Errors & Warnings

Introduction

The following are warnings about using the cash register and handling errors that may occur during **deposits.**

! WARNING!

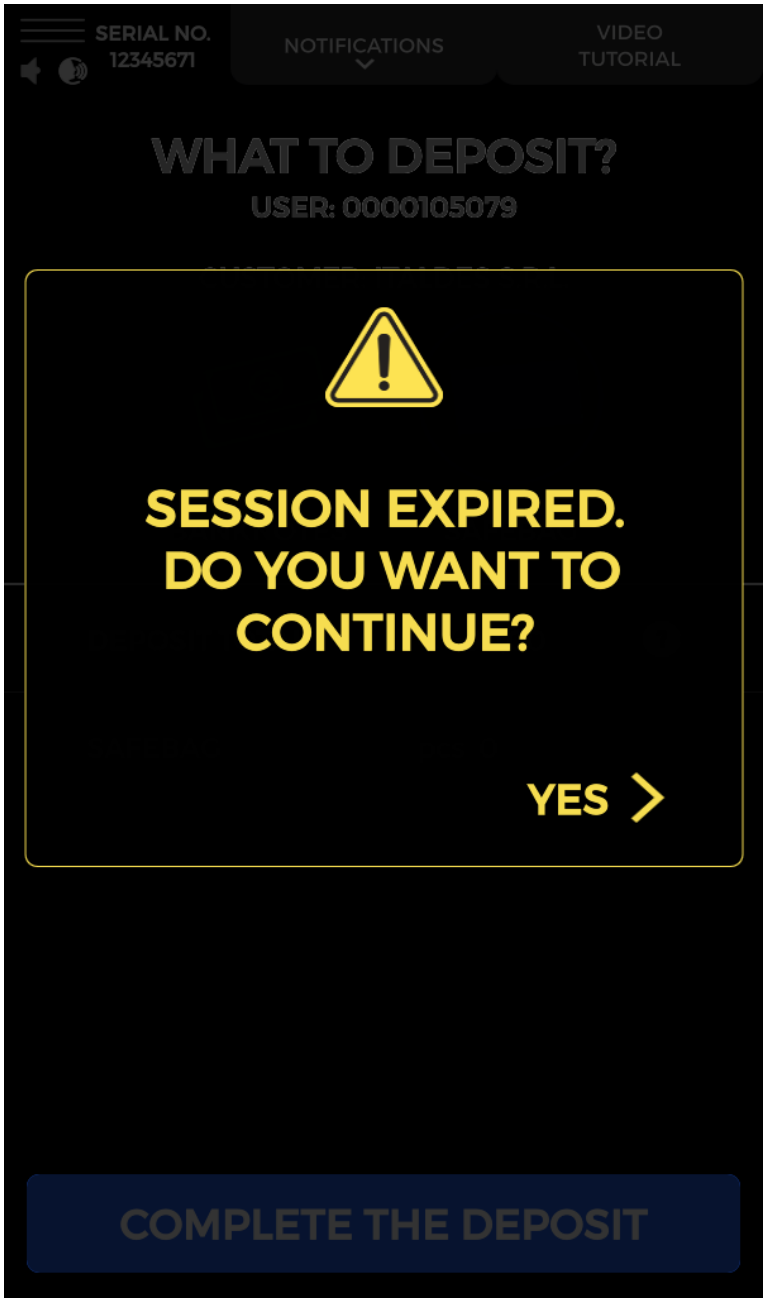
DO NOT TURN THE SAFE OFF AND ON AGAIN BY DISCONNECTING THE POWER.
To resolve errors or problems encountered during use.



Warnings

Session Expired

he system integrates an inactivity monitoring function that is active throughout all operational phases, except for withdrawal procedures. If there is no interaction for 60 seconds, an alert screen will appear. If you confirm with "Yes," the machine will resume the cycle exactly where it was interrupted; otherwise, the system will automatically return to the **home page.** If inactivity occurs during a deposit session, the machine will print a receipt with the total deposited up to that point.


SERIAL NO.
12345671
NOTIFICATIONS
VIDEO TUTORIAL
WHAT TO DEPOSIT?
USER: 0000105079
SESSION EXPIRED. DO YOU WANT TO CONTINUE?
YES
COMPLETE THE DEPOSIT

Reject Slot

Heavily worn, damaged or soiled banknotes may not be recognized as authentic and may be rejected by the acceptor. **Remove rejected notes** from the **Reject Slot** to continue your deposit or deposit. If the poor condition of the banknote prevents it from being validated by the acceptor, you can deposit it using a Safebag.



