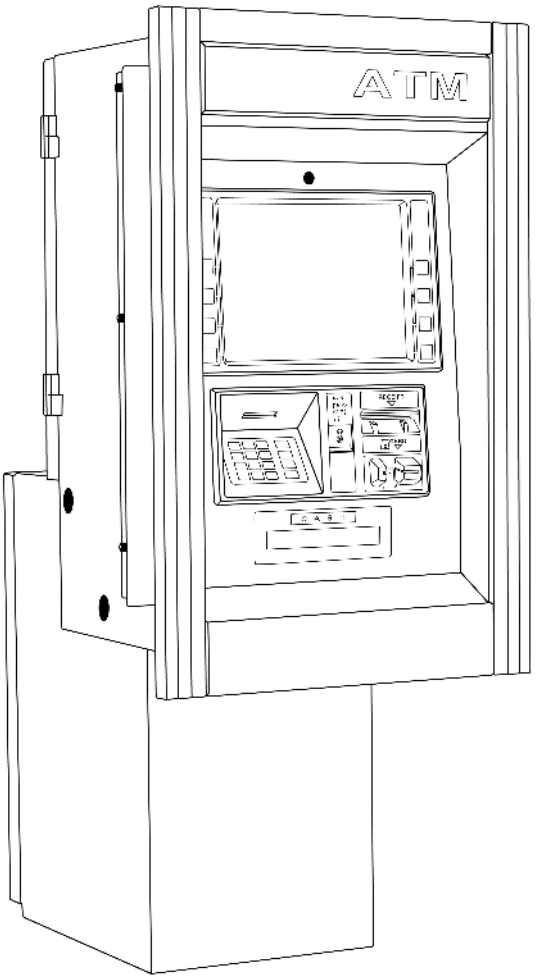
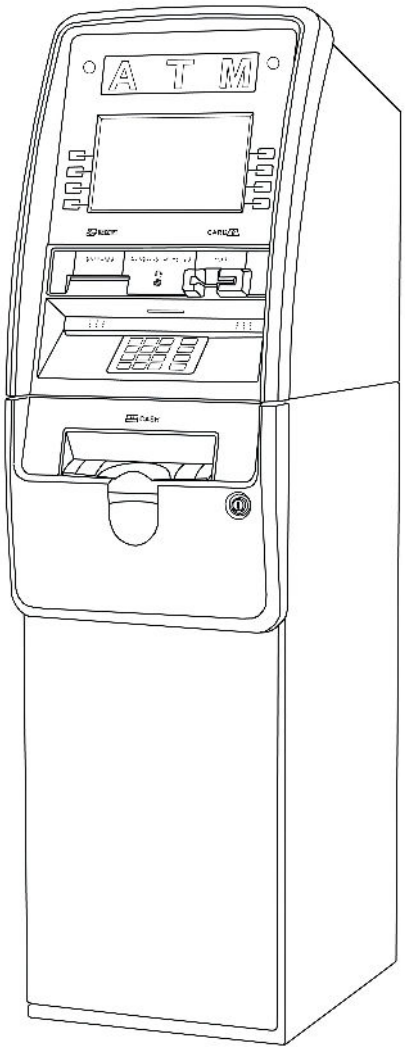
ATM Owner

Quick Reference Guide





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Welcome to your Genmega ATM

The purpose of this guide is to cover out of the box setup along with basic ATM operation and cash loading procedures on your Genmega ATM.

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

Genmega ATM Software Manual
http://ftp.genmega.com/Manuals/GenmegaAPManual.pdf

Power Requirements

All Models of Genmega ATMs require a standard 120VAC grounded wall outlet for power. These machines are meant to be plugged into the wall and do not require 'hard wiring' or special electrical service. Power consumption is 25 watts at idle – and 145~155 watts when printing or dispensing cash.

If you are plugging the ATM into a circuit that is overloaded, or is shared with heaters, coolers or large motors – consider installing a Battery Backup or UPS between the ATM and the wall. This will keep voltage to the ATM constant and avoid problems resulting from low power.

