

First line maintenance for ATMs with automated deposit module (ADM)

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.

Table of contents

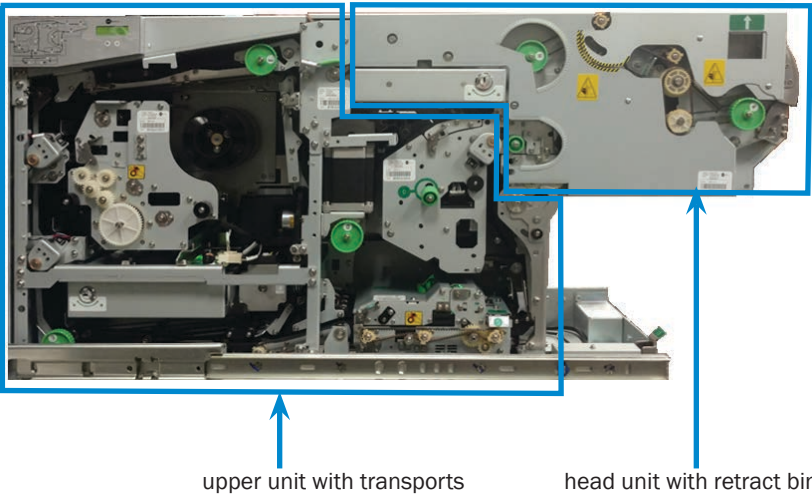
Safety information, power specifications.....	2
Diagram	3
Introduction	4
Enter and exit maintenance mode.....	5
Remove items in the automated deposit module (ADM)	8
Clear items removed from the ADM module.....	18
Print local settlement reports	22
Reboot or power down the ATM	22

Diagram

See the following page for additional machine diagrams.

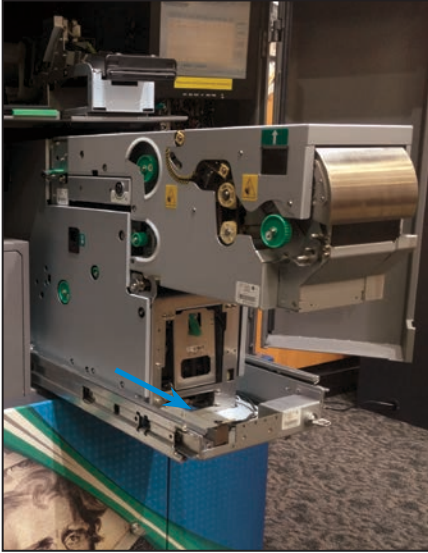
Key components of the ATM with automated deposit

Any attendant who has log in credentials must be prepared to respond when a first line maintenance issue arises. You may need to remove notes from the document path, empty the Automated Deposit Module (ADM) cassettes, print local settlement reports, or may be asked to reboot the ATM when speaking with a support person from Cummins Allison. All attendants should familiarize themselves with the key parts of the ATM and ADM before maintenance is required, so that you can quickly restore the ATM to service.



ADM-equipped models have components that slide out of the cabinet when released. Some models with ADM require an access key. The upper ADM module slides out so you can retrieve document(s) that have created a jam. The ADM includes the head unit with retract bin, the upper unit with transports, and the lower unit with cassettes. The attendant must know the safe combination to access the lower unit, which is located inside the safe.

upper ADM unit



lower ADM unit



Introduction

This user guide is intended to assist you in performing first line maintenance tasks on your Cummins Allison H34 series and H48ND ATMs that have an automated deposit module (ADM). Any ADM task not identified in this guide should be performed by a Cummins Allison service technician.

Tasks covered in this user guide include logging in to and out of maintenance mode, removing (jammed) items from the ADM deposit modules; clearing items removed from the ADM deposit modules; emptying the ADM cassettes, printing local settlement reports, and restarting or powering down the ATM when asked to do so by a Cummins Allison support person. Other tasks are covered in **First line maintenance for ATMs** user guide, part number 022-8206-00.

Although the components of ADM-equipped machines are very 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.



To prevent unnecessary damage requiring downtime and repairs to the ATM, slide all ATM components into and out of the cabinet in a slow and careful motion.

