

ATM QUICK REFERENCE & TROUBLE SHOOTING GUIDE

*For Normal Operation &
Troubleshooting Maintenance*



tranact®

727-568-7074 • tranact.com

EZcash
Driving Your ATM



Authorized Reseller

A Word From Our President



Kenneth Gruber
President

“The ATM is Down.” This is what we are trying to prevent with this manual. It’s a machine, you will have to have a backup plan to keep your business moving. The good news is that if you manage your ATM you won’t have to use your backup plan often. If the ATM jams there is a reason and it should and can be fixed. Too often customers accept unacceptable downtime, do a quick fix and never get the actual problem repaired. It should run months without some fluke issue and if it doesn’t something needs to be done. If you are lucky enough to be in charge of your ATM there is help out there. Please call our support desk, 727-568-7074 option 2; your success in delivering cash to your customers is our success as well.

Thanks,
Ken

P.S. Use good cash!



Authorized Reseller



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The ATM does two things; dispenses cash and/or coin. Most issues are cash related and involve a cassette running out of cash or bad cash causing jams. Coin issues are usually related to coin counts in the ATM reaching zero or locking up after an error.

Once you understand and get familiar with the troubleshooting flows in this document they will allow you to resolve the issue quickly and get the ATM back in service for customer use.

WHAT TO DO WHEN A CUSTOMER DOESN'T GET PAID

When the ATM experiences a malfunction it becomes necessary to check the status of the ATM to determine how to get it back in service and paying customers.

There are two places that you'll need to look in order to diagnose an ATM problem after a customer comes to the cashier and tells them they did not get paid: the EZcash Monitor and the Operator Panel of the ATM. You can start with either one, but you'll most likely need to look at both in order to troubleshoot.

EZcash Monitor

1. Go to **EZcash Monitor** and right click on the ATM that had the error and click on **Today's Transactions**.
2. This will display a list of all the transactions that have been processed on this ATM. The transaction that did not pay should be at or near the top of the list.
3. In the **Err Code** column there will be an error code other than 0. This will indicate where the problem is occurring. If the error code is in the 100 range then this is a processing problem with the transaction.

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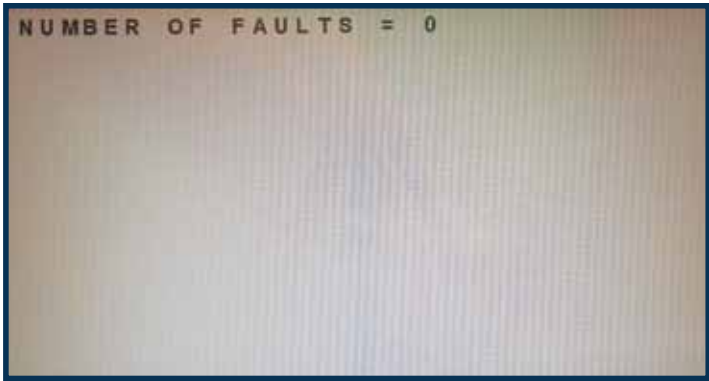
4. Double click the error code in EZcash and it will display a description of the error. There is a complete list of errors in the EZcash Error Code document (See Addendum A on page 39 of this manual). Most of the processing errors are resolved by examining the printed ticket to ensure that the customer is scanning the correct ticket at the ATM or in some cases the payment needs to be reprocessed at the cashier station. Otherwise the problem is hardware or network related and will need to be escalated to the ATM hardware vendor or the IT service provider for the network.

ATM Operator Panel

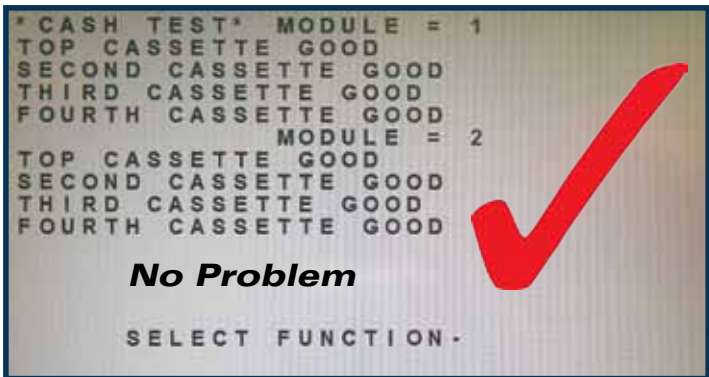
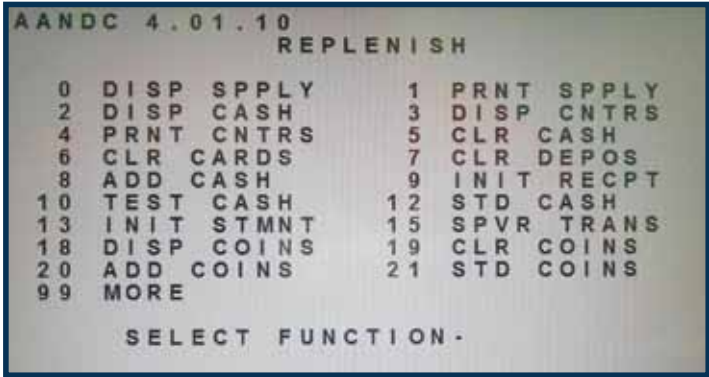
1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the lid.
2. This should bring you to the **"Replenish Menu"**. Press **CNL** then select number **7** for the **"Diagnostics Menu"**.
3. If your ATM has Service Assistant installed the menu will be ATM Status, select the **Sys App** button on the right side of the screen.
4. This will bring you to the **"System Application Main Menu"** and from this menu select "Device Status List". Any ATM module with a fault will be displayed here and if there are multiple devices with errors you will have to use page down to see all of the faults.
5. The error or errors that are displayed can be cleared by selecting the number that is associated with the error in the Device Status List or by selecting the **"Clear All"** button on the left of the display.
6. After you have attempted to clear the error the display will show you the test results on the screen.
7. Put the ATM back in service **by setting NORMAL/SUPERVISOR switch back to NORMAL** and try another transaction and if it fails for the same reason then call for ATM hardware support.

TESTING THE CASH DISPENSER

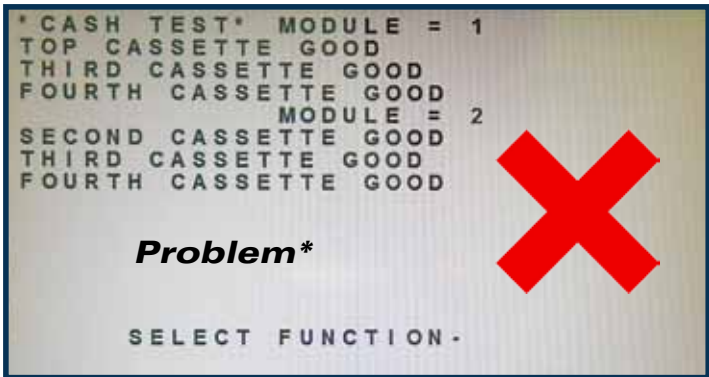
1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.



2. This should bring you to the **"Replenish Menu"** if not at the Replenish menu press **CNL (Cancel)** Key then **4 ENT (Enter)** Key.
3. From this menu press number **10 TEST CASH**.
4. The ATM will begin testing the cash dispensers. This should take about 2 to 3 minutes depending on what issues the cash dispensers have. The dispensers are going to try and pick a bill from each cassette and deliver it to the divert cassette.
5. Once this is complete you should see a summary report that should look like the one on the right if everything is good.



6. If any of the cassettes are missing from the list, the missing cassette could not pick a bill and deliver it to the divert cassette. If you have cassettes missing in both cash dispensers you may get some payments to pay and others that will not because the proper bill mix isn't available from either dispenser.

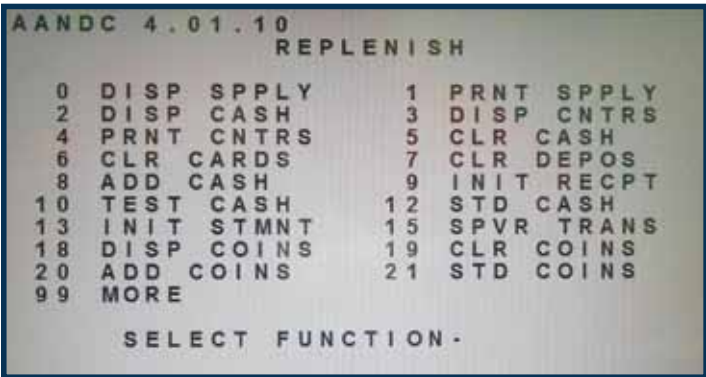


*This means there is a problem, works but missing cassettes 2 and 1

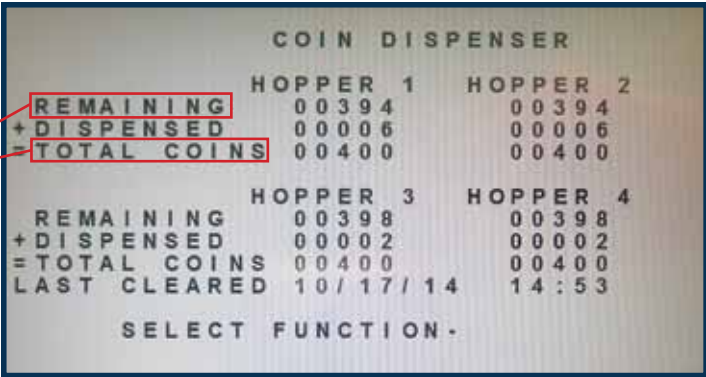
CHECKING THE COIN DISPENSER

The coin dispenser must have counts input at the ATM in order for the coin dispenser to work for the customer when it is in service. There are two ways of loading coin counts in the ATM, **STD (Standard) COIN** and **ADD COIN**. Either way the coin counts will need to be checked to see if they have reached zero.

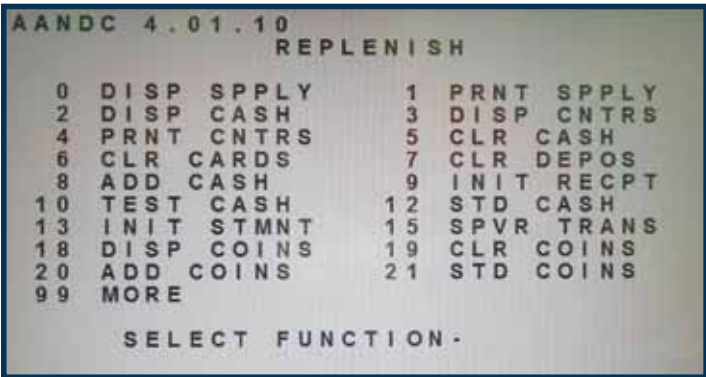
1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the **"Replenish Menu"**, if not at the **"Replenish Menu"** press **CNL (Cancel)** Key then **4 ENT (Enter)** Key.



