



**MODEL 98XX-SERIES**  
***CASH DISPENSER***  
**OPERATION MANUAL**

VERSION 2.5

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**FCC COMPLIANCE**

**Warning:**

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:**

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

**CANADIAN EMISSION REQUIREMENTS**

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

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

**AUSTRALIAN EMISSION REQUIREMENTS**

**Warning:**

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

**NOTICE:**

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

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

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

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

**NOTICE:**

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

**AVIS:**

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

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

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

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

**AVIS:**

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

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***CHAPTER 1 - INTRODUCTION***

## What's in This Manual

This manual describes the operating features of the Model 98XX-series Cash Dispenser family.

The setup and operating procedures given in this manual are generally applicable to any Model 98XX-series Cash Dispenser. If your Cash Dispenser does not have the ability to perform some of the features described in this manual, it is because your processor does not support the feature or the dispenser was purchased without that particular option.

In this manual, the terms Cash Dispenser, Dispenser, or Terminal are used interchangeably.

## Cash Dispenser Families

The 98XX Cash Dispenser family consists of a number of Cash Dispenser models. The primary difference between the various models is in the type of *dispensing mechanism* installed. The dispensing mechanism holds and dispenses currency.

The 98XX family includes the 9800, 9805, 9810 and 9840 and 9850 Cash Dispenser model series. Each series, such as 9800-Series or 9810-Series, uses a dispensing mechanism that is unique to that series.

Each model in a model series, such as 9800-Series, uses the same type of dispensing mechanism, but provides other features that distinguish it from the other models in the series. The two primary characteristics that differentiate the various models in a series are: 1.) *Class of Service* and 2.) *Security Vault Access Type*

### Class of Service (Business-vs-Level 1)

The basic Model 98XX is U.L. certified for Business Hours Service. This means that the currency should be removed from the dispenser and stored in a safe location when the business is closed to the public. Other dispensers in the 98XX family may be U.L. certified as "Level 1," providing additional security and the ability to store currency during non-business hours.

### Security Vault Access (Front-vs-Rear)

The basic-model Cash Dispenser is a front-access machine, allowing access to the dispensing mechanism and currency cassettes from the front (control-panel side) of the unit. The rear-access models allow equivalent access from the rear of the unit.

## WHAT IS A CASH DISPENSER?

A Cash Dispenser offers your customers the standard services commonly available from an Automated Teller Machine, such as cash withdrawals, transfer of funds between accounts, and balance inquiries.

Once a withdrawal has been completed, the transaction processor (the organization that handles the connection between the terminal and the banking system "network") automatically debits the customer's account. The processor credits the merchant's account for the amount of the withdrawal plus any surcharge (if applicable) at the end of the business day.

As is typically the case with non-bank ("retail"-style) ATMs, the Cash Dispenser does not accept cash deposits.

## Feature Highlights

Important features of the Model 98XX Cash Dispenser family are highlighted in the following list:

- Highly reliable, state-of-the-art PC-based design.
- Modular architecture eases troubleshooting and servicing.
- Easy to install and configure by software.
- Supports dial-up, LAN-based, or wireless (CDPD, VSAT and Radio-Pad) communications.
- Supports remote setup, configuration and monitoring via Triton Connect™.
- Satisfies Americans with Disabilities Act (ADA) specifications for the visually impaired, via a spoken word interface.
- VGA color LCD display supports attention-getting graphics and full-motion video.
- Graphics-capable printer prints receipts, coupons and management reports.
- Multi-function, dip-style Card Reader supports magnetic stripe cards or "smart" cards that conform to the EMV (Europay, MasterCard, and Visa) standard.
- Supports multiple dispenser types, in either single-cassette or multi-cassette configurations.
- Dispenses U.S. and international currency types, as well as other paper-based media such as coupons or tickets.
- Audio output provides user-action feedback, ad/graphic and motion video support, as well as headphone accessible audible prompting for sight-impaired users.
- Management Functions provide indepth control of Cash Dispenser operation.
- 16-key alphanumeric/function keypad provides intuitive menu selection and data-entry. External keyboard supported for maintenance purposes.
- Integrated, lighted advertising panels. Support for integrated, full-motion video display.



98XX - standard cabinet.



98XX cabinet with optional full-motion video topper.

## Standard Features

The standard features of the 98XX Cash Dispenser are summarized in the following paragraphs.

### Access and Transaction Security

**Password-Controlled Access.** Access to the Cash Dispenser's management features is protected by a password-based access scheme. The Cash Dispenser provides a "master" password level of access and a flexible system of "user-level" passwords. The master password provides full access to the Cash Dispenser's management functions, while user-level passwords provide access to a subset of those functions, as determined by the holder of the master password.

**Transaction Encryption.** The Cash Dispenser protects all transaction and message traffic to and from the Cash Dispenser, using strong encryption techniques.

**MAC Data Encryption for Enhanced Transaction Protection.** The Cash Dispenser implements support for the Message Authentication Code (MAC) data encryption protocol. This capability is typically referred to as "MAC-ing". MACing is a protocol supported by a number of transaction processors, and provides another level of encryption protection for message traffic to and from the Cash Dispenser.

**SPED PIN-Entry Security.** Secure PIN Entry Device (SPED) is an encryption system that offers additional protection for the customer PIN during entry at the Cash Dispenser keypad.

### Multimedia Interface (Audio/Video)

The Cash Dispenser LCD screen can display text and graphical content in a wide range of colors, providing an interesting and dynamic experience to the customer. In addition, graphic can be printed on receipts. Supported multimedia features include: *Text Effects, Ad Screens, Receipt Graphics* and *Audio Output*.

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

**Ad Screens.** An Ad Screen is a promotional or advertising graphic or motion video clip that is displayed on the Cash Dispenser LCD screen. Ad Screens can be displayed while the terminal is idle and while a customer transaction is being processed.



Headphones are used for voice-enabled transactions.

**Receipt Printer Graphics.** Bit-mapped graphic images can be printed on the receipt. Like Ad screen graphics, receipt graphics are usually downloaded to the terminal via Triton Connect.

**Audio Output.** The integrated speakers enhance the media experience by offering audio output of voice and/or music content.

### **Floppy and Hard-Disk Storage of Files**

The Cash Dispenser can store management reports, such as the results of close operations or diagnostic tests on floppy disk. Graphics files are stored and retrieved from the internal hard disk.

### **Voice-Enabled Transactions**

The Cash Dispenser is able to provide voice feedback to sight-impaired users. By plugging a set of headphones into the integrated headphone jack, users can receive spoken assistance as they perform a transaction. See Chapter 9, Customer Transactions, for more information on this feature.

### **Remote Monitoring and Management**

Each Cash Dispenser provides support for remote monitoring and management via the optional *Triton Connect* software package.

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

Triton Connect can access your terminals via PSTN (Public Switched Telephone Network) or wherever standard (voice-grade analog) dial-up telephone service is available. For applications that require additional flexibility, Triton Connect offers support for CDPD (cellular-wireless) and VSAT (satellite) communications, or other communications methods.

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

## Communications

The 98XX Cash Dispenser family supports communication with the transaction processor using a variety of communications technologies. These include *Dial-Up*, *CDPD*, *VSAT*, *RadioPad*, *DataPak* and *Client-Server*.

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

**CDPD.** CDPD (“Cellular Digital Packet Data”) is a wireless communications system that “piggy-backs” on the cellular telephone network to allow the transmission of small “packets” of digital data quickly and inexpensively, using an Internet-compatible communications protocol.

**VSAT.** The VSAT connection type is used with Cash Dispensers that support Very Small Aperture Terminal (VSAT) satellite-based communications. VSAT supports a wide range of communications protocols.

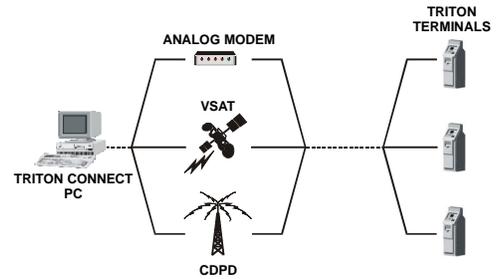
**RadioPad.** This is a wireless communications method used primarily in countries where an infrastructure of wired telephone service is not used or is unavailable, and functions as the equivalent of a dial-up telephone system.

**DATAPAK.** The DATAPAK protocol enables the Cash Dispenser to interface with designated DATAPAK intermediaries (in the Canadian market region), who in turn provide connectivity to the appropriate transaction processor. DATAPAK connectivity is typically faster and more cost-effective than a direct dial-up connection between the Cash Dispenser and the transaction processor. NOTE: This feature is only available for use in the Canadian market.

**Client-Server.** This method is used in applications where a central Local Area Network, or LAN, is used to connect multiple Cash Dispensers to a central server. Each Cash Dispenser is treated as a client node on the network, while the server provides the interface to a transaction processing system.

## Close Management

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



Triton Connect communicates with remote Terminals.

## COMMUNICATION METHODS

Depending upon the available options, your Cash Dispenser may be equipped to communicate with the processor using a method other than dial-up, such as wireless CDPD or satellite communications, radio, local area network, or some other method. In such cases, you will enter the applicable communications parameters required by that method.

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

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

### Messages

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

### Transaction and Account Type Configuration

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

### Electronic Journal

The Cash Dispenser stores transaction records, status and other activity data in a journal record that is maintained in the Cash Dispenser's electronic journal module. The information in the electronic journal is maintained in a safe and secure environment, stored in the journal module, which is physically located in the lower security cabinet of the unit, making it as secure as the cash itself.

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

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

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

### Multi-Language Support

The Cash Dispenser has a screen language option. This option allows the customer to select a preferred language (such as Spanish or French) in which to conduct a transaction.

### Prize Coupons

The Cash Dispenser may be configured to award "prize coupons" to customers on a random chance or a withdrawal amount-determined basis. Coupons are always available in the form of printed messages presented to the customer on a separate receipt, and as dispensed coupons, if supported by the installed dispensing mechanism (typically a multi-cassette equipped mechanism).

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

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

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

## ***CHAPTER 2 - BASIC OPERATION***

## Introduction

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

1. **Control Panel Layout.** Describes the layout of the terminal's control panel.
2. **Keypad Operation.** Describes the use of the alphanumeric keypads.
3. **Menu-Based Operation.** This section gives a general overview of the terminal display interface.
4. **Accessing Management Functions.** Describes the password entry procedure that must be followed in order to access the Management Functions area.

## Control Panel Layout

The user interface of the terminal consists of the LCD display, two keypads (Screen Keys and Alphanumeric Keys and Receipt Chute. See Figure 2-1.

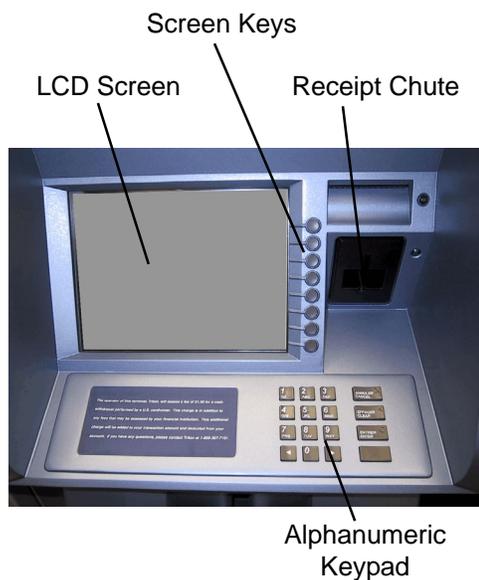


Fig. 2-1. Control Panel Layout

## Keypad Operation

See Figure 2-2. The main keypad consists of 10 alphanumeric keys, two arrow keys and four large control keys, all located in a 16-key group beneath the LCD display. Table 2-1 lists the keys and their functions. A brief summary of each function is provided below:

1. **<CANCEL>**. Aborts the current operation. Acts like the ESC key on the PC keyboard.
2. **<CLEAR>**. Moves to the next field in a dialog box. Acts like the TAB key on the PC keyboard.
3. **<ENTER>**. Accepts the current entry or selection. Acts like the ENTER or RETURN key on the PC keyboard.
4. **<CTRL>**. This is the unlabeled (blank) key in the lower-right corner of the keypad. Used to select alphabetic characters during text entry. Also acts like the SPACE bar on the PC keyboard, to check or uncheck a checkbox control.
5. **<LEFT ARROW>**. Moves up/left between fields on the current dialog box. Also acts as a BACKSPACE key in text entry mode.
6. **<RIGHT ARROW>**. Moves down/right between fields on the current dialog box. Also used during text entry mode to lock in characters.
7. **ALPHANUMERIC KEYS**. To enter a digit 0-9, press the key that has that digit. To enter a letter, press the **<CTRL>** key, then press the key that has the letter you want on it. The first press will display the number digit for that key. Subsequent presses will cycle through the alphabetic characters shown on the key face, followed by the number digit again.

When the character you want is displayed, press the **<RIGHT ARROW>** key to lock in the character and move to the next character position. If another alphabetic character is to be entered, press the **<CTRL>** key again. Table 2-2, Keyboard Characters, shows the number of keypresses (1-6) required to access the characters available from each key.

8. **SCREEN FUNCTION KEYS**. See Figure 2-3. The eight keys located beside the LCD display are called Screen Function Keys. They are used in the selection of screen options that can appear along the right side of the display. These keys are designated F1 through F8. A Screen Function Key is only active when a corresponding function or menu option is present next to that Key.

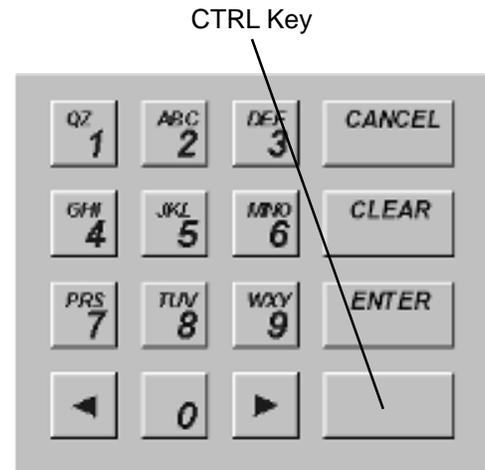


Fig. 2-2. Alphanumeric Keypad



Fig. 2-3. Screen Keys

## Menu-based Operation

The terminal operates as a menu driven system. Messages and menu options presented on the LCD display screen guide the user's actions. The desired option is selected by either: 1 pressing one of eight Screen Keys located to the right of the display, or 2 pressing the applicable button on the alphanumeric keypad. For the purpose of security many screens timeout after a preset time interval, usually 30 seconds. The timeout length may vary depending on the function being performed.

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

Shortly after the unit is turned on, the Top Menu will be displayed. An example Top menu is shown in Figure 2-4. From the Top Menu, you can either:

1. Activate the customer transactions area by pressing the Screen Key (F8 next to CUSTOMER TRANSACTIONS).
2. Enter the system management area by pressing the Screen Key (F7 next to MANAGEMENT FUNCTIONS).

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

## Accessing Management Functions

1. Press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. After a moment the Top Menu will be displayed.
2. At the Top Menu (see Figure 2-5) select the management area by pressing the F7 Screen Key (next to the MANAGEMENT FUNCTIONS option).



Fig. 2-4. Top Menu

**TABLE 2-1 - 98XX KEYBOARD MAP**

KEY	KEYBOARD MAP	ACTION
Left Arrow	Left Arrow or Up Arrow	<ul style="list-style-type: none"> <li>- Scroll Back in Current Field (for Combo and Edit Boxes).</li> <li>- Change focus to the previous control.</li> <li>- Moves up in a list control.</li> <li>- Lock in an alphabetic character for text box entry.</li> </ul>
Right Arrow	Right Arrow or Down Arrow	<ul style="list-style-type: none"> <li>- Scroll Forward in Current Field (for Combo and Edit Boxes).</li> <li>- Change focus to the next control.</li> <li>- Moves down in a list control.</li> <li>- Deletes the previous character in a text box (preceded by CTRL key).</li> </ul>
OK	Enter	Selects OK on the Dialog or presses a selected button.
Cancel	Escape	Selects CANCEL on the Dialog.
Clear	TAB	Move to Next Field on the Dialog. For multi-line text boxes, will insert a newline.
CTRL Key (Blank Key)	Space	<ul style="list-style-type: none"> <li>- Toggles a check box or radio button.</li> <li>- Selects the focus button.</li> <li>- For text entry, select CTRL plus the following:                             <ul style="list-style-type: none"> <li>- Selecting a numeric key (0-9) will iterate through alpha characters for that key.</li> <li>- Press the right arrow key to lock in the character.</li> <li>- Selecting the Right Arrow will delete the previous character.</li> </ul> </li> </ul>
0-9	0-9	<ul style="list-style-type: none"> <li>- Select the specified dialog box option.</li> <li>- When inside an edit box will display the specified numeric character.</li> <li>- When preceded by CTRL key, will display the specified alpha character.</li> </ul>
Screen Button 1	F1	Displays online help for the currently active dialog
Screen Button 2	F2	Exits management functions.

**TABLE 2-2 - KEYPAD CHARACTERS**

	X1	X2	X3	X4	X5	X6
1	Q	Z	SPACE	~	!	@
2	A	B	C	#	\$	%
3	D	E	F	^	*	_
4	G	H	I	(		
5	J	K	L	\	/	"
6	M	N	O	;	:	'
7	P	R	S	?	<	>
	T	U	V	[	]	ñ
9	W	X	Y	{	}	'
0	,	.	-	&	=	+



Fig. 2-5. Screen Keys alongside Top Menu options.

3. Enter the Master or User Password at the Password Entry dialog (see Figure 2-6).



Fig. 2-6. Password Entry Dialog.

To access Management Functions you must enter an appropriate password in the dialog box that appears when the Management Functions option is selected.

The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 47578563 could be a password entry consisting of an ID code of 47 and a password of 578563. Press the **ENTER** button to accept the password entry, or **CANCEL** to exit.

When a valid password is entered, the Management Functions menu will be displayed, as shown in Figure 2-7:

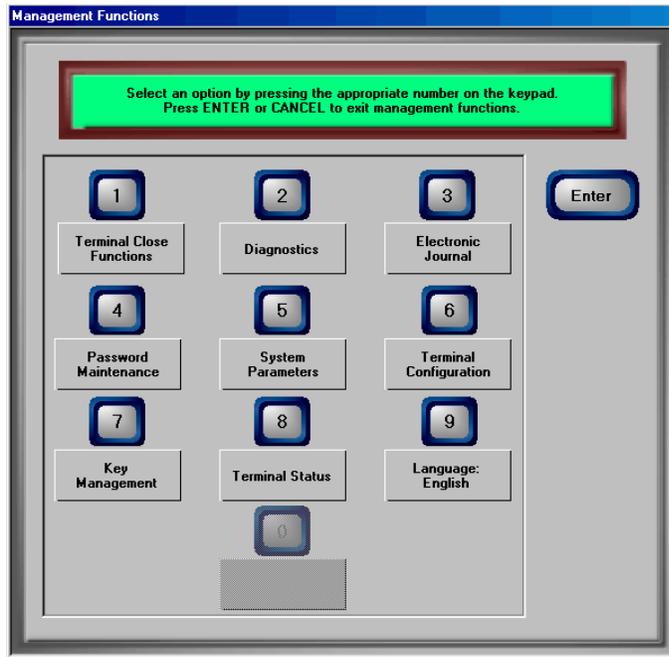


Fig. 2-7. Management Functions Main menu.



***CHAPTER 3 - CUSTOMER TRANSACTIONS***

## Introduction

The daily operation of the Cash Dispenser is quite simple and straightforward. Once the terminal has been properly configured (see Chapter 4, Initial Setup), the only management functions that will be used on a regular basis are the CLOSE and JOURNAL functions (see Chapter 6, Close Functions and Chapter 8, Electronic Journal, respectively, for more information).

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

## Customer Transactions

A customer begins a transaction by inserting their ATM card into the card reader of the terminal. The card must be inserted so that the magnetic stripe can be scanned by the card reader's sensor. If the customer inserts the card incorrectly, a warning message will be displayed, accompanied by several beeps to get their attention.

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

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

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

Figures 3-1, Transaction Flow shows the sequence of actions that would be followed during typical Withdrawal, Transfer and Balance Inquiry transactions. Note: The screens shown are not meant to represent the appearance of the actual screens that would appear to a customer. They are provided to help you understand the typical transaction flow.

Table 3-1, Transaction Flow Description, provides an explanation of each step of the sequence shown in Figure 3-1.

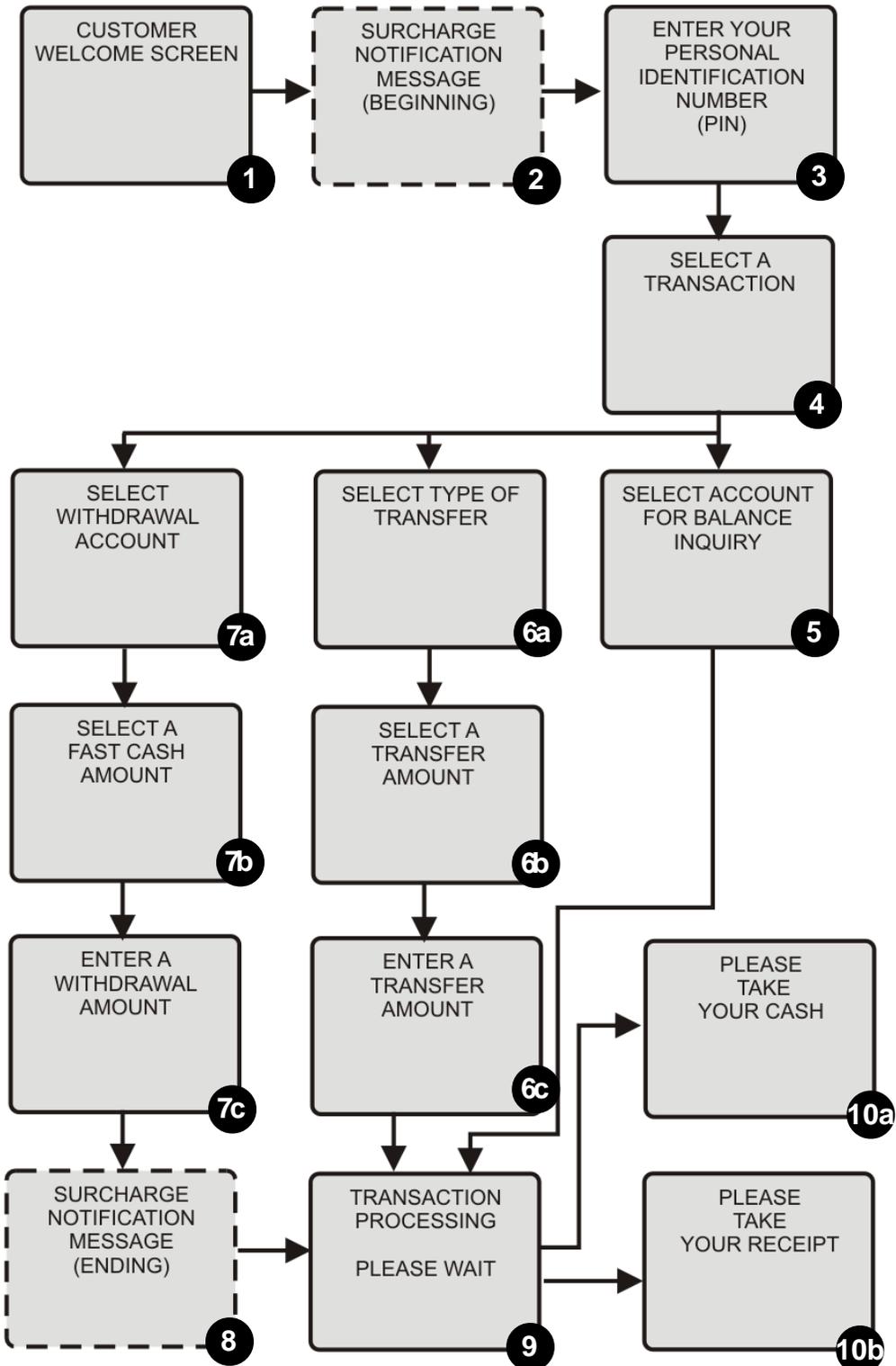


Figure 3-1, Transaction Flow.

TABLE 3-1 - TRANSACTION FLOW DESCRIPTION

STEP	DESCRIPTION
1	Welcome screen prompts to INSERT and then REMOVE an ATM CARD to begin a transaction.
2	If the Surcharge Option is enabled, surcharging is not blocked for this customer card, and the Surcharge Location option is set for Beginning, a SURCHARGE MESSAGE is displayed here.
3	Customer is prompted to enter a Personal Identification Number, or PIN.
4	Customer is prompted to select a TRANSACTION TYPE.
5	If a BALANCE Inquiry transaction is selected, the customer is prompted to choose the account.
6a	If a TRANSFER transaction is selected, the customer is prompted to choose the FROM and TO accounts.
6b	The customer is prompted to select a "Fast Cash" transfer amount, or to enter a custom amount.
6c	If the customer selected to enter a custom amount, this screen provides an amount entry screen.
7a	If a WITHDRAWAL transaction is selected, the customer is prompted to choose the withdrawal account.
7b	The customer is prompted to select a "Fast Cash" withdrawal amount, or to enter a custom amount.
7c	If the customer selected to enter a custom amount, this screen provides an amount entry screen.
8	If the Surcharge Option is enabled, surcharging is not blocked for this customer card, and the Surcharge Location option is set for Ending, a SURCHARGE MESSAGE is displayed here.
9	TRANSACTION PROCESSING message appears during processing interval.
10a	If the transaction was a withdrawal transaction and was successful, the customer is prompted to TAKE CASH from the currency slot. A transaction receipt will print
10b	If the transaction was a withdrawal, transfer, or balance inquiry transaction and was successful, the customer is prompted to TAKE TRANSACTION RECEIPT. A thank-you message may be displayed briefly, after which the Welcome screen is displayed. The Cash Dispenser is ready for the next transaction.

## Voice-Enabled Transactions

The terminal provides voice feedback via an integrated output jack, enabling sight-impaired users to plug in a set of headphones and receive spoken instructions to assist them in using the Cash Dispenser. Figure 3-2, Headphone Jack Location, shows the location of the headphone jack on the Cash Dispenser.



**Figure 3-2, Headphone Jack Location.**

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



## ***CHAPTER 4 - INITIAL SETUP***

## Cash Dispenser Parameter Categories

There are a number of setup parameters that must be configured when a Cash Dispenser is installed. Generally speaking, these parameters fall into the following management functions areas:

- Communication
- (Encryption) Key Management
- Password Maintenance
- Surcharge Properties
- Diagnostics
- System Parameters
- Cassette Parameters
- Close Functions
- Coupons
- General Parameters
- Messages
- Ads/Graphics
- Withdrawal Amounts
- Note Configuration
- Optional Screens
- Optional Screen Buttons
- Date/Time
- Triton Connect
- Language
- Printer

## Parameter Significance Levels

Each management functions area consists of one or more individual parameters. In terms of Cash Dispenser operation, the significance of individual parameters within a category can be described as *Critical*, *Required*, *Important*, or *User-Defined*.

### Critical

The parameters at this level are primarily those that represent the minimum number of parameters that must be correctly configured in order to process transactions. In addition, because of the importance of protecting access to the Cash Dispenser Management Functions, the access password parameters are also included in this category. The primary parameters in this category include various Communications, Key Management and Password Maintenance parameters.

### Required

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

### Important

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

### User-Defined

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

Table 4-1, Significance Levels, correlates each management functions area to the significance levels of parameters in that area.

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

## Setup Parameters

Tables 4-2 through 4-5 list Critical, Required, Important and User Defined parameters, respectively. Each table lists the applicable Cash Dispenser model series (9800+, for example, represents the 9800-Series product line), Parameter Category and Name of each parameter in that category. In addition, the chapter in which a description of each parameter can be found is also given. If applicable, the factory default value for each parameter is also provided.

**IN TABLE 4-2, CRITICAL SETUP PARAMETERS, THE NAMES OF THOSE PARAMETERS THAT ARE TYPICALLY THE MINIMUM NUMBER REQUIRED IN ORDER TO PERFORM A TRANSACTION HAVE BEEN HIGHLIGHTED. CHECK WITH YOUR TRANSACTION PROCESSOR FOR YOUR SPECIFIC REQUIREMENTS!**

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

TABLE 4-1 - SIGNIFICANCE LEVELS

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

TABLE 4-2 - CRITICAL SETUP PARAMETERS

	9800+	9805+	9810+	9840+	9850+	MANAGEMENT FUNCTIONS AREA	PARAMETER NAME	FACTORY DEFAULT	PAGE NO.
1	X	X	X	X	X	DIAGNOSTICS	CONFIGURE MODEM	*	7-28
2	X	X	X	X	X	PASSWORD MAINTENANCE	CHANGE USER PASSWORD	001234	9-3
3	X	X	X	X	X	PASSWORD MAINTENANCE	MODIFY USER ACCESS	*	9-5
4	X	X	X	X	X	PASSWORD MAINTENANCE	ADD USER	N/A	9-7
5	X	X	X	X	X	PASSWORD MAINTENANCE	REMOVE USER	N/A	9-9
6	X	X	X	X	X	SYSTEM PARAMETERS	SELECT SCREEN FILE	*	10-9
7	X	X	X	X	X	GENERAL PARAMETERS	TERMINAL NUMBER	NONE	11-6
8	X	X	X	X	X	CASSETTE PARAMETERS	MULTIPLE AMOUNT	\$0.00	11-50
9	X	X	X	X	X	COMMUNICATION	PRIMARY NUMBER	NONE	11-72
10	X	X	X	X	X	COMMUNICATION	BACKUP NUMBER	NONE	11-73
11	X	X	X	X	X	COMMUNICATION	ENABLE MAC-ING	*	11-78
12	X	X	X	X	X	COMMUNICATION	COMMUNICATIONS PROTOCOL	*	11-79
13	X	X	X	X	X	COMMUNICATION	COMMUNICATIONS MESSAGE	*	11-80
14	X	X	X	X	X	COMMUNICATION	NUA NUMBER ( DATAPAK)	*	11-81
15	X	X	X	X	X	KEY MANAGEMENT	ENTER MAC MASTER KEY	*	12-4
16	X	X	X	X	X	KEY MANAGEMENT	ENTER PIN MASTER KEY	*	12-6
17	X	X	X	X	X	KEY MANAGEMENT	INJECT MASTER KEYS	*	12-8
18	X	X	X	X	X	KEY MANAGEMENT	ENTER MAC WORKING KEY	*	12-10
19	X	X	X	X	X	KEY MANAGEMENT	ENTER PIN WORKING KEY	*	12-12
20	X	X	X	X	X	KEY MANAGEMENT	DOWNLOAD WORKING KEYS	*	12-14
21	X	X	X	X	X	KEY MANAGEMENT	TRIPLE ENCRYPTION	*	12-18

TABLE 4-3 - REQUIRED SETUP PARAMETERS

	9800+	9805+	9810+	9840+	9850+	MANAGEMENT FUNCTIONS AREA	PARAMETER NAME	FACTORY DEFAULT	PAGE NO.
1	X	X	X	X	X	CLOSE FUNCTIONS	CASSETTE QUANTITY	0	6-14
2	X	X	X	X	X	GENERAL PARAMETERS	DEFAULT TRANSACTION TYPE	*	11-9
3	X	X	X	X	X	GENERAL PARAMETERS	DEFAULT ACCOUNT TYPE	*	11-10
4	X	X	X	X	X	MESSAGES	SURCHARGE OWNER	*	11-35
5	X	X	X	X	X	WITHDRAWAL AMOUNTS	MAXIMUM CASH	\$500.00	11-38
6				X	X	WITHDRAWAL AMOUNTS	MAXIMUM NON-CASH	\$0.00	11-39
7	X	X	X	X	X	WITHDRAWAL AMOUNTS	EXTENDED AMOUNT	DISABLED	11-40
8	X	X	X	X	X	WITHDRAWAL AMOUNTS	FAST CASH	*	11-41
9				X	X	CASSETTE PARAMETERS	RELEARN BILL THICKNESS	*	11-44
11				X	X	CASSETTE PARAMETERS	RETRACT CASH	ENABLED	11-46
12				X	X	CASSETTE PARAMETERS	RETRACT DELAY	30	11-47
13				X	X	CASSETTE PARAMETERS	DOCUMENT TYPE	CASH	11-51
14				X	X	CASSETTE PARAMETERS	NON-CASH ITEM DESCRIPTION	NONE	11-52
15				X	X	CASSETTE PARAMETERS	SECONDARY ITEM DESCRIPTION	NONE	11-53
16				X	X	NOTE CONFIGURATION	BILL WIDTH	*	11-55
17				X	X	NOTE CONFIGURATION	BILL LENGTH	*	11-56
18				X	X	NOTE CONFIGURATION	VALUE	*	11-57
19				X	X	NOTE CONFIGURATION	VARIANT	*	11-58
20				X	X	NOTE CONFIGURATION	CODE	*	11-59
21	X	X	X	X	X	SURCHARGE PROPERTIES	ENABLE SURCHARGE	DISABLED	11-61
22	X	X	X	X	X	SURCHARGE PROPERTIES	SURCHARGE AMOUNT	\$0.00	11-62
23	X	X	X	X	X	SURCHARGE PROPERTIES	SURCHARGE PERCENT	0%	11-63
24	X	X	X	X	X	SURCHARGE PROPERTIES	LESSER/GREATER	LESSER	11-64
25	X	X	X	X	X	SURCHARGE PROPERTIES	ALLOW ISO'S AS 'ACCEPT'	*	11-65
26	X	X	X	X	X	SURCHARGE PROPERTIES	ADD NEW ISO'S	NONE	11-66
27	X	X	X	X	X	OPTIONAL SCREENS	SURCHARGE LOCATION	BEGINNING	11-95
28	X	X	X	X	X	OPTIONAL SCREENS	SURCHARGE MESSAGES	*	11-95
29	X	X	X	X	X	OPTIONAL SCREENS	ACCOUNT SELECTION	*	11-95
30	X	X	X	X	X	OPTIONAL SCREENS	TRANSACTION SELECTION	*	11-95
31	X	X	X	X	X	OPTIONAL SCREEN BUTTONS	ACCOUNT SELECTION	*	11-97
32	X	X	X	X	X	OPTIONAL SCREEN BUTTONS	TRANSACTION SELECTION	*	11-97
33	X	X	X	X	X	OPTIONAL SCREEN BUTTONS	FAST CASH SELECTION	*	11-97

TABLE 4-4 - IMPORTANT SETUP PARAMETERS

	9800+	9805+	9810+	9840+	9850+	MANAGEMENT FUNCTIONS AREA	PARAMETER	FACTORY DEFAULT	PAGE NO.
1	X	X	X	X	X	CLOSE FUNCTIONS	SCHEDULE CLOSE	DISABLED	6-3
2	X	X	X	X	X	CLOSE FUNCTIONS	SEND TERMINAL TOTALS	DISABLED	6-4
3	X	X	X	X	X	CONFIGURE PRINTER	CONFIGURE PRINTER	*	7-23
4	X	X	X	X	X	DATE/TIME	DATE/TIME	*	10-4
5	X	X	X	X	X	DATE/TIME	REGIONAL SETTINGS	N/A	10-6
6	X	X	X	X	X	GENERAL PARAMETERS	STATUS MONITORING	DISABLED	11-12
7	X	X	X	X	X	GENERAL PARAMETERS	HEARTBEAT MESSAGE	*	11-13
8	X	X	X	X	X	GENERAL PARAMETERS	DELAY PERIOD	*	11-15
9	X	X	X	X	X	COMMUNICATION	PREDIAL	DISABLED	11-74
10	X	X	X	X	X	COMMUNICATION	ENABLE COMMUNI-CATION HEADER	DISABLED	11-75
11	X	X	X	X	X	COMMUNICATION	COMMUNICATION HEADER STRING	*	11-76
12	X	X	X	X	X	COMMUNICATION	USE 12-DIGIT SEQUENCE NUMBERS	*	11-77
13	X	X	X	X	X	COMMUNICATION	ENABLE PERSISTENT REVERSALS	DISABLED	11-82
14	X	X	X	X	X	COMMUNICATION	REVERSAL ATTEMPTS	DISABLED	11-83
15	X	X	X	X	X	COMMUNICATION	ENABLE REVERSALS FOR PROTOCOL ERRORS	DISABLED	11-84
16	X	X	X	X	X	TRITON CONNECT	PRIMARY NUMBER	NONE	11-101
17	X	X	X	X	X	TRITON CONNECT	BACKUP NUMBER	NONE	11-102
18	X	X	X	X	X	TRITON CONNECT	ALARM MONITOR PRIMARY	NONE	11-103
19	X	X	X	X	X	TRITON CONNECT	ALARM MONITOR BACKUP	NONE	11-104
20	X	X	X	X	X	TRITON CONNECT	MAX RETRIES	*	11-105
21	X	X	X	X	X	TRITON CONNECT	REDIAL DELAY	*	11-106
22	X	X	X	X	X	TRITON CONNECT	ENABLE TRITON CONNECT	DISABLED	11-107
23	X	X	X	X	X	TRITON CONNECT	ENABLE CALLBACK	ENABLED	11-108
24	X	X	X	X	X	TRITON CONNECT	ENABLE SCHEDULED JOURNAL CALLS	DISABLED	11-109
25	X	X	X	X	X	TRITON CONNECT	SCHEDULED JOURNAL CALL TIME	*	11-110
26	X	X	X	X	X	TRITON CONNECT	ENABLE CALL AT NUMBER OF JOURNAL RECORDS	DISABLED	11-111
27	X	X	X	X	X	TRITON CONNECT	NUMBER OF JOURNAL RECORDS	*	11-112
28	X	X	X	X	X	TRITON CONNECT	ENABLE CALL AT LOW CASH	DISABLED	11-113
29	X	X	X	X	X	TRITON CONNECT	LOW CASH THRESHOLD	*	11-114
30	X	X	X	X	X	TRITON CONNECT	ENTER NEW ACCESS CODE	*	11-115

TABLE 4-5 - USER-DEFINED SETUP PARAMETERS

	9800+	9805+	9810+	9840+	9850+	MANAGEMENT FUNCTIONS AREAS	PARAMETER	FACTORY DEFAULT	PAGE NO.
1	X	X	X	X	X	LANGUAGE	LANGUAGE (MANAGEMENT FUNCTIONS SCREENS)	*	5-4
2	X	X	X	X	X	SYSTEM PARAMETERS	VOLUME	*	10-8
3	X	X	X	X	X	SYSTEM PARAMETERS	SCHEDULE REBOOT	*	10-13
4	X	X	X	X	X	GENERAL PARAMETERS	DEFAULT LANGUAGE (CUSTOMER SCREENS)	*	11-8
5	X	X	X	X	X	COUPONS	COUPON	*	11-18
6	X	X	X	X	X	COUPONS	PROMPT	*	11-19
7	X	X	X	X	X	COUPONS	MINIMUM LEVEL	*	11-20
8	X	X	X	X	X	COUPONS	MAXIMUM LEVEL	*	11-21
9				X	X	COUPONS	RANDOM	*	11-22
10				X	X	COUPONS	MESSAGE	*	11-23
11				X	X	COUPONS	LAYOUT	*	11-24
12				X	X	COUPONS	GRAPHIC	*	11-25
13				X	X	COUPONS	PRINT	*	11-26
14				X	X	COUPONS	CASSETTE	*	11-27
15				X	X	COUPONS	COUNT	*	11-28
16	X	X	X	X	X	MESSAGES	WELCOME MESSAGE	*	11-30
17	X	X	X	X	X	MESSAGES	STORE MESSAGE	*	11-31
18	X	X	X	X	X	MESSAGES	MARKETING MESSAGE	*	11-32
19	X	X	X	X	X	MESSAGES	EXIT MESSAGE	*	11-33
20	X	X	X	X	X	MESSAGES	TERMINAL OWNER MESSAGE	*	11-34
21	X	X	X	X	X	MESSAGES	NEWS TICKER MESSAGE	*	11-36
22	X	X	X	X	X	ADS/GRAPHICS	ADD NEW	*	11-86
23	X	X	X	X	X	OPTIONAL SCREENS	CUSTOMER LANGUAGE SELECTION OPTION	*	11-95
24	X	X	X	X	X	OPTIONAL SCREENS	CUSTOMER RECEIPT OPTION	*	11-95
25	X	X	X	X	X	OPTIONAL SCREEN BUTTONS	PURCHASE SELECTIONS	*	11-97

***CHAPTER 5 - MANAGEMENT  
FUNCTIONS OVERVIEW***

## INTRODUCTION

This chapter describes the Management Functions available for controlling the Cash Dispenser. When the CUSTOMER WELCOME screen is displayed, you can access the MANAGEMENT FUNCTIONS menu by following the procedure described next.

## ACCESSING THE MANAGEMENT FUNCTIONS MENU

- 1.) Press and hold down the <CTRL> key; while holding down the <CTRL> key, press the <1> key. Release both keys. After a moment the Top Menu will be displayed.
- 2.) At the Top Menu (see figure below), select MANAGEMENT FUNCTIONS.

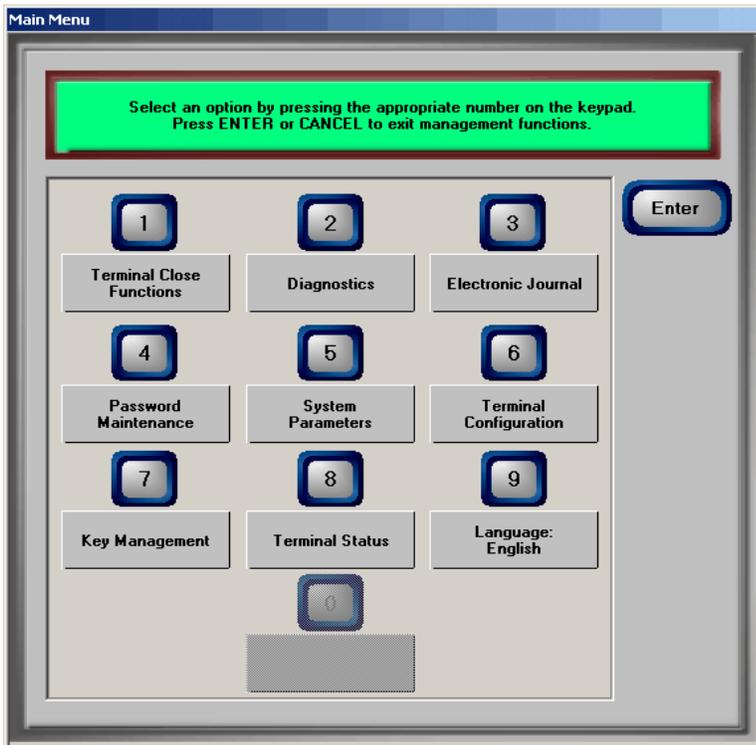


- 3.) Enter the Master or User Password at the Password Entry display (see figure below).



To access Management Functions you must enter an appropriate password in the dialog box that appears when the Management Functions option is selected. The password will consist of a **2-digit ID code** and a **password of 4-12 digits**; for example, 051234 could be a password entry consisting of an ID code of 05 and a password of 1234. Press the **ENTER** button to accept the entry, or **CANCEL** to exit.

When a valid password is entered, the Management Functions menu (see the figure on the next page) will be displayed:



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

Each MANAGEMENT FUNCTION description will include the function name, instructions for accessing the function, a description of the management function and any associated factory default values.

#### DEFAULT MASTER PASSWORD

The default master user ID is "00" and the password is "1234".

To enter management functions as the master user, enter "001234" and press OK.

**CHANGE THE MASTER PASSWORD IMMEDIATELY TO PREVENT UNAUTHORIZED ACCESS TO THE CASH DISPENSER! SEE CHAPTER 9, PASSWORD MAINTENANCE, FOR PROCEDURES ON CHANGING THE MASTER PASSWORD AND OTHER PASSWORD MANAGEMENT PROCEDURES.**

The **MANAGEMENT FUNCTIONS** menu allows the terminal operator to access the following functions:

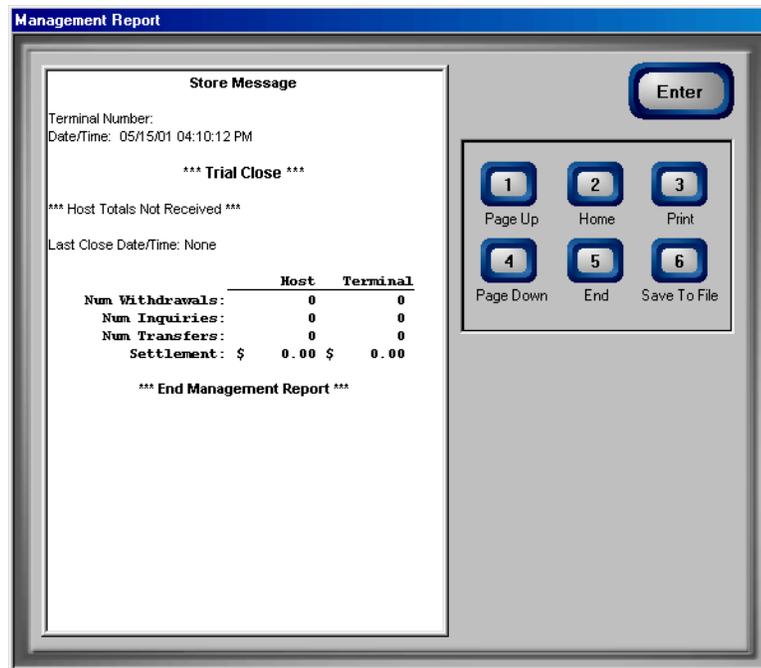
1. **Close Functions.** Used to perform Cassette Close, Day close and Schedule Close functions.
2. **Diagnostics.** Used to perform terminal hardware testing, and to view test results.
3. **Electronic Journal.** Use to manage the Cash Dispenser's journal functions, such as display/print and clearing actions.
4. **Password Maintenance.** Used to add, modify or delete terminal access privileges.
5. **System Parameters.** Used to shut down or restart the terminal, to configure location-specific settings such as time and date, and to adjust the audio volume.
6. **Terminal Configuration.** Used to view/edit terminal operating parameters such as surcharging, customer-screen language selection, communications, status monitoring, Ads/Graphics and Triton Connect configuration.
7. **Key Management.** Used to enter encryption keys, which protect communications between the Cash Dispenser and the transaction processing service provider.
8. **Terminal Status.** Used to view terminal status reports.
9. **Language.** Press the **9** key repeatedly to cycle through the available languages. The current language is displayed in the button caption. When a language is selected, the Cash Dispenser uses the language in all management functions.

### FUNCTION AVAILABILITY

The availability of some management functions will depend on such factors as the type of dispensing mechanism installed in the Cash Dispenser, version of operating software loaded, types of optional hardware installed, etc. In cases where a function is not applicable or available, the option will be "grayed out," or otherwise disabled.

## MANAGEMENT REPORTS

Many management functions, such as close, journal and diagnostic functions, produce a report summarizing the results of the operation. Most reports are displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk. Here is an example:



The buttons on the Management Report dialog let you perform the following actions:

1. **Page Up.** Scrolls the report up a maximum of one full page.
2. **Home.** Moves directly to the first page of the report.
3. **Print.** Sends the report to the terminal receipt printer for hardcopy output.
4. **Page Down.** Scrolls the report down a maximum of one full page.
5. **End.** Moves directly to the last page of the report.
6. **Save To File.** Saves the report to a text file on the terminal's floppy (A:) drive. See the next section for instructions on saving a report to floppy disk.

## SAVING MANAGEMENT REPORTS TO FLOPPY

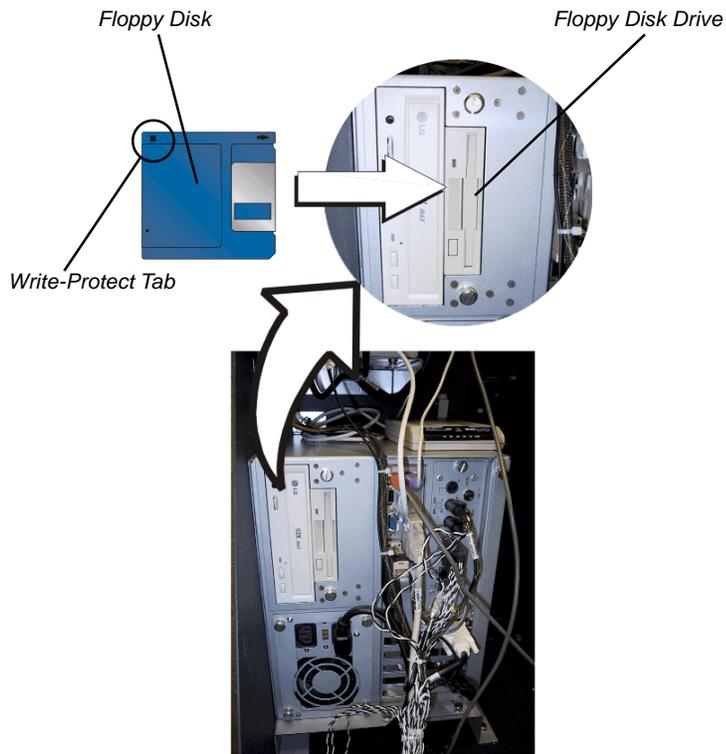
Follow these instructions to access the floppy drive:

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

### WARNING

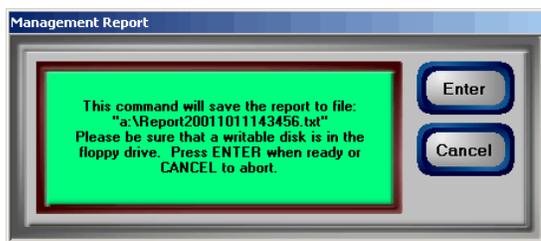
The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the floppy disk drive, as shown in the figure below:



Location of Floppy Disk Drive.

3. Be sure the write-protect tab is set to allow writing to the floppy disk (write-protect hole should be *blocked*) and the disk is oriented as shown in the figure (top of disk to the right). Insert the floppy disk into the drive.
4. Close the control panel door. If necessary, access the Save Report to Floppy function by pressing the <6> key at the Management Report dialog main menu.
5. A confirmation dialog will appear, showing the automatically generated report filename, as in this example:



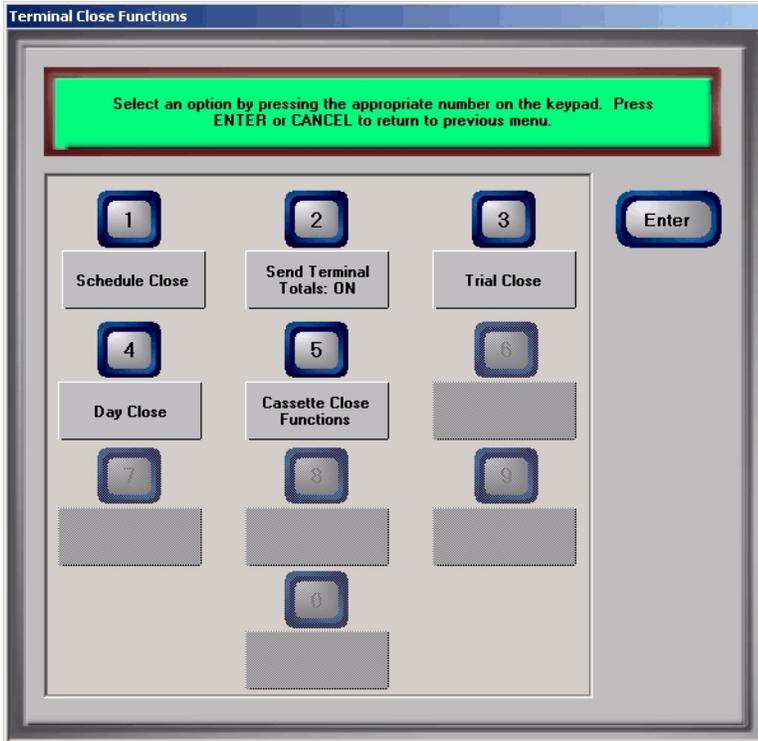
Press <ENTER> to save the report to the floppy disk, or <CANCEL> to exit without saving. Another confirmation dialog will appear after successful accomplishment of the save operation.

6. After successful accomplishment of the save operation, open the control panel door and remove the disk from the floppy drive. Set the write-protect tab prevent further access to the floppy (slide tab so that write-protect hole is *open*). Close and lock the control panel door.



***CHAPTER 6 - CLOSE FUNCTIONS***

**TERMINAL CLOSE FUNCTIONS**



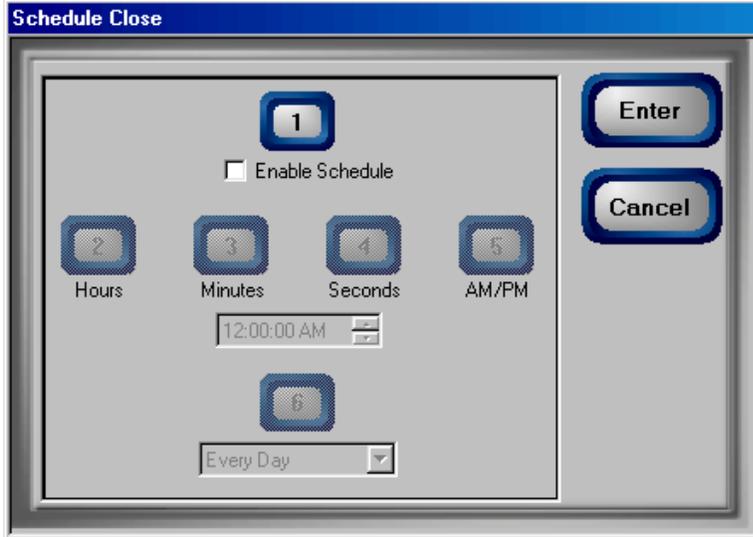
The **TERMINAL CLOSE** menu allows the terminal operator to perform the following functions:

1. **Schedule Close.** Used to enable/disable automatic Day Close.
2. **Send Terminal Totals (ON/OFF).** Use to enable/disable automatic transmission of terminal close totals to your transaction processing service provider. Press this button to cycle the function between **ON** and **OFF**.
3. **Trial Close.** Used to initiate a Trial Day Close.
4. **Day Close.** Used to initiate a Day Close.
5. **Cassette Close Functions.** Used to access a menu of cassette close and configuration functions.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS

**SCHEDULE CLOSE**



This function allows you to turn ON or OFF the Schedule Close function and to specify a time of day at which a close operation will be performed.

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

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

Press **ENTER** on the ATM keypad to accept the Schedule Close settings and return to the Terminal Close Functions main dialog window, or press **CANCEL** to exit without making any changes.

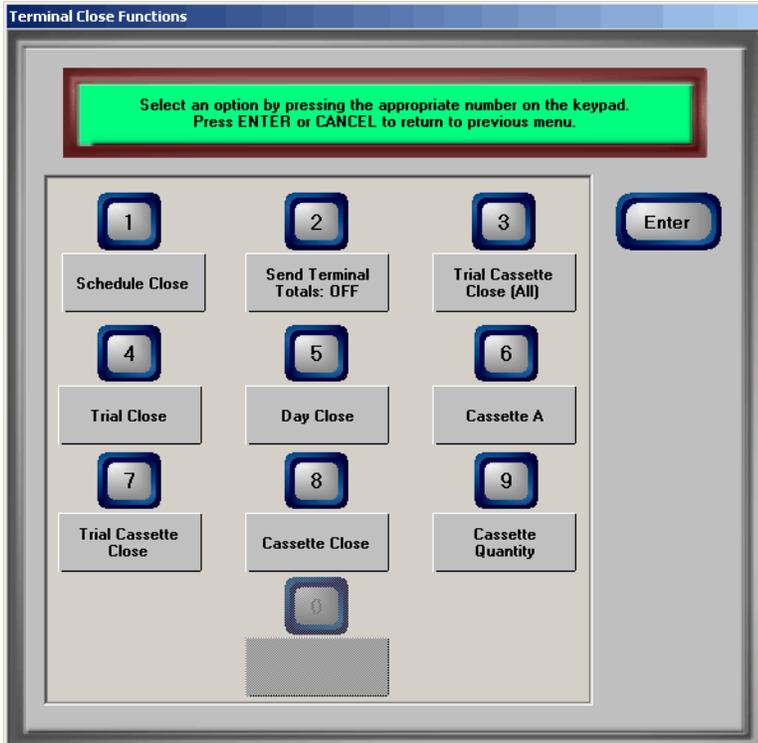
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 1** SCHEDULE CLOSE
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

**FACTORY DEFAULT(S):**

**ENABLE SCHEDULE: OFF**

**SEND TERMINAL TOTALS**



This function allows you to turn ON or OFF the SEND TERMINAL TOTALS option.

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

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

The current state of the SEND TERMINAL TOTALS feature is shown as either ON or OFF in the button label. Press 2 key on the keypad to toggle the state of the feature between ON and OFF.

