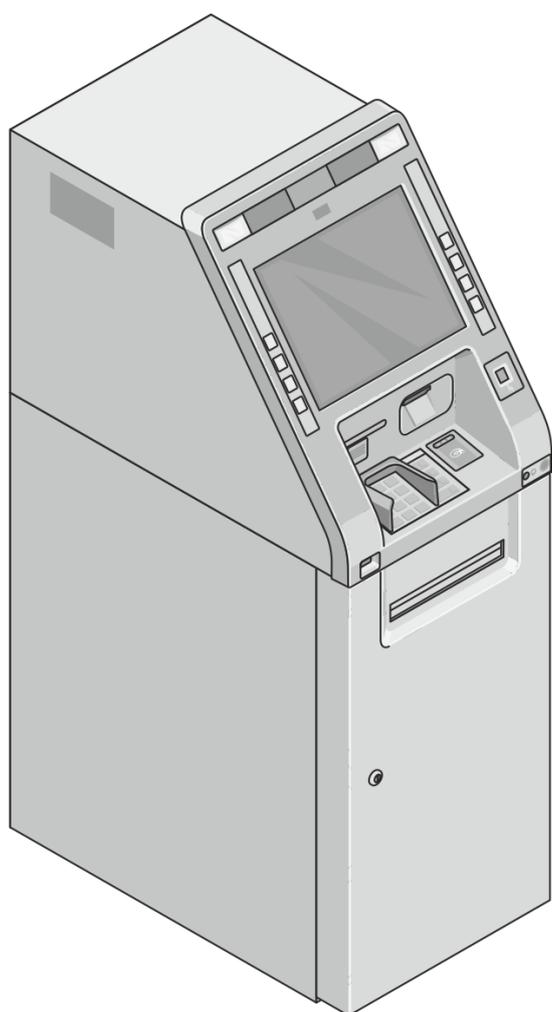


# DN Series 100D FL

Operating Manual

01750334554C



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# Table of Contents

<b>1</b>	<b>Legal Disclaimer .....</b>	<b>1-1</b>
<b>2</b>	<b>Safety .....</b>	<b>2-1</b>
2.1	Important Safety Precaution.....	2-1
2.2	Notes concerning installation .....	2-1
2.3	General safety precautions .....	2-1
<b>3</b>	<b>Introduction .....</b>	<b>3-1</b>
3.1	Symbols used in this manual .....	3-1
3.2	General power interruption.....	3-1
3.2.1	DN Series 100D FL.....	3-2
<b>4</b>	<b>Device Overview .....</b>	<b>4-1</b>
4.1	System types.....	4-1
4.2	DN Series 100D Frontload .....	4-1
4.3	Controls.....	4-2
4.3.1	Frontload overall view .....	4-2
4.3.2	Fascia.....	4-3
4.3.3	Component carrier pulled out.....	4-4
4.3.4	Fascia opened .....	4-5
4.3.5	Front door opened .....	4-6
4.3.6	Safe opened.....	4-7
<b>5</b>	<b>Operation .....</b>	<b>5-1</b>
5.1	General information.....	5-1
5.2	Calling the product-specific software .....	5-1
5.2.1	Frontload.....	5-2
5.3	Opening/closing the system doors .....	5-2
5.3.1	DN Series 100D Frontload.....	5-3
5.4	Opening/closing the safe door .....	5-9
5.4.1	Opening/closing the safe door (with factory setting) .....	5-9
5.4.2	Customizing the key and number combination locks.....	5-16
5.5	Opening/closing the safe door (with customized lock) .....	5-21
5.5.1	Opening the safe door (with customized lock) .....	5-21
5.5.2	Closing the safe door (with customized lock).....	5-25
5.6	Switching the system on .....	5-27
5.6.1	Frontload .....	5-28
5.7	Switching the system off .....	5-29
5.7.1	Frontload .....	5-30
5.8	Setting the volume of the headphone jack .....	5-31
5.9	Remote status indicator .....	5-32
5.10	TP30/TP31 receipt printer .....	5-34
5.10.1	Servicing the TP30/TP31 receipt printer .....	5-34
5.10.2	TP29 journal printer .....	5-34
<b>6</b>	<b>Problems.....</b>	<b>6-1</b>
6.1	General information.....	6-1

6.2	Malfunctions of the safe .....	6-1
<b>7</b>	<b>Maintenance .....</b>	<b>7-1</b>
7.1	Cleaning the housing .....	7-1
7.2	Cleaning the keyboards/keypads .....	7-1
7.3	Cleaning the LCD monitor .....	7-1

## List of Figures

Illustration 3-1	Switching the system on/off using the ON/OFF button .....	3-2
Illustration 3-2	Disconnecting the power cable outside of the safe .....	3-3
Illustration 4-1	Frontload overall view DN Series 100D with UL safe.....	4-2
Illustration 4-2	Fascia (Customer panel).....	4-3
Illustration 4-3	Component carrier pulled out.....	4-4
Illustration 4-4	Fascia (customer panel).....	4-5
Illustration 4-5	Front door opened.....	4-6
Illustration 4-6	Safe opened 2-High UL safe with AFD 2.0 .....	4-7
Illustration 4-7	Safe opened 4-High UL safe with AFD 2.0 .....	4-8
Illustration 4-8	Safe opened 5-High UL safe with AFD 2.0 .....	4-9
Illustration 4-9	Safe opened 4-High CEN safe with AFD 2.0 .....	4-10

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# 1 Legal Disclaimer

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## 2 Safety

### 2.1 Important Safety Precaution

	 <b>NOTE</b>
	Read this entire manual carefully in order to obtain a thorough knowledge with respect to the system and the components, in addition to their operation and maintenance.
	Operate the system and the components correctly in accordance with this manual in order to avoid injuries and damage to the plant.  Keep this manual available and consult it for guidance when you are unsure about to carry out one or another of the procedures.

	 <b>DANGER</b>
	<b>Risk of fatal injury from electrical shock!</b>
	Make sure that no water/liquids (e.g. rain, snow etc.) gets into the open device and the exposed components, especially under adverse weather conditions, since that could pose a danger to your life.  If you work on an open device be sure to take appropriate precautions (covering the device properly, for example) to prevent liquids from getting into the device.

### 2.2 Notes concerning installation

- When installing the device or doing any work on the device make sure that the device is not connected to power.
- Remove the shipping restraints inside the unit which secure its components during transportation if necessary for the installation (see information sheet included with the device).

### 2.3 General safety precautions

This device complies with the relevant safety regulations for information processing equipment.

- For reasons of stability, the device must be screwed to the load-bearing substructure of the installation site or mounted on a suitable base.
- When moving the device from a cold to a warm environment, do not operate it for at least two hours to prevent possible damage caused by condensation. Do not operate it for at least two hours to prevent possible damage caused by condensation.
- Use only the original packaging material to transport the device.
- Observe the warning and information labels on the device.
- Unless otherwise stated, grasp the components only by the green ledge when handling them.

- The device is equipped with a safety-tested power cable. Connect this power cable only to a grounded socket.
- Always hold the plug when removing the power cable. Never pull on the cable itself.
- Lay all connecting cables in such a way that they will not be stepped on or tripped over, damaged or crushed in any way.
- Have damaged power cables replaced immediately.
- Make sure that there is always free access to the electrical sockets used or to the electrical circuit-breakers of the house installation.

	 <b>DANGER</b>
	<p>In case of an emergency (e.g. damaged cabinets, controls or power cables, liquids or foreign objects in the device) take the following steps:</p> <p><b>Switch the device voltage-free immediately by:</b></p> <ul style="list-style-type: none"><li>• Switching off the automatic circuit breaker or removing the fuse insert from the fuse holder in the distributor box of the house installation.</li><li>• Disconnecting the plug of the power supply cable from the grounded socket in the building installation.</li><li>• Interrupting the power connection (see chapter "Introduction", section "General power interruption" in the operating manual);</li><li>• For further system-specific notes, please refer to the operating manual.</li><li>• Inform the customer service responsible for you.</li></ul>

- Never connect or disconnect data transmission lines during a thunderstorm.
- Always keep the device's ventilation openings free from obstruction to ensure proper ventilation and to prevent malfunctions resulting from overheating.
- Only use accessories and extension components that have been approved by us. Nonobservance can result in damage to the system or violations of regulations concerning safety, radio interference and ergonomical requirements.
- Note that there are only safety extra-low voltage circuits (SELV circuits) if you want to feed voltage from an external source into prepared cables to install additional electronics (e. g. EMA connection).
- To clean the device only use cleaning agents approved by Diebold Nixdorf (see chapter "Cleaning, Service and Maintenance" in the operating manual).
- Components with adjustable light effects are integrated in this product. Repetition frequencies between 5 Hz and 40 Hz should be avoided as certain light frequencies or flickering light sources can cause epileptic seizures in some individuals.

Also avoid light reflections and synchronize the cycles wherever possible. Ensure that monitors' refresh rates are as high as possible.

## Repairs

	 <b>DANGER</b>
	Repair work on the system or on the components may be carried out only by authorized specialist staff. Unauthorized opening of the system or repair work carried out improperly could result in considerable danger to the user. In case of noncompliance, DIEBOLD NIXDORF Pte. Ltd. excludes all liability.

## Lithium batteries

	 <b>DANGER</b>
	<p><b>Danger of fire and explosion</b></p> <p>The handling and the replacement should only be performed by authorized service personnel which was trained by Diebold Nixdorf.</p> <p>There is a danger of fire or explosion if the batteries are handled improperly. It is therefore important to note the following points:</p> <ul style="list-style-type: none"><li>a) Avoid short circuits</li><li>b) Never recharge the battery</li><li>c) Avoid temperatures above +100°C (+212°F)</li><li>d) Do not attempt to open the battery by force</li><li>e) Do not allow the battery to come into contact with water or fire</li><li>f) The battery should only be replaced with the same or an equivalent type recommended by Diebold Nixdorf. Dispose of used batteries in compliance with national regulations and the manufacturer's specifications.</li></ul>

## 3 Introduction

These operating instructions provide all of the information required for problem-free operation of the DN Series 100D FL . After you have studied the operating instructions, you will be able to:

- replace consumables,
- operate the device properly.

### 3.1 Symbols used in this manual

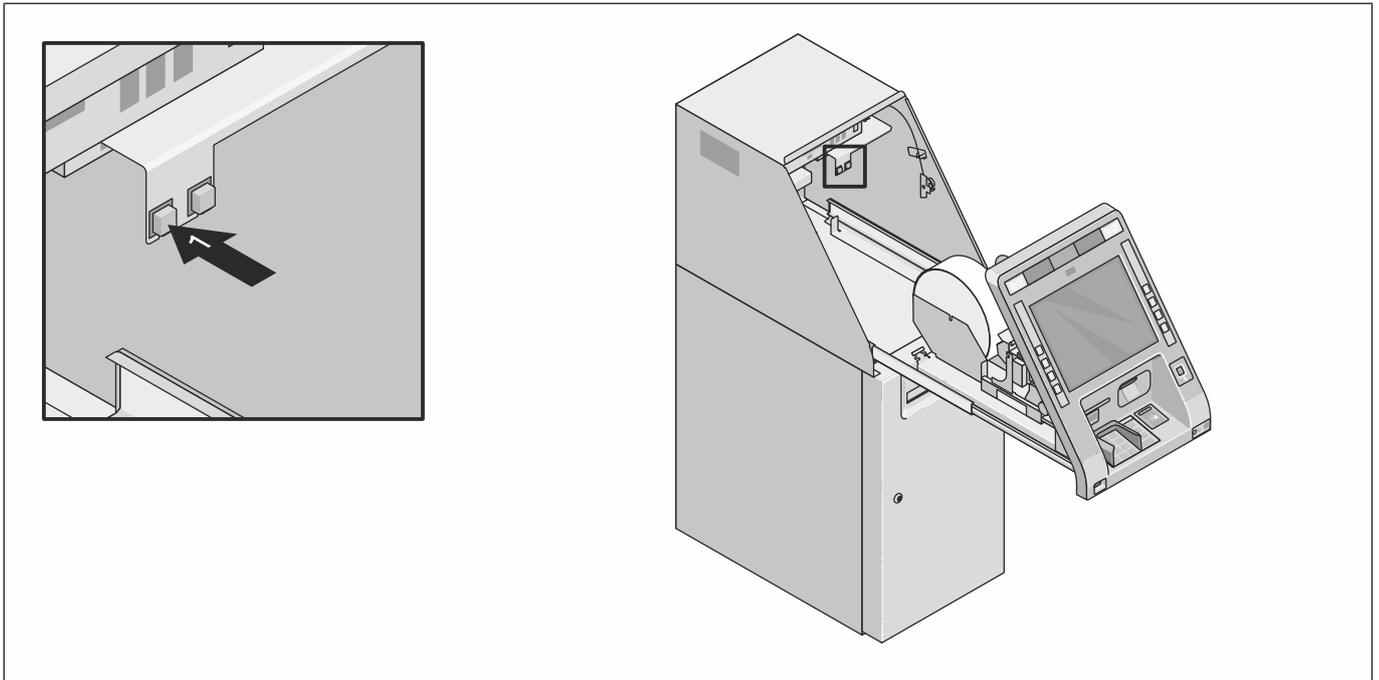
-	Text following a dash represents an item in a list.
""	Refers to other chapters or sections.
•	Text following this symbol describes actions to be performed in the specified order.
“	Text in simple inverted commas relates to equipment/mounting parts which are included in the delivery package.
Text	Text in small capitals designate push buttons/switches on a control or switches that are to be actuated in the software.
1. 2. n.	Numbered procedural instructions describe activities which must be carried out in the specified order.

