SourceTechnologies®

Series-10 Kiosk
Operator's Manual

Notice

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Author: Source Technologies.

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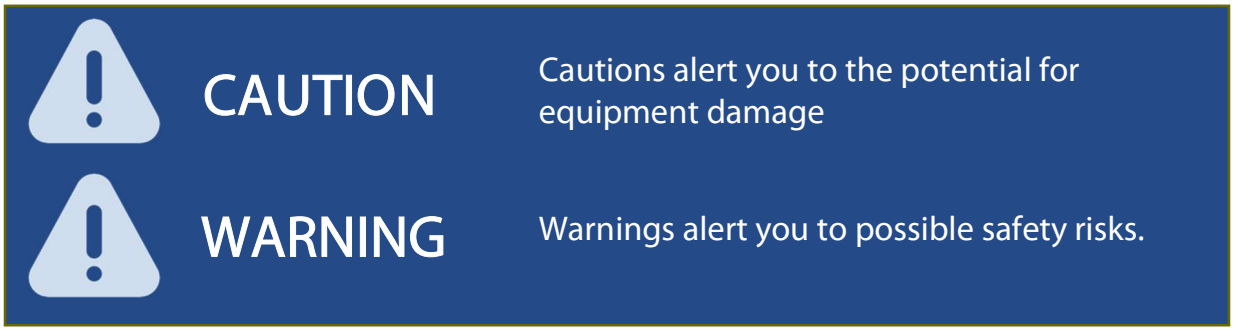
Revision: F

Operational Safety Information

WARNING AND CAUTION SYMBOLS

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



General Safety Information

This kiosk is intended for indoor use only.

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

Any on-site assembly required during the installation process must be performed by 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 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:

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 solidement monté au sol à l'aide des (4) boulons d'ancrage fournis. Consultez le manuel d'installation pour plus de détails.

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 fermé 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 tested 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.

Cetappareilnumérique de la classe A estconforme 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 Batterie

AVERTISSMENT

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.

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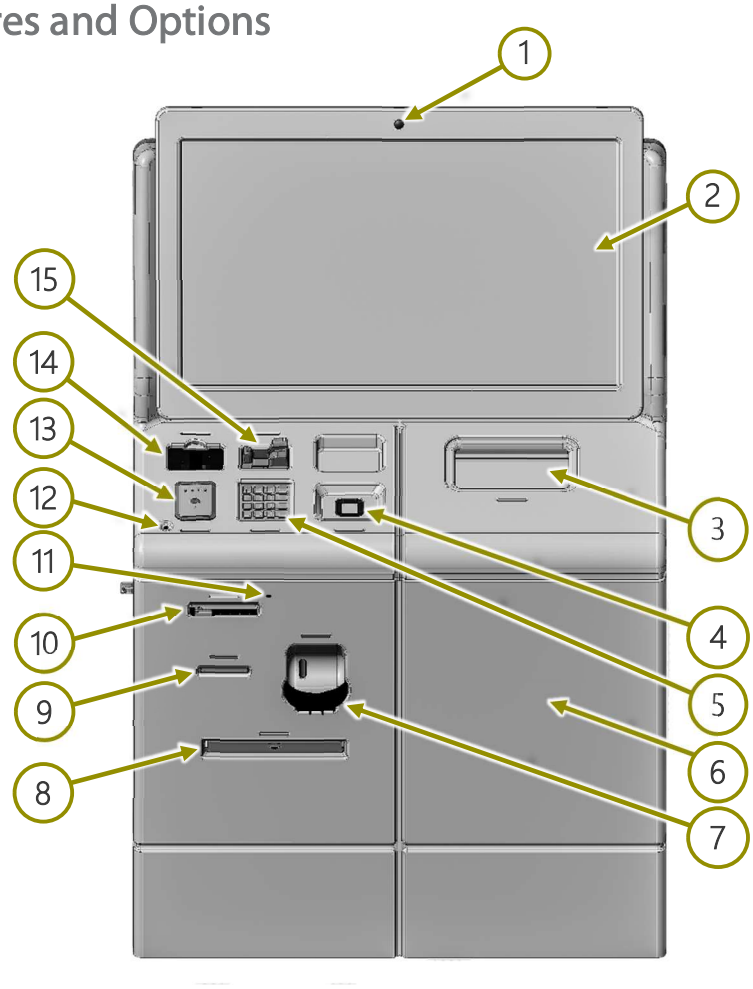
CHAPTER 1 – PRODUCT OVERVIEW

Kiosk Description

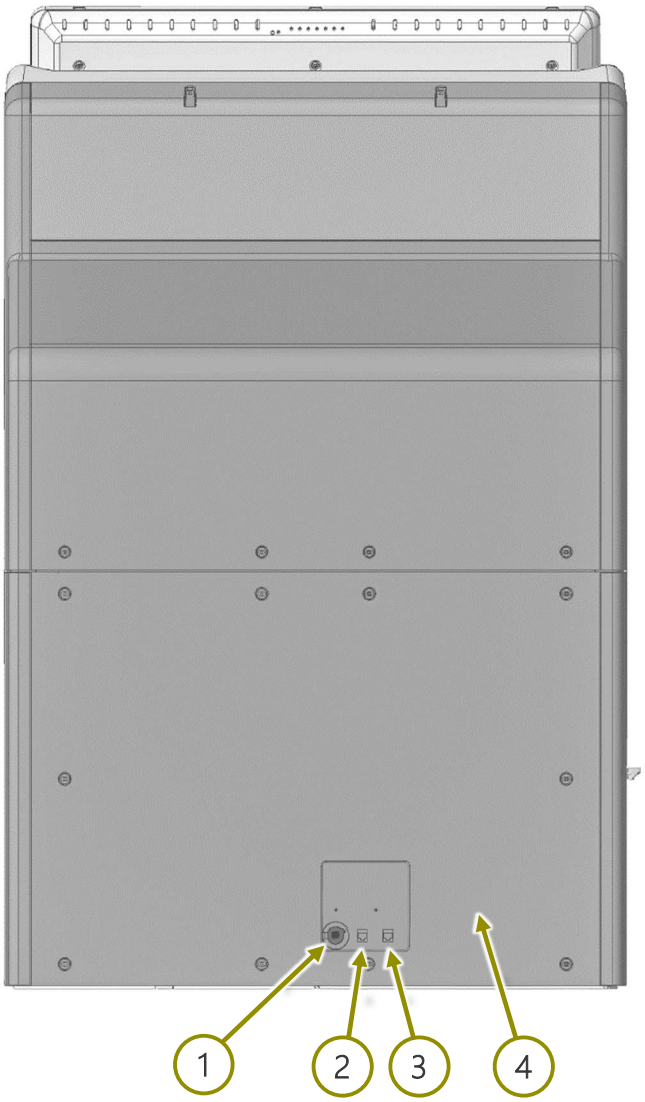
Source Technologies' Series-10 kiosk is a next-generation, self-service platform designed from the ground up to manage secure, distributed financial transactions and consumer banking.

Kiosk Features and Options



Series-10 Components			
1	Camera	9	Receipt Printer
2	Touchscreen Display	10	Check Scanner
3	Cash Recycler	11	Approach Sensor
4	Palm Sensor (optional)	12	Headphone Jack
5	PIN Pad	13	NFC Reader
6	UL291 Safe (inside)	14	Barcode Imager
7	Coin Dispenser	15	EMV/Mag Stripe Card Reader
8	Check Printer (optional)		

Rear View Kiosk Features and Option



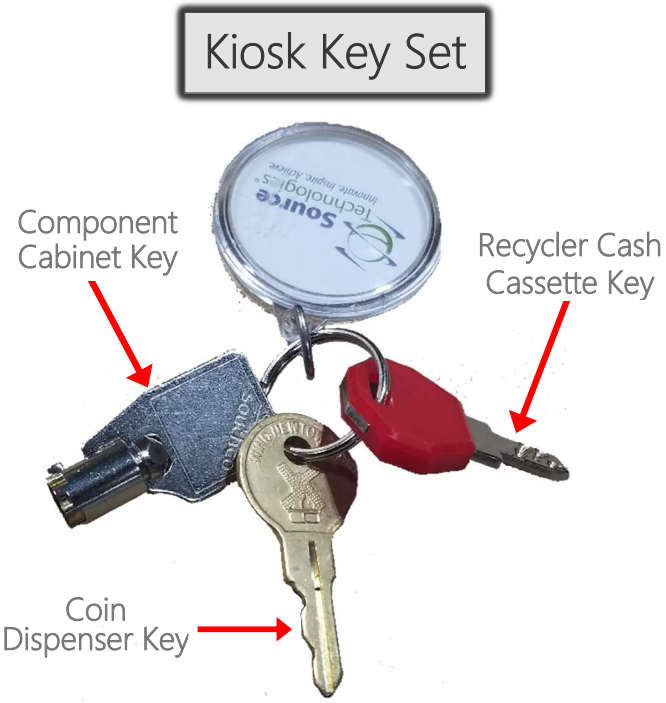
Rear View			
1	Power Cord	3	Check Printer Connect
2	Network Connect	4	UPS (inside)

Hardware Specifications	
POWER REQUIREMENTS	120V AC, 3.0A, 50-60HZ
ENVIRONMENTAL REQUIREMENTS	Temperature: 5°C to 40°C Humidity: <=20% to 80% non-condensing
Standard Configuration	
DISPLAY	32-INCH UHD (3840 X 2160)
PRIVACY FILTER	YES
TOUCHSCREEN	PROJECTED CAPACITANCE
KIOSK ENCLOSURE	ANTIMICROBIAL PLASTIC
HARD DRIVE	128GB SOLID STATE DRIVE
PROCESSOR	INTEL I5-6500TE QUAD CORE 2.3GHZ
RAM	8GB DDR4-2133
ETHERNET	10/100/1000 BASE T LAN
WIRELESS	DUAL BAND 802.11A/B/G/N/AC
SAFE	UL291 24HR TYPE 1
CASH HANDLING	MULTI-CASSETTE CASH RECYCLER
PIN PAD	PCI 5.X COMPLIANT
CARD READER	EMV/MAGNETIC STRIPE
CHECK SCANNER	MICR/OPTICAL CHECK SCANNING
RECEIPT PRINTER	80MM WIDTH DIRECT THERMAL
IMAGER	1D/2D BARCODE IMAGER
COIN DISPENSE	1c, 5c, 10c, and 25c COIN DISPENSE
POWER PROTECTION	UPS BATTERY BACKUP
Options	
ON DEMAND CHECK PRINTING	SECURE MICR CHECK PRINTER
BIOMETRICS	PALM SCANNER

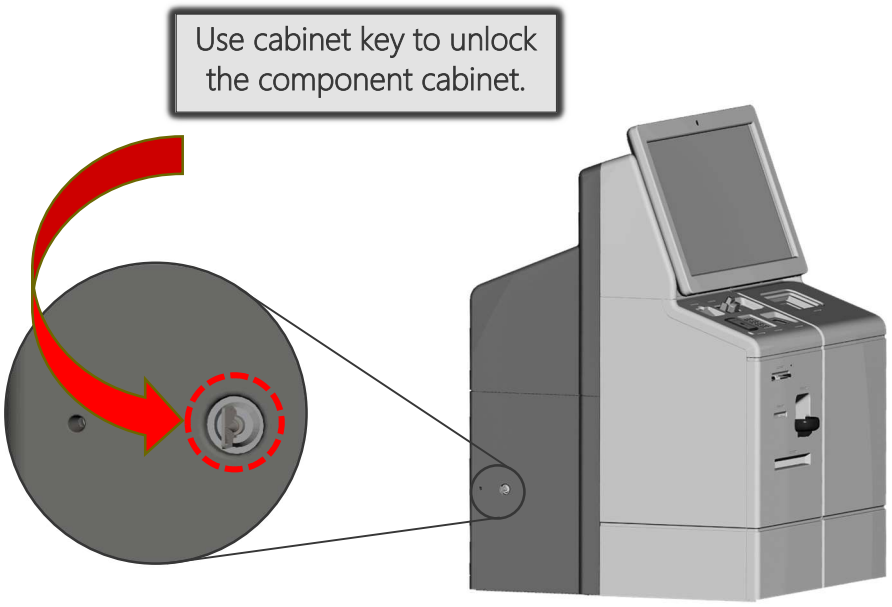
CHAPTER 2 – GETTING STARTED

2.1 Opening the Safe and Changing the Default Combination

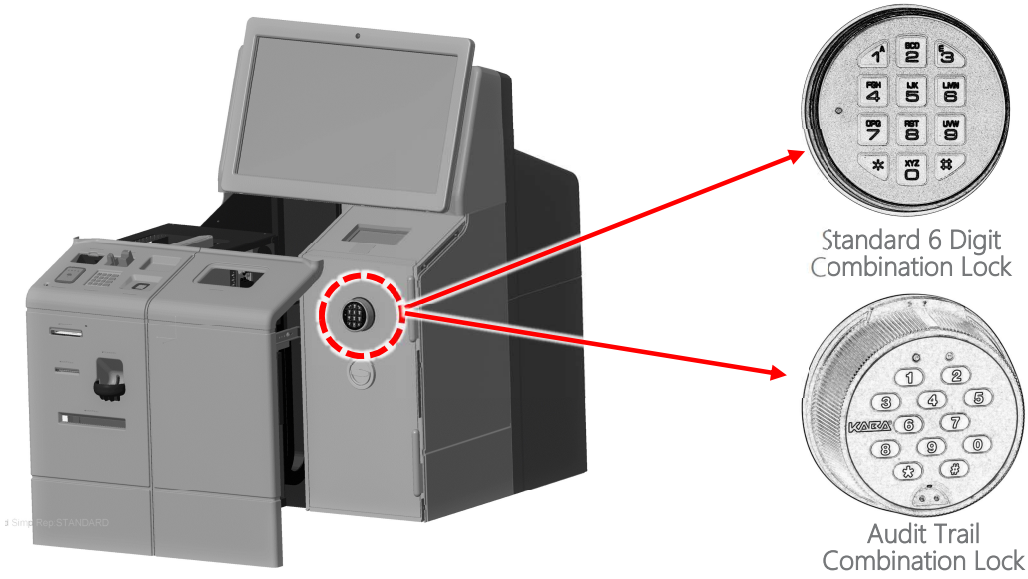
The UL291 24 Hour Level 1 Cash Vault included in the 10 Series kiosk can use either a standard 6 Digit Combination Lock or an optional Audit Trail Combination Lock. See below to determine which of these lock systems is used in your kiosk and then go to the appropriate section for that lock's operating instructions.



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



B. Locate the safe door on the lower right-hand side of the kiosk and identify the safe lock system by the type of keypad installed.



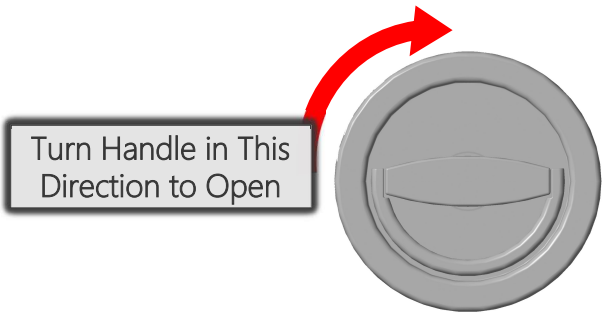
Operating Instructions: 6 Digit Combination Lock

Opening Safe Door

A. Enter valid six (6) digit combination (**factory set to 1-2-3-4-5-6**).

B. The lock will confirm a valid combination entry with a double signal.

C. Within four (4) seconds, turn the handle clockwise to the open position.



D. Pull the door open.

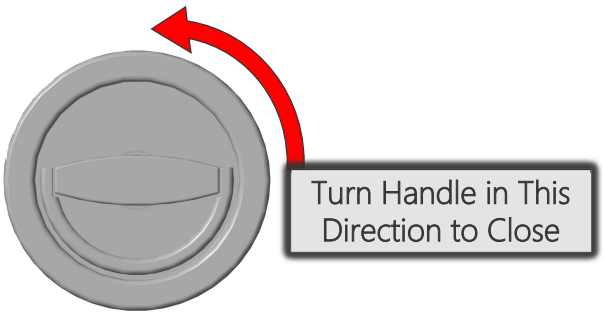
NOTE:

- 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 five (5) minute delay period.
- Keypad will not respond to keystrokes during delay period.

Closing and Locking Safe Door

A. Close the safe door.

B. Turn handle counterclockwise. Lock will automatically engage.



C. Turn the handle clockwise to verify that the lock is engaged.

Changing the Standard Lock Combination (Manager and User)

NOTE: Each combination must be changed independently at the lock. New combination will not be accepted if it varies from the current combination by only one digit (+/-). When selecting a combination, do not use a birthday or other predictable information that could give a correlation between the user and the combination.

CAUTION

Always perform this operation with the door open and test the opening of the lock with the new combination several times before closing the door.

Manager and User Combination Change Procedure:

A. Enter zero [0] six times. Ex. (0-0-0-0-0-0)
B. Enter an existing combination. Ex. (1-2-3-4-5-6)
C. Enter the NEW combination. Ex. (6-5-4-3-2-1)
D. Re-enter the NEW combination to confirm Ex. (6-5-4-3-2-1) The NEW combination is now active.
E. Test lock operation several times before closing the door.

MANAGER COMMANDS

COMMAND 1 - Activate User

A. Enter Manager combination and hold down last digit of combination until Lock double signals and the LED stays on.
B. PRESS 1.
C. Enter the NEW User combination.
D. Re-enter the NEW User combination to confirm. User combination is now active.

Reinstate User

A. Enter Manager combination and hold down last digit of combination until Lock double signals and the LED stays on.
B. PRESS 1.
C. Enter User number (1- 9). User is reinstated.

COMMAND 2 - Disable User

A. Enter Manager combination and hold down last digit of combination until Lock double signals and the LED stays on.
B. PRESS 2.
C. Enter User number (1-9) User is temporarily disabled.
The User combination is saved and will be valid once reinstated.

COMMAND 3 - Delete User

A. Enter Manager combination and hold down last digit of combination until Lock double signals and the LED stays on.
B. PRESS 3.
C. Enter User number (1-9). User is deleted.

Operating Instructions: Audit Trail Combination Lock

Opening Safe Door

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

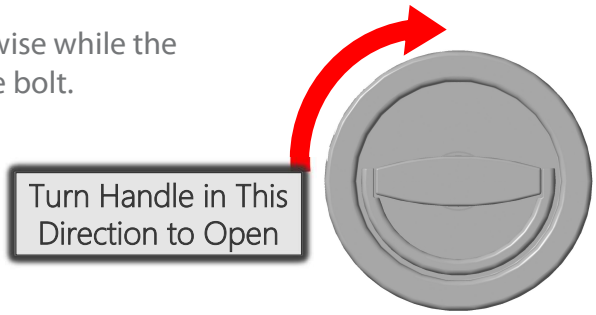
A. Turn the dial back and forth briskly until there are two simultaneous green and red flashes and two beeps to indicate that the lock is powered. Beeps sound to indicate that there is enough power for the next operation to be performed. If no beeps sound, you must power the lock by briskly turning the dial back and forth.

B. 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.

C. If the combination is entered successfully, the green led on the lock will flash for approx. 5 seconds.

D. Rotate the container handle clockwise while the green light is flashing to retract the bolt.

E. If the safe handle isn't turned within 5 seconds, the lock will automatically re-lock.



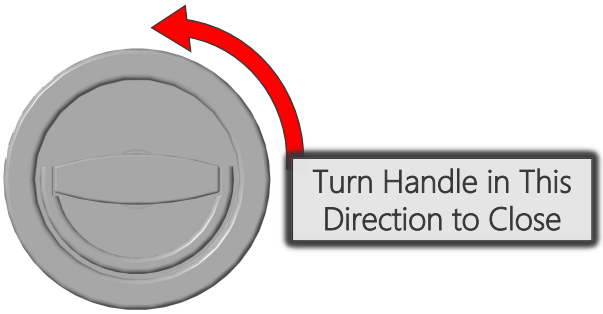
NOTE:

- After each keystroke, the green led will flash and a beeping 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.
- Continuous green flashes (for approx. 5 seconds) indicate that a correct 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

A. Close the safe door.

B. Turn handle counterclockwise. Lock will automatically engage.



C. Turn the handle clockwise to verify that the lock is engaged.

Changing the Audit Trail Lock Combination

The Auditcon 552 Audit Trail Lock has several options for the setting of Manager and User combinations. See Appendix A: **Auditcon 2 Operating Instructions** for details on how to set the lock combinations.

2.2 Power On

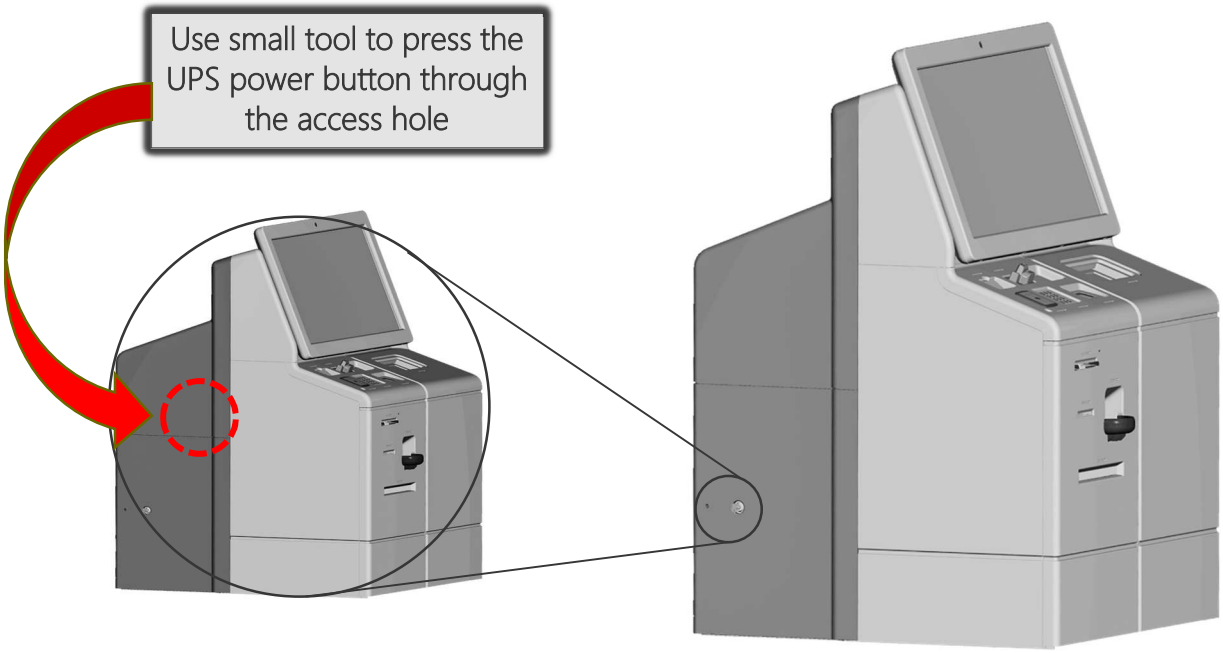
A. Connect the power cord to an AC utility outlet.

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

WARNING

The kiosk must be connected to an individual branch circuit that is properly grounded and appropriately rated to the device power requirements. For specific power requirements, see the product label on the back of the kiosk.

