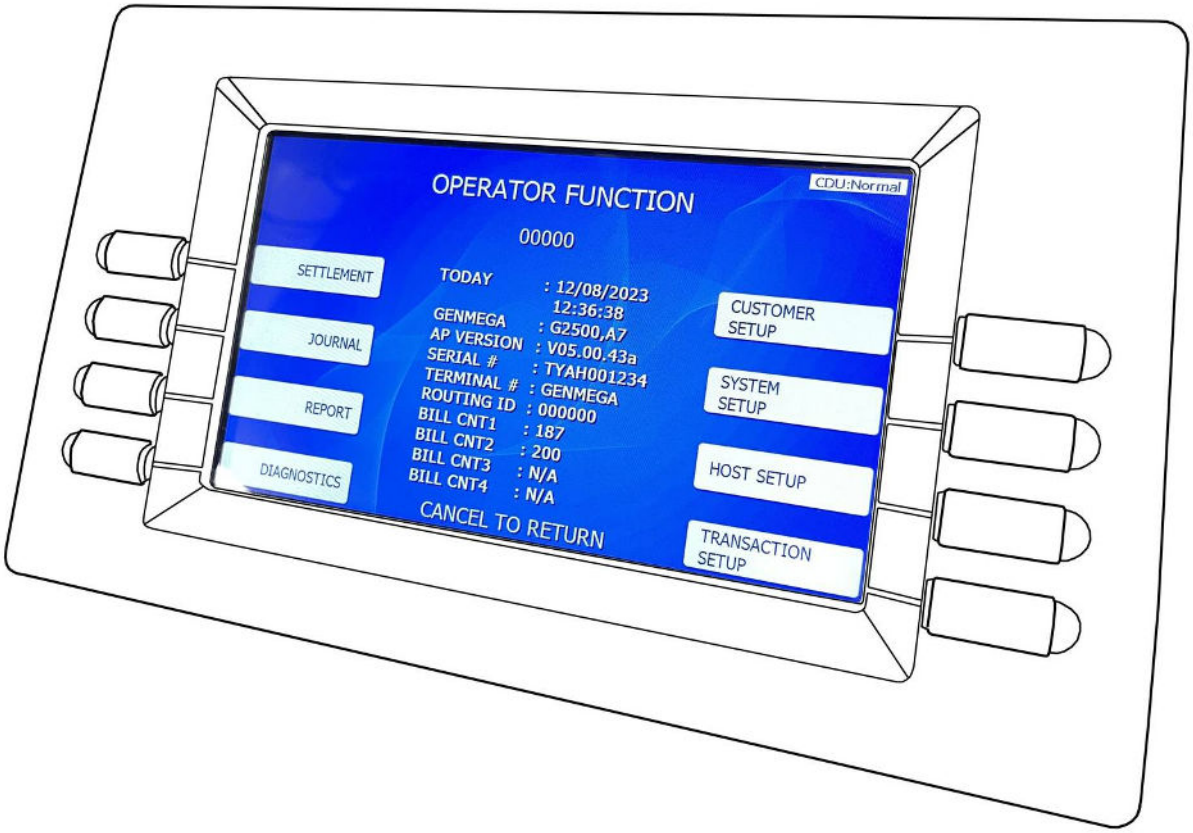
ATM Software

# ATM Application Software Manual

**V05.00.40 and later**




© Genmega 2024

# TABLE OF CONTENTS


**1 OPERATOR FUNCTION MENU ..... 5**
1.1 SERVICE MENU ..... 6
1.2 OPERATOR FUNCTION – MAIN MENU ..... 7
1.3 ACCESSING THE MENU FROM AN ERROR ..... 8
1.4 MENU CONTROLS ..... 9
**2 SETTLEMENT MENU ..... 10**
2.1 ADDING CASH TO THE ATM ..... 10
2.2 CASH LOG ..... 11
2.3 DAY TOTAL ..... 12
2.4 CASSETTE TOTAL ..... 13
2.5 TRIAL CASSETTE TOTAL / TRIAL DAY TOTAL ..... 13
2.6 QUICK SETTLEMENT ..... 13
**3 JOURNAL MENU ..... 14**
3.1 EJ UPLOAD (Electronic Journal Upload) ..... 14
3.2 PRINT JOURNAL ..... 15
3.3 LAST X PRINT ..... 17
3.4 CLEAR TRANSACTION SEQUENCE NUMBER ..... 17
3.5 VIEW JOURNAL ..... 17
3.6 MARK JOURNAL READ ..... 17
3.7 COPY JOURNAL & SETUP TO EXTERNAL DEVICE (USB / SD) ..... 18
3.8 COPY / LOAD ATM SETUP ..... 18
**4 REPORTS MENU ..... 19**
4.1 ERROR CODE ..... 19
4.2 S/W VERSION ..... 19
4.3 PRINT ALL SETUP ..... 19
4.4 EVENT LOG ..... 20
4.5 ERROR SUMMARY ..... 20
4.6 STATISTICS ..... 21
4.7 REJECT ANALYSIS ..... 21
4.8 SUMMARY LOG ..... 22
**5 DIAGNOSTICS MENU ..... 23**
5.1 CDU - CASH DISPENSER ..... 23
5.2 PRINTER ..... 24
5.3 MODEM ..... 24
5.4 PINPAD ..... 24
5.5 CARD READER ..... 24
5.6 AGING ..... 24
5.7 FLICKER ..... 25
5.8 SENSOR VIEW ..... 25
**6 CUSTOMER SETUP MENU ..... 27**
6.1 CHANGE MESSAGE ..... 28
6.1.1 WELCOME MESSAGE ..... 28
6.1.2 WELCOME TEXT COLOR ..... 29
6.1.3 RECEIPT HEADER ..... 29
6.2 BIN LISTS ..... 30
6.3 EXTRA BIN ..... 31
6.4 OPTIONAL FUNCTIONS ..... 32
6.4.1 LOCATION NAME ..... 32
6.4.2 SELECT RECEIPT ..... 32
6.4.3 TRANSFER TO CREDIT ..... 32
6.4.4 COM ERROR RECEIPT ..... 32
6.4.5 BALANCE OPTIONS ..... 33
6.4.6 EMV SETTINGS – AID LIST ..... 34


 © Genmega 2024

6.5 CHANGE PROCESSOR ....37
6.5.1 COMMUNICATION ....37
6.5.2 MESSAGE FORMAT....38
6.5.3 SSL DATA FORMAT....38
6.5.4 STANDARD 3 OPTIONS....38
6.5.5 DCC TRAN OPTIONS....39
6.5.6 GENLINK....40
6.5.7 SSL MENU – SSL CONFIGURATION ....40
6.5.8 PROCESSOR OPTIONS ....41
6.6 SURCHARGE MODE ....42
6.6.1 SURCHARGE MODE....42
6.6.2 MASTER ACCESS ONLY ....42
6.6.3 SURCHARGE OPTIONS ....43
6.6.4 CREDIT SURCHARGE ....43
6.6.5 BALANCE FEE NOTICE ....44
6.6.6 ALLPOINT CARD NOTICE ....44
6.6.7 SHOW SURCHARGE ....44
6.6.8 TIERED SURCHARGE ....45
6.6.9 SURCHARGE OWNER....48
6.6.10 SURCHARGE AMOUNT ....48
6.6.11 PERCENT ....48
6.6.12 SURCHARGE USE ....48
6.7 SCREEN GRAPHICS and BRANDING ....49
6.7.1 BRANDING....50
6.7.2 VIDEO AD FUNCTION SETUP....51
6.7.3 SCREEN MODE....53
6.7.4 AD TIMER ....54
6.7.5 ADVERTISE MODE ....54
6.8 COUPON SETTING, LOGO ....55
6.8.1 LOGO EN/DISABLE....55
6.8.2 RECEIPT COUPON ....56
6.9 CLEAR NVRAM – JOURNAL ....57
**7 SYSTEM SETUP MENU ....58**
7.1 SET CLOCK ....58
7.2 OPTIONAL LANGUAGES ....59
7.3 SPEAKER VOLUME....60
7.4 ISO TRACK ....60
7.5 OUT OF SERVICE TIME SETUP....61
7.6 CHANGE PASSWORDS ....62
7.7 DEVICE SETUP ....64
7.7.1 ATM TCPIP SETUP ....65
7.7.2 CAMERA SETUP / GenCam....67
7.7.3 CDU SETUP....69
7.7.4 CDU SECURITY/ CDU BINDING....70
7.7.5 CARD READER SETUP ....76
7.7.6 NFC READER ....76
7.7.7 EPP FLICKER ALWAYS ON....76
7.7.8 APPLICATION UPDATE ....77
7.8 SET REBOOT TIME ....78
7.9 SERIAL NUMBER ....79
**8 HOST SETUP MENU ....80**
8.1 KEY MANAGEMENT....80
8.1.1 INITIAL ATM SETUP – F0030 ....81
8.1.2 KEY MODE....82
8.1.3 MASTER KEY INDEX ....82
8.1.4 CHECK MASTER KEY....83

 © Genmega 2024

8.1.5 EDIT MASTER KEY ....83
8.1.6 CHANGE PASSWORD ....83
8.2 TERMINAL ID NUMBER ....85
8.3 CONNECT TIMER ....85
8.4 SET ROUTING ID NUMBER ....85
8.5 HOST PHONE / HOST IP ....85
8.6 SET HOST IP or HOST TELEPHONE ....86
8.6.1 CHANGE HOST IP ADDRESS & PORT ....86
8.6.2 CHANGE HOST TELEPHONE ....86
8.6.3 CONFIGURATION ....86
8.6.4 DOWNLOAD KEY ....86
8.6.5 MAC ADDRESS SYNC ....87
8.7 HEALTH CHECK MESSAGE ....88
8.8 REMOTE MONITOR SYSTEM (RMS) ....89
8.8.1 RMS RECEIVE EN / DISABLE ....89
8.8.2 CHANGE RMS PASSWORD ....89
8.8.3 RMS RECEIVE PORT ....89
8.8.4 RMS DEVICE ....89
8.8.5 RMS SEND (ERR) ....90
8.8.6 RMS HOST ....90
8.8.7 JOURNAL SEND ....91
8.8.8 RMS SCHEDULE ....92
8.8.9 RMS TEST CALL ....93
8.9 SCHEDULED TOTAL ....94
**9 TRANSACTION SETUP MENU ....95**
9.1 DISPENSE LIMIT ....95
9.2 DENOMINATION ....96
9.3 FAST CASH ....99
9.4 DISPENSE METHOD ....100
9.4.1 BALANCE CASSETTE ....100
9.4.2 DISENSE LEAST NUMBER OF NOTES ....100
9.4.3 SELECT NOTES ....101
**10 APPENDIX ....102**
10.1 Appendix A – Error Code List ....103
10.2 Appendix B – Master Key Entry ....147
10.3 Appendix C – Extra BIN List ....154
10.4 Appendix D – Advertisement Graphics ....160
**11 WARRANTY & SERVICE ....170**
11.1 OBTAINING SERVICE ....171
11.2 PART ORDER WARRANTY ....171
11.3 ORDERING WARRANTY PARTS ....171
11.4 PARTS ORDER RETURNS ....171

Updates / Revisions:

12 / 2023 = Previous release on 9/8/20 has been archived.
This release begins at V05.00.40 – for previous versions, please see the older manual.
2 / 2024 = Added updates for V05.00.44 software
9 / 2024 = Changed Dispense Limit value

 © Genmega 2024

## Genmega ATM Software

The purpose of this manual is to explain and detail the operations and functions of the software installed on your Genmega ATM.

This manual covers software V05.00.40 and later. For earlier revisions of software, please refer to the archived manual. Please note that this manual is for the 'US Standard' (V05) version – if you're using a custom software like ATM Plus (C05) or PAI Software (P05) – the menus and options may be different.

Throughout this manual, where applicable – there are hyperlinks to our YouTube channel, where we can provide content in greater detail. If the hyperlinks in this manual do not work – please go to YouTube and search using the keywords above the link.
Our YouTube Channel is called 'Official Genmega'

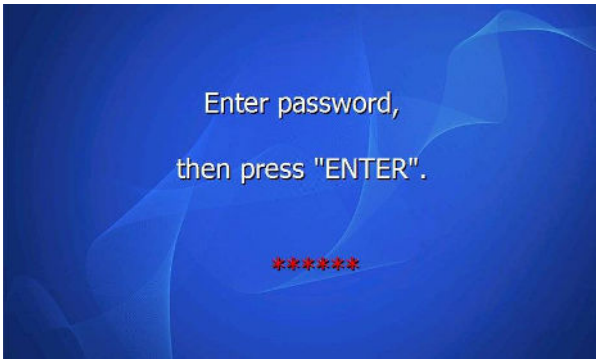
# 1 OPERATOR FUNCTION MENU

To access the Operator Menu from the 'Welcome' screen, press these keys in order:
[ENTER] – [CLEAR] – [CANCEL] – [1] – [2] – [3]. Then enter your password.

If the ATM is already out of service, then press the 'OP' button in the lower right of the screen.

**Note:** The Operator Function menu can only be accessed when the machine is either in service ("insert your card" screen) or in an "out of service" condition. If the machine is attempting to connect to the host or initializing, you will not be able to use the key commands to access the Operator Function Menu.

If you have difficulty accessing the Operator Menu, power off the ATM and then either open the vault door or remove the cassette from the dispenser and then power back on. This will force the ATM to an 'Out of Service' condition and allow access via the OP button.




Once you successfully completed the key combination, you will be prompted to enter a password. There are 3 levels of passwords.

- Operator Password (allows access to basic menu structure)
- Service Password (allows access to basic and diagnostic menus)
- Master Password (allows access to all menus including setup parameters)

**You must press ENTER key after typing the password!**

**WARNING:** Genmega highly recommends changing your passwords from default as soon as possible. Keep all passwords safe and restrict access to non-authorized personnel.

 © Genmega 2024

## 1.1 SERVICE MENU

When logging into the Operator Function Menu using the 'Master Password' you'll be presented with a Select Service menu before accessing the Operator Function Menu.

This menu will give access to optional functions and third-party applications, which have been added to your ATM software. Check with your Host Processor to see if they support any of these applications, or contact the company regarding subscription to their services.

As of V05.00.42 the following optional services are available from this menu – for more information, please contact these companies directly or speak with your ATM Distributor:

LeadEx = http://www.leadexsolution.com
LibertyX Bitcoin = www.libertyx.com
GivePay = No longer supported

Cardless ATM Applications – (check with your ATM Host or Distributor)
Pocketbook
Mastercard Cash Pickup

Otherwise select [ATM OP] from the menu below to continue with ATM programming.

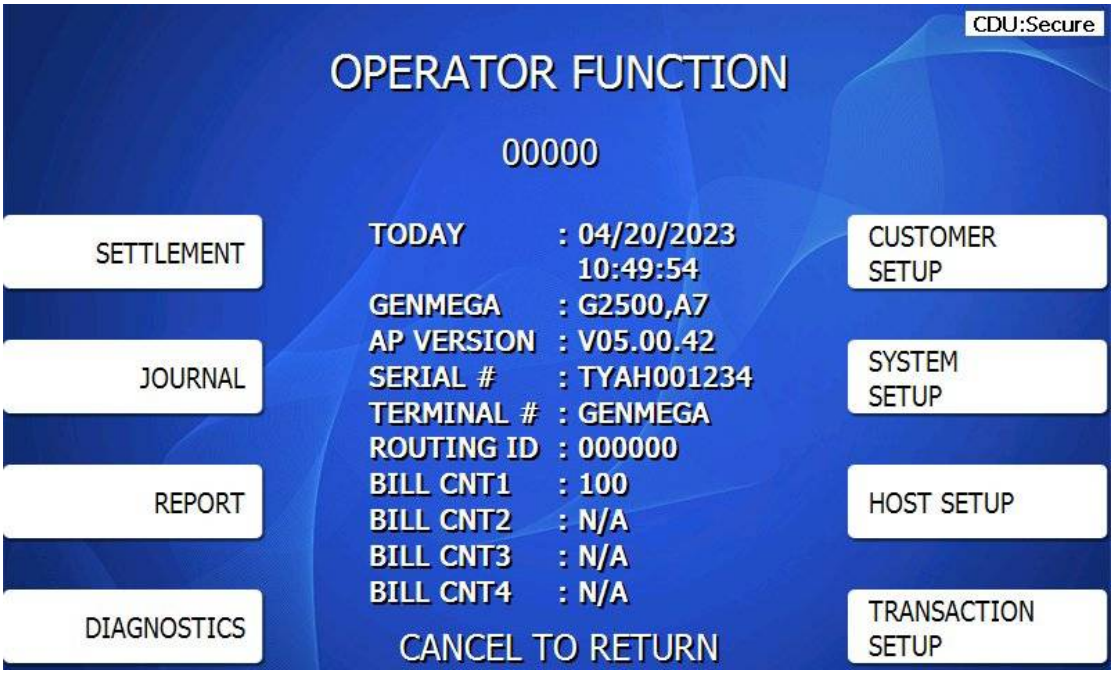
 © Genmega 2024

Shown below is the full Operator Function menu, depending on which password you entered (Operator, Service, or Master) you may not have access to certain functions.

For example, if you use an operator password you will not see the Host Setup button, and you will not have access to that menu.

Please note that if you are using a Through-The-Wall ATM with a Rear Service Panel, some of the menu options and functions will not be available regardless of the password. For example, you must use the front screen and keypad to enter your Master Keys.

## 1.2 OPERATOR FUNCTION – MAIN MENU




From the main Operator Function Menu, you can see basic status information in the center section.

This includes:

The ATM Status Code – 000000 = Normal (no error)
The ATM Date and Time (local time at the ATM)

Current Application Software version (V05.00.42) and mainboard type (A5 / A6 / A7)

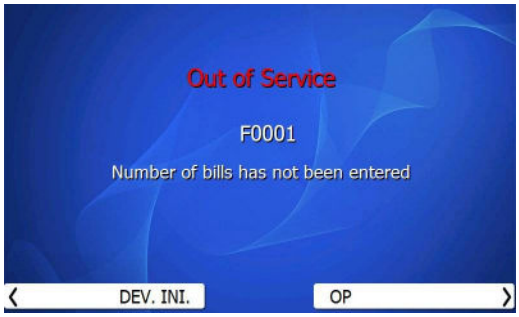
V05 is the US Standard version of software
- P05 (PAI) and C05 (ATM Plus) are optional software versions specific to those companies

ATM Serial Number TYAH001234
Terminal ID and Routing ID numbers
Bill Counts for Cassettes 1-4 (if cassette not used then N/A appears)

CDU Status – Displays status of CDU Binding / Security option.

 © Genmega 2024

## 1.3 ACCESSING THE MENU FROM AN ERROR

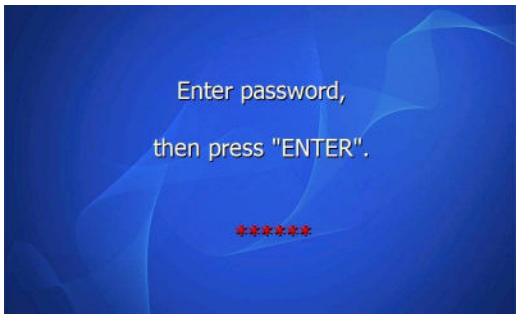



**Step 1**

From this screen, press [OP] Operator Menu, to enter the Operator Menu.

[ DEV INI ] - Will reinitialize the machine and reboot.

**TIP**: When you are first programming a machine, if you are not sure if everything has been entered, press Cancel and back out of the menu. If there are required options not yet programmed, the Error code will let you know. Any codes in the Fxxxx range are required programming fields.




**Step 2**

When “Enter password” is displayed, you should enter the Master, Service or Operator Password to continue.

Remember to press the ENTER key after typing password.

If you press Enter after entering a password and you go back to the Out of Service screen – that means the password was incorrectly entered.

**Step 3**

**NOTE:** If the ATM goes out of service, and the [DEV INI] or [OP] menu buttons do not appear on screen.

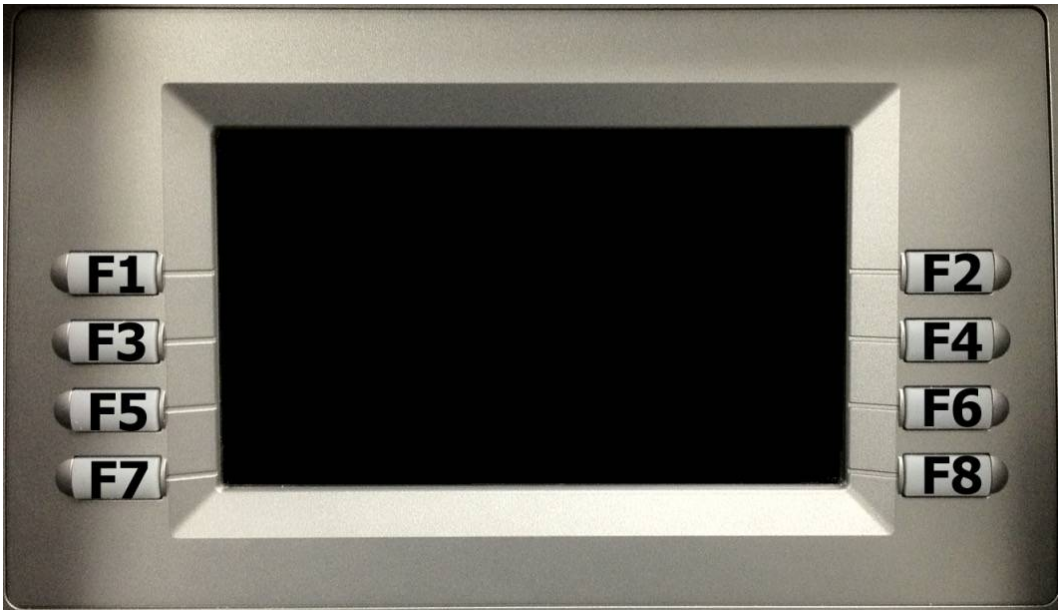
Press [ENTER] – [CLEAR] – [CANCEL] – [1] – [2] – [3] keys to access the menu.

If your ATM goes out of service and you do not see a reason or error code message, enter the Operator Menu and it should be listed at the top of the screen for ATM Status shown on page 7.

You can also check the Journal or Error Summary Report, outlined later it this manual.

 © Genmega 2024

## 1.4 MENU CONTROLS




LCD display Function Key layout

This keypad layout and table below will help while learning how to input text and numbers while programming your Genmega ATM. When in a text entry screen, the F1, F3 and F5 keys are used to switch character maps between upper and lower case as well as special characters.

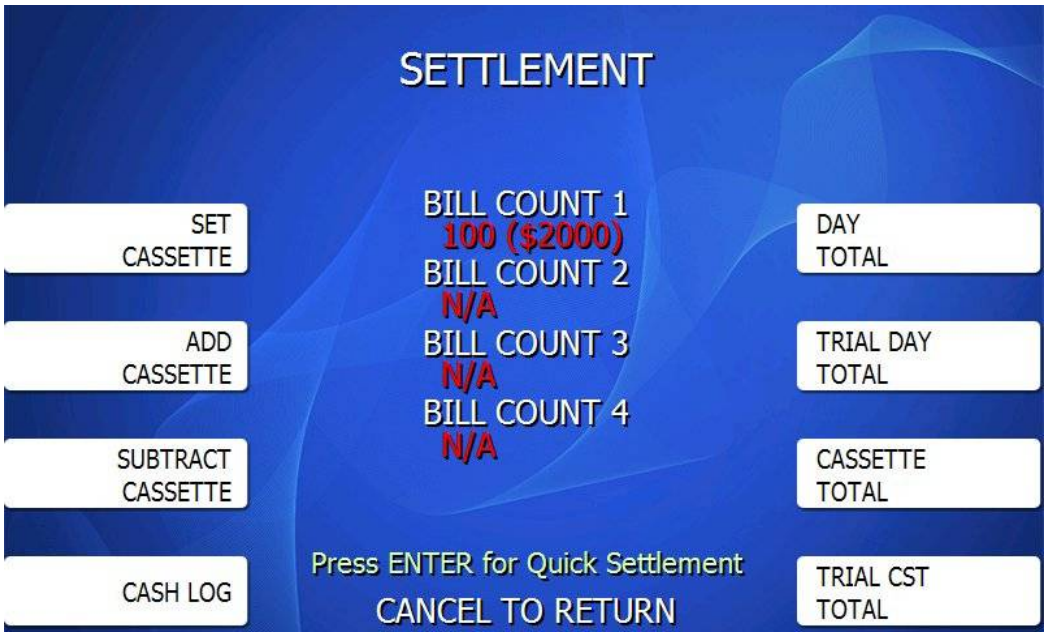
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|---|---|
| F1 Alphabet Upper | 0<br>.<br>, | Q<br>Z<br>space<br>1 | A<br>B<br>C<br>2 | D<br>E<br>F<br>3 | G<br>H<br>I<br>4 | J<br>K<br>L<br>5 | M<br>N<br>O<br>6 | P<br>R<br>S<br>7 | T<br>U<br>V<br>8 | W<br>X<br>Y<br>9 |
| F3 Alphabet Lower | 0<br>.<br>, | q<br>z<br>space<br>1 | a<br>b<br>c<br>2 | d<br>e<br>f<br>3 | g<br>h<br>i<br>4 | j<br>k<br>l<br>5 | m<br>n<br>o<br>6 | p<br>r<br>s<br>7 | t<br>u<br>v<br>8 | w<br>x<br>y<br>9 |
| F5 Number Special | 0<br>.<br>,<br>& | 1<br>!<br>(<br>~ | 2<br>@<br>)<br>‘ | 3<br>#<br><<br>+ | 4<br>$<br>><br>- | 5<br>%<br>[<br>= | 6<br>^<br>]<br>_ | 7<br>\|<br>{<br>/ | 8<br>*<br>}<br>? | 9<br>\<br>:<br>; |

The above table is displayed on screen when entering text, this is for reference only.

**NOTE: When in any text entry screen, pressing the ‘blank’ key on the keypad will duplicate the last entered character.**

 © Genmega 2024

# 2 SETTLEMENT MENU




The Settlement menu controls how many bills have been added to the ATM as well as generating Day Total and Cassette Total reports. The ATM will communicate with the dispenser installed in your machine and represent the correct number of cassettes in the above menu.

NOTE: If your ATM cannot communicate with the dispenser, you must fix that before you can use this menu. Otherwise all Bill Count values will be N/A indicating no cassette detected.

Bill Count values will show as [*Number of Bills*] and [*Number of Bills* x *Denomination*]
For example above 100 ($2000) would represent 100 $20 bills loaded or $2000.

## 2.1 ADDING CASH TO THE ATM

There are several options to add cash to the ATM. The purpose of these different methods is offer flexibility to the cash loader. Examples below assume you have the ATM set for $20 bills.

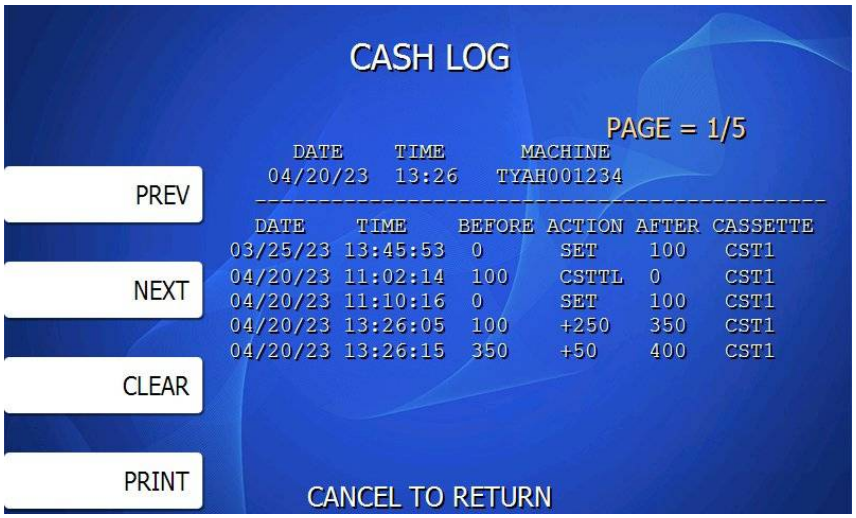
**SET CASSETTE** – Press Set Cassette and enter an amount for each cassette. This value then becomes the total number of bills currently loaded in the cassette.
Example - Current Bill Count = 0 ($0) and you enter 130 (adding 130 notes to the cassette)
Now the bill count shows as 130 ($2600)

**ADD CASSETTE** – Press Add Cassette and the amount entered will be added to the amount that currently shows on the screen. You can use this if you want to add bills to a cassette, which currently contains money.
Example – Current Bill Count = 100 ($2000) and you enter 30 (adding 30 notes to the cassette)
Now the bill count shows as 130 ($2600)

**SUBTRACT CASSETTE** – Pressing this allows you to remove (subtract) an amount from the existing bill count. Example – Current Bill Count = 130 ($2600) and you enter 100 (subtracting 100 notes from the cassette) the bill count now shows as 30($600)

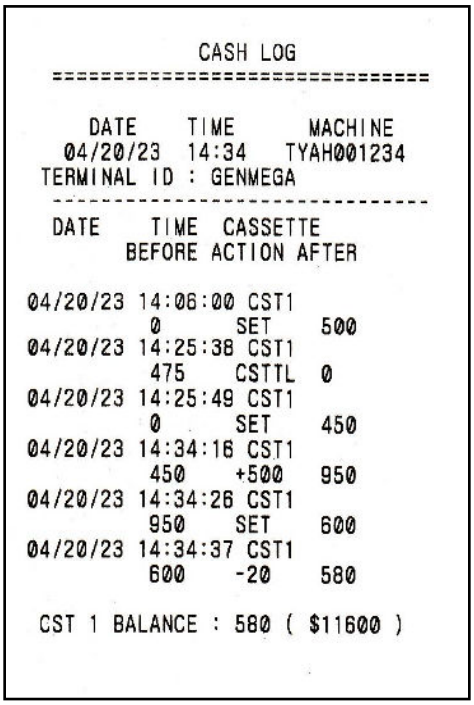
 © Genmega 2024

## 2.2 CASH LOG




The Cash Log function records all additions or subtractions of cash to or from the bill count. This menu provides a Date / Time in addition to a before and after bill count and the change that was made to each cassette(s). **Note that all cash functions still appear in the ATM journal as well.**

You can use the screen menu to move though the pages of entries and then print a summary of events. The printed report looks like this:



```
              CASH LOG
 ==============================

    DATE     TIME       MACHINE
  04/20/23   14:34    TYAH001234
 TERMINAL ID : GENMEGA
 ------------------------------
  DATE     TIME  CASSETTE
        BEFORE ACTION AFTER

04/20/23 14:06:00 CST1
          0       SET     500
04/20/23 14:25:38 CST1
          475     CSTTL   0
04/20/23 14:25:49 CST1
          0       SET     450
04/20/23 14:34:16 CST1
          450     +500    950
04/20/23 14:34:26 CST1
          950     SET     600
04/20/23 14:34:37 CST1
          600     -20     580

 CST 1 BALANCE : 580 ( $11600 )
```

The Cash Log Printed Report includes:
Date / Time
ATM Serial Number
Terminal ID Number

Each event recorded shows the time and date along with the Cassette number (CST1~4).

The next line shows the number if bills before the change, then what type of change occurred and then the result.

In the first entry shown, the beginning cash count is 0 then a 'SET' cash event occurred, where the amount was entered as 100.

If an Add or Subtract event is recorded it will show as +(number of bills) or –(number of bills)

 © Genmega 2024

## 2.3 DAY TOTAL

```
      ***     DAY TOTAL     ***
==================================

 Start   : 04/01/2005,01:01:01
 Today   : 04/20/2023,14:19:49
 TERMINAL #   : GENMEGA

    ( TERMINAL TOTALS )
 Count of Withdrawal : 11
 Count of Balance    : 3
 Count of Transfer   : 0
 Count of Non-Cash   : 0
 Amount of Dispense  : $500.00
 Amount of Non-Cash  : $0.00
 Amount of Surcharge : $46.97
 Surcharge Declined Trans : 0

    ( HOST TOTALS )
 Count of Withdrawal : 321
 Count of Balance    : 21
 Count of Transfer   : 10
 Amount of Dispense  : $3456.78
```

The Day Total function keeps a running total of the ATMs transaction activity. When you press day total, the ATM will print a report showing transaction totals starting from the last time a day total was done until now. At the same time, the ATM will connect to the Host Processor and retrieve their totals for the same time period. To the left is an example of a Day Total Report. Once the report is printed, the ATM will reset these values to 0 and begin recording from this point.

One thing to keep in mind when doing a Day Total is that the Host (or Processor) cuts off their transactions at a certain time every day. If you perform a Day Total report before or after the processor has done their cut off, you may see discrepancies between what the terminal had reported and what the host reports.

To avoid this, check with your Host Processor regarding the approximate cut off time. Try to schedule your Day Totals report at this same time. Remember that if you do not match your processor, the missing transaction(s) will usually appear on the next total. If you are unable to do your Day Total at the same time each day you can also program the machine to do a ‘Day Total” automatically. See Section 8.9 Scheduled Total.

**NOTE:** If the printer is offline and unable to print this report, or if the ATM cannot communicate with the Host to obtain the totals, there will be an error indicating why – and the report will not process.

After the Day Total has printed you will be prompted on the screen that the total has printed and to press the Enter key to return to the menu.

 © Genmega 2024

## 2.4 CASSETTE TOTAL

```
   ***     CASSETTE TOTAL     ***
   Start   : 04/01/2005,01:01:01
   Today   : 04/20/2023,14:25:35
   TERMINAL #   : GENMEGA

CST1 Loaded     : 500($20)
     Dispensed  : 25
     Rejected   : 0
     Tested     : 0
     Remaining  : 475($9500)
CST2 Loaded     : 0(N/A)
     Dispensed  : 0
     Rejected   : 0
     Tested     : 0
     Remaining  : 0(N/A)
CST3 Loaded     : 0(N/A)
     Dispensed  : 0
     Rejected   : 0
     Tested     : 0
     Remaining  : 0(N/A)
CST4 Loaded     : 0(N/A)
     Dispensed  : 0
     Rejected   : 0
     Tested     : 0
     Remaining  : 0(N/A)
```

The Cassette Total function prints a report detailing the number of bills that have been loaded into the cassette and how many bills were dispensed, either to the customer, the reject bin or used during a dispenser test. This report will show totals from the last time you ran a Cassette Total to the current date. After the Cassette Total has been printed, all the values will reset to zero.

**NOTE:** Running a Cassette Total is the only way to clear the Settlement value back to zero bills. After the Cassette Total has printed you will be prompted on the screen that the total has printed and to press the Enter key to return to the menu.

If the ATM receipt printer is offline or not able to print, the Cassette Total will not complete.

## 2.5 TRIAL CASSETTE TOTAL / TRIAL DAY TOTAL

These reports are identical to pressing Day Total or Cassette Total, the only difference being that they will not zero out the amounts. This report is useful if you wish to know current Total statistics without closing them out. To run these reports, simply press the button and the report will print. Press Enter when finished to return to the Settlement Menu.

**NOTE:** Trial Day Total can be set to process automatically at a preset time.
See Host Setup Menu → Scheduled Total

## 2.6 QUICK SETTLEMENT

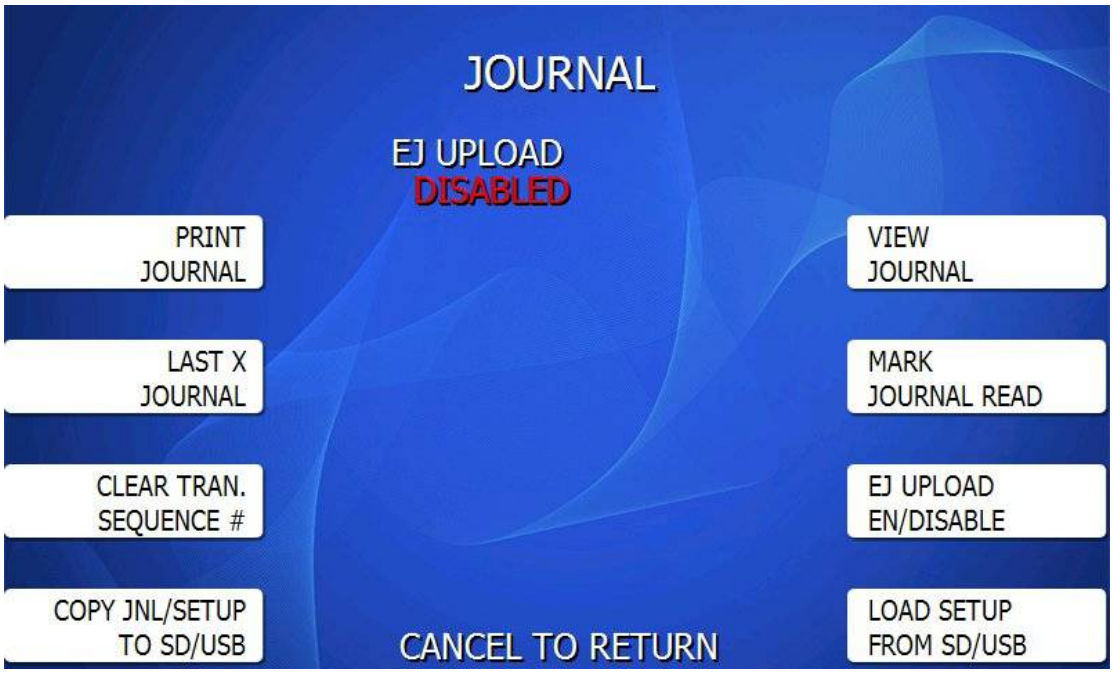
Quick Settlement is a command that will perform the following steps in order:

1) ATM will perform a Day Total → and Print Report
2) ATM will perform a Cassette Total → and Print Report
3) ATM will prompt you to add cash to available cassettes
4) ATM will perform a Trial Day Total → and Print Report
5) ATM will perform a Trial Cassette Total → and Print Report.

The purpose of this command is to allow a fast way for cash loaders to close out the terminal, add cash and receive the necessary reports in one easy step.

 © Genmega 2024

# 3 JOURNAL MENU




The Journal is an electronic record of all transactions, errors and some programming changes made to the ATM. Depending on the size of each entry, the ATM memory can hold approximately 40000 records. Each entry into the journal is indexed with a 5-digit 'Journal' number starting with (00000). Once the journal memory has reached it's maximum limit, it will begin to overwrite the oldest entries. You will not be warned of this, therefore it is critical to make sure to download or print your journal often enough to avoid loosing records.

The journal can be printed from the ATM in two different methods, Standard and Condensed. Standard will give complete information for each transaction (basically a copy of the customers receipt), whereas the condensed print will only show sequence number, date, time, what type of transaction and then amount requested / amount dispensed (in case of withdrawal).

## 3.1 EJ UPLOAD (Electronic Journal Upload)

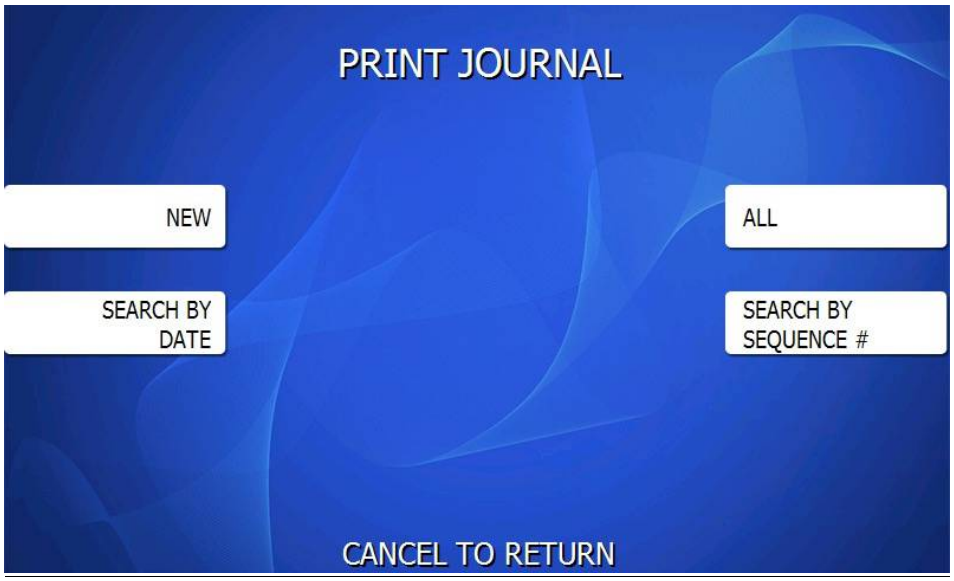
This option when enabled will send copies of Journal records to your host for archiving. This was added to the 'Standard' ATM software in version V05.00.43

**DO NOT** enable this option unless your Host supports this function or else your terminal will not be able to process transactions !

The process will send the current Journal record and also the oldest, this will continue until all stored records are uploaded. If you're enabling this option for the first time on a machine, you might want to consider using the 'Copy Journal' function and then delete the Journal – so that you do not have to transfer a lot of older records. Deleting the Journal first will mean only new transactions going forward are being uploaded.

 © Genmega 2024

## 3.2 PRINT JOURNAL




There are several ways that you can access the Journal records on your ATM

**NEW**
To print all 'new' journal entries since the last time the journal was printed, use the 'NEW' function in the print menu. The options will be 'Condensed Print' and 'Print'

**ALL**
This will print all Journals stored in the ATM beginning with #1 up through the most current. The options will be 'Condensed Print' and 'Print'

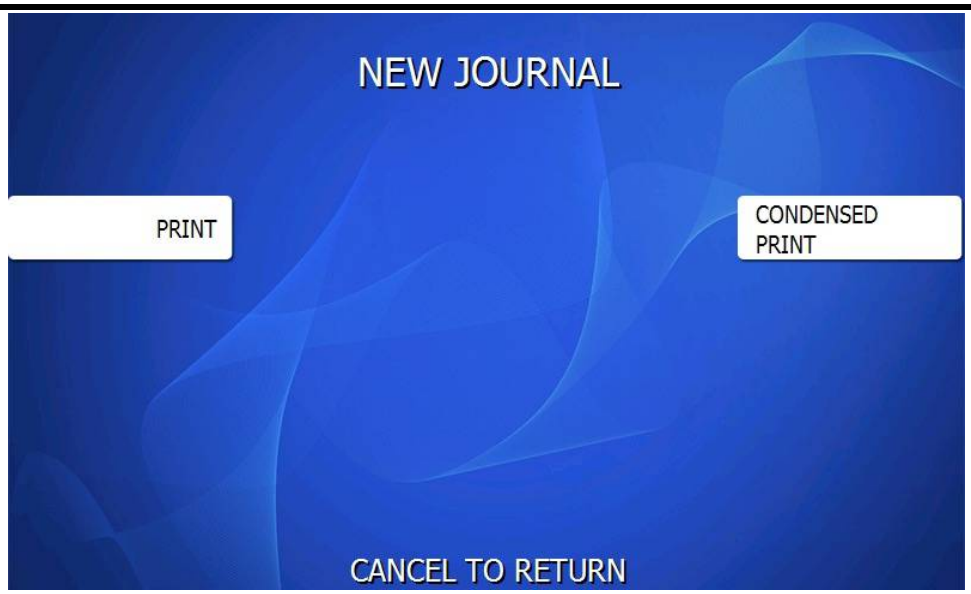
**SEARCH BY DATE**
This feature allows you to select a 'Start Date' and 'End Date' for a range of journals that you would like to print. Once the date range is selected, press 'Print'. This option prints the full uncondensed entries of each journal.

**SEARCH BY SEQUENCE #**
This allows you to enter a beginning and ending transaction sequence number for a range of journals.

When entering a sequence number to start or end your search with, you can enter the whole number <0020> as it appears on the transaction, or just the number itself '20'. If the sequence number your entering does not exist (it outside the range of existing journals) then the entry will not appear in the start or end fields.

After entering a number, press ENTER key on the keypad to accept.
Print once the sequence number range is correct.