### 3.2 General power interruption

	<b>NOTE</b>
	<p>A general power interrupt has the following effects:</p> <ul style="list-style-type: none"><li>• All current transactions are immediately aborted (exception: transport of the ID card).</li><li>• Dispensed banknotes remain in the transport paths of the cash dispenser. They are transported to the stacking tray position or in the cash dispenser's reject cassette.</li><li>• Depending on the parameter setting, ID cards are output, retained or transported to the ID card reject tray. This transaction will be properly completed.</li></ul>

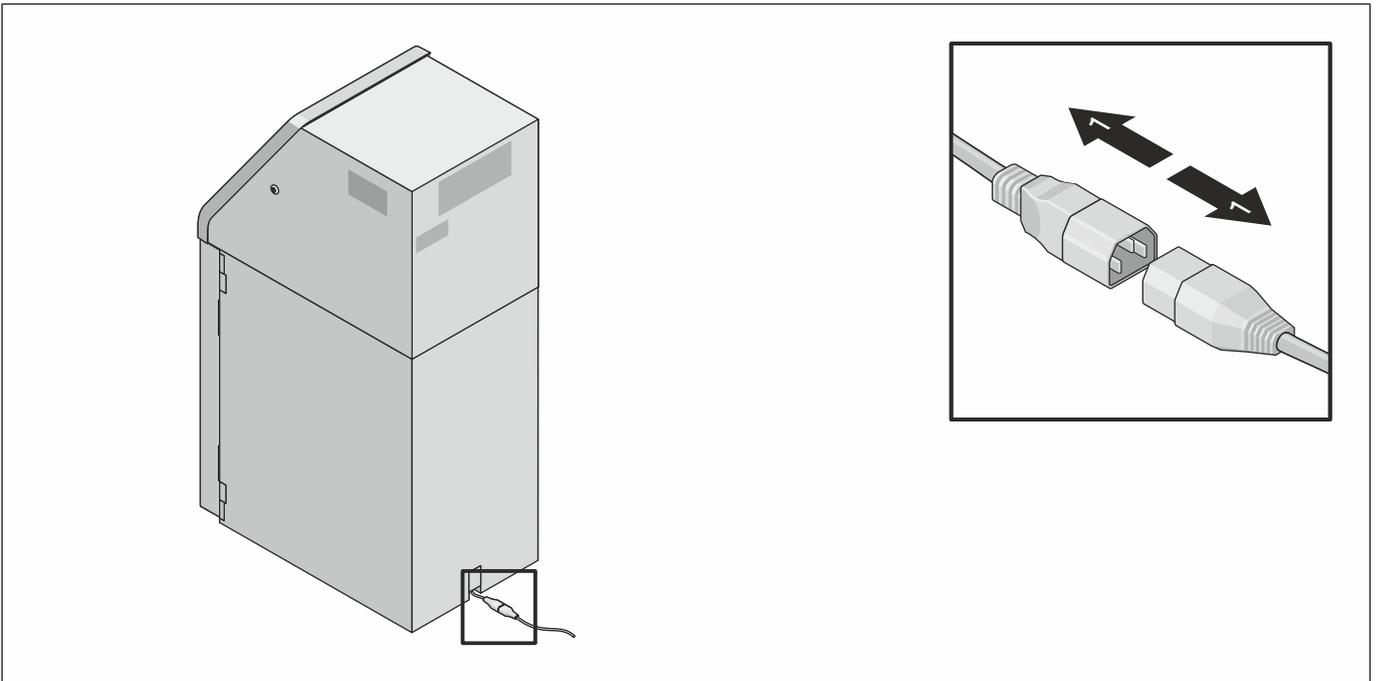
### 3.2.1 DN Series 100D FL

1. Open the fascia (see "[Section 5.3.1.2](#)")



*Illustration 3-1:* Switching the system on/off using the ON/OFF button

2. Switch the system off by pressing the ON/OFF button (red color).



*Illustration 3-2:* Disconnecting the power cable outside of the safe

3. To ensure the entire system is disconnected from the power supply, you should also pull the power supply cable from the electric socket installed on-site, or interrupt the power supply by switching off the circuit-breaker or unscrewing the fuse from the distributor box of the house installation.

---

## 4 Device Overview

### 4.1 System types

The DN Series 100D FL is an automated teller machine which has been designed for indoor installation. The device is equipped with a safe and various components.

The model series of the DN Series 100D FL is equipped with an AFD 2.0 module.

### 4.2 DN Series 100D Frontload

In this device type, the support/maintenance tasks are carried out from the front of the device. The necessary dialog takes place via the customer monitor, the keypad and the function keys on the customer panel or the touch screen or at the ON/OFF and SOP pushbuttons.

## 4.3 Controls

### 4.3.1 Frontload overall view

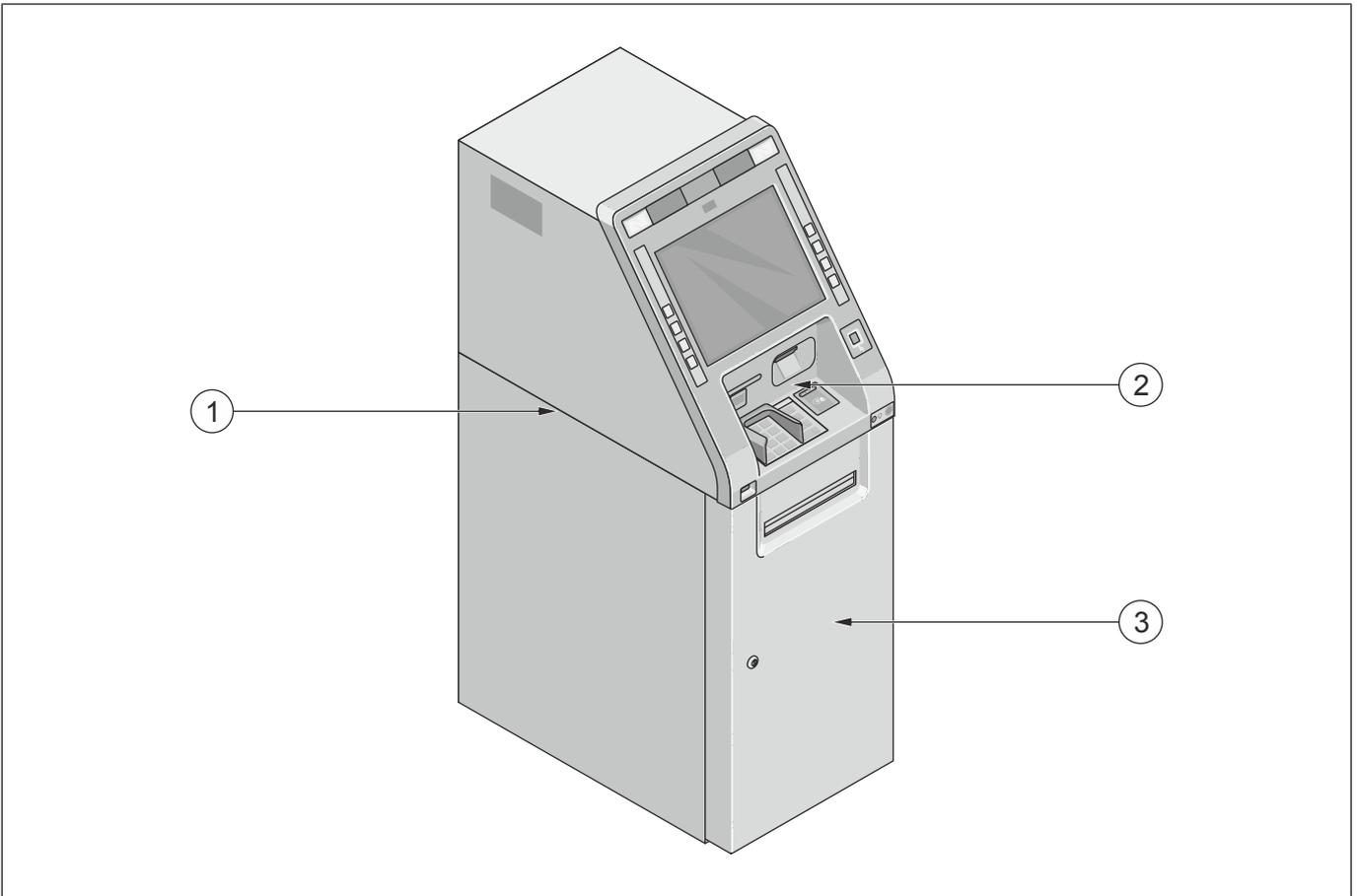


Illustration 4-1: Frontload overall view DN Series 100D with UL safe

1	System	3	Front door
2	Fascia		

### 4.3.2 Fascia

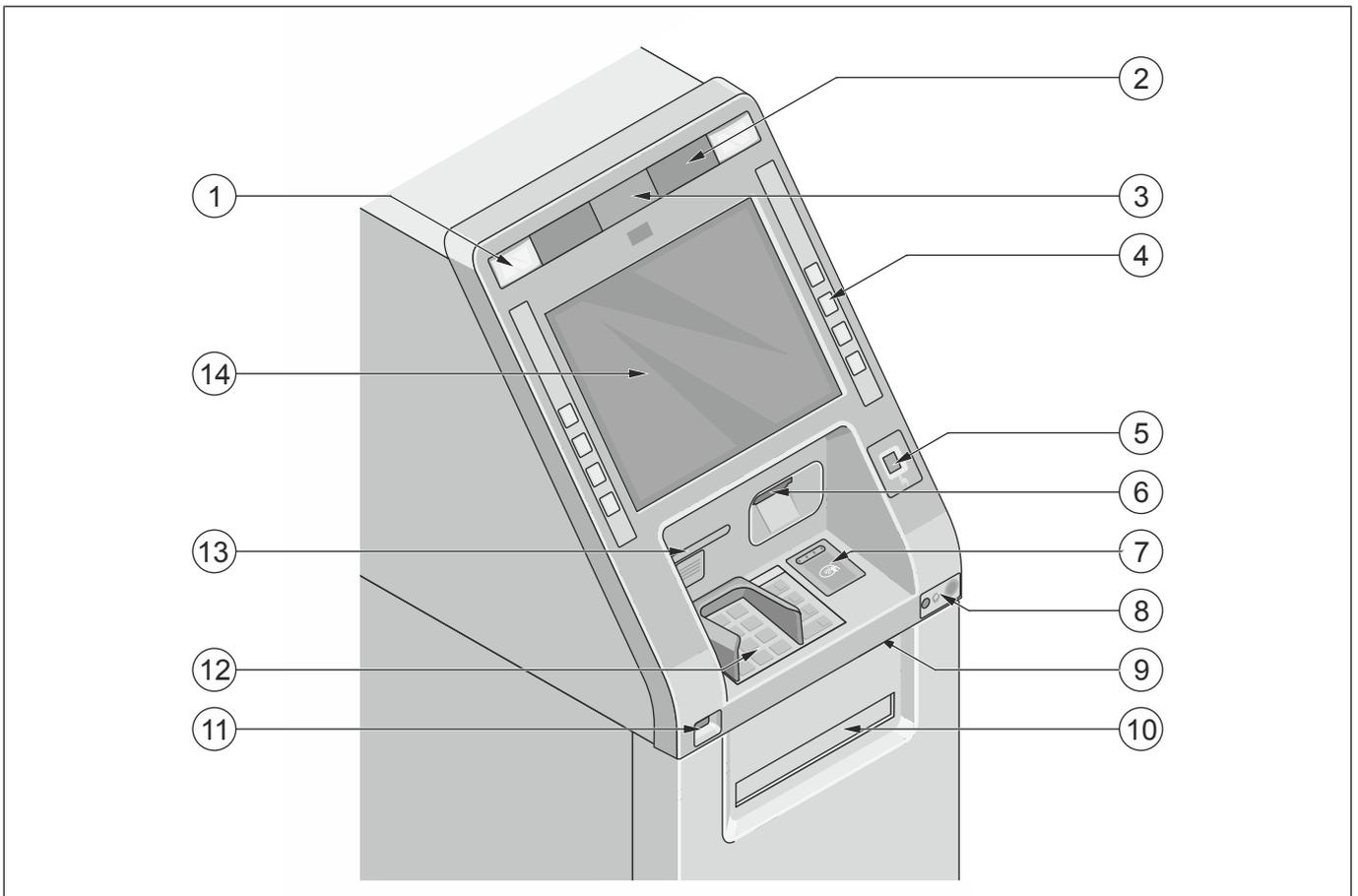


Illustration 4-2: Fascia (Customer panel)

1	Security mirror	8	Headphone jack
2	Loudspeakers	9	Cash slot camera
3	Portrait camera	10	AFD 2.0 shutter
4	Function keys	11	Barcode scanner
5	Fingerprint reader	12	Keypad with keyboard privacy shield
6	Card input	13	Receipt output
7	Contactless card reader	14	LCD monitor

