

WRG EVENT CODE LISTING

CODE	MEANING	REQUIRED ACTION
1001	ADMINISTRATOR ENTERED THE PROGRAM	
1002	ADMINISTRATOR GOT THE BALANCE	
1003	ADMINISTRATOR SET THE BALANCE	
1004	ADMINISTRATOR ADDED TO THE BALANCE	
1005	ADMINISTRATOR SUBTRACTED FROM THE BALANCE	
1006	ADMINISTRATOR PRINTED A COPY OF THE RECEIPT FOR LAST CUSTOMER TRANSACTION	
1007	ADMINISTRATOR PRINTED THE SUMMARY REPORT	
1008	ADMINISTRATOR PRINTED THE EVENT LOG	
1009	ADMINISTRATOR PRINTED THE ELECTRONIC JOURNAL	
1010	ADMINISTRATOR RAN DIAGNOSTICS	
1011	ADMINISTRATOR SET THE DATE	
1012	ADMINISTRATOR SET THE TIME	
1013	ADMINISTRATOR EDITED THE TERMINAL CONFIGURATION	
1014	ADMINISTRATOR PRINTED THE CONFIGURATION	
1015	WORKING KEY NEEDED	<ul style="list-style-type: none"> · ENTER THE ADMINISTRATIVE MENU · SELECT DIAG · SELECT WKEY · SCREEN SHOULD SHOW DIALING-CONNECTED-NEW WORKING KEY UPDATED · THE DISPLAY WILL GO BACK TO THE DIAGNOSTICS SCREEN
1016	ADMINISTRATOR PRINTED THE CASH LOG	
1017	ADMINISTRATOR ENTERED THE HOST MENU	
1018	ADMINISTRATOR EDITED THE HOST CONFIGURATION	
1019	MASTER KEY IL ENTERED	
1020	MASTER KEY IR ENTERED	
1021	MASTER KEY 2L ENTERED	
1022	MASTER KEY 2R ENTERED	
1023	ADMINISTRATOR CHANGED THE DOWNLOAD TERMINAL IDENTIFIER (ZT)	
1024	ADMINISTRATOR CHANGED THE DOWNLOAD APPLICATION (ZA)	
1025	MAC KEY IL ENTERED	

1026	MAC KEY IR ENTERED	
1027	MAC KEY 2L ENTERED	
1028	MAC KEY 2L ENTERED	
1029	ADMINISTRATOR PERFORMED A TEST DISPENSE	
1101	CASH LOADER ENTERED THE PROGRAM	
1102	CASH LOADER GOT THE BALANCE	
1103	CASH LOADER SET THE BALANCE	
1104	CASH LOADER ADDED TO THE BALANCE	
1105	CASH LOADER SUBTRACTED FROM THE BALANCE	
1129	CASH LOADER PERFORMED A TEST DISPENSE	
2001	NO PRINTER	<ul style="list-style-type: none"> · CHECK TO SEE IF THE 24V DC LED ON THE SIDE OF THE PRINTER IS ON (IF APPLICABLE) · TRY FEEDING PAPER INTO THE PRINTER · CHECK CABLE THAT RUNS FROM THE PRINTER PORT ON CPU TO PRINTER FOR A LOOSE CONNECTION OR BENT PINS · ENTER THE ADMINISTRATIVE MENU · SELECT \$\$\$\$ · SELECT BAL · THE PRINTER WILL PRINT THE CASHBOX BALANCE, ADVANCE THE PAPER AND CUT · IF IT DOESN'T PRINT, THEN TRY A NEW PRINTER COMMUNICATIONS CABLE · IF CABLE DOESN'T CORRECT THE PROBLEM, CONTACT WRG TECHNICAL SUPPORT
2003	PRINTER OUT OF PAPER (ATP PRINTER ONLY)	<ul style="list-style-type: none"> · OPEN TOP CABINET AND ADD PAPER · ENTER THE ADMINISTRATIVE MENU · SELECT \$\$\$\$ · SELECT BAL · THE PRINTER WILL PRINT THE CASHBOX BALANCE, ADVANCE THE PAPER AND CUT · IF SUCCESSFUL, CLOSE AND LOCK THE UPPER CABINET AND EXIT THE MENU TO PUT THE ATM BACK IN SERVICE
2005	PRINTER HEAD UP (ATP PRINTER ONLY)	<ul style="list-style-type: none"> · OPEN THE TOP CABINET AND CLOSE THE PRINTER HEAD ENSURING THAT IT LATCHES · LOAD RECEIPT PAPER · ENTER THE ADMINISTRATIVE MENU · SELECT \$\$\$\$ · SELECT BAL · THE PRINTER WILL PRINT THE CASHBOX BALANCE, ADVANCE THE PAPER AND CUT · IF SUCCESSFUL, CLOSE AND LOCK THE UPPER CABINET, EXIT THE MENU TO PUT THE ATM BACK IN SERVICE
4001	NO DISPENSER	<ul style="list-style-type: none"> · ENSURE YOUR VAULT DOOR IS CLOSED AND LOCKED, THEN PERFORM A TEST DISPENSE · TEST THE PRINTER: IF THE PRINTER DOESN'T WORK, CHECK YOUR POWER SUPPLY · CHECK THE COMMUNICATIONS CABLE BETWEEN THE DISPENSER PORT ON THE CPU AND THE DISPENSER FOR LOOSE CONNECTIONS OR BENT PINS · CHECK TO ENSURE THE POWER SUPPLY CABLE IS SECURE ON THE BACK OF THE DISPENSER · CHECK THE LED ON THE BACK OF THE DISPENSER (SHOULD BE ON). IF YOUR ATM HAS A PULCON DISPENSER, THE VAULT DOOR SWITCH MUST BE HELD IN · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS · IF THE TEST FAILS, REPLACE THE COMMUNICATIONS CABLE · RETEST THE DISPENSER. IF YOU STILL HAVE A FAILURE, CONTACT WRG TECHNICAL SUPPORT