3. From the **"Replenish Menu"** select **18 DISP COINS**. The display will show the current coin counts.
4. If the Remaining and Total counts are blank or the coin dispenser reached a zero count for that hopper, you will need to reset the coin counts.

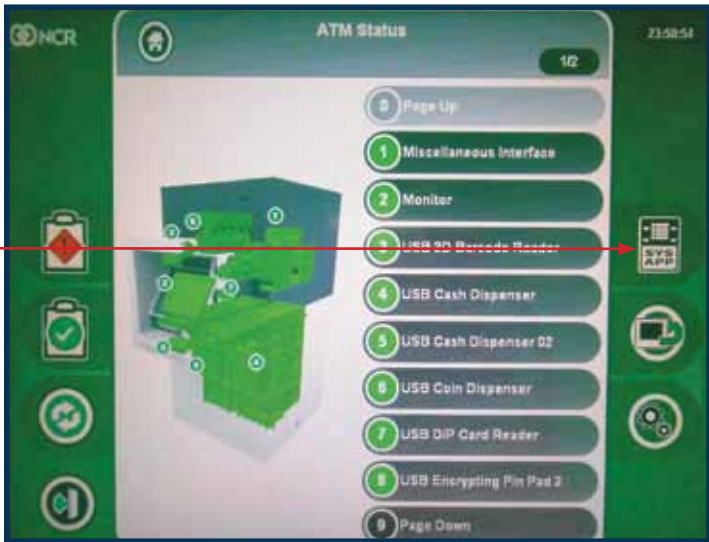


5. Press the **ENT** key to return to the **"Replenish Menu"** and then select **21 ENT** for **STD COINS** or **19 CLR COINS** then **20 ADD COINS**. This depends on which method you are using for coin balancing, both will reset the counts. Check the coin counts after you reset them to ensure that they have been set to the proper amount (Step 3).

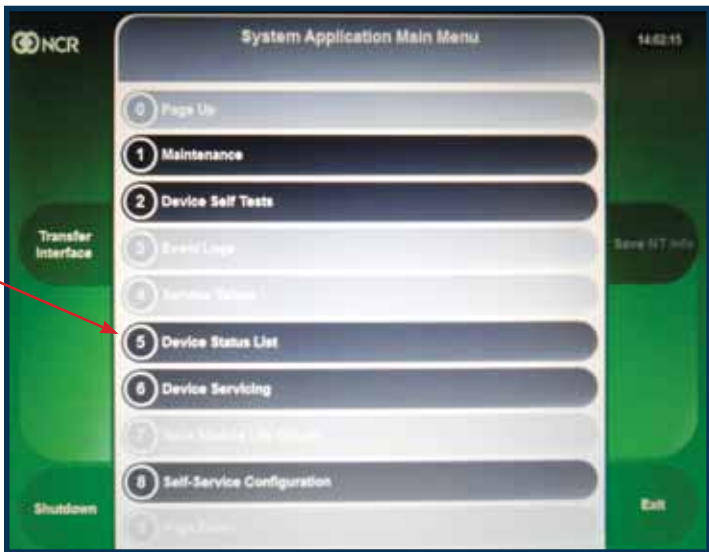


CHECKING THE COIN DISPENSER (CON'T)

6. If the counts look normal then proceed to the **SYS APP MAIN MENU** to test the coin dispenser. Press **CNL** then from the "Select Menu" press 7 for Diagnostics. NOTE: (If your ATM has **Service Assistant** installed then you will see the **ATM Status** menu. From there select the **SYS APP** icon on the right of the display.)

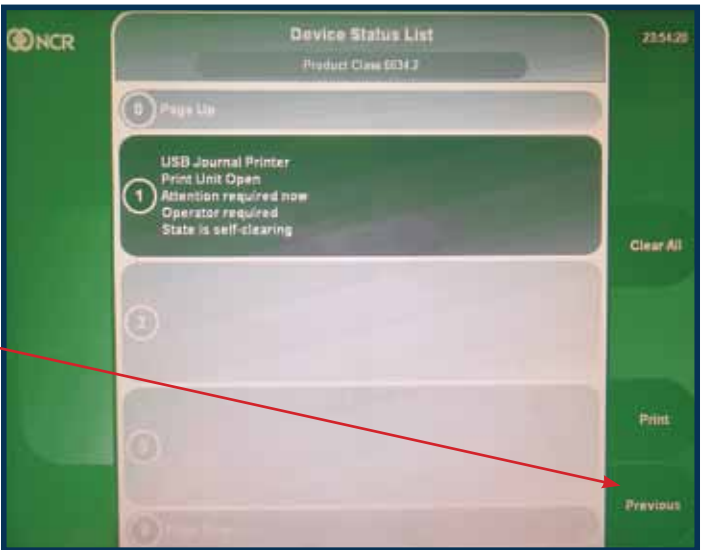


7. From the **System Application Main Menu** select **5 Device Status List**.

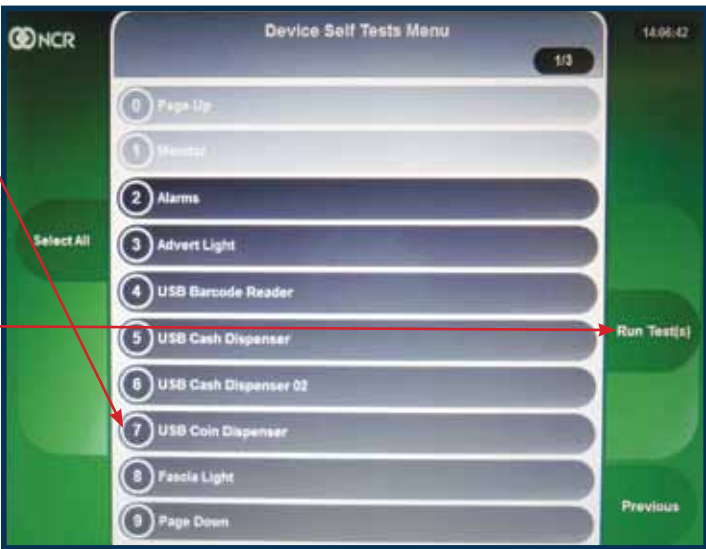


CHECKING THE COIN DISPENSER (CON'T)

8. This will display faults for any of the devices in the ATM. Check to see if the coin dispenser is in the list and if so, select the number that corresponds to the coin device and the ATM will attempt to clear the error. If the coin dispenser is not in the list press the "Previous" button on the lower right of the display.



9. From the **System Application Main Menu** select **2 Device Self Tests**. This menu will have a list of all the devices in the ATM. Select the **USB Coin Dispenser** number will be a reverse highlighted indicating that it has been selected for testing. Then select the **Run Test(s)** button on the right of the display.



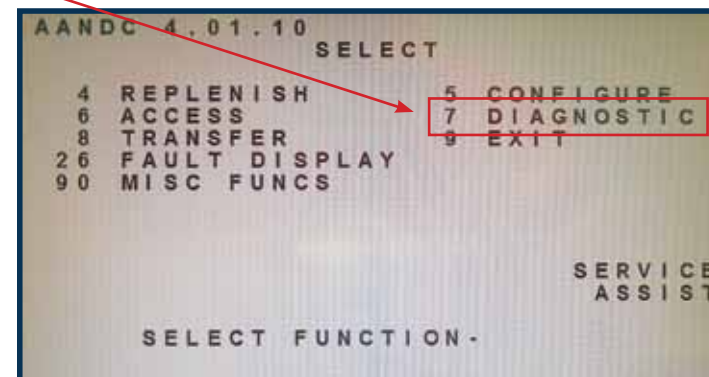
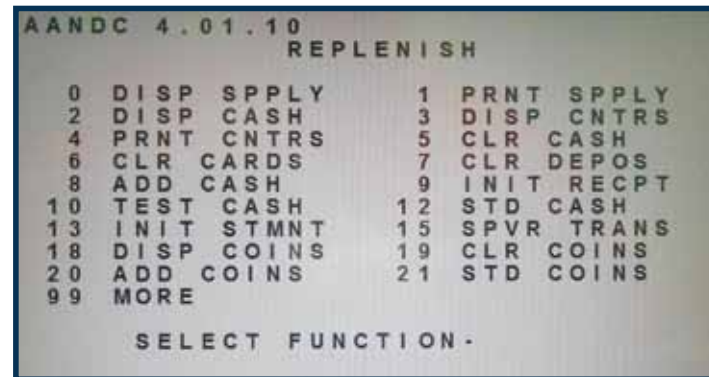
10. The test Results will be displayed on the screen after the ATM has completed the test. If the coin dispenser passed then put the ATM back in service and try paying out a transaction requiring coin. Confirm that it dispenses coin.

11. If the coin dispenser failed then call for service or support. You can also empty the coin hoppers and examine the hopper for debris or bad coins then re-test.

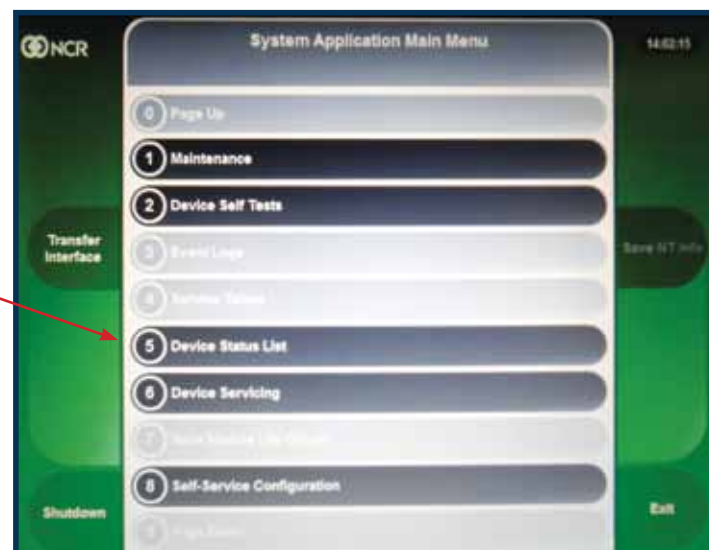
CLEARING A BARCODE ERROR

When the Barcode Reader has three consecutive time-outs the ATM removes this device from being used and creates an error in the Device Status List. This error is usually caused by a customer not knowing how to scan their ticket at the ATM. You can clear the error and get the barcode working by following the instructions below.