### 4.3.3 Component carrier pulled out

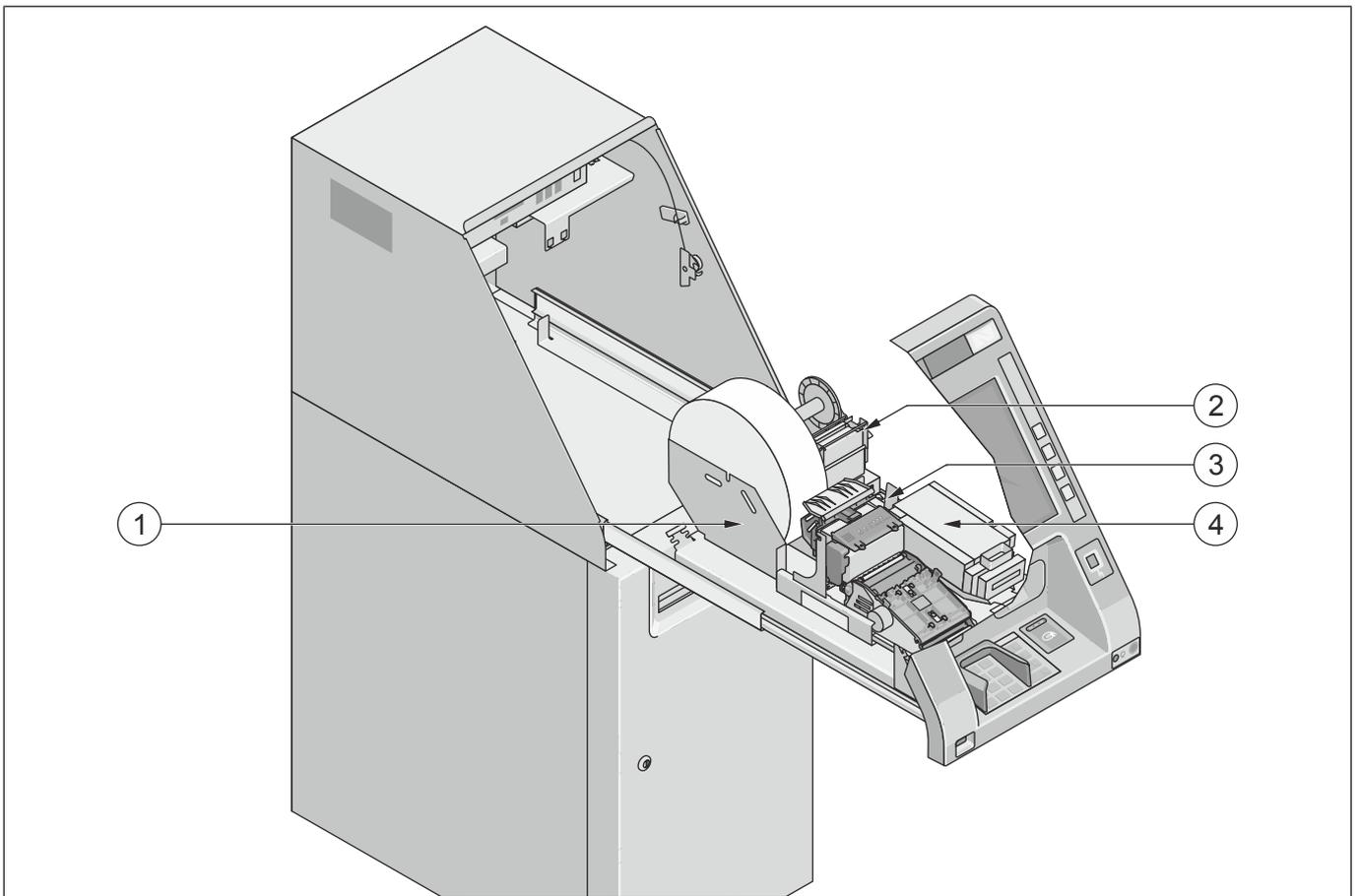


Illustration 4-3: Component carrier pulled out

1	Receipt printer
2	Journal printer
3	Card reject deposit
4	Card reader

### 4.3.4 Fascia opened

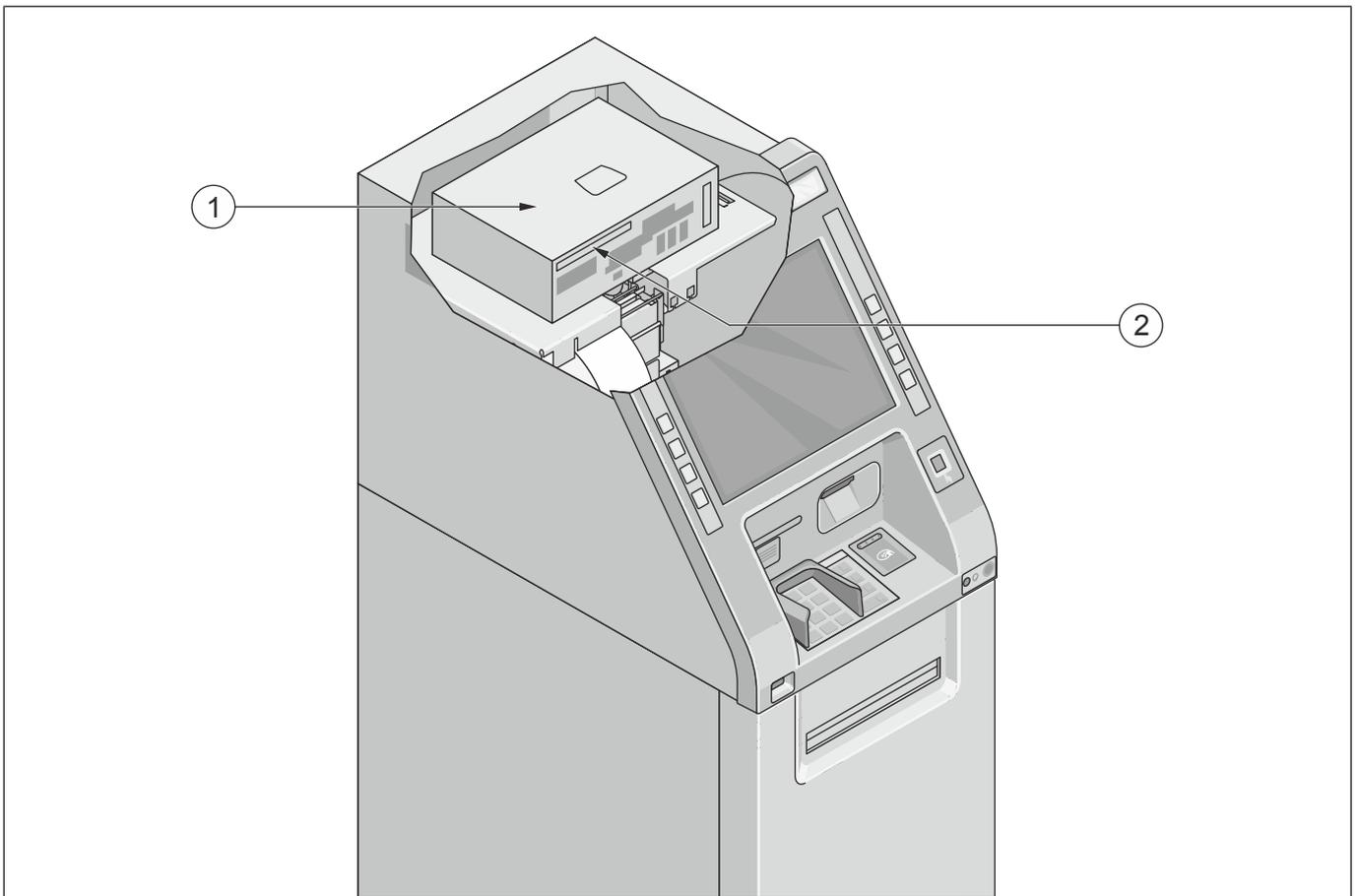


Illustration 4-4: Fascia (customer panel)

1	System unit (PC)
2	DVD

### 4.3.5 Front door opened

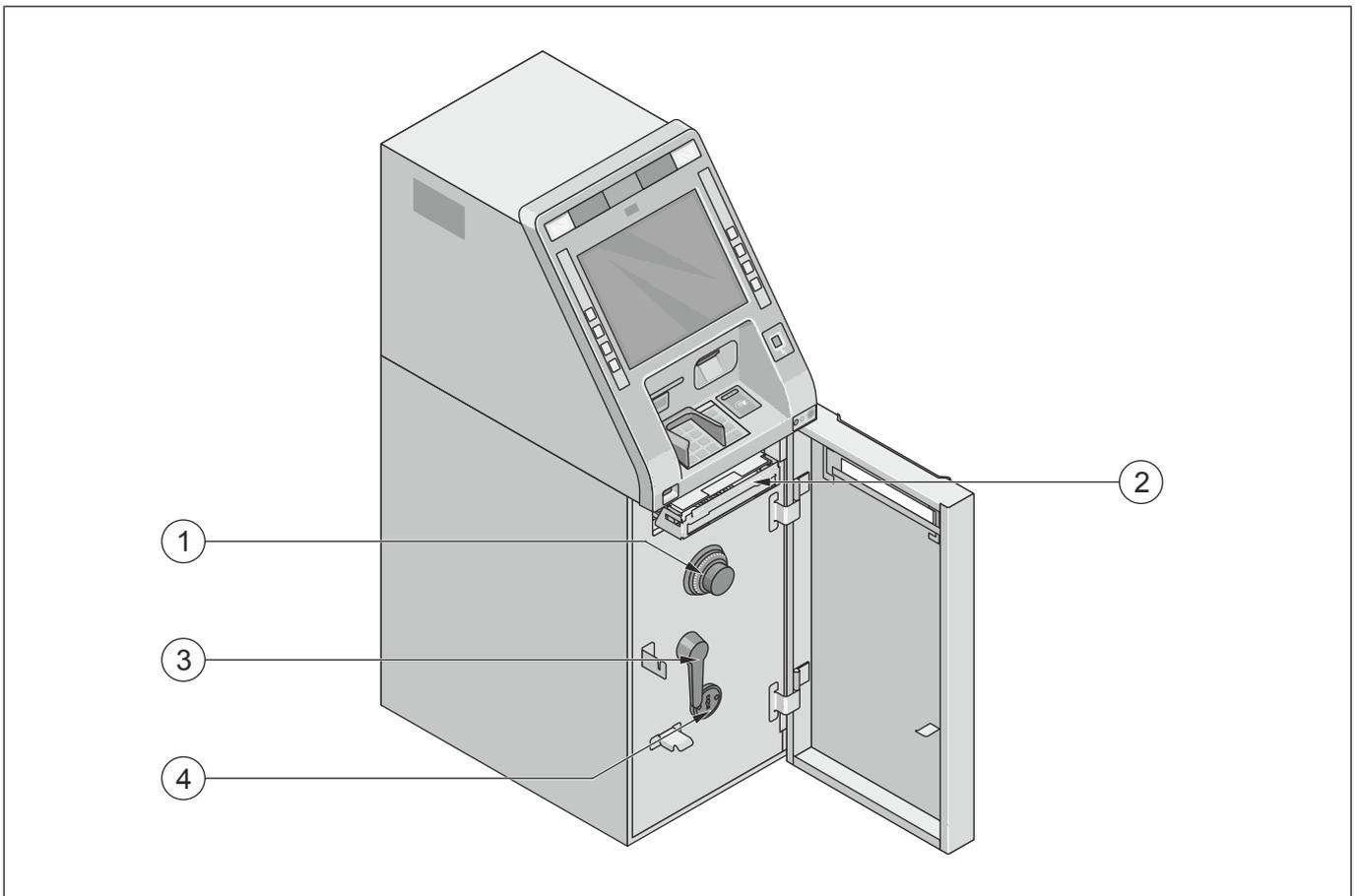


Illustration 4-5: Front door opened

1	Mechanical combination lock	3	Locking/release handle of safe door
2	AFD 2.0 shutter	4	Mechanical key lock

### 4.3.6 Safe opened

#### UL safe 2H (with AFD 2.0)

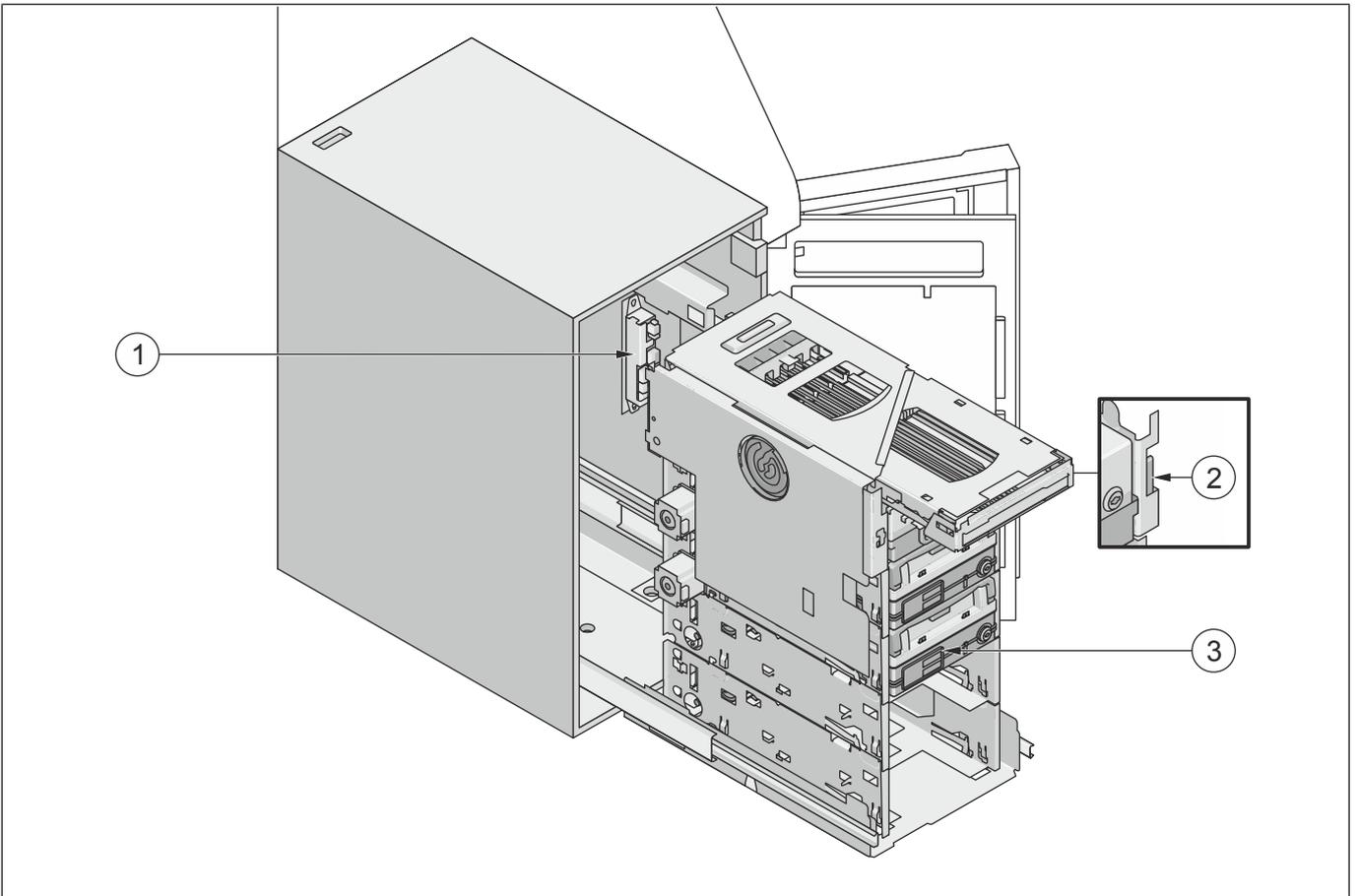
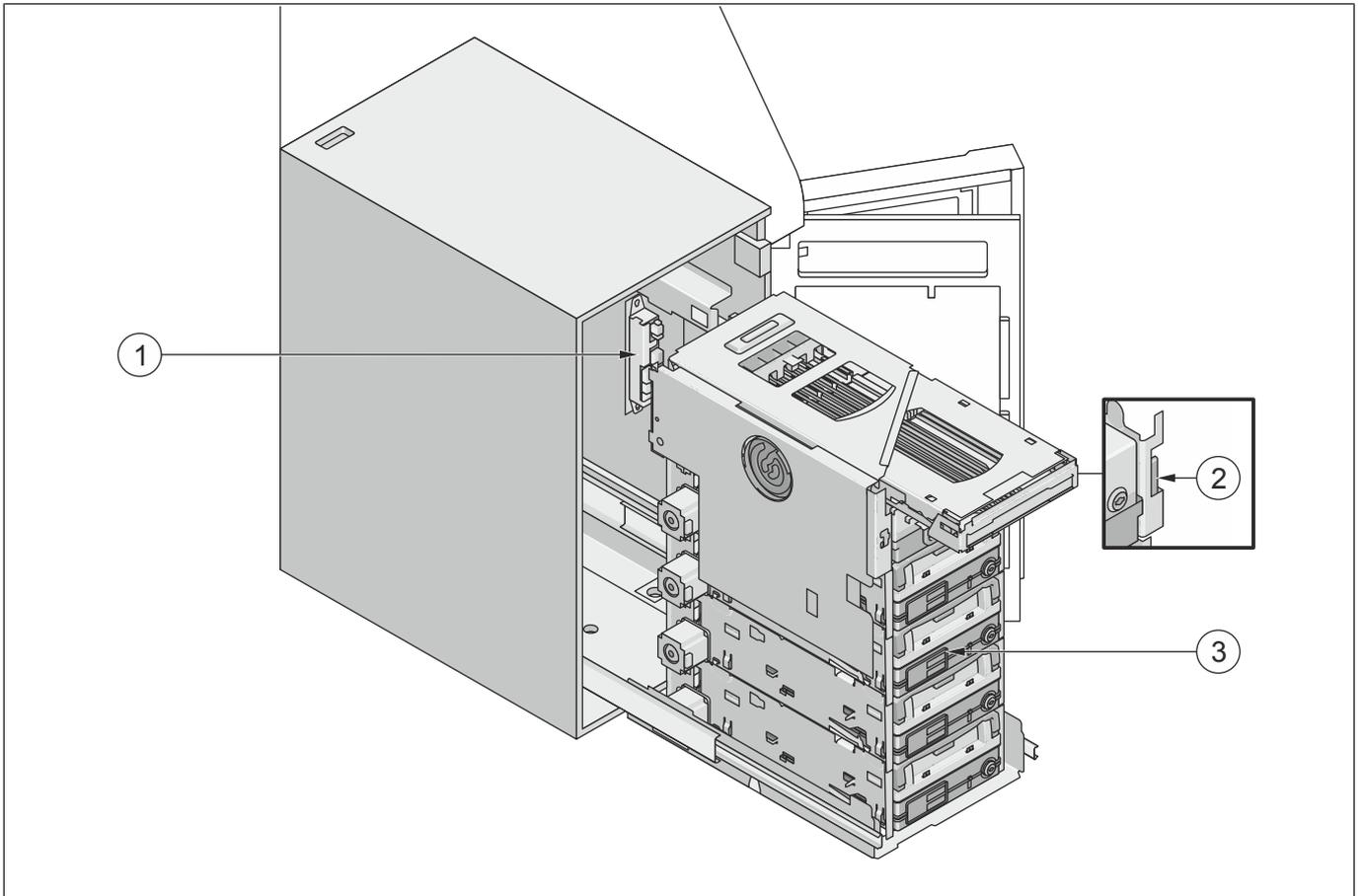


