Diebold 91X Terminal Control Software (TCS), 91X TCS Plus, and 91X TCS CSP Status Reference Manual

Document History

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TP-799113-000A (Ed. 2)	6/1986	General revision
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TP-799113-000G	3/1994	Added the Coin Dispenser, Voice, Intelligent Depository Module (IDM), and other status message additions.
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Section 1
Introduction

This manual provides status information. Device status messages can print or appear on the journal printer, the device activity log, or both. Device status messages may also be sent to the network. This manual describes the device status messages when the terminal is operating in 911 or 912 Native mode.

For a description of how to review, search for, and clear status messages using the 91X TCS, 91X TCS Plus, and 91X TCS CSP software refer to the following manuals:

- 91X TCS - *Diebold i Series, ix Series, and MDS Maintenance Manual*, TP-820401-001B

- 91X TCS Plus - *Diebold 91X TCS Plus Maintenance Manual*, TP-820589-001A

- 91X TCS CSP - *CashSource Plus 400 and 400P Maintenance Manual*, TP-820254-001B

Refer to Section 1.1 for a description of the format of status messages that print on the journal printer, refer to Section 1.2 for a description of the status handler definitions, and refer to Section 1.3 for a description of how this manual is organized.

1.1   Format of status messages that print on the Journal Printer

Refer to Sections 1.1.1 through 1.1.3 for a description of how the following status messages print on the journal printer:

- Section 1.1.1 - Fault status messages

- Section 1.1.2 - Status message that print when an operator accesses the Maintenance mode

- Section 1.1.3 - Terminal Initiated Audit (TIA) status message

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1.1.1   Fault status messages

Fault status messages print on the journal printer in the following format:

```
001CR01:3D:44:40
```

The entry includes the following information:

- 001 - Solicited or Unsolicited
- CR01 - Device Type and Number
- :3D:44:40 - Fault Status

Solicited or unsolicited status messages are indicated by the following codes: 000 - unsolicited, 001 through 009 - solicited. The solicited status code 001 through 009 provides service personnel with an indication of where the status occurred during the processing.

For example, the statement printer is instructed to do a print, then a deliver, and then a retain. If this field is 002, the deliver is the function that caused the status because it is the second function.

To determine the devices, refer to Table 1-1 for the device type and number.

Table 1-1   Device Type and Number

DEVICE TYPE AND NUMBER	DEVICE
AH01	After Hour Depository
AL01	Alarms
CA01	Cash Acceptor
CM01	Camera
CN01	Coin dispenser
CNS	State/Function processing
CR01	Card reader

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Table 1-1   Device Type and Number (continued)

DEVICE TYPE AND NUMBER	DEVICE
DI01 or D901	Dispenser (includes the 1300-series dispenser, the multi-media dispenser, and the Provisor Currency Module)
DP01	Depositor (standard, IDM, and second generation IDM and PPM)
DR01	Fascia
ED01	Encryption/Decryption
EP01	Encryption PIN pad
EX01	Signage unit
EX02	Chest door solenoid
KD01	Keyboard display module (KDM)
KE01	Consumer keypad
LT01	Indicators and contacts
MN01	Modem
PB01	Passbook printer
PF01	Pin/Fit
----	Power-up
PR01	Receipt printer
PR02	Journal printer
PR03	Electronic Data Capture
SD01	Supplemental dispenser
SP01	Statement printer
TS01	Touch screen
VC01	Voice
VN01	Vandal shield

To determine the meaning of the fault status, find the status from the appropriate table in Section 2. The tables in Section 2 are in alphabetical order by device type and number. You may also refer to the table of contents to find the appropriate table.

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For example, to determine what CR01:3D:44:40 means, refer to Table 3-7 in Section 2.8. The table indicates that the card retain bin is full and must be emptied.

1.1.2 Status messages that print when an operator accesses the Maintenance mode

Anytime an operator accesses the Maintenance mode and the ATM is communicating with the network, an entry is printed on the journal printer. This entry is shown in the following format:

```
000MNT:XX:YY
```

The XX indicates the code number of the operator who is logged on. The first X identifies the group range (0 through 5) and the second X identifies the operator range (1 through 8).

EXAMPLE:

```
00 - Maintenance mode requested (no items selected)
01 - group 0, operator 1
02 - group 0, operator 2
            .
            .
            .
08 - group 0, operator 8
11 - group 1, operator 1
12 - group 1, operator 2
            .
            .
            .
18 - group 1, operator 8
            .
            .
            .
58 - group 5, operator 8
```

The YY indicates the maintenance item selected as shown in Table 1-2.

Table 1-2   Maintenance Mode Entry

MAINTENANCE ITEM (YY in message)	ITEM SELECTED
00	Logon
01	Manager
02	Des Keys
03	Installation
04	Supply
05	Activity Log
06	Status List
07	Clear List
08	Diagnostics
09	KDM/CRT
0A	Attention message
0B	Log Off

For example, 000MNT:07:04 indicates that operator 7 from group 0 has selected Supply.

If the ATM is not communicating with the network when the maintenance item is selected, the selection is saved. Up to six selections can be saved. If more than six selections are made, only the most recent six are saved. When the ATM communicates with the network, the maintenance selections that have been saved are printed on the journal printer in the following format:

```
000MNT:XX:YY:XX
       :YY:XX:YY
       :XX:YY:XX
       :YY:XX:YY
```

The last time the Maintenance mode is selected is included in the first XX:YY. The next :XX:YY is the second to the last time the Maintenance mode is selected. This continues for the six selections.

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1.1.3   TIA status messages

There are three Terminal Initiated Audit status messages that are printed on the journal printer with PC-based processor systems using the TCS software. These messages are not sent to the network.

These status messages are in the same format as the Maintenance mode log described in Section 1.2, but they start with the characters TIA, as shown below:

```
000TIA:XX:03
```

The following message appears if there is a TCS TIA error. XX can contain any digits.

```
000TIA:XX:10
```

The preceding message appears if the TCS TIA session is started. XX is the group and operator number of the operator that was logged on when the TIA session started. This operator code is the same as the XX code that appears with the Maintenance mode log. Refer to Section 1.1.2.

The following message appears if the TCS TIA session is completed:

```
000TIA:XX:11
```

XX is the group and operator number of the operator who was logged on when the TIA session was completed. This operator code is the same as the XX code that appears with the Maintenance Mode Log. Refer to Section 1.1.2.

1.2 Status Handler Definitions

The first byte of a status message is called the status handler byte. The definitions for this byte are in Table 1-3.

NOTE

Within the device status descriptions in Section 2, there are some exceptions to the information found in this table.

Table 1-3 Status Handler Definitions

Status	Status description	Unsol Status	Sol Status	Did the Operation Start	Did the Operation Finish	Can the Operation Occur Again	Logged on Device Activity Log	Logged on Printer	Repair-able by	Comments
:21	Operation completed	No	No	Yes	Yes	Yes	No	No	Not needed	No problem
:23	Timeout	No	Yes	Yes	No	Yes	No [1]	Yes	Not needed	The terminal timed-out waiting for a response
:24	Cancel	No	Yes	Yes	No	Yes	No	Yes	Not needed	The consumer pressed the CANCEL key.
:2D	Attention required	No [1]	Yes	Yes	Yes	Yes	No [1]	Yes	Institution	Supplies low
:30	Reject	No [1]	Yes	No	No	Yes	No	Yes	Not needed	Device dependent
:31	Idle	No	No	Yes	Yes	Yes	No	No	Not needed	Device dependent
:38	Communication	Yes [1]	Yes [1]	Yes	No	No	Yes	Yes [1]	Diebold	No response

Table 1-3   Status Handler Definitions (continued)

Status	Status description	Unsol Status	Sol Status	Did the Operation Start	Did the Operation Finish	Can the Operation Occur Again	Logged on Device Activity Log	Logged on Printer	Repair-able by	Comments
:39	Fault	Yes	Yes	No	No	No	Yes [1]	Yes	Diebold	No attempt to start operation
:3A	Fault	Yes	Yes	Yes	No	No	Yes	Yes	Diebold	May have started operation
:3B	Fault	No	No	Yes	No	Maybe	Yes	No	Not needed	Try operation again
:3C	Warning	Yes	No	Yes	Yes	Yes	Yes	Yes	Insti-tution	De-graded perfor-mance
:3D	Fault	Yes	Yes	Yes	No	No	Yes [1]	Yes	Insti-tution	Supplies out
:3E	Fault	Yes [1]	Yes [1]	Yes	No	No	Yes [1]	Yes	Insti-tution	Institu-tion re-pair
:3F	Warning	No [1]	Yes [1]	Yes	No	Yes	Yes [1]	Yes [1]	Not needed	Device depen-dent

[1] Within the device status descriptions in Section 2, there are some exceptions to this table.

1.3   Manual Organization

Refer to Section 2 for the status message descriptions for each of the terminal devices. The devices are in alphabetical order by the device type and number.

Refer to Appendix A through Appendix F for help in interpreting the status messages. These appendixes include the following information:

- A hex-to-decimal and hex-to-binary chart

- A status summary chart

- A description of how to customize the network statuses

- Cross-references to match the fault status messages with the 911 or 912 Native mode messages that are sent to the network

- A cross-reference to match the English messages that print on the journal printer with the fault status messages.

Section 2
Status Message Descriptions

Refer to Section 2.1 through Section 2.32 for a description of the status messages for each device. The devices are in alphabetical order by device type and number. Change bars have been included next to fault status messages that were added or that changed in Section 3 since the last version of this manual.

For example, the status message description for the card reader status CR01:3E:48:40 includes the information shown in following table:

Status message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3E:48:40	The card jammed in the device. The card cannot be returned to the consumer. It may be possible to retain the card. This status corresponds to :3D:48:40 in the DAL.	No/Yes	Attempt to clear the jam by retaining the card. If successful, display a screen to notify the consumer that the card was retained and continue normal operation. If unsuccessful, take the terminal out of service.	Clear jam.

The status message tables include the following information:

- Status message - the device fault status message

- Description - a description of the status message

- Sent to DAL/Journal - set to yes or no to indicate if the status is logged onto the Device Activity Log and printed on the Journal Printer.

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- Network Action - a guide to the network programmer. This column represents only suggestions, and indicates the message level action to be taken at the time the condition occurs. Follow-up physical action may be required. If a status message is not sent to the network, no network action will be included.

  Appendix C describes how to customize the status messages that are sent to the network.

  Refer to Appendix D and Appendix E for a list of 911 and 912-type network status messages and cross-references to help you locate the descriptions for the network status messages in Section 2. A particular 911 or 912-type status may be generated by several different *i* Series, *ix* Series, and MDS-type statuses.

- On-site Action - contains information for the operator at the ATM to correct the problem. The column indicates if you need to contact your service technician.

With some statuses, an English message prints on the journal printer to help the operator. Refer to Appendix F for a cross-reference to help you locate the descriptions in Section 2 that correspond to the English message that prints on the journal printer. An English message may be generated by several different *i* Series, *ix* Series, and MDS-type statuses.

2.1 AH01 (After Hour Depository Status Messages)

This section describes the After Hour depository fault status messages. The device type and number as it appears in the status message is AH01. Refer to Tables 3-1 and 3-2 for the After Hour depository fault status messages. Use the status messages in Table 3-2 only if PROM kit number 19-052209-000A, CRC FA87 is installed.

Table 2-1   AH01 - After Hour Depository Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
AH01:23:00:00	Consumer timeout	No/No	N/A	None
AH01:24:00:00	Consumer cancel	No/No	N/A	None
AH01:38:nn:nn [1]	ExpressBus communications problem	No/No	N/A	A service investigation is required

Table 2-1   AH01 - After Hour Depository Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
AH01:3A:41:40	Failure to unlock	No/No	Remove AHD from the transaction selection choices.	A service investigation is required
AH01:3E:00:00	Network fault - an attempt to operate an AHD with the DIT off	No/No	N/A	None
AH01:3E:42:40	Failure to lock	No/No	Remove AHD from the transaction selection choices.	Check to see if the door is jammed. If it is not, contact service.
AH01:3F:48:40	Device timeout - door unlocked but not opened in 1 min. 10 sec. (Sent to the network as :23:00:00.)	No/No	N/A	None. If frequent, contact service.
[1]nn can be any number				

Table 2-2   AH01 - After Hour Depository Status Message Descriptions (with PROM kit 19-052209-000A)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
AH01:23:00:00	Consumer timeout before opening door. Door was locked because of a consumer timeout, and no consumer AHD operation occured.	Yes/Yes	TBD	None
AH01:24:00:00	The consumer canceled the deposit before opening the door.	Yes/Yes	TBD	None
AH01:38:00:00	There are ExpressBus communication problems with the AHD.	Yes/Yes	TBD	A service investigation is required.

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Table 2-2 AH01 - After Hour Depository Status Message Descriptions
(with PROM kit 19-052209-000A) (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
AH01:3A:41:40	The AHD will not open due to a mechanical failure. This is a hard fault. The AHD will be given 15 seconds before the fault is sent (normally will unlock in less that 1 second). This gives the AHD a chance to unlock if the consumer is momentarily forcing the door open while the door is trying to unlock.	Yes/Yes	TBD	A service investigation is required.
AH01:3E:00:00	The AHD DIT is turned off.	Yes/Yes	TBD	None
AH01:3E:41:40	An indication that the AHD should lock by the drum starting to cycle, but the AHD failed to lock in the 1 second timing window and a bag drop was not sensed in a preset timing window.	Yes/Yes	TBD	Check to see if the door is jammed.
AH01:3E:42:40	The AHD would not lock after the drum cycle switch pulsed. A bag drop was sensed, but the machine requires service since the lock was never sensed.	Yes/Yes	TBD	A service investigation is required.
AH01:3E:43:40	The drum cycled but the AHD lock finally locked sometime between 1 second after the drum cycle pulse switch and the end of bag drop determination window. Also, a bag drop was not seen. The AHD should be serviced.	Yes/Yes	TBD	A service investigation is required.
AH01:3E:44:40	The bin is full and the AHD will not unlock. Further transactions are not allowed.	Yes/Yes	TBD	Empty the deposits.
AH01:3F:00:00	This is an alarm status indicating the safe door was closed.	Yes/Yes	TBD	N/A
AH01:3F:00:40	The drum cycled and the bag sensor was blocked after a deposit was aborted. The door was left open.	Yes/Yes	TBD	Check for a possible user error.

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**Table 2-2   AH01 - After Hour Depository Status Message Descriptions
(with PROM kit 19-052209-000A) (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
AH01:3F:00:80	This is an alarm status indicating the safe door was opened.	Yes/Yes	TBD	N/A
AH01:3F:43:47	The AHD appeared to operate properly, but a bag drop was not sensed from the door closed switch to the end of bag drop determination window. The consumer may not have put the bag in the drum and closed the door.	Yes/Yes	TBD	Check for a possible user error.
AH01:3F:43:48	This is a normal bag drop but the bin was sensed full because of this transaction. No more transactions should be issued. If they are the AHD will not unlock, and the AHD will return a different status.	Yes/Yes	TBD	The deposits need to be emptied.
AH01:3F:45:40	The deposit transaction was aborted due to a timeout or cancel. The consumer left the door open.	Yes/Yes	TBD	Check for a possible user error.
AH01:3F:48:40	Door was unlocked because of a consumer timeout. No consumer AHD operation occurred.	Yes/Yes	TBD	None.

2.2   AL01 (Alarm Status Messages)

This section describes the alarm fault status messages. The device type and number as it appears in the status message is AL01. Refer to Table 2-3 for the alarm fault status messages.

Table 2-3   AL01 - Alarm Status Message Descriptions

Status Message	Description [1] (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)	Sent to DAL/Journal	Network Action	On-site Action
AL01:3C:00:00	e n y n o c (D changed)	No/Yes	Take an appropriate security action.	None
AL01:3C:00:80	e n y n o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:01:00	e n y n c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:01:80	e n y n c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:04:00	e y y n o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:04:80	e y y n o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:05:00	e y y n c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:05:80	e y y n c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:08:00	d n y n o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:08:80	d n y n o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:09:00	d n y n c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:09:80	d n y n c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:40:00	e n y y o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:40:80	e n y y o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:41:00	e n y y c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:41:80	e n y y c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:44:00	e y y y o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:44:80	e y y y o o (D changed)	No/Yes	Take an appropriate security action	None

Table 2-3   AL01 - Alarm Status Message Descriptions (continued)

Status Message	Description [1] (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)	Sent to DAL/Journal	Network Action	On-site Action
AL01:3C:45:00	e y y y c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:45:80	e y y y c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:48:00	d n y y o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:48:80	d n y y o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:49:00	d n y y c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:49:80	d n y y c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:80:00	e n n n o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:80:80	e n n n o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:81:00	e n n n c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:81:80	e n n n c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:84:00	e y n n o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:84:80	e y n n o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:85:00	e y n n c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:85:80	e y n n c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:88:00	d n n n o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:88:80	d n n n o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:89:00	d n n n c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:89:80	d n n n c o (D changed)	No/Yes	Take an appropriate security action	None

Table 2-3   AL01 - Alarm Status Message Descriptions (continued)

Status Message	Description [1] (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)	Sent to DAL/Journal	Network Action	On-site Action
AL01:3C:C0:00	e n n y o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C0:80	e n n y o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C1:00	e n n y c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C1:80	e n n y c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C4:00	e y n y o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C4:80	e y n y o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C5:00	e y n y c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C5:80	e y n y c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C8:00	d n n y o c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C8:80	d n n y o o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C9:00	d n n y c c (D changed)	No/Yes	Take an appropriate security action	None
AL01:3C:C9:80	d n n y c o (D changed)	No/Yes	Take an appropriate security action	None
AL01:3F:00:00	e n y n o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:00:80	e n y n o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:01:00	e n y n c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:01:80	e n y n c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:04:00	e y y n o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:04:80	e y y n o o (D didn't change)	No/Yes	Take an appropriate security action	None

Table 2-3   AL01 - Alarm Status Message Descriptions (continued)

Status Message	Description [1] (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)	Sent to DAL/Journal	Network Action	On-site Action
AL01:3F:05:00	e y y n c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:05:80	e y y n c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:08:00	d n y n o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:08:80	d n y n o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:09:00	d n y n c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:09:80	d n y n c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:40:00	e n y y o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:40:80	e n y y o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:41:00	e n y y c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:41:80	e n y y c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:44:00	e y y y o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:44:80	e y y y o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:45:00	e y y y c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:45:80	e y y y c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:48:00	d n y y o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:48:80	d n y y o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:49:00	d n y y c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:49:80	d n y y c o (D didn't change)	No/Yes	Take an appropriate security action	None

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Table 2-3   AL01 - Alarm Status Message Descriptions (continued)

Status Message	Description [1] (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)	Sent to DAL/Journal	Network Action	On-site Action
AL01:3F:80:00	e n n n o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:80:80	e n n n o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:81:00	e n n n c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:81:80	e n n n c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:84:00	e y n n o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:84:80	e y n n o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:85:00	e y n n c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:85:80	e y n n c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:88:00	d n n n o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:88:80	d n n n o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:89:00	d n n n c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:89:80	d n n n c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C0:00	e n n y o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C0:80	e n n y o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C1:00	e n n y c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C1:80	e n n y c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C4:00	e y n y o c (D didn't chane)	No/Yes	Take an appropriate security action	None
AL01:3F:C4:80	e y n y o o (D didn't change)	No/Yes	Take an appropriate security action	None

Table 2-3   AL01 - Alarm Status Message Descriptions (continued)

Status Message	Description [1] (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)	Sent to DAL/Journal	Network Action	On-site Action
AL01:3F:C5:00	e y n y c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C5:80	e y n y c o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C8:00	d n n y o c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C8:80	d n n y o o (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C9:00	d n n y c c (D didn't change)	No/Yes	Take an appropriate security action	None
AL01:3F:C9:80	d n n y c o (D didn't change)	No/Yes	Take an appropriate security action	None

[1]The alarm status is in the order specified (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door). The status indications are as follows: e=enabled, d=disabled, y=yes, n=no, o=open, and c=closed. D changed indicates that a change in the status of the delivery door caused the alarm status message. D didn't change indicates that a change in the status of the delivery door did not cause the alarm status message.

2.3   CA01 (Cash Acceptor Status Messages)

This section describes the cash acceptor fault status messages. The device type and number as it appears in the status message is CA01. Refer to Table 2-4 for the cash acceptor fault status messages.

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Table 2-4   CA01 - Cash Acceptor Status Message Descriptions

Status Message	Description	Sent to DAL/ Jour-nal	Network Action	On-site Action
CA01:23:40:00	Consumer timeout.. Consumer did not enter a bill or press a function key in the allotted time.	Yes/ Yes	No action necessary.	Information message only.
CA01:23:41:40	Device not in use	Yes/ Yes	No action necessary.	No action necessary.
CA01:24:40:00	Command cancelled	Yes/ Yes	No action necessary	No action necessary.
CA01:38:xx:00 [1]	There was a CSS error (where xx = CSS status)	Yes/ Yes	Remove cash payment option.	Contact Diebold for investigation.
CA01:38:40:00	Kernal mismatch	Yes/ Yes	Remove cash payment option.	Contact Diebold for investigation.
CA01:39:30:01	Device not open.	Yes/ Yes	No action necessary.	No action necesary.
CA01:3A:87:40	There is a channel jam.	Yes/ Yes	Remove cash payment option.	Clear cash acceptor channel. If problem persists, replace the cash acceptor device.
CA01:3A:88:40	There is an illegal command.	Yes/ Yes	No action necessary.	No action necessary
CA01:3A:8A:40	There is a stacker jam.	Yes/ Yes	Remove cash payment option.	Remove cash acceptor stacker, clear jam, and reinstall. If problem persists, replace cash acceptor.
CA01:3A:8B:40	The stacker is disconnected.	Yes/ Yes	Remove cash payment option.	Verify cash acceptor stacker is present and installed correctly. If problem persists, verify connection on the cash acceptor and the cash acceptor stacker. Replace the faulty device.
CA01:3A:8D:40	A parity error was detected.	Yes/ Yes	No action necessary.	No action necessary
CA01:3D:49:40	The stacker is full (1900 bills).	Yes/ Yes	Remove cash payment option.	Print and clear the cash totals. Empty the stacker.
CA01:3E:40:01	INI failure	Yes/ Yes	Remove cash payment option.	Contact Diebold for investigation.
CA01:3E:40:05	Memory failure	Yes/Yes	Remove cash payment option	Contact Diebold for investigation.
CA01:3E:40:30	There was an invalid command.	Yes/ Yes	Remove cash payment option.	Contact Diebold for investigation.

Table 2-4   CA01 - Cash Acceptor Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/ Jour-nal	Network Action	On-site Action
CA01:3E:40:40	Unknown string	Yes/ Yes	No action necessary	No action necessary
CA01:3F:40:31	Command reject	Yes/ Yes	No action necessary.	No action necessary
CA01:3F:50:40	The stacker is nearly full (1750 bills).	Yes/ Yes	No action necessary	Empty the stacker soon.
CA01:3F:86:00	The bill was rejected before evaluation.	Yes/ Yes	No action necessary.	No action necessary [2]
CA01:3F:86:07	Bill fails optical tests.	Yes/ Yes	No action necessary.	No action necessary [2]
CA01:3F:86:08	Bill denomination disabled.	Yes/ Yes	No action necessary.	No action necessary
CA01:3F:86:09	Bill fails magnitic tests.	Yes/ Yes	No action necessary.	No action necessary [2]
CA01:3F:86:0B	Bill fails physical attribute tests.	Yes/ Yes	No action necessary.	No action necessary [2]
CA01:3F:86:0C	Bill fails magnetic tests.	Yes/ Yes	No action necessary.	No action necessary [2]
CA01:3F:86:0D	Bill fails magnetic tests.	Yes/ Yes	No action necessary.	No action necessary [2]
CA01:3F:86:0E	Bill fails optical tests.	Yes/ Yes	No action necessary.	No action necessary.
CA01:3F:86:0F	Bill fails optical tests.	Yes/ Yes	No action necessary.	No action necessary.
CA01:3F:86:10	Bill inhibited by RS232.	Yes/ Yes	No action necessary.	No action necessary.
CA01:3F:86:11	Bill cannot be stacked.	Yes/ Yes	No action necessary	Remove cash acceptor stacker, clear jam, and reinstall. If problem persists, replace faulty device.
CA01:3F:86:12	Bill fails high security tests.	Yes/ Yes	No action necessary	No action necessary [2]
CA01:3F:8C:40	Stacker attached.	Yes/ Yes	No action necessary.	No action necessary

[1] xx can be any number

[2] If status is generated constantly, verify cash acceptor using diagnostics program. Replace faulty device if necessary.

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2.4 CI01 (Currency Acceptor Messages)

This section describes the currency acceptor fault status messages. The device type and number as it appears in the status message is CI01. Refer to Table 2-5 for the currency acceptor fault status messages.

Table 2-5   CI01 - BCR Currency Acceptor Status Message Descriptions

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
CI01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes / Yes	N/A	N/A
CI01:23:00:00	Consumer Timeout	No / Yes	Send a function command to exit the consumer request state and continue or send another function command to operate the currency acceptor again	None
CI01:24:00:00	Consumer cancel	No / Yes	Send a function command to exit the Consumer Request state and continue.	None
CI01:30:35:30	Command reject	Yes / Yes	N/A	Ensure proper selection and configuration of the device.
CI01:38:00:00	Communications problem with device.	Yes / Yes	Remove currency acceptor from the transaction selection choices.	Service the currency acceptor.
CI01:38:40:00	The device application is not responding.	Yes / Yes	Remove currency acceptor from the transaction selection choices.	Service the currency acceptor.
CI01:3A:33:41	The shutter would not open.	Yes / Yes	Remove currency acceptor from the transaction selection choices.	Service the currency acceptor.

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Table 2-5   CI01 - BCR Currency Acceptor Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
CI01:3A:39:39	Hardware error.	Yes / Yes	Remove currency acceptor from the transaction selection choices.	Service the currency acceptor.
CI01:3C:33:45	The shutter would not close.	Yes / Yes	Remove currency acceptor from the transaction selection choices.	Service the currency acceptor.
CI01:3D:26:mm	Deposit cassette is almost full. The operation completed successfully. Where mm has the following bit value: 1 Cassette 0 2 Cassette 1 4 Cassette 2 8 Cassette 3 16 Cassette 4	Yes / Yes	Continue with the transaction processing.	Replace with an empty cassette. The cassette counts must be reset in Supply mode.
CI01:3D:37:mm	Deposit cassette is full. The operation completed successfully. Where mm has the following bit value: 1 Cassette 0 2 Cassette 1 4 Cassette 2 8 Cassette 3 16 Cassette 4	Yes / Yes	Continue with the transaction processing.	Replace with an empty cassette. The cassette counts must be reset in Supply mode.

Table 2-5   CI01 - BCR Currency Acceptor Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
CI01:3D:50:00	Reject cassette(s) are full at the end of the operation. The operation completed successfully.	Yes / Yes	Remove currency acceptor from the transaction selection	Replace with an empty cassette(s). The cassette counts must be reset in Supply mode
CI01:3D:51:00	Reject cassette(s) are full at the beginning of the operation. The operation was not started.	Yes / Yes	Remove currency acceptor from the transaction selection	Replace with an empty cassette(s). The cassette counts must be reset in Supply mode
CI01:3D:60:00	Reject cassette is absent.	Yes / Yes	Remove currency acceptor from the transaction selection.	Insert the cassette.
CI01:3E:40:34	The operation could not be performed due to improper network command data. There is a state or function format error.	Yes / Yes	Take the currency acceptor out of service. Correct the function command or the state data.	No on-site action required.
CI01:3E:40:35	Error in loading buffers for the cash deposit.	Yes / Yes	Take the currency acceptor out of service. Correct the function command or the state data.	No on-site action required.
CI01:3F:31:30	Cash retracted during the close state	Yes / Yes	Continue with the transaction processing	No on-site action required
CI01:3F:31:31	There is no cash in the cash pocket when the cash verify operation was attempted.	Yes / Yes	Continue with the transaction processing.	No on-site action required.
CI01:3F:31:32	There is no cash in escrow when the cash return operation was attempted.	Yes / Yes	Continue with the transaction processing.	No on-site action required.
CI01:3F:31:33	There were one or more bills rejected during the cash verification	Yes / Yes	Prompt the customer to remove the rejects.	No on-site action required.

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Table 2-5   CI01 - BCR Currency Acceptor Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
CI01:3F:31:34	The currency acceptor escrow stacker limit was exceeded. The consumer inserted more bills than the device could escrow.	Yes / Yes	Prompt the customer to remove the excess deposit stack and continue processing.	No on-site action required.
CI01:3F:31:35	There is a cash position error in the cash pocket or cash pocket stack limit has been exceeded..	Yes / Yes	Prompt the customer to remove the deposit stack and make sure the note edges are even and to remove any excess deposit stack and re-insert.	No on-site action required.
CI01:3F:31:37	All bills were rejected during the cash verification	Yes / Yes	Prompt the customer to remove the rejects.	No on-site action required.
CI01:3F:31:38	Bill reject limit reached, no bills verified	Yes / Yes	Prompt the customer to remove the rejects and any remaining bills that were not processed.	No on-site action required.
CI01:3F:31:39	Bill reject limit reached, some bills verified	Yes / Yes	Prompt the customer to remove the rejects and any remaining bills that were not processed.	No on-site action required.
CI01:3F:32:30	Cash retracted during a clear cash operation	Yes / Yes	Continue with the transaction processing	No on-site action required
CI01:3F:32:31	Cash retracted during a deposit operation	Yes / Yes	Continue with the transaction processing	No on-site action required
CI01:3F:36:35	Cassette shuffle	No /Yes	Take the currency acceptor out of service. Ask the terminal for a hardware configuration message and try the cash deposit again.	Look for unseated or swapped cassettes.

Table 2-5   CI01 - BCR Currency Acceptor Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
CI01:3F:40:31	The device is not in the proper mode to accept the network command requested. The command is out of sequence or the CAS mode is active.	Yes / Yes	Make sure that the currency acceptor operations are being commanded in the proper order.	No on-site action required.
CI01:3F:40:40	An unexpected or unknown fault was returned from the currency acceptor.	Yes / Yes	If repetitive, take the currency acceptor out of service.	No on-site action required.

2.5   CM01 (Camera Status Messages)

This section describes the camera fault status messages. The device type and number as it appears in the status message is CM01. Refer to Table 2-6 for the camera fault status messages.

Table 2-6   CM01 - Camera Status Message Descriptions

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
CM01:38:nn:nn [1]	ExpressBus communications problem	Yes/Yes	N/A	None
CM01:3E:00:00	Network fault- attempted to perform a camera operation with the DIT turned off.	No/Yes	N/A	Check to see if the DIT is enabled or check the Function command for correctness if due to a Function command.
[1]nn can be any number				

2.6 CN01 (Coin Dispenser Status Messages)

This section describes the coin dispenser fault status messages. The device type and number as it appears in the status message is CN01. Refer to Table 2-7 for the coin dispenser status messages.

The following example is a typical coin dispenser fault as it is printed on the journal printer:

```
001CN01:3D:31:39

        :31:41:30
        :34:32:42
        :30:30
 :33
        :44:30:30
        :34:40:30
        :30
```

The first field of three hex bytes is the fault as reported by the dispenser, in this case 3D 31 39. The remaining data is grouped into four byte fields (every other four-byte field is bold) that indicate the hopper position, denomination, and how many coins were dispensed from that hopper. In this case, the remaining data indicates that position 1 contains a hopper with denomination A and that four coins were dispensed from it. Position 2 contains a hopper with denomination B, position 3 contains a hopper with denomination D, and position 4 contains no hopper (denomination @). No coins were dispensed from positions 2, 3, or 4.

Table 2-7   CN01 - Coin Dispenser Status Message Descriptions

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:00:00:00 This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/ Yes	N/A	N/A	N/A	N/A
CN01:2D:0m:0n The supply is low. Where **m** has the following bit value: 1 Denomination A 2 Denomination B 4 Denomination C 8 Denomination D Where **n** has the following bit value: 1 Denomination E 2 Denomination F 4 Denomination G 8 Denomination H The bit being set means supply is low. For example,:2D:04:00 indicates that denomination C is low on coins.	Yes/ Yes	Schedule replenishment of the coins and continue dispensing	Replace with a full cassette. Enter the Supply mode and perform the test dispense.	N/A	None

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**Table 2-7   CN01 - Coin Dispenser Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:38:nn:nn (nn can be any number) ExpressBus communica-tions problem	Yes/ Yes	Do not authorize any more coin dispenses until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check the PosiDoc connector for proper mating. Check that the happy light on the device is blinking (indicating that the device is alive). Check the cables that connect the dispenser to the PosiDoc connector and those that connect the PosiDoc connector to the terminal wiring harness assembly. Run CSSEDT to see if the Coin Dispenser connection is defined. Run a trace (using comm subsystem) and check that the device is being polled. If no problems can be found, replace the dispenser. If the terminal still reports this comm fault, call service.	N/A	Turn off the ATM and insert a jumper between the Coin Dispenser and the ATM wiring harness that includes a comm interrupt switch. After power up, put the switch into the **off** position and attempt a coin dispense.
CN01:3A:36:33 RAM error	Yes/ Yes	Don't authorize any more coin dispenses until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Replace the Coin Dispenser CCA.	N/A	TBD

Table 2-7   CN01 - Coin Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3B:30:31 Unsolicited coin from hopper 1	Yes/ Yes	Don't authorize any more coin dispenses until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	TBD	N/A	While the dispenser is performing a normal coin dispense from a hopper other than hopper 1, pull the coin sensor lever on hopper 1 toward the chute and release it.
CN01:3B:30:32 Unsolicited coin from hopper 2	Yes/ Yes	Don't authorize any more coin dispenses until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	TBD	N/A	While the dispenser is performing a normal coin dispense from a hopper other than hopper 2, pull the coin sensor lever on hopper 2 toward the chute and release it.
CN01:3B:30:33 Unsolicited coin from hopper 3	Yes/ Yes	Don't authorize any more coin dispenses until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	TBD	N/A	While the dispenser is performing a normal coin dispense from a hopper other than hopper 3, pull the coin sensor lever on hopper 3 toward the chute and release it.

Table 2-7   CN01 - Coin Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3B:30:34 Unsolicited coin from hopper 4	Yes/ Yes	Don't authorize any more coin dispenses until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	TBD	N/A	While the dispenser is performing a normal coin dispense from a hopper <u>other than</u> hopper 4, pull the coin sensor lever on hopper 4 toward the chute and release it.
CN01:3D:31:37 Feed failure in hopper 1. This fault can occur during normal transaction processing as the hoppers run out of coins. If a low condition was reported prior to receiving this fault, it is most likely an <u>out</u> condition. If the low status was not reported recently, then it is either an indication of a coin jam or improper settings of the coin counters.	Yes/ Yes	Refrain from dispensing from this hopper until it is repaired or refilled.	Check the hopper. If it is empty, refill it and indicate your activity by updating the appropriate bin counter. If the hopper is jammed, clear the jam and perform a coin dispense from diagnostics or with a teller card to make sure it works.	N/A	Remove all the coins from hopper 1 and attempt a dispense from this hopper.
CN01:3D:31:38 Feed failure in hopper 2. This fault can occur during normal transaction processing as the hoppers run out of coins. If a low condition was reported prior to receiving this fault, it is most likely an <u>out</u> condition. If the low status was not reported recently, then it is either an indication of a coin jam or improper settings of the coin counters.	Yes/ Yes	Refrain from dispensing from this hopper until it is repaired or refilled.	Check the hopper. If it is empty, refill it and indicate your activity by updating the appropriate bin counter. If the hopper is jammed, clear the jam and perform a coin dispense from diagnostics or with a teller card to make sure it works.	N/A	Remove all the coins from hopper 2 and attempt a dispense from this hopper.

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Table 2-7   CN01 - Coin Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3D:31:39 Feed failure in hopper 3. This fault can occur during normal transaction processing as the hoppers run out of coins. If a low condition was reported prior to receiving this fault, it is most likely an out condition. If the low status was not reported recently, then it is either an indication of a coin jam or improper settings of the coin counters.	Yes/ Yes	Refrain from dispensing from this hopper until it is repaired or refilled.	Check the hopper. If it is empty, refill it and indicate your activity by updating the appropriate bin counter. If the hopper is jammed, clear the jam and perform a coin dispense from diagnostics or with a teller card to make sure it works.	N/A	Remove all the coins from hopper 3 and attempt a dispense from this hopper.
CN01:3D:32:30 Feed failure in hopper 4. This fault can occur during normal transaction processing as the hoppers run out of coins. If a low condition was reported prior to receiving this fault, it is most likely an out condition. If the low status was not reported recently, then it is either an indication of a coin jam or improper settings of the coin counters.	Yes/ Yes	Refrain from dispensing from this hopper until it is repaired or refilled.	Check the hopper. If it is empty, refill it and indicate your activity by updating the appropriate bin counter. If the hopper is jammed, clear the jam and perform a coin dispense from diagnostics or with a teller card to make sure it works.	N/A	Remove all the coins from hopper 4 and attempt a dispense from this hopper.
CN01:3D:33:35 Network error (invalid coin amount field)	Yes/ Yes	The network requested a denomination that is not present in the Coin Dispenser. Remix and retry.	Make sure that the installed coin hoppers are those required by the network.	N/A	Request a coin dispense from a denomination that is not present in the terminal.

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Table 2-7   CN01 - Coin Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3D:40:4B Coin Dispenser is not docked.	Yes/ Yes	Don't authorize any more coin dispenses until unit is docked. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure the Coin Dispenser is fully docked. If the dispenser is docked and still reports this error, check the docking sensor.	N/A	Pull the dispenser back from its docked position and attempt a coin dispense.
CN01:3E:00:00 If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/ Yes	N/A	N/A	N/A	N/A
CN01:3E:00:01 Coin Dispenser DIT is disabled.	Yes/Yes	Don't authorize any more coin dispenses. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure the Coin Dispenser is installed correctly. This could be the result of improper cabling, a defective Coin Dispenser PWB, or failure to install the dispenser in the first place.	N/A	Turn off the ATM power, remove the ExpressBus cable from the Coin Dispenser, power up the ATM, and then attempt a coin dispense.
CN01:3E:01:01 Coin Dispenser not docked.	Yes/Yes	Don't authorize any more coin dispenses until the unit is docked. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure the Coin Dispenser is fully docked. If the dispenser is docked and still reports this error, check the docking sensor.	N/A	Pull the dispenser back from its docked position and attempt a coin dispense.

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**Table 2-7   CN01 - Coin Dispenser Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3E:32:35 Jam failure in hopper 1	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 1. If no jam is found, check the coin sensor on this hopper.	N/A	None
CN01:3E:32:36 Jam failure in hopper 2	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 2. If no jam is found, check the coin sensor on this hopper.	N/A	None
CN01:3E:32:37 Jam failure in hopper 3	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 3. If no jam is found, check the coin sensor on this hopper.	N/A	None
CN01:3E:32:38 Jam failure in hopper 4	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 4. If no jam is found, check the coin sensor on this hopper.	N/A	None
CN01:3E:33:33 A jam between picker and delivery. **None** of the dispensed coins were seen at the chute sensor. If at least one coin gets to the sensor, the fault will not be reported.	Yes/Yes	Refrain from dispensing any more coins until the dispenser is repaired.	Check for a coin jam between picker and delivery sensor. If no jam is found, check the delivery sensor.	N/A	None

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Table 2-7   CN01 - Coin Dispenser Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3E:36:30 Jam at chute sensor before dispense. No coins are dispensed. A possible jam scenario is that jam occurs during a dispense but at least one coin gets passed the chute sensor. No faults will be reported on that dispense. On the next coin dispense, however, the sensor will be checked prior to delivery and the 3E:36:30 fault will be reported immediately with no coins dispensed.	Yes/Yes	Refrain from dispensing any more coins until the dispenser is repaired.	Check for a coin jam at the chute sensor.	N/A	None
CN01:3E:38:41 Hopper 1 coin sensor is stuck clear/blocked. A coin is jammed or a sensor has failed.	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 1. If no jam is found, check the coin sensor on this hopper.	N/A	Before attempting a coin dispense, block the coin sensor on hopper 1 by wedging a piece of cardboard or several layers of paper between the sensor halves. Attempt a dispense from hopper 1.
CN01:3E:38:42 Hopper 2 coin sensor is stuck clear/blocked. A coin is jammed or a sensor has failed.	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 2. If no jam is found, check the coin sensor on this hopper.	N/A	Before attempting a coin dispense, block the coin sensor on hopper 2 by wedging a piece of cardboard or several layers of paper between the sensor halves. Attempt a dispense from hopper 2.

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**Table 2-7   CN01 - Coin Dispenser Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
CN01:3E:38:43 Hopper 3 coin sensor is stuck clear/blocked. A coin is jammed or a sensor has failed.	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 3. If no jam is found, check the coin sensor on this hopper.	N/A	Before attempting a coin dispense, block the coin sensor on hopper 3 by wedging a piece of cardboard or several layers of paper between the sensor halves. Attempt a dispense from hopper 3.
CN01:3E:38:44 Hopper 4 coin sensor is stuck clear/blocked. A coin is jammed or a sensor has failed.	Yes/Yes	Refrain from dispensing from this hopper until it is repaired.	Check for a coin jam in hopper 4. If no jam is found, check the coin sensor on this hopper.	N/A	Before attempting a coin dispense, block the coin sensor on hopper 4 by wedging a piece of cardboard or several layers of paper between the sensor halves. Attempt a dispense from hopper 4.

2.7   CNS (State/Function Processing)

If an error occurs during the processing of a state (probably an invalid next state number), an error message is printed on the journal printer. This message is structured in the following format:

```
CNS:nn:mm
```

Where mmnn is the state number in hexadecimal (the indication shown on the printer is byte-reversed).

For example, if the message is CNS:1A:00, an error occurred trying to process state number 26 (decimal). CNS:03:01 indicates an error on state number 259 (decimal). See Table A-1 in Appendix A.

A common error message received is CNS:00:00. This message indicates that a GO In-service was received by the terminal and the terminal did not have a State 0 configured.

When a State ESC process occurs, the Luno number is included in the Power Fail message. The 911/912 status is in the following format:

XXX,1/XXX,1

2.8   CR01 (Card Reader Status Messages)

This section describes the card reader fault status messages. The device type and number as it appears in the status message is CR01. Refer to Table 2-8 for the Card Reader fault status messages.

Table 2-8   CR01-Card Reader Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
CR01:23:00:00	Consumer timeout. The card was moved to the return position but was not removed within the specified time period.	No/Yes	Issue a retain Function command if received during a Consumer Request state.	No action is required. But consistently frequent occurrences may indicate a problem in returning the card to a point where it is accessible by the consumer. Check for an obstruction.

Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:30:xx:yy	The Card Reader rejected a command. The command rejected is **xx** and the reason code is **yy**. Valid commands **xx** are: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - enable 42 - retain 43 - present 44 - disengage 45 - return 46 - write on track 3 47 - return track 1 data 48 - return track 2 data 49 - return track 3 data 4B - enable 4C - enable (dip/swipe) 4D - enable (dip/swipe) 4E - status request 4F - enable 50 - move card to home 51 - enable 52 - card to rear 55 - Track 1 write 56 - Track 2 write Valid reason codes **yy** are: 30 - invalid command (ex. **return** on a dip reader) 31 - no card in reader or already processing another command 32 - buffer overflow 34 - read conditions incorrect. If encountered in a function command, a 3E:00:00 is reported to the network.	Yes/No, except for 30:38:30 which only appears on diagnostic screen	N/A	Make sure that the proper device revision, firmware revision, and DIT settings are used. These statuses may indicate a configuration incompatibility and not a hardware problem. If the problem is consistent, service is required.

Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:38:nn:nn [1]	ExpressBus communication fault. The card reader is failing to communicate properly with the system.	Yes/Yes	Retry the operation. If the condition persists, cease operation on the Card Reader and take the terminal out of service if appropriate.	Check mating of the PosiDoc connector on the Card Reader. If condition persists, call service.
CR01:3C:xx:yy	This status occurs when the device response does not correlate with the command issued and all other checks cannot identify the response. **xx** is the last command sent and **yy** is the response received.	Yes/No	N/A	This status is intended primarily as a troubleshooting aid.
CR01:3D:44:40	The card retain bin is full. The card cannot be retained by the device, or the card jammed in the rear of the device. It may be possible to return the card. The status handler (3D) is converted to 3E for printing on the Journal Printer and sending to the network.	Yes/No	N/A	Remove the cards from the bin or clear the jam from the rear of the Card Reader. If the Card Bin is not full and there is no jam, the transport sensor may be bad.
CR01:3D:48:40	A card is jammed in the device. The card cannot be returned to the consumer. It may be possible to retain the card. The status handler (3D) is converted to 3E for printing on the Journal Printer and sending to the network. If the fault occurs during a 9000 emulation state (like the close state), the terminal will attempt to retain the card.	Yes/No	N/A	Clear jam.
CR01:3D:58:60	The card jammed in the rear of the device. The Read was not completed. The status handler (3D) is converted to 3E for printing on the Journal Printer and sending to the network.	Yes/No	N/A	Clear jam.

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Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3E:00:00	The status may result from one of the following: 1) Network error. The Card Reader was requested to perform an operation that it does not have the capability to do (for example, retaining a card when there is no card in the Card Reader). 2) If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	1) No/Yes (if due to a function) No/No (if due to a state) 2) Yes/Yes	1) Check the function for correctness. 2) N/A	1) N/A 2) N/A
CR01:3E:00:40	Operation cannot be performed due to improper network data. State or function format fault.	Yes/Yes	No action required.	Correct the function command or state data.
CR01:3E:40:42	Write is not verified. There is a possible media error. This status is sent unsolicited to the network after the write fault limit set in the DIT has been met or exceeded (during a state only). If the fault occurs as a result of a Function command, the status handler (3E) is reported as a 3F regardless of the write fault limit. The write fault count is not incremented.	Yes/Yes (if due to a state only)	Return the card and display a screen indicating that the card may no longer be usable. If persistent, remove the terminal from service for Card Reader device investigation.	This is an indication of either a media or a device problem. If the problem persists, clean the read head in Supply mode with a head cleaning card. If this does not help, service is required.
CR01:3E:40:53	An unsolicited write Track 1 error. The limit set in the DIT is exceeded. If the fault occurs as a result of a Function command, the status handler (3E) is reported as a 3F regardless of the write fault limit. The write fault count is not incremented.	Yes/Yes (if due to a state only)	Return the card and display a screen indicating that the card may no longer be usable. If persistent, remove the terminal from service for Card Reader device investigation.	This is an indication of either a media or a device problem. If the problem persists, clean the read head in Supply mode with a head cleaning card. If this does not help, service is required.

Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3E:40:55	An unsolicited write Track 2 error. The limit set in the DIT is exceeded. If the fault occurs as a result of a Function command, the status handler (3E) is reported as a 3F regardless of the write fault limit. The write fault count is not incremented.	Yes/Yes (if due to a state only)	Return the card and display a screen indicating that the card may no longer be usable. If persistent, remove the terminal from service for Card Reader device investigation.	This is an indication of either a media or a device problem. If the problem persists, clean the read head in Supply mode with a head cleaning card. If this does not help, service is required.
CR01:3E:42:40	The read conditions cannot be satisfied or there is a card jam in the rear of the device. This corresponds to :3F:42:40 in the DAL and is sent unsolicited to the network after the read fault limit set in the DIT has been met or exceeded. If the fault occurs as a result of a Function command, the status handler (3E) is reported as a 3F regardless of the read fault limit. The read fault count is not incremented.	Yes/Yes (if due to a state only)	Return the card and exit the Consumer Request state. If persistent, remove the terminal from service for Card Reader device investigation.	If occasional, no action is required. If consistent, check for and clear the jam. If no jam is present, use a test card to verify the read operation. If there are still bad results, clean the head with a head cleaning card. If the problem persists, service is required.
CR01:3E:44:40	The Card Retain Bin is full. The card cannot be retained by the device. It may be possible to return the card. This status corresponds to :3D:44:40 in the DAL.	No/Yes	Take the terminal out of service if retain capability is required.	Clear jam.
CR01:3E:48:40	The card jammed in the device. The card cannot be returned to the consumer. It may be possible to retain the card. This status corresponds to :3D:48:40 in the DAL.	No/Yes	Attempt to clear the jam by retaining the card. If successful, display a screen to notify the consumer that the card was retained and continue normal operation. If unsuccessful, take the terminal out-of-service.	Clear jam.

Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3E:58:60	The card jammed in the rear of the device. The Read may not have been completed. The Retain may clear the device. Corresponds to :3D:58:60 in the DAL.	No/Yes	Attempt to clear the jam by retaining the card. If successful, display a screen to notify the consumer that the card was retained and continue normal operation. If unsuccessful, take the terminal out-of-service.	Clear jam.
CR01:3E:60:48	This status indicates that a card tease occurred and the card was not removed from the device for at least 60 seconds (front switch still made). It is not known whether the card is accessible to the consumer. This status corresponds to :3F:60:48 in the DAL and is sent unsolicited to the network after the read fault limit set in the DIT has been met or exceeded. If the fault occurs as a result of a Function command, the status handler (3E) is reported as a 3F regardless of the read fault limit. The read fault count is not incremented.	Yes/Yes (if due to a state only)	Take the terminal out -of-service.	Clear the object from the Card Reader.
CR01:3F:00:xx	MM device self-test failed. The value of xx is defined as follows: 5C - Sensor or analog circuit defect 61 - RAM 0 defect 63 - RAM 1 defect 66 - RAM 2 defect 67 - PROM 0 defect 6A - RAM battery defect 6B - DES defect	Yes/Yes	Remove the terminal from service.	A service investigation is required.

Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3F:00:31	MM invalid	Yes/Yes	N/A	Persistent MM invalid status could indicate a problem with the MM device.
CR01:3F:00:32	MM not decoded	Yes/Yes	N/A	Persistent MM not decoded status could indicate a problem with the MM device.
CR01:3F:00:33	No MM detected	Yes/Yes	N/A	Persistent MM not detected status could indicate a problem with the MM device.
CR01:3F:00:38	There is a serial port communication problem with the MM security device.	Yes/Yes	Remove the terminal from service.	A service investigation is required.
CR01:3F:00:40	Unexpected or unknown fault.	Yes/Yes	No action required.	No action required. If repetitive, a service action may be required.
CR01:3F:00:41	The MM device application is not responding.	Yes/Yes	Remove the terminal from service.	A service investigation is required.
CR01:3F:40:41	Card is retained. There are three ways to generate the fault, and in each case the status is reported differently. 1) The card is retained on power up. 2) The card is retained in a close state due to a retain flag set in a Function command. 3) The card is retained in a close state if the card is not taken on return.	No/Yes	N/A (a retain done through a Function command does not return this status)	Persistent unsolicited card retains indicate that there is a problem with the card transport. In this case, service is required.
CR01:3F:40:42	Write is not verified. There is a possible media error during a Function command only. If the fault occurs as a result of a state, the status handler (3F) is converted to a 3E after the write fault limit set in the DIT is met or exceeded.	No/Yes (if due to a function) No/No (if due to a state)	Return the card and display the screen indicating that the card may no longer be usable. If persistent, remove the terminal from service for Card Reader device investigation.	This is an indication of either a media or a device problem. If the problem persists, clean the read head in Supply mode with a head cleaning card. If this does not help, service is required.

