

TOTAL ATM

Thank you for installing an ATM from Total ATM. Australia's No.1 ATM provider. In this short brochure you will find how to treat and look after your ATM. We will explain how to cash up your ATM, how to settle the funds each day. We are only ever a phone call away but this brochure will enable you to be in full control of your day-to-day running of your ATM.

Firstly, you will always have to enter your password to gain access to the clerk's pages. To gain access you will have to open the face of the ATM using your Keys and move the switch from in service over to Maintenance. Then from there you can do any of the items below:

Cashing up your ATM

- Enter your Password. This will be your 8 digits previously set.
- Then select CLERK.
- Then select INSERT CASH
- Enter the number of notes. Example: 200 Notes @\$20=\$4000 or 200 Notes @\$50=\$10000
- Then select INSERT.
- Then Exit. When you exit the ATM will give you a receipt for your records.
- Then you can put the ATM back into IN-SERVICE mode

Settling your ATM

- As for cashing your ATM, but select SETTLEMENT.
- Select CASS TOTAL, which zeros out the figures for the cassette.
- A receipt will be printed automatically.

Dos and don'ts

- Never forget your passwords, but keep them safe.
- Never change the Passcode for the safe unless the safe is open at the time.
- Always take care when cashing up the ATM as mistakes are expensive and irreversible
- Do not open the front door of your ATM at night and remove the cash cassette.
- Pull the dispenser out so that the door cannot close and open the reject bin.

When you have questions about your ATM

- Call Jeff on 0499 992 097 for all technical questions.
- Call Tom on 0424 950 883 for technical and general matters.

Technical calls are taken outside of normal business hours and on weekends and public holidays. We are here to help you with the smooth operation of your ATM.



Some common error codes

Dispensing codes

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|---------|-----------------|--------------------------------|
| • 4G444 | ATM has no cash | Add cash |
| • 40021 | Pick up error | Check cassette and reject bin. |
| • 41021 | As for 40021 | |
| • 40011 | Note jam | Check and clear note jam |

Printer codes

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| • 2G4C2 | Head open error | Close print head. Toggle switch to Maintenance and back to In-Service |
| • 2G4C1 | No receipt paper | Replace paper roll |

Modem codes

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|---------|--------------|--|
| • 5G008 | No dial tone | Check cable to wall socket
Check dial tone at wall socket |
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Key pad error

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| • 0G111 | Poll time over | Check connection of cable to key pad |
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