

# Troubleshooting Manual for NH 1500 and Nano Cash

2005. 4. 26

Triton Error Code	Error Code	Description	Troubleshooting
33	20001	The Cash Dispenser Unit cassette is not installed. The Control Electronics checks if the Cash Dispenser Unit cassette is in the right position with the location sensor (CS7/17/27&NS11/16), and generates an error when the Cash Dispenser Unit is not in the correct position.	<ol style="list-style-type: none"> <li>1. Set the cassette again.</li> <li>2. Check if CS7/17/27(NS11/16) is fully pressed while the cassette is loaded.</li> <li>3. Check if CS7/17/27(NS11/16) connector has been properly inserted and if cable is cut.</li> <li>4. Check logic related to CS7/17/27(NS11/16) of the Cash Dispenser Unit board.</li> </ol>
0	20002	Cash is not enough. This error occurs in the following cases: When the number of bills is "0" after the final payment transaction is made When the low level sensor (CS6/16/26&NS6/16) detects that the cassettes is at a low level in "Low currency check enable" mode	<p>Fill cash and set the number of bills.</p> <p>* In "Low currency enable" mode:</p> <ol style="list-style-type: none"> <li>1. Check if CS6/16/26(NS6/16) hole on the side of the cassettes is matching with CS6/16/26(NS6/16) after installing the cassette.</li> <li>2. Check if the reflection plate of the CS6/16/26(NS6/16) sensor is polluted in the cassette.</li> <li>3. Check if CS6/16/26(NS6/16) sensor is polluted, cable is cut, or the connector is wrongly inserted.</li> <li>4. Check logic related to CS6/16/26(NS6/16) of the Cash Dispenser Unit board.</li> </ol>
78	20003	The reject box is full. This error occurs when the sum of rejected bills during the transaction and the rejected bills during the test is more than 50 after finally executing "Cassette Total".	Execute "Cassette Total" after moving cash from the reject box.
565	20004	The security door is open. The sensor detects that the security door is open	<ol style="list-style-type: none"> <li>1. Close the security door.</li> <li>2. Check if the security door can be mechanically opened and closed by the door switch.</li> <li>3. Check if cable between the door switch and the Control Electronics is cut.</li> <li>4. Check if the connector is well connected to the Control Electronics.</li> <li>5. Check logic related to the door switch in the Control Electronics.</li> </ol>
128	20005	Cash Dispenser Unit data (country, cassette, shutter) setting error Occurs during initialization.	<ol style="list-style-type: none"> <li>1. Check Cash Dispenser Unit information.</li> <li>2. Check battery back-up SRAM.</li> <li>3. Check the battery.</li> </ol>
141	20010	Receipt paper jam in the receipt printer. The jam detection sensor checks if there is paper before starting operation.	<ol style="list-style-type: none"> <li>1. Remove paper jam and paper scraps.</li> <li>2. Check the lever operation position in the sensor.</li> <li>3. Check if the sensor is polluted.</li> <li>4. Check if cable is cut or the connector is wrongly inserted.</li> <li>5. Check logic related to the jam detection sensor of the Slip Printer board.</li> </ol>
138	20011	TPH Headup Lever Open	1. Check Headup Lever
138	20012	The feed lever of the receipt printer is open. It was detected that the feed lever was open before the receipt printer started to operate.	<ol style="list-style-type: none"> <li>1. Close the feed lever.</li> <li>2. Check if the micro switch of the feed lever normally functions.</li> <li>3. Check if cable of the micro switch is cut in the feed lever and the connector is wrongly inserted.</li> <li>4. Check logic related to the micro switch of the feed lever of the Slip Printer board.</li> </ol>
195	20013	Receipt paper is empty. It was detected that receipt paper was empty before the receipt printer started to operate (when both the paper empty sensor and the paper setting sensor are lights).	<ol style="list-style-type: none"> <li>1. Fill paper.</li> <li>2. Check the lever operation position in the sensor.</li> <li>3. Check if cable is cut or the connector is wrongly inserted.</li> <li>4. Check logic related to the paper empty and the paper setting sensors in the Slip Printer board.</li> </ol>