 © Genmega 2024




When given the option of 'PRINT' or 'CONDENSED PRINT', allows the recovered Journal entries to be printed with all available information, or into an abbreviated version. Below are examples of each type of record. Please see the below as examples of the same transaction:

PRINT:

```
(00027) 11/07/2014 12:50:09
NORMAL TRANSACTION
 *WITHDRAWAL*
 TERMINAL QADGJMPT        (SEQ:0010)
 ACCOUNT FROM CHECKING
 CARD DATA ************0163
 REQUESTED $20.00
 HOST DATE,TIME 11/07/2014,11:49:26
 AVAILABLE BAL $0.00
 AUDIT NO, NET ID 123414, 16
 BUSINESS DATE 11/07/2014
 RETRIEVAL NO 000000STD3NA
 DISPENSED $20.00
 SURCHARGE $1.51
 BALANCE $3333.00
```

CONDENSED PRINT:

```
(00027) 11/07/2014 12:50:09 TRN OK
 *CW* QADGJMPT        (SEQ:0010)
 FR-CA CARD:0163 REQ$20.00
 11/07/2014,11:49:26 AVB$0.00
 AUTH#123414,16 BUSD11/07/2014
 RT#000000STD3NA DSP$20.00 SCG$1.51
 ACB$3333.00
```

 © Genmega 2024

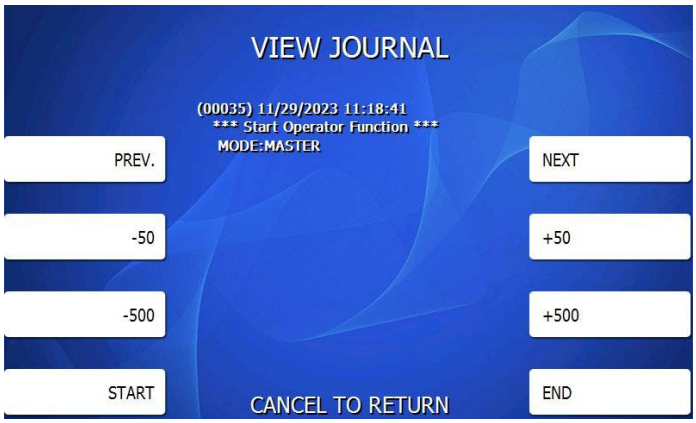
## 3.3 LAST X PRINT

The Last X Print option allows you to specify a number of Journal records you wish to print. For example – if you just want to print the last 10 journal records – use the Last X option – where X equals the number you wish to print. Enter 10 and the ATM will print the last 10 records.

## 3.4 CLEAR TRANSACTION SEQUENCE NUMBER

This function will reset the Journal Record number back to (00000). This may be useful if you switch processing or switch Terminal ID numbers and want to keep new and old records.

## 3.5 VIEW JOURNAL




View Journal allows you to visually inspect the journal records. Press the View Journal button and you will see the screen to the left.

Use the function keys to scroll through the records. You can also use the buttons next to +50 and -50 to go forward or backwards 50 records at a time. Use the Enter button to print the journal entry currently displayed. Press Cancel to exit this menu.

## 3.6 MARK JOURNAL READ

Mark Journal Read causes all of the current journals to me marked as ‘read’ which means that after pressing this button, if you were to then press ‘Print Journal’ nothing would print. You would have to use Last X or View Journal to print any previous transactions.

 © Genmega 2024

## 3.7 COPY JOURNAL & SETUP TO EXTERNAL DEVICE (USB / SD)

This option allows you to copy the contents of your electronic journal and ATM setup information including images captured by your camera (GenCam) to an external memory device including a USB Drive or SD Memory Card.

To Copy, insert a USB (any type) or SD card (2GB or less) into the memory slot on the back of the ATM LCD screen, along the top edge. The drives should be formatted for FAT (not NTFS)

Then press 'Copy' to copy files to the memory device. Wait a moment and you'll see a message stating if the copy was successful or failed.

When copying the files from the ATM, they will appear on your memory device in a folder with the name DATA_{atm serial number} – for example DATA_TYAH001234.

Inside you'll find the setup files, log files and also the contents of the journal including camera photos. To read this journal, you'll need to download a free utility.

Genmega Electronic Journal Viewer Program
http://ftp.genmega.com/Software/Gen_EJ_Viewer.zip

This utility will allow you read / sort and print entries from the journal that was recovered from the ATM. Since the file saved on your memory device is named after the ATM serial number, you can copy the journal from several ATMs onto the same memory device without worry of overwriting.

Note that it can take several minutes to copy the journal depending on how many records are stored in the ATM and the age of the mainboard. So be patient when waiting for the files to copy.

'**COPY FAILED**' – if you receive this message while trying to copy, it means the ATM cannot write to the memory device, or the file is corrupted and cannot copy. If the USB memory device you're using requires a driver install to work – then you cannot use it on the ATM. Try another USB device – or reformat (FAT / FAT32).

**GENCAM PHOTOS** – As of software V05.00.44, if your ATM has a camera installed, you'll have the option to copy 'JNL / SETUP ONLY' or 'JNL / SETUP with CAMERA IMAGES'. Camera images can take up a lot of memory if you only need to copy the Journal or Setup information.

## 3.8 COPY / LOAD ATM SETUP

You can also use this feature to 'clone' another ATM machine. For example, if you have to program 10 machines all with the same programming except for Terminal Number, you could use this feature to fully program one machine, then copy the setup information to a memory device and use that to pre-program the rest of the terminals.

Do the same procedure as above to copy the files. Then take the SD card or USB device and insert it in the next ATM. Press LOAD SETUP button in the journal menu and it will give you a list of folders containing setup information. Chose the serial number matching the info you want to load and then it will be copied.

Note that the ATM Serial number / Terminal ID number and Passwords are not copied as part of this feature.

 © Genmega 2024

# 4 REPORTS MENU

The reports menu provides statistical information as well as troubleshooting and error information.

## 4.1 ERROR CODE

If the machine is out of service, and you are unfamiliar with the error code being displayed (or none is displayed), this screen will provide error descriptions as well as corrective action for the currently displayed code.

Press the Error Code button to enter this screen. Use the function keys to scroll through all the possible error codes and descriptions the ATM can report. To the left is an example of an Error Code screen.

## 4.2 S/W VERSION

This screen provides the current revisions of software and firmware used in your ATM. This information may be used to troubleshoot a problem, or simply to make sure that the software being used is up to date. It is useful to have this information when reporting a problem to your dealer / distributor. Press the S/W Version button to view the current revisions. Press Enter key to print a copy of the displayed information.

## 4.3 PRINT ALL SETUP

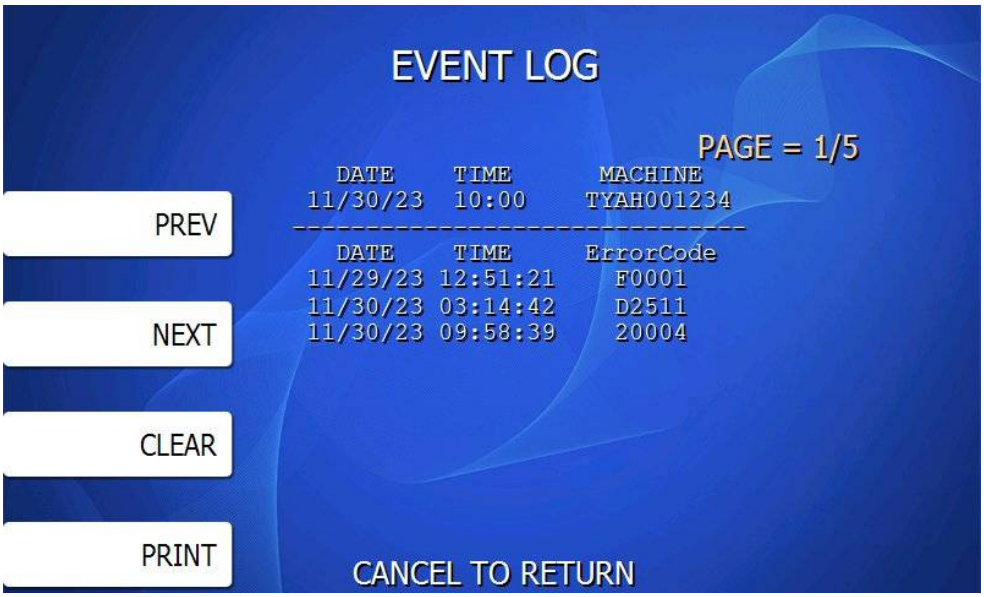
The Print All Setup report is a complete listing of all the programming details for your ATM. It includes everything from software versions to message screens and host setup parameters. This report can be important when troubleshooting problems. It is recommended to keep a copy of this on hand when contacting your service personal. To print the report, press the Print All Setup button, when the report is finished it will prompt you to press Enter to return to the Reports Menu.

 © Genmega 2024

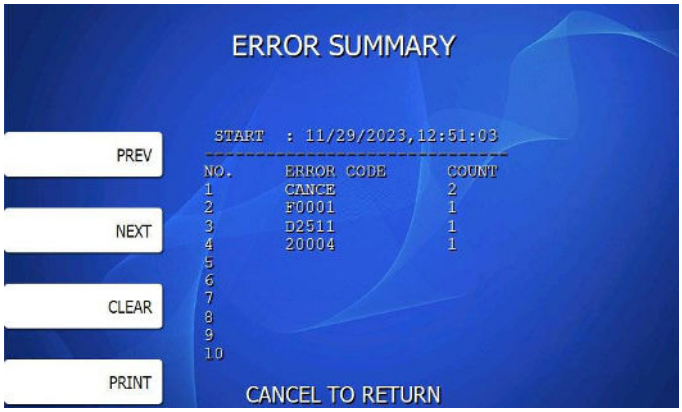
## 4.4 EVENT LOG

The Event Log is a list of error codes that occurred along with a DATE / TIME stamp for when each event occurred.

This report can be viewed with the on screen controls (PREV / NEXT) and also printed




## 4.5 ERROR SUMMARY




This report is a running total of all errors that have occurred. It lists the errors by the number of times they occurred. Sometimes your machine can go out of service and no error code is displayed (usually with communications problems). If this happens, check the error summary, as the code may be displayed here. To the left is a sample of an error summary report.

Please note that not all codes are 'errors' codes like F0001 – add money, or C0047 – cassette empty can be common.

Press Clear to clear the report and start over. This can be useful if you have a machine were multiple errors are occurring. If you clear the error codes and then attempt a transaction, if that transaction fails, the error summary will only show those errors that occurred during that last transaction. You can also print the error summary list by pressing the Print button.

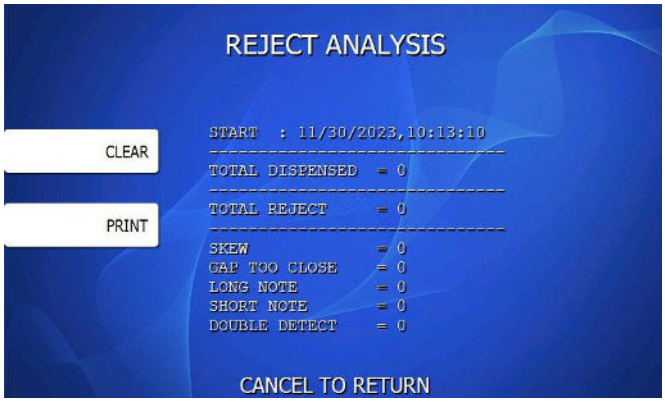
 © Genmega 2024

## 4.6 STATISTICS

This report keeps running averages of transaction information, including:

- Withdrawal Transactions per day
- Non-Cash withdrawals per day (if enabled)
- Balance Transactions per day
- Transfer Transactions per day
- Notes Dispensed per day
- Surcharge amount collected per day

## 4.7 REJECT ANALYSIS




This report contains details regarding any transactions where the cash dispenser diverts a note or notes to the Reject Bin.

These events can occur because of bad notes or because of a mechanical issue. In most cases excessive rejects mean that maintenance or cleaning should be performed.

When reporting dispenser problems to your support technician, it helps to have this report available.

 © Genmega 2024

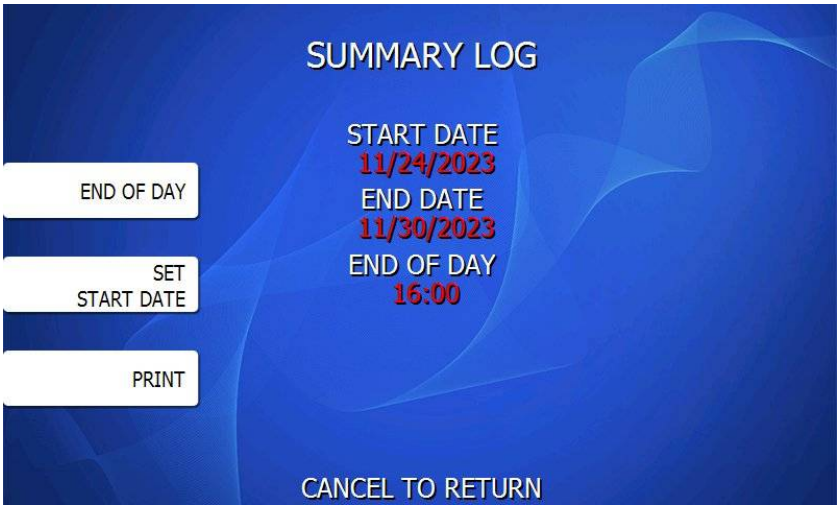
## 4.8 SUMMARY LOG

```
          SUMMARY LOG
  ==============================
 TODAY  11/07/2014,14:03:33
 G2500,TYAH001234,
 TERMINAL ID : QADGJMPT
-----------------------------------
       24H ENDING AT 16:00
            11/07/2014
 # OF WITHDRAWALS          : 16
 # OF BALANCE INQUIRIES    : 5
 # OF XFERS                : 2
 # OF NON-SURCHARGE        : 0
 # APPROVED                : 23
 # DENIED                  : 0
 # SURCHARGE CANCELS       : 0
 # SUCCESSFUL REVERSALS    : 0
 # UNSUCCESSFUL REVERSALS  : 0
 FUNDS REQUESTED : 340.00
 FUNDS DISPENSED : 340.00
```

This report is very similar in data to the Summary Report earlier in this section.

However this report will print with data shown in 24 hour increments to make it easier to balance or total out your machine on a daily basis.

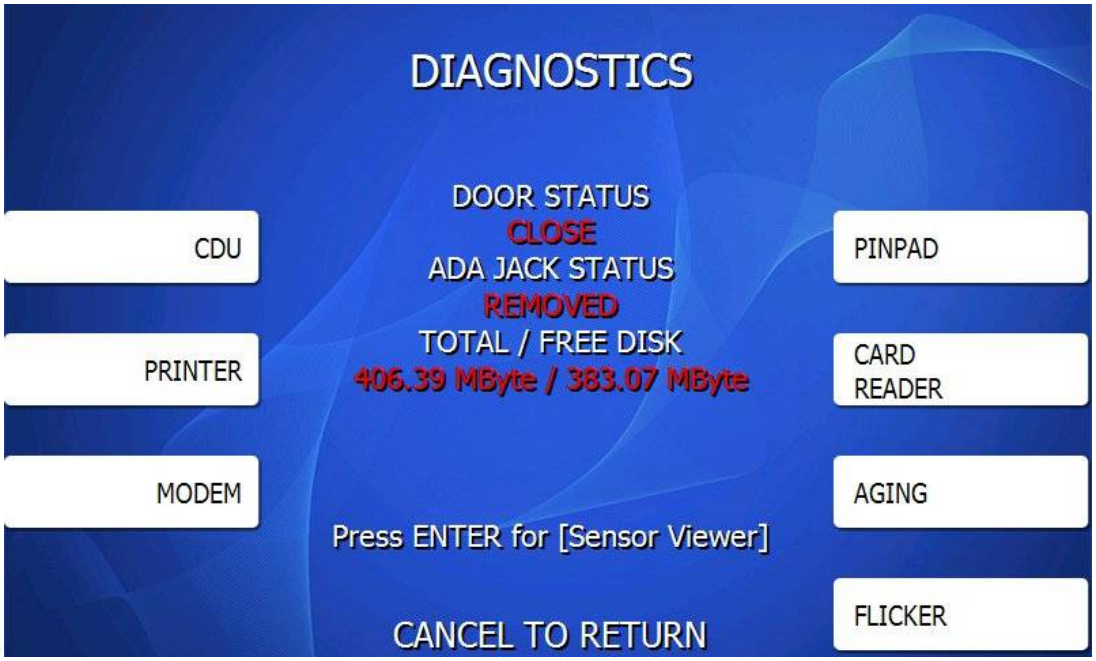
Within this menu you can select the time for the report to sort. This time should typically be the 'cut off' time where your host stops counting transactions for that particular day.




 © Genmega 2024

# 5 DIAGNOSTICS MENU

The ATM features built-in diagnostics features to assist with troubleshooting any hardware problems that may develop. Below is the main diagnostics menu.




In the middle of the Diagnostics Menu screen, you'll see the status of the Vault Door switch (open or closed) as well as the ADA (audio) Jack (inserted or removed) – these status indicators are constantly poling, so if you open or close the door – or insert or remove headphones, you should see the status change. You can use these to detect a vault door switch that may not be properly aligned – For example, if you can get that status to change by pressing on the door – the switch may not properly be aligned.

There is also a Memory status – this is useful to check if you're getting slow performance or if you're getting pop-up box error codes related to memory. Memory can be freed up by clearing NVRAM or the Journal.

## 5.1 CDU - CASH DISPENSER

This will test the ability of the cash dispenser to pull a note from one or both cassettes (based on how the CDU is programmed) and send it to the reject bin. You can choose from the first cassette, second cassette or both cassettes at once. This will NOT send money to the cash tray. Because all bills go to the reject bin, this test does not cover reject sensors.

**NOTE:** You must have bills entered into Settlement before running this test.

 © Genmega 2024

## 5.2 PRINTER

There are three functions: Initialize, Print and Eject.

Initialize Will print and cut a receipt which says 'Test Print Ok'
Print Will print characters to the receipt, but will not advance or eject the receipt
Eject Will advance and cut the receipt

## 5.3 MODEM

The modem test will allow you to enter a phone number to test dial-up modem. To run the test, press the Modem button and then press Test Dial. Using the main keypad, enter a phone number to be dialed (for example your cell phone number) and then press <Enter>. The modem should dial out to the number you entered. To end the call press Modem Hang up.

## 5.4 PINPAD

This tests the keypads of the ATM. Press the PINPAD button and a map of all keys will display on the screen. Press the different keys on each keypad (main and LCD) and the appropriate key will blink on the screen. Pressing the <Cancel> key on the main keypad will stop this test and return to the diagnostics menu.

## 5.5 CARD READER

This will test both the 'Chip' reader and the magnetic stripe reader. Insert a card, if there is a chip (EMV) the reader will latch the card and attempt to read the chip. On eject, the reader will also read and show data from available magnetic tracks (typically only track 2 is used).

If the card reader stops responding – you can use the 'Power Reset' button to reboot it.

## 5.6 AGING

The aging test is used at the factory to test machines prior to shipping and for quality control. Selecting this test will cause the machine to perform all self-tests for an unlimited amount of time.

You can select the options in the Aging Menu for which tests to perform what interval / number of times you want the tests to run.

 © Genmega 2024

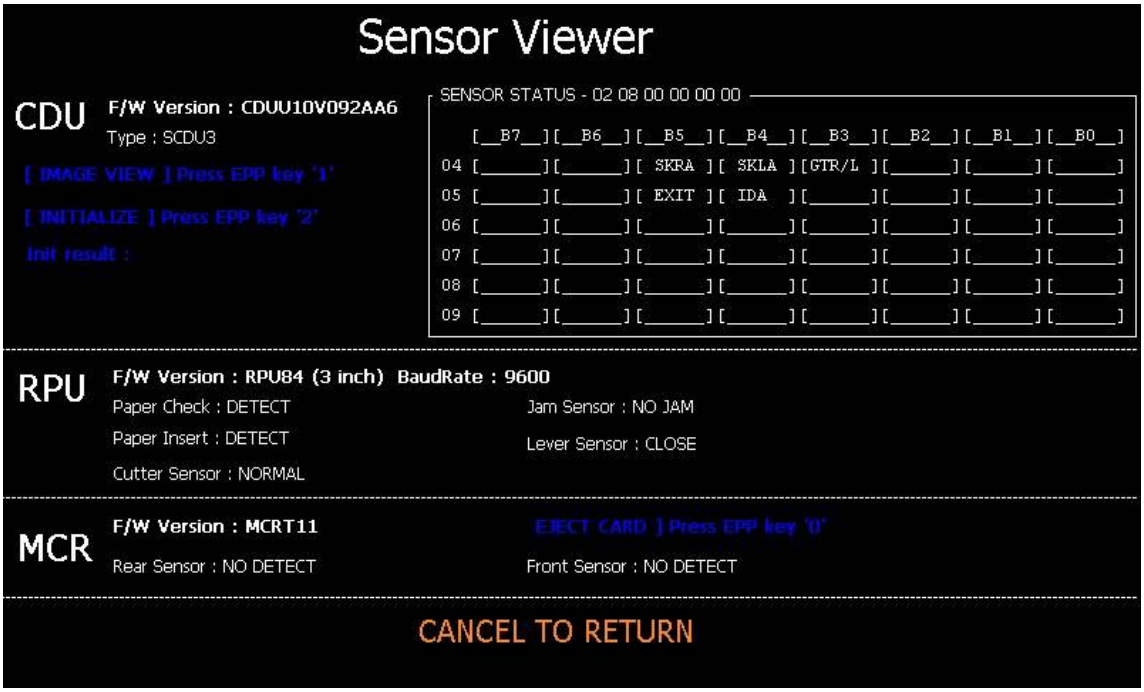
## 5.7 FLICKER

This menu allows you to check and test the various LEDs on the front bezel that light up during the transaction, including the Card Reader, Keypad, Receipt Printer and Cash Tray. You can also set the rate that the lights will flash (or 'flicker') from Slow-Medium-Fast or Solid.

The test function will turn all the LEDs on so you can verify they work. While they are on you can toggle the flicker rate to see how it will look.

## 5.8 SENSOR VIEW

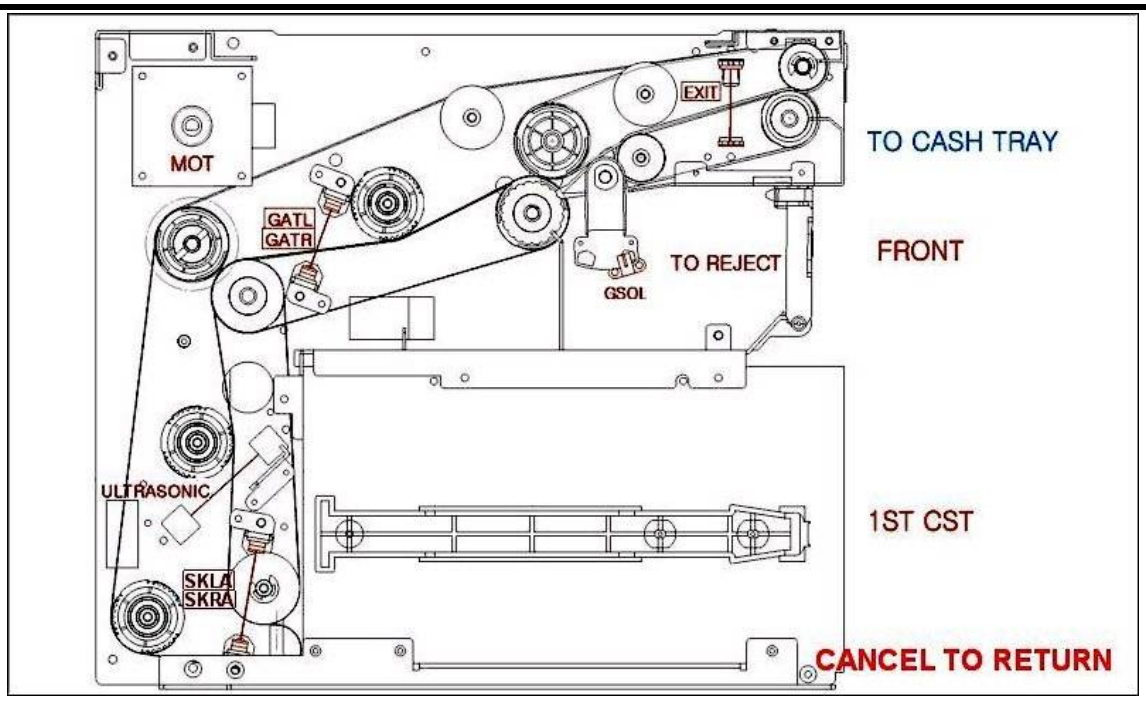
If your ATM uses an ACU6 or ACU7 mainboard, you should see an option for 'Sensor Viewer'. This is a powerful diagnostic tool to show you the status of various sensors in the Cash Dispenser (CDU), the Printer (RPU) and the Card Reader (MCR)




**CDU:** The top section shows the status of sensors in the Cash Dispenser – to the left are the Firmware (F/W) version as well as the Cash Dispenser Type. The matrix to the right shows the individual sensors and whether or not they show blocked or open. Note that some sensors will show as blocked in their normal state – or for example the NEA sensor just indicates low cash in the cassette. So not all 'red' status sensors mean a fault is occurring.

If you are trying to diagnose a dispenser problem or blocked dispenser sensor code – you can press 1 on the keypad to enter a detailed sensor view.

 © Genmega 2024




Above shows the location of each sensor found in the Cash Dispenser. Sensors blinking 'RED' may indicate a problem.

For example – in the diagram above, if the GATR or GATL sensor is blinking red, then inspect that section of the dispenser for a jammed bill – or try cleaning the sensors (clear LEDs) with a microfiber cloth. If after doing that the sensors stop blinking red, then you may have fixed the issue.

Keep track of which sensors are blinking red when reporting this problem to your technician or support team.

**RPU:** This section shows the status of various sensors located in the Receipt Printer module.
If any of the sensors appear red, there may be a problem with that sensor.

**MCR:** This section is for the Card Reader, if either the front or rear sensor show as blocked when there is no card present, that may indicate that something is jammed inside the reader.

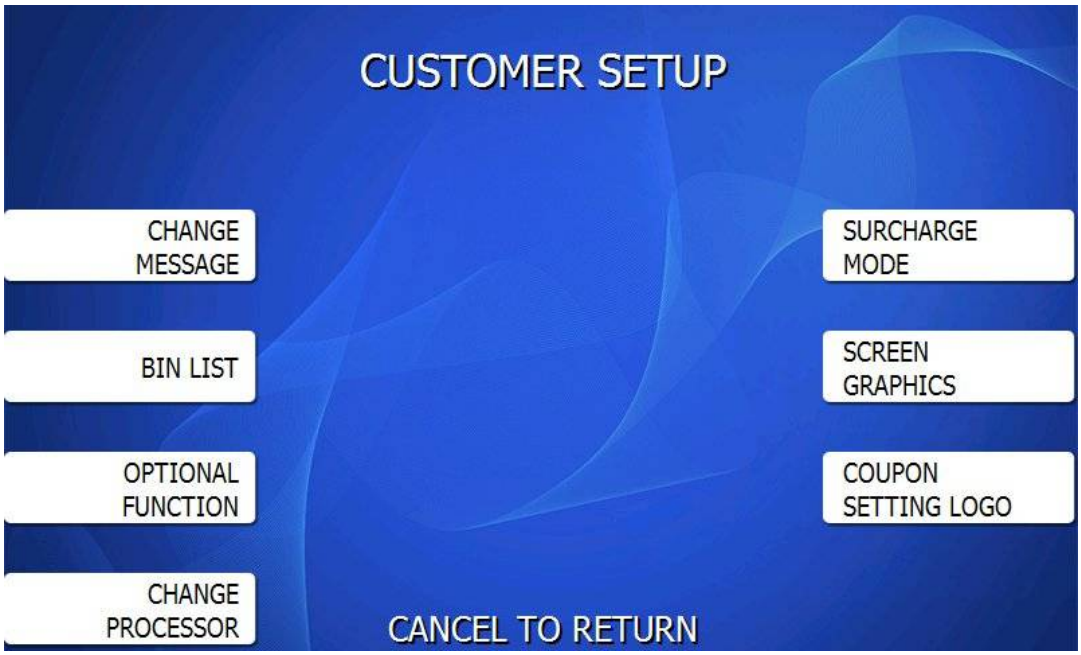
For more information about the Sensor Viewer – please see this video on our YouTube Channel.

YouTube Genmega Diagnostic Sensor Test
https://youtu.be/PdZdoe59mc0?si=_d41Y88Bg8Ag15kV

 © Genmega 2024

# 6 CUSTOMER SETUP MENU

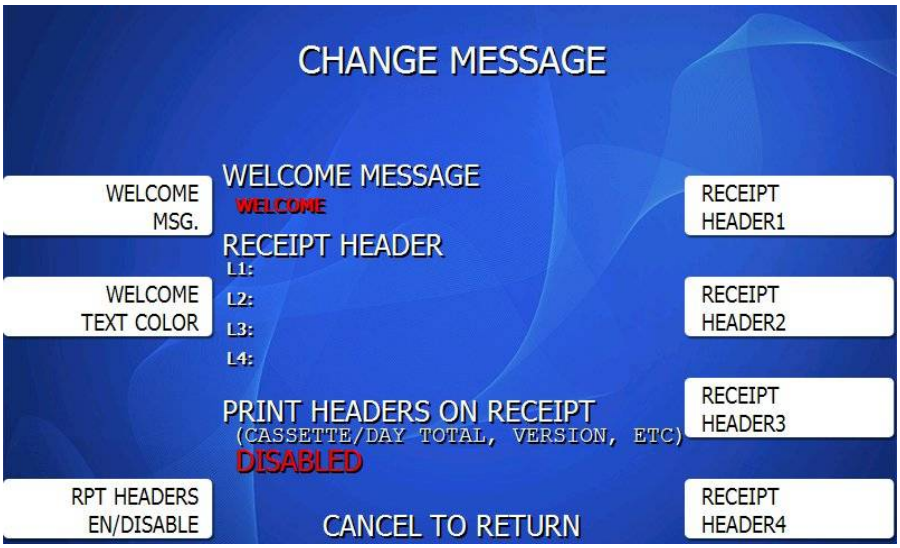
The Customer Setup menu controls Surcharge information, BIN lists, Receipt options, Host Processor communication settings and custom advertisements.




 © Genmega 2024

## 6.1 CHANGE MESSAGE

The Messaging options for the ATM are a welcome message and a receipt header message. The Welcome message allows line of 35 characters, which will appear at the top of the main screen (above the center graphic). The receipt header is up to 4 lines of 25 characters, which will appear at the top of each receipt.




### 6.1.1 WELCOME MESSAGE

Once you have selected Welcome Message from the Change Message Menu, you will be prompted with the Welcome Message editor screen.

Note that the Welcome message will display across all graphic or custom advertisement screens while the ATM is idle. If you would prefer not to have the message display over the top of your custom images, you would need to leave the Welcome message blank.

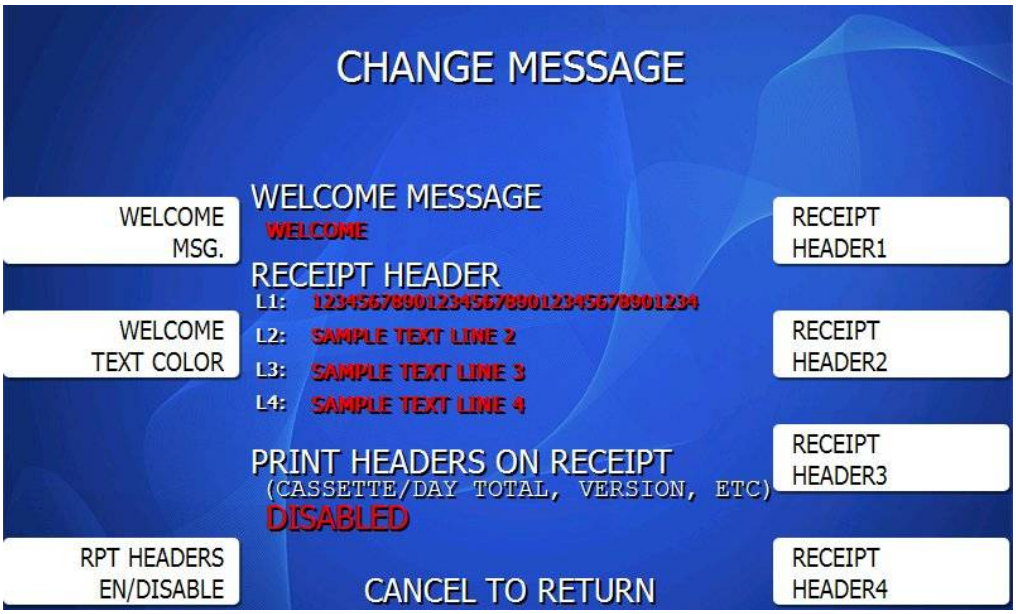
 © Genmega 2024

### 6.1.2 WELCOME TEXT COLOR

You can change the color of the Welcome message from this menu. This can be helpful if you'd like to match or contrast against a custom graphic screen you've loaded.

Press Change Text Color and then choose the number matching the color on the screen you'd like to use.

### 6.1.3 RECEIPT HEADER




The Receipt Header is 4 lines of text that will be placed at the top of each receipt. Each line can be up to 34 characters long.

Typically this can be used for the location name / address / phone, however you can add anything you'd like.

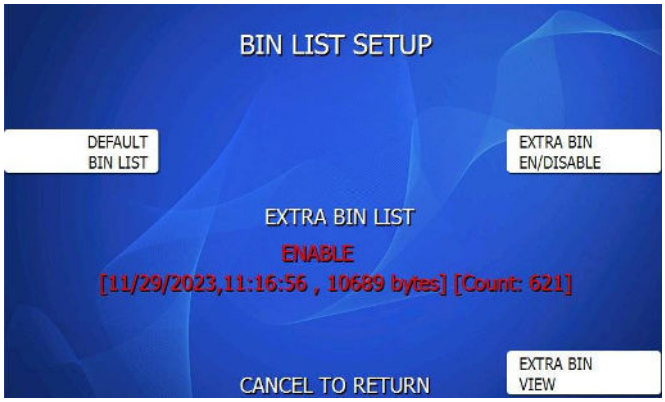
If you 'enable' the Print Headers on Receipt option it will also add the header text to various printed reports, which can make it easier to identify later which report goes with which location.

 © Genmega 2024

## 6.2 BIN LISTS

BIN numbers are card numbers that you have preset with your processor to not be surcharged during a withdrawal transaction. The ATM will hold up to 60 numbers that can be manually typed in via the Operator Menu. For larger lists, please see 'Extra BIN'.

As a card is inserted for a transaction, the ATM will compare the first several digits of the card number against the BIN List – if the number matches, then the customer will not be shown a surcharge approval screen. Just make sure your processor has the same list, or will not charge the value automatically from their end.




To enter the BIN numbers select DEFAULT BIN List from the Customer Setup menu. The list can hold 2 banks of 30 numbers for a total of 60. Bank 0 and Bank 1. Press the OTHER button to switch between the banks.

To add a number, press ADD and input the BIN number with the keypad. To remove, press REMOVE and type in the BIN number you wish to delete from the list.

Press OTHER to switch between Bank 0 and Bank 1.

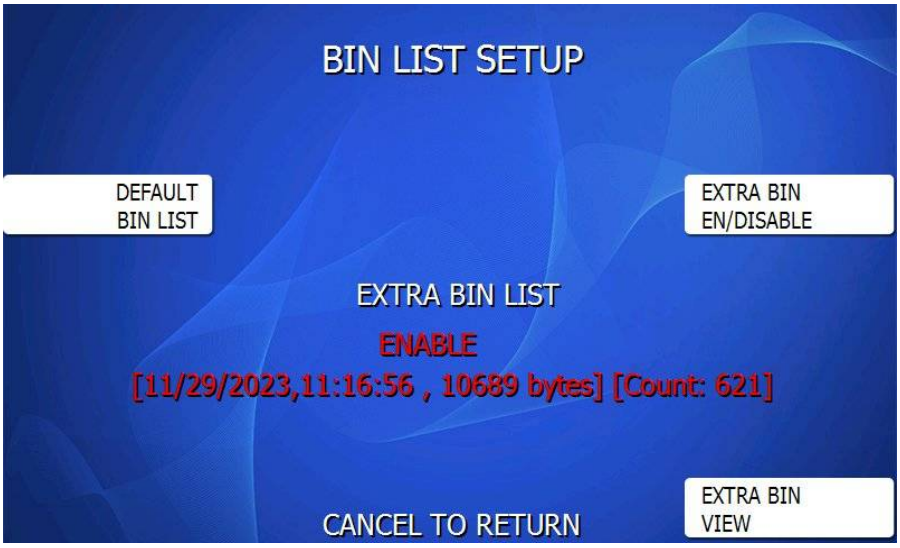
 © Genmega 2024

## 6.3 EXTRA BIN

If you need to support more than the 60 BIN numbers which can be typed directly into the Operator Menu, the ATM will support an 'Extra BIN' list which can be loaded at the terminal through an SD card, or USB drive, or remotely using the GenRMS Pro application.

The Extra BIN file can support thousands of additional numbers.

Please see the Appendix section at the back of this manual for instructions on creating and loading additional BIN numbers.




When an Extra BIN file is loaded, you'll see it listed as shown above in red along with a date, time, file size and count (number of BINs contained in the file)

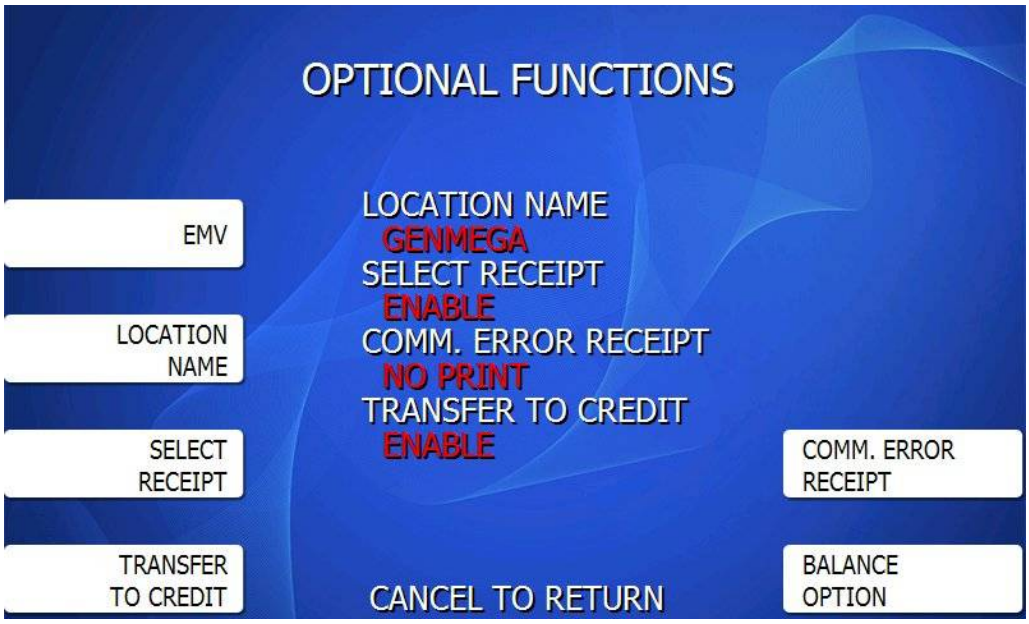
You can Enable or Disable the Extra BIN file using the button on the right.

If you wish to view the contents of the Extra BIN list, use the Extra Bin View button in the BIN List Setup screen. Use the 'Next' and 'Previous' buttons to change screens and view the whole list.

Please note that Extra BIN list file cannot be deleted – you can disable it so it's not used, or you can overwrite it with a different file. To otherwise remove the file from the board you'll need to do a Full Install of the ATM software.

 © Genmega 2024

## 6.4 OPTIONAL FUNCTIONS




### 6.4.1 LOCATION NAME

Adding a name to this field will print the name entered onto the journal records and print all setup. This is purely a convenience option and is not required.

### 6.4.2 SELECT RECEIPT

Options are: Enable, Disable, None

Enable: Customer will be presented with a choice of receipt: Display, Print or None
Disable: Customer will not have a choice of receipt type – receipt will print for each transaction
None: Customer will not receive a printed receipt (except DCC transactions)

For all of the options above, if the ATM experiences a paper jam, or runs out of paper, the customer will be asked if they would like to complete the transaction even though they will not receive a receipt. If the customer answers Yes, the transaction will continue. Following the transaction the customer's information (what would have appeared on the receipt) will display on the screen. The ATM will continue to operate without use of the printer. All DCC transactions are required to print a receipt, if the printer is offline or out of paper, the customer (if eligible) cannot use DCC (Dynamic Currency Conversion).

YouTube Genmega Select Receipt Options
https://youtu.be/nCy0c7jyrpI?si=sVJCjLUmUrQTKqYK

### 6.4.3 TRANSFER TO CREDIT

Some networks do not allow customers to transfer funds to or from their credit cards. By enabling / disabling this option you will add or remove the option button from the customer menus.

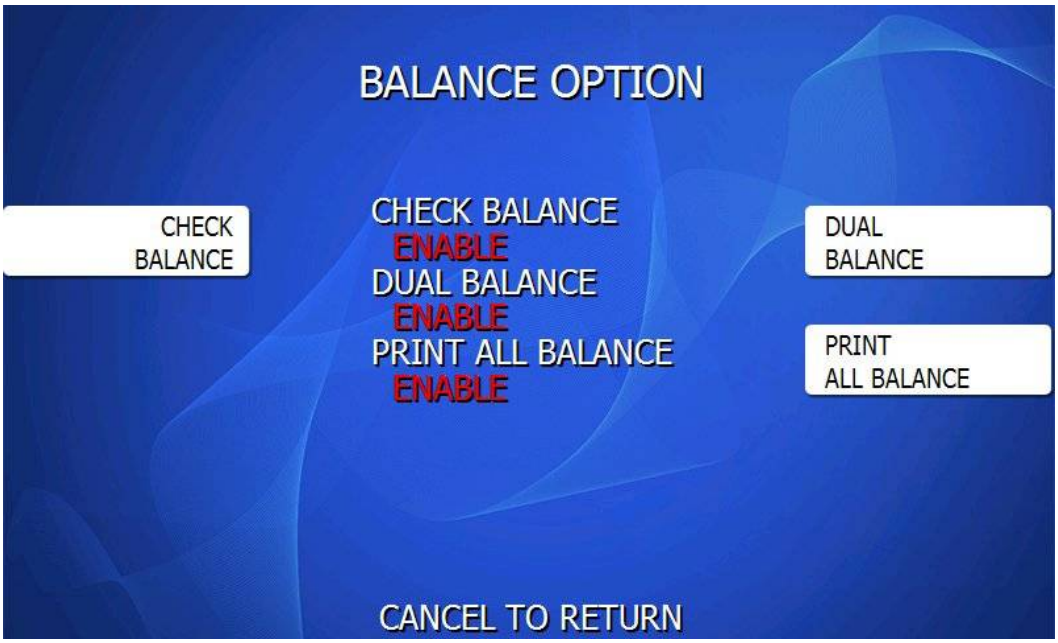
### 6.4.4 COM ERROR RECEIPT

Enabling this option will cause the machine to print COM (Communication) errors on the bottom of the customer receipt. This lets the customer know the specific reason why the transaction did not complete and is useful to avoid having customers ask the merchant questions about transactions.

 © Genmega 2024

### 6.4.5 BALANCE OPTIONS

Enabling this option will ask each customer if they would like to check their balance before each transaction.