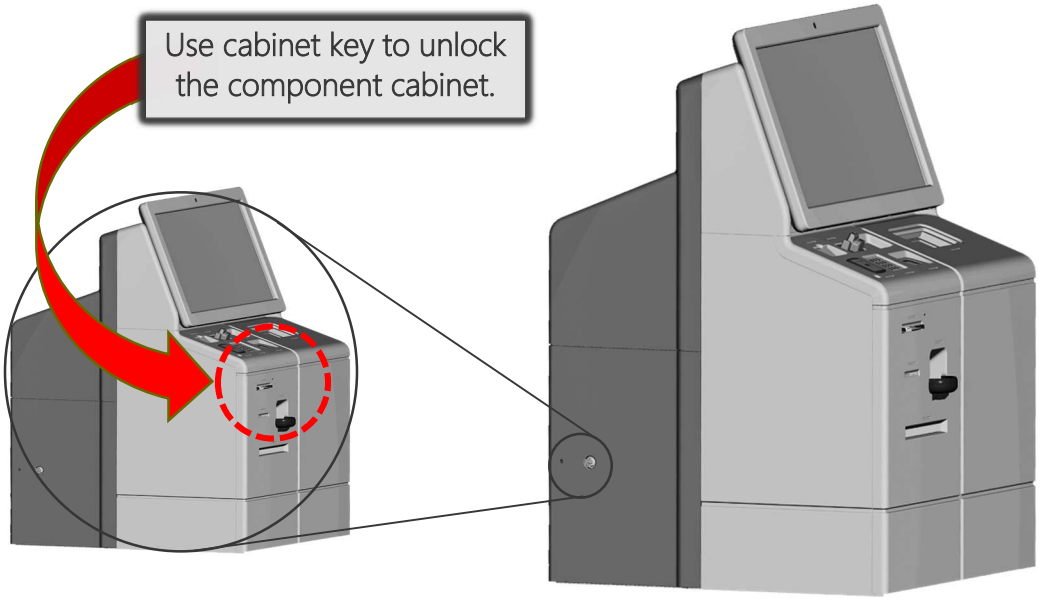
B. Power on the kiosk by pressing the UPS power switch button. The power button is located inside the kiosk and can be accessed through the power button access hole on the left side of the kiosk.



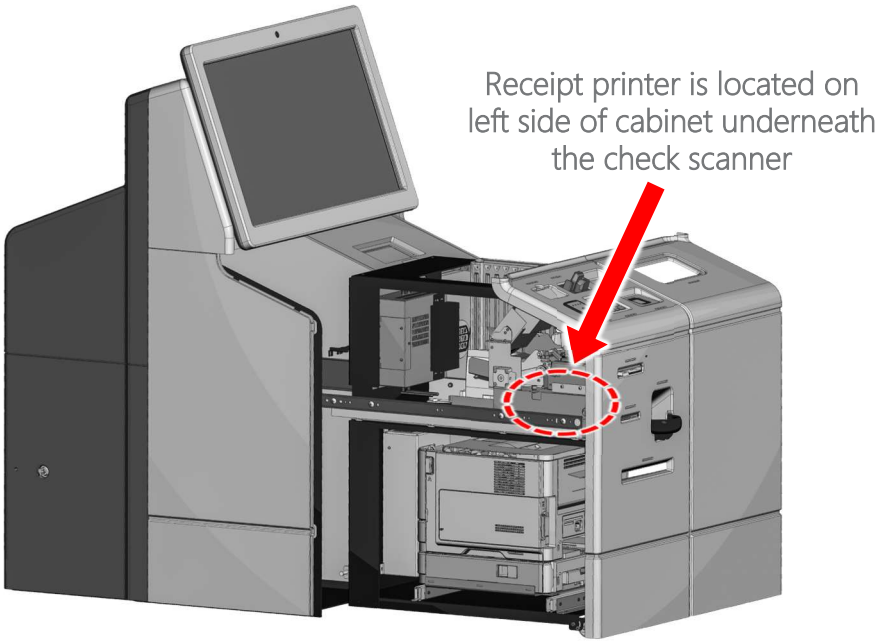
2.3 Loading Receipt Printer Paper

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.

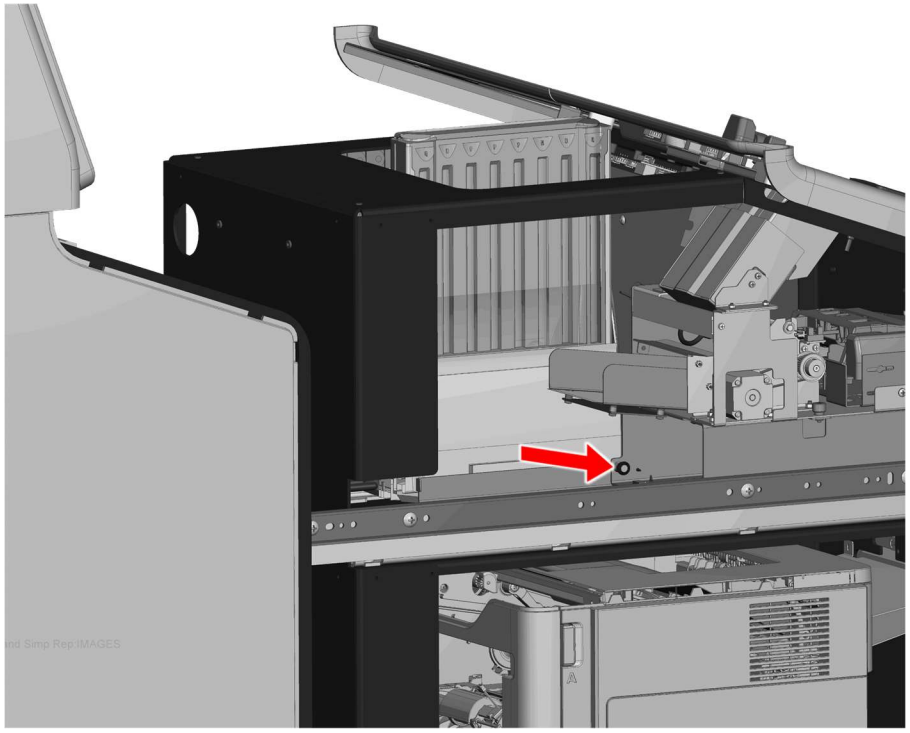
A. Unlock and open the component cabinet.



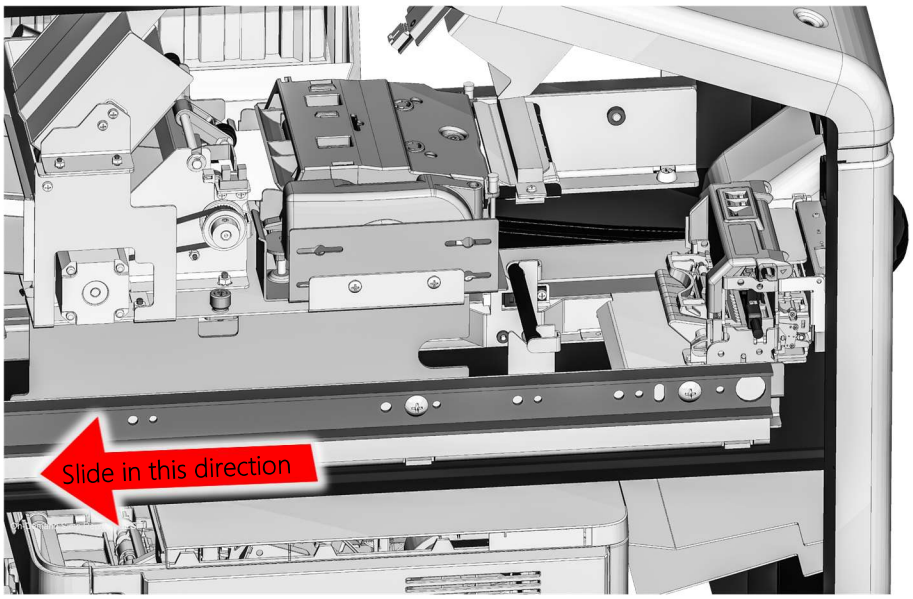
B. Pull component cabinet fully open and locate receipt printer on left side.



C. Locate the check scanner lock plunger indicated by the arrow below and pull out to allow the check scanner to be moved.

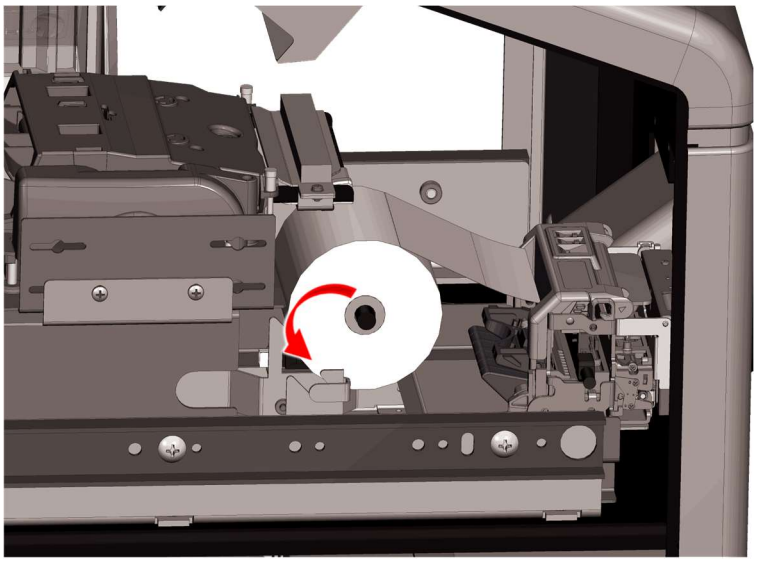


D. Slide the check scanner back to provide access to the receipt printer.

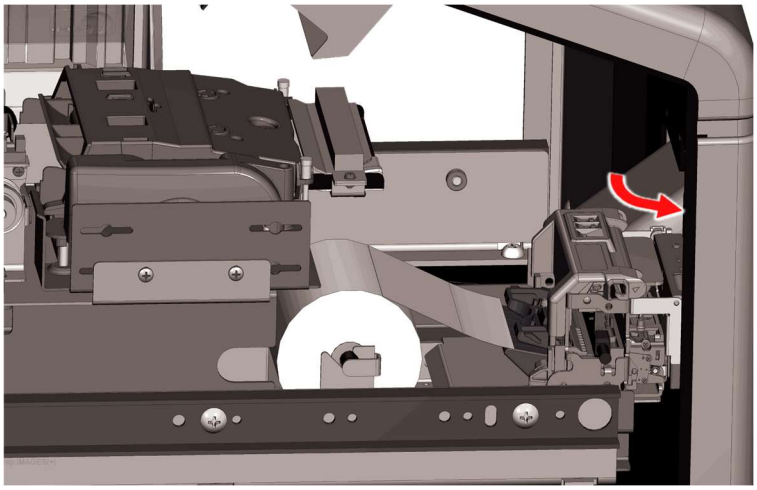


E. Insert paper spindle through the paper roll and orient so that paper comes off the top of the roll.

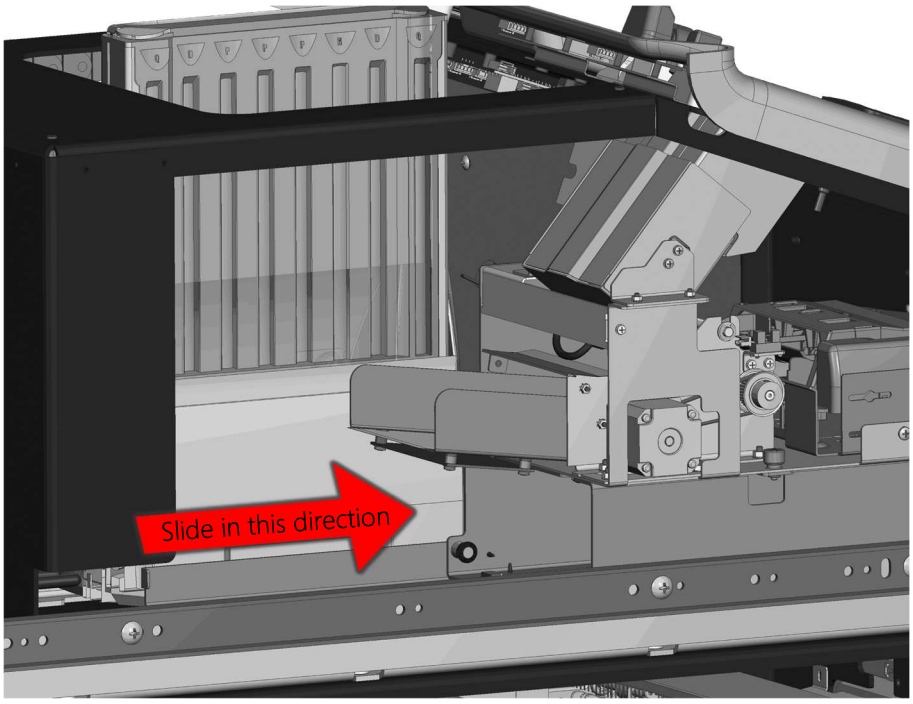
F. Place the paper roll and spindle into the printer paper holder as shown below.



G. Route the paper into the printer paper guide and continue to push forward until the printer recognizes the paper and auto-loads.



H. Slide the check scanner back into position until you hear the lock plunger click into place. Verify that the check scanner is locked in place.



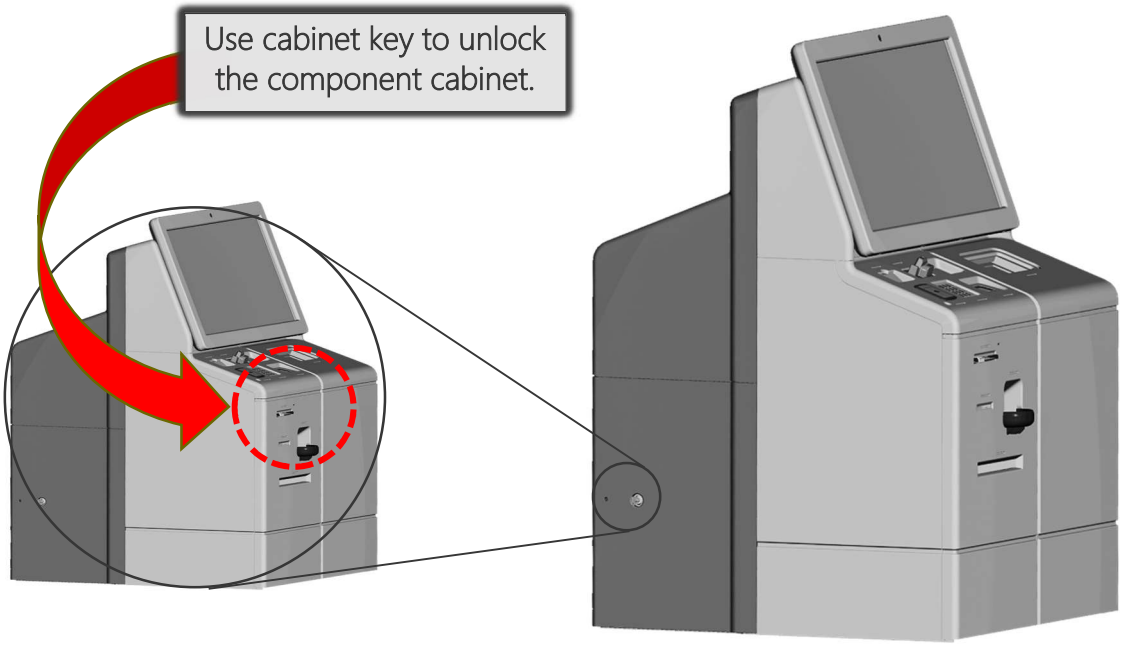
I. Push the component cabinet back into position until it is latched in place.

J. Receipt paper loading is complete.

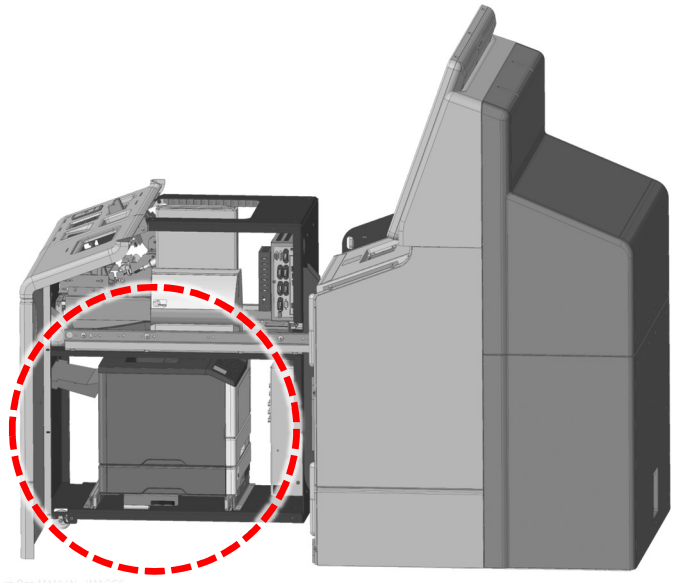
2.4 Loading Check Printer Paper

The check printer has one integrated paper tray and one option printer tray. The paper loading procedure is the same for both trays.

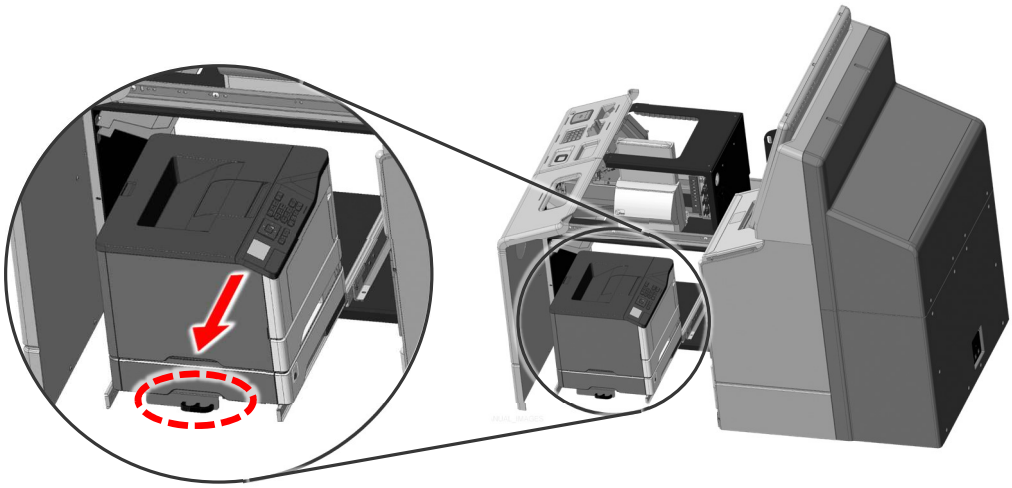
A. Unlock and open the component cabinet.



B. Pull out the component cabinet and locate the check printer on the lower right-hand side.

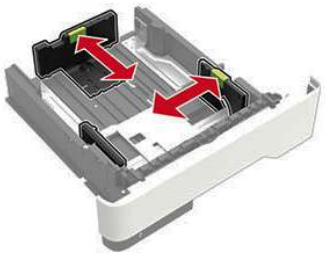


C. Use the printer shelf handle to pull the printer into its service position as shown below.



D. Open printer paper tray.

E. Adjust the paper guides to match the size of the paper that you are loading.



F. Flex, fan, and align the paper edges before loading.

G. Load the paper stack with the printable side facedown, and then make sure that the side guides fit snugly against the paper.

Note:

- Load letterhead facedown with the top edge of the sheet toward the front of the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

H. Close the printer's paper tray.

I. Push printer shelf back into position until it closes against the magnetic latch.

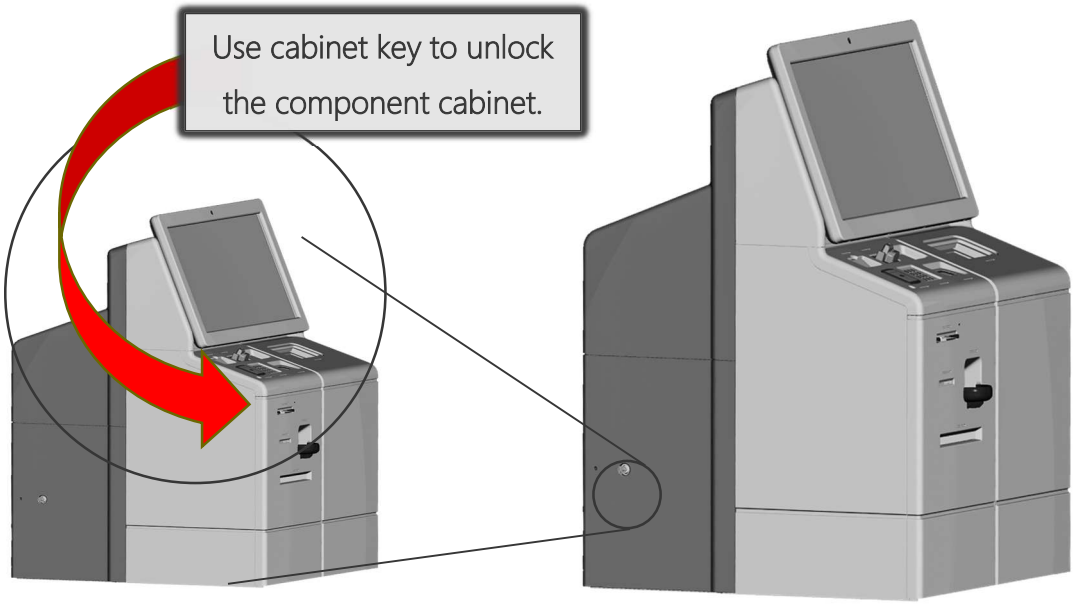
J. Push the component cabinet back into position until it is latched in place.

K. Check printer paper loading is complete.

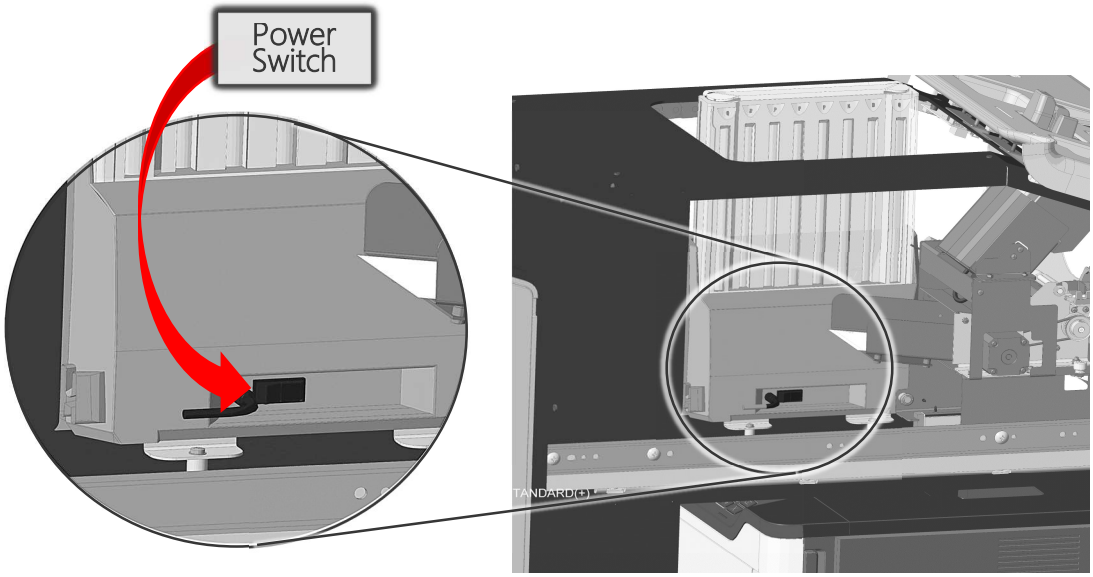
2.5 Loading Coin Dispenser Canister

The coin dispenser canister contains eight-coin columns. There are two columns for quarters, two for dimes, one for nickels and three for pennies. Each column holds up to three rolls of coins. See below for coin canister loading procedure.

