



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
1106910	"LOST SLIP", DEV_SPR	
2001000	Receipt paper jam	Remove any jammed paper from the printer.
2001200	Receipt printer feed plate open	Close the feed plate.
2001300	Out of receipt (Receipt paper empty)	Replenish the receipt paper.
2001400	Receipt printer head overheated before printing	Check the printer head and change if necessary.
2010100	Receipt printer lever opened	Close the lever of print head completely.
2010200	Receipt printer head overheated	Wait the time until the temperature of head adequately slow down and try to initialize.
2010300	Receipt paper jam	Remove jammed paper between printer head and rollers.
2010400	Receipt paper empty	1. Replenish receipt paper. 2. Check the status of sensor and its connector.
2010500	Receipt paper setting error	1. Check the status of setting paper. 2. Check the status of sensor and its connector.
2010600	Command is received while doing self-test	After terminating self-test and initialize receipt printer.
2010700	No receipt paper	1. Replenish receipt paper in paper charger. 2. Check the status of Near End sensor and its connector.
2010800	Receipt paper cutting error	1. Check the Cutter module. 2. Check if printer head lever is properly close.
2010900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor. 2. Check if Dip switch #6 is correctly set (Dip switch #6 is set by On in case of not using Black mark).
2010A00	The size of image print data is abnormal	Check the AP version and initialize.
2080100	Receipt printer lever opened	Close the lever of print head completely.
2080200	Receipt printer head overheated	Wait the time until the temperature of head adequately slow down and try to initialize.
2080300	Receipt paper jam	Remove jammed paper between printer head and rollers.
2080400	Receipt paper empty	1. Replenish receipt paper. 2. Check the status of sensor and its connector.



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2080500	Receipt paper setting error	<ol style="list-style-type: none"> 1. Check the status of setting paper. 2. Check the status of sensor and its connector.
2080600	Command is received while doing self-test	After terminating self-test and initialize receipt printer.
2080700	No receipt paper	<ol style="list-style-type: none"> 1. Replenish receipt paper in paper charger. 2. Check the status of Near End sensor and its connector.
2080800	Receipt paper cutting error	<ol style="list-style-type: none"> 1. Check the Cutter module. 2. Check if printer head lever is properly close.
2080900	No sensing black mark (dark sensor)	<ol style="list-style-type: none"> 1. Check the status of Black mark sensor. 2. Check if Dip switch #6 is correctly set (Dip switch #6 is set by On in case of not using Black mark).
2080A00	The size of image print data is abnormal	Check the AP version and initialize.
9720000	Receipt printer communication error during SP opening	Check if communication cable or COM port is not connected.
9722010	Receipt Printer communication failure during COM port open	<ol style="list-style-type: none"> 1. Do RESET at Operator Function. 2. Reboot ATM.
9722DNO	Receipt Printer communication failure during sending command to Receipt Printer	<ol style="list-style-type: none"> 1. Do RESET at Operator Function. 2. Reboot ATM.
97912XX	DEV_SPR Time Over Error	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Call your attendant.
97922XX	DEV_SPR FATALERROR (WARNING)	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Call your attendant.
A010100	Detecting the lever opened before executing command	Close the feed lever.
A010200	Printer thermal head overheated while executing command	Check the thermal printer head and change if necessary.
A010300	Paper jam detected before executing command	Remove any jammed paper from the printer.
A010400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A010500	Paper check error detected before executing command	Remove and re-install the receipt paper.



HYOSUNG CE ERROR CODES

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A010800	Paper cutter software check error detected before executing command	Check for and remove any jammed paper.
A080100	Open lever detected while executing command	Remove any jammed paper.
A080200	Receipt printer head overheated while printing	Check the thermal printer head and change if necessary.
A080300	Paper jam detected while executing command	Remove and re-install the receipt paper.
A080400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A080500	Paper check error in doing command	Remove any jammed paper.
A080800	Paper cutter software check error detected while executing command	Check for and remove any jammed paper.
ADN0100	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN0F00	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN1100	No response detected after 3 retries	Check cable and connection between the CE and printer.
ADN1200	No response detected between ENQ-ACK after 5 retries of ENQ	Check the cable and connection between the CE and printer.
ADN1300	No response detected after 5 retries because of timeout between STX-BCC interval	Check cable and connection between the CE and printer.



HYOSUNG CE - E.2 CARD READER ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
8217091	Card in card reader	Remove Card.
1101910	LOST CARD TM , DEV_MCU	
9723010	Failed to open device	Check the serial port or cable.
9723016	Time out to receive data	Check the serial port or cable.
9723019	Polling down	Check the serial port or cable.
9730100	IC CARD DENIAL	
9730200	IC CARD ONLINE DATA ERROR	
9730300	IC CARD ERROR	
97913XX	DEV_MCU Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
97923XX	DEV_MCU FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
9799301	MCU RETRACT OVER	Clear the count of retracted card at OP mode.

HYOSUNG CE - E.3 JOURNAL PRINTER ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
9721111	Off line status	1. Check communication cable connected properly. 2. Check power cable connected properly.
9721112	On busy	Check printer's working status.
9721121	Mechanics Error	1. Recover printer's mechanical Error. 2. Reboot ATM.
9721122	Recoverable Error	1. Recover printer's Error. 2. Reboot ATM.
9721123	Unrecoverable Error	Reboot ATM.
9721124	Paper jammed	Remove jammed paper.
97911XX	DEV_JPR Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
97921XX	DEV_JPR FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.