Enter and exit maintenance mode

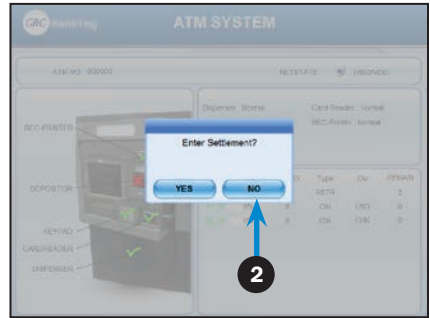
Open cabinet and log in



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.

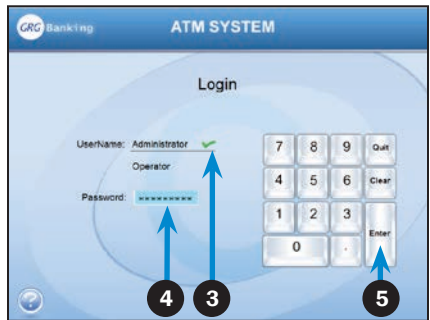
ATM access for maintenance may be from the front or the back, depending on the model. The service monitor is always visible when the ATM service panel is opened.

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**.



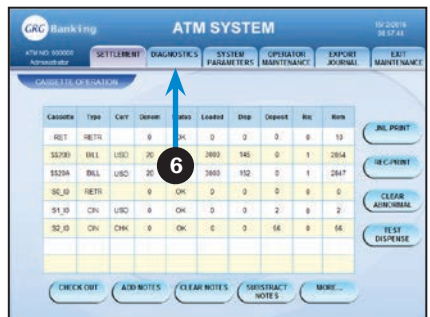
The ATM **Login** screen appears on the service monitor, prompting you to log in.

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



The ATM is in maintenance mode.

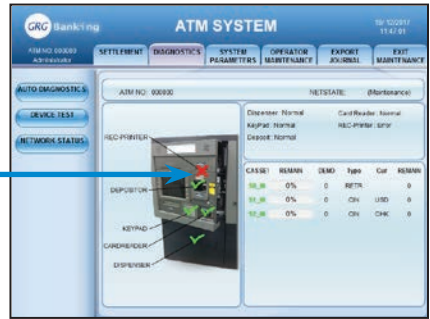
6. Select the **DIAGNOSTICS** tab.



The image under Diagnostics identifies areas of concern with a red **X**. Components marked with a green check mark are OK. The ADM is labeled “DEPOSITOR.”

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

7



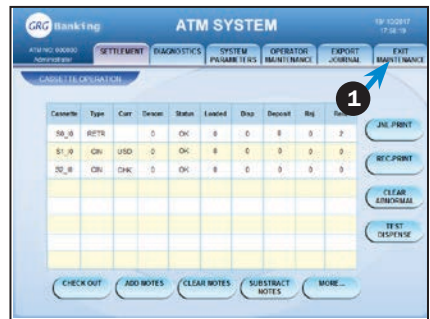
Exit maintenance mode

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

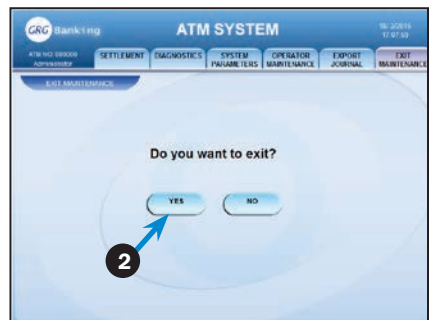


You cannot restore the ATM to service until you have exited maintenance mode.

- Select the **EXIT MAINTENANCE** tab.

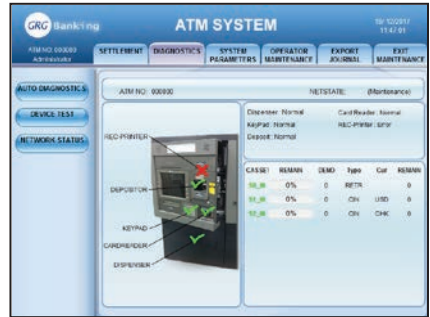


- Select **YES** to exit.

