

EVENT CODE LISTING

<u>Code</u>	<u>Meaning\Required Action</u>
1001	Administrator entered the program.
1002	Administrator got the balance.
1003	Administrator set the balance.
1004	Administrator added to the balance.
1005	Administrator subtracted from the balance.
1006	Administrator printed a copy of the receipt for the last customer transaction.
1007	Administrator printed the summary report.
1008	Administrator printed the event log.
1009	Administrator printed the electronic journal.
1010	Administrator ran diagnostics.
1011	Administrator set the date.
1012	Administrator set the time.
1013	Administrator edited the configuration.
1014	Administrator printed the configuration.
1015	Daily working key needed. Enter the administrative menu. Select "DIAG". Select "WKEY" Screen should show "Dialing"--"Connected"--"New working key updated" The display will go back to the "DIAGNOSTICS" screen.
1016	Administrator printed the cash log.

EVENT CODE LISTING *cont.*

1101	Cash loader entered the program.
1102	Cash loader got the balance.
1103	Cash loader set the balance.
1104	Cash loader added to the balance.
1105	Cash loaded subtracted from the balance.
2001	No Printer. Check to see if the 24 Vdc LED on the side of the printer is on. Try Feeding paper into the printer. Check the cable that runs from the printer port on the Phoenix to the printer for a loose connection or bent pins. Enter the administrative menu, Select "DIAG" then Select "PRN". The printer will print a status report, advance the paper, and cut. If it doesn't print, then try a new printer communications cable. If cable doesn't correct the problem, then replace printer assembly.
2002	Printer paper jam.
2003	Printer out of paper.
3001	Remote log in. (The modem answered an incoming call.)
3002	Remote balance request.
3003	Remote balance set.
3004	Remote request for the LTX.
3005	Remote summary report retrieval.
3006	Remote event log retrieval.
3007	Remote journal report retrieval.
3008	Remote date set.
3009	Remote time set.
3010	Remote Configuration edit.

EVENT CODE LISTING *cont.*

- 3011 Remote cash log retrieval.
- 3012 Remote error reset.
- 4001 No Dispenser.
Test the printer. If the printer doesn't work check the power supply.
Check the communications cable between RS232 port on the Phoenix and the dispenser for loose connections or bent pins.
Check to ensure the power supply cable is secure on the back of the dispenser.
Check the LED on the back of the dispenser (Should be on). If your ATM Has a Puloon Dispenser the Vault door Switch MUST be held in.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$". Then Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the test failed, replace the communications cable.
Retest the dispenser, if you still have a failure replace the dispenser.
- 4002 Dispenser exit sensor blocked.
Check to see if a bill is stuck in the exit.
Check for foreign objects or the belt blocking the exit.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$". Then Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the test fails then replace the dispenser.
- 4003 Dispenser feed sensor blocked.
Remove the cassette and look for bills stuck in the bill path.
Put the cassette back into the dispenser.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$". Then Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the test fails then replace the dispenser.

EVENT CODE LISTING *cont.*

- 4004 Dispenser feed failure.
Remove the cassette.
Remove the cash from the cassette and inspect it for folded or torn bills.
Put the cassette back into the dispenser.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$".
Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the test still fails and you didn't hear the dispenser running, then you need to check the vault door switch and wiring.
- 4005 Reversal successful.
Remove the cassette.
Remove the cash from the cassette and inspect it for folded or torn bills.
Put the cash back into the cassette and put the cassette back into the dispenser.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$".
Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the test still fails then replace the dispenser.
- 4006 Reversal failed.
Remove the cassette.
Remove the cash from the cassette and inspect it for folded or torn bills.
Put the cassette back into the dispenser.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$".
Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful".
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the test still fails then replace the dispenser.

EVENT CODE LISTING *cont.*

- 4007 Mistracked note at feed sensor (dispenser)
(Bill arrived at the feed sensor while a bill was still at the double detect.)
Check the bills in the cassette. (Bills may be sticking together.)
If the problem persists then replace the dispenser.
- 4008 Mistracked note at the double detect. (Dispenser)
(Bill arrived at the double detect without being seen at the feed sensor, or too close to the previous bill)
Check the quality of the bills in the cassette. (May be worn or sticking together)
If the problem persists then replace the dispenser.
- 4009 Mistracked note at exit. (Dispenser)
(Bill arrived at the exit sensor without being seen by the other sensors.)
If the problem persists then replace the dispenser.
- 4010 Note too long at exit. (Dispenser)
(Exit sensor blocked for longer than allowed.)
Check the ATM to make sure that the bills are not hanging up at the exit.
If the problem persists then replace the dispenser.
- 4011 Too many notes. (Dispenser)
(More bills than requested have passed the exit sensor)
Replace the dispenser.
- 4012 Timing wheel error. (Dispenser)
(Transport motor has stalled.)
Check the dispenser for jammed bills.
Check the vault door switch and wiring.
Check the power supply.
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$".
Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful"
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.

