

APPENDIX A: Error Codes

| ERROR CODES | ERROR DESCRIPTION | CORRECTIVE ACTION |
|--------------------|---|--|
| 20001 | Unable to load a cassette. | Remove and replace cassette – Check the micro-switch located on the inside left wall of the dispenser. |
| 20002 | Low Cash. | Replenish the cash – If using less than 75 bills, disable the “Low Cash Warning” in the Transaction Setup Menu. |
| 20003 | Reject Bin full. | Empty the Reject Bin – If the bin is empty, do a Day Total and then a Cassette Total – If that doesn’t help, check AP, BIOS and CDU ROM versions. |
| 20004 | Vault Door is open. | Check vault door switch (located upper left corner) – check that black and white, 2-wire connector is properly connected at rear of main board. Bend switch forward to aid closing problems. |
| 20010 | Receipt paper jam. | Remove jammed paper – Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer. Remove printer to locate difficult jams. |
| 20012 | Receipt feed lever open. | Close the feed lever on the printer. |
| 20013 | Receipt paper empty. | Replenish the paper roll. |
| 20014 | Thermal printer is overheated. | Contact manufacturer. |
| 2xx15 | Cash Dispenser detects bills prior to dispensing. | Remove any jammed bills from the dispenser. |
| 90001 | Card Swipe Error. | This does not mean the card reader is bad. Just records unsuccessful attempts at swiping cards. |
| Axxx1 | Receipt Printer feed lever open – during operation. | Close the feed lever on the printer. |
| Axxx2 | Thermal printer is overheated – during operation. | If problem is consistent then print head assembly may be defective. |
| Axxx3 | Receipt paper jam. | Remove jammed paper – Release receipt paper drawer by pressing the tab with the green sticker located at the front of the printer. |
| Axxx4 | Receipt paper is empty. | Replenish the paper roll. |
| Axxx5 | Receipt paper is jamming during loading. | Remove any jammed paper and then reload. |
| Axxx8 | Receipt Printer cutter error. | If consistent, printer will require repair/replacement. |
| ADNxx | Printer connection error. | Check cables between Printer and Mainboard. Remove cables (even though they may be attached) and reconnect. |
| CANCE | Surcharge Cancel | Customer has canceled the transaction at surcharge. |
| C0011 | Exit sensor is not cleared | Check sensor, verify that the cabling plugged into the sensor boards is secure. |
| C0012 | Reject gate timing sensor not cleared. | Check dispenser for jammed bills and reinitialize the machine. |
| C0013 | Both reject gate and exit sensor not cleared | Check dispenser for any notes or obstructions. |
| C0017 | Undefined | |
| C0021 | Double detect sensor is not cleared. | Check dispenser for jammed bills and reinitialize the machine. |
| C0022 | 1 st cassette inlet sensor not cleared. | Check dispenser and cassette for jammed bills. |
| C0023 | Cassette exit sensor (L+R) not cleared. | Check dispenser for jammed bills and reinitialize the machine. |

