

MX-5000CE

ERROR CODE	DESCRIPTION	TROUBLE SHOOTING
1030100	DEV_PIN (Key data error from host)	1. Contact to host
1101910	LOST CARD, DEV_MCU	
1102910	LOST WITHDRAW CASH, DEV_CSH	
1102920	LOST DEPOSIT CASH, DEV_CSH	
1103910	LOST CARD & SLIP, DEV_MCU DEV_SPR	
1106910	LOST SLIP, DEV_SPR	
2000100	No cassette	Insert or re-insert the cassette(s). Check cassette sensor.
2000200	Note shortage	Replenish the cassette.
2000300	Reject bin full	Remove notes from the reject bin and try the Cassette Total function again.
2000400	Vault door open	Close the vault door. Check door switch.
2000500	Cash Dispenser Unit data setting error	Check Cash Dispenser Unit information. (Currency, Denomination, etc)
2001000	Receipt paper jam	Remove any jammed paper from the printer.
2001200	Receipt printer feed plate open	Close the feed plate.
2001300	Out of receipt (Receipt paper empty)	Replenish the receipt paper.
2001400	Receipt printer head overheated before printing	Check the printer head and change if necessary.
2001600	Note detected in stacker (shutter or presenter type)	Clear any notes from the stacker.
2010100	Receipt printer lever opened	1. Close the lever of print head completely
2010200	Receipt printer head overheated	1. Wait the time until the temperature of head adequately slow down and try to initialize
2010300	Receipt paper jam	1. Remove jammed paper between printer head and rollers
2010400	Receipt paper empty	1. Replenish receipt paper 2. Check the status of sensor and its connector
2010500	Receipt paper setting error	1. Check the status of setting paper 2. Check the status of sensor and its connector
2010600	Command is received while doing self-test	1. After terminating self-test and initialize receipt printer
2010700	No receipt paper	1. Replenish receipt paper in paper charger 2. Check the status of Near End sensor and its connector

2010800	Receipt paper cutting error	1. Check the Cutter module 2. Check if printer head lever is properly close
2010900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor 2. Check if Dip switch # 6 is correctly set (Dip switch # 6 is set by On in case of not using Black mark)
2010A00	The size of image print data is abnormal	1. Check the AP version and initialize
2021500	Sensor detects note in delivery path before CDU dispenses	Remove note from the CDU delivery path.
2080100	Receipt printer lever opened	1. Close the lever of print head completely
2080200	Receipt printer head overheated	1. Wait the time until the temperature of head adequately slow down and try to initialize
2080300	Receipt paper jam	1. Remove jammed paper between printer head and rollers
2080400	Receipt paper empty	1. Replenish receipt paper 2. Check the status of sensor and its connector
2080500	Receipt paper setting error	1. Check the status of setting paper 2. Check the status of sensor and its connector
2080600	Command is received while doing self-test	1. After terminating self-test and initialize receipt printer
2080700	No receipt paper	1. Replenish receipt paper in paper charger 2. Check the status of sensor and its connector
2080800	Receipt paper cutting error	1. Check the Cutter module 2. Check if printer head lever is properly close
2080900	No sensing black mark (dark sensor)	1. Check the status of Black mark sensor 2. Check if Dip switch # 6 is correctly set (Dip switch # 6 is set by On in case of not using Black mark)
2080A00	The size of image print data is abnormal	1. Check the AP version and initialize
2131500	CS4 sensor detects note in delivery path before CDU dispenses Sensor is located along the delivery path right before the reject bin.	Remove note from the CDU delivery path.
21A1500	CS1A sensor detects note in delivery path before CDU dispenses.Sensor is located along the delivery path right after where the note exits the 1st cassette.	Remove note from the CDU delivery path.

21B1500	CSB sensor detects note in delivery path before CDU dispenses Sensor is located along the delivery path right after where the note exits the 1st cassette.	Remove note from the CDU delivery path.
24A1500	CS3A sensor detects note in delivery path before CDU dispenses Sensor is located along the delivery path right after where the note exits the 3rd cassette.	Remove note from the CDU delivery path.
24B1500	CS3B sensor detects note in delivery path before CDU dispenses Sensor is located along the delivery path right after where the note exits the 3rd cassette.	Remove note from the CDU delivery path.
4003000	Failed in checking the main motor echo	1. Initializ2. Check Main Motor Encoder Slit3. Initialize after Power On/Off4. Check Encoder Sensor CS8 BRKT5. Check CS8 Sensor Cable6. Change Main Motor Encoder Slit Sensor CS8
4003100	Failed in checking the reject gate solenoid echo	
4003200	Failed in checking the present gate solenoid echo	
4003300	Check sum error (No information is set)	1. Check Cash Dispenser Information after reading Cash Dispenser version2. Initialize3. Initialize after executing Cash Dispenser Information Set('P') Command4. Change Cash Dispenser B/D
4003400	Error of two sheets detecting sensor(CS5_1)for initializing	1. Check CS5_1 Sensor Cable2. Check second Dip Switch in Cash Dispenser B/D3. Change CS5_1 Sensor
4003600	Error of CS 2, CS13 sensor during initialization	
4003700	Error of 2 sheets detecting sensor(CS5_1/CS5_2) for dispensing	1. Check Cash Dispenser Board Segment2. Initialize3. Read data of 'Read Double Sensor Command
4003800	Error in checking SRAM	
4003900	Gate operation sensor (CS3) error before initial recovery	1. Initialize after removing notes or dust over Gate2. Check CS3 Sensor BKRT3. Check CS3 Sensor Cable4. Exchange Sensor after abnormal operating CS3 Gate detecting Sensor5. Replace Reject Solenoid 1

