



Figure 7-23. Initial "Out of Service screen



Figure 7-24. The RESET ERROR screen.

TROUBLESHOOTING ERROR/STATUS CODES FROM THE TERMINAL

The Cash Dispenser internal self diagnostics performs a status check before the first transaction is allowed and after each transaction to make sure that the next transaction is possible. Additionally, if there is no activity at the terminal for about forty seconds a status check is completed to verify terminal readiness to perform a transaction. When an error is detected, the terminal is set to an "Out of Service" condition and the screen shown in Figure 7-23 is displayed on the Cash Dispenser LCD. In the "Out of Service" condition user cannot select any action on the terminal. The terminal must be restarted by turning off the power for about ten seconds and then turned back ON. After the restart, the OUT OF SERVICE screen (Figure 7-24) appears on the display to allow access to the management mode or to reset the error condition. In the management mode, there are Diagnostics functions that can assist you in troubleshooting the unit.

"Out of Service" conditions are presented to the user as Error Codes. An Error Code is a two or three digit code that identifies the specific reason the terminal is "Out of Service". The following paragraphs provide a description of the Error Codes associated with the Model 97XX Cash Dispensers, their definitions and recommended actions that can be taken to correct the cause "Out Of Service" condition. The following Error Conditions apply to all 97XX Cash Dispensers except where noted.

ERROR/STATUS CODE: 128

DEFINITION: Error in reply from the dispenser mechanism.

RECOMMENDED ACTION:

Verify that the power supply is operating and the DC voltages are being supplied to the dispenser are correct.

Verify that the cables from the Backplane to the Electronic Journal and the Electronic Journal to the Dispensing Mechanism are securely seated to the con-

nectors at both ends of each cable.

If the power supply output are acceptable, and the cables appear in good condition then the most probable cause of the Error Code 128 is either the: 1) Main Board Assembly, 2) Backplane Assembly, 3) Electronic Journal, 4) Backplane Assembly to Electronic Journal Cable Assembly, 5) Electronic Journal to Dispenser Cable Assembly, or 6) Dispenser Mechanism.

ERROR/STATUS CODE: 129

DEFINITION: No response from the dispenser mechanism.

RECOMMENDED ACTION:

See the recommended action for Error Code 128.

ERROR/STATUS CODE: 130

DEFINITION: Command not acknowledged by the dispenser mechanism.

RECOMMENDED ACTION:

See the recommended action for Error Code 128.

ERROR/STATUS CODE: 131

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

RECOMMENDED ACTION:

See the recommended action for Error Code 128.

ERROR/STATUS CODE: 132

DEFINITION: Status reports bad double detect in last dispense.

RECOMMENDED ACTION:

Open the Security Cabinet and inspect the feed path for jammed notes and other foreign matter in the Double Detect Assembly. Purge the dispenser using purge command. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Complete a test dispense. If the problem persists, replace the Dispensing Mechanism.

ERROR/STATUS CODE: 133

DEFINITION: +5 VDC not present on carrier detect.

RECOMMENDED ACTION:

See the recommended action for Error Code 128.

ERROR/STATUS CODE: 134

DEFINITION: Exit blocked as reported by status check.

RECOMMENDED ACTION:

Open the Security Cabinet and inspect the feed path and exit sensor for jams and broken components. If the feed path is clear Purge the dispenser with the Purge command. Reset the Cash Dispenser by turning OFF the AC power for a few seconds the turning it back on. Verify correct operation with live transactions. If the problem persists replace the Dispensing Mechanism.

ERROR/STATUS CODE: 135

DEFINITION: Feed sensor blocked as reported by status check.

RECOMMENDED ACTION:

Open the Security Cabinet and inspect the feed path and feed sensor for jams and broken components. If the feed path is clear, Purge the dispenser with the Purge command. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Verify correct operation with the Test Dispense command. If the problem persists replace the Dispensing Mechanism.

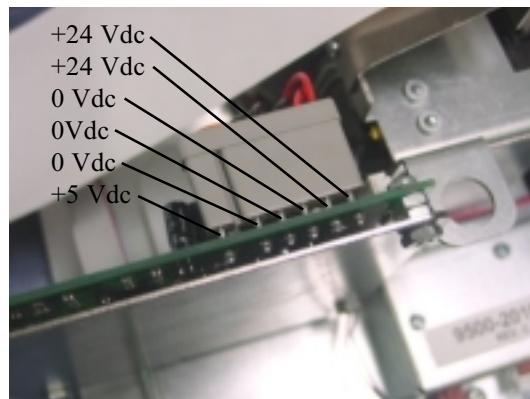


Figure 7-25. Location of the voltage test points on the Printer Control Board.

ERROR/STATUS CODE: 136

DEFINITION: Modem initialization failed.

RECOMMENDED ACTION:

Reset the Cash Dispenser by turning the power the AC Power OFF for a few seconds then turning it back On. If the problem persists replace the Modem Module. If replacing the Modem Module does not correct the problem, replace the Main Board Assembly.

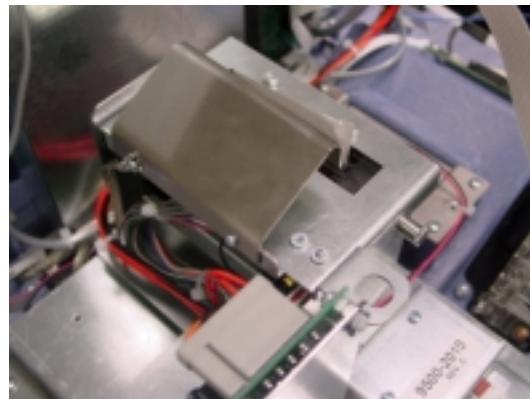


Figure 7-26. The location of the Printer Locking screw.

ERROR/STATUS CODE: 138

DEFINITION: Printer failed while printing to the receipt printer.

RECOMMENDED ACTION:

Verify that the Printer has paper in it. Replenish paper as needed. Refer to Figure 7-25. Verify that all DC voltages applied to the Printer Control Board are correct. Refer to Figures 7-26 and 7-27. Release the Printer Locking screw. Open the Printer Bracket and verify that there are no jams in the printer paper path and that the blue lever on the left side of the printer is in the print position. If the voltages are correct and the blue lever on the Printer is in the print position the most likely causes of this error condition are the Printer Module, the Printer Control Board, Backplane Assembly, or the Main Board.



Figure 7-27. Blue lever shown in the print position

ERROR/STATUS CODE: 139

DEFINITION: Printer controller not responding to commands.

RECOMMENDED ACTION:

See Recommended Action for Error Code 138.

ERROR/STATUS CODE: 140

DEFINITION: Time-out waiting for printer to be ready.

RECOMMENDED ACTION:

See Recommended Action for Error Code 138.

