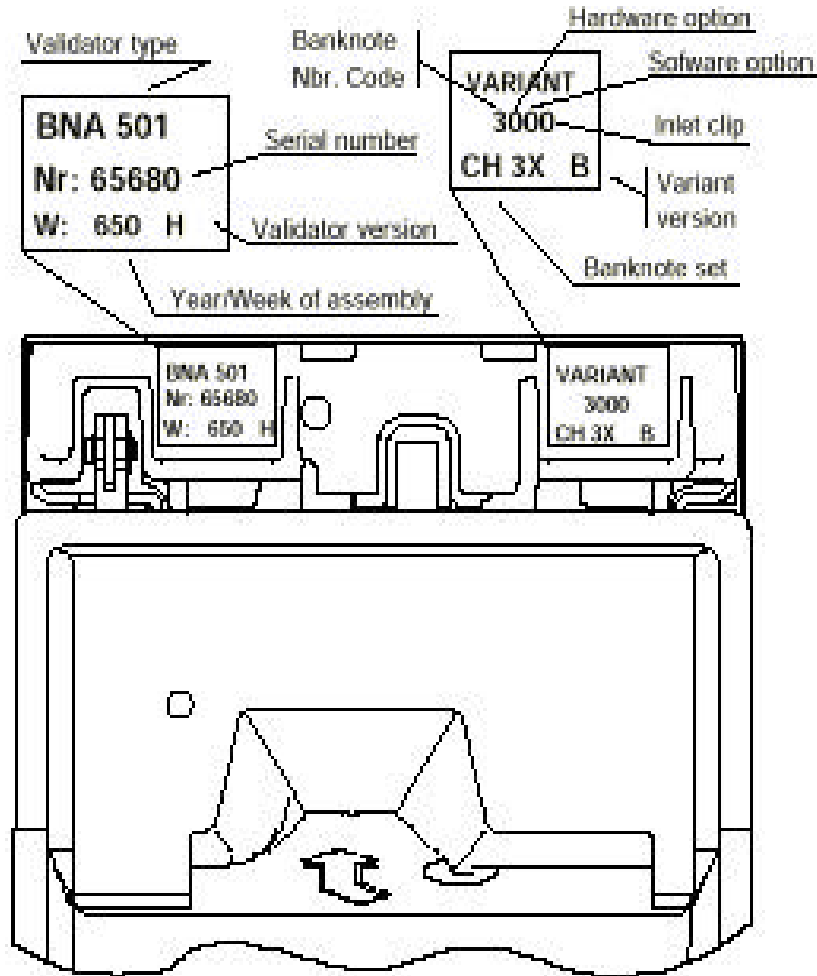


BNA5 FAQ'S

1. What do the labels on the BNA tell me?

The SODECO unit identifies and encashes banknotes that the end user inserts manually. They are intended to be integrated as peripherals within a host automat for vending or services.

It is important to know how to identify the type of BNA you have. Open the BNA5 system by pulling on the green lever. Open the unit and notice the two labels on the top half of the unit.



It is important to know at least what the serial # ,NR, is. You may need to input this into the unit when you update the machines with a new variant. This will be covered in Section II.

2. How do I initialize a bill?

```
INI USED1>
```

```
>
```

Simple acknowledgement.

The special initialisation acknowledgement is composed as follows:

- "I" : Character indicating that an initialisation is in process.
- "USED1" : Label of the banknote-way being initialised
- "5" : Indicates the quantity of banknotes to be still introduced to terminate the initialisation (here 5 banknotes).

Initialisation procedure

People proceeding to the statistic initialisation must be a trained and trusted person. Only genuine banknotes must be inserted, and in a proper way.

The banknote-way label must be identified and selected from the "Identity Card" of the variant downloaded in the validator.

Quality of the banknote used for initialisation:

For best result, use local representative banknotes (banknotes in circulation within the area of the automats final location).

When proceeding to statistic initialisation, **INCLUDE** banknotes of mixed quality like:

- new and used,
- folded and unfolded,
- clean and dirty,
- crumpled and uncrumpled notes,
- notes of different printing series, *unless specified series required (see identity card instructions).*

Check both sides of the banknotes.

The banknotes of poor condition must be **EXCLUDED** from the initialisation batch:

- torn off,
- with holes,
- with dog ears of a maximum side length exceeding 1cm,
- unnaturally contaminated, e.g. ink, drawings, figures, etc.,
- torn and stuck together (with adhesive tape),
- washed,
- from banknote series which are out of tolerances (this information can be obtained from MEI-SODECO Geneva).