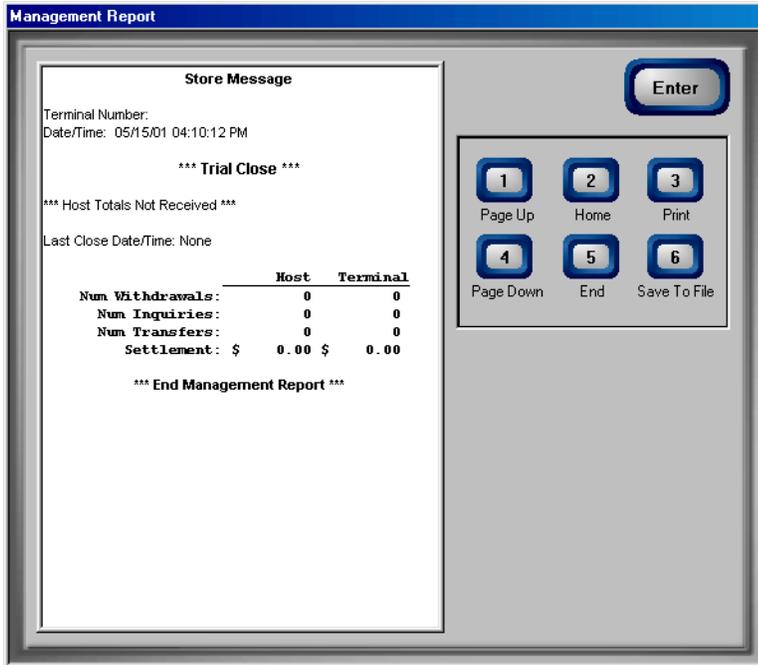
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 2** SEND TERMINAL TOTALS
- 
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**FACTORY DEFAULT(S):**

**SEND TERMINAL TOTALS: OFF**

**TRIAL CLOSE**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**1** TERMINAL CLOSE FUNCTIONS

**3** TRIAL CLOSE



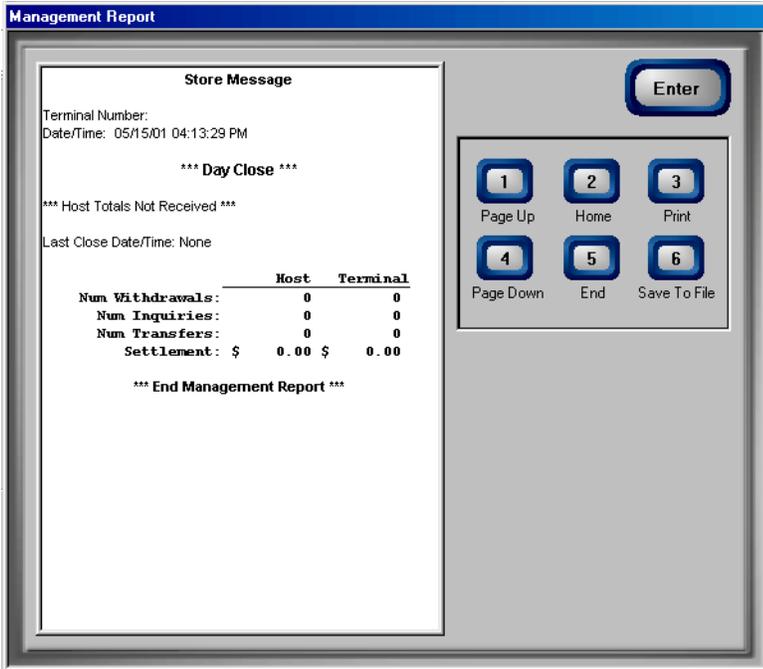
The TRIAL CLOSE function is used during the daily close procedure. It does the same thing as the DAY CLOSE, except that the totals are not cleared.

The report printed by the TRIAL CLOSE is used to balance your Cash Dispenser before you actually balance with your processor. It contains accumulated transaction totals, obtained from the processor and from the terminal itself.

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

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

**DAY CLOSE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 4** DAY CLOSE
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

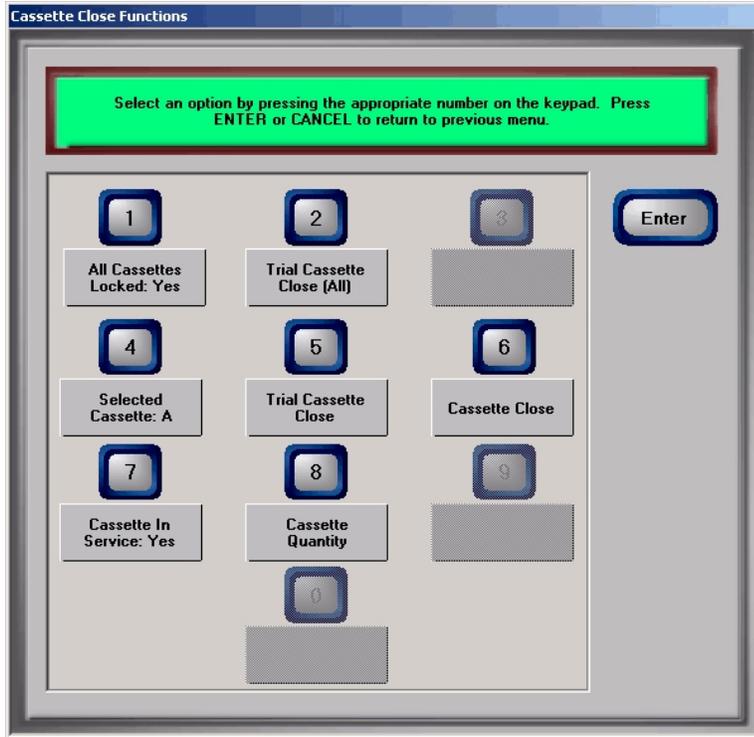
The DAY CLOSE Function is used to complete daily balancing of the Cash Dispenser with the processor. The DAY CLOSE is performed to clear the totals and switch to the next business day. This function prints a report summarizing all of the transactions performed since the last DAY CLOSE was completed.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

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

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

NOTE: If the DAY CLOSE is not performed at the same time as the processors' day close, the host and terminal totals may not match.

**CASSETTE CLOSE FUNCTIONS**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**1** TERMINAL CLOSE FUNCTIONS

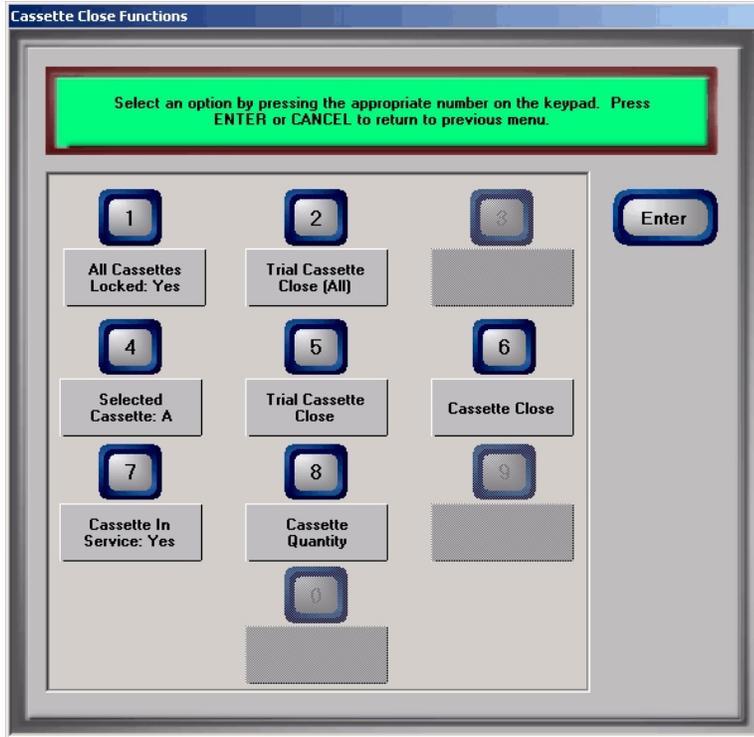
**5** CASSETTE CLOSE FUNCTIONS



The **CASSETTE CLOSE FUNCTIONS** menu allows the terminal operator to perform the following operations:

1. **All Cassettes Locked (Yes/No).** Locks or unlocks ALL cassettes (for multi-cassette dispensing mechanisms).
2. **Trial Cassette Close (All).** Used to initiate a trial close on all cassettes in the Cash Dispenser.
4. **Selected Cassette ("A" through the last available cassette).** Selects a cassette for Close, Service and Quantity operations.
5. **Trial Cassette Close.** Used to initiate a trial Cassette Close on the currently selected cassette.
6. **Cassette Close.** Used to initiate a Cassette Close on the currently selected cassette.
7. **Cassette In Service (Yes/No).** Places the selected cassette 'in service' (**Yes**) and 'out of service' (**No**) conditions.
8. **Cassette Quantity.** Use to enter the number of bills loaded in the currently selected cassette.

**ALL CASSETTES LOCKED**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 1** ALL CASSETTES LOCKED

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- 



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

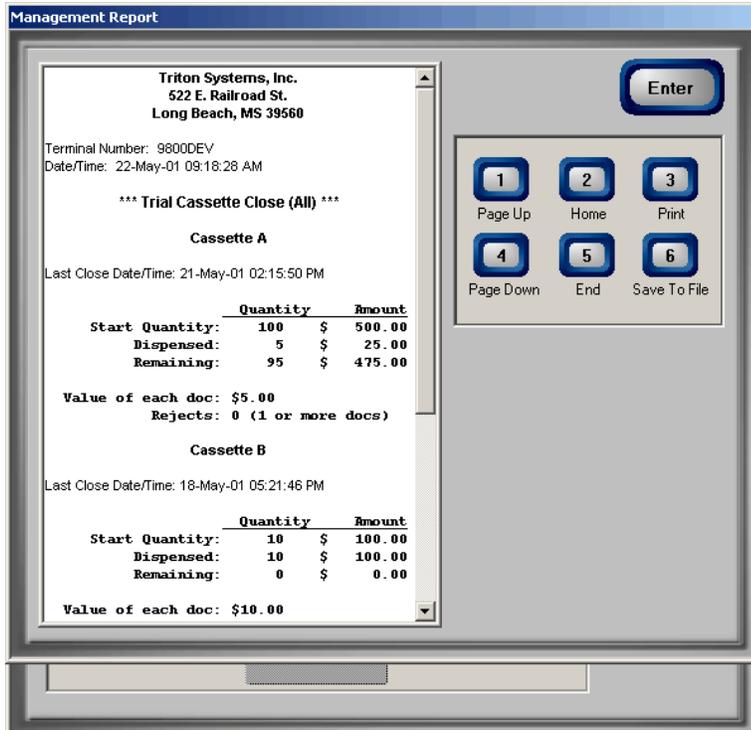
**WARNING!**

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

To enable normal operation of the Cash Dispenser, all cassettes in the mechanism must be locked.

This function is used to lock or unlock ALL cassettes in a single operation. Press the **1** key on the keypad to cycle the function between **Yes** (all cassettes LOCKED) and **No** (all cassettes UNLOCKED).

**TRIAL CASSETTE CLOSE (ALL)**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 2** TRIAL CASSETTE CLOSE (ALL)

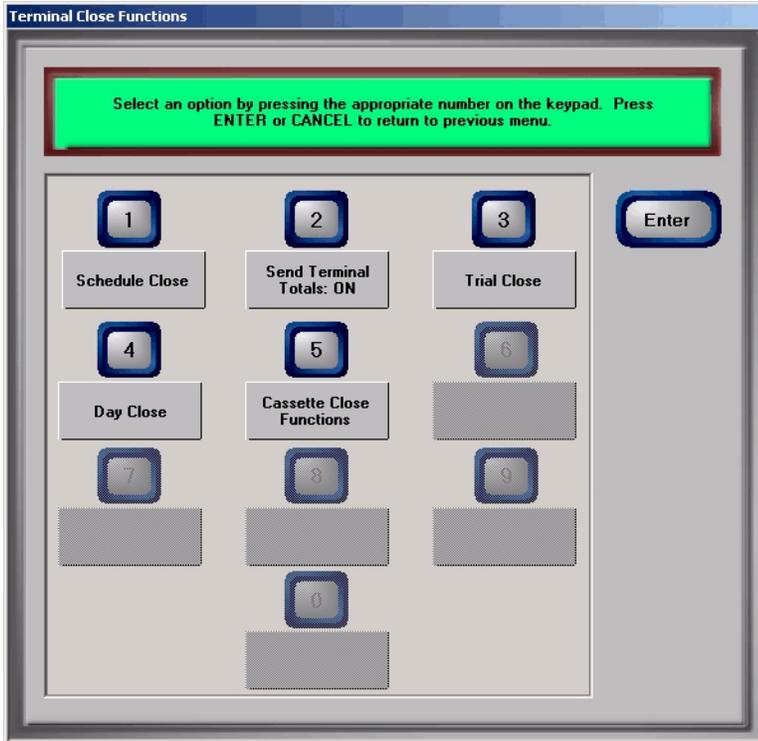


This function performs a trial cassette close on all cassettes installed in the Cash Dispenser and displays a composite report for all installed cassettes. See the description of the TRIAL CASSETTE CLOSE management function for specific details on the trial cassette close operation.

Note that the accumulated transaction totals for each cassette are not cleared and the processor host system is not contacted during a trial cassette close operation.

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**SELECTED CASSETTE**



Selects the cassette for Trial/Cassette Close and Quantity entries. Press the button to cycle through the available cassettes. The number of available cassette selections will depend upon the type of dispensing mechanism and number of installed cassettes.

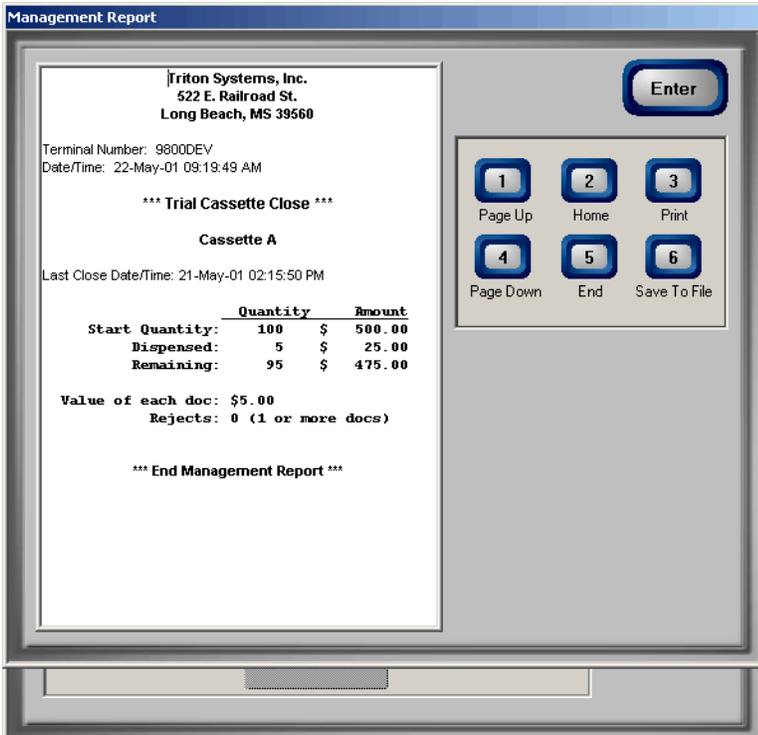
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 4** SELECTED CASSETTE
- 
- 
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**FACTORY DEFAULT(S):**

CASSETTE: A

**TRIAL CASSETTE CLOSE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 5** TRIAL CASSETTE CLOSE

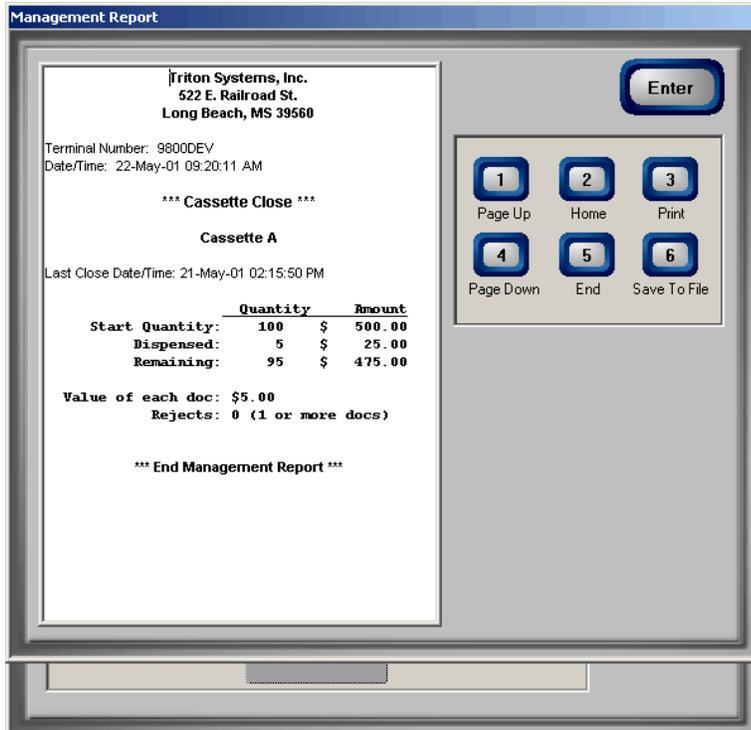


This function summarizes activity on the selected cassette since the last Cassette Close was performed. The totals are not cleared (set to zero) or reported to the host during the Trial Cassette Close. The following information is provided:

1. **Start.** Includes starting quantity of notes in cassette, and total value of this quantity.
2. **Dispensed.** Shows number of notes dispensed and value of this quantity.
3. **Remaining.** Shows number of notes remaining, and total value of this quantity.
4. **Value of Each Doc.** Denomination of the notes in the cassette.
5. **Transactions.** Number of transactions since the last cassette close
6. **Rejects.** Number of reject events (can involve more than a single note per event).

The Trial Cassette Close report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**CASSETTE CLOSE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 6** CASSETTE CLOSE

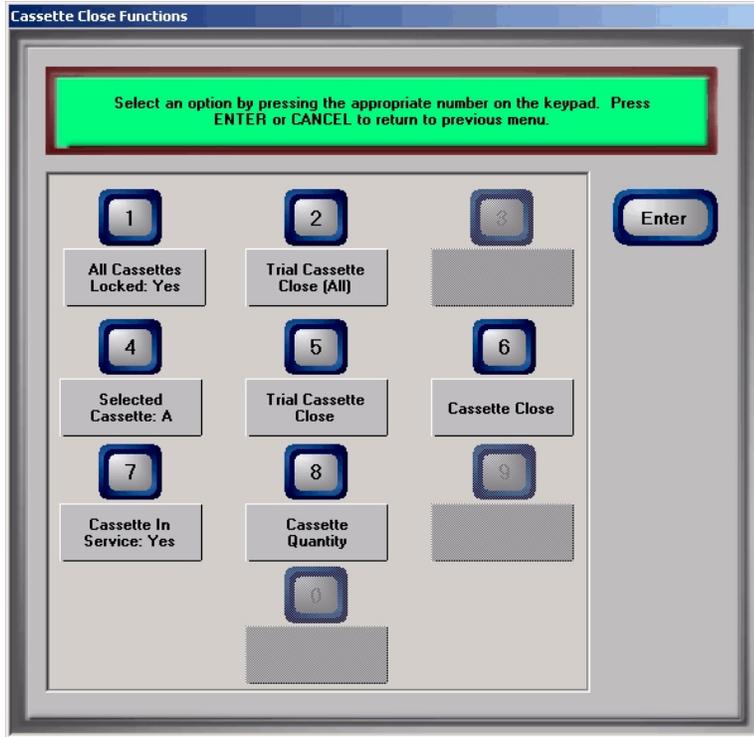


The CASSETTE CLOSE function is used to complete the balancing of a specific currency cassette of the terminal. This function displays a report summarizing all activity on the Cash Dispenser for the selected cassette since the last cassette close was completed. The report includes a total of all transactions.

The Cassette Close is normally completed as the final step in balancing a currency cassette before removing it to be replenished. Completing a Cassette Close clears the cassette total from the terminal. NOTE: The Cassette Close operation also resets the number of bills loaded in the cassette to zero (0). After performing a cassette close and replenishing the cassette, use the Cassette Quantity function to enter the number of bills in the cassette.

The Cassette Close report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

CASSETTE IN SERVICE



ACCESS INSTRUCTIONS:

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 7** CASSETTE IN SERVICE

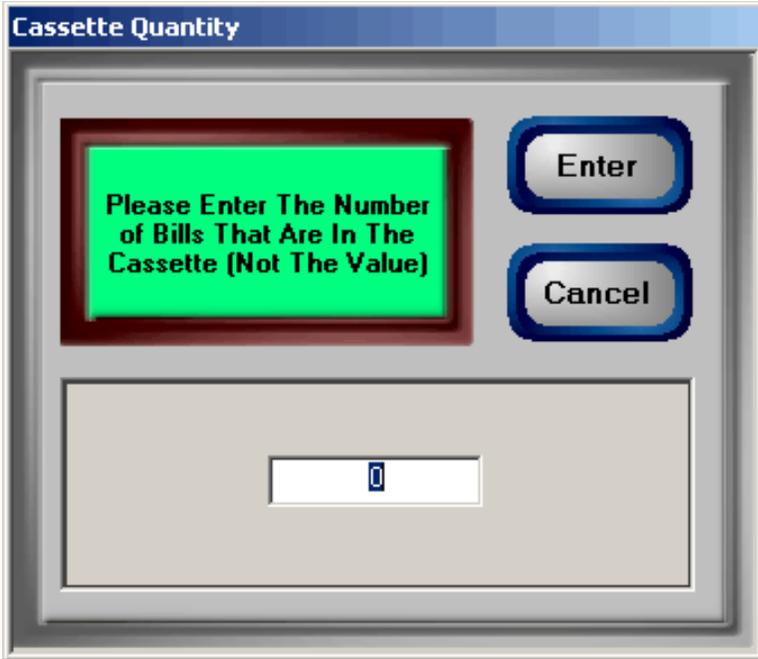


Some dispensing mechanisms (typically in a multi-cassette configuration) allow individual cassettes to be placed out of service. This means the cassette will not be used by the Cash Dispenser for meeting withdrawal requests. This capability can be used, for example, to remove a low or empty cassette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

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

Press the **7** key on the keypad to cycle the cassette between the in service (**Yes**) and out of service (**No**) conditions.

CASSETTE QUANTITY



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

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

ACCESS INSTRUCTIONS:

- F7** MANAGEMENT FUNCTIONS
- 1** TERMINAL CLOSE FUNCTIONS
- 5** CASSETTE CLOSE FUNCTIONS
- 8** CASSETTE QUANTITY
- 
- 
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FACTORY DEFAULT(S):

CASSETTE QUANTITY: 0

***CHAPTER 7 - DIAGNOSTICS***

DIAGNOSTICS



ACCESS INSTRUCTIONS:

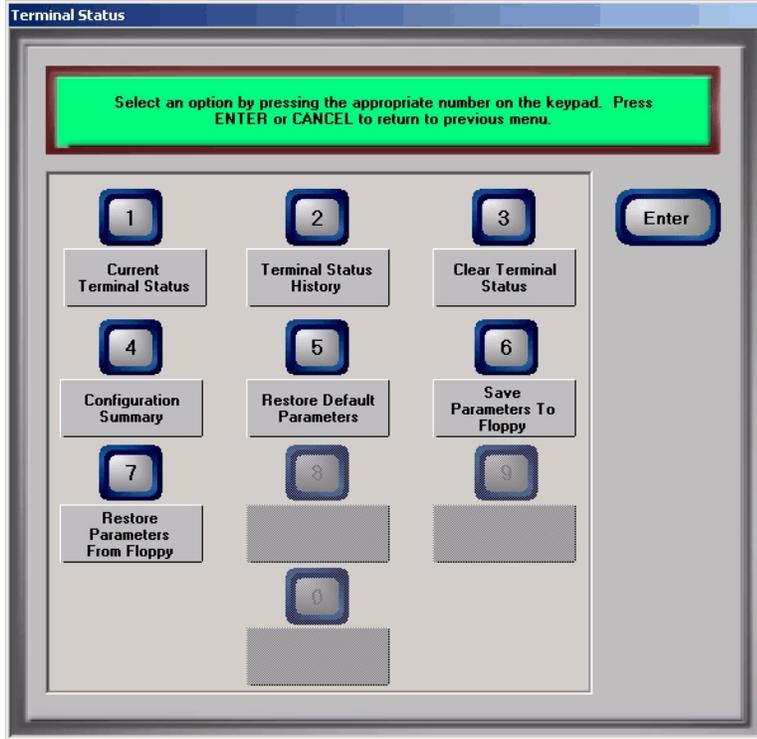
F7 MANAGEMENT FUNCTIONS

2 DIAGNOSTICS



1. **Terminal Status.** Displays the Terminal Status dialog, which provides access to configuration and status reporting functions.
2. **Transaction Totals.** Displays terminal transaction totals since the last Day Close and since terminal installation.
3. **System Diagnostics.** Displays a Management Report showing the results of the operating system diagnostics.
4. **Dispenser.** Displays a menu of dispenser status reporting and testing functions.
5. **Card Reader.** Displays a menu of Card Reader device status and test functions.
6. **Printer.** Displays a menu of Receipt Printer diagnostic and device status report functions.
7. **Modem.** Displays a menu of Modem device status and diagnostic tests functions.
8. **Keypad.** Performs keypad device status and test functions.

**TERMINAL STATUS**



SEE CHAPTER 13, TERMINAL STATUS, FOR DESCRIPTIONS OF EACH TERMINAL STATUS FUNCTION.

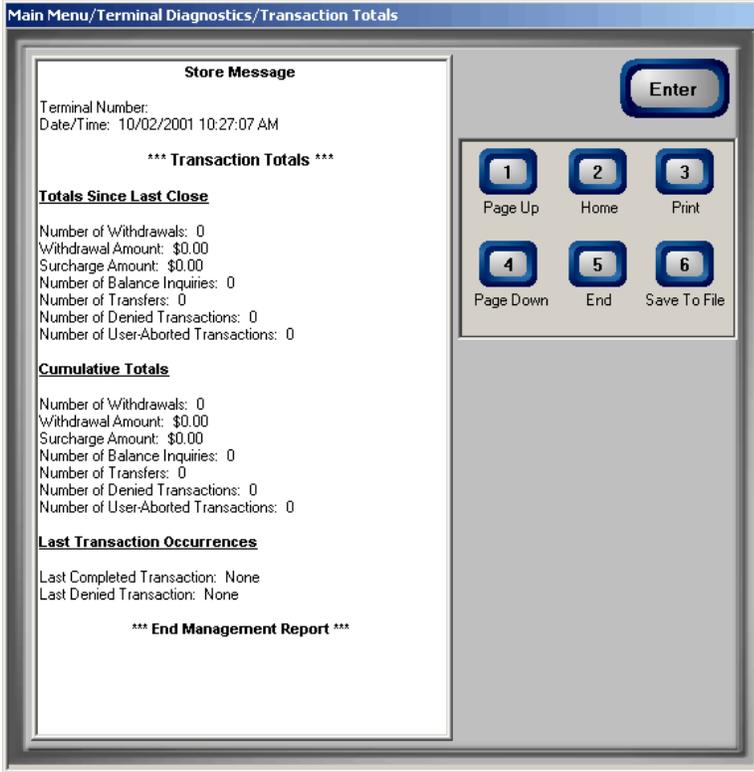
**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

**1** TERMINAL STATUS

**TRANSACTION TOTALS**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

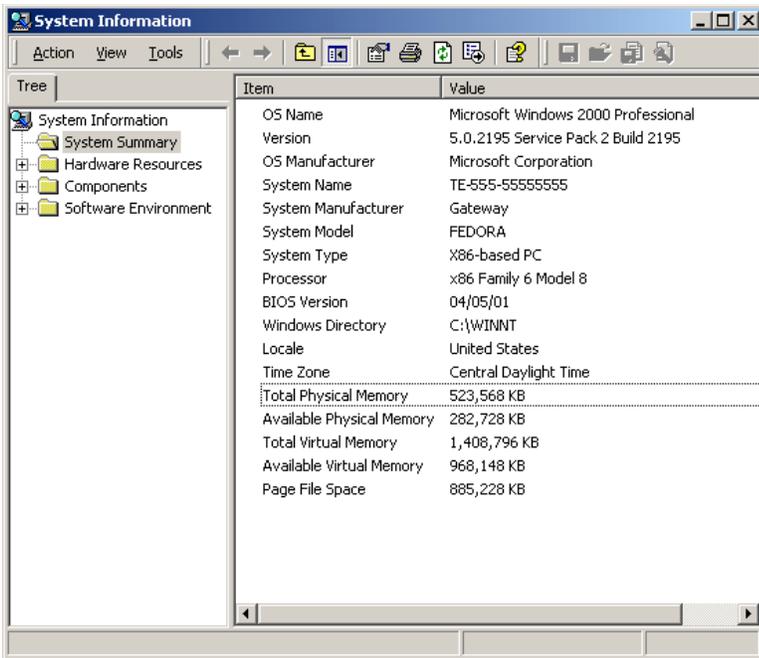
**2** TRANSACTION TOTALS



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

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**SYSTEM DIAGNOSTICS**



This functions displays the System Information dialog. This dialog provides information about the resources (e.g. memory, hard disk space, etc.) currently in use by the Cash Dispenser's computer system. It provides access to specific and detailed status and configuration information concerning installed hardware and software components.

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

**ACCESS INSTRUCTIONS:**

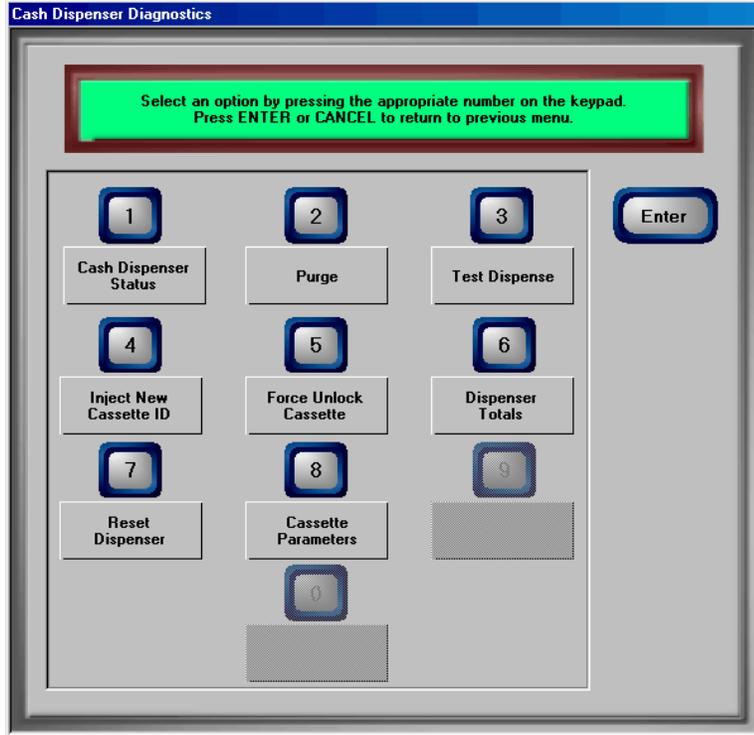
**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

**3** SYSTEM DIAGNOSTICS



DISPENSER

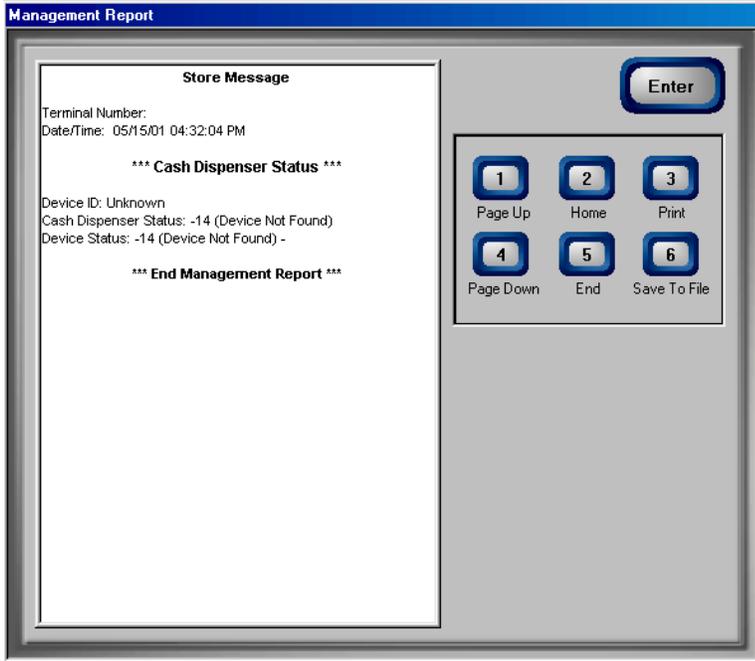


ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 2 DIAGNOSTICS
- 4 DISPENSER
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- 

1. **Cash Dispenser Status.** Displays a Management Report showing current dispenser hardware status.
2. **Purge.** Performs a purge operation on the dispenser.
3. **Test Dispense.** Used to dispense notes from each installed and active cassette into the reject vault.
4. **Inject New Cassette ID.** Lets you to change a cassette's ID.
5. **Force Unlock Cassette.** Enables you to override the dispenser cassette-locking mechanism.
6. **Dispenser Totals.** Displays a Management Report showing total number of documents dispensed.
7. **Reset Dispenser.** Used to reset ALL dispenser and cassette parameters to default values.
8. **Cassette Parameters.** Lets you view and configure cassette parameters like Currency Data and Multiple Amount.

**CASH DISPENSER STATUS**



This report identifies the type of dispensing mechanism installed, and shows the results of the most recent Cash Dispenser status check.

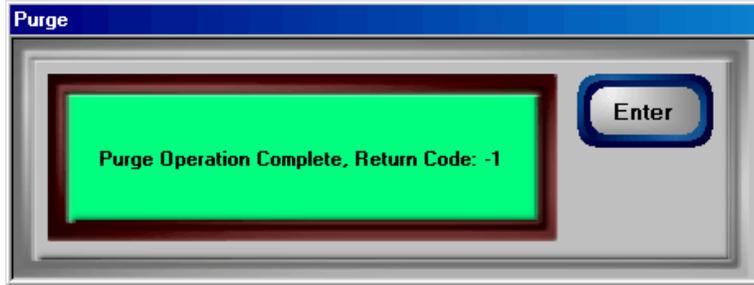
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 1** CASH DISPENSER STATUS



**PURGE**



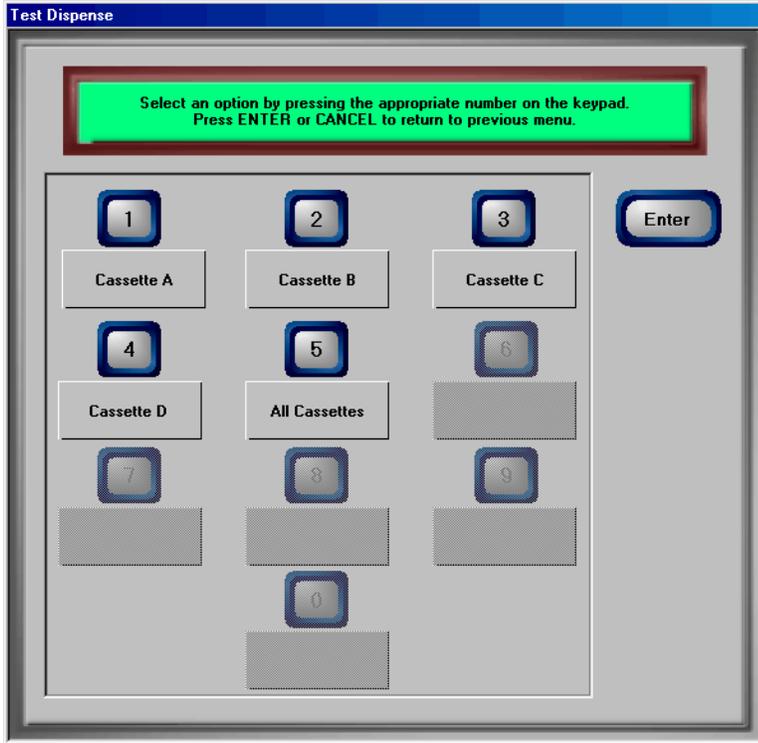
The purge command instructs the dispenser to remove all documents from the feed path. When the purge command is used to clear the feed path following a jam or failure of the dispenser, some or all of the notes may pass out of the exit slot, depending on their location in the feed path and the type of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

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 2** PURGE
- 
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- 
- 



**TEST DISPENSE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 3** TEST DISPENSE
- 
- 
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- 

Use this function to dispense as many as nine notes from each installed and active cassette into the reject vault. This test exercises the dispenser mechanism without sending notes to the exit.

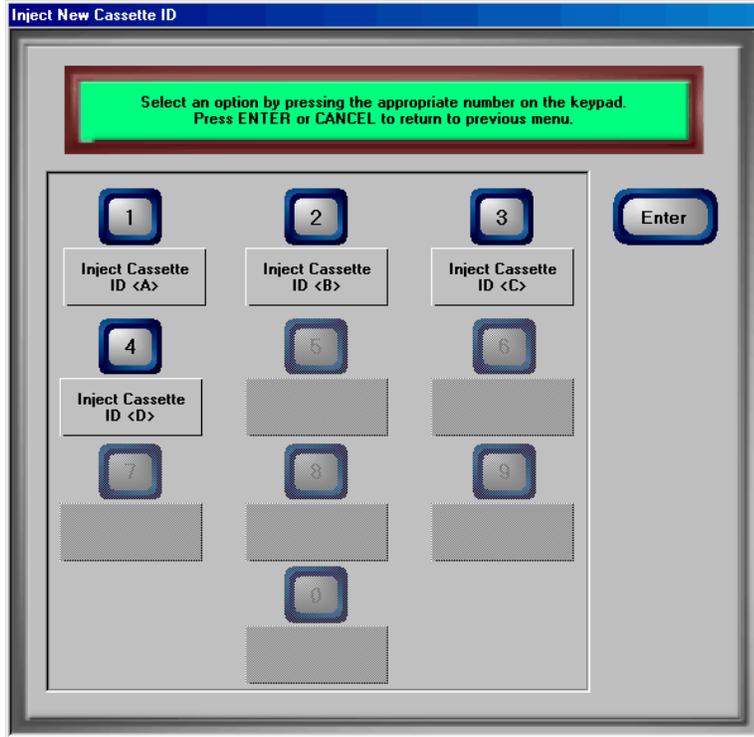
Press the key that corresponds to the cassette you want to test ( **1 = Cassette A**, **2 = Cassette B** and so on), or select **5** to perform a test dispense on all cassettes in the dispenser.

The next dialog to appear requests the number of notes to dispense from the selected cassette(s). By default the number 1 is displayed. If you want to dispense more than 1 note from the selected cassette(s), enter the number, up to a maximum of nine. Press the ENTER key to initiate the Test Dispense.

A test results dialog will appear. If the Test Dispense operation was successful the statement Test Dispense Completed Successfully will be displayed in the dialog. In addition, a Dispense Count value will show the cassette ID (A, B, C, etc.) and number of notes dispensed in the operation, such as **A:1**, for example. Ensure the number of notes you specified was dispensed.

Press **ENTER** to return to the Test Dispense menu.

**INJECT NEW CASSETTE ID**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 4** INJECT NEW CASSETTE ID
- 
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Some dispensing mechanisms (typically the multi-cassette variety) use cassettes that possess onboard memory. This memory enables a cassette to store its own identification (ID) code.

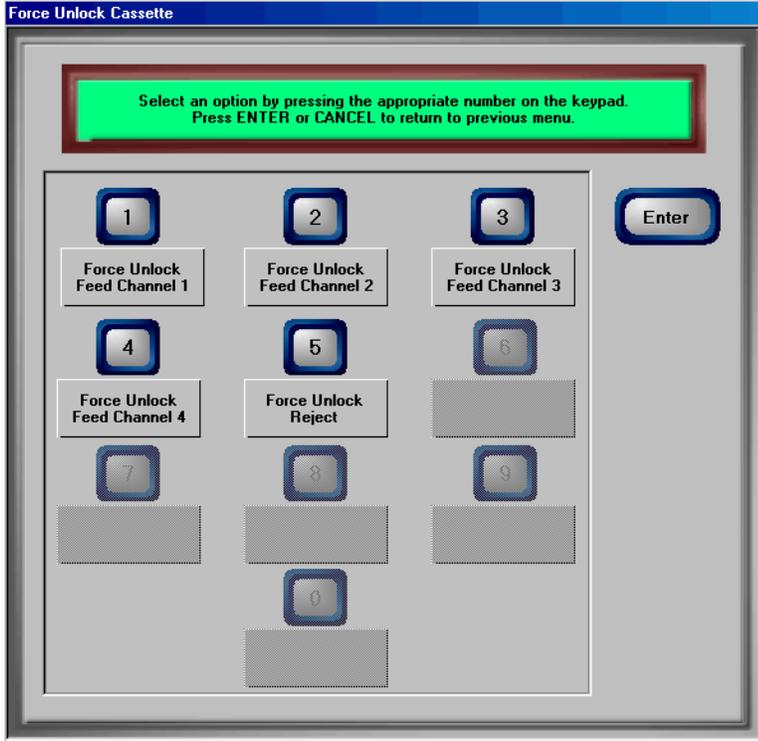
The CASSETTE ID has no direct correlation to the physical position of the cassette within the unit, although in most instances the cassette identified as 'A' will be placed in the top position, 'B' in the second, 'C' in the third, and 'D' in the fourth position. This is not a requirement, however, since the ID code allows the dispensing mechanism (and the Cash Dispenser control system) to locate the cassette no matter which slot it is in.

This option allows you to inject a new ID into a cassette.

Insert the cassette you want to use into the top feed channel, and then press the button corresponding to the identity you want the cassette to have: 'A', 'B', 'C', or 'D'. When the ID has successfully been injected, a success message will appear. If the operation fails, an error message will be displayed.

After successfully completing the ID injection, you can place the cassette in its normal operating position.

**FORCE UNLOCK CASSETTE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 5** FORCE UNLOCK CASSETTE
- 
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This function provides a means of overriding the unlocking mechanism associated with a specific cassette. It is only to be used immediately after failure of a normal cassette unlock operation.

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

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

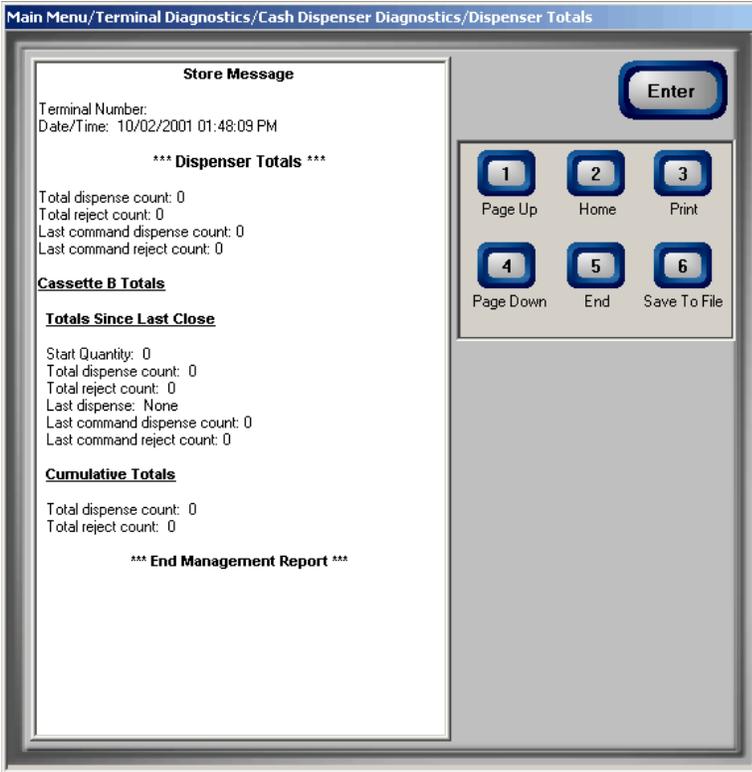
If you find that a particular cassette cannot be removed after performing the normal unlock operation, do not attempt any other action, such as a Cash Dispenser reset, or make multiple attempts to perform a normal unlock operation.

The FIRST STEP after encountering a problem with a normal unlock operation is to use the FORCE UNLOCK function to attempt to release the applicable cassette from the mechanism.

To initiate a FORCE UNLOCK operation on a specific cassette, select the option button on the menu that corresponds to the ID ("A", "B", "C" or "D") of the affected cassette.

Once the cassette has been removed from the dispensing mechanism, gently remove any notes that are sticking out of the cassette. Re-insert the cassette into the dispensing mechanism and perform a normal LOCK operation, followed by a normal UNLOCK operation. You may now remove and replenish the cassette as normal.

**DISPENSER TOTALS**



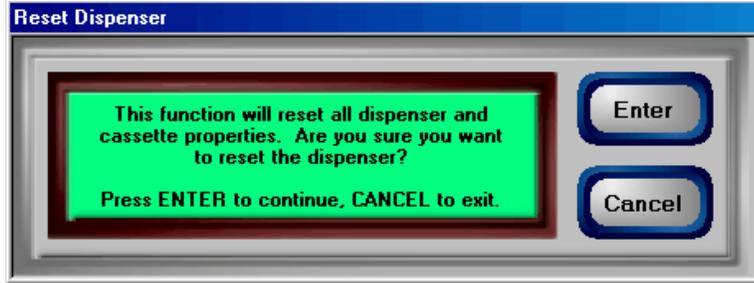
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 6** DISPENSER TOTALS
- [ ]**
- [ ]**
- [ ]**
- [ ]**

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

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**RESET DISPENSER**



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

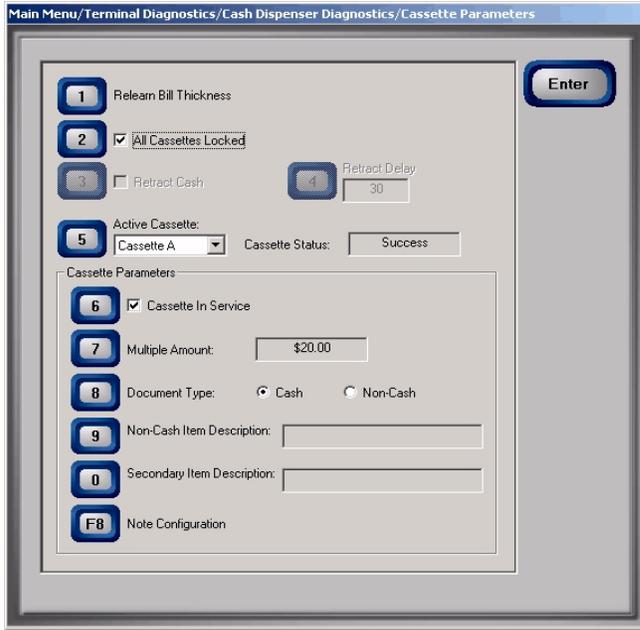
Select **ENTER** to reset the dispenser, or **CANCEL** to exit without resetting the dispenser.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 7** RESET DISPENSER



**CASSETTE PARAMETERS**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 4** DISPENSER
- 8** CASSETTE PARAMETERS



See Chapter 11, terminal Configuration, for information on the Cassette Parameters.

CARD READER



ACCESS INSTRUCTIONS:

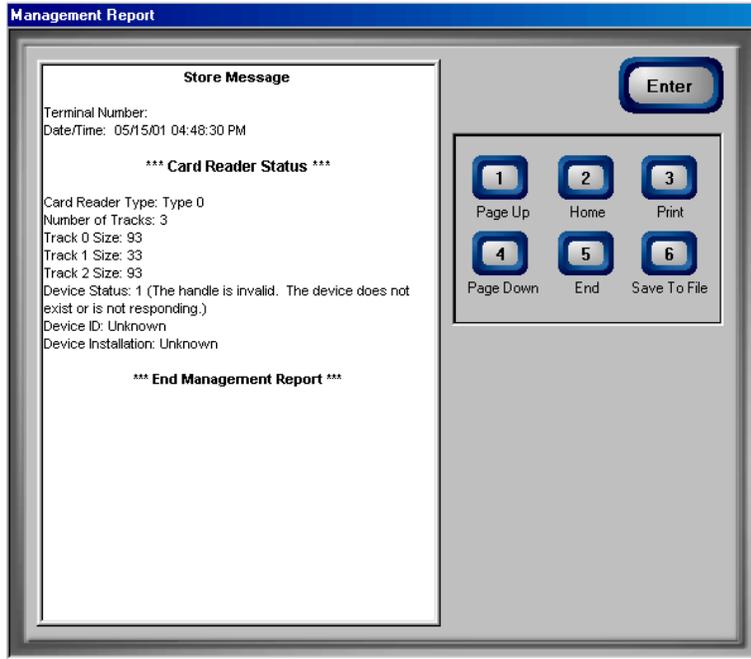
F7 MANAGEMENT FUNCTIONS

2 DIAGNOSTICS

5 CARD READER

1. **Card Reader Status.** Displays a Management Report showing card reader hardware status.
2. **Card Reader Totals.** Displays a Management Report showing total number of various card reader operations (Cards Read, Bad Cards Read, Last Valid Card Read).
3. **Scan Card.** Displays a Management Report showing total number of documents dispensed.

**CARD READER STATUS**



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

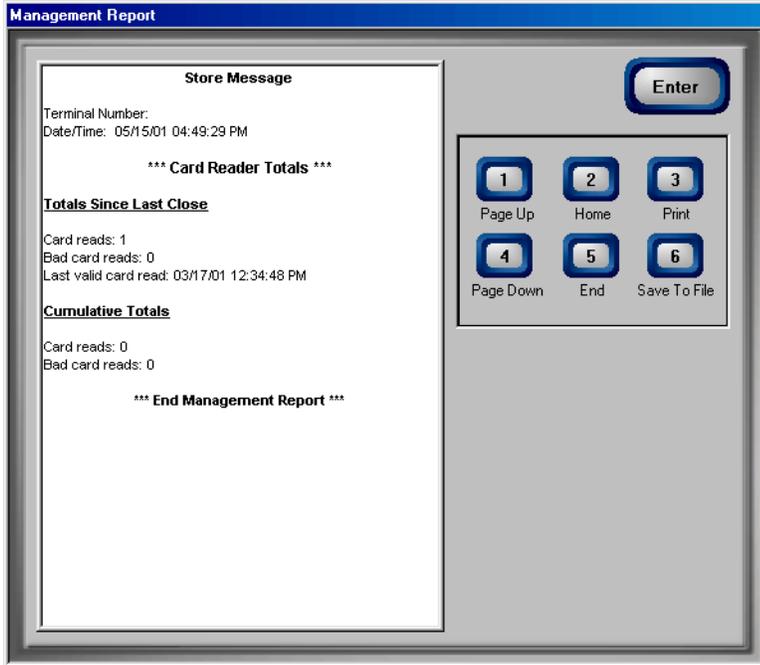
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 5** CARD READER
- 1** CASH READER STATUS



**CARD READER TOTALS**



Displays a report showing significant card reader activity totals, such as number of cards read, number of bad cards read and date and time of the last valid card read.

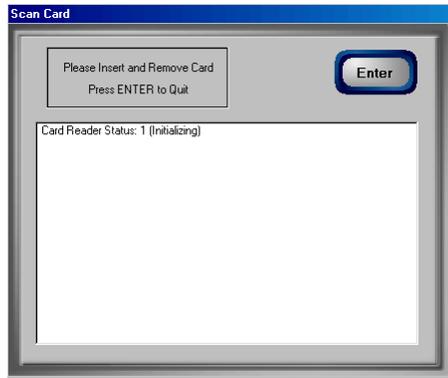
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

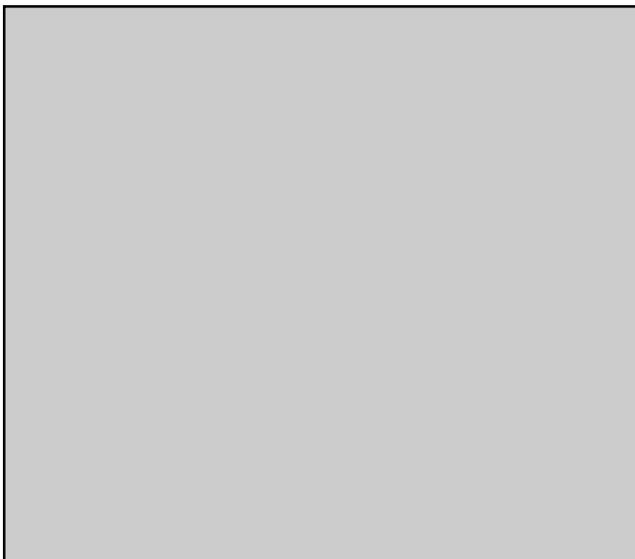
- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 5** CARD READER
- 2** CASH READER TOTALS
- 
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**SCAN CARD**



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



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

If the card is damaged or not a standard format, an error message will be displayed. If this happens, the card cannot be used for transactions on the terminal.

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

**5** CARD READER

**3** SCAN CARD



PRINTER



ACCESS INSTRUCTIONS:

**F7** MANAGEMENT FUNCTIONS

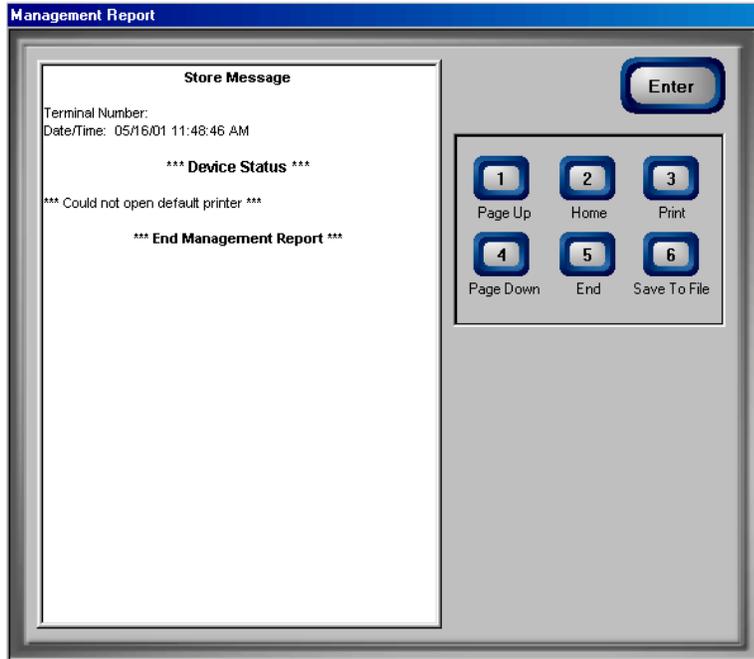
**2** DIAGNOSTICS

**6** PRINTER



1. **Device Status.** Displays a Management Report that shows properties of the terminal printer, such as printer name, assigned port, driver version and print resolution.
2. **Reset/Test Printer.** Tests the terminal printer by printing some sample text using various font styles and sizes.
3. **Configure Printer.** Feeds a portion of printer paper by a fixed amount.

**DEVICE STATUS (PRINTER)**



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

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 6** PRINTER
- 1** DEVICE STATUS
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**RESET/TEST PRINTER**

```

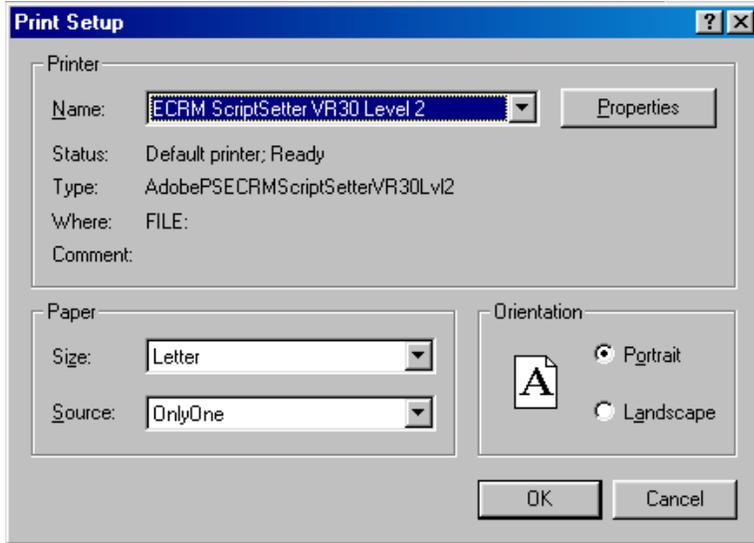
Arial 70
Arial 80
Arial 90
Arial 100
Arial 110
Arial 120
Arial 130
Arial 140
Arial 150
Arial 160
Arial 170
Arial 180
Arial 190
MS Sans Serif 70
MS Sans Serif 80
MS Sans Serif 90
MS Sans Serif 100
MS Sans Serif 110
MS Sans Serif 120
MS Sans Serif 130
MS Sans Serif 140
MS Sans Serif 150
MS Sans Serif 160
MS Sans Serif 170
MS Sans Serif 180
MS Sans Serif 190
Courier New 70
Courier New 80
Courier New 90
Courier New 100
Courier New 110
Courier New 120
Courier New 130
Courier New 140
Courier New 150
Courier New 160
Courier New 170
Courier New 180
Courier New 190
    
```

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

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 6** PRINTER
- 2** RESET/TEST PRINTER
- 
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**CONFIGURE PRINTER**



This function enables you to set-up the operating parameters for the terminal's printer. When the function is first activated, a Print Setup dialog appears.

You will use the following keyboard keys to navigate the Print Setup dialog:

<CLEAR> This key lets you jump from section to section within a dialog. It functions like the TAB key on a PC keyboard. Once a section is "active" (highlighted via a change in color or a dotted border) you can select an option in that area.

<LEFT/RIGHT ARROW> Press these keys to cycle through the available options in an area.

<CANCEL> Press this key to immediately return to the System Parameters main dialog.

The Print Setup dialog allows the following printer settings to be configured:

1. **Printer.** By default, the installed terminal printer should be listed; if it is not, press the <CLEAR> key as needed to highlight the Name list. Use the left and right arrow keys on the keypad to choose the installed printer from the list.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 6** PRINTER
- 3** CONFIGURE PRINTER
- 
- 
- 
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- 



**2. Paper.** By default the printer paper settings will reflect the Size and Source settings applicable to the installed terminal printer. To change a setting, press the **<CLEAR>** key as needed to highlight the Size or Source list as appropriate. Use the left and right arrow keys to select the appropriate choice from the highlighted list.