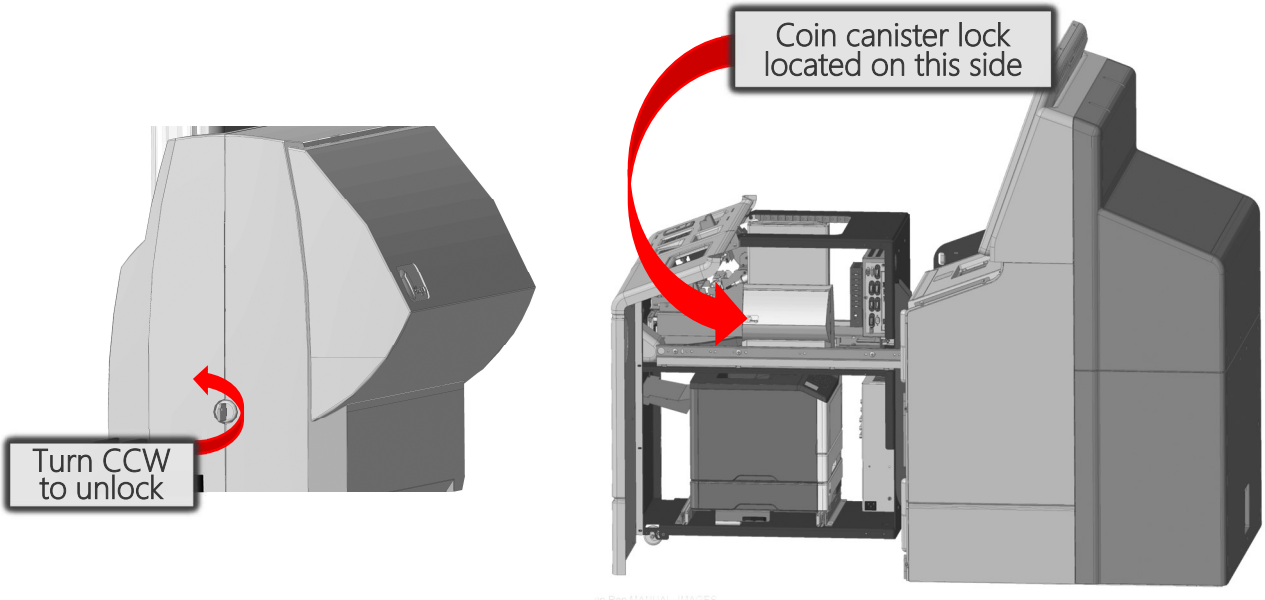
A. Unlock and open the component cabinet.



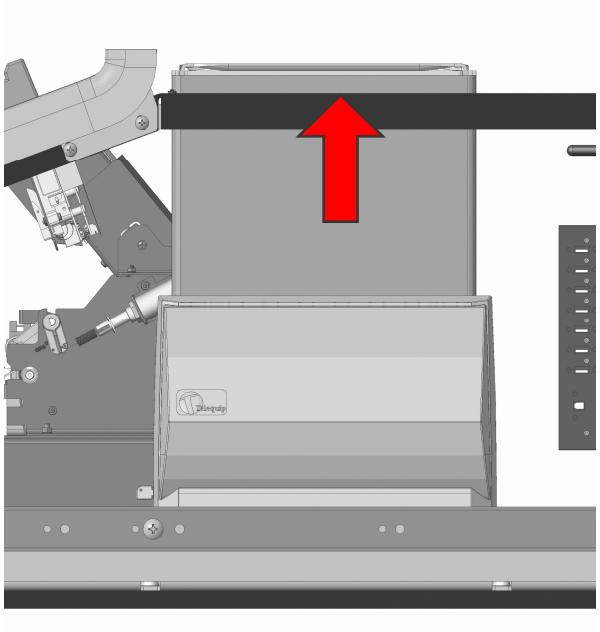
B. From the left side of the cabinet, locate the coin dispenser power switch and power down the unit.



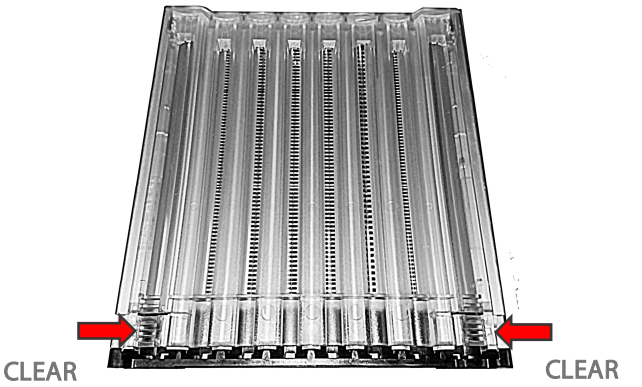
C. From the opposite side of the component cabinet, locate the coin canister lock. Unlock and remove the canister.



D. Using the handle located at the top, pull up and remove the coin canister.



Note: There are two types of coin canisters and each one loads slightly different. Identify your coin cannister type below and go to the coin loading section that applies to your model. EZ Fill Coin Canister is found on p31.



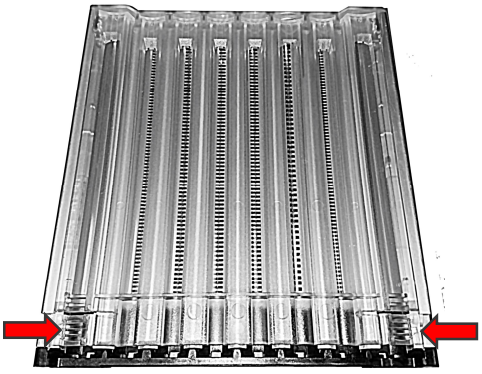
Standard Coin Canister
Can be identified by the clear release levers on the cover lid

EZ Fill Coin Canister
Can be identified by the black release levers on the cover lid

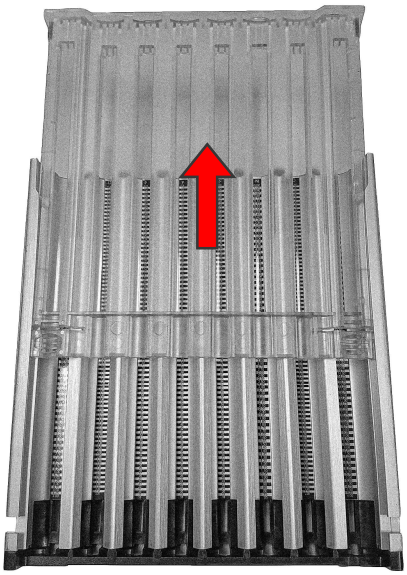
Standard Coin Canister Loading

E. Set the canister on a flat, stable surface, and fold the carrying handle underneath, providing a good loading angle.

F. Compress the two thumb points at the bottom of the canister cover (red arrows) and slide the cover upward.



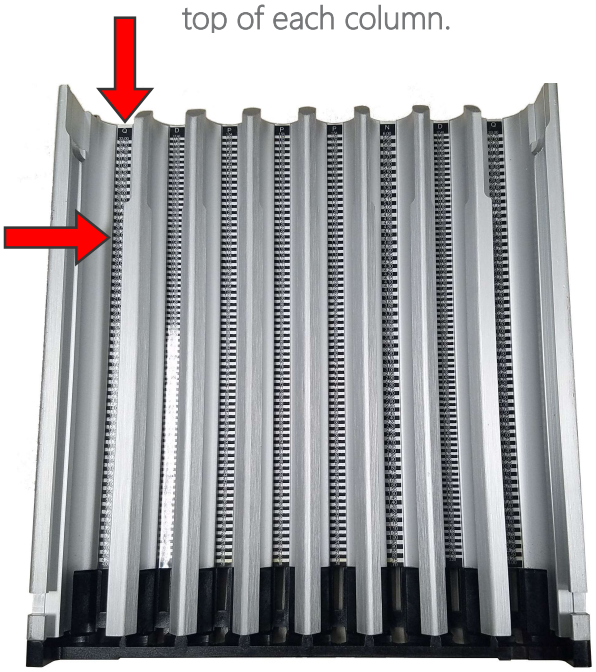
Continue sliding the cover upward and remove from the coin canister.



G. Take a comfortable number of coins between your thumb and first finger. Place the column of coins over the top of the column, and then let it slide down into the column. Repeat this process until the canister is filled to the desired starting level for each coin type.

Column denomination is marked at the top of each column.

Calibration Strips



H. Replace the canister cover onto the coin canister.

I. Re-install the coin canister into the coin dispenser and lock it in place.

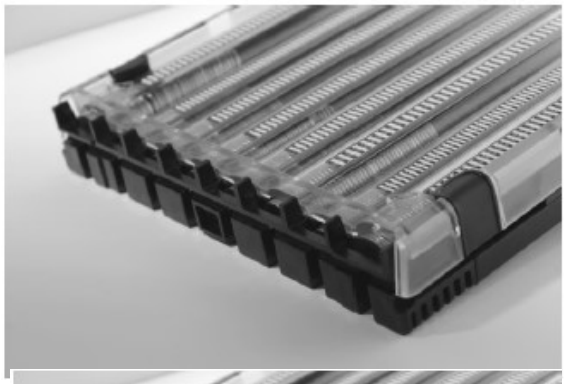
J. Power on the coin dispenser.

K. Push the component cabinet back into position until it is latched in place.

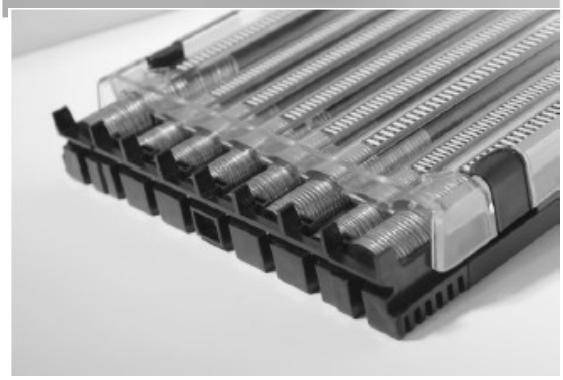
L. Coin loading is complete.

EZ Fill Coin Canister Loading

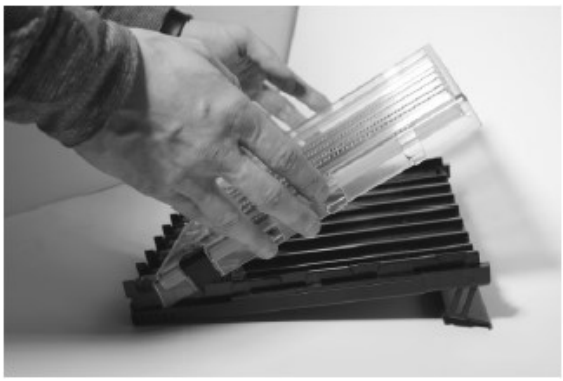
E. To remove the cover, depress the black tabs and slide the cover up approx. 1".



F. The cover won't slide up any further than this point, so it is straightforward to find the right position to allow the release of the lid.



G. With the cover in the position above, use two hands as shown and lift the lid. It is better to pull the lid away from the top first as shown.



H. Using the carry handle to support the E Z Fill canister ensures that coins are better supported by gravity.

I. Using the thumb and forefinger a comfortable number of coins can be placed into the column from the bottom up.

J. Replacing the lid is the opposite of removal. Present the lid with two hands to the approximate position of 1" from the bottom at the approximate angle shown (45°). The lid can then be lowered back onto the canister. With the lid on the canister, slide the lid towards the bottom until the two spring retaining tabs 'click.' This means the lid is now locked.

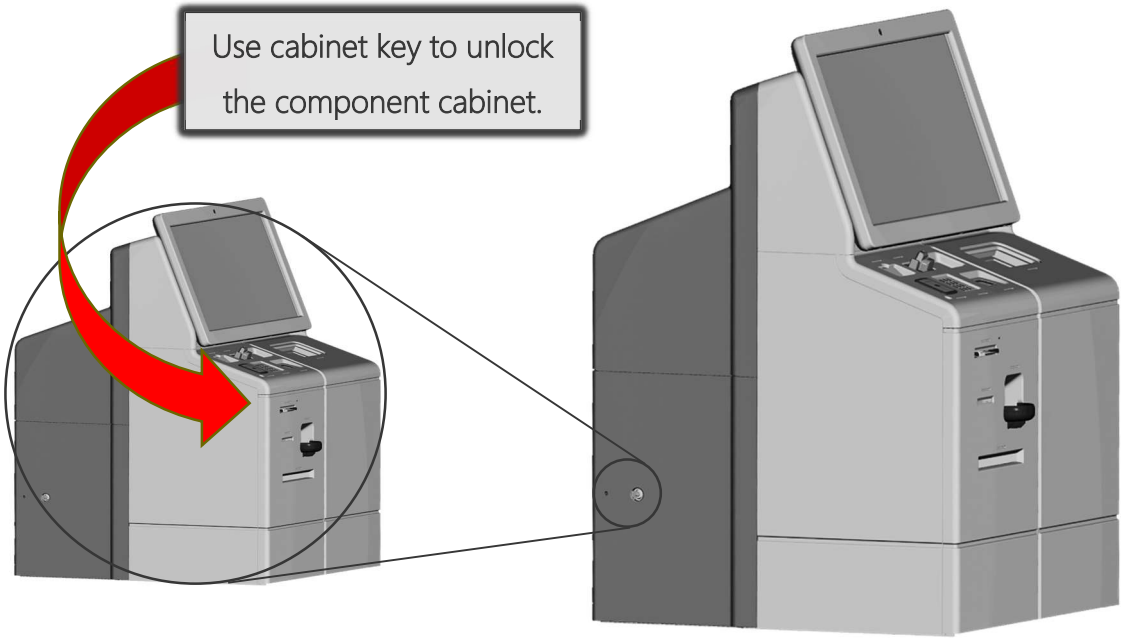
NOTE: The calibration strips at the back of the coin columns are used as a guideline to determine the approximate value of the coins in each column. Due to variations in coin thickness and how the coin rims align when they are stacked, the values indicated by the calibration strips may be off by a small amount – three coins at most – at the uppermost level of the columns.

2.6 Loading and Emptying the Cash Recycler

The cash recycler contains (5) cash cassettes that can store 2700 notes each. Depending on your configuration, you can use the cash cassettes as either (4) recycle cassettes and (1) dispense cassette or (5) recycle cassettes. See below for the procedure to load and collect cash from the recycler.

NOTE: The cash recycle cassettes can also be loaded through the customer facing cash pocket (200 notes max at a time). See your software documentation for the procedure to load notes in this way.

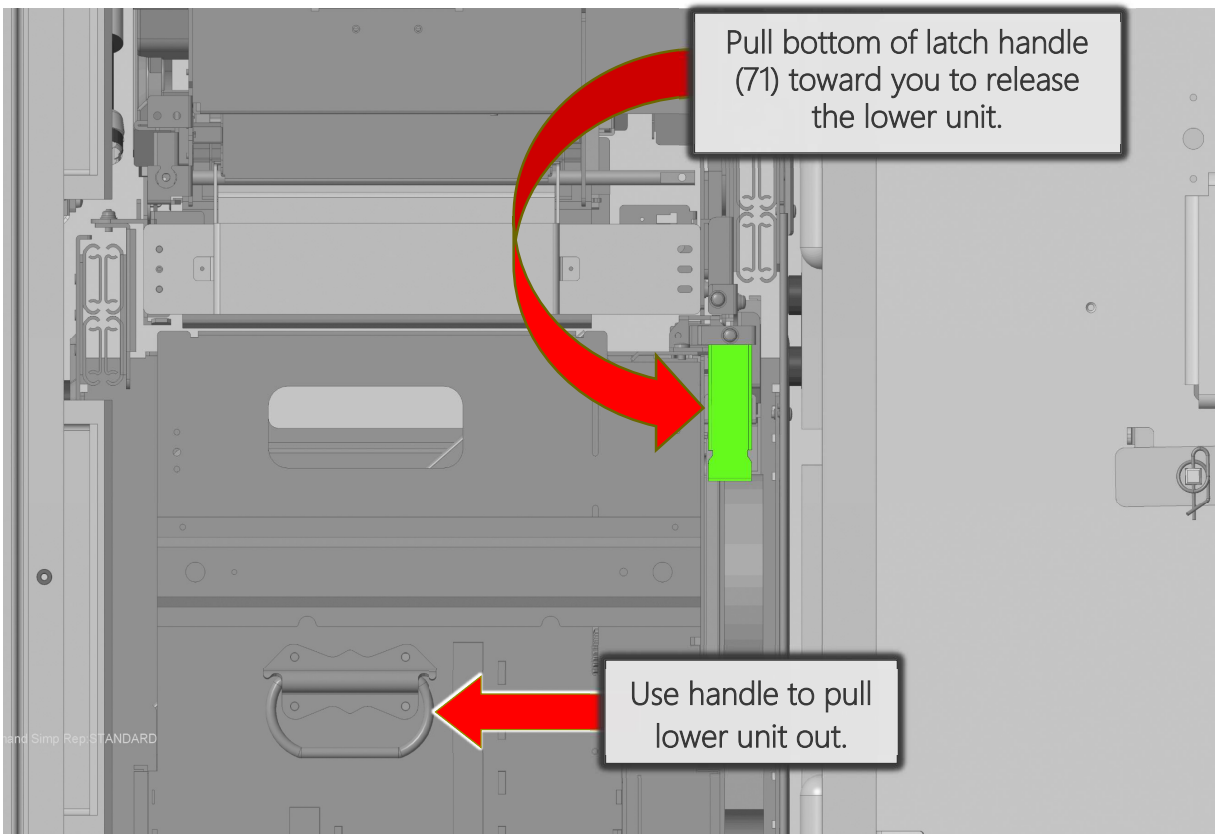
A. Unlock and fully open the component cabinet.



B. See **Section 2.1 – Opening Safe Door** and open the door to the 24-Hr safe.

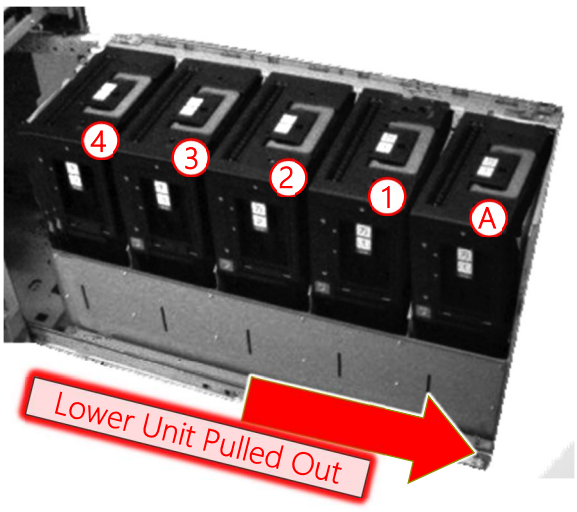
C. Locate the lower unit release latch (71) on the front right of the recycler. Pull the latch lever forward and pull the lower unit out to access the cash cassettes.

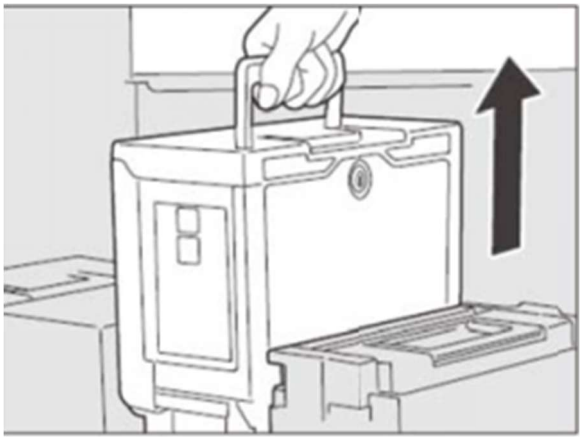
NOTE: Only load or collect notes when the power is on.



D. Remove the cash cassettes by pulling straight up by the handle.

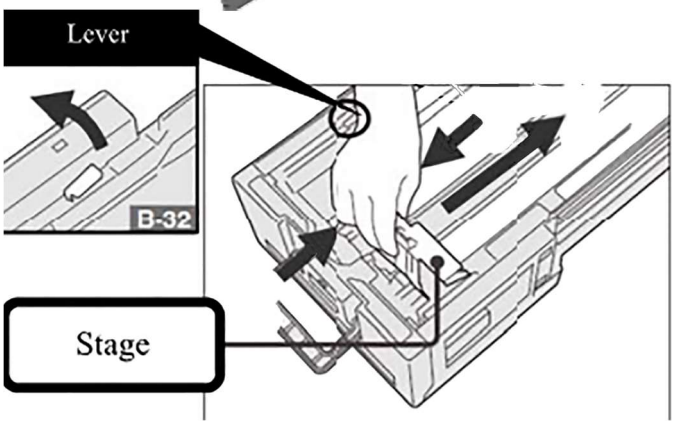
NOTE: Remove only one cash cassette at a time and replace it in the same position from which it was removed.



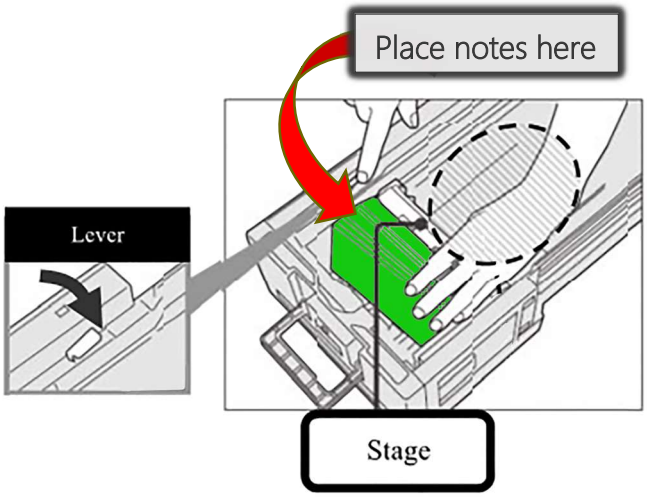


E. Lay the cassette on a clean flat surface and use the cassette key to unlock and open the lid.

F. Grasp the stage as shown and pull down. If the stage is hard to pull down, move the stage upward and downward or pull the lever up.

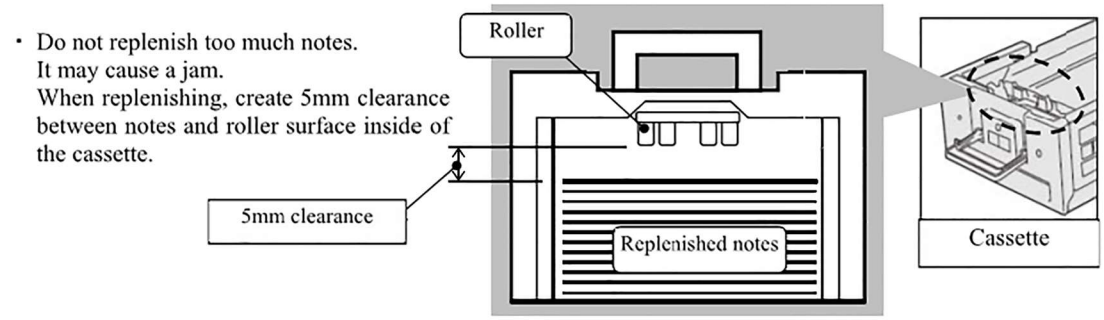


G. When loading notes, set notes on stage as shown. When the desired number of notes have been added, hold the stage with your hand and press the lever to release the stage. If collecting notes, remove all notes, hold the stage with your hand and press the lever to release the stage.