For more information regarding ATM power consumption – including how to calculate how much it will cost to power your ATM, please see our YouTube channel:

Genmega ATM Power Requirements and Consumption
https://youtu.be/nl4ytNojc0I?si=imw_msVDaHV3SrD2

For more information regarding proper grounding of the ATM and it's electrical connections:

Genmega ATM Electrical Series - Grounding
https://youtu.be/id7RAZKcSVo?si=bnAKB8-daIr6lmP0

Temperature and Weather

The manufacturers recommended temperatures are as follows:

During operation is 40F ~ 95F (5C ~35C)
While in storage is 32F ~ 123F (0C ~ 49C)
Humidity is 15% < RH < 85% non-condensing

WARNING - Lobby and wall-mount ATMs are not weatherized and should only be used indoors or completely protected by an enclosure. Through-the-wall models are weatherized, however they should be protected from direct rainfall or water using an awning or enclosure. Do not allow rain or liquid to contact the ATM. Freezing temperatures will effect operation of the ATM, so heaters should be used to maintain the internal temperature above freezing.

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Opening the ATM

Included with your ATM will be a cardboard box containing the keys, receipt paper roll and paper spindle.

For 'lobby' model, or stand-up ATMs the top housing (or top section) of the ATM is opened by using the included key, in the lock which is located just behind the top of the ATM. Insert the key into the lock and rotate clockwise to unlock – the top of the machine should now slide open.

There is a second lock on the lower section of the ATM which covers the safe door lock. Use the same key to open the lower or vault bezel lock.

For Through the Wall ATM models, there will be a cabinet lock on the rear side of the ATM to access the internal components and Rear Service Panel.

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Opening the Vault Lock

The following instructions explain how to open the Standard S&G Electronic lock on your ATM vault. If your ATM was shipped with an optional or different lock, you'll need to use the supplemental instructions for that specific lock.

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

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

To Unlock using the Default Combination:

Press the default combination (1-2-3-4-5-6-#) one button at a time. A beep is heard following each key press. You must press the '#' sign after entering the combination.

If the combination is entered correctly and you press # a double-beep is heard and the internal lock solenoid will click indicating that the lock is open. Turn the T-Handle to open the door.

If the wrong combination is entered a triple-beep will be heard. If the correct combination is not entered within 2 consecutive attempts a 10 minute delay or "lock out" will begin.

During this time, the led at the 10 o'clock position on the face of the lock will flash at 10 second intervals. In addition any key press will respond with a triple-beep. Any attempt to use the lock while it is in this mode will cause the 10 minute timer to reset.

To Change the Combination:

With the vault door open – to change the combination off of the default – press the following:

2 2 * (existing combination) # - (new combination) # - (new combination) #

Example:

2 2 * (star symbol) – 1 2 3 4 5 6 # - 6 5 4 3 2 1 # - 6 5 4 3 2 1 #

This would change the default combination of 123456 to a new combination of 654321.

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

Genmega does NOT program or provide a 'Master' or 'Factory Reset' Combination – if for some reason you forget the combination, you'll need to call a locksmith to open the safe.

Genmega ATM - How to Change the Lock Battery
https://youtu.be/ifZPejLUUyo?si=wTtIvY4gs5Hg8GwG

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Software Boot Menu

When you first power on the Genmega ATM – you may see a 'Boot Menu' which offers a selection of software options. Below is an example of that screen. If you do not see this screen, it may be that your machine was pre-programmed and the software type has already been selected for you.

The software you choose should match the processor or 'Host' that will be handling your transactions. If you're unsure who this is or which option you should select, please check with your Genmega Distributor for guidance.

The different versions of software may offer functions or options that are specific to that host. The Standard ATM AP should be used for hosts other than PAI or Cardtronics (ATM Plus).