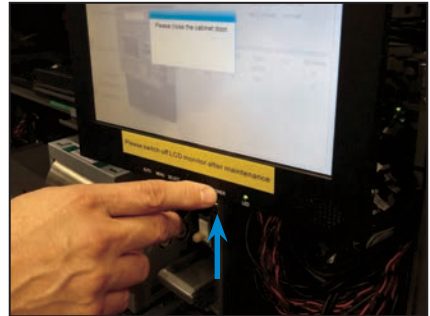


The screen at right is displayed. Any remaining red **X** markings indicate that additional maintenance is required.

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.



Remove items in the automated deposit module (ADM)

Remove items in the retract/reject bin



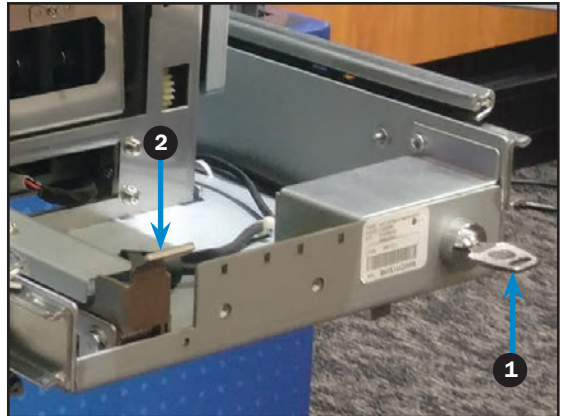
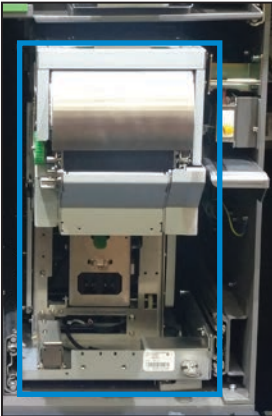
Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel.

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

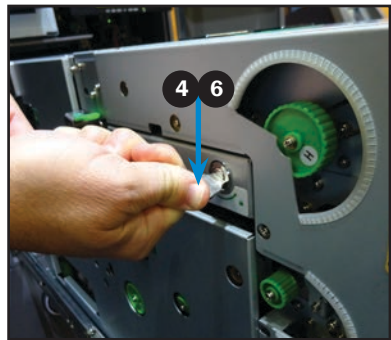
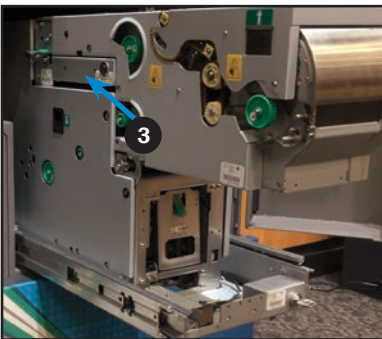
Follow the recommended steps to [enter maintenance mode](#).

Locate the deposit module inside the ATM cabinet. (Model H48ND is shown.)

1. If lock is present, turn key clockwise.
2. Depress lever to release.



3. Gently slide deposit module out of cabinet. Locate the retract/reject bin.
4. Turn key clockwise to unlock.



5. Open door and remove items.
6. Close bin door and turn key counter-clockwise to lock. Remove key.
7. Slide deposit module back into cabinet, pushing gently until it locks into position.

Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).



Remove items in the head unit



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.

Follow the recommended steps to [enter maintenance mode](#), and slide out the deposit module.

Note feeder

Locate the note feeder in the head unit of the deposit module.

1. Move Lever 1 in a counter-clockwise direction to release feeder head (see thumb, lower hand).
2. Lift note feeder head to expose note path.

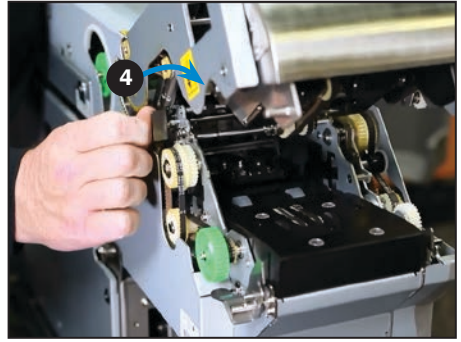


3. If needed, turn knob clockwise to move items out completely. Remove items.



4. While moving Lever 18 clockwise, lift up slightly on the head unit, then press down to close. The head unit makes a clicking sound as it locks into place.

Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).



