

Operator Guide

NCR SelfServ™ 75 (7705) Kiosk

Release 1.2



NCR VOYIX

B005-0000-2393

Issue G

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Preface

Audience

This book is written for store personnel, system integrators, and field engineers.

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Safety Requirements

The *NCR SelfServ™ 75 (7705)* conforms to all applicable legal requirements. To view the compliance statements see the [NCR SelfServ™ Kiosks Safety and Regulatory Information](#) (B005-0000-2063).



Caution: The on/off switch is a logic switch only. The AC line voltage primaries are live at all times when the power cord is connected. Therefore, disconnect the AC power cord before opening the unit to install features or service this terminal.

Lithium Battery Warning



Warning: Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type as recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.



Attention: Il y a danger d'explosion s'il y a un remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type recommandé par le constructeur. Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

Battery Disposal (Switzerland)

Refer to Annex 4.10 of SR814.013 for battery disposal.

IT Power System

This product is suitable for connection to an IT power system with a phase-to-phase voltage not exceeding 240 V.

Peripheral Usage

This terminal should only be used with peripheral devices that are certified by the appropriate safety agency for the country of installation (UL, CSA, TUV, VDE) or those which are recommended by NCR Corporation.



Warning: DO NOT connect or disconnect the transaction printer while the terminal is connected to AC power. This can result in system or printer damage.



Warning: DO NOT connect or disconnect any serial peripherals while the terminal is connected to AC power. This can result in system or printer damage.

Grounding Instructions

In the event of a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances. Do not modify the plug provided – if it will not fit the outlet, have the proper outlet installed by a qualified electrician. Improper connection of the equipment-grounding conductor can result in a risk of electric shock.

The conductor with insulation having an outer surface that is green with or without yellow stripes is the equipment-grounding conductor.

If repair or replacement of the electric cord or plug is necessary, do not connect the equipment-grounding conductor to a live terminal. Check with a qualified electrician or service personnel if the grounding instructions are not completely understood, or if you are in doubt as to whether the product is properly grounded.

Use only 3-wire extension cords that have 3-prong grounding plugs and 3-pole receptacles that accept the product's plug. **Repair or replace damaged or worn cords immediately.**

Warranty

Warranty terms vary by region and country.

All parts of this product that are subject to normal wear and tear are not included in the warranty. In general, damages due to the following are not covered by the warranty.

- Improper or insufficient maintenance
- Improper use or unauthorized modifications of the product.
- Inadequate location or surroundings. Site installation must conform to guidelines listed in the *NCR SelfServ™ 75 (7705) Site Preparation Guide* (B005-0000-2391) and the [NCR Workstation and Peripheral AC Wiring Guide](#) (BST0-2115-53).

For detailed warranty arrangements please consult your contract documents.

References

- *NCR SelfServ™ 75 (7705) Site Preparation Guide* (B005-0000-2391)
- *NCR SelfServ™ 75 (7705) Hardware Installation Guide* (B005-0000-2392)
- *NCR SelfServ™ 75 (7705) Service Guide* (B005-0000-2397)
- *NCR SelfServ™ 75 (7705) Parts Identification Manual* (B005-0000-2390)
- *NCR SelfServ™ Kiosks Safety and Regulatory Information* (B005-0000-2360)
- *NCR Workstation and Peripherals AC Wiring Guide* (BST0-2118-82)
- *NCR Ethernet Communications Wiring Guide* (BST0-2118-82)
- *NCR SelfServ™ Checkout Profile Manager Lite User Guide for ADD 3.x* (B005-0000-2279)

Table of Contents

Chapter 1: Product Overview

Introduction	1
Available Models	1
Product Labels	2
Configurations	3
Features	4
Safety Information	8
Accessing Modules	9
Fascia and Top Box	10
Safe	11
Sidecar	13
Turning ON the Kiosk	15
Turning OFF the Kiosk	17

Chapter 2: Component Configuration

Calibrating the Touchscreen	20
Adjusting the Receipt Printer Paper Guides	21
Adjusting Printer Paper Guides	21
Adjusting Paper Holder Guides	21
Variable Paper Holder Arm	22
58/80 mm Paper Holder	22
Adjusting the Paper Near-End Sensor Indicator	24
Configuring the Note Dispenser Cassettes	25
Setting Note Denomination	25
Setting Note Length and Width	28

Chapter 3: System Maintenance

Introduction	33
Jam Clearance	34
Clearing Paper Jams in the Receipt Printer	35
Clearing Jams in the Check Acceptor	37
Clearing Jams in the SNA	38
Clearing Jams in a Single-Hopper Card Dispenser	41
Clearing Jams in the Note Dispenser	42
Clearing a Jam in the Dispenser	44
Clearing a Jam in a Currency Cassette	46
Reconciling a Note Dispense if the Dispenser Hardware Fails	48
Replenishing Media Items	49
Replacing the Paper Roll in the Receipt Printer	50
Replacing the Check Acceptor Ink Ribbon	52
Adding Notes to the Note Dispenser	54
Removing the Currency Cassettes from the Dispenser	55
Opening the Cassette	56
Preparing Notes for Loading	58
Loading Notes into the Cassette	61
Replacing the Cassettes into the Dispenser	63
Loading the Card Dispenser	64
Adding Cards to a Single Hopper Card Dispenser	65
Adding Cards to a Triple Hopper Card Dispenser	66
Removing Media Items	68
Emptying the Check Acceptor Bin	69
Emptying the SNA Cash Box	70
Emptying the Note Dispenser Reject Bin	71
Emptying the Card Dispenser Reject Bin	72
Removing Cards from a Single Hopper Reject Bin	73
Removing Cards from a Triple Hopper Reject Bin	74

Chapter 4: Troubleshooting

Receipt Printer Problems	76
LED Indicators	76
Problems During Paper Loading	77
Problems during Printing	78
Problems when Ejecting the Paper	79
Other Problems	80
Printer Self-Test	80
Check Acceptor Problems	81
Media Entry Indicators (MEIs)	81
Check Acceptor Symptoms	81
Note Acceptor Problems	82
Status LEDs	82
SNA Error Messages	85
SNA Symptoms	86
Fujitsu Note Dispenser Problems	87
Error Messages	87
Error Codes	89
UPS Problems	90
LED Indicators	90
Audible Alarm	90
Symptoms	90
Audible Alarm	91
UPS Symptoms	92

Chapter 5: Preventive Maintenance

Cleaning the Touchscreen	94
Cleaning the Cabinet and Exterior Surfaces	95
Cleaning MSR Magnetic Heads	96
MSR Treatment Card	96

Cleaning/Treatment Frequency	96
New Dip Card Reader	96
Existing Dip Card Reader	96
Cleaning the Receipt Printer	97
Cleaning the Check Acceptor	99
Magnetic Head	99
CIS Glass Surface	100
Print Head	100
Cleaning the Note Acceptor	102
Cleaning the Card Dispenser Read/Write Head	104

Appendix A: F53 Notes Dispensed

Appendix B: F53 Note Dispenser Error Codes

Appendix C: 7705 Safe Door Replacement Key

Introduction	113
Kit Contents	113
Changing Operating Keys	114

Revision Record

Issue	Date	Remarks
A	Mar 2015	First Issue.
B	May 2016	Added Device Operator Guides.
C	Oct 2017	Re-organized publication and added Sidecar features and devices.
D	Feb 2018	Updated Accessing Modules, Features, Cleaning Fascia and Exterior Panels section. Added Appendix C. Added Single Hopper Jam Clearance. Added approximate Check Acceptor Bin capacity. Added Check Ink Ribbon order information.

Issue	Date	Remarks
E	Nov 2018	Added UX400 NFC Reader
F	Mar 2020	Updated cleaning procedures
G	Nov 2024	Removed OBF Updated links Rebranded to Voyix template

Chapter 1: **Product Overview**

Introduction

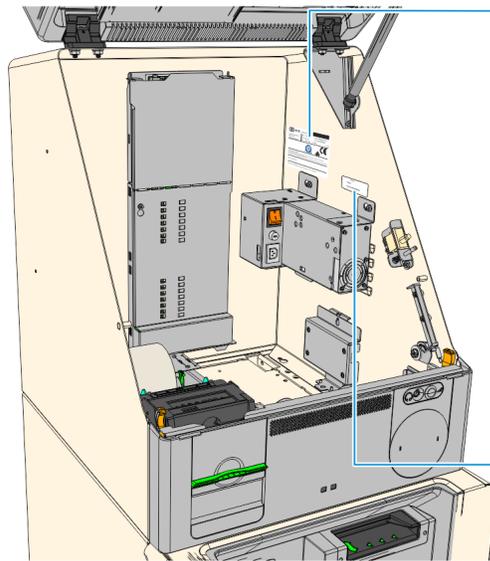


The NCR SelfServ 75 is an interior Kiosk that provides self-service functions in retail and telecom environments. It supports cash, debit, credit, and check bill payment, SIM card dispensing, and customer service functions.

Available Models

Model Name	Description
7705-2000-8801	7705 Rel 1.1 Base Configuration
7705-3000-8801	7705 R1.2 Base Configuration

Product Labels



Product ID Label

 NCR SelfServ™ 75 		
NCR Global Solutions Ltd Made in China Manufactured: XXX XXXX	Class: 7705 Tracer: XX - XX Vâc: XXX - XXXv	Model: 7705-XXXX-YYYY Serial: XX-XXXXXXXXX Hz: 50/60 A: X.X
		
Electromagnetic Compatibility This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.		
CAN ICES-3 (A)/NMB-3(A).		
Complies with FDA Radiation Performance Standards, 21 CFR Subchapter J		

COA Label

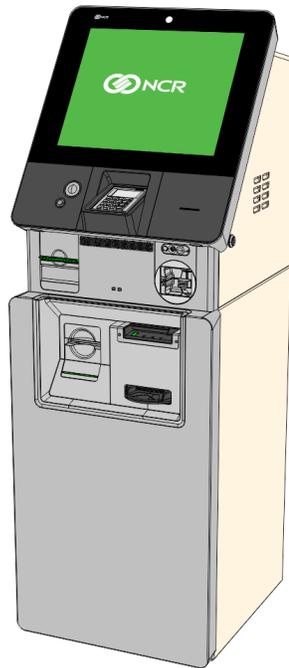
XXX-XXXXX OS Version Product Key: XXXXX-XXX-XXX-XXX

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Configurations

The SelfServ 75 Kiosk has the following base models which can be configured with various features:

- Bill Payment
- Bill Payment and Card Dispense



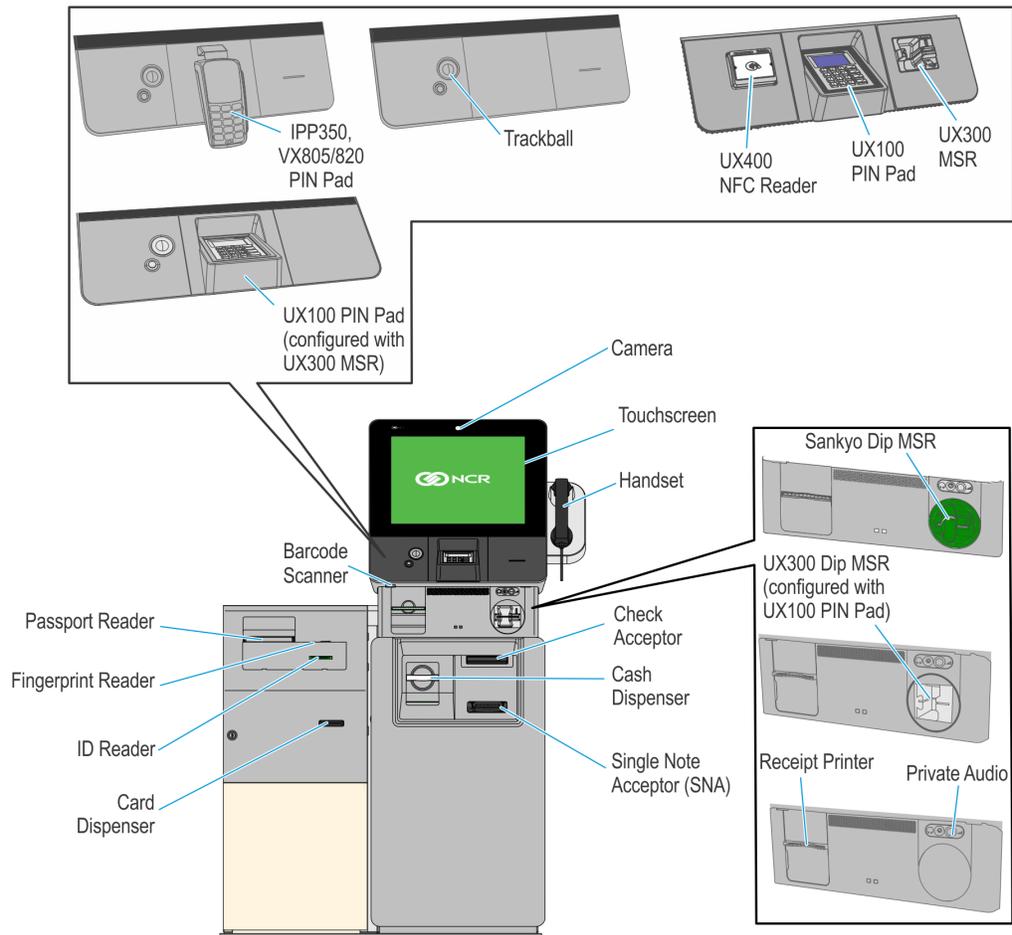
Bill Payment

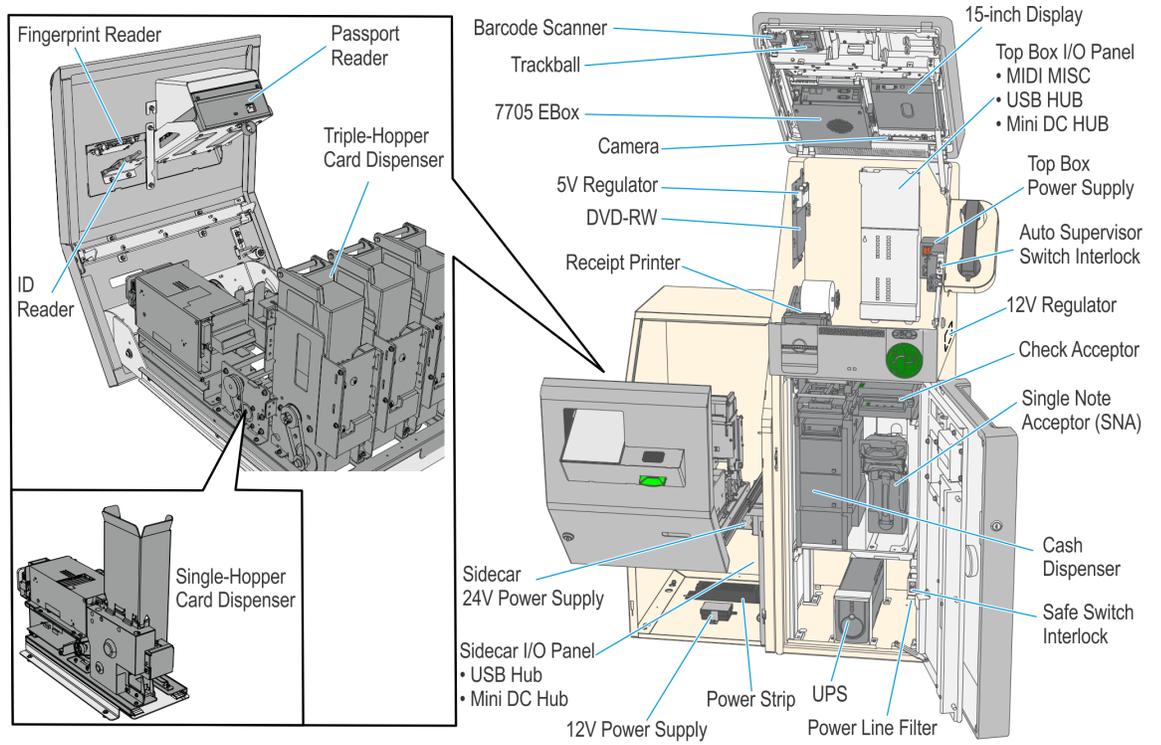


Bill Payment and Card Dispense

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Features





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Feature	Description
7705 EBox	<p>Runs the kiosk application software which manages and controls the Kiosk modules. It contains the following components:</p> <ul style="list-style-type: none"> • NCR XR6 Motherboard which is based on Intel's Shark Bay Platform (Intel Haswell 22nm processor with Lnyx Point Q87 Chipset) • Intel Core i3-4350T, 3.1 GHz processor • 4GB, 1600MHz memory module, an optional 4GB memory can be added to the Motherboard for a total of 8GB memory. • 500GB HDD
Barcode Scanner	Enables bill payment by reading barcodes on documents such as utility bills.
Camera	Provides a user facing camera, and enables the help desk assistant to view the user while making a call.
Card Dispenser	Dispenses SIM cards or magnetic cards. The card dispenser can either be single-hopper or triple-hopper.
Check Acceptor	Accepts checks as payment. It scans both sides of a check, reads the Magnetic Ink Character Recognition (MICR) number and prints a single–line message on the back of the check. Depending on the software system, it can retain and store the check into a bin or return the check back to the customer.
Fingerprint Reader	Scans a fingerprint for verification and proof of identity.
Telephone Handset	Provides customers with audio interaction with a help desk assistant.
ID Reader	Reads ISO Smart Card based ID cards for verification and proof of identity.
Electronic Payment Terminals	<p>Processes credit or debit electronic payments. Options for payment terminals include the following:</p> <ul style="list-style-type: none"> • Standalone Sankyo DIP MSR • Integrated Verifone PIN pad (UX100), Dip MSR (UX300), and NFC Reader (UX400) • Verifone VX 820 • Verifone VX 805 • Ingenico IPP 320
Passport Reader	Scans passports for verification and proof of identity.
Private Audio	Provides a headphone jack for audio instructions containing private sensitive audio information.

Feature	Description
Receipt printer	Prints and dispenses a record of each transaction as requested by the cardholder.. It prints with a maximum print width of 80 mm (3.2 in.).
Single Note Acceptor (SNA)	Accepts, verifies and deposits single notes into a capture bin as transaction payment.
Trackball and Switch	Provides an alternate way to select choices on the touchscreen from a lower height.
Uninterruptible Power Supply (UPS)	Provides 15-20 minutes of power to the Kiosk when there is an unintended AC power source loss. The UPS is available as 110V/800VA or 220V/800VA.

Safety Information

Coloured areas such as handles and latches must always be used when accessing the modules in the Kiosk, as stated in NCR publications. Different colours are used to denote different purposes as follows:

- Orange = module access.
Always use the orange handles, latches or levers to release and pull out the modules.
- Green = user interaction.
Use the green areas such as latches and wheels when working within the modules, for replenishment, jam clearance, emptying or cleaning tasks.
- Yellow = safe lifting points. For second line maintenance only.
- Red = hazard indicator.

The risk of equipment damage or personal injury can be reduced by observing the following safety precautions when performing first line maintenance on the Kiosk.



Caution: Never insert tools, pens or other instruments into the Kiosk or its modules, except where otherwise stated in the operator guides. Take steps to prevent hair, clothing, and jewelry from becoming caught in the machinery.

Accessing Modules

The kiosk ships with two different sets of keys to open and access modules inside the kiosk.

- **Kiosk Key**— unlocks and opens the following areas:
 - [Fascia and Top Box](#)
 - [Front Door](#)
 - [Sidecar](#)
- **Safe Operating Key**— unlocks and opens the [Safe](#)

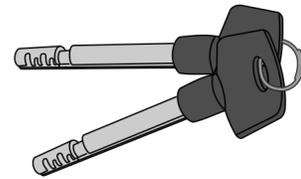
If the safe door cannot be opened for reasons such as lost keys or broken lock mechanism, contact a locksmith to open the safe. Once the safe is opened, contact NCR Services or your local NCR Account Support Manager to schedule installation of a new lock.



Note: A new set of Safe Operating Keys with a different key code can be ordered as a kit, 7705-K021. For more information on this kit, refer to [7705 Safe Door Replacement Key](#).



Kiosk Keys



Safe Operating Keys



Fascia and Top Box

The kiosk fascia is opened and closed using the Kiosk Key in the lock on the right-hand side. The fascia will lift up once unlocked. When closing the Kiosk, make sure it is firmly latched then remove the key.

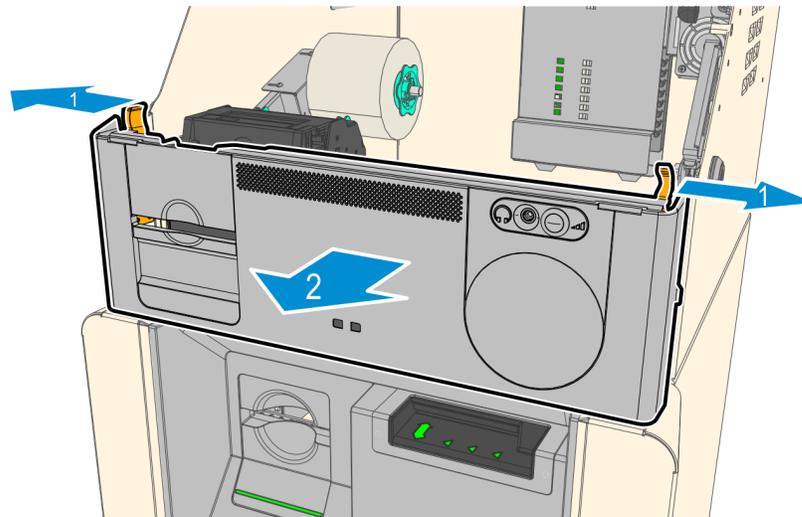


Note: For more information on the Keys required to open the Kiosk, see [Accessing Modules](#).



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For the best possible access to the modules in the top-box, for replenishment or jam clearance, you can slide the front panel out slightly. Push the two orange latches outwards and pull the front panel towards you until it stops.



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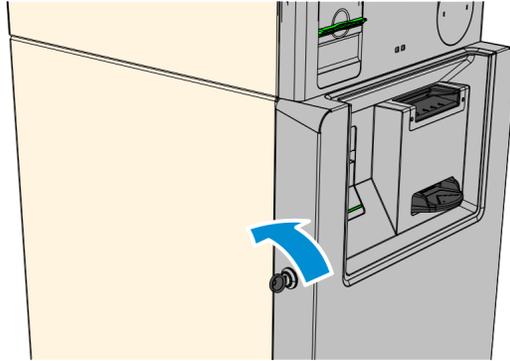
Safe

To open the Safe and access modules inside, perform the steps below.

1. Insert the Kiosk Key in the lock on the left-hand side of the Kiosk Front Door and turn the key backward (counterclockwise) to unlock and open the front door.



Note: For more information on the Keys required to open the Kiosk, see [Accessing Modules](#).



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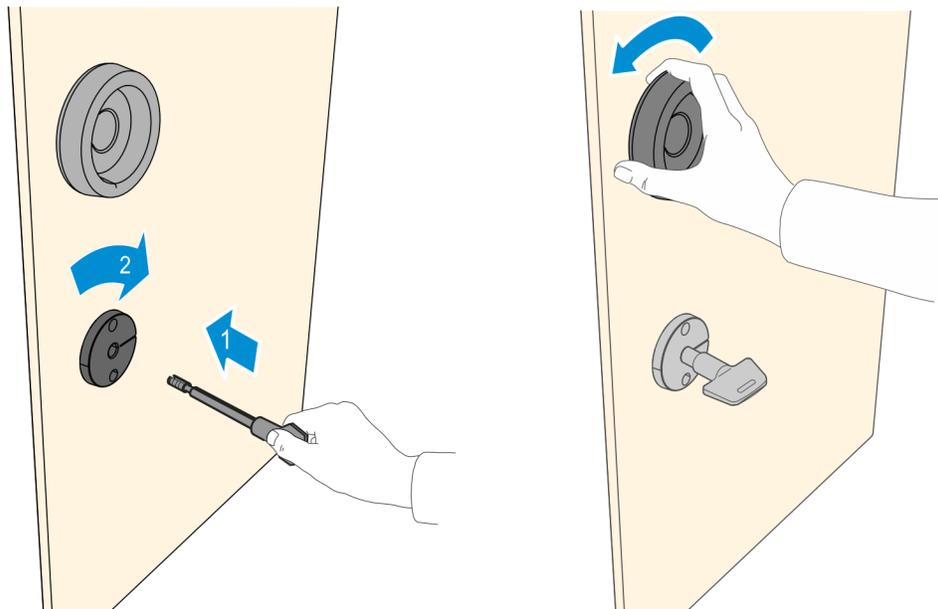
2. Insert and turn the key clockwise to unlock the Safe, then turn the handle counterclockwise to retract the bolts and open the Safe.



Caution: Never force the key into the lock. This could cause permanent damage to the lock or the key. Once the Key is inserted, do not apply inward or outward force to the key. This could prevent the lock from opening correctly.

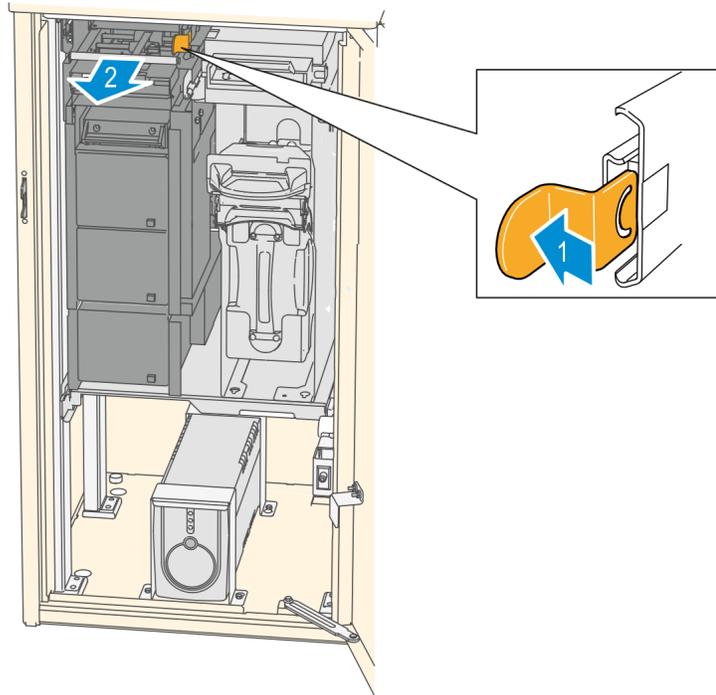


Note: The key cannot be removed while the bolt is retracted.



