

wincor atm manual Reference

Wincor ATM Manual: Your Comprehensive Guide to Operating and Maintaining Wincor ATMs

The **Wincor ATM manual** is an essential resource for bank staff, technicians, and service providers responsible for operating, troubleshooting, and maintaining Wincor Nixdorf Automated Teller Machines (ATMs). As one of the leading providers of banking hardware and solutions, Wincor Nixdorf offers robust ATM models designed for efficiency, security, and user-friendliness. Proper understanding and utilization of the manual ensure smooth ATM operations, reduce downtime, and enhance customer satisfaction. In this article, we delve into the key aspects of the Wincor ATM manual, covering its structure, critical operations, troubleshooting tips, and maintenance procedures.

Understanding the Wincor ATM Manual

What Is Included in the Wincor ATM Manual?

The Wincor ATM manual is a comprehensive document that provides detailed instructions on various aspects of ATM management. Typically, it encompasses:

- Hardware specifications and configurations
- Installation guidelines and setup procedures
- Operational instructions for daily use
- Security protocols and access controls
- Troubleshooting and diagnostic procedures
- Maintenance schedules and parts replacement
- Software updates and configuration settings
- Contact information for technical support

The manual is designed to facilitate both initial setup and ongoing maintenance, ensuring the ATM functions reliably and securely over its lifespan.

Who Should Use the Wincor ATM Manual?

The manual is intended for a variety of users, including:

- **Bank Technicians and Service Staff:** Responsible for installation, setup, troubleshooting, and

repairs.

- **IT and Network Administrators:** Managing software updates, remote monitoring, and security protocols.
- **Customer Service Representatives:** Assisting customers with basic ATM operations and reporting issues.
- **Security Personnel:** Ensuring physical and network security measures are correctly implemented.

Key Sections of the Wincor ATM Manual

1. Hardware Overview

This section provides detailed diagrams and descriptions of ATM components, including:

- Card reader and deposit modules
- Dispenser and cash handling units
- Display screens and keypad interfaces
- Power supply and backup systems
- Security features such as cameras and safes

2. Installation and Setup Procedures

Proper installation is crucial for optimal ATM performance. The manual outlines step-by-step instructions for:

- Selecting an appropriate location for security and accessibility
- Connecting power and network cables
- Configuring hardware components and peripherals
- Performing initial software setup and calibration

3. Operating Instructions

This section guides users through daily ATM operations, including:

- Starting up and shutting down the machine
- Performing cash replenishment and reconciliation
- Handling card transactions and PIN verification
- Dispensing cash and processing deposits

- Monitoring transaction logs and reports

4. Security Protocols

Security is paramount in ATM operations. The manual details procedures for:

- Access control and authentication measures
- Encryption and data protection standards
- Physical security features and alarm systems
- Fraud detection and prevention techniques

5. Troubleshooting and Diagnostics

When issues arise, the manual provides diagnostic flowcharts and solutions, such as:

- Identifying hardware faults via LED indicators and error codes
- Resolving network connectivity issues
- Replacing faulty components like card readers or cash modules
- Software error correction and reset procedures

6. Maintenance and Parts Replacement

Regular maintenance prolongs the lifespan of the ATM. The manual recommends:

- Cleaning peripherals and card readers
- Lubricating moving parts as specified
- Replacing consumables such as receipt paper and ink cartridges
- Scheduling routine inspections and component testing

7. Software Management and Updates

Keeping the ATM software up-to-date is critical for security and functionality. The manual details:

- Performing software upgrades via USB or network
- Configuring remote monitoring tools
- Backing up and restoring software configurations

Benefits of Properly Using the Wincor ATM Manual

1. Ensures Reliable ATM Performance

Following the manual's guidelines helps prevent common issues, reducing downtime and maintaining customer trust.

2. Enhances Security Measures

Understanding security protocols minimizes the risk of fraud, theft, and data breaches.

3. Facilitates Efficient Troubleshooting

Quick diagnosis and repair save time and operational costs.

4. Promotes Longevity of Equipment

Regular maintenance as per the manual extends the lifespan of the ATM and its components.