Triton Error Code	Error Code	Description	Troubleshooting
138	20014	The thermal head of the receipt printer is overheated (before the receipt printer starts to operate).	<ol style="list-style-type: none"> <li>1. Check and replace the thermal printer head.</li> <li>2. Check logic related to the TPH of the PR board.</li> </ol>
94	2YY15	Note has been detected on the return path before the Cash Dispenser Unit starts to operate.	<ol style="list-style-type: none"> <li>1. Remove the jammed note on the return path.</li> <li>2. Check if the sensor is polluted.</li> <li>3. Check if cable is cut or the connector is wrongly inserted.</li> <li>4. Check logic related to the sensor in the Cash Dispenser Unit board.</li> </ol>
196	90001	Card Read Error	<ol style="list-style-type: none"> <li>1. Check Magnetic Card</li> <li>2. Check Card Read module and cable connection</li> </ol>
138	AXXX1	The feed lever of the receipt printer is open. It was detected that the feed lever was open while the receipt printer was operating.	<ol style="list-style-type: none"> <li>1. Remove receipts and close the feed lever.</li> <li>2. Check if the micro switch of the feed lever normally operates.</li> <li>3. Check if cable of the micro switch of the feed lever is cut or the connector is wrongly inserted.</li> <li>4. Check logic related to the micro switch of the feed lever in the Slip Printer board.</li> </ol>
138	AXXX2	The thermal head of the receipt printer is overheated (before the receipt printer starts to operate).	<ol style="list-style-type: none"> <li>1. Check and replace the terminal printer head.</li> <li>2. Check logic related to TPH of the Slip Printer board.</li> </ol>
141	A0803	Receipt Paper Jam	<ol style="list-style-type: none"> <li>1. Remove jammed paper</li> </ol>
141	AXXX3	Receipt paper jam A jam error occurred while the receipt printer operates.	<ol style="list-style-type: none"> <li>1. Remove paper jam and paper scraps.</li> <li>2. Check the lever operation position in the sensor.</li> <li>3. Check if the sensor is polluted.</li> <li>4. Check if cable is cut or the connector is wrongly inserted.</li> <li>5. Check logic related to jam detection in the Slip Printer board.</li> </ol>
195	AXXX4	Receipt paper is empty. It was detected that paper was empty while the receipt printer was operating (when the paper empty sensor detected the light).	<ol style="list-style-type: none"> <li>1. Set receipt paper.</li> <li>2. Check the lever operation position in the sensor.</li> <li>3. Check if cable is cut or the connector is wrongly inserted.</li> <li>4. Check logic related to the paper empty sensor in the Slip Printer board.</li> </ol>
138	AXXX5	Receipt paper setting error Jam and miss-feeding are detected during receipt paper is loaded. -> This error occurs when the setting sensor detects a dark part.	<ol style="list-style-type: none"> <li>1. Remove paper jam and reload.</li> <li>2. Check the level operation position in the jam sensor.</li> <li>3. Check if cable is cut or the connector is wrongly inserted (in the jam sensor).</li> <li>4. Check logic related to the jam sensor.</li> <li>5. Check if the return motor is operating.</li> <li>6. Check if cable is cut or a connector is wrongly inserted in the return motor, and check related logic.</li> </ol>
138	AXXX6	During the test in the offline mode of the Slip Printer	Turn off/on Slip Printer.
138	AXXX7	Feed Lever Opened	Check feed lever and sensor pollution
138	AXXX8	Receipt paper cutting error. Receipt paper cutting failed.	<ol style="list-style-type: none"> <li>1. Remove paper jam.</li> <li>2. Check if the cutter properly rotates and the switch normally functions.</li> <li>3. Check if cable is cut or the connector is wrongly inserted.</li> <li>4. Check logic related to the cutter of the Slip Printer board.</li> </ol>
139	ADNXX	Receipt printer connection failure	<ol style="list-style-type: none"> <li>1. Check if communication cable between the Control Electronics and the Slip Printer is cut or the connector is wrongly inserted.</li> <li>2. Check communication logic of the Control Electronics and the Slip Printer board.</li> <li>3. Check if the CPU of the Slip Printer board is normally running.</li> <li>4. Check if the power is normally supplied to the Slip Printer.</li> </ol>
196	B0001	Expanded Flash Memory error	<ol style="list-style-type: none"> <li>1. Replace CE mainboard</li> </ol>