4003A00	When more than 5 sheets of cash dispensing is required during a test	1. Check command that Cash Dispenser is received 2. Check Cash Dispenser EP ROM Version or specification
4003B00	When CS15A or CS 15B sensor is detected as dark after initial recovery	1. Remove notes or dust on CS15A Sensor 2. Check CS15A Sensor Cable 3. Exchange Sensor after abnormal operating CS15A Sensor
4004000	Cassette is removed during dispensing	1. Check the cassette catcher 2. Set the cassette properly
4004100	Error if re-driving is over 5 times during separated rejection	1. Check notes in Reject Box 2. Rearrange notes in Cassette 3. Remove dust in CS15AB, CS31AB, CS41AB CS1AB Sensor 4. Check dust existing in CS5 Sensor Guide 5. Check dust existing in Main Motor Encoder Slit 6. Check index value of notes each cassette
4004200	In case the number of notes detected outlet sensor(CS13) is less than the number of required notes	1. Check notes dispensed and rejected 2. Remove notes jammed in CDU 3. Remove dust in CS13 Sensor 4. Exchange sensor after abnormal operating CS13 Sensor
4004300	Error if total reject is more than 20 sheets	1. Check notes in Reject Box 2. Rearrange notes in Cassette 3. Remove dust in CS1AB, CS15AB, CS31AB, CS41AB Sensor 4. Check dust in existence CS5 Sensor Guide 5. Check notes index value
4004400	Error if continuous 5 times are rejected	
4004500	In case the number of notes detected outlet sensor(CS13) is more than required notes	1. Check notes dispensed and rejected 2. Remove dust in CS13 Sensor 3. Exchange sensor after abnormal operating CS13 Sensor
4004600	Program error(Separated rejection)	1. Initialize after Reset Power 2. Upgrade Cash Dispenser Firmware or Re-download 3. Exchange Cash Dispenser B/D
4004700	1 cassette misfeed error (Separated rejection)	1. Check notes in 1 Cassette 2. Check Sensor(CS6) Poll 3. Check jam in 1 cassette and reload 4. Remove dust in CS1A, CS1B Sensor 5. Exchange 1 cassette box when there are many error
4004800	Error if the number of dispensed notes is not matched to the requested	1. Check CS13 sensor (note jam and dust) 2. Replace CS13 sensor
4004900	Error to dispense 0 sheets to be required(Separated rejection)	1. Check received command 2. Check communication cable 3. Check Cash Dispenser Firmware Version

4004A00	Error of note jam (Separated rejection)	1. Remove jammed notes on Cash Dispenser return path 2. Remove dust in CS1~CS4 sensor 3. Install after rearranging notes in cassette
4004B00	Continuous 3 times error if note is long(once tried, twice retried)=>Separated rejection	1. Check state of notes in reject box 2. Rearrange notes in cassette 3. Check Index of notes 4. Check foreign objects in the main motor encoder slit 5. Replace the CS8 encoder slit sensor
4004C00	In case the number of notes detected outlet sensor(CS13) is more than that of notes detected on CS1A,B sensor	1. Check CS1 sensor 2. Reconnect CS1 sensor
4004D00	Error of being removed 1st cassette before separate rejection	1. Set cassette #1 correctly 2. Check the catcher inside cassette #1 guide
4.00E+03	Error of being removed 2nd cassette before separate rejection	1. Set cassette #2 correctly 2. Check the catcher inside cassette #2 guide
4005100	Received a request for over 150 notes dispensing on the Cash Dispenser from the upper unit.	1. Check the Cash Dispenser received command 2. Check the abnormal communication cable. 3. Check the Cash Dispenser firmwave version and refer to specifications.
4005200	The remaining notes at the sensor in front of the CST after dispense operation (CS1A, CS1B)	1. Remove the remaining notes at a sensor in front of the CST 2. Realign notes in the cassette 3. Check abnormal clutch. 4. Check abrasion of the cassette box pick unit.
4005400	Cash Dispenser EP Program Error during dispense operation (failed table search)	1. Initialize after resetting the power 2. Upgrade the Cash Dispenser firmware or download software again 3. Replace the Cash Dispenser B/D
4005500	Timeout due to note's length error passed through the CS13 during dispense operation	1. Remove a jammed note between the tray and Cash Dispenser 2. Remove a jammed note at the position of the CS13 sensor 3. Remove a dust on the CS13 sensor
4005600	Abnormal operation of the gate solenoid during dispense operation.	1. Remove a jammed note on the gate 2. Remove notes in the reject box and remount the reject box 3. Check if the CS3 sensor bracket is bended. 4. Check if the CS3 sensor cable is disconnected (CN10 #9~10) 5. Exchange a sensor after abnormal operating CS3 Gate detecting sensor. 6. Replace the reject solenoid 1
4005700	Cash dispenser configuration error	1. Replace cash dispenser PCB 2. Reconfigure cash dispenser setup data

