Status Code	Description	Cause	Actions
0	No Errors		
32	Good Operation	This status code will appear in the electronic journal as code 32 indicating the successful completion of a transaction.	No action necessary.
33	Feed Failure	Empty Cassette (Normal error for empty cassette.) Unfit/jammed notes. Feed sensor or motor fault. Broken or worn locator clips. Fuse F1 Blown (SDD).	1. Refill the cassette as needed. 2. Inspect the cassette and feed path for jammed currency. 3. If no jam is noted, remove the first note from the cassette. 4. Purge the dispenser and do several test dispense operations. 5. Clean the feed and pick rollers with a mild soapy solution and clean soft cloth.
34	Mistracked note at feed	Double detect fault. Note transport belts misaligned. Tension spring off or loose. Jammed notes.	1. Inspect the feed path for jammed currency. 2. Inspect both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors as needed. 3. Inspect the note transport belts. Verify they are not moved or broken. 4. Purge the dispenser and perform several test dispenses.
35	Mistracked note at double Detect	A note arrives at the double detect without being seen by the feed sensor.	1. Inspect both the feed sensor and the double detect sensor to ensure they are not blocked and operating properly. 2. Clean the sensors as needed. 3. Purge the dispenser and perform several test dispenses.
36	Mistracked note at exit	Notes are in the note transport before start of transaction or exit sensor is blocked.	1. Verify that the diverter moves freely and is not binding. If the diverter has excessive binding or appears damaged, replace the dispenser. 2. Inspect the exit area to ensure nothing is blocking the exit sensor. 3. Clean the exit sensor. 4. If the problem is not resolved, replace the dispenser.
37	Note too long at exit	Exit sensor is covered for a longer than allowed time for the current notes.	1. Inspect the note transport and delivery throat. 2. Make sure all belts are on track and there are no documents jammed in the transport or exit areas. 3. Place all belts on their respective rollers and gears. 4. Clear the jammed documents. 5. Make sure the exit sensor has not been dislodged or disconnected. 6. Clean exit sensor with soft clean cloth.
38	Blocked exit	Exit Sensor covered or defective.	1. Inspect the note transport and delivery throat. 2. Make sure all belts are on track and there are no documents jammed in the transport or exit areas. 3. Place all belts on their respective rollers and gears. 4. Clear the jammed documents. 5. Make sure the exit sensor has not been dislodged or disconnected. 6. Clean exit sensor with soft clean cloth.
39	Too many notes	Sensor covered or defective.	Clean all sensors.
42	Timing wheel error	A timing wheel or timing wheel sensor error, transport motor failure, fuse F2 or F3 blown (SDD).	Examine the timing wheel for physical defect. Make sure the electrical connections to the timing wheel sensor are secure and the timing wheel sensor is clean. Replace the timing wheel or the timing wheel sensors if they are defective. Inspect all belts are on track and in good physical condition.
44	Bad roller profile	Faulty or improperly calibrated double detect module. Jammed note at double detect.	
45	Diverter error	Diverter is in the wrong position during a dispense.	1. Clear any jammed notes and perform Purge/Test Dispense functions. 2. If these actions have no effect, replace the dispenser.
46	Exit quantified	The count at the exit is greater than number requested.	A mechanical error has occurred. It may be necessary to replace the dispenser.
47	Note missing at double detect	Double detect fails to detect a note already seen by feed sensor.	1. Inspect or clear the note transport before the double detect for jammed notes. 2. Perform Purge/Test Dispense functions. 3. If these actions have no effect, replace dispenser.
48	Reject rate exceeded (TDM Click Counter 24)	Ten or more reject events during current dispense (more than 10 notes may be involved). Notes unfit or loaded incorrectly.	1. Inspect notes for excessive wear. Remove any unacceptable currency. 2. Insure no notes are folded underneath the stack. 3. Perform several Purge/Test Dispense functions. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
49	Jam at exit	Exit sensor blocked or faulty	1. Remove any jammed notes at exit throat or sensor. 2. Clean exit sensor(s) and check wire connectivity.

50	Interference recovery	Static discharge.	Check proper grounding for dispenser. If these actions have no effect, replace the dispenser.
51	Suspect exit accountancy (TDM Click Counter 76)	Interference or debris at exit. Faulty sensor.	1. Check for interference at exit. 2. Check for debris at exit. 3. Check for proper mounting of the exit sensor. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
52	RAM error	Mechanical Failure.	Replace the dispenser.
53	Eprom error	Mechanical Failure.	Replace the dispenser.
54	Operation timeout (TDM Click Counter 185)	Two Minute Timeout on all operations timer has been activated	1. Verify TDM firmware version is current. If not, update firmware. 2. Check reject bin for high number of rejects. If present, follow steps for error code 48. 3. If the error is not resolved, contact Tech support for further troubleshooting assistance.
55	RAM corruption	Mechanical failure.	Replace the dispenser.
56	Link error	Configuration jumpers may have been changed (SDD).	1. Inspect the jumper block LK5 on the dispenser main board. There should be no jumpers installed. 2. If the problem persists, replace the dispenser.
65	Cassette shuffled (TDM Click Counter 117)	Occurs when cassettes have been moved/replaced or when power to the dispenser has been removed or applied. Error will only show up when using Bench Test.	No action necessary.
89	Unexpected note in extension (TDM Click Counter 183)	Unexpected note detected in the extension.	1. Look for and remove any notes remaining in the extension. 2. Perform a Purge command. 3. Enable Extension Rejects (RT2000) if desired. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
96	Extension cable error (TDM Click Counter 186)	Extension door not closed. Cable connector not fully inserted. Loose or broken wires.	1. Open the extension. Inspect the four clips. Close the extension insuring all four clips seat fully. 2. Verify proper operation of Extension Door Closed Switch. 3. Inspect all harnesses on the extension. 4. Push in any connectors. Look for broken wires. 5. If wires are not broken or error is not resolved, contact Tech support for further troubleshooting assistance.
97	Extension exit trailing edge timeout (TDM Click Counter 121)	Jammed note. Extension exit interference, or extension roller out of position. NOTE: Error will be seen only in journal entries if Extension Rejects are enabled.	1. Inspect for jams or blockage stopping the note from clearing the exit of the extension. 2. Verify the Extension Exit Rollers are in the correct position. 3. If error is not resolved, contact Tech support for further troubleshooting assistance.
98	Extension exit timeout (TDM Click Counter 119)	Jammed note. Exit Sensor faulty. Rollers out of position.	1. Inspect for jams or blockage stopping notes from reaching the exit of the extension. Remove any jams or notes found. 2. Verify rollers are in correct position. 3. If error is not resolved, exit sensor may be faulty. 4. Contact Tech support for further troubleshooting assistance.
99	Extension skew detected (TDM Click Counter 120)	Note turned significantly in the extension. Roller out of position. Debris in the extension.	1. Check rollers for correct position. 2. Look for foreign objects or jams in the extension. 3. If error is not resolved, contact Tech support for further troubleshooting assistance.
100	Trailing edge timeout at skew 5 (TDM Click Counter 118)	Jammed notes. Poor quality or folded note. Foreign debris.	1. Inspect for jams or blockage causing the note to turn sideways. 2. Remove any foreign debris. 3. Reset error. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
101	Feed failure (TDM Click Counter 134, Ch A and 146, Ch B)	Empty Cassette (Normal error for empty cassette.) Unfit/jammed notes. Broken detent clips.	1. Refill the cassette with fit notes. 2. Reset the error. 3. If error is not resolved and cassette is not empty perform the following: a. Inspect the note feed path entry and cassette feed throat for currency that is stuck together, jammed, or folded. b. Inspect the detent clips (clips that hold the cassette in place). Cracked or broken clips should be replaced. c. Run Purge/Test Dispense commands. During the test dispense verify that the pick motor and associated belts turn. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
102	Dispenser-Timeout at exit sensor. (TDM Click Counter 40 - TDM DC Motor Version)	Clearance Door open; Jammed Note(s); Exit Sensor Dirty/Faulty	1. Check the Clearance Doors. Check the knobs that latch the doors in place. Replace any knobs that are cracked or broken. 2. Inspect for and remove jammed note(s) in feed path and at the diverter. 3. Inspect and clean Exit Sensor if necessary. 4. Inspect Exit Sensor wiring harness for loose or broken connections. 5. Reset error on terminal. 6. If error is not resolved: a. Print Dispenser Status Report. b. Block Exit Sensor and print Dispenser Status Report. c. Verify that TDM Click Counter XXX reads above 4500 when Exit Sensor is not blocked and reads below XXXX when Exit Sensor is blocked. d. Replace Exit Sensor if readings are not correct. 7. If error is not resolved, contact Tech support for further assistance.
103	Thickness sensor unstable		