1. Set the Normal/Supervisor switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the **"Replenish Menu"**. Press the **CNL** or **CLR** key to access the **"Select Menu"**. Then select option **7** for the **"Diagnostics Menu"**.

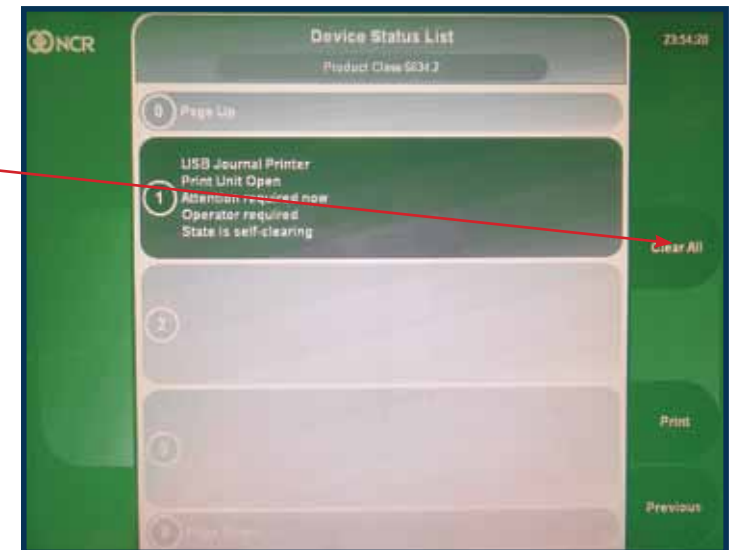


3. From the **SYS APPS MAIN MENU** press **5** DEVICE STATUS LIST.



CLEARING A BARCODE ERROR (CON'T)

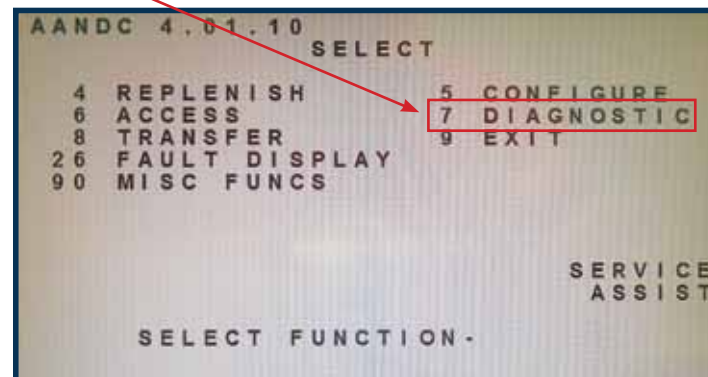
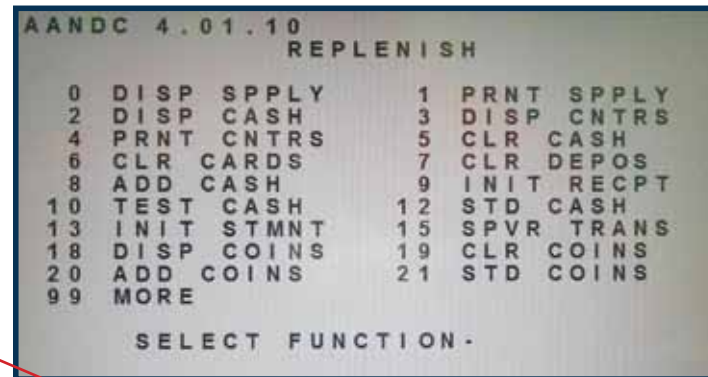
4. From this Menu look for the **"Barcode Error"** and press the number 1 button on the keypad to clear this error or you can just press the **CLEAR ALL** prompt on the screen to clear all error messages. This should run a barcode test and you can either let this time out, or scan a barcode at the front of the ATM. The screen will say "Barcode Incomplete" if no barcode is scanned. Press the previous button. This will return you to the **SYS APP MAIN MENU**.



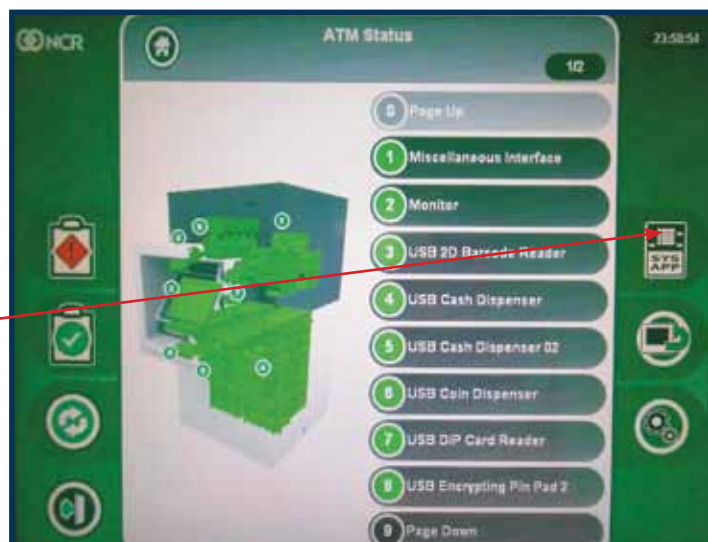
CHECKING THE DEVICE STATUS LIST

The Device Status List is a list of devices that have had a problem at the ATM and have generated a fault on the ATM where it might keep the customer from getting paid. To check this list and clear it, follow these steps.

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the **"Replenish Menu"** if at the **"Replenish Menu"** press **CNL (Cancel)** Key then **7 ENT (Enter)** Key for Diagnostics.



NOTE: (If your ATM has Service Assistant installed then you will see the ATM Status menu, from there select the **SYS APP** icon on the right of the display.)

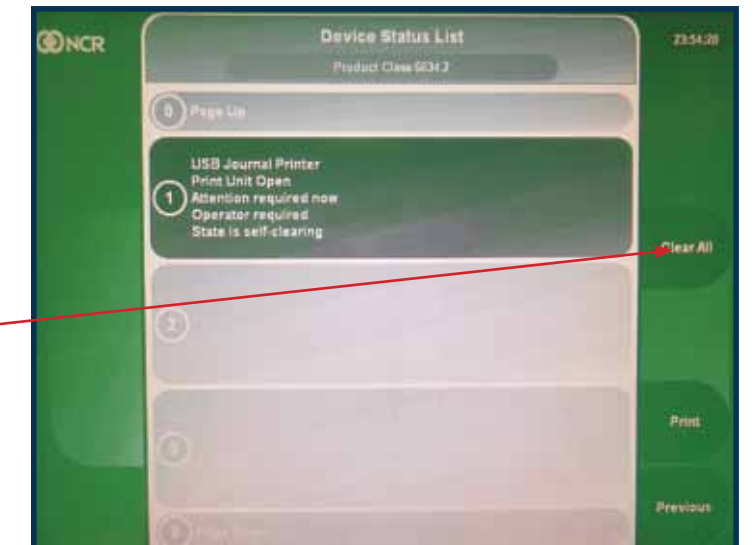


CHECKING THE DEVICE STATUS LIST (CON'T)

3. From the **System Application Main Menu** select **5** for Device Status List.



4. The list will contain any faults that the ATM has logged since the last time it was cleared; unless the fault is self-clearing (reload paper).
5. You can attempt to clear the fault by selecting the corresponding number in the menu or select the **Clear All** button on the right of the display.



TESTING ANY ATM DEVICE

When desired, you can test any ATM Device (i.e. Cash Dispenser, Barcode, or Coin Dispenser) to confirm proper functionality prior to bringing the ATM back in service.

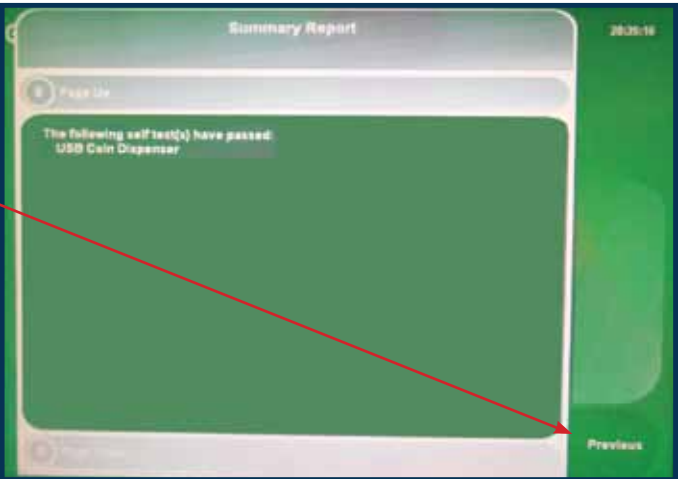
- 1. From the **SYS APPS MAIN MENU** select number **2 DEVICE SELFTEST**. This will bring you to a menu that lists all the devices in the ATM. You can select any device in the list to test.



- 2. Select any device from the list that you would like to test and you will see an X next to the device or the device will become highlighted. On the right side of the display there will be a button to **RUN TESTS**. Select that button and the ATM will run a diagnostic test to determine the health of the selected device.
Note: If testing the coin dispenser make sure you retrieve any coin dispensed.



- 3. The next screen should show you a summary report indicating whether the test passed or failed.
- 4. Press the **PREVIOUS** button in the lower right corner of the rear display to return back to the **SYS APPS MAIN MENU**.
- 5. Press the **EXIT** button in the lower right hand part of the screen to return back to the **SELECT MENU**.
- 6. Toggle the Normal/Supervisor switch to **NORMAL** or shut the top lid and the ATM should go back in service with no faults.



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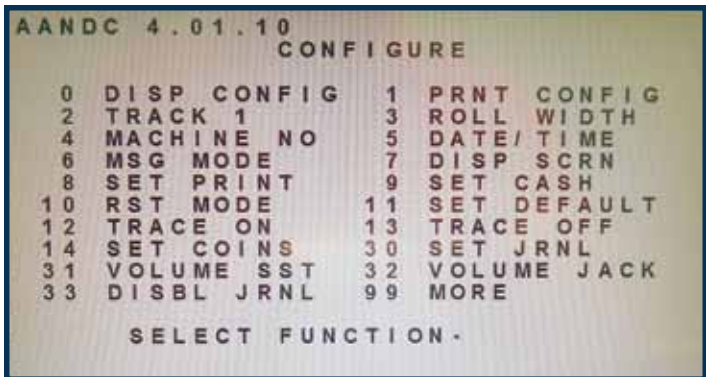
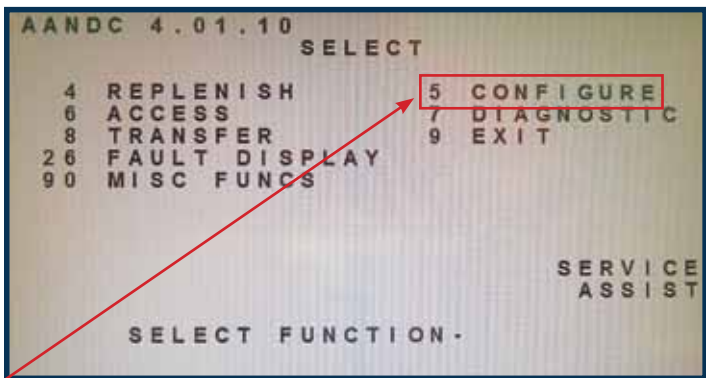
SETTING UP THE IP ADDRESS

When the ATM needs the IP address configured or changed. You will need the following information for configuration at the ATM.