Cancellation of the Initialisation procedure

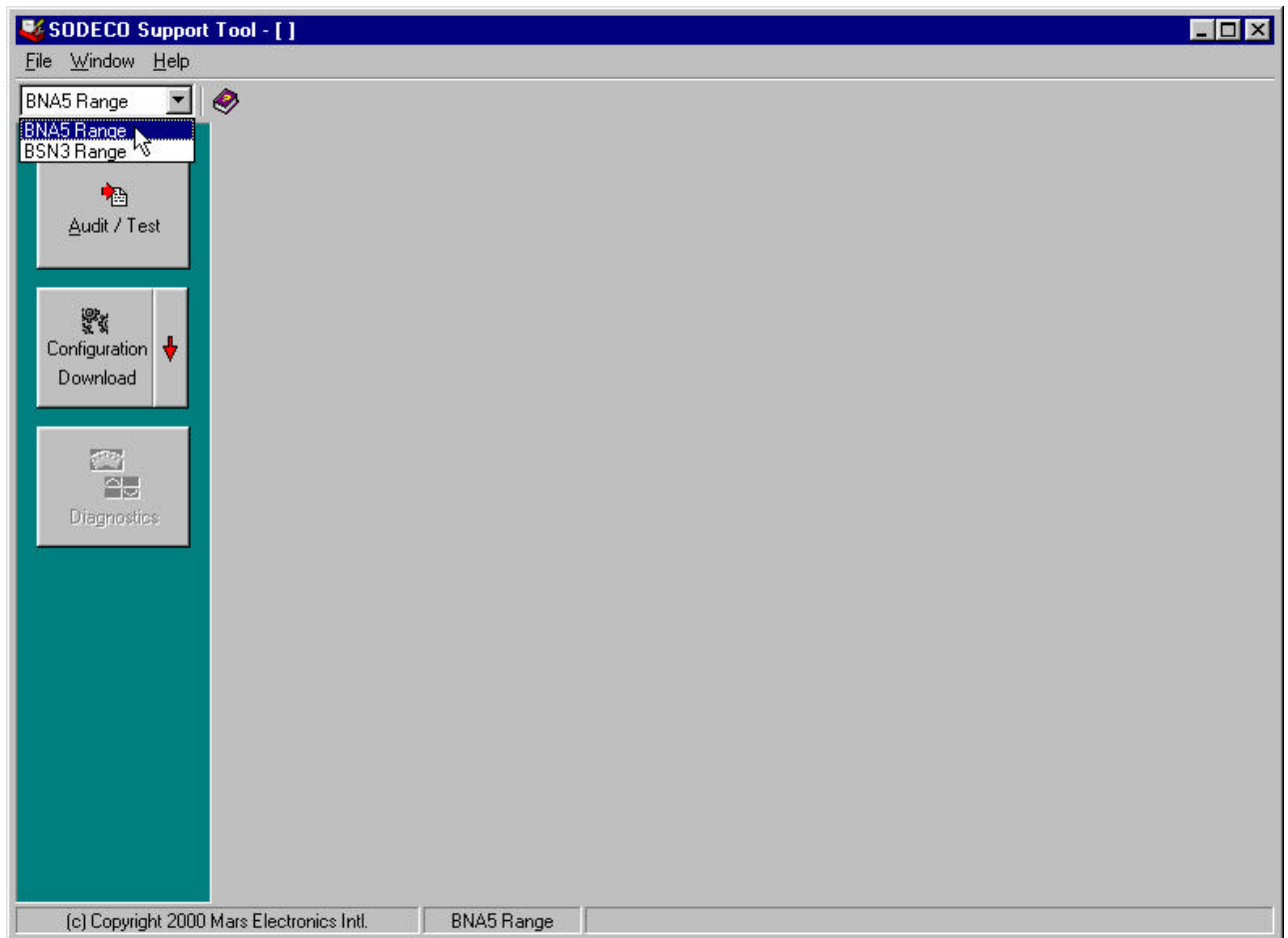
In case of mistake during the initialisation, it is possible to cancel the procedure in process (before the 5th banknote) by provoking a "RESET" ("#"). The BNA will keep the data as they were in memory before starting the initialisation.

Example: Initialisation of the banknote-way "USED3" (US NEW 20.- way 3) for a BNA5 series validator.

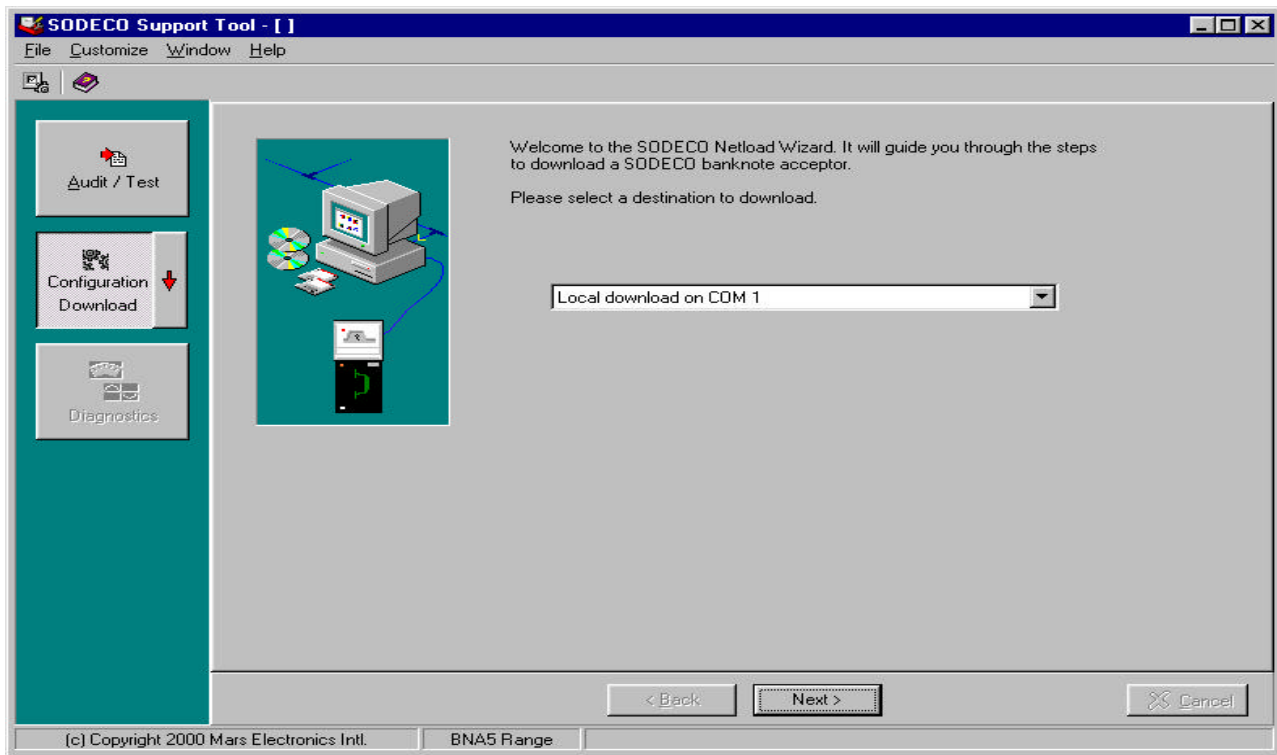
INI USED3>	
>	Simple acknowledgement.
WOR>	
IUSED35	Specific initialisation work acknowledgement with 5 notes to go indication. /- Processing of the note.
P	
VUSED3	Normal recognition message.
.>	
ENC>	Encashment of the note.
E01	
.>	
WOR>	
IUSED34	4 notes to go.
P	
VUSED3	
.>	
ENC>	
E01	
.>	
WOR>	
IUSED33	3 notes to go.
P	
.....	
.....	
.>	
WOR>	
IUSED31	
P	
VUSED3	
.>	
ENC>	
E01	
.>	End of statistic initialisation.
WOR>	Check of acceptance of this banknote-way by introducing AND encashing at least two notes.
N	
P	
VUSED3	
.>	
ENC>	
E01	
.>	
WOR>	
N	
P	
VUSED3	
.>	
ENC>	
E01	
.>	