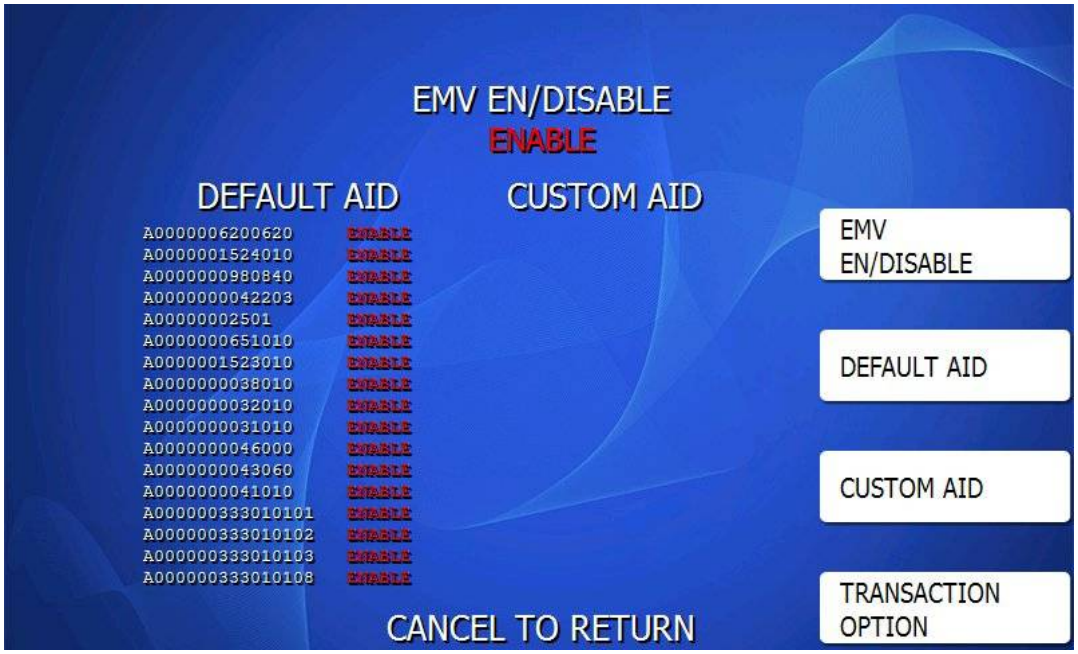

**CHECK BALANCE =** When enabled, this prompts customers if they would like to check their balance at the beginning of each transaction (before the normal transaction selection screen).

**DUAL BALANCE =** When enabled will allow customers the option to check 'all available account balances' (Checking / Savings) – this is done in the background as two transactions and then is reported to the customer.

**PRINT BALANCE** = When enabled, will print both Checking and Savings Balance on the receipt – if provided by the Bank.

 © Genmega 2024

### 6.4.6 EMV SETTINGS – AID LIST




**EMV ENABLE / DISABLE**

The EMV Menu allows you Enable or Disable the EMV function of the ATM. Enabling this option (default) causes the machine to read ‘chip’ cards and processing them as EMV.

If the EMV option is disabled, then the machine will do transactions by reading the magnetic stripe on the back of the card, rather than the embedded chip.

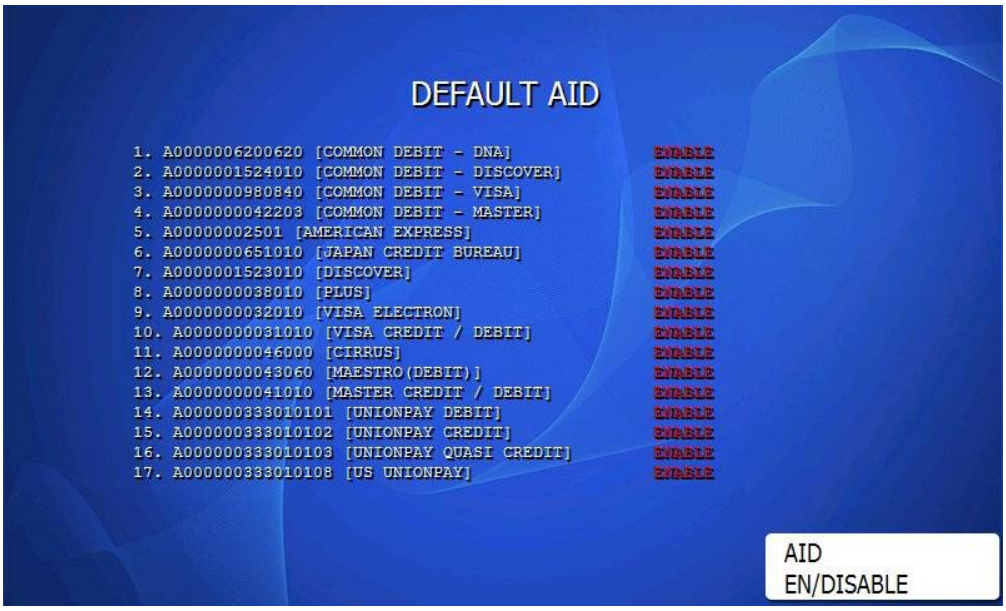
This option is enabled by default and should not be disabled.

**AID ENABLE / DISABLE**

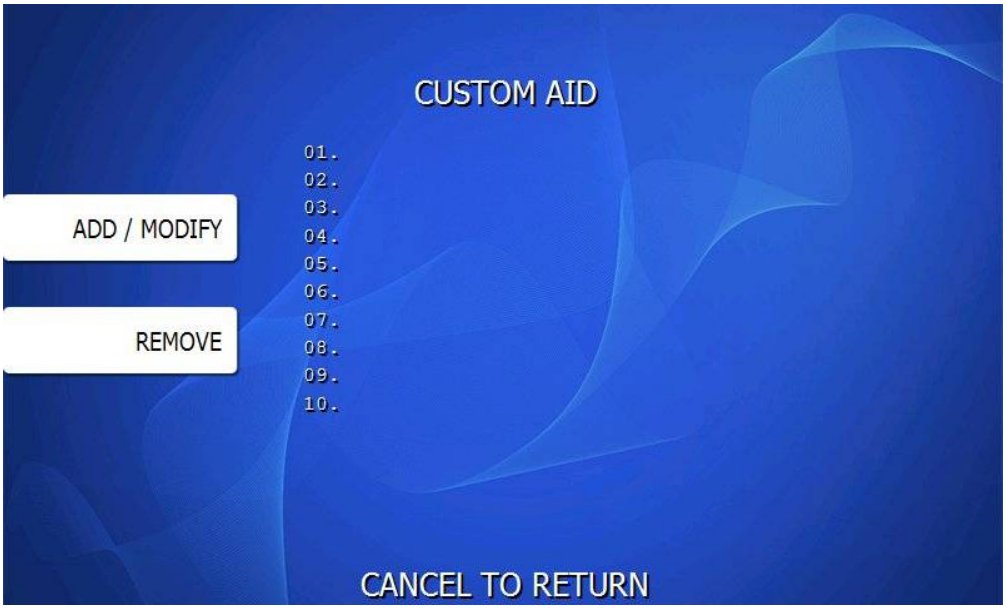
The AID list allows you to select individual card types which can be Enabled / Disabled. The purpose of this list is that some processors may not support a particular card issuer.

Only change these options if instructed so by your host processor. Changing them will impact which cards can and cannot be used at your ATM.

 © Genmega 2024




The Default AID list is a selection of commonly used cards or networks which can be Enabled or Disabled. Please note that you should only change these settings if your Host Processor instructs you to do so.

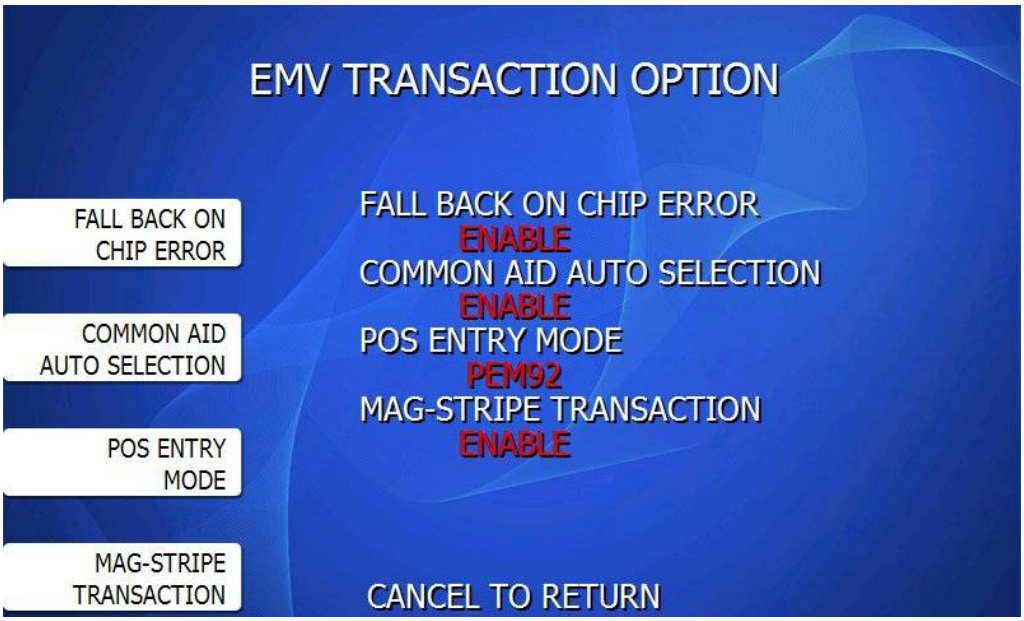



The Custom AID menu will allow you to enter a custom value of up to 14 characters.
This will only be used if required by your Host Processor.

 © Genmega 2024

**TRANSACTION OPTIONS**

These options modify how the chip reader will work.




**Fall Back on Chip Error**
This allows the reader to read the magnetic stripe on the card if the chip fails to read.

Warning if you enable this option and your processor reports that too many transactions are falling back, you may need to service the card reader so that it properly reads chip cards.

**Common AID Auto Selection**
When enabled, this option will automatically choose a 'Common' AID from the customer's card rather than presenting them with a list of applications. Your processor may require that you disable this option.

The reason this option was added was that in most cases, customers become confused when they are presented with a list of options, like 1 = VISA Debit / 2 = VISA Credit (example)

This option will detect the presence of a 'Common AID' (VISA Debit) and just proceed with the transaction without requiring the customer to choose from a list.

If you have this option enabled and the customer's card does not support a common AID, then the application list will be presented.

**POS Entry Mode** – Default = Standard. This determines the Transaction Code sent to the Host.
Standard will send correct PEM codes (Visa 0x91, MC 0x80, Dis 0x85, Default 0x92)
PEM92 will send 0x92 code for all transactions. This means the Host will determine transaction type.

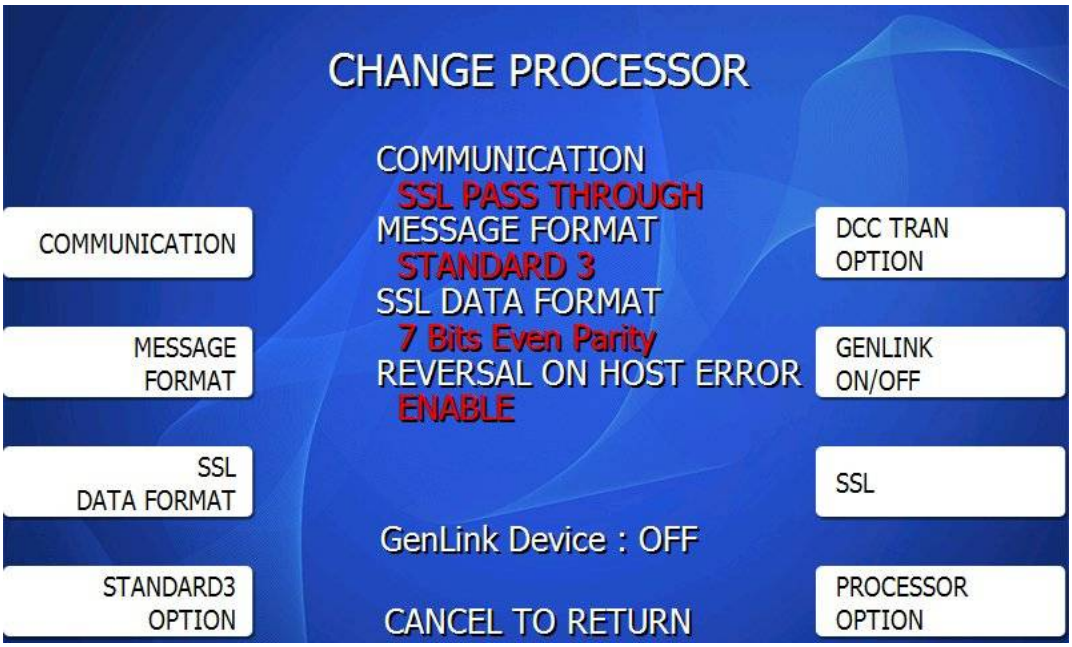
**Mag-Stripe Transaction**
This option allows you to disable the card reader from accepting magnetic-stripe transactions.
Enabled will allow mag-stripe reads, Disabled will not allow mag-stripe transactions.

 © Genmega 2024

## 6.5 CHANGE PROCESSOR

Host Processor selection changes the communications protocol to specifically match your particular processor. In most cases this is set at the factory when your machine is ordered, however in the event that the machine needs to be reprogrammed for a new processor, it may be necessary to change the processor mode.

To access the Host Processor mode, enter the Customer Setup menu using the Master Password.




### 6.5.1 COMMUNICATION

The ATM Communication Modes are as follows.
Press the Communication button to cycle through the options below.

Modem – Modem (dial-up)
Modem with EOT Reversal

TCP/IP – Standard TCP/IP (unencrypted)
VISA FRAME TCPIP (unencrypted)
ACK CONTROLLED TCPIP (unencrypted)
SSL PASS THROUGH (encrypted with SSL or TLS)
SSL LENGTH PREFIX W/O ETX (encrypted with SSL or TLS)
SSL LENGTH PREFIX WITH ETX (encrypted with SSL or TLS)

**NOTE** – as of summer of 2021, Genmega ATMs stopped shipping with Dial-Up modems installed. You can still operate with a dial-up connection with earlier machines, or you can add a modem to a later model machine if needed.

However machines sold after 7/2021 will not support a dial-up connection out of the box.

 © Genmega 2024

### 6.5.2 MESSAGE FORMAT

Use the Message Format button to select the appropriate Host Processing Mode.
Available formats are:

Standard 1 (Visa-II Emulation)
Standard 2 (CSP200 Emulation)
Standard 3 (Triton Emulation)
EPS

While the ATM programming can support older Message Formats (STD1 / STD2) you can only process EMV transactions with Standard 3. It's very unlikely that you'll use the other available Message Formats.

If you enable EMV – then you can only chose Standard 3, the other options are not available.

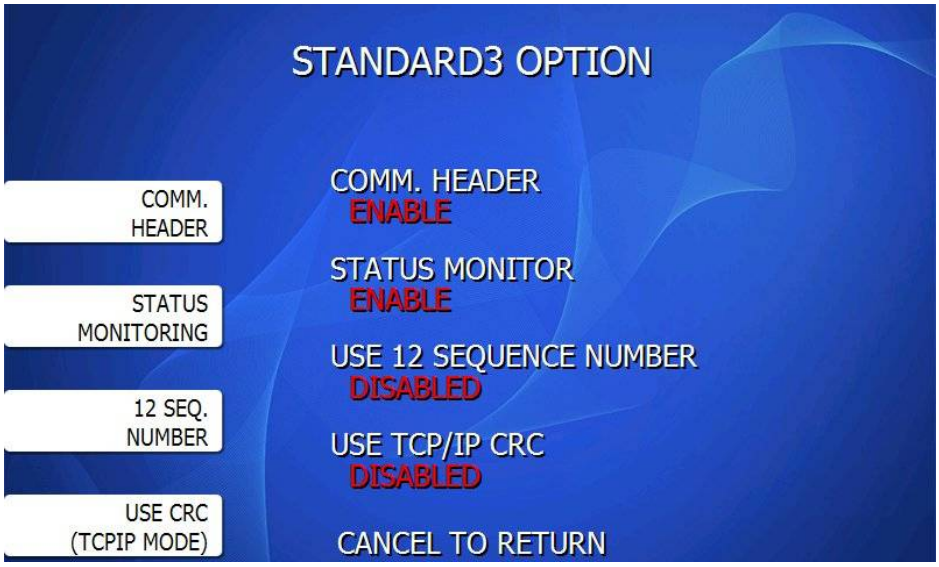
### 6.5.3 SSL DATA FORMAT

This setting is dependent on your Host Processor – check their setup sheet for the appropriate mode. The options are:

7 Bits Even Parity
7 Bits Odd Parity
8 Bits

### 6.5.4 STANDARD 3 OPTIONS

These options are set based on the requirements of your Host Processor – check their ATM setup sheet for the specific values:

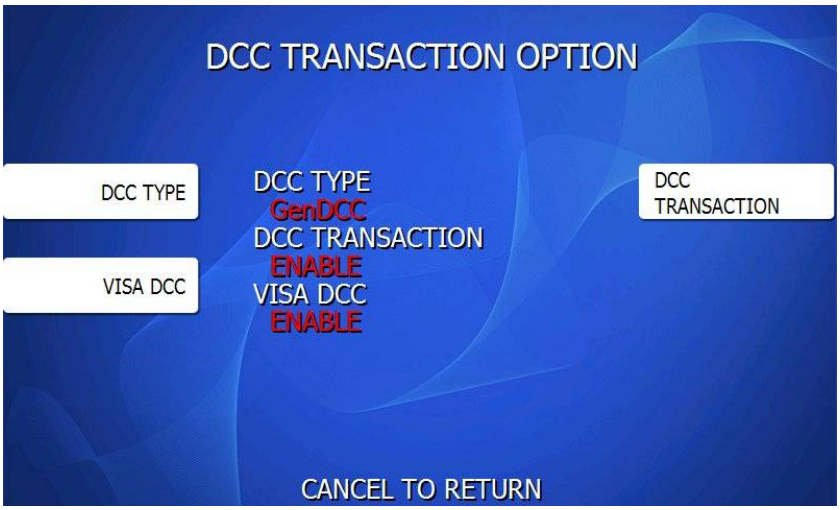



 © Genmega 2024

### 6.5.5 DCC TRAN OPTIONS

DCC is Dynamic Currency Conversion – it allows foreign customers to withdraw cash, but show the amount in their home currency. Cards are checked for eligibility when connecting to the Host – and a currency type and conversion value is provided to the ATM.

This option will need to be checked with your Host Processor, so verify before changing or enabling these options.




**DCC TYPE**
This option specifies how the ATM will handle these transactions – consult with your Host Processor. for the appropriate settings:

GenDCC – DCC transactions are forwarded to the Host along with normal transactions.
DCC Host – Requires a 3rd party Host to process DCC transactions.

If you're using DCC HOST – once the option is set, you'll find the settings for this when you enter the Host Setup Menu from the main Operator Function Menu. You'll have a choice of DCC HOST or ATM HOST when entering that menu.

**DCC TRANSACTION**

Enable – ATM will process foreign cardholders as DCC (MasterCard).
Disable – ATM will not process foreign cardholders as DCC – rather just as a regular transaction.

**VISA DCC**

This option will only appear if you have DCC Transaction set to 'Enable'
Enabling this will support VISA cards as well as MasterCard for DCC

 © Genmega 2024

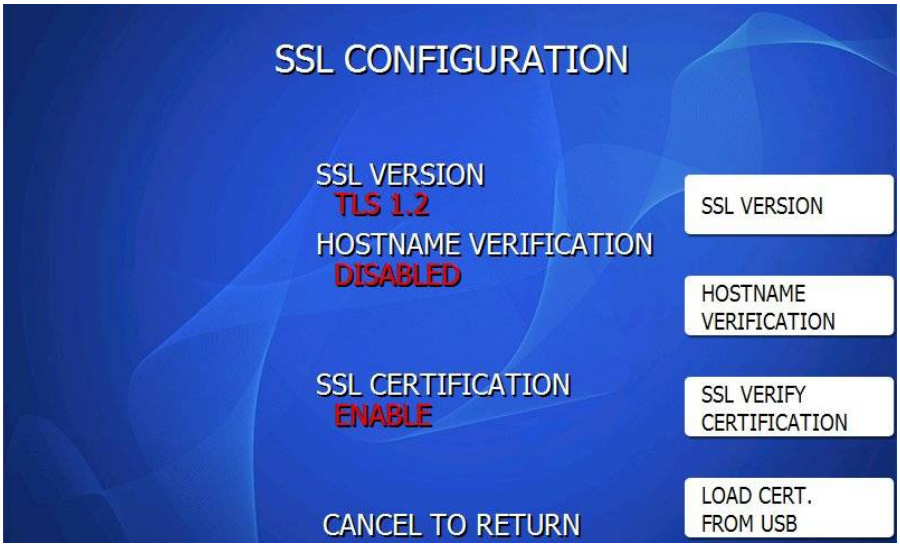
### 6.5.6 GENLINK

GenLink was a 3G modem option that was installed directly on the motherboard and operated on the Verizon cellular network. Since Verizon dropped support for 3G devices this option was discontinued.

It will likely be removed from future software releases as it no longer serves a purpose.
Do not enable this option – as it will attempt to set up a device that does not exist.

### 6.5.7 SSL MENU – SSL CONFIGURATION

These options should be enabled based on the requirements of your Host Processor.




**SSL VERSION** – This will show which encryption method your processor is using (SSL, TLS 1.0, TLS 1.1, TLS 1.2) You do not need to change this setting, the ATM will automatically detect which encryption method your host uses at the beginning of each transaction.

**HOST NAME VERIFICATION** – This option will verify the certificate against the host URL

**SSL VERIFY CERTIFICATION** – Enabling this option will cause the ATM to verify the root security certificate with the host when establishing a secure connection.

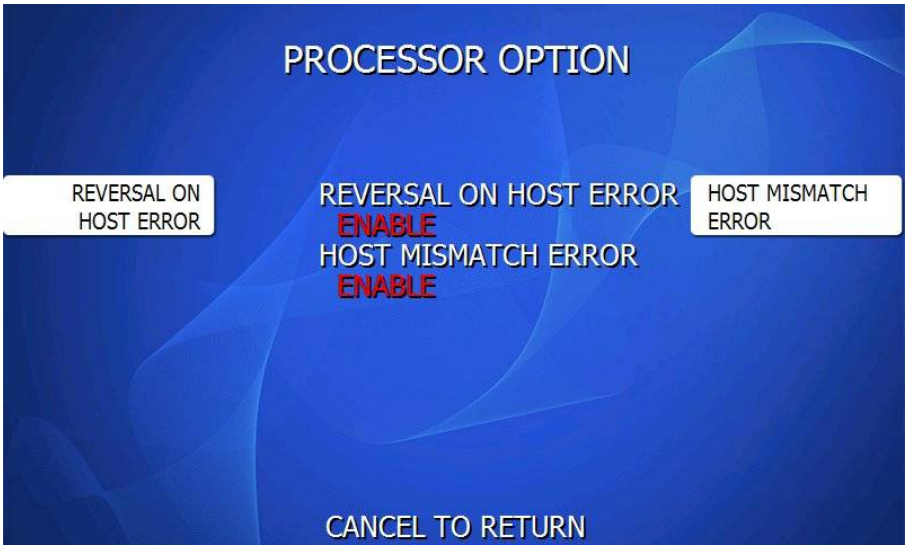
If this option is disabled, the transaction information is still encrypted however the ATM will not require certificate verification with your host. If your host does not support this option and you enable it – it will result in a D26xx error code per the Note below.

**LOAD CERT FROM USB** – This option will only appear if SSL Verify Certification is Enabled
In some cases your processor may require a special certificate file be loaded on the ATM. This allows the processor or host to control the encryption security.

This certificate file would be obtained by your processor and would need to be copied to a USB memory device. Insert the device into the USB port on the back of the ATM screen and press Load from the Operator Menu.

 © Genmega 2024

### 6.5.8 PROCESSOR OPTIONS




**REVERSAL ON HOST ERROR**

This option will cause the ATM to perform a 'Reversal' transaction if there is any interruption or error encountered during the transaction.

The option will require that the ATM receives an EOT (End of Transaction) message before cash is dispensed. This eliminates the chance for communication errors to cause the processor to reverse a transaction unnecessarily or if a transaction is approved but the machine does not dispense.

We recommend setting this option to 'Enabled' for all processors.

**HOST MISMATCH ERROR**

This option will check incoming messages from the host and report any error where the following fields are not matching.

If the fields do not match, the following error codes will result.

Terminal ID number mismatch = D0096
Sequence Number = D0093
TR Code = D009A

Report these codes to your processor if they occur.

 © Genmega 2024

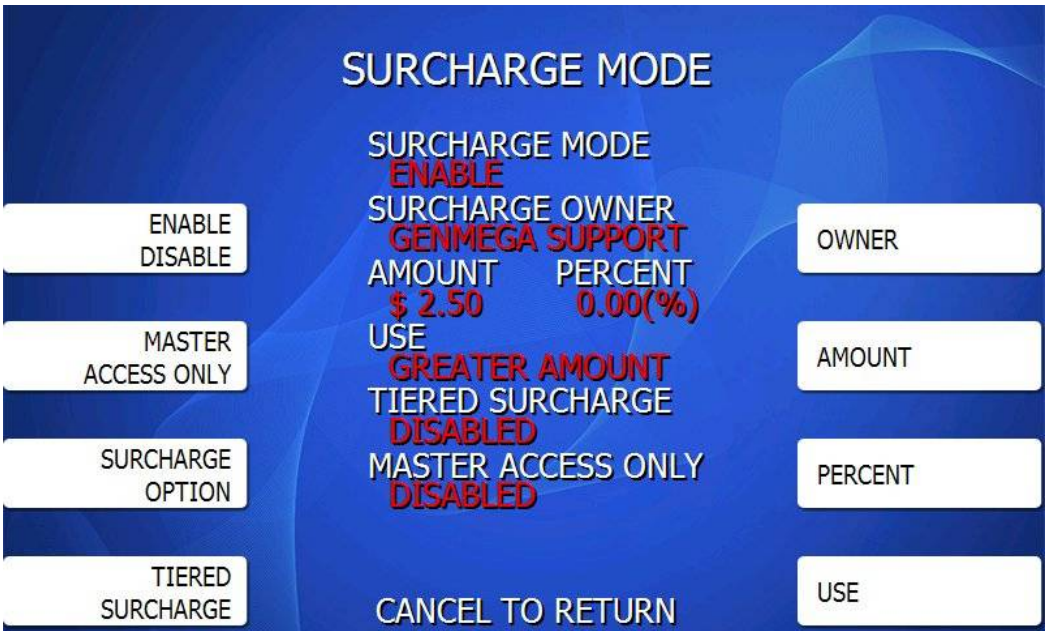
## 6.6 SURCHARGE MODE

The Surcharge menu displays the current rate at which customers are charged per transaction and whether or not the option to surcharge is enabled or disabled.

The information programmed here should match the information given to the processor at the time the Terminal ID was created.

Because features like Percentage Surcharge require the surcharge value to be set at the ATM, it's possible for the ATM to override what the processor expects to surcharge (or not surcharge customers at all) if these settings are not correct.

Please review the following setting carefully and instruct your operators on the risks involved in changing surcharge settings.




To set the surcharge parameters begin by entering the Surcharge Mode menu from the Customer Setup menu. The bottom of the screen displays the current status of each surcharge parameter.

### 6.6.1 SURCHARGE MODE

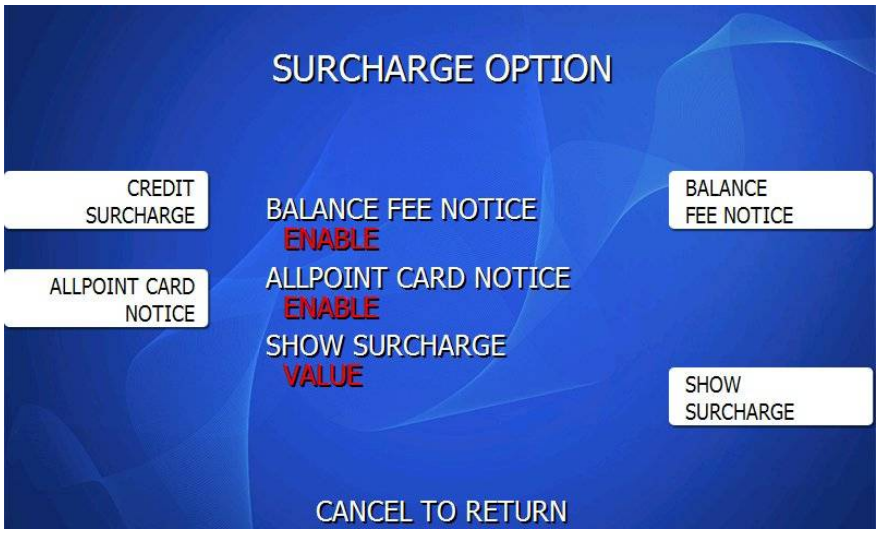
This button toggles the surcharge option on and off.
Enabled = Surcharge ON / Disabled = Surcharge OFF

### 6.6.2 MASTER ACCESS ONLY

Enabled = You must use the Master Password to access any of the surcharge function.
Disabled = Surcharge functions can be changed with any password (Operator / Service / Master)

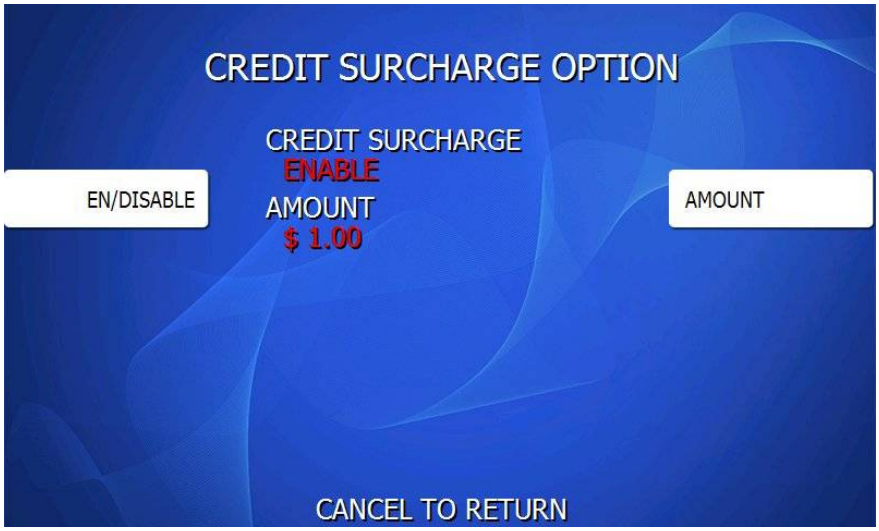
 © Genmega 2024

### 6.6.3 SURCHARGE OPTIONS




### 6.6.4 CREDIT SURCHARGE

This option allows for an addition surcharge for credit cards used at the ATM.
Verify that your host will accept this modified surcharge value and not override it.




Within the Credit Surcharge menu, you have the option to Enable or Disable – as well as the extra amount to charge Credit Card customers.

 © Genmega 2024

### 6.6.5 BALANCE FEE NOTICE

Enabling this option will present the following notification screen to the customer during the Balance transaction screen.

### 6.6.6 ALLPOINT CARD NOTICE

Enabling this option will display a notice at the Transaction Surcharge scree - for ‘ALLPOINT’ card network users that they will not be surcharged.

### 6.6.7 SHOW SURCHARGE

This option changes how the customer will see the surcharge amount at the surcharge authorization screen – the options are:

| | |
|---|---|
| VALUE | $2.00 |
| PERCENTAGE | 0.5% |
| BOTH | $2.00 - 0.5% |

 © Genmega 2024

### 6.6.8 TIERED SURCHARGE

**WARNING**: Please check with your processor before enabling this option. If you processor does not support the Surcharge type as a dynamic value, then problems with the surcharge will result.

Tiered surcharging allows you to fully customize the value of the surcharge based on how much money the customer withdraws.

For each amount of withdrawal, you can set a rate ($2.00) or a percentage (5%) of value that will be surcharged to the customer.

To set up Tiered Surcharging, begin by selecting 'Enabled' from the Surcharge Menu.

From this menu, you use the ADD / MODIFY function to select on of the Index values (1-10).

Then you enter a 'From' and 'To' amount which is the amount of withdrawal that this surcharge rule will follow.

**For Example:**

I want customers who withdrawal between $20 and $80 to be charged a flat rate surcharge of $2.50.

To add this, choose 'Add / Modify' and select index #1. Then I change the 'From' amount to $20 and the 'To' amount to $80. Then you can select the mode to 'Amount' (flat rate)

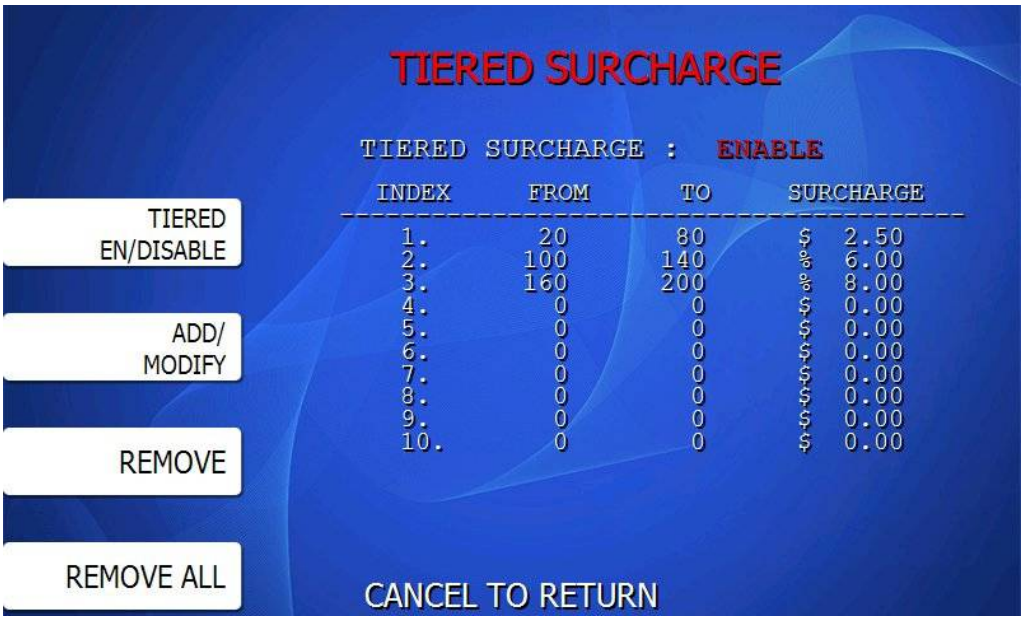
Next I want customers who withdrawal between $100 and $140 to be charged a percentage surcharge of 6.00 %.

To add this new rule, choose 'Add / Modify' and select index #2. Then I change the 'From' amount to $100 and the 'To' amount to $140.

Then you can select the mode to 'Percentage'

 © Genmega 2024

Below shows the previous examples applied to the Tiered Surcharge screen.




To modify an existing rule, then select ‘Add / Modify’ and enter the index of the rule you want to change.

If you wish to remove any surcharge rules or to reset the whole menu, just use the REMOVE and REMOVE ALL buttons from the Tiered Surcharge menu.

 © Genmega 2024

**IMPORTANT NOTES REGARDING TIERED SURCHARGING**

If your processor does not support Tiered Surcharging – you cannot use this option.

The ATM will still have a 'base' surcharge value (amount or percentage) that is set in the main surcharge menu. That base value will kick in for any transaction where there is no set rule for a specific value.

For example, if I create tiered rules for $100 to $200 (10%) and $200 to $300 (15%)
If a customer tries to withdrawal under $100, then the base rate will apply.

In the above example, if the ATM dispense limit is actually $400 then customers who withdrawal over $300 will go back to the base rate.

Remember to consider all these options when setting up a Tiered Surcharge plan. You can always test the rules by simulating a withdrawal transaction and answering 'No' to the surcharge authorization screen.

**Any withdrawal amount which is NOT covered by a tiered surcharge rule will be covered by the base surcharge value (main surcharge screen)**

 © Genmega 2024

### 6.6.9 SURCHARGE OWNER

The Surcharge Owner is a free-text field of up to 15 characters – this text will appear on the 'Surcharge Authorization' screen – when a customer approves the surcharge amount during a transaction and it also appears on the customers receipt.

### 6.6.10 SURCHARGE AMOUNT

To set the surcharge value, press the Amount button and type the dollar amount using the main ATM keypad. For $2.00 – press 2-0-0 … for $2.50, press 2-5-0
Press the Enter Key to accept the amount.

### 6.6.11 PERCENT

This allows you to set the surcharge amount as a percentage of the overall amount that the customer is withdrawing per transaction. Check with your processor to make sure that they support this option.

### 6.6.12 SURCHARGE USE

This is a very important setting – if set incorrectly it can negatively affect how your surcharge is collected. Please see the warning notes below. 'Use' selects between the percentage amount and the static surcharge to determine which should be used.

LESSER = Surcharge amount will be the LESSER amount between surcharge and %
GREATER = Surcharge amount will be the GREATER number between surcharge and %

For customers processing with WorldPay – use the WORLDPAY_LESSER / GREATER settings.
It operates the same way as described above, however is modified to work with that Host.

**WARNING:** If you set the percentage surcharge mode from 'Greater' to 'Lesser' and leave the percentage value at 0%, then customers will not be surcharged.

Example - Surcharge set as follows:

Surcharge $1.50 or 0% whichever is 'Greater' = customer is charged $1.50.
Because $1.50 is a greater value than 0.

Surcharge $1.50 or 0% whichever is 'Lesser' = customer is not charged at all.
Because 0% is lesser than $1.50.

****** Please be very careful when setting your surcharge settings ******

Always test your settings to make sure your machine is surcharging correctly.

 © Genmega 2024

## 6.7 SCREEN GRAPHICS and BRANDING

Genmega ATMs are capable of displaying up to 8 customized graphic or advertisement screens. ATMs with ACU6 or ACU7 mainboards (mid-2014 onward) can also display video files.

To take advantage of this feature, the graphic files would be created on your computer using a graphics or 'paint' program and then are downloaded into the ATM - either directly at the ATM using a SD card or USB memory and also they can be loaded remotely by using the Genmega Remote Management Software (GenRMS).

Please see Appendix D at the end of this manual for detailed instructions for creating advertisements.

Genmega provides two utility applications for helping create and manage static advertisements and also video files for machines that support them. They can be downloaded from our website using the links below:

Genmega Image Pack Editor
http://ftp.genmega.com/software/GenImage.zip

Genmega Video Pack Editor
http://ftp.genmega.com/software/GenVideoPack.zip

* If the links above don't work, cut and paste the URL into you browser.
* These applications require a Windows based PC.

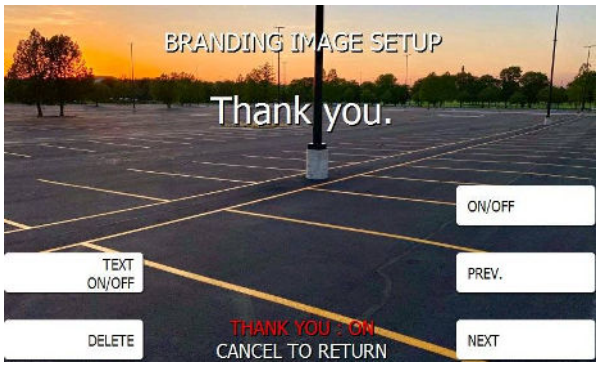
 © Genmega 2024

### 6.7.1 BRANDING

Branding allows you to change the background image while the transaction is processing – and also at the Thank You screen.

When a branding image is shown, you can select whether or not the ATM will display the normal text on screen along with the image – or just show the image with no text.

With the Branding option set to 'ENABLE' you will have a Branding Image button, which shows you the screens that have been uploaded.




In the above examples, the left image would be shown during the 'processing' period of the transaction.

The TEXT ON / OFF button will toggle the on screen message. On will display 'The transaction is being processed. Please Wait' message as shown above – or off will disable that text. Same with the Thank you screen on the right.

DELETE will delete that image from the mainboard.

The ON / OFF button will enable or disable that screen from being shown during transactions.

 © Genmega 2024

### 6.7.2 VIDEO AD FUNCTION SETUP

As of V05.00.42 software release, ATMs with an ACU 6 or higher mainboard can now display video clips as advertisements.

Supported video file types are .MP4, .AVI, .WMV, .MOV
Video resolution should be 1024 x 768 – regardless of ATM model.

**NOTE:** The video files will not play audio or sounds – only the video image.

Video ads will only play when the machine is idle, and if there is more than one, they will play in order.

Video ads can be loaded at the ATM directly using a SD card or USB drive, or they can be downloaded remotely using GenRMS (Remote Management Software).

There is a maximum of 100MB of allotted space for video ads, and there is also an option to use an SD card left in the ATM as additional memory.

For more information, please see our video tutorial on YouTube:

Genmega ATM How To Create and Install Custom Video Advertisements
https://youtu.be/26EJLOAwZQk?si=6llyXBZq0K3RSX1K

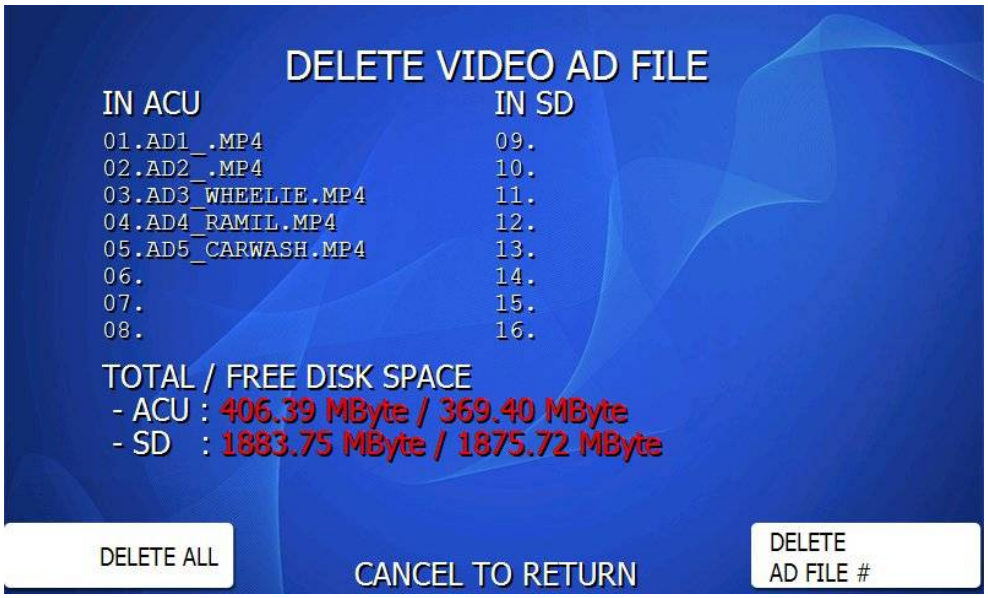
**VIDEO AD FUNCTION EN/DISABLE**
This enables or disables the ability to play video advertisements

**WELCOME TEXT EN/DISABLE**
When enabled, whatever text you have entered as a 'Welcome' message will be displayed on top of the video as it plays.

**WITH IMAGE AD**
When enabled - once any loaded video files play – any loaded static ad images will play after.

 © Genmega 2024

**DELETE VIDEO ADD**
This menu will allow you to remove or delete any stored advertisement videos.




**IN ACU**
This column lists all the video files stored in the ACU mainboard (internal memory)

**IN SD**
This column lists all the video files that you've copied to an SD card, which will be left in the machine as 'extra' memory.

**DELETE ALL**
This will delete all video files stored in memory.

**DELETE AD FILE #**
This allows you to choose specific file in the lists above to delete.
Press the 'Delete Ad File' button and then enter the number corresponding with the name of the video you'd like to remove. Press Enter on the keypad once that's done to remove or delete that file.

