Triton®
WHERE MONEY COMES FROM.™
A DOVER COMPANY

MODEL RT2000 SERIES
AUTOMATED TELLER MACHINE

USER MANUAL

VERSION 1.0

TDN 07102-00047 11/2004

CORPORATE HEADQUARTERS:

522 E. Railroad Street
Long Beach, MS 39560
Phone: (228) 868-1317
Fax: (228) 868-0437

RMA (RETURN MATERIAL AUTHORIZATION)
RETURN ADDRESS:

21404 Avenue B

Long Beach, MS 39560

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DISCLAIMER

The manufacturer of the Automated Teller Machine (ATM) product(s) described herein makes no representations or warranties, either expressed or implied, by or with respect to anything in this manual, and shall not be liable for any implied warranties of fitness for a particular purpose or for any indirect, special, or consequential damages. Information in this document is subject to change without notice and does not represent a commitment on the part of the manufacturer. **USE OF THIS PRODUCT IN A MANNER OTHER THAN THOSE DESCRIBED IN THIS MANUAL MAY RESULT IN PERSONAL INJURY.**

FCC COMPLIANCE (US units with modems)

Statement of Compliance: This equipment complies with Part 68 of the FCC rules. Located in the control area of the ATM is the product label. This label lists the FCC registration number and ringer equivalence number of the unit. If requested, this information must be provided to the telephone company. USCO/FIC Codes: When ordering service from the telephone company for the RT2000 ATM, the following information should be supplied:
Universal Service Order Code (USOC): RJ-11C
The Facility Interface Code (FIC): 02LS2

Plug and Jack: The plug and jack used to connect this equipment to premise wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. The telephone cord is designed to be connected to a compatible modular jack that is also compliant.

Ringer Equivalent Number (REN): The REN is used to determine the number of the devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5). To be certain of the number devices that may be connected to a line, as determined by the local RENs, contact the local telephone company.

Harm to the Network: If the RT2000 ATM causes harm to the telephone network, the telephone company will notify the customer that a temporary discontinuation of service may be required. If advanced notice is not possible, the telephone company will notify the customer as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it's necessary.

Notification of Changes in Telephone Company Equipment: The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advanced notice in order for you to make necessary modifications to maintain uninterrupted service.

Repairs and Returns: If telecom compatibility trouble is experienced with the RT2000 ATM, you may contact for repairs and warranty information: Triton at 1-228-868-1317

Triton Systems of Delaware, Inc.
522 East Railroad Street
Long Beach, MS 39560

If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved. Repairs should be made only by qualified factory representatives.

Party Lines: The RT2000 ATM must <u>not</u> be used on party lines.

Alarm Equipment: The RT2000 ATM should have its own dedicated phone line. Do not install the RT2000 on the same line as alarm equipment.

Electrical Safety Advisory: Telephone companies report that electrical surges, typically lightening transients, are very destructive to customer equipment connected to AC power sources. This has been identified as a major nationwide problem. A commercially available, power surge suppressor, is recommended for use with the RT2000 to minimize damage in the event of an electrical surge.

CANADIAN IC COMPLIANCE
NOTICE:

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements as prescribed in the appropriate terminal equipment technical requirements document(s). The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

NOTICE:

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

AVIS:

L'étiquette d'Industrie Canada identific le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de 1'entreprise locale de télécommunication. Le maté-riel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la comformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'fl y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales. Avertissement: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à an service d'inspection des installations électriques, ou à un électricien, selon le cas.

AVIS:

L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent étre raccordés à une interface. La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'exède pas 5.

UNITED KINGDOM

This equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in the different countries, the approval does not, of itself, give unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, contact your equipment supplier in the first instance. This unit uses only Dual-Tone Multi-Frequency (DTMF) address signaling.

EMISSIONS (EMI)
US REQUIREMENTS

This device complies with Part 15 of the FCC rules. Operation is subject to the following two (2) conditions:
1) This device may not cause harmful interference.
2) This device must accept any interference received, including interference that may cause undesired operation.

Note:

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CANADIAN REQUIREMENTS

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set in the Radio Interference Regulations of the Canadian Department of Communications. This Class A digital apparatus complies with Canadian ICES-003.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la Class A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada. Cet appareil numerique de la classe A est conforme a la norme NMB-003 Canada.

UK REQUIREMENTS
Warning:

This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Warranty Statement

Manufacturer warrants that the products delivered to a distributor will perform in accordance with the Manufacturer's published specifications for thirteen months from date of shipment in Long Beach, MS.

Manufacturer's warranty shall not apply to any damage resulting from abuse, negligence, accident, or to any loss or damage to the products while in transit.

Written notice and explanation of circumstances surrounding any claims that the goods have proved defective in material or workmanship shall be given promptly from the distributor to the manufacturer. No claim may be made, or action brought, by or through a distributor after the expiration of 14 months following any alleged breach of warranty.

Distributor's sole and exclusive remedy in the event of defect is expressly limited to the replacement or correction of such defective parts by manufacturer at its election and sole expense, except there shall be no obligation to replace or repair items which, by their nature, are expendable. If Manufacturer is unable to replace or repair the defective parts, Manufacturer shall refund to Distributor that portion of the purchase price allocable pays to such goods.

No representation or other affirmation of fact not set forth herein, including but not limited to statements regarding capacity, suitability for use, or performance of the goods, shall be or be deemed to be a warranty or representation by Manufacturer for any purpose, nor give rise to any liability or obligation of Manufacturer whatever.

Except as specifically provided in this document, there are no other warranties expressed or implied including, but not limited to, any implied warranties or merchantability or fitness for a particular purchase.

Limitation of Liability

In no event shall manufacturer be liable for loss of profits or incidental, indirect, special, consequential or other similiar damages arising out of any breach of this contract or obligations under this contract.

Defense of Infringement Claims

If notified promptly in writing of any action (and all prior claims relating to such action) brought against the Distributor based on a claim that Distributor's use of the goods infringes a patent or other intellectual property right, and if given access by Distributor to any information distributor has regarding such alleged infringement, Manufacturer agrees to defend Distributor in such action at its expense and will pay any costs or damages finally awarded against Distributor in any such action, provided the Manufacturer shall have had sole control of the defense of any such action and all negotiations for its settlement or compromise.

In the event that a final injunction shall be obtained against the Distributor's use of the goods or any of their parts by reason of infringement of a patent or other intellectual property right or if in Manufacturer's opinion the goods are likely to become the subject of a claim of infringement of a patent or other intellectual property right, Manufacturer will, at its option and at its expense, either procure for the Distributor the right to continue using the goods, replace or modify the same so they become non-infringing or grant the Distributor a credit for such goods as depreciated and accept their return. The depreciation shall be an equal amount per year over the lifetime of the goods as established by Manufacturer.

Manufacturer shall not have any liability to the Distributor under any provision of this clause if any infringement, or claim thereof, is based upon: (i) the use of the goods in combination with other goods or devices which are not made by Manufacturer; (ii) the use of the goods in practicing any process; (iii) the furnishing to the Distributor of any information, date, service, or applications assistance; or (iv) the use of the goods with modifications made by the Distributor. The Distributor shall hold Manufacturer harmless against any expense, judgment or loss for infringement of any patent or other intellectual property right which results from Manufacturer's compliance with the Distributor's designs, specifications or instructions. No costs or expenses shall be incurred for the account of Manufacturer without the written consent of Manufacturer. **The foregoing states the entire liability of manufacturer with respect to infringement of patents or other intellectual property right by the goods or any part thereof, or by their operation.**

Interpretation and Other Parole Evidence

This writing is intended by the parties as final expression of their agreement and is intended also as a complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties and no usage of the trade shall be relevant to supplement or explain any term used in these terms and conditions. Acceptance or acquiescence in a course of performance rendered under these terms and conditions shall not be relevant to determine the meaning of these terms and conditions even though the accepting or acquiescing party has knowledge of the performance and opportunity for objection. Whenever a term defined by the Uniform Commercial Code, as adopted in Mississippi, is used in these terms and conditions, the definition contained in the code is to control.

Modifications

These terms and conditions can be modified or rescinded only by writing signed by both the parties or their duly authorized agents.

Waiver Ineffective

No claim or right arising out of or relating to a breach of these terms and conditions can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. Waiver by either Manufacturer or Distributor of a breach by the other of any provision of these terms and conditions shall not be deemed a waiver of future compliance therewith, and such provisions shall remain in full force and effect.

Statute of Limitations

Any action by the Distributor or Manufacturer for breach of these terms and conditions must be commenced within one (1) year after the cause of action has accrued.

Applicable Law

These terms and conditions shall be governed by and construed in accordance with the provisions of the Uniform Commercial Code as adopted by the State of Mississippi.

Bankruptcy

In the event of any proceedings, voluntary or involuntary, in bankruptcy or insolvency by or against Distributor, or in the event of the appointment, with or without the Distributor's consent, of an assignee for the benefit of creditors or of a receiver or of a liquidator, then Manufacturer shall be entitled to cancel any unfilled part of these terms and conditions without any liability whatsoever.

Parts Only Limited Manufacturer's Warranty

Triton Systems of Delaware, Inc. warrants the components of each Model RT2000 ATM, excluding software and related documentation, against any defect in materials and/or workmanship for a period of 13 months from the shipping date. If a component fails due to defects in materials and/or workmanship within the warranty period, Triton will furnish a new or refurbished component, at its discretion. Triton shall not be responsible for labor or other costs associated with installing the components and the failed component shall be returned to Triton at the purchaser's expense. Triton shall not be responsible for misuse or abuse of a unit and any attempts to remove or deface the serial number or date code on a unit or any component thereof, or any attempt to repair a unit or to repair or replace any component by anyone other than a service technician authorized by Triton shall void this warranty.

Limited Warranty covers normal use. Triton does not warrant or cover damage:

• occurring during shipment of the equipment or components from or to Triton's facilities;
• caused by accident, impact with other objects, dropping, falls, spilled liquids, or immersion in liquids;
• caused by a disaster such as fire, flood, wind, earthquake, lightning, or other acts of God;
• caused by failure to provide a suitable installation environment for the equipment, including but not limited to, faulty wiring in the building in which the equipment is installed, installation in a facility with uncontrolled environmental conditions, failure to provide a dedicated electrical circuit on which the equipment operates, and/or lack of proper earth grounding for the equipment;
• caused by the use of the equipment for purposes other than those for which it was designed;
• resulting from improper maintenance;
• caused by any other abuse, misuse, mishandling, or misapplication.

Under no circumstances shall Triton or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the equipment or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, downtime, purchaser's time, the claims of third parties, including customers, and injury to property.

Disclaimer of Warranties

The warranty stated above is the only warranty applicable to this product. All other warranties, expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose or quality of service), are hereby disclaimed. No oral or written information, or advice given by Triton, its agents or employees shall create a warranty or in any way increase the scope of this warranty.

Shipping Damage

All equipment is shipped Free On Board (FOB), Triton's facilities. The organization or individual who has purchased the equipment assumes responsibility for the equipment once it leaves Triton's facilities.

Should your equipment be damaged in the process of shipment or delivery to your place of destination, we recommend the following course of action:

- If possible, call the shipping company before the driver leaves your delivery site. Make note of the damage on the "receipt of delivery" paperwork. If this is not possible, call them as soon as possible to report the damage.

- Take photographs of the damaged packaging prior to opening the boxes. If this is not possible, make note of key points, such as whether the equipment is on a pallet, if the banding is intact, how the boxes are damaged, etc. Keep all of the packaging for inspection by the shipping company.

- If you unpack the equipment, take photographs of the damaged equipment. If this is not possible, make note of the damages.

- You must file a claim with the shipper for shipping damages immediately after reporting the damages.

Should you specify the carrier, we recommend that you explore with this chosen carrier the policies and procedures regarding shipping damage claims prior to selecting them as your preferred carrier.

If the equipment receives structural damage and is in an un-installable condition, Triton will work with you to arrange for a replacement unit to be shipped as soon as possible. The purchaser will be billed for the replacement unit. Triton's repair technicians will repair the damaged unit after it is returned to our facilities. We will credit the purchaser's account for the full purchase price of the damaged unit, minus the cost of returning the unit to "like new" condition. Under no circumstances does Triton authorize anyone to complete structural damage repairs in the field. Therefore, we will not ship primary structural parts, such as a cabinet head or main cabinet body for repair in the field.

Authorized Installation and Service Providers

Triton utilizes several nationwide and regional authorized third party maintenance providers. Triton recommends all ATMs be installed and serviced by service technicians certified by Triton. This includes authorized third party service technicians and technicians who have been factory trained by Triton to service ATM equipment. Installation or repairs attempted by unauthorized service technicians may void the warranty or warranty claims denied on the product.

Please contact Triton's Technical Services department at (800) 259-6672 for a list of our third party service providers and/or to obtain information on the requirements and procedures for becoming a certified Triton service technician.

Triton's Technical Services Department

The primary purpose of the Technical Services department is to provide assistance to customers in the operation, trouble shooting, and repair of equipment manufactured by Triton. A toll-free phone number (1-800-259-6672) is provided for convenience. The Technical Services department operates to serve our customers. The staff is trained to follow our policies and procedures to ensure fair and uniform treatment of all our customers.

Automated Voice Mail System

Our goal is to have a 'live' person answer 100% of all incoming calls (during regular support hours). On occasion, however, call loads may exceed the capacity of the staff. When this occurs, an automated voice mail system will answer the call, indicate to the caller that all Technical Support specialists are busy assisting others, and ask the caller to leave detailed information about the nature of the call.

Should it become necessary to leave a voice mail message, the caller should state:

- their name,

- the organization for which they work,

- the **serial number** of the equipment they are calling about,

- detailed description of the problem that they are experiencing, and

- phone number where they can be reached, including area code.

As Technical Support specialists become available, they check for voice mail messages and return calls in the order in which they were received. By providing the information requested in the voice mail, the technician can be prepared when your call is returned. Triton asks you to be patient if you must leave voice mail and assures you that your call is important to us and that we will respond promptly.

Calls for Service or Repair

Calls for service or repair will be accepted from authorized service technicians only. End users must contact either the sales organization that placed the equipment or an authorized third party service organization to obtain service. The sections that follow describe the policies and procedures that relate to the repair and replacement of malfunctioning equipment.

Questions on Operation of Equipment

Technical support is available to owners of Triton equipment and to qualified service personnel. When calling for help with the configuration or operation of a Triton product, the caller must provide either positive identification as a service technician or the serial number of a Triton terminal. Technical support is provided during normal business hours for the life of the product.

When calling for help with an operational problem, please have available information pertaining to the nature of the trouble. This includes the type of equipment, examples of what is or is not happening, and the name of the processor that supports your terminal.

All questions pertaining to the settlement of accounts, transaction inquiries, and fund status must be directed to the processor. Triton does not have access to the information needed to answer questions relating to specific transactions.

CONTACT INFORMATION

TRITON SYSTEMS OF DELAWARE, INC.
21405 B STREET
LONG BEACH, MS 39560

Sales:

1 (800) 367-7191
1 (228) 868-1317
1 (228) 868-0437 FAX

Service:

1 (800) 259-6672 (Technical Support)
1 (228) 575-3229 FAX (Technical Support)
1 (228) 868-0859 FAX (Parts)

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SECTION 1
INTRODUCTION

What's in This Manual

This manual describes the operating features of the RT2000 ATM family. The setup and operating procedures described are generally applicable to any RT2000 ATM. If your ATM does not have the ability to perform some of the features described in this manual, it is because your processor does not support the feature or the dispenser was purchased without that particular option.

RT2000 Models

The RT2000 family consists of a number of ATM models. The primary difference between the various models is in the type of dispensing mechanism installed. The RT2000 family includes a single cassette dispensing mechanism (TDM-100 or TDM-150) or dual-cassette mechanism (TDM-200 or TDM-250). Each series uses a dispensing mechanism that is unique to that model.

Class of Service (Business Hours -vs-Level 1 Safe)

The basic RT2000 is UL certified for Business Hours Service and Level 1. Business Hours means that the currency should be removed from the dispenser and stored in a safe location when the business is closed to the public. Level 1 safe provides additional security and the abilty to store currency during non-business hours. The basic-model ATM is a rear-access machine, allowing access to the dispensing mechanism and currency cassette(s) from the rear (vault door) of the unit.

Computer System

The RT2000 uses Windows® Intel X Scale™ PC platform, a robust technological design that provides increased stability and improved speed while maintaining reliability and low cost of ownership. The operating system supports Windows file formats for adding custom logos and advertisements. In addition, it features Triton's completely custom designed motherboard.

INTRODUCTION

Feature Highlights

Important features of the RT2000 family are highlighted in the following list:

☐ Highly reliable, state-of-the-art PC platform design.

☐ Supports single and multi-cassette dispensing mechanisms.

☐ Easy to install and configure by software.

☐ Supports Dial-up, TCP/IP, VSAT, Radio Pad, or wireless communications.

☐ Optional Operator Service Panel (OSP) allows access to Management functions for security and ease of cassette loading and diagnostics.

☐ Supports remote setup, configuration, and monitoring via Triton Connect™ .

☐ Satisfies Americans with Disabilities Act (ADA) specifications for height, access, and the visually impaired via spoken word interface.

☐ Choice of either a 5.7" monochrome (standard) or 6.5" VGA color (optional)Liquid Crystal Display (LCD) screen.

☐ Thermal printer with presenter prints 80 mm receipts, coupons, and management reports.

☐ Dip-style card reader supports magnetic stripe cards. Optional EMV "smart" card reader or motorized card reader also available.

☐ Encrypting PIN Pad (EPP) to comply with all international encryption standards, Triple DES compliant.

☐ Dispenses U.S. and international currency types.

☐ Audio output provides user-action feedback as well as headphone accessible audible prompting for sight-impaired users.

☐ Management Functions provide indepth control of ATM operations.

☐ 16-key alphanumeric function keypad provides intuative menu selection and data entry. External keyboard supported for maintenance purposes.

☐ Integrated, lighted advertising panels.

☐ Cabinets available in *UL 291 Business Hours Service* or *UL 291 Level 1 Safe* models.

☐ High capacity electronic journal stores transactions for later printout and analysis.

☐ Camera bracket mounting provisions with dedicated camera aperture.

Model RT2000

Standard Features

Standard features of the RT2000 ATM are summarized in the following paragraphs.

Access and Transaction Security

Password-Controlled Access.

Access to the ATM's Management Functions is protected by a password-based access scheme. The ATM provides a "Master" password level of access and a flexible system of "User-level" passwords. The master password provides full access to the ATM's Management Functions, while User-level passwords provide access to a subset of those functions, as determined by the holder of the master password.

Transaction Encryption.

The ATM protects all transaction and message traffic to and from the unit using strong encryption techniques.

MAC Data Encryption Support

The ATM implements support for the Message Authentication Code (MAC) data encryption protocol. This capability is typically referred to as "MACing". MACing is a protocol supported by some processors and provides another level of encryption protection for message traffic to and from the ATM.

Encrypting PIN Pad (EPP) Entry Device Support

Secure EPP entry device is an encryption system that offers additional protection for the customer PIN during entry at the ATM keypad. Complies with all international encryption standards and is Triple DES compliant.

Multimedia Interface (Audio/Video)

> **Note**
>
> **The 5.7" display (monochrome) doesn't support graphics (welcome, banner, logo, receipts, etc.). The 6.5" display (color) supports all Ad graphics _except_ banners.**

The ATM's LCD screen can display text and graphical content in a wide range of colors providing an interesting and dynamic experience to the customer. In addition, graphics can be printed on receipts.

Text Effects

Various special effects such as blinking or fading can be applied to text messages that appear on the LCD screen.

Ad Screens

An ad screen is a promotional or advertising graphic that is displayed on the LCD screen. They can be displayed while the terminal is idle and while the customer transaction is being processed. Ad screens can be loaded using a flash drive (USB) or downloaded via Triton Connect.

Receipt Printer Graphics

Bit-mapped graphic images **(BMP. only**) can be printed on the receipt. Like ad screen graphics, receipt graphics can be loaded using a flash drive or downloaded via Triton Connect.

Audio Output

The integrated speakers enhance the media experience by offering audio output for the visually impaired via spoken word interface.

Storage of Files

The ATM can store management reports, such as the results of close operations or diagnostic tests. Graphics files are stored and retrieved from the internal hard disk. You may also save reports to an external memory device.

Voice-Enabled Transactions

The ATM is able to provide voice feedback to sight-impaired users. By plugging a set of headphones into the integrated headphone jack, users can receive spoken assistance as they perform a transaction. See the section under Basic Operation for more information on this feature.

Remote Monitoring and Management

The RT2000 provides support for remote monitoring and management via the optional Triton Connect software package.

Triton Connect is PC (Personal Computer) based software that enables you to perform a wide range of monitoring and control functions from the convenience of a central location. In many cases, the need to travel to the terminal location to perform configuration or data retrieval functions can be eliminated, along with the associated personnel and travel costs.

Triton Connect can access your terminals via PSTN or wherever standard (voice-grade analog) dial-up telephone service is available. For applications that require additional flexibility, Triton Connect offers support for TCP/IP (Ethernet), VSAT (Very Small Aperture Terminal), and other communication methods.

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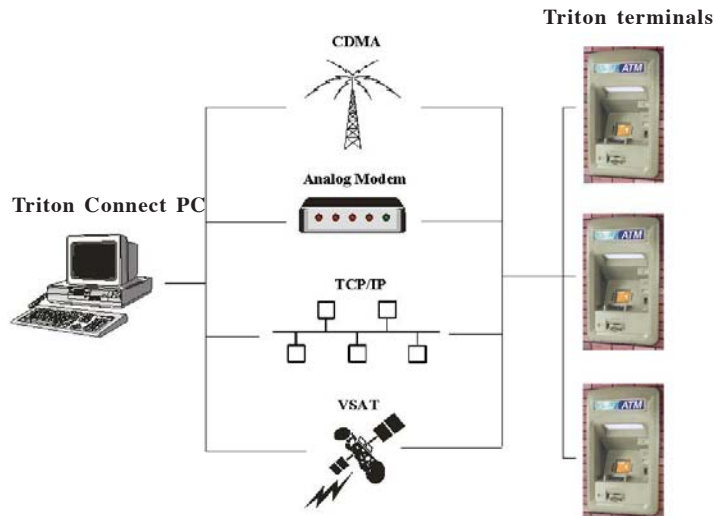
Triton Connect communicates with remote terminals.

Communications

The RT2000 ATM supports communication with the transaction processor using a variety of communications technologies. These include *Dial-Up*, *VSAT*, *RadioPad*, *DataPak,* and *Client-Server(Ethernet)*.

Dial-Up

This method uses PSTN (the standard telephone system) for communications. Because your PC is a digital device, while the PSTN is primarily an analog medium, an internal modem is used to access the PSTN network in order to contact the processor and process transactions.

VSAT (Very Small Aperture Terminal)

The VSAT connection type is used with ATMs that support satellite-based communications. VSAT supports a wide range of communication protocols.

RadioPad

This is a wireless communications method used primarily in countries where an infrastructure of wired telephone service is not used or is unavailable, and functions as the equivalent of a dial-up telephone system.

DATAPAK

The DATAPAK protocol enables the ATM to interface with designated DATAPAK intermediaries (in the Canadian market region), who in turn provide connectivity to the appropriate transaction processor. DATAPAK connectivity is typically faster and more cost-effective than a direct dial-up connection between the ATM and the transaction processor.

NOTE: This feature is only available for use in the Canadian market.

TCP/IP (Ethernet)

This method is used in applications where a central Local Area Network, or LAN, is used to connect multiple ATMs to a central server. Each ATM is treated as a client node on the network, while the server provides the interface to a transaction processing system.

Close Management

A suite of close functions are provided to facilitate daily balancing of the ATM's internal record of transaction activity with the processor's transaction records.

Day Close

The Day Close is normally completed as the final step in the daily balancing process, and is used to clear the totals and switch to the next business day. This function prints a report summarizing all of the activity recorded by the ATM since the last Day Close was completed.

Cassette Close

The Cassette Close option is used to perform cassette-specific close operations. This function provides a summary of activity on a selected cassette since the last Cassette Close was performed.

Messages

These are informational messages that give important information to the customer before, during, and after a transaction. Messages can be locally customized to meet local requirements. They include greeting and exit messages, terminal owner and surcharge owner identification, marketing messages, and news tickers.

Transaction and Account Type Configuration

This feature enables the terminal operator to select the types of transactions (transfers or balance inquiries) or accounts (e.g. savings or credit card) that will be presented to the customer. This feature does not affect the availability of checking account withdrawal transactions, which are always presented.

Electronic Journal

The ATM stores transaction records, status and other activity data in a journal record that is maintained in the ATM's processor module. The information in the electronic journal is maintained in a safe and secure environment and can store up to **32, 768** records.

This information can be retrieved at a later date. When needed, just the information desired can be recalled and a printout of those records can be made. Typically, the journal should be printed out whenever a Day Close is completed, although this is not a requirement.

Normally, journal data is printed by the unit's receipt printer, but with the optional Triton Connect software package the information can be sent to a remote PC for storage and subsequent analysis.

Journal data can also be locally archived using the ATM's internal memory. Even after old journal records have been printed to the receipt printer, uploaded to Triton Connect, or locally archived, they can still be read and printed again. Old records are retained in the electronic journal until the maximum storage limit of the journal has been met at which time the journal must be printed or cleared.

Multi-Language Support

The ATM has a screen language option. This option allows the terminal user to select a preferred language (such as Spanish or French) to conduct a transaction.

Prize Coupons

The ATM may be configured to award "prize coupons" to customers on a random chance or a withdrawal amount-determined basis. Coupons are always available in the form of printed messages presented to the customer on a separate receipt.

There are two methods of awarding coupons: *Random* or *Level*.

Random

This method awards coupons randomly within a specified percentage range, such as 5% of transactions.

Level

This approach awards a coupon to each customer that withdraws an amount equal to or greater than a specific dollar value.

