

Series-9 Kiosk

Operators Manual



Notice

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Author: Source Technologies.

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Operational Safety Information

WARNING AND CAUTION SYMBOLS

The following Warning and Caution symbols are used throughout this manual:

	CAUTION	Cautions alert you to the potential for equipment damage.
	WARNING	Warnings alert you to possible safety risks.

General Safety Information

This kiosk is intended for indoor use only.

All service procedures should be performed by properly trained and qualified service personnel.

Any on-site assembly required during the installation process must be performed by properly trained and qualified service personnel.

The kiosk must be connected to a properly grounded and appropriately rated AC receptacle using the supplied cord set.

The kiosk must be bolted in place using the (4) supplied anchor bolts. See the Installation Manual for details. To access the document, click the link. [Kiosk Manuals | Source Technologies.](#)

The socket-outlet powering this equipment shall be installed near to the equipment and be easily accessible.

The kiosk must be properly shut down and then disconnected from the AC power supply before connecting signal cables to a host computer.

This kiosk is suitable for connection to IT power systems.

SYMBOLES D'AVERTISSEMENT ET DE MISE EN GARDE

Les symboles d'avertissement et de mise en garde suivants sont utilisés tout au long de ce manuel:



Mise En Garde

Les mises en garde vous alertent des risques de dommages matériels.



AVERTISSEMENT

Les avertissements vous alertent des risques de sécurité possible.

Consignes générales de sécurité.

Ce kiosque est destiné à un usage intérieur seulement.

Toutes les procédures d'entretien doivent être effectuées par du personnel d'entretien dûment formé et qualifié.

Tout montage sur site requis pendant le processus d'installation doit être effectué par un personnel de service qualifié et dûment formé.

Le kiosque doit être connecté à une prise secteur correctement mise à la terre et de calibre approprié à l'aide du cordon fourni.

Le kiosque doit être boulonné en place à l'aide des (4) boulons d'ancrage fournis. Consultez le manuel d'installation pour plus de détails. Pour accéder au document, cliquez sur le lien. [Kiosk Manuals | Source Technologies.](#)

La prise de courant qui alimente cet équipement doit être installée à proximité de l'équipement et être facilement accessible.

Le kiosque doit être correctement éteint, puis déconnecté de l'alimentation secteur avant de connecter les câbles de signal à un ordinateur hôte.

Ce kiosque est approprié pour la connexion à des systèmes d'alimentation informatique.

FCC Statement



CAUTION

This kiosk contains sensitive electronic components that could be damaged if exposed to excessive force.



CAUTION

Use only factory-approved consumables and cleaning kits. Uses of any non-approved supplies could permanently damage the kiosk and may void your warranty.

This equipment has been evaluated and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This Class A digital apparatus complies with Canadian ICES-003.

Déclaration FCC



Mise En Garde

Ce kiosque contient des composants électroniques sensibles qui pourraient être endommagés s'ils étaient exposés à une force excessive.



Mise En Garde

N'utilisez que des produits consommables et des kits de nettoyage approuvés en usine. L'utilisation de fournitures non approuvées pourrait endommager le kiosque de façon permanente et annuler votre garantie.

Cet équipement a été testé et déclaré conforme aux limites d'un appareil numérique de classe A, conformément à la partie 15 des règles de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles lorsque l'équipement est utilisé dans un environnement commercial. Cet équipement génère, utilise et peut émettre de l'énergie radiofréquence et, s'il n'est pas installé et utilisé conformément au manuel d'instructions, peut causer des interférences nuisibles aux communications radio. L'utilisation de l'équipement dans une zone résidentielle est susceptible de causer des interférences nuisibles, auquel cas l'utilisateur devra corriger ces interférences à ses propres frais.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Important Laser Safety Notice

The laser barcode reader employed in this kiosk complies with US CFR1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50 dated June 24, 2007, and EN60825-1:1994+A1:2002+A2:2001 and IEC60825-1:1993+A1:1997+A2:2001.

Any changes or modifications to Source Technologies equipment, not expressly approved by Source Technologies, could void the user's authority to operate the equipment.



WARNING

Use of controls, adjustments, or performance of procedures other than those specified herein may result in hazardous laser light exposure.

Avis Important Sur La Sécurité Du Laser

Le lecteur de codes à barres laser en option utilisé dans ce kiosque est conforme aux normes des États-Unis CFR 1040.10 et 1040.11, à l'exception des dérogations prévues par l'avis laser n.° 50 du 24 juin 2007 et les normes EN60825-1:1994+A1:2002+A2:2001 et IEC60825-1:1993+A1:1997+A2:2001.

Tout changement ou modification à l'équipement Source Technologies non expressément approuvé par cette dernière pourrait annuler le droit de l'utilisateur d'utiliser l'équipement.



AVERTISSEMENT

L'utilisation de commandes, de réglages ou de procédures autres que ceux spécifiés dans le présent document peut entraîner une exposition dangereuse à la lumière laser.

Important Battery Safety Notice



WARNING

Risk of explosion if the motherboard battery is replaced by an incorrect type. Dispose of used batteries according to the battery manufacturer's instructions.



CAUTION

Source Technologies does not consider the battery a user-replaceable item. Battery replacement should only be performed by a Source Technologies' authorized repair technician at an authorized repair facility. Any attempt to replace the battery by a non-authorized technician may damage the device and void the manufacturer's warranty. For more information, please contact Technical Support.

Avis Important De Sécurité De La Batteria



AVERTISSEMENT

Risque d'explosion si la batterie de la carte mère est remplacée par un mauvais type. Jetez les piles usagées conformément aux instructions du fabricant de la batterie.



Mise En Garde

Source Technologies ne considère pas la batterie comme un élément remplaçable par l'utilisateur. Le remplacement des piles ne doit être effectué que par un technicien de réparation autorisé de Source Technologies dans un atelier de réparation agréé. Toute tentative de remplacement de la pile par un technicien non autorisé peut endommager l'appareil et annuler la garantie du fabricant. Pour plus d'informations, veuillez contacter le service d'assistance technique.

TABLE OF CONTENTS

Notice	1
Operational Safety Information	2
FCC Statement	4
Important Laser Safety Notice.....	6
Important Battery Safety Notice.....	7
CHAPTER 1 – PRODUCT OVERVIEW	9
Kiosk Description.....	9
Kiosk Features and Options	10
Hardware Specifications.....	12
CHAPTER 2 – GETTING STARTED.....	13
Opening and Closing the Upper Cabinet.....	13
Closing and Locking Safe Door.....	16
Changing the Lock Combination	16
Powering On the Kiosk.....	17
Loading Receipt Printer Paper	19
Powering Down the Kiosk.....	21
CHAPTER 3 – COMPONENT OPERATION	24
Cash Acceptor (if applicable to the unit).....	24
Fujitsu Recycler (if applicable to the unit)	34
Coin Dispenser (if applicable to the unit)	46
Cash Dispenser (if applicable to the unit)	47
Check Scanner.....	52
PIN Pad with Magstripe, EMV, and NFC Reader	56
Omni-Directional Barcode Imager	58
Receipt Printer.....	59
Palm Scanner (if applicable to the unit)	64
Hand Position During Palm Scan.....	65
Headphone Jack	66
Camera	67
CHAPTER 4 – CLEANING	68
CHAPTER 5 – CONTACT INFORMATION.....	70
Technical Support	70
Contact Procedure	70

CHAPTER 1 – PRODUCT OVERVIEW

Kiosk Description

Source Technologies latest kiosk design is an industry game changer for financial institutions and self-service solutions. We have designed in more capabilities offered by any manufacturer to date. At just over 2 square feet, this self-service bill pay is an excellent choice for maximizing space and can be placed almost anywhere in the store with no construction needed.

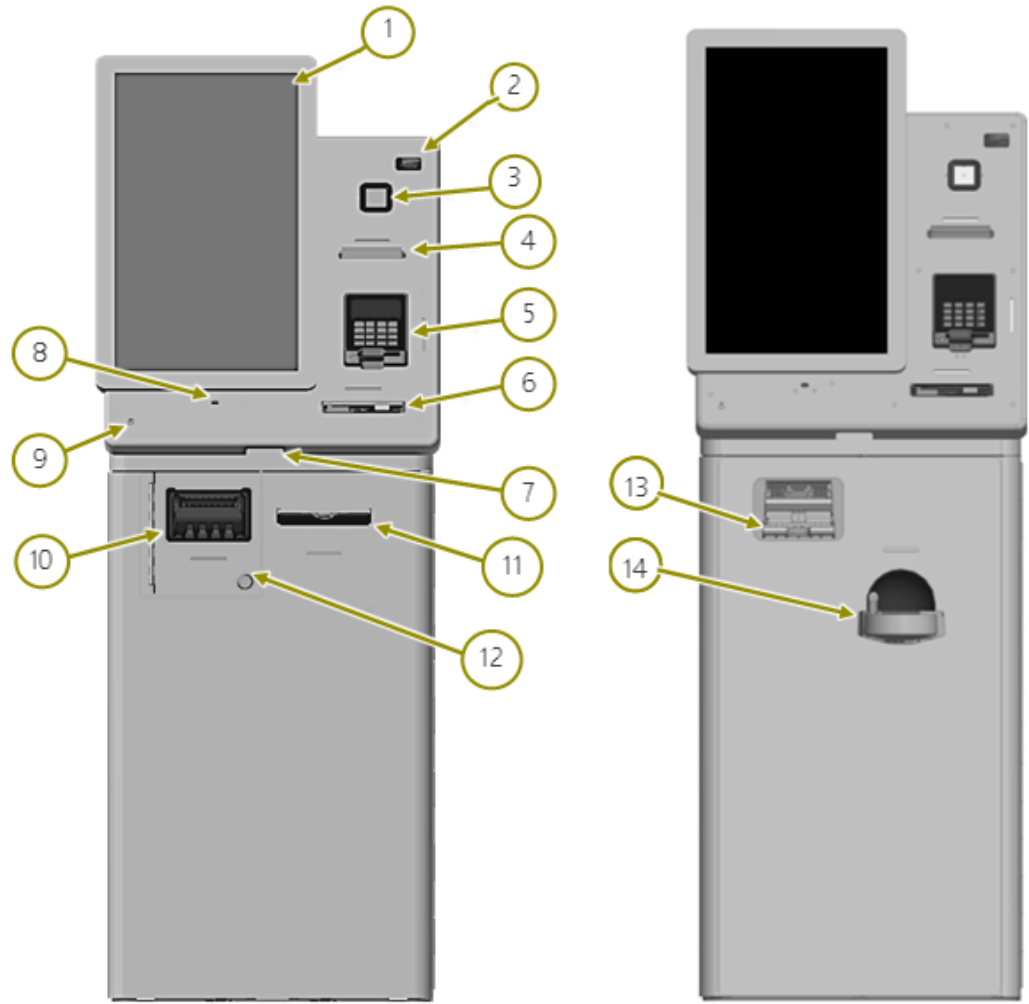
Note: UL291 and 24hr safe units are 3.5 square feet.

When paired with our software, the Series-9 Kiosk from Source Technologies communicates directly with back-end systems, enabling clients to conduct business their way.

Kiosk Features and Options

Bill Pay Cash Acceptor Version

Banking Cash Recycler Version



Series-9 Components			
1	Touchscreen Display	8	Approach Sensor
2	Camera	9	Headphone Jack
3	Palm Scanner	10	Cash Acceptor
4	Receipt Printer	11	Cash Dispenser
5	PIN Pad/NFC/Card Reader	12	Cash Acceptor Access Door
6	Check Scanner	13	Cash Recycler
7	Barcode Imager/ ID Scanner	14	Coin Dispenser

Rear View



Rear View w/
Optional UPS



Rear View			
1	Power Cord	3	Lower Cabinet Alarm Hook Up
2	Network Connect	4	UPS

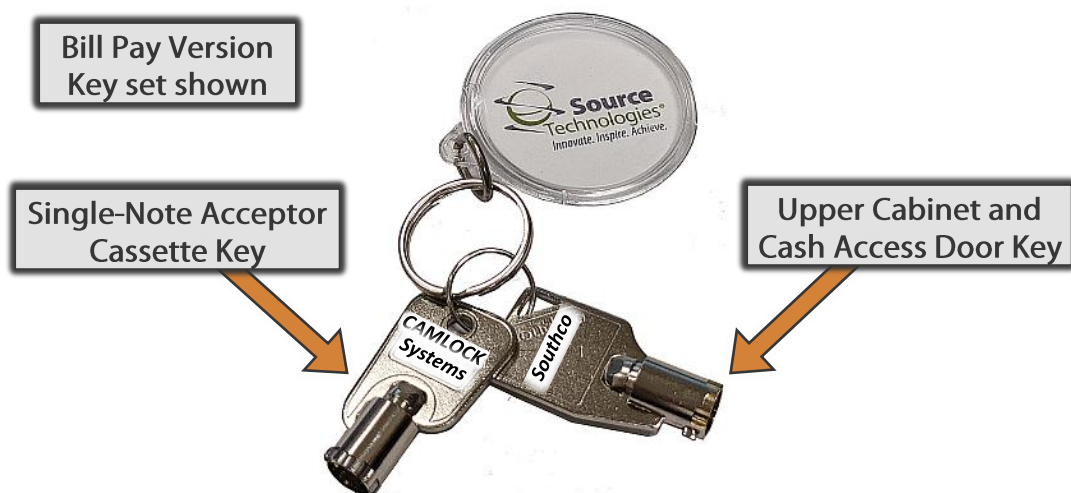
Hardware Specifications	
POWER REQUIREMENTS	120 VAC, 2.0A, 50-60HZ
ENVIRONMENTAL REQUIREMENTS	Temperature: 5°C to 40°C Humidity: <=20% to 80% non-condensing
DISPLAY	19.5-INCH FHD (1920 X 1080)
PRIVACY FILTER	YES
TOUCHSCREEN	PROJECTED CAPACITANCE
HARD DRIVE	128GB SOLID STATE DRIVE
PROCESSOR	INTEL I5-7500 QUAD CORE 3.4GHZ
RAM	8GB DDR4-2133
ETHERNET	10/100/1000 BASE T LAN
WIRELESS	DUAL BAND 802.11A/B/G/N/AC
PIN PAD / CARD READ / NFC	PCI PTS 5.1 CERTIFIED / MAG STRIPE / EMV /NFC
CHECK SCANNER	MICR/OPTICAL CHECK SCANNING
RECEIPT PRINTER	80MM WIDTH DIRECT THERMAL
IMAGER	1D/2D BARCODE IMAGER
CASH ACCEPT	SINGLE-NOTE CASH ACCEPTOR
CASH RECYLER	MULTI-NOTE CASH RECYCLER
COIN DISPENSER	4 BIN COIN DISPENSER
CASH DISPENSE	MULTI-CASSETTE CASH DISPENSE
BIOMETRICS	PALM SCANNER

CHAPTER 2 – GETTING STARTED

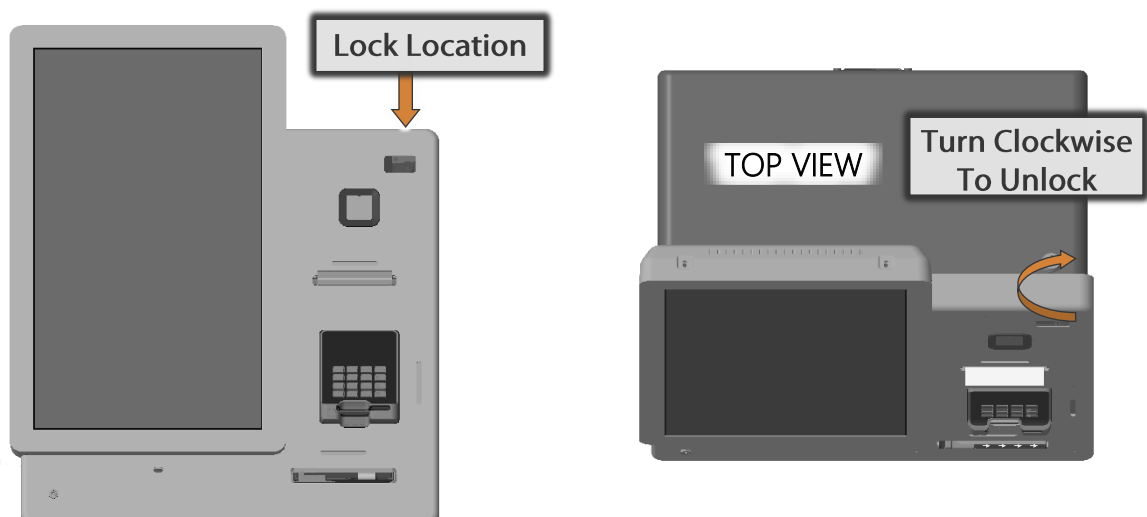
The security cabinets included in the Series-9 Kiosk can use either a standard 6 Digit Combination Lock or an optional Audit Trail Audticon combination lock. See the Kiosk Combination Lock Guide (Document# 109462) for detailed operating instructions for the lock type installed. To access the document, click the link. [Kiosk Manuals | Source Technologies](#).

Opening and Closing the Upper Cabinet.

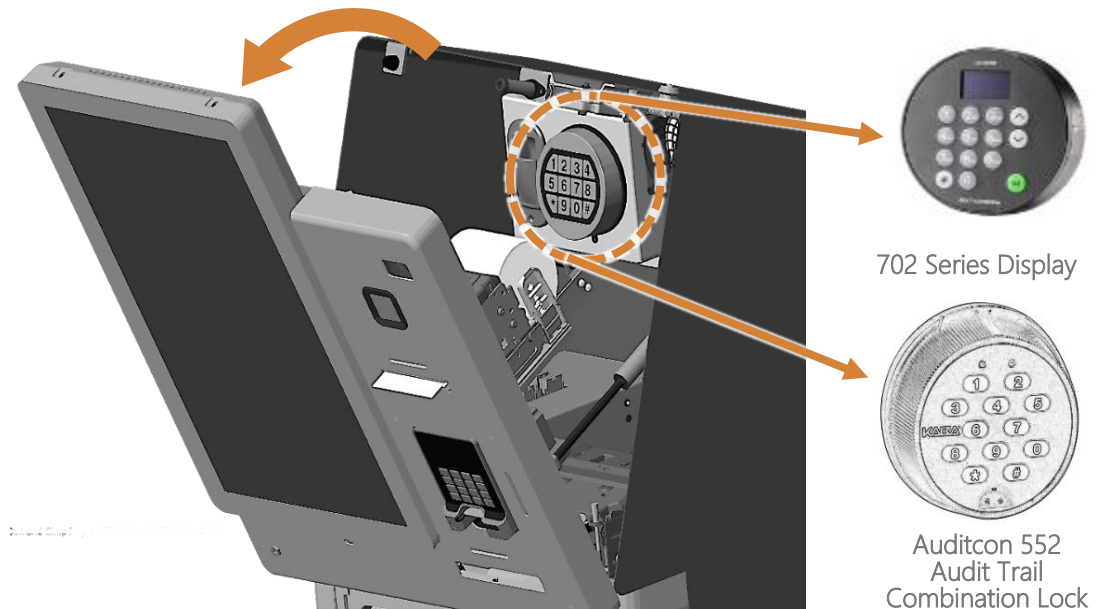
Note: The number and type of keys are dependent on the system.



A. Use the upper cabinet key to unlock and open the upper cabinet.




- B. Open the upper cabinet of the kiosk and identify the lock system by the type of keypad installed. See the Kiosk Combination Lock Guide (Document# 109462) for detailed operating instructions for the lock type installed. To access the document, click the link. [Kiosk Manuals | Source Technologies](#)

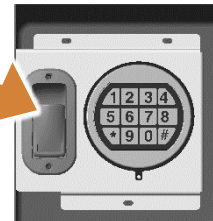


Opening Security Cabinet Door

La Gard 702 Display Lock

1. Enter the following (8) digit combination (2-digit user id + 6-digit user id) enter 0-1-1-2-3-4-5-6 followed by the green Return key.
2. The lock will confirm a valid combination entry with .
3. Within four (4) seconds, pull the door latch handle to open the security cabinet door.