Triton Error Code	Error Code	Description	Troubleshooting								
134	C001Y	Cash Dispenser Unit sensor cover 1 <table border="1"> <tr> <td>2<sup>3</sup></td> <td>2<sup>2</sup></td> <td>2<sup>1</sup></td> <td>2<sup>0</sup></td> </tr> <tr> <td>CS4B</td> <td>CS4A</td> <td>-</td> <td>CS2</td> </tr> </table> Ex 'C0015' ; CS2(NS4), CS4A(NS3) covered CS4(NS3) Occurs before or after initialization and dispensing notes.	2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>	CS4B	CS4A	-	CS2	<ol style="list-style-type: none"> <li>1. Check if there are notes. If so, remove them.</li> <li>2. Check if cable is cut or the connector is wrongly inserted.</li> <li>3. Check logic related to the sensor of the Cash Dispenser Unit board.</li> </ol>
2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>								
CS4B	CS4A	-	CS2								
134	C002Y	Cash Dispenser Unit sensor covered 2 <table border="1"> <tr> <td>2<sup>3</sup></td> <td>2<sup>2</sup></td> <td>2<sup>1</sup></td> <td>2<sup>0</sup></td> </tr> <tr> <td>CS13</td> <td>-</td> <td>CS1B</td> <td>CS1A</td> </tr> </table> Ex 'C0023' ; CS1A, CS1B(NS2) covered CS13(NS4) Occurs before or after initialization and dispensing notes.	2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>	CS13	-	CS1B	CS1A	<ol style="list-style-type: none"> <li>1. Check if there are notes. If so, remove them.</li> <li>2. Check if cable is cut or the connector is wrongly inserted.</li> <li>3. Check logic related to the sensor of the Cash Dispenser Unit board.</li> </ol>
2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>								
CS13	-	CS1B	CS1A								
44	C0030	Cash Dispenser Unit main motor failure Occurs during initialization. Occurs before notes are dispensed.	<ol style="list-style-type: none"> <li>1. Check the main motor of the Cash Dispenser Unit.</li> <li>2. Check CS8(NS8) sensor.</li> <li>3. Check if cable is cut or the connector is wrongly inserted.</li> <li>4. Check logic related to the motor of the Cash Dispenser Unit board.</li> </ol>								
68	C0031	Gate solenoid echo error Occurs during initialization. Occurs before notes are dispensed.	<ol style="list-style-type: none"> <li>1. Check if cable is cut or the connector is wrongly inserted in the gate solenoid.</li> <li>2. Check the gate solenoid.</li> <li>3. Check logic of the gate solenoid in the Cash Dispenser Unit board.</li> </ol>								
73	C0032	Outlet solenoid echo error Occurs during initialization. Occurs before notes are dispensed.	<ol style="list-style-type: none"> <li>1. Check if cable is cut or the connector is wrongly inserted in the outlet solenoid.</li> <li>2. Check the outlet solenoid.</li> <li>3. Check logic of the outlet solenoid in the Cash Dispenser Unit board.</li> </ol>								
128	C0033	Cash Dispenser Unit data (country, cassette, shutter) setting error Occurs during initialization.	<ol style="list-style-type: none"> <li>1. Check Cash Dispenser Unit information.</li> <li>2. Check battery back-up SRAM.</li> <li>3. Check the battery.</li> </ol>								
35	C0034	Double detect module failure 1	<ol style="list-style-type: none"> <li>1. Check if there are notes in the double detect module.</li> <li>2. Check CS5(NS9) sensor.</li> <li>3. Check the double detect slit.</li> <li>4. Check the double detect lever.</li> <li>5. Check logic related to double detect in the Cash Dispenser Unit board.</li> </ol>								
35	C0035	Double detect module failure 2	<ol style="list-style-type: none"> <li>1. Check if there are notes in the double detect module.</li> <li>2. Check CS5(NS9) sensor.</li> <li>3. Check the double detect slit.</li> <li>4. Check the double detect lever.</li> <li>5. Check logic related to double detect in the Cash Dispenser Unit board.</li> </ol>								
33	C0036	CS13, CS2(NS4) covered before initialization	<ol style="list-style-type: none"> <li>1. Check jam and remove jammed notes</li> <li>2. Check if cable is cut or the connector is wrongly inserted.</li> <li>3. Check logic of CS13 and CS2(NS4) sensors in the Cash Dispenser Unit board.</li> </ol>								
35	C0037	Double detection sensor (CS5/NS9) covered Occurs while notes are being dispensed.	<ol style="list-style-type: none"> <li>1. Check CS5(NS9) - pollution, cable cutting, wrong insertion of connectors, etc.</li> <li>2. Check logic related to CS5(NS9) in the Cash Dispenser Unit board.</li> </ol>								