3. How do I download new software?

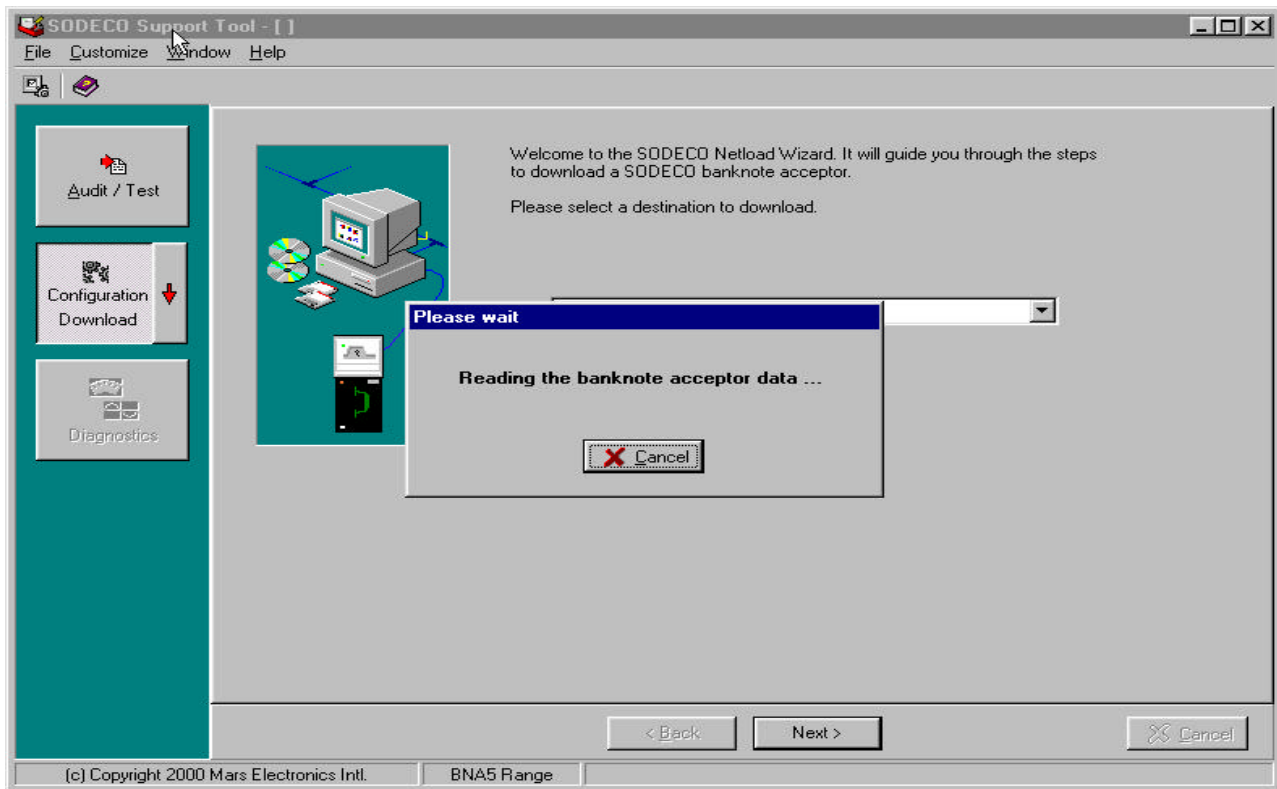
- Connect the BNA50/51/52 (25 pins connector) and the PC (serial port) with the shielded cable.
- Connect the 25 pin security key to the printer/parallel port of your computer.
- Switch on the banknote validator and the PC.
- Select the Sodeco Support tool icon.
- Select the banknote system that you are trying to download from the pull down menu on the left. (ref. figure below)