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Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3F:40:53	A solicited write track 1 error. The write is not verified. If the fault occurs as a result of a state, the status handler (3F) is converted to a 3E after the write fault limit set in the DIT is met or exceeded.	No/Yes (if due to a function) No/No (if due to a state)	Return the card and display the screen indicating that the card may no longer be usable. If persistent, remove the terminal from service for Card Reader device investigation.	This is an indication of either a media or a device problem. If the problem persists, clean the read head in Supply mode with a head cleaning card. If this does not help, request service on the Card Reader.
CR01:3F:40:55	A solicited write track 2 error. The write is not verified. If the fault occurs as a result of a state, the status handler (3F) is converted to a 3E after the write fault limit set in the DIT is met or exceeded.	No/Yes (if due to a function) No/No (if due to a state)	Return the card and display the screen indicating that the card may no longer be usable. If persistent, remove the terminal from service for Card Reader device investigation.	This is an indication of either a media or a device problem. If the problem persists, clean the read head in Supply mode with a head cleaning card. If this does not help, request service on the Card Reader.
CR01:3F:40:60	The card could not be retained due to: 1) card taken, 2) card being held at the card reader, 3) card jammed in the card reader	Yes/No	Discontinue transaction. This is sent as a 23:00:00 timeout if using a standard function command or 3F:40:60 if using an enhanced function command.	Check for a jammed card.
CR01:3F:42:40	Read conditions cannot be satisfied, or there is a jam in the rear of the device. If the status occurs as a result of a state operation, the status handler (3F) is converted to 3E for printing on the Journal Printer and sending to the network, but only after the read fault limit set in the DIT has been met or exceeded.	Yes/Yes (if due to a function) Yes/No (if due to a state)	Return the card and exit the Consumer Request state. If persistent, remove the terminal from service for a Card Reader device investigation.	If occasional, no action is required. If consistent, check for and remove the jam. If no jam is found, use a test card to verify the read operation. If bad results occur, clean the head with a head cleaning card. If the problem persists, service is required.
CR01:3F:48:60	Card tease. A card was inserted into the device but was not released by the consumer. The card was withdrawn from the device within 60 seconds.	Yes/No	N/A	None

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Table 2-8   CR01-Card Reader Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
CR01:3F:60:48	This status indicates that a card tease occurred and the card was not removed from the device for at least 60 seconds (front switch still made). It is not known whether the card is accessible to the consumer. If the status occurs as a result of a state operation, it will go to the network as :3E:60:48 only after the read fault limit set in the DIT has been met or exceeded.	Yes/Yes (if due to a function) Yes/No (if due to a state)	If persistent, take the terminal out of service for Card Reader device investigation.	Clear the object from the reader.
CR01:3F:62:40	Card jam during Rear Balance mode read. Card cannot be retained.	Yes/No	N/A	Manually remove card and clear the jam.
CR01:3F:68:60	Card tease from the rear during the Rear Balance mode.	Yes/No	N/A	Check card orientation and try again.
[1]nn can be any number				

2.9   DI01 or D901 (1300-series Dispenser Status Messages)

This section describes the 1300-series (vacuum pick) dispenser fault status messages. The device type and number as it appears in the status message is DI01 or D901.

The multi-media (friction pick) dispenser and the provisor also use the DI01 or D901 device type and number. Refer to the appropriate section for your dispenser. For dispenser Unsolicited Status, the device type appears as DI instead of D9 and is in a single line format as described in Section 1.

Status from a dispenser operating in the 911 Native mode is printed on the journal printer in six fields. An example printout would appear in the following format:

```
001D901:00:00:00
        :2D:08:00
        :0F:21:00
        :00:07:00
        :00:00
```

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These fields are defined as follows (the field that is being described is bold):

- Field #1 (shown below in bold) is three bytes long and indicates the status of the withdrawal area before the dispense (if 00:00:00, no fault).

  ```
  001D901
  :00:00:00
          :2D:08:00
          :0F:21:00
          :00:07:00
          :00:00
  ```

- Field #2 (shown below in bold) is three bytes long and indicates the high-side dispenser status (if :21:00:00, no fault).

  ```
  001D901:00:00:00

  :2D:08:00
          :0F:21:00
          :00:07:00
          :00:00
  ```

- Field #3 (shown below in bold) is one byte long and indicates the number (in hex) of high-side bills dispensed. Refer to Table A-1 for a hex-to-decimal conversion chart.

  ```
  001D901:00:00:00
          :2D:08:00

  :0F:21:00
          :00:07:00
          :00:00
  ```

2-38

- Field #4 (shown below in bold) is three bytes long and indicates the low-side dispenser status (if :21:00:00, no fault).

```
001D901:00:00:00
       :2D:08:00
       :0F
:21:00

:00:07:00
       :00:00
```

- Field #5 (shown below in bold) is one byte long and indicates the number (in hex) of low-side bills dispensed. Refer to Table A-1 for a hex-to-decimal conversion chart.

```
001D901:00:00:00
       :2D:08:00
       :0F:21:00
       :00
:07:00
       :00:00
```

- Field #6 (shown below in bold) is three bytes long and indicates the status of the withdrawal area after the dispense (if :00:00:00, no fault).

```
001D901:00:00:00
       :2D:08:00
       :0F:21:00
       :00:07
:00
       :00:00
```

The dispenser status for the 1300-series dispenser may have a device type and device number of DI01 or D901. Refer to the status messages in Table 2-9 for the 1300-series Dispenser fault status messages.

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Table 2-9 DI01 or D901 - 1300-series Dispenser Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
DI01:22:00:00	Network error	No/Yes	Possible problems are that the network requested more than 50 bills or the network requested 0 bills	None
DI01:2D:0m:0n	The supply is low. Where **m** has the following bit value: 1 Denomination A 2 Denomination B 4 Denomination C 8 Denomination D Where **n** has the following bit value: 1 Denomination E 2 Denomination F 4 Denomination G 8 Denomination H The bit being set means supply is low. For example,:2D:04:00 indicates that denomination C is low on notes.	Yes/Yes	Schedule replenishment of the notes and continue dispensing.	Replace with a full cassette. Enter the Supply mode and perform the test dispense.

2-40

Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:30:yy:xx	A dispenser command reject. The command rejected is **yy** and the reason code is **xx**. This status is converted to status :3D:33:35 before being sent to the network. See DI01:3D:33:35 for further status processing. No notes are dispensed. The valid commands **yy** are: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - purge mechanism 42 - dispense The valid reason codes **xx** are: 30 - invalid command 31 - command received out of sequence 32 - buffer overflow 33 - device ID incorrect 40 - denomination error 41 - dispense data invalid	Yes/No	N/A	Check the cassette codes and replace with the correct cassettes. Verify that the network has requested valid denominations.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
:30:yy:xx	A dispenser command reject while in the diagnostics mode. The command rejected is **yy** and the reason code is **xx**. The valid commands **yy** are: 43 - test dispense 47 - operate motor 48 - operate diverter 49 - operate vacuum The valid reason codes **xx** are: 30 - invalid command 31 - command received out of sequence 41 - dispense data invalid.	No/No	None. Only occurs in the Supply mode or diagnostics as seen on the CRT display.	Make sure the cassettes are installed and properly seated.
DI01:38:00:00	ExpressBus communications problem.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:38:39:31	The dispenser returned garbled status. No retry is attempted.	No/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:39:00:00	Dispenser shutdown (broken). This fault is caused by a previous fault occurrence (probably a jam not being physically cleared at the ATM and not entering Supply mode and running a test dispense.)	No/Yes	Remove dispense from the transaction selection choices.	Clear the jam if there is one and run the test dispense. Service the dispenser if necessary.

Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:39:00:01 [1]	The drawer sensor is blocked prior to more than three consecutive dispenses. (This status is repeated in Section 3.12.)	No/Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into Supply mode to clear the fault will result in this status being repeated).	Go into Supply mode, clear the material from the Withdrawal Area, and exit the Supply mode.
DI01:39:00:03 [1]	The drawer sensor is not blocked after three consecutive dispenses. The status is first reported prior to the fourth dispense attempt. (This status is repeated in Section 3.12.)	No/Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into Supply mode to clear the fault will result in the status being repeated.)	Go into Supply mode, check the withdrawal area for a possible money catch device, and exit Supply mode.
DI01:39:00:05 [1]	The drawer sensor is blocked after a power fail or the sensor is clear after the previous dispense but blocked before the current dispense. (This status is repeated in Section 3.12.)	No/Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into Supply mode to clear the fault will result in this status being repeated.)	Go into the Supply mode, check the Withdrawal Area for cash or foreign material, and exit the Supply mode.
DI01:39:00:07 [1]	Drawer sensor is blocked leaving the Supply mode or fascia diagnostic routine. (This status is repeated in Section 3.12.)	No/Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into Supply mode to clear the fault will result in this status being repeated.)	Go into the Supply mode, check the Withdrawal Area for cash or foreign material, and exit the Supply mode.
DI01:39:36:33	Ram error. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3A:30:31	An unsolicited note from feed module 1. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:30:31.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:32	An unsolicited note from feed module 2. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:30:32.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:33	An unsolicited note from feed module 3. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:30:33.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:34	An unsolicited note from feed module 4. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:30:34.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:39	Stream feed from feed module 1. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:30:39.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:31:30	Steam feed from feed module 2. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:31:30.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3A:31:31	Stream feed from feed module 3. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:31:31.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:31:32	Stream feed from feed module 4. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3F:31:32.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:33:37	The diverter does not go to reject during a dispense operation. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3B:33:37.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:33:38	The diverter does not go to exit during a dispense operation. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3B:33:38.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:35:39	Timing wheel error. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3B:35:39.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3A:36:30	Counting sensor is blocked before a dispense. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:36:37	The diverter does not go to exit before a dispense operation. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status 3B:36:37.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:36:38	The diverter is in the wrong position prior to a dispense operation. The retry option is disabled or the purge before retry failed. No retry is attempted. This status was converted from dispenser status 3B:36:38.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:38:31	Dispense timeout is reported by the dispenser. No retry is attempted. This status was converted from dispenser status 3B:38:31.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:38:33	LVDT out of limits. Possible dispense operation completion is as follows: 1) The Retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3A:38:34	A purge error following a dispense. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3B:32:35	A jam failure from feed module 1 as reported by the dispenser. No retry is attempted. This status is converted to status :3E:32:35 before being sent to the network. See DI01:3E:32:35 for further status processing.	Yes/No	N/A	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in Supply mode.
DI01:3B:32:36	A jam failure from feed module 2 as reported by the dispenser. No retry is attempted. This status is converted to status :3E:32:36 before being sent to the network. See DI01:3E:32:36 for further status processing.	Yes/No	N/A	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in Supply mode.
DI01:3B:32:37	A jam failure from feed module 3 as reported by the dispenser. No retry is attempted. This status is converted to status :3E:32:37 before being sent to the network. See DI01:3E:32:37 for further status processing.	Yes/No	N/A	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in the Supply mode.
DI01:3B:32:38	A jam failure from feed module 4 as reported by the dispenser. No retry is attempted. This status is converted to status :3E:32:38 before being sent to the network. See DI01:3E:32:38 for further status processing.	Yes/No	N/A	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in the Supply mode.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:33:33	A jam between LVDT and exit as reported by the dispenser. No retry is attempted. This status is converted to status :3E:33:33 before being sent to the network. See DI01:3E:33:33 for further status processing.	Yes/No	N/A	Remove the bill jam, then clear the fault status at the ATM only by doing the dispense test in the Supply mode.
DI01:3B:33:37	The diverter does not go to reject during a dispense operation. Possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:33:37 before being sent to the network. See DI01:3A:33:37 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Service the dispenser. 2) Service the dispenser.
DI01:3B:33:38	The diverter does not go to exit during a dispense operation. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:33:38 before being sent to the network. See DI01:3A:33:38 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Service the dispenser 2) Service the dispenser

Table 2-9 DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:35:39	Timing wheel error. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:35:39 before being sent to the network. See DI01:3A:35:39 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Service the dispenser. 2) Service the dispenser.
DI01:3B:36:37	The diverter does not energize prior to the dispense operation. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:36:37 before being sent to the network. See DI01:3A:36:37 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Service the dispenser. 2) Service the dispenser.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:36:38	The diverter is in the wrong position prior to the dispense operation. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:36:38 before being sent to the network. See DI01:3A:36:38 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Service the dispenser 2) Service the dispenser.
DI01:3B:38:31	A dispense timeout as reported by the dispenser. No retry is attempted. This status is converted to status :3A:38:31 before being sent to the network. See DI01:3A:38:31 for further status processing.	Yes/No	N/A	Service the dispenser.
DI01:3C:36:31	The counting sensor is dirty. No retry is attempted. This status is not reported to the network and will only appear in the Device Activity Log. There is no affect on the dispense operation.	Yes/No	N/A	If consistent, service the dispenser.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3D:0m:0n	The supply is out. Where **m** has the following bit value: 1 - Denomination A 2 - Denomination B 4 - Denomination C 8 - Denomination D Where **n** has the following bit value: 1 - Denomination E 2 - Denomination F 4 - Denomination G 8 - Denomination H The bit set means the supply is out. For example,:3D:08:00 indicates that denomination D is out of notes.	Yes/Yes	Remove the denomination from the transaction selection.	Replace with a full cassette. Enter Supply mode and perform a test dispense.
DI01:3D:33:35	A command reject while the terminal is in-service due to a command reject sent from the dispenser. This could be the result of a network dispense request of a denomination that is not present. No retry is attempted. This status was converted from any of the dispense statuses :30:yy:xx. See DI01:30:yy:xx for further status processing.	Yes/Yes	Remove the denomination from the transaction selection choices (911). Ask the terminal for the hardware configuration message and try the dispense again (912).	Replace with the correct cassette or the cassette is missing.
DI01:3D:37:38	The divert cassette is full. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	Replace with an empty cassette.
DI01:3D:37:39	The divert cassette is absent. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	Insert the cassette.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3E:00:00	1) Network error 2) If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	1) No/Yes 2) Yes/Yes	1) Possible problems are that the network requested more than 50 bills or the network requested 0 bills. 2) N/A	1) None 2) N/A
DI01:3E:01:01	Door open before dispense. (This status is repeated in Section 3.12.)	No/Yes	The dispense was not performed. Send the function to exit the Consumer Request state. No dispense is possible until the condition is rectified.	Ensure that the door closes and locks properly.
DI01:3E:32:35	A jam failure from feed module 1. No retry is attempted. This status was converted from dispenser status 3B:32:35.	No/Yes	Remove dispense from the transaction selection choices.	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in the Supply mode.
DI01:3E:32:36	A jam failure from feed module 2. No retry is attempted. This status was converted from dispenser status 3B:32:36.	No/Yes	Remove dispense from the transaction selection choices.	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in the Supply mode.
DI01:3E:32:37	A jam failure from feed module 3. No retry is attempted. This status was converted from dispenser status 3B:32:37.	No/Yes	Remove dispense from the transaction selection choices.	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in the Supply mode.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3E:32:38	A jam failure from feed module 4. No retry is attempted. This status was converted from dispenser status 3B:32:38.	No/Yes	Remove dispense from the transaction selection choices.	Check for a fully seated cassette. Replace the cassette if necessary. Otherwise, check for a bill jam. Then clear the fault status at the ATM by doing a dispense test in the Supply mode.
DI01:3E:33:33	A jam between LVDT and exit. No retry is attempted. This status was converted from dispenser status :3B:33:33.	No/Yes	Remove dispense from the transaction selection choices.	Remove the bill jam. Then clear the fault status at the ATM only by doing a dispense test in the Supply mode.
DI01:3E:33:34	A jam between LVDT and reject. No retry is attempted. This status was converted from dispenser status :3F:33:34.	No/Yes	Remove dispense from the transaction selection choices.	Remove the bill jam. Then clear the fault status at the ATM only by doing a dispense test in the Supply mode.
DI01:3F:00:01	The drawer sensor is blocked prior to dispensing the first, second, or third consecutive time. (This status is repeated in Section 3.12.)	No/Yes	Money has been dispensed. The decision to deliver is left to the network's discretion.	Clear material from the withdrawal area.
DI01:3F:00:03	The drawer sensor is not blocked after the first, second, or third consecutive dispense operation. (This status is repeated in Section 3.12.)	No/Yes	Money has been dispensed. The decision to deliver is left to the network's discretion.	Check the withdrawal area for cash or foreign material.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:30:31	An unsolicited note from feed module 1. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:30:31 before being sent to the network. See DI01:3A:30:31 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.
DI01:3F:30:32	An unsolicited note from feed module 2. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:30:32 before being sent to the network. See DI01:3A:30:32 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.

**Table 2-9 DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:30:33	An unsolicited note from feed module 3. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:30:33 before being sent to the network. See DI01:3A:30:33 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.
DI01:3F:30:34	An unsolicited note from feed module 4. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:30:34 before being sent to the network. See DI01:3A:30:34 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:30:39	A stream feed from feed module 1. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:30:39 before being sent to the network. See DI01:3A:30:39 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.
DI01:3F:31:30	A stream feed from feed module 2. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:31:30 before being sent to the network. See DI01:3A:31:30 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:31:31	A stream feed from feed module 3. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:31:31 before being sent to the network. See DI01:3A:31:31 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.
DI01:3F:31:32	A stream feed from feed module 4. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. This status is converted to status :3A:31:32 before being sent to the network. See DI01:3A:31:32 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Replace the cassette. 2) Replace the cassette.
DI01:3F:31:37	A feed failure from feed module 1. The possible dispense operation completion is as follows: 1) The retry option is disabled. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:31:38	A feed failure from feed module 2. The possible dispense operation completion is as follows: 1) The retry option is disabled. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.
DI01:3F:31:39	A feed failure from feed module 3. The possible dispense operation completion is as follows: 1) The retry option is disabled. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.
DI01:3F:32:30	A feed failure from feed module 4. The possible dispense operation completion is as follows: 1) The retry option is disabled. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.
DI01:3F:33:34	A jam between LVDT and reject as reported by the dispenser. No retry is attempted. This status is converted to status :3E:33:34 before being sent to the network. See DI01:3E:33:34 for further status processing.	Yes/No	N/A	Remove the bill jam, then clear the fault status at the ATM only by doing a dispense test in the Supply mode.

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Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:33:36	An unidentified cassette code. No retry is attempted.	Yes/Yes	Remove the denomination from the transaction selection choices (911). Ask the terminal for a hardware configuration message and try the dispense again (912).	Replace with the correct cassette or the cassette is missing. Check the cassette codes.
DI01:3F:33:39	A double note is dispensed. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3F:34:30	A long or short note is dispensed. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3F:34:31	A miscount from feed module 1. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3F:34:32	A miscount from feed module 2. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3F:34:33	A miscount from feed module 3. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3F:34:34	A miscount from feed module 4. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3F:34:39	Too few notes are dispensed from feed module 1. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

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**Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:35:30	Too few notes are dispensed from feed module 2. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3F:35:31	Too few notes are dispensed from feed module 3. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3F:35:32	Too few notes are dispensed from feed module 4. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3F:35:38	Too many notes are dispensed. No retry is attempted.	Yes/ Yes	Remove denomination from the transaction selection choices.	If consistent, service the dispenser.

Table 2-9   DI01 or D901 - 1300-series Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:36:34	USART is corrupted. The possible dispense operation completion is as follows: 1) The retry option is disabled or the purge before the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	Yes/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3F:36:35	Cassettes are shuffled as detected by the ATM system firmware. The retry only is attempted for 911 emulation if enabled.	Yes/ Yes	Remove dispense from the transaction selection choices (911). Ask the terminal for a hardware configuration message and try the dispense again (912).	Look for unseated or swapped cassettes.

2.10 DI01 or D901 (Multi-media Dispenser Status Messages)

This section describes the multi-media (friction pick) dispenser fault status messages. The device type and number as it appears in the status message is DI01 or D901.

The 1300-series (vacuum pick) dispenser and the provisor currency module also uses the DI01 or D901 device type and number. Refer to the appropriate section for your dispenser. For dispenser Unsolicited Status, the device type appears as DI instead of D9 and is a single line format as described in Section 1.

Dispenser Status Format
Status from a dispenser operating in the Diebold 911 Native mode is printed on the Journal Printer in six fields. An example printout would appear in the following format:

```
001D901:00:00:00
```

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```
        :2D:08:00
        :0F:21:00
        :00:07:00
        :00:00
```

These fields are defined as follows (the field that is being described is bold):

- Field #1 (shown below in bold) is three bytes long and indicates the status of the Withdrawal Area before the dispense (if 00:00:00, no fault).

```
   001D901
   :00:00:00
        :2D:08:00
        :0F:21:00
        :00:07:00
        :00:00
```

- Field #2 (shown below in bold) is three bytes long and indicates the high-side dispenser status (if: 21:00:00, no fault).

```
   001D901:00:00:00

   :2D:08:00
        :0F:21:00
        :00:07:00
        :00:00
```

- Field #3 (shown below in bold) is one byte long and indicates the number (in hex) of high-side bills dispensed. Also, refer to Table A-1.

```
   001D901:00:00:00
        :2D:08:00

   :0F:21:00
        :00:07:00
        :00:00
```

- Field #4 (shown below in bold) is three bytes long and indicates the low-side dispenser status (if: 21:00:00, no fault).

```
001D901:00:00:00
        :2D:08:00
        :0F
   :21:00
        :00:07:00
        :00:00
```

- Field #5 (shown below in bold) is one byte long and indicates the number (in hex) of low-side bills dispensed. Also, refer to Table A-1.

```
001D901:00:00:00
        :2D:08:00
        :0F:21:00
        :00
   :07:00
        :00:00
```

- Field #6 (shown below in bold) is three bytes long and indicates the status of the withdrawal area after the dispense (if :00:00:00, no fault).

```
001D901:00:00:00
        :2D:08:00
        :0F:21:00
        :00:07:
   00

   :00:00
```

The dispenser status for the multi-media dispenser may have a device type and device number of DI01 or D901. Refer to the status messages in Table 2-10 for either device type and number.

Cassette Tamper Feature

The Cassette Tamper Feature allows the terminal to generate a status message when a multi-media dispenser cassette is removed or inserted. This includes all cash cassettes and the divert cassette. By default, a message is not sent to the network when this status is generated.

To enable this feature, select Cassette tamper enable in the Dispenser DIT, option 1. Refer to the *Diebold i-Series, ix-Series, and MDS Maintenance Manual* (TP-820401-001B).

The format of the status is DI01:61:xx:00 (this is an example status). xx is the second hex byte of the status and is defined as follows:

Bit 7	Not used	Always set to 0
Bit 6	Feed module 6	0 cassette present, 1 no cassette
Bit 5	Feed module 5	0 cassette present, 1 no cassette
Bit 4	Feed module 4	0 cassette present, 1 no cassette
Bit 3	Feed module 3	0 cassette present, 1 no cassette
Bit 2	Feed module 2	0 cassette present, 1 no cassette
Bit 1	Feed module 1	0 cassette present, 1 no cassette
Bit 0	Divert cassette	0 cassette present, 1 no cassette

Perform the following functions to generate a network status message when the cassette tamper fault occurs:

- Activate status reporting in Write Command III (refer to the *Diebold 91X Terminal Control Software (TCS) and 91X TCS CSP Terminal Programming Manual* [TP-799387-001K])

- Select unsolicited status message reporting in System Control 2 DIT, option 5 (refer to the *Diebold i-Series, ix-Series, and MDS Maintenance Manual* [TP-820401-001B])

Enabling this network status will affect other device related solicited and unsolicited status because of the global nature of these items.

The network status includes the following information:

- Device ID - DI01
- MDS status - 000DI01:61:xx:00
- The denomination IDs of each cassette position

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Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
DI01:22:00:00	Network error.	No/Yes	Possible problems are that the network requested more than 50 bills or the network requested 0 bills.	N/A
DI01:2D:0m:0n	Supply is low. Where **m** has the following bit value: 1 Denomination A 2 Denomination B 4 Denomination C 8 Denomination D Where **n** has the following bit value: 1 Denomination E 2 Denomination F 4 Denomination G 8 Denomination H The bit being set means the supply is low. For example, 2D:04:00 indicates that denomination C is low on notes.	Yes/Yes	Schedule the replenishment of the notes and continue dispensing.	Replace with a full cassette. Enter Supply mode and perform the test dispense.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:30:yy:xx	A dispenser command reject. The command rejected is **yy** and the reason code is **xx**. This status is converted to status :3D:33:35 before being sent to the network. See DI01:3D:33:35 for further status processing. No notes are dispensed. The valid commands **yy** are: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - purge mechanism 42 - dispense 4A - dump notes The valid reason codes **xx** are: 30 - invalid command 31 - command received out of sequence 32 - buffer overflow 33 - device ID incorrect 40 - denomination error 41 - dispense data invalid	Yes/No	N/A	Check the cassette codes and replace with the correct cassettes. Verify that the network has requested valid denominations.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:30:yy:xx	A dispense command reject while in the diagnostics mode. The command rejected is **yy** and the reason code is **xx**. The valid commands **yy** are: 43 - test dispense 47 - operate motor 48 - operate diverter 53 - adjust double detect 54 - last dispense data dump The valid reason codes **xx** are: 30 - invalid command 31 - command received out of sequence 41 - dispense data invalid	No/No	None. Only occurs in the Supply mode or diagnostics as seen on the CRT display.	Make sure the cassettes are installed and properly seated.
DI01:38:00:00	ExpressBus communications problem. Notes may or may not have been dispensed.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:38:39:31	The dispenser returned garbled status. No retry is attempted.	No/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:39:00:00	Dispenser shutdown (broken). This fault is caused by a previous fault occurrence (probably a jam not being physically cleared at the ATM and not entering Supply mode and running a test dispense.)	No/Yes	Remove dispense from the transaction selection choices.	Clear the jam if there is one and run the test dispense. Service the dispenser if necessary.

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Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:39:00:01 [1]	The drawer sensor is blocked prior to more than three consecutive dispenses. (This status is repeated in Section 3.12.)	No/Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into the Supply mode to clear the fault will result in this status being repeated.)	Go into the Supply mode, clear the material from the withdrawal area, and exit the Supply mode.
DI01:39:00:03 [1]	The drawer sensor is not blocked after three consecutive dispenses. The status is first reported prior to the fourth dispense attempt. (This status is repeated in Section 3.12.)	No/Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into the Supply mode to clear fault will result in this status being repeated.)	Go into the Supply mode, check the withdrawal area for a possible money catch device, and exit the Supply mode.
DI01:39:00:05 [1]	The drawer sensor is blocked after a power fail or the sensor is clear after previous but blocked before the current dispense. (This status is repeated in Section 3.12.)	No/ Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into the Supply mode to clear the fault will result in this status being repeated.)	Go into the Supply mode, check the withdrawal area for cash or foreign material, and exit the Supply mode.
DI01:39:00:07 [1]	The drawer sensor is blocked leaving the Supply mode or fascia diagnostic routine. (This status is repeated in Section 3.12.)	No/ Yes	Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into the Supply mode to clear the fault will result in this status being repeated.)	Go into the Supply mode, check the withdrawal area for cash or foreign material, and exit the Supply mode.
DI01:39:36:33	RAM error. No retry is attempted. This status was converted from dispenser status :3A:36:33.	No/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:31	An unsolicited note from feed module 1. The retry option is disabled or the dispense recovery preceding the retry failed. This status was converted from dispenser status :3B:30:31.	No/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3A:30:32	An unsolicited note from feed module 2. The retry option is disabled or the dispense recovery preceding the retry failed. This status was converted from dispenser status :3B:30:32.	No/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:33	An unsolicited note from feed module 3. The retry option is disabled or the dispense recovery preceding the retry failed. This status was converted from dispenser status :3B:30:33.	No/ Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:30:34	An unsolicited note from feed module 4. The retry option is disabled or the dispense recovery preceding the retry failed for the retry attempt. This status was converted from dispenser status :3B:30:34.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:33:37	The diverter does not go to reject during the dispense operation. The retry option is disabled or the dispense recovery preceding the retry failed. This status was converted from dispenser status :3B:33:37.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:35:39	A timing wheel error. The retry option is disabled or the dispense recovery preceding the retry failed. This status was converted from either of the following dispenser statuses :3B:35:39 or 3B:38:34.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3A:36:30	The counting sensor is blocked. This status was converted from dispenser status :3E:36:30. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove dispense from the transaction selection choices.	Check for debris near the exit sensor. If consistent, service the dispenser.
DI01:3A:36:33	A RAM error as reported by the dispenser. No retry is attempted. This status is converted to status :39:36:33 before being sent to the network.	Yes/No	N/A	Service the dispenser.
DI01:3A:36:37	The diverter does not energize prior to a dispense operation. The retry option is disabled or the purge before the retry failed. No retry is attempted. This status was converted from dispenser status :3B:36:37	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:3A:38:31	A dispense timeout as reported by the dispenser. No retry is attempted. This status was converted from dispenser status :3C:38:31.	No/Yes	Remove dispense from the transaction selection choices.	If consistent, service the dispenser.
DI01:3A:39:38	No dispense due to cash pocket obstruction.	Yes/Yes	N/A	Remove the obstruction.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:30:31	An unsolicited note from feed module 1 as reported by the dispenser. This status is converted before being sent to the network to either :3F:30:31 if the retry is attempted but resulted in the same fault, or :3A:30:31 if otherwise. See DI01:3F:30:31 or DI01:3A:30:31 for further status processing.	Yes/No	N/A	If consistent, service the dispenser.
DI01:3B:30:32	An unsolicited note from feed module 2 as reported by the dispenser. This status is converted before being sent to the network to either :3F:30:32 if the retry is attempted but resulted in the same fault, or:3A:30:32 if otherwise. See DI01:3F:30:32 or DI01:3A:30:32 for further status processing.	Yes/No	N/A	If consistent, service the dispenser.
DI01:3B:30:33	An unsolicited note from feed module 3 as reported by the dispenser. This status is converted before being sent to the network to either :3F:30:33 if the retry is attempted but resulted in the same fault, or :3A:30:33 if otherwise. See DI01:3F:30:33 or DI01:3A:30:33 for further status processing.	Yes/No	N/A	If consistent, service the dispenser.
DI01:3B:30:34	An unsolicited note from feed module 4 as reported by the dispenser. This status is converted before being sent to the network to either:3F:30:34 if the retry is attempted but resulted in the same fault, or:3A:30:34 if otherwise. See DI01:3F:30:34 or DI01:3A:30:34 for further status processing.	Yes/No	N/A	If consistent, service the dispenser.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:33:33	A jam between double detect and exit. The retry is attempted but resulted in the same fault. This status was converted from dispenser status :3E:33:33	No/Yes	Remove dispense from the transaction selection choices.	Clear the bill jam. If consistent, service the dispenser.
DI01:3B:33:37	The diverter does not go to reject during a dispense operation. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. This status is converted to status :3A:33:37 before being sent to the network. See DI01:3A:33:37 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/No 2) Yes/Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) If consistent, service the dispenser. 2) If consistent, service the dispenser.
DI01:3B:35:38	Too many notes are dispensed as reported by the dispenser. This status is converted to :3F:35:38 before being sent to the network. See DI01:3F:35:38 for further status processing.	Yes/No	N/A	If consistent, service the dispenser.

Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:35:39	A timing wheel or dispense purge error. If there is no corresponding DAL status, then this network status was converted from dispenser :3B:38:34 status. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. This status is converted to status :3A:35:39 before being sent to the network. See DI01:3A:35:39 for further status processing. 2) The retry is attempted but resulted in the same fault. c) The retry is attempted but resulted in the same fault. The fault is originally due to dispense purge error:3B:38:34.	1)Yes/ No 2)Yes/ Yes 3) No/ Yes	1) N/A 2) Remove dispense from the transaction selection choices. 3) Remove dispense from the transaction selection choices.	1) Service the dispenser. 2) Service the dispenser. 3) Service the dispenser.

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Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3B:36:37	The diverter does not energize prior to the dispense operation. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No recovery is attempted. This status is converted to status :3A:36:37 before being sent to the network. See DI01:3A:36:37 for further status processing. 2) The retry is attempted but resulted in the same fault.	1) Yes/ No 2) Yes/ Yes	1) N/A 2) Remove dispense from the transaction selection choices.	1) Service the dispenser. 2) Service the dispenser.
DI01:3B:37:32	A dump failure. No retry is attempted.	Yes/ Yes	Remove dispense from the transaction selection choices.	Clear the bill jam. If consistent, service the dispenser.
DI01:3B:38:31	A dispense timeout. The retry is attempted but resulted in the same fault. This status was converted from dispenser status :3C:38:31.	No/ Yes	Remove denomination from the transaction selection.	If consistent, service the dispenser.
DI01:3B:38:34	A purge error following a dispense as reported by the dispenser. This status is converted before being sent to the network to either :3B:35:39 if the retry is attempted but resulted in the same fault, or:3A:35:39 if otherwise. See DI01:3B:35:39 or DI01:3A:35:39 for further status processing.	Yes/ No	N/A	If consistent, service the dispenser.

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Table 2-10 DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3C:38:31	A dispense timeout as reported by the dispenser. This status is converted to either:3B:38:31 if the retry is attempted but resulted in the same fault or:3A:38:31 otherwise. See DI01:3A:38:31 or DI01:3B:38:31 for further status processing.	Yes/No	N/A	Check for poor quality money. If consistent, service the dispenser.
DI01:3D:0m:0n	The supply is out. Where **m** has the following bit value: 1 Denomination A 2 Denomination B 4 Denomination C 8 Denomination D Where **n** has the following bit value: 1 Denomination E 2 Denomination F 4 Denomination G 8 Denomination H The bit set means the supply is out. For example, :3D:08:00 indicates that denomination D is out of notes.	Yes/Yes	Remove the denomination from the transaction selection.	Replace with a full cassette. Enter the Supply mode and perform the test dispense.
DI01:3D:31:37	A feed failure from feed module 1 as reported by the dispenser.	Yes/No	N/A	Check for an empty cassette or replace the cassette.
DI01:3D:31:38	A feed failure from feed module 2 as reported by the dispenser.	Yes/No	N/A	Check for an empty cassette or replace the cassette.
DI01:3D:31:39	A feed failure from feed module 3 as reported by the dispenser.	Yes/No	N/A	Check for an empty cassette or replace the cassette.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3D:32:30	A feed failure from feed module 4 as reported by the dispenser.	Yes/No	N/A	Check for an empty cassette or replace the cassette.
DI01:3D:33:35	A command reject while the terminal is in-service due to a command reject sent from the dispenser. This could be the result of a network dispense request of a denomination that is not present. No retry is attempted. This status was converted from any of the dispense statuses :30:yy:xx. See DI01:30:yy:xx for further status processing.	Yes/Yes	Remove the denomination from the transaction selection choices (911). Ask the terminal for a hardware configuration message and try the dispense again (912).	Replace with the correct cassette or the cassette is missing. Check the cassette codes.
DI01:3D:33:36	An unidentified cassette code as reported by the dispenser. This status is converted to status :3F:33:36 before being sent to the network. See DI01:3F:33:36 for further status processing.	Yes/No	N/A	Replace with the correct cassette or the cassette is missing. Check the cassette codes.
DI01:3D:33:41	The feed module 1 notes are thicker than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:33:42	The feed module 2 notes are thicker than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.

Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3D:33:43	The feed module 3 notes are thicker than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:33:44	The feed module 4 notes are thicker than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:35:41	The feed module 1 notes are thinner than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:35:42	The feed module 2 notes are thinner than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:35:43	The feed module 3 notes are thinner than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.

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Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3D:35:44	The feed module 4 notes are thinner than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:36:35	The cassettes are shuffled as reported by the dispenser. This status is converted to status :3F:36:35 before being sent to the network. See DI01:3F:36:35 for further status processing.	Yes/No	N/A	Look for unseated or swapped cassettes, or look for cassette tampering.
DI01:3D:36:41	Feed module 1 notes are shorter than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:36:42	Feed module 2 notes are shorter than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:36:43	Feed module 3 notes are shorter than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.

Table 2-10 DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3D:36:44	Feed module 4 notes are shorter than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:37:26	The divert cassette is full.	Yes/Yes	Remove dispense from the transaction selection choices.	Replace with an empty cassette. The divert counters must be reset in the Supply mode.
DI01:3D:37:38	The divert cassette is full. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	Replace with an empty cassette. The divert counters must be reset in the Supply mode.
DI01:3D:37:39	The divert cassette is absent. A retry is attempted but resulted in the same fault.	Yes/Yes	Remove dispense from the transaction selection choices.	Insert the cassette.
DI01:3D:37:41	Feed module 1 notes are longer than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:37:42	Feed module 2 notes are longer than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3D:37:43	Feed module 3 notes are longer than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.

Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3D:37:44	Feed module 4 notes are longer than the key data as reported by the dispenser. This status is converted to status :3F:34:30 before being sent to the network. See DI01:3F:34:30 for further status processing.	Yes/No	N/A	Verify the cassette coding. If the status is consistent, service the dispenser.
DI01:3E:00:00	1) Network error 2) If this status is received during a op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	1) No/Yes 2) Yes/Yes	1) The possible problems are that the network requested more than 50 bills or the network requested 0 bills. Check the function for correctness. 2) N/A	1) None 2) N/A
DI01:3E:01:01	The door is open before the dispense. (This status is repeated in Section 3.12.)	No/Yes	The dispense was not performed. Send a function to exit the Consumer Request state. No dispense is possible until the condition is rectified.	Ensure that the door closes and locks properly.
DI01:3E:02:00	Attempted a dispense with the chest door open.	Yes/Yes	With this write command III security option set, a network dispense cannot be performed with the chest door open.	See network action.
DI01:3E:02:01	Attempted a dispense with one or more service cassettes installed.	Yes/Yes	With this write command III security option set, a network dispense cannot be performed with a service cassette installed.	See network action.
DI01:3E:02:02	A self-test was performed with a service cassette installed.	Yes/Yes	With this write III command security option set, a self-test cannot be performed with a service cassette installed.	See network action.

Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3E:02:03	A Dispense Test diagnostic ran without service cassettes installed on a non-presenter unit.	Yes/Yes	With this write command III security option set, the Dispense Test diagnostic will not dispense unless all cassettes are service cassettes.	See network action.
DI01:3E:03:03	A dispense was attempted after currency that had been presented was not removed. This status only appears if the no retracts feature was selected.	Yes/Yes	N/A	The currency must be removed before dispenses can be performed.
DI01:3E:32:35	A jam failure from feed module 1 as reported by the dispenser. This status is converted to status :3F:31:37 before being sent to the network. See DI01:3F:31:37 for further status processing.	Yes/No	N/A	Clear the bill jam. If necessary, service the dispenser.
DI01:3E:32:36	A jam failure from feed module 2 as reported by the dispenser. This status is converted to status :3F:31:38 before being sent to the network. See DI01:3F:31:38 for further status processing.	Yes/No	N/A	Clear the bill jam. If necessary, service the dispenser.
DI01:3E:32:37	A jam failure from feed module 3 as reported by the dispenser. This status is converted to status :3F:31:39 before being sent to the network. See DI01:3F:31:39 for further status processing.	Yes/No	N/A	Clear the bill jam. If necessary, service the dispenser.
DI01:3E:32:38	A jam failure from feed module 4 as reported by the dispenser. This status is converted to status :3F:32:30 before being sent to the network. See DI01:3F:32:30 for further status processing.	Yes/No	N/A	Clear the bill jam. If necessary, service the dispenser.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3E:33:33	A jam between double detect and exit. This status is converted to status :3B:33:33 before being sent to the network if the retry was attempted but resulted in the same fault or was sent unchanged. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. 2) The retry is attempted but resulted in the same fault. See DI01:3B:33:33 for further status processing.	1) Yes/Yes 2) Yes/No	1) Remove dispense from the transaction selection choices. 2) N/A	1) Clear the bill jam. If consistent, service the dispenser. 2) Clear the bill jam. If consistent, service the dispenser.
DI01:3E:33:34	A jam between double detect and reject. This status is converted to status :3F:33:34 before being sent to the network if the retry was attempted but resulted in the same fault or was sent unchanged. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. 2) The retry is attempted but resulted in the same fault. See DI01:3F:33:34 for further status processing.	1) Yes/Yes 2) Yes/No	1) Remove dispense from the transaction selection choices. 2) N/A	1) Clear the bill jam. If the status is consistent, service the dispenser. 2) Clear the bill jam. If the status is consistent, service the dispenser.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3E:36:30	The counting sensor is blocked as reported by the dispenser. This status is converted to status :3A:36:30 before being sent to the network. See DI01:3A:36:30 for further status processing.	Yes/No	N/A	Check for debris near the exit sensor. If the status is consistent, service the dispenser.
DI01:3E:38:41	A double detect fault from feed module 1 as reported by the dispenser. This status is converted to status :3F:31:37 before being sent to the network. See DI01:3F:31:37 for further status processing.	Yes/No	N/A	Clear the bill jam. If the status is consistent, service the dispenser.
DI01:3E:38:42	A double detect fault from feed module 2 as reported by the dispenser. This status is converted to status :3F:31:38 before being sent to the network. See DI01:3F:31:38 for further status processing.	Yes/No	N/A	Clear the bill jam. If the status is consistent, service the dispenser.
DI01:3E:38:43	A double detect fault from feed module 3 as reported by the dispenser. This status is converted to status :3F:31:39 before being sent to the network. See DI01:3F:31:39 for further status processing.	Yes/No	N/A	Clear the bill jam. If the status is consistent, service the dispenser.
DI01:3E:38:44	A double detect fault from feed module 4 as reported by the dispenser. This status is converted to status :3F:32:30 before being sent to the network. See DI01:3F:32:30 for further status processing.	Yes/No	N/A	Clear the bill jam. If the status is consistent, service the dispenser.
DI01:3F:00:01	The drawer sensor is blocked prior to dispensing the first, second, or third consecutive time (This status is repeated in Section 3.12.)	No/Yes	Money has been dispensed. The decision to deliver is left to the network's discretion.	Clear the material from the withdrawal area.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:00:03	The drawer sensor is not blocked after the first, second, or third consecutive dispense operation. (This status is repeated in Section 3.12.)	No/Yes	Money has been dispensed. The decision to deliver is left to the network's discretion.	Check the withdrawal area for cash or foreign material.
DI01:3F:30:31	An unsolicited note from feed module 1. The retry resulted in the same fault. This status was converted from dispenser status :3B:30:31.	No/Yes	Remove dispense from the transaction selection choices.	Replace the cassette.
DI01:3F:30:32	An unsolicited note from feed module 2. The retry resulted in the same fault. This status was converted from dispenser status :3B:30:32.	No/Yes	Remove dispense from the transaction selection choices.	Replace the cassette.
DI01:3F:30:33	An unsolicited note from feed module 3. The retry resulted in the same fault. This status was converted from dispenser status :3B:30:33.	No/Yes	Remove dispense from the transaction selection choices.	Replace the cassette.
DI01:3F:30:34	An unsolicited note from feed module 4. The retry resulted in the same fault. This status was converted from dispenser status :3B:30:34.	No/Yes	Remove dispense from the transaction selection choices.	Replace the cassette.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:31:37	A feed failure from feed module 1. This status could have been converted from any of the following dispenser statuses: :3E:32:35, or:3E:38:41. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.
DI01:3F:31:38	A feed failure from feed module 2. This status could have been converted from any of the following dispenser status: :3E:32:36, or:3E:38:42. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.

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Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:31:39	A feed failure from feed module 3. This status could have been converted from any of the following dispenser status :3E:32:37, or:3E:38:43. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.
DI01:3F:32:30	A feed failure from feed module 4. This status could have been converted from any of the following dispenser statuses :3E:32:38, or:3E:38:44. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove the denomination from the transaction selection choices.	Check for an empty cassette or replace the cassette.
DI01:3F:33:34	A jam between double detect and reject. The retry is attempted but resulted in the same fault. This status was converted from dispenser status :3E:33:34.	No/Yes	Remove dispense from the transaction selection choices.	Clear the bill jam. If the status is consistent, service the dispenser.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:33:36	An unidentified cassette code. The retry is attempted but resulted in the same fault. This status was converted from dispenser status :3D:33:36.	No/Yes	Remove the denomination from the transaction selection choices (911). Ask the terminal for a hardware configuration message and try the dispenser again (912).	Replace with the correct cassette or the cassette is missing. Check the cassette codes.
DI01:3F:34:30	The bill size does not match the cassette coding. This status could have been converted from any of the following dispenser statuses: 3D:33:41, :3D:33:32, :3D:33:43, :3D:33:44, :3D:35:41, :3D:35:42, :3D:35:43, :3D:35:44, :3D:36:41, :3D:36:42, :3D:36:43, :3D:36:44, :3D:37:41, :3D:37:42, :3D:37:43, or :3D:37:44 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove dispense from the transaction selection choices.	If the status is consistent, service the dispenser.

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**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:34:39	Too few notes are dispensed from feed module 1. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault. 3) If the transport bill count is lower than the feed module bill count, this status will be set but the feed module bill count is used to determine if the number of bills dispensed matches the number of bills requested.	Yes/Yes	Remove the denomination from the transaction selection choices.	Service the dispenser.
DI01:3F:35:30	Too few notes are dispensed from feed module 2. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault. 3) If the transport bill count is lower than the feed module bill count, this status will be set but the feed module bill count is used to determine if the number of bills dispensed matches the number of bills requested.	Yes/Yes	Remove the denomination from the transaction selection choices.	Service the dispenser.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:35:31	Too few notes are dispensed from feed module 3. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault. 3) If the transport bill count is lower than the feed module bill count, this status will be set but the feed module bill count is used to determine if the number of bills dispensed matches the number of bills requested.	Yes/Yes	Remove the denomination from the transaction selection choices.	Service the dispenser.
DI01:3F:35:32	Too few notes are dispensed from feed module 4. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault. 3) If the transport bill count is lower than the feed module bill count, this status will be set but the feed module bill count is used to determine if the number of bills dispensed matches the number of bills requested.	Yes/Yes	Remove the denomination from the transaction selection choices.	Service the dispenser.

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Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:35:38	Too many notes are dispensed. This status was converted from dispenser status :3B:35:38. The possible dispense operation completion is as follows: 1) The retry option is disabled or the dispense recovery preceding the retry failed. No retry is attempted. 2) The retry is attempted but resulted in the same fault.	No/Yes	Remove the denomination from the transaction selection choices.	If this status is consistent, service the dispenser.
DI01:3F:36:31	The counting sensor is dirty. No retry is attempted. This status is not reported to the network. This status will only appear in the Device Activity Log. It will not affect dispense operation.	Yes/No	N/A	If this status is consistent, service the dispenser.
DI01:3F:36:35	The cassettes are shuffled. This status was converted from dispenser status :3D:36:35. A retry is only attempted for 911 emulation if it is enabled.	No/Yes	Remove dispense from the transaction selection choices (911). Ask the terminal for a hardware configuration message and try the dispense again (912).	Look for unseated or swapped cassettes.
DI01:3F:39:34	Unable to dispense on feed module 1. Dispense completed on another feed module. No retry is attempted.	No/No (911) Yes/Yes (912)	None	Check for an empty cassette or replace the cassette.
DI01:3F:39:35	Unable to dispense on feed module 2. Dispense completed on another feed module. No retry is attempted.	No/No (911) Yes/Yes (912)	None	Check for an empty cassette or replace the cassette.

**Table 2-10   DI01 or D901 - Multi-media Dispenser Status Message
Descriptions (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:39:36	Unable to dispense on feed module 3. Dispense completed on another feed module. No retry is attempted.	No/No (911) Yes/Yes (912)	None	Check for an empty cassette or replace the cassette.
DI01:3F:39:37	Unable to dispense on feed module 4. Dispense completed on another feed module. No retry is attempted.	No/No (911) Yes/Yes (912)	None	Check for an empty cassette or replace the cassette.
[1]indicates a trap condition				

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2.11 DI01 or D901 (Bulk Cash Recycler Dispenser Status Messages) (TCS Plus 1.2 or higher)

Refer to the status messages in Table 2-11 for the Bulk Cash Recycler dispenser (TCS Plus 1.2 or higher) fault status messages. The **How to create fault column** describes how to create faults during normal dispenser operation such as a function command from the host and how to create faults during a dispenser self test.

Table 2-11   DI01 - BCR Dispenser Device Status Message Descriptions

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DI01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes / Yes	N/A	N/A
DI01:2D:0m:0n	Supply is low. Where m has the following bit value: 1 Denomination A 2 Denomination B 4 Denomination C 8 Denomination D Where n has the following bit value: 1 Denomination E 2 Denomination F 4 Denomination G 8 Denomination H The bit set means the supply is low.	Yes / Yes	None	Add bills

Table 2-11   DI01 - BCR Dispenser Device Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DI01:30:yy:xx	A dispenser command reject. The command rejected is yy and the reason code is xx. This status is converted to status :3D:33:35 before being sent to the network. See DI01:3D:33:35 for further status processing. The valid commands yy are: 30 - reset device 42 - dispense by denomination The valid reason codes xx are: 30 - invalid command 31 - command received out of sequence 40 - denomination error 42 - invalid data	Yes / No	N/A	Check the denomination settings
DI01:38:00:00	ExpressBus communications problem. Notes may or may not have been dispensed.	Yes / Yes	Remove dispense from the transaction selection choices.	Service the dispenser.
DI01:39:00:00	Dispenser shutdown (broken). This fault is caused by a previous fault occurrence not being corrected.	Yes / Yes	Remove dispense from the transaction selection choices.	Clear the jam if there is one and run the test dispense. Service the dispenser if necessary.

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**Table 2-11   DI01 - BCR Dispenser Device Status Message Descriptions
(continued)**

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DI01:39:00:01	Bills detected before dispense three consecutive times	No / Yes	Remove dispense from the transaction selection	
DI01:3A:35:39	Hardware error	Yes / Yes	Remove dispense from the transaction selection	Service the dispenser.
DI01:3D:33:35	A command reject while the terminal is in-service due to a command reject from the dispenser. This could be the result of a network dispense request of a denomination that is not present. This status was converted from any of the dispenser statuses :30:yy:xx. See DI01:30:yy:xx for further status processing.	Yes /Yes	Ask the terminal for a hardware configuration and try the dispense again.	Replace with the correct cassette or the cassette is missing, Check the cassette codes.
DI01:3D:37:26	The divert cassette is high	Yes / Yes	Remove dispense from the transaction selection.	Replace with an empty cassette. The divert counts must be reset in Supply mode.
DI01:3D:37:38	The divert cassette is full	Yes / Yes	Remove dispense from the transaction selection.	Replace with an empty cassette. The divert counts must be reset in Supply mode.
DI01:3E:00:00	1) Network error 2) If this status is received during a op- commanded self test, the device was specifically requested to do a self test but was not enabled or present.	1) No / Yes 2) Yes / Yes	1) The possible problems are that the network requested more than 50 bills or the network requested 0 bills. Check the function for correctness. 2) N/A	1) None 2) N/A

Table 2-11   DI01 - BCR Dispenser Device Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DI01:3E:01:01	The shutter is open before the dispense or the consumers cash is in the escrow position.	Yes / Yes	The dispense was not performed. Remove dispense from the list of transaction choices. No dispense is possible until this condition is corrected.	Perform a dump from maintenance Supply mode.
DI01:3E:02:00	Attempted a dispense with the chest door open.	Yes / Yes	With the write command III security option set, a network dispense cannot be performed with the chest door open.	See network action.
DI01:3E:03:03	A dispense was attempted after currency that had been presented was not removed. This status only appears if the no retracts feature was selected.	Yes / Yes	N/A	The currency must be removed before dispenses can be performed.
DI01:3F:31:37	A feed failure from feed module 1.	No \ Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 1 empty. If not empty service the dispenser.
DI01:3F:31:38	A feed failure from feed module 2.	No \ Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 2 empty. If not empty service the dispenser.
DI01:3F:31:39	A feed failure from feed module 3.	No \ Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 3 empty. If not empty service the dispenser.
DI01:3F:33:36	An unidentified cassette code.	No / Yes	Ask the terminal for a hardware configuration and try the dispense again.	Replace with the correct cassette or the cassette is missing, Check the cassette codes.
DI01:3F:35:38	Too many notes are dispensed	Yes / Yes	Remove denomination form the transaction selection choices	If consistent, service the dispenser.

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Table 2-11   DI01 - BCR Dispenser Device Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DI01:3F:36:35	Cassettes are shuffled as detected by the ATM system software.	Yes / Yes	Ask the terminal for a hardware configuration and try the dispense again.	Look for unseated or swapped cassettes.
DI01:3D:37:39	The divert cassette is absent	Yes / Yes	Remove dispense from the transaction selection.	Insert the cassette.
DI01:3E:00:00	1) Network error 2) If this status is received during a op- commanded self test, the device was specifically requested to do a self test but was not enabled or present.	1) No / Yes 2) Yes / Yes	1) The possible problems are that the network requested more than 50 bills or the network requested 0 bills. Check the function for correctness. 2) N/A	1) None 2) N/A
DI01:3E:01:01	The shutter is open before the dispense or the consumers cash is in the escrow position.	Yes / Yes	The dispense was not performed. Remove dispense from the list of transaction choices. No dispense is possible until this condition is corrected.	Perform a dump from maintenance Supply mode.
DI01:3E:02:00	Attempted a dispense with the chest door open.	Yes / Yes	With the write command III security option set, a network dispense cannot be performed with the chest door open.	See network action.
DI01:3E:03:03	A dispense was attempted after currency that had been presented was not removed. This status only appears if the no retracts feature was selected.	Yes / Yes	N/A	The currency must be removed before dispenses can be performed.
DI01:3F:31:37	A feed failure from feed module 1.	No \ Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 1 empty. If not empty service the dispenser.

Table 2-11   DI01 - BCR Dispenser Device Status Message Descriptions
(continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DI01:3F:31:38	A feed failure from feed module 2.	No \ Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 2 empty. If not empty service the dispenser.
DI01:3F:31:39	A feed failure from feed module 3.	No \ Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 3 empty. If not empty service the dispenser.
DI01:3F:33:36	An unidentified cassette code.	No / Yes	Ask the terminal for a hardware configuration and try the dispense again.	Replace with the correct cassette or the cassette is missing, Check the cassette codes.
DI01:3F:35:38	Too many notes are dispensed	Yes / Yes	Remove denomination form the transaction selection choices	If consistent, service the dispenser.
DI01:3F:36:35	Cassettes are shuffled as detected by the ATM system software.	Yes / Yes	Ask the terminal for a hardware configuration and try the dispense again.	Look for unseated or swapped cassettes.

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2.12 DI01 or D901 (Provisor Currency Module Status Messages)

This section describes the PCM fault status messages. The device type and number as it appears in the status message is DI01 or D901.

The multi-media and 1300-series dispensers also use the DI01 or D901 device type and number. Refer to the appropriate section for your dispenser. For dispenser Unsolicited Status, the device type appears as DI instead of D9 and is in a single line format as described in Section 1.

Status from a dispenser operating in the 911 Native mode is printed on the journal printer in six fields. An example printout would appear in the following format:

```
001D901:00:00:00
       :2D:08:00
       :0F:21:00
       :00:07:00
       :00:00
```

These fields are defined as follows (the field that is being described is bold):

- Field #1 (shown below in bold) is three bytes long and indicates the status of the withdrawal area before the dispense (if 00:00:00, no fault).

