TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
0	8100, 9100, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD),RL5000 (TDM), RT2000, 9800, MAKO, SuperScrip	No errors	
1	9615	Unsolicited note channel 1	
2	9615	Unsolicited note channel 4	
3	9615	Unsolicited note channel 3	
4	9615	Unsolicited note channel 4	
9	9615	Stream feed channel 1	
10	9615	Stream feed channel 2	
11	9615	Stream feed channel 3	
12	9615	Stream feed channel 4	
17	9615	Feed failure channel 1	
18	9615	Feed failure channel 2	
19	9615	Feed failure channel 3	
20	9615	Feed failure channel 4	
25	9615	Note jam before DDD channel 1	
26	9615	Note jam before DDD channel 2	
27	9615	Note jam before DDD channel 3	

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
28	9615	Note jam before DDD channel 41	
32	8100, 9100, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO, SuperScrip	Good operation	No action required. The dispenser sends this status code when a command has been successfully executed. This status code will appear in the electronic journal as code 32 indicating the successful completion of a transaction.
33	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO, SuperScrip	Feed Failure	This error is usually associated with an empty note cassette or currency that is in "unfit" condition. 1. Refill the cassette as needed. 2. Inspect the cassette and feed path for currency that is stuck together or jammed. 3. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do several test dispense operations. a. If the test dispenses are completed normally, and the return code are correct, clear all errors and place the cash dispenser in operation. b. If the test dispenser fails again, try testing while pushing in on the cassette. If it works then, the cassettes may not staying locked in the cassettes. Determine what is causing the cassette to not stay locked in place. 4. If the currency is in "fit" condition and the error persists, consider replacing the cassette or the dispenser.
33	9615	Note jammed between DDM and Exit sensor	
34	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Mis-tracked note at feed	This is a double detect fault. 1. Inspect the feed path for jammed currency. Remove jammed currency. 2. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors a needed. 3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and perform several test dispenses. If the test dispenses are normal and the status clears, place the cash dispenser in service. If the error persists, replace the dispenser.
34	9615	Note Jammed between DDM and Reject Sensor	

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
35	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), 9800, MAKO	Mis tracked note at double detect	This status occurs when a note arrives at the double detect without being seen by the feed sensor. 1. Inspected both the feed sensor and the double detect sensor to ensure they are not blocked and operating correctly. Clean the sensors a needed. 2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and perform several test dispenses. If the test dispenses are normal and the status clears, place the cash dispenser in service. If the error persists, replace the dispenser.
35	9615	Denomination Error, Cassette absent	
36	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Mistracked note at exit	This status occurs when a note is detected by the exit sensor when it should not have been. It can occur if there are notes already in the transport before the start of a transaction or if the exit sensor is blocked. 1. Verify that the diverter moves freely and is not binding. If the diverter has excessive binding or appears damaged, replace the dispenser. 2. Inspect the exit area to ensure nothing is blocking the exit sensor. Clean and verify the operation of the exit sensor. Replace the exit sensor if defective. Otherwise, replace the dispenser. 3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. It the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.
36	9615	Unidentified cassette code	
37	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Too long at exit.	This status is reported if the exit sensor is covered for a longer that allowed time for the current notes. 1. Inspect the note transport and delivery throat make sure all belts are on track and there are no documents jammed in the transport or exit areas. Place all belts on their respective rollers and gears. Clear the jammed documents. 2. Make sure that the exit sensor is clean and operation correctly. 3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. It the status clears, place the cash dispenser in service. Otherwise, replace the dispenser. Note, if this occurs on a Mini Mech, only during a multi note dispense, the exit sensors may have become weak. Consider sending the dispenser to repair to have new sensors installed.
37	9615	Diverter 1 did not go to reject position.	

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
38	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Blocked exit	This status appears if the exit sensor is covered or defective when the dispenser starts. 1. Inspect the note transport make sure all belts are on track and there is no currency jammed in the transport or exit areas. Place all belts on their respective rollers and gears. Clear the jammed documents. 2. Make sure that the exit sensor is clean and operation correctly. 3. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser with a live transaction. It the status clears, place the cash dispenser in service. Otherwise, replace the dispenser.
38	9615	Diverter 2 did not go to reject position	
39	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Too many notes	Clean the all sensors. Verify that all sensors are operation correctly. If all sensors are operation correctly, and the error persists, replace the replace the dispenser.
42	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Transport error	This is a timing wheel or timing wheel sensor error. 1. Inspect the dispenser to make sure all belts are on track and in good physical condition. Place all belts on their rollers and gears. If a belt displays excessive wear or damage you may be able to replace it. Otherwise, replace the dispenser. 2. Verify that the DC voltages to the dispenser are correct. Replace the power supply or dispenser DC power if either is defective. 3. Examine the timing wheel for physical defect. Make sure the electrical connections to the timing wheel sensor are secure and the time wheel sensor is clean. Replace the timing wheel or the timing wheel sensors if they are defective. Otherwise, it may be necessary to replace the dispenser. 4. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.
42	9615	Miscount Channel 2	
43	9615	Miscount Channel 3	

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
44	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Bad Roller Profile	This status is generated if the double detect is unable to calibrate. Probable cause for this error is a faulty or uncalibrated double detect module, or a jammed currency in the double detect. 1. Clear any jammed currency. 2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.
44	9615	Miscount Channel 4	
45	9100, 9110, 9615, 9700, 9710, RL5000 (SDD), 9800, MAKO	Diverter error	This error occurs when the diverter is in the wrong position during a dispense. 1. Inspect the feed path for any jammed notes. Remove any jammed notes. 2. Turn the AC power OFF for a few seconds and then back on to power cycle and reset the cash dispenser. Clear the error. Purge the dispenser with the purge command. Complete several live dispenses to ensure the dispenser is working correctly. If the error persists, replace the dispenser.
46	9100, 9110, 9615, 9700, 9710, RL5000 (SDD), 9800, MAKO	Exit quantified	This status appears when the count at the exit is greater than the number of documents requested. 1. A mechanical error has occurred. It may be necessary to replace the dispenser.
47	9100, 9110, 9615, 9700, 9710, RL5000 (SDD), 9800, MAKO	Note missing at double detect	This status is generated if the double detect fails to detect a document already seen by the feed sensor. 1. Inspect the transport before the double detect for jammed currency. Clear the jammed currency. 2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. Clear all errors and test the dispenser by completing several TEST DISPENSES. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.
48	8100, 9100, 9110, 9600, 9610, 9705, 9750, RL5000 (TDM), RL5000 (NMD), 9800, MAKO	Reject rate exceeded	This status is generated when there are 8 rejects during the current dispense. It is usually caused by attempting to dispense currency that is unacceptable or currency that has not been properly prepared. 1. Inspect the currency for excessive wear. Remove any unacceptable currency from the cassette. 2. Inspect feed path for jammed currency. Remove jammed currency. 3. Clear all error and purge the dispenser using the purge command. 4. Test the dispenser by completing several test dispenses with the test dispense command. If the error clears, put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
49	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Jam at exit	This status is generated when exit sensor is blocked. 1. Inspect feed path for jammed currency. Remove jammed currency. 2. Clear all error and purge the dispenser using the purge command. 3. Clean and verify the operation of the exit sensor. Replace the exit sensor if necessary. 4. Test the dispenser by completing several test dispenses with the test dispense command. It the error clears put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.
49	9615	Too few notes dispensed Channel 1	
50	9100, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Interference recovery	Possible damage due to static discharge. 1. Check the incoming power and dispenser mechanism for proper grounding. 2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. 3. Clear all errors and test the dispenser by completing several test dispenses. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.
50	9615	Too few notes dispensed Channel 2	
51	8100, 9100, 9110, 9600, 9610, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RT2000, 9800, MAKO	Accountancy error	A mechanical failure has occurred. Replace the dispensing mechanism.
51	9615	Too few notes dispensed Channel 3	
52	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	RAM error	A mechanical failure has occurred. Replace the dispensing mechanism.
52	9615	Too few notes dispensed Channel 4	
53	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	EPROM error	A mechanical failure has occurred. Replace the dispensing mechanism.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
54	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Operation time-out	1. Check the incoming power and dispenser mechanism for proper grounding. 2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. 3. Clear all errors and test the dispenser by completing several test dispenses. If the status clears and the return code are normal place the cash dispenser in service. If these actions have no effect, replace the dispenser.
55	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	RAM corruption	A mechanical failure has occurred. Replace the dispensing mechanism.
56	9100, 9110, 9600, 9610, 9700, 9710, RL5000 (SDD), 9800, MAKO	Link error	1. Configuration jumpers may have been changed. Inspect jumper block LK5 on the dispenser main board. There should be no jumpers installed. 2. Turn the AC power OFF for a few seconds and then back ON to power cycle and reset the cash dispenser. 3. If the problem persists, replace the dispensing mechanism.
57	9615, 9800, 9840, 9850	Invalid data command	Reset the ATM. If error occurs again it may be necessary to replace the dispensing mechanism or main board assembly.
58	9615, 9800, 9840, 9850	Too many notes dispensed	
59	9615, 9800	Timing wheel error	
60	9615, 9800, 9840, 9850	Counting sensor blocked	Verify the correct operation of each sensor in the transport path.
61	9615, 9800, 9840, 9850	Loss of power during payment or purge	Reset the ATM. Perform required audit of the cash. Place the machine into service.
62	9615, 9800, 9840, 9850	Loss of power during payment	Reset the ATM. Perform required audit of the cash. Place the machine into service.
63	9615, 9800, 9840, 9850	RAM error	Reset the ATM. Perform several test dispenses. If they are normal, place the ATM into service. If the error occurs again, it may be necessary to replace the dispenser main board assembly
64	9615, 9800, 9840, 9850	Damaged USART	The dispenser main board assembly will need to be replaced.
65	9615, 9840, 9850	Cassettes Shuffled	
66	9615, 9800, 9840, 9850	Ram Access Error	
67	9615, 9800, 9840, 9850	Diverter 1 not energized at start	

