Common Troubleshooting

HYOSUNG ATM

Hyosung Common Instructions

Hyosung Tech Support: 877-496-7864
ATM Money Machine Office: 609-641-7300
ATM Money Machine Tech Support (after normal business hours): 609-437-5329

CASH LOADING INSTRUCTIONS (Operator)
QUICK REPLENISHMENT CASH LOAD

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select #3 Quick Replenishment
4. Select “Yes”
5. ATM will do Day Total and Cassette Total. Both receipts will print.
6. Select “1ST CST”
7. Enter the number of bills (not the value) in the cassette
8. Press “APPLY”, the Add Cash receipt will print.
9. Press “OK”
10. Press “Cancel” several times to return to Welcome Screen

REBOOT THE ATM (Operator)

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select “System Setup”
4. Select “System Control”
5. Select “Reboot”
6. Select “Yes” to reboot

CHANGE TIME & TIME (Operator)

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter password.
3. Select “System Setup”
4. Select “Date & Time”
5. Update any setting that is incorrect. Time should be within 1 minute of current time.
6. Press “Apply” to save.
7. Press “Cancel” several times to return to Welcome Screen

PRINT ALL SETUP REPORT (Operator)
This report shows the configuration of the ATM

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select “Report”
4. Select “Print All Setup”
5. Press “Cancel” several times to return to Welcome Screen

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HYOSUNG UPLOAD JOURNAL TO HOST (Operator password)
If this option is on you can view and print the journal entries from your PC

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select “Customer Setup”
4. Select “Journal”
5. Select “Upload to Host”
6. Enable this option
7. Press “Cancel” several times to return to Welcome Screen

ACCESSING SENSOR DIAGRAM (Supervisor)
Instructions to check for location of jammed notes in the dispenser

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select “Diagnostics”
4. Select “Yes”
5. Select “Auxiliary Unit”, then SENSORS
6. DOOR STATUS and ADA JACK data will be displayed on the center. If you want to view the **CDU SENSOR (dispenser)** or SPR SENSOR (printer), then press the corresponding button.
7. CDU SENSOR 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 GREEN COLOR. If any sensor detects an object or is abnormal, the sensor will be displayed as RED COLOR.
8. If any sensor appears RED, check for a jammed note or any obstruction in that location in the dispenser. You should also clean the sensor with a clean, soft, dry cloth or an alcohol pad.
9. 9. The sensor will turn Green on the onscreen diagram if the obstruction has been cleared.
10. If additional troubleshooting is needed, visit the ATM Money Machine YouTube page and watch the “How to clear bill jams and clean sensors on a Hyosung ATM” video which explains where to look for any obstructions, how to locate the sensors and how to wipe them down.
https://www.youtube.com/user/ATMMoneyMachine/videos

CHANGE OPERATOR PASSWORD (Operator)

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Current Password
3. Select “System Setup”
4. Select “Change Password”
5. Select “Operator Password”
6. Enter the Current Password
7. Enter the New Password two (2) times
8. The password has been reset
9. Press “Cancel” several times to return to Welcome Screen

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OPTION TO DISABLE RECEIPT (Operator)
This option can be used in the event of a printer issue.

1. Log into the ATM
2. Select “Customer Setup”
3. Select “Optional Function #1”
4. Select “Receipt Option”
5. Press “Select Receipt” to Disable

HYOSUNG ELECTRONIC JOURNAL INSTRUCTIONS (Operator password)
(For viewing and/or printing specific transactions at the ATM. This function can be used to respond to Reg E disputes)

1. Log into the ATM by pressing, “Enter, Clear, Cancel, 1, 2, 3”
2. Enter Password
3. Select ”Journal”
4. Select “View Journal”
5. You can view various kinds of Journal Data using each field and button on this screen. The “view” function is used to display journal data on the screen.
6. Locate the journal entry for the transaction you wish to view using the options on the screen.
    a. **PREV OR NEXT** will show just one date before or after
    b. **PREV 50 OR NEXT 50** can be used to jump back or forward 50 transactions.
    c. **MOVE FIRST OR MOVE LAST** will move to the first or last transaction.
    d. **SEARCH JOURNAL** allows the option to search for a specific entry,
    e. **PRINT THIS** button will print the displayed transaction.
    f. When printing journal entries as a respond to REG E Claims (Disputes), be sure to print the transaction in question and <u>all entries</u> up to the point of a valid cash dispense both before and after the transaction being disputed).
7. Press “Cancel” several times to return to Welcome Screen

Electronic Journal Print Last X: Log into the ATM. From the Operation Program Menu, choose Journal, Print Last X, then enter the number of transactions you want to print.

CHANGE THE 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 amount.
7. Press “Enter” to save.
8. Press “Cancel” several times to return to Welcome Screen

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