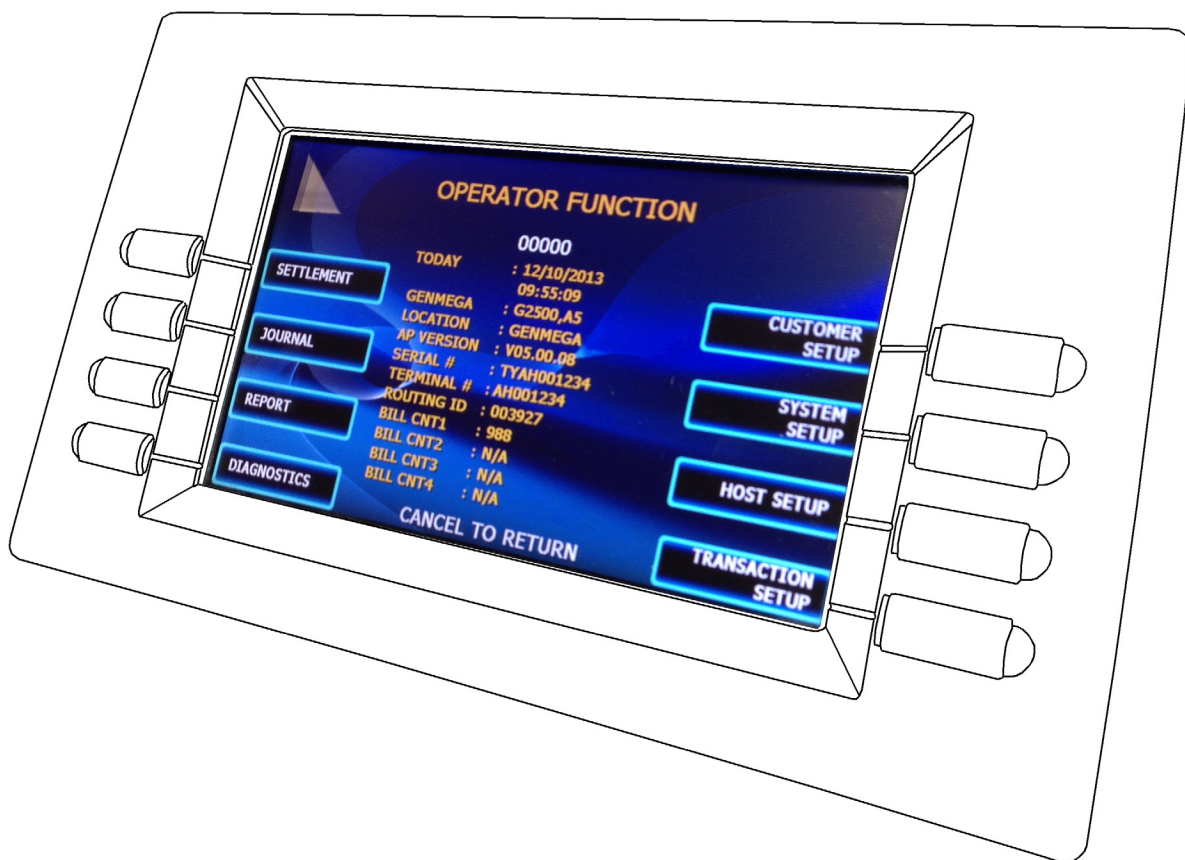# GENMEGA

ATM Owner

Quick Reference Guide

Welcome to your Genmega ATM

The purpose of this guide is to cover basic ATM operation and cash loading procedures on your Genmega ATM.

There is also a detailed ATM Software Manual available to you which will outline all menu functions and options. Use this link to download:

http://ftp.genmega.com/Manuals/GenmegaAPManual.pdf

OPERATOR FUNCTION MENU

ACCESSING THE OPERATOR FUNCTION MENU

To access the Operator Menu, press these keys on the ATM keypad in order:
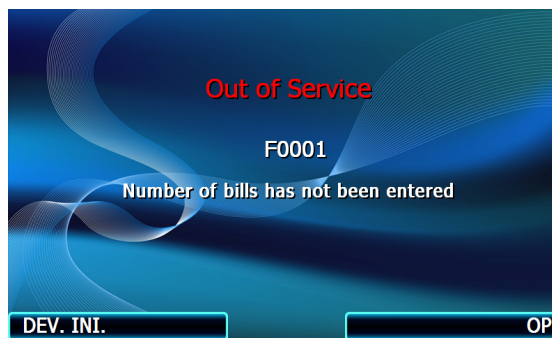
From a 'Welcome Screen' as shown:

[ENTER] – [CLEAR] – [CANCEL]

[1] – [2] – [3].