1. EZcash Server IP (RMT ADDRESS)
2. ATM IP (LCL ADDRESS)
3. Gateway/Router IP local network of ATM (GATEWAY ADDR)
4. Subnet Mask IP of local network of ATM (SUBNET MASK)

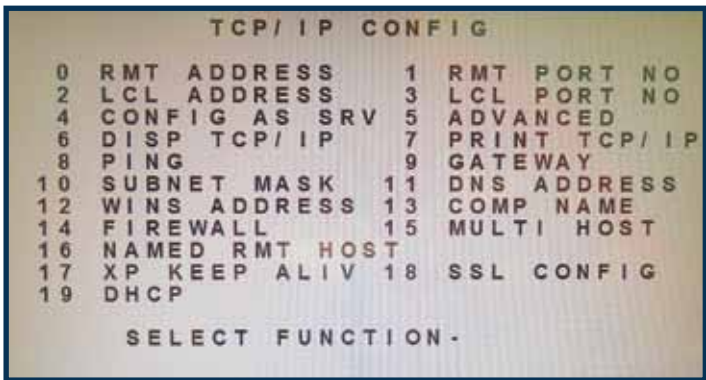
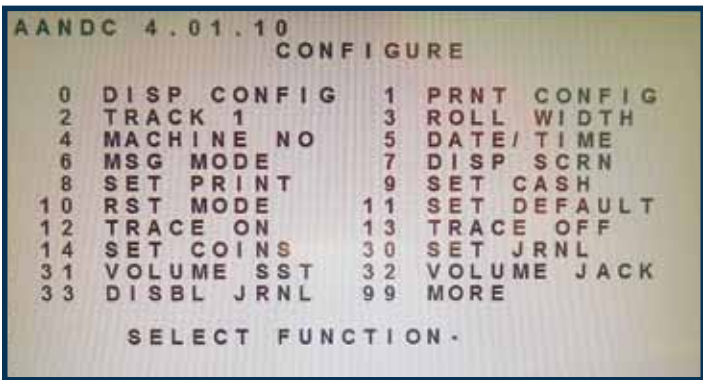
AT THE BACK OF THE ATM:

1. Switch the **NORMAL/SUPERVISOR** switch to the **SUPERVISOR** position or open the ATM to activate **Supervisor Mode**. The menu displayed should be the **"Replenish Menu"**.
2. Press the **CNL (Cancel)** key, this will bring you to the **"Select Menu"**. Press **5** for **"Configure Menu"**.



SETTING UP THE IP ADDRESS (CON'T)

3. From the **CONFIGURE** menu press **99 ENT** for **MORE**. From this menu press **37 TCP/IP CONFIG**.



4. From this menu you have multiple selections to configure.
5. Press "0" for **RMT ADDRESS** and enter the **IP address of the EZcash server**.
6. Press "1" for **RMT PORT NO** and enter **"3400"**.
7. Press "2" for **LCL ADDRESS** and enter the **IP address of the ATM** for the location that is defined in EZcash.
8. Press "9" for **GATEWAY ADDR** and enter the **IP address of the Gateway** or router of the local network the ATM is on.
9. Press "10" for **SUBNET MASK** & enter the subnet mask of the local network the ATM is on.
10. Once you have input the information for all IP addresses press the **CNL** key twice. The second time **CNL** is pressed the display will ask you to "Press **Enter** to restart ATM or press **Cancel** to restart later".
11. Press **ENT** and the ATM should reboot with new IP.

ACCESS & MESSAGE MODE SETUP

Anytime the ATM has had the software reloaded, lost its setup or is going live for the first time, you will need to configure these settings for proper operation.

MESSAGE MODE:

1. Switch the **NORMAL/SUPERVISOR** switch to **SUPERVISOR** or open the ATM to activate Supervisor Mode. The menu displayed should be the **"Replenish Menu"**.
2. Press the **CNL (Cancel)** key. You will then be in the **"Select Menu"** press **5 ENT (Enter)** key for the **"Configure Menu"**.
3. From this menu select number **6 MSG MODE**. There will be a prompt at the bottom of the display.
4. Press **1003** then **ENT (Enter)** key. This will set the message mode for the cash dispensers not to retract the cash and beep while it is being presented to the customer.
5. Press the **ENT (Enter)** key three more times to return to the **"Configure Menu"**.
6. Then toggle the Normal/Supervisor switch back to the **NORMAL** position and the ATM will go back in service.

This has now set the ATM to beep when cash is presented and not retract the cash after it is presented.

ACCESS MODE:

1. Switch the **NORMAL/SUPERVISOR** switch to **SUPERVISOR** or open the ATM to activate Supervisor Mode. The menu displayed should be the **"Replenish Menu"**.
2. Press the **CNL (Cancel)** key, this will bring you to the **"Select Menu"**.
3. Then select number **6 "Access"**. From this menu select number **3 "INIT ENTRY"** there will be a prompt at the bottom of the menu. Then press **1 ENT (enter)** key. Once you press this the menu will change and display the change of the value for the initial entry screen, it will display **INITIAL ENT= REPLEN**.
4. Press the **ENT (Enter)** key again and it will take you back to the **"Access Menu"**.
5. Press number **5** for **"Exit Mode"** there will be a prompt at the bottom of the display and again you will press **1 ENT (Enter)** Key. Once you press the menu will change and display the change for the value of the exit mode, it will look like this: **EXIT MODE = AUTO**.
6. Press the **ENT (Enter)** key again to get you back to the **"Access Menu"**.
7. You then will select number **13 "SET ACCESS"** this will set the values you entered so they won't go back to the defaults after a reboot or power failure.

This has now set the entry screen to the "Replenish Menu" and auto exit is enabled which allows you to exit supervisor mode by closing the ATM door from the "Select or Replenish Menu".

COPYING FILES TO THE ATM

When the ATM needs software loaded or updated you will need to follow the steps below to load the files from a CD or USB drive to the PC core of the ATM. Typically this is the TranAct software for Voice & Graphics, Promote Campaign, or a patch disk needed for the barcode reader.

1. Switch the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the ATM to activate Supervisor Mode. The menu displayed should be the **"Replenish Menu"**.
2. Press the **CNL (cancel)** key, this will bring you to the **"Select Menu"**.
3. Then select option 6 for the **"Access Menu"**.
4. Insert the CD or USB drive into the ATM PC core.
5. From the **"Access Menu"** press **15 Copyfile**. This will copy the CD files to the ATM. The ATM will reboot and then complete the copy function.

HOW AN ATM WORKS WITH TWO DISPENSERS

Dual Cash Dispenser Functionality

ATM's with dual dispenses are configured as Primary and Secondary. Looking at the ATM from the safe or rear, the Primary dispenser on the Self-Serv ATM (SS34) is by default on the left. The Primary side should be loaded with enough cash to manage the entire cycle – “from one Cash Load to the next.” The second side is a redundant backup and should be loaded to manage the time frame from when the first side goes out of service until it can be brought back in service. The more cash the larger repair window. If the ATM was purchased from TranAct then the dispensers are labeled Dispenser 1 (Primary) and Dispenser 2 (Secondary). Please instruct the cash supplier to load Dispenser 1 for production.

The ATM has 4 logical cassettes and the firmware will dispense from whatever side is able to dispense the notes. If you are out of \$1's in the Primary side and it is dispensing from the 2nd side, a request for an amount ending in \$0 or \$5 will still come from the Primary side. If you are out of \$1's in the Primary side and \$5's in the 2nd side and need \$6, it will error and EZcash will manage the transaction by requesting a different bill mix (i.e.; @6 \$1s). This switching back and forth is error handling and should only be used to deal with a jam or out of note situation. The system is more likely to fail when trying to use both sides in production.

Model SS34 ATM is pictured below. They are reversed on the P86.

Primary Cash Dispenser

**Secondary Cash Dispenser
(Back Up)**

Type 1

Type 2

Type 3

Type 4

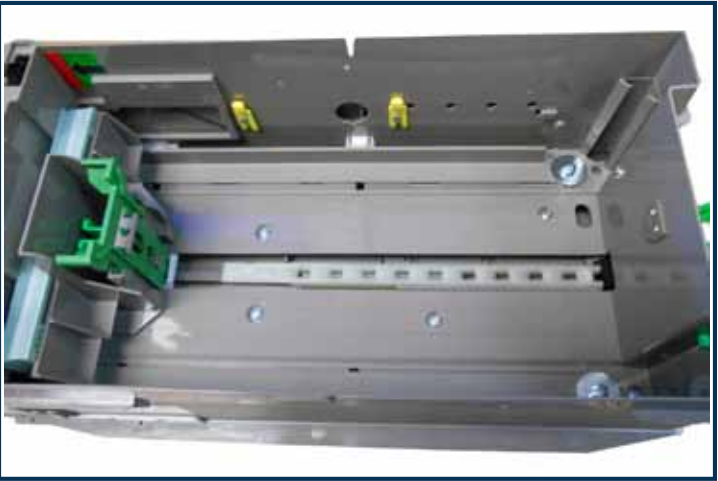


Current release of NDC supports two dispensers as 4 logical cassette types that are used as Primary and Secondary dispenser when dispensing any bill mix of cassette types.

IDENTIFYING CASSETTES IN THE ATM

NCR Cassette Magnet Configuration Guide

The cassette should be oriented where the handle is on the right and the magnet bar should be on the side facing away from you. You then remove the yellow clips to allow the magnet bar to be removed for configuration.