| ERROR CODES | ERROR DESCRIPTION | CORRECTIVE ACTION |
|--------------------|---|---|
| C0028 | Count sensors not cleared | Check dispenser for jammed bills and reinitialize the machine. |
| C0030 | Main Motor encoder is not synchronized | Turn dispenser over by hand, and then reinitialize. May require repair. |
| C0031 | Forward motor encoder not synchronized. | Turn dispenser over by hand, and then reinitialize. May require repair. |
| C0032 | 1 st cassette inlet sensor not cleared | Check for notes where the cassette engages the dispenser. |
| C0033 | Undefined | |
| C0036 | Exit sensor blocked while initializing | Clear any notes which may be blocking the exit sensor. |
| C0037 | Invalid response (or no response) from double detect sensor | Verify the connection to the double detect module. |
| C0039 | Solenoid not responding | Verify the function of the gate solenoid. |
| C003A | Too many notes requested during a test dispense | Test dispense failed, re-run the test and check notes. |
| C0041 | Failed (5 times) to dispense a note after a successful dispense | Check why notes are rejecting following at least one successful dispense (in the same transaction). |
| C0042 | Undefined | |
| C0043 | 10 Notes rejected in a row (single transaction) | Check the notes in the cassette. Check reject analysis for source of rejected notes (long note, double-detect, etc) |
| C0044 | 5 notes consecutively rejected | Check reject analysis for cause of rejected notes. |
| C0045 | Note count sensor reporting mismatch | Verify count of notes in the cassette against the settlement. |
| C0046 | Undefined | |
| C0047 | 1 st cassette failed to dispense a note | Most common reason is cassette is empty. Verify that there are notes in cassette 1. Check the quality of the notes and condition of the pick rollers. |
| C0049 | Dispense request of "0" notes | Check setup of CDU in Operator Menu, dispenser may need reprogramming. |
| C004A | First cassette exit sensor (#6, #7) not clear | Clear the note path of any notes or obstructions. |
| C004D | 1 st cassette not inserted | Check cassette and verify that it's inserted properly. |
| C004E | 2 nd cassette not inserted | Check cassette and verify that it's inserted properly. |
| C0050 | AP does not receive response after dispense request | AP did not validate dispense command. This is an AP software fault, not CDU. |
| C0051 | Exceeded maximum number of notes dispensed (150) in a single trans. | Check reject analysis, and verify test dispense. |
| C0052 | 1 st cassette inlet sensor not cleared | Check for notes where the cassette engages the dispenser. |
| C0053 | Abnormal amount of double-detect failures during dispense | Check condition of double-detect module. Check quality of notes and pick rollers. |
| C0054 | Undefined | |
| C0055 | Long note detected at exit sensor during dispense | Clear any jammed notes or obstructions from the exit sensor. |
| C0056 | Short note detected at exit sensor during dispense | Clear any jammed notes or obstructions from the exit sensor; mismatch of rejected notes. |

| ERROR CODES | ERROR DESCRIPTION | CORRECTIVE ACTION |
|--------------------|---|---|
| C005A | Undefined | |
| C005B | 2 nd cassette fails to pick up notes | Same as C0047, the second cassette is likely empty. |
| C0060 | 3 rd cassette inlet sensor not cleared | Check for notes where the 3 rd cassette engages the dispenser. |
| C0062 | 3 rd cassette inlet sensor not cleared | Check for notes where the 3 rd cassette engages the dispenser. |
| C006A | Note jam at 2 nd cassette exit | Check rollers and sensors where notes would leave the 2 nd cassette. |
| C0070 | 4 th cassette inlet sensor not cleared | Check for notes where the 4 th cassette engages the dispenser. |
| C0072 | 4 th cassette inlet sensor not cleared | Check for notes where the 4 th cassette engages the dispenser. |
| C007A | Note jam at 4 th cassette exit | Check rollers and sensors where notes would leave the 4 th cassette. |
| C007C | 4 th cassette fails to pick up notes | Same as C0047/C005B, verify that there are notes in the 4 th cassette. |
| C007D | 4 th cassette not inserted | Check cassette and verify that it's inserted properly. |
| C0080 | 2 nd cassette inlet sensor not cleared | Check for notes where the 2 nd cassette engages the dispenser. |
| C0081 | Double detect sensor not cleared while dispensing | Check double-detect sensor for note or obstruction. |
| C0082 | Note leaving cassette exit sensor did not reach DD | A note seen at cassette exit sensors did not reach the double detect module. Check for jammed notes. |
| C0083 | Reject gate timing sensor #2 not cleared during dispense. | Clear the note path before the reject gate. |
| C0084 | Reject gate timing sensor #3 not cleared during dispense. | Clear the note path before the reject gate. |
| C0085 | Note leaving DD sensor did not reach gate sensor | Check the note path for jammed or diverted notes. Check sensors from #5 to #2/#3. |
| C0086 | Note leaving gate sensor did not reach count sensor | Check for jammed notes between #2/#3 sensors and #0/#1 sensors. |
| C0090 | Sensor check error | Left measuring sensor A (#6/#7) |
| C0091 | Sensor check error | Right measuring sensor B (#6/#7) |
| C0092 | Sensor check error | Left gate timing sensor A (#2/#3) |
| C0093 | Sensor check error | Right gate timing sensor B (#2/#3) |
| C0094 | Sensor check error | Exit sensor (#4) |
| C0095 | Sensor check error | Double Detect (#5) |
| C0096 | Sensor check error | Left count sensor A (#0/#1) |
| C0097 | Sensor check error | Right count sensor B (#0/#1) |
| C009A | Note jam at 3 rd cassette exit | Check rollers and sensors where notes would leave the 3 rd cassette. |
| C009D | 3 rd cassette not inserted | Check cassette and verify that it's inserted properly. |
| C009F | 3 rd cassette fails to pick up notes | Similar to C0047, C005B verify that there are notes in the cassette. |
| D0001 | Modem initializing failure. | This error is reported from the host. Check that programming is correct for this processor. |
| D0002 | Reversal transaction failed. | Check transaction with the processor. Verify CDU functionality with diagnostics. Verify phone connection. |
| D0012 | Invalid transaction. | Network denial code. |
| D0013 | Invalid Amount. | Network denial code. |
| D0014 | Invalid Card Number. | Network denial code. |
| D0020 | Surcharge screen should have been displayed. | Network denial code. |