4005800	Retract box position error during command reserved operation	1. Mount the retract box or open the box cover 2. Check if CS62 sensor poll is abnormal 3. Check if the CS62 sensor cable is disconnected (Cash Dispenser Board CN10 #5~2).
4005900	Initial jam time error	1. Remove jammed notes 2. Clean the sensors (CS1~CS15) in cash dispenser
4005D00	Continuously detected 2 notes for three times or more during dispense operation	1. Check notes' status in the reject box 2. Realign notes in the cassette 3. Check foreign objects at the position of the CS5 Sensor Guide 4. Check if the CS5 cable is disconnected (CS5_1:Cash Dispenser B/D CN10 #11~12, 25~28/ CS5_2:CN12)
400C100	Cassette Jam during dispense operation(1 CST Encoder Error).	1.Remove a jammed note in 1 Cassette. 2.Replace 1 cassette box when multiple errors occur.
400C200	Cassette Jam during dispense operation(2 CST Encoder Error).	1.Remove a jammed note in 2 Cassette. 2.Replace 2 cassette box when multiple errors occur.
400C300	Cassette Jam during dispense operation (3 CST Encoder Error).	1.Remove a jammed note in 3 Cassette 2.Replace 3 cassette box when multiple errors occur.
400C400	Cassette Jam during dispense operation (4 CST Encoder Error).	1.Remove a jammed note in 4 Cassette. 2.Replace 4 cassette box when multiple errors occur.
400C600	Error of CS 2, CS13 sensor during initialization	1.Remove a jammed note in CS13 sensor. 2.Replace CS13 sensor.
400FF00	Bill jam	1. Remove the jammed notes 2. Initialize
4DN0000	Cash Dispenser communication failure during sending command to cash dispenser	1. Do RESET at Operator Function 2. Reboot ATM
4DN0100	Cash Dispenser communication failure during receiving command to cash dispenser	1. Do RESET at Operator Function 2. Reboot ATM
4DN8100	Communication error of Shutter	
8216091	Cash jammed on Cash Dispenser	1. Remove jammed notes on Cash Dispenser return path 2. Remove dust in CS1~CS4 sensor
8216091	Cash Exist!!!	1. CDU의 지폐이동 경로에 지폐가 검지되었을 경우
8217091	Card in card reader	1. Remove card
9701010	Failed to connect communication between SP of PIN and EP of one	1. Check if communication cable or COM port is not connected
9701012	Failed to deliver to data of EPP's SP	1. Check if communication cable or COM port is not connected

9701016	Received data time out of EPP	1. Check if communication cable or COM port is not connected
9701017	Delivered data time out of EPP	Check if communication cable or COM port is not connected
9701031	Failed to read Register of EPP	1. Reboot ATM
9701040	Failed to produce Thread of EPP	1. Reboot ATM
9701060	Failed to create buffer	1. Reboot ATM
9701111	BCC error of EPP	1. Check BCC logic of EPP
9701151	EPP is down when it receives an 'Get Status' command	1. Reboot ATM 2. Replace pinpad
9701152	EPP is down when it receives an 'Clear Func Key' command	1. Reboot ATM 2. Replace pinpad
9712000	Failed to create file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712100	Failed to read file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712200	Failed to write file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712300	Failed to close file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712400	Failed to delete file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712500	Failed to copy file	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9712600	Failed to create directory	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719000	Failed to execute an extra command in the status of Cash Unit Exchange	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719100	In case of not being the status of Cash Unit Exchange out of End Exchange	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719200	In case of carrying out Cash In Start command at two times	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719300	In case of not being the status of Cash In out of End Cash In	1. Reboot ATM 2. Reinstall software 3. Replace hard disk drive
9719400	Invalid Cash Unit ID	1. Reconfigure cash dispenser setup data
9719500	Invalid Cash Unit number	1. Reconfigure cash dispenser setup data
9719600	The abnormal of the number of Cash Unit	1. Reconfigure cash dispenser setup data
9719700	No. of dispensed notes that software counts is not matched to it cash dispenser responded	1. Initialize after resetting the power 2. Upgrade the Cash Dispenser firmware or download software again 3. Replace the Cash Dispenser B/D
971A000	Invalid denomination	1. Reconfigure denomination at supervisor mode

971A100	Invalid currency	1. Reconfigure currency at supervisor mode
971A200	CASSETTE OFF POSITION".Not dispensable	1. Reconfigure denomination2. Reconfigure currency
971A300	In case the number of bills dispensedexceeds the maximum dispensing bill	1. Check cash dispenser driver (CDM SP) version2. Reconfigure the maximum dispensable count
971A400	In case the number of coins dispensedexceeds the maximum dispensing coin	1. Check coin dispenser driver version2.Reconfigure the maximum dispensable count
971A500	Invalid mix number	1. Reconfigure cash dispenser at supervisor mode
971A600	In case automatic Retry of SP fails 3 times	
971A700	There is no setting information about automatic Retry standard	
971B000	In case of being executed Reject or Retract command without being the bills in stacker.	1. Check a dust in stacker2. Reconfigure the maximum dispensable count
971C000	Not supported command	1. Reinstall software
971D100	Partial dispense	1. Check the replenished amount and replenish2. Check the notes in cassette #1
971D200	Partial dispense from cassette #2	1. Check the replenished amount and replenish2. Check the notes in cassette #2
971D300	Partial dispense from cassette #3	1. Check the replenished amount and replenish2. Check the notes in cassette #3
971DX00	In case partial bills dispensed by dispensing demand when Partial Dispense option is on. "X" means cassette number.	
9720000	Receipt printer communication error during SP opening	1. Check if communication cable or COM port is not connected
9721111	Off line status	1. Check communication cable connected properly 2. Check power cable connected properly
9721112	On busy	1. Check printer's working status
9721121	Mechanics Error	1. Recover printer's mechanical Error 2. Reboot ATM
9721122	Recoverable Error	1. Recover printer's Error2. Reboot ATM
9721123	Unrecoverable Error	1. Reboot ATM
9721124	Paper jammed	1. Remove jammed paper
9722010	Receipt Printer communication failure during COM port open	1. Do RESET at Operator Function 2. Reboot ATM
9722020	File Open Error	1. Reboot ATM 2. Call your attendant

