



Error Codes

Error Message	Error Description	Corrective Action
1	Timeout	Contact your service provider for assistance
3	BGD_NOANSWER	Contact your service provider for assistance
4	Error in modem data	Contact your service provider for assistance
6	BGD_NODIALTONE	Contact your service provider for assistance
7	BGD_BUSY	Contact your service provider for assistance
10	BGD_LOGON	Contact your service provider for assistance
11	No connect	Contact your service provider for assistance
13	BGD_DONE_GOOD	Contact your service provider for assistance
14	EOT received	Contact your service provider for assistance
15	Timed out waiting for EOT	Contact your service provider for assistance
16	Communication problems	Contact your service provider for assistance
65	Processor not communicating with modem correctly	Contact your service provider for assistance
1-4	Unsolicited Note Channel 1 to 4	Call a service technician
9-12	Stream Feed Channel 1 to 4	Call a service technician
17	Feed Failure Channel 1	<p>Turn off the dispenser and open the Security Container.</p> <p>Remove the top Cassette and verify that there is currency in the cassette.</p> <p>Refill the cassette or replace the cassette with one that is full of currency and is the same type (A, B, C, or D) as the cassette being replaced.</p> <p>Make sure the cassette packer plate is released.</p> <p>Install the cassette and close the Security Container.</p> <p>Turn on the dispenser.</p> <p>When the RESET ERROR/MANAGEMENT Menu is</p>

		<p>displayed on the LCD, enter the Management Mode and put all cassettes IN SERVICE.</p> <p>Return to the RESET ERROR/MANAGEMENT Menu</p> <p>Press the RESET ERROR key</p> <p>If the error clears, complete a test dispense</p> <p>If satisfactory, place the Cash Dispenser back in service.</p> <p>If the error occurs again, call a service technician.</p>
18	Feed Failure Channel 2	See Error Code 17, but check the second cassette
19	Feed Failure Channel 3	See Error Code 17, but check the third cassette
20	Feed Failure Channel 4	See Error Code 17, but check the fourth cassette.
25-28	Note jammed before DDM Channel 1 to 4	Call a service technician
33	Note jammed between DDM and exit sensor	Call a service technician
34	Note jammed between DDM and reject sensor	Call a service technician
35	Denomination error, cassette absent	<p>Turn off the dispenser and open the Security Container</p> <p>Verify all cassettes are in place and correctly installed.</p> <p>Close the Security Container and turn on the dispenser.</p> <p>When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, enter the Management Mode and place all cassettes IN SERVICE</p> <p>Return to the RESET ERROR/MANAGEMENT Menu</p> <p>Press the RESET ERROR Key. If the error occurs again, call a service technician.</p>
36	Unidentified cassette code	Call a service technician
37	Diverter 1 did not go to reject position	<p>Reset the Cash Dispenser by either; 1.) Turning off the AC power for a moment then turning it back on. or 2.) Pressing down and releasing the Reset Switch.</p> <p>When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, press the RESET ERROR Key</p> <p>If the error clears, complete a test dispense</p> <p>If satisfactory, place the Cash Dispenser back in</p>

		service. If the error occurs again, call a service technician.
38	Diverter 2 did not go to payment position	See error 37
41-44	Miscount Channel 1 to 4	See error 37
49-52	Too few notes dispensed Channel 1 to 4	See error 37
57	Invalid data command	See error 37
58	Too many notes dispensed	See error 37
59	Timing wheel error	See error 37
60	Counting sensor blocked	See error 37
61	Loss of power during payment or purge	See error 37
62	Loss of power during payment	See error 37
63	Ram error	See error 37
64	Damaged USART	See error 37
65	Cassette shuffled	Turn off the dispenser and open the Security Container. Verify all cassettes are in place and correctly installed. If necessary, remove and install each cassette in its correct location. Close the Security Container and turn on the dispenser. When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, enter the Management Mode and place all cassettes IN SERVICE. Return to the RESET ERROR/MANAGEMENT Menu. Press the RESET ERROR Key. If the error clears, complete a test dispense. If satisfactory, place the Cash Dispenser back in service. If the error occurs again, call a service technician.
66	Ram access locked	Reset the Cash dispenser by either; 1.) Turning off the AC power for a moment then turning it back on, or 2.) Pressing down and releasing the Reset Switch. When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, press the RESET ERROR Key. If the error clears, complete a test dispense. If satisfactory, place the Cash Dispenser back in service. If the error occurs again, call a service technician
67	Diverter 1 not energized at start of dispense	See error #66
68	Diverter 1 in wrong position at start	See error #66
69	Diverter 2 did not go to reject position	See error #66