104	Unable to clear width sensor during reject (TDM Click Counter 79, Ch A and 173, Ch B)	Jammed Note(s); Dirty Sensors; Foreign Debris	1. Remove cassette(s) and inspect for jammed currency in the width sensor and at the output of the cassette. 2. Clean the Width Sensors with compressed air. 3. Perform a Learn Operation. 4. Run Purge/Test Dispense command. 5. Reset error on terminal. 6. If error is not resolved, contact Tech support for further troubleshooting assistance.
105	Learn Error (TDM Click Counter 187 - Only in Management Functions)	Not enough notes picked during learn operation were within a specific range of thickness.	1. Retry the Learn Operation. The problem notes are probably already in the Reject Bin. 2. If the Learn still fails, inspect the currency and insure there are sufficient (9 or more) good quality notes in the cassette. 3. Verify that the notes are properly loaded and that there are no folded or jammed notes. 4. Retry the Learn Operation. 5. Reset error on terminal. 6. If several attempts to perform the Learn still fail, try several Test Dispense Commands. If Test Dispense is successful, Learn is not necessary. 7. If error is not resolved, contact Tech support for further troubleshooting assistance.
106	FIFO error (TDM Click Counter 188)	Firmware error	1. Reset error, properly shut down the ATM and restart. 2. run Purge/Test Dispense commands (if possible). 3. If error is not resolved, contact Tech support for further troubleshooting assistance.
107	Timeout waiting for FIFO (TDM Click Counter 182)	Jammed notes. Faulty/Dirty reject or exit sensor.	1. Check for and clear any jammed notes in the feed path and at the diverter. 2. Inspect the doors and the knobs that latch the doors in place. Replace any knobs that are cracked or broken. 3. Inspect sensors and clean if necessary. 4. Reset error on terminal. 5. Run Purge/Test Dispense commands. 6. If error is not resolved, contact Tech support for further troubleshooting assistance.
107	Suspect reject accountancy		
108	Unexpected Note at thickness sensor (TDM Click Counter 25)	Width Sensor did not detect Note; Skewed Note; Broken Wires on Width Sensor Harness	1. Verify current TDM Firmware Version and load if necessary. 2. Remove the cassette(s) and inspect the note path for skewed note coming from the cassette. 3. Inspect Double Detect for proper mounting. 4. Inspect for loose or broken connections on both the upper and lower Width Sensor circuit boards. 5. If error is not resolved, contact Tech support for further troubleshooting assistance.
109	Timeout at exit sensor (TDM Click Counter 40 - TDM Stepper Motor)	Clearance Door open; Jammed Note(s); Dirty/Faulty Exit Sensor	1. Inspect the door and knobs that latch the doors in place. Replace any knobs that are cracked or broken. 2. Inspect for and remove jammed currency in the feed path and at the Diverter. 3. Inspect Exit Sensor and clean if necessary. 4. Inspect Exit Sensor wiring harness for loose/broken connections. 5. Reset error on terminal. 6. If error is not resolved: a. Print Dispenser Status Report. b. Block Exit Sensor and print Dispenser Status Report. c. Verify that TDM Click Counter XXX reads above 4500 when Exit Sensor is not blocked and reads below XXXX when Exit Sensor is blocked. d. Replace Exit Sensor if readings are not correct. 7. If error is still not resolved, contact Tech support for further assistance.
110	Trailing edge timeout at exit (TDM Click Counter 41)	Jammed Note(s); Dispenser Tray Not Properly Mounted	1. Inspect for and remove jammed currency in the feed path and at the Exit Sensor. 2. Run Purge/Test Dispense commands. 3. Insure there is no interference in the bill tray. 4. Verify proper mounting of Dispenser Tray. 5. Reset error on terminal. 6. If error is not resolved, contact Tech support for further troubleshooting assistance.
111	Diverter Timeout (TDM Click Counter 42)	Jammed Note(s); Diverter Sensor Fault; Dispenser Tray Not Properly Mounted	1. Inspect for and remove jammed currency at the diverter. Verify the diverter moves freely. 2. Inspect the diverter sensor and check that there is no damage and it is in the proper position. 3. Verify the shelf the dispenser is mounted on is level and in locked position; correct if necessary. 4. Verify the Bill Tray is properly mounted; correct if necessary. 5. Verify clearance at the diverter with the vault door closed by manually moving the diverter back and forth. 6. If diverter is contacting the bill tray, contact Tech support for further troubleshooting assistance.
112	Timeout waiting for leading edge at reject (TDM Click Counter 43)	Jammed note(s); Clearance Doors open; Dirty/Faulty Sensor	1. Inspect for jammed note(s) in the transport path between the Width Sensors and the Reject Sensor. 2. Verify all access doors are closed and secured. 3. Inspect Reject Sensor and clean if necessary. 4. Run Purge/Test Dispense commands. 5. Inspect Reject Sensor wiring harness for loose/broken connections. 6. If error is not resolved, the Reject Sensor may be faulty. 7. Contact Tech support for further troubleshooting assistance.

113	Timeout waiting for trailing edge at reject (TDM Click Counter 44)	Full Reject Cassette; Jammed note(s); Reject Jam Clearance Door Open	1. Inspect for jammed note(s) at the Reject Sensor and entrance to the Reject Bin. 2. Verify all access panels are closed and secured. 3. Insure the Reject Bin is Empty, or that there is enough room for the rejects and test notes to fall into the Reject Bin. 4. Reset error on terminal. 5. Run Purge/Test Dispense commands. 6. If error is not resolved, contact Tech support for further troubleshooting assistance.
114	Exit blocked at purge (TDM Click Counter 45)	Note detected at Exit Sensor during Purge; Dirty/Faulty Exit Sensor	1. Inspect for and remove note(s) or foreign objects at the Exit Sensor. 2. Inspect the Exit Sensor and clean if necessary. 3. Inspect the Exit Sensor wiring harness for loose/broken connections. 4. Reset error on terminal. 5. Run Purge command. 6. If error is not resolved, the Exit Sensor may be faulty. 7. Contact Tech support for further troubleshooting assistance.
115	Diverter timeout on purge (TDM Click Counter 46)	Jammed Note(s); Diverter Sensor Fault; Dispenser Tray Not Properly Mounted	1. Inspect for and remove jammed currency at the diverter. Verify the diverter moves freely. 2. Inspect the diverter sensor and check that there is no damage and it is in the proper position. 3. Verify the shelf the dispenser is mounted on is level and in locked position; correct if necessary. 4. Verify the Bill Tray is properly mounted; correct if necessary. 5. Verify clearance at the diverter with the vault door closed by manually moving the diverter back and forth. 6. If diverter is contacting the bill tray, contact Tech support for further troubleshooting assistance.
116	Motor Fault (TDM Click Counter 115)	Jammed note(s); Damaged Belts/Timing Wheel or Sensor; Incorrect Power Supply; Main or Extension Motor unable to attain proper speed	1. Verify Dual Power Supply for RT2000 and all Multi-Cassette installations. 2. Verify current TDM Firmware Version and load if necessary. 3. Inspect for and remove jammed currency in the note path. 4. Inspect the drive belts and insure that all roller shafts are in proper position. 5. Insure the belts turn without requiring excessive force. 6. Inspect the timing wheels and timing wheel sensors to verify that they are undamaged and in the correct positions. 7. Inspect Timing Wheel Sensor harness for loose/broken connections. 8. Reset error on terminal. 9. Run Purge/Test Dispense commands. 10. If error is not resolved, contact Tech support for further troubleshooting assistance.
117	Timeout waiting for notes to divert (TDM Click Counter 189)	Jammed Note(s); Dispenser Tray Not Properly Mounted	1. Inspect for and remove jammed currency in the feed path and at the Exit Sensor. 2. Run Purge/Test Dispense commands. 3. Insure there is no interference in the bill tray. 4. Verify proper mounting of Dispenser Tray. 5. Reset error on terminal. 6. If error is not resolved, contact Tech support for further troubleshooting assistance.
118	Exit sensor blocked on start of dispense or learn (TDM Click Counter 48)	Jammed Note(s); Object blocking Exit Sensor	1. Inspect for and remove jammed currency or other object at the Exit Sensor. 2. Use a soft brush and vacuum cleaner to clean the Exit Sensor. 3. Perform several Purge/Test Dispense commands. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
119	Diverter in dispense position on start of dispense or learn (TDM Click Counter 49)	Jammed note(s) at Diverter; Obstructed Diverter; Dispenser Tray not level	1. Inspect for and remove jammed note(s) or foreign objects at the Diverter. 2. Verify that the Diverter moves freely. 3. Verify that all access panels are closed and secured. 4. Run several Test Dispense commands. 5. Check the operation of the Diverter Solenoid by performing Live Dispenses. 6. Verify clearance at the Diverter; If the Test Dispenses pass, but the error returns upon live dispenses, do dispenses with the vault door open. If it works with the door open, remove obstruction causing the Diverter to contact the vault door. 7. Make sure the shelf that the dispenser is mounted on is level and seated at all four corners (rear of shelf may not be seated). 8. f error is not resolved, contact Tech support for further troubleshooting assistance.
120	Reject Cassette not present		
121	Note Cassette not present		
122	Unexpected note at exit (TDM Click Counter 52)	Exit Sensor loose; Interference at the Exit Sensor (may have been caused by customer having their hand in the bill tray or by foreign debris.)	1. Inspect the Exit Sensor for proper mounting. 2. Look for foreign objects near the Exit sensor. 3. Run Purge/Test Dispense commands. 4. If error is not resolved, contact Tech support for further troubleshooting assistance.
123	Hardware Error (TDM Click Counter 116) (See Hardware Status Codes)	Connector unplugged, Voltage Supply Problem. *If there is a '116' in the click count, there will be a number immediately following that describes the error cause. Ex. In the click history, you see '116,' followed by '18'. This indicates a hardware error caused by the Extension Door Open.*	1. Print the Dispenser Status Report and scan the Click Count history, starting at the bottom. 2. Find the first occurrence of "116". The next entry, below 116 is the Hardware Status Code. 3. Look up the definition on the Hardware Status Codes listing. 4. Perform whatever corrective action is needed to resolve the error indicated by the Status Code. (This will likely be reinserting a loose connector.) 5. If error is not resolved, contact Tech support for further troubleshooting assistance.