EVENT CODE LISTING *cont.*

- 4013 Band roller profile error. (SDD dispenser)
(Noise is seen on the double detect baseline signal in-between bills.)
Replace the dispenser.
- 4013 Double detect error. (Mini Mech dispenser)
(The double detect is unable to calibrate or the bill appeared to long at the
double detect.)
(Faulty or dirty double detect or bill stuck under the double detect.)
Check the double detect area for stuck bills. If stuck bills are found then:
Remove the bill(s).
Enter the administrative menu. (Make sure that the Vault door is closed and
secured)
Select "\$\$\$\$". Then Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject
compartment. The display should flash "Test Successful"
If the test was successful then press "CANCEL" until the "WELCOME" screen
appears.
If no bills are found or test fails then replace the dispenser.
- 4014 Diverter error. (Mini Mech dispenser)
(The diverter has failed to deliver a bill. The bill may have been sent to the
reject bin.)
Check for objects blocking the bill diverter.
If no obstructions are found and the problem persists then replace the
dispenser.
- 4015 Exit quantified-Wrong count. (Dispenser)
(The count at the exit sensor disagrees with the other sensors. The exit count
has been calculated.)
Enter the administrative menu. (Make sure that the Vault door is closed and
secured)
Select "\$\$\$\$". Then Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject
compartment. The display should flash "Test Successful"
If the test was successful then press "CANCEL" until the "WELCOME" screen
appears.
If the problem persists then replace the dispenser.
- 4016 Note missing at the double detect. (Dispenser)
(The double detect failed to detect a bill, which has been seen by the feed
sensor.)
Check for a jammed bill.
If no bill found then replace the dispenser.

EVENT CODE LISTING *cont.*

- 4017 Reject rate exceeded. (Dispenser)
(More than 8 reject events have occurred during the current operation or the overall reject rate exceeds 10%.)
Check the quality of the bills in the cassette.
If the problem persists then replace the dispenser.
- 4018 Interference recovery. (Dispenser)
(The operation of the microprocessor was interrupted but successful recovery was achieved.)
If the problem persists then replace the dispenser.
- 4019 Suspect exit accountancy. (Dispenser)
(The dispenser cannot guarantee the exit count. Error routines have been invoked to finish the operation.)
(During a test dispense this implies that the exit sensor is not functioning.)
Replace the dispenser.
- 4020 RAM error. (Dispenser)
(The dispenser has identified an error in its random access memory. No operation is permitted.)
Replace the dispenser.
- 4021 EPROM error. (Dispenser)
(The dispenser has identified an error in its program memory. No operation is permitted.)
Replace the dispenser.
- 4022 Operation Timeout. (Normally caused by a feed failure)
(The current transaction (dispense, test dispense or purge) has exceeded its timeout period and has terminated.)
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$".
Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful"
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.

EVENT CODE LISTING *cont.*

- 4023 Ram corruption-Inter que error
(The internal counters are corrupted. The operation is terminated. The exit count cannot be guaranteed.)
Check for bill jams in the dispenser.
If no bill jams were found then:
Enter the administrative menu. (Make sure that the Vault door is closed and secured)
Select "\$\$\$\$". Then Select "TEST".
The dispenser should pull 1 bill from the cassette and put it in the reject compartment. The display should flash "Test Successful"
If the test was successful then press "CANCEL" until the "WELCOME" screen appears.
If the problem persists then replace the dispenser.
- 4024 Link Error. (Dispenser)
(The option selection links have changed. No operation is possible.)
Replace the dispenser.
- 4025 Invalid command issued to the dispenser.
No user action is required.
- 5001 Journal log is reaching the maximum point. (Electronic journal almost full)
From the administration select "RPTS": select "JRNL": select "NEW".
Or retrieve the electronic journal with remote software.
- 5002 Journal log full. (Electronic journal full.)
From the administration select "RPTS": select "JRNL": select "NEW".
Or retrieve the electronic journal with remote software.
- If, after printing the "NEW" journals, you still have the 5002 error then enter the program select "\$\$\$\$" select "TEST" after you get test successful then press "CANCEL" until you get back to the welcome screen.
- 5003 Low Cash. (Balance in machine is at or below the bills size (i.e. \$20.)
Add cash to ATM.
- 5004 Low cash warning. (User preset amount. Calls the pager if option set.)
Add cash to ATM.
- 5005 Surcharge denial. (Customer denied surcharge and canceled transaction.)
- 5006 Interrupted Transaction
Possible phone line trouble. (Check the phone line.)
If the problem persists then replace the Phoenix.

EVENT CODE LISTING *cont.*

- 6001 Phoenix powered on or rebooted after answering an incoming phone call.

- 6002 Card reader failure.
Clean the card reader.
If the card reader is not functioning then replace the Phoenix.

- 6003 No dial tone.
Check the phone line.
If the phone line and cable check out OK then enable dial tone bypass in your configuration.
Test Phoenix if problem still remains then replace the Phoenix.

- 6004 Modem dialed, no connection.
Check the phone line.
If the phone line and cable check out OK then replace the Phoenix.

- 6005 Modem connected, no communications.
Check the phone line.
If the phone line and cable check out OK then replace the Phoenix.

- 6006 Internal pin pad failure. (Automatic reset.)

- 6007 Dial attempt failed

- 6008 Packet frame error

- 6013 Line busy

- 6014 No carrier

- 6015 Working key received

- 6018 Message error

- 9009 File system corrupt.