■ Replenishment (Cash and Paper)

⚠️ **Caution** The acceptable condition bills and paper recommended by vendor should be loaded.

4. Cash Replenishment

4-1		1. Place the cassette on a flat surface, turn the key clockwise, and open the cassette door. 2. Close the door with the key (counterclockwise). After closing the door, remove the key from the cassette.
4-2		3. Open the cassette and pull the cash plate back until it is locked against the cash plate latch.
4-3		4. Replenish the cassette (Take note as below).
4-4		5. Unlock the cash plate by pulling it again and move it smoothly. 6. Close the cassette cover and turn the cassette key counter clock-wise until it is locked. Remove the key when it is locked. 7. With one hand holding the cassette handle and the other hand supporting the cassette from the bottom, place the cassette carefully on the set guide of the CDU and push it in until it is locked in place

5. Receipt Paper Replenishment
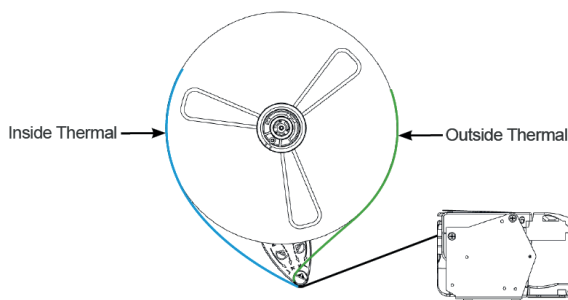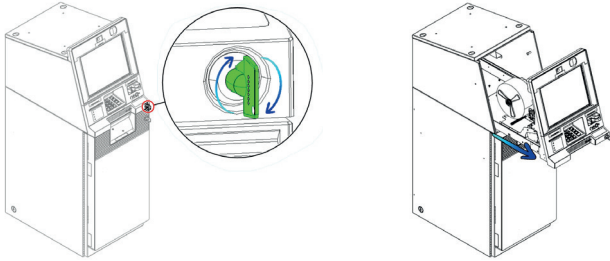
1. Find the keyhole on the product's top surface, insert the key, and turn the key clockwise. The upper fascia will slightly pop and open.
2. Grab each side of the upper fascia and pull it toward you until the customer display and receipt printer assembly is fully extended outward.
3. Make sure the SPR device has its power on. If not, check the power cable connection.
4. Place the paper head in the paper feeding path.
5. When the paper sensor detects paper, the platen rollers rotate to complete the semiautomatic paper loading.
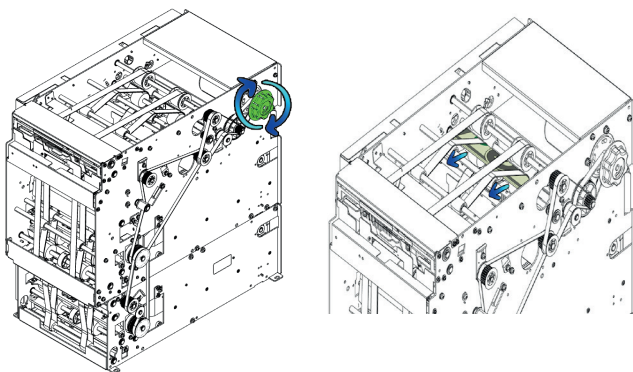
Inside Thermal ← → Outside Thermal

■ Jam Removal (Cash and Paper)

⚠ **Caution!** Before clearing jam, you should power off for your safety. After clearing, reset the device.
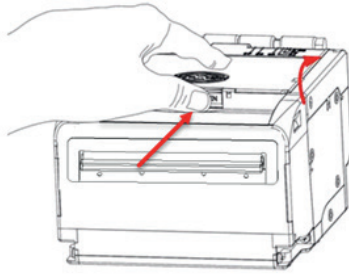
6. CDU Jam Removal


► How to clear notes jam
1. Pull the rail of CDU outward while pressing the green button on the CDU.
2. Turn the pulley located in left upper in order to move jammed note into a well removed position.
3. Take out the jammed note carefully.

