

# Error Code

## NH2600 System

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**V01.00.00 (2013. 6.26)**



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## Chapter1. Card Reader

| Error Code | Description                    | Trouble shooting                                                               |
|------------|--------------------------------|--------------------------------------------------------------------------------|
| 8217091    | Card in card reader            | Remove card                                                                    |
| 1101910    | LOST CARD", DEV_MCU            |                                                                                |
| 9723010    | Failed to open device          | Check the serial port or cable                                                 |
| 9723011    | Communication error            | Check the serial port or cable                                                 |
| 9723016    | Time out to receive data       | Check the serial port or cable                                                 |
| 9723019    | Polling down                   | Check the serial port or cable                                                 |
| 9730100    | IC CARD DENIAL                 |                                                                                |
| 9730200    | IC CARD ONLINE DATA ERROR      |                                                                                |
| 9730300    | IC CARD ERROR                  |                                                                                |
| 97913XX    | DEV_MCU Time over Error Code   | 1. Reboot ATM<br>2. Call your attendant                                        |
| 97923XX    | DEV_MCU FATALERROR (WARNING)   | 1. Reboot ATM<br>2. Call your attendant                                        |
| 9799301    | MCU RETRACT OVER               | Clear the count of retracted card at OP mode                                   |
| 90001      | Card Read Error                | 1. Check Magnetic Card<br>2. Check Card Read module and cable connection       |
| 90002      | Invalid IC card communication  | 1. Power Off/On<br>2. Check DIP MCR<br>3. Check cable connection               |
| 90003      | DIP MCR latch failure          | 1. Power Off/On<br>2. Check DIP MCR (Clamp Lever)<br>3. Check cable connection |
| 90004      | DIP MCR unlatch failure        | 1. Power Off/On<br>2. Check DIP MCR (Clamp Lever)<br>3. Check cable connection |
| 90005      | DIP MCR power on failure       | 1. Power Off/On<br>2. Check DIP MCR<br>3. Check cable connection               |
| 90006      | DIP MCR power off failure      | 1. Power Off/On<br>2. Check DIP MCR<br>3. Check cable connection               |
| 9311200    | Fail to connect device         | Check the serial port or cable                                                 |
| 9312300    | Fail to close device           | Check the serial port or cable                                                 |
| 9313200    | Fail to send command to device | Check the serial port or cable                                                 |
| 9313300    | Abnormal communication         | Check the serial port or cable                                                 |

| Error Code | Description                                                        | Trouble shooting                      |
|------------|--------------------------------------------------------------------|---------------------------------------|
| 9341100    | Fail to create sensor polling thread                               | 1.Reboot ATM<br>2.Call your attendant |
| 9341300    | Sensor polling thread is terminated                                | 1.Reboot ATM<br>2.Call your attendant |
| 93A5600    | Exception is occurred                                              | 1.Reboot ATM<br>2.Call your attendant |
| 93A9500    | Fail to connect ESU or setting fail                                | Check the connect status of ESU       |
| 3100100    | Send to undefined command                                          | 1.Reboot ATM<br>2.Call your attendant |
| 3100200    | Command execution is impossible                                    | 1.Reboot ATM<br>2.Call your attendant |
| 3100400    | Command data error                                                 | 1.Reboot ATM<br>2.Call your attendant |
| 3101000    | Latch sensor is abnormal                                           | 1.Reboot ATM<br>2.Call your attendant |
| 3102000    | Card has not been read yet or others errors                        | Call your attendant                   |
| 3102100    | No Start sentinel                                                  | Call your attendant                   |
| 3102200    | VRC Error                                                          | Call your attendant                   |
| 3102300    | No End sentinel. Too many data                                     | Call your attendant                   |
| 3102400    | LRC Error                                                          | Call your attendant                   |
| 3102500    | No mac.stripe or No encoded card                                   | Call your attendant                   |
| 3102700    | SS-ES-LRC card                                                     | Call your attendant                   |
| 3103000    | Detection of Power failure                                         | Call your attendant                   |
| 3106000    | Abnormal condition was found on the power-line(Vcc) of ICC(or SAM) | Call your attendant                   |
| 3106100    | The receiving error of ATR                                         | Call your attendant                   |
| 3106200    | The card(SAM) does not accept this protocol                        | Call your attendant                   |
| 3106300    | IC Card communication error(No answer)                             | Call your attendant                   |
| 3106400    | IC Card communication error(Other)                                 | Call your attendant                   |
| 3106500    | IC Card is not activated                                           | Call your attendant                   |
| 3106600    | IC Card returned ATR which is not supported ISO/IEC7816-3          | Call your attendant                   |
| 3106900    | IC Card returned ATR which does not match EMV2000 V4.0             | Call your attendant                   |

| <b>Error Code</b> | <b>Description</b>                                                    | <b>Trouble shooting</b>                                          |
|-------------------|-----------------------------------------------------------------------|------------------------------------------------------------------|
| 3107000           | F-FROM write error                                                    | Call your attendant                                              |
| 3107100           | CRC error of User program code area of ESU                            | Call your attendant                                              |
| 3107200           | EEPROM operation error                                                | Call your attendant                                              |
| 3107600           | Transmission error between ESU and ICRW                               | Call your attendant                                              |
| 3109500           | ESU is broken-down or disconnected                                    | Call your attendant                                              |
| 3109600           | Metalic fraud object is detected                                      | Call your attendant                                              |
| 3109900           | _INTERNAL_ERROR error is occurred and Fail to get error code from DLL | Call your attendant                                              |
| D0006             | CARD NOT SUPPORTED                                                    | Check your card                                                  |
| D0014             | Invalid Card Number                                                   | Check your account                                               |
| D0054             | Expire Card                                                           | Check your card                                                  |
| D0057             | Transaction not Permitted – Card                                      | Check your card                                                  |
| IDN0X             | DIP MCR connection failure                                            | 1. Power Off/On<br>2. Check DIP MCR<br>3. Check cable connection |

## Chapter 2. Receipt Printer

| Error Code | Description                                     | Trouble shooting                                                                                                                                         |
|------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1106910    | LOST SLIP", DEV_SPR                             |                                                                                                                                                          |
| 2001000    | Receipt paper jam                               | Remove any jammed paper from the printer.                                                                                                                |
| 2001200    | Receipt printer feed plate open                 | Close the feed plate.                                                                                                                                    |
| 2001300    | Out of receipt (Receipt paper empty)            | Replenish the receipt paper.                                                                                                                             |
| 2001400    | Receipt printer head overheated before printing | Check the printer head and change if necessary.                                                                                                          |
| 2010100    | Receipt printer lever opened                    | Close the lever of print head completely                                                                                                                 |
| 2010200    | Receipt printer head overheated                 | Wait the time until the temperature of head adequately slow down and try to initialize                                                                   |
| 2010300    | Receipt paper jam                               | Remove jammed paper between printer head and rollers                                                                                                     |
| 2010400    | Receipt paper empty                             | 1. Replenish receipt paper<br>2. Check the status of sensor and its connector                                                                            |
| 2010500    | Receipt paper setting error                     | 1. Check the status of setting paper<br>2. Check the status of sensor and its connector                                                                  |
| 2010600    | Command is received while doing self-test       | After terminating self-test and initialize receipt printer                                                                                               |
| 2010700    | No receipt paper                                | 1. Replenish receipt paper in paper charger<br>2. Check the status of Near End sensor and its connector                                                  |
| 2010800    | Receipt paper cutting error                     | 1. Check the Cutter module<br>2. Check if printer head lever is properly close                                                                           |
| 2010900    | No sensing black mark (dark sensor)             | 1. Check the status of Black mark sensor<br>2. Check if Dip switch # 6 is correctly set<br>(Dip switch # 6 is set by On in case of not using Black mark) |
| 2010A00    | The size of image print data is abnormal        | Check the AP version and initialize                                                                                                                      |
| 2080100    | Receipt printer lever opened                    | Close the lever of print head completely                                                                                                                 |
| 2080200    | Receipt printer head overheated                 | Wait the time until the temperature of head adequately slow down and try to initialize                                                                   |
| 2080300    | Receipt paper jam                               | Remove jammed paper between printer head and rollers                                                                                                     |
| 2080400    | Receipt paper empty                             | 1. Replenish receipt paper<br>2. Check the status of sensor and its connector                                                                            |
| 2080500    | Receipt paper setting error                     | 1. Check the status of setting paper<br>2. Check the status of sensor and its connector                                                                  |