ERROR/STATUS CODE: 141

DEFINITION: Paper jam reported by the controller during status check.

RECOMMENDED ACTION:

Refer to Figures 7-26 and 7-27. Release the Printer Locking screw. Open the Printer Bracket and verify that there are no paper jams in the printer paper path and cutter. Make sure that the blue lever on the left side of the printer is in the print position. Verify that the Printer has paper in it. Replenish paper as needed. Refer to Figure 7-25. Verify that all DC voltages applied to the Printer Control Board are correct. Release the Printer Locking screw. If the voltages are correct and the blue lever on the Printer is in the print position the most likely causes of this error condition are the Printer Module, the Printer Control Board, Backplane Assembly, or the Main Board.

ERROR/STATUS CODE: 142

DEFINITION: Dispenser returns bad command error.

RECOMMENDED ACTION:

See the recommended action for Error Code 128.

ERROR/STATUS CODE: 143

DEFINITION: PTDF error.

RECOMMENDED ACTION:

This Error Code will occur only in Cash Dispensers running ACS terminal software. This problem may be caused by a corrupt Pin Working Key. Check with the processor.

ERROR/STATUS CODE: 144

DEFINITION: No reply from the electronic journal.

RECOMMENDED ACTION:

Verify the connections at both ends of the Backplane to Electronic Journal cable are securely seated at the Backplane and Electronic Journal. If it is necessary to check continuity if the cable assembly refer to Appendix B for pinout of the cable assembly. Verify that the dc voltages supplied to the Backplane are within correct. If the cable is and the dc voltages are good replace the Electronic Journal. If the error code persist after replacing the Electronic Journal consider replacing the Main Board Assembly or the Backplane Assembly

ERROR/STATUS CODE: 145

DEFINITION: Error in reply from the electronic journal.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 146

DEFINITION: No reply from command to electronic journal

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 147

DEFINITION: Error in reply from electronic journal.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 148

DEFINITION: Write to electronic journal failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 149

DEFINITION: Read from electronic journal failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 150

DEFINITION: Status command to journal failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 151

DEFINITION: Electronic journal full.

RECOMMENDED ACTION:

Install a new roll of paper in the Cash Dispenser and audit the journal by completing the Print Journal command. After the journal is printed, verify that all records were audited by performing the print Journal command again. If the first print journal command was successful the print out will indicate “NO JOURNAL RECORDS TO PRINT” otherwise the journal may continue to print. Reset the Cash Dispenser and clear the error. If the problem persists replace the Electronic Journal.

ERROR/STATUS CODE: 152

DEFINITION: Electronic journal corrupt.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 153

DEFINITION: Electronic journal mode

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 154

DEFINITION: Unknown electronic journal status

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 155

DEFINITION: Electronic journal modify record failure.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 156 (Model 9750/70 only)

DEFINITION: No Cassette In Service

RECOMMENDED ACTION:

Reset the Cash Dispenser. Enter the Management Functions and verify that all cassettes are in service.

ERROR/STATUS CODE: 157

DEFINITION: Format command to electronic journal failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 158

DEFINITION: Format command to electronic journal failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 159

DEFINITION: Electronic journal test feature failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 160

DEFINITION: Electronic journal set featured failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 161

DEFINITION: Electronic journal clear feature failed

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 162

DEFINITION: Electronic Journal get serial number failed.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 163

DEFINITION: Terminal did not answer. (Triton Connect error)

RECOMMENDED ACTION:

This error is not displayed at the Cash Dispenser. This error is generated by the Triton Connect Host Computer when a terminal does not respond to a telephone call from the Triton Connect Host Computer. The Cash Dispenser may be turned OFF or the telephone line is shared with some other device that connects to the line before Cash Dispenser. Additionally the Triton Connect feature may be disabled at the Cash Dispenser. This problem may also be caused by a defective Modem Module.

ERROR/STATUS CODE: 164

DEFINITION: Terminal did not return call. (Triton Connect error)

RECOMMENDED ACTION:

This error is not displayed at the Cash Dispenser. This error is generated by the Triton Connect Host Computer when a terminal does not make a call to the Triton Connect Host Computer as requested. Replace the Modem Module.

ERROR/STATUS CODE: 165

DEFINITION: Electronic journal not present.

RECOMMENDED ACTION:

See the recommended action for Error Code 144.

ERROR/STATUS CODE: 166

DEFINITION: Bad dispense.

RECOMMENDED ACTION:

Open the Security Cabinet and inspect the cash dispenser for broken parts. Replace the dispenser if it is broken. Check for and clear any foreign matter the note path. Reset the Cash Dispenser. Replace the dispenser if the error persists.

STATUS CODE: 182 (Used in the Model 9700 only.)

DEFINITION: Currency cassette low.

RECOMMENDED ACTION: Not a valid error for the Model 9705, 9410 and 9750/70 Cash Dispenser.

With the Low Currency feature enabled this error condition will occur before the Cassette is actually empty. There should be about 1/4 inch of currency (approximately 60 bills) in the cassette when the error is detected.

To clear an Error 182:

1. Reset the Cash Dispenser by pushing the ON/OFF switch to the OFF position for about 10 seconds. Push the ON/OFF switch to the ON. When the Reset Error screen appears:

1. Remove the cassette from the dispenser.
2. Press the RESET ERROR key.
3. Refill and install the cassette in the dispenser.

When the Low Currency function is disabled the dispenser will dispense every note in the Cassette the go “Out of Service” because of an Error 33 (Feed Failure).

ERROR/STATUS CODE: 183

DEFINITION: Receipt printer paper low.

RECOMMENDED ACTION:

Install a new roll of paper if needed. If this does not correct the problem, verify that the paper low sensor is correctly attached to the Paper Bracket and it is connected to the Printer Controller PCB. The paper low sensor may be dirty and require cleaning. Other possible causes of this problem may be a defective paper low sensor assembly, or a defective Printer Controller PCB. A temporary fix to this problem may be to set the LOW RECEIPT PAPER parameter to IN SERVICE so that the terminal software does not read input from the sensor. When this is done, the terminal will operate normally until it is completely out of paper, then go “Out Of Service” for an Error 195.

ERROR/STATUS CODE: 185

DEFINITION: Telephone number not configured.

RECOMMENDED ACTION:

Enter the Management Functions and configure the Primary Telephone Number.

ERROR/STATUS CODE: 186

DEFINITION: Bill size not configured.

RECOMMENDED ACTION:

Default value is factory set to \$0.00. Allowable bill sizes are 5, 10, 20, 50, 100. Enter the Management Functions and configure the bill size (Multiple Amount).

ERROR/STATUS CODE: 187

DEFINITION: Maximum withdrawal not configured.