**3. Orientation.** By default the print orientation is set to Portrait. To change the orientation setting, press the **<CLEAR>** key as needed to highlight the Portrait setting, then use the left and right arrow keys to toggle the option buttons between Portrait or Landscape. Choose the appropriate setting (Portrait is correct in most cases).

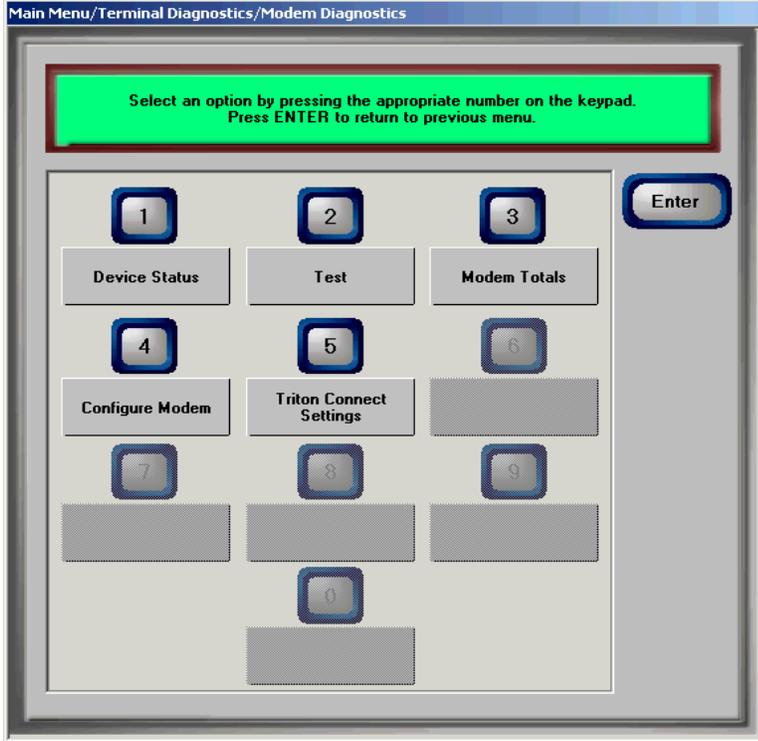
**4. Properties.** Press the **<CLEAR>** key as needed to highlight the Properties command button. Press **<ENTER>** to access the Printer Properties dialog, which you can use to view or change printer-specific operating parameters. In most instances the default parameters should not be altered.

If no changes are made in the printer properties dialog, return to the Print Settings main dialog by highlighting the **<CANCEL>** command button and pressing **<ENTER>**.

If changes were made, accept the changes by highlighting the **OK** command button (as appropriate) and press **<ENTER>** to accept the changes and return to the Print Settings main dialog.

To accept the Print Settings parameter changes, highlight the **OK** command button and press **<ENTER>** on the keypad. To exit without accepting the changes, highlight **Cancel** command button and press **<ENTER>**.

MODEM



ACCESS INSTRUCTIONS:

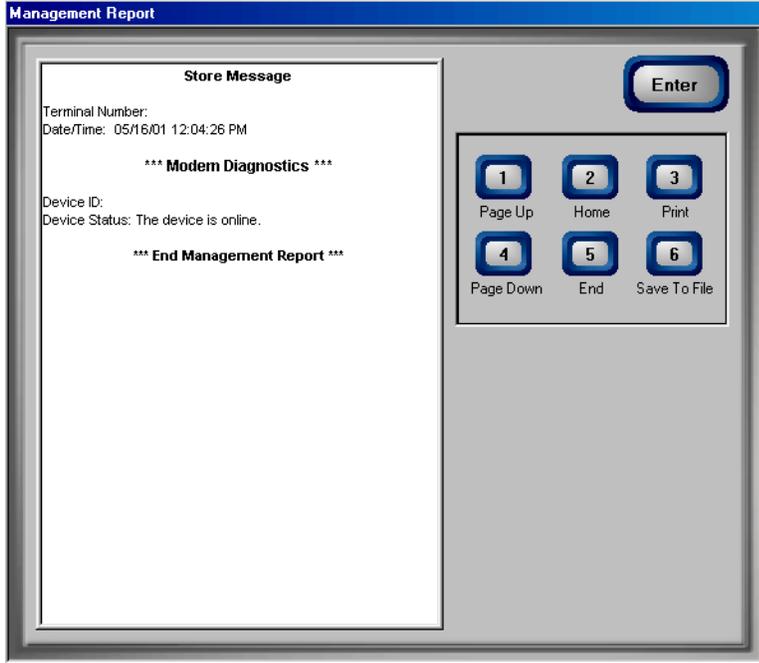
**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

**7** MODEM

1. **Device Status.** Displays a Management Report that shows the modem name and current status.
2. **Test.** Tests the modem by dialing a number that you enter in a dialog box. A status box appears to report the progress and results of the dial-out operation.
3. **Modem Totals.** Displays a Management Report that shows the number of modem call attempts, busy signals and aborted calls.
4. **Configure Modem.** Lets you view and configure the modem's operating parameters.
5. **Triton Connect Settings.** Lets you view and configure the modem's operating parameters for Triton Connect calls.

**DEVICE STATUS (MODEM)**



Displays a report that shows the current operational status of the Cash Dispenser's modem.

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 7** MODEM
- 1** DEVICE STATUS
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**TEST (MODEM)**



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

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

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

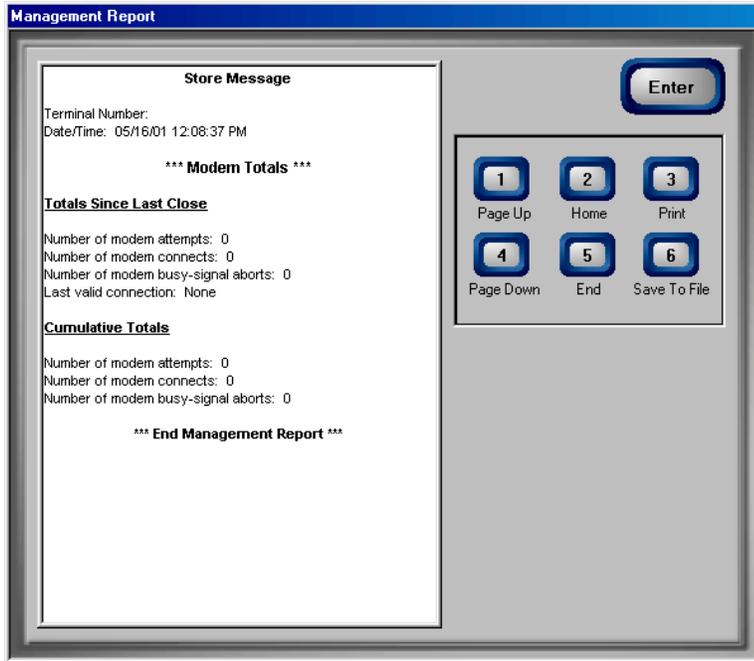
**2** DIAGNOSTICS

**7** MODEM

**2** TEST



**MODEM TOTALS**



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

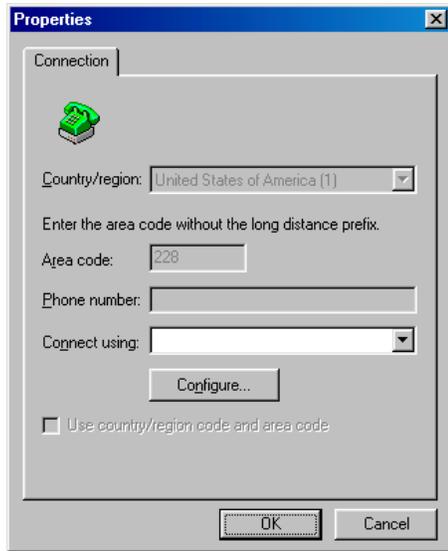
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 7** MODEM
- 3** MODEM TOTALS
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**CONFIGURE MODEM**



This function enables you to change the operating parameters for the terminal's modem. When the function is first activated, a Properties dialog appears. This dialog allows the following modem communication settings to be configured:

NOTE: Use the <CLEAR> key to highlight an area, the left and right arrow keys to select an available choice from a list or series of option buttons, and the <CTRL> key to change a checkbox option between the checked and unchecked conditions.

1. **Country/Region.** Select the country and/or region of the Processor (organization handling the terminal's transactions).
2. **Area Code.** Enter the telephone area code for the Processor, if applicable.
3. **Phone Number.** Enter the telephone number of the Processor.
4. **Connect Using.** Select the communications port (for example, COM1).
5. **Use Country/Region Code and Area Code.** Check this checkbox to ensure that the country/region and area codes (if required) are prefixed to the telephone.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 7** MODEM
- 4** CONFIGURE MODEM
- 
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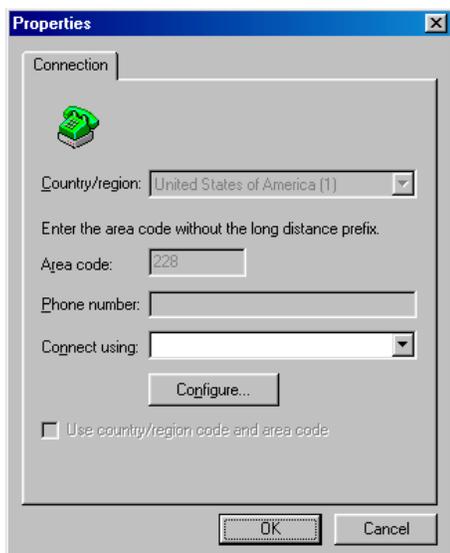
A **Configure** button on this dialog provides access to a second dialog box, which allows the following additional modem parameters to be configured:

1. **Bits Per Second.** Baud rate setting for the terminal's modem.
2. **Data Bits.** Number of data bits.
3. **Parity.** Parity type: even or odd.
4. **Stop Bits.** Number of stop bits.
5. **Flow Control.** Choose the type of flow control to use, if required.

In most cases the default settings for the parameters in the Configure dialog will satisfy your modem communications requirements; however, in some cases changes may be required to meet unique requirements. Usually, these will be determined by your processor and configured by your service provider.

The default settings can be restored using the Restore Defaults button.

**TRITON CONNECT SETTINGS**



This function enables you to change the parameters used by the terminal modem when placing Triton Connect calls. These settings are typically configured at the factory, and should only be changed when directed by your processor.

When the function is first activated, a Properties dialog appears. This dialog allows the following modem communication settings to be configured:

NOTE: Use the <CLEAR> key to highlight an area, the left and right arrow keys to select an available choice from a list or series of option buttons, and the <CTRL> key to change a checkbox option between the checked and unchecked conditions.

1. **Country/Region.** Select the country and/or region of the Processor (organization handling the terminal's transactions).
2. **Area Code.** Enter the telephone area code for the Processor, if applicable.
3. **Phone Number.** Enter the telephone number of the Processor.
4. **Connect Using.** Select the communications port (for example, COM1).

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 7** MODEM
- 4** CONFIGURE MODEM
- 5** TRITON CONNECT SETTINGS



5. **Use Country/Region Code and Area Code.** Check this checkbox to ensure that the country/region and area codes (if required) are prefixed to the telephone.

A **Configure** button on this dialog provides access to a second dialog box, which allows the following additional modem parameters to be configured:

1. **Bits Per Second.** Baud rate setting for the terminal's modem.
2. **Data Bits.** Number of data bits.
3. **Parity.** Parity type: even or odd.
4. **Stop Bits.** Number of stop bits.
5. **Flow Control.** Choose the type of flow control to use, if required.

In most cases the default settings for the parameters in the Configure dialog will satisfy your modem communications requirements; however, in some cases changes may be required to meet unique requirements. Usually, these will be determined by your processor and configured by your service provider.

The default settings can be restored using the Restore Defaults button.

KEYPAD



1. **Device Status.** Displays a Management Report that shows information such as the keypad status, serial number and version number.
2. **Test.** Displays a dialog box that shows the state (Down or Up) of any keypad button you press.

ACCESS INSTRUCTIONS:

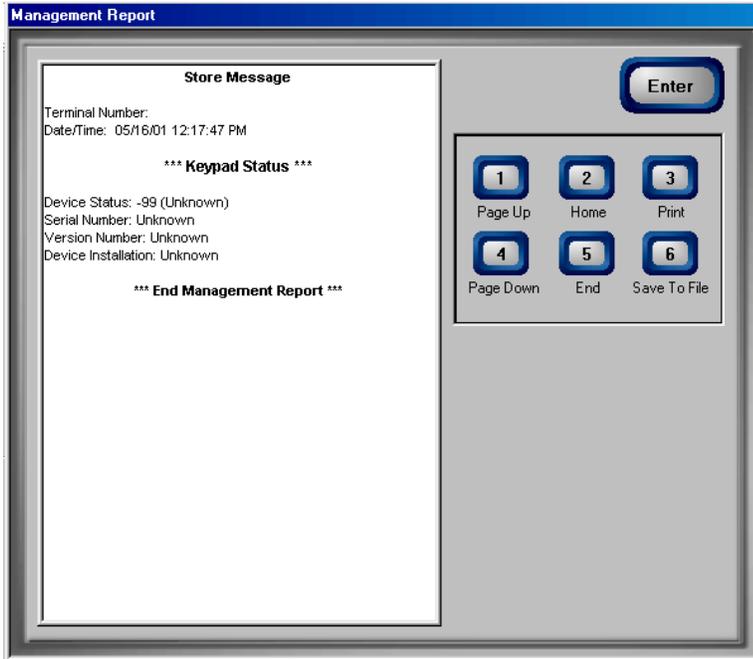
**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

**8** KEYPAD



**DEVICE STATUS (KEYPAD)**



Displays a report that shows the current operational status of the Cash Dispenser's keypad. In addition to current device status, status of the encryption features of the Cash Dispenser is also reported, including check digits and whether various encryption features are loaded and the check digits associated with those features. For more information on encryption features, see Chapter 12, Key Management.

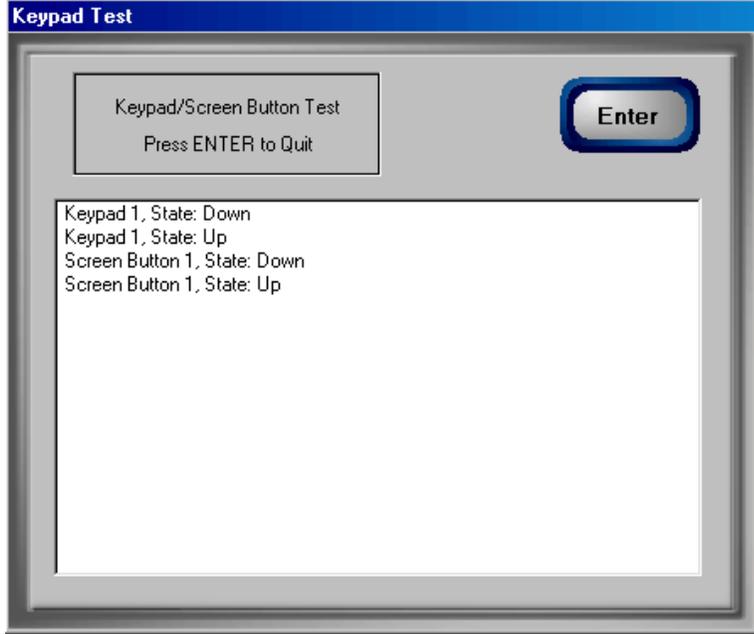
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 2** DIAGNOSTICS
- 8** KEYPAD
- 1** DEVICE STATUS
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**TEST (KEYPAD)**



This function enables you to verify proper operation of the numeric, function and control buttons on the terminal. Simply press any button (except the ENTER button); the status window will indicate the state of the button: either Up or Down. Press the ENTER button to exit the function.

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**2** DIAGNOSTICS

**8** KEYPAD

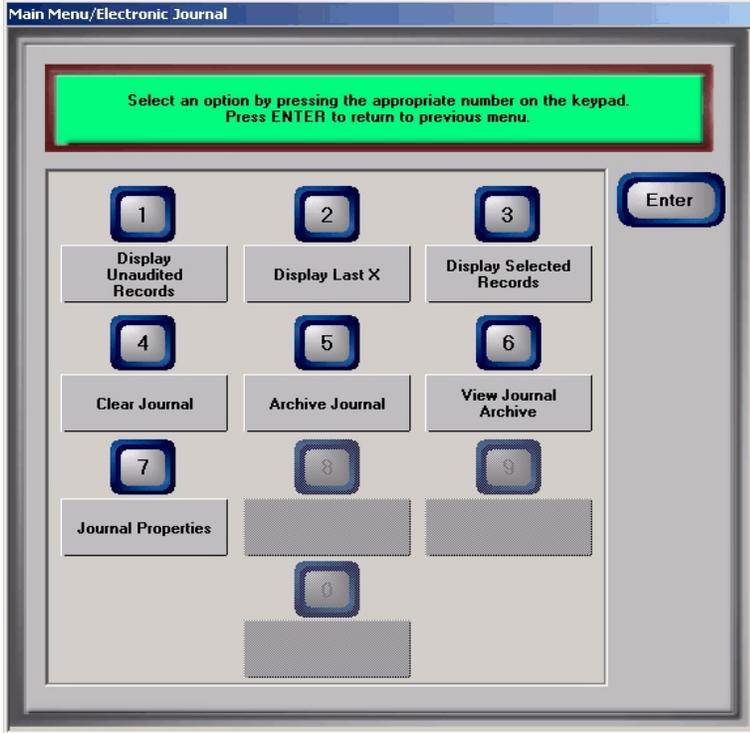
**2** TEST





***CHAPTER 8 - ELECTRONIC JOURNAL***

**ELECTRONIC JOURNAL**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

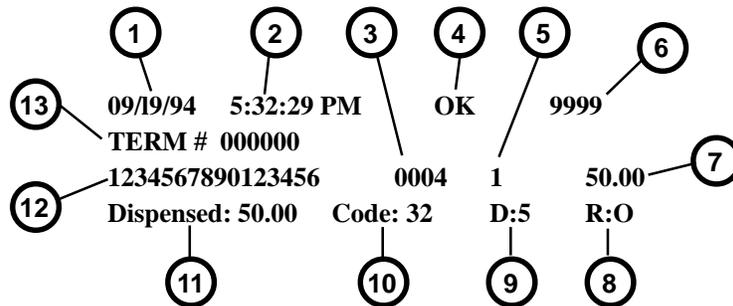
**3** ELECTRONIC JOURNAL



1. **Display Unaudited Records.** This function is used to display a summary of the journal entries collected since the last time the journal was printed
2. **Display Last X.** This function is used to display and print records from the Electronic Journal, either before or after they have been audited.
3. **Display Selected Records.** Generates a Management Report of journal entries that match user-defined filtering criteria.
4. **Clear Journal.** This function is used to mark all unprinted records in the Electronic Journal as audited.
5. **Archive Journal.** Used to enter a date; all journal entries stored on the terminal prior to this date will be saved in an archive file.
6. **View Journal Archive.** Used to locate and view the entries in a previously created journal archive.
7. **Journal Properties.** Generates a Management Report of various journal statistics such as total records, number of audited/ unaudited records, and date range of records.

### Journal Entries

Journal entries are printed on a per transaction basis. Each new entry begins with a blank line. The following is an example of a typical journal entry. In the case of a communications error, most of this information is omitted and an error code would be printed.



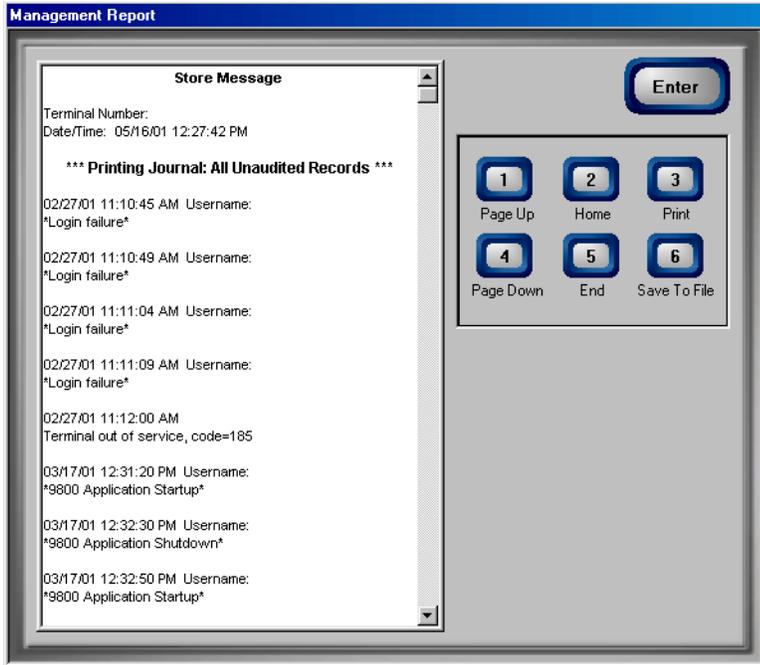
JOURNAL ENTRIES	
#	TYPE
1	Date
2	Time
3	Authorization Number
4	Communication Status
5	Transaction Type*
6	Sequence Number
7	Amount Requested
8	Number of Reject Events
9	Number of Bills Dispensed
10	Dispenser Error Code**
11	Amount Dispensed
12	Account Number
13	Terminal ID Number

\* Transaction Types are described in the table on the next page.

\*\* Dispenser status and error codes are described in Chapter 16, Status Codes and Error Recovery.

TRANSACTION TYPES	
Transaction Code	Transaction Type
0	Invalid Transaction Type
1	Withdrawal from Checking
2	Withdrawal from Savings
3	Withdrawal from Credit Card
4	Transfer from Checking to Savings
5	Transfer from Saving to Checking
6	Transfer from Credit Card to Checking
7	Transfer from Credit Card to Savings
8	Balance Inquiry Checking
9	Balance Inquiry Savings
10	Balance Inquiry Credit Card
11	Reversal
12	Non-Cash Withdrawal from Checking
13	Non-Cash Withdrawal from Savings
14	Non-Cash Withdrawal from Credit Card
15	Coupon
16	PIN Change

**DISPLAY UNAUDITED RECORDS**



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

When this function is run, all unaudited records in the Electronic Journal are displayed in a management report window.

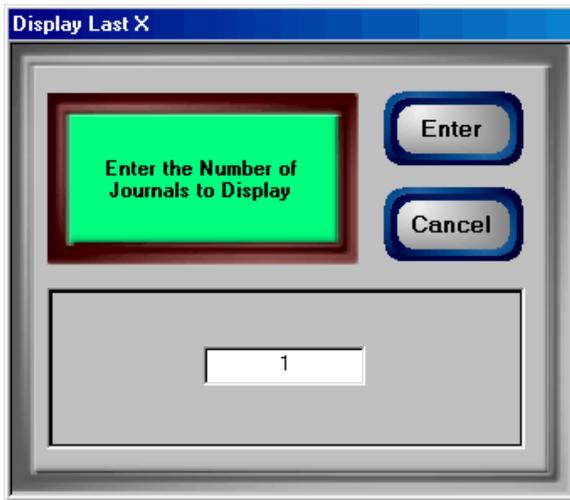
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 3** ELECTRONIC JOURNAL
- 1** DISPLAY UNAUDITED RECORDS



DISPLAY LAST X



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

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

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

After making the entry, press the <ENTER> key on the keypad to accept the entry and generate a report, or <CANCEL> to ignore the entry and exit the function. The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

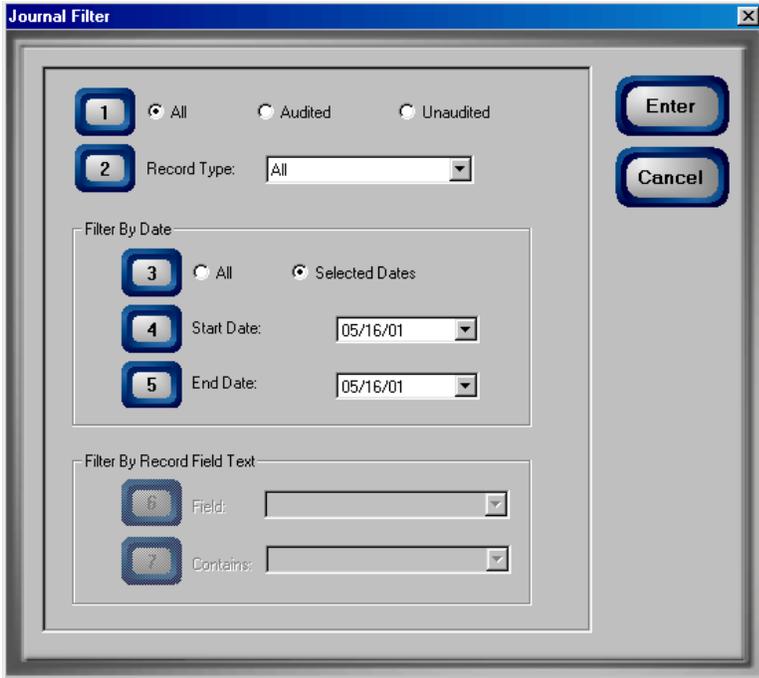
Note: Entering a number greater than the maximum number of records that can be stored in the journal will cause all records to be printed.

ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 3 ELECTRONIC JOURNAL
- 2 DISPLAY LAST X



**DISPLAY SELECTED RECORDS**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**3** ELECTRONIC JOURNAL

**3** DISPLAY SELECTED RECORDS



1. **All/Unaudited/Audited.** Press the <1> key to select a record category:

- All records
- Audited records
- Unaudited records.

2. **Record Type.** Press the <2> key to select the type of journal record to view:

- All
- Transaction
- Text Record
- Cassette Close
- Day Close
- Parameter Change

**Filter By Date**

3. **All/Selected Dates.** Press the <3> key to select the date range to use for the Management Report:

- All dates
- Selected Dates.

If Selected Dates is selected, you must specify the Start Date and End Date, as described in the following paragraphs.

4. **Start Date.** Specify the starting date for the range of journal records to consider. Press the <4> key to bring up a date-entry dialog. Type the starting date in the format **MMDDYYYY** and press the <ENTER> button to accept it.

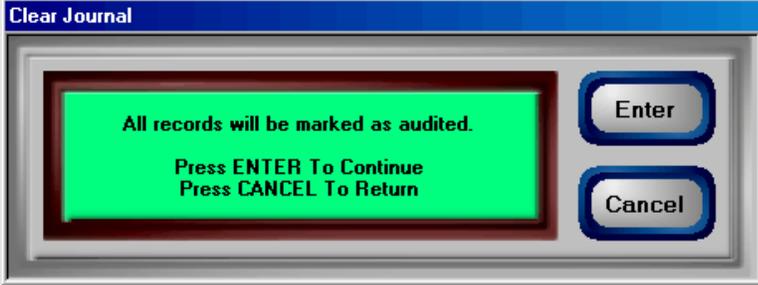
5. **End Date.** Specify the ending date for the range of journal records to consider. Press the <5> key to bring up a date-entry dialog. Type the ending date in the format **MMDDYYYY** and press <ENTER> to accept it.

**Filter By Record Field Text**

6. **Field.** Press the <6> key to select the field type that will act as a filter, so that only those records that match the field will be shown. The field types available to select will be determined by the current Record Type (see Record Type above).

7. **Contains.** Press the <7> key to bring up a data-entry dialog. Enter a text string to search for and press <ENTER> to accept it. Only those records that contain the text string will be returned in the Management Report. This function is only applicable to the Text Record Record Type.

**CLEAR JOURNAL**



This function is used to mark all unprinted records in the Electronic Journal as audited. This means that the records will not be displayed or printed out the next time the DISPLAY UNAUDITED RECORDS function is used. Audited records are not erased. They are marked as if they had been printed.

When this function is selected, a confirmation dialog box appears. To clear the journal, select the **<ENTER>** command button. Selecting **<CANCEL>** aborts the operation.

Note that even after the journal has been cleared, records are still available for printing by using the DISPLAY LAST X ENTRIES function.

**ACCESS INSTRUCTIONS:**

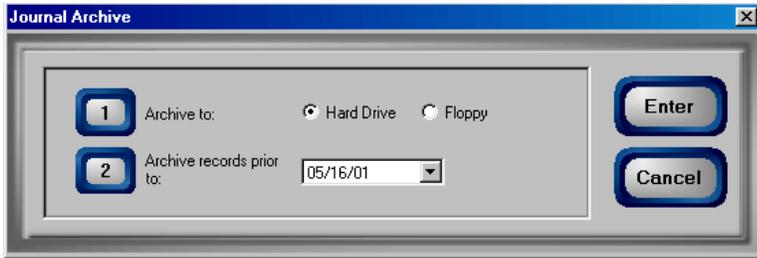
**F7** MANAGEMENT FUNCTIONS

**3** ELECTRONIC JOURNAL

**4** CLEAR JOURNAL



**ARCHIVE JOURNAL**



This function lets you archive a selected date range of journal records to the terminal's hard drive or a floppy disk.

Press the <1> key to select the archive location: hard drive or floppy. If hard drive is selected, complete steps 5 and 6 of the following procedure. If floppy is selected, complete steps 1 through 7.

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

**WARNING**

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the floppy disk drive, as shown in Figure 8-1.
3. Be sure the write-protect tab on the floppy disk is set to allow writing (write-protect hole should be *blocked*) and the disk is oriented as shown in the figure (top of disk to the right). Insert the floppy disk into the drive.
4. Close the control panel door. If necessary, return to the Archive Journal function by pressing the <5> key at the Electronic Journal dialog main menu.
5. Next, specify the end date of the journal archive interval. By default the current date appears in the data entry field. To specify a different date, press the <2> key to bring up a data entry dialog.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 3** ELECTRONIC JOURNAL
- 5** ARCHIVE JOURNAL
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**



Enter a date in the format **MMDDYYYY** (for example, April 24, 2001 would be entered as 04242001). Press **<ENTER>** to accept, or **<CANCEL>** to exit without changing the default date.

6. If an archive date was selected in the previous step, the journal operation will begin. All journal entries that have been recorded on or before the specified date will be saved to the specified archive location (floppy or hard disk). A confirmation message will appear at the successful conclusion of the archive operation.
7. If floppy disk was selected as the archive location, open the control panel door and remove the disk from the floppy drive. Set the write-protect tab prevent further access to the floppy (slide tab so that write-protect hole is *open*). Close and lock the control panel door.

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

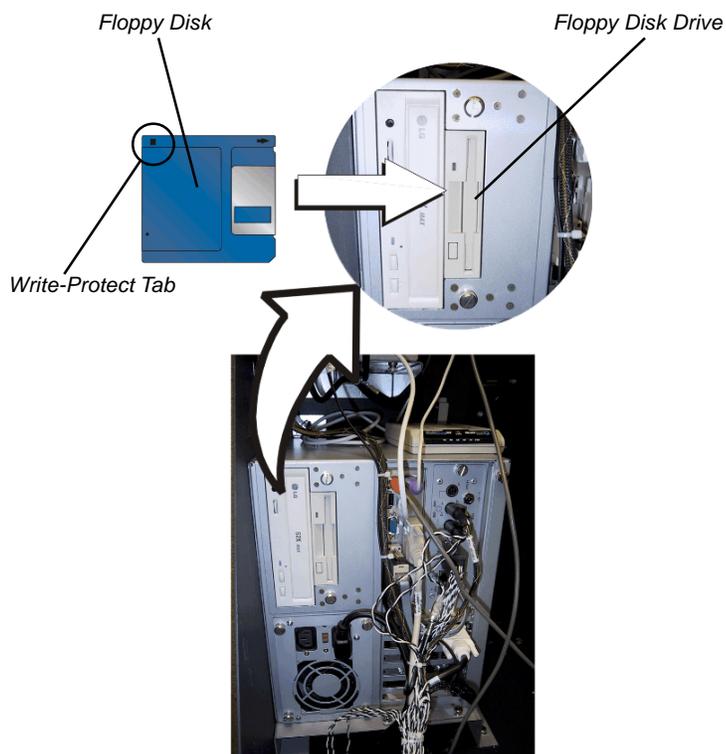
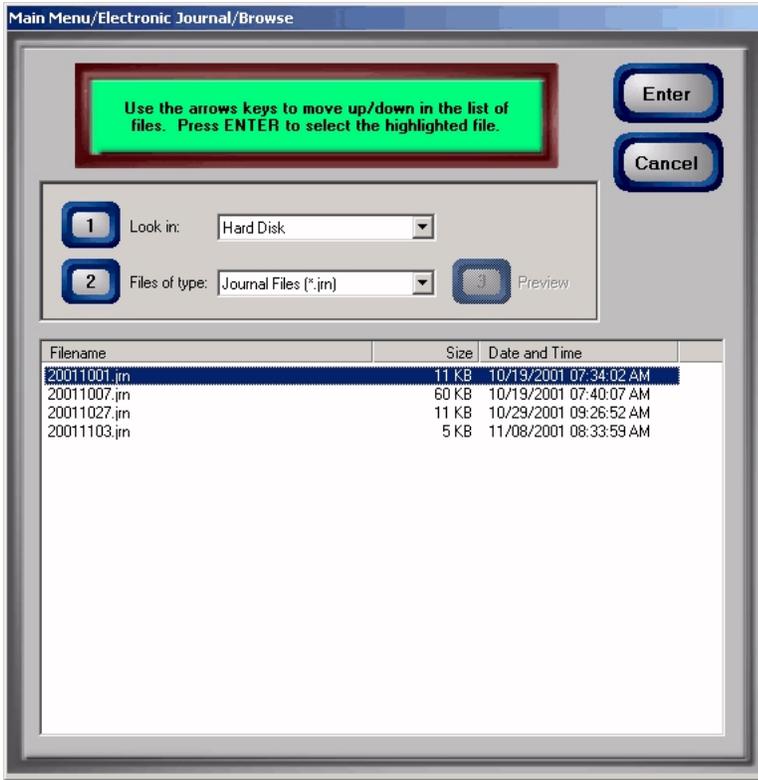


Fig. 8-1. Location of Floppy Disk Drive.

VIEW JOURNAL ARCHIVE



ACCESS INSTRUCTIONS:

**F7** MANAGEMENT FUNCTIONS

**3** ELECTRONIC JOURNAL

**6** VIEW JOURNAL ARCHIVE



Follow these steps to locate and view a previously archived journal:

Press the **1** key on the keypad (**Look In**) repeatedly to cycle through the locations where archived journal files may be found. Available locations are: Hard Drive, CD ROM and Floppy.

Press the **2** key on the keypad (**Files of Type**) to select the appropriate file type. Note that the **.jrn** (journal) file type is selected by default.

If an archive location of Hard Drive or CD ROM is selected, continue with steps 5 and 6 below. If Floppy is selected, follow steps 1 through 7:

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

**WARNING**

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the floppy disk drive, as shown in Figure 8-2.

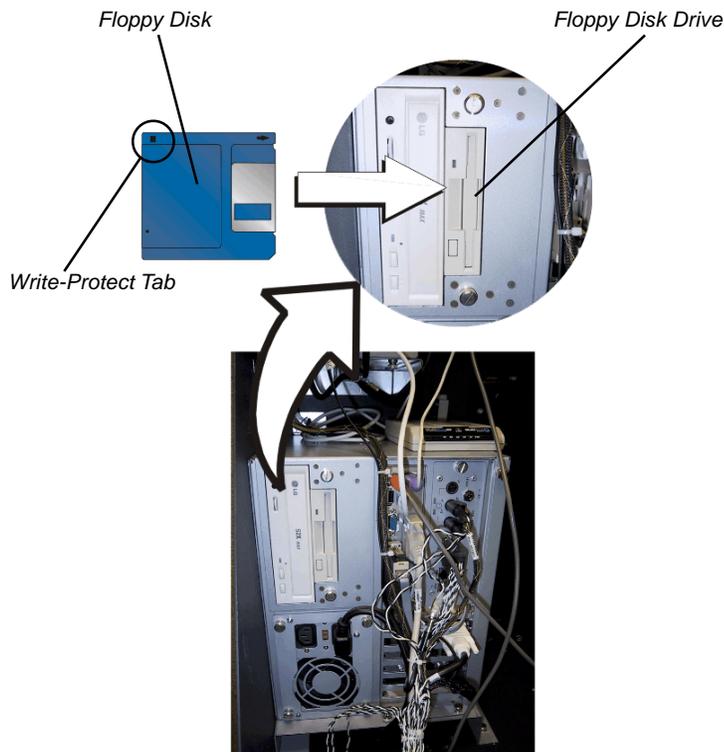


Fig. 8-2. Location of Floppy Disk Drive.

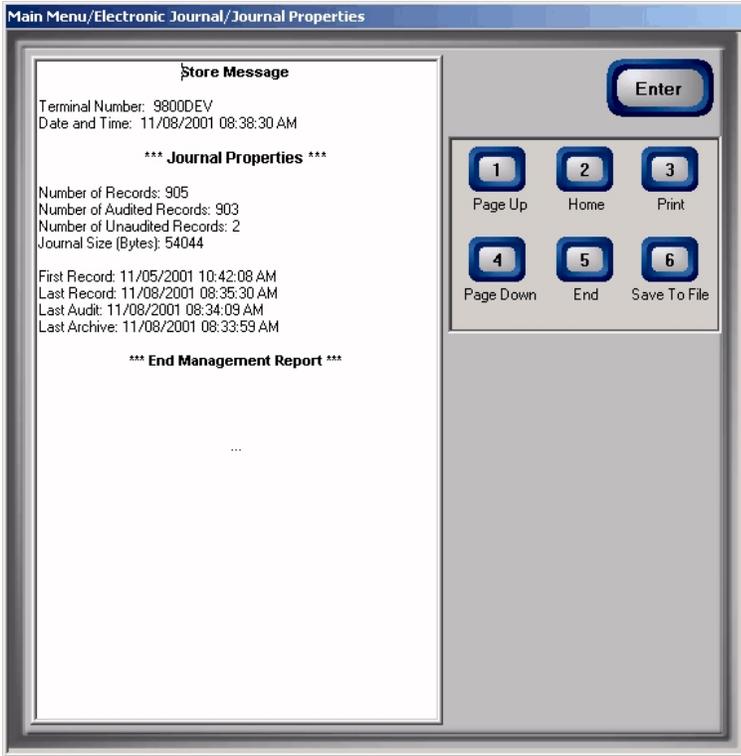
3. Be sure the write-protect tab is set to prevent writing to the floppy disk (write-protect hole should be *open*) and the disk is oriented as shown in the figure (top of disk to the right) as you insert it into the slot). Insert the floppy disk into the drive.
4. Close the control panel door. If necessary, return to the View Archive Journal function by pressing the <6> key at the Electronic Journal dialog main menu.

5. Look in the file list. Use the left and right arrow keys on the keypad to move the highlight bar up and down in the list. Select a journal archive file.
6. Press the **<ENTER>** key on the keypad to bring up a Journal Filter dialog:

This dialog works like the **Display Selected Records** filter dialog. See the description of that dialog for details on the various controls. Once you've chosen the display criteria, press **<ENTER>** to view the applicable journal archive records in a Management Report, or **<CANCEL>** to exit.

7. If floppy disk was selected as the file location, open the control panel door and remove the disk from the floppy drive when you're finished viewing journal records. Close and lock the control panel door.

**JOURNAL PROPERTIES**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**3** ELECTRONIC JOURNAL

**7** JOURNAL PROPERTIES



This function is used to display a report of various statistics related to the current journal. The following information is provided:

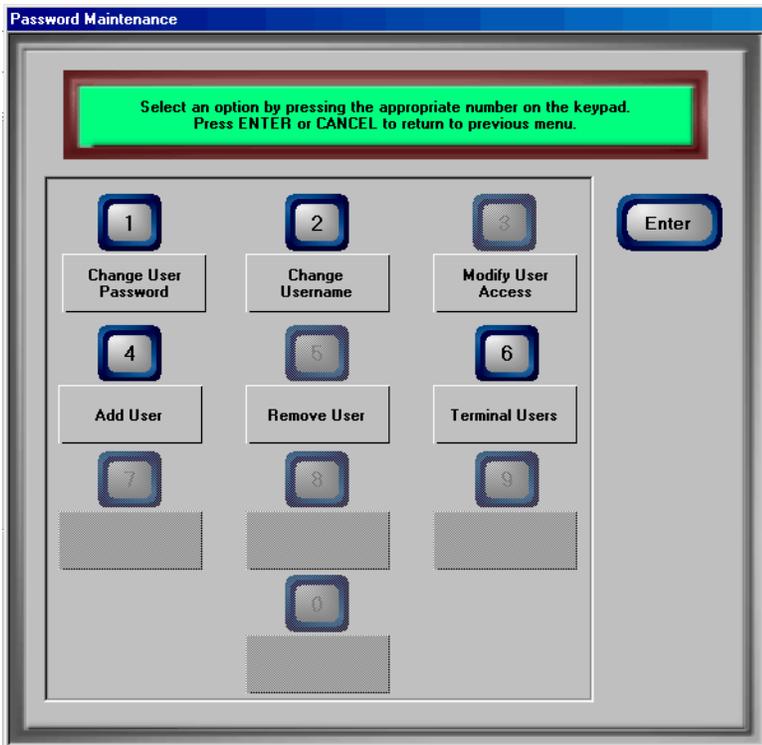
- **Total number of records in the journal.**
- **Number of audited records in the journal.**
- **Number of unaudited records in the journal.**
- **Size of the journal.** This information can be used to determine if the journal is small enough to be archived onto floppy disk.
- **Date and time the first journal record was recorded.**
- **Date and time the last journal record was recorded.**
- **Date and time the last journal audit operation was performed.**
- **Date and time the last journal archive operation was performed.**

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.



***CHAPTER 9 - PASSWORD MAINTENANCE***

**PASSWORD MAINTENANCE**



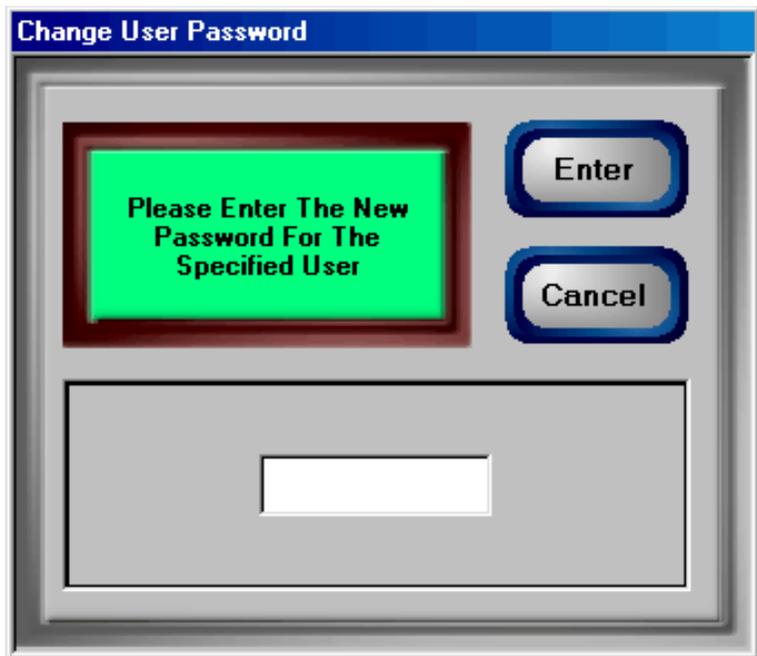
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 4** PASSWORD MAINTENANCE

Passwords restrict management functions access to designated personnel. Each authorized user will be assigned a password, a 2-digit ID code, and a Username. The ID code and password are entered together to gain access to the terminal management functions, while the Username provides a "friendly" name that refers to the currently logged in user. The Username can be up to 40-characters long.

1. **Change User Password.** Use this function to change the password assigned to a designated User.
2. **Change Username.** Used to change the "friendly" name assigned to a User.
3. **Modify User Access.** Used to change the level of access assigned to a designated User.
4. **Add User.** Adds a 2-digit ID and Username to the system.
5. **Remove User.** Removes a User from the system. Once removed, all password access for the selected User is cancelled.
6. **Terminal Users.** Lists users by 2-digit User ID and Username.

**CHANGE USER PASSWORD**



**ACCESS INSTRUCTIONS:**

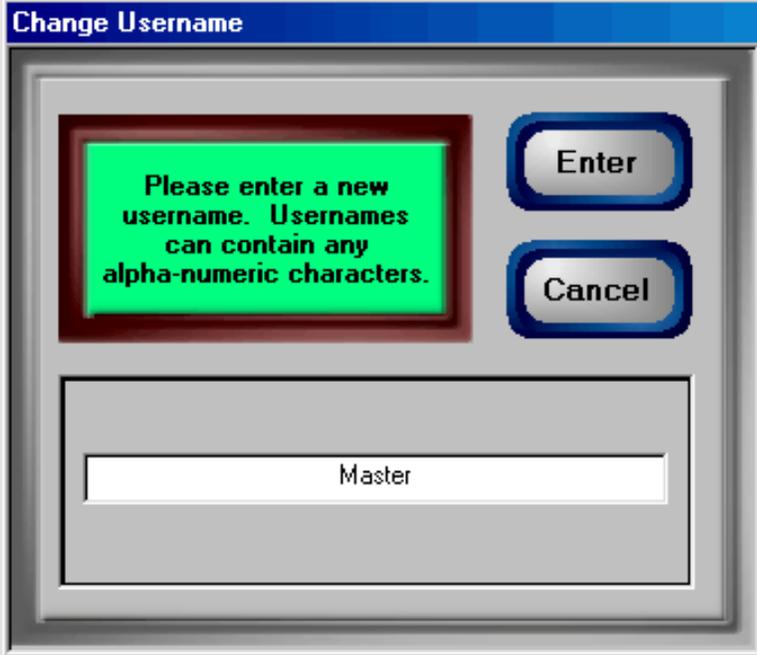
- F7** MANAGEMENT FUNCTIONS
- 4** PASSWORD MAINTENANCE
- 1** CHANGE USER PASSWORD
- 
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- 

To change the password assigned to the currently logged in user, select the Change User Password function. You will be prompted to enter the new password. The password can consists of 4-12 numeric digits. To enter a password, follow these instructions:

1. Enter the new password using the numeric (0-9) digits on the keypad. Remember, the password consists of 4-12 digits.
2. An asterisk (\*) will be displayed in place of the actual digits entered; therefore, you must enter the password a second time when prompted to confirm it.

Press Enter to accept the entry, or Cancel to exit. Once the new password has been successfully entered you will be returned to the Password Maintenance main menu.

## CHANGE USERNAME



To change the Username assigned to the currently logged in user, select the Change Username function. You will be prompted to enter the new Username. The Username can consist of up to 40 alphanumeric characters. To enter alphanumeric characters, follow these instructions:

1. To enter a digit 0-9, press the key that has that digit.
2. To enter a letter, press the <CTRL> KEY, then press the key that has the letter you want on it. The first press will display the number digit for that key. Subsequent presses will cycle through the alphabetic characters shown on the key face, followed by the number digit again.
3. When the character you want is displayed, press the RIGHT ARROW key to lock in the character and move the cursor to the next character position.
4. If another alphabetic character is to be entered, press the <CTRL> KEY again.

Once the new Username has been entered, press the ENTER button to accept it.

## ACCESS INSTRUCTIONS:

**F7** MANAGEMENT FUNCTIONS

**4** PASSWORD MAINTENANCE

**2** CHANGE USERNAME



**MODIFY USER ACCESS**



NOTE: This function is only available to personnel with Master Password access to Management Functions.

To modify the access privileges assigned to a user, follow these steps:

1. When the Modify User Access button is pressed you will be asked to enter the current 2-digit ID code for this user. Enter the ID code and press ENTER.
2. A dialog box appears, showing a list of all Management Functions that can be assigned to a user.



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**4** PASSWORD MAINTENANCE

**3** MODIFY USER ACCESS



Note: Not all Management Functions are listed; some are reserved for exclusive access via the Master Password. The functions are organized according to functional group (Terminal Close Functions, Diagnostics, Electronic Journal, Terminal Configuration, System Parameters and Key Management). Follow these steps to select/deselect an entire functional group or specific function within a group:

- a.** Use the left and right arrow keys to move the highlight bar up and down in the list. You can highlight a functional group name (Terminal Close Functions, Diagnostics, Electronic Journal, Terminal Configuration, System Parameters and Key Management), or a specific function within a group.
- b.** To deselect ALL the functions within a group, highlight the group name and press the <CTRL> KEY to remove the check mark next to the group name. ALL functions within the group will be deselected (check marks removed), indicating that access to these functions will be denied. To select ALL functions within a group, highlight the group name and press the <CTRL> KEY to add a check mark next to the group name. ALL functions within the group will be selected (check marks added), indicating that access to these functions will be allowed.
- c.** To deselect a specific function within a group, highlight the function and press the <CTRL> KEY to remove the check mark from the function. To select a function, highlight the function and press the <CTRL> KEY to add a check mark.
- d.** Press **ENTER** to accept your choices. The user will be able to access only those functions that were selected (check marks added); all others will be denied.

**ADD USER**



**NOTE:** This function is only available to personnel with Master Password access to Management Functions.

To enter a new user, follow these steps:

1. When the Add User button is pressed you will be asked to enter a 2-digit ID code for this user. By default, the first available ID code will be displayed; to accept it, simply press the ENTER button. If you want to use a different ID code, enter a value between 01 and 99 that is not currently assigned to an existing user and press ENTER.
2. You will be prompted to enter a Username for this user. Enter a name using the alphanumeric keypad, according to the following instructions:
  - a. To enter a digit 0-9, press the key that has that digit.
  - b. To enter a letter, press the <CTRL> key, then press the key that has the letter you want on it. The first press will display the number digit for that key. Subsequent presses will cycle through the alphabetic characters shown on the key face, followed by the number digit again.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 4** PASSWORD MAINTENANCE
- 4** ADD USER
- 
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- 



c. When the character you want is displayed, press the RIGHT ARROW key to lock in the character and move the cursor to the next character position.

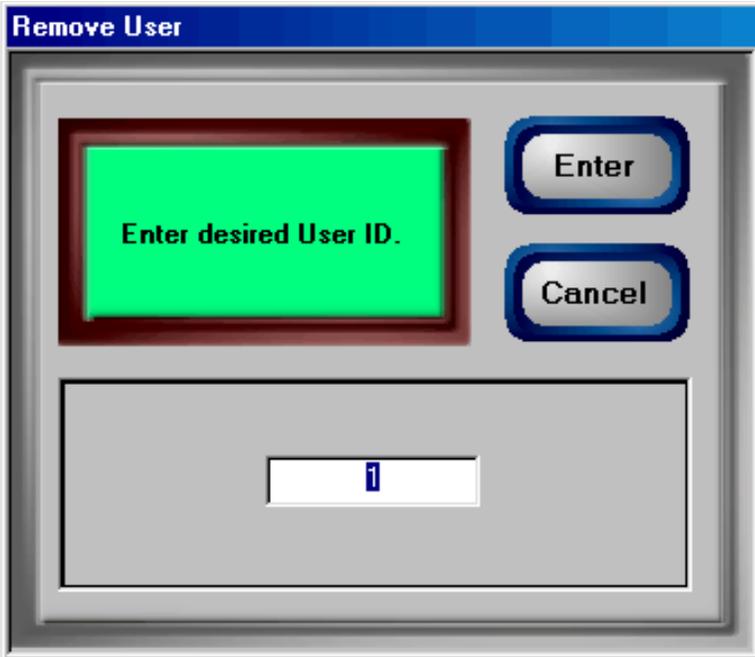
d. If another alphabetic character is to be entered, press the <CTRL> KEY again.

Press ENTER to accept the Username.

3. Next, you will be prompted to enter a password for this user. The password consists of 4-12 numeric digits. For security purposes the digits will be represented by asterisks.
4. You will be prompted to re-enter the password to confirm it was entered correctly.

Once the password is successfully entered, you will be returned to the Password Maintenance main menu.

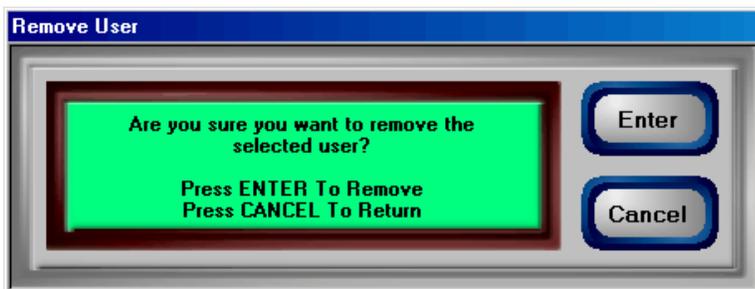
REMOVE USER



**NOTE:** This function is only available to personnel with Master Password access to Management Functions.

To remove an existing user, follow these steps:

1. When the Remove User button is pressed you will be asked to enter the 2-digit ID code for the user you want to remove from the system. Enter the ID code and accept it by pressing the **ENTER** button.
2. You will be prompted to confirm the remove operation:



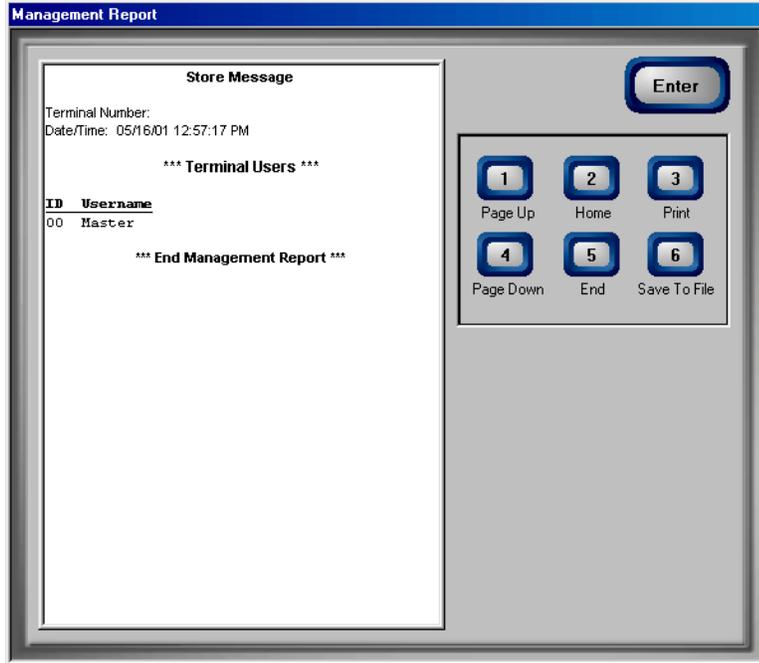
Press **ENTER** to confirm the removal operation, or **CANCEL** to exit without removing the user.

ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 4 PASSWORD MAINTENANCE
- 5 REMOVE USER
- 
- 
- 
- 
- 



**TERMINAL USERS**



This report lists the ID code and corresponding Username for each User on the system.

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

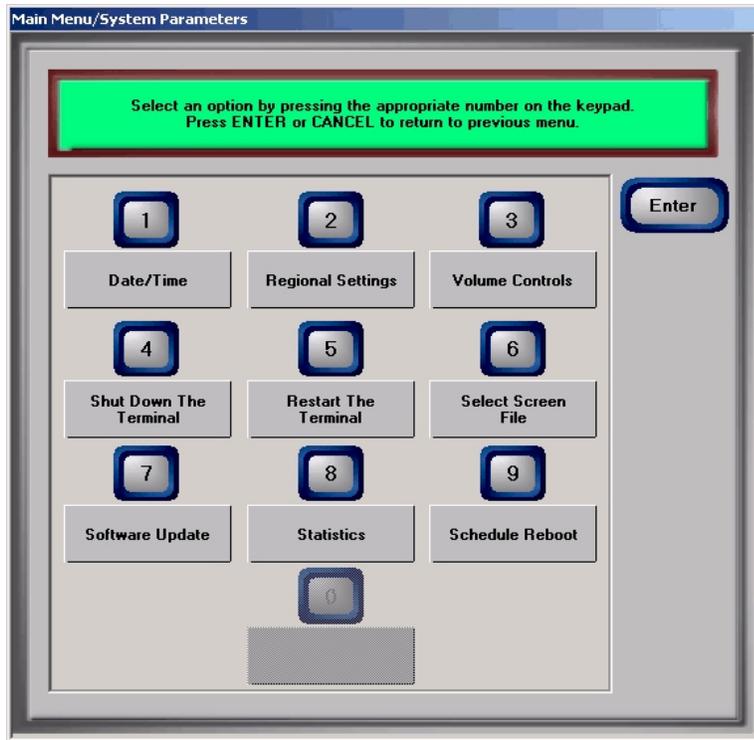
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 4** PASSWORD MAINTENANCE
- 6** TERMINAL USERS



***CHAPTER 10 - SYSTEM PARAMETERS***

**SYSTEM PARAMETERS**



1. **Date and Time.** This function allows you to set the terminal Date and Time properties.
2. **Regional Settings.** Use this function to change the terminal's number (appearance), currency, time, and date settings.
3. **Volume.** This function allows you to raise or lower the speaker volume.
4. **Shut Down The Terminal.** This function will power down the terminal.
5. **Restart The Terminal.** This function will reset (reboot) the terminal.
6. **Select Screen File.** Use this function to select the Triton Screen Manager File that will determine the appearance and functionality of the customer screens.

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**5** SYSTEM PARAMETERS



7. **Software Update.** This function searches for a terminal software installation program on CD. If found, the terminal will be restarted and the installation of the software will be performed automatically.
8. **Statistics.** Generates a Management Report showing the number of terminal startups, normal shutdowns, abnormal shutdowns and terminal uptime.
9. **Schedule Reboot.** This function enables you to establish a time at which a terminal reboot will be performed automatically.

