Remove jammed currency.
2. Verify that all access panels are closed and secured.
3. Use a soft brush and vacuum cleaner to clean the exit sensor.
4. Clear the error. Test the dispenser by completing several test dispenses.
5. If the error clears, put the cash dispenser in service.
6. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code: 119 (77h)**

**Description:** Diverter in dispense position on start of dispense or learn

**Recommended Action:**

1. Inspect for jammed currency at the Diverter. Remove jammed currency.
2. Check the operation of the diverter solenoid.
3. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses.
4. If the error clears, put the cash dispenser in service.
5. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code: 122 (7Ah)**

**Description:** Unexpected note at exit

1. Purge the dispenser using the purge command from diagnostic menu.
2. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service.
3. If these actions have no effect on dispenser operation, replace the dispenser mechanism and/or the note cassette.

**Error Code:** 124 (7Ch)

**Description:** Diverter moved to exit position during reject purge

**Recommended Action:**

1. Inspect for a currency jam at the diverter.
2. Verify that the diverter moves freely.
3. Test the dispenser by completing several test dispenses.
4. If the error clears, put the cash dispenser in service.
5. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code:** 125 (7Dh)

**Description:** Initial status check failed

**Recommended Action:**

1. Reset the cash dispenser. Clear the error.
2. If the error persists replace the dispensing mechanism.

**Error Code:** 126 (7Eh)

**Description:** Diverter moved to reject position during dispense

**Recommended Action:**

Inspect for a note jam at the diverter. Verify that the diverter moves freely. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code:** 128

**Description:** Error in reply from the dispenser mechanism

**Recommended Action:**

1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Reseat connectors or replace the power supply as needed.
2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective.
3. Other components that may cause this error are the main board or the dispensing mechanism.

**Error Code:** 129

**Description:** No response from the dispenser mechanism

Recommended Action:

See the recommended action for Error Code 128

**Error Code: 130**

**Description:** Command not acknowledged by the dispenser mechanism

**Recommended Action:**

See the recommended action for Error Code 128.

**Error Code: 131**

**Description:** CTS (Clear To Send) line from the dispenser is not active.

**Recommended Action:**

See the recommended action for Error Code 128

**Error Code: 132**

**Description:** Status reports bad double detect in last dispense

**Recommended Action:**

1. Remove the cassette and inspect the dispenser's feed path for jammed currency and other debris in the double detect assembly. Replace the cassette.
2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser using PURGE command. Complete several Test Dispenses to verify correct operation.
3. If the problem persists, replace the dispensing mechanism.

**Error Code: 133**

**Description:** +5 VDC not present on carrier detect

**Recommended Action:**

See the recommended action for Error Code 128.

**Error Code: 134**

**Description:** Exit blocked as reported by status check

**Recommended Action:**

1. Inspect the feed path and exit sensor for jammed currency and broken components. The exit sensor may be dirty. Clean as needed with soft brush and vacuum cleaner.
2. Reset the cash dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser with the purge command. Verify correct operation with a live transaction.
3. If the problem persists, replace the dispensing mechanism.

**Error Code: 135**

**Description:** Feed sensor blocked as reported by status check

**Recommended Action:**

1. Inspect the feed path and Feed sensors for jammed currency and broken components. The feed sensors may be dirty. Clean as needed with soft brush and vacuum cleaner.
2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser with the purge command.
3. Complete several test dispenses to verify correct operation. If the problem persists, replace the dispensing mechanism.

**Error Code:** 136

**Description:** Modem initialization failed

**Recommended Action:**

1. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON.
2. If the problem persists, remove the main board and replace the modem.
3. If replacing the modem does not correct the problem, replace the main board.

**Error Code:** 138

**Description:** Printer failed while printing to the receipt printer

**Recommended Action:**

1. Verify that there is paper in the printer. Replenish paper as needed. Refer to Section 5 of the RL5000 Service Manual or the RL5000 Quick Reference Guide for instructions.
2. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position.
3. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective.
4. Inspect the printer data cable for damage. Make sure it is seated at the main board and at the printer control board at CN6.
5. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged.
6. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board, or the main board.

**Error Code:** 139

**Description:** Printer controller not responding to commands

**Recommended Action:**

See Recommended Action for Error Code 138.

**Error Code: 140****Description:** Time-out waiting for printer to be ready**Recommended Action:**

See Recommended Action for Error Code 138.

**Error Code: 141****Description:** Paper jam reported by the controller during status check.**Recommended Action:**

1. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position.
2. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position.
3. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective.
4. Inspect the printer data cable for damage. Make sure it is seated at the main board and at the printer control board at CN6.
5. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged.
6. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board, or the main board.

**Error Code: 142****Description:** Dispenser returns bad command error.**Recommended Action:**

See the recommended action for Error Code 128.

**Error Code: 143****Description:** PTDF error**Recommended Action:**

This error code will occur only in Cash Dispensers running ACS terminal software. A corrupt pin working key may cause this problem. Check with the processor.

**Error Code: 144****Description:** No reply from the electronic journal.**Recommended Action:**

1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal.
2. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pinout of the cable assembly.
3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal.
4. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pinout of the cable assembly
5. If the cables are undamaged, the main board or electronic journal may be defective.

**Error Code: 145**

**Description:** Error in reply from the electronic journal

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 146**

**Description:** No reply from command to electronic journal

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 147**

**Description:** Error in reply from electronic journal.

**Recommended Action:**

See the recommended action for Error Code 144

**Error Code: 148**

**Description:** Write to electronic journal failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 149**

**Description:** Read from electronic journal failed

**Recommended Action:**

See the recommended action for Error Code 144

**Error Code: 150**

**Description:** Status command to journal failed

**Recommended Action:**

See the recommended action for Error Code 144.



**Error Code: 151**

**Description:** Electronic journal full

**Recommended Action:**

Since the electronic journal can store as many as 32,768 records, it is recommended that you do not print the journal. It is recommended that you archive the journal, and save it to either internal flash memory or to an external USB storage device. Once the archive is saved, it can be viewed and then saved to an external memory device as a text file for viewing on any PC program capable of displaying files .txt extension.

**Error Code: 152**

**Description:** Electronic journal corrupt

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 153**

**Description:** Electronic journal mode

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 154**

**Description:** Unknown electronic journal status

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 155**

**Description:** Electronic journal modify record failure

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 157**

**Description:** Format command to electronic journal failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 158**

**Description:** Format command to electronic journal failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 159**

**Description:** Electronic journal test feature failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 160**

**Description:** Electronic journal set featured failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 161**

**Description:** Electronic journal clear feature failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 162**

**Description:** Electronic Journal get serial number failed

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 163**

**Description:** Terminal did not answer. This is a Triton Connect error.

**Recommended Action:**

1. This error is not displayed at the cash dispenser. The Triton Connect Host Computer generates the error when the terminal does not respond to a telephone call from the Triton Connect Host Computer.
2. The cash dispenser may be turned OFF, the modem may be defective, or the telephone line may be shared with another device that connects to the line before the cash dispenser. Additionally, the Triton Connect feature may be disabled at the Cash Dispenser.

**Error Code: 164**

**Description:** Terminal did not return call. Triton Connect error.

**Recommended Action:**

This error is not displayed at the Cash Dispenser. The Triton Connect Host Computer generates this error when a terminal does not return a call to the Triton Connect Host Computer as requested. The modem may be defective.

**Error Code: 165**

**Description:** Electronic journal not present

**Recommended Action:**

See the recommended action for Error Code 144.

**Error Code: 166**

**Description:** Bad dispense

**Recommended Action:**

1. Open the Security Cabinet and inspect the cash dispenser for broken parts. Replace the dispenser if it is broken. Check for and clear any foreign matter the note path.
2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON.
3. Replace the dispenser if the error persists.

**Error Code: 167**

**Description:** Reported low cash to Triton Connect

**Recommended Action:**

This is an indication that the cash in the cassette has gone below the threshold level set in the terminal configuration. This is a warning message that will not put the cash dispenser out of service.

**Error Code: 182**

**Description:** Currency cassette low. Valid for SDD mechanism only.

**Recommended Action:**

With the low currency feature enabled, this error condition will occur before the cassette is actually empty. There should be about 1/4 inch of currency (approximately 60 bills) in the cassette when the error is detected. To clear an Error 182:

1. Reset the cash dispenser by switching the main power switch OFF for a few seconds and then switching it back ON.
2. Remove the cassette from the dispensing mechanism.
3. Press the reset error key.
4. Refill and install the cassette in the dispensing mechanism.
5. When the low currency function is disabled, the dispenser will dispense every note in the cassette then go “out of service” for an error code 33 (feed failure).

**Error Code: 183**

**Description:** Receipt printer paper is low

**Recommended Action:**

1. Install a new roll of paper if needed.
2. If this does not correct the problem, verify that the paper low sensor is correctly attached to the

paper bracket and that the cable between the paper low paper feed assembly and the docking assembly is undamaged and securely connected at both ends.

3. The paper low sensor may be dirty and require cleaning.
4. Otherwise, the possible causes of the problem may be a defective paper low sensor, cable, docking assembly or. A temporary fix to this problem may be to set the “low receipt paper” parameter to “in service” so that the terminal software does not read the input from the low paper sensor. When this is done, the terminal will operate normally until it is completely out of paper. Then it will go “out of service” for and error code 195 “out of paper”.

**Error Code: 185**

**Description:** Telephone number not configured

**Recommended Action:**

Enter Management Functions and configure the telephone number.