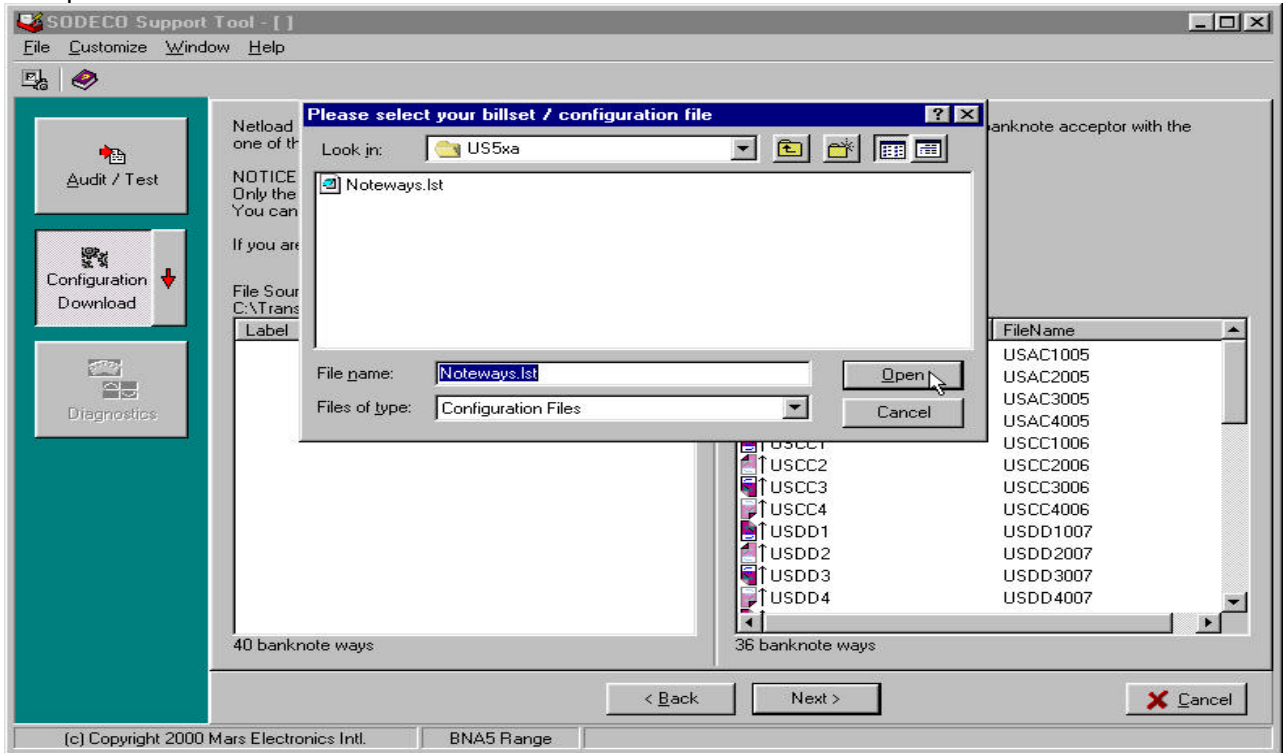
- Select the Com Port you will be downloading from.



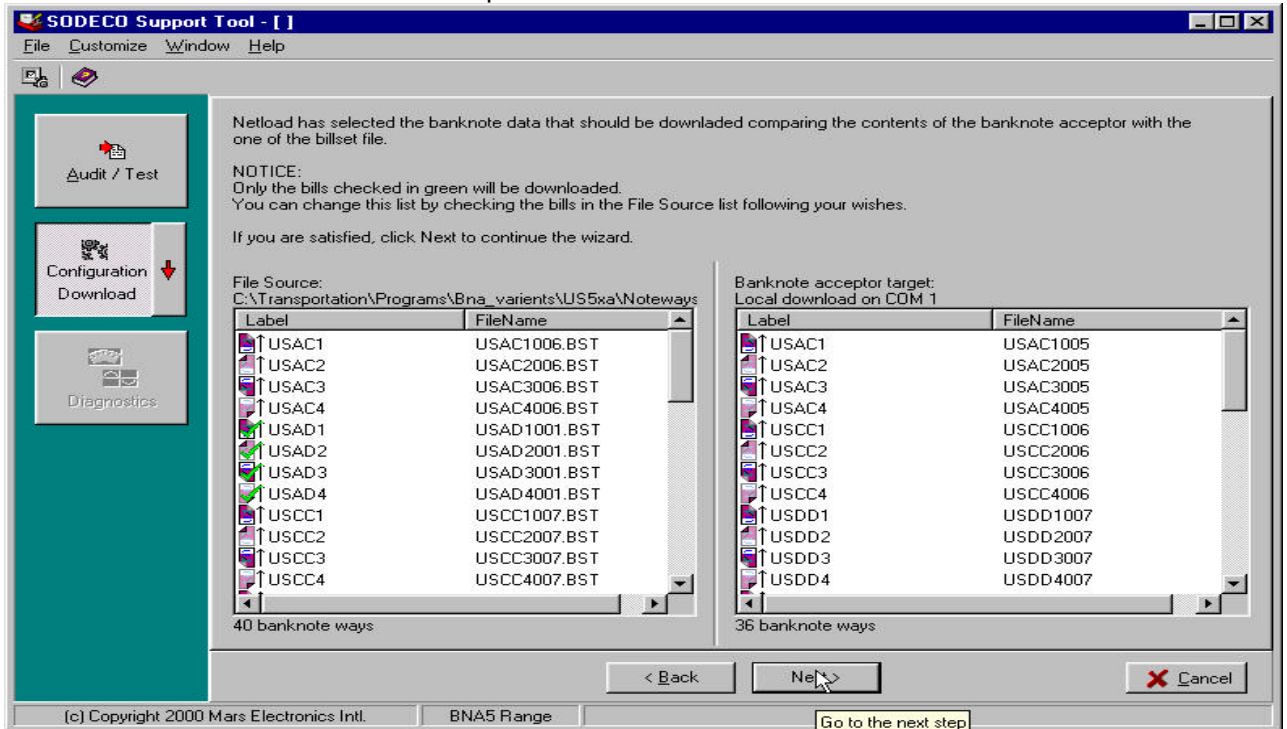
- The Program will read the bill acceptors memory. Wait until it is finished.