```
001D901
:00:00:00
       :2D:08:00
       :0F:21:00
       :00:07:00
       :00:00
```

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- Field #2 (shown below in bold) is three bytes long and indicates the high-side dispenser status (if :21:00:00, no fault).

```
001D901:00:00:00

:2D:08:00
        :0F:21:00
        :00:07:00
        :00:00
```

- Field #3 (shown below in bold) is one byte long and indicates the number (in hex) of high-side bills dispensed. Refer to Table A-1 for a hex-to-decimal conversion chart.

```
001D901:00:00:00
        :2D:08:00

:0F:21:00
        :00:07:00
        :00:00
```

- Field #4 (shown below in bold) is three bytes long and indicates the low-side dispenser status (if :21:00:00, no fault).

```
001D901:00:00:00
        :2D:08:00
        :0F
:21:00

:00:07:00
        :00:00
```

- Field #5 (shown below in bold) is one byte long and indicates the number (in hex) of low-side bills dispensed. Refer to Table A-1 for a hex-to-decimal conversion chart.

```
001D901:00:00:00
        :2D:08:00
        :0F:21:00
        :00
   :07:00
        :00:00
```

- Field #6 (shown below in bold) is three bytes long and indicates the status of the withdrawal area after the dispense (if :00:00:00, no fault).