CAUTION

- When pressing the lever, always have a hand on the stage. The lever can be damaged by the force of releasing the stage.
- Fan brand-new notes sufficiently.
- Make notes flat after fanning.
- Be careful that no notes get under the stack of notes.
- Set notes flatly with no fold marks or untidiness.



H. Re-close and lock the cassette lid.

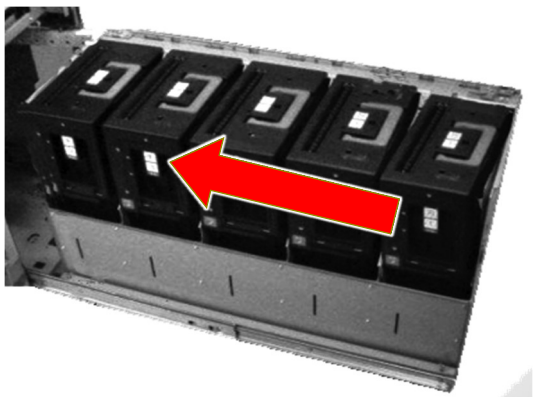
I. Pick up the cassette with the handle and replace it in its original slot in the lower unit.

J. Repeat these steps for loading or collecting notes for each additional cassette.

K. After each cassette is loaded or emptied, push the lower unit back into the cash recycler until it is fully latched.

L. Close and lock vault door.

M. Cash Loading is Complete



2.7 Powering Down the Kiosk

Use the procedure below for proper shutdown of the kiosk.

CAUTION

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. Operation System Shutdown

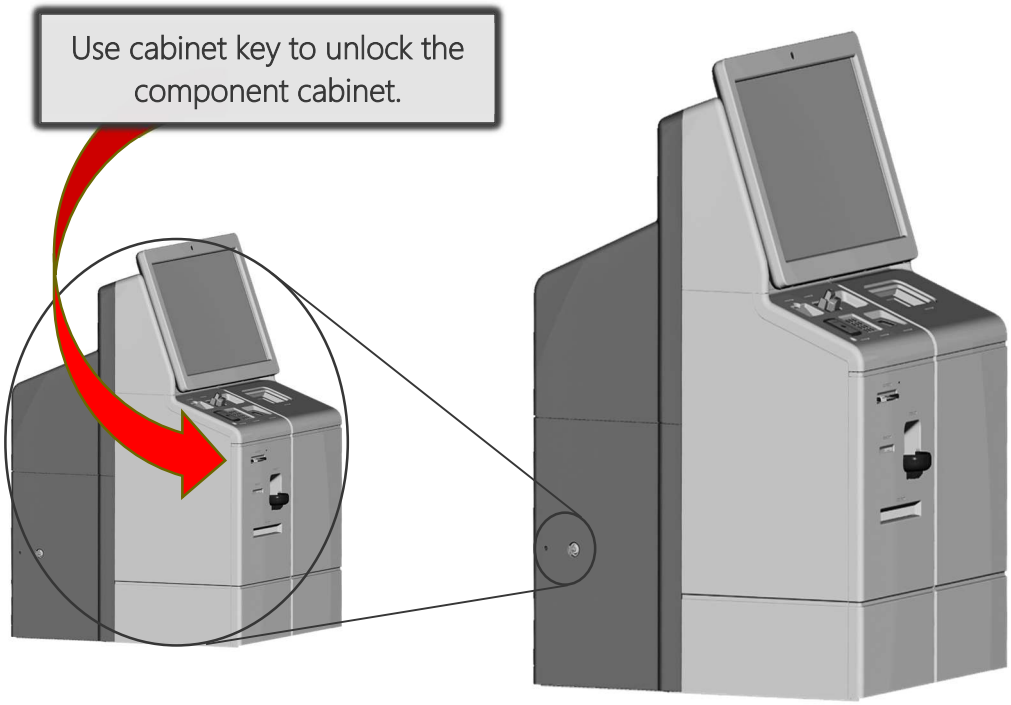
The Windows OS can be shut down from the touchscreen display *or* by using the shutdown button on the integrated computer.

Touchscreen Display OS Shut Down

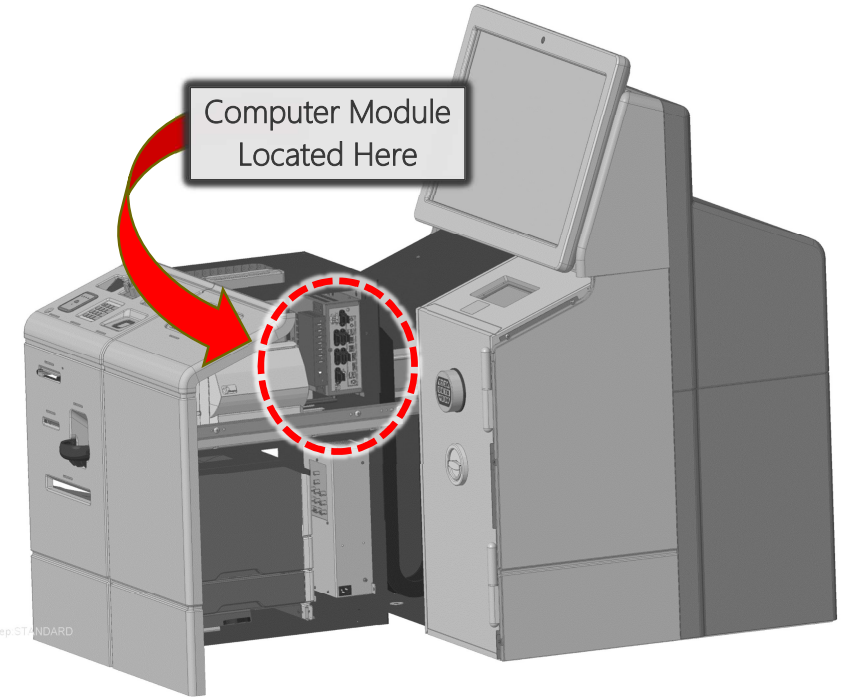
Navigate to **Start > Power > Shut Down** to shut down the OS.

Integrated Computer Button OS Shut Down:

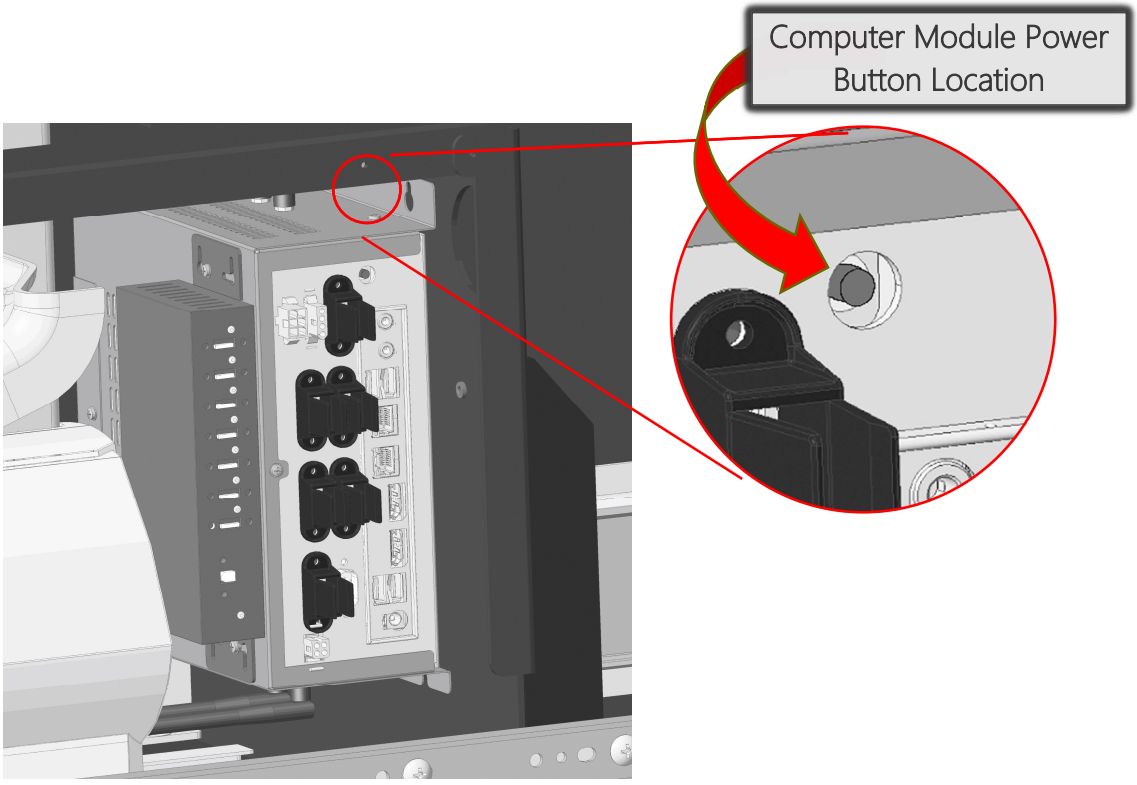
1. Unlock and open the component cabinet.



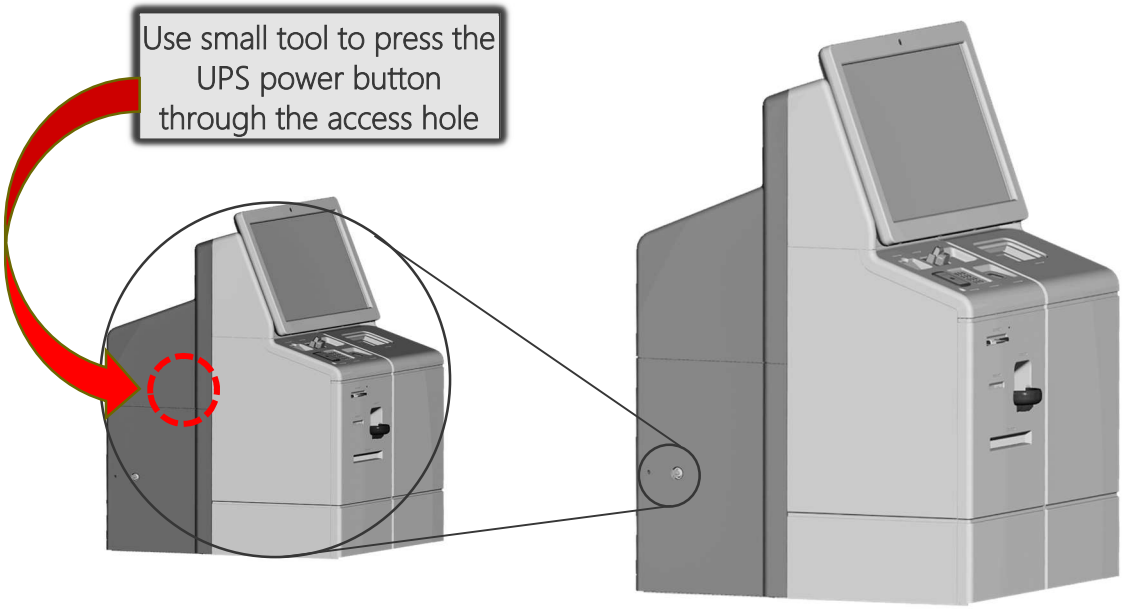
2. Pull the cabinet fully forward and locate the computer module on the right-hand side.



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



B. Power Down UPS



C. Disconnect the kiosk's power cord from the AC power outlet.

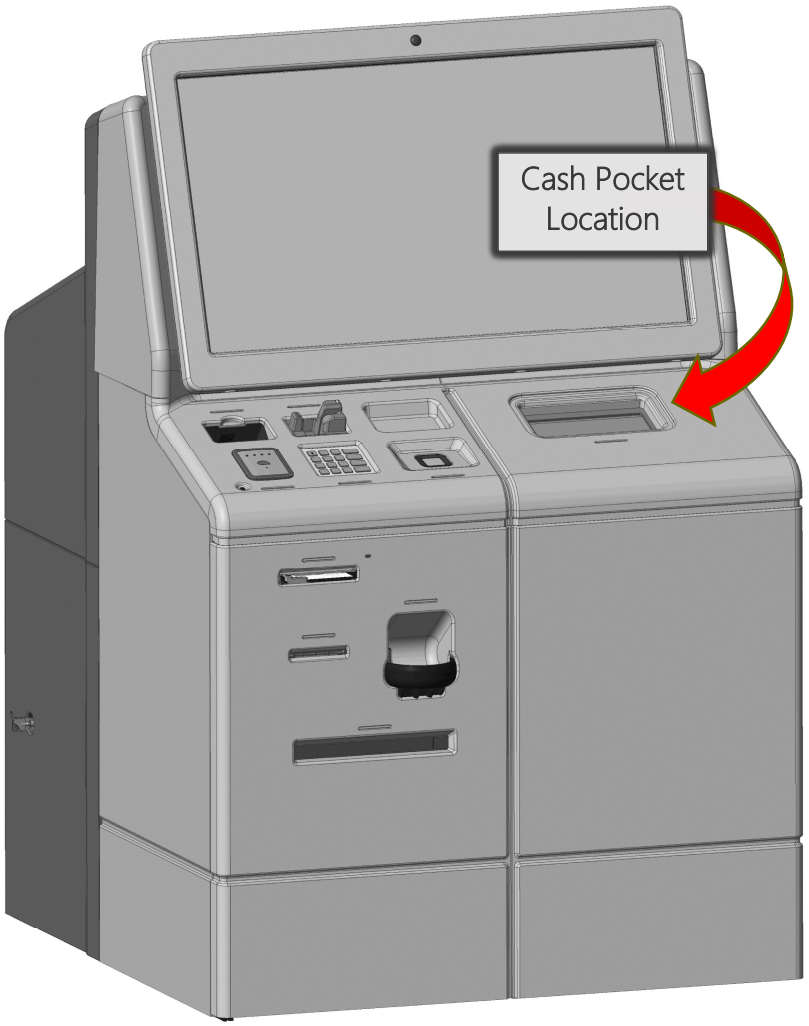
D. Power Down Operation is Complete.

CHAPTER 3 – COMPONENT OPERATION

3.1 Cash Recycler

Inserting and Removing Cash

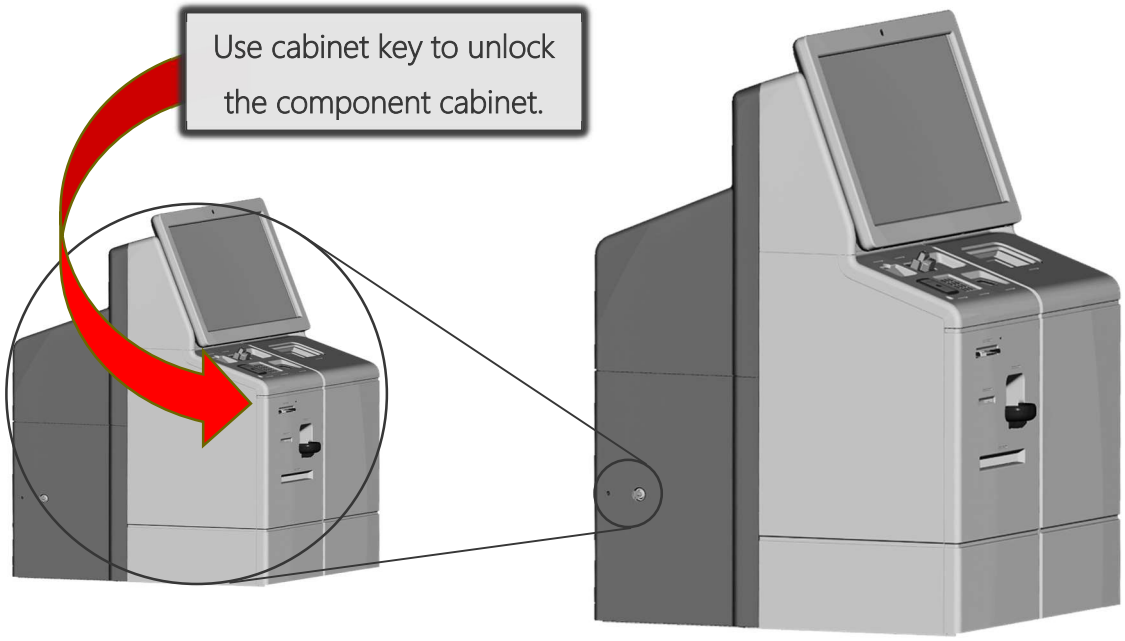
When the kiosk application calls for inserting or removing cash, the cash pocket shutter will open, and the corresponding LED will flash. Insert (up to 200 notes max) or retrieve cash as needed where shown below.



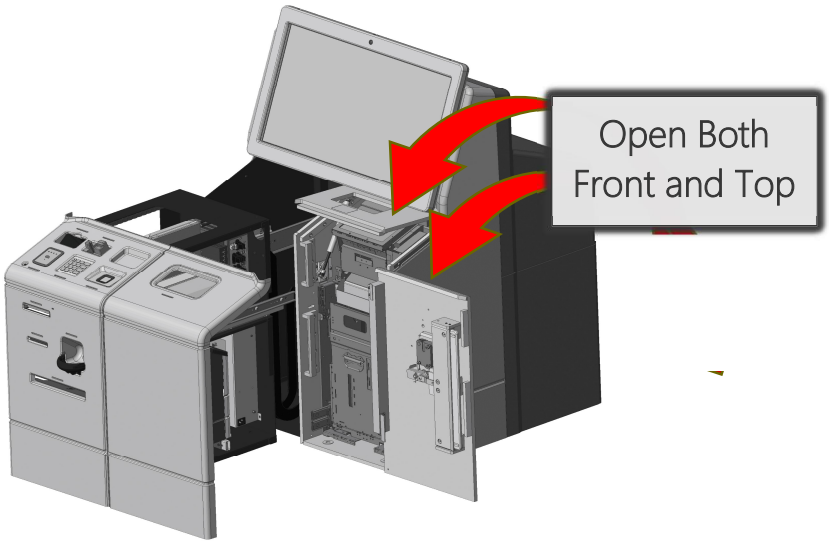
Emptying Reject Cassette

The cash recycler will store damaged or potential counterfeit notes in its Reject Cassette. Use the procedure below to empty the Reject Cassette.

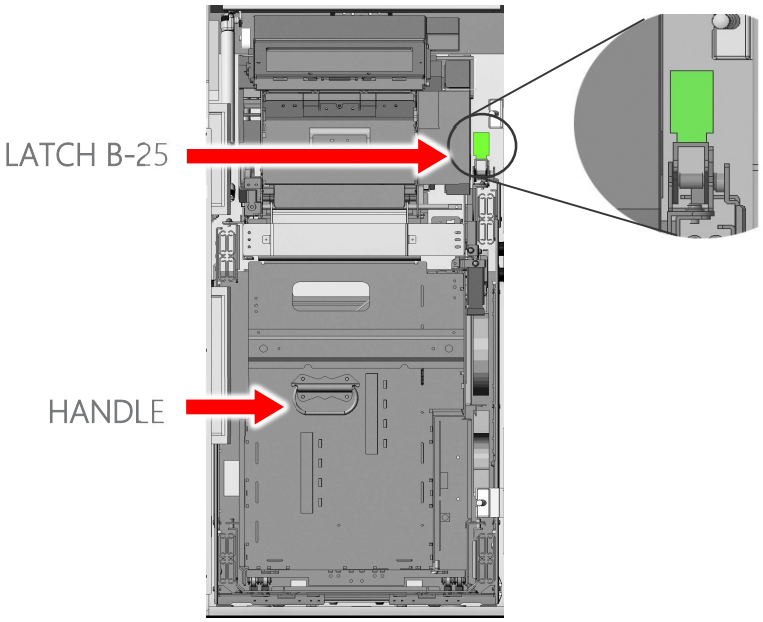
A. Unlock and fully open the component cabinet.



B. See **Section 2.1 – Opening Safe Door** and open the front and top doors of the 24-Hr safe.



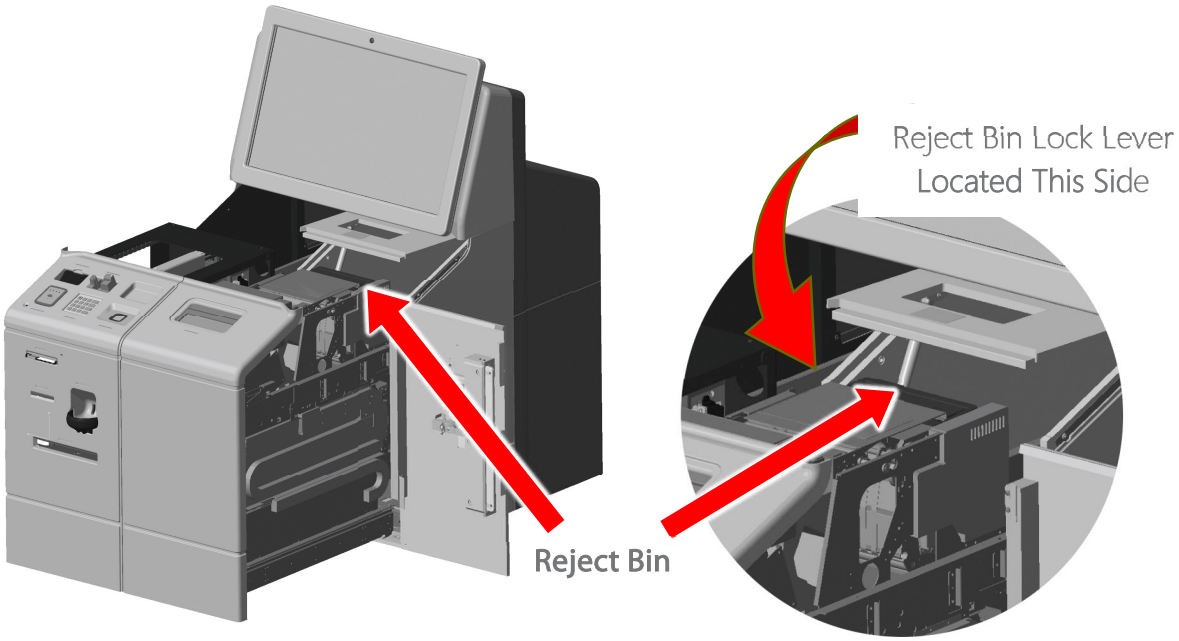
C. Pull latch (B-25) forward to unlock the recycler unit and pull out the unit until it is fully extended.



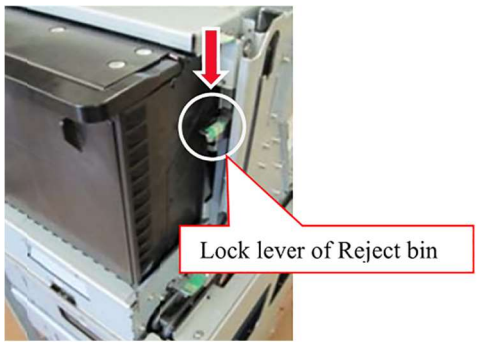
NOTE:

Pull unit by latch or handle only.

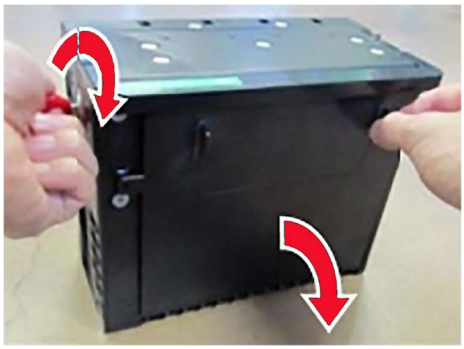
D. Locate the reject bin on the rear of the recycler.



