

# First line maintenance for ATMs

User guide



## Safety information, power specifications



### WARNING

High voltage inside. Risk of electric shock.

Do not attempt repairs. Repairs must be made by authorized Cummins Allison personnel.

Use grounded plug and properly grounded outlet.

Read and understand all instructions before use.

### NOTICE

Improper voltage levels can cause equipment malfunction, damage electrical components, and void warranty.

Provide separate circuit serving only this device and follow listed power requirements to ensure proper operation.

Provide power conditioning/stabilizing devices if necessary.

- **Voltage operating range:** 100–120 VAC
- **Frequency:** 50/60 Hz
- **Full load amps (FLA): H22 series:** 2.4A; with heater: 10.2A  
**H34 series:** 4.2A; with heater: 12A  
**H48ND:** 4.2A; with heater: 15.1A
- **Electrical supply circuit:** The customer must provide a single-phase, dedicated power line that meets the machine's power requirements. Use a properly grounded circuit breaker in compliance with applicable local electrical code.

## Environmental operating conditions

- **Temperature:** Indoor: 32°F (0°C) to 104°F (40°C)  
Outdoor: -31°F (-35°C) to 122°F (50°C)
- **Relative humidity:** 20% to 95% (40°C, non-condensing)

## Compliance acknowledgments

- **FCC:** This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- **Regulatory:** CE, CB

Unless otherwise noted, all information above applies to H22 series, H34 series and H48ND.

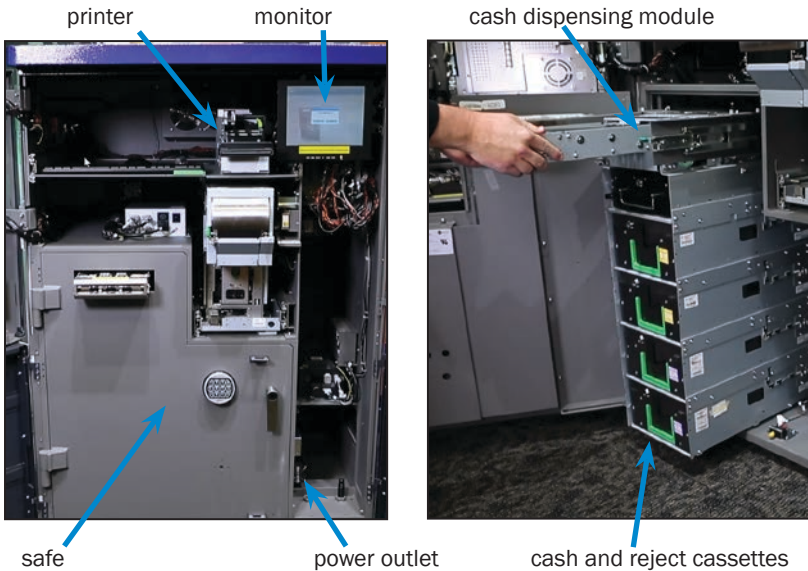
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## Diagram

### Key components of the ATM

Any attendant who has log in credentials must be prepared to respond when a first line maintenance issue arises. You may need to put in a fresh receipt printer paper roll, add cash to the cassettes, or locate and remove a jammed note from the document path. You may even be asked to reboot the ATM when speaking with a support person from Cummins Allison. Attendants should familiarize themselves with the various parts of the ATM before maintenance is required, so that they can act with speed and confidence, quickly restoring the ATM to service.



# Introduction

This user guide is intended to assist you in performing first line maintenance tasks on your Cummins Allison H34 series, H22 series and H48ND ATMs. Please contact a Cummins Allison service technician to assist you with any task that was not covered in your training or explained in your user documentation from Cummins Allison.

First-line maintenance tasks included in this user guide include logging in to and out of maintenance mode, removing (jammed) items from the cash dispensing module, refilling the cash dispensing cassettes, initializing the filled cassettes, performing basic printer maintenance, and restarting or powering down the ATM when asked to do so by a Cummins Allison support person.