| Error Code | Description                                                                     | Trouble shooting                                                                                                                                         |
|------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2080600    | Command is received while doing self-test                                       | After terminating self-test and initialize receipt printer                                                                                               |
| 2080700    | No receipt paper                                                                | 1. Replenish receipt paper in paper charger<br>2. Check the status of Near End sensor and its connector                                                  |
| 2080800    | Receipt paper cutting error                                                     | 1. Check the Cutter module<br>2. Check if printer head lever is properly close                                                                           |
| 2080900    | No sensing black mark (dark sensor)                                             | 1. Check the status of Black mark sensor<br>2. Check if Dip switch # 6 is correctly set<br>(Dip switch # 6 is set by On in case of not using Black mark) |
| 2080A00    | The size of image print data is abnormal                                        | Check the AP version and initialize                                                                                                                      |
| 2080B00    | Margin setting error                                                            | 1. Check whether the default registry setting is changed<br>2. Reset the PTR SP                                                                          |
| 2080C00    | Paper jammed at the exit of the slot                                            | 1. Remove the jammed paper                                                                                                                               |
| 2080D00    | Paper jammed in the path                                                        | 1. Remove the jammed paper                                                                                                                               |
| 2080F00    | The firmware crashed                                                            | 1. Check whether the dip switch #1 is set to "ON" position<br>2. Update the firmware                                                                     |
| 2DN0000    | Failed to connect communication between Receipt printer and SP                  | 1. Check if communication cable or com port is not connected                                                                                             |
| 9720000    | Receipt printer communication error during SP opening                           | Check if communication cable or COM port is not connected                                                                                                |
| 97201      | Hardware error occurred before executing command                                | 1. Reset the PTR SP                                                                                                                                      |
| 9722010    | Receipt Printer communication failure during COM port open                      | 1. Do RESET at Operator Function<br>2. Reboot ATM                                                                                                        |
| 9722DN0    | Receipt Printer communication failure during sending command to Receipt Printer | 1. Do RESET at Operator Function<br>2. Reboot ATM                                                                                                        |
| 97912XX    | DEV_SPR Time Over Error                                                         | 1. Reboot ATM<br>2. Call your attendant                                                                                                                  |
| 97922XX    | DEV_SPR FATALERROR (WARNING)                                                    | 1. Reboot ATM<br>2. Call your attendant                                                                                                                  |
| A010100    | Open lever detected before executing command                                    | Close the feed lever.                                                                                                                                    |
| A010200    | Printer thermal head overheated while executing command                         | Check the thermal printer head and change if necessary.                                                                                                  |
| A010300    | Paper jam detected before executing command                                     | Remove any jammed paper from the printer.                                                                                                                |
| A010400    | Paper setting error detected before executing command                           | Remove and re-install the receipt paper.                                                                                                                 |



| <b>Error Code</b> | <b>Description</b>                                                               | <b>Trouble shooting</b>                                    |
|-------------------|----------------------------------------------------------------------------------|------------------------------------------------------------|
| A010500           | Paper check error detected before executing command                              | Remove and re-install the receipt paper.                   |
| A010800           | Paper cutter software check error detected before executing command              | Check for and remove any jammed paper.                     |
| A080100           | Open lever detected while executing command                                      | Remove any jammed paper.                                   |
| A080200           | Receipt printer head overheated while printing                                   | Check the thermal printer head and change if necessary.    |
| A080300           | Paper jam detected while executing command                                       | Remove and re-install the receipt paper.                   |
| A080400           | Paper setting error detected before executing command                            | Remove and re-install the receipt paper.                   |
| A080500           | Paper check error in doing command                                               | Remove any jammed paper.                                   |
| A080800           | Paper cutter software check error detected while executing command               | Check for and remove any jammed paper.                     |
| ADN0100           | No response detected for 30 seconds after sending command                        | Check cable and connection between the CE and printer.     |
| ADN0F00           | No response detected for 30 seconds after sending command                        | Check cable and connection between the CE and printer.     |
| ADN1100           | No response detected after 3 retries                                             | Check cable and connection between the CE and printer.     |
| ADN1200           | No response detected between ENQ-ACK after 5 retries of ENQ                      | Check the cable and connection between the CE and printer. |
| ADN1300           | No response detected after 5 retries because of timeout between STX-BCC interval | Check cable and connection between the CE and printer.     |

## Chapter 3. Cash Dispenser

| Error Code | Description                                                                                                                                                                 | Trouble shooting                                                                  |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1102910    | LOST WITHDRAW CASH",<br>DEV_CSH                                                                                                                                             |                                                                                   |
| 1102920    | LOST DEPOSIT CASH",<br>DEV_CSH                                                                                                                                              |                                                                                   |
| 1103910    | LOST CARD & SLIP",<br>DEV_MCU   DEV_SPR                                                                                                                                     |                                                                                   |
| 2000100    | No cassette                                                                                                                                                                 | Insert or re-insert the cassette(s).<br>Check cassette sensor.                    |
| 2000200    | Note shortage                                                                                                                                                               | Replenish the cassette.                                                           |
| 2000300    | Reject bin full                                                                                                                                                             | Remove notes from the reject bin<br>and try the Cassette Total function<br>again. |
| 2000500    | Cash Dispenser Unit data setting<br>error                                                                                                                                   | Check Cash Dispenser Unit<br>information.<br>(Currency, Denomination, etc)        |
| 2001600    | Note detected in stacker (shutter<br>or presenter type)                                                                                                                     | Clear any notes from the stacker.                                                 |
| 2021500    | Sensor detects note in delivery<br>path before CDU dispenses                                                                                                                | Remove note from the CDU delivery<br>path.                                        |
| 2131500    | CS4 sensor detects note in<br>delivery path before CDU<br>dispenses. Sensor is located<br>along the delivery path right<br>before the reject bin.                           | Remove note from the CDU delivery<br>path.                                        |
| 21A1500    | CS1A sensor detects note in<br>delivery path before CDU<br>dispenses. Sensor is located<br>along the delivery path right after<br>where the note exits the 1st<br>cassette. | Remove note from the CDU delivery<br>path.                                        |
| 21B1500    | CSB sensor detects note in<br>delivery path before CDU<br>dispenses. Sensor is located<br>along the delivery path right after<br>where the note exits the 1st<br>cassette.  | Remove note from the CDU delivery<br>path.                                        |
| 24A1500    | CS3A sensor detects note in<br>delivery path before CDU<br>dispenses. Sensor is located<br>along the delivery path right after<br>where the note exits the 3rd<br>cassette. | Remove note from the CDU delivery<br>path.                                        |
| 24B1500    | CS3B sensor detects note in<br>delivery path before CDU<br>dispenses. Sensor is located<br>along the delivery path right after<br>where the note exits the 3rd<br>cassette. | Remove note from the CDU delivery<br>path.                                        |
| 40000      | Receive undefined command.                                                                                                                                                  |                                                                                   |

| Error Code | Description                                                                           | Trouble shooting                                                          |
|------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| 4000000    | Cash Dispenser(CDU) received the undefined command from AP software                   | 1. Get the trace file and log files in D:\trace<br>2. Call your attendant |
| 4001100    | Detecting CS2 / LS3 Dark (Front Access Type : Reject box is opened.)                  | 1. Remove notes on CS2 / LS3 sensor<br>2. Clean CS2 / LS3                 |
| 40014      | - Detect CS4A after initialization.<br>- Detect CS4A before dispensing.               |                                                                           |
| 4001400    | CS4A / LS9 sensor detects note in delivery path before/after CDU dispenses            | 1. Remove note from the CDU delivery path.<br>2. Clean CS4A / LS9         |
| 4001500    | CS2 or CS4A sensor detects note in delivery path before/after CDU dispenses           | 1. Remove note from the CDU delivery path.<br>2. Clean CS2 and CS4A       |
| 40018      | - Detect CS4B after initialization.<br>- Detect CS4B before dispensing.               |                                                                           |
| 4001800    | CS4B sensor detects note in delivery path before/after CDU dispenses                  | 1. Remove note from the CDU delivery path.<br>2. Clean CS4B               |
| 4001900    | CS2 or CS4B sensor detects note in delivery path before/after CDU dispenses           | 1. Remove note from the CDU delivery path.<br>2. Clean CS2 and CS4B       |
| 4001C      | - Detect CS4A & CS4B after initialization.<br>- Detect CS4A & CS4B before dispensing. |                                                                           |
| 4001C00    | CS4A or CS4B sensor detects note in delivery path before/after CDU dispenses          | 1. Remove note from the CDU delivery path.<br>2. Clean CS4A and CS4B      |
| 4001D00    | CS2, CS4A or CS4B sensor detects note in delivery path before/after CDU dispenses     | 1. Remove note from the CDU delivery path.<br>2. Clean CS2, CS4A and CS4B |
| 40021      | Detect CS1A after initialization / Detect CS1A before dispensing.                     |                                                                           |
| 4002100    | CS1A / LS1 sensor detects note in delivery path before/after CDU dispenses            | 1. Remove note from the CDU delivery path.<br>2. Clean CS1A / LS1         |
| 40022      | Detect CS1B after initialization / Detect CS1B before dispensing.                     |                                                                           |
| 4002200    | CS1B sensor detects note in delivery path before/after CDU dispenses                  | 1. Remove note from the CDU delivery path.<br>2. Clean CS1B               |
| 40023      | Detect CS1A & CS1B after initialization / Detect CS1A & CS1B before dispensing.       |                                                                           |
| 4002300    | CS1A or CS1B sensor detects note in delivery path before/after CDU dispenses          | 1. Remove note from the CDU delivery path.<br>2. Clean CS1A and CS1B      |
| 40028      | Detect CS13 after initialization / Detect CS13 before dispensing.                     |                                                                           |
| 4002800    | CS13 sensor detects note in delivery path before/after CDU dispenses                  | 1. Remove note from the CDU delivery path.<br>2. Clean CS13               |

