Common Troubleshooting

GENMEGA ATM

Genmega Common Instructions

GENMEGA YOUTUBE: https://www.youtube.com/@genmega.official

Genmega Tech Support 510-344-6333

CHANGE CUSTOMER MESSAGE (Operator Password)

1. Log into the ATM by pressing “Enter, Clear, Cancel 1,2,3”
2. Enter password
3. Select “Customer Setup”
4. Change Message
5. Press “Enter to accept”
6. Press “Cancel” several times to return to the Welcome Screen

CHANGE SURCHARGE AMOUNT

1. Log into the ATM by pressing “Enter, Clear, Cancel 1,2,3”
2. Enter Password
3. Select “Customer Setup”
4. Select “Surcharge Mode”
5. Select “Amount”
6. Enter new amount
7. Press “Enter”
8. Press “Cancel” several times to return to the Welcome Screen

ELECTRONIC JOURNAL INSTRUCTIONS (Operator password)
(For viewing and/or printing specific transactions)

1. Log into the ATM by pressing “Enter, Clear, Cancel 1,2,3”
2. Enter password
3. Select “Journal”
4. Select “View Journal”
5. Enter to print journal
6. Press “Cancel” several times to return to the Welcome Screen

DISPENSE LIMIT (Supervisor, Master)
This function is used to set the maximum number of notes that can be dispensed per transaction. The amount must be a multiple of denomination, and the maximum dispensed per transaction must not be over a total of 40 notes.

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select “Transaction Setup”
4. Select “Dispense limit”
5. Enter your limit in $
6. Select “OK"
7. Press “Cancel” several times to return to Welcome Screen

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ACCESSING SENSOR DIAGRAM

1. Log into the ATM by pressing “Enter, Clear Cancel, 1,2,3”
2. Enter password
3. Select “ATM OP”
4. Select “Diagnostics”
5. Press Enter for the Sensor View
6. The Sensor Viewer Screen shows the status of the CDU (Dispenser), the RPU (Printer) and the MCR (Card Reader)

CDU has the function of viewing the sensors to see if they are in proper working condition. The onscreen guide highlights each sensor in the dispenser. If any sensor is normal, the sensor will be displayed as WHITE COLOR. If any sensor detects an object or is abnormal, the sensor will be displayed as RED COLOR.

If any sensor appears RED, Press 1 on the keypad for the Diagram View. This Diagram shows the location of all sensors in the dispenser. Check for a jammed note or any obstruction in that location in the of the affected sensor. You should also clean the sensor with a clean, soft, dry cloth or an alcohol pad.

The sensor will turn WHITE on the onscreen diagram if the obstruction has been cleared.

7. Press “Cancel” to return.
8. Press 2 on the keypad to Initialize the dispenser. The status will show next to Init Result.
9. Press “Cancel” to return.

PRINT ALL SETUP REPORT

1. Log into the ATM by pressing “Enter, Clear, Cancel, 123”
2. Enter password
3. Select “Reports”
4. Select “Print All Summary”
5. Press Enter
6. Press “Cancel” several times to return to the Welcome Screen

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