Illustration 4-6: Safe opened 2-High UL safe with AFD 2.0

1	Relay panel for external features	3	Cash module (AFD 2.0)
2	Release lever		

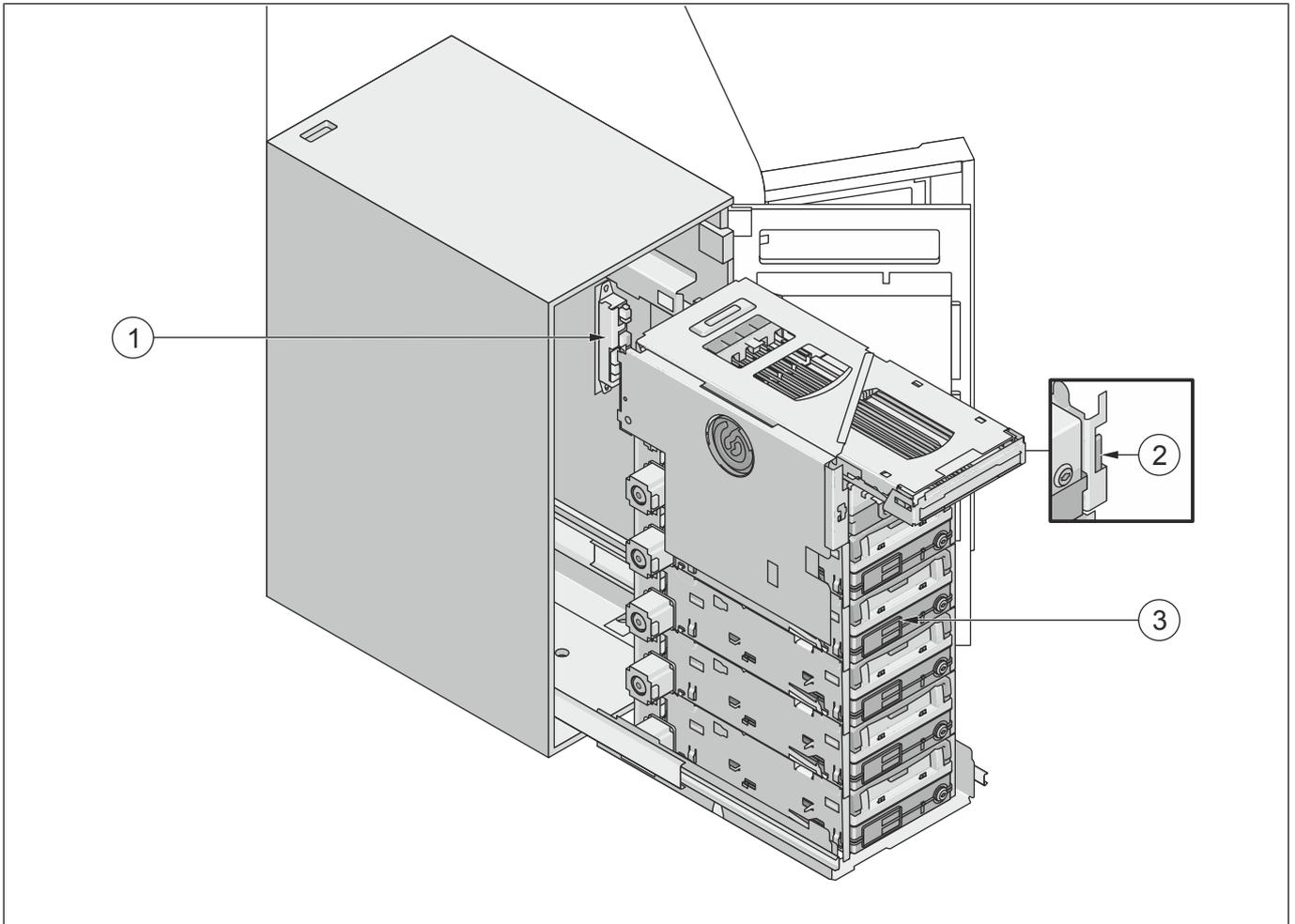
**UL safe 4H (with AFD 2.0)**



*Illustration 4-7: Safe opened 4-High UL safe with AFD 2.0*

1	Relay panel for external features	3	Cash module (AFD 2.0)
2	Release lever		

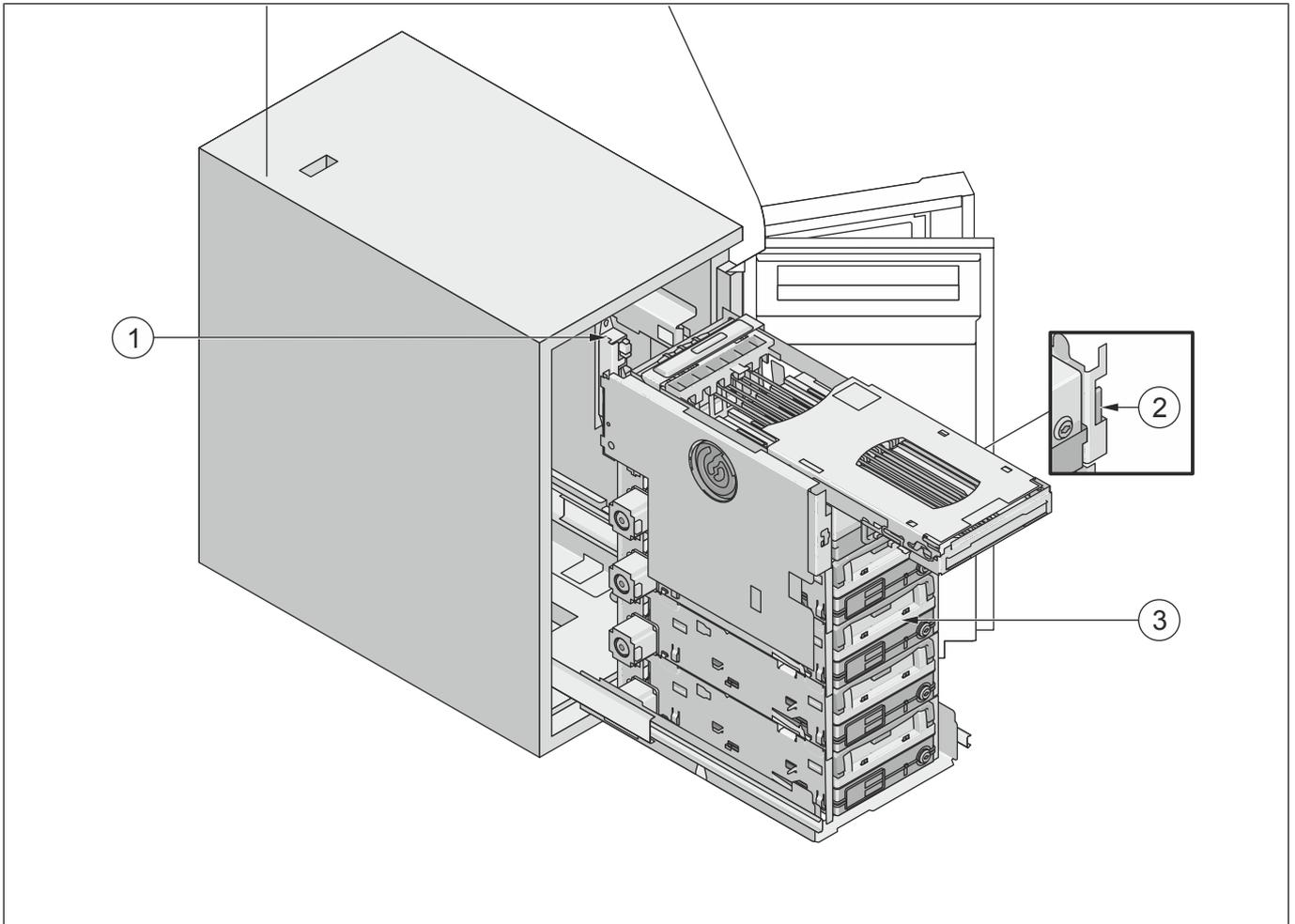
**UL safe 5H (with AFD 2.0)**



*Illustration 4-8: Safe opened 5-High UL safe with AFD 2.0*

1	Relay panel for external features	3	Cash module (AFD 2.0)
2	Release lever		

**CEN safe 4H (with AFD 2.0)**



*Illustration 4-9: Safe opened 4-High CEN safe with AFD 2.0*

1	Relay panel for external features	3	Cash module (AFD 2.0)
2	Release lever		

---

# 5 Operation

## 5.1 General information

For operation or to carry out support/maintenance tasks, you will need the product-specific software installed on the DN Series 100D FL.



### NOTE

Without the product-specific software you cannot carry out any support/maintenance tasks on your DN Series 100D FL.

The product-specific software supports activities such as changing the paper roll of the journal printer or changing cartridges in the cash module.

## 5.2 Calling the product-specific software

The product-specific software helps you to perform tasks that are required to operate the device, determine the condition of the device (status sensing) and to perform maintenance work in order to avoid problems.

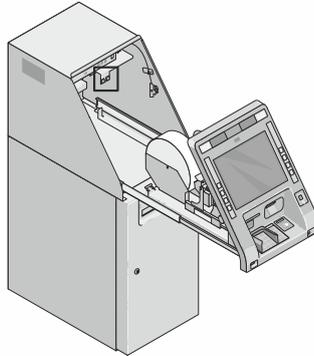
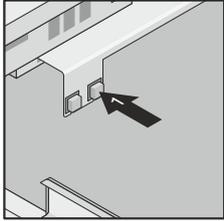
The menu function trees are clearly arranged and adjustable to the customer's preferences, enabling even less-experienced users to choose the desired function easily and conveniently. Security mechanisms make it possible to disable functions for different users. The user will be supported by extensive help texts and system messages.

These texts are available in German and English.

## 5.2.1 Frontload

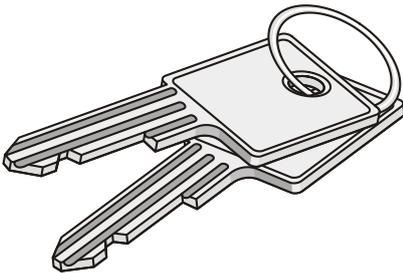
The product-specific software is operated via the SOP button and keypad in the customer panel at the front side of the device.