4002	DISPENSER EXIT SENSOR BLOCKED	<ul style="list-style-type: none"> · CHECK TO SEE IF A BILL IS STUCK IN THE EXIT · CHECK FOR FOREIGN OBJECTS, OR THE BELT, BLOCKING THE EXIT · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS · IF THE TEST FAILS, CONTACT TECHNICAL SUPPORT
4003	DISPENSER FEED SENSOR BLOCKED	<ul style="list-style-type: none"> · REMOVE THE CASSETTE AND LOOK FOR BILLS STUCK IN THE BILL PATH · PUT THE CASSETTE BACK INTO THE DISPENSER · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL. IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS · IF THE TEST FAILS, CONTACT WR.G TECHNICAL SUPPORT
4004	DISPENSER FEED FAILURE	<ul style="list-style-type: none"> · REMOVE THE CASSETTE · REMOVE THE CASH FROM THE CASSETTE AND INSPECT IT FOR FOLDED OR TORN BILLS · PUT THE CASH BACK INTO THE CASSETTE AND PUT THE CASSETTE BACK INTO THE DISPENSER · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS · IF THE TEST STILL FAILS AND YOU DIDN'T HEAR THE DISPENSER RUNNING, THEN YOU NEED TO CHECK THE VAULT DOOR SWITCH AND WIRING
4005	REVERSAL SUCCESSFUL	<ul style="list-style-type: none"> · REMOVE THE CASSETTE · REMOVE THE CASH FROM THE CASSETTE AND INSPECT IT FOR FOLDED OR TORN BILLS · PUT THE CASH BACK INTO THE CASSETTE AND PUT THE CASSETTE BACK INTO THE DISPENSER · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
4006	REVERSAL FAILED	<ul style="list-style-type: none"> · REMOVE THE CASSETTE · REMOVE THE CASH FROM THE CASSETTE AND INSPECT IT FOR FOLDED OR TORN BILLS · PUT THE CASSETTE BACK INTO THE DISPENSER · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
4007	MISTRACKED NOTE AT FEED SENSOR (DISPENSER) (BILL ARRIVED AT THE FEED SENSOR WHILE A BILL WAS STILL AT THE DOUBLE DETECT)	<ul style="list-style-type: none"> · CHECK THE BILLS IN THE CASSETTE (MAY BE WORN OR STICKING TOGETHER)
4008	MISTRACKED NOTE AT THE DOUBLE DETECT (DISPENSER) (BILL ARRIVED AT THE DOUBLE DETECT WITHOUT BEING SEEN AT THE FEED SENSOR)	<ul style="list-style-type: none"> · CHECK THE QUALITY OF THE BILLS IN THE CASSETTE (MAY BE WORN OR STICKING TOGETHER)

