



TRITON CONNECT™

6.0

USER MANUAL

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TRITON CONNECT USER MANUAL

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DOCUMENT UPDATES

SEP 18 2009 ORIGINAL 5.0
SEP 25 2009 EDITS
APR 15 2010 EDITS TO ADD 5.1
MAR 18,2011 EDITS TO ADD 5.3
MAY 6, 2011 EDITS TO ADD 5.4
AUG 26, 2011 EDITS TO ADD 5.5
MAY 7, 2012 EDITS TO ADD 5.6
JUNE 22, 2012 EDITS TO ADD 5.6 SP1

DOCUMENT UPDATES

JAN 29, 2013 EDITS TO ADD 5.8
MAR 14, 2013 EDITS TO ADD 5.8 SP1
MAR 30, 2015 EDITS TO ADD 6.0
SEP 8, 2015 EDITS TO ADD 6.0 SP1,SP2
& SP3

CHAPTER 1 - INTRODUCTION

What is Triton Connect?

Triton Connect is a PC (Personal Computer) based software that enables you to remotely manage one or more Triton Systems ATMs.

Triton Connect is a proven ATM monitoring solution, which is currently being used to manage literally thousands of Triton Systems ATMs throughout the United States and abroad.

Advantages

Triton Connect significantly increases your efficiency and reduces the costs associated with managing your ATMs. Some of the more significant advantages include:

Flexibility

Depending upon your needs, the software can be configured to operate on either a single PC (standalone configuration), providing a single point for administration of your terminal(s), or on multiple PCs (network configuration), allowing the distribution of terminal management tasks among multiple personnel (an advantage in large volume environments).

Convenience

The software enables you to perform a wide range of monitoring and control functions from the convenience of a central location. In many cases, the need to travel to the terminal location to perform configuration or data retrieval functions can be eliminated, along with the associated personal and travel costs.

Triton Connect can access your terminals via PSTN (Public Switched Telephone Network) or wherever standard (voice-grade analog) dial-up telephone service is available. For applications that require additional flexibility, Triton Connect offers support for wireless, VSAT (satellite), and TCP/IP (Ethernet) communications.

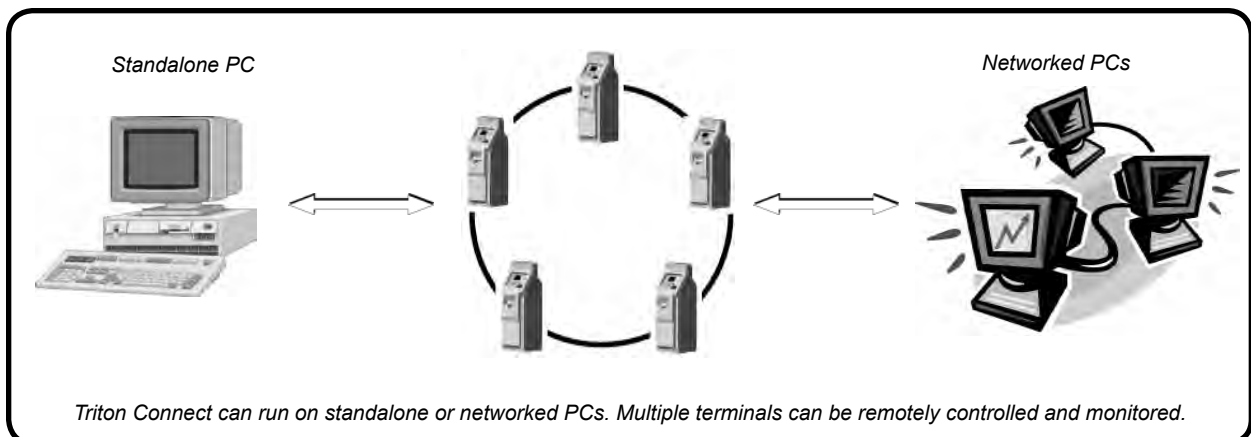
Security

Multiple levels of passwork protection prevent the use of Triton Connect by unauthorized individuals. Sensitive terminal functions receive additional protection.

Features

Triton Connect offers a wealth of features, all of which are designed to maximize the value of your investment in Triton Systems ATM products. These features can be grouped within the following program areas, which are really the software applications that make up Triton Connect:

- **Terminal Manager**
- **Data Manager**
- **Call Monitor**
- **Call Viewer**
- **Alarm Monitor**



Terminal Manager



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Convenience

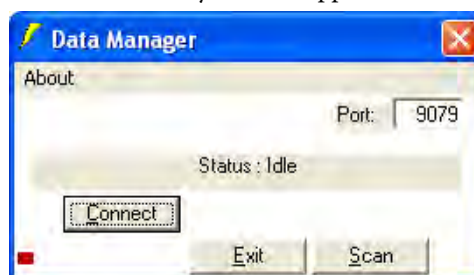
The software enables you to perform a wide range of monitoring and control functions from the convenience of a central location. In many cases, the need to travel to the terminal location to perform configuration or data retrieval functions can be eliminated, along with the associated personnel and travel costs.

Examples of the types of status information available are:

- Terminal Error conditions.
- Cassette Status (cash loaded, remaining, etc.)
- Status of Last Dispense operation.

Data Manager

The Data Manager application is designed to manage many of the data-processing functions previously handled by the Call Monitor and Call Processors, significantly improving the speed and functionality of those applications.



Call Monitor

The Call Monitor gives Triton Connect the ability to make calls to terminals (call-out operations) and receive calls from terminals (call-in operations), using a combination dial-up, TCP/IP, wireless, or VSAT connections.

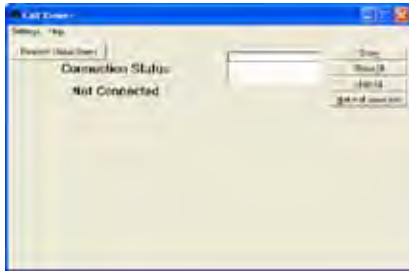
The Call Monitor exercises overall control of all call activity by assigning each communications line to an application called a Call Processor. Each Call Processor will monitor and control

the calling activity of its associated line. The Call Processor will make calls to terminals, automatically answer calls that come in from terminals, provide indications of the activity taking place during a call, and terminate the connection at the conclusion of a call.

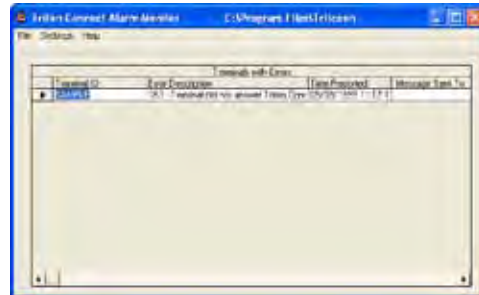
The Call Monitor gives even a standalone PC the ability to handle a high volume of call activity.



Call Viewer



Alarm Monitor

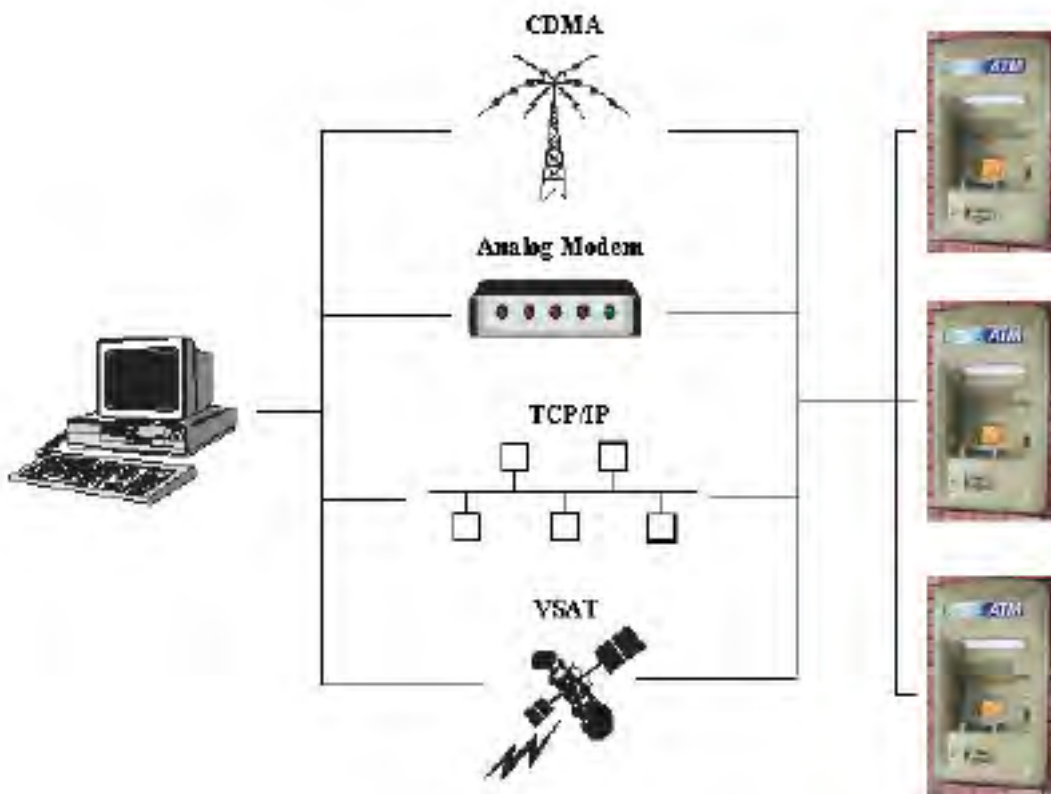


The Call Viewer enables you to view the activity of all active Call Processors from a licensed workstation on your network. A Call Processor is a software component that acts as an interface medium between the Call Monitor application and the communications hardware (modems, telephone lines, etc.).

The Alarm Monitor checks incoming calls for alarm conditions that may be reported by terminals, and provides visual indications of such conditions. A report of the alarm conditions is maintained by the Terminal Manager and may be printed out if desired.

Triton Connect PC

Triton Terminals



Dial-up, TCP/IP, Wireless, and VSAT are some of the ways Triton Connect can communicate with your terminals.

What's New in Triton Connect 6.0 SP3

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 6.0 SP3:

- » Performance enhancements when opening and performing operations within the terminal Manager.
- » Resolves the issue of error report stating that no data is available when attempting to run Triton Connect numbers report.
- » Resolves the issue of an error message given, preventing a file from being selected to send to the ATM.
- » Fixes the problem of not populating fields for the SPED and dispenser during the Version Numbers Report.
- » Resolves the issue on the Call Viewer crashing when being restored after being minimized.
- » Resolves the issue of the price per gallon not being sent when the call to update price per gallon is rescheduled from the call error list.

What's New in Triton Connect 6.0 SP2

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 6.0 SP2:

- » Gives email alerts higher priority than calls to an ATM.
- » Added support for T9 error codes.
- » Added the ability to send load files to CE6 and CE7 ATMs.
- » Added maximum withdraw amount ISO. ATM support for this is dependant upon ATM software version.
- » Prohibits emails erroneously sent to ATM IP address.
- » Prohibits calls to ATMs from being placeD at incorrect times.
- » Adds the ability to change PPPM-specific settings.
- » Fixes the problem of some ATMs not being merged during merge process.

What's New in Triton Connect 6.0 SP1

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 6.0 sp1:

- » Adds the ability to enable or disable SSL for sending email alerts. It also allows for self-signed certificates to be accepted.
- » Removes journals from tc_main after migration.
- » Resolves the issue of Triton Connect not placing a call without restarting the Call Monitor.
- » Resolves the issue of every other record not being printed when journals are printed to paper in extended format.

What's New in Triton Connect 6.0

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 6.0:

- » Ability to filter by parameters
- » Support for email with username and password
- » Ability to combine Triton connect databases
- » Terminal Manager expiration
- » Added support for more users
- » Added more settings for user permissions
- » Added ability to use Comloc on network
- » Ability to migrate journal archives to SQLSupport enabling /disabling protocol reversals
- » Ability to import ATM user password from file

What's New in Triton Connect 5.8

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.8:

- » Windows 7 compatibility
- » Added database path to the Terminal Manager Title Bar for quick reference
- » Call Processor Type and Direction added to the call Monitor window
- » Added the ability to resize the Call Viewer application window
- » Now allows viewing of journals archives from TC 4.4
- » Minor bug fixes

What's New in Triton Connect 5.6 SP1

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.6 SP1:

- » Triton Connect was requesting journals by date erroneously. Bug fixed.
- » Triton Connect was not sending and receiving ISO numbers with Z180 terminal properly. Bug fixed.

What's New in Triton Connect 5.6

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.6:

- » Triton Connect 5.6 adds the ability to retrieve journal from the ATM based on a date range.
- » Resumes file transfer if communications is interrupted.
- » Receives additional information provided by new ATM software 3.1.0.
- » Please read the TC5.6 Release Notes at the end of this document for a full explanation of these features.

What's New in Triton Connect 5.5

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.5:

- » Triton Connect 5.5 adds support for terminals communicating with Cellular Modems .
- » Supports new error codes for NMD100 dispenser, EPPs, & Card Reader
- » Adds more support for more dispenser types.
- » Please read the TC5.5 Release Notes at the end of this document for a full explanation of these features.

What's New in Triton Connect 5.4

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.4:

- » Triton Connect 5.4 adds the option in the Terminal Manager to export journals to CSV format automatically once the journals have been downloaded from the ATM.
- » SSL configuration was updated to allow the user to select the size of the key generated for a new Certificate Signing Request (CSR). There has also been a separate field added for each subject component of the CSR subject.
- » Read the release notes at the end of this document for further clarification.

What's New in Triton Connect 5.3

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.3:

- » Triton Connect 5.3 adds the 900 series error codes for the Traverse (RL331x) ATM dispensers.
- » Provides the ability to bulk import ISO data.
- » When performing ATM software updates, will check the data base to ensure sufficient memory is available.
- » Starting with 5.3 new screen files must be of the form .TFV or .TLF. Files already on the terminal (.TSM) may still be activated.
- » Triton Connect adds support for Model VersaSafe, cash receptor unit.
This functionality includes the retrieval of reports, and configurations to automatically have reports sent.
Versa Safe unique error codes
Refer to the Release notes at the end of Chapter 15 for detailed instructions.

Features Introduced in Triton Connect 5.1

The release of Triton Connect 5.1 added a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.1:

- » Triton Connect 5.1 adds the ability to generate Configuration Report for a terminal. This report is a general overview of the terminal's configuration, based upon Triton Connects database and not the full ATM configuration database.
- The Version Numbers tab was changed to add a new button, "View Config. Overview".
- To use this functionality: See the Release notes at the end of Chapter 15.
- » Triton Connect adds support for showing EMV data in journal entries that have any EMV data available.
- Any EMV data that is available for a journal entry will be shown in the Supplemental Data box when viewing journals.
- To use this functionality: See the Release notes at the end of Chapter 15.
- » The comloc driver has been updated for this version of Triton Connect.
- To install the new driver, see the release notes at the end of Chapter 15.

Features Introduced in Triton Connect 5.0

The release of Triton Connect 5.0 added a number of new and modified features. Refer to the New and Modified features of Triton connect 4.3 and 4.4 included in this section.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 5.0:

New Features:

NOTE : A NEW comlock unique to Triton Connect 5.0 **IS REQUIRED** . Earlier Comlocks are

NOT interchangeable. New comlocks now have an expiration date. (Chapter 2,)

- » Support for Secure Socket Layer (SSL) for more secure communications. (Chapter 15)
- »
- » Support for changing the Bill Mix Method. (Chapter 8)
- »
- » Ability to Broadcast Store Message (Chapter 8)
- »
- » Ability to send files to the ATM using serial file transfer. over TCP/IP (Chapter 4)

Modified Features:

- » Allow Larger Surcharge Values. (up to \$999,999.99)
- »
- » Additional Device Information Support. (Chapter 8)
- »
- » Allows disabling of Remote Key Transfer. (RKT) (Chapter 8)

Refer to the Release Notes (Triton Connect 5.0 Sep 2009) at the end of this manual for further clarification.

Features Introduced in Triton Connect 4.4

The latest release of Triton Connect has a number of new and modified features.

The following is a list of features that are either new or have been modified in the latest release of Triton Connect 4.4:

New Features:

- » Support for ISO screen actions.
- » Bulk terminal deletion.
- » X2 software download support.

Modified Features:

- » Method for configuring ISO-based behavior.
- » Journal archiving capability will handle corrupt records.
- » Increased the maximum number of Call Processors displayed to '20'.
- » Triton Connect installer will not copy existing databases by default.
- » Archived Journal data can be used to generate Journal Data Report.
- » Data Manager will respect 1-gigabyte database size limit.

Features introduced in Triton Connect 4.3

The release of Triton Connect 4.3 added features and many existing features had been redesigned. Many enhancements had been made to increase efficiency, interoperability, and robustness of the various Triton Connect component applications.

The following is a list of features that were either new or had been redesigned in the release of Triton Connect 4.3:

- » Added an option in the Report window to allow for the suppression of account numbers. When selected, only the last four (4) digits of the account numbers will be displayed in the journals.
- » Added error code description for 587 in the iniErrors.ini file.
- » Modified the description of the TDM dispensers to "TDM Single Cassette" and "TDM Multi Cassette".
- » Added the ability to remove a user from an ATM and change user's password (for WinCE terminals only).
- » Added an option to schedule the cycling of the Call Processors. This will cause all call processors to be stopped and restarted.
- » Added the user ID to the title bar caption of the Terminal Manager to give an indication of what user is logged in.
- » Because X-Scale terminals do not have a Table file but instead have a Screen file, the version report was changed to reflect this by re-labeling the column header "Table Version" to "Table/Screen Version".
- » Modified Call Processor so when a software download for a 96XX terminal fails during the table section, it will restart at the point the connection was broken.
- » Modified Terminal Manager to allow the broadcast of the Marketing message.
- » Have the ability to display the Custom Surcharge Screen (also known as User Defined Surcharge Screen) as it would appear on the ATM (9 lines of 32 characters wide).
- » Added the ability for a user to create a custom surcharge screen for terminals that support the feature.
- » Mask all PANs in journal data. This would include all journal data received from the ATMs and the option to mask PANs in data already in the database and PANs in archived files.
- » Added option to send Terminal Status via a TCP/IP feed upon successful completion of terminal communication with Triton Connect. The protocol used for this is the "Gasper" protocol.

CHAPTER 2 - INSTALLATION

Triton Connect System Configuration

Triton connect can be deployed in two configurations:

1. Network.
2. Standalone.

Network Configurations

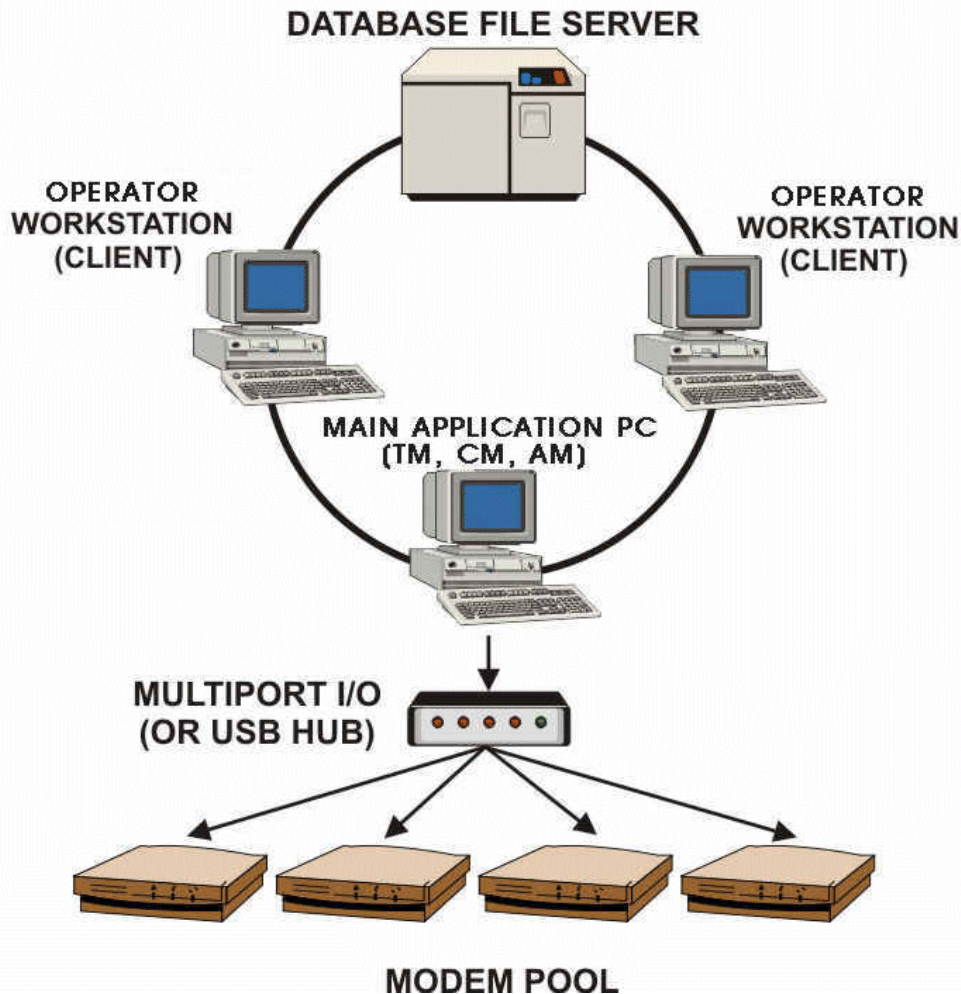
To view a typical network agreement, see the Network Configuration diagram below. For installation purposes it is important to understand the roles played by the *Database File Server*, *Operator Workstation (or Client PC)* and the *Call Monitor PC*. The function of each of these components will be summarized in the following paragraphs.

Database File Server. The database file server will store the Triton Connect databases making them available to the client and Call Monitor PCs as required. Access and updates to the databases will be handled across the network. The databases will be stored on the Database file Server PC during the installation of Triton Connect on the *Call Monitor PC*.

Main Application PC. The Main Application PC manages the processing of calls across the communications interfaces that connect the Triton Connect host installation to the remote terminals. Terminal Manager (TM) and Alarm Monitor (AM) are installed with the Call Monitor (CM).

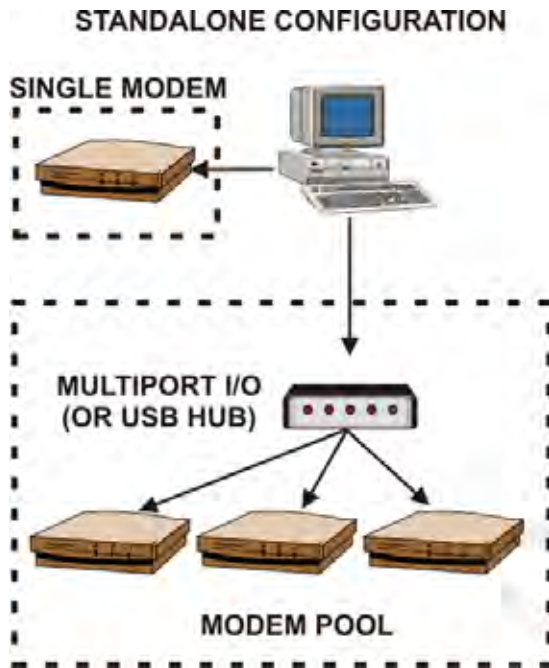
Operator Workstation (Client) PC. Each Operator Workstation will store the program code needed to perform terminal monitoring and control operations via the Triton Connect Terminal Manager and Alarm Monitor applications.

NETWORK CONFIGURATION



Standalone Configuration

See the diagram below. In a standalone configuration, a single PC hosts all the Triton Connect applications and associated functions, to include database storage and call monitoring.



A standalone configuration can handle communications with remote terminals via one modem, or optionally, as shown in the diagram, using a modem pool.

Communication

Modem Selection. In either a networked or standalone environment the type of modem to use for dial-up communications is an important consideration. See the sidebar on the next page for important information concerning mode selection

Each telephone line you use with Triton Connect will require a *modem* to act as the interface between the analog telephone system and the PC. Triton Connect supports the use of either *Universal Serial Bus* (USB) or standard modems that use the RS-232 serial interface protocol.

Most modern PCs have one or two USB and/or serial ports, usually accessible from the rear panel of the main unit. If you plan to use more telephone lines than the number of available ports, additional ports must be added via a multiport Interface card or device.

NOTE

Triton Connect can support communications using up to 20 modem connections.

USB Modems. If you are using USB modems, you can add additional ports to your PC by using an external USB hub. A USB hub enables you to connect multiple modems to a single physical port on the PC. USB modems should only be connected to USB ports or through a USB hub. It is recommended **NOT** to use any USB to Serial adapters!

Standard Modems. If you are using standard serial modems instead of USB modems, another way to add additional ports is to use a *Multiport Adaptor* module.

There are many Multiport I/O devices on the market today, however, many fail to handle the demands of large scale serial communications with Triton Connect. The only Multiport I/O device that has proven to meet the performance requirements is the **DigiAccelePort 8em PCI Host Adapter**.

Although Digi International, Inc. offers several models, some of these fail to perform with Triton Connect. If a Multiport Adapter is needed, it is recommended to use only the **DigiAccelePort 8em PCI Host Adapter**.

Follow the manufacturer's instructions for installing and configuring the multiport hardware.

TCP/IP Protocol. The TCP/IP protocol must be correctly installed on the standalone PC or the Call Monitor PC, Operator Workstation and Database File Server PCs to enable the various Triton Connect applications to communicate with one another. See the section TCP/IP Configuration in this chapter for more information.

MODEM SELECTION

Triton Systems can recommend the following modems, which have been extensively tested with Triton Connect:

1. 3COM (U.S. Robotics) Courier *VEverything 56K* (RS-232 serial)
2. MultiTech Systems MultiModem V.90 Data/Fax *Modem with USB*.
3. MultiTech Systems *MultiMobile 56K Data/Fax Modem* (USB)

These modems are designed for external use, Meaning they need to be connected to the PC using Either a RS-232 serial cable (in the case of the 3COM modem) or via a USB cable (Multitech MultiModem and MultiMobile modems.)

For internal use, the US Robotics model 5699B is recommended. It is very important to use this model

IMPORTANT: For correct operation, the dip switches on the bottom of the 3COM V.Everything modem chassis must match the settings shown below.