HYOSUNG CE - E.4 CASH DISPENSER ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
1102910	LOST WITHDRAW CASH", DEV_CSH	
1102920	LOST DEPOSIT CASH", DEV_CSH	
1103910	LOST CARD & SLIP", DEV_MCU DEV_SPR	
2000100	No cassette	Insert or re-insert the cassette(s). Check cassette sensor.
2000200	Note shortage	Replenish the cassette.
2000300	Reject bin full	Remove notes from the reject bin and try the Cassette Total function again.
2000500	Cash Dispenser Unit data setting error	Check Cash Dispenser Unit information. (Currency, Denomination, etc.)
2001600	Note detected in stacker (shutter or presenter type)	Clear any notes from the stacker.
2021500	Sensor detects note in delivery path before CDU dispenses	Remove note from the CDU delivery path.
2131500	CS4 sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right before the reject bin.	Remove note from the CDU delivery path.
21A1500	CS1A sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 1st cassette.	Remove note from the CDU delivery path.
21B1500	CSB sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 1st cassette.	Remove note from the CDU delivery path.
24A1500	CS3A sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 3rd cassette.	Remove note from the CDU delivery path.
24B1500	CS3B sensor detects note in delivery path before CDU dispenses. Sensor is located along the delivery path right after where the note exits the 3rd cassette.	Remove note from the CDU delivery path.
4000000	Cash Dispenser(CDU) received the undefined command from AP software	1. Get the trace file and log files in D:\trace 2. Call your attendant



HYOSUNG CE ERROR CODES

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4001100	Detecting CS2 Dark (Front Access Type: Reject box is opened.)	<ol style="list-style-type: none"> 1. Remove notes on CS2 sensor. 2. Clean CS2.
4001400	CS4A sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS4A.
4001500	CS2 or CS4A sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS2 and CS4A.
4001800	CS4B sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS4B.
4001900	CS2 or CS4B sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS2 and CS4B.
4001C00	CS4A or CS4B sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS4A and CS4B.
4001D00	CS2, CS4A or CS4B sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS2, CS4A and CS4B.
4002100	CS1A sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS1A.
4002200	CS1B sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS1B.
4002300	CS1A or CS1B sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS1A and CS1B.
4002800	CS13 sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS13.
4002900	CS1A or CS13 sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS1A and CS13.
4002A00	CS1B or CS13 sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS1B and CS13.
4002B00	CS1A, CS1B or CS13 sensor detects note in delivery path before/after CDU dispenses	<ol style="list-style-type: none"> 1. Remove note from the CDU delivery path. 2. Clean CS1A, CS1B and CS13.
4003000	Failed in checking the main motor echo	<ol style="list-style-type: none"> 1. Initialize. 2. Check Main Motor Encoder Slit. 3. Initialize after Power On/Off. 4. Check Encoder Sensor CS8 BRKT. 5. Check CS8 Sensor Cable. 6. Change Main Motor Encoder Slit Sensor CS8.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
4003100	Failed in checking the reject gate solenoid echo	
4003200	Failed in checking the present gate solenoid echo	
4003300	Check sum error (No information is set)	<ol style="list-style-type: none"> 1. Check Cash Dispenser Information after reading Cash Dispenser version. 2. Initialize. 3. Initialize after executing Cash Dispenser Information Set('P') Command. 4. Change Cash Dispenser B/D.
4003400	Error of two sheets detecting sensor(CS5_1) for initializing	<ol style="list-style-type: none"> 1. Check CS5_1 Sensor Cable. 2. Check second Dip Switch in Cash Dispenser B/D. 3. Change CS5_1 Sensor.
4003600	Error of CS 2, CS13 sensor during initialization	
4003700	Error of 2 sheets detecting sensor (CS5_1 / CS5_2) for dispensing	<ol style="list-style-type: none"> 1. Check Cash Dispenser Board Segment. 2. Initialize. 3. Read data of 'Read Double Sensor' Command.
4003800	Error in checking SRAM	
4003900	Gate operation sensor (CS3) error before initial recovery	<ol style="list-style-type: none"> 1. Initialize after removing notes or dust over Gate. 2. Check CS3 Sensor BKRT. 3. Check CS3 Sensor Cable. 4. Exchange Sensor after abnormal operating CS3 Gate detecting Sensor. 5. Replace Reject Solenoid 1.
4003A00	When more than 5 sheets of cash dispensing is required during a test	<ol style="list-style-type: none"> 1. Check command that Cash Dispenser is received. 2. Check Cash Dispenser EP ROM Version or specification.
4003B00	When CS15A or CS 15B sensor is detected as dark after initial recovery	<ol style="list-style-type: none"> 1. Remove notes or dust on CS15A Sensor. 2. Check CS15A Sensor Cable. 3. Exchange Sensor after abnormal operating CS15A Sensor.
4004000	Cassette is removed during dispensing	<ol style="list-style-type: none"> 1. Check the cassette catcher 2. Set the cassette properly
4004100	Error if re-driving is over 5 times during separated rejection	<ol style="list-style-type: none"> 1. Check notes in Reject Box 2. Rearrange notes in Cassette 3. Remove dust in CS15AB, CS31AB, CS41AB, CS1AB Sensor 4. Check dust existing in CS5 Sensor Guide 5. Check dust existing in Main Motor Encoder Slit 6. Check index value of notes each cassette