Ceilings

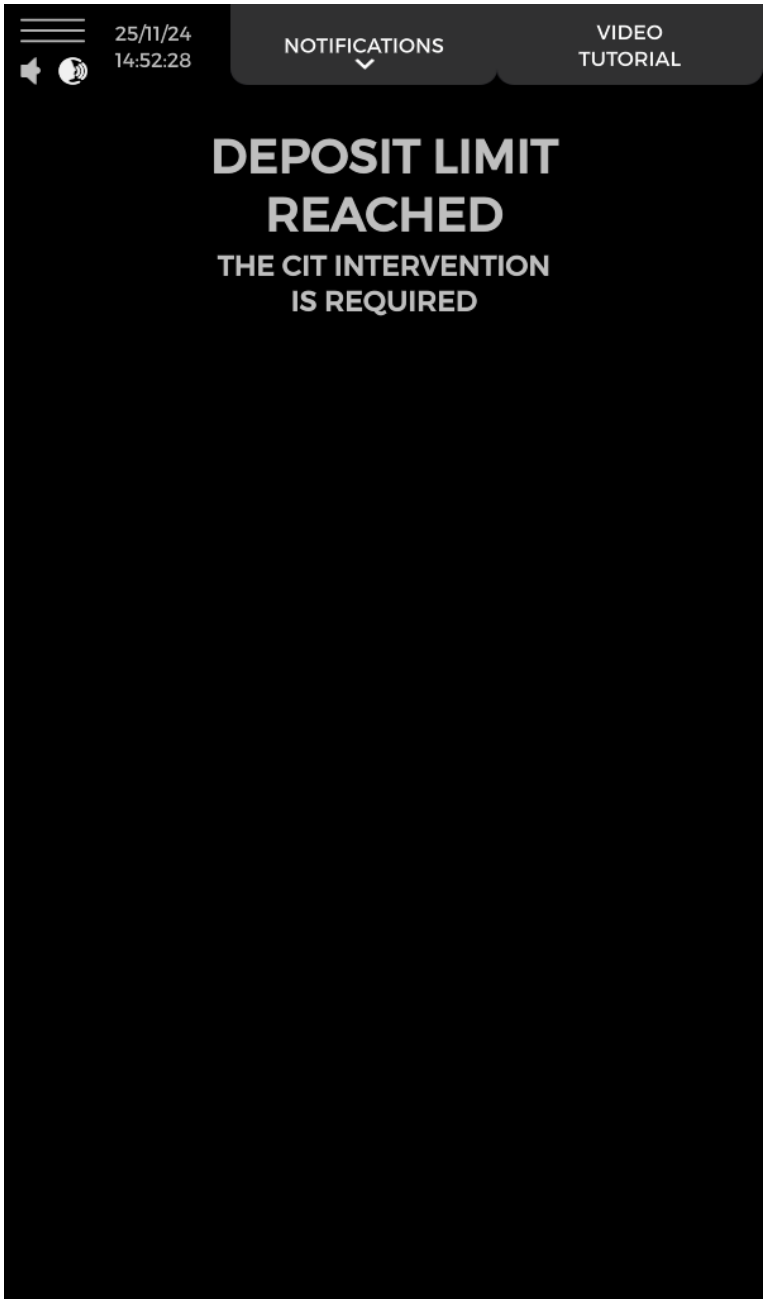
Close to the fund will update you on the limits on the remaining amount and/or how many banknotes you have still allowed to deposit. Make sure you do not deposit banknotes that exceed, in number or amount, that indicated on the monitor.



Once a maximum limit is reached, the BNA safe will notify you that the intervention of the cash transport service is required. Touching "OK" will end the deposit session and print a receipt for the amount deposited in the BNA safe.