70	Diverter 2 did not go to payment position	See error #66
71	Diverter 2 did not energize	See error #66
73	Diverter 2 in wrong position at start of dispense	See error #66
78	Reject box filled	<p>Turn off the AC power to the Cash Dispenser.</p> <p>Open the Security Container door.</p> <p>Remove and empty all currency from the Reject Box.</p> <p>Install the Reject Box.</p> <p>Close the Security Container and restore AC power to the Cash Dispenser.</p> <p>When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, press the RESET ERROR Key</p> <p>If the error clears, complete a test dispense.</p> <p>If satisfactory, place the Cash Dispenser back in service.</p> <p>If the error occurs again, call a service technician.</p>
79	Reject Box absent	<p>Turn off the AC power to the Cash Dispenser</p> <p>Open the Security Container door and verify that the reject box is present and correctly installed.</p> <p>Close the Security Container and restore AC power to the Cash Dispenser.</p> <p>When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, press the RESET ERROR Key</p> <p>If the error clears, complete a test dispense</p> <p>If satisfactory, place the Cash Dispenser back in service.</p> <p>If the error occurs again, call a service technician</p>
80	No cassette in feed channel for test dispense	<p>Turn off the dispenser and open the Security Container. Verify all cassettes are in place and correctly installed. Close the Security Container and turn on the dispenser. When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, enter the Management Mode and place all cassettes IN SERVICE. Return to the RESET ERROR/MANAGEMENT Menu. Press the RESET ERROR Key. If the error occurs again, call a service technician.</p>
81	Dispense Time-out. (Approximately 2 Minutes.)	<p>Reset the Cash Dispenser by either; 1.) Turning off the AC power for a moment then turning it back on,</p>

		<p>or 2.) Pressing down and the releasing the Reset Switch.</p> <p>When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, press the RESET ERROR Key.</p> <p>If the error clears, complete a test dispense.</p> <p>If satisfactory, place the Cash Dispenser back in service.</p> <p>If the error occurs again, call a service technician</p>
82	Purge did not occur before first dispense	See error #81
83	LVDI Double Detect out of tolerance	See error #81
84	Purge error following dispense error	See error #81
90	Reject Box absent or not detected	<p>Turn off the AC power to the Cash Dispenser.</p> <p>Open the Security Container door and verify that the reject box is present and correctly installed.</p> <p>Close the Security Container and restore AC power to the Cash Dispenser.</p> <p>When the RESET ERROR/MANAGEMENT Menu is displayed on the LCD, press the RESET ERROR Key.</p> <p>If the error clears, complete a test dispense.</p> <p>If satisfactory, place the Cash Dispenser back in service.</p> <p>If the error occurs again, call a service technician</p>
91	Bad sensor	See error #81
92	Error in last dispense	See error #81
93	Error in double detect	See error #81
94	Cash dispenser purge failed upon power-up	See error #81
95	Multiple cassettes of the same type installed	<p>Turn off the dispenser and open the Security Container.</p> <p>Verify that no more than one of each type (A,B,C, or D) cassette is installed. If a duplicate cassette is installed, replace it with the correct non-duplicate cassette.</p> <p>Close the Security Container and turn on the dispenser.</p> <p>When the RESET ERROR/MANAGEMENT Menu is</p>

		<p>displayed on the LCD, enter the Management Mode and place all cassettes IN SERVICE.</p> <p>Return to the RESET ERROR/MANAGEMENT Menu and press the RESET ERROR Key.</p> <p>If the error clears, complete a test dispense.</p> <p>If satisfactory, place the Cash Dispenser back in service.</p> <p>If the error occurs again, call a service technician</p>
128	Error in reply from the dispenser mechanism	Follow the Recommended Actions for Error Code 37
129	No response from the dispenser mechanism	Follow the Recommended Actions for Error Code 37
130	Command not acknowledged by the dispenser mechanism	Follow the Recommended Actions for Error Code 37
131	CTS (Clear To Send) line from the dispenser mechanism is not active	Follow the Recommended Actions for Error Code 37
132	Status reports bad double detect in last dispense	Follow the Recommended Actions for Error Code 37
133	5 volts not present from dispenser mechanism	Follow the Recommended Actions for Error Code 37
134	Exit blocked as reported by status check	Follow the Recommended Actions for Error Code 37
135	Feed sensor blocked as reported by status check	Follow the Recommended Actions for Error Code 37
136	Modem initialization failed	Follow the Recommended Actions for Error Code 37
138	Print failure while printing to the receipt printer	<p>Open the top enclosure of the Cash Dispenser. Carefully clear the paper path with a business card or some similar object.</p> <p>With the aid of the paper feed switch feed cleanly cut paper through the printer and cutter mechanisms.</p> <p>Press the RESET switch</p> <p>When the RESET ERROR/MANAGEMENT menu is displayed on the LCD, press the RESET ERROR key.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p>
139	Print controller not responding to commands	Follow the Recommended Actions for Error Code 37
140	Timeout waiting for printer to be ready	Follow the Recommended Actions for Error Code 37
141	Paper jam reported by controller during a status check.	Open the top enclosure of the Cash Dispenser. Carefully clear the paper path with a business card or

