

First Cash Store Troubleshooting

Technical Data Sheet

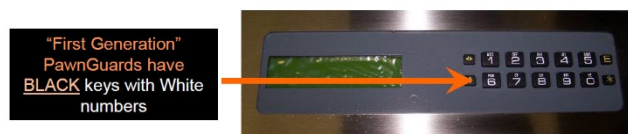
Version Number: TDS - 0924-V1**Purpose**

This Technical Data Sheet is designed to empower First Cash store employees to independently assess and troubleshoot common issues with Rolland Solutions equipment. By following the provided guidelines, employees will be able to diagnose and, in many cases, resolve typical operational issues. The document outlines step-by-step troubleshooting procedures for the most installed and managed systems at First Cash and Cash America locations, ensuring quick and efficient resolution of frequent technical problems.

Responsibilities

Rolland Solutions takes full responsibility for providing accurate, up-to-date guidance that empowers First Cash employees to troubleshoot and resolve basic issues related to our products. This document serves as a resource for addressing common operational questions and functions that do not require advanced diagnostics, allowing employees to independently manage and resolve minor problems efficiently.

Rolland Solutions is committed to maintaining and continuously improving this document. As new issues arise or frequently asked questions evolve, we will update the content in real-time to ensure First Cash employees always have the most current and relevant information available at their fingertips.

Table of ContentsPawn Guard 1 (PG1) 35 Drawer 2003/2004 (*Discontinued 2004*)Pawn Guard 2 (PG2) 35 Drawer 2004/2005 (*Discontinued 2005*)Pawn Safe (PS)60,32,20,17,15 ,13,8 Drawer 2006/2015 (*Discontinued 2015*)*32 and 17 models were updated to the DMS system*

Gold Keypad



Drawer Management System (DMS) 62,32,17, (2015 to Present)

Blue Keypad Yellow Number



Trouble Shooting

Drawer Open or Ajar on Display:

PG1 Model:

Drawer Open or Ajar on Display:

PG2 Model:

Drawer Open or Ajar on Display:

PS Models:

Drawer Open or Ajar on Display:

DMS Model: Converted PS35 and PS17

Drawer Open or Ajar on Display:

DMS Model: 32 and 62

Power :

A 24Volt DC/ 2Amp power supply is required for PG1,PG2 and DMS models. The exception of PS35 and PS17 series converted to DMS . These readily identified by the DMS Keypad and Display.

A 12VDC/2Amp power supply for the PS series and the PS35 and PS17 converted to DMS 35 or DMS17. The PS Series with a Gold Keypad allows the unit to operate on batteries in the vent of a power failure. The system requires 4 AA Duracell batteries, any other brand system will not function properly and may have intermittent function.

Reset/Reboot:

In the event the system does not display the correct date, time, does not perform a command function such as enroll, delete user, change of date and time, and or does not allow a drawer to open; a reset/reboot is normally required.

All versions do not have a reset button. This will require removing power to the unit by unplugging the transformer from the wall for 1 minute. If the system is a PS series with a Gold Keypad, the batteries must be removed as well. This will allow the system to reset/reboot by performing the power cycle.

Drawer Open or Ajar on Display:

PG1 Model:



This early version did not detail what drawer is open. This will require confirmation all drawers have been fully closed to the stop position. The system allows only two drawers to open at one time.

- 1) Confirm the Date and Time or correct.
- 2) Confirm your user level allows access per the time and date displayed
- 3) Confirm all drawers are locked and secure
- 4) A 24Volt DC/ 2Amp power supply is present and plugged into the wall.
- 5) Confirm a Light is visible on the power supply, confirming power.
- 6) Perform a Reset
- 7) Confirm Step 1 is correct
- 8) Perform Step that was not working per the command.
- 9) If not working , Perform another Reset
- 10) Perform Steps 5 and 6
- 11) If not working, call for Rolland 1-800-225-2984 for Desk Top Support.
- 12) A picture of the unit will be required during Desk Top Support.
- 13) Tech Support will require the above steps performed during the call. In the event Desk Top Support does not resolve the issue over the phone, a tech onsite will be the next step per proper protocols.