**Pull Door Latch Handle to
Open Security Cabinet Door**



Note:

- Invalid Combination Entry - Lock will signal three (3) times.
- Entry of four (4) consecutive invalid combinations starts a five (5) minute delay period.
- LED will flash red at ten (10) second intervals during the delay period.
- At the end of the delay period, two (2) more consecutive invalid combinations will restart the three (3) minute delay period.
- The Keypad will not respond to keystrokes during delay period.

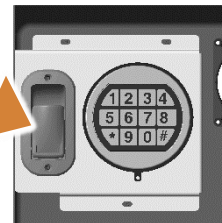
Auditcon 552

Note: The lock must be manually powered before each operation by briskly turning the dial back and forth.



1. Turn the dial back and forth briskly until there are two simultaneous green and red flashes and two beeps to indicate that the lock is powered. The two beeps indicate that there is enough power for the next operation to be performed. If no beeps sound, continue to power the lock by briskly turning the dial back and forth.
2. Enter valid eight (8) digit combination (2-digit user id + 6-digit user combination)
Factory set default combination = **0-1-5-0-2-5-5-0**
Note: Press * key to clear a keystroke or combination.
3. If the combination is entered successfully, the green led on the lock will flash for approx. 5 seconds.
4. Pull the door latch handle to open the security cabinet door.
5. If the door isn't opened within 5 seconds, the lock will automatically re-lock.

**Pull Door Latch Handle to
Open Security Cabinet Door.**

**Note:**

- After each keystroke, the green led will flash and a beep sound will be heard.
- If there is no green led flash or beep, then the lock has powered down and must be re-powered as described in Step 1.
- Three red flashes indicate that an incorrect combination has been entered.
- Entry of five (5) consecutive invalid combinations starts a three (3) minute delay period. Any failed entry attempt after the five invalid entries initiates a new three (3) minute delay period.

Closing and Locking Safe Door

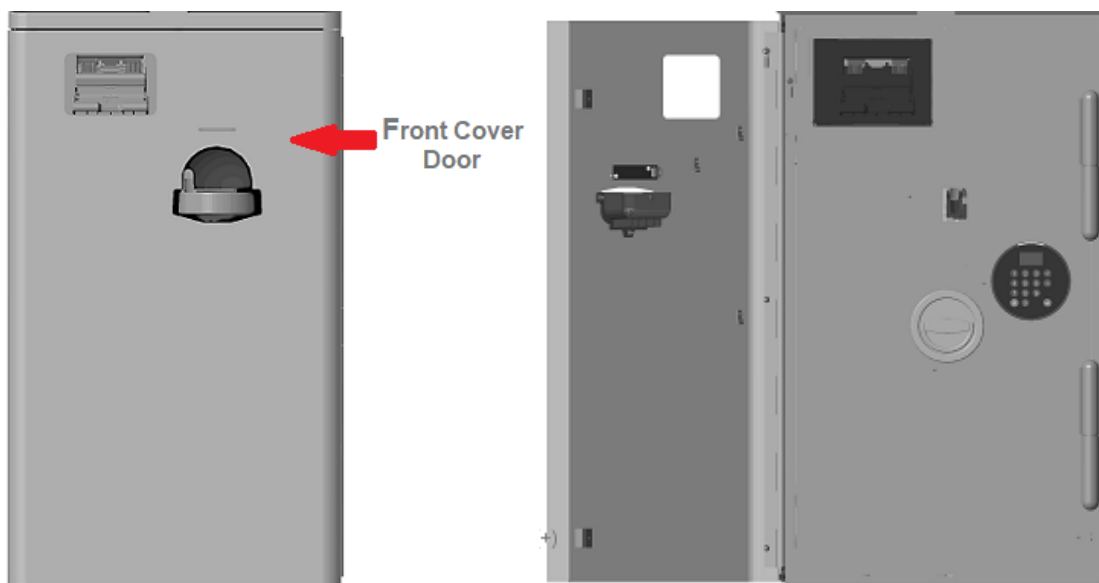
Push the security cabinet fully closed until the door latch is engaged. The cabinet will lock automatically on closing.

Opening and Closing the Security Cabinet, Lock on Door.

The security cabinet included in the Series-9 Kiosk (24hr safe units) can use either LA Gard Lock or an Auditcon lock.

24hr Safe

Opening the lower cabinet door of the kiosk using the same lock procedure as above, however you will turn the handle versus pulling the latch handle.



Changing the Lock Combination

Both Auditcon and the La Gard 702 Lock have several things to consider before setting up user access, it is highly recommended to review the **Kiosk Combination Lock Guide** (Document # 109462) for detailed information on the installed lock system before any programming takes place. To access the document, click the link. [Kiosk Manuals | Source Technologies](#).

Powering On the Kiosk



WARNING

The kiosk must be connected to a properly grounded, appropriately rated individual circuit. Specific power requirements are located on the product label located on the back of the kiosk.



WARNING

The outlet powering this equipment shall be installed near to the equipment and be easily accessible.

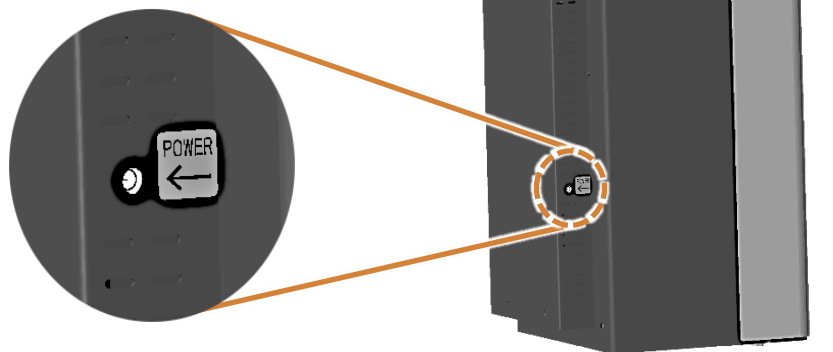
A. Connect the kiosk power cord to an AC utility outlet:

1. Kiosk with No UPS Option.

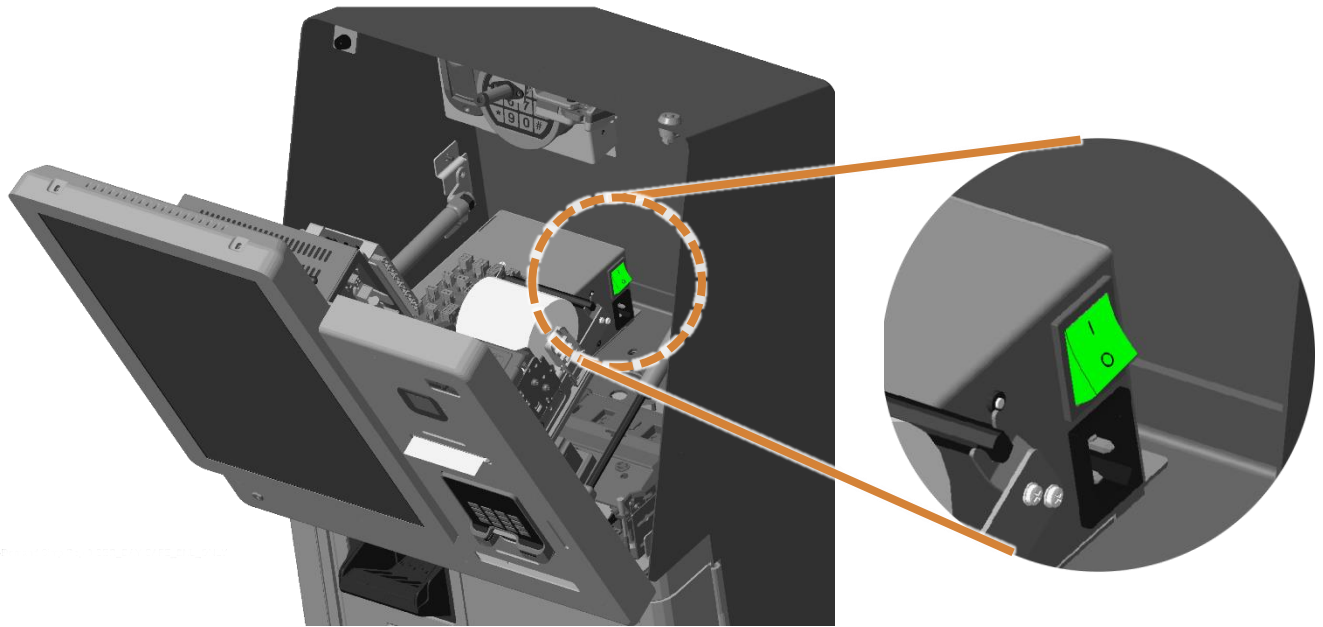
Using the provided detachable AC power cord, connect one end to the AC inlet at the rear of the kiosk and the other to an AC outlet.

2. Kiosk with UPS Option.

- a. Connect the UPS power cord to an AC outlet.
- b. Power on the UPS by using a small tool to press the recessed power button.



- B. Open the upper cabinet, see [Opening and Closing the Security Cabinet](#) Step A.
- C. Locate the power supply in the upper cabinet and place the power switch in the on position.

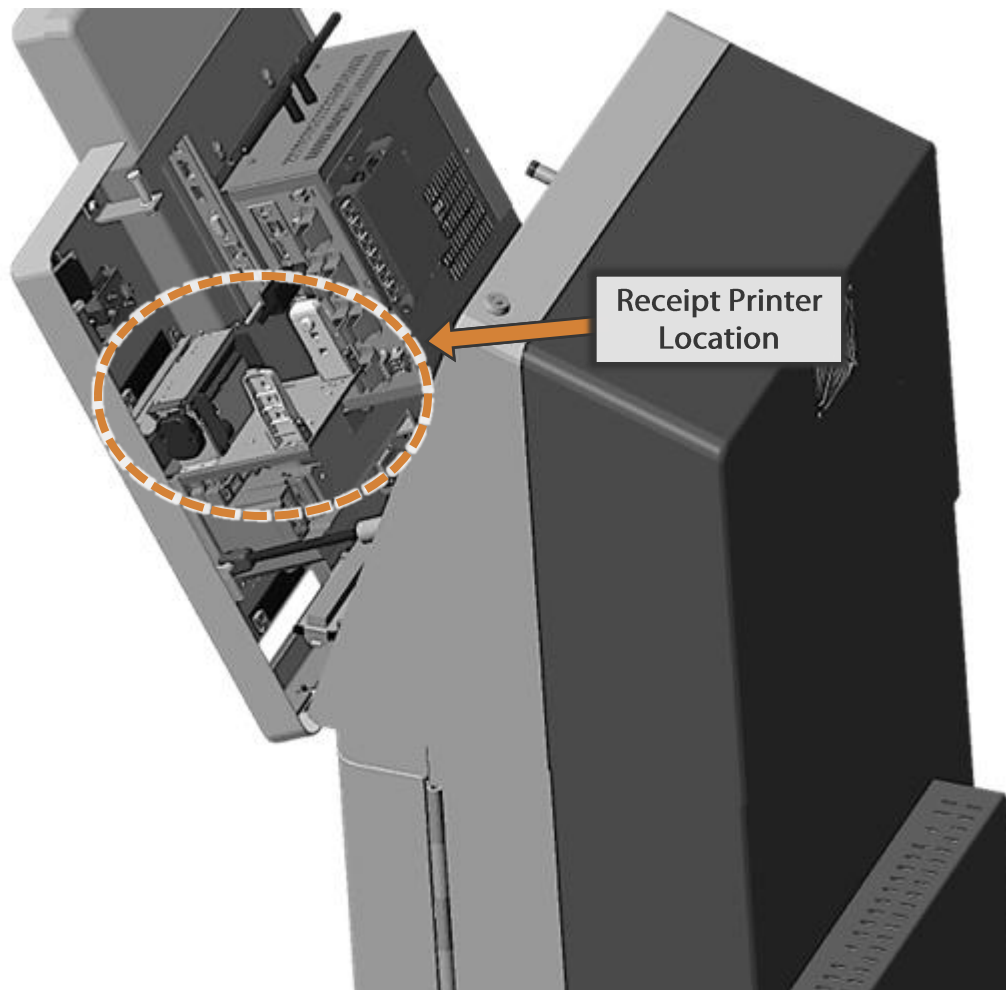


- D. Fully close the upper cabinet until it is latched. The cabinet will lock automatically when closed.
- E. The kiosk will automatically boot to its default application when power is applied.

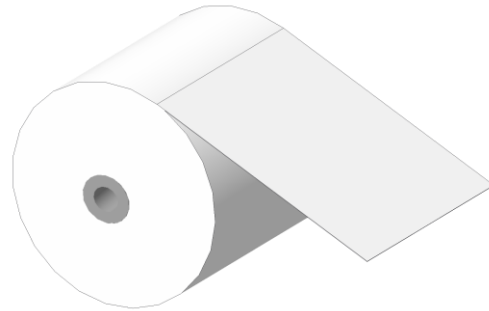
Loading Receipt Printer Paper

The receipt printer will auto-load receipt paper when it recognizes that paper is present in the paper guide. Use the procedure below to auto-load receipt paper.

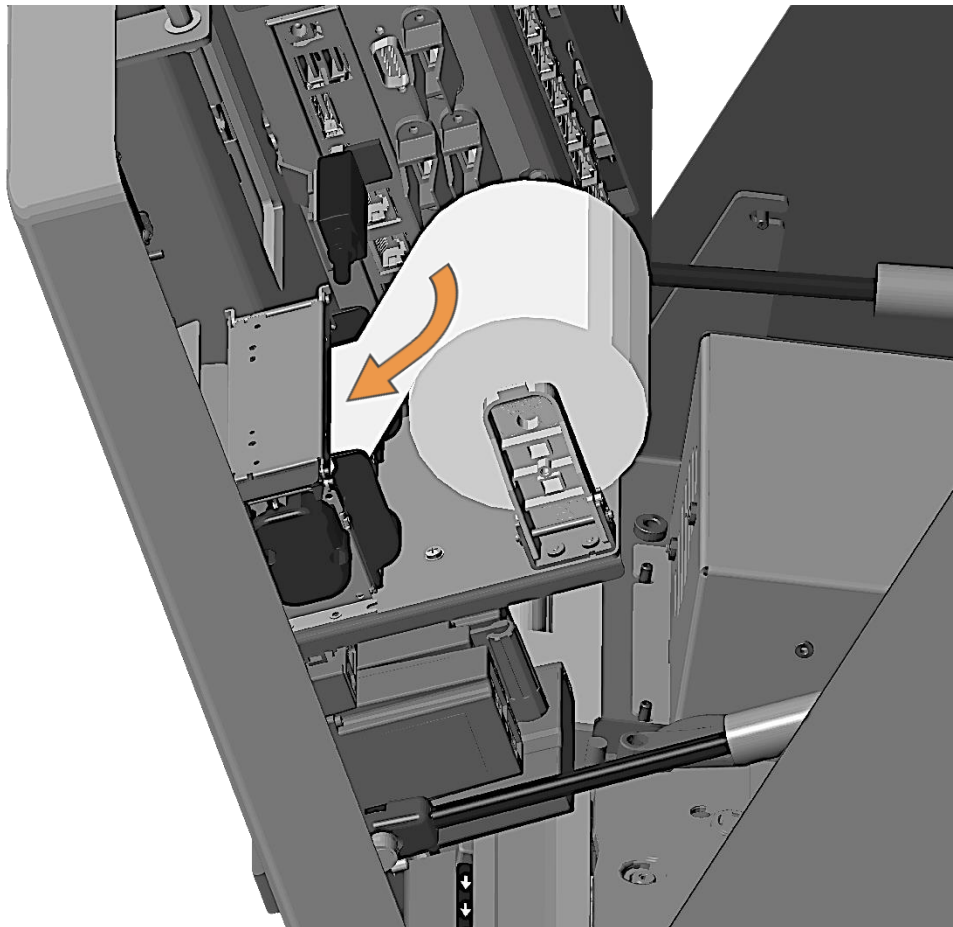
- F. Open the upper cabinet, see [Opening and Closing the Security Cabinet](#) Step A.
- A. The receipt printer is attached to the upper cabinet front enclosure on the right-hand side.



- B. Orient the paper so that it is coming off the top of the roll.



- C. Place the paper roll into the paper holder and route the paper into the printer paper guide. Continue to push forward until the printer recognizes the paper and begins to auto-load.



- D. Fully close the upper cabinet until it is latched. The cabinet will lock automatically when closed.
- E. Receipt paper loading is complete.

Powering Down the Kiosk

Use the procedure below for properly shutdown of the kiosk.



WARNING

To prevent data corruption and hard drive damage, the windows OS must be properly shut down before power is disconnected. Any unsaved data will be lost when the OS is shut down.

A. Operating System Shutdown

The Windows OS can be shut down from the touchscreen **display** or **by using the shutdown button** on the integrated computer.

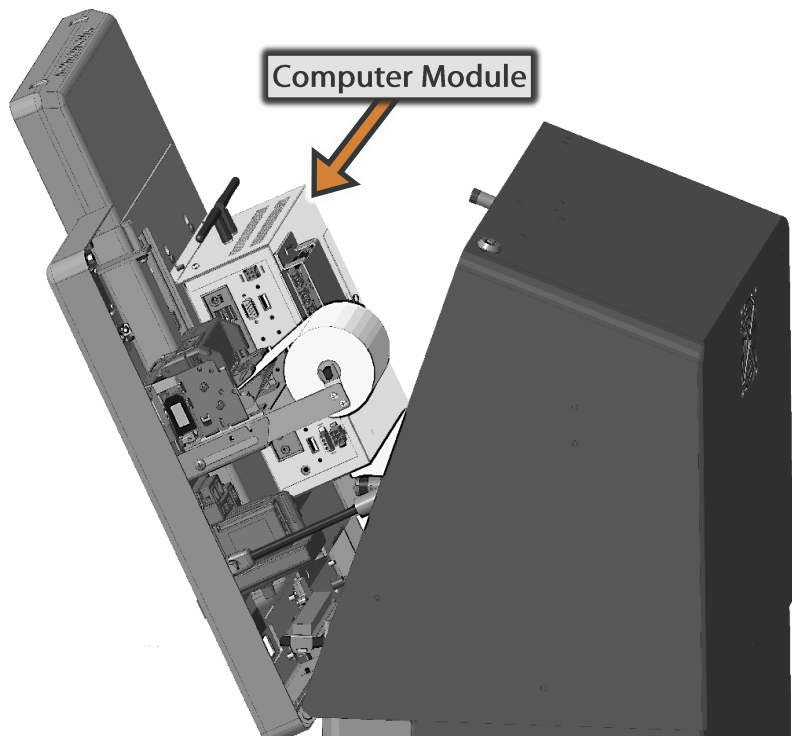
Touchscreen Display OS Shut Down:

Navigate to **Start > Power > Shut Down** to shut down the OS.