Remove items in the main unit



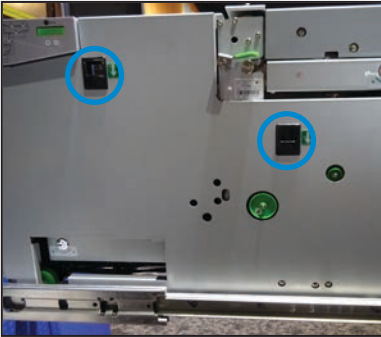
Observe all safety precautions in ATM manual and recommended by Cummins Allison personnel.

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

Follow the recommended steps to [enter maintenance mode](#). Slide out [the deposit module](#).

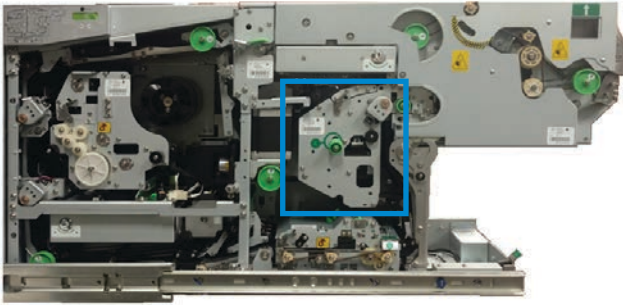
Remove the panel covering the main unit.

1. Press down and hold black tabs, pulling cover up and away from ATM.

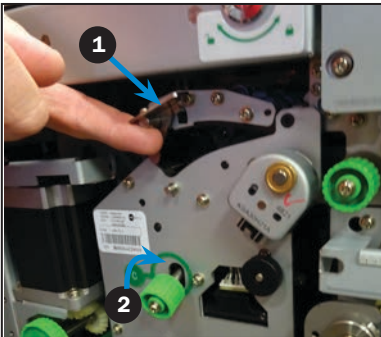


Alignment module

Locate the alignment module (below the retract bin on the H48ND).



1. Lift Lever 3 to open the module.
2. If needed, turn knob clockwise to move items out completely.
3. Remove any items.



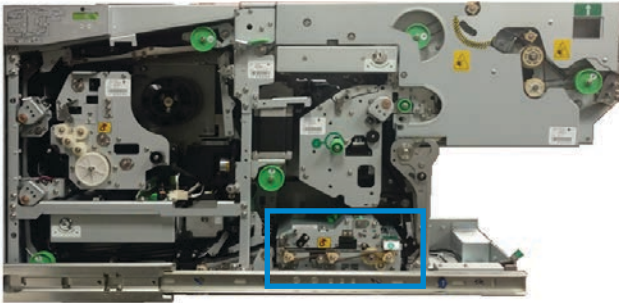
4. Close the module until it makes a clicking sound and the latch locks into place.



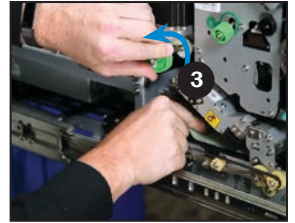
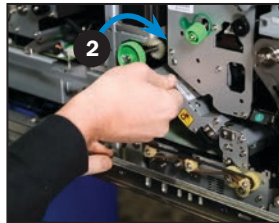
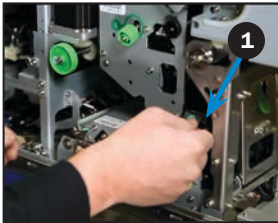
Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

Note validator

Locate the note validator (below the alignment module in the H48ND).



1. Lift Lever 5.
2. Move Lever 6 clockwise, while lifting the validator to open the note path.
3. If needed, turn knob counter-clockwise to move items out completely. Remove items.



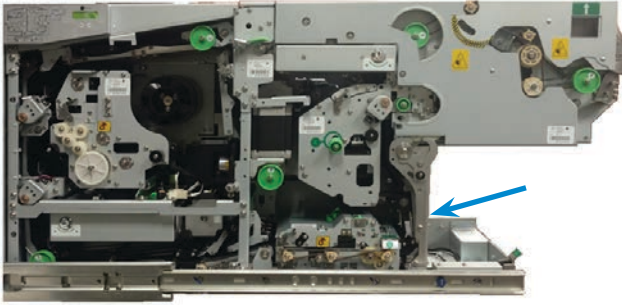
4. Press down to close the validator until it makes a clicking sound and locks into place.
5. Replace the protective cover, aligning the panel and pushing the black tabs down to re-position and secure it.



