WRG Error Codes

Error Code	Error Description	Error Remedy
1001	Administrator entered the program	
1002	Administrator got the balance	
1003	Administrator set the balance	
1004	Administrator added to the balance	
1005	Administrator subtracted from the balance	
1006	Administrator printed a copy of the receipt for last customer transaction	
1007	Administrator printed the summary report	
1008	Administrator printed the event log	
1009	Administrator printed the electronic journal	
1010	Administrator ran diagnostics	
1011	Administrator set the date	
1012	Administrator set the time	

1013	Administrator edited the Terminal configuration	
1014	Administrator printed the configuration	
1015	Working Key needed	Enter the Administrative menu. Select DIAG. Select WKEY. Screen should show Dialing--Connected--New Working Key Updated. The display will go back to the DIAGNOSTICS screen
1016	Administrator printed the cash log	
1017	Administrator entered the Host menu	
1018	Administrator edited the Host configuration	
1019	Master Key 1L entered	
1020	Master Key 1R entered	
1021	Master Key 2L entered	
1022	Master Key 2R entered	
1023	Administrator changed the download terminal identifier (ZT)	
1024	Administrator changed the download application (ZA)	
1025	MAC Key 1L entered	
1026	MAC Key 1R entered	

1027	MAC Key 2L entered	
1028	MAC Key 2L entered	
1029	Administrator performed a test dispense	
1101	Cash loader entered the program	
1102	Cash loader got the balance	
1103	Cash loader set the balance	
1104	Cash loader added to the balance	
1105	Cash loader subtracted from the balance	
1129	Cash loader performed a test dispense	
2001	No Printer	Check to see if the 24V DC LED on the side of the printer is on (if applicable). Try feeding paper into the printer. Check cable that runs from the printer port on CPU to printer for a loose connection or bent pins. Enter the Administrative menu. Select $$$$. Select $$$$. The printer will print the cashbox balance, advance the paper and cut. If it doesn't print, then try a new printer communications cable. If cable doesn't correct the problem, contact WRG Technical Support
2003	Printer out of paper (ATP printer only)	Open top cabinet and add paper. Enter the Administrative menu. Select $$$$. Select BAL. The printer will print the cashbox balance, advance the paper and cut If successful, close and lock the upper cabinet and exit the menu to put the ATM back in service

2005	Printer Head Up (ATP printer only)	Open the top cabinet and close the printer head ensuring that it latches. Load receipt paper. Enter the Administrative menu. Select $$$$. Select BAL. The printer will print the cashbox balance, advance the paper and cut. If successful, close and lock the upper cabinet, exit the menu to put the ATM back in service
4001	No dispenser	Ensure your vault door is closed and locked, then perform a test dispense. Test the printer: if the printer doesn't work, check your power supply. Check the communications cable between the dispenser port on the CPU and the dispenser for loose connections or bent pins. Check to ensure the power supply cable is secure on the back of the dispenser. Check the LED on the back of the dispenser (should be on). If your ATM has a Puloon dispenser, the vault door switch MUST be held in. Enter the Administrative menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test fails, replace the communications cable. Retest the dispenser. If you still have a failure, contact WRG Technical Support
4002	Dispenser exit sensor blocked	Check to see if a bill is stuck in the exit. Check for foreign objects, or the belt, blocking the exit. Enter the Administrative menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test fails, contact Technical Support
4003	Dispenser feed sensor blocked	Remove the cassette and look for bills stuck in the bill path. Put the cassette back into the dispenser. Enter the Administrative menu (make sure that the

		vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject. compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test fails, contact WRG Technical Support
4004	Dispenser feed failure	Remove the cassette. Remove the cash from the cassette and inspect it for folded or torn bills. Put the cash back into the cassette and put the cassette back into the dispenser. Enter the Administrative menu (make sure that the vault door is closed and secured) . Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test still fails and you didn't hear the dispenser running, then you need to check the vault door switch and wiring
4005	Reversal successful	Remove the cassette. Remove the cash from the cassette and inspect it for folded or torn bills. Put the cash back into the cassette and put the cassette back into the dispenser. Enter the Administrative menu (make sure that the vault door is closed and secured) . Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears.
4006	Reversal failed	Remove the cassette. Remove the cash from the cassette and inspect it for folded or torn bills. Put the cash back into the cassette and put the cassette back into the dispenser. Enter the Administrative menu (make sure that the vault door is closed and secured) . Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears.