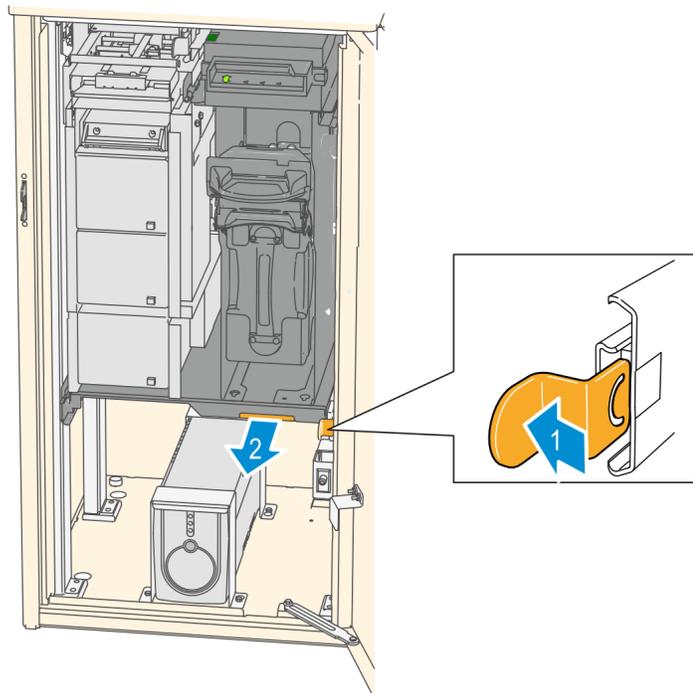
CCP-64038

3. To pull out the Note Dispenser, press the orange latch and use the green horizontal bar on top to pull the dispenser until the slides are fully extended.



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4. To pull out the Check Acceptor and Single Note Acceptor, press the orange latch and use the orange handle to pull out the module tray until the slides are fully extended.



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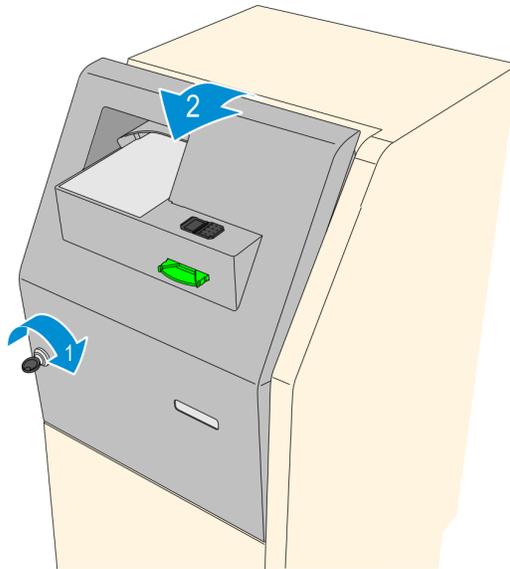
Sidecar

To open the Sidecar and access modules inside, perform the steps below.

1. Insert the Kiosk Key into lock, turn the key clockwise and then slightly tilt the top side of the Sidecar Fascia forward to unlock it.

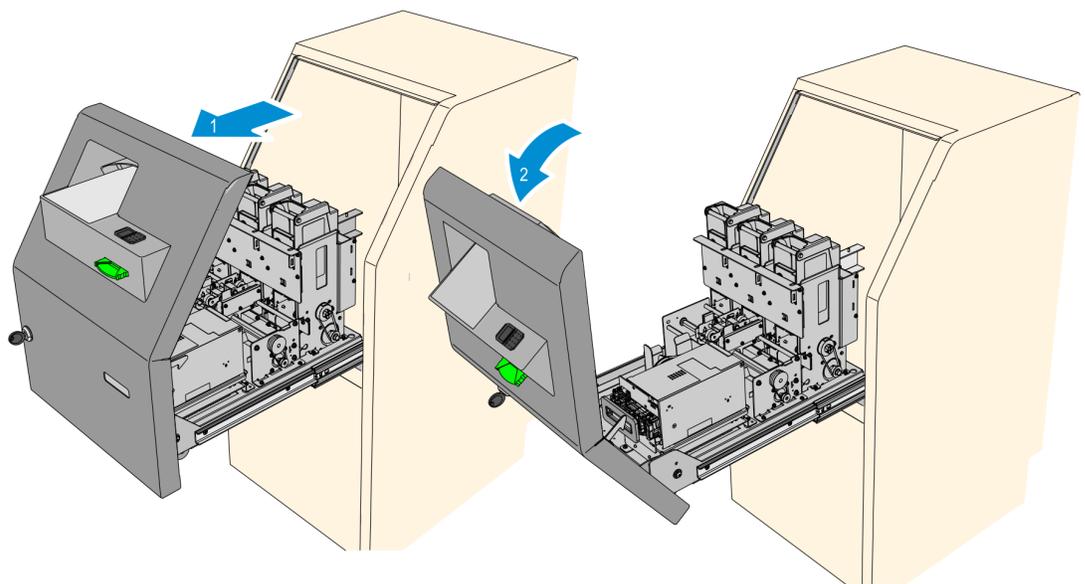


Note: For more information on the Keys required to open the Kiosk, see [Accessing Modules](#).



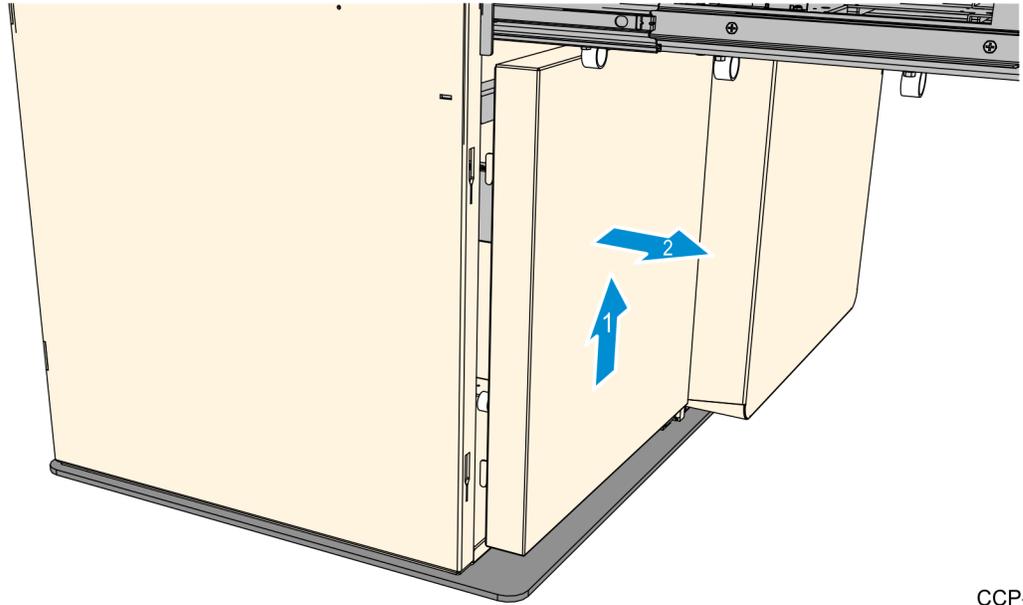
CCP-70880

2. Pull the fascia away from the Sidecar Cabinet until fully extended. For best access to the devices mounted on the Sidecar Fascia, tilt the door forward until it stops.



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3. To access components in the bottom part of the Sidecar Cabinet, remove the Cover Panel. Slide the panel upward to unhook it and then pull it away from the cabinet.

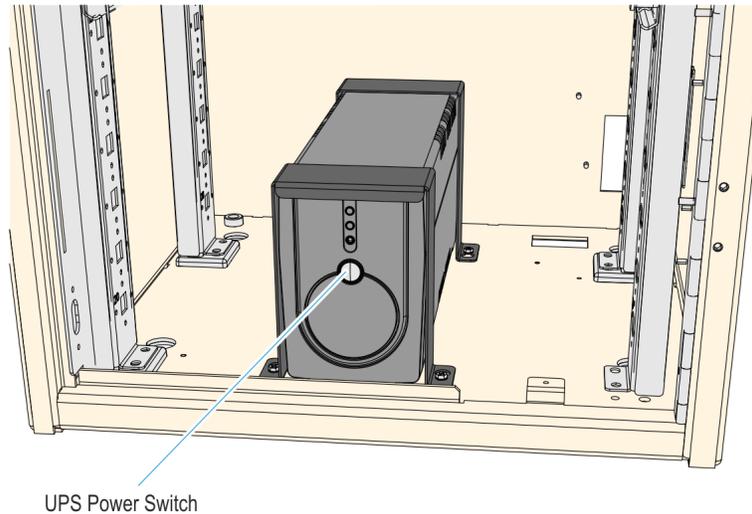


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Turning ON the Kiosk

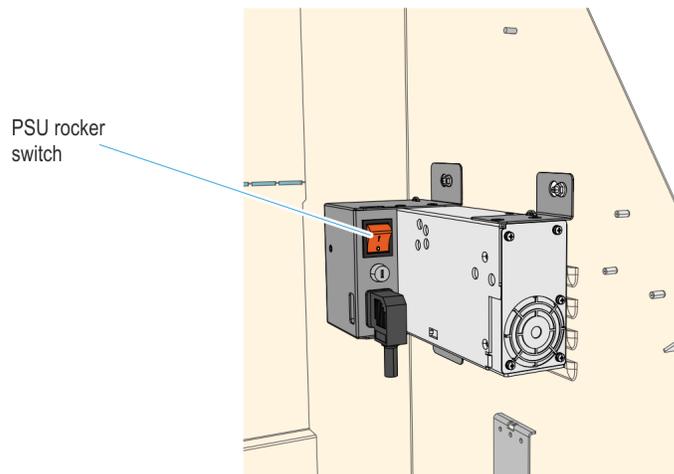
The kiosk should be switched ON using the power switch located in the top-box, power switch in the Sidecar if present, and the UPS power switch if present.

1. Plug the AC power cable to an AC power source.
2. If present, push the UPS Power Switch to turn it ON.



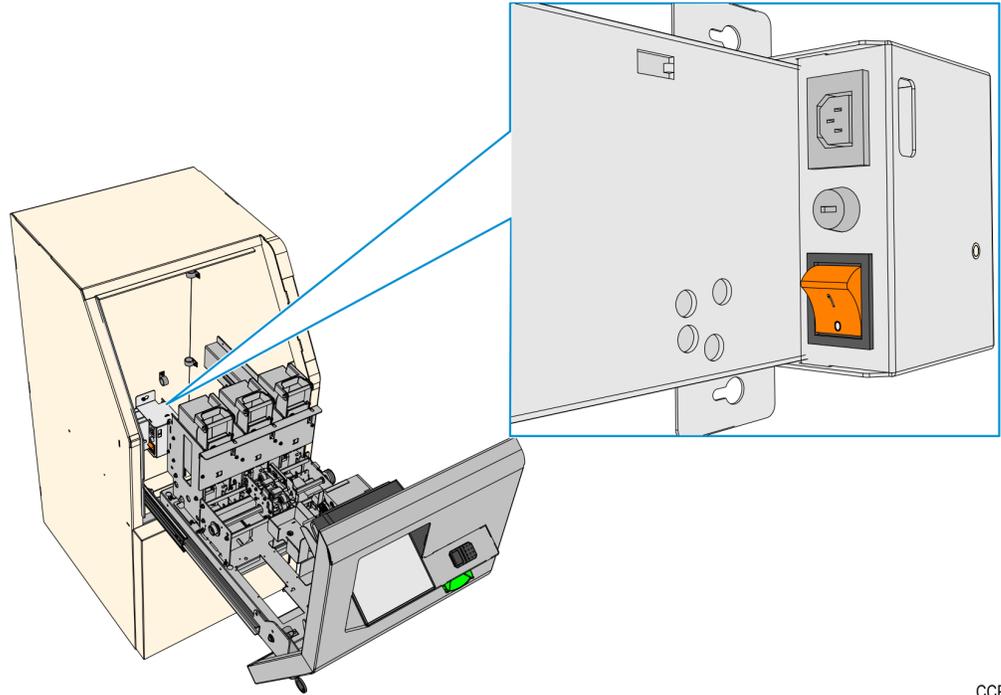
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3. Push the Top Box PSU switch to the "I" position.



CCP-64010

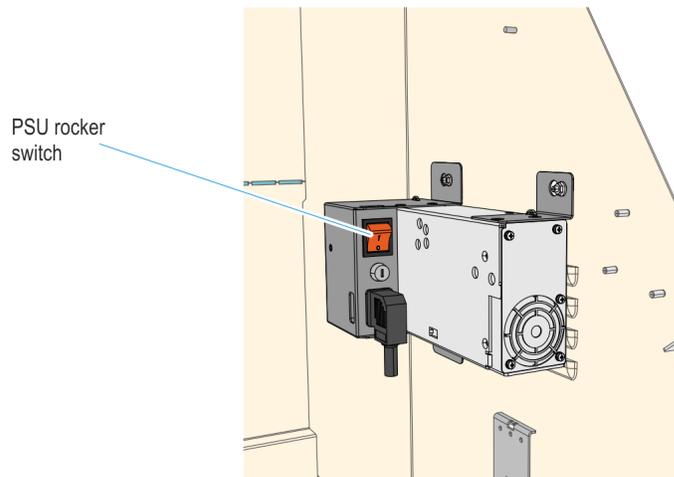
4. If a Sidecar is present, push the Sidecar PSU switch to the "I" position.



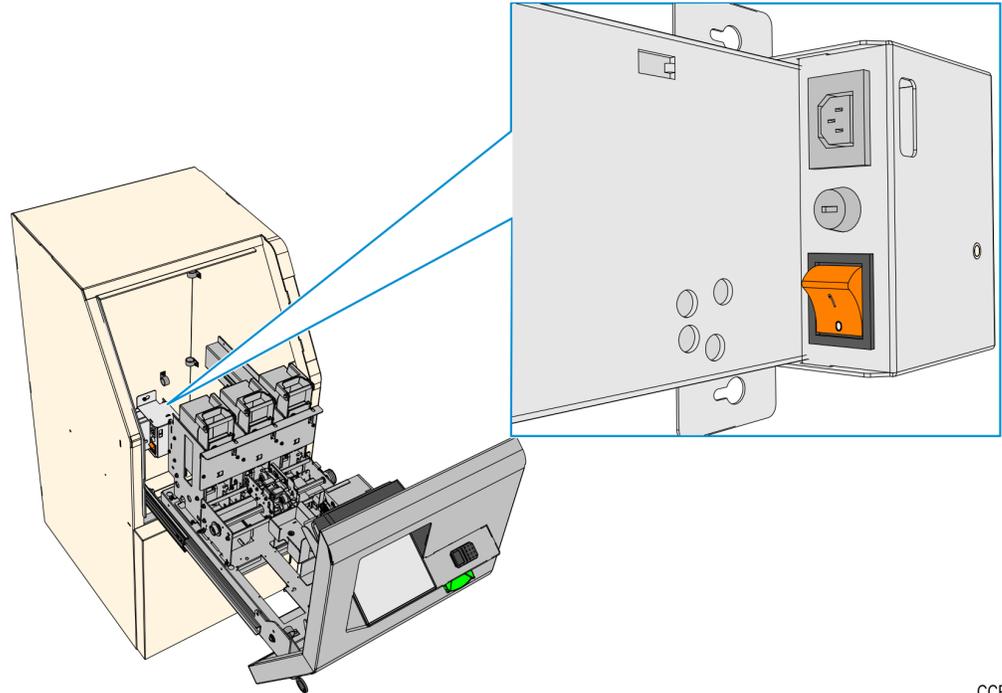
Turning OFF the Kiosk

The kiosk should be switched OFF using the power switch located in the top-box, power switch in the Sidecar if present, and the UPS power switch if present. However if necessary, the External AC Power Cable can be used to disconnect power.

1. Exit and close Kiosk Software Application.
2. Shut down the Kiosk Operating System. At the bottom left-hand corner, select **Start**→**Shut down**.
3. Push the Top Box PSU switch to to the "0" position.

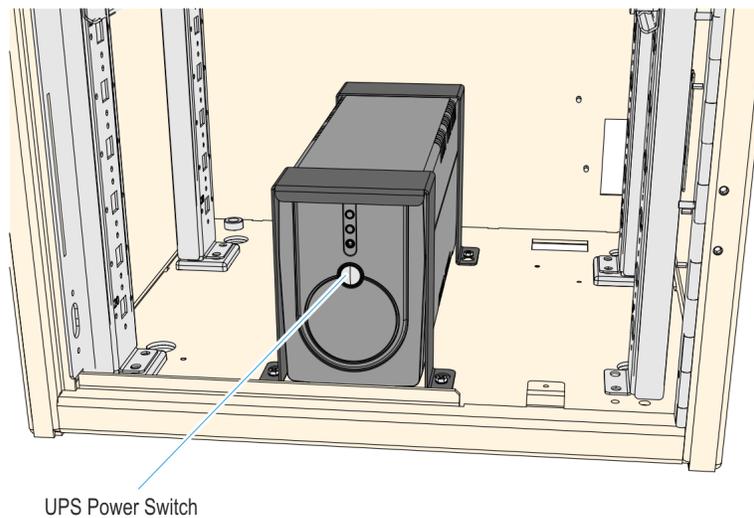


4. If a Sidecar is present, push the Sidecar PSU switch to to the "0" position.



CCP-71634

5. If a UPS is present, push the power switch to shut it down.



UPS Power Switch

CCP-64009

6. Unplug the AC Power Cable from the AC power source.

Chapter 2: **Component Configuration**

Some components require adjustments and configuration in order to function properly. The configuration tasks are as follows:

- [Calibrating the Touchscreen](#)
- [Adjusting the Receipt Printer Paper Guides](#)
- [Configuring the Note Dispenser Cassettes](#)

Calibrating the Touchscreen

To calibrate the touch screen, perform the steps below.

1. Run the calibration test application.
Start>>Programs>>UPDD>>Calibrate
2. Touch the center of the cross-hair target. When the target is touched it switches to a green check mark.
3. Repeat the procedure for each target as they appear.

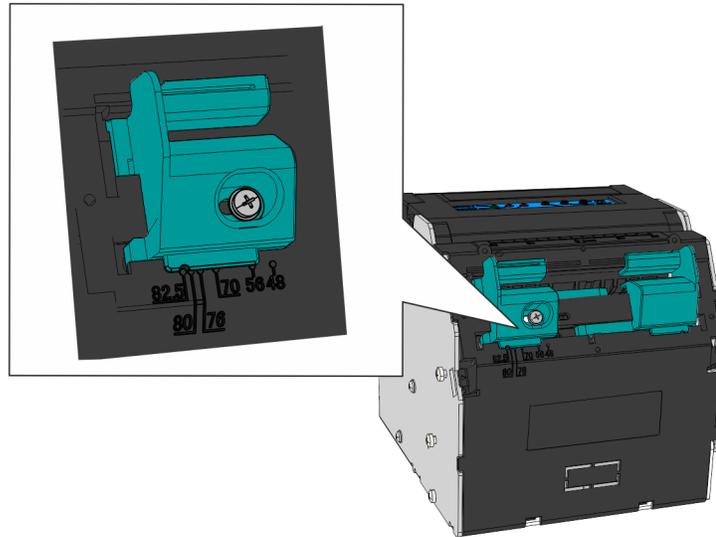


Adjusting the Receipt Printer Paper Guides

Adjusting Printer Paper Guides

The paper guides on the rear of the printer and on the paper holder can be adjusted to hold different paper widths: 48, 56, 70, 76, 80, or 82.5 millimeters.

1. Remove the screw securing the guide.



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2. Slide the guide to the appropriate mark on the printer.
3. Secure the guide in place with the screw.

Adjusting Paper Holder Guides

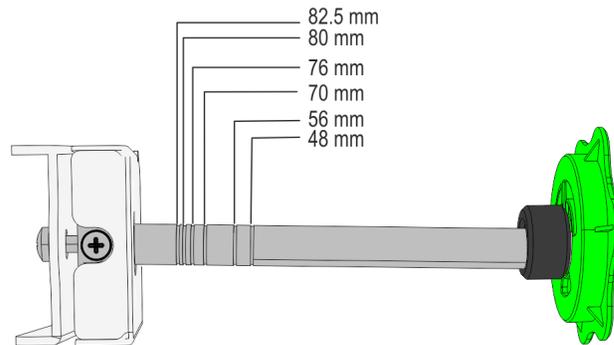
The Paper Holder has two variants that have different procedures to adjust the paper guides. Refer to appropriate procedure according to what paper arm is installed in your printer.

- [Variable Paper Holder Arm](#) on the next page
- [58/80 mm Paper Holder](#) on the next page

Variable Paper Holder Arm

The paper guides on variable paper holder can be adjusted to hold different paper widths: 48, 56, 70, 76, 80, or 82.5 millimeters.

1. Remove the screw securing the guide.



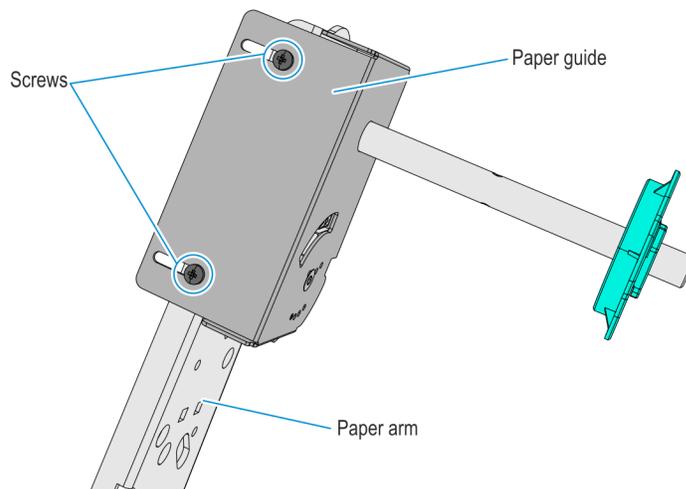
CCP-64024

2. Slide the guide to the appropriate mark on paper holder arm.
3. Secure the guide in place with the screw.

58/80 mm Paper Holder

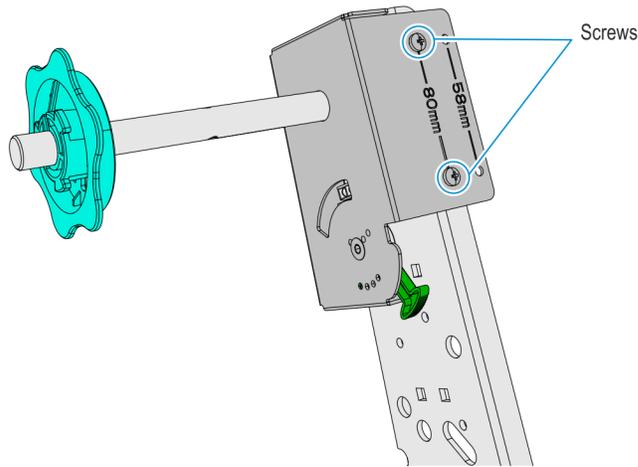
The paper guides on the 58/80 **mm** Paper Holder can be adjusted to hold paper widths of either 58 or 80 **mm**.

1. Loosen the two screws at the top securing the paper guide to the paper arm.



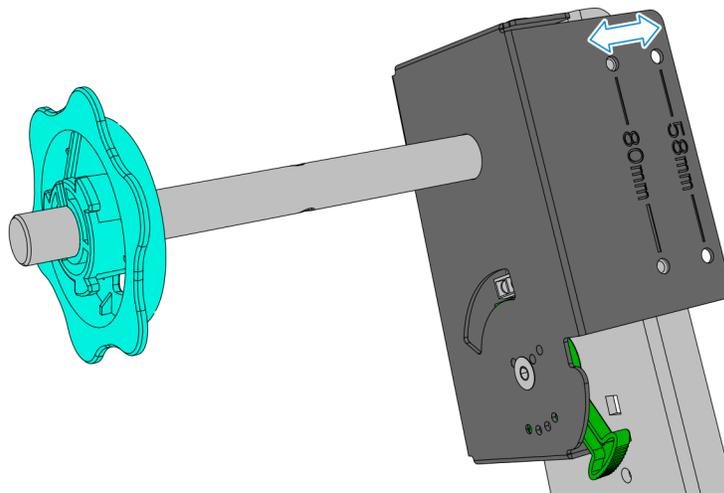
CCP-65007

2. Remove the two screws at the bottom securing the paper guide to the paper arm.



CCP-65008

3. Slide the paper guide to align the paper guide mounting holes of the desired paper width to the paper arm mounting holes, and then secure with two screws.



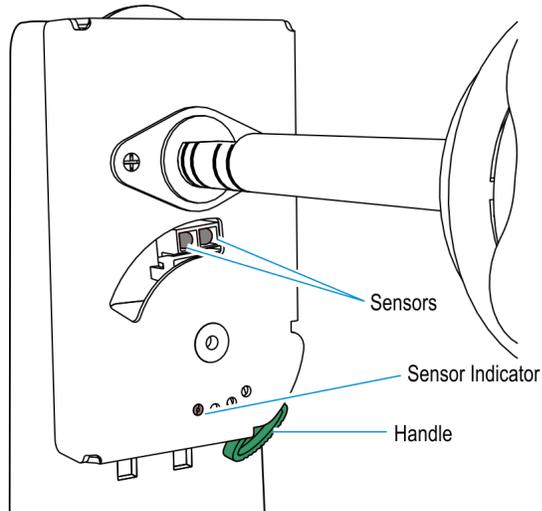
CCP-65009

4. Tighten the two screws at the top securing the paper guide to the paper arm.

Adjusting the Paper Near-End Sensor Indicator

The Paper Near-End Sensor Indicator should be in the first slot as shown in the illustration below.

Use the green handle to move the Sensor Indicator from one slot to another.