RECOMMENDED ACTION:

Enter Management Functions and configure the Maximum Amount. The maximum withdrawal cannot exceed 50 time the denomination of the bill size in the cassette.

ERROR/STATUS CODE: 188

DEFINITION: PIN Working key not configured.

RECOMMENDED ACTION:

Enter Management Functions and configure the Pin Working Key.

ERROR/STATUS CODE: 189

DEFINITION: Terminal ID not configured.

RECOMMENDED ACTION:

Enter the Management Function and configure the Terminal ID correctly.

ERROR/STATUS CODE: 190

DEFINITION: Pin Master key not configured.

RECOMMENDED ACTION:

Enter Management Functions and enter the Pin Master Key.

ERROR/STATUS CODE: 192

DEFINITION: Communications error.

RECOMMENDED ACTION: Enter Management functions and verify that all terminal parameters have been set correctly. Verify that the telephone line is operational. Reset the Cash Dispenser and clear the error. Other possible causes may be a defective Modem Assembly, or main Board Assembly.

ERROR/STATUS CODE: 193

DEFINITION: The baud rate setting for electronic journal failed.

RECOMMENDED ACTION: Inspect the Electronic Journal to make sure it is the correct part number. Reset the Cash Dispenser and clear the error. If the error persists replace the Electronic Journal.

ERROR/STATUS CODE: 194 (Models 9750/70 Only)

DEFINITION: An attempt to dispense bills is being made when the cassettes are not locked.

RECOMMENDED ACTION: This error may occur anytime a cassette is removed from the Cash Dispenser with the AC Power ON. Make sure that the cassettes are installed and locked before performing a test dispense or live transaction. Reset the Cash Dispenser and Clear the Error.

ERROR/STATUS CODE: 195

DEFINITION: Receipt printer out of paper.

RECOMMENDED ACTION: Replenish the paper. Reset the Cash Dispenser and clear the error. Make sure that the ribbon cable from the Backplane Assembly to the Low Paper Sensor assembly is fastened at both ends of the cable and the orientation of the cable is correct. If the error persists, the possible cause of the problem may be the Low Paper Sensor Assembly, the Backplane Assembly, or the Main Board Assembly (Hardware or Software).

ERROR/STATUS CODE: 196

DEFINITION: Card reader error.

RECOMMENDED ACTION: Inspect the Card Reader Assembly. Make sure that there is no foreign material in the card slot. Clean the Card Reader Assembly with a cleaning card. Make sure the ribbon cable from the Backplane Assembly to the Card Reader Assembly is fastened at both ends of the cable and the orientation of the cable is correct. Reset the Cash Dispenser and clear the error. If the error persists replace the Card Reader.

ERROR/STATUS CODE: 203

DEFINITION: SPED keypad is not replying to main board.

RECOMMENDED ACTION: Status valid only for units with SPED keypad device installed. Make sure the battery is seated secure in the battery holder. Make sure the tamper screw is secure to the SPED Module. Reset the Cash Dispenser and clear the error. If the error persists, replace the SPED Keypad Module.

ERROR/STATUS CODE: 205

DEFINITION: SPED keypad reported tamper condition.

RECOMMENDED ACTION: Status valid only for units with SPED keypad device installed. Make sure the battery is seated secure in the battery holder. Make sure the tamper screw is secure to the SPED Module. Reset the Cash Dispenser and clear the error. If the error persists, replace the SPED Keypad Module.

ERROR/STATUS CODE: 206**DEFINITION:**

SPED keypad could not perform a successful command within SPED_MAX_ATTEMPTS tries.

RECOMMENDED ACTION: Status valid only for units with SPED keypad device installed. Reset the Cash Dispenser and clear the error. If error persists, replace the SPED Keypad Module.

ERROR/STATUS CODE: 207**DEFINITION:** SPED not detected.

RECOMMENDED ACTION: This Error/Status Code is valid for units with SPED keypad device installed. Check the cable and connections from J14 on the Docking Assembly to the 9800 Sped Assembly. Verify that the SPED Board has the correct DC voltages applied to it.

ERROR CODES FROM THE DISPENSER MECHANISM

The following tables list the error codes generated by the dispenser mechanism inside the Cash Dispenser. Recommended actions to take to address each error code are provided. Note that for each error code, the hexadecimal equivalent is also listed in parentheses. The hexadecimal equivalent is the same error code that appears in the first set of numbers returned by the Status command, as covered under the topic “Status” earlier in this section.

TROUBLESHOOTING DISPENSER STATUS CODES

The following paragraphs list the status codes generated by the dispenser mechanism inside the Cash Dispenser. Recommended actions to take to address each error code are provided. Note that for each error code, the hexadecimal equivalent is also listed in parentheses. The hexadecimal equivalent is the same error code that appears in the first set of numbers returned by the Status command, as covered under the topic “Status” earlier in this section.

**STATUS/ERROR CODES RETURNED BY THE MODEL 9700
AND 9710 DASH DISPENSERS.**

STATUS CODE 20h, ERROR CODE 32

DEFINITION/CAUSE: Good operation

RECOMMENDED ACTIONS:

No action required.

STATUS CODE 21h, STATUS CODE 33

DEFINITION/CAUSE:

Feed Failure. This error is usually associated with an empty Note Tray or currency that is in UNFIT condition.

RECOMMENDED ACTIONS:

1. Refill the cassette as needed.
2. Inspect the cassette and feed path for notes that are stuck together or jammed. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do a Test Dispense. If the Test Dispense is completed normally and the return codes are correct, clear all errors and place the Cash Dispenser in operation.
3. If the currency is in fit condition and the error conditions persists, consider replacing the Note Tray or the dispenser mechanism.

STATUS CODE 23h, ERROR CODE: 35**DEFINITION/CAUSE:**

Mistracked note at double detect. This status occurs when a note arrives at the double detect without being seen by the feed sensor.

RECOMMENDED ACTIONS:

1. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors as needed.
2. Power cycle or resets the Cash Dispenser. Clear all errors and test the MiniMech with a Test Dispense. If Test Dispense is normal and the status clears place the Cash Dispenser in service. Otherwise replace the dispenser.

STATUS CODE 24h / ERROR CODE 36**DEFINITION/CAUSE:**

Mistracked note at exit. This status arises when a note is detected by the exit sensor when it shouldn't have been. It can occur if there are notes already in the transport before the start of a transaction or if the exit sensor is blocked.

RECOMMENDED ACTIONS:

1. Verify that the diverter moves freely and is not binding. If the diverter has excessive binding or appears damaged replace the dispenser.
2. Inspect the exit area to ensure nothing is blocking the exit sensor. Clean and verify the operation of the exit sensor. Replace the dispenser if the exit sensor is defective.
3. Power cycle or resets the Cash Dispenser. Clear all errors and test the MiniMech with a live transaction. If the status clears place the Cash Dispenser in service. Otherwise replace the dispenser.