HYOSUNG CE ERROR CODES

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4004200	In case the number of notes detected outlet sensor(CS13) is less than the number of required notes	<ol style="list-style-type: none"> 1. Check notes dispensed and rejected. 2. Remove notes jammed in CDU. 3. Remove dust in CS13 Sensor. 4. Exchange sensor after abnormal operating CS13 Sensor.
4004300	Error if total reject is more than 20 sheets	<ol style="list-style-type: none"> 1. Check notes in Reject Box. 2. Rearrange notes in Cassette. 3. Remove dust in CS1AB, CS15AB, CS31AB, CS41AB Sensor. 4. Check dust in existence CS5 Sensor Guide. 5. Check notes index value.
4004400	Error if continuous 5 times are rejected	<ol style="list-style-type: none"> 1. Check notes in Reject Box. 2. Rearrange notes in Cassette. 3. Check dust in Main Motor Encoder Slit. 4. Remove dust in CS15AB, CS31AB, CS1AB Sensor. 5. Exchange CS8 Encoder Slit Sensor.
4004500	In case the number of notes detected outlet sensor (CS13) is more than required notes	<ol style="list-style-type: none"> 1. Check notes dispensed and rejected. 2. Remove dust in CS13 Sensor. 3. Exchange sensor after abnormal operating CS13 Sensor.
4004600	Program error(Separated rejection)	<ol style="list-style-type: none"> 1. Initialize after Reset Power. 2. Upgrade Cash Dispenser Firmware or redownload. 3. Exchange Cash Dispenser B/D.
4004700	1 cassette mis-feed error (Separated rejection)	<ol style="list-style-type: none"> 1. Check notes in 1 Cassette. 2. Check Sensor(CS6) Poll. 3. Check jam in 1 cassette and reload. 4. Remove dust in CS1A, CS1B Sensor. 5. Exchange 1 cassette box when there are many error.
4004800	Error if the number of dispensed notes is not matched to the requested	<ol style="list-style-type: none"> 1. Check CS13 sensor (note jam and dust). 2. Replace CS13 sensor.
4004900	Error to dispense 0 sheets to be required (Separated rejection)	<ol style="list-style-type: none"> 1. Check received command. 2. Check communication cable. 3. Check Cash Dispenser Firmware Version.
4004A00	Error of note jam (Separated rejection)	<ol style="list-style-type: none"> 1. Remove jammed notes on Cash Dispenser return path. 2. Remove dust in CS1~CS4 sensor. 3. Install after rearranging notes in cassette.
4004B00	Continuous 3 times error if note is long (once tried, twice retried)>Separated rejection	<ol style="list-style-type: none"> 1. Check state of notes in reject box. 2. Rearrange notes in cassette. 3. Check Index of notes. 4. Check foreign objects in the main motor encoder slit. 5. Replace the CS8 encoder slit sensor.



HYOSUNG CE ERROR CODES

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4004C00	In case the number of notes detected outlet sensor (CS13) is more than that of notes detected on CS1A,B sensor	<ol style="list-style-type: none"> 1. Check CS1 sensor. 2. Reconnect CS1 sensor.
4004E00	Error of being removed 2nd cassette before separate rejection	<ol style="list-style-type: none"> 1. Set cassette #2 correctly. 2. Check the catcher inside cassette #2 guide.
4005100	Received a request for over 150 notes dispensing on the Cash Dispenser from the upper unit.	<ol style="list-style-type: none"> 1. Check the Cash Dispenser received command. 2. Check the abnormal communication cable. 3. Check the Cash Dispenser firmware version and refer to specifications.
4005200	The remaining notes at the sensor in front of the CST after dispense operation (CS1A, CS1B)	<ol style="list-style-type: none"> 1. Remove the remaining notes at a sensor in front of the CST. 2. Realign notes in the cassette. 3. Check abnormal clutch. 4. Check abrasion of the cassette box pick unit.
4005300	Error for the double note detection during separation.	
4005400	Cash Dispenser EP Program Error during dispense operation (failed table search)	<ol style="list-style-type: none"> 1. Initialize after resetting the power. 2. Upgrade the Cash Dispenser firmware or download software again. 3. Replace the Cash Dispenser B/D.
4005500	Timeout due to note's length error passed through the CS13 during dispense operation	<ol style="list-style-type: none"> 1. Remove a jammed note between the tray and Cash Dispenser. 2. Remove a jammed note at the position of the CS13 sensor. 3. Remove a dust on the CS13 sensor.
4005600	Abnormal operation of the gate solenoid during dispense operation	<ol style="list-style-type: none"> 1. Remove a jammed note on the gate. 2. Remove notes in the reject box and remount the reject box. 3. Check if the CS3 sensor bracket is bended. 4. Check if the CS3 sensor cable is disconnected (CN10 #9~10). 5. Exchange a sensor after abnormal operating CS3 Gate detecting sensor. 6. Replace the reject solenoid 1.
4005700	Cash dispenser configuration error	<ol style="list-style-type: none"> 1. Replace cash dispenser PCB. 2. Reconfigure cash dispenser setup data.
4005800	Retract box position error during command reserved operation	<ol style="list-style-type: none"> 1. Mount the retract box or open the box cover. 2. Check if CS62 sensor poll is abnormal. 3. Check if the CS62 sensor cable is disconnected . (Cash Dispenser Board CN10 #5~2).
4005900	Initial jam time error	<ol style="list-style-type: none"> 1. Remove jammed notes. 2. Clean the sensors (CS1~CS15) in cash dispenser.