4009	MISTRACKED NOTE AT EXIT (DISPENSER) (BILL ARRIVED AT THE EXIT SENSOR WITHOUT BEING SEEN BY THE OTHER SENSORS)	
4010	NOTE TOO LONG AT EXIT (DISPENSER) (EXIT SENSOR BLOCKED FOR LONGER THAN ALLOWED)	· CHECK THE ATM TO MAKE SURE THAT THE BILLS ARE NOT HANGING UP AT THE EXIT
4011	TOO MANY NOTES (DISPENSER) (MORE BILLS THAN REQUESTED HAVE PASSED THE EXIT SENSOR)	
4012	TIMING WHEEL ERROR (DISPENSER) (TRANSPORT MOTOR HAS STALLED)	· CHECK THE DISPENSER FOR JAMMED BILLS · CHECK THE VAULT DOOR SWITCH AND WIRING · CHECK THE POWER SUPPLY · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
4013	BAD ROLLER PROFILE ERROR (SDD DISPENSER)	· NOISE IS SEEN ON THE DOUBLE DETECT BASELINE SIGNAL IN-BETWEEN BILLS
4013	DOUBLE DETECT ERROR (MINI MECH DISPENSER)	· THE DOUBLE DETECT IS UNABLE TO CALIBRATE, OR BILL APPEARED TOO LONG AT DOUBLE DETECT · FAULTY OR DIRTY DOUBLE DETECT, OR BILL STUCK UNDER THE DOUBLE DETECT · CHECK THE DOUBLE DETECT AREA FOR STUCK BILLS; IF STUCK BILLS ARE FOUND THEN: ○ REMOVE THE BILL(S) ○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) ○ SELECT \$\$\$\$ ○ SELECT TEST ○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT - THE DISPLAY SHOULD FLASH TEST SUCCESSFUL ○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS ○ CLEAN SENSORS
4014	DIVERTER ERROR (MINI MECH AND PULCON DISPENSERS) (THE DIVERTER HAS FAILED TO DELIVER A BILL. THE BILL MAY HAVE BEEN SENT TO THE REJECT COMPARTMENT)	· CHECK FOR OBJECTS BLOCKING THE BILL DIVERTER
4015	EXIT QUANTIFIED-WRONG COUNT (DISPENSER) (THE COUNT AT THE EXIT SENSOR DISAGREES WITH THE OTHER SENSORS)	· ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS. IF THE PROBLEM PERSISTS CONTACT WRG TECHNICAL SUPPORT
4016	NOTE MISSING AT THE DOUBLE DETECT (DISPENSER) (THE DOUBLE DETECT FAILED TO DETECT A BILL, WHICH HAS BEEN IDENTIFIED IN THE REJECT COMPARTMENT)	· CHECK FOR A JAMMED BILL. IF NO BILL FOUND, CONTACT WRG TECHNICAL SUPPORT
4017	REJECT RATE EXCEEDED (DISPENSER) (MORE THAN EIGHT (8) REJECT EVENTS HAVE OCCURRED DURING THE CURRENT TEST RUN. OVERALL REJECT RATE EXCEEDS 10 %)	· CHECK THE QUALITY OF THE BILLS IN THE CASSETTE · IF THE PROBLEM PERSISTS, CONTACT WRG TECHNICAL SUPPORT
4018	INTERFERENCE RECOVERY (DISPENSER) (THE OPERATION OF THE MICROPROCESSOR WAS INTERRUPTED, BUT SUCCESSFULLY RECOVERED)	· IF THE PROBLEM PERSISTS, CONTACT WRG TECHNICAL SUPPORT
4019	SUSPECT EXIT ACCOUNTANCY (DISPENSER) (THE DISPENSER CANNOT GUARANTEE THE EXIT COUNT; ERROR ROUTINES HAVE BEEN INITIATED TO FINISH THE OPERATION)	· DURING A TEST DISPENSE THIS IMPLIES THAT THE EXIT SENSOR IS NOT FUNCTIONING · CONTACT WRG TECHNICAL SUPPORT