124	Diverter moved to exit position during Reject/Purge (TDM Click Counter 54)	Note(s) jammed at Diverter; Diverter Obstructed; Diverter Sensor Faulty; Outside Interference (by User or Operator) Pushing on the Diverter.	1. Inspect for and remove jammed currency at the Diverter. 2. Verify that the Diverter moves freely. 3. Inspect the Diverter Sensor for damage and insure that it is in its proper position. 4. Run Purge/Test Dispense commands. 5. If error is not resolved, contact Tech support for further troubleshooting assistance.
125	Initial status check failed		
126	Diverter moved to reject position during dispense (TDM Click Counter 56)	Note(s) jammed at Diverter; Diverter obstructed; Dispenser Tray not level	1. Inspect for and remove jammed notes in the path. 2. Verify that the Diverter moves freely (with safe door closed and open). 3. Test the Dispenser by completing several Test Dispenses. Verify clearance at the Diverter. 4. If the Test Dispenses pass, but the error returns upon live dispenses, do dispenses with the vault door open. 5. If it works with the door open, remove obstruction causing the Diverter to contact the vault door. 6. Make sure the shelf that the dispenser is mounted on is level and seated at all four corners (rear of shelf may not be seated). 7. If error is not resolved, contact Tech support for further troubleshooting assistance.
127	Jam in TDM Extension (TDM Click Counter 114)	Note(s) jammed in Extension; Unfit Notes; White Pinch Rollers not seated properly.	1. Inspect for and remove note(s) jammed in the Extension; check for notes in the Diverter area. 2. Inspect note quality in the cassette(s). Remove weak and/or damaged notes. 3. Check small black clips that secure white pinch rollers. Snap back in place if loose. 4. Execute Purge/Test Dispense commands. 5. If error is not resolved, contact Tech support for further troubleshooting assistance.
128	Error in reply from dispenser	A communications problem between the unit's CPU and dispenser has occurred. All cables, EJ's (or security module) docking boards, and CPUs (main boards) that interface between the CPU and dispenser, as well as power to the dispenser, are suspect.	1. Inspect all cables and connections between the power supply and dispensing mechanism, main board/docking board and the electronic journal, as well as cables between the electronic journal/security module and the dispenser. Replace any cables that appear damaged or frayed. 2. Verify that the power supply DC output voltages are correct. (5 VDC, +12 VDC, -12 VDC, and +24 VDC) 3. Verify the fuses (3) for the dispenser (SDD) are good.
129	Dispenser not responding	A communications problem between the unit's CPU and dispenser has occurred. All cables, EJ's (or security module) docking boards, and CPUs (main boards) that interface between the CPU and dispenser, as well as power to the dispenser, are suspect.	1. Inspect all cables and connections between the power supply and dispensing mechanism, main board/docking board and the electronic journal, as well as cables between the electronic journal/security module and the dispenser. Replace any cables that appear damaged or frayed. 2. Verify that the power supply DC output voltages are correct. (5 VDC, +12 VDC, -12 VDC, and +24 VDC) 3. Verify the fuses (3) for the dispenser (SDD) are good.
130	No acknowledge from dispenser	A communications problem between the unit's CPU and dispenser has occurred. All cables, EJ's (or security module) docking boards, and CPUs (main boards) that interface between the CPU and dispenser, as well as power to the dispenser, are suspect.	1. Inspect all cables and connections between the power supply and dispensing mechanism, main board/docking board and the electronic journal, as well as cables between the electronic journal/security module and the dispenser. Replace any cables that appear damaged or frayed. 2. Verify that the power supply DC output voltages are correct. (5 VDC, +12 VDC, -12 VDC, and +24 VDC) 3. Verify the fuses (3) for the dispenser (SDD) are good.
131	No CTS (Ready) from dispenser	A communications problem between the unit's CPU and dispenser has occurred. All cables, EJ's (or security module) docking boards, and CPUs (main boards) that interface between the CPU and dispenser, as well as power to the dispenser, are suspect.	1. Inspect all cables and connections between the power supply and dispensing mechanism, main board/docking board and the electronic journal, as well as cables between the electronic journal/security module and the dispenser. Replace any cables that appear damaged or frayed. 2. Verify that the power supply DC output voltages are correct. (5 VDC, +12 VDC, -12 VDC, and +24 VDC) 3. Verify the fuses (3) for the dispenser (SDD) are good.
132	Status reported bad double detect in previous dispense	Jammed notes, loose belts and/or springs.	1. Clear any jammed notes/debris from the double detect assembly. 2. check for loose or misaligned belts. 3. Ensure tension spring is attached. 4. Perform Purge/Test Dispense functions. 5. If these actions have no effect, replace the dispenser.
133	5 volts not present from dispenser	Power supply, EJ (security module), or cables (upper and lower)	1. Inspect all cables and connections between the power supply and dispensing mechanism, main board/docking board and the electronic journal, as well as cables between the electronic journal/security module and the dispenser. Replace any cables that appear damaged or frayed. 2. Verify that the power supply DC output voltages are correct. (5 VDC) 3. Verify the fuses (3) for the dispenser (SDD) are good.

134	Status reported exit blocked	Jammed notes, sensor dirty or faulty.	1. Inspect the feed path and feed sensor for jammed currency and broken components. 2. Clean the sensor with soft brush or vacuum cleaner. 3. Purge the dispenser.
135	Status reported feed sensor blocked	Jammed notes, sensor dirty or faulty.	1. Inspect the feed path and exit sensor for jammed currency and broken components. 2. Clean the sensor with soft brush or vacuum cleaner. 3. Purge the dispenser.
136	Modem initialization failed	Modem loose or improperly installed. Faulty modem cable, docking board, main board, or modem.	1. Verify the software is compatible with the modem. 2. Reset the ATM by properly powering down for a few seconds. 3. Check modem to ensure securely seated and orientated on main board (Modem/LCD card on 96XX) in the 9100, 9600, Mako, and 9700. 4. Check connectivity of modem cable at both ends. 5. If the problem persists, Power down the ATM. Plug the USB Modem into a different USB port or the PCM/CIA Modem into a different slot. Consider replacing the modem or main board assembly. Power up the ATM. 6. If the problem persists replace the modem, main board, or docking board in that order.
137	Print failure to Journal		
138	Print failure to receipt	No receipt paper, paper jam, blue lever in "Open" position, printer controller or cables connected to it faulty, main/docking board	1. Verify that there is paper in the printer. Replenish paper as needed. 2.Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. 3. Verify the blue lever is in the print position. 4. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is securely connected to the printer control board. 5. Verify that all DC voltages applied to the printer controller board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 6. Inspect the printer data cable for damage. Make sure it is seated securely at both ends. 7. Inspect all other cables connected to the printer control board for damage. 8. If the voltages are correct, and the cables are undamaged and connected correctly, possible causes may be a defective cable, printer, printer controller, main board, or docking board (if installed).
139	Print controller not responding	No receipt paper, paper jam, blue lever in "Open" position, printer controller or cables connected to it faulty, main/docking board	1. Verify that there is paper in the printer. Replenish paper as needed. 2.Release the printer locking screw. Open the printer suppor bracket and verify that there are no jams in the printer or the paper path. 3. Verify the blue lever is in the print position. 4. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is securely connected to the printer control board. 5. Verify that all DC voltages applied to the printer controller board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 6. Inspect the printer data cable for damage. Make sure it is seated securely at both ends. 7. Inspect all other cables connected to the printer control board for damage. 8. If the voltages are correct, and the cables are undamaged and connected correctly, possible causes may be a defective cable, printer, printer controller, main board, or docking board (if installed).
140	Time out waiting for printer to be ready	No receipt paper, paper jam, blue lever in "Open" position, printer controller or cables connected to it faulty, main/docking board	1. Verify that there is paper in the printer. Replenish paper as needed. 2.Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. 3. Verify the blue lever is in the print position. 4. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is securely connected to the printer control board. 5. Verify that all DC voltages applied to the printer controller board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 6. Inspect the printer data cable for damage. Make sure it is seated securely at both ends. 7. Inspect all other cables connected to the printer control board for damage. 8. If the voltages are correct, and the cables are undamaged and connected correctly, possible causes may be a defective cable, printer, printer controller, main board, or docking board (if installed).
141	Status reported paper jam	No receipt paper, paper jam, blue lever in "Open" position, printer controller or cables connected to it faulty, main/docking board	1. Verify that there is paper in the printer. Replenish paper as needed. 2.Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. 3. Verify the blue lever is in the print position. 4. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is securely connected to the printer control board. 5. Verify that all DC voltages applied to the printer controller board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 6. Inspect the printer data cable for damage. Make sure it is seated securely at both ends. 7. Inspect all other cables connected to the printer control board for damage. 8. If the voltages are correct, and the cables are undamaged and connected correctly, possible causes may be a defective cable, printer, printer controller, main board, or docking board (if installed).

142	Dispenser returned bad command error	Power supply fault, data cables between main board and dispenser loose or faulty	1. Verify the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables are securely seated at both ends of the cable. These cables may also be defective. 3. Other components that may cause this error are the main board or the dispenser.
143	PTDF error		
144	Security module not responding	Cables loose or connected incorrectly. Dispenser firmware corrupt (TDM).	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (with TDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable is connected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
145	Security module bad reply	Cables loose or connected incorrectly. Dispenser firmware corrupt (TDM).	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may bedefective.
146	Electronic Journal not responding	Cables loose or connected incorrectly. Dispenser firmware corrupt (TDM).	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may bedefective.
147	Electronic Journal bad reply	Cables loose or connected incorrectly. Dispenser firmware corrupt (TDM).	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may bedefective.
148	Electronic Journal write failed	The most probable cause is EJ full.	1. Verify if the error is associated with error 151. If so, work to resolve errorcode 151. 2. If the EJ is not full, attempt corrective actions associatedwith ECs 144-147.
149	Electronic Journal read failed	The most probable cause is EJ full.	1. Verify if the error is associated with error 151. If so, work to resolve errorcode 151. 2. If the EJ is not full, attempt corrective actions associatedwith ECs 144-147.
150	Electronic Journal status failed	The most probable cause is EJ full.	1. Verify if the error is associated with error 151. If so, work to resolve errorcode 151. 2. If the EJ is not full, attempt corrective actions associatedwith ECs 144-147.

151	Electronic Journal full	(8100, 9100, 9600, 9700, Mako) Journal full.	The electronic journal can store as many as 2400 records.The journal on these machines should be printed on a regular basis (i.e.when completing a cassette close function) to keep from filling up. If the journal becomes full, the only way it can be cleared and have a copy of the records is to print to the receipt printer or download the journal to theTriton Connect host.
151	Electronic Journal full	(X-Scale/X2) Journal full The electronic journal can store as many as 32,768 records. It is recommended that you do not print the journal. Instead, save the journal to an external USB storage device or download to Triton Connect.	1. Once records have been viewed or saved, they need to be marked as audited. Audited records can then be archived to an external device or deleted. To clear Error code 151: a. View Unaudited Records. Once they are displayed on the screen print or save them to an external device. When done choose, marked as audited. b. Download to Triton Connect. Ensure they are marked as audited. Choose Clear Journal. 2. Once you have completed one of the above steps, the records have been marked as audited, but they are still taking up memory space. They now need to be deleted or archived to an external USB Storage device. Select Archive / Delete Journal. Choose archive to external USB storage device or delete. Choosing Internal Flash will not aid in clearing Error Code 151. Warning: If delete is chosen, the records will be permanently deleted. Note: Turning on auto archive will eliminate the need to archive the records in the future. The recommended setting for Auto Archive is None / 1 Meg/ 14 days. Keep in mind that no files will be deleted or archived until they have been audited.
152	Electronic Journal corrupt	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
153	Electronic Journal download failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
154	Electronic Journal bad	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
155	EJ module failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.

156	Cassettes out of service	Empty cassettes. Unfit or jammed notes. Excessive rejects. This occurs when the last cassette has been taken out of service. Cassettes are taken out of service because of feed failures or excessive rejects.	1. Inspect cassettes. Fill if needed. 2. If they are not empty, see corrective action for Error Codes 302 and 306. 3. If excessive rejects are suspected, see corrective action for Error Code 48 (under SDD). 4. Place cassettes "In Service" (Management function).
157	EJ erase failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
158	EJ format failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
159	EJ test feature failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
160	EJ set feature failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
161	EJ clear feature failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.