STATUS CODE 25h, ERROR CODE 37**DEFINITION/CAUSE:**

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

RECOMMENDED ACTIONS:

1. Inspect the note transport and delivery throat make sure all belts are on track and there are no documents jammed in the transport or exit areas. Place all belts on their rollers and gear, clear the jammed documents.
2. Power cycle or resets the Cash Dispenser, clear all errors and test the MiniMech with a live transaction. If the status does not repeat, and the Cash Dispenser operates normally place the Cash Dispenser in service. Otherwise, replace the dispenser mechanism

STATUS CODE 26h, ERROR CODE 38**DEFINITION/CAUSE:**

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

RECOMMENDED ACTIONS:

1. Inspect the note transport and delivery throat make sure all belts are on track and there are no documents jammed in the transport or exit areas. Place all belts on their rollers and gears, clear the jammed documents,
2. Ensure the exit sensor is clean and operating correctly.
3. Power cycle or resets the Cash Dispenser, clear all errors and test the MiniMech with a live transaction. If the status clears place the Cash Dispenser in service. If these actions have no effect, replace the dispenser mechanism.

STATUS CODE 2Ah, ERROR CODE 42**DEFINITION/CAUSE:**

Transport error. This status occurs when the transport speed is lower or higher than expected. It might be caused by a defective clock sensor, faulty timing wheel, faulty main motor or if there are notes jammed in the transport causing the transport to stall.

RECOMMENDED ACTIONS:

1. Inspect the note transport, delivery throat and note qualifier make sure all belts are on track and in good physical condition. Place all belts on their rollers and gears. If belt display excessive wear or damage the dispenser must be replaced.
2. Check for jammed documents in note transport, delivery throat and note qualifier. Clear the jammed documents.
3. Verify that the DC input voltage to the dispenser is correct. Replace the power supply if necessary.
4. Examine the timing wheel for physical defects. Make all electrical connections to the timing wheel sensor are secure and that the timing wheel sensor is clean. If either the timing wheel or timing wheel sensor are defective, replace the dispenser.
5. Power cycle or reset the Cash Dispenser, clear all errors and test the MiniMech by completing several Test Dispenses. If the status clears place the Cash Dispense in service. If these actions have no effect on the operation of the dispenser, replace the dispenser mechanism.

STATUS CODE 2Ch, ERROR CODE 44**DEFINITION/CAUSE:**

Double detect error. This status is generated if the double detect is unable to calibrate or if the documents being dispensed appear to be too long. Probable cause for this status are a faulty or dirty double detect module, excessive ambient light on the double detect or a jammed note under the double detect.

RECOMMENDED ACTIONS:

1. Check to make sure there aren't any documents jammed in the note qualifier. Clear the jammed documents.
2. Inspect and verify that the electrical connections between the double detect module and the main board are secure. If necessary carefully remove, clean and install the double detect module. If the double detect is damaged replace the dispenser.
3. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech by completing several Test Dispenses. If the status clears place the Cash Dispense in service. If these actions have no effect on the operation of the dispenser, replace the dispenser mechanism.

STATUS CODE 2Dh, ERROR CODE 45**DEFINITION/CAUSE:**

Diverter error. This status occurs if the diverter fails to switch to the dispense position during a transaction, causing a document intended for delivery to the exit to be sent to the reject pocket.

RECOMMENDED ACTIONS:

1. Inspect the diverter area for jams. Remove all jammed documents.
2. Inspect the diverter to make sure it moves freely and does not bind during movement.
3. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech with a transaction dispense to the exit to verify normal diverter operation. If the status clears place the Cash Dispenser in operation. If these actions fail to clear the status replace the dispenser.

STATUS CODE 2Eh, ERROR CODE 46**DEFINITION/CAUSE:**

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

RECOMMENDED ACTIONS:

1. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech with a transaction dispense to the exit to verify normal diverter operation.
- If the status clears place the Cash Dispenser in operation. If these actions fail to clear the status replace the dispenser.

STATUS CODE 2Fh, ERROR CODE 47**DEFINITION/CAUSE:**

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

RECOMMENDED ACTIONS:

1. Inspect the transport prior the double detect for jammed documents. Clear the jammed documents.
2. Inspect and verify that the electrical connections between the double detect module and the main board are secure. If necessary carefully remove, clean and install the double detect module. If the double detect is damaged replace the dispenser.
3. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech with a test dispense to verify normal operation. If the status clears place the Cash Dispenser in operation. If these actions fail to clear the status replace the dispenser.

STATUS CODE 30h, ERROR CODE 48**DEFINITION/CAUSE:**

Reject rate exceeded. This status is generated when there are 8 rejects during the current dispense and is usually caused by attempting to dispense documents that are unacceptable or documents that haven't been prepared properly.

RECOMMENDED ACTIONS:

1. Inspect the all documents for excessive wear. Remove any unacceptable documents from the cassette.
2. Inspect the feed path for jammed notes. Remove any jammed notes.
3. Clear all errors and purge the dispenser using the command under Diagnostic.
4. Test the MiniMech by completing several Test Dispenses. If the status clears put the Cash Dispense in service. If these actions have no effect on the operation of the dispenser, replace the dispenser mechanism.

STATUS CODE 34h, ERROR CODE 52**DEFINITION/CAUSE:**

Non volatile RAM error. This status is generated when the dispenser detects an error in nonvolatile random access memory which cannot be automatically corrected.

RECOMMENDED ACTIONS:

1. Push the main power ON/OFF to the OFF position.
2. Perform a learning note procedure to reestablish note thickness and width data in the NVRAM by completing the following procedure.
 - a. Access the rear of the dispensing mechanism. Locate the NV RAM State jumper. (See illustrations A and B.)
 - 1) If the jumper is attached to both pins as shown in Illustration A, remove it and install it as shown in Illustration B.
 - 2) If the jumper is attached to one pin as shown in Illustration B, remove it and install it as shown in Illustration A.
3. Push the main power ON/OFF to the ON position.
4. Reset all errors.
5. Perform an actual transaction requesting only one note. When the transaction is performed the dispenser will first pick up to five notes from the Note Tray and place them in the reject area. As the notes are picked the thickness and width of each note is learned and stored in the NVRAM. After the notes are placed in the reject area the requested note will be dispensed to the exit
6. If the status persists, replace the dispenser.

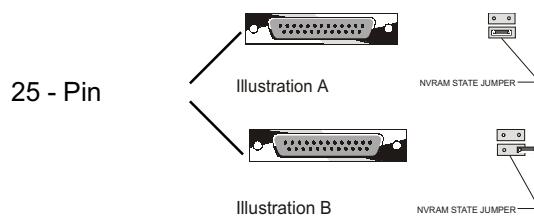


Figure 7-28. NVRAM State Jumper settings.

