Nautilus

HYOSUNG

**Error Codes, Descriptions and
Corrective Actions**

MISCELLANEOUS ERROR MESSAGES

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
20001	No cassette.	1. Reseat cassette again. 2. Check cassette present switch, CS7.

20002	Low Money	1. Check cassette total, current # of bills may be zero.
		2. Check if "Low Currency is Enabled"
		   A) Check alignment of cassette to LS5 sensor.
		   B) Check functionality of CS5 sensor.

20003	Reject Box is full	1. Perform "Cassette Total" after removing money from reject bin.
20004	Vault door is open	1. Check door switch functionality. 2. Check cable connections at door switch and back of CE board. 3. Check sensor status in Diagnostics.

20005	CDU setting error	1. Check CDU information
		   A) Country, cassette, and shutter
		   B) Check battery back up on CDU board
		2. Check MINI-CD type
		   A) 47 = 2100T B) 80 = 1000 note
		   C) 81 = 2000 note D) 41 = Rear load E) 0 = Drawer type

20010	Receipt paper jam	1. Inspect printer for jammed paper. 2. Check printer sensors for functionality

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
20011	Print head is in up position	1. Inspect location of print head. 2. Check functionality of sensor in Diagnostics.
20012	Paper release lever is in open position	1. Reseat paper release lever 2. Inspect functionality of sensor in Diagnostics.
20013	Receipt paper empty.	1. Load paper. 2. Inspect functionality of sensor in Diagnostics.
20014	Print head overheated.	1. Inspect print head and ribbon cable. 2. Reset unit, if fails, replace printer.
2XX15	Note detected on bill path before CDU initialized.	1. Inspect CDU for jammed bills 2. Inspect functionality of sensors in Diagnostics. 3. "XX" refers to sensor location, i.e. 21315 = Sensor CS13T.
90001	Card read error	1. Clean card reader with approved card reader cleaner. 2. Inspect card reader and read head. 3. Look for debris in card path. 4. Perform a "Card Scan" test, ISO #2 must retain card information.
B0001	Expanded Flash memory error	1. Power fail unit. 2. Replace CE board.
CANCE	Cancelled transaction	1. Customer cancelled transaction at surcharge screen.

RECEIPT PRINTER ERROR CODES

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
AXXX1	Receipt printer feed lever is in the open position	1. Reset paper feed lever 2. Inspect functionality of sensor in Diagnostics.
AXXX2	Print head over heated	1. Inspect print head and ribbon cable. 2. Reset unit, if fails, replace printer.
A0803	Receipt paper jam	1. Inspect printer for jammed paper. 2. Check printer sensors for functionality
AXXX3	Paper jam during operation	1. Inspect printer for jammed paper. 2. Check printer sensors for functionality 3. Remove jam and reset printer.
AXXX4	Receipt paper empty.	1. Reload paper. 2. Inspect functionality of sensor in Diagnostics.

AXXX5	Receipt paper setting error	1. Black mark on paper roll is detected when unit set to "no black mark".
		   A) Change paper roll type to no black style.
		2. Check dip switch settings
		   A) Dipswitch #6 <u>ON</u> = no black mark, <u>OFF</u> = has black mark

AXXX6	Appears while doing the manual self-test	1. After self test, reset unit.

ERROR CODE	**DESCRIPTION**	**CORRECTIVE ACTION**
AXXX7	Receipt printer feed lever is in the open position	1. Reset paper feed lever. 2. Inspect functionality of sensor in Diagnostics.
AXXX8	Receipt cutter failed.	1. Check for paper jam, remove if any found. 2. Perform printer test 3. Manually turn cutter wheel to check for free movement of cutter.
ADNXX	Comm failure to printer.	1. Check cable connections to printer board. 2. Check LED on printer PCB, transmit and receive LED will flash rapidly. 3. Check power at printer PCB. 4. Perform a reset and/or self test.

CASH DISPENSING UNIT ERROR CODES

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
C001X	CDU Sensor bocked	1. Usually "COO11", indicates exit blocked. 2. Check sensor for functionality, possible customer interference during dispense.
C002X	CDU Sensor blocked	1. Checked for jammed bills. 2. Inspect functionality of sensors in Diagnostics.
C0030	CDU Main motor failure	1. Check main motor and connections. 2. Check timming wheel sensor and connections.
C0031	Gate sensor failed	1. Gate solenoid blocked before initialization. 2. Check cable connections. 3. Inspect functionality of sensor in Diagnostics, sensor CS3.
C0032	Gate sensor failed	1. Gate solenoid did not react during initialization. 2. Check cable connections. 3. Inspect functionality of sensor in Diagnostics, sensor CS3.
C0034	Double detect failure (Feed module 1)	1. Check for jammed bills 2. Check and/or clean double detect sensor 3. Check double detect cable connections.