4020	RAM ERROR (DISPENSER) (THE DISPENSER HAS IDENTIFIED AN ERROR IN ITS RANDOM ACCESS MEMORY; CONTACT WRG TECHNICAL SUPPORT PERMITTED)	
4021	EPROM ERROR (DISPENSER) (THE DISPENSER HAS IDENTIFIED AN ERROR IN ITS PROGRAM MEMORY; NO OPE CONTACT WRG TECHNICAL SUPPORT	
4022	OPERATION TIMEOUT (NORMALLY CAUSED BY A FEED FAILURE) (THE CURRENT TRANSACTION - DISPENSE, TEST DISPENSE, OR PURGE - HAS EXCI PERIOD AND HAS TERMINATED)	<ul style="list-style-type: none"> · ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) · SELECT \$\$\$\$ · SELECT TEST · THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL · IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
4023	RAM CORRUPTION/INTER QUIE ERROR (DISPENSER) (THE INTERNAL COUNTERS ARE CORRUPTED. THE OPERATION IS TERMINATED CANNOT BE GUARANTEED)	<ul style="list-style-type: none"> · CHECK FOR BILL JAMS IN THE DISPENSER · IF NO BILL JAMS WERE FOUND THEN ○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) ○ SELECT \$\$\$\$ ○ SELECT TEST ○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL ○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
4024	LINK ERROR (DISPENSER) (THE OPTION SELECTION LINKS HAVE CHANGED - NO OPERATION IS POSSIBLE)	<ul style="list-style-type: none"> · REPLACE THE DISPENSER
4025	INVALID COMMAND ISSUED TO THE DISPENSER	<ul style="list-style-type: none"> · NO USER ACTION IS REQUIRED
4026	REJECT TRAY OPEN (PULCOON DISPENSER)	<ul style="list-style-type: none"> · THE REJECT BIN IS OPEN OR THE SWITCH NEEDS TO BE ADJUSTED · CONTACT WRG TECHNICAL SUPPORT WITH QUESTIONS
4027	NO CASSETTE (PULCOON)	<ul style="list-style-type: none"> · OPEN THE VAULT AND MAKE SURE THAT THE CASSETTE IS FULLY INSERTED INTO THE DISPENSER · CLOSE AND SECURE THE VAULT DOOR ○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) ○ SELECT \$\$\$\$ ○ SELECT TEST ○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL ○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
4028	JAM AT THE DIV SENSOR (PULCOON)	<ul style="list-style-type: none"> · CHECK FOR A BILL JAM BETWEEN THE FEED ROLLERS AND THE TOP · AFTER CLEARING THE BILL JAM THEN ○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) ○ SELECT \$\$\$\$ ○ SELECT TEST ○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL ○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS ○ IF THE TEST FAILED THEN CONTACT WRG TECHNICAL SUPPORT
4029	COUNTING ERROR (BETWEEN THE DIV AND EJT SENSORS) (PULCOON)	<ul style="list-style-type: none"> · CHECK FOR A BILL JAM JUST BEFORE AND AFTER THE VERTICAL TO HORIZONTAL TRANSITION · AFTER CLEARING THE BILL JAM THEN ○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED) ○ SELECT \$\$\$\$ ○ SELECT TEST ○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL