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
68	9615, 9800, 9840, 9850	Diverter 1 in wrong position at start	
69	9615, 9800, 9840, 9850	Diverter 2 did not go to reject position	
70	9615, 9800, 9840, 9850	Diverter 2 did not go to payment position	
71	9615, 9800, 9840, 9850	Diverter 2 did not energize	
72	9615, 9800, 9840, 9850	Diverter 2 in wrong position at start	
75	9600, 9610, 9615, 9640, 9650, 9800, 9840, 9850, MAKO, SuperScrip	Aborting download of journal entries	
78	9615, 9800, 9840, 9850	Reject Box filled	
79	9615, 9800, 9840, 9850	Reject Box Absent	
80	9615, 9800, 9840, 9850	No Cassette in feed channel (test dispense)	
81	9615, 9800, 9840, 9850	Dispenser Time out (approx. 2 min.)	
82	9615, 9800, 9840, 9850	Purge did not occur before first dispense	
83	9615, 9800, 9840, 9850	LVDT double detect out of tolerance	
84	9615, 9800, 9840, 9850	Purge error following dispense error	
90	9615, 9840, 9850	Reject Box Absent	Check for presence of Reject Box. Inspect and verify the operation of the Reject Box present sensor. Reject Box or reject Box present sensor may be damaged. Possible wiring, connection or main board problem.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
91	9615, 9800, 9840, 9850	Dispense sensor failure	
92	9615, 9800, 9840, 9850	Error in last dispense	
93	9615, 9800, 9840, 9850	Error in double detect	
94	9615, 9800, 9840, 9850	Dispenser purge failed on power up	
95	9615, 9640, 9650, 9750, RL5000 (NMD), FT5000, 9800, 9840	Multiple cassettes of the same type installed	This is a multi-cassette dispenser error. 1. Verify that there is only one of each type of cassette installed in the dispensing mechanism. 2. If two or more of the same type cassette are installed, inject a new cassette ID into one of the cassettes that is different from the other cassette.
96	RT2000	Extension Cable Error	The Extension has four sensors that detect when the extension is not closed. One or more of the four are reporting it is opened. 1. Open the extension. Inspect the four clips. 2. Close the extension ensuring all four clips seat fully. 3. If you are still unable to clear the error, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
97	RT2000	Extension exit trailing edge timeout	The leading edge of the note made it to the extension exit sensor in the allotted time, but the trailing edge of the note did not clear the exit sensor in the allotted time. 1. Inspect for jams or blockage stopping the note from clearing the exit of the extension. 2. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support
98	RT2000	Extension exit timeout	
99	RT2000	Extension Skew detected	The leading edge of the note made it to the extension exit sensor in the allotted time, but the trailing edge of the note did not clear the exit sensor in the allotted time. 1. Inspect for jams or blockage stopping the note from clearing the exit of the extension. 2. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
101	8100, 9100, 9705, RL5000 (TDM), RT2000	2-second timeout waiting for pick. (Feed failure)	This error is usually associated with "unfit" currency or an empty cassette. 1. Refill the cassette as needed. 2. Inspect the feed path for currency that is stuck together or jammed. If no jams are found, remove the note closest the pick rollers in the cassette. 3. Inspect the detent clips (the clips that hold the cassette in place). Cracked or broken clips should be replaced 4. Install the cassette. Purge the dispensing mechanism with the PURGE command from the DIAGNOSTICS function. Test the TDM-100 by completing several Test Dispenses. If the error clears, put the cash dispenser in service. 5. If the currency is in ""fit"" condition and the error condition persists, consider replacing the note cassette or the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
102	8100, 9100, 9705, RL5000 (TDM), RT2000	Timeout at Exit Sensor	1. Inspect for jammed currency in the feed path and at the Exit sensor. Remove any jammed currency. 2. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several Test Dispenses. 3. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
103	8100, 9100, 9705, RL5000 (TDM), RT2000	Thickness sensor unstable	Enter the diagnostic function and complete the "learn note thickness" command. Clear the error. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error does not occur again put the cash dispenser in service. If the error persists, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
104	8100, 9100, 9705, RL5000 (TDM), RT2000	Unable to clear width sensor	Remove the cassette and inspect for jammed currency in the width sensor and at the output of the cassette. The width sensor may be dirty. Clean the width sensor with compressed air. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error does not occur again, put the cash dispenser in service. If the error persists in may be necessary to replace either the cassette or dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
105	8100, 9100, 9705, RL5000 (TDM), RT2000	Insufficient notes to learn from	There may be an insufficient number of notes in the cassette to complete the requested "learn note thickness" command. Put more currency in the cassette and repeat the "learn note thickness" command. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
106	8100, 9100, 9705, RL5000 (TDM), RT2000	FIFO error	The dispensing mechanism may have corrupt software. Reset the cash dispenser. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several test dispenses. If the error clears put the cash dispenser into service. If the error persists, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
107	8100, 9100, 9705, RL5000 (TDM), RT2000	Time out waiting for FIFO	The dispenser is reporting the leading note has not cleared the reject or exit sensor. The dispenser will shut down, possibly resulting in trailing notes stopping in the path. 1. Proceed by following procedures for error code 109 or 112.
108	8100, 9100, 9705, RL5000 (TDM), RT2000	Unexpected note at double detect	A note has been detected in the double detect sensor without being detected at the width sensor first. 1. Inspect the dispensing mechanism for of damaged components or broken wires. 2. Remove the cassette and visually inspect for loose or disconnected connectors on both the upper and lower width sensor printed circuit boards. 3. Ensure the ATM is mounted on a hard steady surface. Vibrations can cause this error. 4. If there is no visible damage and the connectors are attached to the sensor boards the best course of action is to replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
109	8100, 9100, 9705, RL5000 (TDM), RT2000	Time-out at Exit sensor	1. Inspect for jammed currency in the feed path and at the Exit sensor. Remove any jammed currency. 2. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several Test Dispenses. 3. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support
110	8100, 9100, 9705, RL5000 (TDM), RT2000	Trailing edge time-out at exit	1. Inspect for jammed Currency in the feed path and at the Exit sensor. Remove any jammed currency. 2. Purge the dispenser using the purge command. 3. Test the dispensing mechanism by completing several test dispenses. 4. If the error clears put the cash dispenser into service. If the error persists, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
111	8100, 9100, 9705, RL5000 (TDM), RT2000	Diverter timeout	1. Inspect for jammed currency at the diverter. Remove jammed currency. 2. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses. 3. If the error clears, put the cash dispenser in service. 4. Verify clearance at the diverter. If the test dispenses pass, but the error returns upon live dispenses, do dispenses with the vault door open. If it works with the door open, remove obstruction causing the diverter to contact the vault door. 5. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
112	8100, 9100, 9705, RL5000 (TDM), RT2000	Timeout waiting for leading edge at reject	A note that was expected to be seen at reject sensor was not detected at the reject sensor. 1. Inspect for jammed currency in the transport path between the width sensors and the reject sensor. Remove jammed currency. 2. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses. 3. Verify clearance at the diverter. If the test dispenses pass, but the error returns upon live dispenses, do dispenses with the vault door open. If it works with the door open, remove obstruction causing the diverter to contact the vault door. 4. If the error clears, put the cash dispenser in service. 5. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
113	8100, 9100, 9705, RL5000 (TDM), RT2000	Timeout waiting for trailing edge at reject	1. Inspect for a jammed currency in the reject sensor. 2. Verify that all access panels are closed and secured. Ensure the reject bin is empty, or that there is enough room for the rejects and test notes to fall into the reject bin. Reset the cash dispenser. Clear the error. Test the dispenser by completing several test dispenses. 3. If the error clears, put the cash dispenser in service. 4. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
114	8100, 9100, 9705, RL5000 (TDM), RT2000	Exit blocked during purge	1. Inspect the dispensing mechanism for jammed currency at the exit sensor. Clear any jammed currency. 2. Clean the exit sensor using a soft brush and a vacuum cleaner. Reset the cash dispenser. Clear the error. 3. Test the dispenser by completing several test dispenses. 4. If the error clears, put the cash dispenser in service. 5. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
115	8100, 9100, 9705, RL5000 (TDM), RT2000	**Diverter timeout on purge**	1. Inspect the dispensing mechanism for jammed currency at the diverter. Clear any jammed currency. 2. Make sure the shelf that the dispenser is mounted on is level and seated at all four corners. 3. Make sure the diverter moves freely. 4. Reset the cash dispenser. Clear the error. 5. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service. 6. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
116	8100, 9100, 9705, RL5000 (TDM), RT2000	**Motor Fault**	1. Inspect for jammed currency in the feed path and at the Exit sensor. Remove any jammed currency. 2. Purge the dispenser using the purge command. Test the dispensing mechanism by completing several Test Dispenses. 3. If the error clears put the Cash Dispenser into service. Otherwise, replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
117	8100, 9100, 9705, RL5000 (TDM), RT2000	**Timeout waiting for note to divert**	
118	8100, 9100, 9705, RL5000 (TDM), RT2000	**Exit sensor blocked on start of dispense or learn**	1. Inspect for jammed currency at the Exit. Remove jammed currency. 2. Verify that all access panels are closed and secured. 3. Use a soft brush and vacuum cleaner to clean the exit sensor. 4. Clear the error. Test the dispenser by completing several test dispenses. 5. If the error clears, put the cash dispenser in service. 6. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
119	8100, 9100, 9705, RL5000 (TDM), RT2000	**Diverter in dispense position on start of dispense or learn**	1. Inspect for jammed currency at the Diverter. Remove jammed currency. 2. Check the operation of the diverter solenoid. 3. Verify that all access panels are closed and secured. Clear the error. Test the dispenser by completing several test dispenses. 4. If the error clears, put the cash dispenser in service. 5. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
122	8100, 9100, 9705, RL5000 (TDM), RT2000	Unexpected note at exit	1. Purge the dispenser using the purge command from diagnostic menu. 2. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service. 3. If these actions have no effect on dispenser operation, replace the dispenser mechanism and/or the note cassette. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
123	8100, 9100, 9705, RL5000 (TDM), RT2000	Hardware Error	1. Purge the dispenser using the purge command from diagnostic menu. 2. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service. 3. If these actions have no effect on dispenser operation, print a dispenser status report, scan the click count history, starting at the bottom. Find the first occurrence of "116". The next entry, below 116, is the Hardware Status. Look up the definition on the Hardware Status listing. 4. If problems still persist, replace the dispenser mechanism and/or the note cassette. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
124	8100, 9100, 9705, RL5000 (TDM), RT2000	Diverter moved to exit position during reject purge	1. Inspect for a currency jam at the diverter. 2. Verify that the diverter moves freely. 3. Test the dispenser by completing several test dispenses. 4. If the error clears, put the cash dispenser in service. 5. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
125	8100, 9100, 9705, RL5000 (TDM), RT2000	Initial status check failed	1. Reset the cash dispenser. Clear the error. 2. If the error persists replace the dispensing mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
126	8100, 9100, 9705, RL5000 (TDM), RT2000	Diverter moved to reject position during dispense	Inspect for a note jam at the diverter. Verify that the diverter moves freely. Test the dispenser by completing several test dispenses. If the error clears, put the cash dispenser in service. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.
127	RT2000	Jam in Billfish	1. Inspect for a currency jam at in the extension. 2. Test the dispenser by completing several test dispenses. 3. If the error clears, put the cash dispenser in service. 4. If these actions have no effect on dispenser operation, replace the dispenser mechanism. Note: Dispenser Status (Click Counts) should be run and available before contacting Tech Support.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
128	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Error in reply from the dispenser mechanism	1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective. 3. Other components that may cause this error are the main board or the dispensing mechanism.
129	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	No response from the dispenser mechanism	1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective. 3. Other components that may cause this error are the main board or the dispensing mechanism.
130	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Command not acknowledged by the dispenser mechanism	1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective. 3. Other components that may cause this error are the main board or the dispensing mechanism.
131	9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	CTS (Clear To Send) line from the dispenser is not active	1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective. 3. Other components that may cause this error are the main board or the dispensing mechanism.
132	9100, 9110, 9610, 9615, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO	Status reports bad double detect in last dispense	1. Remove the cassette and inspect the dispenser's feed path for jammed currency and other debris in the double detect assembly. Replace the cassette. 2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser using PURGE command. Complete several Test Dispenses to verify correct operation. 3. If the problem persists, replace the dispensing mechanism.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
133	9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	+5 VDC not present on carrier detect	1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective. 3. Other components that may cause this error are the main board or the dispensing mechanism.
134	8100, 9100, 9110, 9610, 9615, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO	Exit blocked as reported by status check	1. Inspect the feed path and exit sensor for jammed currency and broken components. The exit sensor may be dirty. Clean as needed with soft brush and vacuum cleaner. 2. Reset the cash dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser with the purge command. Verify correct operation with a live transaction. 3. If the problem persists, replace the dispensing mechanism.
135	8100, 9100, 9110, 9610, 9615, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO	Feed sensor blocked as reported by status check	1. Inspect the feed path and Feed sensors for jammed currency and broken components. The feed sensors may be dirty. Clean as needed with soft brush and vacuum cleaner. 2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. Purge the dispenser with the purge command. 3. Complete several test dispenses to verify correct operation. If the problem persists, replace the dispensing mechanism.
136	8100, 9100, 9110, 9600, 9610, 9615, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO, SuperScrip	Modem initialization failed	1. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. 2. If the problem persists, remove the main board and replace modem. 3. If replacing the modem does not correct the problem, replace the main board.
138	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Printer failed while printing to the receipt printer	1. Verify that there is paper in the printer. Replenish paper as needed. Refer to Section 5 of the RL5000 Service Manual or the RL5000 Quick Reference Guide for instructions. 2. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. 3. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 4. Inspect the printer data cable for damage. Make sure it is seated at the main board and at the printer control board at CN6. 5. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged. 6. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board or the main board.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
139	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Printer controller not responding to commands	1. Verify that there is paper in the printer. Replenish paper as needed. Refer to the appropriate Service Manual or Quick Reference Guide for instructions. 2. On all models other then 96XX, Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. 3. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 4. Inspect the printer data cable for damage. Make sure it is seated at the main board and at the printer control board at CN6. 5. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged. 6. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board, or the main board. 7. On 96XX models, open the printer access latch and inspect for jams and blockage. 8. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 9. Verify all connections to the printer controller.
140	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Time-out waiting for printer to be ready	1. Verify that there is paper in the printer. Replenish paper as needed. Refer to Section 5 of the RL5000 Service Manual or the RL5000 Quick Reference Guide for instructions. 2. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. 3. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 4. Inspect the printer data cable for damage. Make sure it is seated at the main board and at the printer control board at CN6. 5. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged. 6. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board or the main board.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
141	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Paper jam reported by the controller during status check	1. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. 2. Release the printer locking screw. Open the printer support bracket and verify that there are no jams in the printer or the paper path. Verify the blue lever on the left side of the printer in the print position. 3. Inspect the cable supplying DC power from the power supply to the printer. Make sure it is connected to CN1 on the printer control board. Verify that all DC voltages applied to the printer control board are correct. If the voltages are not within tolerance, the cable or power supply may be defective. 4. Inspect the printer data cable for damage. Make sure it is seated at the main board and at the printer control board at CN6. 5. Inspect the cables connected to CN2, CN3, CN4, and CN5. Make sure they are seated at the printer control board and not damaged. 6. If the voltages are correct, and the cables are undamaged and correctly connected, causes of this error may be a defective cable, a defective printer, printer control board or the main board.
142	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Dispenser returns bad command error	1. Verify that the power supply is operating and the DC voltages being supplied to the main board and dispenser are correct. Seat connectors or replace the power supply as needed. 2. Verify that main board to electronic journal and the electronic journal to dispenser cables securely seated at both ends of the cable. The cables may be defective. 3. Other components that may cause this error are the main board or the dispensing mechanism.
143	9600, 9610, 9615, 9640, 9650, MAKO, SuperScrip	PTDF error	This error code will occur only in Cash Dispensers running ACS terminal software. A corrupt pin working key may cause this problem. Check with the processor.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
144	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	No reply from the electronic journal	1. Inspect main board to electronic journal (EJ) communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. a. When troubleshooting the 8100, 9100, RL and RT be aware that the electronic journal is built into the main board of the dispenser. b. On all 8100/9100 machines, ensure the EJ data cable is connected to the lower RJ-45 data port on the 9100 main board. The upper RJ-45 port is used for downloading software only. Note: If the EJ is connected to the load port of the 9100 main board, permanent damage may result. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged the main board or electronic journal may be defective.
145	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Error in reply from the electronic journal	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
146	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	No reply from command to electronic journal	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
147	8100, 9100, 9705, RL5000 (TDM), RT2000	Error in reply from electronic journal	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
148	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	Write to electronic journal failed	Most probable cause, the electronic journal is full. State by verify if this is associated with error code 151. If so, work to resolve error code 151. 1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
149	8100, 9100, 9705, RL5000 (TDM), RT2000	Read from electronic journal failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
150	8100, 9100, 9705, RL5000 (TDM), RT2000	**Status command to journal failed**	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly 5. If the cables are undamaged, the main board or electronic journal may be defective.
151	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	**Electronic journal full**	The electronic journal on 8-bit machines (9600, 9700, and 9100) can store as many as 2400 records. The journal on these machines should be printed on a regular basis (i.e. when completing a cassette close function.) to keep it from filling up. If the journal becomes, full the only way it can be cleared and have a copy of it records is to print to the receipt printer or download the journal to the Triton Connect host. On 32-bit machines (RL's, FT's, RT's) the electronic journal can store as many as 32,768 records, it is recommended that you do not print the journal. Instead, save the journal to an external USB storage device or download to Triton Connect. Once records have been viewed or saved, they need to be marked as audited. Audited records can then be archived to an external device or deleted. (Note: Records can be archived to the internal flash. Doing this will not clear any available memory, and will not aid in clearing Error Code 151.) Below are steps to take to clear Error code 151 on 32-bit machines: 1. View Unaudited Records. Once they are displayed on the screen, print or save them to an external device. When done chose, marked as audited. 2. Download to Triton Connect. Ensure they are marked as audited. 3. Choose Clear Journal. Once you have completed one of the above steps, the records have been marked as audited, but they are still taking up memory space. They now need to be deleted or archived to an external USB Storage device. 4. Select Archive / Delete Journal. 5. Choose archive to external USB storage device or delete. Choosing Internal Flash will not aid in clearing Error Code 151.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
152	8100, 9100, 9705, RL5000 (TDM), RT2000	Electronic journal corrupt	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
153	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Electronic journal mode	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pin out of the cable assembly 5. If the cables are undamaged, the main board or electronic journal may be defective.
154	8100, 9100, 9705, RL5000 (TDM), RT2000	Unknown electronic journal status	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly 5. If the cables are undamaged, the main board or electronic journal may be defective.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
155	8100, 9100, 9705, RL5000 (TDM), RT2000	Electronic journal modify record failure	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
156	8100, 9100, 9615, 9640, 9650, 9705, 9750, RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9840, 9850	Cassette out of service	This occurs when the last cassette has been taken out of service. Cassettes are taken out of service because of feed failures or excessive rejects. 1. Inspect cassettes. Fill if needed. If they are not empty, see corrective action for Error Code 33. 2. If excessive rejects are suspected, see corrective action for Error Code 48. 3. Place cassettes in service.
157	8100, 9100, 9705, RL5000 (TDM), RT2000	Erase command to electronic journal failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
158	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Format command to electronic journal failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
159	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Electronic journal test feature failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
160	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Electronic journal set featured failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to Appendix B for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
161	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Electronic journal clear feature failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
162	8100, 9100, 9110, 9610, 9615, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO	Electronic Journal get serial number failed	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
163	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Terminal did not answer. This is a Triton Connect error.	1. This error is not displayed at the cash dispenser. The Triton Connect Host Computer generates the error when the terminal does not respond to a telephone call from the Triton Connect Host Computer. 2. The cash dispenser may be turned OFF, the modem may be defective, or the telephone line may be shared with another device that connects to the line before the cash dispenser. Additionally, the Triton Connect feature may be disabled at the Cash Dispenser.
164	8100, 9100, 9110, 9610, 9615, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO	Terminal did not return call. Triton Connect error.	This error is not displayed at the Cash Dispenser. The Triton Connect Host Computer generates this error when a terminal does not return a call to the Triton Connect Host Computer as requested. The modem may be defective.
165	8100, 9100, 9110, 9610, 9615, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO	Electronic journal not present	1. Inspect main board to electronic journal communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 2. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 3. Inspect electronic journal to dispenser communication cable for damage. Make sure the connectors are seated securely on the main board and on the electronic journal. 4. If it is necessary to check continuity of the cable assembly, refer to the appropriate ATM Service Manual for pin out of the cable assembly. 5. If the cables are undamaged, the main board or electronic journal may be defective.
166	8100, 9100, 9110, 9600, 9610, 9615, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, MAKO, SuperScrip	Bad dispense	1. Open the Security Cabinet and inspect the cash dispenser for broken parts. Replace the dispenser if it is broken. Check for and clear any foreign matter the note path. 2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. 3. Replace the dispenser if the error persists.