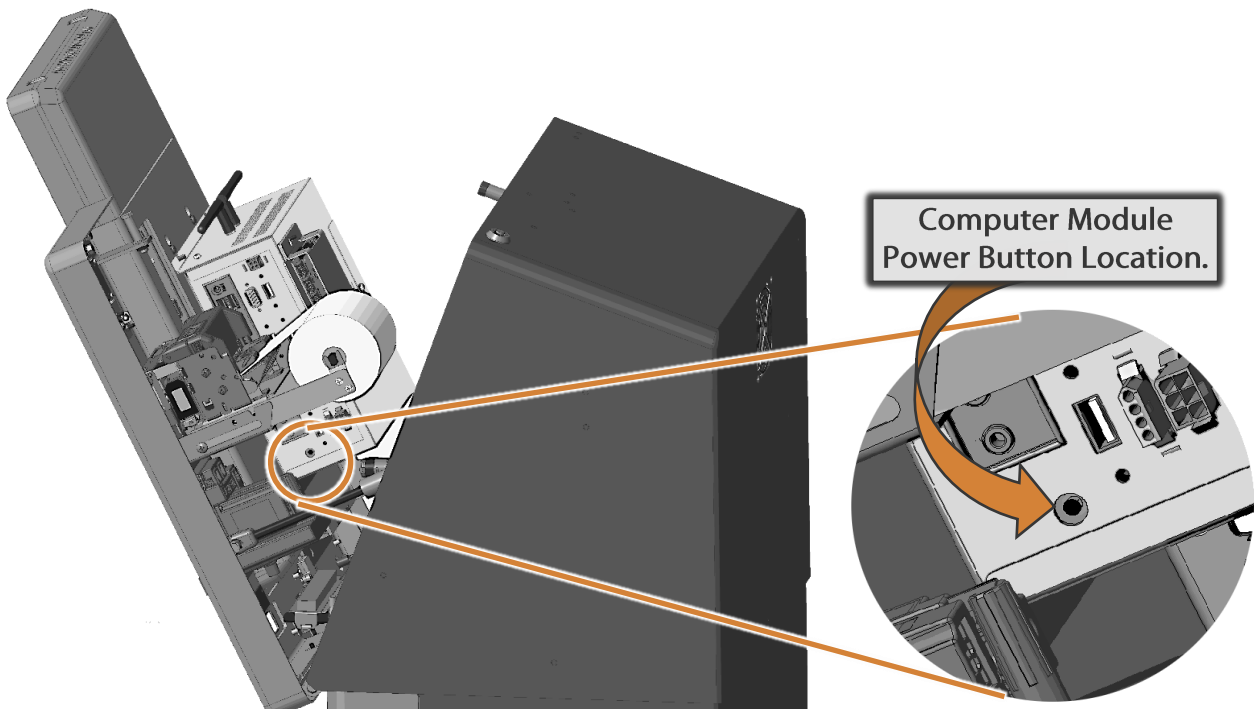
Integrated Computer Shut Down:

1. Unlock and open the upper cabinet as described in [Opening and Closing the Security Cabinet](#) Step A.

2. The computer module is attached to the front upper enclosure in the location shown at right.



3. Use a small tool to press and release the computer's power button. This will shut down the Windows OS and power off the computer.



B. Powering Down the Kiosk

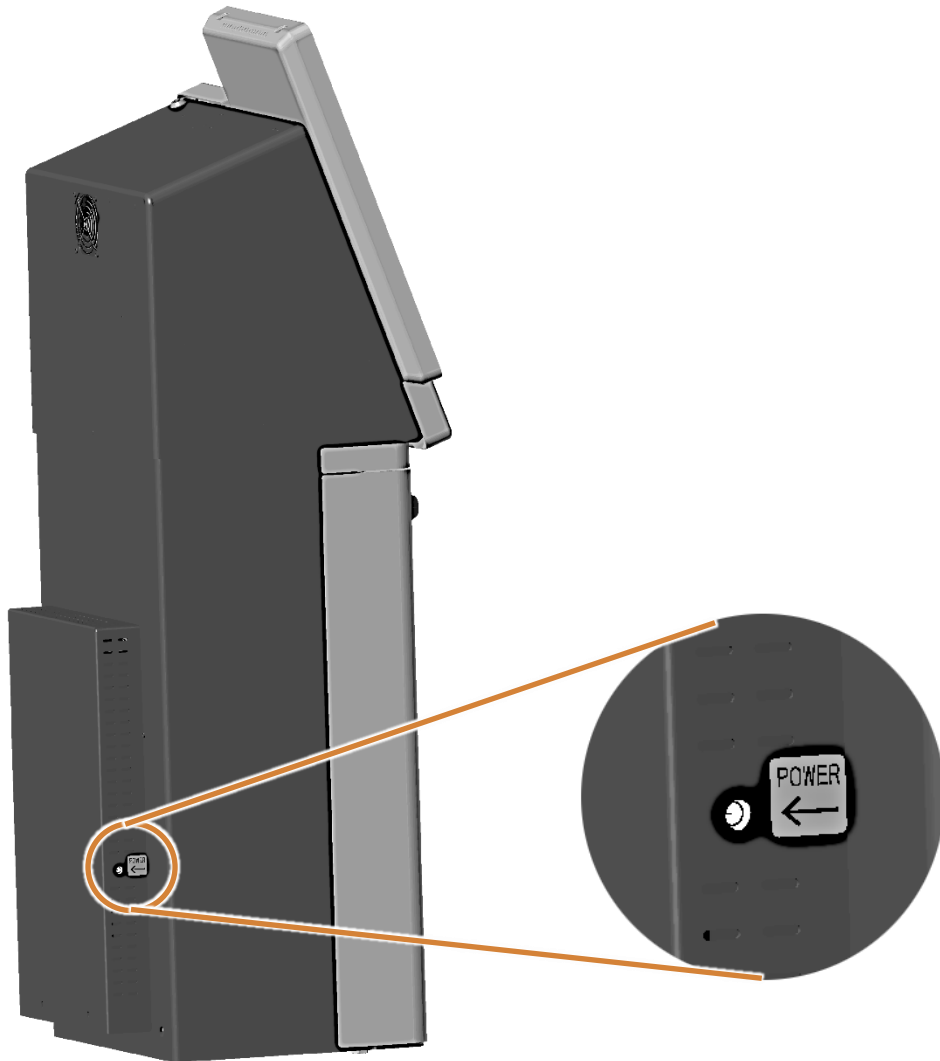
1. Verify that the Windows OS has completely shut down.
2. Inside the upper cabinet, find the power switch and place it in the Off position. See page 21 step C.



If your kiosk is equipped with a UPS, goto **Step C**. If not, proceed to **Step D**.

C. Powering Down the Optional UPS

1. The optional UPS is located at the rear of the kiosk and its power button is on the left-hand side as shown below.
2. Use a small tool to press the recessed power button to shut down the UPS.



D. Disconnect the kiosk AC Power Cord from the AC power outlet.

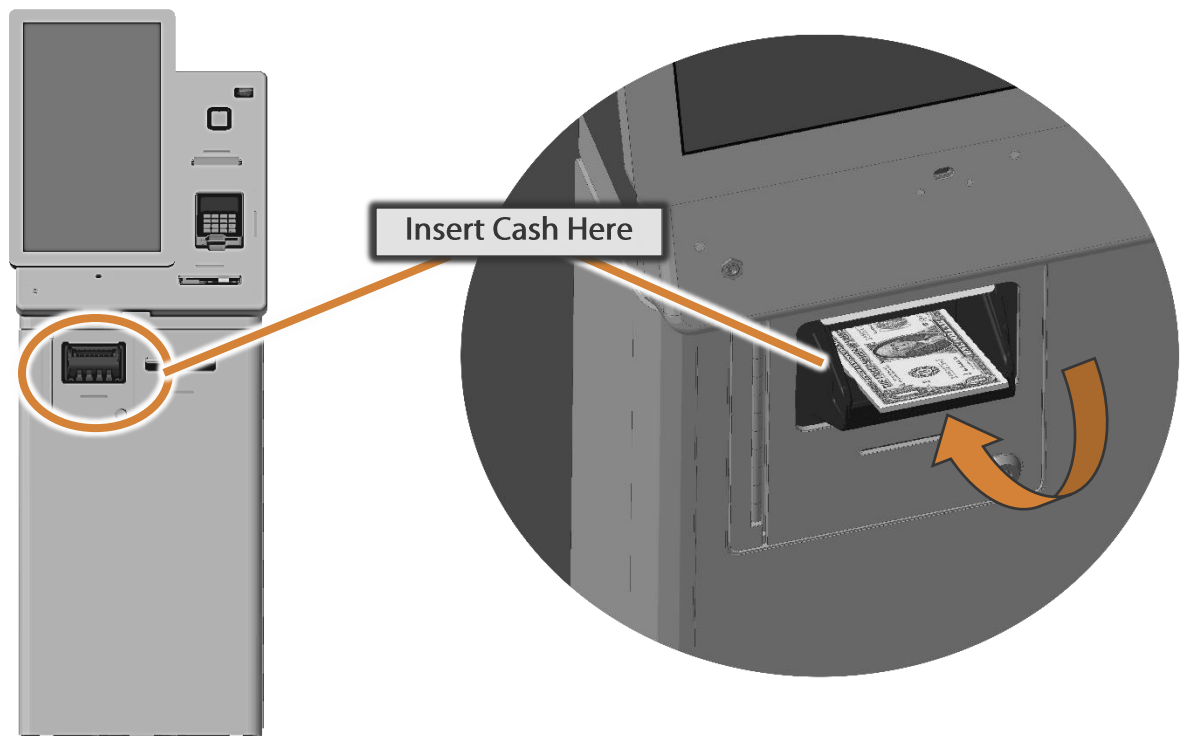
E. Power Down Operation is Complete.


CHAPTER 3 – COMPONENT OPERATION

Cash Acceptor (if applicable to the unit)

Inserting Cash

When the kiosk application calls for inserting cash, the cash acceptor bezel will flash green. Insert cash as shown below. Notes can be inserted in any orientation.





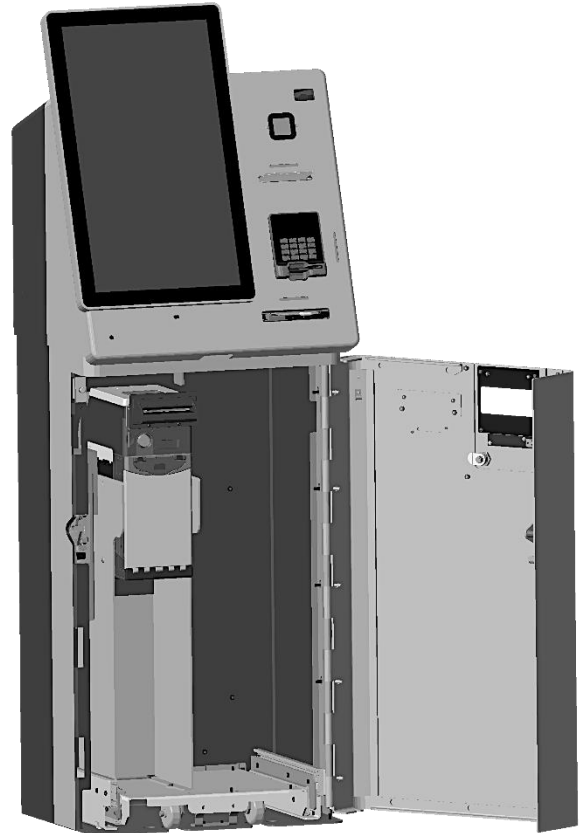
CAUTION

Do not insert notes in the conditions shown at the right. This may cause jams or poor performance of the cash acceptor.

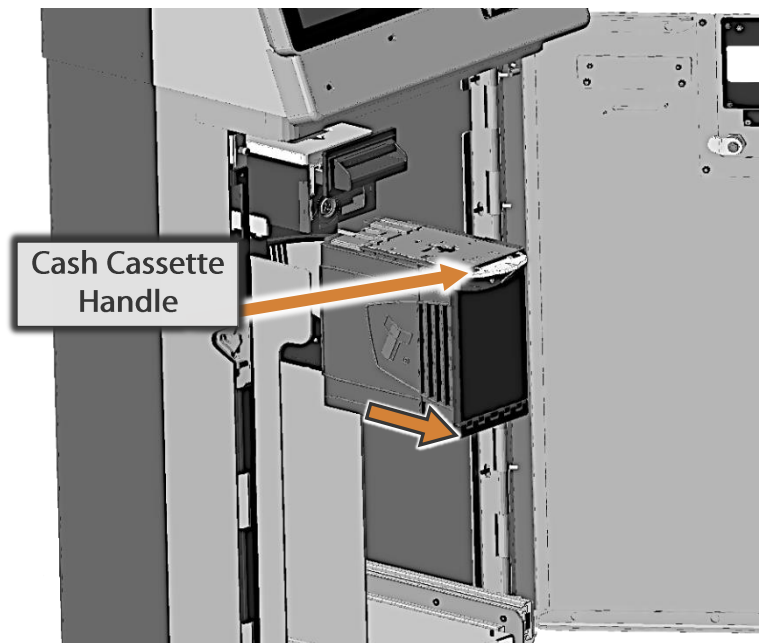
Damaged Notes**Taped Notes****Folded Notes****Torn Notes****Wet Notes**

Removing Cash from the Storage Cassette

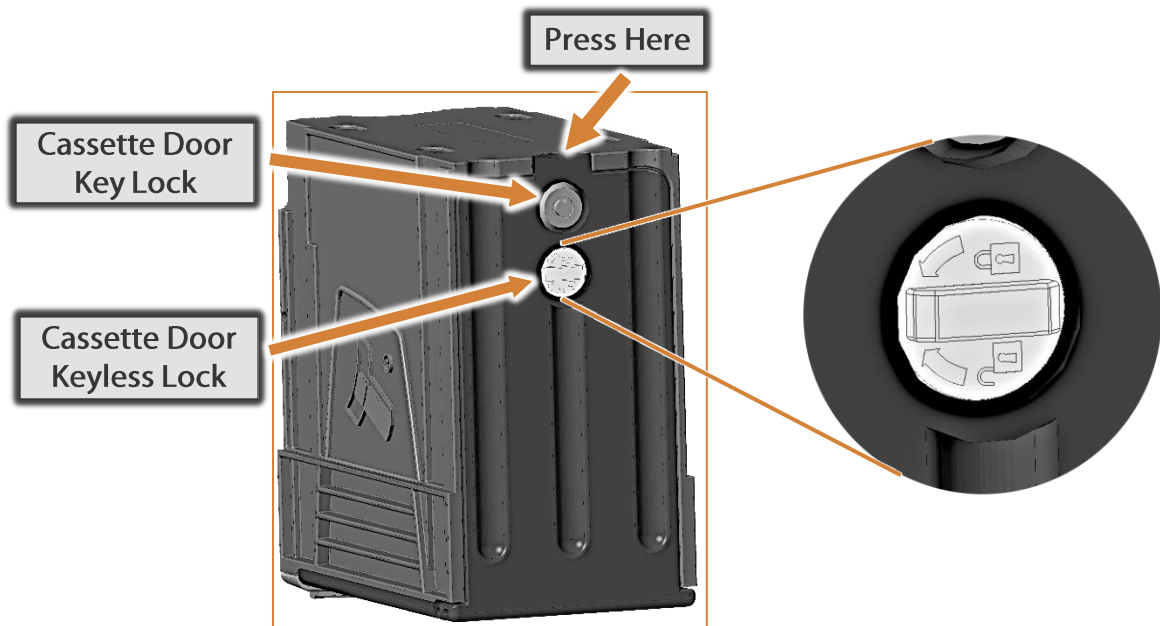
- A. Unlock and open the security cabinet door. See **Opening and Closing the Security Cabinet** for instructions on opening the security cabinet door.



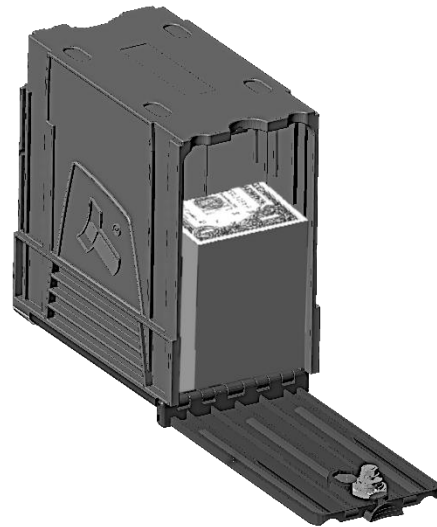
- B. Using the handle on the front of the cashbox, pull forward to slide the unit out.



- C. Use the cashbox key to unlock the box and turn the keyless lock to the unlocked position. Press where shown and open the cashbox door.



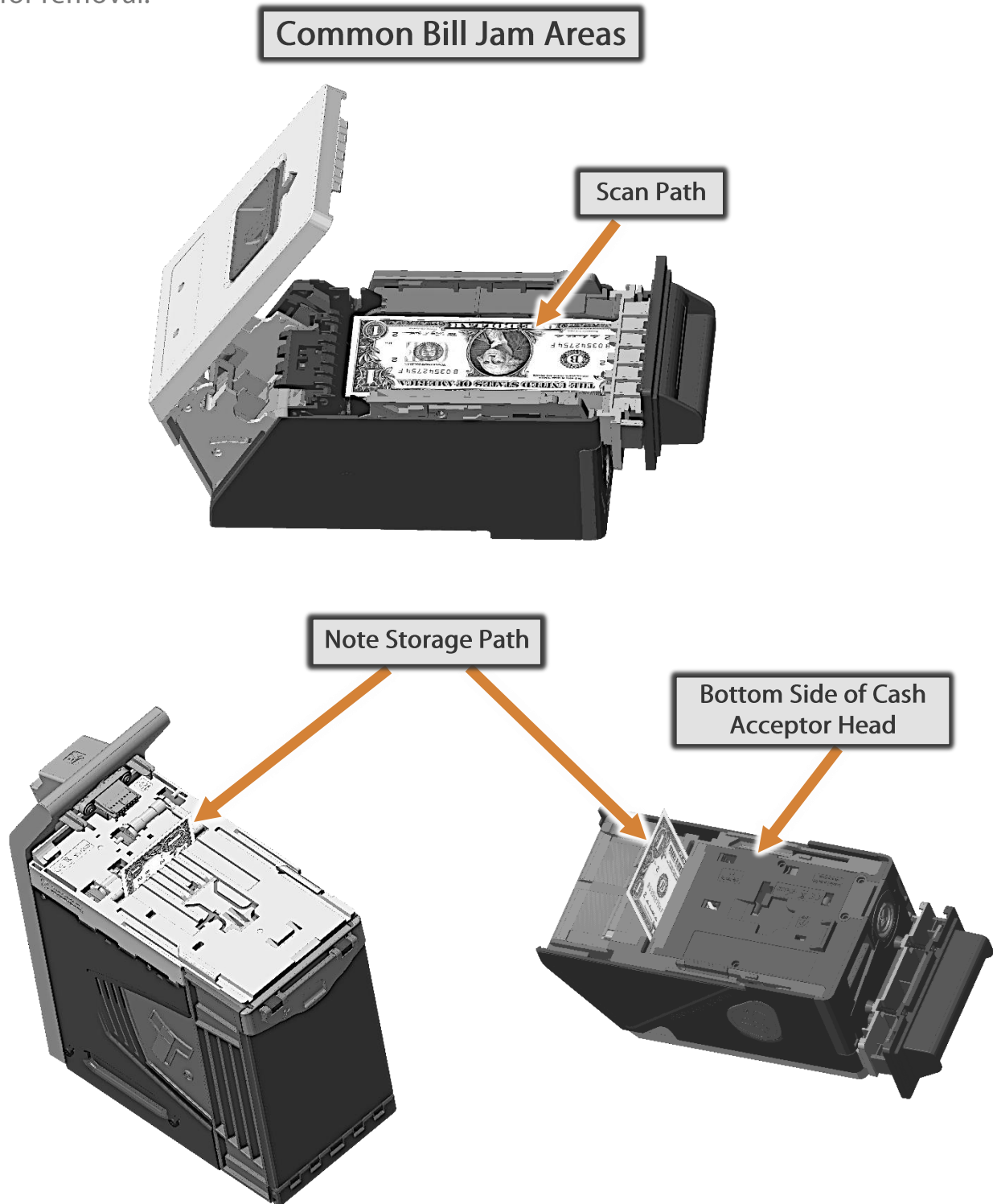
- D. Remove the cash then close and lock the cassette door.



- E. Re-insert the cash cassette into the cash acceptor and close the security cabinet door.

Clearing Cash Acceptor

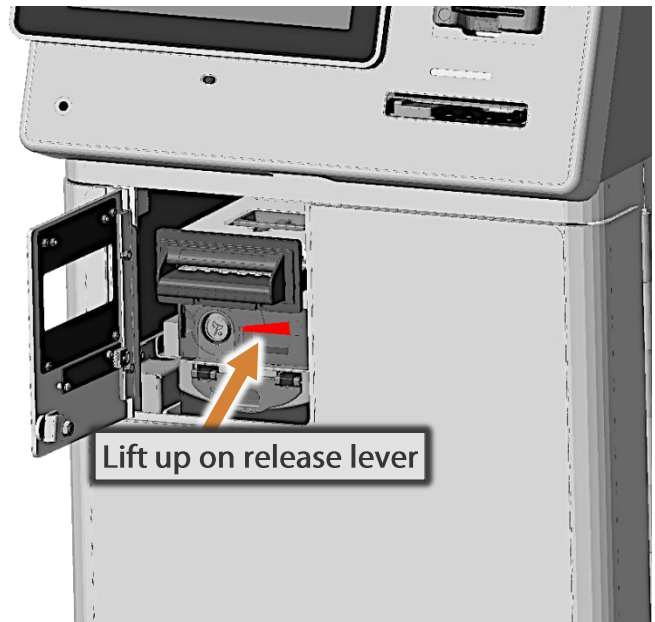
See below for common areas where notes may be jammed and the procedure for removal.