 © Genmega 2024

### 6.7.3 SCREEN MODE

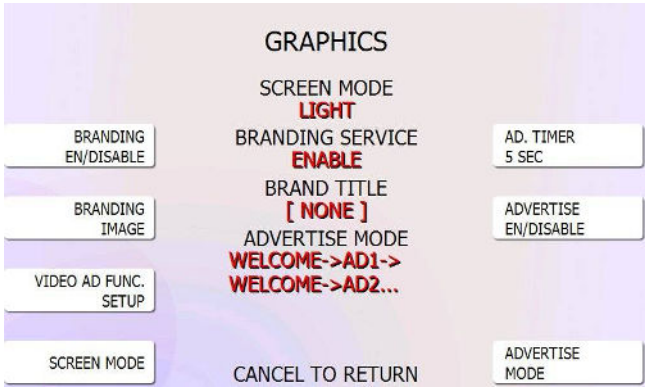
Pressing the 'Scree Mode' button allows you to change the background and overall look / color combination of the ATM interface.

This lets you set the look interface to match the location and lighting. For example, a darker location might benefit from a darker colored screen rather than a bright setting. Where the bright setting may work better for a machine surrounded by a lot of light. The available options are as follows:

**NORMAL MODE** – default blue background as shown throughout this manual

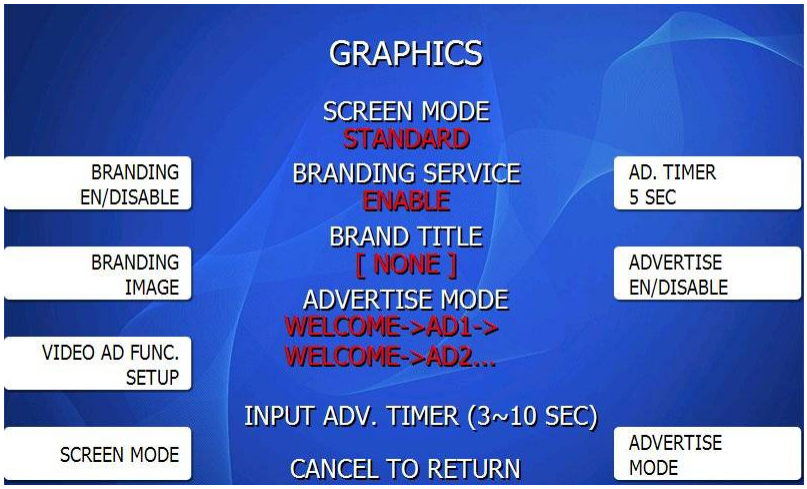
**DARK MODE** - black background for darker or low light locations

**LIGHT MODE** – light colored background for brighter or daylight conditions




 © Genmega 2024

### 6.7.4 AD TIMER




**AD TIMER**
This sets the amount of time a static (not video) advertisement will appear on the screen before switching to the next ad – or back to the 'Welcome' screen.

Press the Ad Timer button and enter a value between 3 and 10 seconds (default is 5 seconds). Please note that using a shorter time interval can make it more difficult to enter the Operator Function Menu (Enter + Clear + Cancel + 1 + 2 + 3).

### 6.7.5 ADVERTISE MODE

This option will change the order by which advertisement screens are displayed in relation to the 'Welcome' screen. You have two options for how this will work.

WELCOME → AD1 → WELCOME → AD2 → WELCOME → AD3
This setting will rotate all stored ads with the 'Welcome' screen appearing after each advertisement.

WELCOME → AD1 → AD2 → AD3
This setting will display the 'Welcome' screen, then rotate through all available ads before restarting at the Welcome screen again. This is referred to as 'storyboard' rotation.

 © Genmega 2024

## 6.8 COUPON SETTING, LOGO

### 6.8.1 LOGO EN/DISABLE

If your ATM was available with an optional 3” printer, then it is capable of displaying a graphic on the receipt. (the standard 2” printer cannot display graphics)

This would be a black and white graphic image (BMP) that is a maximum of 576 x 222 pixels.

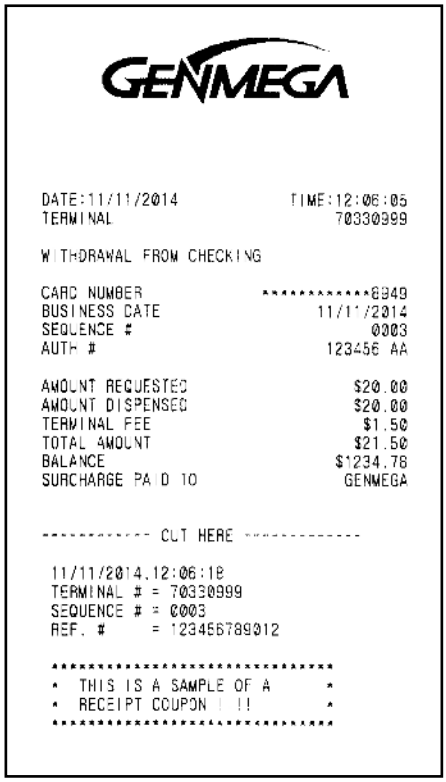
The overall file size must be less than 16Kb.

Once loaded it will display at the top of each receipt.

The example to the right shows an actual receipt printed with a custom logo and also a coupon.

Please see the Appendix section at the end of this manual for instructions on loading receipt graphics.

Set this option to ENABLE to print the logo on the receipt – set to DISABLE (default) to not print.




 © Genmega 2024

### 6.8.2 RECEIPT COUPON

The ATM can print coupons that will appear at the bottom of each Withdrawal Transaction receipt. Up to 4 separate text coupons can be programmed.

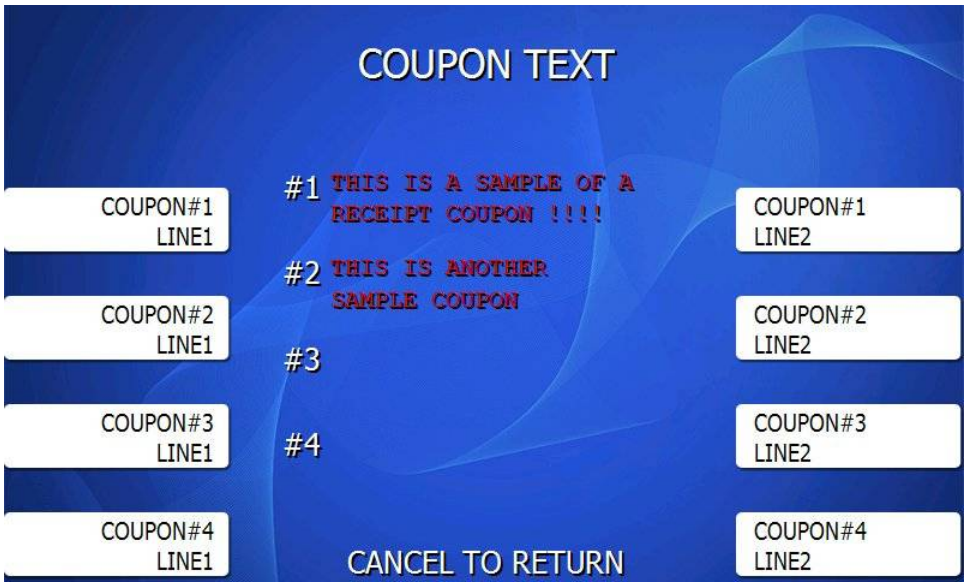
Each coupon appears at the bottom of the printed receipt below a dashed line (see coupon sample).

The coupon contains:
- The current ATM date and time.
- The ATM Terminal ID number.
- Sequence number (journal)
- Reference number
  (Generated number unique to that ATM)
- 2 lines of custom text, 25 characters per line

```
------------ CUT HERE -------------

 11/11/2014,12:06:18
 TERMINAL # = 70330999
 SEQUENCE # = 0003
 REF. #     = 123456789012

 ******************************
 *  THIS IS A SAMPLE OF A     *
 *  RECEIPT COUPON !!!        *
 ******************************
```




**COUPON EN/DISABLE**
This button will turn the Coupon functions on and off. Enable will print coupons, Disable will not.

**EDIT COUPON**
Press this button to enter the text for each optional coupon. Choose Line 1 to edit the top line and Line 2 to enter the bottom line for each coupon.

**COUPON MODE**
Single = This will group all 4 coupons into one text box, giving you 8 lines of text in one larger coupon.

Multi = Each Coupon will have 2 lines of text, 25 characters long – if you add multiple coupons, they will print separately at the bottom of each receipt.

 © Genmega 2024

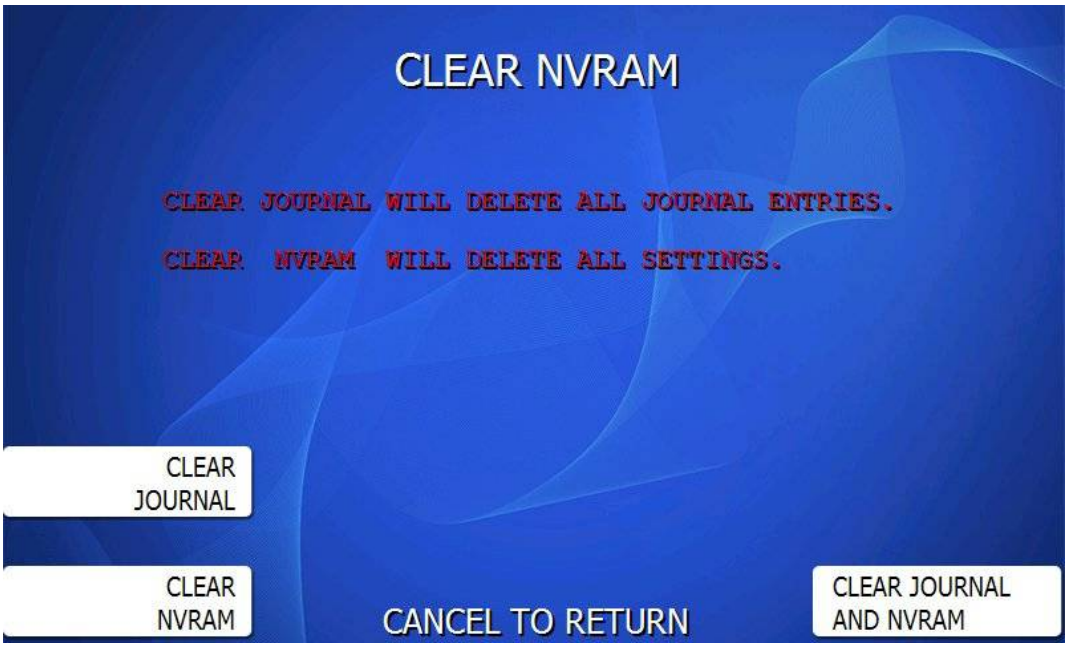
## 6.9 CLEAR NVRAM – JOURNAL

There is a hidden menu within the Customer Setup screen.

YouTube Genmega ATM How to Delete Journal
https://youtu.be/Ff3NScPOPqc?si=Mphpt-l4QSoNK7Bb

If you press the lower right function key (F8) on the Customer Setup main menu, it will pull up the following menu:

**WARNING:** Any option selected in this screen is a permanent deletion of data. There is no way to recover once it's lost. DO NOT use this menu unless you are certain as to what you're doing.




**CLEAR JOURNAL:**

This will permanently delete all Journal records stored in the ATM – this includes GenCam photos if your ATM is equipped with a camera module and it's enabled.

**CLEAR NVRAM:**

This will delete all the programmed setup information in the ATM (including your passwords) and return the ATM back to factory default. However, your Master Keys and Secure Mode Passwords are not reset in this process (those values are stored in the keypad).

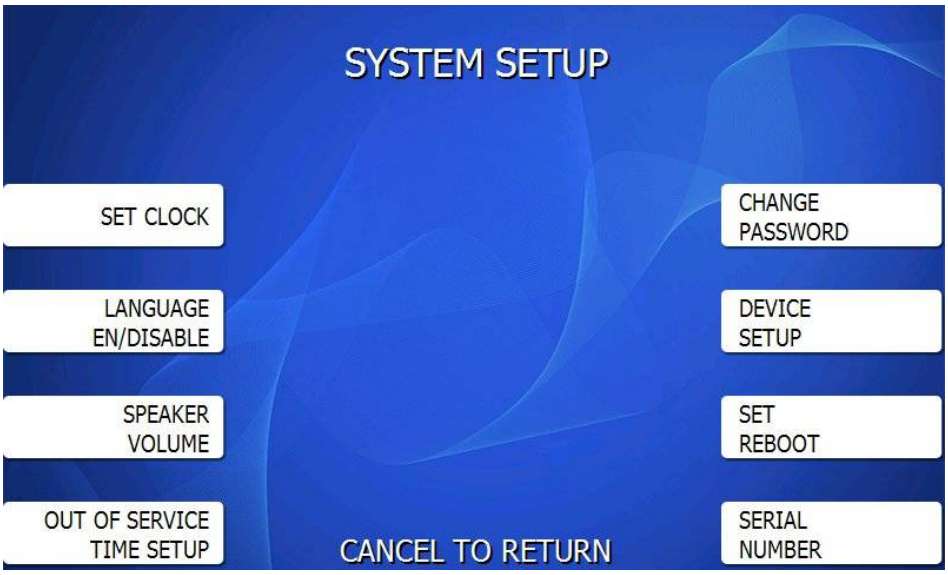
Any custom graphics or ExtraBIN files are also not erased. To clear those, you must reload software.

**CLEAR JOURNAL AND NVRAM:**

This option will wipe out both of the data sets listed above.

 © Genmega 2024

# 7 SYSTEM SETUP MENU




## 7.1 SET CLOCK

The Set Clock menu allows you to set the clock built into the ATM to the appropriate date and time. You should set this for local time in the area the machine is to be installed. Note that with each transaction you will see also see a “Host” time, this is the local time for the processor and may be different from local time at the ATM. To set the clock, simply press the Set Clock button and press the key corresponding to the function you want to set (month, day, year, etc.)

**NOTE:** The ATM will not automatically adjust for daylight savings time.

If your ATM will NOT hold the correct time and reverts back to 1999 or similar – you may need to replace the battery on the mainboard – it’s a CR2032 (commonly available) you’ll find it in a socket on the back of the ATM screen. Please see the link below for an instruction video.

YouTube - Genmega ATM Mainboard Battery Replacement
https://youtu.be/nncmuKLomvo?si=Es2C4NM4qs5pb-Jo

 © Genmega 2024

## 7.2 OPTIONAL LANGUAGES

The Genmega ATMs support 4 on screen languages: English, French, Spanish and Korean. The optional languages will display on the welcome screen, then the customer will be prompted to choose a language to be used for the rest of that transaction.

**NOTE:** The optional languages are displayed on screen only and do not print on the receipt or journal. Receipts, journals and operator menus are always in English. To enable or disable a language, simply press the button next to the language you wish to change.

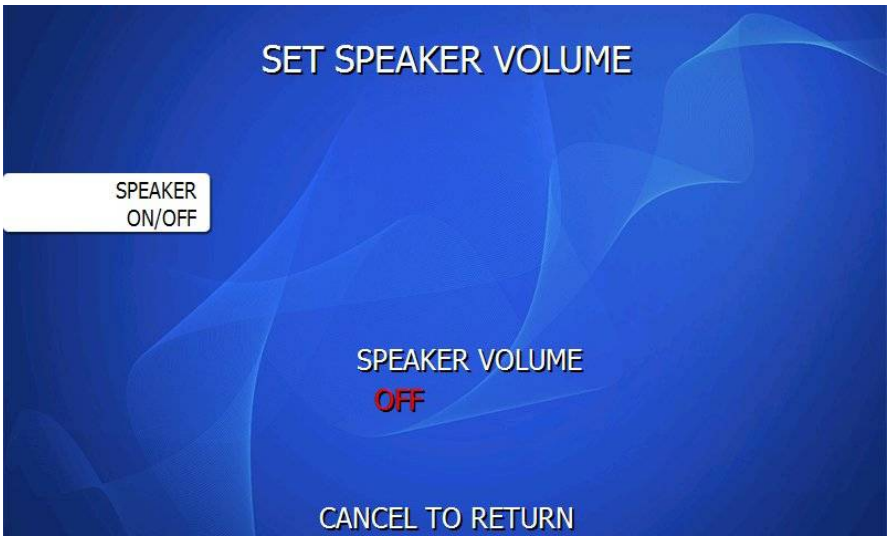
**NOTE:** Canadian ATM software will choose the customers preferred language from the header of their card. Therefore they will not see a language selection screen at the beginning of a transaction.

 © Genmega 2024

## 7.3 SPEAKER VOLUME

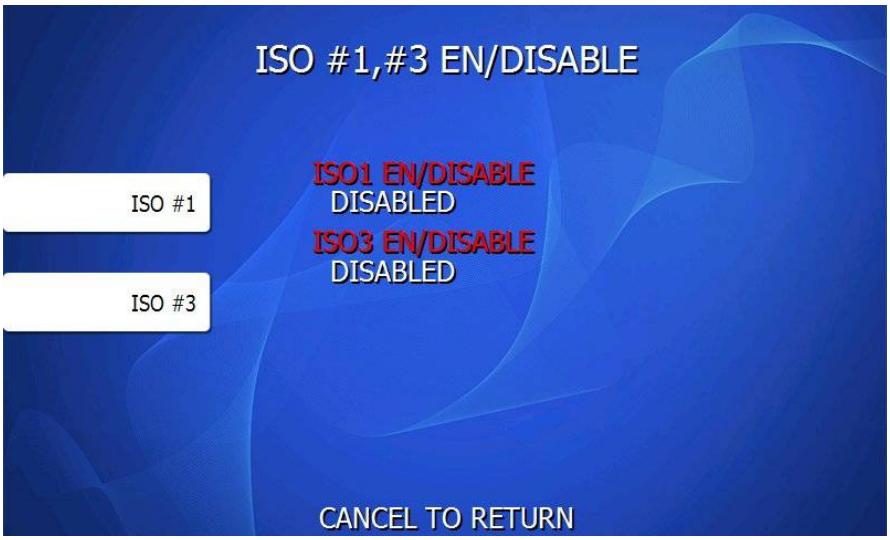
The speaker volume command controls the BEEP noise you hear when pressing keys.
It does not control the 'volume' up or down, but rather on or off.

ON = You can hear beep noise when pressing options in the menu (default)
OFF = No beep noise in the menus.




## 7.4 ISO TRACK

The ISO Tracks are the three tracks available for the card swipe head to read. The ATM is already defaulted to read from Track #2 (which is why it's not shown). This parameter should not be changed. Changing the ISO tracks can cause the ATM to not read cards properly.

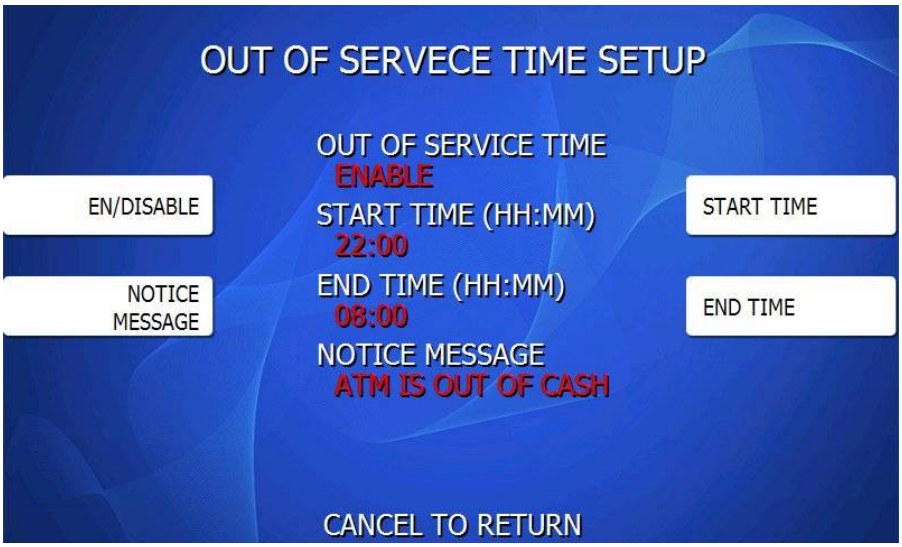



**NOTE:** This screen was removed in software version V05.00.44 and replaced with the 'Out Of Service' function.

 © Genmega 2024

## 7.5 OUT OF SERVICE TIME SETUP

This function allows you to set a period of time where the ATM will appear to be Out of Service.



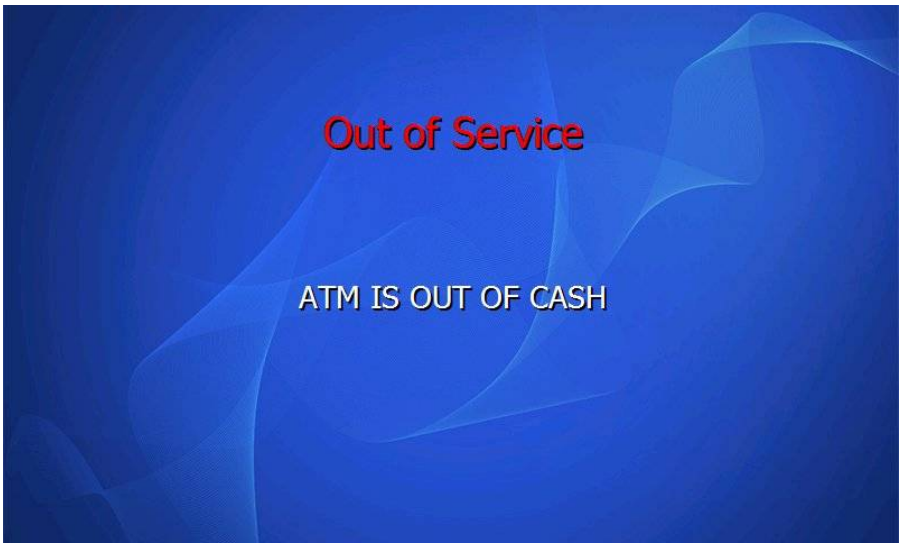

During this preset period – the machine will display and Out of Service message on the screen with room for a custom message – the default is 'ATM IS OUT OF CASH'.

The lighted indicator above the card reader will not flash during this time and if a card is inserted, it will be rejected. You can still use ENTER + CLEAR + CANCEL + 1 + 2 + 3 to enter the Operator Menu as needed.

**EN/DISABLE** = Turns on and off this option

**START and END TIME** = Set the time period where the ATM will go out of service (24 hour clock).
- If you enable this option but do not set a time, you'll get a F0018 Error Code

**NOTICE MESSAGE** = This message will appear on the screen under 'Out of Service'




 © Genmega 2024

## 7.6 CHANGE PASSWORDS

The ATM uses three passwords to provide security to the operator menu system. These are Operator, Service and Master.

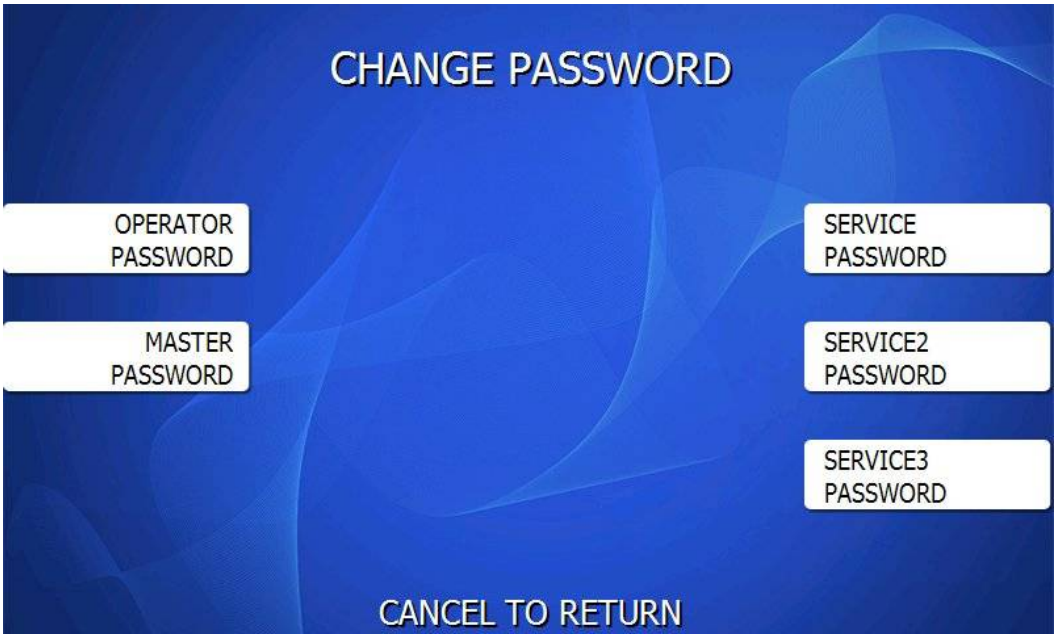
- Operator Password (allows access to basic menu structure)
- Service Password (allows access to basic and diagnostic menus)
  - Service 2 (optional)
  - Service 3 (optional)
- Master Password (allows access to all menus including Host Setup)

The Operator password can be changed by anyone with the current Operator password. The Service and Operator passwords can be changed by anyone with the Service password. The Master password can only be changed by someone with the current Master password. Any password can be changed using the Master password.

For example, if you have lost the Operator or Service password, you can use your Master password to change them. Simply enter the Master password when it requests the Operator or Service password and then enter the new password.

**SERVICE2 / SERVICE3** – The ATM will support three different Service Passwords. You can use this in cases where you have multiple managers or customers for whom you would like to have access and be able to trace the use of their passwords in the journal. OP menu access will show in the journal with 'SERVICE', 'SERVICE2' or 'SERVICE3'

If you do not want to use these different Service passwords, by changing only 'Service' from default it will disable the other 2 Service passwords (unless you assign passwords to them)




To change a password, press the button for the appropriate password. You will be prompted to enter the new password and then enter it a second time to verify.

 © Genmega 2024

**NOTE:** All passwords MUST be 6 digits. If you use a password that is less than 6 digits, the passwords may default back to factory if the machine is power cycled. If your customer wants a 4 or 5 digit password, add zeros to the end to make it 6 digits.

**WARNING:** The ATM will NOT go into service with the default master password. You must change the master password from default. If you attempt to go in service with the default master password, you will receive a **F0016** Error, which will notify you that the master password has not been changed.

It is critical that you do not set the same password for each of the three levels. If you duplicate the password, the lower level permissions will be the default.

For example, if the Operator Password is set to 123456 and you also set the Master Password to 123456, then when you log in with that password, you'll only have access to Operator level commands.

In this example, you'd have to change the Operator Password to something else, and then 123456 would then allow you to log in as Master. If you forget the Master password, you'll need to reload the AP software to reset.

 © Genmega 2024

## 7.7 DEVICE SETUP

The Device Setup menu provides options to adjust parameters of the various peripherals, including the Network setting, Camera setup and options and Dispenser settings.

**NOTE:** If you have a Genmega G1900 model ATM, there will be a setting on the left side of the screen above for LCD Size. The options are 7” and 8” depending on which screen shipped with your ATM. If the ATM serial number begins with the letters TYPW = 7” LCD, and TYPX = 8” LCD.

This option only applies to the G1900 ATM and software.

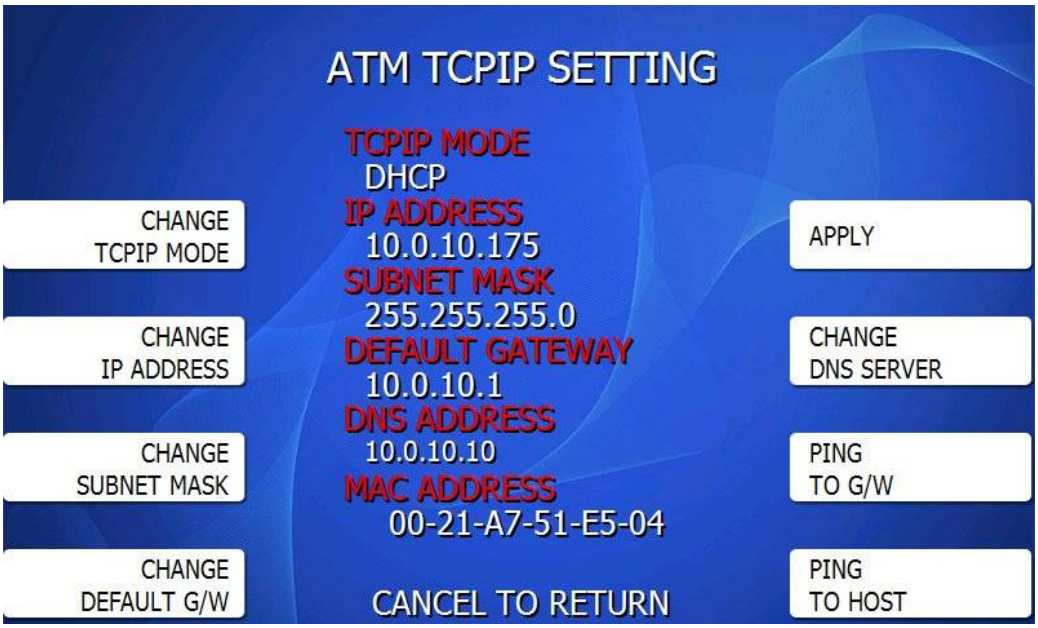
**MODEM SETUP**
If you’re using a ‘Dial Up’ Modem – as setup in Customer Setup → Change Processor, then you’ll see a ‘Modem Setup’ button in place of the ATM TCPIP menu above. There are two options for Modems.

Modem Speed (1200, 2400 baud) – default speed is 2400, you can try the slower speed if there are connection issues with the line you’re using.

 © Genmega 2024

### 7.7.1 ATM TCPIP SETUP

This menu is used to connect your ATM to an internet or cellular communications device.




These settings will be dependent on the network connection available at the location where the ATM is deployed. It may be necessary to contact the ISP or Network provider for the location to determine how this should be set.

**TCPIP Mode: DHCP or STATIC IP**

In almost all cases where you are connecting to a locations Broadband Internet connection, you will choose DHCP when setting up you machine on the Internet. With the TCPIP Mode set as DHCP, press the 'APPLY' button, then press 'ENTER' to save the configuration – your screen should then look like above, with values appearing under each heading.

Uses for STATIC include ATMs on corporate networks (casino, hotel, store chain) or some wireless devices. Check with the locations IT staff, or the instructions provided with your wireless device for assistance with these settings.

When using STATIC IP settings, you'll manually enter each value using the buttons above: Change IP Address – Change Subnet Mask – Change Default Gateway and Change DNS Server. All of these must have values programmed for the ATM to communicate.

Ping to Gateway: This is a test which will 'ping' the Router and verify communication between the ATM and the network. If this test fails, then the ATM will not reach the host.

Ping to Host: This test attempts to verify communication with the IP address or URL that is programmed in the 'Processor IP Address' menu. Note that most processors or switches do not allow 'pinging' for security reasons.

 © Genmega 2024

**TCPIP Troubleshooting**

When trying to connect your ATM to the Internet, there are two common error codes which can occur.

**D2511 –** This means that the ATM sent a request, however nothing responded.
Typically this means the ATM cannot get out on the Internet.

Verify the internet connection by plugging the Ethernet cable into a laptop and use that to connect to the internet. If you have internet using the laptop, then the ATM should be able to connect.

Port Check – When programming your ATM, the Host Processor setup instructions will have a 'Port Number' which is a number used by the host computers to know that incoming traffic is from an ATM.

You'll find this port information in Host Setup → Host IP Address → Host Port

It's not uncommon for Broadband Routers to block uncommon ports – You can check this using a laptop connected to the network cable going to the ATM – Google 'Port Checker' and you'll have several websites where you can type the port number and address (Host IP Address) and it will tell you if the port is open or closed. If the port is closed, then you'll need to contact the Internet Service Provider and let them know you need the port opened, or help setting up port forwarding.

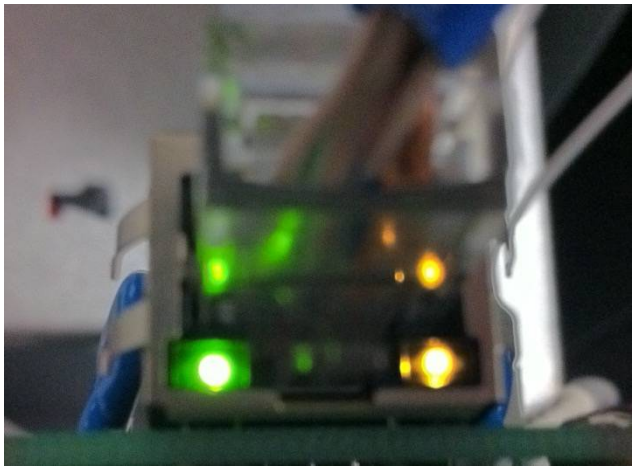
For third party wireless or cellular devices, contact their manufacturer and see if they can verify your settings and remotely verify that the box is working.

**D2514 / D2516** – This means that the ATM sent a message and received an unexpected or incorrect response. Typically this means that one or more settings on the ATM are incorrect and should be compared against what the processor is expecting.

**Network Cable**:

When you connect the internet (Ethernet) cable to the ATM you should see a steady link-light (green) on the and also a flashing data-light (amber) as shown below.

Make sure you use a network 'patch' cable and not a 'cross-over' cable.



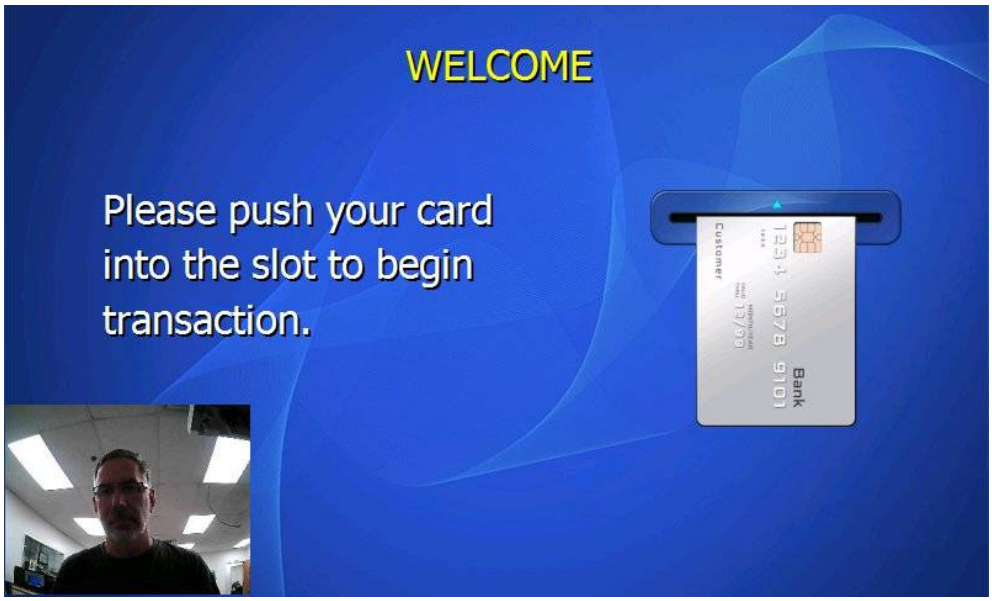
Also, there is a limit to how far you can run CAT-5 Ethernet cable, if your ATM is located more than 100 feet from the router, you may need to add a repeater to boost the signal.

 © Genmega 2024

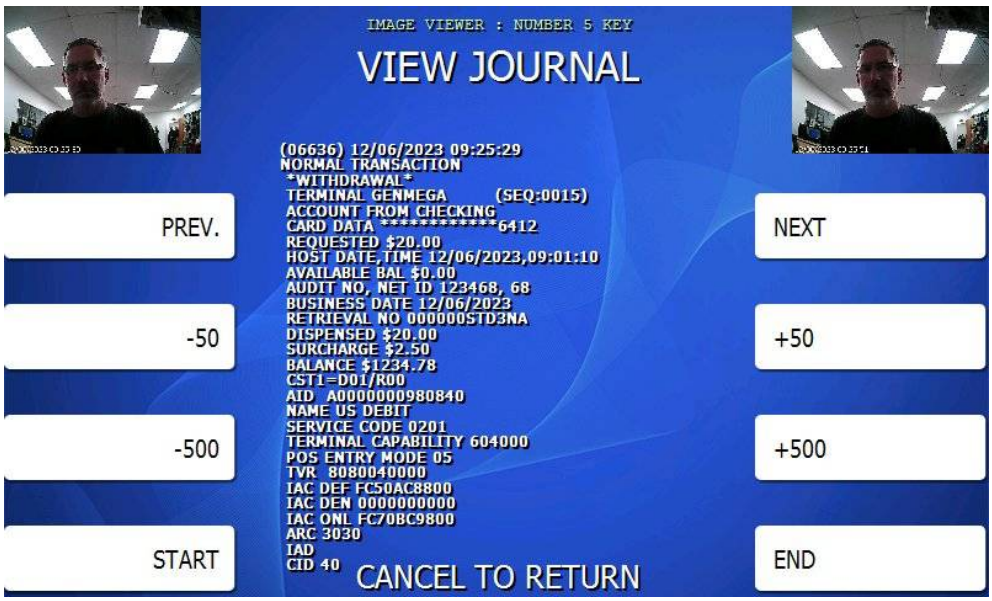
### 7.7.2 CAMERA SETUP / GenCam

The GenCam device appears to ATM customers as if a video camera is recording on the ATM screen. It is designed to act as a deterrent to vandalism or theft. These cameras became standard equipment on all ATMs starting in 2021. Most older ATMs with ACU6 mainboards can be upgraded with a kit.

YouTube - Genmega GenCam ATM Security Camera Setup




While the screen shows a 'live' video feed, the camera does not actually record video. However the camera will capture photo images of the customer using the ATM when they reach the PIN entry screen and at the 'Take Cash' screen for withdrawal transactions and record them to the journal.




To view the photos, you can use the View Journal function in the journal menu.
Press 5 on the keypad to view close ups of the images that were captured.

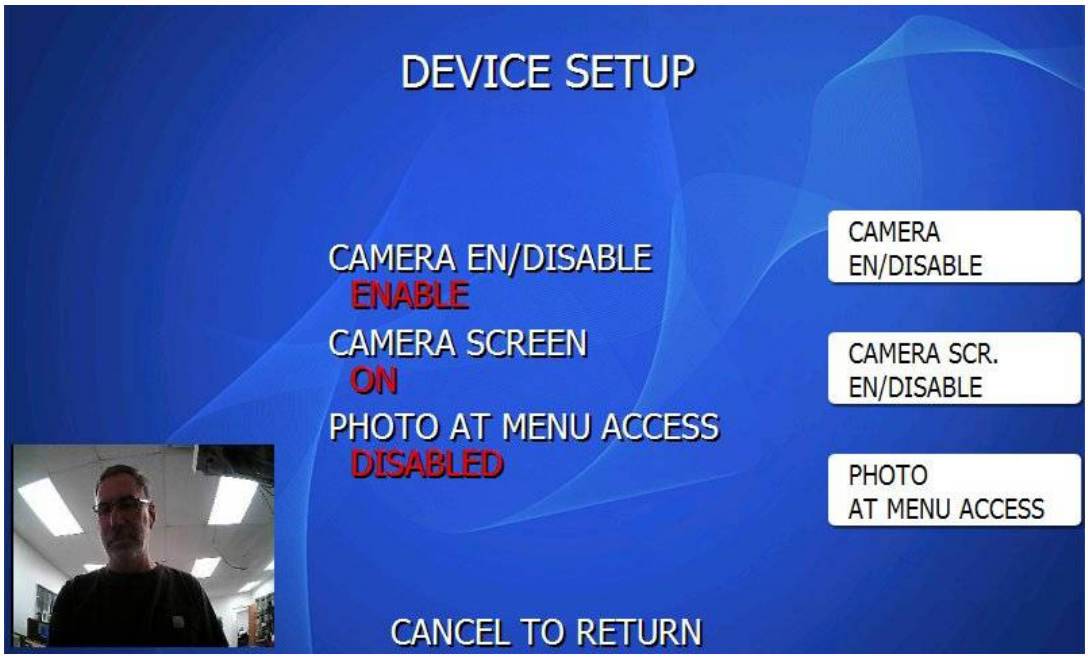
 © Genmega 2024

If you wish to save the photos, use the Copy Setup to USB / SD function to download the images.
See - Journal Menu for 'Copy Setup to USB/SD'

**Note that images are only saved for 60 days to preserve free memory.**

GenCam Setup:

System Setup → Device Setup → Camera




The above menu is used to configure the camera options.

**CAMERA EN/DISABLE**
ENABLE = Camera is on
DISABLE = Camera is off (not recording images)

**CAMERA SCREEN**
ON shows the picture in picture view at the Welcome screen – so customer can see themselves.
OFF will disable that view so customers do not know the photos are being taken.

If you are using custom advertisements you may want to disable that view. Otherwise the camera will turn on and be viewable at the PIN entry screen and Take Cash screen.

We advise you to check local or state laws regarding notifying customers that there is a surveillance camera active on the machine.

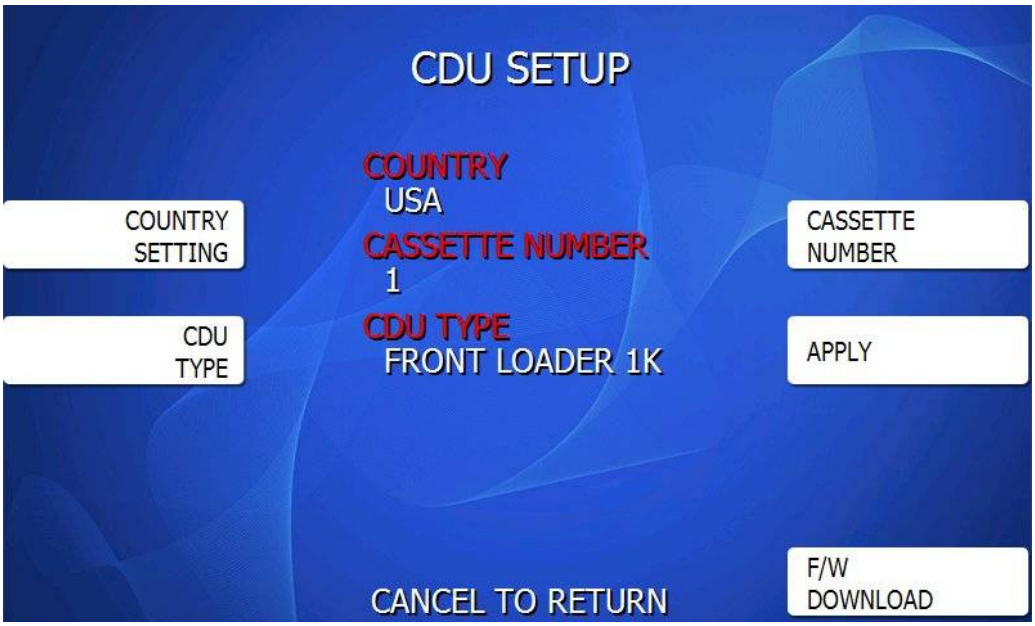
**PHOTO AT MENU ACCESS**
When enabled – this option will also take a photo anytime someone enters the OP menu and store that in the Journal at the 'Start Operator Function' event.

**NOTE:** GenCam option can be added to existing machines using the ACU6 mainboard.
- Note that the GenCam does not work with G1900 series or C4000 series ATMs

 © Genmega 2024

### 7.7.3 CDU SETUP

The CDU (Cash Dispensing Unit) or Dispenser contains programming relative to its application and country of destination. This programming does not need to be altered, however in the event that the dispenser looses its factory programming the CDU Setup application can correct any problems.




**Country Setting**: Set to USA or Canada

**Cassette Number**: Set from 1 to 4 depending on number of cassettes

**CDU Type**:

| CDU Model | Set CDU Type |
|---|---|
| TCDU / SCDU | Front Loader 1K |
| MCDU / HCDU / HPCDU | Front Loader 2K |
| Rear Load RCDU / PCDU | Rear Loader 2K |
| De La Rue SDD | SDD-1700 / SDD-1700 WITH / SM |
| Mini-Mech | Mini-Mech WITH / SM |
| Teanam | GBM |
| Puloon | LCDM1000 |

**Configuring Dispenser**:

When connecting a Genmega Dispenser (SCDU / HCDU etc) you should not need to program or change these settings – the dispenser should auto-detect itself and populate. If you're expanding a single cassette dispenser to a multi-cassette, then you may need to add the correct number above.