162	EJ get serial number failed	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
163	Terminal did not answer Triton Connect	Triton Connect (TC) reported error. This error is not displayed at the terminal. The Triton Connect host computer generates the error when the terminal does not respond to a telephone call from the Triton Connect host computer. Additionally, the Triton Connect feature may be disabled at the ATM.	1. The ATM may be turned OFF, the modem may be defective, or the telephone line may be shared with another device that connects to the line before the terminal. 2. Check to ensure the "Triton Connect" function is enabled in Management Functions.
164	Terminal did not return call to Triton Connect	Triton Connect (TC) reported error. This error is not displayed at the terminal. The Triton Connect host computer generates the error when the terminal does not respond to a telephone call from the Triton Connect host computer. Additionally, the Triton Connect feature may be disabled at the ATM.	1. The ATM may be turned OFF, the modem may be defective, or the telephone line may be shared with another device that connects to the line before the terminal. 2. Check to ensure the "Triton Connect" function is enabled in Management Functions.
165	EJ not present	Cables loose, connected incorrectly, dispenser firmware corrupt (TDM)	1. Inspect the Electronic Journal (EJ) communication cable from the EJ to the control panel assembly connection. Ensure the connectors are seated securely and undamaged. 2. When troubleshooting the 8100, 9100, RL and RT (withTDMs), be aware that the electronic journal is built into the mainboard of the dispenser. 3. On all 8100/9100 machines, ensure the EJ data cable isconnected to the lower RJ-45 data port on the main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 4. If it is necessary to check continuity of the cable assembly ,refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. Inspect EJ to dispenser communication cable for damage. Make sure the connectors are seated securely on both ends. 6. If the cables are undamaged, the main board or EJ may be defective.
166	Bad dispense	Jammed/Unfit Note(s); Faulty Components or Assemblies on Dispenser	1. Inspect the Cash Dispenser for broken parts. 2. Check for and clear any foreign matter or jammed notes in the Feed Path. 3. Reset Error and Restart the ATM. 4. If error is not resolved, contact Tech Support for further troubleshooting assistance.
167	Reported Low Cash to Triton Connect	This is an indication that the cash in the cassette has gone below the threshold level set in the terminal configuration. The terminal reported this status to Triton Connect.	Replenish the cassette(s) as needed.
168	Software Download to Terminal failed	This is a Triton Connect error. Communication line may be shared with other devices, noisy, or bad.	1. Check the communications link quality to the terminal. Verify no other devices (ex: fax machine) are sharing. 2. Check the flash memory in the ATM device.
182	Currency cassette low (SDD/GND dispensers only)	With the low currency feature enabled, this error condition will occur before the cassette is actually empty. There should be about 1/4 inch of currency (approximately 60 bills) in the cassette when the error is detected.	To clear the error 182: 1. Reset/restart the ATM. 2. Remove the cassette from the dispensing mechanism. 3. Press the reset error key. 4. Refill and install the cassette.
183	Receipt printer paper low	Low paper. Low paper sensor dirty or faulty.	1. Install a new roll of paper if needed. 2. Verify that the low paper sensor board is attached to the paper bracket and the cable is securely attached at both ends. 3. The paper low sensor may be dirty and require cleaning. 4. Otherwise, the possible causes of the problem may be a defective paper low sensor, cable, or docking assembly. NOTE: A temporary fix to this problem may be to set the "low receipt paper" parameter to "in service" so that the terminal software does not read the input from the low paper sensor. When this is done, the terminal will operate normally until it is completely out of paper. Then it will go "Out of Service" and display error code 195 "Out of Paper".

184	Journal printer paper low		
185	Phone number not configured	Host telephone number not entered.	Enter the host phone number.
186	Bill size not configured correctly	Cassette denominations not configured.	Configure the bill size, fast cash, and multiple amounts.
187	Maximum withdrawal not configured correctly	The maximum withdrawal amount cannot exceed 50 notes (20 in Mako).	Configure multiple amount.
188	Communications key not configured	PIN working keys not downloaded from host.	Master keys must be loaded. Download working keys from host.
189	Terminal ID not configured		Configure terminal ID
190	Master key not configured	This error code is often caused by a SPED tamper. If you suspect SPED tamper or Error code 205, see the corrective action for EC 205.	Enter master keys.
192	CD communications error	Communication parameters not entered or incorrect. Modem error. Phone or ethernet cable fault. A problem exists at the host.	1. Enter Management Functions>Communication menus and verify that all terminal parameters have been entered correctly. 2. Verify that the telephone or TCP/IP line is operational. 3. Resetor restart the terminal. Attempt to clear the error. 4. If the error persist, possible causes may be the modem or main board assembly.
193	The Baud rate setting for the EJ failed	Model 96XX - Wrong EJ installed	1. Inspect the Electronic Journal to make sure it is the correct part number. ATMs with NMD or Mini Mech dispensers require ele-tronic journals with a part number that start with "9600" or "09600". 2. Reset the ATM. Clear the error. 3. If the error persists, replace the Electronic Journal.
194	An attempt to dispense bills is being made when the cassettes are not locked	This is more of a status code than a true error. A dispense command was sent to the dispenser when no cassettes were locked. NOTE: NMD dispensers must have cassettes IN SERVICE and LOCKED for operation.	1. For model 97XX and 97XX ATMs - Verify the Cassette Summary. It should say Cassette A, B, C or D. Below the Cassette Service on the receipt, verify cassettes(s) listed are IN SERVICE. 2. For RL/FT/RT models - Enter Cassette Parameters menu and lock cassettes. Place cassettes IN SERVICE. 3. Perform a Purge/Test Dispense command.
195	Receipt printer out of paper	No paper. Low paper sensor dirty or faulty.	1. Replenish the paper. Clear the error. 2. Make sure that the cable from the low paper sensor assembly is secured at both ends. 3. If the error persists, possible causes of the problem may be the low paper sensor assembly, the docking board, the main board, or cables.
196	Card reader error		There is an auto-recovery utility that can be loaded to X-Scale and X2 terminals that will allow the ATM to attempt to auto-recover from card reader error code 196. The file is located in T:\Applications\196 Auto Recovery.
196	Card reader error	Card reader cable faulty or disconnected. Foreign matter in the card reader. Card reader dirty or faulty.	1. Inspect the card reader. Make sure there is no foreign material in the card slot. 2. Clean the card reader with a cleaning card. 3. Make sure the ribbon cable from the docking board to the card reader is fastened at both ends of the cable and the orientation of the cable is correct. Verify cable is plugged into the correct location on the docking board. 4. If present, (I65 Reader) verify the green LED on the card reader is blinking. 5. If the error persists, replace the card reader.
197	Dispenser has detected a blocked stacker during a dispense	Jammed notes, stacker pulley slipping.	1. Inspect the cassette and feed path for currency that is stuck together or jammed. 2. If no jam is located, remove the first note from the cassette. 3. Press "Clear Dispense Error" option. 4. Do several Test Dispense operations. 5. Try a live dispense (NOTE: you can not fully test this dispenser for this error without doing live dispenses). 6. If the error returns, inspect the stacker pulleys to ensure they are not slipping. Note: There are set screws (Allen) that secure pulley assemblies to the shafts. They must be tight. 7. If the problems persist, consider replacing the dispenser.
198	Dispenser did not detect note going in stacker	Stacker pulleys loose. This error is most often caused by slipping stacker pulleys.	Tighten all set screws on pulleys. There are set screws (Allen) that secure pulley assemblies to the shafts. They must be tight.
199	Cash dispenser width errors	Mechanical fault.	A mechanical error has occurred. It may be necessary to replace the dispenser.

200	Dispenser fed extra note into its stacker	Mechanical fault. This status appears when the count at the exit cannot be verified.	A mechanical error has occurred. It may be necessary to replace the dispenser.
201	Dispenser detected more than 6 errors in dispense	Unfit currency. Jammed notes.	1. Inspect the currency for excessive wear. Remove any unacceptable currency from the cassette. 2. Inspect the feed path for jammed currency. 3. Perform "Clear Dispense Error" option. 4. Perform several Test Dispenses. 5. If these actions have no effect, replace the dispensing mechanism.
202	Dispenser is busy	Stacker and/or exit sensor blocked or dirty.	1. Inspect the feed path for jammed currency. Remove any jammed currency. 2. Perform "Clear Dispense Error" command. 3. Perform several Test Dispenses. 4. If these actions have no effect, replace the dispensing mechanism.
203	SPED keypad is not replying to main board	SPED tampered, battery low or bad. SPED cables loose.	1. (If accessible) Check the battery voltage (~3VDC). 2. Ensure the battery is seated securely in the battery holder. 3. Tighten all screws that secure SPED module to Control panel. 4. Ensure data cable from SPED is securely connected and undamaged. 5. Reset or restart the ATM. 6. Go to Diagnostics>Keypad>Clear Tamper. 7. On 9100, 9600, 9700 machine choose Diagnostics>More>More> Keypad>Clear Tamper. 8. If the error persists, replace the SPED keypad module. Note: If any of these errors occur, it's a good probability that the encrypted keys (if loaded previously) have been erased. Before re-entering keys, you must clear this error in Management functions(noted above).
204	Number of bills dispensed not equal to bills requested		
205	SPED keypad reported tamper condition	SPED tampered, battery low or bad. SPED cables loose.	1. (If accessible) Check the battery voltage (~3VDC). 2. Ensure the battery is seated securely in the battery holder. 3. Tighten all screws that secure SPED module to Control panel. 4. Ensure data cable from SPED is securely connected and undamaged. 5. Reset or restart the ATM. 6. Go to Diagnostics>Keypad>Clear Tamper. 7. On 9100, 9600, 9700 machine choose Diagnostics>More>More> Keypad>Clear Tamper. 8. If the error persists, replace the SPED keypad module. Note: If any of these errors occur, it's a good probability that the encrypted keys (if loaded previously) have been erased. Before re-entering keys, you must clear this error in Management functions(noted above).
206	SPED could not perform a successful command within SPED_MAX_ATTEMPTS tries	SPED tampered, battery low or bad. SPED cables loose.	1. (If accessible) Check the battery voltage (~3VDC). 2. Ensure the battery is seated securely in the battery holder. 3. Tighten all screws that secure SPED module to Control panel. 4. Ensure data cable from SPED is securely connected and undamaged. 5. Reset or restart the ATM. 6. Go to Diagnostics>Keypad>Clear Tamper. 7. On 9100, 9600, 9700 machine choose Diagnostics>More>More> Keypad>Clear Tamper. 8. If the error persists, replace the SPED keypad module. Note: If any of these errors occur, it's a good probability that the encrypted keys (if loaded previously) have been erased. Before re-entering keys, you must clear this error in Management functions(noted above).
207	SPED not detected		1. Check the cable and connections from J7A on the docking station to the SPED board. 2. Verify that the SPED board has the correct DC voltages applied to it. 3. If the DC voltages applied to the SPED board are correct and the cables are in good condition and seated properly, replace the SPED board.
208	Dispenser did not reply after a dispense command		
209	Check Number of notes delivered command failed		
210	The Dispenser Type is unknown		
211	The reply from the dispenser was invalid		