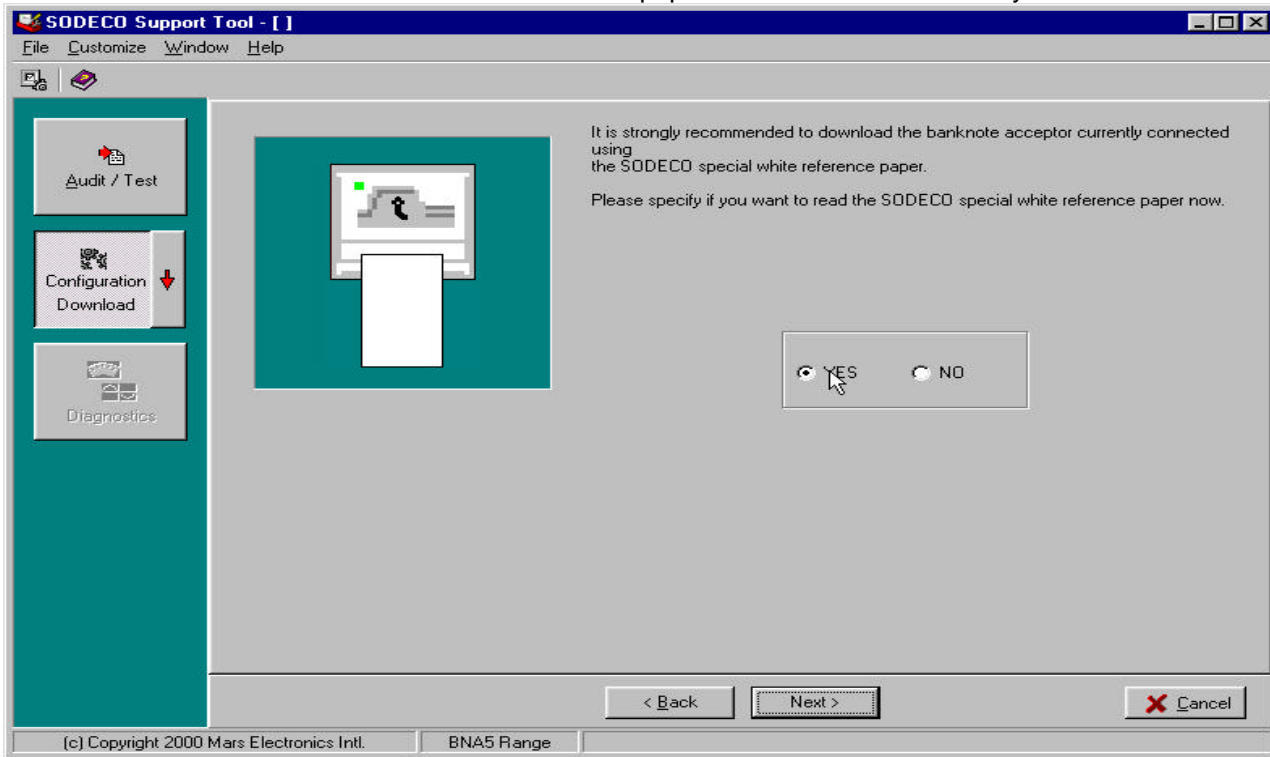
- Now you select the **“Noteways.lst”** file from the directory where you stored it. This is the file that you want to download. In this example you will download the **“US5xa”** variant. Then left mouse click on the open icon.



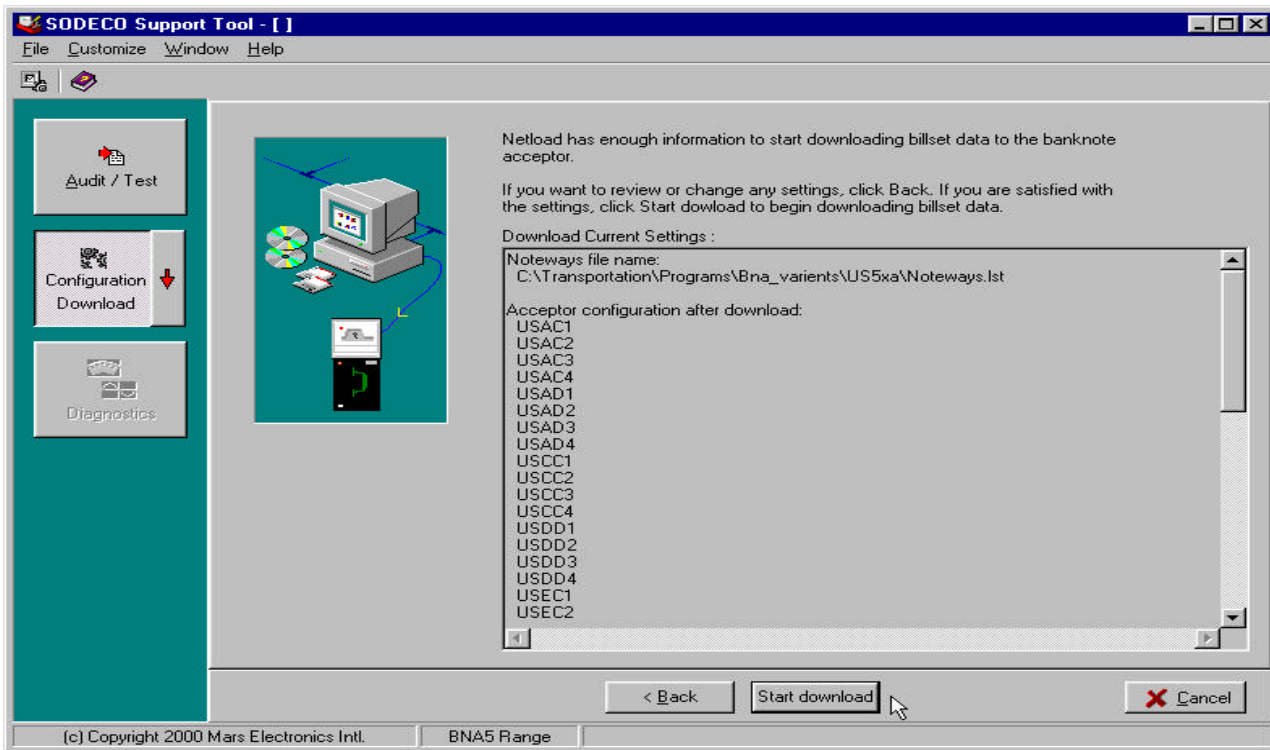
- The files will be read and any files that are new or different will have a green check mark next to them. These are the files that will be downloaded. If you do not want to download any of these files, click on the green check mark and it will be unchecked.
- Left mouse click the **“Next”** button to proceed with the download.