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TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
167	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Reported low cash to Triton Connect	This is an indication that the cash in the cassette has gone below the threshold level set in the terminal configuration. This is a warning message that will not put the cash dispenser out of service.
168	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Software download to terminal failed	This is a Triton Connect error. Consult
182	9100, 9600, 9700, RL5000 (SDD), 9800, MAKO	Currency cassette low. Valid for SDD and GND mechanisms only.	With the low currency feature enabled, this error condition will occur before the cassette is actually empty. There should be about 1/4 inch of currency (approximately 60 bills) in the cassette when the error is detected. To clear an Error 182: 1. Reset the cash dispenser by switching the main power switch OFF for a few seconds and then switching it back ON. 2. Remove the cassette from the dispensing mechanism. 3. Press the reset error key. 4. Refill and install the cassette in the dispensing mechanism. 5. When the low currency function is disabled, the dispenser will dispense every note in the cassette then go "out of service" for an error code 33 (feed failure).
183	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Receipt printer paper is low	1. Install a new roll of paper if needed. 2. If this does not correct the problem, verify that the paper low sensor is correctly attached to the paper bracket and that the cable between the paper low paper feed assembly and the docking assembly is undamaged and securely connected at both ends. 3. The paper low sensor may be dirty and require cleaning. 4. Otherwise, the possible causes of the problem may be a defective paper low sensor, cable, docking assembly or. A temporary fix to this problem may be to set the "low receipt paper" parameter to "in service" so that the terminal software does not read the input from the low paper sensor. When this is done, the terminal will operate normally until it is completely out of paper. Then it will go "out of service"" for and error code 195 "out of paper".
185	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Telephone number not configured	Enter Management Functions and configure the telephone number.
186	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Bill Size not configured	This value is factory defaulted to $0.00. Allowable bill sizes are 5, 10, 20, 50, and 100. Enter the Management Functions and configure the bill size.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
187	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Maximum withdrawal not configured	Enter the management functions and configure the "multiple amount" parameter. The maximum withdrawal cannot exceed 50 time the denomination of the bill size in the cassette.
188	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	PIN working key not configured	Enter the management functions and configure (download) the working key.
189	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Terminal ID not configured	Enter the management functions and configure the "terminal ID" number.
190	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	PIN Master key not configured	Enter the management functions and configure the "PIN master key". Note: This error code is often caused by a SPED tamper. If you suspect SPED tamper or Error code 205, see the corrective action for Error Code 205.
192	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Communication error	1. Enter management functions and verify that all terminal parameters have been entered correctly. 2. Verify that the telephone line is operational. 3. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. 4. If the error persist, possible causes may be the modem or main board assembly.
193	8100, 9100, 9110, 9610, 9640, 9650, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9840, 9850, MAKO	Baud rate setting for electronic journal failed	1. Inspect the Electronic Journal to make sure it is the correct part number. ATMs with NMD or Mini Mech dispensers require electronic journals with part number that start with "9600" or "09600". 2. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. 3. If the Error persists, replace the Electronic Journal.
194	8100, 9100, 9615, 9640, 9650, 9750, RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9840, 9850	An Attempt to Dispense is made the Cassettes are not Locked	This is more of a status code then an error code. A dispense command was sent to the dispenser when no cassettes are locked or they are not in service. 1. If working with an 8100, print a test receipt printer, Verify that the A cassette is in service. If not, place in service using the Cassette Service menu option. Purge then test dispense. If they pass, clear the error and place the ATM in service. 2. If working with a 9100 print a test receipt printer. Verify the "Cassette