| Error Code | Description                                                                                   | Trouble shooting                                                                                                                                                                                       |
|------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 40029      | Detect CS13 & CS1A after initialization / Detect CS13 & CS1A before dispensing.               |                                                                                                                                                                                                        |
| 4002900    | CS1A or CS13 sensor detects note in delivery path before/after CDU dispenses                  | 1. Remove note from the CDU delivery path.<br>2. Clean CS1A and CS13                                                                                                                                   |
| 4002A      | Detect CS13 & CS1B after initialization / Detect CS13 & CS1B before dispensing.               |                                                                                                                                                                                                        |
| 4002A00    | CS1B or CS13 sensor detects note in delivery path before/after CDU dispenses                  | 1. Remove note from the CDU delivery path.<br>2. Clean CS1B and CS13                                                                                                                                   |
| 4002B      | Detect CS13 & CS1A & CS1B after initialization / Detect CS13 & CS1A & CS1B before dispensing. |                                                                                                                                                                                                        |
| 4002B00    | CS1A, CS1B or CS13 sensor detects note in delivery path before/after CDU dispenses            | 1. Remove note from the CDU delivery path.<br>2. Clean CS1A, CS1B and CS13                                                                                                                             |
| 40030      | (INITIAL / DISPENSE) Motor Constant Speed Error                                               |                                                                                                                                                                                                        |
| 4003000    | Failed in checking the main motor echo                                                        | 1. Initialize<br>2. Check Main Motor Encoder Slit<br>3. Initialize after Power On/Off<br>4. Check Encoder Sensor CS8 BRKT<br>5. Check CS8 Sensor Cable<br>6. Change Main Motor Encoder Slit Sensor CS8 |
| 40031      | (INITIAL / DISPENSE) SOLENOID ECHO Error                                                      |                                                                                                                                                                                                        |
| 4003100    | Failed in checking the reject gate solenoid echo                                              |                                                                                                                                                                                                        |
| 4003200    | Failed in checking the present gate solenoid echo                                             |                                                                                                                                                                                                        |
| 4003300    | Check sum error (No information is set)                                                       | 1. Check Cash Dispenser Information after reading Cash Dispenser version<br>2. Initialize<br>3. Initialize after executing Cash Dispenser Information Set('P') Command<br>4. Change Cash Dispenser B/D |
| 4003400    | Error of two sheets detecting sensor(CS5_1) for initializing                                  | 1. Check CS5_1 Sensor Cable<br>2. Check second Dip Switch in Cash Dispenser B/D<br>3. Change CS5_1 Sensor                                                                                              |
| 40036      | Detect CS13 before initialization.                                                            |                                                                                                                                                                                                        |
| 4003600    | Error of CS 2, CS13 / LS2 sensor during initialization                                        | 1.Remove a jammed note in CS13 / LS2 sensor.<br>2.Replace CS13 / LS2 sensor.                                                                                                                           |

| Error Code | Description                                                                                              | Trouble shooting                                                                                                                                                                                                                                                          |
|------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4003700    | Error of 2 sheets detecting sensor (CS5_1 / CS5_2) for dispensing                                        | 1. Check Cash Dispenser Board Segment<br>2. Initialize<br>3. Read data of 'Read Double Sensor' Command                                                                                                                                                                    |
| 4003800    | Error in checking SRAM                                                                                   |                                                                                                                                                                                                                                                                           |
| 40039      | (INITIAL / DISPENSE) Solenoid Operation Error before motor activation                                    |                                                                                                                                                                                                                                                                           |
| 4003900    | Gate operation sensor (CS3 / LS8) error before initial recovery                                          | 1. Initialize after removing notes or dust over Gate<br>2. Check CS3 / LS8 Sensor BKRT<br>3. Check CS3 / LS8 Sensor Cable<br>4. Exchange Sensor after abnormal operating<br>CS3 / LS8 Gate detecting Sensor<br>5. Replace Reject Solenoid 1                               |
| 4003A00    | When more than 5 sheets of cash dispensing is required during a test                                     | 1. Check command that Cash Dispenser is received<br>2. Check Cash Dispenser EP ROM Version or specification                                                                                                                                                               |
| 4003B00    | When CS15A or CS 15B sensor is detected as dark after initial recovery                                   | 1. Remove notes or dust on CS15A Sensor<br>2. Check CS15A Sensor Cable<br>3. Exchange Sensor after abnormal operating CS15A Sensor                                                                                                                                        |
| 40040      | (DISPENSE) Reboot 5 or more times due to cassette separation                                             |                                                                                                                                                                                                                                                                           |
| 4004000    | Cassette is removed during dispensing                                                                    | 1. Check the cassette catcher<br>2. Set the cassette properly                                                                                                                                                                                                             |
| 40041      | (DISPENSE) Reboot 12 or more times                                                                       |                                                                                                                                                                                                                                                                           |
| 4004100    | Error if re-driving is over 5 times during separated rejection                                           | 1. Check notes in Reject Box<br>2. Rearrange notes in Cassette<br>3. Remove dust in CS15AB, CS31AB, CS41AB CS1AB Sensor<br>4. Check dust existing in CS5 Sensor Guide<br>5. Check dust existing in Main Motor Encoder Slit<br>6. Check index value of notes each cassette |
| 40042      | (DISPENSE) The dispensed number of notes is less than requested.                                         |                                                                                                                                                                                                                                                                           |
| 4004200    | In case the number of notes detected outlet sensor(CS13 / LS2) is less than the number of required notes | 1. Check notes dispensed and rejected<br>2. Remove notes jammed in CDU<br>3. Remove dust in CS13 / LS2 Sensor<br>4. Exchange sensor after abnormal operating<br>CS13 / LS2 Sensor                                                                                         |

| Error Code | Description                                                                                | Trouble shooting                                                                                                                                                                                                                                                                |
|------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 40043      | (DISPENSE) Reject more than 40 sheets.                                                     |                                                                                                                                                                                                                                                                                 |
| 4004300    | Error if total reject is more than 20 sheets                                               | <ol style="list-style-type: none"> <li>1. Check notes in Reject Box</li> <li>2. Rearrange notes in Cassette</li> <li>3. Remove dust in CS1AB, CS15AB, CS31AB, CS41AB Sensor</li> <li>4. Check dust in existence CS5 Sensor Guide</li> <li>5. Check notes index value</li> </ol> |
| 4004400    | Error if continuous 5 times are rejected                                                   | <ol style="list-style-type: none"> <li>1. Check notes in Reject Box</li> <li>2. Rearrange notes in Cassette</li> <li>3. Check dust in Main Motor Encoder Slit</li> <li>4. Remove dust in CS15AB, CS31AB, CS1AB Sensor</li> <li>5. Exchange CS8 Encoder Slit Sensor</li> </ol>   |
| 40045      | (DISPENSE) The dispensed number of notes is more than requested during/after operation     |                                                                                                                                                                                                                                                                                 |
| 4004500    | In case the number of notes detected outlet sensor(CS13 / LS2) is more than required notes | <ol style="list-style-type: none"> <li>1. Check notes dispensed and rejected</li> <li>2. Remove dust in CS13 / LS2 Sensor</li> <li>3. Exchange sensor after abnormal operating CS13 / LS2 Sensor</li> </ol>                                                                     |
| 4004600    | Program error(Separated rejection)                                                         | <ol style="list-style-type: none"> <li>1. Initialize after Reset Power</li> <li>2. Upgrade Cash Dispenser Firmware or re-download</li> <li>3. Exchange Cash Dispenser B/D</li> </ol>                                                                                            |
| 40047      | (DISPENSE) Reboot 5 or more times due to miss pick up                                      |                                                                                                                                                                                                                                                                                 |
| 4004700    | 1 cassette mis-feed error (Separated rejection)                                            | <ol style="list-style-type: none"> <li>1. Check notes in 1 Cassette</li> <li>2. Check Sensor(CS6) Poll</li> <li>3. Check jam in 1 cassette and reload</li> <li>4. Remove dust in CS1A, CS1B Sensor</li> <li>5. Exchange 1 cassette box when there are many error</li> </ol>     |
| 4004800    | Error if the number of dispensed notes is not matched to the requested                     | <ol style="list-style-type: none"> <li>1. Check CS13 sensor (note jam and dust)</li> <li>2. Replace CS13 sensor</li> </ol>                                                                                                                                                      |
| 40049      | (DISPENSE) Received the number of requirement by "0".                                      |                                                                                                                                                                                                                                                                                 |
| 4004900    | Error to dispense 0 sheets to be required (Separated rejection)                            | <ol style="list-style-type: none"> <li>1. Check received command</li> <li>2. Check communication cable</li> <li>3. Check Cash Dispenser Firmware Version</li> </ol>                                                                                                             |
| 4004A      | (DISPENSE) Jam during dispensing.                                                          |                                                                                                                                                                                                                                                                                 |

| Error Code | Description                                                                                                       | Trouble shooting                                                                                                                                                                                                                                                                  |
|------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4004A00    | Error of note jam (Separated rejection)                                                                           | <ol style="list-style-type: none"> <li>1. Remove jammed notes on Cash Dispenser return path</li> <li>2. Remove dust in CS1~CS4 sensor</li> <li>3. Install after rearranging notes in cassette</li> </ol>                                                                          |
| 4004B00    | Continuous 3 times error if note is long (once tried, twice retried)=>Separated rejection                         | <ol style="list-style-type: none"> <li>1. Check state of notes in reject box</li> <li>2. Rearrange notes in cassette</li> <li>3. Check Index of notes</li> <li>4. Check foreign objects in the main motor encoder slit</li> <li>5. Replace the CS8 encoder slit sensor</li> </ol> |
| 4004C00    | In case the number of notes detected outlet sensor(CS13/LS2) is more than that of notes detected on CS1A,B sensor | <ol style="list-style-type: none"> <li>1. Check CS1 sensor</li> <li>2. Reconnect CS1 sensor</li> </ol>                                                                                                                                                                            |
| 4004D      | (DISPENSE) Cassette separation before operation.                                                                  |                                                                                                                                                                                                                                                                                   |
| 4004D00    | Error of being removed 1st cassette before separate rejection                                                     | <ol style="list-style-type: none"> <li>1. Set cassette #1 correctly</li> <li>2. Check the catcher inside cassette #1 guide</li> </ol>                                                                                                                                             |
| 4004E00    | Error of being removed 2nd cassette before separate rejection                                                     | <ol style="list-style-type: none"> <li>1. Set cassette #2 correctly</li> <li>2. Check the catcher inside cassette #2 guide</li> </ol>                                                                                                                                             |
| 40051      | (DISPENSE) Received the required number of notes 150 or more.                                                     |                                                                                                                                                                                                                                                                                   |
| 4005100    | Received a request for over 150 notes dispensing on the Cash Dispenser from the upper unit.                       | <ol style="list-style-type: none"> <li>1. Check the Cash Dispenser received command</li> <li>2. Check the abnormal communication cable.</li> <li>3. Check the Cash Dispenser firmware version and refer to specifications.</li> </ol>                                             |
| 4005200    | The remaining notes at the sensor in front of the CST after dispense operation (CS1A, CS1B)                       | <ol style="list-style-type: none"> <li>1. Remove the remaining notes at a sensor in front of the CST</li> <li>2. Realign notes in the cassette</li> <li>3. Check abnormal clutch.</li> <li>4. Check abrasion of the cassette box pick unit.</li> </ol>                            |
| 4005300    | Error for the double note detection during separation.                                                            |                                                                                                                                                                                                                                                                                   |
| 4005400    | Cash Dispenser EP Program Error during dispense operation (failed table search)                                   | <ol style="list-style-type: none"> <li>1. Initialize after resetting the power</li> <li>2. Upgrade the Cash Dispenser firmware or download software again</li> <li>3. Replace the Cash Dispenser B/D</li> </ol>                                                                   |
| 40055      | (DISPENSE) Detect CS13 during constant speed of motor / CS13 Jam during dispensing.                               |                                                                                                                                                                                                                                                                                   |