RT2000 Features and Specifications		
Computer System	**Standard**	**Optional**
Processor	200 MHz Intel XScale ®	
Memory (BIOS and Program)	32 Mbytes	64 Mbytes
Memory (RAM)	64 Mbytes	128 Mbytes
Serial Ports	5	
USB 1.1	4 master	
PCMCIA	2 - Type II	
Audio	AC97 CODEC stereo output	
Ethernet	10/100 Base-T RJ-45 connector	
Operating System	Microsoft Windows ® (CE.NET 4.1)	
Motherboard Designer/Manufacturer	Triton (proprietary design)	
Physical Design	Single board computer w/one connector for ease of service	
Electronic Journal	32,768 records	
Language Support	3 - (English, Spanish, Canadian French)	
Display System	**Standard**	**Optional**
Liquid Crystal Display	5.7" mono (145 mm)	6.5" color (165 mm)
LCD Technology		Active Matrix TFT
Color Depth	16 Gray	262, 144
Resolution	320 x 240 (5.7")	VGA 640 x 480 (6.5")
Power Comsumption	10 Watts (Max)	
Brightness		380 cd/m^2 (nits)
Interface	Direct digital control	

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RT2000 Features and Specifications		
Printer	**Standard**	**Optional**
Paper Size	80 mm	
Print Resolution	8 dots / mm	
Print Area	72 mm wide	
Print Speed	75 mm / sec	
Print Capability	Thermal text, bar codes	(Color display) graphics (BMP. image)
Card Reader	**Standard**	**Optional**
Interface	RS-232C	
Track Configuration	Track 1 and 2	
Smart Card		EMV Level 1 compliant w/track 1,2,3 magstripe
Insertion Method	Dip	Motorized
Dispenser	**Standard**	**Optional**
TDM-100	550 used notes	
TDM-150	1300 used notes	
TDM-200		2 cassettes, 550 used notes per cassette
TDM-250		2 cassettes, 1300 used notes per cassette
Access to Disabled	**Standard**	**Optional**
Voice Guidance	Complete voice-guided lead through using text-to-speech synthesis	
Compliance with ADA and Canadian Guidelines	100% compliant for accessibility and reach (when properly installed)	
Encrypting PIN Pad	**Standard**	**Optional**
Key Pad Style	Polymer, individual keys	Metal, individual keys
Number of Keys	16 on Main pad 8 Function keys	Same

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RT2000 Features and Specifications		
Miscellaneous	**Standard**	**Optional**
Documentation	Complete "Help" files for Management Functions (built in)	
Operator Service Panel		Capable of diagnostics and day/cassette close functions from rear of cabinet
Vandalism Resistant	6 mm tempered glass screen over LCD	
Vault Design	UL 291 Business Hour	UL 291 Level 1
Serviceability	Modular design Mean time to repair <5 minutes	
Vault Lock	Mechanical (LaGard) (combo)	Electronic (LaGard 33) MAS Hamilton Cencon
Security survelliance	Camera mounting bracket (dedicated camera aperture)	
Media lead through Indicators	3 LED bars (card reader, printer, dispenser)	
Communications	**Standard**	**Optional**
Dial-Up	56k modem	
TCP/IP	10/100 Base-T Ethernet	
Satellite		VSAT
Wireless		Various
Signage and Advertising	**Standard**	**Optional**
Surcharge Notification Area, Recessed	102 mm x 102 mm	
On-Screen	All graphics formats supported (Color display)	
Coupons, Dispensed	From dual-cassette units	
Coupons, Printed	Random and level based Graphic capable (color display)	

SECTION 2
BASIC OPERATION

Introduction

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

1. **Control Panel Layout.** Describes the layout of the terminal's control panel.
2. **Keypad Operation.** Describes the use of the alphanumeric keypads.
3. **Menu-Based Operation.** This section gives a general overview of the terminal display interface.
4. **Accessing Management Functions.** Describes the password entry procedure that must be followed in order to access the Management Functions area.
5. **Customer Transactions.** Summarizes the actions involved in typical customer transactions. In addition, the voice-enabled transactions feature is described.

Control Panel Layout

The user interface of the terminal consists of the LCD display, receipt chute, card reader, headphone jack (visually impaired), and 24 keys on three keypads. The primary menu navigation keys are arranged in two four-key groups, one group on either side of the LCD display. The main keypad consists of 10 alphanumeric keys, two arrow keys, and four large control keys, all located in a 16-key group beneath the LCD display.

The keypad has an integral raised Braille symbol to conform to the requirements of the Americans with Disabilities Act. (See Figure 2-1)
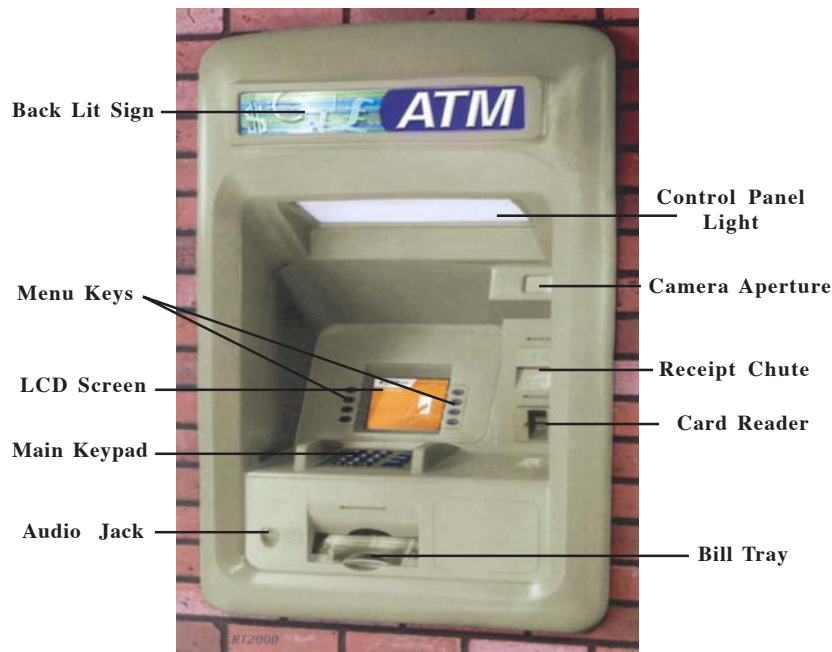

Fig. 2-1. Control panel layout

Keypad Operation

See Figure 2-2 and Table 2-1. The main keypad consists of 10 alphanumeric keys, two arrow keys and four large control keys, all located in a 16-key group beneath the LCD display. The table lists the keys and their functions.
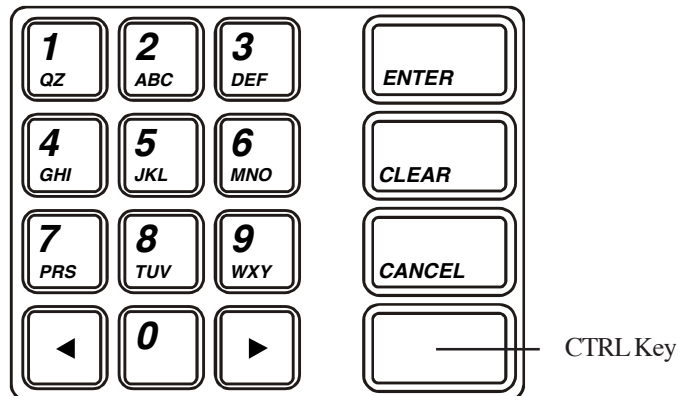
Fig. 2-2. Alphanumeric keypad

KEY	KEYBOARD MAP	ACTION
TABLE 2-1 - RT2000 KEYBOARD MAP		
Left Arrow	Left Arrow or Up Arrow	- Scroll Back in Current Field (for Combo and Edit Boxes). - Change focus to the previous control. - Moves up in a list control.
Right Arrow	Right Arrow or Down Arrow	- Scroll Forward in Current Field (for Combo and Edit Boxes). - Change focus to the next control. - Moves down in a list control.
Enter	Enter	Selects ENTER on the Dialog or presses a selected button.
Cancel	Escape	Selects CANCEL on the Dialog.
Clear	TAB	Move to Next Field on the Dialog. For multi-line text boxes, will insert a newline.
CTRL Key (Blank Key)	Space	- Toggles a check box or radio button. - Selects the focus button.
0-9	0-9	- Select the specified dialog box option. - When inside an edit box, will display the specified numeric character.

Table 2-1. Keyboard map.

ON-SCREEN KEYPAD OPERATION

To enter text characters into the dialog boxes that are displayed by the Management Functions, press the **F8** key to display the screen keyboard. Use the keys described below to navigate and enter required data. (see Figure 2-3)

- The arrow keys (left and right), the 8 key (Up), and the 0 key (Down) navigate the keyboard.

- Press the ENTER key to select the highlighted key entry.

- Press the CTRL key to switch between upper and lower case characters.

- Press the CANCEL key to Exit the keyboard.

- Press the CLEAR key for the Backspace operation.

- Press the 1 key to reposition the keyboard to another location on the display.

- Press the 2 key to positon the cursor on a new line.
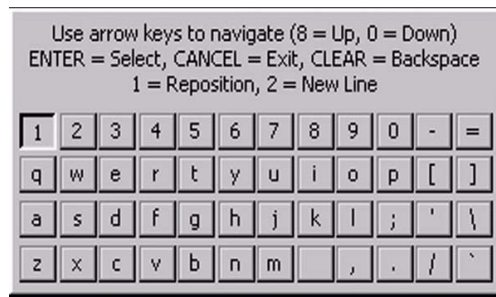
Figure 2-3. On-screen keyboard.

SCREEN FUNCTION KEYS

Refer to Figure 2-4. The eight keys, 4 on each side of the LCD, are called screen function keys. They are used in the selection of screen options that can appear along the right and left side of the display. These keys are designated F1 through F8. A screen function key is only active when a corresponding function or menu option is present next to that key.

Figure 2-4. Screen function keys.

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Menu-Based Operation

The terminal operates as a menu driven system. Messages and menu options presented on the LCD display screen guide the user's actions. The desired menu option is selected by pressing one of the screen keys located to the left and right of the display. For the purpose of security, many screens timeout after a preset time interval, usually 30 seconds. The timeout length may vary depending on the function being performed.

When a screen timeout occurs, a screen is presented which asks the user if more time is needed. If the user chooses NO, the Customer Welcome screen will be presented. If YES is chosen, the user is returned to the function that was active prior to the timeout. If the user does not make a selection within an additional 30-second countdown period the terminal will automatically go to the Customer Welcome screen.

Shortly after the unit is turned on, the top menu will be displayed. An example top menu is shown in Figure 2-5. From the top menu, you can either:

1.) Activate the terminal to perform customer transactions by pressing the key next to Customer Transaction.

2.) Enter the terminal system management area by pressing the key next to Management Functions.

If you do not select a menu choice within 30 seconds the terminal will automatically default to the Customer Welcome screen (a benefit of this feature is that in the event of a power interruption the terminal will automatically begin accepting customer transactions shortly after power is restored).

Fig. 2-5. Top menu.

Accessing Management Functions

1. At the Customer screen (Figure 2-6), press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. The password entry prompt appears. (Figure 2-7)

2. At the password entry screen, enter the Master or Users password.

Fig. 2-7. Password entry dialog.

Fig. 2-6. Customer screen.

To access Management Functions, you must enter an appropriate password in the dialog box that appears.

The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **Enter** button to accept the password entry or **Cancel** to exit.

When a valid password is entered, the Management Functions main menu will be displayed, as shown in Figure 2-8:
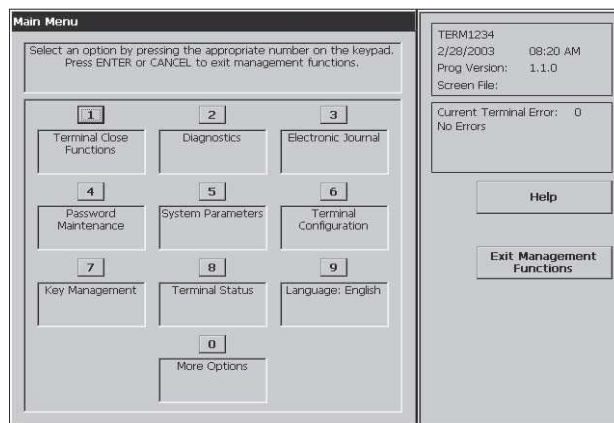

Fig. 2-8. Management Function main menu

DEFAULT MASTER PASSWORD

The default Master user ID is "00" and the password is "1234". To enter Management Functions as the Master user, enter "001234" and press "Enter".

Change the Master password immediately to prevent unauthorized access to the ATM! See Configuration Manual for procedures on changing the Master password and other password Management procedures.

Once you have entered the Management Functions menu, you may perform any of the functions allowed by the type of password used.

Introduction

This section sumarizes the actions involved in typical customer transactions. In addition, the voice-enabled transactions feature is described.

Customer Transactions

A customer begins a transaction by selecting a service from the Customer screen options (PaySpot™, CashWorks™, Western Union® or ATM- Get Cash Now). They insert their ATM card into the card reader of the terminal. The card must be inserted so that the magnetic stripe can be scanned by the card reader's sensor. If the customer inserts the card incorrectly, a warning message will be displayed, accompanied by several beeps to get their attention.

If there is a problem reading a card, make sure the customer is inserting the card correctly. Most problems are the result of inserting the card incorrectly.

Once the card has been read in successfully, a surcharge message, if applicable, may be displayed (the surcharge message may be displayed at the end of the customer's transaction selection). The customer must then enter his secret Personal Identification Number, or PIN code. Once the PIN has been entered, the transaction type and account are selected, and the desired amount of the transaction, if needed. The transaction will be processed, typically in a matter of seconds.

If the transaction was processed successfully, the customer is prompted to retrieve the requested cash (for withdrawal transactions) and/or the applicable transaction receipt, as needed. If the transaction was declined, a short receipt indicating the problem is printed.

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Voice-Enabled Transactions

The terminal provides voice feedback via an integrated output jack, enabling sight-impaired users to plug in a set of headphones and receive spoken instructions to assist them in using the ATM. Figure 2-9, headphone jack location, shows the location of the headhone jack on the RT2000.
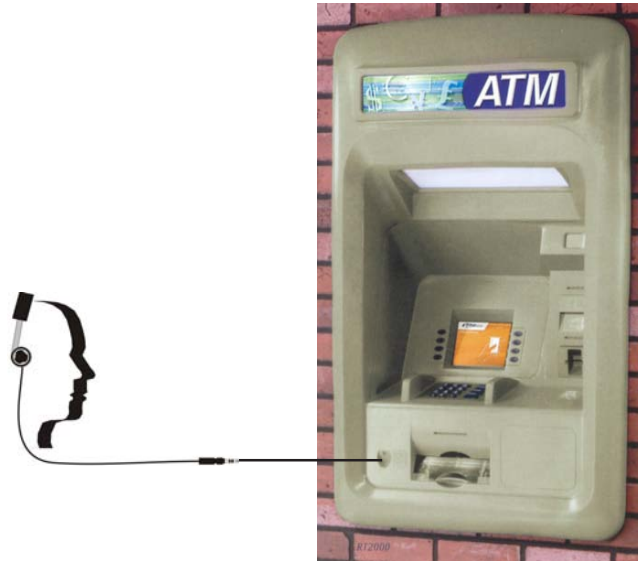
Fig. 2-9. Headphone jack location.

Raised symbols helps a user locate the headphone jack. The ATM will automatically detect when a headphone has been plugged into the jack, and will immediately switch into voice mode. Initially, a brief spoken tutorial will orientate the customer to the ATM control panel interface. Once the customer begins a transaction, spoken prompts will provide feedback and guide the customer through the successful accomplishment of the transaction.

SECTION 3
INITIAL SETUP

Parameter Categories

There are a number of setup parameters that must be configured when an ATM is installed. Generally speaking, these parameters can be grouped into the following major categories.

☐ **Communications**   ☐ **Languages**

☐ **Security**   ☐ **Messages**

☐ **Surcharging**   ☐ **Ad Screens**

☐ **Currency Settings**   ☐ **Date/Time Settings**

☐ **Cassette Setup**   ☐ **Status Monitoring**

☐ **Transactions**   ☐ **Close**

☐ **Receipts**   ☐ **User Interface**

☐ **Coupons**   ☐ **Options**

Each area consists of one or more individual parameters. In terms of ATM operation, the importance level of individual parameters within a category can be described as *Critical*, *Required*, *Important*, or *User-Defined*.

Parameter Importance Levels
Critical

The parameters with this importance level are primarily those that represent the minimum number of parameters that must be correctly configured in order to process transactions. In addition, because of the importance of protecting access to the ATM Management Functions, the access password parameters are also included in this category. The primary parameters in this category include various communications and security (including access password) parameters.

Required

These parameters further satisfy your transaction processor's setup or operational requirements. Parameters in this area define the ability of your ATM to offer various types of transactions, to correctly present those transactions to the customer and to accurately record those transactions. Surcharging, Cassette Setup, and Account/Transactions parameters fall into this category.

Important

These parameters are used to manage transaction activity record-keeping, enable remote monitoring of ATM operation, and to ensure receipts and other records are accurately annotated with the correct date and time. Status Monitoring, Close, and Date/Time parameters are included in this category.

User-Defined

These parameters are configured at your discretion, and are used to customize the appearance and functionality of the ATM to meet the unique language needs of your intended customers, adjust user interface appearance, satisfy advertising or promotional requirements, or meet other locale-specific requirements. The management of optional features is also included in this area. Languages, Receipts, Coupons, Messages, Ad /Graphics, and More Options parameters fall into this category.

NOTE: The importance-level of individual parameters as described in this manual is provided as a general guide to assist you in understanding and prioritizing the setup requirements of your ATM. If, after evaluating your unique requirements, you feel that a parameter is more (or less) important to your particular needs, you are free to treat that parameter accordingly.

Setup Parameters

Table 3-1, Significance Levels, correlates each Management Functions area to the significance levels of parameters in that area.

NOTE: The significance level of individual parameters as described in this manual is provided as a general guide to assist you in understanding and prioritizing the setup requirements of your ATM. If, after evaluating your unique requirements, you feel that a parameter is more (or less) important to your particular needs, you are free to treat that parameter accordingly.

Tables 3-2 through 3-5 list Critical, Required, Important, and User Defined parameters, respectively. Each table lists the applicable Management Function area, Function option, Parameter name, and Factory default value for each parameter.

> **IN TABLE 3-2, CRITICAL SETUP PARAMETERS, THE NAMES OF THOSE PARAMETERS THAT ARE TYPICALLY THE MINIMUM NUMBER REQUIRED IN ORDER TO PERFORM A TRANSACTION HAVE BEEN HIGHLIGHTED.** *CHECK WITH YOUR TRANSACTION PROCESSOR FOR YOUR SPECIFIC REQUIREMENTS!*

IMPORTANT: Although many of the ATM's parameters have been set at the factory, it is important to verify that the settings are appropriate for your needs. Change the factory default values as necessary to reflect the actual settings you require.

TABLE 3-1 - SIGNIFICANCE LEVELS				
MANAGEMENT FUNCTIONS AREA	**CRITICAL**	**REQUIRED**	**IMPORTANT**	**USER-DEFINED**
1	LANGUAGE				X
2	SYSTEM PARAMETERS	X			X
3	COUPONS				X
4	MESSAGES		X		X
5	GENERAL PARAMETERS	X	X	X	X
6	ADS/GRAPHICS				X
7	OPTIONAL SCREENS		X		X
8	OPTIONAL SCREEN BUTTONS		X		X
9	COMMUNICATION	X		X	
10	DIAGNOSTICS	X			
11	PASSWORD MAINTENANCE	X			
12	KEY MANAGEMENT	X			
13	CASSETTE PARAMETERS	X	X		
14	CLOSE FUNCTIONS		X	X	
15	WITHDRAWAL AMOUNTS		X		
16	NOTE CONFIGURATION		X		
17	SURCHARGE PROPERTIES		X		
18	DATE/TIME			X	
19	TRITON CONNECT			X	
20	PRINTER			X	
21	PREPAID PHONE				X
22	CHECK CASHING				X
23	MONEY TRANSFER				X

TABLE 3-2 - CRITICAL SETUP PARAMETERS						
	SDD	**TDM-100**	**NMD-50**	**MANAGEMENT FUNCTIONS AREA**	**FUNCTION OPTION**	**PARAMETER NAME**	**FACTORY DEFAULT**
1	X	X	X	DIAGNOSTICS	MODEM	**CONFIGURE MODEM**	*
2	X	X	X	PASSWORD MAINTENANCE	CHANGE USER PASWORD		001234
3	X	X	X	PASSWORD MAINTENANCE	MODIFY USER ACCESS		*
4	X	X	X	PASSWORD MAINTENANCE	ADD USER		N/A
5	X	X	X	PASSWORD MAINTENANCE	REMOVE USER		N/A
6	X	X	X	SYSTEM PARAMETERS	SELECT SCREEN FILE		*
7	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	**TERMINAL NUMBER**	NONE
8	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	**CASSETTE PARAMETERS**	$0.00
9	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	**PRIMARY NUMBER**	NONE
10	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	BACKUP NUMBER	NONE
11	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE MAC-ING	*
12	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	**COMMUNICATIONS PROTOCOL**	*
13	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	**COMMUNICATIONS MESSAGE**	*
14	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	NUA NUMBER (DATAPAK)	*
15	X	X	X	KEY MANAGEMENT	ENTER MAC MASTER KEY		*
16	X	X	X	KEY MANAGEMENT	ENTER PIN MASTER KEY		*
17	X	X	X	KEY MANAGEMENT	INJECT MASTER KEYS		*
18	X	X	X	KEY MANAGEMENT	DOWNLOAD WORKING KEYS		*
19	X	X	X	KEY MANAGEMENT	CHECK DIGITS		*

	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER NAME	FACTORY DEFAULT
				TABLE 3-3 - REQUIRED SETUP PARAMETERS			
1	X	X	X	TERMINAL CLOSE FUNCTIONS	CASSETTE CLOSE	CASSETTE QUANTITY	0
2	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT TRANSACTION TYPE	*
3	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT ACCOUNT TYPE	*
4	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	SURCHARGE OWNER	*
5	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	MAXIMUM CASH	$500.00
6			X	TERMINAL CONFIGURATION	CASSETTE SETUP	MAXIMUM NON-CASH	$0.00
7	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	EXTENDED AMOUNTS	DISABLED
8	X	X	X	TERMINAL CONFIGURATION	CASSETTE SETUP	FAST CASH	*
9			X	DIAGNOSTICS	DISPENSER (CASSETTE PARAMETERS)	RELEARN BILL THICKNESS	*
10			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	DOCUMENT TYPE	CASH
11			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NON-CASH ITEM DESCRIPTION	NONE
12			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	SECONDARY ITEM DESCRIPTION	NONE
13			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (BILL WIDTH)	*
14			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (BILL LENGTH)	*
15			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (VALUE)	*
16			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (VARIANT)	*
17			X	TERMINAL CONFIGURATION	CASSETTE SETUP (CASSETTE PARAMETERS)	NOTE CONFIGURATION (CODE)	*
18	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ENABLE SURCHARGE	DISABLED
19	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	SURCHARGE AMOUNT	$0.00
20	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	SURCHARGE PERCENT	0%
21	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	LESSER/GREATER	LESSER
22	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ALLOW ISO'S LISTED	*
23	X	X	X	TERMINAL CONFIGURATION	SURCHARGE PROPERTIES	ADD NEW ISO'S	NONE
24	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREENS	SURCHARGE OPTION	BEGINNING
25	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREENS	RECEIPT OPTION	*
26	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREENS	ACCOUNT/TRANSACTION SELECTION	*
27	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	ACCOUNT SELECTION	*
28	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	TRANSACTION SELECTION	*
29	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	FAST CASH SELECTION	*

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TABLE 3-4 - IMPORTANT SETUP PARAMETERS							
	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREA	FUNCTION OPTION	PARAMETER	FACTORY DEFAULT
1	X	X	X	TERMINAL CLOSE FUNCTIONS	SCHEDULE CLOSE		DISABLED
2	X	X	X	TERMINAL CLOSE FUNCTIONS	SEND TERMINAL TOTALS		DISABLED
3	X	X	X	DIAGNOSTICS	CONFIGURE PRINTER		*
4	X	X	X	SYSTEM PARAMETERS	DATE AND TIME	SET DATE/TIME	*
5	X	X	X	SYSTEM PARAMETERS	REGIONAL SETTINGS		N/A
6	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	STATUS MONITORING	DISABLED
7	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	HEARTBEAT MESSAGE	*
8	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DELAY PERIOD	*
9	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	PREDIAL	DISABLED
10	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	COMMUNICATION HEADER	DISABLED
11	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	USE 12-BYTE SEQUENCE NUMBER	*
12	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE PERSISTENT REVERSALS	DISABLED
13	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	REVERSAL ATTEMPTS	DISABLED
14	X	X	X	TERMINAL CONFIGURATION	COMMUNICATION	ENABLE REVERSALS FOR PROTOCOL ERRORS	DISABLED
15	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	PRIMARY NUMBER	NONE
16	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	BACKUP NUMBER	NONE
17	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ALARM MONITOR PRIMARY	NONE
18	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ALARM MONITOR BACKUP	NONE
19	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	MAX RETRIES	*
20	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	REDIAL DELAY	*
21	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE TRITON CONNECT	DISABLED
22	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALLBACK	ENABLED
23	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE SCHEDULED JOURNAL CALLS	DISABLED
24	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	TIME	*
25	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALL AT NUMBER OF JOURNAL RECORDS	DISABLED
26	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENABLE CALL AT LOW CASH	DISABLED
27	X	X	X	TERMINAL CONFIGURATION	TRITON CONNECT	ENTER NEW ACCESS CODE	*

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	SDD	TDM-100	NMD-50	MANAGEMENT FUNCTIONS AREAS	FUNCTION OPTION	PARAMETER	FACTORY DEFAULT
1	X	X	X	LANGUAGE	ENGLISH/FRENCH/SPANISH		*
2	X	X	X	SYSTEM PARAMETERS	VOLUME		*
3	X	X	X	SYSTEM PARAMETERS	SCHEDULE REBOOT	ENABLE/DISABLE TIME SET/DAY SELECT	*
4	X	X	X	TERMINAL CONFIGURATION	GENERAL PARAMETERS	DEFAULT LANGUAGE (CUSTOMER SCREENS)	*
5	X	X	X	TERMINAL CONFIGURATION	COUPONS	COUPON	*
6	X	X	X	TERMINAL CONFIGURATION	COUPONS	PROMPT	*
7	X	X	X	TERMINAL CONFIGURATION	COUPONS	MINIMUM LEVEL	*
8	X	X	X	TERMINAL CONFIGURATION	COUPONS	MAXIMUM LEVEL	*
9	X	X	X	TERMINAL CONFIGURATION	COUPONS	RANDOM	*
10	X	X	X	TERMINAL CONFIGURATION	COUPONS	MESSAGE	*
11	X	X	X	TERMINAL CONFIGURATION	COUPONS	LAYOUT	*
12	X	X	X	TERMINAL CONFIGURATION	COUPONS	GRAPHIC	*
13	X	X	X	TERMINAL CONFIGURATION	COUPONS	PRINT	*
14			X	TERMINAL CONFIGURATION	COUPONS	CASSETTE	*
15			X	TERMINAL CONFIGURATION	COUPONS	COUNT	*
16	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	WELCOME MESSAGE	*
17	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	STORE MESSAGE	*
18	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	MARKETING MESSAGE	*
19	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	EXIT MESSAGE	*
20	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	TERMINAL OWNER MESSAGE	*
21	X	X	X	TERMINAL CONFIGURATION	TERMINAL MESSAGES	NEWS TICKER MESSAGE	*
22	X	X	X	TERMINAL CONFIGURATION	ADS / GRAPHICS	ADD NEW	*
23	X	X	X	TERMINAL CONFIGURATION	OPTIONAL SCREEN BUTTONS	PURCHASE SELECTIONS	*
24	X	X	X	MORE OPTIONS	PREPAID PHONE		*
25	X	X	X	MORE OPTIONS	CHECK CASHING		*
26	X	X	X	MORE OPTIONS	MONEY TRANSFER		*

TABLE 3-5 - USER-DEFINED SETUP PARAMETERS

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SECTION 4
CURRENCY HANDLING

Introduction

The purpose of this section of the manual is to describe the procedures for: (1) removing and replacing note cassettes, (2) loading cassettes, and (3) removing and replacing the reject notes (as applicable). Information conrcerning note handling and quality issues are explained where appropriate.

