



## TRITON ERROR CODE SUMMARY

PCI Communications is in no way liable for the misinterpretation of the error codes herewithin, nor are we responsible for hardware that is ordered to fix a machine problem, without direct consultation with a certified PCI Communications Technician.

### Error Code: 1

Definition: Time-out

Possible Cause:

1. Request has been sent. Time-out waiting for response or carrier was dropped. No characters were received. Time-out is typically 60 seconds.
2. Request has been sent. Time-out waiting for response or carrier was dropped. At least one character was received (ETX was never received). Time-out is typically 60 seconds.
3. EOT was received as first character after sending a NAK due to a bad response message.

Result:

No money is dispensed, screen and receipt display system unavailable.

### Error Code: 3

Description: BCD NOANSWER

Possible Cause:

Possible may be a processor or telephone hardware problem.

Results:

No money is dispensed, screen and receipt display system unavailable

### Error Code: 4

Description: ERROR IN MODEM DATA

Possible Cause:

Unexpected data received from processor in response to message.

Results:

No money is dispensed, screen and receipt display system unavailable.

### Error Code: 5

Description: Connect 1200 Baud then lost carrier or connection. Host hung up.

Possible Cause:

1. Telephone line is not dedicated. (ATM is being used with another devices connected to the line.
2. Telephone line is noisy and in general has poor quality characteristics.
3. Baud rate set to high for telephone line conditions. Change baud rate settings.
4. Modem may be defective.

Results:

No money is dispensed, screen and receipt display system unavailable.

### Error Code: 6

Description: BGD NODIALTONE

Possible Cause:

1. Used up all radial attempts and got No Dial Tone for each attempt.
2. Check local telephone line for proper operation.
3. Telephone hardware problems.

Results:

No money is dispensed, screen and receipt display system unavailable.

### Error Code: 11

Description: No connect

Possible Cause:

1. Used up all radial attempt and got Busy Signal for each attempt or No Dial Tone for each attempt.
2. Got connected and never received ENQ within time-out period (14 Seconds).

Results:

No money is dispensed, screen and receipt display system unavailable.

### Error Code: 13

Description: BGD DONE GOOD

Possible Cause:

Communication was normal, but response header does not match request.

Results:

No money is dispensed, screen and receipt display system unavailable.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 14**

**Description: BGD DONE BAD**

**Possible Cause:**

1. EOT was received as first character after the first request message was sent.
2. If EOT is received on subsequent attempts, then Error Code 1 is reported

**Results:**

No money is dispensed, screen and receipt display system unavailable.

**Error Code: 17**

**Description: NO EOT**

**Possible Cause:**

1. EOT from processor was not received within time out period.
2. Carrier was lost before receiving EOT.

**Results:**

No money is dispensed, screen and receipt display system unavailable.

**Error Code: 18**

**Description: OVERFLOW**

**Possible Cause:**

Received more characters, than expected after request causing modem buffer overflow.

**Results:**

No money is dispensed, screen and receipt display system unavailable.

**Error Code: 48**

**Description: NO ANSWER**

**Possible Cause:**

1. Modem response was good, but operation was not performed.
2. This is normally an internal terminal problem.

**Results:**

No money is dispensed, screen and receipt display system unavailable.

**Error Code: 65**

**Description: Processor not communicating with the modem correctly**

**Possible Cause:**

This is normally a terminal problem. The modem or the main board may cause the problem.

**Results:**

No money is dispensed, screen and receipt display system unavailable.

**Error Code: 143**

**Description: PTDF (Processor Timeout Delay Failure) - ACS Code only.**

**Possible Cause:**

A corrupt pin-working key may cause this problem.

**Results:**

No money is dispensed, screen and receipt display system unavailable.

**Error Code: 32 (20h)**

**Description: Good operation**

**Recommended Action: No action required.**

**Error Code: 33 (21h)**

**Description: Feed Failure.**

**Recommended Action:**

This error is usually associated with an empty note cassette or currency that is in "unfit" condition.

1. Refill the cassette as needed.
2. Inspect the cassette and feed path for currency that is stuck together or jammed.
3. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do several test dispense operations. If the test dispenses are completed normally, and the return code are correct, clear all errors and place the cash dispenser in operation.
4. If the currency is in "fit" condition and the error persists, consider replacing the cassette or the dispenser



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 34 (22h)**

**Description:** Mistracked note at feed

**Recommended Action:**

This is a double detect fault.

1. Inspect the feed path for jammed currency. Remove jammed currency.
2. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors a needed.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and perform several test dispenses. If the test dispenses are normal and the status clears, place the cash dispenser in service. If the error persists, replace the dispenser.

**Error Code: 35 (23h)**

**Description:** Mistracked note at double detect.

**Recommended Action:** This status occurs when a note arrives at the double detect without being seen by the feed sensor.

1. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors a needed.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and perform several test dispenses. If the test dispenses are normal and the status clears, place the cash dispenser in service. If the error persists, replace the dispenser.

**Error Code: 36 (24h)**

**Description:** Mistracked note at exit.

**Recommended Action:**

This status occurs when a note is detected by the exit sensor when it should not have been. It can occur if there are notes already in the transport before the start of a transaction or if the 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. Clean and verify the operation of the exit sensor. Replace the exit sensor if defective. Otherwise, replace the dispenser.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. It the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.

**Error Code: 37 (25h)**

**Description:** Too long at exit.

**Recommended Action:**

This status is reported if the exit sensor is covered for a longer that allowed time for the current notes.

1. Inspect the note transport and delivery throat make sure all belts are on track and there are no documents jammed in the transport or exit areas. Place all belts on their respective rollers and gears. Clear the jammed documents.
2. Make sure that the exit sensor is clean and operation correctly.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. It the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.

**Error Code: 38 (26h)**

**Description:** Blocked exit

**Recommended Action:**

This status appears if the exit sensor is covered or defective when the dispenser starts.

1. Inspect the note transport make sure all belts are on track and there is no currency jammed in the transport or exit areas. Place all belts on their respective rollers and gears. Clear the jammed documents.
2. Make sure that the exit sensor is clean and operation correctly.
3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. It the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.

**Error Code: 39 (27h)**

**Description:** Too many notes

**Recommended Action:**

Clean the all sensors. Verify that all sensors are operation correctly. If all sensors are operation correctly, and the error persists, replace the replace the dispenser.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 42 (2Ah)**

**Description:** Transport error.

**Recommended Action:**

This is a timing wheel or timing wheel sensor error..

1. Inspect the dispenser to make sure all belts are on track and in good physical condition. Place all belts on their rollers and gears. If a belt displays excessive wear or damage you may be able to replace it. Otherwise, replace the dispenser.
2. Verify that the DC voltages to the dispenser are correct. Replace the power supply or dispenser DC power if either is defective.
3. Examine the timing wheel for physical defect. Make sure the electrical connections to the timing wheel sensor are secure and the time wheel sensor is clean. Replace the timing wheel or the timing wheel sensors if they are defective. Otherwise, it may be necessary to replace the dispenser.
4. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 44 (2Ch)**

**Description:** Double detect error.

**Recommended Action:**

This status is generated if the double detect is unable to calibrate. Probable cause for this error is a faulty or uncalibrated double detect module, or a jammed currency in the double detect.

1. Clear any jammed currency.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 45 (2Dh)**

**Description:** Diverter error

**Recommended Action:**

This error occurs when the diverter is in the wrong position during a dispense.

1. Inspect the feed path for any jammed notes. Remove any jammed notes.
2. Turn the AC power OFF for a few seconds and then back on to power cycle and reset the cash dispenser. Clear the error. Purge the dispenser with the purge command. Complete several live dispenses to ensure the dispenser is working correctly. If the error persists, replace the dispenser.

**Error Code: 46 (2Eh)**

**Description:** Exit quantified

**Recommended Action:**

This status appears when the count at the exit is greater than the number of documents requested.

1. A mechanical error has occurred. It may be necessary to replace the dispenser.

**Error Code: 47 (2Fh)**

**Description:** Note missing at double detect

**Recommended Action:**

This status is generated if the double detect fails to detect a document already seen by the feed sensor.