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
195	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Receipt printer out of paper	1. Replenish the paper. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. 2. Make sure that the ribbon cable from the docking station to the low paper sensor assembly is fastened at both ends of the cable and the orientation of the cable is correct. 3. If the error persists, possible causes of the problem may be the low paper sensor assembly, the docking station, the main board, or cables.
196	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	Card reader error	1. Inspect the card reader assembly. Make sure that there is no foreign material in the card slot. 2. Clean the card reader assembly with a cleaning card. 3. Make sure the ribbon cable from the docking station to the card reader is fastened at both ends of the cable and the orientation of the cable is correct. 4. If the error persists, replace the card reader.
197	MAKO	Dispenser detect blocked stacker during dispense	This error indicates that the bills are not moving the notes through the dispenser fast enough. This is most often caused by slipping stacker pulleys. 1. Inspect the cassette and feed path for currency that is stuck together or jammed. 2. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do several test dispense operations. 3. Next try a live dispense (note, you can not fully test this dispenser for this error without doing live dispenses). If the error returns, inspect the stacker pulleys to ensure they are not slipping. 4. If the problems persist, consider replacing the dispenser.
198	MAKO	Dispenser did not detect note going to stacker	This error is usually associated with an empty note cassette or currency that is in "unfit" condition. 1. Refill the cassette as needed. 2. Inspect the cassette and feed path for currency that is stuck together or jammed. 3. If no jam is located, remove the first note from the cassette. Purge the dispenser. Do several test dispense operations. 4. If the test dispenses are completed normally, and the return code are correct, clear all errors and place the cash dispenser in operation. 5. If the currency is in "fit" condition and the error persists, consider replacing the cassette or the dispenser.
199	MAKO	Dispense width errors	This status appears when the count at the exit can not be guaranteed. 1. A mechanical error has occurred. It may be necessary to replace the dispenser.
200	MAKO	Dispenser fed extra note into stacker	This status appears when the count at the exit can not be guaranteed. 1. A mechanical error has occurred. It may be necessary to replace the dispenser.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
201	MAKO	Dispenser detected more than six errors in a dispense	This status is generated when there are 6 rejects during the current dispense. It is usually caused by attempting to dispense currency that is unacceptable or currency that has not been properly prepared. 1. Inspect the currency for excessive wear. Remove any unacceptable currency from the cassette. 2. Inspect the feed path for jammed currency. Remove any jammed currency. 3. Clear all error and purge the dispenser using the purge command. 4. Test the dispenser by completing several test dispenses with the test dispense command. If the error clears, put the cash dispenser back in service. If these actions have no effect, replace the dispensing mechanism.
202	9800, 9840, 9850, MAKO	Dispenser busy	This status is generated when both the stacker and exit sensor are both blocked. 1. Inspect the feed path for jammed currency. Remove any jammed currency. 3. Clear all error and purge the dispenser using the purge command. 4. Test the dispenser by completing several test dispenses with the test dispense command If the error clears put the cash dispenser back in service. If these
203	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	SPED keypad is not replying to main board	Status valid only for units with SPED keypad device installed. 1. Make sure the battery is seated secure in the battery holder. 2. Make sure the tamper screw is secure to the SPED Module. Reset the Cash Dispenser by turning OFF the AC power switch for a few seconds and switching it back ON. Clear the error. 3. If the error persists, replace the SPED keypad module.
204	9800, 9840, 9850, MAKO	Number of bills dispensed not equal to bills requested	
205	8100, 9100, 9110, 9640, 9650, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	SPED keypad reported tamper condition	Status valid only for units with SPED keypad device installed. Make sure the battery is seated secure in the battery holder. Make sure the tamper screw is secure to the SPED module. Reset the cash dispenser and clear the error. If the error persists, replace the SPED keypad module.
206	8100, 9100, 9110, 9640, 9650, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO, SuperScrip	SPED keypad could not perform a successful command within SPED_MAX_ATTEMPTS tries	Status valid only for units with SPED keypad device installed. Reset the cash dispenser and clear the error. If error persists, replace the SPED keypad module.
207	8100, 9100, 9110, 9640, 9650, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800	SPED not detected	This Error/Status Code is valid for units with SPED keypad device installed. 1. Check the cable and connections from J7A on the docking station to the SPED board.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
208	9800, 9840, 9850, MAKO	Dispenser did not reply after dispense command	
209	9640, 9650, 9840, 9850	Check number of notes delivered command failed	
210	8100, 9100, 9110, 9640, 9650, 9700, 9710, 9705, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850, MAKO	Dispenser type unknown	See Error Code 130
211	9800, 9840, 9850, MAKO	Reply from dispenser invalid	
212	SuperScrip	Wrong SPED for Super Scrip	
231	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader Error (Smart Card)	
233	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Smart Card Reader not installed	
236	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Failed to make connection to TCP/IP host	Outgoing TCP/IP communications are not successful. The main board does not see any activity on TCP-IP. 1. If you are not using TCP-IP / Ethernet for transactions or Triton Connect, ensure you do not have TCP-IP selected for any option in processors, communications or Triton Connect. 2. Verify the quality of your incoming TCP-IP connection and your TCP-IP configuration. Make sure all ports on your gateway (connecting router) are open for bidirectional comms. 3. Suspect the main board, the TCP-IP connection device (Quad Port Board in 96XX, Docking board on RL, FT or RT) or the TCP-IP equipment.
237	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	TCP/IP device failed	Out going commutations seems to be successful, but there is not returning communications. 1. Start by verify your communications settings and external TCP-IP equipment. 2. Verify the quality of your incoming TCP-IP connection and your TCP-IP configuration, (i.e. gateway IP address, ports, etc.).