HYOSUNG CE ERROR CODES

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4005B00	2 Cassette Miss Feed Error (Fail to reject bill separately)	
4005D00	Continuously detected 2 notes for three times or more during dispense operation	<ol style="list-style-type: none"> 1. Check notes' status in the reject box. 2. Realign notes in the cassette. 3. Check foreign objects at the position of the CS5 Sensor Guide. 4. Check if the CS5 cable is disconnected (CS5_1:Cash Dispenser B/D CN10 #11~12, 25~28/ CS5_2:CN12).
4006000	Something is detected in C31AB sensor before dispensing bills from 3rd cassette	
4006100	Something is detected in C31AB sensor before dispensing bills.	
4006200	Bills are remained in CS1AB sensor after dispensing bills.	
4006300	Bills are remained in CS31AB sensor after dispensing bills	
4006A00	CS15AB ~ CS13 Time out(Jam) during dispensing bills from second cassette	
4006B00	Something is detected on CS31A, CS31B sensor during initialization	
4007000	Something is detected on CS41AB sensor before dispensing bills from fourth cassette	
4007200	Something is detected on CS41AB sensor during dispensing bills	
4007300	Bills is remained in CS41AB sensor after dispensing bills	
4007A00	CS31AB ~ CS13 Time out (Jam) during dispensing bills from fourth cassette	
4007B00	Something is detected on CS41A, CS41B sensor in initialization	
4007C00	Missfeed error in 4th cassette	
4007D00	Trying to dispense bills from 4th cassette but the 4th cassette doesn't installed	
4008000	Something is detected on CS15AB sensor before dispensing operation	



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
4008100	Something is detected in C15AB sensor during dispensing operation	
4008200	Bill is remained in CS15AB sensor after dispensing operation	
4008F00	CS13 sensor detects a bill with hole during dispensing	
4009A00	CS31AB~CS13 Time out(Jam) during dispensing from 3rd cassette.	
4009D00	Trying to dispense bills from 3rd cassette but the 3rd cassette doesn't installed.	
4009F00	3 cassette miss feed error	
400AC00	Something is detected on CS2 sensor after dispense operation	
400BC00	Communication error - Command Length doesn't match	
400BE00	Bill pickup sensor(CS1, CS15) recognized has a hole and CS4 sensor detects it or CS4 sensor detects the gap too close	
400C700	Something is detected on CS12 sensor during dispensing bills or initialization.-MB TTW	
400C800	Something is detected on CS14 sensor during dispensing bills or initialization.-MB TTW	
400C900	Something is detected on CS14 sensor after dispense operation	
400CC00	Bill is remained on the sensor in front of cassette during resetting	
400D000	Bills are passed on CS13~CS12 sensor - Timeout[Jam], MB TTW	
400D100	Bills are passed on CS12~CS14 sensor - Timeout [Jam], MB TTW	
400FF00	Bill jam	<ol style="list-style-type: none"> 1. Remove the jammed notes 2. Initialize



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4DN0000	Cash Dispenser communication failure during sending command to cash dispenser	<ol style="list-style-type: none"> 1. Do RESET at Operator Function. 2. Reboot ATM.
4DN0100	Cash Dispenser communication failure during receiving command to cash dispenser	<ol style="list-style-type: none"> 1. Do RESET at Operator Function. 2. Reboot ATM.
4DN8100	Communication error of Shutter	
8216091	Cash jammed on Cash Dispenser	<ol style="list-style-type: none"> 1. Remove jammed notes on Cash Dispenser return path. 2. Remove dust in CS1~CS4 sensor.
9712000	Failed to create file	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9712100	Failed to read file	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9712200	Failed to write file	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9712300	Failed to close file	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9712400	Failed to delete file	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9712500	Failed to copy file	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9712600	Failed to create directory	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9719000	Failed to execute an extra command in the status of Cash Unit Exchange	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9719100	In case of not being the status of Cash Unit Exchange out of End Exchange	<ol style="list-style-type: none"> 1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.