Configuring the Note Dispenser Cassettes

Setting Note Denomination

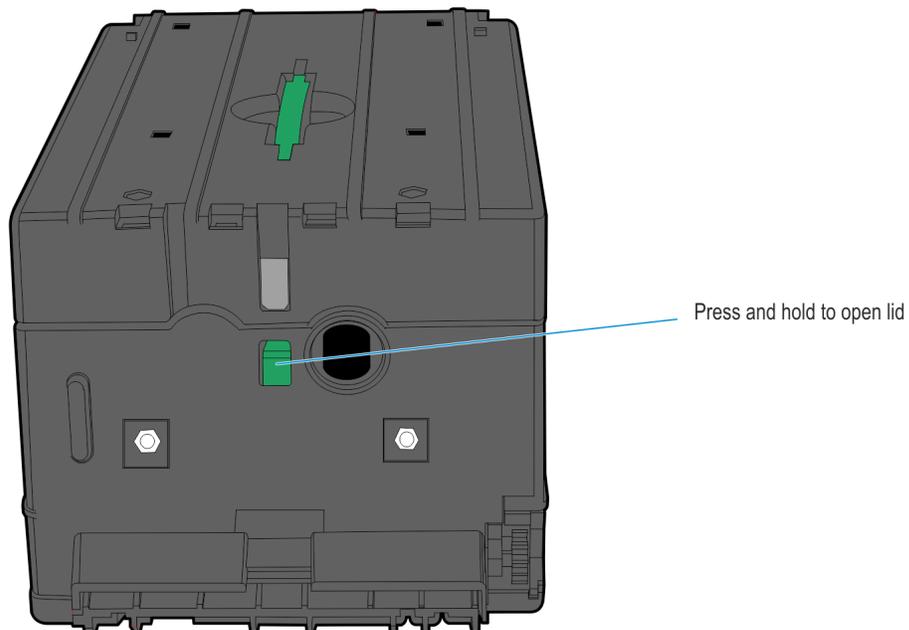
The Cash Dispenser supports up to three different note denominations. The denomination magnet configuration communicates the denomination of the notes contained within that cassette. The Kiosk software uses this information to determine which cassette it needs to use to dispense change to the customer.

There are four magnet slots in each cassette. One magnet is inserted in each of two slots to define the denomination contained in that cassette.

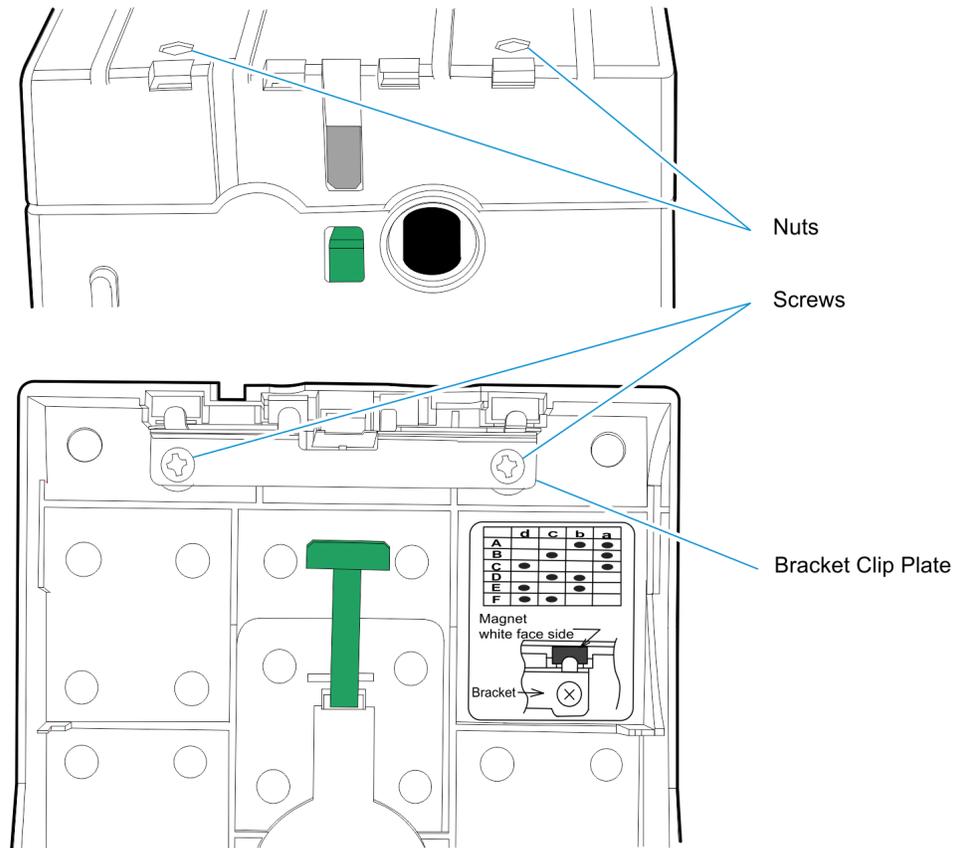


Note: The denomination of the notes loaded into the cassette **MUST** correspond with the magnet settings.

1. Press the release button (green) at the back to open the cassette.



- Remove the two screws securing the Bracket Clip Plate to the cassette Lid. Make sure to retain the two nuts on the outside of the lid.



25927

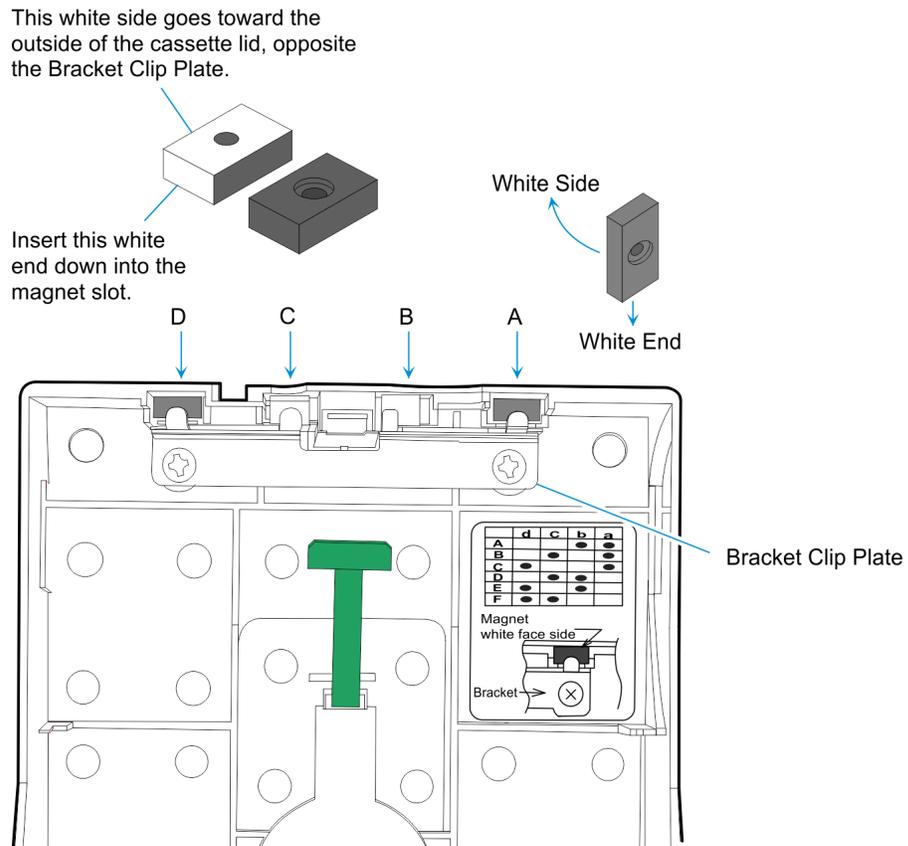
- Insert a denomination magnet into each of the two slots that define the currency denomination for that cassette. Insert the white end of the magnet into the magnet slot with the white side facing the outside of the cassette lid, opposite the Bracket Clip Plate.



Note: The magnet setting details for each supported country's currency denomination are provided in Appendix B, "Notes Dispensed."

Denomination	Magnet Position			
	D	C	B	A
Type A			X	X
Type B		X		X
Type C	X			X
Type D		X	X	
Type E	X		X	
Type F	X	X		

The illustration below shows the magnet setting for denomination type C.



25928

4. Verify that the denomination magnets are completely fitted into the slots.
5. Place the bracket clip plate over the magnets and secure to cassette with two screws.
6. Secure the screws with red Loctite.

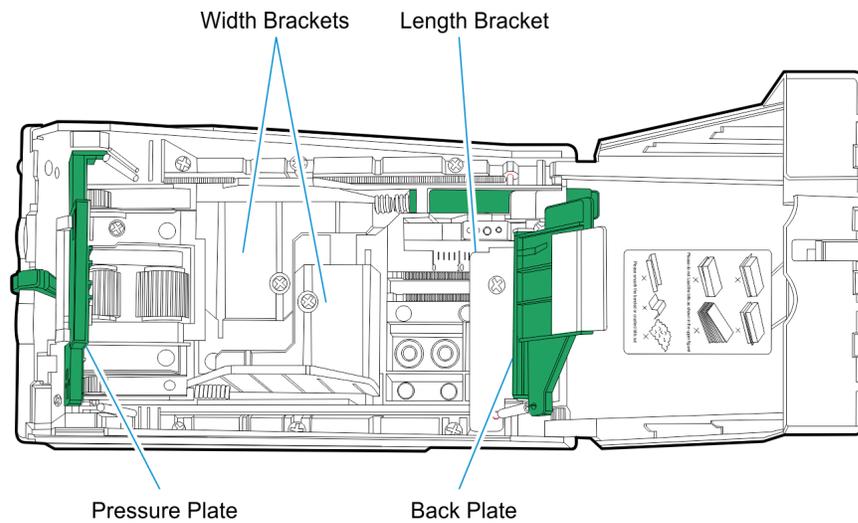
Setting Note Length and Width

Two models of note cassettes exist. Inspect the part number found on the bottom of the cassette to determine which Length setting to use. The label indicates *KD03243-C500* or *KD03243-C520*.



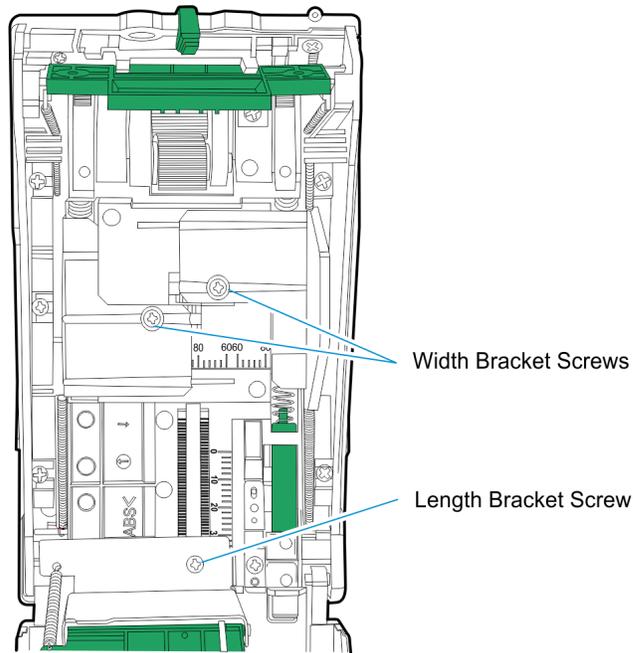
Note: For more information on the length and width settings for each released country and note denomination, refer to the "Notes Dispensed" section.

1. Lift both the Pressure Plate and Back Plate to the up position.



25969

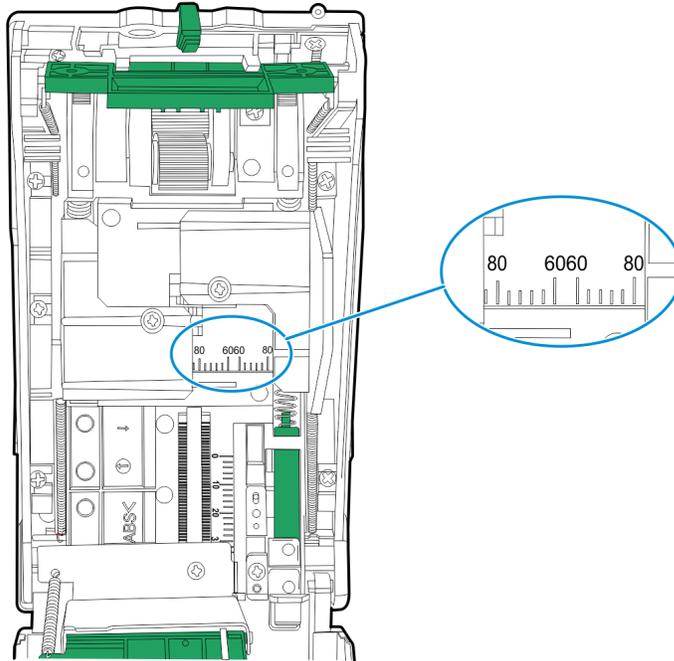
2. Loosen the screw on the Length Bracket and slide it to the back of the cassette.
3. Loosen the two screws securing the Width Brackets and slide them out to their fully extended positions.



25970

4. Determine the width setting of the note denomination that is loaded in the cassette. Refer to the "Notes Dispensed" section for information on length and width currency settings for the appropriate country.
5. Adjust the width brackets by sliding them to the appropriate width setting value. Each mark on the width ruler is **4 mm**.

Example: If the note setting is **68 mm**, slide each width bracket to the second mark past the center mark of 60. In the following illustration, the width brackets are shown set to **84 mm**.



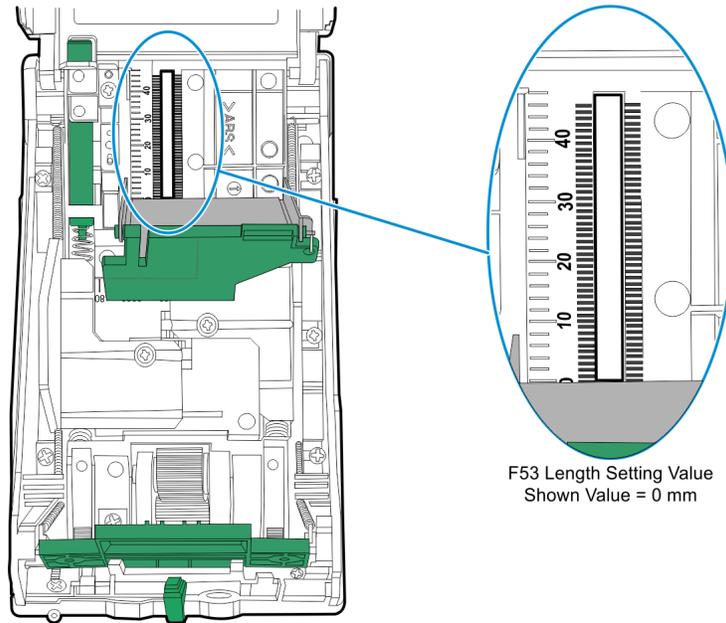
25971

6. Secure the width brackets in place by tightening the screws.
7. Determine the length setting of Note denomination that is loaded in the cassette.
8. Adjust the length bracket by sliding it so that the back side of the bracket is at the length setting value provided in Appendix B, "Notes Dispensed."

Each mark on the length ruler is **2 mm**.

Example: For example, if the note setting is **34 mm**, slide each length bracket to the second mark past the 40 mark. The following illustration shows the bracket set at zero (0).

Cassette KD03243-C500

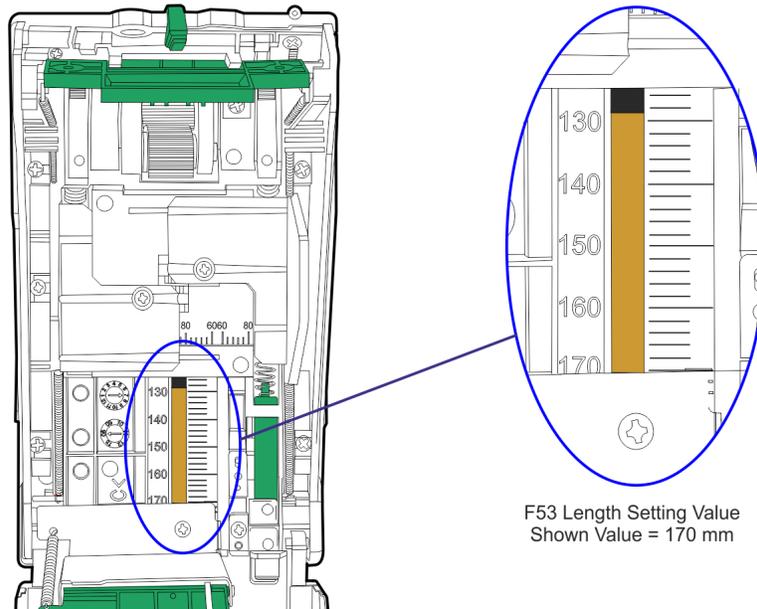


25972



Note: When adjusting the note length on a KD03243-C500 cassette, position the Length Bracket so that the vertical side is at the desired value as shown in the previous illustration.

Cassette KD03243-C520



28309



Note: When adjusting the note length on a KD03243-C500 cassette, position the Length Bracket so that the vertical side is at the desired value as shown in the previous illustration.

9. Insert the notes and verify that if the notes fit in the cassette.
10. Remove the note and lock the length bracket in place by tightening the screw.
11. Close the cassette Lid, the cassette is now configured for the desired note.

Chapter 3: **System Maintenance**

Introduction

Maintenance tasks of the kiosk are as follows:

- [Jam Clearance](#)
- [Replenishing Media Items](#)
- [Removing Media Items](#)

Jam Clearance

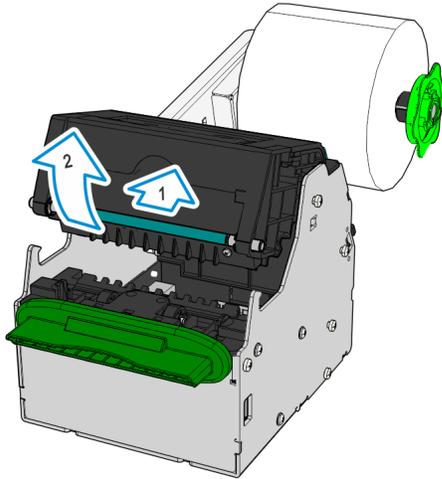
Jams may occur in the media handling devices of the Kiosk, clear the jams as necessary. Refer to the following sections:

- [Clearing Paper Jams in the Receipt Printer](#)
- [Clearing Jams in the SNA](#)
- [Clearing Jams in the Check Acceptor](#)
- [Clearing Jams in the Note Dispenser](#)
- [Clearing Jams in a Single-Hopper Card Dispenser](#)

Clearing Paper Jams in the Receipt Printer

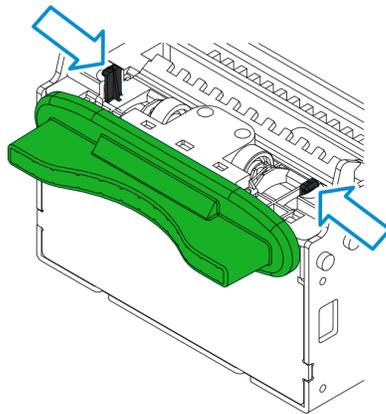
Paper jams in the receipt printer can occur at the Cutter and Presenter.

1. Open the printer by pressing and lifting the green bar.



CCP-64026

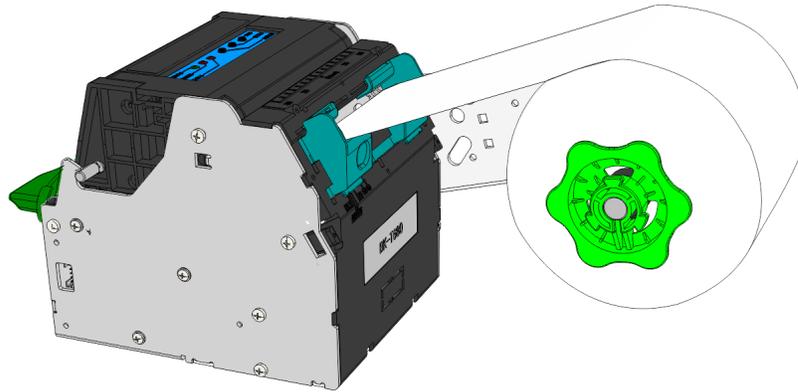
2. Carefully check and remove paper jammed inside the printer, under the cutter blade and print head. Check the areas for small, torn pieces of paper.
3. Carefully check and remove paper jammed in the presenter.
 - a. Press down the latches on the presenter upper path and remove the presenter upper path module.



CCP-60057

- b. Check and remove the jammed paper and small , torn pieces of paper.
 - c. Replace the presenter upper path.
4. Pull the end of the paper roll back out of the printer. Close the printer, making sure it clicks shut.

5. Tear off enough paper so that there are no tears or creases. Fold and tear off the end of the paper to leave a clean, straight edge.
6. Feed the paper into the print engine. Once the paper is gripped by the mechanism, it will feed automatically and produce a test print.



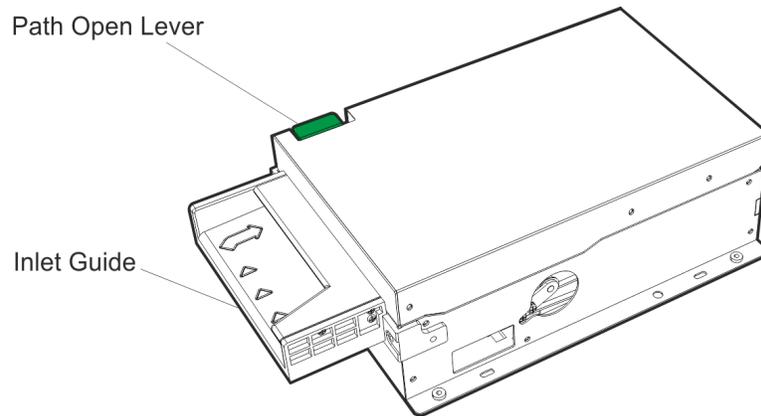
CCP-64027

7. Remove the test print.
8. Follow your in-house procedures for indicating that the paper jam has been cleared.

Clearing Jams in the Check Acceptor

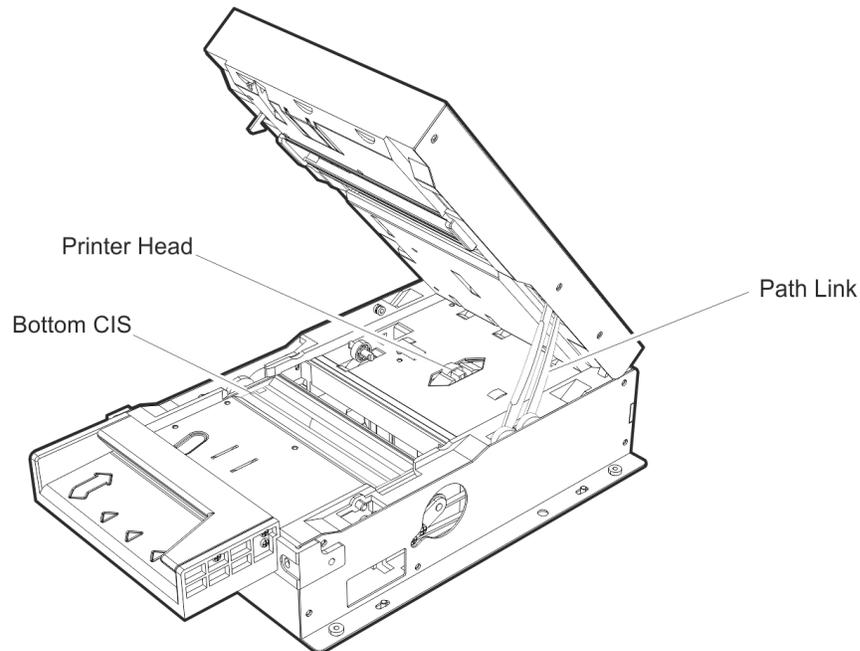
Jammed checks are always found along the check path. Perform the steps below to remove jammed checks.

1. Lift the path open lever to unlock the top cover.



32449

2. Lift the top cover until the path link locks the cover in place.



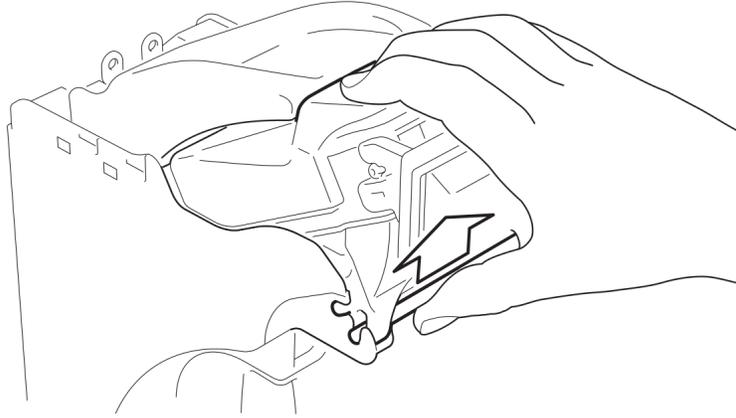
28436

3. Remove the jammed check. Make sure to remove any torn pieces. If there are other debris in the check path, blow it out using a can of compressed air that is commonly used to clean computer keyboards and PC components.
4. Close the top cover. Lift the top cover higher then press the path link and gently lower the cover.