1. Open the customer panel (see "[Section 5.3](#)")



2. Press the SOP button (green) at (1).
3. Close the customer panel.
4. Follow the instructions on the LCD monitor.

## 5.3 Opening/closing the system doors



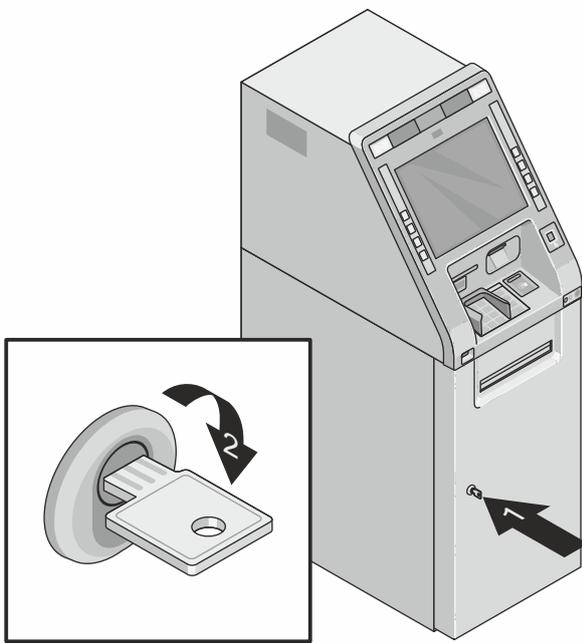
Key set for the front door and fascia (customer panel)

(Key and spare key).

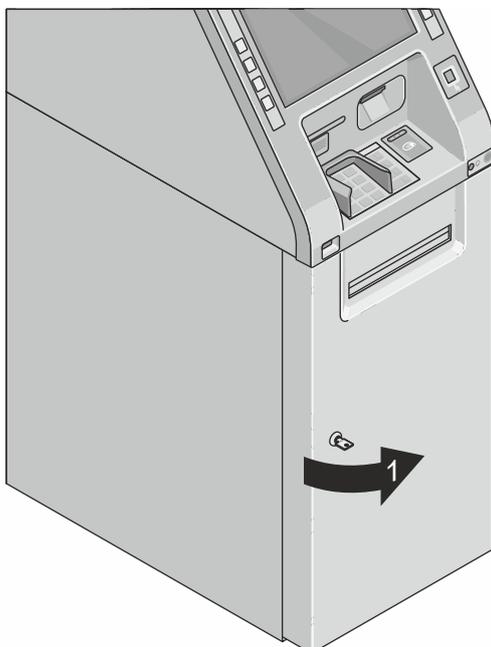
## 5.3.1 DN Series 100D Frontload

### 5.3.1.1 Opening/closing the front door

#### Opening

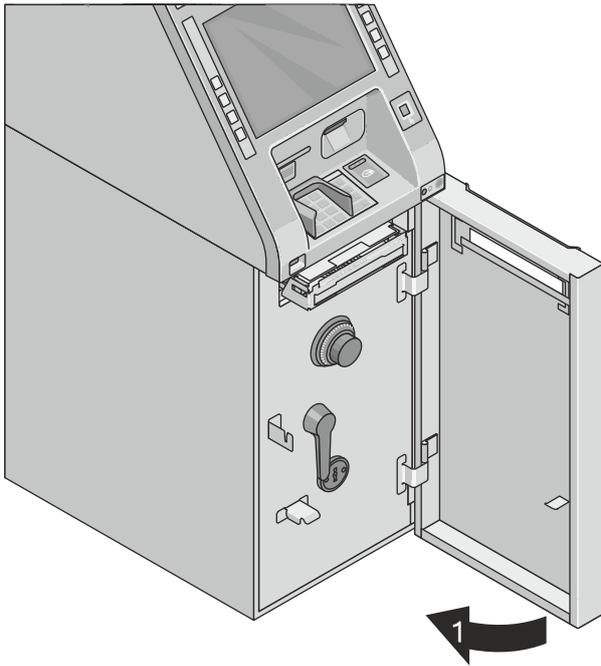


1. Insert the key in the lock of the front door (1).
2. Turn the key clockwise (2).

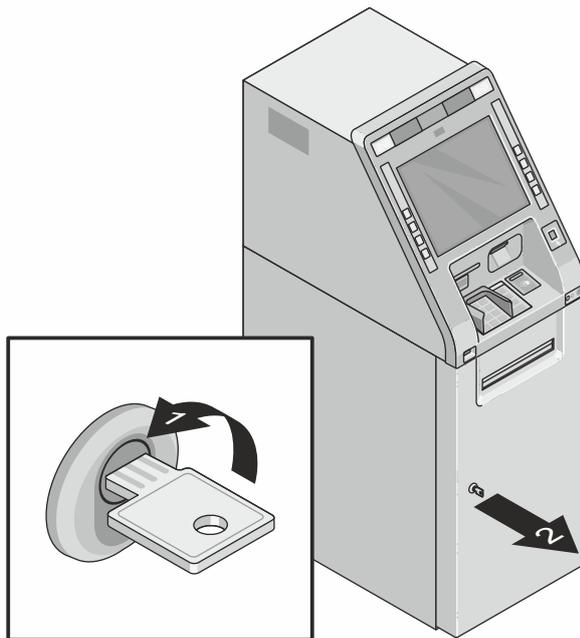


3. Swing the front door open (1).

## Closing



4. Swing the front door shut (1).

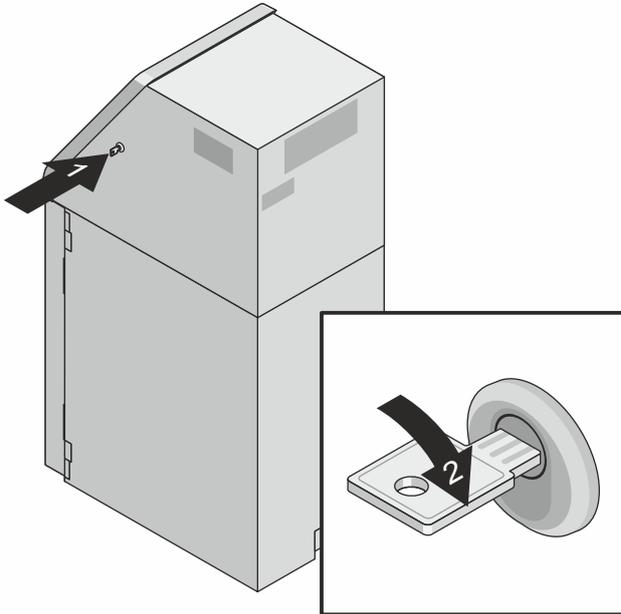


5. Turn the key counterclockwise (1). Pull the key from the lock of the front door (2).

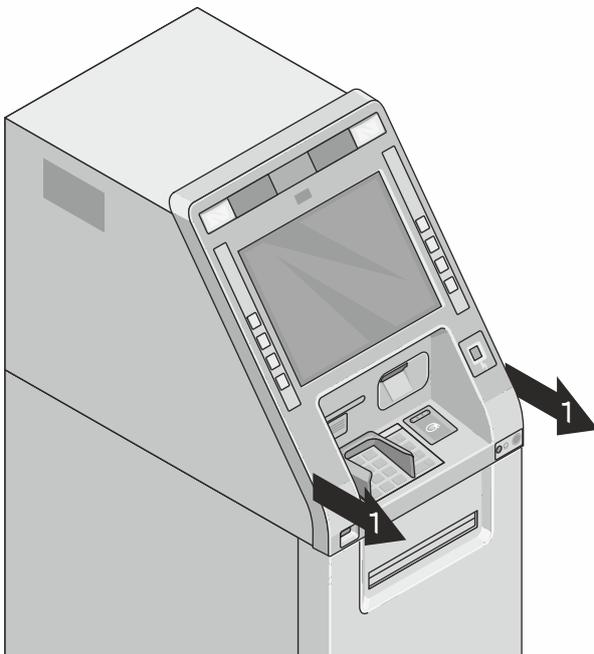
### 5.3.1.2 Opening/closing the fascia

1. Open the front door (see "[Section 5.3.1.1](#)")

#### **Pulling outwards**



2. Unlock the fascia at the side keyhole by turning the key clockwise.



3. Pull the fascia outwards (1).

## Pushing in

4. To close the fascia, reverse step 3 by pushing the fascia back in.

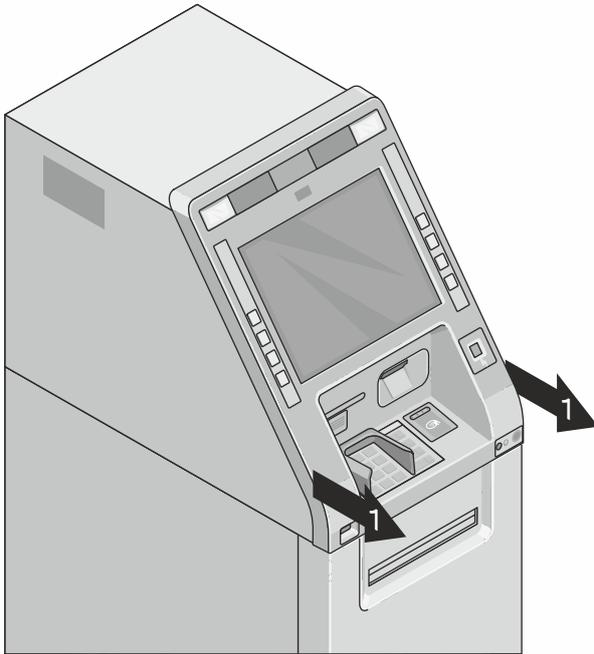


### NOTE

Ensure that the fascia is fully closed and locked in place.

### 5.3.1.3 Pulling out/pushing in component carrier

1. Open the customer panel (see "[Section 5.3.1.2](#)" )



By pulling out the fascia, the component carrier will be also pulled out.

#### **Pulling out**

2. Pull the fascia as far as possible out of the system by holding the fascia on the left and the right side (1).

#### **Pushing in**

3. Reverse the step above.  
Slide the fascia as far as possible back into the system by holding the fascia on the left and the right side.

**NOTE:** Do not use excessive force when sliding the fascia back into the system.



#### **NOTE**

Keep your hands and fingers clear of pinch points when sliding the fascia back into the system.

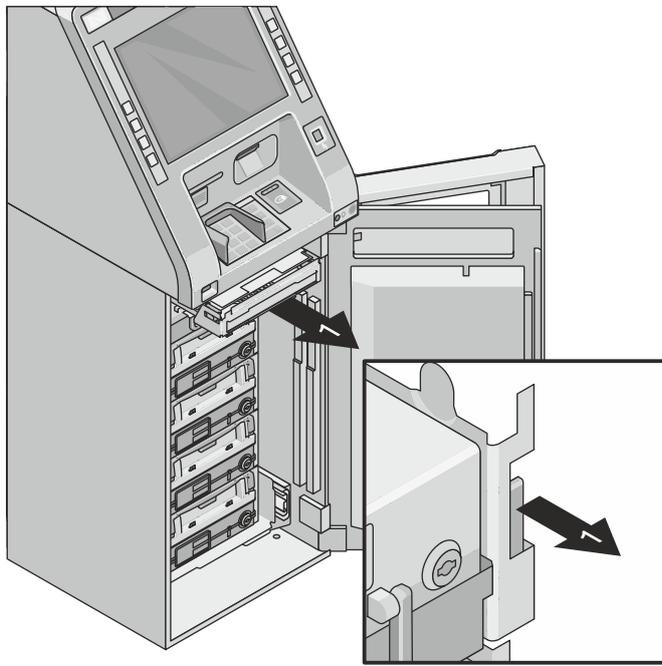


#### **NOTE**

If the component carrier is pushed in correctly, you will hear a short reply tone.

### 5.3.1.4 Pulling out/pushing in the cash module

1. Open the front door (see "[Section 5.3.1.1](#)").
2. Open the safe door (see "[Section 5.4](#)").



#### **Pulling out**

3. Pull the release lever of the AFD 2.0 module in front and pull the unit out by the blue ledge of the release lever.

#### **Pushing in**

4. Push the lower unit into the device until the release lever clicks into place, and automatically locks with a beep sound.



#### **NOTE**

If the safe unit is pushed in correctly, you will hear a short reply tone.

## 5.4 Opening/closing the safe door

### 5.4.1 Opening/closing the safe door (with factory setting)



#### NOTE

The safe can be fitted either with one number combination lock and one key-operated lock or, optionally, with two number combination locks. The second number combination lock is opened in the same way as the first one.

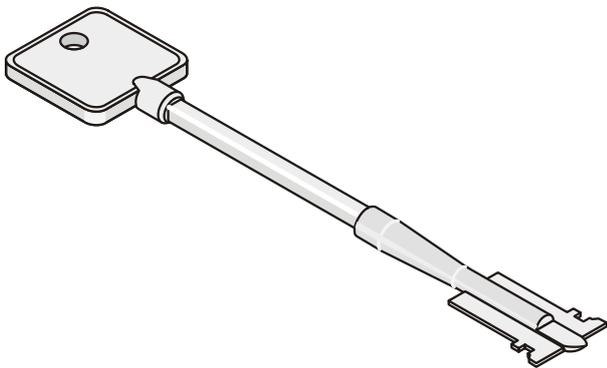
An electronic lock is also optionally available. In this case, consult the operating instructions that the vendor supplies with the individual device.

The device comes with a standard key to be used for opening and closing the safe door during the system installation.



#### NOTE

The standard key supplied with the device is used to open the safe door for the first time. The key-operated lock must then be set to the original key. It is not allowed to use the standard key several times or even permanently.



#### **Standard key**

This key is used to open the safe door with the factory-preset number combination lock.

### 5.4.1.1 Opening the safe door (with factory setting)

#### Frontload only

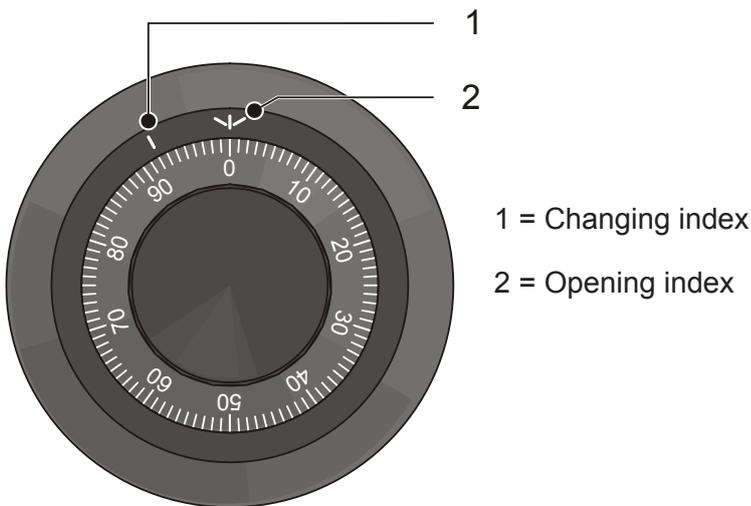
- Depending on the device version, open the front door or the standard/design door (see the "Basic Operation" chapter in the device-specific operating instructions).
- Activate the product-specific software (see "Basic Operation" chapter, "Calling the product-specific software" section).
- Call the function for the measure you require on DN Series 100D FL.