| Error Code | Description                                                                                | Trouble shooting                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4005500    | Timeout due to note's length error passed through the CS13 / LS2 during dispense operation | <ol style="list-style-type: none"> <li>1. Remove a jammed note between the tray and Cash Dispenser</li> <li>2. Remove a jammed note at the position of the CS13 / LS2 sensor</li> <li>3. Remove a dust on the CS13 / LS2 sensor</li> </ol>                                                                                                                                                                                              |
| 40056      | (DISPENSE) Solenoid Error during dispensing.                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4005600    | Abnormal operation of the gate solenoid during dispense operation.                         | <ol style="list-style-type: none"> <li>1. Remove a jammed note on the gate</li> <li>2. Remove notes in the reject box and remount the reject box</li> <li>3. Check if the CS3 / LS8 sensor bracket is bended.</li> <li>4. Check if the CS3 / LS8 sensor cable is Disconnected (CN10 #9~10)</li> <li>5. Exchange a sensor after abnormal operating CS3 / LS8 Gate detecting sensor.</li> <li>6. Replace the reject solenoid 1</li> </ol> |
| 4005700    | Cash dispenser configuration error                                                         | <ol style="list-style-type: none"> <li>1. Replace cash dispenser PCB</li> <li>2. Reconfigure cash dispenser setup data</li> </ol>                                                                                                                                                                                                                                                                                                       |
| 4005800    | Retract box position error during reserved operation                                       | <ol style="list-style-type: none"> <li>1. Mount the retract box or open the box cover</li> <li>2. Check if CS62 sensor poll is abnormal</li> <li>3. Check if the CS62 sensor cable is disconnected (Cash Dispenser Board CN10 #5~2).</li> </ol>                                                                                                                                                                                         |
| 4005900    | Initial jam time error                                                                     | <ol style="list-style-type: none"> <li>1. Remove jammed notes</li> <li>2. Clean the sensors (CS1~CS15) in cash dispenser</li> </ol>                                                                                                                                                                                                                                                                                                     |
| 4005B00    | 2 Cassette Miss Feed Error (Fail to reject bill separately.)                               |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4005D00    | Continuously detected 2 notes for three times or more during dispense operation            | <ol style="list-style-type: none"> <li>1. Check notes' status in the reject box</li> <li>2. Realign notes in the cassette</li> <li>3. Check foreign objects at the position of the CS5 Sensor Guide</li> <li>4. Check if the CS5 cable is disconnected (CS5_1:Cash Dispenser B/D CN10 #11~12, 25~28/ CS5_2:CN12)</li> </ol>                                                                                                             |
| 4006000    | Something is detected in C31AB sensor before dispensing bills from 3rd cassette.           |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4006100    | Something is detected in C31AB sensor before dispensing bills.                             |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4006200    | Bills are remained in CS1AB sensor after dispensing bills.                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4006300    | Bills are remained in CS31AB sensor after dispensing bills                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                         |



| Error Code | Description                                                                          | Trouble shooting |
|------------|--------------------------------------------------------------------------------------|------------------|
| 4006A00    | CS15AB ~ CS13 Time out(Jam) during dispensing bills from second cassette.            |                  |
| 4006B00    | Something is detected on CS31A, CS31B sensor during initialization                   |                  |
| 4007000    | Something is detected on CS41AB sensor before dispensing bills from fourth cassette. |                  |
| 4007200    | Something is detected on CS41AB sensor during dispensing bills.                      |                  |
| 4007300    | Bills is remained in CS41AB sensor after dispensing bills.                           |                  |
| 4007A00    | CS31AB ~ CS13 Time out (Jam) during dispensing bills from fourth cassette.           |                  |
| 4007B00    | Something is detected on CS41A, CS41B sensor in initialization                       |                  |
| 4007C00    | Missfeed error in 4th cassette                                                       |                  |
| 4007D00    | Trying to dispense bills from 4th cassette but the 4th cassette doesn't installed.   |                  |
| 4008000    | Something is detected on CS15AB sensor before dispensing operation                   |                  |
| 4008100    | Something is detected in C15AB sensor during dispensing operation                    |                  |
| 4008200    | Bill is remained in CS15AB sensor after dispensing operation                         |                  |
| 40088      | (DISPENSE) Dispense the notes on the state of unsupported denomination setting.      |                  |
| 4008F00    | CS13 sensor detects a bill with hole during dispensing                               |                  |
| 40090      | Decryption Error / Key Error                                                         |                  |
| 40091      | Receive CMD except certification on the status of non-certification.                 |                  |
| 40092      | Encryption Chip Communication Error                                                  |                  |
| 40093      | 0xC1 Command Execution Error (Certification Fail)                                    |                  |
| 40094      | 0xC2 Command Execution Error (Certification Fail)                                    |                  |
| 4009A00    | CS31AB~CS13 Time out(Jam) during dispensing from 3rd cassette.                       |                  |
| 4009D00    | Trying to dispense bills from 3rd cassette but the 3rd cassette doesn't installed.   |                  |
| 4009F00    | 3 cassette miss feed error                                                           |                  |

| Error Code | Description                                                                                                           | Trouble shooting                                                                              |
|------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 400AC00    | Something is detected on CS2 sensor after dispense operation                                                          |                                                                                               |
| 400BC00    | Communication error - Command Length doesn't match.                                                                   |                                                                                               |
| 400BD      | (Set CDU Info) CDU Type Setting Error                                                                                 |                                                                                               |
| 400BE      | (DISPENSE) Jam on the transport during operation (CS4 A/B Dark)                                                       |                                                                                               |
| 400BE00    | Bill pickup sensor(CS1, CS15) recognized has a hole and CS4 sensor detects it or CS4 sensor detects the gap too close |                                                                                               |
| 400BF      | (Initialize, Dispense) No Encoder Signal 150ms or more during operation.                                              |                                                                                               |
| 400C100    | Cassette Jam during dispense operation (1 CST Encoder Error).                                                         | 1.Remove a jammed note in 1 Cassette.<br>2.Replace 1 cassette box when multiple errors occur. |
| 400C200    | Cassette Jam during dispense operation (2 CST Encoder Error).                                                         | 1.Remove a jammed note in 2 Cassette.<br>2.Replace 2 cassette box when multiple errors occur. |
| 400C300    | Cassette Jam during dispense operation (3 CST Encoder Error).                                                         | 1.Remove a jammed note in 3 Cassette.<br>2.Replace 3 cassette box when multiple errors occur. |
| 400C400    | Cassette Jam during dispense operation (4 CST Encoder Error).                                                         | 1.Remove a jammed note in 4 Cassette.<br>2.Replace 4 cassette box when multiple errors occur. |
| 400C6      | Detect CS13 during initialization.                                                                                    |                                                                                               |
| 400C600    | Error of CS 2, CS13 sensor during initialization                                                                      | 1.Remove a jammed note in CS13 sensor.<br>2.Replace CS13 sensor.                              |
| 400C700    | Something is detected on CS12 sensor during dispensing bills or initialization.                                       |                                                                                               |
| 400C800    | Something is detected on CS14 sensor during dispensing bills or initialization.                                       |                                                                                               |
| 400C900    | Something is detected on CS14 sensor after dispense operation                                                         |                                                                                               |
| 400CC      | (DISPENSE) Detect CS1A, CS1B just before reset.                                                                       |                                                                                               |
| 400CC00    | Bill is remained on the sensor in front of cassette during resetting.                                                 |                                                                                               |
| 400D000    | Bills are passed on CS13~CS12 sensor -Timeout[Jam].                                                                   |                                                                                               |
| 400D100    | Bills are passed on CS12~CS14 sensor -Timeout[Jam].                                                                   |                                                                                               |
| 400D7      | DIP Switch Setting Error                                                                                              |                                                                                               |

| Error Code | Description                                                                     | Trouble shooting                                                                         |
|------------|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 400FF00    | Bill jam                                                                        | 1. Remove the jammed notes<br>2. Initialize                                              |
| 4DN0000    | Cash Dispenser communication failure during sending command to cash dispenser   | 1. Do RESET at Operator Function<br>2. Reboot ATM                                        |
| 4DN0100    | Cash Dispenser communication failure during receiving command to cash dispenser | 1. Do RESET at Operator Function<br>2. Reboot ATM                                        |
| 4DN8100    | Communication error of Shutter                                                  |                                                                                          |
| 8216091    | Cash jammed on Cash Dispenser                                                   | 1. Remove jammed notes on Cash Dispenser return path<br>2. Remove dust in CS1~CS4 sensor |
| 9712000    | Failed to create file                                                           | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9712100    | Failed to read file                                                             | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9712200    | Failed to write file                                                            | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9712300    | Failed to close file                                                            | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9712400    | Failed to delete file                                                           | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9712500    | Failed to copy file                                                             | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9712600    | Failed to create directory                                                      | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9719000    | Failed to execute an extra command in the status of Cash Unit Exchange          | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9719100    | In case of not being the status of Cash Unit Exchange out of End Exchange       | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9719200    | In case of carrying out Cash In Start command at two times                      | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9719300    | In case of not being the status of Cash In out of End Cash In                   | 1. Reboot ATM<br>2. Reinstall software<br>3. Replace hard disk drive                     |
| 9719400    | Invalid Cash Unit ID                                                            | Reconfigure cash dispenser setup data                                                    |
| 9719500    | Invalid Cash Unit number                                                        | Reconfigure cash dispenser setup data                                                    |
| 9719600    | The abnormal of the number of Cash Unit                                         | Reconfigure cash dispenser setup data                                                    |