Clearing Jams in the SNA

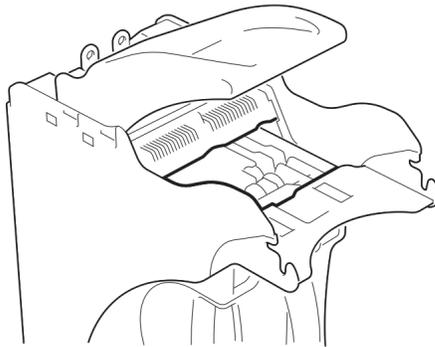
To clear jams in the SNA, proceed as follows:

1. Lift the release bar and pull the acceptor module out of the SNA.



CCP-64012

2. Remove any trapped notes in the cash box entry area.

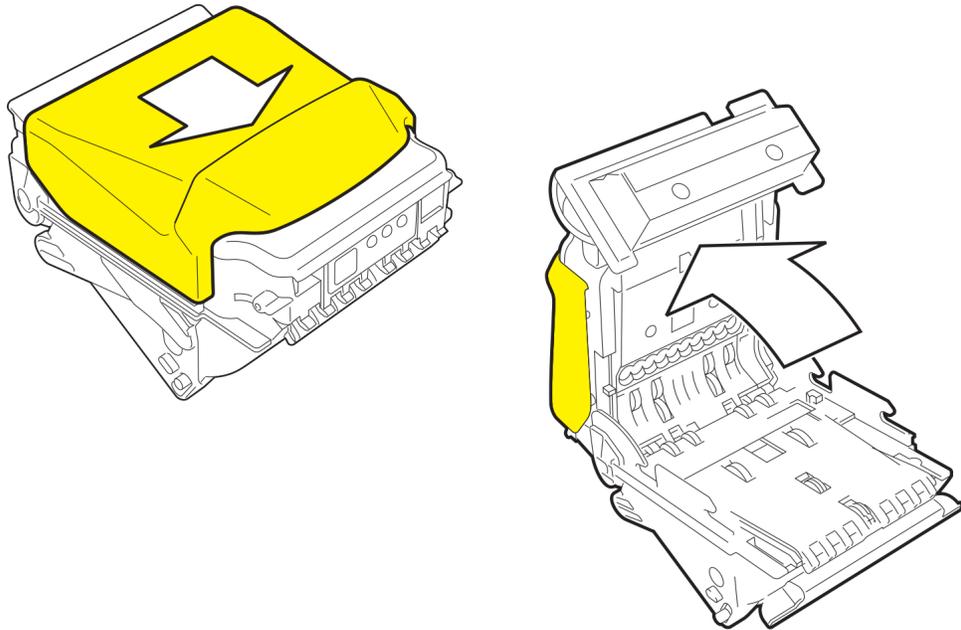


CCP-64013



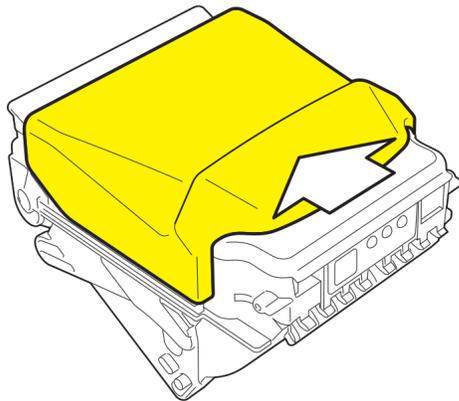
Caution: Do not remove the capture bin from the SNA when notes are jammed as this could damage the notes.

3. Open the acceptor module by pulling the yellow cover forwards, then lift it up and hold it open.



CCP-64014

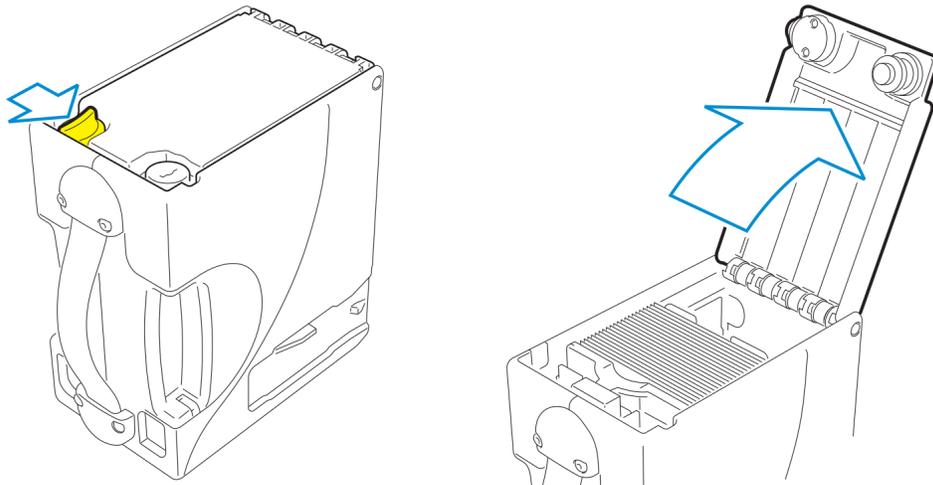
4. Remove any trapped notes from inside the acceptor module.
5. Close the acceptor module and push the yellow cover back into place.



CCP-64015

6. Push the acceptor module back into the SNA, making sure the release bar is lowered back into the slot and the acceptor is firmly seated.
7. Use the yellow handle to pull the capture bin out of the SNA.

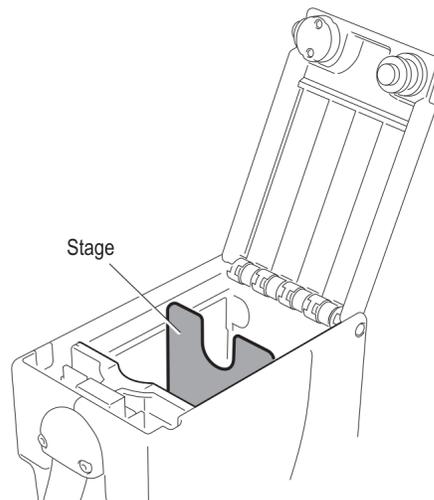
- Turn the capture bin upside down. Push the yellow release button and lift up the door.



CCP-64017

- Pull down and hold the stage and check for jams at the entry point and under the plate.

 **Warning:** Take care not to damage the stage or internal mechanical parts.



CCP-64016

- Close the cash box door, making sure it locks into place.
- Replace the cash box back onto the chassis and push the box back into the SNA until it locks in place.

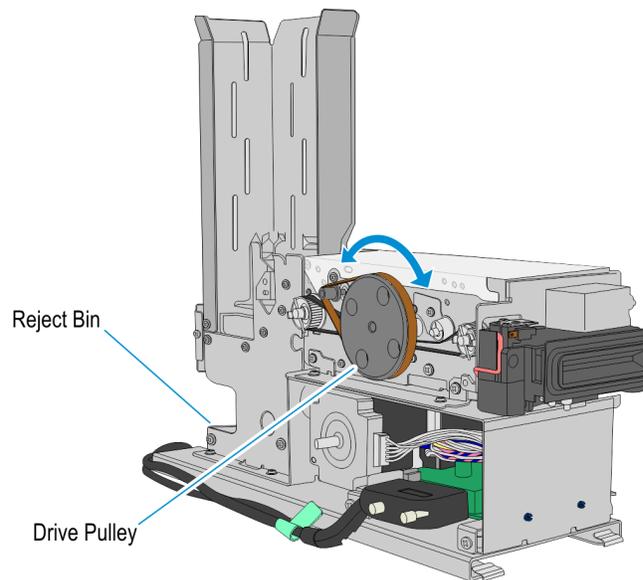
Clearing Jams in a Single-Hopper Card Dispenser

Jammed or trapped cards are found along the card path in the Card Dispenser.

Power failure or outage usually traps cards in the Card Dispenser. Check the cable connections and re-initialize the Card Dispenser to automatically eject or feed out the trapped card.

If re-initialization does not work, rotating the Drive Pulley back and forth should move loose cards in the card path.

Rotate the Drive Pulley to move the cards back into the Reject Bin and remove the cards.

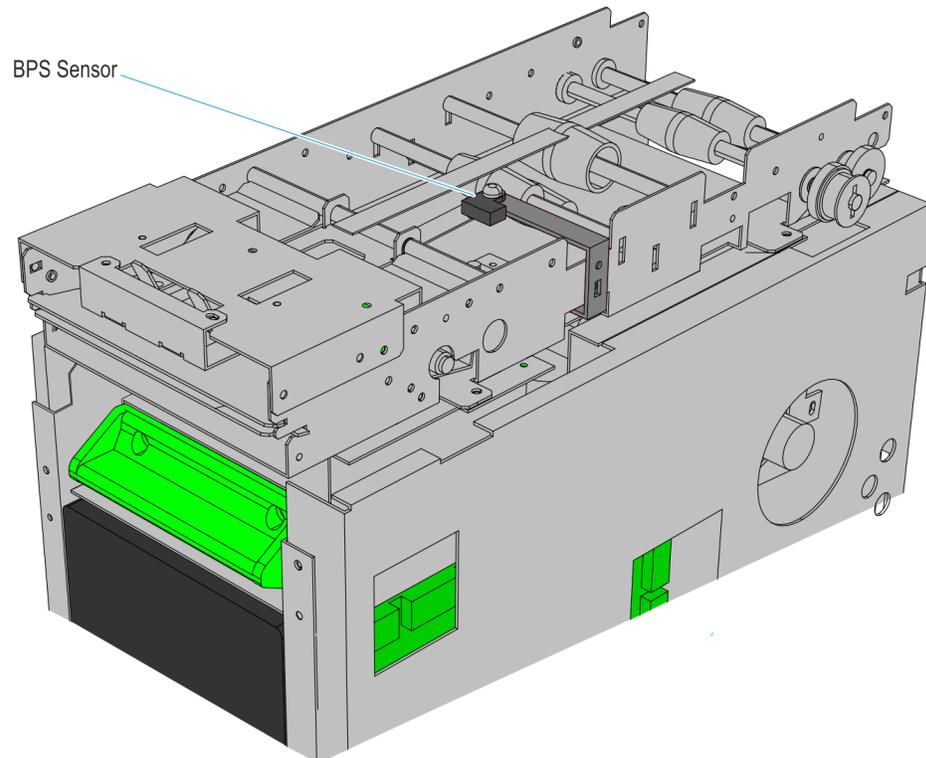


CCP-73197

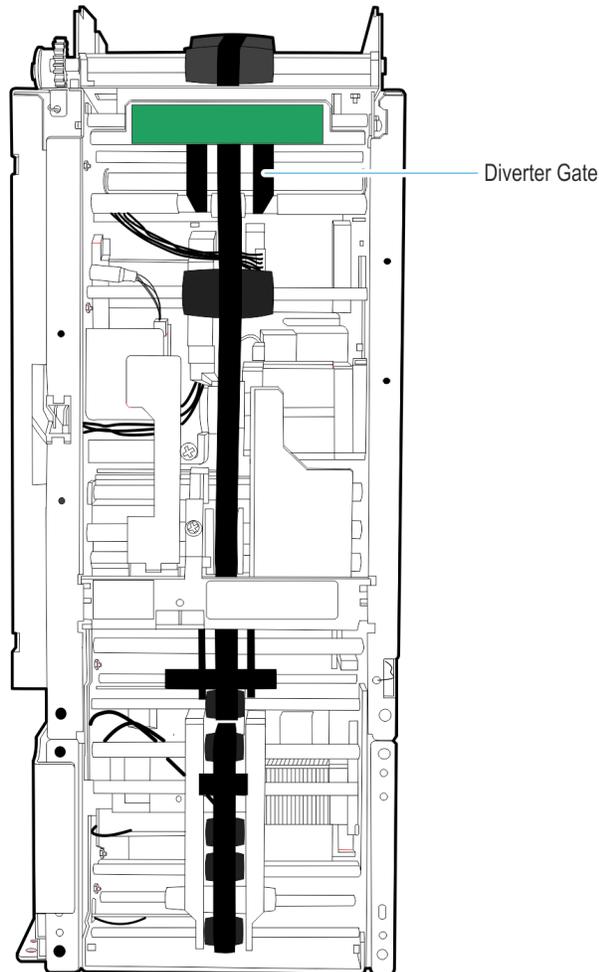
Clearing Jams in the Note Dispenser

When the kiosk detects a jam in the Note Dispenser, a message displays on the screen. Faulty notes can cause the dispenser to jam at the currency cassette or along the transport path.

The NCR SelfServ 75 Kiosk maintains a count of the notes that it dispenses to the customer. The kiosk counts any note that passes the BPS Sensor as being delivered to the customer. Any note that remains behind the BPS Sensor is viewed as undelivered.



When the "Continue" button on the error message screen is touched, the SelfServ 75 kiosk routes all undelivered notes located behind the diverter gate into the Reject Bin, reconciles the transaction, and then displays and presents the amount due to the customer.



25284

There are two possible scenarios that indicate a possible note jam.

- Customer received an amount of currency that differs from that indicated as due by the transaction.
- Customer did not receive any of the currency indicated as due by the transaction.

In either of these situations, the system should display an error message at the kiosk.



Note: If either of these situations occurs and the system completes the transaction without displaying an error message, this indicates that there may have been a Note Dispenser hardware failure. Refer to "Reconciling a Note Dispense if the Note Dispenser Hardware Fails."

Clearing a Jam in the Dispenser

When an error message displays on the screen indicating a possible jam in the dispenser, perform the following steps:

1. Unlock and open the kiosk door.
2. Unlock and open the internal security door.
3. Pull out the Currency Dispenser until fully extended.



Warning: The Dispenser contains hazardous moving parts. The Dispenser should only be pulled out of the kiosk by Authorized Personnel. When the Dispenser is pulled out of the kiosk, keep fingers and other body parts away from the area around the Green Wheel.

4. Identify the location of the jam within the Dispenser and take the appropriate actions as indicated in the table below.

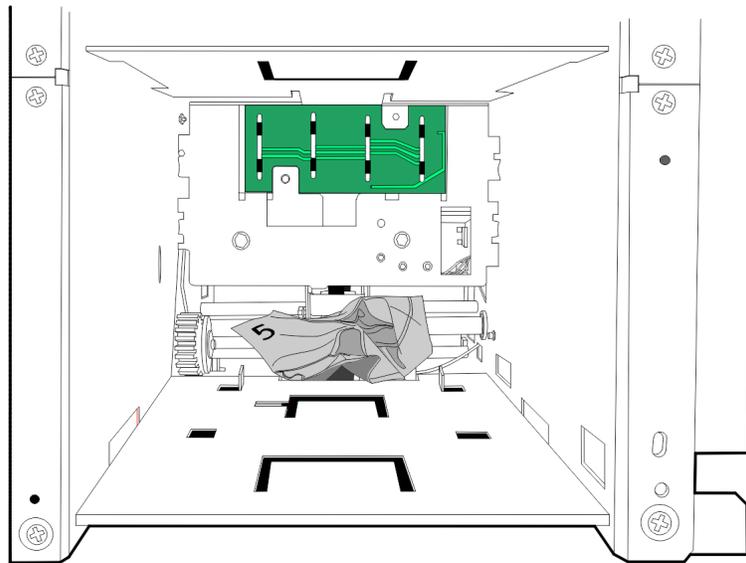
Jam Location	Perform the following actions
Underneath Belts on top of kiosk (past BPS Sensor but behind Exit Sensors)	<p>The kiosk views this note as having been dispensed to the customer.</p> <ol style="list-style-type: none"> 1. If there is a note located on top of the kiosk, past the BPS Sensor but behind the Exit Sensor,, carefully turn the green wheel on the right side of the dispenser counter-clockwise to remove the note manually. 2. Push the Dispenser back into place and close the door. 3. Touch the "Continue" button displayed on the message screen. The kiosk calculates how much money has been dispensed to the customer, reconcile the transaction, and dispense the remaining amount owed. 4. Verify change amount with amount due to customer. Give customer the correct amount due. (Place any excess notes in the Reject Bin.)

Jam Location	Perform the following actions
Underneath Belts on Top of Kiosk (behind BPS Sensor)	<p>The kiosk views this money as not dispensed to the customer.</p> <ol style="list-style-type: none"> 1. If there is a note located on top of the kiosk behind the BPS Sensor, carefully turn the green wheel on the right side of the dispenser counter-clockwise to remove the note manually. Note: If you used the green wheel to move the note past the BPS Sensor, this is not considered "delivered" to the customer. Place the note in the Reject Bin. 2. Push the Dispenser back into place and close the door. 3. Touch the "Continue" button displayed on the message screen. The kiosk calculates how much money has been dispensed to the customer, reconcile the transaction, and dispense the remaining amount owed. 4. Verify change amount with amount due to customer. Give customer the correct amount due. Place any excess notes in the Reject Bin.
Underneath the Belts in Back of Kiosk	<p>The kiosk views these notes as not dispensed.</p> <ol style="list-style-type: none"> 1. Carefully turn the green wheel on the right side of the dispenser counter-clockwise to remove the note manually. Carefully remove the jammed notes and place them in the Reject Bin. 2. Push the Dispenser back into place and close the door. 3. Touch the "Continue" button displayed on the message screen. The kiosk purges the remaining notes into the Reject Bin, reconcile the transaction, and dispense the remaining amount owed to the customer. 4. Verify change amount with amount due to customer. Give customer the correct amount due. Place any excess notes in the Reject Bin.

Jam Location	Perform the following actions
No notes are visible	Follow the procedure provided for " Clearing a Jam in a Currency Cassette."

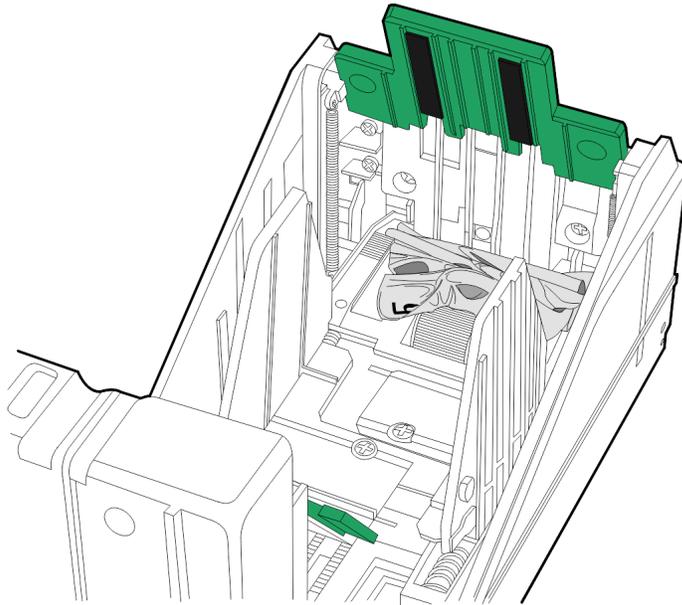
Clearing a Jam in a Currency Cassette

1. Push the green button on the right-hand side of the currency cassette specified in the error message and pull the cassette out of the dispenser.
2. Reach inside the opening where the cassette is positioned and remove any jammed notes that may exist.



Note Jammed Behind Note Cassette

3. Open the cassette and remove media to expose jammed note.



Note Jammed Inside Currency Cassette

25274

4. Carefully pull on the jammed note to remove it.
5. Verify that all pieces of the jammed note have been removed from the cassette.
6. Replace the media back into the cassette and verify that notes are properly loaded. Refer to the "Replenishment" section in this publication.
7. Close the lid on the cassette.
8. Push the cassette back into the terminal until the cassette catch clicks into place.
9. Close and lock the internal security lock, then the kiosk door.
10. Follow your in-house procedures for indicating that you have removed a jam in the Dispenser.

Reconciling a Note Dispense if the Dispenser Hardware Fails



Warning: The Currency Dispenser contains hazardous moving parts. Servicing should only be performed by Authorized Personnel who have been trained in proper jam clearing procedures.

If a customer claims that they did not receive the correct amount of currency and the kiosk indicates that it has completed the transaction, it is possible that a hardware failure occurred during the note dispense.

If a component of the Dispenser breaks during the note dispense portion of a transaction, you must reconcile the note dispense according to your store's conflict resolution procedures.

There are two possible hardware failure scenarios:

- A hardware failure occurred before any notes were dispensed to the customer.
- A hardware failure occurred after a number of notes were dispensed to the customer.

If the kiosk indicates it has completed the transaction, but the customer claims it did not, perform the following steps:

1. Unlock and open the kiosk door.
2. Unlock and open the internal security door.
3. Pull the dispenser out of the kiosk cabinet until fully extended.
4. Determine if any notes are visible in the transport area of the Dispenser.

If	You should
Notes are visible	<p>Do Not remove any notes from underneath the belts.</p> <ol style="list-style-type: none"> 1. Close and lock the Dispenser door. 2. Immediately take kiosk out of service. 3. Use your store's conflict resolution procedure to address the customer's claim and reconcile the transaction. 4. Contact Service for system repair.
No notes are visible	Use your store's conflict resolution procedure to address the customer's claim.

Replenishing Media Items

Check that there are sufficient supplies in the following Kiosk devices on a daily basis and replenish them as necessary. The frequency of replenishment for consumable items, such as paper, depends on the volume of transactions the Kiosk supports. Typically the error reporting system will provide guidance on when replenishment is required. Refer to the following sections for replenishment tasks:

- [Replacing the Paper Roll in the Receipt Printer](#)
- [Replacing the Check Acceptor Ink Ribbon](#)
- [Adding Notes to the Note Dispenser](#)
- [Loading the Card Dispenser](#)

Note Dispenser cassettes and the Receipt Printer arm require hardware configuration in order to store and hold the required media sizes. Refer to the following sections for the configuration procedures:

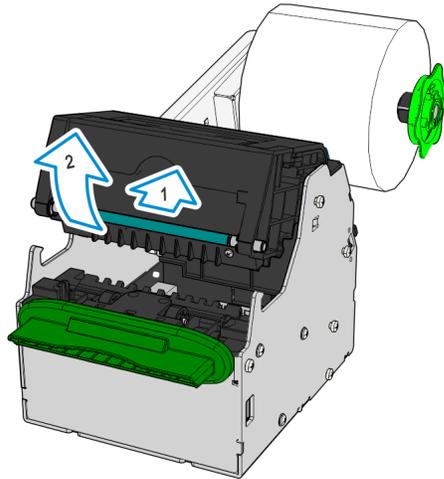
- [Adjusting the Receipt Printer Paper Guides](#)
- [Configuring the Note Dispenser Cassettes](#)

To get the best results from your printer, store paper supplies in a cool, dry, dust-free place away from air vents or fans. Leave the paper in its original packaging until required for use.

Replacing the Paper Roll in the Receipt Printer

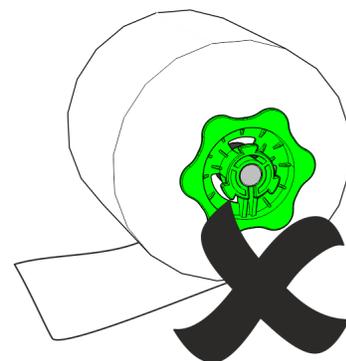
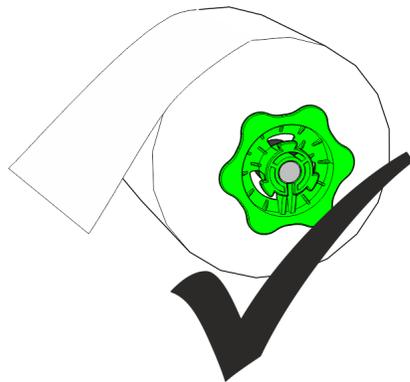
Replenishment of the receipt paper should be carried out on a regular basis.

1. Open the kiosk fascia and slightly pull out the front panel.
2. If there is still paper in the printer, open the printer by pressing and lifting the green bar.



CCP-64026

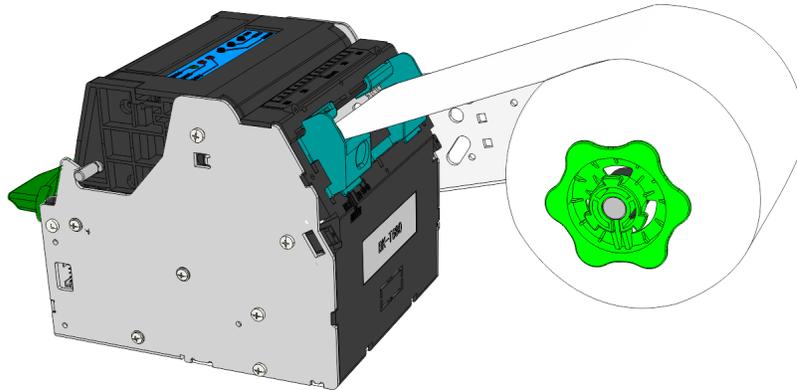
3. Pull the paper out of the printer. Then close the printer, making sure it clicks shut.
4. Remove the green wheel from the end of the paper holder and remove the paper roll from the holder.
5. Remove enough paper from the new roll so that there are no traces of glue or tape and no tears or creases. Fold and tear off the end of the paper to leave a clean, straight edge.
6. Place the new paper roll on the holder so that the paper feeds over the top of the roll.



CCP-64028

7. Replace the green wheel on the paper holder, making sure that the inner edge of the wheel is inserted inside the paper core.

8. Feed the paper between the paper guides and into the print engine. Once the paper is gripped by the mechanism, it will feed automatically and produce a test print.



CCP-64027

9. Remove the test print.
10. Follow your in-house procedures for indicating that the paper has been replenished.

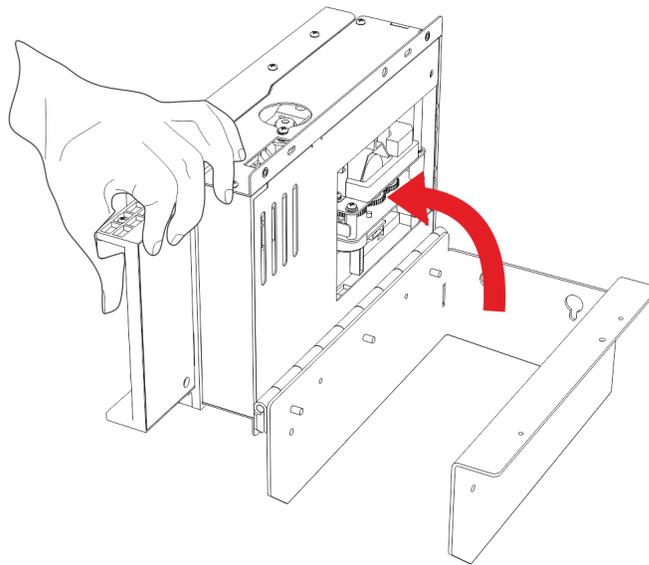
Replacing the Check Acceptor Ink Ribbon

When the ink in the print ribbon is depleted the ribbon must be replaced.

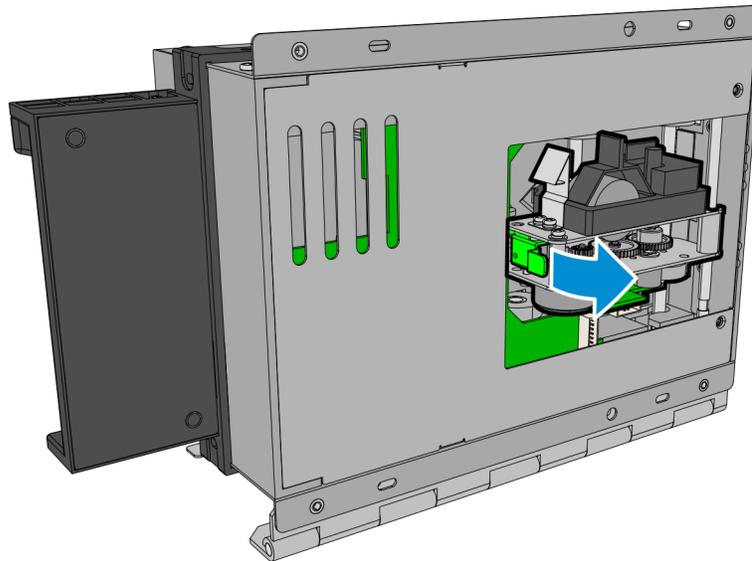
A new ink print ribbon cartridge can be ordered from NCR Services using the part number, 497-0470581.