1. Inspect the transport before the double detect for jammed currency. Clear the jammed currency.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 48 (30h) SDD Mechanism**

**Description:** Reject rate exceeded.

**Recommended Action:**

This status is generated when there are 8 rejects during the current dispense. It is usually caused by attempting to dispense currency that is unacceptable or currency that has not been properly prepared.

1. Inspect the currency for excessive wear. Remove any unacceptable currency from the cassette.
2. Inspect the feed path for jammed currency. Remove any jammed currency.
3. Clear all error and purge the dispenser using the purge command.
4. Test the dispenser by completing several test dispenses with the test dispense command. If the error clears, put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 48 (30h)**

**Description:** Reject rate exceeded.

**Recommended Action:**

This status is generated when there are 10 rejects during the current dispense. It usually occurs when attempting to dispense documents that are unacceptable or documents that have not been prepared properly.

1. Inspect all documents for excessive wear. Remove any unacceptable notes from the cassette.
2. Inspect the feed path for jammed notes. Remove any jammed notes.
3. Clear all errors and PURGE the dispenser.
4. Test the TDM-100 by completing several Test Dispenses. If the error clears, put the cash dispenser in service. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

**Error Code: 49 (31h)**

**Description:** Jam at exit

**Recommended Action:**

This status is generated when exit sensor is blocked.

1. Inspect the feed path for jammed currency. Remove any jammed currency.
2. Clear all error and purge the dispenser using the purge command.
3. Clean and verify the operation of the exit sensor. Replace the exit sensor if necessary.
4. Test the dispenser by completing several test dispenses with the test dispense command. If the error clears put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.

**Error Code: 50 (32h)**

**Description:** Interference recovery

**Recommended Action:**

Possible damage due to static discharge

1. Check the incoming power and dispenser mechanism for proper grounding.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser.
3. Clear all errors and test the dispenser by completing several test dispenses. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 51 (33h)**

**Description:** Accountancy error

**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 52 (34h)**

**Description:** RAM error

**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 53 (35h)**

**Description:** EPROM error

**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 54 (36h)**

**Description:** Operation time-out

**Recommended Action:**

1. Check the incoming power and dispenser mechanism for proper grounding.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser.
3. Clear all errors and test the dispenser by completing several test dispenses. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.

**Error Code: 55 (37h)**

**Description:** RAM corruption

**Recommended Action:**

A mechanical failure has occurred. Replace the dispensing mechanism.

**Error Code: 56 (38h)**

**Description:** Link error

**Recommended Action:**

1. Configuration jumpers may have been changed. Inspect jumper block LK5 on the dispenser main board. There should be no jumpers installed.
2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser.
3. If the problem persists, replace the dispensing mechanism.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 95**

**Description:** Multiple cassettes of the same type

**Recommended Action:**

This is a multi-cassette dispenser error.

1. Verify that there is only one of each type of cassette installed in the dispensing mechanism.
2. If two or more of the same type cassette are installed, inject a new cassette ID into one of the cassettes that is different from the other cassette.

**Error Code: 101 (65h)**

**Description:** 2-second timeout waiting for pick. (Feed failure).

**Recommended Action:**

This error is usually associated with " "unfit" " currency or an empty cassette.

1. Refill the cassette as needed.
2. Inspect the feed path for currency that is stuck together or jammed. If no jams are found, remove the note closest to the pick rollers in the cassette.
3. Install the cassette. Purge the dispensing mechanism with the PURGE command from the DIAGNOSTICS function. Test the TDM-100 by completing several Test Dispenses. If the error clears, put the cash dispenser in service.
4. If the currency is in " "fit" " condition and the error condition persists, consider replacing the note cassette or the dispensing mechanism.

**Error Code: 102 (66h)**

**Description:** Error (Pick Motor over current)

**Recommended Action:**

1. Inspect the cassette and feed path for jammed currency. Clear any jammed currency.
2. Verify that all access panels are closed and secured. Purge the dispenser using the purge command.
3. Test the dispensing mechanism by completing several Test Dispenses. If the error does not occur again, put the cash dispenser in service.
4. If the error persists, replace the dispensing mechanism.

**Error Code: 103 (67h)**

**Description:** Thickness sensor unstable

**Recommended Action:**

Enter the diagnostic function and complete the "learn note thickness" command. Clear the error. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error does not occur again put the cash dispenser in service. If the error persists, replace the dispensing mechanism.

**Error Code: 104 (68h)**

**Description:** Unable to clear width sensor.

**Recommended Action:**

Remove the cassette and inspect for jammed currency in the width sensor and at the output of the cassette. The width sensor may be dirty. Clean the width sensor with compressed air. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error does not occur again, put the cash dispenser in service. If the error persists it may be necessary to replace either the cassette or dispensing mechanism.

**Error Code: 105 (69h)**

**Description:** Insufficient notes to learn from

**Recommended Action:**

There may be an insufficient number of notes in the cassette to complete the requested "learn note thickness" command. Put more currency in the cassette and repeat the "learn note thickness" command.

**Error Code: 106 (6Ah)**

**Description:** FIFO error

**Recommended Action:**

The dispensing mechanism may have corrupt software. Reset the cash dispenser. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error clears put the cash dispenser into service. If the error persists, replace the dispensing mechanism.

**Error Code: 108 (6Ch)**

**Description:** Unexpected note at double detect

**Recommended Action:** A note has been detected in the double detect sensor without being detected at the width sensor first.

1. Inspect the dispensing mechanism for of damaged components or broken wires.
2. Remove the cassette and visually inspect for loose or disconnected connectors on both the upper and lower width sensor printed circuit boards.
3. If there is no visible damage and the connectors are attached to the sensor boards the best course of action is to replace the dispensing mechanism.



## TRITON ERROR CODE SUMMARY CONTINUED

### Error Code: 109 (6Dh)

Description: Time-out at Exit sensor

Recommended Action:

1. Inspect for jammed currency in the feed path and at the Exit sensor. Remove any jammed currency.
2. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several Test Dispenses.
3. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism.

### Error Code: 110 (6Eh)

Description: Trailing edge time-out at exit.

1. Inspect for jammed Currency in the feed path and at the Exit sensor. Remove any jammed currency.
2. Purge the dispenser using the purge command.
3. Test the dispensing mechanism by completing several test dispenses.
4. If the error clears put the cash dispenser into service. If the error persists, replace the dispensing mechanism.

### Error Code: 111 (6Fh)

Description: Diverter timeout

Recommended Action:

1. Inspect for jammed currency at the diverter. Remove jammed currency.
2. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses.
3. If the error clears, put the cash dispenser in service.
4. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 112 (70h)

Description: Timeout waiting for leading edge at reject

Recommended Action:

A note that was expected to be seen by the reject sensor was not detected by the sensor.

1. Inspect for jammed currency in the transport path between the width sensors and the reject sensor. Remove jammed currency.
2. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses.
3. If the error clears, put the cash dispenser in service.
4. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 113 (71h)

Description: Timeout waiting for trailing edge at reject

Recommended Action:

1. Inspect for a jammed currency in the reject sensor.
2. Verify that all access panels are closed and secured. Reset the cash dispenser. Clear the error. Test the dispenser by completing several test dispenses.
3. If the error clears, put the cash dispenser in service.
4. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 114 (72h)

Description: Exit blocked during purge

Recommended Action:

1. Inspect the dispensing mechanism for jammed currency at the exit sensor. Clear any jammed currency.
2. Clean the exit sensor using a soft brush and a vacuum cleaner. Reset the cash dispenser. Clear the error.
3. Test the dispenser by completing several test dispenses.
4. If the error clears, put the cash dispenser in service.
5. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 115 (73h)

Description: Diverter timeout on purge

Recommended Action:

1. Inspect the dispensing mechanism for jammed currency at the diverter. Clear any jammed currency.
2. Make sure the shelf that the dispenser is mounted on is level and seated at all four corners.
3. Make sure the diverter moves freely.
4. Reset the cash dispenser. Clear the error.
5. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service.
6. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 118 (76h)

Description: Exit sensor blocked on start of dispense or learn

Recommended Action:

1. Inspect for jammed currency at the Exit. Remove jammed currency.
2. Verify that all access panels are closed and secured.
3. Use a soft brush and vacuum cleaner to clean the exit sensor.
4. Clear the error. Test the dispenser by completing several test dispenses.
5. If the error clears, put the cash dispenser in service.
6. If these actions have no effect on dispenser operation, replace the dispenser mechanism.