| Error Code | Description                                                                                                              | Trouble shooting                                                                                                                                  |
|------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 9719700    | No. of dispensed notes that software counts is not matched to it cash dispenser responded                                | 1. Initialize after resetting the power<br>2. Upgrade the Cash Dispenser firmware or download software again<br>3. Replace the Cash Dispenser B/D |
| 971A000    | Invalid denomination                                                                                                     | Reconfigure denomination at supervisor mode                                                                                                       |
| 971A100    | Invalid currency                                                                                                         | Reconfigure currency at supervisor mode                                                                                                           |
| 971A200    | CASSETTE OFF POSITION".<br>Not dispensable                                                                               | 1. Reconfigure denomination<br>2. Reconfigure currency                                                                                            |
| 971A300    | In case the number of bills dispensed exceeds the maximum dispensing bill                                                | 1. Check cash dispenser driver (CDM SP) version<br>2. Reconfigure the maximum dispensable count                                                   |
| 971A400    | In case the number of coins dispensed exceeds the maximum dispensing coin                                                | 1. Check coin dispenser driver version<br>2. Reconfigure the maximum dispensable count                                                            |
| 971A500    | Invalid mix number                                                                                                       | 1. Reconfigure cash dispenser at supervisor mode                                                                                                  |
| 971A600    | In case automatic Retry of SP fails 3 times                                                                              |                                                                                                                                                   |
| 971A700    | There is no setting information about automatic Retry standard                                                           |                                                                                                                                                   |
| 971B000    | In case of being executed Reject or Retract command without being the bills in stacker.                                  | 1. Check a dust in stacker<br>2. Reconfigure the maximum dispensable count                                                                        |
| 971C000    | Not supported command                                                                                                    | Reinstall software                                                                                                                                |
| 971D100    | Partial dispense                                                                                                         | 1. Check the replenished amount and replenish<br>2. Check the notes in cassette #1                                                                |
| 971D200    | Partial dispense from cassette #2                                                                                        | 1. Check the replenished amount and replenish<br>2. Check the notes in cassette #2                                                                |
| 971D300    | Partial dispense from cassette #3                                                                                        | 1. Check the replenished amount and replenish<br>2. Check the notes in cassette #3                                                                |
| 971DX00    | In case partial bills dispensed by dispensing demand when Partial Dispense option is on.<br>☞ "X" means cassette number. |                                                                                                                                                   |
| 9740000    | Cash Dispenser communication failure during COM port open                                                                | 1. Do RESET at Operator Function<br>2. Reboot ATM                                                                                                 |
| 9740101    | In case incorrect cassette type is set.                                                                                  |                                                                                                                                                   |
| 9740102    | In case nonexistent Note Index is set.                                                                                   |                                                                                                                                                   |
| 9741100    | When sensing CS2 Dark (Error code, 400FF00 is subdivided by location of sensor.)                                         |                                                                                                                                                   |

| Error Code | Description                                                                                  | Trouble shooting                                                                         |
|------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 9741400    | When sensing CS4A Dark (Error code, 400FF00 is subdivided by location of sensor.)            |                                                                                          |
| 9741800    | When sensing CS4B Dark (Error code, 400FF00 is subdivided by location of sensor.)            |                                                                                          |
| 9742100    | When sensing CS21A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)         |                                                                                          |
| 9742800    | When sensing CS13 Dark (Error code, 400FF00 is subdivided by location of sensor.)            |                                                                                          |
| 9743B00    | When sensing CS15A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)         |                                                                                          |
| 9744700    | Cash picking-up fail while cash in cassette #1 is enough                                     | 1. Check bill jam or no note in cassette #1<br>2. Check cash dispenser                   |
| 9745B00    | Cash picking-up fail while cash in cassette #2 is enough                                     | 1. Check bill jam or no note in cassette #2<br>2. Check cash dispenser                   |
| 9746B00    | When sensing CS31A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)         |                                                                                          |
| 9747B00    | When sensing CS41A, B Dark (Error code, 400FF00 is subdivided by location of sensor.)        |                                                                                          |
| 9747C00    | Cash picking-up fail while cash in cassette #4 is enough                                     | 1. Check bill jam or no note in cassette #2<br>2. Check cash dispenser                   |
| 974FF00    | When sensing bills in the Stacker (Error code, 400FF00 is subdivided by location of sensor.) |                                                                                          |
| 9749F00    | Cash picking-up fail while cash in cassette #3 is enough                                     | 1. Check bill jam or no note in cassette #2<br>2. Check cash dispenser                   |
| 97914XX    | DEV_Cash Dispenser Time over Error Code                                                      | 1. Reboot ATM<br>2. Call your attendant                                                  |
| 97924XX    | DEV_Cash Dispenser FATAL ERROR (WARNING)                                                     | 1. Reboot ATM<br>2. Call your attendant                                                  |
| 9799499    | DISPENSER COUNT ERROR                                                                        | Check the sensor on cash dispenser                                                       |
| C004F00    | The Number of dispensed notes does not match                                                 | 1. Check the number of dispensed notes.<br>2. Perform a test on the Cash Dispenser Unit. |

## Chapter 4. Modem

| Error Code | Description                                                                                                       | Trouble shooting                                              |
|------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| D030000    | Modem is not responding                                                                                           | Check the modem controller.                                   |
| D030100    | The target call address has call blocking enabled.                                                                | 1. Check modem cable<br>2. Contact to technician support team |
| D030200    | The specified terminal identifier is invalid.                                                                     | 1. Check modem cable<br>2. Contact to technician support team |
| D030300    | All call appearances on the specified address are currently in use.                                               | 1. Check modem cable<br>2. Contact to technician support team |
| D030400    | The disable address parameter contains dialing control characters that are not processed by the service provider. | 1. Check modem cable<br>2. Contact to technician support team |
| D030500    | The specified country/region code is invalid.                                                                     | 1. Check modem cable<br>2. Contact to host and phone company  |
| D030600    | The operation failed for an unspecified or unknown reason.                                                        | Contact to technician support team                            |
| D030700    | Insufficient resources to complete the operation                                                                  | Contact to technician support team                            |

## Chapter5. Miscellaneous

| Error Code | Description                                                     | Trouble shooting                                          |
|------------|-----------------------------------------------------------------|-----------------------------------------------------------|
| 1030100    | DEV_PIN (Key data error from host)                              | Contact to host                                           |
| 2000400    | Vault door open                                                 | Close the vault door. Check door switch.                  |
| 9701010    | Failed to connect communication between SP of PIN and EP of one | Check if communication cable or COM port is not connected |
| 9701012    | Failed to deliver to data of EPP's SP                           | Check if communication cable or COM port is not connected |
| 9701016    | Received data time out of EPP                                   | Check if communication cable or COM port is not connected |
| 9701017    | Delivered data time out of EPP                                  | Check if communication cable or COM port is not connected |
| 9701031    | Failed to read Register of EPP                                  | Reboot ATM                                                |
| 9701040    | Failed to produce Thread of EPP                                 | Reboot ATM                                                |
| 9701060    | Failed to create buffer                                         | Reboot ATM                                                |
| 9701111    | BCC error of EPP                                                | Check BCC logic of EPP                                    |
| 9701151    | EPP is down when it receives an 'Get Status' command            | 1. Reboot ATM<br>2. Replace pinpad                        |
| 9701152    | EPP is down when it receives an 'Clear Func Key' command        | 1. Reboot ATM<br>2. Replace pinpad                        |
| 9722020    | File Open Error                                                 | 1. Reboot ATM<br>2. Call your attendant                   |
| 9722060    | Memory Allocate Error (PrintForm Allocate IndexBuffer Fail)     | 1. Reboot ATM<br>2. Call your attendant                   |
| 9722068    | Invalid Media Name                                              | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221A2    | Invalid Unit                                                    | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221C1    | Form is not Found                                               | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221C4    | Form Name is NULL                                               | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221C5    | Invalid Form                                                    | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221C6    | PrintForm() offset is Invalid                                   | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221C7    | Invalid Form (Too many Fields)                                  | 1. Reboot ATM<br>2. Call your attendant                   |
| 97221D1    | Media is not Found                                              | 1. Reboot ATM<br>2. Call your attendant                   |