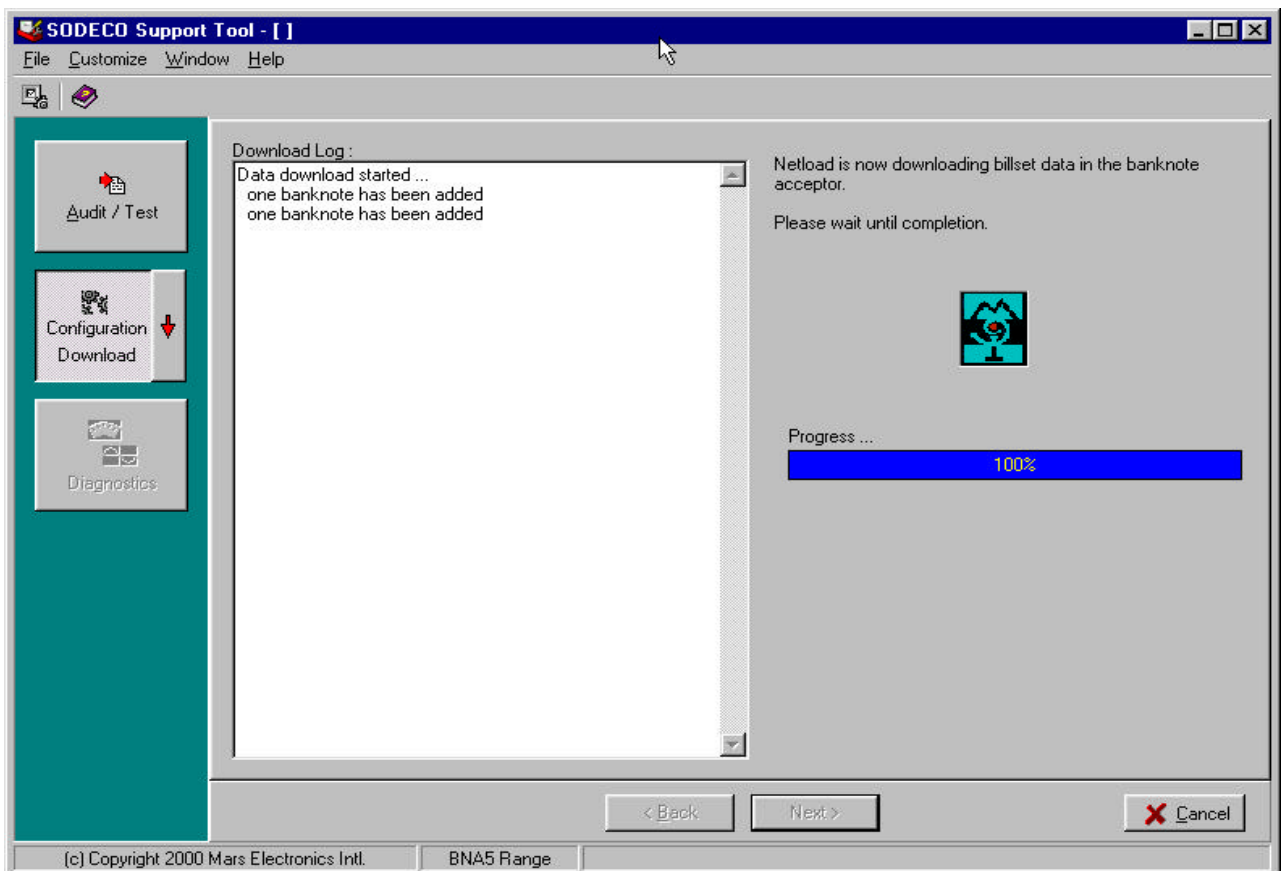
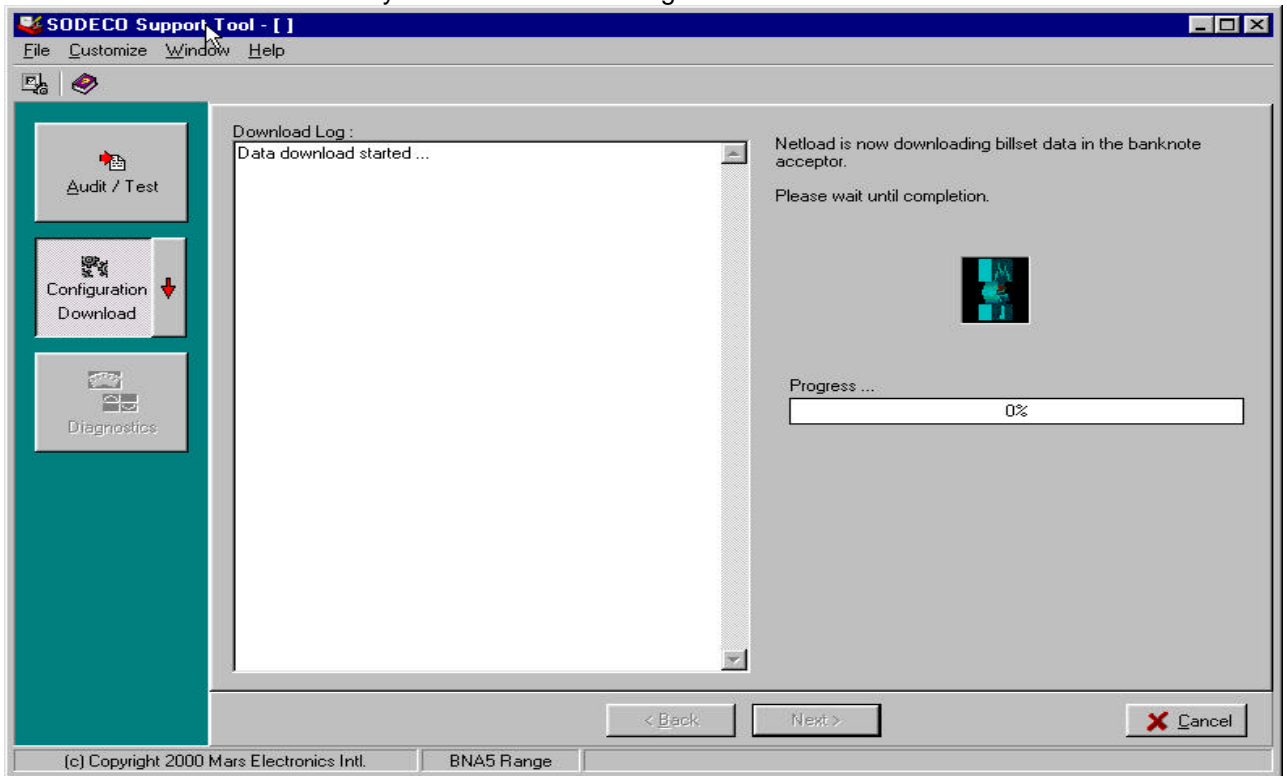
- The software asks you to insert the White reference paper. You should always perform this operation, to ensure the reading heads are calibrated properly.
- Left click the “Next” button to continue. Insert the paper and it will be refunded to you.



