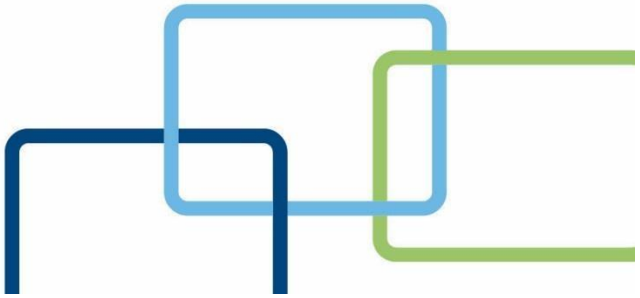
Global Payments
LSX4100
User Manual

March *2021*



Global Payments Inc.

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Atlanta, GA 30328-3447

Table of Contents

Overview

The LSX4100 is a full service stand-alone ATM, which allows gaming patrons to access cash through a selfservice kiosk, featuring:

- ATM
- Credit Card Cash Advance
- POS Debit Cash Advance
- Bill Breaking
- Ticket-in, ticket-out (TITO)

System Features

System Vault with Two Compartments

- Bottom Safe
- Top Cabinet

Cash Dispensing Unit

- Four Cassettes
- Cash Presenter Shutter
- 3,000-Note Capacity Each Cassette
- Lockable Reject Bin
- Cassette Locker Installed
- CDU Shutter and Slide Base with Rails

Receipt Printer

- Thermal Line Printer
- 66 mm Inch-wide Paper
- Printer Slide Base with Rails

Card Reader

- Magnetic Stripe Reader Writer (MS-RW) Dual Scan Card Reader
- TIT Mounting Bracket and Slide Base with Rails

Encrypting PIN Pad (EPP)

- PCI v3.x-Certified
- Mounting Bracket

PC Unit

- Windows 7 Professional
- 8 COM Ports
- Dual LANs
- 6 USB Ports
- HDMI/VGA
- Power Supply
- PCI-to-Serial Card
- Pentium Quad-Core i5 CPU
- 4GB Memory
- PC Locker

LCD Panel and Touchscreen

- 21.5 Inch Wide
- Vertical Installation

Bill Acceptor with Cash Box

- One JCM iVIZION Bill Acceptor
- 3,000-Note Capacity Cashbox
- Bill Locker Installed
- Bill Acceptor Slide Base with Rails

Coin Hoppers and Coin Retrieval Tray

- Coin Control Board

- Three Universal Coin Hoppers (1 Cent, 5 Cent, 25 Cent)
- Coin Hopper Extension
- Coin Purge Bag Holder and Drop Path
- Coin Retrieval Tray
- Coin Slide Base with Rails

Power Supply with Backup

- Main Power Supply PSU2100
- UPS APC 350, 110V Input-Output
- UPS Mounting Bracket

Lighted Guidance System

- Edge Light at Four Corners of Top Cabinet and Safe
  - Top Cabinet Edge, Left
  - Top Cabinet Edge, Right
  - Safe Edge, Left
  - Safe Edge, Right
- Five Flicker Indicator Lights
  - MS-RW Card Reader
  - Receipt Printer
  - EPP
  - Bill Acceptor
  - Cash Dispenser
- Three Guidance Lights
- Coin Tray
- Cash Tray
- Bill Entrance

Switches

- PC Reset Switch
- Coin Purge Switch
- Bill Locker Switch
- CDU Locker Switch
- Safe Door Switch
- Top Cabinet Door Switch

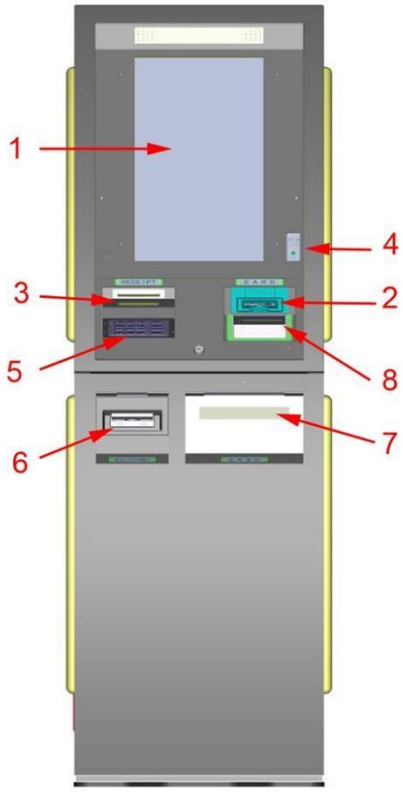
Other Hardware Features

- ADA Earphone Jack
- HD Camera (Optional)
- Two Speakers (Left and Right)

User Interfaces

Following are the LSX4100 user interfaces:

1. LCD Panel And Touch Screen
2. Card Reader
3. Receipt
4. ADA Earphone Jack
5. EPP Keypad
6. Bill Acceptor Bill Entrance
7. Cash Presenter Shutter
8. Coin Retrieval Tray



LSX4100 Installation Requirements

Overall Kiosk Dimensions

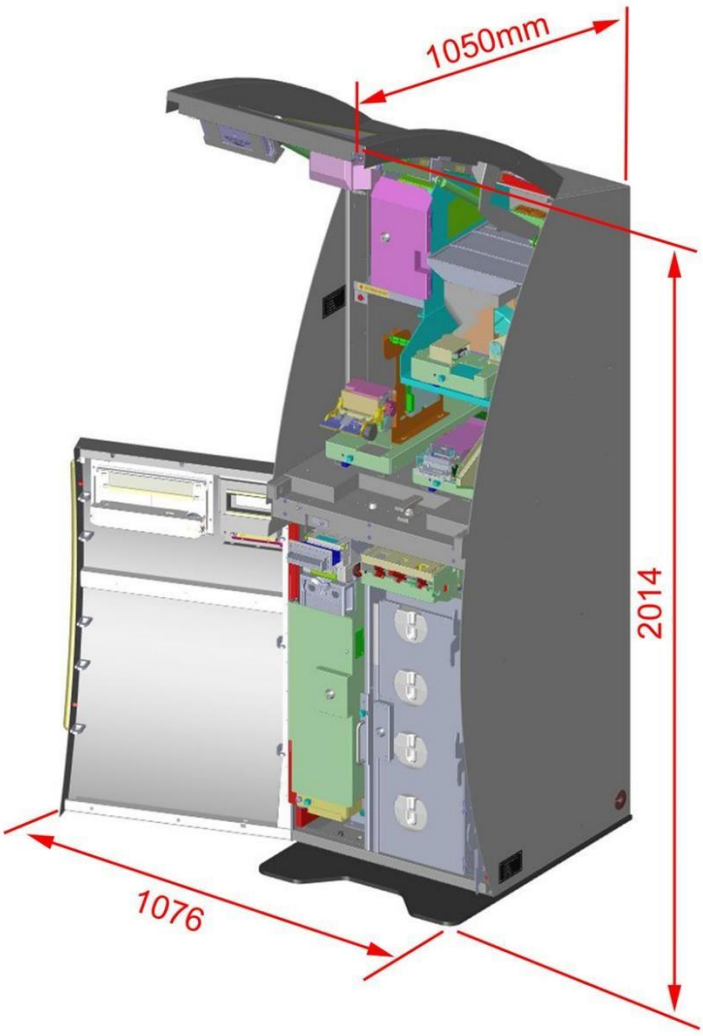
Overall kiosk dimensions are as follows:

- Height: 1651mm (65 inch)
- Width: 562mm (22.1 inch)
- Depth: 708mm (27.9 inch)

Kiosk Dimensions for Door Operation

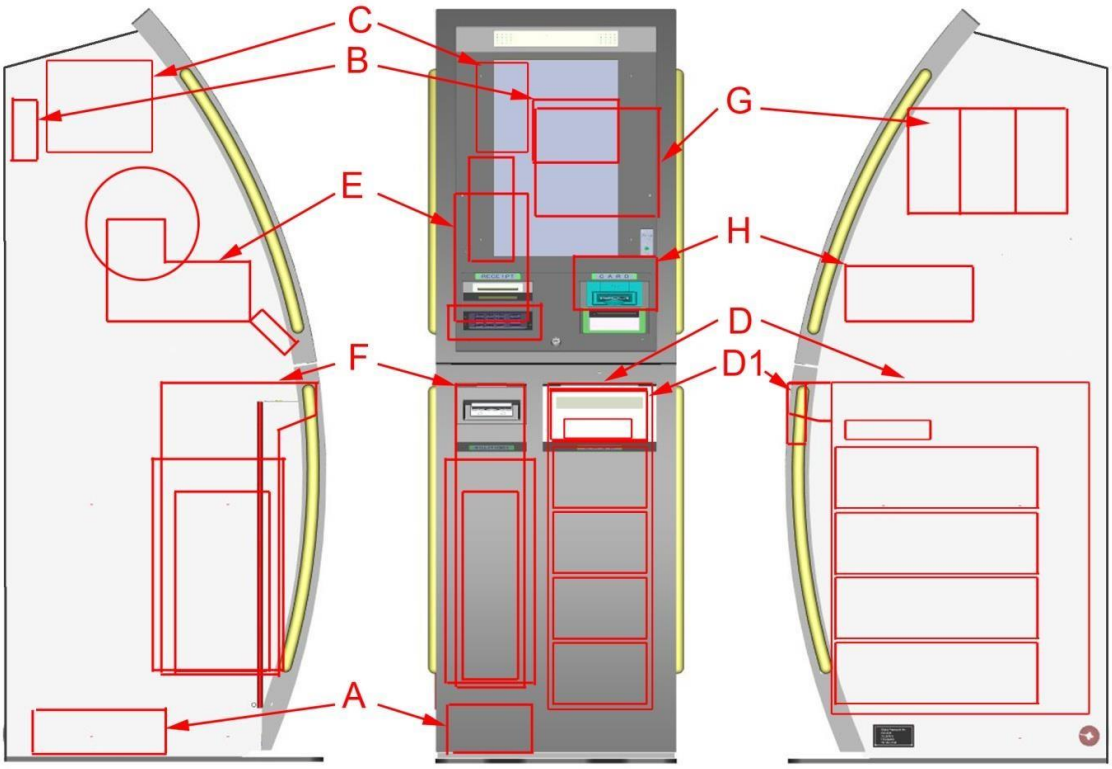
The system dimensions for door operation are as follows:

- Height: 2014mm (79.3 inch)
- Width: 1076mm (42.4 inch)
- Depth: 1050mm (41.3 inch)



Power Connections

Following are illustrations of the connections for the wall outlet, the main power supply, and the PC power supply:



110V AC Line (Wall Ooutlet)