231	Card Reader Warning	Customer left card or foreign object in reader.	This is a warning code. Software will sample the card reader for a timeout period before setting this warning condition. Once the card or foreign object is removed, this warning will be cleared.
232	Quad Port Module not Installed or not Communicating		
233	Smart Card Reader not Installed or not Communicating	The software requires a smart card reader and a smart card reader is not detected.	1. Install smart card reader. 2. Trouble smart card reader if installed.
234	Incompatible SPED version	SPED version number is not 3DES compatible. Older 9600, Mako, and SuperScrip terminals.	Replace SPED.
235	MAP stack over	Z-180 Error.	Reload software, change aux settings
236	Lost TCP Host	ATM cannot contact the Host.	1. Verify communications settings on host and local settings. Add the screen flow. Verify Host IP address and Port are correct. Verify your network settings are all correct with your network administrator. 2. Check the Ethernet Cable is securely attached. Verify lights are blinking. If lights are on verify Ethernet cable is good. If lights are still not on, replace the main board. 3. Restart the ATM. Check Configuration Summary for valid MAC address, not all zeroes or all F's. If address is invalid, replace main board. 4. From a separate PC on the ATM's network, trying to PING the ATM. If this step passes, enter Host IP address in Modem Test Dialogue. If this test fails have the host verify network communications. 5. Inspect the main board, the TCP/IP connection device (Quad Port Board in 96XX, docking board on RL, FT or RT) or the TCP/IP external modem equipment.
237	No TCP/IP device	Out going communications seems to be successful, but there is no returning communications.	1. Start by verify your communications settings and external TCP/IP equipment. 2. Verify the quality of your incoming TCP/IP connection and your TCP/IP configuration, (i.e. gateway IP address, ports, etc.). 3. Suspect the main board, the TCP/IP connection device (Quad Port Board in 96XX, Docking board on RL, FT or RT) or the TCP/IP external equipment.
238	Power failure during dispense.	A reset has occurred in the middle of a dispense.	1. This can be confirmed by referencing the electronic journal. Look for a reset entry directly after an incomplete transaction. 2. If resets are suspected, determine what could have caused the main board to reset. Suspect the ATM power supply, incoming power, the dispenser software or the main board / CPU. 3. Check for bills in the Feed Path and inside the vault. 4. Must do a Purge from Management Functions to clear the error.
239	If the stored serial number doesn't match the serial number returned from the SPED	The serial number stored in the software does not match the serial number of the EPP. The keypad has been changed or a full software load has occurred.	1. (X-Scale/X2) Can only be cleared in Diagnostics>Keypad>Clear Serial Tamper. 2. On the 9100, 9600 and 9700, choose Diagnostics>More>More> Keypad>Clear Serial Tamper.
240	SPED Self Test error	Faulty SPED	Replace SPED.
241	SPED Warning	The SPED has returned a warning message to Triton Connect that the SPED battery is low.	1. (If accessible) Check the battery voltage (~3VDC). 2. Ensure the battery is seated securely in the battery holder. 3. Replace battery if low or bad.
242	Stuck Key	Key has been pressed longer than 15 seconds. Dirty or damaged key.	1. Perform a keypad test (Diagnostics>Keypad>Keypad Test). 2. Examine keypad for damage or water. 3. Check cables to keypad. 4. Clean keypad if required. 5. Replace keypad.
243	Unable to display user defined surcharge screen	Surcharge message screen not selected.	No user defined surcharge screen is selected. Enter Management Functions>Terminal Configuration>Optional Screens and Buttons. Select/enable a user defined surcharge screen.
244	Min. partial dispense enabled with no doc count	No Bill Quantity was entered	Enter # of Bills in Cassette
245	Minimizing partial dispense enabled with no usable bills	No Bills calculated available in Cassette	Replenish Cassette and enter Quanity of Bills in Cassette
246	Must change Master password from Default	The default master password has not been changed.	Change the default password.

300	Successful command	This status code will appear in the electronic journal as code 300 indicating the successful completion of a transaction.	No action necessary.
301	Low level in cassette	Low number of notes in cassettes. This is a warning message. It will not place the cash dispenser "out of service". This condition is also displayed on the configuration summary printout under "Dispenser" as a lower case a, b, c, or d for the cassette in the low currency condition. Otherwise, the error code for cassettes not in a low currency condition would normally be upper case characters A, B, C, or D.	Remove and refill the affected cassette(s). Refilling may be delayed for several transactions if the error code is the first warning that the cassette is nearly empty. However, actions to fill the cassette should be taken as soon as possible.
302	Empty cassette	Empty cassette or unfit/jammed notes. This error alone will not put the cash dispenser "out of service". It will cause that cassette to be taken "out of service". The cash dispenser will only be placed "out of service" when ALL cassettes are out of service".	1. Refill the cassette as needed. 2. Inspect the cassette and feed path for jammed currency. 3. If no jam is noted, remove the first note from the cassette. 4. Purge the dispenser and do several test dispense operations.
303	Lifts are down	Cassette(s) not locked. Faulty cassette, note feeder, or CMC module.	1. Restart the ATM or unlock and lock the cassettes in Management Functions. 2. If the error persists a faulty cassette, note feeder, or CMC may be the cause. Replace as needed.
304	Rejected Notes	Notes rejected during transaction or test dispense.	No action necessary.
305	Wrong Count	Mechanical or electrical fault of the Note Diverter (Note Transport Module)	1. Inspect the note diverter in the note transport module. Verify that there are no documents jammed in the note diverter area. Make sure the note diverter moves freely. 2. Check to make sure that cables connecting the note transport and the CMC module are not damaged. 3. Make sure all connectors attached to the CMC are seated in their receptacles. 4. Remove and empty the reject cassette/vault and reinstall. 5. Purge the dispensing mechanism. 6. Complete several test dispenses. 7. If the error clears, complete a live dispense to verify the note diverter moves the currency to the exit position. 8. If the error reoccurs the most likely causes of the problem may be a faulty note transport or CMC.
306	Failure to Feed	Unfit notes or Note Feeder Error	1. Check condition of the currency. 2. Verify that the cassettes are operating correctly. Replace cassettes as needed. 3. Check the operation of the note feeder sensors. Clean the note feeder sensors as needed. 4. Replace the noted feeder or note feeder controller as necessary.
307	Transmission Error	Dispenser comm cable faulty or not connected properly. Incorrect LRC character or parity error in message.	1. Inspect all communication cables to make sure they are not damaged and are properly connected to their termination points. 2. Restart the cash dispenser. 3. Reset the dispenser and try to send command that caused error. 4. If the error code is reported again, replace the CMC module.
308	Illegal Command or Command Sequence	Dispenser comm cable faulty or not connected properly. CMC faulty.	1. Inspect all communication cables to make sure they are not damaged and are properly connected to their termination points. 2. Restart the cash dispenser. 3. Reset the dispenser and try to send command that caused error. 4. If the error code is reported again, replace the CMC module.
309	Jam in Note Qualifier	Jammed or unfit notes. Faulty Note Qualifier or Note Transport. This may be due to jammed documents in the transport path between the note qualifier and the note diverter.	1. Inspect the documents in each cassette to insure they are in fit condition. 2. Ensure the note qualifier and note transport modules are mechanically aligned. Play close attention to the gears where the Note Qualifier and Note Transport meet. 3. Open all access panels and inspect for jammed notes between the note qualifier and note transport. Remove any jammed notes. 4. Inspect the note qualifier and note transport for broken components (belts, gears, cables, or sensors). 5. Inspect the Note Diverter for proper operation and damage. 6. Replace the Note Qualifier or Note Transport if problem persists.

310	Feed cassette not present	Cassette(s) not properly installed, cassette(s) not locked, no cassette ID or a faulty cassette or CMC.	1. Verify the physical presence of each cassette. 2. Unlock and remove each cassette from its feed channel. Reinsert cassettes back into its feed channel. 3. Lock the cassettes. 4. Verify the ID of each cassette (Read cassette ID function or Cash Dispenser Status function). Cassettes with no identity must be injected with a new cassette ID. 5. If a cassette cannot be injected with a new ID, verify that the cable between the top feed channel and the CMC is in good condition and connected at both ends. 6. Try to inject an ID into another cassette. If the inject cassette ID function works on a different cassette, then the original cassette is faulty. If it fails on a different cassette, the CMC is defective.
311	Dispenser Offline Config Record Size Invalid		Reset the dispenser and/or ATM.
312	No notes retracted	This is a warning code.	No action necessary.
313	Dispenser Offline NMD Cassette Hopper Map Invalid	Cassette has no ID or is faulty.	1. Using inject cassette ID, send a new cassette ID to any cassette that is suspected until you have verified the ID of all cassettes. 2. If one or more cassette can not have an ID resent, that cassette is suspect.
314	Dispenser Offline Cannot Resolve Dispense Count		
315	Reject cassette not properly installed	Reject cassette or vault is not properly installed or seated correctly. Note: A common mistake with the NMD-50 is to tuck the green handle under the reject vault. This handle should just dangle.	1. Ensure reject cassette/vault is installed correctly. 2. Inspect the reject vault present sensor visually for proper operation. 3. If the sensor is properly connected and operating correctly the CMC module may be defective. 4. If the sensor is not operating normally, replace the note transport module.
316	Delivery failure	Bundle Carriage Unit Faulty or Disconnected	1. Inspect the transport path for damage. 2. Inspect the bundle carriage unit for proper alignment in the transport path. 3. Inspect the bundle carriage power connection at the CMC o r Note Stacker Controller. 4.Reset the error code and perform Purge/Test Dispense commands to verify operation.
317	Reject failure	Faulty reject cassette/vault, stacker unit, note stacker controller, or CMC.	1. Inspect the Note Diverter for single reject failures. 2. Inspect the Bundle Carriage Unit (BCU) for bundle failures. 3. Inspect the transport path for damage. 4. Inspect the BCU for proper alignment in the transport path. 5. Inspect the reject cassette. 6. Consider replacing the reject vault. 7. Inspect the bundle carriage power connection at the CMC or Note Stacker Controller. 8. Reset the error code and utilize the dispenser diagnostic purge and test dispense functions to verify operation. 9. This can be an electrical or mechanical failure, including the reject vault, the stacker unit, the note stacker controller or the CMC.
318	Too many notes requested	More than 50 notes requested using NMD Tools software	This error code occurs while running the dispenser on the NMD test software and when too many notes are requested during a dispense command. The maximum number of notes that can be dispensed from the dispenser during a transaction is defaulted to fifty. Retry the test operation and request fifty or fewer notes.
319	Jam in note transport	Jammed notes, Note Qualifier or Note Feeder Faulty	1. Check the cassettes. Make sure they are not overfilled. 2. Make sure the documents are fit condition. 3. Open all access panels and remove any jammed documents from the transport path. 4. Inspect the note feeders and note qualifier for damage. 5. Reset the error. 6. Complete several Test Dispenses. 7. If the error reoccurs, change the note feeder for the affected channel.
320	Reject cassette almost full	The number of reject events exceeded 37. Error code 320 will not put the cash dispenser "Out of Service". It is not displayed directly to the operator or customer. The error code will be sent to the Triton Connect host if Triton Connect feature is enabled. It will also be stored as part of the transaction data in the electronic journal.	1. The reject vault should be emptied as soon as possible in order to avoid an "Out of Service" condition (50 reject events). 2. The reject event counter can be reset by removing the reject vault from the dispenser and then putting it back into the dispenser while power is applied to the dispenser.
321	Cassette data corrupted	Error in Cassette ID.	1. Program the cassette by injecting a new cassette ID into the cassette. 2. If injecting a new cassette ID into the cassette does not correct the problem, replace the cassette.