9722060	Memory Allocate Error (PrintForm Allocate IndexBuffer Fail)	1. Reboot ATM 2. Call your attendant
9722068	Invalid Media Name	1. Reboot ATM 2. Call your attendant
97221A2	Invalid Unit	1. Reboot ATM 2. Call your attendant
97221C1	Form is not Found	1. Reboot ATM 2. Call your attendant
97221C4	Form Name is NULL	1. Reboot ATM 2. Call your attendant
97221C5	Invalid Form	1. Reboot ATM 2. Call your attendant
97221C6	PrintForm() offset is Invalid	1. Reboot ATM 2. Call your attendant
97221C7	Invalid Form (Too many Fields in the form)	1. Reboot ATM 2. Call your attendant
97221D1	Media is not Found	1. Reboot ATM 2. Call your attendant
97221D3	Media Overflow when form size is larger than media size	1. Reboot ATM 2. Call your attendant
97221D4	Media Name is NULL	1. Reboot ATM 2. Call your attendant
97221D5	Invalid Media (Attribute for Media definition is not proper)	1. Reboot ATM 2. Call your attendant
97221D6	Invalid Media (Area size is larger than media size)	1. Reboot ATM 2. Call your attendant
97221D7	Invalid Media (Size of Media Name is exceeded to 2048 bytes totally)	1. Reboot ATM 2. Call your attendant
9.72E+05	Field is not Found	1. Reboot ATM 2. Call your attendant
9.72E+06	Field Error (This Field must have initial value)	1. Reboot ATM 2. Call your attendant
9.72E+07	Non-Indexed value for Indexed Field	1. Reboot ATM 2. Call your attendant
9.72E+08	Invalid Field	1. Reboot ATM 2. Call your attendant
9.72E+09	Invalid Field (This Field's width is 0)	1. Reboot ATM 2. Call your attendant
9722DN0	Receipt Printer communication failure during sending command to Receipt Printer	1. Do RESET at Operator Function 2. Reboot ATM
9723010	Failed to open device	1. Check the serial port or cable
9723016	Time out to receive data	1. Check the serial port or cable
9723019	Polling down	1. Check the serial port or cable
9730100	IC CARD DENIAL	
9730200	IC CARD ONLINE DATA ERROR	
9730300	IC CARD ERROR	
9740000	Cash Dispenser communication failure during COM port open	1. Do RESET at Operator Function 2. Reboot ATM
9740020	Failed to create file	1. Reboot ATM 2. Call your attendant
9740025	Failed to copy file	1. Reboot ATM 2. Call your attendant
9740101	In case incorrect cassette type is set.	
9740102	In case nonexistent Note Index is set.	
9741100	When sensing CS2 Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9741400	When sensing CS4A Dark (Error code, 400FF00 is subdivided by location of sensor.)	

9741800	When sensing CS4B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9742100	When sensing CS21A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9742800	When sensing CS13 Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9743B00	When sensing CS15A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9744700	Cash picking-up fail while cash in cassette #1 is enough	1. Check bill jam or no note in cassette #12. Check cash dispenser
9745500	System power off while dispensing	Reset all in operator functions.
9745B00	Cash picking-up fail while cash in cassette #2 is enough	1. Check bill jam or no note in cassette #22. Check cash dispenser
9746B00	When sensing CS31A,B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9747B00	When sensing CS41A, B Dark (Error code, 400FF00 is subdivided by location of sensor.)	
9747C00	Cash picking-up fail while cash in cassette #4 is enough	1. Check bill jam or no note in cassette #22. Check cash dispenser
9749F00	Cash picking-up fail while cash in cassette #3 is enough	1. Check bill jam or no note in cassette #22. Check cash dispenser
974FF00	When sensing bills in the Stacker (Error code, 400FF00 is subdivided by location of sensor.)	
97911XX	DEV_JPR Timeover Error Code	1. Reboot ATM 2. Call your attendant
97912XX	DEV_SPR Timeover Error Code	1. Reboot ATM 2. Call your attendant
97913XX	DEV_MCU Timeover Error Code	1. Reboot ATM 2. Call your attendant
97914XX	DEV_Cash Dispenser Timeover Error Code	1. Reboot ATM2. Call your attendant
97915XX	DEV_BRM Timeover Error Code	1. Reboot ATM 2. Call your attendant
97916XX	DEV_PBM Timeover Error Code	1. Reboot ATM 2. Call your attendant
97918XX	DEV_PIN Timeover Error Code	1. Reboot ATM 2. Call your attendant
9791AXX	DEV_FNG Timeover Error Code	1. Reboot ATM 2. Call your attendant
9791BXX	DEV_VFD Timeover Error Code	1. Reboot ATM 2. Call your attendant
97921XX	DEV_JPR FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97922XX	DEV_SPR FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97923XX	DEV_MCU FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97924XX	DEV_Cash Dispenser FATALERROR (WARNING)	1. Reboot ATM2. Call your attendant
97925XX	DEV_BRM FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant

97926XX	DEV_PBM FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
97928XX	DEV_PIN FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9792AXX	DEV_FNG FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9792BXX	DEV_VFD FATALERROR (WARNING)	1. Reboot ATM 2. Call your attendant
9799301	MCU RETRACT OVER	1. Clear the count of retracted card at OP mode
9799499	DISPENSER COUNT ERROR	1. Check the sensor on cash dispenser
9799901	DOOR CHECK	1. Reboot ATM 2. Call your attendant
9799902	LIGHT ERROR	1. Reboot ATM 2. Call your attendant
9799903	SPL ERROR	1. Reboot ATM 2. Call your attendant
9799904	PIN ERROR	1. Reboot ATM 2. Call your attendant
9799905	SENSOR CHECK	1. Reboot ATM 2. Call your attendant
9799907	UPS ERROR	1. Reboot ATM 2. Call your attendant
9799908	SCREEN ERROR	1. Reboot ATM 2. Call your attendant
991@@91	ON TRANSACTION POWER OFF	1. Check power supply 2. Check backup battery
A010100	Open lever detected before executing command	Close the feed lever.
A010200	Printer thermal head overheated while executing command	Check the thermal printer head and change if necessary.
A010300	Paper jam detected before executing command	Remove any jammed paper from the printer.
A010400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A010500	Paper check error detected before executing command	Remove and re-install the receipt paper.
A010800	Paper cutter software check error detected before executing command	Check for and remove any jammed paper.
A080100	Open lever detected while executing command	Remove any jammed paper.
A080200	Receipt printer head overheated while printing	Check the thermal printer head and change if necessary.
A080300	Paper jam detected while executing command	Remove and re-install the receipt paper.
A080400	Paper setting error detected before executing command	Remove and re-install the receipt paper.
A080500	Paper check error in doing command	Remove any jammed paper.
A080800	Paper cutter software check error detected while executing command	Check for and remove any jammed paper.
ADN0100	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN0F00	No response detected for 30 seconds after sending command	Check cable and connection between the CE and printer.
ADN1100	No response detected after 3 retries	Check cable and connection between the CE and printer.
ADN1200	No response detected between ENQ-ACK after 5 retries of ENQ	Check the cable and connection between the CE and printer.

ADN1300	No response detected after 5 retries because of timeout between STX-BCC interval	Check cable and connection between the CE and printer.
C003000	CDU main motor failure	
C003100	CDU gate solenoid echo error	Check the dispenser gate solenoid cable and connection.
C003200	CDU outlet solenoid echo error	Check the dispenser outlet solenoid cable and connection.
C003300	CDU checksum error (no dispenser information is set)	Check the dispenser information using the CDU Test Program.
C003400	CDU double detect module failure 1 (while re-dispensing)	Check for notes in the dispenser double detect module.
C003500	CDU double detect module failure 2 (before dispensing)	Check the dispenser double detect lever.
C003600	CS4 Sensor is blocked before initializing	Check for any notes and remove.
C003700	CS7 sensor which detects double note is blocked while dispensing note	Check connection and for pollution in sensor.
C003800	SRAM check error	Check for any notes and remove.
C003900	Reject gate failure while initializing or dispensing note	Check for pollution in sensor
C003A00	Request more than 4 notes in test mode	Reset the demand to less than 4 in the CE.
C003B00	CS1A, CS1B, and CS2 sensors is block while initializing	Check for any notes and remove.
C004000	Cassette missed while dispensing note	Check the seating of the cassette.
C004100	Exceeded 5 re-initializations	Check the note quality.
C004200	Mismatch between requested notes and dispensed notes	Check delivery path for any notes and remove.
C004300	Exceeded 10 rejected notes during a single dispense transaction	Check the note quality.
C004400	5 consecutive rejected notes during a single dispense transaction	Check the note quality.
C004500	Over-dispensing notes	Check the number of dispensed notes and note quality.
C004600	Program error	Reload EP program.
C004700	1st cassette misfeed error	Check notes in the cassette.
C004800	Dispense command error (wrong count)	Check notes and note information using the CDU Test Program.
C004900	Requested 0 notes	Modify command error in CE.
C004A00	Dispense timeout from CS1 to CS4	Check for any notes in the delivery path and remove.
C004B00	3 consecutive rejects due to long-note detect	Check the note quality.
C004C00	Exit count is greater than the CS1A/B pass-through count (count mismatch)	Check the number of dispensed notes.