Once the settings are correct, press 'Apply' to configure the dispenser.

If you are using an older 'Shell' ATM - where you could install a non-Genmega dispenser, use the chart above to select the proper dispenser type.

 © Genmega 2024

### 7.7.4 CDU SECURITY/ CDU BINDING

This function allows the dispenser to be ‘paired’ with the ATM mainboard.

The purpose of this is to enhance security by requiring that a 6 digit ‘key’ be entered before you can replace an ATM mainboard or do a Full Install of software. It also further encrypts the data shared between the ATM application and the CDU.

If you forget the 6 digit key, you will need to open the vault and move switches on the cash dispenser in order to reset or disable the key or to turn the function off completely.

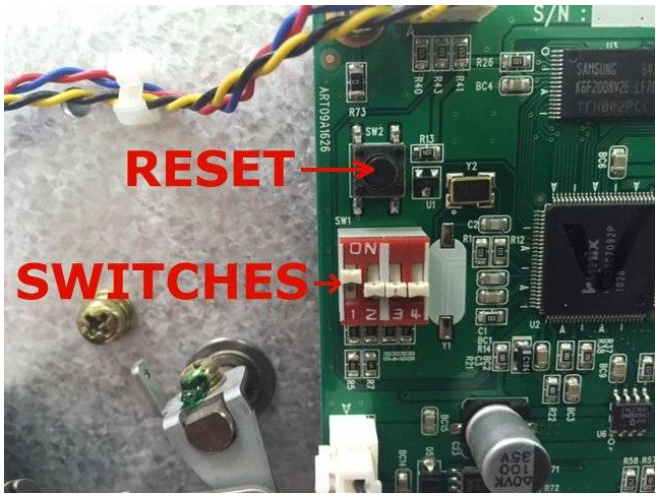
Without access to the vault, you will not be able to take over or otherwise tamper with the machine by replacing the mainboard.

This feature is not available on the following dispenser models: TCDU, MCDU-H1 and any ‘Shell Machine’ dispenser such as the De La Rue / Teanam / Puloon or any other non-Genmega dispensers.

To enable this option, you will have to follow several steps in the menus and you will need access to the cash dispenser inside the vault.

All of the supported cash dispensers have a DIP switch block on the dispenser control board. These small switches have an up and down position and can be adjusted by moving them with your finger nail or a small screwdriver.

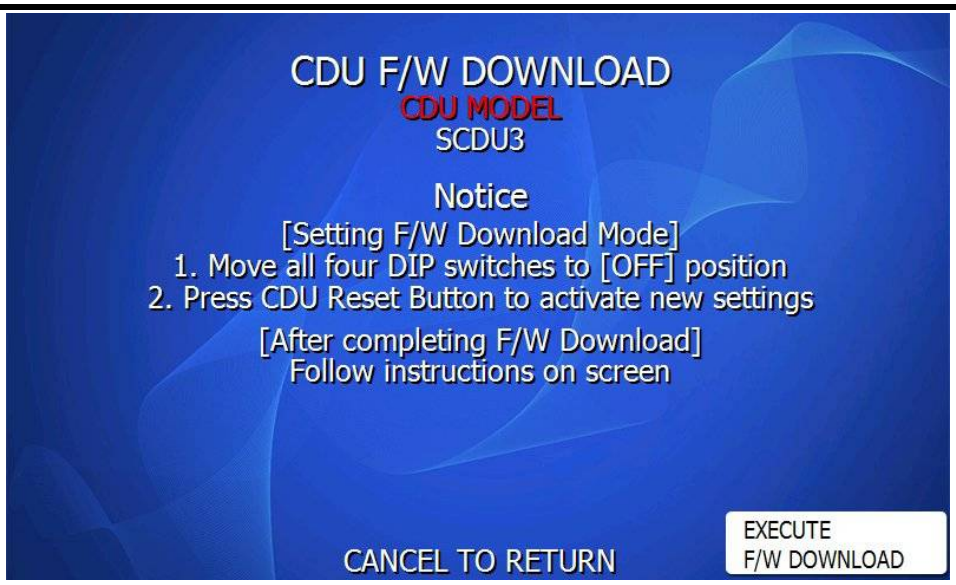
Below is an example of the dispenser switches and reset button. Depending on the model of dispenser you have, the dispense control board (and switches) may be located on the side of the dispenser or under the cover on top. Locate these before proceeding.




The first step in the process of setting up this feature is to download new firmware to the dispenser.

In the CDU Setup menu, select **F/W DOWNLOAD** and then follow the prompts on the screen:

 © Genmega 2024

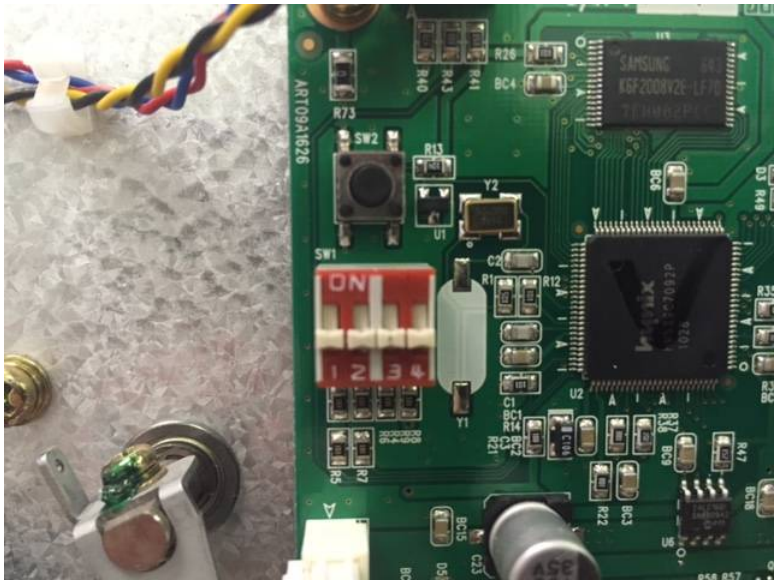



This will download new firmware to your dispenser, which contains updates needed to support this security function.

**WARNING:** Notice the CDU Model at the top of this page – it **MUST** match the CDU in your ATM. If it does not – then do not proceed with the firmware download or you may damage the CDU

After verifying the CDU model – the next step is to move all 4 dispenser switches to the OFF or DOWN position. You leave the ATM powered on while you do this.

Any time you change the dispenser switch settings, you must press the RESET button on the dispenser control board to apply. Press, hold and then release the button twice after moving the switches. Below shows how this would look:

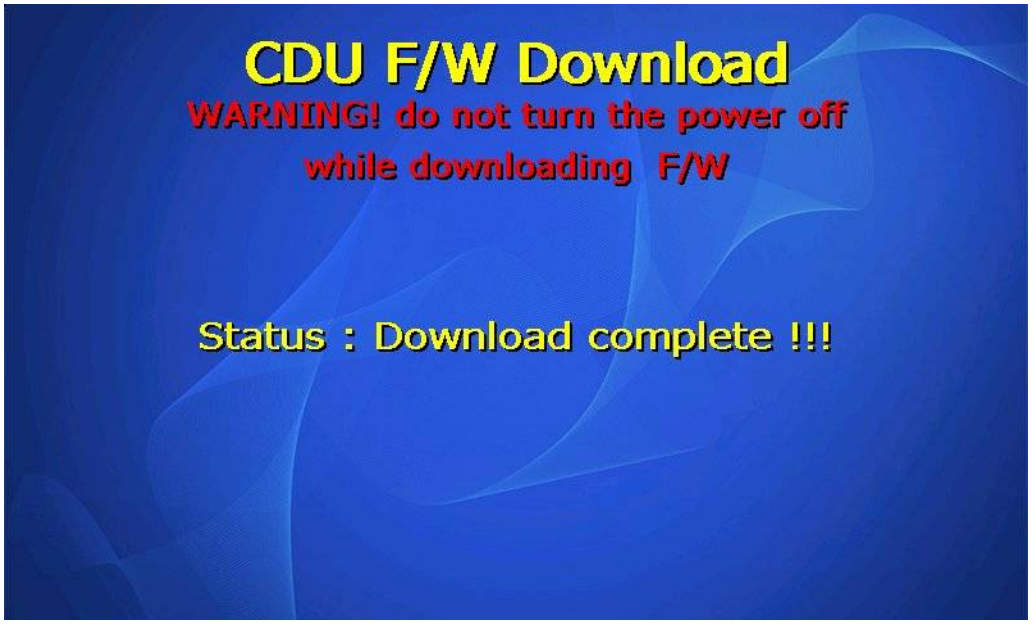



With the 4 switches down, per the instructions on screen, press and hold down the black reset button near the switches twice to apply the changes.

 © Genmega 2024

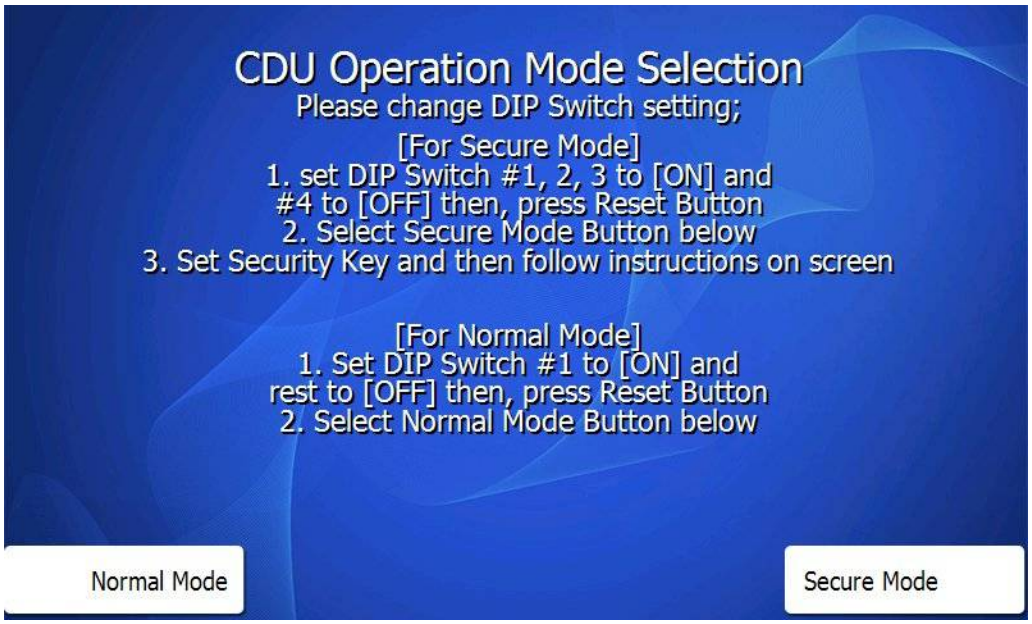
Now you can press the EXECUTE FIRMWARE DOWNLOAD button on the screen.

If everything is correct, you should see some progress indicator on the screen notifying you of the update.




DO NOT power off the ATM or try press the keys while this download process is occurring. It should count up from 0 to 100% in a few seconds.

Once this downloading process is complete, the ATM will give you the option for which Security Mode setting you would like to choose.

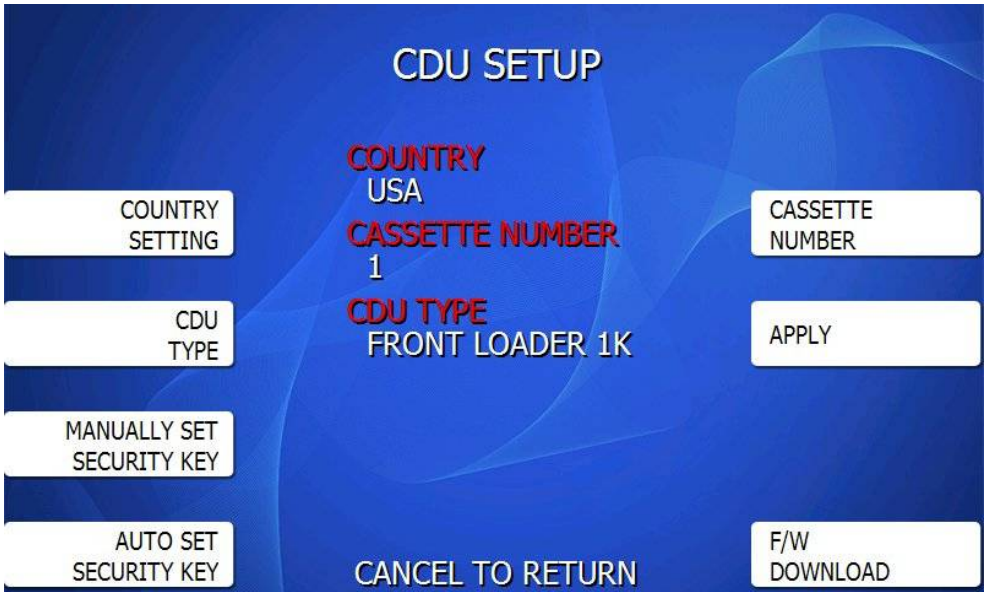



 © Genmega 2024

**CDU SECURITY MODES**

**Normal Mode** = No changes to CDU security, firmware has been updated however feature will not be used at this time. You can set the CDU switches back to default (1 ON / 2,3,4 OFF) and press the Normal Mode button on the screen. No security key will be set at this time. Remember to press the reset button after changing the switch settings before they will apply.

**Secure Mode** = This will enable the security function in the dispenser. To begin, change the dispenser switch settings per the instructions on the screen. 1-2-3 ON and 4 OFF – then press the dispenser reset button to apply the changes. Then press the 'Secure Mode' button on the screen.

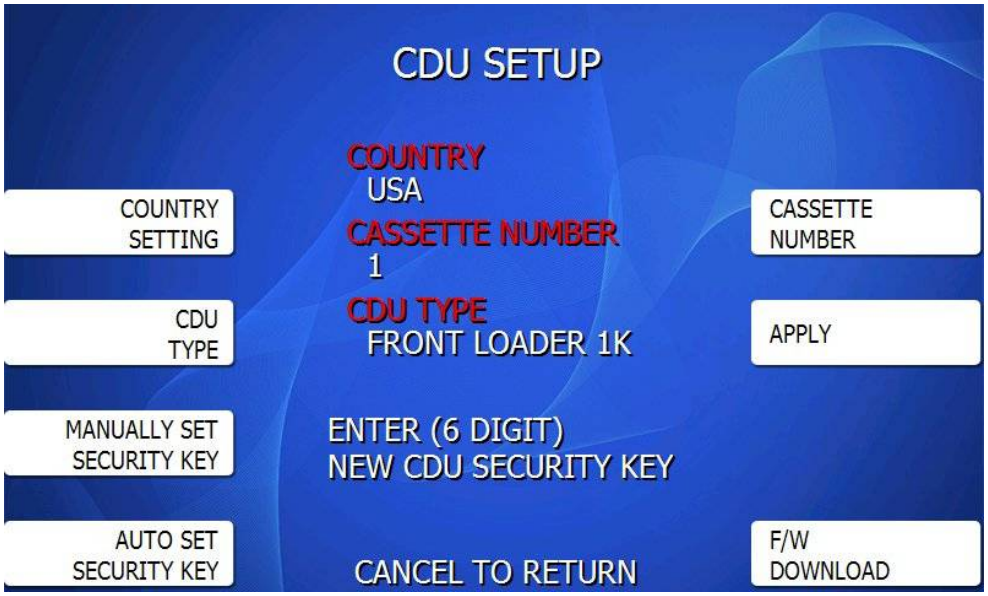



You have 2 choices for setting the security key.

**Manually Set** = With this option you will select a 6 digit number to enter as your 'Security Key'. If you ever change the mainboard or try to load a Full Install of software, you will be required to enter that key or else the dispenser will not work. If you forget the key, you will need to have access to the vault to turn off the feature or to reset the password.

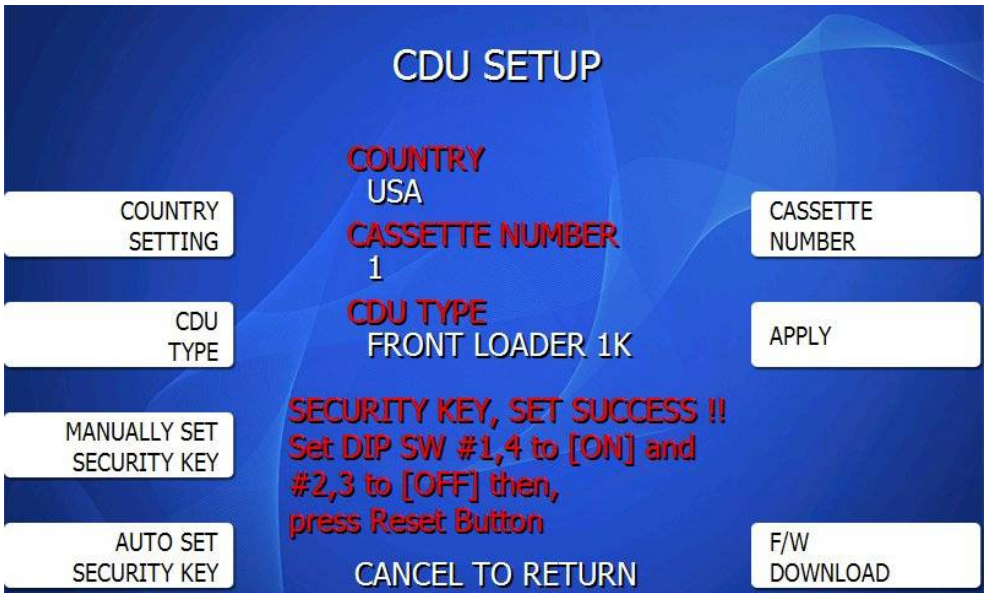
**Auto Set** = If you select Auto Set, the ATM will assign a random 6 digit number to the dispenser for the Security Key. This way a field tech can activate the security function and not know what the key is set to. That means anyone who needs to replace the mainboard or install software will need access to the vault.

 © Genmega 2024




If you manually set the key, then you will need to enter a 6 digit password at the screen shown above. Then you will be asked to re-enter the key to verify.

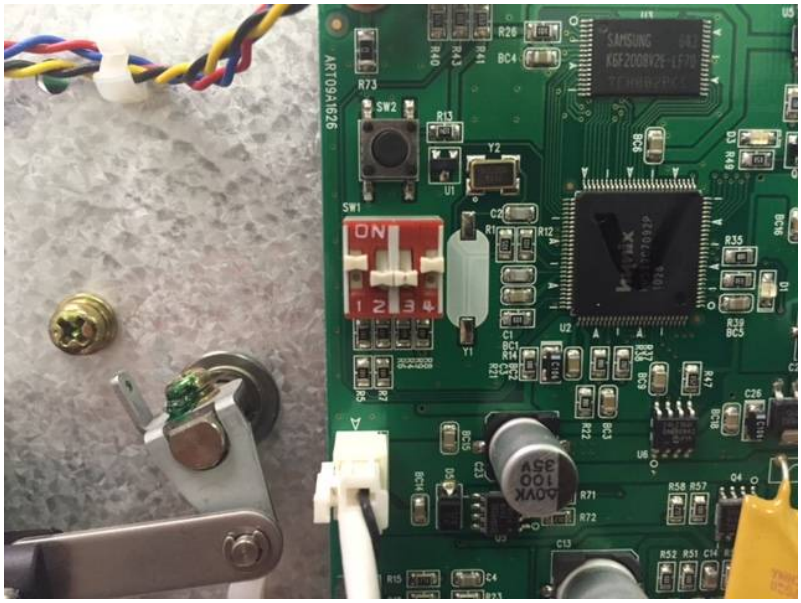
Once that is complete, or if you use the Auto Set function to create a random key, the next screen will appear to complete the changes.




 © Genmega 2024

At this point, the screen is prompting you to set the dispenser switches to the 1 and 4 ON / 2 and 3 OFF setting - which is where they will remain while the security function is active.

Remember to press the reset button twice on the dispenser after changing the switches !



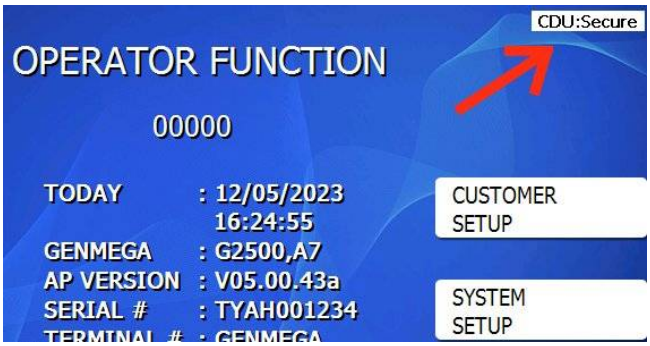

The dispenser and mainboard are now ‘paired’ together and if you were to try replacing the mainboard or doing a Full Install of software, you will be prompted to ‘Verify’ the security key in the CDU setup menu to re-enable the pairing.

**IMPORTANT CDU SECURITY NOTES**:

At any point if you want to disable this function, or you forget the password - return the dispenser switches to 1 ON – 2,3,4 OFF (normal mode) and then reboot the ATM. The machine will then function like normal and no pairing will take place.

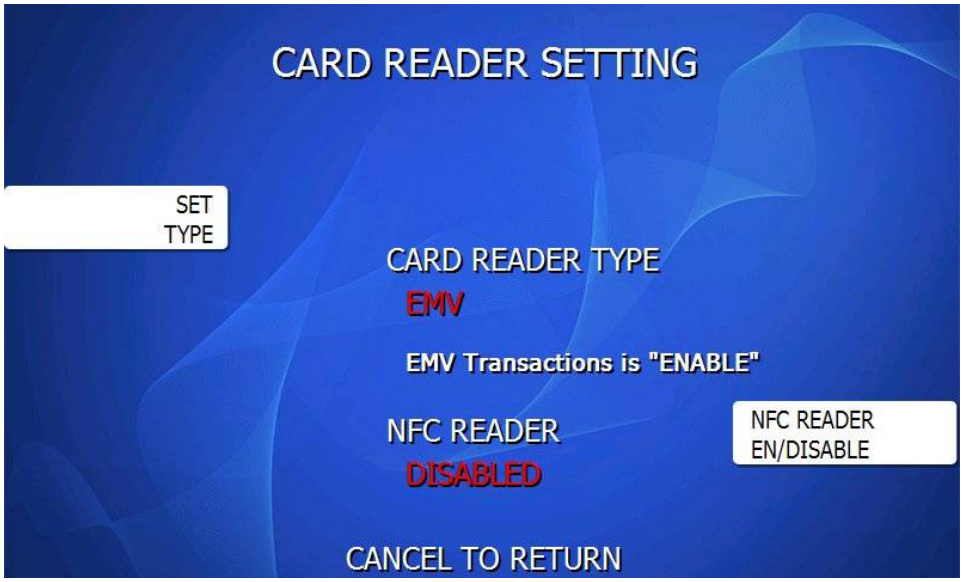
Once the pairing is complete, if you enter an incorrect password at ‘Verify Security Code’, you will need to reset the password or disable the function. Otherwise you’ll get a C008A code.

As of V05.00.42 – you can view the CDU Security Mode Status in the main Operator Menu.
It appears in the upper right corner – Secure means it’s properly set. Normal means it’s not enabled and Unknown means it’s not supported.




 © Genmega 2024

### 7.7.5 CARD READER SETUP




The options for this setting are EMV (chip card readers) or STANDARD (mag stripe only)
Since machines are no longer sold without EMV readers, there is no reason to change this setting.

If you change the 'TYPE' and it does not match the card reader installed, you'll get an MDN01 error.

### 7.7.6 NFC READER

Support for NFC readers or 'TAP' readers was added in software V05.00.43 – However your ATM must have the correct hardware device installed on the bezel before this will work.

When enabled – you'll see the 'TAP' logo on the Welcome screen (looks like a Wi-Fi symbol).

Customers can tap their card, or use their smartphone to initiate a transaction. Your Host Processor must also support this function.

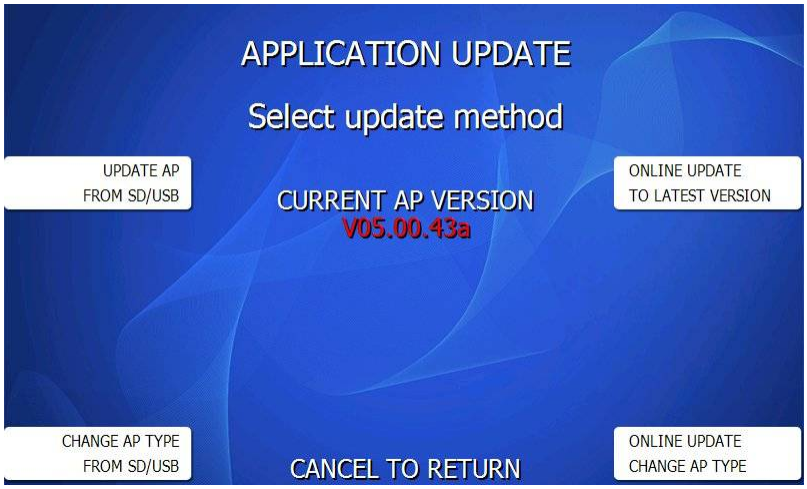
### 7.7.7 EPP FLICKER ALWAYS ON

ENABLED = Keypad LED will remain on at all times – illuminating the keypad
DISABLED = Keypad LED will only activate during a transaction or accessing the menus.

 © Genmega 2024

### 7.7.8 APPLICATION UPDATE

ATMs with V05.00.41 software and an ACU6 or ACU7 mainboard can update the ATM software to the latest version, or change the ATM software over a broadband internet or supported cellular / wireless device.

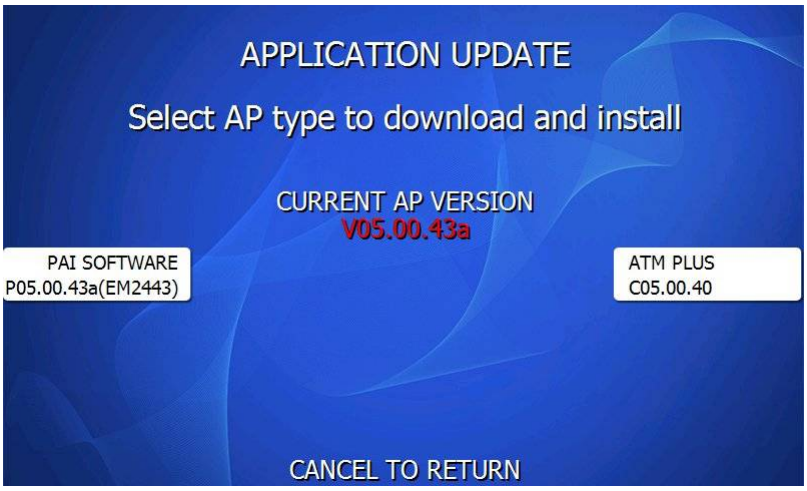



**UPDATE AP FROM SD/USB**
**CHANGE AP TYPE FROM SD/USB**

These option allows for the use of a single USB / SD card which contains all software for all Genmega model ATMS – this special file available from Genmega Support can replacing having to keep multiple memory devices for each model of ATM. With the file loaded – press the Update or Change button and the ATM software will read the drive and give a list of options.

**ONLINE UPDATE TO LATEST VERSION**

Pressing this button will check for the latest available software version for your specific ATM. If there is a newer version available, you'll have the option to download it.




**ONLINE UPDATE CHANGE AP TYPE**

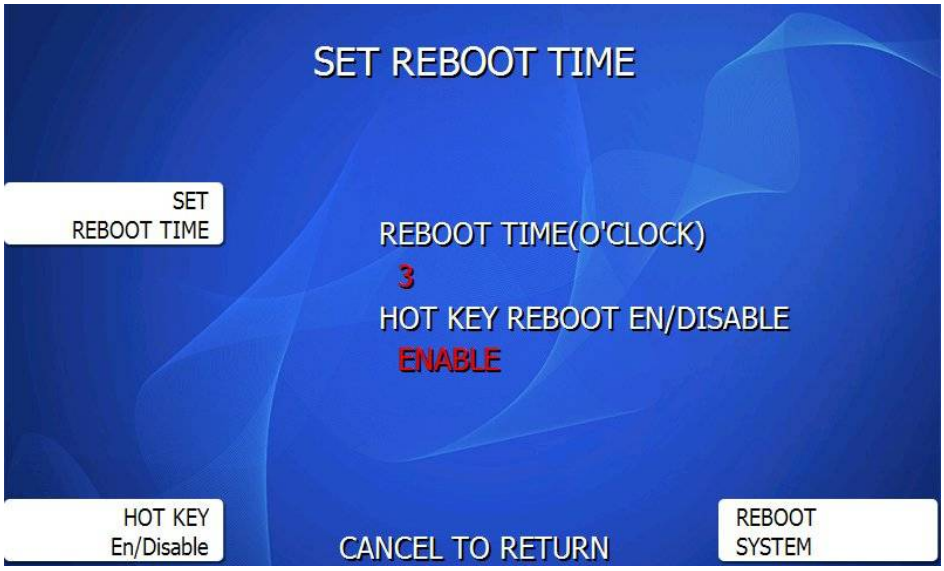
If you need to change software specific to another Host – use the Change AP Type to select which version that you want to download.

 © Genmega 2024

## 7.8 SET REBOOT TIME

Genmega ATMs require a reboot cycle every 24 hours, this is to refresh the operating system and ATM software. This occurs automatically – however you can adjust the time at which it takes place. By default, the machine is programed to reboot each night at 3:00am. You can use the 'Reboot' time setting below to change hour as needed. The reboot process takes approximately 1 minute.

Note that this reboot feature is required and cannot be disabled.




### HOT KEY

This feature allows someone standing at the ATM to reboot it without having an ATM key for the top cabinet or having to unplug the terminal. Press the Reboot System button to preview.

From the Welcome Screen or Out of Service Screen - press **ENTER – CLEAR – CANCEL – 3 – 6 – 9**
This key combination will give you the following alert:

 © Genmega 2024

## 7.9 SERIAL NUMBER

The serial number is a unique number programmed into your machine at Genmega.

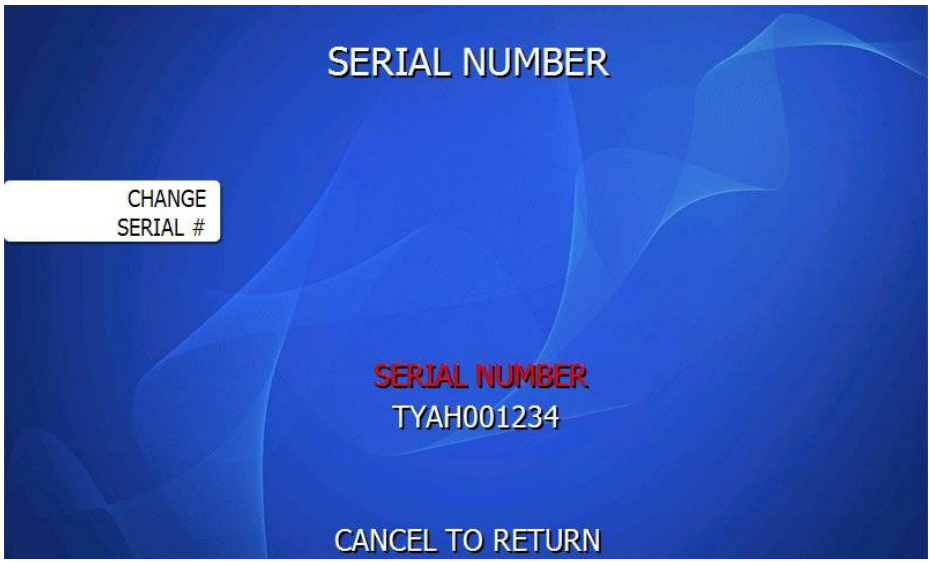
It not only identifies your machine for warranty purposes, but also for remote monitoring using GenRMS Pro. The first 4 digits refer to the model type, and the last 6 are the production cycle.

By default this number is programmed from the factory and we do not recommend changing it. You can also find this number on a barcode sticker inside the top cabinet.

| | |
|---|---|
| G1900: | TYPW (7” LCD) / TYPX (8” LCD) |
| G2900: | TYPZ |
| G2500: | TYAH |
| G3500: | TYAI |
| GT3000: | TYAJ |
| GT5000: | TYAL |
| ONYX: | TYKC / TYKD (Touch LCD) |
| ONYX W: | TYKI (1k) TYKO (2k) |
| C6000: | TYAS |
| NOVA: | TYBC |
| | |
| 1700W: | TYAB |
| C4000: | BYAB |
| T4000: | TYAC |

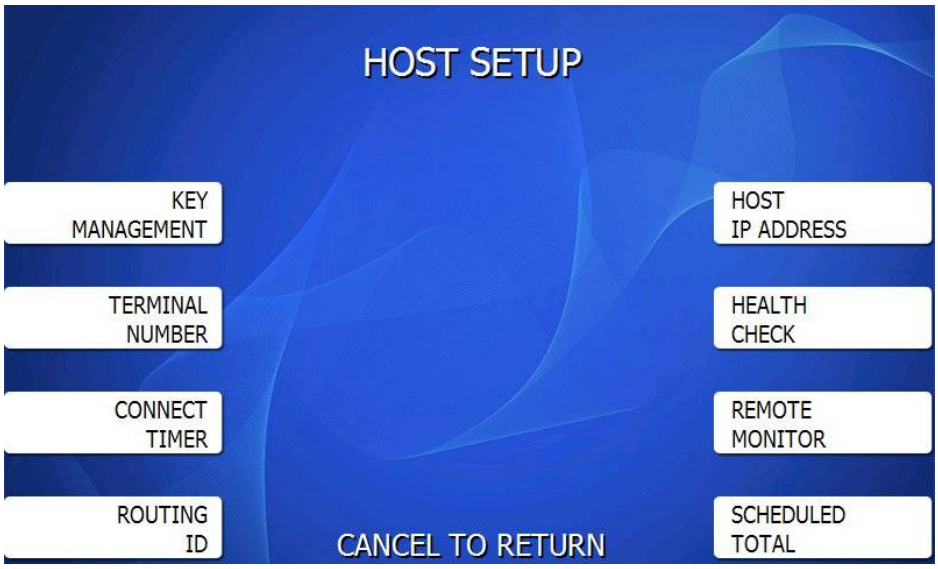
Example = TYAH001234

Keeping the serial number in the proper format will prevent problems when trying to connect for remote management.




 © Genmega 2024

# 8 HOST SETUP MENU

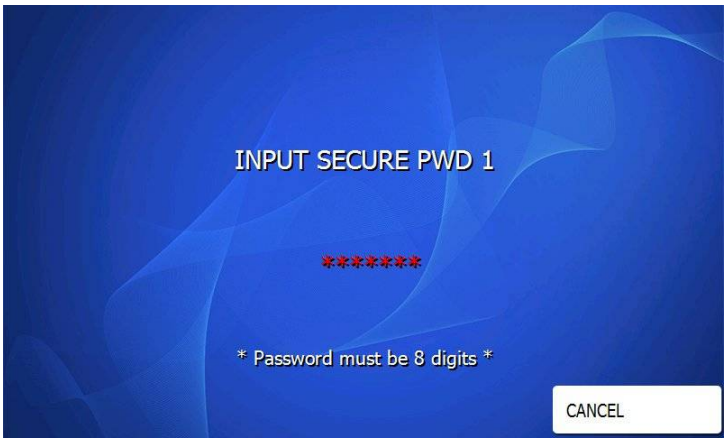



The Host Setup menu provides access to the parameters necessary to connect the ATM to the transaction processor or 'Host'. The Master Password is required to access this menu; if you log in with either the Service or Operator passwords it will not be visible.

## 8.1 KEY MANAGEMENT

Access to Key Management requires entering two "Secure Mode" passwords – this is unique to the Operator Menu passwords. The password length depends on the model of keypad installed in the ATM.

For example, older keypads (B1/B2/B3) used two 6-digit passwords, where the B5 keypad requires two 8-digit passwords. This 'Secure Mode' password setup would be the first step in setting up a new ATM.




If a mistake is made entering either "Secure Mode" password, you will be prompted to wait 30 seconds to reattempt. If you forget the Secure Mode passwords, the keypad must be manually reset.

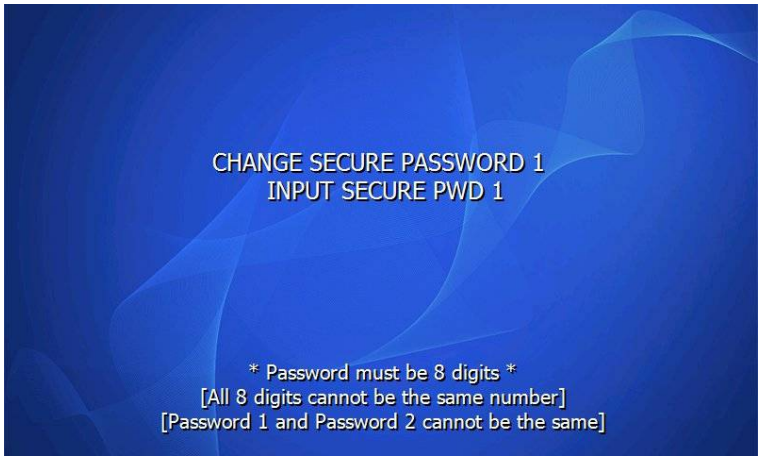
YouTube - Genmega ATM - EPP Reset Procedure

 © Genmega 2024

### 8.1.1 INITIAL ATM SETUP – F0030

When turning on an ATM for the first time – assuming that it has not been pre-programmed before delivery – After you have selected a software type to use – the next step will be changing the Secure Mode Passwords off default. The same will occur if you reset the keypad per our YouTube link.

**F0030 – EPP Secure Mode Password Set to Default**
This means that the passwords are still set to the default values (all zeros for P1 and P2)
Press the Key Management button next to the screen and follow the prompts to change the passwords.




Enter the new Secure Mode Password Part 1 – it must be 8 digits (B5 keypad) and it must not be the same number. For example, you cannot use 11111111, but you can use 11223344 or 12345678

After entering the new password, you'll be asked to enter it again to 'verify' the password.

Then you'll be asked to create Secure Mode Password Part 2 – the same rules apply per Part 1.
You cannot use the same password for Part 2 as you did for Part 1 – just as noted on the screen.

Once both passwords are changed – the ATM will then present an error for 'Maintenance Mode'

**F0032 – EPP Set To Maintenance Mode**
Press the Key Management button next to the screen to change the keypad mode.

Next you'll see a warning screen notifying you that the keypad must be securely mounted before switching modes. For a new machine, the keypad is mounted – so just proceed with YES.

The keypad will now initialize and go out of service for programming – you can now enter the Operator Menus.

**SECURE MODE**
This means that the keypad is in a 'ready' state and can be used for transactions as well as in the Operator Menus. This is the normal state for keypads in a functioning ATM.

**MAINTENANCE MODE**
This mode would allow you to remove a working keypad from a terminal without deleting data or resetting the memory. You cannot use the keys to operate the keypad in this mode.

**WARNING:** Do NOT remove a **B3** model keypad without first putting it in Maintenance Mode.

 © Genmega 2024

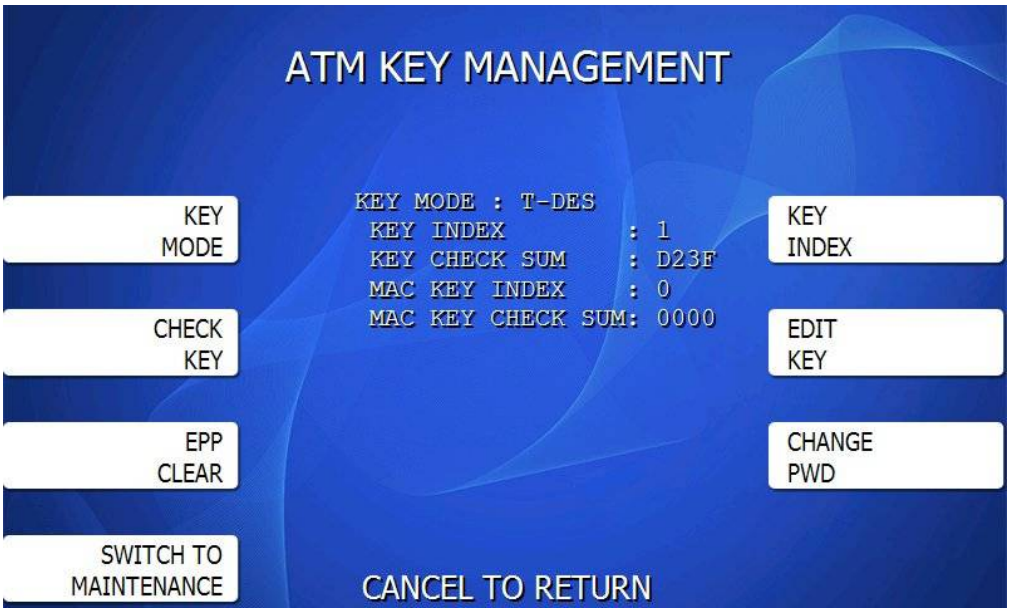
**KEY MANAGEMENT MENU**

This menu is used to setup and program Master Keys – which are unique alpha-numeric codes provided by your Host Processor and bound to your ATMs Terminal ID number. These keys (or codes) are used to encrypt data between the ATM and the Host.

If you're doing this process for the first time – we recommend you watch this video, which explains the process and how it works in detail.

YouTube Genmega ATM How to Enter Master Keys
https://youtu.be/su0NM0nRarg?si=ht0mTmWcEbK8jjAN

Once in the Key Management menu, a 5 minute timer begins. At the end of 5 minutes, regardless of what you are doing (entering a Master Key for example) the Key Management area times out and you will be taken back to the Host Setup menu. Making a mistake during this process can start a 30 second reset timer. When you are entering keys for the first time, this is common.




### 8.1.2 KEY MODE

This option sets the type of master key you will be loading (TDES, DES, MAC etc.) Refer to Addendum C for Key Mode descriptions and instructions. The default value is TDES, which is most common for US ATM Hosts.

### 8.1.3 MASTER KEY INDEX

The ATM will hold up to 16 individual Master Keys – The 'Index' is the location where you're choosing to enter your key set. Most processor instructions will tell you to use index #0 or #1. However it really does not matter as long as both of your keys are installed on the same index.

During the Edit Key process – you'll be asked to pick an index before you enter any keys – make sure that you choose the same index number for both key parts.

If for some reason you wish to change the index to point to a different key set that was entered, simply press the button labeled Master Key Index and then enter the number you want it set to and press Enter when done. Press Check Master Key to see a list of currently installed keys. Note that some indexes (12/15) are reserved for special functions like Unique Key and MAC'ing.

 © Genmega 2024

### 8.1.4 CHECK MASTER KEY

This will show the list of available master keys and their appropriate checksums. The checksum is a 4 digit number calculated from the numbers / letters of your master key and provides a means to verify the master key is correct.

When your processor provides Master Keys, they will also give you the 4 digit checksum. If after entering your Master Key this checksum does not match, try reentering your keys or contact the processor.

If a partial key is entered (only Part A or Part B) you will see hash tags #### or asterisks **** indicating that only half of the Master Key has been entered. In that case, you can enter the missing part to complete. For example, if you check and see **** (asterisks) on the index where you typed in a key, it means that the 'B' key is good, but you need to reenter the 'A' key.

### 8.1.5 EDIT MASTER KEY

This is where you enter your two 16-digit Master Keys. Your Host Processor should provide you with two key envelopes – each envelope is entered separately as 'Part A' or 'Part B'.

Always enter each envelope as a complete key – do not mix numbers between envelopes.

### 8.1.6 CHANGE PASSWORD

This allows you to set or change each part of the "Secure Mode" Password.