The ribbon cartridge that houses the print ribbon is located on the bottom of the check acceptor. Perform the following steps to remove the ribbon cartridge:

1. Pull out the Check Acceptor and SNA module tray from the safe cabinet.
2. Carefully lift the entire device over onto its left-hand side.

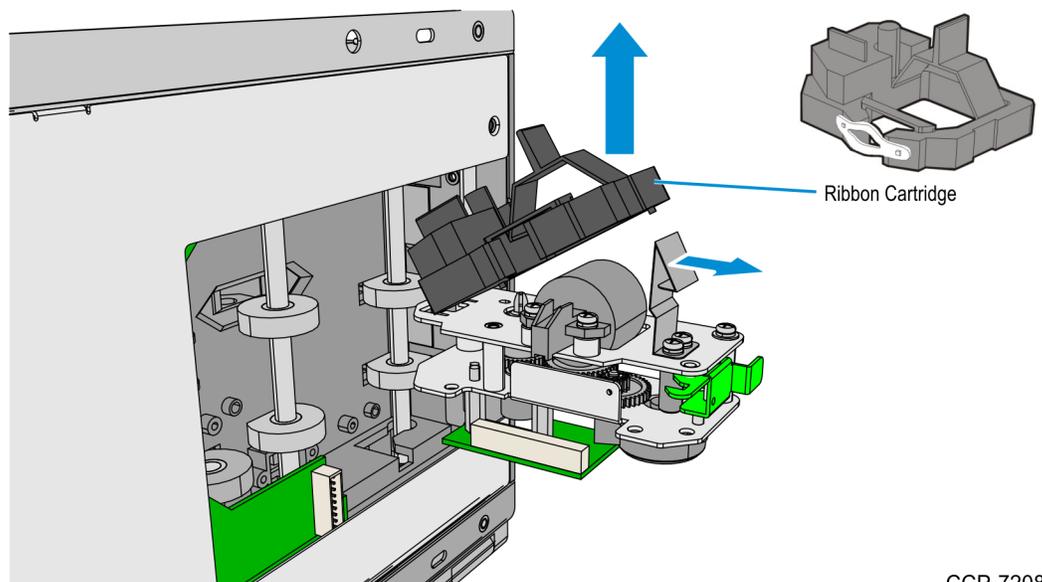


3. Press the latch (indicated by a green label) to release the spring plate on the underside of the device and then swing the spring plate out.



CCP-72079

4. Pull the metal latch on the front of ribbon cartridge and gently lift ribbon cartridge from the spring plate.



CCP-72081

5. Place the new ribbon cartridge on the spring plate.
6. Use the green latch to push the spring plate back into the device.
7. Follow your in-house procedures for indicating that the print ribbon has been replenished.

Adding Notes to the Note Dispenser

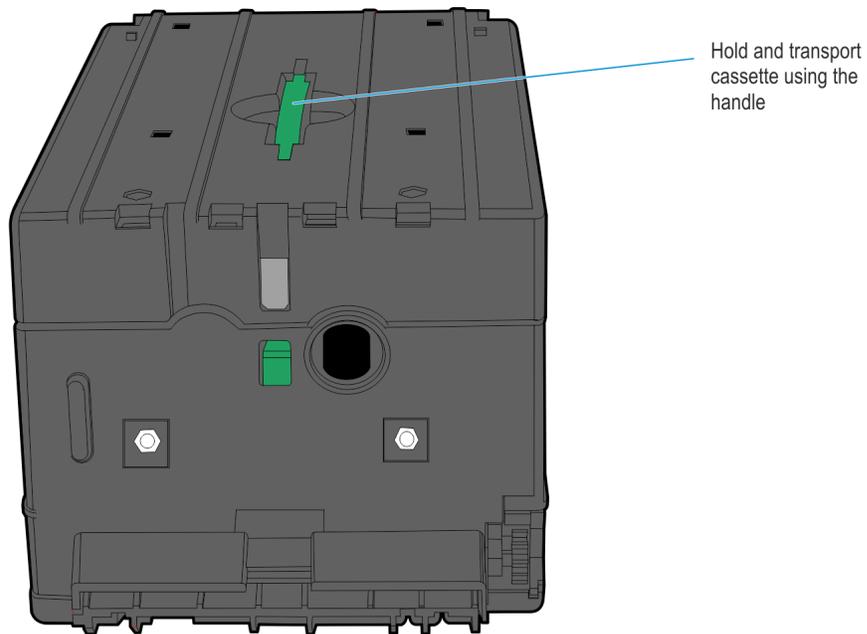
Each currency cassette is configured to hold a specific note denomination. NCR recommends that you put no more than 350 street-grade notes in a cassette.

To replenish the currency cassettes in the dispenser, perform the following steps:

1. *Remove the currency cassette from the dispenser.*
2. *Open the cassette.*
3. *Prepare the currency for loading into the cassette.*
4. *Load the currency into the cassette.*
5. *Replace the cassettes into the dispenser.*

Removing the Currency Cassettes from the Dispenser

1. Press and hold the green push-button located at the bottom-right corner of the cassette to release the cassette from the Dispenser.
2. Slide out the cassette to remove it from the dispenser.
3. Use the green handle on top to hold the cassette when carrying. **Do Not** hold the cassette by the end or side.

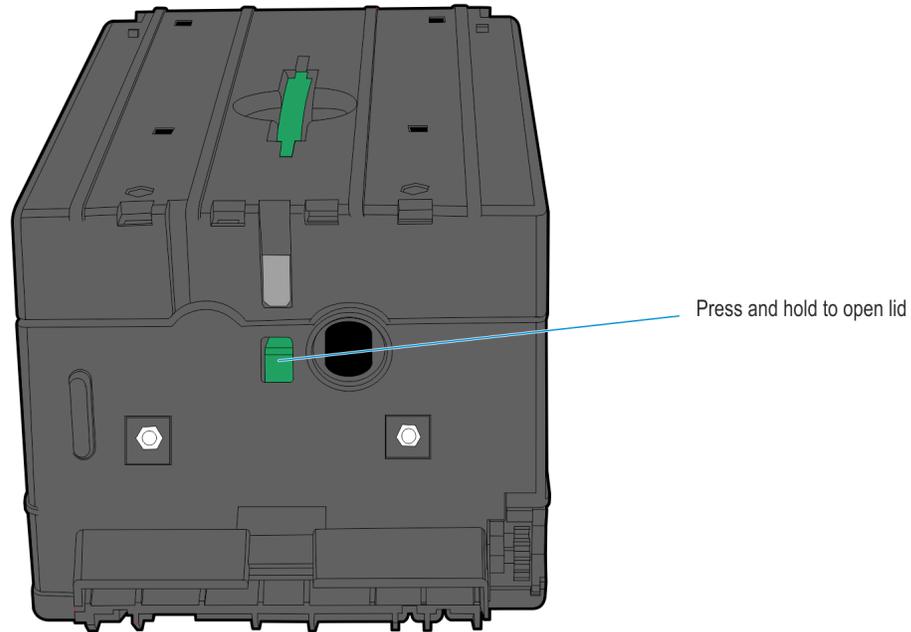


25304

4. Repeat steps 3-5 for each currency cassette in the Dispenser.
5. Follow your in-house procedures for indicating that you have removed the cassettes from the Dispenser.

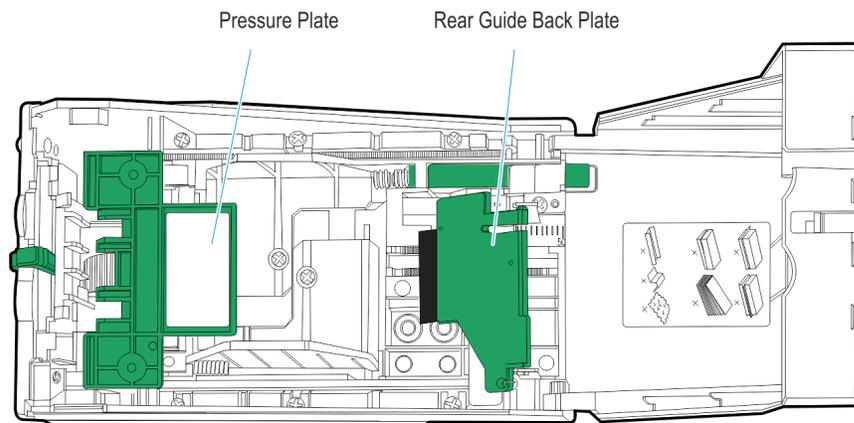
Opening the Cassette

1. Push and hold the green button located on the back of the cassette to release the cassette lid's lock.



25304

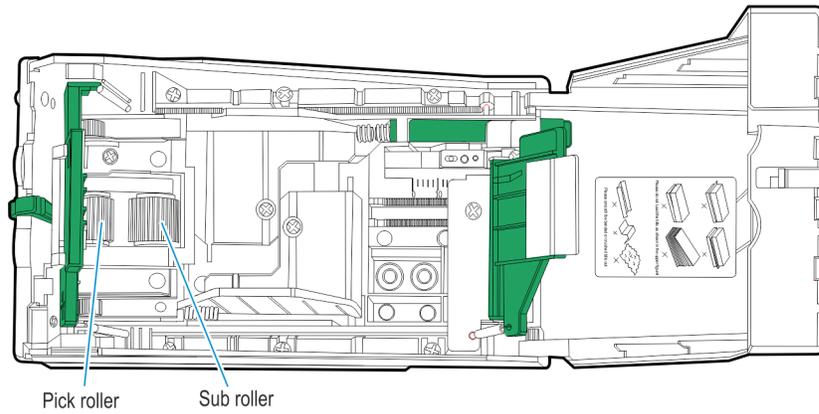
2. Lift the lid upward to open the cassette.



24679

3. Raise the pressure plate up along the grooves on both sides of the cassette. When the pressure plate reaches the top of the groove, push the pressure plate so that it is seated in the slots leading out of the grooves.

4. Lift the rear guide back plate so that it is standing up.



24678

5. Remove any unused currency.

Preparing Notes for Loading

One of the most causes of Dispenser jams is the improper loading of notes into the cassettes. It is very important that careful attention is paid to the sorting and removal of defective notes and to the handling of notes when loading the cassettes.

Do Not Use:

- Notes with serious wrinkles or tears.
- Notes with serious staining.
- Notes that are seriously worn (Note thickness should not be less than 0.08 mm).
- Notes with holes.
- Notes that are limp and cannot be held straightly when one end is supported by a hand.

Prepare currency according to the following information for the type of notes being used.

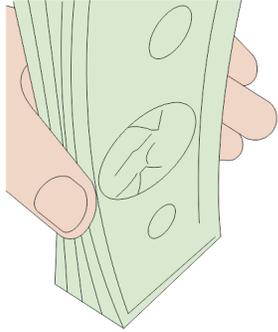
- Used Currency
- New Currency

Used Currency

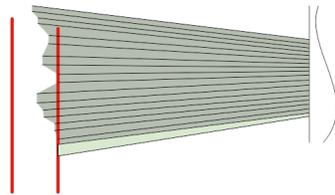
Used Currency are notes that have been in circulation.

1. Hold a bundle of notes in one hand and fan them with the other hand. Check all the notes for any of the following defects.
 - Adhesive or tap substances on the surface of the currency.
 - Tears exceeding more than **13 mm** (0.5 in.) from any edge of the currency.
 - Tears, pin holes or missing sections in the body of the currency.
 - Staples, pins, or any foreign matter attached to the currency.
 - Corners folded more than **13 mm** (0.5 in.) along any edge.
 - Folds in the middle of the note.
 - Leading edge (direction of travel) of the note should be free from any damage (for example, tears or folds.)
 - Notes with small or large holes in the body of the note.
 - Two or more notes that are joined by staples, pins, adhesive, or clips.
2. Remove from the stack any note considered defective. To reduce screening time, any pack of money that appears to contain a high proportion of defective notes should not be screened but rejected in total.

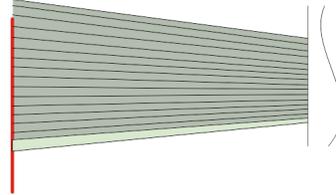
3. Straighten any distortion caused by the straps around the end packs in a used currency bundle. If the distortion cannot be straightened, remove these distorted notes from the stack.
4. Align the acceptable notes by tapping the edges of the bundle on a flat surface.



Bad



Good

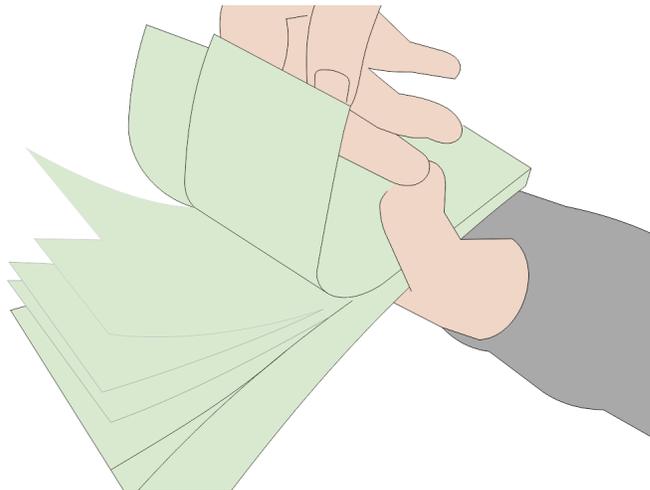


29589

New Currency

New currency are notes that previously have not been circulated.

1. Hold a bundle of notes in one hand and fan the stack of notes several times at each end and sides to separate the notes from each other.

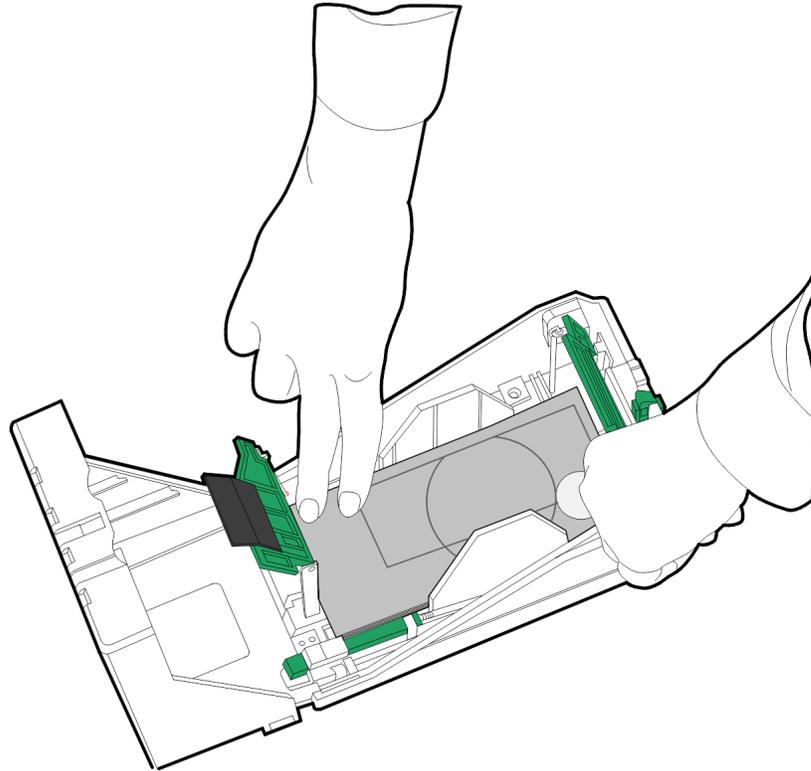


29593

2. Check the notes for the following defects in addition to those defects listed for used currency.
 - Excessive crumpling or crinkling.
 - Currency, which due to conditions of packing and storage has become excessively bowed. Such currency must be straightened, if possible, to make the bend less than **3mm** (0.125 in.) before placing it in the stack. If the bend cannot be straightened, these notes should be removed from the stack.
 - Remove any paste that may have adhered to the notes during packing.
Paste on the notes causes note pick failures.
3. Verify all the notes are separated by knocking the bundle against the table from different angles.
4. Put the notes in neat bundles.

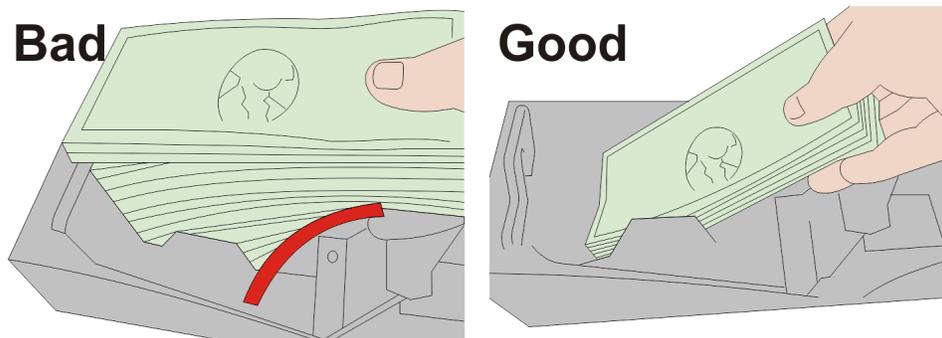
Loading Notes into the Cassette

1. **Use both hands to insert bundles horizontally into the cassette so that they fit between the side guides.** Do not insert bundles using only one hand. Make sure that the following requirements are met.



25275

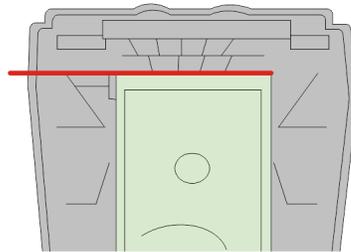
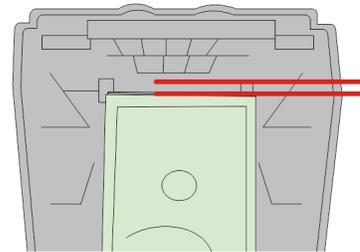
2. Place the loose, neat bundles into the cassette. For ease of handling, do not place more than 50 to 100 notes into the cassette at one time.



31007

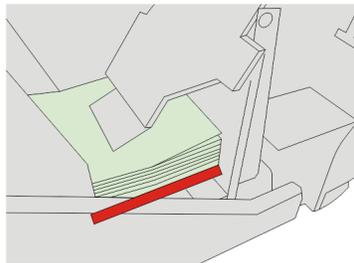
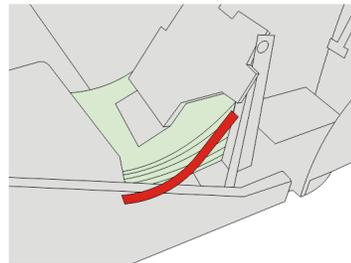
- No note should be sticking out of the bundle ends beyond the side guides.

- No note should be sticking out of the bundle bottom edge so much that it becomes folded when placed into the cassette.

Good**Bad**

29595

- Check to see that there is clearance between both sides of the note stack and the side guide.
3. Lower back the rear guide and front pressure plate to hold the notes in place.

Good**Bad**

29596

4. Close the lid of the cassette.



Note: You may also have to seal the catch and complete any documentation required to indicate you have loaded notes in the cassette.

5. Follow your in-house procedures for indicating that you have filled the currency Currency Cassette.

Replacing the Cassettes into the Dispenser

Cassettes must be placed in the Dispenser with the lowest denomination note cassette on top and the highest note denomination on the bottom. For example:

Top = \$1

Middle = \$5

Bottom = \$20

Improper insertion of the cassettes results in an error indicating that the cassette is not installed.

1. Replace each currency cassette by sliding and pushing the cassette back into the dispenser until it clicks into place.
2. Close and lock the internal security door, then the kiosk door.

Loading the Card Dispenser

The Card Hoppers can store the following number pieces of cards:

Card Types	Triple-Hopper	Single-Hopper
Embossed Cards	up to 100 cards	up to 100 cards
0.76 mm thick flat cards (without emboss)	up to 150 cards	up to 250 cards

A near-end detect sensor in the hopper determines if the number of cards remaining is low.

- **embossed cards**—about 15 pieces
- **0.76mm thick flat cards (without emboss)**—about 20 pieces



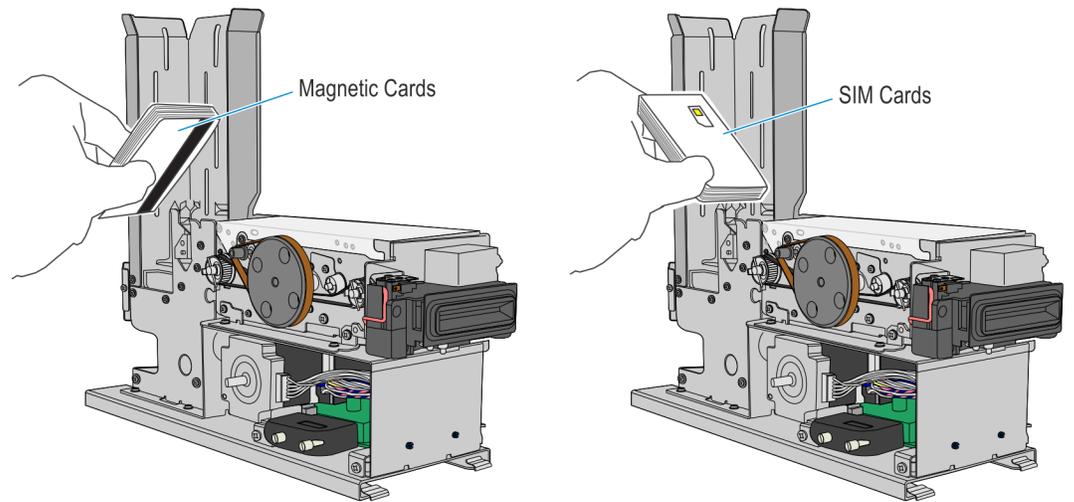
Tip: New cards have a tendency to stick together, causing card jams. Separate new cards from the stack one at a time by hand before placing them into the hopper.

Refer to the appropriate procedure below for adding cards according to the Hopper configuration of the Card Dispenser.:

- [Adding Cards to a Single Hopper Card Dispenser](#)
- [Adding Cards to a Triple Hopper Card Dispenser](#)

Adding Cards to a Single Hopper Card Dispenser

1. Remove the card stacker weight from the hopper.
2. Load new cards into the hopper.
 - Magnetic cards—the magnetic stripe must be facing downwards and on the right-hand side (when viewing the dispenser from the front)
 - SIM cards—the IC chip must be facing upwards and on the rear side of the card

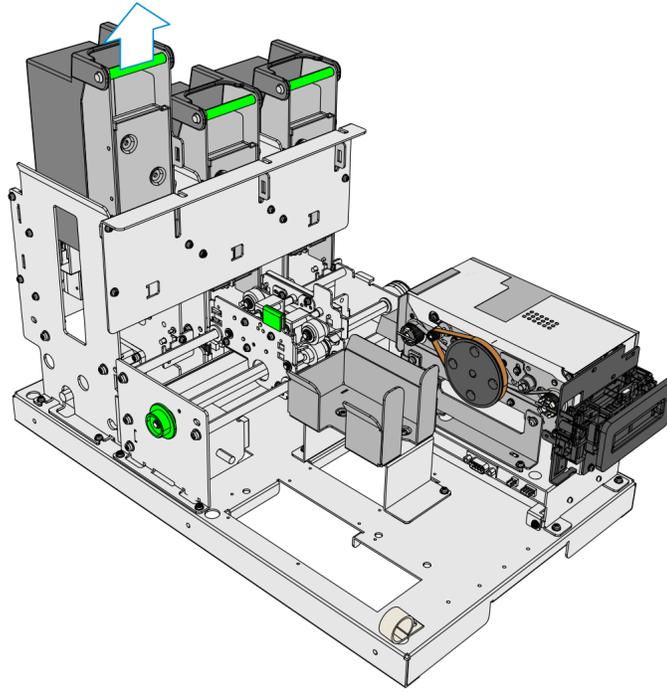


CCP-71637

3. Place the weight on top of the card stack.

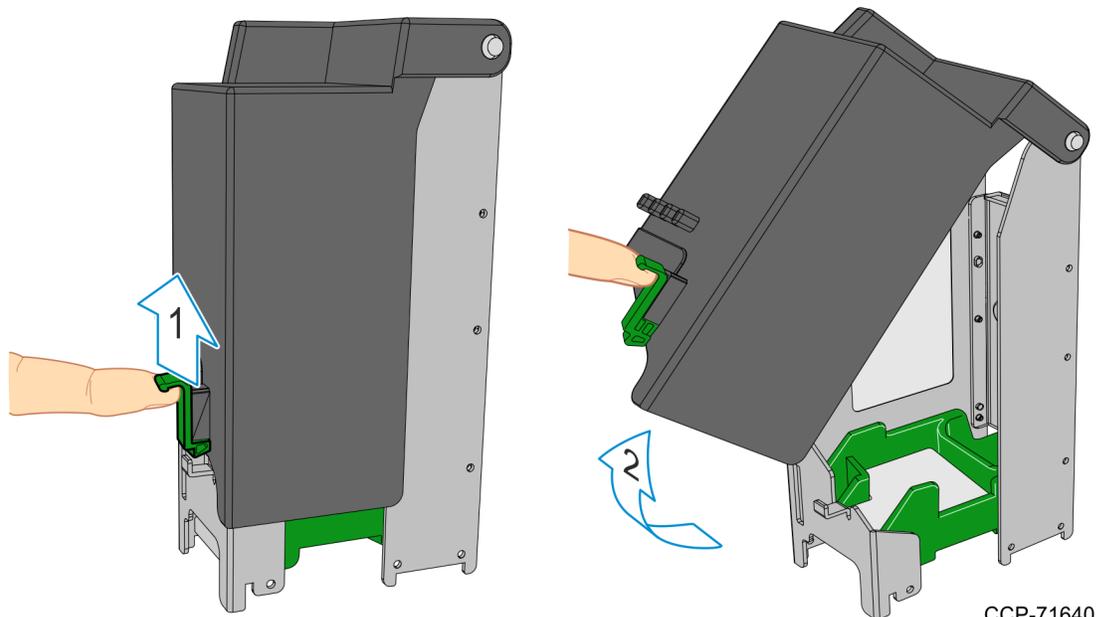
Adding Cards to a Triple Hopper Card Dispenser

1. Remove the Hopper that needs replenishing. Use the green handle bar on the hopper to lift it up from the Card Dispenser.