NOTE: Whichever modem you choose, insure the you have the latest drivers available for your operating system.

V.EVERYTHING MODEM CONFIGURATION SWITCHES



SWITCH #	FUNCTION	OFF	ON
1	DTR NORMAL	X	
2	VERBAL RESULT CODES	X	
3	DISPLAY CODES		X
4	ECHO OFFLINE COMMANDS	X	
5	SUPPRESS AUTO ANSWER		X
6	NORMAL CARRIER DETECT	X	
7	DISPLAY ALL RESULT CODES	X	
8	ENABLE AT COMMAND		X
9	DISCONNECT WITH +++	X	
10	LOAD NVRAM DEFAULTS	X	

Recommended System Configurations

Triton systems has tested and recommends the following PC hardware configurations to run Triton Connect 6.0:

Network configuration (used for database storage only)

1. Operating systems: Windows XP, Windows 7, Windows 8.
2. Pentium 4 equivalent or faster CPU.
3. 4 GB or higher RAM.
4. 20GB Free hard drive space.

Operator Workstation (used to run the Terminal Manager and Alarm Monitor applications)

1. Operating systems: Windows XP, Windows 7, Windows 8.
2. Pentium 4 equivalent or faster CPU.
3. 4 GB or higher RAM.
4. 20GB Free hard drive space.
- 5 Dedicated USB port (for ComLoc device)

Main Application PC (Used to run the Call Monitor application)

1. Operating systems: Windows XP, Windows 7, Windows 8.
2. Pentium 4 equivalent or faster CPU.
3. 4 GB or higher RAM.
4. 20GB Free hard drive space.
- 5 Dedicated USB port (for ComLoc device)

Standalone PC Configuration

Triton Connect retains its capability to perform in a standalone configuration; however, the additional enhancements to the current release make more demands on the system hardware. The minimum system requirements for a single PC/single modem configuration are as follows:

1. Operating systems: Windows XP, Windows 7, Windows 8.
2. Pentium 4 equivalent or faster CPU.
3. 4 GB or higher RAM.
4. 20GB Free hard drive space.
5. Hard disk with a minimum of 2GB of free space.

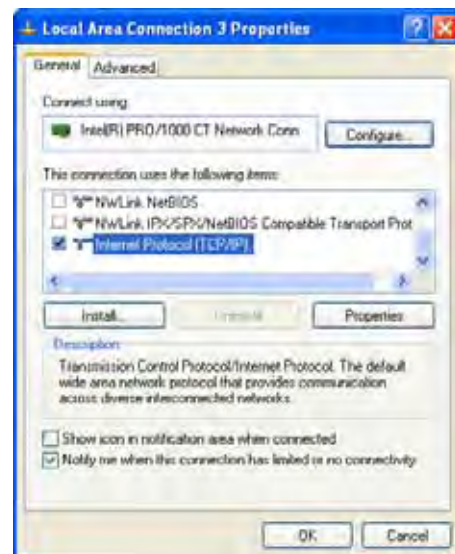
Installing TCP/IP

**** IMPORTANT ****

The TCP/IP protocol must be correctly installed on the computer to enable Call Monitor communications with the Data Manager and Call Viewer applications. You must be logged on as an Administrator or a member of the Administrators group in order to complete this procedure.

TCP/IP is installed as the default network protocol if network adapter hardware was detected during the operating system setup. You only need to follow these instructions if the TCP/IP default selection was overridden during Setup.

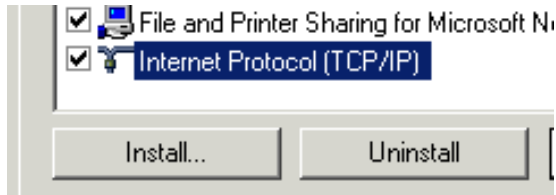
1. Open Network and Dial-up Connections. To open Network and Dial-up Connections, click **Start**, point to **Settings**, and then click **Network and Dial-up Connections**.
2. Right-click the network connection for which you want to install and enable TCP/IP, and then click **Properties**.
3. Check the General tab (for a local area connection) or the Networking tab (all other connections) to view the Connection Properties dialog box:



**** IMPORTANT ****

Triton Connect utilizes TCP/IP “Internet Protocol”, and now can communicate over the Internet using SSL. See chapter 15!!

If Internet Protocol (TCP/IP) is already installed and the associated checkbox is checked, click Cancel to exit.

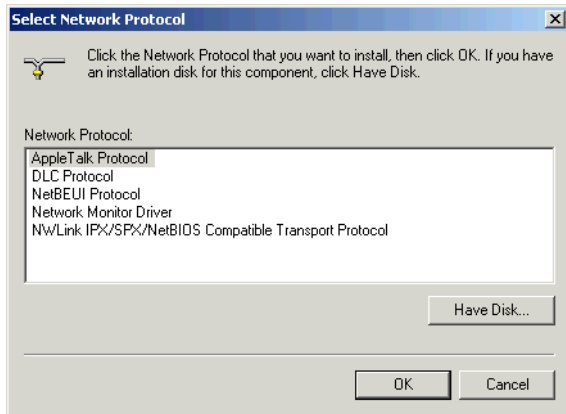


If Internet Protocol (TCP/IP) is not in the list of installed components, then do the following:

a. Click **Install**. The **Select Network Component Type** dialog box appears:



b. Click **Protocol**, and then click **Add**. The **Select Network Protocol** dialog box appears:



c. Click **Internet Protocol (TCP/IP)** and then click **OK**

4. Verify the **Internet Protocol (TCP/IP)** check box is selected, and then click **OK** to accept and exit.



REMOVING APPLICATIONS

It may be necessary to use the **CTRL-ALT-DEL** sequence to start the **Task Manager** utility, in order to find and terminate any virus software or other utilities that may be resident in memory. Some applications must be disabled from the right side of the task bar.

DO NOT disable any system applications that are required for Windows to operate! If in doubt obtain the assistance of your network administrator or other PC support personnel!

POWER MANAGEMENT options, which include the system standby and hard disk shut-off functions, **SHOULD BE DISABLED!** These options are accessed through **Control Panel/Display/ScreenSaver/Settings/Power Schemes**. Set the options as indicated here:

System Standby: NEVER

Turn off hard disks: NEVER

IMPORTANT: These functions must remain disabled once Triton connect is installed!

Install Triton Connect

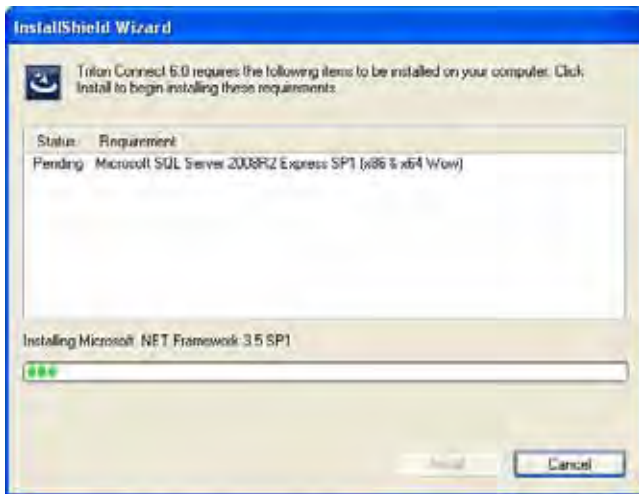
This section will cover the actions you need to install Triton Connect on your network or standalone system. You must have a USB COMLOC device.

**** IMPORTANT ****

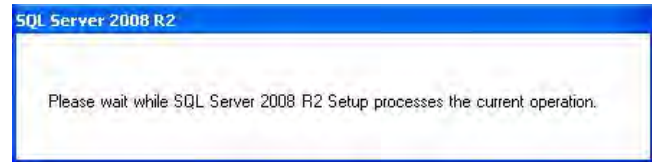
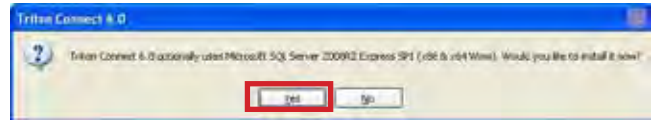
The Triton Connect feature of the ATM must be **ENABLED** and configured with the correct phone numbers or TCP/IP information to allow communications with your Triton Connect host system. See your ATM Operation Manual for instructions on enabling the Triton Connect feature and entering the appropriate information.

For this release of Triton Connect, the installation process has been updated. The steps outlined below are for a standard single PC installation. An updated Windows installer and .Net Framework will be installed if required. SQL Server 2008 R2 Express is also included in the install. Note: these instructions are for performing a fresh Triton Connect installation on a single PC

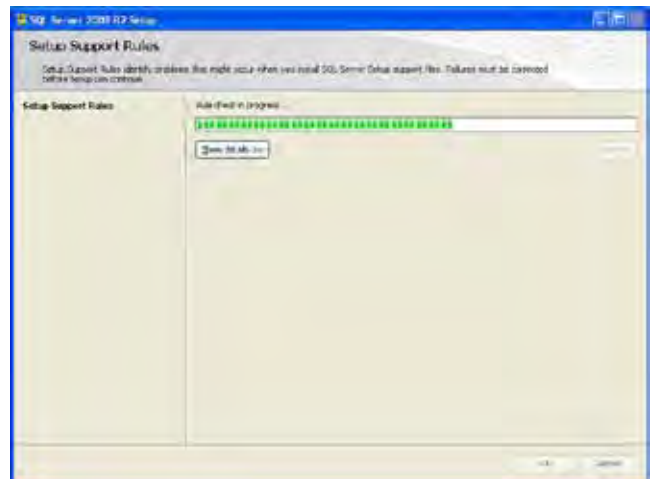
1. To begin the installation process, run setup.exe.



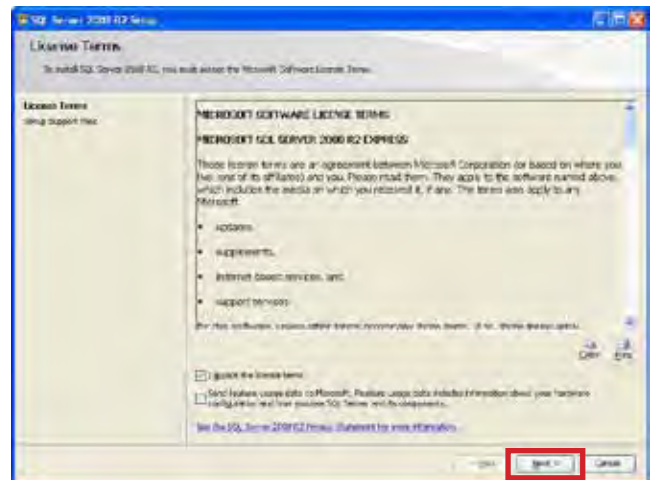
2. After the updated windows Installer and .NET Framework installations are complete, if required, a prompt will appear for installing SQL Server Express. Click **Yes** to install.



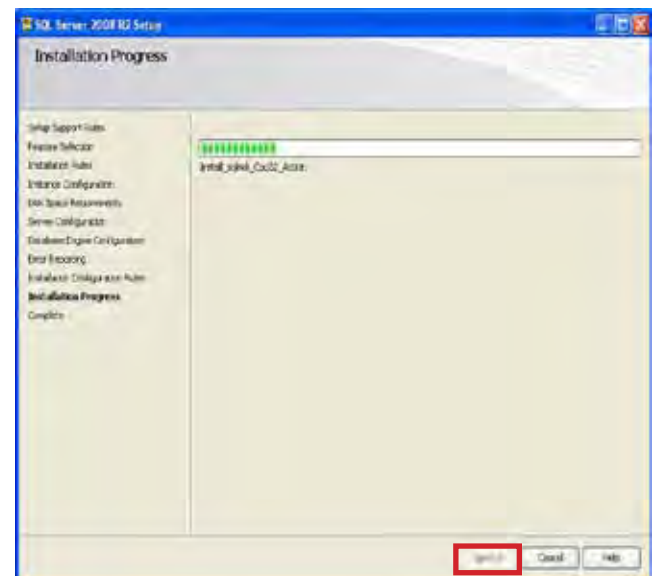
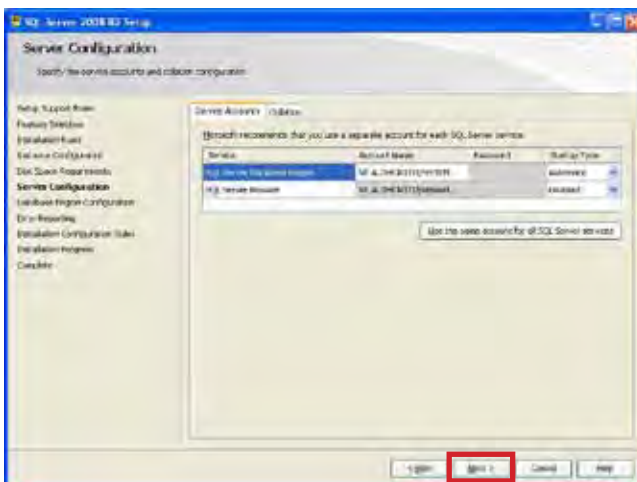
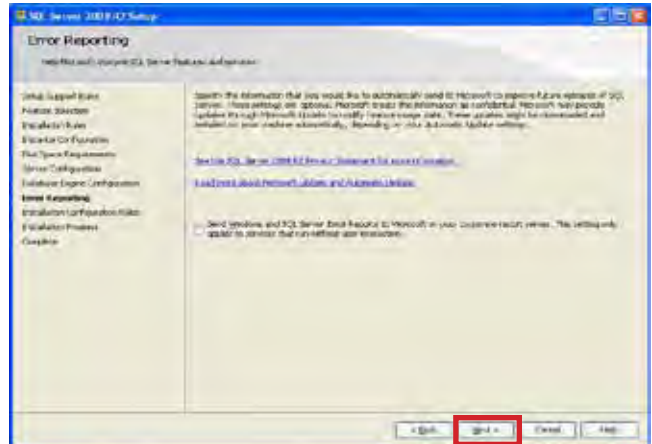
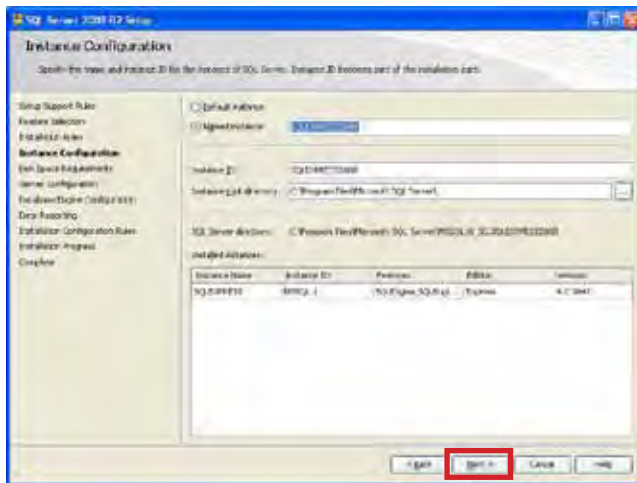
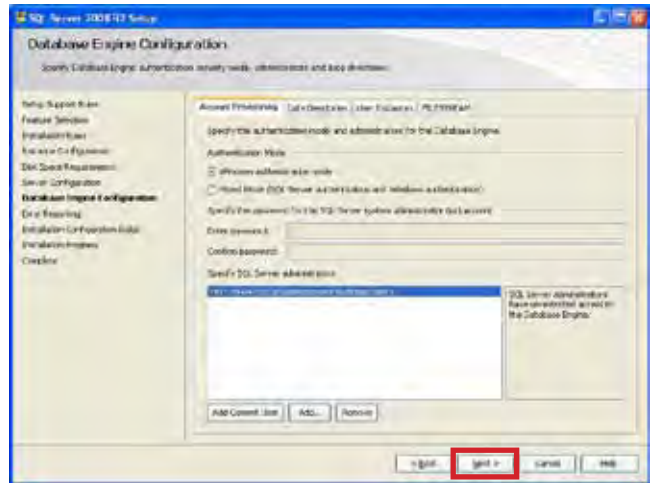
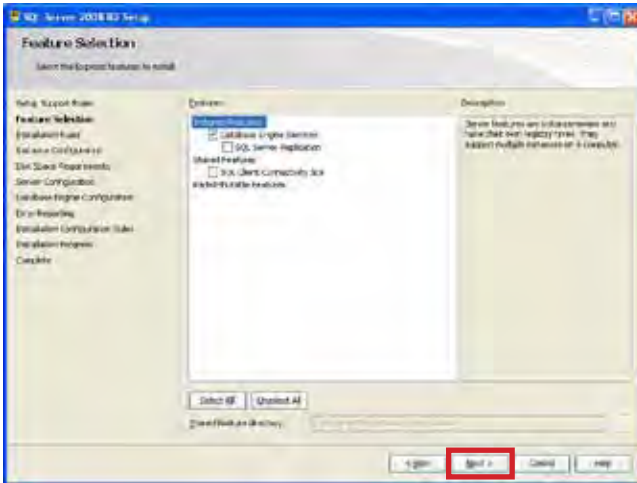
3. If the SQL Server Express detects any coMatability issues with your PC, they will be shown on this screen. Resolve any issues and restart installation.



4. Once the SQL server Express pre-requisites have been verified, read and accept the software license and click **Next** to continue.



5. On the next 6 screens, leave the default options selected and click Next.

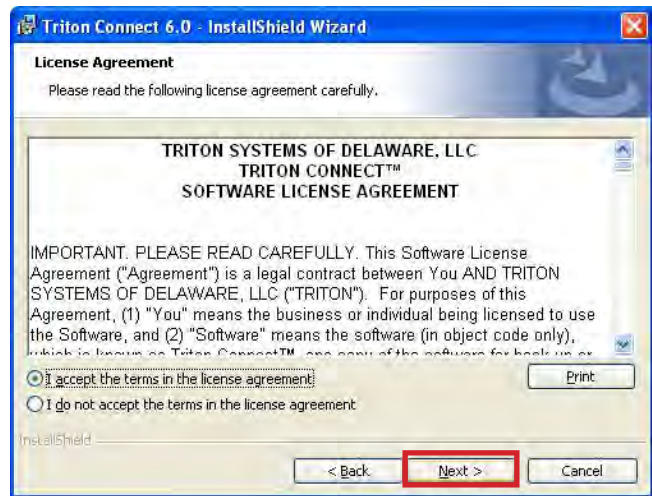


CHAPTER 2 -INSTALLATION

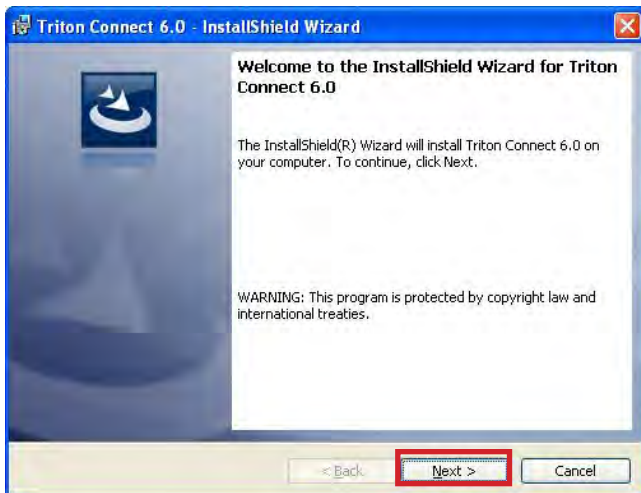
6. Once SQL Server Express installation has completed successfully, click **Close** to continue with the Triton Connect installation.



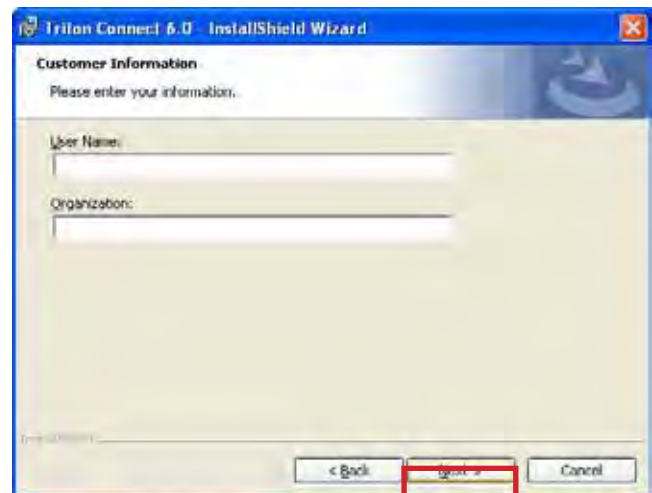
8. Read and accept the license agreement and click **Next**.



7. When the Triton Connect installer continues, click **Next** to proceed.



9. Enter User Name and Organization (optional) and click **Next**.



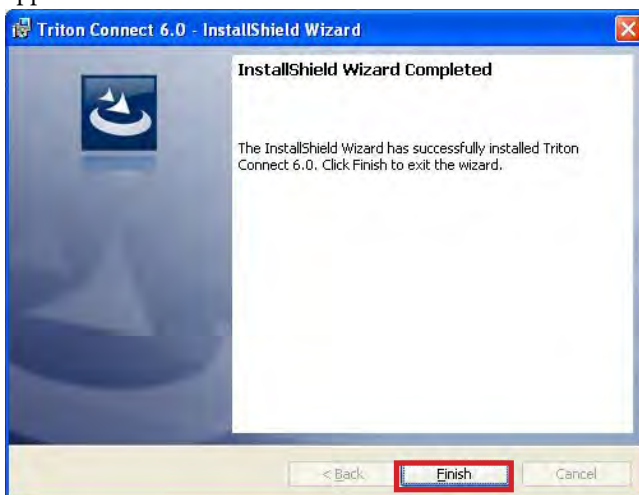
10. Leave installation type as complete and click **Next**.



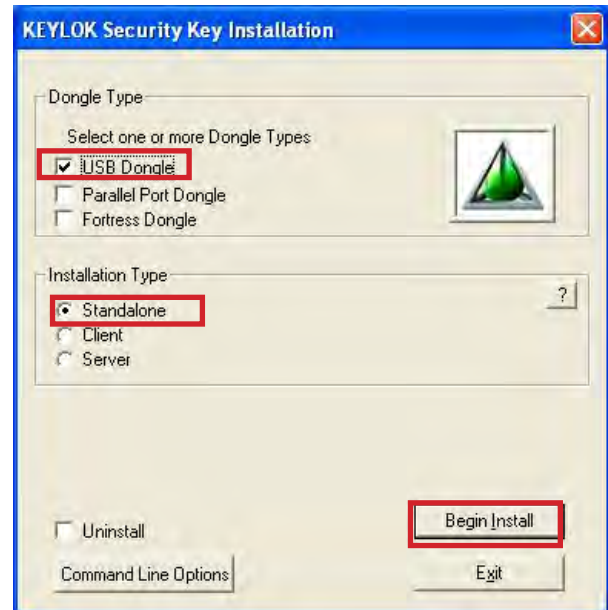
11. Click **install** to proceed.



12. Click **Finish** to launch the comloc installation application.



13. Select **USB Dongle** for Dongle type and **Standalone** for Installation Type. Click **Begin Install** to proceed and follow any on-screen instruction.



14. Click **Close**.



Security

Triton Connect uses a two-level password protection scheme. The first level provides five *User Passwords* (User1, User 2, User 3, User 4, and User 5), and is designed to grant access that does not require control of sensitive features such as software download or terminal password management.

The second, higher level password is referred to as the *Supervisor Level Password*, and is intended to give complete control to trusted personnel whose responsibilities require full access to all Triton Connect features

DEFAULT PASSWORDS

The default Supervisor password for Triton Connect is: CONNECT.

The default User1 password is: TRITON.

The default User2 password is: SOFTWARE.

Note that if Triton Connect was installed over an existing copy of a previous version of the program, the User Level Password will remain as it was for that version (see “Existing Passwords” below for more information).

Remember to change the default passwords as soon as possible after completing the installation!

EXISTING PASSWORDS

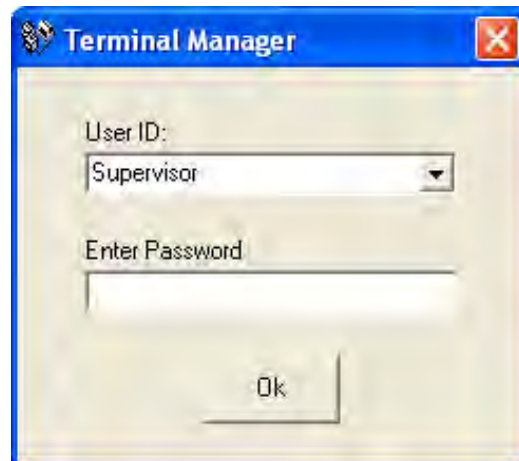
An existing Triton Connect password will not be affected by the installation utility.

For versions of Triton Connect prior to 3 (Which used a single password), the existing password will be carried forward as the default User1/User2 Passwords.

The Supervisor Level Password will of course assume its default value of CONNECT until modified.

Terminal Manager Access

When the Terminal Access Manager application is started for the first time, a password entry window appears:



At this point, you have the option of entering the Terminal Manager as a User, or as a Supervisor. The level of access you're granted depends upon the password entered here: User1, User2, User3, User4, User5, or supervisor password.

USER-LEVEL PRIVILEGES

Individuals with User1 or User2 access cannot perform the following actions:

1. Cannot change the Supervisor password.
2. Cannot perform software downloads.
3. Cannot alter certain terminal parameters (which ones depend upon the operating software installed in the terminal).

The above functions can only be performed by personnel with Supervisor access.

The User ID is now added to the title bar of the Terminal Manager window.



Changing the User Passwords

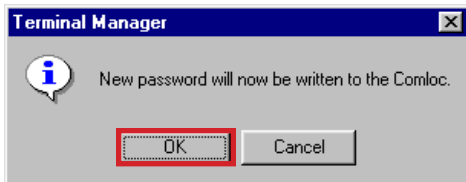
Because you'll want to change the default passwords immediately after installing Triton Connect, you must initially enter the Terminal Manager using the Supervisor password. By doing so, you will be able to change the User1, User2, User3, User4, User5, and Supervisor passwords.