**Error Code: 186**

**Description:** Bill Size not configured

**Recommended Action:**

This value is factory defaulted to \$0.00. Allowable bill sizes are 5, 10, 20, 50, and 100. Enter the Management Functions and configure the bill size.

**Error Code: 187**

**Description:** Maximum withdrawal not configured

**Recommended Action:**

Enter the management functions and configure the “multiple amount” parameter. The maximum withdrawal cannot exceed 50 time the denomination of the bill size in the cassette.

**Error Code: 188**

**Description:** PIN working key not configured

**Recommended Action:**

Enter the management functions and configure (download) the working key.

**Error Code: 189**

**Description:** Terminal ID not configured

**Recommended Action:**

Enter the management functions and configure the “terminal ID” number.

**Error Code: 190**

**Description:** PIN Master key not configured

**Recommended Action:**

Enter the management functions and configure the “PIN master key”.

**Error Code: 192**

**Description:** Communication error

**Recommended Action:**

1. Enter management functions and verify that all terminal parameters have been entered correctly.
2. Verify that the telephone line is operational.
3. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error.
4. If the error persists, possible causes may be the modem or main board assembly.

**Error Code: 193**

**Description:** Baud rate setting for electronic journal failed

**Recommended Action:**

1. Inspect the Electronic Journal to make sure it is the correct part number.
2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error.
3. If the Error persists, replace the Electronic Journal.

**Error Code: 195**

**Description:** Receipt printer out of paper

**Recommended Action:**

1. Replenish the paper. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error.
2. Make sure that the ribbon cable from the docking station to the low paper sensor assembly is fastened at both ends of the cable and the orientation of the cable is correct.
3. If the error persists, possible causes of the problem may be the low paper sensor assembly, the docking station, the main board, or cables.

**Error Code: 196**

**Description:** Card reader error

**Recommended Action:**

1. Inspect the card reader assembly. Make sure that there is no foreign material in the card slot.
2. Clean the card reader assembly with a cleaning card.
3. Make sure the ribbon cable from the docking station to the card reader is fastened at both ends of the cable and the orientation of the cable is correct.
4. If the error persists, replace the card reader

**Error Code: 203**

**Description:** SPED keypad is not replying to main board

**Recommended Action:**

Status valid only for units with SPED keypad device installed.

1. Make sure the battery is seated secure in the battery holder.
2. Make sure the tamper screw is secure to the SPED Module. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error.
3. If the error persists, replace the SPED keypad module.

**Error Code: 205**

**Description:** SPED keypad reported tamper condition

**Recommended Action:**

Status valid only for units with SPED keypad device installed. Make sure the battery is seated secure in the battery holder. Make sure the tamper screw is secure to the SPED module. Reset the cash dispenser and clear the error. If the error persists, replace the SPED keypad module.

**Error Code: 206**

**Description:** SPED keypad could not perform a successful command within SPED\_MAX\_ATTEMPTS tries

**Recommended Action:**

Status valid only for units with SPED keypad device installed. Reset the cash dispenser and clear the error. If error persists, replace the SPED keypad module.

**Error Code: 207**

**Description:** SPED not detected

**Recommended Action:**

This Error/Status Code is valid for units with SPED keypad device installed.

1. Check the cable and connections from J7A on the docking station to the SPED board.
2. Verify that the SPED board has the correct DC voltages applied to it.
3. If the DC voltages applied to the SPED board correct and the cables are in good condition and seated properly, replace the SPED board.

**ERROR CODE: 210**

**DESCRIPTION:** Dispenser type unknown

**RECOMMENDED ACTION:**

Inspect the power and communication cables between the docking board and the dispensing mechanism. Make sure they are not damaged and that the connectors are securely attached at both ends of the cable. Clear the error. Reset the cash dispenser by pushing the AC power switch to the OFF position for about 30 seconds then pushing it to the back to the ON position. If the error persists reload software on the main board assembly. If the error continues to persist, replace the dispensing mechanism.

**ERROR CODE:** 300 (30h) [0]

**DESCRIPTION:** Successful Command

**RECOMMENDED ACTION:**

The dispenser sends this error code when a command has been successfully executed. This error code will appear in the electronic journal as code 300 indicating the successful completion of a transaction. When performing a “purge” or “test dispense” operation the return code will be “0” in the first digit returned by the dispenser. It will be display as the hexadecimal number “30” when running the dispenser with the NMD test software.

**ERROR CODE:** 301 (31h) [1]

**DESCRIPTION:** Low level in cassette

**RECOMMENDED ACTION:**

This error code is returned by the dispenser when the number of notes in one or more of the cassettes is below a preset level, indicating the low level sensor in the note cassette has been activated. This occurs when the currency in any cassette reaches a thickness of approximately 25-35 mm. This is a warning message. It will not place the cash dispenser “out of service”. This condition is also displayed on the configuration summary printout under “dispenser” as a lower case a, b, c, or d for the cassette in the low currency condition. Otherwise, the error code for cassettes not in a low currency condition would normally be upper case characters A, B, C, or D. Remove and fill the affected cassette using normal procedures. Refilling may be delayed for several transactions if the error code is the first warning that the cassette is nearly empty. However, actions to fill the cassette should be taken as soon as possible.

**ERROR CODE:** 302 (32h) [2]

**DESCRIPTION:** Empty cassette

**RECOMMENDED ACTION:**

This error code is generated when a cassette is emptied during a dispense operation and does a partial dispense. The cash dispenser will attempt to complete the transaction from other cassettes. If the requested amount cannot be dispensed, the customer will receive the cash that can be dispensed. The transaction will be completed with the customers’ receipt indicating the amount of cash actually received. The cash dispenser will then attempt to complete a Reversal Transaction to notify the financial institution of the error. This error will not put the cash dispenser “out of service”. The cash dispenser will only be placed “out of service” when all cassettes are empty. Remove and refill the affected cassette using normal replenishment procedures.

**ERROR CODE:** 303 (33h) [3]

**DESCRIPTION:** Lifts are down

**RECOMMENDED ACTION:**

This error code is generated when a cassette is not open and any command other than open cassettes, reset, and close cassettes are sent to the system. It is feasible that this error code could be generated even if the lifts are in the up position. This will occur if the machine is switched off and on during normal daily operation. This is done to indicate that the power has been off. Clear this error code by

restarting the cash dispense or by unlocking and locking the cassettes. If the error recurs, a faulty cassette, note feeder or CMC module may be cause the problem.

**ERROR CODE:** 304 (34h) [4]

**DESCRIPTION:** Rejected notes

**RECOMMENDED ACTION:**

This error code indicates that notes were rejected during the transaction or test dispense operation. This is a warning message there is no action required.

**ERROR CODE:** 305 (35h) [5]

**DESCRIPTION:** Diverter failure

**RECOMMENDED ACTION:**

This error code indicates that the system has recognized a document intended for the reject vault has reached the note transport sensor. The most probable cause is either mechanical or electrical failure of the note diverter in the note transport module. This error will place the cash dispenser “out of service”. Inspect the note diverter in the note transport module. Verify that there are no documents jammed in the note diverter area. Make sure the note diverter moves freely. Check to make sure that cables connecting the note transport and the CMC module are not damaged. Make sure all connectors attached to the CMC are seated in their receptacles. Remove and empty the reject vault. Install the Reject Vault. Purge the dispensing mechanism. Complete several test dispenses. If the error does not repeat again, complete a live dispense to verify the note diverter moves the currency to the exit position. If the error reoccurs the most likely causes of the problem may be note transport or CMC.

**ERROR CODE:** 306 (36h) [6]

**DESCRIPTION:** Failure to feed.

**RECOMMENDED ACTION:**

There are several possible reason for this error code being generated. One cause is that the note feeder fails to feed notes. Another cause is that there are to many single rejected notes in the transactions. Check the condition of the currency to ensure is fit for dispensing. Verify that the cassettes are operation correctly. Replace cassette as needed. Check the operation of the note feeder sensors. Clean the note feeder sensors and needed. Replace the noted feeder is necessary.

**ERROR CODE:** 307 (37h) [7]

**DESCRIPTION:** Transmission Error

**RECOMMENDED ACTION:**

This error code occurs when the message received by the dispenser is incorrect. The reason that the error code is generated is the detection of an incorrect LRC character or a parity error. Inspect all communication cables to make sure they are not damaged and are properly connect to their termination points. Restart the cash dispenser. Reset the dispenser and try to complete a test dispense. If the error code is reported again, replace the CMC module. Otherwise, put the cash dispenser into service.



**ERROR CODE:** 308 (38h) [8]

**DESCRIPTION:** Illegal command or command sequence

**RECOMMENDED ACTION:**

This error occurs when the logical sequence of the commands sent to the dispenser is not the one expected by the system. Examples of this are two move commands sent one after another or a deliver command that is sent without a previous move command. Inspect all communication cables to make sure they are not damaged. Make sure all cables are properly connected. Reset the dispenser and try to send the command that caused the error code. If the error code is reported again, replace the CMC module.

**ERROR CODE:** 309 (39h) [9]

**DESCRIPTION:** Jam in Note Qualifier.

**RECOMMENDED ACTION:**

This error code is generated when the note transport sensor does not detect a note that was detected by the note qualifier. This may be due to jammed documents in the transport path between the note qualifier and the note diverter. This error code will place the cash dispenser “out of service”. Inspect the documents in each cassette to insure they are in fit condition. Make sure that note qualifier and the note transport modules are mechanically aligned. Open all access panels and inspect for jammed documents in note path between the note qualifier and note transport. Remove the jammed documents as needed. Inspect the note qualifier and note transport for broken components (i.e. belts, gears, cables, or sensors). Inspect the note diverter for proper operation and damage. Replace the note qualifier or note transport if the problem persists.