Dispensing Mechanisms

The RT2000 ATM use a variety of dispensing mechanisms. Depending upon ATM model, the dispensing mechanism may hold one or more note cassettes. The reject collection method may use a reject compartment that is integrated into the note cassette, or a separate reject container. Currency capacity depends upon the dispenser mechanism installed in the ATM, but is also affected by note quality and thickness. Typical capacities are provided in the following table:

RT2000 MODEL FAMILIES		
DISPENSER	NUMBER OF CASSETTES	RECOMMENDED MAXIMUM CAPACITY
TDM-100	Single	550 Notes (used)
TDM-150	Single	1300 Notes (used)
TDM-200	Dual	550 Notes (used) per cassette
TDM-250	Dual	1300 Notes (used) per cassette
Reject Cassette (All) - 100 used notes		

The dispensing mechanism delivers the appropriate number of notes from the note cassette(s) to fulfill the customer's withdrawal request. The purpose of the reject area or vault is to accept and hold notes that have been transferred from the note cassette(s) but not dispensed. Some situations that could cause the mechanism to reject notes are: (1) multiple notes stuck together and (2) note width too short or long. Other conditions that could cause a reject are described in the next section.

CAUTION
DO NOT RECYCLE REJECTED NOTES INTO A CASSETTE! Doing so could cause more rejects and/or currency jams.

Note Condition

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

The number of rejects can be directly influenced by the technique used to load the cassettes and the quality of the currency. Notes loaded into the cassettes must be in "fit" condition if a high level of performance (low reject and failure rate) is expected from the unit. "Fit" notes do not possess any of the defects listed here:

Used Note Defects

•   Adhesive or "sticky" substances on the surface of the paper.

•   Tears extending more than 1/2" from the edge of the currency.

•   Tears, holes, or missing sections in the body of the currency.

•   Tape on the surface of the currency used for repairing, patching or any other purpose.

•   Staples, pins, or any other foreign body attached to the notes.

•   Corner folds of a size greater than 1/2" on either axis.

•   Two or more notes joined by any means.

•   Excessively crumpled or crinkled.

New or Uncirculated Note Defects

- All the conditions listed for used notes.

- Excessive bowing due to conditions of packing and storing.

- New or uncirculated currency must be "burst" and fully separated prior to loading into cassettes.

Preparing Notes

Use the following procedures to prepare notes before inserting them into a note cassette.

Preparing Used Notes

- Remove the band around each bundle of notes.

- Remove foreign objects (e.g. pins, paper clips, crumbs, etc.).

- Remove torn or very worn notes.

- Straighten any folded notes.

Preparing New or Uncirculated Notes

- Remove the band around each bundle of notes. Separate the notes from each other by:

- **Striking** the bundle hard against the edge of a table or similar object.

- **Flipping** through each bundle of notes in both directions at each end.

- Using a **note counter.**

TDM-series Dispenser

Removing the Currency Cassette(s)

1. ***Ensure the terminal is not in use before removing the note cassette!*** Removing the note cassette while the machine is in operation (processing customer transactions, performing close operations, etc.) can cause the terminal to enter an "Out of Service" condition!

2. Unlock the mechanical/electronic lock on the security container door and open the door to gain access to the dispensing mechanism.

3. The dispensing mechanism is mounted to a sliding shelf located inside the security cabinet. There is no need to extend the slide shelf to replenish the cassette.

4. Remove the note cassette(s) by grasping the green handle and pulling from the dispenser in a firm but controlled manor. Try to use only the minimum amount of force to release the cassette. Place the cassette(s) on a level, flat surface.

TDM-150 w/ note and reject cassette.
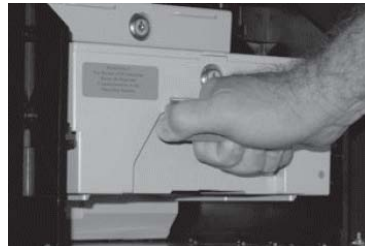
Removing the note cassette.

Loading the Currency Cassette(s)

1. Unlock the cassette(s) and open the cassette lid using the supplied key. Move the pusher plate to the rear of the cassette (toward the handle).

    Note: The pusher plate action will depend on the type of cassette in use. Some cassettes require you to maintain pressure on the pusher plate as needed while loading notes. Other cassettes use a locking mechanism to hold the packer plate in the loading position. On these cassettes, pull the pusher-plate all the way back to the handle end of the cassette and turn the key to latch the pusher plate into the loading position.

Unlock note cassette.

Open the note cassette lid.

Pull the packer back. Some cassettes allow the pusher-plate to be latched in position using the key-lock. (Insert)
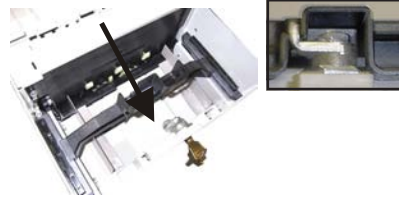
2. **IMPORTANT:** The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism.

    To compensate for the most common conditions of slanting or cupped note piles, follow the directions given next.

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

*   ***Slanting Pile***

To avoid dispensing problems caused by a "slanting" pile, put the notes in neat bundles of no more than ½ to ¾ inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).
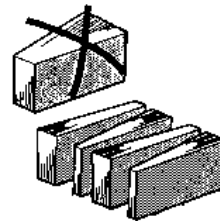
Alternate slanted bundles.

*   ***Cupped bundle***

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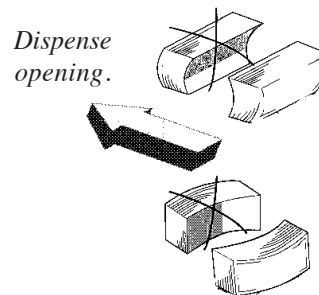
Dispense opening.

Turn cupped sides toward dispense opening.

- *Mixed (Slanting and Cupped) bundles*

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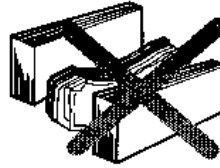
- *Old and New Notes*

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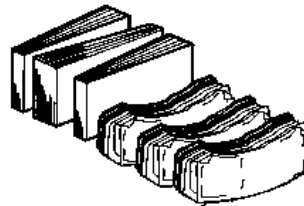
Place old notes together.

- *Common notes*

Simply place the prepared bundles in the cassette.

3. Make sure the note pile is as even as possible. If necessary, use your hands to smooth and level the pile.

4. On cassettes that do not use a pusher-plate locking mechanism, release the pusher plate against the notes. If the cassette uses pusher-plate locking, turn the key to release the catch, allowing the pusher plate to compress the notes.

5. Close and lock the cassette. Remove the key. Slide the cassette back into its compartment in the dispensing mechanism. Make sure the cassette is fully inserted! You will feel the cassette latch securely into the snap catches.

Load notes.

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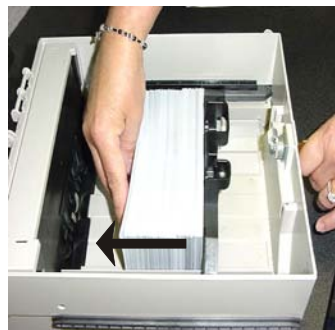
Removing the Reject Cassette

The reject tray is located just above the currency cassette in the dispensing mechanism. Follow these steps to remove the reject cassette:

Remove reject cassette.

1. Grasp reject cassette and pull from its compartment in the dispensing mechanism. Place the tray on a flat surface.

2. Unlock the tray using the supplied key. Flip the top back to gain access to the reject compartment.
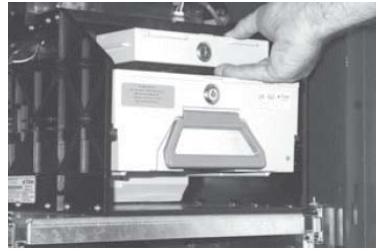
Unlock and open reject cassette.

3. Remove any notes in the reject compartment.

4. Close and lock the reject cassette. Remove the key. Slide the cassette back into its compartment in the dispensing mechanism. Make sure the reject cassette is fully inserted! You will feel the cassette snap securely into the catches.

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

TDM-150 (shelf extended)

TDM-250 (shelf extended)

Verify Operation of All Dispensers

1. After completion of the **"Cassette Close"** procedures, close and lock the security cabinet.

2. In Management Functions **Main Menu**, select **Diagnostics**, then **Dispenser.**

3. Select the **Test Dispense** option. Select either individual cassettes that are installed **["A" (single cassette dispenser)   or "A" or "B" (dual-cassette dispenser))** or **"ALL CASSETTES "**. A prompt appears asking how many notes to dispense (below). The test dispense operation will start.
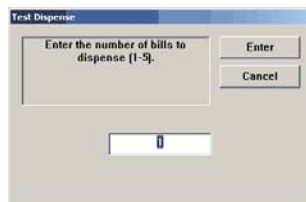
4. The Test Dispense command instructs the dispenser to dispense, *minimum*, one note from each installed and operational cassette into the reject vault. This test exercises the dispenser without sending notes to the exit.

5. After completion of the Test Dispense, the following prompt is displayed below - "Test Dispense Completed Successfully - Dispense Count , A: (# of notes), B: #.
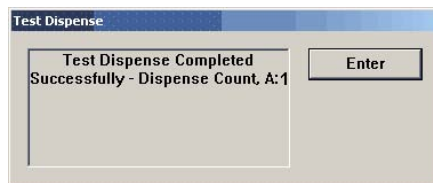
If you have the optional **Operator Service Panel:**

1. After completion of the **"Cassette Close"** procedures, close and lock the security cabinet.

2. In the **Main Menu** screen, select **Diagnostics**, then **Dispenser**. Select the **Test Dispense** option. Select either individual cassettes that are installed **["A" (single cassette dispenser)   or "A" or "B" (dual-cassette dispenser))** or **"ALL CASSETTES "**. A prompt appears asking how many notes to dispense. The test dispense operation will start.

3. After completion of the Test Dispense, a prompt is displayed - "Test Dispense Completed Successfully - Dispense Count , A: (# of notes), B: #.

SECTION 5
MANAGEMENT FUNCTIONS

Introduction

This section describes the Management Functions available for controlling the ATM. When the Customer Welcome screen is displayed, you can access the Management Functions menu by following the procedure described next.

Accessing the Management Functions Menu

1. Press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. After a moment the top menu will be displayed.

2. At the top menu (see Figure 5-1below), select MANAGEMENT FUNCTIONS by pressing the F7 screen key (next to Management Function option).

Figure 5-1. Location of the F7 key (highlighted by the circle).

3. Enter the Master or User password at the password entry display (see Figure 5-2 below).
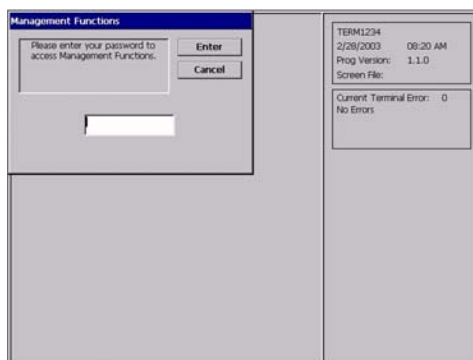
Figure 5-2. Enter your Master or User password at the Management Functions screen.

To access Management Functions, you must enter an appropriate password in the dialog box that appears when the Management Functions option is selected. The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **Enter** button to accept the entry or **Cancel** to exit. When a valid password is entered, the Main Menu screen will be displayed. (Figure 5-3)

DEFAULT MASTER PASSWORD

The default Master user ID is "00" and the password is "1234". To enter Management Functions as the Master user, enter "001234" and press ENTER.

CHANGE THE MASTER PASSWORD IMMEDIATELY TO PREVENT UNAUTHORIZED ACCESS TO THE ATM!

Function Availability

Once you have entered the Main Menu, you may perform any of the functions allowed by the *type* of password used (access level).

Each **Main Menu** option description will include the function name, instructions for accessing the function, a description of the function, and any associated factory default values.

The **Main Menu** screen allows the service provider/terminal operator to access the following management functions:

1. **Close Functions**. Used to perform Cassette Close, Day Close, Trial Close and Schedule Close functions.

2. **Diagnostics**. Used to perform terminal hardware testing, and to view test results.

3. **Electronic Journal**. Used to manage the ATM's journal functions, such as display/print and clearing actions.

4. **Password Maintenance**. Used to add, modify, or delete terminal access privileges.

5. **System Parameters**. Used to shut down or restart the terminal, to configure location-specific settings such as time and date, and to adjust the audio volume.

6. **Terminal Configuration**. Used to view/edit terminal operating parameters such as surcharging, customer-screen language selection, communications, status monitoring, ads/graphics and Triton Connect configuration.

7. **Key Management**. Used to enter encryption keys, which protect communcations between the ATM and the transaction processing service provider.

8. **Terminal Status**. Used to view terminal status reports.

9. **Language**. Press the **9** key repeatedly to cycle through the available languages. The current language is displayed in the button caption. When a language is selected, the ATM uses the language in all Management Functions.

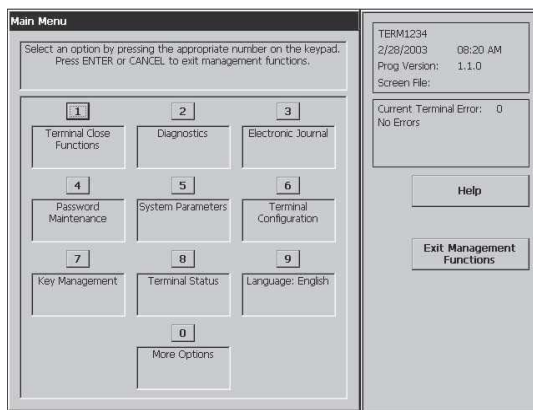0. **More Options.** Used to display additional configuration options that may be available to the user.

Figure 5-3. Main Menu screen.

NOTE

The availability of some Management Functions will depend on such factors as types of optional hardware installed, user password options, etc. In cases where a function is not applicable or available, the option will be **"grayed out,"** or otherwise disabled. The rest of this section addresses functions the User/Operator may need to perform day-to-day operations.

Management Reports

Many Management Functions, such as Close, Journal and Diagnostic functions, produce a report summarizing the results of the operation. Most reports are displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to an external memory device.

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The buttons on the Management Report dialog let you perform the following actions: (Figure 5-4)

1. **Page Up.** Scrolls the report up a maximum of one full page.

2. **Home.** Moves directly to the first page of the report.

3. **Print.** Sends the report to the terminal receipt printer for hardcopy output.

4. **Page Down.** Scrolls the report down a maximum of one full page.

5. **End.** Moves directly to the last page of the report.

6. **Save To File.** Saves the report as a text file to an external memory device.
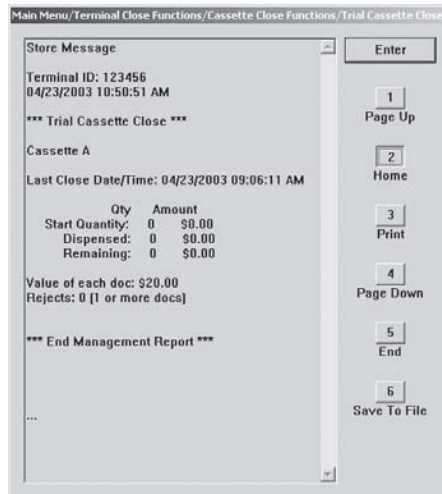
Figure 5-4. Management Report menu.

CLOSE FUNCTIONS

Introduction

Cassette and Day Close reports provide important information about the transactions being performed by your ATM. This information helps you manage the ATM more effectively.

The ATM's close functions are accessed through the Management Function's Terminal Close Functions menu.

Day Close

The **Day Close** report shows the cumulative value of all transactions (withdrawals, transfers and balance inquiries) performed by the ATM since the previous Day Close. The report also shows the corresponding host totals, allowing you to compare the ATM totals against the host processor records.

IMPORTANT

- Perform a Day Close once each business day. Because the host processor also performs a business-day close for the ATM, you should perform the Day Close at the same time each day, at the time specified by your host processor. This will help ensure the Day Close report reflects the host's current business- day totals for your ATM.

- To help ensure Day Closes are performed at the same time each day you can use the **Schedule Close** function, which automatically performs a Day Close each day, at a time specified by the **Change Schedule** function.

- The Day Close report shows totals accumulated by the host processor during the business day, as stated earlier. In some cases, the host processor can make use of the totals recorded by the ATM. In these cases, you can provide ATM totals to the host processor during the Day Close, using the **Send Terminal Totals** function.

Cassette Close

The **Cassette Close** report shows current cassette activity, including total notes dispensed and remaining and the total value of those notes, since the previous Cassette Close was performed. This report can help you judge the volume of with-drawal activity and plan cassette replenishment activities accordingly.

IMPORTANT

- Perform a Cassette Close *before* replenishing the currency in the cassette.

- Performing a Cassette Close will reset the cassette activity totals to zero (0). The **Enter Cassette Quantity** value is also reset to zero.

- After performing a Cassette Close and replenishing the cash in the cassette, enter the total number of bills loaded in the cassette, using the Enter Cassette Quantity function.

  It is very important that you always enter this value after performing a Cassette Close! The ATM uses this starting number to calculate the quantity and (monetary) amount of notes remaining in the cassette after each withdrawal. Failure to enter the cassette quantity will result in negative-numbered totals being listed in the Cassette Close report!

- After you enter the cassette quantity, a **Trial Cassette Close Report** appears which you can print or save to an external storage device. This is a record of the beginning cassette balance. The cassette totals will not be cleared.
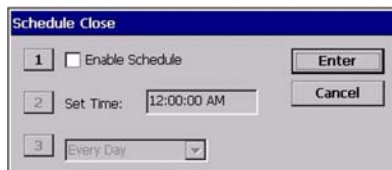
TERMINAL CLOSE FUNCTIONS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.
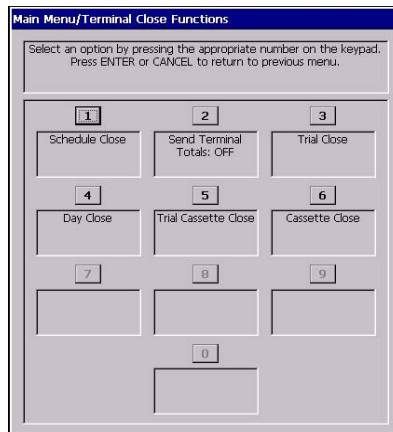
DESCRIPTION:

The **TERMINAL CLOSE** menu allows the terminal operator to perform the following functions:

1. **Schedule Close**. Used to enable/disable automatic Day Close.

2. **Send Terminal Totals (ON/OFF)**. Use to enable/disable automatic transmission of terminal close totals to your transaction processing service provider. Press this button to cycle the function between **ON** and **OFF**.

3. **Trial Close**. Used to initiate a Trial Day Close.

4. **Day Close**. Used to initiate a Day Close.

5. **Trial Cassette Close.** Used to provide a receipt/record of the cassette(s) balance.

6. **Cassette Close Functions**. Used to access a menu of cassette close and configuration functions.

SCHEDULE CLOSE

Schedule Close

1	☐ Enable Schedule		Enter
2	Set Time:	12:00:00 AM	Cancel
3	Every Day ▼		

FACTORY DEFAULT: **OFF**

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the SCHEDULE CLOSE function, press the number (1) on the keypad.

DESCRIPTION:

This function allows you to turn <u>ON</u> or <u>OFF</u> the SCHEDULE CLOSE function and to specify a time of day at which a close operation will be performed.

If the **Enable Schedule** option is ON, a Day Close will be automatically initiated at the specified time of day. If the checkbox is checked, the option is ON. If the checkbox is not checked, the function is OFF. Press the number **(1)** key to switch the checkbox between ON (checked) and OFF (not checked).

Use the number **(2)**, **(3)**, **(4),** and **(5)** keys to choose the hours, minutes, seconds, and AM/PM settings at which the scheduled close is to be performed. Pressing a key repeatedly will cause the associated field to cycle through the available values. The current time setting appears in a small text window below the time set buttons. Use the number **(6)** key to select a specific day of the week (Sunday, Monday, Tuesday, etc.), or a a setting of **EVERYDAY**, to determine the day(s) of the week to which the scheduled time applies.

Press <u>Enter</u> to accept the Schedule Close settings and return to the Terminal Close Functions main dialog window or press <u>Cancel</u> to exit without making any changes.

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⬭ **SEND TERMINAL TOTALS**

FACTORY DEFAULT: OFF

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To change the condition of the SEND TERMINAL TOTALS function to ON, press number (2) on the keypad.

Main Menu/Terminal Close Functions

Select an option by pressing the appropriate number on the keypad.
Press ENTER or CANCEL to return to previous menu.

1	**2**	**3**
Schedule Close	Send Terminal Totals: OFF	Trial Close
4	**5**	**6**
Day Close	Trial Cassette Close	Cassette Close
7	8	9
	0	
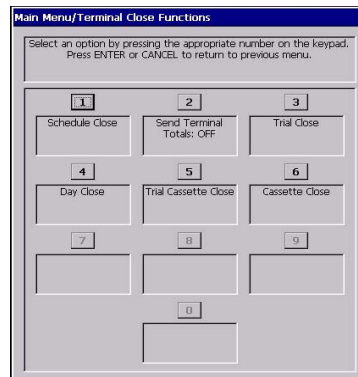
DESCRIPTION:

This function allows you to turn <u>ON</u> or <u>OFF</u> the **SEND TERMINAL TOTALS** option.

When the option is turned ON, the terminal will send accumulated totals information to your transaction processing service provider during the day close operation. If the option is set to OFF, these totals will not be sent.

Terminal totals include the total value of all withdrawal, inquiry, and transfer transactions that have occurred since the last day close operation (see the description of the **Day Close** function for additional information).

The current state of the Send Terminal Totals feature is shown as either ON or OFF in the button label. Press the number **(2)** on the keypad to toggle the state of the feature between ON or OFF.

**TRIAL CLOSE**

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To display the Management Report that provides the TRIAL CLOSE information for the ATM, press number (3) on the keypad.

3. When the TRIAL CLOSE dialog appears, press the ENTER key.
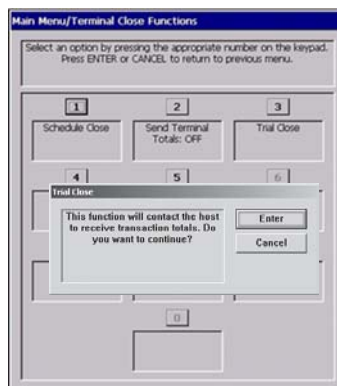
DESCRIPTION:

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

The report printed by the Trial Close is used to balance your ATM before you actually balance with your processor. It contains accumulated transaction totals, obtained from the processor and from the terminal itself.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the processor and the terminal since the last Day Close was performed. The two-column format allows the host and terminal totals in each category to be easily compared. The 'Settlement $' value is the host processor's record of the total currency dispensed from the terminal since the last Day Close was performed.

A call to the processor host computer is required to complete the operation. If the call to the processor host system is not completed successfully, a warning (***HOST TOTALS NOT RECEIVED***) will be printed on the report. The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

DAY CLOSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To display the Management Report that provides the DAY CLOSE information for the ATM, press number (4) on the keypad.

3. When the DAY CLOSE dialog appears, press the ENTER key.
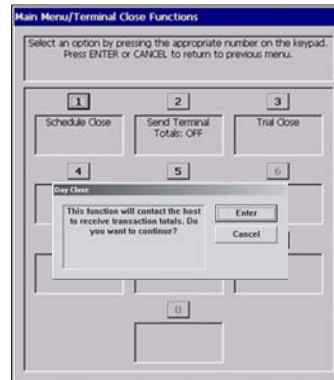
DESCRIPTION:

The **DAY CLOSE** function is used to complete daily balancing of the ATM with the processor. The Day Close is performed to clear the totals and switch to the next business day. This function prints a report summarizing all of the transactions performed since the last Day Close was completed. The information includes a total of all transactions. This function also calls your processor's host system and downloads the totals it has accumulated for the current business day.

The Day Close is normally completed as the final step in the daily balancing process. You may wish to perform a Trial Close before the Day Close to view the report *without clearing the accumulated transaction totals*. See the Trial Close function for more information.

A call to the processor host system is required to complete the operation. If the call to the host is not completed successfully, a warning (***HOST TOTALS NOT RECEIVED***) will be printed on the report. The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.
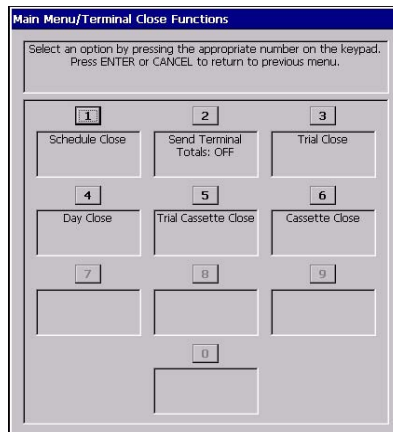
Note: If the Day Close is not performed at the same time as the processors' day close, the host and terminal totals may not match.
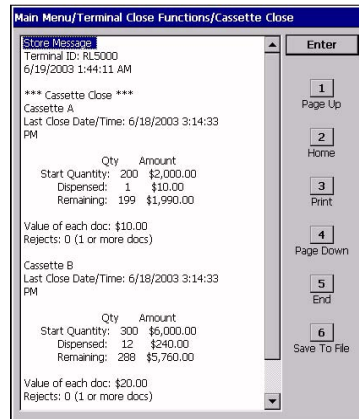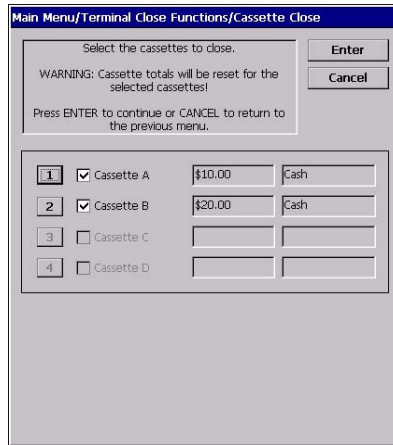
TRIAL CASSETTE CLOSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To display the Management Report that provides the TRIAL CASSETTE CLOSE information for the ATM, press number (5) on the keypad.

3. Select which cassette(s) to include in the Trial Cassette Close report.

4. Press ENTER to view/print report.
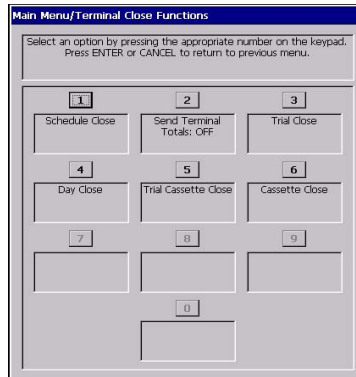
DESCRIPTION:

The **TRIAL CASSETTE CLOSE** function performs a trial cassette close on the selected cassette(s) installed in the ATM and displays a composite report from all installed cassettes. It is used to balance your ATM before you actually balance with your processor. It contains accumulated transaction totals obtained from the processor and from the terminal itself. The accumulated transaction totals for each cassette are not cleared and the processor host system is not contacted.