Do not hold down the keys at the same time, just press each in order and then release

If the ATM is already out of service for some reason, then to enter the menu, just press the 'OP' button next to the screen.
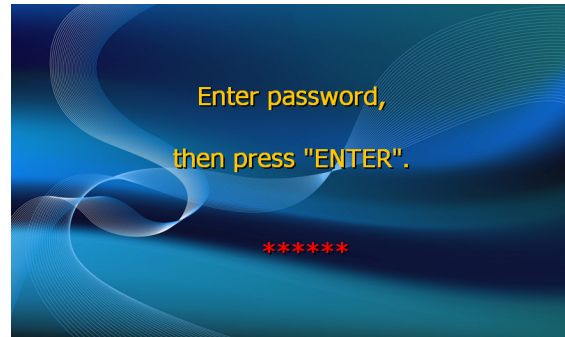
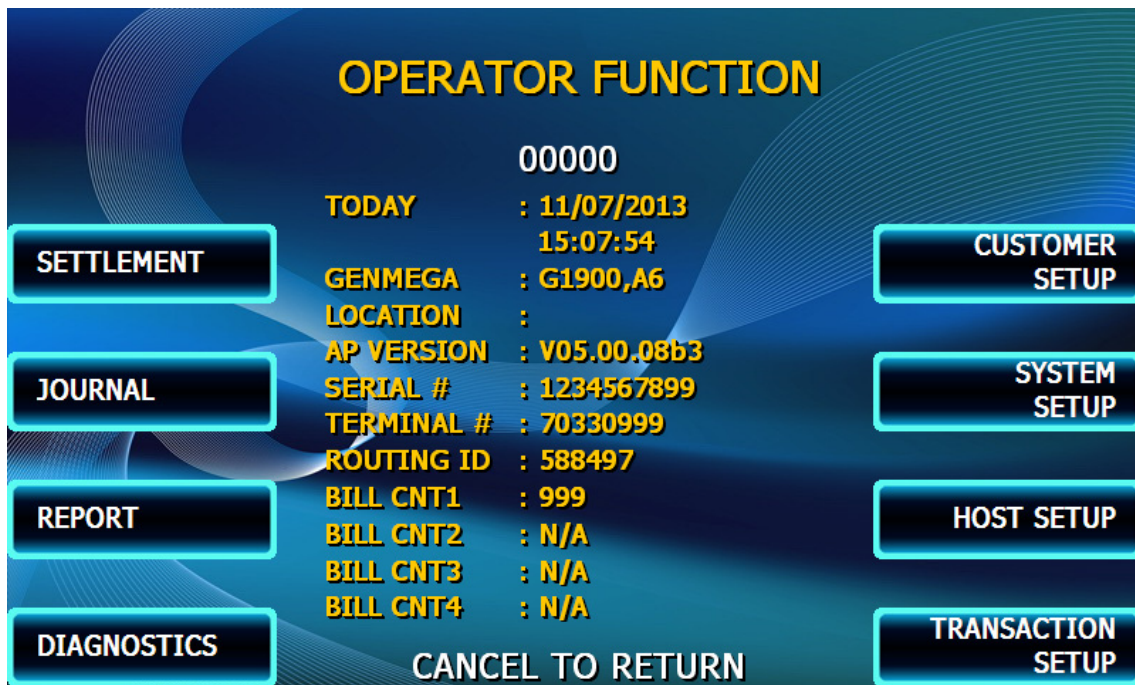Next you'll be prompted to enter a password to access the menu.

Please see your ATM Dealer or Installer for the default passwords.

All passwords used in the ATM should be 6 characters.

Press [ENTER] once you have entered the password.

Enter password,

then press "ENTER".