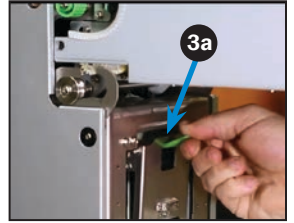
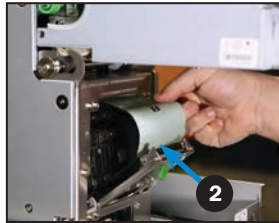
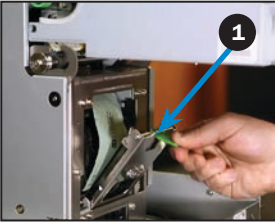
Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

Upper transports

Locate the upper transport (beneath the feeder in the H48ND).

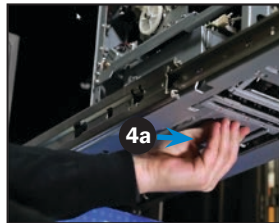


1. Lift Lever 7 and gently pull the door open.
2. Remove any items in the transport.
3. To close door, lift the lever up to activate latch and lower it again to lock into position.

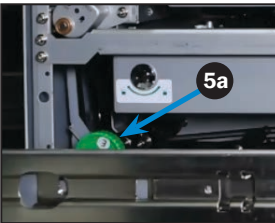


Locate the lower part of the upper transport, on the underside of the depositor.

4. Open transport doors 8 and 9. Remove items.



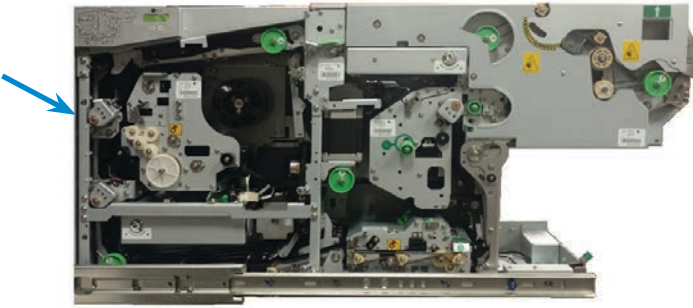
5. If needed, turn knob at far left clockwise to move items out completely. Remove items.



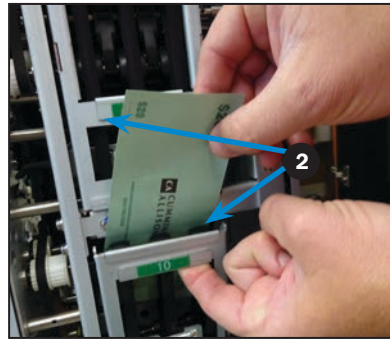
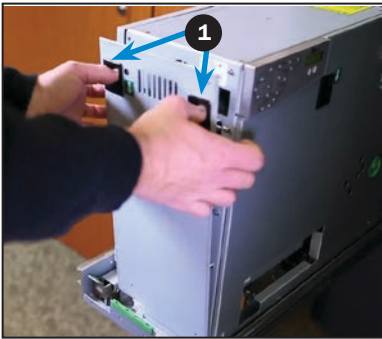
Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

Back link upper transports

Locate the back link upper transports. An H34 series ATM is pictured in the steps below



1. Press down and hold black tabs to remove cover.
2. Open transport doors 10 and 11, holding them open while removing any items.



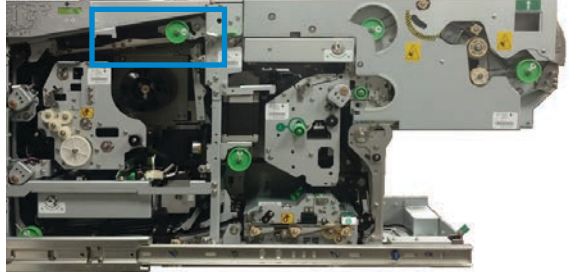
3. Remove hand from transport before releasing the doors. The doors close and secure themselves.
4. Replace the protective cover, aligning the panel and pushing the black tabs down to re-position and secure it.