STATUS CODE 36h, ERROR CODE 54**DEFINITION/CAUSE:**

Operation time-out. This status is generated when the current operation has exceeded the 120 seconds time-out. Possible causes for this status are a hesitant feed or a defective Machine Controller.

RECOMMENDED ACTIONS:

1. Physically inspect the dispenser, looking for connectors that may be disconnected or loose. Seat all connections.
2. Make sure the belts are not damaged or fallen from their gears and pulleys. Replace damaged belts. Place belts onto gears and pulleys. Make sure that all belt retainer rings are secured to gears and pulleys.
3. Inspect for jams in the note path that may prevent the currency from moving from one part of the mechanism to the next. Clear all jams.
4. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech with Test Dispense function verify Its operation. If the status clears place the Cash Dispenser in operation. If these actions fail to clear the status replace the dispenser.

STATUS CODE 37h, STATUS CODE 55**DEFINITION/CAUSE:**

Internal que error. This status is generated when the note ques are corrupted. This problem can be caused by a defective Machine Controller, jams, torn notes or mechanical errors.

RECOMMENDED ACTIONS:

1. Inspect the dispenser for jams, torn note or mechanical damage. Clear all jammed and torn notes. If mechanical damage to the mechanism is apparent, replace the dispenser.
2. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech with Test Dispense function verify Its operation. If the status clears place the Cash Dispenser in operation. If these actions fail to clear the status replace the dispenser.

STATUS CODE 4Fh, STATUS CODE 79**DEFINITION/CAUSE:**

This status appears if a command is sent to the dispenser that includes invalid characters or not supported by the machine.

RECOMMENDED ACTIONS:

1. Power cycle or reset the Cash Dispenser. Clear all errors and test the MiniMech with Test Dispense function verify Its operation. If the status clears place the Cash Dispenser in operation. If these actions fail to clear the status replace the dispenser.

STATUS	DEFINITION
0	NO_ERROR
10	OPERATION TIMEOUT
11	TO_MANY_NOTES_REQUEST
19	FEED_SENS_ERROR
20	FEED_ERROR
21	TO_MANY_REJECTS
30	NOTE_STUCK_IN_FEED
31	NOTE_STUCK_IN_DDA
32	NOTE_STUCK_IN_DDB
33	NOTE_STUCK_IN_TRT
40	TRANSPIDLE_ERROR
41	TRANSPPREPARE_ERROR
42	TRANSPISTART_ERROR
43	TRANSPRUNNING_ERROR
44	TRANSSTOP_ERROR
55	NOT_REACHED_DD
57	NOT_REACHED_TRT
60	UNEXPECTED_DDA_NOTE
61	UNEXPECTED_DDB_NOTE
62	UNEXPECTED_TRT_NOTE
70	FEED_QUE_OVERFLOW
71	DD_QUE_OVERFLOW
72	DIV_QUE_OVERFLOW
73	TRT_QUE_OVERFLOW
74	REJ_QUE_OVERFLOW
80	UNABLE_TO_CALIBR_DDA
81	UNABLE_TO_CALIBR_DDB
94	TOOMANYNOTESDELIVERED
96	TRT_BLOCKED
99	NVRAM_ERROR

Figure 7-29. Interpreting MiniMech Status LEDs

INTERPRETING THE MINIMECH STATUS LEDS

There are five different modes in the MiniMech which are shown by the three LEDs on the MMC 010 machine controller. They are:

First double detect calibration

All three LEDs are lit constantly during the first seconds during machine boot. The machine will receive and acknowledge a command immediately during this mode. But the command will not be executed until the calibration is ready.

Learning-note mode

All three LEDs are flashing together in parallel at a frequency at about 3 Hz. The machine waits for a dispense one note command to start the Learning-note sequence.

Machine in idle mode waiting for new command

This mode is indicated by a running-light. The light runs from left to right and then from right to left and then from left to right and so on. This indication says everything is normal and no errors detected and the machine is ready for a new command.

Machine working

When the MiniMech is working and busy it starts to toggle the light between the first and the second led with a frequency at about 1 Hz. The machine doesn't accept any new command and a reply will be sent from the machine when the current work is ready.

Error detected

Refer to Figure 7-29. If some kind of error is detected in the machine, an internal error-code is set and then mapped into a adequate status code for the situation. The status codes are described in chapter 5. But for more detailed information about a error situation the three LEDs are flashing the internal error-code causing the status code from the machine. The internal error code sequence on the LEDs are triggered by all three LEDs are lit in about 1 second. Then are the number of tenth flashed on the first led and the number of ones flashed on the second led.

Example:

Internal error-code 42 (TRANSPORT_START_ERROR) will give the result of 4 flashes with LED 1 and 2 flashes with LED2.

NOTE! The internal error-code 42 will be mapped into X'2A', Transport Error, in the status byte in the reply to the host.

**STATUS/ERROR CODES RETURNED BY THE MODEL 9705
CASH DISPENSER**

STATUS CODE 37h, ERROR CODE 101

DEFINITION/CAUSE:

(2 second. Time-out waiting or pick) Feed Failure. This error is usually associated with an empty Cassette or currency that is in UNFIT condition.

RECOMMENDED ACTIONS:

1. Refill the cassette as needed.
2. Inspect the cassette and feed path for notes that are stuck together or jammed. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do a Test Dispense. If the Test Dispense is completed normally and the return codes are correct, clear all errors and place the Cash Dispenser in operation.
3. If the currency is in fit condition and the error conditions persists, consider replacing the Note Tray or the dispenser mechanism.

STATUS CODE 66h, ERROR CODE 102

DEFINITION/CAUSE:

Error (Pick Motor over current)

RECOMMENDED ACTIONS:

See recommended actions for STATUS CODE 65h, STATUS CODE 101

STATUS CODE 6Ah, ERROR CODE 106

DEFINITION/CAUSE:

FIFO error

RECOMMENDED ACTIONS:

Dispenser may have corrupt software. Reset the Cash Dispenser and clear the error. If the error persists replace the Dispensing Mechanism.

STATUS CODE 6Dh, ERROR CODE 109

DEFINITION/CAUSE:

Time-out a exit sensor

RECOMMENDED ACTIONS:

Check for jammed note at the Exit sensor. Remove note. Clear the error. If the error persists, replace the Dispensing Mechanism.

STATUS CODE 6Eh, ERROR CODE 110

DEFINITION/CAUSE:

Trailing edge time-out at exit

RECOMMENDED ACTIONS:

Check for jammed note at the Exit sensor. Remove note. Clear the error. If the error persists, replace the Dispensing Mechanism.