		<p>some similar object.</p> <p>With the aid of the paper feed switch feed cleanly cut paper through the printer and cutter mechanisms.</p> <p>Press the RESET switch</p> <p>When the RESET ERROR/MANAGEMENT menu is displayed on the LCD, press the RESET ERROR key.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p>
142	Dispensing mechanism returns bad command error.	Follow the Recommended Actions for Error Code 37
143	PTDF error	Follow the Recommended Actions for Error Code 37
144	No reply from the security module or electronic journal	Follow the Recommended Actions for Error Code 37
145	Error in reply from security module or electronic journal	Follow the Recommended Actions for Error Code 37
146	No reply from command to electronic journal	Follow the Recommended Actions for Error Code 37
147	Error in reply from electronic journal	Follow the Recommended Actions for Error Code 37
148	Write to electronic journal failed	Follow the Recommended Actions for Error Code 37
149	Read from electronic journal failed	Follow the Recommended Actions for Error Code 37
150	Status command to electronic journal failed	See Recommended Actions for Error Code 37
151	Electronic Journal Full	<p>RESET the Cash Dispenser</p> <p>When the RESET ERROR/MANAGEMENT menu is displayed on the LCD, press the MANAGEMENT key.</p> <p>Enter your password. When the MANAGEMENT FUNCTIONS menu is displayed press the JOURNAL key.</p> <p>When the SELECT JOURNAL FUNCTIONS menu is displayed, press the PRINT JOURNAL key.</p> <p>After the PRINT JOURNAL function is finished, press the EXIT key until the RESET ERROR/MANAGEMENT menu is displayed</p> <p>Press the RESET ERROR key</p> <p>If the error clears, put the Cash Dispenser back in service.</p> <p>If the error appears again, close and lock the security container. Call your service provider.</p>

152	Electronic journal corrupt	See Recommended Actions for Error Code 37
153	Electronic journal mode	See Recommended Actions for Error Code 37
154	Unknown electronic journal status	See Recommended Actions for Error Code 37
155	Electronic journal modify record failure	See Recommended Actions for Error Code 37
156	No cassette in service	See Recommended Actions for Error Code 37
157	Erase command to electronic journal failed	See Recommended Actions for Error Code 37
158	Format command to electronic journal failed	See Recommended Actions for Error Code 37
159	Electronic journal test feature failed	See Recommended Actions for Error Code 37
160	Electronic journal set feature failed	See Recommended Actions for Error Code 37
161	Electronic journal clear feature failed	See Recommended Actions for Error Code 37
162	Electronic journal get serial number failed	See Recommended Actions for Error Code 37
163	Terminal did not answer	Contact your service provider.
164	Terminal did not return call	Contact your service provider.
165	Electronic journal not present	Contact your service provider
166	Bad dispense	See Recommended Actions for Error Code 37
183	Receipt printer paper low	Add paper as needed. If this does not correct the problem, you may wish to temporarily disable detection of this condition by setting the LOW RECEIPT PAPER parameter to IN SERVICE (see Section 5) to allow operation until the problem can be corrected by your service provider.
185	Phone number not configured	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
186	Bill size not configured correctly	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
187	Maximum withdrawal not configured	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
188	Communications key not configured	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
189	Terminal ID not configured	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for checking and setting this parameter.
190	Master Key not configured	Refer to Section 3, Operation and Setup, and Section 5, Management Functions, for procedures for

		checking and setting this parameter.
192	Communication error	See Recommended Actions for Error Code 37