Triton Error Code	Error Code	Description	Troubleshooting
68	C0039	Gate operation detection sensor (CS3/NS7) Error Occurs during initialization. Occurs before notes are dispensed.	1. Check CS3(NS7) sensor pollution. 2. Check the position of the gate solenoid. 3. Check if cable is cut or the connector is wrongly inserted. 4. Check logic related to CS3(NS7) of the Cash Dispenser Unit board.
41	C003A	Request to display four or more notes.	1. Issue the command decrease the number of bills to four or less in the Control Electronics.
34	C003B	CS15A,15B(NS2) sensor covered Occurs during initialization.	1. Check jam and remove jammed notes. 2. Check CS15A and 15B(NS2) sensors – pollution, cable cutting, wrong insertion of connectors, etc. 3. Check logic related to CS15(NS2) of the Cash Dispenser Unit board.
131	C0040	The cassette was removed while notes were dispensed.	1. Check if the cassette has been normally installed. 2. Check if CS7(NS11) can be completely pressed while the cassette is installed. 3. Check if cable is cut or a connector is wrongly installed in CS7(NS11) connector. 4. Check logic related to CS7(NS11) of the Cash Dispenser Unit board.
201	C0041	The machine tried to dispense notes five times or more.	1. Check the status of the note. 2. Check if the note type on the index set by the Control Electronics matches with the actual note type.
33	C0042	Note jam No. of requested notes > No. of notes passing CS13(NS4) Occurs after notes are dispensed.	1. Check whether there are notes in the return path. If so, remove them. 2. Check CS13(NS4) sensor. 3. Check logic related to CS13(NS4) of the Cash Dispenser Unit board.
48	C0043	Ten or more notes are rejected in one transaction. Occurs while notes are being dispensed.	1. Check status of the note. Check the two-sheet detection sensor. 2. Check if the note type on the index set by the Control Electronics matches with the actual note type.
48	C0044	Five consecutive rejections in one transaction. Occurs while notes are being dispensed.	1. Check the status of the note. 2. Check the two-sheet detection sensor. 3. Check if the note type on the index set by the Control Electronics matches with the actual note type.
48	C0045	More note than requested were dispensed. No. of requested notes < No. of notes passing CS13(NS4) Occurs while notes are being dispensed.	1. Check the number of dispensed notes and the status of notes. 2. Check CS13(NS4). 3. Check logic related to CS13(NS4) of the Cash Dispenser Unit board.
128	C0046	Cash Dispenser Unit Hardware Failure	1. Check Main motor 2. Check Cash Dispenser Unit Main board
191	C0047	1 st Cassette Miss-feed	1. Check the note-setting status in the cassette. 2. Check CS1A and 1B(NS2) sensors.
204	C0048	Incorrect bill count	1. Check CS2,CS4 and CS13(NS3/NS4) 2. Check Cassette
128	C0049	Request to dispense 0 note. Command error in the Control Electronics control part	The Control Electronics revises and reissues the command.
33	C004A	Note jam CS1 ~ CS4(NS2~NS3) : Note Passing Time >= 400ms CS4~CS13(NS3~NS4) : Note Passing Time >= 500ms Occurs while notes are being dispensed.	Check if there are notes in the return path. If so, remove them.
37	C004B	Three or more consecutive rejection. Occurs while notes are being dispensed.	1. Check the status of the note. 2. Check if the note type on the index set by the Control Electronics matches with the actual note type.