STATUS CODE 6fh, ERROR CODE 111

DEFINITION/CAUSE:

Diverter time-out

RECOMMENDED ACTIONS:

To Be Determined

STATUS CODE 70h, ERROR CODE 112

DEFINITION/CAUSE:

Time-out waiting for leading edge at reject

RECOMMENDED ACTIONS:

Check for note jam in transport between the feed sensor and the reject sensor. Reset the Cash Dispenser and clear the error. If the error persist replace the dispensing mechanism.

STATUS CODE 71h, ERROR CODE 113

DEFINITION/CAUSE:

Time-out waiting for trailing edge at reject

RECOMMENDED ACTIONS:

Remove and empty the reject box. Inspect the transport path for jammed notes. Reset the Cash Dispenser and clear the error. If error persist replace the dispenser mechanism.

STATUS CODE 72h, ERROR CODE 114

DEFINITION/CAUSE:

Exit blocked during purge

RECOMMENDED ACTIONS:

Inspect the Cash Dispenser for jammed notes at the exit sensor. It may be necessary to clean the exit sensor. Reset the Cash Dispenser and clear the error. If the error persists, replace the dispensing mechanism.

STATUS CODE 73h, ERROR CODE 115

DEFINITION/CAUSE:

Diverter time-out on purge

RECOMMENDED ACTIONS:

Inspect the Cash Dispenser for jammed notes in the diverter area. Make sure the diverter moves freely and is clear of any foreign material. Reset the Cash Dispenser and clear the error. If the error persist, replace the dispenser mechanism.

STATUS CODE 76h, ERROR CODE 118

DEFINITION/CAUSE:

Exit sensor blocked on start of dispense or learn

RECOMMENDED ACTIONS:

Inspect the Cash Dispenser for jammed notes at the exit sensor. It may be necessary to clean the exit sensor. Reset the Cash Dispenser and clear the error. If the error persists, replace the dispensing mechanism.

STATUS CODE 77h, ERROR CODE 119

DEFINITION/CAUSE:

Diverter in dispense position on start of dispense or learn

RECOMMENDED ACTIONS:

Inspect the Cash Dispenser for jammed notes at the Diverter. Check the operation of the diverter solenoid. Reset the Cash Dispenser and clear the error. If the error persists, replace the dispensing mechanism.

STATUS CODE 79h, ERROR CODE 121

DEFINITION/CAUSE:

Note cassette not present

RECOMMENDED ACTIONS:

To Be Determined

STATUS CODE 7Ah, ERROR CODE 122

DEFINITION/CAUSE:

Unexpected note at exit

RECOMMENDED ACTIONS:

To Be Determined

STATUS CODE 7Ch, ERROR CODE 124

DEFINITION/CAUSE:

Diverter moved to exit position during reject/purge

RECOMMENDED ACTIONS:

To Be Determined

STATUS CODE 7Dh, ERROR CODE 125

DEFINITION/CAUSE:

Initial Status check failed.

RECOMMENDED ACTIONS:

Reset the Cash Dispenser and clear the error. If the error persists, replace the dispensing Mechanism.

STATUS CODE 7Eh, ERROR CODE 126

DEFINITION/CAUSE:

Diverter moved to reject position during dispense

RECOMMENDED ACTIONS:

To Be Determined

STATUS/ERROR CODES RETURNED BY THE 9740/50 DISPENSING MECHANISM.**DESCRIPTION OF THE STATUS CODES**

The information contained in the following pages describes each of the status codes that may appear in the Reply Message from dispenser controller to the PC running the test software.

Each status code are identified by its mnemonic name, its equivalent ASCII character, equivalent error code, and type.

Each status code is described in the natural sequence of its ASCII value number.

STATUS CODE ‘0’ ERROR CODE ‘300’(30h)**DEFINITION/CAUSE:**

Successful Command. The dispenser sends this status when the command has been successfully executed.

RECOMMENDED ACTIONS:

None required.

STATUS CODE ‘1’ ERROR CODE ‘301’(31h)**DEFINITION/CAUSE:**

Low Level in Cassette. This status is returned by the dispenser when the number of notes in one or more of the cassettes is below a preset level, indicating the low level sensor in the Note Cassette has been activated. This occurs when there is a stack of notes in the cassette that is approximately 25 –35 mm notes thick.

RECOMMENDED ACTIONS:

Remove and fill the affected cassette using normal procedures. Refilling may be delayed for several transactions if the status is the first warning that the cassette is nearly empty. However, actions to fill the cassette should be taken as soon as possible.

STATUS CODE '3' ERROR CODE '302'(32h)**DEFINITION/CAUSE:**

Empty Cassette. This status is generated when a cassette is emptied during a dispense operation. The notes picked up until this condition arises are sent to the Stack Reject area in the Reject Vault, and the transaction is aborted.

RECOMMENDED ACTIONS:

Remove and fill the affected cassette using normal procedures. Refilling may be delayed for several transactions if the status is the first warning that the cassette is nearly empty. However, actions to fill the cassette should be taken as soon as possible.

STATUS CODE '3' ERROR CODE '303'(33h)**DEFINITION/CAUSE:**

Lifts Are Down. This status occurs when any cassette, including the Reject Vault is not open and any command other than OPEN CASSETTES, RESET, and CLOSE CASSETTES is sent to the system. It is feasible that this status could be generated even if the lifts are in the up position. This will occur if the machine is switched off and on during normal daily operation. This is done to indicate that the power has been off.

RECOMMENDED ACTIONS:

Clear this status by resetting the system or unlocking and locking the cassettes.

STATUS CODE ‘4’ ERROR CODE ‘304’(34h)**DEFINITION/CAUSE:**

Rejected Notes. This status indicates that notes were rejected during the transaction before the requested amount is stored in the bundle.

RECOMMENDED ACTIONS:

Since this is a warning message there is no action required.

STATUS CODE ‘5’ ERROR CODE ‘305’(35h)**DEFINITION/CAUSE:**

Diverter Failure. This status indicates that the system has recognized a note that was intended to be single rejected in the Note Stack inlet, or a note that was intended to be stacked in the Note Diverter sensor for single reject. The most probable cause is either mechanical or electrical failure of the note diverter. Therefore, it is qualified as a Fatal Error.

RECOMMENDED ACTIONS:

All transactions are suspended and the system is placed Out of Service until the dispenser is repaired.

STATUS CODE ‘6’ ERROR CODE ‘306’(36h)**DEFINITION/CAUSE:**

Failure to Feed. This status is generated when the dispenser fails to dispense the requested amounts of notes.

RECOMMENDED ACTIONS:

There are several reasons for reporting this status. One reason is that the Note feeder fails to feed notes. Another is that there are too many single rejected notes in the transactions. This is not a fatal status so it can be tried again. If the situation remains the same, check the condition currency to ensure that it is fit for dispensing. Verify that the cassettes are operating correctly. Replace cassettes as needed. Check the operation of the Note Feeder sensors. Clean the sensors as required. Replace the note feeder if necessary.

