

## Tranax / Genmega / Hantle ( Std 3 DCC) Dialup Settings

Customer Setup>Change Processor>Communication	Customer Setup>Select Processor>Message format	Customer Setup>Change Processor>Standard 3 Option
Comm Type: Modem Reversal at host: Enabled	Message Format: standard 3	Status monitoring: Enabled Comm Header: Enabled Use 12 bit seq#: Disabled CRC: Disabled
Host Setup>Routing Number	Host Setup>Telephone Numbers	
Routing Number: CDSAA0	Phone#1: 1-866-923-3608 Phone#2: 1-866-433-4608 Configuration: Scheduled	

## Tranax / Genmega / Hantle ( Std 3 ) on Dialup Troubleshooting

Error	D1800	No Dial Tone
	A	Make sure the phone line is plugged in at both ends. The jack should be plugged into the "Line 1", or top, port on the main board of the terminal.
	B	If the line is properly plugged in, connect your test phone into the "phone" jack on the main board. This will enable you to listen for a dial-tone.
	C	If there is no dial-tone, try connecting the phone line directly into your test phone. If still no dial-tone, replace the phone cable.
	D	If after replacing the phone cable you still receive no dial-tone, contact the location telephone provider for further assistance.

Error	D1704	No ACK / NAK :CDS received but rejected the transaction / communication (incl. any "D170x" type of error)
	A	Verify terminal programming. Ensure that your terminal ID is correct ( Host setup>Terminal ID ) . Check that your RoutingID is set to ATMI00 ( Host Setup>Routing Number) Check Host phone numbers. (Host Setup>Phone Numbers)
	B	Check your terminal setup on CDS. Open <a href="http://www.columbusdata.net">www.columbusdata.net</a> and enter your login credentials. Navigate to Terminal>Edit Terminal. Select your terminal ID from the drop down and click continue. In the equipment type drop down, make sure your machine type is accurate, selecting the entry indicating TRITON EMULATION. Click "Update Terminal. "

Error	DA0111	
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		Pin Translation error / Master keys are incorrect
	A	Log into Key management. ( Operator>Host Setup>Key Management>Enter Master Keys> input password 1&2 > ) Key mode should be TDES or TDES 3. Verify that the Check Digit matches the one provided when the master keys for this terminal were bound.
	B	Verify Terminal ID. ( Operator> Host Setup> Terminal ID )

Error	.	First Field ID Code Mismatch ( when attempting to go into service )
		Master Keys have not been bound on the CDS website for this terminal. You can bind keys on <a href="http://www.columbusdata.net">www.columbusdata.net</a> or have Tech Support bind them for you by telephone.