C004D00	Cassette is not in suitable position before dispensing note	Check the seating of the cassette.
C004E00	Too many notes dispensed	Check the number of dispensed notes.
C005000	Power down while dispensing notes	Check the number of dispensed notes.
C005100	Too many notes requested	Modify command error in CE.
C005200	CS1A, CS1B detected after dispensing	Check for any notes in the delivery path and remove.
C005300	CDU double detect module failure (while dispensing)Double notes detected	Check the dispenser sensors. Check double detect component.
C005400	CDU program error	Modify the dispenser EP program.
C005500	Long note detected (CS13 sensor)	Check the note quality.
C005600	Reject gate is not in the correct position during reject	Check the seating of the reject bin.
C005800	Reject bin is not in the correct position	Check the seating of the reject bin.
C005900	Initial jam time error	Check the seating of the cassette.
C005B00	2nd cassette misfeed error	Check the notes in the cassette.
C005C00	Reject bin note detect error (CS14)	Check the reject bin.
C005D00	Double-pick detected 3 consecutive times	Check the CS9 sensor (double detect sensor)
C006000	CS31A, CS31B detected before dispensing	Check for sensor pollution and replace if necessary.
C006100	CS31A, CS31B detected after dispenser motor on and before dispensing	Check for sensor pollution and replace if necessary.
C006300	CS31A, CS31B detected after dispensing	Check for sensor pollution and replace if necessary.
C006A00	Dispensing timeout error from CS15 to CS4	Check for sensor pollution and replace if necessary.
C006B00	CS31A, CS31B detected during initialization	Check for sensor pollution and replace if necessary.
C007000	CS41A, CS41B detected before dispensing	Check for sensor pollution and replace if necessary.
C007100	Exceeded 200 note limit	Check for sensor pollution and replace if necessary.
C007200	CS41A, CS41B detected after dispenser motor on	Check for sensor pollution and replace if necessary.
C007300	CS41A, CS41B detected after dispensing	Check for sensor pollution and replace if necessary.
C007A00	Dispensing timeout error from CS15 to CS4	Check for sensor pollution and replace if necessary.
C007B00	CS31A, CS31B detected error during initialization	Check for sensor pollution and replace if necessary.
C007C00	4th cassette misfeed error	Check the notes in the cassette.
C007D00	4th cassette taken out before dispensing	Check the 4th cassette.
C008000	CS15A, CS15B detected before dispensing	Check for sensor pollution and replace if necessary.

C008100	CS15A, CS15B detected after motor on	Check for sensor pollution and replace if necessary.
C008200	CS15A, CS15B detected after dispensing	Check CS10 sensor and if shutter is working.
C009A00	Dispensing timeout error from CS31 to CS4	Check the dispenser.
C009D00	No cassette present before dispensing from 3rd cassette	Check the 3rd cassette.
C009F00	3rd cassette misfeed error	Check the notes in the cassette.
C101000	OUT OF CASH	1. Replenish notes
CDN0100	No response detected after sending command	Check cable and connection between the CE and dispenser.
CDN0F00	No response detected after sending command	Check cable and connection between the CE and dispenser.
CDN1100	No response detected after 3 retries of sending command	Check cable and connection between the CE and dispenser.
CDN1200	No response detected between ENQ-ACK after 5 retries of ENQ	Check cable and connection between the CE and dispenser.
CDN1300	No response detected after 5 retries because of timeout between STX-BCC interval	Check cable and connection between the CE and dispenser.
D000100	Error while modem initializing	Check the modem connection and the modem test.
D000200	Reversal transaction failure	Check for any CDU error codes and the number of notes dispensed to customer.
D000300	PIN ERROR	1. Transaction was denied by host
D000400	INVALID PIN	1. Reboot ATM
D000500	BANK UNAVAILABLE	1. Transaction was denied by host
D000600	CARD NOT SUPPORTED	1. Transaction was denied by host
D000700	INSUFFICIENT FUNDS	1. Transaction was denied by host
D000800	INELIGIBLE TRANSACTION	1. Transaction was denied by host
D000900	INELIGIBLE ACCOUNT	1. Transaction was denied by host
D001000	DAILY LIMIT EXCEEDED	1. Transaction was denied by host
D001100	UNABLE TO PROCESS	1. Transaction was denied by host
D001200	Invalid transaction	Check the transaction from the host and try again.
D001300	Invalid amount	Check the transaction from the host and try again.
D001400	Invalid card number	Check the transaction from the host and try again.
D001500	UNABLE TO PROCESS	1. Transaction was denied by host
D001600	WITHDRAWAL LIMIT ALREADY REACHED	1. Transaction was denied by host
D001700	INVALID AMOUNT	1. Transaction was denied by host
D001800	EXTERNAL DECLINE	1. Transaction was denied by host
D001900	SYSTEM ERROR	1. Transaction was denied by host

D002000	Surcharge screen should have been displayed	Check the transaction from the host and try again. Check BIN List
D002100	ROUTING LOOKUP PROBLEM	1. Transaction was denied by host
D002200	UNABLE TO PROCESS	1. Transaction was denied by host
D002300	TRANSACTION NOT SUPPORTED	1. Transaction was denied by host
D002400	Exceeds Issuer Withdrawal Limit	Check the transaction from the host and try again.
D003900	No Credit Account	Check the transaction from the host and try again.
D005100	Insufficient Funds	Check the transaction from the host and try again. Try Balance Inquiry
D005200	No Checking Account	Check the transaction from the host and try again.
D005300	No Savings Account	Check the transaction from the host and try again.
D005400	Expire Card	Check the transaction from the host and try again.
D005500	Incorrect Pin	Check the transaction from the host and try again.
D005700	Transaction not Permitted ? Card	Check the transaction from the host and try again.
D005800	Transaction not Permitted ? Terminal	Check the transaction from the host and try again.
D006100	Exceeds Withdrawal Limit	Check the transaction from the host and try again.
D007500	PIN Tries Exceeded	Check the transaction from the host and try again.
D007800	No Account	Check the transaction from the host and try again.
D008000	Invalid Date	Check the transaction from the host and try again.
D008300	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D008600	Can not Verify PIN	Check the transaction from the host and try again. Try different cards.
D009100	Bank Unavailable	Check the transaction from the host and try again.
D009200	System Unavailable	Check the transaction from the host and try again.
D009300	Transaction Serial Number mismatch	Check the terminal setting from the host.
D009400	Record format mismatch.Check if a proper AP for the host has been loaded.	Check the terminal setting from the host.
D009500	Routing ID mismatch.Check the routing Identification.	Check the terminal setting from the host.