7. SPR Jam

► Clear the jammed paper in the cutter as follows,

1. Turn off the printer power.
2. Press the spanner slightly with hand to open the top cover as the figure
3. Check whether there is wastepaper under the cutter blade and print head. If so, please take it out.
4. When confirming there is no wastepaper, close the top cover.
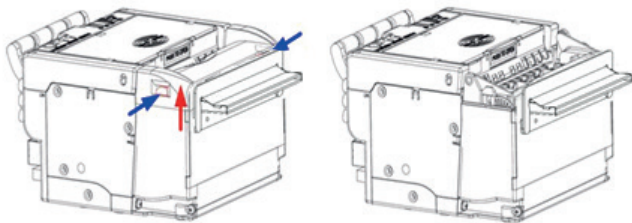
**► Clear the jammed paper in the presenter**

1. Press the snap-fit on Pre upper path and apply force upwardly to remove the Presenter top cover.
2. Take out the jammed paper and install the Pre top cover to the printer.

Note When the paper is jammed into the path of Presenter or the paper does not enter the paper output path of presenter, please remove the paper manually.

8. BlueVerse VDM
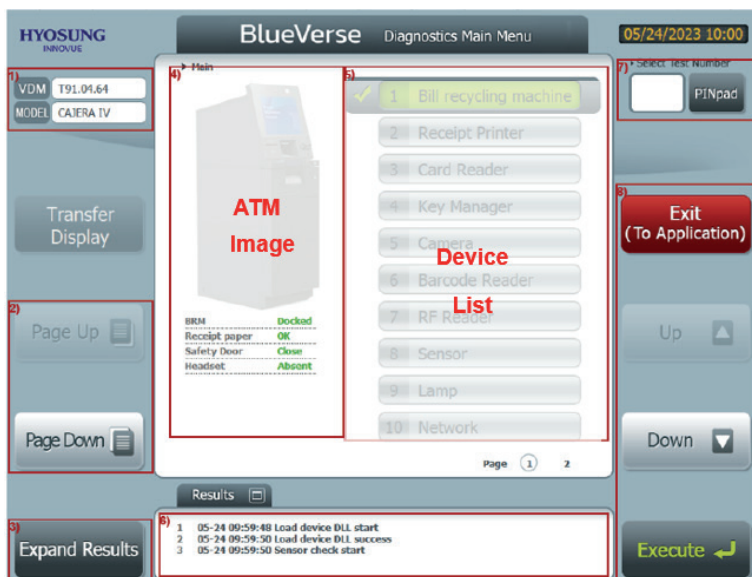
1. The version info area shows the BlueVerse VDM version and model name.
2. The [Page Up] and [Page Down] buttons scroll visible areas for the menu items and screens.
3. The [Expand Results] button shows test results in an expanded window.
4. The model info area shows the ATM model image and sensor statuses of main devices—cash dispenser, receipt printer's paper status, safe door, cabinet door, audio jack detection, etc.
5. The device menu lists all available devices. This menu can display up to 10 items on a single page; there can be multiple pages for more than 10 items.
6. The result area displays the device name, operation (function) name, and the operation result.
7. The PINPad button is enabled only on a touchscreen display. The virtual pinpad popup shows on selecting the button. You can enter key values by touching virtual keys.
8. The main buttons function as follows:
   - [Exit]: Closes the BlueVerse VDM program.
   - [Up], [Down]: Moves the focus up and down among the device menu items.
   - [Execute]: Executes the selected menu item, generally displaying a device test screen.