The report shows the total number of customer transactions (Withdrawals, Inquiries and Transfers) recorded by the processor and the terminal since the last Day Close was performed. The two-column format allows the host and terminal totals in each category to be easily compared. The 'Settlement $' value is the host processor's record of the total currency dispensed from the terminal since the last Day Close was performed.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

⌁ **C**ASSETTES **C**LOSE **F**UNCTIONS ⌁

FACTORY **D**EFAULT**: N/A**

ACCESS **I**NSTRUCTIONS**:**

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

Main Menu/Terminal Close Functions

Select an option by pressing the appropriate number on the keypad.
Press ENTER or CANCEL to return to previous menu.

1	2	3
Schedule Close	Send Terminal Totals: OFF	Trial Close

4	5	6
Day Close	Trial Cassette Close	Cassette Close

7	8	9

0

DESCRIPTION**:**

The **C**ASSETTE **C**LOSE **F**UNCTIONS menu allows the terminal operator to perform the following operations:

1. **Selected Cassette ("A" through the last available cassette).** Selects a cassette for close, replenishment, quantity, and starting balance verification (Trial Cassette Close).

2. **Replenish Cassette(s).** Unlocks selected cassette(s) and/or prompts removal of cassette for replenishing.

3. **Selects Cassette In-Service**. (Multi-cassette function) Used to lock selected cassettes and/or allow user to select which cassettes to place in service.

4   **Cassette Quantity**. Use to enter the number of bills loaded in the currently selected cassette.

5. **Trial Cassette Close Report.** After entering cassette quantities, a trial cassette close report is displayed.

IMPORTANT

The RT2000-series ATMs use Triton Dispensing Mechanism (TDM) dispensers. The TDM-100 and -150 are single cassette and the -200 and -250 are multi-cassette. The multi-cassette dispensers (TDM-200/250) DO NOT lock the cassettes in the mechanism, but they DO need to be placed IN-SERVICE to operate. References for multi-cassettes to be _locked_ apply to NMD-series dispenser mechanisms which currently are not used in the RT2000.
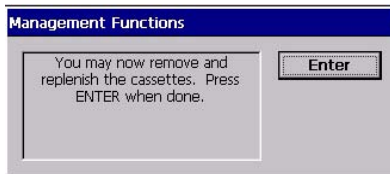

SELECT CASSETTE(S)

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

3. Select which cassette(s) to close and replenish and press ENTER.

4. CLOSE report presented for selected cassette.

DESCRIPTION:

SELECTS CASSETTE(S) for Cassette Close and Quantity entries. A **checkmark** identifies which cassette(s) are selected. The number of available cassette selections will depend upon the number of installed cassettes.

The **CLOSE** report is used to complete the balancing of a specific currency cassette of the terminal. It displays a report summarizing all activity on the ATM for the selected cassette since the last cassette close was completed. The report includes a total of all transactions.

The **Cassette Close** is normally completed as the final step in balancing a currency cassette before removing it to be replenished. Completing a Cassette Close clears the cassette total from the terminal.

Note: The Cassette Close operation also resets the number of bills loaded in the cassette to zero **(0)**.

The report can be printed to the receipt printer or saved to an external memory device.

REPLENISH CASSETTE(S)

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

3. Select which cassette(s) to close and replenish and press ENTER.

4. CLOSE report presented for selected cassette.

5. User prompted to refill cassette(s).

Management Functions

You may now remove and replenish the cassettes. Press ENTER when done.

[Enter]

DESCRIPTION:

This dialog screen prompts the user to **REMOVE** and **REPLENISH** the selected cassette(s).

For the multi-cassette dispenser mechanism, the cassettes will **UNLOCK** at this time (For cash replenishment, the cassettes must be unlocked). After replenishing the cassette(s), re-install the cassette(s) in the dispensing mechanism and press Enter when done.

WARNING!
The Management Functions timeout feature is DISABLED as long as the cassettes are UNLOCKED! DO NOT LEAVE THE TERMINAL UNATTENDED WHILE THE CASSETTES ARE UN-LOCKED! A dialog will appear after 30 seconds to remind you to place the cassettes back into the dispenser and lock them before exiting Management Functions.

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SELECT CASSETTE(S) IN-SERVICE

FACTORY DEFAULT: ALL

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

3. After replenishing cassette(s), select which cassette(s) to put IN-SERVICE.

DESCRIPTION:

In a multi-cassette configuration, individual cassettes can be placed in service. This means the selected cassettes will be used by the ATM for meeting withdrawal requests.

Select the cassette(s) to place **IN-SERVICE**. A **checkmark** identifies which cassette(s) are selected. The number of available cassette selections will depend on the number of installed cassettes. Press Enter after selection.

The dispenser will automatically lock the cassettes and a dialog prompt will be displayed.

> ***NOTE***
>
> **In a multi-cassette configuration, the cassettes MUST be LOCKED and IN-SERVICE for normal operation.**

<div style="border:1px solid">
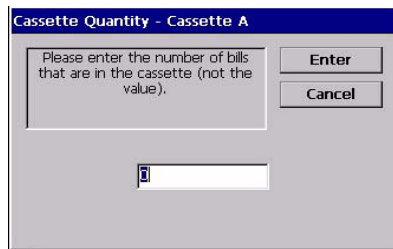
CASSETTE QUANTITY

</div>

FACTORY DEFAULT: "0"

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

3. After replenishing cassette(s) and re-installing, press ENTER.

4. Enter quantity of bills for each selected cassette(s).

Cassette Quantity - Cassette A

Please enter the number of bills that are in the cassette (not the value).

[Enter]
[Cancel]

[0]

DESCRIPTION:

The **CASSETTE QUANTITY** function allows entry of the number of notes or other documents in a selected cassette. This number is used as a starting point for the Cassette Close report and Low Cash Threshold feature.

Use the text entry box to enter the total number of documents in the cassette, NOT the value of those documents. The value must be between **0** and **999999**. Select Enter to accept the entry or Cancel to ignore and exit the function.

TRIAL CASSETTE CLOSE REPORT

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CLOSE FUNCTIONS option by pressing number (1) on the keypad.

2. To access the CASSETTE CLOSE FUNCTIONS menu, press number (6) on the keypad.

3. After Cassette Quantity is entered, a TRIAL CASSETTE CLOSE report is presented.

DESCRIPTION:

The **TRIAL CASSETTE CLOSE** report verifies the number of bills entered and provides a starting point for cassette balances. It summarizes activity on the selected cassette since the last Cassette Close was performed. The totals are not cleared (set to zero) or reported to the host during the Trial Cassette Close. The following information is provided:

1. **Start**. Includes starting quantity of notes in cassette and total value of this quantity.

2. **Dispensed**. Shows number of notes dispensed and value of this quantity.

3. **Remaining**. Shows number of notes remaining and total value of this quantity.

4. **Value of Each Doc**. Denomination of the notes in the cassette.

5. **Rejects**. Number of reject events (can involve more than a single note per event).

The Trial Cassette Close report is displayed which you can print to the receipt printer or save to an external memory device.

DIAGNOSTICS

Introduction

Diagnostics provide important information about the status of the ATM. It maintains an "historical" record of the operating system and associated hardware to determine system errors that have occurred.

The Diagnostics function also performs self-tests on the major components to help determine and isolate any malfunctions or errors.

Terminal Diagnostics

• Provides **Terminal Status** of any errors present and error reset function. Reports and maintains terminal history and configuration summary.

• Displays **Transaction Totals** since terminal installation.

• Provides a status report for operating **System Diagnosis**.

• Displays status reports, tests, and allows configuration of certain options:
   A. **Dispenser**
   B. **Card Reader**
   C. **Receipt Printer**
   D. **Modem/Ethernet (TCP/IP).**
   E. **Keypad**
   F. **General Input/Output (I/O)** devices (LEDs, audio output, headphone)

DIAGNOSTICS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

Main Menu/Terminal Diagnostics

Select an option by pressing the appropriate number on the keypad. Press ENTER or CANCEL to return to previous menu.

1 Terminal Status	2 Transaction Totals	3 System Diagnostics
4 Dispenser	5 Card Reader	6 Printer
7 Modem / Ethernet	8 Keypad	9 General I / O Diagnostics
	0	
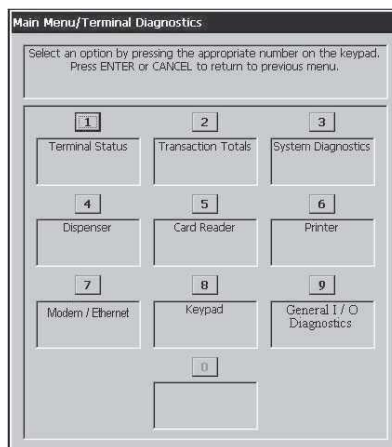
DESCRIPTION:

The following options will be available from the **TERMINAL DIAGNOSTICS** screen:

1. **Terminal Status**. Displays the terminal status dialog, which provides access to configuration and status reporting functions.

2. **Transaction Totals**. Displays terminal transaction totals since the last Day Close and since terminal installation.

3. **System Diagnostics**. Displays a Management Report showing the results of the operating system diagnostics.

4. **Dispenser**. Displays a menu of dispenser status reporting and testing functions.

5. **Card Reader**. Displays a menu of card reader device status and test functions.

6. **Printer**. Displays a menu of receipt printer diagnostic and device status report functions.

7. **Modem / Ethernet**. Displays a menu of modem device status and diagnostic tests functions. Allows configuration of Ethernet parameters.

8. **Keypad**. Performs keypad device status and test functions.

9. **General I/O Diagnostics.** Performs an operational test on the LED indicators, audio output, and headphone jack.

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> **TERMINAL STATUS**

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the TERMINAL STATUS menu by pressing number (1) on the keypad.

Main Menu/Terminal Diagnostics/Terminal Status

Select an option by pressing the appropriate number on the keypad.
Press ENTER or CANCEL to return to previous menu.

1 Current Terminal Error	**2** Terminal Error History	**3** Reset Terminal Error
4 Configuration Summary	**5** Restore Default Parameters	**6** Save Parameters To External Storage
7 Restore Parameters From External Storage	**8**	**9**
	0	
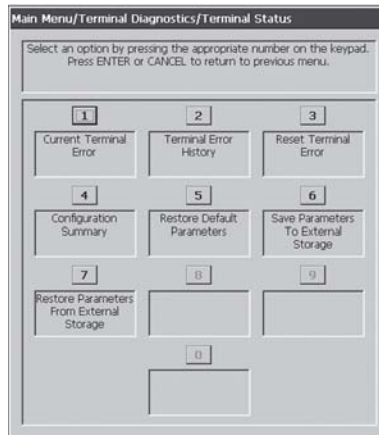
DESCRIPTION:
The following options will be available from the **TERMINAL STATUS** screen:
(**Note: *** denotes service provider function)

1. **Current Terminal Error**. Shows current error status of the terminal.

2. **Terminal Error History**. Shows a log of all terminal error events.

3. **Reset Terminal Error**. System attempts to reset the current terminal error.

4. **Configuration Summary**. A comprehensive report of terminal configuration information.

5. ***Restore Default Parameters***. Use this function to restore the factory-default terminal parameter settings.

6. ***Save Parameters to External Storage***. Use this function to save all current terminal parameter data to an external memory device.

7. ***Restore Parameters from External Storage***. Use this function to restore a set of parameters that have been previously saved using an external memory device.

CURRENT TERMINAL ERROR
TERMINAL ERROR HISTORY

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. To view the options available on the TERMINAL STATUS screen, press number (1) on the keypad

3. To view the CURRENT TERMINAL ERROR of the terminal, press number (1) on the keypad.

4. To view the TERMINAL ERROR HISTORY of the terminal, press number (2) on the keypad.

DESCRIPTION:

Selecting the **CURRENT TERMINAL ERROR** option displays a report that shows the most current terminal status. The current status/error code is listed, along with a short description of the condition.

Selecting the **TERMINAL ERROR HISTORY** option displays a report that shows all status/error codes that have been recorded since the terminal was initially setup. A short description of each status/error code is provided.

For more information on the listed status/error condition, refer to Chapter 7, Status Codes and Error recovery.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.


┌─────────────────────────────┐
│   **RESET TERMINAL ERROR**   │
└─────────────────────────────┘

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. To view the options available on the TERMINAL STATUS screen, press number (1) on the keypad

3. To RESET TERMINAL ERROR, press number (3) on the keypad.
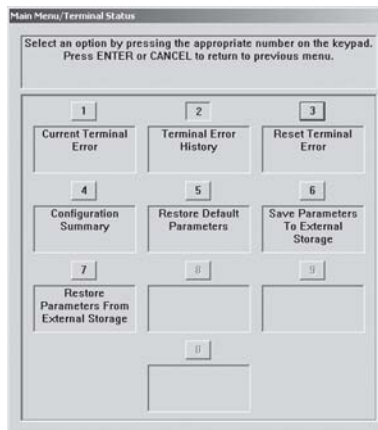
DESCRIPTION:

Use this function to remove the entries in the Current Terminal Error list.

1. Select the **RESET TERMINAL ERROR** option by pressing the number **(3)** key on the keypad.

2. Press the <u>Enter</u> key to accept the confirmation dialog, which initiates the status clearing function. You are returned to the Terminal Status main menu.

3. Press the <u>Enter</u> key twice to exit Management Functions. The main menu appears. The terminal will attempt to clear the error status. Depending upon the results of this attempt, after about a 30-second delay one of two screens will appear:

   • If the error condition was successfully cleared, the Customer Welcome screen will appear. The terminal will resume normal operations.

   • If the error condition was not successfully cleared (or another error condition exists), the Terminal Error screen will appear.

After selecting this option, a confirmation dialog is displayed. Select <u>Enter</u> to clear the Terminal Status history or <u>Cancel</u> to exit without clearing.

<div style="text-align:center">**CONFIGURATION SUMMARY**</div>

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. To view the options available on the TERMINAL STATUS screen press number (1) on the keypad.

3. To view the CONFIGURATION SUMMARY, press number (4) on the keypad.
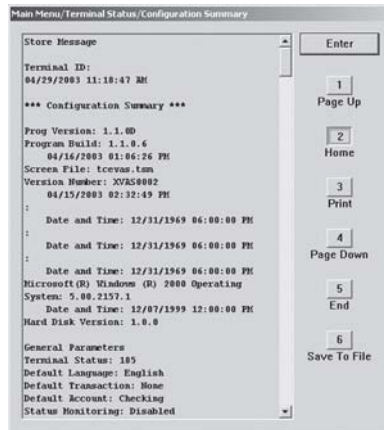
Description:

A comprehensive **CONFIGURATION SUMMARY** of current terminal and hardware status information. Information is provided for all terminal configuration areas, as well as dispenser, receipt printer, modem, and keypad status.

The summary is displayed in a Management Report dialog, which you can print to the receipt printer, or save to an external memory device.

---

IMPORTANT

It is highly recommended that the report be generated and saved after the initial setup of the terminal and whenever significant changes are made to the terminal's configuration current.

```
╭─────────────────────────────╮
│      TRANSACTION TOTALS      │
╰─────────────────────────────╯
```

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. View the TRANSACTION TO-TALS screen by pressing number (2) on the keypad .
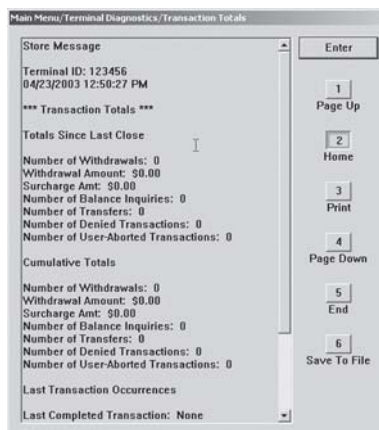
DESCRIPTION:

The **TRANSACTION TOTALS** report displays transaction totals in two categories: **Totals Since Last Close** and **Cumulative Totals**. The report also provides the date/time of the Last Completed Transaction and Last Denied Transaction.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

> **SYSTEM DIAGNOSTICS**

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. View the SYSTEM DIAGNOS-TICS screen by pressing number (3) on the keypad .
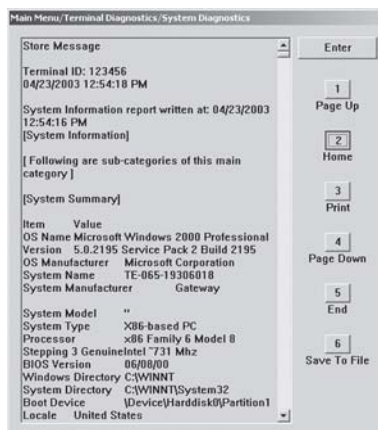
DESCRIPTION:

The **SYSTEM DIAGNOSTICS** function displays the system information dialog. This dialog provides information about the resources (e.g. memory, hard disk space, etc.) currently in use by the ATM's computer system. It provides access to specific and detailed status and configuration information concerning installed hardware and software components.

To navigate through the dialog, press the Clear key on the keypad to tab between areas. Use the left (<) and right (>) arrow keys to move between items in an area. To exit from the dialog, press the Cancel key.

DISPENSER DIAGNOSTICS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. View the DISPENSER diagnostics menu by pressing number (4) on the keypad.
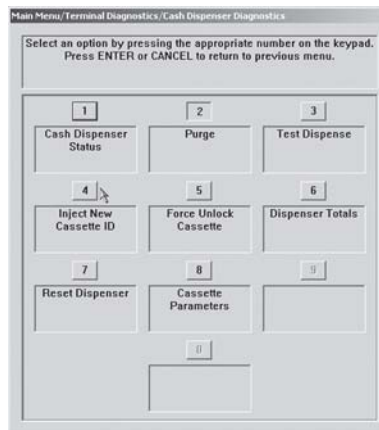
DESCRIPTION:

The following options will be available from the **DISPENSER DIAGNOSTICS** screen: (**Note: *** denotes service provider function)

1. **Dispenser Status**. Displays a Management Report showing current dispenser hardware status.

2. **Purge**. Performs a purge operation on the dispenser.

3. **Test Dispense**. Commands the dispenser to dispense, *minimum*, a single note from each installed and active cassette into the reject vault.

4. ***Inject New Cassette ID***. Lets you change a cassette's ID.

5. **Force Unlock Cassette**. Enables you to override the dispenser cassette-locking mechanism. (**Note:** Applicable to NMD-family dispensers only)

6. **Dispenser Totals**. Displays a Management Report showing total number of documents dispensed.

7. **Reset Dispenser**. Used to reset ALL dispenser and cassette parameters to default values.

8. **Cassette Parameters**. Lets you view and configure cassette parameters like document type and multiple amount.

```
┌─────────────────────────────┐
│      DISPENSER STATUS        │
└─────────────────────────────┘
```

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. View the DISPENSER STATUS screen by pressing number (1) on the keypad.
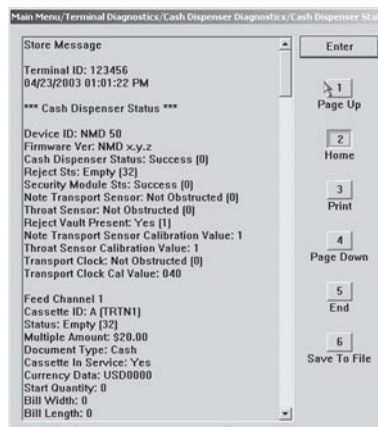
DESCRIPTION:

The **DISPENSER STATUS** report identifies the type of dispensing mechanism installed and shows the results of the most recent dispenser status check.

The report is displayed in a Management Report dialog which you can print to the receipt printer or save to an external memory device.

PURGE / TEST DISPENSE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To force the dispenser to complete a PURGE, press number (2) on the keypad.

4. Press the ENTER key when the PURGE dialog screen appears

5. To complete a TEST DISPENSE, press number (3) on the keypad. Select the number of notes to pick during a Test Dispense and press the ENTER key.
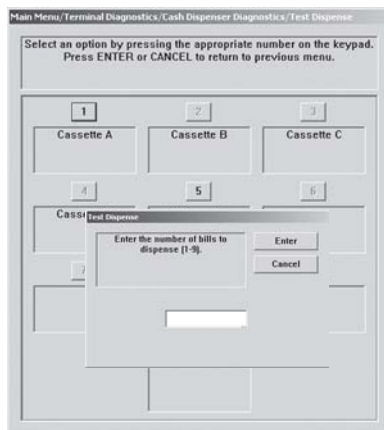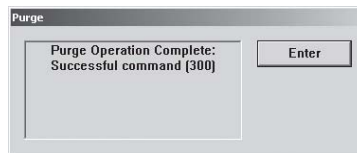
DESCRIPTION:

The **PURGE** command instructs the dispenser to remove all documents from the feed path. When the purge command is used to clear the feed path following a jam or failure of the dispenser, some or all of the notes may pass out of the exit slot, depending on their location in the feed path and the type of fault condition.

The **TEST DISPENSE** command instructs the dispensing mechanism to dispense, *minimum*, one note from each installed and operational cassette into the reject area.

This test exercises the dispenser mechanism without sending notes to the exit.

FORCE UNLOCK CASSETTE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To display the FORCE UN LOCK CASSETTE options screen, press number (5) on the keypad.

Note: This option applicable to NMD family dispensers.

DESCRIPTION: (MULTI-CASSETTE NMD USE)

The **FORCE UNLOCK CASSETTE** function provides a means of overriding the unlocking mechanism associated with a specific cassette. It is only to be used immediately after failure of a normal cassette unlock operation.

Occasionally a condition may occur that prevents a cassette from being removed from the dispensing mechanism. A note that is lodged or jammed in a cassette's 'gate' could cause such a condition, for example. The gate is a mechanical shutter on the feed end of a cassette, which lowers to allow notes to be dispensed and raises as a security precaution when the cassette is removed from the dispensing mechanism.

During a normal unlocking operation (see the description of the Cassette Parameters function) when the gate is closed, the cassette releases an associated mechanical latch allowing the cassette to be removed from the body of the dispensing mechanism. If the gate does not fully close, the cassette will not release the latch and the cassette will remain locked in the mechanism.

If you find that a particular cassette cannot be removed after performing the normal unlock operation, do not attempt any other action, such as a Reset Dispenser, or make multiple attempts to perform a normal unlock operation.

The **First Step** after encountering a problem with a normal unlock operation is to use the **Force Unlock** function to attempt to release the applicable cassette from the mechanism.

To initiate a Force Unlock operation on a specific cassette, select the option button on the menu that corresponds to the feed channel of the affected cassette or reject vault.

Once the cassette has been removed from the dispensing mechanism, carefully remove any notes that are sticking out of the cassette. Re-insert the cassette into the dispensing mechanism and perform a normal <u>Lock</u> operation, followed by a normal <u>Unlock</u> operation. You may now remove and replenish the cassette as normal.
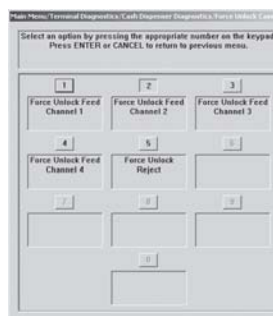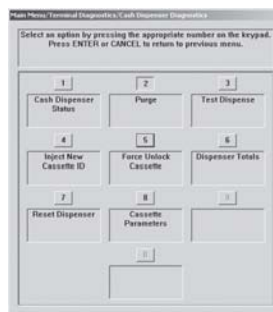
DISPENSER TOTALS
RESET DISPENSER

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To view the DISPENSER TOTALS screen, press number (6) on the keypad.

4. To RESET the dispenser, press number (7) on the keypad.
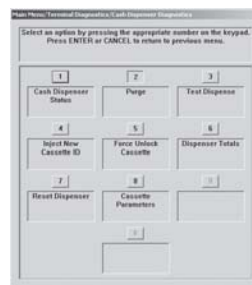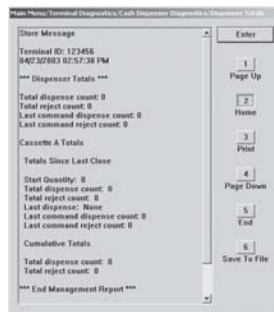
DESCRIPTION:

The **DISPENSER TOTALS** report displays dispenser activity totals in various categories. Cumulative dispense and reject counts for the dispenser, as well as, individual totals for each installed cassette are provided.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

Use the **RESET DISPENSER** function to reset the operating parameters associated with the dispenser and its associated cassette(s). This operation will generally be performed when a new dispenser is added or there is a problem with the current dispenser.

Select Enter to reset the dispenser or Cancel to exit without resetting the dispenser.

<div style="border: 1px solid; padding: 4px;">CASSETTE PARAMETERS</div>

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Parameters

1 Relearn Bill Thickness	Enter
2 ☑ All Cassettes Locked	
3 ☐ Retract Cash	4 Retract Delay 45

Active Cassette:
5 Cassette A ▾   Cassette Status: Empty

Cassette Parameters
6 ☑ Cassette In Service

7 Multiple Amount: $20.00

8 Document Type: ⦿ Cash   ○ Non-Cash

9 Non-Cash Item Description: [   ]

0 Secondary Item Description: [   ]

F1 Note Configuration

Description:

The following options will be available from the **CASSETTE PARAMETERS** screen:

(**Note: *** denotes service provider function)

1. **Relearn Bill Thickness.** Relearn the thickness of the documents loaded in the cassette.

2. **All Cassettes Locked/Unlocked.** Physically lock or unlock ALL cassettes in the dispensing mechanism chassis. (**Note:** Applicable to NMD-family dispensers only)

3. **Enable Extension Rejects.** When enabled, allows the extension to automatically purge any notes detected as remaining in the extension. This is done at power up or as part of a dispense operation. When disabled, the notes will remain in the extension and the unit will go "Out of Service". A Purge operation will always try to purge the extension. **Note:** Any notes purged from the extension are dropped into the cabinet.

4. ***Retract Delay.*** Determine the amount of time the dispenser will wait before retracting the bundle carriage unit.

5. **Activate Cassette.** Select the cassette that will receive the results of any change to the various cassette and note configuration parameters that are accessed via the Cassette Parameters dialog.

6. **Cassette In Service.** Places the currently selected cassette In or Out of Service.

7. **Multiple Amount.** Set the denomination of the currency in a cassette.

8. **Document Type.** Enter the type of document in the cassette: Cash or Non-Cash.

9. **Non-Cash Item Description.** Enter up to 28 characters describing the Non-Cash item in the active cassette.

0. **Secondary Item Description.** Enter up to 28 characters of general information about the Non-Cash item in the active cassette or other information as required.

F1 ***Note Configuration*.** This function allows you to configure the note specific operating parameters for the active cassette.

RELEARN BILL THICKNESS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

4. To force the dispening mechanism to RELEARN BILL THICKNESS, press number (1) on the keypad.

DESCRIPTION:

The first time the dispenser is set up or if a new note cassette is installed, the mechanism will automatically enter a "learning" mode, which will learn the thickness of the currency or other media. During this process, the unit will dispense and reject as many as 7-15 notes. For multiple cassettes, the number of test rejects could almost fill the single-note compartment of the reject vault. In such cases, it is recommended that you remove any rejected notes from the unit before placing the ATM back in service.