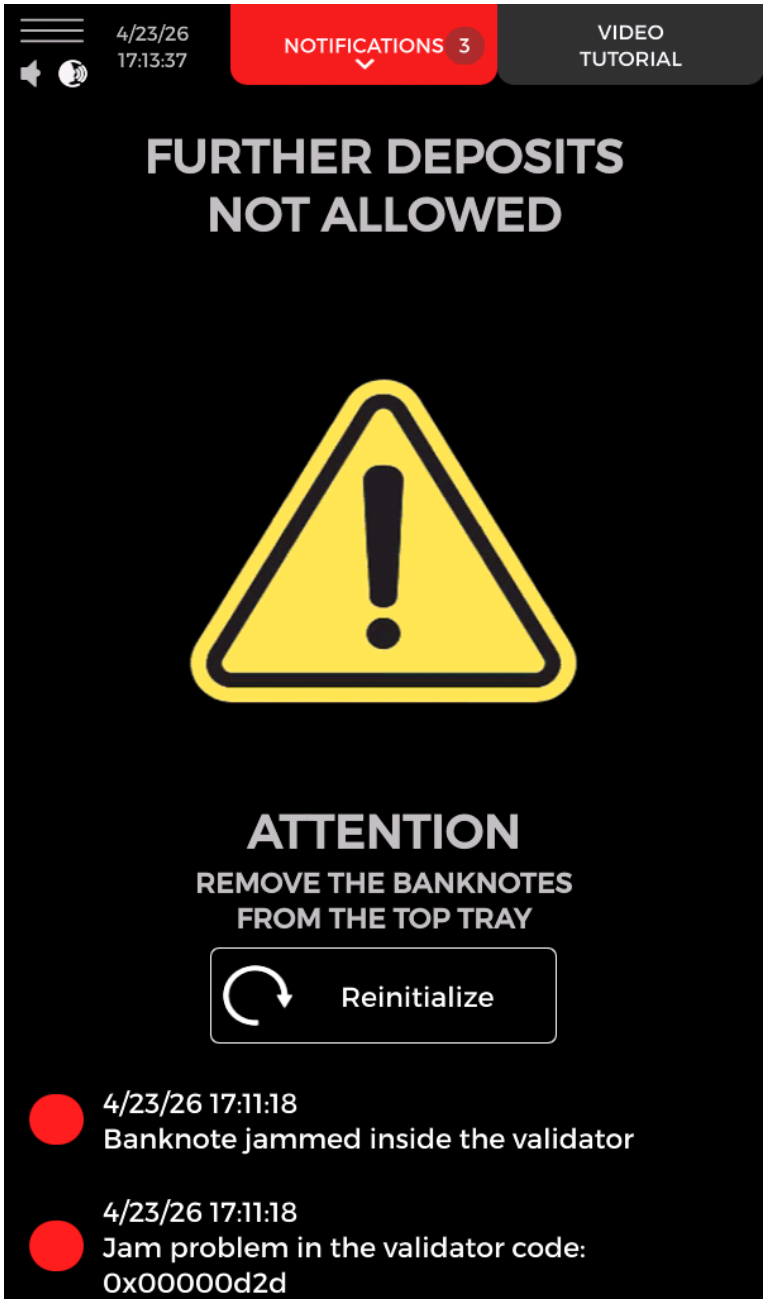
From this moment the cash register will remain out of service until the transport of valuables will not intervene to replace the bag.



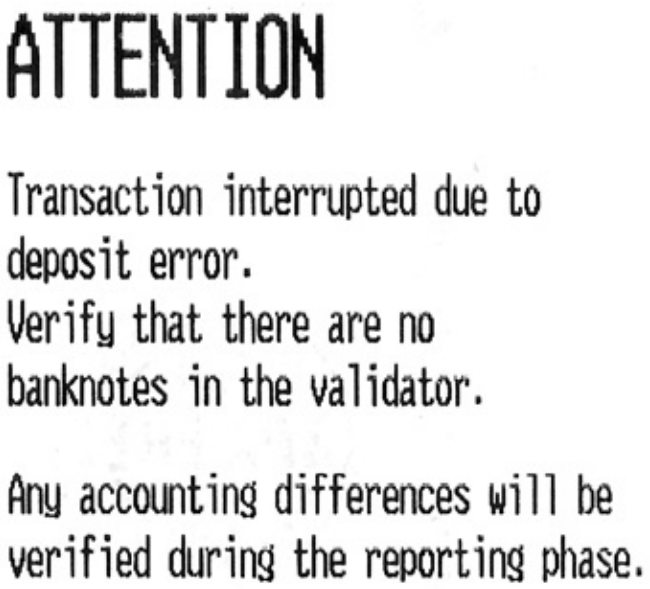
Errors

Deposit Error

If during **banknote deposit**, the acceptor detects a jam or an error in the banknote transport, the session will be interrupted and the error message will appear. a "Deposit Error" message appears on the screen.



Following a deposit error, a the receipt showing the correctly deposited banknotes has been printed as well as the notice of the interruption of the deposit due to an error. Once you've printed your receipt, **open the acceptor slots** and remove any remaining banknotes inside.