If your ATM has the automated deposit feature, please consult the **First line maintenance for ATMs with automated deposit module (ADM)** user guide, part number 022-8205, which covers maintenance tasks specific to our ADM-equipped models.

Although the covered ATM components themselves are similar, access and presentation varies from model to model. Please ask your Cummins Allison representative for assistance if you require more specific information than we provide in this document.

# Enter and exit maintenance mode

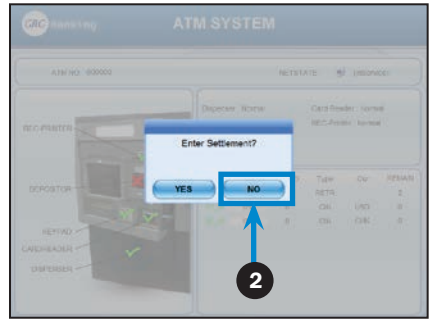
## Open cabinet and log in



Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel. The ATM must be in maintenance mode to remove and clear jams.

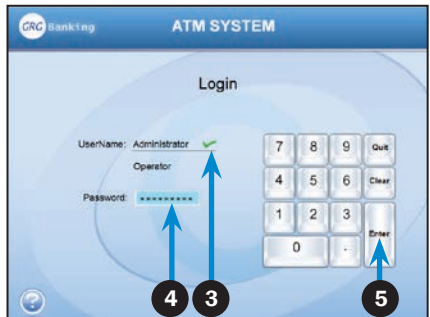
ATM access for maintenance may be from the front or the back, depending on the model. The service monitor is always visible when the ATM service panel is opened.

1. Open the ATM cabinet (front or back, as appropriate for the model) to access the service monitor.
2. If the **Enter Settlement** screen appears, select **NO**.



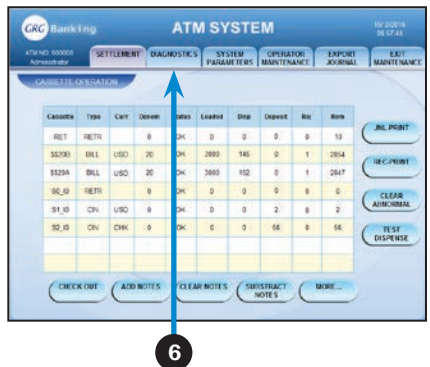
The ATM **Login** screen appears on the service monitor, prompting you to log in.

3. Check **UserName** as appropriate.
4. Type your **Password**.
5. Select **Enter** on the keypad.



The ATM is in maintenance mode.

6. Select the **DIAGNOSTICS** tab.



The image under Diagnostics identifies areas of concern with a red **X**. Components marked with a green check mark are OK.

- Note the area of concern, and proceed to the desired maintenance operation.



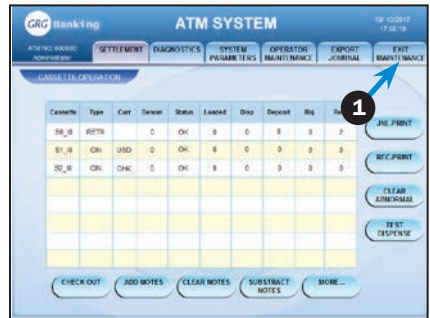
## Exit maintenance mode

When you have completed maintenance and are ready to restore the ATM to service, you must do the following to exit maintenance mode.

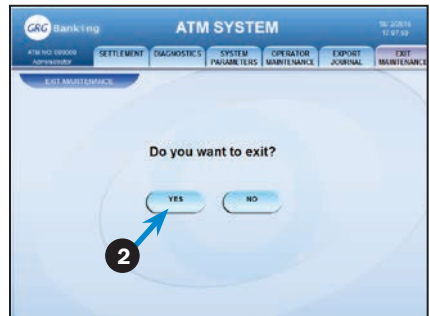


You cannot restore the ATM to service until you have exited maintenance mode.