HYOSUNG CE ERROR CODES

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9719200	In case of carrying out Cash In Start command at two times	1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9719300	In case of not being the status of Cash In out of End Cash In	1. Reboot ATM. 2. Reinstall software. 3. Replace hard disk drive.
9719400	Invalid Cash Unit ID	Reconfigure cash dispenser setup data.
9719500	Invalid Cash Unit number	Reconfigure cash dispenser setup data.
9719600	The abnormal of the number of Cash Unit	Reconfigure cash dispenser setup data.
9719700	No. of dispensed notes that software counts is not matched to it cash dispenser responded	1. Initialize after resetting the power. 2. Upgrade the Cash Dispenser firmware or download software again. 3. Replace the Cash Dispenser B/D.
971A000	Invalid denomination	Reconfigure denomination at supervisor mode.
971A100	Invalid currency	Reconfigure currency at supervisor mode.
971A200	“CASSETTE OFF POSITION” Not dispensable	1. Reconfigure denomination. 2. Reconfigure currency.
971A300	In case the number of bills dispensed exceeds the maximum dispensing bill	1. Check cash dispenser driver (CDM SP) version. 2. Reconfigure the maximum dispensable count.
971A400	In case the number of coins dispensed exceeds the maximum dispensing coin	1. Check coin dispenser driver version. 2. Reconfigure the maximum dispensable count.
971A500	Invalid mix number	Reconfigure cash dispenser at supervisor mode.
971A600	In case automatic Retry of SP fails 3 times	
971A700	There is no setting information about automatic Retry standard	
971B000	In case of being executed Reject or Retract command without being the bills in stacker	1. Check a dust in stacker. 2. Reconfigure the maximum dispensable count.
971C000	Not supported command Reinstall software	
971D100	Partial dispense	1. Check the replenished amount and replenish. 2. Check the notes in cassette #1.
971D200	Partial dispense from cassette #2	1. Check the replenished amount and replenish. 2. Check the notes in cassette #2.



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971D300	Partial dispense from cassette #3	<ol style="list-style-type: none"> 1. Check the replenished amount and replenish. 2. Check the notes in cassette #3.
971DX00	In case partial bills dispensed by dispensing demand when Partial Dispense option is on. "X" means cassette number	
9740000	Cash Dispenser communication failure during COM port open	<ol style="list-style-type: none"> 1. Do RESET at Operator Function. 2. Reboot ATM.
9740101	In case incorrect cassette type is set	
9740102	In case nonexistent Note Index is set	
9741100	When sensing CS2 Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9741400	When sensing CS4A Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9741800	When sensing CS4B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9742100	When sensing CS21A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9742800	When sensing CS13 Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9743B00	When sensing CS15A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9744700	Cash picking-up fail while cash in cassette #1 is enough	<ol style="list-style-type: none"> 1. Check bill jam or no note in cassette #1. 2. Check cash dispenser.
9745B00	Cash picking-up fail while cash in cassette #2 is enough	<ol style="list-style-type: none"> 1. Check bill jam or no note in cassette #2. 2. Check cash dispenser.
9746B00	When sensing CS31A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9747B00	When sensing CS41A, B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9747C00	Cash picking-up fail while cash in cassette #4 is enough	<ol style="list-style-type: none"> 1. Check bill jam or no note in cassette #2. 2. Check cash dispenser.
974FF00	When sensing bills in the Stacker (Error code, 400FF00 is subdivided by location of sensor.)	



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
97914XX	DEV_Cash Dispenser Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
97924XX	DEV_Cash Dispenser FATAL ERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
9799499	DISPENSER COUNT ERROR	Check the sensor on cash dispenser.

HYOSUNG CE - E.5 MODEM ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D030000	Modem is not responding	Check the modem controller.
D030100	The target call address has call blocking enabled	1. Check modem cable. 2. Contact to technician support team.
D030200	The specified terminal identifier is invalid	1. Check modem cable. 2. Contact to technician support team.
D030300	All call appearances on the specified address are currently in use	1. Check modem cable. 2. Contact to technician support team.
D030400	The disable address parameter contains dialing control characters that are not processed by the service provider	1. Check modem cable. 2. Contact to technician support team.
D030500	The specified country/region code is invalid	1. Check modem cable. 2. Contact to host and phone company.
D030600	The operation failed for an unspecified or unknown reason	Contact to technician support team.
D030700	Insufficient resources to complete the operation	Contact to technician support team.