322	Main motor failure	Jammed or unfit notes. Faulty power supply, timing wheel, or Note Qualifier.	1. Open all access panels and remove any jammed documents from the transport path. 2. Verify the documents are fit for dispensing. 3. Inspect the note qualifier for any damage (broken belts, broken gears, disconnected or damaged cables, broken timing wheel or timing wheel sensor not locked into place etc.). 4. Make sure all access panels are closed. 5. Reset the error and perform several Test Dispenses. 6. If the error code repeats, verify the power supply output voltages are within expected values. 7. Replace the power supply if necessary. 8. If the power supply operates normally, replace the note qualifier.
323	Dispense Count Check Error	NMD-50 dispense did not complete properly.	1. Verify the journal for the last transaction is accurate. 2. Verify the cassette totals are correct (using trial cassette close). 3. Check for any rejected bills or bills in the dispense path. 4. Execute a purge, then test dispense. Clear the error.
325	Note qualifier faulty	Note Qualifier faulty. Double detect sensor faulty, dirty, or disconnected.	1. Verify that the cable that connecting the double detect module to the CMC module is undamaged and connected at both ends. 2. Make sure the access panel on the bottom of the note qualifier is closed and locked in position. 3. Use clean compressed air to remove any dust or dirt from the double detect sensor lenses. 4. Ensure all connections between the double detect module and the CMC are seated properly. 5. If at any time during the following checks, the "faulty note qualifier" error code reoccurs it will be necessary to replace the note qualifier. Reset the error code. If it clears, initiate the learn note thickness operation. Perform a test dispense. If cash dispenser operates normally, it will pick from seven to fifteen notes from each cassette to calibrate the double detect to the document in each of the cassettes. Then it will complete the test dispense function. If these actions don't clear the error, replace the Note Qualifier.
326	Cassette exit sensor failure	Jammed notes, sensor dirty or uncalibrated or Note Feeder module faulty.	1. Make sure there are no documents jammed at any of note feeder exit sensors. 2. Check the calibration value for the pressure, empty, and exit sensors. If any sensor is out of its calibration limits, clean all of the sensors and attempt to do a transaction. 3. If error code reoccurs, replace the Note Feeder module.
327	Shutter failure	Faulty shutter assembly, sensor board, or cable. CMC fault.	1. Reset the system. If the response to the reset command indicates successful execution, resume operation. 2. If the problem persists, it may be necessary to replace the external shutter assembly, the shutter sensor board (if present), shutter cable, or the CMC module.
329	Notes in delivery throat	Jammed or unfit notes. Note Transport faulty.	1. Remove any documents blocking the throat opening. 2. Make sure the diverter is not jammed. 3. Inspect the note transport for damage and verify that all connectors are plugged into their respective receptacles. 4. Use the reject channel error code function to verify the operation of the sensors on the note transport module. 5. Clean the sensors in the note transport a needed. 6. Restart the cash dispenser. Reset the error code. Perform the test dispense function several times (two or three). Complete a live transaction. 7. If the error does not show again put the cash dispenser into service. 8. If the error code returns, and a jam is not the cause, replace the note transport module.
330	Communications time-out	The dispenser comm cable is damaged or not connected. There is incompatibility between the dispenser firmware and terminal software.	1. Inspect all cables for damage. 2. Verify that the both ends of each cable are securely connected. 3. This problem may be caused by incompatibilities between terminal software and dispensing mechanism firmware. 4. Check with Triton Systems Technical support for known soft-ware incompatibilities.
332	Cassette may have been changed	Cassettes not locked or missing ID. Faulty cassette.	1. Verify that each cassette is placed in a feed channel and the cassettes are locked. 2. Complete the test receipt printer function to determine which if any of the cassettes are not responding. 3. If cassette is not responding it may be necessary to inject a new identity into the cassette by completing the inject new cassette ID command. 4. A defective cassette may also cause this problem.
333	Reject cassette full	Single rejects exceed 50 or bundle rejects exceed 250 notes.	1. Remove all documents from the reject vault. 2. To clear the error code, the reject vault must be removed and inserted with the power on. This will reset the reject event counters.

339	Error in throat	Jammed notes, blocked diverter or dirty sensors.	1. Make sure all cables between the note transport and the other units are undamaged and securely seated at their termination point. 2. Check the operation of all sensors in the note transport module. 3. Inspect the diverter area to make sure that it is not blocked and that it moves freely. 4. Make sure that the access panels before and after the diverter are closed and secured in place. 5. Remove any documents from the Note transport. 6. If the error code persists, replace the Note transport module.
343	Sensor error or sensor covered - NMD	Sensor dirty or out of calibration. With an NMD, this error is produced when a sensor in note transport module is not working correctly during an internal self-test preceding the movement commands.	1. Inspect all cables for damage. Make sure that all cables are securely fastened to their termination points. 2. Open the access panels on the note transport and remove any documents that may be in the transport path. Access the error code command to determine if any sensors in the reject channel are dirty of defective. Clean the dirty sensor, or replace the note transport as needed. 3. Restart the cash dispenser. Reset the error. Perform a live transaction. If the cash dispenser operates normally put it in service. 4. If the problem persists, replace the note transport module.
343	Width Sensor Dirty or Out of calibration - TDM	With a TDM dispenser, this error is produced when a Width Sensor can not be calibrated.	1. Run a dispenser status report (Click Counts) and reference the Width Sensor X Voltage Y (Note X= sensor 0, 1 or 2 in "Y"s feed channel. Y = the feed channel. A= feed channel 1, B = feed channel 2. C= feed channel 3 and D = feed channel 4). Cross reference the click counter section in your service manual to determine what click counts correspond to each feed channel and what sensor. 2. A clean, calibrated sensor will read just below 5.000vdc. A sensor that is hard to calibrate will read closer to 2.000vdc. As an example, 4.867 would be a good sensor. 1.985 would be a suspect sensor. 3. Inspect and clean any suspect sensors with clean compressed air. 4. Restart the cash dispenser. 5. Reset the error. 6. Perform test dispenses. If the cash dispenser operates normally put it in service. 7. If error is not resolved, contact Tech Support for further troubleshooting assistance.
348	NMD internal failure/Data corrupted	CMC or Note Feeder controller faulty	1. Inspect all cables for possible damage. 2. Ensure that each cable is securely fastened to its termination point. 3. Reset the error. 4. If the RESET command indicates a successful execution, put the cash dispenser back in service. 5. If the error code is reported again, it may be necessary to replace the CMC or one of the note feeder controllers.
349	Cassette lock faulty	Notes improperly loaded, bad cassette, Note feeder controller faulty	1. Verify that the currency is properly installed in the cassette. If necessary, reload the currency in the cassette. 2. If the problem remains after reloading the cassette, replace the cassette, the denomination extension, or the note feeder controller associated with the cassette causing the problem.
350	Jam in Note stacker	A bad BCU cable can also cause this problem. Possible symptoms to look for are the B cassette is not read, the cassettes won't lock, red LED on the note feeder board. (Information supplied by Whole Unit Repair.)	
350	Jam in Note stacker	This status may be generated when a note is jammed in the note stacker, the note stacker is not turning, or when the bundle carriage unit cannot move.	1. Inspect for and clear any jammed notes that are found in the note stacker. 2. Clean all sensors as needed. 3. Reset the error. 4. If the error persists, it may be necessary to replace the note stacker or the CMC module.
351	Module needs service	Faulty or dirty sensor. Sensor needs improperly calibrated.	1. Use the diagnostic functions or NMD test software to determine if a note feeder has a faulty or dirty sensor. 2. Remove each note feeder module from the dispensing mechanism and clean their associated empty, pressure and exit sensors with clean compressed air. Install the note feeders and recheck their operation to determine if the error code has been cleared. 3. If the error code is repeated, replace the Note Feeder or Note Feeder controller for the affected feed channel.
353	No message to resend	CMC fault or power interruption	1. Restart the cash dispenser. 2. Reset the error. 3. Perform several Test Dispenses. 4. If the error code recurs, there may be a problem with the CMC module.

356	Error in note transport	Jammed notes. Sensor dirty or blocked. This occurs when a note is stuck in the note transport sensor or in between the note transport sensor and the throat.	1. Inspect the note transport sensor for blockage. If the sensor is blocked, remove the blockage. 2. Clean the sensors if needed. 3. Restart the cash dispenser. 4. Reset the error. 5. If the error continues, replace the note transport module. Otherwise, put the cash dispenser into service.
357	Dispenser – Data size error		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
358	Dispenser – Read error		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
359	Dispenser – Record error		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
360	Dispenser – Invalid return ID		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
361	Dispenser – Sequence error		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
362	Dispenser – Device write error		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
363	Dispenser – Device not found		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
364	Dispenser – Device offline		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
365	Dispenser – BCC Error		1. Restart the terminal. 2. Attempt to reset the terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
366	Dispenser – Cassette disabled	Cassettes not locked or in service.	1. Unlock cassettes (via Management functions) and physically remove and reinsert into each their respective feed channels. 2. Relock the cassettes and put in service (Management functions).
367	Dispenser - Comms error	Dispenser data or power cable disconnected or faulty.	1. Check the dispenser data and power cable connections. 2. Restart the operating system. Clear terminal error code. 3. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
368	Dispenser - Cannot dispense request	Requested amount may have exceeded dispensers capability (50 notes per request)	1. Enter a smaller value. 2. If error persists, it may be necessary to replace the dispenser mechanism.
369	Dispenser - Device reset		1. Check data and power connections to the dispenser device. 2. This problem may be resolved by replacing the CMC board or the dispenser mechanism.
370	Dispenser - SDD EOT error		1. Check data and power connections to the dispenser device. 2. This problem may be resolved by replacing the CMC board or the dispenser mechanism.
371	Dispenser - SDD Comm error header-trailer		1. Check data and power connections to the dispenser device. 2. This problem may be resolved by replacing the CMC board or the dispenser mechanism.
372	Dispenser - Item value error		
373	Dispenser - Machine not opened	Cassettes not locked.	1. Access the Management Functions menu and lock all cassettes. 2. Ensure all cassettes used are in service.
374	Dispenser - Rejected cheque		1. Restart the terminal. Reset terminal error code and retry previous request. 2. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.

