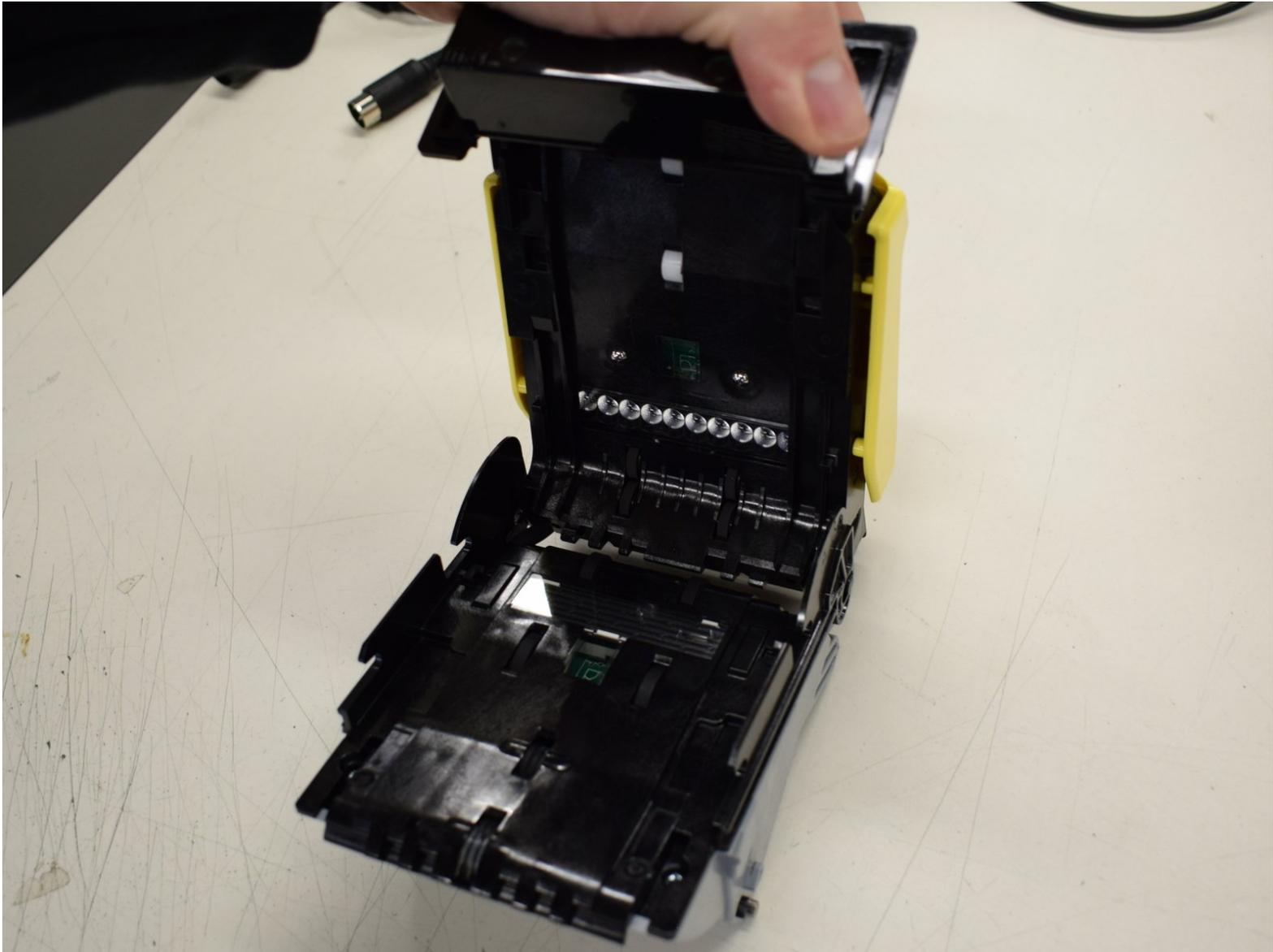




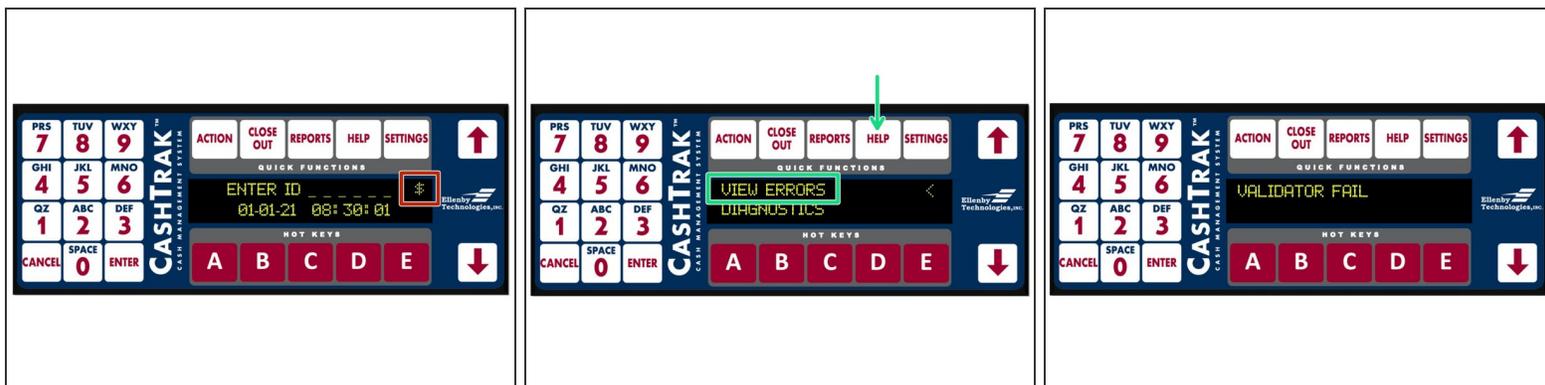
# Clearing a Bill Jam

Written By: Dozuki System



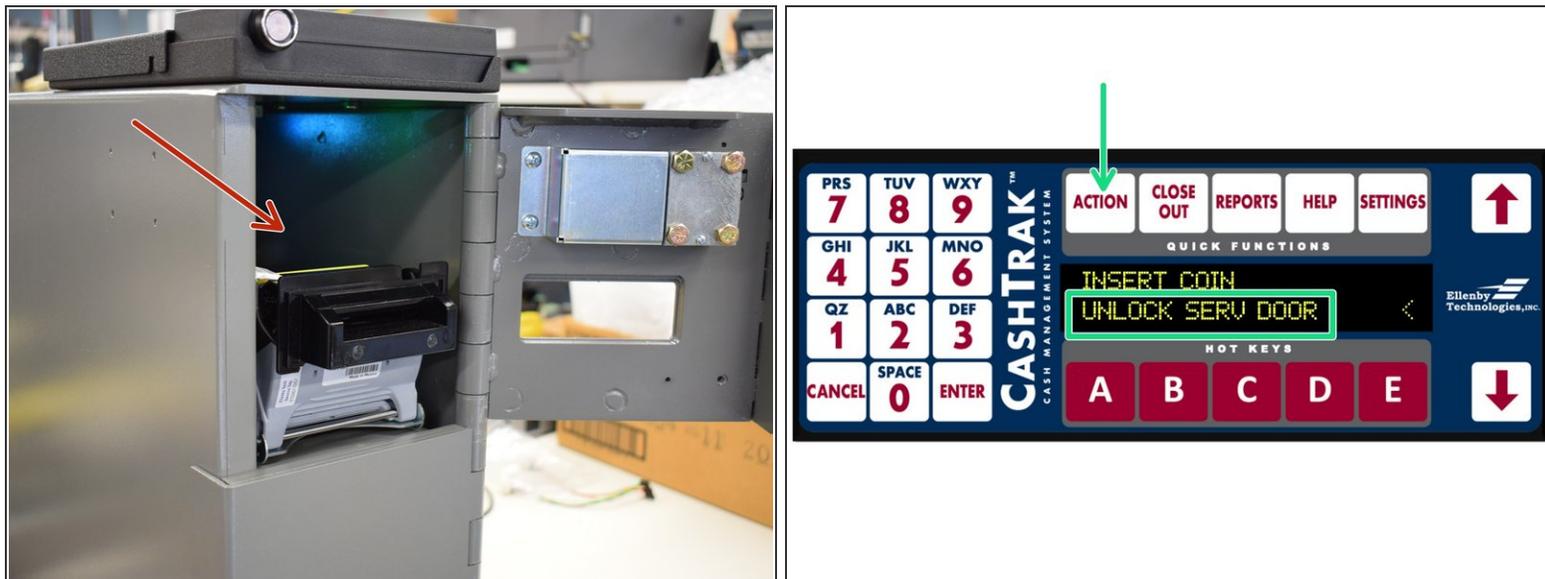
# INTRODUCTION

## Step 1 — Verify Bill Jam Issue



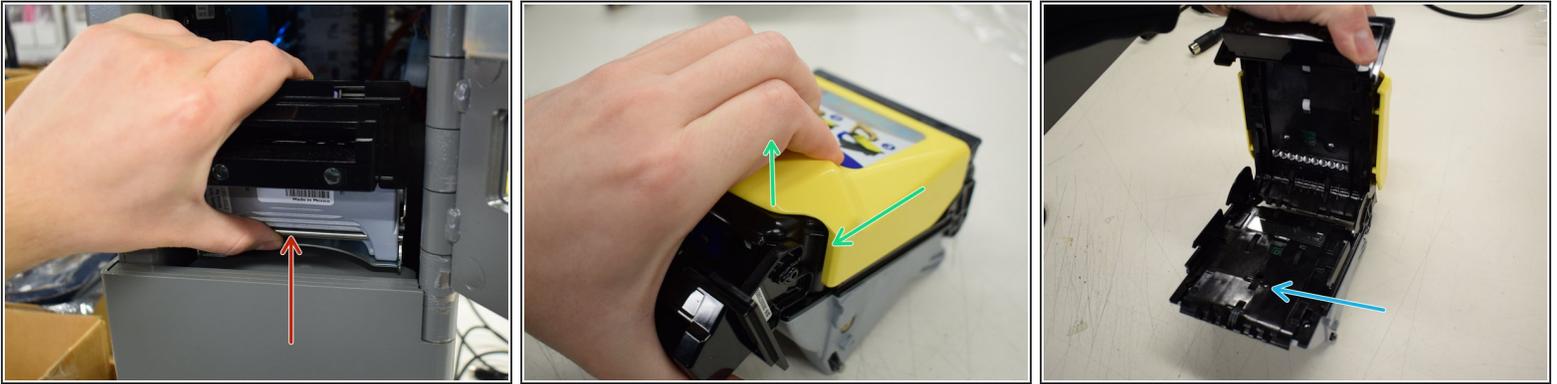