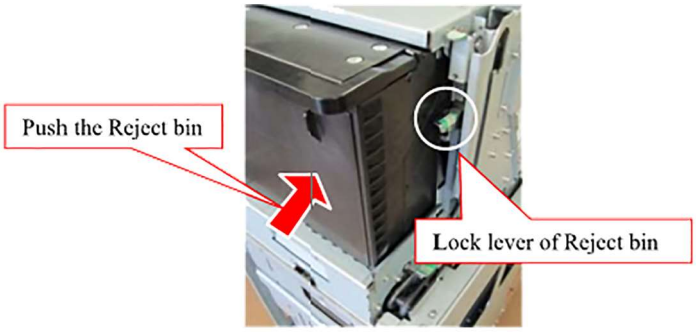
E. Press the reject bin lock lever (63) down and remove the reject bin.



F. Use the cash box key to unlock the reject bin and open the lid.



G. Remove notes from reject bin, close and lock lid and reattach the reject bin.



H. After the reject bin has been re-attached, push the lower unit back into the cash recycler until it is fully latched.

I. Close and lock vault door.

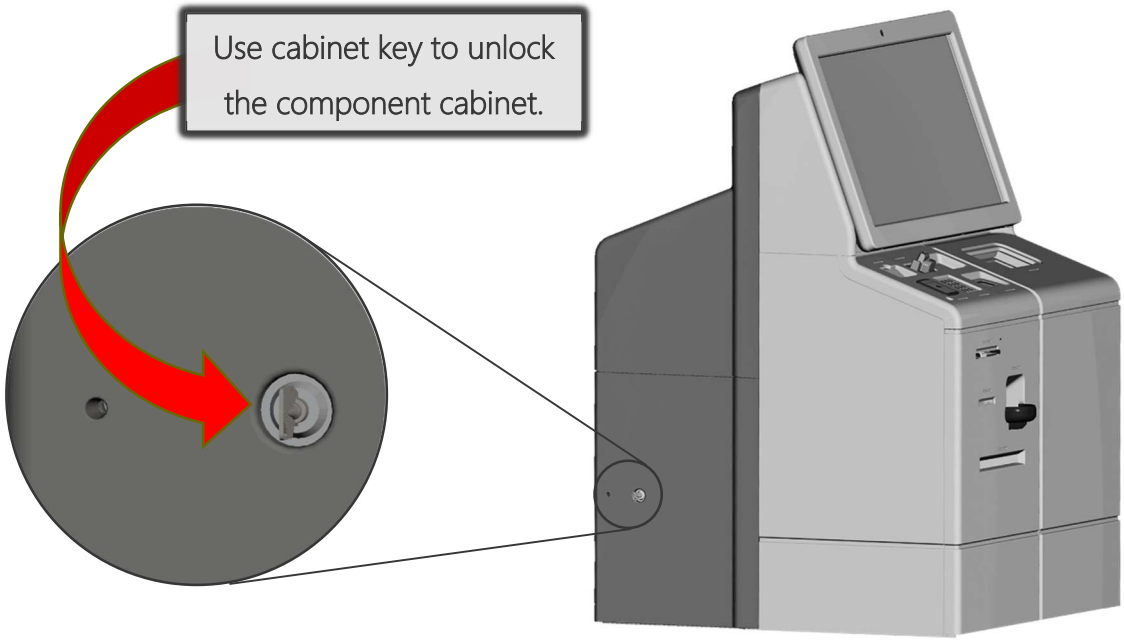
J. Close and latch the component cabinet.

K. Emptying of Reject Bin is Complete.

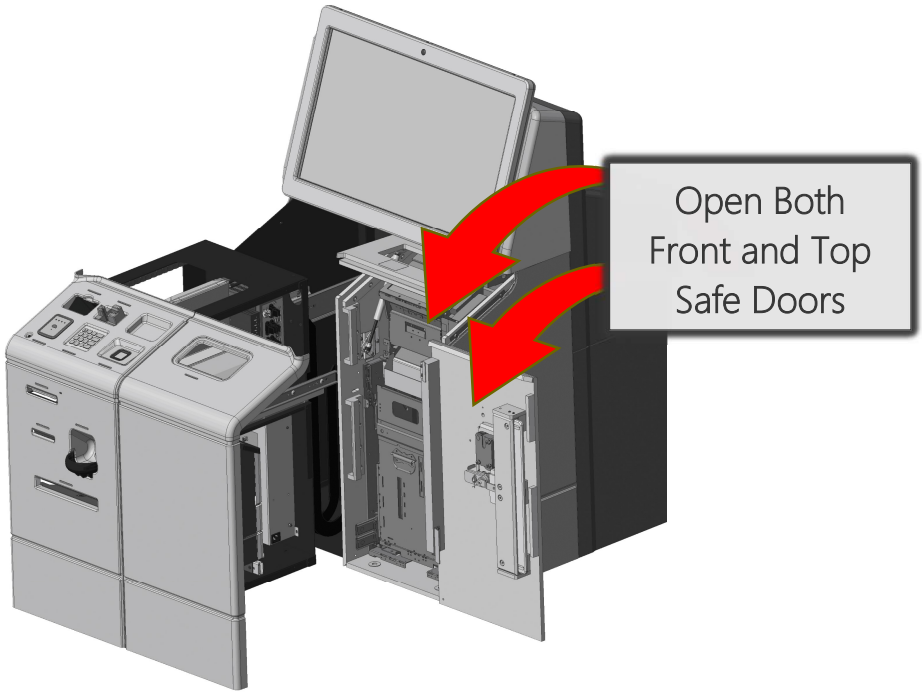
Clearing Recycler Jams

Below are the common areas of jammed notes and the procedures for removal.

A. Unlock and open the component cabinet.

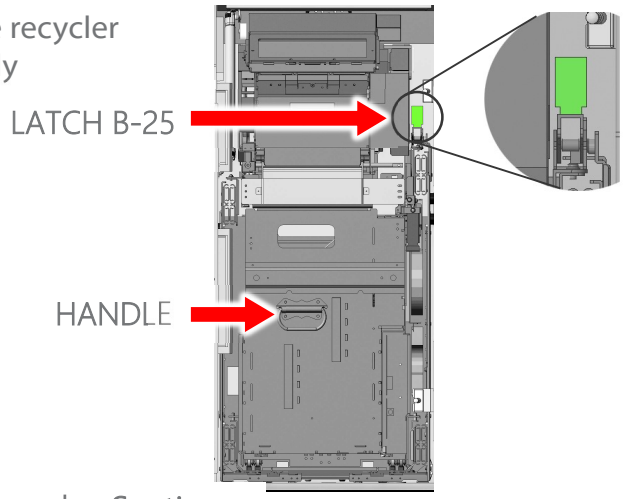


B. See **Section 2.1 – Opening Safe Door** and open the front and top doors of the 24-Hr safe.



C. Pull latch (B-25) forward to unlock the recycler unit and pull out the unit until it is fully extended.

NOTE:
Pull unit by latch or handle only.



D. Clearing of Jams

Figure 1a: Recycler Sections

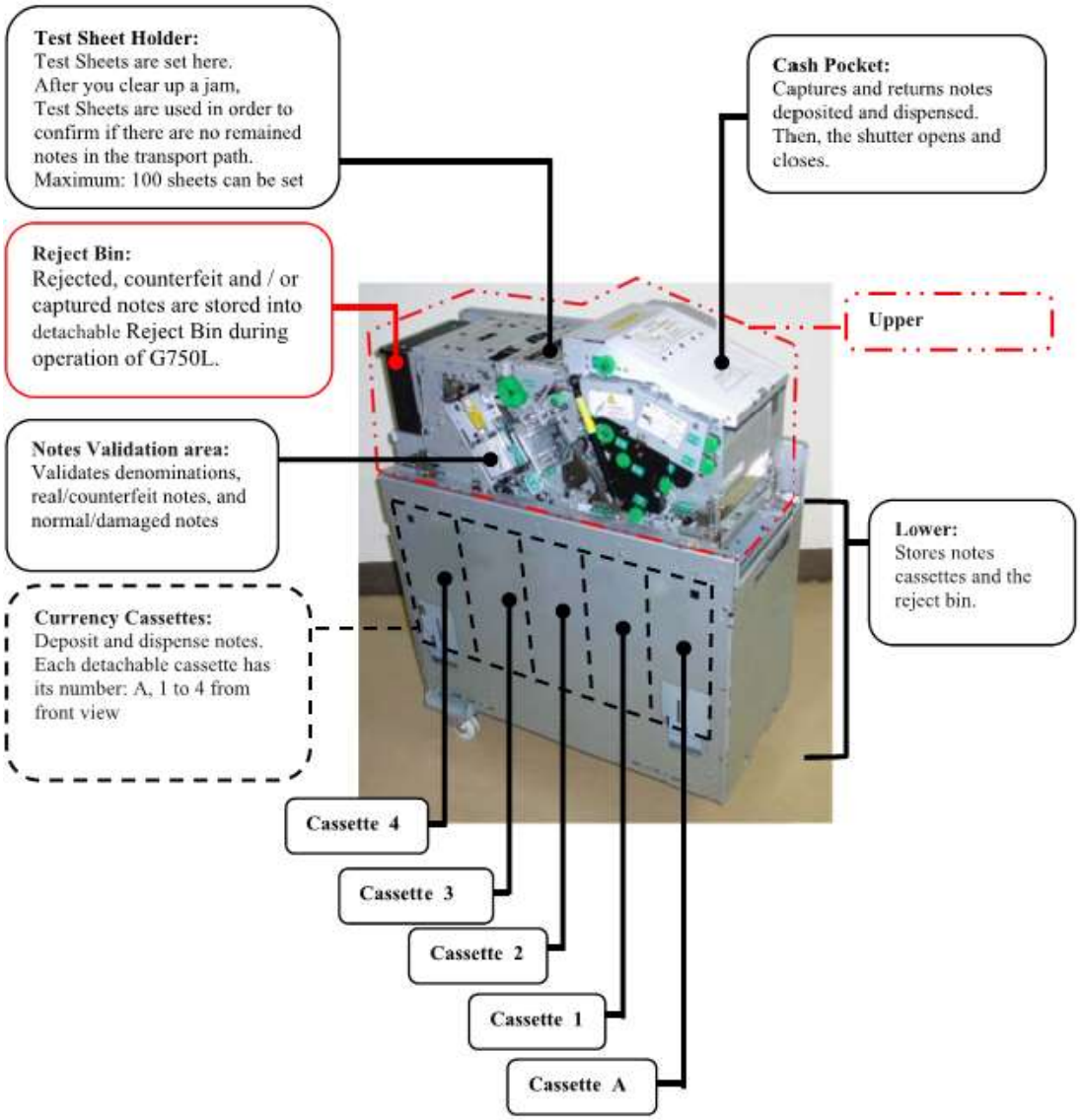


Figure 1b: Recycler Sections

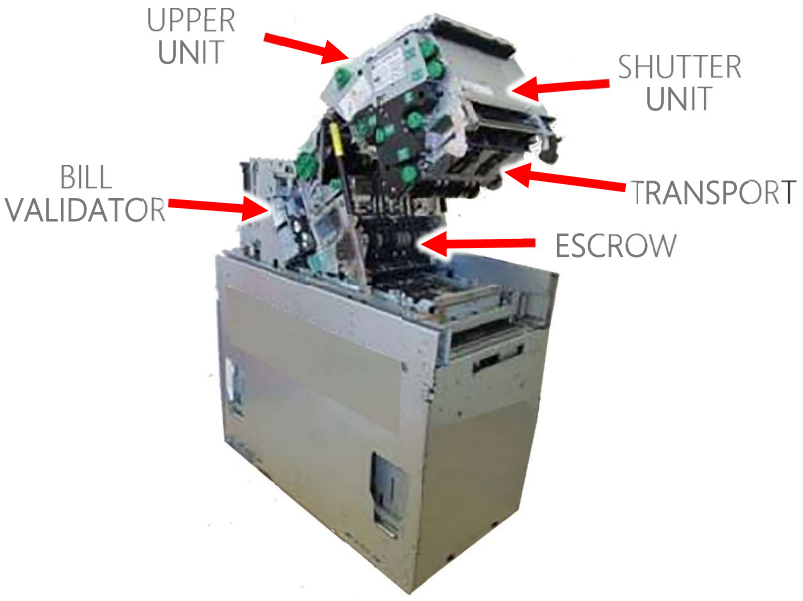
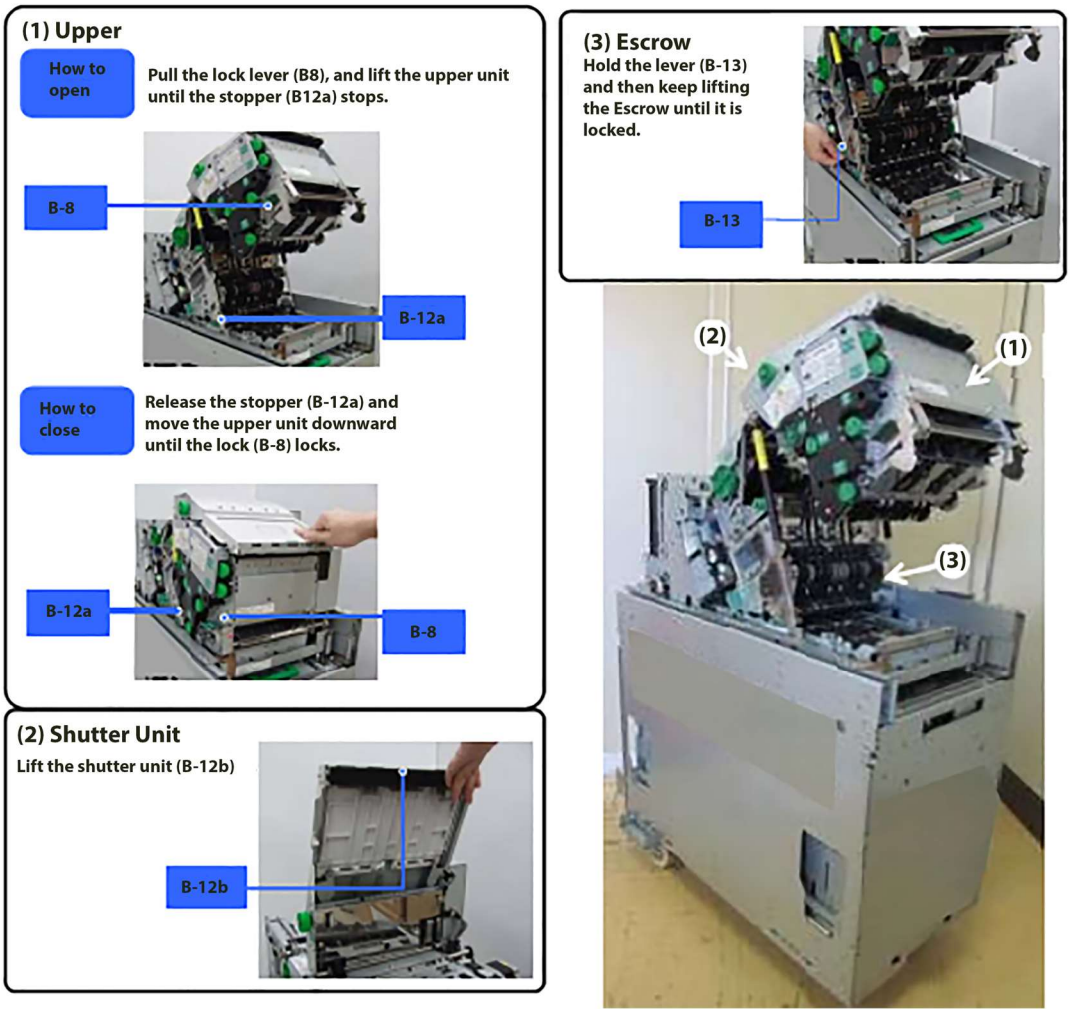
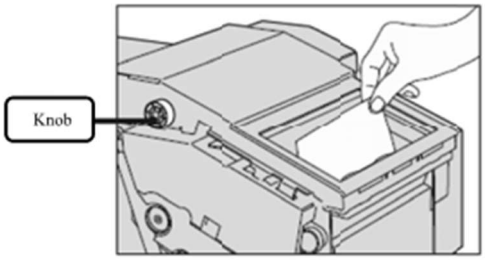


Figure 1c: Opening the Upper Unit, Shutter Unit and Escrow

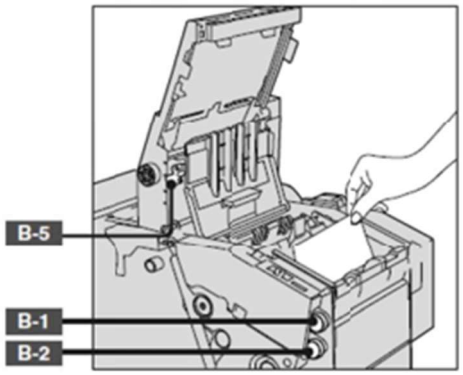


Shutter Unit Cash Pocket

A. Turn the Shutter Doorknob until the shutter door is fully open and remove jammed notes.

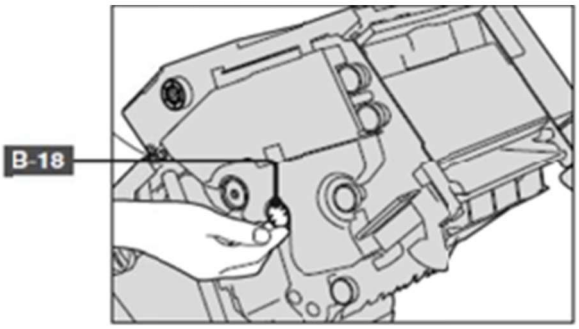


B. Open Shutter Unit (see Fig 1c) and remove any jammed notes. If notes are hard to remove, turn knobs (B-1, B-2) to move the note retainer until the notes can be removed.

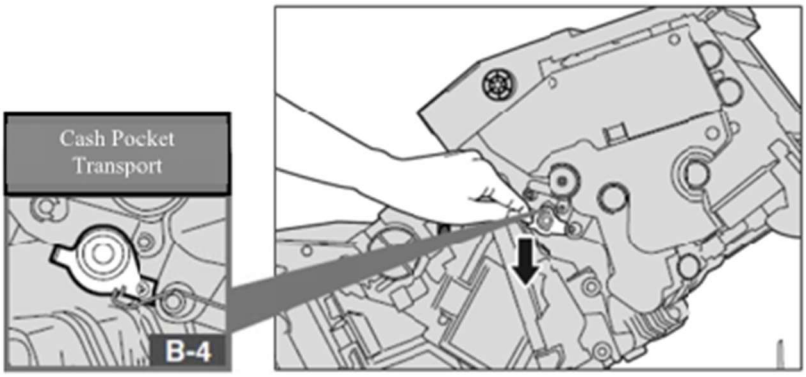


Cash Pocket Transport

A. Lift the Upper Unit (see Fig 1c). Turn Knob (B-18) and remove any jammed notes.

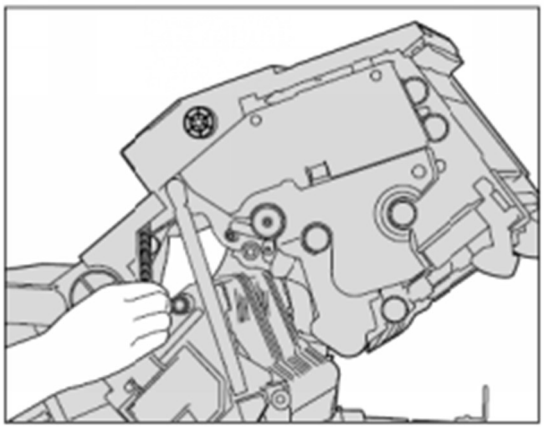


B. If the note can't be removed, open the Cash Pocket Transport (B-4) for better access.



Upper Unit

Open the upper unit (see Fig 1c) and remove any jammed notes in the area shown.

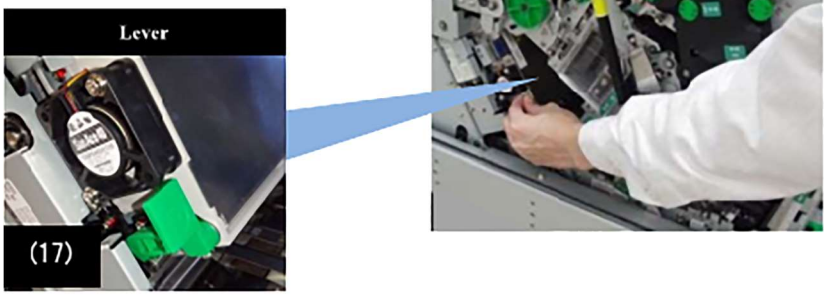


Transport Before Note Validator

Open the transport before the Bill Validator and remove any jammed notes. Turn knob (B-6) to feed the note if necessary.

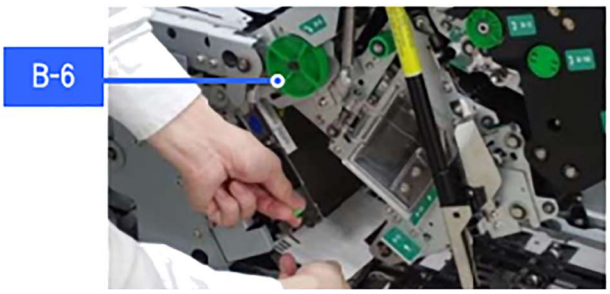
Bill Validator

A. Lift the Escrow unit. Pull lever (17), open the Bill Validator, and remove any jammed notes.



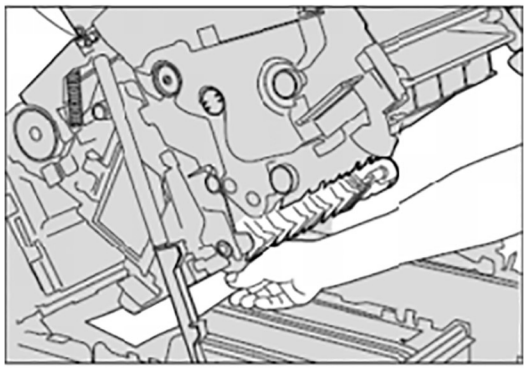
B. If the note is hard to remove, turn knob (B-6) to feed the note.

C. Press the lever (17) and close the Bill Validator until it is locked.



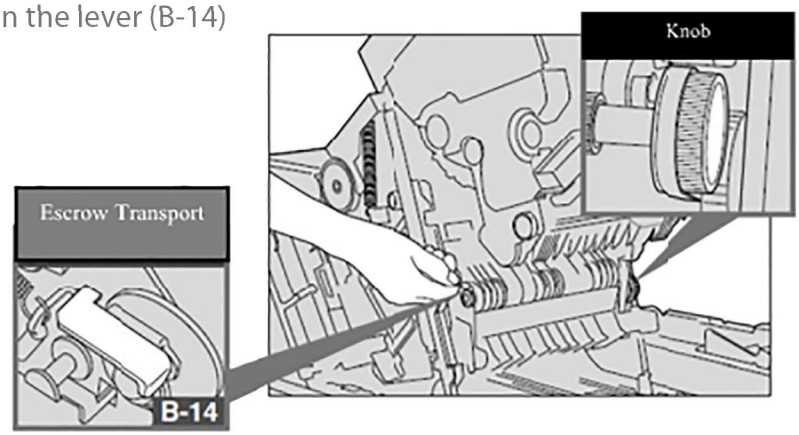
Upper Transport at Escrow

Lift the Escrow (see Fig 1c) and remove any jammed notes in the transport path.