D009600	Terminal ID mismatch.Check the terminal Identification.	Check the terminal setting from the host.
D009700	Response Type mismatch (Reversal)	Check the terminal setting from the host.
D009800	Response Type mismatch (Day Close)	Check the terminal setting from the host.
D009900	Response Type mismatch (Config.)	Check the terminal setting from the host.
D009A00	Response Type mismatch (Withdrawal/Balance/Transfer)	Check the terminal setting from the host.
D009B00	STX error	Check the terminal setting from the host.
D009C00	ETX error	Check the terminal setting from the host.
D009D00	FS out (after response code)	Check the terminal setting from the host.
D009E00	FS out (after retrieval reference number)	Check the terminal setting from the host.
D009F00	FS out (after system trace audit number)	Check the terminal setting from the host.
D00A000	FS out (after account balance)	Check the terminal setting from the host.
D00A100	FS out (after available balance)	Check the terminal setting from the host.
D00A200	FS out (after surcharge amount)	Check the terminal setting from the host.
D00A300	FS out (after authorization response text)	Check the terminal setting from the host.
D00A400	ETX wrong position	Check the terminal setting from the host.
D00A500	FS out (after total cash dispense amount)	Check the terminal setting from the host.
D00A600	FS out (after total non-cash dispense amount)	Check the terminal setting from the host.
D00A700	FS out (after total surcharge amount)	Check the terminal setting from the host.
D00A800	FS out (after config surcharge amount)	Check the terminal setting from the host.
D00A900	ETX out (config)	Check the terminal setting from the host.
D00AC00	Invalid data received from the host (MAC data mismatch)	Check the terminal setting from the host.
D00B000	TERMINAL ID MISMATCHED	
D00B100	TRANSACTION CODE MISMATCHED	
D00B200	SECOND FIELD ID CODE MISMATCHED	
D00B300	FIRST DES KEY WRONG SIZE	
D00B400	SURCHARGE AMOUNT WRONG SIZE	

D00B500	Sequence Number MISMATCHED	
D00B600	INVALID RESPONSE CODE ERROR	
D00B700	Authorization Number Error	
D00B800	BUSINESS DATE Error	
D00B900	Transaction time Number Error	
D00BA00	BUSINESS DATE Error	
D00BB00	Balance amount Error	
D00BC00	Actual Surcharge Error	
D00BD00	Sequence Number MISMATCHED	
D00BF00	BUSINESS DATE Error	
D00C000	Settlement Error	
D011100	REVERSAL DECLINED	
D022200	PIN CHANGE DECLINED	
D030000	Modem is not responding	Check the modem controller.
D030100	The target call address has call blocking enabled.	1. Check modem cable 2. Contact to technician support team
D030200	The specified terminal identifier is invalid.	1. Check modem cable 2. Contact to technician support team
D030300	All call appearances on the specified address are currently in use.	1. Check modem cable 2. Contact to technician support team
D030400	The disable address parameter contains dialing control characters that are not processed by the service provider.	1. Check modem cable 2. Contact to technician support team
D030500	The specified country/region code is invalid.	1. Check modem cable 2. Contact to technician support team
D030600	The operation failed for an unspecified or unknown reason.	1. Contact to technician support team
D030700	Insufficient resources to complete the operation	1. Contact to technician support team
D100000	No connection	1. Check phone number 2. Check modem cable 3. Contact phone company
D110000	Cannot receive ENQ from the host	1. Check phone number 2. Check modem cable 3. Contact phone company
D120000	Transmission error : Failed to receive the whole data within 5 seconds after requesting the modem to send the data.	1. Check modem and modem cable connection 2. Contact telephone company
D130000	Receiving NAK more than 3 times	1. Check modem and modem cable connection 2. Contact telephone company
D140100	Disconnected by Unknown Reason	1. Check modem and modem cable connection 2. Contact telephone company

D140200	Disconnected by rejected call from remote party	Try again later.
D140300	Disconnected because the local phone was picked up	Try again later.
D140400	Disconnected by Forwarded	1. Check modem and modem cable connection 2. Contact telephone company
D140500	Disconnected by Unreachable	1. Check modem and modem cable connection 2. Contact telephone company
D140600	Disconnected by Congestion	1. Check modem and modem cable connection 2. Contact telephone company
D140700	Disconnected by Incompatible	1. Check modem and modem cable connection 2. Contact telephone company
D140800	Disconnected by un-known reason	1. Check modem and modem cable connection 2. Contact telephone company
D140900	Disconnected by Bad Address	1. Check modem and modem cable connection 2. Contact telephone company
D141000	Disconnected by Unavailable	1. Check modem and modem cable connection 2. Contact telephone company
D150000	1. Modem dial connection time-out (while dialing the modem).2. No response from host for 60 seconds.	1. Check modem and modem cable connection 2. Contact telephone company
D160100	Disconnected by Bad Address	1. Check modem and modem cable connection 2. Contact telephone company
D160200	Disconnected by Unavailable	1. Check modem and modem cable connection 2. Contact telephone company
D160300	Disconnected by Out of Order	1. Check modem and modem cable connection 2. Contact telephone company
D170000	No carrier (while sending/receiving data after dial connection)	Check host.
D170100	No Carrier during ENQ data receive from host	Check host.
D170200	No Carrier before sending data send to host	Check host.
D170300	No Carrier during sending data send to host	Check host.
D170400	No Carrier during ACK/NAK data send to host	Check host.