HYOSUNG CE - E.6 MISCELLANEOUS ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
1030100	DEV_PIN (Key data error from host)	Contact to host.
2000400	Vault door open	Close the vault door. Check door switch.
9701010	Failed to connect communication between SP of PIN and EP of one	Check if communication cable or COM port is not connected.
9701012	Failed to deliver to data of EPP.s SP	Check if communication cable or COM port is not connected.
9701016	Received data time out of EPP	Check if communication cable or COM port is not connected.
9701017	Delivered data time out of EPP	Check if communication cable or COM port is not connected.
9701031	Failed to read Register of EPP	Reboot ATM.
9701040	Failed to produce Thread of EPP	Reboot ATM.
9701060	Failed to create buffer	Reboot ATM.
9701111	BCC error of EPP	Check BCC logic of EPP.
9701151	EPP is down when it receives an 'Get Status' command	1. Reboot ATM. 2. Replace pinpad.
9701152	EPP is down when it receives an 'Clear Func Key' command	1. Reboot ATM. 2. Replace pinpad.
9722020	File Open Error	1. Reboot ATM. 2. Call your attendant.
9722060	Memory Allocate Error (PrintForm Allocate IndexBuffer Fail)	1. Reboot ATM. 2. Call your attendant.
9722068	Invalid Media Name	1. Reboot ATM. 2. Call your attendant.
97221A2	Invalid Unit	1. Reboot ATM. 2. Call your attendant.
97221C1	Form is not Found	1. Reboot ATM. 2. Call your attendant.
97221C4	Form Name is NULL	1. Reboot ATM. 2. Call your attendant.
97221C5	Invalid Form	1. Reboot ATM. 2. Call your attendant.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
97221C6	PrintForm() offset is Invalid	1. Reboot ATM. 2. Call your attendant.
97221C7	Invalid Form (Too many Fields in the form)	1. Reboot ATM. 2. Call your attendant.
97221D1	Media is not Found	1. Reboot ATM. 2. Call your attendant.
97221D3	Media Overflow when form size is larger than media size	1. Reboot ATM. 2. Call your attendant.
97221D4	Media Name is NULL	1. Reboot ATM. 2. Call your attendant.
97221D5	Invalid Media (Attribute for Media definition is not proper)	1. Reboot ATM. 2. Call your attendant.
97221D6	Invalid Media (Area size is larger than media size)	1. Reboot ATM. 2. Call your attendant.
97221D7	Invalid Media (Size of Media Name is exceeded to 2048 bytes totally)	1. Reboot ATM. 2. Call your attendant.
97221E1	Field is not Found	1. Reboot ATM. 2. Call your attendant.
97221E2	Field Error (This Field must have initial value)	1. Reboot ATM. 2. Call your attendant.
97221E3	Non-Indexed value for Indexed Field	1. Reboot ATM. 2. Call your attendant.
97221E4	Invalid Field	1. Reboot ATM. 2. Call your attendant.
97221E5	Invalid Field (This Field's width is 0)	1. Reboot ATM. 2. Call your attendant.
9740020	Failed to create file	1. Reboot ATM. 2. Call your attendant.
9740025	Failed to copy file	1. Reboot ATM. 2. Call your attendant.
9745500	System power off while dispensing	
97915XX	DEV_BRM Timeover Error Code	1. Reboot ATM. 2. Call your attendant.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
97916XX	DEV_PBM Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
97918XX	DEV_PIN Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
9791AXX	DEV_FNG Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
9791BXX	DEV_VFD Timeover Error Code	1. Reboot ATM. 2. Call your attendant.
97925XX	DEV_BRM FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
97926XX	DEV_PBM FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
97928XX	DEV_PIN FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
9792AXX	DEV_FNG FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
9792BXX	DEV_VFD FATALERROR (WARNING)	1. Reboot ATM. 2. Call your attendant.
9799901	DOOR CHECK	1. Reboot ATM. 2. Call your attendant.
9799902	LIGHT ERROR	1. Reboot ATM. 2. Call your attendant.
9799903	SPL ERROR	1. Reboot ATM. 2. Call your attendant.
9799904	PIN ERROR	1. Reboot ATM. 2. Call your attendant.
9799905	SENSOR CHECK	1. Reboot ATM. 2. Call your attendant.
9799907	UPS ERROR	1. Reboot ATM. 2. Call your attendant.
9799908	SCREEN ERROR	1. Reboot ATM 2. Call your attendant