Removal of the cash head assembly for jam clearance can be done through the optional cash access door or by opening the security cabinet door.

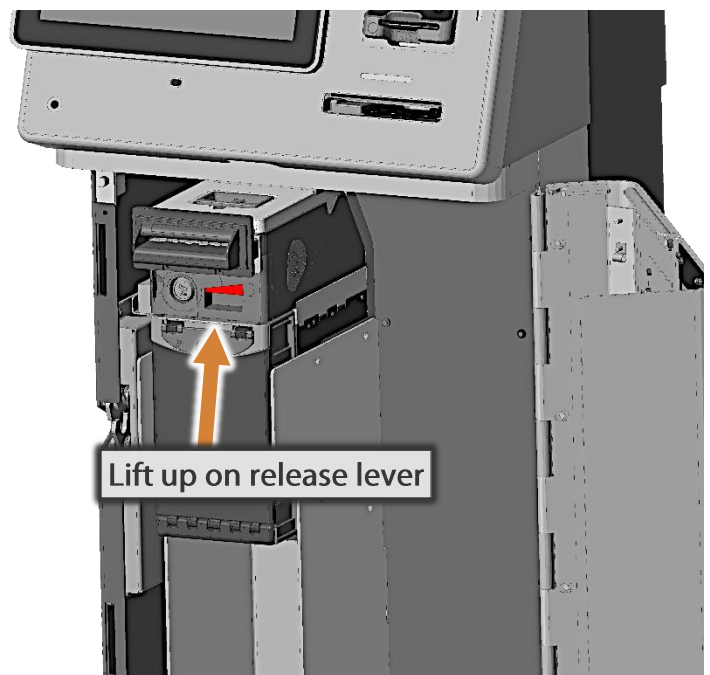
A. Cash Acceptor head removal through Access Door:

1. Use the cash access door key to unlock and open the access door.
2. Lift up on the red release lever and pull the cash head assembly forward to remove.

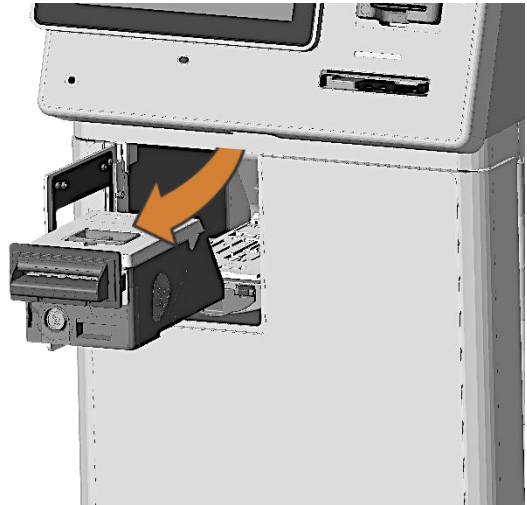


B. Cash Acceptor head removal through Security Cabinet:

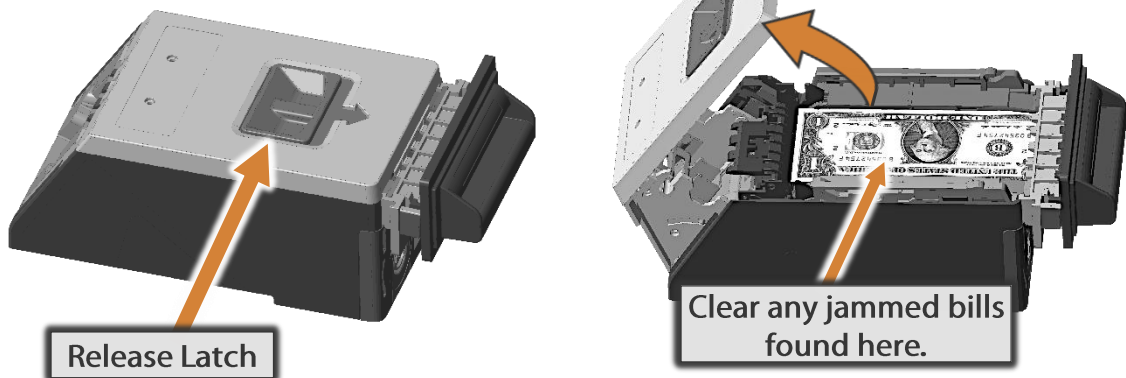
1. Open the lower cabinet as described in **Opening and Closing the Security Cabinet**.
2. Lift up on the red release lever and pull the cash head assembly forward to remove.



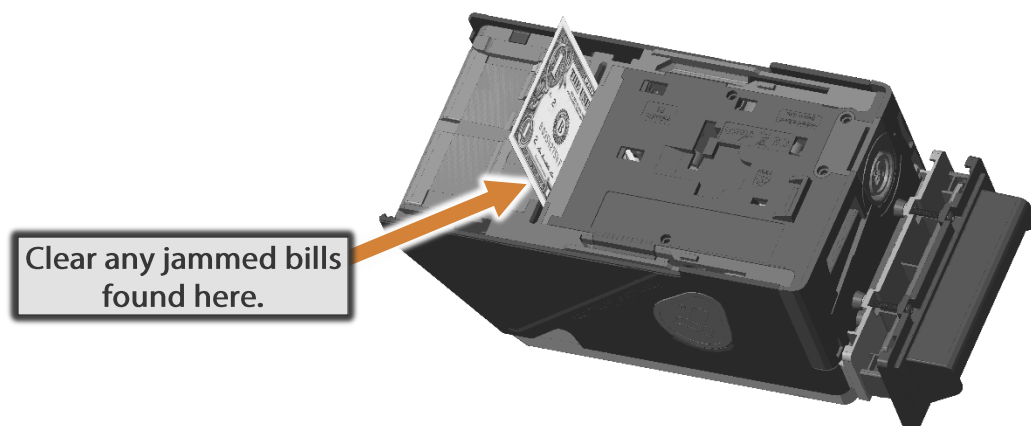
3. Remove the cash head from the acceptor.



- C. Open the front channel access door by pulling forward on the release latch and lifting upward. Clear any jammed bills found in this area.

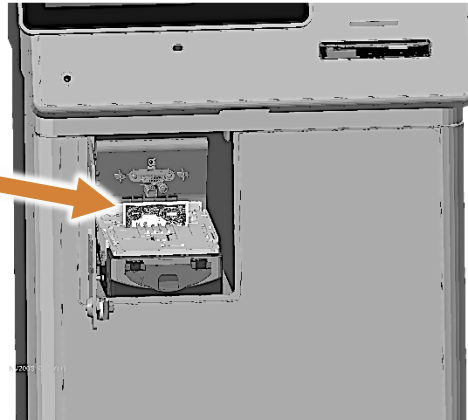


- D. Turn the cash head acceptor over and look for jammed bills in the note storage path.

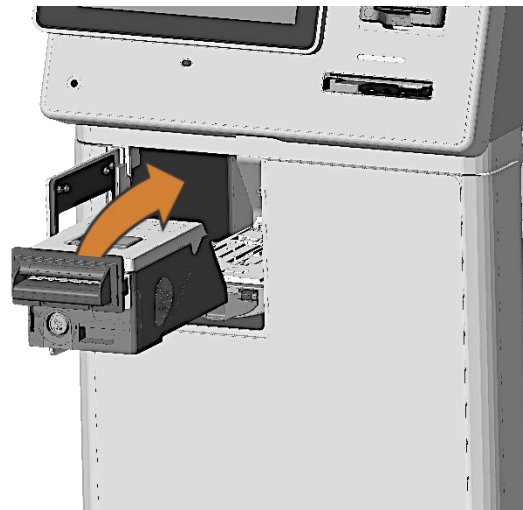


- E. Inspect the note storage entry path above the cash cassette for jammed bills.

Clear any jammed bills found here.



- F. After clearing all jammed bills, reinstall the cash acceptor head into the cash acceptor. Push the head in firmly until it clicks into place.



- G. Depending on how the cash acceptor head was removed: Close and lock the cash acceptor access door or close the security cabinet door until it latches in place.

Cash Acceptor Cleaning



WARNING

Remove the cash acceptor head before conducting any cleaning operations.

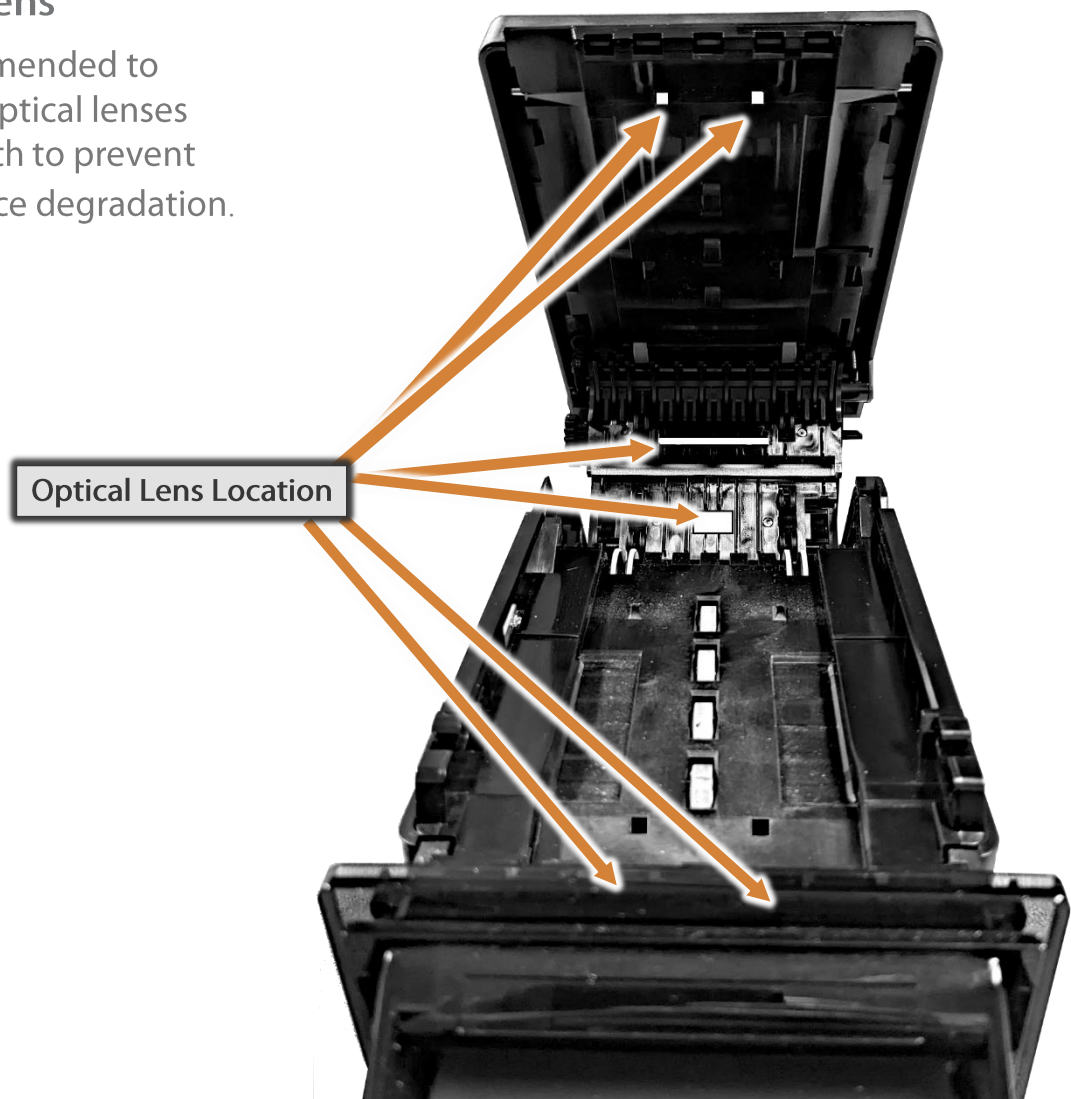


CAUTION

Use only mild detergent for cleaning. Do not use solvent-based cleaners such as alcohol, petrol, methylated spirits, white spirit, or PCB Cleaner.

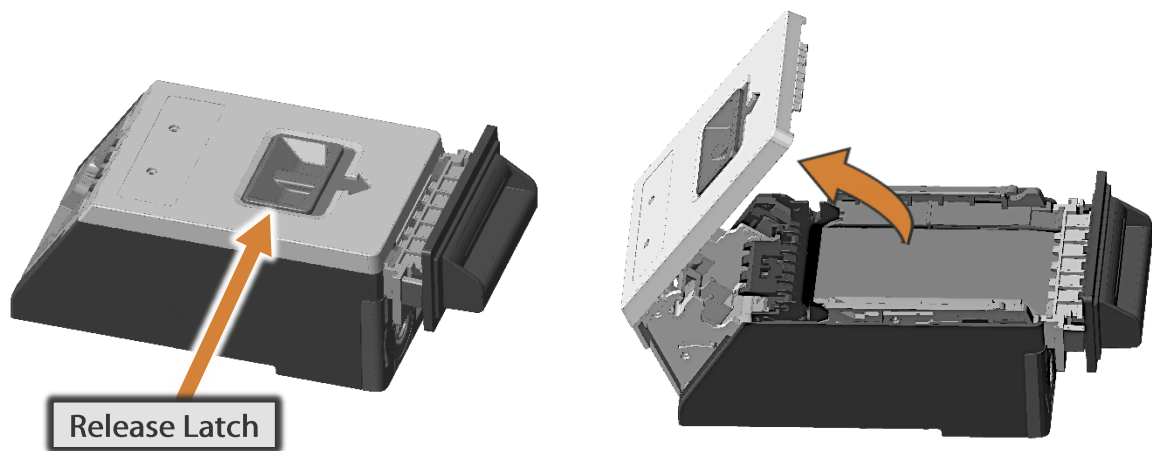
Optical Lens

It is recommended to clean the optical lenses every month to prevent performance degradation.



Lens Cleaning Procedure

- A. Remove the cash acceptor head as described in the Clearing Cash section.
- B. Open the front channel access door by pulling forward on the release latch and rotating upward.
- C. Carefully wipe the surfaces indicated on the previous page with a soft, lint-free cloth that has been dampened (NOT wet) with water and a mild detergent solution. Make sure the lenses are clean and dry before closing the cover and powering the unit.
- D. Re-install the cash acceptor head as shown in the Jam Clearing section and re-connect power.
- E. The cash acceptor will re-initialize and then be back in service.



CAUTION

Do not lubricate any portion on the cash acceptor.

Bezel/Status LED Flash Codes

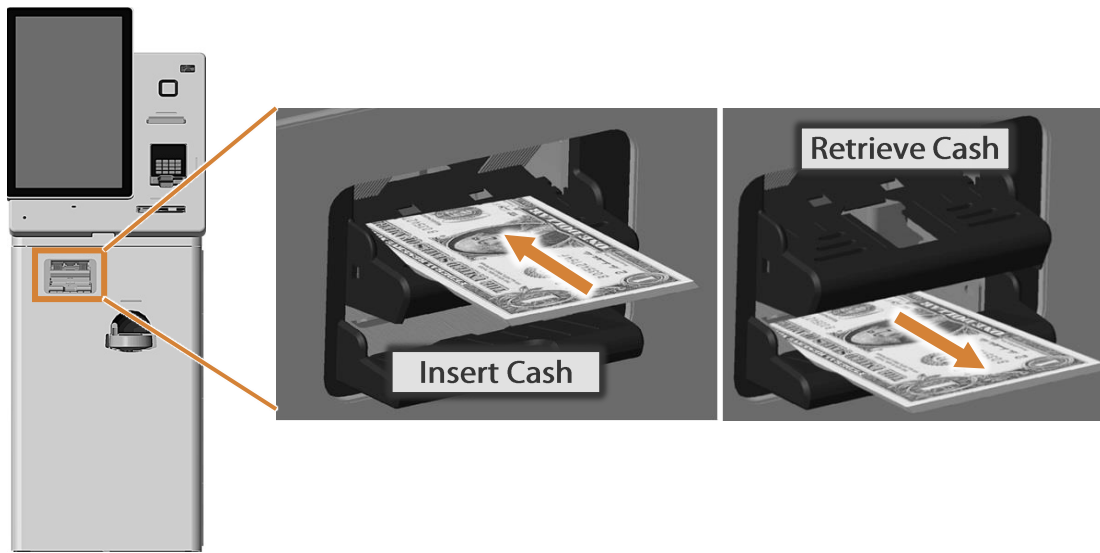
The cash acceptor has built-in fault detection capabilities, if there is an error, the front bezel will flash in a particular sequence. The bezel flash codes are listed below.

Red	Blue	Status/Error	Recommended Action
1	1	Note Path Open	Close the lid of the acceptor until it clicks in place
	2	Note Path Jam	Follow instructions in section on Jam Clearing
	3	Unit not initialized	Contact Technical Support
2	1	Cashbox Removed	Reinstall the cash box.
	2	Cashbox Jam	Remove the cash box and clear the jam.

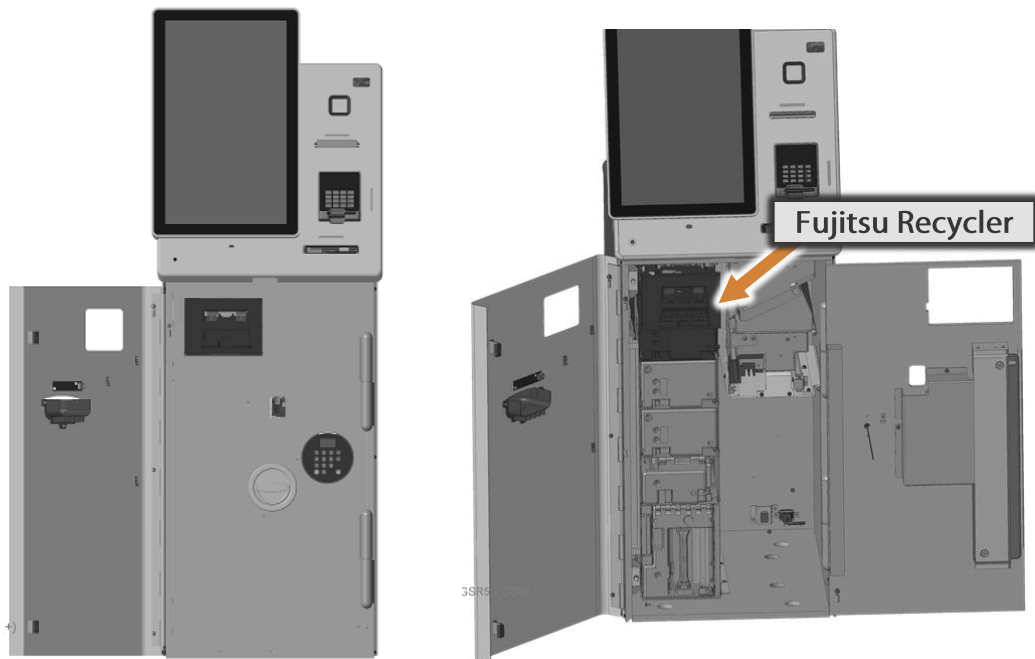
Fujitsu Recycler (if applicable to the unit)

Operation

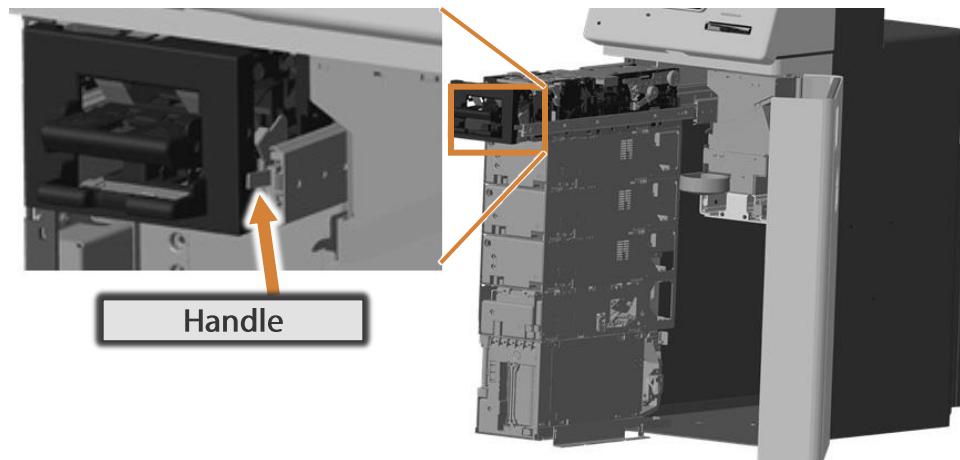
When the kiosk application calls for inserting or receiving cash, the cash acceptor LEDs will flash. The top section is for inserting cash, the lower section is for retrieving cash as shown below.



