

Technical Support Frequently Asked Questions - ELECTRA

- Q: How do I load the money orders into the Electra dispenser?**
1. Remove the new pack of money orders from the cardboard box.
 2. Look at the serial numbers of the first & last money orders in the new pack. You **must** load the documents into the dispenser starting with the **first** serial number of the new pack. This will be the **lowest** number in the new pack.
 3. Open the printer door of your money order dispenser with your MEMO key.
 4. Place the new pack of money orders inside the printer with the lowest serial number facing up.
 5. Feed the first money order up through the middle of the curved silver slot.
 6. The holes on the sides of the money order must catch the black plastic tabs on **BOTH** sides of the printer assembly, or else jamming may occur. The black plastic tabs can be adjusted to match the money order width.
- Q: How do I print my reports?**
1. When you open your printer door, the screen on your keypad will display: **“Select Option: Print Reports *01.”**
 2. Press **ENTER** and the screen will display: **“Enter Date:”**.
 3. Type in the desired date of the report (mm/dd/yy) and press **ENTER**. (Default date is yesterday)
 4. Your Cumulative Summary report will print automatically. Depending on your reporting schedule to MEMO, your Cumulative Summary report may print once or twice a week.
- Q: How do I set the system clock?**
1. Use Option 7 to set the time, date and day of the week. Your programming will automatically adjust for Daylight Savings Time, if applicable. To change the time/date/day manually, you will have to open the printer door, **Press 7**, then **ENTER**. The keypad will display: **“Enter Date *01/01/2008”**.
 2. Enter **today’s date** then press Enter. Keypad will display: **“Select Day *Monday”**. Change the day by pressing **Next Option** or **Previous Option**. Once the desired day is selected, press **ENTER**.
 3. The screen will display **“Enter Time *09:00 AM”**. Enter the correct time and press **ENTER**.
 4. The screen will display **“Auto DST?”** (Daylight Savings Time). Enter once to make asterisk appear. Use **Next Option** button to change to **NO** then press the **ENTER** button
- Q: The keypad screen reads “Enter Exposed Serial #.” What can I do?**
1. **REMINDER:** Every time you open and close your money order printer door, the money order will automatically advance to reveal the serial number of the first money order to issue to a customer. You will have to enter the exposed serial

number to continue selling money orders. Remember to enter the entire ten-digit number.

2. A money order should be exposed approximately one inch at the top of the money order dispenser. Key in the ten-digit serial number of the exposed money order and press **ENTER**.

Q: Why does the keypad screen “Invalid Check Digit”

- A. The entire money order serial number was not entered correctly. Please **CLEAR** and key the entire ten-digit serial number. Press **ENTER**.

Q: Why does the money order dispenser’s screen read “OPERATOR LOCK”?

If the money order dispenser’s time is incorrect. Follow the steps below to correct the time on the money order dispenser.

- a. Using your key, open the printer’s door.
- b. The keypad screen will read, **Print Reports *01**.
- c. Press the **PREV. OPTION** key two or three times until the keypad screen reads, **“SET SYSTEM CLOCK *07.”** Press **ENTER**. Today’s date will appear.
- d. Press **ENTER** again and the day of the week will appear.
- e. Press **ENTER** again and the time appears. Press **CLEAR** and key in the correct time.

IMPORTANT NOTE: If the time is 9:15 a.m. key in **“0915”**. If the screen reads a.m., press the **NEXT OPTION** key to change a.m. to p.m.

- f. After completing this procedure be sure to close and lock the printer door.

Q: Can I print a money order when the screen reads init. modem?

- A. The money order dispenser needs to dial into MEMO’s main office to transmit your money order sales information. Call the MEMO Help Desk at 1-800-864-5246.

Q: Can I print a money order when the screen reads “doc array full”?

- A. Call the MEMO Help Desk at 1-800-864-5246. The money order dispenser needs to dial into MEMO’s main office and transmit your money order sales information before you can print money orders.

Q: What can I do if the printer jams and the wheel will not turn in the printer box?

- A. Follow these steps:
 - a. Using the key, open the printer door.
 - b. Clear the jammed money orders.
 - c. Feed the remaining money orders through the dispenser.
 - d. Align the holes on the money orders with the pins on the roller ends.
 - e. Call the MEMO Help Desk at **1-800-864-5246** if the problem continues.

Q: The keypad reads “waiting on lister.” Why?**A.** Follow these steps:

- a. On the printer that prints your reports; check to see that both green lights are illuminated.
- b. Power off the money order printer box first. The switch is located on the right side of the box.
- c. Next power off the star printer. The switch for the star printer is on the back of the printer.
- d. Check to make sure all cables to the money order dispenser are connected tightly.
- e. Power on the money order printer box and wait 10 seconds before powering on the star printer.
- f. Your keypad screen should read **enter passcode** if all steps were followed correctly.
- g. If the keypad screen does not read enter passcode, please repeat these steps.

Q: The keypad reads “waiting on lister.” Why?**A.** Follow these steps:

- a. Make sure the two green lights are illuminated on your star printer.
- b. If the two green lights are illuminated on the star printer, then power off the money order printer box, located on the right-hand side.
- c. Next, unplug all cables to the money order dispenser.
- d. Reconnect all cables to the money order dispenser.
- e. Power on the money order printer and attempt to print a report again.

Q: Why does the keypad screen read “No Documents”?**A.** Follow these steps:

- a. Using your key, open the printer door.
- b. The keypad screen will read, **PRINT REPORTS *01**.
- c. Press the **NEXT OPTION** key one time.
- d. The keypad screen will read, **“LOAD DOCUMENTS *02”**. Press **ENTER**.
- e. Key the first ten-digit serial number from the new pack of money orders. Press **ENTER**.
- f. Next, key the last ten-digit serial number from the new pack of money orders. Press **ENTER**.
- g. Press **ENTER** if the keypad reads **“partial pack”** press **ENTER** or **ESC**.
- h. Close the printer door.

Q: The keypad is not powered on. What can I do?**A.** Follow these steps:

- a. Be sure all power cords are tightly plugged into the power outlet.
- b. On your money order printer box, look for a black switch on the right side. Make sure the switch is in the **ON** position.



- c. If the keypad is not powered on and the money order printer box is powered on, make sure the power cords are plugged tightly into your power outlet.
- d. Try a different power outlet if the power cords are plugged tightly into the power outlet in step C and the keypad remains powered off.
- e. Check to see if two bright red lights are illuminated on the back of your money order printer box.
- f. If the keypad remains powered off, please call the MEMO Help Desk at 1-800-864-5246.

Q: The keypad is not powered on. What can I do?

A. Follow these steps:

- a. Using your key, open the printer door. Press **CLEAR**.
- b. Press the **NEXT OPTION** key three times. The screen will read, **"CLOSE OUT DOCS *04"**.
- c. Press **ENTER** two times. Next, press **CLEAR**.
- d. Again, the screen will read, **"CLOSE OUT DOCS *04"**.
- e. Press the **PREV. OPTION** key two times. The screen will read, **"LOAD DOCUMENTS *02"**. Press **ENTER**.
- f. Enter the first ten-digit serial number from the new money order pack and press **ENTER**.
- g. Enter the last ten-digit serial number from the new money order pack. Press **ENTER**.
- h. The screen will read partial pack press **ENTER** or **ESC**. Press **ENTER**.
- i. Close the printer door.