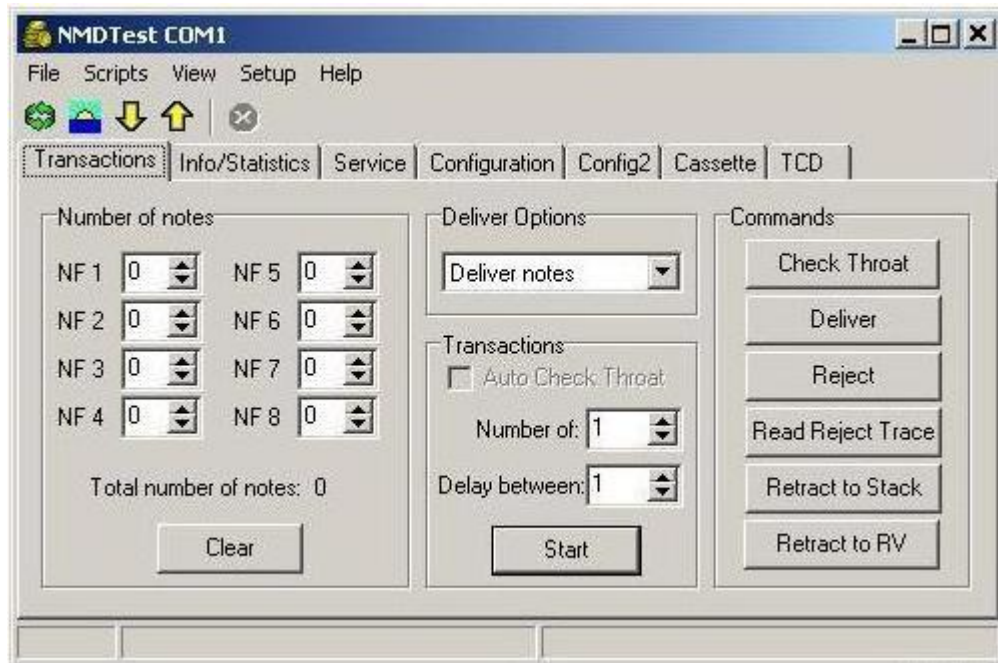


Sentinel Dual Bill Dispenser Troubleshooting Guide

If the Sentinel bill dispenser has locked up and will not unlock the cassettes or will not dispense bills, the unit has a utility pre-loaded on the C drive to help troubleshoot the bill dispenser. To access the program to run the utility, you must first plug in a keyboard and mouse, remove the D drive (card in bottom slot on Carrier board) and restart the Sentinel.

1. Press the Windows key. This will bring up the Start menu.
2. Go to My Computer>XPE (C:)>Test Program.
3. Double click on NMDWTest.exe. to launch the test utility.

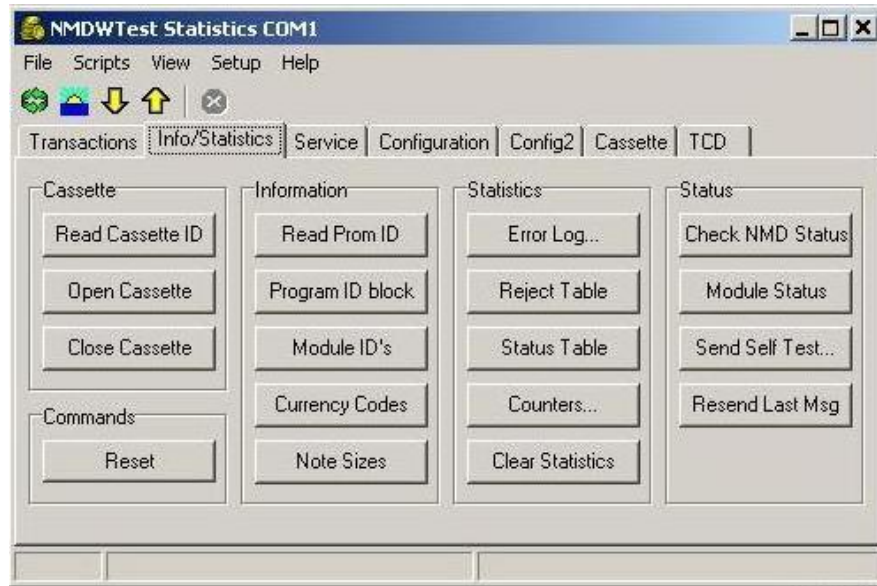
You will see the following screen, plus 2 black boxes. One is a Command Line, the other is the Communications String.



1. Click the double green arrow at the top right of the screen to reset the bill dispenser. Then click the sunrise icon to open and read the cassettes.
2. To test the dispensing function, enter an amount of bills to be dispensed in the NF1 and NF2 boxes under Number of note. Select Deliver (NMD050) under Deliver Options and click Start. The bill dispenser will dispense the notes.

If the bill dispenser is jammed, check the error log and status of the bill dispenser by performing the following steps:

1. Click on the Info/Statistics tab.



2. Click on Error Log under Statistics. This will list the last 50 errors on the log. Check to see if any errors exist for current events.

Module Error Log			
No	Task	Description	Line number
1	FDR	07 Cassette is marked as empty.	2342
2	FDR	03 Low level in cassette	2326
3	FDR	08 Feeder not able to feed notes.	1431
4	FDR	03 Low level in cassette	2972
5	FDR	08 Feeder not able to feed notes.	1431
6	FDR	03 Low level in cassette	2972
7	FDR	08 Feeder not able to feed notes.	1431
8	FDR	03 Low level in cassette	2972
9	FDR	08 Feeder not able to feed notes.	1431
10	FDR	03 Low level in cassette	2568
11	STK	05 Not used in NMD 100	0812
12	STK	05 Not used in NMD 100	0812
13	STK	05 Not used in NMD 100	0812
14	STK	05 Not used in NMD 100	0812
15	STK	05 Not used in NMD 100	0812
16	STK	05 Not used in NMD 100	0812
17	FDR	08 Feeder not able to feed notes.	2342
18	THR	03 Note is jammed in Throat sensor	0288
19	FDR	03 Low level in cassette	3551
20	FDR	08 Feeder not able to feed notes.	1431
21	FDR	03 Low level in cassette	3551

3. Click on Check NMD Status under Status. Check to make sure all component statuses are listed as "OK." If there is an error listed, check that section of the bill dispenser for the jammed bill.

Check NMD Status				
Hnr	Cass. Id	Open/Close	Status	Internal Status
0	00000	Open in Singel Accept	Ok	00 The Reject Vault
1	13898	Cassette operational	32 Empty Cassette	07 Cassette is mark
2	13897	Cassette operational	31 Low Level	03 Low level in cass
3	00000	No Feeder		
4	00000	No Feeder		
5	00000	No Feeder		
6	00000	No Feeder		
7	00000	No Feeder		

Task	Status
Main Motor	The Transport is OK
Note Qualifier	The Note Qualifier is OK
Note Diverter	The Note Diverter is OK
Note Stacker	The Note Stacker is OK
Stack Presenter	The Stacker Presenter is OK
Note Output	The Throat Handler is OK

If the bill dispenser is locked up and will not unlock the cassettes or dispense notes, type "R" into the command line box. This will force the bill dispenser to perform a hard reset.

Enter command
<input type="text"/>

If the bill dispenser is still locked up, the dispenser will need to be serviced.