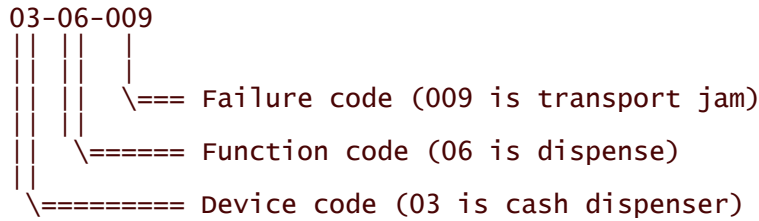


TLink/NT out of service codes as of version 2.4.3.1.

Format for TLink/NT out of service codes:



The first set of digits indicates which device failed. In some cases there is no specific device associated with an out of service condition. For these cases a non-device related number is specified in this field. The following lists the possible values for the first 2 digits:

- 01 - PIN pad error
- 02 - Special electronics error
- 03 - Cash dispenser error
- 04 - Card reader error
- 05 - Hardware encryption module
- 06 - Receipt printer error
- 11 - Service and operating panel
- 12 - Coin dispenser
- 26 - Reject bin (Versions 1.x)
- 28 - Reject bin (Versions 2.x)
- 29 - Cassette 1
- 30 - Cassette 2
- 31 - Cassette 3
- 32 - Cassette 4
- 45 - Application

The interpretation of the remaining fields depends on the value of the first field according to the tables below.

The second two digits represent the function that was being performed at the time the problem was encountered. The final three digits specify what the failure actually was.

The following tables indicate the valid function and failure codes for each of the defined device codes. Where appropriate the function codes have been put in a separate table.

PIN Pad (dev code = 01)

- 01-01-001 - Unable to open device
- 01-02-002 - Unable to initialize device
- 01-03-003 - Alive status check failed
- 01-04-004 - Failed to read input
- 01-05-005 - Failed to flush input buffer

Special Electronics (dev code = 02)

- 02-xx-001 - SEL busy processing another request
- 02-xx-002 - Unknown request

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- 02-xx-003 - Unable to process request
- 02-xx-004 - Problem with RAM
- 02-xx-005 - Problem with EPROM
- 02-xx-006 - Problem with EEPROM
- 02-xx-007 - Invalid LED parameter
- 02-xx-008 - Bad DES key parity
- 02-xx-009 - Bad encryption sequence
- 02-xx-010 - Invalid error code
- 02-xx-011 - Problem with beep thread
- 02-xx-012 - Problem with beep queue
- 02-xx-200 - Problem communicating with device
- 02-xx-201 - Problem with device configuration
- 02-xx-205 - Unexpected error class
- 02-xx-210 - General special electronics problem

Special Electronics Function Codes

- 01 - Device open
- 02 - Device initialization
- 03 - Read status
- 04 - Switch Ready Indicator
- 05 - Switch customer logo light
- 06 - Reset SOP switch
- 07 - Power off
- 08 - Beep
- 09 - Switch LED's

Cash Dispenser (dev code = 03)

- 03-xx-001 - Cassette not ready
- 03-xx-002 - Transport path not free
- 03-xx-003 - Shutter blocked
- 03-xx-004 - Shutter stuck open
- 03-xx-005 - Shutter state unknown
- 03-xx-006 - Possible manipulation
- 03-xx-007 - CDM pulled out
- 03-xx-008 - Single reject switch defective
- 03-xx-009 - Transport jam (reset required)
- 03-xx-010 - Self-test active
- 03-xx-011 - Minimum cassette cfg not available
- 03-xx-012 - Cannot pick bills from cassette
- 03-xx-013 - Too many picks got more than one note
- 03-xx-014 - Too many bundle rejects
- 03-xx-015 - Too many bad width notes
- 03-xx-016 - Cassette ran physically empty
- 03-xx-017 - Money was accessible to customer
- 03-xx-018 - No notes in the stacker
- 03-xx-019 - No notes at the wait position
- 03-xx-020 - No notes to retract
- 03-xx-021 - Shutter missing
- 03-xx-022 - Cassette missing
- 03-xx-023 - Reference value needed
- 03-xx-024 - Cassette defective
- 03-xx-025 - Cassette not initialized or defective
- 03-xx-026 - Reject cassette not ready
- 03-xx-027 - Max notes reach ref val not determined
- 03-xx-028 - Operator intervention required
- 03-xx-200 - Problem communicating with device
- 03-xx-201 - Problem with device configuration
- 03-xx-202 - Problem with firmware loader
- 03-xx-203 - Problem with software encryption
- 03-xx-204 - General cash dispenser problem
- 03-xx-205 - Unexpected error class