STATUS CODE ‘7’ ERROR CODE ‘307’(37h)

DEFINITION/CAUSE:

Transmission Error. This status occurs when the message received by the dispenser is incorrect. The reason that the status is generated is the detection of an incorrect LRC character or a parity error.

RECOMMENDED ACTIONS:

Reset the dispenser and try to send the command. If the status occurs, again the dispenser requires service. Verify that all communication cables are properly connected. Other causes may be due to a hardware failure.

STATUS CODE ‘8’ ERROR CODE ‘308’(38h)

DEFINITION/CAUSE:

Illegal Command or Command Sequence. This error occurs when the logical sequence of the commands sent to the dispenser is not the one expected by the system. Examples of this are two “Move” commands sent one after another or a “Deliver” command that is sent without a previous “Move” command.

RECOMMENDED ACTIONS:

This status probably was generated because the command sequence sent to the dispenser was in the wrong order. Reset the dispenser and enter the sequence again ensuring that the correct order is used.

STATUS CODE ‘9’ ERROR CODE ‘309’(39h)**DEFINITION/CAUSE:**

Jam in Note Qualifier. This status indicates that a note is detected in the Note Qualifier, but is not seen in the Note Stack inlet sensor or the Note Diverter sensor. This may be due to a jam in the transport between the Note Qualifier and the Note Diverter. The content of the dispenser must be verified. All transactions are suspended and the system is out of service until service can be performed.

RECOMMENDED ACTIONS:

Remove cassettes and clear jam. Install cassettes and verify operation of the system. If status occurs again, verify condition of currency and check the operation of the Note Qualifier and the Note Diverter.

STATUS CODE ‘:’ ERROR CODE ‘310’(3Ah)**DEFINITION/CAUSE:**

Feed Cassettes Not Present or Properly Installed. This status occurs when notes are requested from a cassette that is not present or is not open.

RECOMMENDED ACTIONS:

Verify the presence of each cassette. If present, “unlock” and remove all cassette then, install and “lock” the cassettes. If the error reoccurs one of the cassettes may be faulty.

STATUS CODE ‘?’ ERROR CODE ‘315’(34h)**DEFINITION/CAUSE:**

Reject Vault Not Properly Installed. This status is generated when the Reject Vault is not present or it is not installed correctly.

RECOMMENDED ACTIONS:

Verify that the Reject Vault is installed correctly by removing and installing the vault.

STATUS CODE ‘B’ ERROR CODE ‘318’(42h)

DEFINITION/CAUSE:

Too Many Notes Requested. This status occurs:

1. When too many notes are requested during a transaction.
2. When running the system with the test software.

The maximum number of note that can be dispensed from a cassette during a transaction is fifty.

RECOMMENDED ACTIONS:

Verify that the Maximum Amount is not set to a value that is higher than fifty times the smallest denomination in any of the cassettes. Check Cassette Value and Maximum Amount parameters and confirm that they are within the fifty note dispense limit.

STATUS CODE ‘C’ ERROR CODE ‘319’(43h)

DEFINITION/CAUSE:

Jam in Note Transport. This status is generated when a note sent to a note feeder does not reach the Note Qualifier in time. This failure could appear if a jam occurs between the feeder and the Note Qualifier, or if a note is not recognized in the Note Qualifier.

RECOMMENDED ACTIONS:

RESET the system. If the response to the RESET command is successful, operation can be resumed from the point where the problem occurred. If the problem returns, replace the faulty defective component.

STATUS CODE ‘D’ ERROR CODE ‘320’(44h)**DEFINITION/CAUSE:**

Reject Cassette Almost Full. This status is generated when the number of notes in the single reject box reaches 37.

RECOMMENDED ACTIONS:

The Reject Vault should be emptied as soon as possible in order to avoid a LOCKOUT condition that occurs when the bundle reject is above 250 notes and the single reject is above 50.

STATUS CODE ‘E’ ERROR CODE ‘321’(45h)**DEFINITION/CAUSE:**

Cassette Data Corrupted. This status is generated if there is a checksum error in the data stored in the Note Cassette.

RECOMMENDED ACTIONS:

Reprogram the Cassette. If reprogramming the cassette does not correct the problem, replace the cassette.

STATUS CODE ‘F’ ERROR CODE ‘322’(46h)**DEFINITION/CAUSE:**

Main Motor Failure. This failure occurs when the main motor fails to reach normal speed within a specified time, or if there are several pulses missing from the transport clock wheel (timing wheel) in one transaction. This status generates a LOCKOUT condition.

RECOMMENDED ACTIONS:

RESET the system. If the RESET command indicates successful execution, operation can resume from the point where the problem occurred. If the problem reoccurs, replace the Note Qualifier Unit.

STATUS CODE ‘I’ ERROR CODE ‘325’(49h)

DEFINITION/CAUSE:

Note Qualifier Faulty. This status is generated when the double detect sensors in the Note Qualifier can not be calibrated, or when the gain value cannot be adjusted when learning a new notes.

RECOMMENDED ACTIONS:

RESET the system. If the response to the RESET command indicated successful execution, operation can be resumed from the point at where the problem occurred. If the status returns, clean the sensors on the Note Qualifier and RESET the system. If the problem still exists, replace the Note Qualifier.

STATUS CODE 'J' ERROR CODE '326'(4Ah)

DEFINITION/CAUSE:

Note Feed Sensor Failure. This status is generated when a sensor error occurs in a Note Feeder or when there is a note jammed in the Note Feeder exit sensor.

RECOMMENDED ACTIONS:

Check to ensure there are no notes jammed at the Note Feeder exit sensor. Check the calibration value for the Pressure, Empty, and Exit sensors. If any is out of its calibration limits, clean all sensors and attempt to do a transaction. If the status reoccurs, replace the Note Feeder module.

STATUS CODE ‘M’ ERROR CODE ‘329’(4Dh)**DEFINITION/CAUSE:**

Notes in Delivery Throat. An attempt to feed or dispense notes when the bundle is still in the opening will generate this status. This status is also reported if a REJECT command is requested when there are notes in the throat.

RECOMMENDED ACTIONS:

Remove the bundle blocking the throat opening. RESET the system and retry the transaction. If the error repeats, use the Reject Channel Status Function to verify that all sensors in the Bundle Carriage Unit and the Bundle Output Unit are working. If a sensor does not respond correctly, clean all sensors and retry the transaction. If the error repeats, replace the faulty module.

STATUS CODE ‘N’ ERROR CODE ‘330’(4Eh)**DEFINITION/CAUSE:**

Communication Time-out. This error is reported when the transmission of each one of the characters in the command string is not completed within the time restriction imposed by the electrical interface.