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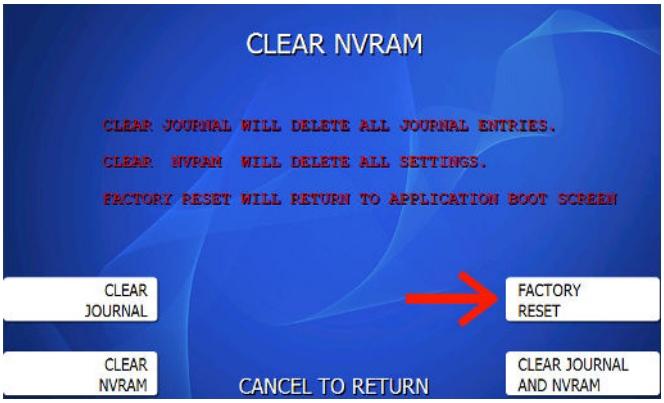
If you make a mistake when selecting the software type from the Boot Menu, within a few hours you have the option to go back to the Boot Menu and choose again.

To reset the Boot Menu you'll need to navigate to this 'hidden' menu.

Enter the Operator Menu with the Master Password (default = 555555) if you've changed it already, then use that password.

Go to ATM OP Menu → Customer Setup Menu → Press the button in the bottom right corner of the screen (blank menu item). This gives access to the 'Clear NVRAM Menu below'.



If you see the button above 'Factory Reset' then you can still return to the Boot Menu and make a different selection – if you do not see the Factory Reset button, that means it's been too long and you'll have to update the software manually to change versions.

The option to reset usually lasts about 12 hours and after that the extra files will be deleted from the mainboard to save memory.

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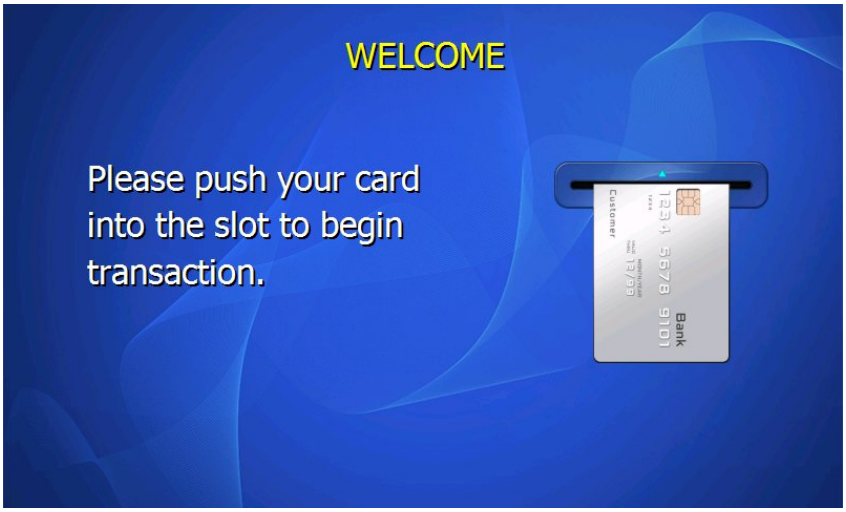
Accessing the Operator Menu

The Operator Menu is the part of the ATM Software where the setup and programming parameters are stored and is also used for adding cash, running reports and doing diagnostics.