In some instances (excessive number of rejects during normal operation, for example), it may be necessary to manually initiate this process. The **RELEARN BILL THICKNESS** function enables you to force the dispenser to enter the learning mode. **Note that the operation affects ALL active cassettes in the dispenser!**

Press the number **(1)** on the keypad to initiate the relearn operation. A series of message dialogs will appear to report the status of the operation.

Triton WHERE MONEY COMES FROM.™

ALL CASSETTES LOCKED

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

4. To LOCK or UNLOCK ALL CASSETTES, press number (2) on the keypad to place or remove the check from the box..

DESCRIPTION: (MULTI-CASSETTE USE - NMD FAMILY DISPENSERS)

For security purposes, some dispensing mechanisms (NMD-50/100) are designed to physically lock the cassettes into the chassis of the mechanism during normal operation. If you need to remove a cassette for cash replenishment or other servicing, the cassettes must first be unlocked.

After performing an unlock operation, ALL cassettes MUST be removed and re-installed before performing the locking operation to ensure normal operation of the ATM!

The ALL CASSETTES LOCKED function is used to lock or unlock **ALL** cassettes in a single operation. Press the number **(2)** on the keypad to toggle the function between checked **(Locked)** and unchecked **(Unlocked)**.

WARNING!

The Management Functions timeout feature is DISABLED as long as the cassettes are UNLOCKED! DO NOT LEAVE THE TERMINAL UNATTENDED WHILE THE CASSETTES ARE UNLOCKED! A dialog will appear after 30 seconds to remind you to place the cassettes back into the dispenser and lock them before exiting Management Functions.

ACTIVE CASSETTE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

4. To view or change the configuration of an ACTIVE CASSETTE, press number (5) on the keypad to select and display the cassettes configuration data for the available cassettes.

DESCRIPTION:

Use the **ACTIVE CASSETTE** function to select the cassette that will receive the results of any changes to the various cassette and note configuration parameters that are made via the Cassette Parameters dialog. Repeatedly pressing the number **(5)** key will cycle through the available cassettes.

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CASSETTE IN SERVICE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

4. To change the service status of the selected Active Cassette, press number (6) on the keypad.

DESCRIPTION: (MULTI-CASSETTE USE - TDM-200/250 AND NMD FAMILY DISPENSERS)

Some dispensing mechanisms (typically in a multi-cassette configuration) allow individual cassettes to be placed out of service. This means the cassette will not be used by the ATM for meeting withdrawal requests. This capability can be used, for example, to remove a low or empty cassette from service, allowing the dispenser to continue operation without entering an "out of service" condition because of the affected cassette.

To select a cassette to receive the focus of this function, use the ACTIVE CASSETTE function to choose an available cassette.

Press the number (6) on the keypad to toggle the cassette between IN-SERVICE (checked) or OUT OF SERVICE (unchecked) conditions.

MULTIPLE AMOUNT

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

4. To view or change the MULTIPLE AMOUNT in the Active Cassette, press number (7) on the keypad.

DESCRIPTION:

The **MULTIPLE AMOUNT** parameter must be set in the ATM before any transactions can be processed. This number is the denomination of the currency installed in the currently selected (active) cassette. It can be set to any value, as long as this value is no less than 1/50th of the maximum cash parameter. Typical values might be 10, 20, 50, or 100.

Whenever a withdrawal transaction is performed, the amount entered or selected is compared to the Multiple Amount parameter. If the entry is not an even multiple of this amount, an error warns the customer of this fact and they are offered an opportunity to try again.

If the Multiple Amount is not set correctly, the terminal will respond by going into Configuration Error 186, BILL SIZE NOT CONFIGURED CORRECTLY. To correct the error condition, enter the Management Functions and configure the bill size (Multiple Amount) to the value of the bill in the cassette.

Select a cassette using the **ACTIVE CASSETTE** function. Press number **(7)** on the keypad to bring up the data entry dialog. Enter the multiple amount value, observing the restrictions stated previously. Press Enter to accept or Cancel to exit without changing the current amount. The value you enter will be applied to the currently selected cassette.

DOCUMENT TYPE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

5. To set the DOCUMENT TYPE for the Active Cassette, press number (8) on the keypad to select either CASH or NON-CASH.

DESCRIPTION: (MULTI-CASSETTE USE)

This option lets you set the **DOCUMENT TYPE** loaded in the currently selected (active) cassette. The type can be **CASH** or **NON-CASH**. Cash is any type of currency. Non-Cash is any item other than cash, such as stamps, coupons, or phone cards.

Select a cassette, using the **ACTIVE CASSETTE** function. Press number **(8)** on the keypad to choose the document type, either Cash or Non-Cash.

┌─────────────────────────────┐
│ **NON-CASH ITEM DESCRIPTION** │
│ **SECONDARY ITEM DESCRIPTION** │
└─────────────────────────────┘

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the DISPENSER diagnostics menu by pressing number (4) on the keypad.

3. To modify the CASSETTE PARAMETERS, press number (8) on the keypad.

4. To enter a NON-CASH ITEM DESCRIPTION for the Non-Cash document in the Active Cassette, press number (9) on the keypad.

5. To enter a SECONDARY ITEM DESCRIPTION for the Non-Cash document in the Active Cassette, press number (0) on the keypad.

DESCRIPTION: (MULTI-CASSETTE USE)

The **NON-CASH ITEM** description option is used to provide a brief description of the items in the casettes whose document type is set to Non-Cash. Examples of descriptions are phone cards, coupons, stamps, etc.

Press number **(9)** on the keypad to bring up the data entry dialog. Enter a brief description for the non-cash item. Press Enter to accept or Cancel to exit without changing the current description.

The **SECONDARY ITEM** option provides a location for other information of general interest or other required information. It is used in conjunction with the Non-Cash Item Description to provide a complete description of the non-cash item in the cassette.

Press number **(0)** on the keypad to bring up the data entry dialog. Enter a brief description for the secondary item description. Press Enter to accept or Cancel to exit without changing the current description.
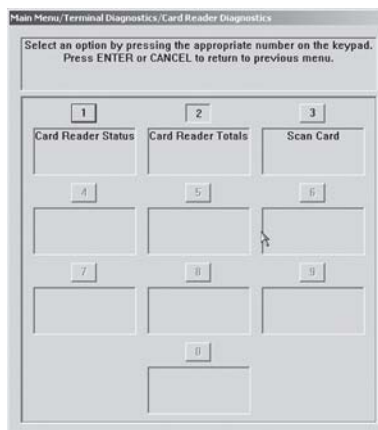
CARD READER

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad.

DESCRIPTION:

The following options will be available from the **CARD READER DIAGNOSTICS** screen:

1. **Card Reader Status**. Displays a Management Report showing card reader hardware status.

2. **Card Reader Totals**. Displays a Management Report showing total number of various card reader operations (Card reads, Bad card reads, Last valid card read).

3. **Scan Card**. Displays a Management Report showing total number of documents dispensed.
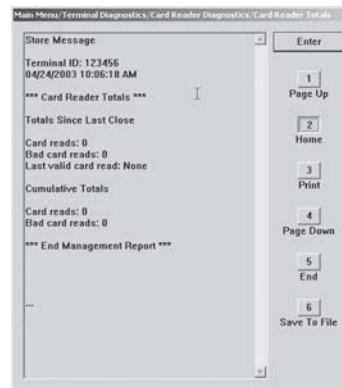
> ### CARD READER STATUS
> ### CARD READER TOTALS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad.

3. To display CARD READER STATUS, press number (1) on the keypad.

4. To display CARD READER TOTALS, press number (2) on the keypad.

DESCRIPTION:

CARD READER STATUS display a report showing card reader hardware status. Reports card reader type, number of tracks the card reader is able to scan, and the track size. The status field shows a code that represents the current operational state of the card reader. A device status of **"0"** indicates normal operation.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

CARD READER TOTALS display a report showing significant card reader activity totals, such as number of cards read, number of bad cards read, and date/time of the last valid card read.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

SCAN CARD

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the CARD READER diagnostics menu by pressing number (5) on the keypad..

3. To use the SCAN CARD diagnostics, press number (3) on the keypad. .

DESCRIPTION:

The **SCAN CARD** function uses a series of dialogs to report the operation of the card reader. The dialog shown above is displayed when the function is first entered. It prompts you to insert and then remove a card. As these actions are performed, the results are displayed in the dialog. Upon removing the card, a Management Report dialog is displayed:

If the card can be read properly, the information from the tracks on the card will be displayed in a Management Report.

If the card is damaged or not a standard format, an error message will be displayed. If this happens, the card cannot be used for transactions on the terminal.
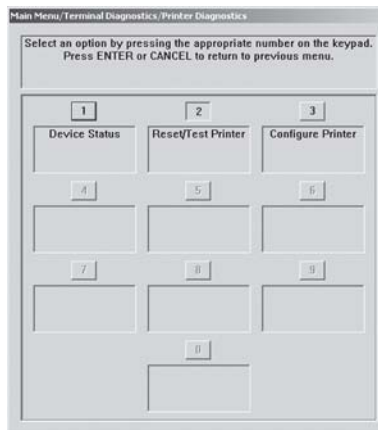
<table>
<tr><td>PRINTER DIAGNOSTICS</td></tr>
</table>

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.

DESCRIPTION:

The following options will be available from the **PRINTER DIAGNOSTICS** screen:

1. **Device Status**. Displays a Management Report that shows properties of the terminal printer, such as printer name, assigned port, driver version, and print resolution.

2. **Reset/Test Printer**. Tests the terminal printer by printing some sample text using various font styles and sizes.

3. **Configure Printer**. Feeds a portion of printer paper by a fixed amount.

DEVICE STATUS (PRINTER) RESET/TEST PRINTER
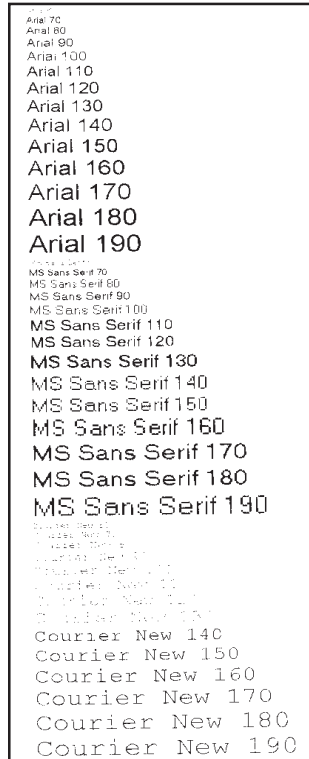
FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.

3. To display DEVICE STATUS, press number (1) on the keypad.

4. To perform a RESET/TEST operation to verify printer operation, enter number (2) on the keypad.

DESCRIPTION:

DEVICE STATUS displays a report that shows properties of the terminal printer, such as printer name, assigned port, driver version, and print resolution.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

The **RESET/TEST** function re-initializes and then performs an operational test of the printer. A pattern of characters is printed out on the receipt printer, using a variety of character fonts and sizes to test the print capability.
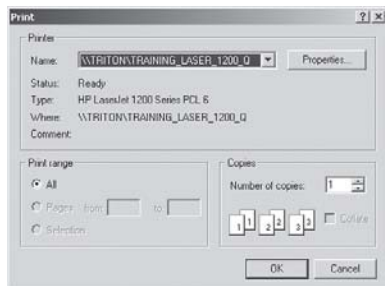
CONFIGURE PRINTER

FACTORY DEFAULT: LISTED BELOW

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the PRINTER diagnostics menu by pressing number (6) on the keypad.

3. To CONFIGURE PRINTER operating parameters, press number (3) on the keypad.

DESCRIPTION:

The **CONFIGURE PRINTER** function enables you to set-up the operating parameters for the terminal's printer. The maintenance keyboard should be used to interact with this dialog. When the function is first activated, a Print dialog appears. This dialog allows the following printer settings to be configured:

(**Note:** * denotes service provider function)

Printer

By default, the installed terminal printer should be listed; if not, select it from the drop-down list.

Paper

By default, the printer paper settings will reflect the size and source settings applicable to the installed terminal printer.

Orientation

By default, the print orientation is set to portrait.

Properties

Select this command button to access the printer Properties dialog, which you can use to view or change printer-specific operating parameters. In most instances the default parameters should not be altered.

MODEM / ETHERNET DEVICE STATUS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the MODEM/ETHERNET diagnostics menu by pressing number (7) on the keypad.

3. To view the DEVICE STATUS report, press number (1) on the keypad.

DESCRIPTION:

The following options will be available from the **MODEM / ETHERNET** screen: (**Note:** ***** denotes service provider function)

1. **Device Status**. Displays a Management Report that shows the modem name and current status.

2. **Test**. Tests the modem by dialing a number that you enter in a dialog box. A status box appears to report the progress and results of the dial-out operation.

3. **Modem Totals**. Displays a Management Report that shows the number of modem call attempts, busy signals, and aborted calls.

4. ***Configure Modem***. Lets you view and configure the modem's operating parameters.

5. ***Triton Connect Settings***. Provides access to screens that will let you view and configure the Triton Connect parameters.

6. ***Configure Ethernet Settings***. Provides access to Ethernet (TCP/IP) configuration parameters.

The **DEVICE STATUS** displays a report that shows the current operational status of the ATM's modem.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.
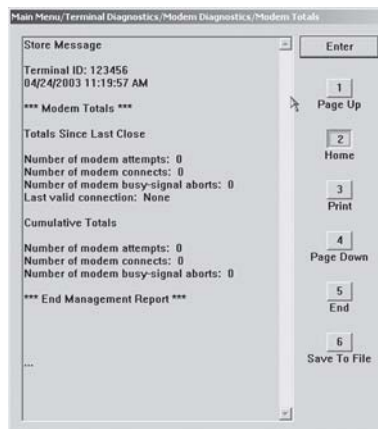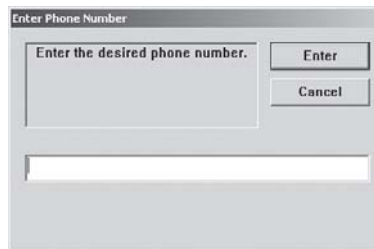
85
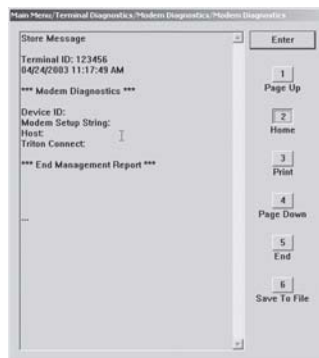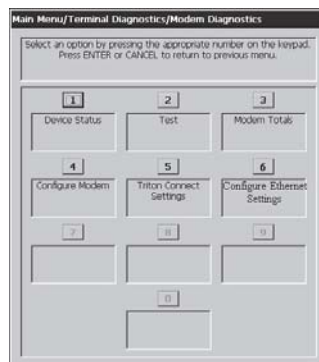
TEST (MODEM) / MODEM TOTALS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the MODEM/ETHERNET diagnostics menu by pressing number (7) on the keypad.

3. To enter the TEST function, press number (2) on the keypad.

4. To view the MODEM TOTALS report, press number (3) on the keypad.

DESCRIPTION:

Use the **TEST** function to test the ATM's modem. Enter a known good telephone number, which the modem will dial to verify its ability to access the telephone line and perform a dialing operation.

Use the text entry box to enter the phone number. Select Enter to start the test or Cancel to ignore the entry and exit the function. At the conclusion of the test a message box will indicate success or failure of the test.

The **MODEM TOTALS** report displays modem activity totals in two categories: Totals Since Last Close and Cumulative Totals. Total modem call attempts, total successful connects, aborts due to busy signals, and the date/time of the last successful connection are recorded.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.
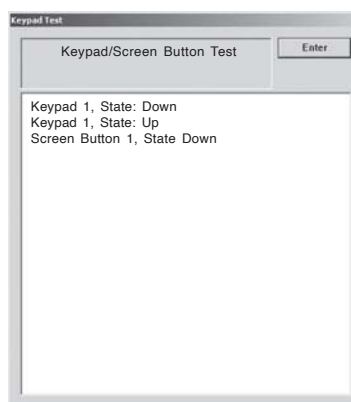
**DEVICE STATUS (KEYPAD)
TEST (KEYPAD)**

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the DIAGNOSTICS option by pressing number (2) on the keypad.

2. Enter the KEYPAD diagnostics menu by pressing number (8) on the keypad.

3. To view the DEVICE STATUS function, press number (1) on the keypad.

4. To enter the TEST function, press number (2) on the keypad.

DESCRIPTION:

DEVICE STATUS displays a report that shows the current operational status of the ATM's keypad. In addition to current device status, status of the encryption features of the ATM is also reported including check digits and whether various encryption features are loaded and the check digits associated with those features.

The report is displayed in a Management Report dialog, which you can print to the receipt printer or save to an external memory device.

The **KEYPAD TEST** function enables you to verify proper operation of the numeric, function, and control buttons on the terminal. Simply press any button (**except the Enter button**). The status window will indicate the state of the button: either <u>U</u>p or <u>Down</u>. Press the <u>Enter</u> button to exit the function.

Electronic Journal

Introduction

The ATM features an electronic journal that is integrated into the dispensing mechanism.

The details of each transaction are stored in the journal's memory and can be retrieved at a later date. When needed, just the information desired can be recalled and a printout of the records made.

Old records are retained until **32,768** records have been stored, at which time, the journal must be printed or cleared. (**Error code 151**)

Normally, journal data is printed by the unit's receipt printer, but with the optional Triton Connect software package the information can be sent to a remote PC for storage and subsequent analysis.

Journal Functions

The following Management Functions enable you to display and/or print the journal.

Display Unaudited Records. Displays summary of journal entries since last time printed.

Display Last X. Displays and/or prints audited and unaudited journal entries.

Display Selected Records. Displays and/or prints selected journal entries by date.

Clear Journal. Marks all unprinted entries as audited.

Archive / Delete Journal. Ability to archive or delete journal entries by date.

View Journal Archive. Select and view archived entries.

Journal Properties. View journal properties.

Auto Archive. Ability to archive journal entries by date or duration. Set journal interval to automatically archive records.
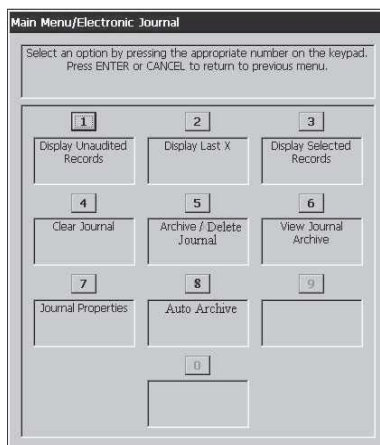
ELECTRONIC JOURNAL

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOUR-NAL option by pressing number (3) on the keypad.

DESCRIPTION:

The following options will be available from the **ELECTRONIC JOURNAL** screen:

1. **Display Unaudited Records**. This function is used to display a summary of the journal entries collected since the last time the journal was printed.

2. **Display Last X**. This function is used to display and print records from the electronic journal, either before or after they have been audited.

3. **Display Selected Records**. Generates a Management Report of journal entries that match a user-defined set of filtering criteria.

4. **Clear Journal**. This function is used to mark all unprinted records in the electronic journal as audited.

5. **Archive / Delete Journal**. Used to enter a date; all journal entries stored on the terminal prior to this date can be saved in an archive file or deleted.

6. **View Journal Archive.** This function is used to select and view an archived journal.

7. **Journal Properties**. This function allows viewing of journal properties.

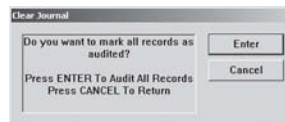8. **Auto Archive.** Set journal interval to automatically archive records.

<div style="border:1px solid; border-radius:20px; display:inline-block; padding:4px 12px;">

DISPLAY UNAUDITED RECORDS

</div>

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.

2. To DISPLAY UNAUDITED RECORDS, press number (1) on the keypad.

DESCRIPTION:

The **DISPLAY UNAUDITED RECORDS** function is used to display a summary of the journal entries collected since the last time the journal was printed. **ALL** records stored in the electronic journal will be printed. This command should be used regularly to print the audit trail of the terminal. This information should be maintained in case of an inquiry by a customer, and can also be useful in certain troubleshooting situations.

When this function is run, all unaudited records in the electronic journal are displayed in a Management Report window.
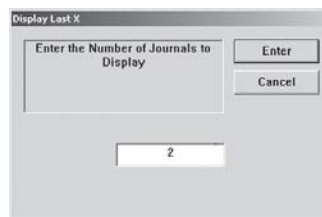
DISPLAY LAST X

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.

2. To DISPLAY LAST X electronic journal entries, press number (2) on the keypad.

DESCRIPTION:

The **DISPLAY LAST X** function is used to display and print records from the electronic journal, either before or after they have been audited using the **CLEAR JOURNAL** or **DISPLAY UNAUDITED RECORDS** functions. Records printed out using this command are not marked in any way. This function will not affect the operation of the Display Unaudited Records functions.

This function is used for several purposes. It can be used to reprint records for which the paper trail has been lost or destroyed. It can also be used to print out records before they are audited for diagnostic purposes.

When using this function you will be prompted to enter the number of the most recently collected records to be printed. It always operates on the last 'X' entries. If an operator needs to see a transaction that happened about 10 records earlier, entering '13' at the prompt will cause the last 13 records to be printed, but not cleared from the buffer. This will ensure that the transaction in question is printed.

Select <u>Enter</u> to accept the entry or <u>Cancel</u> to ignore and exit the function.

Note
Entering a number greater than the maximum number of records that can be stored in the journal will cause all records to be printed.

DISPLAY SELECTED RECORDS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.

2. To DISPLAY SELECTED RECORDS from the electronic journal entries, press number (3) on the keypad.

DESCRIPTION:

The following options will be available from the **Display Selected Records** screen:

1. **All/Unaudited/Audited**. Select the category of records to consider: All records, all Audited records, or all Unaudited records.

2. **Record Type**. Select the type of journal record to view: All, Transaction, Text Record, Cassette Close, Day Close, or Parameter Change.

Filter By Date

3. **All/Selected Dates**. Select the date range to use for the Management Report: All dates, or Selected Dates. If Selected Dates is selected, specify the Start Date and End Date.

4. **Start Date**. Specify the starting date for the range of journal records to consider. When selected, a date-entry dialog appears. Type the date in the format MMDDYYYY and press the Enter button to accept it.

5. **End Date**. Specify the ending date for the range of journal records to consider. When selected, a date-entry dialog appears. Type the date in the format MMDDYYYY and press Enter to accept.

Filter By Record Field Text

6. **Field**. To see only those records that match a certain field criteria, select the applicable field here. The field types available to select will be determined by the current Record Type (see Record Type above).

7. **Contains**. When this button is selected, a text-entry dialog appears. Enter a text string to search for. Only those records that contain the text string will be returned in the Management Report. This function is only applicable to the Text Record Type.
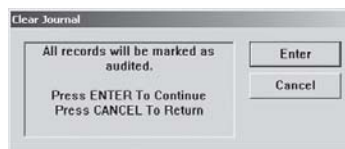
| CLEAR JOURNAL |

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOURNAL option by pressing number (3) on the keypad.

2. To CLEAR JOURNAL (or mark all unaudited journal records as audited), press number (4) on the keypad.

DESCRIPTION:

The **CLEAR JOURNAL** function is used to mark all unprinted records in the electronic journal as audited. This means that the records will not be displayed or printed out the next time the Display Unaudited Records function is used. Audited records are not erased. They are marked as if they had been printed.

When this function is selected, a confirmation dialog box appears. To clear the journal, select the Enter command button. Selecting Cancel aborts the operation.

Note: Even after the journal has been cleared, records are still available for printing by using the **DISPLAY LAST X ENTRIES** function.
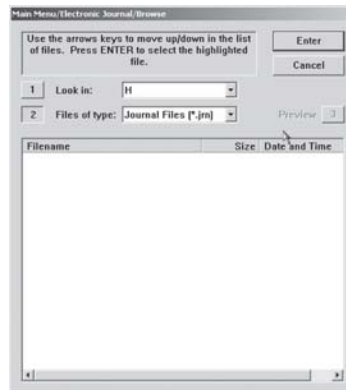
ARCHIVE/DELETE JOURNAL
VIEW JOURNAL ARCHIVE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the ELECTRONIC JOUR-NAL option by pressing num-ber (3) on the keypad.

2. To ARCHIVE / DELETE JOUR-NAL, press number (5) on the keypad.

3. To VIEW JOURNAL ARCHIVE, press number (6) on the keypad.

DESCRIPTION:

The **ARCHIVE/DELETE JOURNAL** function allows you to specify the end date of the current journal archive interval. By default, the current date appears in the data entry field. To specify a different date, enter it in the format MMDDYYYY (Example: April 24, 2001 would be entered as 04242001). All journal entries that have been recorded on or before the specified date can be saved to an archive file or deleted.

Note: You can retrieve archived journal records using the Restore Journal Archive function.

Use the text entry box to enter the journal archive date. Select Enter to accept the entry or Cancel to ignore and exit the function.

Use the **VIEW JOURNAL ARCHIVE** browse function to locate and restore a previously archived journal. The controls on this dialog are described below:

1. Look in. Use to select the location where archived journal files may be found. This will typically be the terminal hard drive.

2. Files of. Use to select the appropriate file type. The .jrn (journal) file type is selected by default.

After selecting the appropriate Look in and Files of type settings, a list of files in the specified location will be displayed, showing Filename, Size and Date/Time head-ings in a column format. Use the left (<) and right (>) arrow buttons on the keypad to move the highlight bar up and down in the list. Select a file.

Once a journal archive file is highlighted, select Enter to restore the selected archive file or Cancel to ignore the selection and exit the function.

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Coupons / Messages

Introduction

Coupons are typically used as a promotional incentive, offering a product, service, or discount as an incentive for making withdrawals from the ATM. Such incentives are typically referred to as "prizes" or "awards."

Messaging enables the store owner to personalize messages to the customer. Typical messages are "Welcome" and "Surcharge".

Coupons are triggered by the occurrence of either a withdrawal above a certain level (Level coupon), or as a random percentage (Random coupon) of all transactions (withdrawals, balance inquiries, or transfers), or both.

When triggered, the coupon is printed by the terminal at the conclusion of the transaction. The information printed on the coupon will depend upon what you previously entered as the coupon message. The Level and Random coupon messages do not have to be the same.

A notification screen appears on the ATM's display to inform the customer that a prize coupon is printing.

Messages are composed in the Management Functions to notify customers, advertize products, etc. The options are: 1) Welcome Message, 2) Store Message, 3) Marketing Message, 4) Exit Message, 5) Terminal Owner Message, 6) Surcharge Owner Message, and 7) News Ticker Message.

Configuring Coupon Awards

The following examples should help you understand how to award coupons based on either a level or percentage basis, or both.

Level Coupon Award

If you want each of your customers to receive a prize coupon <u>ONLY</u> upon making a withdrawal of 20 dollars or more (for example), then do the following for coupon Printed 1:

1. Enable a minimum amount of 20 dollars and a maximum amount equal to the ATM's maximum withdrawal amount.

2. Enter a random percentage of one hundred (100%).

3. Enter a message you want to appear on the level-based coupon.

Result: All customers making withdrawals of 20 dollars or more will receive a prize.