Enter the appropriate Supervisor password. When the Terminal Manager main window appears, click the Security option on the menu bar and select the Change User1 Password, Change User2 Password, Change user3 Password, Change User4 Password, or Change user5 Password option, as applicable. The applicable dialog box appears:



Enter a new password in the top text box and press the ENTER key on your keyboard. You'll be prompted to verify the new password by entering it in the bottom text box.

Press the ENTER key after doing so. An OK button appears. click this button. The following message box appears:



Click the OK button to acknowledge the action. In a few moments, and if the password is successfully written to the COMLOC device, the following message will appear:



Click OK to dismiss the message box. The User password has been changed.

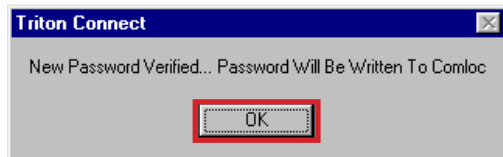
Changing the Supervisor Password

Terminal Manager's Security menu. The following dialog box appears:



Enter the current Supervisor password and press the ENTER key. You will be prompted to enter the new supervisor password. Enter the new password.

You will be prompted to verify the new password. do so and press ENTER. The following message appears:



Click the OK button to write the new password to the Comloc. A confirming message box appears.



Click OK to dismiss the message box. The Supervisor password has been changed.

Comloc Expiration

Call Monitor 6.0 has been update to **expire** according to the **expiration** on the **Triton Connect Comloc**. After expiration, the Call Monitor **will not run** until the Comloc expiration has been updated. The Terminal Manager will continue to function as normal after expiration.

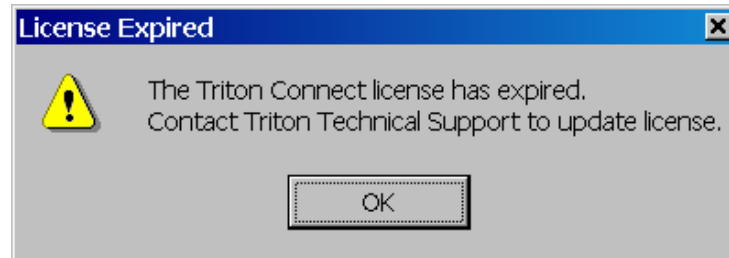
When the comloc will expire within 30 days, a notice will be shown both when the Call Monitor starts, or if the Cal Monitor remains open for an extended period of time. A notice will be given once per day that expiration is near.

Show notice when Comloc expiration is 30 days or less away



Notice that the comloc will soon expire

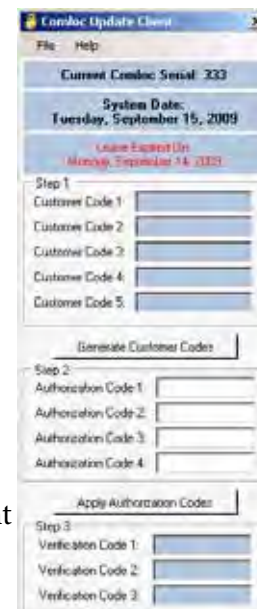
Show notice when Comloc has expired



Notice that the comloc has expired

Include Comloc Remote Update Client with install

The Comlocs will need the ability to be updated remotely to extend the expiration. To do this, the Comloc Remote Update Client utility is included in the Triton connect install. To update the Comloc expiration with this program will require contacting Triton technical Support.

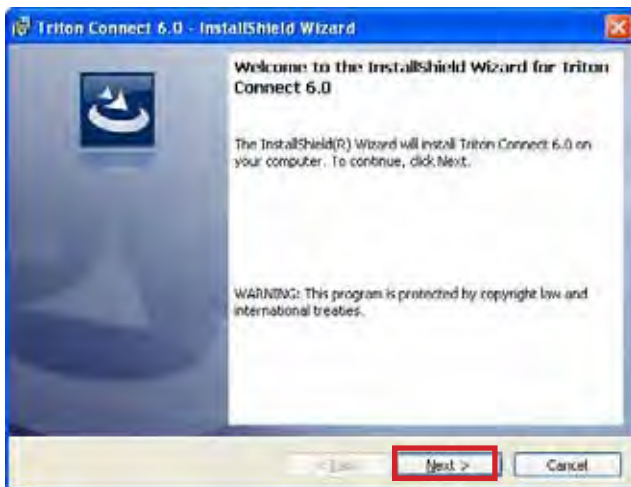


Comloc Remote Update Client

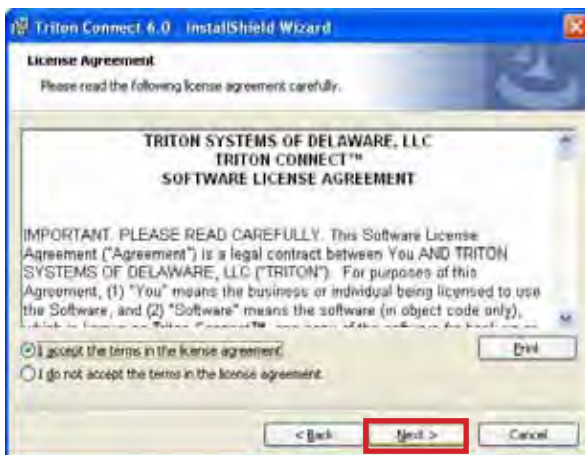
Upgrade From Triton connect 5.X

Note: These instructions assume a single-PC installation upgrade from 5.x to this release of Triton Connect. These instructions also assume that the comloc driver is already installed.

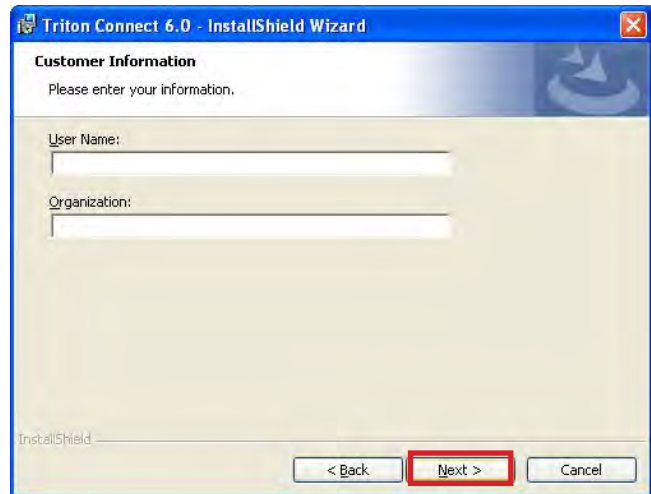
1. Make a backup copy of the contents of the Triton Connect directory (optional).
2. Run setup.exe
3. Install SQL Server Express, if needed, using default settings.
4. At the initial Triton connect 6.0 screen, click **Next**.



5. After reading and accepting the license agreement, click **Next**.



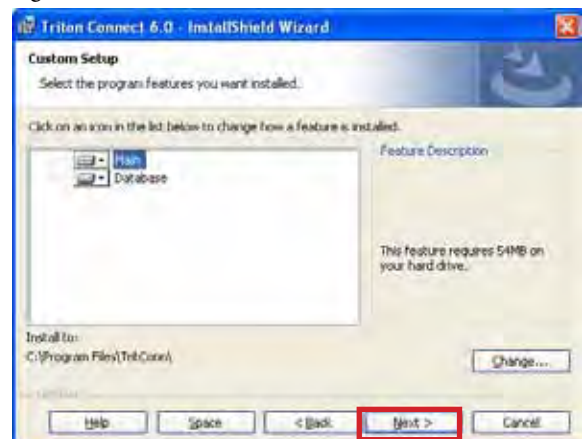
6. Enter name and organization (optional) and click **Next**.



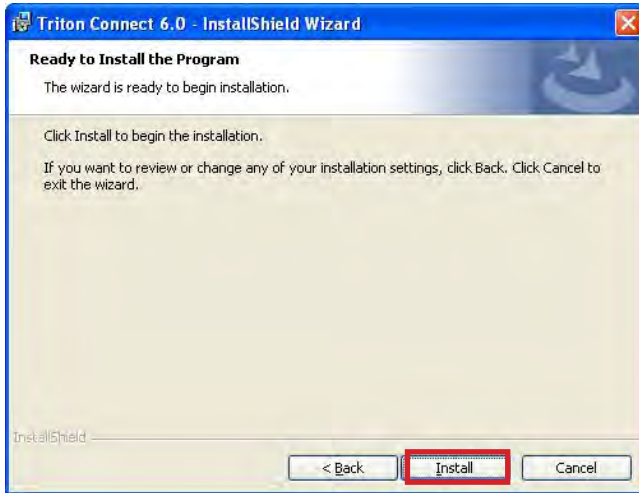
7. Select **custom** and click **Next**.



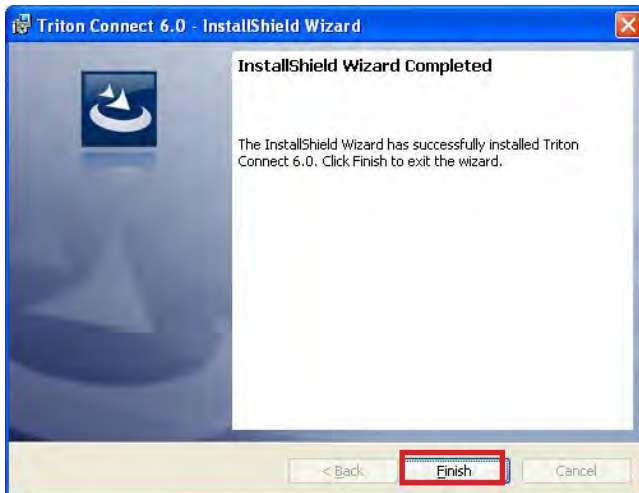
8. Verify that the “install to” path is the location of the previous Triton Connect version; click “Change...” to change the install location if needed; click **Next**.



9. Click **Install**.



10. Once complete, click **Finish**.



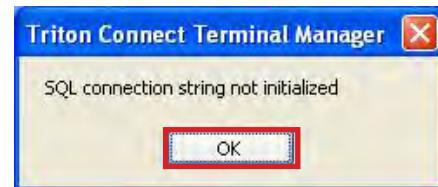
11. Click **Begin Install** when comloc install utility opens.



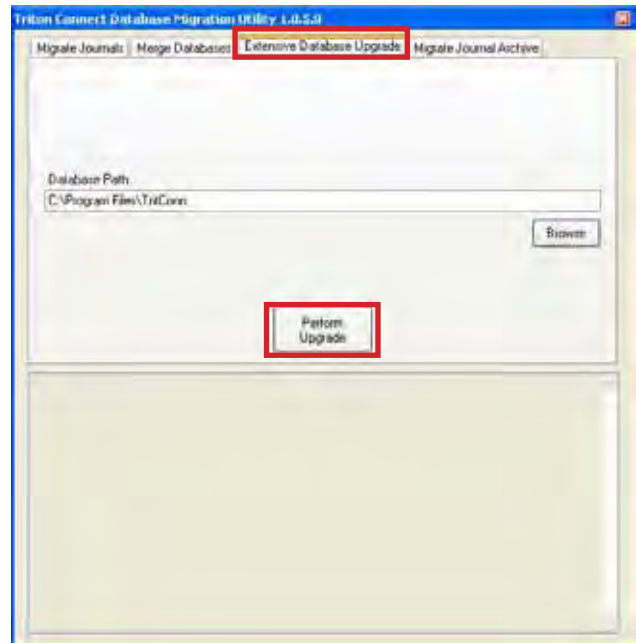
12. Launch the Terminal Manager.



13. Click **OK** on message indicating that the SQL connection string has not been initialized.



14. On the Triton connect Database Migration Utility screen, click the **Extensive Database Upgrade** tab and verify the path to Triton connect 5.X database. Click **Perform Upgrade**.



14. Once the database upgrade has completed, click the **Migrate Journals** tab and verify the TC_Main path. Click **Begin**.

15. Once **Journal migration** is complete, Triton Connect is ready to be used.

Upgrade From Triton connect 6.0

1. Run setup.exe for currently installed Triton Connect 6.0

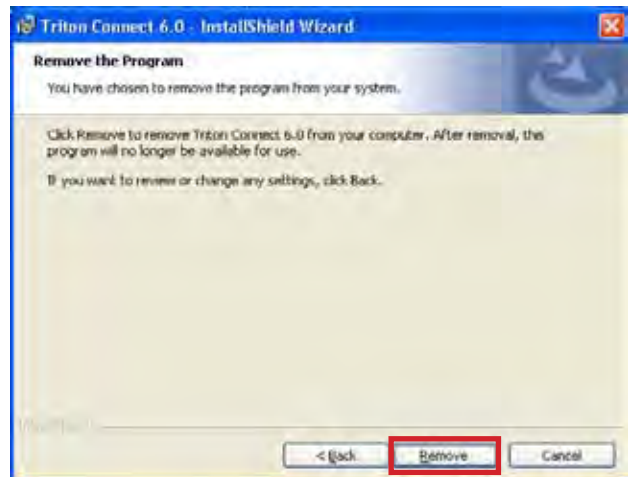
2. Click **Next**.



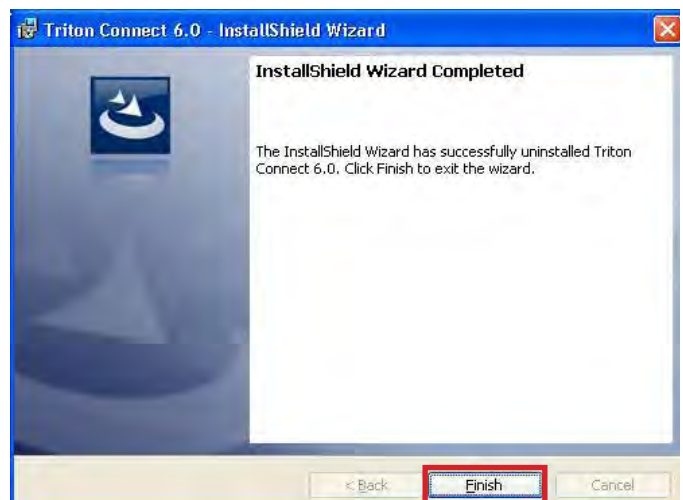
3. In the Program Maintenance window, click **Remove**, then click **Next**.



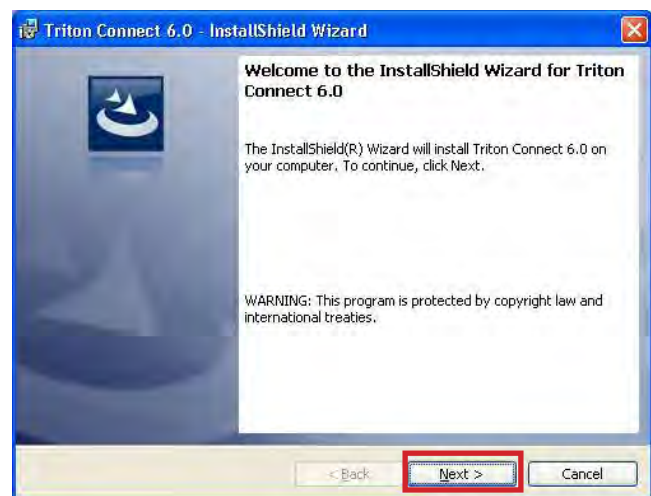
4. On the **Remove the Program** window, Click **Remove**.



5. When the uninstall process is complete, click **Finish**.



6. Run setup.exe for the Triton Connect 6.0 SP3 and click **Next**.



7. After reading and accepting the license agreement click **Next**.



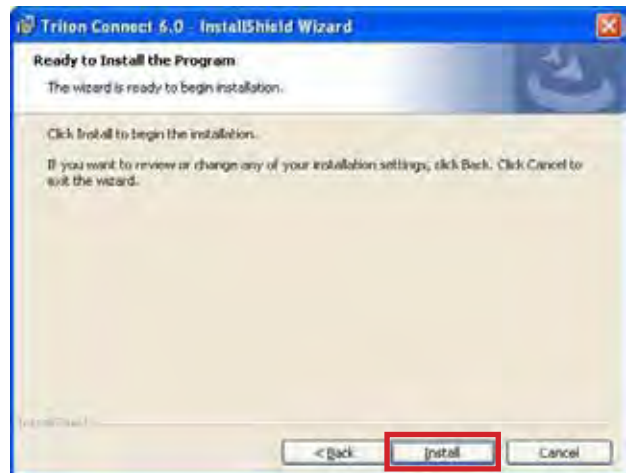
8. Enter name and organization (optional) and click **Next**.



9. Select **Complete** and click **Next**.



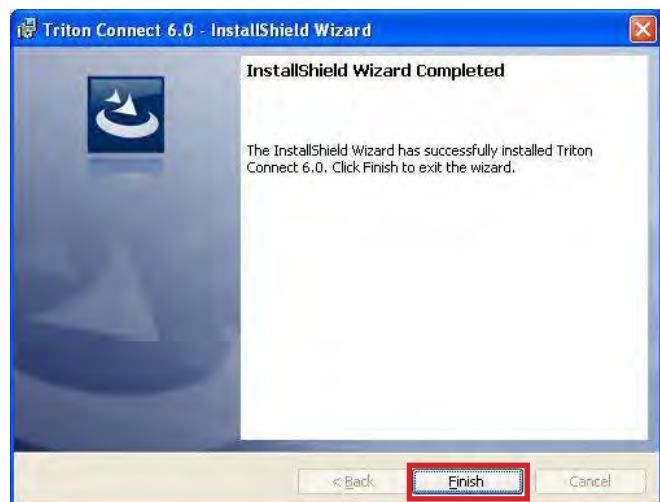
10. Click **Install**.



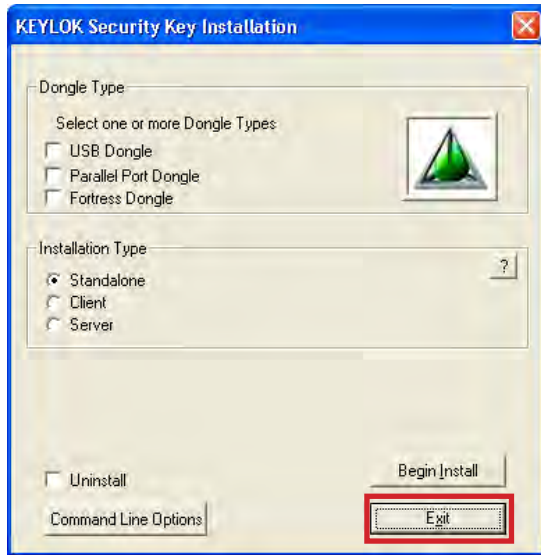
11. When installation is complete, click **Next**.



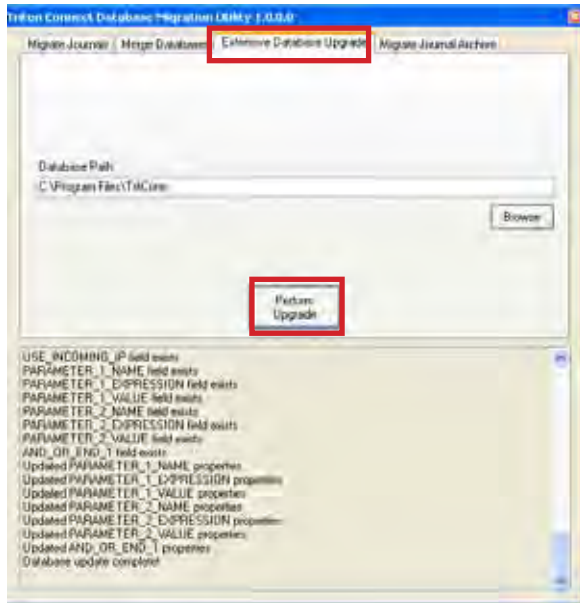
12. Click **Finish**.



13. When the comloc install utility opens, Click Exit.



14. Launch the TC Database Utility and select the **Extensive Database** tab. Verify the database path and click **Perform Upgrade**.



15. Once the database upgrade is complete, close the TC Database Utility. Triton Connect is now ready to use.

Upgrade From Triton connect 5.X or 4.4

1. Make a backup copy of the contents of the Triton Connect Directory (optional).
2. Run **setup.exe**.
3. Install SQL Server Express, if needed, using default settings.
4. At the initial Triton Connect 6.0 install screen, click **Next**.



5. After reading and accepting the license agreement, **click Next**.



6. Enter name and organization (optional) and click **Next**.



7. Select **Custom** and click **Next**.



8. Select **Main** and verify that the “**install to**” path is the location of the previous Triton Connect version; click “**Change...**” to change the install location if needed. Click **Next**.

9. Click the down arrow for **Database** and select “This feature will not be available.” Click **Next**.



10. Click **Install**.



11. Once complete, click **Finish**.



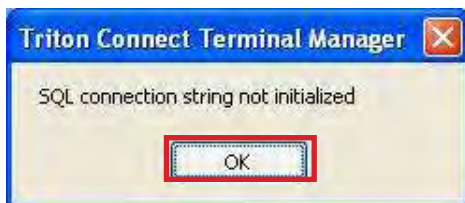
12. Click **Exit** when the comloc install utility opens.



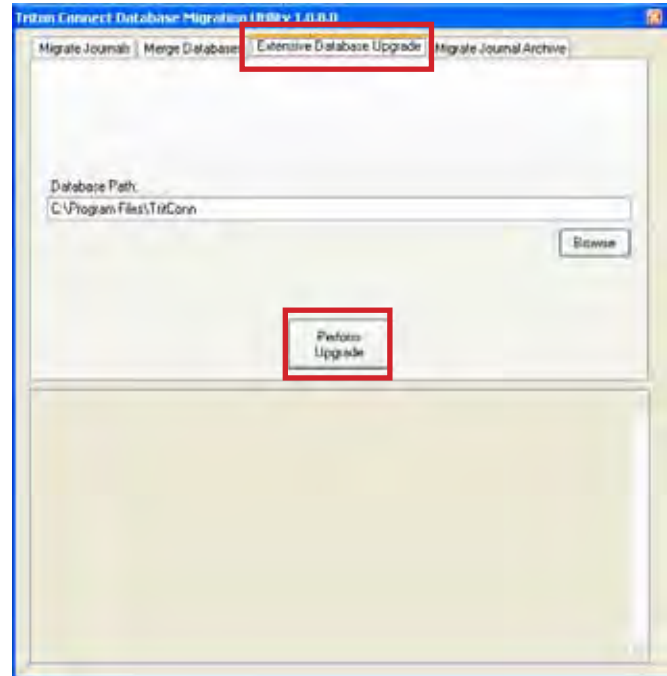
13. Launch the Terminal Manager.



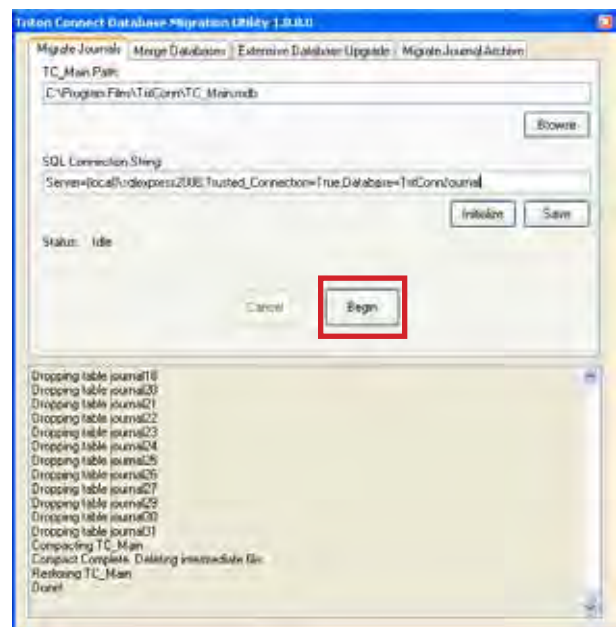
14. On the message indicating that the SQL connection has not been initialized, click **OK**.



15. When the **Triton Connect Database Migration Utility** is shown, navigate to the **Extensive Database Upgrade** tab, verify the path to the Triton Connect 5.X database, and click **Perform Upgrade**.



16. Once the database upgrade has completed, navigate to the **Migrate Journals** tab, verify the **TC_Main** path and click **Begin**.



17. Once the journal migration has completed, Triton Connect is ready to be used.

Server Installation.

Note: This installation is for a server that will host the database and the comloc. Client computers will run the Triton Connect application and connect to this server to access the databases and the comloc. The configuration for SQL server will vary depending on the operating environment and cannot be covered in this document. The version of SQL Server Express that is included with the Triton Connect installation can be used, or a full version of SQL Server can be used. This server may or may not run the Triton Connect application. These instructions assume a fresh installation of Triton Connect.

NOTE: Microsoft SQL Server will not successfully install on a disc that is either compressed or encrypted.

1. Run setup.exe.
2. When prompted to install SQL Server Express. Choose **Based On** if this or another version of SQL Server will be used. If installing this version, proceed though setup according to your environment.
3. For the Triton Connect setup type, select **Custom** and click **Next**.



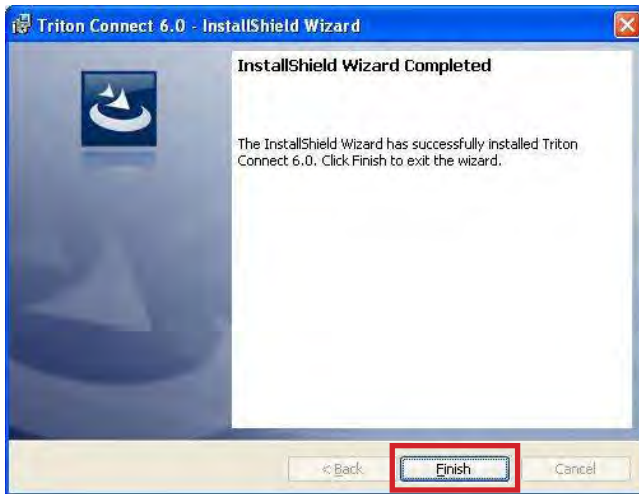
4. Verify/update the installation path and click **Next**.



5. click **Install**.