**Type 1 Cassette Magnet Configuration - Standard
Config for Type 1 Cassette is for \$100's or \$50's**



**Type 2 Cassette Magnet Configuration - Standard
Config for Type 2 Cassette is for \$20's**



**Type 3 Cassette Magnet Configuration - Standard
Config for Type 3 Cassette is for \$5's**



**Type 4 Cassette Magnet Configuration - Standard
Config for Type 4 Cassette is for \$1's**



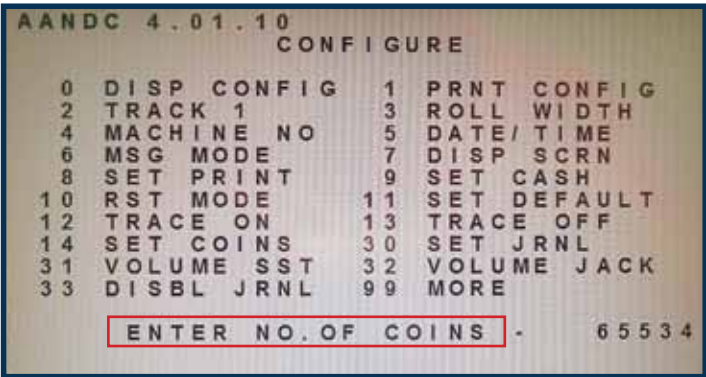
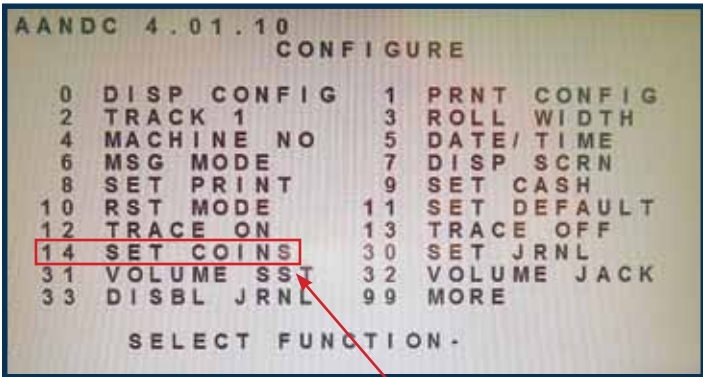
HOW THE ATM COIN DISPENSER WORKS

In order to manage the coin dispenser in the ATM you will need to use the ATM menu's and EZcash Replenish Wizard

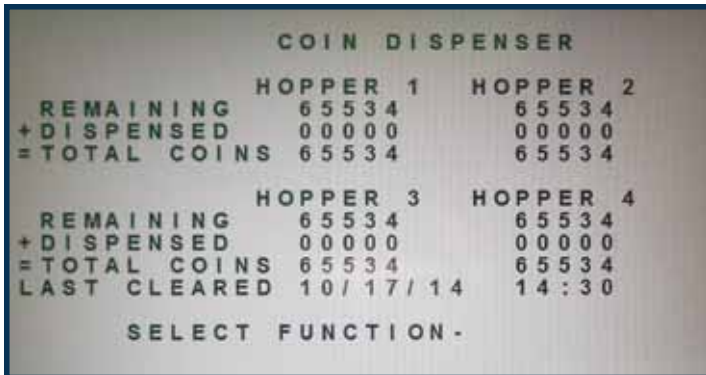
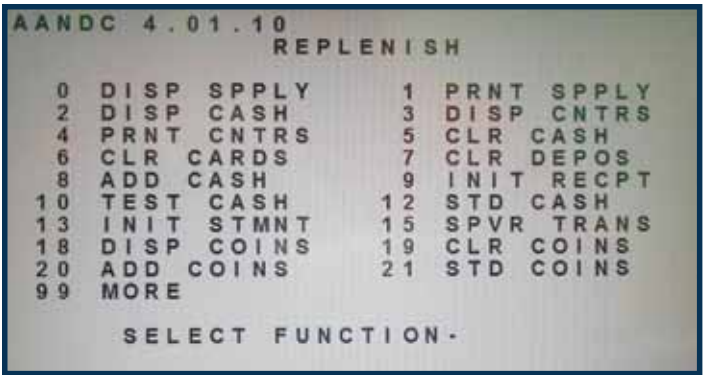
The NCR ATM's have two different methods of managing the coin from the ATM menu's.

STD (Standard) COINS

This is used when you want to track just the EZcash (Host) coin counts. It allows you to reset and add coins by only selecting **STD COINS** from the **"Replenish Menu"**. From the **"Configure Menu"** you will need to set the STD number of coins for each hopper.



Once you select **SET COINS** the display will change to allow you to select the hopper and then the amount of coins you want **STD COINS** to use when implemented.

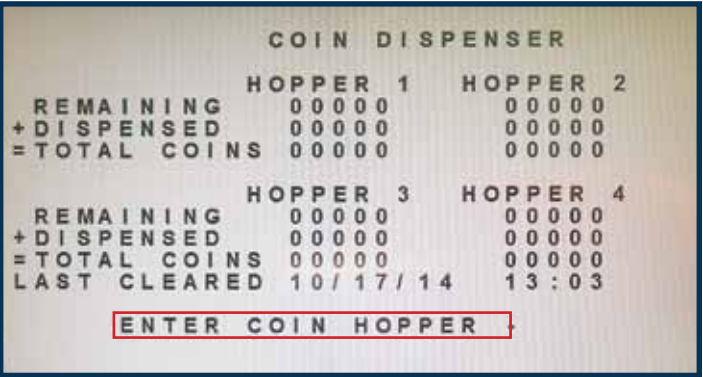
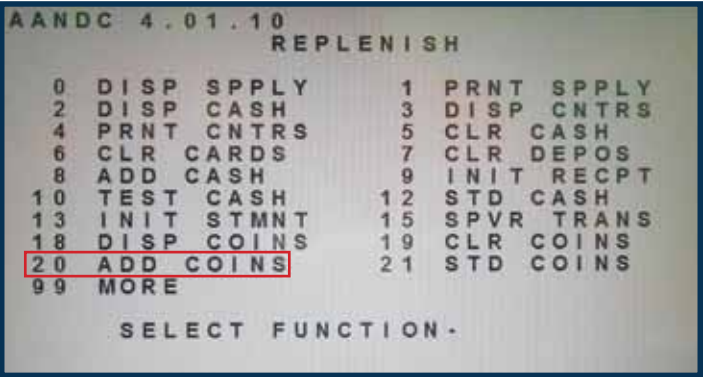


Once the STD amount is set, the coin figures can be reset by simply selecting **21 ENT** from the **"Replenish Menu"**. The hoppers will be cleared and reset to the **STD COIN** amount. The maximum number of coins that actually fit in each hopper is around 400 but the maximum number you can use as an input value is 65534. Since these figures aren't used for balancing purposes in this method, you can use any number up the the max number.

HOW THE ATM COIN DISPENSER WORKS (CON'T)

ADD COINS

This method requires you to input the exact amount of coins that are loaded into each of the coin hoppers. (This will also be the number that you will enter in the Replenish Wizard). When adding coins on top of a current balance you'll run option **20 ADD COINS** and make the addition to each hopper. When starting a new balance cycle on the coin dispenser you'll need to run option **19 CLR COINS** (this resets each hopper to a zero count) and then enter the new figures by running option **20 ADD COINS**.



ATM BALANCING & SETTLEMENT

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BALANCING YOUR ATM

Whether you are loading cash yourself using the EZcash Replenish Wizard or you’re using an armored cash service to deliver and load cash into the ATM, there are some terms to become familiar when balancing the ATM cash loads.

Balance Cycle - This is also called a CUT to CUT. Each time the ATM is loaded and audited a CUT transaction is created and added to the transaction list. Any transaction between the two CUTs is part of that Balance Cycle.

Host counts = Counts and totals that are tracked by EZcash on your ATM server.
Term counts = Counts and totals that are tracked by the ATM device.
They both rely on the Start Counts, which are created when you start a new balancing cycle or CUT. This is done using the Replenish Wizard PC application or a Settlement Balancing card used at the front of the ATM.

The **Host Disp** and **Host Remain** counts displayed within the EZcash Monitor shows totals of what has dispensed from the device. This data is recorded when messages go back and forth between the ATM and server and will increment in real-time.

The **Term Disp** and **Term Remain** counts are tracked by the ATM and sent to EZcash on request. We recommend setting the terminal cash counts to 0 and let it count backwards to simplify the process of loading cash. This process is not the same with coin replenishment; the ATM must maintain a positive coin count in order for the hardware (coin dispenser) to function. We typically recommend using a standard coin (STD COIN) loading process to set the Start Count and insert the largest number of coins the system will accept. This will prevent the counts from reaching zero and stopping coin dispenses. EZcash host counts can be used for balancing coin.

Shown below is a successful balancing cycle terminal cash counts were entered as 0 and coin was entered as actual. Please see the EZcash manual for more detail.

Start Date/Type	End Date/Add date	Description	Val
2013-11-15 15:32:27	2013-11-19 13:25:21	Start	\$137,408.00
2013-11-19 13:25:21	2013-11-19 13:25:59	Added	\$0.00
2013-11-19 13:25:59	2013-11-20 14:37:17	Dispensed	\$0,389.00
2013-11-20 14:37:17	2013-11-20 14:05:43	Remaining	\$137,019.00
2013-11-20 14:05:43	2013-11-20 14:07:05	Transaction total:	
2013-11-20 14:07:05	2014-02-13 09:42:57	Bill Total	\$0.00
2014-02-13 09:42:57	2014-02-17 14:11:17	Cash Total	\$0.00
2014-02-17 14:11:17	2014-02-17 14:38:36	Grand Total	\$0.00
2014-02-17 14:38:36	2014-05-15 09:35:52	Ending cash	\$137,408.00
2014-05-15 09:35:52	2014-10-29 12:56:32	Summary of balances (0-Balanced):	
2014-10-29 12:56:32	2014-11-10 13:54:34	Host vs. Term count	\$0.00
2014-11-10 13:54:34	2014-11-10 14:20:03	Transactions vs. Host count	\$0,389.00
2014-11-10 14:20:03	2014-11-10 14:26:03	Transactions vs. Term count	\$0,389.00
2014-11-10 14:26:03	Current		

Site ID	Denom	Start	Added	Term Disp	Host Disp	New Start	New Added
1	100.00	886	0	72	72	690	0
2	20.00	1000	0	42	42	880	0
3	5.00	1200	0	54	54	1000	0
4	1.00	1400	0	79	79	1200	0
Total		\$107,408.00	\$0.00	\$0,389.00	\$0,389.00	\$107,408.00	\$0.00

ATM CASH LOAD CHECK LIST

1. Did the cash provider bring ATM fit/ready money?
 - a. Slightly used money in good condition.
 - b. New bills can stick and should be shuffled.
 - c. Check for frayed bills then move them to the back of the cassette.
 - d. Make sure all cassettes gently click into place.
 - e. A large quantity of bills in the reject bin indicates a problem!
2. Test Cash:
 - a. On every load, before the cash provider leaves perform a "Test Cash" function from the Replenish Menu (number 10).
 - b. After the test, did all the cassettes report that they are fit to dispense?
 - c. If any cassette fails to report successful, take corrective action and test again.
3. Balancing procedure accuracy:
 - a. Always print beginning and ending cash balances at the ATM or on your computer.
 - b. Be diligent, a cash provider could send someone who is not trained on your procedure.
 - c. Check for accuracy of the totals on your beginning and ending reports or in the EZcash Monitor.
 - d. If for some reason this doesn't happen, don't stop production. You can still balance but it will take more effort and your totals will get reset at the next cycle.