**ERROR CODE:** 310 (3Ah) [:]

**DESCRIPTION:** Cassette not properly installed.

**RECOMMENDED ACTION:**

This error code occurs when documents are requested from a cassette that is not present or is not open. This error code will place the cash dispenser in an “out of service” condition. Verify the physical presence of each cassette. If present, “unlock” and remove each cassette from its feed channel. Put the cassettes back into its feed channel. Lock the cassettes. Clear the error and perform a test dispense. If the error is repeated, proceed to the next paragraph. If the error does not show again put the cash dispenser back into service. Verify that the identity of each cassette can be read through read cassette ID function (See the 5000 Cash Dispenser Configuration Manual). Cassettes with no identity must be injected with a new cassette ID (See the 5000 Cash Dispenser Configuration Manual). If a cassette cannot be injected with a new ID, verify that the cable between the top feed channel and the CMC is in good condition and connected at both ends. Try to inject an ID into another cassette. If the inject cassette ID function works on a different cassette. Then the original cassette is faulty. If the inject cassette ID function fails on a different cassette the CMC is defective.

**ERROR CODE:** 312 (3Ch) [<]

**DESCRIPTION:** No notes retracted

**RECOMMENDED ACTION:** This error code appears after the retract command is issued. This is a warning code only no action is required.

**ERROR CODE:** 315 (3Fh) [?]

**DESCRIPTION:** Reject vault not properly installed.

**RECOMMENDED ACTION:**

This error code is generated when the reject vault is not present or not properly installed. Attempting to operate the cash dispenser without the reject vault will normally cause it to go to an “out of service” condition. Make sure the reject vault is installed correctly. Inspect the reject vault present sensor visually for proper operation. Use the cash dispenser diagnostic functions to check the electrical operation of the sensor. If the sensor is properly connected and operating correctly the CMC module may be defective. If the sensor is not operating normally, replace the note transport module.

**ERROR CODE:** 316 (3Fh) [@]

**DESCRIPTION:** Delivery failure. This error code is generated by the system when the bundle carrier unit fails to move the note from the home position to the delivery throat.

**RECOMMENDED ACTION:** Inspect the transport path for damage. Inspect the bundle carriage unit for proper alignment in the transport path. Reset the error code and utilize the dispenser diagnostic purge and test dispense functions to verify operation.

**ERROR CODE:** 317 (41h) [A]

**DESCRIPTION:** Reject failure.

**RECOMMENDED ACTION:** A reject command/movement failed. This may be a single or bundle reject failure. Inspect the note diverter for single reject failures. Inspect the bundle carriage unit for bundle failures. This can be an electrical or mechanical failure.

**ERROR CODE:** 318 (42h) [B]

**DESCRIPTION:** Too many notes requested.

**RECOMMENDED ACTION:**

This error code occurs while running the dispenser on the NMD test software and when too many notes are requested during a dispense command. The maximum number of notes that can be dispensed from the dispenser during a transaction is defaulted to fifty. Retry the test operation and request fifty or fewer notes.

**ERROR CODE:** 319 (43h) [C]

**DESCRIPTION:** Jam in note transport.

**RECOMMENDED ACTION:**

This error code is generated when a document from a note feeder fails to reach the note qualifier within a specified time. This failure may be caused by a blockage in the transport path between the note feeder and the note qualifier, or if a document passes through the note qualifier unseen. This error code will cause the cash dispenser to go “out of service”. Check the cassettes. Make sure they are not overfilled. The recommended capacity is 1850 documents. Make sure the documents are in fit condition. Open all access panels and remove any jammed documents from the transport path. Inspect the note feeders and note qualifier for damage. Restart the cash dispenser. Reset the error. Complete several test dispenses. If the test dispenses are normal and the error does not show again, the cash dispenser may be returned to

service. If the error recurs, change the note feeder for the affected channel.

**ERROR CODE:** 320 (44h) [D]

**DESCRIPTION:** Reject cassette almost full.

**RECOMMENDED ACTION:**

This error code is generated when the number of reject events exceeds 37 events. Error code 320 will not put the cash dispenser “out of service”. It is not displayed directly to the operator or customer. The error code will be sent to the Triton Connect host if Triton Connect feature is enabled. It will also be stored as part of the transaction data in the electronic journal. The reject vault should be emptied as soon as possible in order to avoid an “out of service” condition that occurs when the number of reject events reaches 50. The reject event counter can be reset by removing the reject vault from the dispenser and then putting it back into the dispenser.

**ERROR CODE:** 321 (45h) [E]

**DESCRIPTION:** Cassette data corrupted.

**RECOMMENDED ACTION:**

This error code is generated when there is a checksum error in data stored in the note cassette. Program the cassette by injecting a new cassette ID into the cassette. If injecting a new cassette ID into the cassette does not correct the problem, replace the cassette.

**ERROR CODE:** 322 (46h) [F]

**DESCRIPTION:** Main motor failure

**RECOMMENDED ACTION:**

Error code 322 is generated when the main motor fails to reach normal speed within a specified time, or if there are several pulses missing from the transport clock wheel (timing wheel) in one transaction. This error code causes an “Out of Service” condition. Open all access panels and remove any jammed documents from the transport path. Verify the documents are fit for dispensing. Inspect the note qualifier for any damage (i.e. broken belts, broken gears, disconnected or damaged cables, broken timing wheel etc.). Make sure all access panels are closed. Restart the cash dispenser and reset the error. Complete several test dispenses. If cash dispenser operates normally when performing the test dispense function, put the cash dispenser in service. If the error code repeats, verify the power supply output voltages are within expected values. Replace the power supply if necessary. If the power supply is operating normally, replace the note qualifier to correct the problem.

**ERROR CODE:** 325 (49h) [I]

**DESCRIPTION:** Note qualifier faulty

**RECOMMENDED ACTION:**

Error code 325 is generated when the double detect sensors in the note qualifier can not be calibrated, or when the gain value cannot be adjusted when learning a new document. Verify that the cable that connects the double detect module to the CMC module is undamaged and connected at both ends. Make sure the access panel on the bottom of the note qualifier is closed and locked in position. Carefully remove the double detect module from the note qualifier. Use clean compressed air to remove any

dust or dirt from the sensor lenses. Carefully install the double detect module into the note qualifier. Make sure all connections between the double detect module and the CMC are seated properly. If at any time during the following checks, the "faulty note qualifier" error code recurs. It will be necessary to replace the note qualifier. Restart the cash dispenser. Reset the error the error code. If it clears, initiate the learn note thickness operation. Perform a test dispense. If cash dispenser operates normally, it will pick from seven to fifteen notes from each cassette to calibrate the double detect to the document in each of the cassettes. Then it will complete the test dispense function. A normal return code for this test dispense operation is "4 1 1 1 1" for a four cassette dispenser. If the operation is normal, you may put the cash dispenser in service. If these check are not properly completed replace the note qualifier.

**ERROR CODE:** 326 (4Ah) [J]

**DESCRIPTION:** Note feed sensor failure.

**RECOMMENDED ACTION:**

This error code is generated when there is a sensor error in one or more of the note feeders or when there is a document jammed in the note feeder exit sensor. Make sure there are not any documents jammed at any of note feeder exit sensors. Check the calibration value for the pressure, empty, and exit sensors. If any sensor is out of its calibration limits, clean all of the sensors and attempt to do a transaction. If error code reoccurs, replace the note feeder module.

**ERROR CODE:** 327 (4Bh) [K]

**DESCRIPTION:** Shutter failure

**RECOMMENDED ACTION:** This error code is generated if the system fail to operate the shutter when required. Reset the system. If the response to the reset command indicates successful execution, operation and be resumed. If the problem persists, it may be necessary to replace the external shutter assembly, the shutter sensor board (if present), or the CMC module.

**ERROR CODE:** 329 (4Dh) [M]

**DESCRIPTION:** Notes in delivery throat.

**RECOMMENDED ACTION:**

An attempt to feed or dispense documents has been made when there is a note in the note transport throat. Remove any documents blocking the throat opening. Make sure the diverter is not jammed. Inspect the note transport for damage and verify that all connectors are plugged into their respective receptacles. Use the reject channel error code function to verify the operation of the sensors on the note transport module. Clean the sensors in the note transport a needed. Restart the cash dispenser. Reset the error code. Perform the test dispense function several times (two or three). Complete a live transaction. If the error does not show again put the cash dispenser into service. If the error code returns, replace the note transport module.

**ERROR CODE:** 330 (4Eh) [N]

**DESCRIPTION:** Communication timeout.

**RECOMMENDED ACTION:**

This error is reported when the transmission of each one of the characters in the command string is not

completed within the time restriction imposed by the electrical interface. Inspect all cables for damage. Verify that the both ends of each cable are securely connected to its termination points. This problem may be caused by incompatibilities between terminal software and dispensing mechanism software. Check with Triton Systems Technical Support for known software incompatibilities.

**ERROR CODE:** 332 (50h) [P]

**DESCRIPTION:** Cassettes may have been changed.

**RECOMMENDED ACTION:**

This error code is generated when a movement command is sent before read cassette ID command after the cassettes, including the reject vault are removed. This is error code will set an “out of service” condition. Verify that each cassette is placed in its designated feed channel. Complete the test receipt printer function to determine which if any of the cassettes are not responding. If a cassette is not responding it may be necessary to inject a new identity into the cassette by completing the inject new cassette ID command. A defective cassette may also cause this problem.