- The Enter ID Screen will have a "\$" in the top right corner if there is an error concerning the validators.
- Press Help-->View Errors. If the issue is a jam in a bill acceptor, the screen will display "Validator Fail".
- ⓘ Press Enter again and it will display which of the validators is jammed.

## Step 2 — Open Service Door



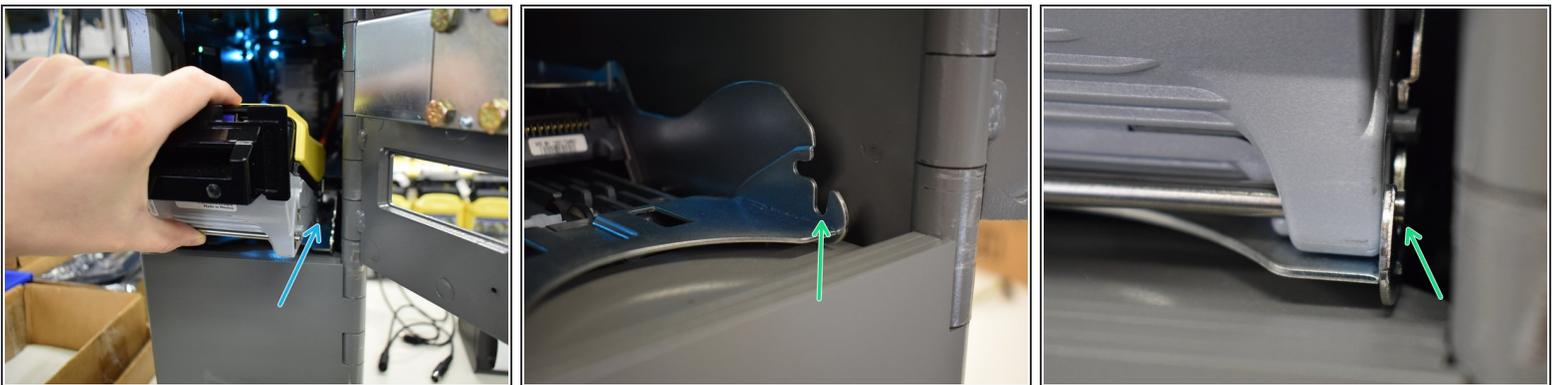
- Using appropriate key or log in credential, open the service door.
  - May require navigation to Action-->Open Service Door on display if safe equipped with electronic locks.