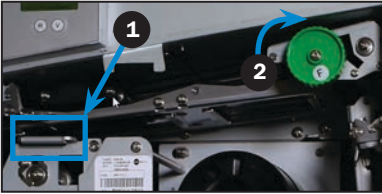
Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

Upper link transport

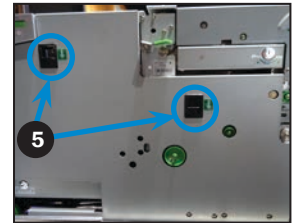
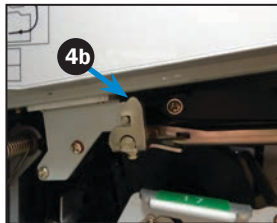
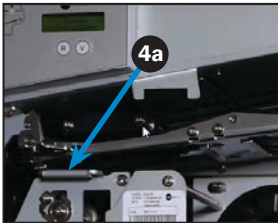
Remove cover and locate the upper link transport (near the top of the main unit on the H48ND).



1. Depress lever 12 to unlatch transport.
2. If needed, turn knob clockwise to move items out completely.
3. Hold transport open and remove any items.



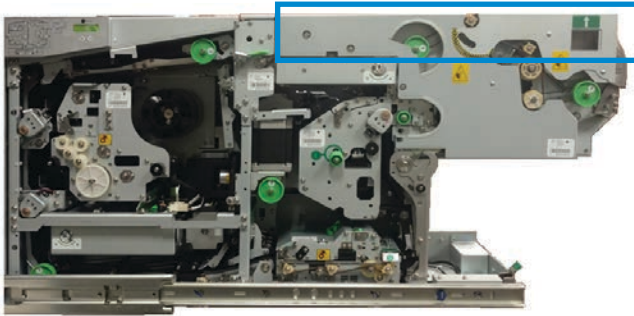
4. Lift lever to lock the transport. **Ensure that the latch is securely fastened.**
5. Replace the protective cover, aligning the panel and pushing the black tabs down to re-position and secure it.



Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

Reject link transport

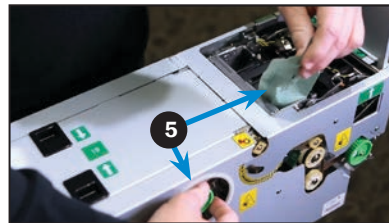
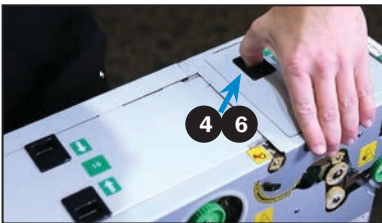
Locate the reject link transports (on the top of main unit).



1. Press down and hold black tabs while lifting to remove cover from reject link transport 19.
2. If needed, turn the knob (clockwise or counter-clockwise, depending on the position of the items), to move items out completely.
3. Replace the protective cover, pressing black tabs to secure.



4. Press down and hold black tab while raising cover of reject link transport 20.
5. Remove items, turning the knob to move items out completely, if needed.
6. Lower the protective cover, pressing black tab to secure.



Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

Remove items in the lower unit



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.

The attendant must know the ATM safe combination to access the lower unit, which is located inside the ATM safe.

1. Open the ATM cabinet doors and enter the combination to open the ATM safe door.
2. Pull the green latch and gently slide out the lower unit.



3. Open doors 25 and 26 and remove any items.
4. Gently slide the unit back into the cabinet until it locks into place.



Before you [exit maintenance mode](#), follow the recommended steps to [clear the automated deposit module](#).

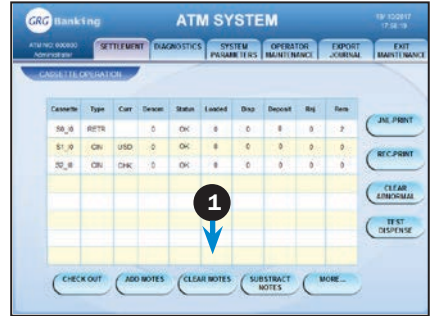
Clear items removed from the ADM module



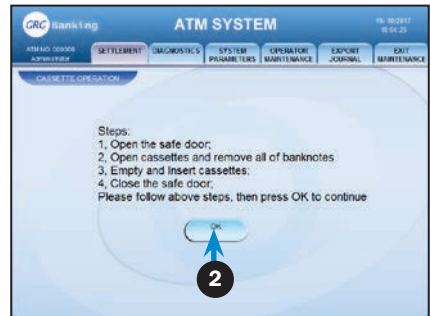
Observe all safety precautions in ATM manual and recommended by Cummins Allison personnel.
The ATM must be in maintenance mode to remove and clear jams.