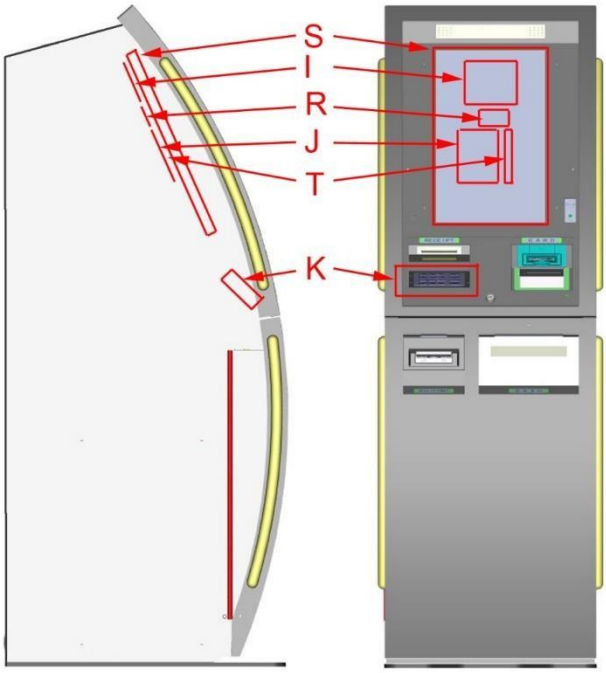
- A: UPS
- B: Main Power Supply
- C: PC Unit

Main DC Line (Main Power Supply)

- D: Cash Dispensing Unit (CDU) ○ D1: Shutter
  - ○ F: Bill Acceptor ○ H: MS-RW Card Reader ○ G: Coin Hopper Control Board
    - Coin Hoppers (1c, 5c, 25c)
- E: Receipt Printer
- I: SIC Board

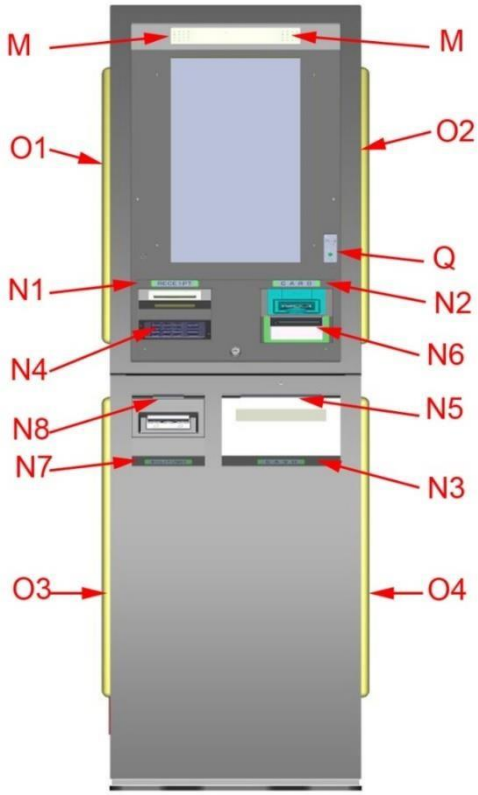
Sub DC Line (PC Unit's Power Supply)

- J: VGA Board ○ R: Inverter
  - S: LCD Panel ○ T:OSD Board



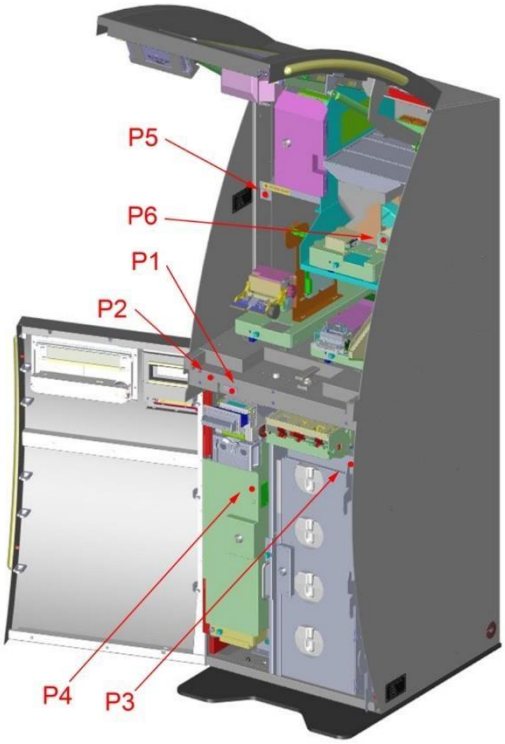
Sub DC Line (SIC Board)

- K: EPP
- M: Speakers (L & R)
- N: Flickers ○ N1-Receipt Printer ○ N2-Card Reader ○ N3-CDU ○ N4-EPP ○ N5-Cash Tray ○ N6-Coin Tray ○ N7-Bill ○ N8-Bill Entrance
- O: Edge lights ○ O1-Top Left ○ O2-Top Right ○ O3-Safe Left ○ O4-Safe Right
- P: Switches ○ P1-CDU Safe Door ○ P2-Top Cabinet ○ P3-CDU Locker ○ P4-Bill Locker ○ P5-System Reset ○ P6-Coin Purge
- Q: ADA Earphone Jack

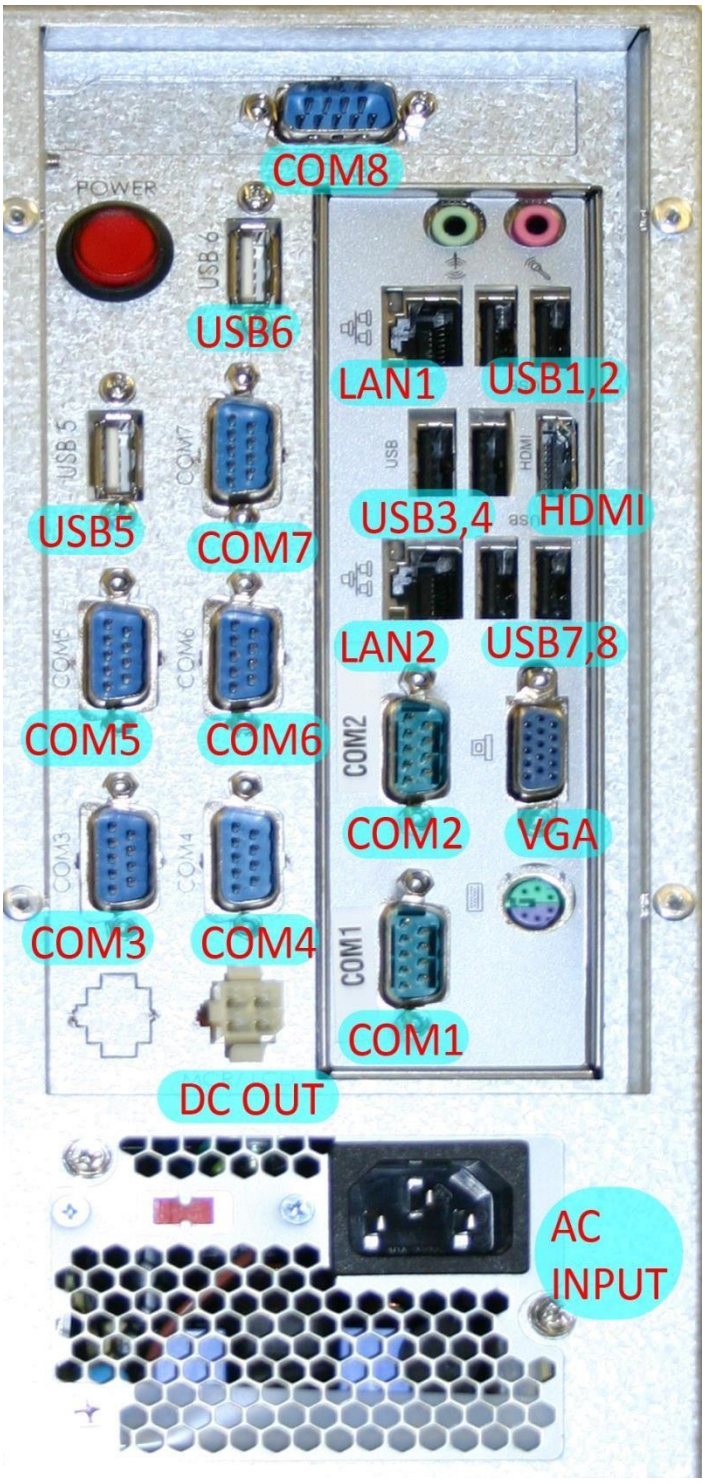


COM/USB Ports

Following is an illustration of the various PC ports to connect during installation along with a description of their use:



Port	Device
COM1	MCR, TIT MS-RW Dual Scan
COM2	EPP (PCI V3.X) Secure Password Part #1: **123456** Part #2: **789012**
COM3	Bill Acceptor JCM iVIZION (3000 notes)
COM4	CPCDU-S (4HIGH)
COM5	Coin hoppers #3-1c rear #4-5c middle #5-25c front
COM6	FLICKER LIGHTS #1 Receipt Printer #2 MCR #3 Cash Dispenser #4 EPP #6 Cash Light #7 Coin Tray #8 Bill Acceptor #11 Bill Light EDGE LIGHT #1 Top left #2 Safe left #3 Top right #4 Safe right SWITCH #1 CDU safe #2 Top #5 CDU locker #6 Bill locker #7 System Reset #8 Coin Purge
COM7	RECEIPT PRINTER (66mm)
COM8	Not in use
USB1	Camera
USB2	UPS
USB3	TIT MS-RW, dual scan
USB4	Not in use
USB5	TOUCHSCREEN
USB6	Not in use



Power Supply

The LSX4100 uses a standard wall outlet. However, the Kiosk should be attached to a power line that does not have a scheduled shutdown time for maintenance or other purposes. The kiosk devices are connected to a main power supply and to the PC unit for its DC power.

Physical Security

Gaming Laboratories International, LLC (GLI) provides independent certifications to suppliers of equipment to the gaming industry. GLI provides technical standards that cover criteria which impact the credibility and integrity of the kiosk, from both revenue collection and security perspectives. Standards include kiosk hardware and software requirements. For information on GLI standards, reference: https://www.gaminglabs.com/pdfs/GLI-20_v1.5_Standard.pdf

The ATM Industry Association (ATMIA) published Best Practices for ATM Physical Security Version 3 for ATMIA members. For a full reading of Best Practices for ATM Physical Security details and security guidelines, please contact the ATMIA office, or visit their website at:

www.atmia.com

Note: GLI standards supersede ATMIA standards for the gaming industry.