#### NOTE

If the safe is connected to an alarm system, opening the safe or discarding the number combination may be blocked. In this case, you will have to disarm the intruder alarm system first.

### Indexes on the number combination lock

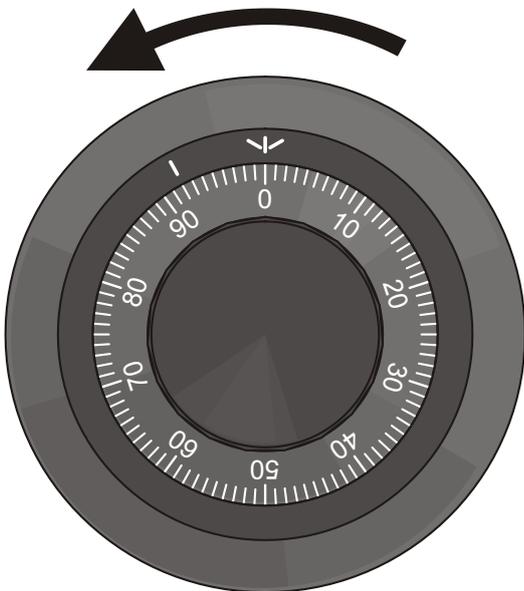


### Setting the number combination on the combination lock

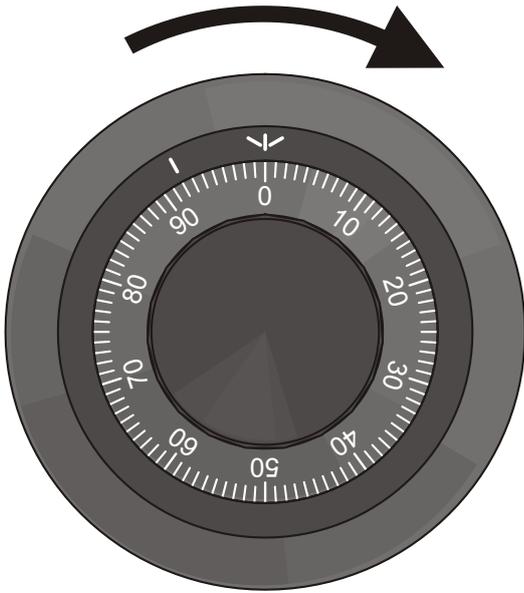


#### NOTE

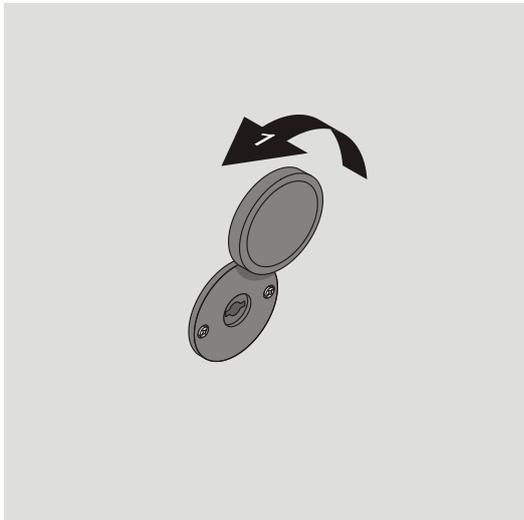
Turn the dial slowly and steadily. Never use force and do not turn the dial backwards. If you turn past a number in the combination, you will have to re-dial the entire combination. Do not count the number of turns but the number of times the numbers appear below the opening index. The number combination lock is preset at the factory.



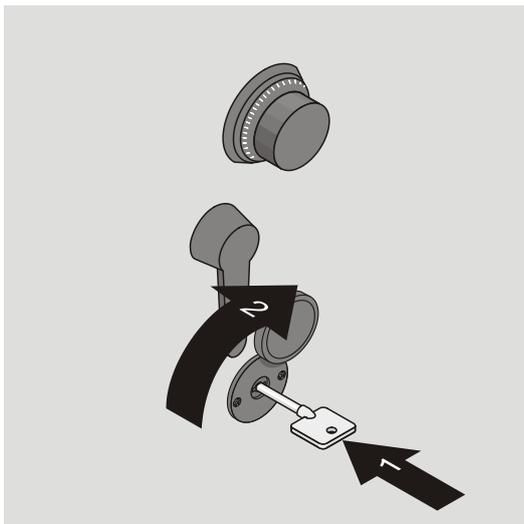
Turn the dial of the number combination lock four complete turns to the left and stop with '50' positioned exactly below the opening index.



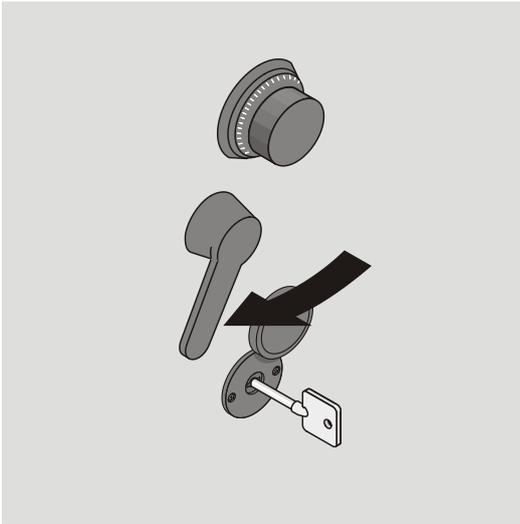
Then turn the dial of the number combination lock as far as possible to the right.  
This releases the number combination lock.



Open the key-operated lock cap (if installed).



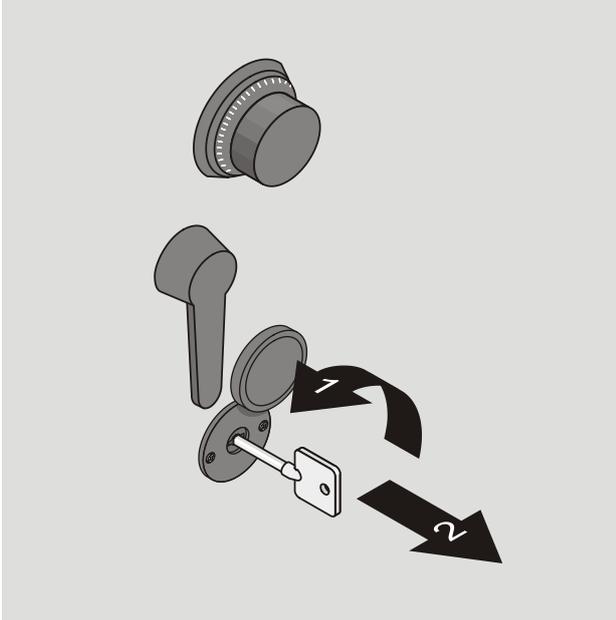
Insert the standard key into the lock and turn it as far as possible to the right.



Turn the locking/release lever or locking/releasing wheel to the left as far as possible and open the safe door to the side as far as possible.

### 5.4.1.2 Closing the safe door (with factory setting)

- Close the safe door and turn the locking/release lever to the right as far as possible.
- Exit the product-specific software.



Turn the key to the left as far as possible (1) and remove it from the lock (2).

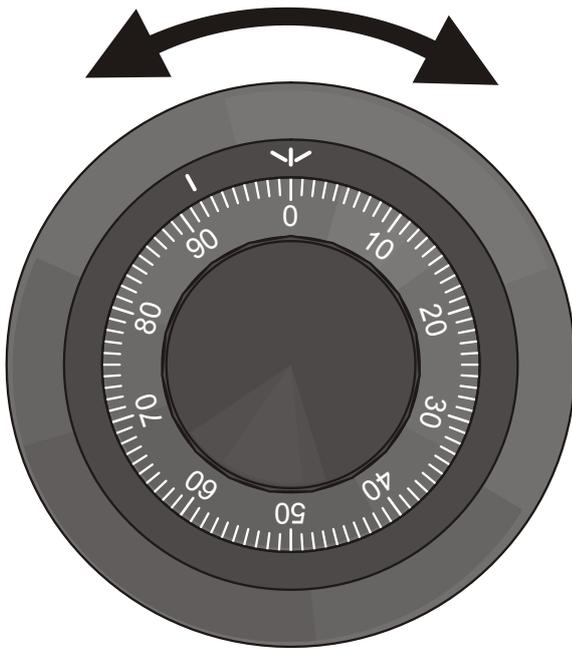


Close the cap of the lock (if installed).



#### NOTE

To change the number combination, you must turn the dial at least one full turn to the left and then four full turns to the right.



### Changing (discarding) the number combination

To discard the number combination rotate the dial at least one full turn to the left and then at least four turns to the right.

---

#### Frontload only

- Close the device (see section "Opening/closing the device doors")
- Depending on the device version, close the front door or the standard/design door (see the "Basic Operation" chapter in the device-specific operating instructions).

## 5.4.2 Customizing the key and number combination locks



### NOTE

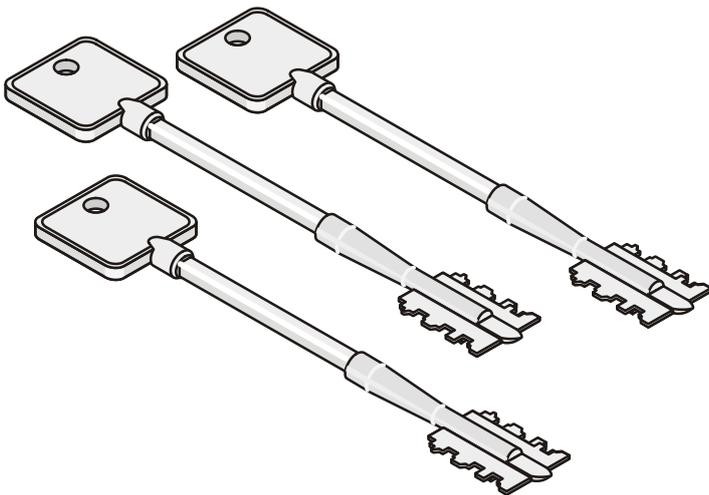
After the device is installed, the key-operated lock must be set to fit the three original keys and the number combination lock must be set to a new combination or to the number combination you have selected.



### NOTE

The safe can be fitted either with one number combination lock and one key-operated lock or, optionally, with two number combination locks. The second number combination lock is customized the same way as the first one.

An electronic lock is also optionally available. In this case, consult the operating instructions that the vendor supplies with the individual device.



3 Original keys:

These keys are used to open the safe door after system installation.

### 5.4.2.1 Customizing the key-operated lock



#### NOTE

- Read this section carefully before customizing the lock.
- Customize the lock with the safe door open. To open the safe door, refer to the descriptions in the respective sections ("Opening/closing the safe door (with factory setting)" or "Opening/closing the safe door (with customized lock)"), depending on the installation status.
- Never force the lock or key.
- Always keep your keys in a safe place.
- If you lose or misplace a key, always change the lock to fit a new key immediately, even if the original key (the previous key) is recovered.

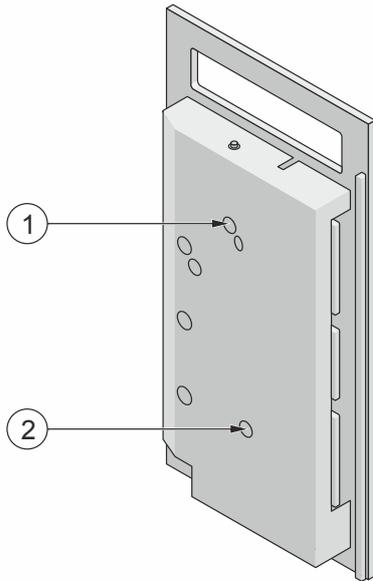
#### Customization process

- Open the safe door and close the bolt work (by turning the locking/release lever to the right as far as possible).
- With the safe door open, turn the valid key counterclockwise as far as possible (closing).
- Remove the key.



#### NOTE

The position of the service opening on the inside of the safe door depends on the safe type used. The illustration shows possible locations (1) or (2) of the sealing plug or the flap.



On the inside of the safe door either remove the sealing plug of the service opening or push the flap of the service opening aside at (1).

- Press the pushbutton behind the sealing plug or the flap and keep it pressed.
- Insert the old key and turn it clockwise as far as possible (opening; approx. 180 degrees).
- Release the pushbutton and remove the key (without turning the key again!).
- Insert the new key and turn it counterclockwise as far as possible (closing; approx. 180 degrees).
- Remove the key.

The lock is now set to the new key.



**NOTE**

Before you close the door, check at least three times that the lock works correctly with the new key.

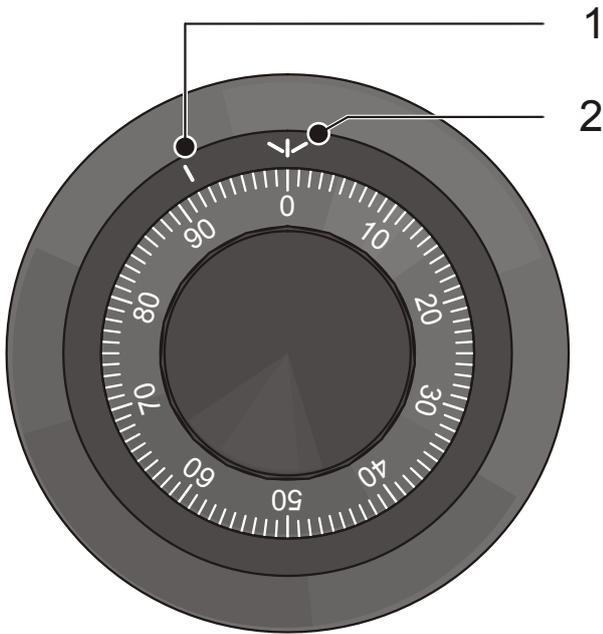
### 5.4.2.2 Customizing the number combination lock



#### NOTE

Turn the dial slowly and steadily. Never use force and do not turn the dial back if you turn past a number in the combination. Restart the whole procedure. Do not count the number of turns but the number of times the numbers appear below the opening index.