Tips for Effective Use of the Wincor ATM Manual

- **Keep the manual accessible:** Store a digital and physical copy in secure locations for quick reference.
- **Update regularly:** Ensure you have the latest manual version reflecting firmware and hardware updates.
- **Train staff thoroughly:** Conduct training sessions based on manual instructions for consistent operation.
- **Follow safety protocols:** Always adhere to security and safety instructions outlined in the manual.
- **Record maintenance activities:** Keep logs of all repairs, parts replacements, and software updates for future reference.

Where to Find the Wincor ATM Manual

The official Wincor Nixdorf website and authorized support portals provide access to the latest manuals and technical documents. Additionally, contact your local Wincor service representative for personalized assistance and updated resources.

Conclusion

The **Wincor ATM manual** is an indispensable tool for ensuring the smooth operation, security, and longevity of Wincor Nixdorf ATMs. By understanding its contents and following best practices, banking institutions and service technicians can maximize the performance of their ATM fleet, improve customer service, and reduce operational disruptions. Regularly consulting the manual, staying updated with new releases, and adhering to recommended procedures are key to leveraging the full potential of Wincor ATM solutions.

Wincor ATM Manual: A Comprehensive Guide to Understanding and Operating Wincor Nixdorf ATM Systems

In today's rapidly evolving financial landscape, Automated Teller Machines (ATMs) serve as vital touchpoints between banks and their customers. Among the leading providers of ATM technology is Wincor Nixdorf, renowned for its innovative solutions that combine reliability, security, and user-friendliness. For bank staff, technicians, and service providers, understanding the Wincor ATM manual is essential to ensure optimal operation, maintenance, and troubleshooting of these sophisticated machines. This article offers an in-depth exploration of the Wincor ATM manual, serving as a comprehensive resource for users seeking to demystify the technical aspects and operational procedures associated with Wincor Nixdorf ATM systems.

Introduction to Wincor Nixdorf ATM Systems

Wincor Nixdorf, now part of Diebold Nixdorf, has established itself as a global leader in banking and retail technology solutions. Their ATM systems are designed to provide seamless banking experiences, integrating hardware and software components to deliver secure and efficient cash transactions. The Wincor ATM manual acts as a crucial document, detailing the setup, operation, maintenance, and troubleshooting of these machines.

Understanding the scope and structure of the manual is fundamental for effective management of the ATM fleet. Typically, the manual encompasses sections on hardware specifications, software configurations, security protocols, fault diagnostics, routine maintenance, and customer interface guidelines.

Structure and Contents of the Wincor ATM Manual

A typical Wincor ATM manual is organized into comprehensive sections aimed at different user levels—from initial installation to advanced troubleshooting. Here's an overview of the core components:

1. Hardware Overview

- Physical Components: Details about the ATM cabinet, cash dispenser, card reader, keypad, display, and receipt printer.
- Hardware Specifications: Dimensions, power requirements, and compatibility notes.
- Connectivity Interfaces: Network modules, USB ports, and communication protocols.

2. Software Architecture

- Operating System: Information on the embedded OS used within the ATM.
- Application Software: Details of the banking application, security modules, and user interface.
- Firmware Updates: Procedures for updating software components to ensure security and functionality.

3. Installation and Setup

- Pre-Installation Requirements: Site considerations, power supply, and environmental conditions.
- Physical Installation: Step-by-step guide to installing the machine securely.
- Configuration Procedures: Setting up network connectivity, cash cassette calibration, and software initialization.

4. Daily Operations and User Interface

- Transaction Processes: Cash withdrawal, deposit, balance inquiry, and mini-statements.
- User Interface Navigation: Instructions for navigating menus, PIN entry, and error messages.
- Security Features: Card insertion/removal protocols, PIN masking, and session timeout settings.

5. Maintenance and Troubleshooting

- Routine Maintenance: Cleaning procedures, cash cassette refilling, and hardware checks.
- Common Faults and Solutions: Error codes, diagnostic procedures, and when to escalate issues.
- Software Troubleshooting: Resetting components, restoring default settings, and firmware reinstallation.

6. Security Protocols

- Physical Security: Locking mechanisms, tamper detection, and alarm systems.

- Data Security: Encryption standards, secure key management, and audit logging.
- Access Controls: User access levels, password policies, and audit trails.

Operational Best Practices Using the Wincor ATM Manual

Effectively operating Wincor ATM systems requires adherence to best practices outlined in the manual. These practices ensure security, reduce downtime, and enhance user experience.

