ATM Installation/Programming Request Form

Fax or email completed form to Convenience ATMs, Inc.   204 East South Street, Suite 6057 Orlando, FL 32801
Phone: 1-877-624-ATMS   Fax: 1-866-757-2132   Email: info@convenienceatms.com

ATM INFO			
Terminal ID: (ofc use only)	Date of Request:	ATM Brand:	ATM Model:

INSTALLATION / PROGRAMMING LOCATION INFORMATION	
Name of Location:	
Address:	
City, State, and Zip Code:	
Point of Contact (name and phone number):	Requested date and time for installation:

PRIOR TO TECH ARRIVING MEMO

Attention New ATM Owner:
On its way to you via express mail from the USPS is a package with important banking codes, the new terminal ID, and basic instructions the ATM installer will need to complete the ATM installation and connect your ATM to the banking network. By this time you should have already completed the setup paperwork supplied by Convenience ATMs Inc, if not be sure to fax it in **BEFORE** the programmer comes to install your machine. The programmer/installer should contact you to setup the date and time for the installation.

Prior to arrival of the install tech:

1. Be sure there is an electrical outlet within 3-5 feet of the ATM, if it is further than 3 feet be sure to have an extension cord available. If at all possible do not share the electric outlet of the ATM with any large equipment, refrigeration devices, or neon signs…large current draws and electromagnetic interference may affect the reliability of the ATM. Also try not to place the ATM within a few feet of any of these items as the electromagnetic interference often times will render the ATMs card reader inoperative.

2. If the **ATM is to be connected via phone line** be sure there is a phone outlet within 3-5 feet of the ATM. If it is further than 3 feet then you must have an extension running all the way to the machine. Check the phone line, the phone line MUST have a good dial tone. Note: (the machine will <u>NOT</u> work on a digital phone line, the phone connection must be <u>analog</u>, check with your phone service provider to be sure you do not have a digital line before the installer arrives, chances are if your phone service bill comes from your cable service provider there is a good chance the phone line is digital and will not work with the ATM).

3. If the **ATM is to be connected via internet TCP/IP** then there must be a CAT5 cable connection from the internet hub/router all the way to the ATM
   - Ensure the connection is "DHCP" or dynamic IP address (you can verify this with your internet provider)
   - <u>If you do not have DHCP you must ensure you have a separate static IP address available for the ATM (you can verify this with your internet provider and you can obtain the static IP from the provider as well.)</u>
   - Ensure there is a good internet signal coming from the internet hub…this can be tested by plugging in the CAT 5 cable that is to be connected to the ATM into a laptop, if you get a good internet connection on the laptop then it is ok for us with the ATM.

4. If the **ATM is to be connected via wifi or wireless router** you MUST have the equipment onsite PRIOR to the tech arriving. If the tech arrives and cannot connect the ATM to the network because the connection equipment (wifi router or cell router) is NOT available then tech will need to return another time to complete the programming and customer will be charged an addition service call fee of $150. Note: Tech is NOT responsible for the programming of wifi routers.

4. The ATM is going to be bolted to the floor, in nearly all cases the floor will be hard surface such as concrete, if it is something other than this please be sure to let the installer know before his arrival so that he can bring the appropriate tools and fasteners.

5.   Ensure you bring the contents of the package that was mailed to you to the installer, it contains among other things the master keys/codes (also called COMVELOPES) that will be required for him to program your machine. Your machine **CANNOT BE PROGRAMMED** without the contents of this package. The package also contains a "FEE NOTICE" sticker, federal law requires that this sticker be in place and visible on the ATM at all times. The other stickers are not required but are sometimes helpful in preventing theft and assisting your customers.

6.   If you plan to run the machine immediately upon its installation, bring $20 denominations to load the cash cassette. Most vendors start with a nominal amount of $1000 then monitor its usage…follow up refills may require more or less cash depending on how often the machine is to be filled. When you get the money from your bank be sure to get USED bills, new bills have excess inks which cause the machines to jam up on a more regular basis than normal.

** The installer technicians will NOT supply any extension cords, CAT 5 cables, phone line extensions, or jacks…. you must supply them yourself. Furthermore, if the phone line or internet connection is not operating properly the technician will be unable to connect the ATM to the network, he is NOT responsible for troubleshooting your phone lines or network connections… they are assumed to be ready and operating prior to his arrival. <u>You WILL be charged $150 for any follow up visits required if after the initial visit the installer is unable to connect due to phone/internet problems, missing equipment (routers), or master codes package not available.</u>