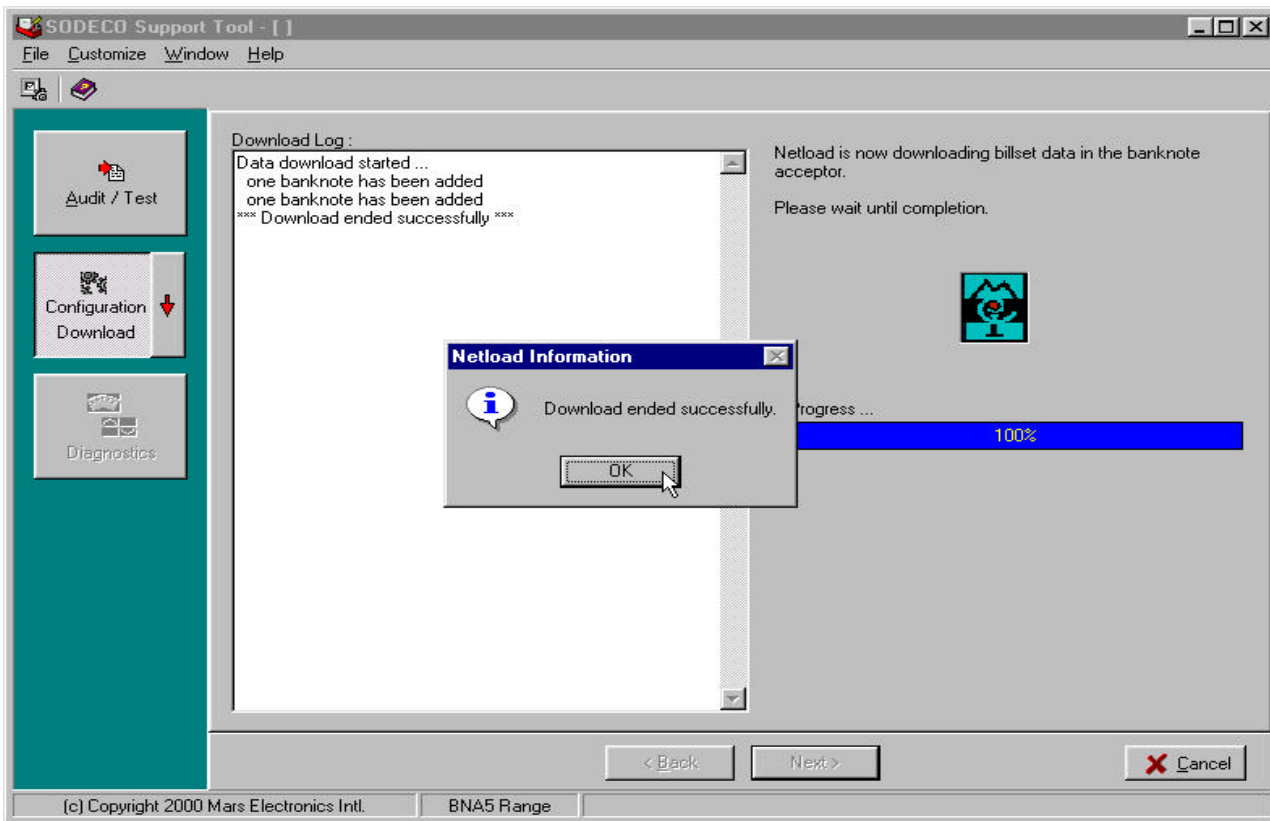
- Proceed with the download with a left mouse click on “Start download” icon.



