

Balancing Instructions for - Genmega Hantle 1700 W

Daily Balancing Procedure.

- ① Press ENTER, CLEAR, CANCEL, 1, 2, 3 one button at a time, in order.
- ② Enter password provided at time of training, press ENTER.
- ③ Press SETTLEMENT.
- ④ Press DAY TOTAL and wait for printout.
 - a.) Press ENTER key.
- ⑤ Press CASSETTE TOTAL and wait for a printout.
 - a.) Press ENTER key.

****Note** after the CASSETTE TOTAL is completed, the ATM assumes that there are ZERO bills remaining.
- ⑥ Physically remove the money from the Cassette and Reject bin and count it.
THE NUMBER OF BILLS COUNTED SHOULD ADD UP TO THE INITIAL MINUS DISPENSED NOT THE AMOUNT REMAINING.

INITIAL – DISPENSED = PHYSICAL NUMBER OF BILLS REMAINING
- ⑦ Press ADD CASSETTE
- ⑧ Press ADD CASSETTE 1
 - a.) Enter the physical number of bills (NOT THE VAULE) that are being placed in the ATM and then Press ENTER.
 - b.) Visually confirm the number of bills is correct and then PRESS CANCEL.
- ⑨ Press TRIAL CASSETTE TOTAL and wait for printout
- ⑩ Press CANCEL twice to exit.



The ATM is now ready for customer transactions.

Make sure that on your DAY TOTAL, the HOST and TERMINAL settlement totals are the SAME AMOUNT.

**If you don't have a password, conact tech support to set one up.*

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Checking the Balance.

- 1 Press ENTER, CLEAR, CANCEL, 1, 2, 3 one button at a time in order.
- 2 Enter your password then press ENTER.
- 3 Press SETTLEMENT.
- 4 Press TRIAL CASSETTE TOTAL, wait for a printout. Once printout is complete, press ENTER.
- 5 Press CANCEL key twice.



The ATM is now ready for a customer.

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Printing the Journal.

- ① Press the ENTER, CLEAR, and CANCEL keys; then enter 1, 2, 3, in order.
- ② Enter your password and press ENTER.
- ③ Press JOURNAL.
- ④ Press VIEW JOURNAL.
 - a.) Navigate through the journal by pressing the PREV, NEXT, -50, +50 buttons
 - b.) When the sought-after journal is found, press ENTER to print
- ⑤ Press the CANCEL key three times to exit.



The ATM is now ready for a customer.

Note:

Once the journal is printed the memory will be automatically erased. The LAST X PRINT function allows you to print up to the last 2,000 transactions beginning with the most recent transaction record.

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Errors.

Note:

Search www.rapidcashatm.ca and navigate to our error code page to find out more info on your ATM error code.

- ① Press ENTER, CLEAR, CANCEL, 1, 2, 3 one button at a time in order.
- ② Enter your password then press ENTER.
- ③ Press the key next to REPORT.
- ④ Press the key next to ERROR CODE. The screen will display error and recovery info.

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ATM

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Report Definitions.

DAY TOTAL

This printout will state the amount dispensed from your ATM since the last DAY TOTAL you printed. Once this report is printed it will zero the totals and start over.

When printed daily the "Amount of Dispense" should match the deposit to your account for that business day.

TRIAL DAY TOTAL

Same as the DAY TOTAL report except that it will not clear the totals.

This report can be done at any time.

CASSETTE TOTAL

This printout gives the "loaded" and "remaining" balance of your cassette.

Once this report is printed it will zero the totals and start over.

This report is only done when you are adding money to the ATM.

TRIAL CASSETTE TOTAL

Same as the CASSETTE TOTAL except that it will not clear the totals.

This report can be done at any time to check the balance in the ATM.

JOURNAL REPORT

Your ATM is equipped with an Electronic Journal which has a detailed record of all transactions that have occurred on your ATM. From time to time you may be asked to provide ATM Network with a copy of a particular transaction.

You should keep these records for at least 1 year.

Contact

Thank you.

If need additional support please contact us:

We pride ourselves on our exceptional client support -
If you're still having a problem with one of our Kiosks, please get in touch and we'll help resolve the issue as fast as possible.



Call Toll Free:

1 855 820 2274



Email Support:

support@rapidcashatm.ca

For additional resources, please visit: rapidcashatm.ca

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