## TRITON ERROR CODE SUMMARY CONTINUED

### Error Code: 119 (77h)

Description: Diverter in dispense position on start of dispense or learn

Recommended Action:

1. Inspect for jammed currency at the Diverter. Remove jammed currency.
2. Check the operation of the diverter solenoid.
3. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses.
4. If the error clears, put the cash dispenser in service.
5. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 122 (7Ah)

Description: Unexpected note at exit

1. Purge the dispenser using the purge command from diagnostic menu.
2. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service.
3. If these actions have no effect on dispenser operation, replace the dispenser mechanism and/or the note cassette.

### Error Code: 124 (7Ch)

Description: Diverter moved to exit position during reject purge

Recommended Action:

1. Inspect for a currency jam at the diverter.
2. Verify that the diverter moves freely.
3. Test the dispenser by completing several test dispenses.
4. If the error clears, put the cash dispenser in service.
5. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 125 (7Dh)

Description: Initial status check failed

Recommended Action:

1. Reset the cash dispenser. Clear the error.
2. If the error persists replace the dispensing mechanism.

### Error Code: 126 (7Eh)

Description: Diverter moved to reject position during dispense

Recommended Action:

Inspect for a note jam at the diverter. Verify that the diverter moves freely. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service. If these actions have no effect on dispenser operation, replace the dispenser mechanism.

### Error Code: 128

Description: Error in reply from the dispenser mechanism

Recommended Action:

1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Reseat connectors or replace the power supply as needed.
2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective.
3. Other components that may cause this error are the main board or the dispensing mechanism.

### Error Code: 129

Description: No response from the dispenser mechanism.

Recommended Action:

See the recommended action for error code 128.

### Error Code: 130

Description: Command not acknowledged by the dispenser mechanism.

Recommended Action:

See the recommended action for error code 128.

### Error Code: 131

Description: CTS (Clear To Send) line from the dispenser is not active.

Recommended Action:

See the recommended action for error code 128.



## TRITON ERROR CODE SUMMARY CONTINUED

### Error Code: 132

Description: Error code reports bad doubles detect in last dispense.

#### Recommended Action:

Remove the cassettes and inspect the dispenser's feed path for jammed documents and other debris in the double detect assembly. Open all access panels and inspect for jammed documents and other debris. Install the cassette. Reset the cash dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser using PURGE command. Complete several Test Dispenses to verify correct operation. If the problem persists, replace the dispensing mechanism.

### Error Code: 133

Description: +5 VDC not present on carrier detect.

#### Recommended Action:

See the recommended action for error code 128

### Error Code: 134

Description: Exit blocked as reported by error code check.

#### Recommended Action:

Inspect the feed path exit sensor for jammed documents and broken components. The exit sensor may be dirty. Clean as needed with compressed air. Reset the cash dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser with the PURGE command. Verify correct operation with a live transaction. If the problem persists, replace the dispensing mechanism.

### Error Code: 135

Description: Feed sensor blocked.

#### Recommended Action:

Inspect the feed path and feed sensors for jammed documents and broken components. The feed sensors may be dirty. Clean as needed with compressed air. Reset the cash dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser with the PURGE command. Complete several Test Dispenses to verify correct operation. If the problem persists, replace the dispensing mechanism.

### Error Code: 136

Description: Modem initialization failed.

#### Recommended Action:

Reset the cash dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. If the problem persists, remove the main board and replace the modem. If replacing the modem does not correct the problem, replace the main board.

### Error Code: 138

Description: Printer failed while printing to the receipt printer.

#### Recommended Action:

Verify that the Printer has paper in it. Replenish paper as needed. Refer to Section 4 of the RL5000 Installation and Service Manual or the RL5000 Quick Reference Guide for instructions. Release the printer locking screw. Open the printer and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, you may need to replace the cable or power supply. Inspect the printer data cable for damage. Make sure it is seated at the main board at J15 and at the printer control board at CN6. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board, or the main board.

### Error Code: 139

Description: Printer controller not responding to commands.

#### Recommended Action:

See recommended action for error code 138.

### Error Code: 140

Description: Time-out waiting for printer to be ready.

#### Recommended Action:

See recommended action for error code 138.

### Error Code: 141

Description: Paper jam reported by the controller during error code check.

#### Recommended Action:

Release the Printer Locking screw. Open the Printer Bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. Check the DC voltages supplied to the Printer. If the voltages are correct and the blue lever is in the print position, the most likely causes of the error are the printer, printer control board, or the main board.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 142**

Description: Dispenser returns bad command error.

Recommended Action:

See the recommended action for error code 128.

**Error Code: 143**

Description: PTDF error.

Recommended Action:

This error code will occur only in cash dispensers running ACS terminal software. This problem may be caused by a corrupt pin working key. Check with the processor.

**Error Code: 144**

Description: No reply from the electronic journal.

Recommended Action:

Inspect main board to Electronic Serial communication cable for damage. Make sure the connectors are seated securely on the dispensing mechanism and on the main board. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pinout of the cable assembly. Verify that the DC voltages supplied to the dispensing mechanism are correct. If the cable is undamaged and DC voltages are correct, the main board, electronic journal, or dispenser may be defective.

**Error Code: 145**

Description: Error in reply from the electronic journal.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 146**

Description: No reply from command to electronic journal.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 147**

Description: Error in reply from electronic journal.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 148**

Description: Write to electronic journal failed.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 149**

Description: Read from electronic journal failed.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 150**

Description: Error code command to journal failed.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 151**

Description: Electronic Journal Full.

Recommended Action:

Open the control panel and verify that there is sufficient paper on the roll to print a complete journal (32,768 entries). Replace paper as need-ed. Enter the management functions and complete the print journal command.

**Error Code: 152**

Description: Electronic journal corrupt.

Recommended Action:

See the recommended action for error code 144.

**Error Code: 153**

Description: Electronic journal mode.

Recommended Action:

See the recommended action for error code 144.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 142**

**Description:** Dispenser returns bad command error.

**Recommended Action:**

See the recommended action for error code 128.

**Error Code: 143**

**Description:** PTFD error.

**Recommended Action:**

This error code will occur only in cash dispensers running ACS terminal software. This problem may be caused by a corrupt pin working key. Check with the processor.

**Error Code: 144**

**Description:** No reply from the electronic journal.

**Recommended Action:**

Inspect main board to Electronic Serial communication cable for damage. Make sure the connectors are seated securely on the dispensing mechanism and on the main board. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pinout of the cable assembly. Verify that the DC voltages supplied to the dispensing mechanism are correct. If the cable is undamaged and DC voltages are correct, the main board, electronic journal, or dispenser may be defective.

**Error Code: 145**

**Description:** Error in reply from the electronic journal.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 146**

**Description:** No reply from command to electronic journal.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 147**

**Description:** Error in reply from electronic journal.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 148**

**Description:** Write to electronic journal failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 149**

**Description:** Read from electronic journal failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 150**

**Description:** Error code command to journal failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 151**

**Description:** Electronic Journal Full.

**Recommended Action:**

Open the control panel and verify that there is sufficient paper on the roll to print a complete journal (32,768 entries). Replace paper as need-ed. Enter the management functions and complete the print journal command.

**Error Code: 152**

**Description:** Electronic journal corrupt.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 153**

**Description:** Electronic journal mode.

**Recommended Action:**

See the recommended action for error code 144.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 154**

**Description:** Unknown electronic journal error code.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 155**

**Description:** Electronic journal modify record failure.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 156**

**Description:** Cassettes not in service.

**Recommended Action:**

Enter management functions and make sure that the cassettes are programmed and placed in service.