ERROR CODE	**DESCRIPTION**	**CORRECTIVE ACTION**
C0035	Double detect failure (Feed module 2)	1. Check for jammed bills 2. Check and/or clean double detect sensor 3. Check double detect cable connections.
C0036	CDU Sensor blocked (Before Initialization)	1. Check CDU type in the Device Setup menu. 2. CS13 sensor block, CDU exit sensor. 3. Checked for jammed bills. 4. Inspect functionality of sensors in Diagnostics.
C0037	Double detect failure (During dispense)	1. Check for jammed bills 2. Check and/or clean double detect sensor 3. Check double detect cable connections.
C0039	Reject gate operation detected	1. Check solenoid sensor and cables.
C003A	4 or more bills requested	1. This happens during dispense test, informational only.
C003B	CDU Sensor blocked	1. Check for jammed bills. 2. Check CS15 sensor. 3. Inspect functionality of sensors in Diagnostics.
C0040	Cassette removed during dispense	1. Reset cassette. 2. Inspect cassette retaining clip 3. Check and/or adjust cassette present switch

ERROR CODE	**DESCRIPTION**	**CORRECTIVE ACTION**
C0041	Five or more attempts to dispense notes.	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Inspect condition of pick wheels.
C0042	Number of notes picked does match number notes exited.	1. Check for jammed bills. 2. Check the quality of the bills
C0043	Ten or more bills rejected during transaction	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Double detect may be out of adjustment (Not field adjustable).
C0044	Five consecutive rejects	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Check and/or clean double detect sensor.
C0045	More bills dispensed than requested.	1. Audit cassette. 2. Perform test dispense in diagnostics
C0046	Hardware failure	1. Check main motor 2. Check CDU board. 3. Check incoming voltages at the C.E. board.

CASH DISPENSING UNIT ERROR CODES   CON'T

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
C0047	Casette 1 misfeed	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Inspect condition of pick wheels.
C0048	Incorrect bill count	1. Audit cassette. 2. Perform test dispense in diagnostics 3. Check and/or clean double detect sensor. 4. Check functionality of CS2, CS4 and CS13.
C0049	Request to dispense 0 notes	1. Reset unit retry test.
C004A	Bill jam during dispense	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Check CDU sensors and cable connections.
C004B	Three or more consecutive rejects	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Check and/or clean double detect sensor.
C004C	Number of notes at exit are more than picked.	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Check and clean CS13.

ERROR CODE	**DESCRIPTION**	**CORRECTIVE ACTION**
C004D	No cassette.	1. Reseat cassette again. 2. Check cassette present switch CS7/17/27.
C004E	Number of bills dispensed does not match # of bills requested.	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Perform test dispense in Diagnostics.
C004F	Number of bills dispensed does not match # of bills reported to CDU.	1. Audit cassette. 2. Perform test dispense in diagnostics
C0050	Power fail during dispense	1. Audit cassette. 2. Perform test dispense in diagnostics 3. Check incoming voltages at the C.E. board. 4. Perform test dispense in Diagnostics.
C0051	Request to dispense 50 or more notes.	1. Informational only, not a failure.
C0052	Reject sensor blocked after dispense. (CS1)	1. Checked for jammed bills. 2. Check CDU sensors and cable connections. 3. Perform test dispense.