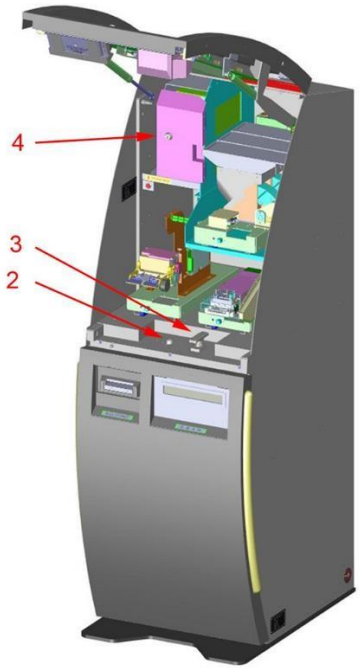
Access to Kiosk Components

To access the internal kiosk area, open the top cabinet lock first:

1. Top cabinet lock:

To access the devices inside the safe and PC unit, unlock the following doors:

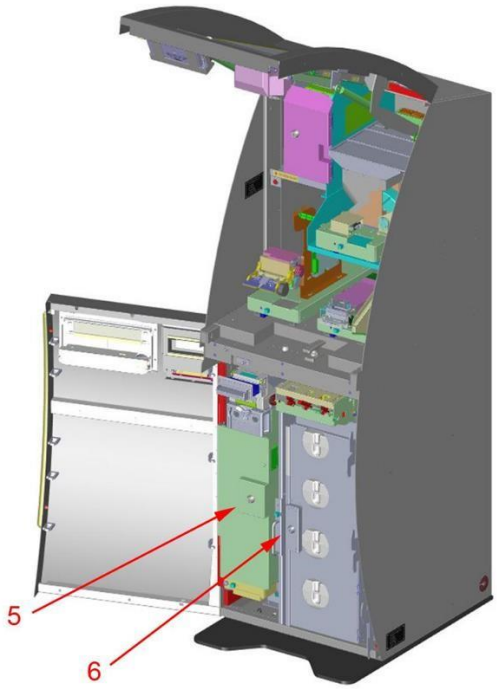
2. Safe door lock
3. T-handle to the safe door
4. PC unit lock



To access the cash box of the bill acceptor and the cash cassette of the cash dispenser, unlock the following doors:

5. Bill acceptor lock

6. Cash dispenser lock



Operating the LSX4100

This section includes helpful information for operating the LSX4100:

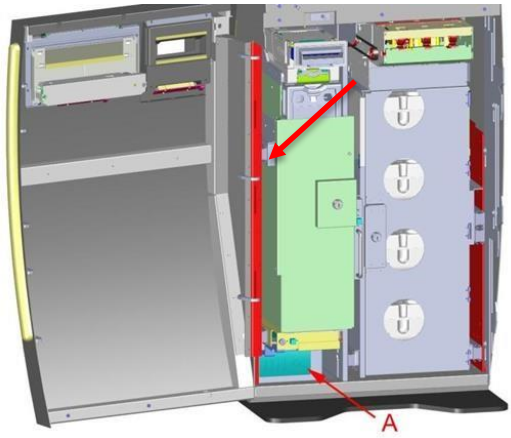
- Switching on System Power
- Loading Receipt Paper
- Loading Cash into the Cassette Removing Cash from the Bill Acceptor Cashbox

Switching on System Power

1. Connect the AC power cord from the system (UPS) to the wall outlet.

2. Turn on the UPS (Switch **A**).

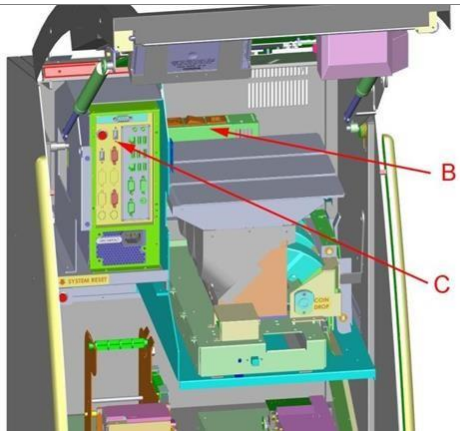
The LED light on the front panel stays in solid green when successfully powered on.



3. Turn on the main power (Switch **B**).

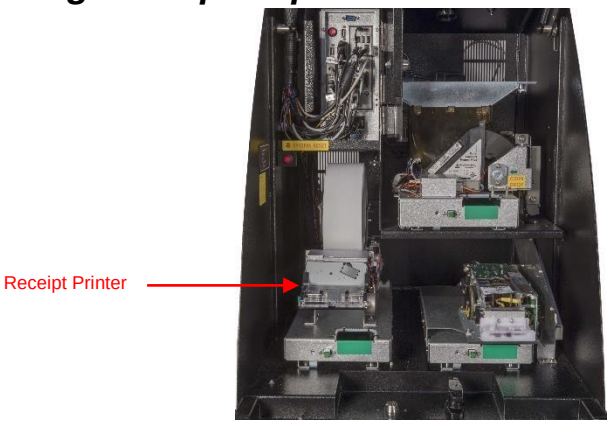
The LED light is solid red when switched on.

4. Turn on the PC Unit (Switch **C**).



The system automatically powers on all other devices.

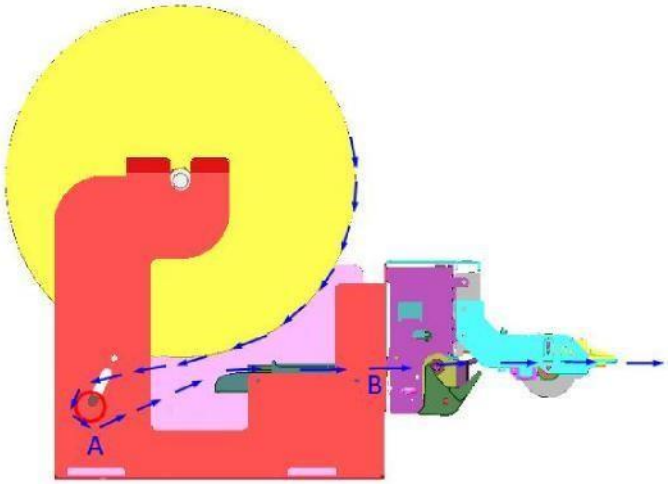
Loading Receipt Paper



Follow these instructions to load paper into the receipt printer:

1. Check the paper roll to ensure you have the appropriate type of paper. The roll should be 66mm in width and coated side out (CSO).

2. Position the paper roll with a spindle on top.
3. Pull the loose end of the paper to the rear in clockwise direction.
4. The paper goes over a non-flexible shaft.
5. Turn the paper around the flexible shaft “A” and move it forward.
6. Insert the tip of the paper into the printer head and cutter module “B.”
7. The printer will feed the paper and discharge after cutting.



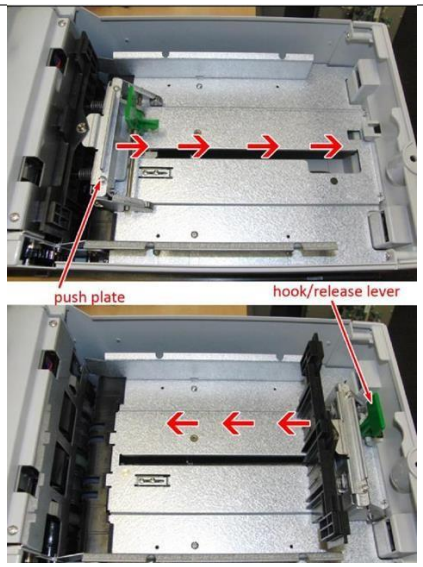
Loading Receipt Paper into the LSX4100

Loading Cash into the Cassette

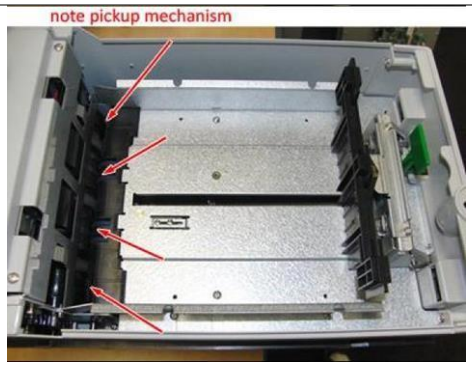
Follow these steps to load cash into the cassette:

1. Remove the cassette from the HCDU:
   - Hold the handle and lift the front end so that it is released from its dropped position.
   - Pull straight and support the cassette body with the other and before it comes out of the HCDU.

2. Pull the push plate all the way back to the case in which it can be locked to its open position. The push plate moves forward by its own force from spring action when it is released after cash loading.



3. Inspect the note pickup mechanism for foreign objects before loading cash.



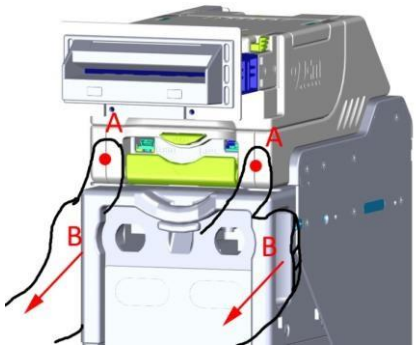
4. Load cash into the cassette. Please refer to the warning label inside the cassette lid when loading cash for additional information.

5. Insert cassette into the HCDU by pushing it all the way in until it slides and drops.

Removing the Bill Acceptor Cashbox

Follow these steps to remove the cashbox from its case:

1. Support both thumbs over the head (Position **A**).
2. Pull straight back with the rest of your fingers (Position **B**).

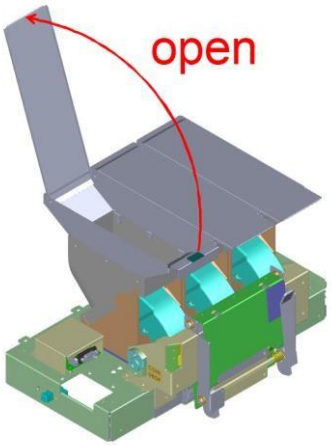


3. Pull the rest of the cashbox out by the handle.

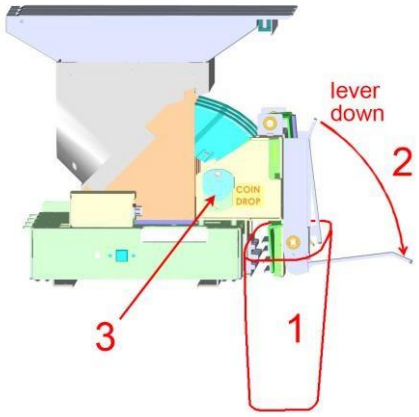
Emptying the Coin Hoppers

Follow these steps to empty the hopper:

1. Open the lid of the hopper.



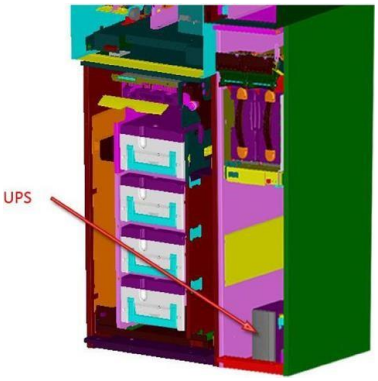
2. Put a coin bag between the slide base and clamp tool.
3. Pull the level of the clamp tool down to hold the bag in a hanging position.
4. Press the Coin Purge button to remove the coins from all the hoppers.