RECOMMENDED ACTIONS:

Verify that the both ends of each cable are securely connected to its termination points.

STATUS CODE ‘P’ ERROR CODE ‘332’(50h)

DEFINITION/CAUSE:

Cassettes May Have Been Changed. This status is generated when a movement command is sent before a READ CASSETTE ID command after the cassettes, including the Reject Vault are removed. This is status will set a LOCKOUT condition.

RECOMMENDED ACTIONS:

Verify that each cassette is placed in its designated feed channel. Complete the TEST RECEIPT PRINTER function to determine which if any of the cassettes are not responding. If a cassette is not responding is may be necessary to program the cassette by completing the INJECT NEW CASSETTE ID Function. Additionally, this problem may be caused by a defective cassette.

STATUS CODE ‘Q’ ERROR CODE ‘333’(51h)

DEFINITION/CAUSE:

Reject Vault Full. This status is produced when the internal counter for the bundle reject exceeds 250 notes or the reject counter for the single reject exceeds 50. This status will cause a LOCKOUT condition.

RECOMMENDED ACTIONS:

To clear this status the Reject Vault must be removed, emptied, and inserted with the **power on** to provide the proper sequence to reset the internal reject counters.

STATUS CODE ‘W’ ERROR CODE ‘339’(57h)**DEFINITION/CAUSE:**

Error in Throat. This status occurs when an error occurs in the delivery transport path. The Status is set during both the Delivery and Retract/Reject cycles when note transport problem occurs with notes in the Delivery Throat.

RECOMMENDED ACTIONS:

Ensure all cables between the BCU, BOU and other units are securely fastened to their termination points. Check the operation of all sensors in the Bundle Carriage Unit and the Bundle Output Unit. Make sure the BCU is properly installed and tracking correctly.

STATUS CODE ‘I’ ERROR CODE ‘343’(5Bh)**DEFINITION/CAUSE:**

Sensor Error or Sensor Covered. This error is produced when a sensor in the Stacker Presenter Module, Note Diverter Unit, or the Note Stacker Units does not work properly during an internal self-test preceding the movement commands.

RECOMMENDED ACTIONS:

Ensure that each cable is securely fastened to its termination point. Access the STATUS functions to determine which module is reporting a faulty sensor. Once the faulty sensor is found clean the sensor and try to return the system to service. If the status reoccurs, replace the module that contains the faulty sensor.

STATUS CODE “” ERROR CODE ‘348’(60h)**DEFINITION/CAUSE:**

Dispenser Internal Error. This status is reported when an internal error occurs in the dispenser. The most likely cause is internal communication problems in the dispenser.

RECOMMENDED ACTIONS:

Ensure that each cable is securely fastened to its termination point. Reset the system. If the response to the RESET command indicates a successful execution, operation can be resumed from the point where problem occurred. If the status is reported again, there may be a faulty electronics module.

STATUS CODE ‘a’ ERROR CODE ‘349’(61h)**DEFINITION/CAUSE:**

Cassette Lock Faulty. This status is produced by the dispenser at the LIFTS UP command when it fails to open a Note Cassette to the operating position.

RECOMMENDED ACTIONS:

Verify that the currency is properly installed in the cassette. If necessary, reload the cassette. If the problem remains after reloading the cassette, replace the cassette.

STATUS CODE ‘c’ ERROR CODE ‘351’(63h)**DEFINITION/CAUSE:**

Module Needs Service. This status code is generated by the dispenser when the calibration value of at least one of the sensors in a specific Note Feeder exceeds warning levels.

RECOMMENDED ACTIONS:

Check the notes loaded in the affected cassette and if needed reload the cassette. Inspect and clean all sensors in the affected Note Feeder.

STATUS CODE ‘e’ ERROR CODE ‘353’(65h)**DEFINITION/CAUSE:**

No Message To Resend. This status appears at the RESEND LAST MESSAGE command when there is no command previously executed and consequently there is no response message to send. This status may indicate a power loss/firmware restart has occurred at the dispenser controller and no information could be retrieved.

RECOMMENDED ACTIONS:

N/A

STATUS CODE ‘h’ ERROR CODE ‘356’(68h)**DEFINITION/CAUSE:**

Error in Note Transport. This status will be generated when the following conditions occur:

1. When the note is stuck in the Note Transport sensor.
2. When the note is stuck in between the Note Transport sensor and the Throat.

RECOMMENDED ACTIONS:

Inspect the Note Transport sensor for blockage. If the sensor is blocked remove the blockage. Clean sensor if needed. Run the Purge command from the Diagnostic menu. Reset the error code. If the status continues, replace the faulty module.

MISCELLANEOUS ERROR CODES

The following paragraphs list miscellaneous error codes not included in the Terminal and Dispenser error code listings. It is recommended that troubleshooting of these error conditions be coordinated through Triton Systems Technical Support.

ERROR/STATUS CODE 1

DEFINITION: Time-out

POSSIBLE CAUSE:

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

RESULT:

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

ERROR/STATUS CODE 3

DEFINITION: BCD NOANSWER

POSSIBLE CAUSE:

Possible Processor or Telephone hardware problem.

RESULT:

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

ERROR/STATUS CODE 4**DEFINITION:** ERROR IN MODEM DATA**POSSIBLE CAUSE:**

Unexpected data received from- processor in response to message.

RESULT:

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

ERROR/STATUS CODE 5**DEFINITION:** Connect 1200 Baud then lost carrier or connection. Host hung up.**POSSIBLE CAUSE:**

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

RESULT:

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

ERROR/STATUS CODE 6**DEFINITION:** BGD NODIALTONE**POSSIBLE CAUSE:**

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

RESULT:

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

ERROR/STATUS CODE 11

DEFINITION: NO CONNECT

POSSIBLE CAUSE:

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

RESULT:

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

ERROR/STATUS CODE 13

DEFINITION: BGD DONE GOOD

POSSIBLE CAUSE:

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

RESULT:

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

ERROR/STATUS CODE 14

DEFINITION: BGD DONE BAD

POSSIBLE CAUSE:

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

RESULT:

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

ERROR/STATUS CODE 17**DEFINITION:** NO EOT**POSSIBLE CAUSE:**

- 1) Did not receive EOT from processor within time out period.
- 2) Lost carrier before receiving EOT.

RESULT:

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

ERROR/STATUS 18**DEFINITION:** OVERFLOW**POSSIBLE CAUSE:**

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

RESULT:

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

ERROR/STATUS CODE 48**DEFINITION:** NO ANSWER**POSSIBLE CAUSE:**

- 1) Modem response was good, but operation was not performed.
- 2) Normally an internal terminal problem possibly caused by either tile Modem Module, CPU Module or Memory Module.

RESULT:

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