#### Indexes on the number combination lock



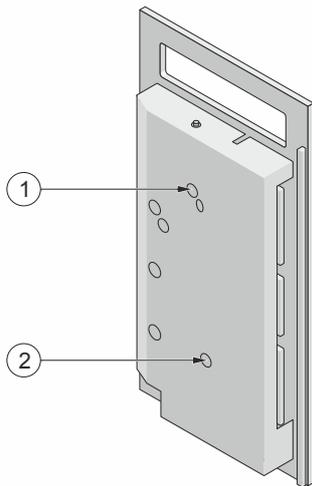
1 = Changing index  
2 = Opening index

- Open the lock with the existing combination (see sections "Opening/closing the safe door (with factory setting) or (with customized lock)").
- Open the safe door.
- Close the lock with the safe door open.
- Now dial the existing combination on the changing index. Stop at the third, i.e. the last, number on the changing index.



#### NOTE

The position of the service opening on the inside of the safe door depends on the safe type used. The illustration shows possible positions (1) or (2) of the service opening for the reset key.



Insert the reset key included with the device as far as possible into the service opening (1) on the inside of the safe door.

Turn the reset key 90 degrees counter-clockwise.

### 5.4.2.3 Setting the 3-digit code, eg. 60-43-33



#### NOTE

The safe door must remain open until you have tested the new combination at least three times. The third number must not be between 95 and 20.

- Rotate the dial to the left until '60' is under the changing index for the fourth time.
- Rotate the dial to the right until '33' is under the changing index for the third time.
- Rotate the dial to the left until '43' appears under the changing index for the second time.
- Turn the reset key 90° clockwise (original position) and remove it.
- Test the new combination on the opening index at least 3 times with the safe door open.

The new code is now set.



#### NOTE

Test the new combination on the opening index at least 3 times with the safe door open.

## 5.5 Opening/closing the safe door (with customized lock)

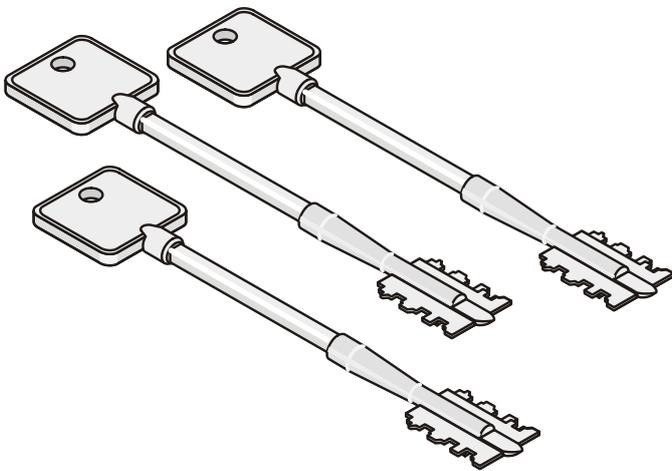


### NOTE

The safe can be fitted either with one number combination lock and one key-operated lock or, optionally, with two number combination locks. The second number combination lock is opened in the same way as the first one.

An electronic lock is also optionally available. In this case, consult the operating instructions that the vendor supplies with the individual device.

The device comes with three original keys which are used to open and close the safe door after the device's installation:



3 Original keys:

These keys are used to open the safe door after system installation.

### 5.5.1 Opening the safe door (with customized lock)

#### Frontload only

- Depending on the device version, open the front door or the standard/design door (see the "Basic Operation" chapter in the device-specific operating instructions).
- Activate the product-specific software (see "Basic Operation" chapter, "Calling the product-specific software" section).
- Call the function for the measure you require on the DN Series 100D FL.



### NOTE

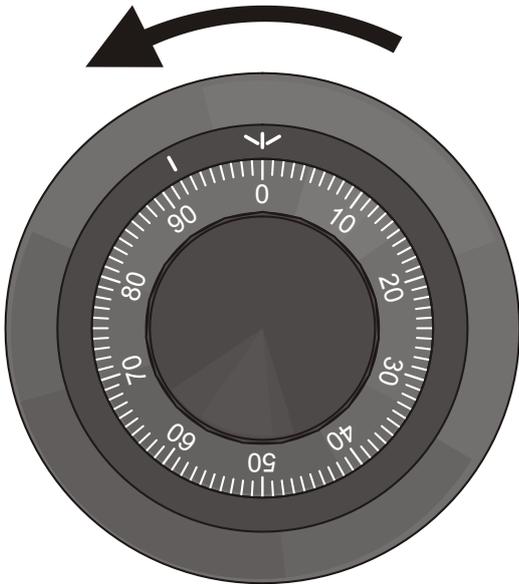
If the safe is connected to an alarm system, opening the safe or discarding the number combination may be blocked. In this case, you will have to disarm the intruder alarm system first.

### Opening the number combination lock with 3-digit code

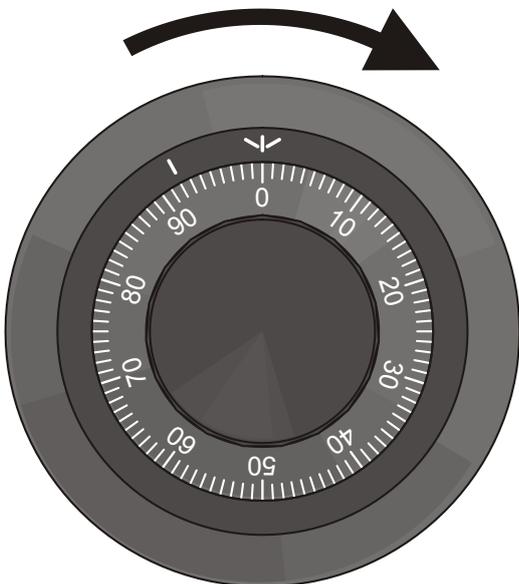


#### NOTE

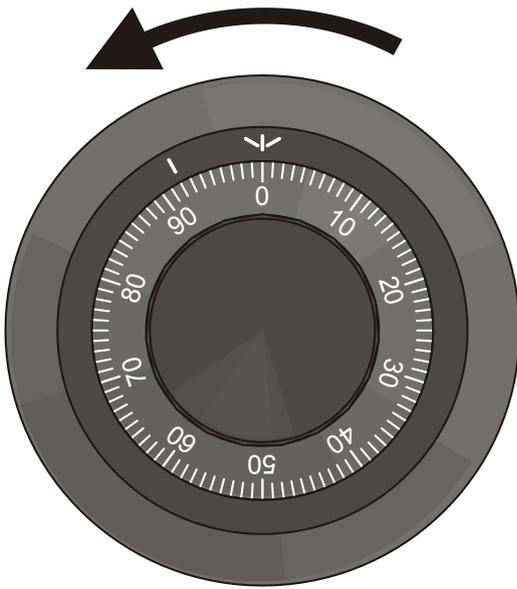
Turn the dial slowly and steadily. Never use force and do not turn the dial back if you turn past a number in the combination. Restart the whole procedure. Do not count the number of turns but the number of times the numbers appear below the opening index.



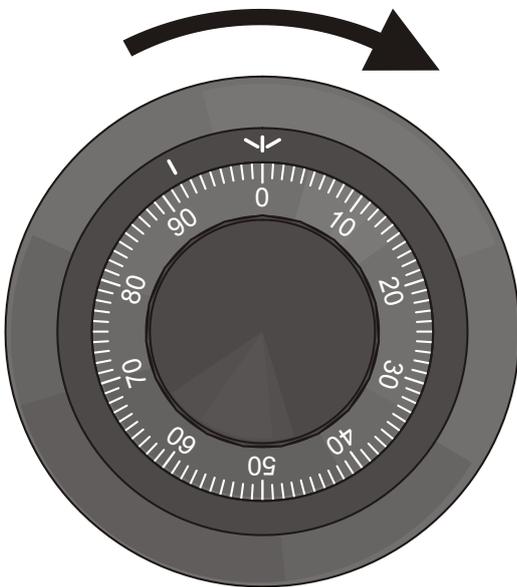
Turn the dial to the left until the first number appears exactly below the opening index for the fourth time.



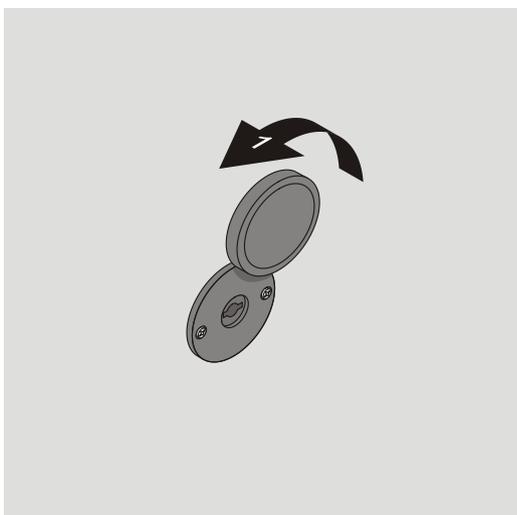
Turn the dial to the right until the second number appears exactly below the opening index for the third time.



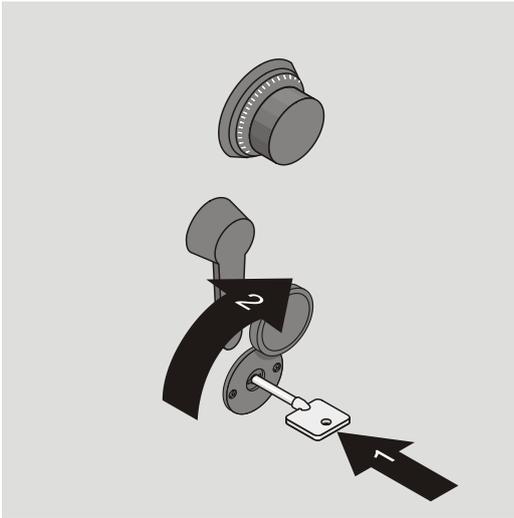
Turn the dial to the left until the third number appears exactly below the opening index for the second time.



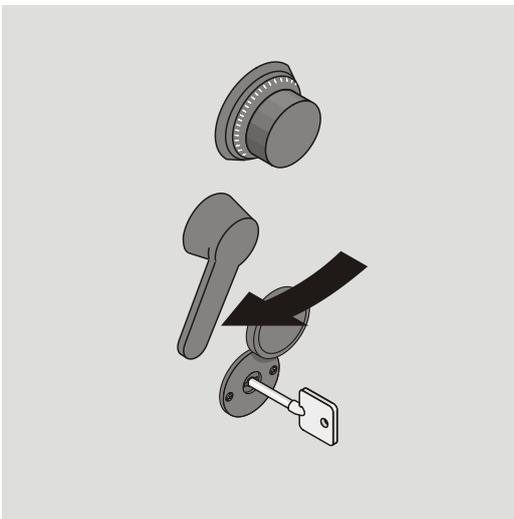
Then turn the dial to the right as far as possible. This releases the number combination lock.



Open the key-operated lock cap (if installed).



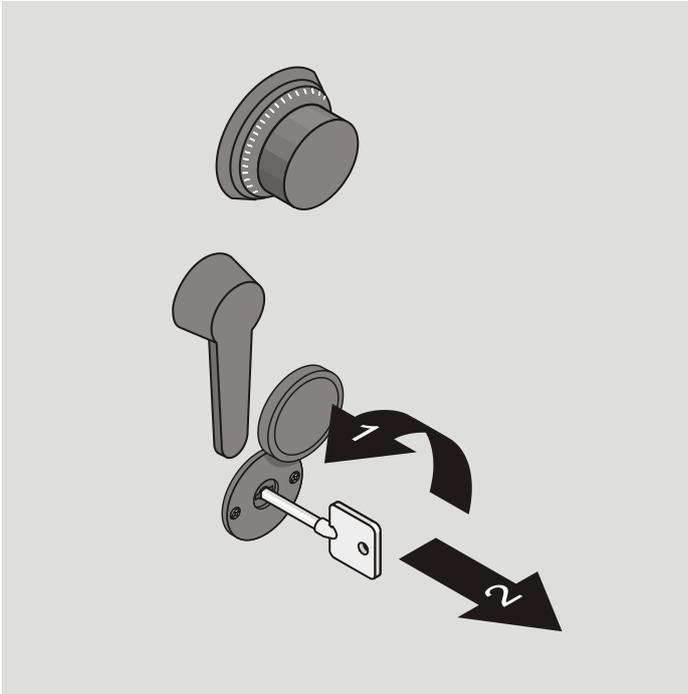
Insert the original key in the lock and turn the key to the right as far as possible.



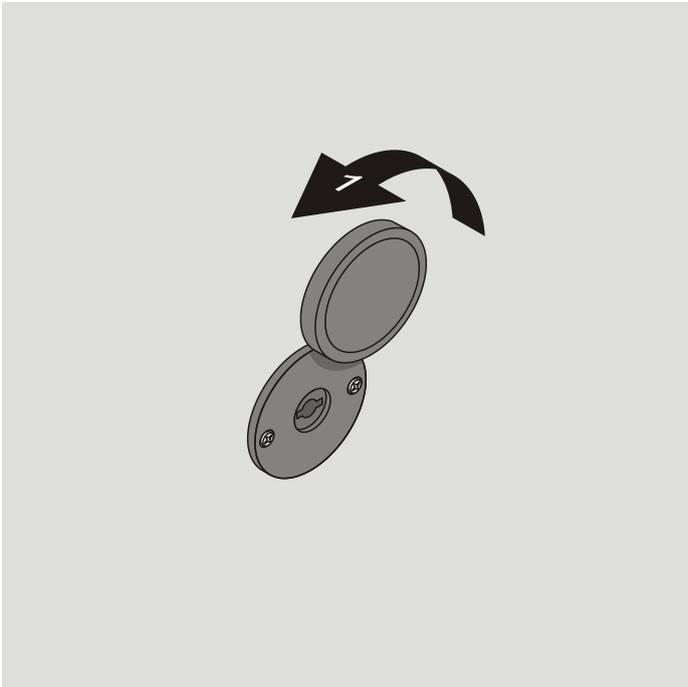
Turn the locking/release lever or locking/releasing wheel to the left as far as possible and open the safe door to the side as far as possible.