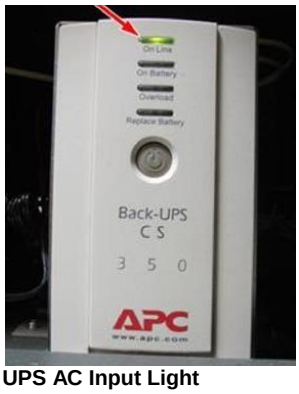
Indicators in Normal Operation

This section provides information about the indicators associated with each piece of hardware and what you can expect to see under normal operating conditions.

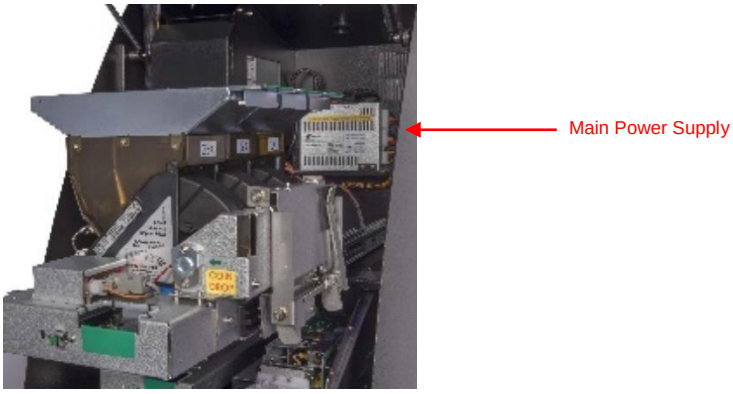
Uninterruptible Power Supply (UPS)

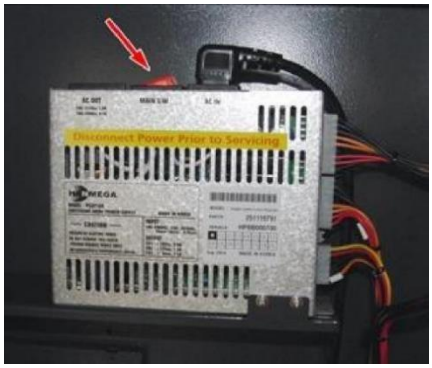


UPS Settings and Indicators	Description

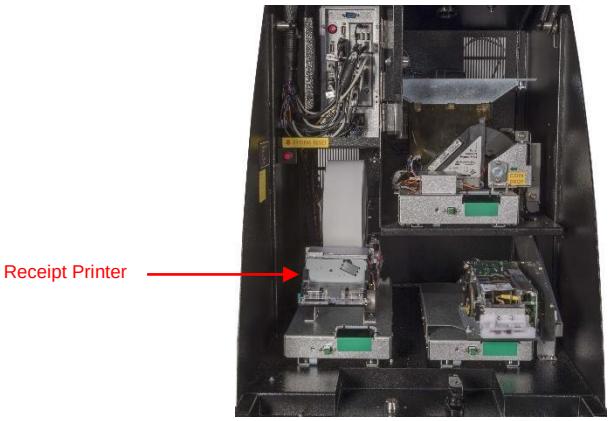
Power, AC Input	The online light on the front face of the UPS is always in solid green when AC power is powering the battery backup outlets.	 **UPS AC Input Light**

Main Power Supply

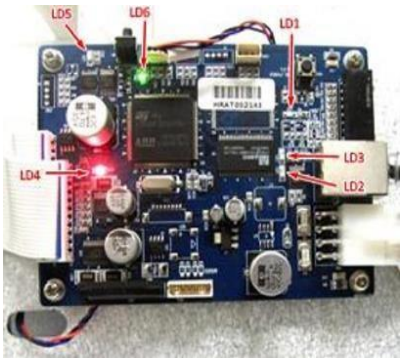


Main Power Supply Settings and Indicators	Description	
Power, AC Input	The On/Off switch light at the top side always in solid red	 **Main Power, AC Input Light**

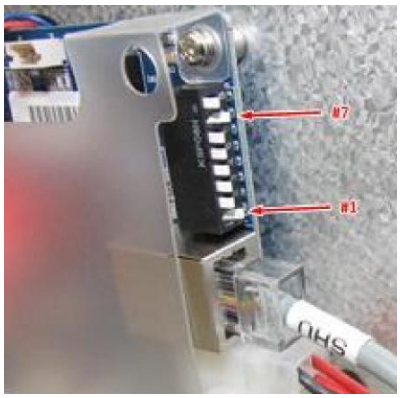
Receipt Printer



Receipt Printer Settings and Indicators	Description
Power, DC Input	LED LD4 on control board always in solid red LED LD6 always in solid green
Control Board CPU	LED LD1 on control board always blinking green
Communication	LEDs LD2 and LD3 on control board: no light at idle state, but blinking in green during communication
Thermal Printing	LED LD6 on control board: no light at idle state, but solid green during printing
DIP Switches	Set to baud rate of 115200 (8 switches) ▯ #1 and #7 to ON or Down ▯ Others to OFF or Up

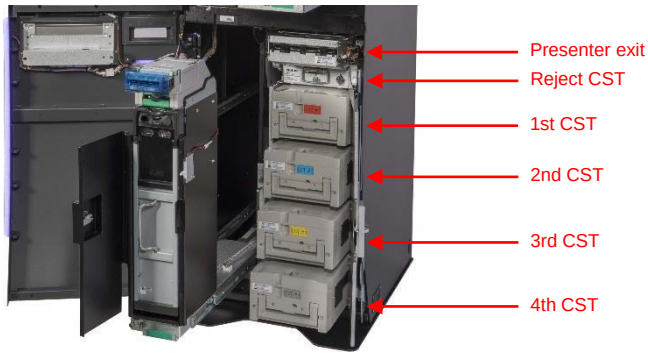


Printer Control Board and its LEDs



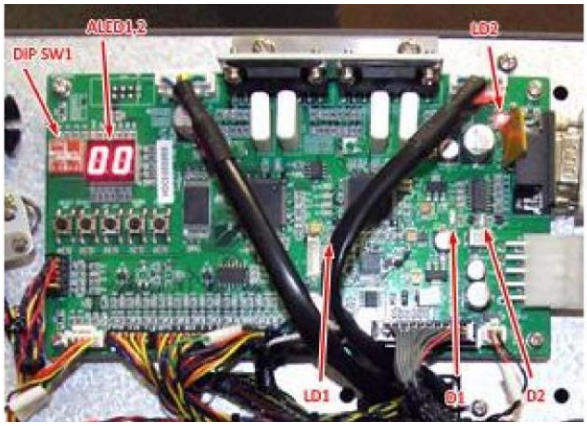
Printer Control Board and its DIP Switches

Cash Dispensing Unit (HCDU)

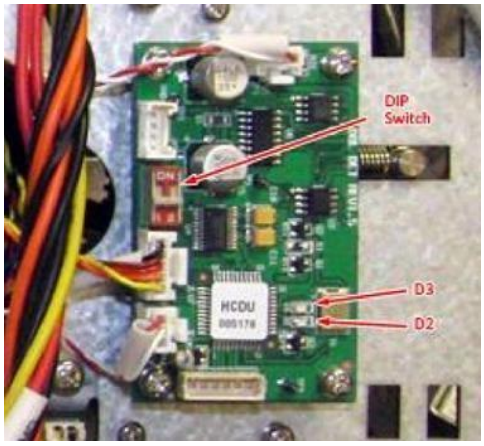


(4- Cassette Model)

HCDU Settings and Indicators	Description
Power, DC Input	LED LD2 on main control board always in solid red
HCDU Control Board CPU	LED LD1 on main control board always blinking in red
Communication	LEDs D1 and D2 on main control board: no light at idle state, but blinking in green during communication
Two-digit Number Segment	LEDs ALED1 and ALED2 on main control board displaying two zeros (00)
HCDU Control Board DIP Switches	Set to online mode (4 switches) on main control board: ▯ #1 to ON or Down ▯ Others to OFF or Up
Double Detection CPU	LED D2 on double board always blinking in green
Double Detection Double Note	LED D3 no light during idle state or for single note; solid green for two or more notes (called double note)
Double Detection DIP Switches	Double board switch position: Both #1 and #2 to OFF or Down

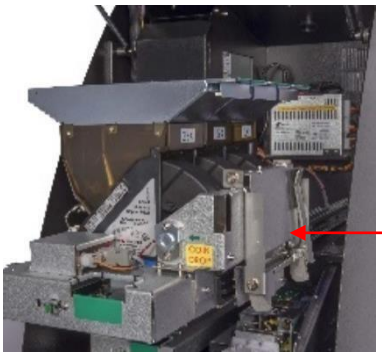


HCDU Control Board and its LEDs and DIP Switches



Double Board LEDs and DIP Switches

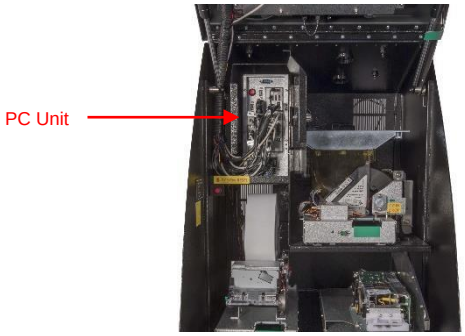
Coin Hoppers



Coin Hopper Settings and Indicators	Description
Power, DC Input	LED LD1 on coin control board always in solid green

Coin Hopper LED

PC Unit

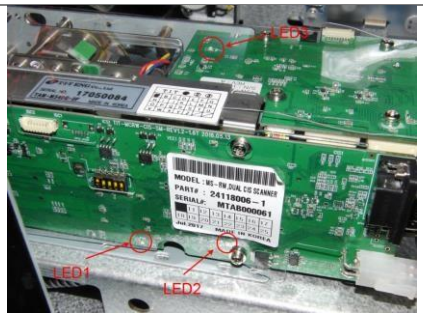


PC Settings and Indicators	Description
Power, AC Input	ON/OFF switch on rear side in solid red when switched ON; no light when switched OFF

PC Unit On/Off Switch

MS-RW Card Reader

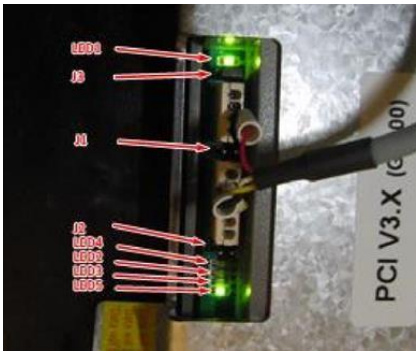
MS-RW Card Reader Settings and Indicators	Description
Power, DC Input	LED LED1 and LED 2 always in solid orange
CPU	LED LED3 always blinking in green