**ERROR CODE:** 333 (51h) [Q]

**DESCRIPTION:** Reject vault full.

**RECOMMENDED ACTION:**

This error code is produced when the single reject event counter exceeds 50 reject events or the bundle reject event counter exceeds 250 notes. This error code will cause an “out of service” condition. Remove all documents from the reject vault. To clear the error code, the reject vault must be removed and inserted with the power on. This will reset the reject event counters.

**ERROR CODE:** 339 (57h) [W]

**DESCRIPTION:** Error in throat.

**RECOMMENDED ACTION:**

This error code is reported by the dispensing mechanism when a document is jammed in the throat sensor during a live dispenses or when a reset is performed. Make sure all cables between the note transport and the other units are undamaged and securely seated at their termination point. Check the operation of all sensors in the note transport module. Inspect the diverter area to make sure that it is not blocked and that it moves freely. Make sure that the access panels before and after the diverter are closed and secured in place. Remove any documents from the tote transport. Restart the cash dispenser. Reset the error code. Perform a live transaction. If the cash dispenser operates normally put it back in service. If the error code persists, replace the note transport module.

**ERROR CODE:** 343 (5Bh) [[]]

**DESCRIPTION:** Sensor error or sensor covered.

**RECOMMENDED ACTION:**

This error is produced when a sensor in note transport module is not working correctly during an internal self-test preceding the movement commands. Inspect all cables for damage. Make sure that all cables are securely fastened to their termination points. Open the access panels on the note transport and remove any documents that may be in the transport path. Access the error code command to

determine if any sensors in the reject channel are dirty or defective. Clean the dirty sensor, or replace the note transport as needed. Restart the cash dispenser. Reset the error. Perform a live transaction. If the cash dispenser operates normally put it in service. If the problem persists, replace the note transport module.

**ERROR CODE:** 348 (60h) [']

**DESCRIPTION:** Dispenser internal error.

**RECOMMENDED ACTION:**

This error code is reported when an internal error occurs in the dispenser. The most likely cause is internal communication problems within the dispenser. Inspect all cables for possible damage. Ensure that each cable is securely fastened to its termination point. Restart the cash dispenser. Reset the error. If the response to the RESET command indicates a successful execution, put the cash dispenser back in service. If the error code is reported again, it may be necessary to replace the CMC or one of the note feeder controllers.

**ERROR CODE:** 349 (61h) [a]

**DESCRIPTION:** Cassette lock faulty.

**RECOMMENDED ACTION:**

This error code is generated when the LIFTS UP command fails to open a note cassette to the operating position. Verify that the currency is properly installed in the cassette. If necessary, reload the currency in the cassette. If the problem remains after reloading the cassette, replace the cassette, the denomination extension, or the note feeder controller associated with the cassette causing the problem.

**ERROR CODE:** 350 (62h) [b]

**DESCRIPTION:** Jam in note stacker

**RECOMMENDED ACTION:** This status may be generated: 1.) When a note is jammed in the note stacker, 2.) When the note stacker is not turning, 3.) Or when the bundle carriage unit cannot be moving. Inspect for and clear any jammed notes that are found in the note stacker. Clean all sensors as needed. Reset the error. If the error persists, it may be necessary to replace the note stacker or the CMC module.

**ERROR CODE:** 351 (63h) [c]

**DESCRIPTION:** Module needs service.

**RECOMMENDED ACTION:**

This error code is generated by the dispensing mechanism when the calibration value for at least one of the sensors in any of the note feeders has exceeded the upper limits of its calibration range. Use the diagnostic functions or NMD test software to determine if a note feeder has a faulty or dirty sensor. Remove each note feeder module from the dispensing mechanism and clean their associated empty, pressure and exit sensors with clean compressed air. Install the note feeders and recheck their operation to determine if the error code has been cleared. If the error code has been cleared, the cash dispenser can be put back in service. If the error code is repeated, replace the note feeder or note feeder controller for the affected feed channel.

**ERROR CODE:** 353 (65h) [e]

**DESCRIPTION:** No message to resend.

**RECOMMENDED ACTION:** This error code may indicate a power loss/firmware restart has occurred at the dispenser controller and no information could be retrieved. Restart the cash dispenser. Reset the error. Perform several test dispenses. If the cash dispenser operates normally while performing a test dispense, put it back into service. If the error code recurs, replace the CMC module.

**ERROR CODE:** 356 (68) [h]

**DESCRIPTION:** Error in note transport.

**RECOMMENDED ACTION:**

This error code will be generated when the following conditions occur: 1. When the note is stuck in the note transport sensor. 2. When the note is stuck in between the note transport sensor and the throat. Inspect the note transport sensor for blockage. If the sensor is blocked, remove the blockage. Clean the sensors if needed. Restart the cash dispenser. Reset the error. If the error code continues, replace the note transport module. Otherwise, put the cash dispenser into service.

**ERROR CODE:** 357

**DESCRIPTION:** Dispenser data size error.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**ERROR CODE:** 358

**DESCRIPTION:** Dispenser device read error.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**ERROR CODE:** 359

**DESCRIPTION:** Dispenser device record error.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**ERROR CODE:** 360

**DESCRIPTION:** Dispenser invalid return ID.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**ERROR CODE:** 361

**DESCRIPTION:** Dispenser sequence error.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser is the error persists.

**ERROR CODE: 362**

**DESCRIPTION:** Dispenser device write error.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser is the error persists.

**ERROR CODE: 363**

**DESCRIPTION:** Dispenser device not found

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser is the error persists.

**ERROR CODE: 364**

**DESCRIPTION:** Dispenser device offline.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser is the error persists.

**ERROR CODE: 365**

**DESCRIPTION:** Dispenser BCC error.

**RECOMMENDED ACTION:**

Restart the operating system. Clear terminal error code. Replace the dispenser is the error persists.

**ERROR CODE: 366**

**DESCRIPTION:** Dispenser cassettes disabled.

**RECOMMENDED ACTION:**

Access management functions and enable cassettes.

**ERROR CODE: 367**

**DESCRIPTION:** Dispenser communication error.

**RECOMMENDED ACTION:**

Check the dispenser data and power cable connections. Restart the operating system. Clear terminal error code. Replace the dispenser is the error persists.

**ERROR CODE: 368**

**DESCRIPTION:** Dispenser cannot dispense the request.

**RECOMMENDED ACTION:**

Requested amount may exceed the dispensers one time limit. Enter a smaller value. If error persists, replace the dispenser mechanism.



**ERROR CODE: 369**

**DESCRIPTION:** Dispenser device reset.

**RECOMMENDED ACTION:**

Check data and power connections to the dispenser device. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 370**

**DESCRIPTION:** Dispenser - SDD EOT error.

**RECOMMENDED ACTION:**

Check data and power connections to the dispenser device. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 371**

**DESCRIPTION:** Dispenser SDD com error header-trailer.

**RECOMMENDED ACTION:**

Check data and power connections to the dispenser. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 372**

**DESCRIPTION:** Dispenser item value error

**RECOMMENDED ACTION:**

Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 373**

**DESCRIPTION:** Dispenser machine not opened.

**RECOMMENDED ACTION:**

Access the management functions menu and lock all cassettes. Verify that all cassettes used are in service.

**ERROR CODE: 374**

**DESCRIPTION:** Dispenser rejected cheque.

**RECOMMENDED ACTION:**

Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 375**

**DESCRIPTION:** Dispenser invalid request.

**RECOMMENDED ACTION:**

Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 376**

**DESCRIPTION:** Dispenser multiple device error.

**RECOMMENDED ACTION:**

Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 377**

**DESCRIPTION:** Dispenser device error.

**RECOMMENDED ACTION:**

Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 379**

**DESCRIPTION:** Dispenser unknown error code.

**RECOMMENDED ACTION:**

Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE: 382**

**DESCRIPTION:** Dispenser cassettes disabled (ALL).

**RECOMMENDED ACTION:**

Enter management functions menu and place the cassette(s) in service.

**ERROR CODE: 383**

**DESCRIPTION:** Dispense cassettes low (ALL).

**RECOMMENDED ACTION:**

All cassettes have reached low cash level. Reload cassettes. Clear terminal error code.

**ERROR CODE: 384**

**DESCRIPTION:** Dispenser cassettes empty (ALL).

**RECOMMENDED ACTION:**

All cassettes report no notes. Reload cassettes. Clear terminal error code.

**ERROR CODE: 385**

**DESCRIPTION:** Dispenser offline, no reject vault and not hoppers.

**RECOMMENDED ACTION:**

Verify that the dispenser mechanism has data and power cable connected. Verify power is applied to the dispenser.

**ERROR CODE: 386**

**DESCRIPTION:** Dispenser offline - no hoppers.

**RECOMMENDED ACTION:**

The hoppers are not detected. Check the computer area network connectors in the dispenser. Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE:** 387

**DESCRIPTION:** Dispenser offline - error-validating configuration.

**RECOMMENDED ACTION:**

Dispenser failed to identify the dispenser type installed. Verify all connectors to the dispenser mechanism. Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE:** 388

**DESCRIPTION:** Dispenser offline - NMD require Reject Vault and at least one cassette.

**RECOMMENDED ACTION:**

Verify that the Reject Vault and one cassette are present in the dispenser mechanism. Clear terminal error code. If error persists, replace the dispenser mechanism.

**ERROR CODE:** 389

**DESCRIPTION:** Dispenser offline. Detected offline error check op state.

**RECOMMENDED ACTION:**

Restart the operating system. Verify the error code lights on the dispenser are operating in proper sequence. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.