Training and Familiarization

- Conduct regular training sessions for staff using manual-guided tutorials.
- Familiarize with user interface workflows and error handling procedures.

Routine Maintenance

- Follow scheduled cleaning and hardware checks specified in the manual.
- Use diagnostic tools recommended by the manual to preempt failures.

Security Compliance

- Regularly update firmware and security patches as per manual instructions.
- Monitor access logs and audit trails to detect unauthorized activities.

Handling Common Issues

- Use troubleshooting flowcharts provided in the manual to diagnose errors.
- Replace or repair hardware components following detailed instructions to prevent damage.

Advanced Troubleshooting and Firmware Management

The Wincor ATM manual provides detailed guidance for handling complex issues, especially those requiring firmware or software interventions.

Firmware Updates

- Preparation: Backup existing configurations before updates.

- Procedure: Connect via secure network, follow step-by-step update instructions, and verify post-update functionality.
- Troubleshooting: If updates fail, consult rollback procedures or contact technical support.

Remote Diagnostics

- Utilize remote management tools outlined in the manual for real-time fault detection.
- Implement software patches or configuration changes remotely to minimize service disruptions.

Safety and Compliance Considerations

Operating ATMs reckons with strict safety and regulatory standards. The manual emphasizes compliance measures to safeguard users and operators.

- Electrical Safety: Proper grounding and adherence to electrical codes.
- Data Privacy: Secure handling of customer data in accordance with GDPR or relevant legislation.
- Environmental Standards: Proper disposal of consumables and hardware recycling.

Future-Proofing and Upgrades

Wincor Nixdorf continually advances its ATM solutions, and the manual provides guidelines for scaling and upgrading systems.

- Hardware Upgrades: Adding new modules like contactless card readers or biometric authentication.
- Software Enhancements: Deploying new features or security patches through structured update procedures.
- Integration: Ensuring compatibility with evolving banking systems and payment standards.

Conclusion: The Value of the Wincor ATM Manual

The Wincor ATM manual is more than just a technical document; it is a vital resource that empowers bank staff, technicians, and security personnel to operate, maintain, and troubleshoot ATM systems efficiently. Its detailed instructions, diagnostic tools, and security protocols help ensure that ATMs function reliably, securely, and in compliance with industry standards.

In an era where customer experience and security are paramount, understanding and effectively

utilizing the Wincor ATM manual can significantly enhance operational efficiency and minimize downtime. Whether you are installing a new ATM, performing routine maintenance, or resolving complex issues, this manual serves as the cornerstone of safe and effective ATM management.

As banking technology continues to evolve, staying updated with the latest manual revisions and training on new features will be essential. Ultimately, mastery of the Wincor ATM manual ensures that these critical financial tools continue to serve customers seamlessly, securely, and efficiently in an increasingly digital world.

Question How do I reset the Wincor ATM to factory settings using the manual? To reset your Wincor ATM to factory settings, refer to the 'Maintenance' section of the manual, which provides step-by-step instructions for performing a reset safely. Ensure you have the necessary administrator credentials before proceeding. Where can I find the troubleshooting guide in the Wincor ATM manual? The troubleshooting guide is typically found in the 'Troubleshooting' chapter towards the end of the manual, detailing common issues and their solutions to help users quickly resolve problems. What are the safety precautions recommended in the Wincor ATM manual? The manual advises users to disconnect power before servicing, wear appropriate protective gear, and follow proper handling procedures to prevent electrical shocks and damage to the machine. How do I update the software firmware on a Wincor ATM according to the manual? Firmware updates are outlined in the 'Software Management' section, which guides users through connecting to the server, downloading updates, and installing them securely without interrupting ATM operations. What are the steps to replace the cash cassette as per the Wincor ATM manual? The manual provides detailed instructions on unlocking, removing, and replacing the cash cassette, ensuring proper handling to avoid jams or damage, and verifying the correct installation before restarting the ATM. Can the manual help with network configuration issues for Wincor ATMs? Yes, the manual includes a dedicated section on network setup and configuration, covering IP settings, connectivity troubleshooting, and communication protocols to ensure reliable network operation. How do I perform routine maintenance on the Wincor ATM using the manual? Routine maintenance procedures, such as cleaning sensors, checking paper supplies, and inspecting hardware components, are detailed in the 'Maintenance' chapter to keep the ATM functioning optimally. Where can I download the latest Wincor ATM manual updates? The latest manuals and updates can be downloaded from the official Wincor or Diebold Nixdorf support website, where you can access user guides, firmware updates, and technical documentation.

