

# Xchange Kiosks

## First Line Maintenance

This Quick Reference (QR) Guide explains how to perform basic maintenance and service common issues that may occur on Xchange kiosks.

**NOTE:** Follow the property's procedures for handling printed reports generated from the kiosks. Repair and replacement of the operating PC are subject to strict gaming controls. For any repairs to the PC, or other repairs not listed in this QR, contact Everi Support.

**CAUTION:** Follow the property's instructions for Personal Protective Equipment (PPE) and safe equipment handling.



**ELECTRICAL SHOCK HAZARD:** Serious shock hazard leading to death or injury may result if you do not take particular precaution. Ensure that the AC power outlets have protective ground terminals. Disconnect the power source prior to performing electrical maintenance. Prevent water or any other liquids from running onto electrical components or circuits, or through openings in the enclosure. Take precautions to prevent ESD damage due to electrostatic discharge.

### First Line Maintenance

Regular maintenance improves the performance and extends the working life of kiosk components. First line maintenance can include routine support, restocking of paper, and solving minor problems such as currency jams or bill validator/acceptor errors.

Everi kiosks are designed to be highly reliable; however, common cash-handling or technical machine errors may arise. In the event of an error, the kiosk main screen will display a **NOT READY, NOT in SERVICE, or INCOMPLETE DISPENSE** message.

The following sections present common error conditions/issues and identifies corrective first line maintenance solutions for each troubleshooting scenario:

- [Diagnosing an issue](#)
- [Ticketing server error](#)
- [Communication lost errors](#)
- [Card reader error](#)
- [Monitor issues \(black screen & touchscreen calibration\)](#)
- [Incomplete dispense error](#)
- [Pick module and dispenser belt jams](#)
- [Printer error](#)
- [Coin hopper error](#)
- [Bill validator/acceptor errors](#)
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## Diagnosing an Issue

In order to perform basic operational maintenance or to view/clear any error(s) if a malfunction occurs, perform the following:

1. Open the door, and access Service Mode by inserting the service card or by entering your service mode credentials and press OK.
2. The Service Mode screen displays the error(s) in the Status area at the top of the screen. If multiple errors arise, select the red scroll arrow to toggle between errors.



3. Perform a visual inspection and correct the error as needed. If the error is not apparent, the attendant can further diagnose the nature of the problem as follows:
  - Select **Diagnostics** on the Service Mode screen, then select **Last35**. This report will display the last 35 transactions with the date, time, transaction code, amount of transaction, and amount of transaction actually paid out to guest.
  - Select **Diagnostics** on the Service Mode screen, then select **EPRN**. This report will display the same information as Last35 but normally set to retain transaction records for 30 to 90 days.
  - Select **Diagnostics** on the Service Mode screen, then select the **Diag**. Use Diagnostic Mode to perform a test dispense, check the placement and contents of the cassettes, reset the bill acceptor/validator, reset the hoppers, and/or purge coin.

- While in Diagnostic Mode, select **Test Dispense** and then a cassette to test for proper cassette operation. One note will be dispensed from each selected cassette into the reject bin. If any errors are identified they will be displayed; if no errors are found, the screen will display a No Errors message.
- Select **Print** on the Service Mode screen, then select **Currency Balance**. This report will provide the calculated value of currency in the cassettes which can be verified by the physical count of currency within the kiosk. Specific currency movement can be identified using the Currency Balance report. Go to the last page and look for the rejected note section. Less than 10 rejects per cassette is normal. However, if more than 10 rejects are present for a cassette, the pick wheels are probably in the open position.

**Note:** The dispenser's cassettes and coin hoppers are equipped with low-level sensors to detect when notes or coins reach a low-level setting. Under normal circumstances, the kiosk will indicate when funds are low by flashing the red candle light on top of the unit; also, a limited number of transactions would then be allowed if a low level is identified. After these transactions, the kiosk will go out of service until the condition is corrected. Condition alerts generated by XE Plus will also notify property personnel of component error states and the status of the kiosk.

### Ticketing Server Error

If the property ticketing server is not functioning, or if the slot voucher database is not available, the kiosk will be unable to redeem any vouchers inserted into the bill acceptor/validator. The kiosk will continually try to communicate over the network; however, all vouchers will be rejected while the communication is down. If multiple kiosks are producing ticket redemption/generation errors, then contact Local IT and/or the slot accounting system provider to check for problems on the ticketing system side. Local IT may also check to see that the Ethernet cable is properly connected to the ticketing system.