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
991@@91	ON TRANSACTION POWER OFF	1. Check power supply. 2. Check backup battery.
D000100	Error while modem initializing	Check the modem connection and the modem test.
D000200	Reversal transaction failure	Check for any CDU error codes and the number of notes dispensed to customer.
D000300	PIN ERROR	Transaction was denied by host.
D000400	INVALID PIN	Reboot ATM.
D000500	BANK UNAVAILABLE	Transaction was denied by host.
D000600	CARD NOT SUPPORTED	Transaction was denied by host.
D000700	INSUFFICIENT FUNDS	Transaction was denied by host.
D000800	INELIGIBLE TRANSACTION	Transaction was denied by host.
D000900	INELIGIBLE ACCOUNT	Transaction was denied by host.
D001000	DAILY LIMIT EXCEEDED	Transaction was denied by host.
D001100	UNABLE TO PROCESS	Transaction was denied by host.
D001200	Invalid transaction	Check the transaction from the host and try again.
D001300	Invalid amount	Check the transaction from the host and try again.
D001400	Invalid card number	Check the transaction from the host and try again.
D001500	UNABLE TO PROCESS	Transaction was denied by host.
D001600	WITHDRAWAL LIMIT ALREADY REACHED	Transaction was denied by host.
D001700	INVALID AMOUNT	Transaction was denied by host.
D001800	EXTERNAL DECLINE	Transaction was denied by host.
D001900	SYSTEM ERROR	Transaction was denied by host
D002000	Surcharge screen should have been displayed	Check the transaction from the host and try again. Check BIN List.
D002100	ROUTING LOOKUP PROBLEM	Transaction was denied by host.
D002200	UNABLE TO PROCESS	Transaction was denied by host.
D002300	TRANSACTION NOT SUPPORTED	Transaction was denied by host.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D002400	Exceeds Issuer Withdrawal Limit	Check the transaction from the host and try again.
D003900	No Credit Account	Check the transaction from the host and try again.
D005100	Insufficient Funds	Check the transaction from the host and try again. Try Balance Inquiry.
D005200	No Checking Account	Check the transaction from the host and try again.
D005300	No Savings Account	Check the transaction from the host and try again.
D005400	Expire Card	Check the transaction from the host and try again.
D005500	Incorrect Pin	Check the transaction from the host and try again.
D005700	Transaction not Permitted – Card	Check the transaction from the host and try again.
D005800	Transaction not Permitted – Terminal	Check the transaction from the host and try again.
D006100	Exceeds Withdrawal Limit	Check the transaction from the host and try again.
D007500	PIN Tries Exceeded	Check the transaction from the host and try again.
D007800	No Account	Check the transaction from the host and try again.
D008000	Invalid Date	Check the transaction from the host and try again.
D008300	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D008600	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D009100	Bank Unavailable	Check the transaction from the host and try again.
D009200	System Unavailable	Check the transaction from the host and try again.
D009300	Transaction Serial Number mismatch	Check the transaction from the host.
D009400	Record format mismatch	Check the transaction from the host.
D009500	Routing ID mismatch	Check the transaction from the host.
D009600	Terminal ID mismatch	Check the transaction from the host.
D009700	Response Type mismatch (Reversal)	Check the transaction from the host.
D009800	Response Type mismatch (Day Close)	Check the transaction from the host.
D009900	Response Type mismatch (Config.)	Check the transaction from the host.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D009A00	Response Type mismatch (Withdrawal/Balance/Transfer)	Check the transaction from the host.
D009B00	STX error	Check the transaction from the host.
D009C00	ETX error	Check the transaction from the host.
D009D00	FS out (after response code)	Check the transaction from the host.
D009E00	FS out (after retrieval reference number)	Check the transaction from the host.
D009F00	FS out (after system trace audit number)	Check the transaction from the host.
D00A000	FS out (after account balance)	Check the transaction from the host.
D00A100	FS out (after available balance)	Check the transaction from the host.
D00A200	FS out (after surcharge amount)	Check the transaction from the host.
D00A300	FS out (after authorization response text)	Check the transaction from the host.
D00A400	ETX wrong position	Check the transaction from the host.
D00A500	FS out (after total cash dispense amount)	Check the transaction from the host.
D00A600	FS out (after total non-cash dispense amount)	Check the transaction from the host.
D00A700	FS out (after total surcharge amount)	Check the transaction from the host.
D00A800	FS out (after config surcharge amount)	Check the transaction from the host.
D00A900	ETX out (config)	Check the transaction from the host.
D00AC00	Invalid data received from the host (MAC data mismatch)	Check the transaction from the host.
D00B000	TERMINAL ID MISMATCHED	
D00B100	TRANSACTION CODE MISMATCHED	
D00B200	SECOND FIELD ID CODE MISMATCHED	
D00B300	FIRST DES KEY WRONG SIZE	
D00B400	SURCHARGE AMOUNT WRONG SIZE	
D00B500	Sequence Number MISMATCHED	
D00B600	INVALID RESPONSE CODE ERROR	



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D00B700	Authorization Number Error	
D00B800	BUSINESS DATE Error	
D00B900	Transaction time Number Error	
D00BA00	BUSINESS DATE Error	
D00BB00	Balance amount Error	
D00BC00	Actual Surcharge Error	
D00BD00	Sequence Number MISMATCHED	
D00BF00	BUSINESS DATE Error	
D00C000	Settlement Error	
D00C100	Host Mac result error	Check the key mode and MAC value.
D00C200	ATM Mac result error	Check the key mode and MAC value.
D011100	REVERSAL DECLINED	
D022200	PIN CHANGE DECLINED	
D100000	No connection	<ol style="list-style-type: none"> 1. Check phone number. 2. Check modem cable. 3. Contact phone company.
D110000	Cannot receive ENQ from the host	<ol style="list-style-type: none"> 1. Check phone number. 2. Check modem cable. 3. Contact telephone company.
D120000	Transmission error : Failed to receive the whole data within 5 seconds after requesting the modem to send the data.	<ol style="list-style-type: none"> 1. Check modem and modem cable connection. 2. Contact telephone company.
D130000	Receiving NAK more than 3 times	<ol style="list-style-type: none"> 1. Check modem and modem cable connection. 2. Contact telephone company.
D140100	Disconnected by Unknown Reason	<ol style="list-style-type: none"> 1. Check modem and modem cable connection. 2. Contact telephone company.
D140200	Disconnected by rejected call from remote party	Try again later.
D140300	Disconnected because the local phone was picked up	Try again later.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D140400	Disconnected by Forwarded	1. Check modem and modem cable connection. 2. Contact telephone company.
D140500	Disconnected by Unreachable	1. Check modem and modem cable connection. 2. Contact telephone company.
D140600	Disconnected by Congestion	1. Check modem and modem cable connection. 2. Contact telephone company.
D140700	Disconnected by Incompatible	1. Check modem and modem cable connection. 2. Contact telephone company.
D140800	Disconnected by un-known reason	1. Check modem and modem cable connection. 2. Contact telephone company.
D140900	Disconnected by Bad Address	1. Check modem and modem cable connection. 2. Contact telephone company.
D141000	Disconnected by Unavailable	1. Check modem and modem cable connection. 2. Contact telephone company.
D150000	1. Modem dial connection time-out (while dialing the modem) 2. No response from host for 60 seconds	1. Check modem and modem cable connection. 2. Contact telephone company.
D160100	Disconnected by Bad Address	1. Check modem and modem cable connection. 2. Contact telephone company.
D160200	Disconnected by Unavailable	1. Check modem and modem cable connection. 2. Contact telephone company.
D160300	Disconnected by Out of Order	1. Check modem and modem cable connection. 2. Contact telephone company.
D170000	No carrier (while sending/receiving data after dial connection)	Check host.
D170100	No Carrier during ENQ data receive from host	Check host.
D170200	No Carrier before sending data send to host	Check host.
D170300	No Carrier during sending data send to host	Check host.
D170400	No Carrier during ACK/NAK data send to host	Check host.
D170500	No Carrier during ACK/NAK data receive from host	Check host.
D170600	No Carrier during receiving data	Check host.