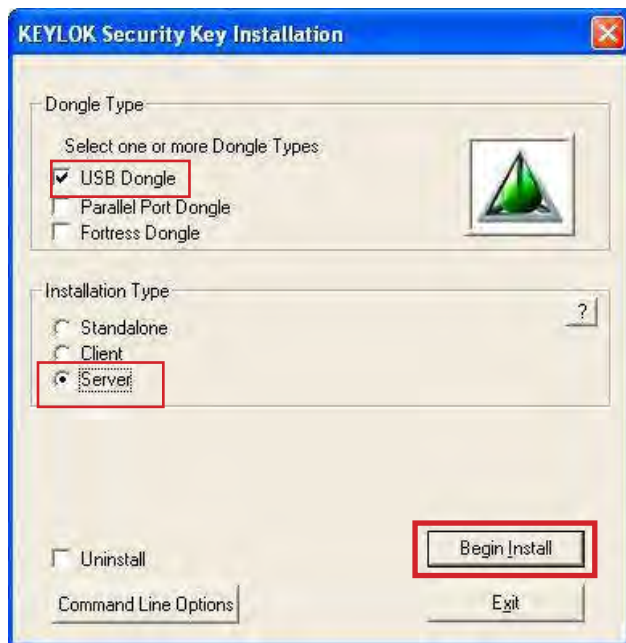
6. Once complete, click **Finish**.



7. For Dongle Type select **USB Dongle**.

8. For Installation Type select **Server**.

9. Click **Begin Install** and follow any on-screen instructions.

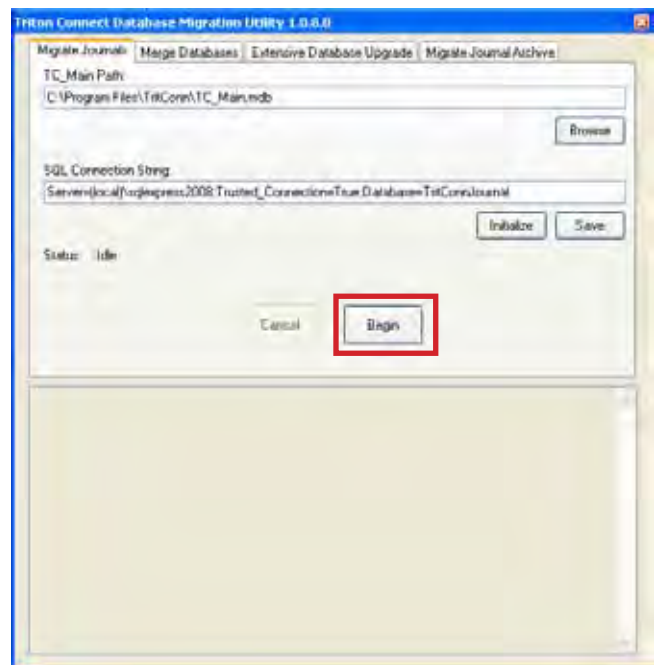


10. On the **Install Success** message, click **Close**.



11. Launch the Triton Connect Database Migration Utility from the installation location (TC Database Utility.exe.)

12. On the Migrate Journals tab, verify or change the TC_Main path and the SQL connection string and click **Begin**.



13. The server setup should now be complete.

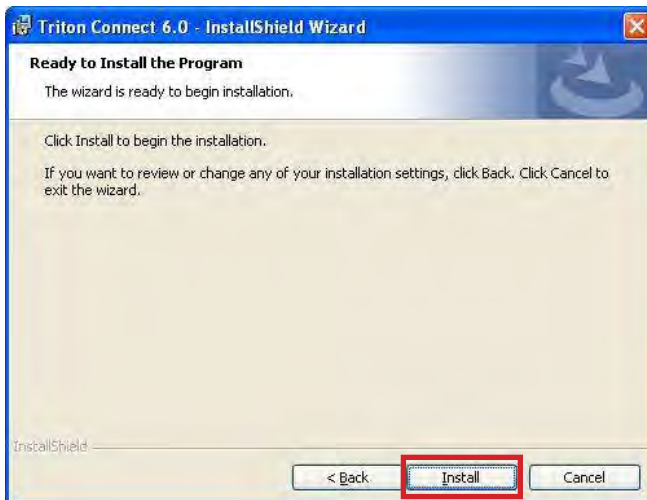
Client Installation

If another computer on the local network has been configured as a server for the databases and the comloc, additional computers may be added that connect to those same resources. The location of the TC Main database will need to be configured as a mapped drive and the SQL Server database must be accessible. The client must also be able to contact the server via port 4242 to use the comloc across the network.

1. Run setupu.exe
2. When prompted to install SQL Server Express, choose **No**.
3. Leave installation type as **Complete** and click **Next**.



4. Click **Install**.



5. Once complete, click **Finish**.

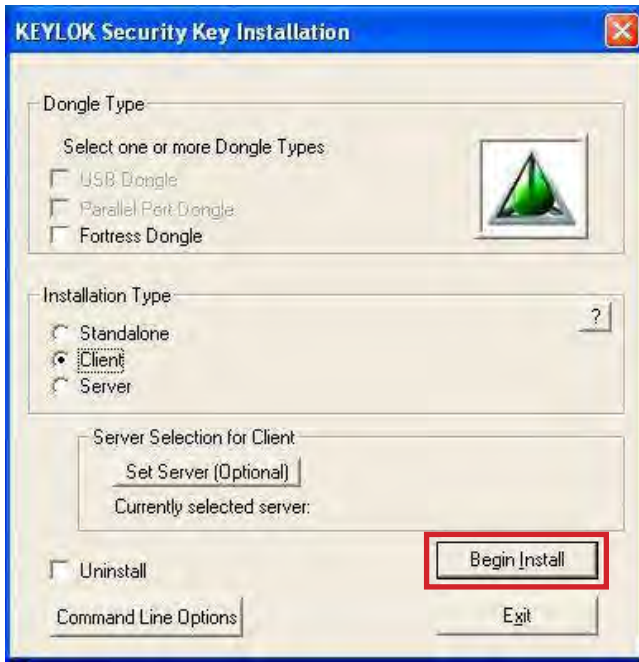


6. When the comlock install utility opens, click **Client** for **Installation Type**. Click **Set Server (Optional)** button in the **Server Selection for Client** section of the window.



7. Click the Manual server selection by **Name or IP Address** radio button and enter the IP address of the comloc server. Click **OK**.

8. Click **Begin Install** and follow any on-screen instructions.



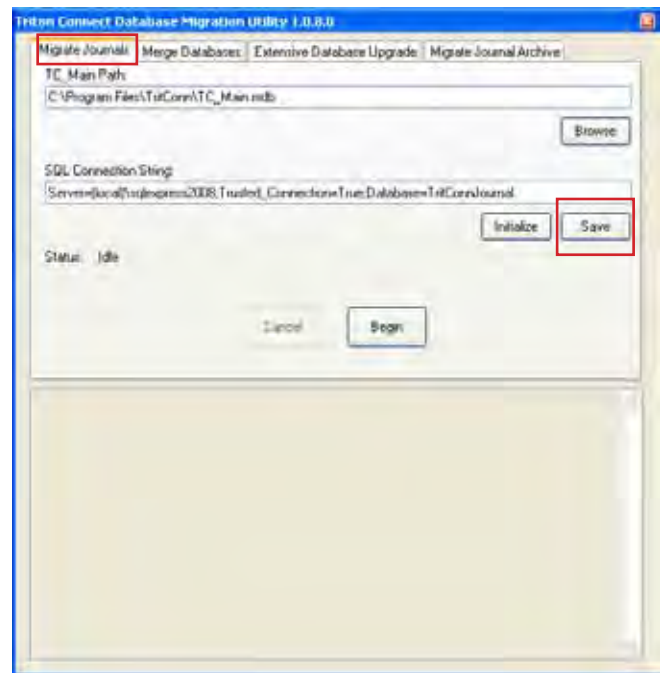
9. Launch the **Terminal Manager**.



10. Click **OK** on message indicating the the SQL connection string has not been initialized.



11. When the **Triton Connect Database Migration Utility** is shown, update the **SQL Connection String** appropriately. Click **Save**.

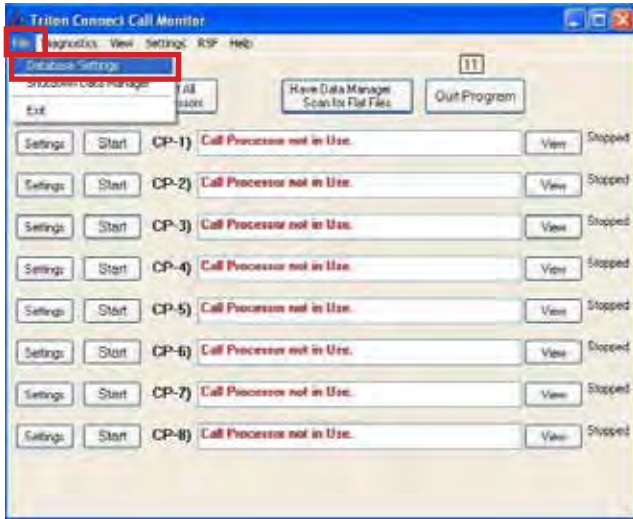


12. Close the Triton Connect Database Utility

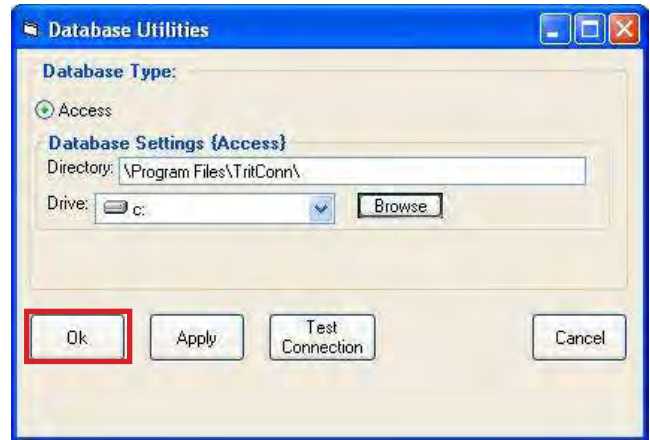
CHAPTER 2 -INSTALLATION

13. Launch the **Triton Connect Call Monitor**.

14. Open the **File** menu and click **Database Settings**.



16. Select the location of the database files and click **OK**.



17. Triton Connect should now be ready to use on the client computer.

15. Click **OK** on the **warning** message.

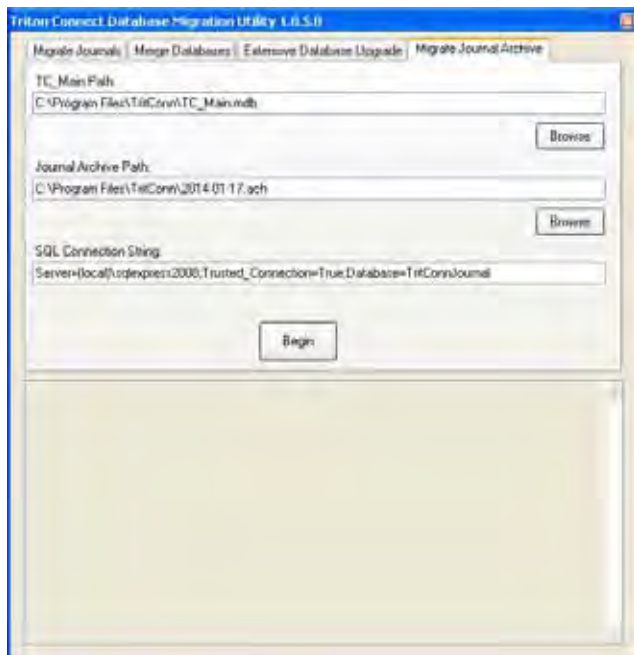


Migrate Journal Archives to SQL

Note: Any database that will be merged should be merged prior to using this feature. After merging and setup is complete, journal archives can be migrated at any time.

Follow these steps to migrate a journal archive to SQL:

1. Launch TC database Utility.exe.
2. Click the **Migrate Journal Archive** tab.
3. Enter or browse for the **TC_Main.mdb** database.
4. Enter or browse for the journal archive file.
5. Click **Begin**.



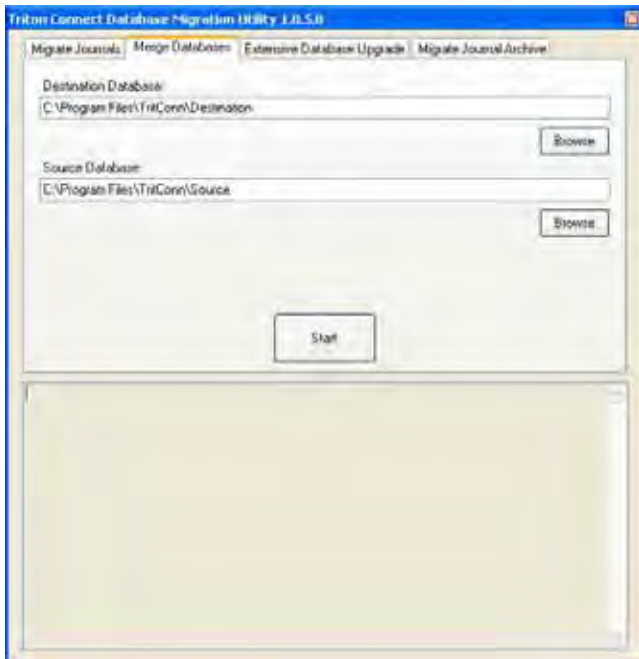
Combine Triton Connect Databases

This feature should only be used on databases from Triton Connect 5.x and above. Both the source and the destination databases should be from the same version of Triton Connect for compatibility purposes. The contents of the source database will be copied into the destination database.

Note: as part of the merge process, all journal data will be removed from the source and destination databases and those journals will be archived. These archives can later be imported to SQL, if desired, using the Migrate Journal Archive functionality.

To combine databases, perform the following steps.:

1. Close any Triton Connect components that may access either the source or the destination database.
2. Launch “TC Database Utility.exe” (located in the installation folder).
3. Navigate to the Merge Databases tab.
4. Enter or browse for the destination database location.
5. Enter or browse for the source database location.
6. Click Start.
7. Time to complete the merge will vary. Any feedback or errors will be shown in the lower half of the Triton Connect Database Migration Utility window.



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CHAPTER 3 - CALL MONITOR

Introduction

The Call Monitor is a Triton Connect application that is used to configure and monitor Triton Connect communications.

Overview of Call Monitor Functions

The Call Monitor is an application that is used to configure and monitor connections to Triton Connect remote terminals, using standard dial-up, TCP/IP, wireless, or VSAT communication connections.

The Call Monitor gives Triton Connect the ability to make calls to terminals (call-out operations) and receive calls from terminals (call-in operations).

The Call Monitor exercises overall control of all call activity by assigning each telephone line, TCP/IP connection or VSAT satellite link (as applicable) to an application called a Call Processor. Each Call Processor will monitor and control the calling activity of its associated connection. The Call Processor will make calls to terminals, automatically answer calls that come in from terminals, provide indications of the activity taking place during a call, and terminate the connection at the conclusion of a call.

Triton Connect is designed with a great deal of data-handling capacity. A single PC, running a single Call Monitor and using 20 Call Processors, can handle in-coming and out-going calls for up to 1000 terminals. Only in extremely large scale operations would additional terminal-handling capacity be required, but in such cases Triton Connect is up to the task.

Primary functions of the Call Monitor include:

1. Call Processor startup and shutdown.
2. Management of communications between remote terminals and the Triton Connect Host Installation.
3. Data Manager startup and shutdown.
4. Routing of Call Processor activity data to the Call Viewer.
5. Coordination of Call Processor and Data Manager activities.
6. Receiving calls if other parts of the program are shut down.

Call Processor Startup and Shutdown

Once the Call Monitor is started, a 20-second countdown begins. At the conclusion of the countdown all enabled Call Processors are started.

You may also start the Call Processors manually, either as a group or individually.

Manage Communications between Remote Terminals and the Triton Connect Host Installation

Approximately every 15 seconds the Call Monitor reads the entries in the Call List database. The Call List database shows when and to which terminal an out-going call is to be made. When the scheduled time arrives for an out-going call, the Call Monitor assigns an available Call Processor to handle the call.

Database Manager Startup and Shutdown

The Data Manager processes the raw data received and stored by each running Call Processor, and saves the processed data to the appropriate Triton Connect database. The Data Manager is automatically started when the Call Monitor starts, and is shut down when the Call Monitor (and any active Call Processors) shuts down.

* NOTE *

If the Database Manager is shut down while the Call Processors are running, the flat file data will not be processed until the Data Manager is restarted! This means that until the Data Manager is restarted and has processed the data, the databases and any reports generated from this data will not be current

Coordination of activities of the Call Processors and Data Manager.

The Call Monitor assigns one or more available Call Processors to monitor calls from terminals. As these incoming calls are completed, the Call Monitor informs the Data Manager, which processes the raw, received data and stores it in the applicable Triton Connect database.

Normally, a Call Processor that is receiving data from a terminal saves that data to a raw data file called a “flat file.” This flat file is temporarily stored in a sub-folder of the Data folder in the Triton Connect installation directory (or other user-specified location). A sub-folder is created for each terminal for which data has been received.

The name of the sub-folder is the same as the Terminal ID of the applicable terminal.

Once the flat file data is saved to a database the Data Manager normally deletes the file. In some cases, however, you may wish to save this data for later review. The Save Flat Files option (on the Call Monitor Diagnostics/Data Manager Settings menu) allows you to do this.

*** CAUTION ***

DO NOT attempt to directly access the raw data files (flat files) created by the Call Processors during normal operation!

If you need to view this data, use the Save Flat Files function to safely archive files for later review.

Periodically, the Call Monitor directs the Data Manager to “ingest” the flat-file data and save it to the appropriate Triton Connect database.

**** WARNING ****

If the Data Manager is shut down during normal operation, the flat-file data will not be ingested and stored in the Triton Connect databases!

Note: The Call Monitor communicates with the Data Manager using a TCP/IP connection.

** IMPORTANT **

The TCP/IP protocol must be correctly installed on the computer to enable Call Monitor-to-Data Manager communications! The Call Monitor PC and workstation **MUST** be on the same LAN or WAN to establish a connection.

Route Call Processor activity data to the Call Viewer application

The activity of each active Call Processor can be viewed at the computer running the Call Monitor. However, in locations where a network installation of Triton Connect is employed, the computer running the Call Monitor may not be readily accessible to operator personnel.

In such cases, the Call Viewer application can be run at any operator workstation that is running a legally-licensed copy of Triton Connect with Comloc, allowing personnel to view the activity of the Call Processors. The Call Monitor sends Call Processor activity data to the Call Viewer. The Call Monitor communicates with the Call Viewer using a TCP/IP connection.

Note: The Call Viewer function must be enabled in the Call Monitor for remote Call Viewers to access and display Call Processor activity data. See description of the **Enable Call Viewer** option for more information.

At the Call Monitor, Call Processor activity can be viewed in several ways:

1. **Summary (single-line) status.** The Call Monitor dialog offers a single-line status entry for each Call Processor.
2. **Single Frame.** Call Processor activity will be displayed in a frame that overlays the Call Monitor main dialog.
3. **Separate Frames.** The activity of each Call Processor will be displayed in its own dialog window. This is the default view.

Starting the Call Monitor

After Triton Connect has been installed, the Call Monitor application icon will be located in the Triton Connect application group. It can be accessed from the Start/Programs/Triton Connect menu in the Windows Task Bar. Click on the Triton Connect Call Monitor option to start it.

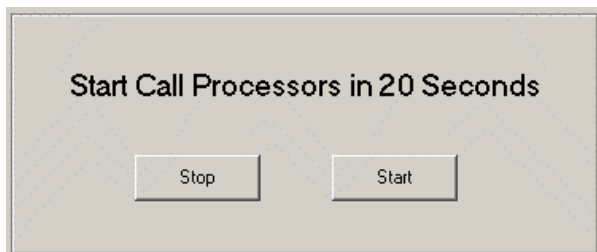
* NOTE *

You may wish to place a shortcut to the Call Monitor application in the Windows Startup folder: This will allow the application to start automatically, once the PC running the program boots up.

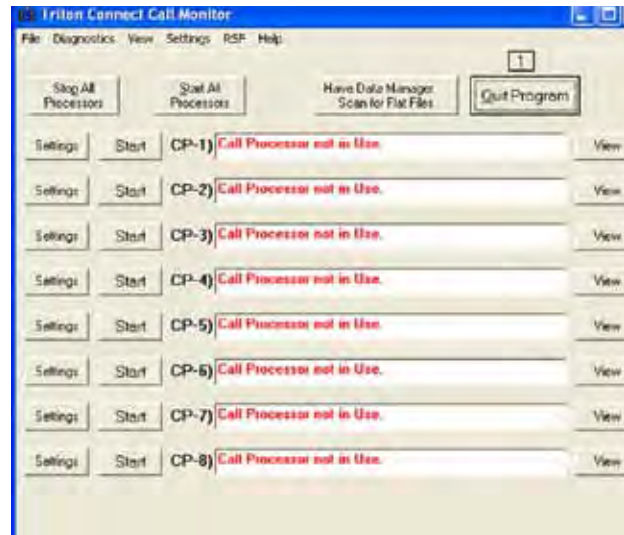
When the Call Monitor is started, a 20-second countdown begins:



At the conclusion of this countdown all enabled Call Processors will be started. The countdown can be terminated prior to completion, using the Stop command button, or the Start command button can be used to terminate the countdown and start the Call processors immediately.



Once the Call Processors have started, or the countdown has been terminated, the Call Monitor main dialog appears:

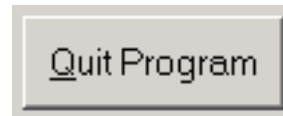


A command button on the Call Monitor main dialog lets you Start All Call Processors or Stop all Call Processors at once.



Shutting down the Call Monitor

Click the Quit Program command button on the Call Monitor main dialog to shut down the program:



You can also select the Exit option from the File menu on the Call Monitor menu bar.

* NOTE *

When the Call Monitor shuts down, all associated components (Database Manager and any active Call Processors) are also shut down!

CHAPTER 3 - CALL MONITOR

CALL MONITOR SUPPORTS UP TO 20 CALL PROCESSORS

Triton Connect 4.4 supports the display of more than the previous limit of eight Call Processors in the Call Monitor dialog. You can now configure as many as 20 Call Processors.

MAXIMUM CALL PROCESSORS TO DISPLAY

A new option named Maximum Call Processors to Display has been added to the View menu in the Call Monitor application as shown in figure 1-17.

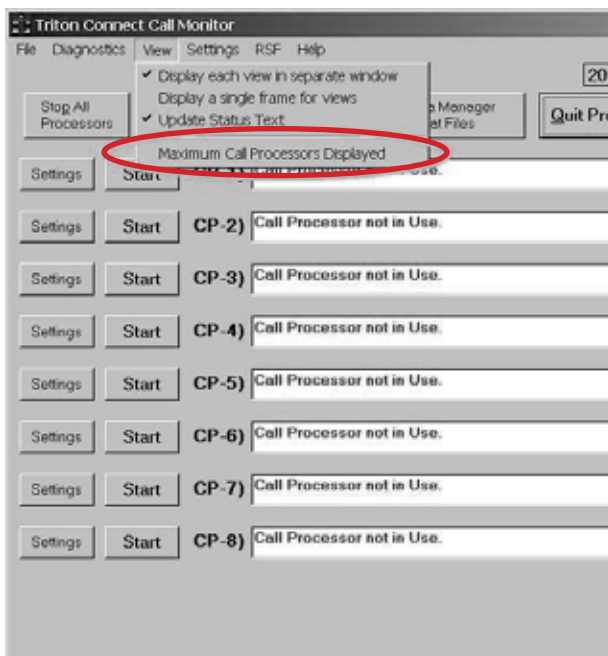


Figure 1-17

CONFIGURING MAXIMUM NUMBER OF CALL PROCESSORS

Follow these steps to configure the maximum number of Call Processors to display:

1. From the Call Monitor main menu select the Maximum Call Processors to Display option from the View menu, as shown in Figure 1-17. The Maximum CPs to Display dialog is displayed, as shown in Figure 1-18.

Select from 1 to 20. Default value is 8.

2. Use the up or down arrows as applicable to increase or decrease the maximum number of Call Processors to display. *Note: The default number of Call Processors is eight, and the maximum number is twenty.*

3. Click **OK** to accept the selection and return to the Call Monitor main form. The Call Processor display will reflect the setting you specified in Step 2.

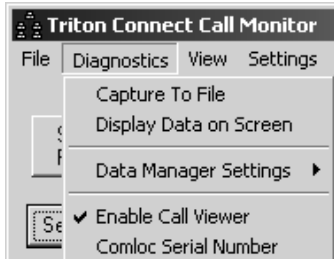


Figure 1-18

Enabling/Disabling the Call Viewer

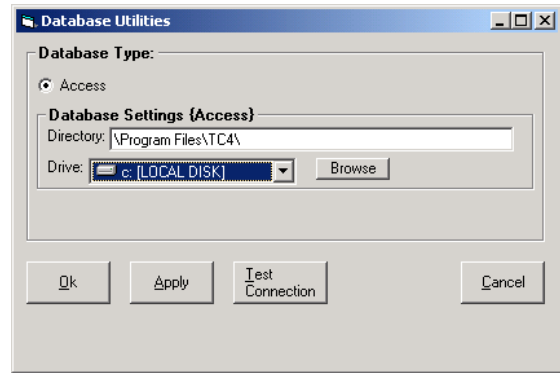
The Call Viewer is a separate Triton Connect application, which can be accessed from the Windows Start/Programs/Triton Connect menu, or from the Terminal Manager. It lets a user access Call Processor status, via a TCP/IP connection with the Call Monitor.

To enable or disable the Call Viewer, open the Call Monitor's Diagnostics menu. Note the **Enable Call Viewer** option:



A check mark next to this option indicates the Call Viewer is enabled. When enabled, the Call Viewer application can establish a TCP/IP connection with the Call Monitor in order to receive Call Processor activity data. To disable the Call Viewer, click the option to remove the check mark.

This option brings up a Database Utilities dialog:



****** WARNING ******

Before changing database settings, make sure all other Triton Connect programs (Terminal Manager, Alarm Monitor, Call Viewer) have been shut down!