DATE AND TIME



This menu allows you to set the terminal Date and Time properties using the following functions:

1. **Set Date.** Use this function to quickly and easily change the terminal's date property. **Note:** when this menu is first displayed, the current date is shown in the button caption.
2. **Set Time.** Use this function to quickly and easily change the terminal's time property. **Note:** when this menu is first displayed, the current time (at the moment the menu is displayed) is shown in the button caption.
3. **Advanced Settings.** Provides an alternative time/date change dialog, but is primarily used to change the terminal's time zone and daylight savings properties.

ACCESS INSTRUCTIONS:

**F7** MANAGEMENT FUNCTIONS

**5** SYSTEM PARAMETERS

**1** DATE AND TIME



## SET DATE



Use this function to quickly and easily change the terminal's date property.

The appearance of the date field will depend upon the current format settings, established using the **Regional Settings** function. In this example, the month appears first in the date field, followed by the day and year. Follow these steps to change the current date:

1. By default, the **month** in the date field is highlighted. To change it, simply enter the new month (1-12) using the numeric keys.
2. Press the **<RIGHT ARROW>** key to highlight the **day** in the date field. To change it, simply enter the new day (1-31) using the numeric keys.
3. Press the **<RIGHT ARROW>** key to highlight the **year** in the date field. To change it, simply enter the new year using the numeric keys.

The **<LEFT ARROW>** key can be used to move the highlight back to a previous value in the date field.

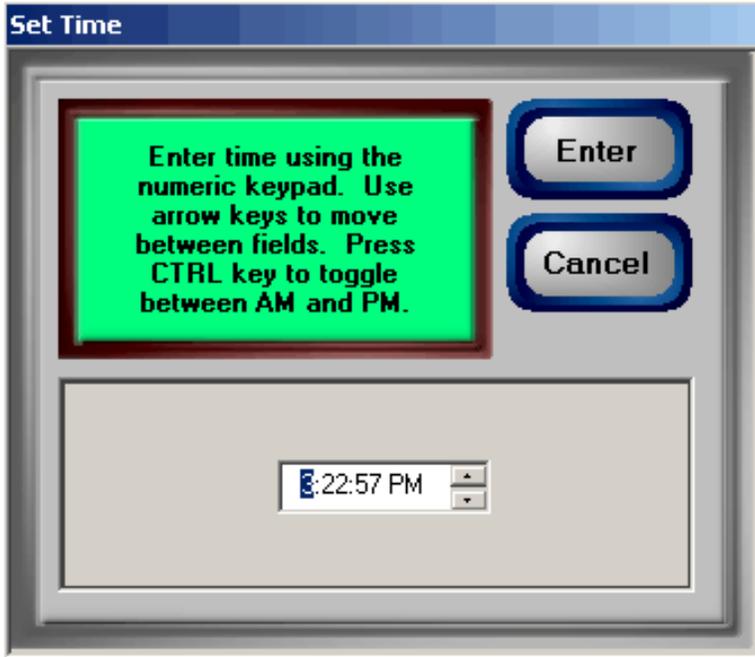
Press **<ENTER>** to accept the new date value, or **<CANCEL>** to exit without changing the date.

## ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 5 SYSTEM PARAMETERS
- 1 DATE AND TIME
- 1 SET DATE



## SET TIME



Use this function to quickly and easily change the terminal's time property.

The appearance of the time field will depend upon the current format settings, established using the **Regional Settings** function.

1. By default, the **hour** in the time field is highlighted. To change it, simply enter the new hour using the numeric keys.
2. Press the **<RIGHT ARROW>** key to highlight the **minute** value. To change it, enter the minute value using the numeric keys.
3. Press the **<RIGHT ARROW>** key to highlight the **second** value. To change it, enter the second value the numeric keys.
4. Press the **<CTRL>** key to change the **AM/PM** indicator.

The **<LEFT ARROW>** key can be used to move the highlight back to a previous value in the time field.

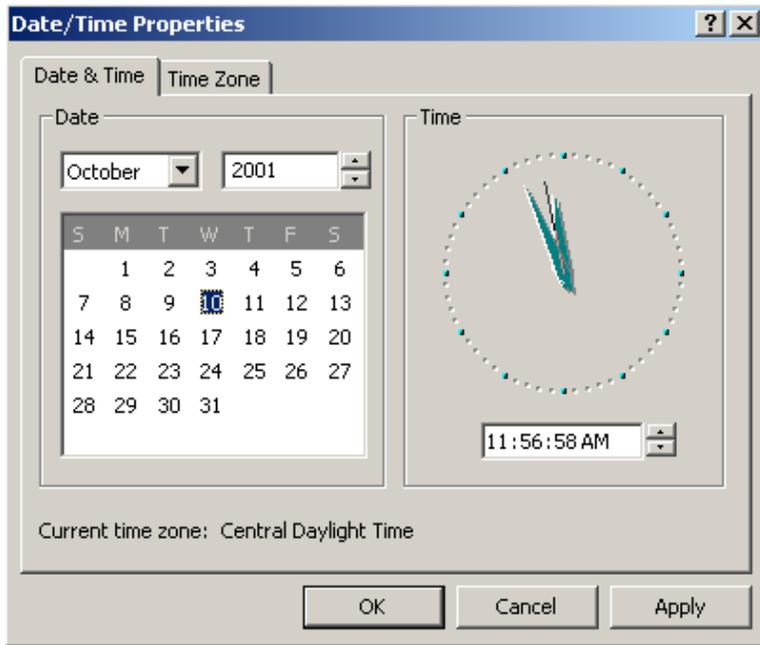
Press **<ENTER>** to accept the new time value, or **<CANCEL>** to exit without changing the time.

## ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 5 SYSTEM PARAMETERS
- 1 DATE AND TIME
- 2 SET TIME



**ADVANCED SETTINGS**



Provides an alternative time/date change dialog, but is primarily used to change the terminal's time zone and daylight savings properties.

This function activates the a Date/Time Properties dialog box. Once it is displayed, you can use it to change the terminal's date/time settings.

You will use the following keyboard keys to navigate the Date/Time Properties dialog:

**<CLEAR>** This key lets you jump from section to section within a dialog. It functions like the TAB key on a PC keyboard. Once a section is "active" (highlighted via a change in color or a dotted border) you can select an option in that area.

**<LEFT/RIGHT ARROW>** Press these keys to cycle through the available options in an area.

**<CTRL>** Press this key to change a checkbox option from the checked and unchecked conditions.

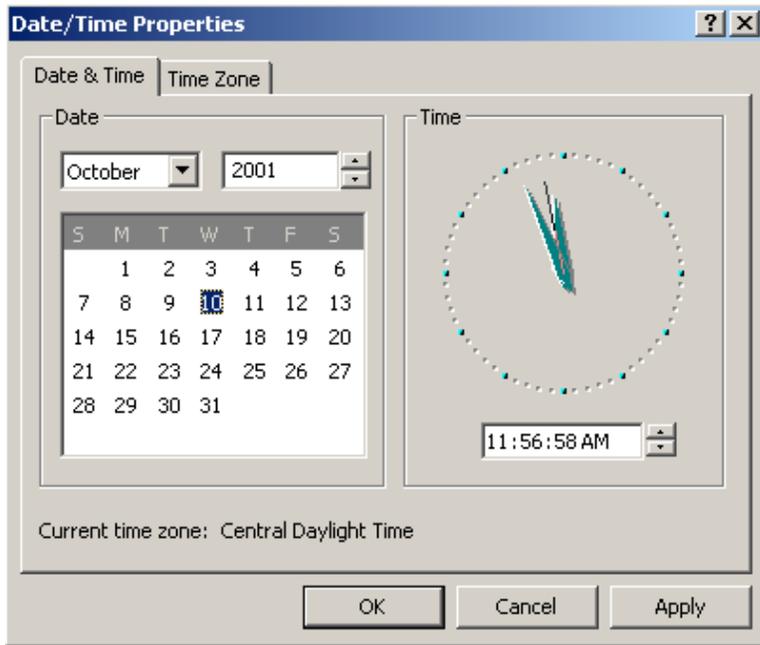
**<CANCEL>** Press this key to immediately return to the System Parameters main dialog.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 1** DATE AND TIME
- 3** **ADVANCED SETTINGS**
- 
- 
- 
- 



**ADVANCED SETTINGS - DATE/TIME**



Follow these steps to change the date/time settings:

**Set the Date**

1. **Set the Month.** When the Windows Date/Time Properties dialog is displayed, the month is highlighted. If for some reason it is not, press the **<CLEAR>** key as needed to highlight it. Once it is highlighted you can use the left/right arrow keys on the keyboard to choose the month.
2. **Set the Year.** Highlight the current year value. Type the new year.
3. **Set the Day.** Move the highlight mark into the calendar area (not the dotted border around the currently highlighted day) and then use the arrow keys to select a day.

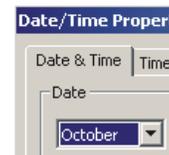
**Set the Time**

1. **Set the Hour.** Move the highlight mark into the time-set are. The hour is highlighted first. Enter the hour using the numeric (0-9) keys on the keypad.

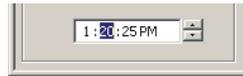


**ACCESS INSTRUCTIONS:**

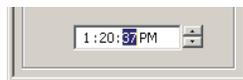
- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 1** DATE AND TIME
- 3** ADVANCED SETTINGS
- [ ]**
- [ ]**
- [ ]**
- [ ]**



- 2. Set the Minute.** Move the highlight mark again to select the minute setting. Enter the minute using the numeric (0-9) keys on the keypad.



- 3. Set the Seconds.** Move the highlight mark again to select the seconds setting. Enter the seconds using the numeric (0-9) keys on the keypad.



- 4. Set the AM/PM indicator.** Move the highlight mark again to select the AM/PM. Press the arrow keys to choose the appropriate setting.

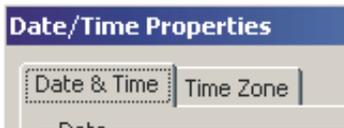


**ADVANCED SETTINGS - TIME ZONE**



**Set the Time Zone and Daylight Savings Setting**

To change the time zone setting, press the **<CLEAR>** key as needed to highlight the title of the Date & Time dialog tab. Press the **<RIGHT ARROW>** key to move the highlight to the title of the Time Zone tab.



Follow these steps to change the time zone and daylight savings settings:

- 1. Set the Time Zone.** Press the **<CLEAR>** key on the keypad to highlight the list of time zones. Use the left and right arrow keys to select a time zone, as shown in this example:

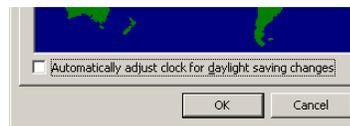
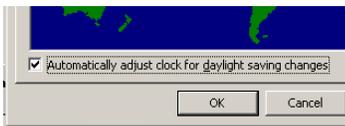
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 1** DATE AND TIME
- 3** ADVANCED SETTINGS
- [ ]**
- [ ]**
- [ ]**
- [ ]**





2. Move the highlight mark to the Daylight Savings option. Press the **<CTRL>** key to check or uncheck the option, as appropriate:



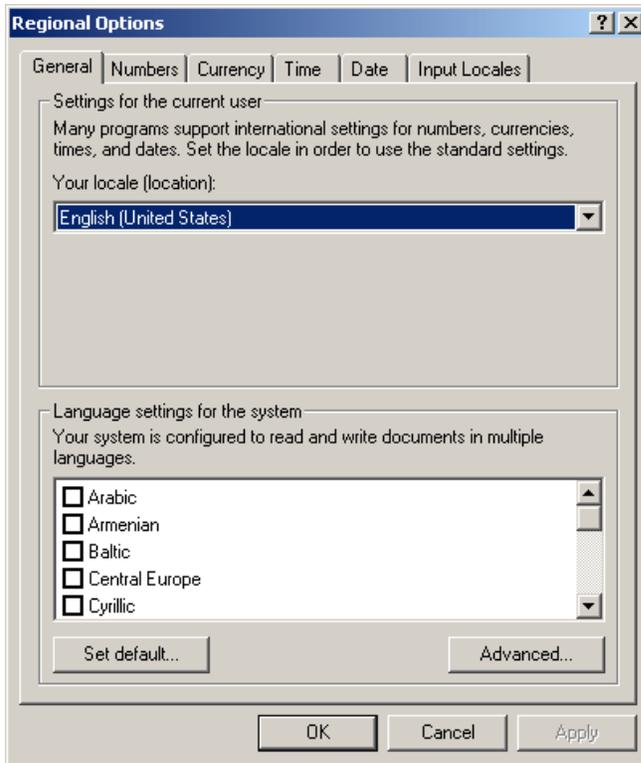
### Accepting the Date/Time Settings

Once the Date/Time settings have been configured, move the highlight mark to the **OK** command button:



Press the **<ENTER>** key on the keypad to accept, or press the **<CANCEL>** key to exit without making any changes.

**REGIONAL SETTINGS**



The language and the way numbers, dates and times are displayed are not the same in all regions of the world. Users speak different languages, and write numbers, currency values and dates differently. Customizing the terminal to reflect your location on the globe is the job of the Regional Settings function. You will use it to tell the terminal's operating system where you are in the world and how you want to display numbers, currency, time, and date entries on receipts, reports and screen dialogs.

The Regional Settings Properties dialog is divided into six sections, each on a separate tab of the Regional Options dialog:

- General
- Numbers
- Currency
- Time
- Date
- Input Locales (this tab is not applicable to the operation of the terminal and will not be discussed further).

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 2** REGIONAL SETTINGS
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

**Navigating the Regional Settings Dialog:**

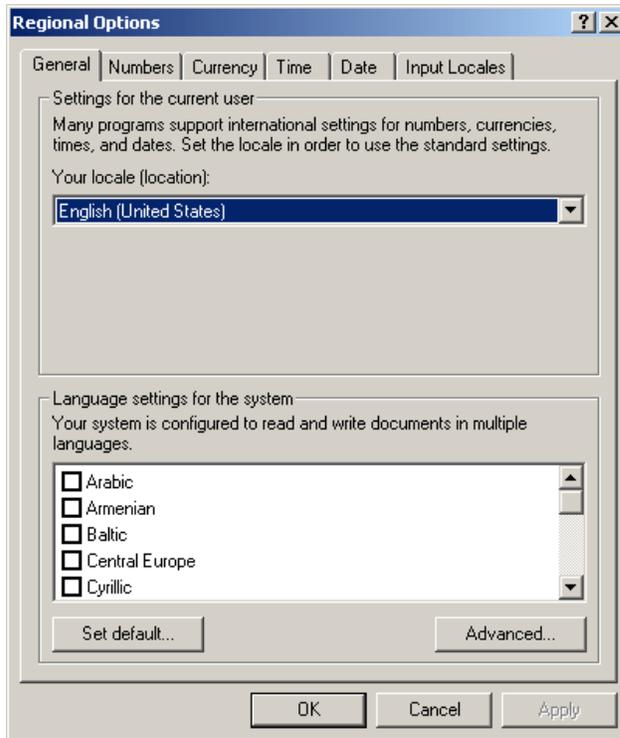
You will use the following keyboard keys to navigate the Regional Settings dialog:

1. **<CANCEL>**. Aborts the current operation. Acts like the ESC key on the PC keyboard.
2. **<CLEAR>**. Moves to the next field in a dialog box. Acts like the TAB key on the PC keyboard.
3. **<ENTER>**. Accepts the current entry or selection. Acts like the ENTER or RETURN key on the PC keyboard.
4. **<CTRL>**. This is the unlabeled (blank) key in the lower-right corner of the keypad. Used to select alphabetic characters during text entry. Also acts like the SPACE bar on the PC keyboard, to check or uncheck a checkbox control.
5. **<LEFT/RIGHT ARROW>** Press these keys to cycle through the available options in an area.
6. **ALPHANUMERIC KEYS**. To enter a digit 0-9, press the key that has that digit. To enter a letter, press the **<CTRL>** key, then press the key that has the letter you want on it. The first press will display the number digit for that key. Subsequent presses will cycle through the alphabetic characters shown on the key face, followed by the number digit again.

When the character you want is displayed, press the **<RIGHT ARROW>** key to lock in the character and move to the next character position. If another alphabetic character is to be entered, press the **<CTRL>** key again. Table 2-2, Keyboard Characters, shows the number of keypresses (1-6) required to access the characters available from each key.

The following pages describe the function of each tab.

## REGIONAL SETTINGS - GENERAL



Making a selection using the General tab will affect the default settings for numbers, currency, dates and time values displayed in the other areas of the dialog. For the majority of users, the default settings will be suitable, so it is best not to change them unless you have a specific reason.

Select your location. Press the **<CLEAR>** key as needed to highlight the **Locale** list. Press the arrow keys as necessary to choose the appropriate country.

Select the language. Press the **<CLEAR>** key as needed to highlight the **Language Settings for the system** list. Press the arrow keys as necessary to highlight a language, and use the **<CTRL>** key to select/deselect the language.

To accept the current settings and return to the System Parameters main menu, highlight the **OK** command button and press the **<ENTER>** key. To accept the settings and remain in the Regional Settings dialog, highlight the **APPLY** command button and Press **<ENTER>**. To exit without accepting any changes, press the **<CANCEL>** key.

## REGIONAL SETTINGS - NUMBERS

The screenshot shows a dialog box titled "Regional Options" with a "Numbers" tab selected. The "Appearance samples" section shows "Positive: 123,456,789.00" and "Negative: -123,456,789.00". Below this are several settings, each with a dropdown menu:

- Decimal symbol: [.]
- No. of digits after decimal: [2]
- Digit grouping symbol: [,]
- Digit grouping: [123,456,789]
- Negative sign symbol: [-]
- Negative number format: [-1.1]
- Display leading zeros: [0.7]
- List separator: [,]
- Measurement system: [U.S.]

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

This tab lets you adjust the way the terminal displays numbers. The default settings are standard for the normally accepted way of working, but you may have personal preferences or a specific need to show them differently.

The dialog consists of a number of parameter fields. To change a setting, press the **<CLEAR>** key as needed to highlight a field. If multiple choices are available in the field, press the arrow keys as necessary to select a choice. In some cases none of the standard settings may satisfy your requirements, so you will enter a value of your own choosing.

To accept the current settings and return to the System Parameters main menu, highlight the **OK** command button and press the **<ENTER>** key. To accept the settings and remain in the Regional Settings dialog, highlight the **APPLY** command button and Press **<ENTER>**. To exit without accepting any changes, press the **<CANCEL>** key.

**Appearance Field.** The Appearance field at the top of the Number tab changes with each choice you make to show you how numbers will appear.

**Decimal Symbol.** The usual symbol for a decimal point is a period (.), and this is what is selected as the default. If you need to change this, simply replace the period with the desired punctuation mark.

**No. Of Digits After Decimal.** This determines whether a whole number is displayed on its own or with zeroes after it. For example, 100 is displayed when this number is set to 0; set it to 2 and 100.00 is shown.

**Digit Grouping Symbol.** Used to determine the symbol to use for groups of digits in larger numbers. Normally a comma is used, as in numbers such as 10,000 or 1,000,000.

**Digit Grouping.** Determine how and whether numbers are grouped, as in 123456789 (no grouping), 12,34,56,789, or 123,456,789.

**Negative Sign Symbol.** The standard negative sign symbol is the minus sign (-); you can change the format in which a negative number is displayed in the Negative Number Format field.

**Negative Number Format.** Review the available options. You can place the negative symbol in front (with or without a space) or behind the number, or in parentheses.

**Display Leading Zeroes.** Determines whether the number is displayed with a leading zero such as 0.7 or .7.

**List Separator.** Sets which symbol is used to separate items in a list, as in 100, 1245, 764. Typically, a comma (,) is used, but common alternatives are a colon or semi-colon (: or ;).

**Measurement System.** With U.S. settings, you can choose either Metric (meters, centimeters, liters, and so on) or U.S. measurement (feet, inches, gallons, ounces, pounds, etc.). The British setting will default to the metric system.

## REGIONAL SETTINGS - CURRENCY

The screenshot shows a dialog box titled "Regional Options" with a "Currency" tab selected. The "Appearance samples" section shows "Positive: \$123,456,789.00" and "Negative: (\$123,456,789.00)". Below this are several dropdown menus for "Currency symbol" (set to \$), "Positive currency format" (set to \$1.1), "Negative currency format" (set to (\$1.1)), "Decimal symbol" (set to .), "No. of digits after decimal" (set to 2), "Digit grouping symbol" (set to .), and "Digit grouping" (set to 123,456,789). At the bottom are "OK", "Cancel", and "Apply" buttons.

This dialog controls the display of monetary values.

The dialog consists of a number of parameter fields. To change a setting, press the **<CLEAR>** key as needed to highlight a field. If multiple choices are available in the field, press the arrow keys as necessary to select a choice. In some cases none of the standard settings may satisfy your requirements, so you will enter a value of your own choosing.

To accept the current settings and return to the System Parameters main menu, highlight the **OK** command button and press the **<ENTER>** key. To accept the settings and remain in the Regional Settings dialog, highlight the **APPLY** command button and Press **<ENTER>**. To exit without accepting any changes, press the **<CANCEL>** key.

**Appearance Field.** The Appearance field at the top of the Number tab changes with each choice you make to show you how currency values will appear.

**Currency Symbol.** First, select the symbol for the currency. In the United States, this is obviously the dollar sign (\$).

**Positive Currency Format.** Select the location of the symbol. In the United States, the dollar sign is placed in front of the amount, but in other countries, it may be placed after it. Swedes, for example, place their currency symbol (Kr for Kroner) after the numerical value (100Kr). You also can elect to have a space between the currency symbol and the figures if you need to.

**Negative Currency Format.** Choose to have the amount displayed in parentheses or with a minus sign in front. There are 16 different options for displaying a negative amount.

**Decimal Symbol.** Usually, the decimal symbol is a period, and this is the default setting in this field.

**No. of Digits After Decimal.** Again, most currencies don't use fractions, so the number of digits after the decimal is set to two (for example, \$6.38) in this field.

**Digit Grouping Symbol.** Determine the symbol to use for groups of digits in larger numbers. Normally a comma is used, as in numbers such as 10,000 or 1,000,000.

**Digit Grouping.** Determine how and whether numbers are grouped, as in 123456789 (no grouping), 12,34,56,789, or 123,456,789.

## REGIONAL SETTINGS - TIME

In the United States and most English-speaking countries, the standard is the Gregorian calendar. This option in the Date settings window is selected when you choose the language in the General tab of the Regional Settings dialog.

Both long and short methods of displaying the date can be adjusted separately using the rest of the options in this window. Samples are provided in their respective sections, which will show all the changes you made immediately after you change the settings.

To change a setting, press the **<CLEAR>** key as needed to highlight a field. If multiple choices are available in the field, press the arrow keys as necessary to select a choice.

In some cases none of the standard settings may satisfy your requirements, so you will enter a value of your own choosing.

To accept the current settings and return to the System Parameters main menu, highlight the **OK** command button and press the **<ENTER>** key.

To accept the settings and remain in the Regional Settings dialog, highlight the **APPLY** command button and Press **<ENTER>**. To exit without accepting any changes, press the **<CANCEL>** key.

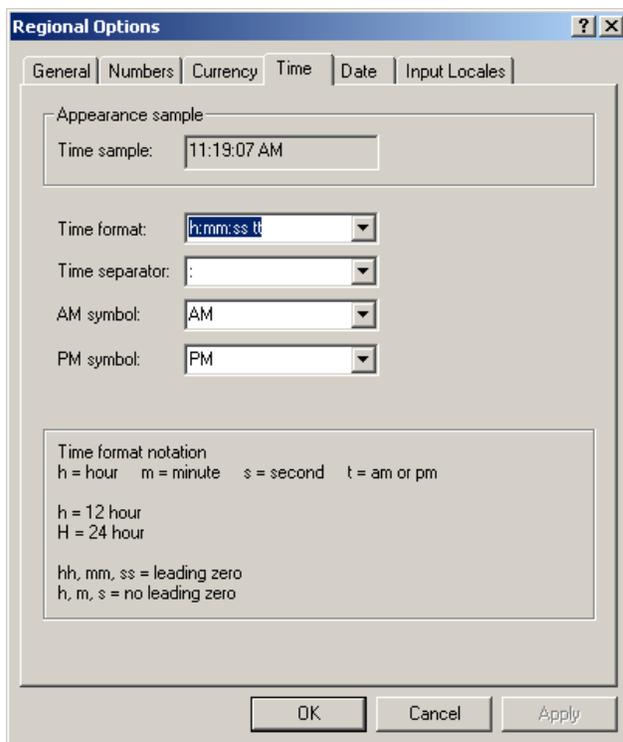
By default in the U.S. region, the short date is displayed as M/d/yy, which means the month number is first, followed by the day, and then the last two digits of the year (8/10/98). There are several different options here, ranging from the one just described to yyyy-mm-dd (1998-08-10).

Notice the alternative date Separator, which also can be changed on its own using the next option in the list. The long date format has four different styles available that show the day of the week, as well as the month name in full, date, and year.

The standard option is dddd, MMMM, dd, yyyy (Monday, August 10, 1998) and the other choices are MMMM, dd, yyyy (August 10, 1998), dddd, dd MMMM, yyyy (Monday, 10 August, 1998), and dd MMMM, yyyy (10 August, 1998).

Using these standards, you can rearrange the options to show the date in any style or combination you like. Simply type in the order you want. Use dddd for the day of the week, dd for the date number, MM for the month number and MMMM for the month name. The year can be yy for the last two digits or yyyy for all four, something you may want to change as we approach the millennium.

## REGIONAL SETTINGS - DATE



You can adjust the way the time is displayed from this option tab.

To change a setting, press the **<CLEAR>** key as needed to highlight a field. If multiple choices are available in the field, press the arrow keys as necessary to select a choice.

In some cases none of the standard settings may satisfy your requirements, so you will enter a value of your own choosing.

To accept the current settings and return to the System Parameters main menu, highlight the **OK** command button and press the **<ENTER>** key. To accept the settings and remain in the Regional Settings dialog, highlight the **APPLY** command button and Press **<ENTER>**. To exit without accepting any changes, press the **<CANCEL>** key.

The default setting is to show the hours, minutes, and seconds along with a.m. or p.m. as applicable.

There are four options here, showing the hour as one or two digits (4 or 04) and using the 12- or 24-hour clock. This means 4:00 in the afternoon can be displayed as 4:00:00 p.m. (with or without a preceding 0) or 16:00:00. A colon is the standard time separator, but you could make it something else if you prefer.

Standard English settings for a.m. and p.m. are shown here, and again, these can be changed if required.

VOLUME



This dialog box will allow you to adjust the speaker volume. Press the key 1 key to raise the volume, and the 2 key to lower the volume. The indicator bar will provide a visual indication of the current volume level.

ACCESS INSTRUCTIONS:

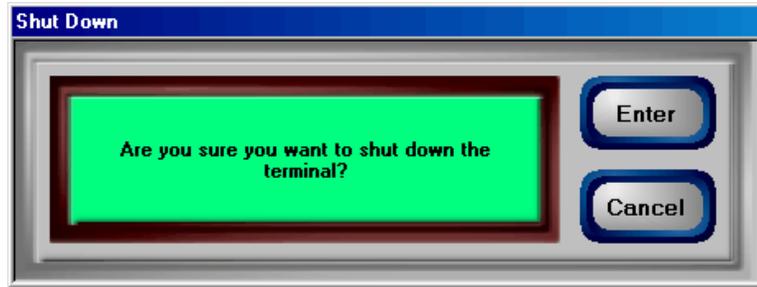
F7 MANAGEMENT FUNCTIONS

5 SYSTEM PARAMETERS

3 VOLUME



**SHUT DOWN THE TERMINAL**



**Initiating this function will power down the terminal!** Press the Enter key at the prompt to initiate the shutdown operation. Once powered down, you will have to manually restore power to the Cash Dispenser, using the following steps:

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

**WARNING**

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the **PWR** button on the control chassis distribution panel, as shown in Figure 10-1. Press and briefly hold in the button to initiate the restart.
3. The terminal software will re-initialize. When complete, the Top Menu appears. After about a 30-second delay, the Customer Welcome screen will appear. The terminal will resume normal operations.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 4** SHUT DOWN THE TERMINAL

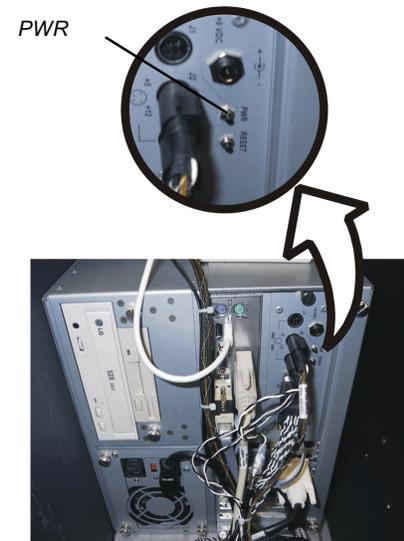
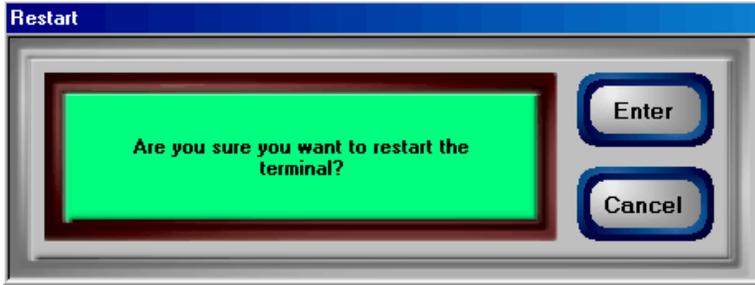


Fig. 10-1. Location of the Power ON/OFF Buttons.

RESTART THE TERMINAL



**Initiating this function will reboot the terminal!** Be aware that several minutes may elapse before the terminal is operational again.

Press the <ENTER> key at the prompt to initiate the restart operation. When complete, the Top Menu appears. After about a 30-second delay, the Customer Welcome screen will appear. The terminal will resume normal operations.

ACCESS INSTRUCTIONS:

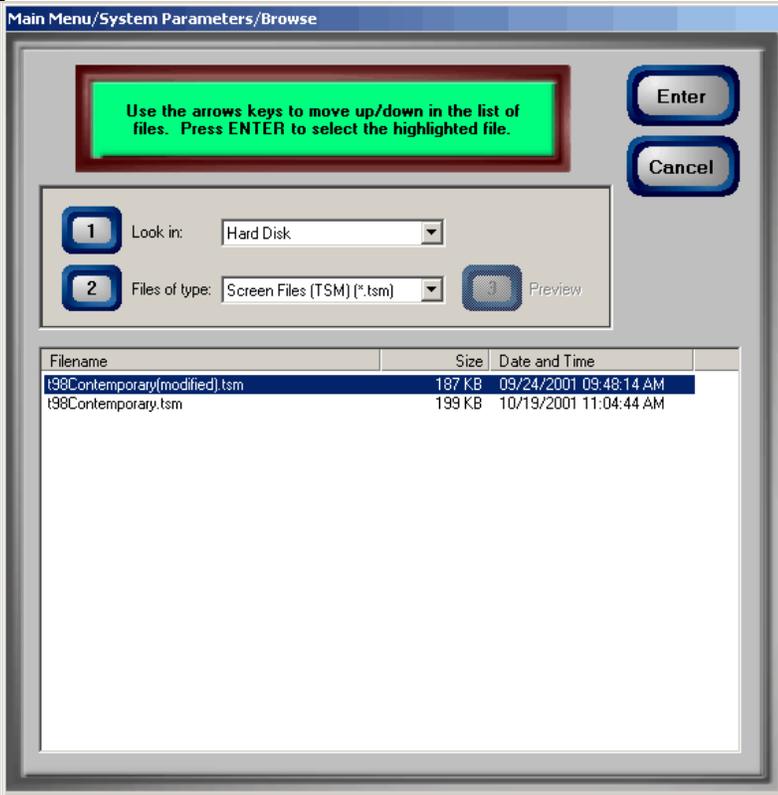
**F7** MANAGEMENT FUNCTIONS

**5** SYSTEM PARAMETERS

**5** RESTART THE TERMINAL



**SELECT SCREEN FILE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 6** SELECT SCREEN FILE
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

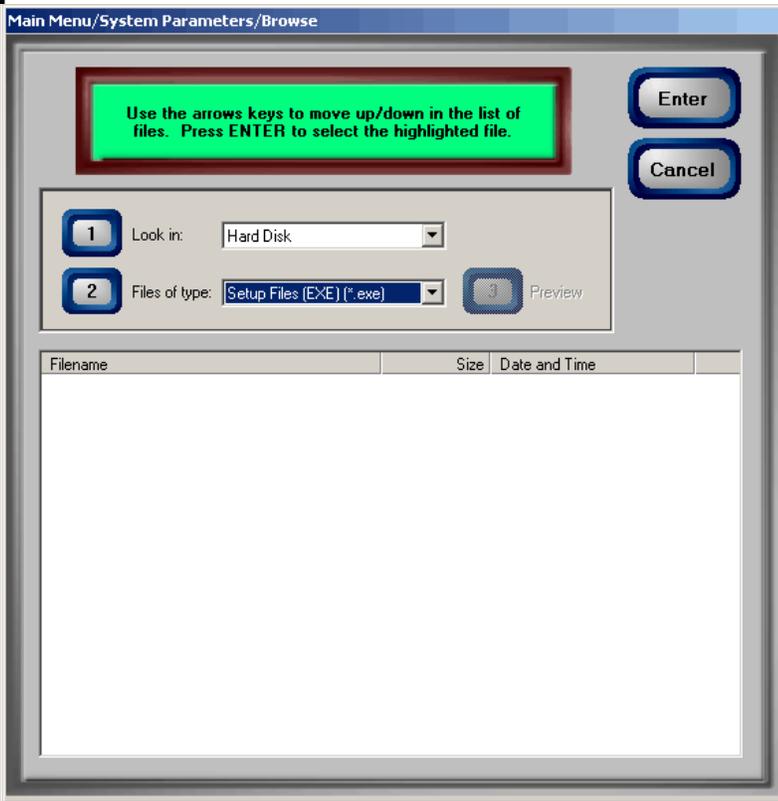
The Select Screen File function uses a browse dialog to select a Triton Screen Manager file that will determine the appearance and functionality of customer screens. The browse controls are described below:

1. **Look In.** Press this button to cycle through the available locations for screen files: Hard Disk, CD ROM, or Floppy Drive.
2. **Files of Type.** Selects the file type to browse for. The default file type is Triton Screen Manager (.TSM).

The File List shows the screen manager files in the selected location. The Filename, Size and Date/Time attributes are shown for each file. Use the Left Arrow or Right Arrow keys to highlight a file.

Press the **<ENTER>** button to accept the currently highlighted file, or **<CANCEL>** to exit without making a selection. **Note:** Once a screen file has been accepted, the terminal must be restarted to see the changes. A dialog will appear that gives you the option of restarting the terminal immediately. Press **<ENTER>** to restart the terminal, or **<CANCEL>** to exit.

SOFTWARE UPDATE



ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 5 SYSTEM PARAMETERS
- 8 SOFTWARE UPDATE
- 
- 
- 
- 
- 

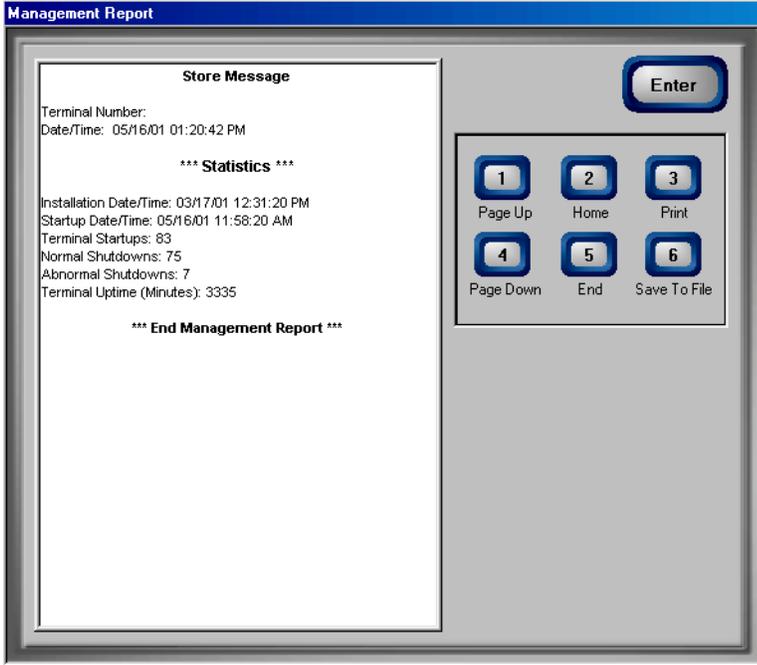
This function uses a browse dialog to select a software update file. The browse controls are described below:

1. **Look In.** Press this button to cycle through the available locations for update files: Hard Disk, CD ROM, or Floppy Drive.
2. **Files of Type.** Selects the file type to browse for. The default file type is Executable (.EXE).

The File List shows the software update files in the selected location. The Filename, Size and Date/Time attributes are shown for each file. Use the Left Arrow or Right Arrow keys to highlight a file.

Press the <ENTER> button to accept the currently highlighted file, or <CANCEL> to exit without making a selection. **Note:** Once an update file has been accepted, the terminal will automatically install the file and restart the terminal. A dialog will appear that gives you the option of proceeding with the installation or of aborting the operation. Press <ENTER> to proceed with the installation, or <CANCEL> to exit.

**STATISTICS**



Generates a Management Report showing the number of terminal startups, normal shutdowns, abnormal shutdowns and terminal uptime.

To generate the statistics report, press the **9** key on the keypad while the System Parameters main dialog is visible. The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

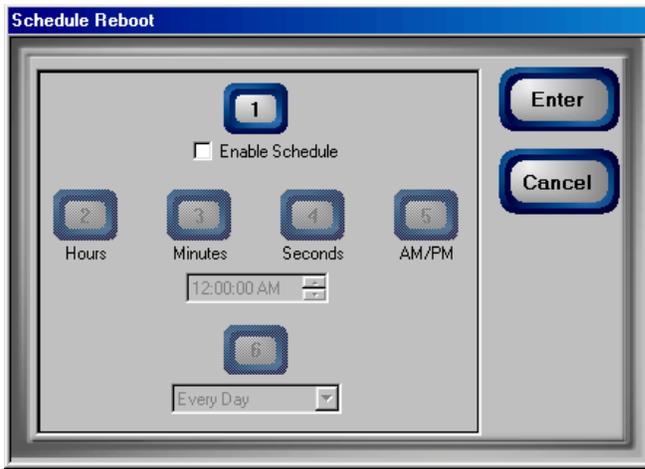
**F7** MANAGEMENT FUNCTIONS

**5** SYSTEM PARAMETERS

**9** STATISTICS



**SCHEDULE REBOOT**



This function allows you to enable/disable the Schedule Reboot function and to specify a time of day at which a reboot of the terminal will be performed.

If the Schedule Reboot function is enabled, a reboot will be automatically initiated at the specified time of day.

**Enable/Disable Schedule**

The current state of the Schedule Reboot function is shown by the Enable Schedule checkbox. If the box is checked, the Schedule Close function is enabled. If the box is not checked, the function is disabled. Press the <1> key on the ATM keypad to switch the checkbox between enabled (checked) and disabled (not checked).

**Time Set/Day Select Feature**

Use the <2>, <3>, <4> and <5> keys on the ATM keypad to choose the Hours, Minutes, Seconds and AM/PM setting (respectively) at which the scheduled close is to be performed. Pressing a key repeatedly will cause the associated field to cycle through the available values. The current time setting appears in a small text window below the time set buttons. Use the <6> key to select a specific day of the week (Sunday, Monday, Tuesday, etc.), or a setting of Everyday, to determine the day(s) of the week to which the scheduled time applies.

Press <ENTER> on the ATM keypad to accept the Schedule Reboot settings and return to the System Parameters main menu window, or press <CANCEL> to exit without making any changes.

**ACCESS INSTRUCTIONS:**

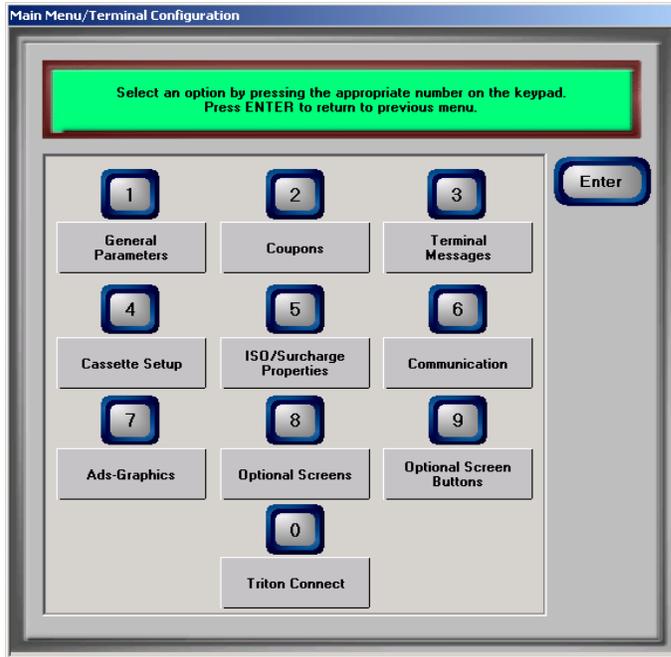
- F7** MANAGEMENT FUNCTIONS
- 5** SYSTEM PARAMETERS
- 0** SCHEDULE REBOOT
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**





## ***CHAPTER 11 - TERMINAL CONFIGURATION***

**TERMINAL CONFIGURATION**



1. **General Parameters.** Enables you to view and/or configure general terminal parameters such as Terminal Number, Default Language, Transaction Type and Account Type.
2. **Coupons.** Allows you to configure printed and dispensed coupon parameters.
3. **Terminal Messages.** Allows you to enter the text for the terminal messages such as Welcome Message, Marketing Message and Surcharge Owner Message.
4. **Cassette Setup.** Enables you to view and/or configure withdrawal amounts, Fast Cash amounts, Surcharge Amount and Block ISO Numbers.
5. **Surcharge Properties.** Allows you to set the suraharge type and amount and to manage ISO numbers.
6. **Communication.** Enables you to view and/or configure phone parameters such as Primary and Backup Telephone Numbers, Dial Mode, and Modem Baud Rate.
7. **Ads/Graphics.** Allows you to view and/or configure Ad graphic display properties such as Duration, Active Hours and Active Ad Fields.

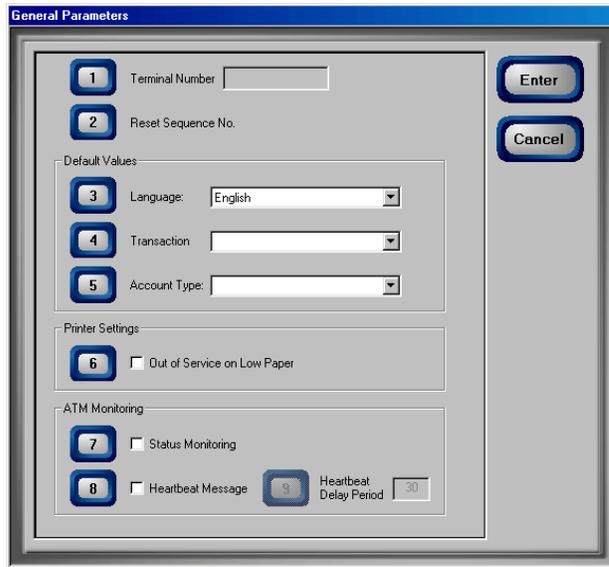
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION



8. **Optional Screens.** Enables you to view and/or configure Optional Screens.
9. **Optional Screen Buttons.** Enables you to view and/or configure Optional Screen Buttons.
0. **Triton Connect.** Enables you to view and/or configure Triton Connect and alarm monitoring parameters.

**GENERAL PARAMETERS**



1. **Terminal Number.** A string of characters that identifies the terminal to the Processor. The string can be between 6 and 16 characters. MUST be set before the terminal can go on-line or download the Comms Key.
2. **Reset Sequence Number.** Resets the sequence number that is printed on the journal printout and receipt to '00000000'.
3. **Default Language.** Select the language that will be used to display/print customer and management reports and receipts.
4. **Default Transaction Type.** Enables a default transaction type to be presented to the customer: WITHDRAWALS, TRANSFERS or BALANCE INQUIRIES.
5. **Default Account Type.** Enables a default account type to be used for customer transactions: CHECKING, SAVINGS, OR CREDIT CARD.
6. **Out of Service on Low Paper.** If checked the terminal will enter an Out of Service condition when the amount of paper on the receipt paper spool crosses the low paper threshold.
7. **Status Monitoring.** Sends operational status information to the processor during certain transactions, such as the Transaction Request Message, Comms Key Download, and Reversal Request.

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

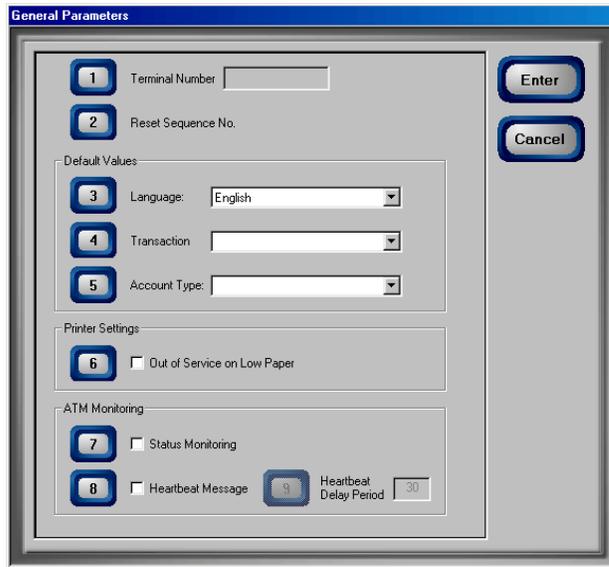
**6** TERMINAL CONFIGURATION

**1** GENERAL PARAMETERS



8. **Heartbeat Message.** Enables reporting communications system status to the Host Processor.
9. **Delay Period.** Sets the time interval that must expire before a Heartbeat Message will be sent. It is specified in minutes.

**TERMINAL NUMBER**



**IMPORTANT: The Cash Dispenser will not function on-line without a valid TERMINAL #.**

The TERMINAL # is a unique string of characters provided by your processor to identify the Cash Dispenser when a transaction is taking place. It can contain numbers and letters. The minimum number of characters is 6 and the maximum is 16.

This parameter **MUST** be set before the Cash Dispenser can go on-line and perform transactions.

When this function is selected, a data entry dialog is displayed. The current TERMINAL #, if one was previously entered, is shown. If it is to be changed, enter the new number using the following instructions.

To enter a digit 0-9, press the key that has that digit. To enter a letter, first press the <CTRL> key, then press the key that has the letter you want on it. The first press of the key will display the first character above the number. Subsequent presses will display the characters in sequence. When the character you want is displayed, press the <RIGHT ARROW> key to 'lock in' the letter. If your next character is a letter, you must press the <CTRL> key again.

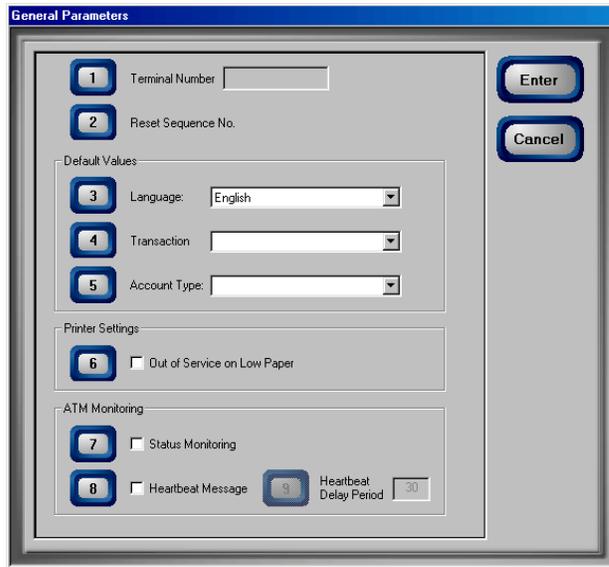
When you have entered all of the characters, press the Enter key to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 1** TERMINAL NUMBER
- 
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**RESET SEQUENCE NUMBER**



**NOTE: This feature is not supported by all processors.**

Select this option to reset the sequence number that is printed on the journal printout and receipt to '00000000'. Press Enter at the confirmation dialog to proceed with the operation, or Cancel to exit.

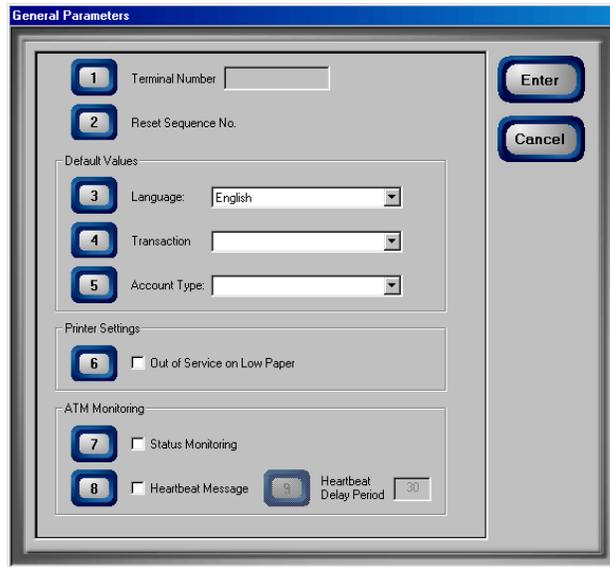
Resetting the sequence number is an operation that should usually be performed at the request of your processor. Use of this function is not required during normal operation.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 2** RESET SEQUENCE NUMBER



**DEFAULT LANGUAGE**



The default language is the language that is **initially displayed on customer transaction screens**. This language will be used for all screens unless changed by the customer (if this option is made available to the customer). In most cases you will select a default language based on the terminal's location and customer language considerations. Usually, the default language will suffice for the majority of your intended customers.

In other cases you may want to give customers the option of selecting a different language than the default language. You can give customers this option by providing a language selection screen, which let's them select their language of choice. When an optional language is selected, the Cash Dispenser uses the language in all transaction screens for the current customer's session only, returning to the default language for subsequent customers. See the description of the Optional Screens function for more information.

If the option to allow customer selection of a language has been enabled through the Optional Screens function, the default language choice can be superseded for the current transaction, at customer discretion.

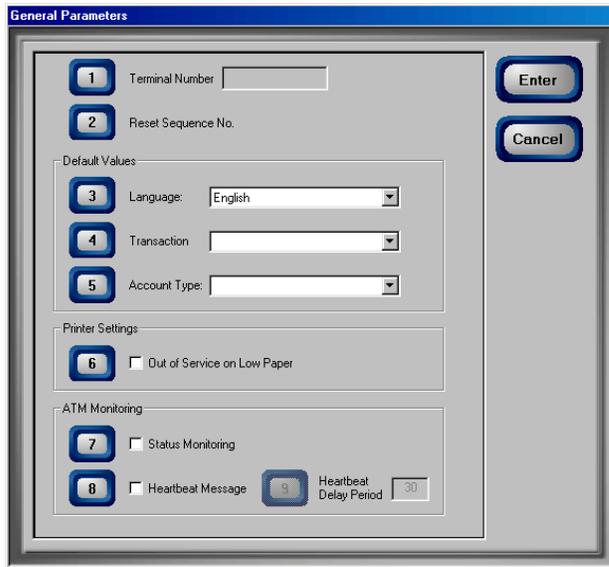
Press the <3> key on the keypad repeatedly to cycle through the available default language choices. The current language is displayed in the text box. Press <ENTER> to accept this language, or <CANCEL> to exit without changing the current default language.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 3** DEFAULT LANGUAGE
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**DEFAULT TRANSACTION TYPE**



In most cases you will offer the customer a number of transaction options, such as transfers and balance inquiries, in addition to withdrawals. In some instances, however, additional transaction options may not be available, or if available they may not be enabled for display to the customer.

**The default transaction type (such as withdrawals) is the transaction type that you want to be presented to the customer *if no other transaction options are available or enabled.***

Alternative transaction options, if used, are enabled/disabled using the Optional Screen Buttons function. See the description of the Optional Screen Buttons function for more information on configuring optional transaction type selections.

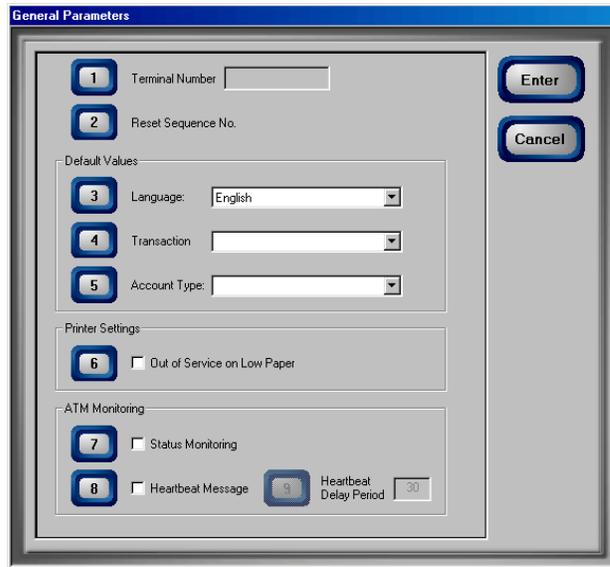
Press the <4> key on the keypad repeatedly to cycle through the available default transaction types. The current default transaction type is displayed in the text box. Press <ENTER> to accept this choice, or <CANCEL> to exit without changing the current default transaction type.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 4** TRANSACTION
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**DEFAULT ACCOUNT TYPE**



In most cases you will offer the customer a number of account options, such as savings or credit card accounts, in addition to checking accounts. In some instances, however, additional account options may not be available, or if available they may not be enabled for display to the customer.

**The default account type is the account type (such as checking) that you want to be presented to the customer *if no other account options are available or enabled.***

Alternative account options, if used, are enabled/disabled using the Optional Screens and Optional Screen Buttons functions. See the description of the Optional Screens and Optional Screen Buttons functions for more information on configuring optional account type selections.

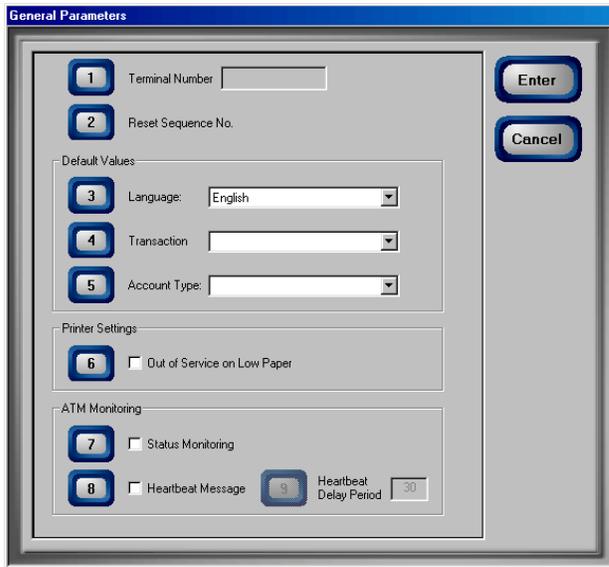
Press the <5> key on the keypad repeatedly to cycle through the available default account types. The current default account type is displayed in the text box. Press <ENTER> to accept this choice, or <CANCEL> to exit without changing the current default account type.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 5** ACCOUNT TYPE



**OUT OF SERVICE ON LOW PAPER**



This option lets you determine how the terminal will respond to a low receipt paper condition.

If you want the terminal to remain in service and continue to accept customer transactions, despite the low receipt paper condition, then enable this option.

If you want the terminal to go out of service when a low receipt paper condition occurs, then disable this option. Disabling this option will allow the terminal to report a Receipt Printer Paper Low condition (Error Code 183), and will place the terminal out of service until the receipt paper is replenished.

Press the <6> key on the keypad to cycle the option between the checked (terminal will go out of service) and unchecked (terminal will remain in service) conditions. Press <ENTER> to accept the current choice, or <CANCEL> to exit without changing it.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 6** OUT OF SERVICE ON LOW PAPER



**STATUS MONITORING**

Status monitoring is a feature that is available with selected processor software. When enabled the terminal will send operational status information to the processor during certain transactions with the processor. The status information is sent in a data field that is part of any of the following messages sent to the processor:

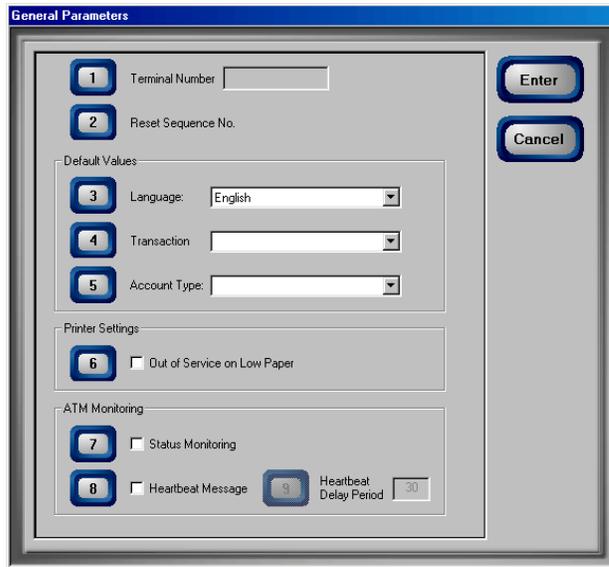
1. A Transaction Request Message
2. Configuration Table Download Request Message (Comms Key Download)
3. Host Totals Download Request Message
4. Reversal Request Message.

Press the <7> key on the keypad to cycle the option between the checked (enabled) and unchecked (disabled) conditions. Press <ENTER> to accept the current choice, or <CANCEL> to exit without changing it.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 7** STATUS MONITORING
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

**HEARTBEAT MESSAGE**



The HEARTBEAT MESSAGE feature is designed to provide a means of reporting communications system status to the host processor.