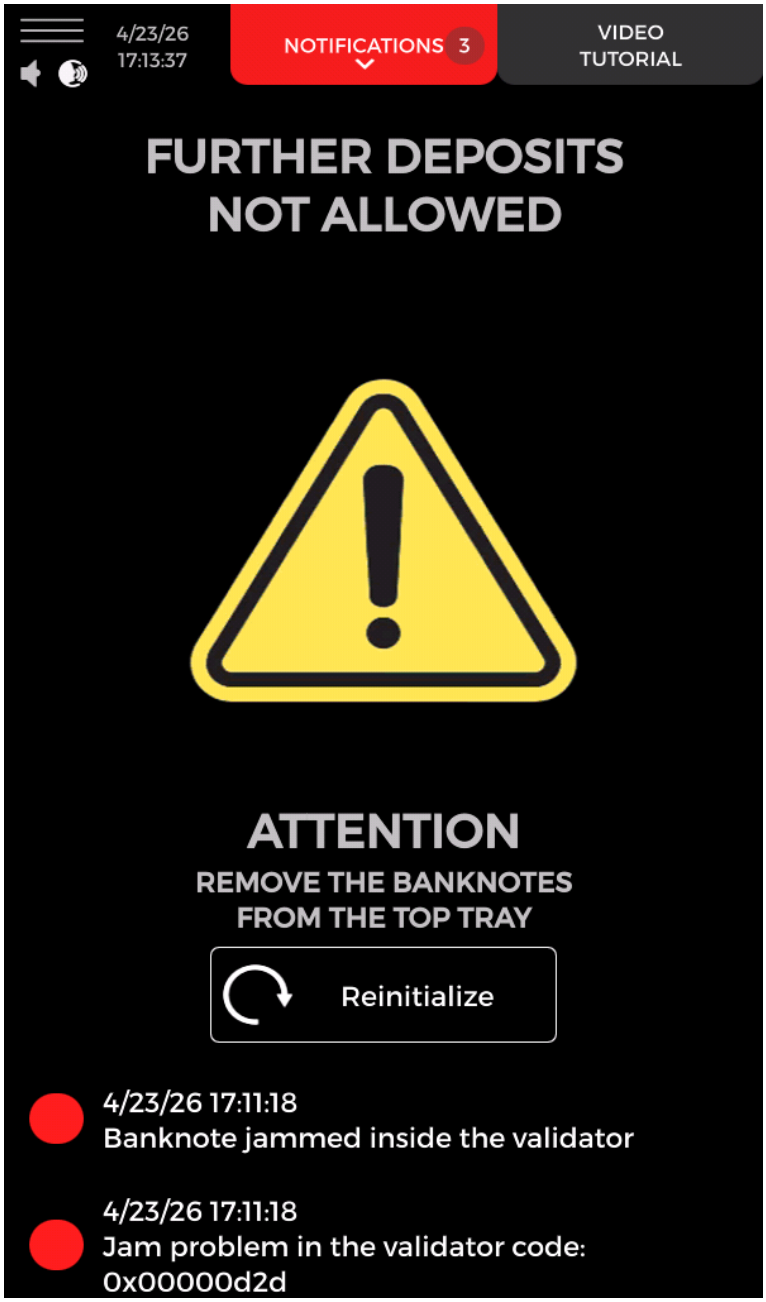


" Button Reinitialize "

On the BNA F safe's home screen, a Reset button may appear:



tapping this button will make the safe attempt to resolve any errors on its own to be operational again. **BEFORE TOUCHING THIS BUTTON Follow the prompts that appear on the screen:** You may see prompts above the Reset button to follow before tapping it. Remove the banknotes from where indicated and then press the Reset button. **Note:** If after tapping it, the button reappears and the errors persist, contact support.


4/23/26
17:13:37
NOTIFICATIONS 3
VIDEO TUTORIAL
FURTHER DEPOSITS NOT ALLOWED
ATTENTION
REMOVE THE BANKNOTES FROM THE TOP TRAY
Reinitialize
4/23/26 17:11:18
Banknote jammed inside the validator
4/23/26 17:11:18
Jam problem in the validator code: 0x00000d2d


ATTENTION
REMOVE THE BANKNOTES FROM THE TOP TRAY


ATTENTION
REMOVE THE BANKNOTES FROM THE REJECT TRAY

Notification Bar

On the top notification bar on the monitor, you will find:

- Audio guide volume adjustment.
- Date/time and serial number of the BNA F safe.
- Notification Center, with safe alerts.
- Video tutorials for using the BNA F safe.

The safe alerts are divided into: **INFORMATION (Green)** This section displays operational information. **WARNINGS (Orange)** This section displays Warnings and Non-Blocking Errors. The BNA can continue to operate. **ERRORS (Red)** This section displays **Blocking Errors.** The BNA **CANNOT** continue to operate. You must contact technical support.