Related keywords: Wincor ATM guide, Wincor banking machine manual, Wincor cash machine instructions, Wincor ATM troubleshooting, Wincor ATM maintenance, Wincor kiosk manual, Wincor terminal user manual, Wincor ATM parts manual, Wincor cash dispenser manual, Wincor ATM configuration

WINCOR NIXDORF SERVICE MANUAL

wincor nixdorf service manual are essential resources for technicians, engineers, and service professionals who work with Wincor Nixdorf point-of-sale (POS) systems, banking terminals, and other retail technology solutions. These manuals provide comprehensive instructions, troubleshooting steps, technical specifications, and maintenance procedures necessary to ensure the optimal functioning of Wincor Nixdorf equipment. Whether you are performing routine maintenance, repairs, or upgrades, having access to an accurate and detailed service manual can significantly streamline your workflow and minimize downtime.

In this article, we will explore the importance of the **wincor nixdorf service manual**, how to access it, and the key elements it includes. We will also discuss best practices for using these manuals effectively to maintain and repair Wincor Nixdorf devices.

Understanding the Importance of Wincor Nixdorf Service Manuals

Why Are Service Manuals Crucial?

Service manuals serve as authoritative guides that detail the inner workings of Wincor Nixdorf devices. They are crucial because:

- Provide step-by-step troubleshooting procedures for common and complex issues.
- Include detailed wiring diagrams, schematic layouts, and hardware specifications.
- Help technicians perform accurate repairs and maintenance, reducing errors.
- Ensure safety standards are maintained during servicing.
- Offer software and firmware update instructions.
- Extend the lifespan of equipment by facilitating proper upkeep.

Benefits of Using the Correct Service Manual

Using the correct and updated manual ensures:

- Accurate diagnosis of issues without unnecessary replacements.
- Adherence to manufacturer guidelines, preserving warranty validity.
- Efficient repair processes, saving time and costs.
- Enhanced safety for technicians and end-users.

How to Access Wincor Nixdorf Service Manuals

Official Sources

To obtain authentic and comprehensive service manuals:

- Visit the official Wincor Nixdorf website or its parent company Diebold Nixdorf's support portal.
- Register for a technician or partner account if required, which may grant access to technical documentation.
- Use the customer support or downloads section to find manuals by model number or product category.
- Contact authorized Wincor Nixdorf service centers or distributors for physical or digital copies.

Third-Party and Community Resources

In some cases, manuals or similar guides might be available through:

- Online forums and technician communities dedicated to POS and banking hardware.
- Technical document repositories or sharing platforms.
- Training centers or certification programs that provide detailed manuals as part of their curriculum.

Note: Always ensure that you are accessing official or verified sources to avoid outdated or inaccurate documentation.

Key Elements Included in a Wincor Nixdorf Service Manual

1. Product Overview and Specifications

Provides a general description of the device, including:

- Model number and version
- Hardware components and features
- Technical specifications such as power requirements, dimensions, and interface options

2. Hardware Diagrams and Schematics

Visual aids to help identify components and understand connections:

- Wiring diagrams
- Mainboard layouts
- Connector pinouts
- Component placements

3. Assembly and Disassembly Procedures

Step-by-step instructions for:

- Removing panels and covers
- Replacing major components like drives, screens, or circuit boards
- Performing upgrades or modifications

4. Troubleshooting and Diagnostics

Guidelines to identify and resolve issues:

- Error code explanations
- Diagnostic test procedures
- Common failure points and their solutions

5. Software and Firmware Updates

Instructions on:

- Preparing devices for updates
- Executing software installation or upgrades
- Verifying successful updates

6. Maintenance and Calibration

Procedures for routine upkeep:

- Cleaning and hygiene protocols
- Calibration of sensors and displays
- Replacing consumables like paper or ink ribbons

Best Practices for Using Wincor Nixdorf Service Manuals

Organizing Your Documentation

- Keep digital and physical copies well-organized by model or category.
- Maintain a log of repairs, parts replacements, and updates performed.