When this feature is enabled (checked), the terminal will call the host after a period of inactivity. During this call, the terminal will request a COMMS KEY DOWNLOAD (the normal configuration download request), and will also report status (if the Status Monitoring function is enabled). This allows the host to determine if a particular terminal is still in operation, even though it may not be performing any transactions at the time.

Listed below are reasons why Heartbeat Message calls will not be received at the host either when expected or at all.

**Feature Not Turned On**

Obviously, if the feature is not enabled, no Heartbeat Message calls will be made.

**Terminal is Doing Transactions**

If the terminal does at least one regular customer transaction or balancing transaction before the interval timer, no Heartbeat Message call will be made.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 8** HEARTBEAT MESSAGE



**Terminal is in Management Function Mode**

Heartbeat Message calls are suspended while the terminal is in the Management mode, although the interval timer continues to run. If the timer expires while the terminal is in this mode, the call will be delayed until the terminal returns to the normal service mode.

**Terminal is Out of Service**

When the terminal goes out of service, one Heartbeat Message call is made. After that call, all further calls are suspended until it is returned to normal service.

**Terminal is Turned Off or Power Has Failed**

If the terminal is turned off, no calls will be made. While an obvious point, it means that for this feature to be of any value, the terminal must always remain on.

**Communications System Has Failed**

A failure of any piece of the communications system will result in missed calls. This includes the terminal modem, the phone line to the terminal, and any intermediate telecommunications providers.

**Terminal Was Reset or Power Cycled**

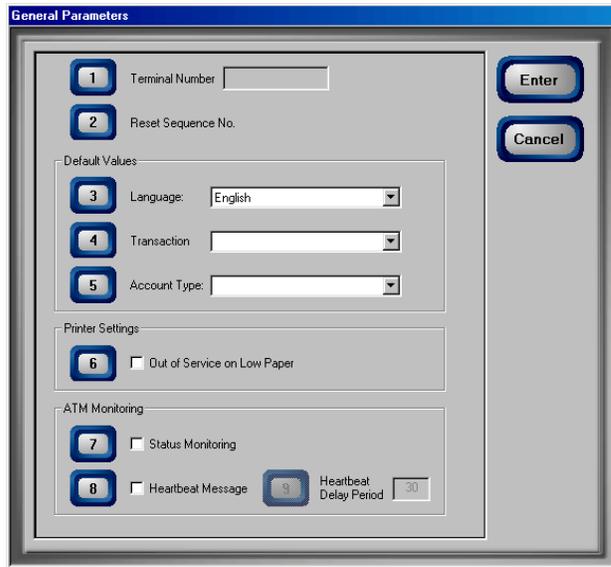
Since the interval timer is reset when the terminal is reset, a scheduled call may not occur at the expected time.

To realize the benefits of the Heartbeat Message, the host must be programmed to monitor the interval between calls from the terminal. It is important to note, though, that the host interval threshold should be set to a value greater than that programmed at the terminal. A practical guideline is at least twice the terminal interval. This allows for Heartbeat Message calls that are delayed because the terminal is in Management mode, or calls skipped because of a system reset.

Press the <8> key on the keypad to cycle the option between the checked (enabled) and unchecked (disabled) conditions. Press <ENTER> to accept the current choice, or <CANCEL> to exit without changing it.

**Note:** When the Heartbeat Message option is enabled, the Delay Period option is also enabled.

**DELAY PERIOD**



This parameter sets the time interval that must expire before a Heartbeat Message will be sent. It is specified in minutes.

Once the Heartbeat Message call feature is enabled at the terminal, an internal timer will be initialized to the number of minutes set in the DELAY PERIOD parameter at system power-up and after a reset. This timer is restarted each time a call is made to the host. A call to the host is defined as any transaction, including financial, balancing and configuration that actually communicates with the host to the point that the Terminal ID is recognized. A customer transaction that is declined will reset the timer, while a call that fails because the host phone number was busy would not.

It is important to remember that as long as transactions are being done on the terminal on a regular basis, Heartbeat Message calls will not be made. The sole purpose of these calls is to let the host know that the terminal is OK when it is NOT performing regular transactions.

Because the purpose of the Heartbeat Message call is to let the host know everything is all right, a Heartbeat Message call that does not succeed is not retried. If the call fails, the interval timer will be reset and the terminal will remain in service.

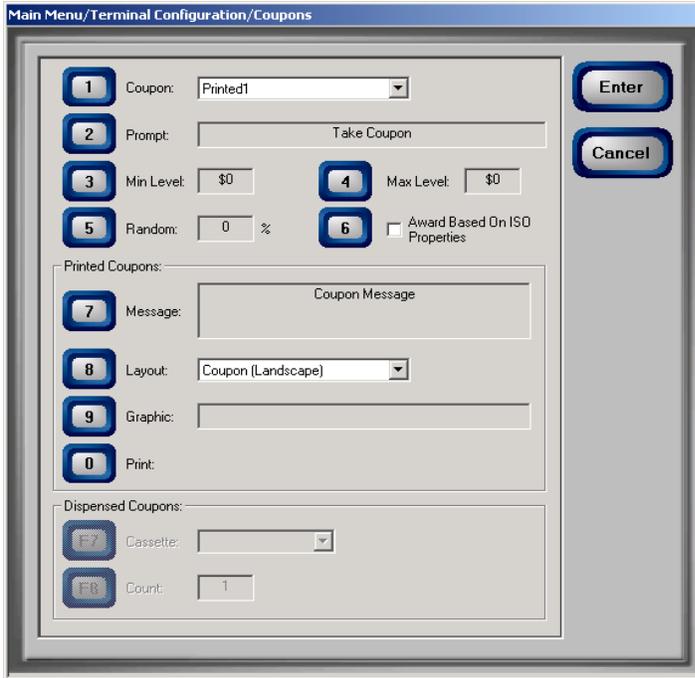
Press the <9> key on the keypad to bring up a data entry dialog. Enter a value (in minutes) between 1-999. Press <ENTER> to accept, or <CANCEL> to exit without changing the existing entry.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 1** GENERAL PARAMETERS
- 9** DELAY PERIOD



**COUPONS**



1. **Coupon.** Press this button to cycle through the available coupon types: Printed1, Printed2, Dispensed1 and Dispensed2.
2. **Prompt.** Displays a text entry dialog. Enter the coupon prompt text (example: "Please Take a Coupon!") in the dialog.
3. **Min. Level.** Enter the minimum withdrawal amount that will trigger the printing or dispensing of a coupon.
4. **Max. Level.** Enter the maximum withdrawal amount that will trigger the printing or dispensing of a coupon.
5. **Random.** Enter a random coupon award percentage between 0-100%.
6. **Award Based on ISO Properties.** Enables the award of coupons based on an ISO Number property.
7. **Message.** Displays a text entry dialog. Enter the text of the message that will be printed on the selected coupon.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

8. **Layout.** Press this button to cycle through the available orientation types for printed coupons: Landscape and Portrait. In Landscape mode, the coupon will be printed along the length of the coupon receipt, while in Portrait mode, the coupon will be printed across the width of the coupon receipt.
9. **Graphic.** Use this function to choose a graphic to be printed on the coupon.
0. **Print.** Press this button to immediately print a sample of the currently selected coupon.
- F7. **Cassette.** Choose a cassette that will be used to dispense coupons.
- F8. **Count.** Enter the number of coupons that will be dispensed for each qualifying transaction.

**COUPON**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 1** COUPON



Coupons are used to notify customers of awards, prizes, sales, or other promotional opportunities. Coupons are delivered to the customer in two ways: printed or dispensed.

This dialog lets you configure up to two versions of either type of coupon, as described below:

1. **Printed1.** This is the first of two available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.
2. **Printed2.** Alternate version printed coupon.
3. **Dispensed1.** This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.
4. **Dispensed2.** Alternate version dispensed coupon.

Press the **1** key on the keypad to cycle through the available coupon types. After selecting the coupon type, configure the remaining coupon settings as needed. Press Enter to accept the settings, or Cancel to exit.

**PROMPT**

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

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

Press Enter to accept the prompt, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 2** PROMPT



**MINIMUM LEVEL**

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

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

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 3** MINIMUM LEVEL



**MAXIMUM LEVEL**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 3** MAXIMUM LEVEL



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

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

**RANDOM**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 5** RANDOM

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

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

**AWARD BASED ON ISO PROPERTIES**

Use this function to enable the award of coupons to customers based on the detection of a particular ISO Number when the customer's ATM card is scanned. **Note:** the ISO Number must have the Award Coupon action selected. See the Add New ISO Properties or Edit ISO Properties help topics for more information.

To enable the function, press the **6** key to place a checkmark in the Award Based on ISO Properties checkbox. To save the setting, press Enter.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 6** AWARD BASED ON ISO PROPERTIES



**MESSAGE**

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

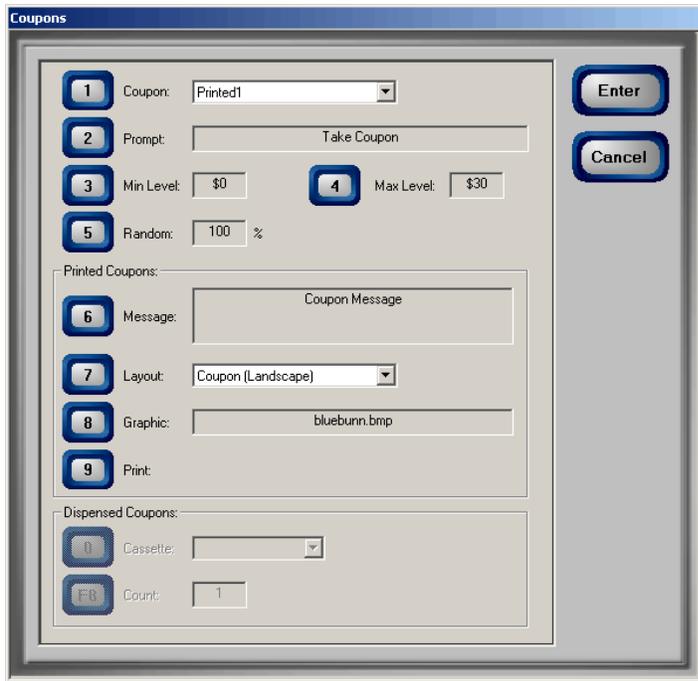
Press the **6** key on the keypad to bring up a data entry dialog. Enter a descriptive coupon message. Press Enter to accept the message, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 7** MESSAGE



LAYOUT



ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 2 COUPONS
- 8 LAYOUT



The layout parameter establishes the orientation of text and graphics on printed coupons. The orientation can be set to either of two types: Landscape or Portrait.

**Landscape.** Text and graphics are oriented along the length of the receipt, as in this example:



Landscape Orientation

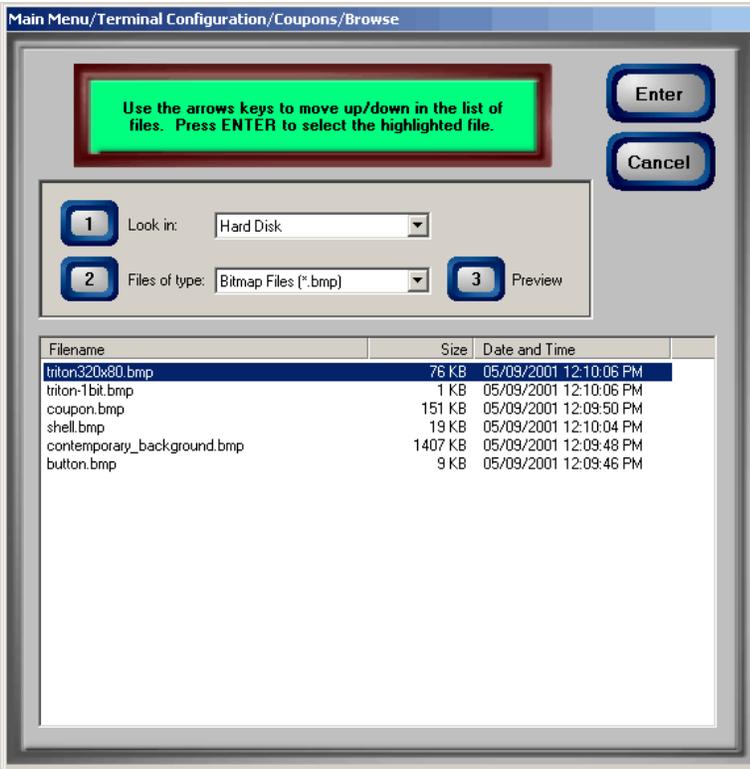
**Portrait.** Text and graphics are oriented along the width of the receipt paper, as in the example to the right:



Portrait Orientation

Press the 7 key on the keypad repeatedly to cycle between the Landscape and Portrait options. Press Enter to accept the currently displayed orientation, or Cancel to exit.

**GRAPHIC**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 9** GRAPHIC
- [ ]**
- [ ]**
- [ ]**
- [ ]**



The Graphic browse dialog enables you to locate and select the coupon graphic that will appear on printed coupons. The browse controls are described below:

- 1. Look In.** Press this button to cycle through the available locations for coupon graphic files: Hard Disk, CD ROM, or Floppy Drive.
- 2. Files of Type.** Press this button to cycle through the available file types. If any files of the selected type are present in the current location, they will be displayed in the list. You can choose from a number of file types, such as BMP, GIF, or JPG. The default file type is Bitmap (.BMP). The Filename, Size and Date/Time attributes are shown for each file. Use the Left Arrow or Right Arrow keys on the keypad to highlight a file.
- 3. Preview.** Press this button to see a preview of the selected coupon graphic file. Press the **<ENTER>** key to exit from the preview window and return to the browse dialog.

Press the **<ENTER>** key on the keypad to accept the current coupon graphic, or **<CANCEL>** to exit without saving.

**PRINT**

If a printed coupon type is currently selected, you can press the **9** key on the keypad to immediately print a sample of the coupon.

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

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- 0** PRINT



**CASSETTE**

Press the **0** key on the keypad repeatedly to cycle through the available cassettes. Select the cassette that will be used to dispense coupons. Press Enter to accept the selection, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 2** COUPONS
- F7** CASSETTE



COUNT

ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 2 COUPONS
- F8 COUNT



If dispensed coupons are being issued by the Cash Dispenser, this function enables you to set the number of coupons that will be dispensed for each qualified transaction.

To enter the coupon count, press the **F8** key on the keypad to display a data entry dialog. Enter the number of coupons to dispense. Press Enter to accept, or Cancel to exit.

**TERMINAL MESSAGES**

The screenshot shows a configuration window titled "Terminal Messages". It contains seven numbered input fields, each with a label and a placeholder text:
 

- 1. Welcome Message (placeholder: Welcome Message)
- 2. Store Message (placeholder: Store Message)
- 3. Marketing Message (placeholder: Marketing Message)
- 4. Exit Message (placeholder: Exit Message)
- 5. Terminal Owner (placeholder: Terminal Owner)
- 6. Surcharge Owner (placeholder: Surcharge Owner)
- 7. News Ticker Message (placeholder: News Ticker Message)

 To the right of these fields are two buttons: "Enter" and "Cancel".

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**6** TERMINAL CONFIGURATION

**3** TERMINAL MESSAGES



1. **Welcome Message.** This message will be displayed at the top of the customer welcome screen.
2. **Store Message.** This message will appear on the customer receipt.
3. **Marketing Message.** This message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.).
4. **Exit Message.** This message will appear on the terminal display at the conclusion of a transaction.
5. **Terminal Owner Message.** This message will appear to the customer on the surcharge warning screen.
6. **Surcharge Owner Message.** This message will appear to the customer on the Configuration Summary Report.
7. **News Ticker Message.** Enter up to 500 characters that will scroll across the Customer Welcome screen.

**WELCOME MESSAGE**

**Terminal Messages**

<b>1</b>	Welcome Message Welcome Message	<input type="button" value="Enter"/> <input type="button" value="Cancel"/>
<b>2</b>	Store Message Store Message	
<b>3</b>	Marketing Message Marketing Message	
<b>4</b>	Exit Message Exit Message	
<b>5</b>	Terminal Owner Terminal Owner	
<b>6</b>	Surcharge Owner Surcharge Owner	
<b>7</b>	News Ticker Message News Ticker Message	

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 1** WELCOME MESSAGE
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This message is generally used as a greeting and will be displayed at the top of the customer welcome screen.

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

**STORE MESSAGE**

**Terminal Messages**

1 Welcome Message  
Welcome Message

2 Store Message  
Store Message

3 Marketing Message  
Marketing Message

4 Exit Message  
Exit Message

5 Terminal Owner  
Terminal Owner

6 Surcharge Owner  
Surcharge Owner

7 News Ticker Message  
News Ticker Message

Enter

Cancel

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 2** STORE MESSAGE



This message will appear on the customer receipt. You can use it to include your store name and address on the receipt.

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

**MARKETING MESSAGE**

**Terminal Messages**

<b>1</b>	Welcome Message Welcome Message	<input type="button" value="Enter"/> <input type="button" value="Cancel"/>
<b>2</b>	Store Message Store Message	
<b>3</b>	Marketing Message Marketing Message	
<b>4</b>	Exit Message Exit Message	
<b>5</b>	Terminal Owner Terminal Owner	
<b>6</b>	Surcharge Owner Surcharge Owner	
<b>7</b>	News Ticker Message News Ticker Message	

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 3** MARKETING MESSAGE
- 
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This message will appear on any printed products that include the store message (e.g. customer receipts, day closes, coupons, etc.). You can use this message to inform the customer of sales, special events, service promotions, etc.

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

**EXIT MESSAGE**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 4** EXIT MESSAGE
- 
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This message will appear on the terminal display at the conclusion of a transaction. It will generally be used to communicate a brief farewell message to the customer.

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

**TERMINAL OWNER MESSAGE**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 5** TERMINAL OWNER MESSAGE

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This message will appear to the customer on the surcharge warning screen. It is used to provide the name of the owner of the terminal.

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

**SURCHARGE OWNER MESSAGE**

**Terminal Messages**

<b>1</b>	Welcome Message Welcome Message	<input type="button" value="Enter"/> <input type="button" value="Cancel"/>
<b>2</b>	Store Message Store Message	
<b>3</b>	Marketing Message Marketing Message	
<b>4</b>	Exit Message Exit Message	
<b>5</b>	Terminal Owner Terminal Owner	
<b>6</b>	Surcharge Owner Surcharge Owner	
<b>7</b>	News Ticker Message News Ticker Message	

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 6** SURCHARGE OWNER MESSAGE
- 
- 
- 
- 

This message will appear on the Configuration Summary Report. It is used to provide the name of the individual or organization that receives the surcharge.

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

**NEWTICKER MESSAGE**

**Terminal Messages**

<b>1</b>	Welcome Message Welcome Message	<input type="button" value="Enter"/> <input type="button" value="Cancel"/>
<b>2</b>	Store Message Store Message	
<b>3</b>	Marketing Message Marketing Message	
<b>4</b>	Exit Message Exit Message	
<b>5</b>	Terminal Owner Terminal Owner	
<b>6</b>	Surcharge Owner Surcharge Owner	
<b>7</b>	News Ticker Message News Ticker Message	

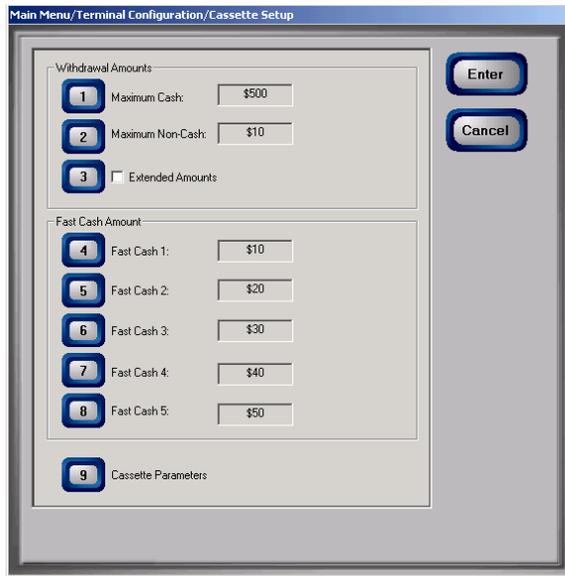
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 3** TERMINAL MESSAGES
- 7** NEWS TICKER MESSAGE

Enter up to 500 characters that will scroll across the Customer Welcome screen.

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

**CASSETTE SETUP**



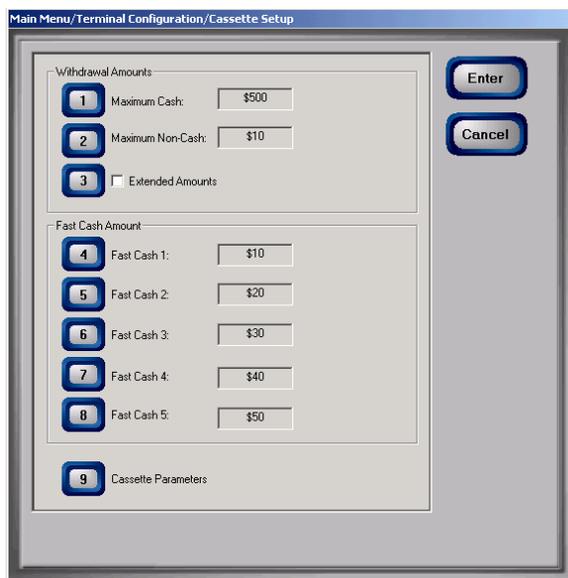
1. **Maximum Cash.** Enter maximum withdrawal amount, from 1 to 999999. Must be an even multiple of the currency in the cassette.
2. **Maximum Non-Cash.** Enter maximum withdrawal amount, from 1 to 999999. Must be an even multiple of the value of the non-cash item in the cassette.
3. **Extended Amounts.** Enables 12-digit currency fields for those applications that require it.
4. **Fast Cash 1.** Enter first Fast Cash withdrawal amount.
5. **Fast Cash 2.** Enter second Fast Cash withdrawal amount.
6. **Fast Cash 3.** Enter third Fast Cash withdrawal amount.
7. **Fast Cash 4.** Enter fourth Fast Cash withdrawal amount.
8. **Fast Cash 5.** Enter fifth Fast Cash withdrawal amount.
9. **Cassette Parameters.** Enables you to view and/or configure cassette parameters such as Currency Data, Multiple Amount and In Service/Out of Service status.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP



**MAXIMUM CASH**



The maximum cash withdrawal limit must be set before any transactions can be completed. This number is the largest dollar amount allowed for a withdrawal transaction. It can be set from 1 to 999999 in increments of 1 and it must be an even multiple of the smallest denomination note loaded in the Cash Dispenser. The value is dollar amount only; no cents are allowed.

**THE MAXIMUM AMOUNT MUST BE NO MORE THAN 50 TIMES THE MULTIPLE AMOUNT. If the MAXIMUM AMOUNT is more than 50 times the MULTIPLE AMOUNT, error code 187, "MAXIMUM WITHDRAWAL NOT SET CORRECTLY", will be displayed and the terminal will enter an OUT OF SERVICE condition.**

Whenever a withdrawal amount is entered or selected (via the FAST CASH option), the amount entered or selected is compared to this amount. If the entry is larger, an error message warns the user and displays the maximum allowable amount.

This amount DOES NOT override any maximum set by a network. The transaction will be sent to the network if the amount entered or selected is less than or equal to the maximum. The network must still approve the amount.

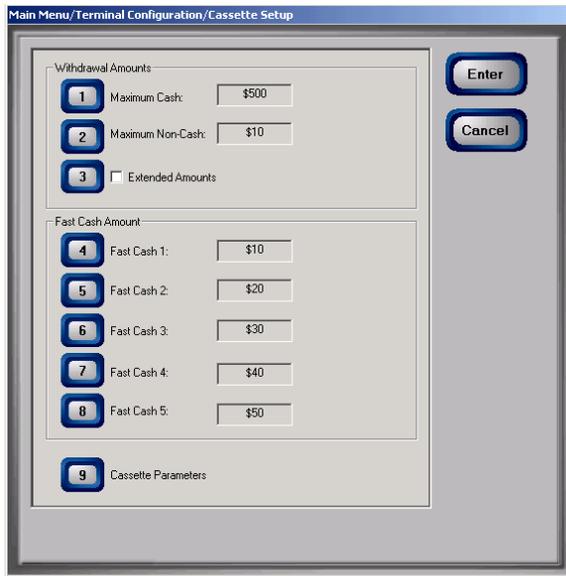
To enter the maximum cash withdrawal amount, press the 1 key on the keypad to bring up a data entry dialog. Enter the maximum amount value, between 1 and 999999 and press Enter to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 1** MAXIMUM CASH



**MAXIMUM NON-CASH**



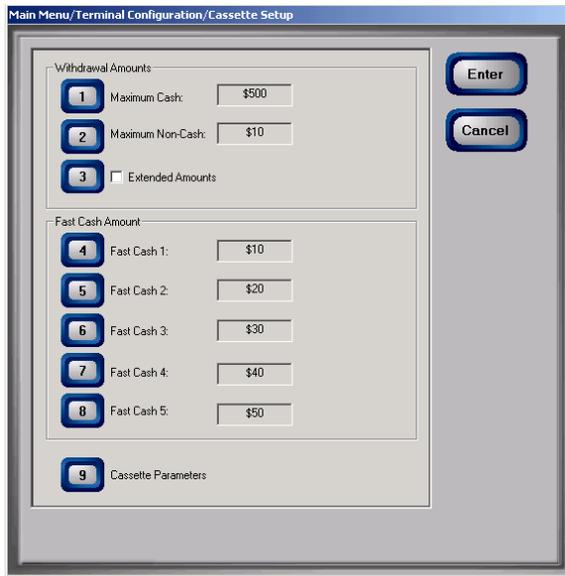
The maximum non-cash purchase limit must be set in the Cash Dispenser before any purchases of non-cash items can be completed. This number is the largest dollar amount allowed for the purchase of a non-cash item from the Cash Dispenser. It can be set from 1 to 999999 in increments of 1 and it must be an even multiple of the value of single unit of the non-cash item that is in the cassette. The value is a dollar amount only; no cents are allowed.

To enter the maximum non-cash purchase amount, press the 2 key on the keypad to bring up a data entry dialog. Enter the maximum amount value, between 1 and 999999 and press Enter to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 2** MAXIMUM NON-CASH
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

**EXTENDED AMOUNTS**



The standard length of a currency amount entry field is 8 digits. In some applications this length is insufficient to allow the entry of the full range of customer transaction values in the local currency type. This feature allows the selection of 12-digit currency fields for those applications that require it.

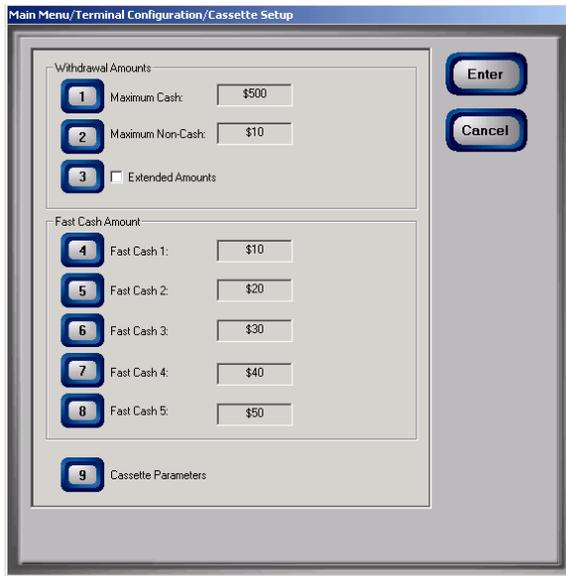
To enable 12-digit field lengths, press the <3> key on the keypad to place a check mark in the Extended Amounts checkbox. To disable the function (return to 8-digit field lengths), press the <3> key as needed to remove the check mark. To accept the current choice, press <ENTER> on the keypad to accept it, or <CANCEL> to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 3** EXTENDED AMOUNTS



**FAST CASH (1-5)**



During a withdrawal transaction, Fast Cash options are presented to enable the customer to select the amount of the withdrawal from a convenient list of amounts.

The amounts entered must be even multiples of the smallest denomination of currency loaded in the Cash Dispenser. The amounts do not have to be in any particular order, although typically, they increase in value moving from top to bottom. **Do not enter an amount that is larger than the Maximum Cash parameter.**

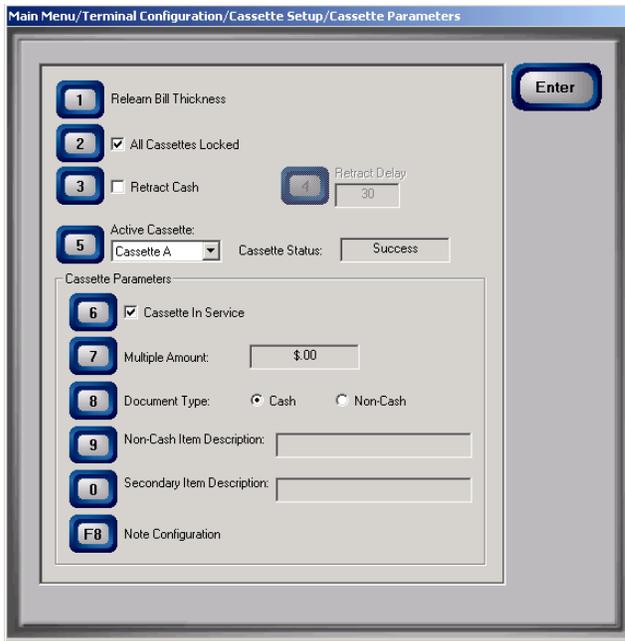
To enter the fast cash amounts, press keypad keys **4-8** in turn. When a key is pressed, a data entry dialog appears. Enter the fast cash amount and press Enter to accept, or Cancel to exit. Repeat for the remaining fast cash amounts, as needed.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 4-8** FAST CASH 1-5



**CASSETTE PARAMETERS**



1. **Relearn Bill Thickness.** Relearn the thickness of the currency loaded in a cassette.
2. **All Cassettes Locked/Unlocked.** Physically lock or unlock ALL the cassettes in the dispensing mechanism chassis.
3. **Retract Cash.** Enable/disable the automatic retraction of the note carriage, which transports notes to the output slot of the dispenser.
4. **Retract Delay.** Determines the amount of time the dispenser will wait before retracting the note transport carriage.
5. **Active Cassette.** Select the cassette that will receive the results of any changes to the various cassette and note configuration parameters that are accessed via the Cassette Parameters dialog.
6. **Cassette In Service.** Places the currently selected cassette In Service or Out of Service.
7. **Multiple Amount.** Set the denomination of currency in a cassette.
8. **Document Type.** Enter the type of document in a cassette: Cash or Non-Cash.

**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 4 CASSETTE SETUP
- 9 CASSETTE PARAMETERS



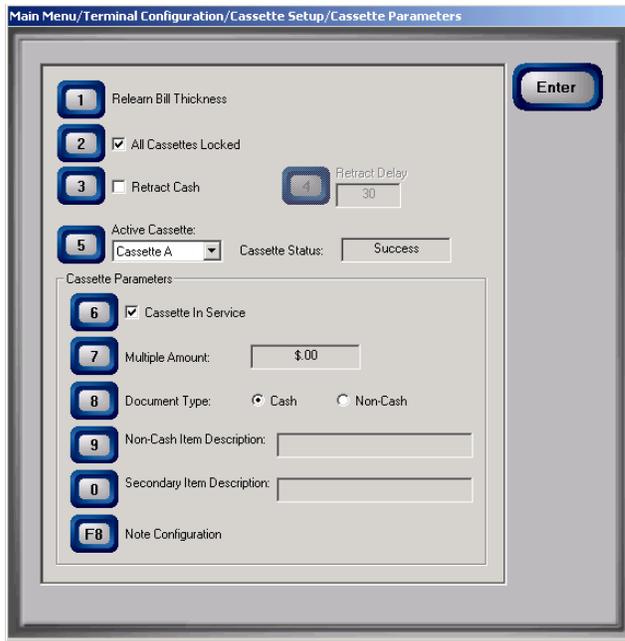
9. **Non-Cash Item Description.** Enter up to 28 characters describing the non-cash item in the active cassette.
0. **Secondary Item Description.** Enter up to 28 characters of general information about the non-cash item in the active cassette, or other information, as required.
- F8. **Note Configuration.** This function enables you to configure the note-specific operating parameters for the active cassette.

#### CASSETTE STATUS

The Cassette Status value displays the most recent status indication for the currently selected (active) cassette. The status may take various values, depending upon the operational condition of the cassette, such as:

- **Success.** The cassette is functioning normally.
- **Low Currency.** A low currency condition has been detected for the selected cassette.

**RELEARN BILL THICKNESS**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 1** RELEARN BILL THICKNESS

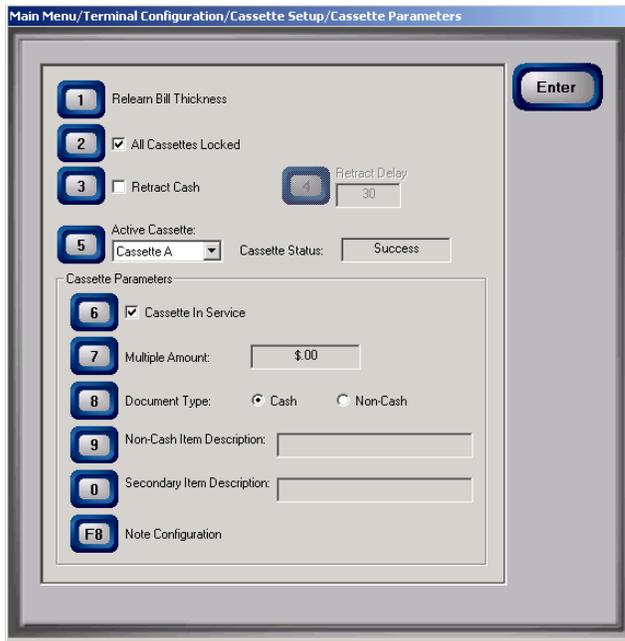


The first time the dispenser is set up, or if a new Note Cassette is installed, the mechanism will automatically enter a learning mode, during which it will learn the thickness of the currency or other media. During this process the unit will dispense and reject as many as 7-15 notes. For multiple cassettes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

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

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

**ALL CASSETTES LOCKED**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 2** ALL CASSETTES LOCKED



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

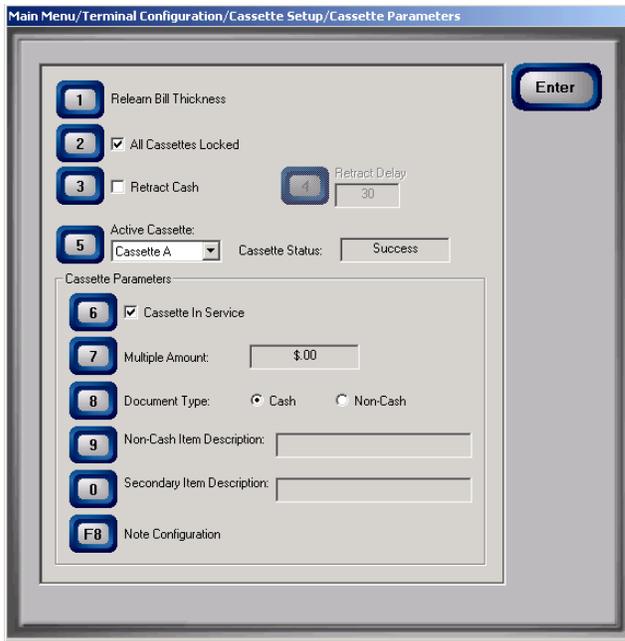
*After performing an unlock operation, ALL cassettes MUST be removed and re-installed before performing the locking operation, to ensure normal operation of the Cash Dispenser!*

This function is used to lock or unlock ALL cassettes in a single operation. Press the **2** key on the keypad to cycle the function between checked (LOCKED) and unchecked (UNLOCKED).

**WARNING!**

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

**RETRACT CASH**



Enable/disable the automatic retraction of the note carriage, which transports notes to the output slot of the dispenser. When enabled, the Retract Delay option is also enabled, allowing you to specify the length of the delay before the retract action is initiated.

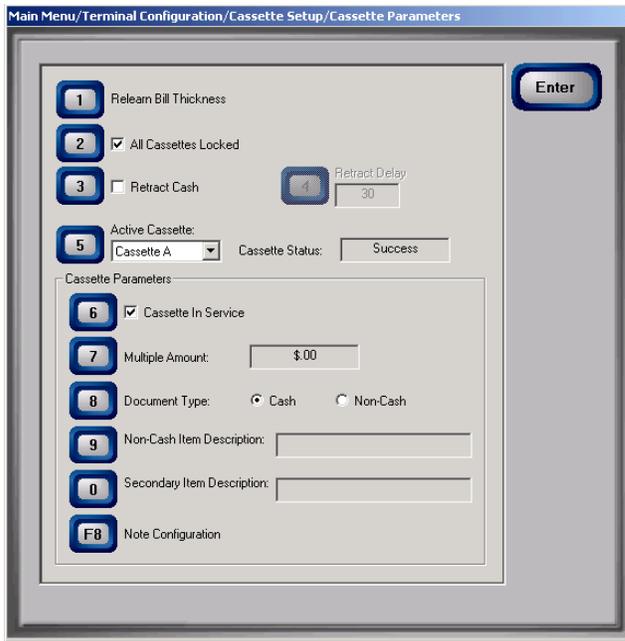
Press the **3** key on the keypad to cycle the option between the checked (Retract Enabled) and unchecked (Retract Disabled) conditions.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 3** RETRACT CASH



**RETRACT DELAY**



**ACCESS INSTRUCTIONS:**

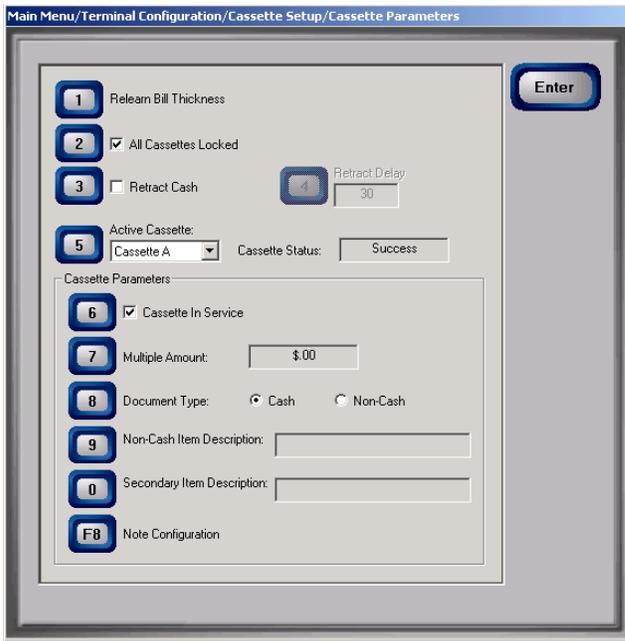
- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 4** RETRACT DELAY



When the Retract Cash option is enabled this option is also enabled. Determines the amount of time the dispenser will wait before retracting the note transport carriage. Can be set from 15 to 120 seconds.

Press the 4 key on the keypad to bring up the time delay entry dialog. Enter the delay time, from 15 to 120 seconds. Press Enter to accept, or Cancel to exit without changing the current time delay value.

**ACTIVE CASSETTE**



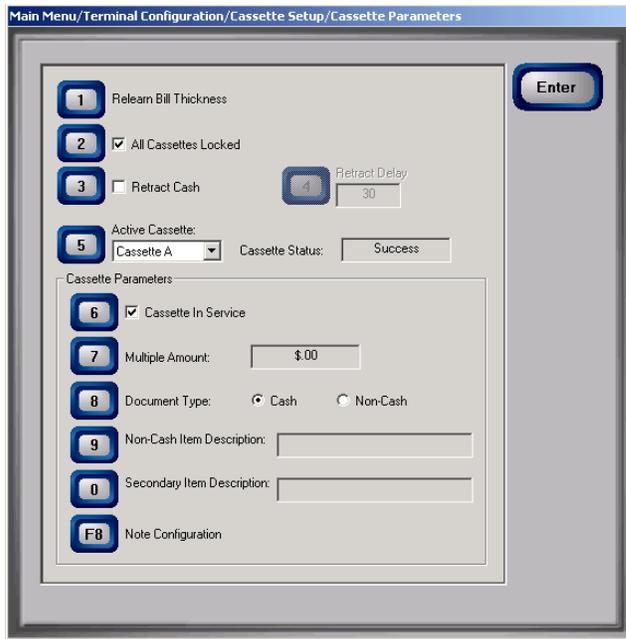
Use this function to select the cassette that will receive the results of any changes to the various cassette and note configuration parameters that are made via the Cassette Parameters dialog. Repeatedly pressing the 5 key will cycle through the available cassettes.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 5** ACTIVE CASSETTE



**CASSETTE IN SERVICE**



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

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

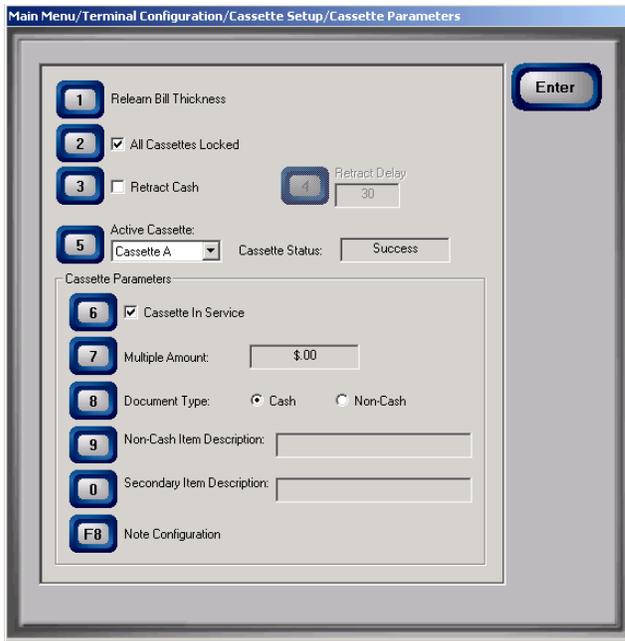
Press the **6** key on the keypad to cycle the cassette between the **In Service** and **Out of Service** conditions.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 6** CASSETTE IN SERVICE
- [ ]**
- [ ]**
- [ ]**



**MULTIPLE AMOUNT**



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

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

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

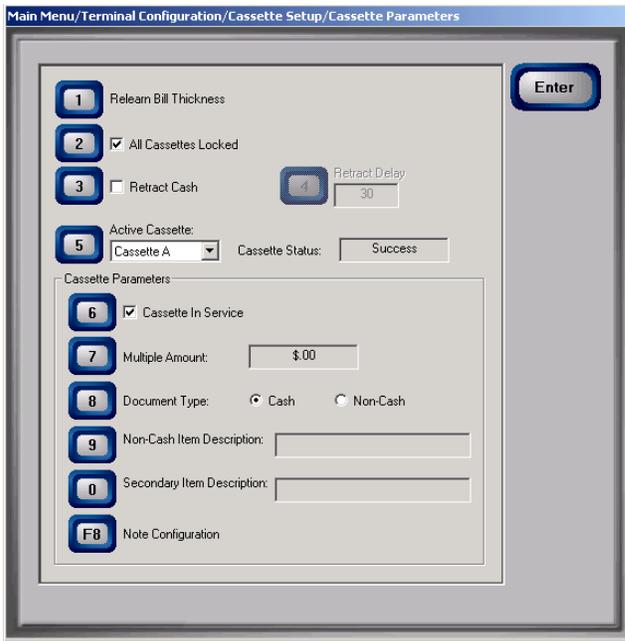
Select a cassette using the Active Cassette function. Press the 7 key on the keypad to bring up the data entry dialog. Enter the multiple amount value, observing the restrictions stated previously. Press Enter to accept, or Cancel to exit without changing the current amount. The value you enter will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

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 7** MULTIPLE AMOUNT



**DOCUMENT TYPE**



This option lets you set the type of document loaded in the currently selected (active) cassette. The type can be Cash or Non-Cash. Cash is any type of currency. NonCash is any item other than cash, such as Stamps, Coupons, or Phone Cards.

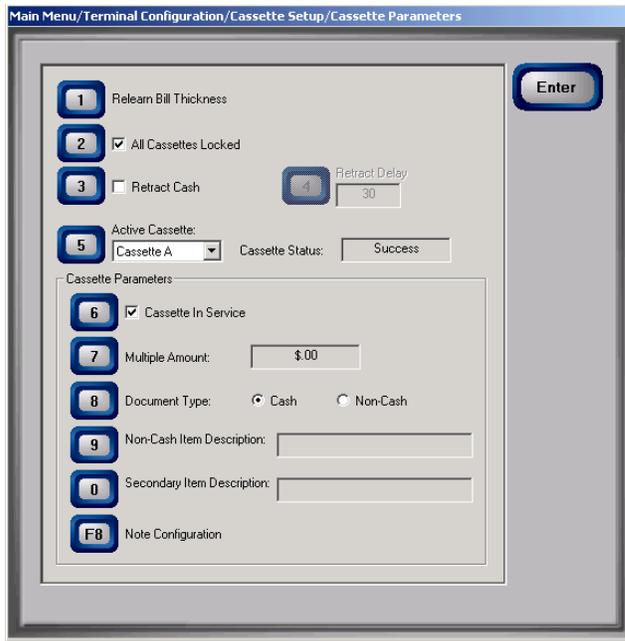
Select a cassette, using the Active Cassette function. Press the **8** key on the keypad to choose the document type, either Cash or Non-Cash.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 8** DOCUMENT TYPE



**NON-CASH ITEM DESCRIPTION**



This option is used to provide a brief description of the items in the cassettes whose document type is set to NON-CASH. Examples of descriptions are PHONE CARDS, COUPONS, STAMPS, etc.

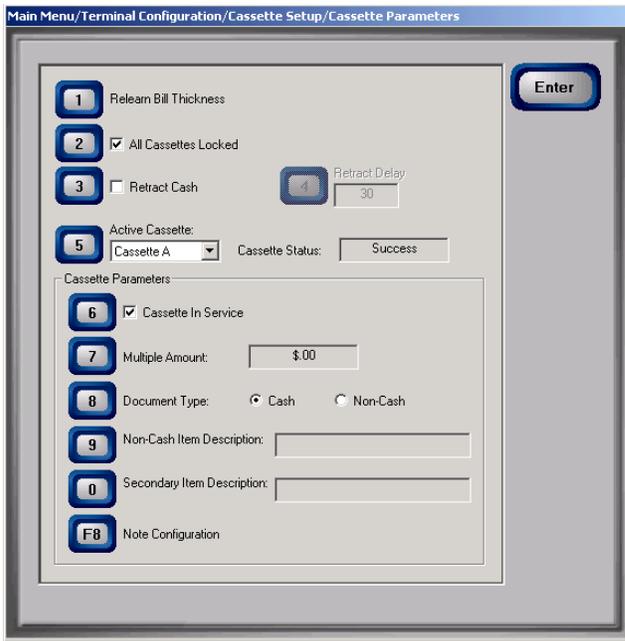
Press the **9** key on the keypad to bring up the data entry dialog. Enter a brief description for the non-cash item. Press Enter to accept, or Cancel to exit without changing the current description.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 9** NON-CASH ITEM DESCRIPTION



**SECONDARY ITEM DESCRIPTION**



This option provides a location for other information of general interest or other required information. It is used in conjunction with the NON-ITEM DESCRIPTION to provide a complete description of the non-cash item in the cassette.

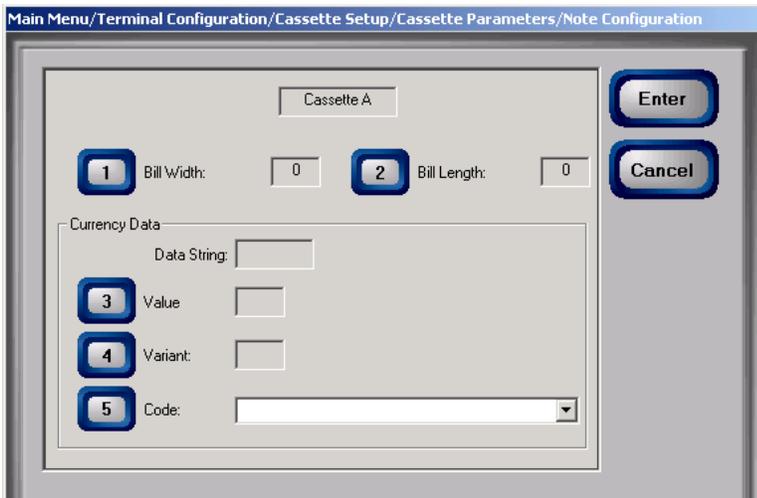
Press the **0** key on the keypad to bring up the data entry dialog. Enter a brief description for the non-cash item. Press Enter to accept, or Cancel to exit without changing the current description.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- 0** SECONDARY ITEM DESCRIPTION



**NOTE CONFIGURATION**



This dialog enables you to configure the note-specific operating parameters for the currently selected cassette. Note: cassette selection is accomplished using the Active Cassette button on the Cassette Parameters main menu. The current cassette is indicated in a text box at the top of the screen.

The available parameters include:

1. **Bill Width.** Enter width of bill in the active cassette, in millimeters.
2. **Bill Length.** Enter length of bill in the active cassette, in millimeters.

The **Currency Data** area provides the following options:

3. **Value.** Enter denomination code for currency in the active cassette.
4. **Variant.** Enter country-specific version code for bill in the active cassette.
5. **Code.** Select country-specific currency code for the notes in the active cassette.

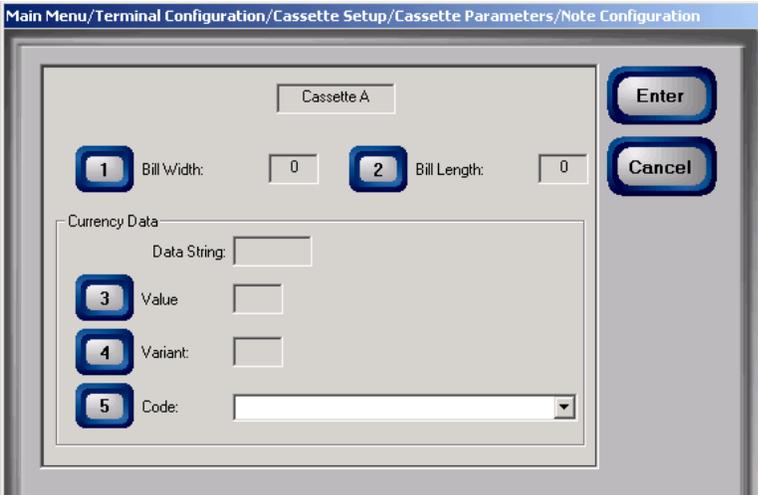
**Note:** the **Data String** text box shows the complete Currency Data configuration value, made up of the Value, Variant and Code settings.

**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 4 CASSETTE SETUP
- 9 CASSETTE PARAMETERS
- F8 NOTE CONFIGURATION



**BILL WIDTH**



This dialog enables you to enter the WIDTH measurement of the item in the specified cassette. The information you enter will be stored in the cassette, so it is important to ensure that the specified cassette is present in the mechanism during this operation. If the operation fails, an error message will be displayed.

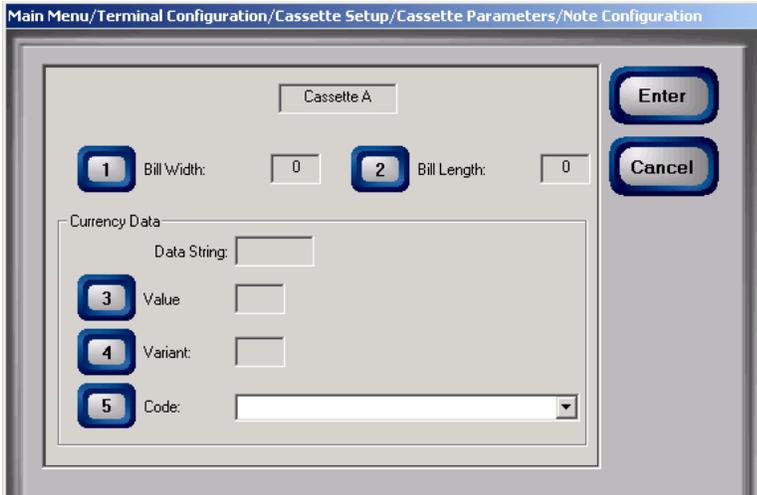
Press the 1 key on the keypad to bring up the data entry dialog. Enter the width of the note loaded in the cassette, in millimeters. Press Enter to accept, or Cancel to exit without changing the current bill width setting.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- F8** NOTE CONFIGURATION
- 1** BILL WIDTH



**BILL LENGTH**



This dialog enables you to enter the LENGTH measurement of the item in the specified cassette. The information you enter will be stored in the cassette, so it is important to ensure that the specified cassette is present in the mechanism during this operation. If the operation fails, an error message will be displayed.

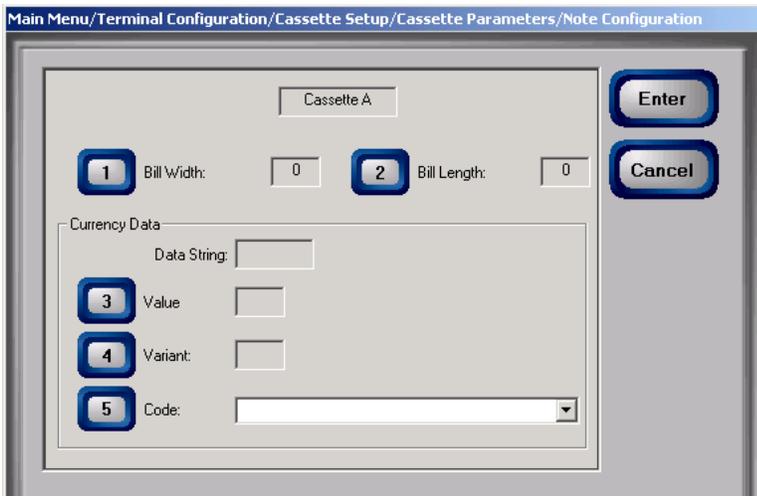
Press the **2** key on the keypad to bring up the data entry dialog. Enter the length of the note loaded in the cassette, in millimeters. Press Enter to accept, or Cancel to exit without changing the current bill width setting.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- F8** NOTE CONFIGURATION
- 2** BILL LENGTH



VALUE



This three-character parameter describes the denomination of the currency in the cassette. The Value is two-part: a two-character base value and a single-digit that represents the number of zeros to add to the base value. The Value '011', for example, represents a base value of '01' plus an added zero, making a denomination value of 010, or '10.00.' (dropping the left-hand zero makes it easier to see that '010' is really '10'.

The code USD011', for example, represents a ten US dollar denomination, or \$10.00. The value 'USD021' would represent a 20 US dollar denomination, and so on.

The table below provides a sample of value codes applicable to various common currency denominations:

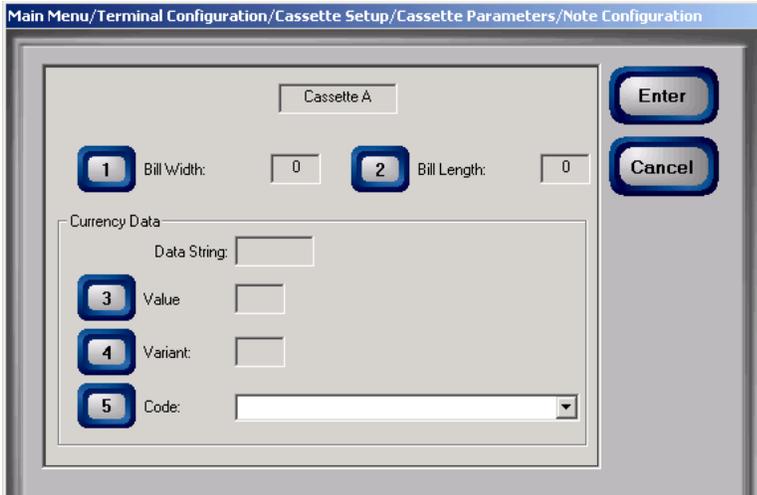
DENOMINATION	BASE VALUE	# OF ZEROES	VALUE
5	05	0	050
10	01	1	011
20	02	1	021
50	05	1	051
100	01	2	012

Press the 3 key on the keypad to bring up the data entry dialog. Enter the value parameter. Press Enter to accept, or Cancel to exit without changing the current bill width setting.

ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 4 CASSETTE SETUP
- 9 CASSETTE PARAMETERS
- F8 NOTE CONFIGURATION
- 3 VALUE

**VARIANT**



This is a single-character that represents the “version” of the note. The Variant Code should initially be set to “1”; if a new version of the denomination becomes available, contact Triton Systems Technical Support for an updated Variant Code.

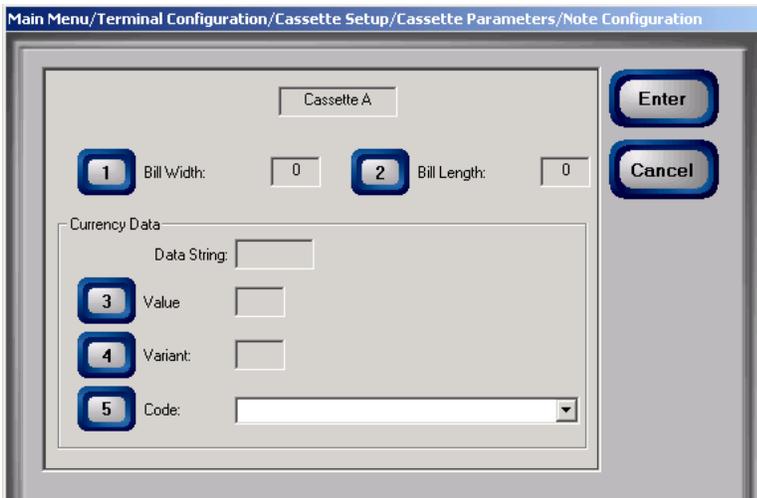
Press the 4 key on the keypad to bring up the data entry dialog. Enter the variant parameter. Press Enter to accept, or Cancel to exit without changing the current bill width setting.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- F8** NOTE CONFIGURATION
- 4** VARIANT



**CODE**



This is a three-character descriptor for the currency type (example: 'USD' represents US Dollars). See the Table below for a listing of some common Currency Codes.