**To Reset Keypad Passwords:**
If you need to reset the keypad passwords, you'll need to manually reset the keypad. If are not familiar with this procedure, please see the video link below:

YouTube - Genmega ATM - EPP Reset Procedure
https://youtu.be/wysFLlf8ndw?si=eVdG2PVqBa6gCrR4

**ATMS WITH REAR SERVICE PANELS**
For through the wall ATMs, like the T4000, GT3000 and GT5000 which can come with a Rear-Service Panel. Please note that you cannot enter Master Keys through those service panels. Keys must be entered from the front of the machine using the Encrypting Pin Pad (EPP)

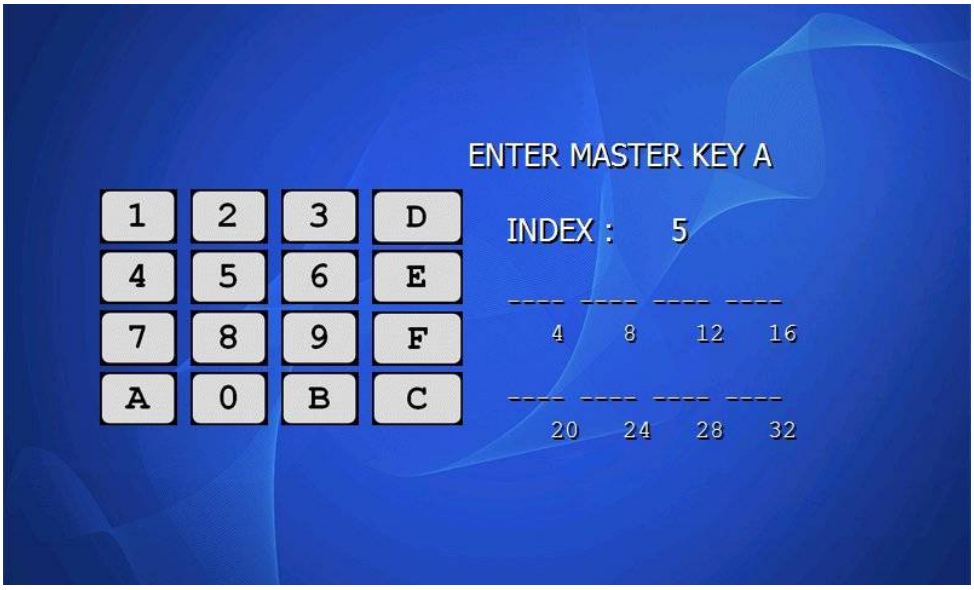
 © Genmega 2024

**ENTERING MASTER KEYS**

Use the chart below for entering letters in your Master Keys from the main pin pad.

**NOTE**: The keypad layout above represents a B1 / B3 or B5 keypad or B1 PCI

A previous Genmega keypad model B2 had the **ENTER** and **CANCEL** keys reversed from what is displayed above. If entering keys on the B2 keypad, remember that the Enter key is always F and the Cancel key is always D.



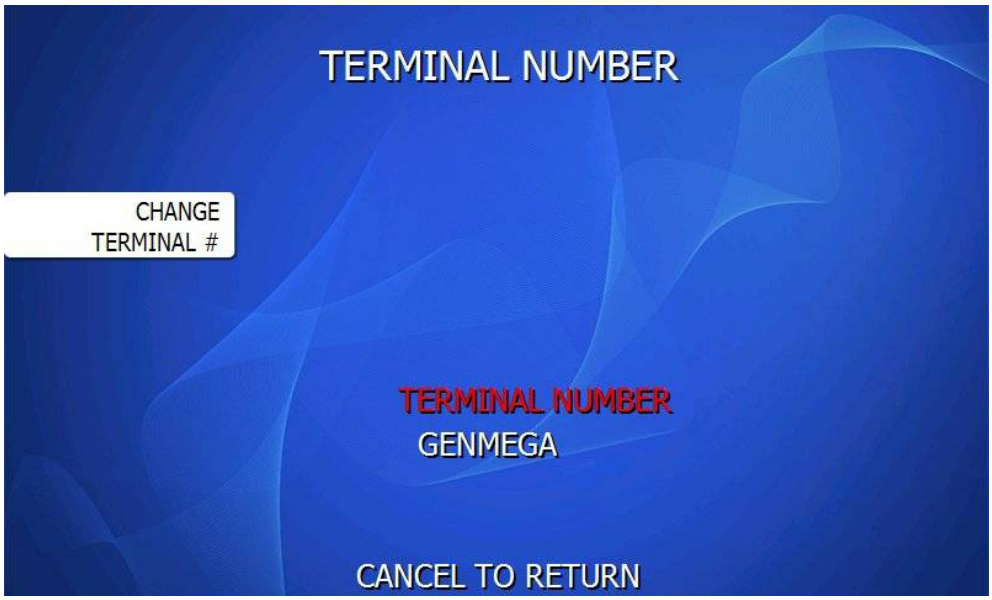

This shows the Key Entry screen (Edit Key) – with newer keypads, you type both the first and second keys on the same page next to the keypad layout. With older keypads (B1 / B2) you enter each line of your key, then verify it by entering it again before proceeding to the next line.

 © Genmega 2024

## 8.2 TERMINAL ID NUMBER

The Terminal ID number is an account number provided by your ATM Host Processor – it is a unique number that identifies your ATM on their network and any transactions associated with it.

Press the Change Terminal ID number button and enter the number you were provided.




## 8.3 CONNECT TIMER

The connect timer is the setting which determines how long the machine will wait to connect when trying to dial into the processor. Default time is 60 seconds. Lowering this may improve connection speeds but at the risk of reliability. It is recommended that you not change this setting.

## 8.4 SET ROUTING ID NUMBER

The Routing ID is unique to each processor and identifies the machine by processor. This number is obtained either through your dealer or processing company.

**NOTE:** If using Standard 3 (Extended Messaging) Routing ID becomes COMS ID

## 8.5 HOST PHONE / HOST IP

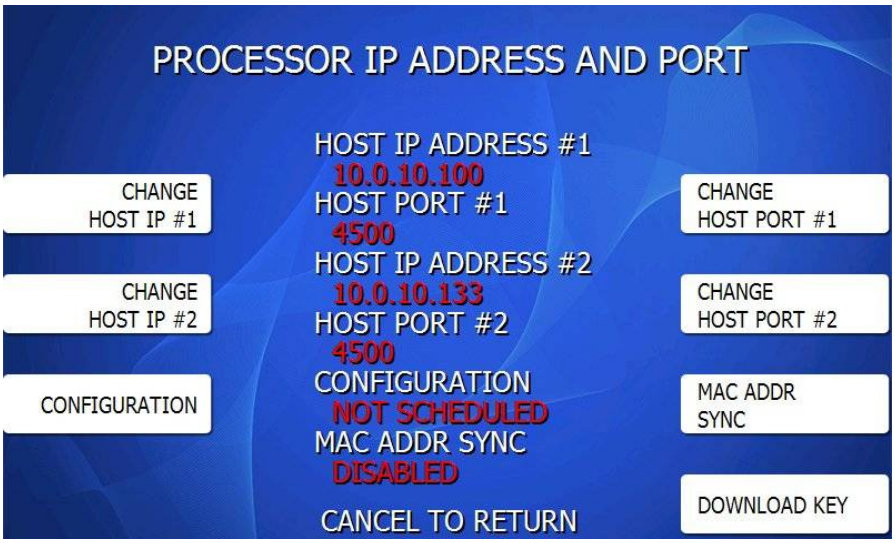
Your ATM can be configured to communicate to the host processor through the internet (TCPIP), via a third-party Wireless Device or even a dial-up modem if equipped. The Communication device is set in the Customer Setup → Change Processor menu, which is described earlier in this manual. The setting you chose will change the options in Host Setup to match.

If you select a TCPIP setting from that menu – you'll have internet (IP address) settings.
If you select MODEM from that Menu – you'll have modem related (phone) settings for Host Setup.

 © Genmega 2024

## 8.6 SET HOST IP or HOST TELEPHONE

From the Host Setup Menu, go to Phone Number (modem) or Host IP (internet or wireless).
These options change depending on how you select Communication in section 6.5.




### 8.6.1 CHANGE HOST IP ADDRESS & PORT

Internet / Wireless (Cellular): Use Host IP Address #1 and #2 to enter the appropriate address for your host or wireless connection. This can be an IP address (numbers) or a URL (website) per above. Host Port is also entered per your Host configuration instructions.

### 8.6.2 CHANGE HOST TELEPHONE

Telephone / Modem: If using dial-up modem, enter a Primary (Host Phone 1) and a Secondary (Host Phone 2) for the machine to connect to the processor. These phone numbers are provided by your Host processor.

Tips for telephone lines: Be sure to clear any Voice-Mail notification (pulse tone) from the line to be used. If a message is left and the pulse tone is heard when you lift the receiver – the modem will stop working until that pulse tone is cleared from the line.

### 8.6.3 CONFIGURATION

When this option is set to 'Scheduled', upon backing out of the menu and going back in service, the ATM will initiate a configuration request with the host and download a new working key. Once the Configuration successfully downloads – this option will automatically disable.

**NOTE:** You should never need to enable this Configuration setting as part of normal programming. If you make changes to the ATM programming that requires a new configuration, the ATM software will do this automatically. This option only exists in the menu for troubleshooting key-sync issues.

### 8.6.4 DOWNLOAD KEY

Pressing this button will cause the ATM to connect to the Host and download a new working key. This is basically the same as the Configuration Schedule option except you can run this from the menu, without having to exit out first. It will give you the results of the key download in this menu.

 © Genmega 2024

### 8.6.5 MAC ADDRESS SYNC

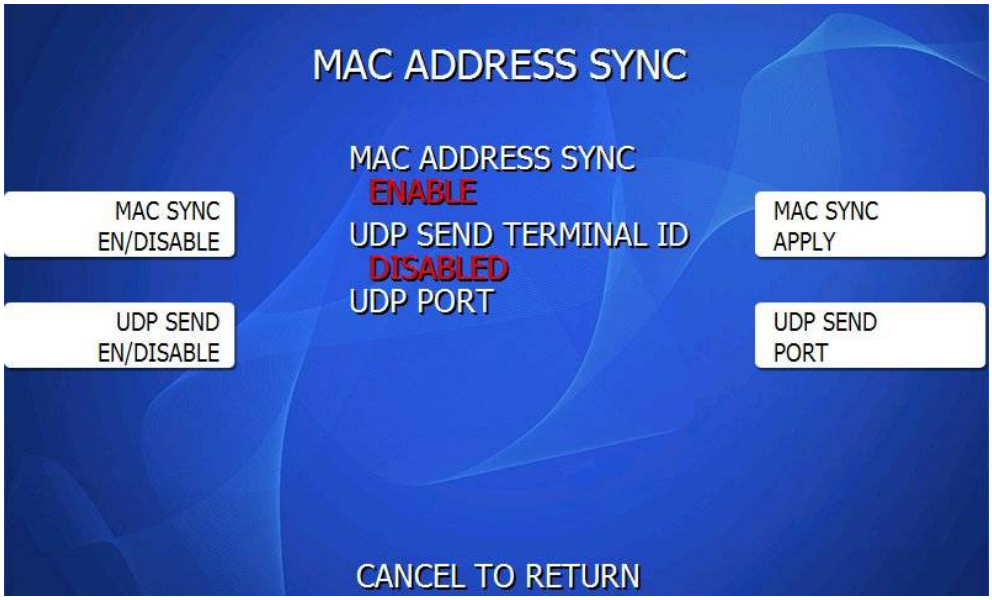
This option was added in effort to improve security between your ATM and a third-party wireless or cellular device.

The MAC (Media Access Control) address is a unique hardware identification code programmed into each network accessible device.

To use this option, first connect your wireless or cellular device to the ATM – then set the MAC Sync option to 'Enabled' and then press MAC Sync Apply. Once the ATM reads and stores the address you'll be prompted with "MAC SYNC OK"

When enabled, the ATM application will request the MAC address from your Wireless box or router and save that code into memory. Then, each time the ATM goes to connect to the device – it will verify this MAC address. If the ATM detects the hardware code has changed, it will error out the transaction and stop. Error = **25001** – MAC sync failed.

If you need to replace your existing wireless or cellular device, you'll need to perform the steps above with the new device.




**UDP SEND**
If MAC Address Sync is enabled AND the ATM Communication mode is set to one of the Encrypted settings (like "SSL Pass Through") then there is an additional option for UDP Send.

When enabled, the ATM application will send the ATMs Terminal ID number to the Wireless box for reporting purposes. This option can only be used if supported by the manufacturer of the wireless or cellular device.

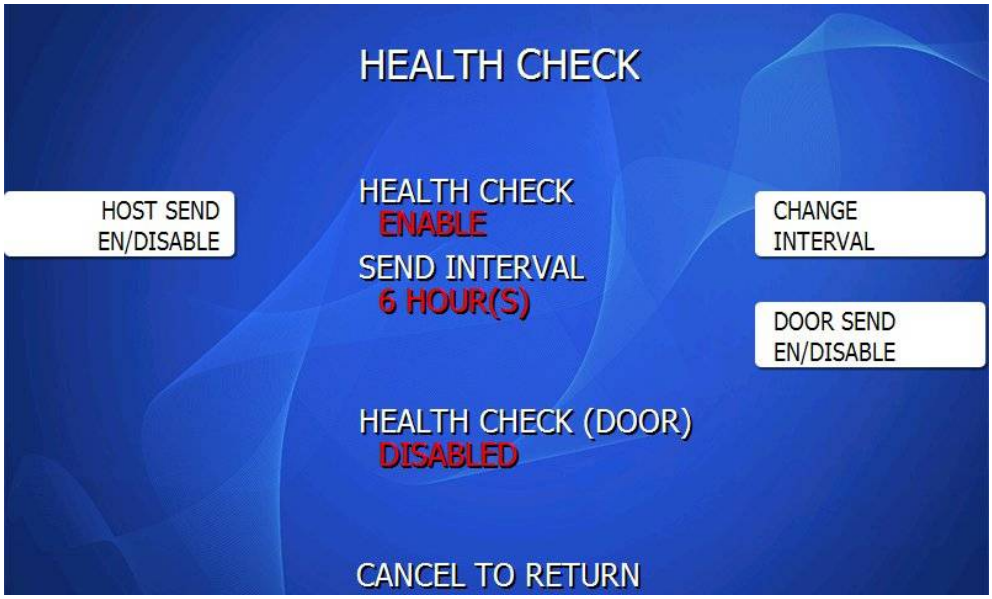
**WARNING:** While this option can help against efforts to install an unauthorized communications device to your ATM – the best way to prevent that type of 'hacking' is to use an encrypted communication protocol. See Section 6.5 for more information on encryption.

 © Genmega 2024

## 8.7 HEALTH CHECK MESSAGE

Health Check is an option that will send a system status signal to your processor at a set interval. Check with your processor to determine if they are prepared to receive this type of messaging.

**HOST SEND EN/DISABLE**
To Enable, use the Host Send button to enable or disable the feature.
ENABLE = ATM will send a status message to the host every pre-set interval.
DISABLE = ATM will not send status messages.




**CHANGE INTERVAL**
Use this to set the interval (in hours) that the ATM will send status updates. This can be set between 1 and 24 hours.

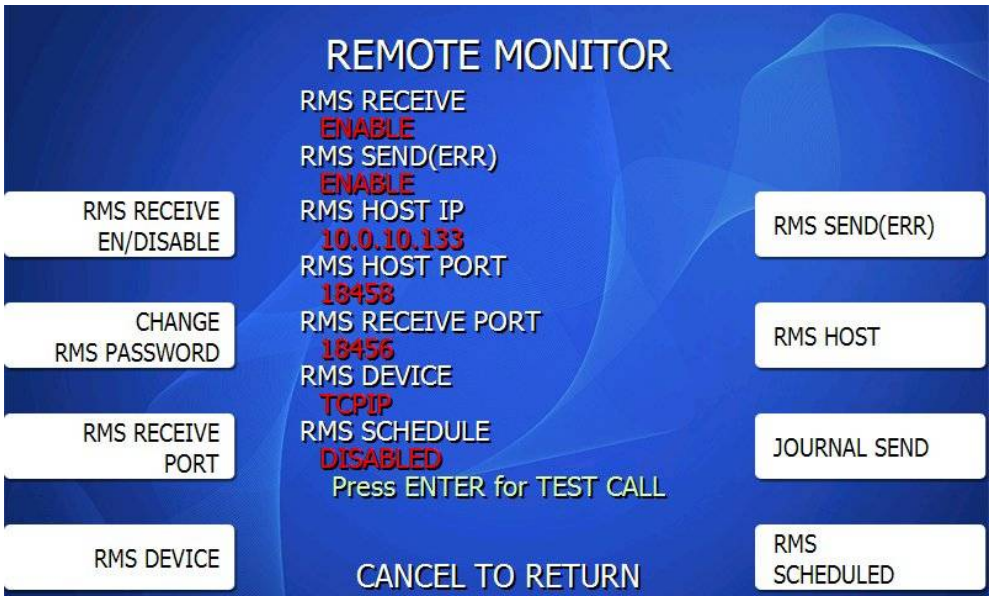
**DOOR SEND EN/DISABLE**
This option will cause the ATM to perform a Health Check when the vault door is opened. This can be used during a cash load to send the terminal totals to the host after loading.

ENABLED = Status message will be sent when the door switch detects as ‘OPEN’
DISABLED = No status message will be sent when the door is open

 © Genmega 2024

## 8.8 REMOTE MONITOR SYSTEM (RMS)

Remote Monitoring is the ability to remotely communicate with your ATM to send or retrieve information using the optional Genmega Remote Management Software (GenRMS Pro).




### 8.8.1 RMS RECEIVE EN / DISABLE

This will allow the ATM to receive incoming RMS communication requests. Please reference the GenRMS manual regarding 'bidirectional' communication – for your GenRMS PC to contact the ATM directly requires a static IP address, VPN.

ENABLE The ATM will answer incoming RMS communication.
DISABLE The ATM will not answer any incoming communication.

### 8.8.2 CHANGE RMS PASSWORD

Remote monitoring is protected by a password that is checked whenever an ATM contacts a RMS server or the RMS server contacts an ATM. If the password does not match, the communication will be disconnected. The default password for RMS is 333333. To change the password, press the password button and you will be prompted to enter a new RMS password, then verify.

### 8.8.3 RMS RECEIVE PORT

Default RMS Receive port is 18456 – you should not change the port assignments unless there is some specific IT related reason. The default RMS HOST (Send) port is 18458.

### 8.8.4 RMS DEVICE

This setting allows you to choose between TCPIP (Internet) or Modem (dial-up) as your communications for RMS.

 © Genmega 2024

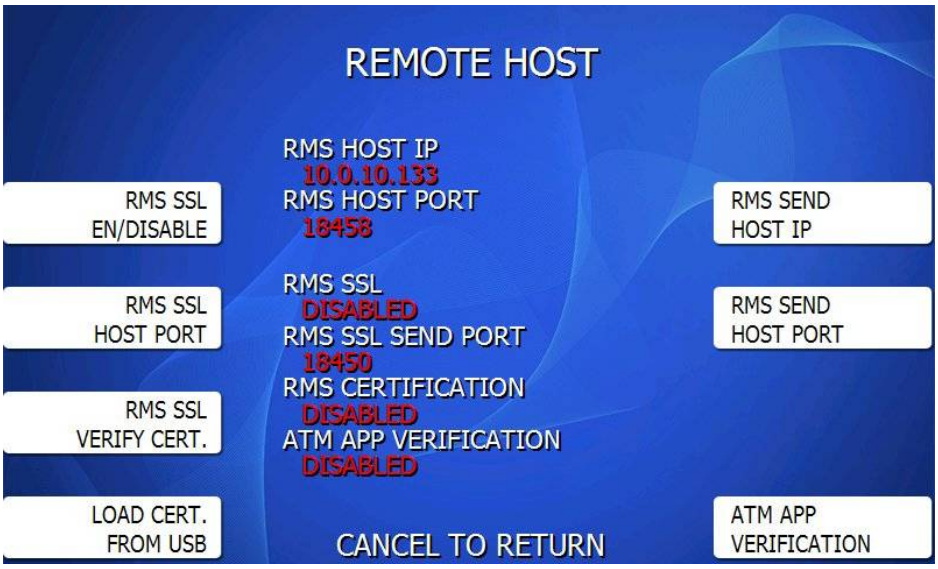
### 8.8.5 RMS SEND (ERR)

This feature enables the ATM to connect out to a computer running GenRMS software to report a malfunction, fatal error, out of service condition or to report status. Any time the ATM goes out of service, it will connect to the programmed GenRMS PC. Please reference the GenRMS Pro manual for more information as this will require setting up your RMS network.

ENABLE The ATM will connect out to RMS.
DISABLE The ATM will NOT connect out to RMS.

If you enable RMS Send, you MUST have an address pointing to an RMS HOST computer.

### 8.8.6 RMS HOST




**RMS SSL EN / DISABLE**
ENABLED = RMS Communication will be encrypted using SSL / TLS
DISABLED = RMS Communication will use a lower level encryption

**NOTE** – RMS does not send any transaction data outside what is shown in the Journal, meaning no customer card numbers or PINs. However this option exists for those wishing to protect the communication with stronger encryption. These settings must match the GenRMS Host Server.

**RMS SSL HOST PORT**
The default port when using SSL encryption is 18450

**RMS SSL VERIFY CERTIFICATE**
When enabled, RMS will verify a custom encryption certificate with the RMS Host before communicating. This must also be set up within GenRMS – please see the GenRMS Manual.

**LOAD CERTIFICATE FROM USB**
When a custom encryption is created within GenRMS – you can upload the .PEM file from a USB drive. Insert the USB drive and press this button – the certificate will be copied to the mainboard.

 © Genmega 2024

**RMS SEND HOST IP**
This is where you enter the IP address or URL of your GenRMS Host Computer. If you have the RMS Device set to 'Modem' (dial-up) then you'll enter the GenRMS Host Phone number.

**RMS SEND HOST PORT**
This is the standard outbound communication port. Default is 18458 – this value should not be changed unless there is some specific IT reason.

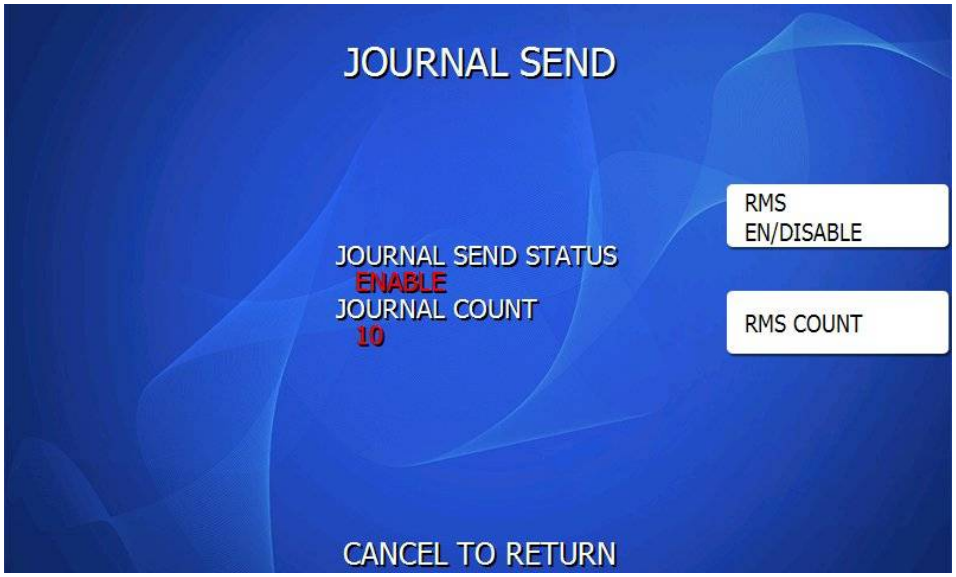
**ATM APP VERIFICATION**
Verifies incoming software downloads from an RMS connection using the 'License.dat' file included with new AP releases.

### 8.8.7 JOURNAL SEND

This option will cause the ATM to automatically upload Journal records to RMS when it connects. Either initiated by a Scheduled Status check or if RMS connects to report an error.

Journal Send Status = Enabled will upload the journal automatically when RMS connects.

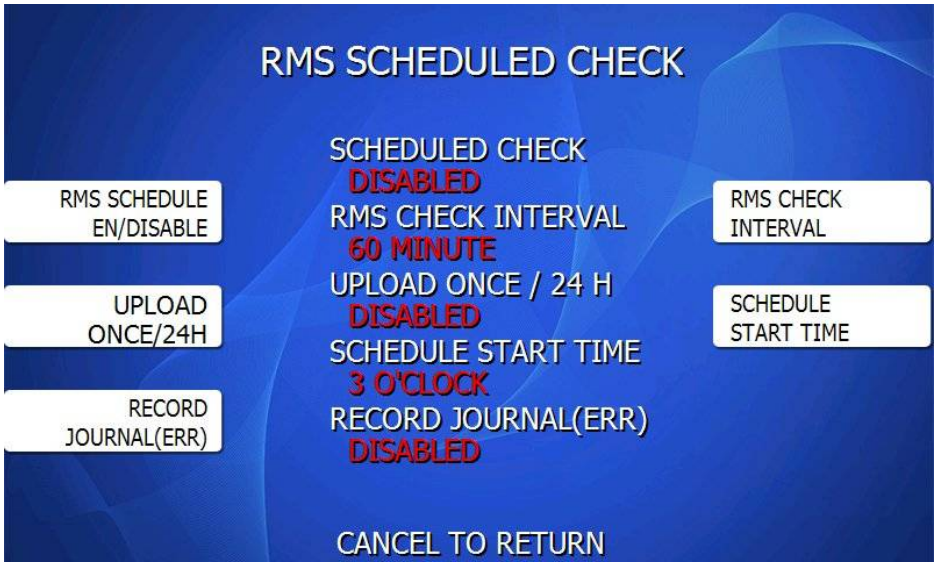
Journal Count = Number of Journal entries to upload. If you select 50 and there are only 10 new journals when it runs, then the machine will upload 10 + the last 40. In effect, this is a 'Last X' journal function.




 © Genmega 2024

### 8.8.8 RMS SCHEDULE

When RMS Schedule is enabled, the ATM will initiate a call to the GenRMS Host PC at pre-set intervals to upload information and perform preset tasks. For ATMs where you don't have bidirectional communication for RMS – this solves that problem by having the ATM side connect directly.




**RMS SCHEDULE OPTIONS**

**SCHEDULED CHECK**
ENABLE = Turns on the Schedule system
DISABLE = Turns off the Schedule system

**UPLOAD ONCE / 24 HOURS**
When this is enabled, once the ATM can successfully connect to RMS and perform the preset tasks, then the ATM will not attempt to connect again for 24 hours. This was originally intended for dial-up.

If you set this to Disabled, then the ATM will continue to connect to the RMS PC at each Check Interval time

**RECORD JOURNAL (ERR)**
ENABLED = RMS communication errors (attempted communication to RMS) will be recorded.
DISABLED = RMS Communication errors will not be recorded to the Journal.

**RMS CHECK INTERVAL**
Enter a value in minutes, from 1 to 1400 (1400=23 hours)
This is how often the ATM will attempt to connect to you RMS PC and perform whichever tasks you specify in RMS. Note that if you set the value to 1 minute, the machine will attempt to connect to RMS every 60 seconds.

If the system is unable to connect with the RMS PC, then it will reattempt the call again. If that second attempt fails, then it will wait again until the next Check Interval before trying again (twice).

 © Genmega 2024

**SCHEDULE START TIME**
The ATM will begin the counter for 'Check Interval' starting from this time.

**RMS SEND versus SCHEDULE CHECK**
Remember that the Schedule system is independent of RMS Send. Which means that if your ATM goes out of service, and is still hours away from the next Check Interval, the ATM will always send it's status alert via RMS Send.

### 8.8.9 RMS TEST CALL

Once the RMS Settings have been configured, from the REMOTE MONITOR menu, you can press the ENTER key on the keypad to perform a test call, or communication from the ATM to your GenRMS Computer. The screen will temporarily change to 'RMS IN PROGRESS' and then results of the call will be returned as 'Test Success' or 'Test Failed'.

If the test call fails – check the Journal for Exxxx error codes to explain why.

For more information about GenRMS Pro – you can download the product manual from here:

**GenRMS Professional**
http://ftp.genmega.com/Software/RMS/GenRMSProfessional.pdf

 © Genmega 2024

## 8.9 SCHEDULED TOTAL

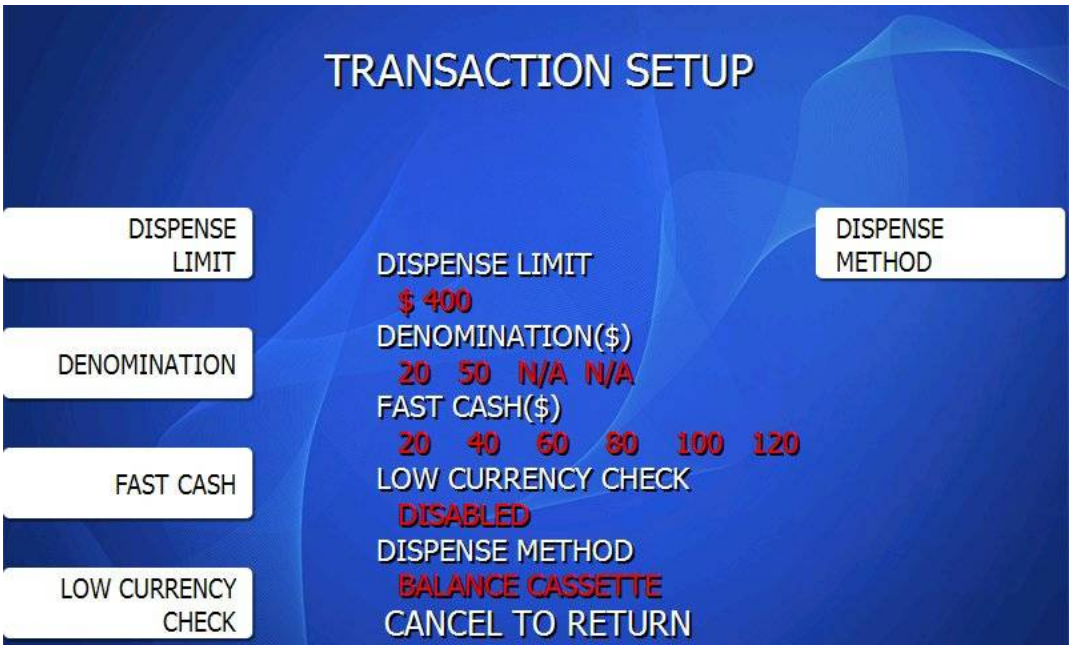
This feature allows you to schedule a Trial Day Total or Day Total report automatically. The report (when run at scheduled time) will record to the electronic journal.

This is useful if you are doing accounting of your ATM on a day-to-day basis. Your processor cuts off its transactions each day at a set time. By scheduling a Trial Day Total or Day Total report at the same time, your day's balance should match the host. This information will appear as a journal record, so you will need to access your journal to print or view the totals. Your dealer or processor can provide you with the appropriate cut off time.

| | |
|---|---|
| Schedule Mode | Day Total (zeros out value with the host)<br>Trial Day Total (does not zero out value)<br>Disable (turns off function) |
| Change Time | Sets the time for the ATM to total itself |

 © Genmega 2024

# 9 TRANSACTION SETUP MENU



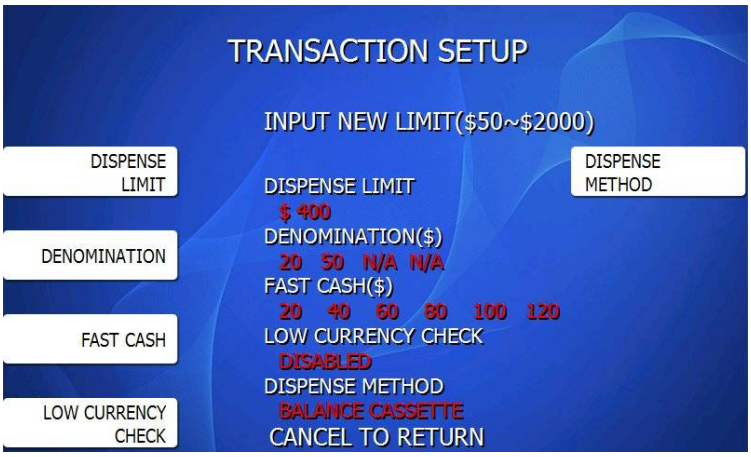

## 9.1 DISPENSE LIMIT

The dispense limit is the maximum amount of money a customer can withdraw in a single transaction. The ATM will dispense a maximum of 40 notes per transaction. So the dispense limit can be a maximum of 40 times the denomination of notes your using.

For example:

If you are dispensing $10 bills the maximum dispense limit is $400
If you are dispensing $20 bills the maximum dispense limit is $800
Maximum is $4000 (using $100 bills)

To set the dispense limit, press the Dispense limit button and then enter the number using the keys on the main keypad. Press Enter key to set the value.




 © Genmega 2024

## 9.2 DENOMINATION

The Denomination is the type (value) of the note that each cassette will be dispensing. For US ATMs the supported denominations are $1, $2, $5, $10, $20, $50, $100

Protecting the denomination setting is critical for the ATM security – so in order to change this value, you'll need to do the following:

- You must be able to open the vault, so that the vault door sensor shows 'OPEN'
- For removable cassette dispensers, you must be able to remove the cassette (#1)
- For fixed cassette dispensers (TCDU) you must manually block a sensor with your finger.

To begin with this process you'll enter the Denomination Menu:

In the example above, this ATM has two Cassettes; currently each is set to $20 denomination. Cassettes 3 and 4 show N/A (not applicable) because they don't exist.

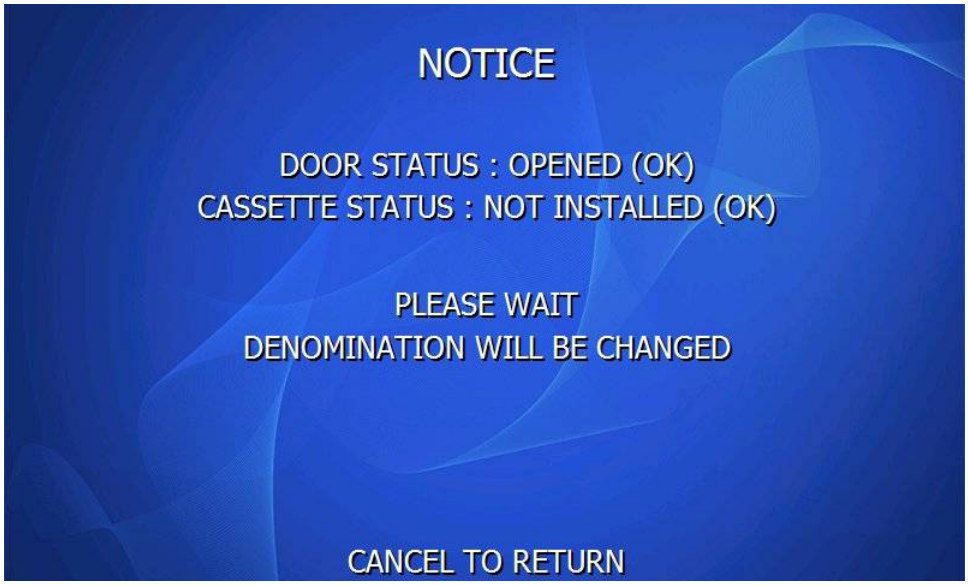
To change Cassette 2 from $20 to $50 denomination – press the Cassette 2 button on the right and enter the new denomination amount. Press ENTER and at the bottom of the screen, you'll see the changes to be made – 'After:' now shows $50 for Cassette 2

For the denomination change to take effect – you'll need to press the APPLY button.

 © Genmega 2024

Before you press APPLY – Open the vault door and pull the handle on Cassette 1 so that it's partially removed – you do not need to completely remove the cassette from the dispenser, just slide it backwards a bit.

Press APPLY on the screen and the application will start a 10 second timer and check the status of the vault door switch and the cassette.




If the door is open and the top cassette is slid back, you should see the notice above. At this point the denomination change is successful and you should see the new values when returning to the Transaction Setup screen.

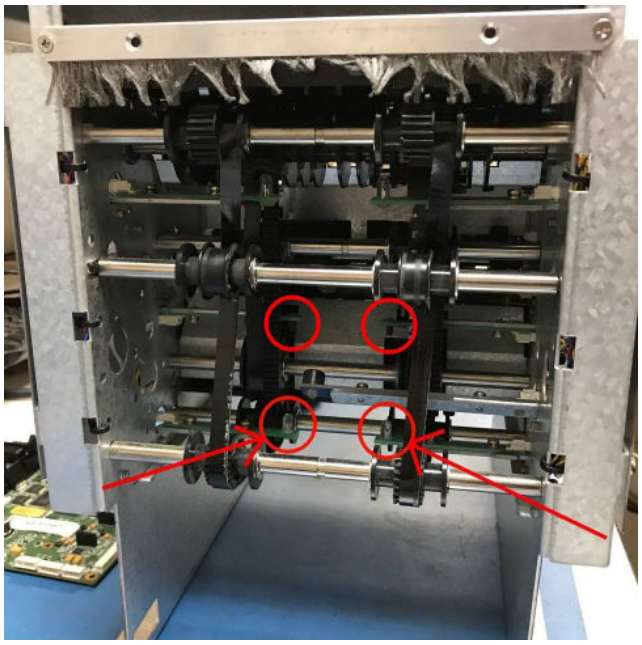
 © Genmega 2024

For ATMs with the ‘Fixed’ cassette dispenser – where you load the cash under the reject box on top – which is the TCDU model dispenser – since the cassette cannot be removed as in the previous steps, you’ll need to block 2 sensors in the front of the dispenser to complete the change.

If you have this model dispenser installed, you should see this diagram when you attempt to change the denomination.

Use a bill, or your fingers to block the optical sensors on the front of the dispenser.

The photo below shows more detail of the sensor locations – the arrows point to the clear optical sensors – block these both with a folded bill or your fingers to help trigger the denomination change.



Once these steps are correctly followed, the new denomination should appear in the Transaction Menu.

 © Genmega 2024

## 9.3 FAST CASH

Fast Cash amounts are presented to the customer if they choose a Withdrawal transaction. These amounts appear on screen as an easy method of selecting how much cash they wish to withdraw for that transaction. The amounts must be multipliers of the denomination amount.

For Example:

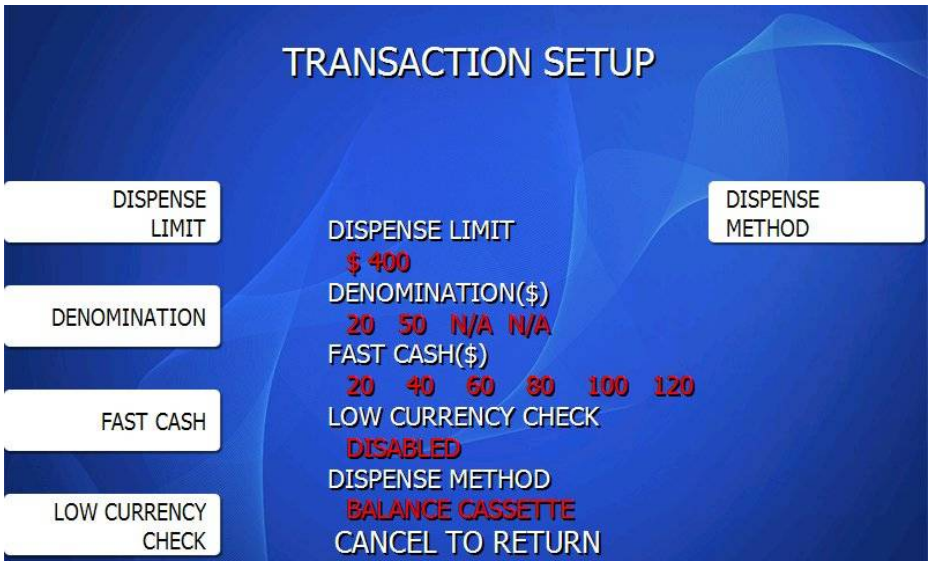
If your dispensing $10 bills then you can use $10, $20, $30, $40, $50 etc.
If your dispensing $20 bills then you can use $20, $40, $60, $80, $100 etc.

To set the fast cash amounts, select Fast cash from the Transaction Setup menu and then choose from the 6 possible keys to program. Select a button and then enter the value from the main keypad. Press Enter to confirm the setting.

**NOTE** – Beginning with software version V05.00.44, you can use 4 digits for the Fast Cash values, if the denomination used supports that value.

 © Genmega 2024

## 9.4 DISPENSE METHOD




Dispense method allows you to chose how a multiple cassette dispenser selects notes to dispense to the customer.

**NOTE:** The 'DISPENSE METHOD' button will only appear on ATMs configured with more than one cassette and different denominations. All other configurations will not show that screen button and just default to Balance Cassette

### 9.4.1 BALANCE CASSETTE

(Default) this option balances the amount of cash between cassettes – and is recommended for multi-cassette dispensers where the denomination is the same across all cassettes. This option will select which cassette to dispense notes from by balancing the value of the cash between all cassettes.

### 9.4.2 DISENSE LEAST NUMBER OF NOTES

This option was added for dispensers using different denominations across multiple cassettes. When enabled, the dispenser will provide the customer with the least number of notes to reach the amount requested.

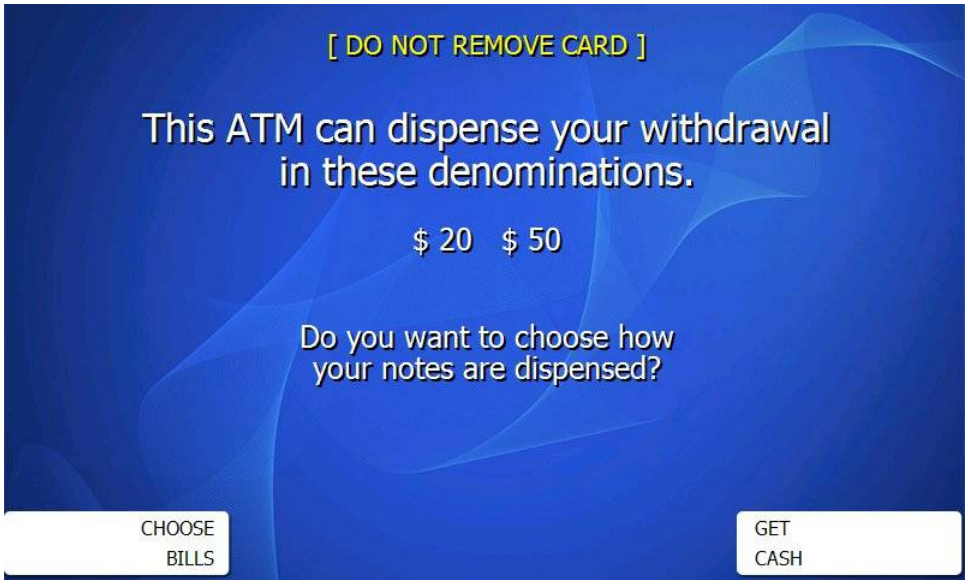
For machines where cassettes are 'Balanced' – if you had multiple denominations ($5 / $20 for example) you could have transactions where customers withdrawal $100 and get 20 x $5 bills rather than the expected 5 x $20. With this Dispense Least # of Notes option enabled – the dispenser will select the minimum number of bills from multiple cassettes.

 © Genmega 2024

### 9.4.3 SELECT NOTES

This option will allow users to select their withdrawal from the available denominations – this option was added in software version V05.00.43.

When a customer begins a withdraw transaction – they'll see the screen below asking if they prefer to choose the bills they will receive – or let the ATM decide. If 'Get Cash' is selected, then the least number of notes algorithm will apply.




If 'Choose Bills' is selected, then the next transaction screen will prompt the customer to choose how many of each available note to total the previously requested withdraw amount.