NEW CASH LOAD AT THE ATM

ATM Settlement Card Cash Loading Instructions

This procedure should be done when you are removing all cash from ATM and loading a new cash cycle

Printing Ending Cash Position of ATM (always start with this)

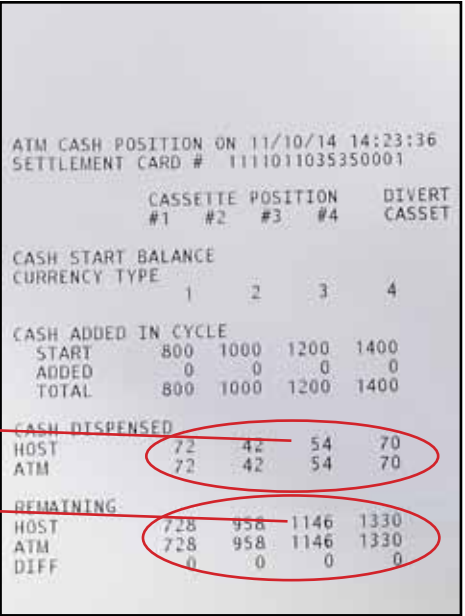
1. Insert your balancing card into the ATM.
2. Press "Send Firmware Totals". The ATM will go out of service, back in service and return your balancing card.
3. Re-Insert the balancing card.
4. Press "Print Cash Position".

The ATM's current cash dispensed position.

This is what has been dispensed out of the cassettes.

The ATM's current cash remaining position.

This is what is left in the cassettes.



ATM CASH POSITION ON 11/10/14 14:23:36				
SETTLEMENT CARD # 1111011035350001				
		CASSETTE POSITION		DIVERT
	#1	#2	#3	#4
CASH START BALANCE				
CURRENCY TYPE	1	2	3	4
CASH ADDED IN CYCLE				
START	800	1000	1200	1400
ADDED	0	0	0	0
TOTAL	800	1000	1200	1400
CASH DISPENSED				
HOST	72	42	54	70
ATM	72	42	54	70
REMAINING				
HOST	728	958	1146	1330
ATM	728	958	1146	1330
DIFF	0	0	0	0

Loading the ATM with Cash

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the "Replenish Menu" if not the "Replenish Menu" press **CNL** (cancel) key then **4 ENT** (Enter) key.
3. Select "Clear Cash" by pressing **5** then **ENT**. This will clear the totals in the ATM and display zero counts for each cassette.
4. Press **ENT** to return to the "Replenish Menu".
5. **Load cash into the cassettes.**
6. Select "TEST CASH" by pressing **10** then **ENT** this will test both dispensers for functionality and will display all good cassettes. If any cassettes are missing from the test results list there was a problem with that missing cassette. If successful press **CNL** to return to the "Select Menu".
7. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL**, or close the lid press **9 ENT** and wait for the ATM to come online.

NEW CASH LOAD AT THE ATM

ATM Settlement Card Cash Loading Instructions (con't)

After Loading the ATM with Cash

1. Insert your balancing card into the ATM.
2. Press **"Cash Replenishment"** button.
3. Select a cassette and then press **"RESET CASH"**.
4. Enter the number of bills in the cassette and press **"TOTALS CORRECT"**. A receipt will print showing the bill count.
5. **Repeat steps 3 thru 5 for each cassette.**

When done with all 4 cassettes you should have four receipts that look like these.

11/10/14 14:24:4
TRAN SERIAL NUMBER 2 0
SETTLEMENT CARD NUM 1111011035350001
BILLS NUMBER RESET TO 1 CASSETTE 1 COUNT
SET TO 600
CASSETTE POSITION 1
11/10/14 14:25:10
TRAN SERIAL NUMBER 2 0
SETTLEMENT CARD NUM 1111011035350001
BILLS NUMBER RESET TO 1 CASSETTE 2 COUNT
SET TO 800
CASSETTE POSITION 2
11/10/14 14:25:12
TRAN SERIAL NUMBER 2 0
SETTLEMENT CARD NUM 1111011035350001
BILLS NUMBER RESET TO 1 CASSETTE 3 COUNT
SET TO 1000
CASSETTE POSITION 3
11/10/14 14:25:14
TRAN SERIAL NUMBER 2 0
SETTLEMENT CARD NUM 1111011035350001
BILLS NUMBER RESET TO 1 CASSETTE 4 COUNT
SET TO 1200
CASSETTE POSITION 4

7. Press **"Start New Balance Cycle"**.

You should get a receipt that looks like this.



8. Press **"Send Firmware Totals"**. (The ATM will go out of service, back in service.)

9. Re-Insert the balancing card and press **"Print Cash Position"**. The receipts should show the correct balance for the ATM and Host. Press **CNL**.

The ATM's New starting cash position. This is what was loaded in the cassettes.

ATM CASH POSITION ON 11/10/14 14:27:22					
SETTLEMENT CARD # 1111011035350001					
	CASSETTE POSITION				DIVERT
	#1	#2	#3	#4	CASSET
CASH START BALANCE					
CURRENCY TYPE	1	2	3	4	
CASH ADDED IN CYCLE					
START	600	800	1000	1200	
ADDED	0	0	0	0	
TOTAL	600	800	1000	1200	
CASH DISPENSED					
HOST	0	0	0	0	
ATM	0	0	0	0	
REMAINING					
HOST	600	800	1000	1200	
ATM	600	800	1000	1200	
DIFF	0	0	0	0	

NEW CASH LOAD AT PC



ATM Replenish Wizard Cash Loading Instructions

These cash loading instructions are for using the EZcash Replenish Wizard instead of a Supervisor card.

This procedure should be done when you are removing all cash from ATM and loading a new cash cycle

Printing Cash Position from the EZcash Replenish Wizard (always start with this)

1. From your desktop double click on the Replenish Wizard icon and login as Replenisher.
2. Select the ATM you are going to perform the cash replenishment on.
3. The first screen the Replenish Wizard displays is the current cash counts for that ATM, select the **Next** button and it will prompt you to print these counts.
4. The next screen in the Replenish Wizard will ask you to **Add Cash, Replace Cash and Start a new Balance Cycle** or **Continue to Coin**.
5. Select **Replace Cash and Start a new Balance Cycle** then the **Next** button.
6. The next screen allows you to input the bill count or dollar value for each denomination for the cash you are loading. Input bill counts or dollar value for each cassette.
7. **Now load the ATM cassettes with the new cash cycle** then select the **Next** button.
8. If the next screen you come to displays coin information then select **Skip** coin if your ATM does not have one.
9. The last screen you come to displays the current cash you have loaded into the ATM. Select **Finish** to print these totals. The ATM will go back online.

Clearing the ATM Cash Counts

This procedure must be done to maintain correct terminal counts in EZcash

10. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
11. This should bring you to the **"Replenish Menu"** if not at the Replenish menu press **CNL** (cancel) key then **4 ENT** (enter) key.
12. Select **"Clear Cash"** by pressing **5** then (**ENT**). This will clear the totals in the ATM and display zero counts for each cassette.
13. Press **CNL** to return to the **"Replenish Menu"**.
14. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL** or close the lid press **9 ENT** and wait for the ATM to come online.

ADDING CASH AT ATM

This procedure should be done when you are ADDING CASH to cash cycle not reloading with new CASH

Printing Cash Position (Always start with this)

1. Insert your balancing card into the ATM.
2. Press **"Send Firmware Totals"**. The ATM will go out of service, back in service and return your balancing card.
3. Re-Insert the balancing card.
4. Press **"Print Totals"**. Receipts will print showing the ATM's current cash position.
5. Press **CNL** (cancel) key and the balancing card will be returned.

Loading the ATM with Cash

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the **"Replenish Menu"** if not at the **"Replenish Menu"** press **CNL** then **4 ENT**.
3. Select **"Add Cash"** by pressing **8** then **ENT**. The display will show the counts in all 4 cassettes and a prompt at the bottom of the screen will display **ENTER CASSETTE TYPE ____**. Select **1** then press **ENT**. The display will change to **ENTER NO. OF NOTES ____**. Enter the number of bills you are adding to the cassette then press **ENT**. The display will change back to the first prompt for **ENTER CASSETTE TYPE ____**. Repeat this for each cassette 2, 3, 4 you are loading.
4. Press **CNL** to return to the **"Replenish Menu"**.
5. Load cash into the cassettes. **NOTE: If you are loading a machine with dual cash dispensers each bill denomination has two cassettes. Make sure you split the bills for each denomination and load equal amounts of each bill type into their cassettes.**
6. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL**, or close the lid and press **9 ENT** and wait for the ATM to come online.

After Loading the ATM with Cash

1. Insert your balancing card into the ATM.
2. Press **"Cash Replenishment"** button.
3. Select a cassette and press **"ADD CASH"**.
4. Enter the number of bills in the cassette and press **"TOTALS CORRECT"**. A receipt should print showing the bill count you just entered. **NOTE: If the machine has dual dispensers you will need to combine the number of bills for each cassette type denomination and enter that number.** Example: Cassette 1 in Dispenser 1 has **200** (\$100 dollar bills) and Cassette 1 in Dispenser 2 also has **200** (\$100 dollar bills). You will **enter 400** bills for Cassette 1 in the ATM.
5. **Repeat steps 3 thru 5 for each cassette.**
6. Press **"Start New Balance Cycle"**.
7. Press **"Send Firmware Totals"**. The ATM will go out of service, back in service and return your balancing card.
8. Re-Insert the balancing card.
9. Press **"Print Cash Position"**. The receipts should show the correct balance for the ATM and Host.
10. Press **CNL**. The balancing card will be returned.