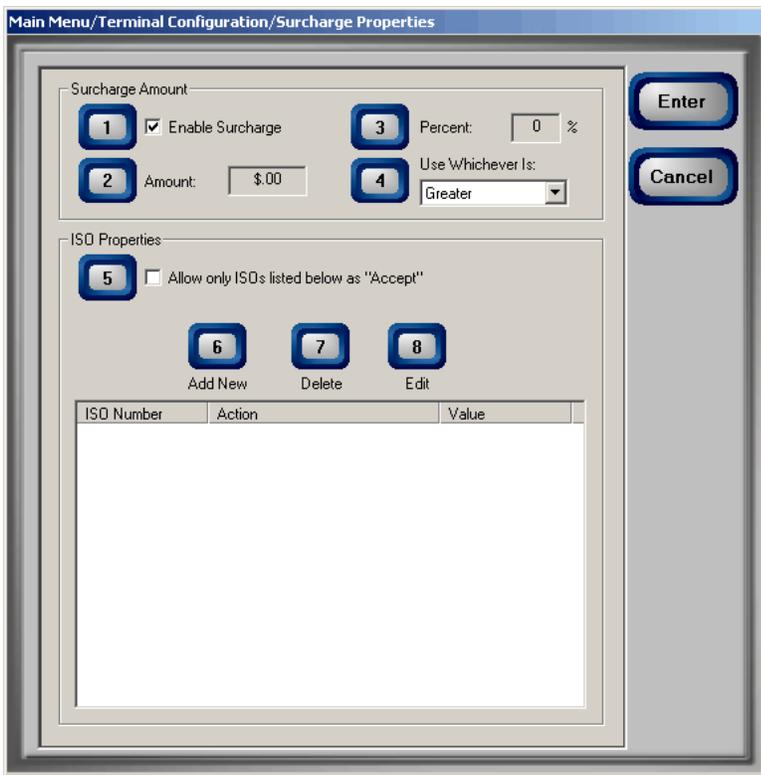
COUNTRY CODE	CURRENCY TYPE	CURRENCY CODE
AUSTRALIA	AUSTRALIAN DOLLAR	AUD
BRAZIL	BRAZILIAN REAL	BRL
CANADA	CANADIAN DOLLAR	CAD
CHILE	CHILEAN PESO	CLP
COLOMBIA	COLOMBIAN PESO	COP
COSTA RICA	COSTA RICAN COLON	CRC
CZECH REPUBLIC	CZECH KORUNA	CZK
EGYPT	EGYPTIAN POUND	EGP
EL SALVADOR	EL SALVADOR COLON	SVC
FRANCE	FRENCH FRANC	FRF
GERMANY	DEUTSCHE MARK	DEM
GREECE	DRACHMA	GRD
HONG KONG	HONG KONG DOLLAR	HKD
IRELAND	IRISH POUND	IEP
MEXICO	MEXICAN NUEVO PESO	MXN
NEW ZEALAND	NEW ZEALAND DOLLAR	NZD
PUERTO RICO	US DOLLAR	USD
SOUTH AFRICA	RAND	ZAR
UNITED KINGDOM	POUND STERLING	GBP
UNITED STATES	US DOLLAR	USD

Press the **5** key on the keypad repeatedly to cycle through the complete list of currency codes. The code that appears in the text box will be applied to the currently selected cassette.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 4** CASSETTE SETUP
- 9** CASSETTE PARAMETERS
- F8** NOTE CONFIGURATION
- 5** CODE

**ISO/SURCHARGE PROPERTIES**



This function lets you configure the surcharge amount and ISO properties.

**Surcharge Amount**

1. **Amount.** Enter the fixed-value surcharge amount, if applicable.
2. **Percent.** Enter the applicable surcharge percent value.
3. **Use Whichever is Lesser/Greater.** If both fixed-amount and percent-based surcharging options are used, this function lets you choose whether to apply the smaller or the larger of the two surcharge values to a transaction.

**ISO Properties**

4. **Add New.** View ISO numbers or select an ISO number to remove.
5. **Delete.** Use to enter a new ISO number to block.
6. **Edit.** Use to remove (delete) the currently selected ISO number.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** ISO/SURCHARGE PROPERTIES



**ENABLE SURCHARGE**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** SURCHARGE PROPERTIES
- 1** ENABLE SURCHARGE
- [ ]**
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- [ ]**
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Some networks allow a surcharge, or terminal fee, to be imposed on withdrawal transactions. If surcharges are in use on your network, you are required to notify the customer of an additional fee before the transaction is processed. He or she must be given a chance to cancel the transaction. Enabling surcharging will cause a surcharge notification screen to be displayed at some point prior to final processing of the transaction. The customer is given the choice of canceling the transaction at no charge or of continuing.

If your network does not allow surcharges, select the DISABLE option to turn off presentation of the surcharge notification message.

Be sure to enable surcharging if required by your processor.

Press the 1 key on the keypad to cycle between the enabled (checked) and disabled (unchecked) conditions. Choose the required setting. Press Enter to accept the entry or Cancel to exit.

**AMOUNT**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** SURCHARGE PROPERTIES
- 2** AMOUNT



The value you enter here represents the fixed-value surcharge amount that will be displayed to the user in the surcharge notification message.

Press the **2** key on the keypad to bring up a data entry dialog. Enter the surcharge amount. Press Enter to accept or Cancel to exit.

Remember, manually changing the SURCHARGE AMOUNT to a lower or higher amount does not change the surcharge collected by the processor for a transaction. It will only change the surcharge amount displayed during the surcharge-warning message and not the actual fee collected for the transaction!

**IMPORTANT: If a fixed surcharge amount ONLY is to be used (percentage-based surcharge NOT used) you must ensure the surcharge comparison option is set to GREATER and the surcharge percent is set to zero (0). This will ensure that only the fixed surcharge amount value will be displayed to the customer. Failure to do so can cause an incorrect surcharge value to be reported to the customer.**

PERCENT

ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 5 SURCHARGE PROPERTIES
- 3 PERCENT

The value you enter here represents the fixed-value surcharge amount that will be used to calculate the actual surcharge amount, as a percentage of the customer's transaction amount.

**Remember that the percentage value must conform to the processor's requirements or other applicable commerce regulations.**

Press the 3 key on the keypad to bring up a data entry dialog. Enter the surcharge amount. Press Enter to accept the entry or Cancel to exit.

**IMPORTANT:** If a fixed surcharge amount is to be used (surcharge percent not used) you must ensure the surcharge comparison option is set to GREATER and the surcharge percent is set to zero (0). This will ensure that only the fixed surcharge amount value will be displayed to the customer. Failure to do so can cause an incorrect surcharge value to be reported to the customer.

**USE WHICHEVER IS LESSER/GREATER**

Main Menu/Terminal Configuration/Surcharge Properties

Surcharge Amount

1  Enable Surcharge 3 Percent: 0 %

2 Amount: \$00 4 Use Whichever Is: Greater

5  Allow only ISOs listed below as "Accept"

6 Add New 7 Delete 8 Edit

ISO Number	Action	Value

Enter

Cancel

**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 5 SURCHARGE PROPERTIES
- 4 USE WHICHEVER IS LESSER/GREATER

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If both a fixed-value surcharge amount and a surcharge percent value have been specified, the surcharge amounts determined by the two methods can be different values. Use this function to select to use either the smaller of the two (Lesser) or the larger of the two (Greater) surcharge amounts to apply to the transaction.

Press the 4 key on the keypad to cycle between the Lesser or Greater options. Select the setting that conforms to your surcharging requirements. Press Enter to accept the entry or Cancel to exit.

**ALLOW ONLY ISO'S LISTED BELOW AS "ACCEPT"**

Main Menu/Terminal Configuration/Surcharge Properties

Surcharge Amount

1  Enable Surcharge 3 Percent: 0 %

2 Amount: \$00 4 Use Whichever Is: Greater

5  Allow only ISOs listed below as "Accept"

6 Add New 7 Delete 8 Edit

ISO Number	Action	Value

Enter

Cancel

**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 5 SURCHARGE PROPERTIES
- 5 ALLOW ONLY ISO'S LISTED BELOW AS "ACCEPT"



When enabled (checked), this option ensures that only cards with ISO numbers in the ISO list are accepted. This feature supports the "Bingo" functionality in UK versions of ATM software.

Press the 5 key on the keypad to cycle between the enabled (checked) and disabled (unchecked) conditions. Select the setting that conforms to your ISO requirements. Press Enter to accept the entry or Cancel to exit.

**ADD NEW (ISO)**

The screenshot shows a dialog box titled "ISO Properties". It contains three input fields on the left, each with a circled number: "1" for "ISO Number", "2" for "Action" (which has a dropdown menu currently showing "Block Surcharge"), and "3" for "Value". To the right of these fields are two buttons: "Enter" and "Cancel".

Use this dialog to view ISO numbers and configurations or enter and configure a new ISO number.

1. **ISO Number.** Use this option to add ISO numbers to the ISO numbers list.
2. **Action.** Use this option to select an action that will be associated with an ISO Number.
3. **Value.** Used this option to enter a value parameter for an ISO number, if applicable.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** SURCHARGE PROPERTIES
- 6** ADD NEW (ISO)



**ISO NUMBER**

When you press the 1 key on the keypad a data-entry dialog appears. Enter the ISO number. Press Enter to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** SURCHARGE PROPERTIES
- 6** ADD NEW (ISO PROPERTIES)
- 1** ISO NUMBER



**ACTION**

Use this option to select the action that will be applied to transactions performed with cards that use the currently displayed ISO Number. The options are:

**Block Surcharge.** Selecting this action will cause the terminal to allow surcharge-free transactions when a customer uses a card with the currently displayed ISO number.

**Decline Card.** Selecting this action will cause the terminal to refuse to process transactions when a customer uses a card with the currently displayed ISO number.

**Use Defined Surcharge.** Selecting this option will cause the terminal to apply the applicable surcharge to transactions performed with a card that uses the currently displayed ISO number.

**Accept.** This action supports the “Bingo” feature applicable to UK versions of ATM software. The action will be applied to transactions performed with cards that use the currently displayed ISO number.

**Award Coupon.** This action will cause a coupon to be awarded if the currently displayed ISO Number is detected when the customer's ATM card is scanned.

To select an action, press the **2** key on the keypad repeatedly to cycle through the available choices. Stop on the action you want to apply to the currently displayed ISO number. Press Enter to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** SURCHARGE PROPERTIES
- 6** ADD NEW (ISO PROPERTIES)
- 2** ACTION



**VALUE**

The screenshot shows a dialog box titled "ISO Properties". It has three input fields on the left, each with a small square icon containing a number: "1" for "ISO Number:", "2" for "Action:" (with a dropdown menu showing "Block Surcharge"), and "3" for "Value:". To the right of these fields are two buttons: "Enter" and "Cancel".

Some ISO Numbers may require an associated value parameter. Your processor will determine whether a value parameter must be associated with an ISO number.

If a value parameter is applicable to the currently displayed ISO number, press the 3 key on the keypad to bring up a data entry dialog. Enter the value parameter. Press Enter to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 5** SURCHARGE PROPERTIES
- 6** ADD NEW (ISO PROPERTIES)
- 3** VALUE



**COMMUNICATION**

Main Menu/Terminal Configuration/Communication

1 Primary Phone Number

2 Backup Phone Number

3  Predial

4  Enable Communication Header 5

6  Use 12-Digit Sequence Number

7  Enable MAC-ing

8 Communication Protocol

9 Communication Message

0 NUA Number

Reversal Communications

F6  Enable Persistent Reversals F7

F8  Enable Reversals For Protocol Errors

Enter  
Cancel

**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 6 COMMUNICATION
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1. **Primary Number.** Enter primary telephone number.
2. **Backup Number.** Enter backup telephone number.
3. **Predial.** Use to enable faster calls to the processor during customer transactions.
4. **Enable Communication Header.** Enable/disable the Communication Header feature.
5. **Communication Header Entry.** If Communication Header is enabled, enter the applicable Header string here.
6. **Use 12-Byte Sequence Number.** Select this button to Enable/Disable use of a 12-byte (instead of 4-byte) sequence number.
7. **Enable MAC-ing.** Enable/disable MAC-ing encryption.
8. **Communication Protocol.** Select the applicable communication protocol.

- 9. **Communication Message.** Select applicable communication message specification.
- 0. **NUA Number.** Enter NUA number (for DATAPAK protocol use).
- F6. **Enable Persistent Reversals.** Enables or disables persistent reversal mode.
- F7. **Reversal Attempts.** Use to enter the number of reversal attempts. Enter "0" for "infinite" reversals.
- F8. **Enable Reversals For Protocol Errors.** Enables/disables protocol reversal mode.

**PRIMARY NUMBER**



In most cases your Cash Dispenser communicates to the host processor over a dial up phone line. However, other communications methods may also be used. The Primary Number is a telephone number or some other number that is appropriate for the communications method being used (satellite, CDPD, etc.) and enables the terminal to contact the processor. The Primary Number must be entered before live transactions can be performed. The Primary Number will be used first. If the number is busy or there is no answer, the backup number, if available, will be used (see the description of the Backup Number).

Press the 1 key on the keypad to bring up a data-entry dialog. The current number, if previously entered, will be displayed. Otherwise, the entry field will be blank. Enter a number or edit the existing number as required. Make sure to enter the complete number required to place a call, including a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. If entering a dial-up telephone number, do not enter dashes in the number. Press Enter to accept the number, or Cancel to exit.

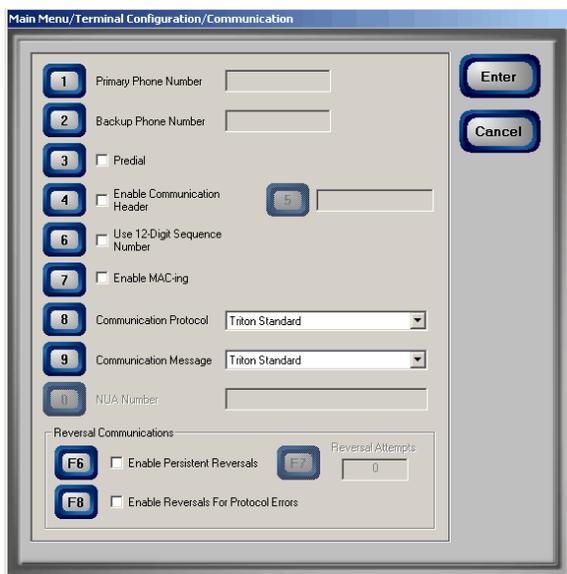
The Cash Dispenser will not process transactions if the Primary Number has not been entered or has been entered incorrectly. In such cases error code "185 - Phone Number Not Configured", will be received and the terminal will be placed in an Out of Service condition.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 1** PRIMARY NUMBER



**BACKUP NUMBER**



To help ensure uninterrupted service to customers, a Backup Number can be used to provide an alternate means of contacting the processor, in the event the Primary Number cannot be contacted.

Press the **2** key on the keypad to bring up a data-entry dialog. The current number, if previously entered, will be displayed. Otherwise, the entry field will be blank. Enter a number or edit the existing number as required. Make sure to enter the complete number required to place a call, including a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. If entering a dial-up telephone number, do not enter dashes in the number. Press Enter to accept the number, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 2** BACKUP NUMBER
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**PREDIAL**

The screenshot shows a configuration window titled "Main Menu/Terminal Configuration/Communication". It contains the following fields and options:

- 1 Primary Phone Number [text box]
- 2 Backup Phone Number [text box]
- 3  PREDIAL
- 4  Enable Communication Header [5] [text box]
- 6  Use 12-Digit Sequence Number
- 7  Enable MAC-ing
- 8 Communication Protocol [Triton Standard] [dropdown]
- 9 Communication Message [Triton Standard] [dropdown]
- 0 NUA Number [text box]
- Reversal Communications:
  - F6  Enable Persistent Reversals
  - F7 Reversal Attempts [0] [text box]
  - F8  Enable Reversals For Protocol Errors

Buttons for "Enter" and "Cancel" are located on the right side of the form.

This function allows you to turn enable or off disable the terminal's predial feature. When the feature is enabled (checked), the terminal will dial out to the processor and establish a connection as soon as the customer's ATM or credit card has been scanned by the card reader. The purpose of this mode of operation is to provide quicker processing of customer transactions. When the feature is disabled (unchecked), the terminal will wait until the customer has selected a particular transaction before attempting to establish a connection with the processor.

Press the **3** key on the keypad to cycle between the enabled (checked) and disabled (not checked) states. Once the state you want is selected, press the Enter key to accept it, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 3** PREDIAL

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- [ ]
- [ ]
- [ ]



**ENABLE COMMUNICATION HEADER**

The Communication Header is an optional feature that is only applicable to certain processors. When a specified processor requires the use of the Communication Header it must be enabled and have the correct data in the header data field. The header data field consists of alphanumeric characters.

Enabling the Communication Header when contacting a processor that doesn't use this feature will prevent any type of transaction from completing. Also, if the Communication Header is required, but is disabled or incorrect, transactions cannot be completed.

Press the 4 key on the keypad to cycle between the enabled (checked) and disabled (not checked) states. If enabled, the header entry option (5) will be enabled. Ensure the correct header data is entered. Press the Enter key to accept the Communication Header parameters, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 4** ENABLE COMMUNICATION HEADER

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**COMMUNICATION HEADER STRING**

The Communication Header is an optional feature that is only applicable to certain processors. When a specified processor requires the use of the Communication Header it must be enabled and have the correct data in the header data field. The header data field consists of alphanumeric characters.

Enabling the Communication Header when contacting a processor that doesn't use this feature will prevent any type of transaction from completing. Also, if the Communication Header is required, but is disabled or incorrect, transactions cannot be completed.

To enter the Communication Header data, ensure the Enable Communication Header option is enabled (checked), which will enable the header data entry function. Press the **5** key on the keypad to bring up a data entry dialog. Enter the Communication Header data. Press Enter to accept, or Cancel to exit.

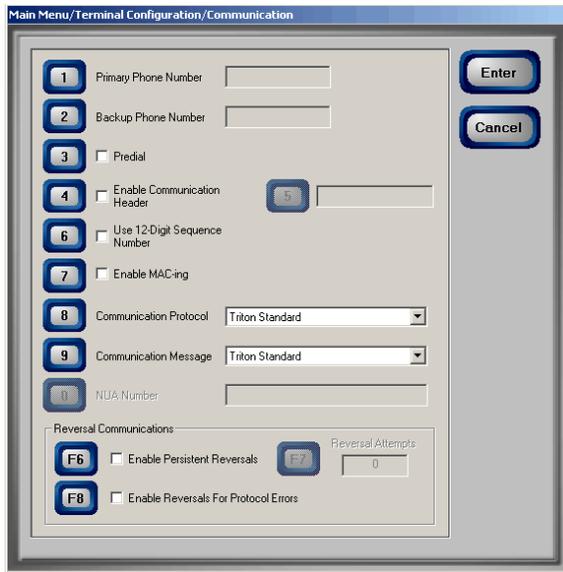
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 5** COMMUNICATION HEADER STRING

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**USE 12-DIGIT SEQUENCE NUMBER**



By default, the length of terminal sequence numbers are restricted to 4 bytes of data. In most cases this is adequate; however, some processors may require extended length terminal sequence numbers, which require additional bytes to be correctly represented.

As defined by your processor, use this function to enable or disable use of a 12-byte (instead of 4-byte) sequence number.

Press the **6** key on the keypad to cycle between the enabled (checked) and disabled (not checked) states. Ensure the correct setting is shown. Press the Enter key to accept the Communication Header parameters, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 6** USE 12-DIGIT SEQUENCE NUMBER



**ENABLE MAC-ING**



MACing stands for Message Authentication Coding, which is a technique used to authenticate, or confirm the identity of, the sender of a message. As used in the terminal, MACing ensures that the encryption keys, which are used to encrypt/decrypt communications between the terminal and the processor, are from a known, trusted source.

Encryption keys provide the foundation for secure financial transactions, and must be loaded into the terminal before transactions can safely take place. Keys can be loaded a number of ways, such as manually (at the terminal), or remotely, via download from the processor. MACing ensures the keys have not been tampered with, corrupted, or otherwise compromised.

For complete protection, MACing is implemented at both ends of the communications link. If your processor is using MACing, MACing must be enabled at the terminal.

See Chapter 12, Key Management, for more information on MACing, encryption keys and the required configuration settings.

Press the 7 key on the keypad to cycle between the enabled (checked) and disabled (not checked) states. Ensure the correct setting is shown. Press the Enter key to accept the setting, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 7** ENABLE MAC-ING

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**COMMUNICATION PROTOCOL**

The communications protocol setting will depend upon the type of communications environment the terminal is operating in and your processor's requirements. The Triton Standard communications protocol, for example, suffices for many locations, particularly in the continental United States. Other locations, especially in international markets, may require a different protocol, such as Datapak, Radiopad, or other specialized protocols.

To select a communications protocol, press the **8** key on the keypad to cycle through the available selections. Stop on the communications protocol that meets your requirements (this will usually be specified by your processor). Press the Enter key to accept this choice, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 8** COMMUNICATION PROTOCOL

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**COMMUNICATION MESSAGE**

The communications message setting specifies the content and structure of messages that pass between the terminal and the processor during transactions, status updates, etc. The Triton Standard communications message specification, for example, suffices for many locations, particularly in the continental United States. Other locations, especially in international markets, may require a different message specification.

The communications message setting will depend upon your processor's communications requirements.

To select a communications message, press the **9** key on the keypad to cycle through the available selections. Stop on the communications message setting that meets your requirements (this will usually be specified by your processor). Press the Enter key to accept this choice, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 9** COMMUNICATION MESSAGE

- [ ]**
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**NUA NUMBER**



The Network User Address, or NUA, may be required when the Datapak communications protocol has been selected. When the Datapak communication protocol has been selected, the NUA Number option becomes available.

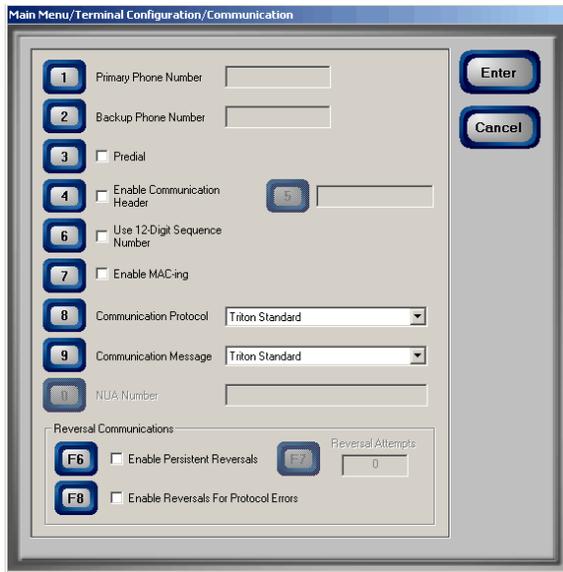
To enter the NUA Number, ensure the Datapak communication protocol has been selected, which will enable the NUA Number data entry option. Press the **0** key on the keypad to bring up a data entry dialog. Enter the NUA Number (usually provided by your processor). Press Enter to accept, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- 0** NUA NUMBER
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**ENABLE PERSISTENT REVERSALS**



When the terminal sends a customer transaction request to the processor, the transaction (if valid) is performed and a confirmation is sent back to the terminal. If the confirmation is not received, perhaps due to communications problems, the integrity of the transaction is in question. The terminal will not confirm the transaction and dispense currency to the customer, but will instead attempt to restore the customer's account to a pre-transaction condition, essentially reversing the transaction. This is accomplished using a "reversal" message.

The terminal will send out a reversal message, instructing the processor to restore the customer's account. By default, the terminal makes one reversal attempt. In most cases, this is all that is required to restore the customer's account balance.

However, in some cases, such as in a degraded communications environment, more than one attempt may be necessary to ensure the reversal message is successfully received by the processor. In such cases, the use of *persistent* reversals may be warranted. When persistent reversals mode is active, and used in conjunction with the Reversal Attempts parameter, the terminal can be configured to make multiple reversal attempts.

To enable persistent reversals, press the **F6** key on the keypad to place a check in the checkbox for Enable Persistent Reversals. Be sure to define the number of reversal attempts, using the Reversal Attempts parameter. Press the Enter key to accept, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- F6** ENABLE PERSISTENT REVERSALS



Another event that can result in the need for a reversal would be the case where the terminal receives a confirmation from the processor and begins to dispense currency to the customer, but for some reason (dispenser malfunction, low currency, etc.) cannot complete the dispense. The customer may receive no cash, or only part of the cash requested. In such an instance, the customer's account must be credited with the undispensed remainder. A reversal is used to ensure this kind of account clean-up takes place.

REVERSAL ATTEMPTS

When the Enable Persistent Reversals option is enabled, the Reversal Attempts parameter is also enabled. This parameter lets you determine the number of reversals the terminal will attempt in the event that the successful completion of a customer transaction cannot be confirmed. See the description of the Enable Persistent Reversals parameter for more information on the reversal procedure.

When a reversal attempt is successful, as indicated by a confirmation message from the processor, the reversal status for the transaction is cleared.

To enter the number of reversal attempts, ensure the Enable Persistent Reversals option has been enabled, which will enable the Reversal Attempts data entry option. Press the **F7** key on the keypad to bring up a data entry dialog. Enter the number of reversal attempts the terminal will attempt. **Note: By default, a “0” (zero) is entered, which represents “infinite” reversals, which means the terminal will continue the reversal attempt indefinitely!**

Press <ENTER> to accept the entry, or <CANCEL> to exit.

It is recommended that a only a few reversal attempts be used, initially. The status of reversal attempts will be recorded in the terminal's electronic journal for later analysis, enabling you to make changes to the reversal parameters, as needed.

ACCESS INSTRUCTIONS:

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- F7** REVERSAL ATTEMPTS

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**ENABLE REVERSALS FOR PROTOCOL ERRORS**

A reversal is normally performed when the successful completion of a customer transaction cannot be confirmed, thus placing the integrity of the transaction in question. However, conditions may warrant reversals for other instances of communication failure. In particular, the need to ensure accurate communication of protocol commands and status messages that are not necessarily related to customer transactions may also necessitate use of reversals.

In such cases, a reversal process can be used to reverse the consequences of a garbled, missing or otherwise compromised communication.

Press the **F8** key on the keypad to place a check in the checkbox for Enable Reversals for Protocol Errors. Press the Enter key to accept, or the Cancel key to exit.

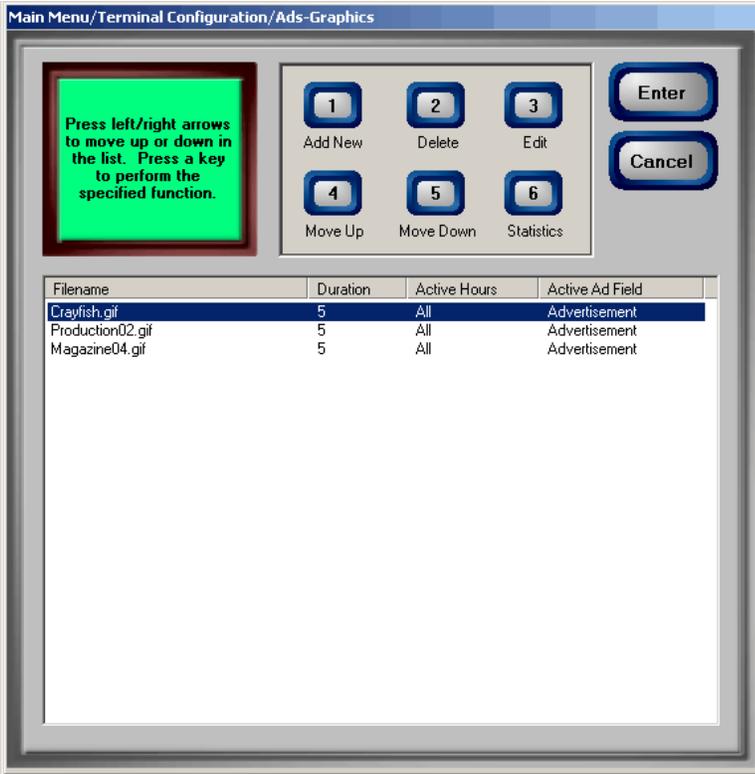
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 6** COMMUNICATION
- F8** ENABLE REVERSALS FOR PROTOCOL ERRORS

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**ADS/GRAPHICS**



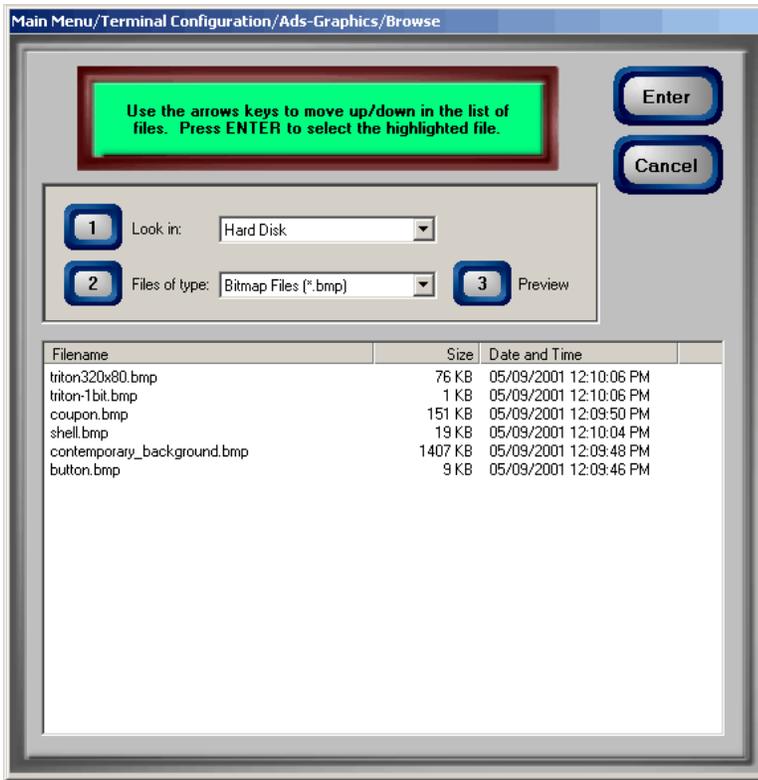
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS



1. **Add New.** Use to add a graphic to the current rotation. Lets you configure Duration, Active Hours and Active Ad Fields for the graphic.
2. **Delete.** Removes an Ad Graphic entry from the display list.
3. **Edit.** Used to change the Duration, Active Hours and Active Ad Fields for a selected Ad graphic.
4. **Move Up.** Used to move an entry up in the Ad Graphic list.
5. **Move Down.** Used to move an entry down in the Ad Graphics list.
6. **Statistics.** Generates a Management Report that shows display statistics for each Ad Graphic that is currently active.

## ADD NEW



## ACCESS INSTRUCTIONS:

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS
- 1** ADD NEW

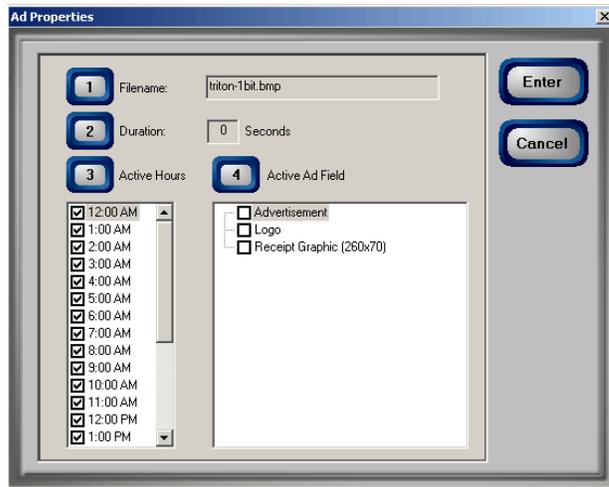


The first dialog to appear when the Add New option is selected is a Browse dialog, as shown above. The Browse dialog enables you to locate and select the image or video clip to add to the ads rotation. The Browse controls are described below:

1. **Look In.** Press this button to cycle through the available locations for image files or video clips:
  - Hard Disk
  - CD ROM
  - Floppy Drive
2. **Files of Type.** Press this button to cycle through the available graphic and image file types. If any files of the selected type are present in the current location, they will be displayed in the browse list. You can choose from a number of graphic and image file types, such as BMP, GIF, JPG and MPG, MPEG or AVI (for video). The default file type is Bitmap (.BMP).

The **File List** shows the files in the selected location that are of the selected type. The **Filename**, **Size** and **Date/Time** attributes are shown for each file. Use the Left Arrow or Right Arrow keys on the keypad to highlight a file.

Press the Enter key on the keypad to accept the currently highlighted file, or Cancel to exit without making a selection. If an ad graphic was selected, the Ads properties dialog will appear:



The Ad Properties dialog allows you to view and/or configure the following Ad graphic display properties:

**Filename.** This is the name of the bitmap graphic file that will be displayed at the times and in the locations specified by the Duration, Active Hours and Active Ad Fields properties. This file was selected in the Add New/Browse dialog. If you want to select a different file, press the **1** key on the keypad to bring up the Browse dialog again and choose a different file.

**Duration.** This is the length of time (in seconds) the indicated Ad graphic will be displayed on the terminal screen. To set the time, press the **2** key on the keypad to bring up a data entry dialog. Enter the duration in seconds. **Note: the value must be between '0' and '99999' seconds. If the ad file is a motion graphic or video and '0' is selected, the ad will be displayed for the actual playing time of the file.**

**Active Hours.** By default the graphic will be displayed every hour of the day. If you want to restrict the display of the graphic to particular hours of the day, leave a checkmark next to the hour in which you want to display the graphic. Remove the checkmark from those hours in which you don't want the graphic to be displayed.

To configure the Active Hours for the current ad graphic, press the **3** key on the keypad to move a highlight bar to the first selection in the Active Hours window, then use the arrow keys on the keypad to move up and down in the list. Press the CTRL key on the keypad to toggle a highlighted selection between checked and not checked.

**Active Ad Field.** Select the location(s) where the ad graphic will be displayed and/or printed:

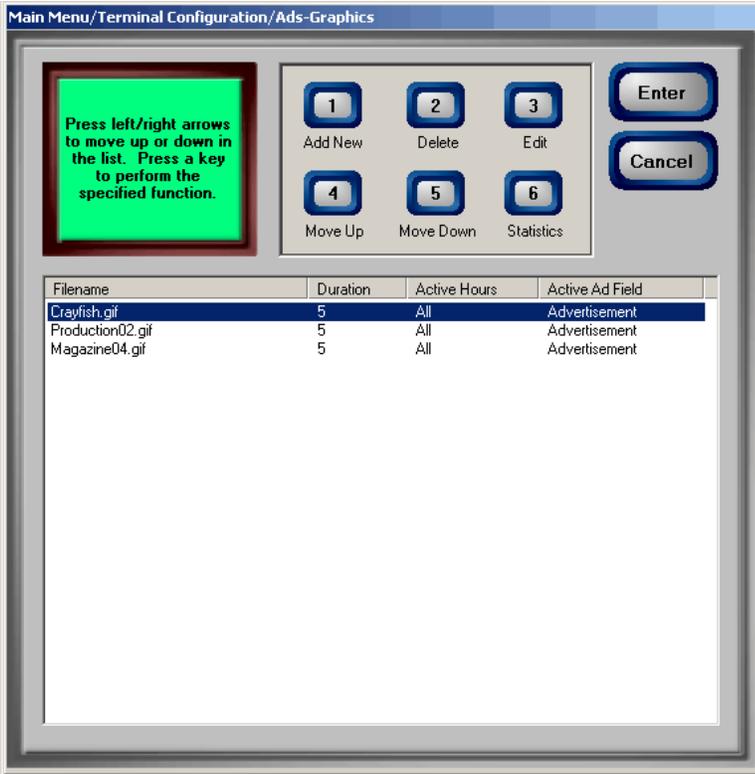
- Advertisement
- Coupon Graphic
- Logo
- Receipt Graphic

To configure the Active Ad Field for the current ad graphic, press the **4** key on the keypad to move a highlight bar to the first selection in the Active Ad Field window, then use the arrow keys on the keypad to move up and down in the list. Press the CTRL key on the keypad to toggle a highlighted selection between checked and not checked.

**3. Preview.** Press this button to see a preview of the selected image, graphic or video file. Press the <ENTER> key to exit from the preview window and return to the browse dialog.

Press the <ENTER> key on the keypad to accept the current Ad Properties settings, or Cancel to exit without saving.

**DELETE**



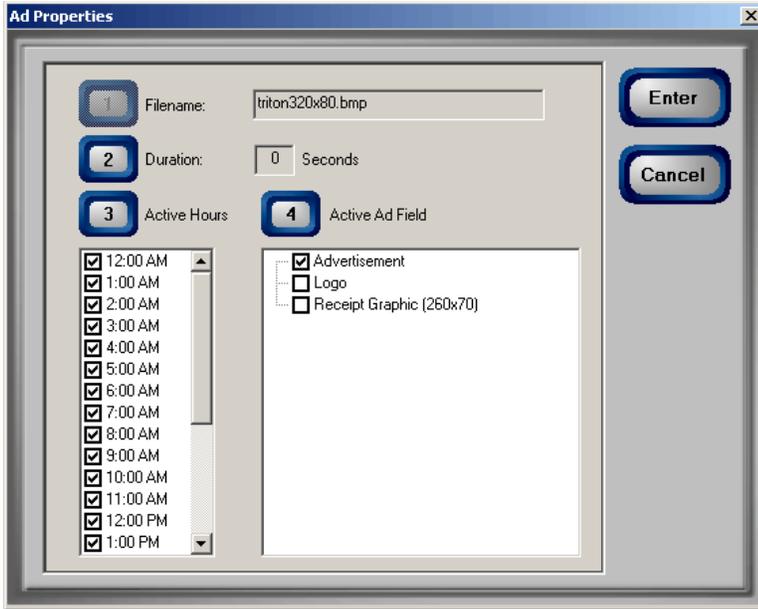
This function removes an ad graphic entry from the display list. To remove a graphic, use the arrow keys on the keypad to highlight the graphic you want to remove. Press the **2** key on the keypad. A confirmation dialog appears. Press Enter to delete the highlighted entry, or Cancel to exit without deleting the entry.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS
- 2** DELETE



EDIT



This function lets you edit the display parameters for an ad file.

With the Ads/Graphics main dialog displayed, use the arrow keys to highlight an ad entry in the list. Press the **3** key on the keypad to bring up the Ad Properties dialog, which you will use to edit the ad.

The Ad Properties dialog allows you to view and/or configure the following Ad graphic display properties:

**Filename.** This option is disabled. The name of the graphic file that was selected in the Ads/Graphics dialog is displayed.

**Duration.** This is the length of time (in seconds) the indicated Ad graphic will be displayed on the terminal screen. To set the time, press the **2** key on the keypad to bring up a data entry dialog. Enter the duration in seconds. **Note: the value must be between '0' and '99999' seconds. If the ad file is a motion graphic or video and '0' is selected, the ad will be displayed for the actual playing time of the file.**

**Active Hours.** By default the graphic will be displayed every hour of the day. If you want to restrict the display of the graphic to particular hours of the day, leave a checkmark next to the hour in which you want to display the graphic. Remove the checkmark from those hours in which you don't want the graphic to be displayed.

ACCESS INSTRUCTIONS:

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS
- 3** EDIT
- [ ]**
- [ ]**
- [ ]**
- [ ]**



To configure the Active Hours for the current ad graphic, press the **3** key on the keypad to move a highlight bar to the first selection in the Active Hours window, then use the arrow keys on the keypad to move up and down in the list. Press the CTRL key on the keypad to toggle a highlighted selection between checked and not checked.

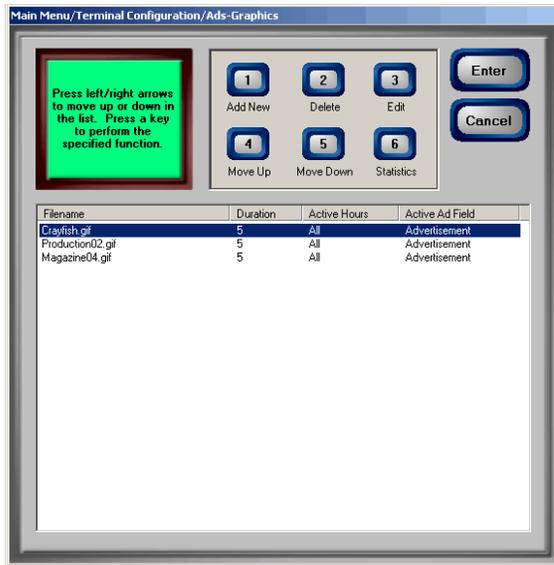
**Active Ad Field.** Select the location(s) where the ad graphic will be displayed and/or printed:

- Advertisement
- Coupon Graphic
- Logo
- Receipt Graphic

To configure the Active Ad Field for the current ad graphic, press the **4** key on the keypad to move a highlight bar to the first selection in the Active Ad Field window, then use the arrow keys on the keypad to move up and down in the list. Press the CTRL key on the keypad to toggle a highlighted selection between checked and not checked.

Press the Enter key on the keypad to accept the current Ad Properties settings, or Cancel to exit without saving.

**MOVE UP**



The order in which multiple ad graphics are displayed on the LCD screen is determined by their arrangement in the Ads/Graphics display list. For example, assume the following items are listed, in the order shown:

```
store01
promo06
movieclip10
```

This means that store01 will be shown *first*, promo06 will be shown *second* and movieclip10 will be shown *third*. Then the sequence will repeat.

If you want movieclip10 to be shown *before* promo06, move it upward in the list, so that it appears before promo06. To accomplish this, first highlight movieclip10 using the arrow keys on the keypad. Next, press the **4** key on the keypad *once* to move the entry up one position in the order. The movieclip10 entry will replace promo06 in the second position and promo06 will be pushed down to the third position. The new order will be:

```
store01
movieclip10
promo06
```

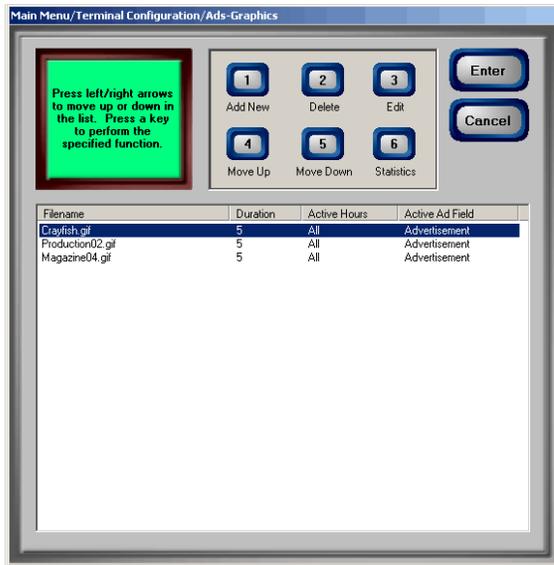
Note: to move an entry down in the list, use the Move Down function.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS
- 4** MOVE UP
- 
- 
- 
- 



**MOVE DOWN**



The order in which multiple ad graphics are displayed on the LCD screen is determined by their arrangement in the Ads/Graphics display list. For example, assume the following items are listed, in the order shown:

```
store01
promo06
movieclip10
```

This means that store01 will be shown *first*, promo06 will be shown *second* and movieclip10 will be shown *third*. Then the sequence will repeat.

If you want store01 to be shown *after* promo06, move it downward in the list, so that it appears after promo06. To accomplish this, first highlight store01 using the arrow keys on the keypad. Next, press the **5** key on the keypad *once* to move the entry down one position in the order. The store01 entry will replace promo06 in the second position and promo06 will be moveup to the first position. The new order will be:

```
promo06
store01
movieclip10
```

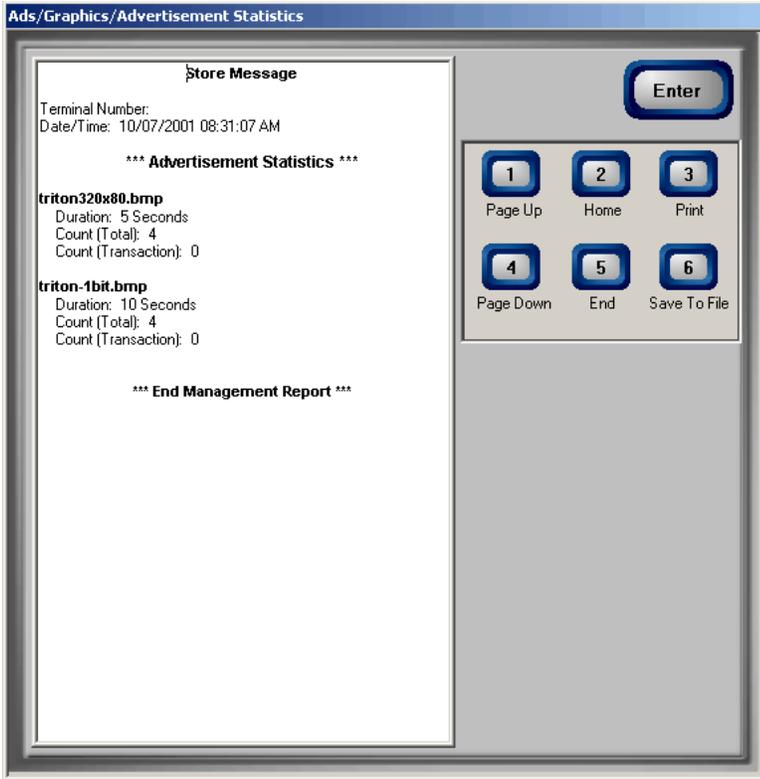
Note: to move an entry up in the list, use the Move Up function.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS
- 5** MOVE DOWN
- [ ]**
- [ ]**
- [ ]**
- [ ]**



**STATISTICS**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 7** ADS/GRAPHICS
- 6** STATISTICS

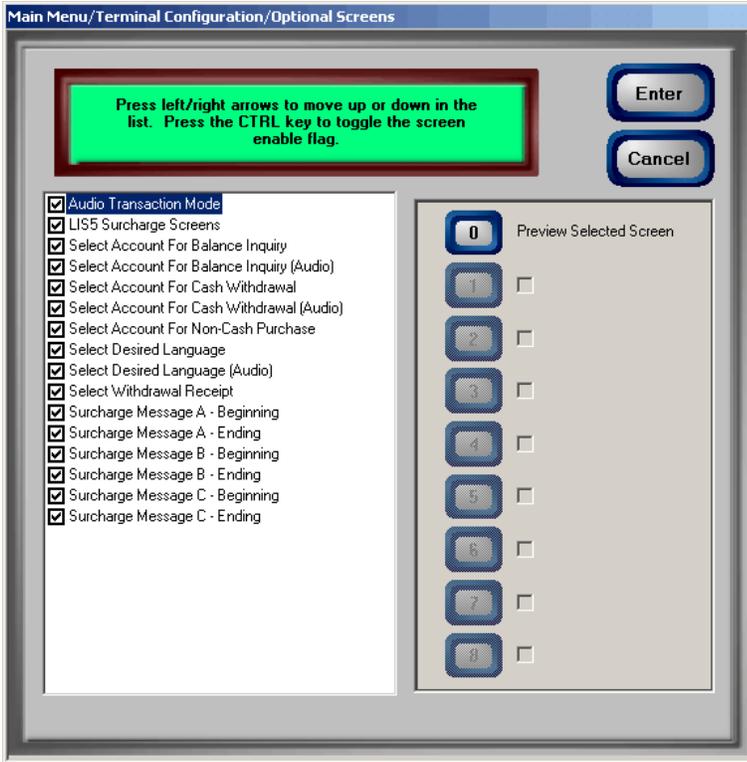


This function generates a report that shows counts for each ad graphic that is currently active. These statistics include: duration, of the ad, total number of times the ad has been displayed, and total number of times the ad has been displayed during customer transactions. This information is repeated for each currently active ad.

The information provided by this report can be used to manage your ads more effectively. By viewing the ad statistics in a single report, it's easier to judge whether certain ads are being displayed too frequently (or not frequently enough), whether an ad should be displayed for a longer or shorter duration, etc.

To generate the statistics report, press the **6** key on the keypad while the Ads/Graphics main dialog is visible. The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk. Note: when exiting the report dialog you will be given the opportunity to clear the current counts to zero.

**OPTIONAL SCREENS**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 8** OPTIONAL SCREENS
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**



This function helps you to customize your terminal, by presenting only selected screens to your customers. Use this function to enable/disable these optional screens, and to preview a selected screen. Note: The number and types of screens listed can vary depending upon the screen configuration file that is currently in use; however, the available screens will generally fall into the following categories:

- Account/Transaction
- Language Selection
- Surcharge Message
- Receipt Option

**Account/Transaction**

Screens in this category are used to offer additional keypad-based and audio-transaction based account and transaction-type selections to the customer, such as for balance inquiries, transfers and cash withdrawals.

**Language Selection**

Screens in this category offer the customer the opportunity to select a favored language in which to perform the transaction, such as Spanish or French. Both displayed and audio-based language selections are supported.

**Surcharge Message**

Processor requirements may dictate that a particular type of wording be used in the surcharge notification message presented to customers. Screens in this category can offer a choice of surcharge message types, from which you can choose the most appropriate for your location. The location of the surcharge message in the transaction flow (Beginning or Ending) can also be selected.

**Receipt Option**

Screens in this category offer the customer the opportunity to choose whether to receive a printed receipt of their transaction, or not.

**Enabling/Disabling Optional Screens**

Use the arrow keys on the keypad to select a screen. Press the **CTRL** key to enable/disable the appearance of the currently highlighted screen. The checkbox next to the item will be checked if that screen is enabled, or unchecked if the screen is disabled. Enable or disable the screen as desired. Repeat for any additional screens. When finished, press Enter to accept or Cancel to exit.

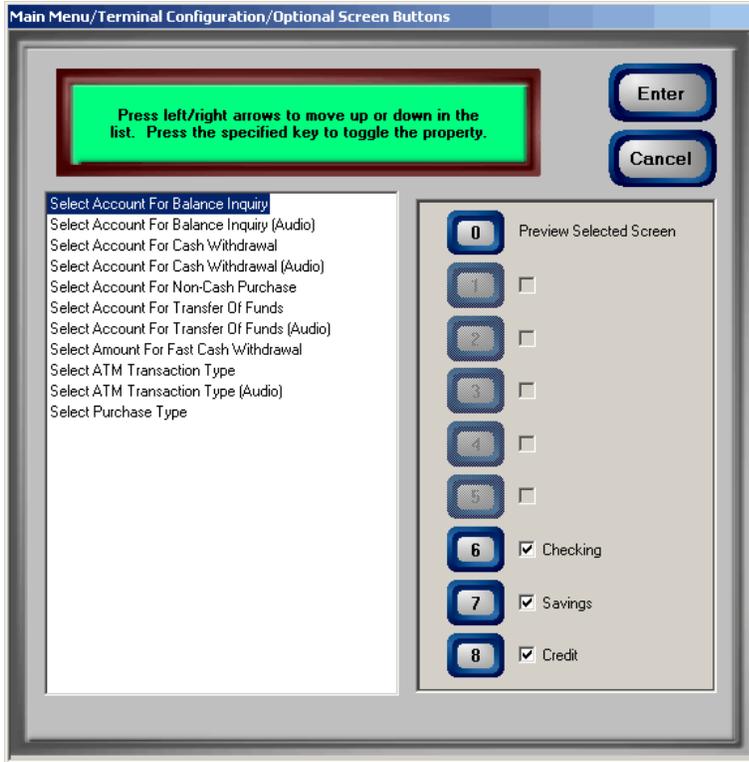
**Previewing Optional Screens**

To preview a screen, first use the arrow keys to select a screen entry from the list, then press the **0** key on the keypad to bring up the preview dialog. The selected screen will be shown as it will appear to the customer. Press the Enter key to return to the optional screens main dialog.

**Additional Options**

Options 1-8, corresponding to keypad keys **1-8**, may be used to offer additional customization choices for the currently selected screen. The functions of these keys will depend upon the purpose and design of the optional screen.

**OPTIONAL SCREEN BUTTONS**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 9** OPTIONAL SCREEN BUTTONS



This function helps you to customize your terminal, by presenting only selected option buttons for various customer screens. Use this function to enable/disable the display of these buttons to the customer, and to preview a selected screen button configuration.

Note: The number and types of screens and associated optional button choices can vary depending upon the screen configuration file that is currently in use; however, the available screens and optional button choices will generally fall into the following categories:

- Account/Transaction Type
- Fast Cash Amounts
- Purchase Selections

**Account/Transaction**

Screen buttons in this category are used to offer additional keypad-based and audio-transaction based account and transaction-type options to the customer, such as for balance inquiries, transfers and cash withdrawals.

For each screen type, the available option buttons will be shown; choose the buttons that will actually be displayed on the selected screen.

### **Fast Cash Amounts**

Screen buttons in this category offer the customer the convenience of choosing from a number of predefined withdrawal amounts, rather than having to enter a value.

### **Purchase Selections**

For applications in which a non-cash item can be purchased from the unit, such as phone cards or theater tickets, screen buttons can be chosen to provide the appropriate quantity/price options to the customer.

### **Enabling/Disabling Optional Screen Buttons**

Use the arrow keys on the keypad to select a screen. The button choices applicable to the screen will appear. Press the keypad key that corresponds to the button choice you wish to enable or disable. Repeatedly press the key to toggle the selected button between enabled (checked) and disabled (not checked). Enable or disable the button as desired. Repeat for any additional screen button categories. When finished, press Enter to accept or Cancel to exit.

### **Previewing Optional Screen Buttons**

To preview a screen button configuration, first use the arrow keys to select a screen button category from the list, then press the **0** key on the keypad to bring up the preview dialog. The selected screen will be shown as it will appear with the selected buttons. Press the Enter key to return to the optional screen buttons main dialog.

**TRITON CONNECT**

Main Menu/ Terminal Configuration/ Triton Connect

Phone Numbers				Enter	
1	Primary Phone Number	3	Alarm Monitor Primary:	Cancel	
2	Backup Phone Number	4	Alarm Monitor Backup:		
5	Max Retries	0	6	Redial Delay	0
7	<input type="checkbox"/> Enable Triton Connect				
8	<input type="checkbox"/> Enable Call Back				
9	<input type="checkbox"/> Enable Scheduled Journal Calls	0	0		
F4	<input type="checkbox"/> Enable Call At Number of Journal Recs	F5	0		
F6	<input type="checkbox"/> Enable Call At Low Cash	F7	0		
F8	Enter New Access Code				

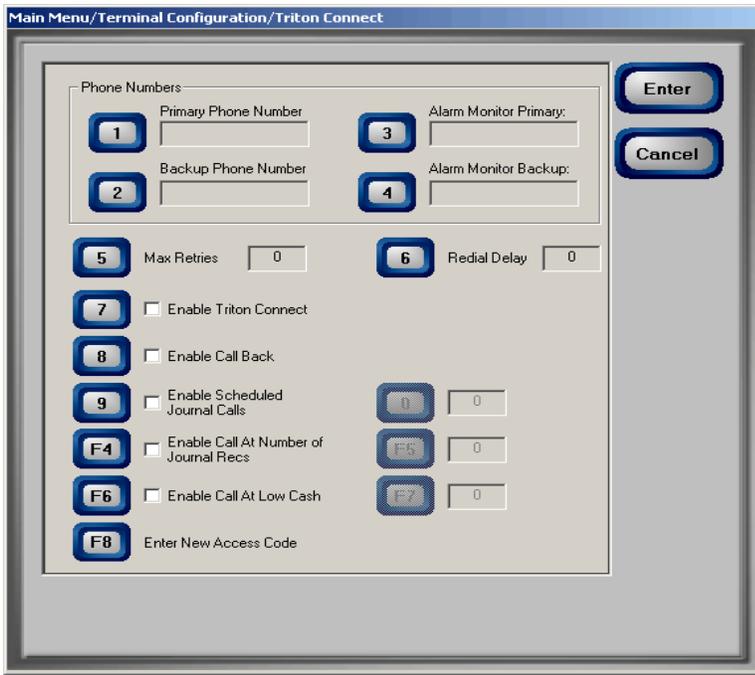
**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 0 TRITON CONNECT PARAMETERS

1. **Primary Phone Number.** Primary phone number of the Triton Connect computer.
2. **Backup Phone Number.** Backup number of the Triton Connect computer.
3. **Alarm Monitor Primary.** Enter telephone number for reporting alarm conditions to the Triton Connect Computer.
4. **Alarm Monitor Backup.** Enter the backup alarm reporting number.
5. **Max Retries.** Enter number of attempts when calling the Triton Connect computer.
6. **Redial Delay.** Enter the waiting period to observe between attempts to call back to the Triton Connect computer.
7. **Enable Triton Connect.** Enable/disable the Triton Connect feature.
8. **Enable Call Back.** Enables return calls to the Triton Connect computer.