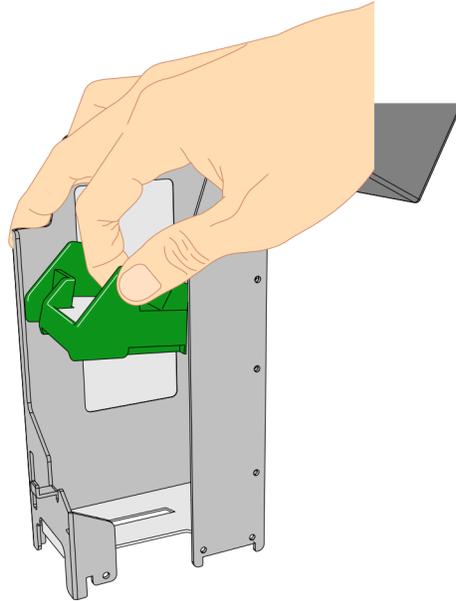
CCP-71643

2. Open the Card Hopper. Lift the Green latch to unlock the cover then rotate the cover forward.



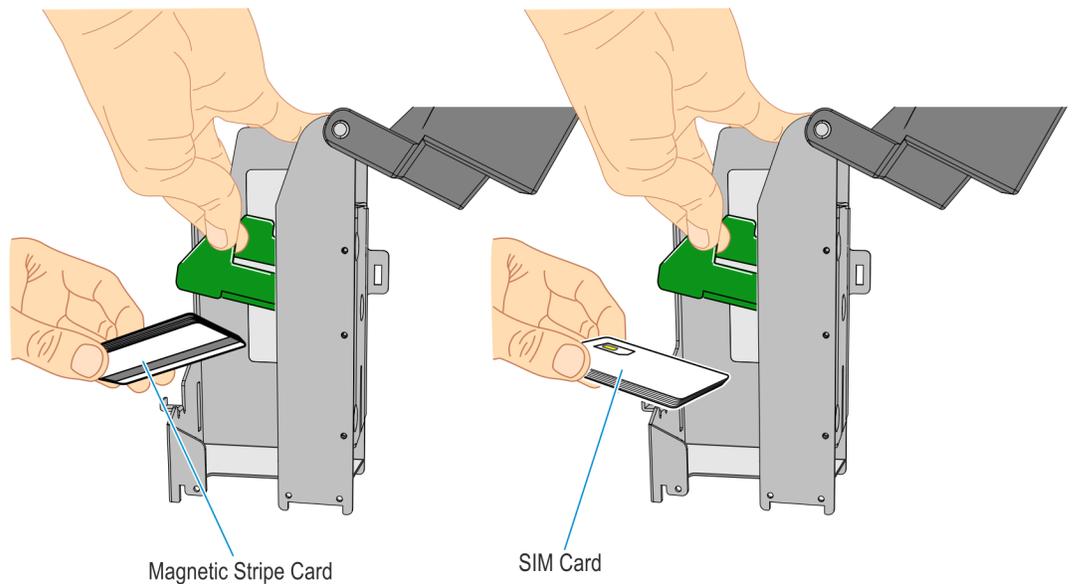
CCP-71640

3. Lift the card stack weight from the Hopper.



CCP-71641

4. Load new cards into the hopper.
 - Magnetic cards—the magnetic stripe must be facing downwards and on the right-hand side (when viewing the dispenser from the front)
 - SIM cards—the IC chip must be facing upwards and on the rear side of the card



CCP-71642

5. Place the weight on top of the card stack and close the hopper.
6. Mount the hopper on the Card Dispenser.

Removing Media Items

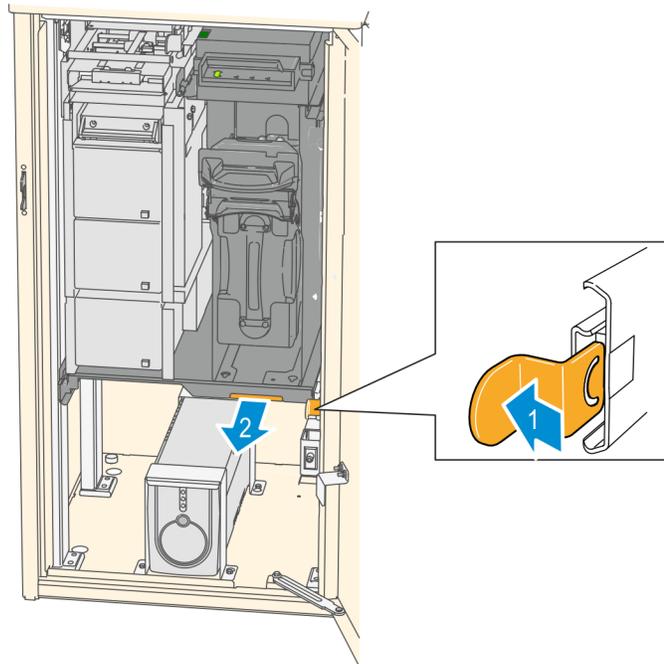
Check that the reject bins are full and empty them as necessary. Refer to the following sections for more information:

- [Emptying the SNA Cash Box](#)
- [Emptying the Check Acceptor Bin](#)
- [Emptying the Note Dispenser Reject Bin](#)
- [Emptying the Card Dispenser Reject Bin](#)

Emptying the Check Acceptor Bin

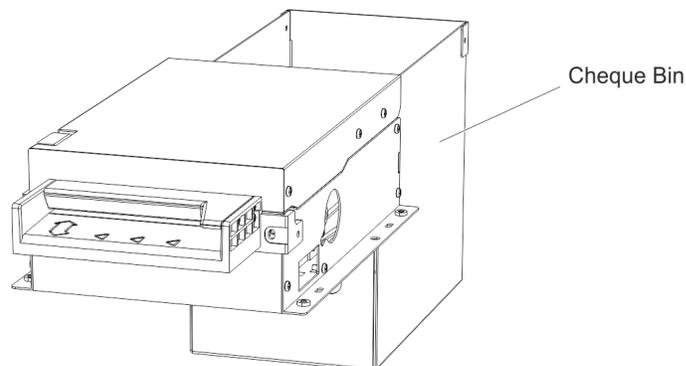
The check acceptor bin can store approximately 500 Checks. The check bin is located behind the check acceptor and should be emptied regularly.

1. Rack out the check Acceptor and SNA module tray from the safe cabinet.



CCP-64036

2. Remove the checks inside the bin.

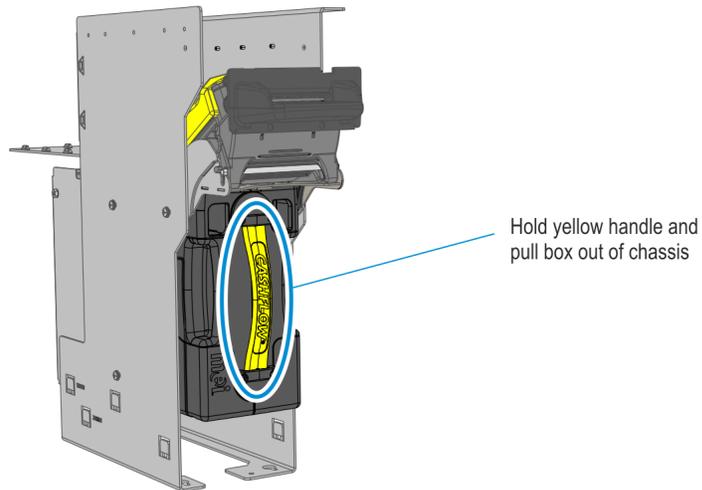


CCP-64019

3. Follow your in-house procedures for indicating that the bin has been emptied.

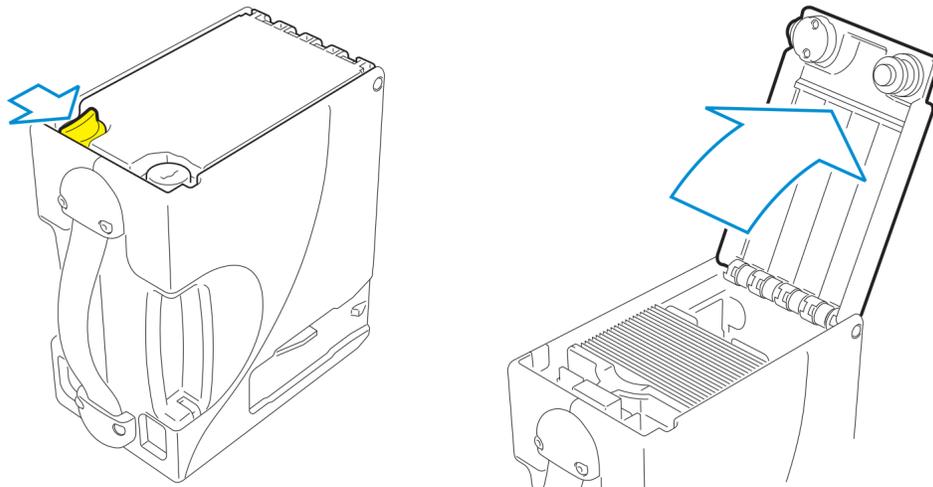
Emptying the SNA Cash Box

1. Unlock and open the kiosk door.
2. Unlock and open the internal security door.
3. Remove the Cash Box by holding the yellow handle and pulling the box out of the chassis. Hold and support the bottom of the Cash Box as you slide it out.



CCP-64034

4. On the bottom of the Cash Box, press the yellow tab to the right and lift the lid open.



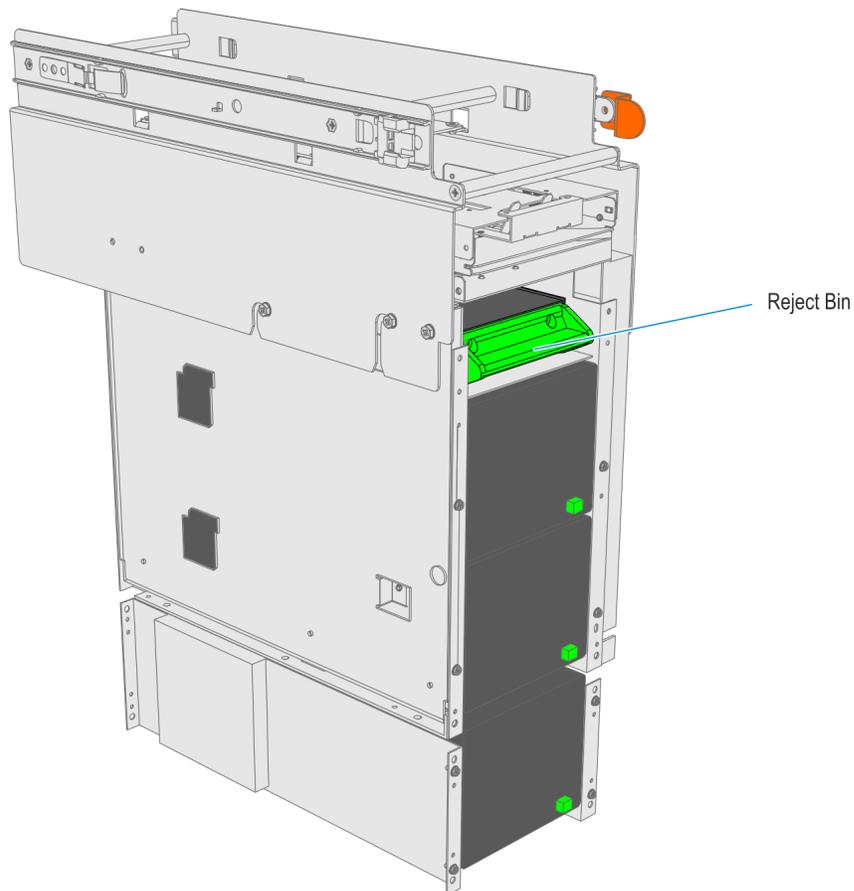
CCP-64035

5. Remove the currency and close the lid.
6. Replace the Cash Box.
7. Align the Cash Box with the guide rails in the Note Acceptor Chassis.
8. Push the Cash Box into the chassis until it locks in place. You can feel the Cash Box locking into place.

Emptying the Note Dispenser Reject Bin

Notes may be purged (captured) by the Currency Dispenser when faulty currency is detected or when a test procedure has been run on the cassettes. To remove purged notes from the dispenser, perform the steps below.

1. Unlock and open the kiosk door.
2. Unlock and open the internal security door.
3. Remove the Reject Bin drawer.



4. Remove the captured notes from the bin.
5. Replace the Reject Bin drawer into the dispenser.
6. Close and lock the internal security door, then the kiosk door.
7. Follow your in-house procedures to indicate that you have emptied the Reject Bin.

Emptying the Card Dispenser Reject Bin

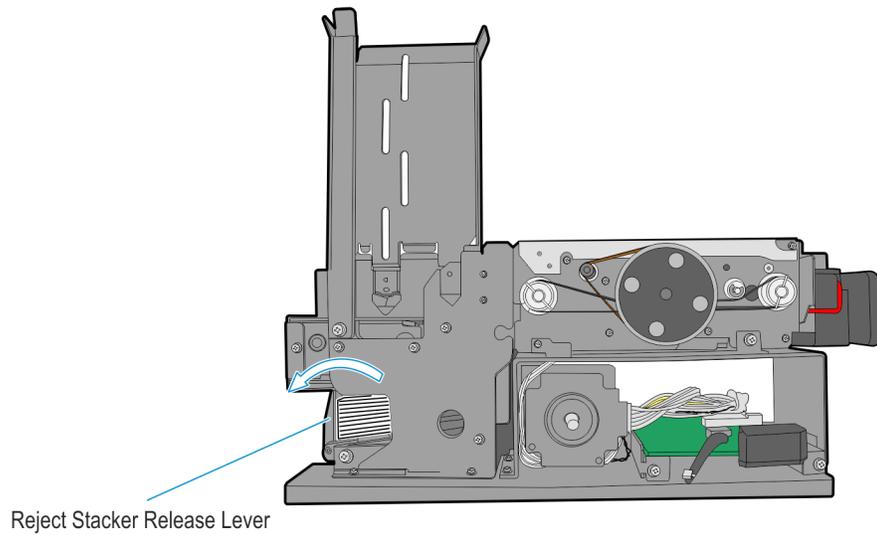
The Reject Bins of the Card Dispenser can store about 15 embossed card or 20 flat (non-embossed) cards.

Refer to the appropriate procedure below for removing reject cards according to the Hopper configuration of the Card Dispenser:

- [Removing Cards from a Single Hopper Reject Bin](#)
- [Removing Cards from a Triple Hopper Reject Bin](#)

Removing Cards from a Single Hopper Reject Bin

1. Rotate the top of the Reject Stacker Release Lever away from the Card Dispenser.

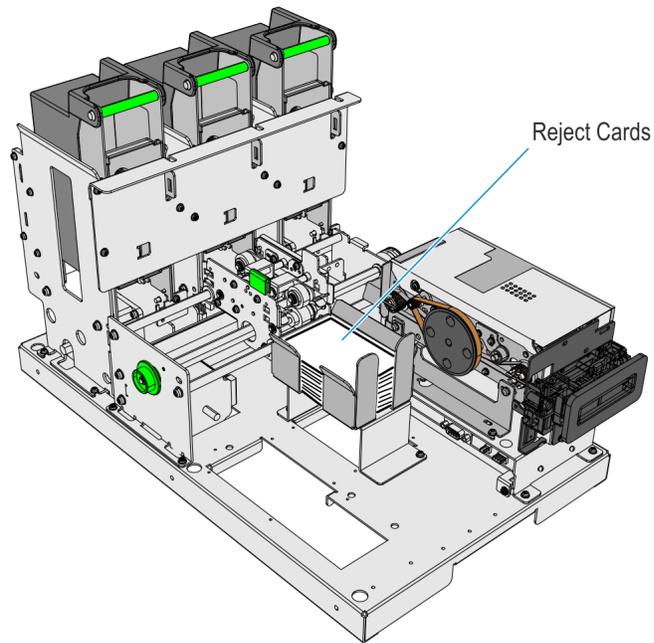


CCP-71638

2. Grasp the reject cards and slide them away from the Card Dispenser.

Removing Cards from a Triple Hopper Reject Bin

Grasp the reject cards and lift them away from the reject bin.



CCP-71639

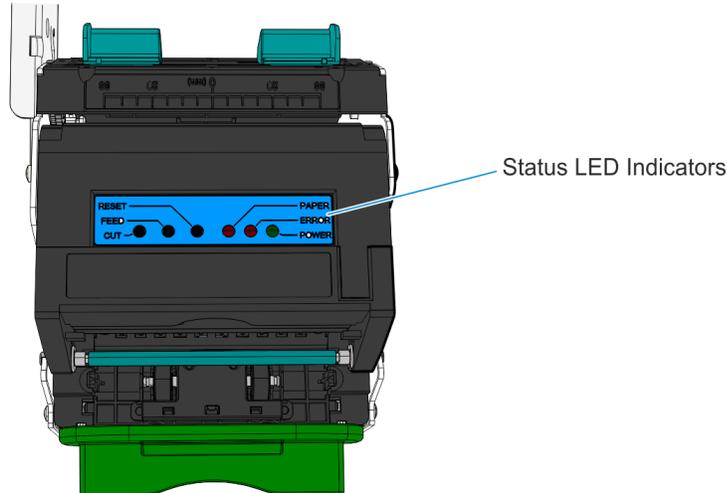
Chapter 4: **Troubleshooting**

Use the following troubleshooting tables to identify problems in the Kiosk and components .Perform the recommended action or solution to resolve the error. If error persists, contact NCR support.

- [Receipt Printer Problems](#)
- [Check Acceptor Problems](#)
- [Note Acceptor Problems](#)
- [Fujitsu Note Dispenser Problems](#)
- [UPS Problems](#)

Receipt Printer Problems

LED Indicators



CCP-64023

Colored LED indicators on top of the printer are illuminated as follows:

Printer status	LED Color	Meaning	Action
Paper	Solid red	Paper roll is low or completely empty.	Replace paper roll.
Error	Flashing red	Print head over heating.	Wait for print head to cool down.
		Print head is lifted.	Properly close top cover.
		Paper roll is empty.	Replace paper roll.
		Cutter error or paper jam.	Remove jammed paper and press cut button to cut paper.
Power	Green	Printer is powered and healthy.	No action necessary.

Problems During Paper Loading

Problem	Possible Reasons	Solution
Paper roll cannot be loaded into the holder	Core of the paper roll does not match the printer.	Replace the paper roll.
Printer cannot automatically feed the paper.	Paper head is irregular.	Cut the paper head as required.
	Paper is jammed.	Remove jammed paper.
	Paper out sensor is not covered by paper head.	Check the front head of the paper to confirm that the paper out sensor is fully covered.
	Paper out sensor is covered with dust and wastepaper.	Clean the paper out sensor.
Paper does not stop at normal printing position after it is automatically fed into the printer.	Paper out sensor is covered with dust and waste paper.	Clean the paper out sensor.

Problems during Printing

Problem	Possible Reasons	Solution
Receipt cannot be ejected smoothly.	Paper is jammed.	Check the paper path, remove the wastepaper, and reload the paper.
Printout is not clear.	Paper is loaded in wrong direction or its quality is poor.	Make sure the paper roll is loaded correctly. Use recommended paper or its equivalents.
	Print head needs cleaning.	Clean the print head.
	Printing darkness is too low.	Adjust the printing darkness (*).
	Input voltage is too low.	Use appropriate power supply. Make sure power cable is connected properly.
Cutter does not work normally.	Paper is jammed in the cutter.	Remove wastepaper from the cutter path (**)
	Cutter is broken.	Contact your local NCR service representative.
Printing data is lost and the receipt printer is not printing.	Top cover module is not closed.	Close the top cover module properly.
	Paper is jammed.	Remove jammed paper.

* To adjust print darkness, contact your local NCR service representative.

** If paper jams in the cutter, remove the jammed paper first, and then press the CUT button to reset the cutter.

Problems when Ejecting the Paper

Problem	Possible Reasons	Solution
Printer stops printing and warns errors during printing.	Paper is "end" or empty.	Install a new paper roll.
	Paper is jammed in the cutter.	Check for wastepaper in the cutter path.
	Dust or wastepaper covers the paper near-end sensor.	Clean the paper near-end sensor.
	Paper is "near-end" or near-empty (the printer is set to stop printing when paper is near-empty).	Install a new paper roll.

Other Problems

Problem	Possible Reasons	Solution
LED does not light up and printer does not work.	Printer is not properly connected to the power source.	Properly connect the printer to the power source.
	Printer is not turned on.	Turn on the printer.
The printer does not work after receiving commands.	Printer is in error status.	Clear all errors.
	Communication cable is not properly connected.	Make sure the communication cable is properly connected.
	Interface setting is not correct.	Print a self-test page and set the interface again according to information on it.

Printer Self-Test

To perform a self-test on the printer, perform the steps below.

1. Turn-off power of the printer.
2. Press down the Feed button for at least three seconds while turning on the printer.
The printer will start to print a self-test page.

Check Acceptor Problems

Media Entry Indicators (MEIs)

The MEI LEDs, located on the front bezel, indicate the status of the Check Acceptor.

MEEIs Color	Meaning	Action to Take
Green runway pattern	Ready to accept Check	Take no action
Red flash	Read error-jammed check	Remove jammed check

Check Acceptor Symptoms

Symptom	What to Check	Action to Take
Does not accept checks	<ul style="list-style-type: none"> · Check power to the device, middle LED should be green · Check the interface connection · Check of a jammed Check · Verify if the check dimensions meet the minimum and maximum requirement of Check sizes · The magnetic head for dirt or dust 	<ul style="list-style-type: none"> · Verify if the power cord from the Check acceptor is connected to power supply · Verify if the interface cable connections at the Check acceptor and touch screen terminal · Remove any jammed Checks or foreign debris
Does not print endorsement on Checks	<ul style="list-style-type: none"> · Check the Print Ribbon Cartridge if it's low or out · Check the Print Head for dirt or dust 	<ul style="list-style-type: none"> • Replace the Print Ribbon Cartridge · Clean the Print Head with a cotton swab
Image quality of checks is not acceptable	<ul style="list-style-type: none"> · Check the CIS surfaces for dirt or dust · Check the CIS connections on the main board 	<ul style="list-style-type: none"> · Clean the CIS glass surfaces with a cotton swab · Reconnect CIS cable
Scanned Check displays only black image	<ul style="list-style-type: none"> · Verify if the CIS cable is securely connected · Check all the connections on the main board 	Reconnect CIS cable

Note Acceptor Problems

Status LEDs

The SNA provides three LEDs on the Acceptor Module to indicate its current functional state.

   Solid Lights	   Flashing Lights
--	---

 Red-Hard Fault	One of the SNA components needs to be replaced
 Green-No Fault	The operator can correct the issue
 Green-No Fault	No problem with the SNA device

LED Indicators		Number of Flashes	Status	Action
	Solid Green		Normal	Take no action
	Flashing Green	1	Disabled by network interface	Correct the network condition
			Template or firmware download is complete	Re-seat the cash box
	Solid Yellow		Cash box not seated or not present	Re-seat the cash box
	Flashing Yellow	1	Poor acceptance	Clean the acceptor
	Flashing Yellow	2	Jam in acceptor	Clear the jam in the acceptor module

LED Indicators		Number of Flashes	Status	Action
	Flashing Yellow	3	Jam in cash box	<ul style="list-style-type: none"> Remove the acceptor module and see jam is in the cash box entrance and try to clear jam If no jammed note is found at the cash box entrance, remove and open cash box and locate the jam
	Solid Red		Cash box is full	Replace with an empty cash box
	Flashing Red	1	Acceptor fault	Replace the acceptor module with a programmed spare
	Flashing Red	2	Interface board hardware fault	Replace the interface board
	Flashing Red	8	Note time-out	Wait for time-out to expire
	Solid Green and Yellow		Normal and cash box cleaning recommended	Replace with clean cash box

LED Indicators		Number of Flashes	Status	Action
	Solid Green, Yellow, and Red		Template or firmware is downloading	Wait for the download to complete. Then, an automatic mechanical reset occurs.
			Template or firmware download is interrupted (if LEDs remain on for more than 40 min.)	Reboot the terminal and download the template again
	Flashing Green and Yellow	1	Disabled by machine interface	Fix the machine interface (check the connection)
	Flashing Green, Yellow, and Red	1	Unprogrammed unit or generic unit	Program unit with a service tool
	Flashing Yellow and Red	4	Capture bin cleaning required	Replace with a clean capture bin
	Flashing Yellow and Red	8	Security time-out	Wait for time-out to expire

SNA Error Messages

Note Acceptor Error	Action to take
Note Cassette is out or not properly inserted	Remove and reseal the Cash Box
Communication Error	Remove and reseal Acceptor Module
Jam in Note Acceptor	<ul style="list-style-type: none"> • Remove note jam from Acceptor Module. • Clean sensors • Reseat Cash Acceptor • Check for not jam at entrance of Cash Box
Note Cassette is full	Remove notes from Cash Box

SNA Symptoms

Symptom	Action to take
Green LEDs are off.	<ul style="list-style-type: none"> • Verify the Acceptor Module is inserted properly. • Verify Cash Box is inserted properly. • Verify power cable is connected to device and common power supply.
Note Acceptor does not accept any notes. LEDs are blinking	Remove note jam from Acceptor Module.
Cash Acceptor does not accept specific notes.	Note may be defective.
Cash Acceptor Cash Box is jamming when notes are inserted.	Call Help Desk.
Frequent note jams.	Clean note path in the Acceptor Module.
Excessive not reject rate.	Clean note path in the Acceptor Module.
Some \$100.00 notes are rejected	"1999" \$100.00 notes are being used.
Cash Acceptor motor cycles several times, then the LED's start blinking.	Clean note path in the Acceptor Module.

Fujitsu Note Dispenser Problems

Error Messages

The following table lists the error messages that the currency dispenser can generate and display in the error reporting system.