This dialog lets you specify the location of the Triton Connect databases:

- Main (main.mdb)
- Call List (callist.mdb)
- Error List (errlist.mdb)
- Reports (reports.mdb)
- Reports Blank (rptblk.mdb)
- Status (status.mdb)
- Status History (stathis.mdb)
- Terminal (termerr.mdb)

Configuring Database Settings

**** IMPORTANT ****

The following instructions assume you are comfortable navigating folders on a computer running Windows 2000 or Windows XP operating system.

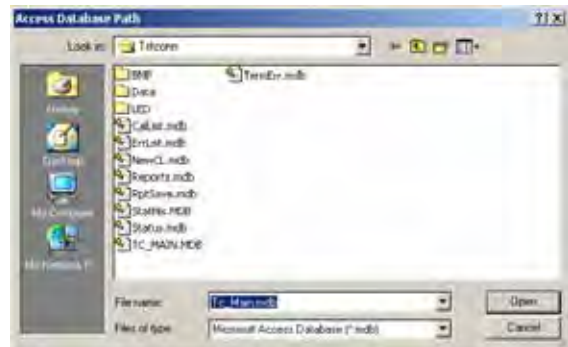
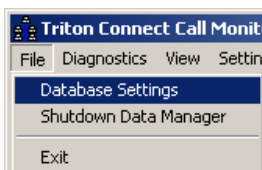
On a network installation, these settings should only be changed by IT personnel with appropriate adjustments made on workstations. All databases **MUST** be in same folder.

In a standalone installation and most network installations, the default settings do not need to be altered. Incorrect settings **WILL** prevent correct program functionality.

on a network installation, these settings should only be changed by IT personnel with appropriate adjustments made on workstations. All databases **MUST** be in same folder

By default, the databases are stored in the Triton Connect default installation folder, but may be located in another folder elsewhere on the network. If the databases are located somewhere other than in the default location, use this function to record the new location so that the Triton Connect applications can locate the databases.

Access the Database Settings option from the Call Monitor's File menu.



Note: This option is only available if there are **NO** Call Processors running.

CHAPTER 3 - CALL MONITOR

Click the Browse command button to bring up a file browse dialog. Navigate to the folder where the Triton Connect databases are located and click Open. Click the Apply button to accept the selection without closing the Database Utilities dialog, or OK to accept the entry and exit. In either case, a confirmation message will appear.

After accepting the location selection, test access to the databases by clicking the Test Connection button. A status of Success next to each database name means that a connection was successfully established with that database in the specified location.

Data Manager Operations Starting the Data Manager

The Database Manager is automatically started when the Call Monitor starts, and shuts down when the Call Monitor shuts down.

The Data Manager can also be started manually, by clicking the Data Manager option in the Windows Start/Programs/Triton Connect menu.

If you start the Data Manager manually, and the Call Monitor is NOT running, or a TCP/IP connection between the Data Manager and the Call Monitor cannot be established, the Data Manager dialog box will be visible:



Use the Connect button to try manually starting the Data Manager application, if desired.

Note the indicator chip in the lower left corner of the Data Manager dialog box. This chip will initially be RED, and will remain so until the Call Monitor is started and a TCP/IP connection between the two components is established.

Scan Function

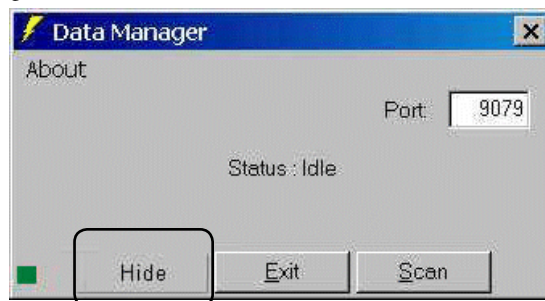
As described in the previous section, under certain circumstances the Data Manager will become visible. In such circumstances it is possible that the Data Manager has not ingested flat-file data. Although the Data Manager will normally perform this operation several times per hour automatically, you may wish to immediately initiate the ingest function.

As long as the Data Manager dialog is visible you can click the Scan button to manually initiate the ingest of any flatfile data that may have been received but not yet processed and stored in the databases.



Hiding the Data Manager

Shortly after the Call Monitor starts, and assuming a TCP/IP connection is established between the Data Manager and the Call Monitor, the indicator chip will turn GREEN. At the same time, a Hide command button will appear on the dialog:



Click this button to hide the Data Manager (recommended for normal operation).

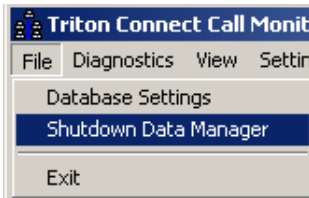
*** NOTE ***

The Data Manager is normally “hid” upon starting the Call Monitor. You can initiate the Data Manager’s flatfile scan from the button available in the Call Monitor.



Shutting Down the Data Manager

Access the Shutdown Data Manager option from the Call Monitor’s File menu. You can manually shut down the Data Manager using an option on the Call Monitor File menu.



Use this option to shut down the Data Manager. Once shut down, this option changes to “Restart Data Manager” and can be used for that purpose, as described in the next section.

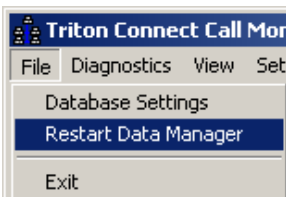
****** WARNING ******

If you shut down the Database Manager, the Triton Connect databases may not be updated with the data received from terminals. Data Manager scan results are shown in a Call processor window - defaulting to CP1.

Note: If the Call Monitor terminates without notifying the Data Manager, the Data manager will become visible, allowing you to use the Exit button to close the dialog.

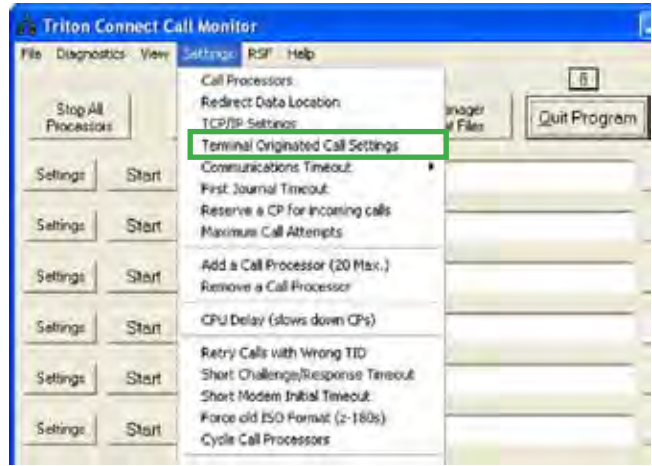
Restarting the Data Manager

If the Data Manager has been shut down, or is not currently communicating with the Call Monitor, you can restart it using the **Restart Data Manager** option on the Call Monitor’s File Menu.



**Configuring Call Monitor
TCP/IP Settings**

Access the TCP/IP Settings option from the Call Monitor’s Settings menu:



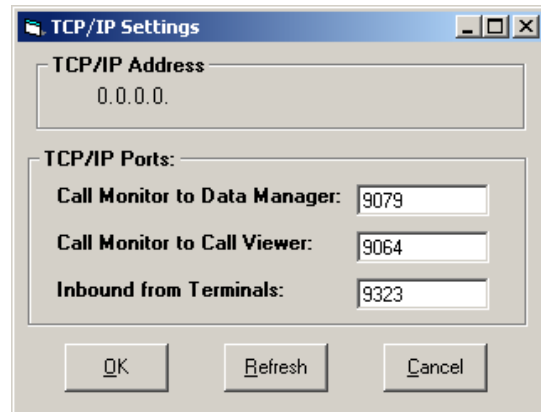
The Call Monitor communicates with various Triton Connect components using the TCP/IP communications protocol. The connection with each component requires a Port Number. The Call Monitor creates a default Port Number for each connection; however, your network administrator can configure the Port Numbers manually, if required to avoid conflicts with existing network settings.

Note: TCP/IP settings can be viewed now with Call Processors running. They can only be changed if all Call Processors are stopped.

**** IMPORTANT ****

In a standalone installation and most network installations, the default TCP/IP settings do not require alteration. Incorrect settings WILL prevent correct program operations.

Selecting this option brings up the TCP/IP Settings dialog:



CHAPTER 3 - CALL MONITOR

The dialog lets you enter or modify TCP/IP port entries for the following connections:

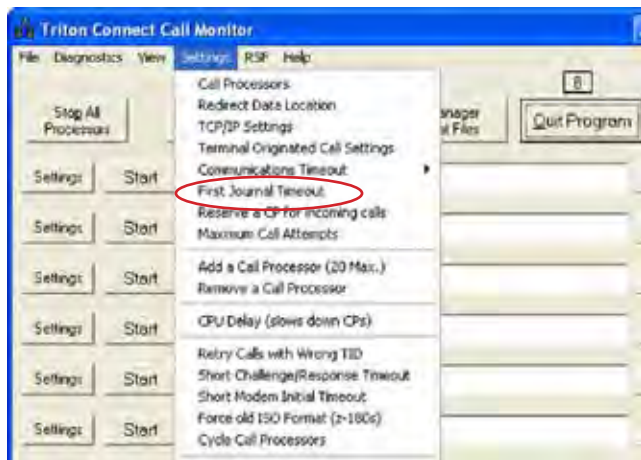
- **Call Monitor-to-Data Manager.**
- **Call Monitor-to-Call Viewer.**
- **Inbound from Terminals.** This port number is required by terminals using TCP/IP communications to contact the Triton Connect host installation. The port number is entered at the terminal, and serves as the equivalent of a Triton Connect “phone number.”

* NOTE *

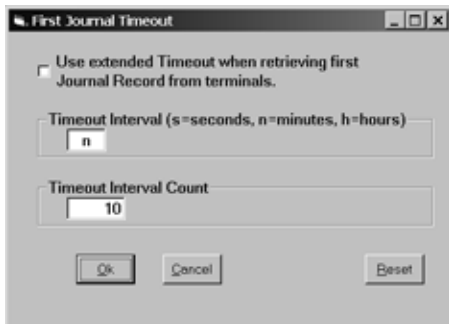
The TCP/IP address of the computer running the Call Monitor application is also displayed in the TCP/IP Settings dialog. This address must be entered at the Call Viewer, along with the Call Monitor-to-Call Viewer port number, to ensure correct Call Viewer operation.

First Journal Timeout

In order to enable and configure for an extended amount of time while retrieving the first journal record, the user selects this option from the Call Monitor Settings menu.



When selected, the following screen is displayed. This allows setting the amount of delay time allowed when receiving the first journal record. You must enable this option if used.

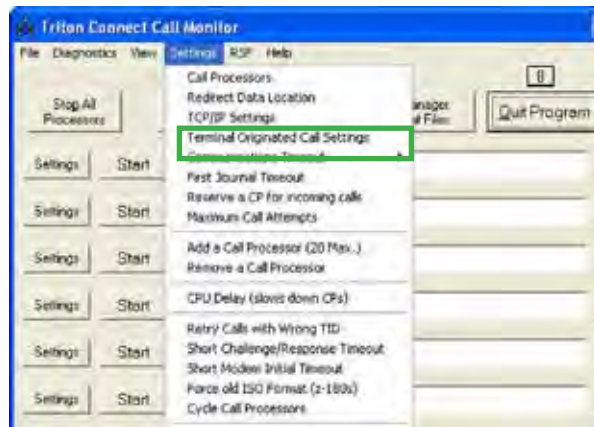


Configuring Terminal Originated Call Expiration Time

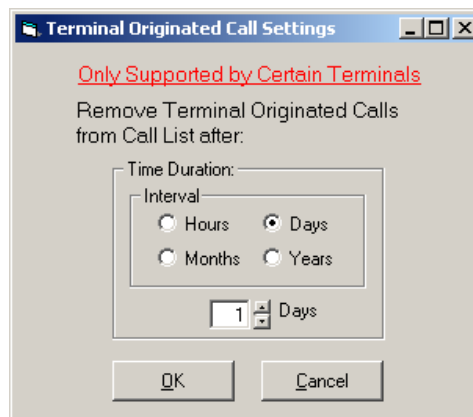
* NOTE *

The Terminal Originated Call feature is only applicable to terminals that also support the feature.

Access the Terminal Originated Call Settings option from the Call Monitor's Settings menu:



This option is only available when there are NO Call Processors running. Selecting this option brings up the following dialog:



The dialog lets you specify a Time Duration for Terminal Originated Calls. This duration can be specified in intervals of hours, days, months or years. Change the settings as needed and click OK to accept.

The life of each Terminal Originated Call entry in the Call List is monitored from the time of creation. When the interval determined by the Time Duration setting expires, the entry is removed from the Call List.

Adding and Removing a Call Processor

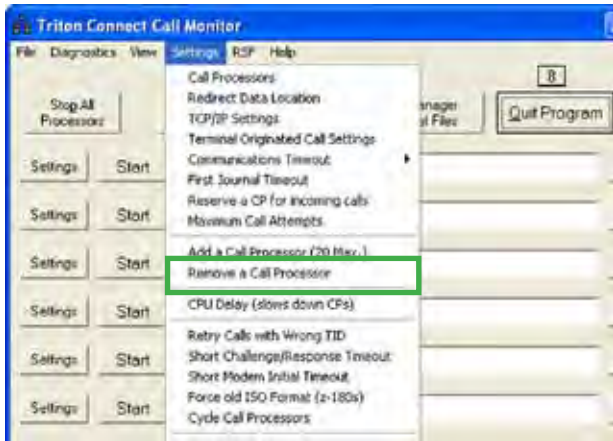
Access the **Add a Call Processor** and **Remove a Call Processor** options from the Call Monitor's Settings menu.

Add a Call Processor



Each time you select this option a Call Processor is added to the available list. The maximum allowable number of Call Processors is 20. If necessary, the Call Monitor dialog window can scroll to provide access to any additional Call Processors.

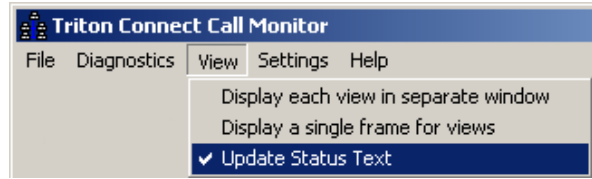
Remove a Call Processor



Each time you select this option a Call Processor is removed from the available list. The minimum allowable number of Call Processors is one.

Enabling/Disabling Extended Status Text Updating

Access the Update Status Text option from the Call Monitor's View menu:

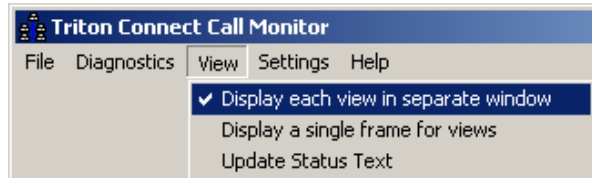


A check mark next to this option indicates it is active. When active, extended status information (in addition to the summarized information that normally appears) will be displayed in the single-line status view on the Call Monitor main dialog:



Viewing Call Processor Activity in a Separate Window

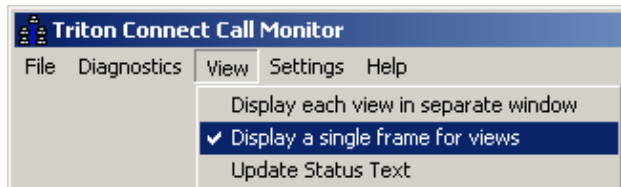
Access the Display each view in separate window option from the Call Monitor's View menu:



A check mark next to this option indicates it is active. When active, whenever the View command button for a Call Processor is clicked, the activity of that Call Processor will be displayed in a separate status window. The default is "Display in separate window".

Viewing Call Processor Activity in a Single Frame

Access the Display a single frame for views option from the Call Monitor's View menu:



A check mark next to this option indicates it is active. When active, whenever the View command button for a Call Processor is clicked, the activity of that single Call Processor will be displayed in a window that replaces the normal Call Monitor dialog

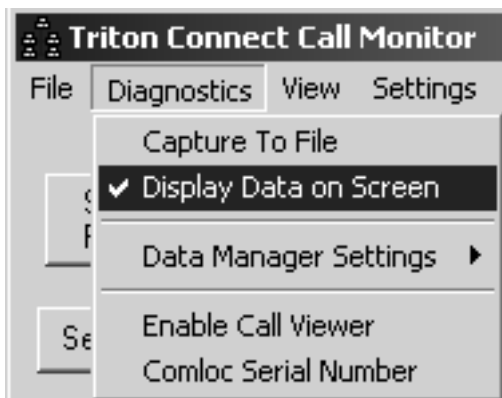
Note: If the separate window and single frame options are both enabled, both views will be presented when the View button is clicked.

Displaying Hex Data on Screen

***** CAUTION *****

DO NOT use this option unless directed to do so by technical support personnel! This option should only be used for diagnostic purposes!

Access the Display data on screen option from the Call Monitor's Diagnostics menu:



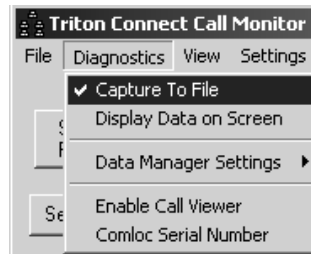
A check mark next to this option indicates it is active. When active, this function enables the display of all the transmitted and received data handled by each Call Processor port, in hex code. This data will appear in the applicable Call Processor's activity window.

Capturing Call Processor Data to a File

***** CAUTION *****

This option can create very large files! Do not use this option unless directed by technical support personnel!

Access the Capture to file option from the Call Monitor's Diagnostics menu:



A check mark next to this option indicates it is active. When active, a data file for each Call Processor is created in the Triton Connect program folder (output1.DAT, output2.DAT, etc.).

This data file is used to record a copy of the associated Call Processor's activity display. The contents of the data file can be viewed with a text editor or word processor program.

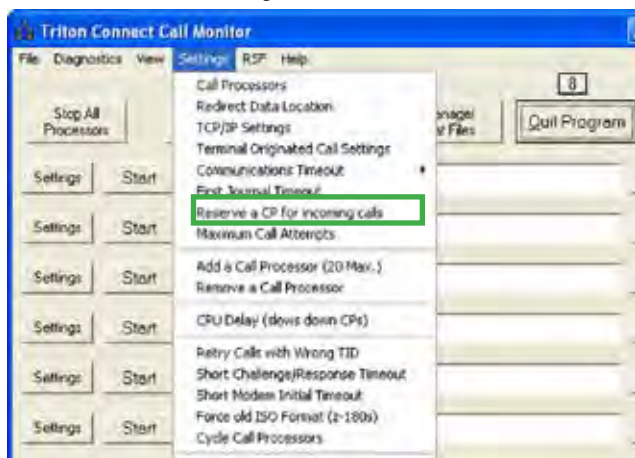
Redirecting the Call Processor Data Location

*** NOTE ***

This option should not be used without a thorough understanding of the program. There is no further information available.

Reserving a Call Processor for Incoming Calls

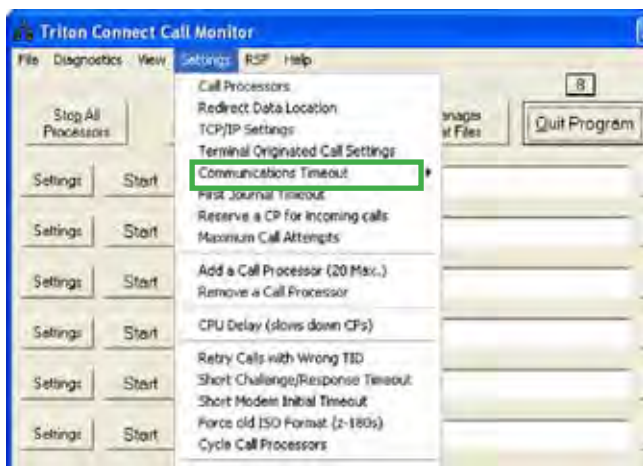
Access the Reserve a CP for incoming calls option from the Call Monitor's Settings menu:



Select this option to reserve one of the available (and enabled) Call Processors for exclusive use for in-coming calls. This option may be useful in very busy installations, when it seems that some terminals are having problems reaching an available Call Processor.

Configuring the Communications Timeout Duration

Access the Communications timeout option from the Call Monitor's Settings menu:

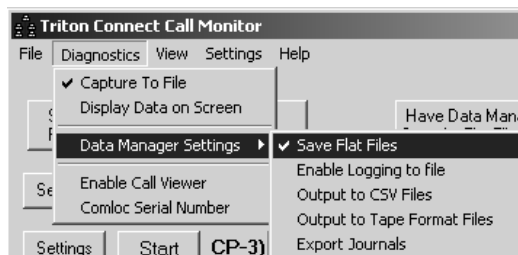


Use this option to select the time (in seconds) the Call Processor will wait before reporting a failed callback attempt from a remote terminal. The available delay values are 10, 20, 40 and 80 seconds. A checkmark shows the value that is the currently selected. The default value is 20 seconds.

In most cases the default value of 20 seconds is sufficient; however, in some international locations dial-up connections may take longer to complete, requiring a longer timeout delay setting to prevent excessive failed call reports.

Saving Flat Files

Access the Data Manager Settings option from the Call Monitor's Diagnostics menu. A sub-menu provides access to the Save Flat File option:

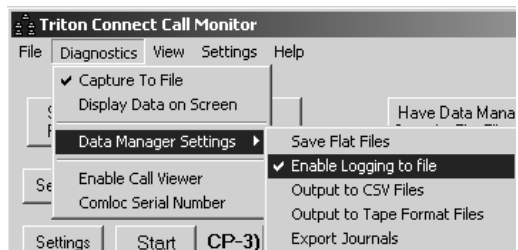


A check mark next to this option indicates it is active. When active, the Data Manager will save the flat file data saved by each Call Processor instead of deleting it after ingesting the data. Each file will be saved in a separate folder, and will be given a name that consists of the year, month and day on which the terminal data was received, as in 20041101.

The data can be viewed with a text editor or word processor program. However, it is stored in Hex, not readable Text format.

Logging Data Manager Activity to a File

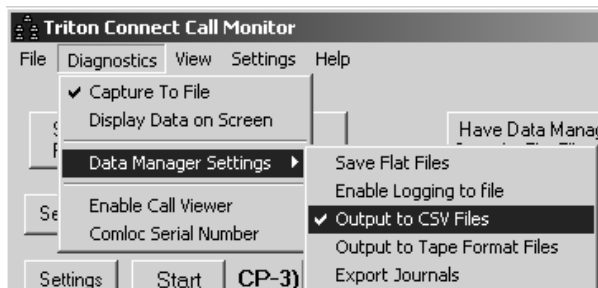
Access the **Data Manager Settings** option from the Call Monitor's Diagnostics menu. A sub-menu provides access to the **Enable Logging to File** option:



A check mark next to this option indicates it is active. When active, the Data Manager will log its activity to the file DM.log in the Triton Connect application folder. This log can be opened and viewed using a text editor such as Notepad or other word processing program.

Output to CSV Files

Access the **Data Manager Settings** option from the Call Monitor's Diagnostics menu. A sub-menu provides access to the **Output to CSV (Comma Separated Value) Files** option:

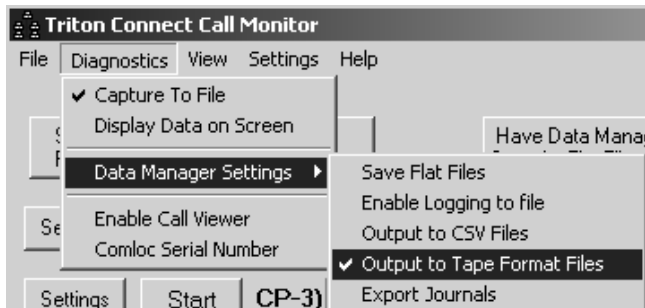


A check mark next to this option indicates it is active. When active, the Data Manager will save incoming journal data to a folder named CSV. A file will be created in the CSV folder for each terminal that sends journal data.

The data will be saved in (CSV) format. This is a comma-delimited format that is designed to be easily imported into applications such as spreadsheet and database programs. Note: The CSV folder will be created in the same folder location as the Data folder.

Output to Tape Format Files

Access the Data Manager Settings option from the Call Monitor's Diagnostics menu. A sub-menu provides access to the Output to Tape Format Files option:



A check mark next to this option indicates it is active. When active, the Data Manager will save incoming journal data to a folder named Tape. A file will be created in the Tape folder for each terminal that sends journal data.

The data will be saved in the same report-style format used by the terminal to print journal reports.

Note: The Tape folder will be created in the same folder location as the Data folder.

Export Journals

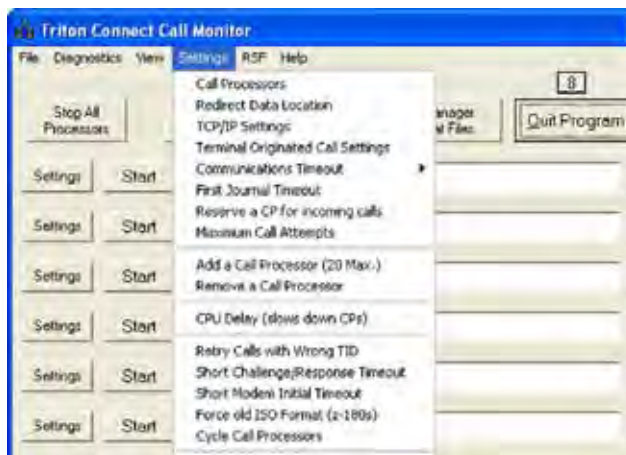
Access the Data Manager Settings option from the Call Monitor's Diagnostics menu. A sub-menu provides access to the Export Journals option:



A check mark next to this option indicates it is active. When active, the Data Manager will export journals into another database named ExpJrnls.mdb. in an expanded format.

Selecting a Call Processor Settings Dialog

Access the Call Processors option from the Call Monitor's Settings menu:



Selecting this option calls up a Call Processor Settings dialog. From this dialog you can select an available Call Processor to configure. Only Call Processors that are currently stopped can be selected using this option. You can also access the Call Processors by selecting "Settings" for individual Call Processors.

See the section, Configuring Call Processor Settings, for information on viewing and changing Call Processor settings.