**Note:** Check to make sure that TXC operation (ticket redemption) is properly toggled to the enabled ON position within the kiosk device's Service Mode screen.

### Communication Lost Errors

There are two types of lost communication errors that may be displayed, they are: **No Comm to RS** and **No Comm to PXC**. A message specific to the error will display after a service card insertion on an out-of-service kiosk.

- **No Comm to RS** - loss of communication with the property XE Plus report server (multiple kiosks in XE Plus will be displayed as gray and will be offline)
- **No Comm to PXC** – loss of communication with the kiosk and the PXC program on PC 1 (no longer needed within a single PC arrangement)

To address a communication issue, verify the Ethernet connection is still valid. Reboot the kiosk(s) to try to return to service. If multiple kiosks are showing No Comm to RS (offline/gray in XE Plus) then contact Local IT to check the XE server itself. If problems continue, call Everi Support for service.

## Card Reader Error

A card reader error does not produce an error message or cause the kiosk to go out of service. The kiosk will remain in service for all other transactions. To clear the card reader, manually turn the green wheel connected to the side of the card reader to clear any object(s) that may be stuck in the card reader. After object(s) are removed (or no objects are found), reboot the kiosk and attempt to put it back into service. If the card reader error does not clear, contact Everi Support.

**Note:** Do not switch out components while kiosk is on; power off the kiosk before removing and replacing any components.

## Monitor Issues

The touchscreen monitor may become blank or turn black causing the unit to be inoperable.

### Black Screen

To address any blank or black screen issues, do the following:

1. Check the power LED light and the plug on the back of the monitor. A green LED signifies good power and signal operation. A yellow LED shows power is being recognized but there is no signal.
2. Check that video and power cables are firmly secured.

### Touchscreen Calibration

**Note:** To access the PC's operating system, the kiosk unit's VSS security must be interrupted to gain access. Contact Everi Support for assistance.

To address any calibration issues, do the following:

1. With door open, install a USB keyboard to navigate touchscreen.
2. Press **Alt+F4** to close the UXCHW program and enter Windows desktop.
3. Double tap window to **Calibrate**.
4. Exit program.
5. Perform soft reboot (reset button) or reboot kiosk.

**Note:** To clean the monitor, use a soft terry cloth towel. Do not spray cleaners directly onto touchscreen monitor.

## Dispenser Errors

Jams most often occur in either the top or the back of the currency dispenser, or with a pick module located at the back of the dispenser pockets. Also, jams can occur if there is a cassette read error, the dispenser is jammed, or a cassette is in an empty or low-level condition. When the currency level is below 100 notes, according to the settings, the candle light on top of the unit will start flashing. If a cassette is not recognized or the wrong Type Code cassette is used, the kiosk will not go into service until corrected, and proper reboot process is performed.

**Note:** The number of rejects is dependent on the number of notes dispensed. Under 5% rejects per cassette is considered normal. More than 5% may indicate an issue with the pocket gates or the cassette itself.

## How to Address an Incomplete Dispense Error

An **Incomplete Dispense** error can occur because of a mechanical malfunction during a **slot voucher, bill break, or ATM transaction**.

**Note:** An incomplete dispense that may occur during an ATM transaction will result in a reversal of funds to the patron's account and should never be paid out.

If the kiosk short pays a patron, one of two following processes can occur, depending on kiosk settings:

- Either, the kiosk automatically prints out a short pay voucher, to be taken to the cage cashier to redeem for cash. The kiosk will automatically attempt to correct the error by clearing any jammed notes. If the kiosk is unable to clear the error, it will stay out of service with a dispenser error, this is the default setting in UXC.
- Or, an attendant must open the door and print a short pay voucher by selecting Print on the kiosk's Service Mode screen. The patron can take the voucher to the cage and redeem the balance of the original voucher. The attendant should attempt to correct the error and perform a full reboot of the kiosk

**Note:** The kiosk must go back into service, to find the specific error and to verify that the components are working.

To clear the dispenser error, perform the following steps:

1. Insert the service card or input employee credentials and press **OK** to enter the Service Mode screen.
2. Verify that there are no low or empty cassettes or hoppers in the kiosk.
3. Check for any jammed bills on top of the cash dispenser. If there are no jammed bills on top, check the back of the dispenser for any jams. If there are coins, check the shoot from the hoppers to the coin tray for any coin jams.
4. If no jammed bills or coins are found, select the **Diagnostics** button from the Service Mode screen, then select **Diag**.