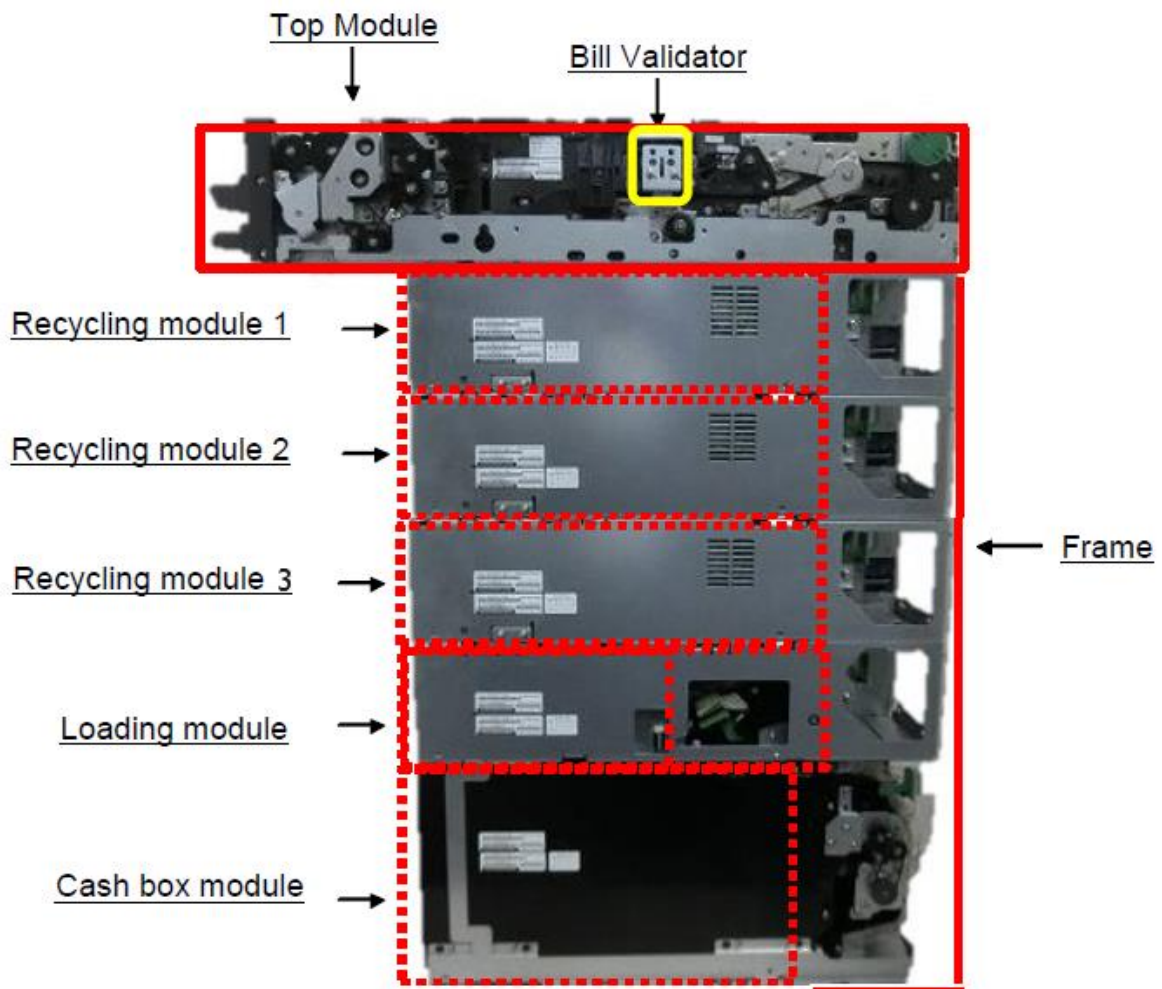
To Access the Fujitsu Recycler, Unlock and open the security cabinet door. See Opening and Closing the Security Cabinet for instructions on opening the security cabinet door.



To bring the recycler out of the cabinet, push the handle on the right side of the unit down, grasp the side rails and pull the unit out.



Below are the main components of the Cash Recycler. See the next page for a brief description of each item.



Top Module

The Top Module consists of the semi-bunch acceptor / reject / dispenser and Bill Validator.

Bill Validator

The function of the BV is to recognize and validate notes passed through with mounted sensors. It classifies notes into 4 categories (counterfeit, suspect, not recognized, genuine fit and genuine unfit).

Recycling Module

The recycling module consists of two roll storage modules (RSM). The function of this unit is to recycle notes. One of the RSM is configurable as escrow for temporary storage.

Loading Module

The function of the loading cassette module is to dispense notes and to replenish notes to each of the RSM in recycling modules.

Cash Box Module

The function of the cash box module is to collect non-recycle notes, unfit notes and to collect notes from the recycling modules.

Removing Modules

To remove a module, pinch the green release latch (bottom right-hand side), and pull the unit forward, be sure to support the module so that it is not dropped once it is removed from the frame.



Note: The Cash Box Module has a handle to pull the unit out.

When inserting the modules, push the unit into its location until it clicks in place.

Notes Collection

Note: Withdraw notes stored in the recycler once a day, to prevent curling.

Cash Box

Remove the Cash box from the unit as described in the **Removing Modules** section.

- A. Open the cash box by sliding the lid forward and lifting it up.



- B. To remove the notes, slide the pressure plate back and remove the notes.



- C. Once the notes are removed close the lid and return the unit to its location.

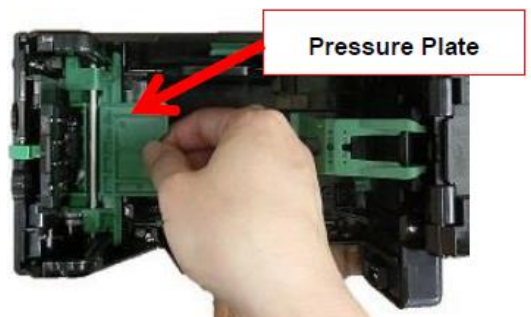
Loading Notes into the Loading Cassette

Remove the Loading box from the unit as described in the **Removing Modules** section.

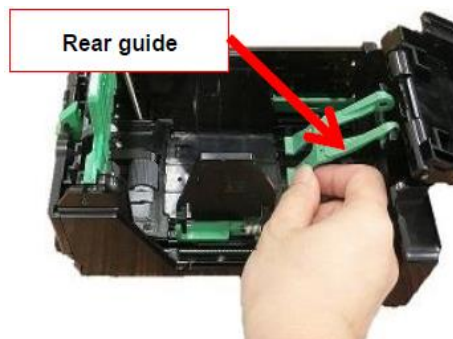
- A. Open the Loading box lid by pushing the green release latch and lifting it up.



- B. Pull the pressure plate up and raise it along the grooves on both sides. When the pressure plate reaches the top of the grooves, set it in a vertical position so that it can be settled in the slots leading out of the grooves.



- C. Raise the Rear guide, to allow for addition of notes.



D. Before loading the notes into the loading box.

- Fan the notes
- Align the notes (500 max)
- Check for folded corners
- Do not use notes repaired with tape
- Do not use wrinkled, broken, or folded notes
- Do not use stained notes
- Do not use notes with staples or holes
- Do not use notes with excessive curling

E. Insert the stacked notes into the loading box, then lower the pressure plate and the rear guide.

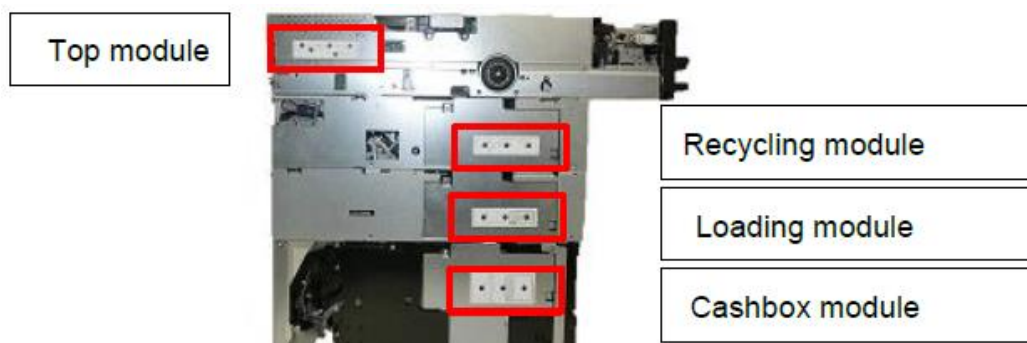


F. Close the lid and insert the loading box into the unit until it clicks into place.

Jam Clearance

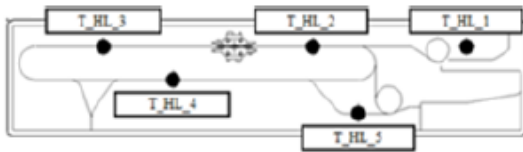
Clear jammed notes by opening each part turning manual knobs if necessary. Make sure not to forget to close each part after checking remaining notes and clearing the jam.

Each Module of the recycler has an LED panel that will show where the jam is located.



The Top Module LED panel information is shown below.

Top module



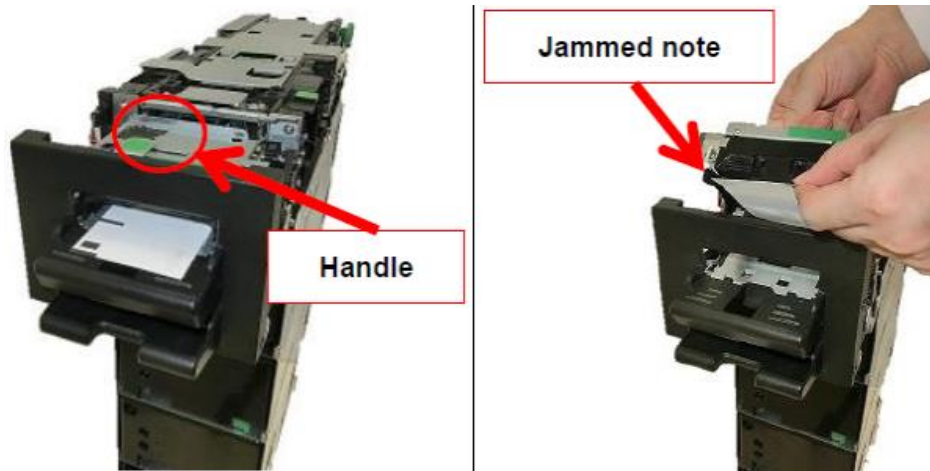
Name	DESCRIPTION
T_HL_1	The feeder mechanism indicator
T_HL_2	The pre-validator indicator
T_HL_3	The post-validator indicator
T_HL_4	The reject transport indicator
T_HL_5	The pre-exit indicator

Clear jammed notes at the easiest position to access them. Use the manual feed knob to move the notes through the module.



Jam at Feeder Mechanism

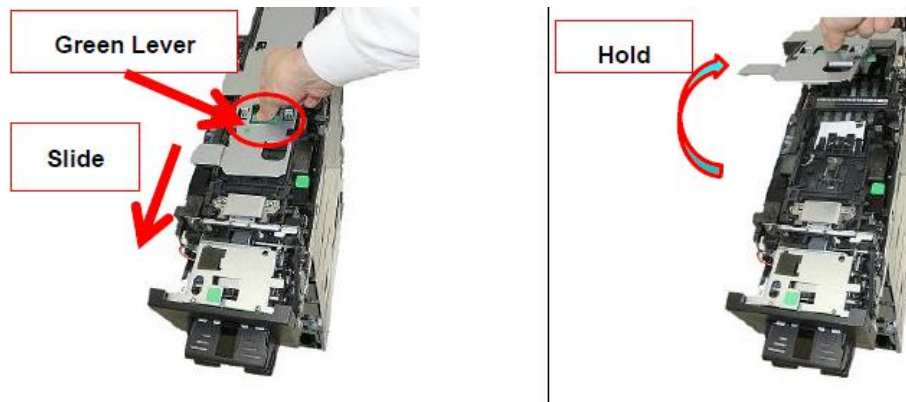
To clear a jam on the Top module feeder mechanism, Pull the green handle up to raise the mechanism to allow access to the note.



After removal of the note, return the mechanism to its original position by lowering the assembly till it clicks in place.

Jam at Pre or Post Validator

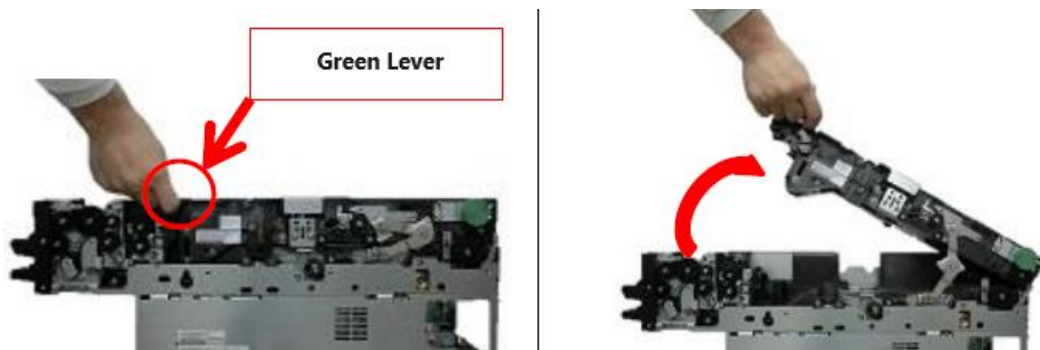
To clear a jam in the Pre or Post, Top module note feed path. Pull the green lever forward (Follow arrow direction on lever) to allow the cover to rise and allow access to the path.



After removal of the note, return the cover to its original position by lowering the cover and allowing the green lever to click into place.

Jam at Reject or Pre exit areas

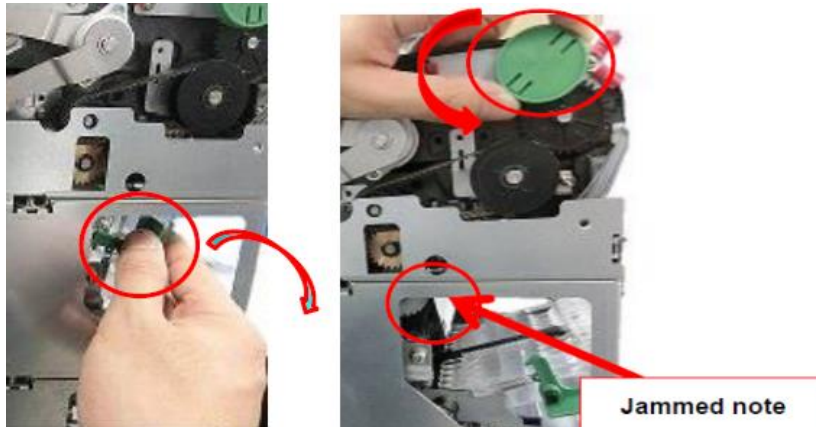
To clear a jam in the Reject or Pre exit area of the Top module. Pull the green lever up to allow the upper transport assembly to rise and access the feed path.



Remove the note and return the upper transport to its original position by lowering the assembly and pushing the green lever until the unit clicks into place.

Jam at the Rear of the Recycler or Loading Module

To clear a jam at the rear of the recycler or the loading module push the green lever back to allow the note guide to fall back. Then turn the manual feed knob counterclockwise to move the note while pulling it from the path.



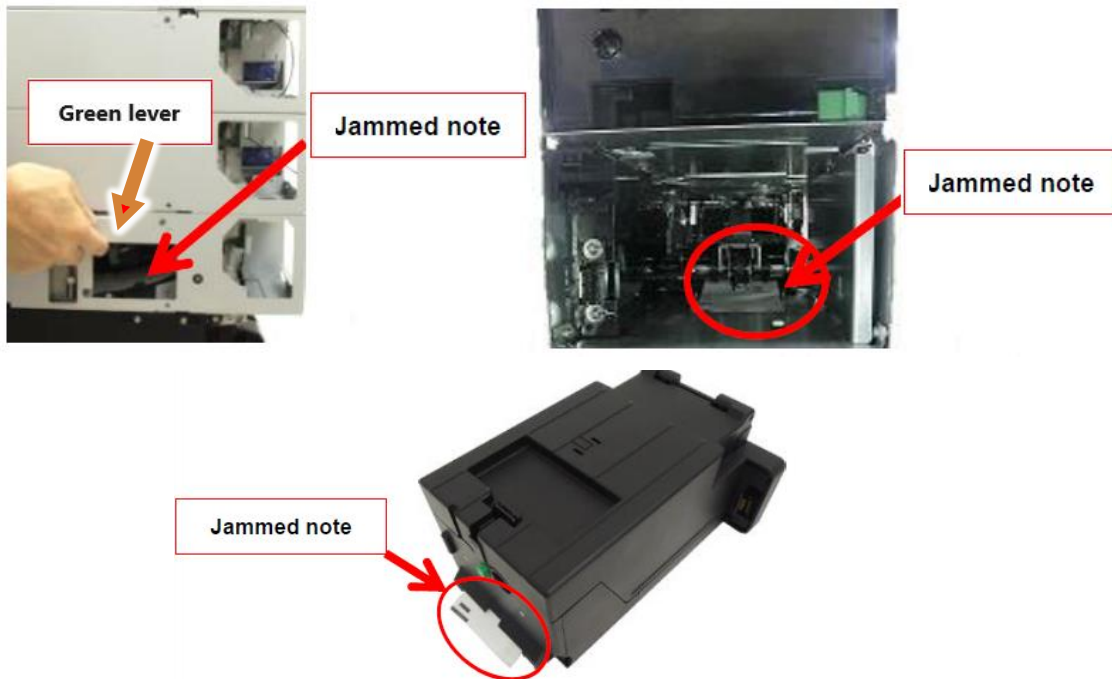
Note: If the note cannot be removed using the above process. Remove the recycler or the load module from the front of the unit to access the note (pinch the green button and pull the unit out).



Remember to return the rear guide back to its original position.

Jam in the Loading Module

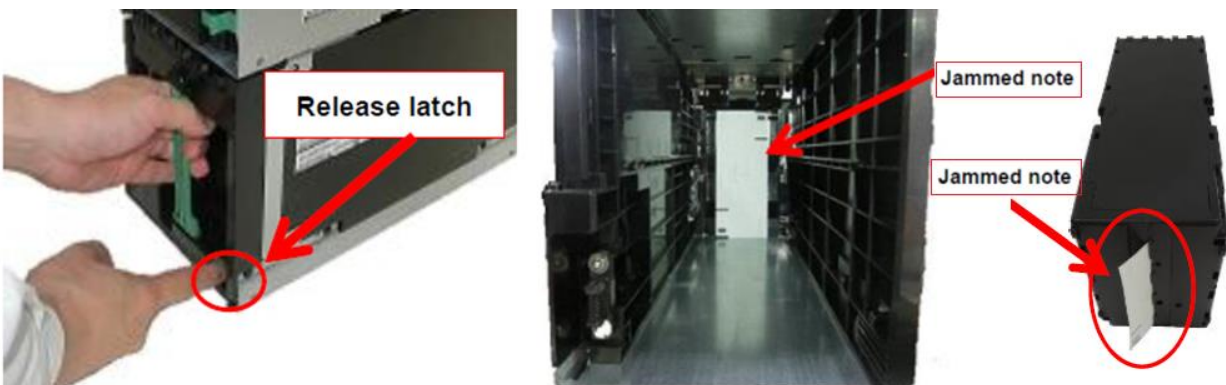
To clear a jam in the loading module, lift the green lever up to allow access to the note. If the note is hard to clear, remove it from the front by pulling out the loading module (pinch the green button and pull the unit out).



