

## P76 Cash Loading Instructions

1. Insert balancing card.
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 "Cancel". The balancing card will be returned.
6. Open the lid of the ATM to access the Supervisor Panel
7. Set the NORMAL/SUPERVISOR switch to SUPERVISOR.
8. This should bring you to the "Replenish" menu. NOTE: If the display shows a *State of Health* or *Fault Status* message, press the CNL or CLR key to access the "Select" menu. Then choose option 4 for the "Replenish" menu.
9. Select "Clear Cash" by pressing (5) then (Enter). This will clear the totals in the ATM and display zero counts for each cassette.
10. Press (Cancel) to return to the main menu.
11. 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.
12. Toggle the NORMAL/SUPERVISOR switch back to NORMAL, close the lid and wait for the ATM to come online.
13. Insert your balancing card into the ATM.
14. Press "Cash Replenishment" button.
15. Select a cassette.
16. Press "RESET CASH" (Transact does not recommend using the add cash function).
17. 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 and enter that number. Example: Cassette 1 in Dispenser 1 has 1200 bills and Cassette 1 in Dispenser 2 also has 1200 bills. You will enter 2400 bills for Cassette 1 in the ATM.
18. Repeat steps 15 thru 17 for each cassette.
19. Press "Start New Balance Cycle".
20. Press "Send Firmware Totals". The ATM will go out of service, back in service and return your balancing card.
21. Re-insert the balancing card.
22. Press "Print Totals". Receipts will print showing the ATM's current cash position.

Leave Journal and both cash positions with Yard.

## Clear the Fitness Table

When the ATM experiences faults it may become necessary to clear the fitness table of the ATM in order to tell the host and the ATM that the errors are corrected and the system can continue to run.

Perform the following steps to clear the fitness table:

1. Set the NORMAL/SUPERVISOR switch to the SUPERVISOR position.
2. From the "Replenish Menu" press the CNL or CLR key to access the "Select Menu".
3. From the "Select Menu" press (7) then (Enter) to access "Diagnostics".
4. From the "SYS SPPS MAIN MENU" press (5) for "DEVICE STATUS LIST".
5. Press CLEAR ALL button (Should be the third button down on the left hand side of the rear display).
6. Press PREVIOUS button to return to "DEVICE STATUS LIST" (Button is located on the lower right hand side of the rear display).
7. Press the same PREVIOUS button to return to the "SYS APPS MAIN MENU".
8. Press the EXIT button to return to the "SELECT MENU".

Set the NORMAL/SUPERVISOR switch back to NORMAL and close the lid. The ATM should go back in service with no faults.

## Cassette Magnets

Counted from the handle

Cassette #1 - 1up 2up  
Cassette #2 - 1up 4dn  
Cassette #3 - 1up 3dn  
Cassette #4 - 1up 2up 3up 4up

## Lock Serial Number

Pushing \* 2 will give you the lock's serial number.  
The combo is factory set at 25 50 25

## Common Transaction Error Codes

614

**No Dispense had taken place:**

The ATM does not always count the correct cash on the first try. The dispenser will make 3 attempts to dispense and if the third attempt is not successful, a receipt will be printed for the customer with a 614 error code. This does not necessarily mean the system is down. The customer should attempt the transaction again to receive their cash. System statuses should show cassette X no dispense, routine dispenser errors.

112

**Card Closed:**

This barcode has already been paid. The system will only pay barcodes with the same data on them once.

317

### **Invalid Transaction Type:**

The system does not recognize this barcode. Make the customer a new ticket.

If the system just fails the transaction and nothing shows up on the query builder, then the system does not recognize this barcode either. Make the customer a new ticket.

### **607**

#### **The system cannot dispense the amount of bills or coins requested:**

For instance, let's say the ATM is trying to pay \$999.00 and the machine runs out of \$50's. The ATM will first report a 614 error (cannot dispense) and then the \$50.00 cassette will go offline. When the transaction is reattempted the ATM will report a 607 error because it can only dispense up to 40 bills at one time (\$999.00 would require more than 40 \$20.00 bills to complete the transaction). The ATM would report the same 607 error if the machine is out of \$1.00 bills or the \$1.00 cassette failed during an \$11.00 transaction.

### **681**

#### **Bills Retracted after Presentation:**

The ATM will only present the bills to the customer for a certain amount of time before it pulls them back into the purge bin of the machine.