○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
○ IF THE TEST FAILED THEN CONTACT WRG TECHNICAL SUPPORT

4030	COUNTING ERROR (BETWEEN THE EJT AND EXIT SENSORS) (PULCOON)	<ul style="list-style-type: none">· OPEN THE FRONT OF THE BILL PATH AND CHECK FOR A BILL JAM· AFTER CLEARING THE BILL JAM THEN○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED)○ SELECT \$\$\$\$ THEN SELECT TEST○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS○ IF THE TEST FAILED THEN CONTACT WRG TECHNICAL SUPPORT
4031	TIME OUT (FROM THE DIV SENSOR TO THE EJT SENSOR) (PULCOON)	<ul style="list-style-type: none">· CHECK FOR A BILL JAM JUST BEFORE AND AFTER THE VERTICAL TO HORIZONTAL TRANSITION· AFTER CLEARING THE BILL JAM THEN○ ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED)○ SELECT \$\$\$\$ THEN SELECT TEST○ THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL○ IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS○ IF THE TEST FAILED THEN CONTACT WRG TECHNICAL SUPPORT
4032	POTENTIOMETER ERROR (F50)	<ul style="list-style-type: none">· CONTACT WRG TECHNICAL SUPPORT
4101	NO DISPENSER RESPONSE (NDR)	<ul style="list-style-type: none">· TEST THE PRINTER: IF THE PRINTER DOESN'T WORK, CHECK THE POWER SUPPLY· CHECK THE COMMUNICATIONS CABLE BETWEEN THE DISPENSER PORT ON THE CPU AND THE DISPENSER FOR LOOSE CONNECTIONS OR BENT PINS· CHECK TO ENSURE THE POWER SUPPLY CABLE IS SECURE ON THE BACK OF THE DISPENSER· CHECK THE LED ON THE BACK OF THE DISPENSER (SHOULD BE ON). IF YOUR ATM HAS A PULCOON DISPENSER, THE VAULT DOOR SWITCH MUST BE HELD IN· ENTER THE ADMINISTRATIVE MENU (MAKE SURE THAT THE VAULT DOOR IS CLOSED AND SECURED)· SELECT \$\$\$\$ THEN SELECT TEST· THE DISPENSER SHOULD PULL ONE (1) BILL FROM THE CASSETTE AND PUT IT IN THE REJECT COMPARTMENT; THE DISPLAY SHOULD FLASH TEST SUCCESSFUL· IF THE TEST WAS SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS· IF THE TEST FAILED, REPLACE THE COMMUNICATIONS CABLE· RETEST THE DISPENSER. IF YOU STILL HAVE A FAILURE CONTACT WRG TECHNICAL SUPPORT
5001	JOURNAL LOG IS REACHING THE MAXIMUM POINT (ELECTRONIC JOURNAL ALM)	· FROM THE ADMINISTRATION SELECT RPTS, SELECT JRNL, SELECT NEW
5002	JOURNAL LOG FULL (ELECTRONIC JOURNAL FULL)	<ul style="list-style-type: none">· FROM THE ADMINISTRATION SELECT RPTS· SELECT JRNL· SELECT NEW· IF AFTER PRINTING THE NEW JOURNALS YOU STILL HAVE THE 5002 ERROR, THEN ENTER THE MAIN MENU, SELECT \$\$\$\$ AND SELECT TEST. AFTER YOU GET TEST SUCCESSFUL, PRESS CANCEL UNTIL THE WELCOME SCREEN APPEARS
5003	LOW CASH (BALANCE IN MACHINE IS AT OR BELOW THE BILLS SIZE, I.E. \$20)	· ADD CASH TO ATM
5004	LOW CASH WARNING (USER PRESET AMOUNT, CALLS THE PAGER IF OPTION SET)	· ADD CASH TO ATM
5005	SURCHARGE DENIAL (CUSTOMER DENIED SURCHARGE AND CANCELED TRANSACTION)	
5006	INTERRUPTED TRANSACTION	<ul style="list-style-type: none">· POSSIBLE PHONE LINE TROUBLE (CHECK THE PHONE LINE)· IF THE PROBLEM PERSISTS, CONTACT WRG TECHNICAL SUPPORT
6001	CPU POWERED ON	
6002	CARD READER FAILURE	<ul style="list-style-type: none">· CLEAN THE CARD READER· IF THE CARD READER IS NOT FUNCTIONING, CONTACT WRG TECHNICAL SUPPORT
6003	NO DIAL TONE	· CHECK THE PHONE LINE

· IF THE PHONE LINE AND CABLE ARE WORKING PROPERLY, ENABLE DIAL TONE BYPASS IN THE
TERMINAL CONFIGURATION MENU
· TEST THE CPU. IF THE PROBLEM STILL REMAINS, CONTACT WRG TECHNICAL SUPPORT

6004 MODEM DIALED NO CONNECTION

· IF THE PHONE LINE AND CABLE ARE WORKING PROPERLY, CONTACT WRG TECHNICAL SUPPORT

6005 MODEM CONNECTED NO COMMUNICATIONS

CHECK THE PHONE LINE

6006 INTERNAL PIN PAD FAILURE (AUTOMATIC RESET)

6007 DIAL ATTEMPT FAILED

6008 PACKET FRAME ERROR

6012 LUHN CHECK (MOD-10) CARD FAILURE (INCORRECT CARD FORMAT)

6013 LINE BUSY

6014 NO CARRIER

6015 WORKING KEY RECEIVED

6016 NO EOT RECEIVED IN MESSAGE FROM HOST

6017 MESSAGE ERROR

6102 EXTERNAL CARD READER FAILURE

· CLEAN THE CARD READER
· IF THE CARD READER IS NOT FUNCTIONING CONTACT TECHNICAL SUPPORT

6417 NO MASTER KEY PART 1

6517 NO MASTER KEY PART 2

6617 NO MAC KEY PART 1

6618 NO MAC KEY PART 2

7001 PARTIAL DOWNLOAD REQUESTED

7002 PARTIAL DOWNLOAD FAILED

7003 PARTIAL DOWNLOAD COMPLETED

7101 FULL DOWNLOAD REQUESTED

7102 FULL DOWNLOAD FAILED

7103 FULL DOWNLOAD COMPLETED

8001 HEADPHONES PLUGGED INTO AUDIO JACK

8002 HEADPHONES UNPLUGGED FROM AUDIO JACK

9001 MAC CHECK VALUE ERROR

MAC CHECK VALUE IN THE MESSAGE RECEIVED FROM THE HOST IS INCORRECT. THE TRANSACTION
IS REVERSED. IF THIS PROBLEM CONTINUES THEN A NEW SET OF MAC KEYS SHOULD BE ENTERED
INTO THE TERMINAL AND BOUND AT THE HOST.

9009 FILE SYSTEM CORRUPT