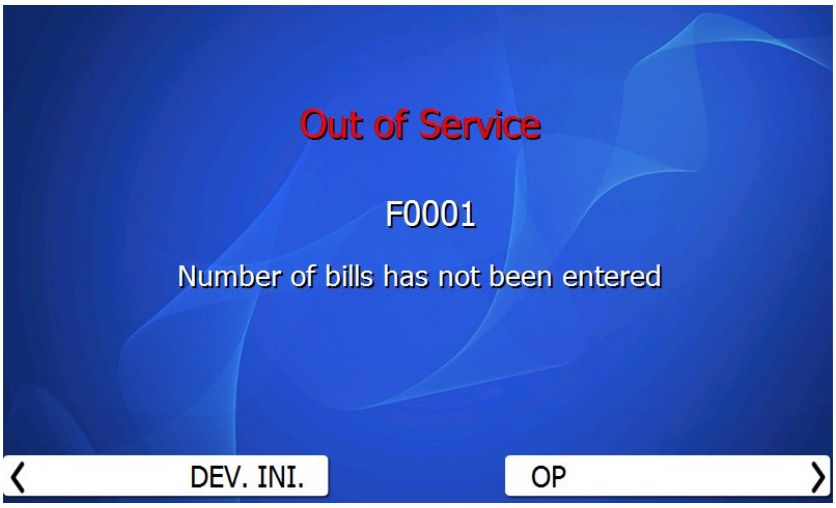


To access the Operator Menu from the ‘Welcome’ screen as shown above, press these keys on the ATM keypad in order:

[ENTER] - [CLEAR] – [CANCEL] – [1] – [2] – [3].

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

If the ATM is already out of service for some reason, then to enter the menu, just press the ‘OP’ button next to the bottom right corner of the screen.



If the ATM is Out of Service – but you do not see the [DEV INI] and [OP] buttons, then use the Enter – Clear – Cancel – 1 – 2 – 3 step per above to get the ‘Enter Password’ screen.

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Next you'll be prompted to enter a password to access the menu.

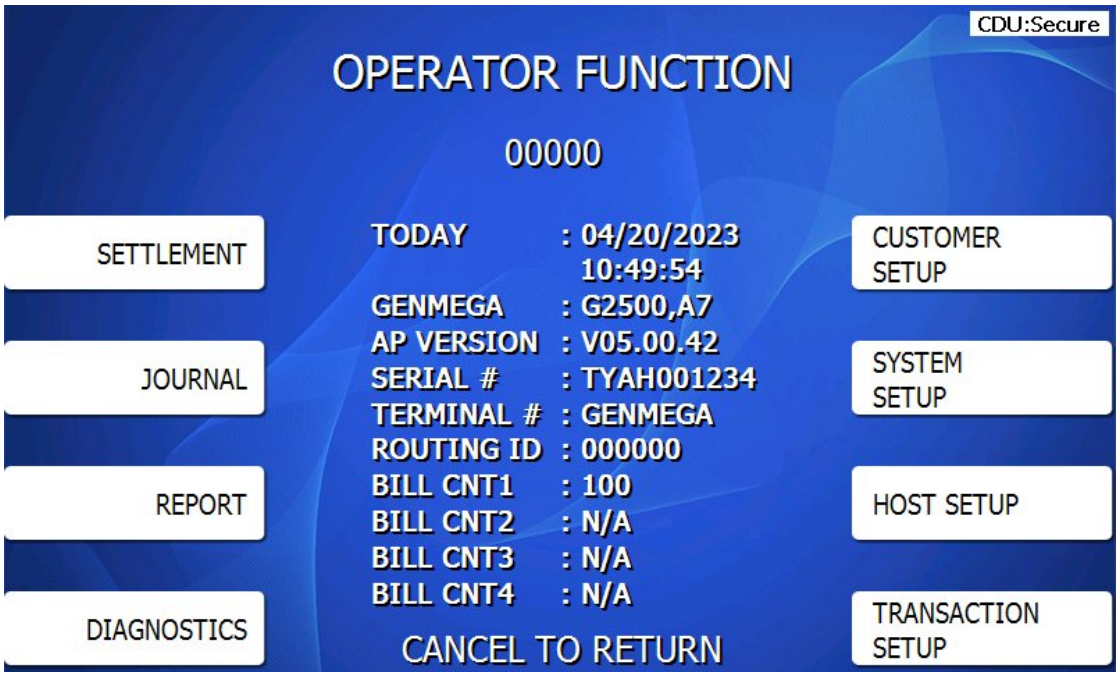
All passwords used to access this menu should be 6 characters. Default Master Password is 555555

If your ATM was programmed by someone else, then you may need to get the password from your Distributor.