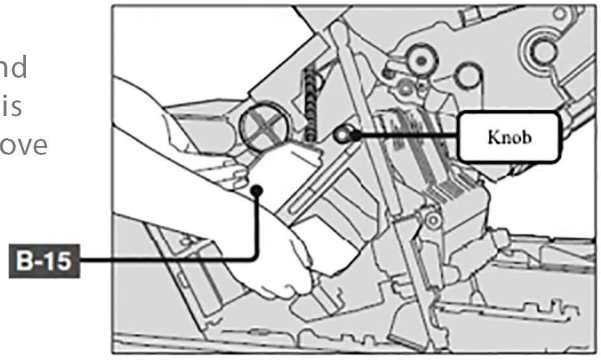
Escrow Transport

Open the Upper (see Fig 1c), turn the Knob and remove any jammed notes. If the note cannot be removed, open the lever (B-14) to gain access.



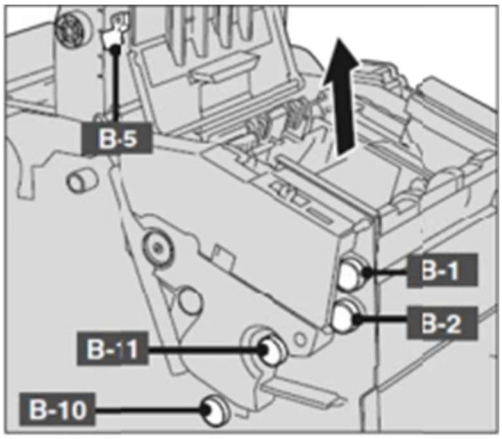
Escrow

Open the Escrow transport lid (B-15) and remove any jammed notes. If the note is difficult to remove, turn the knob to move the note retainer.

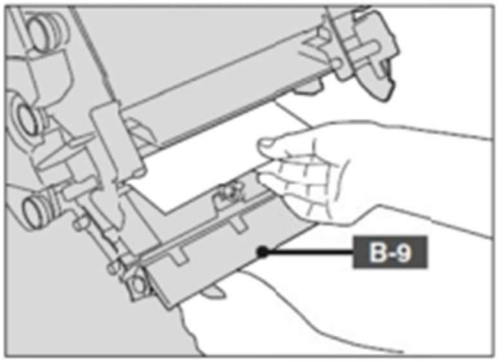


Reservoir

Lift the Shutter unit (see Fig 1c) and open the Cash Pocket lid (B-5). Then, turn knobs (B1, B2, B10, B-11) to move the bracket and remove the note.

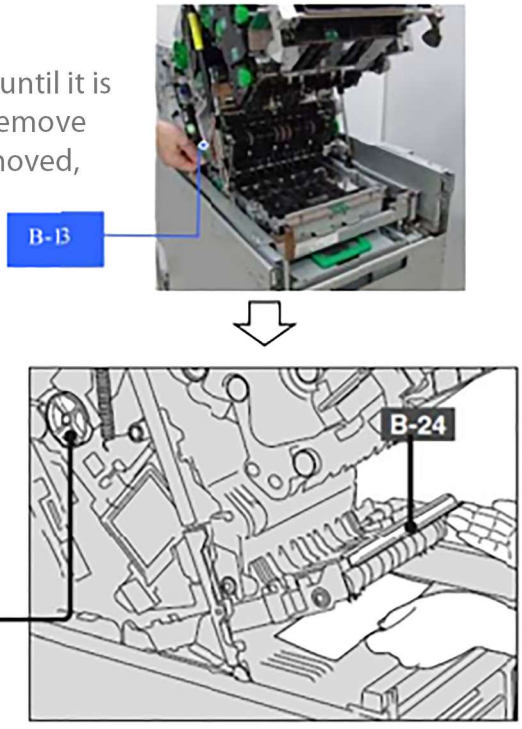


A. If the note cannot be removed, close the Shutter unit. Then lift the Upper, open the Reservoir transport (B-9) and take out the note. After removing the note, put the Reservoir transport (B-9) back into position until it is locked and close the unit.



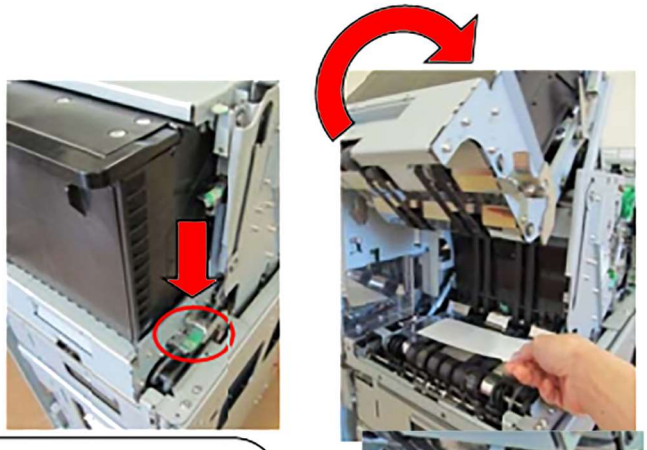
Cassette Transport

Hold the lever (B-13) and lift the Escrow unit until it is locked. Lift the middle transport (B-24) and remove any jammed notes. If the note cannot be removed, turn knob (B-6), and feed the note until it is accessible.

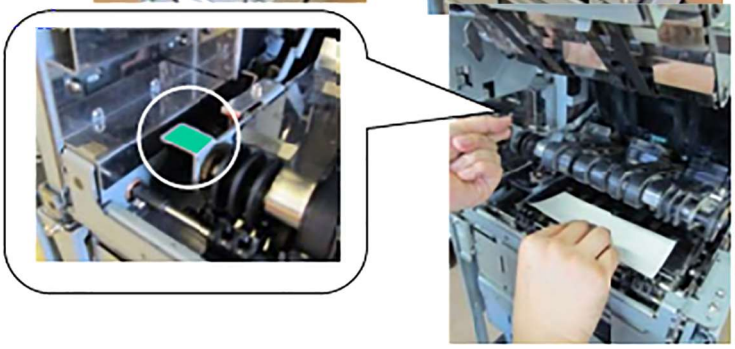


Rear Transport

A. Press down on the lock lever shown (61) and open the Rear Transport. Remove any jammed notes.

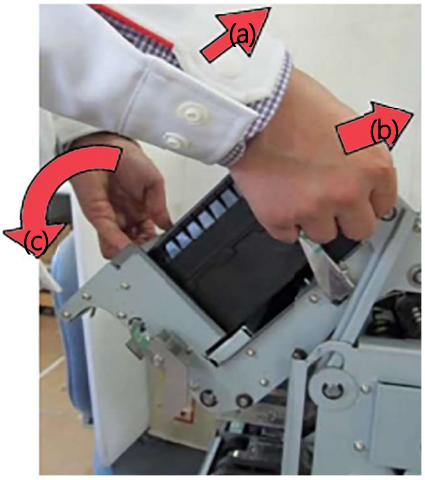


B. Lift the lever shown (65) to open the transport path and remove any jammed notes.



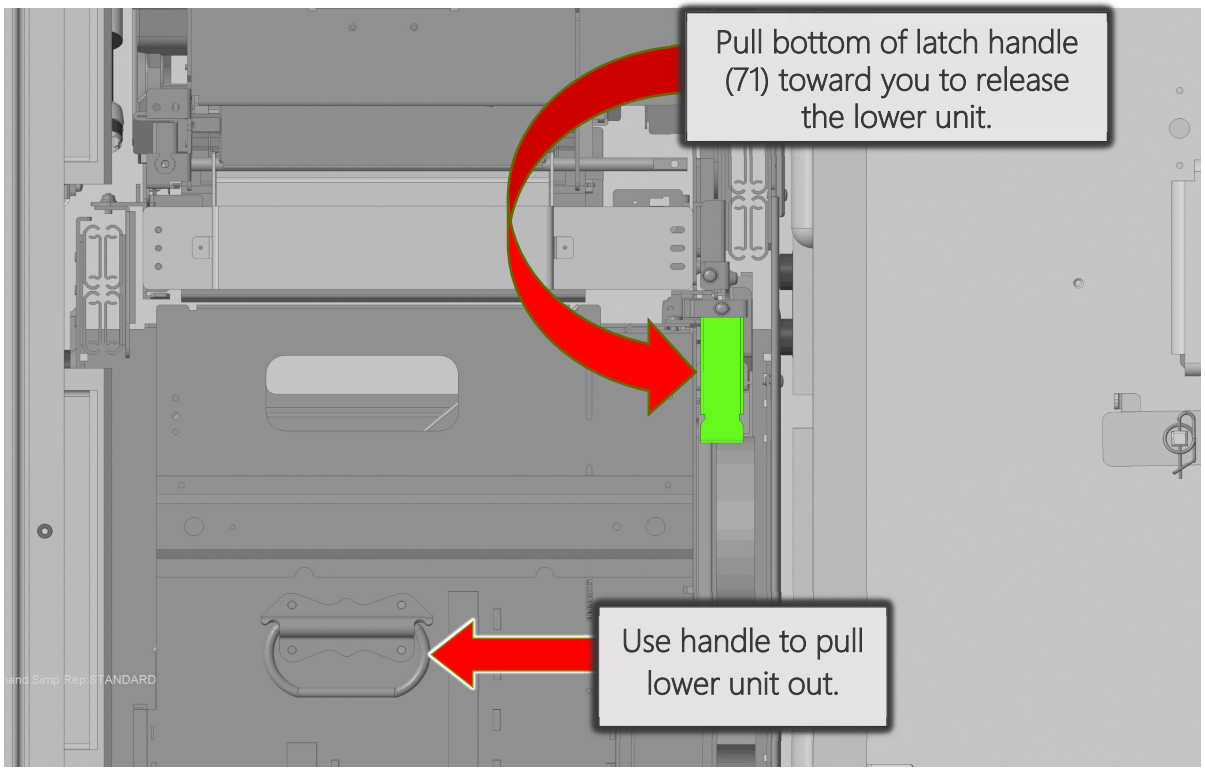
C. Remove any jammed notes in the area shown. Turn knob (B-6) to feed the note if necessary.

D. Closing rear transport:
   1. Hold the handle (64) firmly and lift the Rear Transport.
   2. Lift the lock lever (62) to the arrowed direction.
   3. Move the rear Transport downward slowly until it is locked.



Currency Cassette

A. Withdraw the Lower Unit as shown below.



B. Look for jammed notes at the entrance to the currency cassettes.

C. Remove each currency cassette and align any untidy notes. See **Section 2.6** for details.

Reject Bin

Open the Reject Bin and check for jammed notes. See **Section 3 Emptying Reject Cassette** for details on removing and opening the Reject Bin

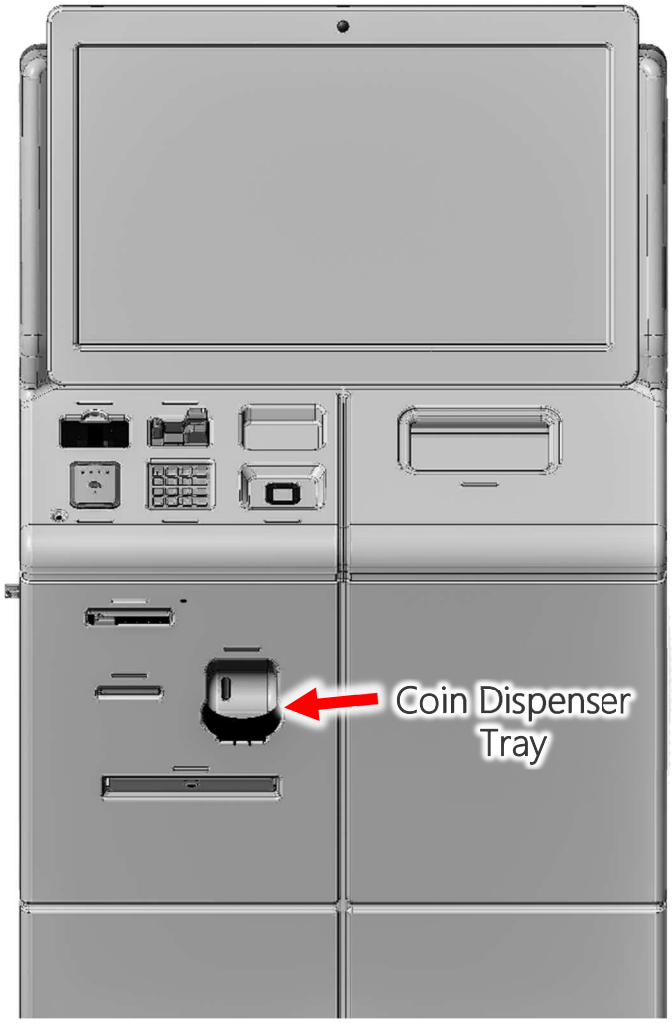
Periodic Maintenance Requirement

The recycler must undergo cleaning and inspection of critical components once every **4 months**. Failure to perform periodic maintenance within the 4-month period can result in an increase in note jamming and other performance issues.

NOTE: Cleaning and inspection of the cash recycler must be performed by trained and qualified service personnel.

3.2 Coin Dispenser

The kiosk will provide change as needed from the integrated coin dispenser. The coin dispenser LED indicator will flash to indicate that change is present.



Coin Dispenser Loading and Maintenance

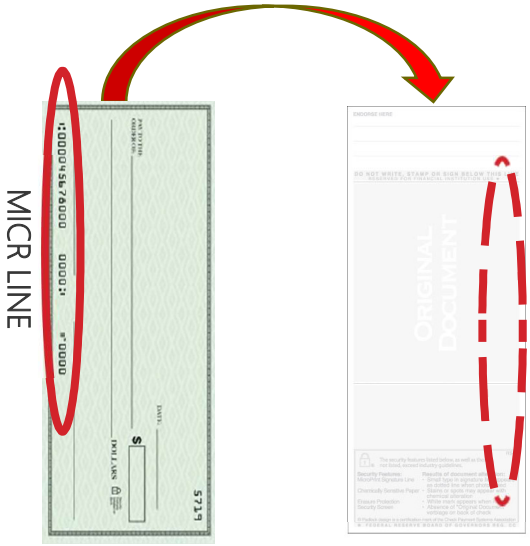
Loading Coins : See **Section 2.5** for instructions on accessing and loading coins into the coin dispenser.

Maintenance: No periodic maintenance is required for the coin dispenser. The outer surface of the dispenser may be cleaned with a soft damp cloth if necessary.

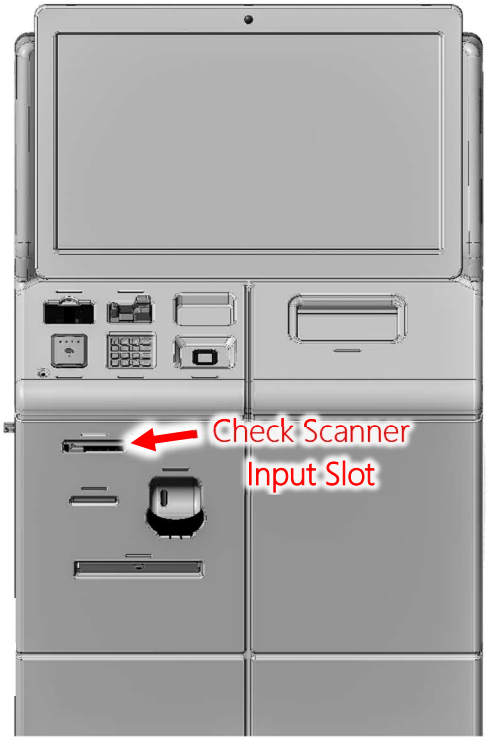
3.3 Check Scanner

Operation

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



Proper Check Orientation



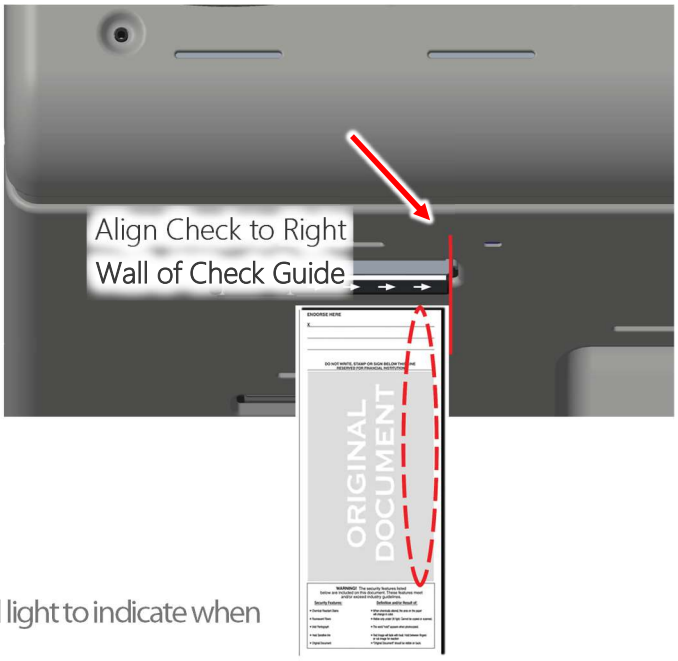
Inserting Checks for Scanning

A. Orient the check with the MICR line facedown and to the right as shown above.

B. Align the check as shown at right and slowly insert the check into the insert slot.

C. Once the check has been inserted approximately 2.5 inches, the check scanner will pull the check into the device.

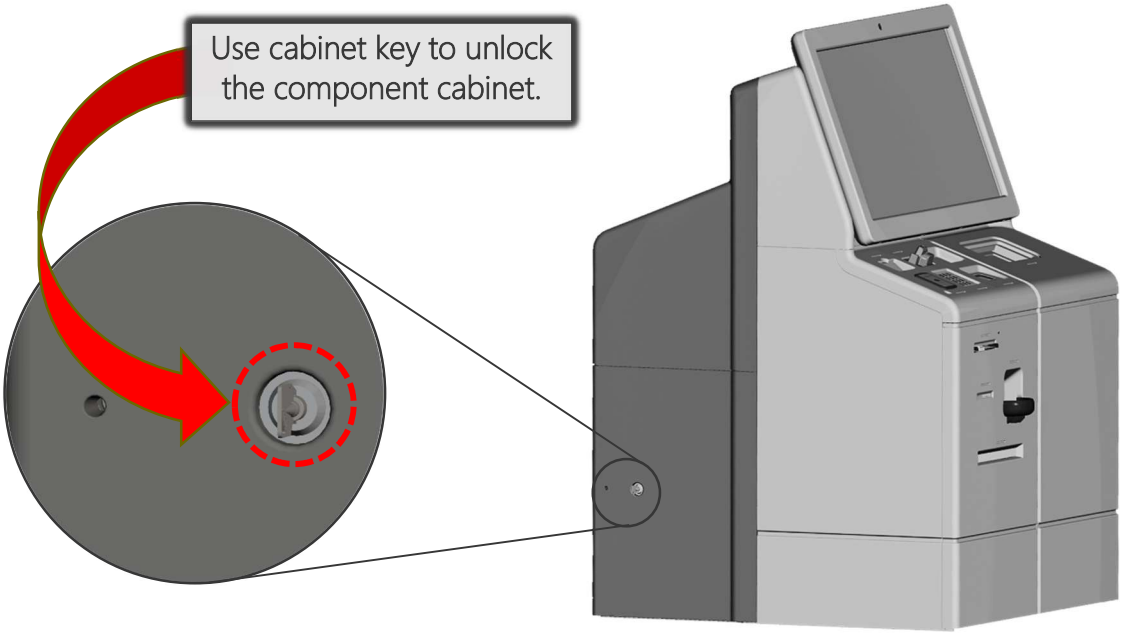
D. The check scanner will process the check and, depending on the application, will either return the check or retain the check in internal storage.



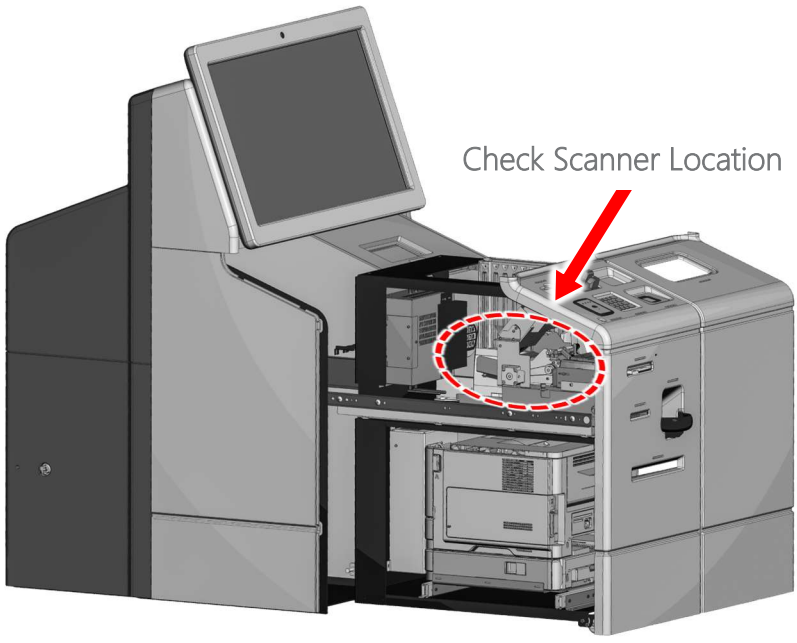
Note: The Check Scanner LED indicator will light to indicate when the check scanner is ready to accept a check.

Clearing Check Jams

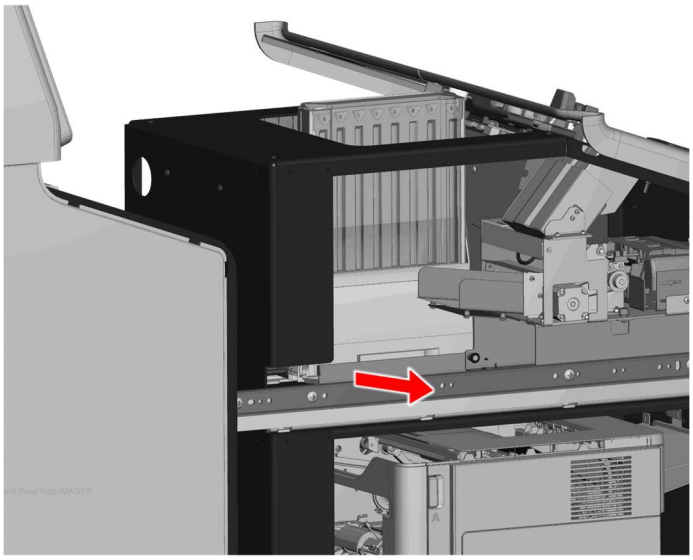
A. Unlock and open the component cabinet.



B. Pull component cabinet fully open and locate the check scanner on left side.

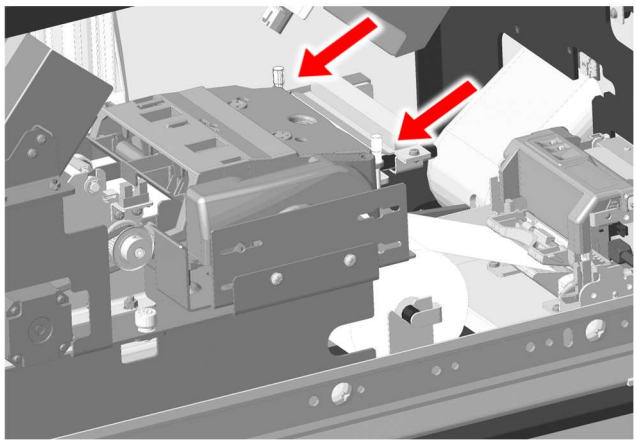


C. Locate the check scanner lock plunger indicated by the arrow below and pull out to allow the check scanner to be moved.