**ERROR CODE:** 390

**DESCRIPTION:** Dispenser offline - storing configuration.

**RECOMMENDED ACTION:** Restart the operating system. Verify the error code lights on the dispenser are operating in proper sequence. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.

**ERROR CODE:** 391

**DESCRIPTION:** Dispenser sensor failure.

**RECOMMENDED ACTION:**

Access the management function diagnostics menus to verify the operational error code of dispenser mechanism sensors. Clean sensors as needed. Replace dispenser components or dispenser if the error persists.

**ERROR CODE:** 392

**DESCRIPTION:** Error in last dispense.

**RECOMMENDED ACTION:**

Check operational **ERROR CODE** of dispenser. Replace dispenser if error code persists.

**ERROR CODE:** 395

**DESCRIPTION:** Multiple cassette of the same type.

**RECOMMENDED ACTION:**

NMD dispenser allows for only one of each cassette ID to be installed. Verify each cassette ID. Replace cassette or Inject New Cassette ID.

**ERROR CODE:** 500

**DESCRIPTION:** SPED Read Error.

**RECOMMENDED ACTION:**

Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.

**ERROR CODE:** 501

**DESCRIPTION:** SPED invalid return record.

**RECOMMENDED ACTION:** Refer to error 500.

**ERROR CODE:** 502

**DESCRIPTION:** SPED read type error.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 503

**DESCRIPTION:** SPED invalid command.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 504

**DESCRIPTION:** SPED invalid return ID.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 505

**DESCRIPTION:** SPED device busy.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 506

**DESCRIPTION:** SPED invalid request.

**RECOMMENDED ACTION:**Refer to error 500.

**ERROR CODE:** 507

**DESCRIPTION:** SPED sequence error.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 508

**DESCRIPTION:** SPED LRC error.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 509

**DESCRIPTION:** SPED no data.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 510

**DESCRIPTION:** SPED invalid message ID.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 511

**DESCRIPTION:** SPED Data overflow.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 512

**DESCRIPTION:** SPED device idle.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 513

**DESCRIPTION:** SPED device offline.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 514

**DESCRIPTION:** SPED device bit stuck.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 515

**DESCRIPTION:** SPED device attention stuck.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 516

**DESCRIPTION:** SPED device no attention.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 517

**DESCRIPTION:** SPED device timeout.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 518

**DESCRIPTION:** SPED command sequence error.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 519

**DESCRIPTION:** SPED invalid command data.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 520

**DESCRIPTION:** SPED device reset.

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 521

**DESCRIPTION:** SPED clear key

**RECOMMENDED ACTION:**

Refer to error 500.

**ERROR CODE:** 522

**DESCRIPTION:** EJ error.

**RECOMMENDED ACTION:**

Inspect electronic journal cabling. Seat connections. Restart operating system. Replace electronic journal.

**ERROR CODE:** 523

**DESCRIPTION:** EJ data size error.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 524

**DESCRIPTION:** EJ bad command.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 525

**DESCRIPTION:** EJ invalid ID.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 526

**DESCRIPTION:** EJ device busy.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 527

**DESCRIPTION:** EJ invalid request.

**RECOMMENDED ACTION:** Refer to error 522.

**ERROR CODE:** 528

**DESCRIPTION:** EJ sequence error.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 529

**DESCRIPTION:** EJ device offline.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 530

**DESCRIPTION:** EJ EXT error.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 531

**DESCRIPTION:** EJ SOH error.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 532

**DESCRIPTION:** EJ STX error.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 533

**DESCRIPTION:** EJ BCC error.

**RECOMMENDED ACTION:**

Refer to error 522.

**ERROR CODE:** 534

**DESCRIPTION:** EJ device reset.

**RECOMMENDED ACTION:**

Refer to error 522



**ERROR CODE: 535**

**DESCRIPTION:** Card Reader - Data size error.

**RECOMMENDED ACTION:**

Inspect card reader cabling. Inspect card reader for foreign objects. Clear the terminal error code. If error persists, reboot the ATM. Replace the card reader if error persists.

**ERROR CODE: 536**

**DESCRIPTION:** Card Reader - Device read error.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 537**

**DESCRIPTION:** Card Reader - Invalid Record.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 538**

**DESCRIPTION:** Card Reader - Reader type error.

**RECOMMENDED ACTION:**

Refer to Error code 535.

**ERROR CODE: 539**

**DESCRIPTION:** Card Reader - Invalid track.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 540**

**DESCRIPTION:** Card Reader - Invalid message.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 541**

**DESCRIPTION:** Card Reader - Com error.

**RECOMMENDED ACTION:**

Refer to Error/Error code 535.

**ERROR CODE:** 542

**DESCRIPTION:** Card Reader - Device busy.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 543

**DESCRIPTION:** Card Reader - Sequence error.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 544

**DESCRIPTION:** Card Reader - Invalid request.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 545

**DESCRIPTION:** Card Reader - LRC error.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 546

**DESCRIPTION:** Card Reader - No data.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 547

**DESCRIPTION:** Card Reader - Start sentinel not found.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 548

**DESCRIPTION:** Card Reader - End sentinel not found.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE:** 549

**DESCRIPTION:** Card Reader - Parity error.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 550**

**DESCRIPTION:** Card Reader - Card not removed.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 551**

**DESCRIPTION:** Card Reader - Card removed to slow.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 552**

**DESCRIPTION:** Card Reader - Device received invalid request.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 553**

**DESCRIPTION:** Card Reader - device offline.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 554**

**DESCRIPTION:** Card Reader - device reset.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 555**

**DESCRIPTION:** Card Reader - System timeout.

**RECOMMENDED ACTION:**

Refer to error code 535.

**ERROR CODE: 556**

**DESCRIPTION:** System timeout.

**RECOMMENDED ACTION:**

An operating system timeout has occurred. Verify operation of the power supply. Restart ATM. If error persists, replace the main board assembly.

**ERROR CODE: 557**

**DESCRIPTION:** System device reset.

**RECOMMENDED ACTION:**

Verify operation of the power supply. Restart ATM. Clear the error. If error persists, replace the main board assembly.

**ERROR CODE: 558**

**DESCRIPTION:** System sync error.

**RECOMMENDED ACTION:**

See error code 557.

**ERROR CODE: 559**

**DESCRIPTION:** System error.

**RECOMMENDED ACTION:**

See error code 557.

**ERROR CODE: 560**

**DESCRIPTION:** Unknown device error.

**RECOMMENDED ACTION:**

See error code 557.

**ERROR CODE: 561**

**DESCRIPTION:** Software error.

**RECOMMENDED ACTION:**

See error code 557.

**ERROR CODE: 562**

**DESCRIPTION:** SPED error.

**RECOMMENDED ACTION:**

Inspect cable from Main Board assembly to the SPED module for damage. Make sure that cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 565**

**DESCRIPTION:** Cabinet door open.

**RECOMMENDED ACTION:**

Close the control panel door. Reset error code. If error persists, verify the operation of cabinet door switch. Replace as needed.

**ERROR CODE: 566**

**DESCRIPTION:** Vault door open.

**RECOMMENDED ACTION:**

Close vault door. Reset error code. If error persists, check the operation of the vault door switch. Replace as needed.

**ERROR CODE: 567**

**DESCRIPTION:** Security module not found.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the security module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, replace the security module.

**ERROR CODE: 568**

**DESCRIPTION:** Security module com failed.

**RECOMMENDED ACTION:**

See error code 567.

**ERROR CODE: 569**

**DESCRIPTION:** Security module attached dev com failed.

**RECOMMENDED ACTION:**

See error code 567.

**ERROR CODE: 570**

**DESCRIPTION:** Security module dev port setup.

**RECOMMENDED ACTION:**

See error code 567.

**ERROR CODE: 571**

**DESCRIPTION:** Invalid default transaction.

**RECOMMENDED ACTION:**

To Be Determined.

**ERROR CODE: 572**

**DESCRIPTION:** SPED key from pad cmd aborted by user.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 573**

**DESCRIPTION:** SPED keys from pad cmd verify failed.

**RECOMMENDED ACTION:**

Inspect cable from Main Board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 574**

**DESCRIPTION:** SNA comms error.

**RECOMMENDED ACTION:**

To be determined.

**ERROR CODE: 575**

**DESCRIPTION:** Timeout waiting to send command to dispenser.

**RECOMMENDED ACTION:**

Inspect the serial communication cables from the main board assembly to the electronic journal and from the electronic journal to the dispenser for damage. Make sure that each cable is connected securely at both ends. Replace the cable if they appear damaged. Verify the proper DC operating voltages are applied to the dispenser mechanism. Possible defective components include main board assembly, the electronic journal, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.

**ERROR CODE: 576**

**DESCRIPTION:** Timeout waiting to receive response from dispenser.

**RECOMMENDED ACTION:**

Inspect the serial communication cables from the main board assembly to the electronic journal and from the electronic journal to the dispenser for damage. Make sure that each cable is connected securely at both ends. Replace the cable if they appear damaged. Verify the proper DC operating voltages are applied to the dispenser mechanism. Possible defective components include main board assembly, the electronic journal, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.

**ERROR CODE: 577**

**DESCRIPTION:** Card reader disabled.

**RECOMMENDED ACTION:**

Inspect card reader cable. Inspect the card reader for foreign objects. Replace the cable or clean the card reader as needed. Clear the error. Restart the ATM. If the error persists, replace the card reader.

**ERROR CODE: 578**

**DESCRIPTION:** Card reader present timeout.

**RECOMMENDED ACTION:**

Inspect card reader cable. Inspect the card reader for foreign objects. Replace the cable or clean the card reader as needed. Clear the error. Restart the ATM. If the error persists, replace the card reader.