MS-RW Card Reader

Encrypting PIN Pad (EPP)

EPP Settings and Indicators	Description
Power, DC Input	LED LED1 on control board always in solid green
Control Board CPU/Firmware	LED LED5 on control board always blinking in green
Key Press Action	LED LED2 on control board: no light at idle state, but blinking in red when key is pressed
Jumper J1 Firmware Download	Two pins not shorted
Jumper J2 NVRAM Clear	Two pins not shorted
Order of LEDs and Jumpers	LED1-J3-J1-J2-LED4-LED2-LED3-LED5

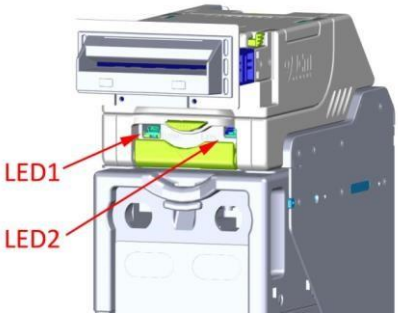


EPP LEDs and Jumpers

JCM iVIZION Bill Acceptor

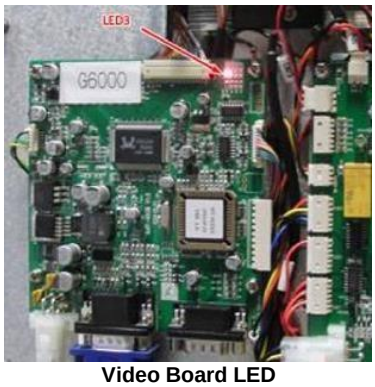
(3000 Note Cashbox)

JCM iVIZION Bill Acceptor Settings and Indicators	Description
Power LED	LED LED1 always in solid green
Status LED	No light at idle state; four colors: red, yellow, green, & blue LED LED2 blinking in blue while initializing LED LED2 blinking in red when cashbox is removed
Bezel LED	Optional



ADA Selection Jumper	Selection jumper J2 on SIC board shorted to ADA or two pins at left side	

SIC Board LEDs

Power, DC Input to Video Board	LED LED3 on video board always in solid red	

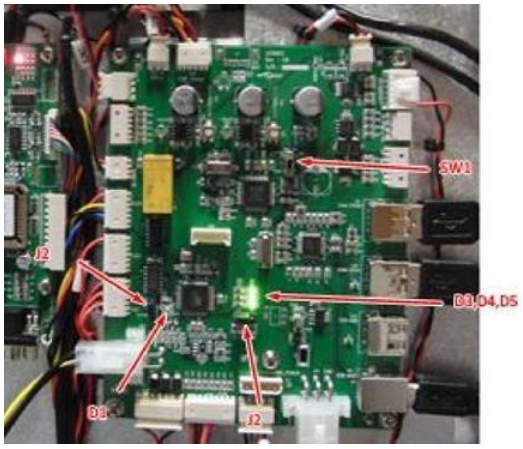
Video Board LED

Power, DC Input to LCD	LED D1 on OSD board always in solid green	

OSD Board LED

LCD and Touchscreen

LCD Settings and Indicators	Description
Power, DC Input to SIC Board	LEDs D3, D4 and D5 on SIC board always in solid green
SIC Board CPU	LED D1 on SIC board always blinking in green
Communication Selection Switch	Selection switch SW1 on SIC board to RS232 or moved to UP position
VCC Selection Jumper	Selection jumper J1 on SIC board shorted to 5V or two pins at top side



Flicker and Signage Lights

Each device has a flicker light source. Flicker lights flash or blink at a specific point during a transaction to guide patrons to the correct location or insertion point on the kiosk when:

- Inserting a card
- Retrieving/taking cash
- Inserting a bill

Settings and Indicators	Description
TIT Card Reader	No light at idle state; blinking in RGB color while accepting card
ID Card Reader	No light at idle state; blinking in RGB color while accepting card
Receipt Printer	No light at idle state; blinking in RGB color while presenting receipt
EPP	No light at idle state; in solid RGB color while accepting key action
Cash Dispenser	No light at idle state; blinking in RGB color while presenting cash
Bill acceptor	No light at idle state: solid in RGB color while accepting bill/ticket
Cash Tray	No light at idle state: solid in RGB color while presenting cash
Coin Tray	No light at idle state: solid in RGB color while presenting coins
Bill entrance	No light at idle state: solid in RGB color while accepting bill/ticket
Top left edge	No light at idle state: solid/blinking in RGB color while turned on
Top right edge	No light at idle state: solid/blinking in RGB color while turned on
Safe left edge	No light at idle state: solid/blinking in RGB color while turned on
Safe right edge	No light at idle state: solid/blinking in RGB color while turned on

The lighting trim package allows flicker and trim lights to change colors. The manufacturer's software configuration provides 256 customizable color combinations. The default settings are:

- Blue when the kiosk is at a ready/idle state
- Green when an active transaction is taking place
- Yellow when the kiosk service screen is active
- Red when the kiosk is offline

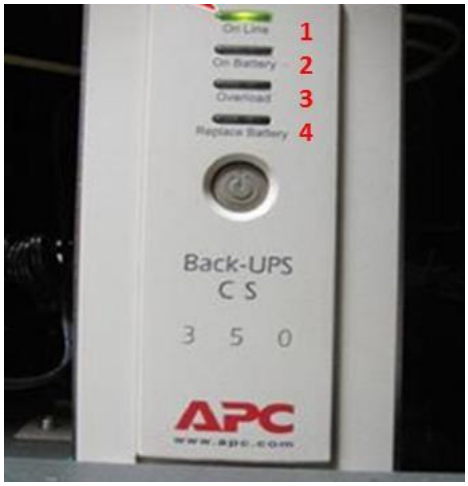
Troubleshooting the LSX4100

When diagnosing LSX4100 issues, refer to the error codes, problem descriptions and diagnostics in this section. If you are still unable to resolve the problem, contact CAMS support at 1-800-500-1973.

System Power

System Power Problem	Diagnostics
Failure to switch on when its power button is pressed	1. Check the UPS to confirm that the LED light is solid green. 2. Check the main power supply to ensure the power switch is on. 3. Check the power cords from the wall to the main power supply to ensure the cable connector is securely plugged in. 4. Check the AC cord connection to its power source.
Failure to get power from UPS to devices	1. Check the AC output cord on the rear of the UPS for a loose connection. 2. Check the power switch on the main power supply is On.
System power switches instantly OFF as soon as AC cord of UPS is removed from its AC power source	1. Check the power cord of the main power supply is plugged into battery backup. 2. Check the internal battery is connected.

UPS



There are four indicator lights on the face of the UPS:

1 – On Line (green light): The main power supply is charging the battery. The green On Line light indicates normal operation.

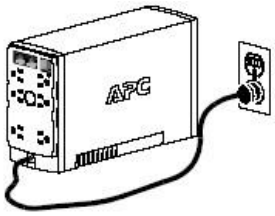
2 – On Battery (yellow light): The battery is powering the kiosk. The yellow On Battery light appears during a power outage or if the kiosk is not receiving power from its main power supply.

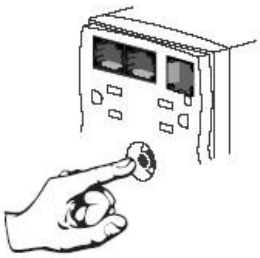
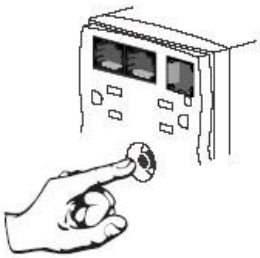
3 – Overload (red light): The kiosk demands more power than the UPS has available.

4 – Replace Battery (red light): The battery is near the end of its life and needs to be replaced, or the battery is not connected.

Use the following diagnostics table to help troubleshoot issues with the UPS Backup Unit:

UPS Problem	**Diagnostics**
Failure to get power from UPS to devices	1. Check the AC output cord at the rear of the UPS for loose connection. 2. Check the power switch on the main power supply: Switch should be depressed at the left side when it is switched ON.
System power switches instantly OFF as soon as the AC cord of the UPS is removed from its AC power source.	1. Check to make sure the power cord of the main power source is plugged into the battery backup (on the right side when viewing from the front). 2. Check the internal battery's connection: • Access the internal battery from the rear bottom of the UPS. • Open the cover. • Check the connection of the battery terminal.
The On Battery light (light #2 – UPS Figure B) on the front of the UPS is yellow. The UPS sounds four beeps every 30 seconds.	The UPS is running on battery and powering equipment connected to the battery backup outlets. Consider saving work in progress in the event the unit shuts down.
UPS sounds a continuous beeping.	The UPS battery has reached a low battery condition, and battery run-time is very low. 1. Promptly save work in progress and exit all open applications. 2. Shutdown the OS, computer and UPS.
The Overload light (light #3 – UPS Figure B) on the front of the UPS is red.	The power demand has exceeded the capacity of the UPS.
UPS sounds a continuous tone.	Battery backup outlets are overloaded.

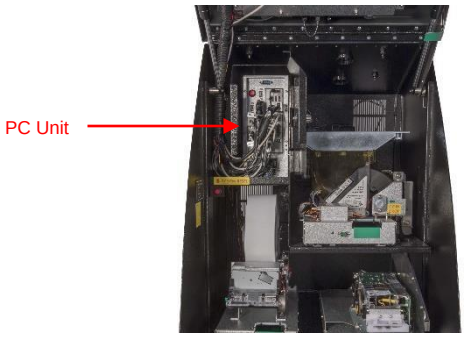
Circuit breaker button located on the rear panel of the UPS extends out.	An overload forced the UPS to disconnect from the AC power. 1. Disconnect non-essential equipment. 2. Reset the circuit breaker by pressing the circuit breaker button back in place.
The Replace Battery light (light #4 – UPS Figure B) is red. The battery chirps for one minute every five hours.	Battery has failed its automated diagnostic test. The battery is near the end of its useful life, or the battery is not connected. A battery near the end of its useful life has insufficient run time. Replace the battery.
UPS will not switch on – UPS connected to the wall outlet.	Check the UPS power plug is securely not connected to an AC power source. 

UPS Problem	**Diagnostics**
UPS will not switch on – UPS circuit breaker has been tripped.	1. Disconnect non-essential equipment from the UPS. 2. Reset the circuit breaker (located on the rear panel) by pushing the circuit breaker button fully inward until it catches. • If the circuit breaker resets, switch the UPS on and reconnect the equipment one-at-a-time. • If the circuit breaker trips again, it is likely that one of the connected devices is causing the overload. 
UPS will not switch on – Very low or no AC voltage.	Check the wall outlet that supplies power to the UPS using a table lamp. If the lamp bulb is very dim, have an electrician check the AC voltage.
UPS does not provide power during an outage – Internal battery not connected.	Check the battery connection for the UPS.
UPS does not provide power during an outage – Device plugged into a Surge Only outlet.	Move device power cord plug to the battery backup outlets.
UPS is operating on battery instead of existing AC voltage – UPS circuit breaker has been tripped.	1. Disconnect non-essential equipment from the UPS. 2. Reset the circuit breaker (located on the rear panel) by pushing the circuit breaker button fully inward until it catches. 