9. **Enable Scheduled Journal Calls.** Enable the terminal to transmit the journal to a Triton Connect computer at scheduled intervals.
0. **Time.** Enter time at which Scheduled Journal Call will be made.
- F4. **Enable Call At Number of Journal Records.** Enable a call to the Triton Connect computer when number of journal records reaches a specified value.
- F6. **Enable Call At Low Cash.** Enable a call to the Triton Connect computer when the level of cash in the terminal reaches a specified value.
- F8. **Enter New Access Code.** Enter a six-digit code used by a Triton Connect host computer when calling the terminal to perform software downloads.

**PRIMARY PHONE NUMBER**



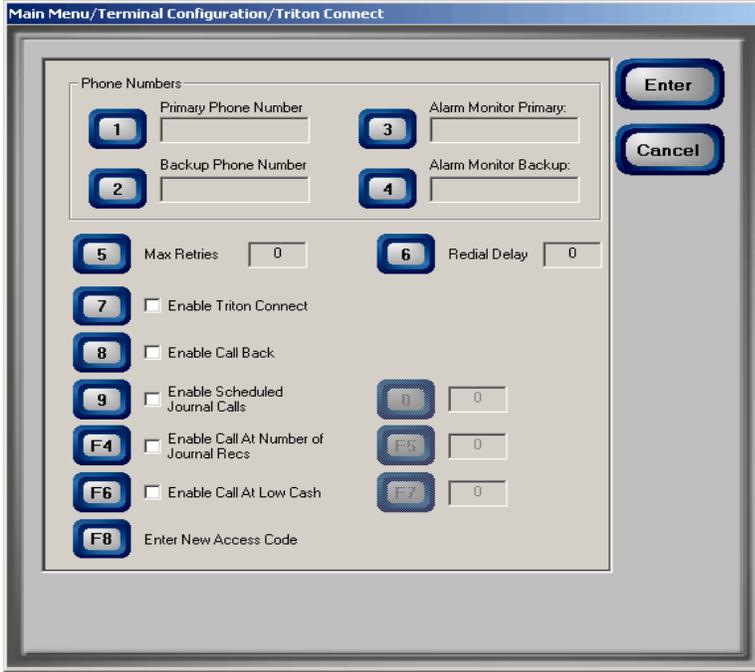
**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 1** PRIMARY PHONE NUMBER
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

If your Cash Dispenser is configured to report terminal configuration and status conditions to a Triton Connect host, communication will usually take place over a dial up phone line. The Primary Phone Number is the phone number the Cash Dispenser will call when it needs to contact the Triton Connect host. The Primary Phone Number must be entered before such calls can be placed. The Primary Phone Number will be used first. If the number is busy or there is no answer, the backup number, if available, will be used (see the description of the Backup Phone Number).

Press the **1** key on the keypad to bring up a data-entry dialog. The current number, if previously entered, will be displayed. Otherwise, the entry field will be blank. Enter a number or edit the existing number as required. Make sure to enter the complete number required to place a call, including a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. If entering a dial-up telephone number, do not enter dashes in the number. Press Enter to accept the number, or Cancel to exit.

**BACKUP PHONE NUMBER**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 2** BACKUP PHONE NUMBER
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**



If your Cash Dispenser is configured to report terminal configuration and status conditions to a Triton Connect host, communication will usually take place over a dial up phone line. The Backup Phone Number will be used if the Cash Dispenser cannot reach the Triton Connect host using the primary Phone Number.

Press the **2** key on the keypad to bring up a data-entry dialog. The current number, if previously entered, will be displayed. Otherwise, the entry field will be blank. Enter a number or edit the existing number as required. Make sure to enter the complete number required to place a call, including a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. If entering a dial-up telephone number, do not enter dashes in the number. Press Enter to accept the number, or Cancel to exit.

**ALARM MONITOR PRIMARY**

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 3** ALARM MONITOR PRIMARY

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If you are using a Triton Connect hosted terminal monitoring service, you may wish to use different telephone numbers for alarm reporting purposes. This could enable a third party service organization, for example, to be notified of alarm conditions that can occur during non-business hours.

The Alarm Monitor Primary Phone Number will be used first. If the number is busy or there is no answer, the backup number, if available, will be used (see the description of the Alarm Monitor Backup Phone Number).

Press the **3** key on the keypad to bring up a data-entry dialog. The current number, if previously entered, will be displayed. Otherwise, the entry field will be blank. Enter a number or edit the existing number as required. Make sure to enter the complete number required to place a call, including a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. If entering a dial-up telephone number, do not enter dashes in the number. Press Enter to accept the number, or Cancel to exit.

**ALARM MONITOR BACKUP**

If you are using a Triton Connect hosted terminal monitoring service, you may wish to use different telephone numbers for alarm reporting purposes. This could enable a third party service organization, for example, to be notified of alarm conditions that can occur during non-business hours. The Alarm Monitor Backup Phone Number will be used if the Cash Dispenser cannot reach the Triton Connect host using the Alarm Monitor Primary Phone Number.

Press the **4** key on the keypad to bring up a data-entry dialog. The current number, if previously entered, will be displayed. Otherwise, the entry field will be blank. Enter a number or edit the existing number as required. Make sure to enter the complete number required to place a call, including a dialing prefix, such as a '9' for an outside line, if necessary. If you need to pause after the prefix, place a comma in the number for a two-second delay at that point. Make sure to enter the long distance prefix '1' if you are dialing an 800 number or a toll long distance number. If entering a dial-up telephone number, do not enter dashes in the number. Press Enter to accept the number, or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 4** ALARM MONITOR BACKUP

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**MAX RETRIES**

The screenshot shows a terminal configuration screen titled "Main Menu/Terminal Configuration/Triton Connect". The screen is divided into several sections:

- Phone Numbers:**
  - Primary Phone Number (key 1)
  - Backup Phone Number (key 2)
  - Alarm Monitor Primary (key 3)
  - Alarm Monitor Backup (key 4)
- Max Retries:** A numeric field set to 0 (key 5).
- Redial Delay:** A numeric field set to 0 (key 6).
- Enable Options:**
  - Enable Triton Connect (key 7) [ ]
  - Enable Call Back (key 8) [ ]
  - Enable Scheduled Journal Calls (key 9) [ ]
  - Enable Call At Number of Journal Recs (key F4) [ ]
  - Enable Call At Low Cash (key F6) [ ]
- Other Fields:**
  - 0 [ ]
  - F5 [ ]
  - F7 [ ]
- Bottom Option:** Enter New Access Code (key F8)

Buttons for "Enter" and "Cancel" are located on the right side of the screen.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 5** MAX RETRIES
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

Calls from the terminal to the Triton Connect host computer are made in blocks. Each block actually consists of multiple attempts to reach the host computer, using the Triton Connect primary and backup phone numbers. During each block, the terminal will place a call to the primary number; if there is no answer in 60 seconds, the call will be attempted using the backup number (if one is available).

If there is no answer using the backup number within 60 seconds, or there is no backup number available, the terminal will repeat the cycle, returning to the primary number, then the backup.

If there is still no answer after two calls to the primary number and two calls to the backup number, the terminal will pause for a period of time established by the Redial Delay parameter, then will begin the communications attempt again with the next call block. The cycle of call blocks will be repeated for the number of times established in the Max Retries setting before attempts to reach the Triton Connect host computer are abandoned.

To set the Max Retries parameter, press the **5** key on the keypad to bring up a data entry dialog. Enter the number of retry attempts (between 0 and 10) and press Enter to accept or Cancel to exit.

**REDIAL DELAY**

Use this function to establish the waiting period (in seconds) the terminal will observe between attempts to call back to the Triton Connect host computer. The number of attempts is determined by the Max Retries parameter.

To set the Redial Delay parameter, press the **6** key on the keypad to bring up a data entry dialog. Enter the number of retry attempts (between 0 and 1000 seconds) and press Enter to accept or Cancel to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 6** REDIAL DELAY

**ENABLE TRITON CONNECT**

Main Menu/Terminal Configuration/Triton Connect

Phone Numbers				Enter	
1	Primary Phone Number	3	Alarm Monitor Primary:		
2	Backup Phone Number	4	Alarm Monitor Backup:	Cancel	
5	Max Retries	0	6	Redial Delay	0
7	<input type="checkbox"/> Enable Triton Connect				
8	<input type="checkbox"/> Enable Call Back				
9	<input type="checkbox"/> Enable Scheduled Journal Calls	0	0		
F4	<input type="checkbox"/> Enable Call At Number of Journal Recs	F5	0		
F6	<input type="checkbox"/> Enable Call At Low Cash	F7	0		
F8	Enter New Access Code				

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 7** ENABLE TRITON CONNECT
- [ ]**
- [ ]**
- [ ]**
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- [ ]**

Triton Connect is PC (Personal Computer) based software that enables you (or a third-party monitoring service) to remotely monitor your terminals. Triton Connect increases efficiency and reduces costs associated with managing multiple terminals. Significant advantages include:

- Operation on a single, stand-alone PC or in a networked environment
- Can perform a wide range of monitoring and control functions from a central location.
- Supports CDPD (cellular-wireless), dial-up and satellite communications with remote terminals.

To enable a Triton Connect host to access the terminal, press the 7 key on the keypad to place a check in the checkbox for Enable Triton Connect. Press the Enter key to accept, or the Cancel key to exit. Note: if the Enable Triton Connect option is disabled (not checked), the Triton Connect host will not be able to access the terminal.

**ENABLE CALL BACK**

The screenshot shows a terminal configuration screen titled "Main Menu/Terminal Configuration/Triton Connect". The screen is divided into several sections:

- Phone Numbers:**
  - 1 Primary Phone Number
  - 2 Backup Phone Number
  - 3 Alarm Monitor Primary:
  - 4 Alarm Monitor Backup:
- Max Retries:** 5 Max Retries (0)
- Redial Delay:** 6 Redial Delay (0)
- Enable Call Back:** 8  Enable Call Back
- Enable Scheduled Journal Calls:** 9  Enable Scheduled Journal Calls
- Enable Call At Number of Journal Recs:** F4  Enable Call At Number of Journal Recs
- Enable Call At Low Cash:** F6  Enable Call At Low Cash
- Enter New Access Code:** F8

Buttons for "Enter" and "Cancel" are located on the right side of the screen.

**ACCESS INSTRUCTIONS:**

- F7 MANAGEMENT FUNCTIONS
- 6 TERMINAL CONFIGURATION
- 0 TRITON CONNECT
- 8 **ENABLE CALL BACK**
- 
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Normally, after the Triton Connect host system contacts the terminal, it (the Triton Connect host) will hang up and wait for the terminal to *call back* and transmit the configuration, status or journal data that was requested in the initiating call. This is done for security reasons. The Enable Call Back option allows you to enable and disable this feature.

To enable Call Back, press the **8** key on the keypad to place a check in the checkbox for Enable Call Back. Press the Enter key to accept, or the Cancel key to exit.

Note: A return call is not necessarily required in order to complete a terminal control action. If Call Back is disabled, the control action will be accomplished during the initial call to the terminal. However, if Call Back is disabled, after the terminal performs the control action, it will automatically re-enable the Call Back function for subsequent calls.

**ENABLE SCHEDULED JOURNAL CALLS**

Main Menu/Terminal Configuration/Triton Connect

Phone Numbers

1 Primary Phone Number

2 Backup Phone Number

3 Alarm Monitor Primary:

4 Alarm Monitor Backup:

5 Max Retries 0

6 Redial Delay 0

7  Enable Triton Connect

8  Enable Call Back

9  Enable Scheduled Journal Calls

F4  Enable Call At Number of Journal Recs

F6  Enable Call At Low Cash

F8 Enter New Access Code

0 0

F5 0

F7 0

Enter

Cancel

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 9** **ENABLE SCHEDULED JOURNAL CALLS**

□

□

□

□

□

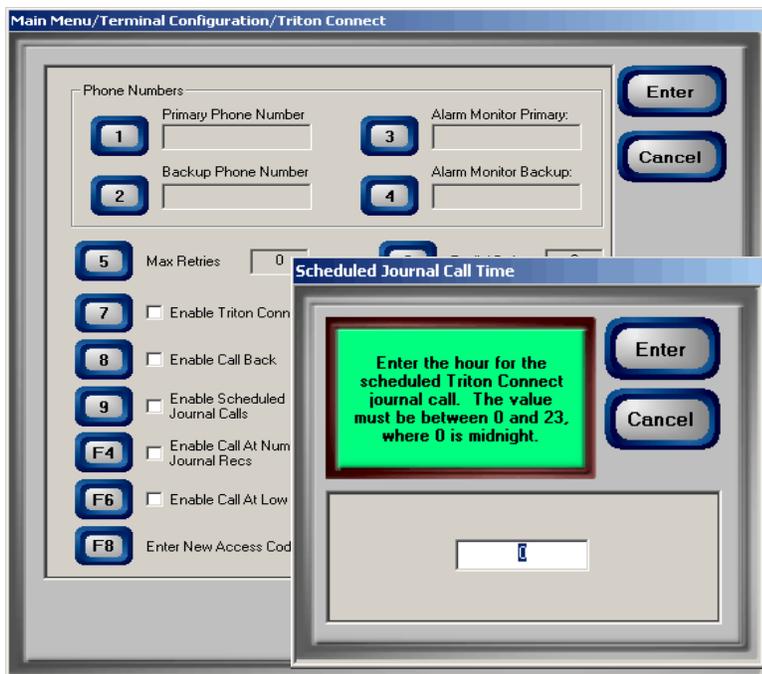
□

□

When this feature is enabled, the terminal will automatically send all journal data to a remote Triton Connect computer at a time established using the Scheduled Journal Call Time function. When this feature is disabled, the journal will not be sent automatically.

To enable scheduled journal calls, press the **9** key on the keypad to place a check in the checkbox for Enable Scheduled Journal Calls. Be sure to define the time of day at which to place calls, using the Scheduled Journal Call Time function. Press the Enter key to accept, or the Cancel key to exit.

**SCHEDULED JOURNAL CALL TIME**



This function allows you to enter the time at which the terminal will automatically contact a remote Triton Connect computer and initiate a transfer of the journal.

This function becomes accessible when the Enable Scheduled Journal Calls function has been enabled.

To set the scheduled journal call time, press the **0** key on the keypad to bring up a data entry dialog. Enter the hour at which the scheduled call will be made, using a value between '0' and '23', where '0' represents midnight. Press <ENTER> to accept the entry, or <CANCEL> to exit.

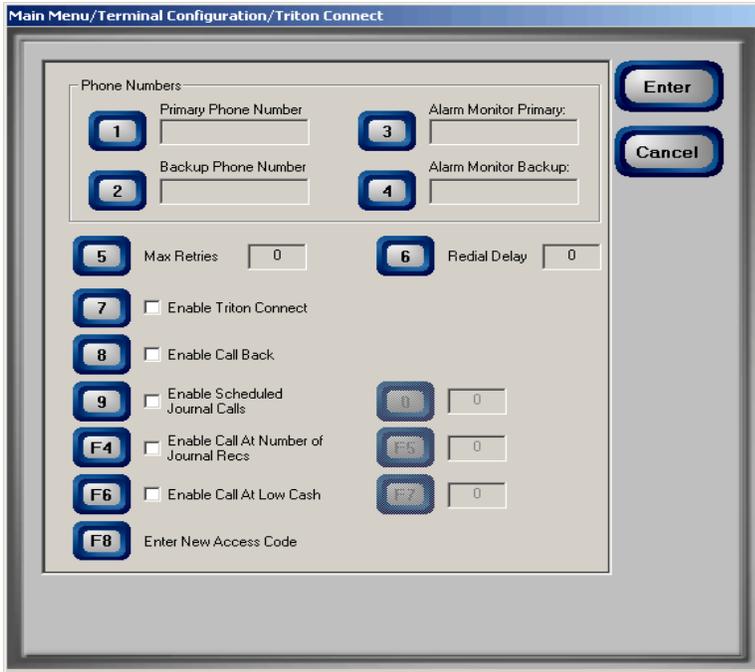
The terminal will randomly choose a minute mark within the chosen hour at which to place the call.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- 9** ENABLE SCHEDULED JOURNAL CALLS
- 0** SCHEDULED JOURNAL CALL TIME
- [ ]**
- [ ]**
- [ ]**



**ENABLE CALL AT NUMBER OF JOURNAL RECORDS**



When this feature is enabled, the terminal will send a notification message to a remote Triton Connect computer if the number of entries in the journal exceeds the level specified using the Number of Journal Records function. When this feature is disabled, no notification message will be sent.

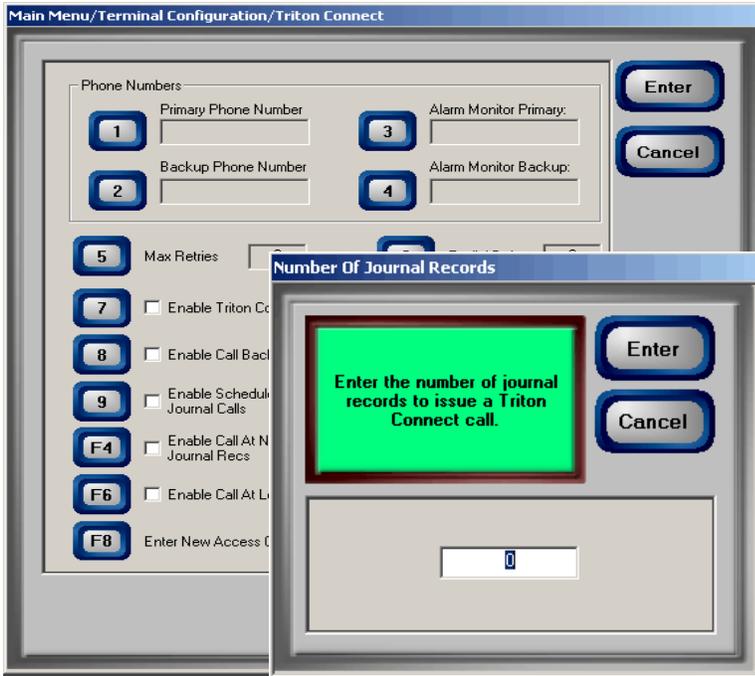
To enable scheduled journal calls, press the **F4** key on the keypad to place a check in the checkbox for Enable Call at Number of Journal Records. Be sure to define the number of journal records that will trigger the call, using the Number of Journal Records function. Press the Enter key to accept, or the Cancel key to exit.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- F4** ENABLE CALL AT NUMBER OF JOURNAL RECORDS



**NUMBER OF JOURNAL RECORDS**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- F4** ENABLE CALL AT NUMBER OF JOURNAL RECORDS
- F5** NUMBER OF JOURNAL RECORDS
- 
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This function allows you to enter the number of journal records that will automatically trigger a notification message to a remote Triton Connect computer.

This function becomes accessible when the Enable Call at Number of Journal Records function has been enabled.

To set the number of journal records, press the **F5** key on the keypad to bring up a data entry dialog. Enter the number of journal records to trigger a call, using a value between '0' and '99999'. Press <ENTER> to accept the entry, or <CANCEL> to exit.

**ENABLE CALL AT LOW CASH**

Main Menu/Terminal Configuration/Triton Connect

Phone Numbers				Enter	
1	Primary Phone Number	3	Alarm Monitor Primary:		
2	Backup Phone Number	4	Alarm Monitor Backup:	Cancel	
5	Max Retries	0	6	Redial Delay	0
7	<input type="checkbox"/> Enable Triton Connect				
8	<input type="checkbox"/> Enable Call Back				
9	<input type="checkbox"/> Enable Scheduled Journal Calls	0	0		
F4	<input type="checkbox"/> Enable Call At Number of Journal Recs	F5	0		
F6	<input type="checkbox"/> Enable Call At Low Cash	F7	0		
F8	Enter New Access Code				

**ACCESS INSTRUCTIONS:**

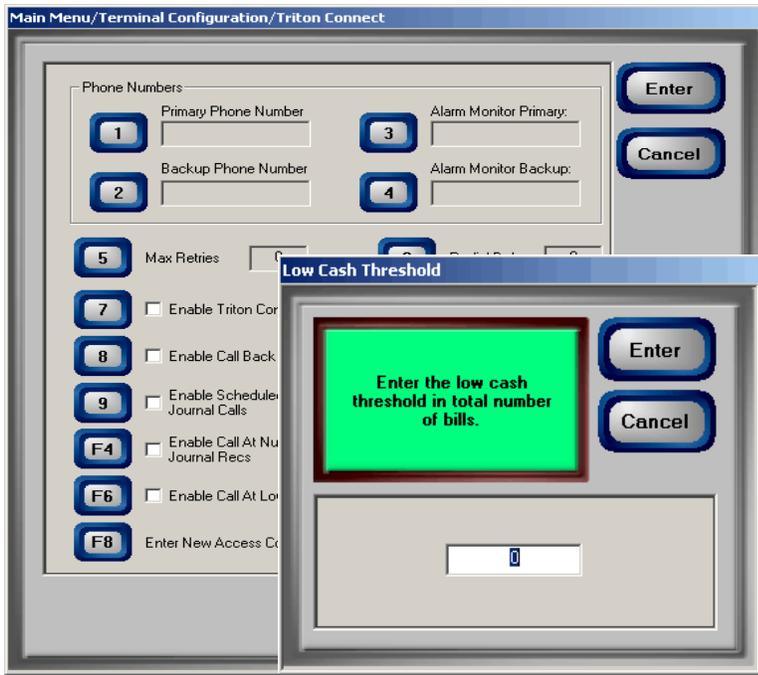
- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- F6** ENABLE CALL AT LOW CASH
- [ ]**
- [ ]**
- [ ]**
- [ ]**
- [ ]**

[ ]

When this feature is enabled, the terminal sends a notification message to a remote Triton Connect computer if the amount of cash in a cassette falls below the level specified using the Low Cash Threshold function. When this feature is disabled, no notification message will be sent.

To enable calls at low cash conditions, press the **F6** key on the keypad to place a check in the checkbox for Enable Call at Low Cash. Be sure to define the number of notes that will trigger the call, using the Low Cash Threshold function. Press the Enter key to accept, or the Cancel key to exit.

**LOW CASH THRESHOLD**



This function allows you to enter the number of notes in a cassette that will automatically trigger a notification message to a remote Triton Connect computer.

This function becomes accessible when the Enable Call at Low Cash function has been enabled.

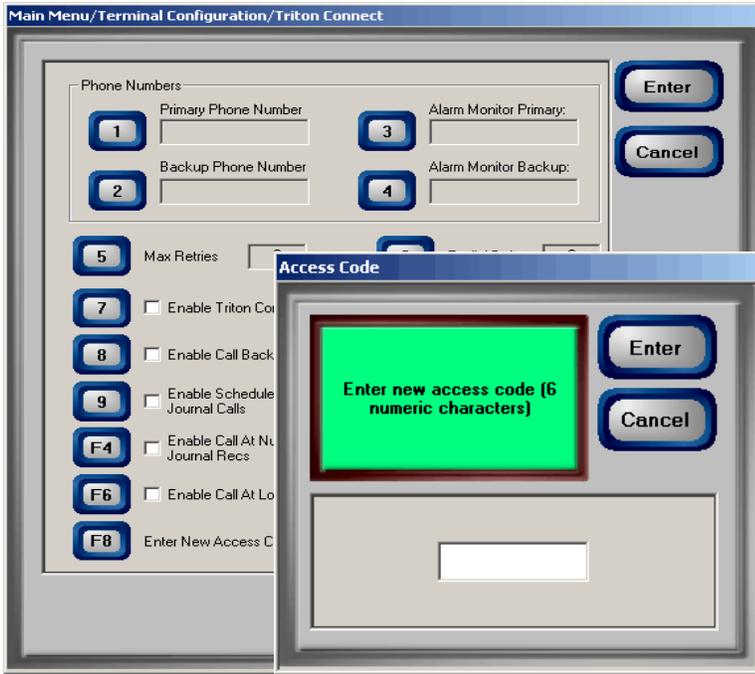
To set the low cash threshold, press the **F7** key on the keypad to bring up a data entry dialog. Enter the number of notes that will trigger a call, using a value between '0' and '99999'.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- F6** ENABLE CALL AT LOW CASH
- F7** LOW CASH THRESHOLD
- 
- 
- 



**ENTER NEW ACCESS CODE**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 6** TERMINAL CONFIGURATION
- 0** TRITON CONNECT
- F8** ENTER NEW ACCESS CODE
- [ ]**
- [ ]**
- [ ]**
- [ ]**



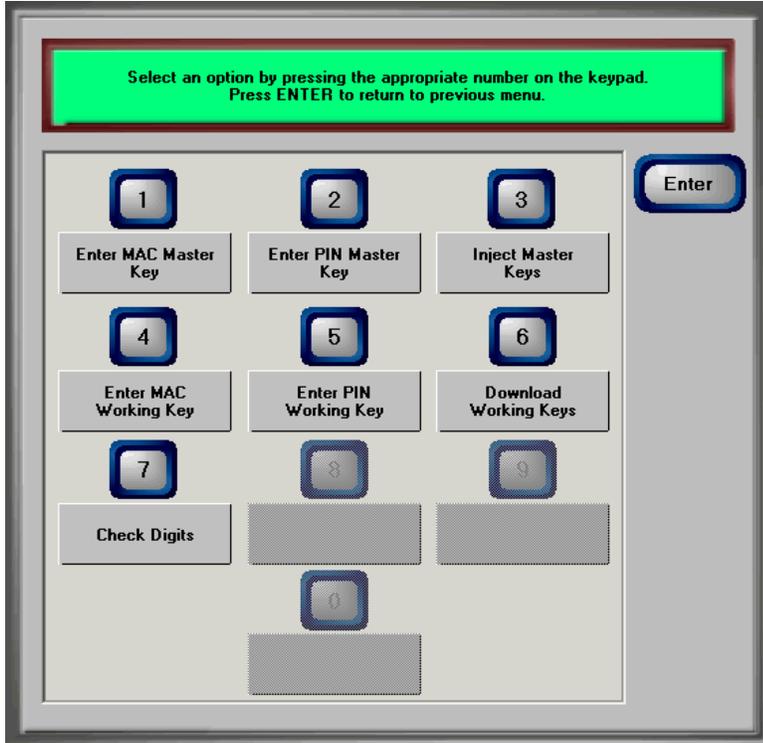
Enter a six-digit code that a Triton Connect host computer must use when calling the terminal to perform software downloads. If the code used by Triton Connect does not match the code you enter here, the terminal will not allow the software download to take place.

To access code, press the **F8** key on the keypad to bring up a data entry dialog. Enter a six-digit access code. Press Enter to accept or Cancel to exit.



***CHAPTER 12 - KEY MANAGEMENT***

KEY MANAGEMENT



ACCESS INSTRUCTIONS:

- F7 MANAGEMENT FUNCTIONS
- 7 KEY MANAGEMENT
- 
- 
- 
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- 
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- 

1. **Enter MAC Master Key.** The MAC Master Keys used to protect the MAC Working Key during manual entry or downloading of the Working Key.
2. **Enter PIN Master Key.** The PIN Master Keys used to protect the PIN Working Key during manual entry or downloading of the Working Key.
3. **Inject Master Keys.** The INJECT Master Keys function is used to inject the master and Working Keys (as applicable) from a floppy disk.
4. **Enter MAC Working Key.** The MAC Working Key is used to verify messages to and from the terminal.
5. **Enter PIN Working Key.** The PIN Working Key is used to verify the customer Personal Identification Number during live transactions.
6. **Download Working Keys.** Used to download the MAC and PIN Working Keys from the Processor host computer.

7. **Check Digits.** Displays a Management Report that shows the Check Digits string associated with the currently loaded Master and Working Keys.

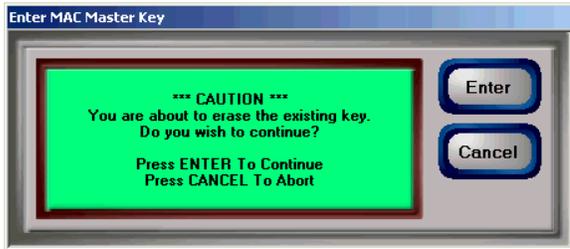
**ENTER MAC MASTER KEY**

MAC is an acronym for *Message Authentication Code*. The MAC Master Key provides key protection during manual entry or downloading of the MAC Working Key.

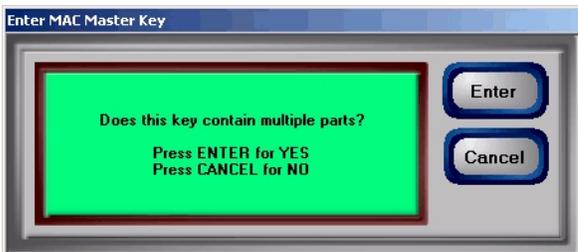
**Obtain the MAC Master Key from your processor. The MAC Master Key must be entered before the MAC Working Key.**

Follow these steps to enter the MAC Master Key:

1. Start at the Management Functions main menu and press the <7> to access the Key Management main dialog. Press the <1> key. A warning dialog cautions that you are about to erase the existing key. Press <ENTER> to continue.



2. A second dialog asks whether this key has multiple parts. If this key does not consist of multiple parts, press <ENTER> to accept the default of 1 and continue with Step 3. If this key consists of multiple parts, enter the number of key parts and press <ENTER> to accept and continue with Step 3.



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 7** KEY MANAGEMENT
- 1** ENTER MAC MASTER KEY





3. A key block selection dialog appears. Press the <1> key to select the Left Block.
4. A data entry dialog appears. Enter the 16-character key block. To enter a digit 0-9, press the key that has that digit. To enter a Hex character (A through F), press and release the <CTRL> key, then press and release the numbered key (1-6) that corresponds to the character you want to enter: (1=A, 2=B, 3=C, 4=D, 5=E and 6=F). Repeat for each character in the key. Press <CLEAR> to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character. Press <ENTER> to accept the completed entry.



5. A confirmation dialog appears. Re-enter the key to ensure it was entered correctly. Press <ENTER> to accept. If a second key part is required, another key entry dialog appears. Enter the second key part using the instructions in Step 4. Re-enter the key when prompted and press <ENTER> to accept.



6. A dialog appears that shows the Check Digits. If the Check Digits match the reference set provided by the processor, press <ENTER> to return to the key block selection dialog and continue with Step 7. If the displayed Check Digits are different from the reference set, press <ENTER> twice to return to the Key Management main dialog and repeat the key block entry starting at Step 1. If the Check Digits still do not match, end the procedure at this time and contact your processor for assistance.



7. At the key block selection dialog, press the <2> key to select Right Block. Enter the Right Key Block using the instructions in Step 4, and any additional key parts as you did in Step 5. Verify the Check Digits using the instructions in Step 6. Press <ENTER> to return to the Key Management main dialog.

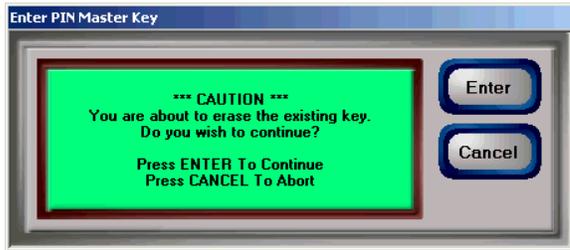
**ENTER PIN MASTER KEY**

The PIN Master Key is used to protect the PIN Working Key during manual entry or downloading of the Working Key.

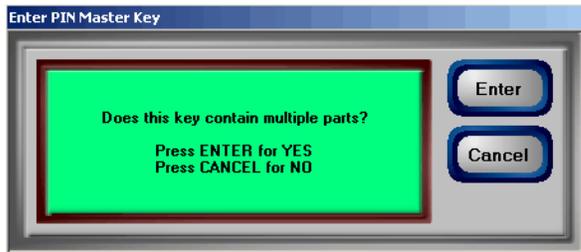
**Obtain the PIN Master Key from your processor. The PIN Master Key must be entered before the PIN Working Key.**

Follow these steps to enter the PIN Master Key:

1. Start at the Management Functions main menu and press the <7> to access the Key Management main dialog. Press the <2> key. A warning dialog cautions that you are about to erase the existing key. Press <ENTER> to continue.



2. A second dialog asks whether this key has multiple parts. If this key does not consist of multiple parts, press <ENTER> to accept the default of 1 and continue with Step 3. If this key consists of multiple parts, enter the number of key parts and press <ENTER> to accept and continue with Step 3.



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**7** KEY MANAGEMENT

**2** ENTER PIN MASTER KEY





3. A key block selection dialog appears. Press the <1> key to select the Left Block.
4. A data entry dialog appears. Enter the 16-character key block  
To enter a digit 0-9, press the key that has that digit. To enter a Hex character (A through F), press and release the <CTRL> key, then press and release the numbered key (1-6) that corresponds to the character you want to enter: (1=A, 2=B, 3=C, 4=D, 5=E and 6=F). Repeat for each character in the key. Press <CLEAR> to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character. Press <ENTER> to accept the completed entry.



5. A confirmation dialog appears. Re-enter the key to ensure it was entered correctly. Press <ENTER> to accept. If a second key part is required, another key entry dialog appears. Enter the second key part using the instructions in Step 4. Re-enter the key when prompted and press <ENTER> to accept.



6. A dialog appears that shows the Check Digits. If the Check Digits match the reference set provided by the processor, press <ENTER> to return to the key block selection dialog and continue with Step 7. If the displayed Check Digits are different from the reference set, press <ENTER> twice to return to the Key Management main dialog and repeat the key block entry starting at Step 1. If the Check Digits still do not match, end the procedure at this time and contact your processor for assistance.



7. At the key block selection dialog, press the <2> key to select Right Block. Enter the Right Key Block using the instructions in Step 4, and any additional key parts as you did in Step 5. Verify the Check Digits using the instructions in Step 6. Press <ENTER> to return to the Key Management main dialog.

**INJECT MASTER KEYS**

The INJECT Master Keys function is used to enter the Master Keys from a floppy disk. Follow these steps to inject the master keys:

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

**WARNING**

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the floppy disk drive, as shown in Figure 12-1.

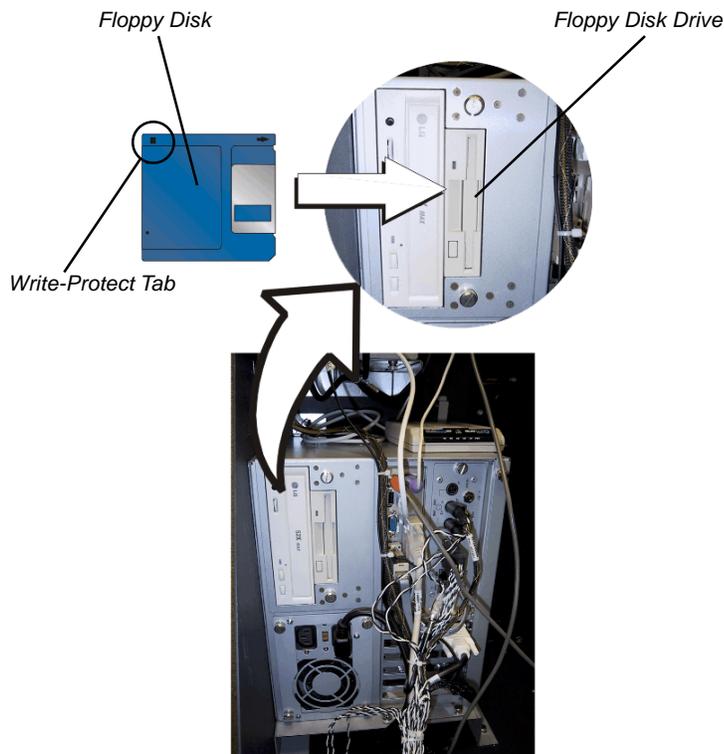


Fig. 12-1. Location of Floppy Disk Drive.

**ACCESS INSTRUCTIONS:**

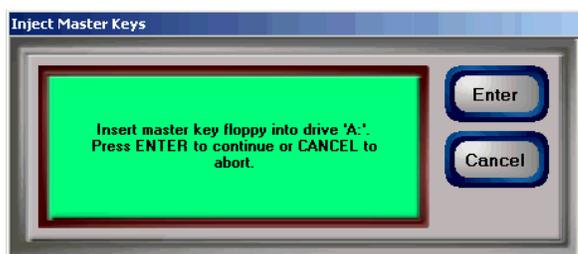
**F7** MANAGEMENT FUNCTIONS

**7** KEY MANAGEMENT

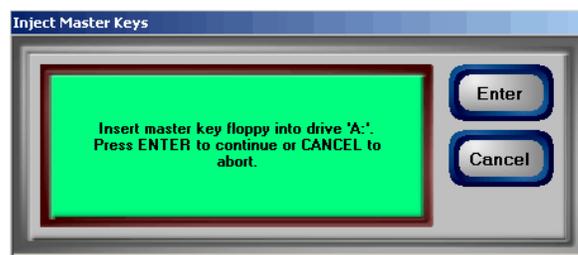
**3** INJECT MASTER KEYS



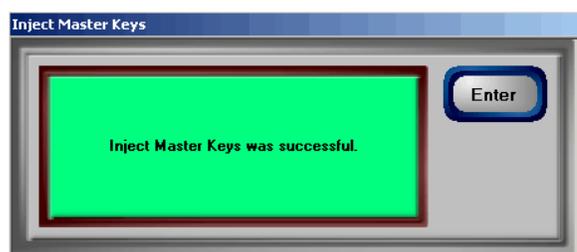
3. Be sure the write-protect tab is set to prevent writing to the floppy disk (write-protect hole should be *open*) and the disk is oriented as shown in the figure (top of disk to the right) as you insert it into the slot). Insert the floppy disk into the drive.
4. Close the control panel door. Return to the Inject Master Keys function by pressing the <3> key at the Key Management main menu. A warning dialog cautions that you are about to erase the existing key. Press <ENTER> to continue.



5. A dialog asks you to insert the disk containing the keys. If **Step 2** was previously performed the disk containing the key files should be loaded in the floppy drive. Press <ENTER> to initiate the key injection operation, or <CANCEL> to abort the operation.



6. After the successful conclusion of the key injection operation, the following confirmation dialog is displayed:



7. Press <ENTER> to return to the Key Management main dialog. Open the control panel door and remove the key injection disk from the floppy drive. Close and lock the control panel door.

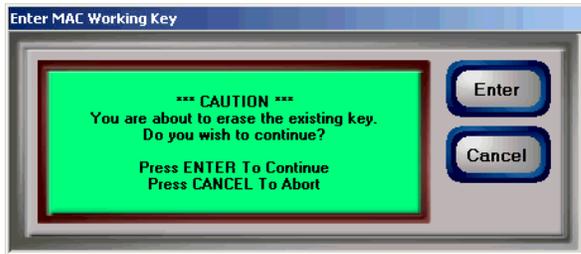
**ENTER MAC WORKING KEY**

MAC is an acronym for *Message Authentication Code*. The MAC Working Key is used to authenticate messages between the terminal and the processor. **Obtain the MAC Working Key from your processor.**

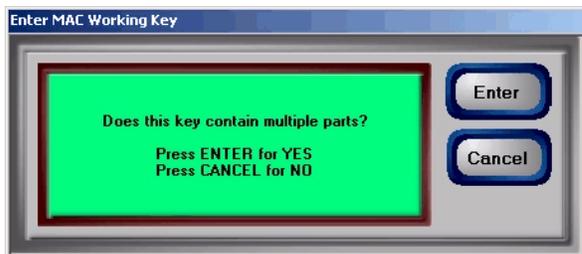
**IMPORTANT: The MAC Master Key must be entered before the MAC Working Key.**

Follow these steps to enter the MAC Working Key:

1. At the Management Functions main menu, press <7> to access the Key Management dialog. Press the <4> key. A warning dialog cautions that you are about to erase the existing key. Press <ENTER> to continue.



2. A second dialog asks whether this key has multiple parts. If this key does not consist of multiple parts, press <ENTER> to accept the default of 1 and continue with Step 3. If this key consists of multiple parts, enter the number of key parts and press <ENTER> to accept and continue with Step 3.



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**7** KEY MANAGEMENT

**4** ENTER MAC WORKING KEY





3. A key block selection dialog appears. Press the <1> key to select the Left Block.
4. A data entry dialog appears. Enter the 16-character key block. To enter a digit 0-9, press the key that has that digit. To enter a Hex character (A through F), press and release the <CTRL> key, then press and release the numbered key (1-6) that corresponds to the character you want to enter: (1=A, 2=B, 3=C, 4=D, 5=E and 6=F). Repeat for each character in the key. Press <CLEAR> to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character. Press <ENTER> to accept the completed entry.



5. A confirmation dialog appears. Re-enter the key to ensure it was entered correctly. Press <ENTER> to accept. If a second key part is required, another key entry dialog appears. Enter the second key part using the instructions in Step 4. Re-enter the key when prompted and press <ENTER> to accept.



6. A dialog appears that shows the Check Digits. If the Check Digits match the reference set provided by the processor, press <ENTER> to return to the key block selection dialog and continue with Step 7. If the displayed Check Digits are different from the reference set, press <ENTER> twice to return to the Key Management main dialog and repeat the key block entry starting at Step 1. If the Check Digits still do not match, end the procedure at this time and contact your processor for assistance.



7. At the key block selection dialog, press the <2> key to select Right Block. Enter the Right Key Block using the instructions in Step 4, and any additional key parts as you did in Step 5. Verify the Check Digits using the instructions in Step 6. Press <ENTER> to return to the Key Management main dialog.

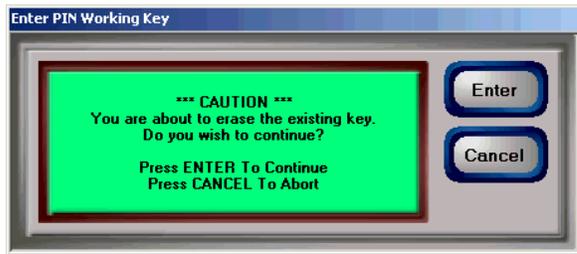
**ENTER PIN WORKING KEY**

The PIN Working Key is used to verify the customer Personal Identification Number during live transactions. **Obtain the PIN Working Key from your processor.**

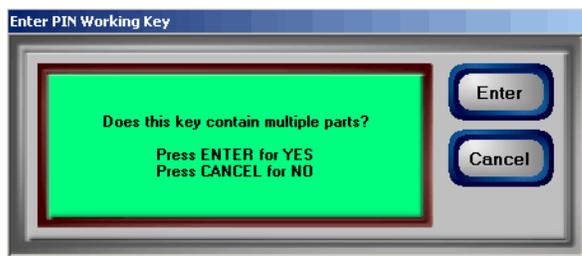
**IMPORTANT: The PIN Master Key must be entered before the PIN Working Key.**

Follow these steps to enter the PIN WORKING KEY:

1. At the Management Functions main menu, press <7> to access the Key Management dialog. Press the <5> key. A warning dialog cautions that you are about to erase the existing key. Press <ENTER> to continue.



2. A second dialog asks whether this key has multiple parts. If this key does not consist of multiple parts, press <ENTER> to accept the default of 1 and continue with Step 3. If this key consists of multiple parts, enter the number of key parts and press <ENTER> to accept and continue with Step 3.



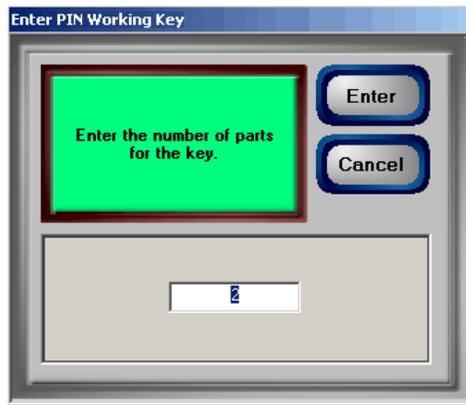
**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

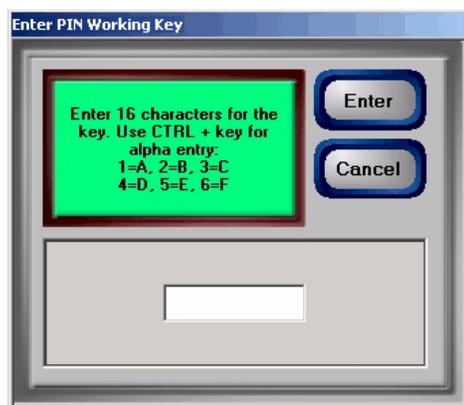
**7** KEY MANAGEMENT

**5** ENTER PIN WORKING KEY





3. A key block selection dialog appears. Press the <1> key to select the Left Block.
4. A data entry dialog appears. Enter the 16-character key block  
To enter a digit 0-9, press the key that has that digit. To enter a Hex character (A through F), press and release the <CTRL> key, then press and release the numbered key (1-6) that corresponds to the character you want to enter: (1=A, 2=B, 3=C, 4=D, 5=E and 6=F). Repeat for each character in the key. Press <CLEAR> to clear the entry and start over. Press the <LEFT ARROW> key to back up and erase a character. Press <ENTER> to accept the completed entry.



5. A confirmation dialog appears. Re-enter the key to ensure it was entered correctly. Press <ENTER> to accept. If a second key part is required, another key entry dialog appears. Enter the second key part using the instructions in Step 4. Re-enter the key when prompted and press <ENTER> to accept.



6. A dialog appears that shows the Check Digits. If the Check Digits match the reference set provided by the processor, press <ENTER> to return to the key block selection dialog and continue with Step 7. If the displayed Check Digits are different from the reference set, press <ENTER> twice to return to the Key Management main dialog and repeat the key block entry starting at Step 1. If the Check Digits still do not match, end the procedure at this time and contact your processor for assistance.



7. At the key block selection dialog, press the <2> key to select Right Block. Enter the Right Key Block using the instructions in Step 4, and any additional key parts as you did in Step 5. Verify the Check Digits using the instructions in Step 6. Press <ENTER> to return to the Key Management main dialog.

**DOWNLOAD WORKING KEYS**

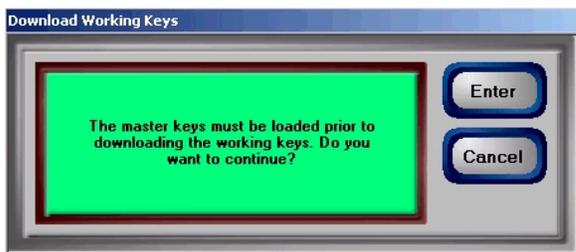
The Working Keys are the MAC and PIN Working Keys. These Keys must be loaded before the terminal can operate in a live mode.

**IMPORTANT: The MAC and PIN Master Keys must be entered before the Working Keys can be downloaded.**

When this function is initiated, a call is placed to your processor and a request is made for the keys to be sent. The processor host system will send the keys and several other parameters (such as the surcharge amount, if applicable). Once downloaded, these parameters will remain in the terminal, even if it is turned off.

**The Terminal Number and Primary number must be set before completing this function. If they are not set correctly, the working keys will not be downloaded.**

The following dialog is appears when this function is invoked:



Press <ENTER> to initiate the download, or <CANCEL> to abort the operation. The operation proceeds.

The following dialog is displayed after a successful download operation:



Press <ENTER> to return to the Key Management main menu.

**ACCESS INSTRUCTIONS:**

F7

**MANAGEMENT FUNCTIONS**

7

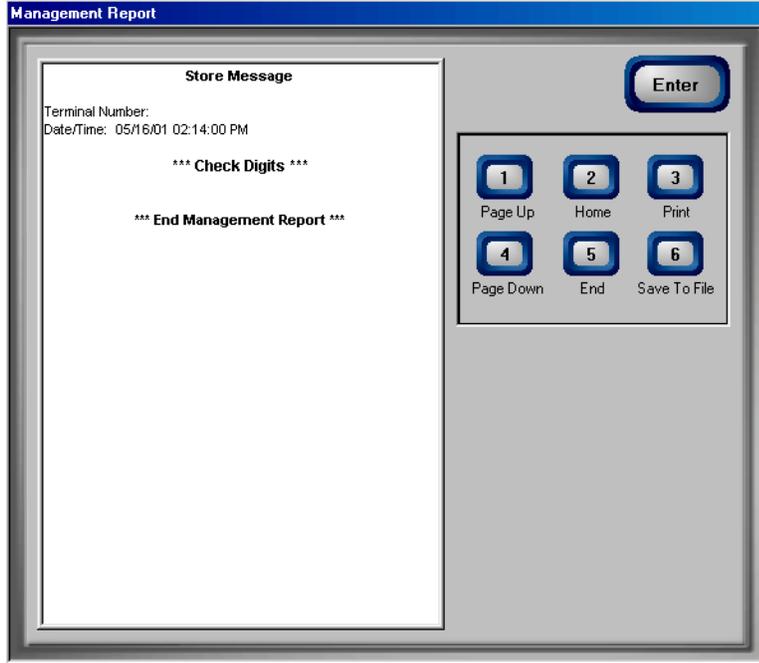
**KEY MANAGEMENT**

6

**DOWNLOAD WORKING KEYS**



**CHECK DIGITS**



Displays a Management Report that shows the Check Digits string associated with the currently loaded Master and Working Keys.

The Check Digits sequence is used to confirm that the key was entered correctly. Your processor can provide a set of Check Digits for reference purposes. If the Check Digits displayed in the above dialog are different from the reference set, the MAC Working Key was invalid or has been corrupted. You should contact your processor or service provider for assistance. Press the **<ENTER>** key to return to the Key Management main dialog.

**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**7** KEY MANAGEMENT

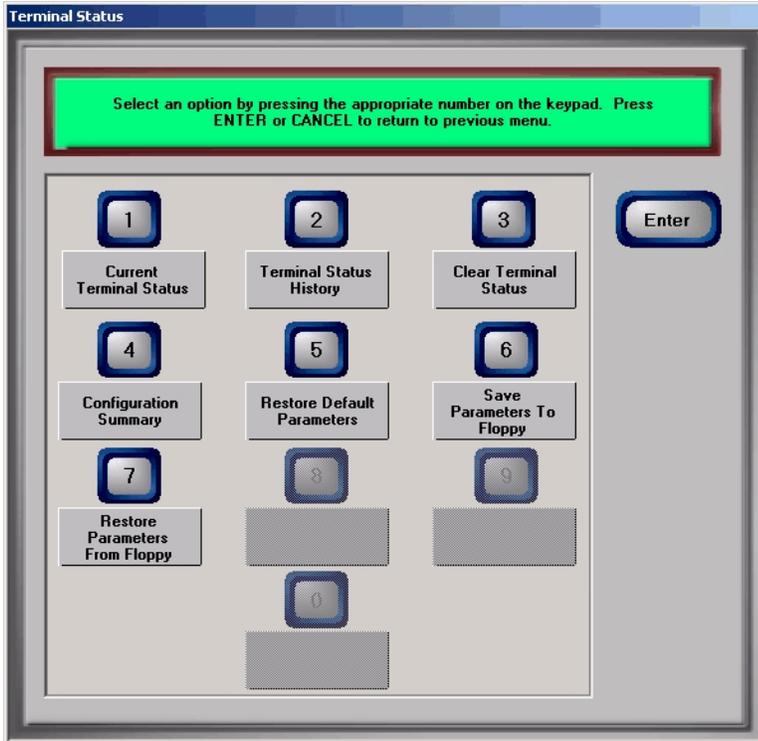
**7** CHECK DIGITS





***CHAPTER 13 - TERMINAL STATUS***

**TERMINAL STATUS**



**ACCESS INSTRUCTIONS:**

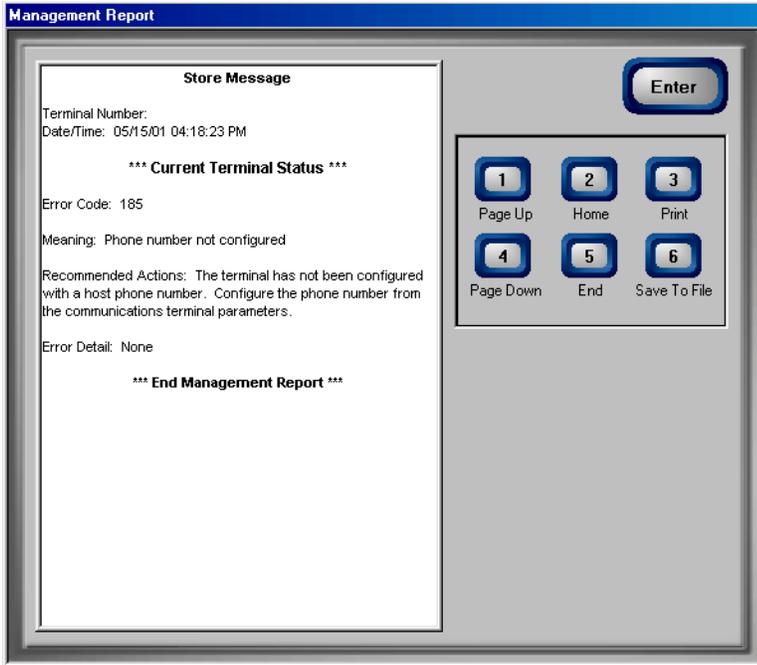
**F7** MANAGEMENT FUNCTIONS

**8** TERMINAL STATUS



1. **Current Terminal Status.** Shows current status of the terminal.
2. **Terminal Status History.** Shows a log of terminal status events.
3. **Clear Terminal Status.** Use this function to remove the entries in the Current Terminal Status list.
4. **Configuration Summary.** A comprehensive report of terminal configuration information.
5. **Restore Default Parameters.** Use this function to restore the factory-default terminal parameter settings.
6. **Save Parameters to Floppy.** Use this function to save all current terminal parameter data to a floppy disk.
7. **Restore Parameters from Floppy.** Use this function to restore a set of parameters that have been previously saved using the Save Parameters to Floppy function.

**CURRENT TERMINAL STATUS**



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

For more information on the listed status/error condition, refer to Chapter 16, Status Codes and Error recovery.

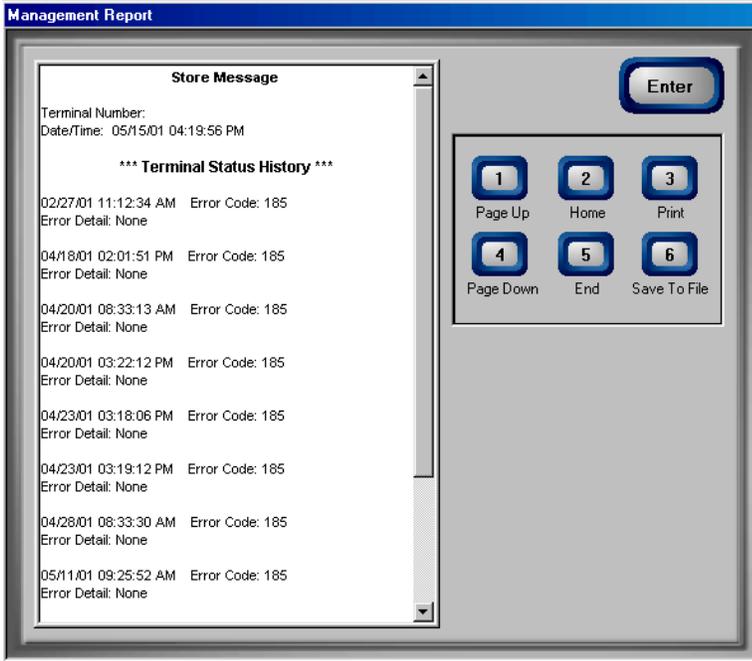
The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 8** TERMINAL STATUS
- 1** CURRENT TERMINAL STATUS
- 
- 
- 
- 
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**TERMINAL STATUS HISTORY**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**8** TERMINAL STATUS

**2** TERMINAL STATUS HISTORY

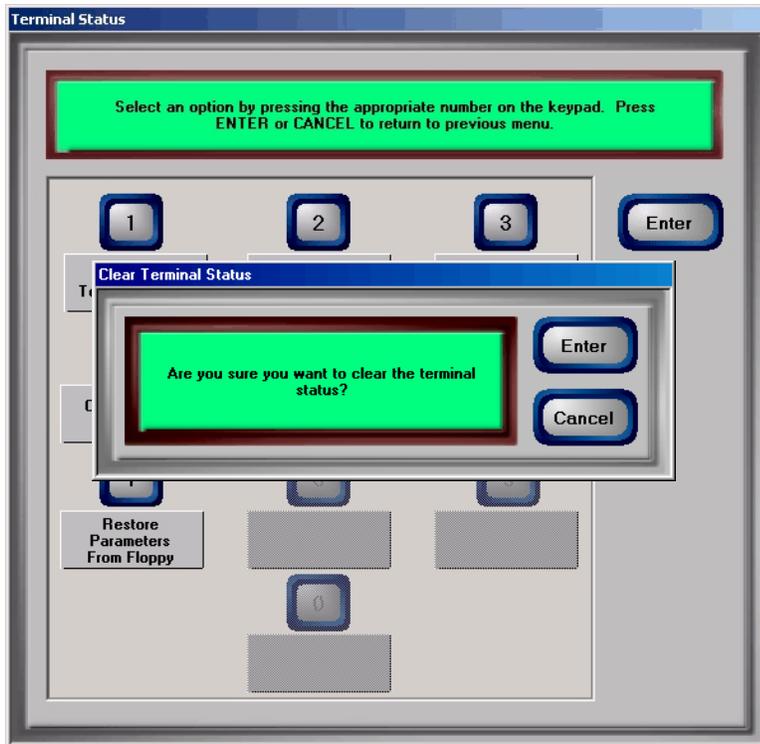


Selecting this option displays a report that shows all status/error codes that have been recorded since the terminal was initially setup. This history of terminal status will not be cleared when the Clear Terminal Status function is used. A short description of each status/error code is provided.

For more information on each listed status/error condition, refer to Chapter 16, Status Codes and Error recovery.