Use the service monitor to clear the items you have removed. Follow the recommended steps to [enter maintenance mode](#).

1. On the ATM SYSTEM Settlement cassette operation screen, select **CLEAR NOTES**.

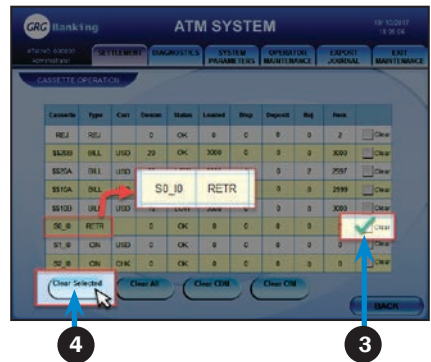


2. Select **OK**.



S0_0 is the identifier in the “Cassette” column) for the depositor retract bin (“Type” = RETR).

3. Select the **Clear** box (checkmark).
4. Select **Clear Selected**. The screen displays a **Processing . . .** message.



It is normal to hear mechanical sounds as the ATM is processing. The ATM is moving any items that remain in the item path to the retract/reject bin.

- When the machine is finished processing, collect the report.



No report is produced if no items were moved to the retract/reject bin or found by the depositor.

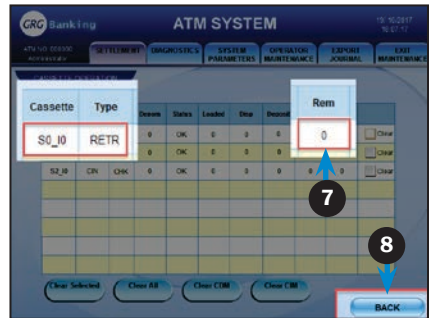
- Once again, **remove items in the retract/reject bin** and **clear items removed from the ADM module**. This removes any items that were moved into the bin during processing. **Do NOT skip this step.**



The second time through the process, if no documents are found by the depositor or moved to the retract bin, a message may appear indicating that the operation is unsuccessful.

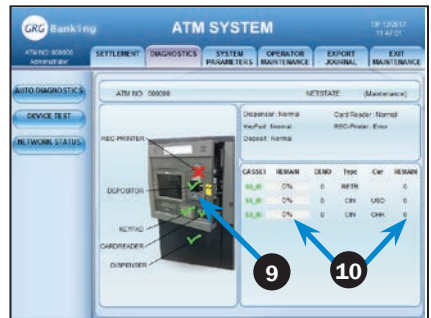
Review the item quantity in the **Rem** (removed) column. The quantity should be **0**.

- If Rem quantity is not **0**, repeat previous steps until all items are removed.
- Select **BACK** to return to the main settlement screen.



- Under the **DIAGNOSTICS** tab, verify that the machine has a green checkmark for the **DEPOSITOR**.
- In the table on the lower right, verify under **CASSETTE** that **RET** shows 0% and 0 in the two **REMAIN** columns.

The retract/reject bin is clear.



Any remaining red **X** markings on the **DIAGNOSTICS** screen indicate that additional maintenance is required. Perform any additional required maintenance before restoring the ATM to service.

If no other maintenance is required, follow the recommended steps to **exit maintenance mode**, turn off the monitor, and return the ATM to service.

Remove items in the ADM cassettes – lower unit

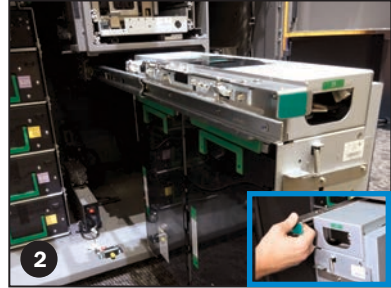


Observe all safety precautions in ATM manual and recommended by Cummins Allison personnel.