******

Once you have entered the Operator Menu, depending on the password used, you'll have access to some of these options below. You must have the 'Master Password' to have access to all functions:

OPERATOR FUNCTION

00000

|		
	TODAY : 11/07/2013 15:07:54	CUSTOMER SETUP
SETTLEMENT	GENMEGA : G1900,A6 LOCATION : AP VERSION : V05.00.08b3	
JOURNAL	SERIAL # : 1234567899 TERMINAL # : 70330999	SYSTEM SETUP
	ROUTING ID : 588497 BILL CNT1 : 999	
REPORT	BILL CNT2 : N/A BILL CNT3 : N/A	HOST SETUP
DIAGNOSTICS	BILL CNT4 : N/A	TRANSACTION SETUP

CANCEL TO RETURN

LOADING CASH

Loading cash into your ATM involves physically adding cash into the machine, and then programming that amount into the ATM software. Your ATM can be ordered with both a Fixed Cash Cassette or Removable Cash Cassette(s). Please see below for instructions on both dispenser types.
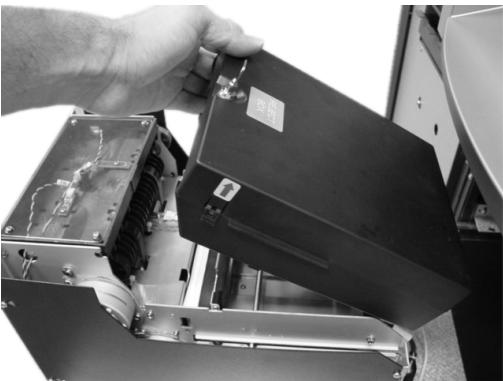
FIXED CASSETTE DISPENSERS

Step 1

Open the Vault Door using the combination provided by your distributor or ATM installer.
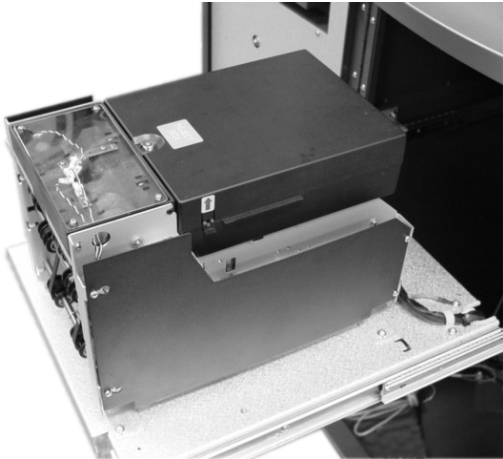
Step 2

With the vault door open, remove the slide tray screw and slide the dispenser all the way out.

Step 3

Insert the key into the top of the reject bin and lift up to access the cash tray.

Step 4

Push the slide the push plate located inside the cash tray back (towards the rear of the dispenser) until it latches in place.

Next place the money in tray toward the rubber roller in the front. Make sure all the bills are straight and of good quality

Step 5

Press on the latch bar to release the push plate against the notes.

Before closing the lid, make sure there are no notes sticking up.

Now close and lock the lid and slide the dispenser back into the vault and close the door.

EMPTY REJECT BIN

When loading cash, be sure to check the reject bin for any notes that were discarded during the dispense cycles. These will be stored in the plastic bin on top of the dispenser.

** Do not try to re-use any rejected notes **

Record the number of rejects so they can be counted when you balance the machine

REMOVABLE CASSETTE DISPENSERS

Step 1

Open the Vault Door using the combination provided by your distributor or ATM installer.

Step 2

With the security door open, remove the cassette. Lift up on the handle while supporting the bottom of the cassette while removing.
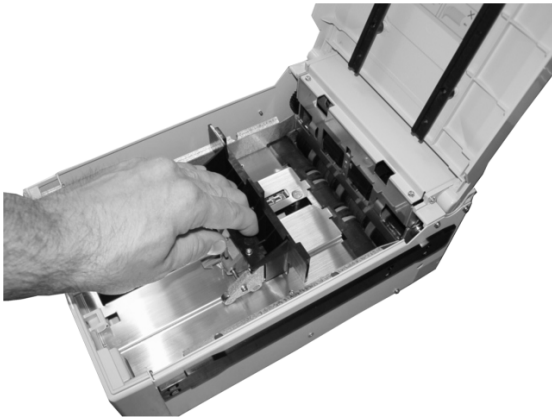

Step 3

To avoid damage, never use force while removing or installing the cassette. If anything beyond gentle force is required while handling the cassette, contact your distributor or service personal.