### Step 3 — Removing the Bill Acceptor



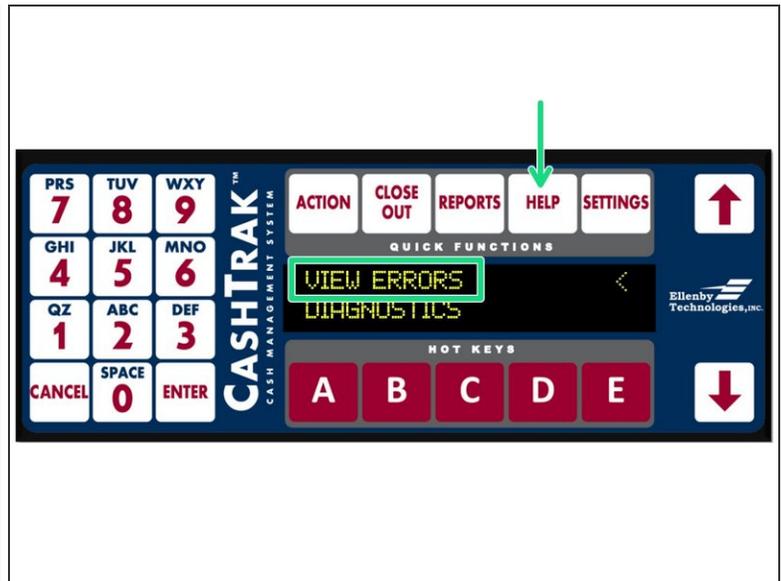
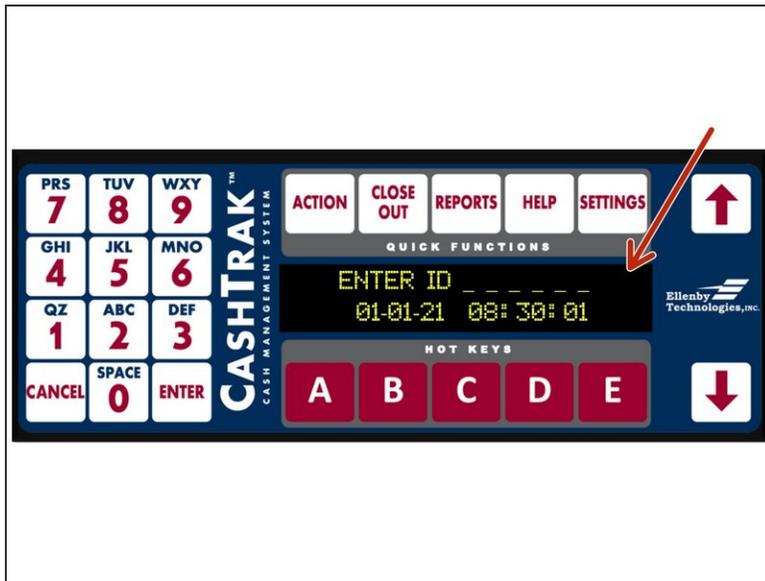
- To remove the bill acceptor, place your hand as shown and pull up on the metal bar to remove the validator from its housing.
- Once you have removed the acceptor, slide the yellow part back with your thumb to open it up.
- Once it is open, you can remove any bill jams.

### Step 4 — Re-Inserting the Bill Acceptor



- Close the acceptor and return it to its position in the safe.
- The metal bar should snap down into place within the chassis slot.
  - ⚠ It is common for the metal bar not to snap all the way into place. You may need to press down on it in order to engage the locking mechanism.
- ⓘ The acceptor will power on and perform a run and stack operation. You will hear the a few seconds of motor noise.

## Step 5 — Confirming Bill Jam Fixed



- ☞ The yellow light should disappear and green light should turn on within 30 seconds of replacing the acceptor.
  - The errors on the display should clear.
    - Verify that the "\$" character is no longer present in the upper right of the display.
    - Verify Help-->View Errors no longer displays any validator issues.
- ⓘ If the errors persist, try removing and then replacing the validator again.