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

The attendant must know the ATM safe combination to access the lower unit, which is located inside the safe and houses the ADM cassettes. (The cash dispensing cassettes are also located inside the safe.)

1. Open the ATM cabinet doors and enter the combination to open the ATM safe door.
2. Pull the green latch and gently slide out the lower unit.



3. While pressing down the ADM cassette release lever, use the handle to remove the cassette from the unit.



4. Unlock the cassette.
5. Remove the cassette contents.



6. Lock the cassette and return it to the lower unit.
7. Gently slide the unit back into the cabinet until it locks into place.



To prevent unnecessary damage requiring downtime and repairs to the ATM, slide all ATM components into and out of the cabinet in a slow and careful motion.

Before exiting maintenance mode, follow the instructions to [print local settlement reports](#) for the removed items.

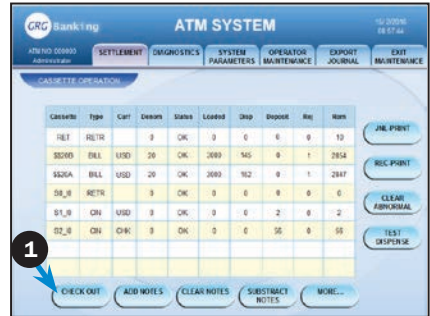
Print local settlement reports

Follow the check out procedures to print and/or clear deposit totals. This provides the deposit details of the machine from the last time the deposit totals were cleared to current day.

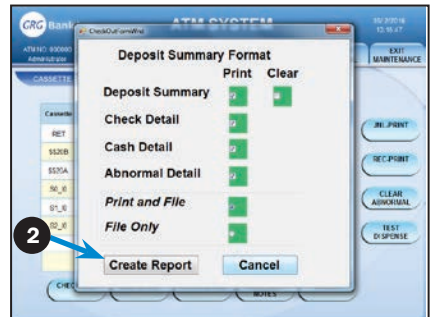
The ATM is in maintenance mode.

1. Select CHECK OUT.

- All reports are selected by default. Remove the checkmark if a report is not desired.
- **Print and File** is selected by default. Select **File Only** if this format is preferred.



2. Select **Create Report**.



3. When the machine is finished, collect the report.

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



Reboot or power down the ATM

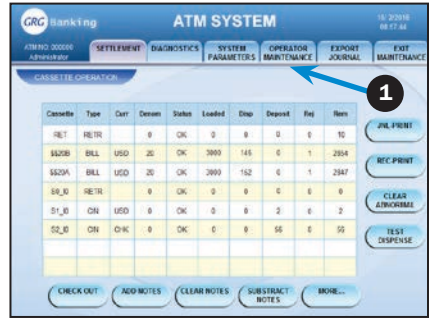


Reboot or power down the ATM **ONLY** when asked to do so by your Cummins Allison service technician. Observe all safety precautions in user guide, on ATM, and recommended by Cummins Allison personnel.

Reboot ATM

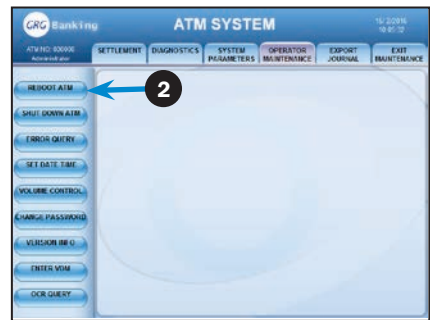
Follow the recommended steps to [enter maintenance mode](#).

1. Select the OPERATOR MAINTENANCE tab.



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

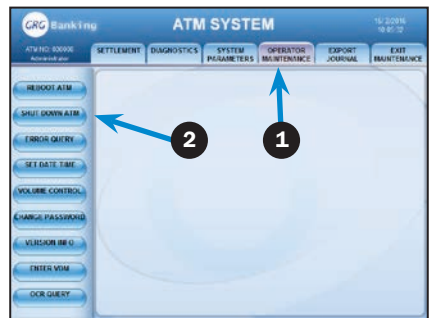
Follow the recommended steps to [exit maintenance mode](#) and turn off the LCD monitor before closing the ATM cabinet.



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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