375	Dispenser - Invalid Request		1. Restart the terminal. Reset terminal error code and retry previous request. 2. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
376	Dispenser - Multiple Errors		1. Restart the terminal. Reset terminal error code and retry previous request. 2. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
377	Dispenser - Device Error		1. Restart the terminal. Reset terminal error code and retry previous request. 2. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
378	Dispenser - Cassette Low		
379	Dispenser - Invalid Status		1. Restart the terminal. Reset terminal error code and retry previous request. 2. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
380	Dispenser - Setup Incomplete	Cassette Parameters configuration incomplete.	Check and verify that all dispenser configuration have been entered into the terminal parameters.
381	Dispenser - Cassette map invalid	Error in Cassette ID.	1. Program the cassette by injecting a new cassette ID into the cassette. 2. If injecting a new cassette ID into the cassette does not correct the problem, replace the cassette.
382	Dispenser - All cassettes disabled	All cassettes are out of service. Cassettes are taken out of service for two reasons. 1. Feed Failure or Empty. 2. Excessive rejects	1. Follow actions for Feed Failure (Codes 101 and 306), Empty Cassette (code 306), and Excessive Rejects (Code 48) 2. Once the cause has been resolved, placed the desired cassettes into service and reset the error. 3. If the error is not resolved, contact Tech support for further troubleshooting assistance.
383	Dispenser - All cassettes low	All cassettes have reached low cash level.	1. Reload cassettes. 2. Clear terminal error code.
384	Dispenser - All Cassettes Empty	All cassettes are depleted.	1. Reload cassettes. 2. Clear terminal error code.
385	Dispenser - Device Found No Reject No Hoppers	Power or communications cables disconnected.	1. Verify that the dispenser mechanism has data and power cable connected. 2. Verify power is applied to the dispenser. 3. Check the computer area network connectors in the dispenser. 4. Restart operating system. Clear terminal error code. 5. If error persists, replace the dispenser mechanism.
386	Dispenser - Device and Reject Found No Hoppers	Dispenser firmware or connection fault.	1. Verify that the dispenser mechanism has data and power cable connected. 2. Verify power is applied to the dispenser. 3. Check the computer area network connectors in the dispenser. 4. Restart operating system. Clear terminal error code. 5. If error persists, replace the dispenser mechanism.
387	Dispenser Offline - Error Validating Configuration	Disconnected or faulty dispenser cables.	1. Verify all connectors to the dispenser mechanism. 2.Restart operating system. Clear terminal error code. 3. If error persists, replace the dispenser mechanism or the CMC.
388	Dispenser - NMD Requires Reject and 1 Cassette	Reject and or note cassette missing or not detected.	1. Verify that the Reject Vault and one cassette are present in the dispenser mechanism. 2. Clear terminal error code. 3. If error persists, replace the dispenser mechanism
389	NMD Detected Offline Err Check Op Status	Dispenser data corrupt. CMC fault.	1. Restart the operating system. 2. Verify the error code lights on the dispenser are operating in proper sequence. 3. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.
390	Dispenser Offline - Storing Config Record	Dispenser data corrupt. CMC fault.	1. Restart the operating system. 2. Verify the error code lights on the dispenser are operating in proper sequence. 3. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.
391	Dispenser Sensor Failure	Sensor dirty or faulty.	1. Access the Management function diagnostics menus to verify the operational error code of dispenser mechanism sensors. 2. Clean sensors as needed. 3. Replace dispenser components or dispenser if the error persists.

392	Error in Last Dispense	CMC Fault.	1. Check operational error code of dispenser. 2. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
393	Error in Double Detect		
394	Cash Dispenser Purge Failed Upon Power Up		
395	Multiple Cassettes of Same Type Installed	Same cassette IDs installed (ex: 2 cassette "A") NMD dispenser allows for only one of each cassette ID to be installed.	1. Verify each cassette ID. 2. Replace cassette or inject new Cassette ID.
396	Dispenser Offline Dev Found No Reject Bin		
397	NMD 50 Dispense Status Unknown at Boot		
400	Exchange Rate not Configured	Configuration of cassette parameters is not correct (UK)	Reconfigure the cassette currency parameters in Management Functions.
401	Cassette Currency Configuration Error	Configuration of cassette parameters is not correct (UK)	Reconfigure the cassette currency parameters in Management Functions.
500	SPED - Read error		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
501	SPED - Invalid return record		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
502	SPED - Invalid reader type		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
503	SPED - Invalid command		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
504	SPED - Invalid return ID		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
505	SPED - Device busy		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
506	SPED - Invalid request		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
507	SPED - Sequence error		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
508	SPED - LRC error		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.

509	SPED - No data		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
510	SPED - Invalid message ID		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
511	SPED - Device data overflow		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
512	SPED - Device idle		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
513	SPED - Device offline		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
514	SPED - Device bit stuck		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
515	SPED - Device attention stuck		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
516	SPED - Device no attention		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
517	SPED - Device timeout		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
518	SPED - Command sequence error		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
519	SPED - Invalid command data		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
520	SPED - Device reset		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
521	SPED - Clear Key		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
522	EJ Error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
523	EJ - Data size error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.

524	EJ - Bad command		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
525	EJ - Invalid ID		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
526	EJ - Device busy		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
527	EJ - Invalid request		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
528	EJ - Sequence error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
529	EJ - Device offline		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
530	EJ - ETX Error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
531	EJ - SOH Error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
532	EJ - STX Error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
533	EJ - BCC Error		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
534	EJ - Device Reset		1. Restart operating system. 2. If the problem persists, it may be necessary to replace the ATM main board assembly on X-Scale/X2 units.
535	Card Reader - Data size error	Should not get this error.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
536	Card Reader - Device read error	Device communications failure.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
537	Card Reader - Invalid record	ICT3K5 Reader only error. Communications failure	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
538	Card Reader - Reader type error	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
539	Card Reader - Invalid track	Track 2 data on the card is not formatted properly.	Verify Track 2 data on the card is formatted properly. If Track 2 data is correct, continue with the following steps. 1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
540	Card Reader - Invalid message	ICT3K5 reader has an error reading either the Header or Trailer.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.

541	Card Reader - Com error	ICT3K5 reader did not receive the STX on the request to the card reader.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
542	Card Reader - Device busy	ICT3K5 reader is busy and cannot perform the required action.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
543	Card Reader - Sequence error	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
544	Card Reader - Invalid request	Software error created by sending a command to the wrong reader type.	Report this error to Triton Tech Support. 1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
545	Card Reader - LRC Error	ICT3K5 reader. Error in CRC sent to the card reader	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
546	Card Reader - No data	No data read from any of the tracks on the card.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
547	Card Reader - Start sentinel not found	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
548	Card Reader - End sentinel not found	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
549	Card Reader - Parity error	Parity of the data going to the card reader is incorrect.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
550	Card Reader - Card not removed	The front sensor of the ICT3K5 reader is reporting that it is blocked.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
551	Card Reader - Card removed too slow	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
552	Card Reader - Device received invalid request	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
553	Card Reader - Device offline	Software error. This is a general communications error for any card reader.	Report this error to Triton Tech support. 1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
554	Card Reader - Device reset		1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.

555	Card Reader - System timeout	Unknown cause.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
556	Device Timeout	A device timeout has occurred?; dispenser or EPP communications failure.	1. Check cables to EPP and dispenser. 2. Check device status on both EPP and dispenser. 3. Check operation and voltages of the power supply. 4. Restart the terminal. Clear the error. 5. Display current Terminal Error and save to file or print. 6. contact Tech Support for further troubleshooting assistance.
557	Operating System Reset	An operating system timeout has occurred.	1. Check operation and voltages of the power supply. 2. Restart the terminal. Clear the error. 3. If error persists, it may be necessary to reload the operating system software or replace the ATM main board assembly.
558	Device Communications Error	A device communications error has occurred; EPP communications error.	1.Check EPP cables are securely attached. 2. Check lights on EPP are correct. 3. Check Diagnostics Device Status on EPP. 4. Restart ATM and clear the error. 5. Check the operation of the power supply. 6. If error persists, contact Tech Support for further troubleshooting assistance.
559	Device Communications Error	An operating system timeout has occurred.	1. Check the current terminal error code and save to file or print. 2. Restart the ATM and clear the error. 3. If error persists, check operation of the power supply. 4. Check Device Status for all devices. If the problem persists, contact Tech Support for further troubleshooting assistance.
560	Unknown Device Error	A dispenser error has occurred.	1. Check that the dispenser and security module cables are securely attached. 2. Check dispenser device status in diagnostics. 3. Restart the ATM and clear the error. 4. If the error persists, contact Tech Support for further troubleshooting assistance.
561	Terminal software error	Undetermined error.	Print Terminal Error History. Restart ATM. If problem persists, contact Tech Support for further troubleshooting assistance.
562	The SPED keypad cannot be found or is not online		1. Verify all SPED connections. 2. Restart the operating system. 3. Clear any errors conditions (reference ECs 205 and 239). 4. Inspect the battery for a voltage reading greater than 2.8 VDC. Replace SPED battery if below 2.8 VDC. 5. Replace SPED module if error persists.
563	Low Memory/Flash	System is low on memory or flash space	1. Print current terminal error. Will state low Memory or Flash. 2. Low memory - restart ATM. If still low memory, remove unnecessary ads from Ad List (could have too many active ads) - Main Menu/Terminal Configuration/ Ads-Graphics. If still low memory, contact Tech Support for further troubleshooting assistance. 3. Low Flash - check for unnecessary graphics - Ad Graphics/Add New/Internal Flash. Delete any graphics that aren't needed. If still Low Flash, go to Screen Files ad delete any unneeded Screen Files on Internal Flash. If still Low flash, go to Screen Files and delete any unneeded screen files or internal flash. 4. If still low flash, go to Journal Data and delete any old Journal Data. Verify Archive Journal data options are set optimally. 5. If still Low Flash, contact Tech Support for assistance to erase Flash and reload software.
564	Internal Flash Error	System flash is corrupt.	Restart ATM. If error persists, contact Tech Support for assistance to erase Flash and reload software. If error still persists, replace Main Board.
565	Control Panel Door is Open	Control Panel Door is open	1. Close the control panel door. Reset error code. 2. Check the cable connectivity between the door switch and other end assembly (usually the docking board). 3. Check that the switch plunger moves freely when pushed in. 4. If error persists, suspect bad switch cable or switch assembly.
566	Vault Door is Open	Cabinet door open	1. Close the vault panel door. Reset error code. 2. Check the cable connectivity between the door switch and other end assembly (usually the docking board). 3. Check that the switch plunger moves freely when pushed in. 4. If error persists, suspect bad switch cable or switch assembly.
567	Security Module not Found	Cable faulty or improperly connected. Main board or docking board faulty. This error indicates that the communications from the security module to the main board is not operational.	1. Inspect cable from security module to the docking board for damage. Make sure that the cable is connected at both ends. 2. Restart ATM. Clear the error. 3. If error persists, suspect the security module, cable from the security module to the docking board, the docking board and the main board.