| ERROR CODES | ERROR DESCRIPTION | CORRECTIVE ACTION |
|--------------------|---|---|
| D0024 | Exceeds issuer withdrawal limit. | Network denial code. |
| D0039 | No credit account. | Network denial code. |
| D0051 | Insufficient funds. | Network denial code. |
| D0052 | No checking account. | Network denial code. |
| D0053 | No savings account. | Network denial code. |
| D0054 | Expired Card. | Network denial code. |
| D0055 | Invalid PIN. | Network denial code. |
| D0057 | Transaction not permitted – card | Network denial code. |
| D0058 | Transaction not permitted – Terminal | Network denial code. |
| D0061 | Exceed withdrawal limit. | Network denial code. |
| D0075 | Number of PIN tries exceeded. | Network denial code. |
| D0078 | No Account. | Network denial code. |
| D0080 | Invalid Date. | Network denial code. |
| D0083 | Cannot verify PIN. | Network denial code. |
| D0086 | Cannot verify PIN. | Network denial code. |
| D0091 | Bank unavailable. | Network denial code. |
| D0092 | System unavailable. | Network denial code. |
| D0093 | Transaction serial number mismatch. | Contact host processor. |
| D0094 | Record format mismatch. | Contact host processor. |
| D0095 | Routing ID mismatch. | Verify Routing ID number – Contact host processor. |
| D0096 | Terminal ID mismatch. | Verify Terminal ID number – Contact host processor. |
| D0097 | Response type mismatch (reversal). | Contact host processor. |
| D0098 | Response type mismatch (day-close). | Contact host processor. |
| D0099 | Response type mismatch (Configuration). | Contact host processor. |
| D009A | Response type mismatch (Withdrawal, Balance, Transfer). | Contact host processor. |
| D009B | STX omitted. | Contact host processor. |
| D009C | ETX omitted. | Contact host processor. |
| D009D | FS omitted (after response code). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D009E | FS omitted (after retrieval reference number). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D009F | FS omitted (after system trace audit number). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A0 | FS omitted (after account balance). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A1 | FS omitted (after available balance). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A2 | FS omitted (after available balance). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A3 | FS omitted (after authorization response text). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A4 | ETX is in wrong place. | Verify that version of ATM Software matches host processor. Contact host processor. |