| <b>Error Code</b> | <b>Description</b>                                                   | <b>Trouble shooting</b>                 |
|-------------------|----------------------------------------------------------------------|-----------------------------------------|
| 97221D3           | Media Overflow when form size is larger than media size              | 1. Reboot ATM<br>2. Call your attendant |
| 97221D4           | Media Name is NULL                                                   | 1. Reboot ATM<br>2. Call your attendant |
| 97221D5           | Invalid Media (Attribute for Media definition is not proper)         | 1. Reboot ATM<br>2. Call your attendant |
| 97221D6           | Invalid Media (Area size is larger than media size)                  | 1. Reboot ATM<br>2. Call your attendant |
| 97221D7           | Invalid Media (Size of Media Name is exceeded to 2048 bytes totally) | 1. Reboot ATM<br>2. Call your attendant |
| 97221E1           | Field is not Found                                                   | 1. Reboot ATM<br>2. Call your attendant |
| 97221E2           | Field Error (This Field must have initial value)                     | 1. Reboot ATM<br>2. Call your attendant |
| 97221E3           | Non-Indexed value for Indexed Field                                  | 1. Reboot ATM<br>2. Call your attendant |
| 97221E4           | Invalid Field                                                        | 1. Reboot ATM<br>2. Call your attendant |
| 97221E5           | Invalid Field (This Field's width is 0)                              | 1. Reboot ATM<br>2. Call your attendant |
| 9740020           | Failed to create file                                                | 1. Reboot ATM<br>2. Call your attendant |
| 9740025           | Failed to copy file                                                  | 1. Reboot ATM<br>2. Call your attendant |
| 9745500           | System power off while dispensing                                    |                                         |
| 97915XX           | DEV_BRM Time over Error Code                                         | 1. Reboot ATM<br>2. Call your attendant |
| 97916XX           | DEV_PBM Time over Error Code                                         | 1. Reboot ATM<br>2. Call your attendant |
| 97918XX           | DEV_PIN Time over Error Code                                         | 1. Reboot ATM<br>2. Call your attendant |
| 9791AXX           | DEV_FNG Time over Error Code                                         | 1. Reboot ATM<br>2. Call your attendant |
| 9791BXX           | DEV_VFD Time over Error Code                                         | 1. Reboot ATM<br>2. Call your attendant |
| 97925XX           | DEV_BRM FATALERROR (WARNING)                                         | 1. Reboot ATM<br>2. Call your attendant |
| 97926XX           | DEV_PBM FATALERROR (WARNING)                                         | 1. Reboot ATM<br>2. Call your attendant |
| 97928XX           | DEV_PIN FATALERROR (WARNING)                                         | 1. Reboot ATM<br>2. Call your attendant |
| 9792AXX           | DEV_FNG FATALERROR (WARNING)                                         | 1. Reboot ATM<br>2. Call your attendant |



| Error Code | Description                                 | Trouble shooting                                                             |
|------------|---------------------------------------------|------------------------------------------------------------------------------|
| 9792BXX    | DEV_VFD FATALERROR (WARNING)                | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799901    | DOOR CHECK                                  | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799902    | LIGHT ERROR                                 | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799903    | SPL ERROR                                   | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799904    | PIN ERROR                                   | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799905    | SENSOR CHECK                                | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799907    | UPS ERROR                                   | 1. Reboot ATM<br>2. Call your attendant                                      |
| 9799908    | SCREEN ERROR                                | 1. Reboot ATM<br>2. Call your attendant                                      |
| 991@@91    | ON TRANSACTION POWER OFF                    | 1. Check power supply<br>2. Check backup battery                             |
| D000100    | Error while modem initializing              | Check the modem connection and the modem test.                               |
| D000200    | Reversal transaction failure                | Check for any CDU error codes and the number of notes dispensed to customer. |
| D000300    | PIN ERROR                                   | Transaction was denied by host                                               |
| D000400    | INVALID PIN                                 | Reboot ATM                                                                   |
| D000500    | BANK UNAVAILABLE                            | Transaction was denied by host                                               |
| D000600    | CARD NOT SUPPORTED                          | Transaction was denied by host                                               |
| D000700    | INSUFFICIENT FUNDS                          | Transaction was denied by host                                               |
| D000800    | INELIGIBLE TRANSACTION                      | Transaction was denied by host                                               |
| D000900    | INELIGIBLE ACCOUNT                          | Transaction was denied by host                                               |
| D001000    | DAILY LIMIT EXCEEDED                        | Transaction was denied by host                                               |
| D001100    | UNABLE TO PROCESS                           | Transaction was denied by host                                               |
| D001200    | Invalid transaction                         | Check the transaction from the host and try again.                           |
| D001300    | Invalid amount                              | Check the transaction from the host and try again.                           |
| D001400    | Invalid card number                         | Check the transaction from the host and try again.                           |
| D001500    | UNABLE TO PROCESS                           | Transaction was denied by host                                               |
| D001600    | WITHDRAWAL LIMIT ALREADY REACHED            | Transaction was denied by host                                               |
| D001700    | INVALID AMOUNT                              | Transaction was denied by host                                               |
| D001800    | EXTERNAL DECLINE                            | Transaction was denied by host                                               |
| D001900    | SYSTEM ERROR                                | Transaction was denied by host                                               |
| D002000    | Surcharge screen should have been displayed | Check the transaction from the host and try again. Check BIN List            |

| <b>Error Code</b> | <b>Description</b>                   | <b>Trouble shooting</b>                                                 |
|-------------------|--------------------------------------|-------------------------------------------------------------------------|
| D002100           | ROUTING LOOKUP PROBLEM               | Transaction was denied by host                                          |
| D002200           | UNABLE TO PROCESS                    | Transaction was denied by host                                          |
| D002300           | TRANSACTION NOT SUPPORTED            | Transaction was denied by host                                          |
| D002400           | Exceeds Issuer Withdrawal Limit      | Check the transaction from the host and try again.                      |
| D003900           | No Credit Account                    | Check the transaction from the host and try again.                      |
| D005100           | Insufficient Funds                   | Check the transaction from the host and try again. Try Balance Inquiry  |
| D005200           | No Checking Account                  | Check the transaction from the host and try again.                      |
| D005300           | No Savings Account                   | Check the transaction from the host and try again.                      |
| D005400           | Expire Card                          | Check the transaction from the host and try again.                      |
| D005500           | Incorrect Pin                        | Check the transaction from the host and try again.                      |
| D005700           | Transaction not Permitted – Card     | Check the transaction from the host and try again.                      |
| D005800           | Transaction not Permitted – Terminal | Check the transaction from the host and try again.                      |
| D006100           | Exceeds Withdrawal Limit             | Check the transaction from the host and try again.                      |
| D007500           | PIN Tries Exceeded                   | Check the transaction from the host and try again.                      |
| D007800           | No Account                           | Check the transaction from the host and try again.                      |
| D008000           | Invalid Date                         | Check the transaction from the host and try again.                      |
| D008300           | Can not Verify PIN                   | Check the transaction from the host and try again. Try different cards. |
| D008600           | Can not Verify PIN                   | Check the transaction from the host and try again. Try different cards. |
| D009100           | Bank Unavailable                     | Check the transaction from the host and try again.                      |
| D009200           | System Unavailable                   | Check the transaction from the host and try again.                      |
| D009300           | Transaction Serial Number mismatch   | Check the terminal setting from the host.                               |
| D009400           | Record format mismatch.              | Check the terminal setting from the host.                               |

| <b>Error Code</b> | <b>Description</b>                                      | <b>Trouble shooting</b>                   |
|-------------------|---------------------------------------------------------|-------------------------------------------|
| D009500           | Routing ID mismatch.                                    | Check the terminal setting from the host. |
| D009600           | Terminal ID mismatch.                                   | Check the terminal setting from the host. |
| D009700           | Response Type mismatch (Reversal)                       | Check the terminal setting from the host. |
| D009800           | Response Type mismatch (Day Close)                      | Check the terminal setting from the host. |
| D009900           | Response Type mismatch (Config.)                        | Check the terminal setting from the host. |
| D009A00           | Response Type mismatch (Withdrawal/Balance/Transfer)    | Check the terminal setting from the host. |
| D009B00           | STX error                                               | Check the terminal setting from the host. |
| D009C00           | ETX error                                               | Check the terminal setting from the host. |
| D009D00           | FS out (after response code)                            | Check the terminal setting from the host. |
| D009E00           | FS out (after retrieval reference number)               | Check the terminal setting from the host. |
| D009F00           | FS out (after system trace audit number)                | Check the terminal setting from the host. |
| D00A000           | FS out (after account balance)                          | Check the terminal setting from the host. |
| D00A100           | FS out (after available balance)                        | Check the terminal setting from the host. |
| D00A200           | FS out (after surcharge amount)                         | Check the terminal setting from the host. |
| D00A300           | FS out (after authorization response text)              | Check the terminal setting from the host. |
| D00A400           | ETX wrong position                                      | Check the terminal setting from the host. |
| D00A500           | FS out (after total cash dispense amount)               | Check the terminal setting from the host. |
| D00A600           | FS out (after total non-cash dispense amount)           | Check the terminal setting from the host. |
| D00A700           | FS out (after total surcharge amount)                   | Check the terminal setting from the host. |
| D00A800           | FS out (after config surcharge amount)                  | Check the terminal setting from the host. |
| D00A900           | ETX out (config)                                        | Check the terminal setting from the host. |
| D00AC00           | Invalid data received from the host (MAC data mismatch) | Check the terminal setting from the host. |
| D00B000           | TERMINAL ID MISMATCHED                                  |                                           |
| D00B100           | TRANSACTION CODE MISMATCHED                             |                                           |