```
001D901:00:00:00
        :2D:08:00
        :0F:21:00
        :00:07
   :00
        :00:00
```

Refer to the status messages in Table 2-12 for the PCM fault status messages. The **How to create fault column** describes how to create faults during normal dispenser operation such as a function command from the host and how to create faults during a dispenser self test.

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:00:00:00 This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A	Do a network commanded self test on the dispenser with no error condition / Do a network commanded self test on the dispenser with no error condition.
DI01:2D:0m:0n The supply is low. Where **m** has the following bit value: 1 Denomination A 2 Denomination B 4 Denomination C 8 Denomination D Where **n** has the following bit value: 1 Denomination E 2 Denomination F 4 Denomination G 8 Denomination H The bit being set means supply is low.	Yes/Yes	None	Add bills	Enter Express Supply mode. Unload the dispenser. Add two bills. Exit Express Supply mode. With the terminal in service, do a dispense transaction for one bill / Enter Express Supply mode. Dump the dispenser. Add one bill. Exit Express Supply mode. Do a self test.

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:30:yy:xx A dispenser command reject. The command rejected is **yy** and the reason code is **xx**. The valid commands **yy** are: 30-reset device 31-idle device 34-return configuration 37-return device CRCs 41-purge mechanism 42-dispense by denomination 46-enter diagnostics mode 55-dispense by feed module 56-set acceptor configuration 57-set dispenser configuration 58-enable data logging 5A - request data log 5B-initiate power up sequence 62-enable accept mode 64-start accepting notes for storage The valid reason codes xx are: 30-invalid command 31-command received out of sequence 32-buffer overflow 33-device ID incorrect 40 - denomination error 41 - note storage module ID error 42 - invalid data A dispenser command reject while in diagnostics mode. The command rejected is yy and the reason code is xx. The valid commands yy are: 43-test dispense 44-test recycle 47-operate motor 48-operate solenoid 52-moitor sensors 53-calibrate sensors 54-data dump The valid reason codes xx are: 30-invalid command 31-command received out of sequnece	Yes/No	N/A	Check for denomination settings.	Cannot create / Cannot create

Table 2-12 DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:38:00:00 ExpressBus communications problem. Notes may or may not have been dispensed.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.	Power terminal down. Unplug ExpressBus conntector from dispenser. Power terminal back up. With the terminal in service, do a dispense transaction. / Power terminal down. Unplug ExpressBus connector from dispenser. Power terminal back up. Wait for the terminal to go in service. Do a self test.
DI01:38:39:31 The dispenser returned garbled status. No retry is attempted.	Yes/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.	Cannot create / Cannot create
DI01:39:00:00 Dispenser shutdown (broken). This fault is caused by a previous fault occurrence not being corrected.	Yes/Yes	Remove dispense from the transaction selection choices.	Clear the jam if there is one and run the test dispense. Service the dispenser if necessary.	Create a DI01:3A:49:30 error first. With terminal in service, do a dispense transaction. / Cannot create
DI01:39:00:09 Dispenser shutdown (broken). The bill count held in memory by the dispenser device is nore than one bill different than the count determined during the dispenser power up sequence or the terminal processor remaining count is different from the device remaining count	Yes/Yes	Remove dispense from the transaction selection choices.	If an accurate count is required, unload the dispenser and reload. If an accurate count is not required, run a dispenser self-test to clear the fault.	With the terminal powered off, rotate the spool by hand and remove two bills. Power the terminal up. The error will be reported during power up. / Cannot create

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:39:00:11 Dispenser shutdown (broken). Dispenser configuration error. Possible bill value and/or denomination mismatch between TCS and the dispenser.	Yes/Yes	Remove dispense from the transaction selection choices.	Check that the bill value and denomination reported by the dispenser matches the bill value and denomination displayed in the DENOM VALUE menu. Dump the dispenser and reload if the values don't match.	You need an additional dispenser configured for a denomination different than the denomination set at the terminal. Power the terminal down. Change dispensers. Power the terminal up. The error will be reported during the power up. / Cannot create
DI01:39:36:33 Non-volitile memory failure. No retry is attempted. This status was converted from dispenser status :3A:36:33.	No/Yes	Remove dispense from the transaction selection choices.	Service the dispenser.	See DI01:3A:36:33 / Cannot create
DI01:3A:35:39 Transport motor malfunction. This status could have been converted from any of the following statuses: 3A:47:30, 3A:48:30, 3A:49:30.	No/Yes	Remove dispense from the transaction selection devices.	Service the dispenser.	See DI01:3A:47:30, DI01:3A:48:30, or DI01:3A:49:30 / Cannot create
DI01:3A:36:30 Spool (count) or exit sensor blocked or malfunctioning. This status could have been converted from dispenser status 3A:4E:41, 3A:4E:39.	No/Yes	Remove dispense from the transaction selection choices.	Check that the spool and exit sensors are clear. If consistent, service the dispenser.	See DI01:3A:4E:39 or 3A:4E:41/ Cannot create
DI01:3A:36:33 Non-volatile memory failure. This status is converted to status 39:36:33 before being sent to the network.	Yes/No	Remove dispense from the transaction selection choices.	Service the dispenser.	This test requires a specially modified dispenser test CCA. With the terminal in service, do a dispense transaction for 5 notes. After the first bill is dispensd, flip switch to the "3A 36 33 lift" position. / Cannot create

Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3A:41:31 Feed module 1 spool motor not functioning, dispense direction. This status is converted to status 3F:31:37 before being sent to the network.	Yes/No	N/A	Service the dispenser.	Unplug the SPOOL MOTOR cable at J3. With the terminal in service, do a dispense transaction of one note. Within approximately eight seconds of stalling the spool, the error will be reported. / Unplug the SPOOL MOTOR cable at J3. Do a self test. After approximately 90 seconds the error will be reported.
DI01:3A:42:31 Feed module 1 spool motor not functioning, accept direction. This status is converted to status 3F:31:37 before being sent to the network	Yes/No	N/A	Service the dispenser.	Unplug the SPOOL MOTOR cable at J3. Power fail the terminal. After approximately 90 seconds the error will be reported. / Cannot create
DI01:3A:43:31 Feed module 1 spool motor power loss. This status is converted to status 3F:31:37 before being sent to the network.	Yes/No	N/A	Service the dispenser.	This test requires a specially modified dispenser test CCA. Flip switch to the "3A 43 31 short" position. With the terminal in service, do a dispense transaction. / This test requires a specially modified dispenser test CCA. Flip switch to the "3A 43 31 short" position. Do a self test.
DI01:3A:44:31 Feed module 1 lock solenoid power loss. The status is converted to status 3F:31:37 before being sent to the network.	Yes/No	N/A	Service the dispenser.	This test requires a specially modified dispenser test CCA. Flip switch to the "3A 43 31 short" position. With the terminal in service, do a bill load operation. / This test requires a specially modified dispenser test CCA. Flip switch to the "3A 44 31 short" position. Do a self test.

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3A:45:31 Feed module 1 lock solenoid stuck unlocked. This status is converted to status 3F:31:37 before being sent to the network.	Yes/No	N/A	Service the dispenser	This test requires a specially modified dispenser with the frame cutout to access the lock solenoid. Keep the spool lock solenoid in the unlocked position by holding its tab there with a screwdriver tip to prevent it from sliding back to the locked position. Do a dispense transaction while holding the solenoid in the unlocked position. / This test requires a specially modified dispenser with the frame cutout to access the lock solenoid. Keep the spool lock solenoid in the unlocked position by holding its tab there with a screwdriver tip to prevent it from sliding back to the locked position. Do a self test while holding the solenoid in the unlocked position.
DI01:3A:46:31 Feed module 1 lock solenoid stuck locked. This status is converted to status 3F:31:37 before being sent to the network.	Yes/No	N/A	Service the dispenser.	Unplug the LOCK SOL connector at J1. With the terminal in service, do a dispense transaction . / Unplug the LOCK SOL connector at J1. Do a self test.
DI01:3A:47:30 Transport motor not functioning, dispense direction. This status is converted to status 3A:35:39 before being sent to the network.	Yes/No	N/A	Service the dispenser.	Unlatch the dispense transport but do not lift to the upright position. Block the dispense exit slot. With the terminal in service, do a dispense transaction for one note. / Cannot create.
DI01:3A:48:30 Transport motor not functioning, accept direction. This status is converted to status 3A:35:39 before being sent to the network.	Yes/No	N/A	Service the dispenser.	Cannot create / Cannot create

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Table 2-12 DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3A:49:30 Transport motor power loss. This status is converted to status 3A:35:39 before being sent to the network.	Yes/No	N/A	Service the dispenser.	This test requires a specially modified dispenser test CCA. Flip switch to the "3A 49 30 short" position. With the terminal in service, do a dispense transaction. / This test requires a specially modified dispenser test CCA. Flip switch to the "3A 49 30 short" position. With the terminal in service, do a dispense transaction.
DI01:3A:4E:31 Web sensor blocked or malfunctioning. This status is converted to status 3F:31:37 before being sent to the network.	Yes/No	N/A	Service the dispenser.	Unplug the WEB SENSOR cable at J4. With the terminal in service, do a dispense transaction. / Unplug the WEB SENSOR cable at J4. Do a self test.
DI01:3A:4E:39 Exit sensor blocked or malfunctioning. This status is converted to status 3A:36:30 before being sent to the network	Yes/No	N/A	Check for debris near the exit sensor. If consistent, service the dispenser.	Unplug the EXIT WP sensor at J8. With the terminal in service, do a dispense transaction. / Unplug the EXIT WP sensor at J8. Do a self test.
DI01:3A:4E:41 Feed module 1 spool sensor blocked or malfunctioning. This status is converted to status 3A:36:30 before being sent to the network.	Yes/No	N/A	Service the dispenser.	Unplug the SPOOL WP sensor at J5. With the terminal in service, do a dispense transaction. / Unplug the SPOOL WP sensor at J5. Do a self test.

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3A:51:41 Acceptor / validator disabled	Yes/No	None	Service the dispenser.	Unlatch the dispense transport but do not lift to its full upright position. With the terminal in service, begin a bill load operation. Insert one note. Insert a second note. As the second note is inserted into the bill acceptor, quickly place a note into the dispenser exit slot so that the note is blocking the exit sensor. Hold the note at the dispenser exit until the 3F 52 30 (accept failed) error is reported. Within 5 seconds of that error, the 3A 51 41 error is reported./ Cannot create
DI01:3A:51:42 Acceptor / validator communciations failure	Yes/No	None	Service the dispenser.	The test requires a specially modified dispenser test CCA. Flip switch to the "3A 51 42 lift" position. The error will be reported within 10 seconds. / Cannot create
DI01:3A:51:43 Acceptor / validator power loss.	Yes/No	None	Service the dispenser.	This test requires a specially modified dispenser test CCA. Flip switch to the "3A 51 43 short" position. With the terminal in service, do a bill load operation. The error will be reported within 5 seconds. / This test requires a specially modified dispenser test CCA. Flip switch to the "3A 51 43 short" position. Do a self test

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3C:4D:30 Motor driver temperature exceeded. This status is converted to status 3F:31:37 before being sent to the network.	Yes/No	None	Try again later. If consistent, service the dispenser.	This test requires a specially modified dispenser test CCA. Flip switch to the "3C 4D 30" position. With the terminal inservice, do a dispense transaction. / This test requires a specially modified dispenser test CCA. Flip switch to the "3C 4D 30" position. Do a self test.
DI01:3D:0m:0n The supply is out. Where **m** has the following bit value: 1 - Denomination A 2 - Denomination B 4 - Denomination C 8 - Denomination D Where **n** has the following bit value: 1 - Denomination E 2 - Denomination F 4 - Denomination G 8 - Denomination H The bit set means the supply is out.	Yes/Yes	None	Add bills.	This error is only reported if the terminal is 911 message format. Enter express supply mode and unload the dispenser. Load two notes. Exit express supply mode. With the terminal in service, do a dispense transaction for one note. The termainl will report a low status. Now do a dispense transaction for two notes. / Cannot create
DI01:3D:31:37 Feed module 1 feed fail.	Yes/No	N/A	Service the dispenser.	Enter express supply mode and unload the dispenser. Add one bill. Exit express supply mode. Do a dispense transaction for two bills. / Enter express supply mode and unload the dispenser. Exit express supply mode. Do a self test.

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Table 2-12 DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3D:33:35 A command reject while the terminal is in-service due to a command reject sent from the dispenser. This could be the result of a network dispense request of a denomination that is not present. No retry is attempted. This status was converted from any of the dispense statuses :30:yy:xx. See DI01:30:yy:xx for further status processing.	Yes/Yes	Remove the dispenser from the transaction selection choices.	Check the denomination selection in supply mode.	Cannot create / Cannot create
DI01:3E:32:35 Feed module 1 jam failure - gate. This status was converted from dispenser status 3E:4F:31	No/Yes	Remove dispenser from the transaction selection choices.	Clear the bill jam. If consistent, service the dispenser.	Cannot create / Cannot create
DI01:3E:33:33 Jam failure - dispense transport. This status was converted from dispenser status 3E:4F:43.	No/Yes	Remove dispenser from the transaction selection choices.	Clear the bill jam. If consistent, service the dispenser.	See DI01:3E:4F:43 / Cannot create
DI01:3E:4F:31 Feed module 1 jam failure - gate. This status is converted to status 3E:32:35 before being sent to the network.	Yes/No	N/A	Clear the bill jam. If consistent, service the dispenser.	Unplug the SPOOL MOTOR cable at J3. With the terminal in service, do a bill load operation. Hold the nut driver firmly, preventing the spool from turning in the accept direction. The motor will stall and stop within 10 seconds. / Cannot create
DI01:3E:4F:41 Jam failure - acceptor / validator	Yes/No	None	Clear the bill jam. If consistent, service the dispenser.	Do a bill load operation with play money. Block the acceptor slot so that the play money cannot be returned. / Cannot create

Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3E:4F:42 Jam failure - accept transport	Yes/No	None	Clear the bill jam. If consistent, service the dispenser.	Open the accept transport access area. With the terminal in service, do a dispense operation. / Cannot create.
DI01:3E:4F:43 Jam failure - dispense transport. This status is converted to status 3E:33:33 before being sent to the network.	Yes/No	N/A	Clear the bill jam. If consistent, service the dispenser.	Open the dispense transport access area. With the terminal in service, do a dispense operation. The motor will stall within 5 seconds and the error will be reported. / Cannot create
DI01:3F:31:37 A feed failure from feed module 1. This status could have been converted from any of the following dispenser statuses: 3A:41:31, 3A:42:31, 3A:43:31, 3A:44:31, 3A:45:31, 3A:46:31, 3A:4E:31, 3C:4D:30, 3D:31:37.	No/Yes	Remove the denomination from the transaction selection choices.	Check for dispenser feed module 1 empty. If not empty, service the dispenser.	See DI01:3D:31:37 / Cannot create.
DI01:3F:52:30 Accept note failed - note rejected by validator. Reject before validation.	Yes/No	None	If consistent, service the dispenser.	Do a bill load operation. After inserting the first bill, insert a second bill before the green light goes on. Both bills will be rejected and the error should be logged. / Cannot create
DI01:3F:52:37 Accept note failed - note rejected by validator. Bill failed optical test.	Yes/No	None	If consistent, service the dispenser.	Do a bill load operation with play money. / Cannot create
DI01:3F:52:38 Accept note failed-note rejected by validator. Bill denomination disabled.	Yes/No	None	If consistent, service the dispenser.	Do a bill load operation using a denomination different than the denomination the terminal is configured for. / Cannot create

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Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3F:52:3C Accept note failed - note rejected by validator. Bill failed magnetic tests.	Yes/No	None	If consistent, service the dispenser.	Cannot create / Cannot create
DI01:3F:52:3E Accept note failed - note rejected by validator. Maximum credit stored or unit strung.	Yes/No	None	If consistent, service the dispenser.	Cannot create / Cannot create
DI01:3F:52:3F Accept note failed - note rejected by validator. Bill failed blue ratio test.	Yes/No	None	If consistent, service the dispenser	Cannot create / Cannot create
DI01:3F:52:40 Accept note failed - note rejected by validator. All bills inhibited.	Yes/No	None	If consistent, service the dispenser.	Cannot create / Cannot create
DI01:3F:52:41 Accept note failed - note rejected by validator. Bills can not be stacked.	Yes/No	None	If consistent, service the dispenser.	Cannot create / Cannot create
DI01:3F:52:42 Accept note failed - note rejected by validator. Bill failed high security test.	Yes/No	None	If consistent, service the dispenser.	Cannot create / Cannot create

Table 2-12   DI01 or D901 - PCM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault during normal operation / during self test
DI01:3F:52:nn Accept note failed - note rejected	Yes/No	None	If consistent, service the dispenser.	Cannot create / Cannot create
DI01:3F:53:31 Accept note failed - feed module 1 full.	Yes/No	None	None	Make sure that the dispenser maximum bills level is set greater than the dispenser full limit. Do a bill load operation and keep loading bills until the operator screen indicates that the dispenser is full. / Cannot create

2.13 DP01 (Depositor Status Messages)

This section describes the depositor fault status messages. The status messages for the standard depositor are included in Table 2-13, the status messages for the Intelligent Depository Module (IDM) are included in Table 2-14, the status messages for the second generation IDM and Payment Processing Module (PPM) are included in Table 2-15, the status messages for the third generation IDM are included in Table 2-16, and the status messages for the Bulk Cash Recycler emulated depositor are included in Table 2-17. The device type and number as it appears in the status message is DP01.

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Table 2-13   DP01 - Standard Depositor Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DP01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
DP01:23:00:00	Consumer timeout	No/Yes	Send a function command to exit the Consumer Request state and continue, or send another function command to operate the depositor again.	None
DP01:23:00:01	Possible incomplete deposit. Both switches are blocked at the end of the deposit.	Yes/Yes	Mark the transaction as subject to verification.	None
DP01:23:00:02	Device timeout. No deposit after 15 minutes.	Yes/Yes	Send a function command to exit the Consumer Request state and continue, or send another function command to operate the depositor again.	None
DP01:23:00:03	Possible incomplete deposit. Both switches are blocked at the end of the deposit.	Yes/Yes	Mark the transaction as subject to verification.	None
DP01:24:00:00	Consumer cancel	No/Yes	Send a function command to exit the Consumer Request state and continue.	None
DP01:30:41:32	Command reject (30) of an enable (41).	TBD	TBD	TBD
DP01:34:31:30	Configuration data status (34) with the data to follow (31:30).	TBD	TBD	TBD
DP01:38:nn:nn (nn can be any number)	ExpressBus communications problem	Yes/Yes	Remove the deposit from the transaction selection choices.	Service investigation
DP01:3C:42:56	Jam at the front switch at the beginning and end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch.	No/Yes	N/A	Check for and remove the jam at the front switch. If no jam is found and occurrence is consistent, service is required.

Table 2-13   DP01 - Standard Depositor Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DP01:3C:42:69	Jam at the rear switch at the beginning and end of the transaction. The front switch is activated in the normal manner. There is a possible broken rear switch.	No/Yes	N/A	Check for and remove the jam at the rear switch. If no jam is found and occurrence is consistent, service is required.
DP01:3C:42:6F	Jam at the rear switch at the end of the transaction. The front switch is activated in the normal manner. There is a possible broken rear switch.	No/Yes	N/A	Check for and remove the jam at the rear switch. If no jam is found and occurrence is consistent, service is required.
DP01:3C:42:7F	The gate is jammed open. Both the front and rear switch is activated in the normal manner. There is a broken gate switch.	No/Yes	N/A	Check for and remove the jam at the gate. If no jam is found and the occurrence is consistent, service is required.
DP01:3D:50:7F	Cassette is full at the end of the transaction.	Yes/Yes	N/A	Remove the deposit envelopes and replace the cassette.
DP01:3D:60:7C	Cassette is absent.	Yes/Yes	Remove the deposit from the transaction selection choices.	Replace the cassette.
DP01:3D:62:54	Soft fault, supplies problem / cassette not present, envelope detect, gate switch fault. The front switch was open and the rear switch was closed at completion (not normal finish). The front switch was open and the rear switch was closed at the beginning. Neither switch changed the status.	TBD	TBD	TBD
DP01:3E:00:00	1) Network fault - The network commanded an operation that was disallowed by the ATM's software/firmware components. It may also occur when attempting to perform a deposit operation with the DIT turned off. 2) If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	1) No/Yes 2) Yes/Yes	1) Check the function for correctness. If correct, remove the deposit from the transaction selection choices. 2) N/A	1) Check the DIT to see if it is on. If it is not, turn it on. 2) N/A

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**Table 2-13   DP01 - Standard Depositor Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DP01:3E:40:4F	During a self-test this status message indicates that the switches are blocked.	No/Yes	N/A	Check for and remove the jam at both the front and rear switches.
DP01:3E:40:54	Jam at the front switch at the beginning and end of the transaction. The rear switch is not activated.	No/Yes	N/A	Check for and remove the jam at the front switch.
DP01:3E:40:56	Jam at the front switch at the beginning and end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch.	No/Yes	N/A	Check for and remove the jam at the front switch. If no jam is found and the occurrence is consistent, service is required.
DP01:3E:40:5D	Jam at the front switch at the end of the transaction. The rear switch is not activated.	No/Yes	N/A	Check for and remove the jam at the front switch.
DP01:3E:40:5F	Jam at the front switch at the end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch.	No/Yes	N/A	Check for and remove the jam at the front switch. If no jam is found and occurrence is consistent, service is required.
DP01:3E:40:6C	Soft fault, device cannot operate / no errors. The front switch was closed and the rear switch was open at completion (not a normal finish). The front switch was closed and the rear switch was closed at the beginning (a normal entry).	TBD	TBD	TBD
DP01:3E:40:70	Soft fault, device cannot operate/ no errors. Front and rear switches were closed at completion (a normal finish). The front and rear switches were open at the beginning (not a normal entry).	TBD	TBD	TBD
DP01:3E:40:74	Soft fault, device cannot operate / no errors. The front and rear switches are closed at completion (a normal finish). The front switch was open and the rear switch was closed at the beginning (not a normal entry).	TBD	TBD	TBD

Table 2-13   DP01 - Standard Depositor Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DP01:3E:40:7C	Cassette full at the beginning of transaction.	TBD	TBD	Remove deposit envelopes and replace cassette
DP01:3E:42:40	Jam at both switches at the beginning and end of the transaction.	Yes/Yes	Remove deposit from the transaction selection choices.	Check for and remove the jam at both front and rear switches.
DP01:3E:42:46	Jam at the front switch at the beginning and both switches at the end of the transaction.	Yes/Yes	N/A	Check for and remove the jam at both front and rear switches.
DP01:3E:42:48	Soft fault, device cannot operate / envelope detect, gate switch fault. The front and rear switches were open at completion (not a normal finish). The front was closed and the rear switch was open at the beginning (not a normal entry). Neither switch changed status	TBD	TBD	TBD
DP01:3E:42:49	Jam at the rear switch at the beginning and both switches at the end of the transaction.	Yes/Yes	N/A	Check for and remove the jam at both front and rear switches.
DP01:3E:42:4F	Jam at both switches at the end of the transaction.	Yes/Yes	N/A	Check for and remove the jam at both front and rear switches.
DP01:3E:42:54	Jam at the front switch at the beginning and end of the transaction. The rear switch is not activated.	No/Yes	N/A	Check for and remove the jam at the front switch.
DP01:3E:42:5F	Jam at the front switch at the end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch.	No/Yes	N/A	Check for and remove the jam at the front switch. If no jam is found and occurrence is consistent, service is required.
DP01:3E:42:68	Jam at the rear switch at the beginning and the end of the transaction. The front switch is not activated.	No/Yes	N/A	Check for and remove the jam at the rear switch.
DP01:3E:42:6E	Jam at the rear switch at the end of the transaction. The front switch is not activated.	No/Yes	N/A	Check for and remove the jam at the rear switch.
DP01:3E:42:7C	Gate is jammed open. Neither the front nor rear switch is activated.	No/Yes	N/A	Check for and remove the jam at the gate.

**Table 2-13   DP01 - Standard Depositor Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DP01:3E:42:74	Jam at the front switch at the beginning and end of the transaction. The rear switch is not activated.	No/Yes	N/A	Check for and remove the jam at the front switch.
DP01:3F:40:4F	Jam at both switches at the end of the transaction (sent to the network as 3E:40:4F).	Yes/No	N/A	Check for and remove the jam at both the front and rear switches.
DP01:3F:40:54	Jam at front switch at the beginning and end of the transaction. The rear switch is not activated (sent to the network as 3E:40:54).	Yes/No	N/A	Check for and remove the jam at the front switch.
DP01:3F:40:56	Jam at the front switch at the beginning and end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch (sent to network as 3E:40:56).	Yes/No	N/A	Check for and remove the jam at the front switch. If no jam is found and occurrence is consistent, service is required.
DP01:3F:40:5D	Jam at the front switch at the end of the transaction. Rear switch is not activated (sent to network as 3E:40:5D).	Yes/No	N/A	Check for and remove the jam at the front switch.
DP01:3F:40:5F	Jam at the front switch at the end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch (sent to network as 3E:40:5F).	Yes/No	N/A	Check for and remove the jam at the front switch. If no jam is found and occurrence is consistent, service is required.
DP01:3F:42:54	Jam at the front switch at the beginning and end of the transaction. The rear switch is not activated (sent to network as 3E:42:54).	Yes/No	N/A	Check for and remove the jam at the front switch.
DP01:3F:42:56	Jam at the front switch at the beginning and end of the transaction. The rear switch is activated in the normal manner. There is a possible broken front switch (sent to network as 3C:42:56).	Yes/No	N/A	Check for and remove the jam at the front switch. If no jam is found, and occurrence is consistent, service is required.

Table 2-13   DP01 - Standard Depositor Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DP01:3F:42:5F	Jam at the front switch at the end of the transaction. The rear switch is activated in the normal manner. Possible broken front switch (sent to network as 3E:42:5F).	Yes/No	N/A	Check for and remove the jam at the front switch. If no jam is found and occurrence is consistent, service is required.
DP01:3F:42:68	Jam at the rear switch at the beginning and end of the transaction. Front switch not activated (sent to network as 3E:42:68).	Yes/No	N/A	Check for and remove the jam at the rear switch.
DP01:3F:42:69	Jam at the rear switch at the beginning and end of the transaction. The front switch is activated in normal manner. There is a possible broken rear switch (sent to network as 3C:42:69).	Yes/No	N/A	Check for and remove the jam at rear switch. If no jam is found and occurrence is consistent, service is required.
DP01:3F:42:6E	Jam at the rear switch at the end of the transaction. The front switch is not activated (sent to network as 3E:42:6E).	Yes/No	N/A	Check for and remove the jam at the rear switch.
DP01:3F:42:6F	Jam at the rear switch at the end of the transaction. The front switch is activated in the normal manner. There is a possible broken rear switch (sent to network as 3C:42:6F).	Yes/No	N/A	Check for and remove the jam at the rear switch. If no jam is found and the occurrence is consistent, service is required.
DP01:3F:42:7C	Gate is jammed open. Neither the front nor the rear switch is activated (sent to network as 3E:42:7C).	Yes/No	N/A	Check for and remove the jam at the gate.
DP01:3F:42:7F	The gate is jammed open. Both the front and rear switch is activated in the normal manner. Possible broken gate switch (sent to network as 3C:42:7F).	Yes/No	N/A	Check for and remove the jam at the gate. If no jam is found and occurrence is consistent, service is required.

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Table 2-14   DP01 - IDM Status Message Descriptions

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:00:00:00 This is a status received from a device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A	N/A	N/A
DP01:23:00:00 Consumer timeout	No/No (state) No/Yes (function)	The consumer either did not insert a document into the depositor or failed to remove the document in the allowed time. If the document was being returned, it has been captured and placed in the specified bin. The host/controller must be aware of this. The consumer should also be alerted by directing the ATM to a state displaying a screen to this effect. In either case, cancel the current transaction and direct the terminal to a close state or ask the consumer if he or she wants another transaction.	N/A	Timeout next state	Perform a check deposit operation and do not insert a check. Wait for timers 4 and 1 (Do You Want More Time?) to expire.
DP01:24:00:00 Consumer cancel	No/No (state) No/Yes (function)	The consumer has indicated that he or she wants to cancel the deposit operation in process. Cancel the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	N/A	Cancel next state (if supplied) else timeout next state	Hit the cancel key while the Depositor is waiting for a check or envelope.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:30:41:30 Reject of Enable Envelope Deposit command	N/A	Remove all deposits from the selection list. This fault indicates a software/hardware misalignment and must be corrected by replacing the AFW, depositor, or depositor firmware.	This fault indicates a software/ hardware misalignment and must be corrected by replacing the AFW, depositor, or depositor firmware. Call service.	N/A	Cannot be created in an ATM environment
DP01:30:44:30 Reject of Check Accept command	N/A	Remove all deposits from the selection list. This fault indicates a software/hardware misalignment and must be corrected by replacing the AFW, depositor, or depositor firmware.	This fault indicates a software/ hardware misalignment and must be corrected by replacing the AFW, depositor, or depositor firmware. Call service.	N/A	Cannot be created in an ATM environment
DP01:30:45:30 Reject of Check from Escrow to Cassette command	Yes/Yes	This fault occurs by specifying a nonexisting bin in a check retain operation. Change the bin number and try again.	Check that the check depositor bins are installed properly.	Fault next state	Attempt a check retain into bin 4.
DP01:30:46:30 Reject of Check from Escrow to Consumer command	N/A	Remove all deposits from the selection list. This fault indicates a software/hardware misalignment and must be corrected by replacing the AFW, depositor, or depositor firmware.	This fault indicates a software/hardware misalignment and must be corrected by replacing the AFW, depositor, or depositor firmware.	N/A	Cannot be created in an ATM environment.
DP01:30:47:30 Reject of Check Capture command	Yes/Yes	This fault occurs by specifying a nonexisting bin in a check retain operation. Change the bin number and try again.	Check that the check depositor bins are installed properly.	Fault next state	Attempt a check capture into bin 4.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:38:nn:nn (nn can be any number) ExpressBus communications problem	Yes/Yes	Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will attempt to restore communications with the depositor as soon as the consumer is off the terminal. If communications cannot be restored, the depositor will be disabled by the terminal itself and subsequent depositor function IDs will be answered with a 39 00 0x status.	Check the PosiDoc connector for proper mating. Check that the happy light on the device is blinking (indicating that the device is alive). Check the cables that connect the Depositor to the PosiDoc connector and those that connect the PosiDoc connector to the terminal's wiring harness assembly. Run CSSEDT to see if the Check depositor's connection is defined. Run a trace (using comm subsystem) and check that the device is being polled. If no problems can be found, replace the depositor. If the terminal still reports this comm fault, call service.	Fault next state	Turn off the ATM, unplug the Depositor, and turn on the ATM. (Never connect or disconnect a device while under power.)
DP01:39:00:01 Depositor is disabled due to a fault condition.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Cause a hard fault while performing a check deposit. Cancel out of the transaction and remove the card. This fault will be reported on the next check transaction requested through a function command.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:39:00:02 Depositor is disabled by the network.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Send a function command containing the function ID **X**. This fault will be reported on the next check transaction requested through a function command.
DP01:39:00:03 Depositor is disabled due to a fault condition <u>and</u> the network.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Cause a hard fault while performing a check deposit. Send a function command containing the function ID **X**. This fault will be reported on the next transaction requested through a function command.

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:40:4E Mechanism failed to rotate to the proper position. There is a possible jam or a defective sensor. There could also be a motor problem or the latch solenoid failed to lift.	Yes/ Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	While the depositor is idle in the home position, activate the solenoid push button with a rubber band tied to a component on the board. Attempt a check deposit transaction.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:40:4F One or more document sensors are blocked. The document is jammed, or there is a defective sensor.	Yes/Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Open the depositor, tape a small black piece of paper over one of the exit sensor holes, and attempt a check deposit transaction.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:42:nn Scanner fault (value for nn is FF at this time). It will eventually contain diagnostic information.	N/A	If image scans are required, remove check deposits from the selection list. MICR reads and envelope deposits are still possible. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. If image scans are required, change the image capture entry of the state or function to 000 to disable the scan and continue normal transactions processing. Note that if the image capture entry is not changed to 000, this fault will be reported on every subsequent check enable operation.	If an image scan is required, call service.	Fault next state	Turn off the ATM, unplug the scanner cable, turn the ATM back on, and then perform a check scan operation.
DP01:3A:44:32 A MICR processor fault was detected.	Yes/Yes	If MICR reads are required, remove check deposits from the selection list. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	If MICR data is not required, change the depositor DIT option 05 to 240 to disable the MICR reads. Call service.	Fault next state	Turn off the ATM, remove the MICR PROM, turn on the ATM, and then attempt a check deposit transaction.

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Table 2-14 DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:44:33 The sensor for the rear gate is stuck (the sensor must be operational to process checks). There could be a sensor fault or a jam in the mechanism.	Yes/Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if the consumer wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Tape an opaque piece of paper over the gate sensor. Attempt a deposit transaction.

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:80:XX Scanner fault. The decoding (XX) is bitmapped as follows: 0 - Scanner Indicates Self- Fault 1 - FIFO Reset Error 2 - LED's Command Fault (scanner not connected or not responding) 3 - Scan Data Present Stuck Hi 4 - Scan Interface Register Access Fault 5 - Scan Data Timeout Fault 6 - Unused 7 - Reserved for 3A:80:8X fault codes	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check the scanner connection. If the connection is OK, replace the scanner.	Scanner Fault Next State	Unplug the scanner cable and attempt to scan a check (XX=02)
DP01:3A:80:80 The scanner image buffer is not allocated by the device driver or the device driver is not installed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check software configuration and setup for the image scanner.	Scanner Fault Next State	Comment out device driver in config.sys device= c:\ibold\afw \pciscan.sys

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:80:81 PCISCAN.SYS device driver could not find the PCI Scanner card.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recogntion state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check installation of PCI scanner card.	Scanner Fault Next State	Unplug the PCI Scanner card and perform a scan of a document.
DP01:3A:80:82 PCI Scanner card configuration error.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check installation of the PCI scanner card	Scanner Fault Next State	N/A
DP01:3A:81:20 Character recognition is not available.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check software configuration and make sure RSS is installed.	Scanner Fault Next State	Install TCS and then install RSS separately but do not install RSS Fonts. Perform image recognition of the document.

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:81:XX Image Processor internal fault. Fault Decoding is bitmapped as follows: 0 - Dual-port RAM Memory Check fault 1 - IP Hard drive fault 2 - Recognition Initialization fault 3 - ICS.CFG file not found 4 - OS/2 API fault 5 through 7 - Reserved (7:Watchdog startup fault)	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check hardware installation and software configuration.	Scanner-Fault Next State	N/A
DP01:3A:82:00 Image Processor not responding.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check hardware installation and software configuration.	Scanner Fault Next State	N/A

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:A0:01 Buffer allocation failed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State	N/A
DP01:3A:A0:02 Document image display request failed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State	N/A
DP01:3A:A0:03 Video rejected image icon.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State	N/A

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:A0:04 Image icon storage failed.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State	N/A
DP01:3A:A0:XX Scan operation failed.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State	N/A

Table 2-14 DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3B:46:71 The front sensors(s) never became blocked while attempting to return a check to a consumer	Yes/Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	With a check in escrow, open the depositor and remove the check. Attempt a check return operation.
DP01:3B:80:XX Image Processor communication error.	Yes/Yes	If persistent, contact service representative.	If persistant, check the minimum system requirements.	Scanner Fault Next State	N/A

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3B:81:XX RSS software exception. XX is the code indicating the software exception module.	Yes/Yes	Try operation again	N/A	Scanner Fault Next State	N/A
DP01:3C:00:30 No MICR data is detected on the check. The MICR fault limit is reached. This fault will only occur during a deposit state.	Yes/Yes	N/A	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Perform a check deposit transaction and insert a document that has no MICR data.
DP01:3C:00:31 Unrecognizable data in MICR field. The MICR fault limit is reached. This fault will only occur during a deposit state.	Yes/Yes	N/A	Verify proper operation with a test document. If unsuccessful, call service.	MICR next state (if supplied) else good next state	Partially deface one of the MICR characters from the field to the right of the R/T field with a razor or Xacto knife. Use this check in a check deposit transaction.
DP01:3C:00:32 Checksum errors on the check (which could be a result of data that has been tampered with). The MICR fault limit is reached. This fault will only occur during a deposit state.	Yes/Yes	N/A	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Carefully remove one of the MICR characters from the R/T field with a razor or Xacto knife. Use this check in a check deposit transaction.
DP01:3C:80:00 Multiple failures to locate RSS window data.	Yes/Yes	Try operation again.	N/A	Scanner Fault Next State	N/A

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:40:4B There is a problem with the shuttle motion or the shuttle sensors. There is a possible jam or defective sensor.	Yes/ Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Tape a small piece of paper over the shuttle sensor. Attempt a deposit transaction.

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:40:4C The depositor is not ready for use. The mechanism is not closed from the previous servicing or the sensor that detects the closed mechanism is defective.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure that the mechanism is latched. If the fault persists, call service.	Fault next state	Pull back and hold the Depositor clamshell latch and attempt a check deposit.
DP01:3D:40:4D The depositor is not ready for use. It is missing the deposit cassette or the sensor that detects the cassette is defective.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure that the deposit cassette is present and is seated in its proper operating position. If the fault persists, call service.	Fault next state	Remove the deposit cassette and attempt a check deposit.
DP01:3D:40:4E The depositor is not ready for use. It is missing the ink jet cartridge or the sensor that detects the cartridge is defective.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure that the cartridge is installed and seated in its proper operating position. If the fault persists, call service.	Fault next state	Remove the ink jet cartridge and attempt a check deposit.
DP01:3D:40:4F The depositor is not ready for use. It is missing the check bins or the sensor that detects the bins is defective.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Make sure that the check bins are installed and seated in their proper operating position. If the fault persists, call service.	Fault next state	Remove the check bins and attempt a check deposit.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3E:00:00 If this status is received during an op- commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/Yes	N/A	N/A	N/A	N/A
DP01:3F:00:30 No MICR data is detected on the check.	Yes/ Yes	If MICR data is not required for this check transaction, continue. If it is required, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Perform a check deposit transaction and insert a document that has no MICR data.
DP01:3F:00:31 Unrecognizable data in the MICR field	Yes/ Yes	Parse the MICR data. If there is sufficient information to allow the transaction, continue. If not, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Partially deface one of the MICR characters from the field to the right of the R/T field with a razor or Xacto knife. Use this check in a check deposit transaction.
DP01:3F:00:32 Checksum errors on the check (which could be a result of data that has been tampered with)	Yes/ Yes	Parse the MICR data. If there is sufficient information to allow the transaction, continue. If not, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Carefully remove one of the MICR characters from the R/T field with a razor or Xacto knife. Use this check in a check deposit transaction.

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:40:41 Abnormal document retain. A document was either jammed in the IDM or abandoned by the transaction sequence and retained into the Deposit Cassette during the close state.	Yes/ Yes	Note that a document was placed in the Deposit Cassette and continue normal transaction processing. A persistent warning of this type indicates either a hardware problem preventing normal check retains or improper network programming.	Attempt a normal check accept and retain with a test document. If unsuccessful, call service.	N/A	Perform a check deposit and direct the terminal to a close state.
DP01:3F:44:31 The document that was inserted was not a check. It could be too short, too long, or too thick.	Yes/ Yes	Display a screen message indicating a wrong sized document. Offer the choice of retrying the deposit, canceling the session, or selecting another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	Media fault next state (if supplied) else fault next state	Perform a check deposit transaction and insert an envelope containing a check instead of a check.
DP01:3F:44:35 The document was inserted, but it would not transport correctly. The mechanism cannot lift the gate during the straighten sequence. There could be a damaged check.	Yes/ Yes	Return the document and display a screen asking the consumer to check the document for folds, rips, etc. After the document is returned, attempt another deposit. The return operation for this fault recovery <u>must</u> specify that the envelope bin (000) be used in case of a consumer timeout/retain. There is a great possibility of a jam if another bin is requested.	Verify proper operation with a test document. If unsuccessful, call service.	Document handling fault next state (if supplied) else fault next state	There are seven holes arranged in an arc in the side plate of the depositor. Put a piece of tape on the inside of the fourth hole from the top and attempt a check accept operation.

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:44:36 The document was inserted, but it would not transport correctly. It cannot position the shuttle during the straighten sequence. There could be a damaged check.	Yes/ Yes	Return the document and display a screen asking the consumer to check the document for folds, rips, etc. After the document is returned, attempt another deposit. The return operation for this fault recovery <u>must</u> specify that the envelope bin (000) be used in case of a consumer timeout/retain. There is a great possibility of a jam if another bin is requested.	Verify proper operation with a test document. If unsuccessful, call service.	Document handling fault next state (if supplied) else fault next state	Perform a check accept operation. While the depositor is waiting for a check, but before the check is inserted, cover the shuttle sensor. Then insert a check.
DP01:3F:44:37 The document was inserted, but it would not transport correctly. The document cannot reach the mag sensor. There could be a damaged check.	Yes/ Yes	Return the document and display a screen asking the consumer to check the document for folds, rips, etc. After the document is returned, attempt another deposit. The return operation for this fault recovery <u>must</u> specify that the envelope bin (000) be used in case of a consumer timeout/retain. There is a great possibility of a jam if another bin is requested.	Verify proper operation with a test document. If unsuccessful, call service.	Document handling fault next state (if supplied) else fault next state	Tear the leading edge of a check and attempt a check deposit using it.

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:44:38 The document was inserted, but it would not transport correctly. The document cannot straighten. There could be a damaged check.	Yes/ Yes	Return the document and display a screen asking the consumer to check the document for folds, rips, etc. After the document is returned, attempt another deposit. The return operation for this fault recovery <u>must</u> specify that the envelope bin (000) be used in case of a consumer timeout/retain. There is a great possibility of a jam if another bin is requested.	Verify proper operation with a test document. If unsuccessful, call service.	Document handling fault next state (if supplied) else fault next state	TBD
DP01:3F:44:39 The document was inserted, but it would not transport correctly. The document cannot position in bottom hold area. There could be a damaged check.	Yes/ Yes	Return the document and display a screen asking the consumer to check the document for folds, rips, etc. After the document is returned, attempt another deposit. The return operation for this fault recovery <u>must</u> specify that the envelope bin (000) be used in case of a consumer timeout/retain. There is a great possibility of a jam if another bin is requested.	Verify proper operation with a test document. If unsuccessful, call service.	Document handling fault next state (if supplied) else fault next state	TBD

Table 2-14 DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:44:3A The document was inserted, but it would not transport correctly. The document cannot position in top hold area. There could be a damaged check. This fault occurs <u>after</u> any scan or MICR operations. Therefore, it must be interpreted as a jam instead of a handling fault like 3F:44:35 - 3F:44:39.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	N/A	TBD
DP01:3F:45:nn The selected bin (nn) was not usable, the selected bin was full, or there was a possible jam. This fault is returned in response to a normal check retain command.	Yes/ Yes	Remove bin **xx** from usage. Attempt another retain operation to another check bin or to the envelope deposit cassette.	Remove checks from the bin in question and check for jams. If unsuccessful, call service.	Fault next state	With a check in escrow, block one of the exit sensors by taping a piece of paper over it and attempt a check retain operation.
DP01:3F:47:nn The selected bin (nn) was not usable, the selected bin was full, or there was a possible jam. This fault is returned in response to a check retain after consumer timeout.	Yes/ Yes	Remove bin **xx** from usage. Attempt another retain operation to another check bin or the envelope deposit cassette.	Remove checks from the bin in question and check for jams. If unsuccessful, call service.	Fault next state	With a check in escrow, block one of the exit sensors by taping a piece of paper over it and attempt a check capture operation.
DP01:3F:80:XX Recognition software error. XX is the Recognition software error code.	Yes/Yes	Try the operation again.	If frequent, call a service representative.	Scanner fault next state.	N/A

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:81:00 Display image error.	Yes/Yes	Try the operation again.	If frequent, check/replace the scanner. Call a service representative.	Scanner fault next state.	N/A
DP01:3F:81:XX Generate display fault. Fault decoding for XX is as follows: 01 - RAW_IMAGE_ TOO_SMALL 02 - IMAGE_LENGTH_ LT_MINIMUM 03 - IMAGE_WIDTH_ LT_MINIMUM 04 - FAIL_TO_FIND_ LEADING_EDGE 05 - FAIL_TO_FIND_ TRAILING_EDGE 06 - FAIL_TO_FIND_ LEFT_EDGE 07 - FAIL_TO_FIND_ RIGHT_EDGE 81 - DIS-PLAY_BUFFER_ GT_MAX 82 - DIS-PLAY_BUFFER_ TOO_SMALL 83 - ORIENTATION_ PARM_NOT_VALID 84 - RESOURCE_ MALLOC_FAILURE FE - Deskew Move it Error FF - Deskew Move it Error	Yes/Yes	Try the operation again.	N/A	Scanner fault next state.	N/A

Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:82:XX Image operation error. Decoding is bitmapped as follows: 0 - No template size match to document image 1 - IP has no image present 2 - No test image (tcstest.img) present for TCS diagnostics Test Reco 3 through 7 - reserved	Yes/Yes	Try operation again.	Check document identification parameter and/or check scanner connection.	Scanner fault next state.	N/A
DP01:3F:83:XX Deskew Image Error. Fault decoding for XX is as follows: 01-GET_LONG _LINES_FAIL 02-GET_BOXES_FAIL 03-GET_SHORT _LINES_FAIL 04-LINES_NOT _FOUND 05-CORNER _NOT_FOUND 06-MOVE_IT_ERROR	Yes/Yes	Try operation again.	If frequent, check/replace scanner. Call your service representative	Scanner fault next state.	N/A

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:9M:XX Scanner operational error. The decoding for M is bitmapped as follows: 0 - FIFO 0 Empty, 0=true, 1=false 1 - FIFO 1 Empty, 0=true, 1=false 2 - FIFO 2 Empty, 0=true, 1=false 3 - FIFO 3 Empty, 0=true, 1=false The decoding for XX is bitmapped as follows: 0 - LED State 1 - FIFO 3 FULL, 0=false, 1=true 2 - FIFO HALFFULL, 0=false, 1=true 3 - FIFO UNDERRUN, 0=false, 1=true 4 - FIFO OVERRUN, 0=false, 1=true 5 - FAULT, 0=false, 1=true 6 - SCAN INTERRUPT, 0=false, 1=true 7 - STT, 0=false, 1=true	Yes/Yes	Try operation again.	If frequent, check/replace scanner; call your service representative	Scanner fault next state.	N/A
DP01:3F:A0:00 Kernal mismatch.	Yes/Yes	Try operation again.	Check software configuration for consumer display.	Scanner fault next state.	N/A

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Table 2-14   DP01 - IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:A0:01 Check image on MICR side not found.	Yes/Yes	Try operation again.	N/A	Scanner fault next state.	N/A
DP01:3F:A0:XX RAM manager access failed.	Yes/Yes	Try operation again.	N/A	Scanner fault next state.	N/A

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:00:00:00 This is a status received from a device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A	N/A	N/A

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Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:23:00:00 Consumer timeout	No/No (state) No/Yes (function)	The consumer either did not insert a document into the depositor or failed to remove the document in the allowed time. If the document was being returned, it has been captured and placed in the specified bin. The host/controller must be aware of this. The consumer should also be alerted by directing the ATM to a state displaying a screen to this effect. In either case, cancel the current transaction and direct the terminal to a close state or ask the consumer if he or she wants another transaction.	N/A	Timeout next state	Perform a check deposit operation and do not insert a check. Wait for timers 4 and 1 (Do You Want More Time?) to expire.
DP01:24:00:00 Consumer cancel	No/No (state) No/Yes (function)	The consumer has indicated that he or she wants to cancel the deposit operation in process. Cancel the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	N/A	Cancel next state (if supplied) else timeout next state	Hit the cancel key while the Depositor is waiting for a check or envelope.
DP01:30:41:30 Reject of Deposit Envelope command	Yes/Yes	Remove all deposits from the selection list. Note: The PPM will not accept this command. It is not capable of accepting envelope deposits.	Check the service manual for the correct jumper position settings.	Fault next state	Set the jumper for no bins. Perform an envelope deposit operation.

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:30:44:30 Reject of Document Accept command	N/A	Remove all deposits from the selection list.	This fault indicates a software/ hardware misalignment and must be corrected by replacing the depositor or depositor firmware. Call service.	Fault next state	Cannot be created in an ATM environment
DP01:30:45:30 Reject of deposit document (Escrow to Cassette) command	Yes/Yes	Remove all deposits from the selection list.	This fault indicates a software/hardware misalignment and must be corrected by replacing the depositor or depositor firmware. Call service.	Fault next state	Cannot be created in an ATM environment.
DP01:30:46:30 Reject of return document command	N/A	Remove all deposits from the selection list.	This fault indicates a software/hardware misalignment and must be corrected by replacing the depositor or depositor firmware.	Fault next state	Cannot be created in an ATM environment.
DP01:38:A1:00 Camera communication fault	Yes/Yes	N/A	Check TCS Setup for a proper installation and for proper comm port assignments. Check the cabling to make sure the camera is connected properly.	Fault next state	N/A

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**Table 2-15   DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:38:nn:nn (nn can be any number) ExpressBus communications problem	Yes/Yes	Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will attempt to restore communications with the depositor as soon as the consumer is off the terminal. If communications cannot be restored, the depositor will be disabled by the terminal itself and subsequent depositor function IDs will be answered with a 39 00 0x status.	Check the ExpressBus connector for proper mating. Check that the happy light on the device is blinking (indicating that the device is alive). Check the cables that connect the Depositor to the ExpressBus connector and those that connect the ExpressBus connector to the terminal's wiring harness assembly. Run CSSEDT to see if the Check depositor's connection is defined. Run a trace (using comm subsystem) and check that the device is being polled. If no problems can be found, replace the depositor. If the terminal still reports this comm fault, call service.	Fault next state	Turn off the ATM, unplug the Depositor, and turn on the ATM. (Never connect or disconnect a device while under power.)
DP01:39:00:01 Depositor is disabled due to a fault condition.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Cause a hard fault while performing a check deposit. Cancel out of the transaction and remove the card. This fault will be reported on the next check transaction requested through a function command.

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**Table 2-15   DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:39:00:02 Depositor is disabled by the network.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Send a function command containing the function ID **X**. This fault will be reported on the next check transaction requested through a function command.
DP01:39:00:03 Depositor is disabled due to a fault condition and the network.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Cause a hard fault while performing a check deposit. Send a function command containing the function ID **X**. This fault will be reported on the next transaction requested through a function command.

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Table 2-15 DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:XX:4F One or more document sensors are blocked. The document is jammed, or there is a defective sensor. Refer to Table 2 in Appendix A for a hex-to-binary conversion chart and an example conversion. XX = document sensor states (0 = clear, 1 = blocked) bit 0 = left entry and/or right entry bit 1 = throat bit 2 = middle (not yet implemented) bit 3 = left escrow and/or right escrow bit 4 = transport exit bit 5 = camera exit bit 6 always = 1 bit 7 always = 0	Yes/Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Open the depositor and block the transport exit sensor. Attempt a check deposit transaction.
DP01:3A:45:4B Bin mechanism failure during a document retain.	Yes/Yes	Disable the depositor for all deposit transactions.	Check for proper bin operation in diagnostics.	Fault next state	After TCS initialization, remove the bin assembly and try to deposit a document to bin 1 in diagnostics.

Table 2-15 DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:80:XX Scanner fault. The decoding (XX) is bitmapped as follows: 0 - Scanner Indicates Self- Fault 1 - FIFO Reset Error 2 - LED's Command Fault (scanner not connected or not responding) 3 - Scan Data Present Stuck Hi 4 - Scan Interface Register Access Fault 5 - Scan Data Timeout Fault 6 - Unused 7 - Reserved for 3A:80:8X fault codes	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check the connections of the scanner data and control cables. If OK, replace the scanner.	Scanner Fault Next State [2]	Unplug the scanner cable and attempt to scan a check (XX=02)
DP01:3A:80:80 The scanner image buffer is not allocated by the device driver or the device driver is not installed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check software configuration and setup for the image scanner.	Scanner Fault Next State [2]	Comment out device driver in config.sys device= c:\ibold\afw \pciscan.sys

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Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:80:81 PCISCAN.SYS device driver could not find the PCI Scanner card.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recogntion state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check installation of PCI scanner card.	Scanner Fault Next State [2]	Unplug the PCI Scanner card and perform a scan of a document.
DP01:3A:80:82 PCI Scanner card configuration error.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check installation of the PCI scanner card	Scanner Fault Next State [2]	N/A
DP01:3A:80:83 The scanner is not initialized.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check cabling to the scanner.	Scanner Fault Next State [2]	Unplug scanner and perform a scan of a document.

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:81:20 Character recognition is not available.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check software configuration and make sure RSS is installed.	Scanner Fault Next State [2]	Install TCS and then install RSS separately but do not install RSS Fonts. Perform image recognition of the document.
DP01:3A:81:XX Image Processor internal fault. Fault Decoding is bitmapped as follows: 0 - Dual-port RAM Memory Check fault 1 - IP Hard drive fault 2 - Recognition Initialization fault 3 - ICS.CFG file not found 4 - OS/2 API fault 5 through 7 - Reserved (7:Watchdog startup fault)	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check hardware installation and software configuration.	Scanner Fault Next State [2]	N/A

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Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:82:00 Image Processor not responding.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check hardware installation and software configuration.	Scanner Fault Next State [1]	N/A
DP01:3A:A0:01 Buffer allocation failed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A
DP01:3A:A0:02 Document image display request failed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A

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**Table 2-15   DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:A0:03 Video rejected image icon.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A
DP01:3A:A0:04 Image icon storage failed.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A
DP01:3A:A0:XX Scan operation failed.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3B:XX:71 The front sensors(s) never became blocked while attempting to return a check to a consumer Refer to Table 2 in Appendix A for a hex-to-binary conversion chart and an example conversion. XX = documented sensor state (0 = clear, 1 = blocked) bit 0 = left entry and/or right entry bit 1 = throat bit 2 = middle bit 3 = left escrow and/or right escrow bit 4 = transport exit bit 5 = camera exit bit 6 = always 1 bit 7 = always 0	Yes/Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or directing the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	With a check in escrow, open the depositor and remove the check. Attempt a check return operation.
DP01:3B:80:XX Image Processor communication error.	Yes/Yes	Try operation again.	If persistant, check the minimum system requirements.	Scanner Fault Next State [1]	N/A

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3B:81:XX RSS software exception. XX is the code indicating the software exception module.	Yes/Yes	Try operation again	N/A	Scanner Fault Next State [1]	N/A
DP01:3C:80:00 Multiple failures to locate RSS window data.	Yes/Yes	Try operation again.	N/A	Scanner Fault Next State [1]	N/A
DP01:3D:30:4B Bin mechanism failure during reset	No/No	Shutdown depositor for any deposit operation and direct the terminal to a close state.	Call service	Fault next state	Remove the bin assembly and log in and out of maintenance. Allow the terminal to send a reset command to the ExpressBus while tracing the depositor with CSS.
DP01:3D:30:4C Gate mechanism failure during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Call service	Fault next state	Unplug the gate solenoid and log in and out of maintenance.
DP01:3D:30:4D Scanner not latched during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Check to see if the scanner is latched. If it is latched, call service.	Fault next state	Unlatch the scanner and log in and out of maintenance.
DP01:3D:30:4E Printer not latched during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Check to see if the printer is latched. If it is latched, call service.	Fault next state	Unlatch the printer and log in and out of maintenance.
DP01:3D:30:4F Printer failure during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Call service	Fault next state	Unplug the printer and log in and out of maintenance.

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Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:41:4B Bin mechansim failure duiring envelope deposit	Yes/Yes	Shutdown depositor for any deposit operaion and direct the terminal to a close state.	Call service.	Fault next state	Unplug bin and perform envelope deposit.
DP01:3D:41:4C Gate failure durng envelope deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the gate solenoid and perfrom a envelope deposit.
DP01:3D:41:4D Scanner not latched during envelope deposit	Yes/Yes	Abort the operation. Either direct the customer if he or she wants another transaction.	Check to see if the scanner is latched. If it is latched, call service.	Fault Next State	Unlatch thescanner and perform a envelope deposit.
DP01:3D:41:4E Printer not latched during envelope deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants antoher transaction.	Check to see if the printer is latched. If it is latched, call service.	Fault Next State	Unlatch the printer and perform a envelope deposit.
DP01:3D:41:4F Printer failure during an envelope deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform an envelope deposit.
DP01:3D:44:4B Bin mechanism failure during a check deposit.	Yes/Yes	TBD	TBD	Fault next state	Unplug bin and perform a check deposit.
DP01:3D:44:4C Gate failure during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the gate solenoid and perform a check deposit.

**Table 2-15   DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:44:4D Scanner not latched during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Check to see if the scanner is latched. If it is latched, call service.	Fault next state	Unlatch the scanner and peform a check deposit.
DP01:3D:44:4E Printer not latched during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Check to see if the printer is latched. If it is latched, call service.	Fault next state	Unlatch the printer and perform a check deposit.
DP01:3D:44:4F Printer failure during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform a check deposit.
DP01:3D:45:4F Printer failure during a deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform a check deposit to a bin.
DP01:3D:46:4C Gate mechanism failure during a document return.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug gate solenoid and perform a document return operation.
DP01:3D:46:4F Printer failure during a document return.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform document return operation.

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Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3E:00:00 If this status is received during an op- commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/Yes	N/A	N/A	N/A	N/A
DP01:3F:00:30 No MICR data is detected on the check.	Yes/ Yes	If MICR data is not required for this check transaction, continue. If it is required, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Perform a check deposit transaction and insert a document that has no MICR data.
DP01:3F:00:31 Unrecognizable data in the MICR field.	Yes/ Yes	Parse the MICR data. If there is sufficient information to allow the transaction, continue. If not, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Partially deface one of the MICR characters from the field to the right of the R/T field with a razor, an Xacto knife, or a pen. Use this check in a check deposit transaction.
DP01:3F:40:41 Abnormal document retain. A document was either jammed in the IDM or abandoned by the transaction sequence and retained into the Deposit Cassette during the close state.	Yes/ Yes	Note that a document was placed in the Deposit Cassette and continue normal transaction processing. A persistent warning of this type indicates either a hardware problem preventing normal check retains or improper network programming.	Attempt a normal check accept and retain with a test document. If unsuccessful, call service.	N/A	Perform a check deposit and direct the terminal to a close state.

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:44:31 The document that was inserted was not a check. It could be too short or too long.	Yes/ Yes	Display a screen message indicating a wrong sized document. Offer the choice of retrying the deposit, canceling the session, or selecting another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	Media fault next state (if supplied) else fault next state	Perform a check deposit transaction and insert an envelope containing a check instead of a check.
DP01:3F:XX:3b Document jam or b bin full during retain operation. XX = document sensor states (0 = clear, 1 = blocked) Refer to Table 2 in Appendix A for a hex-to-binary conversion chart and an example conversion. bit 0 = left entry and/or right entry bit 1 = throat bit 2 = middle (not yet implemented) bit 3 = left escrow and/or right escrow bit 4 = transport exit bit 5 = camera exit bit 6 = always 1 bit 7 = always 0n	Yes/Yes	Try to retain to a different bin first. If unsuccessful, retain to bin 0. If still unsuccessful, shutdown depositor for any deposit operation and direct terminal to a close state	Clear bin deposits	Fault next state	Block the transport exit sensor while performing a check retain.
DP01:3F:80:XX Recognition software error. XX is the recognition software error code.	Yes/Yes	Try the operation again.	If frequent, call a service representative.	Scanner fault next state [1]	N/A

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:81:00 Display image error.	Yes/Yes	Try the operation again.	If frequent, check/replace the scanner. Call a service representative.	Scanner fault next state. [1]	N/A

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**Table 2-15   DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:81:XX Generate display fault. Fault decoding for XX is as follows: 01 - RAW_IMAGE_ TOO_SMALL 02 - IMAGE_LENGTH_ LT_MINIMUM 03 - IMAGE_WIDTH_ LT_MINIMUM 04 - FAIL_TO_FIND_ LEADING_EDGE 05 - FAIL_TO_FIND_ TRAILING_EDGE 06 - FAIL_TO_FIND_ LEFT_EDGE 07 - FAIL_TO_FIND_ RIGHT_EDGE 81 - DIS-PLAY_BUFFER_ GT_MAX 82 - DIS-PLAY_BUFFER_ TOO_SMALL 83 - ORIENTATION_ PARM_NOT_VALID 84 - RESOURCE_ MALLOC_FAILURE FE - Deskew Move it Error FF - Deskew Process Error	Yes/Yes	Try the operation again.	N/A	Scanner fault next state. [1]	N/A

**Table 2-15 DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:82:XX Image operation error. Decoding is bitmapped as follows: 0 - No template size match to document image 1 - IP has no image present 2 - No test image (tcstest.img) present for TCS diagnostics Test Reco 3 through 7 - reserved	Yes/Yes	Try operation again.	Check document identification parameter and/or check scanner connection.	Scanner fault next state. [1]	N/A
DP01:3F:83:XX Deskew image error. Fault decoding for XX is as follows: 01 - GET_LONG _LINES_FAIL 02 - GET_BOXES _FAIL 03 - GET_SHORT _LINES_FAIL 04 - LINES_NOT _FOUND 05 - CORNER_NOT _FOUND 06-MOVE_IT_ERROR	Yes/Yes	Try operation again	If frequent, check/replace scanner. Call service representative.	Scanner fault next state	N/A

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**Table 2-15   DP01 - Second Generation IDM and PPM Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:9M:XX Scanner operational error. The decoding for M is bitmapped as follows: 0 - FIFO 0 Empty, 0=true, 1=false 1 - FIFO 1 Empty, 0=true, 1=false 2 - FIFO 2 Empty, 0=true, 1=false 3 - FIFO 3 Empty, 0=true, 1=false The decoding for XX is bitmapped as follows: 0 - LED State 1 - FIFO 3 FULL, 0=false, 1=true 2 - FIFO HALFFULL, 0=false, 1=true 3 - FIFO UNDERRUN, 0=false, 1=true 4 - FIFO OVERRUN, 0=false, 1=true 5 - FAULT, 0=false, 1=true 6 - SCAN INTERRUPT, 0=false, 1=true 7 - STT, 0=false, 1=true	Yes/Yes	Try operation again.	If frequent, check/replace scanner; call your service representative	Scanner fault next state. [1]	N/A
DP01:3F:A0:00 Kernal mismatch.	Yes/Yes	Try operation again.	Check software configuration for consumer display.	Scanner fault next state. [1]	N/A

Table 2-15   DP01 - Second Generation IDM and PPM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:A0:XX RAM manager access failed.	Yes/Yes	Try operation again.	N/A	Scanner fault next state. [1]	N/A
DP01:3F:A0:01 Check image on MICR side not found.	Yes/Yes	Try operation again.	N/A	Scanner fault next state. [1]	N/A
DP01:3F:A1:00 Camera buffer allocation failed.	Yes/Yes	N/A	Shutdown and reboot the terminal. Check the RAM and the motherboard for a good connection. If persistent, call service.	Fault next state	N/A
DP01:3F:A1:01 Camera CRC error	Yes/Yes	Try the operation again.	If persistent, call service	Fault next state	N/A

[1] If scanner fault next state exit is not defined for any deposit state operation, the fault next state exit will be taken.
[2] This is the next state exit taken from Image character recognition state.

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:00:00:00 This is a status received from a device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A	N/A	N/A
DP01:23:00:00 Consumer timeout	No/No (state) No/Yes (function)	The consumer either did not insert a document into the depositor or failed to remove the document in the allowed time. If the document was being returned, it has been captured and placed in the specified bin. The host/controller must be aware of this. The consumer should also be alerted by directing the ATM to a state displaying a screen to this effect. In either case, cancel the current transaction and direct the terminal to a close state or ask the consumer if he or she wants another transaction.	N/A	Timeout next state	Perform a check deposit operation and do not insert a check. Wait for timers 4 and 1 (Do You Want More Time?) to expire.
DP01:24:00:00 Consumer cancel	No/No (state) No/Yes (function)	The consumer has indicated that he or she wants to cancel the deposit operation in process. Cancel the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	N/A	Cancel next state (if supplied) else timeout next state	Hit the cancel key while the Depositor is waiting for a check or envelope.

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:30:41:30 Reject of Deposit Envelope command	Yes/Yes	Remove all deposits from the selection list. Note: The PPM will not accept this command. It is not capable of accepting envelope deposits.	Check the service manual for the correct jumper position settings.	Fault next state	Set the jumper for no bins. Perform an envelope deposit operation.
DP01:30:44:30 Reject of Document Accept command	N/A	Remove all deposits from the selection list.	This fault indicates a software/ hardware misalignment and must be corrected by replacing the depositor or depositor firmware. Call service.	Fault next state	Cannot be created in an ATM environment
DP01:30:45:30 Reject of deposit document (Escrow to Cassette) command	Yes/Yes	Remove all deposits from the selection list.	This fault indicates a software/hardware misalignment and must be corrected by replacing the depositor or depositor firmware. Call service.	Fault next state	Cannot be created in an ATM environment.
DP01:30:46:30 Reject of return document command	N/A	Remove all deposits from the selection list.	This fault indicates a software/hardware misalignment and must be corrected by replacing the depositor or depositor firmware.	Fault next state	Cannot be created in an ATM environment.

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:30:xx:yy The IDM3 rejected a command. The command rejected is xx and the reason code is yy. Valid commands xx are: 30 - reset device 31 - idle device 34 - return device configuration data 35 – return statuses 37 - return device CRCs 41 – deposit envelope 42 – print on document after power fail 44 – check accept 45 - retain 46 – return 48 – enable check scan 49 – unlock envelope door 50 – calibrate Valid reason codes yy are: 30 - invalid command 31 - command received out of sequence 32 - buffer overflow 33 - device ID incorrect 34 - data format error	Yes/No, except for 30:50:30 which only appears on diagnostic screen	N/A	Make sure that the proper device revision, firmware revision, and DIT settings are used. These statuses may indicate a configuration incompatibility and not a hardware problem. If the problem is consistent, service is required.	N/A	N/A

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:38:nn:nn (nn can be any number) ExpressBus communications problem	Yes/Yes	Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will attempt to restore communications with the depositor as soon as the consumer is off the terminal. If communications cannot be restored, the depositor will be disabled by the terminal itself and subsequent depositor function IDs will be answered with a 39 00 0x status.	Check the ExpressBus connector for proper mating. Check that the happy light on the device is blinking (indicating that the device is alive). Check the cables that connect the Depositor to the ExpressBus connector and those that connect the ExpressBus connector to the terminal's wiring harness assembly. Run CSSEDT to see if the Check depositor's connection is defined. Run a trace (using comm subsystem) and check that the device is being polled. If no problems can be found, replace the depositor. If the terminal still reports this comm fault, call service.	Fault next state	Turn off the ATM, unplug the Depositor, and turn on the ATM. (Never connect or disconnect a device while under power.)
DP01:39:00:01 Depositor is disabled due to a fault condition.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Cause a hard fault while performing a check deposit. Cancel out of the transaction and remove the card. This fault will be reported on the next check transaction requested through a function command.

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:39:00:02 Depositor is disabled by the network.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Send a function command containing the function ID **X**. This fault will be reported on the next check transaction requested through a function command.
DP01:39:00:03 Depositor is disabled due to a fault condition <u>and</u> the network.	Yes/ Yes	Remove all deposits from the selection list until the unit is repaired. Exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Cause a hard fault while performing a check deposit. Send a function command containing the function ID **X**. This fault will be reported on the next transaction requested through a function command.

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:XX:4F One or more document sensors are blocked. The document is jammed, or there is a defective sensor. Refer to Table 2 in Appendix A for a hex-to-binary conversion chart and an example conversion. XX = document sensor states (0 = clear, 1 = blocked) bit 0 = left entry and/or right entry bit 1 = throat bit 2 = middle (not yet implemented) bit 3 = left escrow and/or right escrow bit 4 = transport exit bit 5 = camera exit bit 6 always = 1 bit 7 always = 0	Yes/Yes	If the check involved is already posted, exit the current transaction and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. However, if the check is not yet posted, attempt to return it to the consumer either by sending a check return function ID or direct the terminal to a check return state. If this operation fails as well, make a note that the unposted check is captured by the terminal and either direct the terminal to a close state or ask the consumer if he or she wants another transaction. The terminal will automatically attempt to retain the check into the depository cassette at the close state. Do not disable the check depositor because of this fault.	Check for and remove the jam. If unsuccessful, call service.	Fault next state	Open the depositor and block the transport exit sensor. Attempt a check deposit transaction.
DP01:3A:45:4B Bin mechanism failure during a document retain.	Yes/Yes	Disable the depositor for all deposit transactions.	Check for proper bin operation in diagnostics.	Fault next state	After TCS initialization, remove the bin assembly and try to deposit a document to bin 1 in diagnostics.

Table 2-16 DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:80:80 The scanner image buffer is not allocated by the device driver or the device driver is not installed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check software configuration and setup for the image scanner.	Scanner Fault Next State [2]	Comment out device driver in config.sys device= c:\ibold\afw \pciscan.sys
DP01:3A:80:81 PCISCAN.SYS device driver could not find the PCI Scanner card.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recogntion state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check installation of PCI scanner card.	Scanner Fault Next State [2]	Unplug the PCI Scanner card and perform a scan of a document.
DP01:3A:80:82 PCI Scanner card configuration error.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check installation of the PCI scanner card	Scanner Fault Next State [2]	N/A

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:81:20 Character recognition is not available.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check software configuration and make sure RSS is installed.	Scanner Fault Next State [2]	Install TCS and then install RSS separately but do not install RSS Fonts. Perform image recognition of the document.
DP01:3A:81:XX Image Processor internal fault. Fault Decoding is bitmapped as follows: 0 - Dual-port RAM Memory Check fault 1 - IP Hard drive fault 2 - Recognition Initialization fault 3 - ICS.CFG file not found 4 - OS/2 API fault 5 through 7 - Reserved (7:Watchdog startup fault)	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check hardware installation and software configuration.	Scanner Fault Next State [2]	N/A

**Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:82:00 Image Processor not responding.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Check hardware installation and software configuration.	Scanner Fault Next State [1]	N/A
DP01:3A:A0:01 Buffer allocation failed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A
DP01:3A:A0:02 Document image display request failed.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3A:A0:03 Video rejected image icon.	Yes/Yes	Disable the check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A
DP01:3A:A0:04 Image icon storage failed.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A
DP01:3A:A0:XX Scan operation failed.	Yes/Yes	Disable check deposits with image scanning in conjunction with an image character recognition state. Note that this fault does not prevent envelope deposits. The terminal remains capable of accepting envelopes.	Call a service representative	Scanner Fault Next State [1]	N/A

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Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:3E:42:nn [1]	The consumer printer did not detect the top-of-form mark on the paper while executing a command that required a top-of- form search.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Check for a forms jam, torn supply roll, or paper skewing. If none of the above, service is required.
PR01:3E:51:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search. 2) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced since a forms jam could have occurred.	If the forms have completely run out, install a new roll of forms. Otherwise, check for a forms jam, a torn paper roll, paper skewing, or paper slippage. If one of the above, attempt to correct. If successful, install a new roll of forms. If not, service is required.
PR01:3E:52:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search. 2) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced since a forms jam could have occurred.	If the forms have completely run out, install a new roll of forms. Otherwise, check for a forms jam, a torn paper roll, or paper skewing. If one of the above, attempt to correct. If successful, install a new roll of forms. If not, service is required.

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3B:81:XX RSS software exception. XX is the code indicating the software exception module.	Yes/Yes	Try operation again	N/A	Scanner Fault Next State [1]	N/A
DP01:3C:00:30 No MICR data is detected on the check. The MICR fault limit is reached. This fault will only occur during a deposit state.	Yes/Yes	N/A	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Perform a check deposit transaction and insert a document that has no MICR data.
DP01:3C:80:00 Multiple failures to locate RSS window data.	Yes/Yes	Try operation again.	N/A	Scanner Fault Next State [1]	N/A
DP01:3D:30:4A PLD failure during reset.	Yes/Yes	No need for network action, because TCS will shutdown the depositor when this fault occurs.	(service should replace CCA)	Fault nextstate	For PLD failure, device f/w will have to be installed that simulates this fault.
DP01:3D:30:4B Bin mechanism failure during reset	No/No	Shutdown depositor for any deposit operation and direct the terminal to a close state.	Call service	Fault next state	Remove the bin assembly and log in and out of maintenance. Allow the terminal to send a reset command to the ExpressBus while tracing the depositor with CSS.
DP01:3D:30:4C Gate mechanism failure during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Call service	Fault next state	Unplug the gate solenoid and log in and out of maintenance.

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:30:4D Scanner not latched during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Check to see if the scanner is latched. If it is latched, call service.	Fault next state	Unlatch the scanner and log in and out of maintenance.
DP01:3D:30:4E Printer not latched during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Check to see if the printer is latched. If it is latched, call service.	Fault next state	Unlatch the printer and log in and out of maintenance.
DP01:3D:30:4F Printer failure during reset.	Yes/Yes	Shutdown the depositor for any deposit operation and direct the terminal to a close state.	Call service	Fault next state	Unplug the printer and log in and out of maintenance.
DP01:3D:41:4A PLD failure during envelope deposit.	Ys/Yes	No need for network action, because TCS will shutdown the depositor when this fault occurs.	(service should replace CCA)	Fault nextstate	For PLD failure, device f/w will have to be installed that simulates this fault.
DP01:3D:41:4B Bin mechansim failure duiring envelope deposit	Yes/Yes	Shutdown depositor for any deposit operaion and direct the terminal to a close state.	Call service.	Fault next state	Unplug bin and perform envelope deposit.
DP01:3D:41:4C Gate failure during envelope deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the gate solenoid and perfrom a envelope deposit.
DP01:3D:41:4F Printer failure during an envelope deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform an envelope deposit.
DP01:3D:44:4B Bin mechanism failure during a check deposit.	Yes/Yes	TBD	TBD	Fault next state	Unplug bin and perform a check deposit.

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:44:4C Gate failure during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the gate solenoid and perform a check deposit.
DP01:3D:44:4D Scanner not latched during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Check to see if the scanner is latched. If it is latched, call service.	Fault next state	Unlatch the scanner and peform a check deposit.
DP01:3D:44:4E Printer not latched during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Check to see if the printer is latched. If it is latched, call service.	Fault next state	Unlatch the printer and perform a check deposit.
DP01:3D:44:4F Printer failure during a check deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform a check deposit.
DP01:3D:45:4F Printer failure during a deposit.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform a check deposit to a bin.
DP01:3D:46:4C Gate mechanism failure during a document return.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug gate solenoid and perform a document return operation.

**Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3D:46:4F Printer failure during a document return.	Yes/Yes	Abort the operation. Either direct the terminal to a close state or ask the customer if he or she wants another transaction.	Call service	Fault next state	Unplug the printer and perform document return operation.
DP01:3D:51:nn Note: nn = status of bottom scanner(Possibly 50 – 55) Scanner hardware error	Yes/Yes	No need for network action, because TCS will shutdown the depositor when this fault occurs.	Inspect scanner	Scan- nerFault nextstate	
DP01:3D:52:nn Note: nn = status of bottom scanner(Possibly 50 – 55) Scanner init error	Yes/Yes	No need for network action, because TCS will shutdown the depositor when this fault occurs.	Inspect install	Scan- nerFault nextstate	
DP01:3D:53:nn Note: nn = status of bottom scanner(Possibly 50 – 55) Scanner host error	Yes/Yes	No need for network action, because TCS will shutdown the depositor when this fault occurs.	Check cabling on IDM3 scanner card.	Scan- nerFault nextstate	Disconnect IEEE 1394 cable on scanner card, then perform a check deposit.
DP01:3D:54:nn Note: nn = status of bottom scanner(Possibly 50 – 55) Scanner interface error	Yes/Yes	No need for network action, because TCS will shutdown the depositor when this fault occurs.	Inspect configuration and IEEE 1394 driver.	Scan- nerFault nextstate	

Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3E:00:00 If this status is received during an op- commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/Yes	N/A	N/A	N/A	N/A
DP01:3F:00:30 No MICR data is detected on the check.	Yes/ Yes	N/A	Verify proper operation with a test document. If unsuccessful, call service.	MICR fault next state (if supplied) else good next state	Perform a check deposit transaction and insert a document that has no MICR data.
DP01:3F:40:41 Abnormal document retain. A document was either jammed in the IDM or abandoned by the transaction sequence and retained into the Deposit Cassette during the close state.	Yes/ Yes	Note that a document was placed in the Deposit Cassette and continue normal transaction processing. A persistent warning of this type indicates either a hardware problem preventing normal check retains or improper network programming.	Attempt a normal check accept and retain with a test document. If unsuccessful, call service.	N/A	Perform a check deposit and direct the terminal to a close state.
DP01:3F:44:31 The document that was inserted was not a check. It could be too short or too long.	Yes/ Yes	Display a screen message indicating a wrong sized document. Offer the choice of retrying the deposit, canceling the session, or selecting another transaction.	Verify proper operation with a test document. If unsuccessful, call service.	Media fault next state (if supplied) else fault next state	Perform a check deposit transaction and insert an envelope containing a check instead of a check.
DP01:3F:55:5t Note: 5t = status of top scanner(Possibly 50 – 55) Scan error	Yes/Yes	Network should direct terminal to attempt the deposit again	N/A	Scan-nerFault nextstate	

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:XX:3b Document jam or b bin full during retain operation. XX = document sensor states (0 = clear, 1 = blocked) Refer to Table 2 in Appendix A for a hex-to-binary conversion chart and an example conversion. bit 0 = left entry and/or right entry bit 1 = throat bit 2 = middle (not yet implemented) bit 3 = left escrow and/or right escrow bit 4 = transport exit bit 5 = camera exit bit 6 = always 1 bit 7 = always 0n	Yes/Yes	Try to retain to a different bin first. If unsuccessful, retain to bin 0. If still unsuccessful, shutdown depositor for any deposit operation and direct terminal to a close state	Clear bin deposits	Fault next state	Block the transport exit sensor while performing a check retain.
DP01:3F:80:XX Recognition software error. XX is the recognition software error code.	Yes/Yes	Try the operation again.	If frequent, call a service representative.	Scanner fault next state [1]	N/A
DP01:3F:81:00 Display image error.	Yes/Yes	Try the operation again.	If frequent, check/replace the scanner. Call a service representative.	Scanner fault next state. [1]	N/A

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:81:XX Generate display fault. Fault decoding for XX is as follows: 01 - RAW_IMAGE_ TOO_SMALL 02 - IMAGE_LENGTH_ LT_MINIMUM 03 - IMAGE_WIDTH_ LT_MINIMUM 04 - FAIL_TO_FIND_ LEADING_EDGE 05 - FAIL_TO_FIND_ TRAILING_EDGE 06 - FAIL_TO_FIND_ LEFT_EDGE 07 - FAIL_TO_FIND_ RIGHT_EDGE 81 - DIS-PLAY_BUFFER_ GT_MAX 82 - DIS-PLAY_BUFFER_ TOO_SMALL 83 - ORIENTATION_ PARM_NOT_VALID 84 - RESOURCE_ MALLOC_FAILURE FE - Deskew Move it Error FF - Deskew Process Error	Yes/Yes	Try the operation again.	N/A	Scanner fault next state. [1]	N/A

**Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:82:XX Image operation error. Decoding is bitmapped as follows: 0 - No template size match to document image 1 - IP has no image present 2 - No test image (tcstest.img) present for TCS diagnostics Test Reco 3 through 7 - reserved	Yes/Yes	Try operation again.	Check document identification parameter and/or check scanner connection.	Scanner fault next state. [1]	N/A

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Table 2-16   DP01 - Third Generation IDM Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:9M:XX Scanner operational error. The decoding for M is bitmapped as follows: 0 - FIFO 0 Empty, 0=true, 1=false 1 - FIFO 1 Empty, 0=true, 1=false 2 - FIFO 2 Empty, 0=true, 1=false 3 - FIFO 3 Empty, 0=true, 1=false The decoding for XX is bitmapped as follows: 0 - LED State 1 - FIFO 3 FULL, 0=false, 1=true 2 - FIFO HALFFULL, 0=false, 1=true 3 - FIFO UNDERRUN, 0=false, 1=true 4 - FIFO OVERRUN, 0=false, 1=true 5 - FAULT, 0=false, 1=true 6 - SCAN INTERRUPT, 0=false, 1=true 7 - STT, 0=false, 1=true	Yes/Yes	Try operation again.	If frequent, check/replace scanner; call your service representative	Scanner fault next state. [1]	N/A
DP01:3F:A0:00 Kernal mismatch.	Yes/Yes	Try operation again.	Check software configuration for consumer display.	Scanner fault next state. [1]	N/A

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**Table 2-16   DP01 - Third Generation IDM Status Message Descriptions
(continued)**

Status Message and Description	Sent to DAL/ Journal	Network Action	On-site Action	Next State	How to Create Fault
DP01:3F:A0:XX RAM manager access failed.	Yes/Yes	Try operation again.	N/A	Scanner fault next state. [1]	N/A
DP01:3F:A1:00 Camera buffer allocation failed.	Yes/Yes	N/A	Shutdown and reboot the terminal. Check the RAM and the motherboard for a good connection. If persistent, call service.	Fault next state	N/A
DP01:3F:A1:01 Camera CRC error	Yes/Yes	Try the operation again.	If persistent, call service	Fault next state	N/A

[1] If scanner fault next state exit is not defined for any deposit state operation, the fault next state exit will be taken.
[2] This is the next state exit taken from Image character recognition state.

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Table 2-17   DP01 - BCR Emulated Depositor Status Message Descriptions

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DP01:30:41:32	Command reject	Yes /Yes	N/A	Ensure proper selection and configuration of the device.
DP01:38:00:00	Communications problem.	Yes / Yes	Remove the deposit from the transaction selection choices.	Service required.
DP01:3D:50:7F	The cassette is full at the end of the transaction	Yes / Yes	Remove the deposit from the transaction selection choices.	Remove the deposit cassettes and replace with empty ones.
DP01:3D:60:7C	Cassette is absent	Yes / Yes	Remove the deposit from the transaction selection choices.	Replace the cassette.
DP01:3E:00:00	1) Network fault, invalid operation requested 2) If this status is received during a op-commanded self-test, the device was specifically commanded to do a self-test but was not enabled or present.	1) No / Yes 2) Yes / Yes	1) Make sure the function command data is correct. 2) N/A	1) No action required. 2) N/A
DP01:3E:42:40	Hardware error	Yes / Yes	Remove the deposit from the transaction selection choices.	Service required.

2.14 DR01 (Fascia Status Messages)

This section describes the fascia status messages. The device type and number as it appears in the status message is DR01.

Several messages with the dispenser (DI01) device type and number appear in Table 2-18. These messages are listed because they can be considered fascia fault statuses.

Fascia status messages for the Bulk Cash Recycler (TCS Plus 1.2 or higher) are contained in Table 2-19.

Table 2-18   DR01 - Fascia Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:39:00:01 [1]	The drawer sensor is blocked prior to more than three consecutive dispenses. (This status is repeated in Section 3.8 and Section 3.9.)	Yes/Yes	The dispense was not performed. Remove the dispense from the transaction selection choices. (Subsequent dispense attempts without going into the Supply mode to clear the fault will result in this status being repeated.)	Go into the Supply mode, clear the material from the withdrawal area, and exit the Supply mode.
DI01:39:00:03 [1]	The drawer sensor is not blocked after three consecutive dispenses. (This status is repeated in the Section 3.8 and Section 3.9.)	Yes/Yes	The dispense was not performed. Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into Supply mode to clear the fault will result in this status being repeated.)	Go into Supply mode, check the withdrawal area for a possible money catch device, and exit the Supply mode.
DI01:39:00:05 [1]	The drawer sensor is blocked after a power fail or the sensor is clear after a previous dispense but blocked before a current dispense. (This status is repeated in Section 3.8 and Section 3.9.)	Yes/Yes	The dispense was not performed. Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into Supply mode to clear the fault will result in this status being repeated.)	Go into Supply mode, check the withdrawal area for cash or foreign material, and exit the Supply mode.
DI01:39:00:07 [1]	The drawer sensor is blocked leaving the Supply mode or the Fascia diagnostic routine. (This status is repeated in Section 3.8 and Section 3.9.)	Yes/Yes	The dispense was not performed. Remove dispense from the transaction selection choices. (Subsequent dispense attempts without going into the Supply mode to clear the fault will result in this status being repeated.)	Go into Supply mode, check the withdrawal area for cash or foreign material, and exit the Supply mode.
DI01:3E:01:01	The door is open before the dispense or this consumer's cash is in the escrow position. (This status is repeated in Section 3.8 and Section 3.9.)	Yes/Yes	The dispense was not performed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	For a terminal with a delivery door, ensure that the door closes and locks properly. For a terminal with a presenter, perform an unload from the Supply menu or ATM test.

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Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DI01:3F:00:01	The drawer sensor is blocked prior to the dispensing. On terminals equipped with a delivery door, this status will be reported up to three consecutive times after which a trap status 39:00:01 is sent. (This status is repeated in Section 3.8 and Section 3.9.)	Yes/Yes	Money has been dispensed on top of something else. The decision to deliver is left to the network's discretion.	Clear material from the withdrawal area.
DI01:3F:00:03	The drawer sensor is not blocked after the dispense. On terminals equipped with a delivery door, this status may be repeated up to three consecutive times after which a 39:00:03 will be sent. (This status is repeated in Section 3.8 and Section 3.9.)	Yes/Yes	Cash was not detected in the pocket. The decision to deliver is left to the network's discretion.	Check for an obstruction that prevents cash from getting into the pocket/tray.
DR01:23:00:00	The door is closed after the dispense. The consumer did not have access to the cash.	No/Yes	Perform one more delivery again prompting the consumer to remove the cash. If the consumer fails to remove the cash a second time, do one of the following: 1) Allow the next consumer that requests a withdrawal to take the forgotten cash (be prepared for a Sensors Blocked Prior fault). 2) Deny further withdrawals until first-line service can clear the pocket.	Go into Supply mode, clear the material from the withdrawal area, and exit the Supply mode.
DR01:23:00:01	1) The motorized or Special hybrid door is partially open after the dispense. The consumer may have had access to the cash. 2) Present timeout. The consumer had access to the cash but did not take all of it.	No/Yes	Result of the delivery is uncertain. Consumer may have received all or part of the cash. Continue the transaction processing.	Go into Supply mode, clear any material from the withdrawal area, and exit the Supply mode.

Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:23:00:30	Presented money forgotten.	Yes/Yes	There is no network action. This message is for information only.	There is no on-site action. This message is for information only.
DR01:30:35:30	Command reject - reject of current status. Invalid command for device.	Yes/Yes	N/A	Ensure proper selection and configuration of device.
DR01:30:4C:33	Command reject - RYG indicator set command failure.	Yes/Yes	N/A	Verify condition of ECKI hardware and ensure that indicators and contacts have been installed by TCS Setup.
DR01:38:nn:nn (nn can be any number)	ExpressBus communications problem	Yes/Yes	Result of the delivery is uncertain. The consumer may have received all or part of the cash. Continue the transaction processing.	Service investigation
DR01:3A:31:41	This status may appear because of one of the following: 1) The money tray does not move during the present. 2) This status also appears in diagnostics and indicates that there is no money to present.	Yes/Yes	The present was not performed. With the first situation in the description, remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	With the first situation in the description, check for mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:31:44	The money tray does not move during the Restore.	Yes/Yes	The Restore was not completed. Send function to exit the Consumer Request State. No dispense is possible until the condition is rectified.	Check for mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check cam sensors and connections.
DR01:3A:31:46	The money tray does not move during the Dump.	Yes/Yes	The Dump was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.

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Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3A:31:52	The money tray does not move during diagnostics.	No/No	N/A	Check for mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:32:46	The divert does not move during the dump.	Yes/Yes	The dump was not completed. Remove dispense from list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the divert door. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:32:52	The divert does not move during the diagnostics.	No/No	N/A	Check for the mechanical binding of the divert door. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:33:41	The exit shutter does not open to present.	Yes/Yes	The present was not performed. Remove dispense form the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:33:44	Exit shutter does not open during Restore.	Yes/Yes	The Restore was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections.

Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3A:33:45	Exit shutter does not open during Retract.	Yes/Yes	The Retract was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:33:46	Exit shutter does not open during Dump.	Yes/Yes	The Dump was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:33:51	The exit Shutter does not move during diagnostics.	No/No	N/A	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:34:45	The transport motor is locked in retract.	Yes/Yes	The Retract was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check the transport belts, motor, and fuse. Check the timing wheel, sensor, and connections.
DR01:3A:34:46	The transport motor is locked in dump.	Yes/Yes	The Dump was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check the transport belts, motor, and fuse. Check the timing wheel, sensor, and connections.
DR01:3A:34:51	The transport motor is locked in diagnostics.	No/No	N/A	Check the transport belts, motor and fuse. Check the timing wheel, sensor, and connections.

Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3A:34:53	Transport stall during test.	Yes/Yes	N/A	Check the transport belts, motor, and fuse. Check the timing wheel, sensor, and connections.
DR01:3A:36:41	Bill sensor stuck clear during Present.	Yes/Yes	Present was not performed. Remove dispense from list of transaction choices. No dispense is possible until the condition is rectified.	Check for money jam in bill path. Check the transport and pushplate mechanism for proper bill movement capability.
DR01:3A:36:44	The bill sensor stuck clear during the Restore.	Yes/Yes	The Restore was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the binding of the pushplate. Check the pushplate motor and fuse. Check the bill sensor and connections.
DR01:3A:36:46	The bill sensor is stuck clear during the Dump.	Yes/Yes	The Dump was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the binding of the pushplate. Check the pushplate motor and fuse. Check bill sensor and connections.
DR01:3A:37:41	No forward drive during the Present.	Yes/Yes	The Present was not performed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for the binding of the pushplate. Check the pushplate motor and fuse. Check the bill sensor and connections.
DR01:3A:37:45	Pushplate stepper clock timeout during a Retract.	Yes/Yes	The Retract was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for a money jam at the bill sensor. Check the sensor operation and connections.
DR01:3A:37:46	Pushplate stepper clock timeout during a Dump.	Yes/Yes	The Dump was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for a money jam at the bill sensor. Check the sensor operation and connections.
DR01:3A:38:41	Pushplate sensor blocked during Present.	Yes/Yes	The Present was not performed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for a money jam at the bill sensor. Check sensor operation and connections.

Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3A:38:46	Pushplate sensor blocked during Dump.	Yes/Yes	The Dump was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:39:41	Pushplate sensor failure during a Present.	Yes/Yes	The Present was not performed. Remove dispense from the list of transaction selection choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:39:44	Pushplate sensor failure during a Restore.	Yes/Yes	The Restore was not completed. Send a function to exit the Consumer Request state. No dispense is possible until the condition is rectified.	Check for mechanical binding of the cash tray. Check the cam belt, motor and fuse. Check the cam sensors and connections.
DR01:3A:39:46	Pushplate sensor failure during a Dump.	Yes/Yes	The Dump was not completed. Remove dispense from list of transaction choices. No dispense is possible until the condition is rectified.	Check for the mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:39:54	Pushplate sensor failure during diagnostics.	No/No	N/A	Check for the mechanical binding of the cash tray. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3A:40:40	The exercise failed. The door is jammed shut.	Yes/Yes	Remove dispense from the transaction selection choices until the door is repaired.	Determine the cause of the jam and fix it.

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Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3A:41:40	This status indicates a mechanical restriction: 1) The motorized door cannot reach the open position. 2) The Presenter cannot present cash to the consumer.	Yes/Yes	The result of the delivery is uncertain. The consumer may have received all or part of the cash. Continue the transaction processing.	Determine the cause of the jam and fix it.
DR01:3B:30:45	Retract is not possible. The consumer took the money during the operation.	Yes/Yes	This is a normal condition indicating that the consumer took the cash just as the terminal attempted to retract it. Assume that the prior deliver was complete and continue the normal transaction processing.	No on-site action necessary.
DR01:3C:33:44	The exit shutter does not close after the Restore.	Yes/Yes	The Restore was not completed due to an obstruction of normal shutter movement. Continue normal transaction processing. If the fault is truly a hardware error, it will prevent further dispenses by reporting Door Open Prior.	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections. (This fault may be consumer-induced.)
DR01:3C:33:45	The exit shutter does not close after the Retract.	Yes/Yes	The Retract was not completed due to some obstruction of normal shutter movement. Continue normal transaction processing. If fault is truly a hardware error, it will prevent further dispenses by reporting Door Open Prior.	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections. (This fault may be consumer-induced.)
DR01:3C:33:46	The exit shutter does not close after the Dump.	Yes/Yes	The Dump was not completed due to some obstruction of normal shutter movement. Continue normal transaction processing. If fault is truly a hardware error, it will prevent further dispenses by reporting Door Open Prior.	Check the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections. (This fault may be consumer- induced.)

Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3C:33:51	Exit shutter does not close during test.	Yes/Yes	N/A	Check for the mechanical binding of the shutter and the proper adjustment of the switch. Check the cam belt, motor, and fuse. Check the cam sensors and connections.
DR01:3E:00:00	Network fault - attempted to perform an illegal Fascia operation or attempted to perform an operation with the FCA DIT off.	No/No	N/A	Ensure that the terminal is equipped with a delivery door. If it is, ensure that the FCA DIT is enabled.
DR01:3E:35:45	The bill sensor is jammed during the Retract.	Yes/Yes	The Retract was not completed. Remove dispense from the list of transaction choices. No dispense is possible until the condition is rectified.	Check for a money jam at the bill sensor. Check sensor operation and connections.
DR01:3E:35:46	The bill sensor is jammed during the Dump.	Yes/Yes	The Dump was not completed. Remove dispense from list of transaction choices. No dispense is possible until the condition is rectified.	Check for a money jam at the bill sensor. Check sensor operation and connections.
DR01:3F:00:03	There is nothing to deliver/ present.	Yes/Yes	The network should always be aware of the pocket/tray contents during the deliver operation. If there should have been cash in the pocket/tray when this status is received, dispenses and delivers should be discontinued until first line service can investigate the situation. If the pocket/tray contents is uncertain prior to the deliver, this status indicates that there was nothing to deliver and normal transaction processing can continue.	Check for an obstruction that prevents the cash from getting into the pocket/tray.
DR01:3F:00:40	Forgotten money removed.	Yes/Yes	There is no network action. This status message is for information only.	There is no on-site action. This status message is for information only.

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Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3F:02:01	The drawer sensor is blocked. The door is closed when the check sensor operation in a door state is executed.	No/Yes	Network discretion	Clear material from the Withdrawal Area.
DR01:3F:30:41	The present is not possible. There is no money to present.	Yes/No	The network should always be aware of the pocket/tray contents during the deliver operation. If there should have been cash in the pocket/tray when this status is received, dispenses and delivers should be discontinued until first-line service can investigate the situation. If the pocket/tray contents is uncertain prior to the deliver, this status indicates that there was nothing to deliver and normal transaction processing can continue.	Check for an obstruction that prevents cash from getting into the pocket/tray
DR01:3F:30:44	Restore is not possible - money is not taken.	Yes/Yes	Continue normal transaction processing. Consumer took the cash.	No on-site action necessary.
DR01:3F:30:45	Retract is not possible - all the money is taken.	Yes/Yes	Continue normal transaction processing. Consumer took the cash.	No on-site action necessary.
DR01:3F:40:40	The exercise is aborted. The sensors are blocked.	Yes/Yes	Network discretion. There is cash in the pocket. Either: 1) Go ahead with an unconditional door exercise and dispense. Allow the consumer to take the cash from the previous transaction. 2) Deny withdrawals until first-line service can clear the pocket.	Go in Supply mode, check Withdrawal Area for cash or foreign material, and exit Supply mode.
DR01:3F:42:40	This status indicates a mechanical restriction: 1) The motorized door cannot reach the closed position. 2) The presenter cannot reach the stacking or escrow position.	No/No	N/A	Determine the cause of the jam and fix it.

Table 2-18   DR01 - Fascia Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
DR01:3F:46:nn	nn bills dumped	No/Yes	N/A	No action is necessary. This status is to aid the balancing of the 9000 terminals.
[1]indicates a trap condition				

Table 2-19   DR01 - BCR Fascia Status Message Descriptions

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DR01:23:00:01	Present timeout. The consumer had access to the cash but did not take all of it.	No / Yes	Result of the delivery is uncertain. Consumer may have received all or part of the cash.	
DR01:23:00:30	Presented money forgotten.	Yes / Yes	There is no network action. This message is for information only.	There is no on-site action. This message is for information only.
DR01:30:35:30	Command reject	Yes /Yes	N/A	Ensure proper selection and configuration of the device.
DR01:30:4C:33	Command reject – RGY indicator set command failure.	Yes / Yes	N/A	Verify condition of the ECKI hardware and insure that the indicators and contacts have been installed by TCS configuration.
DR01:38:00:00	Communications problem.	Yes / Yes	Result of the delivery is uncertain. The consumer may have received all or part of the cash.	Service required.

Table 2-19   DR01 - BCR Fascia Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DR01:3A:33:41	The exit shutter does not open to present.	Yes / Yes	The present was not performed. . Remove dispense from the list of transaction choices, No dispense is possible until this condition is corrected.	Service required.
DR01:3A:34:45	Hardware failure during retract	Yes / Yes	The retract was not complete. Remove dispense from the list of transaction choices, No dispense is possible until this condition is corrected.	Service required.
DR01:3A:34:46	Hardware failure during dump	Yes / Yes	The dump was not complete. Remove dispense from the list of transaction choices, No dispense is possible until this condition is corrected.	Service required.
DR01:3A:37:41	Hardware failure during a present	Yes / Yes	Result of the delivery is uncertain. The consumer may have received all or part of the cash.	Service required.
DR01:3B:30:45	Retract not possible. The consumer took the money during the operation.	Yes / Yes	This is a normal condition indicating that the consumer took the cash just as the terminal attempted to retract it. Assume that the prior deliver was complete and continue the normal transaction processing.	No on-site action necessary.

Table 2-19   DR01 - BCR Fascia Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DR01:3C:33:45	The exit shutter does not close after the retract.	Yes / Yes	The Retract was not completed due to some obstruction of normal shutter movement. Continue normal transaction processing. If fault is truly a hardware error, it will prevent further processing by reporting Door Open Prior.	Service required.
DR01:3E:00:00	Network fault – attempted to perform an illegal Fascia operation or attempted to perform an operation with the FCA DIT off.	No / No	N/A	No on-site action required.
DR01:3F:00:40	Forgotten money removed.	Yes / Yes	There is no network action. This status message is for information only.	There is no on-site action. This status is for information only.
DR01:3F:02:01	The drawer sensor is blocked. The door is closed when the check sensor operation in a door state is executed.	No / Yes	Network discretion	Clear material from the Withdrawal area.

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Table 2-19   DR01 - BCR Fascia Status Message Descriptions (continued)

Status Message \ Device Status	Description	Sent to DAL \ Journal	Network Action	On-site Action
DR01:3F:30:41	There is nothing to present.	Yes / Yes	The network should always be aware of the pocket contents during a deliver operation. If there should have been cash in the pocket when this status was received, dispenses and delivers should be discontinued until first line service can investigate the situation. If the pocket contents are uncertain prior to delivery, this status indicates that there was nothing to deliver and normal transaction processing can continue.	Check for an obstruction that prevents the cash from getting into the pocket.
DR01:3F:30:45	Retract is not possible – all the money is taken.	Yes / Yes	Continue normal transaction processing. Consumer took the cash.	No on-site action is required.
DR01:3F:46:nn	nn bills dumped	No /Yes	N/A	No action is necessary. This status is to aid the balancing of 9000 terminals.

2.15 ED01 (Encryption/Decryption Status Messages)

This section describes the Encryption/Decryption fault status messages. Refer to Table 2-20 and Table 2-21 for the Encryption/Decryption status messages. The status messages in Table 2-21 only appear if you have an encrypted PIN pad. The device type and number as it appears in the status message is ED01.

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Table 2-20   ED01 - Encryption/Decryption Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
ED01:3A:40:40	DES chip has given an improper response or DES chip is not physically present in the system.	Yes/No	N/A	Service investigation

Table 2-21   Encryption/Decryption Status Message Descriptions with the Encrypted PIN Pad

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
ED01:38:00:0F	Communications problem	Yes/Yes	N/A	Service investigation
ED01:39:00:1C	Key storage error	Yes/Yes	N/A	Service investigation
ED01:39:00:64	Crypto hardware error	Yes/Yes	N/A	Service investigation
ED01:39:00:7E	Internal EPP firmware error	Yes/Yes	N/A	Service investigation
ED01:39:00:A0	EPP key management failure	Yes/Yes	N/A	Service investigation
ED01:3F:00:02	Unknown option	Yes/Yes	N/A	None
ED01:3F:00:04	Unsupported command	Yes/Yes	N/A	None
ED01:3F:00:05	Unauthorized command	Yes/Yes	N/A	None
ED01:3F:00:0D	Invalid data	Yes/Yes	N/A	None
ED01:3F:00:0E	Checksum mismatch	Yes/Yes	N/A	None
ED01:3F:00:1A	Key parity error. An attempt was made to use a non-parity adjusted key (PEKEY) or down-load a non-parity adjusted key (write command VII).	Yes/Yes	N/A	None
ED01:3F:00:12	Sequence error	Yes/Yes	N/A	None
ED01:3F:00:16	Too little data	Yes/Yes	N/A	None
ED01:3F:00:17	Too much data	Yes/Yes	N/A	None
ED01:3F:00:19	Data area is full	Yes/Yes	N/A	None
ED01:3F:00:1B	Key parity warning	Yes/Yes	N/A	None

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Table 2-21   Encryption/Decryption Status Message Descriptions with the Encrypted PIN Pad (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
ED01:3F:00:1E	Invalid key. An attempt was made to use a nonexistent key.	Yes/Yes	N/A	None
ED01:3F:00:27	Incorrect token	Yes/Yes	N/A	None
ED01:3F:00:50	Invalid format control or input mode	Yes/Yes	N/A	None
ED01:3F:00:51	Invalid PIN format	Yes/Yes	N/A	None
ED01:3F:00:52	Invalid sequence mode	Yes/Yes	N/A	None
ED01:3F:00:53	Invalid parameter mode	Yes/Yes	N/A	None
ED01:3F:00:54	Decimalization table error. Possible problem in FIT decimalization table.	Yes/Yes	N/A	None
ED01:3F:00:55	Generation data error	Yes/Yes	N/A	None
ED01:3F:00:56	PIN formatting failure or PIN length	Yes/Yes	N/A	None
ED01:3F:00:57	PIN block consistency check error	Yes/Yes	N/A	None
ED01:3F:00:58	PIN block consistency check warning	Yes/Yes	N/A	None
ED01:3F:00:A2	Illegal key data index	Yes/Yes	N/A	None
ED01:3F:00:C1	EPP API already locked	Yes/Yes	N/A	None

2.16 EP01 (Encrypted PIN Pad Status Messages)

This section describes the encrypted PIN pad fault status messages. The device type and number as it appears in the status message is EP01. Refer to Table 2-22 for the encrypted PIN pad fault status messages.

Table 2-22   EP01 - EPP Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
EP01:38:00:0F	Communications problem	Yes/Yes	N/A	Service investigation
EP01:3C:00:nn	A battery low or alarm status. nn is one hex byte of bit mapped data: bit 7 - Reserved bit 6 - NVRAM loss of integrity bit 5 - Grid cut bit 4 - Grid over voltage bit 3 - Temperature out of limit - high bit 2 - Temperature out of limit - low bit 1 - Battery low bit 0 - Intrusion latch set Bits 2 through 7 are not set unless bit 0 is set.	Yes/Yes	N/A	Service investigation

2.17 EX01 (Signage Unit Status Messages)

This section describes the signage unit fault status messages. The device type and number as it appears in the status message is EX01. Refer to Table 2-23 for the signage unit fault status messages.

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Table 2-23   EX01 - Signage Unit Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
EX01:38:nn:nn [1]	ExpressBus communications problem	No/No	N/A	N/A
EX01:3E:00:00	Network fault - attempted to perform a EXO operation with the DIT turned off.	No/No	N/A	N/A
[1]nn can be any number				

2.18 EX02 (Safe Door Solenoid Status Messages)

This section describes the safe door solenoid fault status messages. The device type and number as it appears in the status message is EX02. Refer to Table 2-24 for the chest door solenoid fault status messages.

Table 2-24   EX02 - Safe Door Solenoid Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
EX02:3E:00:00	Network fault - attempted to perform a safe door operation with the DIT turned off.	No/No	Check the DIT to see if it is on. If it is not, turn it on and repeat the function. If it is on, check the function for correctness.	N/A

2.19 KD01 (Keyboard Display Module Status Messages)

This section describes the keyboard display module (KDM) fault status messages. The device type and number as it appears in the status message is KD01. Refer to Table 2-25 for the keyboard display module status messages.

Table 2-25   KD01 - Keyboard Display Module Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
KD01:38:nn:nn [1]	ExpressBus communications problem	No/No	None	None
KD01:3F:60:40	KDM case is open.	No/No	None	None
[1]nn can be any number				

2.20 KE01 (Consumer Keypad Status Messages)

This section describes the consumer keypad fault status messages. The device type and number as it appears in the status message is KE01. Refer to Table 2-26 for the consumer keypad fault status messages.

Table 2-26   KE01 - Consumer Keypad Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
KE01:38:nn:nn [1]	ExpressBus communications problem	Yes/No	None	Service investigation
KE01:3E:41:40	Key is closed longer than five minutes.	Yes/Yes	Remove the terminal from service.	Check for a damaged or stuck key on the terminal.
KE01:38:00:C0	Stuck key. This status appears if you have an encryption PIN pad.	Yes/Yes	Remove the terminal from service.	Check for a damaged or stuck key.
[1]nn can be any number				

2.21 LT01 (Indicators and Contacts Status Messages)

This section describes the indicators and contacts fault status messages. The device type and number as it appears in the status message is LT01. Refer to Table 2-27 for the indicators and contacts fault status messages.

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Table 2-27   LT01 - Indicators and Contacts Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
LT01:38:00:00	ExpressBus communications problem	Yes/Yes	TBD	Service investigation

2.22 PB01 (Passbook Printer Status Messages)

This section describes the Passbook Printer fault status messages. Refer to Table 2-28 for the Passbook Printer status messages. The device type and number as it appears in the status message is PB01.

Table 2-28   PB01 - Passbook Printer Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PB01:21:00:00	Good operation	yes/yes	None	None
PB01:38:68:88	Comm fault	yes/yes	Take passbook printer out of service	Service investigation
PB01:39:00:00	Passbook is in escrow	yes/yes	Take passbook printer out of service	Remove escrowed book
PB01:3E:40:34	Data error - invalid operation	yes/yes		None
PB01:3E:51:71	Print exception	yes/yes	Take passbook printer out of service	Service investigation
PB01:3E:68:FF	Comm fault	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:43:83	Purge book error		Take passbook printer out of service	Check printer for jammed passbook
PB01:3F:53:85	State query sensor error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:56:77	Open gate error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:57:78	Close gate error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:5A:81	Present book error	yes/yes	Take passbook printer out of service	Check printer for jammed book

**Table 2-28   PB01 - Passbook Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PB01:3F:5B:82	Retain book error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:5C:77	Selftest - feed motor error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:5C:78	Selftest - print head motor error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:5C:7B	Selftest - platen error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:5C:7C	Selftest - inserter error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:5D:70	Abnormal medium length		Reset passbook printer	None
PB01:3F:5D:71	Conditional check, data format, or LCU protocol error		Reset passbook printer	None
PB01:3F:5D:72	Hardware error		Take passbook printer out of service	Service investigation
PB01:3F:67:81	Wait book error	yes/yes	Take passbook printer out of service	Service investigation
PB01:3F:68:46	Reset - error		Take passbook printer out of service	Service investigation

2.23 PF01 (PIN/FIT Status Messages)

This section describes the PIN/FIT fault status messages. Refer to Table 2-29 and Table 2-30 for the PIN/FIT status messages. The status messages in Table 2-30 only appear if you have an encrypted PIN pad. The device type and number as it appears in the status message is PF01.

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Table 2-29   PF01 - PIN/FIT Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PF01:3A:40:40	DES chip has given an improper response. It is reported to the network as :3F:00:00.	Yes/No	N/A	Service investigation
PF01:3F:00:00	The DES chip has given an improper response or a DES chip is not physically present in the system. The fault is entered in the DAL as :3A:40:40 except if the condition is discovered at power up (then no DAL entry is made).	No/Yes	N/A	Service investigation

Table 2-30   PIN/FIT Status Message Descriptions with the Encrypted PIN Pad

Status message	Description	Sent to DAL/Journal	Network Action	On-site Action
PF01:38:00:0F	Communications problem	Yes/Yes	N/A	Service investigation
PF01:39:00:1C	Key storage error	Yes/Yes	N/A	Service investigation
PF01:39:00:64	Crypto hardware error	Yes/Yes	N/A	Service investigation
PF01:39:00:7E	Internal EPP firmware error	Yes/Yes	N/A	Service investigation
PF01:39:00:A0	EPP key management failure	Yes/Yes	N/A	Service investigation
PF01:3F:00:02	Unknown option	Yes/Yes	N/A	None
PF01:3F:00:04	Unsupported command	Yes/Yes	N/A	None
PF01:3F:00:05	Unauthorized command	Yes/Yes	N/A	None
PF01:3F:00:0D	Invalid data	Yes/Yes	N/A	None
PF01:3F:00:0E	Checksum mismatch	Yes/Yes	N/A	None
PF01:3F:00:1A	Key parity error. An attempt was made to use a non-parity adjusted key (PEKEY) or down-load a non-parity adjusted key (write command VII).	Yes/Yes	N/A	None
PF01:3F:00:12	Sequence error	Yes/Yes	N/A	None
PF01:3F:00:16	Too little data	Yes/Yes	N/A	None

Table 2-30   PIN/FIT Status Message Descriptions with the Encrypted PIN Pad (continued)

Status message	Description	Sent to DAL/Journal	Network Action	On-site Action
PF01:3F:00:17	Too much data	Yes/Yes	N/A	None
PF01:3F:00:19	Data area is full	Yes/Yes	N/A	None
PF01:3F:00:1B	Key parity warning	Yes/Yes	N/A	None
PF01:3F:00:1E	Invalid key. An attempt was made to use a nonexistent key.	Yes/Yes	N/A	None
PF01:3F:00:27	Incorrect token	Yes/Yes	N/A	None
PF01:3F:00:50	Invalid format control or input mode	Yes/Yes	N/A	None
PF01:3F:00:51	Invalid PIN format	Yes/Yes	N/A	None
PF01:3F:00:52	Invalid sequence mode	Yes/Yes	N/A	None
PF01:3F:00:53	Invalid parameter mode	Yes/Yes	N/A	None
PF01:3F:00:54	Decimalization table error. Possible problem in FIT decimalization table.	Yes/Yes	N/A	None
PF01:3F:00:55	Generation data error	Yes/Yes	N/A	None
PF01:3F:00:56	PIN formatting failure or PIN length	Yes/Yes	N/A	None
PF01:3F:00:57	PIN block consistency check error	Yes/Yes	N/A	None
PF01:3F:00:58	PIN block consistency check warning	Yes/Yes	N/A	None
PF01:3F:00:A2	Illegal key data index	Yes/Yes	N/A	None
PF01:3F:00:C1	EPP API already locked	Yes/Yes	N/A	None

2.24 Power-up/SYS Status Messages

This section describes the power-up/SYS fault status messages. A power-up message is identified by four asterisks (****) before the status message. Refer to Table 2-31 for the power-up/SYS fault status messages.

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Table 2-31   Power-up Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
3D:00:03	RAM fail/error idle state or corrupt file	Yes/Yes	N/A	Information only
3D:00:04	RAM fail/error not idle state or corrupt file	Yes/Yes	N/A	Information only
3E:00:00	The AC power switch is turned on or the AC power returned after a power failure. The battery backed-up data is lost.	No/Yes	N/A	Information only
:3F:00:00	The reason for the previous power down was due to a power failure. The terminal powered up with the battery backed-up data valid.	No/Yes	N/A	Information only

2.25 PR01 (Receipt Printer Status Messages)

This section describes the receipt printer fault status messages. Refer to Table 2-32 through Table 2-34 for the fault status messages for the receipt printer devices. The device type and number as it appears in the status message is PR01. Table 2-32 through Table 2-34 provides the following information:

- Table 2-32 lists the receipt printer status messages for all of the receipt printer devices except for the thermal receipt printer.

- Table 2-33 lists the receipt printer status messages for the thermal receipt printer.

- Table 2-34 lists the additional status messages that appear if the statement printer is an emulated receipt printer.

Table 2-32   PR01 - Receipt Printer Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
PR01:2D:50:nn [1]	The consumer or transaction record printer detected low supplies while printing data or delivering a form.	Yes/Yes	None	Install a new roll of forms.
PR01:30:yy:xx	The Consumer or Transaction Record Printer rejected a command. The command rejected is yy and the reason code is xx. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form The valid xx reason codes are as follows: 30 - invalid command for a printer device 31 - command received out of sequence 32 - device buffer overflow 33 - printer device ID is incorrect 34 - data format error	Yes/Yes	None	N/A

Table 2-32   PR01 - Receipt Printer Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:38:23:yy	The Consumer or Transaction Record Printer has failed to respond to command yy within an expected period for five consecutive times during initialization of the device. Four:3F:23:yy faults should have already been logged. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer.	Service investigation
PR01:38:60:nn [1]	ExpressBus communications problem	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer.	Service investigation
PR01:38:62:nn [1]	The consumer or transaction record printer is not communicating with the system communication handler.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer.	Service investigation
PR01:38:64:nn [1]	The consumer or transaction record printer is continually rejecting commands (NAKing).	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer.	Service investigation

**Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:38:yy:zz	During the initialization of the consumer or transaction record printer, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 3F - device warning fault 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst, and deliver completed.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer.	Service investigation
PR01:39:44:nn [1]	The consumer or transaction record printer failed to find the head home position during the last print operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer until it has been serviced.	Service investigation

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Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:39:45:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer also detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation
PR01:39:46:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer also did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation
PR01:39:54:nn [1]	The consumer or transaction record printer detected two problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation

**Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:39:55:nn [1]	The consumer printer detected three problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search. 3) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation
PR01:39:56:nn [1]	The consumer printer detected three problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search. 3) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation
PR01:39:64:nn [1]	The consumer or transaction record printer detected two problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer also detected supplies out during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation

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**Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:39:65:nn [1]	The consumer printer detected three problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search. 3) The printer also detected supplies out during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation
PR01:39:66:nn [1]	The consumer printer detected three problems during the last print or deliver operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search. 3) The printer also detected supplies out during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Service investigation
PR01:3D:60:nn [1]	The consumer or transaction record printer detected supplies out while printing data or delivering a form.	Yes/Yes	Take the ATM out-of- service if acknowledgement forms are required for transactions. If the ATM is left in-service, discontinue using the printer until supplies have been added.	Install a new roll of forms.

Table 2-32 PR01 - Receipt Printer Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:3E:00:00	1) If this status is received during an op- commanded self-test, the device was specifically requested to do a self-test but was not enabled or present. 2) The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminators (CR or LF).	1) Yes/Yes 2) Yes/Yes	1) N/A 2) N/A	1) N/A 2) N/A
PR01:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminators (CR or LF).	Yes/Yes	None	N/A
PR01:3E:01:nn	Continuous Availability spool file error. The nn is an OS/2 error code. Common values include: 04 - too many open files 05 - access denied 08 - not enough memory 20 - sharing violation 70 - disk full	Yes/Yes	None	Make sure the disk is not full, that there are not too many files open, and that the printer temp files are not being examined in an editor (journal.tmp, receipt.tmp, and edc.tmp). Otherwise, if consistent, service investigation is required.
PR01:3E:41:nn [1]	The consumer printer detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Verify that paper is not jammed or torn. Check for paper skewing or paper slippage. If none of the above, service is required.

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**Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:3E:42:nn [1]	The consumer printer did not detect the top-of-form mark on the paper while executing a command that required a top-of- form search.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced.	Check for a forms jam, torn supply roll, or paper skewing. If none of the above, service is required.
PR01:3E:51:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search. 2) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced since a forms jam could have occurred.	If the forms have completely run out, install a new roll of forms. Otherwise, check for a forms jam, a torn paper roll, paper skewing, or paper slippage. If one of the above, attempt to correct. If successful, install a new roll of forms. If not, service is required.
PR01:3E:52:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search. 2) The printer also detected low supplies during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced since a forms jam could have occurred.	If the forms have completely run out, install a new roll of forms. Otherwise, check for a forms jam, a torn paper roll, or paper skewing. If one of the above, attempt to correct. If successful, install a new roll of forms. If not, service is required.

Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:3E:61:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search. 2) The printer also detected supplies out during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced since a forms jam could have occurred.	If the forms have completely run out, install a new roll of forms. Otherwise, check for a forms jam, a torn paper roll, paper skewing, or paper slippage. If one of the above, attempt to correct. If successful, install a new roll of forms. If not, service is required.
PR01:3E:62:nn [1]	The consumer printer detected two problems during the last print or deliver operation: 1) The printer did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search. 2) The printer also detected supplies out during the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until it has been serviced since a forms jam could have occurred.	If the forms have completely run out, install a new roll of forms. Otherwise, check for a forms jam, a torn paper roll, or paper skewing. If one of the above, attempt to correct. If successful, install a new roll of forms. If not, service is required.
PR01:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.	Yes/Yes	None	If consistent, service is required.

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**Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:3F:23:yy	The consumer printer has failed to respond to command yy within an expected period of time. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form	Yes/Yes	None	If consistent, service is required.

Table 2-32   PR01 - Receipt Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/ Journal	Network Action	On-site Action
PR01:3F:yy:zz	The printer responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 3F - device warning 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst, and deliver completed	No/No	None	N/A

[1]nn can be any number

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:00:00:00 This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A	Do a network commanded self test on the printer with no error condition.
PR01:23:00:00 A document was presented to the customer but was not taken in the programmed amount of time.	Yes/Yes	A document retain or dump must be performed to clear the printer.	None	Allow the deliver and wait operation to timeout.
PR01:2D:50:00/ The consumer or transaction record printer detected low supplies while printing data or delivering a form.	Yes/Yes	Initiate the on-site action.	Install a new roll of forms. If paper low is errantly reported, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Remove the paper roll from the cradle and do not pull paper out of the printer. Do a print operation.

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**Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)**

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:30:yy:xx The consumer or transaction record printer rejected a command. The command rejected is yy and the reason code is xx. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst and deliver form 47 - retain the form 48 - dump the form The valid xx reason codes are as follows: 30 - invalid command for a printer device 31 - command received out of sequence 32 - device buffer overflow 33 - printer device ID is incorrect 34 - data format error	Yes/Yes	None	N/A	Cannot create.

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:38:23:yy The consumer or transaction record printer has failed to respond to command yy within an expected period. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Reboot the terminal software. If the error persists, a service investigation is required.	Disconnect the printer communication cable. Do a print operation. The error will take approximately 2 minutes to be posted.
PR01:38:51:nn [1] The consumer or transaction record printer is not communicating.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Reboot the terminal software. If the error persists, a service investigation is required.	Cannot create.
PR01:38:60:nn [1] The consumer or transaction record printer failed to initialize.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Reboot the terminal software. If the error persists, a service investigation is required.	Power the ATM down. Disconnect the printer communication cable. Power the ATM up. Do a print operation.
PR01:38:62:nn [1] The consumer or transaction record printer is not communicating.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Reboot the terminal software. If the error persists, a service investigation is required.	Disconnect the printer communication cable. Do a print operation. After approximately 2 minutes a 38:23:41 error will be posted. Do a second print operation.

**Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)**

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:38:yy:nn During the initialization of the consumer or transaction record printer, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is nn. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Reboot the terminal software. If the error persists, a service investigation is required.	Cannot create.
PR01:39:40:01/ The consumer or transaction record printer detected a flash error and has failed to complete the operation.	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Reboot the terminal software. If the error persists, a service investigation is required.	Cannot create
PR01:39:40:02/ The consumer or transaction record printer detected a voltage error and has failed to complete the operation.	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Power the terminal off and back on. If the error persists, a service investigation is required.	Cannot create
PR01:39:40:04/ The consumer or transaction record printer detected a print head unlocked error and has failed to complete the operation.	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Make sure the printer's hinged cover is in the locked position. If the error persists, a service investigation may be required.	Open the printer's hinged cover. Do a print operation.

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:39:50:04/ The consumer or transaction record printer detected a print head unlocked error and low supplies. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and make sure the printer's hinged cover is in the locked position. If the print head unlocked error persists or paper low is reported incorrectly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Open the printer's hinged cover and remove the paper roll from holder. Do a print operation.
PR01:39:60:04/ The consumer or transaction record Printer detected a print head unlocked error and supplies out. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and make sure the printer's hinged cover is in the locked position. If the head unlocked error persists or paper out is reportedly incorrectly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Open the printer's hinged cover and remove the paper roll from the holder. Do a print operation.
PR01:3C:41:00/ The consumer or transaction record printer has detected the top-of-form sensor stuck black.	Yes/Yes	Leave the ATM in-service. Initiate the on-site action. If intermittent or sporadic, an on-site action may not be justified.	Check for possible paper jams in the printer transport. If the error persists, a service investigation is required.	Use a black marker to make a 12-inch band connecting several of the paper's normal sense marks. The printer DIT must be configured for TOF paper. Do a print and deliver operation.

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3C:42:00/ The consumer or transaction record printer has detected the top-of-form sensor stuck white.	Yes/Yes	Leave the ATM in-service. Initiate the on-site action. If intermittent or sporadic, an on- site action may not be justified.	Inspect for a possible paper jam in the printer. Verify that the paper is loaded correctly with the top-of-form mark oriented properly. Make sure that the printer TOF DIT parameter is set correctly. If the error persists, a service investigation is required.	Install blank paper in the printer. The printer must be configured for TOF paper. Do a print and deliver operation.
PR01:3C:48:00/ The consumer or transaction record printer has detected a transport entry sensor malfunction.	Yes/Yes	Leave the ATM in-service. The printer will continue to operate without the ability to confirm retains. If the error persists, initiate the on-site action.	Inspect the sensor for blockage. If the sensor is not blocked, a service investigation is required.	Enter Continuous Availability Supply Mode. Reorient the entry sensor to prevent detecting paper. Remove paper from the printer. Perform a paper auto-load. Exit the supply mode, and a printer self test will report a fault. Cancel the self test. Perform a print and deliver operation.

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3C:49:00/ The consumer or transaction record Printer has detected the top-of-form sensor stuck black and a transport entry sensor malfunction.	Yes/Yes	Leave the ATM in-service. Initiate on-site action. If intermittent or sporadic, an on-site action may not be justified.	Inspect for a possible paper jam in the printer. Reload the paper and try again. If the TOF error clears, but not the entry sensor error, inspect the entry sensor for blockage. If either error persists, a service investigation is required.	Enter Continuous Availability Supply Mode. Reorient the entry sensor to prevent detecting paper. Remove paper from the printer. Perform a paper auto-load. Exit the supply mode, and the printer self-test will report a fault. Cancel the self test. Use a black marker to make a 12 inch band connecting several of the paper's normal sense marks. The printer DIT must be configured for TOF paper. Do a print and deliver operation
PR01:3C:4A:00/ The consumer or transaction record printer has detected the top-of-form sensor stuck white and a transport entry sensor malfunction.	Yes/Yes	Leave the ATM in-service. Initiate the on-site action. If intermittent or sporadic, an on- site action may not be justified.	Inspect for a possible paper jam in the printer. Verify that the paper is loaded correctly with the top-of-form mark oriented properly. Make sure that the printer TOF DIT parameter is set correctly. If the TOF error clears, but not entry sensor error, inspect entry sensor for blockage. If either error persists, a service investigation is required.	Enter Continuous Availability Supply Mode. Reorient the entry sensor to prevent detecting paper. Remove paper from the printer. Perform a paper auto-load. Exit the supply mode, and the printer self test will report a fault. Cancel the self-test. Install blank paper in the printer. The printer must be configured for TOF paper. Do a print and deliver operation.

Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3C:58:00/ The consumer or transaction record printer has detected a transport entry sensor malfunction and low supplies.	Yes/Yes	Leave the ATM in-service. The printer will continue to operate without the ability to confirm retains. Initiate the on-site action.	Install a new roll of forms. Inspect entry sensor for blockage. If the transport entry sensor malfunction persists or paper low is reported errantly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Enter Continuous Availability Supply Mode. Reorient the entry sensor to prevent detecting paper. Remove the paper from the printer. Perform paper auto- load. Exit the supply mode and the printer self-test will report a fault. Cancel the self test. Remove the paper roll from the cradle and do not pull the paper out of the printer. Perform a print and deliver.
PR01:3D:40:05/ The consumer or transaction record printer detected a retract bin full and has failed to complete the operation.	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer until the retain bin has been emptied. Intiate the on-site action.	Empty the retain bin and inspect for a possible paper jam in the transport. If the error persists, a service investigation may be required.	Do a print and deliver operation. Do a retain operation. Block the transport entry sensor during the retain.
PR01:3D:60:00\ The consumer or transaction record printer detected supplies out.	Yes/Yes	Take the ATM out of service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer until supplies have been added. Initiate the on-site action.	Install a new roll of forms. If paper out is reported incorrectly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Cut the paper between the supply roll and the printer intake. Do a print operation.

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**Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)**

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3E:00:00 1) If this status is received during an op- commanded self-test, the device was specifically requested to do a self-test but was not enabled or present. 2) The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminators (CR or LF).	1) Yes/Yes 2) Yes/Yes	1) N/A 2) N/A	1) N/A 2) N/A	First turn off the Consumer Printer using the Maintenance Manager edit consumer printer DIT selection. Do a network commanded self test,
PR01:3E:00:01 The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminators (CR or LF)	Yes/Yes	None	N/A	Send the printer an illegal ESC code in the printer data.
PR01:3E:01:nn [1] Continuous Availability spool file error. The nn is an OS/2 error code. Common values include: 04 - too many open files 05 - access denied 08 - not enough memory 20 - sharing violation 70 - disk full	Yes/Yes	Initiate the on-site action.	Make sure the disk is not full, that there are not too many files open, and that the printer temp files are not being examined in an editor (journal.tmp, receipt.tmp, and edc.tmp). Otherwise, if consistent, a service investigation is required.	Cannot create.

Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3E:40:03/ The consumer or transaction record printer has detected a print head overheat error and has failed to complete the operation.	Yes/Yes	Leave the ATM in-service. The printer will continue to operate, slower, in a degraded mode. If the error persists, a service investigation is required.	None	Cannot create.
PR01:3E:40:06/ The consumer or transaction record printer has detected a purge failure and has failed to complete the operation.	Yes/Yes	Take the ATM out-of- service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer. Initiate the on-site action.	Inspect for a possible paper jam in the transport. If the error persists, a service investigation is required.	Do a print and deliver operation. Block the transport's exit sensor by holding the form in place under the exit sensor. Do a dump operation.
PR01:3E:40:07/ The consumer or transaction record printer has detected a transport exit jam and has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM left in- service, discontinue using the printer. Initiate the on-site action.	Inspect for a possible paper jam in the transport. If the error persists, a service investigation is required.	Block the transport exit sensor. Do a print and deliver operation.
PR01:3E:40:08/ The consumer or transaction record printer has detected a present failure and has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer. Initiate the on-site action.	Inspect for a possible paper jam in the transport. If the error persists, a service investigation is required.	Block the transport before the exit sensor so that a form will not reach the exit sensor. Do a print and deliver operation.
PR01:3E:40:09/ The consumer or transaction record printer has detected a cut failure and has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in- service, discontinue using the printer. Initiate the on-site action.	Inspect for a possible paper jam in the cutter. If the error persists, a service investigation is required.	Block the transport directly after the transport entry sensor so that the cut form will not clear the entry sensor. Do a print and deliver operation. Must reload paper to clear fault.

Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3E:50:03/ The consumer or transaction record printer has detected a print head overheat error and low supplies.	Yes/Yes	Leave the ATM in-service. The printer will continue to operate, slower, in a degraded mode. Initiate the on-site action.	Install a new roll of forms. If the print head overheat error persists or paper low is reportedly errantly, a service investigation is required.	Cannot create.
PR01:3E:50:07/ The consumer or transaction record printer has detected a transport exit jam and low supplies. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and inspect for a possible paper jam in the transport. If the transport exit jam error persists or paper low is reported incorrectly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Block the transport exit sensor. Remove the paper roll from the cradle, and do not pull paper out of the printer. Do a print and deliver operation.
PR01:3E:50:08/ The consumer or transaction record printer has detected a present failure and low supplies. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Intall a new roll of forms and inspect for possible paper jam in the transport. If the present failure error persists or paper low is reported incorrectly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Remove the paper roll from the cradle and do not pull the paper out of the printer. Block the transport before the exit sensor so that a form will not reach the exit sensor. Do a print and deliver operation.

Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3E:50:09/ The consumer or transaction record printer has detected a cut failure and low supplies. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and inspect for a possible paper jam in the cutter. If the cut failure error persists or paper low is reported incorrectly, a service investigation is required.	The printer must be configured for an actual paper out. Printer DIT Option 5 must be set to 100. Remove the paper roll from the cradle and do not pull the paper out of the printer. Block the transport directly after the transport entry sensor so that the cut form will not clear the entry sensor. Do a print and deliver operation. You must reload paper to clear fault.
PR01:3E:60:03 The consumer or transaction record printer has detected a print head overheat error and supplies out. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms. If the print head overheat error persists or paper out is reported incorrectly, a service investigation is required.	Cannot create.
PR01:3E:60:07/ The consumer or transaction record printer has detected a transport exit jam and supplies out. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and inspect for a possible paper jam in the transport. If the transport exit jam error persists or paper out is reported incorrectly, a service investigation is required.	The printer must be configured for a predicted paper out with a distance setting of zero. Printer DIT Option 5 must be set to zero. Remove the paper roll from the cradle. Block the transport exit sensor. Do a print and deliver operation.

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3E:60:08/ The consumer or transaction record printer has detected a present failure and supplies out. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and inspect for possible paper jam in the transport. If the present failure error persists or paper out is reported incorrectly, a service investigation is required.	The printer must be configured for predicted paper out with a distance setting of zero. Printer DIT Option 5 must be set to zero. Remove paper roll from the cradle. Block the transport exit sensor so that the form will not reach the exit sensor. Do a print and dliver operation.
PR01:3E:60:09/ The consumer or transaction record printer has detected a cut failure and supplies out. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer. Initiate the on-site action.	Install a new roll of forms and inspect for possible paper jam in the cutter. If the cut failure error persists or paper out is reported incorrectly, a service investigation is required.	The printer must be configured for a predicted paper out with a distance setting of zero. Printer DIT Option 5 must be set to zero. Remove the paper roll from the cradle. Block the transport directly after the transport entry sensor so that the cut form will not clear the entry sensor. Do a print and deliver operation. You must reload paper to clear fault.

Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3E:68:00/ The consumer or transaction record printer detected supplies out and a transport entry sensor malfunction. It has failed to complete the operation.	Yes/Yes	Take the ATM out-of-service if acknowledgment forms are required for transactions. If the ATM is left in-service, discontinue using the printer until supplies have been added. Initiate the on-site action.	Install a new roll of forms. If the transport entry sensor malfunction persists or paper out is reported incorrectly, a service investigation is required.	The printer must be configured for a predicted paper out with a distance setting of zero. Printer DIT Option 5 must be set to zero. Remove the paper roll from the cradle. Enter Continuous Availability Supply Mode. Reorient the entry sensor to prevent detecting paper. Perform paper auto-load. Exit the Supply Mode and the printer self test will report a fault. Cancel the self test. Do a print and deliver operation.
PR01:3F:00:03 The system firmware has detected corruption of printer data while processing the data for transmission to the device.	Yes/Yes	If the error persists, a service investigation is required.	None	Cannot create.

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Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions (continued)

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3F:23:yy The consumer printer has failed to respond to command yy within an expected period of time. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuraiton data 37 - return device CRC's 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst and deliver form 47 - retain the form 48 - dump the form	Yes/Yes	If the error persists, a service investigation is required.	None	Cannot create.
PR01:3F:40:0A The consumer printer has found that no document exists to deliver. This could indicate that a deliver operation was attempted before a print operation.	Yes/Yes	None	N/A	Do a deliver operation.

**Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)**

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3F:40:0B The consumer printer has found that no document exists to retain. This could indicate that the customer removed the document before the retain could be completed or the operation was attempted before a print.	Yes/Yes	None	N/A	Do a print and deliver operation. Hold onto the form but don't remove it. Do a retain and wait operaiton. Pull the form from the printer.
PR01:3F:40:40 An unexpected or unknown fault was returned.	Yes/Yes	If repetitive, take the consumer printer out of service and initiate a service investigation.	None	Cannot create.
PR01:3F:40:60 A document retain was automatically done. The presented document has been retained.	Yes/Yes	The network should be aware that the consumer may not have received the requested document.	None	Do a print and deliver with retain operation. Wait until the form is retained. TCS timer number 21 must be configured for a delay time.
PR01:3F:40:61 A document dump was automatically done.	Yes/Yes	The network should be aware that the consumer may not have received the requested document.	None	Do a print and deliver with dump operation. Wait until the form is dumped. TCS timer number 21 must be configured for a delay time.

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**Table 2-33   PR01 - Thermal Receipt Printer Status Message Descriptions
(continued)**

Status Message/Device Status and Description	Sent to DAL/Journal	Network Action	On-site Action	How to create fault
PR01:3F:yy:zz The printer responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst and deliver form 47 - retain the form 48 - dump the form The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 3E - device fault 3F - device warning 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst and deliver completed 47 - form retained 48 - form dumped	No/No	None	N/A	Cannot create
[1]nn can be any number				

If the statement printer is the only receipt print device, it can serve as a statement printer and it can emulate an 80-column receipt printer. Both the receipt and statement printer data will be routed to the statement printer. If the statement printer emulates a

receipt printer, several status messages appear in addition to the other receipt printer status messages. These additional status messages are listed in Table 2-34.

The receipt printer DIT option 1 must be set to 006 to make the statement printer emulate an 80-column receipt printer.

Table 2-34   Additional Status Messages if the Statement Printer Is an Emulated Receipt Printer

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR01:3D:60:0D [1]	The retain bin is full or jammed. This status corresponds to Statement Printer status SP01:3D:00:0D.	Yes/Yes	Remove the printer from service and perform the on-site action.	Empty the delivery module's retain bin. Remove any forms that may have jammed at the entry of the bin.
PR01:3E:02:05	The hinged print head is unlocked with the thermal statement printer. This status corresponds to Statement Printer status SP01:3E:00:05.	Yes/Yes	Remove the printer from service and perform the on-site action.	Make sure the printer's hinged print head is in the locked position with the thermal statement printer.
PR01:3E:02:06 [1]	The ribbon switch indicates that the ribbon cartridge is missing. This status corresponds to Statement Printer status SP01:3E:00:06.	Yes/Yes	Remove the printer from service and perform the on-site action.	Verify that the ribbon cartridge is properly installed and the hinge lid is fully closed. If the fault is repetitive, service is required.
PR01:3E:02:07 [1]	There is a delivery module positioning fault. There may be a paper jam in the Delivery Module. This status corresponds to Statement Printer status SP01:3E:00:07.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any paper jams in the delivery module. If the fault is repetitive, service is required.
PR01:3E:02:0A	There may be a paper jam in the delivery module. This status corresponds to Statement Printer status SP01:3E:00:0A.	Yes/Yes	Remove the printer from service and perform the on-site action.	Clear any paper jams beneath the delivery module's sensors. If the fault is repetitive, service is required.

Table 2-34   Additional Status Messages if the Statement Printer Is an Emulated Receipt Printer (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR01:3E:02:0E	The cutter has failed or the paper is out. This status corresponds to statement printer status SP01:3A:00:0E.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	A possible cutter failure or paper jam. Confirm the cutter operation by printing a test form. If the fault still exists, service is required.
PR01:3F:00:08	A document was not found during the presentation attempt. There is a possible sequence error, paper jam in the delivery module, or sensor failure. This status corresponds to statement printer status SP01:3F:00:08.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any jams. If the fault is repetitive, call service.
PR01:3F:00:0B [1]	Difficulty locating the top-of-form marks on the paper. The printer settings may not match the actual form. The form lengths may be incorrectly cut. This status corresponds to statement printer status SP01:3F:00:0B.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Verify that the actual top-of-form marks match the statement printer settings. The settings can be checked in Maintenance mode using the Edit Device Parameters command in the Installation menu. Correct any settings that do not match the actual form. If the fault persists, call service.
PR01:3F:00:0F	The midway sensor is not operating. This status corresponds to statement printer status SP01:3F:00:0F.	Yes/Yes	Schedule service. The statement printer can be operated in the degraded mode.	Verify proper operation of the midway sensor using Maintenance diagnostics.
PR01:3F:00:10 [1]	Document not found during retain operation. Possible jam or sequence error caused by consumer removing jam. This message corresponds to statement printer status SP01:3F:00:10	Yes/Yes	If the fault is repetitive, call service. This fault may be sent as part of a terminal software attempt to automatically clear a sequence fault.	Clear delivery area for a possible jam. If repetitive, verify proper operation of the midway sensor using Maintenance diagnostics.

**Table 2-34   Additional Status Messages if the Statement Printer Is an
Emulated Receipt Printer (continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR01:3F:40:60 [1]	A document retain command was automatically done. The presented documents have been retained.	Yes/Yes	The network should be aware that the consumer may not have taken the document.	No action required
[1] This status message is not applicable to the thermal statement printer.				

2.26 PR02 (Journal Printer Status Messages)

This section describes the journal printer status messages. The device type and
number as it appears in the status message is PR02. Refer to Table 2-35 for the journal
printer fault status messages.

Table 2-35   PR02 - Journal Printer Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
PR02:2D:50:nn [1]	The journal printer detected low supplies while printing data.	Yes/Yes	Take the ATM out of service if a journal record of transactions is required. If the ATM is left in- service, discontinue using the printer until it has been serviced.	Install a new roll of forms.

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**Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:30:yy:xx	The journal printer rejected a command. The command rejected is yy and the reason code is xx. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form The valid xx reason codes are as follows: 30 - invalid command for a printer device 31 - command received out of sequence 32 - device buffer overflow 33 - printer device ID is incorrect 34 - data format error	Yes/Yes	N/A	For status code :30:41:34 verify that the data sent to the ATM is correct and contains only valid printable characters. For any other printer command reject status, leave the ATM in-service but contact Diebold for investigation.

**Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:38:23:yy	The journal printer failed to respond to command yy within an expected period for five consecutive times during initialization of the device. Four:3F:23:yy faults should have already been logged. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs	Yes/No	Take the ATM out of service if a journal record of transactions is required. If the ATM is left in-service, discontinue using the printer.	Service investigation
PR02:38:60:nn [1]	ExpressBus communications problem	Yes/No	Take the ATM out of service if a journal record of transactions is required. If the ATM is left in-service, discontinue using the printer.	Service investigation
PR02:38:62:nn [1]	The journal printer is not communicating with the system communication handler.	Yes/No	Take the ATM out of service if a journal record of transactions is required. If the ATM is left in-service, discontinue using the printer.	Service investigation
PR02:38:64:nn [1]	The journal printer is continually rejecting commands (NAKing).	Yes/No	Take the ATM out of service if a journal record of transactions is required. If the ATM is left in-service, discontinue using the printer.	Service investigation

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**Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:38:yy:zz	During the initialization of the journal printer, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 3F - device warning fault 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst and deliver completed.	Yes/No	Take the ATM out- of-service if a journal record of transactions is required. If the ATM is left in- service, discontinue using the printer.	Service investigation
PR02:39:44:nn [1]	The journal printer failed to find the head home position during the last print operation.	Yes/No	Take the ATM out- of-service if a journal record of transactions is required. If the ATM is left in- service, discontinue using the printer until it has been serviced.	N/A

Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:39:54:nn [1]	The journal printer detected two problems during the last print operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer also detected low supplies during the operation.	Yes/No	Take the ATM out- of-service if a journal record of transactions is required. If the ATM is left in- service, discontinue using the printer until it has been serviced since a major horizontal drive failure could have occurred.	N/A
PR02:39:64:nn [1]	The journal printer detected two problems during the last print operation: 1) The printer failed to find the head home position during the last print operation. 2) The printer also detected supplies out during the operation.	Yes/No	Take the ATM out-of-service if a journal record of transactions is required. If the ATM is left in- service, discontinue using the printer until it has been serviced since a major horizontal drive failure could have occurred.	N/A
PR02:3D:60:nn [1]	The journal printer detected supplies out while printing data.	Yes/Yes	Take the ATM out-of-service if a journal record of transactions is required. If the ATM is left in- service, discontinue using the printer until supplies are replenished.	Install a new roll of forms.

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**Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:3E:00:00	1) If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present. 2) The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminators (CR or LF)	1) Yes/Yes 2) Yes/Yes	1) N/A 2) N/A	1) N/A 2) N/A
PR02:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminators (CR or LF)	Yes/Yes	None	N/A
PR02:3E:01:nn	Continuous Availability spool file error. The nn is an OS/2 error code. Common values of nn include: 04 - too many open files 05 - access denied 08 - not enough memory 20 - sharing violation 70 - disk full	Yes/Yes	None	Make sure the disk is not full, that there are not too many files open, and that the printer temp files are not being examined in an editor (journal.tmp, receipt.tmp, and edc.tmp). Otherwise, if consistent, service investigation is required.
PR02:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.	Yes/Yes	None	If the status is consistent, a service investigation is required.

Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:3F:23:yy	The printer has failed to respond to command yy within an expected period of time. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form	Yes/Yes	None	If the status is consistent, a service investigation is required.

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**Table 2-35   PR02 - Journal Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR02:3F:yy:zz	The printer responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to the top of form, burst, and deliver form. The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst, and deliver completed	No/No	None	N/A
[1]nn can be any number				

2.27 PR03 (Electronic Data Capture Status Messages)

This section describes the electronic data capture fault status messages. The device type and number as it appears in the status message is PR03. Refer to Table 2-36 for the electronic data capture fault status messages.

Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
PR03:2D:50:40	EDC detected a Disk Low condition. At this point, 100 more records can be written.	Yes/Yes	Take the ATM out of service if EDC is required for transactions. If the ATM is left in service, discontinue using EDC until a formatted disk has been installed.	Install a formatted disk.

**Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:30:yy:xx	EDC rejected a command. The command rejected is yy and the reason code is xx. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form. The valid xx reason codes are as follows: 30 - invalid command for a printer device 31 - command received out of sequence 32 - device buffer overflow 33 - printer device ID is incorrect 34 - data format error	Yes/Yes	N/A	For status code :30:41:34 verify that the data sent to the ATM is correct and contains only valid printable characters. For any other printer command reject status, leave the ATM in-service but contact Diebold for investigation.

Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:38:23:yy	EDC failed to respond to command yy within an expected period for five consecutive times during initialization of the device. Four:3F:23:yy faults should have already been logged. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs	Yes/No	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC.	Service investigation
PR03:38:60:nn [1]	ExpressBus communications problem	Yes/No	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC.	Service investigation
PR03:38:62:nn [1]	EDC is not communicating with the system communication handler.	Yes/No	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC.	Service investigation
PR03:38:64:nn [1]	EDC is continually rejecting commands (NAKing).	Yes/No	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using the printer.	Service investigation

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**Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:38:yy:zz	During the initialization of EDC, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs. The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 3F - device warning fault 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst, and deliver completed	Yes/No	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC.	Service investigation
PR03:39:44:40	EDC reported an operating system fatal error when it attempted to access the EDC diskette.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until it has been serviced.	Service investigation

Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:3D:40:46	File does not exist (no local data file to archive; response to archive command)	Yes/Yes	None	None
PR03:3D:40:47	Unable to access file (max archives [10] performed for the day)	Yes/Yes	None	Delete some of the older files.
PR03:3D:40:48	Timeout (file locked by another process)	Yes/Yes	None	None
PR03:3D:40:49	Archive command disabled (user-specified local data file enabled in EDCOPTN)	Yes/Yes	None	None
PR03:3D:50:40	EDC detected a Disk Out condition.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until a formatted disk has been installed.	Install a formatted disk.
PR03:3D:60:40	EDC detected a Disk Full condition.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until a formatted disk has been installed.	Install a formatted disk.
PR03:3D:60:41	There is no diskette in the EDC drive.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until a formatted disk has been installed.	Install a formatted disk.
PR03:3D:60:42	The diskette in the EDC drive is write- protected.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until it has been serviced.	Un-write protect the EDC diskette.

Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:3D:60:43	The diskette in the EDC drive has not been formatted.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until a formatted disk has been installed.	Install a formatted diskette.
PR03:3D:60:44	The diskette in the EDC drive does not have an EDC file.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until a good diskette has been installed.	Install a formatted diskette.
PR03:3D:60:45	EDC detected an unknown error accessing the EDC diskette.	Yes/Yes	Take the ATM out-of-service if EDC is required for transactions. If the ATM is left in-service, discontinue using EDC until it has been serviced.	Service investigation
PR03:3E:00:00	If this status is received during an op- commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/Yes	N/A	N/A
PRO3:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device. The most likely causes are an incomplete escape sequence or too much print data between line terminator (CR or LF).	Yes/Yes	None	N/A

**Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PRO3:3E:01:nn	Continuous Availability spool file error. The **nn** is an OS/2 error code. Common values of nn include: 04 - too many open files 05 - access denied 08 - not enough memory 20 - sharing violation 70 - disk full	Yes/Yes	None	Make sure the disk is not full, that there are not too many files open, and that the printer temp files are not being examined in an editor (journal.tmp, receipt.tmp, and edc.tmp). Otherwise, if consistent, service is required.
PR03:3F:23:yy	EDC has failed to respond to command yy within an expected period of time. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to top of form, burst, and deliver form	Yes/Yes	None	If the status is consistent, a service investigation is required.
PR03:3F:40:46	In response to an archive command, this message indicates that no local data file currently exists to be archived.	Yes/Yes	None	None
PR03:3F:40:48	The local data file is locked and a timeout has occurred.	Yes/Yes	None	Shut down and restart the EDC application

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Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:3F:40:49	A Remote Interface Command (RCI) has been sent to EDC (such as archive), but the RCI interface has been disabled.	Yes/Yes	None	Enable the RCI by selecting the default location for the local data file. If you wish to control the location of the local data file, do not send the archive command to EDC

**Table 2-36   PR03 - Electronic Data Capture Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
PR03:3F:yy:zz	EDC responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz. The valid yy commands are as follows: 30 - reset device 31 - idle device 34 - return device configuration data 37 - return device ROM CRCs 41 - print on device 42 - enable paper advance button on printer 43 - burst and deliver form 45 - move to the top of form, burst, and deliver form. The possible zz invalid completion codes are as follows: 31 - device idling 34 - device configuration data 37 - device ROM CRCs 39 - device hard fault 41 - print command completed 42 - paper advance button enabled 43 - form burst and delivered 45 - TOF search, burst, and deliver completed	No/No	None	N/A
[1]nn can be any number				

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2.28 SD01 (Supplemental Dispenser Status Messages)

This section describes the supplemental dispenser fault status messages. The device type and number as it appears in the status message is SD01. Refer to Table 2-37 for the supplemental dispenser fault status messages.

Table 2-37   SD01 - Supplemental Dispenser Status Message Descriptions

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to Create Fault
SD01:00:00:00 This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A	N/A
SD01:23:nn:00 [1] The device application did not start a command request within the expected period of time. The device is busy.	Yes/Yes	Take the supplemental dispenser out of service.	A service investigation is required.	Use SDMALT.APP to open and reserve the SDM so that TCS cannot use it. Place SDMALT.APP and SDMALT.ADT in IBOLD\AFW\APP directory. Place SDMALT.ADT in TCS.SDT. Startup TCS and attempt an SDM dispense. [2]
SD01:23:nn:01 [1] The customer has not taken the media within the expected period of time.	Yes/Yes	Continue the transaction processing.	No action required.	Do SDM dispense and wait operation, but do not remove the media.
SD01:23:nn:02 [1] Customer timeout waiting for Continuous Availability servicing of the device to finish.	Yes/Yes	Continue the transaction processing.	No action required.	Enter SDM supply mode. Do a SDM dispense and wait operation and allow the wait for CAS to timeout.
SD01:24:nn:00 [1] The customer has canceled the requested operation.	Yes/Yes	Retry the transaction at a later time if necessary.	No action required.	Place TCS in CAS SDM resupply mode. Attempt a dispense and wait operation. After reserved screen 914 is displayed, press the cancel key.

Table 2-37   SD01 - Supplemental Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to Create Fault
SD01:2D:00:01 Media supply is low.	Yes/Yes	Schedule the replenishment of the media and continue dispensing.	Replenish the media supply.	Remove enough media from the supply hopper to unblock the low sensor. Do four dispense and wait operations. On the fourth operation, low should be reported.
SD01:30:nn:yy The device rejected a command. The command rejected is nn and the reason code is yy. Valid commands nn are: 30 - reset device 31 - idle device 34 - return device configuration data. 37 - return device CRCs 42 - dispense and wait 43 - test dispense 44 - wait 45 - dispense 46 - enter diagnostic mode 54 - data dump Valid reason codes yy are: 30 - invalid command 31 - command out of sequence 32 - buffer overflow 33 - device ID incorrect	Yes/Yes	Remove the supplemental dispenser from operation and call service.	Make sure that the proper device revision and firmware revision are being used. These statuses may indicate a configuration incompatiblity and not a hardware problem. If the problem is consistent, a service investigation may be required.	Use SUPP.APP to simulate the SDM device application. Place SUPP.ADT and SUPP.APP in IBOLD\AFW\APP directory. Include SUPP.ADT in TCS.SDT. Remove SDM_P2W.ADT from TCS.SDT. Startup TCS and use the SDM response generator to select "Device Command Reject". [2]

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**Table 2-37   SD01 - Supplemental Dispenser Status Message
Descriptions (continued)**

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to Create Fault
SD01:38:40:00 The device application is not responding to the command requests. There is an unknown command, or the device application is not running.	Yes/Yes	Remove the supplemental dispenser from operation and call service.	If the command is a valid one for the device, try to restart the ATM. If the condition persists, a service investigation is required.	Edit the TCS. SDT file and comment out the line "#include app\sdm_p2w.adt". Start TCS and attempt a dispense and wait operation.
SD01:38:40:01 There is an ExpressBus communication problem with the dispenser.	Yes/Yes	Remove the supplemental dispenser from operation and call service.	Service the supplemental dispenser.	Unplug the ExpressBus connector from the SDM device. Attempt a dispense and wait operation.
SD01:3A:00:4B The 24V fuse is out.	Yes/Yes	Remove the supplemental dispenser from operation and call service.	Service the supplemental dispenser.	Remove the 24V fuse from the SDM device circuit card assembly. Attempt a dispense and wait operation.
SD01:3D:00:01 Media supply is out.	Yes/Yes	Remove the supplemental dispenser from service and perform the on-site action.	Replenish the media supply.	Remove all of the media from the supply hopper and attempt a dispense and wait operation.
SD01:3D:00:37 The device has reported a failure to feed media.	Yes/Yes	Remove the supplemental dispenser from service and perform the on-site action.	Check for an empty feed hopper.	Remove all of the media from the supply hopper. Block the media low sensor with a piece of opaque tape. Attempt a dispense and wait operation.
SD01:3E:00:00 If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/Yes	N/A	N/A	N/A

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Table 2-37   SD01 - Supplemental Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to Create Fault
SD01:3E:00:35 There is a possible media jam at the exit sensor.	Yes/Yes	Remove the supplemental dispenser from service and perform the on-site action.	Clear any media jam. If the fault is repetitive, call service.	Remove all of the media from the supply hopper. Block the exit sensor and the media low sensor with pieces of opaque tape. Attempt five dispense operations. Allow the SDM to complete running in between operations. On the fifth operation, exit blocked should be reported.
SD01:3E:00:4C Motor current is high	Yes/Yes	Remove the supplemental dispenser from operation and call service.	TBD	Hold or block the large main feed roller so that it cannot turn. Attempt a dispense and wait operation.
SD01:3E:30:EB The exit sensor was blocked during the device self-test.	Yes/Yes	Take the supplemental dispenser out of service.	If repetitive, a service investigation may be required.	Block exit sensor with a piece of opaque tape. Enter maintenance mode and run the SDM self-test. This fault is only reported during a self-test.
SD01:3E:40:01 The operation could not be performed due to improper network command data. State or function format fault.	Yes/Yes	No action required.	Correct the function command or state data.	Change the SDM operation in the enhanced function command message to 003 which is invalid. Attempt a dispense operation.
SD01:3F:40:31 The device is not in the correct operating mode to handle the network command requested.	Yes/Yes	No action required.	If repetitive, a service investigation may be required.	Use SUPP.APP to simulate the SDM device application. Place SUPP.ADT and SUPP.APP in IBOLD\AFW\APP directory. Include SUPP.ADT in TCS.SDT. Remove SDM_P2W.ADT from TCS.SDT. Startup TCS and use the SDM response generator to select "Device Busy". [2]

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Table 2-37   SD01 - Supplemental Dispenser Status Message Descriptions (continued)

Status Message and Description	Sent to DAL/Journal	Network Action	On-site Action	How to Create Fault
SD01:3F:40:40 An unexpected or unknown fault was returned from the device.	Yes/Yes	No action required.	No action required. If repetitive, a service action may be required.	Use SUPP.APP to simulate the SDM device application. Place SUPP.ADT and SUPP. APP in IBOLD\AFW\APP directory. Include SUPP.ADT in TCS.SDT. Remove SDM_P2W.ADT from TCS.SDT. Startup TCS and use the SDM response generator to select "Unknown Response". [2]
[1]nn can be any number					
[2]Cannot recreate fault					

2.29 SP01 (Statement Printer Status Messages)

This section describes the statement printer fault status messages. This section applies to all versions of the statement printer including the thermal statement printer. The device type and number as it appears in the status message is SP01. Refer to Table 2-38 for the statement printer fault status messages.

Table 2-38   SP01 - Statement Printer Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:00:00:00	This is a status received from the device indicating that a self-test was performed and no errors were found.	Yes/Yes	N/A	N/A
SP01:23:nn:00 [1]	The device application did not start a command request within the expected period of time. The device is busy or is out-of-service.	Yes/Yes	Take the statement printer out-of-service.	Service investigation

**Table 2-38   SP01 - Statement Printer Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:24:nn:00 [1]	The consumer has canceled the requested operation.	Yes/Yes	Retry the transaction at a later time if necessary.	No action required.
SP01:2D:30:04	The paper supply is low.	Yes/Yes	Schedule the paper replenishment.	Replenish the paper supply.
SP01:2D:30:06 (reserved for future use) [2]	The ribbon cartridge is depleted.	Yes/Yes	Schedule the ribbon cartridge replacement.	Replace the ribbon cartridge.
SP01:2D:30:09 (reserved for future use) [2]	The print head needs servicing.	Yes/Yes	Schedule the print head replacement.	Inspect the print quality. Adjust or replace the print head as required.
SP01:2D:30:0D (reserved for future use) [2]	The retain bin is almost full.	Yes/Yes	Schedule the removal of supplies from the retain bin.	Empty the delivery module's retain bin.
SP01:38:30:nn	Device timeout while performing command **nn**. There is a possible hardware or software problem with the printer.	Yes/Yes	If **nn** is a print command (41), do a retain/form feed/retain and retry the transaction. If **nn** is a paper handling command (43, 46), retry the command.	If fault is repetitive, call service.
SP01:38:40:00	The device application is not responding to the command requests. There is an unknown command, or the device application is not running.	Yes/Yes	Take the statement printer out-of- service.	If the command is a valid one for the device, try to restart the ATM. If the condition persists, a service investigation is required.
SP01:39:00:00	A Flash memory or programming error. There is a possible hardware problem with the printer's control card or communication cable.	Yes/Yes	Remove the printer from service and perform the on-site action.	A service investigation is required. There is a possible problem with the printer hardware or there is a file access problem. Verify that the Flash file is installed on the hard drive and that the installation setup paths are valid.
SP01:3A:00:0E	The cutter has failed.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	A possible cutter failure or paper jam. Confirm the cutter operation by printing a test form. If the fault still exists, call service.

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Table 2-38   SP01 - Statement Printer Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:3B:00:09 [2]	A print head stall/position error. There is a possible paper jam in the print head area.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any paper debris in the print head area. If the fault is repetitive, call service. There is a possible interference problem between the print head and the document plate.
SP01:3D:nn:04 [1]	The paper supply is out.	Yes/Yes	Remove the printer from service and perform the on-site action.	Replenish the paper supply.
SP01:3D:nn:0D [1] [2]	The retain bin is full or jammed.	Yes/Yes	Remove the printer from service and perform the on-site action.	Empty the delivery module's retain bin. Remove any forms that may have jammed at the entry to the bin.
SP01:3E:00:00	If this status is received during an op-commanded self-test, the device was specifically requested to do a self-test but was not enabled or present.	Yes/Yes	N/A	N/A
SP01:3E:00:02	There is a top-of-form sensor fault. The sensor is stuck at black.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any paper jams in the entry guide. If the fault is repetitive, call service.
SP01:3E:00:03	There is a top-of-form sensor fault. The sensor is stuck at white.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Assure that the paper is loaded with the TOF marks facing downward and located on the correct side. Clear any paper jam in the print area. If the problem is repetitive, call service.
SP01:3E:00:05	The hinged print head is unlocked with the thermal statement printer.	Yes/Yes	Remove the printer from service and perform the on- site action.	Make sure the printers hinged print head is in the locked position with the thermal statement prnter.
SP01:3E:30:05	The hinged print head is unlocked with the thermal statement printer.	Yes/Yes	Remove the printer from service and perform the on- site action.	Make sure the printer's hinged print head is in the locked position with the thermal statement printer.

Table 2-38   SP01 - Statement Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:3E:nn:06 [1] [2]	The ribbon switch indicates that the ribbon cartridge is missing.	Yes/Yes	Remove the printer from service and perform the on- site action.	Verify that the ribbon cartridge is properly installed and the hinge lid is fully closed. If the fault is repetitive, call service.
SP01:3E:00:07 [2]	There is a delivery module positioning fault. There may be a paper jam in the Delivery Module.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any paper jams in the delivery module. If the fault is repetitive, call service.
SP01:3E:nn:0A [1]	There may be a paper jam in the delivery module. The sensors are blocked.	Yes/Yes	Remove the printer from service and perform the on- site action.	Clear any paper jams beneath the Delivery Module's sensors. If the fault is repetitive, call service.
SP01:3E:nn:0C [1] [2]	There is a print head paper jam. Unable to move head to or away from home sensor.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any jams beneath the hinged lid. If the fault still appears, call service.
SP01:3E:40:03	The state/function handler has detected invalid or corrupted print data in the print file and was unable to send the data to the printer.	Yes/Yes	Check that the print file name is correct and that the state/function data format is correct. If the condition persists, service is required.	N/A
SP01:3E:40:04	The state/function handler could not find the requested print file. No print data was sent to the printer.	Yes/Yes	Check that the print file name is correct and that the state/function data format is correct. If the condition persists, service is required.	N/A
SP01:3E:40:05	The state/function handler could not build a print data buffer. The requested print file or print data request size is either too large or is corrupted.	Yes/Yes	Check the print data or the file. Correct the function command or state data. If the fault persists, service is required.	N/A
SP01:3E:40:30	The device application could not accept the command. This is an invalid command for this device.	Yes/Yes	Take the statement printer out of service. Correct the function command or state data.	N/A

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Table 2-38   SP01 - Statement Printer Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:3E:40:34	The print command could not be built due to improper network command data. There is a state or function format fault.	Yes/Yes	Take the statement printer out of service. Correct the function command or the state data.	N/A
SP01:3F:00:01	There is an invalid command or sequence. There is a possible software fault, or there is a failed attempt to stack forms longer than the stackers capability.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Verify that the statement printer configuration is set up for the required form dimensions. Otherwise, if restarting the ATM application does not solve the problem, call service.
SP01:3F:00:08	A document was not found during the presentation attempt. There is a possible sequence error, paper jam in delivery module, or sensor failure.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Clear any jams. If the fault is repetitive, call service.
SP01:3F:00:10 [2]	Document not found during retain operation. Possible jam or sequence error caused by consumer removing form.	Yes/Yes	If the fault is repetitive, call service. Note: This fault may be sent as part of a terminal software attempt to automatically clear a sequence fault.	Check delivery area for a possible jam. If repetitive, verify proper operation of the midway sensor using Maintenance diagnostics.
SP01:3F:00:11 [2]	Command aborted. The specified form cannot be stacked.	Yes/Yes	For print and wait operations, resend the command with non-stacking operation request. Print and don't wait operations were completed with the forms not stacked.	To allow the stacking of the forms, verify that the paper size and printer setup is correct.

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Table 2-38 SP01 - Statement Printer Status Message Descriptions
(continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:3F:nn:0B [1] [2]	Difficulty locating the top-of-form marks on the paper. The printer settings may not match the actual form. The form lengths may be incorrectly cut.	Yes/Yes	If the fault is repetitive, remove the printer from operation and call service.	Verify that the actual top-of-form marks match the statement printer settings. The settings can be checked in Maintenance mode using the Edit Device Parameters command in the Installation menu. Correct any settings that do not match the actual form. If the fault persists, call service.
SP01:3F:00:0F	The midway sensor is not operating. Unable to confirm retract operations.	Yes/Yes	Schedule service. The statement printer can be operated in the degraded mode.	Verify proper operation of the midway sensor using Maintenance diagnostics.
SP01:3F:40:31	The device is not in the correct operating mode to handle the network command requested. The command is out of sequence or the CAS mode is active.	Yes/Yes	The requested network command was not sent to the printer. A possible cause would be an improper attempt to operate the printer before the form has cleared the mechanism as a result of a deliver and don't wait. Another cause would be that the printer is in use by CAS and the consumer did not elect to cancel the operation in an expected time period.	No action required.
SP01:3F:40:40	An unexpected or unknown fault was returned from the statement printer.	Yes/Yes	If repetitive, take the statement printer out of service.	No action required. Contact service if the error persists.
SP01:3F:40:60 [2]	A document retain command was automatically done. The presented documents have been retained.	Yes/Yes	The network should be aware that the consumer may not have received the requested document.	No action required.

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Table 2-38   SP01 - Statement Printer Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
SP01:3F:40:61 [2]	A document dump command was automatically done. Present documents have been dumped to the ground.	Yes/Yes	The network should be aware that the consumer may not have taken the document.	No action required.
SP01:3F:40:62 [2]	A document was presented to the customer but was not taken in the programmed amount of time.	Yes/Yes	A document retain or dump must be performed to clear the statement printer.	No action required.
[1] nn can be any number [2] This status message is not applicable to the thermal statement printer.				

2.30 TS01 (Touch Screen Status Messages)

This section describes the touch screen fault status messages. The device type and number as it appears in the status message is TS01. Refer to Table 2-39 for the touch screen fault status messages.

Table 2-39   TS01 - Touch Screen Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
TS01:38:00:00	ExpressBus communca- tions problem. Touch Screen is out of service.	Yes/Yes	None	If it is the only consumer keyboard in the system, shut down the terminal. If it is not, reconfigure the terminal without touch templates so consumers will not try to use the touch screen. A service investigation is required.
TS01:39:00:00	Memory allocation error	Yes/Yes	None	If the terminal is still in-service, shut down the terminal. A service investigation is required.

Table 2-39   TS01 - Touch Screen Status Message Descriptions (continued)

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
TS01:3A:40:40	Controller error. Touch Screen is out-of-service.	Yes/Yes	None	If it is the only consumer keyboard in the system, shut down the terminal. If it is not, reconfigure the terminal without touch templates so consumers will not try to use the touch screen. A service investigation is required.
TS01:3E:41:40	The touch screen has been enabled the maximum number of times specified in the Touch Screen Settings without receiving any touch input.	Yes/Yes	None	If it is the only consumer keyboard in the system, shut down the terminal. If it is not, reconfigure the terminal without touch screen templates so consumers will not try to use the touch screen. A service investigation is required.

2.31 VC01 (Voice Status Messages)

This section describes the voice fault status messages. The device type and number as it appears in the status message is VC01. Refer to Table 2-40 for the voice fault status messages.

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Table 2-40   VC01 - Voice Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
VC01:30:xx:yy	A Voice command reject. The command rejected is xx and the reason code is yy. The valid commands xx are as follows: 31 - Abort/Clear/Idle 34 - Return device configuration data 35 - Return current status 37 - Return device ROM CRCs 42 - Speak (terminate current message) 44 - Speak (do not terminate current message). The valid reason codes for yy are as follows: 30 - Invalid command 31 - Command received out of sequence 32 - Buffer overflow 33 - Device ID incorrect 34 - Message format error (such as a missing field)	Yes/No	The network programmer should check the screen data for voice commands containing message numbers out of range.	None
VC01:38:00:00	ExpressBus communications problems	Yes/No	N/A	There is a bad physical (cable) connection to the voice hardware, or there is a problem with the hardware itself. If possible, check the integrity of the cable connection. Also, the voice board has a strap option (strap E5, position E-F) which, when removed, will put the hardware in self-test and the contents of the voice PROM will be spoken. You can also run the voice system diagnostics.
VC01:3C:xx:yy	An invalid device response was received. xx is the response expected. yy is the response received.	Yes/No	N/A	None

2.32 VN01 (Vandal Shield Status Messages)

This section describes the vandal shield fault status messages. The device type and number as it appears in the status message is VN01. Refer to Table 2-41 for the vandal shield fault status messages.

Table 2-41   VN01 - Vandal Shield Status Message Descriptions

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
VN01:38:nn:nn [1]	ExpressBus communications problem	Yes/Yes	Log the status and shut down the terminal.	Service investigation
VN01:3A:40:40	The operation is not complete. The vandal shield is neither opened nor closed and locked.	Yes/Yes	Send the raise shield operation command. Log the status and continue the operation.	Check for and remove the jam.
VN01:3A:42:40	The operation is not complete. The vandal shield is neither opened nor closed and not locked.	Yes/Yes	Send the raise shield operation command. Log the status and continue the operation.	Check for and remove the jam.
VN01:3A:50:40	The operation is not complete. The vandal shield is opened and locked.	Yes/Yes	Send the raise shield operation command. Log the status and continue the operation.	Check for and remove the jam.
VN01:3A:52:40	The operation is not complete. The vandal shield is opened and not locked.	Yes/Yes	Send the raise shield operation command. Log the status and continue the operation.	Check for and remove the jam.
VN01:3A:60:40	The operation is not complete. The vandal shield is closed and locked.	Yes/Yes	Send the raise shield operation command. Log the status and continue the operation.	Check for and remove the jam.
VN01:3A:62:40	The operation is not complete. The vandal shield is closed and not locked.	Yes/Yes	Send the raise shield operation command. Log the status and continue the operation.	Check for and remove the jam.
VN01:3A:70:40	The operation is not complete. The vandal shield is neither opened nor closed and locked.	Yes/Yes	Log the status and shut down the terminal.	Service investigation
VN01:3A:72:40	The operation is not complete. The vandal shield is neither opened nor closed and not locked.	Yes/Yes	Log the status and shut down the terminal.	Service investigation

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**Table 2-41   VN01 - Vandal Shield Status Message Descriptions
(continued)**

Status Message	Description	Sent to DAL/Journal	Network Action	On-site Action
VN01:3C:50:40	The vandal shield operation is degraded (five consecutive slow operations). The Vandal Shield is opened and locked.	Yes/Yes	N/A	Check the shield path for obstructions.
VN01:3C:60:40	The vandal shield operation is degraded (five consecutive slow operations). The vandal shield is closed and locked.	Yes/Yes	N/A	Check the shield path for obstructions.
VN01:3E:00:00	Network fault - attempted to perform a VDL operation with the DIT turned off.	No/Yes (if due to operation command) No/No (if due to state)	Log the status and shut down the terminal.	None
[1]nn can be any number				

Appendix A
Hex-to-decimal and Hex-to-binary Conversion

Refer to Table A-1 for hex-to-decimal conversion information and to Table A-2 for hex-to-binary conversion information.

Table A-1 Hex-to-decimal Conversion

First Digit	Middle Digit	Last Digit
Hex	Hex	Hex
0 = 0	0 = 0	0 = 0
1 = 256	1 = 16	1 = 1
2 = 512	2 = 32	2 = 2
3 = 768	3 = 48	3 = 3
4 = 1024	4 = 64	4 = 4
5 = 1280	5 = 80	5 = 5
6 = 1536	6 = 96	6 = 6
7 = 1792	7 = 112	7 = 7
8 = 2048	8 = 128	8 = 8
9 = 2304	9 = 144	9 = 9
A = 2560	A = 160	A = 10
B = 2816	B = 176	B = 11
C = 3072	C = 192	C = 12
D = 3328	D = 208	D = 13
E = 3584	E = 224	E = 14
F = 3840	F = 240	F = 15

For example, 1A2 in hex = 256+160+2 = 418 decimal.

Table A-2 Hex-to-binary Conversion

Hex		Binary Weights			
		8	4	2	1
0	=	0	0	0	0
1	=	0	0	0	1
2	=	0	0	1	0
3	=	0	0	1	1
4	=	0	1	0	0
5	=	0	1	0	1
6	=	0	1	1	0
7	=	0	1	1	1
8	=	1	0	0	0
9	=	1	0	0	1
A	=	1	0	1	0
B	=	1	0	1	1
C	=	1	1	0	0
D	=	1	1	0	1
E	=	1	1	1	0
F	=	1	1	1	1

Refer to the following example:

```
7 6 5 4 3 2 1 0   7 6 5 4 3 2 1 0 - Bit Numbers
--------------------------------
0 1 0 0 0 0 1 0 : 0 1 1 0 1 0 0 1 - Binary Conversion
--------------------------------
|  4  | |  2  | : |  6  | |  9  | - Hex Bytes
```

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Appendix B
Status Summary

Refer to Table B-1 for a status summary.

Table B-1 Status Summary

Device Byte	Bit 7	Bit 6	Bit 5	Bit 4	Bit 3	Bit 2	Bit 1	Bit 0
Card Reader::39,:3A,:3B,:3C,:3D,:3E,:3F Byte 1								
Card Reader Byte 2	Parity bit always off	Always on	Front sensor blocked	Rear sensor blocked	Card Jam	Retain bin full	Read Conds not satis-fied	Motor will not run
Card Reader Byte 3	Parity bit always off	Always on	No Mag read head signal	No start or stop sent	Ent gate sol timeout	Card in front roller	Write not veri-fied	Abnor-mal re-turn
Printer::2D,:39,:3D Byte 1								
Printer Byte 2	Parity bit always off	Always on	Paper OUT	Paper LOW	Reserved must be 0	Hori-zontal drive motor	Top-of-form not found	Contin-uous top-of-form
Printer Byte 3	Parity bit always off	Always on	Unde-fined must be 0	Undefined must be 0	Reserved must be 0	Unde-fined must be 0	Unde-fined must be 0	Unde-fined must be 0
Kbd/Beeper::3E Byte 1								
Kbd/ Beeper Byte 2	Parity bit always off	Always on	Re-served must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Re-served must be 0	Stuck key
Kbd/ Beeper Byte 3	Parity bit always off	Always on	Re-served must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Re-served must be 0	Re-served must be 0
KDM::39,:3A,:3B,:3C,:3D,:3F Byte 1								

Table B-1 Status Summary (continued)

Device Byte	Bit 7	Bit 6	Bit 5	Bit 4	Bit 3	Bit 2	Bit 1	Bit 0
KDM Byte 2	Parity bit always off	Always on	Case halves opened	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Stuck key
KDM Byte 3	Parity bit always off	Always on	Continuous key closure	Continuous Tone	Two keys pressed	Keyboard disabled	Reserved must be 0	Reserved must be 0
AHD::39,:3A,:3B,:3C,:3D,:3F Byte 1								
AHD Byte 2	Parity bit always off	Always on	Reserved always 0	Reserved always 0	AHD Door locked	Reserved always 0	AHD failed to lock	AHD failed to open
AHD Byte 3	Parity bit always off	Always on	Undefined always 0	Undefined always 0	Reserved always 0	Reserved always 0	Reserved always 0	Reserved always 0
Depository::3C,:3D,:3E,:3F Byte 1								
Depository Byte 2	Parity bit always off	Always on	Dep Cassette not present	Dep Cassette full	Reserved must be 0	Reserved must be 0	Envelope detect or gate switch fault or both	Extender fault
Depository Byte 3	Parity bit always off	Always on	Front switch 0=Open ERROR 1=Closed/ norm at comp	Rear switch 0=Open ERROR 1=Closed /norm at comp	Front switch 0=Open/ Fault 1=Closed/ norm at begin	Rear switch 0=Open/ Fault 1=Closed/ norm at begin	Rear switch chgd status 1=YES 0=NO 1=normal	Front switch chgd status 1=YES 0=NO 1=normal
Alarms::39,:3A,:3B,:3C,:3D,:3E,:3F Byte 1								
Alarms byte 2	No ambush	Burglary	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Chest door closed
Alarms Byte 3	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0	Reserved must be 0

Appendix C
Filtering and Translating Network Status

The ATM devices generate status. These statuses are translated to the standard 3- byte MDS hex statuses that are printed to the journal printer, stored in the DAL, and used to determine what 91X status is sent to the network. Depending on your DIT settings, this 3-byte MDS status can also be sent to the network in addition to the 91X-type status.

You can further customize the status sent to the network. A translation file is used by TCS to override the terminal's default status (solicited or unsolicited) message that is sent to the network. This allows a more specific message to be sent to the network. This internal file titled TRANSTBL.TXT is installed when TCS is installed. This file may contain various status translations to override or add to the TCS internal status translations.

The following example shows the format of the TRANSTBL.TXT file installed with TCS:

```
SP01
:2D:30:06    "SUPPRESS"     "DEFAULT"
:2D:30:09    "SUPPRESS"     "DEFAULT"
:2D:30:0D    "SUPPRESS"     "DEFAULT"
:2D:30:04    "SUPPRESS"     "DEFAULT"
:3F:40:40    "SUPPRESS"     "DEFAULT"
END SP01
```

This file should never be changed. Each time TCS is installed, this file is overwritten with this default information. Should you desire to have additional statuses translated, the file CUSTSTAT.TXT should be created in the \ibold\afw directory. Any text editor can be used to create and edit this file. The status that is used for this translation is always the MDS-type status. To alter the network response for a given status, you have to identify the status source associated with the status and create a table for that source. Each translation is limited to 43 bytes.

The format for this file is illustrated in the following example:

```
SP01
:38:00:00    "xxxxxxx"      "yyyyyyy"
:3E:00:07    "xxxxxxx"      "yyyyyyy"
```

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```
:3E:40:60    "DEFAULT"      "SUPPRESS"
END SP01

TS01
:3E:42:40    "xxxxxxx"      "yyyyyyy"
:38:00:00    "xxxxxxx"      "yyyyyyy"
END TS01
```

Each table pertains to a specific status source that is defined by the source's Device
ID. The examples show SP01 and TS01 for statement printer and touch screen,
respectively. The end of the table is marked by the END key word followed by the
source ID string. A given table can have one or more entries, but each must contain
three fields.

The first field consists of variable-length (does NOT have to be three bytes) hex status,
each byte preceeded by the :(colon) character. This represents the actual raw status
data (in MDS-style format) that comes from the device, state, or function application.
This must be the MDS-style status. If you want all statuses preceded with :2D to
translate to the same status, you only need to have the :2D in this field.

The second field ("xxxxxxx") defines the solicited status string to be sent to the
network for the given hex status. Whatever is enclosed with double quotes is the
solicited status that is sent to the network instead of the standard solicited status.

The third field ("yyyyyyy") defines the unsolicited status string to be sent to the
network for the specified hex status in field one. Whatever is contained within double
quotes is the unsolicited status that is sent to the network instead of the standard
unsolicited status.

The status handler will recognize several special strings to assist you in producing the
desired output to the network:

- Hex data (such as group separators, field separators, etc.) can be entered in the
  string by preceding the data with the \x sequence. A field separator would look
  like this:

  ```
  \x1C
  ```

- The string DEFAULT (case-sensitive) will cause the default status (no translation)
  to be sent for the status associated with the given field (solicited or unsolicited).

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- The string SUPPRESS (case-sensitive) will cause the status associated with the particular field (solicited or unsolicited) to be suppressed. In this case, nothing will be sent to the network for occurrences of the raw status specified.

- White space between fields is ignored.

Any status that is contained in the CUSTSTAT.TXT file takes precedence over the status translations that are contained in the TRANSTBL.TXT file. If no CUSTSTAT.TXT file is created, the terminal uses any default items that are in the TRANSTBL.TXT file. Also, if there are items in the TRANSTBL.TXT file that are not in the CUSTSTAT.TXT file, these items will also be used.

For example, if you wanted to translate the printer status :2D:30:04, paper supply low, to send the message Paper Supply Low for solicited status and Supplies for unsolicited status, you would need to have a line similar to the following one in your CUSTSTAT.TXT file.

```
:2D:30:04  "Paper Supply Low"  "Supplies"
```

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Appendix D
911-type Status Cross-reference

Use this appendix to determine the meaning of a 911-type status message. This appendix contains a cross-reference list of 911-type status as compared to the i Series, ix Series, or MDS-type status. A particular 911-type status may be generated by several different i Series, ix Series, or MDS-type statuses.

First find the 911-type status in the first column of the tables in this appendix. To determine the corrective action necessary and to obtain additional information, refer to the status definitions in Section 2.

Refer to Table D-1 for an After Hour depository 911-type status cross-reference.

Table D-1 AH01 (After Hour depository)

911 Status	MDS Statuses	Description
23 01	AH01:3A:41:40	Failure to unlock
	AH01:3E:00:00	Network fault - an attempt to operate an AHD with the DIT off
23 06	AH01:3E:42:40	Failure to lock
23 08	AH01:23:00:00	Consumer timeout
	AH01:24:00:00	Consumer cancel
	AH01:38:nn:nn	ExpressBus communications problem
	AH01:3F:48:40	Device timeout - door unlocked but not opened in 1 minute 10 second

Refer to Table D-2 for an alarms 911-type status cross-reference.

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Table D-2 AL01 (alarm)

911/912 Status	MDS Statuses	Description (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door
12 00	AL01:3C:81:00, AL01:3F:81:00	e n n n c c (D changed), e n n n c c (D didn't change)
12 01	AL01:3C:C1:00, AL01:3F:C1:00	e n n y c c (D changed), e n n y c c (D didn't change)
12 02	AL01:3C:80:00, AL01:3F:80:00	e n n n o c (D changed) e n n n o c (D didn't change)
12 03	AL01:3C:C0:00, AL01:3F:C0:00	e n n y o c (D changed), e n n y o c (D didn't change)
12 04	AL01:3C:01:00, AL01:3F:01:00	e n y n c c (D changed), e n y n c c (D didn't change)
12 05	AL01:3C:41:00, AL01:3F:41:00	e n y y c c (D changed), e n y y c c (D didn't change)
12 06	AL01:3C:00:00, AL01:3F:00:00	e n y n o c (D changed), e n y n o c (D didn't change)
12 07	AL01:3C:40:00, AL01:3F:40:00	e n y y o c (D changed), e n y y o c (D didn't change)
12 10	AL01:3C:81:80, AL01:3F:81:80	e n n n c o (D changed), e n n n c o (D didn't change)
12 11	AL01:3C:C1:80, AL01:3F:C1:80	e n n y c o (D changed), e n n y c o (D didn't change)
12 12	AL01:3C:80:80, AL01:3F:80:80	e n n n o o (D changed), e n n n o o (D didn't change)
12 13	AL01:3C:C0:80, AL01:3F:C0:80	e n n y o o (D changed), e n n y o o (D didn't change)
12 14	AL01:3C:01:80, AL01:3F:01:80	e n y n c o (D changed), e n y n c o (D didn't change)
12 15	AL01:3C:41:80, AL01:3F:41:80	e n y y c o (D changed), e n y y c o (D didn't change)
12 16	AL01:3C:00:80, AL01:3F:00:80	e n y n o o (D changed), e n y n o o (D didn't change)
12 17	AL01:3C:40:80, AL01:3F:40:80	e n y y o o (D changed), e n y y o o (D didn't change)
12 40	AL01:3C:85:00, AL01:3F:85:00	e y n n c c (D changed), e y n n c c (D didn't change)
12 41	AL01:3C:C5:00, AL01:3F:C5:00	e y n y c c (D changed), e y n y c c (D didn't change)

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Table D-2 AL01 (alarm) (continued)

911/912 Status	MDS Statuses	Description (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door
12 42	AL01:3C:84:00, AL01:3F:84:00	e y n n o c (D changed), e y n n o c (D didn't change)
12 43	AL01:3C:C4:00, AL01:3F:C4:00	e y n y o c (D changed), e y n y o c (D didn't change)
12 44	AL01:3C:05:00, AL01:3F:05:00	e y y n c c (D changed), e y y n c c (D didn't change)
12 45	AL01:3C:45:00, AL01:3F:45:00	e y y y c c (D changed), e y y y c c (D didn't change)
12 46	AL01:3C:04:00, AL01:3F:04:00	e y y n o c (D changed), e y y n o c (D didn't change)
12 47	AL01:3C:44:00, AL01:3F:44:00	e y y y o c (D changed), e y y y o c (D didn't change)
12 50	AL01:3C:85:80, AL01:3F:85:80	e y n n c o (D changed), e y n n c o (D didn't change)
12 51	AL01:3C:C5:80, AL01:3F:C5:80	e y n y c o (D changed), e y n y c o (D didn't change)
12 52	AL01:3C:84:80, AL01:3F:84:80	e y n n o o (D changed), e y n n o o (D didn't change)
12 53	AL01:3C:C4:80, AL01:3F:C4:80	e y n y o o (D changed), e y n y o o (D didn't change)
12 54	AL01:3C:05:80, AL01:3F:05:80	e y y n c o (D changed), e y y n c o (D didn't change)
12 55	AL01:3C:45:80, AL01:3F:45:80	e y y y c o (D changed), e y y y c o (D didn't change)
12 56	AL01:3C:04:80, AL01:3F:04:80	e y y n o o (D changed), e y y n o o (D didn't change)
12 57	AL01:3C:44:80, AL01:3F:44:80	e y y y o o (D changed), e y y y o o (D didn't change)
12 80	AL01:3C:89:00, AL01:3F:89:00	d n n n c c (D change), d n n n c c (D didn't change)
12 81	AL01:3C:C9:00, AL01:3F:C9:00	d n n y c c (D changed), d n n y c c (D didn't change)
12 82	AL01:3C:88:00, AL01:3F:88:00	d n n n o c (D changed), d n n n o c (D didn't change)
12 83	AL01:3C:C8:00, AL01:3F:C8:00	d n n y o c (D changed), d n n y o c (D didn't change)
12 84	AL01:3C:09:00, AL01:3F:09:00	d n y n c c (D changed), d n y n c c (D didn't changed)

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Table D-2 AL01 (alarm) (continued)

911/912 Status	MDS Statuses	Description (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door
12 85	AL01:3C:49:00, AL01:3F:49:00	d n y y c c (D changed), d n y y c c (D didn't change)
12 86	AL01:3C:08:00, AL01:3F:08:00	d n y n o c (D changed), d n y n o c (D didn't change),
12 87	AL01:3C:48:00, AL01:3F:48:00	d n y y o c (D changed), d n y y o c (D didn't change)
12 90	AL01:3C:89:80, AL01:3F:89:80	d n n n c o (D changed), d n n n c o (D didn't change)
12 91	AL01:3C:C9:80, AL01:3F:C9:80	d n n y c o (D changed), d n n y c o (D didn't change)
12 92	AL01:3C:88:80, AL01:3F:88:80	d n n n o o (D changed), d n n n o o (D didn't change)
12 93	AL01:3C:C8:80, AL01:3F:C8:80	d n n y o o (D changed), d n n y o o (D didn't change)
12 94	AL01:3C:09:80, AL01:3F:09:80	d n y n c o (D changed), d n y n c o (D didn't change)
12 95	AL01:3C:49:80, AL01:3F:49:80	d n y y c o (D changed), d n y y c o (D didn't change)
12 96	AL01:3C:08:80, AL01:3F:08:80	d n y n o o (D changed), d n y n o o (D didn't change)
12 97	AL01:3C:48:80, AL01:3F:48:80	d n y y o o (D changed), d n y y o o (D didn't change)

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Refer to Table D-3 for a card reader 911-type status cross-reference.

Table D-3 CR01 (card reader)

911 Status	MDS Statuses	Description
2> 02	CR01:3F:40:42	Write is not verified
	CR01:3F:40:53	A solicited write track 1 error
	CR01:3F:40:55	A solicited write track 2 error
2= 81	CR01:23:00:00	Consumer timeout
2= 84	CR01:3F:42:40	Read conditions cannot be satisfied, or there is a card jam in the rear of the device.
	CR01:3F:60:48	Card tease occurred and the card was not removed from the device for at least 60 seconds.
2= ?: or 15 ?:	CR01:38:nn:nn	ExpressBus communication fault
	CR01:3E:00:00	Network error. The Card Reader was requested to perform an operation that it does not have the capability to do.
	CR01:3E:44:40	Card Retain Bin is full.
	CR01:3E:48:40	Card jammed in the device.
	CR01:3E:58:60	Card jammed in the rear of the device.
15 81	CR01:3F:40:41	Card is retained.
15 84	CR01:23:00:00	Consumer timeout
	CR01:3E:42:40	Read conditions cannot be satisfied, or there is a card jam in the rear of the device.
	CR01:3E:60:48	This status indicates that a card tease occurred and the card was not removed from the device for at least 60 seconds.
17 02	CR01:3E:40:42	Write is not verified.
	CR01:3E:40:53	An unsolicited write track 1 error
	CR01:3E:40:55	An unsolicited write track 2 error

Refer to Table D-4 for a 1300-series dispenser 911-type status cross-reference.

Table D-4 DI01 or D901 (1300-series dispenser)

911 Status	MDS Statuses	Description
28 0080HHLL04040000 (HI) or 28 8000HHLL04040000 (LO)	DI01:3E:01:01	Door open before dispense.
28 0180HHLL00000000 (HI) or 28 8001HHLL00000000 (LO)	DI01:3A:30:39	Stream feed from feed module 1
	DI01:3A:31:30 to 3A:31:32	Stream feed from feed modules 2 to 4
	DI01:3F:35:38	Too many notes are dispensed.
28 0180HHLL00000002 (HI) or 28 8001HHLL00000002 (LO)	DI01:3F:33:36	An unidentified cassette code
28 0180HHLL00000008 (HI) or 28 8001HHLL00000008 (LO)	DI01:3A:38:31	Dispense timeout is reported by the dispenser.
28 0180HHLL00000020 (HI) or 28 8001HHLL00000010 (LO)	DI01:38:00:00	ExpressBus communications problem
28 0180HHLL00000200 (HI) or 28 8001HHLL00000100 (LO)	DI01:3D:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser.
	DI01:3F:31:37 to 3F:31:39	A feed failure from feed module 1 to 3
	DI01:3F:32:30	A feed failure from feed module 4
28 0180HHLL08080000 (HI) or 28 8001HHLL08080000 (LO)	DI01:3D:37:39	The divert cassette is absent. No retry is attempted.
28 0181HHLL00000000 (HI) or 28 8101HHLL00000000 (LO)	DI01:39:00:00	Dispenser shut down
	DI01:3A:33:38	The diverter will not go to exit during a dispense operation.
	DI01:3A:38:33	LVDT out of limits
	DI01:3B:33:38 (with selection 2 in description column in Table 3-8)	The diverter will not go to exit during a dispense operation.
	DI01:3F:30:39 (with selection 2 in description column in Table 3-8)	A stream feed from feed module 1
	DI01:3F:31:30 to 3F:31:32 (with selection 2 in description column in Table 3-8)	A stream feed from feed modules 2 to 4
	DI01:3F:36:35	Cassettes are shuffled as detected by the ATM system firmware.

Table D-4 DI01 or D901 (1300-series dispenser) (continued)

911 Status	MDS Statuses	Description
28 0181HHLL00000002 (HI) or 28 8101HHLL00000002 (LO)	DI01:3B:36:38 (with selection 2 in description column in Table 3-8)	The diverter is in the wrong position prior to the dispense operation.
28 0181HHLL00000004 (HI) or 28 8101HHLL00000004 (LO)	DI01:3E:32:35 to 3E:32:38	A jam failure from feed modules 1 to 4
28 0181HHLL00000008 (HI) or 28 8101HHLL00000008 (LO)	DI01:3E:33:34	A jam between LVDT and reject
28 0381HHLL00000000 (HI) or 28 8103HHLL00000000 (LO)	DI01:38:39:31	The dispenser returned garbled status.
	DI01:3A:30:31 to 3A:30:34	An unsolicited note from feed module 1 to 4
	DI01:3A:33:37	The diverter will not go to reject during a dispense operation.
	DI01:3B:33:37 (with selection 2 in description column in Table 3-8)	The diverter will not go to reject during a dispense operation.
	DI01:3F:30:31 to 3F:30:34 (with selection 2 in description column in Table 3-8)	An unsolicited note from feed module 1 to 4
	DI01:3F:33:39	A double note is dispensed.
	DI01:3F:34:30	A long or short note is dispensed.
	DI01:3F:34:31 to 3F:34:34	A miscount from feed module 1 to 4
	DI01:3F:34:39	Too few notes are dispensed from feed module 1.
	DI01:3F:35:30 to 3F:35:32	Too few notes are dispensed from feed modules 2 to 4.
28 0381HHLL00000001 (HI) or 28 8103HHLL00000001 (LO)	DI01:3A:35:39	Timing wheel error
	DI01:3B:35:39 (with selection 2 in description column in Table 3-8)	Timing wheel error
28 0381HHLL00000002 (HI) or 28 8103HHLL00000002 (LO)	DI01:39:36:33	RAM error
	DI01:3A:36:37	The diverter will not go to exit before a dispense operation.

Table D-4 DI01 or D901 (1300-series dispenser) (continued)

911 Status	MDS Statuses	Description
	DI01:3A:36:38	The diverter is in the wrong position prior to a dispense operation.
	DI01:3B:36:37 (with selection 2 in description column in Table 3-8)	The diverter will not energize prior to the dispense operation.
	DI01:3F:36:34	USART is corrupted.
28 0381HHLL00000004 (HI) or 28 8103HHLL00000004 (LO)	DI01:3A:36:30	Counting sensor is blocked before a dispense.
28 0381HHLL00000008 (HI) or 28 8103HHLL00000008 (LO)	DI01:3A:38:34	A purge error following a dispense
	DI01:3E:33:33	A jam between LVDT and exit
28 0484HHLL00000<00 (HI) or 28 8404HHLL00000<00 (LO)	DI01:3D:37:38	The divert cassette is full.
28 0989HHLL08080000 (HI) or 28 8909HHLL08080000 (LO)	DI01:3E:00:00	Network error
	DI01:22:00:00	Network error
28 8080HHLL01010000 (HI and LO)	DI01:3F:00:01	The drawer sensor is blocked prior to dispensing the first, second, or third consecutive time.
28 8080HHLL02020000 (HI and LO)	DI01:3F:00:03	The drawer sensor is not blocked after the first, second, or third consecutive dispense operation.
28 8880HHLL00000000 (HI) or 28 8088HHLL00000000 (LO)	DI01:3D:0m:0n	The supply is out.
28 9080HHLL00000000 (HI) or 28 8090HHLL00000000 (LO)	DI01:2D:0m:0n	The supply is low.
2; (HI and LO)	DI01:39:00:01	The drawer sensor is blocked prior to more than three consecutive dispenses.
	DI01:39:00:03	The drawer sensor is not blocked after three consecutive dispenses.
	DI01:39:00:05	The drawer sensor is blocked after a power fail or the sensor is clear after the previous dispense but blocked before the current dispense.
	DI01:39:00:07	Drawer sensor is blocked leaving the Supply mode or fascia diagnostic routine.

Refer to Table D-5 for a multi-media dispenser 911-type status cross-reference.

Table D-5 DI01 or D901 (multi-media dispenser)

911 Status	MDS Statuses	Description
28 0080HHLL04040000 (HI) or 28 8000HHLL04040000 (LO)	DI01:3E:01:01	Door open before the dispense.
28 0180HHLL00000000 (HI) or 28 8001HHLL00000000 (LO)	DI01:3F:34:39	Too few notes are dispensed from feed module 1.
	DI01:3F:35:30 to 3F:35:32	Too few notes are dispensed from feed module 2 to 4.
	DI01:3F:35:38	Too many notes are dispensed.
	DI01:3A:38:31 or DI01:3B:38:31	A dispense timeout
28 0180HHLL00000020 (HI) or 28 8001HHLL00000010 (LO)	DI01:38:00:00	ExpressBus communications problem
28 0180HHLL00000200 (HI) or 28 8001HHLL00000100 (LO)	DI01:3D:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser.
	DI01:3E:02:00	Attempted dispense with chest door open
	DI01:3E:02:01	Attempted dispense with service cassette installed
	DI01:3F:31:37 to 3F:31:39	A feed failure from feed module 1 to 3
	DI01:3F:32:30	A feed failure from feed module 4
28 0180HHLL08080000 (HI) or 28 8001HHLL08080000 (LO)	DI01:3D:37:39	The divert cassette is absent.
28 0181HHLL00000000 (HI) or 28 8101HHLL00000000 (LO)	DI01:3B:37:32	A dump failure. No retry is attempted.
	DI01:3F:36:35	The cassettes are shuffled.
28 0181HHLL00000002 (HI) or 28 8101HHLL00000002 (LO)	DI01:3F:33:36	An unidentified cassette code
28 0181HHLL00000008 (HI) or 28 8101HHLL00000008 (LO)	DI01:3E:33:34 (with selection 1 in description column in Table 3-9)	A jam between double detect and reject
	DI01:3F:33:34	A jam between double detect and reject
28 0381HHLL00000000 (HI) or 28 8103HHLL00000000 (LO)	DI01:38:39:31	The dispenser returned garbled status.
	DI01:3A:30:31 to 3A:30:34	An unsolicited note from feed module 1 to 4
	DI01:3A:33:37	The diverter will not go to reject during the dispense operation.

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Table D-5 DI01 or D901 (multi-media dispenser) (continued)

911 Status	MDS Statuses	Description
	DI01:3B:33:37 (with selection 2 in description column in Table 3-9)	The diverter will not go to reject during the dispense operation.
	DI01:3F:30:31 to 3F:30:34	An unsolicited note from feed module 1 to 4
	DI01:3F:34:30	The bill size does not match the cassette coding.
28 0381HHLL00000001 (HI) or 28 8103HHLL00000001 (LO)	DI01:3A:35:39	A timing wheel error
	DI01:3B:35:39 (with selections 2 and 3 in description column in Table 3-9)	A timing wheel or dispense purge error
28 0381HHLL00000002 (HI) or 28 8103HHLL00000002 (LO)	DI01:39:36:33	RAM error. No retry is attempted.
	DI01:3A:36:37	The diverter will not energize prior to a dispense operation.
	DI01:3B:36:37 (with selection 2 in description column in Table 3-9)	The diverter will not energize prior to a dispense operation.
28 0381HHLL00000004 (HI) or 28 8103HHLL00000004 (LO)	DI01:3A:36:30	The counting sensor is blocked.
28 0381HHLL00000008 (HI) or 28 8103HHLL00000008 (LO)	DI01:3B:33:33	A jam between double detect and exit.
	DI01:3E:33:33 (with selection 1 in description column in Table 3-9)	A jam between double detect and exit.
28 0484HHLL00000<00 (HI) or 28 8404HHLL00000<00 (LO)	DI01:3D:37:38	The divert cassette is full. No retry is attempted.
28 0989HHLL08080000 (HI) or 28 8909HHLL08080000 (LO)	DI01:3E:00:00	Network error
28 8080HHLL01010000 (HI and LO)	DI01:3F:00:01	The drawer sensor is blocked prior to dispensing the first, second, or third consecutive time.
28 8080HHLL02020000 (HI and LO)	DI01:3F:00:03	The drawer sensor is not blocked after the first, second, or third consecutive dispense operation.
28 8880HHLL00000000 (HI) or 28 8088HHLL00000000 (LO)	DI01:3D:0m:0n	The supply is out. m and n indicate the denominations.
28 9080HHLL00000000 (HI) or 28 8090HHLL00000000 (LO)	DI01:2D:0m:0n	The supply is low. m and n indicate the denominations.

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Table D-5 DI01 or D901 (multi-media dispenser) (continued)

911 Status	MDS Statuses	Description
2; (HI and LO)	DI01:39:00:01	The drawer sensor is blocked prior to more than three consecutive dispenses.
	DI01:39:00:03	The drawer sensor is not blocked after three consecutive dispenses.
	DI01:39:00:05	The drawer sensor is blocked after a power fail or the sensor is clear after the previous dispense but blocked before the current dispense.
	DI01:39:00:07	Drawer sensor is blocked leaving the Supply mode or Fascia diagnostic routine.

Refer to Table D-6 for a PCM 911-type status cross-reference.

Table D-6 DI01 or D901 (PCM)

911 Solicited Status	911 Unsolicited Status	MDS Statuses	Description
28 ; (trap)	DI01:39:00:09	DI01:39:00:09	Dispenser shutdown, inaccurate count
	DI01:39:00:11	DI01:39:00:11	Dispenser shutdown, configuration error
28 0180HHLL00000002 (HI) or 28 8001HHLL00000002 (LO)	-- --	DI01:3F:33:36	An unidentified cassette code
28 0180HHLL00000020 (HI) or 28 8001HHLL00000010 (LO)	-- --	DI01:38:00:00	ExpressBus communciations problem
28 0180HHLL00000200 (HI) or 28 8001HHLL00000100 (LO)	DI01:3A:41:31	DI01:3F:31:37	Spool motor not functioning, dispense direction
	DI01:3A:42:31	DI01:3F:31:37	Spool motor not functioning, accept direction
	DI01:3A:43:31	DI01:3F:31:37	Spool motor power loss
	DI01:3A:44:31	DI01:3F:31:37	Lock solenoid power loss from module 1
	DI01:3A:45:31	DI01:3F:31:37	Lock solenoid stuck unlocked from module 1
	DI01:3A:46:31	DI01:3F:31:37	Lock solenoid stuck locked from module 1
	DI01:3A:4E:31	DI01:3F:31:37	Web (media level) sensor blocked or malfunctioning from module 1

Table D-6 DI01 or D901 (PCM) (continued)

911 Solicited Status	911 Unsolicited Status	MDS Statuses	Description
	DI01:3C:4D:30	DI01:3F:31:37	Motor drive temperature exceeded.
	DI01:3D:31:37	DI01:3F:31:37	Feed fail from module 1
	DI01:3D:33:35	DI01:3F:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser
28 0181HHLL00000000 (HI) or 28 8101HHLL00000000 (LO)	-- --	DI01:39:00:00	Dispenser shutdown
28 0181HHLL00000004 (HI) or 28 8101HHLL00000004 (LO)	DI01:3E:4F:31	DI01:3E:32:35	Jam failure - gate
28 0381HHLL00000000 (HI) or 28 8103HHLL00000000 (LO)	-- --	DI01:38:39:31	The dispenser returned garbled status
28 0381HHLL00000001 (HI) or 28 8103HHLL00000001 (LO)	DI01:3A:47:30	DI01:3A:35:39	Transport motor not functioning, dispense direction
	DI01:3A:48:30	DI01:3A:35:39	Transport motor not functioning, accept direction
	DI01:3A:49:30	DI01:3A:35:39	Transport motor power loss
28 0381HHLL00000002 (HI) or 28 8103HHLL00000002 (LO)	DI01:3A:36:33	DI01:39:36:33	Non-volatile memory failure
28 0381HHLL00000004 (HI) or 28 8103HHLL00000004 (LO)	DI01:3A:4E:39	DI01:3A:36:30	Exit sensor blocked or malfunctioning
	DI01:3A:4E:41	DI01:3A:36:30	Spool sensor blocked or malfunctioning from module 1
28 0381HHLL00000008 (HI) or 28 8103HHLL00000008 (LO)	DI01:3E:4F:43	DI01:3E:33:33	Jam failure - dispense transport
28 0989HHLL08080000 (HI) or 28 8909HHLL08080000 (LO)	DI01:3E:00:00	DI01:3E:00:00	Network error
28 8880HHLL00000000 (HI) or 28 8088HHLL00000000 (LO)	DI01:3D:0m:0n	DI01:3D:0m:0n	The supply is out.
28 9080HHLL00000000 (HI) or 28 8090HHLL00000000 (LO)	DI01:2D:0m:0n	DI01:2D:0m:0n	The supply is low.

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Refer to Table D-7 for a standard depositor 911-type status cross-reference.

Table D-7 DP01 (depositor)

911 Status	MDS Statuses	Description
2: 0100	DP01:23:00:03	Possible incompete deposit
2: 0200	DP01:3F:40:7C	Cassette is full at the beginning of the transaction or the gate did not open.
2: 0400	DP01:38:xx:xx	ExpressBus communication problem
	DP01:3E:00:00	Network fault - attempted to perform a deposit operation with the DIT turned off.
	DP01:3E:42:40	Jam at both switches at the beginning and end of the transaction
2: 0800	DP01:3D:60:7C	Cassette is absent.
2:1000	DP01:23:00:00	Consumer timeout
	DP01:23:00:01	Possible incomplete deposit
	DP01:23:00:02	Device timeout. No deposit is seen after 15 minutes.
	DP01:24:00:00	Consumer cancel

Refer to Table D-8 for a fascia 911-type status cross-reference.

Table D-8 DR01 (fascia)

911 Status	MDS Statuses	Description
28 xxxxxxxx01010000 (DSP Messages)	DI01:3F:00:01	The drawer sensor is blocked prior to the dispensing.
28 xxxxxxxx02020000 (DSP status)	DI01:3F:00:03	The drawer sensor is not blocked after the dispense.
28 xxxxxxxx04040000 (DSP status)	DI01:3E:01:01	The door is open before the dispense or this consumer's cash is in the escrow position.
29 00	DR01:23:00:00	The door is closed after the dispense.
	DR01:3A:31:41	The money tray will not move during the present.
	DR01:3A:33:41	The exit shutter will not open to present.
	DR01:3A:36:41	Bill sensor stuck clear during the present.

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Table D-8 DR01 (fascia) (continued)

911 Status	MDS Statuses	Description
	DR01:3A:37:41	No forward drive during the present.
	DR01:3A:39:41	Push plate sensor failure during a present.
29 04	DR01:23:00:01	The motorized door is not fully open after the dispense, a present timeout, or the special hybrid door is partially open.
	DR01:38:nn:nn	ExpressBus communications problem
	DR01:3A:33:44	Exit shutter will not open during Restore.
	DR01:3A:33:45	Exit shutter will not open during Retract.
	DR01:3A:33:46	Exit shutter will not open during Dump.
	DR01:3A:34:53	Transport stall during test.
	DR01:3A:38:41	Push plate sensor blocked during Present.
	DR01:3A:38:46	Push plate sensor blocked during Dump.
	DR01:3A:41:40	The motorized door cannot reach the open position or the Presenter cannot present cash to the consumer.
	DR01:3C:33:51	Exit shutter will not close during test.
29 07	DR01:3F:00:03	There is nothing to deliver or present.
	DR01:3F:30:41	The present is not possible. There is no money to present.
29 10	DR01:3A:40:40	The exercise failed. The door is jammed shut.
29 20	DR01:3F:40:40	The exercise is aborted. The sensors are blocked.
9 30 (solicited) < 30 (unsolicited)	DR01:23:00:30	Presented money forgotten.
9 40 (solicited) < 40 (unsolicited)	DR01:3F:00:40	Forgotten money removed.
2; (trap status)	DI01:39:00:01	The drawer sensor is blocked prior to more than three consecutive dispenses.
	DI01:39:00:03	The drawer sensor is not blocked after three consecutive dispenses.
	DI01:39:00:05	The drawer sensor is blocked after a power fail or the sensor is clear after a previous dispense but blocked before a current dispense.
	DI01:39:00:07	The drawer sensor is blocked leaving the Supply mode or the fascia diagnostic routine.
2< 80	DR01:3F:02:01	The drawer sensor is blocked. The door is closed when the check sensor operation in a Door State is executed.

Refer to Table D-9 for a consumer keypad 911-type status cross-reference.

Table D-9 KE01 (consumer keypad)

911 Status	MDS Statuses	Description
15 06	KE01:3E:41:40	Key is closed longer than five minutes.

Refer to Table D-10 and Table D-11 for receipt printer 911-type status cross-references. Table D-10 lists the cross-references for receipt printers that do not include the thermal receipt printer. Table D-11 lists the cross-references for the thermal receipt printer.