ADDING CASH AT PC

This procedure should be done when you are ADDING CASH to cash cycle not reloading with new CASH

Printing Cash Position and Adding Cash

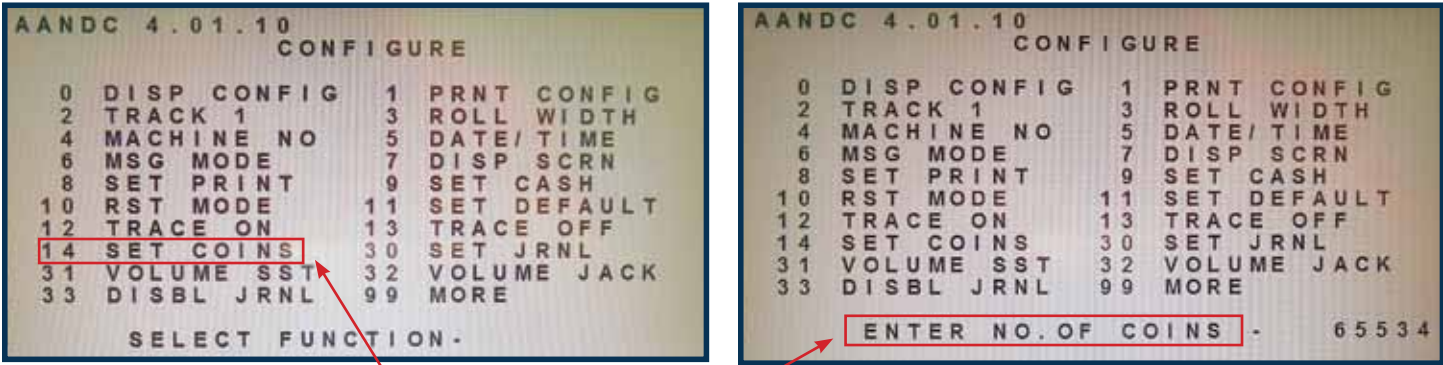
1. From your desktop double click on the Replenish Wizard icon and login as Replenisher.
2. Select the ATM you are going to perform the cash replenishment on.
3. The first screen the Replenish Wizard displays is the **current cash counts** for that ATM, select the **Next** button and it will prompt you to **print these counts**.
4. The next screen in the Replenish Wizard will ask you to **Add Cash, Replace Cash and Start a new Balance Cycle or Continue to Coin** (if coin dispenser is part of ATM).
5. Select **Add Cash** then the **Next** button.
6. The next screen allows you to input the bill count or dollar value for each denomination for the cash you are adding. Input bill counts or dollar value.
7. **Now load the ATM cassettes with the Added cash** then select the **Next** button.
8. If the next screen you come to displays coin information then select **Skip coin**.
9. The last screen you come to displays the current cash you have added into the ATM. Select **Finish** to print these totals.

DETERMINING THE COIN BALANCING PROCEDURE

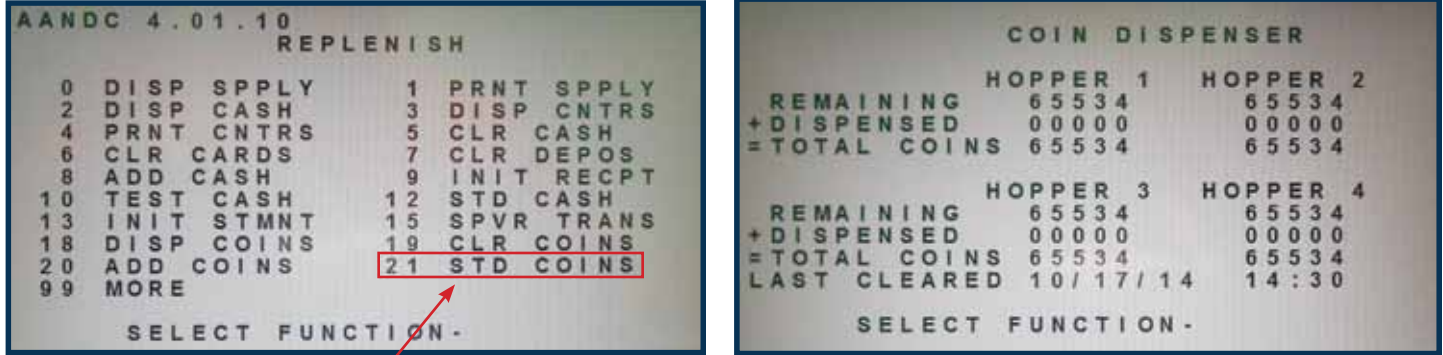
The coin dispenser must have counts input at the ATM in order for the coin dispenser to work for the customer when it is in service. This is typically the reason the coins have stopped dispensing. EZcash Monitor and the Replenish Wizard allow you to manage your ATM's coin dispenser without using the counts input at the ATM. There are two ways of loading coin counts in the ATM, **STD** (Standard) **COIN** and **ADD COIN**, if you are not tracking the counts at the ATM then the STD COIN procedure will be the best solution. However, if you do want to track coin counts at the ATM then you need to follow the **ADD COIN** procedure. Either way the coin counts will need to be checked to see if they have reached zero. In order to manage the coin dispenser in the ATM you will need to use both the ATM menus and EZcash Replenish Wizard.

STD COINS (Standard Coin)

This is used when you want to track just the EZcash Monitor (Host) coin counts. It allows you to reset and add coins by only selecting **STD COINS** from the "Replenish Menu". You will need to configure the coin count this method will use in the "Configure Menu" and set the count for each hopper.



Once you select **SET COINS**, the display will change to allow you to select the hopper and then will change to **ENTER NO. OF COINS**. Enter the amount of coins you want **STD COINS** to use when implemented. The maximum number of coins that fit in each hopper is around 400 the maximum number you can use as an input value is 65534. The display will change each time you input the number of coins back to "enter coin hopper". Once you have input all the hoppers, press **CNL** and the display will change to CONFIGURATION DATA. Press **CNL** to return to the "Select Menu".



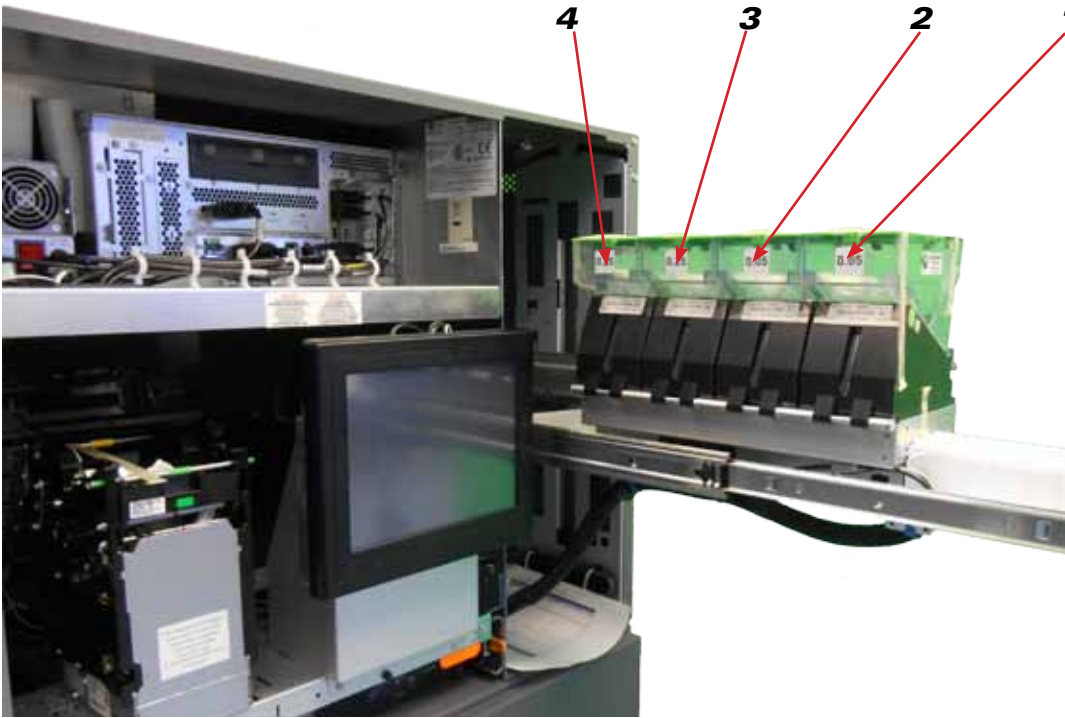
Once set by selecting **21 ENT** from the "Replenish Menu" the hoppers will be cleared and reset to the **STD COIN** amount.

DETERMINING THE COIN BALANCING PROCEDURE (CON'T)

ADD COINS

This requires you to input the exact amount of coins your have loaded into each of the ATM coin dispenser hoppers. (This will also be the number that you will enter in the Replenish Wizard). If you want to add more coins before you audit the dispenser, you will have to enter those as an **ADD COINS**. When you have audited the coins and are starting a new cycle. You will first do a **CLR COINS** (this will reset the counts to zero) then an **ADD COINS**.

CLOSET BIN TO YOU IS THE FIRST BIN



COIN REPLENISHMENT USING STD COINS

New Coin Counts in ATM

(The instructions are written for user that is defined as a **Coin Replenisher**)

This procedure should be done when you are removing all coin from ATM and loading a new coin cycle

Printing Coin Position from the EZcash Replenish Wizard (always start with this)

1. From your desktop double click on the Replenish Wizard icon and login as Replenisher.
2. Select the ATM you are going to perform the coin replenishment on then press **Next**.
3. The first screen the **Replenish Wizard** displays is the current cash counts for that ATM. Select the next button and it will prompt you to print these counts. You can press **OK** to print these counts or cancel to go to the next screen.
4. The next screen in the Replenish Wizard will ask you to **Add Cash, Replace Cash and Start a New Cash Cycle or Continue to Coin Dispenser**.
5. Select **Continue to Coin Dispenser** and then the **Next** button. This next screen will show you the existing coin counts in the ATM. Press **Next** and it will print these counts.
6. The next screen will ask you to **Add Coin, Replace Coin and Start a New Coin Cycle or Skip Coin**.
7. Select **Start a New Coin Balance Cycle** then press **Next**.
8. The next screen allows you to input the coin count for each hopper. You can either input coin counts or the dollar value of the total amount of coins for each hopper. Once you have input these values select the next button.
9. The last screen you come to will display the coin counts that you have entered. When you select the **Finish** button it will print these totals.
10. Once you have set these totals you can go to the back of the ATM to reset the coin there.

Coin Reset Rear of ATM

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
2. This should bring you to the **"Replenish Menu"**. From the Replenish Menu select **"STD COINS"** by pressing **21** then **ENT**. This will clear the totals in the ATM and display "please wait..." while it clears counts for each hopper. Then loads the standard coin count into all four hoppers and prints the coins dispensed, coins remaining, and coins added on the journal printer of the ATM.
3. The counts that the ATM prints on the journal printer are terminal counts only and are not used by EZcash.
4. Press **CNL** to return to the **"Replenish Menu"**.
5. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL**, or close the lid and press **9 ENT** and wait for the ATM to come online.