- Select the **EXIT MAINTENANCE** tab.



- Select **YES** to exit.

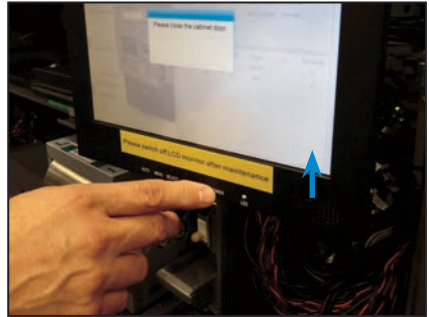


The screen at right is displayed. Any remaining red **X** markings indicate that additional maintenance is required.

Follow the corresponding instructions in the appropriate user guide to perform this maintenance before you **exit maintenance mode** and restore the ATM to service.



**Always turn off the LCD monitor when maintenance is completed, before you close the cabinet and return the ATM to service.**



3. Collect the receipt/report, if one is printed. The ATM should return to service after you exit maintenance and close the door.



# Clear a card from the motorized card reader



Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel.  
The ATM must be in maintenance mode to remove and clear jams.

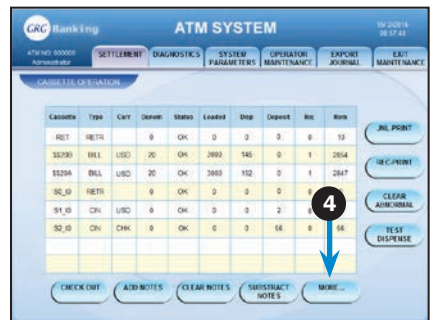
Log in and follow the recommended steps to [enter maintenance mode](#).

Locate the motorized card reader unit.

1. Press down the lever on the left and slide out the card reader.
2. Retrieve card from bin.
3. Slide the card reader back into the cabinet.

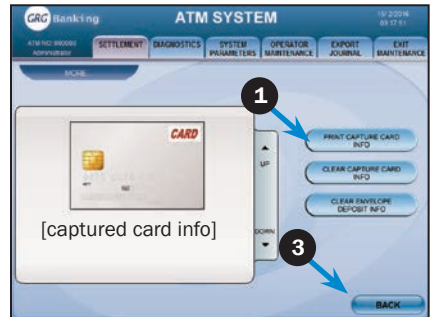
The ATM is in maintenance mode.

4. Select **MORE** to view captured card information.



## Print captured card information

1. Select **PRINT CAPTURE CARD INFO**.
2. Select **OK** when the printout is complete.
3. Select **BACK** to return to the main settlement screen.



## Clear captured card information

1. Select **CLEAR CAPTURE CARD INFO**.
2. Select **OK** when the data has been cleared.
3. Select **BACK** to return to the main settlement screen.

Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.



# Clear the cash dispensing module

## Remove items from the cash cassettes and pick roller



Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel. The ATM must be in maintenance mode to remove and clear jams.

Log in and follow the recommended steps to [enter maintenance mode](#).

Procedures vary between institutions, so please follow the on-screen instructions that are provided. Use the following guidelines when you physically remove items from the cash dispensing module.



1. Open the safe door.
2. Gently release and slide out the cash dispensing module.



To remove cassettes:

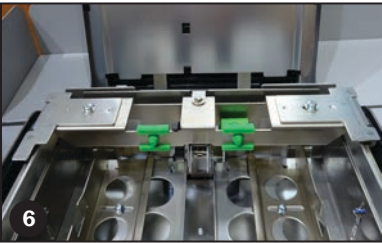
1. Locate and press down the green release lever to the left of the cassette.
2. Pull the handle to slide the cassette out.
3. With cassette pulled out, turn the pick roller to remove any items in the transport.