Note Dispenser Error	Action to take
(%S) note Cassette Not Installed	<ol style="list-style-type: none"> 1. Check that cassettes are installed in correct locations 2. Install or reseal the Note Dispenser cassettes. Verify that they are fully latched. 3. Touch "Continue" button. 4. If the error re-appears, verify that the magnet setting in the cassette are properly installed.
Failed to Dispense \$XX.00	<ol style="list-style-type: none"> 1. Remove cassettes and look for a note jam behind the cassette. Remove any jammed notes. 2. Open the cassette and look for a note jam inside the cassette, (If cassette is empty, refill cassette.) 3. Remove jammed notes, if possible. Re-align and reload notes in cassette, and then replace note cassette. (Notes that have been poorly loaded into the cassette are the primary cause of jams.) 4. Verify that the cassette is properly seated and touch the "Continue" button.
Jam in Note Dispenser	<ol style="list-style-type: none"> 1. Do Not touch the "Continue" button until all jammed notes are removed. Carefully pull Note Dispenser out of cabinet. Remove any jammed notes located in top or back transport areas of Note Dispenser without disturbing the belts. Push Note Dispenser back into cabinet. Touch the "Continue" button. 2. If error remains, remove cassettes and look for a note jam behind the cassettes. Remove jammed notes, if possible, and replace note cassette. Verify that the cassette is properly seated. Touch "Continue" button.

Note Dispenser Error	Action to take
Jam in Note Cassette	<ol style="list-style-type: none"> 1. Open cassette and look for a note jam inside the cassette. (If cassette is empty, refill cassette.) 2. Remove jammed notes, if possible. Re-align and reload notes in cassette, and then replace note cassette. (Notes that have been poorly loaded into the cassettes are the primary cause of jams.) 3. Verify that the cassette is properly seated and touch the "Continue" button.
Failed to Dispense \$xx.xx Caution: May not be jammed in top of Note Dispenser.	<ol style="list-style-type: none"> 1. Do Not touch the "Continue" button until all jammed notes are removed. Carefully pull Note Dispenser out of cabinet. Remove jammed notes from the top transport area of Note Dispenser without disturbing the belts. Push Note Dispenser back into the cabinet. Touch "Continue" button.
Device is offline	<ol style="list-style-type: none"> 1. Carefully pull Note Dispenser out of cabinet. 2. Verify that the LED displays something. If the LED does not display, the kiosk is not receiving power. 3. If Note Dispenser is not receiving power, shutdown the entire system and check to ensure the power cable is securely connected to both the Common Power Supply and the Note Dispenser device. (Warning: Do Not remove power cable while kiosk is powered on.) Power the kiosk back up. 4. If the device is still offline, verify that the USB communication cable is securely connected to the Note Dispenser by removing and then reconnecting it. You should hear a "ding-dong" sound at the NCR Touch Screen terminal when the communication is re-established. 5. Push Note Dispenser back into the cabinet. Touch the "Continue" button. 6. If error re-occurs, contact Help Desk.

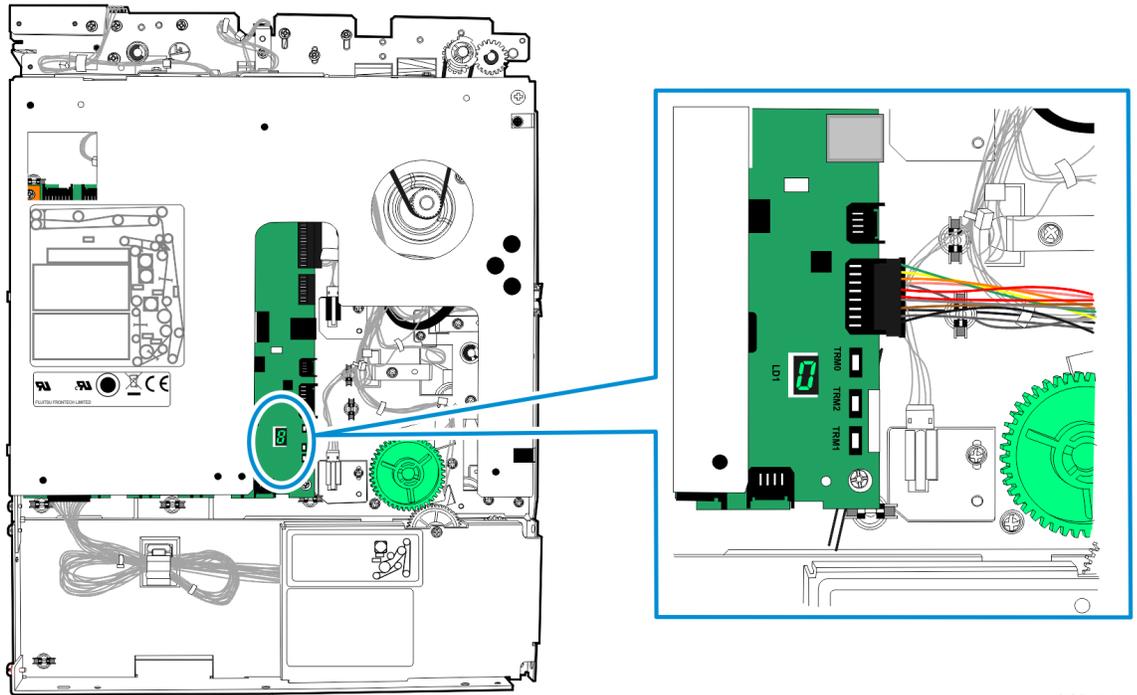
Error Codes

The Currency Dispenser provides an LED that displays an error code when the dispenser encounters errors.

The LED is located on the lower-right corner of the control board. It flashes the error code starting with E-R- and then displays the error code representing the error encountered.

The normal status of the LED is a static "0".

For the list of the error codes and their meanings, see [F53 Note Dispenser Error Codes](#) on page 109.



UPS Problems

LED Indicators

State/Condition	Green LED	Red LED
Line Mode	ON	OFF
Battery Mode	Flashes every 10 seconds	OFF
Battery Low	Flashes every second	OFF
Fault Mode	OFF	ON

Audible Alarm

State/Condition	Alarm
Line Mode	No alarm
Battery mode with normal battery voltage	Sounds every 10 seconds
Battery mode with low battery voltage	Sounds every second
Over load	Sounds every 0.5 second
Fault	Steady sound

Symptoms

Condition	Possible Root Causes	Resolution
No LED display on the front UPS panel	The UPS is not turned on.	Press the power switch at the front of the UPS.
	Low Battery.	Recharge the UPS at least 8 hours. Note: When the battery goes completely dead (no LED is on) the UPS is in a "deep discharge" situation and it will take 17 hours to fully recharge the battery.
	Battery fault.	Replace the battery with the same type.

Condition	Possible Root Causes	Resolution
Alarm continuously sound even when the AC input is normal.	The UPS is overloaded.	Remove some of the load from the output of the UPS.
	UPS Fault.	Replace the whole UPS unit.
Alarm sounds every 2 seconds even when the AC input is normal.	Battery defect.	Replace the battery with the same type.
	Charging circuit is damaged.	Replace the whole UPS unit.
When there is power failure, backup time is shorter than expected.	The UPS is overloaded.	Remove some of the load from the output of the UPS.
	Battery voltage is too low.	Charge the UPS at least 8 hours.
	Battery defect.	Replace the whole UPS unit.
The AC input is normal but the Green LED is flashing.	Power cord is loose.	Reconnect the input power cord properly.

Audible Alarm

State/Condition	Alarm
Line Mode	No alarm
Battery mode with normal battery voltage	Sounds every 10 seconds
Battery mode with low battery voltage	Sounds every second
Over load	Sounds every 0.5 second
Fault	Steady sound

UPS Symptoms

Condition	Possible Root Causes	Resolution
No LED display on the front UPS panel	The UPS is not turned on.	Press the power switch at the front of the UPS.
	Low Battery.	Recharge the UPS at least 8 hours. Note: When the battery goes completely dead (no LED is on) the UPS is in a "deep discharge" situation and it will take 17 hours to fully recharge the battery.
	Battery fault.	Replace the battery with the same type.
Alarm continuously sound even when the AC input is normal.	The UPS is overloaded.	Remove some of the load from the output of the UPS.
	UPS Fault.	Replace the whole UPS unit.
Alarm sounds every 2 seconds even when the AC input is normal.	Battery defect.	Replace the battery with the same type.
	Charging circuit is damaged.	Replace the whole UPS unit.
When there is power failure, backup time is shorter than expected.	The UPS is overloaded.	Remove some of the load from the output of the UPS.
	Battery voltage is too low.	Charge the UPS at least 8 hours.
	Battery defect.	Replace the whole UPS unit.
The AC input is normal but the Green LED is flashing.	Power cord is loose.	Reconnect the input power cord properly.

Chapter 5: Preventive Maintenance

When dirt grime are allowed to collect on the kiosk, the overall performance and life expectancy of the unit is reduced. To keep systems functioning at the top performance level, ensure that units are kept clean.

! Important: Take note of the following guidelines:

- NCR recommends using **Food Grade Disinfectant wipes** (non-alcohol, food grade, pre-moistened wipes) to clean the kiosk and its exterior devices. Pre-moistened wipes are recommended to prevent staff from accidentally spraying cleaning agents directly onto the kiosk. But, some devices and common touch points may allow for stronger cleaning agents.
- NCR recognizes that there are non-NCR third-party hardware devices, and we recommend following the instructions as provided by those vendors. For cleaning of the interior of kiosk devices, consult trained service personnel.



Warning: Do not soak the kiosk and its devices with cleaning liquid. Do not spray cleaners or other solutions directly onto the kiosk. Avoid getting any liquid inside the kiosk or its components. If liquid does get inside, have a qualified technician check the kiosk before powering it on.

Preventive maintenance includes the tasks in the following table.

Task	Frequency
<u>Cleaning the Touchscreen</u>	Weekly or as required
<u>Cleaning the Cabinet and Exterior Surfaces</u>	Weekly or as required
<u>Cleaning MSR Magnetic Heads</u>	Monthly
<u>Cleaning the Receipt Printer</u>	Monthly
<u>Cleaning the Check Acceptor</u>	Monthly
<u>Cleaning the Card Dispenser Read/Write Head</u>	Monthly
<u>Cleaning the Note Acceptor</u>	Every two years or as required

Cleaning the Touchscreen



Warning: Do not use sharp objects to clean around the edges of the touchscreen. Do not use thinner, benzene, abrasive cleaners (powders), abrasive cleaning materials (scrub brush, scouring pad), or compressed air.

1. Gently wipe the touchscreen using any of the following:
 - A soft and non-abrasive cleaning cloth or cloth towel, dampened with a mild non-abrasive soap and water solution
-  **Note:** Alcohol-based solvents may be used on the surface of touchscreens.
- Food Grade Disinfectant wipes
2. Wipe the screen and edges using a clean and dry lint-free cloth.
 3. Ensure that the glass and screen edges are completely dry before turning on and using the unit.

Cleaning the Cabinet and Exterior Surfaces



Warning: Do not use alcohol (methyl, ethyl, or isopropyl) or any strong dissolvent. Do not use thinner or benzene, abrasive cleaners (powders), abrasive cleaning materials (scrub brush, scouring pad), or compressed air. Do not use any other type of cleaners such as vinegar, solvents, degreasers, or ammonia-based cleaners. These can damage the unit.

1. Turn the kiosk OFF and unplug the External AC Power Cable.
2. Wipe the cabinet, camera lens, bar code scanner window, passport scan window, fingerprint reader scan area, and other exterior surfaces using any of the following:
 - A soft and non-abrasive cleaning cloth or cloth towel, dampened with mild non-abrasive soap and water solution
 - Food Grade Disinfectant wipes
3. Wipe the kiosk using a clean and dry lint-free cloth.

Cleaning MSR Magnetic Heads

MSR Cleaning Cards and MSR Treatment Cards may be purchased from NCR.

MSR Treatment Card

The MSR Treatment Card is used to assist in protecting Magnetic Stripe Readers from Electrostatic Discharge (ESD), which can cause failures when swiping cards that have metallic hologram stripes.

Swipe the card through the device in a smooth motion. Only swipe it down once and up once. Allow the device to dry for 5 minutes before swiping any other cards.



Note: Each long side of the card may be used twice. Each short side of the card may be used only once. Thus, a single card can treat 6 devices with one up and one down swipe per device. These limits should not be exceeded due to the possibility of spreading contaminants from machine to machine and/or reducing ESD protection. If all six up/down swipes are not used on a fresh card, it should be placed in a sealed (Ziploc) bag for future use.

Cleaning/Treatment Frequency

New Dip Card Reader

Prior to placing in operation, the device should be swiped with the MSR Treatment Card.

Existing Dip Card Reader

An existing Dip Card Reader should be cleaned using an MSR Cleaning Card before treating it with an MSR Treatment Card. For low use retail establishments, the cleaning and treatment procedures should be followed at least once per month. In areas of extremely high traffic (in excess of 500 swipes per day) or an operating environment that is high in contaminants, such as found in the food service industry, a weekly cleaning and treatment should be performed.

Cleaning the Receipt Printer

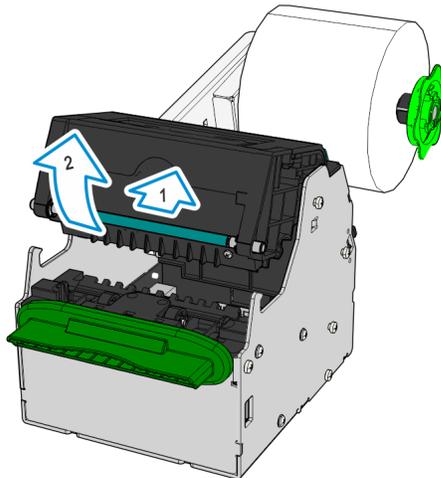


Caution: Please observe the following pre-cautions when cleaning the printer:

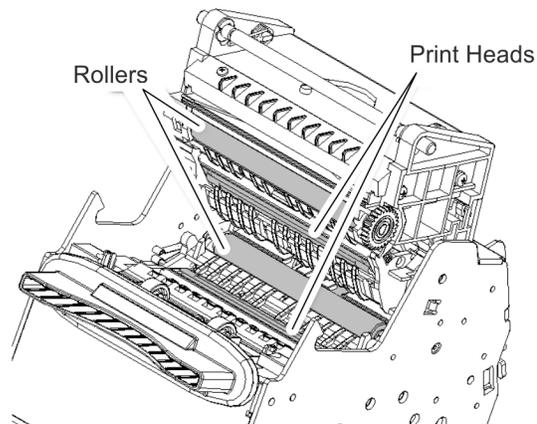
- Do not touch the surface of the print head with hands or metal.
- Do not use forceps to prevent scratching the print head, platen roller, and sensors
- Do not use organic solvents like gasoline and acetone.
- When cleaning the print head or sensors, wait for the alcohol to evaporate completely before printing.

To ensure continued good performance of the printer, the print head and platen roller inside the printer should be cleaned regularly (ideally on a monthly basis) and also when the following occur:

- a paper roll is used up
 - frequent jams
 - poor quality print
 - columns on the page are not clear
 - noisy paper feeding or retracting
1. Open the printer by pressing and lifting the green bar. Remove the paper from the printer.

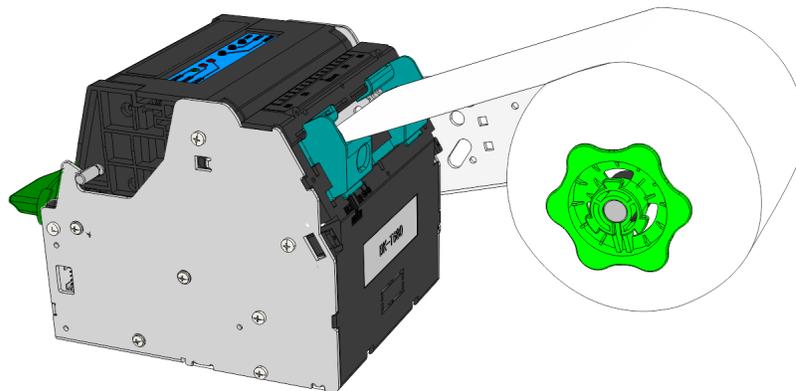


2. Clean the areas identified below.
 - a. Clean the rollers with a soft cotton cloth, dampened with a general surface cleaner or a dilute detergent solution such as washing up liquid and warm water and then wrung out.
 - b. Clean the surface of the print heads with a soft cotton cloth, dampened with isopropyl alcohol or ethyl alcohol and wrung out.
 - c. Do not touch the surface of the print head with hands or metal. Do not use forceps to prevent scratching the printhead, platen roller, and sensors.



CCP-64029

3. Allow the print head and rollers to dry before closing the printer, making sure it clicks shut.
4. Feed the paper into the print engine. Once the paper is gripped by the mechanism, it will feed automatically and produce a test print.



CCP-64027

5. Remove the test print.

Cleaning the Check Acceptor

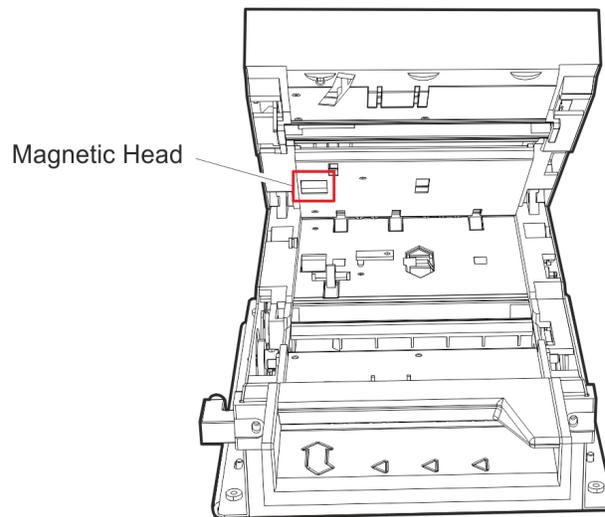
The following areas of the Check Acceptor requires cleaning to prevent reading or printing problems:

- Magnetic head
- CIS glass surface
- Print head

Magnetic Head

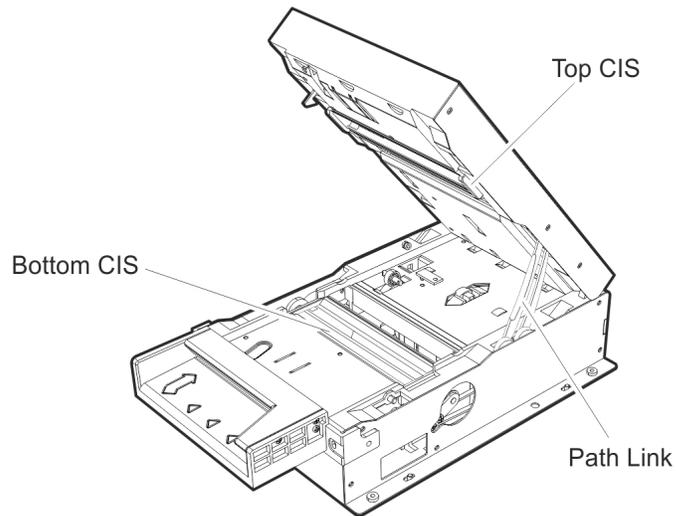
To clean the magnetic head, perform the steps below.

1. Lift the path open lever to unlock the top cover.
2. Lift the top cover until the path link locks the cover in place.
3. Using a swab moistened with alcohol, gently clean the surface of the magnetic head.



CIS Glass Surface

1. Lift the path open lever to unlock the top cover.
2. Lift the top cover until the path link locks the cover.
3. Using a swab moistened with alcohol, gently clean the CIS glass surface.

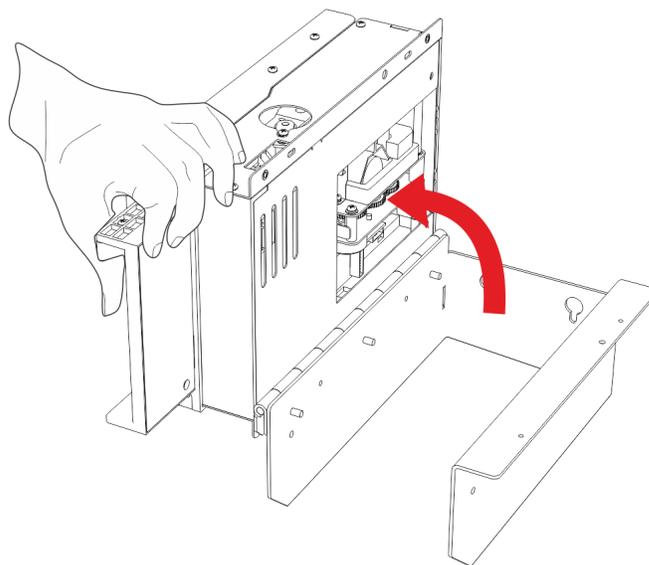


CCP-64021

Print Head

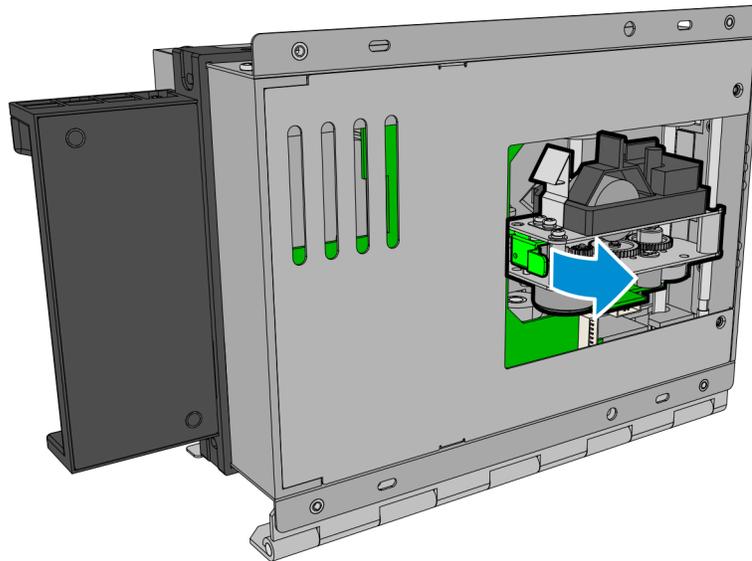
If you experience problems with the quality of the printed endorsements on checks, the print head may need to be cleaned.

1. Carefully lift the entire device over onto its left-hand side.



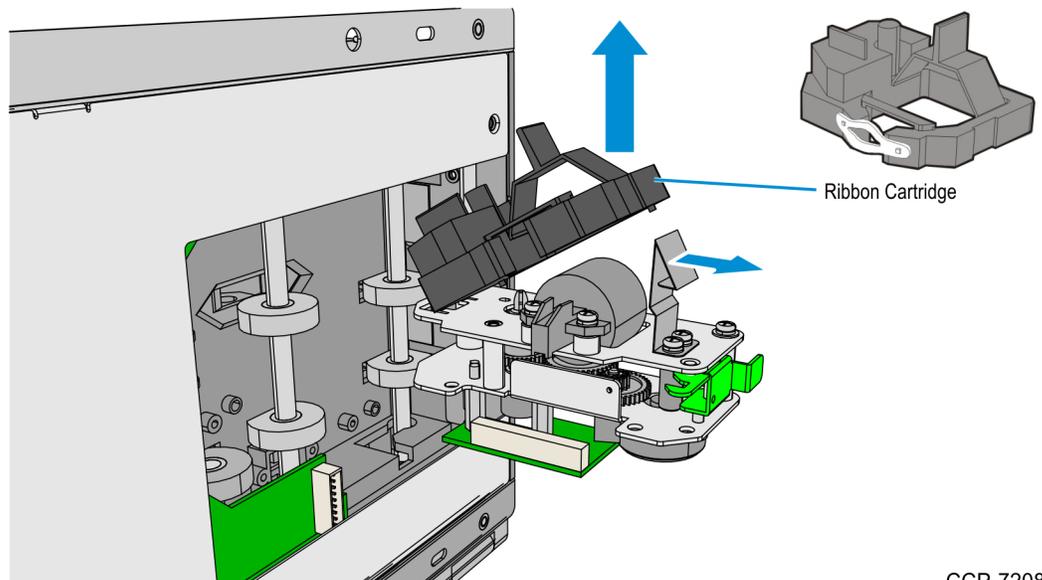
CCP-64020

2. Press the latch (indicated by a green label) to release the spring plate on the underside of the device and then swing the spring plate out.



CCP-72079

3. Pull the metal latch on the front of ribbon cartridge and gently lift ribbon cartridge from the spring plate.



CCP-72081

4. Clear the print head of any foreign objects.
5. Wipe the print head with a soft, lint free cloth. For stubborn dirt, wet the cloth with a small amount of alcohol.

Cleaning the Note Acceptor

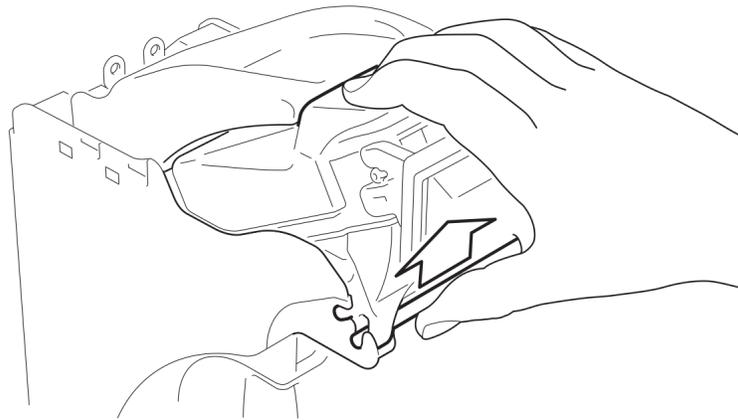
The acceptor head sensors and note path area needs to be cleaned every two years or as needed.

Use soft, lint free cloth to wipe and clean the area. For stubborn dirt, a small amount of mild, non-abrasive soap may be applied to a damp cloth.