Once the jam has been cleared install the module back in the frame until it clicks in place.

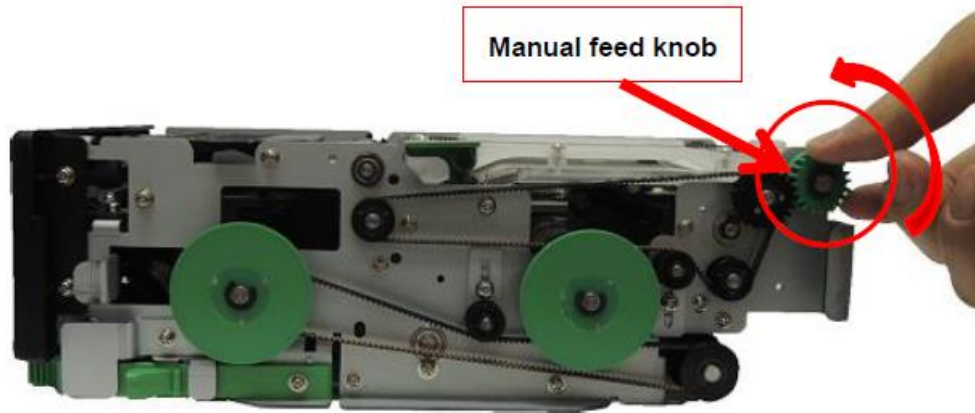
Jam at the Cash Box Module

To clear a jam at the cash box module, remove it from the frame by pulling it out, (pinch the green button and pull by the handle) to access the note at the back of the frame.



Jam in Recycling Module

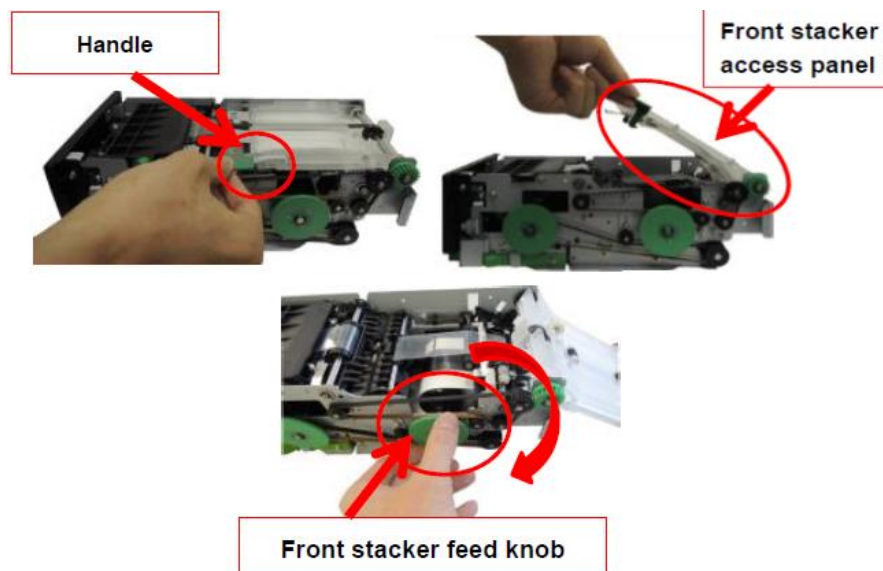
To clear a jam in the recycling module, remove it from the frame by pulling it out. See Removing Modules. Notes can be cleared by turning the Manual feed knob.



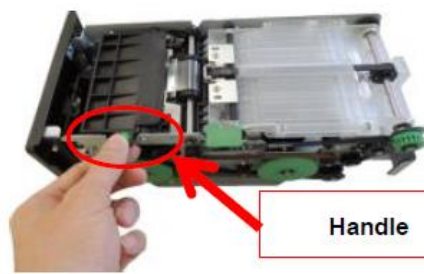
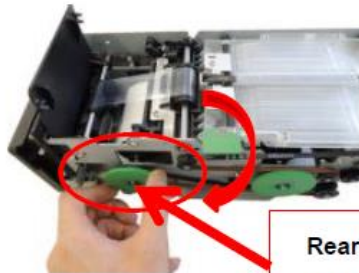
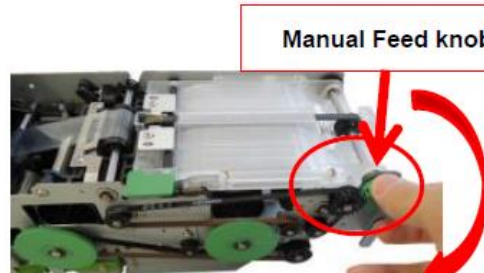
For the next part of clearing jams from the recycler it is important to know the drum locations.



If a note is jammed at Drum #1. The jam can be cleared by raising the access panel and rotating the feed knob.



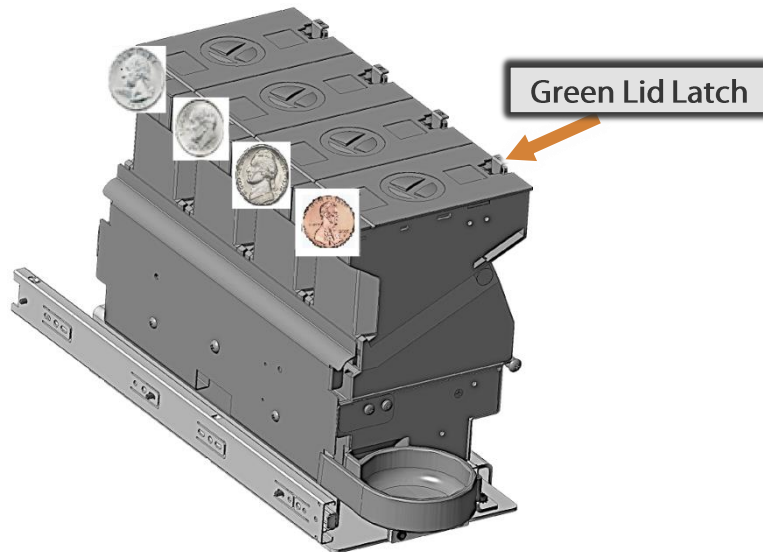
If a note is jammed at Drum #2. The jam can be cleared by raising the rear stacker access panel and rotating the feed knob, and manual feed knob.

**Handle****Rear stacker
access panel****Rear stacker
Feed Knob****Manual Feed knob**

Coin Dispenser (if applicable to the unit)

Operation

The coin dispenser will dispense coins as needed. 4 denominations of coins may be dispensed e.g., 1'c, 5'c, 10'c, and 25'c. The unit will automatically dispense coins to cover an empty bin, provided coins are available. An alert will be provided when coins in a section are low.



Loading Coins into the Coin Dispenser

- A. Open the upper cabinet as described in **Opening and Closing the Security Cabinet**. Auditcon page 13, La Gard page 17) for instructions on opening the security cabinet door.
- B. To access the coin bins, hold the unit by the sides and pull the coin dispenser forward.
- C. The coin dispenser sections can be filled by opening the green lid (push in on the green tab and lift the lid open). Add the required coins to each bin (each bin is marked with the denomination). Close the lid until the green tab clicks into place.
- D. Push the unit back into the enclosure.

Cash Dispenser (if applicable to the unit)

Operation

The cash dispenser will dispense cash as needed. 5 denominations of bills may be dispensed e.g., 1's, 5's, 10's, 20's and 50's.

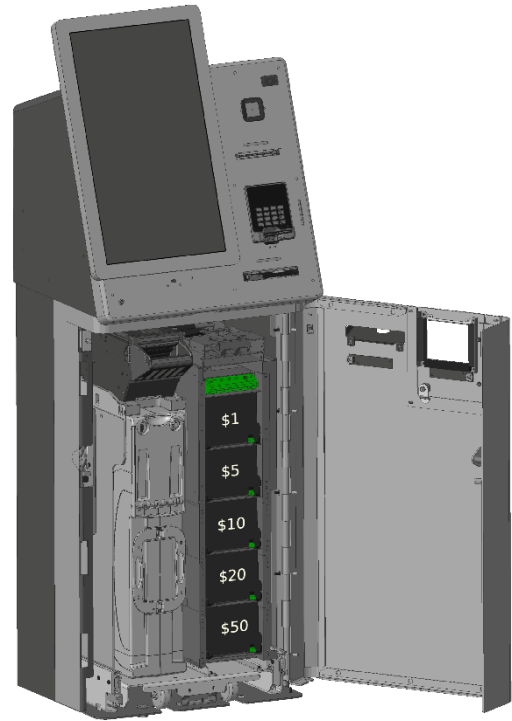
Retrieving Cash

Cash is dispensed to the location shown below. The Cash Dispenser LED indicator will be lite to indicate that cash is ready to be removed.

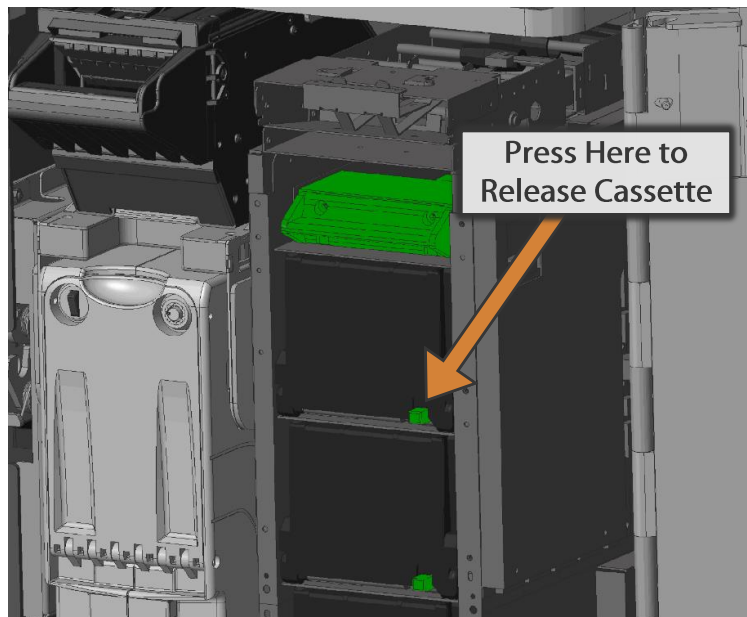


Loading Cash into the Cash Dispenser

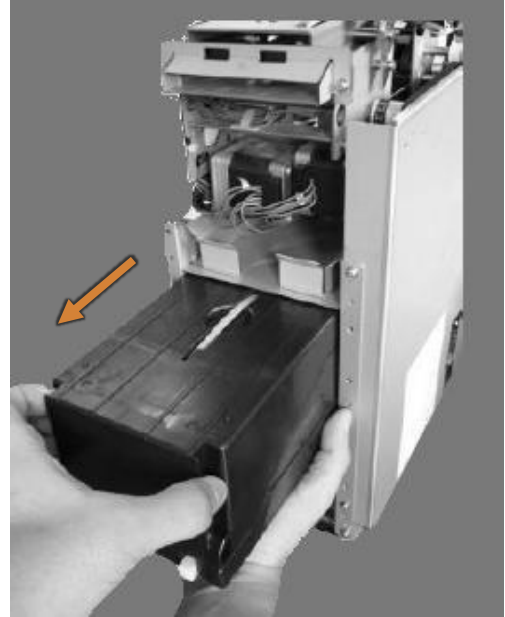
- A. Unlock and open the security cabinet door. See **Opening and Closing the Security Cabinet** for instructions on opening the security cabinet door.



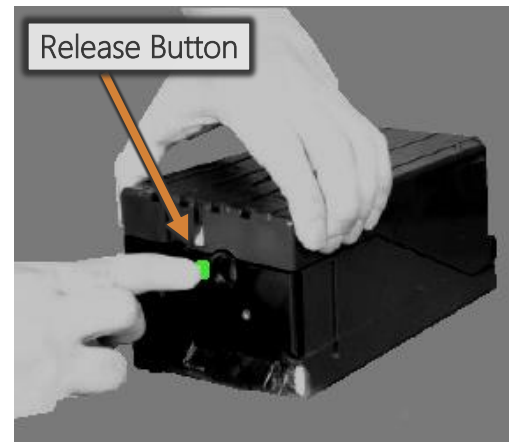
- B. Press and hold the green button to release the cash cassette and remove it from the dispenser.



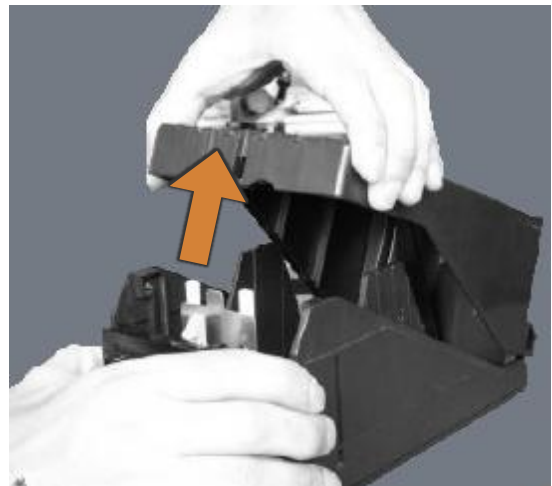
- C. Pull the cassette out in the direction shown. Be careful not to drop the cassette.



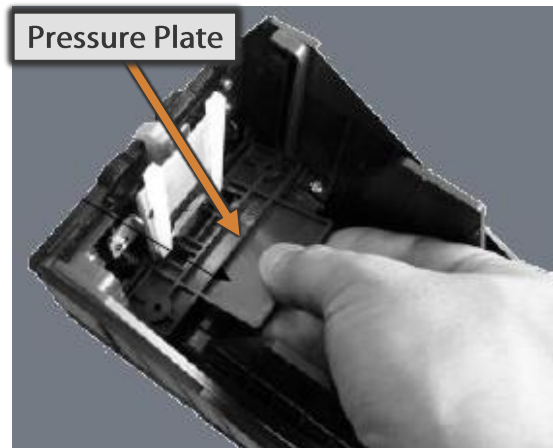
- D. Push and hold the green release button and rotate the lid upward.



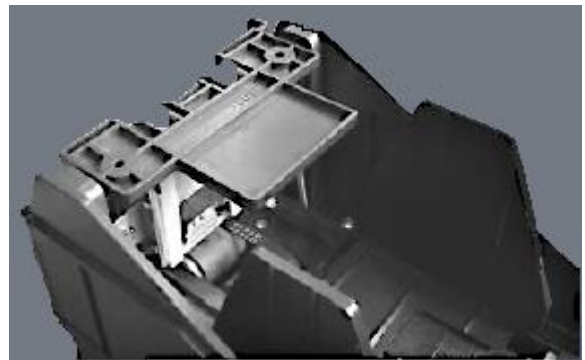
- E. Rotate the lid fully open.



- F. Pull the pressure plate toward you and raise it along the grooves on both sides.



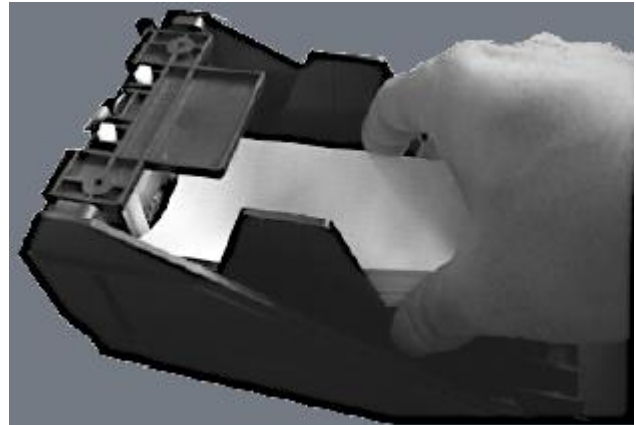
- G. When the pressure plate reaches the top of the groove, push the pressure plate forward so that it can be settled in the slots leading out of the grooves.



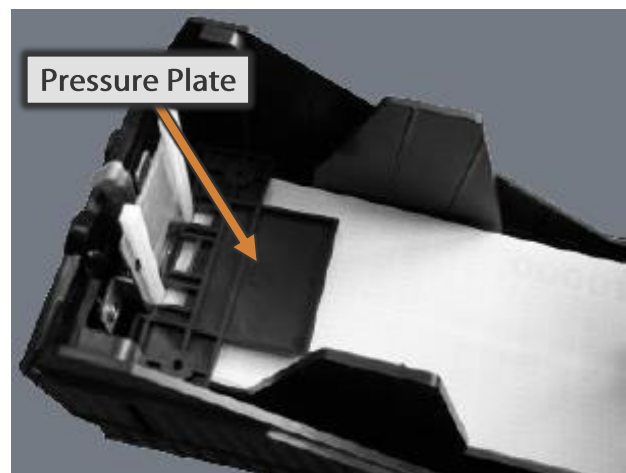
- H. Before loading bills into the cassette, fan and align the stack. Make sure the denomination label on the front of the cassette matches the bills being loaded.



- I. Load the bills into the cassette between the side guides.



- J. Lower the pressure plate onto the top of the bill stack.



- K. Close the cassette lid.

- L. Insert the cassette into the dispenser and push it in until it clicks in place.

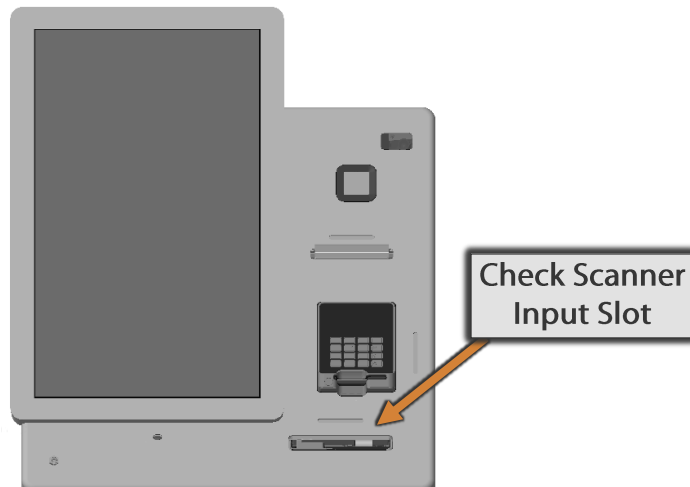
Notes on Loading Bills:

- Do not load more than 500 bills into one cassette.
- Each cassette is configured for a specific denomination (see the denomination label on the front of the cassette).
- Fan the stack of bills before loading.
- Align the bill stack before loading.
- Load bills that are good condition.

Check Scanner

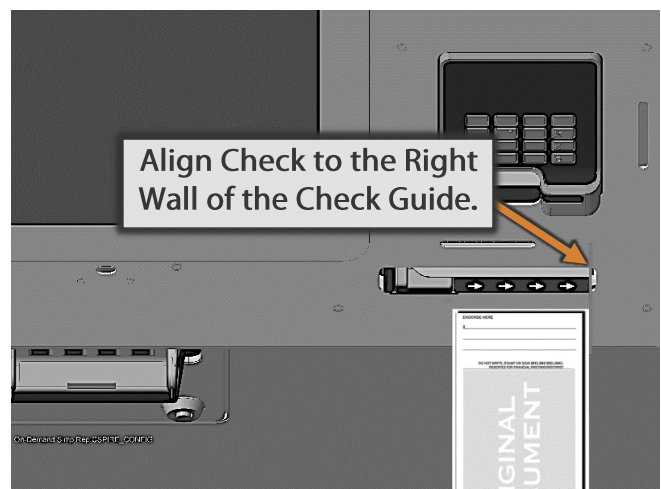
Operation

The Check Scanner can capture an electronic image of the original check, read the MICR characters, stamp and retain check documents.