Step 4

Open the cassette using the key provided with the ATM.

Step 5

Pull back on the cash plate and load the bills against the rollers at the back of the cassette. If you pull the cash plate back all the way it will lock at the front of the cassette. Push the green lever on the cash tray to release.

Carefully inspect the notes before adding. Make sure there are no folded or torn notes.

After the notes are loaded, return the cassette to the dispenser and close the vault.

EMPTY REJECT BIN

The Reject Bin is directly above the cassette.

Remove any notes found in the reject bin and close the door by pressing it shut.

** Do not try to re-use any rejected notes **

Record the number of rejects so they can be counted when you balance the machine
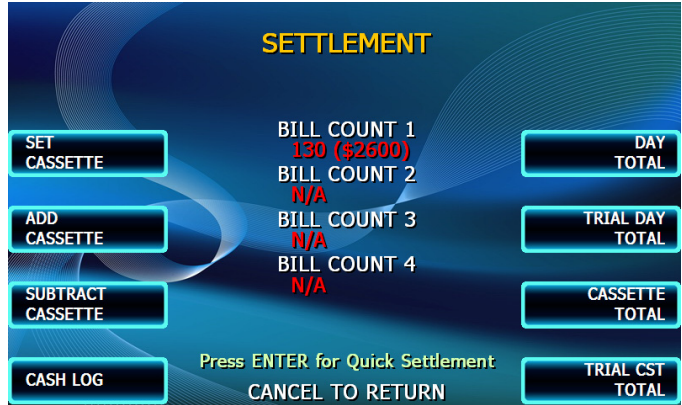
SETTLEMENT MENU – ADDING CASH

Once cash has been loaded into the ATM, you can program the number of notes added using the 'Settlement Menu'

If your ATM only has one cassette, then you'll use BILL COUNT 1.

Press [ADD CASSETTE] then [ADD CASSETTE 1] and enter the number of bills you added to the cassette.

After adding the number of bills, the cash value will appear.

SETTLEMENT

SET CASSETTE
ADD CASSETTE
SUBTRACT CASSETTE
CASH LOG

BILL COUNT 1
130 ($2600)
BILL COUNT 2
N/A
BILL COUNT 3
N/A
BILL COUNT 4
N/A

Press ENTER for Quick Settlement
CANCEL TO RETURN

DAY TOTAL
TRIAL DAY TOTAL
CASSETTE TOTAL
TRIAL CST TOTAL

SETTLEMENT MENU OPTIONS:

Below is a brief description of the Settlement Functions:

Set Cassette – Use this to enter the actual number of bills currently in the cassette.

Add Cassette – If you want to add more money to the ATM and not remove or recount what is in there now, you can use this option to load additional money.

Subtract Cassette – if you would like to remove some of the cash from the ATM, use this function.

Cash Log – shows a date & time log of all Cash adding / subtracting functions

Day Total – This printed report will close out the transactions for the day with the host and zero out the transaction information. This should be used at the same time of day that your host closes transactions. Use this report to compare your machine against the host totals.

Trial Day Total – This function will print the daily transaction totals however it will NOT zero out the amounts.

Cassette Total – Provides a printed report of all cassette dispense functions (notes loaded / dispensed / rejected) and this report will zero out the values.

Trial Cassette Total – This will print the same information as the Cassette Total, but will not zero out the values

QUICK SETTLEMENT

If you press [ENTER] from the Settlement Menu, the machine will automatically run a DAY TOTAL and CASSETTE TOTAL reports. Then it will prompt you to enter the current number of bills. After that the ATM will print a TRIAL CASSETTE and TRIAL DAY TOTAL report for your records.
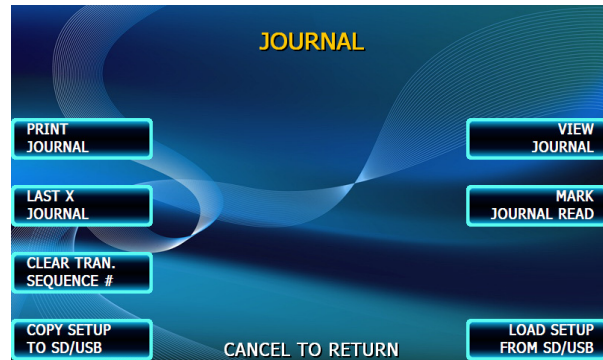
JOURNAL

The ATM contains an electronic journal of all transactions and changes made to the Operator Menu. This journal can be viewed, printed or downloaded for storage.