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
C0053	Double Detect failure	1. Perform test dispense in diagnostics 2. Check and/or clean double detect sensor. 3. Check CDU sensors and cable connections.
C0054	CDU program error	1. Corrupt software, replace Dispenser PCB.
C0055	Long note detected at exit sensor	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Check condition of pick wheels.
C0056	Incorrect reject position during dispense.	1. Check CS3 sensor. 2. Perform test dispense.
C0057	Incorrect cassette info.	1. Check CDU setup in Device Setup menu.
C0059	Cassette #2 removed prior to dispense	1. Reseat cassette. 2. Inspect cassette retaining clip 3. Check and/or adjust cassette present switch
C005A	Cassette #1 removed prior to dispense	1. Reseat cassette. 2. Inspect cassette retaining clip 3. Check and/or adjust cassette present switch

ERROR CODE	**DESCRIPTION**	**CORRECTIVE ACTION**
C005B	Cassette #2 misfeed	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Inspect condition of pick wheels.
C005D	Constant double detect	1. Check the quality of the bills 2. Shuffle bills in cassette. 3. Check and/or clean double detect sensor.
C005E	Dispense size command error	1. Reset unit, perform test dispense. 2. Corrupt software, replace Dispenser PCB.
C005F	Dispense Error	1. Check AP software. 2. Download software.
C006X	Low sensor feed module #1	1. Clean sensors. 2. Check sensors for functionality.
C007X	Low sensor feed module #2	1. Clean sensors. 2. Check sensors for functionality.
C0082	Shutter open.	1. Check functionality of shutter. 2. Inspect sensor CS3 and soleniod.

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
C0083	Note stacker blocked.	1. Check for jammed bills. 2. Check CDU sensor CS9 and cable connections.
C0084	Shutter closed.	1. Check functionality of shutter. 2. Inspect sensor CS11 and CS22.
C00AB	Note detected before initializing.	1. Checked for jammed bills. 2. Check CDU sensors and cable connections.
C00C6	Sensor blocked during initializing	1. Check for jammed bills. 2. Check CDU sensor CS13 and cable connections.
C00C7	Bill jam during dispense	1. CS12 sensor blocked.
C00C8	Bill jam during dispense	1. CS14 sensor blocked.
C00C9	Bill jam during dispense	1. CS12 and CS14 sensor blocked. 2. Check cable connection and sensor interface board.
C00D0	Bill jam during dispense	1. Note did not reach CS13 after passing through CS12
C00D1	Bill jam during dispense	1. Note did not reach CS14 after passing through CS12
C00E0	NS2 Sensor Dark	1. Check functionality of sensor NS2.

ERROR CODE	**DESCRIPTION**	**CORRECTIVE ACTION**
C00E1	NS4 Sensor Dark	1. Check functionality of sensor NS4.
CDNXX	No commuication to CDU	1. Check communication L.E.D. lights on dispenser PCB. 2. Check VDC going into dispenser board. 3. Check communication connections at the dispenser board and the CE board. 4. Check CDU board for functionallity. 5. Check dispenser unit for functionallity. 6. If performed an EPP upgrade, verify correct version of firmware

COMMUNICATION ERROR CODES

ERROR CODE	DESCRIPTION	CORRECTIVE ACTION
D0001	Modem initialation error.	1. Reseat modem board 2. Replace modem board.
D0002	Reversal Transaction failure.	1. Check for CDU error, perform test dispense. (Host denied)
D0003	Pin Error	1. Customer entered incorrect pin. 2. Incorrect master keys 3. Incorrect Key Idex chosen.
D0004	Invalid Pin Error	1. Incorrect pin 2. Incorrect master keys
D0005	Bank Unavailable	1. Contact financial institution.
D0006	Card not supported	1. Contact financial institution.
D0007	Insufficient Funds	1. Contact financial institution.
D0008	Ineligible transaction	1. Contact financial institution.
D0009	Ineligible account	1. Contact financial institution.
D0010	Daily limit exceeded	1. Available limit set by financial institution exceeded.
D0011	Unable to process	1. Finacial institution is not available.

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
D0012	Amount too large.	1. Amount requested is larger than limit set by financial institution
D0013	Account closed.	1. Contact financial institution.
D0014	Pin tries exceeded.	1. Contact financial institution.
D0015	Unable to process.	1. Contact financial institution.
D0016	Withdrawal limit already reached.	1. Daily amount limit has already been reached with in allowed time.
D0017	Invalid amount.	1. Amount requested does not match bill increment.
D0018	External decline	1. Financial institution does not support the transaction.
D0019	System error	1. Financial institution not performing transactions.
D0020	Contact card issuer	1. Contact financial institution.
D0021	Routing lookup problem	1. Financial institution is not available.
D0022	Unable to process	1. Financial institution is not available.
D0023	Transaction not supported	1. Financial institution does not support the requested transaction.