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
238	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000 RT2000, 9800, 9840, 9850, MAKO	Dispenser Compromise	A reset has occurred in the middle of a dispense. 1. This can be confirmed by referencing the electronic journal. Look for a reset entry directly after an incomplete transaction. 2. If resets are suspected, determine what could have caused the main board to reset. Suspect the ATM power supply, incoming power, the dispenser software or the main board / CPU.
239	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	SPED serial number change	The serial number stored in the software does not match the serial number of the VEPP. 1. Either the VEPP was changed or the software was reloaded, such as when you do a VEPP upgrade, or if the VEPP was changed. 2. Can only be cleared in Diagnostics>Keypad>Clear Tamper. On an 8 bit machine, such as 9100 or 9600, choose Diagnostics>More>More Keypad>Clear Tamper.
240	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	SPED Self Test Error	The SPED has returned an error during self test. 1. Reset the error. If error fails to reset, or the error reoccurs in a short amount of time, consider replacing the SPED.
241	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	SPED Warning: Self Test error	See Error Code 240
300	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Successful Command	The NMD dispenser sends this status code when a command has been successfully executed. This status code will appear in the electronic journal as code 300 indicating the successful completion of a transaction. When performing a "purge" or "test dispense" operation the return code will be "0" in the first digit returned by
301	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Low level in cassette	This error code is returned by the dispenser when the number of notes in one or more of the cassettes is below a preset level, indicating the low level sensor in the note cassette has been activated. This occurs when the currency in any cassette reaches a thickness of approximately 25-35 mm. This is a warning message. It
302	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Empty cassette	This error code is generated when a cassette is empty or when it attempts to dispense and fails to pick. With Note Feeder 100 and 101 there is an empty sensor that check for notes in the cassettes with an optical sensor. Note Feeder 200 does not have this sensor Either version of Note Feeder will report this error if there is
303	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Lifts are down	This error code is generated when a cassette is not open (locked) and any command other than open cassettes, reset, and close cassettes are sent to the system. It is feasible that this error code could be generated even if the lifts are in the up position This will occur if the machine is switched off and on during
304	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Rejected notes	This error code indicates that notes were rejected during the transaction or test dispense operation. This is a warning message there is no action required.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
305	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Diverter failure	This error code indicates that the system has recognized a document intended for the reject vault has reached the note transport sensor. The most probable cause is either mechanical or electrical failure of the note diverter in the note transport module This error will place the cash dispenser "out of service" 1. Inspect the
306	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Failure to feed	There are several possible reason for this error code being generated. One cause is that the note feeder fails to feed notes. Another cause is that there are to many single rejected notes in the transactions. 1. Check the condition of the currency to ensure is fit for dispensing.
307	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Transmission Error	This error code occurs when the message received by the dispenser is incorrect. The reason that the error code is generated is the detection of an This error code occurs when the message received by the dispenser is incorrect. The reason that the error code is generated is the detection of an incorrect LRC character or a
308	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Illegal command or command sequence	This error occurs when the logical sequence of the commands sent to the dispenser is not the one expected by the system. Examples of this are two move commands sent one after another or a deliver command that is sent without a previous move command.
309	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Jam in Note Qualifier	This error code is generated when the note transport sensor does not detect a note that was detected by the note qualifier. This may be due to jammed documents in the transport path between the note qualifier and the note diverter. This error code will place the cash dispenser "out of service".
310	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Cassette not properly installed	This error code occurs when documents are requested from a cassette that is not present or is not open. This error code will place the cash dispenser in an "out of service" condition. 1. Verify the physical presence of each cassette If present "unlock" and remove.
312	9640, FT5000, 9840	No notes retracted	This error code appears after the retract command is issued. This is a warning code only no action is required.
313	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Cassette hopper map invalid	This error code occurs when one cassette has no cassette ID, or it has an ID that is incompatible with this cash dispenser. 1. Using inject cassette ID, send a new cassette ID to any cassette that is suspected until you have verified the ID of all cassettes.
315	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Reject vault not properly installed	This error code is generated when the reject vault is not present or not properly installed. Attempting to operate the cash dispenser without the reject vault will normally cause it to go to an "out of service" condition. 1. Make sure the reject vault is installed correctly.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
316	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Delivery failure	This error code is generated by the system when the bundle carrier unit fails to move the note from the home position to the delivery throat. 1. Inspect the transport path for damage. 2. Inspect the bundle carriage unit for proper alignment in the transport path.
317	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Reject failure	A reject command/movement failed. This may be a single or bundle reject failure. The bundle carriage unit failed to move from the home position to the reject position, back to the home position. 1. Inspect the note diverter for single reject failures.
318	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Too many notes requested	This error code occurs while running the dispenser on the NMD test software and when too many notes are requested during a dispense command. The maximum number of notes that can be dispensed from the dispenser during a transaction is defaulted to fifty Retry the test operation and request fifty or fewer notes.
319	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Jam in note transport	This error code is generated when a document from a note feeder fails to reach the note qualifier with in a specified time. This failure may be caused by a blockage in the transport path between the note feeder and the note qualifier, or if a document passes through the note qualifier unseen This error code will cause the cash
320	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Reject cassette almost full	This error code is generated when the number of reject events exceeds 37 events. Error code 320 will not put the cash dispenser "out of service". It is not displayed directly to the operator or customer. The error code will be sent to the Triton Connect host if Triton Connect feature is enabled It will also be stored as part of
321	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Cassette data corrupted	This error code is generated when there is a checksum error in data stored in the note cassette. 1. Program the cassette by injecting a new cassette ID into the cassette. If injecting a new cassette ID into the cassette does not correct the problem replace
322	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Main motor failure	Error code 322 is generated when the main motor fails to reach normal speed with in a specified time, or if there are several pulses missing from the transport clock wheel (timing wheel) in one transaction. This error code causes an "Out of Service" condition
325	9640, 9650, 9750, RL5000 (NMD),	Note qualifier	Error code 325 is generated when the double detect sensors in the note qualifier can not be calibrated, or when the gain value cannot be adjusted when learning a new documents. 1. Verify that the cable that connects the double detect module to the CMC module.
326	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Note feed sensor failure	This error code is generated when there is a sensor error in one or more of the note feeders or when there is a document jammed in the note feeder exit sensor. 1. Make sure there are no documents jammed at any of note feeder exit sensors. 2. Check the calibration value for the pressure empty and exit sensors If any.