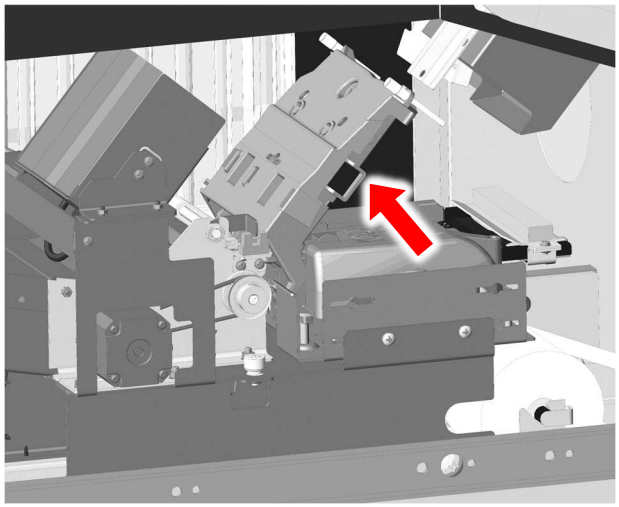


D. Slide the check scanner back to provide access for jam clearing.

E. Loosen (2) thumb screws shown at right.

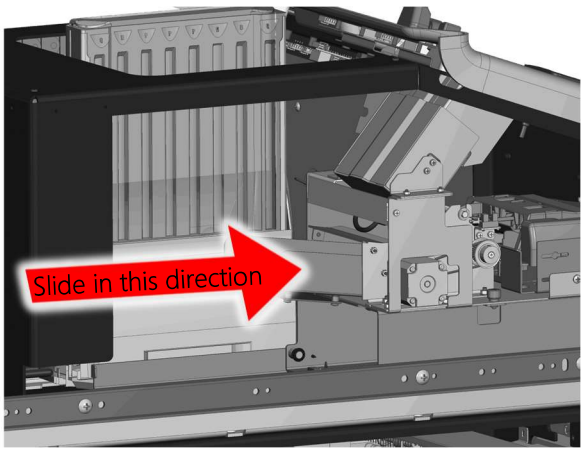


F. Open the upper portion of the scanner and remove the jammed document.



G. Firmly close the upper portion of the check scanner until it snaps in place and re-tighten the thumb screws.

H. Slide the check scanner back into position until you hear the lock plunger click into place. Verify that the check scanner is locked in place.



I. Push the component cabinet back into position until it is latched in place.

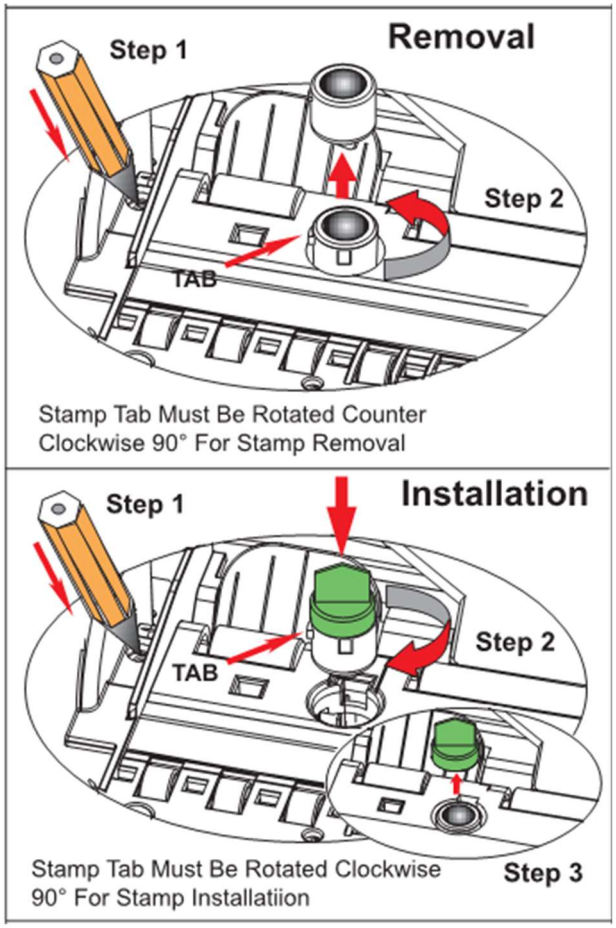
Stamp Installation and Replacement

See steps A – E 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.



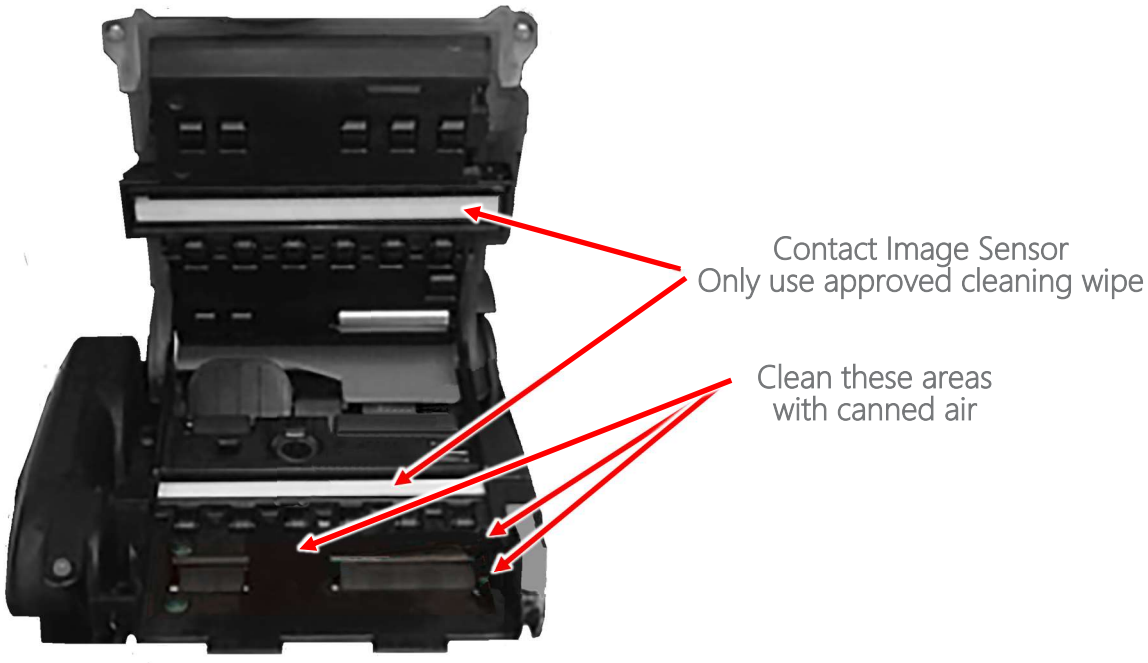
Replacement stamps can be ordered from Source Technologies. See **Chapter 5** for contact information.

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 imasing 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 cleaner wipes can be obtained from Source Technologies.



3.4 Hybrid Magnetic Stripe and EMV Card Reader

Operation

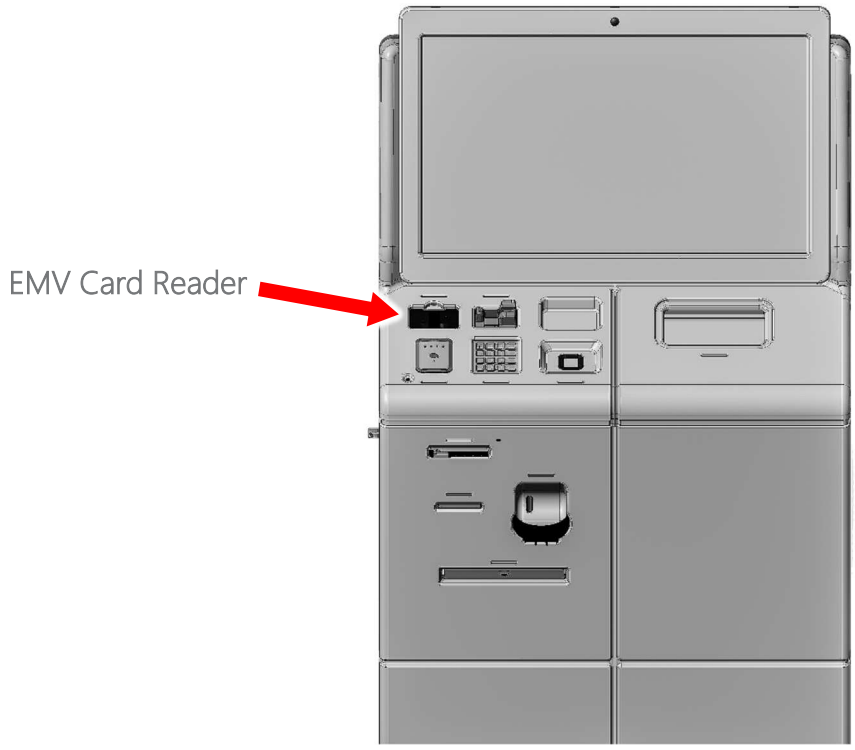
Note: For reliable operation of the card reader, all credit and debit cards used must meet either the ISO Standard for magnetic stripe cards: ISO 7810 and ISO 7811 or ISO standard for ic cards: ISO 7816 Read/ Write.

CAUTION

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 it in place until the card has been read.



Cleaning EMV/MAG Stripe Card Reader

Use the approved Source Technologies Card Reader Cleaning Card to clean the EMV card reader as needed. Follow the card reader cleaning card written instructions for cleaning.

EMV/Mag Stripe Reader cleaning cards can be ordered from Source Technologies. See **Chapter 5** for contact information.

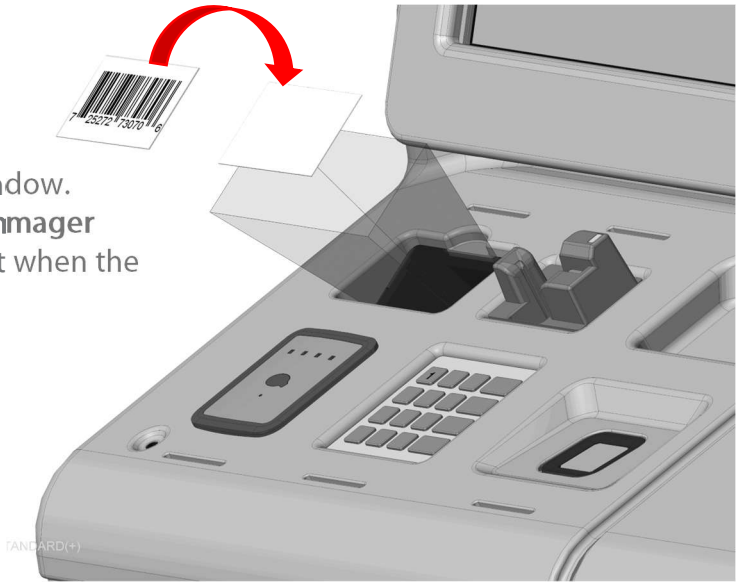
3.5 Omni-Directional Barcode Imager

Operation

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

Reading a Barcode

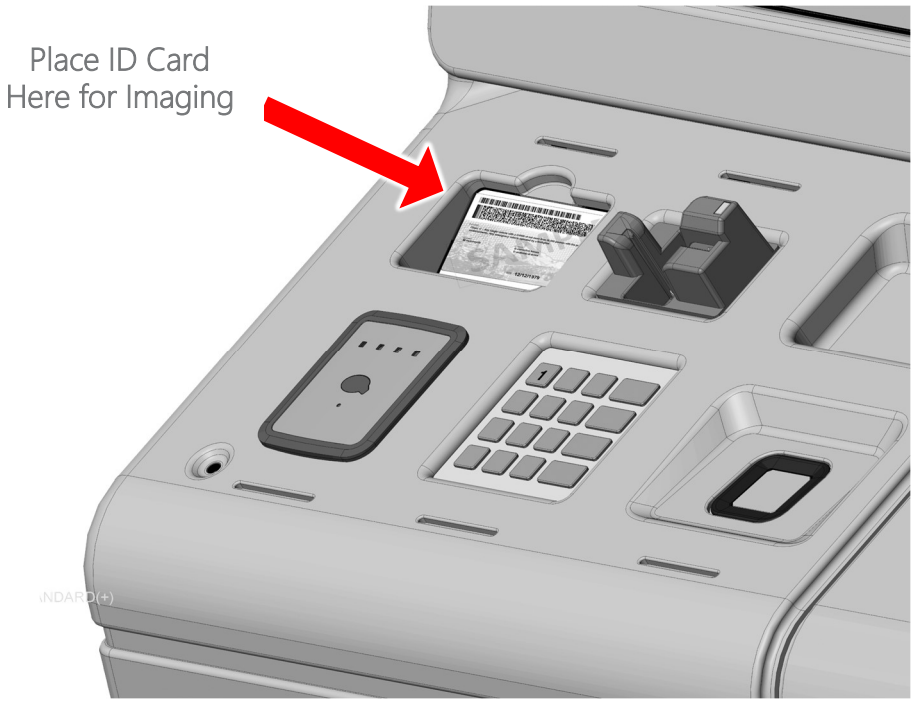
For the best results, place the barcode between 3 inches and 6 inches from the barcode imager window. **The barcode should be facing the inmager window.** The LED indicator will light when the barcode imager is active.



Capturing a Driver's License Image

When prompted by the software application, place the driver's license on the imager window as shown below. The LED indicator will light when the imager is active.

NOTE: The side of the license to be imaged should be facing the imager window.



Cleaning Image Window

The imager window may be cleaned with a soft lint free cloth. The cloth may be moistened with water if necessary.

CAUTION

The imager window is treated with an anti-reflective coating that may be damaged by harsh chemicals or cleaners .

3.6 Encrypted PCI-Compliant Pin Pad

Operation

The PIN pad allows the user to input a personal identification number to verify account ownership.

Entering a PIN

When the software prompts the user for a PIN entry, the customer should enter the appropriate PIN code and then press the **ENTER** button. The LED indicator will light when the PIN pad is active.

CLEAR: Erases the last digit entered,

CANCEL: Cancels the current transaction.

Cleaning

The PIN pad may be cleaned with a soft lint free cloth.

3.7 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 below. The receipt printer LED indicator will blink to indicate the location of the receipt.

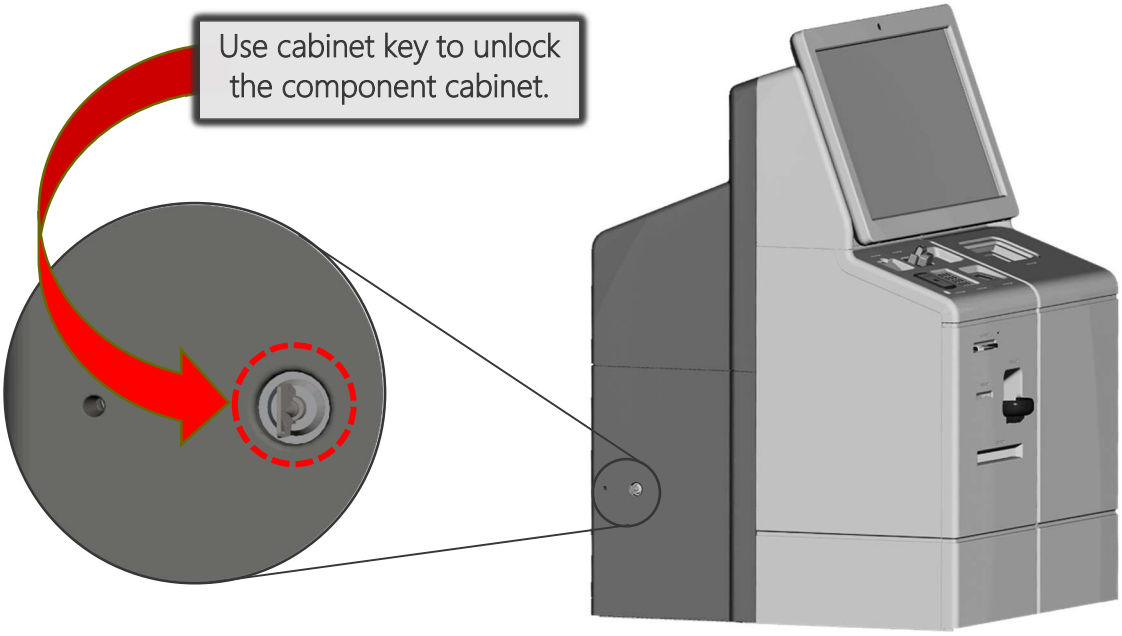
Loading Receipt Paper

See **Section 2.3** for receipt paper loading instructions.

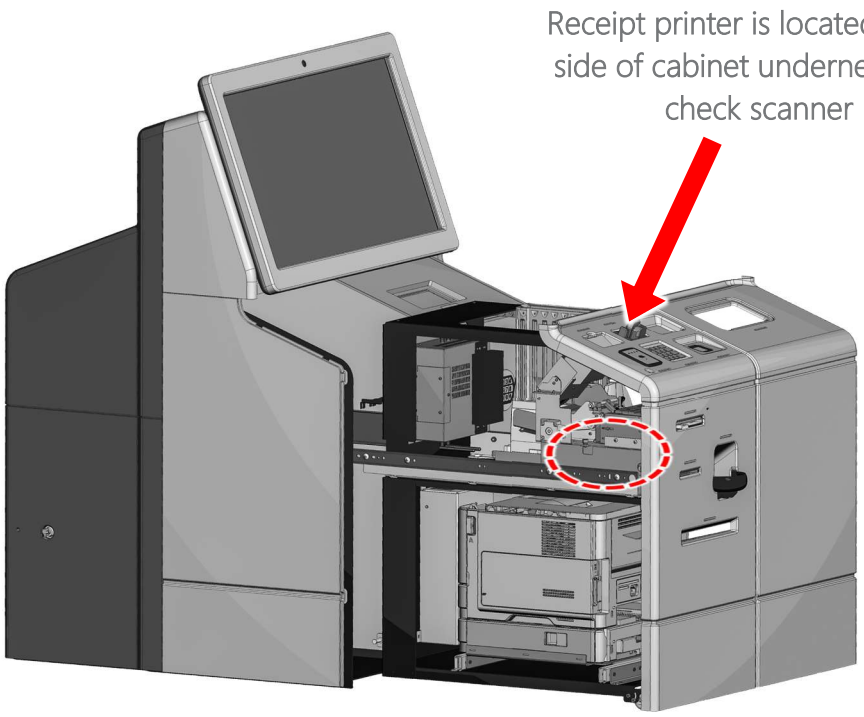
Clearing Jams

Use the procedure below for clearing receipt printer paper jams.

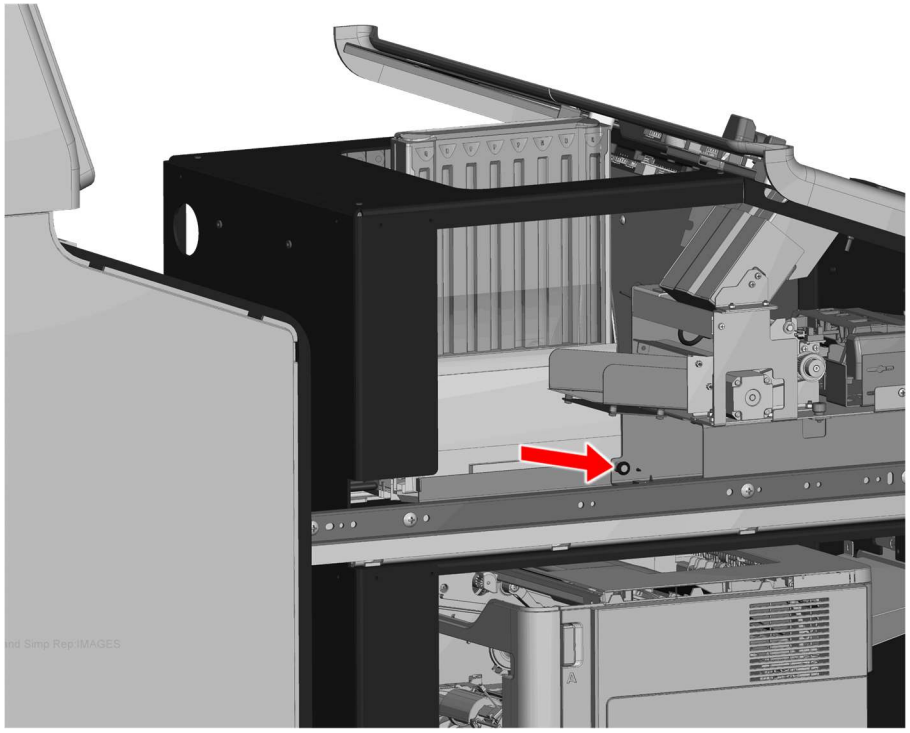
A. Unlock and open the component cabinet.



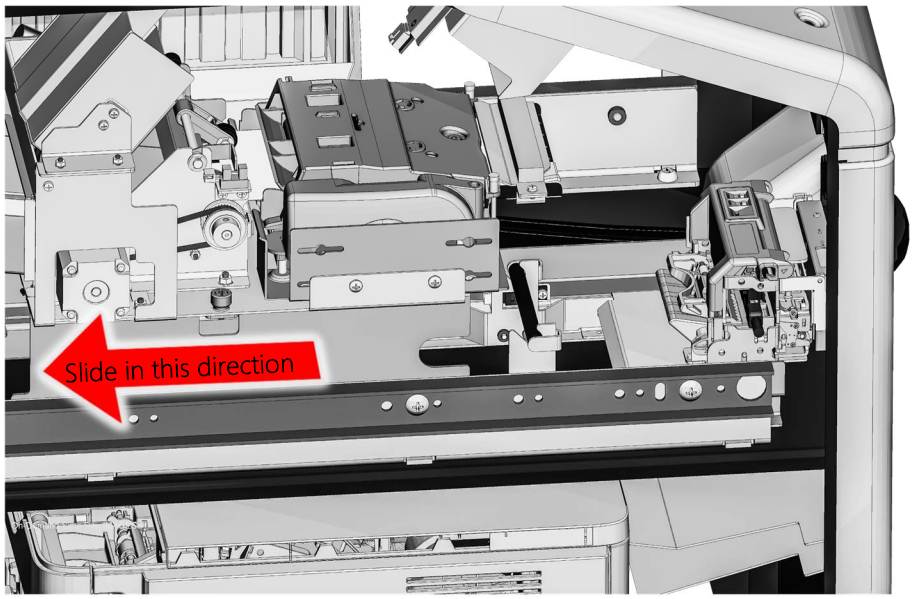
B. Pull component cabinet fully open and locate receipt printer on left side.



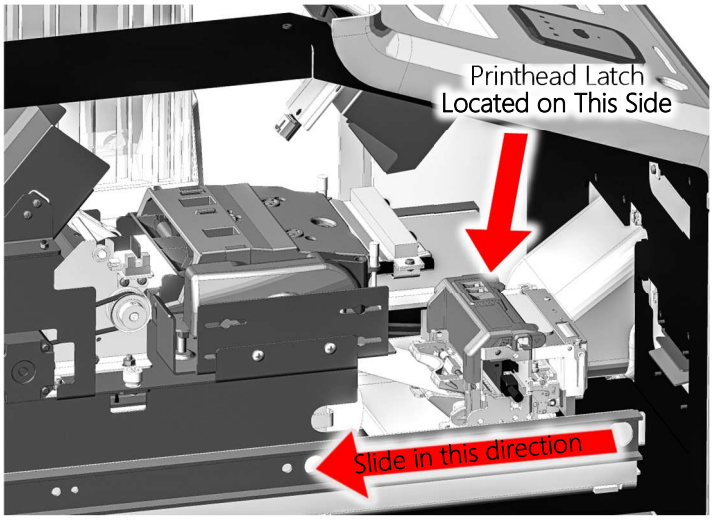
C. Locate the check scanner lock plunger indicated by the arrow below and pull it out to allow the check scanner to be moved.