Ensuring Safety

- Always follow safety instructions outlined in the manual.
- Disconnect power before performing hardware repairs.

Up-to-Date Information

- Verify that you are referencing the latest version of the manual.
- Subscribe to updates from official sources to stay informed about new procedures or firmware releases.

Training and Certification

- Consider formal training programs that include manual usage to enhance your skills.
- Certification often requires familiarity with manuals and troubleshooting procedures.

Conclusion

A **wincor nixdorf service manual** is an indispensable tool for maintaining, repairing, and upgrading Wincor Nixdorf POS and banking systems. By providing detailed instructions, technical diagrams, and troubleshooting guidance, these manuals empower technicians to perform their duties efficiently and safely. Accessing authentic manuals from official sources ensures accuracy and reliability, ultimately prolonging device lifespan and enhancing operational performance.

Whether you are a seasoned technician or a new service professional, understanding how to utilize these manuals effectively can significantly improve your service quality. Remember to keep your documentation organized, stay updated with the latest versions, and always follow safety protocols for the best results.

Keywords: Wincor Nixdorf service manual, Wincor Nixdorf repair guide, POS system manual,

banking terminal manual, troubleshooting Wincor Nixdorf, technical documentation, Wincor Nixdorf maintenance, firmware update guide

Wincor Nixdorf Service Manual: The Ultimate Guide for Maintenance and Troubleshooting

When it comes to managing and maintaining retail banking terminals, ATMs, and point-of-sale (POS) systems, having access to a comprehensive Wincor Nixdorf service manual is essential. This detailed technical resource empowers technicians, engineers, and service professionals to perform repairs, routine maintenance, and troubleshooting efficiently, ensuring minimal downtime and maximum system reliability. In this guide, we will explore the importance of the Wincor Nixdorf service manual, how to navigate its contents, and practical tips for leveraging it effectively.

Understanding the Importance of the Wincor Nixdorf Service Manual

Wincor Nixdorf is a renowned provider of banking and retail technology solutions, including ATMs, cash recyclers, POS systems, and integrated hardware/software solutions. Given the complexity of these systems, a structured and detailed service manual becomes indispensable for several reasons:

- Standardized Procedures: Ensures consistent maintenance practices.
- Technical Accuracy: Provides precise instructions for diagnostics and repairs.
- Safety Protocols: Contains vital safety information to prevent accidents.
- Component Schematics: Offers detailed diagrams for hardware troubleshooting.
- Firmware & Software Updates: Guides on updating and configuring system software.

Without this manual, technicians risk misdiagnosis, improper repairs, or even damaging the equipment, leading to costly downtime or security vulnerabilities.

Navigating the Wincor Nixdorf Service Manual

The Wincor Nixdorf service manual is typically structured to facilitate quick access to relevant information. While the exact layout may vary depending on the model and version, most manuals follow a standard organization:

- Introduction and Safety Information
- Overview of the system
- Safety warnings and precautions

- Handling and storage instructions

- System Overview

- Hardware components
- System architecture
- Connectivity and interfaces

- Installation Procedures

- Unpacking and setup
- Power connections
- Peripheral integrations

- Configuration and Software

- Firmware installation
- Software configuration
- Network settings

- Troubleshooting Guide

- Common issues
- Diagnostic procedures
- Error code explanations

- Maintenance and Repairs

- Routine maintenance tasks
- Hardware replacement instructions
- Calibration procedures

- Parts List and Schematics
- Spare parts catalog
- Wiring diagrams
- Circuit schematics
- Appendices
- Technical specifications
- Regulatory compliance information
- Contact details for support

Key Sections for Effective Troubleshooting

For technicians, the troubleshooting guide and hardware schematics are among the most valuable sections of the Wincor Nixdorf service manual. Here's how to utilize these effectively:

Troubleshooting Guide

- Identify Error Codes: Modern systems often display specific error codes. The manual provides a comprehensive list, explaining what each code signifies.
- Step-by-Step Diagnostic Procedures: Follow logical steps to isolate faults, starting from power supply issues to component failures.
- Test Procedures: Use recommended tests to verify hardware functionality, such as connectivity checks or component swaps.

Hardware Schematics and Wiring Diagrams

- Component Locations: Visual diagrams help locate internal parts quickly.
- Wiring Instructions: Precise wiring diagrams ensure correct connections during repairs.
- Replacement Part Identification: Cross-reference part numbers with schematics for accurate replacements.