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
327	9640, RL5000 (NMD), FT5000, 9840	Shutter failure	This error code is generated if the system fails to operate the shutter when required. 1. Reset the system. If the response to the reset command indicates successful execution, operation and be resumed. 2. If the problem persists, it may be necessary to replace the external shutter assembly, the shutter sensor board (if present), shutter cable, or the CMC module.
329	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Notes in delivery throat	An attempt to feed or dispense documents has been made when there is a note in the note transport throat. 1. Remove any documents blocking the throat opening. Make sure the diverter is not jammed Inspect the note transport for damage and verify that all connectors
330	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Communication timeout	This error is reported when the transmission of each one of the characters in the command string is not completed within the time restriction imposed by the electrical interface. 1. Inspect all cables for damage Verify that the both ends of each cable are
332	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Cassettes may have been changed	This error code is generated when a movement command is sent before read cassette ID command after the cassettes, including the reject vault are removed. This is error code will set an "out of service" condition. 1. Verify that each cassette is placed in a feed channel and the cassettes are
333	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Reject vault full	This error code is produced when the single reject event counter exceeds 50 reject events or the bundle reject event counter exceeds 250 notes. This error code will cause an "out of service" condition. 1. Remove all documents from the reject vault To clear the error code the reject.
339	9650, 9750, RL5000 (NMD), 9850	Error in throat	This error code is reported by the dispensing mechanism when a document is jammed in the throat sensor during a live dispenses or when a reset is performed. 1. Make sure all cables between the note transport and the other units are undamaged and securely seated at their termination point.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
343	8100, 9100, 9640, 9650, 9705, 9750, RL5000 (TDM), RL5000 (NMD), FT5000, 9840, 9850	Sensor error or sensor covered	With an NMD, this error is produced when a sensor in note transport module is not working correctly during an internal self-test preceding the movement commands. 1. Inspect all cables for damage. Make sure that all cables are securely fastened to their termination points. 2. Open the access panels on the note transport and remove any documents that may be in the transport path. Access the error code command to determine if any sensors in the reject channel are dirty of defective. Clean the dirty sensor, or replace the note transport as needed. 3. Restart the cash dispenser. Reset the error. Perform a live transaction. If the cash dispenser operates normally put it in service. 4. If the problem persists, replace the note transport module. With a TDM dispenser, this error is produced when a Width Sensor can not be calibrated. 1. Run a dispenser status report (Click Counts) and reference the Width Sensor X Voltage Y (Note X= sensor 0 1 or 2 in "Y"s feed channel Y = the feed channel.
348	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Dispenser internal error	This error code is reported when an internal error occurs in the dispenser. The most likely cause is internal communication problems within the dispenser. 1. Inspect all cables for possible damage. Ensure that each cable is securely fastened to its termination point.
349	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Cassette lock faulty	This error code is generated when the LIFTS UP command fails to open a note cassette to the operating position. 1. Verify that the currency is properly installed in the cassette. If necessary, reload the currency in the cassette.
350	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Jam in note stacker	This status may be generated: A) When a note is jammed in the note stacker. B) When the note stacker is not turning. C) Or when the bundle carriage unit cannot move.
351	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Module needs service	This error code is generated by the dispensing mechanism when the calibration value for at least one of the sensors in any of the note feeders has exceeded the upper limits of its calibration range. 1. Use the diagnostic functions or NMD test software to determine if a note feeder
353	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	No message to resend	This error code may indicate a power loss/firmware restart has occurred at the dispenser controller and no information could be retrieved. 1. Restart the cash dispenser. Reset the error. Perform several test dispenses. 2. If the cash dispenser operates normally while performing a test dispense put it

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
356	9640, 9650, 9750, RL5000 (NMD), FT5000, 9840, 9850	Error in note transport	This error code will be generated when the following conditions occur: A) When the note is stuck in the note transport sensor. B) When the note is stuck in between the note transport sensor and the throat. 1. Inspect the note transport sensor for blockage. If the sensor is blocked
357	RL5000 (NMD), FT5000, 9840, 9850	Dispenser data size error	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
358	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device read error	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
359	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device record error	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
360	RL5000 (NMD), FT5000, 9840, 9850	Dispenser invalid return ID	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
361	RL5000 (NMD), FT5000, 9840, 9850	Dispenser sequence error	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
362	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device write error	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
363	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device not found	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
364	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device offline	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
365	RL5000 (NMD), FT5000, 9840, 9850	Dispenser BCC error	Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
366	RL5000 (NMD), FT5000, 9840, 9850	Dispenser cassettes disabled	Access management functions and enable cassettes. Make sure that the cassettes are physically removes and inserted into each bin before clearing the error.
367	RL5000 (NMD), FT5000, 9840, 9850	Dispenser communication error	Check the dispenser data and power cable connections. Restart the operating system. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
368	RL5000 (NMD), FT5000, 9840, 9850	Dispenser cannot dispense the request	Requested amount may exceed the dispensers one time limit. Enter a smaller value. If error persists, it may be necessary to replace the dispenser mechanism.
369	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device reset	Check data and power connections to the dispenser device. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
370	RL5000 (SDD), 9800	Dispenser - SDD EOT error	Check data and power connections to the dispenser device. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
371	RL5000 (SDD), 9800	Dispenser SDD com error header-trailer	Check data and power connections to the dispenser device. Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
372	RL5000 (NMD), FT5000, 9840, 9850	Dispenser item value error	Clear terminal error code and retry previous request. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
373	RL5000 (NMD), FT5000, 9840, 9850	Dispenser machine not opened	Access the management functions menu and lock all cassettes. Verify that all cassettes used are in service.
374	RL5000 (NMD), FT5000, 9840, 9850	Dispenser rejected check	Clear terminal error code. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
375	RL5000 (NMD), FT5000, 9840, 9850	Dispenser invalid request	Clear terminal error code and retry previous request. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
376	RL5000 (NMD), FT5000, 9840, 9850	Dispenser multiple device error	Restart operating system. Clear terminal error code and retry previous request. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
377	RL5000 (NMD), FT5000, 9840, 9850	Dispenser device error	Restart operating system. Clear terminal error code and retry previous request. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
379	RL5000 (NMD), FT5000, 9840, 9850	Dispenser unknown error code	Restart operating system. Clear terminal error code and retry previous request. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.
380	RL5000 (NMD), FT5000, 9840, 9850	Dispenser setup incomplete	Check and verify that all dispenser configuration have been entered into the terminal parameters.
381	RL5000 (NMD), FT5000, 9840, 9850	Dispenser cassette invalid	See error code 321