Random Coupon Award

If you want fifty percent (for example) of ALL customers to receive a coupon, no matter the level of their withdrawal or type of transaction (such as a balance inquiry or transfer), do the following for coupon Printed 1:

1. Enable a minimum amount of zero (0) and a maximum amount equal to the ATM's maximum withdrawal amount.

2. Enter a random percentage of fifty percent (50%).

3. Enter a message you want to appear on the random-based coupon.

Result: Fifty percent of ALL customers performing ANY transaction will receive a prize.

Level and Random Coupon Award

You can use BOTH level and random settings to issue coupons. You can, for example, award coupons to ALL customers making withdrawals of 20 dollars or more AND 50 percent of customers making withdrawals of less than 20 dollars (or performing any other type of transaction such as a balance inquiry or transfer).

Do the following for coupon Printed 1:
1. Enter a minimum amount of zero (0) and a maximum amount of 20 dollars.

2. Enter a random percentage of fifty (50%).

3. Enter a message you want to appear on the random-based coupon.

Do the following for coupon Printed 2:
1. Enter a minimum amount of 21 dollars and a maximum amount equal to the ATM's maximim withdrawal amount.

2. Enter a random percentage of one hundred (100%).

3. Enter the message you want to appear on the random-based coupon.

Result: ALL customers making withdrawals of 21 dollars or more AND fifty percent (50%) of customers making withdrawals of LESS THAN 20 dollars will receive a prize.

When using the random percentage as in the examples above, this does not mean that every second customer will receive a coupon (assuming the random percentage was set at 50%). It means each customer has a 50-50 chance, in this case, of winning a prize.

```
┌─────────────────────────────┐
│         COUPONS             │
└─────────────────────────────┘
```

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the COUPON menu, press number (2) on the keypad.

DESCRIPTION:

The following options will be available from the **COUPON** screen:

(Note: * denotes service provider function)

1. **Coupon**. Press this button to cycle through the available coupon types: Printed1, Printed2, Dispensed1, and Dispensed2.

2. **Prompt**. Displays a text entry dialog. Enter the coupon prompt text (example: "Please Take a Coupon!") in the dialog.

3. **Min. Level**. Enter the minimum withdrawal amount that will trigger the printing or dispensing of a coupon.

4. **Max. Level**. Enter the maximum withdrawal amount that will trigger the printing or dispensing of a coupon.

5. **Random**. Enter a random coupon award percentage between 0-100%.

6. ***Award Based On ISO Properties.***

7. **Message**. Displays a text entry dialog. Enter the text of the message that will be printed on the selected coupon.

8. ***Layout***. Press this button to cycle through the available orientation types for printed coupons: Landscape and Portrait. In Landscape mode, the coupon will be printed along the length of the coupon receipt, while in Portrait mode, the coupon will be printed across the width of the coupon receipt.

9. ***Graphic***. Use this function to choose a graphic to be printed on the coupon.

0. **Print**. Press this button to immediately print a sample of the currently selected coupon.

F1. ***Cassette***. Choose a cassette that will be used to dispense coupons.

F2. ***Count***. Enter the number of coupons that will be dispensed for each qualifying transaction.

COUPON TYPE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the COUPON menu, press number (2) on the keypad.

3. To configure the type of coupon the ATM will issue when coupons are enabled, press number (1) on the keypad repeatedly until the desired selection is displayed in the text box.

DESCRIPTION:

COUPONS are used to notify customers of awards, prizes, sales, or other promotional opportunities. Coupons are delivered to the customer in two ways: **PRINTED OR DISPENSED.**

This dialog lets you configure up to two versions of either type of coupon, as described below: **(Note: This section will discuss Printed Coupons only)**

1. **Printed1**. This is the first of two available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.

2. **Printed2**. Alternate version printed coupon.

3. **Dispensed1**. This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.

4. **Dispensed2**. Alternate version dispensed coupon.

Press number **(1)** on the keypad to cycle through the available coupon types. After selecting the coupon type, configure the remaining coupon settings as needed. Press <u>Enter</u> to accept the settings or <u>Cancel</u> to exit.

PROMPT / MINIMUM LEVEL

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the COUPON menu, press number (2) on the keypad.

3. To configure the PROMPT message that will be displayed when coupons are issued, press number (2) on the keypad and enter the desired message.

4. To set the MINIMUM LEVEL (minimum withdrawel amount) that will trigger the printing or dispensing of a coupon, press number (3) on the keypad and enter the minimum withdrawal amount.

DESCRIPTION:

The **PROMPT** is a brief message that appears on screen when a customer is given a coupon. It's primary purpose is to inform the customer of the presence of the coupon, so that it may be retrieved.

Press number **(2)** on the keypad to bring up a data entry dialog. Enter a brief statement to serve as a prompt to the customer, such as "Congratulations! Please take your coupon." or "You have won a prize coupon! Congratulations!"

Press Enter to accept the prompt or Cancel to exit.

The **MINIMUM LEVEL** parameter represents the minimum withdrawal amount that will trigger the printing or dispensing of a coupon. If the customer performs a successful withdrawal transaction for an amount equal to or greater than this amount and less than or equal to the maximum amount, a coupon willl be printed or dispensed (as applicable).

Press number **(3)** on the keypad to bring up a data entry dialog. Enter the minimum withdrawal amount. **Note:** *The value must be at least as large as the Multiple Amount parameter (set using the Cassette Parameters function), and no greater than the Maximum Cash parameter (set using the Withdrawal Amounts function).* Press Enter to accept the amount or Cancel to exit.

MAXIMUM LEVEL / RANDOM

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the COUPON menu, press number (2) on the keypad.

3. To set the MAXIMUM LEVEL (maximum withdrawal amount) that will trigger the printing or dispensing of a coupon, press number (4) on the keypad and enter the minimum withdrawal amount.

4. To set the frequency at which the RANDOM prize will be awarded (printed or dispensed), press number (5) on the keypad and enter the percentage.

DESCRIPTION:

The **MAXIMUM LEVEL** parameter represents the maximum amount that will trigger the printing or dispensing of a coupon. If the customer performs a successful withdrawal transaction for an amount equal to or greater than the minimum amount and less than or equal to the maximum amount, a coupon will be printed or dispensed (as applicable).

Press number **(4)** on the keypad to bring up a data entry dialog. Enter the maximum withdrawal amount. **Note:** *The value must be at least as large as the Multiple Amount parameter (set using the Cassette Parameters function), and no greater than the Maximum Cash parameter (set using the Withdrawal Amounts function).* Press Enter to accept the amount or Cancel to exit.

The **RANDOM** function sets the frequency at which random prize coupons will be awarded (printed or dispensed, as applicable). The random coupon is won by a random number of transactions of any type. The winning percentage can be set from 0 to 100%. For example, if the winning percentage is set to 10%, then 1 out of every 10 transactions will be awarded a prize.

Press number **(5)** on the keypad to bring up a data entry dialog. Enter the random winning percentage, from 0 to 100%. Press Enter to accept the amount or Cancel to exit.

MESSAGE / PRINT

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the COUPON menu, press number (2) on the keypad.

3. To enter the MESSAGE that is printed on the coupon when it is awarded, press number (7) on the keypad and enter the text of the message in the dialog box.

4. Press number (9) on the keypad to PRINT a sample copy of the selected coupon.

DESCRIPTION:

The coupon **MESSAGE** is a descriptive statement that appears on printed coupons only. The message should describe the purpose of the coupon, such as a discount coupon, prize claim slip, etc.

Press number **(6)** on the keypad to bring up a data entry dialog. Enter a descriptive coupon message. Press Enter to accept the message or Cancel to exit.

You can **PRINT** a sample copy to verify the appearance of the message, layout, and graphic (if used) components of a printed coupon.

If a printed coupon type is currently selected, press number **(9)** on the keypad to immediately print a sample of the coupon.

TERMINAL MESSAGES

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.

DESCRIPTION:

The following options will be available from the **TERMINAL MESSAGES** screen:

Note: The number of characters that will fit is based on the average characters size (lowercase). ***** Currently not activated.

1. **Welcome Message**. This message will be displayed at the top of the customer welcome screen. (3 lines, ~ 25 characters/line)

2. **Store Message**. This message will appear on the customer's receipt. (3 lines, ~ 35 characters/line)

3. **Marketing Message**. This message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.). (3 lines, ~ 45 characters/line)

4. **Exit Message**. This message will appear on the terminal display at the conclusion of a transaction. (3 lines, ~25 characters/line)

5. **Terminal Owner Message**. This message will appear to the customer on the surcharge warning screen. (1 line, ~ 40 characters)

6. **Surcharge Owner Message**. This message will appear to the customer on the surcharge warning screen. (1 line, ~ 40 characters)

7. ***News Ticker Message**. Enter up to 1024 characters that will scroll across the Customer Welcome screen. (~ 40 characters/per line) {**Note:** Terminate each displayable line with a **semicolon (;)**}

```
┌─────────────────────────────┐
│   WELCOME MESSAGE           │
│   STORE MESSAGE             │
└─────────────────────────────┘
```

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.

3. To view or change the WEL-COME MESSAGE, press number (1) on the keypad.

4. To view or change the STORE MESSAGE, press number (2) on the keypad.

DESCRIPTION:

The **WELCOME** message will be displayed at the top of the customer welcome screen.

To enter the message, press number **(1)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **STORE** message will appear on the customer's receipt.

To enter the message, press number **(2)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

Triton WHERE MONEY COMES FROM.™

```
┌─────────────────────────────┐
│   MARKETING  MESSAGE        │
│     EXIT  MESSAGE           │
└─────────────────────────────┘
```

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.

3. To view or change the MARKET-ING MESSAGE, press number (3) on the keypad.

4. To view or change the EXIT MESSAGE, press number (4) on the keypad.

DESCRIPTION:

The **MARKETING** message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.).

To enter the message, press number **(3)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **EXIT** message will appear on the terminal display at the conclusion of a transaction.

To enter the message, press number **(4)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

TERMINAL OWNER MESSAGE
SURCHARGE OWNER MESSAGE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.

3. To view or change the TERMINAL OWNER MESSAGE, press number (5) on the keypad.

4. To view or change the SURCHARGE OWNER MESSAGE, press number (6) on the keypad.

DESCRIPTION:

The **TERMINAL OWNER** message will appear to the customer on the surcharge warning screen.

To enter the message, press number **(5)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

The **SURCHARGE OWNER** message will appear to the customer on the surcharge warning screen.

To enter the message, press number **(6)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

NEWS TICKER MESSAGE

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing number (6) on the keypad.

2. To view the options available at the TERMINAL MESSAGES menu, press number (3) on the keypad.

3. To view or change the NEWS TICKER MESSAGE, press number (7) on the keypad.
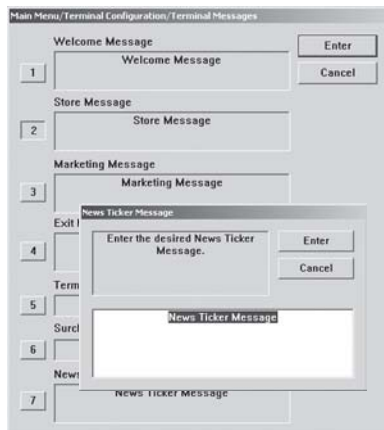
DESCRIPTION: *Currently not activated.

Enter up to 1024 characters that will scroll across the Customer Welcome screen.

To enter the message, press number **(7)** on the keypad to bring up a data entry dialog. Type the text of the message and press Enter to accept or Cancel to exit.

DATE AND TIME

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAM- ETERS option by pressing num- ber (5) on the keypad.

2. Press number (1) on the keypad to access options that allow you to change the terminal DATE and TIME properties.
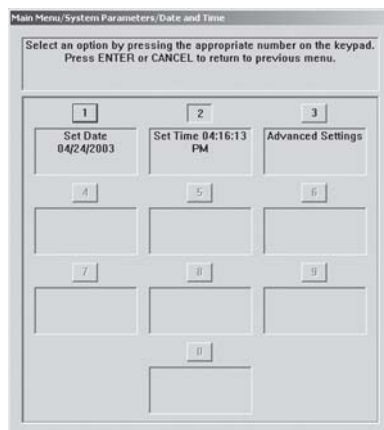
DESCRIPTION:

This menu allows you to set the terminal **DATE** and **TIME** properties using the follow- ing functions: (**Note: *** denotes service provider function)

1. **Set Date**. Use this function to quickly and easily change the terminal's date property.

2. **Set Time.** Use this function to quickly and easily change the terminal's time property.

3. ***Advanced Settings***. Provides an alternative time/date change dialog, but is primarily used to change the terminal's time zone and daylight savings properties.
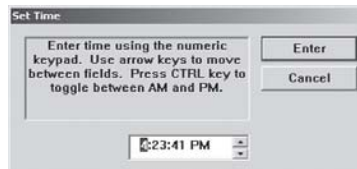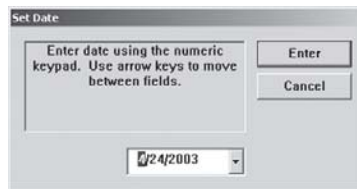
SET DATE / SET TIME

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing number (5) on the keypad.

2. Press number (1) on the keypad to access options that allow you to change the terminal DATE and TIME properties.

3. To change the DATE properties of the terminal, press number (1) on the keypad to display the SET DATE screen

4. To change the TIME properties of the terminal, press number (2) on the keypad to display the SET TIME screen.

DESCRIPTION:

Use the numeric keypad to enter the **SET DATE**. Move between fields with the arrow keys. Press the <u>Enter</u> key when the correct date is displayed.

Use the numeric keypad to enter the **SET TIME.** Move between fields with the arrow keys. Press the <u>CTL</u> key to toggle between AM and PM. Press the <u>Enter</u> key when the correct date is displayed.

VOLUME CONTOLS

FACTORY DEFAULT: N/A

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAM-ETERS option by pressing number (5) on the keypad.

2. To adjust the level of the speaker output, press number (3) on the keypad.
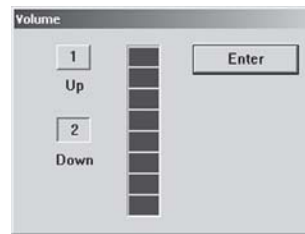
DESCRIPTION:

This dialog box will allow you to adjust the speaker volume. Press number (**1**) to raise the volume, and number (**2**) to lower the volume. The indicator bar will provide a visual indication of the current volume level.

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SECTION 6
MAINTENANCE

Introduction

This chapter of the User manual covers preventive and corrective maintenance procedures appropriate for user personnel. The following areas are covered:

1. **Replenishing Receipt Paper**. Describes how to replace a spent receipt paper roll.

2. **Cleaning the Enclosure**. The proper way to clean the ATM housing.

3. **Card Reader Cleaning**. The recommended card reader cleaning technique.

4. **Card Reader Problems**. Servicing card reader problems.

5. **Communication Problems**. Servicing communications-related problems.

IMPORTANT
Only qualified service personnel are authorized to repair or service the terminal. Should a malfunction occur, DO NOT attempt to service the unit yourself! Contact your Triton certified service provider!

WARNING
Do not pull the paper backward through the printer. This may leave paper fragments that can cause paper jams.

Replenishing the Receipt Paper

NOTE: This operation must be completed with the AC Power applied to the ATM.

1. Open the back of the cabinet sleeve by unlocking the top enclosure and pulling the hinged door open.

2. If paper remains on the roll, cut the paper between the roll and the printer with a pair of scissors as shown in Figure 6-1.

Figure 6-1. Cut paper between the roll and input to the printer.

3. Press and hold the receipt printer paper feed button (Figure 6-2) to clear the printer of any receipt paper.

Figure 6-2. Paper feed button is located on the paper bracket.

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3. Remove the existing paper roll and/or empty spindle (as appropriate) from the paper support bracket by pulling the spool out of the bracket. Figures 6-3 shows an empty paper support bracket.

4. Unwind about 18" from the end of the new paper roll and use scissors to cut off. This is to ensure that no glue is still on the paper roll.

5. Install the 6" roll of new receipt paper on the paper spool as shown in Figure 6-4.

6. Place the spool and paper on the paper support bracket by sliding slotted ends of the spool onto the bracket. Paper will feed from the BOTTOM of the roll into the printer as shown in Figure 6-5..

7. Once spool is installed, take the end of paper roll and feed into the slot on the printer paper entrance shown in Figure 6-6.

8. Once paper is detected by the printer, it will automatically "grab" the paper and finish feeding into the printer.

9. If the paper is not automatically taken-up by the printer, check the tension roller lever on the printer chassis. The next steps show where the lever is located and the correct postion.
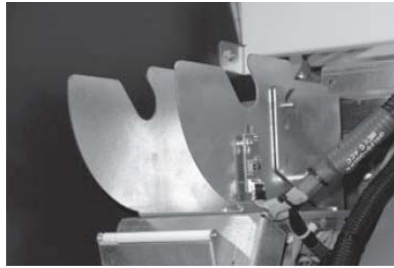
Figure 6-3. Paper support bracket without paper and spool.

Figure 6-4. Spool inserted in roll.

*Figure 6-5. Paper on support bracket ready to be loaded into printer. Paper feeds from **Bottom.***

Figure 6-6. Feed paper into slot.

10. Grasp the handle below the printer feed slot (Figure 6-7) and pull the release pin located on the right side of the printer bracket (Figure 6-8).

11. Rotate the assembly up and release the pin until it locks in place as shown in Figure 6-9. (This position also allows receipt access for printing status if using the Opersator Service Panel)

Figure 6-7. Printer handle.

12. The blue tension lever is located on the right side. It must be in the closed position (Blue lever facing towards the left) [Figure 6-9 and insert]. If not, just move the lever (moves in 3 positions) to the correct position. Close the cutter assembly and retry to feed the printer paper. If successful, continue with Step 9. If the paper is not taken up automatically, contact your service provider.

13. Close and lock the cabinet sleeve door. Go to Management Functions, Diagnostics, Printer, and perform a "Reset/Test Printer".

Release pin

Figure 6-8. Release pin location.

Figure 6-9. Printer rotated in Operator Service position.

Cleaning the Enclosure

The ATM front panel is highly durable, resisting scratches and finger smudges. However, occasional cleaning of the front panel and the plastic enclosure may be desirable. A soft dry or slightly damp cloth may be used for cleaning. For best results, use a weak solution of a mild detergent and water.

> ****WARNING****
> **Avoid using abrasive cleaners on any surface of the terminal. Do not spray liquid cleaner directly on the unit.**

Cleaning the Display

The Liquid Crystal Display (LCD) on the front of the ATM has a plastic protective window that should be cleaned only with a SOFT cloth, dampened with a weak solution of a mild detergent and water.

> ****WARNING****
> **Do not use any abrasive cleaners on the window, as it will scratch. Do not spray liquids onto the screen, as they may run down inside the unit and cause damage.**

Card Reader Cleaning

Special cleaning cards are available for proper maintenance of the card reader. The card reader should be cleaned at least once a month by inserting and removing a cleaning card, as shown in Figure 6-11. It may be necessary to clean the card reader more often in locations that see heavy usage.

Figure 6-10. Use the cleaning cards on a monthly basis to maintain effective card reader operation.

Cleaning cards are available for proper maintenance of the card reader. The card reader should be cleaned at least once a month by inserting and removing a cleaning card, as shown in Figure 5-7. It may be necessary to clean the card reader more often in locations that see heavy usage.

1. Remove the cleaning card from its sealed pouch.

2. Insert the cleaning card in to the card reader and move in and out several times.

3. Remove the cleaning card and turn over to use the other side.

4. Repeat step 2. Remove cleaning card and discard.

Card Reader Problems

The following procedures provide help in recovering from card reader problems.

Can't Read Customer Card

1. Access **Management Functions** main menu.

2. Select the **Diagnostic**s option. Select the **Card Reader** option.

3. Select the **Scan Card** option.

4. Insert and remove an ATM card. If no error message is received and it scans the card correctly (reads Track(s)), the problem could be with the customers card (bent, worn, etc). .

5. If an error message is received, contact your service provider.

Can't Insert Card Fully

1. Open the ATM control panel to allow light to shine through the card reader slot. Examine the slot from the rear of the card reader.

2. If a foreign object is discovered, try to dislodge it. Use a thin, smooth strip of cardboard or wood (such as a tongue depressor) to remove the obstruction (Do not use metal objects to remove obstructions).

3. Close the ATM control panel. Test the card reader. If a card still cannot be fully inserted contact your service provider.

Communication Problems

Follow these steps to recover from "System Unavailable" and "Communication Error" conditions (Dial-up only).

1. Reset the ATM. If the problem still exists, continue with next step.

2. Open the ATM control panel. Plug the base unit of a telephone (NOT the handset) into the phone cable connected to the modem card.

3. Listen for a dial tone. If there is a dial tone, unplug the telephone and reconnect the cable to the modem card. Close the ATM control panel. Contact your service provider.

4. If there is no dial tone, plug the telephone into the wall jack for the ATM phone line. If there is no dial tone, there is a facility phone line problem. Contact your telephone service provider for assistance.

SECTION 7
ERROR RECOVERY

Introduction

This chapter of the operation manual describes how operator personnel can respond to ATM error conditions and perform user-level corrective actions.

Status Conditions

The ATM operating system determines the operational status of each of its components by routinely performing a system status check. Each status code generated as a result of this check can fall into one of three categories:

1.   Normal

2.   Warning

3.   Critical

Normal

Status codes in this category are the normal result of successful status checks. No error condition exists. Normal operation will continue, and the status condition will be logged to the electronic journal for historical purposes.

Warning

Status codes in this category may indicate a potential problem, but are not serious enough to prevent the ATM from continuing normal operation. Operation will continue; however, the error condition will be logged to the electronic journal for later retrieval and analysis.

Critical

Status codes in this category are serious enough to prevent the ATM from continuing normal operation. The ATM will be placed in an "OUT of SERVICE" mode of operation and a Terminal Error screen will be displayed, listing the name and code number applicable to the error, as shown in Figure 7-1.

The TERMINAL ERROR screen is displayed if the terminal detects a CRITICAL error condition. Error message/code shown for example purposes only.

Terminal Error - Please Notify Attendant

Dispenser - All cassettes disabled

Error Status Code: 382
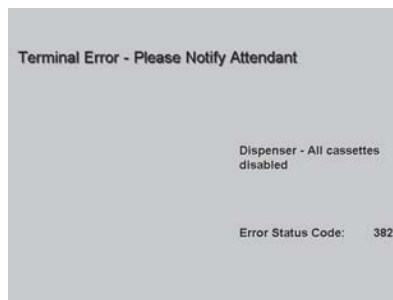
Fig. 7-1.

Clearing Terminal Status

In following the error recovery procedures in Table 7-1, in most cases the first action you will perform will be to **clear** the error status.

In some cases, if the terminal is reporting an error in a user-serviceable component area, such as a low receipt paper or currency condition, check the area and replace the receipt paper, load currency, or other actions as applicable.

After performing the indicated action, you will attempt to **clear** the error status.

If the error condition continues to be reported, even after performing the action to clear the error status, then a **restart** of the terminal may be warranted. A restart action will re-initialize the terminal's operating system.

> **NOTE: The least disruptive procedure should be tried first. Try to CLEAR the error status before RESTARTING the terminal.**

There are a number of procedures available to perform **clear** or **restart** actions:

A **Clear terminal status using Management Functions.**

B **Restart terminal using Management Functions.**

C **Shut down (remove power) using Management Functions.**

D *** Shut down /apply power using Power Supply ON/OFF switch (Use as last option).**

Perform the applicable clear and/or restart action as directed by the error recovery procedure. The following sections, on pages 121 through 124, describe how to perform each action.

Error Recovery Procedures

Many error conditions require the assistance of a qualified service technician to return the ATM to normal operation. But there are some actions that the end user can perform to confirm the existence of a problem or correct simple problems.

Table 7-1, Status Codes / Error Recovery Procedures, provides a list of status conditions, most of which can cause the ATM to enter an "OUT OF SERVICE" condition. The table, which spans pages 125 through 132, lists the error codes and a brief description of each error message. Page 133 list Modem-related communication errors.

It is possible that more than one error condition exists. In these cases, after clearing the original error message a different error message may be displayed. Address each error message until all problems have been corrected and the ATM has been restored to normal operation.

If an error condition is still present after performing the recommended recovery actions, contact your service provider.

A   **Clear Status Using Management Functions**

1. Press and hold down the **Control (CTRL)** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears. (Figure 7-2)

2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears. (Figure 7-3)

3. Depending on the error message, check the parameter/setup for the particular error (Ex: **Bill Size Not Configured -** check cassette parameters).

You MUST try to correct the fault FIRST, before attempting to reset error.

4. Select the **Diagnostics** option by pressing number **(2)** on the alphanumeric keypad. The **Terminal Diagnostics** main menu appears. (Figure 7-4)

5. Select the **Terminal Status** option by pressing number (**1**) on the alphanumeric keypad.

6. Select **Reset Terminal Error** option by pressing number (**3**) on the keypad. The terminal will attempt to clear the error status.

7. If successful, the terminal will resume normal conditions.
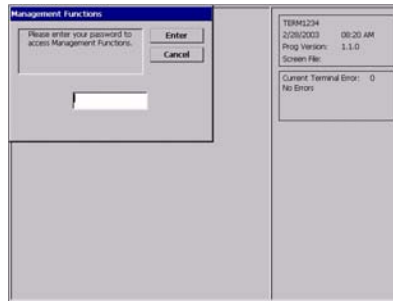
Fig. 7-2. Password entry.
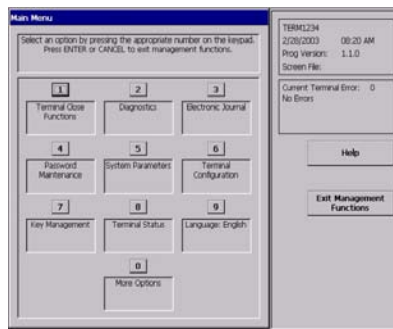
Fig. 7-3. Terminal main menu.
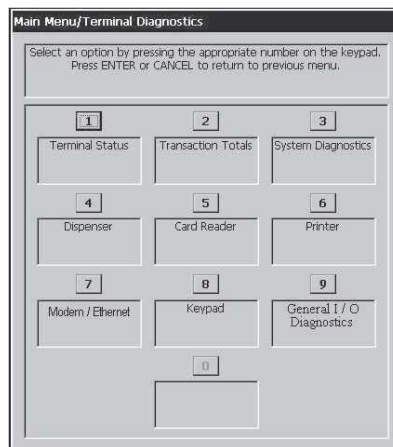
Fig. 7-4. Terminal diagnostics menu.

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B   **Restart Using Management Functions**

1. Press and hold down the **CTRL** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears.

2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears.

3. Select the **System Parameters** option by pressing number **(5)** on the alphanumeric keypad. The **System Parameters** main menu appears, as shown in Figure 7-5.

4. Select the **Restart the Terminal** option by pressing number **(5)** on the alphanumeric keypad. The confirmation dialog appears, as shown in Figure 7-6.

5. Press the **Enter** key on the keypad to accept the option on the confirmation dialog, which initiates the restart operation.

6. The terminal software will re-initialize. The terminal will automatically attempt to clear any error conditions during the start-up sequence. This may take several minutes. When complete, the top menu appears.