Starting a Call Processor

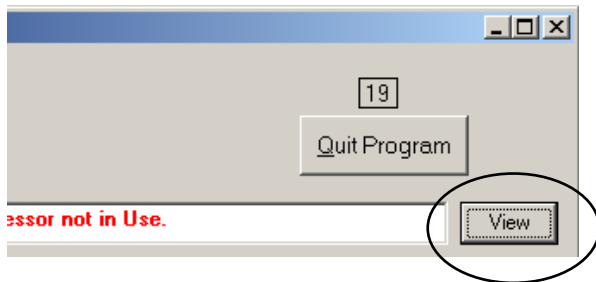
Each Call Processor entry on the Call Monitor main dialog has a Start button:



If the Call Processor has been enabled and properly configured you can start that Call Processor by clicking the Start button for that Call Processor.

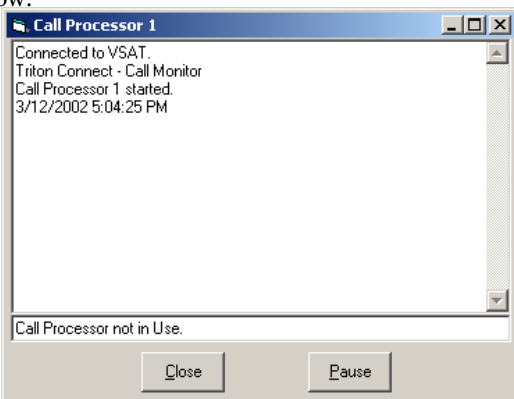
Viewing Call Processor Activity

In addition to single-line status (available from the Call Monitor main dialog), you can click the View button to display activity data for any Call Processor:

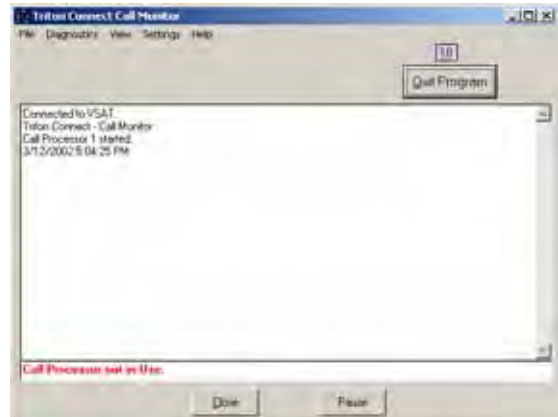


When clicked, the activity of the Call Processor will be displayed according to the current viewer settings: separate window, single frame, or both.

If the **Display each view in separate window** option has been selected on the Call Monitor's View menu, the activity of that Call Processor will be displayed in a separate status window:



If the **Display a single frame for views** option has been selected on the Call Monitor's View menu, the activity of the Call Processor will be displayed in a window that replaces the normal Call Monitor dialog:



Either type of viewing window provides two command buttons:

- Close. Close the viewer window. If a Single Frame, return to the default Call Monitor dialog window.
- Pause/Resume. Pause or Resume the operation of the Call Processor.

Configuring Call Processor Settings

The Call Processor Settings dialog allows you to enable and configure any available Call Processor.

For dial-up communications, you must have one available analog modem and phone line for each Call Processor you wish to configure.

For TCP/IP communications, up to twenty (20) TCP/IP connections can be used on one (1) connection

** IMPORTANT **

Only Call Processors that are currently **NOT** running can be selected!

You can use either of the following methods to bring up a Call Processor Settings dialog:

- On the Call Monitor main dialog, click the Settings command button for the Call Processor you want to configure.
- Select the Call Processor option from the Settings menu on the Call Monitor menu bar. When the dialog appears, a drop-down list lets you select the specific Call Processor you want to configure.

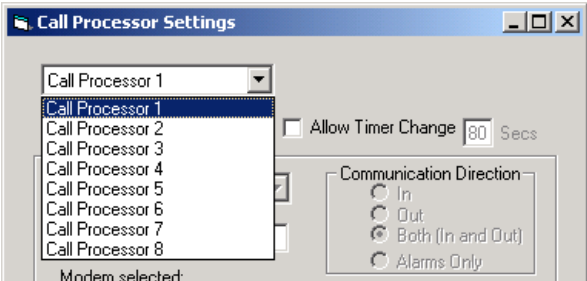
CHAPTER 3 - CALL MONITOR

The Call Processor Settings dialog appears:



Use the dialog to enable and configure the settings for any available Call Processor. The various configuration settings are covered in the following sections.

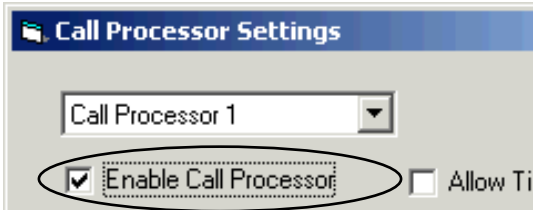
Call Processor (1 to 20)



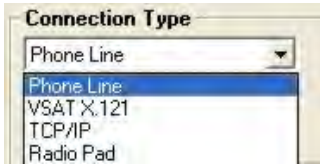
This is a drop-down list of the available Call Processors. The currently selected Call Processor is shown in the list, but you can select another Call Processor if you wish. Note that only Call Processors that are currently NOT running will be displayed in the drop-down list.

Enable Call Processor

Place a check in this checkbox to enable the Call Processor currently selected in the drop-down list. Once enabled (and after any additional required configuration settings have been made), the Call Processor can be started.



Connection Type



This is a drop-down list that lets you pick the type of connection this Call Processor will use for terminal communications:

1. Phone Line. When this option is selected you must select an available modem in the Modems Available drop-down list. The selected mode name will appear in the Modem Selected text box. The Call Processor cannot be started unless a modem selection has been made!
2. VSAT X.121. When this option is selected you must select an available COMM port in the Comm Port Selected drop-down list. This Comm port is connected to the VSAT communication device.
3. TCP/IP. When this option is selected the Call Processor will use the IP Address and Port settings in the Call List when contacting a terminal with a TCP/IP connection.
4. Radio Pad. When this option is selected, you select the Comm port the modem is connected to for the radio Pad device

CONNECTION TYPES

The Dial-up phone line connection type is used with all Triton ATMs except RL/FT5000 XP/PC-based units.

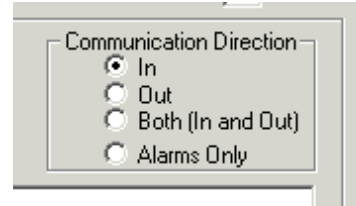
The TCP/IP connection type is used with ATMs that are either TCP/IP capable (RL/FT5000/RT2000) or have the (optional) External Ethernet assembly installed (91XX/97XX/96XX).

The VSAT connection type is used with ATMs that support Very Small Aperture Terminal (VSAT) satellite-based communications. VSAT supports a wide range of communications protocols.

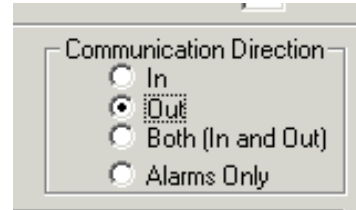
Communication Direction

A series of option buttons lets you choose the direction type of calls this Call Processor will handle:

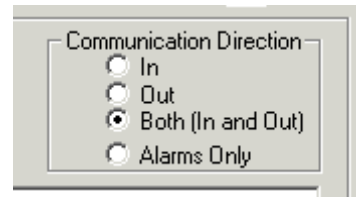
1. In. If this option is chosen the Call Processor will handle in-bound calls ONLY.



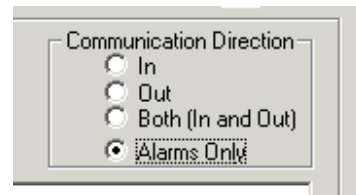
2. Out. If this option is chosen the Call Processor will handle out-bound calls ONLY.



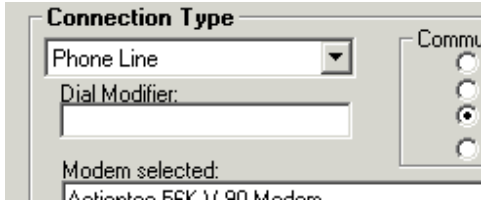
3. Both (In and Out). If this option is chosen the Call Processor will handle both in-bound and out-bound calls. Note: This option is the default and for normal operation does not need to be changed.



4. Alarms Only. If this option is chosen, the Call Processor will handle only in-bound calls that carry terminal alarm status ONLY.

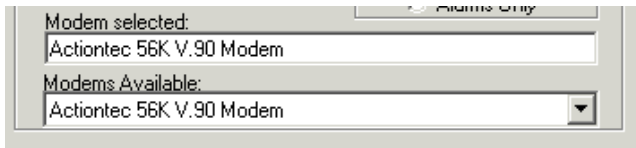


Dial Modifier



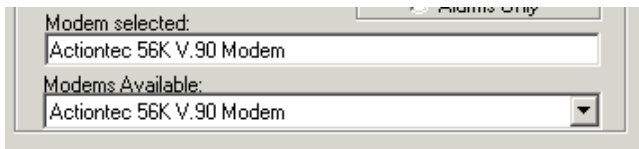
This text box is available when the Phone Line Connection Type is selected. Use this box to enter any special dialing codes that may be required when dialing out from your system, such as a dial-out prefix of '9'.

Modem Selected



This text box is available when the Phone Line Connection Type is selected. Shows the currently selected modem this Call processor will use when placing Phone Line calls.

Modems Available



This drop-down list is available when the Phone Line Connection Type is selected. Provides a list of available modems

**** IMPORTANT ****

DO NOT configure more than ONE Call Processor for each available modem!

Modem Settings

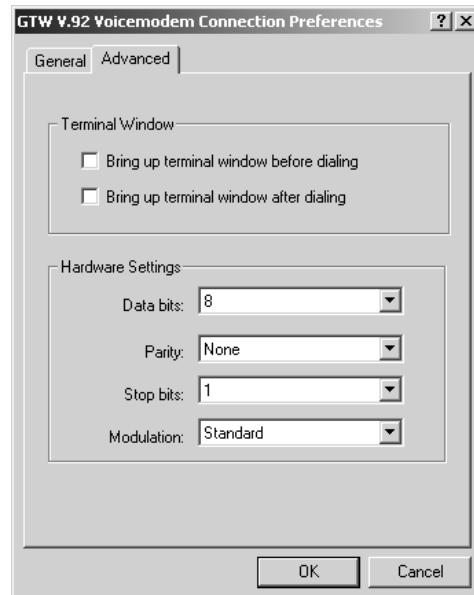
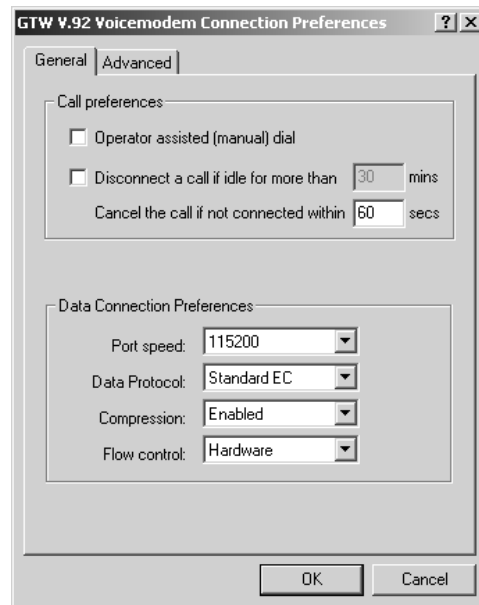


This button allows access to select modem settings.

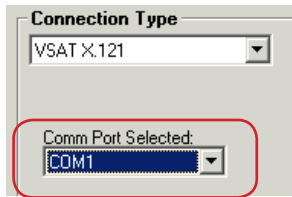
General: Allows user to select Call and Data Connection preferences.

Advanced: Allows user to Terminal Window options and modem hardware settings.

Note: The default settings are normally correct.

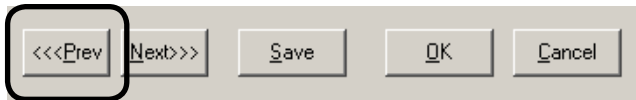


Comm Port Selected



This text box is available when the VSAT connection type is selected. Shows the currently selected PC COM port connected to the VSAT communications hardware.

Prev



Click this command button to access the settings for the previous available Call Processor.

Next



Click this command button to access the settings for the next available Call Processor.

Save



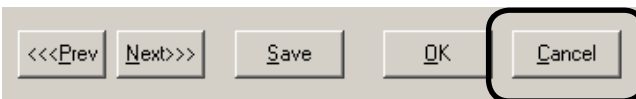
Click to save the settings changes for the currently selected Call Processor and remain in the Settings dialog.

OK



Click to save the settings changes for the currently selected Call Processor and exit the settings dialog.

Cancel



Exit without making any changes to the Call Processor settings.

Retry Calls with wrong TID



There is no error correction during the challenge/response portion of the communications between the terminal and Triton Connect. Sometimes data is changed during transmission by interference. In some of these cases the TID is corrupted. So instead of deleting the call, this option has Triton Connect assume there are comms problems and will keep the call list entry.

Short Challenge/Response Timeout



During the beginning of the communications, sometimes the first packet is sent from Triton Connect before the terminal is ready to receive it. There is a default timeout of 20 seconds between packets. This option sets the timeout to 5 seconds for the first beginning packet attempt. It then increments to 10 seconds for the second attempt, then 15 for the third, and so on.

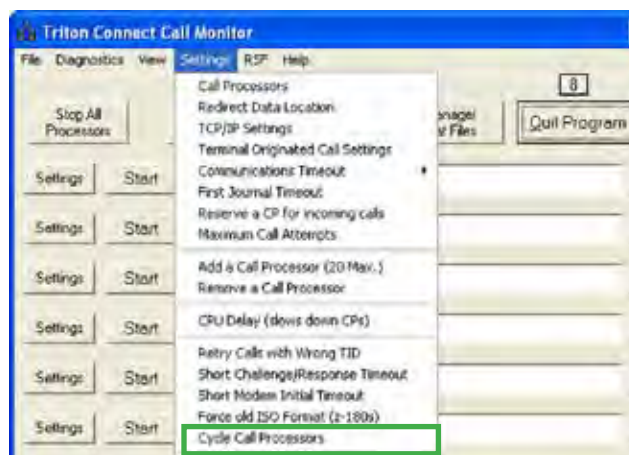
CHAPTER 3 - CALL MONITOR

Short Modem Initial Timeout



When starting Triton Connect Call Monitor and Call Processors, the Call Processors are put into the “Waiting for call” state. The time elapse for this has a default of 80 seconds. This is to prevent collisions with inbound calls when starting/restarting the call processors and there are outbound calls to be made. This option (basically for testing) reduces this delay time to 10 seconds

Cycle Call Processors (new)

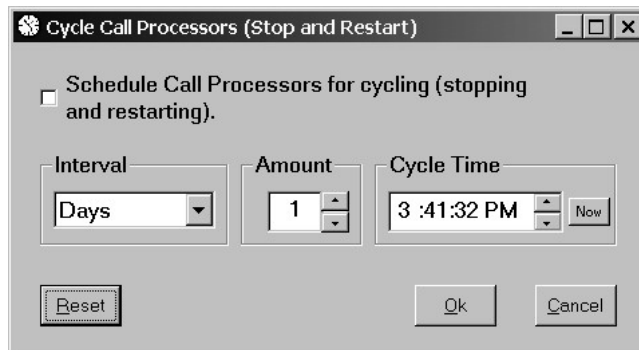


This new option allows you to schedule Cycling of all call processors (stopping and restarting) at a specific interval. This may be applicable for larger system users that may be having communication issues.

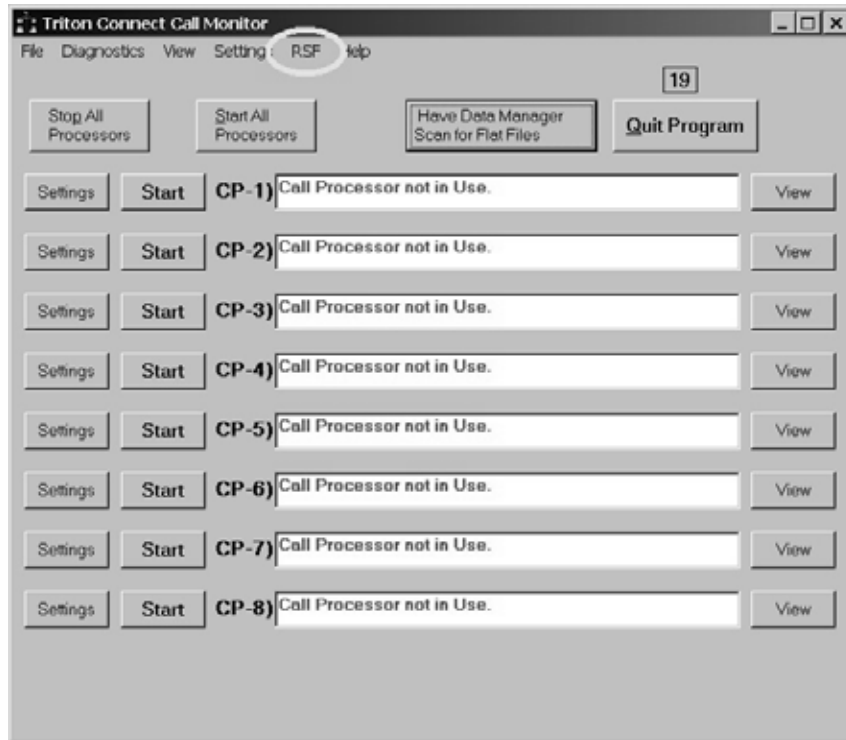
Force old ISO Format (Z-180s)



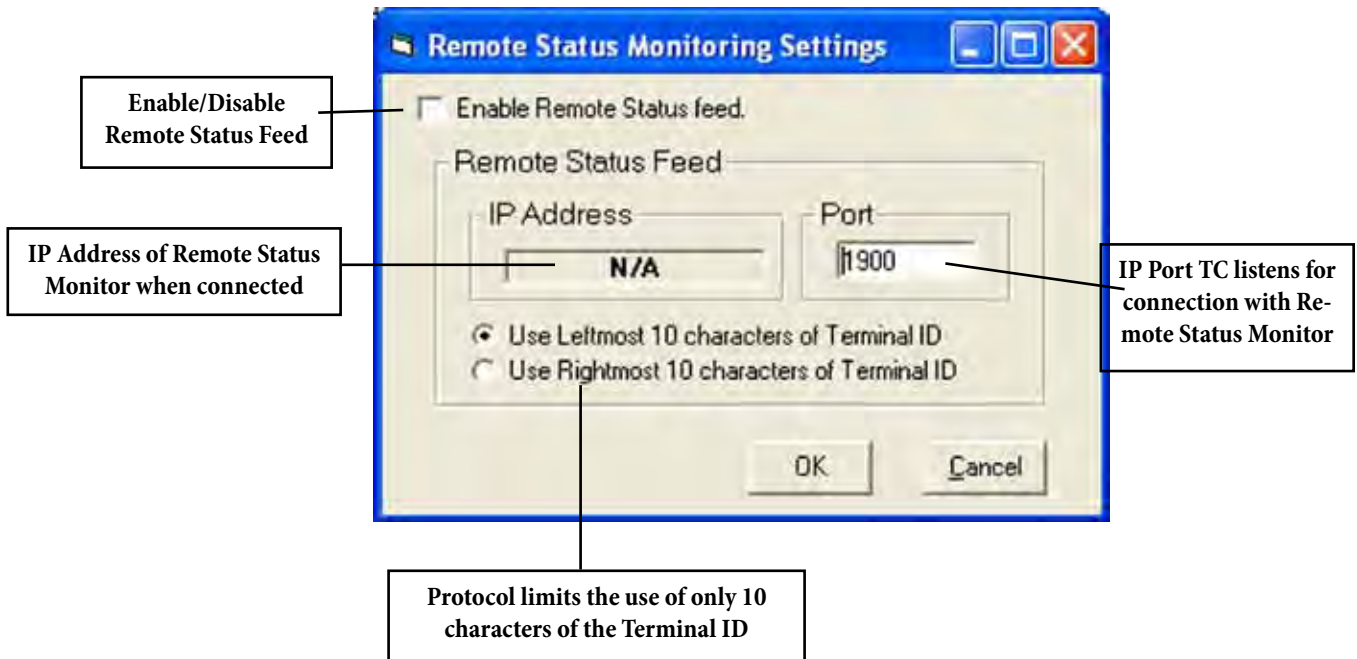
This option forces Triton Connect to send the ISO numbers in the old format (100-10 digit ISO #s) even though the terminal indicated it supported the X-scale format.



RSF- Remote Status Feed



This new feature allows 3rd party interface. It sends status information to 3rd party via TCP/IP. Select RSF on the Call Monitor main menu bar to access the settings. This will bring up the following screen:



CHAPTER 4 - TERMINAL SETUP

Introduction

In this chapter we will cover the functions that enable you to create, modify, delete, and view terminal records in the Triton Connect main database. This is accomplished through the Terminal Manager application. In addition, other options related to terminal setup, database management, and automatic alarm message transmission are also managed through the Terminal Manager

**** IMPORTANT ****

Never attempt to access the Triton Connect database directly or alter the information other than through the Terminal Manager. You may cause the program to become inoperable!

We'll begin with the basic terminal record management functions for adding, deleting, modifying, and viewing terminal records.

Adding a New Terminal Purpose

Each terminal you wish to manage using Triton Connect must first be loaded into the terminal database. This will provide Triton Connect with the information it needs to contact the terminal, and to identify the terminal and its associated data in the database.

*** NOTE ***

If a terminal is not in the database, the Call Processor will receive parameters, error information, and journals. However, the data will not be put into the database. Terminals must be added to the database before you can call them. The Data Manager will display a message when there is data for a terminal not in the database.

Accessing the Add New Terminal Function

1. Start the Terminal Manager application.
2. From the *Setup* menu, select the *Add New Terminal* option. The Add New Terminal window appears:

As you can see, the Add New Terminal function is essentially a data entry form for the Triton Connect database. The screen consists of all those fields that make up a database record. Let's briefly cover the fields and other input areas on this form.

ABOUT DATA-ENTRY FIELDS

1. The Terminal ID and Terminal Phone Number/ IP Address fields must be filled in before the new terminal record can be saved.
2. All Terminal ID field entries are automatically converted to uppercase when the entry is saved to the database

Terminal ID

Enter the TERMINAL NUMBER that has been assigned to the terminal. This number is assigned and entered into the terminal during physical installation by your processor or service provider.

**** IMPORTANT ****

Make sure the Terminal ID you enter exactly matches the value assigned to the Terminal Number parameter at the terminal! You may use numbers, letters, and most special characters to form the ID. You may enter up to 16 characters.

If a terminal at a location is replaced with a terminal of a different type using the same Terminal ID (for instance, replacing a Model 9600 with a Model RL5000), before contacting the terminal for the first time to retrieve parameter and journal data, the current information **MUST** be archived. Otherwise, information for the new terminal or the former terminal may not display correctly

Location Name

This is the name of the establishment where the terminal is setup and operating.

Address

This will normally be the address of the establishment identified under Location Name.

Contact 1/2

There are two fields available to enter the names of individuals or organizations that can act as a point of contact at the address specified above. The use of these fields is optional.

City, State, Zip Code

Enter the requested information to complete the address data.

Terminal Phone # / IP Address

If the terminal is connected to the standard telephone system, enter the complete number of the telephone line that services the terminal at the operating location. If the terminal is connected to a VSAT earth station, enter the VSAT contact number for the terminal, which will be provided by your VSAT service provider or processor organization.

The IP ADDRESS will be used to communicate with terminals connected to the TCP/IP or CDMA (wireless) network. It is provided by your host processor organization or service provider. The address is a two-part entry. The first part of the address consists of a sequence of four groups of numbers in typical IP Address format. Each number group can be up to three digits long, and each group is separated by a period (dot character), as in this example: 123.321.01.99.

The second part of the IP ADDRESS consists of up to a FIVE-digit Port Number, which is described next.

Port Number

The Port Number is a sequence of one or more numbers, provided by your host processor organization or service provider, which provides additional data-routing information to enable Triton Connect to communicate with the selected terminal on the TCP/IP or wireless network

User 1-5

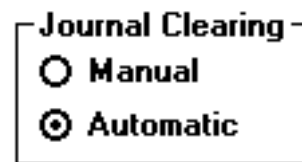
These five fields can be used to add additional identifying information to the database record for the terminal. Used in conjunction with the Filters capability of Triton Connect, User Fields can be a powerful means of organizing and grouping terminals, especially if a many terminals are being managed. Their use, however, is optional.

If you wish to change the default labels for the user fields, use the Configure User Fields function (see the Configure User Fields topic later in the chapter).

Notes

This is a text-entry box that allows you to enter any additional information you may wish to about the terminal, such as special requirements, additional contact information, etc.

Journal Clearing



Journal Clearing
 Manual
 Automatic

Select Manual if the terminal operator at the operating location will be manually clearing the terminal's Electronic Journal. If Automatic is chosen, then Triton Connect will initiate journal clearing whenever the journal has been successfully downloaded by the Get Journal Data function (covered in a later chapter).

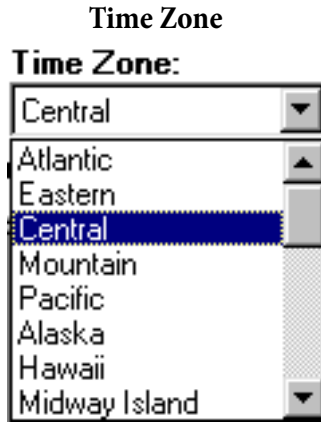
JOURNAL CLEARING

CAUTION: If Journal Clearing is set to Manual, and the Electronic Journal in the terminal has not been cleared before the next Get Journal Data command is issued, the old journal entries will still be present in the journal. These entries will be received during the download and stored in the journal database, duplicating the entries already stored there!

IMPORTANT: The Electronic Journal cannot hold an unlimited number of entries. The 8-bit machines (9100/96XX/97XX/Mako/SS) can hold at most 2045 journal entries. The 32-bit machines (FT/RL/RT/9800) can hold 32,768 entries. If the journal size limit is reached, the terminal will enter an OUT OF SERVICE condition and will remain in that state until the journal is cleared!