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
382	8100, 9100, 9640, 9650, 9750, RL5000 (TDM), RL5000 (NMD), FT5000, 9840, 9850	Dispenser cassettes disabled (ALL)	The error indicates that all cassettes were taken out of service. Cassettes are take out of service for two reasons:A) Feed failure or empty. See Error Code 101, 302 or 306B) Excessive rejects. See Error Code 481. Once the cause has been resolved, place desired cassettes into service and reset the error.
383	RL5000 (NMD), FT5000, 9840, 9850	Dispense cassettes low (ALL)	All cassettes have reached low cash level. Reload cassettes. Clear terminal error code.
384	RL5000 (NMD), FT5000, 9840, 9850	Dispenser cassettes empty (ALL)	All cassettes report no notes. Replenish cassettes. Clear terminal error code.
385	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline, no reject vault and no hoppers	Verify that the dispenser mechanism has data and power cable connected. Verify power is applied to the dispenser.
386	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline - no hoppers	The hoppers are not detected. Check the computer area network connectors in the dispenser. Restart operating system. Clear terminal error code. If error persists, replace the dispenser mechanism.
387	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline - error-validating configuration	Dispenser failed to identify the dispenser type installed. 1. Verify all connectors to the dispenser mechanism. 2. Restart operating system. Clear terminal error code. 3. If error persists, replace the dispenser mechanism or the CMC of an NMD dispenser.
388	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline - NMD require Reject Vault and at least one cassette	Verify that the Reject Vault and one cassette are present in the dispenser mechanism. Clear terminal error code. If error persists, replace the dispenser mechanism.
389	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline. Detected offline error check op state	Restart the operating system. Verify the error code lights on the dispenser are operating in proper sequence. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.
390	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline - storing configuration	Restart the operating system. Verify the error code lights on the dispenser are operating in proper sequence. Use the NMD test software (available to Triton Certified Service Technicians) and verify the operational error code of the dispenser.
391	RL5000 (NMD), FT5000, 9840, 9850	Dispenser sensor failure 2	Access the management function diagnostics menus to verify the operational error code of dispenser mechanism sensors. Clean sensors as needed. Replace dispenser components or dispenser if the error persists.
392	RL5000 (NMD), FT5000, 9840, 9850	Error in last dispense	Check operational error code of dispenser. This problem may be resolved by replacing the CMC board or by replacing the dispenser mechanism.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
393	RL5000 (NMD), FT5000, 9840, 9850	Error in double detect 2	
394	RL5000 (NMD), FT5000, 9840, 9850	Purge failed upon power-up	
395	RL5000 (NMD), FT5000, 9840, 9850	Multiple cassette of the same type	NMD dispenser allows for only one of each cassette ID to be installed. Verify each cassette ID. Replace cassette or Inject New Cassette ID.
396	RL5000 (NMD), FT5000, 9840, 9850	Dispenser offline – found no reject bin	
500	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED Read Error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
501	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED invalid return record	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
502	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED read type error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
503	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED invalid command	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
504	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED invalid return ID	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
505	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device busy	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
506	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED invalid request	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
507	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED sequence error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
508	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED LRC error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
509	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED no data	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
510	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED invalid message ID	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
511	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED Data overflow	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
512	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device idle	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
513	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device offline	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
514	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device bit stuck	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
515	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device attention stuck	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
516	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device no attention	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
517	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device timeout	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
518	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED command sequence error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
519	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED invalid command data	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
520	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED device reset	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
521	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED clear key	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
522	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ error	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
523	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ data size error	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
524	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ bad command	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
525	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ invalid ID	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
526	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ device busy	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
527	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ invalid request	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
528	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ sequence error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
529	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ device offline	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
530	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ EXT error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
531	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ SOH error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
532	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ STX error	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
533	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ BCC error	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
534	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	EJ device reset	Restart operating system. If the problem persists, it may be necessary to replace the ATM main board assembly on Xscale systems, or the PC assembly or hard drive on the xp or 9800 systems.
535	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader- Data size error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
536	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader- Device read error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
537	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Invalid Record	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
538	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Reader type error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
539	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Invalid track	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
540	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Invalid message	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
541	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Com error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
542	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Device busy	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
543	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Sequence error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
544	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Invalid request	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
545	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - LRC error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
546	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - No data	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
547	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Start sentinel not found	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.

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ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
548	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - End sentinel not found	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
549	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Parity error	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
550	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Card not removed	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
551	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Card removed too slow	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
552	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Device received invalid request	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
553	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - Device offline	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
554	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - device reset	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
555	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card Reader - System timeout	Inspect card reader cabling. Inspect card reader for foreign objects. Clean the card reader with an approved cleaning device. Clear the terminal error code. Reboot the ATM. If error persists, replace the card reader.
556	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	System timeout	An operating system timeout has occurred. Check operation of the power supply. Restart ATM. Clear the error. If error persists, it may be necessary to reload the operating system software or replace the ATM main board assembly.
557	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	System device reset	An operating system timeout has occurred. Check operation of the power supply. Restart ATM. Clear the error. If error persists, it may be necessary to reload the operating system software or replace the ATM main board assembly.

![Empire ATM Group logo]

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
558	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	System sync error	An operating system timeout has occurred. Check operation of the power supply. Restart ATM. Clear the error. If error persists, it may be necessary to reload the operating system software or replace the ATM main board assembly.
559	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	System error	An operating system timeout has occurred. Check operation of the power supply. Restart ATM. Clear the error. If error persists, it may be necessary to reload the operating system software or replace the ATM main board assembly.
560	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Unknown device error	An operating system timeout has occurred. Check operation of the power supply. Restart ATM. Clear the error. If error persists, it may be necessary to reload the operating system software or replace the ATM main board assembly.
562	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED error	Inspect cable from Main Board assembly to the SPED module for damage. Make sure that cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
563	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Low Memory	
564	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Unable to access external memory device	
565	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Cabinet door open	Close the control panel door. Reset error code. If error persists, verify the operation of cabinet door switch. Replace as needed.
566	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Vault door open	Close vault door. Reset error code. If error persists, check the operation of the vault door switch. Replace as needed.
567	RL5000 (SDD), RL5000 (NMD), FT5000, 9800, 9840, 9850	Security module not found	See Error Code 568
568	RL5000 (SDD), RL5000 (NMD), FT5000, 9800, 9840, 9850	Security module com failed	This error indicates that the communications from the security module to the main board is not operational. 1. Inspect cable from security module to the docking board for damage. Make sure that the cable is connected at both ends. 2. Restart ATM. Clear the error. If error persists, suspect the security module, cable from the security module to the docking board, the docking board and the main board.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
569	RL5000 (SDD), RL5000 (NMD), FT5000, 9800, 9840, 9850	Security module attached dev com failed	This error indicates that the communications from the security module to the dispenser is not operational. 1. Inspect cable from security module to the dispenser for damage. Make sure that the cable is connected at both ends. 2. Inspect the dispenser (Follow steps for Error Code 130). 3. Restart ATM. Clear the error. If error persists, suspect the security module, cable from the security module to the dispenser, the dispenser, power to the dispenser.
570	RL5000 (SDD), RL5000 (NMD), FT5000, 9800, 9840, 9850	Security module dev port setup	Inspect cable from main board assembly to the security module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, replace the security module.
571	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Invalid default transaction	TBD
572	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED key from pad cmd aborted by user	Inspect cable from docking board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, it may be necessary to replace the main board, the docking board, the SPED module or related cabling.
573	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED keys from pad cmd verify failed	Inspect cable from docking board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Restart ATM. Clear the error. If error persists, it may be necessary to replace the main board, the docking board, the SPED module or related cabling.
574	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SNA comms error	TBD
575	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Timeout waiting to send command to dispenser	Inspect the serial communication cables from the main board assembly to the dispenser for damage. Make sure that each end of the cable is connected securely. Replace the cable if it appear damaged. Check the power supply for the proper DC operating voltages and that they are applied to the dispenser mechanism. Possible defective components include main board assembly, the docking board, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.
576	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Timeout waiting to receive response from dispenser	Inspect the serial communication cables from the main board assembly to the dispenser for damage. Make sure that each end of the cable is connected securely. Replace the cable if it appear damaged. Check the power supply for the proper DC operating voltages and that they are applied to the dispenser mechanism. Possible defective components include main board assembly, the docking board, the serial communications cables, the DC power cables, the power supply, and the dispenser mechanism.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
577	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card reader disabled	Inspect card reader cable. Inspect the card reader for foreign objects. Replace the cable or clean the card reader as needed. Clear the error. Restart the ATM. If the error persists, replace the card reader.
578	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	Card reader present timeout	Inspect card reader cable. Inspect the card reader for foreign objects. Replace the cable or clean the card reader as needed. Clear the error. Restart the ATM. If the error persists, replace the card reader.
579	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Enable keypad command failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
580	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Enable keypad command failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
581	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Enable key from pad module failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
582	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Disable key from pad module	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
583	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Enable PIN entry mode failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
584	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Disable PIN entry mode failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
585	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Enable JETCO PIN entry mode failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
586	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED - Enable JETCO PIN entry mode failed	Inspect cable from docking assembly to the SPED Module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
588	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR PRESENTER OFFLINE	Verify that a cable from the docking board to the presenter controller board is securely connected at both ends. If the cable appears undamaged, and it is securely connected at the docking board and the presenter controller board, replace the presenter assembly. If replacing the presenter does not clear the error, other possible causes of this problem may be the main board assembly or the docking board.
589	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR PRESENTER MOTOR STALLED	Inspect the gears assembly on the presenter for possible damage. Replace the presenter if gear damage is apparent. Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris.
590	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR PRESENTER EXIT JAM	Open printer and inspect the presenter paper path for jammed paper. Remove any jammed paper or other debris. Restart the cash dispenser. If the error persist, replace the presenter module.
591	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR PRESENTER PAPER NOT DETECTED	Open the printer and verify that the paper is not jamming in the printer between the printer output and the input to the cutter. Clear all debris from the printer path. Restart the ATM. If the paper continues to jam, it may be necessary to replace the cutter or printer. If replacing the printer of cutter does not clear the error replace the presenter module.
592	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED DEVICE REPORTED FAILED	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
593	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED IN USE	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
594	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED DEVICE REPORTED COMM ERROR	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
595	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED RETURN INVALID AMOUNT OF DATA	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
596	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED INVALID SPED TYPE	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
597	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED INVALID SPED COMMS PROTOCOL	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
598	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED INVALID DEVICE CLASS	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
599	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED UNRECOGNIZED COMMAND	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
600	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED BLOCK DOES NOT EXIST	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
601	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED INVALID ENCRYPT MODE	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
602	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED UNSUPPORTED CLEAR OPTION	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
603	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED TAMPER PRESENT	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
604	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED INVALID KEY INDEX	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
605	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED PARENT KEY NOT LOADED	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
606	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED WRONG DATA LENGTH	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
607	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED REPORTED PIN RETRY TOO SOON	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
608	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED SELFTEST CRC FAILED	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
609	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED SELFTEST CRYPTOGRAPHIC ERROR	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
610	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED SELFTEST BATTERY LOW STATUS	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
611	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED SELFTEST SERIAL NUMBER ERROR	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
612	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED TAMPER STATUS COLD	Verify all SPED connections. Restart the operating system. Clear any errors conditions. Inspect the battery for a voltage reading of greater than 2.8 VDC. Replace SPED battery is below 2.8 VDC. Replace SPED module if error persists.
613	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED TAMPER STATUS FRONT	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
614	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED TAMPER STATUS BACK	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
615	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED TAMPER STATUS GRID	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
616	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED TAMPER STATUS VOLTAGE	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.