COMMUNICATION ERROR CODES   CON'T

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
D0024	Exceeds issuers withdrawal limit.	1. Amount exceeded set limit of financial instition.
D0039	No credit account	1. Contact financial institution.
D0051	Insufficient funds	1. Contact financial institution.
D0052	No checking account	1. Contact financial institution.
D0053	No savings account	1. Contact financial institution.
D0054	Expired card	1. Contact financial institution.
D0055	Incorrect pin	1. Retry pin 2. Contact financial institution.
D0057	Transaction not permitted	1. Contact financial institution.
D0058	Transaction not permitted	1. Contact financial institution.
D0061	Exceeds withdrawal limit	1. Daily amount limit is larger than limit set by financial institution.
D0075	Pin tries exceeded	1. Too many incorrect PIN entries.
D0078	No account	1. Contact financial institution.

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
D0080	Invalid date	1. ATM date and financial institution date do not match.
D0083	Can not verify pin	1. Contact financial institution.
D0086	Can not verify pin	1. Contact financial institution.
D0091	Bank unavailable	1. Contact financial institution.
D0092	System unavailable	1. Contact financial institution.
D0093	Transaction serial number mis-match	1. Verify sequence number with host
D0094	Record format mis-match	1. Verify proper AP version with host
D0095	Routing identification mis-match	1. Verifiy routing I.D. in the Host Setup menu.
D0096	Terminal identification mis-match	1. Verify terminal I.D. in the Host Setup menu.
D0097	Response type mis-match (Reversal)	1. Verifiy successful reversal with Host.

ERROR	DESCRIPTION	CORRECTIVE ACTION
D0098	Response type mis-match (Day Close)	1. Verify successful reversal of Day Close with Host.
D0099	Response type mis-match (Config)	1. Verify successful reversal of Configuration with Host.
D009A	Response type mis-match (Withdrawal, balance, Xfer)	1. Verify successful reversal of transaction with Host.
D009B	STX missing	1. Message string from Host is missing STX.
D009C	ETX missing	1. Message string from Host is missing ETX.
	*** "FS" = Field Separator ***	
D009D	FS missing next to response code	1. Contact host
D009E	FS missing next to retrieval reference number	1. Contact host
D009F	FS missing next to system trace audit number	1. Contact host
D00A0	FS missing next to account balance	1. Contact host

ERROR	DESCRIPTION	CORRECTIVE ACTION
D00A1	FS missing next to available balance	1. Contact host
D00A2	FS missing next to surcharge amount	1. Contact host
D00A3	FS missing next to authorization response text	1. Contact host
D00A4	ETX position is not correct	1. Contact host
D00A5	FS missing next to total cash dispense in the day close message	1. Contact host
D00A6	FS missing next to total non cash dispense in the day close message	1. Contact host
D00A7	FS missing next to total surcharge amount in the day close message	1. Contact host
D00A8	FS missing next to surcharge amount in the config message	1. Contact host
D00A9	ETX missing in the config message	1. Contact host

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
D00B0	Mismatch Terminal I.D.	1. Contact Host.
D00B1	Mismatch transaction code	1. Contact Host.
D00B2	Mismatch field I.D. code	1. Contact Host.
D00B3	Mismatch incription pin	1. Contact Host.
D00B4	Mismatch field I.D. code	1. Contact Host.
D00B5	Mismatch sequence number	1. Contact Host.
D00B6	Mismatch response code	1. Contact Host.
D00B7	Mismatch authorization number	1. Contact Host.
D00B8	Mismatch transaction date	1. Contact Host.
D00B9	Mismatch transaction time	1. Contact Host.
D00BA	Mismatch business date	1. Contact Host.
D00BB	Mismatch balance amount	1. Contact Host.
D00BC	Mismatch surcharge amount	1. Contact Host.

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
D00BD	Mismatch sequence number	1. Contact Host.
D00BE	Mismatch response code	1. Contact Host.
D00BF	Mismatch business date	1. Contact Host.
D0111	Reversal Declined	1. Contact host
D0222	Pin Declined	1. Contact host
D0300	Modem is not responding	1. Check modem board 2. Reseat modem board 3. Check modem initialazation string. A) Older units end with =2, Newer units end with =V22B
D1000	No connection	1. Check phone line 2. Contact host
D1100	ENQ not received	1. ENQ not received from host.
D1200	Transmition error (sending data)	1. Check quality of phone line. 2. Check modem board 3. Reseat modem board