YouTube Genmega ATM Dispense Method Select Notes
https://youtu.be/BsqZ1Szru-0?si=7fWK0aEUgN2qHBbd

 © Genmega 2024

# 10 APPENDIX

**Appendix A = ATM Error Code List**

**Appendix B = Master Key Entry Instructions**

**Appendix C = Extra BIN list**

**Appendix D = Advertisement Graphics**

 © Genmega 2024

## 10.1 Appendix A – Error Code List

| ERROR CODE | DESCRIPTION | CORRECTIVE ACTION |
|---|---|---|
| 0 | Normal | No Error - This is the normal status for the ATM |
| 20001 | No Cassette Detected | The ATM cannot detect one or more of the cash cassettes. First try removing and replacing each cassette. You'll need to reinitialize the ATM after doing this - either press [DEV INI] button on the screen or power off and on the ATM. |
| 20002 | Low Cash Level | Check the Cash Level in the ATM and in the Settlement Menu. |
| 20003 | Reject Bin Full | First remove any notes from the reject bin, then do Cassette Total from the Settlement Menu. |
| 20004 | Vault Door Open | Close the vault Door / Check Vault Door Swich - Make sure switch is adjusted so that the door can press it completely when closed - check JP15 connection on lower right corner of mainboard. |

 © Genmega 2024

| | | |
|---|---|---|
| 20005 | CDU type mismatch | Check CDU type - Go to System Setup -> Device Setup -> CDU Setup and make sure all setting are correct for your dispenser |
| 20010 | Receipt Paper Jam | Clear the Receipt Printer of any paper - do not use metal tools near print head - Open the green lever on the side to clear any paper scraps, then close the green lever completely and feed the paper into the printer again. |
| 20012 | Receipt Printer Feed Lever Open | Close the printer feed lever - This is the green lever on the side of the printer. Do not force the lever closed - the cutter blade may be blocking it from closing properly. |
| 20013 | Receipt Paper Empty | Replace the receipt roll if needed. Check the small sensor / switch on the feed ramp - make sure it's pressing down when paper is fed into the printer. |
| 20014 | Thermal print head overheated | Printer may require service - Requires disassembling Print Head and Cutter Assembly. |
| 20016 | Note detected in outlet of CDU | Open the vault and inspect the cash dispenser - Look for any jammed or ripped notes where the money would leave the dispenser. Clean the exit sensors. |

 © Genmega 2024

| | | |
|---|---|---|
| 20215 | CDU detects blocked sensor prior to dispense | This code means that the dispenser detected a blocked sensor both during initialization process and then again when trying to self clear - this code reports that condition, but not the specific sensor. Clean and check all sensors. Check the Error Summary for a C00xx code to pinpoint which specific sensor |
| 21315 | CDU detects blocked sensor prior to dispense | This code means that the dispenser detected a blocked sensor both during initialization process and then again when trying to self clear - this code reports that condition, but not the specific sensor. Clean and check all sensors. Check the Error Summary for a C00xx code to pinpoint which specific sensor |
| 21A15 | CDU detects blocked sensor prior to dispense | This code means that the dispenser detected a blocked sensor both during initialization process and then again when trying to self clear - this code reports that condition, but not the specific sensor. Clean and check all sensors. Check the Error Summary for a C00xx code to pinpoint which specific sensor |
| 21B15 | CDU detects blocked sensor prior to dispense | This code means that the dispenser detected a blocked sensor both during initialization process and then again when trying to self clear - this code reports that condition, but not the specific sensor. Clean and check all sensors. Check the Error Summary for a C00xx code to pinpoint which specific sensor |
| 24A15 | CDU detects blocked sensor prior to dispense | This code means that the dispenser detected a blocked sensor both during initialization process and then again when trying to self clear - this code reports that condition, but not the specific sensor. Clean and check all sensors. Check the Error Summary for a C00xx code to pinpoint which specific sensor |
| 24B15 | CDU detects blocked sensor prior to dispense | This code means that the dispenser detected a blocked sensor both during initialization process and then again when trying to self clear - this code reports that condition, but not the specific sensor. Clean and check all sensors. Check the Error Summary for a C00xx code to pinpoint which specific sensor |

 © Genmega 2024

| | | |
|---|---|---|
| A0101 | Receipt Printer Feed Lever Open | Close the printer feed lever - This is the green lever on the side of the printer. Do not force the lever closed - the cutter blade may be blocking it from closing properly. |
| A0102 | Thermal print head overheated | Printer may require service - Requires disassembling Print Head and Cutter Assembly. |
| A0103 | Receipt Paper Jam | Clear the Receipt Printer of any paper - do not use metal tools near print head - Open the green lever on the side to clear any paper scraps, then close the green lever completely and feed the paper into the printer again. |
| A0104 | Paper load error | Replace the receipt roll if needed. Check the small sensor on the feed ramp - make sure it's pressing down when paper is fed into the printer. |
| A0105 | Paper check error | Remove Jammed paper and road again |
| A0108 | Cutter S/W check error | Receipt paper cutter is malfunctioning - may require service or replacement. |

 © Genmega 2024

| | | |
|---|---|---|
| A0801 | Receipt printer feed lever open | Close the printer feed lever - This is the green lever on the side of the printer. Do not force the lever closed - the cutter blade may be blocking it from closing properly. |
| A0802 | Thermal print head overheated | Printer may require service - Requires disassembling Print Head and Cutter Assembly. |
| A0803 | Receipt paper jam | Clear the Receipt Printer of any paper - Open the green lever on the side to clear any paper scraps, then close the green lever completely and feed the paper into the printer again. |
| A0804 | Paper setting error | Replace the receipt roll if needed. Check the small sensor on the feed ramp - make sure it's pressing down when paper is fed into the printer. |
| A0805 | Paper check error | Replace the receipt roll if needed. Check the small sensor on the feed ramp - make sure it's pressing down when paper is fed into the printer. |
| A0808 | Cutter S/W check error | Receipt paper cutter is malfunctioning - may require service or replacement. |

 © Genmega 2024

| | | |
|---|---|---|
| ADN01 | No response from printer in 30 sec. after send command | Check cable connections between Mainboard (JP8) and Printer control board - Reseat connections at each end, then reinitialize ATM to test. Check DIP Switch Settings on printer control board - SW1 down / rest are up. |
| ADN0F | No response from printer in 30 sec. after send command | Check cable connections between Mainboard (JP8) and Printer control board - Reseat connections at each end, then reinitialize ATM to test. Check DIP Switch Settings on printer control board - SW1 down / rest are up. |
| ADN11 | No response from printer after 3 retries | Check cable connections between Mainboard (JP8) and Printer control board - Reseat connections at each end, then reinitialize ATM to test. Check DIP Switch Settings on printer control board - SW1 down / rest are up. |
| ADN12 | No response from printer (ENQ-ACK after 5 retry of ENQ) | Check cable connections between Mainboard (JP8) and Printer control board - Reseat connections at each end, then reinitialize ATM to test. Check DIP Switch Settings on printer control board - SW1 down / rest are up. |
| ADN13 | No response from printer | Check cable connections between Mainboard (JP8) and Printer control board - Reseat connections at each end, then reinitialize ATM to test. Check DIP Switch Settings on printer control board - SW1 down / rest are up. |
| C0010 | No notes before presenting or sensor(PCAM) error | Check path before Presenter or PCAM sensor |

 © Genmega 2024

| | | |
|---|---|---|
| C0011 | EJAM Sensor blocked while dispensing PCDU | EJAM Sensor on PCDU Dispenser shows blocked while attempting to dispense - clear any blocked sensors in the presenter. |
| C0012 | Reject Gate timing sensor blocked - TCDU | The reject gate timing sensor is blocked - clean sensor |
| C0013 | EJR / L_RJT Sensor blocked | EJR / L_RJT Sensor shows blocked after initializing or before a dispense - clean sensors |
| C0014 | Base of Stacker close failure at PCDU/HPCDU | Check Presenter unit |
| C0015 | Base of Stacker Open failure at PCDU/HPCDU | Check Presenter unit |
| C0016 | Jamming at Stacker during presenting at PCDU/HPCDU | Clear jammed notes at Presenter |

 © Genmega 2024

| | | |
|---|---|---|
| C0017 | Jamming at Stacker during presenting at PCDU/HPCDU | Clear jammed notes at Presenter |
| C0018 | Jamming at Exit during presenting at PCDU/HPCDU | Clear jammed notes at Presenter |
| C0019 | Exit sensor failure(PEXT) at PCDU/HPCDU | Check Exit sensor(PEXT) |
| C0020 | Withdrawal time out at PCDU/HPCDU | Check note path or Presenter unit |
| C0024 | Presenter is not normal position at PCDU/HPCDU | Check Presenter unit |
| C0025 | No notes at Exit before retracting at PCDU/HPCDU | Check note path or Presenter unit |

 © Genmega 2024

| | | |
|---|---|---|
| C0026 | Jamming at Exit during retracting at PCDU/HPCDU | Clear notes at Exit |
| C0027 | Jamming at Exit during retracting at PCDU/HPCDU | Clear notes at Exit |
| C0029 | Jamming at Stacker during retracting at PCDU/HPCDU | Clear notes at Stacker |
| C0030 | Main Motor Failure | Dispenser is unable to turn or is turning too slowly - Encoder sensor is not working. Verify that the dispenser will turn over by hand (using the blue plastic wheel) - Inspect / clean the encoder sensor to make sure it's not being blocked. If no mechanical problems are preventing belts from moving - may be encoder sensor or motor. |
| C0031 | Sub Main motor failure at MCDU/HCDU/PCDU/RCDU | Check Sub Main motor |
| C0032 | Inlet(SKLB/SKRB) sensor failure at the second cassette | Check Inlet(SKLB/SKRB) sensor at the second cassette |

 © Genmega 2024

| | | |
|---|---|---|
| C0034 | Jamming at Stacker during retracting at PCDU/HPCDU | Clear notes at Stacker |
| C0035 | Jamming at Reject during retracting at PCDU | Clear notes at Reject path |
| C0036 | Outlet Sensor blocked while initializing | Clear notes at Outlet sensor |
| C0037 | Double-Detect Sensor Error | Check Double-Detect sensor control board - Try reseating wires going to DD control board. Board should have one blinking LED by default - if you block the double-detect sensors with a single note LED should not change. A second solid LED or even a flicker of the second LED indicates a problem with the sensors or DD control board. |
| C0039 | Reject Diverter failure or Solenoid failure | Check Reject Gate - make sure there is nothing blocking the reject gate from moving - verify that the gate position sensor is lined up correctly with the sensor. |
| C003A | More than 4 notes requested in test mode | Reload application software on ATM |

 © Genmega 2024

| | | |
|---|---|---|
| C0041 | More than 5 re-dispense after last note dispense | Check cassette installation, note setting |
| C0042 | Jamming at Stacker when initializing at PCDU/HPCDU | Clear notes at Stacker |
| C0043 | Number of rejected notes exceeded 20 notes | Do reject analysis for cause of reject |
| C0044 | 10 notes rejected consecutively | Examine Reject analysis report for cause of rejects - OP Menu --> Reports --> Reject Analysis |
| C0045 | Note miscount detected | There was a miscount of notes between sensors - clean and inspect dispenser. May require testing and replacement of sensors. |
| C0046 | Jamming at Exit when initializing at PCDU/HPCDU | Clear notes at Exit |

 © Genmega 2024

| | | |
|---|---|---|
| C0047 | 1'st cassette misfeed error | Dispenser was unable to pick a bill from the first cassette - verify there is cash in the cassette - clear any jammed notes or objects that could prevent picking - clean cassette rollers. |
| C0048 | Jamming at Reject when initializing at PCDU | Clear notes at Reject path |
| C0049 | zero notes requested | Check data connection from mainboard to dispenser |
| C004A | Dispense sensor timeout | Remove any notes from the dispenser |
| C004B | Shutter failure to open during presenting | Check Shutter open/close |
| C004D | 1'st cassette not detected | Check position of 1'st cassette |

 © Genmega 2024

| | | |
|---|---|---|
| C004E | 2nd cassette not detected | Check position of 2'nd cassette |
| C004F | More than 65 seconds passed during dispense | Check cassette installation / Note settings |
| C0050 | Power failure during dispense | Check CDU Data for this transaction on journal entry |
| C0051 | Dispensing of more than 150 notes requested | Check CDU Data for this transaction on journal entry |
| C0052 | 1'st cassette exit sensor blocked after dispensing | Check 1'st cassette exit sensor |
| C0054 | Count sensor blocked during dispensing | Check Count sensor |

 © Genmega 2024

| | | |
|---|---|---|
| C0056 | Reject gate not in the fully-open-to-exit position when solenoid is powered on | Check Reject Gate / Linkage |
| C0058 | Note count mismatch - Reject / Count Sensors | Check Note path |
| C0059 | Note jam occurred while initializing | Clear jammed notes |
| C005B | 2'nd cassette misfeed error | Dispenser was unable to pick a bill from the second cassette - verify there is cash in the cassette - clear any jammed notes or objects that could prevent picking - clean cassette rollers. |
| C0060 | 3'rd cassette exit sensor blocked after dispensing | Check 3'rd cassette exit sensor |
| C0062 | 3'rd cassette exit sensor blocked | Check 3'rd cassette exit sensor |

 © Genmega 2024

| | | |
|---|---|---|
| C006A | Note from 2'nd CST not arriving at double timing sensor | Check Note path |
| C0070 | 4'th cassette exit sensor blocked after dispensing | Check 4'th cassette exit sensor |
| C0072 | 4'th cassette exit sensor blocked | Check 4'th cassette exit sensor |
| C007A | Note from 4'th CST not arriving at double timing sensor | Check Note path |
| C007B | Sensor block during initialize | Check Note path and sensor |
| C007C | 4'th cassette misfeed error | Dispenser was unable to pick a bill from the fourth cassette - verify there is cash in the cassette - clear any jammed notes or objects that could prevent picking - clean cassette rollers. |

 © Genmega 2024

| | | |
|---|---|---|
| C007D | 4'th cassette not detected | Check 4'th cassette installation |
| C0080 | 2'nd cassette exit sensor blocked after dispensing | Check 2'nd cassette exit sensor |
| C0081 | Double detect timing sensor blocked during dispensing | Check Double detection timing sensor |
| C0082 | Note from cassette not arriving at double timing sensor | Check Note path and sensor |
| C0083 | Reject gate timing sensor (L) blocked during dispensing | Check Reject gate timing sensor(L) |
| C0084 | Reject gate timing sensor (R) blocked during dispensing | Check Reject gate timing sensor(R) |

 © Genmega 2024

| | | |
|---|---|---|
| C0085 | Note Feed timeout (Double timing sensor) | Check Note path and sensor(Double timing ~ GTRL) |
| C0086 | Note not arriving at count sensor during dispensing | Check Note path and sensor |
| C009A | Note from 3'rd CST not arriving at double timing sensor | Check Note path and sensor |
| C009D | 3'rd cassette not detected | Check 3'rd cassette installation and Note Settings |
| C009F | 3'rd cassette misfeed error | Dispenser was unable to pick a bill from the third cassette - verify there is cash in the cassette - clear any jammed notes or objects that could prevent picking - clear cassette rollers. |
| C00A0 | Communication failure with shutter(Sending) | Check connection between CDU and shutter |

 © Genmega 2024

| | | |
|---|---|---|
| C00A1 | Communication failure with shutter (Sending) | Check connection between CDU and shutter |
| C00A2 | Communication failure with shutter(Receiving) | Check connection between CDU and shutter |
| C00A3 | Communication failure with shutter(Receiving) | Check connection between CDU and shutter |
| C00B3 | Shutter close failure | Check Shutter open/close |
| C00B4 | Shutter open failure | Check Shutter open/close |
| CARD0 | EMV Card was left in ATM after transaction | Customer did not remove their ATM card from reader at the end of the transaction - for Withdrawal this will cause a reversal. |

 © Genmega 2024

| | | |
|---|---|---|
| CDN00 | CDU No Response during idle time | Check cable connections between Mainboard (JP5) and Dispenser control board - Reseat connection at motherboard end, then reinitialize ATM to test. Check DIP Switch Settings on dispenser control board - SW1 up / 2,3,4 down. |
| CDN01 | CDU did not respond to command | Check cable connections between Mainboard (JP5) and Dispenser control board - Reseat connection at motherboard end, then reinitialize ATM to test. Check DIP Switch Settings on dispenser control board - SW1 up / 2,3,4 down. |
| CDN0F | CDU did not respond to command | Check cable connections between Mainboard (JP5) and Dispenser control board - Reseat connection at motherboard end, then reinitialize ATM to test. Check DIP Switch Settings on dispenser control board - SW1 up / 2,3,4 down. |
| CDN11 | No response from CDU following 3 retries | Check cable connections between Mainboard (JP5) and Dispenser control board - Reseat connection at motherboard end, then reinitialize ATM to test. Check DIP Switch Settings on dispenser control board - SW1 up / 2,3,4 down. |
| CDN12 | No Response (ENQ-ACK) after 5 retry of ENQ | Check cable connections between Mainboard (JP5) and Dispenser control board - Reseat connection at motherboard end, then reinitialize ATM to test. Check DIP Switch Settings on dispenser control board - SW1 up / 2,3,4 down. |
| CDN13 | No Response after 5 attempts (STX-BCC timeout) | Check cable connections between Mainboard (JP5) and Dispenser control board - Reseat connection at motherboard end, then reinitialize ATM to test. Check DIP Switch Settings on dispenser control board - SW1 up / 2,3,4 down. |

 © Genmega 2024

| | | |
|---|---|---|
| D0001 | Modem initialization error | Check modem using test in diagnostics |
| D0002 | Reversal transaction failure | Check CDU Data for this transaction on journal entry |
| D0012 | Invalid transaction | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0013 | Invalid amount | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0014 | Invalid card number | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0020 | Surcharge screen was not displayed | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |

 © Genmega 2024

| | | |
|---|---|---|
| D0024 | Exceeds withdrawal limit | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0039 | No credit account | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0051 | Insufficient funds | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0052 | No checking account | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0053 | No saving account | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0054 | Expire card | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |

 © Genmega 2024

| | | |
|---|---|---|
| D0055 | Incorrect PIN | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0057 | Transaction not permitted (Card) | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0058 | Transaction not permitted (Terminal) | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0061 | Exceeds withdrawal limit | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0075 | PIN attempts exceeded | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0078 | No account | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |

 © Genmega 2024

| | | |
|---|---|---|
| D0080 | Invalid date | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0083 | Can not verify PIN | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0086 | Can not verify PIN | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0091 | Bank unavailable | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0092 | System unavailable | This error code means the transaction was rejected by the Host. To understand why, log into the host site with you Terminal ID number and look at the transaction in question. |
| D0093 | Transaction serial number mismatch | This error code means the data received by the ATM from the host does not match what the ATM sent to the host - record the transaction sequence number and report it to your host processor. |

 © Genmega 2024

| | | |
|---|---|---|
| D0094 | Record format mismatch | This error code means the data received by the ATM from the host does not match what the ATM sent to the host - record the transaction sequence number and report it to your host processor. |
| D0095 | Routing ID mismatch | This error code means the data received by the ATM from the host does not match what the ATM sent to the host - record the transaction sequence number and report it to your host processor. |
| D0096 | Terminal ID mismatch | This error code means the data received by the ATM from the host does not match what the ATM sent to the host - record the transaction sequence number and report it to your host processor. |
| D0097 | Response type mismatch (Reversal) | This error code means the data received by the ATM from the host does not match what the ATM sent to the host - record the transaction sequence number and report it to your host processor. |
| D0098 | Response type mismatch (Day close) | This error code means the transaction was rejected - verify all programming on the ATM and make sure the Terminal ID is active with you host. |
| D0099 | Response type mismatch (Config) | This error code means the transaction was rejected - verify all programming on the ATM and make sure the Terminal ID is active with you host. |

 © Genmega 2024

| | | |
|---|---|---|
| D009A | Response type mismatch (Transaction) | This error code means the transaction was rejected - verify all programming on the ATM and make sure the Terminal ID is active with you host. |
| D009B | STX error | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D009C | ETX error | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D009D | FS out (after Response code) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D009E | FS out (after Retrieval reference number) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D009F | FS out (after System trace audit number) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D00A0 | FS out (after Account balance) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A1 | FS out (after Available balance) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A2 | FS out (after Surcharge amount) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A3 | FS out (after Authorization response text) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A4 | ETX wrong position | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A5 | FS out (after Total cash dispense amount) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D00A6 | FS out (after Total noncash dispense amount) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A7 | FS out (after Total surcharge amount) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A8 | FS out (after Config surcharge amount) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00A9 | ETX out (Config) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D00AC | Invalid data received from host (MAC data mismatch) | Verify all programming at the ATM - If this is an intermittent error, check communications. For a new terminal - check programming settings with your host. |
| D0101 | Expired card | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D0102 | Unauthorized usage | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0103 | PIN error | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0104 | Invalid PIN | This is a transaction failure reported from your host. If this is a new terminal setup - check that your Master Keys were installed and bound correctly with your host. Verify that you received the proper checksums when keys were entered. |
| D0105 | Bank unavailable | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0106 | Card not supported | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0107 | Insufficient funds | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D0108 | Ineligible transaction | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0109 | Ineligible account | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0110 | Number of daily withdrawals exceeded | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0111 | Cannot process transaction | This is a transaction failure reported from your host. If this is a new terminal setup - check that your Master Keys were installed and bound correctly with your host. Verify that you received the proper checksums when keys were entered. |
| D0112 | Amount too large | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0113 | Account closed | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D0114 | PIN attempts exceeded | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0115 | Database problem | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0116 | Withdrawal limit already reached | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0117 | Invalid amount | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0118 | External decline | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0119 | System error | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D0120 | Contact card issuer | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0121 | Routing lookup problem | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0122 | Message edit error | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0123 | Transaction not supported | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0124 | Insufficient funds | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0125 | Western Union sender data error | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |

 © Genmega 2024

| | | |
|---|---|---|
| D0126 | Western Union receiver data error | This is a transaction failure reported from your host - record the transaction sequence number and verify cause of rejection with your host. |
| D0127 | CRC error | Error reported from Host processor |
| D0300 | Modem is not responding | Verify modem function using diagnostics |
| D1100 | Cannot receive ENQ from HOST | Check programming, check modem in diagnostics |
| D1200 | Transmission Error | Check Modem Controller |
| D1300 | Receiving NAK more than 3 times | Check HOST |

 © Genmega 2024

| | | |
|---|---|---|
| D1401 | Disconnected - unknown reason | Disconnected |
| D1402 | Disconnected - Remote Party rejected call | Disconnected |
| D1403 | Disconnected - Local phone picked up | Disconnected |
| D1404 | Disconnected - Forwarded | Disconnected |
| D1405 | Disconnected - Unreachable | Disconnected |
| D1406 | Disconnected - Congestion | Disconnected |

 © Genmega 2024

| | | |
|---|---|---|
| D1407 | Disconnected - Incompatible | Disconnected |
| D1408 | Disconnected - Unknown Reason | Disconnected |
| D1500 | Modem connection timeout - host not responding | Check telephone line - or modem may be defective |
| D1601 | Disconnected - Invalid Address | Disconnected, Bad Address |
| D1602 | Disconnected - Unavailable | Disconnected, Unavailable |
| D1700 | Com Error (call dropped after connection) | For a new installation - verify all host programming - check that there is no voice mail or 'stutter' tone when you first pick up the line - For existing installations check line quality - calls may be dropping due to quality issues |

 © Genmega 2024

| | | |
|---|---|---|
| D1701 | Com Error (while receiving ENQ data from host) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues |
| D1702 | Com Error (before sending data to host) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues |
| D1703 | Com Error (while sending data to host) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues |
| D1704 | Com Error (while sending ACK/NAK data) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues |
| D1705 | Com Error (while receiving ACK/NAK data) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues |
| D1706 | Com Error (while receiving data from host) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues |

 © Genmega 2024

| | | |
|---|---|---|
| D1800 | No Dial Tone | Verify phone line using PHONE test port on mainboard - plug in a test handset and listen for dial tone - there should be no voice mail or stutter tone when the line picks up |
| D1900 | No Answer | Verify programming - check phone line - Plug in a test handset and dial the host phone number as programmed - you should get a fax tone |
| D2000 | Phone Line Busy | Verify programming - check phone line - Plug in a test handset and dial the host phone number as programmed - you should get a fax tone |
| D2100 | Modem timeout (30sec.) while initializing | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues - Could also be a modem issue |
| D2200 | Not receiving EOT from HOST | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues - Could also be a modem issue |
| D2300 | No response (Dialing time out to host) | For a new installation - verify all host programming - For existing installations check line quality - calls may be dropping due to quality issues - Could also be a modem issue |

 © Genmega 2024

| | | |
|---|---|---|
| D2500 | Cannot connect to the host | Generally this error means that the ATM cannot detect an internet router or wireless box - verify cables are good. Make sure TCP settings are correct (Static / DHCP) |
| D2510 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |
| D2511 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |
| D2512 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |
| D2513 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |
| D2514 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |

 © Genmega 2024

| | | |
|---|---|---|
| D2515 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |
| D2516 | Communication error while receiving data - number changes depending on how much data transfers before error. | For a new terminal - verify all Host or Processor programming in the ATM, check TCP/IP settings. If this is an intermittent problem, it may be internet latency (slow) or bad wireless signal. |
| D2600 | SSL Certification Read Error | Cannot read the Certificate file being loaded - Do not enable SSL Certificate Verification option unless your processor specifies. |
| D2601 | SSL Certification Verify Error | Cannot read the Certificate file being loaded - Do not enable SSL Certificate Verification option unless your processor specifies. |
| D3200 | No response (Time out to Host) | Verify programming, check modem using diagnostics |
| D3201 | Outbound call aborted | Verify programming, check modem using diagnostics |

 © Genmega 2024

| | | |
|---|---|---|
| D3202 | Failure to connect (modem) | Verify programming, check modem using diagnostics |
| E0001 | RMS port failure | Check programming for RMS |
| E0002 | RMS response time out | Verify programming, check modem using diagnostics |
| E0003 | RMS modem failure | Verify programming, check modem using diagnostics |
| E0004 | RMS no dial tone | Verify programming, check modem using diagnostics |
| E0005 | RMS modem disconnect | Verify programming, check modem using diagnostics |

 © Genmega 2024

| | | |
|---|---|---|
| F0001 | Number of bills has not been entered | OP Menu --> Settlement Menu --> Input number of Bills (Add Cassette) |
| F0002 | Parameter has not been set (Surcharge Owner) | OP Menu --> Customer Setup Menu --> Surcharge --> set Surcharge Owner |
| F0003 | Parameter has not been set (Surcharge Amount) | OP Menu --> Customer Setup Menu --> Surcharge --> set Surcharge Amount |
| F0004 | Parameter has not been set (Advertisement Refresh timer) | OP Menu --> Customer Setup Menu --> Screen Graphics --> set Advertisement Refresh timer |
| F0005 | Parameter has not been set (Advertisement text) | OP Menu --> Customer Setup Menu --> Change Message--> set Advertisement text |
| F0006 | Parameter has not been set (Dispense limit) | OP Menu --> Transaction Setup Menu --> set Dispense Limit |

 © Genmega 2024

| | | |
|---|---|---|
| F0007 | Parameter has not been set (Denomination) | OP Menu --> Transaction Setup Menu --> set Denomination |
| F0008 | Parameter has not been set (Fast Cash) | OP Menu --> Transaction Setup Menu --> set Fast Cash Value |
| F0009 | Master Key index invalid | OP Menu --> Host Setup Menu --> Key Management --> set Master Key index (enter keys if none are programmed) |
| F000A | Master Key is empty | OP Menu --> Host Setup Menu --> Key Management --> input Master Key |
| F000B | Host Phone number has not been entered | OP Menu --> Host Setup Menu --> set Host Phone Number |
| F000C | Error Retry timer has not been entered | OP Menu --> Host Setup Menu --> set Connect Timer |

 © Genmega 2024

| | | |
|---|---|---|
| F000D | RMS Password has not been set | OP Menu --> Host Setup Menu --> Remote Monitor --> set RMS Password |
| F000E | RMS Phone Number has not been entered | OP Menu --> Host Setup Menu --> Remote Monitor --> set RMS Phone Number |
| F000F | Terminal ID has not been entered | OP Menu --> Host Setup Menu --> set Terminal Number |
| F0010 | Routing ID has not been entered | OP Menu --> Host Setup Menu --> set Routing ID |
| F0011 | Master Key Serial Number has not been entered | Host Setup Menu, input Master Key Serial Number |
| F0012 | Non-Cash item text has not been entered | Transaction Setup Menu, set Non-Cash Type |

 © Genmega 2024

| | | |
|---|---|---|
| F0013 | NVRAM Failure | Reinstall ATM Software - Full Install. If this doesn't help, board will need service. |
| F0014 | NVRAM Failure | Reinstall ATM Software - Full Install. If this doesn't help, board will need service. |
| F0015 | ATM Serial No. Empty | Set ATM Serial Number - OP Menu --> System Setup --> Serial Number |
| F0016 | Default Master Password is not changed | You cannot bring the ATM in service with the default Master Password (555555) - You must change the Master Password to something other than default. |
| F0017 | Abnormal system clock | Check system clock - CR2032 battery on mainboard may need to replace |
| F0020 | Host IP Address has not been entered | Set Host IP address - OP Menu --> Host Setup --> Host IP |

 © Genmega 2024

| | | |
|---|---|---|
| F0021 | RMS IP or Port has not been entered | Set RMS Send IP address - OP Menu --> Host Setup --> Remote Monitor --> RMS Host |
| F0022 | SSL Activation Code is not valid | Check and enter SSL Activation Code again |
| TOUCH | Touch screen failure | Check Touch Screen or cable |
| SDN01 | SPL Communication Error | Check the TSPL Status |
| PDN01 | PINPAD Communication Error | For ATM with EPP-B3 keypad - this generally means the tamper sensors have popped up - if so the keypad will need the firmware reloaded. For EPP-B1 / B2 keypad verify cable connections otherwise keypad may need repair. |
| MDN01 | CARD READER Communication Error | EMV Card Reader is not responding - if this reader was just installed - verify installation and cabling. Otherwise EMV reader or cable may have a problem. |

 © Genmega 2024

## 10.2 Appendix B – Master Key Entry

# Master Key Installation

Master keys are entered only through an approved EPP (Encrypting Pin Pad) device and are stored in the keypad. These keys, along with another key downloaded from your processor are used to encrypt the 'PIN' numbers for customer transactions.

Two Passwords (Secure Mode Passwords) are required in order to enter 'Key Mode' and change any options.

If you're unfamiliar with this process – please watch our YouTube video which shows the entire process:

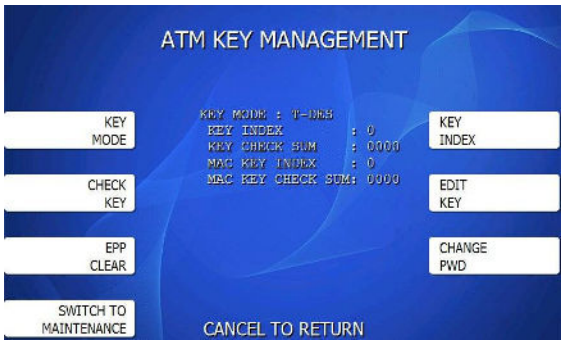
YouTube Genmega ATM Master Key Entry
https://youtu.be/su0NM0nRarg?si=f5X6jLDWpLsbtBwp

**INSTALLATION PROCEEDURE:**

To access the Key Management menu from Host Setup, you'll need to enter the Secure Mode Password (parts 1 and 2).

The default Secure Mode passwords are:

**EPP-B1** / **B2** / **B3**: Part #1 = 000000 / Part #2 = 000000
**EPP-B5**: Part #1 = 00000000 / Part #2 = 00000000 (for older **B5** keypads 12345678 / 90123456)




Access the Key Mode selections by entering the operator function menu

[ENTER]+[CLEAR]+[CANCEL] + 1 + 2 + 3

Enter Master Password and choose Host Setup

Note: *Master Password is required to access Key Management Menu.*

NOTE: You must change the Secure Mode Password from default before any changes can be made to Key Management, or enter any keys. Change the default passwords for Part #1 and Part #2 and then completely exit the Operator Menu (cancel out and let machine initialize) Once you go back in and use the new Secure Mode Passwords, you'll be able to make changes or enter keys.

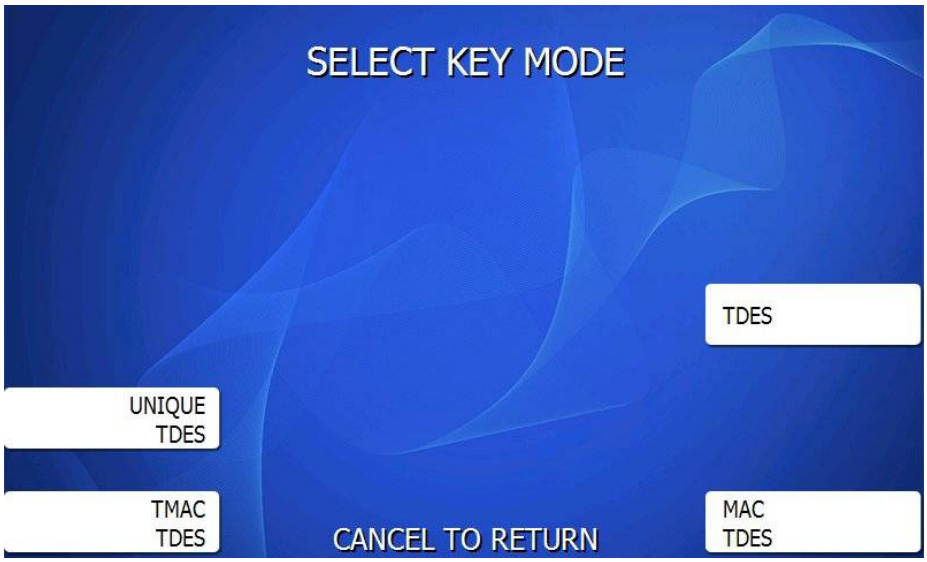
For ATMs with EPP-B3 or EPP-B5 keypads – the Secure Mode passwords are changed as part of the initial process when first powering on the ATM. If the passwords were changed and you not longer remember them, you'll need to reset the keypad to get the passwords back to default.

See this video for how to reset the keypad:

YouTube Genmega How to Reset Keypad
https://youtu.be/wysFLlf8ndw?si=35lpSwcnS1NgJsLd

 © Genmega 2024

**1) SELECT KEY MODE**




The table below describes the format for each key mode.

| | |
|---|---|
| **TDES** | 2 – 32 digit master keys entered in 16 digit pieces, Part A (left and right) and Part B (left and right) |
| **Unique Key, TDES** | 2 – 32 digit master keys entered in 16 digit pieces, Part A (left and right) and Part B (left and right) - 10 digit unique serial number entered prior to each part. |
| **TDES, MAC** | 2 – 32 digit master keys entered in 16 digit pieces, Part A (left and right) and Part B (left and right), with 2 additional 16 digit numbers entered as MAC Part A and Part B |
| **TDES, TMAC** | 2 – 32 digit master keys entered in 16 digit pieces, Part A (left and right) and Part B (left and right), with 2 additional 32 digit numbers entered as MAC Part A and Part B |

Under most circumstances in the US, you'll be using TDES as Key Mode.
Canadian customers typically use TDES, TMAC

Unique Key modes use a unique 10 digit serial number that is entered before each half of the master key to allow the processor to bind the key to the terminal ID automatically. In cases where the processor provides a serial number that is less than 10 digits, zeros must be added at the beginning of the number to equal 10 digits.

 © Genmega 2024

## 2) **ENTERING A MASTER KEY**

Master Key security requires that no 'one' person has access to both parts of the key. To ensure this, the processor will provide keys in separate sealed envelopes (sometimes referred to as "key components"). Each envelope contains 2 - 16 digit keys and a 'Checksum' or Check Digit – used to verify that the key has been entered correctly.

**DATE xx / xx / xx** **SAMPLE KEY 1**
**SERIAL NUMBER 012345**
**CHECK DIGIT: 72B7**

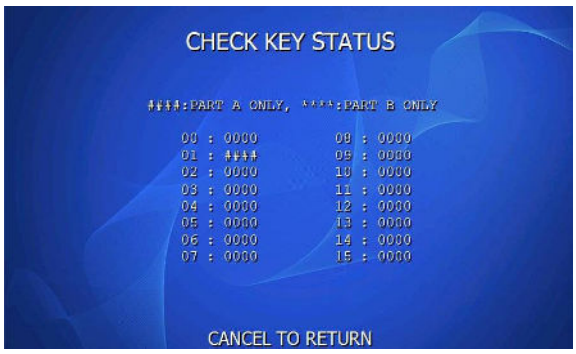
**PART A**
**1A2B3C4D5E6F1A2B**

**PART B**
**3C4D5E6F1A2B3C4D**

Begin by choosing Edit Master Key from the menu

Depending on Key Mode, the menu prompts for Part A and Part B.

The Edit Master Key interface is designed so that Parts A and B can be entered at completely different times and in either order (Part A first, or Part B first). If a technician is dispatched to enter a key part, choose Check Key from the Key Management menu to determine which part of the key has already been entered.

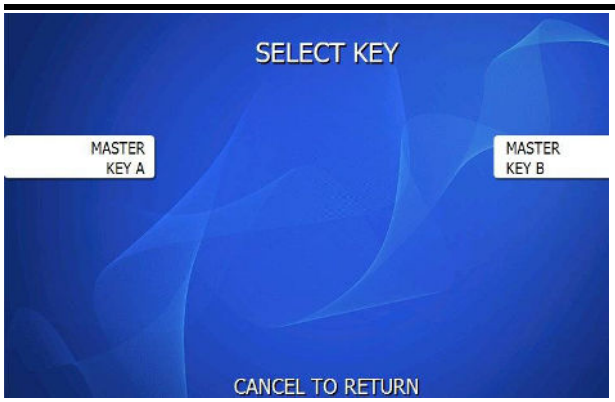



Partially entered keys will appear in the index as #### or **** which denotes that either part A or part B has been successfully entered.

(A = ####, B = ****)

In the example to the left, this would tell the second technician that they need to enter their key as Part B on index 1.

 © Genmega 2024

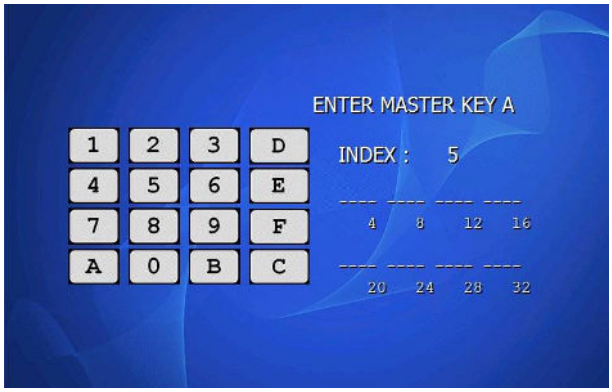



Once you have selected Part A or B, you'll be prompted to enter a Key Index.

This index points to the location where the key will be stored. There are 16 possible memory locations (0-15) available. Unique Master Keys must be stored at location #12, and MAC keys at location #15.

The interface will default the values for Unique and MAC keys regardless of what you enter.

It is very important to remember that both parts of a key must be entered on the same index. If you enter Part A on index #2 and Part B on index #3 the key will not be complete. Use the Check Key function (shown above) to determine where your keys parts have been entered.




The next step is to enter the master key itself.

The first key on the envelope is always entered first. Sometimes the keys are labeled as 'PART A' and 'PART B' however do not confuse this with Master Key A and Master Key B.

Enter the top or first key – then continue to the lower or second key.

 © Genmega 2024

DATE xx / xx / xx
SERIAL NUMBER 012345
CHECK DIGIT: 72B7

SAMPLE KEY 1

PART A
1A2B3C4D5E6F1A2B

PART B
3C4D5E6F1A2B3C4D

The 32 digit alpha-numeric key is entered using the pin-pad only.

Letters are entered by using the arrows and function keys. Use the pin-pad layout below.

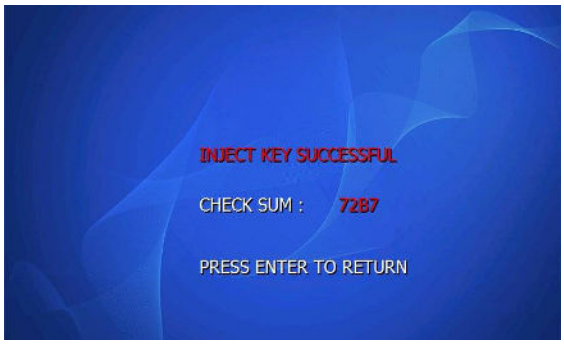
| | | | |
|---|---|---|---|
| 1 | 2 | 3 | D Cancel |
| 4 | 5 | 6 | E Clear |
| 7 | 8 | 9 | F Enter |
| A | 0 | B | C |

**Older EPP-B2 (Encrypted Pin Pad) Master Key Alpha-Numeric Key Layout**

| | | | |
|---|---|---|---|
| 1 | 2 | 3 | F Enter |
| 4 | 5 | 6 | E Clear |
| 7 | 8 | 9 | D Cancel |
| A | 0 | B | C |

**Newer EPP-B3 / B5 Master Key Alpha-Numeric Key Layout**

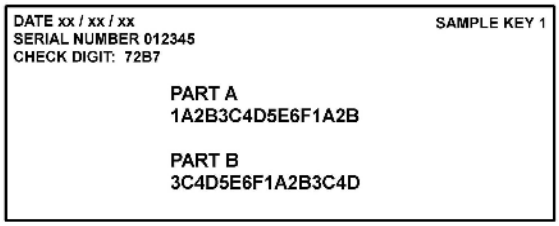
 © Genmega 2024




After you enter each complete key (32 characters) the screen will display a ‘check sum’ or ‘check digit’

This 4 character code must match the code on your key envelope.

This code is used to verify that the key was entered correctly.

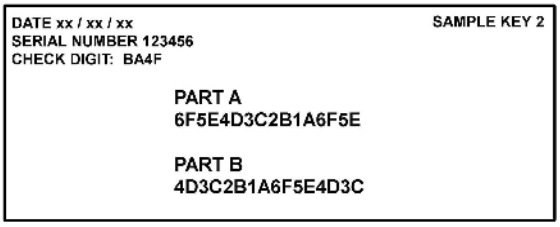



Compare the check sum (check digit) on the screen with the number on your key envelope.

In this example, both show **72B2** – which is correct.

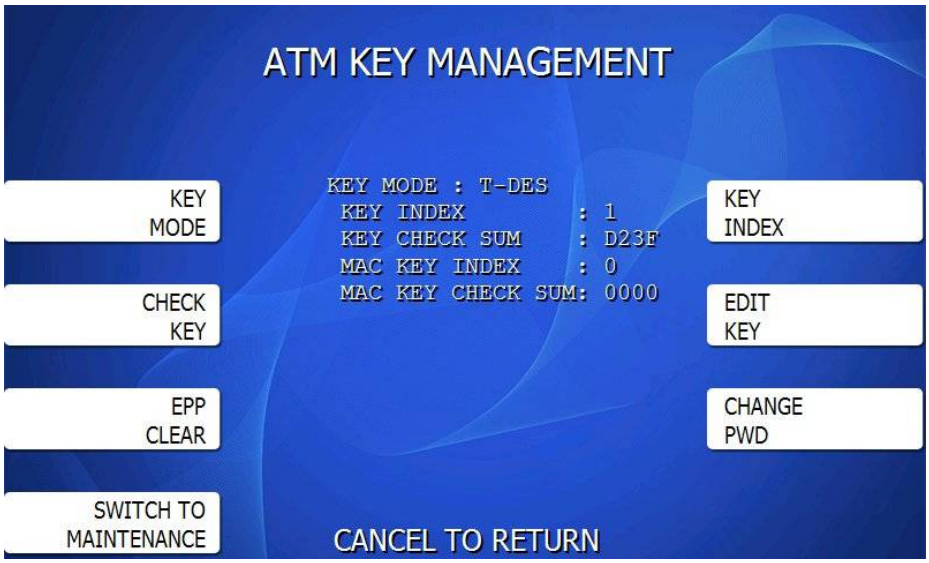
Do the same thing with the second key envelope.