**ERROR CODE: 579**

**DESCRIPTION:** SPED - Enable keypad command failed.

**RECOMMENDED ACTION:**

Inspect cable from Main Board assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 580**

**DESCRIPTION:** SPED - Disable keypad command failed.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 581**

**DESCRIPTION:** SPED - Enable key from pad module failed.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 582**

**DESCRIPTION:** SPED - Disable key from pad module.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 583**

**DESCRIPTION:** SPED - Enable PIN entry mode failed.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 584**

**DESCRIPTION:** SPED - Disable PIN entry mode failed.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 585**

**DESCRIPTION:** SPED - Enable JETCO PIN entry mode failed.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 586**

**DESCRIPTION:** SPED - Enable JETCO PIN entry mode failed.

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 588**

**DESCRIPTION:** ERR\_PRESENTER\_OFFLINE

**RECOMMENDED ACTION:**

Verify that a cable from the docking board to the presenter controller board is securely connected at both ends. If the cable appears undamaged, and it is securely connected at the docking board and the presenter controller board, replace the presenter assembly. If replacing the presenter does not clear the error, other possible causes of this problem may be the main board assembly or the docking board.

**ERROR CODE: 589**

**DESCRIPTION:** ERR\_PRESENTER\_MOTOR\_STALLED

**RECOMMENDED ACTION:**

Inspect the gears assembly on the presenter for possible damage. Replace the presenter if gear damage is apparent. Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris.

**ERROR CODE: 590**

**DESCRIPTION:** ERR\_PRESENTER\_EXIT\_JAM

**RECOMMENDED ACTION:**

Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris. Restart the cash dispenser. If the error persists, replace the presenter module.



**ERROR CODE:** 591

**DESCRIPTION:** ERR\_PRESENTER PAPER\_NOT\_DETECTED

**RECOMMENDED ACTION:**

Open the printer and verify that the paper is not jamming in the printer between the printer output and the input to the cutter. Clear all debris from the printer path. Restart the ATM. If the paper continues to jam, it may be necessary to replace the cutter or printer. If replacing the printer or cutter does not clear the error replace the presenter module.

**ERROR CODE:** 592

**DESCRIPTION:** ERR\_SPED\_DEVICE\_REPORTED FAILED

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 593

**DESCRIPTION:** ERR\_SPED\_IN\_USE

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 594

**DESCRIPTION:** ERR\_SPED\_DEVICE\_REPORTED\_COMM\_ERROR

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 595

**DESCRIPTION:** ERR\_SPED\_RETURNED\_INVALID\_AMOUNT\_OF\_DATA

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 596

**DESCRIPTION:** ERR\_SPED\_INVALID\_SPED\_TYPE

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 597

**DESCRIPTION:** ERR\_SPED\_INVALID\_SPED\_COMMS\_PROTOCOL

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 598

**DESCRIPTION:** ERR\_SPED\_INVALID\_DEVICE\_CLASS

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 599

**DESCRIPTION:** ERR\_SPED\_REPORTED\_UNRECOGNIZED\_COMMAND

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 600

**DESCRIPTION:** ERR\_SPED\_REPORTED\_BLOCK\_DOES\_NOT\_EXIST

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 601

**DESCRIPTION:** ERR\_SPED\_REPORTED\_INVALID\_ENCRYPT\_MODE

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 602

**DESCRIPTION:** ERR\_SPED\_REPORTED\_UNSUPPORTED\_CLEAR\_OPTION

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 603

**DESCRIPTION:** ERR\_SPED\_REPORTED\_TAMPER\_PRESENT

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 604

**DESCRIPTION:** ERR\_SPED\_REPORTED\_INVALID\_KEY\_INDEX

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 605

**DESCRIPTION:** ERR\_SPED\_REPORTED\_PARENT\_KEY\_NOT\_LOADED

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 606

**DESCRIPTION:** ERR\_SPED\_REPORTED\_WRONG\_DATA\_LENGTH

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 607

**DESCRIPTION:** ERR\_SPED\_REPORTED\_PIN\_RETRY\_TOO\_SOON

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is

connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 608

**DESCRIPTION:** ERR\_SPED\_SELFTEST\_CRC\_FAILED

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 609

**DESCRIPTION:** ERR\_SPED\_SELFTEST\_CRYPTOGRAPHIC\_ERROR

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 610

**DESCRIPTION:** ERR\_SPED\_SELFTEST\_BATTERY\_LOW\_STATUS

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 611

**DESCRIPTION:** ERR\_SPED\_SELFTEST\_SERIAL\_NUMBER\_ERROR

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 612

**DESCRIPTION:** ERR\_SPED\_TAMPER\_STATUS\_COLD

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE:** 613

**DESCRIPTION:** ERR\_SPED\_TAMPER\_STATUS\_FRONT

**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 614****DESCRIPTION:** ERR\_SPED\_TAMPER\_STATUS\_BACK**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 615****DESCRIPTION:** ERR\_SPED\_TAMPER\_STATUS\_GRID**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 616****DESCRIPTION:** ERR\_SPED\_TAMPER\_STATUS\_VOLTAGE**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**ERROR CODE: 617****DESCRIPTION:** ERR\_SPED\_SERIAL\_NUMBER\_CHANGE**RECOMMENDED ACTION:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**MISCELLANEOUS ERROR CODES**

The following paragraphs discuss the set of miscellaneous error codes that are generally associated with communication failure at either the processor or the terminal.

**ERROR CODE: 1****DEFINITION:** Time-out**POSSIBLE CAUSE:**

1. Request has been sent. Time-out waiting for response or carrier was dropped. No characters were received. Time-out is typically 60 seconds.
2. Request has been sent. Time-out waiting for response or carrier was dropped. At least one character was received (ETX was never received). Time-out is typically 60 seconds.
3. EOT was received as first character after sending a NAK due to a bad response message.

**RESULT:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 3**

**DESCRIPTION:** BCD NOANSWER

**POSSIBLE CAUSE:**

Possible may be a processor or telephone hardware problem.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable

**ERROR CODE: 4**

**DESCRIPTION:** ERROR IN MODEM DATA

**POSSIBLE CAUSE:**

Unexpected data received from processor in response to message.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 5**

**DESCRIPTION:** Connect 1200 Baud then lost carrier or connection. Host hung up.

**POSSIBLE CAUSE:**

1. Telephone line is not dedicated. (ATM is being used with another devices connected to the line.
2. Telephone line is noisy and in general has poor quality characteristics.
3. Baud rate set to high for telephone line conditions. Change baud rate settings.
4. Modem may be defective.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 6**

**DESCRIPTION:** BGD NODIALTONE

**POSSIBLE CAUSE:**

1. Used up all radial attempts and got No Dial Tone for each attempt.
2. Check local telephone line for proper operation.
3. Telephone hardware problems.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 11**

**DESCRIPTION:** No connect

**POSSIBLE CAUSE:**

1. Used up all radial attempt and got Busy Signal for each attempt or No Dial Tone for each attempt.
2. Got connected and never received ENQ within time-out period (14 Seconds).

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 13**

**DESCRIPTION:** BGD DONE GOOD

**POSSIBLE CAUSE:**

Communication was normal, but response header does not match request.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 14**

**DESCRIPTION:** BGD DONE BAD

**POSSIBLE CAUSE:**

1. EOT was received as first character after the first request message was sent.
2. If EOT is received on subsequent attempts, then Error Code 1 is reported

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 17**

**DESCRIPTION:** NO EOT

**POSSIBLE CAUSE:**

1. EOT from processor was not received within time out period.
2. Carrier was lost before receiving EOT.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE: 18**

**DESCRIPTION:** OVERFLOW

**POSSIBLE CAUSE:**

Received more characters, than expected after request causing modem buffer overflow.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE:** 48

**DESCRIPTION:** NO ANSWER

**POSSIBLE CAUSE:**

1. Modem response was good, but operation was not performed.
2. This is normally an internal terminal problem.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE:** 65

**DESCRIPTION:** Processor not communicating with the modem correctly

**POSSIBLE CAUSE:**

This is normally a terminal problem. The modem or the main board may cause the problem.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.

**ERROR CODE:** 143

**DESCRIPTION:** PTDF (Processor Timeout Delay Failure) - ACS Code only.

**POSSIBLE CAUSE:**

A corrupt pin-working key may cause this problem.

**RESULTS:**

No money is dispensed, screen and receipt display system unavailable.