4007	Mistracked note at feed sensor (dispenser). (bill arrived at the feed sensor while a bill was still at the double detect)	Check the bills in the cassette (may be worn or sticking together)
4008	Mistracked note at the double detect (dispenser). (bill arrived at the double detect without being seen at the feed sensor)	Check the quality of the bills in the cassette (may be worn or sticking together)
4009	Mistracked note at exit (dispenser). (bill arrived at the exit sensor without being seen by the other sensors)	
4010	Note too long at exit (dispenser). (exit sensor blocked for longer than allowed)	Check the ATM to make sure that the bills are not hanging up at the exit
4011	Too many notes (dispenser). (more bills than requested have passed the exit sensor)	
4012	Timing wheel error (dispenser). (transport motor has stalled)	Check the dispenser for jammed bills. Check the vault door switch and wiring. Check the power supply. Enter the Administrative menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears.
4013	Bad roller profile error (SDD dispenser)	Noise is seen on the double detect baseline signal in-between bills
4013	Double detect error (Mini Mech dispenser)	The double detect is unable to calibrate, or bill appeared too long at double detect. Faulty or dirty double detect, or bill stuck under the double detect. Check the double detect area for stuck bills; if stuck bills are found then: Remove the bill(s). Enter the

		Administrative menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment - the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen
4014	Diverter error (Mini Mech and Puloon dispensers). (The diverter has failed to deliver a bill. The bill may have been sent to the reject bin.)	Check for objects blocking the bill diverter
4015	Exit quantified-wrong count (dispenser). (The count at the exit sensor disagrees with the other sensors.)	Enter the Administrative Menu (make sure that the vault door is closed and secured. Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject. compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the problem persists contact WRG Technical Support
4016	Note missing at the double detect (dispenser). (The double detect failed to detect a bill, which has been identified by the feed sensor.)	Check for a jammed bill. If no bill found, contact WRG Technical Support
4017	Reject rate exceeded (dispenser). (More than eight (8) reject events have occurred during the current operation or the overall reject rate exceeds 10 %.)	Check the quality of the bills in the cassette. If the problem persists, contact WRG Technical Support
4018	Interference recovery (dispenser). (The operation of the microprocessor was interrupted, but successful recovery was achieved)	If the problem persists, contact WRG Technical Support

4019	Suspect exit accountancy (dispenser). (The dispenser cannot guarantee the exit count; error routines have been invoked to finish the operation)	During a test dispense this implies that the exit sensor is not functioning. Contact WRG Technical Support
4020	RAM error (dispenser). (The dispenser has identified an error in its random access memory; no operation is permitted)	Contact WRG Technical Support
4021	EPROM error (dispenser). (The dispenser has identified an error in its program memory; no operation is permitted)	Contact WRG Technical Support
4022	Operation timeout (normally caused by a feed failure). (The current transaction - dispense, test dispense, or purge - has exceeded its timeout period and has terminated)	Enter the Administrative Menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears
4023	Ram Corruption-Inter que error (dispenser). (The internal counters are corrupted. The operation is terminated and the exit count cannot be guaranteed)	Check for bill jams in the dispenser. If no bill jams were found then. Enter the Administrative Menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears
4024	Link error (dispenser). (The option selection links have changed - no operation is possible)	Replace the dispenser
4025	Invalid command issued to the dispenser	No user action is required