ATM Connection Type

Select the speed of the modem in use by the terminal or the correct connection type.



Enter the time zone in use at the terminal's operating location.

Use Daylight Savings Time

Use Daylight Savings Time

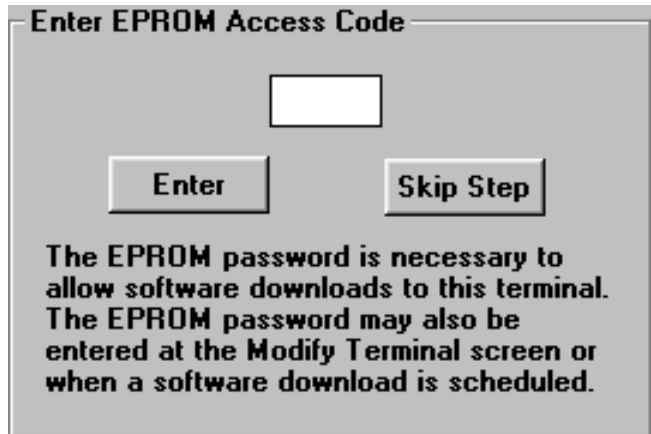
If Daylight Savings Time is used at the terminal's operating location, make sure the box is checked.

Save



When all the required data has been entered, click the Save button. The program will check to make sure the terminal ID does not duplicate any existing ID in the database. If it does, you will be prompted to change the Terminal ID to a unique identifier. If no duplicate ID exists, the operation will continue.

Next, you will be given an opportunity to enter the EPROM Access Code for the terminal. The following dialog box will be displayed:



If you wish to enter the EPROM Access Code at this time, enter the code and click the Enter button. For security reasons the code characters you enter will be displayed as asterisks, so you will be prompted to enter the code a second time, to verify it was entered correctly. If you choose to leave the EPROM Access Code entry blank for now, click the Skip Step button.

*** NOTE ***

For RL/FT5000, RL/ RT2000 model ATMs, the Triton Connect access code should be assigned at the terminal and entered as the EPROM Access Code

EPROM FUNCTIONS

The term "EPROM" is an acronym for "Eraseable Programmable Read-only Memory." The terminal uses an EPROM "chip" to store "firmware" (data and programs required for terminal operation).

The EPROM chip provides a number of important capabilities, such as:

1. Ability to perform certain terminal hardware tests.
2. "Bootstrap" code which assists in loading the main terminal operating software during the Software Download procedure (8-bit units).
3. Routines that provide low-level access to the terminal hardware.

The EPROM operates in a fashion similar to the BIOS in a Personal Computer.

Deleting a Terminal

Purpose

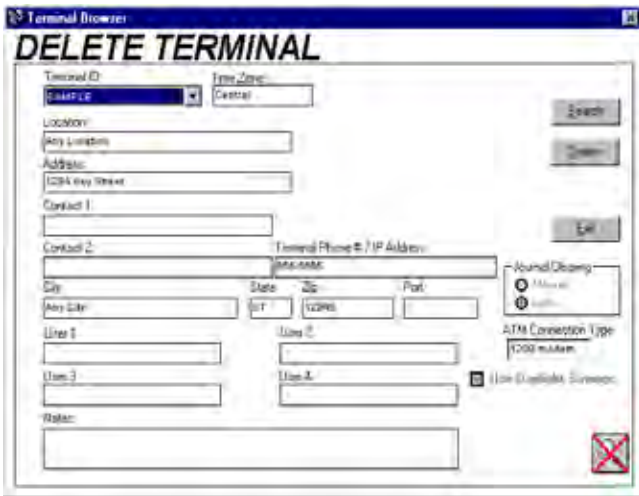
Use this function to remove terminal records from the database.

**** IMPORTANT ****

Once a terminal is deleted all information concerning that terminal is removed from the database, including any Journal related to the terminal.

Accessing the Delete Terminal Function

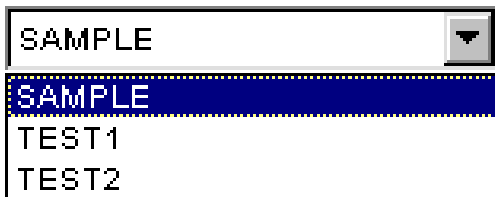
1. Start the Terminal Manager application.
2. From the Setup menu, select the Delete Terminal option. The Delete Terminal window appears:



Selecting a Terminal for Deletion

In order to delete a terminal you must first locate the terminal's record in the database. There are a number of ways to do this. If you know the ID of the terminal, the easiest method is to select it directly from the Terminal ID drop-down list:

Terminal ID:



Another method is to use the search facility. To do this, click the Search button:

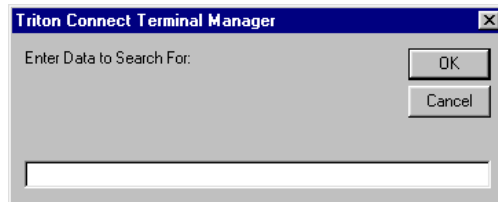


A prompt appears (in red), instructing you to select a field to search:

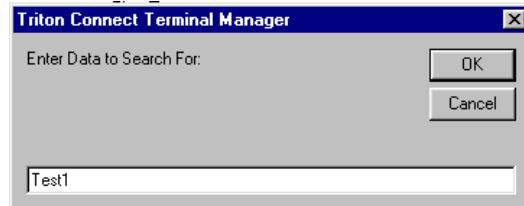
Click On The Field To Search



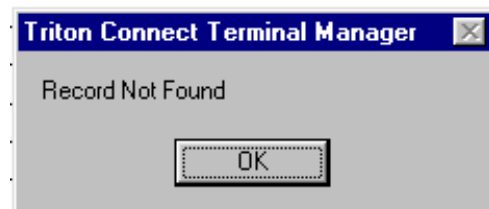
When you click the mouse cursor on the field you want to search, the following dialog box appears:



What you enter here depends on your knowledge of the kinds of entries contained in the field. For example, assume you have clicked on the Terminal ID field. You want to locate the record that contains a terminal ID of Test1. Enter the text Test1 in the search box and click OK:



The record data for Test1 will appear in the applicable fields. If the search function cannot locate a record that contains the exact text you entered in the selected field, the following message will be displayed:

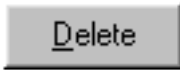


A third method for selecting terminals involves the use of filters, which enable you to display only terminal records that fit a defined specification. The use of filters will be covered in detail in a later chapter.

SELECTING TERMINAL ID'S

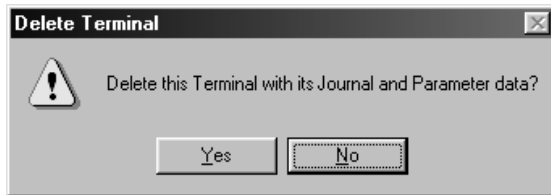
Pressing the first letter of a Terminal ID will automatically select the first ID in the listing that starts with the chosen letter. Typing additional letters further refines this selection process, enabling you in many cases to quickly select a Terminal ID by entering only a few characters.

Deleting a Terminal

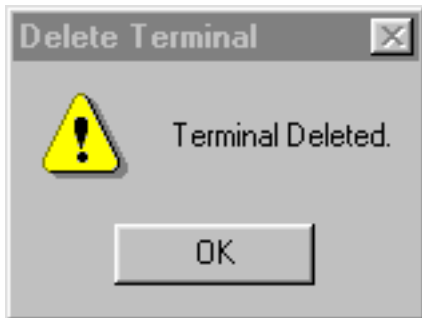


Once the data for the selected terminal is displayed, check it to make sure this is the terminal you really want to delete. If it is, simply click the Delete button:

A confirmation message appears:



Click Yes to continue with the delete action. Deletion is confirmed by this message:

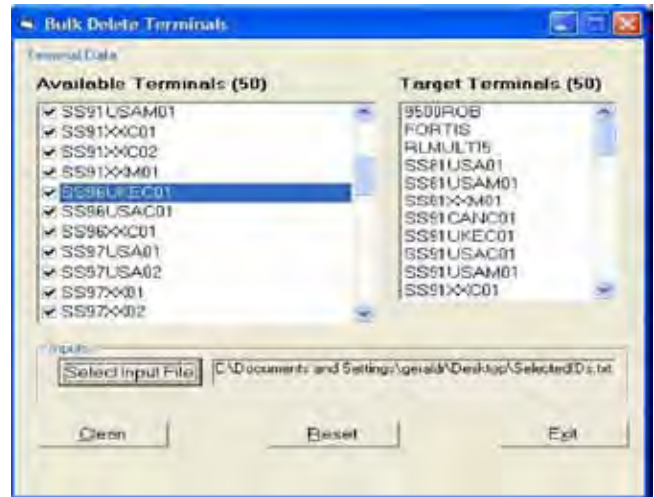


BULK DELETE TERMINALS

This new feature enables you to delete multiple terminals at one time.

ACCESSING THE BULK DELETE TERMINALS DIALOG

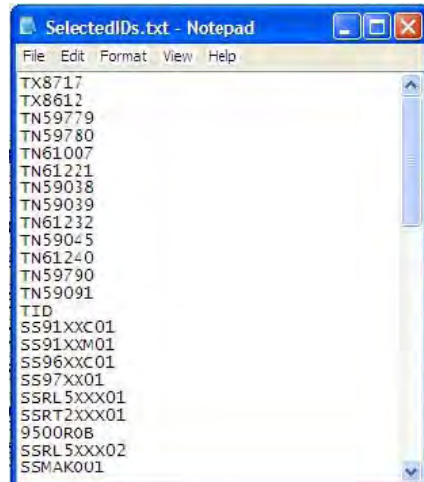
To access the Bulk Delete Terminals dialog, select the Bulk Delete option from the Terminal Manager Setup menu. The Bulk Delete Terminals dialog appears.



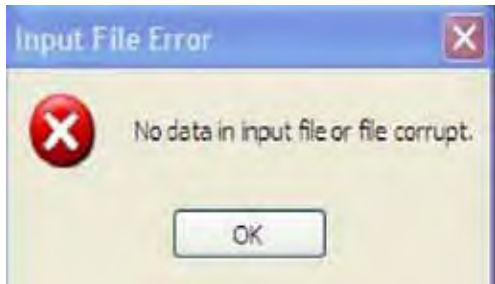
IMPORTING TERMINALS VIA INPUT FILE

On the bulk delete dialog there is a button named Select Input File button. This button allows you to browse the PC file system for an input file. When you locate and open an input file, the bulk delete application will evaluate the input file using the following criteria:

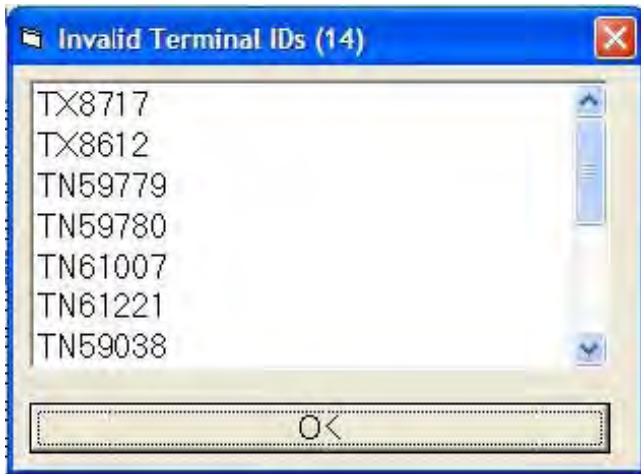
- The file must be a simple text file, with an extension of .TXT.
- The contents of the file must be a list of Terminal IDs.
- There should be no more than one Terminal ID per line.
- Each Terminal ID must be no longer than a maximum of 17 characters in length.



IMPORTANT: If the bulk delete application has problems processing the text file (i.e., the text file does not contain any data, etc.), the application will display the warning message shown in Figure 1-7.



The bulk delete application will compare the input file to the current database. If the application is unable to find a corresponding match in the database for each terminal in the input list, it will list the invalid Terminal ID in a dialog box (see Figure 1-8).



DELETING DATA

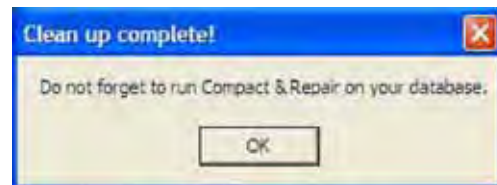
When the user presses the Clean button on the Bulk Delete Terminals main window, the application will use the list of valid Terminal IDs from the input file to locate and delete the associated data (i.e., tables, records, and folders) from the TC_Main database.

Note: The .###. following the names of the first 3 tables denotes that there are multiple tables with the same name. Each one of the tables is associated with a particular terminal ID.

DATABASE	TABLE	DELETION TARGET
TC_MAIN	ADDDATA###	Entire Table
	JOURNAL###	Entire Table
	PARAMETERS###	Entire Table
	CONFIGURE	Record matching specific ID
	STATUS	Record matching specific ID
	FeatureSettings	Records matching specific ID
	ScheduleReboot	Records matching specific ID
	ExtErrorInfo	Records matching specific ID
	EMVData	Records matching specific ID
	EMVParameterDataAppList	Records matching specific ID
	EMVParameterDataBoolean	Records matching specific ID
	LCCassStructure	Records matching specific ID
	LCDayStructure	Records matching specific ID
	LCEEValues	Records matching specific ID
	SurchargeScreen	Records matching specific ID

CONFIRMING COMPLETION

Once the bulk delete application has successfully deleted all of the data related to the targeted terminals, it will display a message box to confirm that it has completed the task (see Figure 1-9).



It is recommended that you run the Repair/Compact/Replace Database function after performing a bulk delete operation. This option is located under the Terminal Manager File menu

If the bulk delete application runs into a problem processing the Terminal IDs (i.e., no data found or database errors encountered), the application will annotate these errors in a log file (see the next section, Logging Activity).

Logging activity

The Bulk Delete application will keep a log file of all of its actions in the current directory (typically the Triton Connect installation directory). The log file will be titled .Delete.log..

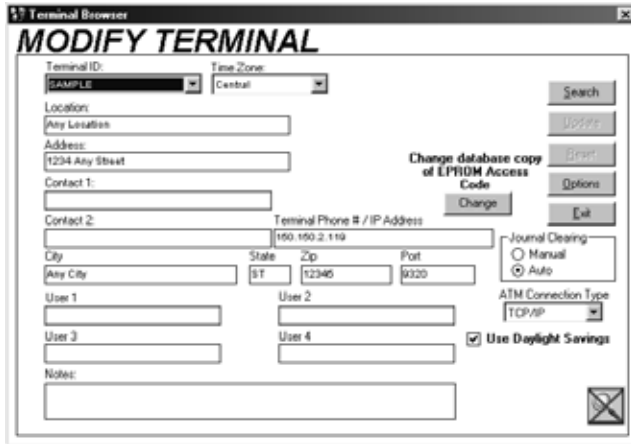
Modifying a Terminal Record

Purpose

Use the Modify Terminal function to make changes to a terminal record that has already been created and stored in the database.

Accessing the Modify Terminal Function

1. Start the Terminal Manager application.
2. From the Setup menu, select the Modify Terminal option. The Modify Terminal window appears:



Selecting a Terminal Record to Modify

Refer to the previous section (“Deleting a Terminal”) for descriptions of the various methods for selecting a terminal.

Modifying a Terminal Record

Once you’ve selected the record you want to modify and the terminal data is displayed, it is a simple matter to alter the information in a given field. Because these fields were described in the section on Adding Terminal Records, we won’t go into them again here. However, there are a number of other features specific to this function that we do need to cover: Reset, Update, Options, and Change EPROM Password.

Reset



If you change your mind about a modification to the record, and the Update button has not been pressed, you may click the Reset button to clear any changes and restore the fields to their original contents.

Update

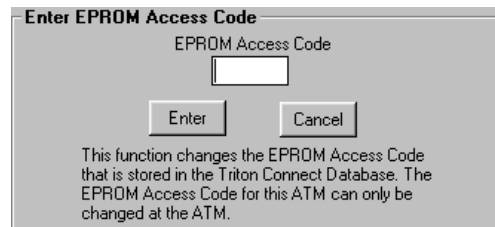
Once you’re satisfied with any changes you’ve made to the contents of the data entry fields, click the Update button to save the changes to the underlying database.

Change EPROM Password

Change database copy of EPROM Access Code



Clicking the Change command button brings up the following dialog box:



Use this data entry box to initially enter or modify the copy of an existing EPROM Access Code in the database. Note that the entry you make here is stored in the database and does not alter the Access Code at the terminal. It will be used to gain access to the terminal for remote software download purposes.

Options



Click this command button to access the Modify Status Message Settings for the currently selected terminal. See the Modify Status Message Settings topic later in the chapter

Viewing Terminal Setup

Purpose

Use this function to view the data for a selected terminal in the database.

Accessing the Terminal Setup Function

1. Start the Terminal Manager application.
2. From the View menu, select the Terminal Setup option.
The Terminal Setup window appears:

The screenshot shows a window titled "Terminal Manager" with a sub-window titled "TERMINAL SETUP". The form includes the following fields and controls:

- Terminal ID: A dropdown menu with "014414" selected.
- Terminal Name: A text box containing "Central".
- Location: A text box.
- Address: A text box containing "1234567 Street".
- Contact 1: A text box.
- Contact 2: A text box.
- Terminal Phone # / IP Address: A text box.
- City: A text box.
- State: A dropdown menu.
- Zip: A text box.
- Port: A text box.
- Area Code: A text box.
- RT: A text box.
- User 1, User 2, User 3, User 4: Four text boxes for user identification.
- Notes: A large text area at the bottom.
- Account Status: Radio buttons for "Active" and "Inactive".
- Use Daylight Saving: A checked checkbox.
- Buttons: "Cancel" and "OK".

Selecting a Terminal

Select a terminal to view using the procedures given in the section on "Deleting a Terminal," earlier in this Chapter.

You will notice that the data in the various fields of this form are read-only: you cannot change the data from this function. To do that, use the Modify Terminal function, covered earlier in the Chapter.

Setting the PC Time Zone

Purpose

This function enables Triton Connect to take into account time zone differences that may exist between the local PC and the remote terminal when scheduling calls. This function includes all international time zones and a Daylight Saving Time option.

TERMINAL TIME ZONE

The PC Time Zone function affects the time zone of the Triton Connect PC itself. You may wonder how Triton Connect can know the time zone at the terminal's location. The answer is that you will enter the terminal time zone (and daylight savings time option) for each terminal you add to the database. Refer to "Adding a New Terminal" earlier in this chapter.

Accessing the PC Time Zone Function

To view the PC Timezone window, perform the following steps:

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears, choose the PC Timezone option. The PC Parameters window appears:



Selecting a Time Zone



Open the Local Time Zone list. Select the time zone being used at the PC location.

The Daylight Savings Time Option



If Daylight Savings Time is used at the PC location, make sure to check the checkbox:

Configuring User Fields

Purpose

User fields are terminal data record fields that accept free-form entries—the contents of a User Field are at the user's discretion. There are four User Fields assigned to each terminal record in the database.

When a terminal record is created or modified, one or more of these fields can be used to differentiate the terminal from others in the database. This can be extended to include the grouping of terminals, using a common User Field name and contents.

For example, one of the User Fields can be named "Promotion," and the contents of the field (in the terminal record) can include a reference to a specific advertising campaign, perhaps a phrase like "Summer Madness Sale." Although the "Promotion" field would be common to all terminal records, only certain terminal records would be created or modified to include the text "Summer Madness Sale" in the Promotions field, in essence creating a group of terminals associated with that particular sale.

This feature can be useful when combined with the filters capability of Triton Connect. We can extend the previous example by assuming that a filter is created that selects only those terminal records that include the "Promotion" field AND the contents "Summer Madness Sale" in the field. Activating such a filter would allow only those terminal records that matched this criteria to be visible in the various terminal management functions.

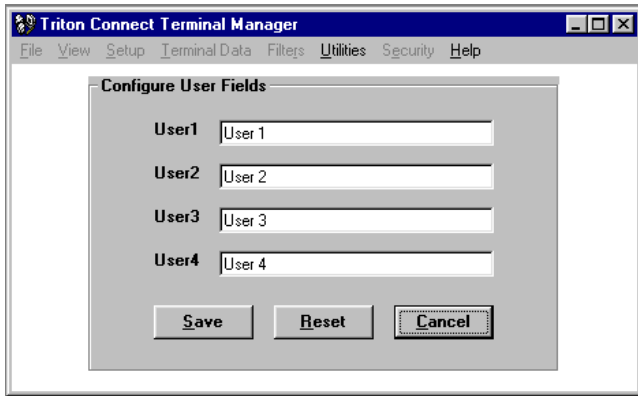
The default name of each User Field is User 1, User 2, User 3, and User 4. This default name can be changed using the Configure User Fields function.

Accessing the Configure User Fields Function

To view the configurable user fields, perform the following steps:

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears select the Configure User Fields option. The following window appears:

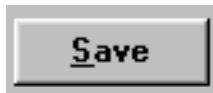
CHAPTER 4- TERMINAL SETUP



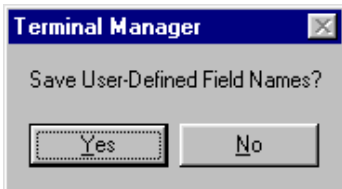
Changing a User Field Name

To change the default name assigned to a User Field, perform the following steps:

1. Click in the field with the mouse. The flashing text entry cursor will appear.
2. Type the new name for the field.
3. Delete any characters from the old name that may be present in the field.
4. Click the Save command button.



A confirmation prompt appears:



5. Answer Yes to the prompt. The User Field name has been changed.
6. Repeat steps 1-5 for any other User Fields, as needed.

Resetting the User Field Names



Use this function to restore the contents of a user field to its previous value. It must be used before the Save command is selected. This can be helpful when you make a mistake while editing a User Field. After the Save command has been used the previous entries cannot be restored in this way (use the procedures under “Changing a User Field Name” instead).

Sort Terminals by Purpose

Use this function to establish a default listing order for Terminal IDs in the following Terminal Manager functions:

1. Add New Terminal
2. Modify Terminal
3. Terminal Setup
4. Terminal Status
5. Get Terminal Data
6. Set Terminal Parameters
7. View Terminal Parameters
8. View Journal Data

The initial default state of this function is to sort by Terminal IDs.

Accessing/Changing the ‘Sort Terminals by’ Setting

To access and change the default terminal sort order, perform the following steps:

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears select the Sort Terminal by option. Another sub-menu appears, with two options displayed:
 - Date They Were Added
 - Terminal ID
3. A check mark appears on the current default sort order choice. To change the sort order, click on the applicable option.

User Permissions

Purpose

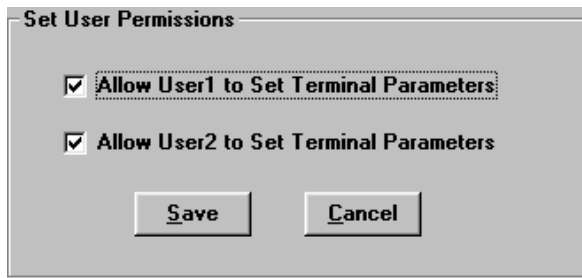
This function gives personnel with User1, User2, User3, User4, and User5 password access the ability to change terminal parameters, or removes this ability as needed. You must be signed in to the Terminal Manager using the Supervisor password in order to gain access to the User Permissions function.

The initial default state of this function is to allow all User personnel the ability to set terminal parameters.

Accessing the User Permissions Function

To access the User Permissions function, perform the following steps:

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears select the User Permissions option. The following dialog appears:



3. To give personnel with User1 - User5 access the ability to set terminal parameters, click on the applicable check box to place a check mark in the indicated checkbox. To remove this ability, click the checkbox to remove the check mark.
4. Click the Save command button to save the current choices.

Configure Status History

Purpose

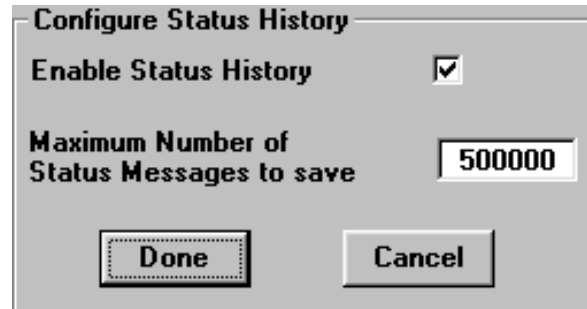
The purpose of this function is to enable the status message logging function and to establish the maximum number of status messages to store in the Status Message Log. The Status Message Log holds a record of the attempts by Triton Connect to report terminal status conditions to personnel using email message or pager calls.

The status messages are saved to a log file. The messages will remain in the database even after the error is cleared. The only way messages will be deleted from the database is if the number of messages saved becomes greater than the user selected or if a terminal is deleted.

You can set the number of status messages to save from 0 to 999999. By default, the number of messages to save is set to 500000. Keep in mind that this may cause the database to grow more quickly since entries are rarely deleted.

Accessing the Configure Status History Function

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears select the Configure Status History option. The following dialog appears:



3. To enable the status function, ensure the Enable Status History checkbox is checked.
4. Enter the maximum number of total status messages you want to save. The maximum value is 999999.
5. Click the Done button to save the changes, or Cancel to discard.

The status message database allows Triton Connect to generate three reports: Most Common Status Messages, Terminal Status Messages and Terminal Downtime.

Modify Status Message Settings

Purpose

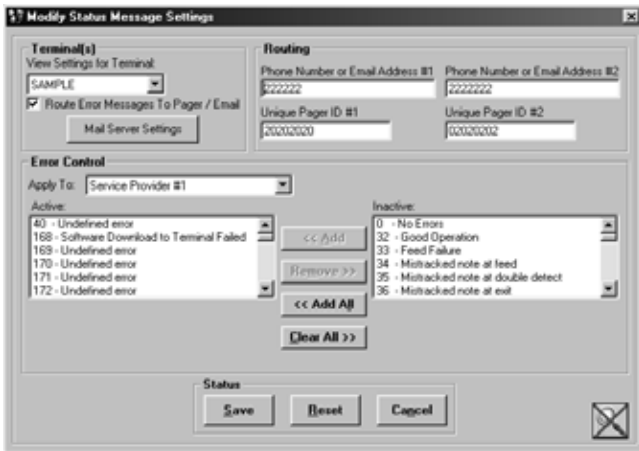
This feature enables terminal status messages to be reported to two service providers via alphanumeric pager or email. For each service provider, up to two pager and two email addresses may be entered to receive status message notifications.