COIN REPLENISHMENT USING ADD COINS

New Coin Counts in ATM

(The instructions are written for user that is defined as a **Coin Replenisher**).

This procedure should be done when you are removing all coin and loading a New coin cycle

Printing Coin Position from the EZcash Replenish Wizard (always start with this)

1. From your desktop double click on the **Replenish Wizard** icon and login.
2. Select the ATM you are going to perform the coin replenishment on then press **Next**.
3. The first screen the **Replenish Wizard** displays is the current coin counts for that ATM, select the Next button and it will prompt you to print these counts. Press **OK** to print these counts.
4. The next screen will give you three options to **Add Coin, Replace Coin and Start a New Coin Balance Cycle or Skip Coin**.
5. Select **Start a New Coin Balance Cycle** then press **Next**.
6. The next screen allows you to input the coin count for each hopper. You can either input **coin counts or the dollar value** of the total amount of coins for each hopper. Once you have input these values select the **Next** button.
7. The last screen you come to will display the coin counts that you have entered. When you select the **Finish** button it will prompt you to print these totals.
8. Once you have set these totals, go to the back of the ATM to reset the coin there.

Coin Reset at the ATM

The NCR ATM's have to maintain a positive coin count or they will stop dispensing coins. These next steps ensure that these counts are set and correct before the ATM goes back online

9. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
10. This should bring you to the **"Replenish Menu"** if not at the **"Replenish Menu"** press **CNL (Cancel)** key then **4 ENT (Enter)** key.
11. From the **"Replenish Menu"** select **"CLR COINS"** by pressing **19** then **ENT**. This will clear the totals in the ATM and display "please wait..." Once this is complete you should have all zeros for each of the coin hoppers.
12. Press **20 ENT** for **ADD COINS** at the bottom of the display you should see **ENTER HOPPER NO. ____**. The hoppers are numbered 1 thru 4 with the closest hopper to you being number 1 (See page 33 for diagram). Once you select the hopper number the display will change to **ENTER NO OF COINS ____**. Input the number of coins you filled the hopper with. Each hopper of the coin dispenser holds about 400 coins, so this would be a good number to use if they are full. Repeat this for each hopper you are filling and press **CNL** when you are done. You will now see **FUNCTION EXITED** on the bottom of the display.
13. Press **CNL** to return to the **"Select Menu"**.
14. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL** or close the lid and press **9 ENT** and wait for the ATM to come online.

ADDING COINS USING STD COINS

This procedure should be done when you are ADDING Coin to coin cycle
NOT reloading with new coin cycle

Printing Coin Position from the EZcash Replenish Wizard (always start with this)

1. From your desktop double click on the Replenish Wizard icon and login as Replenisher.
2. Select the ATM you are going to perform the coin replenishment on then press **Next**.
3. The first screen the **Replenish Wizard** displays is the current cash counts for that ATM, select the next button and it will prompt you to print these counts.
4. The next screen in the Replenish Wizard will ask you to **Add Cash, Replace Cash and Start a new Cash Balance Cycle or Continue to Coin Dispenser**.
5. Select **Continue to Coin Dispenser** and then the **Next** button. This screen will show you the existing coin counts in the ATM, press **Next** and it will print these counts.
6. The next Screen will ask you to **Add Coin, Replace Coin and Start a New Coin Cycle or Skip Coin**.
7. Select **Add Coin** then press **Next**.
8. The next screen allows you to add the coin for each hopper. You can either input the number of coins or the dollar value for each hopper. Once you have input these values select the **Next** button.
9. The last screen you come to will display the coin count that you have added. When you select the **Finish** button it will print these totals.
10. Once you have set these totals you can go to the back of the ATM to add the coin there.

STD Coin Rear of ATM

7. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
8. This should bring you to the **"Replenish Menu"**. From the **"Replenish Menu"** select **"STD COINS"** by pressing **21** then **ENT**. This will clear the totals in the ATM and display "please wait..." while it clears counts for each hopper. The ATM will then load the standard coin count into all four hoppers and prints the coins dispensed, coins remaining, and coins added on the journal printer of the ATM.
9. The counts that the ATM prints on the journal printer are terminal counts only and are not used by EZcash.
10. Press **CNL** to return to the **"Replenish Menu"**.
11. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL**, close the lid and wait for the ATM to come back online.

ADDING COINS USING ADD COINS

This procedure should be done when you are ADDING Coin to coin cycle
NOT reloading with new coin cycle

The coin loading instructions are written for users that are defined as a
Coin Replenisher in EZcash

Printing Coin Position from the EZcash Replenish Wizard (always start with this)

1. From your desktop double click on the Replenish Wizard icon and login.
2. Select the ATM you are going to perform the coin replenishment on then press **Next**.
3. The first screen the **Replenish Wizard** displays is the current coin counts for that ATM, select the **Next** button and it will prompt you to print these counts. Press **OK** to print these counts.
4. The next Screen will ask you to **Add Coin, Replace Coin and Start a New Coin Cycle or Skip Coin**.
5. Select **Add Coin** then press **Next**.
6. The next screen allows you to add the coin for each hopper. You can either input coin counts or the dollar value of the total amount of coins for each hopper. Once you have added these values select the **NEXT** button.
7. The last screen you come to will display the coin count that you have added. When you select the **Finish** button it will print these totals.
8. Once you have set these totals you can go to the back of the ATM to add the coin there.

Adding Coin at the ATM

9. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR** or open the front of the ATM.
10. This should bring you to the **"Replenish Menu"** if not at the **"Replenish Menu"** press **CNL (Cancel)** key then **4 ENT (Enter)** key.
11. From the Replenish menu select **"ADD COINS"** by pressing **20** then **ENT**.
12. At the bottom of the display you should see **ENTER HOPPER NO. ____**. The hoppers are numbered 1 thru 4 with the closest hopper to you being number 1 (See page 33 for diagram). Once you select the hopper number the display will change to **ENTER NO OF COINS ____**. Input the number of coins you **"added to"** the hopper. Repeat this for each hopper you are filling and press **CNL** when you are done. You will now see **FUNCTION EXITED** on the bottom of the display.
13. Press **CNL** to return to the **"Replenish Menu"**.
14. Toggle the NORMAL/SUPERVISOR switch back to **NORMAL** or close the lid and press **9 ENT** and wait for the ATM to come online.

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ADDENDUM A

Comprehensive List of EZcash Errors

Error Number	Short Description	Detailed Description
0	Success	No errors during processing.
65	Invalid BIN	The Bank ID number is invalid. Transact cards should use bin 1111101.
92	Timeout	The transaction timed out while waiting for a response from the dispenser.
93	Timeout	The transaction timed out while waiting for a response from the coin dispenser.
101	Database error	There was an error while trying to access the database. Processing was aborted.
112	Nothing remaining on card	If the amount to dispense is decoded as 0, this error will be generated.
113	Nothing remaining on card	This card has no remaining balance.
114	Invalid card	This card has a bad status (not an active card).
115	Card has already been paid	This card has a status of closed (already paid).
116	Card cancelled	The card has been voided.
117	Card not on file.	Card not on file, but require card on file rule in effect.
131	PIN verification error.	An incorrect PIN was entered.
132	PIN retries exceeded.	An incorrect PIN was entered too many times.
135	New PINs do not match.	A PIN change was requested but the confirmation PIN did not match the new PIN.
153	Card expired	The date on the card is too old based on the allowed time to use the card. Check the expiration period in the software.
154	Card locked	The card is currently being processed.
155	In hold period	Attempt to cash a card still in the holding period.
316	Invalid date	There was an invalid date encoded onto the card.

317	Invalid Track 2	This error code indicates that the track 2 did not decode properly. Possible causes include encoding with the incorrect key, a card read or write error, etc.
318	Database error	The database engine reported an error during the transaction.
319	Unknown Transaction	An unknown supervisor transaction was detected.
602	Unable to dispense with available currency	Amount requested could not be dispensed using available currencies. Check to ensure that cassettes have necessary denominations.
603	Amount exceeds maximum	Amount requested exceeds the maximum amount specified in the settings.
604	Partial Dispense Please Scan Ticket Again.	Some but not the entire amount requested was dispensed before the allowed number of retries was exceeded. Most likely, the dispenser is out of one or more currencies.
605	Bills Retracted	Some or all of the notes presented were not taken in the allowed time and were retracted. There is no way to know if some or all of the notes were retracted without balancing the machine or checking the reject bin.
606	Partial Dispense	Could not pay the entire amount in one bundle. Requires the card to be re-inserted or barcode to be re-scanned to pay remaining amount.'
607	Amount exceeds one bundle	Amount requested could not be dispensed in one bundle, and the settings do not allow multiple bundles to be dispensed.
608	Transaction took too long	The dispenser could not dispense in a reasonable time, usually one minute.
609	Partial Coin Dispense	Coin changer did not pay entire amount of change due.
610	Coin dispenser not available	Coin changer is disconnected or not in service.
611	Amount exceeds one bundle. Please re-swipe.	Amount requested could not be dispensed in one bundle. Re-swipe required to dispense remaining amount.
614	No dispense SCAN TICKET AGAIN	No cash was dispensed before the allowed number of retries was exceeded. There could be a jam in the dispenser, or one or more cassettes could be out of bills.

615	Coin changer busy	Could not process the transaction while the coin changer was busy with the previous transaction.
701	Could not get signature.	There was an error while attempting to get the signature.
702	Received command reject.	Command reject was received in response to dispense request; bills dispensed unknown.
800	Authorizer not found.	There was an unknown authorizer specified in the database.
801	Unknown opcode.	There was no matching opcode specified in the database.
802	No Heavy Metal account.	Cannot process transaction block due to missing Heavy Metal Account.
803	No Vendor account.	Cannot process transaction block due to missing Vendor Account.
804	Block could not be funded.	One or more block funding transactions did not clear.
805	Authorizer offline.	Could not send message to Authorizer.
1001	Customer ID not found.	The user was not found in the user_profiles table.
1002	PIN entries do not match.	The reentered PIN does not match the original entry.
1003	Device inactive.	Cannot process a transaction from an inactive device.
1004	User Cancelled.	User pressed the Cancel button.
1005	Unable to reverse	Unable to reverse transaction due to original transaction not found.
1006	Unable to reverse	Cannot reverse; specified receipt number=0.

ADDENDUM B

Error Log

[illegible][illegible]



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