Triton Error Code	Error Code	Description	Troubleshooting
41	C004C	The number of dispensed notes does not match. No. of notes passing CS13(NS4) <> No. of notes passing CS1(NS2). Occurs after notes are dispensed.	1. Check the number of dispensed notes. 2. Check if the gate normally functions.
131	C004D	The cassette has not been installed before notes were dispensed. Occurs before notes are dispensed.	1. Check if the cassette has been normally installed. 2. Check if CS7(NS11) is completely pressed while the cassette is installed. 3. Check if cable is cut or a connector is wrongly installed in CS7(NS11). 4. Check logic related to CS7(NS11) of the Cash Dispenser Unit board.
42	C004E	The number of dispensed notes does not match. Number of requested notes > Number of notes dispensed and reported to the Cash Dispenser Unit The Control Electronics checks after notes are dispensed.	1. Check the number of dispensed notes. 2. Perform a unit test on the Cash Dispenser Unit.
48	C004F	The number of dispensed notes does not match. No. of requested notes < No. of notes dispensed and reported to the Cash Dispenser Unit. The Control Electronics checks after notes are dispensed.	1. Check the number of dispensed notes. 2. Perform a test on the Cash Dispenser Unit.
61	C0050	The power is cut while notes are being dispensed. The Control Electronics checks.	1. Check the number of dispensed notes. 2. Check if there are notes in the return path. If so, remove them.
142	C0051	Request to dispense 150 or more notes. Control command error in the Control Electronics	1. The Control Electronics revises and reissues the command.
34	C0052	CS1A,1B(NS2) sensor covered. Occurs after notes are dispensed.	1. Check if there are notes in the return path. If so, remove them. 2. Check CS1A and 1B(NS2) sensors. 3. Check logic related to CS1A and 1B(NS2) of the Cash Dispenser Unit board.
93	C0053	CDU Double detect module failure	1. Check CS5(NS9) - pollution, cable cutting, wrong insertion of connectors, etc. 2. Check logic related to CS5(NS9) in the Cash Dispenser Unit board.
142	C0054	CDU Program Error	1. Download new EP software
37	C0055	Outlet sensor (CS13/NS4) senses the length of the note. Occurs while notes are being dispensed.	1. Check the status of the note. 2. Check CS13(NS4). 3. Check the main motor speed. 4. Check if the note type on the index set by the Control Electronics matches with the actual note type.
73	C0056	The gate position sensor (CS3/NS4) detects an incorrect position while the notes are being discharged.	1. Check the gate solenoid. 2. Check CS13(NS4). 3. Check related logic of the Cash Dispenser Unit board.
128	C0057	Cassette information is not properly set	1. Set information of Cash Dispenser Unit if error is not cleared after power Off/On
131	C0059	Cash cassette 2 removed prior to dispenser	1. Set cassette again 2. Check CS7(NS11) 3. Check related logic of Cash Dispenser Unit board
131	C005A	Cash cassette 1 removed prior to dispenser	1. Set cassette again 2. Check CS17(NS16) 3. Check related logic of Cash Dispenser Unit board