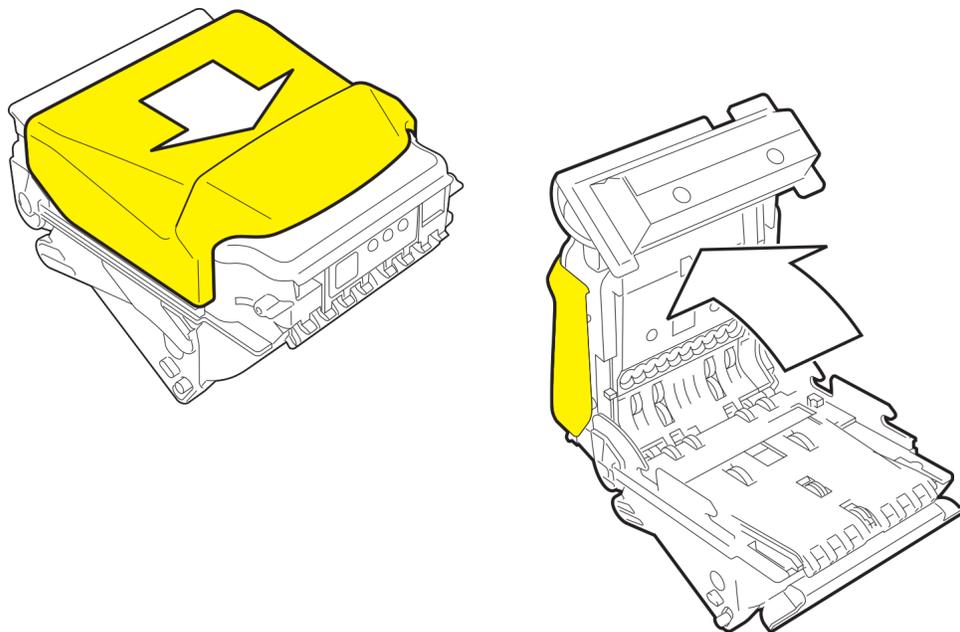
Caution: Never use a petroleum-based product to clean this device. Petroleum based products damage the note path. Mild, non-abrasive soap is preferred over alcohol.

1. Remove the Acceptor Module from the Chassis.



CCP-64012

2. Open the Acceptor Module by pulling forward and up on the yellow cap.



CCP-64014

3. Clear the note path of any foreign objects.

4. Wipe the note path and sensor area with a soft, lint free cloth.
5. Make sure no streaks or residue from the cleaning product remains on the note path.
6. Close the Acceptor Module and slide it back into the Chassis so that the release lever locks in place.

Cleaning the Card Dispenser Read/Write Head

The Write Head needs to be cleaned monthly. This is done by passing a cleaning card through the unit.

Dry cleaning cards can be purchased from NCR Services using the part number, 497-0444494.

To clean the Card Dispenser Read/Write Head, perform the steps below.

1. Remove all cards from the Card Hopper and place a cleaning card in the Hopper.
2. Using either the application diagnostics or the NCR Retail Systems Manager (RSM) diagnostics, start the clean mode.
3. Remove the cleaning card, fill the Card Hopper, and return the kiosk to the application.

Appendix A: F53 Notes Dispensed

The note denominations that can be dispensed for each country by the F53 Note Dispenser are shown in the following table.

For instructions on configuring the cassette magnet setting, note length setting and note width setting, see to the [Configuring the Note Dispenser Cassettes](#) on page 25.



Note: The Length Setting depends on the cash cassette used. Inspect the cash cassette part number found at the service label on the bottom of the cassette. The part number is indicated by KD03234–C500 (or C520).

Country	Denomination	Dimensions	Length Setting Tic Line = 2mm		Width Setting Tic Line = 4mm	Type (Slot)	Magnet			
			C500	C520			D	C	B	A
US	\$1	156 x 66 mm	34 mm	156 mm	68 mm	A(1)			X	X
US	\$5	156 x 66 mm	34 mm	156 mm	68 mm	B(2)		X		X
US	\$10	156 x 66 mm	34 mm	156 mm	68 mm	C(3)	X			X
US	\$20	156 x 66 mm	34 mm	156 mm	68 mm	D(3)		X	X	
US	\$50	156 x 66 mm	34 mm	156 mm	68 mm	E(4)	X		X	
US	\$100	156 x 66 mm	34 mm	156 mm	68 mm	F(4)	X	X		
Canada	\$5	153 x 70 mm	32 mm	154 mm	72 mm	A(1)			X	X
Canada	\$10	153 x 70 mm	32 mm	154 mm	72 mm	B(2)		X		X
Canada	\$20	153 x 70 mm	32 mm	154 mm	72 mm	C(3)	X			X
UK (Channel Isl.)	£ 1	125 x 65 mm	4 mm	126 mm	68 mm	D(1)		X	X	
UK (Channel Isl.)	£ 5	137 x 70 mm	16 mm	138 mm	72 mm	A(2)			X	X
UK (Channel Isl.)	£ 10	142 x 75 mm	20 mm	142 mm	76 mm	B(3)		X		X
UK	£ 5	135 x 70 mm	14 mm	136 mm	72 mm	A(1)			X	X

Country	Denomination	Dimensions	Length Setting Tic Line = 2mm		Width Setting Tic Line = 4mm	Type (Slot)	Magnet			
			C500	C520			D	C	B	A
UK	£ 10	142 x 75 mm	20 mm	142 mm	76 mm	B(2)		X		X
UK	£ 20	150 x 80 mm	28 mm	150 mm	80 mm	C(3)	X			X
Euro	€ 5	120 x 62 mm	0 mm	120 mm*	64 mm	A(1)			X	X
Euro	€ 10	127 x 67 mm	6 mm	128 mm	68 mm	B(2)		X		X
Euro	€ 20	133 x 72 mm	12 mm	134 mm	72 mm	C(3)	X			X
Australia	\$5	130 x 65 mm	8 mm	130 mm	68 mm	A(1)			X	X
Australia	\$10	137 x 65 mm	16 mm	138 mm	68 mm	D(3)		X	X	
Australia	\$20	144 x 65 mm	22 mm	144 mm	68 mm	B(2)		X		X
Australia	\$50	151 x 65 mm	30 mm	152 mm	68 mm	C(3)	X			X
Japan	¥1000	150 x 76 mm	28 mm	150 mm	76 mm	A(1)			X	X
Japan	¥2000	154 x 76 mm	32 mm	154 mm	76 mm	B(2)		X		X
Japan	¥5000	156 x 76 mm	34 mm	156 mm	76 mm	C(3)	X			X
Poland	ZL 10	120 x 60 mm	0 mm	120 mm*	60 mm	A(1)			X	X
Poland	ZL 20	126 x 63 mm	4 mm	126 mm	64 mm	B(2)		X		X
Poland	ZL 50	132 x 66 mm	12 mm	132 mm	68 mm	C(3)	X			X
Mexico	P 20	120 x 66 mm	0 mm	120 mm*	66 mm	A(1)			X	X
Mexico	P 100	134 x 66 mm	12 mm	134 mm	66 mm	B(2)		X		X
Mexico	P 200	141 x 66 mm	20 mm	142 mm	66 mm	C(3)	X			X
South Korea	W 1000	136 x 68 mm	14 mm	136 mm	68 mm	A(1)			X	X
South Korea	W 5000	142 x 68 mm	20 mm	142 mm	68 mm	B(2)		X		X
South Korea	W 10000	148 x 68 mm	26 mm	148 mm	68 mm	C(3)	X			X
New Zealand	\$5	136 x 66 mm	14 mm	136 mm	68 mm	A(1)			X	X
New Zealand	\$10	140 x 68 mm	18 mm	140 mm	68 mm	B(2)		X		X
New Zealand	\$20	145 x 70 mm	24 mm	146 mm	72 mm	C(3)	X			X
Sweden	20 Kronor	120 x 67 mm	0 mm	120 mm*	68 mm	A(1)			X	X

Country	Denomination	Dimensions	Length Setting Tic Line = 2mm		Width Setting Tic Line = 4mm	Type (Slot)	Magnet			
			C500	C520			D	C	B	A
Sweden	50 Kronor	120 x 77 mm	0 mm	120 mm*	80 mm	B(2)		X		X
Sweden	100 Kronor	140 x 72 mm	18 mm	140 mm	72 mm	C(3)	X			X
Turkey	1 Lira	156 x 76 mm	34 mm	156 mm	76 mm	A(1)			X	X
Turkey	5 Lira	162 x 76 mm	40 mm	162 mm	76 mm	B(2)		X		X
Denmark	50 Kroner	125 x 72 mm	4 mm	126 mm	72 mm	A(1)			X	X
Denmark	100 Kroner	135 x 72 mm	14 mm	136 mm	72 mm	B(2)		X		X
Lithuania	10 Lita	135 x 65 mm	14 mm	136 mm	68 mm	A(1)			X	X
Lithuania	20 Lita	135 x 65 mm	14 mm	136 mm	68 mm	B(2)		X		X
Czech Republic	100 Kuron	140 x 68 mm	18 mm	140 mm	68 mm	A(1)			X	X
Czech Republic	200 Kuron	146 x 69 mm	26 mm	146 mm	70 mm	B(2)		X		X
Czech Republic	500 Kuron	152 x 69 mm	30 mm	152 mm	70 mm	C(3)	X			X
Hungary	1000 Forint	154 x 70 mm	34 mm	154 mm	70 mm	A(1)			X	X
Hungary	5000 Forint	154 x 70 mm	34 mm	154 mm	70 mm	B(2)		X		X
Saudi	1 Riyal	134 x 62 mm	14 mm	136 mm	64 mm	A(1)			X	X
Saudi	10 Riyal	150 x 68 mm	28 mm	150 mm	68 mm	B(2)		X		X
Saudi	50 Riyal	155 x 70 mm	34 mm	156 mm	70 mm	C(3)	X			X
Chile	P 1000	145 x 70 mm	24 mm	146 mm	72 mm	A(1)			X	X
Chile	P 2000	145 x 70 mm	24 mm	146 mm	72 mm	B(2)		X		X
Chile	P 5000	145 x 70 mm	24 mm	146 mm	72 mm	C(3)	X			X
Argentina	5 P	155 x 65 mm	34 mm	156 mm	68 mm	A(1)			X	X
Argentina	10 P	155 x 65 mm	34 mm	156 mm	68 mm	B(2)		X		X
Argentina	20 P	155 x 65 mm	34 mm	156 mm	68 mm	C(3)	X			X
Croatia	10 HRK	126 x 63 mm	126 mm	72 mm	64 mm	A(1)			X	X

Country	Denomination	Dimensions	Length Setting Tic Line = 2mm		Width Setting Tic Line = 4mm	Type (Slot)	Magnet			
			C500	C520			D	C	B	A
Croatia	20 HRK	130 x 65 mm	6 mm	130 mm	68 mm	B(2)		X		X
Croatia	100 HRK	138 x 69 mm	18 mm	140 mm	72 mm	C(3)	X			X
Peru	S/. 10	140 x 65 mm	18 mm	140 mm	68 mm	A(1)			X	X
Peru	S/. 20	140 x 65 mm	18 mm	140 mm	68 mm	B(2)		X		X
Peru	S/. 100	140 x 65 mm	18 mm	140 mm	68 mm	D(3)		X	X	
Guatemala	Q5	156 x 67 mm	34 mm	156 mm	68 mm	A(1)			X	X
Guatemala	Q10	156 x 67 mm	34 mm	156 mm	68 mm	B(2)		X		X
Guatemala	Q20	156 x 67 mm	34 mm	156 mm	68 mm	C(3)	X			X
Colombia	\$1000	130 x 65 mm	8 mm	130 mm	68 mm	A(1)			X	X
Colombia	\$5000	140 x 70 mm	18 mm	140 mm	72 mm	B(2)		X		X
Colombia	\$10000	140 x 70 mm	18 mm	140 mm	72 mm	C(3)	X			X
Singapore	2 SGD	126 x 63 mm	7 mm	131 mm	67 mm	A(1)			X	X
Singapore	5 SGD	134 x 65 mm	16 mm	138 mm	69 mm	B(2)		X		X
Singapore	10 SGD	141 x 69 mm	24 mm	146 mm	73 mm	C(3)	X			X
China	5 YUAN	135 x 71 mm	17 mm	139 mm	74 mm	A(1)			X	X
China	10 Yuan	140 x 70 mm	22 mm	144 mm	73 mm	B(2)		X		X
China	20 YUAN	144 x 69 mm	26 mm	148 mm	72 mm	C(3)	X			X

Appendix B: F53 Note Dispenser Error Codes

Error Code	Event Description	F53 Meaning
03xx	Reject Bin Path	F53 Internal Errors
04xx	Reject Bin Path	F53 Internal Errors
1000	Cassette One is out	Cassette One out
1100	Note did not come out of cassette 1	Cassette1 Empty after pick attempt
1800	Note did not come out of cassette 1	Cassette 1 Pick Error (not low)
2000	Cassette Two is out	Cassette Two out
2100	Note did not come out of cassette 2	Cassette 2 Empty after pick attempt
2800	Note did not come out of cassette 2	Cassette 2 Pick Error (not low)
3000	Cassette Three is out	Cassette Three out
3100	Note did not come out of cassette 3	Cassette 3 Empty after pick attempt
3800	Note did not come out of cassette 3	Cassette 3 Pick Error (not low)
7001	Pick Sensor 1 Failure	Jam outside cassette at FDLS1
7002	Pick Sensor 2 Failure	Jam outside cassette at FDLS2
7003	Pick Sensor 3 Failure	Jam outside cassette at FDLS3
7009	Feed Sensor Failure	Media at DFSS
700A	Feed Sensor Failure	Media at REJS
700B	A jam occurred	Media at BPS
7801	Pick Sensor 1 Failure	Jam at Sensor FDLS1

Error Code	Event Description	F53 Meaning
7802	Pick Sensor 2 Failure	Jam at Sensor FDLS2
7803	Pick Sensor 3 Failure	Jam at Sensor FDLS3
7811	Feed Sensor Failure	Jam between FDLS1 and DFSS
7812	Feed Sensor Failure	Jam between FDLS2 and DFSS
7813	Feed Sensor Failure	Jam between FDLS3 and DFSS
7821	Pick Sensor 1 Failure	FDLS1 media remains after dispense completion
7822	Pick Sensor 2 Failure	FDLS2 media remains after dispense completion
7823	Pick Sensor 3 Failure	FDLS3 media remains after dispense completion
7841	Pick Sensor 1 Failure	FDLS1 Sensor on, but no Note
7842	Pick Sensor 2 Failure	FDLS2 Sensor on, but no Note
7843	Pick Sensor 3 Failure	FDLS3 Sensor on, but no Note
7A01	Feed Sensor Failure	Jam occurred on DFSS
7A02	Feed Sensor Failure	Jam between DFSS and BPS
7A03	A jam occurred	Jam at BPS
7A29	Feed Sensor Failure	DFSS media remains after dispense completion
7A2A	A jam occurred	BPS media remains after dispense completion
7A39	Feed Sensor Failure	DFSS media remains after cleaning jam
7A3A	A jam occurred	BPS media remains after cleaning jam
7A49	Feed Sensor Failure	DFSS sensor on, but no note
7B01	Feed Sensor Failure	Jam occurred between DFSS and REJS
7B4B	Feed Sensor Failure	REJS sensor on, but no note
88xx	Reject Bin Path	Dispense Inconsistency

Error Code	Event Description	F53 Meaning
89xx	Reject Bin Path	Potentiometer Error
B5xx	A jam occurred	Reject box was full
E1xx	Reject Bin Path	Dispense request before Initialization
E4xx	Reject Bin Path	Note Info not Provided
E5xx	Reject Bin Path	Dispense Coding Error
E6xx	Reject Bin Path	Parameter ISO Code Error
E8xx	Reject Bin Path	Note Info not Valid
EAx	Reject Bin Path	Coding Parameter Error
ECxx	Reject Bin Path	FS Error
EExx	Reject Bin Path	Command Format Error
EFxx	Reject Bin Path	Pool Setup Error
F1xx	Reject Bin Path	Electric Current Error
F2xx	Reject Bin Path	HW Option Setup Error
F6xx	Reject Bin Path	Log Data CheckSum Error
F801	Pick Sensor 1 Failure	Sensor slice level error of FDLS1
F802	Pick Sensor 2 Failure	Sensor slice level error of FDLS2
F803	Pick Sensor 3 Failure	Sensor slice level error of FDLS3
F807	Feed Sensor Failure	Sensor slice level error of DFSS
F808	Feed Sensor Failure	Sensor slice level error REJS
F809	A jam occurred	Sensor slice level error of BPS
F80F	A jam occurred	Sensor slice level error of BCS
F881	Pick Sensor 1 Failure	Sensor-off check error of FDLS1
F882	Pick Sensor 2 Failure	Sensor-off check error of FDLS2
F883	Pick Sensor 3 Failure	Sensor-off check error of FDLS3
F887	Feed Sensor Failure	Sensr-off check error of DFSS
F888	Feed Sensor Failure	Sensor-off check error of REJS

Error Code	Event Description	F53 Meaning
F889	A jam occurred	Sensor-off check error of BPS
F88F	A jam occurred	Sensor-off check error of BCS
F8A1	Pick Sensor 1 Failure	Sensor-on check error of FDLS1
F8A2	Pick Sensor 2 Failure	Sensor-on check error of FDLS2
F8A3	Pick Sensor 3 Failure	Sensor-on check error of FDLS3
F8A7	Feed Sensor Failure	Sensor-on check error of DFSS
F8A8	Feed Sensor Failure	Sensor-on check error of REJS
F8A9	A jam occurred	Sensor-on check error of BPS
F8AF	A jam occurred	Sensor-on check error of BCS

Appendix C: 7705 Safe Door Replacement Key

Introduction

This kit provides components to change Operating Keys (safe door keys) of a 7705 Safe that uses a LA GARD 2270 Key Lock.

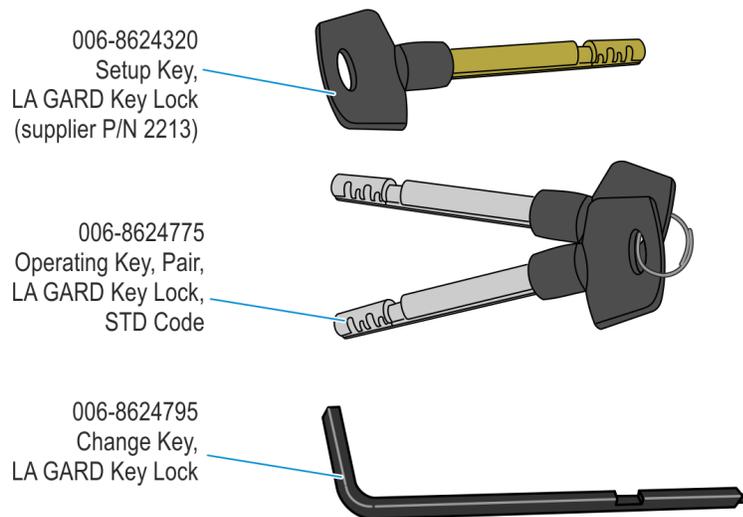
There are three keys required to change safe door keys:

- **Operating Key** - keys used to open and close the Safe Door for normal kiosk operation
- **Change Key (supplier P/N 1307)** —sets up the Key Lock to accept a new Operating Key.
- **Setup Key (supplier P/N 2213)** —brass-colored key used to set up or change Operating Keys



Note: Once an Operating Key is set up to open and close the 2270 Key Lock, it can now also be used as the "Setup Key" when changing to a new Operating Key.

Kit Contents

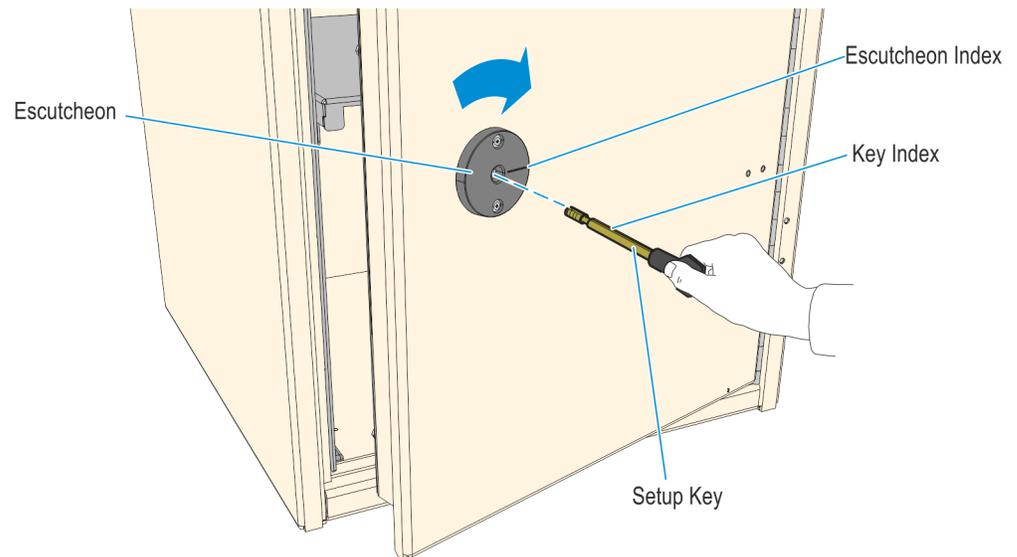


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Changing Operating Keys

To set up or change operating keys, perform the steps below.

1. [Open the Front Door and Safe.](#)
2. Insert the Setup Key included in this kit (or current Operating Key) into the lock.
3. Slowly turn the Setup Key to the right (clockwise) until the Key Index is aligned with the Escutcheon Index. This is indicated by an audible "click" and the lock bolt will not be retracted.

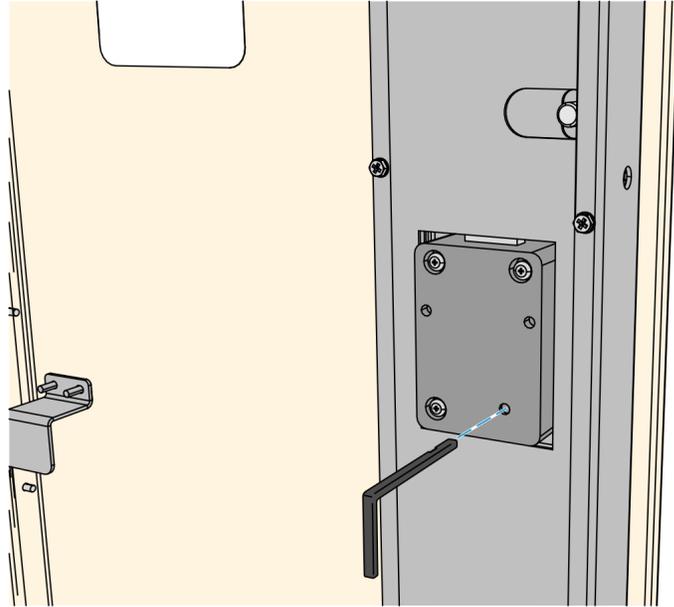


CCP-72878

4. On the back of the Key Lock, insert the Change Key into the change key hole.

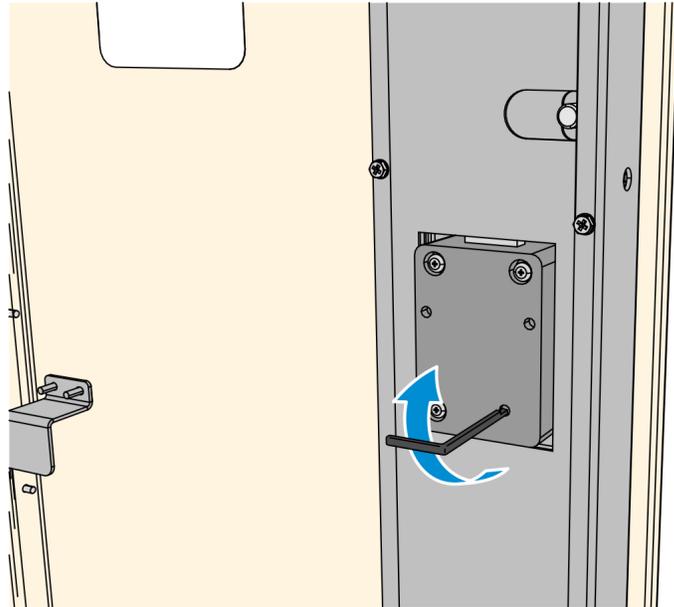


Note: If the Change Key does not go in easily, then the wheels are not aligned. Turn the Setup Key to the left (counterclockwise) until it stops, and repeat steps 3 and 4.



CCP-72876

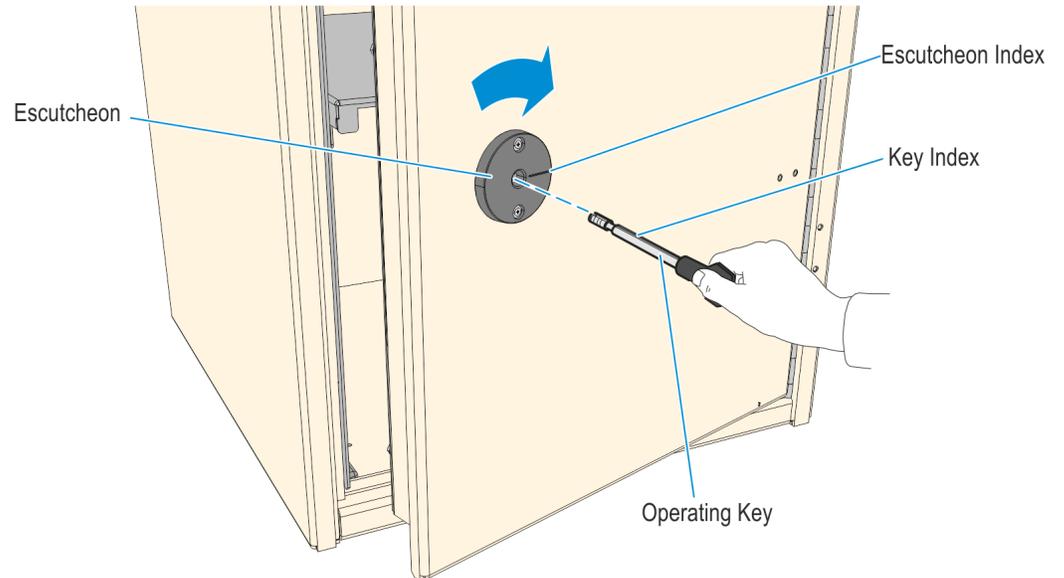
5. Turn the Change Key to the right until it stops, approximately one-quarter turn. Leave the Change Key in the lock.



CCP-72877

6. On the front side, turn the Setup Key to the left and remove it from the lock.

7. Insert the new Operating Key included in this kit into the lock.
8. Slowly turn the new Operating Key to the right until it stops, and the Key Index is aligned with the Escutcheon Index.



CCP-72879

9. With the new Operating Key securely held in this position, turn the Change Key to the left and remove it from the lock. The Lock is now set to the New Operating Key.
10. With the Safe Door open, test the Lock several times by turning the Operating Key to the right until it stops and the lock bolt is retracted.



Note: Always turn the key fully to the left between opening attempts.

11. Close the Safe and Front Door.