In this example, both show **BA4F** – which is correct for the second key.




 © Genmega 2024

**3) VERIFY MASTER KEY**




Once both Part A and Part B have been entered successfully, the key management menu will display a new Check Digit for the key index where the master key was just entered.

If no check digit is entered, use the Check Key screen to determine where the key parts were entered, then re-enter the keys as necessary.

The Key Check Sum value on this screen will be provided by your Host Processor as a ‘Combined Checksum’.

If the 4 character Check Sum matches what you were provided with – then it means the key entry process was successful. If the number does not match – then you may need to re-enter each Master Key again and verify that you get the correct Check Digits after each key.

 © Genmega 2024

## 10.3 Appendix C – Extra BIN List

This feature allows you to load and manage a large number of BIN numbers into your ATM that will be excluded from Surcharging. BIN numbers are 1- 8 digit numbers which represent the account / card numbers of customers.

To take advantage of this, you must create a list of these numbers according to the special format below.

You can use Excel or Word to gather and sort your list, however we recommend exporting to a text (TXT) file when complete. See the picture following these instructions.

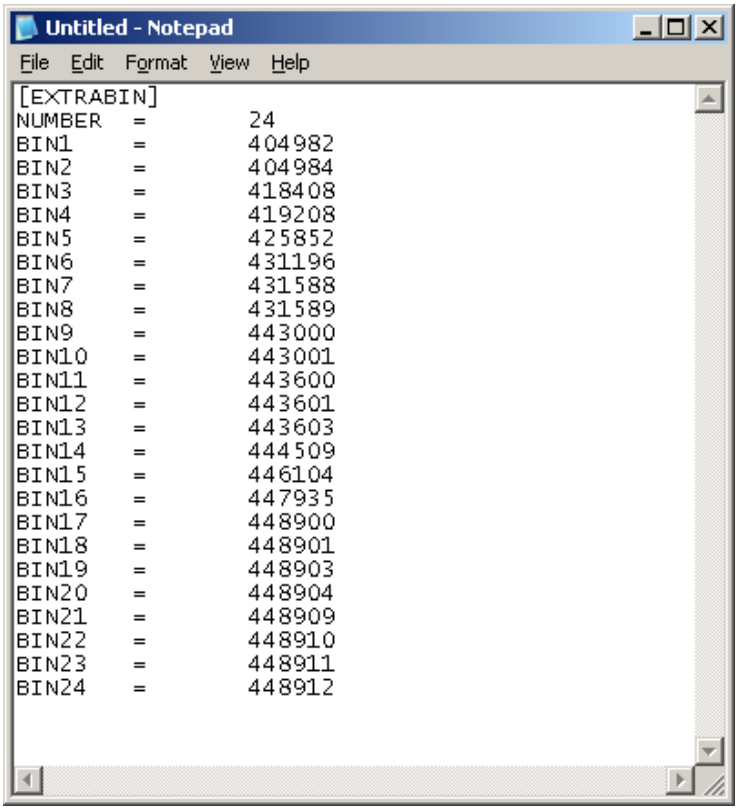
First, the first line of this file must be [EXTRABIN]

Next, you'll have a line which is NUMBER (tab) = (tab) XXXX

Where XXXX will be the total number of numbers you're adding

For each line to be added you must begin BIN1 and then consecutively BIN2, BIN3 up to BIN999. If there will be more than 999 numbers used in your list, then when you get to BIN999, you would follow that with BIN1 again and begin counting up again from 1.

In this example we only have a total of 24 bins. BIN1 through BIN24. Notice the line "Number = 24". 24 is the # of bins and the value must be entered here. If you have 300 bins then you must put 300 here.

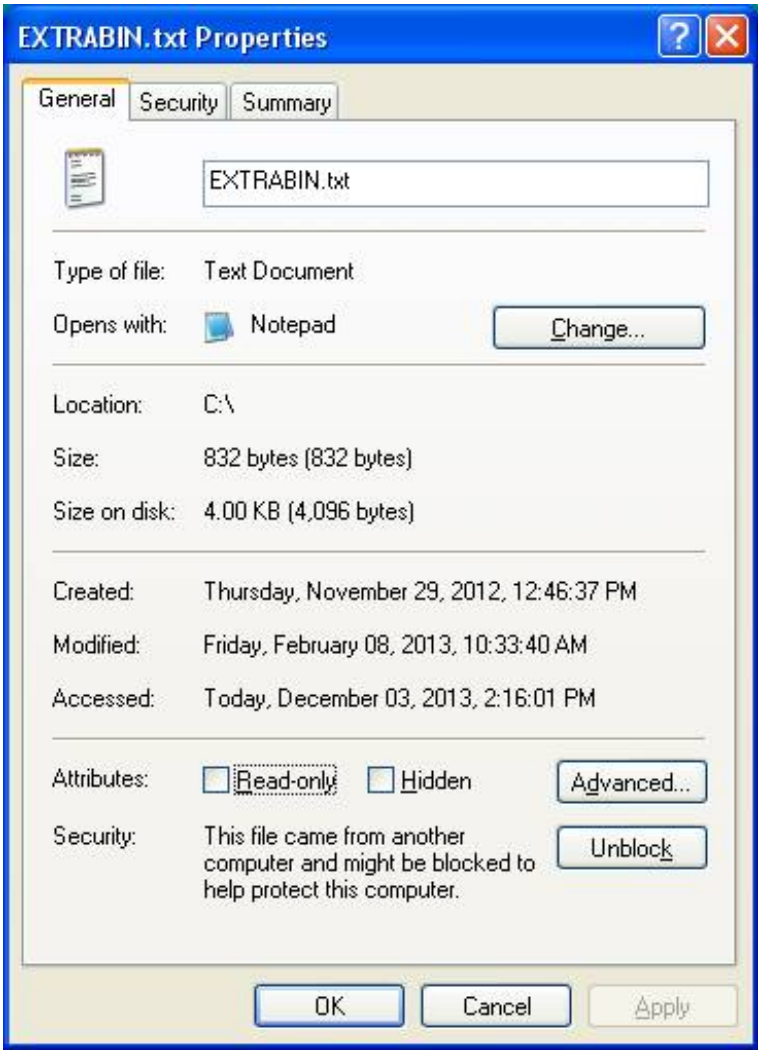



```
[EXTRABIN]
NUMBER  =       24
BIN1    =       404982
BIN2    =       404984
BIN3    =       418408
BIN4    =       419208
BIN5    =       425852
BIN6    =       431196
BIN7    =       431588
BIN8    =       431589
BIN9    =       443000
BIN10   =       443001
BIN11   =       443600
BIN12   =       443601
BIN13   =       443603
BIN14   =       444509
BIN15   =       446104
BIN16   =       447935
BIN17   =       448900
BIN18   =       448901
BIN19   =       448903
BIN20   =       448904
BIN21   =       448909
BIN22   =       448910
BIN23   =       448911
BIN24   =       448912
```

When your list is complete, save the file as EXTRABIN.txt

 © Genmega 2024

Next, you'll need to rename this file so the ATM can use it. Locate the EXTRABIN.txt file you just saved and right click on it, then select PROPERTIES. You should get a window like this:




You want to rename the file to EXTRABIN.DAT
DAT extension is what the ATM is looking for to load this as a list of BIN numbers.

In the box at the top of this properties window, rename the file to EXTRABIN.DAT and press OK.

Note that you will get a warning from Windows that renaming the file may cause it to be unusable. That is normal … just click OK.

 © Genmega 2024

To upload this new file you've created to the ATM please follow the instructions below:

For ATMs with ACU1 / ACU3 or ACU5 Mainboards:
- You must use an SD memory card (2GB or less only) to load this file.

For ATM with ACU6 Mainboards:
- You can use an SC memory card (2GB or less) or a USB memory stick

File paths will be as follows, depending on mainboard type:

ACU1 / ACU3 / ACU5
SD Memory Card Root Directory\DATA\ExtraBIN.DAT
- Create a DATA folder on the SD card and copy the ExtraBIN file into that folder.

ACU6 / ACU7
SD Memory or USB Drive Root Directory\APP\DATA\ExtraBIN.DAT
- Create an APP folder, inside that create a DATA folder and copy the ExtraBIN file there.

If you're familiar with loading software on Genmega terminals, there is a blank file called Update.acu

The ATM reads this file on boot up and then knows to apply the additional files as an 'update' to the existing software.

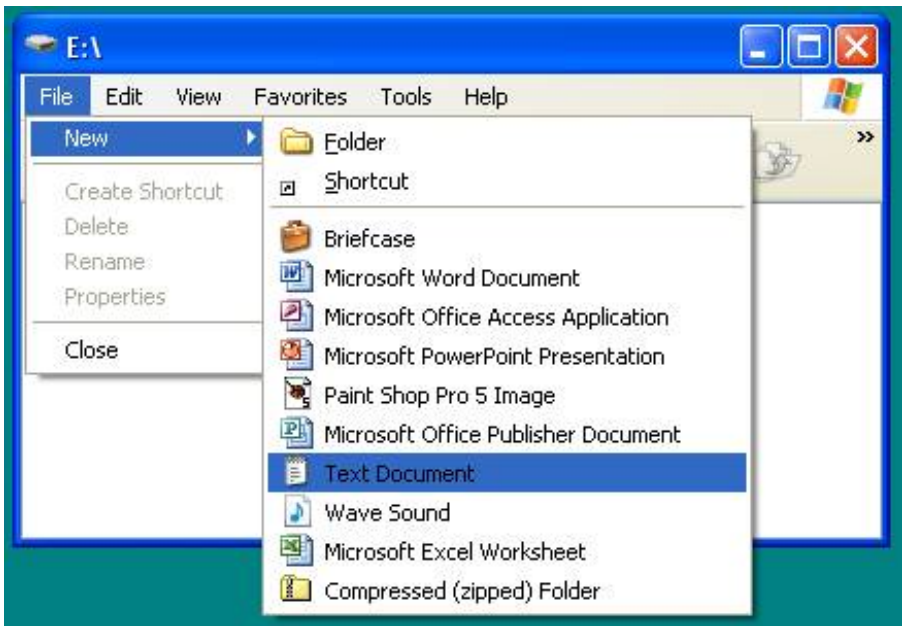
You'll need to copy or create an Update.acu file and include this in the Root Directory of your memory device along with your APP or DATA folder per above.

 © Genmega 2024

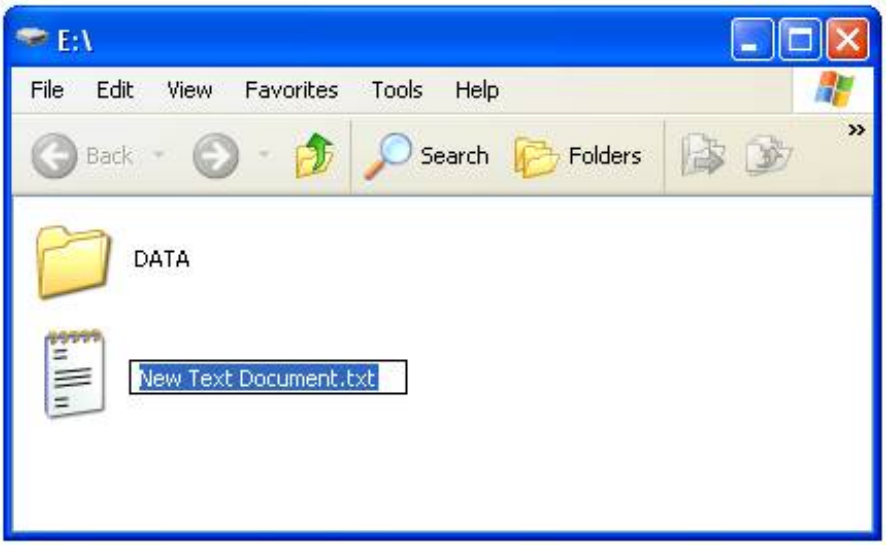
Please note that if you have any copy of Genmega ATM software, you can find this same file in the Update folder.

If you don't have the ATM software, you can make this file using the steps below:

In the window shown above, clock on "File" and select "New" and then "Text Document"



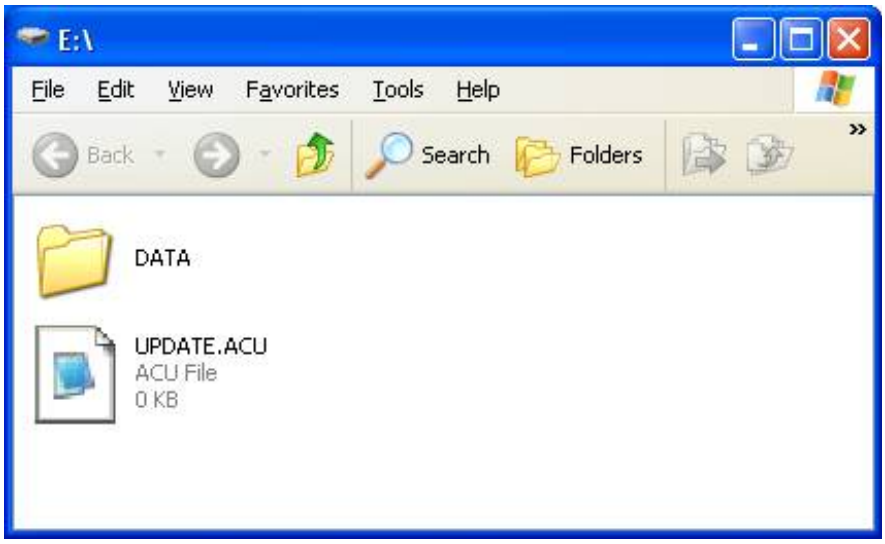

If you've done this correctly, you'll have new file in the box as shown below:




The final step to this is to change the name of this text file to UPDATE.ACU
Type into the box above and press enter when done.

 © Genmega 2024

You will get a warning box again when you change the name, just ignore and click OK.



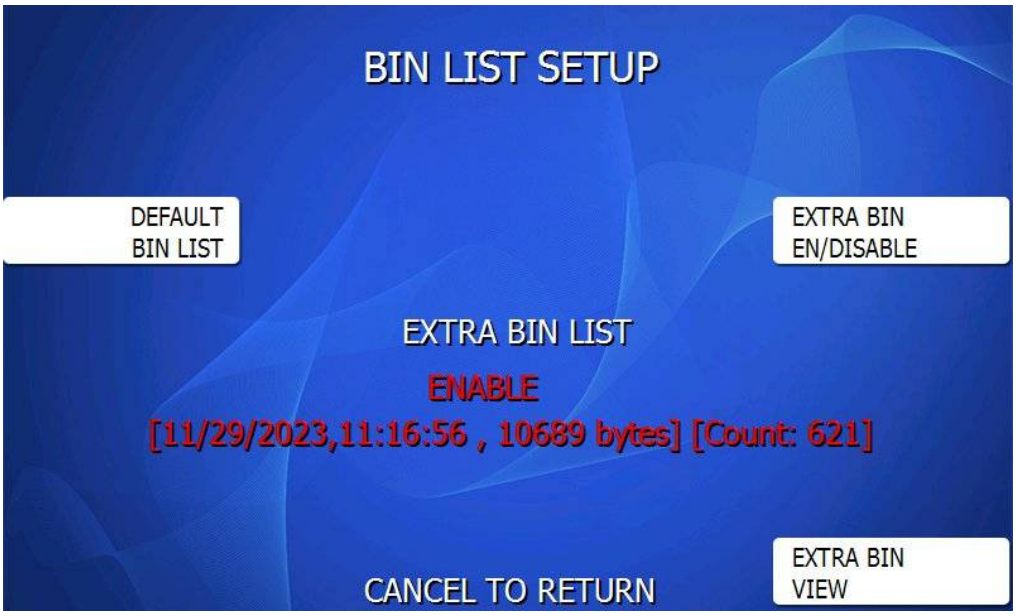

When complete, your SD card (ACU1/3/5) should look like the picture above – for ACU6 mainboards you should have APP folder and Update.acu

Inside that DATA folder should be the EXTRABIN.DAT file containing all your BIN numbers.

Insert the SD card into the slot on the back of the screen of your ATM. Power off the ATM and the power back on. If the SD card has been setup properly, then the file will be copied automatically.

 © Genmega 2024

The best way to determine if the file copied correctly is to check the message on the screen in the Operator Menu under Customer Setup → BIN list




The message above in red shows that an EXTRABIN.DAT file was successfully loaded. The date and time reflect the data and time that the file was saved. Bytes refers to the file size and the Count number refers to the number of BIN numbers loaded.

Another tip to verify that your BIN file is loaded correctly is to add your ATM card number to the list and then attempt a withdrawal transaction. If you do not receive a Surcharge authorization screen, then the BIN list is working correctly.

 © Genmega 2024

## 10.4 Appendix D – Advertisement Graphics

Up to 8 custom graphic images can be loaded on each ATM and will rotate between each image and the ATM 'Welcome' screen, while the ATM is idle.

The size of the graphics is dependent on the model of ATM and screen size.

The following table gives the resolution (image size) needed for each model ATM.

Genmega ATMs
G1900 / G2500 / G2900 / G3500 / GT3000 = 800 x 480 (pixels)
GT5000 / C6000 = 1024 x 768
Onyx (G3000) = 1280 x 800
NOVA = 1024 x 768

Hantle ATMs
1700W = 800 x 480
C4000 / T4000 = 800 x 600

Specs for Custom Screens:

The custom screens should be saved as JPG (JPEG) images – Except ACU1 (early C4000)
- Early C4000 with ACU1 mainboard must use BMP files

The file naming convention for all machines is the same:

center1.jpg through center8.jpg

The name of the file indicates the order in which the images will appear.
center1.jpg would be the first custom ad screen to show, then the Welcome screen, then center2.jpg, then the Welcome screen, then center3.jpg … etc. for each active image.

Once the screens are loaded into the ATM, they will need to be activated before they'll show up.

That is done in the Customer Setup Menu → Screen Graphics → Advertisement Enable / Disable.

Loading custom images to the ATM is done via GenRMS Pro monitoring software, or by loading directly at the ATM with a memory device.

 © Genmega 2024

There are several mainboard types depending on which model ATM you have and how old it is.

The loading procedure is different, so it's important to make sure this is correct.

There is a guide available to identify the different ATM control boards, however these general guidelines can help.

If your ATM has the internet (Ethernet) port on the left edge of the mainboard, then it's an ACU1

If your ATM has the internet (Ethernet) port on the top edge of the mainboard, AND there is only 1 USB port located on the top edge of the board, near the right corner, then it is ACU3 or ACU5.

ACU6 boards began shipping in late March 2014, and are identified by an ACU6 sticker which appears on the SD memory slot or board cover. They also have 2 USB ports side by side on the top edge of the board, closest to the right corner.

- For ACU1, ACU3 and ACU5 board, you must load graphics with an SD memory card.

- For ACU6 boards, you can use either an SD card or a USB memory device.

**Quick Reference**:

- For ACU1 the files should be copied in the following directory structure:

[SD Card] Common/img4SCR/center1.bmp~center8.bmp (NOTE ACU1 uses BMP, not JPG)
update.acu file must appear in the root directory

- For ACU3/ACU5 the files should be copied in the following directory structure:

[SD Card] Common/img4SCR/center1.jpg~center8.jpg
update.acu file must appear in the root directory

- For ACU6 boards, use this directory structure

[USB or SD card] APP/Common/img4scr/center1.jpg~center8.jpg
update.acu file must appear in the root directory

 © Genmega 2024

Following are instructions for how to set up the SD card or USB memory device:

If your ATM has an ACU1 / ACU3 or ACU5 mainboard, you'll need to load the graphics via an SD card as shown below.

Loading Graphics using SD (Secure Digital) card:

You must use an SDcard

, or micro sd card w/ adapter

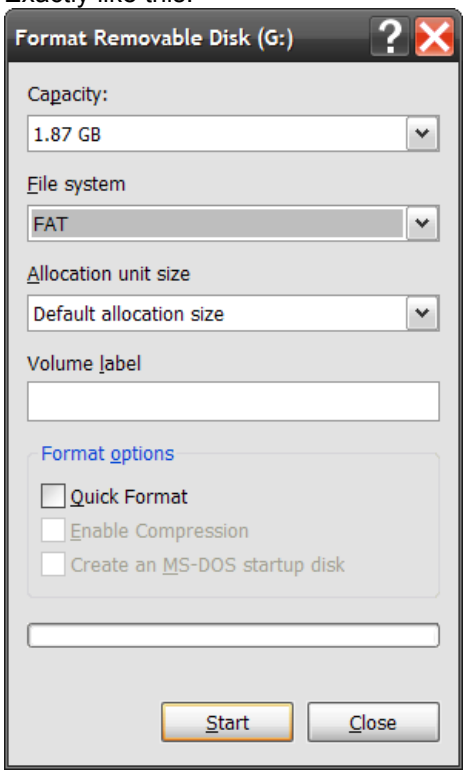
that is no more than **2GB** in size.

You may also need to purchase an SD card reader if your computer is not equipped with one.

Before using the SD Card, we recommend formatting it to remove all data.
Right click the removable memory device in 'My Computer' and select 'Format'.

**Make sure to select **FAT** for File System and **NOT FAT32** when following the instruction in the link provided.

Exactly like this:

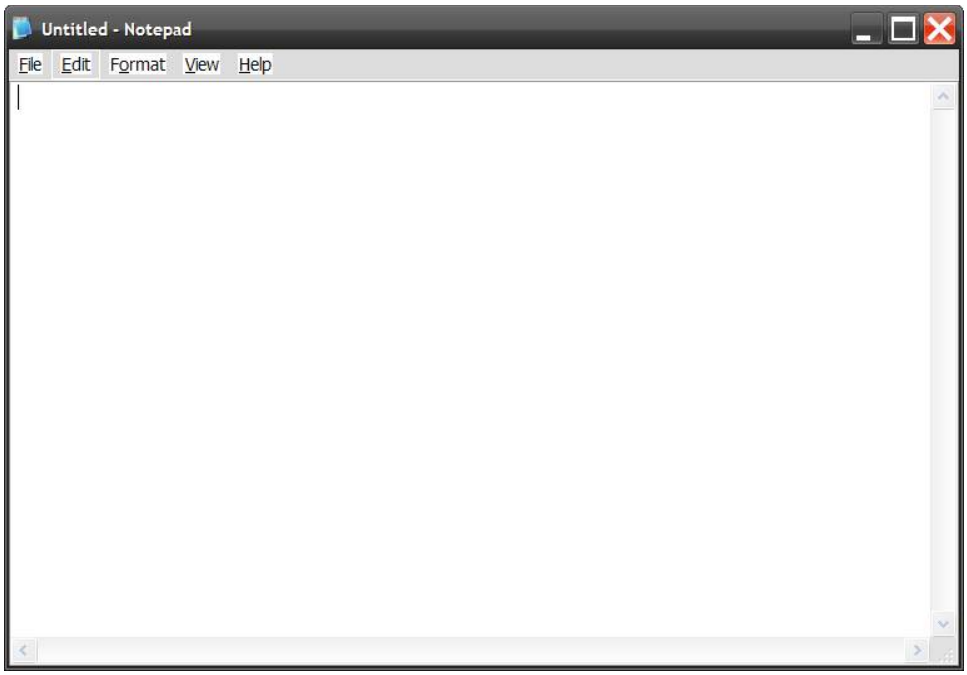



 © Genmega 2024

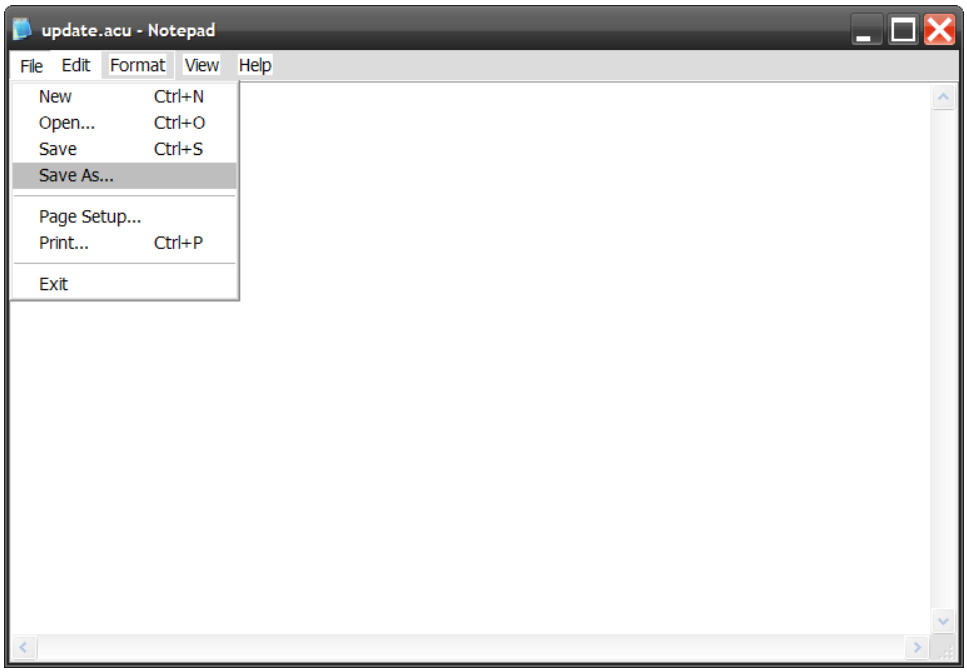
2. Next you'll need to create a file called update.acu and save it on the card.
   This file will have no data (0 bytes) but will instruct the ATM during loading.

   To create this file:

   a. Open up a notepad document.

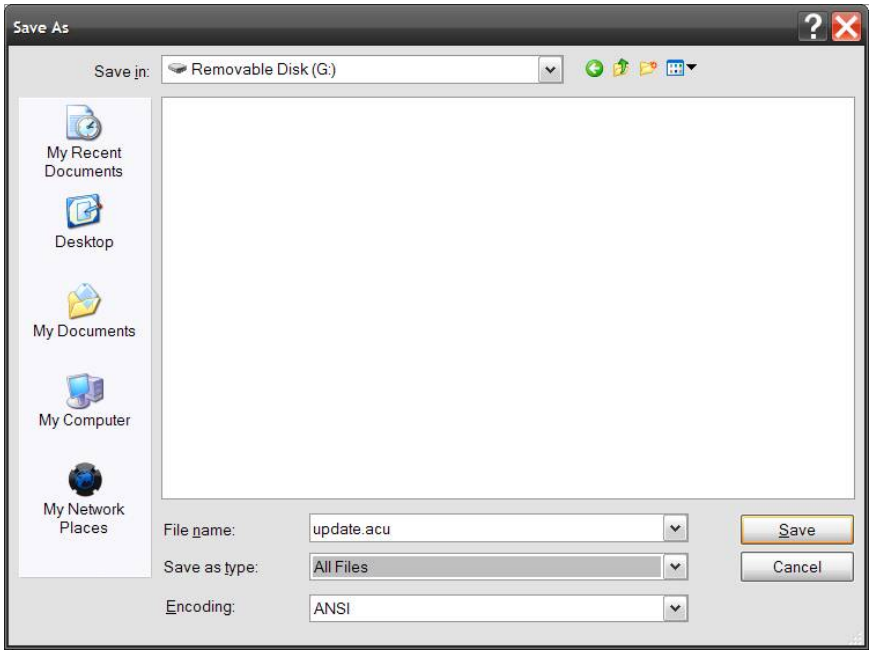



   b. You can leave it blank and save it (File>Save As)




 © Genmega 2024

c. Save it as:
File name: **update.acu**
Save as type: **All Files**

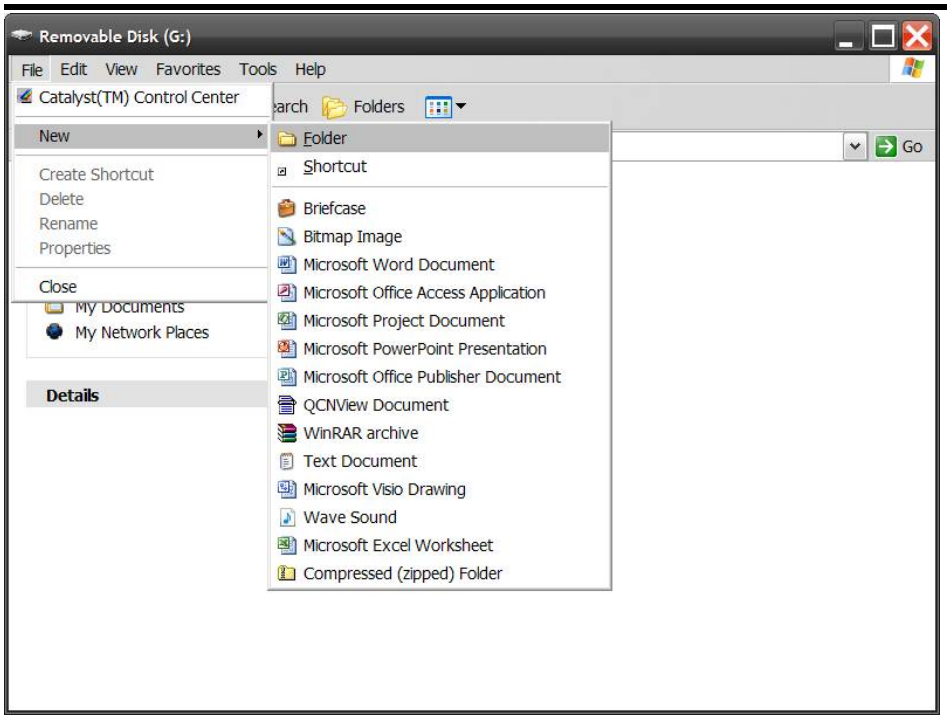


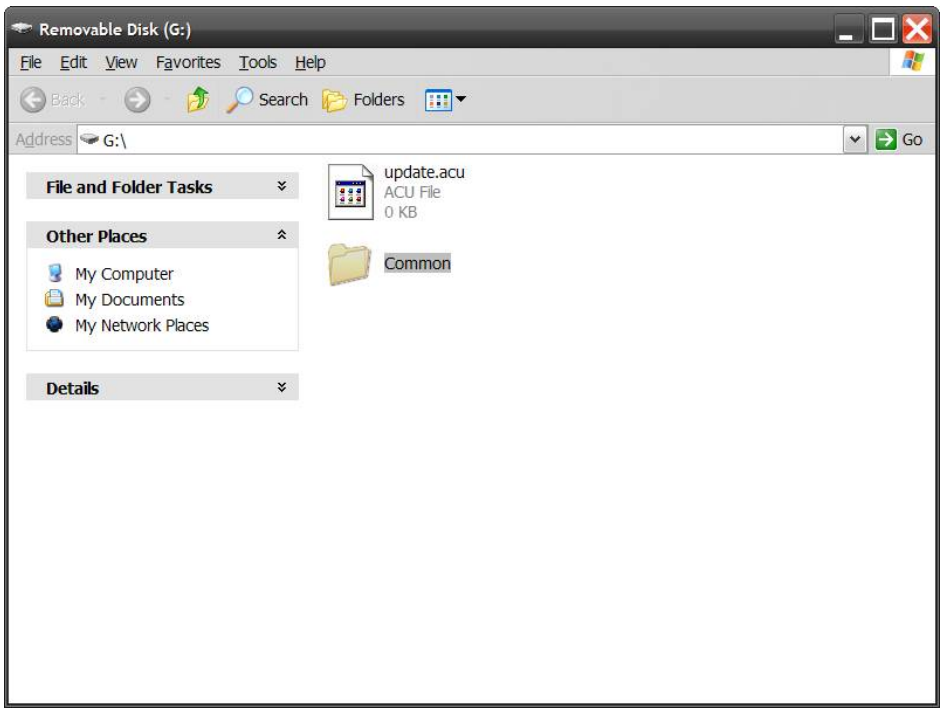

**Once it's saved the file should look like this

3. Next click on the SD Card in My Computer to open it.
You'll need to create a folder (File>New>Folder) and rename it "Common".

(see next page for examples)

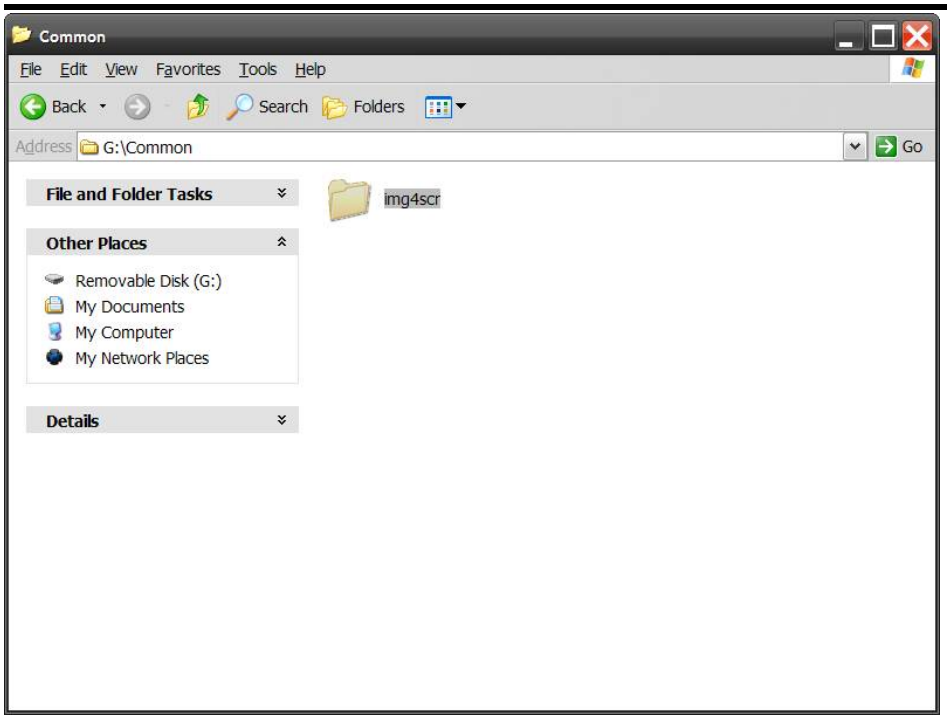
 © Genmega 2024




4. Next, click on the “Common” folder to open it, and create another folder (File>New>Folder) and name it “img4SCR”.

 © Genmega 2024




5. Inside the img4SCR folder is where you want to copy all your jpg files (center1.jpg, etc)

Directory structure should look like this:
**common/img4scr/center1.jpg**

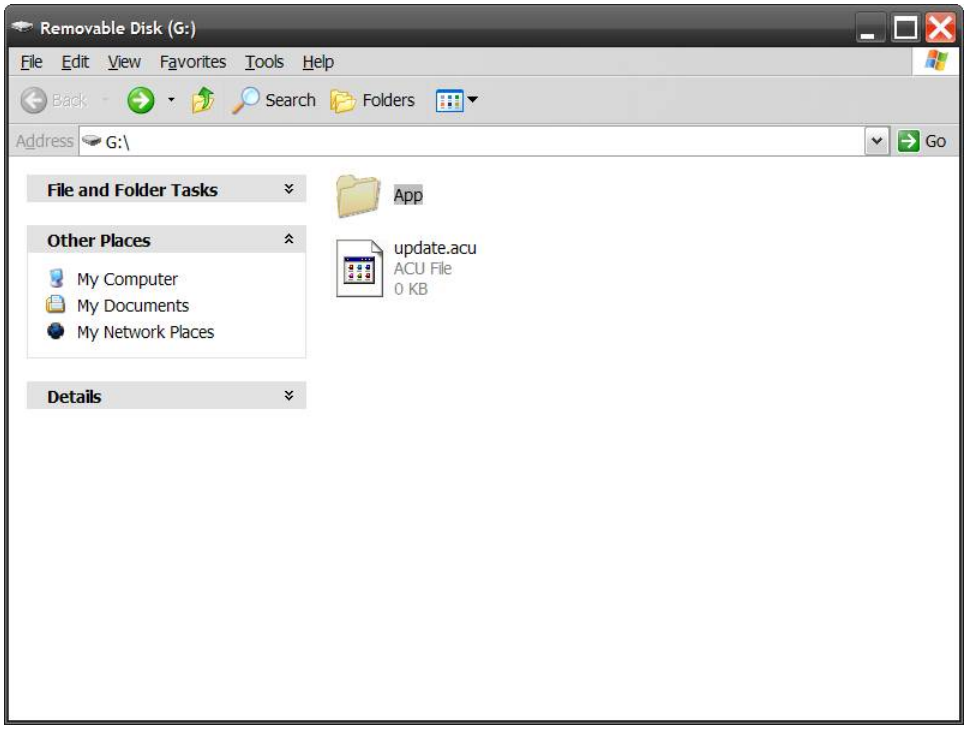
 © Genmega 2024

Instruction for ACU6 / ACU7 mainboards:

ACU6 boards are unique in that you can load software or graphics from both a SD memory device (2GB or less) or a USB memory drive (any size).

The procedure for storing the graphics is the same as above, however you need to create an "**App**" folder first before making "common". Then create the "common" inside "App", and "img4scr" inside "common". Lastly the jpg files inside "img4scr".

Directory structure should look like this:
**App/common/img4scr/center1.jpg**




 © Genmega 2024

6. Once your graphic files are copied, insert the SD card (card logo faces towards the back) into the SD card slot on the mainboard located behind the LCD.  Push till it spring locks.  For ACU6, if using USB, you can use either slot.

7. Reboot the ATM.
8. When the ATM is fully initialized then remove the SD card or USB device..

After the images have been loaded onto the ATM, you'll need to enable them.

Enabling the Center Graphics:
1. Go into the Operator Menu.
2. Then to Customer Setup > Graphics > **Advertise** EN/Disable and go through each advertisement you want to show up and turn it ON.

If you do not see the new images you created in this menu, it means that they did not copy correctly.  Review the steps, and contact tech support if needed.

 © Genmega 2024

**RECEIPT GRAPHICS**

If your ATM was sold with the optional 3” receipt printer (G2500/G2900/G3500/Onyx/Nova) then you can also load an image to display on the receipts.

The maximum dimensions of the image are 576 pixels wide, by 222 pixels tall.
That this image must be 2 color (black and white)

Note: The image must not exceed 16kb (file size) – if the image is too large it will not upload to the printer. In that case, try reducing the size by shrinking the image.

Save this file as LOGOIMG.BMP (bitmap file)

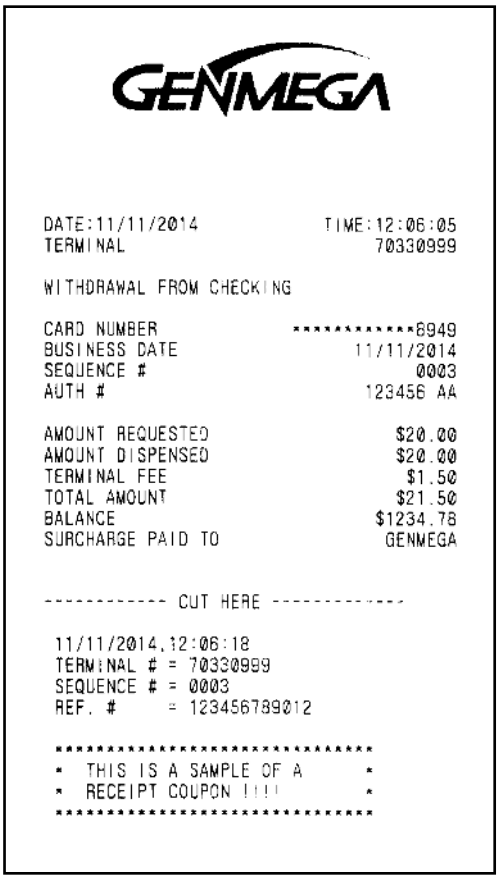
It should be copied to the ATM using the same file structure and procedure are listed above in the screen advertisements.

Copy the file to the IMG4SCR folder and upload via the SD memory card as explained previously.

Below is an example of where the image will print on the receipt.

After loading the image on the ATM, each time you restart the ATM you will see a message during boot up that says ‘Downloading Logo’.

During that message the image is loaded directly to the printer control board.



```
DATE:11/11/2014            TIME:12:06:05
TERMINAL                       70330999

WITHDRAWAL FROM CHECKING

CARD NUMBER             ************6949
BUSINESS DATE                 11/11/2014
SEQUENCE #                          0003
AUTH #                        123456 AA

AMOUNT REQUESTED                  $20.00
AMOUNT DISPENSED                  $20.00
TERMINAL FEE                       $1.50
TOTAL AMOUNT                      $21.50
BALANCE                         $1234.78
SURCHARGE PAID TO                GENMEGA


------------ CUT HERE -------------

 11/11/2014,12:06:18
 TERMINAL # = 70330999
 SEQUENCE # = 0003
 REF. #     = 123456789012

 ******************************
 *  THIS IS A SAMPLE OF A     *
 *  RECEIPT COUPON !!!!       *
 ******************************
```

 © Genmega 2024

# 11 WARRANTY & SERVICE

Genmega, Inc. provides a limited two-year 'parts' warranty for Genmega ATMs. This excludes 'shell' machines (ATMs sold without a cash dispenser) or Kiosks, which have a one-year limited parts warranty.

Any other Genmega ATM or Kiosk is covered by a one-year parts warranty.

The parts warranty begins 15 days from the original ATM shipping date.

WHAT IS COVERED:

- Cash Dispensing Unit (CDU) and Cash Cassette
- Receipt printer (SHU)
- LCD module
- Magnetic Card Reader (MCR)
- EPP Keypad
- Power Supply
- Mainboard (CE)
- Locks and locking mechanisms **LIMITED 90 DAY WARRANTY**
  Dial and Electronic locks will be covered by a limited 90-day warranty beginning 15 days from shipping date. Should the lock fail under normal use, Genmega will replace the lock only. Services required to open the vault and or replace the lock are at the expense of the ATM owner.

WHAT IS NOT COVERED:

- AC Power cord, modem and data cables
- Key locks and keys
- Plastic Bezels
- Software or Firmware upgrades
- Receipt printer jams
- Bill (cash) jams
- Forgotten passwords or lock combinations
- Water or liquid damage
- Any damages from misuse, improper installation, and vandalism
- Any damages from "brown out" or low power, lightning, or any other 'acts of God'
- Installation of the ATM or parts (includes warranty and related)

Your distributor/dealer may offer an enhanced or extended warranty in addition to the original manufacturers warranty. Once the manufacturers warranty has expired, all claims for warranty service must be resolved directly between the distributor/dealer and the ATM owner

 © Genmega 2024

## 11.1 OBTAINING SERVICE

If you have any problems or questions about your Genmega ATM, your dealer or distributor is your primary contact for assistance/service. Your manufacturers warranty is provided through your dealer or distributor.

## 11.2 PART ORDER WARRANTY

ATM Parts purchased from Genmega include a 90-day warranty. In the event a part fails and is determined to be defective, Genmega will repair or replace the part under warranty. Parts damage due to vandalism, improper use, misuse or 'acts of god' are not covered under warranty.

## 11.3 ORDERING WARRANTY PARTS

Warranty requests must be coordinated and submitted from your Genmega distributor. It may be necessary to do on-site troubleshooting at the ATM before any warranty is approved.

Genmega ships warranty parts via FedEx 3-day shipping to the customer's location, faster delivery (including overnight or Saturday) is available at customers expense. Genmega does not provide installation service or labor reimbursement for any installation of warranty parts.

The customer has 30 days to return the defective parts to Genmega using the call-tag provided with the warranty parts. Any part not returned to Genmega within the 30 day period will be billed 'in full' to the distributor. Parts may be returned 'late' up to 30 days following the invoice but are subject to a 20% fee for late return. Returned warranty parts are inspected and verified for warranty eligibility upon receipt before the incident is closed.

## 11.4 PARTS ORDER RETURNS

Parts purchased from Genmega may be returned for refund or credit within 30 days of delivery. Note that a 20% restocking fee will be deducted from any refund or credit. Please obtain a RMA number before returning any parts for credit.

 © Genmega 2024