The report is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

**CLEAR TERMINAL STATUS**



**ACCESS INSTRUCTIONS:**

**F7** MANAGEMENT FUNCTIONS

**8** TERMINAL STATUS

**3** CLEAR TERMINAL STATUS

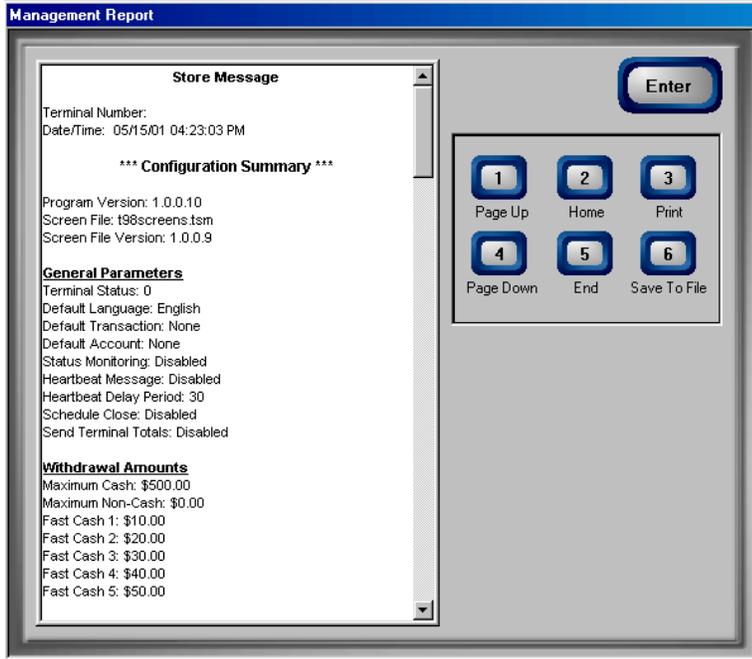


Use this function to remove the entries in the Current Terminal Status list.

The terminal will attempt to clear the error status. If the error condition continues to be reported, even after performing the action to clear the error status, then a restart of the terminal may be warranted. A restart action will re-initialize the terminal's operating system. See Chapter 16, Status Codes and Error Recovery for more information on clearing terminal status.

After selecting this option a confirmation dialog is displayed. Select **<ENTER>** to clear the Terminal Status History, or **<CANCEL>** to exit without clearing.

**CONFIRMATION SUMMARY**



A comprehensive summary of current terminal configuration and hardware status information. Information is provided for all Terminal Configuration areas (see Chapter 11, Terminal Configuration, for details on these parameters), as well as Dispenser, Printer, Modem and Keypad status.

The summary is displayed in a Management Report dialog, which you can use to print the report to the receipt printer, or to save the report to a file on floppy disk.

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

**ACCESS INSTRUCTIONS:**

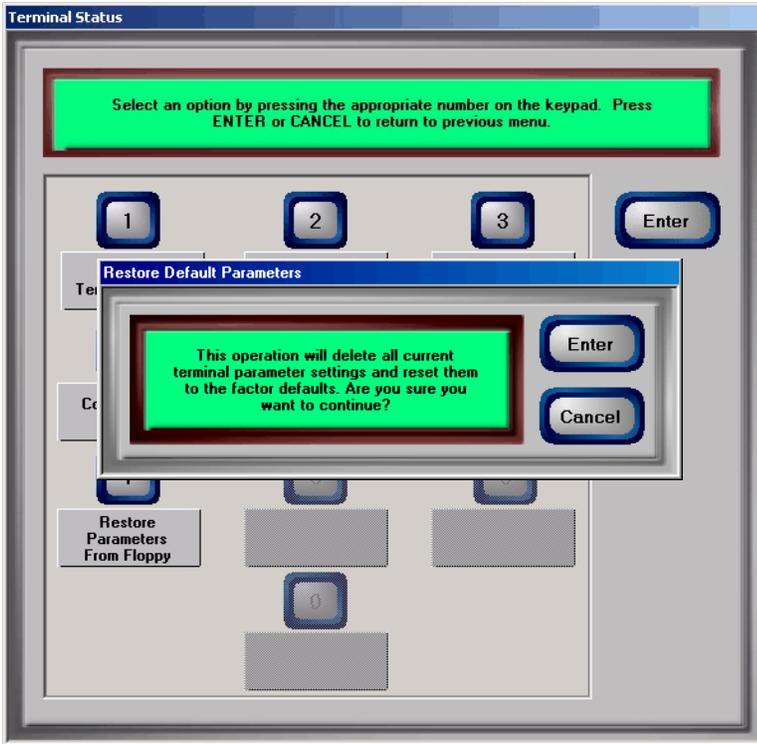
**F7** MANAGEMENT FUNCTIONS

**8** TERMINAL STATUS

**4** CONFIRMATION SUMMARY



**RESTORE DEFAULT PARAMETERS**



Use this function to restore the factory-default terminal parameter settings. All current parameters, including any that have been modified from their factory-default values, will be deleted, and the factory default values will be restored.

After selecting this option a confirmation dialog is displayed. Select **<ENTER>** to restore the parameters, or **<CANCEL>** to exit without restoring.

**ACCESS INSTRUCTIONS:**

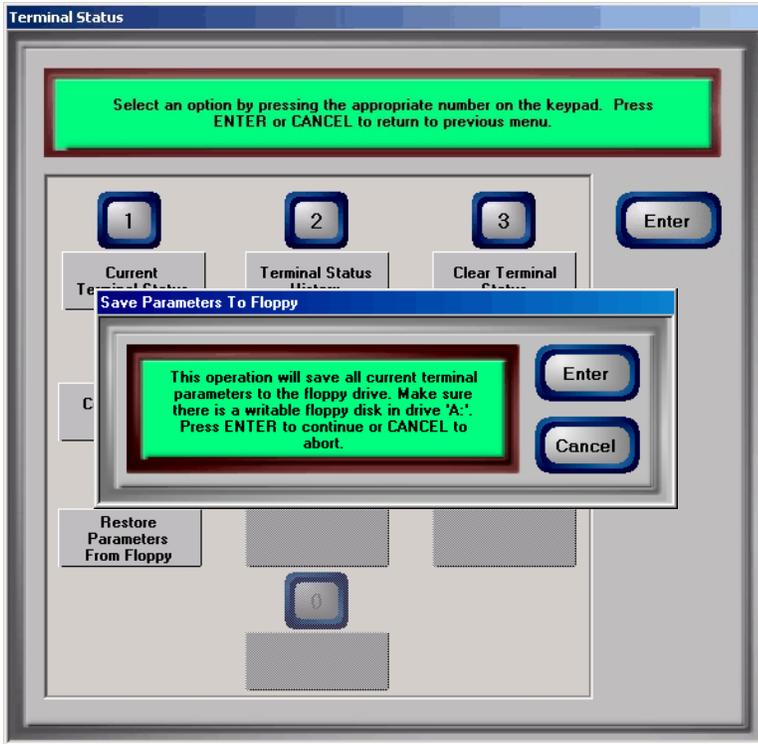
**F7** MANAGEMENT FUNCTIONS

**8** TERMINAL STATUS

**5** RESTORE DEFAULT PARAMETERS



**SAVE PARAMETERS TO FLOPPY**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 8** TERMINAL STATUS
- 6** SAVE PARAMETERS TO FLOPPY
- 
- 
- 
- 
- 

Use this function to save the current terminal parameters to a floppy disk. Should it ever become necessary to restore the parameters, the Restore Parameters from Floppy function can be used to quickly configure the terminal with the saved parameters.

This procedure requires you to place a blank, formatted 3.5-inch floppy disk in the "A:" drive of the terminal. Follow these instructions to access the floppy drive:

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

**WARNING**

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the floppy disk drive, as shown in Figure 13-1.
3. Be sure the write-protect tab is set to allow writing to the floppy disk (write-protect hole should be *blocked*) and the disk is oriented as shown in the figure (top of disk to the right). Insert the floppy disk into the drive.

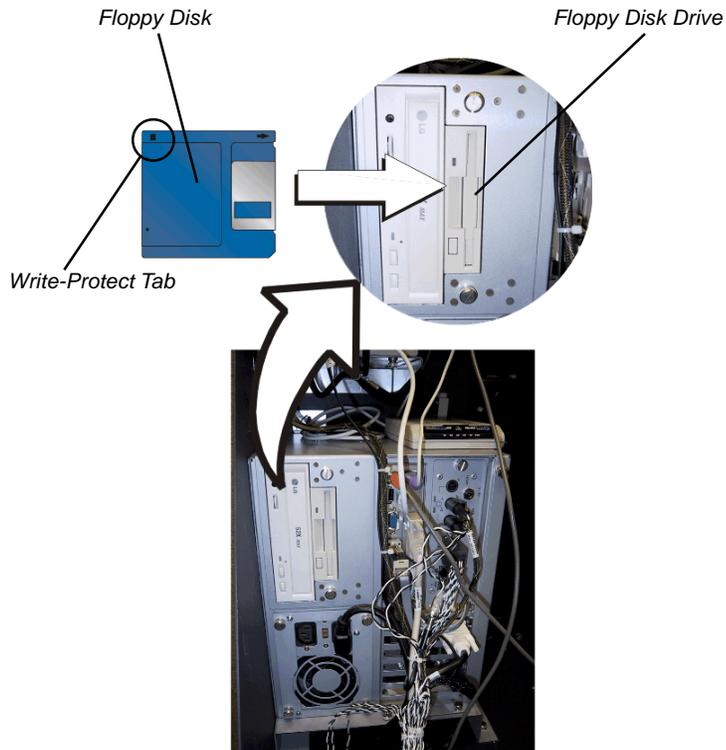
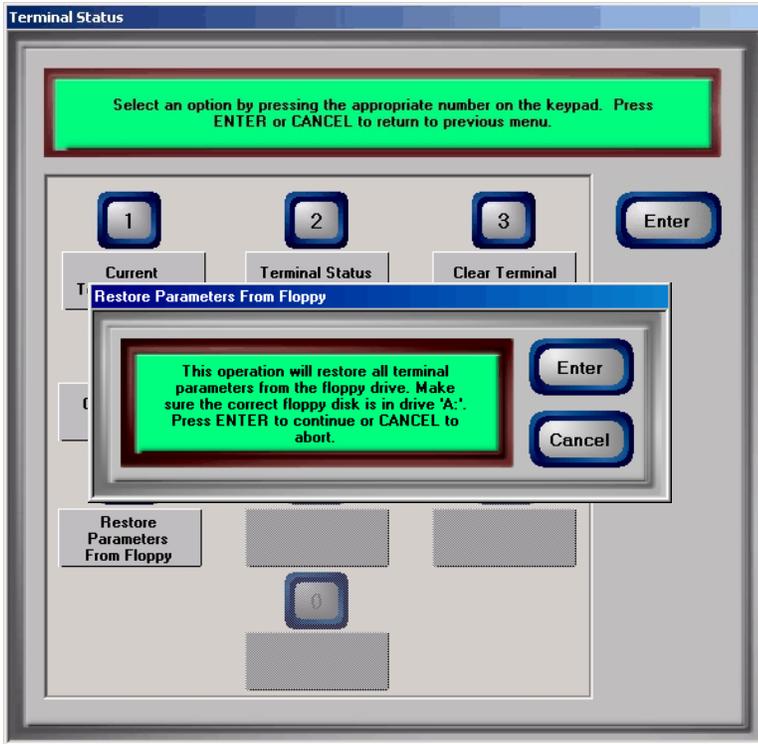


Fig. 13-1. Location of Floppy Disk Drive.

4. Close the control panel door. If necessary, access the Save Parameters to Floppy function by pressing the **<5>** key at the Terminal Status dialog main menu.
5. At the confirmation dialog, select **<ENTER>** to save the terminal parameters to the floppy disk, or **<CANCEL>** to exit without saving.
6. Open the control panel door and remove the disk from the floppy drive. Set the write-protect tab prevent further access to the floppy (slide tab so that write-protect hole is *open*). Close and lock the control panel door.

**RESTORE PARAMETERS FROM FLOPPY**



**ACCESS INSTRUCTIONS:**

- F7** MANAGEMENT FUNCTIONS
- 8** TERMINAL STATUS
- 7** RESTORE PARAMETERS FROM FLOPPY
- 
- 
- 
- 
- 

Use this function to restore a previously saved set of terminal parameters (saved using the Save Parameters to Floppy function).

This procedure requires you to place the floppy disk containing the saved parameters into the "A:" drive of the terminal. Follow these instructions to access the floppy drive:

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

**WARNING**

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

2. Locate the floppy disk drive, as shown in Figure 13-2.
3. Be sure the write-protect tab is set to prevent writing to the floppy disk (write-protect hole should be *open*) and the disk is oriented as shown in the figure (top of disk to the right) as you insert it into the slot). Insert the floppy disk into the drive.

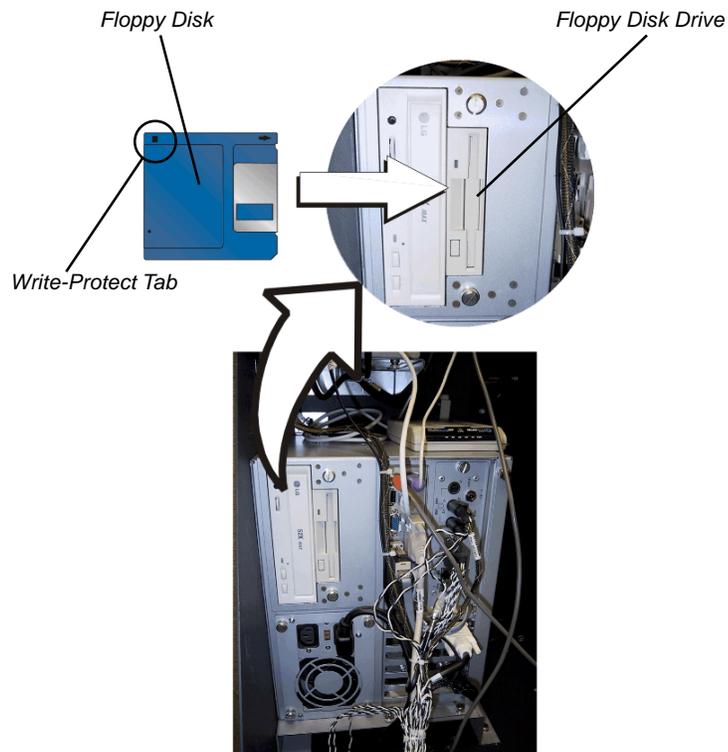


Fig. 13-2. Location of Floppy Disk Drive.

4. Close the control panel door. If necessary, access the Restore Parameters from Floppy function by pressing the <7> key at the Terminal Status dialog main menu.
5. At the confirmation dialog, select <ENTER> to restore the parameters from the floppy disk, or <CANCEL> to exit without saving.
6. Open the control panel door and remove the disk from the floppy drive. Close and lock the control panel door.



***CHAPTER 14 - CURRENCY REPLENISHMENT***

## Introduction

The purpose of this section of the manual is to describe the procedures for: (1) Removing and replacing note cassettes, (2) Loading cassettes, and (3) Removing and replacing the Reject Notes (as applicable). Information concerning note handling and quality issues are explained where appropriate.

## Dispensing Mechanisms

The 98XX series Cash Dispensers use a variety of dispensing mechanisms. Depending upon Cash Dispenser model, the dispensing mechanism may hold one or more Note Cassettes. The Reject collection method may use a reject compartment that is integrated into the Note Cassette, or a separate reject container. Currency capacity depends upon the dispenser mechanism installed in the Cash Dispenser, but is also affected by note quality and thickness. Typical capacities are provided in the following table:

98XX MODEL FAMILIES		
MODEL FAMILY	CASSETTE	APPROXIMATE CURRENCY CAPACITY
9800-Series	Single Cassette	2100 Notes
9805-Series	Single Cassette	550-1000 Notes
9810-Series	Single Cassette	750-1000 Notes
9840-Series	Single/Multiple Cassette	3000 Notes per cassette
9850-Series	Single/Multiple Cassette	3000 Notes per cassette

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

## LEARNING NOTES

**IMPORTANT!** The first time a 9805, 9840 or 9850-series dispenser is used, the mechanism will enter a learning mode, during which it will reject some notes as it learns the average thickness of the currency. In such cases, it is recommended that you remove the rejected notes from the unit before placing the Cash Dispenser into service.

## \*\*WARNING\*\*

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

## Media Condition

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

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

## Used Note Defects

- Adhesive or "sticky" substances on the surface of the paper.
- Tears extending more than 1/2" from the edge of the currency.
- Tears, holes, or missing sections in the body of the currency.

- Tape on the surface of the currency used for repairing, patching or any other purpose.
- Staples, pins, or any other foreign body attached to the notes.
- Corner folds of a size greater than 1/2" on either axis.
- Two or more notes joined by any means.
- Excessively crumpled or crinkled.

### **New or Uncirculated Note Defects**

- All the conditions listed for used notes.
- Excessive bowing due to conditions of packing and storing.
- New or uncirculated currency must be "burst" and fully separated prior to loading into cassettes.

### **Preparing Notes**

Use the following procedures to prepare notes before inserting them into a Note Cassette.

### **Preparing Used Notes**

- Remove the band around each bundle of notes.
- Remove foreign objects (e.g. pins, paper clips, crumbs, etc.).
- Remove torn or very worn notes.
- Straighten any folded notes.

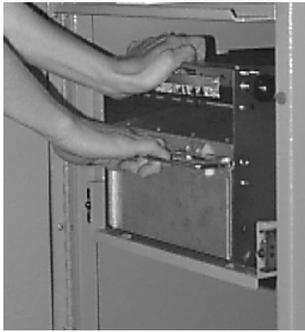
### **Preparing New or Uncirculated Notes**

- Remove the band around each bundle of notes. Separate the notes from each other by:
  - Striking the bundle hard against the edge of a table or similar object.
  - Flipping through each bundle of notes in both directions at each end.
- Using a Note Counter.

## MODEL 9800-SERIES

### Replenishing Cassettes

1. Open the Cash Dispenser security container via the enclosure lock on the front of the unit. The combination lock must then be opened to gain access to the security container.
2. To remove the cassette, grasp the handle on the front of the Cash Dispenser mechanism with one hand while holding the mechanism in place with the other hand and pull sharply. **Do not allow the cassette to swing freely when it is pulled out. It may strike a near by object or person causing damage to or injury to what it strikes!**



*Removing cassette.*

3. The cassette must be primed with the cassette key before it can be inserted onto the loading tray. Insert the key and turn clockwise to show the green indicator in the window on the side of the cassette.

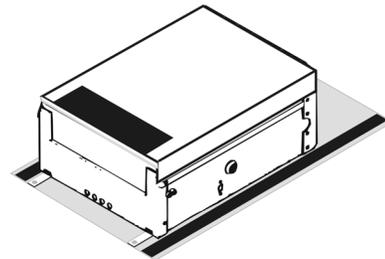
**\*\*\*CAUTION\*\*\***

If RED is indicated in the window on the side of the currency cassette, NEVER attempt to insert the cassette into the Cash Dispenser or the loading tray!

4. Place the cassette onto the loading tray with the back of the cassette facing the probes on the tray. The shutter is unlocked as the cassette is pushed into the probes.

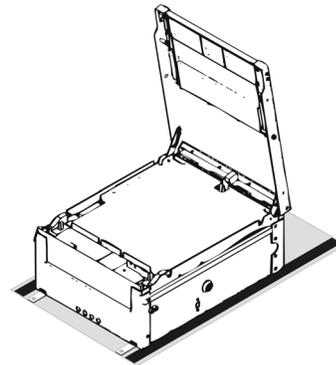


*Loading Tray.*



*Cassette on Loading Tray.*

5. Lift the cassette lid to expose the reject tray. Remove any rejected notes. Lift the reject tray to gain access to the currency compartment.



*Cassette opened.*

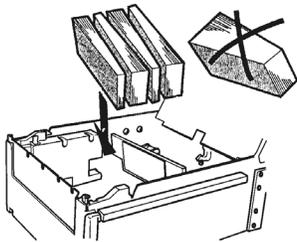
**\*\*WARNING\*\***

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

6. Pull the packer plate to the rear of the cassette (away from the shutter) until it locks to the white packer plate latch. It will be necessary to push down on the packer plate latch to lock the packer plate in place. The packer plate will be held in this position until the lid is closed or the latch is released by pushing it down. Be careful not to release the packer plate onto your fingers.
7. Place the currency into the cassette. Allow at least one inch of clearance between the packer plate when it is fully retracted and the currency. This will allow the packer plate to compress the currency.

- **Slanting pile**

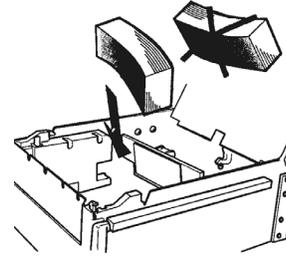
To avoid dispensing problems caused by a "slanting" pile, put the notes in neat bundles of no more than  $\frac{1}{2}$  to  $\frac{3}{4}$  inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).



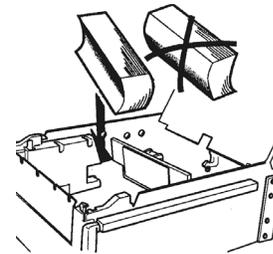
*Loading slanted notes.*

- **Cupped bundle**

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



*Loading cupped notes.*



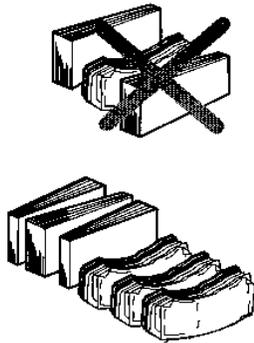
*Loading cupped notes.*

- **Mixed (Slanting and Cupped) bundles**

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

- **Old and New Notes**

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

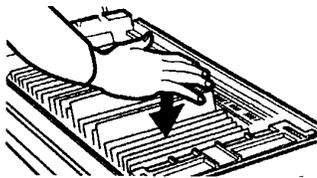


*Place old notes together.*

- **Common notes**

Simply place the prepared bundles in the tray.

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



*Level the note pile.*

9. Release the packer plate and lower the reject tray and the lid. The cassette can now be removed from the loading tray by sliding it away from the probes.
10. **Verify that the cassette is primed.** Be certain the green indicator is showing in the window below the key! Install the cassette into the Cash Dispenser by placing the cassette guides on the dispensers' rails and firmly pushing the cassette in until it locks in place.



*Installing cassette.*

11. Close and lock the Cash Dispenser.

## MODEL 9805-SERIES

### Removing the Currency Cassette

1. **Ensure the terminal is not in use before removing the note cassette!** Removing the note cassette while the machine is in operation (processing customer transactions, performing close operations, etc.) can cause the terminal to enter an "Out of Service" condition!
2. Open the outer fascia panel to gain access to the security container door, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.
3. Some cabinets employ a slide-rail mounting system. On these cabinets, two levers are used to release the slide-tray lock, allowing the slide tray to be pulled out. Lift up on the locking levers that are on either side of the front edge of the dispenser slide tray and carefully slide the tray out to the access position.



*Lift up on slide tray locking levers.*

Other cabinets may use a fixed-tray mounting system. In these cases the dispensing mechanism mounting tray does not slide out of the cabinet. You will simply rotate the mechanism to the service position (as described in the next step) in order to access the currency and reject cassettes.

4. To gain access to the cassettes, rotate the mechanism mounting platform to the service position. To do this, locate the spring-loaded locking pin on the underside of the slide tray. This pin lets you lock the dispenser's swivel mounting platform into various quarter and half-turn access positions.

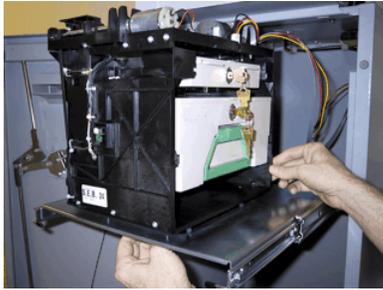


*Slide dispenser out to access position.*

Pull the pin down to release the swivel mounting platform. Slowly turn the tray so that the note and reject cassettes can be accessed from the side. Release the locking pin and move the mounting platform back and forth slightly to ensure the pin snaps back into place, locking the mounting platform into the service position.



*Pull release pin for swivel platform.*



*Turn mounting platform to access position.*

- To remove the note cassette, grasp the cassette handle and pull in a firm but controlled manner to release the cassette from the snap catches. Try to use only the minimum amount of force to release the cassette! The cassette will only move a few inches! Once released from the snaps you can slide the cassette out of the mechanism. Place the cassette on a level, flat surface for servicing.



*Removing note cassette.*



*Note cassette removed from dispenser.*

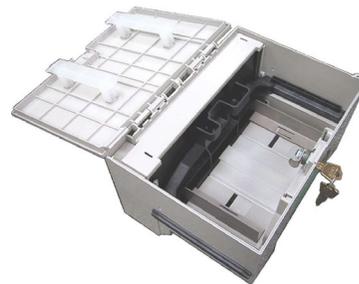
## Loading the Currency Cassette

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

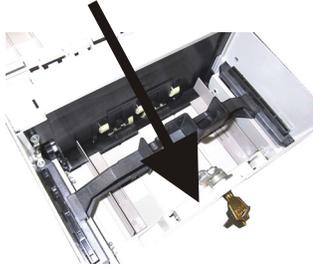
**Note:** The pusher plate action will depend on the type of cassette in use. Some cassettes require you to maintain pressure on the pusher plate as needed while loading notes. Other cassettes use a locking mechanism to hold the packer plate in the loading position. On these cassettes, pull the pusher-plate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



*Unlock note cassette.*



*Open the note cassette lid.*



Pull the packer back. Some cassettes allow the pusher-plate to be latched in position using the key-lock.

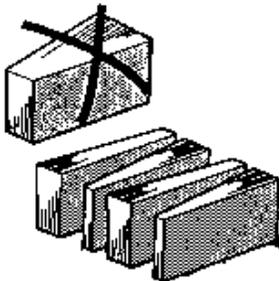
2. **IMPORTANT:** The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat, even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism.

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

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

- **Slanting Pile**

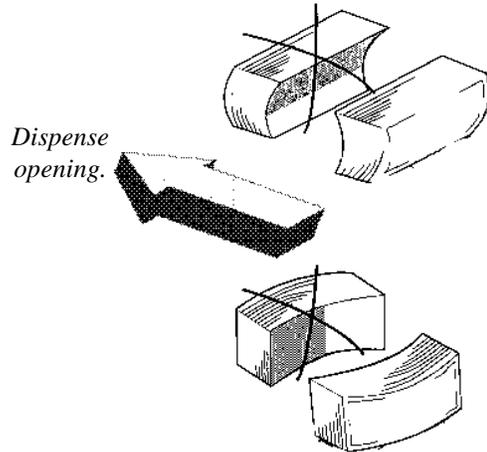
To avoid dispensing problems caused by a "slanting" pile, put the notes in neat bundles of no more than  $\frac{1}{2}$  to  $\frac{3}{4}$  inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).



Alternate slanted bundles.

- **Cupped bundle**

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



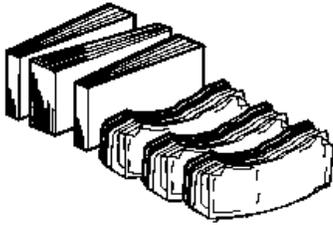
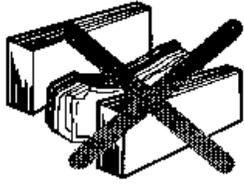
Turn cupped sides toward dispense opening.

- **Mixed (Slanting and Cupped) bundles**

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

- **Old and New Notes**

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



*Place old notes together.*

- **Common notes**

Simply place the prepared bundles in the cassette.

3. Make sure the note pile is as even as possible. If necessary, use your hands to smooth and level the pile.
4. On cassettes that do not use a pusher-plate locking mechanism, release the pusher plate against the notes. If the cassette uses pusher-plate locking, turn the key to release the catch, allowing the pusher plate to compress the notes.



*Load notes.*

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

## Removing the Reject Cassette

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

1. Slide the reject tray out of its compartment in the dispensing mechanism. Place the tray on a flat surface.



*Remove reject cassette.*

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



*Unlock and open reject cassette.*

3. Remove any notes in the reject compartment.

**\*\*WARNING\*\***

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

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

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

## Reinstalling the Dispenser Mechanism

1. After reinstalling the currency and reject cassettes, pull down on the swivel platform locking pin to allow the swivel platform to turn.

Rotate the mechanism back to the operating position.

*Slide rail locking tab.*



*Mechanism in operating position. If unit is slide-mounted, release locking tab and slide dispenser into cabinet.*

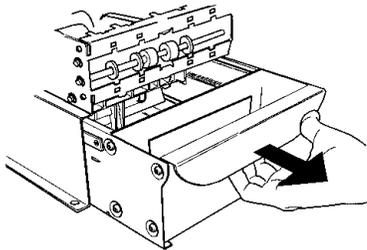
If the mechanism uses a slide-rail mounting system, press in on the slide rail locking tab as you slide the mechanism back into the cabinet.

2. Close and lock the security cabinet.

## MODEL 9810-SERIES

### Removing the Note Tray

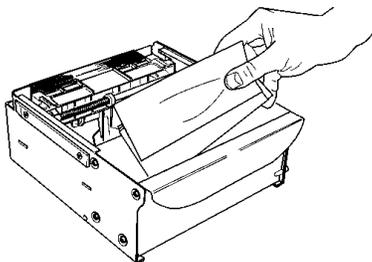
1. **Ensure the terminal is not in use before removing the note tray!** Removing the note tray while the machine is in operation (processing customer transactions, performing close operations, etc.) can cause the terminal to enter an "Out of Service" condition!
2. Open the outer fascia panel to gain access to the security container door, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.
3. To remove the note tray, grasp the tray handle and slide the tray out of the mechanism.



*Removing a note tray from the dispensing mechanism.*

### Removing Rejected Notes

The reject compartment is located nearest the handle side of the note tray. Check the compartment for rejected notes. Remove any notes present.



*Removing rejected notes.*

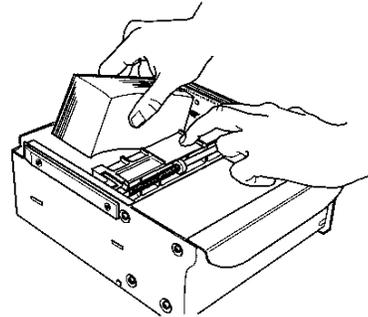
### **\*\*WARNING\*\***

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

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

### Loading the Note Tray

1. Move the pusher plate to the rear of the tray (toward the handle). Ensure the pusher plate is fully back. Maintain pressure on the pusher plate as needed while loading notes.



*Loading note tray with currency.*

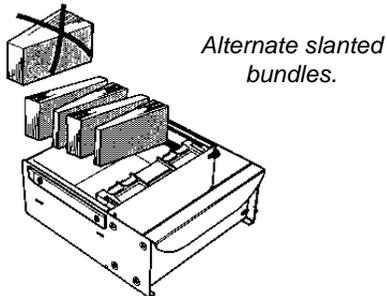
2. **IMPORTANT:** The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat, even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism.

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

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

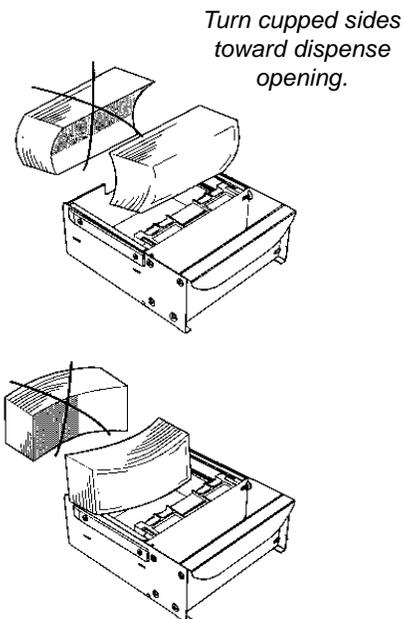
- **Slanting pile**

To avoid dispensing problems caused by a "slanting" pile, put the notes in neat bundles of no more than  $\frac{1}{2}$  to  $\frac{3}{4}$  inches in thickness (100-200 notes). Turn every other bundle around to minimize slanting of the pile (bundle should have the same height on both sides, if possible).



- **Cupped bundle**

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

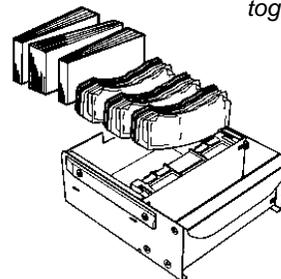
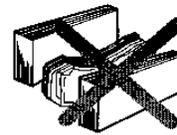


- **Mixed (Slanting and Cupped) bundles**

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

- **Old and New Notes**

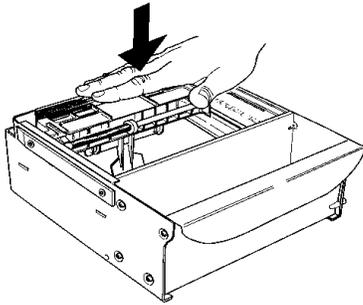
Always place the bundles containing old notes into the cassette first (nearest the handle) and bundles containing new notes last (nearest the dispense opening).



- **Common notes**

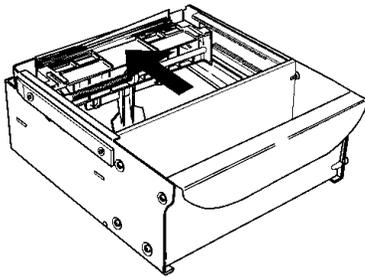
Simply place the prepared bundles in the tray.

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



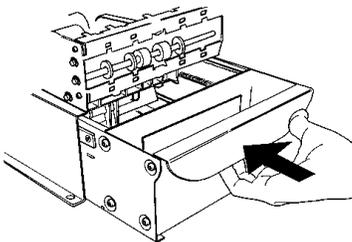
*Level the note pile.*

4. Release the pusher plate against the notes. When loading the note tray to full capacity, make sure that the pusher plate has a leeway of approximately 1/4-inch (5 mm) between the wall plate and the pusher plate .



*Release packer plate.*

5. Using the handle, slide the note tray into the dispensing mechanism. Make sure the note tray is fully inserted!



*Slide note tray into dispenser mechanism.*

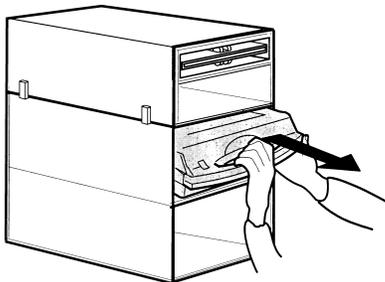
6. Close and lock the security cabinet.

**MODEL 9840-SERIES****Removing Note Cassettes**

1. UNLOCK the cassettes, using the Cassette Lock/Unlock procedure in Section 5, Management Functions.
2. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism. NOTE: On front-access units, you will open the outer fascia panel to gain access to the security container door, using the key lock on the front of the panel.
3. To remove the selected Note Cassette, grasp the cassette handle with one hand while holding the mechanism in place with the other hand. Pull the cassette out slightly. Place one hand underneath to support the cassette as you slide it completely out of the unit.

**\*\*\*CAUTION\*\*\***

The “throat” assembly on the mechanism is not a load bearing structure! Do not grasp or apply any pressure to the throat.

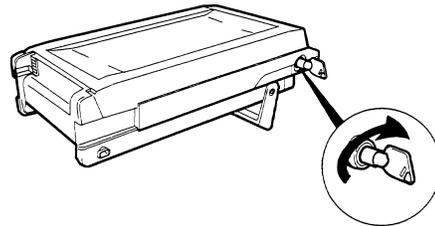


*Removing note cassette.*

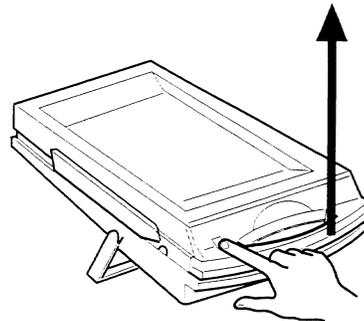
Continue to support the bottom of the cassette to keep it level as you place it on a table or other flat surface. The loading arm should then be folded down, which will raise the rear of the cassette and allow gravity to help keep the notes neatly stacked during the loading process.

**Opening Note Cassettes**

1. Insert the key into the cassette lock. To unlock the cassette, apply inward pressure on the key while turning it clockwise to the stop position (approximately a quarter-turn). Open the cassette by simultaneously pressing the release button and lifting the lid. Flip the lid back fully, allowing it to rest on the table or other flat surface.

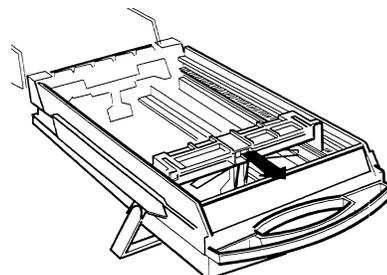


*Unlock note cassette.*



*Press release button and lift top..*

2. Move the pusher plate to the rear of the cassette (toward the handle). Ensure the pusher plate is fully back. It should stay in this position.



*Pull packer plate back.*

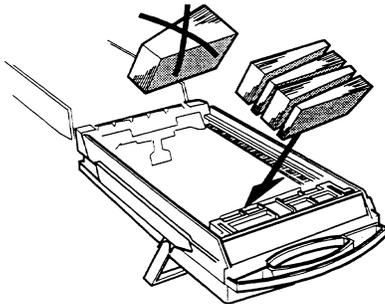
## Loading Note Cassettes

1. Load the cassette with currency. The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat, even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism. To compensate for the most common conditions of slanting or cupped note piles, follow the directions given here.

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

- Slanting pile

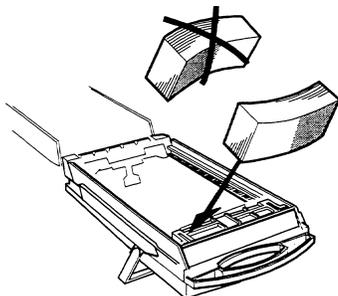
To avoid dispensing problems caused by a "slanting" pile, put the notes in neat bundles of no more than 1/2 to 3/4 inches in thickness. Turn every other bundle around to minimize slanting of the pile.



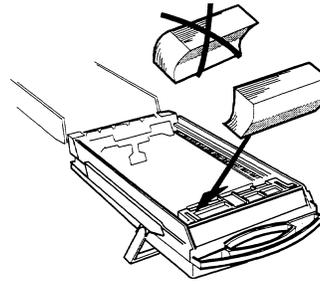
*Alternate slanted note piles.*

- Cupped bundle

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening.



*Cupped bundles face dispense opening.*



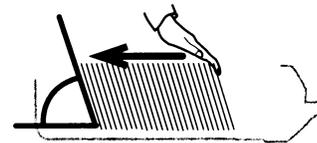
*Cupped bundles face dispense opening.*

- Common notes

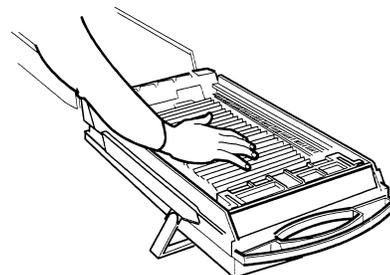
Place the prepared bundles in the cassette.

Follow these steps to load notes in the cassette:

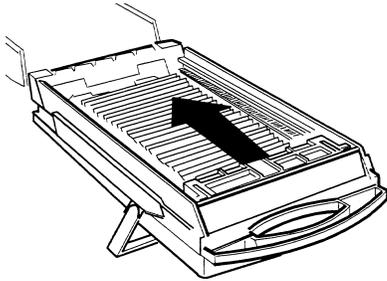
1. Level the note pile. Compress the note pile slightly by hand. Single notes must not protrude from the bundle.
2. Move the pusher plate against the notes with just enough pressure to hold the notes in the correct position when closing the lid and inserting the cassette into the mechanism.



*Notes lean against packer plate.*

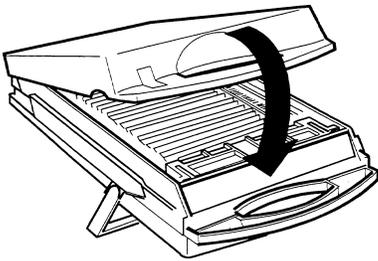


*Ensure notes lean against pusher plate.*



Release packer plate.

3. Close the cassette lid. Fold the lid down to its locked position. The release button should “pop” out, allowing the lid to mate cleanly with the body of the cassette. You may need to “tap” the lid firmly along the front edge to achieve this. Turn the key counter-clockwise to lock the cassette.

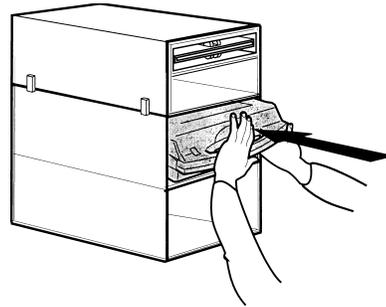


Close cassette top.

## Installing Note Cassettes

Using the reverse of the steps used to remove the Note Cassette from the mechanism, slide the Note Cassette into its slot in the mechanism. Keep the cassette level as you load it, and make sure the cassette is fully inserted.

Once all cassettes have been filled and replaced, they are ready to be LOCKED into position using the Cassette Lock/Unlock function (see Section 5, Management Functions, for the appropriate procedure). **IMPORTANT:** Ensure the MULTIPLE AMOUNT parameter matches the denomination of currency in each Note Cassette! See the procedure for using the VALUE function to set this parameter, in Section 5, Management Functions.



Replacing note cassette.

## Removing the Reject Cassette

1. UNLOCK the cassettes, using the Cassette Lock/Unlock procedure in Section 5, Management Functions.
2. Open the outer fascia panel of the security container, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.

**IMPORTANT!** If you remove the Reject Cassette with power applied, the terminal will sense this and automatically reset the rejected note count to ZERO. Therefore, to ensure an accurate rejected note count **NEVER REMOVE THE REJECT CASSETTE WITH POWER APPLIED WITHOUT CHECKING FOR AND REMOVING ANY REJECTED NOTES.**

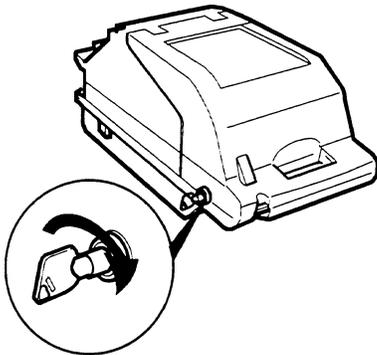
3. To remove the Reject Cassette, grasp the cassette handle with one hand while holding the mechanism in place with the other hand. Pull the cassette out slightly. Place one hand underneath to support the cassette as you slide it completely out of the unit. Place it on a level surface.



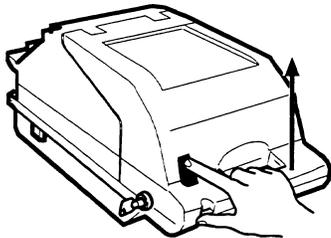
Removing reject casette.

## Opening the Reject Cassette

1. Insert the key into the cassette lock. To unlock the cassette, apply inward pressure on the key while turning it clockwise to the stop position (approximately a quarter-turn). Open the cassette by simultaneously pressing the release button and lifting the lid. Flip the lid back fully.



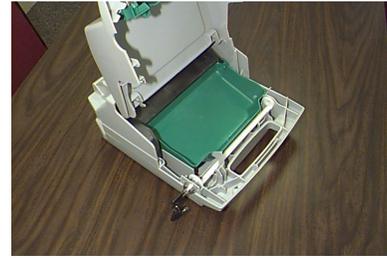
*Unlocking reject cassette.*



*Opening reject cassette.*

**NOTE:** The 9840-series dispensing mechanism is able to reject single notes or bundles. A bundle reject occurs when more than one note is rejected at the same time. There are two compartments within the Reject Cassette to keep notes in these two categories separated. The top compartment within the cassette can hold a maximum of 200 bundle-notes; the lower compartment can hold up to 50 single-note rejects.

2. The Reject Cassette is now open for collecting any rejected bundle notes. These will be present in the folding tray. After retrieving any rejected bundle notes, lift the folding tray and check underneath for any rejected single notes.



*Remove bundle reject notes.*



*Remove single reject notes.*

3. After removing any rejected notes, close the cassette lid. Fold the lid down to its locked position. The release button should “pop” out, allowing the lid to mate cleanly with the body of the cassette. Turn the key counter-clockwise to lock the cassette.

### **\*\*WARNING\*\***

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

## Installing the Reject Cassette

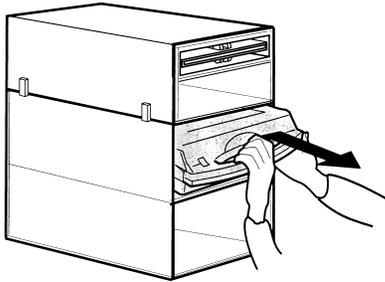
Using the reverse of the steps taken to remove the Reject Cassette, slide the Reject Cassette back into its slot in the mechanism. Make sure the cassette is fully inserted. LOCK all cassettes into position using the Cassette Lock/Unlock function (see Section 5, Management Functions).

## Verify Operation

1. Restore power to the cash dispenser.
2. Enter quantity of notes in each cassette. Use the ENTER QTY. IN CASSETTE function, in Management Functions.
3. Perform a TRIAL CASSETTE CLOSE on each cassette. Check the Management Report to ensure the quantity value matches what you entered in the previous step.
4. Check the VALUE parameter for each cassette. The Value parameter should match the denomination of the notes in each cassette. Access the Value parameter through Management Functions.
5. Ensure the cassettes are LOCKED.
6. Ensure each note cassette is IN SERVICE.

**MODEL 9850-SERIES****Removing Note Cassettes**

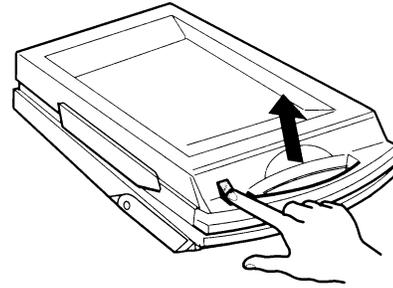
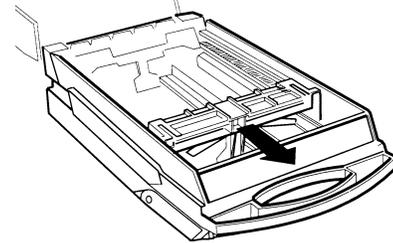
1. UNLOCK the cassettes, using the Cassette Lock/Unlock procedure in Section 5, Management Functions.
2. Open the outer fascia panel of the security container, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.
3. To remove the selected Note Cassette, grasp the cassette handle with one hand while holding the mechanism in place with the other hand. Pull the cassette out slightly. Place one hand underneath to support the cassette as you slide it completely out of the unit.

*Removing note cassette.*

Continue to support the bottom of the cassette to keep it level as you place it on a table or other flat surface.

**Opening Note Cassettes**

1. Open the cassette by simultaneously pressing the release button and lifting the lid. Flip the lid back fully, allowing it to rest on the table or other flat surface.
2. Move the pusher plate to the rear of the cassette (toward the handle). Ensure the pusher plate is fully back. It should stay in this position.

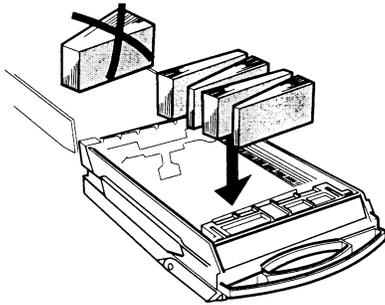
*Press release button and lift top..**Pull packer plate back.***Loading Note Cassettes**

Follow these steps to load the cassette with notes. When loaded, the notes must lean evenly against the packer plate.

**IMPORTANT:** The shape of some notes may be affected by conditions of storage or bundling, preventing them from forming neat, even piles. If not corrected, such conditions may cause notes to be rejected by the dispensing mechanism. To compensate for the most common conditions of slanting or cupped note piles, follow the directions given here. Notes with no apparent shape problems are referred to as "common" notes.

- Slanting pile

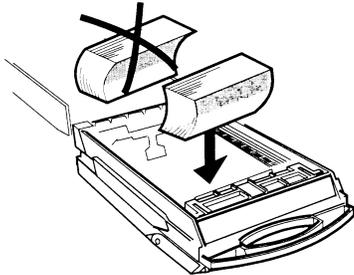
To avoid dispensing problems caused by a "slanting" pile, put the notes in neat bundles of no more than  $\frac{1}{2}$  to  $\frac{3}{4}$  inches in thickness. Turn every other bundle around to minimize slanting of the pile.



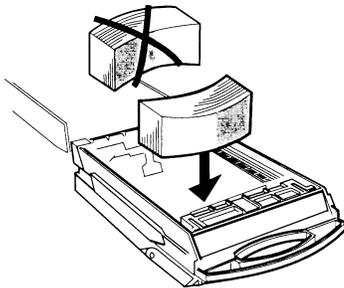
*Alternate slanted note piles.*

- Cupped bundle

To avoid dispensing problems caused by cupped bundles, turn all the bundles with the cupped side towards the dispense opening (the “feed” end of the cassette).



*Cupped bundles face dispense opening.*



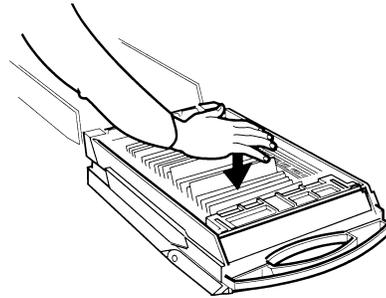
*Cupped bundles face dispense opening.*

- Common notes

Place the prepared bundles in the cassette.

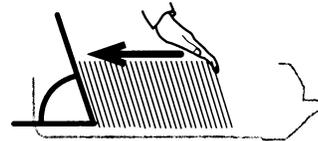
Follow these steps to load notes in the cassette:

1. Level the note pile. Compress the note pile slightly by hand. Single notes must not protrude from the bundle. Make sure the bundle leans evenly against the note plate.

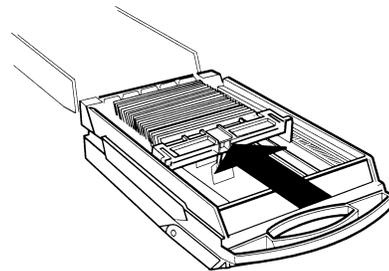


*Level the note pile.*

2. Move the pusher plate against the notes with just enough pressure to hold the notes in the correct position when closing the lid and inserting the cassette into the mechanism.

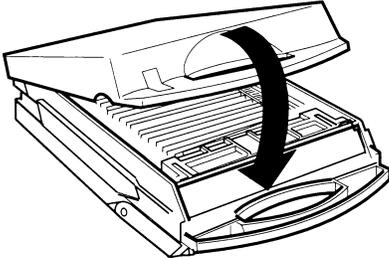


*Notes lean against packer plate.*



*Release packer plate.*

3. Close the cassette lid. Fold the lid down to its locked position. The release button should “pop” out, allowing the lid to mate cleanly with the body of the cassette.



*Close cassette top.*

## Installing Note Cassettes

Once the cassettes have been loaded with currency, replace them using the reverse of the steps used to remove the cassettes from the mechanism. Slide each Note Cassette into its slot in the mechanism. Make sure each cassette is fully inserted.

Once all cassettes have been filled and replaced, they are ready to be LOCKED into position using the Cassette Lock/Unlock function (see Section 5, Management Functions, for the appropriate procedure). **IMPORTANT:** Ensure the MULTIPLE AMOUNT parameter matches the denomination of currency in each Note Cassette! See the procedure for using the VALUE function to set this parameter, in Section 5, Management Functions.

## Removing the Reject Vault

The Reject Vault is locked when it is removed from the dispensing mechanism. The color indicator shows a green window when the Reject Vault is opened for note collection (inside the dispensing mechanism) and when it is ready for use.

The color indicator shows a red window when the Reject Vault is inserted into the dispensing mechanism and until it is opened for rejected note retrieval.

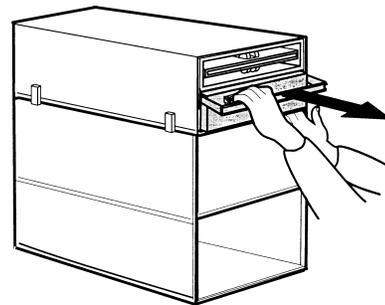
1. UNLOCK the cassettes, using the Cassette Lock/

Unlock procedure in Section 5, Management Functions.

2. Open the outer fascia panel of the security container, using the key lock on the front of the panel. Open the combination lock on the security container door and open the door to gain access to the dispensing mechanism.

**IMPORTANT!** If you remove the Reject Vault with power applied, the terminal will sense this and automatically reset the rejected note count to ZERO. Therefore, to ensure an accurate rejected note count **NEVER REMOVE THE REJECT VAULT WITH POWER APPLIED WITHOUT CHECKING FOR AND REMOVING ANY REJECTED NOTES.**

3. To remove the Reject Vault, grasp the Vault handle with one hand while holding the mechanism in place with the other hand. Pull the Vault out slightly. Place one hand underneath to support the Vault as you slide it completely out of the unit. Place it on a level surface.



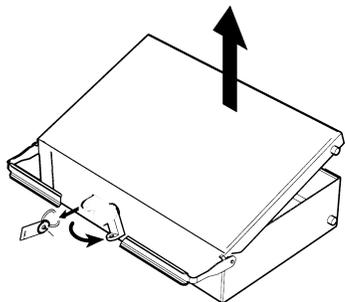
*Removing reject vault.*

## Opening the Reject Vault

The Reject Vault is locked when it is removed from the dispenser. A color indicator window shows GREEN when the vault is opened for collection and when it is ready for use. This condition is also referred to as the PRIME position of the color window.

The color window shows RED when the vault is inserted into the dispenser and will show red until it has been removed from the dispenser and opened for collection.

Remove the vault seal (if applicable). Turn the small handle on the front counterclockwise and lift the lid. Release the handle. Collect the rejected notes.



*Opening reject vault top.*

## Closing the Reject Vault

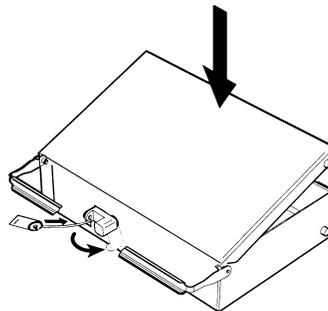
After removing any rejected notes, turn the small handle about a half-turn counterclockwise and close the lid. Allow the handle to return to the position of the seal bracket. At this point, the vault is primed and the color window should be showing GREEN. If applicable, apply a new vault seal and lock the small handle to the seal bracket.

### **\*\*WARNING\*\***

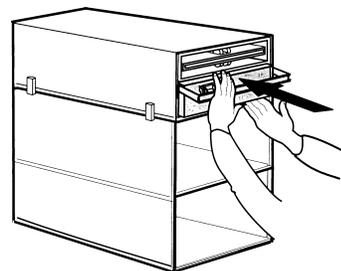
**DO NOT RECYCLE REJECTED NOTES INTO A CASSETTE!** Doing so could cause more rejects and/or currency jams.

## Installing the Reject Vault

Using the reverse of the steps taken to remove the Reject Vault, slide the Reject Vault back into its slot in the mechanism. Make sure the Vault is fully inserted. LOCK all cassettes into position using the Cassette Lock/Unlock function (see Section 5, Management Functions).



*Closing reject vault top.*



*Replacing reject vault.*

## Verify Operation

1. Close and lock the security cabinet. Restore power to the cash dispenser.
2. Enter quantity of notes in each cassette. Use the ENTER QTY. IN CASSETTE function, in Management Functions.
3. Perform a TRIAL CASSETTE CLOSE on each cassette. Check the Management Report to ensure the quantity value matches what you entered in the previous step.
4. Check the VALUE parameter for each cassette. The Value parameter should match the denomination of the notes in each cassette. Access the Value parameter through Management Functions.
5. Ensure the cassettes are LOCKED.
6. Ensure each note cassette is IN SERVICE.



***CHAPTER 15 - PRINTER-PAPER  
REPLENISHMENT***

## Introduction

This chapter of the user manual covers preventive and corrective maintenance procedures appropriate for user personnel. The following areas are covered:

1. **Replenishing Receipt Paper.** Describes how to replace a spent receipt paper roll.
2. **Cleaning the Enclosure.** The proper way to clean the ATM housing.
3. **Card Reader Cleaning.** The recommended card reader cleaning technique.
4. **Card Reader Problems.** Servicing card reader problems.
5. **Communication Problems.** Servicing communications-related problems.

### IMPORTANT

Only qualified service personnel are authorized to repair or service the terminal. Should a malfunction occur DO NOT attempt to service the unit yourself! Contact your service provider!

## Replenishing the Receipt Paper

**NOTE:** This operation must be completed with the AC Power applied to the Cash Dispenser

1. Open the top of the cash dispenser by unlocking the top enclosure and pulling the hinged door forward.

### WARNING

The control panel is provided with a pneumatic piston to prevent the door from extending too far when opening and from being closed too quickly. In the unlikely event of the pneumatic piston not functioning properly, the panel should be prevented from opening too far and from being slammed when closing.

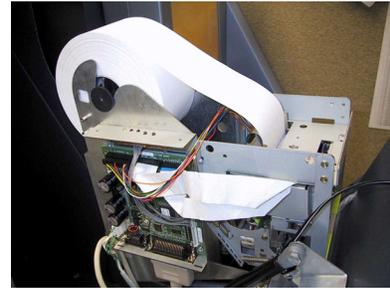


Figure 15-1. Paper roll to remove.

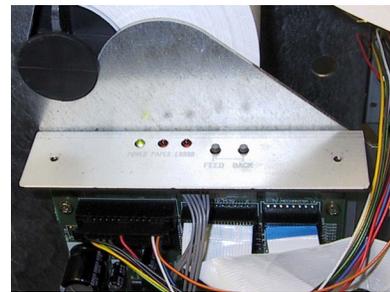


Figure 15-2. Printer Control Panel.



Figure 15-3. Paper Roll Removed.



Figure 15-3. New Paper Roll.