4. Push the catch lock (ridged protrusion) in and pull out lower hasp.
5. Push hasp up and out to release.



6. Lift cassette lid and remove any jammed items.
7. Return cassette to the cash dispenser module, pushing gently until it locks into position.



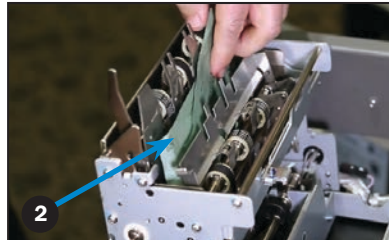
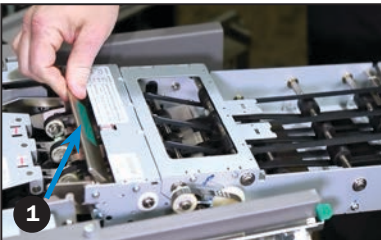
8. Repeat these steps to remove jammed items from other cassettes.

Proceed to [Remove items from the note stacker](#), or, if maintenance is completed, close the safe door, making sure it is locked, and, follow the recommended steps to [exit maintenance mode](#). Turn off the LCD monitor before closing the ATM cabinet.

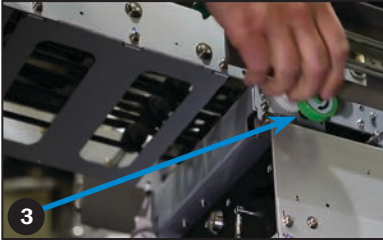
## Remove items from the note stacker

Locate the note stacker (on the H48ND, this is at the top of the cash dispensing module).

1. Lift the green lever to access the note stacker.
2. Remove any items from the note stacker.



3. If needed, turn the stacker knob clockwise to move items to the reject cassette.
4. Gently slide the cash dispensing module back into the cabinet.



Close the safe door, making sure it is locked. Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.

## Fill cash cassettes and empty reject cassette



Observe all safety precautions in ATM manual and recommended by Cummins Allison personnel.

The ATM must be in maintenance mode to remove and clear jams.



For best results, load notes that are 60%-80% new. Remove any bands from bundled notes. Remove any folded, taped, dog-eared, torn or concave notes.

Examples of unacceptable notes:



Log in and follow the recommended steps to [enter maintenance mode](#).

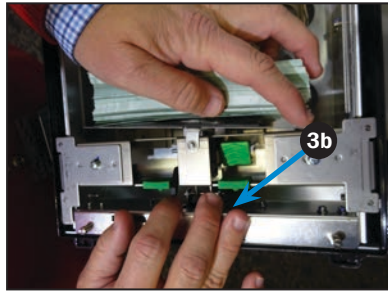
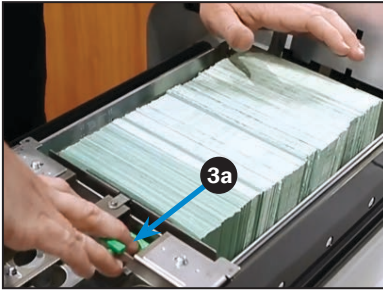
Follow on-screen instructions for your settlement process.

Remove cassettes from the cash dispensing module as recommended in your training and user documentation. For all cassettes that you load into the cash dispensing module, perform the following steps:

1. With the cassette open, move the pusher plate toward the front of the cassette until it catches and locks.
2. Fan and align the notes before loading into the cassette.



- Adjust the pusher plate to secure the notes in an upright position, leaving a gap of 1/2 inch or more between the pusher plate and the locking plates. This ensures that the notes are moved forward as the supply is depleted.



- Close and latch the lid.
- Return the locked cassette to the cash dispenser module, pushing gently until it locks into position.