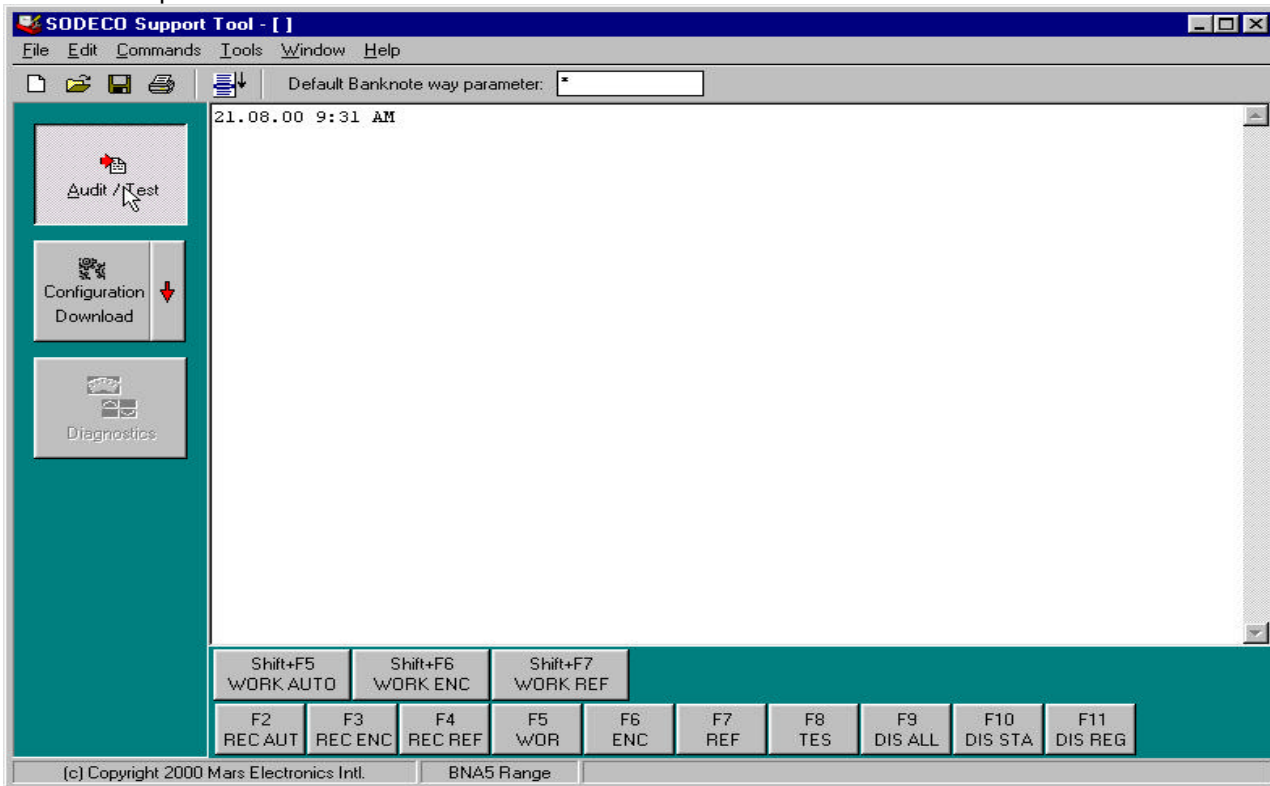
- The download will start and you will see the following screens.



- The program will signal when the down is finished and the status of the download.



- This completes the download. Now left mouse click “Audit / Test” and test the unit.



4. I can't get the bill acceptor to do a complete cycle. What is wrong?

You need to do a "tes>" command to find out the error code. Once you know the error message you can investigate accordingly. Reference the training manual for description of error codes.

5. How do I calibrate the length?

- You need the MEI white reference paper. YOU MUST NOT CUT THE LENGTH!! You need to cut the WIDTH of the paper to the size of a bill, if using a USA machine.
- With the unit in service, type in "cal>" and hit the enter key
- type in "wor>" and enter
- green light on the acceptor comes on. Insert the white reference paper and it will be returned to you.
- Only perform this operation if you are getting poor acceptance due to a warning message of "BC".

6. I am getting poor acceptance of bills(i.e. \$20). What can I do?

Check in the order listed below, and if one fixes the problem, skip the remaining.

- Open up the unit and use compressed canned air to clean the unit.
- Inspect the white reference surfaces of the reading heads and clean if needed.
- run a cleaning card through the machine.
- Calibrate the length.
- If you still have poor acceptance, re-initialize the bill/bill way.
- Still have problems, redownload the bill/bill way with the problem.
- If all of this fails, clear ram and redownload the variant.

7. I can't get the BNA to work with the SST (Sodeco Support Tool).

- Make sure the power is connected and turned on.
- Make sure the serial cable is connected to the right com port.
- Make sure the cashbox is locked onto the BNA.
- Make sure to select "BNA5" from the top left corner of the "Audit/Test" window.
- From the pull down window, select the TOOLS window, OPTIONS window.
- Select the appropriate COM port.
- Select "AUTO BAUD"
- Select the General pull down window and select "*automatic insert prompt*"
- If it still doesn't work, send into MEI for repair.

8. How do I get a special variant? I only want to take 1's through 20's?

Call MEI Customer Service and place an order specifying the bills you want. There is no extra charge for a short variant.

9. Where can I get my BNA repaired?

You can send it to MEI in West Chester, Pa. First check with your OEM. They may be certified to repair your equipment.

10. The cashbox will not lock into place. What should I do?

- Make sure the flag is reset to green before inserting the cashbox onto the BNA.
- To reset the flag, the box has to be removed from the BNA. Open the access door all the way until you see the flag reset from red to green.
- Reinsert the cashbox onto the BNA and lock the unit in place.
- If you are still having problems, note the problem on a report and send the box in for repair.

11. How often do I have to clean the BNA?

Once a month or 20,000 to 30,000 banknotes whichever comes first. (Reference the training manual for details)

There is also an annual cleaning or 80,000 banknotes processed, whichever comes first. (Reference training manual for details)