5. Perform a test dispense on the cassette that is throwing the error by selecting **Test Dispense**. It will send one note from the identified cassette into the reject bin, located in the top cassette. If all bills dispense correctly, put the kiosk back into service.
6. Reboot the kiosk and verify that the error clears.

**Note:** If the error persists, continue troubleshooting procedures or call Everi Technical Support.

## To Clear Jams from the Pick Module

To clear jams from the Pick Module, perform the following steps:

1. Pull the cassette out of the dispenser's pocket.
2. Reach inside the space vacated by the cassette and remove any jammed notes or debris.



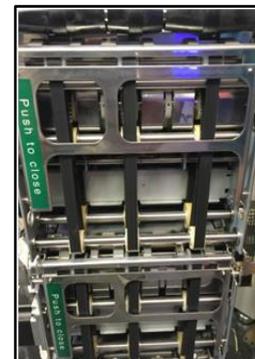
**Note:** At the back of the dispenser pockets are two metal tabs labeled with green arrows that both point down, one is labeled **Open** and the other is labeled **Close**. Reach into dispenser pocket and push down on the metal tab with green arrow labeled **Close**. When pushing down, you should hear a click, this indicates that the Pick Module is in its correct closed position. This is a common issue that causes many rejects and is easily corrected by pushing down on the metal tab.

3. Perform a **Test Dispense** to check to see if jam has been cleared.

## To Clear Jams from Dispenser Belt

To clear jams from the backside of the dispenser, perform the following steps:

1. Pull the dispenser out to where the back of the unit is exposed.
2. Inspect the back of the dispenser for any jammed or loose currency.
3. The external Pick Module Gates can be loosened by pulling the green arrow tab to swing open the gate.
4. Remove any jammed or destroyed notes and clear any debris that may be present.
5. Close any external Pick Module Gates and perform a **Test Dispense** to check to see if jam has been cleared.
6. Once jam is clear, reboot the kiosk to reset the dispenser.



**Note:** Be sure to close any external Pick Module Gates that may have been opened prior to having the kiosk go back into service.

## To Check Cassette Placement and Configuration

To double check cassette placement along with configuration of each cassette, perform the following steps:

1. Insert the service card or input employee credentials and press **OK** to enter the Service Mode screen.
2. Select the **Diagnostics** button, then select the **START** button next to Multi Status.
3. The kiosk will perform a Multi Status check to view the position of each cassette within the kiosk. It will do this by reading the magnet configuration on each cassette and the currency denomination determined for that cassette along with pocket position.
4. Once Multi Status check is viewed and complete, the **START** button will be greyed out.

## Printer Error

For common paper jams, the rollers get dirty during use, and should be cleaned. To address, open hood and blow out any debris that may be in the printer. Press and hold the feed button to perform a test print. Everi can provide approved cleaning kits with wipes and cleaners.

**WARNING:** Do not swap out printer while powered on, power down kiosk first. Damage to printer or to the port on the computer may occur.

Perform these steps when addressing common printer issues:

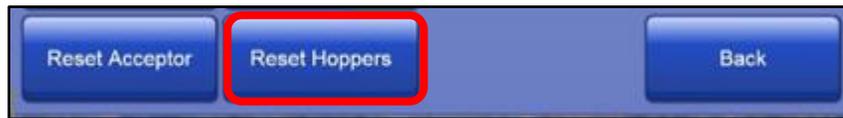
1. Verify that the printer has paper.
2. Check to make sure there is no debris or paper stuck in the printer.
3. If dirty, clean the roller.
4. Select the **Print** button on the Service Mode screen, then select **Last Trans** to print the last transaction to verify printer operation.
5. If the error persists, continue troubleshooting procedures or call Everi Support for service.

## Coin Hopper Error

It may be necessary to clear a coin hopper error if the kiosk becomes:

- Inoperable
- Experiences a low or empty coin level
- Coin hopper or coin chut is jammed

If a hopper error occurs, reset the hoppers using the Diagnostic Mode screen within Service Mode.



To clear the coin hopper, perform the following steps:

1. Determine if the coin level is low in the hopper. Enter the **Diagnostic Mode** screen or enter code **9999**.
2. Remove the hopper and shake it to loosen up any jammed coin and remove foreign objects such as paper, plastic, or string.
3. Carefully empty the contents of the jammed hopper into a container.
4. Remove the items that are causing the jam.
5. Return coins into the hopper.
6. Place the hopper back in the kiosk, press **RESET HOPPERS** on the Diagnostic Mode screen.
7. If **OK** displays throughout, put the kiosk back in service.
8. If the hopper errors do not clear, the hopper may need to be replaced.