**Error Code: 157**

**Description:** Format command to electronic journal failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 158**

**Description:** Format command to electronic journal failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 159**

**Description:** Electronic journal test feature failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 160**

**Description:** Electronic journal set featured failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 161**

**Description:** Electronic journal clear feature failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 162**

**Description:** Electronic Journal get serial number failed.

**Recommended Action:**

See the recommended action for error code 144.

**Error Code: 163**

**Description:** Terminal did not answer (Triton Connect error)

**Recommended Action:**

This error is not displayed at the cash dispenser. The Triton Connect Host Computer generates the error when a terminal does not respond to a telephone call from the Triton Connect Host Computer. The cash dispenser may be turned OFF, or the telephone line is shared with some other device that connects to the line before the cash dispenser. Additionally, the Triton Connect feature may be disabled at the cash dispenser. This problem may also be caused by a defective modem.

**Error Code: 164**

**Description:** Terminal did not return call. (Triton Connect error)

**Recommended Action:**

This error is not displayed at the cash dispenser. The Triton Connect Host Computer generates this error when a terminal does not make a call to the Triton Connect Host Computer as requested. Replace the modem module.

**Error Code: 165**

**Description:** Electronic journal not present.

**Recommended Action:**

See the recommended action for error code 144.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 166**

**Description:** Bad dispense.

**Recommended Action:**

Open the Security Cabinet and inspect the cash dispenser for broken parts. Replace the dispenser if it is broken. Check for and clear any foreign debris the note path. Reset the cash dispenser. Replace the dispenser if the error persists.

**Error Code: 183**

**Description:** Receipt paper low

**Recommended Action:**

Install a new roll of paper if needed. If this does not correct the problem, verify that the paper low sensor is correctly attached to the paper bracket and it is connected to the printer controller PCB. The paper low sensor may be dirty and require cleaning. Otherwise, the possible causes of the problem may be a defective paper low sensor, or a defective printer control PCB. 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" for an Error 195 "Out of Paper".

**Error Code: 185**

**Description:** Telephone number not configured

**Recommended Action:**

Enter the Management Functions and configure the primary telephone number.

**Error Code: 186**

**Description:** Bill size not configured

**Recommended Action:**

Default value is factory set to \$0.00. Allowable bill sizes are 5, 10, 20, 50, and 100. Enter the management functions and configure the multiple amount parameter.

**Error Code: 187**

**Description:** Maximum withdrawal not configured.

**Recommended Action:**

Enter management functions and configure the maximum amount. The maximum withdrawal cannot exceed 50 time the denomination of the of the of the bill size in the cassette.

**Error Code: 188**

**Description:** PIN Working key not configured.

**Recommended Action:**

Enter management functions and configure the pin working key.

**Error Code: 189**

**Description:** Terminal ID not configured.

**Recommended Action:**

Enter the management function and configure the terminal ID correctly.

**Error Code: 190**

**Description:** Pin Master key not configured.

**Recommended Action:**

Enter management functions and enter the pin master key.

**Error Code: 192**

**Description:** Communications error.

**Recommended Action:**

Enter management functions and verify that all terminal parameters have been set correctly. Verify that the telephone line is operational. Reset the cash dispenser and clear the error. Other possible causes may be a defective modem or main board

**Error Code: 193**

**Description:** The baud rate setting for electronic journal failed.

**Recommended Action:**

Inspect the electronic journal to make sure is it the correct part number. Reset the cash dispenser and clear the error. If the error persists, replace the Electronic Journal.

**Error Code: 194**

**Description:** An attempt to dispense bills has been made when the cassettes are unlocked.

**Recommended Action:**

This error may occur anytime that a cassette is removed from the cash dispenser with the AC Power ON. Make sure that the cassettes are installed and locked before performing a test dispense or live transaction.



## TRITON ERROR CODE SUMMARY CONTINUED

### Error Code: 195

Description: Receipt printer out of paper.

Recommended Action: Replenish the paper. Reset the cash dispenser and clear the error. Make sure that the ribbon cable from the docking station to the low paper sensor assembly is fastened at both ends of the cable and the orientation of the cable is correct. If the error persists, possible causes of the problem may be the low paper sensor assembly, the docking station, the main board, or cables.

### Error Code: 196

Description: Card reader error.

Recommended Action:

Inspect the card reader assembly. Make sure that there is no foreign material in the card slot. Clean the card reader assembly with a cleaning card. Make sure the ribbon cable from the docking station to the card reader is fastened at both ends of the cable and the orientation of the cable is correct. Reset the cash dispenser and clear the error. If the error persists, replace the card reader.

### Error Code: 203

Description: SPED keypad is not replying to main board.

Recommended Action:

Error code valid only for units with SPED keypad device installed. Make sure the battery is seated secure in the battery holder. Make sure the tamper screw is secure to the SPED module. Reset the cash dispenser and clear the error. If the error persists, replace the SPED keypad module.

### Error Code: 205

Description: SPED keypad reported tamper condition.

Recommended Action:

Error code valid only for units with SPED keypad device installed. Make sure the battery is seated secure in the battery holder. Make sure the tamper screw is secure to the SPED module. Reset the cash dispenser and clear the error. If the error persists, replace the SPED keypad module.

### Error Code: 206

Description: SPED keypad could not perform a successful command within SPED MAX\_ATTEMPTS tries.

Recommended Action:

Error code valid only for units with SPED keypad device installed. Reset the cash dispenser and clear the error. If error persists, replace the SPED keypad module.

### Error Code: 207

Description: SPED not detected.

Recommended Action: This Error Code is valid for units with SPED keypad device installed. Check the cable and connections from the docking station to the SPED board. Verify that the SPED board has the correct DC voltages applied to it. If the DC voltages applied to the SPED board correct and the cables are in good condition and seated properly, replace the SPED board.

### Error Code: 300(30h)[0]

Description: Successful Command

Recommended Action:

The dispenser sends this error code when a command has been successfully executed. This error code will appear in the electronic journal as code 300 indicating the successful completion of a transaction. When performing a PURGE or TEST DISPENSE operation the return code will be "0" in the first digit returned by the dispenser. It will be display as the hexadecimal number "30" when running the dispenser with the NMD test software.

### Error Code: 301(31h)[1]

Description: Low level in cassette.

Recommended Action:

This error code is returned by the dispenser when the number of notes in one or more of the cassettes is below a preset level, indicating the low level sensor in the note cassette has been activated. This occurs when the currency in any cassette reaches a thickness of approximately 25-35 mm. 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 fill the affected cassette using normal procedures. 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.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 302(32h)[2]**

**Description:** Empty Cassette.

**Recommended Action:**

This error code is generated when a cassette is emptied during a dispense operation and does a partial dispense. The cash dispenser will attempt to complete the transaction from other cassettes. If the requested amount cannot be dispensed, the customer will receive the cash that can be dispensed. The transaction will be completed with the customers' receipt indicating the amount of cash actually received. The cash dispenser will then attempt to complete a Reversal Transaction to notify the financial institution of the error. This error will not put the cash dispenser "Out of Service". The cash dispenser will only be placed "Out of Service" when all cassettes are empty. Remove and refill the affected cassette using normal replenishment procedures.

**Error Code: 303(33h)[3]**

**Description:** Lifts are down.

**Recommended Action:**

This error code is generated when a cassette is not open and any command other than open cassettes, reset, and close cassettes are sent to the system. It is feasible that this error code could be generated even if the lifts are in the up position. This will occur if the machine is switched off and on during normal daily operation. This is done to indicate that the power has been off. Clear this error code by restarting the cash dispense or by unlocking and locking the cassettes. If the error recurs, a faulty cassette, note feeder or CMC module may be cause the problem.

**Error Code: 304(34h)[4]**

**Description:** Rejected notes.

**Recommended Action:**

This error code indicates that notes were rejected during the transaction or test dispense operation. This is a warning message there is no action required.