Hero T Quick Reference Guide

1. Power On/Off
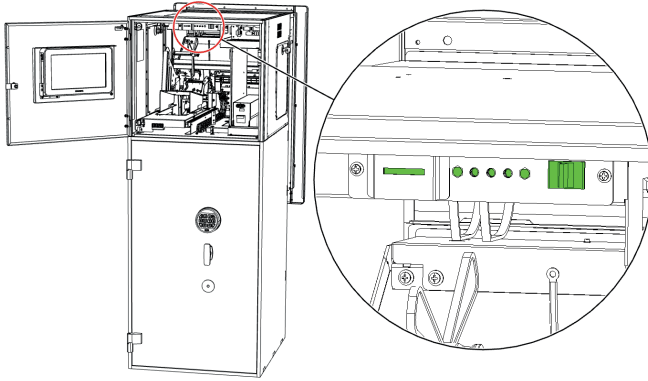
► ATM Power On
1. Open the rear door and press the power switch to the "ON" position.
2. The product's power will be turned on.

► ATM Power Off
1. Press the power switch to the 'OFF' position to turn it off.
2. The power switch shuts down the operating system first, then turns the power off.
3. If you want to turn off the ATM, you can switch to 'OFF'.

2. Locking Device Open/Close
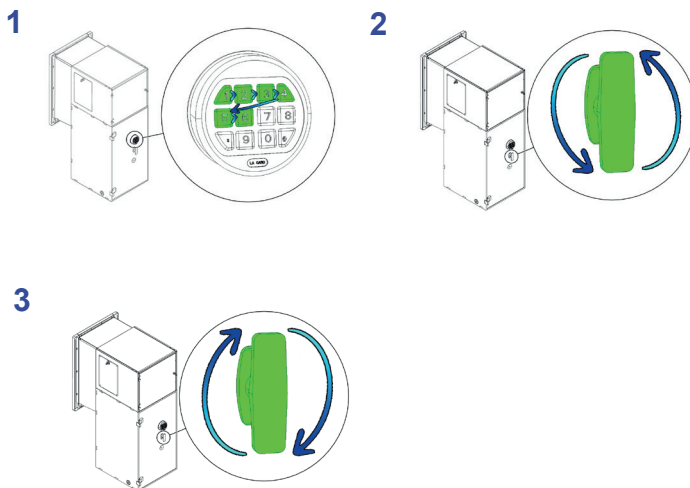
► Electronic Lock Opening/Closing
1. The default combination for Electronic Lock is 1-2-3-4-5-6. Enter this sequence on the electronic lock keypad. The lock will confirm a valid combination entry with a double signal. Lock will signal three (3) times for invalid combination entry.
2. Turn the vault door handle counterclockwise. The vault door will open.
3. Close the safe door and turn the vault door handle clockwise to close it.

3. How to open/close the CDU
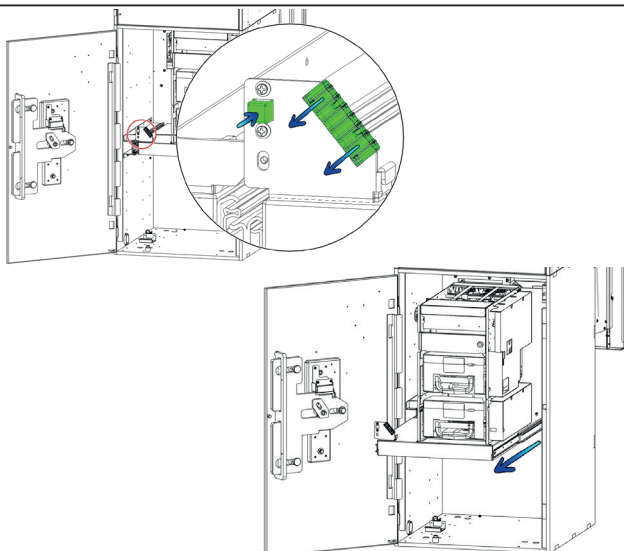
1. Open the safe door.
2. Pull out the unit pushing the green lever.
3. To close the unit, push the CDU into the system until it is locked.