Inserting Checks for Scanning

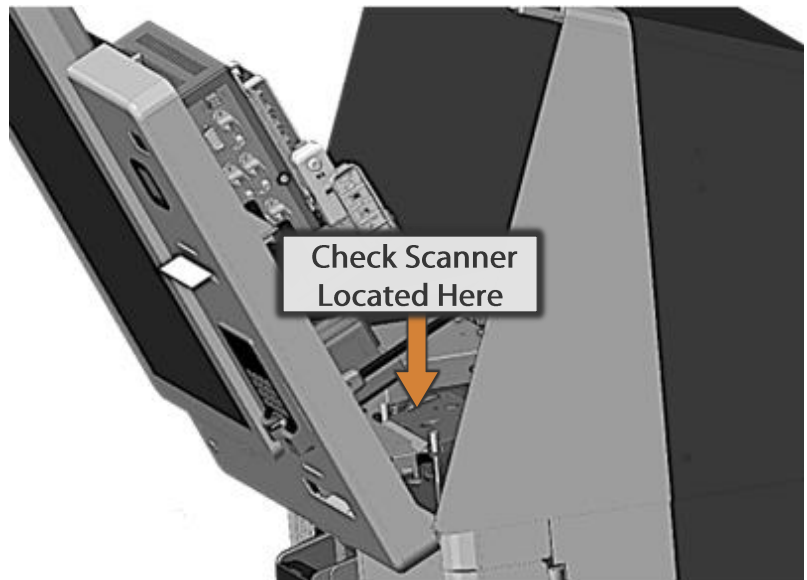
- A. Checks may be inserted in any orientation. The preference is face down with the MICR info to the right.
- B. Align the check as shown and slowly insert the check into the slot.
- C. Once the check has been inserted approximately 2.5 inches, the check scanner will pull the check into the device.
- D. The check scanner will process the check. Depending on the application it will either return the check or retain the check in the units internal storage area.



Note: The Check Scanner LED indicator will light to indicate when the check scanner is ready to accept a check.

Clearing Check Jams

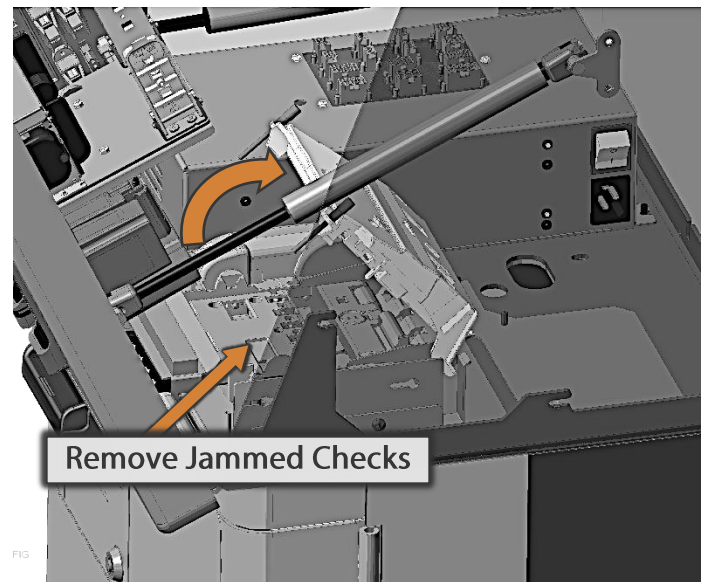
Unlock and open the upper enclosure (see Opening and Closing the Security Cabinet) then locate the check scanner on the right-hand side.



- A. Loosen the two thumbscrews shown. Rotate thumbscrews counterclockwise.



- B. Rotate the check scanner clamshell upward and remove any jammed checks found in this area.
- C. Firmly close the scanner clamshell until it clicks in place and retighten the two thumbscrews.
- D. Push the upper enclosure closed. It will automatically lock in place.



Stamp Installation and Replacement

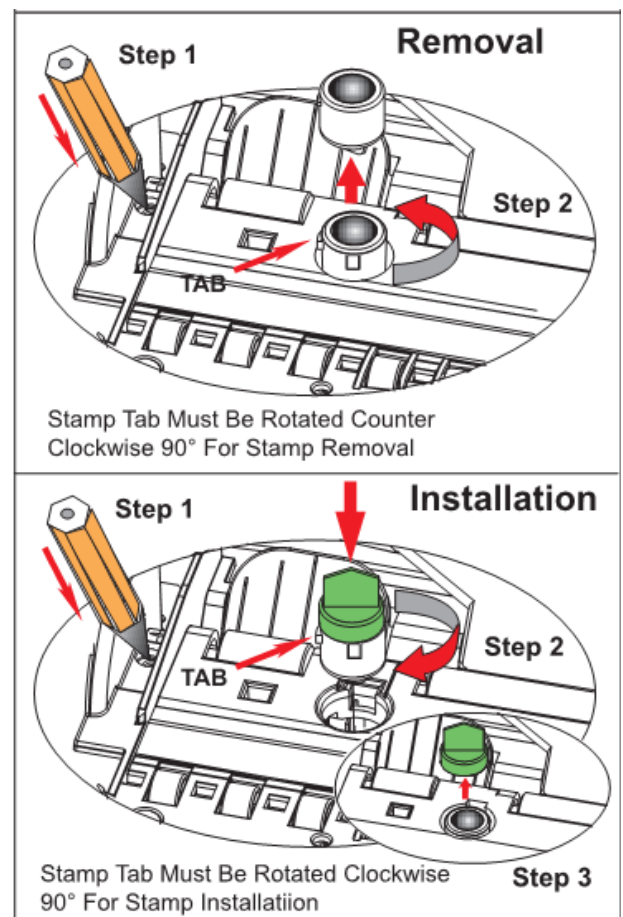
See **Opening and Closing the Security Cabinet** in the previous section to access and open the upper portion of the check scanner.

Step 1: For either Installation or Removal, insert a pencil into the stamp release and press lightly.

Step 2: For Removal, turn the stamp counterclockwise 90° and lift the stamp out of the stamp locking mechanism.

Step 3: For Installation, orient the new stamp so that the tab is 90° from the back of the stamp slot. Insert the stamp and rotate clockwise to lock it into the mechanism.

Replacement stamps can be ordered from Source Technologies. See [Chapter 5 - Contact Information](#).



Cleaning and Preventative Maintenance

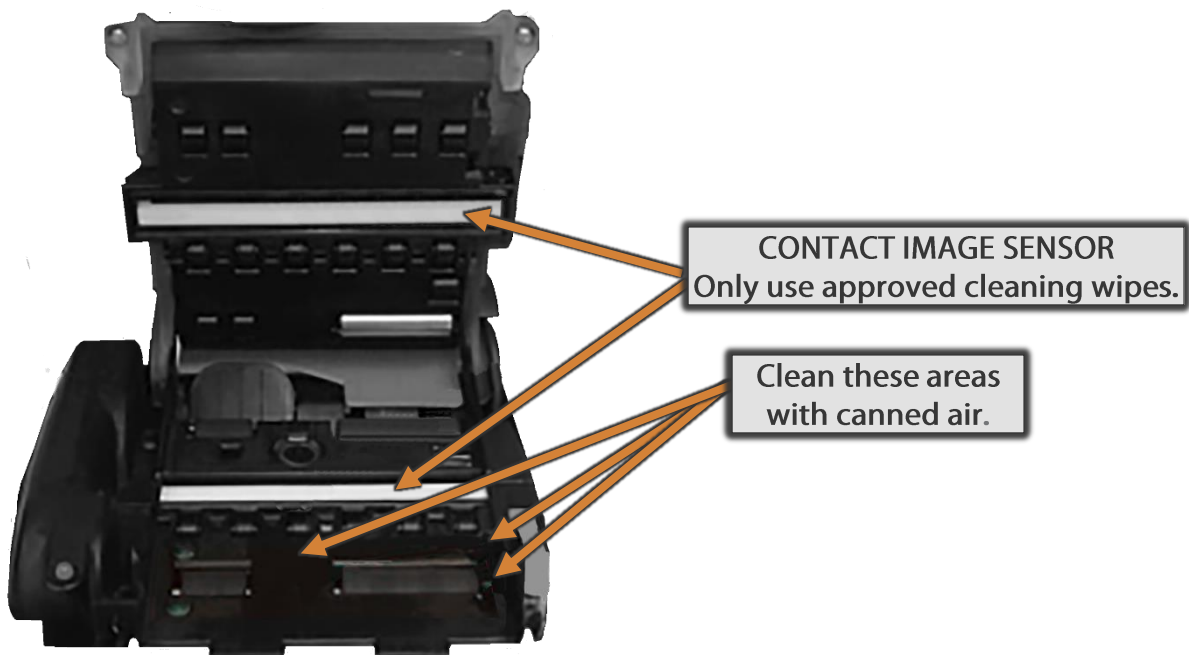
No customer preventative maintenance is required; however, paper dust and other debris will accumulate during normal use. It is recommended to periodically use low pressure canned air to clean dust and debris from the scanner on a regular basis.



CAUTION

Do not spray contact imaging sensors with air or try to clean them with any kind of cleaner other than what is recommended. This may damage the contact image sensors.

Approved contact image wipes can be obtained from Source Technologies.



PIN Pad with Magstripe, EMV, and NFC Reader Operation

Note: For reliable operation of the card reader, all credit and debit cards used must meet either the ISO Standard for magnetic stripe cards: ISO 7810 and ISO 7811 or ISO standard for ic cards: ISO 7816 Read/ Write.



WARNING

Never insert coins or other inappropriate material into the card reader slot. Inserting other materials into the card reader slot may damage the device and void the manufacturer's warranty.

Magnetic Stripe Card: Fully insert and withdraw the card with the magnetic stripe facing down and to the right.

EMV Chip Card: To read an EMV chip card, fully insert the card into card reader with the chip facing up. Leave in place until instructed to remove.

NFC: Hold your contactless payment device over the NFC symbol shown below until the reader acknowledges payment receipt.

PIN Pad: When instructed to enter a PIN, use the keypad to enter your PIN and then press Enter.

Red Button = Cancel

Yellow Button = Clear (Will backspace one digit)

Green Button = Enter

PIN Pad with Magstripe,
EMV, NFC Reader



Cleaning

The external front face of the contactless reader should be carefully cleaned on a regular basis. Use a soft cloth that is very slightly soaked with soapy water to clean the outside of the terminal.



CAUTION

Before cleaning, unplug all the wires from the terminal.

Do not spray any liquid directly on the terminal.

Do not clean the electrical connections.

Do not use any solvents, detergents, or abrasive products.

Do not use pressurized liquids.

Cleaning the Magstripe Reader

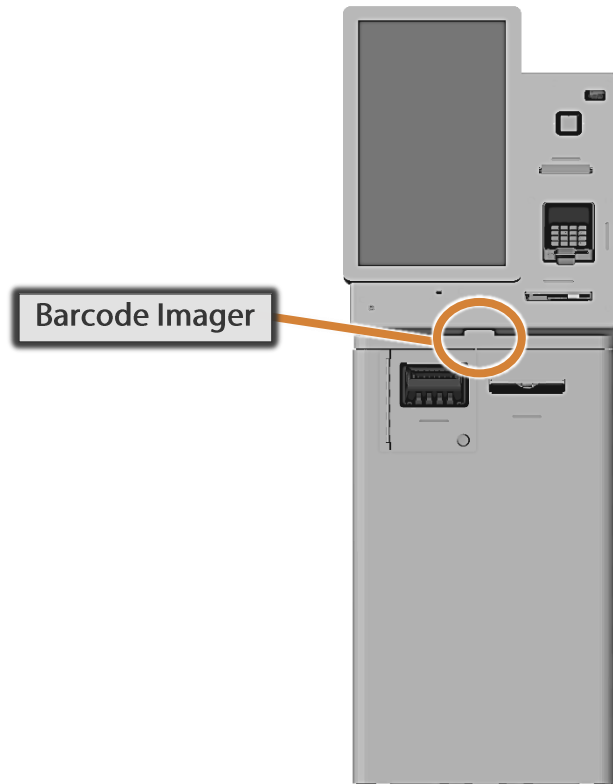
Use the approved Source Technologies Card Reader Cleaning Card to clean the magstripe reader as needed. Follow the written instructions provided with the cleaning card.

Mag Stripe Reader cleaning cards can be ordered from Source Technologies. See [Chapter 5 - Contact Information](#).

Omni-Directional Barcode Imager

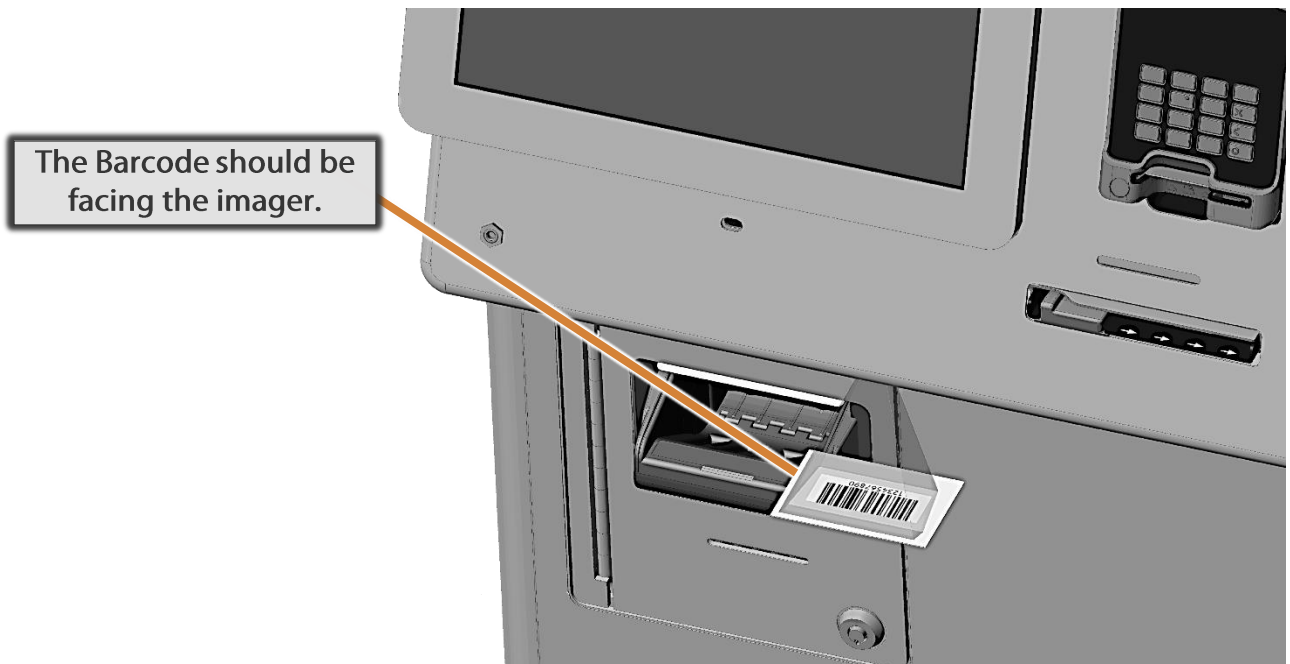
Operation

The barcode imager reads 2D/3D barcodes, QR codes, and images such as driver's licenses and passports.



Reading a Barcode

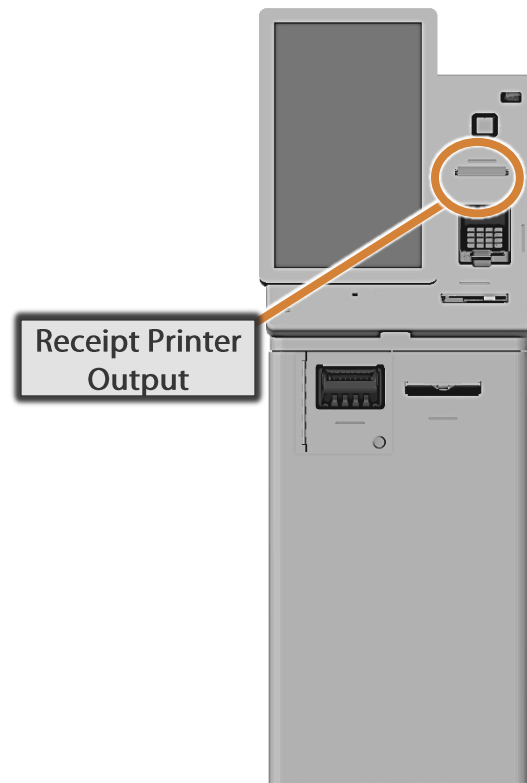
For the best results, place the barcode between 3 and 6 inches from the barcode imager.



Receipt Printer

Operation

As needed, the kiosk application will print a customer receipt from the thermal receipt printer. Receipts will be presented from the location shown. The receipt printer LED indicator will blink to indicate the presence of a receipt.



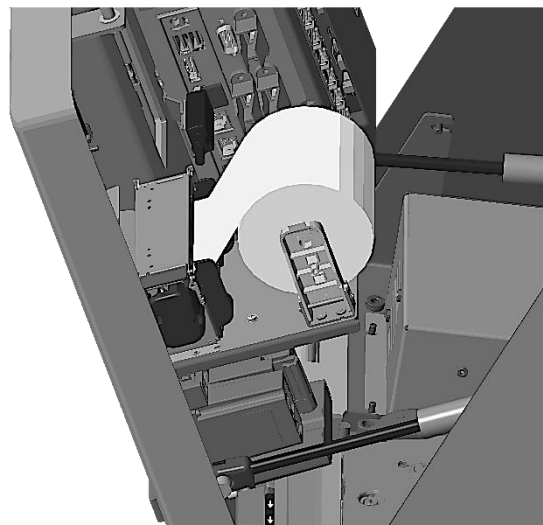
Loading Receipt Paper

See [Loading Receipt Printer Paper](#) for receipt paper loading instructions.

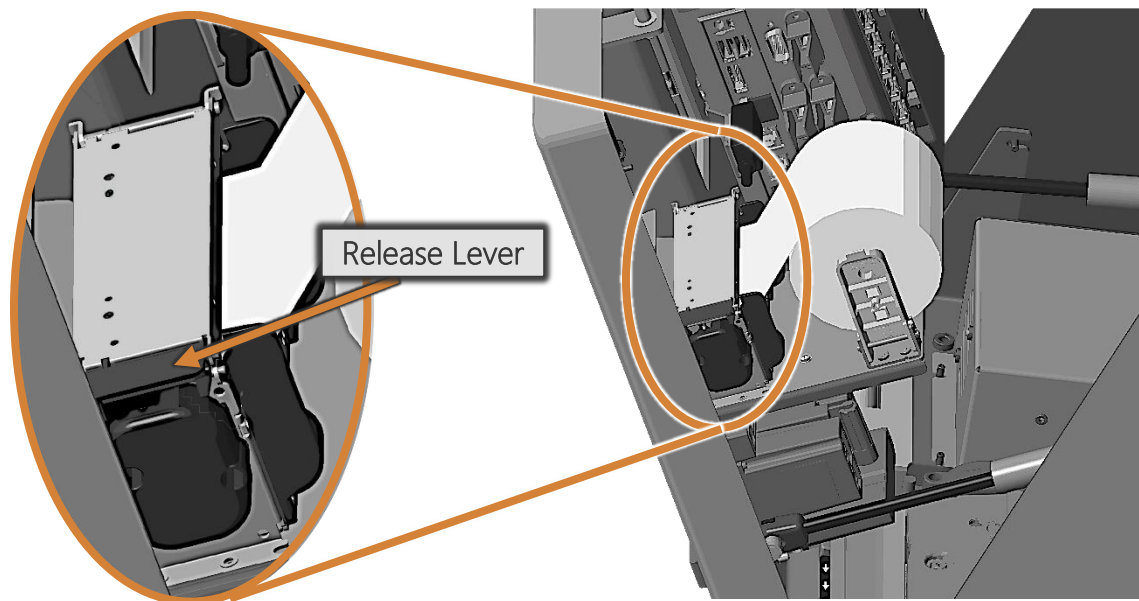
Clearing Jams

Use the procedure below for clearing receipt printer paper jams.