**Error Code: 305(35h)[5]**

**Description:** Diverter Failure.

**Recommended Action:**

This error code indicates that the system has recognized a document intended for the reject vault has reached the note transport sensor. The most probable cause is either mechanical or electrical failure of the note diverter in the note transport module. This error will place the cash dispenser "Out of Service". 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. Check to make sure that cables connecting the note transport and the CMC module are not damaged. Make sure all connectors attached to the CMC are seated in their receptacles. Remove and empty the reject vault. Install the Reject Vault. PURGE the dispensing mechanism. Complete several test dispenses. If the error does not repeat again, complete a live dispense to verify the note diverter moves the currency to the exit position. If the error reoccurs the most likely causes of the problem may be note transport or CMC.

**Error Code: 305(35h)[5]**

**Description:** Diverter Failure.

**Recommended Action:**

This error code indicates that the system has recognized a document intended for the reject vault has reached the note transport sensor. The most probable cause is either mechanical or electrical failure of the note diverter in the note transport module. This error will place the cash dispenser "Out of Service". 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. Check to make sure that cables connecting the note transport and the CMC module are not damaged. Make sure all connectors attached to the CMC are seated in their receptacles. Remove and empty the reject vault. Install the reject vault. PURGE the dispensing mechanism. Complete several test dispenses. If the error does not repeat again, complete a live dispense to verify the note diverter moves the currency to the exit position. If the error reoccurs the most likely causes of the problem may be note transport or CMC.

**Error Code: 307(37h)[7]**

**Description:** Transmission Error.

**Recommended Action:**

This error code occurs when the message received by the dispenser is incorrect. The reason that the error code is generated is the detection of an incorrect LRC character or a parity error. Inspect all communication cables to make sure they are not damaged and are properly connect to their termination points. Restart the cash dispenser. Reset the dispenser and try to complete a test dispense. If the error code is reported again, replace the CMC module. Otherwise, put the cash dispenser into service.

**Error Code: 308(38h)[8]**

**Description:** Illegal Command or Command Sequence.

**Recommended Action:**

This error occurs when the logical sequence of the commands sent to the dispenser is not the one expected by the system. Examples of this are two move commands sent one after another or a deliver command that is sent without a previous move command. Inspect all communication cables to make sure they are not damaged. Make sure all cables are properly connected. Reset the dispenser and try to resend the command that caused the error code. If the error code is reported again, replace the CMC module.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 309(39h)[9]**

**Description:** Jam in Note Qualifier.

**Recommended Action:**

This error code is generated when the note transport sensor does not detect a note that was detected by the note qualifier. This may be due to jammed documents in the transport path between the note qualifier and the note diverter. This error code will place the cash dispenser "Out of Service". Inspect the documents in each cassette to insure they are in fit condition. Make sure that note qualifier and the note transport modules are mechanically aligned. Open all access panels and inspect for jammed documents in note path between the note qualifier and note transport. Remove the jammed documents as needed. Inspect the note qualifier and note transport for broken components (i.e. belts, gears, cables, or sensors). Inspect the note diverter for proper operation and damage. Replace the note qualifier or note transport if the problem persists.

**Error Code: 310(3Ah)[:]**

**Description:** Cassette not properly installed.

**Recommended Action:**

This error code occurs when documents are requested from a cassette that is not present or is not open. This error code will place the cash dispenser in an "Out of Service" condition. Verify the physical presence of each cassette. If present, "unlock" and remove each cassette from its feed channel. Put the cassettes back into its feed channel. Lock the cassettes. Clear the error and perform a test dispense. If the error is repeated, proceed to the next paragraph. If the error does not show again put the cash dispenser back into service. Verify that the identity of each cassette can be read through read cassette ID function (See the 5000 Cash Dispenser Configuration Manual). Cassettes with no identity must be injected with a new cassette ID (See the 5000 Cash Dispenser Configuration Manual). 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. 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 the inject cassette ID function fails on a different cassette the CMC is defective.

**Error Code: 315(3Fh)[?]**

**Description:** Reject vault not properly installed.

**Recommended Action:**

This error code is generated when the reject vault is not present or not properly installed. Attempting to operate the cash dispenser without the reject vault will normally cause it to go to an "Out of Service" condition. Make sure the reject vault is installed correctly. Inspect the reject vault present sensor visually for proper operation. Use the cash dispenser diagnostic functions to check the electrical operation of the sensor. If the sensor is properly connected and operating correctly the CMC module may be defective. If the sensor is not operating normally, replace the note transport module.

**Error Code: 318(42h)[B]**

**Description:** Too many notes requested.

**Recommended Action:**

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.

**Error Code: 319(43h)[C]**

**Description:** Jam in note transport.

**Recommended Action:**

This error code is generated when a document from a note feeder fails to reach the note qualifier within a specified time. This failure may be caused by a blockage in the transport path between the Note Feeder and the note qualifier, or if a document passes through the note qualifier unseen. This error code will cause the cash dispenser to go "Out of Service". Check the cassettes. Make sure they are not overfilled. The recommended capacity is 1850 documents. Make sure the documents are in fit condition. Open all access panels and remove any jammed documents from the transport path. Inspect the note feeders and note qualifier for damage. Restart the cash dispenser. Reset the error. Complete several test dispenses. If the test dispenses are normal and the error does not show again, the cash dispenser may be returned to service. If the error recurs, change the note feeder for the affected channel.

**Error Code: 320(44h)[D]**

**Description:** Reject cassette almost full.

**Recommended Action:**

This error code is generated when the number of reject events exceeds 37 events. 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. The reject vault should be emptied as soon as possible in order to avoid an "Out of Service" condition that occurs when the number of reject events reaches 50. The reject event counter can be reset by removing the reject vault from the dispenser and then putting it back into the dispenser.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 321(45h)[E]**

**Description:** Cassette data corrupted.

**Recommended Action:**

This error code is generated when there is a checksum error in data stored in the note cassette. Program the cassette by injecting a new cassette ID into the cassette. If injecting a new cassette ID into the cassette does not correct the problem, replace the cassette.

**Error Code: 322(46h)[F]**

**Description:** Main motor failure

**Recommended Action:**

Error code 322 is generated when the main motor fails to reach normal speed within a specified time, or if there are several pulses missing from the transport clock wheel (timing wheel) in one transaction. This error code causes an "Out of Service" condition. Open all access panels and remove any jammed documents from the transport path. Verify the documents are fit for dispensing. Inspect the note qualifier for any damage (i.e. broken belts, broken gears, disconnected or damaged cables, broken timing wheel etc.). Make sure all access panels are closed. Restart the cash dispenser and reset the error. Complete several test dispenses. If cash dispenser operates normally when performing the test dispense function, put the cash dispenser in service. If the error code repeats, verify the power supply output voltages are within expected values. Replace the power supply if necessary. If the power supply is operating normally, replace the note qualifier to correct the problem.

**Error Code: 325(49h)[I]**

**Description:** Note qualifier faulty

**Recommended Action:**

Error code 325 is generated when the double detect sensors in the note qualifier cannot be calibrated, or when the gain value cannot be adjusted when learning a new document. Verify that the cable that connects the double detect module to the CMC module is undamaged and connected at both ends. Make sure the access panel on the bottom of the note qualifier is closed and locked in position. Carefully remove the double detect module from the note qualifier. Use clean compressed air to remove any dust or dirt from the sensor lenses. Carefully install the double detect module into the note qualifier. Make sure all connections between the double detect module and the CMC are seated properly. If at any time during the following checks, the "faulty note qualifier" error code recurs, it will be necessary to replace the note qualifier. Restart the cash dispenser. 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. A normal return code for this test dispense operation is "4 1 1 1 1" for a four cassette dispenser. If the operation is normal, you may put the cash dispenser in service. If these checks are not properly completed, replace the note qualifier.

**Error Code: 326(4Ah)[J]**

**Description:** Note feed sensor failure.

**Recommended Action:**

This error code is generated when there is a sensor error in one or more of the note feeders or when there is a document jammed in the note feeder exit sensor. Make sure there are not any documents jammed at any of the note feeder exit sensors. 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. If error code reoccurs, replace the note feeder module.