| Error Code | Description                                                                                                         | Trouble shooting                                                              |
|------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| D00B200    | SECOND FIELD ID CODE MISMATCHED                                                                                     |                                                                               |
| D00B300    | FIRST DES KEY WRONG SIZE                                                                                            |                                                                               |
| D00B400    | SURCHARGE AMOUNT WRONG SIZE                                                                                         |                                                                               |
| D00B500    | Sequence Number MISMATCHED                                                                                          |                                                                               |
| D00B600    | INVALID RESPONSE CODE ERROR                                                                                         |                                                                               |
| D00B700    | Authorization Number Error                                                                                          |                                                                               |
| D00B800    | BUSINESS DATE Error                                                                                                 |                                                                               |
| D00B900    | Transaction time Number Error                                                                                       |                                                                               |
| D00BA00    | BUSINESS DATE Error                                                                                                 |                                                                               |
| D00BB00    | Balance amount Error                                                                                                |                                                                               |
| D00BC00    | Actual Surcharge Error                                                                                              |                                                                               |
| D00BD00    | Sequence Number MISMATCHED                                                                                          |                                                                               |
| D00BF00    | BUSINESS DATE Error                                                                                                 |                                                                               |
| D00C000    | Settlement Error                                                                                                    |                                                                               |
| D00C100    | Host Mac result error                                                                                               | Check the key mode and MAC value                                              |
| D00C200    | ATM Mac result error                                                                                                | Check the key mode and MAC value                                              |
| D011100    | REVERSAL DECLINED                                                                                                   |                                                                               |
| D022200    | PIN CHANGE DECLINED                                                                                                 |                                                                               |
| D100000    | No connection                                                                                                       | 1. Check phone number<br>2. Check modem cable<br>3. Contact phone company     |
| D110000    | Cannot receive ENQ from the host                                                                                    | 1. Check phone number<br>2. Check modem cable<br>3. Contact telephone company |
| D120000    | Transmission error : Failed to receive the whole data within 5 seconds after requesting the modem to send the data. | 1. Check modem and modem cable connection<br>2. Contact telephone company     |
| D130000    | Receiving NAK more than 3 times                                                                                     | 1. Check modem and modem cable connection<br>2. Contact telephone company     |
| D140100    | Disconnected by Unknown Reason                                                                                      | 1. Check modem and modem cable connection<br>2. Contact telephone company     |
| D140200    | Disconnected by rejected call from remote party                                                                     | Try again later.                                                              |

| <b>Error Code</b> | <b>Description</b>                                                                                       | <b>Trouble shooting</b>                                                   |
|-------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| D140300           | Disconnected because the local phone was picked up                                                       | Try again later.                                                          |
| D140400           | Disconnected by Forwarded                                                                                | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D140500           | Disconnected by Unreachable                                                                              | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D140600           | Disconnected by Congestion                                                                               | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D140700           | Disconnected by Incompatible                                                                             | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D140800           | Disconnected by un-known reason                                                                          | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D140900           | Disconnected by Bad Address                                                                              | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D141000           | Disconnected by Unavailable                                                                              | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D150000           | 1. Modem dial connection time-out (while dialing the modem).<br>2. No response from host for 60 seconds. | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D160100           | Disconnected by Bad Address                                                                              | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D160200           | Disconnected by Unavailable                                                                              | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D160300           | Disconnected by Out of Order                                                                             | 1. Check modem and modem cable connection<br>2. Contact telephone company |
| D170000           | No carrier (while sending/receiving data after dial connection)                                          | Check host.                                                               |
| D170100           | No Carrier during ENQ data receive from host                                                             | Check host.                                                               |
| D170200           | No Carrier before sending data send to host                                                              | Check host.                                                               |
| D170300           | No Carrier during sending data send to host                                                              | Check host.                                                               |

| <b>Error Code</b> | <b>Description</b>                                                   | <b>Trouble shooting</b>                                                             |
|-------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| D170400           | No Carrier during ACK/NAK data send to host                          | Check host.                                                                         |
| D170500           | No Carrier during ACK/NAK data receive from host                     | Check host.                                                                         |
| D170600           | No Carrier during receiving data                                     | Check host.                                                                         |
| D170700           | NAK retry error.                                                     | 1. Check modem and modem cable connection<br>2. Contact telephone company           |
| D170800           | Send retry error                                                     | 1. Check modem and modem cable connection<br>2. Contact telephone company           |
| D170900           | Modem initialize fail                                                | Check modem                                                                         |
| D171000           | Modem Comport Failed                                                 | Check modem                                                                         |
| D180000           | No Dial Tone(in Modem dial connection)                               | Check telephone line connection.<br>Test Modem.                                     |
| D190000           | No Answer                                                            | Contact telephone company<br>(Check telephone line connection. Check phone number.) |
| D200000           | Dial(Line) busy                                                      | Try again later. Check phone number.                                                |
| D210000           | Time out(30sec.) for initializing modem before Modem Dial connecting | Check telephone line connection.<br>Test Modem.                                     |
| D220000           | not receiving EOT from HOST                                          | Check telephone line connection.<br>Test Modem. Check host.                         |
| D230000           | No response from Host - Dialing time out to Host                     | Check telephone line connection.<br>Test Modem. Check phone number.                 |
| D250000           | Cannot connect to the host                                           | Check telephone line connection                                                     |
| D251000           | Timeout while Sending                                                | Check telephone line connection                                                     |
| D251100           | Communication error while Sending                                    | Check telephone line connection                                                     |
| D251200           | Socket error while Sending                                           | Check telephone line connection                                                     |
| D251300           | Timeout while Receiving                                              | Check telephone line connection                                                     |
| D251400           | Communication error while Receiving                                  | Check telephone line connection                                                     |
| D251500           | Socket Error while Receiving                                         | Check telephone line connection                                                     |
| D320000           | No response from Host/Dialing time out to Host                       | Check telephone line connection                                                     |
| D320100           | Outbound call is aborted                                             | Check telephone line connection.<br>Test Modem.                                     |
| D320200           | Fail to dial out                                                     | Check telephone line connection.<br>Test Modem.                                     |
| D320300           | No Line Reply                                                        |                                                                                     |
| D320400           | Get Line ID Failed                                                   |                                                                                     |

| <b>Error Code</b> | <b>Description</b>                          | <b>Trouble shooting</b>                                           |
|-------------------|---------------------------------------------|-------------------------------------------------------------------|
| D320500           | Modem Comport Failed                        |                                                                   |
| D320600           | Call Failed                                 |                                                                   |
| D320700           | No Answer                                   |                                                                   |
| D320800           | Modem Call Other Error                      |                                                                   |
| D410000           | CRC Mismatch                                | Check telephone line connection                                   |
| D410100           | No CRC Received                             | Make sure that the host is using CRC                              |
| DA0xxx0           | Host Denial Error                           | Refer to Description for error code organization                  |
| DA(0)00300        | PIN ERROR                                   | Transaction was denied by host                                    |
| DA(0)00400        | INVALID PIN                                 | Reboot ATM                                                        |
| DA(0)00500        | BANK UNAVAILABLE                            | Transaction was denied by host                                    |
| DA(0)00600        | CARD NOT SUPPORTED                          | Transaction was denied by host                                    |
| DA(0)00700        | INSUFFICIENT FUNDS                          | Transaction was denied by host                                    |
| DA(0)00800        | INELIGIBLE TRANSACTION                      | Transaction was denied by host                                    |
| DA(0)00900        | INELIGIBLE ACCOUNT                          | Transaction was denied by host                                    |
| DA(0)01000        | DAILY LIMIT EXCEEDED                        | Transaction was denied by host                                    |
| DA(0)01100        | UNABLE TO PROCESS                           | Transaction was denied by host                                    |
| DA(0)01200        | Invalid transaction                         | Check the transaction from the host and try again.                |
| DA(0)01300        | Invalid amount                              | Check the transaction from the host and try again.                |
| DA(0)01400        | Invalid card number                         | Check the transaction from the host and try again.                |
| DA(0)01500        | UNABLE TO PROCESS                           | Transaction was denied by host                                    |
| DA(0)01600        | WITHDRAWAL LIMIT ALREADY REACHED            | Transaction was denied by host                                    |
| DA(0)01700        | INVALID AMOUNT                              | Transaction was denied by host                                    |
| DA(0)01800        | EXTERNAL DECLINE                            | Transaction was denied by host                                    |
| DA(0)01900        | SYSTEM ERROR                                | Transaction was denied by host                                    |
| DA(0)02000        | Surcharge screen should have been displayed | Check the transaction from the host and try again. Check BIN List |
| DA(0)02100        | ROUTING LOOKUP PROBLEM                      | Transaction was denied by host                                    |
| DA(0)02200        | UNABLE TO PROCESS                           | Transaction was denied by host                                    |
| DA(0)02300        | TRANSACTION NOT SUPPORTED                   | Transaction was denied by host                                    |
| DA(0)02400        | Exceeds Issuer Withdrawal Limit             | Check the transaction from the host and try again.                |

| <b>Error Code</b> | <b>Description</b>                   | <b>Trouble shooting</b>                                                 |
|-------------------|--------------------------------------|-------------------------------------------------------------------------|
| DA(0)03900        | No Credit Account                    | Check the transaction from the host and try again.                      |
| DA(0)05100        | Insufficient Funds                   | Check the transaction from the host and try again. Try Balance Inquiry  |
| DA(0)05200        | No Checking Account                  | Check the transaction from the host and try again.                      |
| DA(0)05300        | No Savings Account                   | Check the transaction from the host and try again.                      |
| DA(0)05400        | Expire Card                          | Check the transaction from the host and try again.                      |
| DA(0)05500        | Incorrect Pin                        | Check the transaction from the host and try again.                      |
| DA(0)05700        | Transaction not Permitted – Card     | Check the transaction from the host and try again.                      |
| DA(0)05800        | Transaction not Permitted – Terminal | Check the transaction from the host and try again.                      |
| DA(0)06100        | Exceeds Withdrawal Limit             | Check the transaction from the host and try again.                      |
| DA(0)07500        | PIN Tries Exceeded                   | Check the transaction from the host and try again.                      |
| DA(0)07800        | No Account                           | Check the transaction from the host and try again.                      |
| DA(0)08000        | Invalid Date                         | Check the transaction from the host and try again.                      |
| DA(0)08300        | Can not Verify PIN                   | Check the transaction from the host and try again. Try different cards. |
| DA(0)08600        | Can not Verify PIN                   | Check the transaction from the host and try again. Try different cards. |
| DA(0)09100        | Bank Unavailable                     | Check the transaction from the host and try again.                      |
| DA(0)09200        | System Unavailable                   | Check the transaction from the host and try again.                      |
| DA(0)09300        | Transaction Serial Number mismatch   | Check the terminal setting from the host.                               |
| DA(0)09400        | Record format mismatch.              | Check the terminal setting from the host.                               |



