

Testing the Cash dispensers in a dual dispenser ATM

When the ATM experiences cash faults it may become necessary to test the cash dispensers to determine why this is happening and if the ATM needs service. To test the dispensers follow these steps.

1. Set the NORMAL/SUPERVISOR switch to **SUPERVISOR**.
2. This should bring you to the “**Replenish**” menu.
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 below if everything is good.

* CASH TEST* MODULE 1=
TOP CASSETTE GOOD
SECOND CASSTTE GOOD
THIRD CASSETTE GOOD
BOTTOM CASSETTE GOOD
MODULE 2=
TOP CASSETTE GOOD
SECOND CASSTTE GOOD
THIRD CASSETTE GOOD
BOTTOM CASSETTE 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 dispenser you may get some payments to pay and others that will not because of the bill mix not being available from either dispenser.

Call Tim Solitaire with problems (727) 742-0829