Triton Error Code	Error Code	Description	Troubleshooting								
18	C005B	2 nd Cassette Miss-feed	1. Check the note-setting status in the cassette. 2. Check CS15A and 15B(NS2) sensors.								
93	C005D	Double detect constantly	1. Check CS5(NS9) - pollution, cable cutting, wrong insertion of connectors, etc. 2. Check logic related to CS5(NS9) in the Cash Dispenser Unit board.								
128	C005E	Dispense command size check error	1. Download new EP software								
130	C005F	Dispense command error	1. Check AP software 2. Download new EP software								
134	C006Y	Cash Dispenser Unit sensor half-light error1 <table border="1" style="margin-left: 20px;"> <tr> <td>2<sup>3</sup></td> <td>2<sup>2</sup></td> <td>2<sup>1</sup></td> <td>2<sup>0</sup></td> </tr> <tr> <td>CS4B</td> <td>CS4A</td> <td>-</td> <td>CS2</td> </tr> </table> EX) 'C0065' ; CS2, CS4A error CS2(NS4),CS4(NS3),CS13(NS4)	2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>	CS4B	CS4A	-	CS2	1. Check if related sensors are polluted. 2. Check related logic of the Cash Dispenser Unit board.
2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>								
CS4B	CS4A	-	CS2								
134	C007Y	Cash Dispenser Unit sensor half-light error2 <table border="1" style="margin-left: 20px;"> <tr> <td>2<sup>3</sup></td> <td>2<sup>2</sup></td> <td>2<sup>1</sup></td> <td>2<sup>0</sup></td> </tr> <tr> <td>CS13</td> <td>-</td> <td>CS1B</td> <td>CS1A</td> </tr> </table> Ex) 'C0073'; CS1A, CS1B(NS2) Error CS1(NS2),CS14(NS4)	2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>	CS13	-	CS1B	CS1A	1. Check if related sensors are polluted. 2. Check related logic of the Cash Dispenser Unit board.
2 <sup>3</sup>	2 <sup>2</sup>	2 <sup>1</sup>	2 <sup>0</sup>								
CS13	-	CS1B	CS1A								
128	C0082	Shutter open error (CS10) Occurs while the shutter is being opened.	1. Check if the shutter normally operates and the status of CS10 when the shutter is open. 2. Check CS10. 3. Check logic related to CS10 of the Cash Dispenser Unit board.								
197	C0083	Stacker note detection sensor (CS9) covered. Occurs before initialization and notes are dispensed.	1. Check if there are notes in the stacker. If so, remove them. 2. Check CS9. 3. Check logic related to CS9 of the Cash Dispenser Unit board.								
128	C0084	Shutter close error (CS11) Occurs while the shutter is being closed.	1. Check if the shutter normally operates and status of CS22 when the shutter is closed. 2. Check CS22. 3. Check logic related to CS11 of the Cash Dispenser Unit board.								
94	C00AB	Note has been detected on the path before the Cash Dispenser Unit initializing.	1. Remove the jammed note on the path. 2. Check if the sensor is polluted. 3. Check if cable is cut or the connector is wrongly inserted. 4. Check logic related to the sensor in the Cash Dispenser Unit board.								
131	CDNXX	Cash Dispenser Unit connection failure Control Electronics<-> Cash Dispenser Unit communication error	1. Check if the communication cable between the Control Electronics and the Cash Dispenser Unit is cut and the connector is wrongly inserted. 2. Check logic related to communication between the Control Electronics and the Cash Dispenser Unit board. 3. Check if the CPU of the Cash Dispenser Unit board is normally running. 4. Check if power is supplied to the Cash Dispenser Unit.								
134	C00E0	NS2A, NS2B dark	1. Check NS2								
134	C00E1	NS4 dark	2. Check NS4								

Note) If an error occurs while the Cash Dispenser Unit is dispensing notes, the error report will be printed out on the receipt as shown below:  
(9bytes per cassette. Therefore, if there are two cassettes, it will be 18bytes. All values are hexadecimal.)

Triton Error Code	Error Code	Description				Troubleshooting				
		1	2	3	4	5	6	7	8	9
		Number of notes passing CS1A and 1B(NS2)	Number of notes requested by the Control Electronics	Number of notes passing CS13 (NS4)	Number of rejected note (skew)	Number of rejected notes (interval)	Number of rejected notes (short length)	Number of rejected notes (long length)	Number of rejected notes (overlapped bills)	Number of total rejected notes
136	D0001	Modem initializing error An error is received from the modem controller after Modem Initialize command is issued.				Check the modem controller and logic.				
0		EXPIRED CARD				Host declines by expired card				
16	D0002	Reversal transaction failure Cancellation of the transaction due to an error having occurred while notes were dispensed was notified to the host; however, the host did not receive this notification.				1. Check the Cash Dispenser Unit error and the number of notes normally dispensed. 2. Contact the host, and manually reverse. 3. Perform a unit test on the Cash Dispenser Unit to see if there is any error.				
0		UNAUTHORIZED USAGE				Host declines by unauthorized usage.				
0	D0003	PIN ERROR				Enter correct PIN				
0	D0004	INVALID PIN				Enter correct PIN				
0	D0005	BANK UNAVAILABLE				Check your card				
0	D0006	CARD NOT SUPPORTED				Check your card				
0	D0007	INSUFFICIENT FUNDS				Check your balance and make transaction again				
0	D0008	INELIGIBLE TRANSACTION				Check your transaction type				
0	D0009	INELIGIBLE ACCOUNT				Check your available account				
0	D0010	DAILY LIMIT EXCEEDED				Make transaction later				
0	D0011	UNABLE TO PROCESS				Make transaction again				
0	D0012	AMOUNT TOO LARGE				Enter smaller amount				
0	D0013	ACCOUNT CLOSED				Check your account				
0	D0014	PIN TRIES EXCEEDED				Contact to your bank				
0	D0015	UNABLE TO PROCESS				Make transaction later				
0	D0016	WITHDRAWAL LIMIT ALREADY REACHED				Make transaction later				
0	D0017	INVALID AMOUNT				Enter available amount				
0	D0018	EXTERNAL DECLINE				This ATM doesn't support your transaction because of bank's alliance				
0	D0019	SYSTEM ERROR				Make transaction later				
0	D0020	CONTACT CARD ISSUER				Contact card issuer				
0	D0021	ROUTING LOOKUP PROBLEM				Contact to network company				
0	D0022	UNABLE TO PROCESS				Make transaction later				
0	D0023	TRANSACTION NOT SUPPORTED				The bank doesn't support this transaction type				
0	D0012	Invalid Transaction				The bank doesn't support this transaction type				