TRITON ERROR CODES

ERROR CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
617	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	ERR SPED SERIAL NUMBER CHANGE	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
618	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	SPED serial number change	Inspect cable from main board assembly to the SPED module for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If error persists, replace the SPED module.
619	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	NMD 100 shutter failed after reset	Inspect cable from Dispenser CMC assembly to the Shutter Assembly for damage. Make sure that the cable is connected at both ends. Verify that the DC operating voltages are correct. Restart ATM. Clear the error. If the Error persists consider replacing the cable between the Dispenser CMC Board and The Shutter Assembly, the Shutter Assembly PCB, the Shutter Assembly or the Dispenser CMC Assembly.
620	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000, 9800, 9840, 9850	NMD 100 shutter OK after reset	TBD

MODEM COMMUNICATION STATUS CODES

STATUS CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
1	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	Time-out	Possible Cause: 1. Request has been sent. Time-out waiting for response or carrier was dropped. No characters were received. Time-out is typically 60 seconds. 2. Request has been sent. Time-out waiting for response or carrier was dropped. At least one character was received (ETX was never received). Time-out is typically 60 seconds. 3. EOT was received as first character after sending a NAK due to a bad response message.Result:No money is dispensed, screen and receipt display system unavailable.
3	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	BCD NO-ANSWER	Possible Cause: Possible may be a processor or telephone hardware problem. Results: No money is dispensed, screen and receipt display system unavailable.
4	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	ERROR IN MODEM DATA	Possible Cause: Unexpected data received from processor in response to message. Results: No money is dispensed, screen and receipt display system unavailable. Can be a symptom of a bad modem or a modem not properly seated.

MODEM COMMUNICATION STATUS CODES

STATUS CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
5	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	Connect 1200 Baud then lost carrier or connection. Host hung up.	Possible Cause: 1. Telephone line is not dedicated. (ATM is being used with another devices connected to the line. 2. Telephone line is noisy and in general has poor quality characteristics. 3. Baud rate set to high for telephone line conditions. Change baud rate settings. 4. Modem may be defective. Results: No money is dispensed, screen and receipt display system unavailable.
6	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	BGD NO DIAL TONE	Possible Cause: 1. Used up all radial attempts and got No Dial Tone for each attempt. 2. Check local telephone line for proper operation. 3. Telephone hardware problems. Results: No money is dispensed, screen and receipt display system unavailable.
7	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	BGD – Busy	Possible Cause: 1. Dialed out, reached a busy signal. 2. If problem persist, verify the phone number, try calling the number with a hand set to verify, work with the processor to rectify.
10	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	BGD – Logon	
11	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	No connect	Possible Cause: 1. Used up all radial attempt and got Busy Signal for each attempt or No Dial Tone for each attempt. 2. Got connected and never received ENQ within time-out period (14 Seconds). Results: No money is dispensed, screen and receipt display system unavailable.
13	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	BGD DONE GOOD	Possible Cause: Communication was normal, but response header does not match request. Results: No money is dispensed, screen and receipt display system unavailable.
14	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	BGD DONE BAD	Possible Cause: 1. EOT was received as first character after the first request message was sent. 2. If EOT is received on subsequent attempts, then Error Code 1 is reported. Results: No money is dispensed, screen and receipt display system unavailable.

MODEM COMMUNICATION STATUS CODES

STATUS CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
15	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	Timeout waiting for End of Transmission EOT	Possible Cause: 1. EOT from processor was not received within time out period. 2. Carrier was not lost, but no EOT was received before the time-out period expired. Results: No money is dispensed, screen and receipt display system unavailable.
16	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	Communication problem	
17	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	NO EOT	Possible Cause: 1. EOT from processor was not received within time out period. 2. Carrier was lost before receiving EOT. Results: No money is dispensed, screen and receipt display system unavailable.
18	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	OVERFLOW	Possible Cause: Received more characters, than expected after request causing modem buffer overflow. Results: No money is dispensed, screen and receipt display system unavailable.
48	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	NO ANSWER	Possible Cause: 1. Modem response was good, but operation was not performed. 2. This is normally an internal terminal problem. Results: No money is dispensed, screen and receipt display system unavailable.
65	8100, 9100, 9110, 9600, 9610, 9615, 9640, 9650, 9700, 9710, 9705, 9750, MAKO, SuperScrip	Processor not communicating with the modem correctly	Possible Cause: This is normally a terminal problem. The modem or the main board may cause the problem. Results: No money is dispensed, screen and receipt display system unavailable.
100	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	Time-Out - Request has been sent, time-out waiting for response	Possible Cause: 1. Request has been sent. Time-out waiting for response or carrier was dropped. No characters were received. Time-out is typically 60 seconds. 2. Request has been sent. Time-out waiting for response or carrier was dropped. At least one character was received (ETX was never received). Time-out is typically 60 seconds. 3. EOT was received as first character after sending a NAK due to a bad response.
101	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	No-Connect	Possible Cause: 1. Used up all radial attempt and got Busy Signal for each attempt or No Dial Tone for each attempt. 2. Got connected and never received ENQ within time-out period (14 Seconds). Results: No money is dispensed, screen and receipt display system unavailable.

MODEM COMMUNICATION STATUS CODES

STATUS CODE	MODEL SERIES	DESCRIPTION	RESOLUTION
103	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	No-Answer	Possible Cause: Possible may be a processor or telephone hardware problem. Results: No money is dispensed, screen and receipt display system unavailable.
105	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	No EOT	Possible Cause: 1. EOT from processor was not received within time out period. 2. Carrier was lost before receiving EOT. Results: No money is dispensed, screen and receipt display system unavailable.
107	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	User Cancelled Transaction	The Customer has terminated the transaction prior to the approval command being sent. This is a notification, not an error.
108	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	No response	Request was sent but no response received after the specified time (60 seconds). See 100
109	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	No ENQ	Negotiation with host was complete, but no ENQ was received. (Dial-up protocol only).
110	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	Invalid response	Request was sent but invalid data was received while waiting for the beginning of a response (STX).
112	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	Invalid LRC	The LRC received in response was not valid. Possible Cause: There is an error with the Terminal ID or Comm Header. 1. Verify the Terminal ID and Comm Header with the processor. 2. Bring up the section for entering the Terminal ID and Comm Header, hit clear, then re-enter the Terminal ID and Comm Header.
113	RL5000 (SDD), RL5000 (TDM), RL5000 (NMD), FT5000, RT2000	Response format error	A response was received, the LRC was validated, but an error in the response format was found. Possible Cause: The processor is send data not correct for the modem ATM. 1. Verify the terminal type with the processor. 2. Verify the terminal configuration with the processor.