568	Security Module Com Failed	Cable faulty or improperly connected. Main board or docking board faulty. This error indicates that the communications from the security module to the main board is not operational.	1. Inspect cable from security module to the docking board for damage. Make sure that the cable is connected at both ends. 2. Restart ATM. Clear the error. 3. If error persists, suspect the security module, cable from the security module to the docking board, the docking board and the main board.
569	Security Module Attached Dev Com Failed	This error indicates that the communications from the security module to the dispenser is not operational.	1. Inspect cable from security module to the dispenser for damage. Make sure that the cable is connected at both ends. 2. Inspect the dispenser (Follow steps for Error Code 130) 3. Restart ATM. Clear the error. 4. If error persists, suspect the security module, cable from the security module to the dispenser, the dispenser, or power to the dispenser.
570	Security Module Dev Port Setup	Cable faulty or improperly connected.	1. Inspect cable from main board assembly to the security module for damage. Make sure that the cable is connected at both ends. 2. Restart ATM. Clear the error. 3. If error persists, replace the security module.
571	Invalid Default Transaction		
572	SPED Key from Pad Cmd Aborted by User	Faulty, damaged, or disconnected SPED cable(s). Docking Board, Main Board or SPED faulty	1. Inspect cable from docking board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. 2. Restart ATM. Clear the error. 3. If error persists, it may be necessary to replace the main board, the docking board, the SPED module or related cabling.
573	SPED Key from Pad Cmd Verify Failed	Faulty, damaged, or disconnected SPED cable(s). Docking Board, Main Board or SPED faulty	1. Inspect cable from docking board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. 2. Restart ATM. Clear the error. 3. If error persists, it may be necessary to replace the main board, the docking board, the SPED module or related cabling.
574	SNA COMMS ERROR		
575	Timeout waiting to send command to dispenser	Dispenser communications error.	1. Inspect the serial communication cables from the main board assembly to the dispenser and security module for damage. Make sure that each end of the cable is connected securely. Replace the cable if it appear damaged. 2. Check the power supply and dispenser for the proper DC operating voltages. 3. If error persists, contact Tech Support for assistance in diagnosing the possible defective components including main board assembly, the docking board, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.
576	TIMEOUT WAITING TO RECEIVE RESPONSE FROM DISPENSER	Components between main board and dispenser faulty. Power.	1. Inspect the serial communication cables from the main board assembly to the dispenser for damage. Make sure that each end of the cable is connected securely. Replace the cable if it appear damaged. 2. Check the power supply and dispenser for the proper DC operating voltages. 3. Possible defective components include main board assembly, the docking board, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.
577	Card Reader Disabled	Not going to get this error.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
578	Card reader presenter timeout.	Not going to get this error.	1. Inspect card reader cabling. 2. Inspect card reader for foreign objects and remove if applicable. 3. Clean the card reader with an approved cleaning device. 4. Clear the terminal error code. 5. Reboot the ATM. 6. If the error persists, replace the card reader.
579	SPED ENABLE KEYPAD CMD FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
580	SPED DISABLE KEYPAD CMD FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
581	SPED ENABLE KEY FROM PAD MODE FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.

582	SPED DISABLE KEY FROM PAD MODE FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
583	SPED ENABLE PIN ENTRY MODE FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
584	SPED DISABLE PIN ENTRY MODE FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
585	SPED ENABLE JETCO PIN ENTRY MODE FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
586	SPED DISABLE JETCO PIN ENTRY MODE FAILED	SPED cables loose or damaged. DC voltages incorrect	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages are correct. 3. Restart ATM. Clear the error. 4. If error persists, replace the SPED module.
587	NMD 50 required Cassette in TOP hopper	No cassette in top feed channel during power up. Cassette unlocked in top feed channel.	1. Install a cassette in the top feed channel and restart the ATM. It should lock the cassette, recognize a cassette in feed channel one and the error should not appear after the reset. 2. If a cassette is in the top feed channel, power down and power up the terminal. Cassette(s) should lock during power up.
588	Printer presenter offline	Presenter controller cable disconnected or faulty. Presenter assembly faulty.	1. Verify the cable from the printer controller board to the presenter board is securely connected at both ends. 2. If the cable appears undamaged, and securely connected, replace the presenter assembly.
589	Printer presenter motor stalled	Paper jam. Presenter motor faulty. Presenter gears damaged.	1. Inspect the gears assembly on the presenter for possible damage. Replace the presenter if gear damage is apparent. 2. Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris. 3. Verify the printer motor is operational.
590	Printer presenter exit jam	Paper jam. Presenter faulty.	1. Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris.2. Check the firmware version of the presenter (Printer Status). If older than version '19', update terminal software (auto updates presenter firmware). 3. Restart the terminal. 4. If the error persist, replace the presenter module.
591	Printer presenter paper not detected	Paper jam. Presenter faulty. Printer cutter faulty.	1. Open the printer and verify that the paper is not jamming in the printer between the printer output and the input to the cutter. 2. Clear all debris from the printer path. 3. Restart the ATM. 4. If the paper continues to jam, it may be necessary to replace the cutter or printer. 5. If replacing the printer of cutter does not clear the error replace the presenter module.
592	SPED reported Command failed	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
593	SPED in use	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
594	SPED reported COMM error	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
595	SPED returned invalid amount of data	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
596	Invalid SPED type	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
597	Invalid SPED COMMS protocol	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.

598	Invalid SPED class	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
599	SPED reported unrecognized command	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
600	SPED reported Block does not exist	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
601	SPED reported invalid encrypt	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
602	SPED reported unsupported clear option	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
603	SPED reported tamper present	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
604	SPED reported invalid key index	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
605	SPED reported parent key not loaded	Master Key note loaded. The user attempted to load a working key before loading the corresponding master key.	1. Load the master key. 2. Download working keys. 3. If the error condition persists, verify the application code and SPED versions, then replace the SPED.
606	SPED reported wrong data length	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
607	SPED reported PIN retry too soon	Wrong application code or SPED version	1. Verify SPED application code and version are correct. 2. If error persists, replace the PED module.
608	SPED self test CRC failed	The self-diagnostic on the SPED's cryptographic engine failed. This should never happen.	1. Reset the error and reload the keys. 2. If the error persists, the SPED is likely faulty and needs to be replaced.
609	SPED self test Cryptographic error	The self-diagnostic on the SPED's cryptographic engine failed. This should never happen.	1. Reset the error and reload the keys. 2. If the error persists, the SPED is likely faulty and needs to be replaced.
610	SPED self test Battery low status	Battery Low	1. If the unit has been unplugged for some time (> 3 months) it is possible the battery just needs to be recharged. If this is the case, the error won't be able to be cleared for several hours. 2. If charging doesn't work, replace the battery if accessible.
611	SPED self test serial number error	Serial number micro chip not responding.	Replace SPED.
612	SPED tamper status cold	SPED prolonged exposure to low temperature. The temperature sensor was triggered because the SPED was held at a temperature < 42 degrees Fahrenheit. SPED tampered.	1.Verify the SPED has not been replaced and is intact. 2. Get the unit in a warmer location, wait several hours, and then reset the error.
613	SPED tamper status front	The front triggers have been disturbed. Most likely, someone has been tampering with the SPED.	1. Verify the SPED has not been replaced and is intact. 2. Reset the error. 3. Replace SPED if damaged.
614	SPED tamper status back	The back triggers have been disturbed. Most likely, someone has been tampering with the SPED.	1. Verify the SPED has not been replaced and is intact. 2. Reset the error. 3. Replace SPED if damaged.
615	SPED tamper status grid	Battery Low	1. If the unit has been unplugged for some time (> 3 months) it is possible the battery just needs to be recharged. If this is the case, the error won't be able to be cleared for several hours. 2. If charging doesn't work, replace the battery if accessible.
616	SPED tamper status voltage	SPED DC operating voltages missing or incorrect.	1. Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. 2. Verify that the DC operating voltages (from power supply) are correct. 3. Restart ATM. 4. If error persists, replace the SPED module.

617	SPED serial number changed	The serial number stored in the software does not match the serial number of the EPP. The keypad has been changed or a full software load has occurred.	1. (X-Scale/X2) Can only be cleared in Diagnostics>Keypad>Clear Serial Tamper. 2. On the 9100, 9600 and 9700, choose Diagnostics>More>More> Keypad>Clear Serial Tamper.
618	SPED tamper status CRC		1. Reset the error and reload the keys. 2. If the error persists, the SPED is likely faulty and needs to be replaced.
619	NMD 100 Shutter FAILED after reset	Shutter cable disconnected or damaged. Shutter assembly or CMC faulty.	1. Inspect cable from Dispenser CMC assembly to the Shutter Assembly for damage. 2. Make sure that the cable is connected at both ends. 3. Verify that the DC operating voltages are correct. 4. Restart ATM. 5. Clear the error. 6. If the error persists consider replacing the cable between the dispenser CMC board and the Shutter Assembly, the Shutter Assembly PCB, the Shutter Assembly or the Dispenser CMC Assembly.
620	NMD100 Shutter OK after reset		No action necessary.
621	SPED unrecoverable device tamper		