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Cash Dispenser Function Codes

- 01 - Device open
- 02 - Load firmware
- 03 - Get device status
- 04 - Write parameters
- 05 - Perform Reference Value
- 06 - Dispense
- 07 - Transport to wait position
- 08 - Transport to customer
- 09 - wait for customer
- 10 - Transport to reject
- 11 - Retract cash
- 12 - Reset
- 50 - Active monitoring

Card Reader (dev code = 04)

- 04-xx-001 - General card jam
- 04-xx-002 - Problem with shutter
- 04-xx-003 - Problem with sensor
- 04-xx-004 - Card too long
- 04-xx-005 - Card too short
- 04-xx-006 - Problem with memory
- 04-xx-007 - Problem with card motion
- 04-xx-008 - Jam on retrieve
- 04-xx-009 - Problem with SW1/SW2
- 04-xx-010 - Other mechanical problem
- 04-xx-011 - Read parity error
- 04-xx-012 - Other read error
- 04-xx-013 - Read error EOF
- 04-xx-014 - Power failure
- 04-xx-015 - Lost DSR signal
- 04-xx-016 - Problem ejecting card
- 04-xx-017 - No firmware
- 04-xx-018 - Problem downloading
- 04-xx-019 - Already opened
- 04-xx-020 - Too many users
- 04-xx-021 - Problem loading hybrid DLL
- 04-xx-022 - Problem loading SEL DLL
- 04-xx-200 - Problem communicating with device
- 04-xx-201 - Problem with device configuration
- 04-xx-205 - Unexpected error class
- 04-xx-206 - General card reader problem

Card Reader Function Codes

- 01 - Device open
- 02 - Initialize device
- 03 - Card entry processing
- 04 - Read track
- 05 - Remove card processing
- 06 - Get device status
- 07 - Retrieve card
- 08 - Eject card
- 09 - Control device
- 10 - Capture card

Hardware Encryption Module [EDM] (dev code = 05)

- 05-01-001 - Unable to open device
- 05-02-002 - Unable to initialize device
- 05-02-003 - Unable to load key to verify EDM
- 05-02-004 - Unable to reload key after EDM init
- 05-03-003 - Unable to load encryption key
- 05-03-005 - Unable to encrypt key for loading
- 05-04-005 - Unable to encrypt data
- 05-05-006 - Unable to decrypt data
- 05-06-007 - Unable to start PIN entry
- 05-07-008 - Unable to cancel PIN entry

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05-08-009 - Unable to get encrypted PIN

Receipt Printer (dev code = 06)

- 06-xx-001 - Bad PRT file
- 06-xx-002 - Checksum error
- 06-xx-003 - Command lost
- 06-xx-004 - Problem with the cutter
- 06-xx-005 - Device error
- 06-xx-006 - PRT DLL failed
- 06-xx-007 - PRT DLL missing
- 06-xx-008 - FMR file missing
- 06-xx-009 - Font load error
- 06-xx-010 - Invalid firmware file
- 06-xx-011 - Firmware MOD problem
- 06-xx-012 - False status length
- 06-xx-013 - Hardware error
- 06-xx-014 - Head lifted (lever?)
- 06-xx-015 - Problem with logo processing
- 06-xx-016 - No macro end character
- 06-xx-017 - Maximum space
- 06-xx-018 - Memory issue
- 06-xx-019 - No DLL found
- 06-xx-020 - No FRM file found
- 06-xx-021 - Buffer overflow
- 06-xx-022 - Paper jam
- 06-xx-023 - Paper low
- 06-xx-024 - Paper out
- 06-xx-025 - Parity error
- 06-xx-026 - Power failure
- 06-xx-027 - Presenter error
- 06-xx-028 - PRT file missing
- 06-xx-029 - Failed opening PRT file
- 06-xx-030 - BON sensor warning
- 06-xx-031 - Software error
- 06-xx-032 - Switch error
- 06-xx-033 - Top of form error
- NOTE: 050 - 066 are specific to the TH21 receipt printer in the PC1100 and PC1500
- 06-xx-050 - Comm error with monitor module
- 06-xx-051 - No GDI driver found
- 06-xx-052 - Invalid COMM port entry for GDI driver
- 06-xx-053 - Loading semaphore timeout
- 06-xx-054 - Cannot open control file TH21.PRN
- 06-xx-055 - Cannot read control file TH21.PRN
- 06-xx-056 - Cannot open file or invalid file name
- 06-xx-057 - Printer hardware error. Cannot read file
- 06-xx-058 - Invalid module id
- 06-xx-059 - Expected response to firmware loader is invalid
- 06-xx-060 - Invalid logo type or logo is too big
- 06-xx-061 - Loading system error while the print system was being invoked
- 06-xx-062 - WRITE command not executed in the specified monitoring time
- 06-xx-063 - READ command not executed in the specified monitoring time
- 06-xx-064 - Cover is open
- 06-xx-065 - Print head temperature is not ok
- 06-xx-066 - Short-term power failed during operation
- 06-xx-200 - Problem communicating with device
- 06-xx-201 - Problem with device configuration
- 06-xx-205 - Unexpected error class
- 06-xx-207 - General receipt printer problem
- 06-xx-208 - General ND99 problem
- 06-xx-209 - General ND71 problem
- 06-xx-214 - General TH21 problem