Triton Error Code	Error Code	Description	Troubleshooting
0	D0013	Invalid Amount	Enter available amount
0	D0014	Invalid Card Number	Check your account
0	D0020	Surcharge screen should have been displayed	Make transaction later
0	D0024	Exceeds Issuer Withdrawal Limit	Make transaction later
0	D0039	No Credit Account	Check your available account
0	D0051	Insufficient Funds	Check your balance and make transaction again
0	D0052	No Checking Account	Check your available account
0	D0053	No Savings Account	Check your available account
0	D0054	Expire Card	Check your card
0	D0055	Incorrect Pin	Enter correct PIN
0	D0057	Transaction not Permitted – Card	Check your card
0	D0058	Transaction not Permitted – Terminal	Check your card
0	D0061	Exceeds Withdrawal Limit	Make transaction later
0	D0075	PIN Tries Exceeded	Contact to your bank
0	D0078	No Account	Check your available account
0	D0080	Invalid Date	Make transaction later
0	D0083	Can not Verify PIN	Enter correct PIN
0	D0086	Can not Verify PIN	Enter correct PIN
0	D0091	Bank Unavailable	Check your card
0	D0092	System Unavailable	Make transaction later
188	D0093	Transaction Serial No Miss-match	Error in modem data. Contact to service personel
192	D0094	Record Format Miss-match. Check if a proper AP for the host has been loaded.	Error in modem data. Contact to service personel
192	D0095	Routing Identification Miss-match. Check the routing Identification.	Error in modem data. Contact to service personel
192	D0096	Terminal Identification Miss-match. Check the temrial Identification.	Error in modem data. Contact to service personel
4	D0097	Response Type Miss-match (Reversal)	Error in modem data. Contact to service personel
4	D0098	Response Type Miss-match (Day Close)	Error in modem data. Contact to service personel
4	D0099	Response Type Miss-match (Config)	Error in modem data. Contact to service personel
4	D009A	Response Type Miss-match (Withdrawal,Balance,Transfer)	Error in modem data. Contact to service personel
4	D009B	STXmissing	Error in modem data. Contact to service personel
4	D009C	ETXmissing	Error in modem data. Contact to service personel
4	D009D	FS missing (next to Response Code)	Error in modem data. Contact to service personel
4	D009E	FS missing(next to Retrieval Reference Number)	Error in modem data. Contact to service personel
4	D009F	FS missing(next to System Trace Audit Number)	Error in modem data. Contact to service personel
4	D00A0	FS missing (next to Account Balance)	Error in modem data. Contact to service personel
4	D00A1	FS missing (next to Available Balance)	Error in modem data. Contact to service personel
4	D00A2	FS missing (next to Surcharge Amount)	Error in modem data. Contact to service personel
4	D00A3	FS missing(next to Authorization Response Text)	Error in modem data. Contact to service personel
4	D00A4	ETX position is not correct.	Error in modem data. Contact to service personel