## 5.5.2 Closing the safe door (with customized lock)

- Close the safe door and turn the locking/release lever to the right as far as possible.
- Exit the product-specific software.



Turn the key to the left as far as possible (1) and remove it from the lock (2).

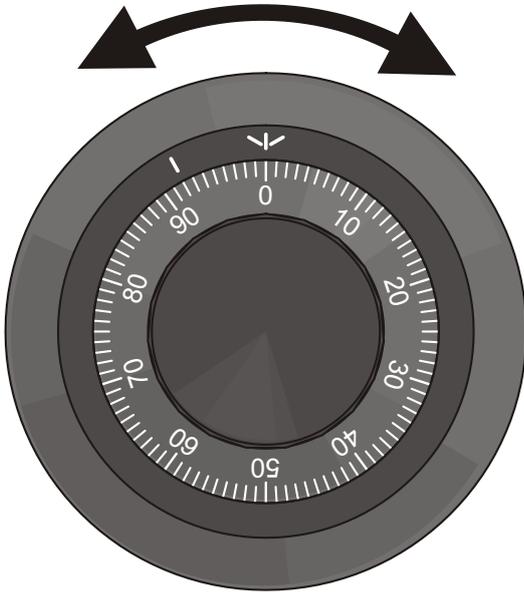


Close the cap of the lock (if installed).



**NOTE**

To change the number combination, you must turn the dial at least one full turn to the left and then four full turns to the right.



**Changing (discarding) the number combination**

To discard the number combination rotate the dial at least one full turn to the left and then at least four turns to the right.

- Depending on the device version, close the front door or the standard/design door (see the "Basic Operation" chapter in the device-specific operating instructions).

## 5.6 Switching the system on

The DN Series 100D FL is switched off using the ON/OFF button.



### NOTE

After switching it off, you must wait at least five minutes before switching the DN Series 100D FL on again.

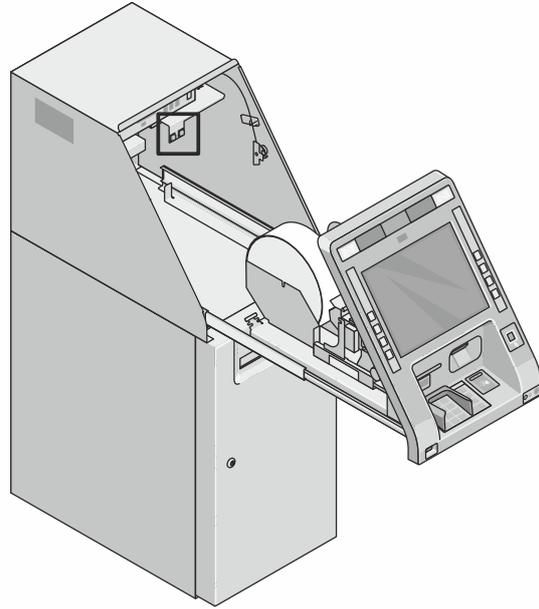
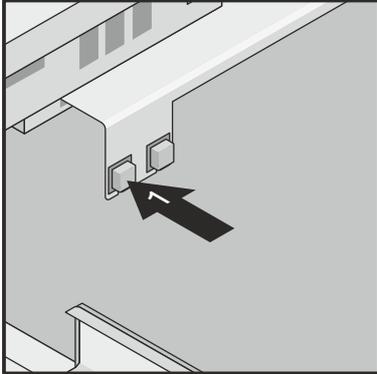


### NOTE

For the operation of the DN Series 100D FL the following switches must be switched on:  
External power (e.g. wall power switch)

## 5.6.1 Frontload

1. Open the fascia (see "[Section 5.3.1.2](#)")



2. Press the ON/OFF button (red) (1).

### See also

[Section 5.3](#)

## 5.7 Switching the system off

Switch off the DN Series 100D FL by pushing the ON/OFF button (Standby).



### NOTE

In normal operation the device may be switched off only by pushing the ON/OFF button. Only in an emergency may the device be turned off by disconnecting the plug connection of the power cable (see [Section 3.2](#)).



### NOTE

If the DN Series 100D FL does not switch off automatically when the transaction is complete, you will need to check the setting in the configuration file. Please notify your system administrator.



### NOTE

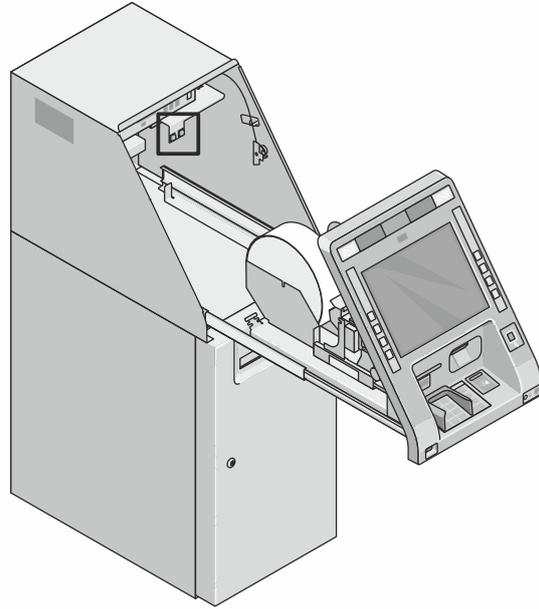
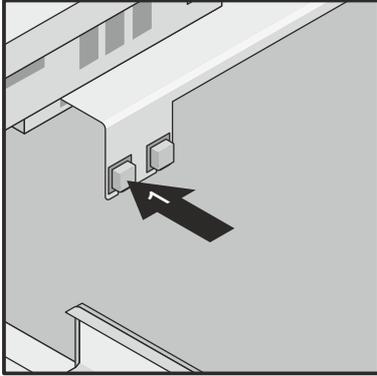
By pressing the ON/OFF button, you are just letting the DN Series 100D FL know that you want to switch it off. Transactions that may be in progress, e.g. dispensing cash to a customer, are completed properly. Only after completing the transaction is the device switched off. The switch-off procedure may thus take several seconds, depending on the operating system and the current transactions.

See also

[Section 3.2](#)

## 5.7.1 Frontload

1. Open the customer panel (see "[Section 5.3.1.2](#)")



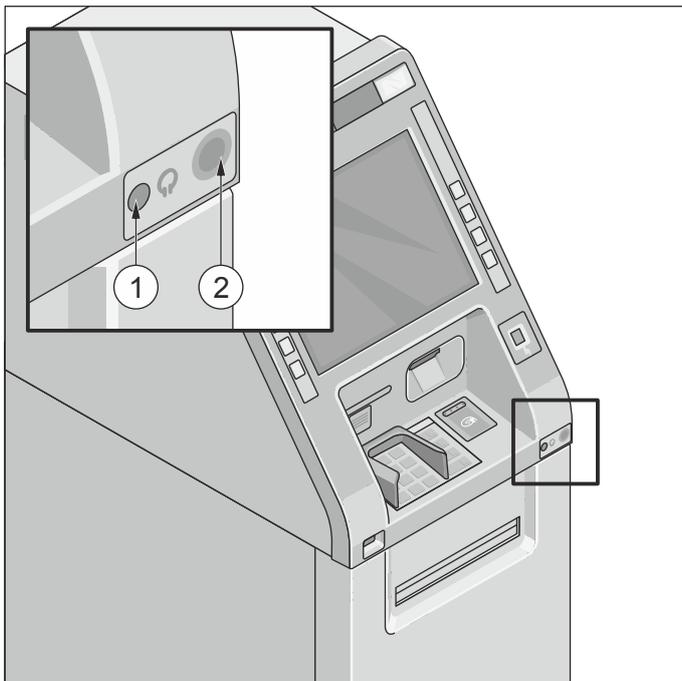
2. Press the ON/OFF button (red) (1).

## 5.8 Setting the volume of the headphone jack



### NOTE

The headphone jack is located in the customer panel (see [Section 4.3.2](#)).



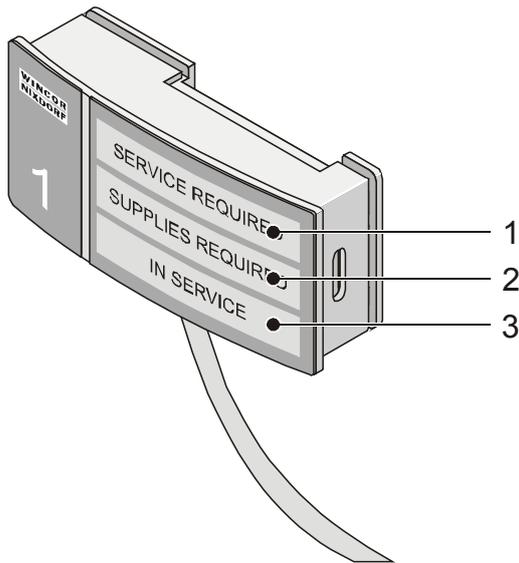
1. The volume for the headset connection (1) can be set at four levels by pressing a button (2).

2. Pressing the button once increases the volume to the next level. Once the button has been pressed four times, you return to the initial volume.

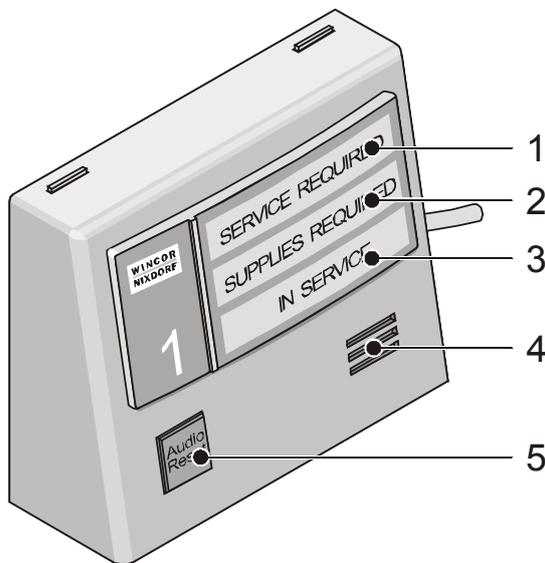
## 5.9 Remote status indicator

The system may be equipped with a remote status indicator (RSI). This indicator can be installed physically separate from the system. It serves to inform the operator of the current status of the system. In contrast to the remote status indicator - standard, the remote status indicator - audio also features an acoustic signal generator.

In the case of display 1 (red), an additional continuous tone is generated. It can be deactivated via the Audio Reset key. However, the optical display is still output.



Remote Status Indicator – Standard



Remote Status Indicator - Audio

Item	Display/Function	Meaning	Remedy
1	Red	'SERVICE RE-REQUIRED' (service is needed)	Follow the instructions displayed on the operator panel and/or the monitor.  If a permanent error has occurred, inform customer care.
2	Yellow	'SUPPLIES RE-REQUIRED' (maintenance required)	Follow the instructions displayed on the operator panel and/or the monitor.
3	Green	'IN SERVICE' (The device is in operation)	
4	Acoustic signal generator	Continuous tone with 'SERVICE RE-REQUIRED'	See 1
5	Key 'Audio Reset'	Switches the continuous tone off.	

## 5.10 TP30/TP31 receipt printer

### 5.10.1 Servicing the TP30/TP31 receipt printer

1. Open the customer panel (see "[Section 5.3.1.2](#)")
2. Locate the 2 green thumbscrews on the printer bracket. Note: The receipt printer paper has to be removed to gain access.
3. Release the 2 green thumbscrews by turning counter-clockwise.
4. Pull the receipt printer all the way back (away from the fascia) into service position.
5. To service the printer, refer to the Operating Manual for the TP30/TP31 receipt printer.
6. After servicing, push the receipt printer all the way forward (towards the fascia) into operating position.
7. Tighten the 2 green thumbscrews by turning clockwise.
8. Reinsert the receipt printer paper.
9. Ensure proper alignment to the fascia by performing a test print.
10. The outer diameter of the paper roll must not exceed 203mm.



#### NOTE

If the shipping screws are still attached, refer to the DN Series 100D FL installation guide (section "TP30/TP31 receipt printer") for removal instructions.

### 5.10.2 TP29 journal printer

#### Media specifications

Item		Parameter
Media	Paper type	Continuous paper
	Paper roll OD	Maximum 85mm
	Core ID	Ø 12,5mm
	Paper width	80mm
	Paper thickness	60µm – 90µm
	Thermal layer	Outer layer

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## 6 Problems

### 6.1 General information

This chapter describes the action you will need to take to remedy any problems that occur on the customer panel.

Remedies for problems that occur on the integrated device components are described in the chapter about the device components.

If you cannot remedy the problems yourself, please contact your local Diebold Nixdorf customer care unit, quoting the service ID attached to the device.

### 6.2 Malfunctions of the safe



#### NOTE

If problems occur with the safe, you should contact your local Diebold Nixdorf branch or your authorized Diebold Nixdorf partner.

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# 7 Maintenance

## 7.1 Cleaning the housing

		Article number
Cleaning interval:	According to soiling	
Cleaning utilities:	Universal cleaning cloth, dry	0177005406
	Diebold Nixdorf Cleaning Set	01750097335
For stainless steel surfaces:	MS 260 Universal Foam Cleaner	01770044284
For varnished surfaces:	Diebold Nixdorf Cleaning Set	01770044284
For plastic surfaces:	Diebold Nixdorf Cleaning Set	01750097335
	MS 260 Universal Foam Cleaner	01770044284

## 7.2 Cleaning the keyboards/keypads

Make sure that there is no dirt residue in the individual holes around the keys on the keypad.

- Clean the keyboard with a brush and the cleaning utilities listed below.

		Article number
Cleaning intervals:	According to soiling	—
Cleaning utilities:	Universal cleaning cloth, dry	0177005406
	Diebold Nixdorf Cleaning Set	01750097335

## 7.3 Cleaning the LCD monitor

		Article number
Cleaning interval:	According to soiling	—
Cleaning utilities:	Diebold Nixdorf TFT/LCD Screen Cleaner	01750097334
	Diebold Nixdorf Special electronic cloth	01770048539

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