4026	Reject Tray Open (Puloon dispenser)	The reject bin is open or the switch needs to be adjusted. Contact WRG Technical Support with questions
4027	No cassette (Puloon)	Open the vault and make sure that the cassette is fully inserted into the dispenser. Close and secure the vault door. Enter the Administrative Menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject. compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears
4028	Jam at the DIV sensor (Puloon)	Check for a bill jam between the feed rollers and the top. After clearing the bill jam then Enter the Administrative Menu (make sure that the vault door is closed and secured). Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test failed then contact WRG Technical Support
4029	Counting Error (between the DIV and EJT sensors) (Puloon)	Check for a bill jam just before and after the vertical to horizontal transition. After clearing the bill jam then Enter the Administrative Menu (make sure that the vault door is closed and secured).Select $$$$. Select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test failed then contact WRG Technical Support
4030	Counting Error (between the EJT and Exit sensors) (Puloon)	Open the front of the bill path and check for a bill jam. After clearing the bill jam then Enter the Administrative Menu (make sure that the vault door is closed and secured). Select $$$$ then select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was

		successful, press CANCEL until the Welcome Screen appears. If the test failed then contact WRG Technical Support
4031	Time out (from the DIV sensor to the EJT sensor) (Puloon)	Check for a bill jam just before and after the vertical to horizontal transition. After clearing the bill jam then Enter the Administrative Menu (make sure that the vault door is closed and secured). Select $$$$ then select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test failed then contact WRG Technical Support
4032	Potentiometer error (F50)	Contact WRG Technical Support
4101	No dispenser response (NDR)	Test the printer: If the printer doesn't work, check the power supply. Check the communications cable between the dispenser port on the CPU and the dispenser for loose connections or bent pins. Check to ensure the power supply cable is secure on the back of the dispenser. Check the LED on the back of the dispenser (should be on). If your ATM has a Puloon dispenser, the vault door switch MUST be held in. Enter the Administrative Menu (make sure that the vault door is closed and secured). elect $$$$ then select TEST. The dispenser should pull one (1) bill from the cassette and put it in the reject compartment; the display should flash Test Successful. If the test was successful, press CANCEL until the Welcome Screen appears. If the test failed, replace the communications cable. Retest the dispenser. If you still have a failure contact WRG Technical Support
5001	Journal log is reaching the maximum point (electronic journal almost full)	From the Administration select RPTS, select JRNL, select NEW
5002	Journal log full (electronic journal full)	From the administration select RPTS. Select JRNL. Select NEW. If after printing the NEW journals you still have the 5002 error, then enter the Main Menu,

		select $$$$, and select TEST. After you get Test Successful, press CANCEL until the Welcome Screen appears
5003	Low cash (balance in machine is at or below the bills size, i.e. $20)	Add cash to ATM
5004	Low cash warning (user preset amount, calls the pager if option set)	Add cash to ATM
5005	Surcharge denial (customer denied surcharge and canceled transaction)	
5006	Interrupted transaction	Possible phone line trouble (check the phone line). If the problem persists, contact WRG Technical Support
6001	CPU powered on	
6002	Card reader failure	Clean the card reader. If the card reader is not functioning, contact WRG Technical Support
6003	No dial tone	Check the phone line. If the phone line and cable are working properly, enable dial tone bypass in the Terminal Configuration menu. Test the CPU. If the problem still remains, contact WRG Technical Support
6004	Modem dialed no connection	If the phone line and cable are working properly, contact WRG Technical Support
6005	Modem connected no communications	Check the phone line
6006	Internal pin pad failure (automatic reset)	

6007	Dial attempt failed	
6008	Packet frame error	
6012	Luhn Check (Mod-10) card failure. (Incorrect card format)	
6013	Line busy	
6014	No carrier	
6015	Working Key received	
6016	No EOT received in message from Host	
6017	Message error	
6102	External card reader failure	Clean the card reader
6517	No Master Key Part 2	
6617	No MAC Key Part 1	
6618	No MAC Key Part 2	
7001	Partial download requested	
7002	Partial download failed	
7003	Partial download completed	
7101	Full download requested	
7102	Full download failed	

7103	Full download completed	
8001	Headphones plugged into audio jack	
8002	Headphones unplugged from audio jack	
9001	MAC Check Value Error	MAC Check value in the message received from the Host is incorrect. The transaction
9009	File system corrupt	