Table D-10 PR01 (receipt printer)

911 Status	MDS Statuses	Description
14 820700 or 22 820700	PR01:39:44:nn	Failed to find the head home position during the last print operation
	PR01:39:45:nn	Failed to find the head home position during last print operation and detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search
	PR01:39:46:nn	Failed to find the head home position during the last print operation and did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search
	PR01:39:54:nn	Failed to find the head home position during the last print operation and also detected low supplies during the operation
	PR01:39:55:nn	Failed to find the head home position during the last print operation, detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search, and detected low supplies
	PR01:39:56:nn	Failed to find the head home position during the last print operation, did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search, and detected low supplies
	PR01:39:64:nn	Failed to find the head home position during the last print operation and detected supplies out during the operation
	PR01:39:65:nn	Failed to find the head home position during the last print operation, detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search, and detected supplies out during the operation
	PR01:39:66:nn	Failed to find the head home position during the last print operation, did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search, and detected supplies out during the operation

Table D-10 PR01 (receipt printer) (continued)

911 Status	MDS Statuses	Description
	PR01:3E:02:05	The slide switch indicates that the printer is being accessed. This status only appears if the Statement Printer is an emulated Consumer Printer.
	PR01:3E:02:06	The ribbon switch indicates that the ribbon cartridge is missing. This status only appears if the Statement Printer is an emulated Consumer Printer.
	PR01:3E:02:07	A delivery module positioning fault. There may be a paper jam in the delivery module. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3E:02:0A	There may be a paper jam in the delivery module. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3E:02:0E	The cutter has failed or the paper is out. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3F:00:08	A document was not found during presentation attempt. Possible sequence error or paper jam in delivery module. This status only appears if the statement printer is an emulated consumer printer.
14 820800 or 22 820800	PR01:3E:41:nn	Detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search.
	PR01:3E:42:nn	Did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search.
	PR01:3E:51:nn	Detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search, and also detected low supplies during the operation.
	PR01:3E:52:nn	Did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search, and also detected low supplies during the operation.
	PR01:3E:61:nn	Detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search, and also detected supplies out during the operation.
	PR01:3E:62:nn	Did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search, and also detected supplies out during the operation.
14 822000 or 22 822000	PR01:3D:60:nn	Detected supplies out while printing data or delivering a form
	PR01:3D:60:0D	The retain bin is full or jammed. This status only appears if the statement printer is an emulated consumer printer.
14 824100 or 22 824100	PR01:38:23:yy	Failed to respond to command yy within an expected period for five consecutive times during initialization of the device.
	PR01:38:60:nn	ExpressBus communications problem

Table D-10 PR01 (receipt printer) (continued)

911 Status	MDS Statuses	Description
	PR01:38:62:nn	Not communicating with the system communication handler
	PR01:38:64:nn	Continually rejecting commands (NAKing)
	PR01:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.
14 920000 or 22 920000	PR01:30:yy:xx	The consumer or transaction record printer rejected a command.
	PR01:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device.
	PR01:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.
	PR01:3F:00:0B	Difficulty locating the top-of-form marks on the paper. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3F:23:yy	The consumer printer has failed to respond to command yy within an expected period of time.
	PR01:3F:40:60	A document retain command was automatically done. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3F:yy:zz	The printer responded to a command with an invalid completion status.

Table D-11 PR01 (thermal receipt printer)

911 Unsolicited Status	MDS Statuses	Description
14 820700	PR01:39:40:01	The consumer or transaction record printer detected a flash error and has failed to complete the operation.
	PR01:39:40:02	The consumer or transaction record printer detected a voltage error and has failed to complete the operation.
	PR01:39:40:04	The consumer or transaction record printer detected a print head unlocked error and has failed to complete the operation.
	PR01:39:50:04	The consumer or transaction record printer detected a print head unlocked error and low supplies. It has failed to complete the operation.
	PR01:39:60:04	The consumer or transaction record printer detected a print head unlocked error and supplies out. It has failed to complete the operation.

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Table D-11 PR01 (thermal receipt printer) (continued)

911 Unsoliced Status	MDS Statuses	Description
	PR01:3E:40:03	The consumer or transaction record printer has detected a print head overheat error and has failed to complete the operation.
	PR01:3E:40:06	The consumer or transaction record printer has detected a purge failure and has failed to complete the operation.
	PR01:3E:40:07	The consumer or transaction record printer has detected a transport exit jam and has failed to complete the operation.
	PR01:3E:40:08	The consumer or transaction record printer has detected a present failure and has failed to complete the operation.
	PR01:3E:40:09	The consumer or transaction record printer has detected a cut failure and has failed to complete the operation.
	PR01:3E:50:03	The consumer or transaction record printer has detected a print head overheat error and low supplies. It has failed to complete the operation.
	PR01:3E:50:07	The consumer or transaction record printer has detected a transport exit jam and low supplies. It has failed to complete the operation.
	PR01:3E:50:08	The consumer or transaction record printer has detected a present failure and low supplies. It has failed to complete the operation.
	PR01:3E:50:09	The consumer or transaction record printer has detected a cut failure and low supplies. It has failed to complete the operation.
	PR01:3E:60:03	The consumer transaction record printer has detected a print head overheat error and supplies out. It has failed to complete the operation.
	PR01:3E:60:07	The consumer or transaction record printer has detected a transport exit jam and supplies out. It has failed to complete the operation.
	PR01:3E:60:08	The consumer or transaction record printer has detected a present failure and supplies out. It has failed to complete the operation.
	PR01:3E:60:09	The consumer or transaction record printer has detected a cut failure and supplies out. It has failed to complete the operation.
	PR01:3E:68:00	Detected supplies out and an entry sensor malfunction.
14 820800	PR01:3C:41:00	Completed the operation and top-of-form sensor stuck black.
	PR01:3C:42:00	Completed the operation and top-of-form sensor stuck white.
	PR01:3C:48:00	Completed the operation with a transport entry sensor malfunction.
	PR01:3C:49:00	Completed the operation and top-of-form sensor stuck black and a transport entry sensor malfunction.

Table D-11 PR01 (thermal receipt printer) (continued)

911 Unsolicited Status	MDS Statuses	Description
	PR01:3C:4A:00	Completed the operation and top-of-form sensor stuck white and a transport entry sensor malfunction.
	PR01:3C:58:00	Completed the operation with paper low and transport entry sensor malfunction.
14 822000	PR01:3D:40:05	The retain bin is full.
	PR01:3D:60:00	Supplies out detected.
14 824100	PR01:38:23:yy	Failed to respond to command yy within an expected period.
	PR01:38:51:nn	Printer not communicating.
	PR01:38:60:nn	Printer failed to initialize.
	PR01:38:62:nn	Printer not communicating.
	PR01:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.
14 828000	PR01:2D:50:00	Paper low (supressed in TRANSTBL.TXT)

Refer to Table D-12 for a journal printer 911-type status cross-reference.

Table D-12 PR02 (journal printer)

911 Status	MDS Statuses	Description
14 810007 or 22 810007	PR02:39:44:nn	Failed to find the head home position during the last print operation
	PR02:39:54:nn	Failed to find the head home position during the last print operation and also detected low supplies during the operation
	PR02:39:64:nn	Failed to find the head home position during the last print operation and also detected supplies out during the operation
14 810020 or 22 810020	PR02:2D:50:nn	Detected low supplies while printing data
	PR02:3D:60:nn	Detected supplies out while printing data
14 810041 or 22 810041	PR02:38:23:yy	Failed to respond to command yy within an expected period for five consecutive times during initialization of the device
	PR02:38:60:nn	ExpressBus communication problem
	PR02:38:62:nn	Is not communicating with the system communication handler

Table D-12 PR02 (journal printer) (continued)

911 Status	MDS Statuses	Description
	PR02:38:64:nn	Continually rejecting commands (NAKing)
	PR02:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.
14 910000 or 22 910000	PR02:30:yy:xx	The journal printer rejected a command.
	PR02:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device.
	PR02:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.
	PR02:3F:23:yy	The printer has failed to respond to command yy within an expected period of time.
	PR02:3F:yy:zz	The printer responded to a command with an invalid completion status.

Refer to Table D-13 for an electronic data capture 911-type status cross-reference.

Table D-13 PR03 (electronic data capture)

911 Status	MDS Statuses	Description
14 810007 or 22 810007	PR03:39:44:40	EDC reported an RMX fatal error when it attempted to access the EDC diskette.
14 810020 or 22 810020	PR03:3D:40:46	File does not exist
	PR03:3D:40:47	Unable to access file (max archives performed for the day)
	PR03:3D:40:48	Timeout (file locked by another process)
	PR03:3D:40:49	Archive command disabled
	PR03:3D:50:40	EDC detected a Disk Low condition. At this point, 100 more records can be written.
	PR03:3D:60:40	EDC detected a Disk Full condition
	PR03:3D:60:41	There is no diskette in the EDC drive
	PR03:3D:60:42	The diskette in the EDC drive is write-protected
	PR03:3D:60:43	The diskette in the EDC drive has not been formatted
	PR03:3D:60:45	EDC detected an unknown error accessing the EDC diskette

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Table D-13 PR03 (electronic data capture) (continued)

911 Status	MDS Statuses	Description
14 810041 or 22 810041	PR03:38:23:yy	Failed to respond to command yy within an expected period for five consecutive times during initialization of the device.
	PR03:38:60:nn	ExpressBus communication problem
	PR03:38:62:nn	Is not communicating with the system communication handler
	PR03:38:64:nn	Continually rejecting commands (NAKing)
	PR03:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.

Appendix E
912-type Status Cross-reference

Use this appendix to determine the meaning of a 912-type status message. This appendix contains a cross-reference list of 912-type status as compared to the i Series, ix Series, and MDS-type status. A particular 912-type status may be generated by several different i Series, ix Series, and MDS-type statuses.

First find the 912-type status in the first column of the tables in this section. To determine the corrective action necessary and to obtain additional information, refer to the status definitions in Section 2.

Refer to Table E-1 for an After Hour depository 912-type status cross-reference.

Table E-1 AH01 (After Hour depository)

912 Status	MDS Status	Description
23 01	AH01:3A:41:40	Failure to unlock
23 06	AH01:3E:42:40	Failure to lock
23 08	AH01:23:00:00	Consumer timeout
	AH01:24:00:00	Consumer cancel
	AH01:38:nn:nn	ExpressBus communications problem
	AH01:3E:00:00	Network fault - an attempt to operate an AHD with the DIT off.
	AH01:3F:48:40	Device timeout - door is unlocked but it is not opened in 1 minute and 10 seconds.

Refer to Table E-2 for an alarms 912-type status cross-reference.

Table E-2 AL01 (alarm)

911/912 Status	MDS Statuses	Description (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)
12 00	AL01:3C:81:00, AL01:3F:81:00	e n n n c c (D changed), e n n n c c (D didn't change)
12 01	AL01:3C:C1:00, AL01:3F:C1:00	e n n y c c (D changed), e n n y c c (D didn't change)
12 02	AL01:3C:80:00, AL01:3F:80:00	e n n n o c (D changed) e n n n o c (D didn't change)
12 03	AL01:3C:C0:00, AL01:3F:C0:00	e n n y o c (D changed), e n n y o c (D didn't change)
12 04	AL01:3C:01:00, AL01:3F:01:00	e n y n c c (D changed), e n y n c c (D didn't change)
12 05	AL01:3C:41:00, AL01:3F:41:00	e n y y c c (D changed), e n y y c c (D didn't change)
12 06	AL01:3C:00:00, AL01:3F:00:00	e n y n o c (D changed), e n y n o c (D didn't change)
12 07	AL01:3C:40:00, AL01:3F:40:00	e n y y o c (D changed), e n y y o c (D didn't change)
12 10	AL01:3C:81:80, AL01:3F:81:80	e n n n c o (D changed), e n n n c o (D didn't change)
12 11	AL01:3C:C1:80, AL01:3F:C1:80	e n n y c o (D changed), e n n y c o (D didn't change)
12 12	AL01:3C:80:80, AL01:3F:80:80	e n n n o o (D changed), e n n n o o (D didn't change)
12 13	AL01:3C:C0:80, AL01:3F:C0:80	e n n y o o (D changed), e n n y o o (D didn't change)
12 14	AL01:3C:01:80, AL01:3F:01:80	e n y n c o (D changed), e n y n c o (D didn't change)
12 15	AL01:3C:41:80, AL01:3F:41:80	e n y y c o (D changed), e n y y c o (D didn't change)
12 16	AL01:3C:00:80, AL01:3F:00:80	e n y n o o (D changed), e n y n o o (D didn't change)
12 17	AL01:3C:40:80, AL01:3F:40:80	e n y y o o (D changed), e n y y o o (D didn't change)
12 40	AL01:3C:85:00, AL01:3F:85:00	e y n n c c (D changed), e y n n c c (D didn't change)
12 41	AL01:3C:C5:00, AL01:3F:C5:00	e y n y c c (D changed), e y n y c c (D didn't change)

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Table E-2 AL01 (alarm) (continued)

911/912 Status	MDS Statuses	Description (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)
12 42	AL01:3C:84:00, AL01:3F:84:00	e y n n o c (D changed), e y n n o c (D didn't change)
12 43	AL01:3C:C4:00, AL01:3F:C4:00	e y n y o c (D changed), e y n y o c (D didn't change)
12 44	AL01:3C:05:00, AL01:3F:05:00	e y y n c c (D changed), e y y n c c (D didn't change)
12 45	AL01:3C:45:00, AL01:3F:45:00	e y y y c c (D changed), e y y y c c (D didn't change)
12 46	AL01:3C:04:00, AL01:3F:04:00	e y y n o c (D changed), e y y n o c (D didn't change)
12 47	AL01:3C:44:00, AL01:3F:44:00	e y y y o c (D changed), e y y y o c (D didn't change)
12 50	AL01:3C:85:80, AL01:3F:85:80	e y n n c o (D changed), e y n n c o (D didn't change)
12 51	AL01:3C:C5:80, AL01:3F:C5:80	e y n y c o (D changed), e y n y c o (D didn't change)
12 52	AL01:3C:84:80, AL01:3F:84:80	e y n n o o (D changed), e y n n o o (D didn't change)
12 53	AL01:3C:C4:80, AL01:3F:C4:80	e y n y o o (D changed), e y n y o o (D didn't change)
12 54	AL01:3C:05:80, AL01:3F:05:80	e y y n c o (D changed), e y y n c o (D didn't change)
12 55	AL01:3C:45:80, AL01:3F:45:80	e y y y c o (D changed), e y y y c o (D didn't change)
12 56	AL01:3C:04:80, AL01:3F:04:80	e y y n o o (D changed), e y y n o o (D didn't change)
12 57	AL01:3C:44:80, AL01:3F:44:80	e y y y o o (D changed), e y y y o o (D didn't change)
12 80	AL01:3C:89:00, AL01:3F:89:00	d n n n c c (D change), d n n n c c (D didn't change)
12 81	AL01:3C:C9:00, AL01:3F:C9:00	d n n y c c (D changed), d n n y c c (D didn't change)
12 82	AL01:3C:88:00, AL01:3F:88:00	d n n n o c (D changed), d n n n o c (D didn't change)
12 83	AL01:3C:C8:00, AL01:3F:C8:00	d n n y o c (D changed), d n n y o c (D didn't change)
12 84	AL01:3C:09:00, AL01:3F:09:00	d n y n c c (D changed), d n y n c c (D didn't changed)

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Table E-2 AL01 (alarm) (continued)

911/912 Status	MDS Statuses	Description (pocket detector enable/disable, pocket detector alarm, ambush, burglary, chest door, and delivery door)
12 85	AL01:3C:49:00, AL01:3F:49:00	d n y y c c (D changed), d n y y c c (D didn't change)
12 86	AL01:3C:08:00, AL01:3F:08:00	d n y n o c (D changed), d n y n o c (D didn't change),
12 87	AL01:3C:48:00, AL01:3F:48:00	d n y y o c (D changed), d n y y o c (D didn't change)
12 90	AL01:3C:89:80, AL01:3F:89:80	d n n n c o (D changed), d n n n c o (D didn't change)
12 91	AL01:3C:C9:80, AL01:3F:C9:80	d n n y c o (D changed), d n n y c o (D didn't change)
12 92	AL01:3C:88:80, AL01:3F:88:80	d n n n o o (D changed), d n n n o o (D didn't change)
12 93	AL01:3C:C8:80, AL01:3F:C8:80	d n n y o o (D changed), d n n y o o (D didn't change)
12 94	AL01:3C:09:80, AL01:3F:09:80	d n y n c o (D changed), d n y n c o (D didn't change)
12 95	AL01:3C:49:80, AL01:3F:49:80	d n y y c o (D changed), d n y y c o (D didn't change)
12 96	AL01:3C:08:80, AL01:3F:08:80	d n y n o o (D changed), d n y n o o (D didn't change)
12 97	AL01:3C:48:80, AL01:3F:48:80	d n y y o o (D changed), d n y y o o (D didn't change)

Refer to Table E-3 for a coin dispenser 912-type status cross-reference.

Table E-3 CN01 (coin dispenser)

912 Status	MDS Statuses	Description
2G 0012	CN01:3B:30:31	Unsolicited coin from hopper 1
2G 0022	CN01:3B:30:32	Unsolicited coin from hopper 2
2G 0032	CN01:3B:30:33	Unsolicited coin from hopper 3
2G 0042	CN01:3B:30:34	Unsolicited coin from hopper 4
2G 0175	CN01:3D:31:37	Feed failure in hopper 1
2G 0185	CN01:3D:31:38	Feed failure in hopper 2
2G 0195	CN01:3D:31:39	Feed failure in hopper 3
2G 0205	CN01:3D:32:30	Feed failure in hopper 4
2G 0252	CN01:3E:32:35	Jam failure in hopper 1
2G 0262	CN01:3E:32:36	Jam failure in hopper 2
2G 0272	CN01:3E:32:37	Jam failure in hopper 3
2G 0282	CN01:3E:32:38	Jam failure in hopper 4
2G 0332	CN01:3E:33:33	Jam between picker and delivery
2G 0353	CN01:3D:33:35	Network error (invalid coin amount field)
	CN01:3E:00:01	Coin dispenser DIT is disabled.
2G 0354	CN01:3D:33:35	Network error (invalid coin amount field)
2G 0602	CN01:3E:36:30	Jam at chute sensor before dispense. No coins dispensed.
2G 0632	CN01:3A:36:33	RAM error
2G 08A2	CN01:3E:38:41	Hopper 1 coin sensor is stuck clear/blocked.
2G 08B2	CN01:3E:38:42	Hopper 2 coin sensor is stuck clear/blocked.
2G 08C2	CN01:3E:38:43	Hopper 3 coin sensor is stuck clear/blocked.
2G 08D2	CN01:3E:38:44	Hopper 4 coin sensor is stuck clear/blocked.
2G 0902	CN01:38:xx:xx	ExpressBus communications problem
2G 1005	CN01:3D:40:4B	Coin dispenser is not docked.
	CN01:3E:01:01	Coin dispenser is not docked.

Refer to Table E-4 for a card reader 912-type status cross-reference.

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Table E-4 CR01 (card reader)

912 Status	MDS Statuses	Description
2> 0040	CR01:3F:42:40	Read conditions cannot be satisfied, or there is a jam in the rear of the device.
	CR01:3F:60:48	This status indicates that a card tease occurred and the card was not removed from the device for at least 60 seconds.
2> 008<	CR01:3F:40:42	Write is not verified.
	CR01:3F:40:53	A solicited write Track 1 error
	CR01:3F:40:55	A solicited write Track 2 error
2> 0082	CR01:38:nn:nn	ExpressBus communication fault
2= 0190	CR01:3E:00:00	Network error
2> 4081	CR01:23:00:00	Consumer timeout
2> 8082	CR01:3E:44:40	The card retain bin is full.
	CR01:3E:48:40	The card jammed in the device.
	CR01:3E:58:60	The card jammed in the rear of the device.
15 ?:	CR01:38:nn:nn	ExpressBus communication fault
	CR01:3E:00:00	Network error
	CR01:3E:44:40	The card retain bin is full.
	CR01:3E:48:40	The card jammed in the device.
	CR01:3E:58:60	The card jammed in the rear of the device.
15 81	CR01:3F:40:41	The card is retained.
15 84	CR01:23:00:00	Consumer timeout
	CR01:3E:42:40	The read conditions cannot be satisfied, or there is a card jam in the rear of the device.
	CR01:3E:60:48	This status indicates that a card tease occurred and the card was not removed from the device for at least 60 seconds.
17 82	CR01:3E:40:42	Write is not verified. There is a possible media error.
	CR01:3E:40:53	An unsolicited write Track 1 error
	CR01:3E:40:55	An unsolicited write Track 2 error

Refer to Table E-5 for a 1300-series dispenser 912-type status cross-reference. The 1300-series dispenser messages do not apply to the *i* Series terminals.

Table E-5 DI01 or D901 (1300-series dispenser)

912 Status	MDS Statuses	Description
2;(trap status)	DI01:39:00:00	Dispenser shut down.
	DI01:39:00:01	The drawer sensor is blocked prior to more than three consecutive dispenses.
	DI01:39:00:03	The drawer sensor is not blocked after three consecutive dispenses.
	DI01:39:00:05	The drawer sensor is blocked after a power fail or the sensor is clear after the previous dispense but blocked before the current dispense.
	DI01:39:00:07	Drawer sensor is blocked leaving the Supply mode or fascia diagnostic routine.
2? 0000	DI01:2D:0m:0n	The supply is low.
2? 0012 or 2? 5012	DI01:3A:30:31	An unsolicited note from feed module 1
	DI01:3F:30:31 (with selection 2 in description column in Table 3-8)	An unsolicited note from feed module 1
2? 0022 or 2? 5022	DI01:3A:30:32	An unsolicited note from feed module 2
	DI01:3F:30:32 (with selection 2 in description column in Table 3-8)	An unsolicited note from feed module 2
2? 0032 or 2? 5032	DI01:3A:30:33	An unsolicited note from feed module 3
	DI01:3F:30:33 (with selection 2 in description column in Table 3-8)	An unsolicited note from feed module 3
2? 0042 or 2? 5042	DI01:3A:30:34	An unsolicited note from feed module 4
	DI01:3F:30:34 (with selection 2 in description column in Table 3-8)	An unsolicited note from feed module 4
2? 0095 or 2? 5095	DI01:3A:30:39	Stream feed from feed module 1
	DI01:3F:30:39 (with selection 2 in description column in Table 3-8)	Stream feed from feed module 1
2? 0105 or 2? 5105	DI01:3A:31:30	Stream feed from feed module 2
	DI01:3F:31:30 (with selection 2 in description column in Table 3-8)	Stream feed from feed module 2
2? 0115 or 2? 5115	DI01:3A:31:31	Stream feed from feed module 3

Table E-5 DI01 or D901 (1300-series dispenser) (continued)

912 Status	MDS Statuses	Description
	DI01:3F:31:31 (with selection 2 in description column in Table 3-8)	Stream feed from feed module 3
2? 0125 or 2? 5125	DI01:3A:31:32	Stream feed from feed module 4
	DI01:3F:31:32 (with selection 2 in description column in Table 3-8)	Stream feed from feed module 4
2? 0175 or 2? 5175	DI01:3F:31:37	A feed failure from feed module 1
2? 0185 or 2? 5185	DI01:3F:31:38	A feed failure from feed module 2
2? 0195 or 2? 5195	DI01:3F:31:39	A feed failure from feed module 3
2? 0205 or 2? 5205	DI01:3F:32:30	A feed failure from feed module 4
2? 0252 or 2? 5252	DI01:3E:32:35	A jam failure from feed module 1
2? 0262 or 2? 5262	DI01:3E:32:36	A jam failure from feed module 2
2? 0272 or 2? 5272	DI01:3E:32:37	A jam failure from feed module 3
2? 0282 or 2? 5282	DI01:3E:32:38	A jam failure from feed module 4
2? 0332 or 2? 5332	DI01:3E:33:33	A jam between LVDT and exit
2? 0342 or 2? 5342	DI01:3E:33:34	A jam between LVDT and reject
2? 0354 or 2? 5354	DI01:22:00:00	Network error
	DI01:3D:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser.
	DI01:3E:00:00	Network error
2? 0363 or 2? 5363	DI01:3F:33:36	An unidentified cassette code
2? 0372 or 2? 5372	DI01:3A:33:37	The diverter does not go to reject during a dispense operation.
	DI01:3B:33:37 (with selection 2 in description column in Table 3-8)	The diverter does not go to reject during a dispense operation.
2? 0382 or 2? 5382	DI01:3A:33:38	The diverter does not go to exit during a dispense operation.
	DI01:3B:33:38 (with selection 2 in description column in Table 3-8)	The diverter does not go to exit during a dispense operation.
2? 0392 or 2? 5392	DI01:3F:33:39	A double note is dispensed.
2? 0402 or 2? 5402	DI01:3F:34:30	A long or short note is dispensed.
2? 0412 or 2? 5412	DI01:3F:34:31	A miscount from feed module 1
2? 0422 or 2? 5422	DI01:3F:34:32	A miscount from feed module 2

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Table E-5 DI01 or D901 (1300-series dispenser) (continued)

912 Status	MDS Statuses	Description
2? 0432 or 2? 5432	DI01:3F:34:33	A miscount from feed module 3
2? 0442 or 2? 5442	DI01:3F:34:34	A miscount from feed module 4
2? 0492 or 2? 5492	DI01:3F:34:39	Too few notes are dispensed from feed module 1.
2? 0502 or 2? 5502	DI01:3F:35:30	Too few notes are dispensed from feed module 2.
2? 0512 or 2? 5512	DI01:3F:35:31	Too few notes are dispensed from feed module 3.
2? 0522 or 2? 5522	DI01:3F:35:32	Too few notes are dispensed from feed module 4.
2? 0585 or 2? 5585	DI01:3F:35:38	Too many notes are dispensed.
2? 0592 or 2? 5592	DI01:3A:35:39	Timing wheel error
	DI01:3B:35:39 (with selection 2 in description column in Table 3-8)	Timing wheel error
2? 0602 or 2? 5602	DI01:3A:36:30	Counting sensor is blocked before a dispense.
2? 0633 or 2? 5663	DI01:39:36:33	RAM error
2? 0643 or 2? 5643	DI01:3F:36:34	USART is corrupted.
2? 0654 or 2? 5654	DI01:3F:36:35	Cassettes are shuffled as detected by the ATM system firmware.
2? 0672 or 2? 5672	DI01:3A:36:37	The diverter will not go to exit before a dispense operation.
	DI01:3B:36:37 (with selection 2 in description column in Table 3-8)	The diverter will not energize prior to the dispense operation.
2? 0682 or 2? 5682	DI01:3A:36:38	The diverter is in the wrong position prior to a dispense operation.
	DI01:3B:36:38 (with selection 2 in description column in Table 3-8)	The diverter is in the wrong position prior to a dispense operation.
2? 0782 or 2? 5782	DI01:3D:37:38	The divert cassette is full.
2? 0793 or 2? 5793	DI01:3D:37:39	The divert cassette is absent.
2? 0812 or 2? 5812	DI01:3A:38:31	Dispense timeout is reported by the dispenser.
2? 0832 or 2? 5832	DI01:3A:38:33	LVDT out of limits
2? 0842 or 2? 5842	DI01:3A:38:34	A purge error following a dispense
2? 0912 or 2? 5912	DI01:38:00:00	ExpressBus communications problem
	DI01:38:39:31	The dispenser returned garbled status.
2? 1000	DI01:3E:01:01	Door open before dispense.

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Table E-5 DI01 or D901 (1300-series dispenser) (continued)

912 Status	MDS Statuses	Description
2? 3000	DI01:3F:00:01	The drawer sensor is blocked prior to dispensing the first, second, or third consecutive time.
2? 5002	DI01:3F:00:03	The drawer sensor is not blocked after the first, second, or third consecutive dispense operation.

Refer to Table E-6 for a multi-media dispenser 912-type status cross-reference.

Table E-6 DI01 or D901 (multi-media dispenser)

912 Status	MDS Statuses	Description
2? (trap status)	DI01:39:00:01	The drawer sensor is blocked prior to more than three consecutive dispenses.
	DI01:39:00:03	The drawer sensor is not blocked after three consecutive dispenses.
	DI01:39:00:05	The drawer sensor is blocked after a power fail or the sensor is clear after the previous dispense but blocked before the current dispense.
	DI01:39:00:07	The drawer sensor is blocked leaving the Supply mode or Fascia diagnostic routine.
2? 0000	DI01:2D:0m:0n	The supply is low. m and n indicate the denominations.
2? 0012 or 2? 5012	DI01:3A:30:31 or 3F:30:31	An unsolicited note from feed module 1
2? 0022 or 2? 5022	DI01:3A:30:32 or 3F:30:32	An unsolicited note from feed module 2
2? 0032 or 2? 5032	DI01:3A:30:33 or 3F:30:33	An unsolicited note from feed module 3
2? 0042 or 2? 5042	DI01:3A:30:34 or 3F:30:34	An unsolicited note from feed module 4
2? 0175 or 2? 5175	DI01:3F:31:37	A feed failure from feed module 1
2? 0185 or 2? 5185	DI01:3F:31:38	A feed failure from feed module 2
2? 0195 or 2? 5195	DI01:3F:31:39	A feed failure from feed module 3
2? 0205 or 2? 5205	DI01:3F:32:30	A feed failure from feed module 4
2? 0332 or 2? 5332	DI01:3B:33:33	A jam between double detect and exit
	DI01:3E:33:33 (with selection 1 in description in Table 3-9)	A jam between double detect and exit
2? 0342 or 2? 5342	DI01:3E:33:34 (with selection 1 in description column in Table 3-9)	A jam between double detect and reject
	DI01:3F:33:34	A jam between double detect and reject

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Table E-6 DI01 or D901 (multi-media dispenser) (continued)

912 Status	MDS Statuses	Description
	DI01:3F:34:30	The bill size does not match the cassette coding.
2? 0354 or 2? 5354	DI01:3D:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser.
	DI01:3E:00:00	Network error
	DI01:3E:02:00	Attempted a dispense with the chest door open.
	DI01:3E:02:01	Attempted a dispense with service cassettes installed.
2? 0363 or 2? 5363	DI01:3F:33:36	Unidentified cassette code
2? 0372 or 2? 5372	DI01:3A:33:37	The diverter will not go to reject during the dispense operation.
	DI01:3B:33:37 (with selection 2 in description column in Table 3-9)	The diverter will not go to reject during the dispense operation.
2? 0402 or 2? 5402	DI01:3F:34:30	The bill size does not match the cassette coding.
2? 0492 or 2? 5492	DI01:3F:34:39	Too few notes are dispensed from feed module 1.
2? 0502 or 2? 5502	DI01:3F:35:30	Too few notes are dispensed from feed module 2.
2? 0512 or 2? 5512	DI01:3F:35:31	Too few notes are dispensed from feed module 3.
2? 0522 or 2? 5522	DI01:3F:35:32	Too few notes are dispensed from feed module 4.
2? 0585 or 2? 5585	DI01:3F:35:38	Too many notes are dispensed.
2? 0592 or 2? 5592	DI01:3A:35:39	A timing wheel error or a dispense purge error
	DI01:3B:35:39 (with selections 2 and 3 in description column in Table 3-9)	A timing wheel error or a dispense purge error
2? 0602 or 2? 5602	DI01:3A:36:30	The counting sensor is blocked.
2? 0633 or 2? 5633	DI01:39:36:33	RAM error
2? 0654 or 2? 5654	DI01:3F:36:35	The cassettes are shuffled.
2? 0672 or 2? 5672	DI01:3A:36:37	The diverter will not energize prior to the dispense operation.
	DI01:3B:36:37 (with selection 2 in description column in Table 3-9)	The diverter will not energize prior to the dispense operation.
2? 0720 or 2? 5720	DI01:3B:37:32	A dump failure
2? 0782 or 2? 5782	DI01:3D:37:38	The divert cassette is full.
2? 0793 or 2? 5793	DI01:3D:37:39	The divert cassette is absent.
2? 0812 or 2? 5812	DI01:3A:38:31 or 3B:38:31	A dispense timeout
2? 0912 or 2? 5912	DI01:38:00:00	ExpressBus communications problem

Table E-6 DI01 or D901 (multi-media dispenser) (continued)

912 Status	MDS Statuses	Description
	DI01:38:39:31	The dispenser returned garbled status.
2? 0940 or 2? 5940	DI01:3F:39:34	Unable to dispense on feed module 1
2? 0950 or 2? 5950	DI01:3F:39:35	Unable to dispense on feed module 2
2? 0960 or 2? 5960	DI01:3F:39:36	Unable to dispense on feed module 3
2? 0970 or 2? 5970	DI01:3F:39:37	Unable to dispense on feed module 4
2? 1000	DI01:3E:01:01	The door is open before the dispense.
2? 3000	DI01:3F:00:01	The drawer sensor is blocked prior to dispensing the first, second, or third consecutive time.
2? 5002	DI01:3F:00:03	The drawer sensor is not blocked after the first, second, or third consecutive dispense operation.

Refer to Table E-7 for a PCM 912-type status cross-reference. The PCM messages do not apply to the *i* Series terminals.

Table E-7 DI01 or D901 (PCM)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
2;(trap status)	-- --	DI01:39:00:00	Dispenser shutdown.
	DI01:39:00:09	DI01:39:00:09	Dispenser shutdown, inaccurate count
	DI01:39:00:11	DI01:39:00:11	Dispenser shutdown, configuration error
2? 0000	DI01:2D:0m:0n	DI01:2D:0m:0n	The supply is low.
2? 0175	DI01:3A:41:31	DI01:3F:31:37	Spool motor not functioniing, dispense direction feed module 1
	DI01:3A:42:31	DI01:3F:31:37	Spool motor not functioning, accept direction feed module 1
	DI01:3A:43:31	DI01:3F:31:37	Spool motor power loss
	DI01:3A:44:31	DI01:3F:31:37	Lock solenoid power loss from feed module 1
	DI01:3A:45:31	DI01:3F:31:37	Lock solenoid stuck unlocked from feed module 1
	DI01:3A:46:31	DI01:3F:31:37	Lock solenoid stuck locked from feed module 1
	DI01:3A:4E:31	DI01:3F:31:37	Web (media level) sensor blocked or malfunctioning from feed module 1

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Table E-7 DI01 or D901 (PCM) (continued)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
	DI01:3C:4D:30	DI01:3F:31:37	Motor drive temperature exceeded.
	DI01:3D:31:37	DI01:3F:31:37	A feed failure from feed module 1
2? 0252	DI01:3E:4F:31	DI01:3E:32:35	Jam failure - gate
2? 0332	DI01:3E:4F:43	DI01:3E:33:33	Jam failure - dispense transport
2? 0363	DI01:3F:33:36	DI01:3F:33:36	Unidentified cassette code
2? 0354	-- --	DI01:3D:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser.
		DI01:3E:00:00	Network error
2? 0592	DI01:3A:47:30	DI01:3A:35:39	Transport motor not functioning, dispense direction
	DI01:3A:48:30	DI01:3A:35:39	Transport motor not functioning, accept direction
	DI01:3A:49:30	DI01:3A:35:39	Transport motor power loss
2? 0602	DI01:3F:4E:39	DI01:3A:36:30	Exit sensor blocked or malfunctioning
	DI01:3A:4E:41	DI01:3A:36:30	Spool sensor blocked or malfunctioning from feed module 1
2? 0633	DI01:3A:36:33	DI01:39:36:33	Non-volitile memory error
2? 0912	--	DI01:38:00:00	ExpressBus Communication problem
		DI01:38:39:31	The dispenser returned a garbled status

Refer to Table E-8 for a Bulk Cash Recycler dispenser 912-type status cross-reference.

Table E-8 DI01 (BCR Dispenser)

912 Status	MDS Statuses	Description
2; (trap status)	DI01:39:00:00	Dispenser shutdown
2? 0000	DI01:2D:0m:0n	The supply is low
2? 0175 or

2? 5175 | DI01:3F:31:37 | A feed failure from feed module 1 |

Table E-8 DI01 (BCR Dispenser) (continued)

912 Status	MDS Statuses	Description
2? 0185 or 2? 5185	DI01:3F:31:38	A feed failure from feed module 2
2? 0195 or 2? 5195	DI01:3F:31:39	A feed failure from feed module 3
2? 0354 or 2? 5354	DI01:3D:33:35	A command reject while the terminal is in service due to a command reject sent from the dispenser.
	DI01:3E:00:00	Network error
	DI01:3E:02:00	Attempted dispense with the chest door open.
2? 0363 or 2? 5363	DI01:3F:33:36	Unidentified cassette code
2? 0585 or 2? 5585	DI01:3F:35:38	Count error.
2? 0592 or 2? 5592	DI01:3A:35:39	Hardware error
2? 0654 or 2? 5654	DI01:3F:36:35	The cassettes are shuffled.
2? 0782 or 2? 5782	DI01:3D:37:38	The divert cassette is full
2? 0793 or 2? 5793	DI01:3D:37:39	The divert cassette is absent

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Table E-8 DI01 (BCR Dispenser) (continued)

912 Status	MDS Statuses	Description
2? 0912 or 2? 5912	DI01:38:00:00	ExpressBus Communication problem
2? 1000	DI01:3E:01:01	The door is open before dispense.

Refer to Table E-9 for a standard depositor 912-type status cross-reference.

Table E-9 DP01 (standard depositor)

912 Status	MDS Statuses	Description
2A 010000	DP01:23:00:03	Possible incomplete deposit
2A 020000	DP01:3E:40:7C	Cassette is full at the beginning of the transaction or the gate did not open.
2A 100000	DP01:23:00:00	Consumer timeout
	DP01:23:00:01	Possible incomplete deposit
	DP01:23:00:02	Device timeout
2A 101000	DP01:24:00:00	Consumer cancel
2A 400000	DP01:38:nn:nn	ExpressBus communications problem
	DP01:3E:00:00	Network fault - attempted to perform a deposit operation with the DIT turned off.
	DP01:3E:42:40	Jam at both switches at the beginning and end of the transaction
2A 480000	DP01:3D:60:7C	Cassette is absent

The Intelligent Depository Module (IDM) 912-type status messages are listed in Table E-10 and the second generation IDM and PPM 912-type status messages are listed in Table E-11.

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Table E-10 DP01 (IDM)

912 Status	MDS Statuses	Description
1A 00000100	DP01:3A:44:32	A MICR processor fault was detected.
1A 00000200	DP01:3A:42:nn	Scanner fault
1A 00800000	DP01:3C:00:30	No MICR data detected on the check
	DP01:3C:00:31	Unrecognizable data in MICR field
	DP01:3C:00:32	Checksum errors on check
1A 01000200	DP01:3B:80:00	Image processor communication error
	DP01:3B:81:XX	RSS software exception
	DP01:3C:80:00	Multiple failures to locate RSS window data.
	DP01:3F:80:XX	Recognition software error
	DP01:3F:81:00	Display image error
	DP01:3F:81:XX	Generate display fault
	DP01:3F:82:XX	Image operation error
	DP01:3F:9m:XX	Scanner operation error
	DP01:3F:A0:00	Kernal mismatch
	DP01:3F:A0:01	Check image on MICR side not found
	DP01:3F:A0:XX	RAM manager access failed
1A 01000400	DP01:3F:44:31	The document that was inserted was not a check.
1A 01001000	DP01:3F:44:35	The document was inserted, but it would not transport correctly.
	DP01:3F:44:36	The document was inserted, but it would not transport correctly.
	DP01:3F:44:37	The document was inserted, but it would not transport correctly.
	DP01:3F:44:38	The document was inserted, but it would not transport correctly.
	DP01:3F:44:39	The document was inserted, but it would not transport correctly.
1A 02000800	DP01:3F:45:nn	The selected bin (nn) was not usable, the selected bin was full, or there was a possible jam.
	DP01:3F:47:nn	The selected bin (nn) was not usable, the selected bin was full, or there was or a possible jam.
1A 08000000	DP01:3D:40:4C	The depositor is not ready for use.
	DP01:3D:40:4D	The depositor is not ready for use.
	DP01:3D:40:4E	The depositor is not ready for use.
	DP01:3D:40:4F	The depositor is not ready for use.

Table E-10 DP01 (IDM) (continued)

912 Status	MDS Statuses	Description
1A 40000000	DP01:3F:44:3A	The document was inserted, but it would not transport correctly.
1A 40000200	DP01:3A:80:XX	Scanner fault
	DP01:3A:80:80	The scanner image buffer is not allocated by the device driver or the device driver is not installed
	DP01:3A:80:81	PCISCAN.SYS device driver could not find the PCI Scanner card.
	DP01:3A:80:82	PCI Scanner card configuration error
	DP01:3A:80:83	The scanner is not initialized.
	DP01:3A:81:20	Character recognition is not available.
	DP01:3A:81:XX	Image Processor internal fault
	DP01:3A:A0:01	Buffer allocation failed
	DP01:3F:A0:02	Document image display request failed
	DP01:3F:A0:03	Video rejected image icon.
	DP01:3F:A0:04	Image icon storage failed
	DP01:3A:A0:XX	Scan operation failed.
1A 80000000	DP01:3F:40:41	Abnormal document retain
2A 000001xy [1]	DP01:3A:44:32	A MICR processor fault was detected.
2A 000002xy [1]	DP01:3A:42:nn	Scanner fault
2A 008000xy [1]	DP01:3F:00:30	No MICR data detected on the check.
	DP01:3F:00:31	Unrecognizable data in MICR field
	DP01:3F:00:32	Checksum errors on the check
2A 010002xy [1]	DP01:3B:80:00	Image processor communication error.
	DP01:3B:81:XX	RSS software exception
	DP01:3C:80:00	Multiple failures to locate RSS window data
	DP01:3F:80:XX	Recognition software error
	DP01:3F:81:00	Display image error
	DP01:3F:81:XX	Generate display fault
	DP01:3F:82:XX	Image operation error
	DP01:3F:9m:XX	Scanner operation error
	DP01:3F:A0:00	Kernal mismatch

Table E-10 DP01 (IDM) (continued)

912 Status	MDS Statuses	Description
	DP01:3F:A0:01	Check image on MICR side not found
	DP01:3F:A0:XX	RAM manager access failed
2A 010004xy [1]	DP01:3F:44:31	The document that was inserted was not a check.
2A 010010xy [1]	DP01:3F:44:35	The document was inserted, but it would not transport correctly.
	DP01:3F:44:36	The document was inserted, but it would not transport correctly.
	DP01:3F:44:37	The document was inserted, but it would not transport correctly.
	DP01:3F:44:38	The document was inserted, but it would not transport correctly.
	DP01:3F:44:39	The document was inserted, but it would not transport correctly.
2A 020008xy [1]	DP01:30:45:30	Reject of check from Escrow to Cassette command
	DP01:30:47:30	Reject of Check Capture command
	DP01:3F:45:nn	The selected bin (nn) was not usable, the selected was full, or there was a possible jam.
	DP01:3F:47:nn	The selected bin (nn) was not usable, the selected was full, or there was a possible jam.
2A 080000xy [1]	DP01:3D:40:4C	The depositor is not ready for use.
	DP01:3D:40:4D	The depositor is not ready for use.
	DP01:3D:40:4E	The depositor is not ready for use.
	DP01:3D:40:4F	The depositor is not ready for use.
2A 100000xy [1]	DP01:23:00:00	Consumer timeout
2A 101000xy [1]	DP01:24:00:00	Consumer cancel
2A 400000xy [1]	DP01:38:nn:nn	ExpressBus communications problem
	DP01:3A:40:4E	Mechanism failed to rotate to the proper position.
	DP01:3A:40:4F	One or more document sensors are blocked.
	DP01:3A:44:33	The sensor for the rear gate is stuck.
	DP01:3B:46:71	The front sensor(s) never became blocked while attempting to return check to a consumer.
	DP01:3D:40:4B	There is problem with the shuttle motion or the shuttle sensors.
2A 400002xy [1]	DP01:3A:80:XX	Scanner fault
	DP01:3A:80:80	The scanner image buffer is not allocated by the device driver or the device driver is not installed.
	DP01:3A:80:81	PCISCAN.SYS device driver could not fined the PCI Scanner card.

Table E-10 DP01 (IDM) (continued)

912 Status	MDS Statuses	Description
	DP01:3A:80:82	PCI Scanner card configuration error.
	DP01:3A:80:83	The scanner is not initialized.
	DP01:3A:81:20	Character recognition is not available
	DP01:3A:81:XX	Image Processor internal fault
	DP01:3A:A0:01	Buffer allocation failed.
	DP01:3A:A0:02	Document image display request failed.
	DP01:3A:A0:03	Video rejected image icon.
	DP01:3A:A0:04	Image icon storage failed.
	DP01:3A:A0:XX	Scan operation failed.
2A 400080xy [1]	DP01:39:00:01	The depositor is disabled due to a fault condition.
	DP01:39:00:02	The depositor is disabled by the network.
	DP01:39:00:03	The depositor is disabled due to a fault condition <u>and</u> the network.
[1]x = operation number, y = bin number		

Table E-11 DP01 (Second generation IDM and PPM)

912 Status	MDS Statuses	Description
1A 01000200	DP01:3B:80:XX	Image processor communication error
	DP01:3B:81:XX	RSS software exception
	DP01:3C:80:00	Multiple failures to locate RSS window data.
	DP01:3F:80:XX	Recognition software error
	DP01:3F:81:00	Display image error
	DP01:3F:82:XX	Image operation error
	DP01:3F:83:XX	Deskew image error.
	DP01:3F:9m:XX	Scanner operational error
	DP01:3F:A0:00	Kernal mismatch
	DP01:3F:A0:XX	RAM manager access failed
1A 08000000	DP01:3D:30:4B	Bin mechanism failure during reset

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Table E-11 DP01 (Second generation IDM and PPM) (continued)

912 Status	MDS Statuses	Description
	DP01:3D:30:4C	Gate mechanism failure during reset
	DP01:3D:30:4D	Scanner not latched during reset
	DP01:3D:30:4E	Printer not latched during reset
	DP01:3D:30:4F	Printer failure during a reset
	DP01:3D:41:4B	Bin mechanism failure during envelope deposit
	DP01:3D:41:4C	Gate failure during envelope deposit
	DP01:3D:41:4D	Scanner not latched during envelope deposit.
	DP01:3D:41:4E	Printer not latched during envelope deposit.
	DP01:3D:41:4F	Printer failure during envelope deposit
	DP01:3D:44:4B	Bin mechanism failure during a check deposit
	DP01:3D:44:4C	Gate failure during a check deposit
	DP01:3D:44:4D	Scanner not latched during a check deposit
	DP01:3D:44:4E	Printer not latched during a check deposit
	DP01:3D:44:4F	Printer failure during a check deposit
	DP01:3D:45:4F	Printer failure during a check retain
	DP01:3D:46:4C	Gate mechanism failure during a document return
	DP01:3D:46:4F	Printer failure during a document return
1A 40000000	DP01:3A:45:4B	Bin mechansim failure during a document retain
	DP01:3A:XX:4F	One or more document sensors are blocked.
1A 40000200	DP01:3A:80:XX	Scanner fault
	DP01:3A:80:80	The scanner image buffer is not allocated by the device driver or the device driver is not installed.
	DP01:3A:80:81	PCISCAN.SYS device driver could not find the PCI scanner card.
	DP01:3A:80:82	PCI scanner card configuration error
	DP01:3A:80:83	The scanner is not initialized
	DP01:3A:81:20	Character recognition is not available.
	DP01:3A:81:XX	Image Processor internal fault.
	DP01:3A:A0:01	Buffer allocation failed.
	DP01:3A:A0:02	Document image display request failed.

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Table E-11 DP01 (Second generation IDM and PPM) (continued)

912 Status	MDS Statuses	Description
	DP01:3A:A0:03	Video rejected image icon.
	DP01:3A:A0:04	Image icon storage failed.
	DP01:3A:A0:XX	Scan operation failed.
1A 40008000	DP01:3A:XX:4F	One or more document sensors are blocked.
1A 80000000	DP01:3F:40:41	Abnormal document retain
2A 008000xy [1]	DP01:3F:00:30	No MICR data detected on the check.
	DP01:3F:00:31	Unrecognizable data in MICR field
2A 010000xy [1]	DP01:3F:xx:3b	Document jam or b bin full during retain operation.
	DP01:3F:A1:00	Camera buffer allocation failed.
2A 010002xy [1]	DP01:3B:80:XX	Image processor communication error.
	DP01:3B:81:XX	RSS software exception
	DP01:3C:80:00	Multiple failures to locate RSS window data
	DP01:3F:80:XX	Recognition software error
	DP01:3F:81:00	Display image error
	DP01:3F:81:XX	Generate display fault
	DP01:3F:82:XX	Image operation error
	DP01:3F:83:XX	Deskew Image error
	DP01:3F:9m:XX	Scanner operation error
	DP01:3F:A0:00	Kernal mismatch
	DP01:3F:A0:XX	RAM manager access failed
2A 010004xy [1]	DP01:3F:44:31	The document that was inserted was not a check.
2A 020008xy [1]	DP01:30:45:30	Reject of deposit document (Escrow to Cassette) command
2A 080000xy [1]	DP01:3D:30:4B	Bin mechanism failure during reset
	DP01:3D:30:4C	Gate mechanism failure during reset
	DP01:3D:30:4D	scanner not latched during reset
	DP01:3D:30:4E	Printer not latched during reset
	DP01:3D:30:4F	Printer failure during a reset
	DP01:3D:41:4B	Bin mechansim failure during envelope deposit
	DP01:3D:41:4C	Gate failure during envelope deposit

Table E-11 DP01 (Second generation IDM and PPM) (continued)

912 Status	MDS Statuses	Description
	DP01:3D:41:4D	Scanner not latched during envelope deposit.
	DP01:3D:41:4E	Printer not latched during envelope deposit.
	DP01:3D:41:4F	Printer failure during envelope deposit
	DP01:3D:44:4B	Bin mechanism failure during a check deposit
	DP01:3D:44:4C	Gate failure during a check deposit
	DP01:3D:44:4D	Scanner not latched during a check deposit
	DP01:3D:44:4E	Printer not latched during a check deposit
	DP01:3D:44:4F	Printer failure during a check deposit
	DP01:3D:45:4F	Printer failure during a check retain
	DP01:3D:46:4C	Gate failure during document return
	DP01:3D:46:4F	Printer failure during a document return.
2A 100000xy [1]	DP01:23:00:00	Consumer timeout
2A 101000xy [1]	DP01:24:00:00	Consumer cancel
2A 400000xy [1]	DP01:38:nn:nn	ExpressBus communications problem
	DP01:38:A1:00	Camera communication fault
	DP01:3A:45:4B	Bin mechanism failure during a document return
	DP01:3A:XX:4F	One or more document sensors are blocked.
	DP01:3B:XX:71	The front sensor(s) never became blocked while attempting to return check to a consumer.
	DP01:3F:A1:01	Camera CRC error
2A 400002xy [1]	DP01:3A:80:XX	Scanner fault
	DP01:3A:80:80	The scanner image buffer is not allocated by the device driver or the device driver is not installed.
	DP01:3A:80:81	PCISCAN.SYS device driver could not fined the PCI Scanner card.
	DP01:3A:80:82	PCI Scanner card configuration error.
	DP01:3A:80:83	The scanner is not initialized
	DP01:3A:81:20	Character recognition is not available
	DP01:3A:81:XX	Image Processor internal fault
	DP01:3A:A0:01	Buffer allocation failed.