After about a 30-second delay one of two screens will appear:

•   If the error condition was *successfully cleared*, the Customer Welcome screen will appear. The terminal will resume normal operations.

•   If the error condition was *not successfully cleared* (or another error condition exists), the Terminal Error screen will appear.
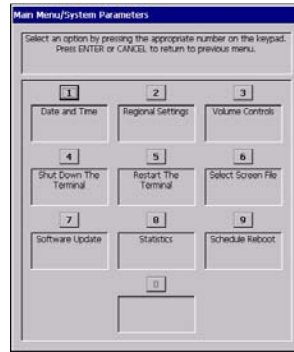
Fig. 7-5. Terminal system parameters.

Fig. 7-6. Restart terminal - confirmation dialog.

C   **Shut Down (Remove Power) Using Management Functions**

1. Press and hold down the **CTRL** key (blank key in lower right corner of alphanumeric keypad). While holding down the **CTRL** key, press the number **(1)** key. Release both keys. The Password Entry screen appears.

2. Enter the Master or User password at the Password Entry dialog prompt. The Management Functions main menu appears.

Fig. 7-7. Terminal system parameters.

3. Select the **System Parameters** option by pressing number **(5)** on the alphanumeric keypad. The **System Parameters** main menu appears, as shown in Figure 7-7.

4. Select **Shut Down the Terminal** option by pressing number **(4)** on the alphanumeric keypad. The confirmation dialog appears, as shown in Figure 7-8.

5. Press the **Enter** key on the keypad to accept the option on the confirmation dialog, which initiates the shut down procedure.
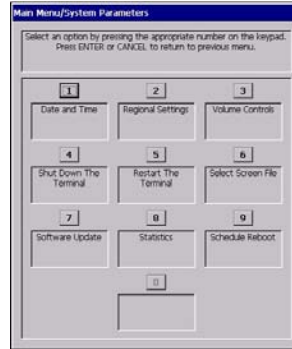
Fig. 7-8. Shut down the terminal - confirmation dialog.

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D   **Shut Down / Apply Power Using Power Supply ON/OFF Switch**

1.   Open the cabinet sleeve door. of the ATM. The power supply is located on the inside of the cabinet sleeve door.

2.   Locate the **ON/OFF** switch on the POWER SUPPLY, as shown in Figure 7-9. Move switch to the **OFF <0>** position.
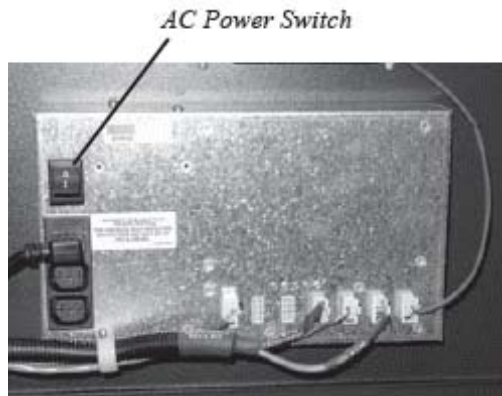
Fig. 7-9. Power supply On/Off switch location.

3.   To **RESTART** after shut down, move the **ON/OFF** switch to the **ON <I>** position.

4.   The terminal software will re-initialize. The terminal will automatically attempt to clear any error conditions during the start-up sequence. This may take several minutes. When complete, the top menu appears.

      After about a 30-second delay, one of two screens will appear:

•   If the error condition was *successfully cleared*, the Customer Welcome screen will appear. The terminal will resume normal operations.

•   If the error condition was *not successfully cleared* (or another error condition exists), the Terminal Error screen will appear.

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
0	No Errors	58	Too many notes dispensed
32	Good operation	59	Timing wheel error
33	Feed failure	60	Counting sensor blocked
34	Mistrack note at feed	61	Loss of power during payment/purge
35	Mistrack note at double detect	62	Loss of power during payment
36	Mistrack note at exit	63	RAM error
37	Note too long at exit	64	Damaged USART
38	Blocked exit	65	Cassette shuffled
39	Too many notes	66	RAM access locked
42	Timing wheel error	67	Diverter 1 not energized
44	Bad roller profile	68	Diverter 1 at wrong position at start
45	Diverter error	69	Diverter 2 did not go to reject position
46	Exit quantified	70	Diverter 2 did not go to payment position
47	Note missing at double detect	71	Diverter 2 did not energize
48	Reject rate exceeded	73	Diverter 2 in wrong position at start
49	Jam at exit	75	Journal database corrupted at TC
50	Interference recovery	78	Reject box filled
51	Suspect exit accountancy	79	Reject box absent
52	RAM error	80	No cassette in feed channel (test dispense)
53	Eprom error	81	Dispense timeout (apprx. 2 minutes)
54	Operation timeout	82	Purge did not occur before first dispense
55	RAM corruption	83	LVDT Double Detect out of tolerance
56	Link error	84	Purge error following dispense error
57	Invalid data command	89	Unexpected Note in Extension

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
90	Reject Box absent or not detected	113	Timeout waiting for trailing edge at reject
91	Dispenser sensor failure	114	Exit blocked at purge
92	Error in last dispense	115	Diverter timeout at purge
93	Error in double detect	116	Motor fault
94	Purge failed upon power-up	117	Timeout waiting for notes to divert
95	Multiple cassettes of same type	118	Exit sensor blocked at start of dispense
96	Billfish cable error	119	Diverter in dispense position at start
97	Tailing edge timeout at Billfish exit	120	Reject cassette not present
98	Billfish exit timeout	121	Note cassette not present
99	Excessive skew detected	122	Unexpected note at exit
100	Trailing edge timeout at skew 5	123	Hardware error
101	Error (2 sec. timeout waiting for pick)	124	Diverter moved to exit position during reject
102	Error (pick motor over-current)	125	Initial status check failed
103	Thickness sensor unstable	126	Diverter moved to reject position during dispense
104	Unable to clear width sensor during reject	127	Jam in Billfish
105	Insufficient notes to learn	128	Error in reply from dispenser
106	FIFO error	129	Dispenser not responding
107	Suspect reject accountancy	130	No acknowledge from dispenser
107	Timeout waiting for FIFO	131	No CTS (ready) from dispenser
108	Unexpected note at thickness sensor	132	Status reports bad double detect in last dispense
109	Timeout at exit sensor	133	5 volts not present from dispenser
110	Trailing edge timeout at exit	134	Status reported exit blocked
111	Diverter timeout	135	Status reported feed sensor blocked
112	Timeout waiting for leading edge at reject	136	Modem initialization failed

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
137	Print failure to journal	161	Electronic journal clear failed
138	Print failure to receipt	162	Electronic journal get serial number failed
139	Print controller not responding	163	Terminal did not answer Triton Connect
140	Timeout waiting for printer to be ready	164	Terminal did not return call to Triton Connect
141	Status reported paper jam	165	Electronic journal not present
142	Dispenser returned bad command error	166	Bad dispense
143	PTDF error	167	Reported low cash to Triton Connect
144	Security module not responding	168	Software download to terminal failed
145	Security module bad reply	182	Currency cassette low
146	Electronic journal (EJ) not responding	183	Receipt printer paper low
147	Electronic journal bad reply	184	Journal printer paper low
148	Electronic journal write failed	185	Phone number not configured
149	Electronic journal read failed	186	Bill size not configured correctly
150	Electronic journal status failed	187	Max withdrawal not configured correctly
151	Electronic journal full	188	Communications keys not configured
152	Electronic journal corrupt	189	Terminal ID not configured
153	Electronic journal download failed	190	Master key not configured
154	Electronic journal bad	191	Feed failure
155	Electronic journal module failed	192	CD communications error
156	No cassette	193	Baud rate setting for EJ failed
157	Electronic journal erase failed	194	Cassettes not locked
158	Electronic journal format failed	195	Receipt printer out of paper
159	Electronic journal test feature failed	196	Card reader error
160	Electronic journal set feature failed	197	Detected a blocked stacker during a dispense

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
198	Detected no note going in stacker	240	SPED self test failed
199	Dispenser width errors	241	SPED low battery
200	Dispenser fed extra note into stacker	300	Successful command
201	Dispenser detected more than 6 errors	301	Low level
202	Dispenser busy	302	Empty cassette
203	SPED keypad not replying to main board	303	Lifts are down
204	Number of bill dispensed not equal to bills requested	304	Rejected notes
205	SPED keypad reported tamper condition	305	Wrong count
206	SPED could not perform a successful command within max attempts	306	Failure to feed
207	SPED not detected	307	Transmission error
208	Dispenser did not reply after a dispense command	308	Illegal command or command sequence
209	Number of notes delivered command failed	309	Jam in note qualifier
210	Dispenser type is unknown	310	Feed cassette not present
211	Reply from dispenser invalid	311	Configuration record size invalid
212	N/A	312	No notes retracted
231	Card reader error (Smart card)	313	Cassette hopper MAO invalid
232	N/A	314	Con not resolve dispense count
233	Smart card reader not installed or communicating	315	Reject cassette not properly installed
234	Incompatible SPED version	316	Delivery failure
235	MAP stack over	317	Reject failure
236	Lost TCP/IP host	318	Too many notes requested
237	No TCP/IP device	319	Jam in note transport
239	SPED serial number does not match	320	reject cassette almost filled

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
321	Cassette data corrupt	362	Dispenser - Device write error
322	Main motor failed	363	Dispenser - Device not found
323	Dispense count check failed	364	Dispenser - Device offline
325	Note qualifier faulty	365	Dispenser - BCC error
326	Cassette exit sensor faulty	366	Dispenser - Cassette disabled
327	Shutter failed	367	Dispenser - Comms error
329	Notes in delivery throat	368	Dispenser - Can not dispense request
330	Communications timeout	369	Dispenser - Device reset
332	Cassettes may have been changed	370	Dispenser - (SDD) EOT error
333	Reject cassette full	371	Dispenser - (SDD) Comm error header
339	Error in throat	372	Dispenser - Item value error
343	Sensor error or sensor covered	373	Dispenser - Machine not opened
348	NMD internal failure/data corrupt	374	Dispenser - Rejected cheque
349	Cassette lock faulty	375	Dispenser - Invalid request
350	Jam in note stacker	376	Dispenser - Multiple errors
351	Module needs service	377	Dispenser - Device error
353	No message to resend	378	Dispenser - Cassette low
356	Error in note transport	379	Dispenser - Invalid status
357	Dispenser - Data size error	380	Dispenser - Setup incomplete
358	Dispenser - Read error	381	Cassette map invalid
359	Dispenser - Record error	382	Dispenser - All cassettes disabled
360	Dispenser - Invalid return ID	383	Dispenser - All cassette low
361	Dispenser - Sequence error	384	Dispenser - All cassettes empty

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
385	Dispenser - Device found no reject/hoppers	511	SPED - Device data overflow
386	Dispenser - Device and reject found no hoppers	512	SPED - Device idle
387	Dispenser - Offline error	513	SPED - Device offline
388	Dispenser - NMD requires reject and 1 cassette	514	SPED - Device bit stuck
389	NMD detected offline error - check status	515	SPED - Device attention stuck
390	Dispenser offline - Storing config record	516	SPED - Device no attention
391	Dispenser sensor failure	517	SPED - Device timeout
392	Error in last dispense	518	SPED - Command sequence error
393	Error in double detect	519	SPED - Invalid command data
394	Purge failed upon power-up	520	SPED - Device reset
395	Multiple cassettes of same type installed	521	SPED - Clear key
396	Dispenser found no reject bin	522	EJ error
500	SPED - Read error	523	EJ - Data size error
501	SPED - Invalid return record	524	EJ - Bad command
502	SPED - Invalid reader type	525	EJ - Invalid ID
503	SPED - Invalid command	526	EJ - Device busy
504	SPED - Invalid return ID	527	EJ - Invalid request
505	SPED - Device busy	528	EJ - Sequence error
506	SPED - Invalid request	529	EJ - Device offline
507	SPED - Sequence error	530	EJ - ETX error
508	SPED - LRC error	531	EJ - SOH error
509	SPED - No data	532	EJ - STX error
510	SPED - Invalid message ID	533	EJ - BCC error

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
534	EJ - Device reset	557	System device reset
535	Card reader - Data size error	558	System sync error
536	Card reader - Device read error	559	Operating System (O/S) - Error
537	Card reader - Invalid record	560	Unknown device error
538	Card reader - Reader type error	561	Terminal software error
539	Card reader - Invalid track	562	SPED keypad can not be found or offline
540	Card reader - Invalid message	563	Hard disk space low
541	Card reader - Comm error	564	Can not access hard drive
542	Card reader - Device busy	565	Door 1 open
543	Card reader - Sequence error	566	Door 2 open
544	Card reader - Invalid request	567	Security module not found
545	Card reader - LRC error	568	Security module comm failed
546	Card reader - No data	569	Security module attached devicec comm failed
547	Card reader - Start sentinel not found	570	Security module device port setup
548	Card reader - End sentinel not found	571	Invalid default transaction
549	Card reader - Parity error	572	SPED keypad command aborted by user
550	Card reader - Card not removed	573	SPED keypad command verify failed
551	Card reader - Card removed too slow	574	SNA comms error
552	Card reader - Device received invalid request	575	Timeout waiting to TX command to dispenser
553	Card reader - Device offline	576	Timeout waiting to RX response from dispenser
554	Card reader - Device reset	577	TTL card reader disabled
555	Card reader - System timeout	578	TTL card reader - card present timeout
556	Triton ATM system timeout	579	SPED - Enable keypad command failed

TABLE 7-1 - STATUS CODES			
Error Code	Description	Error Code	Description
580	SPED - Disable keypad command failed	603	SPED - reported tamper present
581	SPED - Enable key from pad mode failed	604	SPED - Reported invalid key index
582	SPED - Disable key from pad mode failed	605	SPED - Reported parent key not loaded
583	SPED - Enable PIN entry mode failed	606	SPED - Reported wrong data length
584	SPED - Disable PIN entry mode failed	607	SPED - Reported PIN retry too soon
585	SPED - Enable JETCO PIN entry mode failed	608	SPED - Self test CRC failed
586	SPED - Disable JETCO PIN entry mode failed	609	SPED - Self test cryptographic error
587	N/A	610	SPED - Self test battery low status
588	Printer presenter offline	611	SPED - Self test serial number error
589	Printer presenter motor stalled	612	SPED - Tamper status cold
590	Printer presenter exit jammed	613	SPED - Tamper status front
591	Printer presenter paper not detected	614	SPED - Tamper status back
592	SPED - Reported command failed	615	SPED - Tamper status grid
593	SPED - In use	616	SPED - Tamper status voltage
594	SPED - Reported comm error	617	SPED - Tamper status CRC
595	SPED - Returned invalid amount of data	618	SPED - Serial number changed
596	Invalid SPED type	619	NMD-100 - Shutter failed after reset
597	Invalid SPED comms protocol	620	NMD-100 - Shutter OK after reset
598	Invalid SPED class		
599	SPED - Reported unrecognized command		
600	SPED - Reported block does not exist		
601	SPED - Reported invalid encrypt		
602	SPED - Reported unsupported clear option		

MODEM COMMUNICATIONS RELATED CODES	
Status Code	Description
1	Timeout
3	Back Ground Dial (BGD) - no answer
4	Error in modem data
5	Connect 1200 Baud, then lost carrier / connection. Host hung up.
6	BGD - no dial tone
7	BGD - busy
10	BGD - logon
11	No connect
13	BGD - done good
14	BGD - done bad
15	Timeout waiting for End of Transmission (EOT)
16	Communication problems
17	No EOT
18	Overflow
48	No answer
65	Processor not communicating with modem correctly
108	No response - request was sent but no response received after the specified time (60 sec)
109	No ENQ - negotion to the host was complete, but no ENQ was received. (Dialup protocol only)
110	Invalid response - request was sent but invalid data was received while waiting for the beginning of a response (STX)
112	Invalid LRC (Longitudinal Redundancy Check) - the LRC received in the response was not valid
113	Response format error - A response was received, the LRC was validated, but an error in the response format was found
The status codes listed above do not normally cause the terminal to enter an "Out of Service" condition or to display an on-screen status code. Consult the terminal's Electronic Journal for indications of these conditions.	

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APPENDIX A
MECHANICAL/ELECTRONIC LOCKS

Introduction

The security cabinet can be secured using either a mechanical or electronic combination lock. This Appendix covers how to change the combination of either lock. Procedures specific to the electronic lock, such as changing the battery, are also covered. The first section covers the Mechanical combination lock.

Operating the Mechanical Lock

Unlocking the Lock

There are two marks on the dial ring (see drawing opposite page). The index at the top is used for opening the lock, The index 30 degrees to the left is used only when changing the combination.

The dial should always be turned slowly and evenly. A revolution is counted each time the selected number is aligned with the opening index. DO NOT TURN THE DIAL BACK TO COMPENSATE FOR OVER DIALING A NUMBER. If, when dialing the combination, any number is turned beyond the index, the entire sequence must be repeated.

Locks are shipped on a factory setting of '50'. Using the OPENING Index, to unlock, turn the dial to the left (counterclockwise) four (4) turns, stopping on '50'. Then, turn the dial to the right until the dial stops. The combination lock bolt will retract and the safe door may be opened.

Unlocking 3-number combinations (For Example, "50-25-50")

1. Turn the dial to the LEFT at least four (4) complete turns to clear the combination lock to accept the combination.

2. Using the OPENING Index, turn the dial to the LEFT, stopping when '50' is aligned with the opening index, the FOURTH time.

2. Turn the dial to the RIGHT, stopping when '25' is aligned with the opening index, the THIRD time.

3. Turn the dial to the LEFT, stopping when '50' is aligned with the opening index, the SECOND time.

4. Turn the dial slowly to the RIGHT until the bolt retracts.

Locking the Lock

Turn the dial to the LEFT at least four full revolutions.

Opening Index
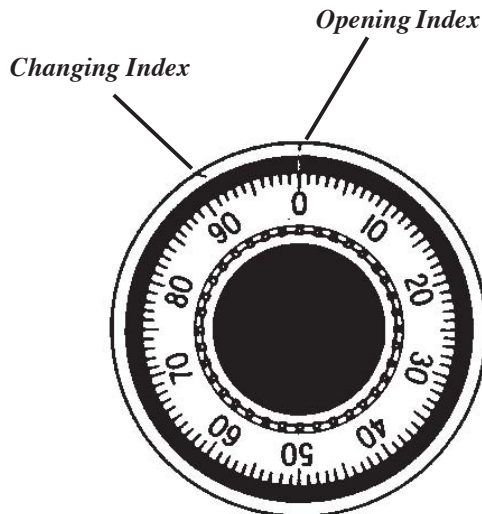
Changing Index

Changing the Combination

Change the Combination

To change the combination, you will need access to the existing combination and a change key. First, open the safe door by dialing the existing combination. With bolt retracted and before changing combination, verify that the dial stopped between 90 and 100 on the OPENING Index.

Select three new numbers. **DO NOT** use any number between **1 and 20** for the last number.

For maximum security, do not use numbers that end in 0 or 5, and do not use numbers in sequence: e.g., '27-48-86' is not as good as '27-86-48". Perform the following steps next:

1. Dial the existing combination again using the CHANGE Index, but STOP the dial on the last number of the combination.

2. With the last number set at the changing index, hold the dial securely and insert the change key in the keyhole in the back of the lock. Make sure the wing is entirely inside the lock and comes to a positive stop (see Figure 1) before turning the key.
    If the change key will not go in, the wheels are not lined up to be changed and you must dial the combination again on the Change Index.
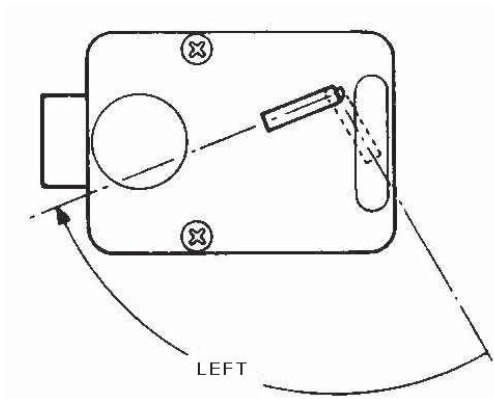
Figure 1

3. Turn change key to the LEFT until it stops (approximately one-quarter turn). With the change key in this position, set the new combination as follows: **Never select a number from 0 to 20 (the forbidden zone) as the last number of the combination.**

4. Using the CHANGE index, turn the dial to the LEFT stopping when the first number of the new combination aligns with the CHANGE Index, the FOURTH time.

5. Turn dial to the RIGHT, stopping when the second number is aligned with the CHANGE Index, the THIRD time.

6. Turn the dial to the LEFT, stopping when the third number is aligned with the CHANGE Index, the SECOND time. Holding the dial in this position, turn the change key back to the RIGHT and remove it. (See Figure 1.) The new combination you have chosen is now set in the lock,

> ***Important***
> **Before closing the vault door, try the new combination several times using the OPENING Index.**

Operating the Electronic Lock

Entering the Combination

The electronic lock combination consists of six digits. Upon arrival, the combination of the lock should already be set at *1-2-3-4-5-6*. After installation of the unit has been completed, perform the following steps:

1. Enter the preset combination and check for proper operation. After each keypress, the lock will beep. After the final digit has been entered, the lock will beep twice and the open period will begin.

2. When a valid combination has been entered, the operator will have approximately *3 seconds* to open the lock.

3. To open the lock, turn the dial clockwise.

4. After the lock is opened, the door latch may be turned and the safe opened.

Change the Combination

> ****Warning****
> **Never leave the factory default combination in the lock! Change the combination as soon as possible to help protect the security of the vault.**

To change the combination of the lock, simply follow these directions:

*   Enter *six zeros*.
*   Enter the *current* combination. (Initially set at 1-2-3-4-5-6)
*   Enter the *new* combination twice.
*   The combination is now changed. Enter the new combination to open the lock.

> ***Important***
> **Before closing the vault door, try the new combination several times.**

Lockout Feature

The lock includes a **WRONG TRY PENALTY** lockout feature that prevents entry from unauthorized personnel. This feature performs as follows:

• Entry of four consecutive invalid combinations will disable the lock for **5 minutes**.

• During this lockout period, the panel LED will flash every **10 seconds**. During this time no other combination entries will be allowed.

• At the end of the lockout period, if two more consecutive invalid combinations are entered, the **5-minute** lockout period will restart.

Bad Battery/Battery Replacement

If the lock beeps repeatedly while open or beeps twice and refuses to open, the 9-volt battery, *located in the battery box on the inside of the door*, is weak or dead and needs to be replaced.

Note: If the lock will not operate (i.e. no signal from the panel when a button is pressed) while the door is closed and locked, the battery is dead and the lock must be energized from the two external terminals on the front right side of the push-button panel.

To energize the lock, connect a 9-volt battery across the external terminals with the negative terminal of the battery facing up. *Continue to hold the battery against the terminals as you enter the combination and open the lock.*

Follow these steps to replace a battery:

1. Open the ATM vault door. The battery box is visible on the back panel of the door.

2. Pull gently on the front cover of the battery box and slide the cover off.

3. Remove the old battery. Install a new 9-volt battery and replace the front cover.

4. Verify the lock is working correctly.

5. Close and lock the ATM vault door.

SCREWS

BATTERY BOX

SCREWS

SCREWS
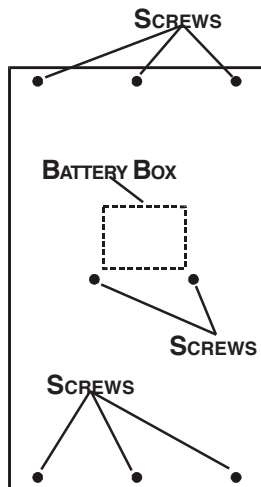
BOLTWORKS COVER-PLATE

APPENDIX B
OPERATOR SERVICE PANEL
FUNCTIONS

Operator Service Panel (OSP) Functions

The OSP provides convenient user-access to Administrative Management functions for performing such tasks as diagnostics, cassette close/replenishment, and other day-to-day functions from inside the facility. The panel, located at the rear of the terminal, employs an easy to use "touch-screen LCD" for maneuvering through the various menu options. Open the cabinet sleeve door to access the panel (you may dismount the panel from the bracket for ease of use). The following describes the functions available from the OSP unit.

1. Upon terminal power-up, the RT2000 will initialize and run through its internal setup. The OSP will initially display the Triton P.O.S.T. (Power On Self Test) screen. This screen displays the results of internal diagnostics that are completed during OSP initialization (Figure 1).

Figure 1. Initial screen.

2. Upon completion of the P.O.S.T., the Triton splash screen is displayed for approximately 30 seconds (Figure 2). The splash screen is then replaced by the "Status Busy" display for the duration of the ATM initialization (Figure 3)..

3. Once the terminal completes its startup, the display will change to to the "Press here to begin" screen (Figure 4).

Figure 2. Splash screen

Note: If the status display remains on "BUSY" after the unit completes its startup, you may have to reboot the unit.

Figure 3. "BUSY" status.

Note: The Customer screen will change its display to **"This machine is temporarily out of service. Please wait."** It will continue this message as long as you are accessing the OSP functions.

4. Refer to Figure 5. Press your fingertips on the "Press here to begin" box. The OSP will then display its Password Entry screen as shown in Figure 6. Enter your password to access the OSP main menu screen by pressing the appropriate numbers on the touch-screen LCD. Press "OK" to continue.

5. The Main menu display provides a list of available options that you can select (Figure 6) and print for your records. Choose an option by touching the selection box. The following lists the options and their sub-options, if available.

Note

Rotate the printer assembly "UP" as described in Section 6 to print out reports from the OSP.

Figure 4. Press here to begin.

Figure 5. Password entry screen.
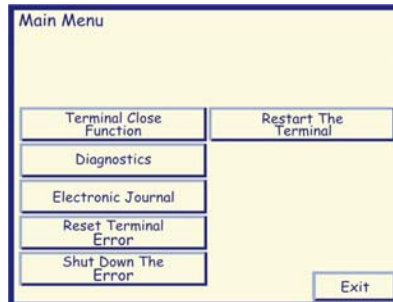
Figure 6. Main menu.