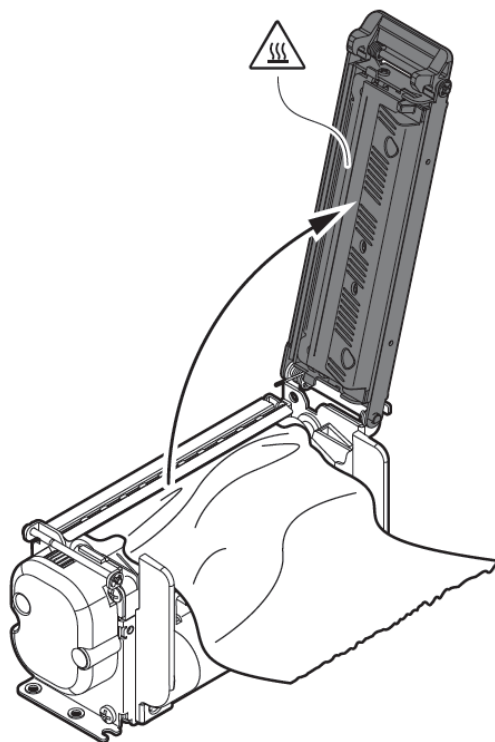
- A. Unlock and open the upper enclosure to access the receipt printer.



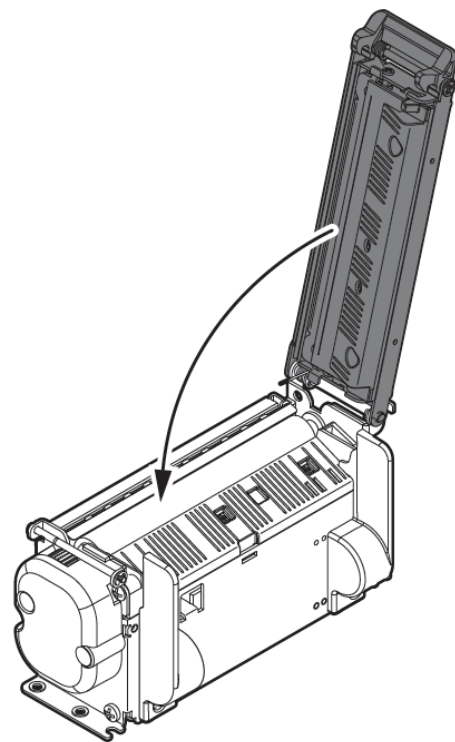
- B. Lift up on the release lever and open the device cover.



- C. Remove the jammed paper and any paper scraps, reload the paper, then reclose the device cover. Push down on the cover until it is fully latched.



Lift the device cover



Lower the
device cover.

Cleaning

Use the procedure below to clean the receipt printer.

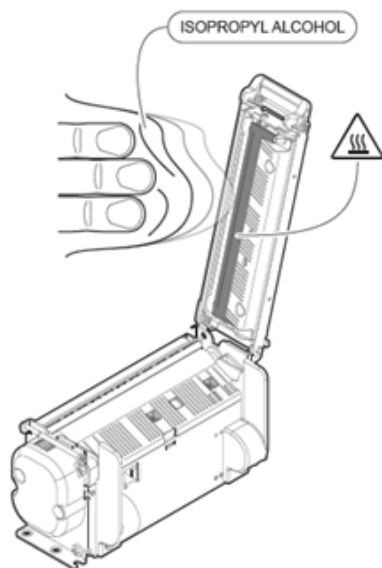
Cleaning Intervals

EVERY PAPER CHANGE	
Printhead	Use Isopropyl Alcohol and Microfiber Cloth
Rollers	Use Isopropyl Alcohol and Microfiber Cloth
EVERY 5 PAPER CHANGES	
Auto Cutter	Use compressed air
Paper Path	Use compressed air
Sensors	Use compressed air

Printhead Cleaning



Disconnect the power cable
and lift the device cover



ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Roller Cleaning



Disconnect the power cable
and lift the device cover



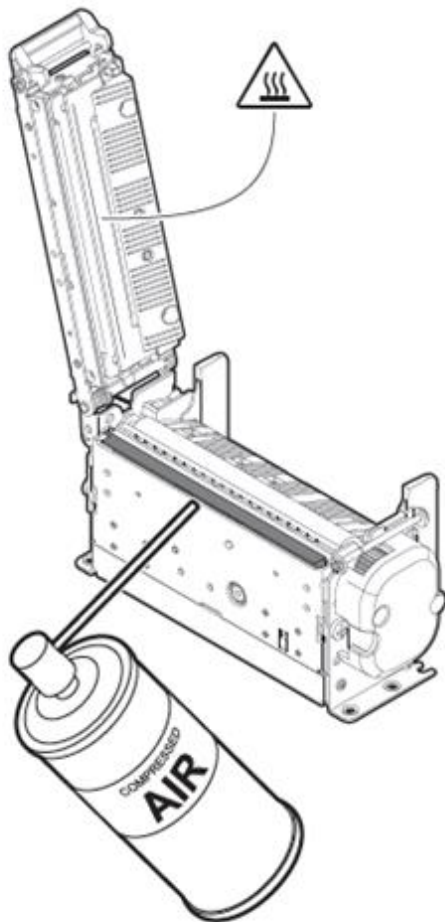
ATTENTION:
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Auto Cutter Cleaning



Disconnect the power supply cable and lift the device cover



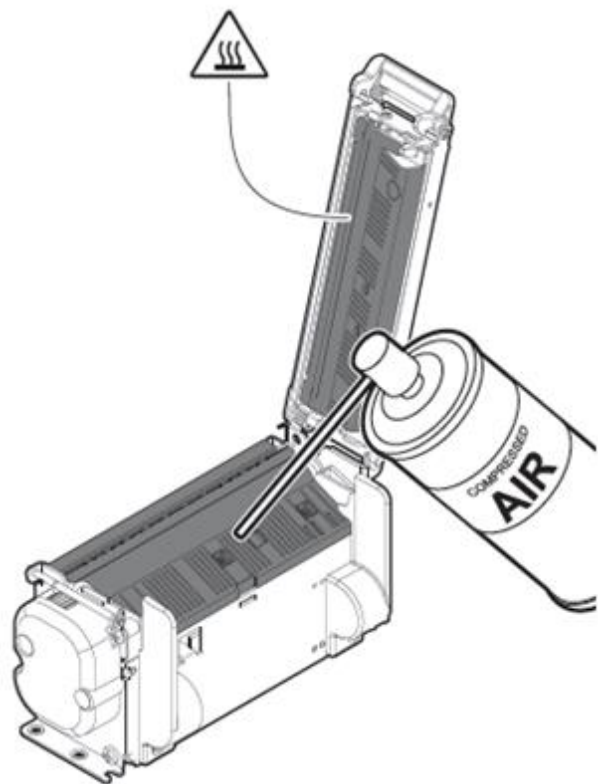
ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Paper Path Cleaning



Disconnect the power supply cable and lift the device cover

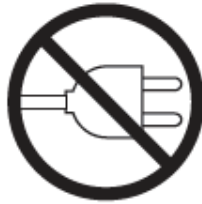


ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

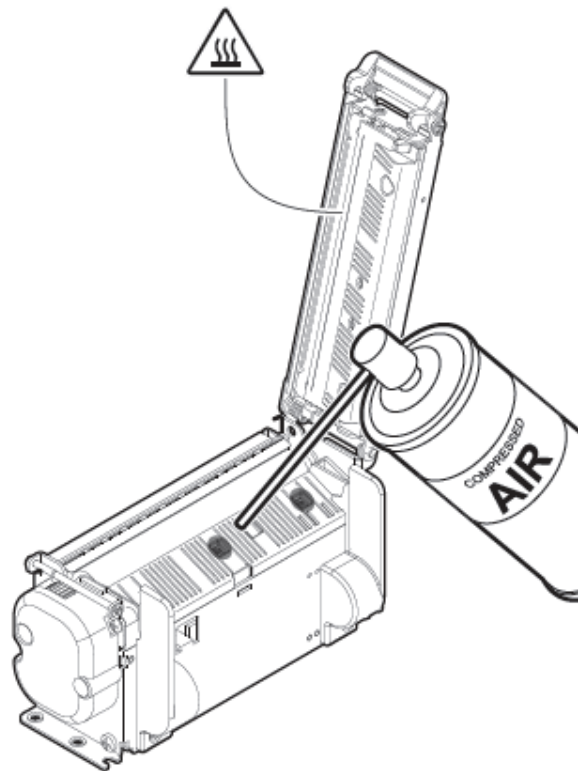


Clean the area involved in the passage of paper by using compressed air.

Sensor Cleaning



**Disconnect the power supply
cable and lift the device cover**



ATTENTION:
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.

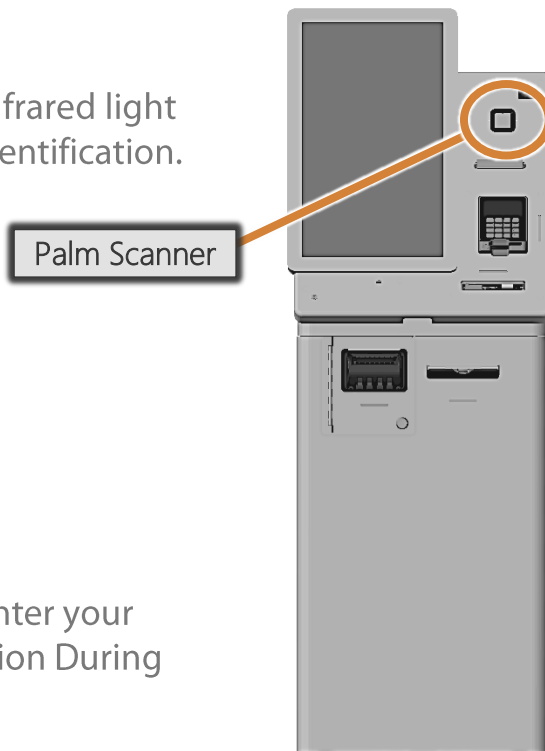


**Clean the device sensors
by using compressed air.**

Palm Scanner (if applicable to the unit)

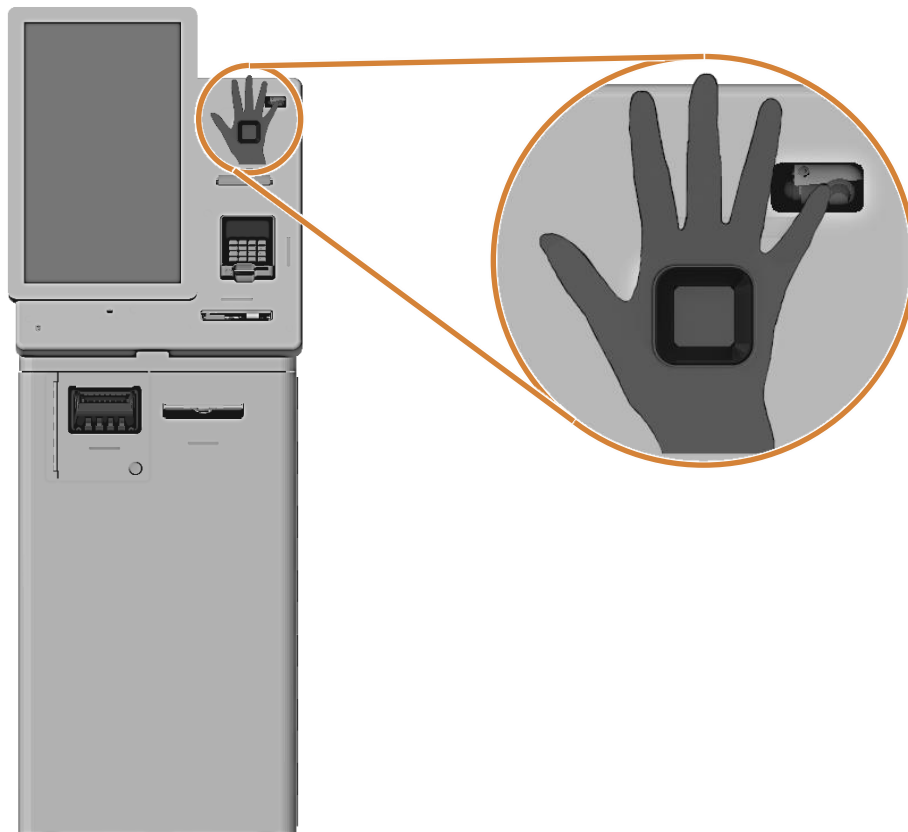
Operation

The optional Palm Scanner uses near-infrared light to capture palm vein images for user identification.

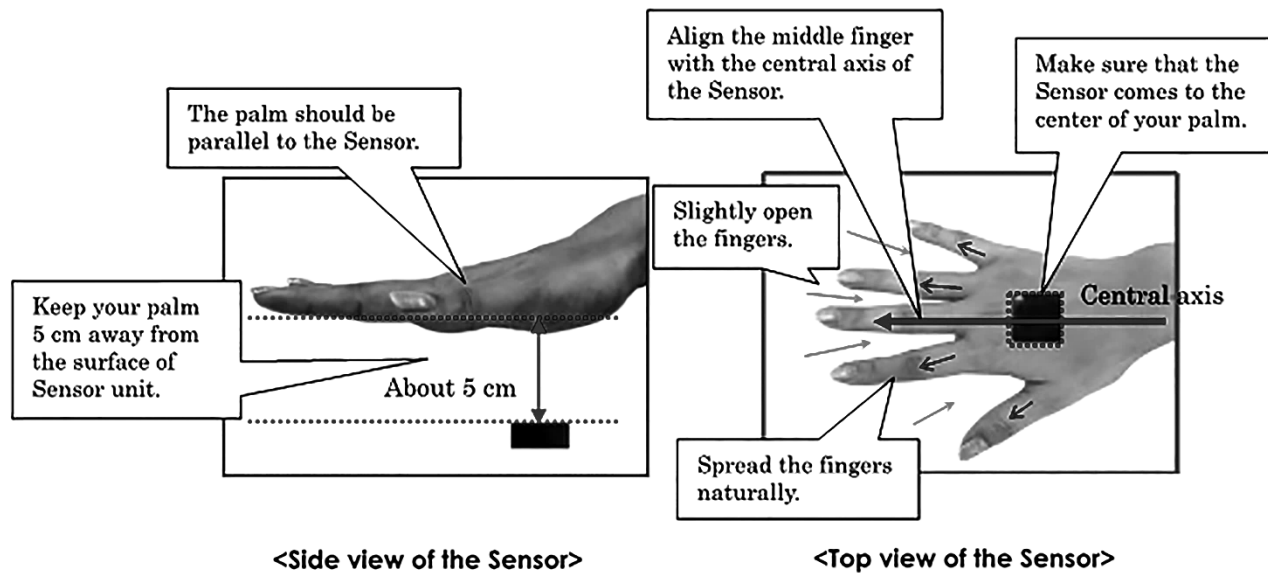


Scanning Your Palm

When prompted by the application, center your palm over the scanner. (See Hand Position During Palm Scan next page).



Hand Position During Palm Scan



Cleaning

Remove dust from the surface of the Sensor as needed. When the Sensor surface becomes dirty, wipe gently with a dry soft cloth.



CAUTION

Do not wipe Sensor surface with a coarse cloth. The sensor may not operate correctly if the surface is scratched.

Do not use water to clean the Sensor surface. It may cause a fault if water penetrates the Sensor unit.

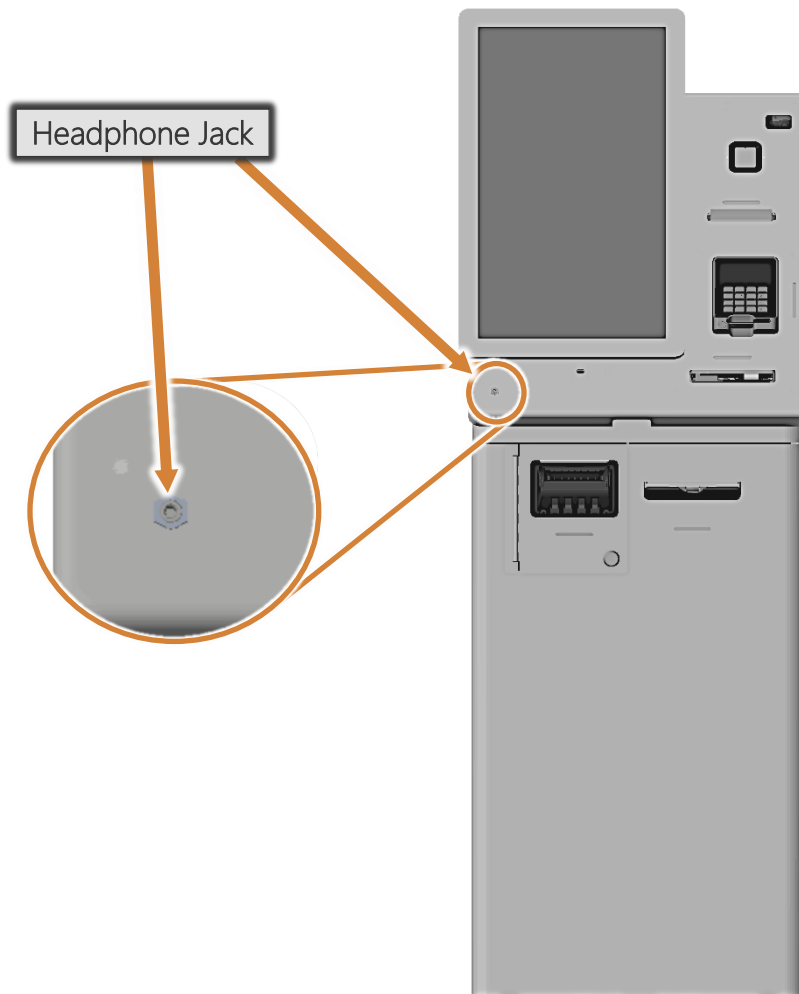
Do not use any organic solvents such as thinner, benzene, or anti-septic solution.

Do not use any cleaning sprays.

Headphone Jack

Operation

If needed, plug your headphones (3.5mm connector) into the jack shown below.



Camera

Operation

The camera allows for recording of the operator, while they are performing transactions on the system.



CHAPTER 4 – CLEANING

Cleaning the kiosk housing and its peripherals routinely will help maintain its appearance and allow it to operate efficiently.



WARNING

SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the kiosk, properly shut-down the kiosk, and unplug the power cord from the electrical outlet before proceeding.

NOTE: See Powering down the Kiosk pg 24 for instructions on properly shutting down the kiosk OS and powering down the unit.

Kiosk Enclosure

A soft, clean, lint-free cloth dampened with water may be used to clean the kiosk enclosure. For heavier cleaning, use a mild detergent applied to a soft, clean cloth.

Touchscreen Display

Clean the touchscreen display using a lint-free microfiber cloth. If cleaning solution is used, always apply the solution to the cleaning cloth and never spray directly onto the touchscreen display. Ensure that no cleaning solution enters the display housing.

Acceptable Cleaning Solutions for the Touchscreen Display:

- Mild soap and water
- USP green soap
- Sodium hypochlorite solution (1:10 dilution of household chlorine bleach in water) Note: Using this solution may lighten color over time.
- Phenolic germicidal detergent (1% aqueous solution)
- Cidex 2.4% Activated Glutaraldehyde Solution
- 50% Alcohol mixed in 50% water solution
- Steriplex
- Novus 1

Never Use these on the Touchscreen Display:

- Alcohol solutions at > 50% concentration
- Methyl or Ethyl alcohol
- Thinner, Benzine
- Strong alkalis or lye
- Strong solvent
- Acid
- Detergents with fluoride
- Detergents with ammonia at > 1.6% concentration
- Abrasives
- Steel Wool
- Sponge with abrasives
- Steel blades

Kiosk Component Cleaning

See the individual sections in **Component Operation** for cleaning instructions for each device.

CHAPTER 5 – CONTACT INFORMATION

Source Technologies

Attn: Inside Sales

11401A Granite Street, Charlotte, NC 28273

800.922.8501 (Voice)

704.522.8579 (Fax)

www.sourcetech.com

Technical Support

Contact Procedure

Before contacting Technical Support, please gather the following information:

1. Kiosk serial number and REV level.
2. Contact name and phone number of person at the site.
3. Street address where the kiosk is located.
4. List of all symptoms the kiosk is exhibiting.

Contact your company's internal help desk and explain the nature of the problem. For technical support, call: 1.800.922.8501