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D170700	NAK retry error.	1. Check modem and modem cable connection. 2. Contact telephone company.
D170800	Send retry error	1. Check modem and modem cable connection. 2. Contact telephone company.
D170900	Modem initialize fail	Check modem.
D171000	Modem Comport Failed	Check modem.
D180000	No Dial Tone(in Modem dial connection)	Check telephone line connection. Test Modem.
D190000	No Answer	Contact telephone company (Check telephone line connection. Check phone number.)
D200000	Dial(Line) busy Try again later.	Check phone number.
D210000	Time out(30sec.) for initializing modem before Modem Dial connecting	Check telephone line connection. Test Modem.
D220000	not receiving EOT from HOST	Check telephone line connection. Test Modem. Check host.
D230000	No response from Host - Dialing time out to Host	Check telephone line connection. Test Modem. Check phone number.
D250000	Cannot connect to the host	Check telephone line connection.
D251000	Timeout while Sending	Check telephone line connection.
D251100	Communication error while Sending	Check telephone line connection.
D251200	Socket error while Sending	Check telephone line connection.
D251300	Timeout while Receiving	Check telephone line connection.
D251400	Communication error while Receiving	Check telephone line connection.
D251500	Socket Error while Receiving	Check telephone line connection.
D320000	No response from Host/Dialing time out to Host	Check telephone line connection.
D320100	Outbound call is aborted	Check telephone line connection. Test Modem.
D320200	Fail to dial out	Check telephone line connection. Test Modem.
D320300	No Line Reply	
D320400	Get Line ID Failed	



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
D320500	Modem Comport Failed	
D320600	Call Failed	
D320700	No Answer	
D320800	Modem Call Other Error	
D410000	CRC Mismatch	Check telephone line connection.
D410100	No CRC Received	Make sure that the host is using CRC.
DA0xxx0	Host Denial Error Refer to E7.	Description for error code organization.
F000100	Number of Bill is not inputted	Enter number of bill. (required)
F000200	Parameter is not properly set (Surcharge Owner)	Enter surcharge owner. (required)
F000300	Parameter is not properly set (Surcharge Amount)	Enter surcharge amount. (required)
F000400	Parameter is not properly set (Adver. Text refreshing timer)	Enter Ad text refresh timer.
F000500	Parameter is not properly set (Advertisement text)	Enter Ad text.
F000600	Parameter is not properly set (Dispense limit)	Enter Dispense limit.
F000700	Parameter is not properly set (Denomination)	Enter Denomination. (required)
F000800	Parameter is not properly set (Fast Cash)	Enter Fast Cash amount.
F000900	Master Key Index invalid	Check Master key index.
F000A00	Master Key empty	Enter Master key. (required)
F000B00	Host Phone Number is not inputted	Enter Host phone number. (required)
F000C00	Error Retry Timer is not inputted	Enter Retry timer.
F000D00	RMS Password is not inputted in RMS Enable	Enter RMS password.
F000E00	RMS Phone Number is not inputted in RMS Enable	Enter RMS phone number.
F000F00	Terminal Number is not inputted	Enter Terminal number. (required)



HYOSUNG CE ERROR CODES

ERROR CODE	DESCRIPTION	RESOLUTION
F001000	Routing ID is not inputted	Enter Routing ID. (required)
F001100	Master Key Serial Number is not inputted	Enter Master key serial number.
F001200	Non-Cash Type text is not inputted	Enter Non-cash type text.
F001300	Parameter is not properly set	Check proper parameters in setting.
F001400	NVRAM Failure	Try to clear NVRAM.
F001500	ATM Serial No. Empty	Enter ATM serial number. (required)
F001600	Default master password was not changed	
F001F00	Machine serial number is not set	1. Check serial number. 2. Set serial number.
F002F00	Host type is not set	1. Check host type. 2. Set host type.
F003F00	Communication ID invalid (only triton)	Contact to technician support team.
F004F00	EPP(Pinpad) key mode is invalid	1. Check modem cable 2. Contact to technician support team
F005F00	Denomination is invalid	1. Check modem cable 2. Contact to technician support team
F006F00	Failed Host Connection!	1. Check Host Connection. 2. Contact to technician support team.
FFFFFFF	NVRAM is broken 2. Clear NVRAM	1. Reset Master Password
POWERAB	UPS ABNORMAL	Check UPS
POWERAC	POWER OUT OR AC OFF	1. Check AC power status and environment. 2. Check AC power status and environment.
POWERBA	BATTERY LOW	1. Check AC power status and environment. 2. Check UPS.
SDN0100	Service Panel (SPL) communication error	Check the cables and connections.