Receipt Printer Function Codes

- 01 - Open device
- 02 - Load firmware
- 03 - Delete logo

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- 04 - Load logo
- 05 - Print

Service and Operating Panel (dev code = 11)

- 11-xx-001 - Failed to initialize device
- 11-xx-002 - Device is in use by another program
- 11-xx-003 - Maximum buffer exceeded
- 11-xx-004 - Invalid parameter
- 11-xx-005 - Invalid pointer for "replace"
- 11-xx-006 - Cursor restore without save
- 11-xx-007 - Invalid response from hardware
- 11-xx-008 - Parity error
- 11-xx-009 - Undefined character size
- 11-xx-010 - Character RAM is full
- 11-xx-011 - Invalid character data
- 11-xx-012 - Hardware error
- 11-xx-013 - Unknown escape sequence sent
- 11-xx-014 - Job aborted internally by OPL
- 11-xx-015 - Keyboard error
- 11-xx-030 - Cannot flush OPL buffer
- 11-xx-031 - Cannot read input
- 11-xx-200 - Problem communicating with device
- 11-xx-201 - Problem with device configuration
- 11-xx-205 - Unexpected error class
- 11-xx-213 - General operator panel problem

Operator Panel Function Codes

- 01 - Open device
- 02 - Initialize device
- 03 - Flush buffer
- 04 - Read input
- 05 - Cancel command
- 06 - Emit beep
- 07 - Get status
- 08 - Clear display area
- 09 - Clear entire display
- 10 - Set LED on/off
- 11 - Restore cursor position
- 12 - Save cursor position
- 13 - Control device
- 14 - Set code table
- 15 - Set cursor position
- 16 - Set cursor type
- 17 - Set display light
- 18 - Set graphics attributes
- 19 - Write character string
- 20 - Enable keyboard

Coin Dispenser (dev code = 12)

- 12-01-000 - Error opening device
- 12-02-000 - Error closing device
- 12-03-000 - Error paying out coins
- 12-04-000 - Error emptying coin bin
- Reject Bin (dev code = 28) Note: was 26 in versions before 2.0
- 26-50-001 - Reject bin not ready
- 26-50-022 - Reject bin missing
- 28-50-001 - Reject bin not ready
- 28-50-022 - Reject bin missing
- Cassette 1, 2, 3 and 4 (dev code = 29, 30, 31, 32)
- nn-xx-001 - Cassette not ready
- nn-xx-009 - Transport jam (reset required)
- nn-xx-012 - Cannot pick bills from cassette
- nn-xx-013 - Too many picks got more than one note
- nn-xx-014 - Too many bundle rejects
- nn-xx-015 - Too many bad width notes
- nn-xx-022 - Cassette missing

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- nn-xx-023 - Reference value needed
- nn-xx-024 - Cassette defective
- nn-xx-025 - Cassette not initialized or defective

where nn is:

- 29 - Cassette 1
- 30 - Cassette 2
- 31 - Cassette 3
- 32 - Cassette 4

Application (dev code = 45)

- 45-00-002 - Communications error
- 45-00-003 - ATV agent has requested OOS
- 45-00-004 - Sending transaction reversal to processor
- 45-00-005 - Fatal internal application error
- 45-00-006 - Error in configuration files
- 45-00-007 - Initialization of a required device failed
- 45-00-008 - Updating HTML files from web server
- 45-00-009 - Sending config update to processor
- 45-01-001 - Dialing to ISP on application start up
- 45-01-002 - Device/modem error
- 45-01-003 - No dialtone
- 45-01-004 - Line busy
- 45-01-005 - No answer
- 45-01-006 - No carrier
- 45-01-007 - Timeout
- 45-01-010 - Low speed
- 45-01-020 - RAS error
- 45-01-021 - PPP error
- 45-01-022 - Parameter error
- 45-01-023 - Resource not available
- 45-01-030 - Server error
- 45-01-031 - Authentication error
- 45-01-032 - Projection error
- 45-01-040 - Generic error