PRINT JOURNAL

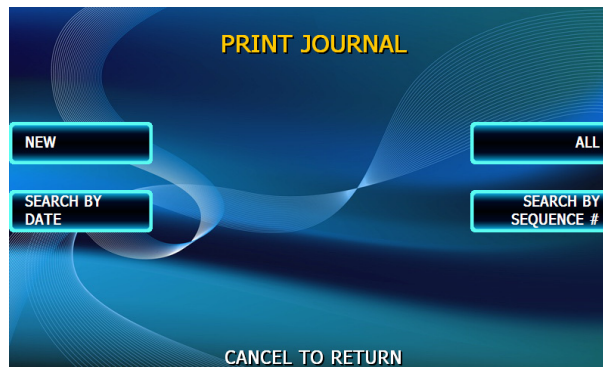To Print a journal entry, Press
[PRINT JOURNAL] button

Within the Print Journal Menu, you can:
New – Print any new journals since last full print.

All – Print all Journals in memory

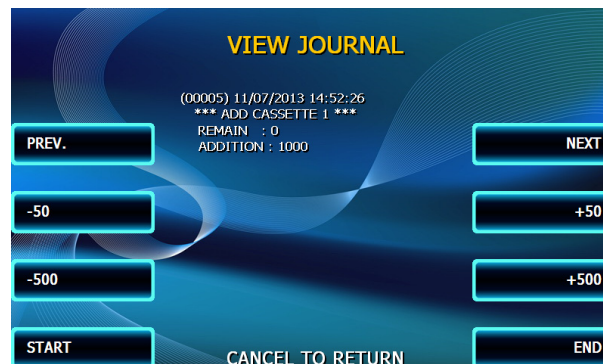Search by Date, or Search By Sequence #.

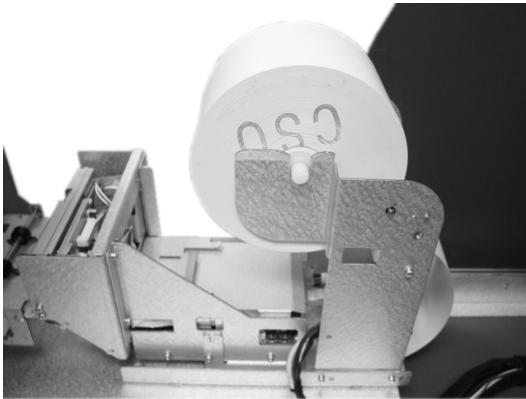This is useful to find a specific entry for a transaction dispute.

VIEW JOURNAL

You can also use the VIEW JOURNAL menu to browse all the journal entries.

Press [ENTER] while viewing to print a copy of any entry.

RECEIPT PAPER

Step 1

Open the top of the ATM and slide out the tray.

The printer roll can be replaced with the ATM powered on.

Place the new paper roll onto the spindle with the Coated Side Out as shown in the picture.

When you feed the paper, the shiny side should be facing up where it feeds into the printer motor.

Step 2

Feed the paper out the back and over the bar behind the roll and under the spring loaded tension bar.

Then slide the paper through the guides toward the front. The paper will not feed until the machine is initialized (powered on). If the paper does not feed, make sure the paper is all the way in the loading guide. Also make sure the roller assembly is closed (see below)
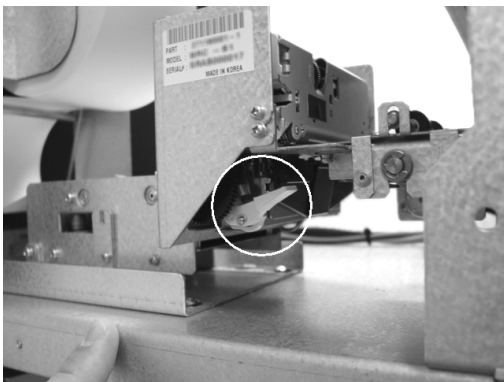
CLEARING PAPER JAMS

If there is a paper jam, you can press on the green lever shown in the picture (some printers may have a different shaped green lever)

This opens the printer rollers and allows you to remove any jammed paper.