D170500	No Carrier during ACK/NAK data receive from host	Check host.
D170600	No Carrier during receiving data	Check host.
D170700	NAK retry error.	1. Check modem and modem cable connection 2. Contact telephone company
D170800	Send retry error	1. Check modem and modem cable connection 2. Contact telephone company
D170900	Modem initialize fail	Check modem
D170X00	No carrier during data sending/receiving after the modem is connected.	1. Check modem and modem cable connection 2. Contact telephone company
D171000	Modem Comport Failed	Check modem
D180000	No Dial Tone(in Modem dial connection)	Check telephone line connection. Test Modem.
D190000	No Answer	1. Contact telephone company (Check telephone line connection. Check phone number.)
D200000	Dial(Line) busy	Try again later. Check phone number.
D210000	Time out(30sec.) for initializing modem before Modem Dial connecting	Check telephone line connection. Test Modem.
D220000	not receiving EOT from HOST	Check telephone line connection. Test Modem. Check host.
D230000	No response from Host - Dialing time out to Host	Check telephone line connection. Test Modem. Check phone number.
D250000	Cannot connect to the host	Check telephone line connection
D251000	Timeout while Sending	Check telephone line connection
D251100	Communication error while Sending	Check telephone line connection
D251200	Socket error while Sending	Check telephone line connection
D251300	Timeout while Receiving	Check telephone line connection
D251400	Communication error while Receiving	Check telephone line connection
D251500	Socket Error while Receiving	Check telephone line connection
D320000	No response from Host/Dialing time out to Host	Check telephone line connection
D320100	Outbound call is aborted	Check telephone line connection. Test Modem.
D320200	Fail to dial out	Check telephone line connection. Test Modem.
D320300	No Line Reply	
D320400	Get Line ID Failed	
D320500	Modem Comport Failed	
D320600	Call Failed	
D320700	No Answer	
D320800	Modem Call Other Error	
D410000	CRC Mismatch	Check telephone line connection
D410100	No CRC Received	Make sure that the host is using CRC

DA0xxx0	Host Denial Error	Refer to E7. Description for error code organization
F000100	Number of Bill is not inputted	Enter number of bill. (required)
F000200	Parameter is not properly set (Surcharge Owner)	Enter surcharge owner. (required)
F000300	Parameter is not properly set (Surcharge Amount)	Enter surcharge amount. (required)
F000400	Parameter is not properly set (Adver. Text refreshing timer)	Enter Ad text refresh timer.
F000500	Parameter is not properly set (Advertisement text)	Enter Ad text.
F000600	Parameter is not properly set (Dispense limit)	Enter Dispense limit.
F000700	Parameter is not properly set (Denomination)	Enter Denomination. (required)
F000800	Parameter is not properly set (Fast Cash)	Enter Fast Cash amount.
F000900	Master Key Index invalid	Check Master key index.
F000A00	Master Key empty	Enter Master key. (required)
F000B00	Host Phone Number is not inputted	Enter Host phone number. (required)
F000C00	Error Retry Timer is not inputted	Enter Retry timer.
F000D00	RMS Password is not inputted in RMS Enable	Enter RMS password.
F000E00	RMS Phone Number is not inputted in RMS Enable	Enter RMS phone number.
F000F00	Terminal Number is not inputted	Enter Terminal number. (required)
F001000	Routing ID is not inputted	Enter Routing ID. (required)
F001100	Master Key Serial Number is not inputted	Enter Master key serial number.
F001200	Non-Cash Type text is not inputted	Enter Non-cash type text.
F001300	Parameter is not properly set	Check proper parameters in setting.
F001400	NVRAM Failure	Try to clear NVRAM
F001500	ATM Serial No. Empty	Enter ATM serial number. (required)
F001600	Default master password was not changed	
F001F00	Machine serial number is not set	1. Check serial number. 2. Set serial number.
F002F00	Host type is not set	1. Check host type. 2. Set host type.
F003F00	Communication ID invalid (only triton)	1. Contact to technician support team .
F004F00	EPP(Pinpad) key mode is invalid	1. Check modem cable 2. Contact to technician support team
F005F00	Denomination is invalid	1. Check modem cable 2. Contact to technician support team
F006F00	Failed Host Connection!	1. Check Host Connection. 2. Contact to technician support team
F007F00	Invalid Exchange Rate	Download the exchange rate from RMS

FOOFF00	Failed to write Journal	1.Back up journal to thumb drive 2.Clear journal 3.Reboot ATM
FFFFFFF	NVRAM is broken	1. Reset Master Password 2. Clear NVRAM
POWERAB	UPS ABNORMAL	1. Check UPS
POWERAC	POWER OUT OR AC OFF	1. Check AC power status and environment
POWERBA	BATTERY LOW	1. Check AC power status and environment 2. Check UPS
SDN0100	Service Panel (SPL) communication error	Check the cables and connections.