UPS is operating on battery instead of existing AC voltage – Connected wall outlet is not supplying AC power.	1. Connect the UPS to another wall outlet 2. If you are still encountering issues, have an electrician check the building's wiring.
UPS does not provide expected backup time – UPS is excessively loaded.	Disconnect non-essential equipment from the Battery Backup outlets and plug them into the Surge Only outlets. **Note:** Devices that have motors or dimmers should not be connected to Battery Backup outlets.
UPS does not provide expected backup time – UPS battery is weak due to recent outage and has not recharged.	Charge the battery by connecting it to a wall outlet. Battery may take up to 8 hours to fully charge.
UPS does not provide expected backup time – Battery requires replacement.	Replace the battery. Batteries last 3-6 years.
Red indicator light lit – Battery not connected properly.	Check the battery connection for the UPS.
Red indicator light lit – Battery Backup outlets is drawing more power than the UPS can provide.	Disconnect non-essential equipment from the Battery Backup outlets and plug them into the Surge Only outlets.
Red indicator light lit – Battery requires replacement.	Replace the battery within 2 weeks.

UPS Problem	**Diagnostics**
Red indicators are flashing – UPS failing.	Contact CAMS support at 1-800-500-1973.
Replace Battery indicator lit and an alarm sounds – Battery not connected.	Check the battery connection for the UPS.

PC Unit

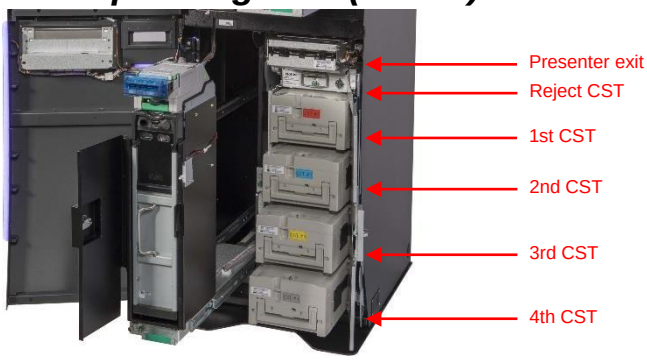


PC Problem	**Diagnostics**
Failure to boot	1. Press the power switch on the rear of the PC. 2. Check the AC cable at rear of PC for a loose connection. 3. Check the AC cable at the main power supply for a loose connection.
Failure to start Windows	Please call our 24/7 CAMS support desk (800-500-1973).

LCD and Touchscreen

LCD Problem	Diagnostics
Blank screen	1. Check the PC unit is working properly. 2. Check the video cable connections at rear of the PC and SIC board. 3. Check the power LED of the OSD board for a green light: Press the power button when LED is OFF.
Touch not responding	1. Check the USB cable at the SIC board for a loose connection. 2. Reseat the USB cable to touch at the SIC board. 3. Reseat the USB cable to the PC at the SIC board.

Cash Dispensing Unit (HCDU)



Use the following diagnostics table to help troubleshoot issues with the cash dispensing unit:

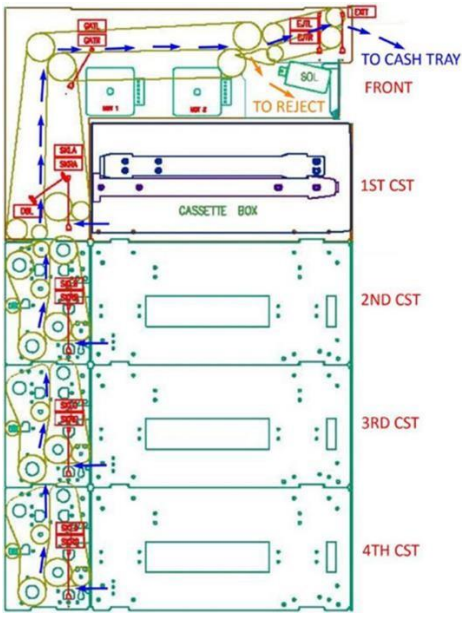
CDU Problem	Diagnostics
Failure to open COM port (COM4)	1. Check to ensure you have the correct CDU license key. 2. Check the PC unit to ensure the correct CDU license key is loaded. 3. Check the power LED of the CDU control board for lights ON. 4. Check the data cable from PC rear COM4 to the CDU control board for any loose connection. 5. Check the DIP switches on the CDU control board for normal operation mode of switch #1 at UP and rest of the switches at DOWN.
Failure to get cash from cassettes	1. Check to ensure the cassette is fully inserted into CDU docking position. 2. Inspect the inside of the cassette for jams.

	3. Load the cassette with cash when it is empty.
Note jam	1. Inspect the note path from the cassette to the CDU front exit to cash tray for a note jammed inside. 2. Inspect inside of cassette for jam. 3. Turn the knob of belts to manually move the note to reject CST or to CDU exit to cash tray.

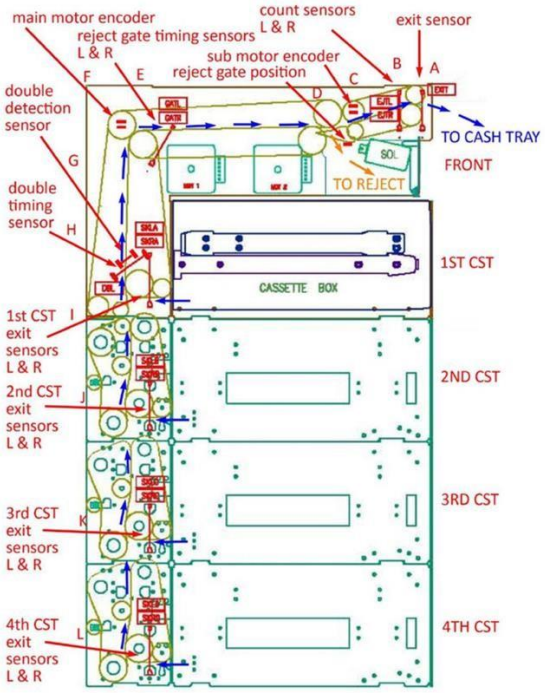
Cash Dispensing Unit Note

Path The CDU note path is as follows:

- Notes are picked up from the rear bottom of each cassette.
- Notes are transported upward all the way to the rear corner of the HCDU.
- Notes are transported forward to the reject gate: ○ Normal path to cash tray (in blue arrow), or ○ Reject into reject bin (in yellow arrow)



Note Dispensing Unit Sensors



CDU Error Codes and Diagnostics

Error Code	CDU Error Code Description and Diagnostics
C0000	Normal
C0010	Note not detected at Stacker (C) before presenting action
C0012	Reject gate timing sensor (E) blocked 1. Check the sensor RIGHT/LEFT for blockage. 2. Check to ensure the sensor is working properly. 3. Check cable from the sensor to MAIN B/D for damage or loose connector. 4. Measure sensor voltage: • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace GATE sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C0014	Stacker base (O) not at home position when closing (Stacker close failure)
C0015	Stacker base (O) not at stack-ready position (Stacker base stack-ready failure)
C0016	Notes detected at Stacker (C) after presenting action. (Note jam at Stacker while presenting)
C0018	Notes detected at Presenter exit (A) after presenting action
C0019	Notes not detected at presenter exit (A) after presenting action. (Exit sensor failure)
C0020	Time out during withdrawal monitoring (Withdrawal time out)
C0021	Double detection timing sensor (H) blocked 1. Check the sensor for blockage. 2. Check to ensure the sensor is working properly. 3. Check the cable from sensor to MAIN B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace DBL sensor when the voltage is not in the normal range. 6. Replace Main B/D.

C0022	1st CST exit sensor (I) blocked 1. Check the sensors RIGHT/LEFT for blockage and check belt for interference. 2. Check to ensure the sensor is working properly. 3. Check cable from Inlet sensor to MAIN B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C0024	Presenter module cover (P) open (Presenter is not at normal position)
C0025	Notes not detected at Presenter exit (A) before retracting action or initializing (No notes at Presenter exit before retracting)
C0026	Notes detect at Presenter exit (A) after retracting action. (Note jam at presenter exit while retracting)
C0028	CDU presenter exit sensor (A) to cash tray blocked at dispensing 1. Check the sensor for blockage. 2. Check to ensure the sensor is working properly. 3. Check cable from Outlet sensor to MAIN B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Outlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.

Error Code	**CDU Error Code Description and Diagnostics**
C0029	Notes detected at stacker path sensors (B, C) after retracting action or initializing. (Note jam at Stacker while retracting)
C0030	Main motor (F) failure to run 1. Check the belt for proper engagement. 2. Check cable for damage or loose connector. 3. Check encoder for blockage. 4. Check encoder slit for damage. 5. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty <YELLOW CABLE> • Normal range of 2~5 V when blocked <YELLOW CABLE> 6. Replace encoder when the voltage is not in the normal range. 7. Replace Main B/D.
C0032	2nd CST exit sensor (J) blocked 1. Check the sensors RIGHT/LEFT for blockage and check belt for interference. 2. Check to ensure sensor is working properly. 3. Check cable from Inlet sensor to MAIN B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C0034	Notes detected at stacker (C) after retracting action. (Note jam at Stacker while retracting)
C0035	Notes detected at reject gate (D) after retracting action. (Jamming at Reject gate during retracting)

C0036	CDU presenter exit sensor (A) to cash tray blocked at initializing 1. Check the sensor for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from Outlet sensor to MAIN B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Outlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C0037	Double detection sensor (G) failure to run 1. Check double detection B/D LED for ON/OFF flickering <normal when LED 1 is ON>. 2. When LED 2 is OFF, check cable from MAIN B/D to ULTRASONIC B/D for damage or loose connector. 3. When LED 2 is ON, check the sensor for blockage. 4. Replace double detection B/D. 5. Replace Main B/D.
C0039	Reject gate (D) failure to run 1. Check solenoid for interference. 2. Check gate for damage or interference. 3. Check sensor for blockage and check swinging lever for damage or interference. 4. Check cable from main B/D to solenoid for damage or loose connector. 5. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty <YELLOW CABLE> • Normal range of 2~5 V when blocked <YELLOW CABLE> 6. Replace sensor when the voltage is not in the normal range. 7. Replace Main B/D.
C003A	More than 4 notes requested in test mode Replace Main B/D.