**Error Code: 329(4Dh)[M]**

**Description:** Notes in delivery throat.

**Recommended Action:**

An attempt to feed or dispense documents has been made when there is a note in the note transport throat. Remove any documents blocking the throat opening. Make sure the diverter is not jammed. Inspect the note transport for damage and verify that all connectors are plugged into their respective receptacles. Use the reject channel error code function to verify the operation of the sensors on the note transport module. Clean the sensors in the note transport as needed. Restart the cash dispenser. Reset the error code. Perform the test dispense function several times (two or three). Complete a live transaction. If the error does not show again, put the cash dispenser into service. If the error code returns, replace the note transport module.

**Error Code: 330(4Eh)[N]**

**Description:** Communication timeout.

**Recommended Action:**

This error is reported when the transmission of each one of the characters in the command string is not completed within the time restriction imposed by the electrical interface. Inspect all cables for damage. Verify that the both ends of each cable are securely connected to its termination points. This problem may be caused by incompatibilities between terminal software and dispensing mechanism software. Check with Triton Systems Technical Support for known software incompatibilities.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 332(50h)[P]**

**Description:** Cassettes may have been changed.

**Recommended Action:**

This error code is generated when a movement command is sent before read cassette ID command after the cassettes, including the reject vault are removed. This error code will set an "Out of Service" condition. Verify that each cassette is placed in its designated feed channel. Complete the test receipt printer function to determine which if any of the cassettes are not responding. If a cassette is not responding it may be necessary to inject a new identity into the cassette by completing the inject new cassette ID command. A defective cassette may also cause this problem.

**Error Code: 333(51h)[Q]**

**Description:** Reject vault full.

**Recommended Action:**

This error code is produced when the single reject event counter exceeds 50 reject events or the bundle reject event counter exceeds 250 notes. This error code will cause an "Out of Service" condition. Remove all documents from the reject vault. To clear the error code, the reject vault must be removed and inserted with the power on. This will reset the reject event counters.

**Error Code: 339(57h)[W]**

**Description:** Error in throat.

**Recommended Action:**

This error code is reported by the dispensing mechanism when a document is jammed in the throat sensor during a live dispenses or when a reset is performed. Make sure all cables between the note transport and the other units are undamaged and securely seated at their termination point. Check the operation of all sensors in the note transport module. Inspect the diverter area to make sure that it is not blocked and that it moves freely. Make sure that the access panels before and after the diverter are closed and secured in place. Remove any documents from the tote transport. Restart the cash dispenser. Reset the error code. Perform a live transaction. If the cash dispenser operates normally put it back in service. If the error code persists, replace the note transport module.

**Error Code: 343(5Bh)[I]**

**Description:** Sensor error or sensor covered.

**Recommended Action:**

This error is produced when a sensor in note transport module is not working correctly during an internal self-test preceding the movement commands. Inspect all cables for damage. Make sure that all cables are securely fastened to their termination points. 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 or defective. Clean the dirty sensor, or replace the note transport as needed. Restart the cash dispenser. Reset the error. Perform a live transaction. If the cash dispenser operates normally put it in service. If the problem persists, replace the note transport module.

**Error Code: 348(60h)[\*]**

**Description:** Dispenser internal error.

**Recommended Action:**

This error code is reported when an internal error occurs in the dispenser. The most likely cause is internal communication problems within the dispenser. Inspect all cables for possible damage. Ensure that each cable is securely fastened to its termination point. Restart the cash dispenser. Reset the error. If the response to the RESET command indicates a successful execution, put the cash dispenser back in service. If the error code is reported again, it may be necessary to replace the CMC or one of the note feeder controllers.

**Error Code: 349(61h)[a]**

**Description:** Cassette lock faulty.

**Recommended Action:**

This error code is generated when the LIFTS UP command fails to open a note cassette to the operating position. Verify that the currency is properly installed in the cassette. If necessary, reload the currency in the cassette. 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.

**Error Code: 351(63h)[c]**

**Description:** Module needs service.

**Recommended Action:**

This error code is generated by the dispensing mechanism when the calibration value for at least one of the sensors in any of the note feeders has exceeded the upper limits of its calibration range. Use the diagnostic functions or NMD test software to determine if a note feeder has a faulty or dirty sensor. 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. If the error code has been cleared, the cash dispenser can be put back in service. If the error code is repeated, replace the note feeder or note feeder controller for the affected feed channel.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 353(65h)[e]**

**Description:** No message to resend.

**Recommended Action:** This error code may indicate a power loss/firmware restart has occurred at the dispenser controller and no information could be retrieved. Restart the cash dispenser. Reset the error. Perform several test dispenses. If the cash dispenser operates normally while performing a test dispense, put it back into service. If the error code recurs, replace the CMC module.

**Error Code: 356(68)[h]**

**Description:** Error in note transport.

**Recommended Action:**

This error code will be generated when the following conditions occur: 1. When the note is stuck in the note transport sensor. 2. When the note is stuck in between the note transport sensor and the throat. Inspect the note transport sensor for blockage. If the sensor is blocked, remove the blockage. Clean the sensors if needed. Restart the cash dispenser. Reset the error. If the error code continues, replace the note transport module. Otherwise, put the cash dispenser into service.

**Error Code: 357**

**Description:** Dispenser data size error.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 358**

**Description:** Dispenser device read error.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 359**

**Description:** Dispenser device record error.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 360**

**Description:** Dispenser invalid return ID.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 361**

**Description:** Dispenser sequence error.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 362**

**Description:** Dispenser device write error.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 363**

**Description:** Dispenser device not found

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 364**

**Description:** Dispenser device offline.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 365**

**Description:** Dispenser BCC error.

**Recommended Action:**

Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 366**

**Description:** Dispenser cassettes disabled.

**Recommended Action:**

Access management functions and enable cassettes.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 367**

**Description:** Dispenser communication error.

**Recommended Action:**

Check the dispenser data and power cable connections. Restart the operating system. Clear terminal error code. Replace the dispenser if the error persists.

**Error Code: 368**

**Description:** Dispenser cannot dispense the request.

**Recommended Action:**

Requested amount may exceed the dispensers one time limit. Enter a smaller value. If error persists, replace the dispenser mechanism.

**Error Code: 369**

**Description:** Dispenser device reset.

**Recommended Action:**

Check data and power connections to the dispenser device. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 370**

**Description:** Dispenser - SDD EOT error.

**Recommended Action:**

Check data and power connections to the dispenser device. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 371**

**Description:** Dispenser SDD com error header-trailer.

**Recommended Action:**

Check data and power connections to the dispenser. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 372**

**Description:** Dispenser item value error

**Recommended Action:**

Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 373**

**Description:** Dispenser machine not opened.

**Recommended Action:**

Access the management functions menu and lock all cassettes. Verify that all cassettes used are in service.

**Error Code: 374**

**Description:** Dispenser rejected cheque.

**Recommended Action:**

Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 375**

**Description:** Dispenser invalid request.

**Recommended Action:**

Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 376**

**Description:** Dispenser multiple device error.

**Recommended Action:**

Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 377**

**Description:** Dispenser device error.

**Recommended Action:**

Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 379**

**Description:** Dispenser unknown error code.

**Recommended Action:**

Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 382**

Description: Dispenser cassettes disabled (ALL).

Recommended Action:

Enter management functions menu and place the cassette(s) in service.

**Error Code: 383**

Description: Dispense cassettes low (ALL).

Recommended Action:

All cassettes have reached low cash level. Reload cassettes. Clear terminal error code.

**Error Code: 384**

Description: Dispenser cassettes empty (ALL).

Recommended Action:

All cassettes report no notes. Reload cassettes. Clear terminal error code.

**Error Code: 385**

Description: Dispenser offline, no reject vault and not hoppers.

Recommended Action:

Verify that the dispenser mechanism has data and power cable connected. Verify power is applied to the dispenser.

**Error Code: 386**

Description: Dispenser offline - no hoppers.