Triton Error Code	Error Code	Description	Troubleshooting
4	D00A5	FS missing (next to Total Cash Dispense Amount in the Day Close message)	Error in modem data. Contact to service personel
4	D00A6	FS missing (nex to Total Non Cash Dispense Amount in the Day Close message)	Error in modem data. Contact to service personel
4	D00A7	FS missing (next to Total Surcharge Amount in the Day Close message)	Error in modem data. Contact to service personel
4	D00A8	FS missing (next to Surcharge Amount in the Config message)	Error in modem data. Contact to service personel
4	D00A9	ETX missing (in the Config message)	Error in modem data. Contact to service personel
0	D0111	REVERSAL DECLINED	Reversal was declined by host
0	D0222	PIN CHANGE DECLINED	PIN change was declined by host
3	D0300	Modem is not responding No response from the modem controller within a certain time after issuance.	Check the modem controller and logic.
11	D1000	No connection	Contact to your service personel
1	D1100	ENQ was not received from the host.	Check the host.
192	D1200	Transmission error Failed to receive the whoel data within 5 seconds after requesting the modem to send the data.	Check the modem controller and logic.
1	D1300	NAK has been sent three times or more. Failed in receiving the data due to parity or LRC error. Therefore, sent NAK to the host and requested to send the data again three times or more.	1. Check the host. 2. Check line noise. 3. Check the modem controller and logic.
1	D1500	Modem dial connection time-out (while dialing the modem)	1. Check if the telephone line is well connected. 2. Check the telephone number of the host and if the host is alive. 3. Check modem-related parameter setting. 4. Check the modem controller and logic.
1		Host not responding No response from the host for 60 seonds.	1. Check if the transaction card is valid. 2. Check the host.
3	D170X	No carrier No carrir during data transmission after the modem is connected.	1. Check the host. 2. Check if the transaction card is valid. 3. Check line noise. 4. Check the modem controller and logic.
6	D1800	No dial tone No dial tone while the modem is connected.	1. Check if the telephone line is well connected. 2. Check the status of the telephone line. 3. Check the modem controller and logic.
3	D1900	No Answer	1. Check the status of the telephone line. 2. Check the modem controller and logic.
7	D2000	Dial(Line) busy	1. Check the host and the telephone number of the host. 2. Check the modem controller and logic.

Triton Error Code	Error Code	Description	Troubleshooting
136	D2100	Response time-out (30 seconds) for Modem Initialize command before the modem was connected.	Check the modem controller and logic.
15	D2200	EOT was not received from the host.	1. Check the host.
1	D3200	1. Dial connect time-out (60Sec) or dial connection error 2. Host response message time-out (60Sec)	1. Check the phone line or connector. 2. Contact the processor manufacturer.
163	E0001	RMS port failure	1. Check RMS-related settings.
163	E0002	RMS response time-out	2. Check if the telephone line is connected and the status of the telephone line.
163	E0003	RMS modem failure	3. Check if the RMS host is alive.
163	E0004	RMS no dial tone	4. Check the modem controller and logic.
0	F0001	The number of bills is not set.	Set the number of bills.
0	F0002	Surcharge Owner is not set in Surcharge Enable mode.	Set the surcharge owner.
0	F0003	Surcharge Amount is not set in Surcharge Enable mode.	Set the surcharge amount.
0	F0004	Refresh timer is not set in Advertisement Enable mode.	Set the refresh timer.
0	F0005	Advertisement text is not set in Advertisement Enable mode.	Set advertisement text.
-	F0006	Dispense limit setting error Ex) Dispense Limit > Face value of the note type x 25	Check the dispense limit, and set the limit again.
-	F0007	Note type setting error	Check the note type, and set it again.
-	F0008	Fast cash setting error Ex) Fast cash value > Dispense limit	Check the fast cash value, and set it again.
0	F0009	Master key index invalid : 0 <= MKEY Index <= 15	Check the master key, and set it again.
190	F000A	Master key empty	Inject the master key.
-	F000B	Host phone number is not set.	Set the host phone number.
-	F000C	The error retry timer is not set.	Set the error retry timer.
-	F000D	RMS password is not set in RMS Enable mode.	Set the RMS password.
-	F000E	RMS phone number is not set in RMS Enable mode.	Set the RMS phone number.
189	F000F	The terminal number is not set.	Set the terminal number.
-	F0010	Routing Identification is not set.	Set the routing Identification.
-	F0011	The master key serial number is not set.	Master key Serial Number set
-	F0012	Non-cash type text is not set.	Non-Cash Type set
-	F0014	NVRAM failure	Check the battery and the battery plug and replace the main board if error happen continuously.
196	IDN0X	DIP MCR connection failure	1. Power Off/On 2. Check DIP MCR 3. Check cable connection

Note 1) CS means the sensor installed in MiniBank 1500  
NS means the sensors installed in Nano Cash

Note 2) Triton Error Code : the error code included when transaction message is sent to host  
Error Code : NH error code  
Description : Error description  
Troubleshooting : The way to resolve error

Note 3) The comparison between Triton Error Code and NH Error Code will be helpful to communicate with Link