Error Code	**CDU Error Code Description and Diagnostics**
C003B	2nd CST exit sensor blocked when initializing or dispensing
C003C	FEED Sensor (Q) blocked when initializing or dispensing
C0041	Fails to dispense in 5 retrials 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.
C0043	Number of rejected notes exceeded 20 notes 1. Check sensor cable for loose connector. • Receiver: YELLOW, BLACK cables • Transmitter: RED, BLUE cables 2. Replace double B/D. 3. Replace Main B/D.
C0044	10 notes rejected consecutively 1. Check sensor cable for loose connector. • Receiver: YELLOW, BLACK cables • Transmitter: RED, BLUE cables 2. Replace double B/D. 3. Replace Main B/D.

C0045	Note miscount detected (#note requested < # note counted) 1. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 2. Replace sensor when the voltage is not in the normal range. 3. Replace Main B/D.
C0046	Exit sensor (A) blocked when initializing (Note jam at Exit when initializing)
C0047	1st cassette failure to pick up 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.
C0048	Note-jam occurs at Reject gate (D) during initializing. (Note jam at Reject when initializing)
C0049	Zero note requested 1. Perform CDU ROM Version Check. 1 CST CDUU11V normal • 2 CST CDUU21V normal • 3 CST CDUU31V normal • 4 CST CDUU41V normal 2. Replace Main B/D.
C004A	Jam is detected at 1st cassette exit (I) during dispensing (Note jam at Inlet (I) of 1st cassette) 1. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 2. Replace sensor when the voltage is not in the normal range. 3. Replace Main B/D.
C004B	Shutter open failure during presenting (Shutter failure to open during presenting)

Error Code	**CDU Error Code Description and Diagnostics**
C004D	1st cassette not detected 1. Check 1st CST for its home position. 2. Check cable from MAIN B/D to 1st CST for damage or loose connector. 3. Replace cassette. 4. Replace Main B/D.
C004E	2nd cassette not detected 1. Check 2nd CST for its home position. 2. Check cable from 2nd feed module B/D to 2nd CST for damage or loose connector. 3. Check cable from 2nd feed module B/D to main B/D for damage or loose connector. 4. Replace cassette. 5. Replace Main B/D.
C004F	More than 65 seconds passed at dispensing 1. Perform CDU ROM Version Check. 1 CST CDUU11V normal • 2 CST CDUU21V normal • 3 CST CDUU31V normal • 4 CST CDUU41V normal 2. Replace Main B/D.

C0050	Power failure during dispense 1. Check power cable for damage or loose connector. 2. Replace Main B/D. 3. Replace Main Power Supply.
C0051	Dispense of more than 150 notes requested Check to see if more than 150 notes are requested.
C0052	1st CST exit sensor (I) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C0054	Double note detected 1. Check to ensure notes are not sticking together. 2. Check gears inside cassette for debris between gears. 3. Check rollers inside cassette for damage. 4. Check note exit slit for sticky surface. 5. Replace cassette. 6. Replace Main B/D.
C0056	Reject gate (D) failure 1. Check solenoid for interference. 2. Check gate for damage or interference. 3. Check encoder for blockage and swinging lever for damage or interference. 4. Check cable form main B/D to solenoid for damage or loose connector. 5. Check cable from main B/D to encoder for damage or loose connector. 6. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty <YELLOW CABLE> • Normal range of 2~5 V when blocked <YELLOW CABLE> 7. Replace encoder when the voltage is not in the normal range. 8. Replace Main B/D.

Error Code	**CDU Error Code Description and Diagnostics**
C0058	Note count mismatch (# note at CST exit < # note at count) 1. Check cables from main B/D to sensor for proper connection. 2. Replace Main B/D.
C0059	Note jam occurred while initializing 1. Check note path for jam. 2. Check note for interference or blockage. 3. Check belt for proper engagement. 4. Replace CDU.
C005B	2nd cassette failure to pick up 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.

C0060	3rd cassette exit sensor (K) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace main B/D.
C0062	3rd cassette exit sensor (K) blocked 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace main B/D.
C006A	Note from 2nd CST not arriving at double timing sensor (H) 1. Check sensor (H) for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C006B	3rd cassette exit sensor (K) blocked before initializing or dispensing
C006D	The Reject/Retract Cassette (R) is not detected

Error Code	**CDU Error Code Description and Diagnostics**
C0070	4th cassette exit sensor (L) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace main B/D.
C0072	4th cassette exit sensor (L) blocked 1. Check sensors RIGHT/LEFT for any blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace main B/D.

C007A	Note from 4th CST not arriving at double timing sensor (H) 1. Check sensor (H) for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C007B	Sensor blocked during initialize 1. Measure sensor voltage <transmitter normal range of 1~3V>. • normal range of 50~250 mV at empty • normal range of 2~5 V when blocked 2. Replace sensor when the voltage is not in the normal range. 3. Replace Main B/D.
C007C	4th cassette failure to pick up 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.
C007D	4th cassette not detected 1. Check 4th CST for its home position. 2. Check cable from 4th feed module B/D to 4th CST for damage or loose connector. 3. Check cable from 4th feed module B/D to MAIN B/D for damage or loose connector. 4. Replace cassette. 5. Replace Main B/D.

Error Code	**CDU Error Code Description and Diagnostics**
C0080	2nd cassette exit sensor (J) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace main B/D.
C0081	Double detection timing sensor (H) blocked during dispensing 1. Check sensor for blockage. 2. Check cable from DBL sensor to main B/D for damage or loose connector. 3. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 4. Replace sensor when the voltage is not in the normal range. 5. Replace main B/D.

C0082	Note from cassette not arriving at double timing sensor (H) 1. Check cables from cassette exit to double timing sensor for damage or loose connector. 2. Check belt for proper engagement. 3. Check cable from sensor to feed module B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C0083	Reject gate timing sensor (E-LEFT), blocked during dispensing 1. Check sensor LEFT for blockage. 2. Check cable from sensor to main B/D for damage or loose connector. 3. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 4. Replace Gate sensor when the voltage is not in the normal range. 5. Replace Main B/D.
C0084	Reject gate timing sensor (E-RIGHT), blocked during dispensing 1. Check sensor RIGHT for blockage. 2. Check cable from sensor to main B/D for damage or loose connector. 3. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 4. Replace Gate sensor when the voltage is not in the normal range. 5. Replace Main B/D.
C0085	Note not arriving at reject gate timing sensor (E-LEFT) 1. Check note path for jam. 2. Check note for interference or blockage. 3. Check belt for proper engagement. 4. Replace CDU.

Error Code	**CDU Error Code Description and Diagnostics**
C0086	Note not arriving at count sensor (B) during dispensing 1. Check note path for jam. 2. Check belt for proper engagement. 3. Check note path structure for damage 4. Check reject gate for interference or damage. 5. Check belt and gear for proper engagement. 6. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty. • Normal range of 2~5 V when blocked. 7. Replace sensor when the voltage is not in the normal range. 8. Replace Main B/D.
C009A	Note from 3rd CST not arriving at double timing sensor (H) 1. Check sensor (H) for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.

C009D	3rd cassette not detected 1. Check 3rd CST for its home position. 2. Check cable from 3rd feed module B/D to 3rd CST for damage or loose connector. 3. Check cable from 3rd feed module B/D to MAIN B/D for damage or loose connector. 4. Replace cassette. 5. Replace Main B/D.
C009F	3rd cassette failure to pick up 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.
C00A0/A1	Communication failure with shutter (Sending) 1. Check cable from shutter B/D to main B/D for damage or loose connection. 2. Replace shutter B/D. 3. Replace main B/D.
C00A2/A3	Communication failure with shutter (Receiving) 1. Check cable from shutter B/D to main B/D for damage or loose connection. 2. Replace shutter B/D. 3. Replace main B/D.
C00B3	Shutter close failure 1. Check shutter for interference. 2. Replace shutter B/D.
C00B4	Shutter open failure 1. Check shutter for interference. 2. Replace shutter B/D.
C00B5	Shutter open failure (between open and close sensor) 1. Check shutter for interference. 2. Replace shutter B/D.

Error Code	**CDU Error Code Description and Diagnostics**
C00E0	5th cassette exit sensor (M) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C00EA	5th cassette exit sensor (M) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.

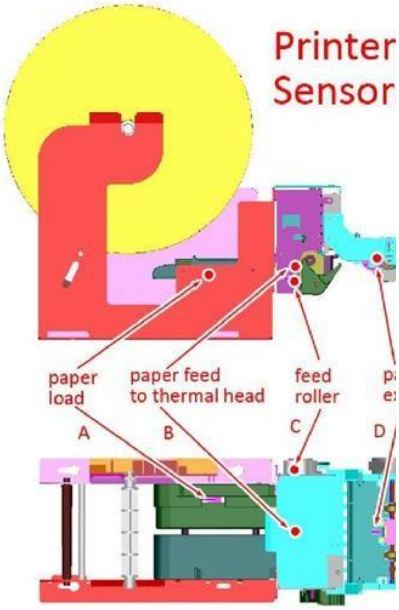
C00EB	5th cassette exit sensor (M) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C00EC	5th cassette failure to pick up 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.
C00ED	5th cassette not detected 1. Check 5th CST for its home position. 2. Check cable from 3rd feed module B/D to 5th CST for damage or loose connector. 3. Check cable from 3rd feed module B/D to MAIN B/D for damage or loose connector. 4. Replace cassette. 5. Replace Main B/D.
C00F0	6th cassette exit sensor (N) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
Error Code	**CDU Error Code Description and Diagnostics**
C00FA	6th cassette exit sensor (N) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.
C00FB	6th cassette exit sensor (N) blocked after dispensing 1. Check sensors RIGHT/LEFT for blockage. 2. Check to ensure sensor is working properly. 3. Check cable from sensor to main B/D for damage or loose connector. 4. Measure sensor voltage <transmitter normal range of 1~3V>. • Normal range of 50~250 mV at empty • Normal range of 2~5 V when blocked 5. Replace Inlet sensor when the voltage is not in the normal range. 6. Replace Main B/D.

C00FC	6th cassette failure to pick up 1. Check note inside cassette for interference by foreign object. 2. Check gears inside cassette for debris between gear teeth. 3. Check rollers inside cassette for damage. 4. Check push plate for interference. 5. Check cassette exit path for blockage. 6. Replace cassette.
C00FD	6th cassette not detected 1. Check 6th CST for its home position. 2. Check cable from 3rd feed module B/D to 6th CST for damage or loose connector. 3. Check cable from 3rd feed module B/D to MAIN B/D for damage or loose connector. 4. Replace cassette. 5. Replace Main B/D.