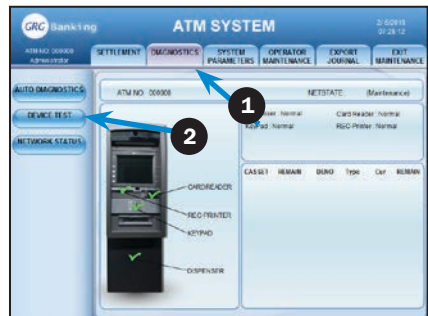


Repeat these steps to fill the other cassettes. After filling and returning cassettes to the cash dispensing module, follow the steps to initialize the cassettes.

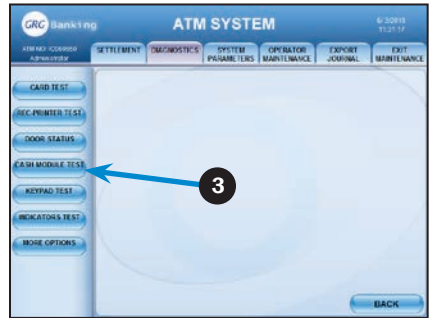
## Initialize the cash cassettes

Follow these steps to initialize the cash dispense cassettes after filling.

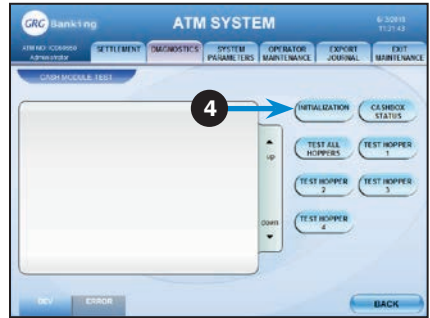
- Select the **Diagnostics** tab.
- Select **Device Test** from the sidebar on the left side of the screen.



3. Select **Cash Module Test**.

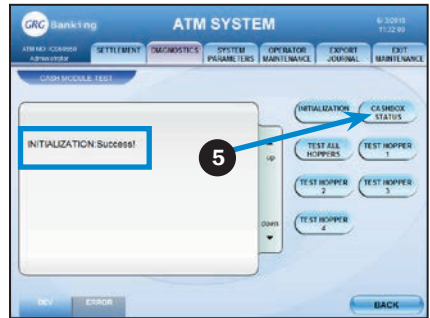


4. Select **Initialization**.



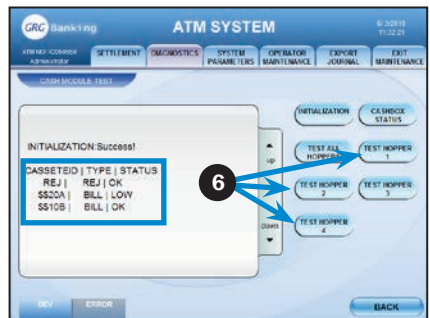
The message **INITIALIZATION Success!** appears when the process is complete.

5. Select **Cashbox Status**.



The status of each cassette appears on the screen.

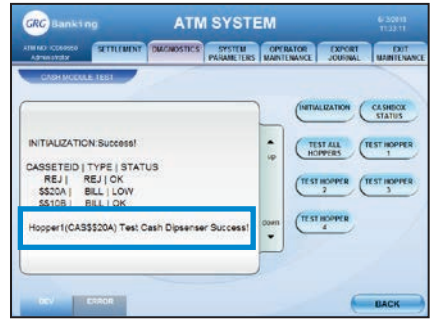
6. To complete a dispense pick test, select the button of the hopper to be tested.



A success message appears after a successful test.

If needed, proceed to the instructions for emptying the reject cassette.

Otherwise, follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.



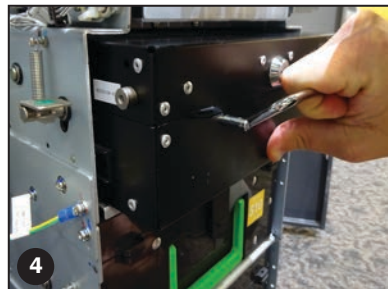
## Empty the cash dispensing module reject cassette

Locate and remove the cash dispensing module reject cassette, located above the cash dispensing cassettes.