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Table E-11 DP01 (Second generation IDM and PPM) (continued)

912 Status	MDS Statuses	Description
	DP01:3A:A0:02	Document image display request failed.
	DP01:3A:A0:03	Video rejected image icon.
	DP01:3A:A0:04	Image icon storage failed.
	DP01:3A:A0:XX	Scan operation failed.
2A 400080xy [1]	DP01:39:00:01	The depositor is disabled due to a fault condition.
	DP01:39:00:02	The depositor is disabled by the network.
	DP01:39:00:03	The depositor is disabled due to a fault condition <u>and</u> the network.
	DP01:3A:XX:4F	One or more document sensors are blocked
[1]x = operation number, y = bin number		

Table E-12 DP01 (Third generation IDM)

912 Status	MDS Statuses	Description
1A 01000200	DP01:3B:80:XX	Image processor communication error
	DP01:3B:81:XX	RSS software exception
	DP01:3C:80:00	Multiple failures to locate RSS window data.
	DP01:3F:55:5t	Scan error.
	DP01:3F:80:XX	Recognition software error
	DP01:3F:81:00	Display image error
	DP01:3F:82:XX	Image operation error
	DP01:3F:83:XX	Deskew image error.
	DP01:3F:9m:XX	Scanner operational error
	DP01:3F:A0:00	Kernal mismatch
	DP01:3F:A0:XX	RAM manager access failed
1A 08000000	DP01:3D:30:4B	Bin mechanism failure during reset
	DP01:3D:30:4C	Gate mechanism failure during reset
	DP01:3D:30:4D	Scanner not latched during reset
	DP01:3D:30:4E	Printer not latched during reset

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Table E-12 DP01 (Third generation IDM) (continued)

912 Status	MDS Statuses	Description
	DP01:3D:30:4F	Printer failure during a reset
	DP01:3D:41:4B	Bin mechanism failure during envelope deposit
	DP01:3D:41:4C	Gate failure during envelope deposit
	DP01:3D:41:4D	Scanner not latched during envelope deposit.
	DP01:3D:41:4E	Printer not latched during envelope deposit.
	DP01:3D:41:4F	Printer failure during envelope deposit
	DP01:3D:44:4B	Bin mechanism failure during a check deposit
	DP01:3D:44:4C	Gate failure during a check deposit
	DP01:3D:44:4D	Scanner not latched during a check deposit
	DP01:3D:44:4E	Printer not latched during a check deposit
	DP01:3D:44:4F	Printer failure during a check deposit
	DP01:3D:45:4F	Printer failure during a check retain
	DP01:3D:46:4C	Gate mechanism failure during a document return
	DP01:3D:46:4F	Printer failure during a document return
1A 40000000	DP01:3A:45:4B	Bin mechansim failure during a document retain
	DP01:3A:XX:4F	One or more document sensors are blocked.
1A 40000200	DP01:3A:80:XX	Scanner fault
	DP01:3A:80:80	The scanner image buffer is not allocated by the device driver or the device driver is not installed.
	DP01:3A:80:81	1394SCAN.SYS device driver could not find the IEEE 1394 scanner card.
	DP01:3A:80:82	IEEE 1394 scanner card configuration error
	DP01:3A:80:83	The scanner is not initialized
	DP01:3A:81:20	Character recognition is not available.
	DP01:3A:81:XX	Image Processor internal fault.
	DP01:3A:A0:01	Buffer allocation failed.
	DP01:3A:A0:02	Document image display request failed.
	DP01:3A:A0:03	Video rejected image icon.
	DP01:3A:A0:04	Image icon storage failed.
	DP01:3A:A0:XX	Scan operation failed.

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Table E-12 DP01 (Third generation IDM) (continued)

912 Status	MDS Statuses	Description
	DP01:3D:51:nn	Scanner hardware error.
	DP01:3D:52:nn	Scanner init error.
	DP01:3D:53:nn	Scanner host error.
	DP01:3D:54:nn	Scanner interface error.
1A 40008000	DP01:3A:XX:4F	One or more document sensors are blocked.
1A 48000000	DP01:3D:30:4A	PLD failure on reset.
	DP01:3D:41:4A	PLD failure on envelope deposit.
1A 80000000	DP01:3F:40:41	Abnormal document retain
2A 008000xy [1]	DP01:3F:00:30	No MICR data detected on the check.
	DP01:3F:00:31	Unrecognizable data in MICR field
2A 010000xy [1]	DP01:3F:xx:3b	Document jam or b bin full during retain operation.
2A 010002xy [1]	DP01:3B:80:XX	Image processor communication error.
	DP01:3B:81:XX	RSS software exception
	DP01:3C:80:00	Multiple failures to locate RSS window data
	DP01:3F:80:XX	Recognition software error
	DP01:3F:81:00	Display image error
	DP01:3F:81:XX	Generate display fault
	DP01:3F:82:XX	Image operation error
	DP01:3F:83:XX	Deskew Image error
	DP01:3F:9m:XX	Scanner operation error
	DP01:3F:A0:00	Kernal mismatch
	DP01:3F:A0:XX	RAM manager access failed
2A 010004xy [1]	DP01:3F:44:31	The document that was inserted was not a check.
2A 020008xy [1]	DP01:30:45:30	Reject of deposit document (Escrow to Cassette) command
2A 080000xy [1]	DP01:3D:30:4B	Bin mechanism failure during reset
	DP01:3D:30:4C	Gate mechanism failure during reset
	DP01:3D:30:4D	scanner not latched during reset
	DP01:3D:30:4E	Printer not latched during reset
	DP01:3D:30:4F	Printer failure during a reset

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Table E-12 DP01 (Third generation IDM) (continued)

912 Status	MDS Statuses	Description
	DP01:3D:41:4B	Bin mechansim failure during envelope deposit
	DP01:3D:41:4C	Gate failure during envelope deposit
	DP01:3D:41:4D	Scanner not latched during envelope deposit.
	DP01:3D:41:4E	Printer not latched during envelope deposit.
	DP01:3D:41:4F	Printer failure during envelope deposit
	DP01:3D:44:4B	Bin mechanism failure during a check deposit
	DP01:3D:44:4C	Gate failure during a check deposit
	DP01:3D:44:4D	Scanner not latched during a check deposit
	DP01:3D:44:4E	Printer not latched during a check deposit
	DP01:3D:44:4F	Printer failure during a check deposit
	DP01:3D:45:4F	Printer failure during a check retain
	DP01:3D:46:4C	Gate failure during document return
	DP01:3D:46:4F	Printer failure during a document return.
2A 100000xy [1]	DP01:23:00:00	Consumer timeout
2A 101000xy [1]	DP01:24:00:00	Consumer cancel
2A 400000xy [1]	DP01:38:nn:nn	ExpressBus communications problem
	DP01:3A:45:4B	Bin mechanism failure during a document return
	DP01:3A:XX:4F	One or more document sensors are blocked.
	DP01:3B:XX:71	The front sensor(s) never became blocked while attempting to return check to a consumer.
2A 400002xy [1]	DP01:3A:80:XX	Scanner fault
	DP01:3A:80:80	The scanner image buffer is not allocated by the device driver or the device driver is not installed.
	DP01:3A:80:81	1394SCAN.SYS device driver could not find the IEEE 1394 Scanner card.
	DP01:3A:80:82	IEEE 1394 Scanner card configuration error.
	DP01:3A:80:83	The scanner is not initialized
	DP01:3A:81:20	Character recognition is not available
	DP01:3A:81:XX	Image Processor internal fault
	DP01:3A:A0:01	Buffer allocation failed.

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Table E-12 DP01 (Third generation IDM) (continued)

912 Status	MDS Statuses	Description
	DP01:3A:A0:02	Document image display request failed.
	DP01:3A:A0:03	Video rejected image icon.
	DP01:3A:A0:04	Image icon storage failed.
	DP01:3A:A0:XX	Scan operation failed.
2A 400080xy [1]	DP01:39:00:01	The depositor is disabled due to a fault condition.
	DP01:39:00:02	The depositor is disabled by the network.
	DP01:39:00:03	The depositor is disabled due to a fault condition and the network.
	DP01:3A:XX:4F	One or more document sensors are blocked
[1]x = operation number, y = bin number		

Refer to Table E-13 for a Bulk Cash Recycler emulated depositor 912-type status cross-reference.

Table E-13 DP01 (BCR Emulated Depositor)

912 Status	MDS Statuses	Description
2A 020000	DP01:3E:40:7C	Cassette is full at the beginning of the transaction.
2A 040000	DP01:38:00:00	Communication error
	DP01:3E:00:00	Network error. Attempted a deposit with the depositor not in emulated mode.
	DP01:3E:42:40	Hardware failure
2A 480000	DP01:3D:60:7C	Cassette is absent

Refer to Table E-14 for a fascia 912-type status cross-reference.

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Table E-14 DR01 (fascia)

912 Status	MDS Statuses	Description
2@ 00	DR01:23:00:00	The manual door or the special hybrid door is not opened after the dispense.
	DR01:3A:31:41	The money tray will not move during the present.
	DR01:3A:33:41	The exit shutter will not open to present.
	DR01:3A:36:41	Bill sensor stuck clear during the present.
	DR01:3A:37:41	No forward drive during the present
	DR01:3A:39:41	Pushplate sensor failure during a present
2@ 04	DR01:23:00:01	The motorized door or the special hybrid door is partially open or there is a Present timeout (the consumer had access to the cash but did not take all of it).
	DR01:38:nn:nn	ExpressBus communications problem
	DR01:3A:33:44	Exit shutter will not open during Restore
	DR01:3A:33:45	Exit shutter will not open during Retract
	DR01:3A:33:46	Exit shutter will not open during Dump
	DR01:3A:34:53	Transport stall during test
	DR01:3A:38:41	Pushplate sensor blocked during Present
	DR01:3A:38:46	Pushplate sensor blocked during Dump
	DR01:3A:41:40	The motorized door cannot reach the open position or the Presenter cannot present cash to the consumer.
	DR01:3C:33:51	Exit shutter will not close during test
	DR01:3F:00:03	There is nothing to deliver/present
	DR01:3F:30:41	The present is not possible. There is no money to present.
2@ 10	DR01:3A:40:40	The exercise failed. The door is jammed shut.
2@ 20	DR01:3F:40:40	The exercise is aborted. The sensors are blocked.
@ 30 (solicited) < 30 (unsolicited)	DR01:23:00:30	Presented money forgotten.
@ 40 (solicited) < 40 (unsolicited)	DR01:3F:00:40	Forgotten money removed.
2< 80	DR01:3F:02:01	The drawer sensor is blocked.
2;	DI01:39:00:01	The drawer sensor is blocked prior to more than three consecutive dispenses.

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Table E-14 DR01 (fascia) (continued)

912 Status	MDS Statuses	Description
	DI01:39:00:03	The drawer sensor is not blocked after three consecutive dispenses.
	DI01:39:00:05	The drawer sensor is blocked after a power fail or the sensor is clear after a previous dispense but blocked before a current dispense.
	DI01:39:00:07	The drawer sensor is blocked leaving the Supply mode or the Fascia diagnostic routine.
2? 1xxx (DSP status)	DI01:3E:01:01	The door is open before the dispense or this consumer's cash is in the escrow position.
2? 3xxx (DSP status)	DI01:3F:00:01	The drawer sensor is blocked prior to the dispensing.
2? 5xxx (DSP status)	DI01:3F:00:03	The drawer sensor is not blocked after the dispense.

Refer to Table E-15 for a Bulk Cash Recycler fascia 912-type status cross-reference.

Table E-15 DR01 (BCR Fascia)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
2@ 00		DR01:3A:33:41	The exit shutter will not open to present.
		DR01:3A:37:41	Hardware failure during a present.
2@ 04		DR01:23:00:01	Present timeout
		DR01:38:00:00	Communication error
		DR01:3A:34:45	Hardware failure during retract
		DR01:3A:34:46	Hardware failure during dump
		DR01:3B:30:45	Retract not possible.
		DR01:3C:33:45	Exit shutter does close after retract
		DR01:3F:30:41	Nothing to present
		DR01:3F:30:45	Retract not possible.
2@ 30	1< 30	DR01:23:00:30	Presented money forgotten
2@ 40	1< 40	DR01:3F:00:40	Forgotten money removed

Refer to Table E-16 for a consumer keypad 912-type status cross-reference.

Table E-16 KE01 (consumer keypad)

912 Status	MDS Statuses	Description
15 06	KE01:3E:41:40	Key is closed longer than five minutes.

Refer to Table E-17 and Table E-18 for receipt printer 912-type status cross-references. Table E-17 lists the cross-references for receipt printers that do not include the thermal receipt printer. Table E-18 lists the cross-references for the thermal receipt printer.

Table E-17 PR01 (receipt printer)

912 Status	MDS Statuses	Description
14 820700 or 22 820700	PR01:39:44:nn	Failed to find the head home position during the last print operation
	PR01:39:45:nn	Failed to find the head home position during last print operation and detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search
	PR01:39:46:nn	Failed to find the head home position during the last print operation and did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search
	PR01:39:54:nn	Failed to find the head home position during the last print operation and also detected low supplies during the operation
	PR01:39:55:nn	Failed to find the head home position during the last print operation, detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search, and detected low supplies
	PR01:39:56:nn	Failed to find the head home position during the last print operation, did not detect the top-of-form mark on the paper while executing a command that required a top- of-form search, and detected low supplies
	PR01:39:64:nn	Failed to find the head home position during the last print operation and detected supplies out during the operation
	PR01:39:65:nn	Failed to find the head home position during the last print operation, detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search, and detected supplies out during the operation

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Table E-17 PR01 (receipt printer) (continued)

912 Status	MDS Statuses	Description
	PR01:39:66:nn	Failed to find the head home position during the last print operation, did not detect the top-of-form mark on the paper while executing a command that required a top- of-form search, and detected supplies out during the operation
	PR01:3E:02:05	The slide switch indicates that the printer is being accessed. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3E:02:06	The ribbon switch indicates that the ribbon cartridge is missing. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3E:02:07	A delivery module positioning fault. There may be a paper jam in the delivery module. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3E:02:0A	There may be a paper jam in the delivery module. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3E:02:0E	The cutter has failed or the paper is out. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3F:00:08	A document was not found during presentation attempt. Possible sequence error or paper jam in Delivery Module. This status only appears if the Statement Printer is an emulated Consumer Printer.
14 820800 or 22 820800	PR01:3E:41:nn	Detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search
	PR01:3E:42:nn	Did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search
	PR01:3E:51:nn	Detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search and also detected low supplies during the operation
	PR01:3E:52:nn	Did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search and also detected low supplies during the operation
	PR01:3E:61:nn	Detected a continuous top-of-form mark on the paper while executing a command that required a top-of-form search and also detected supplies out during the operation
	PR01:3E:62:nn	Did not detect the top-of-form mark on the paper while executing a command that required a top-of-form search and also detected supplies out during the operation.
14 822000 or 22 822000	PR01:3D:60:nn	Detected supplies out while printing data or delivering a form
	PR01:3D:60:0D	The retain bin is full or jammed. This status only appears if the statement printer is an emulated consumer printer.
14 824100 or 22 824100	PR01:38:23:yy	Failed to respond to command yy within an expected period for five consecutive times during initialization of the device

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Table E-17 PR01 (receipt printer) (continued)

912 Status	MDS Statuses	Description
	PR01:38:60:nn	ExpressBus communications problem
	PR01:38:62:nn	Not communicating with the system communication handler
	PR01:38:64:nn	Continually rejecting commands (NAKing)
	PR01:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.
14 920000 or 22 920000	PR01:30:yy:xx	The consumer or transaction record printer rejected a command.
	PR01:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device.
	PR01:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.
	PR01:3F:00:0B	Difficulty locating the top-of-form marks on the paper. This status only appears if the statement printer is an emulated consumer printer.
	PR01:3F:23:yy	The consumer printer has failed to respond to command yy within an expected period of time.
	PR01:3F:40:60	A document retain command was automatically done.
	PR01:3F:yy:zz	The printer responded to a command with an invalid completion status.

Table E-18 PR01 (thermal consumer printer)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
22 820700	14 820700	PR01:39:40:01	The consumer or transaction record printer detected a flash error and has failed to complete the operation.
22 820700	14 820700	PR01:39:40:02	The consumer or transaction record printer detected a voltage error and has failed to complete the operation.
22 820700	14 820700	PR01:39:40:04	The consumer or transaction record printer detected a print head unlocked error and has failed to complete the operation.
22 820700	14 820700	PR01:39:50:04	The consumer or transaction record printer detected a print head unlocked error and low supplies. It has failed to complete the operation.
22 820700	14 820700	PR01:39:60:04	The consumer or transaction record printer detected a print head unlocked error and supplies out. It has failed to complete the operation.

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Table E-18 PR01 (thermal consumer printer) (continued)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
22 820700	14 820700	PR01:3E:40:03	The consumer or transaction record printer has detected a print head overheat error and has failed to complete the operation.
22 820700	14 820700	PR01:3E:40:06	The consumer or transaction record printer has detected a purge failure and has failed to complete the operation.
22 820700	14 820700	PR01:3E:40:07	The consumer or transaction record printer has detected a transport exit jam and has failed to complete the operation.
22 820700	14 820700	PR01:3E:40:08	The consumer or transaction record printer has detected a present failure and has failed to complete the operation.
22 820700	14 820700	PR01:3E:40:09	The consumer or transaction record printer has detected a cut failure and has failed to complete the operation.
22 820700	14 820700	PR01:3E:50:03	The consumer or transaction record printer has detected a print head overheat error and low supplies. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:50:07	The consumer or transaction record Printer has detected a transport exit jam and low supplies. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:50:08	The consumer or transaction record printer has detected a present failure and low supplies. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:50:09	The consumer or transaction record printer has detected a cut failure and low supplies. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:60:03	The consumer or transaction record printer has detected a print head overheat error and supplies out. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:60:07	The consumer or transaction record printer has detected a transport exit jam and supplies out. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:60:08	The consumer or transaction record printer has detected a present failure and supplies out. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:60:09	The consumer or transaction record printer has detected a cut failure and supplies out. It has failed to complete the operation.
22 820700	14 820700	PR01:3E:68:00	Detected supplies out and an entry sensor malfunction.
22 820800	14 820800	PR01:3C:41:00	Completed the operation and top-of-form sensor stuck black.
22 820800	14 820800	PR01:3C:42:00	Completed the operation and top-of-form sensor stuck white.

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Table E-18 PR01 (thermal consumer printer) (continued)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
22 820800	14 820800	PR01:3C:48:00	Completed the operation with a transport entry sensor malfunction.
22 820800	14 820800	PR01:3C:49:00	Completed the operation and top-of-form sensor stuck black and a transport entry sensor malfunciton.
22 820800	14 820800	PR01:3C:4A:00	Completed the operation and top-of-form sensor stuck white and a transport entry sensor malfunciton.
22 820800	14 820800	PR01:3C:58:00	Completed the operation with paper low and transport entry sensor malfunction.
22 822000	14 822000	PR01:3D:40:05	The retract bin is full.
22 822000	14 822000	PR01:3D:60:00	Supplies out detected.
22 828000	14 828000	PR01:2D:50:00	Paper low (supressed in TRANSTBL.TXT)
22 824100	14 824100	PR01:38:23:yy	Failed to respond to command yy within an expected period.
22 824100	14 824100	PR01:38:51:nn	Printer not communicating.
22 824100	14 824100	PR01:38:60:nn	Printer failed to initialize.
22 824100	14 824100	PR01:38:62:nn	Printer not communicating.
	14 824100	PR01:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.
22 920000	----	PR01:23:00:00	A document was presented to the customer but was not taken in the programmed amount of time.
22 920000	----	PR01:30:yy:xx	The consumer or transaction record printer rejected a command.
22 920000	----	PR01:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device.
22 920000	----	PR01:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.
22 920000	----	PR01:3F:23:yy	The consumer printer has failed to respond to command yy within an expected period of time.
22 920000	14 920000	PR01:3F:40:0A	The consumer printer has found that no document exists to deliver. This could indicate that a deliver operation was attempted before a print operation.
22 920000	14 920000	PR01:3F:40:0B	The consumer printer has found that no document exists to retract. This could indicate that a retain operation was attempted before a print operation.
22 920000	----	PR01:3F:40:40	An unexpected response has been received.

Table E-18 PR01 (thermal consumer printer) (continued)

912 Solicited Status	912 Unsolicited Status	MDS Statuses	Description
----	14 920000	PR01:3F:40:60	A document retract was automatically done.
----	14 920000	PR01:3F:40:61	A document dump was automatically done.
22 920000	----	PR01:3F:yy:zz	The printer responded to a command with an invalid completion status.

Refer to Table E-19 for a journal printer 912-type status cross-reference.

Table E-19 PR02 (journal printer)

912 Status	MDS Statuses	Description
14 810007 or 22 810007	PR02:39:44:nn	Failed to find the head home position during the last print operation
	PR02:39:54:nn	Failed to find the head home position during the last print operation and also detected low supplies during the operation
	PR02:39:64:nn	Failed to find the head home position during the last print operation and also detected supplies out during the operation.
14 810020 or 22 810020	PR02:2D:50:nn	Detected low supplies while printing data
	PR02:3D:60:nn	Detected supplies out while printing data
14 810041 or 22 810041	PR02:38:23:yy	Failed to respond to command yy within an expected period for five consecutive times during initialization of the device
	PR02:38:60:nn	ExpressBus communication problem
	PR02:38:62:nn	Is not communicating with the system communication handler
	PR02:38:64:nn	Continually rejecting commands (NAKing)
	PR02:38:yy:zz	During initialization, the device responded to a command with an invalid completion status. The command that was issued is yy and the invalid completion status is zz.
14 910000 or 22 910000	PR02:30:yy:xx	The journal printer rejected a command.
	PR02:3E:00:01	The system firmware detected a format error while processing print data before transmission to the device.
	PR02:3F:00:03	The system firmware has detected corruption of printer data while processing the data for transmission to the device.
	PR02:3F:23:yy	The printer has failed to respond to command yy within an expected period of time.
	PR02:3F:yy:zz	The printer responded to a command with an invalid completion status.

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Refer to Table E-20 for an electronic data capture 912-type status cross-reference.

Table E-20 PR03 (electronic data capture)

912 Status	MDS Statuses	Description
14 810007 or 22 810007	PR03:39:44:40	EDC reported an RMX fatal error when it attempted to access the EDC diskette.
14 810020 or 22 810020	PR03:3D:40:46	File does not exist.
	PR03:3D:40:47	Unable to access file (max archives performed for the day)
	PR03:3D:40:48	Timeout (file locked by another process)
	PR03:3D:40:49	Archive command disabled
	PR03:3D:50:40	EDC detected a disk low condition. At this point, 100 more records can be written.
	PR03:3D:60:40	EDC detected a disk full condition.
	PR03:3D:60:41	There is no diskette in the EDC drive.
	PR03:3D:60:42	The diskette in the EDC drive is write-protected.
	PR03:3D:60:43	The diskette in the EDC drive has not been formatted.
	PR03:3D:60:45	EDC detected an unknown error accessing the EDC diskette.

Refer to Table E-21 for a vandal shield 912-type status cross-refernce.

Table E-21 VN01 (vandal shield)

912 Status	MDS Statuses	Description
18 82	VN01:38:nn:nn	ExpressBus communications problem
	VN01:3A:40:40	The operation is not complete. The vandal shield is neither opened nor closed and locked.
	VN01:3E:00:00	Network fault - attempted to perform a VDL operation with the DIT turned off.
18 83	VN01:3A:70:40	The operation is not complete. The vandal shield is neither opened nor closed and locked.
	VN01:3A:72:40	The operation is not complete. The vandal shield is neither opened nor closed and not locked.
18 89	VN01:3A:50:40	The operation is not complete. The vandal shield is opened and locked.

Table E-21 VN01 (vandal shield) (continued)

912 Status	MDS Statuses	Description
	VN01:3A:52:40	The operation is not complete. The vandal shield is opened and not locked.
18 92	VN01:3A:42:40	The operation is not complete. The vandal shield is neither opened nor closed and not locked.
	VN01:3A:60:40	The operation is not complete. The vandal shield is closed and locked.
	VN01:3A:62:40	The operation is not complete. The vandal shield is closed and not locked.

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Appendix F
English Status Messages

English status messages appear on the journal printer to help the terminal operator determine the outcome of an abnormal transaction without having to interpret the status bytes.

Use Table F-1 to find status messages in Section 2 that may appear because of the same fault that caused the English message to print.

The table has the following columns:

- The English message that appears on the journal printer. The table is in alphabetical order by the English messages.

- The status messages that may appear because of the same fault that caused the English message to print.

- The device in Section 2 where you can find descriptions of the status messages.

Table F-1 English Status Messages

English Message	Status Message	Device
Abnormal Document Retain	DP01:3F:40:41	IDM - Table 2-12 Second generation IDM and PPM - Table 2-13
Acceptor Disabled - Call Service	DI01:3A:51:41	PCM - Table 2-10
Acceptor Comm Fail - Call Service	DI01:3A:51:42	PCM - Table 2-10
Application could not start command request	SP01:23:nn:00, SD01:23:nn:00	Statement printer - Table 2-32 Supplemental dispenser - Table 2-31
Cannot Use Bin - Full/Jam	DP01:3F:45:nn, DP01:3F:47:nn	IDM - Table 2-12
Card Bin Full - Card Not Retained	CR01:3D:44:40	Card reader - Table 2-7
Card Entry Blocked - Card in Slot	CR01:3E:60:48	Card reader - Table 2-7
Card Jam	CR01:3E:48:40, CR01:3E:58:60	Card reader - Table 3-7
Card Retained	CR01:3F:40:41	Card reader - Table 2-7

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Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Cassette Low	DI01:2D:0m:0n	PCM - Table 2-10
Cass Shuffle	DI01:3F:36:35	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Cassette 1 Empty	DI01:3F:31:37	PCM - Table 2-10
Check for Empty Cass 1	DI01:3D:3137, DI01:3F:31:37	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 PCM - Table 2-10
Check for Empty Cass 2	DI01:3F:31:38	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Check for Empty Cass 3	DI01:3F:31:39	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Check for Empty Cass 4	DI01:3F:32:30	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Check for Jam at Divert Cass	DI01:3E:33:34 DI01:3F:33:34	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Check for Jam at Exit	DI01:3B:33:33, DI01:3E:33:33	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 PCM - Table 2-10
Check for paper loading or jam problems	SP01:3E:00:03	Statement printer - Table 2-32
Checksum Errors On Check	DP01:3C:00:32, P01:3F:00:32	IDM - Table 2-12
Command Reject	SD01:30:nn:yy, D01:3F:40:31	Supplemental dispenser - Table 2-31
Command Rejected	PR01:30:yy:xx	Thermal consumer printer - Table 2-27
Configuration Error - Dump Bills	DI01:39:00:11	PCM - Table 2-10
Customer Cancel	SP01:24:nn:00, D01:24:nn:00	Statement printer - Table 2-32 Supplemental dispenser - Table 2-31
Customer timeout	SP01:3F:40:62	Statement printer - Table 2-32
Customer timeout due to CAS	SD01:23:nn:02	Supplemental dispenser - Table 2-31
Cut failure	PR01:3E:40:09	Thermal consumer printer - Table 2-27
Cut failure and low supplies	PR01:3E:50:09	Thermal consumer printer - Table 2-27
Cut failure and supplies out	PR01:3E:60:09	Thermal consumer printer - Table 2-27
Cutter failure	SP01:3A:00:0E	Statement printer - Table 2-32
Denom Error/Cass Missing	DI01:3D:33:35	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 PCM - Table 2-10
Dep Not Ready - Missing Bins	DP01:3D:40:4F	IDM - Table 2-12

Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Dep Not Ready - Missing Cass	DP01:3D:40:4D	IDM - Table 2-12
Dep Not Ready - Missing Ink	DP02:3D:40:4E	IDM - Table 2-12
Dep Not Ready - Not Closed	DP01:3D:40:4C	IDM - Table 2-12
Deposit Cancel	DP01:24:00:00	IDM - Table 2-12 Second generation IDM and PPM - Table 2-13 Standard depositor - Table 2-11
Deposit Cass Absent	DP01:3D:60:7C	Standard depositor - Table 2-11
Deposit Cass Full	DP01:3D:50:7F, DP01:3E:40:7C	Standard depositor - Table 2-11
Deposit Jam	DP01:3E:40:4F, DP01:3E:42:40 DP01:3E:42:4F	Standard depositor - Table 2-11
Deposit Jam - Front Switch	DP01:3C:42:56, DP01:3E:40:54 DP01:3E:40:56, DP01:3E:40:5D DP01:3E:40:5F, DP01:3E:42:54 DP01:3E:42:5F, DP01:3F:42:56, DP01:3F:40:56	Standard depositor - Table 2-11
Deposit Jam - Gate	DP01:3C:42:7F, DP01:3E:42:7C DP01:3F:42:7F	Standard depositor - Table 3-11
Deposit Jam - Rear Gate	DP01:3A:44:33	IDM - Table 2-12
Deposit Jam - Rear Switch	DP01:3E:42:68, DP01:3C:42:69, DP01:3C:42:6F, DP01:3F:42:69, DP01:3F:42:6F	Standard depositor - Table 2-11
Deposit Timeout	DP01:23:00:00, DP01:23:00:02	Standard depositor - Table 2-11 IDM - Table 2-12 Second generation IDM and PPM - Table 2-13
Depositor Comm Problem	DP01:38:nn:nn	Standard depositor - Table 2-11
Device application timed out	SP01:23:40:01	Statement printer - Table 2-32
Device cannot accept network command	SP01:3B:40:31	Statement printer - Table 2-32
Dispenser Full	DI01:3F:53:31	PCM - Table 2-10
Dispense Error	DI01:3F:34:30	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Dispense Error - Call Service	DI01:3A:38:31, DI01:3A:38:33 DI01:3A:38:34	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Divert Cass Absent	DI01:3D:37:39	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Divert Cass Full	DI01:3D:37:38	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9

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Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Divert Error - Call Service	DI01:3A:33:37, DI01:3A:36:37, DI01:3B:33:37, DI01:3B:36:37	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Document dumped	PR01:3F:40:61	Thermal consumer printer - Table 2-27
Document Not A Check	DP01:3F:44:31	IDM - Table 2-12
Document presented and not taken	PR01:23:00:00	Thermal consumer printer - Table 2-27
Document retained	PR01:3F:40:60	Thermal consumer printer - Table 2-27
Document Sensor Blocked	DP01:3A:40:4F	IDM - Table 2-12
Door Not Opened - Clear Pocket	DR01:23:00:00, DR01:23:00:01, DR01:23:00:03	Fascia - Table 2-14
Door Open - No Dispense	DI01:3E:01:01	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 Fascia - Table 2-14
Double Bill Dispensed	DI01:3F:33:39	1300-series dispenser - Table 2-8
Equipment failure	SD01:38:40:01	Supplemental dispenser - Table 2-31
Equipment fault	SP01:38:30:nn, SP01:3F:00:01, SP01:38:00:00, TS01:38:00:00, TS01:3A:40:40, LT01:38:00:00	Statement printer - Table 2-32 Touch screen - Table 2-33 Indicators and contacts - Table 2-22
Exit Blocked	SD01:3E:30:EB	Supplemental dispenser - Table 2-31
Failure To Rotate To Position	DP01:3A:40:4E	IDM - Table 2-12
Feed Failure	SD01:3D:00:37	Supplemental dispenser - Table 2-31
Feed Failure - Hopper 1	CN01:3D:31:37	Coin dispenser - Table 2-6
Feed Failure - Hopper 2	CN01:3D:31:38	Coin dispenser - Table 2-6
Feed Failure - Hopper 3	CN01:3D:31:39	Coin dispenser - Table 2-6
Feed Failure - Hopper 4	CN01:3D:32:30	Coin dispenser - Table 2-6
Flash corrupted error	PR01:39:40:01	Thermal consumer printer - Table 2-27
Format error in print data	PR01:3E:00:01	Thermal consumer printer - Table 2-27
Fuse Out	SD01:3A:00:4B	Supplemental dispenser - Table 2-31
Improper network command data	SP01:3E:40:34, SD01:3E:40:01	Statement printer - Table 2-32 Supplemental dispenser - Table 2-31
Inaccurate Count - Dump bills	DI01:39:00:09	PCM - Table 2-10
Incorrect command response	PR01:38:yy:nn, PR01:3F:yy:zz	Thermal consumer printer - Table 2-27
Invalid command	SP01:3E:40:30	Statement printer - Table 2-32

Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Invalid MICR Data	DP01:3C:00:31, DP01:3F:00:31	IDM - Table 2-12 Second generation IDM and PPM - Table 2-13
Invalid print data	SP01:3E:40:01, SP01:3E:40:03	Statement printer - Table 2-32
Jam At Spool Sensor 1 - Call Service	DI01:3A:4E:41	PCM - Table 2-10
Jam At Exit	DI01:3A:4E:39	PCM - Table 2-10
Jam At Gate	DI01:3E:32:35	PCM - Table 2-10
Jam At Gate 1	DI01:3E:4F:31	PCM - Table 2-10
Jam Failure - Hopper 1	DI01:3E:32:35	PCM - Table 2-10
Jam In Accept Transport	DI01:3E:4F:42	PCM - Table 2-10
Jam in Acceptor	DI01:3E:4F:41	PCM - Table 2-10
Jam in Dispense Transport	DI01:3E:4F:43, DI01:3E:33:33	PCM - Table 2-10
Jam - Check Cass 1	DI01:3B:32:35	1300-series dispenser - Table 2-8
Jam - Check Cass 2	DI01:3B:32:36	1300-series dispenser - Table 2-8
Jam - Check Cass 3	DI01:3B:32:37	1300-series dispenser - Table 2-8
Jam - Check Cass 4	DI01:3B:32:38	1300-series dispenser - Table 3-8
Jam Failure - Hopper 1	CN01:3E:32:35, DI01:3E:32:35	Coin dispenser - Table 2-6
Jam Failure - Hopper 2	CN01:3E:32:36	Coin dispenser - Table 2-6
Jam Failure - Hopper 3	CN01:3E:32:37	Coin dispenser - Table 2-6
Jam Failure - Hopper 4	CN01:3E:32:38	Coin dispenser - Table 2-6
Lock Sol 1 Stuck - Call Service	DI01:3A:45:31, DI01:3A:46:31	PCM - Table 2-10
Low supplies	PR01:2D:50:00	Thermal consumer printer - Table 2-27
Media Jam At Exit	SD01:3E:00:35	Supplemental dispenser - Table 2-31
Media not taken	SD01:23:nn:01	Supplemental dispenser - Table 2-31
Media Supply Low	SD01:2D:00:01	Supplemental dispenser - Table 2-31
Media Supply Out	SD01:3D:00:01	Supplemental dispenser - Table 2-31
Memory allocation error	TS01:39:00:00	Touch screen - Table 3-23
Memory failure	SP01:3E:40:05	Statement printer - Table 3-22
MICR Processor Fault	DP01:3A:44:32	IDM - Table 2-12
Miscount - Cass 1	DI01:3F:34:31	1300-series dispenser - Table 2-8

Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Miscount - Cass 2	DI01:3F:34:32	1300-series dispenser - Table 2-8
Miscount - Cass 3	DI01:3F:34:33	1300-series dispenser - Table 2-8
Miscount - Cass 4	DI01:3F:34:34	1300-series dispenser - Table 2-8
MM application not responding	CR01:3F:00:41	Card reader - Table 2-7
MM comm port problem	CR01:3F:00:38	Card reader - Table 2-7
MM DES defect	CR01:3F:00:6B	Card reader - Table 2-7
MM not decoded	CR01:3F:00:32	Card reader - Table 2-7
MM not valid	CR01:3F:00:31	Card reader - Table 2-7
MM PROM 0 defect	CR01:3F:00:67	Card reader - Table 2-7
MM RAM battery defect	CR01:3F:00:6A	Card reader - Table 2-7
MM RAM 0 defect	CR01:3F:00:61	Card reader - Table 2-7
MM RAM 1 defect	CR01:3F:00:63	Card reader - Table 2-7
MM RAM 2 defect	CR01:3F:00:66	Card reader - Table 2-7
MM Sensor or analog defect	CR01:3F:00:5C	Card reader - Table 2-7
Motor Current High	SD01:3E:00:4C	Supplemental dispenser - Table 2-31
Motor Or Lock Err - Call Service	DI01:3A:35:39	PCM - Table 2-10
Network command rejected	SP01:3F:40:31	Statement printer - Table 2-32
No document to deliver	PR01:3F:40:0A	Thermal consumer printer - Table 2-27
No document to retain	PR01:3F:40:0B	Thermal consumer printer - Table 2-27
No input from Touch Screen	TS01:3E:41:40	Touch screen - Table 2-33
No MICR Data	DP01:3C:00:30, DP01:3F:00:30	IDM - Table 2-12 Second generation IDM and PPM - Table 2-13
No MM stripe	CR01:3F:00:33	Card reader - Table 2-7
No print data	SP01:3E:40:01, SP01:3E:40:04	Statement printer - Table 2-32
No Response to Command	SD01:38:40:00	Supplemental dispenser - Table 2-31
NV RAM Fail - Call Service	DI01:39:36:33, DI01:3A:36:33	PCM - Table 2-10
Note Rejected	Di01:3F:52:30, DI01:3F:52:37, DI01:3F:52:38, DI01:3F:52:3C, DI01:3F:52:3E, DI01:3F:52:3F, DI01:3F:52:40, DI01:3F:52:41, DI01:3F:52:42	PCM - Table 2-10

Table F-1 English Status Messages (continued)

English Message	Status Message	Device
OS/2 error...	PR01:3E:00:nn	Thermal consumer printer - Table 2-27
Paper jam in Delivery Module	SP01:3E:00:0A, SP01:3E:00:07	Statement printer - Table 2-32
Paper jam in printer	SP01:3B:00:09, SP01:3E:00:0C SP01:3E:00:02	Statement printer - Table 2-32
Paper out	SP01:3D:nn:04	Statement printer - Table 2-32
Paper supply is low	SP01:2D:30:04	Statement printer - Table 2-32
PF Acceptor - Call Service	DI01:3A:51:43	PCM - Table 2-10
PF Lock Sol 1 - Call Service	DI01:3A:44:31	PCM - Table 2-10
PF Spool Motor 1 - Call Service	DI01:3A:43:31	PCM - Table 2-10
PF Trans Motor - Call Service	DI01:3A:49:30	PCM - Table 2-10
Possible equipment fault	SP01:39:00:00	Statement printer - Table 2-32
Possible Incomplete Deposit	DP01:23:00:01	Standard depositor - Table 2-11
Possible sequence error or paper jam	SP01:3F:00:08	Statement printer - Table 2-32
Present failure	PR01:3E:40:08	Thermal consumer printer - Table 2-27
Present failure and low supplies	PR01:3E:50:08	Thermal consumer printer - Table 2-27
Present failure and supplies out	PR01:3E:60:08	Thermal consumer printer - Table 2-27
Print head overheat and low supplies	PR01:3E:50:03	Thermal consumer printer - Table 2-27
Print head overheat and supplies out	PR01:3E:60:03	Thermal consumer printer -Table 2-27
Print head overheat error	PR01:3E:40:03	Thermal consumer printer - Table 2-27
Print head unlocked error	PR01:39:40:04	Thermal consumer printer - Table 2-27
Print head unlocked error and low supplies	PR01:39:50:04	Thermal consumer printer - Table 2-27
Print head unlocked error and supplies out	PR01:39:60:04	Thermal consumer printer - Table 2-27
Print head worn out	SP01:2D:30:09	Statement printer - Table 2-32
Printer data corrupt	PR01:3F:00:03	Thermal consumer printer - Table 2-27
Printer failed to initialize	PR01:38:60:nn	Thermal consumer printer - Table 2-27
Printer is not communicating	PR01:38:51:nn, PR01:38:62:nn	Thermal consumer printer - Table 2-27
Printer is not fully seated	SP01:3E:nn:05	Statement printer - Table 2-32
Printer response timeout	PR01:38:23:yy	Thermal consumer printer - Table 2-27

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Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Purge failure	PR01:3E:40:06	Thermal consumer printer - Table 2-27
Purge failure and low supplies	PR01:3E:50:06	Thermal consumer printer - Table 2-27
Purge failure and supplies out	PR01:3E:60:06	Thermal consumer printer - Table 2-27
RAM error	CN01:3A:36:33	Coin dispenser - Table 2-6
Reject Check Retain - Invalid Bin	DP01:30:41:30, DP01:30:44:30 DP01:30:45:30, DP01:30:46:30, DP01:30:47:30	IDM - Table 2-12 Second generation IDM and PPM - Table 2-13
Retain bin full	SP01:3D:nn:0D, PR01:3D:40:05	Statement printer - Table 2-32 Thermal consumer printer - Table 2-27
Retain bin nearly full	SP01:2D:30:0D	Statement printer - Table 2-32
Retract bin full	PR01:3D:40:05	Thermal consumer printer - Table 2-27
Ribbon cartridge is missing	SP01:3E:nn:06	Statement printer - Table 2-32
Ribbon cartridge worn out	SP01:2D:30:06	Statement printer - Table 2-32
Scanner Fault	DP01:3A:42:nn	IDM - Table 2-12
Sensor Blocked Before Dispense	DI01:3F:00:01	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 Fascia - Table 3-14
Sensor Error - Call Service	DI01:3A:36:30, DI01:3C:36:31	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 PCM - Table 2-10
Sensor Not Blocked After Dispense	DI01:3F:00:03, DR01:3F:00:03 DR01:3F:30:41	1300-Series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 Fascia - Table 2-14
Sensors Never Blocked On Return	DP01:3B:46:71	IDM - Table 2-12
Setup problem or equipment fault	SP01:3F:00:0B	Statement printer - Table 2-32
Shuttle Motion Problem	DP01:3D:40:4B	IDM - Table 2-12
Spool Motor 1 - Call Service	DI01:3A:41:31, DI01:3A:42:31	PCM - Table 2-10
Stack Command Aborted	SP01:3F:00:11	Statement printer - Table 2-32
State/Function format fault	CR01:3E:00:40	Card reader - Table 2-7
Stream Feed - Replace Cass 1	DI01:3A:30:39, DI01:3F:30:39	1300-series dispenser - Table 2-8
Stream Feed - Replace Cass 2	DI01:3A:31:30, DI01:3F:31:30	1300-series dispenser - Table 2-8
Stream Feed - Replace Cass 3	DI01:3A:31:31, DI01:3F:31:31	1300-series dispenser - Table 2-8
Stream Feed - Replace Cass 4	DI01:3A:31:32, DI01:3F:31:32	1300-series dispenser - Table 2-8
Successful self-test	PR01:00:00:00	Thermal consumer printer - Table 2-27

Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Supplies out	PR01:3D:60:00	Thermal consumer printer - Table 2-27
Temperature Exceeded	DI01:3C:4D:30	PCM - Table 2-10
Timeout on command...	PR01:3F:23:yy	Thermal consumer printer - Table 2-27
Timing Wheel Error - Call Service	DI01:3A:35:39, DI01:3B:35:39	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 PCM - Table 2-10
TOF stuck black	PR01:3C:41:00	Thermal consumer printer - Table 2-27
TOF stuck black and transport entry sensor failure	PR01:3C:49:00	Thermal consumer printer - Table 2-27
TOF stuck white	PR01:3C:42:00	Thermal consumer printer - Table 2-27
TOF stuck white and transport entry sensor failure	PR01:3C:4A:00	Thermal consumer printer - Table 2-27
Too Few Notes Dispensed - Cass 1	DI01:3F:34:39	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Too Few Notes Dispensed - Cass 2	DI01:3F:35:30	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Too Few Notes Dispensed - Cass 3	DI01:3F:35:31	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Too Few Notes Dispensed - Cass 4	DI01:3F:35:32	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Too Many Notes Dispensed	DI01:3F:35:38	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Transport entry sensor failure	PR01:3C:48:00	Thermal consumer printer - Table 2-27
Transport entry sensor failure and low supplies	PR01:3C:58:00	Thermal consumer printer - Table 2-27
Transport entry sensor failure and supplies out	PR01:3E:68:00	Thermal consumer printer - Table 2-27
Transport exit jam	PR01:3E:40:07	Thermal consumer printer - Table 2-27
Transport exit jam and low supplies	PR01:3E:50:07	Thermal consumer printer - Table 2-27
Transport exit jam and supplies out	PR01:3E:60:07	Thermal consumer printer - Table 2-27
Trans Motor Accp - Call Service	DI01:3A:48:30	PCM - Table 2-10
Trans Motor Disp - Call Service	DI01:3A:47:30, DI01:3A:48:30	PCM - Table 2-10
Trap-Sensors Blocked	DI01:39:00:01, DI01:39:00:03 DI01:39:00:05, DI01:39:00:07	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9 Fascia - Table 2-14

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Table F-1 English Status Messages (continued)

English Message	Status Message	Device
Trap - Sensors Not Blocked	DI01:39:00:03	1300-series dispenser - Table 2-8 Fascia - Table 2-14
Unable to run self-test, printer not enabled	PR01:3E:00:00	Thermal consumer printer - Table 2-27
Unable To Transport Check	DP01:3F:44:35, DP01:3F:44:36 DP01:3F:44:37, DP01:3F:44:38 DP01:3F:44:39, DP01:3F:44:3A	IDM - Table 2-12
Unexpected document dump	SP01:3F:40:61	Statement printer - Table 2-32
Unexpected document retain	SP01:3F:40:60	Statement printer - Table 2-32
Unexpected or unknown fault	CR01:3F:00:40, SP01:3F:40:40, SD01:3F:40:40, PR01:3F:40:40	Card reader - Table 2-7 Statement printer - Table 2-32 Supplemental dispenser - Table 2-31 Thermal consumer printer - Table 2-27
Unknown Cass Code	DI01:3F:33:36	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Unknown command or software failure	SP01:38:40:00	Statement printer - Table 2-32
Unsol Bill - Replace Cass 1	DI01:3A:30:31 DI01:3F:30:31	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Unsol Bill - Replace Cass 2	DI01:3A:30:32 DI01:3F:30:32	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Unsol Bill - Replace Cass 3	DI01:3A:30:33, DI01:3F:30:33	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Unsol Bill - Replace Cass 4	DI01:3A:30:34, DI01:3F:30:34	1300-series dispenser - Table 2-8 Multi-media dispenser - Table 2-9
Unsolicited Coin - Hopper 1	CN01:3B:30:31	Coin dispenser - Table 2-6
Unsolicited Coin - Hopper 2	CN01:3B:30:32	Coin dispenser - Table 2-6
Unsolicited Coin - Hopper 3	CN01:3B:30:33	Coin dispenser - Table 2-6
Unsolicited Coin - Hopper 4	CN01:3B:30:34	Coin dispenser - Table 2-6
Voltage error	PR01:39:40:02	Thermal consumer printer - Table 2-27
Web Sensor 1 Error - Call Service	DI01:3A:4E:31	PCM - Table 2-10

English status messages for the Bulk Cash Recycler (BCR) (TCS Plus 1.2 or higher) are shown in Table F-2 through Table F-4.

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Table F-2 BCR Dispenser English Status Messages

English Message	Status Message	Device
No fault	DI01:00:00:00	BCR Dispenser- Table 2-11
Supplies Low	DI01:2D:0m:0n	BCR Dispenser- Table 2-11
Invalid Device Message	DI01:30:yy:xx	BCR Dispenser- Table 2-11
Communication Failure	DI01:38:00:00	BCR Dispenser- Table 2-11
Equipment Fault	DI01:39:00:00	BCR Dispenser- Table 2-11
Sensor Warning	DI01:39:00:01	BCR Dispenser- Table 2-11
Equipment Fault	DI01:3A:35:39	BCR Dispenser- Table 2-11
Equipment Missing	DI01:3D:33:35	BCR Dispenser- Table 2-11
Divert Cassette Almost Full	DI01:3D:37:26	BCR Dispenser- Table 2-11
Divert Cassette Full	DI01:3D:37:38	BCR Dispenser- Table 2-11
Divert Cassette Absent	DI01:3D:37:39	BCR Dispenser- Table 2-11
Network Error	DI01:3E:00:00	BCR Dispenser- Table 2-11
Position Fault	DI01:3E:01:01	BCR Dispenser- Table 2-11
Position Fault	DI01:3E:02:00	BCR Dispenser- Table 2-11
------	DI01:3E:03:03	BCR Dispenser- Table 2-11
Supplies Out, Cassette 1	DI01:3F:31:37	BCR Dispenser- Table 2-11
Supplies Out, Cassette 2	DI01:3F:31:38	BCR Dispenser- Table 2-11
Supplies Out, Cassette 3	DI01:3F:31:39	BCR Dispenser- Table 2-11
Equipment Fault	DI01:3F:33:36	BCR Dispenser- Table 2-11
Count Error	DI01:3F:35:38	BCR Dispenser- Table 2-11
Cassette Shuffle	DI01:3F:36:35	BCR Dispenser- Table 2-11

Table F-3 BCR Fascia English Status Messages

English Message	Status Message	Device
Door Not Opened	DR01:23:00:01	BCR Fascia- Table 2-19
Presented money forgotten	DR01:23:00:30	BCR Fascia- Table 2-19
Command Rejected	DR01:30:35:30	BCR Fascia- Table 2-19
Command Rejected	DR01:30:4C:33	BCR Fascia- Table 2-19

Table F-3 BCR Fascia English Status Messages (continued)

English Message	Status Message	Device
Communication Failure	DR01:38:00:00	BCR Fascia- Table 2-19
Exit Shutter Fault	DR01:3A:33:41	BCR Fascia- Table 2-19
Transport Motor Fault	DR01:3A:34:45	BCR Fascia- Table 2-19
Transport Motor Fault	DR01:3A:34:46	BCR Fascia- Table 2-19
No Forward Drive	DR01:3A:37:41	BCR Fascia- Table 2-19
Retract Fault	DR01:3B:30:45	BCR Fascia- Table 2-19
Exit Shutter Close Fail	DR01:3C:33:45	BCR Fascia- Table 2-19
Network error	DR01:3E:00:00	BCR Fascia- Table 2-19
Forgotten money removed.	DR01:3F:00:40	BCR Fascia- Table 2-19
Sensor Fault	DR01:3F:02:01	BCR Fascia- Table 2-19
Present failure	DR01:3F:30:41	BCR Fascia-Table 2-19
Retract Failure	DR01:3F:30:45	BCR Fascia- Table 2-19
Bills Dumped	DR01:3F:46:nn	BCR Fascia- Table 2-19

Table F-4 Currency Acceptor English Status Messages

English Message	Status Message	Device
No fault	CI01:00:00:00	Currency acceptor- Table 2-5
No fault	CI01:23:00:00	Currency acceptor- Table 2-5
No fault	CI01:24:00:00	Currency acceptor- Table 2-5
Command Rejected	CI01:30:yy:xx	Currency acceptor- Table 2-5
Communication Failure	CI01:38:00:00	Currency acceptor- Table 2-5
Communication Failure	CI01:38:40:00	Currency acceptor- Table 2-5
Shutter Jammed.	CI01:3A:33:41	Currency acceptor- Table 2-5
Hardware Failure	CI01:3A:39:39	Currency acceptor- Table 2-5
Shutter Jammed.	CI01:3C:33:45	Currency acceptor- Table 2-5
Cassette Almost Full	CI01:3D:26:mm	Currency acceptor- Table 2-5
Cassette Full	CI01:3D:37:mm	Currency acceptor- Table 2-5

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Table F-4 Currency Acceptor English Status Messages (continued)

English Message	Status Message	Device
Reject Cassette Full	CI01:3D:50:00	Currency acceptor- Table 2-5
Reject Cassette Full	CI01:3D:51:00	Currency acceptor- Table 2-5
Reject Cassette Absent	CI01:3D:60:00	Currency acceptor- Table 2-5
Data Error	CI01:3E:40:34	Currency acceptor- Table 2-5
Buffer Error	CI01:3E:40:35	Currency acceptor- Table 2-5
Retract During Close	CI01:3F:31:30	Currency acceptor- Table 2-5
No Cash To Deposit	CI01:3F:31:31	Currency acceptor- Table 2-5
No Cash To Return	CI01:3F:31:32	Currency acceptor- Table 2-5
No fault	CI01:3F:31:33	Currency acceptor- Table 2-5
No fault	CI01:3F:31:34	Currency acceptor- Table 2-5
No fault	CI01:3F:31:35	Currency acceptor- Table 2-5
No fault	CI01:3F:31:37	Currency acceptor- Table 2-5
No fault	CI01:3F:31:38	Currency acceptor- Table 2-5
No fault	CI01:3F:31:39	Currency acceptor- Table 2-5
Retract During Clear	CI01:3F:32:30	Currency acceptor- Table 2-5
Retract During Deposit	CI01:3F:32:31	Currency acceptor- Table 2-5
Cassette shuffle	CI01:3F:36:35	Currency acceptor- Table 2-5
No fault	CI01:3F:40:31	Currency acceptor- Table 2-5
Unknown Error	CI01:3F:40:40	Currency acceptor- Table 2-5

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