Press [ENTER] once you have entered the password.

NOTE If after pressing enter, you see a 'Select Service' menu – press ATM OP to continue.

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



If you do not see all the options above when entering the Operator Menu, then it just means that you're using a Service or Operator Level password.

This would be normal as Master Password is only required for initial programming and setup.

To learn more about the menu functions above see the ATM AP Software Manual:

Genmega ATM Software Manual
http://ftp.genmega.com/Manuals/GenmegaAPManual.pd

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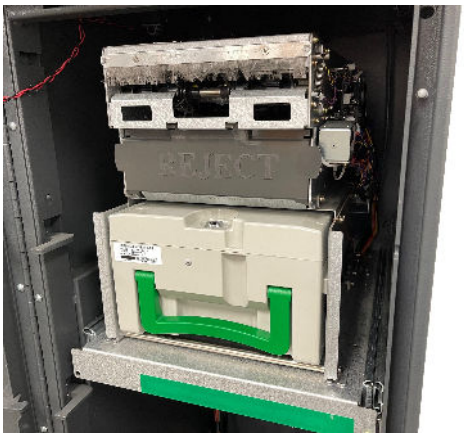
Loading Cash

Loading cash into your ATM involves physically adding cash into the machine, and then programming that amount into the ATM software. The ATM only knows how much money was added by the value you type in – so it's critical to know exactly how many notes are being added when loading cash.

REMOVABLE CASSETTE DISPENSERS

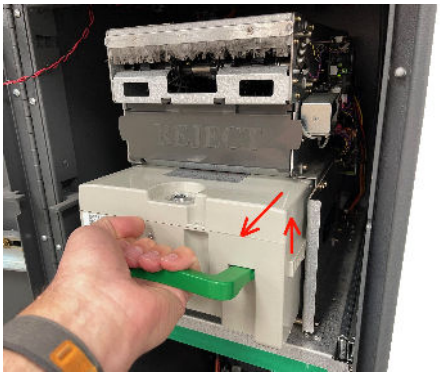
Step 1

Open the Vault Door using the combination provided by your distributor or ATM installer. Or use the default as shown on page 4.



Step 2

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



Step 3

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

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Step 4

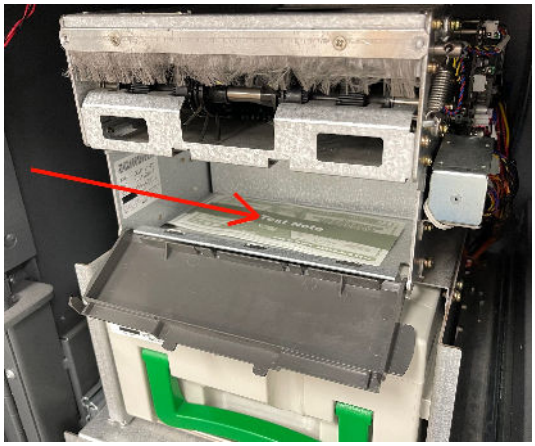
Open the cassette using the key provided with the ATM.

Step 5

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

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

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



EMPTY REJECT BIN

The Reject Bin is directly above the cassette.

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

Inspect any rejected notes before trying to reuse.

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

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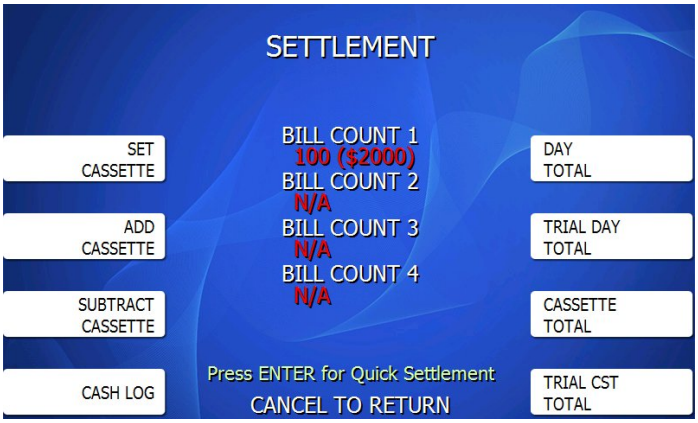
SETTLEMENT MENU – ADDING CASH

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

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

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

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



SETTLEMENT MENU OPTIONS:

Below is a brief description of the Settlement Functions.