Recommended Action:

The hoppers are not detected. Check the computer area network connectors in the dispenser. Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 387**

Description: Dispenser offline - error validating configuration.

Recommended Action:

Dispenser failed to identify the dispenser type installed. Verify all connectors to the dispenser mechanism. Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 388**

Description: Dispenser offline - NMD require Reject Vault and at least one cassette.

Recommended Action:

Verify that the Reject Vault and one cassette are present in the dispenser mechanism. Clear terminal error code. If error persists, replace the dispenser mechanism.

**Error Code: 389**

Description: Dispenser offline. Detected offline error check op state.

Recommended Action:

Restart the operating system. Verify the error code lights on the dispenser are operating in proper sequence. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.

**Error Code: 390**

Description: Dispenser offline - storing configuration.

Recommended Action: Restart the operating system. Verify the error code lights on the dispenser are operating in proper sequence. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.

**Error Code: 391**

Description: Dispenser sensor failure.

Recommended Action:

Access the management function diagnostics menus to verify the operational error code of dispenser mechanism sensors. Clean sensors as needed. Replace dispenser components or dispenser if the error persists.

**Error Code: 392**

Description: Error in last dispense.

Recommended Action:

Check operational error code of dispenser. Replace dispenser if error code persists.

**Error Code: 395**

Description: Multiple cassette of the same type.

Recommended Action:

NMD dispenser allows for only one of each cassette ID to be installed. Verify each cassette ID. Replace cassette or Inject New Cassette ID.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 500**

**Description:** SPED Read Error.

**Recommended Action:**

Verify all SPED connections. Restart the operating system. Inspect the battery for a voltage reading of greater than 2.8 VDC.

Replace SPED battery is below 2.8 VDC. Replace SPED if error persists.

**Error Code: 501**

**Description:** SPED invalid return record.

**Recommended Action:** Refer to error 500.

**Error Code: 502**

**Description:** SPED read type error.

**Recommended Action:**

Refer to error 500.

**Error Code: 503**

**Description:** SPED invalid command.

**Recommended Action:**

Refer to error 500.

**Error Code: 504**

**Description:** SPED invalid return ID.

**Recommended Action:**

Refer to error 500.

**Error Code: 505**

**Description:** SPED device busy.

**Recommended Action:**

Refer to error 500.

**Error Code: 506**

**Description:** SPED invalid request.

**Recommended Action:**

Refer to error 500.

**Error Code: 507**

**Description:** SPED sequence error.

**Recommended Action:**

Refer to error 500.

**Error Code: 508**

**Description:** SPED LRC error.

**Recommended Action:**

Refer to error 500.

**Error Code: 509**

**Description:** SPED no data.

**Recommended Action:**

Refer to error 500.

**Error Code: 510**

**Description:** SPED invalid message ID.

**Recommended Action:**

Refer to error 500.

**Error Code: 511**

**Description:** SPED Data overflow.

**Recommended Action:**

Refer to error 500.

**Error Code: 512**

**Description:** SPED device idle.

**Recommended Action:**

Refer to error 500.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 513**  
**Description:** SPED device offline.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 514**  
**Description:** SPED device bit stuck.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 515**  
**Description:** SPED device attention stuck.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 516**  
**Description:** SPED device no attention.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 517**  
**Description:** SPED device timeout.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 518**  
**Description:** SPED command sequence error.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 519**  
**Description:** SPED invalid command data.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 520**  
**Description:** SPED device reset.  
**Recommended Action:**  
Refer to error 500.

**Error Code: 521**  
**Description:** SPED clear key  
**Recommended Action:.**  
Refer to error 500.

**Error Code: 522**  
**Description:** EJ error.  
**Recommended Action:**  
Inspect electronic journal cabling. Reseat connections. Restart operating system. Replace electronic journal.

**Error Code: 523**  
**Description:** EJ data size error.  
**Recommended Action:**  
Refer to error 522.

**Error Code: 524**  
**Description:** EJ bad command.  
**Recommended Action:**  
Refer to error 522.

**Error Code: 525**  
**Description:** EJ invalid ID.  
**Recommended Action:**  
Refer to error 522.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 526**

**Description:** EJ device busy.

**Recommended Action:**

Refer to error 522.

**Error Code: 527**

**Description:** EJ invalid request.

**Recommended Action:** Refer to error 522.

**Error Code: 528**

**Description:** EJ sequence error.

**Recommended Action:**

Refer to error 522.

**Error Code: 529**

**Description:** EJ device offline.

**Recommended Action:**

Refer to error 522.

**Error Code: 530**

**Description:** EJ EXT error.

**Recommended Action:**

Refer to error 522.

**Error Code: 531**

**Description:** EJ SOH error.

**Recommended Action:**

Refer to error 522.

**Error Code: 532**

**Description:** EJ STX error.

**Recommended Action:**

Refer to error 522.

**Error Code: 533**

**Description:** EJ BCC error.

**Recommended Action:**

Refer to error 522.

**Error Code: 534**

**Description:** EJ device reset.

**Recommended Action:**

Refer to error 522.

**Error Code: 535**

**Description:** Card Reader - Data size error.

**Recommended Action:**

Inspect card reader cabling. Inspect card reader for foreign objects. Clear the terminal error code. If error persists, reboot the ATM. Replace the card reader if error persists.

**Error Code: 536**

**Description:** Card Reader - Device read error.

**Recommended Action:**

Refer to error code 535.

**Error Code: 537**

**Description:** Card Reader - Invalid Record.

**Recommended Action:**

Refer to error code 535.

**Error Code: 538**

**Description:** Card Reader - Reader type error.

**Recommended Action:**

Refer to Error code 535.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 539**

**Description:** Card Reader - Invalid track.

**Recommended Action:**

Refer to error code 535.

**Error Code: 540**

**Description:** Card Reader - Invalid message.

**Recommended Action:**

Refer to error code 535.

**Error Code: 541**

**Description:** Card Reader - Com error.

**Recommended Action:**

Refer to Error/Error code 535.

**Error Code: 542**

**Description:** Card Reader - Device busy.

**Recommended Action:**

Refer to error code 535.

**Error Code: 543**

**Description:** Card Reader - Sequence error.

**Recommended Action:**

Refer to error code 535.

**Error Code: 544**

**Description:** Card Reader - Invalid request.

**Recommended Action:**

Refer to error code 535.

**Error Code: 545**

**Description:** Card Reader - LRC error.

**Recommended Action:**

Refer to error code 535.

**Error Code: 546**

**Description:** Card Reader - No data.

**Recommended Action:**

Refer to error code 535.

**Error Code: 547**

**Description:** Card Reader - Start sentinel not found.

**Recommended Action:** Refer to error code 535.

**Error Code: 548**

**Description:** Card Reader - End sentinel not found.

**Recommended Action:**

Refer to error code 535.

**Error Code: 549**

**Description:** Card Reader - Parity error.

**Recommended Action:**

Refer to error code 535.

**Error Code: 550**

**Description:** Card Reader - Card not removed.

**Recommended Action:**

Refer to error code 535.

**Error Code: 551**

**Description:** Card Reader - Card removed to slow.

**Recommended Action:**

Refer to error code 535.

**Error Code: 552**

**Description:** Card Reader - Device received invalid request.

**Recommended Action:**

Refer to error code 535.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 553**

**Description:** Card Reader - device offline.

**Recommended Action:**

Refer to error code 535.

**Error Code: 554**

**Description:** Card Reader - device reset.

**Recommended Action:**

Refer to error code 535.

**Error Code: 555**

**Description:** Card Reader - System timeout.

**Recommended Action:**

Refer to error code 535.

**Error Code: 556**

**Description:** System timeout.

**Recommended Action:**

An operating system timeout has occurred. Verify operation of the power supply. Restart ATM. If error persists, replace the main board assembly.

**Error Code: 557**

**Description:** System device reset.

**Recommended Action:**

Verify operation of the power supply. Restart ATM. Clear the error. If error persists, replace the main board assembly.

**Error Code: 558**

**Description:** System sync error.

**Recommended Action:**

See error code 557.

**Error Code: 559**

**Description:** System error.

**Recommended Action:**

See error code 557.