1. Press down the green release lever to the left of the cassette. Pull the handle to slide the cassette out.
2. Turn key clockwise to unlock and open cassette.



3. Remove items, keeping items from the front reject area and the back retract area separated.
4. Close, lock and return reject cassette to the cash dispenser module, pushing gently until it locks into position.



5. Gently slide the cash dispensing module back into the cabinet until it locks into position.
6. Close the safe door, making sure it is locked.



Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.

## Receipt printer maintenance

### Remove jammed items from the receipt printer

On the H48ND model, the receipt printer is located near the monitor and slides out for easy access. On through-the-wall models the printer is located behind the service monitor. On lobby units, when the fascia is pulled out, the printer is located on the front right or left side of the ATM, depending on the model.



**Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel.**

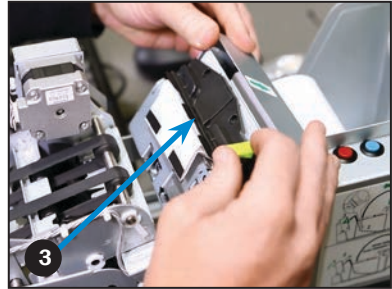
**The ATM must be in maintenance mode to remove and clear jams.**

Follow the recommended steps to [enter maintenance mode](#). Locate the receipt printer.

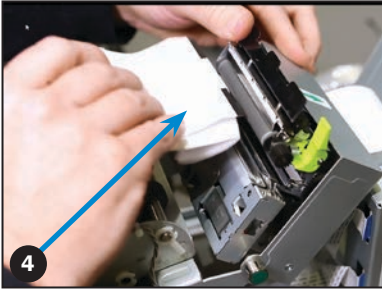
1. Press the lever down to release the printer tray and gently slide out for maintenance.



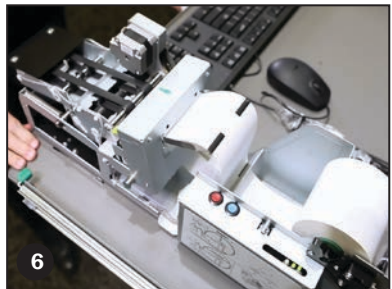
2. Pull the pin out to raise the printer head.
3. Push the green locking lever up to open the paper path.



4. Remove any jammed paper.
5. Press down on the locking lever to close the paper path.



6. Pull the pin out, then lower and lock the printer head back into position. Release the pin.



7. Slide the printer back into the cabinet until it is locked into position.

Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.



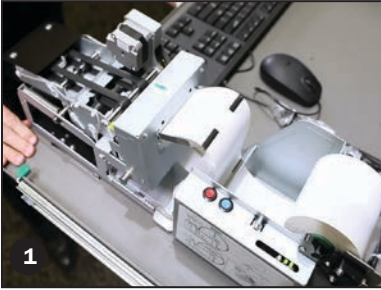
# Change the receipt paper roll



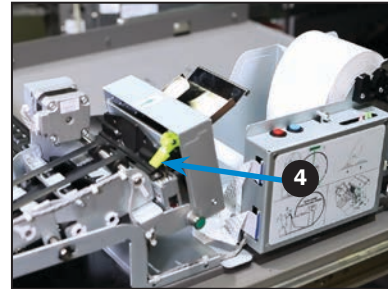
Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel.  
The ATM must be in maintenance mode to remove and clear jams.

Follow the recommended steps to [enter maintenance mode](#).