NEVER USE METAL OR SHARP TOOLS TO REMOVE JAMMED PAPER

Press the lever back up to close the printer roller

NOTE – Always use the correct thickness of receipt paper. Using thinner paper will result in jams or feeding issues.

OPENING THE DIAL LOCK

Opening Index

The following instructions explain how to open the dial lock on the ATM vault (if your ATM was shipped with a dial lock)

Your ATM distributor or installer can provide the combination.

When opening the lock go slowly and take care to make sure that you land on each number exactly. If you accidentally pass the number, you must start over again. You cannot back up.

Step 1

Turn the dial to the LEFT, stopping when the first number is aligned with the opening index, the FOURTH time.

Step 2

Turn the dial to the RIGHT, stopping when the second number is aligned with the opening index, the THIRD time.

Step 3

Turn the dial to the LEFT, stopping when the third number is aligned with the opening index, the SECOND time.

Step 4

Turn the dial slowly to the RIGHT until the bolt retracts.

TO LOCK

Turn dial to the LEFT at least four full revolutions.

WARNING: While orienting yourself with the dial lock, making changes to the lock or setting a new combination ALWAYS work with the vault door open. Do not close the vault until the lock has been thoroughly tested.

OPENING THE ELECTRONIC LOCK

The following instructions explain how to open the S&G Electronic lock on your ATM vault.

Power is supplied to the lock by a 9-volt Battery which is installed from the bottom of the lock, buy pulling the yellow tab.

If you have any problems with a lock opening, always try a fresh name brand (Duracell) battery.

TO UNLOCK FROM DEFAULT COMBINATION

Step 1

Press the default combination one button at a time. A beep is heard following each key press. See your lock manual for the default combination.

Step 2

If the combination is entered correctly and you press # a double-beep is heard and the internal lock solenoid will click indicating that the lock is open and the vault handle my now turn.

Step 3

If the wrong combination is entered a triple-beep will be heard. If the correct combination is not entered within 4 consecutive attempts a 10 minute delay or "lock out" will begin. During this time, the led at the 10 o'clock position on the face of the lock will flash at 10 second intervals. In addition any key press will respond with a triple-beep. Any attempt to use the lock while it is in this mode will cause the 10 minute timer to reset.

WARNING: While orienting yourself with the electronic lock, making changes to the lock or programming (including changing the combination) ALWAYS work with the vault door open. Do not close the vault until the lock has been thoroughly tested.

Genmega does NOT program a master combination!

TROUBLESHOOTING

The following is a list of general ATM tips and things to consider if your ATM has a problem.

1) If you see any error code on the customer receipt or on the screen, make a note of that error to report to your distributor or service personal. ATM error codes will always be 5 letters / numbers.

2) Dispenser error codes start with "C" (for example C0021) always check the dispenser for any jammed bills. If there are no jams, then the dispenser may need to be cleaned or serviced.

3) If the card reader stops working, the most common reason is that it needs to be cleaned, or that someone has stuck something inside it (coins or pieces of paper). Generally card readers can be cleaned with an alcohol swab to remove any dirt or glue from the reader head.

4) If you ATM is connected to a telephone line, make sure the line does not have any voice-mail option on it. The tone that alerts you to a waiting message (beeping when you lift the receiver) will cause the ATM to not dial out.

5) Error codes in the range of D0003 ~ D0299 are reserved for transaction related problems. For example if a customer does not have a valid account, or has exceeded their daily withdrawal limit. These errors do not indicate a problem with the ATM.

6) When balancing your ATM, always include rejected notes. The ATM will count each reject event in the Total reports, however the ATM does not always know the number of notes rejected. For example if several notes are stuck together, the ATM counts that as 1 reject event .. however it could be 3 or more notes stuck together.   Count the number of bills in the reject bin and compare that to the reported total.

7) If your location is susceptible power problems due to weather or construction (like brown-outs) then we highly advise using a battery backup device with the ATM to protect against low voltage conditions which can be worse than high voltage for the electronics.

8) If using the ATM in cold climates, make sure the interior of the vault stays above 40 degrees (F). Use a thermostatically controlled heater if necessary.

9) Do not install the ATM near any magnetic fields, like those use for anti-theft tags.