**Note:** If the jam condition will not clear, replace the hopper with a different unit.

Broken pins on the hopper cannot be repaired, the hopper must be replaced if pins are damaged. Hoppers with the same part number; generally, quarters and nickels, are interchangeable. Switch hoppers with the same part number to isolate the error to either the plate or the hopper. If issue remains after the hoppers are switched, the error is with the back plate.

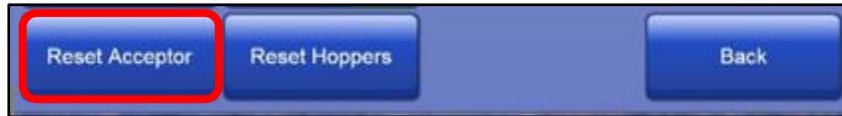
Prior to resetting the kiosk into service, ensure the hoppers are in the proper order to dispense correctly, especially if hopper denominations have been switched for troubleshooting and/or replacement. The labels for denominations must match the labels on the mounting rack.

## Bill Validator/Acceptor Errors (BVAs)

Most often, if a BVA error occurs something may be stuck in the bill validator/acceptor or the stacker is full. The kiosk may contain two side-by-side bill validator/acceptors with stackers. Each acceptor will stack vouchers and notes to the set capacity. Once at capacity, the BVA will not accept vouchers on that acceptor and the runway lights on the component will turn red indicating that the acceptor is not operational. The other acceptor will continue to accept vouchers and notes until it reaches set capacity. If both stackers are full, the kiosk will go out of service with an acceptor error.

If an acceptor error occurs, the cause may be a faulty BV head on the acceptor itself. Swap the BV heads to see if error follows. If it doesn't follow, the error may be with the stacker itself; you may swap the stackers or perform a Rollover and replace the stacker.

Press **Reset Acceptor** on the Diagnostic Mode screen to restart the Bill Validator/Acceptor.



**Note:** The LED lights on the BVA will slowly flash green if not connected to UXC, check the connection to the PC if this occurs.

## Clearing the Note Path Area

To clear any debris in the note path, perform the following functions:

1. Pull the release at the front and remove the transport.
2. Grasp the release on top of the device near the middle of the unit and pull up firmly to access the voucher path.
3. Check for jammed paper or pieces of debris in the pathway.

**Note:** The LED lights on the BVA will be a constant red if not connected to the ticketing system, check connection if this occurs.

## Placing the Bill Validator/Acceptor Back into Service

To place the unit back in service, perform the following steps in the exact order as they appear:

1. Securely close the rear path access door.
2. Replace the unit in the chassis and make sure it is firmly seated.
3. If the problems persist, replace the bill acceptor and/or the stacker.
4. If problems continue, please call Everi for service.

When the kiosk is placed back into service, the unit will perform a run and stack operation to simulate receiving a voucher. If this does not occur, check the harness connections and redo the steps above if need be. Pressing **Reset Acceptor** on Diagnostic Mode screen causes the acceptor to recycle in the same manner as exchanging acceptor units.

## Proper Kiosk Reboot

A proper reboot is required following any troubleshooting to major components inside or external to the kiosk unit.

In order to perform a proper reboot, perform the following steps:

1. Press and release the power button on the PC.
2. Windows performs a soft shutdown, which may not be visible onscreen. Wait until the PC fully powers down. After the PC is fully powered down, the LED light next to the powerbutton goes dark.

**Note:** Some LED lights on the bottom may remain on, even when the PC is powered down.

3. Open the lower main door.
4. On the UPS, press and hold the power button until it beeps twice (approximately 5-8 seconds)
5. Upon hearing the second audible beep, release the power button.
6. All components should power down immediately. The device is fully powered off when the display screen on the UPS goes dark.
7. To power up the kiosk unit, press the power button on the UPS once and the unit will fully start up. There is no need to power on the PC, the kiosk's PC unit will automatically start.
8. The kiosk will cycle through all of its major components and is available to go back into service.



## Confirming Enabled Functions

Ensure that the kiosk's configured operation is enabled within the Service Mode screen.

In order to check enabled operation, perform the following steps:

1. Insert the service card or input employee credentials and press **OK** to enter the Service Mode screen.
2. Check to make sure the kiosk's configured **Operation** is enabled by toggling the appropriate function to the **ON** position.



- **DXC** – bill breaking
- **TXC** – ticket redemption
- **ATM** – ATM operation

**Note:** Enabled operation for a single kiosk unit and/or multiple units are determined by property management.