Practical Tips for Using the Service Manual

- Keep a Digital and Physical Copy: Store copies readily accessible in your workshop.
- Familiarize with Model Variations: Different models may have unique features; always verify model-specific sections.
- Update Firmware and Software Guides Regularly: Ensure you follow the latest procedures as provided by Wincor Nixdorf.
- Use the Manual for Preventive Maintenance: Regular checks outlined in the manual can prevent unexpected failures.
- Follow Safety Protocols: Never bypass safety instructions, especially when working with power supplies and sensitive electronics.

Common Maintenance and Repair Tasks Detailed in the Manual

Replacing a Cash Dispenser Module

- Power down the system and disconnect from the power source.
- Refer to the hardware schematic to locate the cash dispenser module.
- Disconnect wiring harnesses carefully.
- Remove mounting screws and extract the faulty module.
- Insert the new module, reconnect wiring, and secure it.
- Power on the system and run diagnostic tests to confirm proper operation.

Firmware Update Procedure

- Connect your laptop or maintenance device to the system's service port.
- Access the firmware update section as specified in the manual.
- Transfer the firmware file following the step-by-step instructions.
- Monitor the update process to completion.
- Reboot the system and verify firmware version and system stability.

Clearing Error Messages

- Use the diagnostic tools provided in the manual.
- Identify the root cause via error codes and symptom analysis.
- Reset or replace faulty components as needed.
- Perform calibration if necessary.
- Confirm resolution by conducting system tests.

Tips for Maintaining System Reliability Using the Manual

- Perform Regular Preventive Maintenance: Schedule routine checks for wear and tear.
- Keep Software Updated: Follow manual instructions for firmware and software upgrades.
- Document Repairs and Changes: Maintain logs for future reference and warranty purposes.
- Train Staff: Ensure technicians are familiar with the manual's procedures.
- Consult Support When Needed: Use the manual to gather information before reaching out for technical assistance.

Conclusion

The Wincor Nixdorf service manual is an invaluable resource that combines technical depth with practical guidance, enabling efficient maintenance, troubleshooting, and repair of sophisticated banking and retail systems. Mastering its structure and contents can significantly reduce system downtime, extend equipment lifespan, and ensure secure and reliable operation. Whether you're a seasoned technician or a new service professional, investing time to understand and utilize this manual effectively is key to delivering top-tier service for Wincor Nixdorf equipment.

By maintaining a thorough knowledge of your system's manual, you not only enhance your technical skills but also contribute to smoother financial and retail operations for your organization or clients.

Question Where can I find the official Wincor Nixdorf service manual online? You can access the official Wincor Nixdorf service manual through their authorized support portal or by contacting their customer support team for direct links and resources. **What are the common troubleshooting steps covered in the Wincor Nixdorf service manual?** The manual typically includes troubleshooting procedures for hardware issues such as printer errors, cash dispenser malfunctions, power supply problems, and software configuration steps. **Is the Wincor Nixdorf service manual suitable for DIY repairs?** Yes, the manual provides detailed instructions for maintenance and repair; however, users should have technical expertise and follow safety guidelines when performing repairs. **How often is the Wincor Nixdorf service manual updated?** Updates depend on product revisions and firmware changes, but official manuals are usually updated annually or when significant hardware or software modifications are released. **Can I access Wincor Nixdorf service manuals for different hardware models?** Yes, the manuals are available for various models; ensure you select the correct model number to obtain accurate and relevant documentation. **Are there digital tools or software included in the Wincor Nixdorf service manual for diagnostics?** The manual often includes instructions for using diagnostic tools and software to identify and resolve hardware and software issues efficiently. **What should I do if I cannot find the Wincor Nixdorf service manual for my device?** Contact Wincor Nixdorf support directly or visit their official website to request the manual or guidance on accessing technical documentation for your specific device.

Related keywords: Wincor Nixdorf troubleshooting, Wincor Nixdorf repair guide, Wincor Nixdorf user manual, Wincor Nixdorf maintenance, Wincor Nixdorf technical support, Wincor Nixdorf parts catalog, Wincor Nixdorf service instructions, Wincor Nixdorf firmware update, Wincor Nixdorf

diagnostics, Wincor Nixdorf calibration manual

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