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
D1300	NAK was sent 3 times (receiving data)	1. Check quality of phone line. 2. Check for poor connection of phone equipment. 3. Contact host 4. Check modem board 5. Reseat modem board
D1500	Dial connection time out	1. Check modem board 2. Reseat modem board 3. Check phone line 4. Check pri and sec host phone numbers 5. Contact host
D170X	No Carrier after connection to Host.	1. Check modem board 2. Reseat modem board 3. Check phone line 4. Contact host
D1701	No carrier	1. Failed to detect carrier
D1702	No carrier	1. Carrier loss before sending data.
D1703/5	No carrier	1. No carrier after modem reset.
D1704	No carrier	1. No carrier detected.
D1706	No carrier	1. Carrier loss while waiting for host.

COMMUNICATION ERROR CODES   CON'T

ERROR	DESCRIPTION	CORRECTIVE ACTION
D1800	No dial tone	1. Check phone line 2. Check modem board 3. Reseat modem board
D1900	No answer	1. Check modem board 2. Reseat modem board 3. Check primary and secondary phone number. 4. Contact host
D2000	Line busy	1. Check phone line, possibly shared with other equipment or people 2. Check modem board 3. Reseat modem board
D3200	Dial connect time out (60 seconds)	1. Check modem board 2. Reseat modem board 3. Check phone line 4. Contact host
D2100	Response time-out	1. Check modem board 2. Reseat modem board 3. Check phone line
D2200	EOT not received	1. Contact host

RMS ERROR MESSAGES

ERROR	DESCRIPTION	CORRECTIVE ACTION
E0001	RMS port failure	1. Check RMS related settings. 2. Check phone line. 3. Check RMS computer 4. Check modem
E0002	RMS response time-out	1. Check RMS related settings. 2. Check phone line. 3. Check RMS computer 4. Check modem
E0003	RMS modem failure	1. Check RMS related settings. 2. Check phone line. 3. Check RMS computer 4. Check modem
E0004	RMS no dial tone	1. Check RMS related settings. 2. Check phone line. 3. Check RMS computer 4. Check modem
NHB09	Password/Terminal I.D. not matching.	1. Terminal I.D. and/or password does match with RMS computer.

CONFIGURATION ERROR MESSAGES

ERROR	DESCRIPTION	CORRECTIVE ACTION
F0001	Number of bills not set	1. Set the number of bills in the Settlement menu.
F0002	Surcharge Owner not set	1. Set the Surcharge Owner in the Surcharge Mode menu.
F0003	Surcharge Amount not set	1. Set the Surcharge Amount in the Surcharge Mode menu.
F0004	Refresh timer not set	1. Set the Refresh timer in the Advertisement menu.
F0005	Advertisement text is not set	1. Set the Advertisement text in the Advertisement Enable menu.
F0006	Dispense limit setting error	1. Verify the setting with the Host, set the dispense limit
F0007	Note type setting error	1. Verify the setting with the Host, set the Note type
F0008	Fast cash setting error	1. Verify the setting with the Host, set the Fast cash in the Transaction Setup menu.
F0009	Mastwer Key Index invalid	1. Set Master Key Index in the Key Management menu.
F000A	Master key empty	1. Enter master keys in the Key Management menu.
F000B	Host phone # not set	1. Set the Host Phone number in the Host Setup menu.
F000C	Error retry timer not set	1. Set retry timer.
F000D	RMS password not set	1. Set RMS password in the Host Setup menu under Remote Monitor.

CONFIGURATION ERROR MESSAGES   CON"T

ERROR	**DESCRIPTION**	**CORRECTIVE ACTION**
F000E	RMS phone # not set	1. Set RMS phone number in the Host Setup menu under Remote Monitor.
F000F	Terminal number not set	1. Set terminal number in the Host Setup menu.
F0010	Routing I.D. not set	1. Set the routing I.D. in the Host Setup menu.
F0011	Master Key serial # not set	1. Set the Master Key serial number in the Key Management menu.
F0012	Non-cash type text not set	1. Set the Non-cash type.
F0014	NVRAM failure	1. Check battery and battery connection.
		2. Check main board
		3. Perform an NVRAM clear.

MCU (CARD READER) ERROR MESSAGES

ERROR	DESCRIPTION	CORRECTIVE ACTION
IDN0X	MCR connection failure	1. Check cable connections at MCR and main board.
		2. Check communication LED at MCU
		3. Check for 12vdc at card reader connection.