MS-RW Card Reader

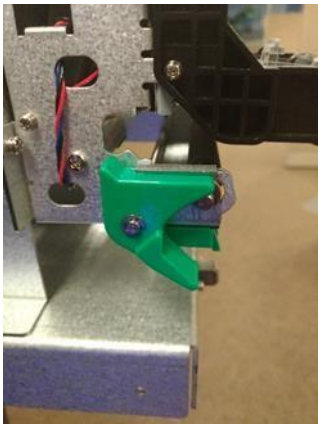
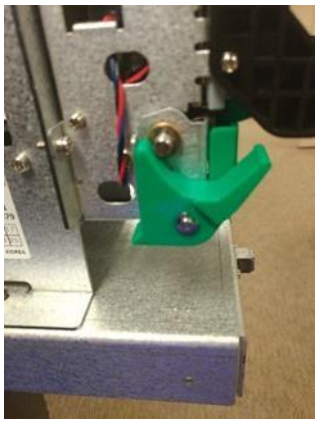
Card Reader Problem	Diagnostics
Failure to open COM port (COM1)	1. Check the cable at rear of card reader for a loose connection. 2. Check the power cable at SIC board for a loose connection. 3. Check the data cable at PC rear (COM1).

Receipt Printer



Receipt Printer Problem	Diagnostics
Failure to detect paper	1. Check the paper load sensor (A) to determine if the sensor is displaced or dislocated from its mounting base. 2. Check the sensor cable to control board for a loose connection.

Receipt Printer Problem	Diagnostics
Failure to print message	1. Check the paper for correct loading. 2. Thermal coated side of paper faces up while feeding (paper type of CSO). 3. Check the ribbon cable from control board to thermal head for loose or skewed connection. 4. Check to ensure the thermal head is working properly and, if not, replace it.
Failure to feed paper	1. Check the paper feed roller and cutter lower support for a loose lever. 2. Check to ensure the feed roller sensor (C) is working properly. 3. Check the sensor cable to the control board. 4. Check to ensure the feed roller motor is working, i.e., gear of the roller is rotating. 5. Check cables from the control board to sub-board for loose connection. 6. Remove paper fully by releasing the paper feed and cutter lower support: • Lock the paper feed and cutter lower support in position. • Cut the paper end straight. • Feed the paper.

	7. Check the paper feed sensor (B) for a loose connection.
Failure to discharge receipt	1. Check exit path for paper jam. 2. Check to ensure the paper exit sensor (D) is working. 3. Check to ensure the exit motor roller is working. 4. Check cables from motor/sensor to sub-board and all the way to control board for a loose connection.
Thermal head overheating	Check the thermal head.
Cutter failure to cut paper	1. Check to ensure the cutter module is working. 2. Check the movement of the cutter blade by manually rotating the gear mechanism. Check for interference.
Cutter failure to return to home position	Check the movement of the cutter blade by manually rotating the gear mechanism. Check for interference.
Printer head open	Make sure the printer head is closed.  Printer Head Open  Printer Head Closed
Not at top of form	Make sure the receipt paper is fed all the way through and the printer head is closed.

JCM iVIZION Bill Acceptor

Bill Acceptor LED Indicator	Cause
LED 2 blinking blue	Bill acceptor is initializing or has an ICB Error.
LED 2 is blinking red	Bill acceptor is experiencing an error.
LED 2 is blinking yellow	Bill acceptor has a jammed banknote.
LED 2 is blinking green	Bill acceptor has rejected the banknote.
LED 2 is solid red or green	Bill acceptor is downloading.

LED 2 is solid yellow	Cash box is near full.
LED 2 is sold blue	Bill acceptor is in Performance Test mode.

Bill Acceptor Problem	**Diagnostics**
Stacker full	Remove cashbox and retrieve banknotes.
Communication error between CPU boards	Check that all the connectors on the Control CPU Board and the Validation CPU Board are properly connected.
Sensor adjustment error	Perform a sensor adjustment of the Acceptor unit.
Speed error	Check that no foreign objects are adhering to the sensors.
E2P error (no sensor adjustment)	Perform a sensor adjustment of the Acceptor unit.
Transport error	Check that a foreign object or banknote is not adhering to the Transport.
Reject error	Check that a foreign object or banknote is not adhering to the Transport.
Stacker error (Pusher plate movement)	Check that a foreign object or banknote is not adhering to the Transport.
No cash box	Check that the cashbox is properly seated.
No acceptor head	Check that the Acceptor unit's access cover is properly locked down.
Anti-strings error	Check that no fraud condition exists, such as anti-stringing.
Damaged board	Replace the Control CPU Board or Validation CPU Board if damaged.
ROM/RAM error	Replace the Control CPU Board or Validation CPU Board if performing abnormally.
ICB function (seating) error	1. Check if the ICB Seating Function or the RF-ID Module are damaged. 2. Perform seating again or replace parts.
ICB R/W error	1. Check if the ICB Seating Function or the RF-ID Module are damaged. 2. Perform seating again or replace parts.

Bill Acceptor Problem	**Diagnostics**
ICB data error	1. Check if the ICB Seating Function or the RF-ID Module are damaged. 2. Perform seating again or replace parts.
ICB number error	1. Check if the ICB Seating Function or the RF-ID Module are damaged. 2. Perform seating again or replace parts.
ICB initialize error	1. Check if the ICB Seating Function or the RF-ID Module are damaged. 2. Perform seating again or replace parts.
Entrance/exit sensor jam	Check that a foreign object or banknote is not adhering to the Transport.
CIS sensor jam	Check that a foreign object or banknote is not adhering to the Transport.
Feed-in/feed-out sensor jam	Check that a foreign object or banknote is not adhering to the Transport.
Cashbox inside jam	Check that a foreign object or banknote is not adhering to the Transport.
Banknote insertion error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.
UV sensor error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors.

	2. Adjust Acceptor Unit Sensors, if necessary.
Banknote remaining error (head section)	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.
Adjustment error/Diameter error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.
Transport time-out error	Check that a foreign object or banknote is not adhering to the Transport Path Sensors.
Denomination error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.
Photo pattern error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.
Photo level error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.
INHIBIT error	Check that the active state of a Host Machine or iVIZION DIP Switch INHIBIT setting is properly set.
Reject request	Check the INHIBIT setting of the Host Machine is correct.
Ticket error	Check that the ticket barcode is facing up when inserted.
Transport overrun error (stacker part)	Check that a foreign object or banknote is not adhering to the Transport Unit Sensors.
Banknote length error	Check the banknote is a proper length.
Authentic banknote identify error	1. Check that a foreign object or banknote is not adhering to the Acceptor Unit Sensors. 2. Adjust Acceptor Unit Sensors, if necessary.

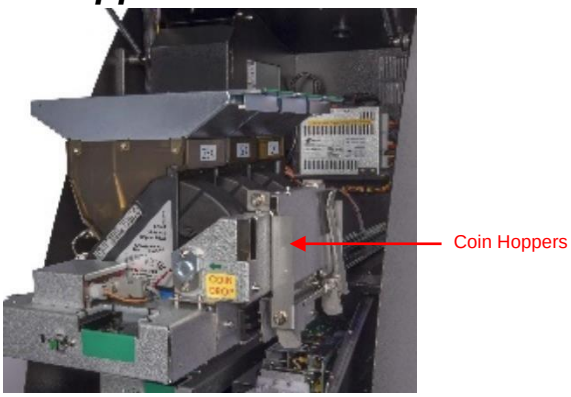
Encrypting PIN Pad

Note: Do not remove EPP from the bezel until the EPP's mode has been switched to Maintenance mode.

EPP Problem	Diagnostics

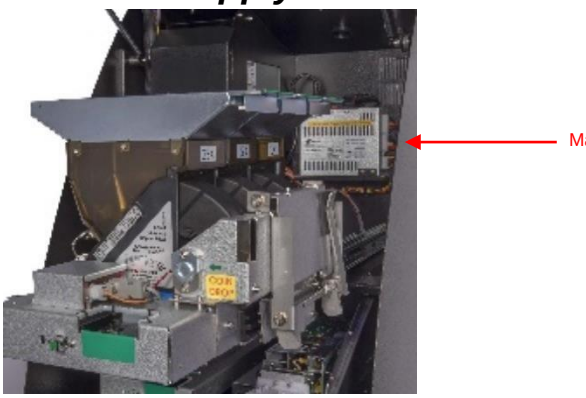
Not responding to key press	1. Check for green light at the back of the LED for power. 2. Check for blinking green light on the back of the unit (CDP LED): • No light on CPU LED means that removal protection mechanism is triggered. • Replace EPP.

Coin Hopper



Coin Hopper Problem	Diagnostics
Failure to open COM port (COM6) and get status of each coin hopper	1. Check the coin control board for LED light indicating DC power. 2. Check the cable to each hopper for a loose connection.
Failure to dispense coin	1. Check the coin hopper for a jam. 2. Check to see if the hopper is empty. 3. Check the coin drop path for blockage.

Main Power Supply



Main Power Supply Problem	Diagnostics
No light on ON/OFF switch	1. Check the AC input cable to the power supply for a loose connection. 2. Check the AC input cable connection to the wall outlet or UPS.
No AC power to PC unit	1. Check the AC OUT cord on top of the power supply for a loose connection.

	2. Check the AC IN cord to back of PC for a loose connection. 3. Check the power switch on both power supply and PC unit.
No DC power to devices	Replace the power.

Indicator Lights

Indicator Lights Problem	Diagnostics
No light	1. Check the cable connection from the SIC board to the flicker board. 2. Check to ensure the light signal on the flicker board is working.

Speakers

Speakers Problem	Diagnostics
No sound	1. Check the sound cable at the back of the PC. 2. Check the sound cables at the SIC board. 3. Replace the speaker.

ADA Earphone Jack

Earphone Jack Problem	Diagnostics

No sound	1. Check the cable from the SIC board to the ADA board. 2. Replace the ADA board.

Diagnosing PC Issues

All PC issues should be referred to CAMS support at 1-800-500-1973. Do not attempt to resolve software issues without contacting CAMS. Any changes to software or software configuration must have Global Payments approval.

Maintaining the LSX4100

Cleaning the ATM

To clean the kiosk, you may use a micro-fiber cloth with multi-purpose lite cleaner to wipe down and clean finger prints and debris from the outside cabinet.

To clean the inside of the kiosk, use compressed/canned air to blow away any debris from the dispenser and inside the cabinet near the fans. A damp microfiber cloth can be used to wipe down belts that may have accumulated dust.

Replacing Module

Global Payments technicians provide and install replacement modules for the kiosk. Replacing an entire module may be simpler than diagnosing the problem at the component level. Contact CAMS support at 1-800-500-1973.

Replacing Components

Global Payments technicians provide and install replacement component parts for the kiosk. Replacement is limited to parts where replacement is simple, the part failure is clearly identified, and part shipping and handling is vulnerable to damage. Contact CAMS support at 1-800-500-1973.

Updating the PC

Updates to firmware and/or software will be performed by a Global Payments technician. If involvement by GLI is required, Global Payments will provide submission letters and work with the local Gaming Commission. Please call CAMS support (800-500-1973), and one of our technicians will assist.

Contacting Support

We are here to assist you with any issues that arise. Contact CAMS support at 1-800-500-1973.