| <b>Error Code</b> | <b>Description</b>                                   | <b>Trouble shooting</b>                   |
|-------------------|------------------------------------------------------|-------------------------------------------|
| DA(0)09500        | Routing ID mismatch.                                 | Check the terminal setting from the host. |
| DA(0)09600        | Terminal ID mismatch.                                | Check the terminal setting from the host. |
| DA(0)09700        | Response Type mismatch (Reversal)                    | Check the terminal setting from the host. |
| DA(0)09800        | Response Type mismatch (Day Close)                   | Check the terminal setting from the host. |
| DA(0)09900        | Response Type mismatch (Config.)                     | Check the terminal setting from the host. |
| DA(0)09A00        | Response Type mismatch (Withdrawal/Balance/Transfer) | Check the terminal setting from the host. |
| DA(0)09B00        | STX error                                            | Check the terminal setting from the host. |
| DA(0)09C00        | ETX error                                            | Check the terminal setting from the host. |
| DA(0)09D00        | FS out (after response code)                         | Check the terminal setting from the host. |
| DA(0)09E00        | FS out (after retrieval reference number)            | Check the terminal setting from the host. |
| DA(0)09F00        | FS out (after system trace audit number)             | Check the terminal setting from the host. |
| DA(0)0A000        | FS out (after account balance)                       | Check the terminal setting from the host. |
| DA(0)0A100        | FS out (after available balance)                     | Check the terminal setting from the host. |
| DA(0)0A200        | FS out (after surcharge amount)                      | Check the terminal setting from the host. |
| DA(0)0A300        | FS out (after authorization response text)           | Check the terminal setting from the host. |
| DA(0)0A400        | ETX wrong position                                   | Check the terminal setting from the host. |
| DA(0)0A500        | FS out (after total cash dispense amount)            | Check the terminal setting from the host. |
| DA(0)0A600        | FS out (after total non-cash dispense amount)        | Check the terminal setting from the host. |

| <b>Error Code</b> | <b>Description</b>                                      | <b>Trouble shooting</b>                   |
|-------------------|---------------------------------------------------------|-------------------------------------------|
| DA(0)0A700        | FS out (after total surcharge amount)                   | Check the terminal setting from the host. |
| DA(0)0A800        | FS out (after config surcharge amount)                  | Check the terminal setting from the host. |
| DA(0)0A900        | ETX out (config)                                        | Check the terminal setting from the host. |
| DA(0)0AC00        | Invalid data received from the host (MAC data mismatch) | Check the terminal setting from the host. |
| DA(0)0B000        | TERMINAL ID MISMATCHED                                  |                                           |
| DA(0)0B100        | TRANSACTION CODE MISMATCHED                             |                                           |
| DA(0)0B200        | SECOND FIELD ID CODE MISMATCHED                         |                                           |
| DA(0)0B300        | FIRST DES KEY WRONG SIZE                                |                                           |
| DA(0)0B400        | SURCHARGE AMOUNT WRONG SIZE                             |                                           |
| DA(0)0B500        | Sequence Number MISMATCHED                              |                                           |
| DA(0)0B600        | INVALID RESPONSE CODE ERROR                             |                                           |
| DA(0)0B700        | Authorization Number Error                              |                                           |
| DA(0)0B800        | BUSINESS DATE Error                                     |                                           |
| DA(0)0B900        | Transaction time Number Error                           |                                           |
| DA(0)0BA00        | BUSINESS DATE Error                                     |                                           |
| DA(0)0BB00        | Balance amount Error                                    |                                           |
| DA(0)0BC00        | Actual Surcharge Error                                  |                                           |
| DA(0)0BD00        | Sequence Number MISMATCHED                              |                                           |
| DA(0)0BF00        | BUSINESS DATE Error                                     |                                           |
| DA(0)0C000        | Settlement Error                                        |                                           |
| DA(0)0C100        | Host Mac result error                                   | Check the key mode and MAC value          |
| DA(0)0C200        | ATM Mac result error                                    | Check the key mode and MAC value          |
| DA(0)11100        | REVERSAL DECLINED                                       |                                           |
| DA(0)22200        | PIN CHANGE DECLINED                                     |                                           |

| <b>Error Code</b> | <b>Description</b>                                           | <b>Trouble shooting</b>                                       |
|-------------------|--------------------------------------------------------------|---------------------------------------------------------------|
| F000100           | Number of Bill is not inputted                               | Enter number of bill. (required)                              |
| F000200           | Parameter is not properly set (Surcharge Owner)              | Enter surcharge owner. (required)                             |
| F000300           | Parameter is not properly set (Surcharge Amount)             | Enter surcharge amount. (required)                            |
| F000400           | Parameter is not properly set (Adver. Text refreshing timer) | Enter Ad text refresh timer.                                  |
| F000500           | Parameter is not properly set (Advertisement text)           | Enter Ad text.                                                |
| F000600           | Parameter is not properly set (Dispense limit)               | Enter Dispense limit.                                         |
| F000700           | Parameter is not properly set (Denomination)                 | Enter Denomination. (required)                                |
| F000800           | Parameter is not properly set (Fast Cash)                    | Enter Fast Cash amount.                                       |
| F000900           | Master Key Index invalid                                     | Check Master key index.                                       |
| F000A00           | Master Key empty                                             | Enter Master key. (required)                                  |
| F000B00           | Host Phone Number is not inputted                            | Enter Host phone number. (required)                           |
| F000C00           | Error Retry Timer is not inputted                            | Enter Retry timer.                                            |
| F000D00           | RMS Password is not inputted in RMS Enable                   | Enter RMS password.                                           |
| F000E00           | RMS Phone Number is not inputted in RMS Enable               | Enter RMS phone number.                                       |
| F000F00           | Terminal Number is not inputted                              | Enter Terminal number. (required)                             |
| F001000           | Routing ID is not inputted                                   | Enter Routing ID. (required)                                  |
| F001100           | Master Key Serial Number is not inputted                     | Enter Master key serial number.                               |
| F001200           | Non-Cash Type text is not inputted                           | Enter Non-cash type text.                                     |
| F001300           | Parameter is not properly set                                | Check proper parameters in setting.                           |
| F001400           | NVRAM Failure                                                | Try to clear NVRAM                                            |
| F001500           | ATM Serial No. Empty                                         | Enter ATM serial number. (required)                           |
| F001600           | Default master password was not changed                      |                                                               |
| F001F00           | Machine serial number is not set                             | Check serial number. 2. Set serial number.                    |
| F002F00           | Host type is not set                                         | Check host type. 2. Set host type.                            |
| F003F00           | Communication ID invalid (only triton)                       | Contact to technician support team .                          |
| F004F00           | EPP(Pinpad) key mode is invalid                              | 1. Check modem cable<br>2. Contact to technician support team |

| <b>Error Code</b> | <b>Description</b>                      | <b>Trouble shooting</b>                                             |
|-------------------|-----------------------------------------|---------------------------------------------------------------------|
| F005F00           | Denomination is invalid                 | 1. Check modem cable<br>2. Contact to technician support team       |
| F006F00           | Failed Host Connection!                 | 1. Check Host Connection.<br>2. Contact to technician support team. |
| F007F00           | Invalid Exchange Rate                   | Download the exchange rate from RMS                                 |
| F00FF00           | Failed to write Journal                 | 1.Back up journal to thumb drive<br>2.Clear journal<br>3.Reboot ATM |
| FFFFFFF           | NVRAM is broken                         | 1. Reset Master Password<br>2. Clear NVRAM                          |
| POWERAB           | UPS ABNORMAL                            | Check UPS                                                           |
| POWERAC           | POWER OUT OR AC OFF                     | Check AC power status and environment                               |
| POWERBA           | BATTERY LOW                             | 1. Check AC power status and environment<br>2. Check UPS            |
| SDN0100           | Service Panel (SPL) communication error | Check the cables and connections.                                   |

## Chapter 6. Description for error code organization

- ▶ If an error occurs, you can understand cause of error through error code and help operator to judge situation.

Below example is forms and contents for error code “5-40047(00)”.

1. 5 in front “-“ is procedure number, and you can analysis the procedure that an error occurs through that number.

1) Procedure number, the number in front of “-“, is none as follow situations :

- (1) Reboot the system when errors occur:
- (2) Fail to restore automatically when errors occur:
- (3) When transferring from Operator Mode to Transaction Mode not ruling out the error.

2) “1” – After users insert the card, procedure number is 1.

3) “3” – When sending message from ATM to Host, procedure number is 3.

4) “5” – When receiving transaction success message from Host, procedure number is 5.

5) “6” – After confirming notes during withdrawal, procedure number is 6.

6) “9” – When receiving transaction refusal message from Host, procedure number is 9.

2. “40047(00)” back of “-“ is a description for an error. (Refer to Error Code)

3. If an error occurs, below message will be displayed on the screen.

```

TERMINAL ID : XXXXXXXXXXXXXXXX
ERROR CODE : 5-40047(00)
ERROR DESCRPTION
```

### 🔍 HOST DENIAL ERROR CODE

1. When receiving HOST DENY message, below error code will be displayed on the screen.

```

TERMINAL ID : XXXXXXXXXXXXXXXX
ERROR CODE : 9-DA0XX(X0)
ERROR DESCRIPTION
```

- When HOST DENY ERROR CODE is 2 byte, DA0XX(00) will be displayed. (Value of XX means denial code.)
- When HOST DENIAL ERROR CODE is 3 bytes, DA0XX(X0) will be displayed. (Value of XXX means denial code.)

# Index

**Memo**