SET CASSETTE – Use this to enter the actual number of bills currently in the cassette. This will override the current value stored in the Bill Count field.

ADD CASSETTE – When using Add Cassette, you're adding to whatever number is currently set for Bill Count. Example, if there are 37 Bills left in your ATM, and you 'Add' 100 more, the Bill Count will now be 137.

SUBTRACT CASSETTE – If you would like to remove some of the cash from the ATM, use this function. This will deduct an amount from the current Bill Count.

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

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

TRIAL DAY TOTAL – This function will print the daily transaction totals however it will NOT zero out the amounts.

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

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

QUICK SETTLEMENT

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

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Accessing the ATM Journal

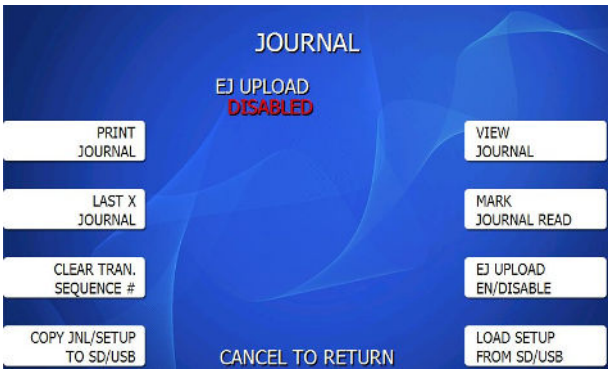
The ATM contains an electronic journal of all transactions and changes made to the Operator Menu.
This journal can be viewed, printed or downloaded for storage.

PRINT JOURNAL

Print Journal will print a list of all Journal entries since the last time the Journal was printed.

If the Journal has never been printed, this can use a lot of receipt paper depending on how many transactions have occurred.

See the full ATM Software manual to learn about options for using the Journal.

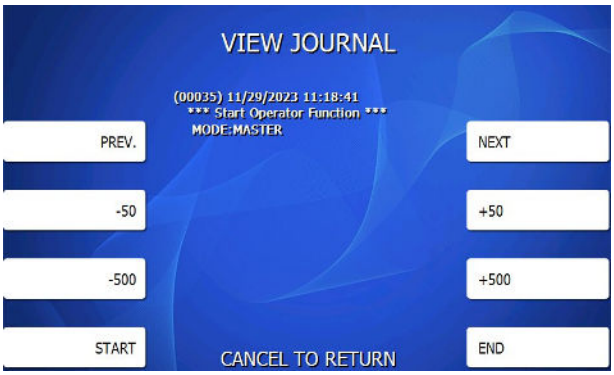


VIEW JOURNAL

If you only need to print a few records, a better option may be to use the View Journal option.

Press View Journal and then use the Next and Previous buttons to find the record(s) that you're looking for.

Once you have the correct Journal record on the screen, press the [ENTER] key on the keypad to print a copy of the current Journal record.



COPY JOURNAL

From the main Journal Menu, there is an option to 'Copy JNL/Setup to SD/USB' – this will copy the contents of the Journal and all its records to an external memory device (USB drive or SD Card).

This is useful for backing up the Journal and there is a Windows Desktop PC utility that can be used to manage, sort and print records as needed.

Please see the ATM Software Manual or the Reference Materials section at the end of this guide for more information about this function and how to download the free utility.