| ERROR CODES | ERROR DESCRIPTION | CORRECTIVE ACTION |
|--------------------|---|--|
| D00A5 | FS omitted (after total cash dispense amount in day close). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A6 | FS omitted (after total non cash dispense amount in day close). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A7 | FS omitted (after surcharge amount in day close message). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A8 | FS omitted (after surcharge in configuration message). | Verify that version of ATM Software matches host processor. Contact host processor. |
| D00A9 | ETX omitted (from configuration message). | Contact host processor. |
| D0300 | Modem is not responding. | Verify modem function. |
| D1000 | No Connection. | Verify modem function. |
| D1100 | ENQ not received from host. | Contact host processor. |
| D1200 | Transmission error. | Verify modem function. |
| D1300 | NAK sent 3 times to host. | Verify host phone number – See D170x. |
| D1500 | Modem connection time out – host not responding. | Verify host phone number – verify modem speed – See D170x. If consistent, it could be a defective modem. |
| D170x | Modem cannot support connection – excessive line noise (usually D1704/06) | Phone line connected to ATM will not support Data-communication. In line filter may fix this. Excessive EMI emissions from outside source (neon sign, freezer). |
| D1800 | No dial tone. | Verify that incoming phone line is plugged into “line” rather than “Phone” on mainbaord. Phone line is in use or is being shared with another phone device (FAX, POS, phone) |
| D1900 | No answer. | Verify host phone number – See D170x |
| D2000 | Phone line busy. | Verify host phone number – call line with handset and check for busy signal – See D170x |
| D2100 | Modem initializing error. | Check modem. |
| D2200 | EOT not received from host. | Contact host processor. |
| D25xx | Network Connection | See page 3.33 of Operator Manual |
| E000x | RMS port failure, response time out, modem failure, no dial tone. | Verify RMS settings (Host Setup) – See D170x |
| F0001 | Current Number of bill is 0. | Load notes into the cash cassette – use Add Cassette function in Settlement. |
| F0002 | No Surcharge Owner set. | Set Surcharge owner – (Customer Setup) |
| F0003 | No Surcharge Amount. | Set Surcharge amount – (Customer Setup) |
| F0004 | No refresh time set when advertisement is enabled. | Set refresh timer – (Customer Setup) |
| F0005 | No Advertisement text when advertisement is enabled. | Set Advertisement text – (Customer Setup) |
| F0006 | Dispense limit set error (less than 25 notes) | Set Dispense limit – (Transaction Setup) |
| F0007 | Denomination Set error. | Valid Denomination are \$10, \$20, \$50, \$100 – (Transaction Setup) |
| F0008 | Fast Cash Set error (exceeded dispense limit). | Check the Fast Cash amount. (Transaction Setup) |
| F0009 | Master Key index is invalid. | Check Master Key index – verify checksum (Host Setup) |

| ERROR CODES | ERROR DESCRIPTION | CORRECTIVE ACTION |
|--------------------|---|--|
| F000A | Master Key is empty. | Check Master Key checksum – reinject key (Host Setup) |
| F000B | Host Telephone Number is not set. | Set Host Telephone Number – (Host Setup) |
| F000C | Error Retry timer is not set. | Set Error retry time (Host Setup) |
| F000D | RMS Password is not set when RMS is enabled. | Set RMS Password – (Host Setup) |
| F000E | RMS phone number is not set when RMS send is enabled. | Set RMS Phone number – (Host Setup) |
| F000F | Terminal ID is not set. | Set Terminal ID number – (Host Setup) |
| F0010 | Routing ID is not set. | Set Routing ID number – (Host Setup) |
| F0011 | Master Key Serial number is not set | Set Master Key serial number – (Host Setup) |
| F0013/ 14 | NVRAM Failure | Fatal error, defective memory chip. Replace Mainboard. |
| F0015 | Serial Number not Set | Set Serial number in Operator Menu |
| F0016 | Master Password left at default | ATM will not go into service with the default master password. The master password must be changed from default. |