1. Locate and slide out the receipt printer.
2. Push the green locking lever up to open the paper path.



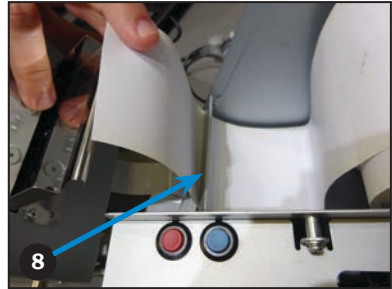
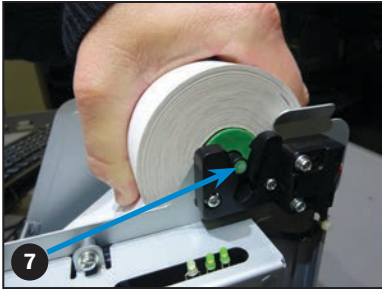
3. Move remaining paper out by pulling back toward the spindle.
4. Lower the locking lever securely into place.



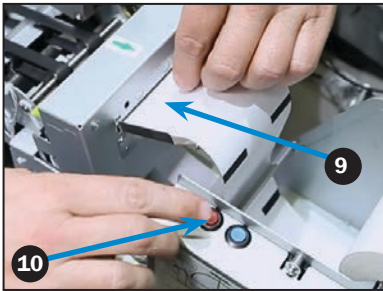
5. Remove the paper roll.
6. Remove the spindle from the paper roll. Properly dispose of any remaining paper. Insert the spindle into a new paper roll.



7. Load the new paper roll into the holder as instructed in your training and secure the spindle in the holder.
8. Slide the leading paper edge under the guiding bar.



9. Guide the end of the paper into the receipt feeder entry slot.
10. Press the red button to feed the paper into the printer.
11. Press the blue button to test the printer.



12. Slide the printer back into the cabinet until it is locked into position.

Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.

## Reboot or power down the ATM

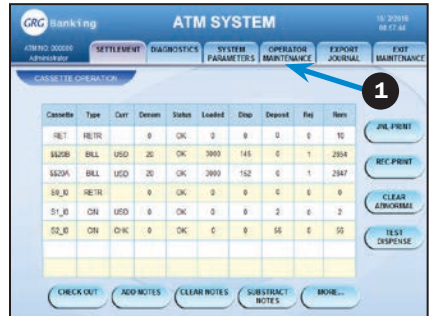


Reboot or power down the ATM **ONLY** when asked to do so by your Cummins Allison service technician. Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel.

# Reboot ATM

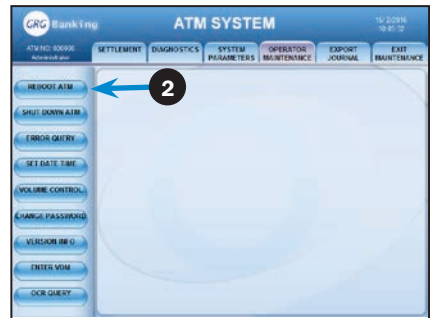
Follow the recommended steps to [enter maintenance mode](#).

1. Select the OPERATOR MAINTENANCE tab.



2. Select REBOOT ATM.
3. Select YES to restart the ATM.

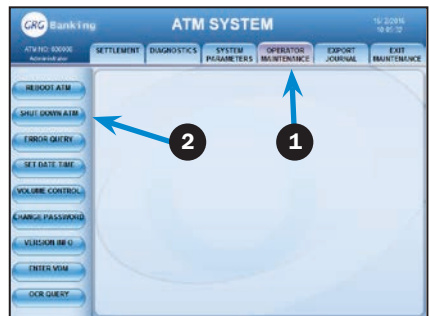
Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.



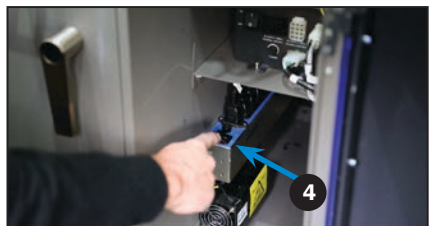
# Power down ATM

Follow the recommended steps to [enter maintenance mode](#).

1. Select the OPERATOR MAINTENANCE tab.
2. Select SHUT DOWN ATM.
3. Select YES to turn off the machine.



4. Locate the blue power strip and press the **O** button to power off the ATM.





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