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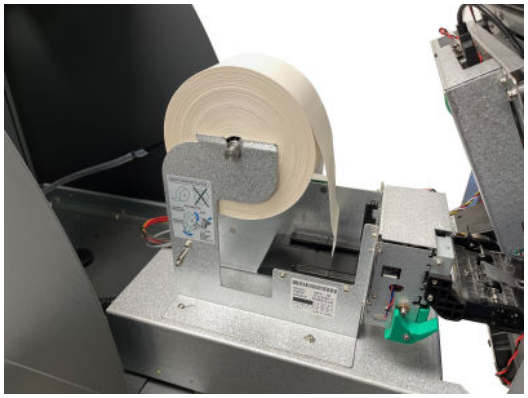
Loading Receipt Paper



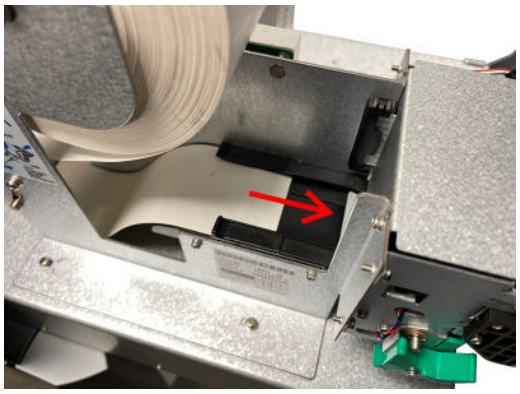
Step 1

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

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

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

Do not open the Green Lever – it should remain closed when feeding paper.

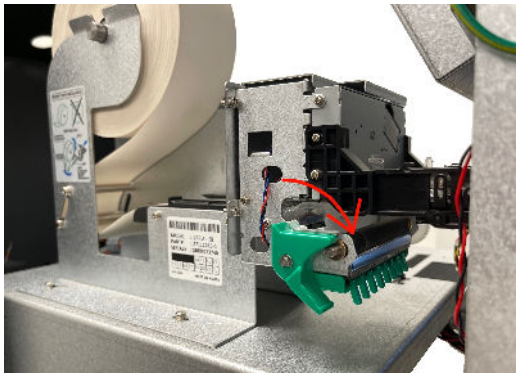


Step 2

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

Then slide the paper underneath both of the black plastic guides toward the front. (red arrow)

The paper should start to feed automatically as the front edge of the paper enters the motor assembly.



CLEARING PAPER JAMS

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

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

NEVER USE METAL OR SHARP TOOLS TO REMOVE JAMMED PAPER

Press the lever back up to close the printer roller

NOTE – Always use the correct thickness of receipt paper (21lb). Using thinner paper will result in jams or feeding issues.

Genmega YouTube- How to load Receipt Paper
https://youtu.be/IevQ050Kyws?si=zRNHTFhhhJ6K_u4c

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REFERENCE MATERIALS

The following guides and manuals are available to assist in installation and operation of your Genmega ATM.

If you're unable to link to the document by clicking - copy and paste the URL below into your browser.

CONSTRUCTION GUIDES

GT3000 Through-The-Wall Construction Guide
http://ftp.genmega.com/Manuals/GT3000.pdf

GT5000 Through-The-Wall Construction Guide
http://ftp.genmega.com/Manuals/GT5000_Install.pdf

Onyx W Wall Mount Installation Guide
http://ftp.genmega.com/Manuals/Onyx_W_Install.pdf

UTILITY DOWNLOADS

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

Genmega Image Packager Program
http://ftp.genmega.com/Software/GenImage.zip

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

ATM SOFTWARE MANUAL

Genmega ATM Software Manual
http://ftp.genmega.com/Manuals/GenmegaAPManual.pdf

ELECTRONIC LOCK MANUAL

S&G E-Lock Instructions
http://ftp.genmega.com/Manuals/SG_Elock.pdf

TECHNICAL TRAINING VIDEOS

YouTube Channel @genmega.official
https://www.youtube.com/@genmega.official

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