**Error Code: 560**

**Description:** Unknown device error.

**Recommended Action:**

See error code 557.

**Error Code: 561**

**Description:** Software error.

**Recommended Action:**

See error code 557.

**Error Code: 562**

**Description:** SPED error.

**Recommended Action:**

Inspect cable from Main Board assembly to the SPED module for damage. Make sure that cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 565**

**Description:** Cabinet door open.

**Recommended Action:**

Close the control panel door. Reset error code code. If error persists, verify the operation of cabinet door switch. Replace as needed.

**Error Code: 566**

**Description:** Vault door open.

**Recommended Action:**

Close vault door. Reset error code. If error persists, check the operation of the vault door switch. Replace as needed.

**Error Code: 567**

**Description:** Security module not found.

**Recommended Action:**

Inspect cable from main board assembly to the security module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, replace the security module.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 568**

**Description:** Security module com failed.

**Recommended Action:**

See error code 567.

**Error Code: 569**

**Description:** Security module attached dev com failed.

**Recommended Action:**

See error code 567.

**Error Code: 570**

**Description:** Security module dev port setup.

**Recommended Action:**

See error code 567.

**Error Code: 571**

**Description:** Invalid default transaction.

**Recommended Action:**

To Be Determined.

**Error Code: 572**

**Description:** SPED key from pad cmd aborted by user.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends.

Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 573**

**Description:** SPED keys from pad cmd verify failed.

**Recommended Action:**

Inspect cable from Main Board assembly to the SPED module for damage. Make sure that the cable is connected at both ends.

Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 574**

**Description:** SNA comms error.

**Recommended Action:**

To be determined.

**Error Code: 575**

**Description:** Timeout waiting to send command to dispenser.

**Recommended Action:**

Inspect the serial communication cables from the main board assembly to the electronic journal and from the electronic journal to the dispenser for damage. Make sure that each cable is connected securely at both ends. Replace the cable if they appear damaged. Verify the proper DC operating voltages are applied to the dispenser mechanism. Possible defective components include main board assembly, the electronic journal, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.

**Error Code: 576**

**Description:** Timeout waiting to receive response from dispenser.

**Recommended Action:**

Inspect the serial communication cables from the main board assembly to the electronic journal and from the electronic journal to the dispenser for damage. Make sure that each cable is connected securely at both ends. Replace the cable if they appear damaged. Verify the proper DC operating voltages are applied to the dispenser mechanism. Possible defective components include main board assembly, the electronic journal, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.

**Error Code: 577**

**Description:** Card reader disabled.

**Recommended Action:**

Inspect card reader cable. Inspect the card reader for foreign objects. Replace the cable or clean the card reader as needed.

Clear the error. Restart the ATM. If the error persists, replace the card reader.

**Error Code: 578**

**Description:** Card reader present timeout.

**Recommended Action:**

Inspect card reader cable. Inspect the card reader for foreign objects. Replace the cable or clean the card reader as needed.

Clear the error. Restart the ATM. If the error persists, replace the card reader.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 579**

**Description:** SPED - Enable keypad command failed.

**Recommended Action:**

Inspect cable from Main Board assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 580**

**Description:** SPED - Disable keypad command failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 581**

**Description:** SPED - Enable key from pad module failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 582**

**Description:** SPED - Disable key from pad module.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 583**

**Description:** SPED - Enable PIN entry mode failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 584**

**Description:** SPED - Disable PIN entry mode failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 585**

**Description:** SPED - Enable JETCO PIN entry mode failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 586**

**Description:** SPED - Enable JETCO PIN entry mode failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 586**

**Description:** SPED - Enable JETCO PIN entry mode failed.

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 588**

**Description:** ERR\_PRESENTER\_OFFLINE

**Recommended Action:**

Verify that a cable from the docking board to the presenter controller board is securely connected at both ends. If the cable appears undamaged, and it is securely connected at the docking board and the presenter controller board, Replace the presenter assembly. If replacing the presenter does not clear the error, other possible causes of this problem may be the main board assembly or the docking board.

**Error Code: 589**

**Description:** ERR\_PRESENTER\_MOTOR\_STALLED

**Recommended Action:**

Inspect the gears assembly on the presenter for possible damage. Replace the presenter if gear damage is apparent. Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris.



## TRITON ERROR CODE SUMMARY CONTINUED

Error Code: 590

Description: ERR\_PRESENTER\_EXIT\_JAM

Recommended Action:

Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris. Restart the cash dispenser. If the error persists, replace the presenter module.

Error Code: 591

Description: ERR\_PRESENTER PAPER\_NOT\_DETECTED

Recommended Action:

Open the printer and verify that the paper is not jamming in the printer between the printer output and the input to the cutter. Clear all debris from the printer path. Restart the ATM. If the paper continues to jam, it may be necessary to replace the cutter or printer. If replacing the printer or cutter does not clear the error, replace the presenter module.

Error Code: 592

Description: ERR\_SPED\_DEVICE\_REPORTED\_COMMAND\_FAILED

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 593

Description: ERR\_SPED\_IN\_USE

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 594

Description: ERR\_SPED\_DEVICE\_REPORTED\_COMM\_ERROR

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 595

Description: ERR\_SPED\_RETURNED\_INVALID\_AMOUNT\_OF\_DATA

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 596

Description: ERR\_SPED\_INVALID\_SPED\_TYPE

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 597

Description: ERR\_SPED\_INVALID\_SPED\_COMMS\_PROTOCOL

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 598

Description: ERR\_SPED\_INVALID\_DEVICE\_CLASS

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 599

Description: ERR\_SPED\_REPORTED\_UNRECOGNIZED\_COMMAND

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 600

Description: ERR\_SPED\_REPORTED\_BLOCK\_DOES\_NOT\_EXIST

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.



## TRITON ERROR CODE SUMMARY CONTINUED

**Error Code: 601**

**Description:** ERR\_SPED\_REPORTED\_INVALID\_ENCRYPT\_MODE

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 602**

**Description:** ERR\_SPED\_REPORTED\_UNSUPPORTED\_CLEAR\_OPTION

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 603**

**Description:** ERR\_SPED\_REPORTED\_TAMPER\_PRESENT

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 604**

**Description:** ERR\_SPED\_REPORTED\_INVALID\_KEY\_INDEX

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 605**

**Description:** ERR\_SPED\_REPORTED\_PARENT\_KEY\_NOT\_LOADED

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 606**

**Description:** ERR\_SPED\_REPORTED\_WRONG\_DATA\_LENGTH

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 607**

**Description:** ERR\_SPED\_REPORTED\_PIN\_RETRY\_TOO\_SOON

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 608**

**Description:** ERR\_SPED\_SELFTEST\_CRC\_FAILED

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 609**

**Description:** ERR\_SPED\_SELFTEST\_CRYPTOGRAPHIC\_ERROR

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 610**

**Description:** ERR\_SPED\_SELFTEST\_BATTERY\_LOW\_STATUS

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

**Error Code: 611**

**Description:** ERR\_SPED\_SELFTEST\_SERIAL\_NUMBER\_ERROR

**Recommended Action:**

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.



## TRITON ERROR CODE SUMMARY CONTINUED

Error Code: 612

Description: ERR\_SPED\_TAMPER\_STATUS\_COLD

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 613

Description: ERR\_SPED\_TAMPER\_STATUS\_FRONT

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 614

Description: ERR\_SPED\_TAMPER\_STATUS\_BACK

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 615

Description: ERR\_SPED\_TAMPER\_STATUS\_GRID

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 616

Description: ERR\_SPED\_TAMPER\_STATUS\_VOLTAGE

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

Error Code: 617

Description: ERR\_SPED\_SERIAL\_NUMBER\_CHANGE

Recommended Action:

Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

### QUESTIONS?

#### CONTACT:

**PCI Communications**

**103 FootHill Drive**

**Pilot Mountain, NC 27041**

**phone - 800.729.2664**

**fax -336.368.9637**

**[www.pcicom.us](http://www.pcicom.us)**