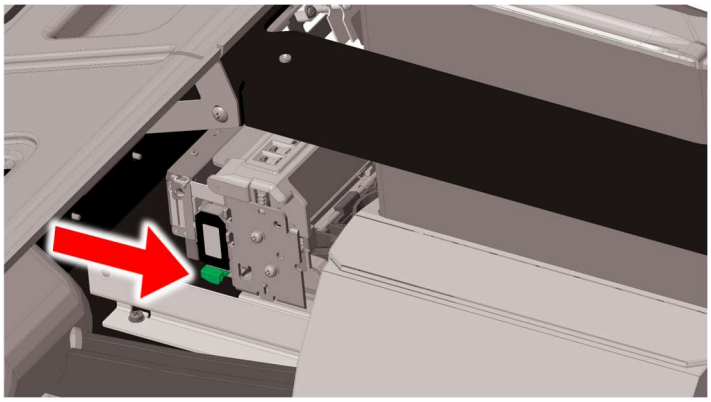
D. Slide the check scanner back to provide access to the receipt printer.



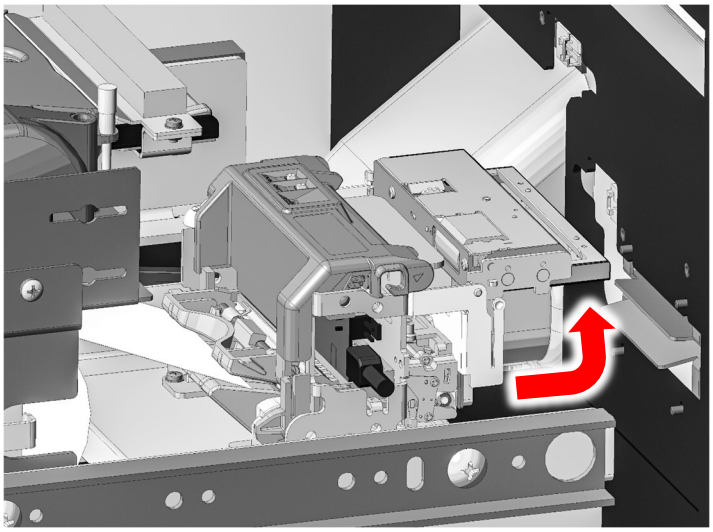
E. Slide the receipt printer back to provide access to its printhead latch.



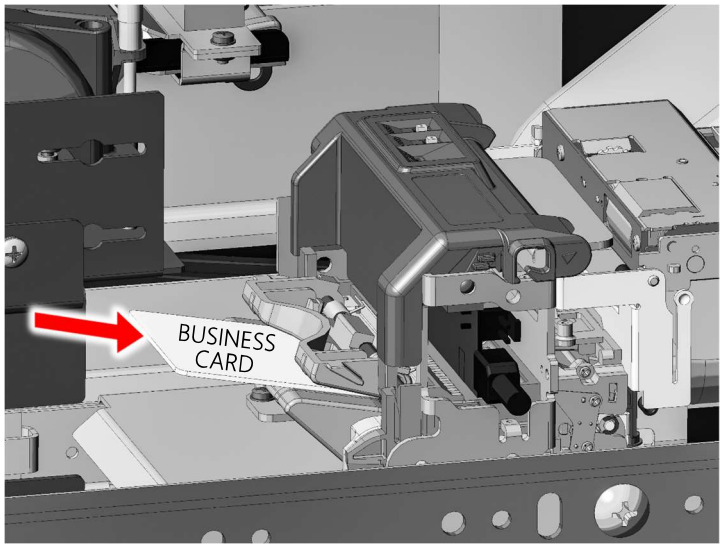
F. Press the green printhead release latch in the direction indicated by the arrow.



G. Rotate the printhead up into its service position.

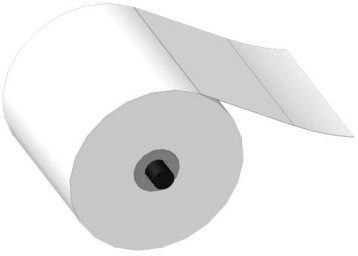


H. Pull the receipt paper from the printer and clear the paper path. A stiff card such as a business card or similar can be used to slide through the paper path to clear away any jammed pieces of receipt paper.



I. Close the printhead making sure to push firmly until it locks in place.

J. Trim the leading edge of the receipt paper to make a clean square edge with no wrinkles and reload the receipt paper.



K. Push the receipt printer forward into its normal position.

L. Slide the check scanner back into position until you hear the lock plunger click into place. Verify that the check scanner is locked in place.

M. Push the component cabinet back into position until it is latched in place.

Cleaning

Use the Source Technologies Thermal Printer Cleaning Pen to clean the receipt printer printhead, as necessary.

A. Follow **STEPS A – G** above to access the receipt printer printhead.

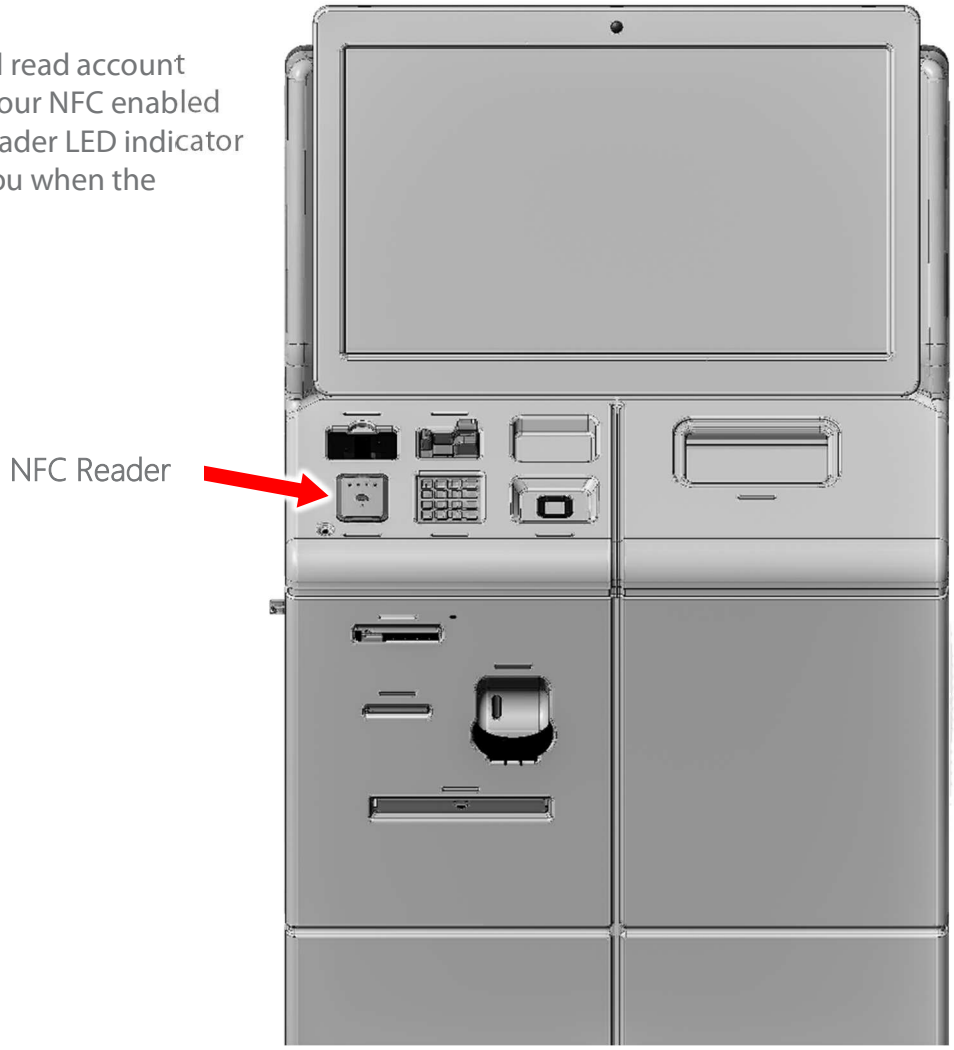
B. Follow the written instructions included with the cleaning pen to clean the printhead.

Thermal Printer Cleaning Pens can be ordered from Source Technologies. See **Chapter 5** for contact information.

3.8 NFC Reader

Operation

The NFC reader will read account information from your NFC enabled device. The NFC Reader LED indicator will blink to alert you when the device is activated.



When prompted by the application, hold your NFC device within 1.5 inches above the NFC reader.

Cleaning

The NFC Reader may be cleaned with a soft lint free cloth.

3.9 Palm Scanner

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 Figure 3.9 for details on hand positioning during a palm scan)

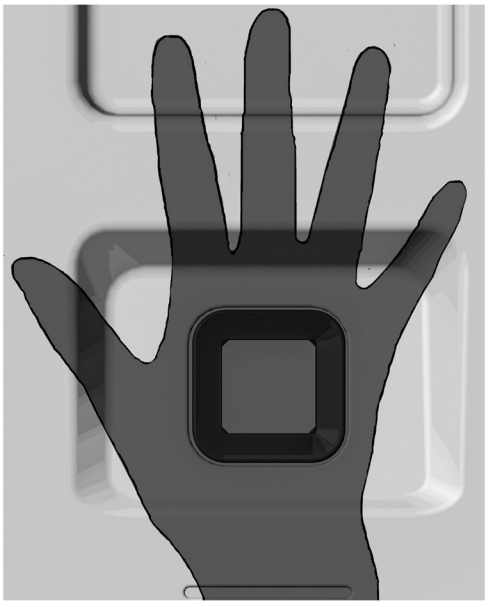
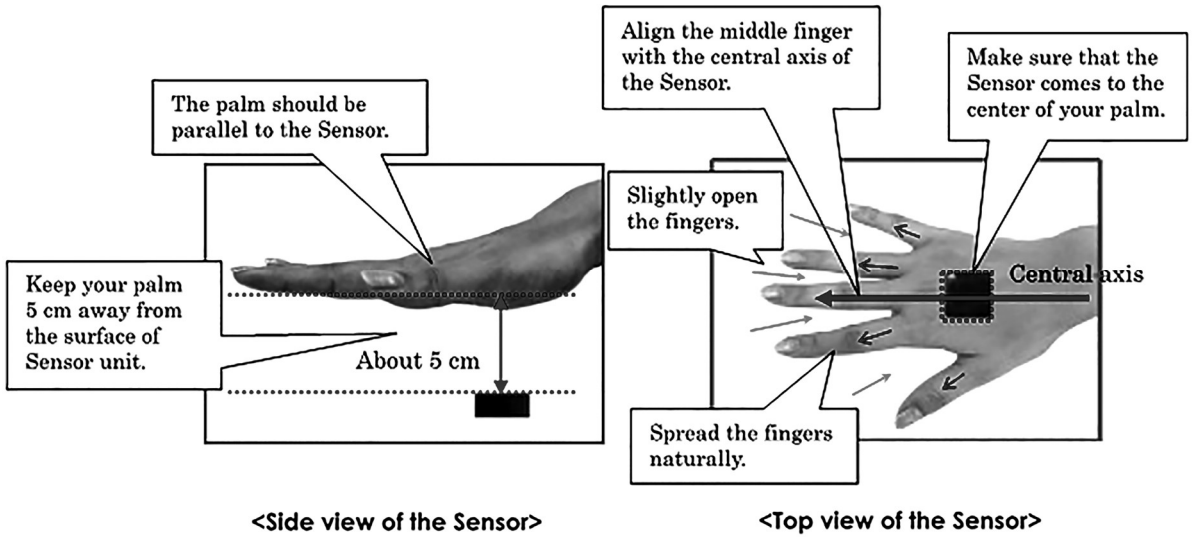


Fig 3.9 Hand Position During Palm Scan



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 the surface of the sensor 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.

3.10 Check Printer

Operation

The kiosk is equipped with a MICR document printer that will print checks on demand. Follow the on-screen prompts to enter the required information and print the check. The check printer output is shown below. The check printer LED indicator will blink to alert you to the presence of the check.

Clearing Printer Jams

A. See **Section 2.4, steps A – C** for instructions on accessing the **Check Printer.**

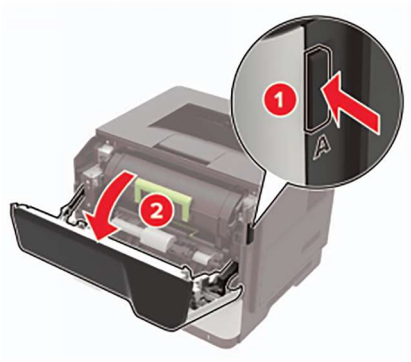
B. Potential Jam Locations:

	Jam location
1	Standard bin
3	Tray [x]
4	Multipurpose feeder
5	Door A

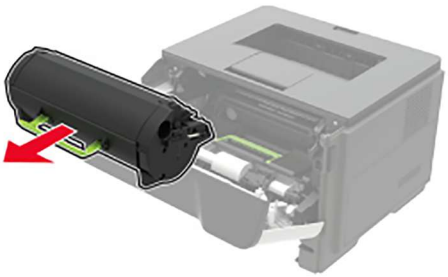
C. Paper jam in **Door A.**

1. Remove paper tray.

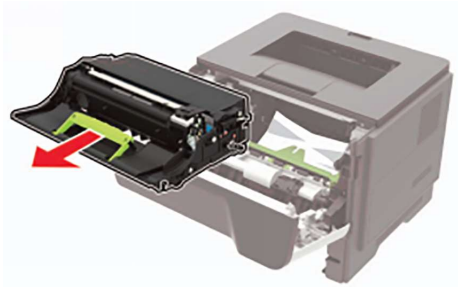
2. Open Door A.



3. Remove Toner Cartridge.



4. Remove Imaging Unit.



CAUTION

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality issues.

Note: Do not touch the photoconductor drum. Doing so may cause print quality issues.

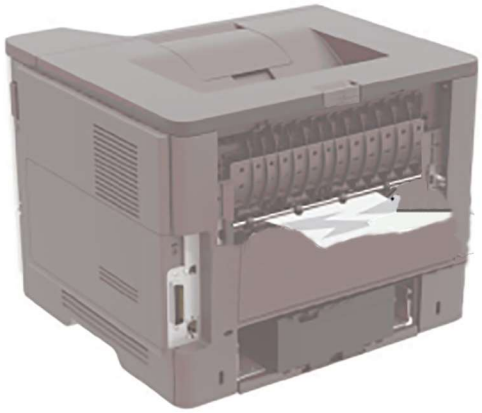
CAUTION

HOT SURFACE: The inside of the printer may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

1. Remove the jammed paper making sure that all paper fragments are removed.
2. Replace the Imaging Unit, Toner Cartridge, and Printer Tray, and close Door A.
3. Push printer shelf back into position until it closes against the magnetic latch.
4. Push the component cabinet back into position until it is latched in place.

D. Paper jam at **Rear**

1. Remove jammed paper from **Rear** area making sure that all paper fragments are removed.



CAUTION

HOT SURFACE: The inside of the printer may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching .

2. Push printer shelf back into position until it closes against the magnetic latch.

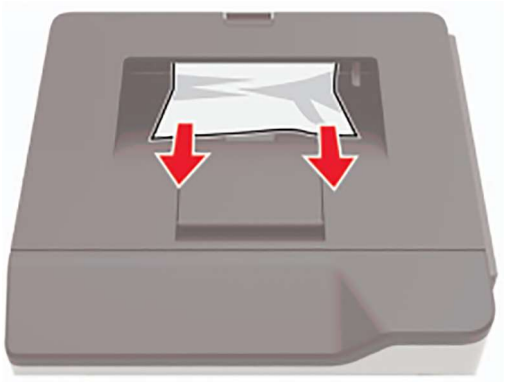
3. Push the component cabinet back into position until it is latched in place.

E. Paper jam in **Standard Bin**

1. Remove jammed paper from **Standard Bin** area making sure that all paper fragments are removed.

2. Push printer shelf back into position until it closes against the magnetic latch.

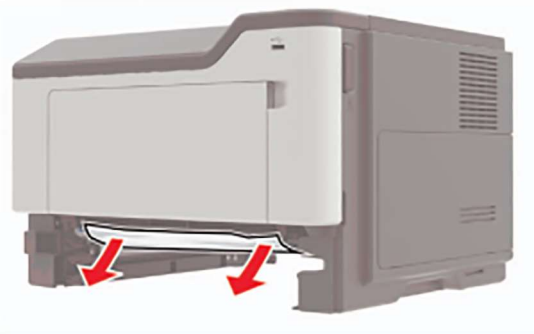
3. Push the component cabinet back into position until it is latched in place.



F. Paper jam in **Paper Tray**

1. Remove the paper tray.

2. Remove jammed paper making sure that all paper fragments are removed.



3. Push printer shelf back into position until it closes against the magnetic latch.

4. Push the component cabinet back into position until it is latched in place.

G. Paper jam in **Multi-Purpose Feeder**

The multi-purpose feeder is not used in this application.

Cleaning

CAUTION

SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

NOTE: Perform this task every few months

A. See **Section 2.4, steps A – C** for instructions on accessing the check printer.

B. Cleaning Instructions:

1. Turn off the printer and then unplug the power cord.
2. Remove paper from the standard and optional paper trays.
3. Remove any dust, lint, and pieces of paper in the printer and trays using a soft brush or vacuum.
4. Wipe the outside of the printer with a damp, soft, lint-free cloth.

CAUTION

Do not use household cleaners or detergents as they may damage the finish of the printer.
Make sure that all areas of the printer are dry after cleaning.

5. Re-connect the power cord and then turn on the printer.

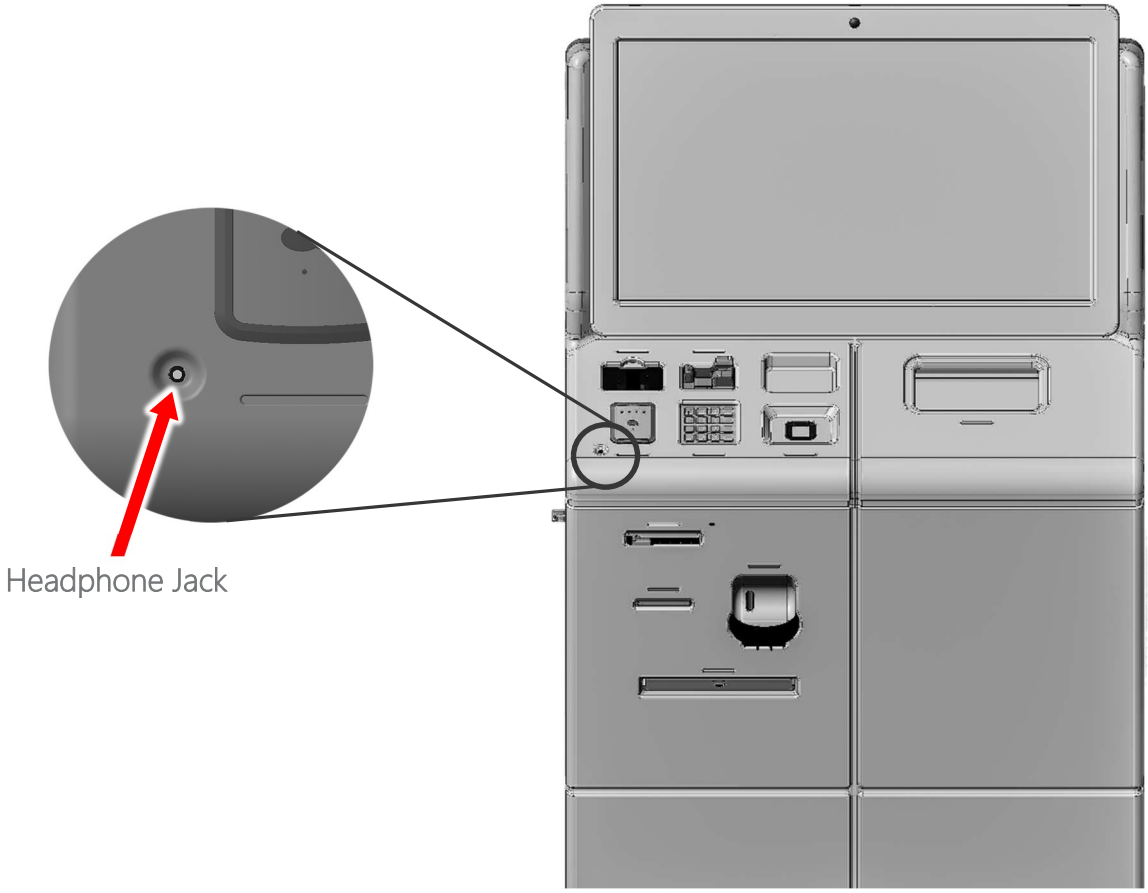
C. Push printer shelf back into position until it closes against the magnetic latch.

D. Push the component cabinet back into position until it is latched in place.

3.11 Headphone Jack

Operation

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



CHAPTER 4 - GENERAL CLEANING

Cleaning the kiosk housing and its peripherals routinely will help maintain its appearance and allow it to operate at a cooler temperature.

CAUTION

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

NOTE: See **Section 2.7** for instructions on properly shutting down the kiosk OS and powering down the unit.

Antimicrobial Plastic Enclosure

The plastic enclosure of the Series 10 kiosk is produced with an antimicrobial additive that is incorporated into the surface and substrate of material. The active ingredient is durable and will last for the lifetime of the product.

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. If necessary, vacuum the vent slots on the top of the kiosk to keep clear of debris.

Kiosk Component Cleaning

See the individual section for each component for cleaning instructions.

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.

Never Use these Cleaning Solutions on the Touchscreen Display

- Acid
- Abrasives
- Steel Wool
- Sponge with abrasives
- Steel blades

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)
- Phenolic germicidal detergent (1% aqueous solution)
- Cidex 2.4% Activated Glutaraldehyde Solution
- Alcohol/Water solution including 90% concentrations
- Steriplex
- Novus 1
- Methyl or Ethyl alcohol
- Ammonia solutions

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

APPENDIX A: AUDITCON 2 OPERATING INSTRUCTIONS (MODELS 252 AND 552)

Lock Modes

A lock is shipped from the factory with default lock "setup" values and a pre-set pin for unlocking the lock. This is referred to as **Factory Mode** .

The lock is shipped with a default factory **Super Master User Pin** that can be set (i.e., changed) when the lock is in factory mode. Once the super master user pin is set, the super master user combination can be used to shelve the lock if the master user combination is lost.

WARNING

The setting of the super master user pin is optional, however, if you do not set the Super Master User PIN before setting the Master User PIN, all Super Master User capabilities will be permanently lost.

The lock is removed from Factory Mode when the Master User PIN gets changed. The lock has two modes of operation: **Independent Mode** and **Supervisory/ Subordinate Mode** . Within each operation mode, two access modes are available: **Single User** access and **Dual User** access. In Single User access, only one combination is required to open the lock. In Dual User access, two combinations must be correctly and consecutively entered to open the lock.

- **Independent Mode** - To operate in Independent Mode, the Master User must first add Access Users. One (Single User access) or two (Dual User access) combinations are required to open the lock.
- **Supervisory/Subordinate Mode (Super/Sub Mode)** - To operate in Super/Sub Mode, the Master User must first add a Supervisor. Subordinate Users must then be added by and assigned to a Supervisor. **A Supervisor must enable lock access for Subordinate User(s).**

  In Single User access, an enabled Subordinate User combination is required to open the lock. In Dual User access, two enabled Subordinate User combinations are required to open the lock. Once a Supervisor combination and the Supervisor ID are re-entered to disable lock access for the Subordinate User(s) assigned to that Supervisor ID, the Subordinate User combinations for that will no longer open the lock.

  To remove a lock from an operational mode, one can "shelve" the lock which places it in **Shelved Mode** . Most lock values are returned to the factory default.