**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
32	X			Good operation	N/A
33	X			Feed failure	3
34	X			Mistracked note at feed	3
35	X			Mistracked note at double detect	3
36	X			Mistracked note at exit	3
37	X			Note too long at exit	3
38	X			Blocked exit	3
39	X			Too many notes	3
42	X			Timing wheel error	1
44	X			Bad roller profile	1
45	X			Diverter error	1
46	X			Exit quantified	1
47	X			Note missing at double detect	3
48	X	X		Reject rate exceeded	3
49	X	X		Jam at exit	3
50	X			Interference recovery	3
51	X	X		Suspect exit accountancy	3
52	X			Ram error	1
53	X			Eprom error	1
54	X			Operation timeout	1
55	X			Ram corruption	1
56	X			Link error	1
95			X	Multiple cassettes of same type installed	11
101		X		Error (2 sec. timeout waiting for pick)	3
102		X		Error (pick motor overcurrent)	3
103		X		Thickness sensor unstable	1
104		X		Unable to clear width sensors during reject	3
105		X		Insufficient notes to learn	3
106		X		FIFO error	3
107		X		Suspect reject accountancy	3

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
108		X		Unexpected note at double detect	3
109		X		Timeout at exit sensor	3
110		X		Trailing edge timeout at exit	3
111		X		Diverter timeout	1
112		X		Timeout waiting for leading edge at reject	1
113		X		Timeout waiting for trailing edge at reject	1
114		X		Exit blocked during purge	3
115		X		Diverter timeout on purge	1
118		X		Exit sensor blocked on start of dispense or learn	3
119		X		Diverter in dispense position on start of dispense or learn	3
120		X		Reject cassette not present	3
121		X		Note cassette not present	3
122		X		Unexpected note at exit	3
124		X		Diverter moved to exit position during reject/purge	1
125		X		Initial status check failed	3
126		X		Diverter moved to reject position during dispense	1
128	X	X	X	Error in reply from dispenser	1
129	X	X	X	Dispenser not responding	1
130	X	X	X	No acknowledge from dispenser	1
131	X	X	X	No CTS (ready) from dispenser	1
132	X	X	X	Status reported bad double detect in previous dispense	1
133	X	X	X	5 volts not present from dispenser	1
134	X	X	X	Status reported exit blocked	3
135	X	X	X	Status reported feed sensor blocked	3
136	X	X	X	Modem initialization failed	2
138	X	X	X	Print failure to receipt	2
139	X	X	X	Print controller not responding	2
140	X	X	X	Time out waiting for printer to be ready	2
141	X	X	X	Status reported paper jam	15

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES					
Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
142	X	X	X	Dispenser returned bad command error	1
143	X	X	X	PTDF error	1
144	X	X	X	Security module not responding	1
145	X	X	X	Security module bad reply	1
146	X	X	X	Electronic journal not responding	1
147	X	X	X	Electronic journal bad reply	1
148	X	X	X	Electronic journal write failed	1
149	X	X	X	Electronic journal read failed	1
150	X	X	X	Electronic journal status failed	1
151	X	X	X	Electronic journal full	16
152	X	X	X	Electronic journal corrupt	1
153	X	X	X	Electronic journal download failed	1
154	X	X	X	Electronic journal bad	1
155	X	X	X	Electronic journal module failed	1
156			X	No cassette - cassette out of service	4
157	X	X	X	Electronic journal erase failed	1
158	X	X	X	Electronic journal format failed	1
159	X	X	X	Electronic journal test feature failed	1
160	X	X	X	Electronic journal set feature failed	1
161	X	X	X	Electronic journal clear feature failed	1
162	X	X	X	Electronic journal get serial number failed	1
163	X	X	X	Terminal did not answer Triton Connect	1
164	X	X	X	Terminal did not return call to Triton Connect	1
165	X	X	X	Electronic journal not present	1
166	X	X	X	Bad dispenser	1
167	X	X	X	Reported low cash to Triton Connect	7
168	X	X	X	Software download to terminal failed	1
182	X			Currency cassette low	7
183	X	X	X	Receipt printer paper low	12
185	X	X	X	Phone number not configured	5

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
186	X	X	X	Bill size not configured correctly	5
187	X	X	X	Maximum withdrawal not configured correctly	5
188	X	X	X	Communications key not configured	5
189	X	X	X	Terminal ID not configured	5
190	X	X	X	Master key not configured	5
192	X	X	X	Communications failure	1
194			X	An attempt to dispense bills is being made when the cassettes are not locked	8
195	X	X	X	Receipt printer out of paper	12
196	X	X	X	Card reader error	2
203	X	X	X	SPED keypad is not replying to main board	2
204	X	X	X	Number of bills dispensed not equal to bills requested.	1
205	X	X	X	SPED keypad reported tamper condition	2
206	X	X	X	SPED could not perform a successful command within maximum attempts/ tries	2
207	X	X	X	SPED not detected	2
208			X	Dispenser did not reply after a dispense command.	1
209			X	Check number of notes delivered command failed	1
210			X	The dispenser type is unknown	1
211			X	The reply from the dispenser was invalid.	1
231	X	X	X	Warning: Card left in card reader	2
233	X	X	X	SmartCard reader not installed	2
236	X	X	X	Failed to make a connection to a TCP/IP host	*
237	X	X	X	TCP/IP device failed	*
300			X	Successful command	N/A
301			X	Low level	7
302			X	Empty cassette	3
303			X	Lifts are down	8
304			X	Rejected notes	6
305			X	Wrong count	1
306			X	Failure to feed	3

TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES					
Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
307			X	Transmission error	1
308			X	Illegal command or command sequence	1
309			X	Jam in note qualifier	3
310			X	Feed cassette not present	4
311			X	Configuration record size invalid	1
312			X	No notes retracted	1
313			X	Cassette hopper map invalid	1
314			X	Cannot resolved dispense count	1
315			X	Reject cassette not properly listalled	9
316			X	Delivery failure	3
317			X	Reject failure	6
318			X	Too many notes requested	1
319			X	Jam in note transport	3
320			X	Reject cassette almost full	6
321			X	Cassette data corrupted	1
322			X	Main motor failure	1
323			X	Dispense count check error	1
325			X	Note qualifier faulty	1
326			X	Cassette exit sensor failure	1
327			X	Shutter failure	1
329			X	Notes in delivery throat	1
330			X	Communications time-out	1
332			X	Cassette may have been changed	10
333			X	Reject cassette full	6
339			X	Error in throat	1
343			X	Sensor error or sensor covered	1
348			X	NMD internal failure/data corrupted	1
349			X	Cassette lock faulty	8
350			X	Jam in note stacker	3
351			X	Module need service	1
353			X	No message to resend	1

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
356			X	Error in note transport	3
357			X	Dispenser - data size error	1
358			X	Dispenser - read error	1
359			X	Dispenser - record error	1
360			X	Dispenser - livalid return ID	1
361			X	Dispenser - sequence error	1
362			X	Dispenser - device write error	1
363			X	Dispenser - device not found	1
364			X	Dispenser - device offline	1
365			X	Dispenser - BCC error	1
366			X	Dispenser - cassette disabled	8
367			X	Dispenser - communications error	1
368			X	Dispenser - cannot dispense request	1
369			X	Dispenser - device reset	1
370			X	Dispenser - SDD end of transmission error	1
371			X	Dispenser - SDD communication error header-trailer	1
372			X	Dispenser - item value error	1
373			X	Dispenser - machine not opened	1
374			X	Dispenser - rejected cheque	1
375			X	Dispenser - invalid request	1
376			X	Dispenser - multiple errors	1
377			X	Dispenser - device error	1
378			X	Dispenser - cassette low	7
379			X	Dispenser - invalid status	1
380			X	Dispenser - setup incomplete	1
381			X	Dispenser - cassette map invalid	1
382			X	Dispenser - all cassettes disabled	8
383			X	Dispenser - all cassettes low	7
384			X	Dispenser - all cassettes empty	4
385			X	Dispenser - device found , no reject no hoppers	4

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
386			X	Dispenser - device and reject found no hoppers	4
387			X	Dispenser offline - error validating configuration	1
388			X	Dispenser - NMD requires reject and 1 cassette	4
389			X	NMD detected offline error - check op status	4
390			X	Dispenser offline - storing configuration record	1
391			X	Dispenser sensor failure 2	1
392			X	Error in last dispense 2	1
393			X	Error in double detect 2	1
394			X	Cash dispenser purge failed upon power up 2	1
395			X	Multiple cassettes of same type installed 2	11
396			X	Dispenser offline device found no reject bin	4
500	X	X	X	SPED - read error	2
501	X	X	X	SPED - invalid return record	2
502	X	X	X	SPED - invalid reader type	2
503	X	X	X	SPED - invalid command	2
504	X	X	X	SPED - invalid return ID	2
505	X	X	X	SPED - device busy	2
506	X	X	X	SPED - invalid request	2
507	X	X	X	SPED - sequence error	2
508	X	X	X	SPED - LRC error	2
509	X	X	X	SPED - No data	2
510	X	X	X	SPED - Invalid message ID	2
511	X	X	X	SPED - Device data overflow	2
512	X	X	X	SPED - Device idle	2
513	X	X	X	SPED - Device offline	2
514	X	X	X	SPED - Device bit stuck	2
515	X	X	X	SPED - Device attention stuck	2
516	X	X	X	SPED - Device no attention	2
517	X	X	X	SPED - Device timeout	2
518	X	X	X	SPED - Command sequence error	2

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
519	X	X	X	SPED - invalid command data	2
520	X	X	X	SPED - device reset	2
521	X	X	X	SPED - clear key	2
522	X	X	X	Electronic journal - error	2
523	X	X	X	Electronic journal - data size error	1
524	X	X	X	Electronic journal - bad command	1
525	X	X	X	Electronic journal - invalid ID	1
526	X	X	X	Electronic journal - device busy	1
527	X	X	X	Electronic journal - invalid request	1
528	X	X	X	Electronic journal - sequence error	1
529	X	X	X	Electronic journal - device offline	1
530	X	X	X	Electronic journal - ETX error	1
531	X	X	X	Electronic journal - SOH error	1
532	X	X	X	Electronic journal - STX error	1
533	X	X	X	Electronic journal - BCC error	1
534	X	X	X	Electronic journal - device reset	1
535	X	X	X	Card reader - data size error	2
536	X	X	X	Card reader - device read error	2
537	X	X	X	Card reader - invalid record	2
538	X	X	X	Card reader - reader type error	2
539	X	X	X	Card reader - invalid track	2
540	X	X	X	Card reader - invalid message	2
541	X	X	X	Card reader - communication error	2
542	X	X	X	Card reader - device busy	2
543	X	X	X	Card reader - sequence error	2
544	X	X	X	Card reader - invalid request	2
545	X	X	X	Card reader - LRC error	2
546	X	X	X	Card reader - No data	2