TERMINAL CLOSE FUNCTIONS

DESCRIPTION:
TERMINAL CLOSE FUNCTIONS allow access to the following close functions:

- Trial Close
- Day Close
- Trial Cassette Close
- Cassette Close

Select cassette(s) to close

Close report (cassette(s) zeroized)

Remove and replenish cassette(s)

Place cassette(s) In-service

Enter cassette(s) quantity
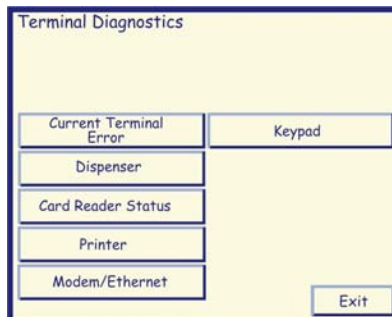
Trial cassette close report
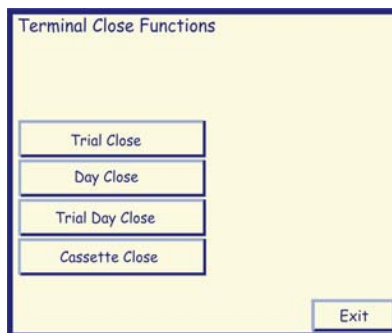
DIAGNOSTICS

DESCRIPTION:
DIAGNOSTICS allows you to complete specific diagnosticss to verify and test the ATM for proper operation. The following is a list of functions available:

- Current Terminal Error
- Dispenser

Purge

Test Dispense

- Card Reader Status
- Printer
- Modem/Ethernet
- Keypad

ELECTRONIC JOURNAL

DESCRIPTION:

ELECTRONIC JOURNAL allows access to the ATMs journal functions. The following is a list of journal functions available:

- Display Unaudited Records
- Print Last X
- Clear Journal
- Journal Properties

```
Electronic Journal



        Display Unaudited
           Records
        Display Last X
        Clear Journal
        Journal Properties

                            Exit
```
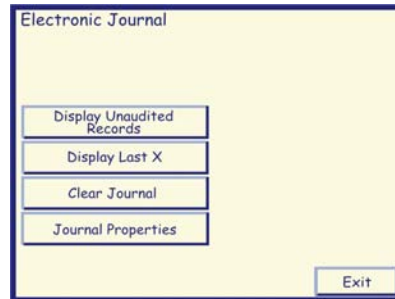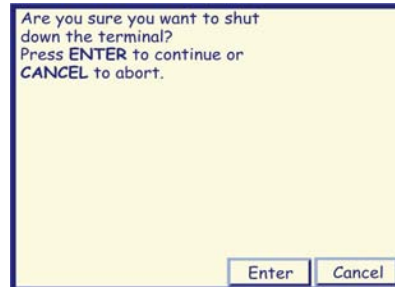
RESET TERMINAL ERROR

DESCRIPTION:

RESET TERMINAL ERROR allows you to attempt to reset the current terminal error.

```
Operation in Progress
```
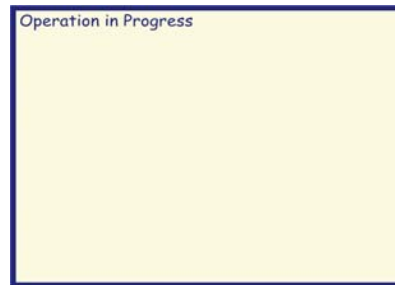
SHUT DOWN THE TERMINAL

DESCRIPTION:

Selecting **SHUT DOWN THE TERMINAL** allows will begin the process of shutting down the terminal. When the screen to the right is displayed, select "Enter" to start. After a brief time, the screen will advise that it's OK to turn the power supply off for the unit.

```
Are you sure you want to shut
down the terminal?
Press ENTER to continue or
CANCEL to abort.




                    Enter    Cancel
```

Triton WHERE MONEY COMES FROM.™

RESTART THE TERMINAL

DESCRIPTION:

Selecting **RESTART THE TERMINAL** allows you to "reboot" the terminal operating program. When the screen to the right is displayed, select "Enter" to start. The terminal program will end and automatically restart.

CONTRAST ADJUSTMENT

To adjust the contrast for the OSP display, look on the backside of the panel (Figure at right). Using a **small** jewelers phillips-head screwdriver, turn the adjustment slowly to the desired brightness.

APPENDIX C
ADS GRAPHICS
(COLOR DISPLAY UNITS ONLY)
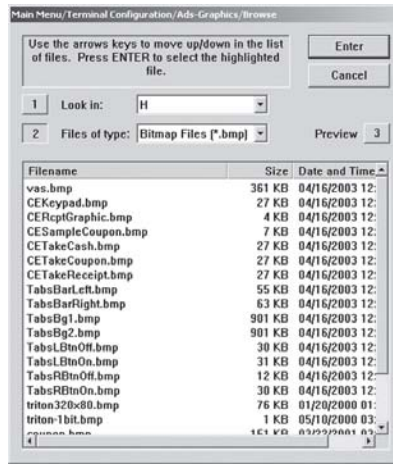
ADS GRAPHICS

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing the number (6) on the keypad.

2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

DESCRIPTION:

The following options will be available from the **ADS GRAPHICS** screen:

1. **Add New**. Use to add a graphic to the current rotation. Lets you configure Duration, Active Hours and Active Ad Fields for the graphic.

2. **Delete**. Removes an Ad Graphic entry from the display list.

3. **Edit**. Used to change the Duration, Active Hours and Active Ad Fields for a selected Ad graphic.

4. **Move Up**. Used to move an entry up in the Ad Graphic list.

5. **Move Down**. Used to move an entry down in the Ad Graphics list.

6. **Statistics**. Generates a Management Report that shows display statistics for each Ad Graphic that is currently active.

Main Menu/Terminal Configuration/Ads-Graphics

Press left/right arrows to move up or down in the list. Press a key to perform the specified function.

Enter

Cancel

1	2	3
Add New	Delete	Edit
4	5	
Move Up	Move Down	

Filename	Duration	Active Hours	Active Ad
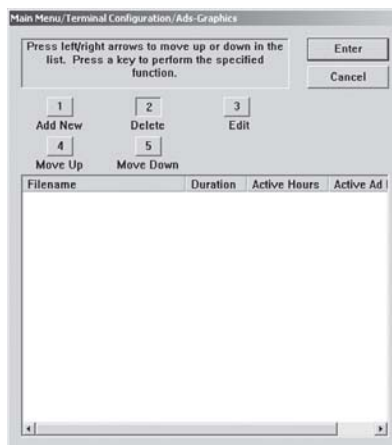
** Important **

Graphic files can be added **AND** deleted from the RT2000 terminals. Using Triton Connect though, files can **ONLY** be added. No files of any kind can be deleted from the RT2000 terminals through Triton Connect. Graphics can be placed in and out of service and/or added to the hard drive - but not removed!

Triton WHERE MONEY COMES FROM.™

ADD NEW

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing the number (6) on the keypad.

2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

4. Press the number (1) on the keypad to ADD NEW graphic to the graphics rotation.

DESCRIPTION:

The first dialog to appear when the **ADD NEW** option is selected is a Browse dialog, shown right. The Browse dialog enables you to locate and select the image to add to the ads rotation. The Browse controls are described below:

1. **Look In**. Press this button to cycle through the available locations for image files:

   • Hard Disk

   • CD ROM

   • Floppy Drive (USB device)

2. **Files of Type**. Press this button to cycle through the available graphic and image file types. If any files of the selected type are present in the current location, they will be displayed in the browse list. You can choose from a number of graphic and image file types, such as BMP, GIF, and JPG.. The default file type is Bitmap (.BMP).

Graphics can be stored in an external USB flash drive and downloaded to the terminal directly. Connect the flash drive to either of the 2 USB ports available to add graphics. See the end of this appendix for the location of the terminals USB ports.

Graphics are displayed in designated fields in the display. Optimize display graphics by creating them in sizes that fit their intended use. (Graphic dimensions are in **pixels**)

FULL SCREEN - 640 X 480
LOGO - 310 X 85
TRANSACTION AD - 640 X 260
WELCOME AD - 315 X 385
COUPON GRAPHIC - 450 X 225
* (.BMP files only)
RECEIPT GRAPHIC - 480 X 120
* (.BMP files only)

The File List shows the files in the selected location that are of the selected type. The Filename, Size and Date/Time attributes are show for each file. Use the Left or Right <Arrow> keys on the keypad to highlight a file.

Press <Enter> on the keypad to accept the currently highlighted file or <Cancel> to exit without making a selection. If an Ad graphic was selected, the Ads properties dialog will appear.
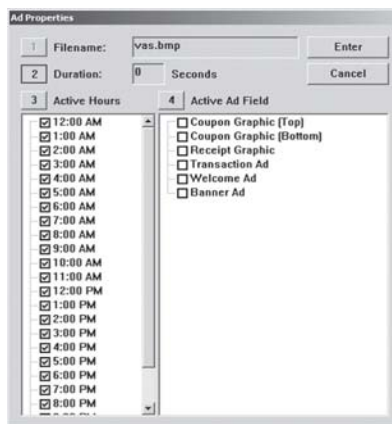
** IMPORTANT **

If you are adding graphics and get a "Memory " error (Ex: 563, "Low Memory"), there may be too many or excessively large graphic files stored in the internal flash memory. It may be necessary to delete some unused graphic files. To delete files from the internal flash memory:

1. Scroll down/up using the Left or Right <Arrow> keys.

2. Highlight the file to be deleted using the <Ctrl> key.
   (Blank key)

2. Press the <CLEAR> key on the keypad.

The Ad Properties dialog allows you to view and/or configure the following Ad graphic display properties:

FILENAME. This is the name of the Bitmap graphic file that will be displayed at the times and in the locations specified by the duration, active hours, and active Ad fields properties. This file was selected in the Add New/Browse dialog. If you want to select a different file, press the number **(1)** on the keypad to bring up the Browse dialog again and choose a different file.

DURATION. This is the length of time (in seconds) the indicated Ad graphic will be displayed on the terminal screen. To set the time, press the number **(2)** on the keypad to bring up a data entry dialog. Enter the duration in seconds.

---

* Note *

The value must be between '0' and '99999' seconds. If the Ad file is a motion graphic or video and '0' is selected, the Ad will be displayed for the actual playing time of the file.

ACTIVE HOURS. By default, the graphic will be displayed every hour of the day. If you want to restrict the display of the graphic to particular hours of the day, leave a checkmark next to the hour in which you want to display the graphic. Remove the checkmark from those hours in which you don't want the graphic to be displayed.

To configure the active hours for the correct Ad graphic, press the number **(3)** on the keypad to move the highlight bar to the first selection in the active hours window, then use the <Arrow> keys to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and unchecked.

ACTIVE AD FIELD. Select the location(s) where the Ad graphic will be displayed and/or printed.

(The optimum size in **pixels** for each graphic is shown in parenthesis to the right of the graphic name)

- **Coupon Graphic (450 X 255) * (.BMP files only)**
- **Receipt Graphic (480 X 120) * (.BMP files only)**
- **Transaction Ad (640 X 260)**
- **Logo (310 X 85)**
- **Full Screen (640 X 480)**
- **Welcome Ad (315 X 385)**

To configure the Active Ad Field for the current ad graphic, press the number **(4)** on the keypad to move a highlight bar to the first selection in the Active Ad Field window, then use the arrow keys on the keypad to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and unchecked.

3. **Preview**. Press this button to see a preview of the selected image, graphic or video file. Press the <ENTER> key to exit from the preview window and return to the browse dialog.

Press the <ENTER> key on the keypad to accept the current Ad Properties settings or <Cancel> to exit without saving.

DELETE

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing the number (6) on the keypad.

2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

3. Press the number (2) on the keypad to delete a graphic display list.
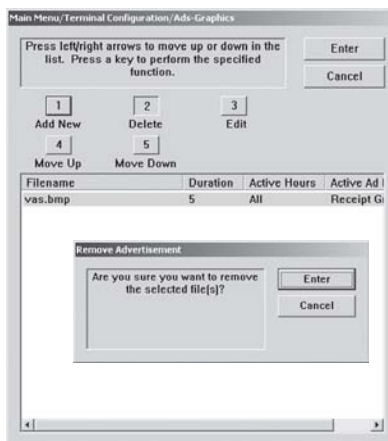
DESCRIPTION:

This function removes an Ad graphic entry from the *display list NOT the hard drive*. To DELETE a graphic, use the <Arrow> keys on the keypad to highlight the graphic you want to remove. Press the number **(2)** on the keypad. A confirmation dialog appears. Press <Enter> to delete the highlighted entry or <Cancel> to exit without deleting the entry.

EDIT

ACCESS INSTRUCTIONS:

1.   From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by press-ing the number (6) on the key-pad.

2.   To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

3.   To EDIT the properties of an ad file, press the number (3) on the keypad.
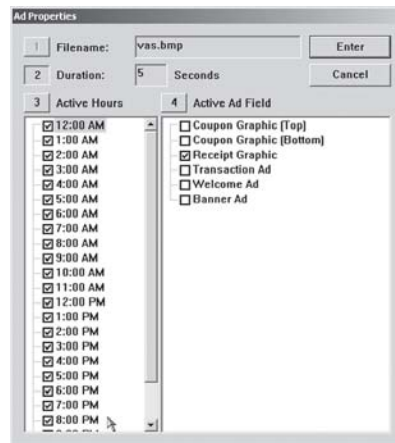
DESCRIPTION:

With the Ads/Graphics main dialog displayed, use the arrow keys to highlight an ad entry in the list. Press the number **(3)** on the keypad to bring up the Ad Properties dialog which you will use to **EDIT** the ad.

The Ad Properties dialog allows you to view and/or configure the following Ad graphic display properties:

Filename. This option is disabled. The name of the graphic file that was selected in the Ads/Graphics dialog is displayed.

Duration. This is the length of time (in seconds) the indicated Ad graphic will be displayed on the terminal screen. To set the time, press the number **(2)** on the keypad to bring up a data entry dialog. Enter the duration in seconds.

---

* Note *

The value must be between '0' and '99999' seconds. If the Ad file is a motion graphic or video and '0' is selected, the Ad will be displayed for the actual playing time of the file.

Active Hours. By default, the graphic will be displayed every hour of the day. If you want to restrict the display of the graphic to particular hours of the day, leave a checkmark next to the hour in which you want to display the graphic. Remove the checkmark from those hours in which you don't want the graphic to be displayed.

To configure the Active Hours for the current ad graphic, press the number **(3)** on the keypad to move a highlight bar to the first selection in the Active Hours window, then use the <Arrow> keys on the keypad to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and not checked.

Active Ad Field. Select the location(s) where the ad graphic will be displayed and/or printed:

- Advertisement
- Coupon Graphic
- Logo
- Receipt Graphic

To configure the Active Ad Field for the current ad graphic, press the number **(4)** on the keypad to move a highlight bar to the first selection in the Active Ad Field window, then use the <Arrow> keys on the keypad to move up and down in the list. Press the <CTRL> key on the keypad to toggle a highlighted selection between checked and not checked.

Press the <Enter> key on the keypad to accept the current Ad Properties settings or <Cancel> to exit without saving.

MOVE UP

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.

2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

3. To use the MOVE UP feature, press the number (4) on the keypad.
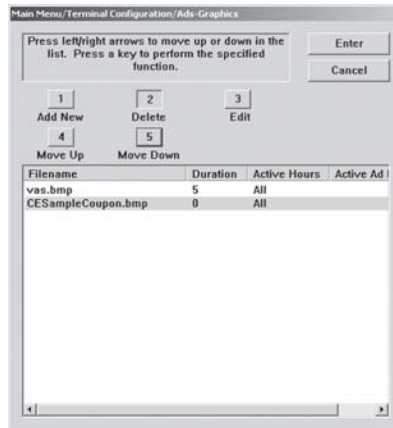
DESCRIPTION:

The order in which multiple ad graphics are displayed on the LCD screen is determined by their arrangement in the Ads/Graphics display list. For example, assume the following items are listed, in the order shown:

> **store01**
> **promo06**
> **movieclip10**

This means that store01 will be shown first, promo06 will be shown second and movieclip10 will be shown third. Then the sequence will repeat.

If you want movieclip10 to be shown before promo06, move it upward in the list, so that it appears before promo06. To accomplish this, first highlight movieclip10 using the <Arrow> keys on the keypad. Next, press the number **(4)** on the keypad once to move the entry up one position in the order. The movieclip10 entry will replace promo06 in the second position and promo06 will be pushed down to the third position. The new order will be:

> **store01**
> **movieclip10**
> **promo06**

Note: To move an entry down in the list, use the Move Down function.

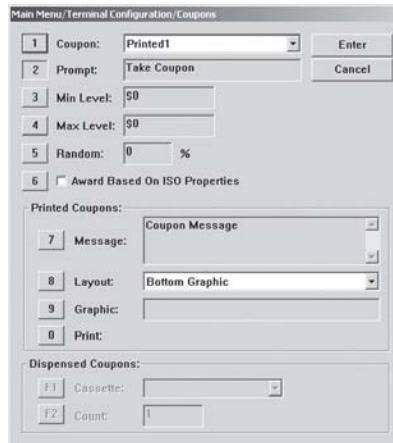## MOVE DOWN

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CON-FIGURATION option by pressing the number (6) on the keypad.

2. To View the options available at the ADS GRAPHICS menu, press the number (7) on the keypad.

3. To use the MOVE DOWN feature, press the number (5) on the keypad.
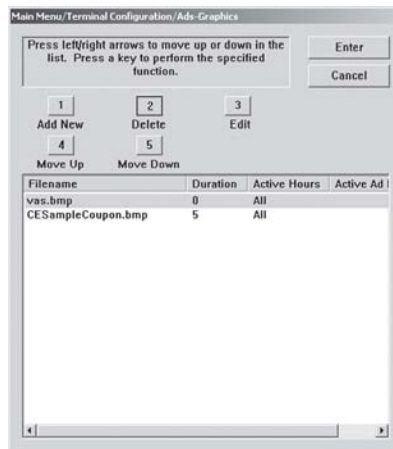
Main Menu/Terminal Configuration/Ads-Graphics

Press left/right arrows to move up or down in the list. Press a key to perform the specified function.

Enter

Cancel

1	2	3
Add New	Delete	Edit
4	5	
Move Up	Move Down	

Filename	Duration	Active Hours	Active Ad
vas.bmp	0	All	
CESampleCoupon.bmp	5	All	

DESCRIPTION:

The order in which multiple Ad graphics are displayed on the LCD screen is determined by their arrangement in the Ads/Graphics display list. For example, assume the following items are listed, in the order shown:

> **store01**
> **promo06**
> **movieclip10**

This means that store01 will be shown *first*, promo06 will be shown *second* and movieclip10 will be shown *third*. Then the sequence will repeat.

If you want store01 to be shown *after* promo06, move it downward in the list, so that it appears after promo06. To accomplish this, first highlight store01 using the <Arrow> keys on the keypad. Next, press the number **(5)** on the keypad *once* to move the entry down one position in the order. The store01 entry will replace promo06 in the second position and promo06 will be moved up to the first position. The new order will be:

> **promo06**
> **store01**
> **movieclip10**

Note: To move an entry up in the list, use the Move Up function.

COUPONS (GRAPHICS)

ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the TERMINAL CONFIGURATION option by pressing the number (6) on the keypad.

2. To View the options available at the COUPON menu, press the number (2) on the keypad.

3. To configure the type of COUPON the ATM will issue when coupons are enabled, press the number (1) on the keypad repeatedly until the desired selection is displayed in the text box.

4. To adjust the LAYOUT of the text and graphic printed on the coupon receipt, press the number (8) on the keypad to toggle between the options shown in the LAYOUT text box.

5. To select the GRAPHIC that will be printed on the coupon, press the number (9) on the keypad.

DESCRIPTION:

COUPONS are used to notify customers of awards, prizes, sales, or other promotional opportunities. Coupons are delivered to the customer in two ways: printed or dispensed.

Note: Only .BMP files can be used for printed coupons.

This dialog lets you configure up to two versions of either type of coupon, as described below:

1. **Printed1**. This is the first of two available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.

2. **Printed2**. Alternate version printed coupon.

3. **Dispensed1**. This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.

4. **Dispensed2**. Alternate version dispensed coupon.

Press the number **(1)** on the keypad to cycle through the available coupon types. After selecting the coupon type, configure the remaining coupon settings as needed. Press <Enter> to accept the settings or <Cancel> to exit.

The **LAYOUT** parameter establishes the orientation of text and graphics on printed coupons. The orientation can be set to either of two types: Landscape or Portrait.

Top Graphic. The selected graphic is printed at the top of the designated receipt.

Bottom Graphic. The selected graphic is printed at the bottom of the designated receipt.

Top & Bottom Graphic: The selected graphic is printed at the top and bottom of the designated receipt.
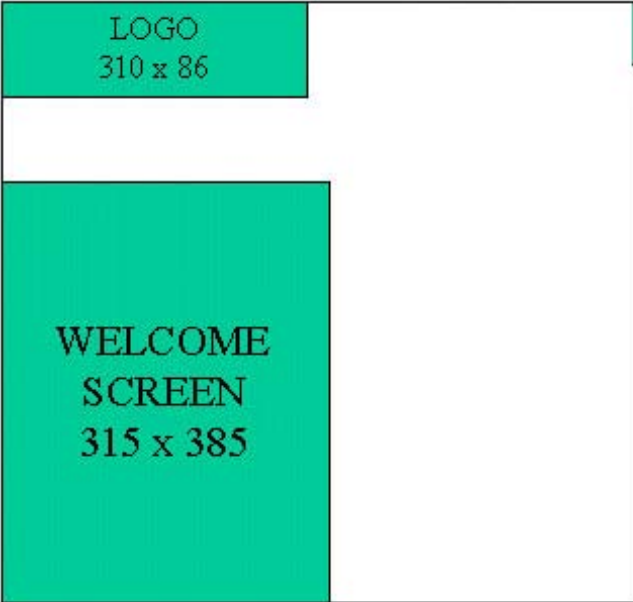
The **COUPON/ BROWSE** dialog enables you to locate and select the graphic that will appear on printed coupons. The Browse controls are described below:

1. **Look In**. Press this button to cycle through the available locations for coupon graphic files: Hard Disk, CD ROM, or Floppy Drive.

2. **Files of Type**. Selects the graphic file type to browse for. The default file type is Bitmap (.BMP).
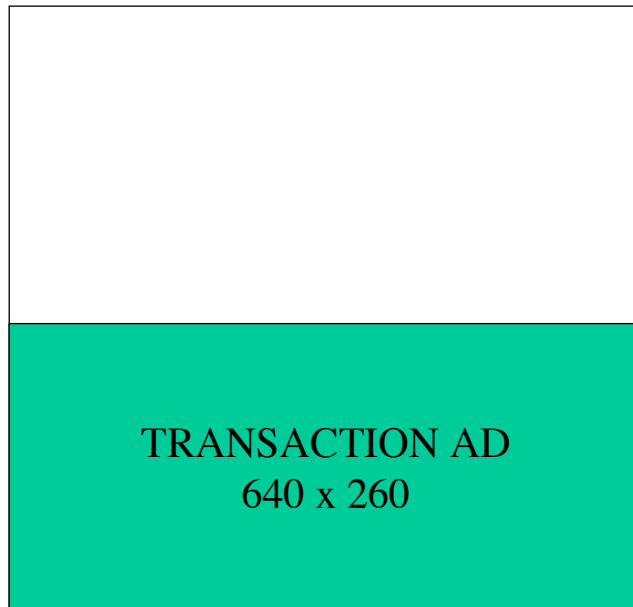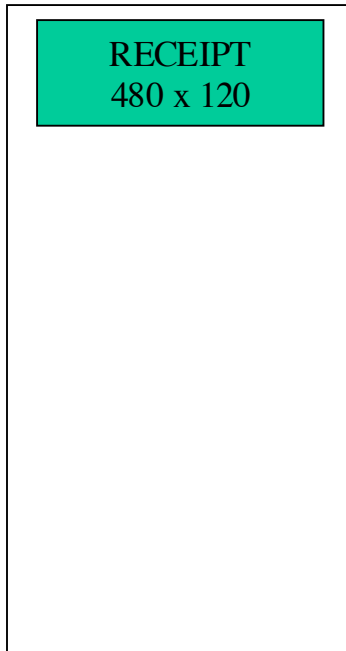
The File List shows the available files in the selected location that are of the selected type. The Filename, Size and Date/Time attributes are shown for each file. Use the left or right <Arrow> keys on the keypad to highlight a file.

Press the <Enter> button to accept the currently highlighted coupon graphic or <Cancel> to exit without making a selection.

GRAPHIC EXAMPLES
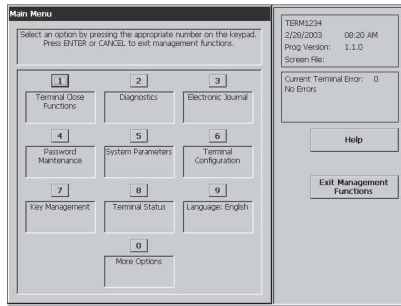
LOGO
310 x 86

WELCOME
SCREEN
315 x 385

FULL
SCREEN
640x480

GRAPHIC EXAMPLES

RECEIPT
480 x 120

TRANSACTION AD
640 x 260
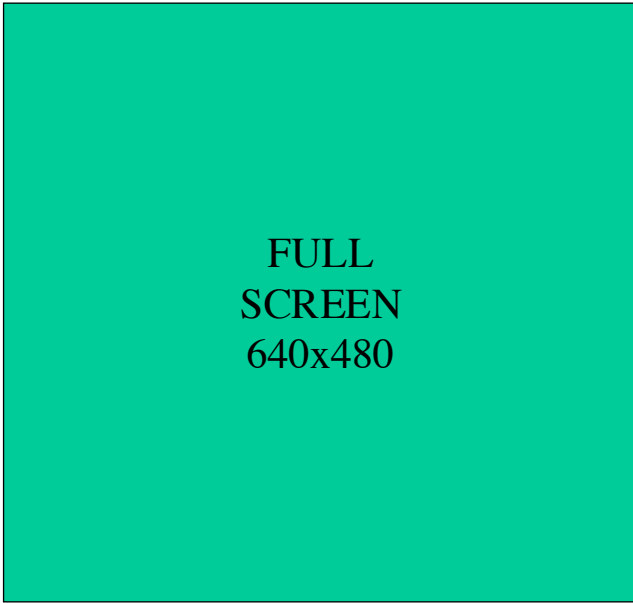
UPDATING TERMINAL SOFTWARE

This step procedure describes how to perform a software update for the RT2000. You will need a Flash drive device (USB storage device) with the terminal software loaded in it.


1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing the number (5) on the keypad.

2. Open the cabinet sleeve door. Locate the Docking Board assembly shown below. Connect the Flash drive to any of the 4 USB ports available.

3. If your Flash drive has an indicator, it will light briefly, then extinguish. When light extinguishes, this indicates the storage device has been found by the operating system of the ATM. If your Flash drive does not have an indicator, proceed to the next step.

4. Press the number (7) on the keypad to access the SOFTWARE UPDATE function. This function searches for the terminal software setup program on the external storage device.
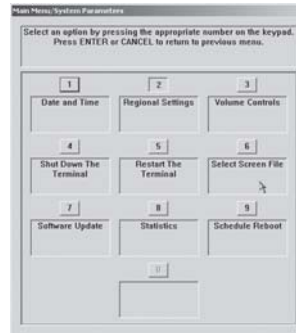
5. In the **Look In** option should be the "USB" location. If it's not present, <Cancel> out of the SOFTWARE UPDATE screen and then re-enter the same screen.

6. When the **Look In** option has "USB" present, the **Filename** screen should have the terminal software, size, and date/time attributes for each file loaded in the Flash drive.

7. Use the left and right <Arrow> keys on the keypads to highlight the selected file. Press <Enter> when selected.

8. A screen will appear verifying the selected file and prompt to restart the terminal. Press <Enter> to continue.

9. The terminal will restart at this time and the installation of the software will be performed automatically. After the terminal completes it's reboot sequence, remove the Flash drive device.
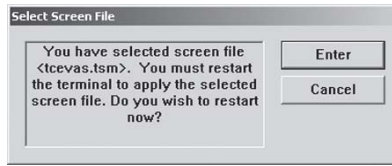
NOTE: An additional restart is recommended after the file is loaded.