Drawer Open or Ajar on Display:

PG2 Model:



This version does detail what drawer is open. This will require confirmation all drawers have been fully closed to the stop position. The system will allow two drawers to open at one time.

- 1) Confirm the Date and Time or correct.
- 2) Confirm your user level allows access per the time and date displayed
- 3) Confirm all drawers are locked and secure
- 4) A 24Volt DC/ 2Amp power supply is present and plugged into the wall.
- 5) Confirm a Light is visible on the power supply, confirming power.
- 6) Perform a Reset
- 7) Confirm Step 1 is correct
- 8) Perform Step that was not working per the command.
- 9) If not working , Perform another Reset
- 10) Perform Steps 5 and 6
- 11) If not working, call for Rolland 1-800-225-2984 for Desk Top Support.
- 12) A picture of the unit will be required during Desk Top Support.
- 13) Tech Support will require the above steps performed during the call. In the event Desk Top Support does not resolve the issue over the phone, a tech onsite will be the next step per proper protocols.

Drawer Open or Ajar on Display:**PS Models:**

Gold Keypad

This version details what drawer is open. This will require confirmation all drawers have been fully closed to the stop position. The system will allow two drawers to open at one time.

- 1) Confirm the Date and Time or correct. (*Confirmation by a technician only.*)
- 2) Confirm your user level allows access per the time and date.
- 3) Confirm all drawers are locked and secure.
- 4) A 12Volt DC/ 2Amp power supply is present and plugged into the wall.
- 5) Confirm a Light is visible on the power supply, confirming power.
- 6) Perform a Reset, remove AC power and Batteries behind keypad. (*Push up on the keypad from the bottom to remove. Perform the opposite steps to secure.*)
- 7) Confirm Step 1 is correct.

- 8) Perform Step that was not working per the command.
- 9) If not working , Perform another Reset
- 10) Perform Steps 5 and 6
- 11) If not working, call for Rolland 1-800-225-2984 for Desk Top Support.
- 12) A picture of the unit will be required during Desk Top Support.
- 13) Tech Support will require the above steps performed during the call. In the event Desk Top Support does not resolve the issue over the phone, a tech onsite will be the next step per proper protocols.

Drawer Open or Ajar on Display:**DMS Model: Converted PS35 and PS17**

Blue Keypad Yellow Number

This version details what drawer is open. This will require confirmation all drawers have been fully closed to the stop position. The system will only allow two drawers to open at one time.

- 1) Confirm the Date and Time or correct.
- 2) Confirm your user level allows access per the time and date displayed
- 3) Confirm all drawers are locked and secure
- 4) A 12Volt DC/ 2Amp power supply is present and plugged into the wall.
- 5) Confirm a Light is visible on the power supply, confirming power.
- 6) Perform a Reset
- 7) Confirm Step 1 is correct
- 8) Perform Step that was not working per the command.
- 9) If not working , Perform another Reset
- 10) Perform Steps 5 and 6
- 11) If not working, call for Rolland 1-800-225-2984 for Desk Top Support.
- 12) A picture of the unit will be required during Desk Top Support.

13) Tech Support will require the above steps performed during the call. In the event Desk Top Support does not resolve the issue over the phone, a tech onsite will be the next step per proper protocols.

Drawer Open or Ajar on Display:

DMS Model: 32 and 62



Blue Keypad Yellow Number

This version details what drawer is open. This will require confirmation all drawers have been fully closed to the stop position. The system will only allow two drawers to open at one time.

- 1) Confirm the Date and Time or correct.
- 2) Confirm your user level allows access per the time and date displayed
- 3) Confirm all drawers are locked and secure
- 4) A 12Volt DC/ 2Amp power supply is present and plugged into the wall.
- 5) Confirm a Light is visible on the power supply, confirming power.
- 6) Perform a Reset
- 7) Confirm Step 1 is correct
- 8) Perform Step that was not working per the command.
- 9) If not working , Perform another Reset
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