**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
547	X	X	X	Card reader - start sentinel not found	2
548	X	X	X	Card reader - end sentinel not found	2
549	X	X	X	Card reader - parity error	2
550	X	X	X	Card reader - card not removed	2
551	X	X	X	Card reader - card removed too slow	2
552	X	X	X	Card reader - device received invalid request	2
553	X	X	X	Card reader - device offline	2
554	X	X	X	Card reader - device reset	2
555	X	X	X	Card reader - system timeout	2
556	X	X	X	Triton ATM system timeout	1
557	X	X	X	System device reset	1
558	X	X	X	System sync error	1
559	X	X	X	O/S - Operating System error	1
560	X	X	X	Unknown device error	1
561	X	X	X	Terminal software error	1
562	X	X	X	The SPED keypad cannot be found or is not online	2
563	X	X	X	The hard disk space is low	2
564	X	X	X	Cannot access the hard drive	2
565	X	X	X	Door 1 open	13
566	X	X	X	Door 2 open	13
567	X	X	X	Security module not found	2
568	X	X	X	Security module communication failed	2
569	X	X	X	Security module attached device com failed	2
570	X	X	X	Security module device port setup	2
571	X	X	X	Invalid default transaction	17
572	X	X	X	SPED key from pad command aborted by user	2
573	X	X	X	SPED key from pad command verify failed	2
574	X	X	X	SNA communications error	1
575	X	X	X	Timeout waiting to send command to dispenser	1

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
576	X			Timeout waiting to receive response from dispenser	1
577	X	X	X	Card reader disabled	2
578	X	X	X	Card reader card present timeout	2
579	X	X	X	(SPED) Enable keypad command failed	2
580	X	X	X	(SPED) Disable keypad command failed	2
581	X	X	X	(SPED) Enable key from pad mode failed	2
582	X	X	X	(SPED) Disable key from pad mode failed	2
583	X	X	X	(SPED) Enable PIN entry mode failed	2
584	X	X	X	(SPED) Disable PIN entry mode failed	2
585	X	X	X	(SPED) Enable JETCO PIN entry mode failed	2
586	X	X	X	(SPED) Disable JETCO PIN entry mode failed	2
588	X	X	X	Printer presenter offline	15
589	X	X	X	Printer presenter motor stalled	15
590	X	X	X	Printer presenter exit jam	15
591	X	X	X	Printer presenter paper not detected	15
592	X	X	X	(SPED) Reported command failed	2
593	X	X	X	(SPED) In use	2
594	X	X	X	(SPED) Reported communication error	2
595	X	X	X	(SPED) Returned invalid amount of data	2
596	X	X	X	(SPED) Invalid SPED type	2
597	X	X	X	(SPED) Invalid SPED communications protocol	2
598	X	X	x	(SPED) Invalid SPED class	2
599	X	X	X	(SPED) Reported unrecognized command	2
600	X	X	X	(SPED) Reported block does not exist	2
601	X	X	X	(SPED) Invalid encrypt mode	2
602	X	X	X	(SPED) Reported unsupported clear option	2
603	X	X	X	(SPED) Reported tamper present	2
604	X	X	X	(SPED) Reported invalid key index	2
605	X	X	X	(SPED) Reported parent key not loaded	2

**TABLE 7-1 - STATUS CODES / ERROR RECOVERY PROCEDURES**

Error Code	SDD	TDM-100 TDM-150	NMD-50	Meaning	Recovery Procedure
606	X	X	X	(SPED) Reported wrong data length	2
607	X	X	X	(SPED) Reported PIN retry too soon	2
608	X	X	X	(SPED) Self test CRC failed	2
609	X	X	X	(SPED) Self test cryptographic error	2
610	X	X	X	(SPED) Self test battery low status	2
611	X	X	X	(SPED) Self test serial number error	2
612	X	X	X	(SPED) Tamper status cold	2
613	X	X	X	(SPED) Tamper status front	2
614	X	X	X	(SPED) Tamper status back	2
615	X	X	X	(SPED) Tamper status grid	2
616	X	X	X	(SPED) Tamper status voltage	2
617	X	X	X	(SPED) Serial number changed	2

**1*****ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**2*****ERROR RECOVERY PROCEDURE***

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation.
3. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**3****ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to check each cassette. Look for and remove any jammed notes and poor-quality notes. Make sure there is an adequate level of currency in the cassette. Be sure to perform a full **Cassette Close** if currency is added to or removed from a cassette! After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**4****ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes are present. Remove and replace each cassette and restore the dispensing mechanism to operation, using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation. If the error condition was not cleared after following the steps outlined above, check the applicable parameter, as follows:

**PRIMARY NUMBER.** Go to **Terminal Configuration/Communication** in Management Functions. Enter a valid Primary Number, if necessary, and continue with Step 4.

**MULTIPLE AMOUNT.** Go to **Terminal Configuration/Cassette Setup/Cassette Parameters/Multiple Amount** in Management Functions. Enter a valid Multiple Amount, if necessary, and continue with Step 4.

**MAXIMUM AMOUNT.** Go to **Terminal Configuration/Cassette Setup/Maximum Amount** in Management Functions. Enter a valid Maximum Amount, if necessary, and continue with Step 4.

**PIN MASTER KEY.** Go to **Key Management** in Management Functions. Enter a valid **PIN Master** key, if necessary and continue with Step 4.

**DOWNLOAD WORKING KEY.** Go to **Key Management** in Management Functions. Download the Working key, if necessary, and continue with Step 4.

**TERMINAL NUMBER.** Go to **Terminal Configuration/General Parameters** in Management Functions. Enter a valid Terminal Number, if necessary, and continue with Step 4.

3. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, return to the Customer Welcome screen and resume normal operation using the procedure in Step 2. If the error condition has not been cleared, go to Step 5.
4. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

**6****ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the reject vault in the dispensing mechanism. Remove any rejected notes. After removing any rejected notes, reinstall the reject vault and restore the dispensing mechanism to operation using the applicable steps of the currency replenishment procedure. After completing the check for rejected notes, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.



**7****ERROR RECOVERY PROCEDURE**

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to check each cassette. Make sure there is an adequate level of currency in the cassette. Load additional currency as required. Be sure to perform a full **Cassette Close** if currency is added to or removed from a cassette! After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above, or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Go to **Diagnostics/Dispenser/Cassette Parameters** in Management Functions. Ensure that the cassettes are Locked and In Service. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 7.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the reject vault in the dispensing mechanism. Verify that the reject vault is present. Remove and replace the reject vault and restore the dispensing mechanism to operation, using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes have the correct denomination. One or more cassettes may have been installed with different note denominations and not inputted in the **Cassette Parameters** function during a previous cassette servicing operation. Remove and check the cassettes using the applicable steps in the cassette replenishment procedure, as necessary. After checking each cassette, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Check the labels on the cassettes. If a duplicate cassette is installed, replace it with the correct non-duplicate cassette. If necessary, use the **Inject New Cassette ID** procedure to ensure each cassette has a unique ID (A, B, C, or D). Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Printer Paper Replenishment** procedure to make sure there is an adequate level of paper on the receipt paper roll. Load a new paper roll, if necessary. After checking the receipt paper roll, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Check the applicable door:

**Control Panel Door.** Ensure the control panel door is closed and locked. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.

**Security Cabinet Door.** Ensure the security cabinet door is closed and locked. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.

2. Return to the Customer Welcome screen and resume normal operation.
3. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Currency Replenishment** procedure to access the cassettes in the dispensing mechanism. Verify that the cassettes are present. Remove and replace each cassette and restore the dispensing mechanism to operation using the applicable steps of the currency replenishment procedure. Continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.



1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. Follow the **Printer Paper Replenishment** procedure to access the printer. Check for conditions that could cause paper jams, such as crumpled or bunched paper, foreign objects, or other blockages of the printer take-up slot, etc. Make sure there is an adequate level of paper on the receipt paper roll. Load a new paper roll if necessary. After checking the printer, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 4.
2. If the error clears, perform a **Test Dispense** to provide an additional level of assurance that the ATM is fully operational. After completing the Test Dispense, continue with Step 3.
3. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation. If the Test Dispense was not successful, continue with Step 4.
4. **Clear Journal**. This should enable the terminal to continue storing new records. Note: The oldest records will be overwritten as new records are written to the journal. You may wish to archive or print the journal before clearing it! After clearing the journal, continue with Step 5.
5. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, perform a Test Dispense according to the procedure in Step 2. If the Test Dispense was successful, return to the Customer Welcome screen and resume normal operation using the procedure in Step 3. If the error condition has not been cleared, go to Step 6.
6. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.

1. Attempt to **Reset Terminal Error**. If the error condition is cleared, go to Step 2. If the error condition is not cleared, go to Step 3.
2. Return to the Customer Welcome screen and resume normal operation.
3. Verify that the **Optional Screens/Buttons** have been enabled or disabled. Refer to **Terminal Configurations** for account/transaction types. If necessary, change the options available for your needs. Continue with Step 4.
4. Attempt to **Reset Terminal Error** using the procedure in Step 1. If the error condition is cleared, return to the Customer Welcome screen and resume normal operation using the procedure in Step 2. If the error condition has not been cleared, go to Step 5.
5. If the error condition was not cleared after following the steps outlined above or occurs again after a period of normal operation, contact your service provider for assistance.