Triton Connect will send a message to the service provider immediately after it receives the status message from the terminal. The message will include the terminal ID, terminal model, terminal location, time, the Status Code and Status Description. Triton Connect will make five attempts to send this message. The Alarm Monitor and the View Terminal Status screen of the Terminal Manager also display status messages.

Accessing the Modify Status Message Settings Function

Perform the following steps to access the Modify Status Message Settings:

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears select the Modify Status Message Settings option. The following dialog appears:



ALTERNATE ACCESS METHOD

You can also access the Modify Status Message Settings function from the Modify Terminal screen, by clicking on the Options command button. Using this will save the selected options ONLY for that terminal.

The following areas of the Modify Status Message Settings window are covered in this section:

1. Terminal(s)
2. Mail Server Settings
3. Routing
4. Error Control
5. Status

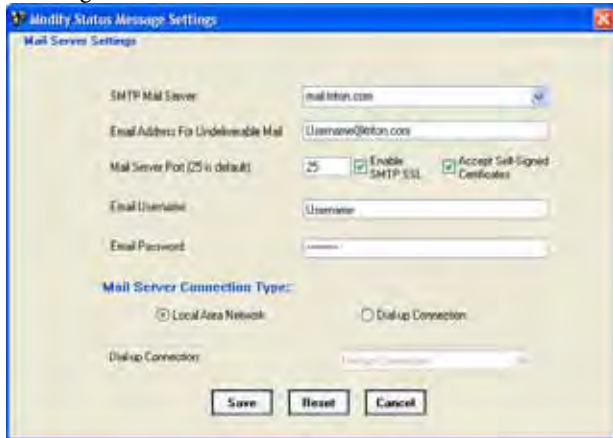
Terminal(s)

This area is used to view the IDs of the terminals that will be affected by the settings you specify, and to configure the email server name for routing email-type status messages. If this version of the Modify Status Message Screen was accessed via the Modify Terminal function, the Mail Server Settings configuration function is not.

1. View Settings for Terminal. This is a drop-down list that shows the IDs of the terminals that will be affected by the message settings you make. This list will consist of all Terminal IDs currently loaded in the database unless an active filter specification is being used to restrict the number of entries.
2. Route Error Messages to Email / Pager. Checking this check box enables notification messages to be routed to the applicable pager numbers or email addresses. If the check box is not checked, the notification function is disabled (the messages will be still be logged if the Status History feature is enabled).
3. Mail Server Settings. Use this function to set and/or view the Mail Server setup parameters, such as type of connection (network or dial-up), SMTP Mail Server name, and email address for reporting unsuccessful attempts to deliver email-type status messages. See the section on Mail Server Settings (following) for more details.

Mail Server Settings

Clicking the Mail Server Settings command on the Modify Status Messages main window brings up the following screen:



The Mail Server Settings screen allows you to configure the email settings required to enable the email-based message notification function. The settings include:

1. **SMTP Mail Server.** Enter the name of the SMTP Mail Server on your network. It is typically listed in the email configuration settings of the existing email client software installed on the PC. Contact your network administrator for assistance in obtaining the server name. Note: Must be an SMTP Mail Server that does NOT require authentication.

The SMTP Mail Server is responsible for managing incoming and outgoing email traffic. The Simple Mail Transfer Protocol (SMTP) is designed for reliable and efficient email transfer. It is widely used in government and education facilities and is also the email standard used by the Internet.

2. **Email Address for Undeliverable Mail.** In most cases, if an outgoing email message cannot be successfully delivered to the target email address a failure message is returned to the sending email address. Enter the email address to use for receipt of these undelivered mail notifications. Note: Some e-mail systems require the “undeliverable address” to be a valid e-mail address.
3. **Mail Server Port.** Enter the port number to use for email communications. In most cases the default value of 25 should work. In case of a conflict, obtain a valid port number from your network administrator.
4. **Email Username.** Enter the username used for this email account.
5. **Email Password.** Enter the password used for the email account.

6. **Mail Server Connection Type.** Select the type of connection between the Triton Connect PC and Mail Server. On LAN-based systems select the Local Area Network option. If the connection to the mail server requires a dial-up call, select the Dial-up Connection option.
7. **Dial-up Connection.** If the Dial-up Connection type was selected under the Mail Server Connection Type heading, enter the complete telephone number required to call the Mail Server.

Use the Save button to accept the current Mail Server Settings, the Reset button to clear any changes that have been made (if a save has not been performed) or the Cancel button to return to the Modify Status Messages main window.

Routing

This is where you will enter the applicable pager ID and telephone numbers for pager calls, and email addresses for email-based notification. You may enter up to two entries for either type of notification. You may enter a pager phone number/ID or email address for each of two service providers.

1. **Phone Number or Email Address #1.** The entry here applies to Service Provider #1. If using pager calls, enter the pager phone number here. Or, if using email messaging, enter the applicable email address.
2. **Unique Pager ID #1.** The entry applies to Service Provider #1. If using pager calls, enter the pager ID number here. If using email messaging, leave this field blank.
3. **Phone Number or Email Address #2.** The entry here applies to Service provider #2. If using pager calls, enter the pager phone number here. Or, if using email messaging, enter the applicable email address.
4. **Unique Pager ID #2.** The entry applies to Service Provider #2. If using pager calls, enter the pager ID number here. If using email messaging, leave this field blank.

Note: If you wish, you can enter pager and email data that apply to a single service provider .

Error Control

This is where you will select the status messages that will be reported to a service provider. You can select any or all of the available Terminal Status Codes to be reported to Service Provider #1, Service Provider #2, or both.

CHAPTER 4- TERMINAL SETUP

1. **Apply To.** This is a drop-down list that allows you to select the service provider that will receive notification of the status messages visible in the Active list.
2. **Active.** This is the list of terminal status codes that will be reported to the service provider selected in Apply To.
3. **Inactive.** This is the list of terminal status codes that have not been chosen for monitoring. Any status codes listed here will not be reported to a service provider, or recorded in the Status History log.

To move a status code from the Inactive list to the Active list, click on it with the mouse to highlight it, then click the Add button. To move all status codes in the Inactive list to the Active list, click the Add All button.

To remove a status code from the Active list, click on it with the mouse to highlight it, then click the Clear button. To remove all status codes from the Active list, returning them to the Inactive list, click the Clear All button.

Status

The buttons here enable you to Save the current settings, Reset or clear any changes that have been made (if a save has not been performed) or Cancel (exit) the Modify Status Message Settings screen.

Schedule Database Backup Purpose

The purpose of this function is to create a terminal database backup file and to establish a database backup schedule

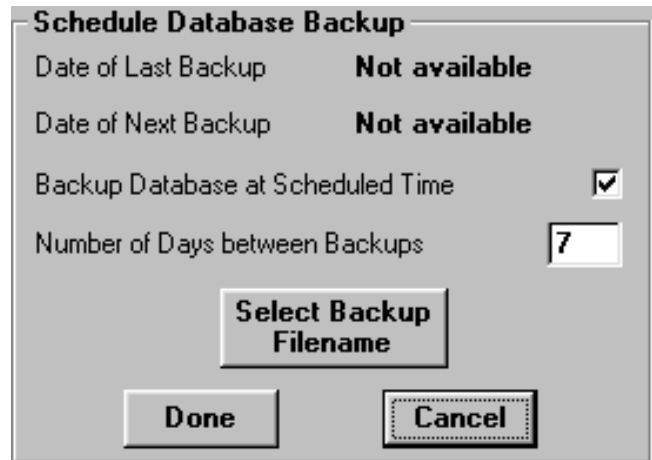
**** IMPORTANT ****

All other Triton Connect applications **MUST** be closed for the backup to occur.

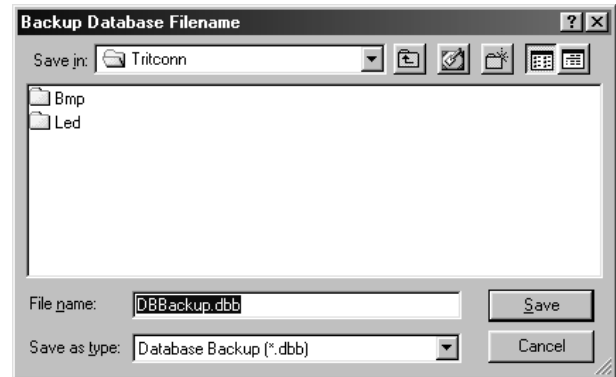
Accessing the Schedule Database Backup Function

Perform the following steps to access the Schedule Database Backup function:

1. Start the Terminal Manager application.
2. From the Setup menu, select the Options item. When the sub-menu appears select the Schedule Database Backup option. The following dialog appears:



3. Click the Select a Backup Filename command button. A file navigation dialog box appears:



Note that a default filename is automatically entered. You may change the file name if you wish. You may save the file to the default location (the Triton Connect installation directory) or navigate to a location of your choice. Click the Save button to save the file.

4. Determine the the number of days between backups and enter this number in the Number of Days Between Backups field.
5. Check the Backup Database at Scheduled Time checkbox to enable backups (to disable backups, leave the box unchecked).
6. After configuring the database backup settings, click the Done command button to save the information and schedule the next backup (Date of Next Backup). Otherwise, click the Cancel command button to cancel any changes.

Once the Date of Next Backup arrives, whenever the Terminal Manager is exited, the user will be presented with a prompt related to database backup. If the user responds to the prompt with a Yes, the database will be backed up and the date of the next backup will be scheduled.

If the response is No, the Terminal Manager will exit, but will continue to prompt the user upon subsequent exits with the same message until the prompt is answered with a Yes or the Schedule Database Backup function is disabled.

Once a database has been backed up, the Date of Last Backup will be updated to show the date the backup occurred. This date may be later than the originally scheduled date if the user chooses to respond with a No to the backup prompt for a number of days. The actual Date of Last Backup will depend upon when the user allows the backup to occur. The next backup date will be calculated based on the Number of Days Between Backups.

Repair/Compact/Replace Database

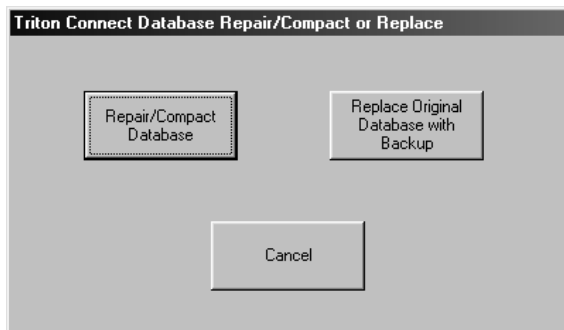
Purpose

The purpose of this function is to repair/compact the terminal database or replace the terminal database with a previously created backup file.

Accessing the Repair/Compact/Replace Database Function

Follow these steps to access the Repair/Compact/Replace Database functions:

1. Start the Terminal Manager application.
2. From the File menu, select the Repair/Compact/Replace Database option.
3. The Repair/Compact or Replace Database screen appears:



Click the command button associated with the database management function you want to use. The next two sections cover the two functions available from this screen: Repair/Compact Database and Replace Original Database With Backup.

Repair/Compact Database

This function enables you to correct errors that may occur in the Triton Connect main database. After the repair operation is completed, the database is compacted (if possible). This can often speed up access to the database.

**** IMPORTANT ****

All other Triton Connect applications **MUST** be closed for the repair/compact to occur.

Follow these steps to use the Repair/Compact Database function:

1. Click the Repair/Compact Database command button.
2. The database compacting operation will start. No further input is required. At the conclusion of the operation you will be returned to the Terminal Manager main screen.

Replace Database With Backup

If your database is not working properly and the Repair/Compact Database function does not fix the problem, you can replace the existing database with a backup.

Note: You will lose any database information received since the last backup was performed!

Follow these steps to replace the existing main database with a backup copy:

1. Click the Replace Original Database With Backup command button.
2. A warning message will appear. Proceed only if there is a problem with the existing database which requires reverting to an earlier version of the database. To proceed, click the OK button.
3. A file navigation dialog box appears. Use it to locate the backup file you want to use. Highlight the file and click the Open button. The database replace process will begin. Message boxes will report the progress and successful conclusion of the process.
4. Click OK to return to the Terminal Manager main screen.

CHAPTER 4- TERMINAL SETUP

Serial File Transfer over TCP/IP

Triton Connect has the ability to send files to the ATM using serial file transfer mode over TCP/IP. Note that this functionality is only of concern if using a serial communications device, such as RadioPAD, on the terminal.

'Add New Terminal' dialog

Serial File Transfer can be enabled for a terminal when it is added to Triton Connect. In order to set Triton Connect to use Serial File Transfer mode for a terminal when initially adding it to Triton Connect, perform the following steps:

1. Open the Terminal Manager.
2. Open the Setup menu.
3. Select "Add New Terminal".
4. With "ATM Connection Type" set to TCP/IP, click the "Use Serial File Transfer Protocol" checkbox.
5. Continue configuring the ATM in Triton Connect as normal.



Terminal Manager showing "ADD New Terminal" menu item.



Add New Terminal window showing Use Serial File Transfer Protocol checked and Connection Type set to TCP/IP

‘Modify Terminal’ dialog

If the ATM is already in the Triton Connect database, it can be set to use Serial File Transfer mode from the Modify Terminal screen. To modify a terminal to use Serial File Transfer, perform the following steps:

1. Open the Terminal Manager.
2. Open the Setup menu.
3. Select “Modify Terminal”
4. Select the desired ATM from the list in the top left corner.
5. Click the “Use Serial File Transfer Protocol” checkbox.
6. Click the “Update” button.



Terminal Manager showing “Modify Terminal” menu item

CHAPTER 5 - GETTING TERMINAL DATA

Introduction

Once you've installed Triton Connect, configured the Call Monitor application and added terminals to the database, you can begin scheduling calls to those terminals. Initially, you will probably want to get data from your terminals, especially to obtain a reference or baseline for any changes you may want to make later.

Get Terminal Data Function

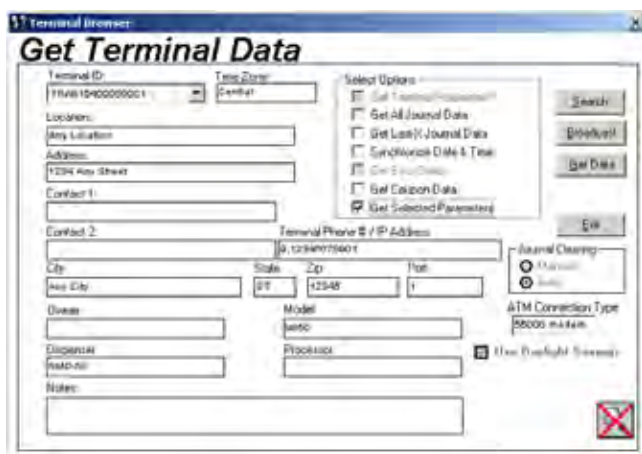
The Get Terminal Data function provides a number of options that allow you to specify the kinds of data you want to retrieve from your terminals. These options fall into the following categories:

- Get Terminal Data
- Get All Journal Data
- Get Last-X Journal Data
- Synchronize Date and Time
- Get Error Status
- Get Coupon Data
- Get Selected Parameters

In this chapter you will learn how to use the Get Terminal Data function to select the terminals you want to contact and specify the data retrieval options you want to use.

Accessing the Get Terminal Data Function

1. Start the Terminal Manager application.
2. From the Terminal Data menu, select the Get Terminal Data option. The Get Terminal Data screen appears

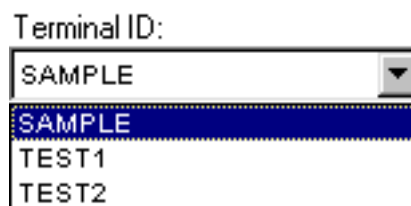


Selecting a Terminal

Many of the fields on the Get Terminal Data screen should be familiar to you from the chapter on terminal setup. In that chapter you were introduced to these fields, and saw that each helps to identify a particular terminal, and provides criteria that can be valuable when using the search or filtering capabilities of Triton Connect to locate, identify and group terminals.

Use the data to help identify and select the terminal(s) you want to work with. The Terminal ID selection list is particularly important: it provides a quick way to pick the terminal you want from a list of available terminals. If the list is very long, it may be more efficient to use the Search feature to select a terminal. The Filters function is also very useful when you need to group terminals in smaller groups, according to some criteria previously specified.

If you know the ID of the terminal, the easiest method is to select it directly from the Terminal ID drop-down list:

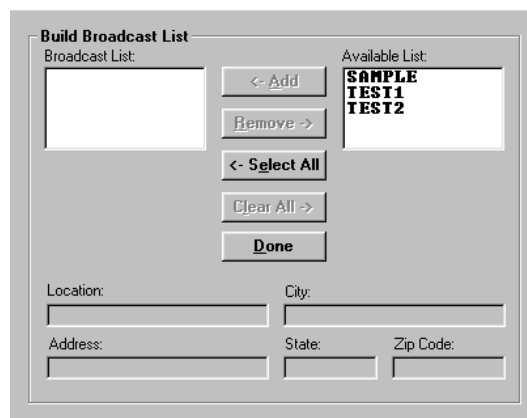


This works great if you're dealing with a single terminal. If you want to broadcast your data retrieval request to multiple terminals, you can use the Broadcast feature.

Click the Broadcast button:

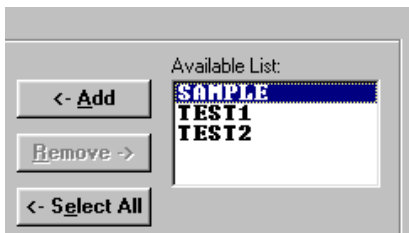


The Build Broadcast List appears:

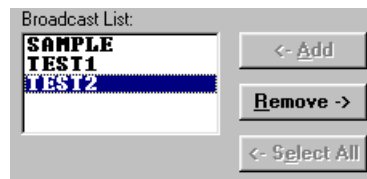


CHAPTER 5- GETTING TERMINAL DATA

Highlight the terminals you want to select in the Available list:



If you want to remove a selected terminal from the Broadcast List, select it:



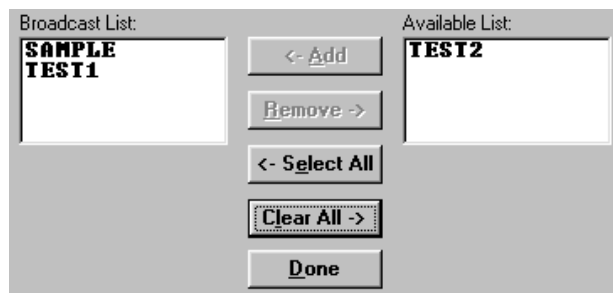
Then click the Remove -> button to return the selected terminal to the Available List.



TECHNIQUES FOR SELECTING MULTIPLE TERMINALS

To highlight a group of terminals, click once on the first terminal, then hold down the SHIFT key while clicking on the last terminal in the group. This will highlight the first terminal, the last terminal and any terminals in between.

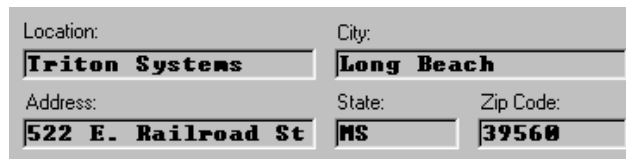
To highlight multiple terminals that do not fall neatly into a group, hold down the CTRL key while you click on any terminal anywhere in the list.



Click the <-Add button to add the highlighted terminal to the Broadcast list:



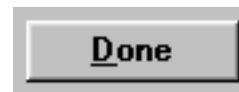
Notice that when you select a terminal, in either the Broadcast or Available Lists, a portion of the address data for that terminal appears in the fields at the lower part of the screen:



Repeat the last two steps for each terminal you want to include in the broadcast. If you want to broadcast to all terminals in the Available List, you can use the <-Select All button to move all terminals to the Broadcast list in a single step:

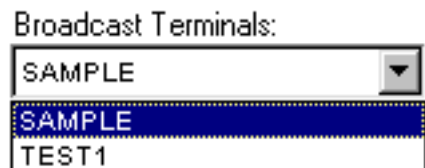
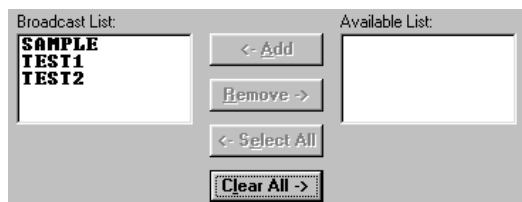


Click the Done button to return to the Get Terminal Data main screen.



The Terminal ID list will change to show only the terminals selected by the Broadcast feature:

Use the Clear All -> button to move all terminals in the Broadcast list back to the Available List.



Selecting a Data Option

Once you've selected the terminal(s) you want to work with, use Select Options to choose an action to perform. There are seven options available, as shown here:

You can use the check boxes to choose one or several options to take place when you initiate the data retrieval action.

NOTE: Some options may not be available on the screen. This means the terminal model does not support that function.

Get Terminal Parameters

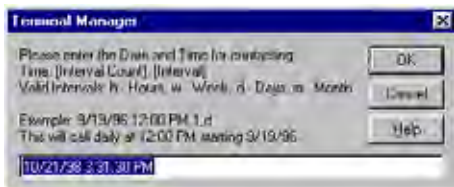
Triton Connect will obtain all terminal parameter data for the selected terminal(s).

Get All Journal Data

This function will obtain all journal data for the selected terminal(s). Once selected, initiate the data retrieval by clicking the Get Data button:



The following window appears:



Enter the Date/Time interval for obtaining journal data.

JOURNAL CLEARING

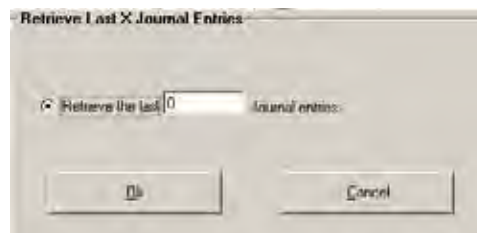
CAUTION: If Journal Clearing is set to Manual, and the Electronic Journal in the terminal has not been cleared before the next Get Journal Data command is issued, the old journal entries will still be present in the journal. These entries will be received during the download and stored in the journal database, duplicating the entries already stored there!

IMPORTANT: The Electronic Journal cannot hold an unlimited number of entries. The 8-bit machines (9100/96XX/97XX/Mako/SS) can hold at most 2045 journal entries. The 32-bit machines (FT/RL/RT/9800) hold 32,768 entries. Based on size of available RAM in unit, graphics can also reduce the number of available journal storage.

If the journal size limit is reached the terminal will enter an OUT OF SERVICE condition and will remain in that state until the journal is cleared!

Get Last-X Journal Data

If you only want to obtain a subset of the set of records, you can select this function. The records are retrieved beginning with the most current record and working backward from that point. For example, entering 1000 in the data entry box will cause the retrieve function to obtain the most recent 1000 journal records from the terminal. If the number of entries you enter is greater than the total number of entries actually stored in the journal, all records will be retrieved.



Synchronize Date & Time

The selected terminal(s) date and time are set to the same date and time as the Triton Connect PC (accounting for time zone and daylight savings differences, if any).

Get Error Status

Get Error Status

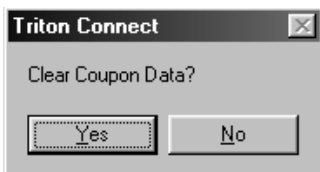
Triton Connect will obtain all terminal error status information for the selected terminal(s). When you choose Get Terminal Parameters, the Select Options function automatically checks the Get Error Status option. If you don't want to obtain error status, you can simply "uncheck" it.

NOTE

Get Error Status is automatically selected as part of Get Terminal Parameters. To get ONLY the error status, uncheck Get Terminal Parameters.

Get Coupon Data

When you click the checkbox for this option a message box will appear:



The message asks if you want to Clear Coupon Data? Answer Yes if you want the terminal to clear out any stored coupon totals after the coupon data is retrieved. Answer No if you want to retain any previous totals after the coupon data is retrieved.

NUMBER OF COUPON DISPENSES

The terminal can track up to 99,999 coupon dispenses. The current total is retrieved by the Get Coupon function, and is available for analysis using the Coupon Report function of the Reports Manager

Get Selected Parameters

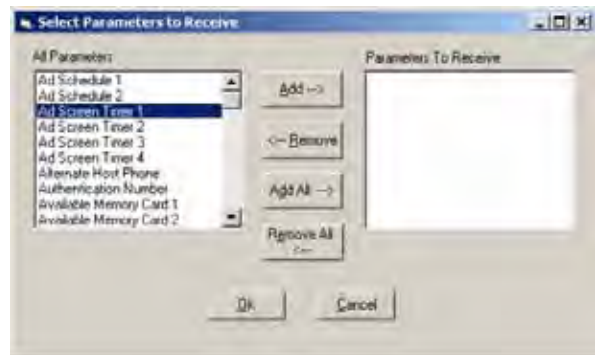
Get Selected Parameters

This option allows the user to retrieve selected parameters instead of the entire parameter list.

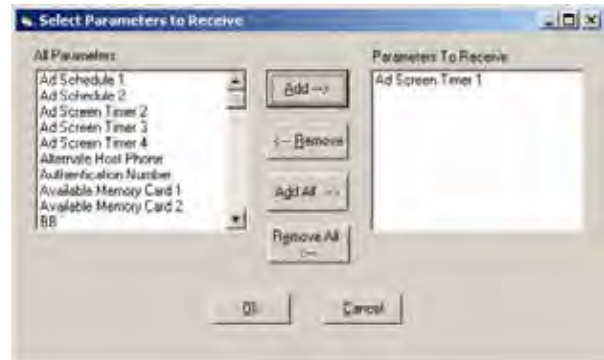
NOTE

In order to select this option, the "Get Terminal Parameters" option must be unchecked

Select the parameters you want to retrieve by highlighting the available options. You can select more than one option by holding the Control key (CTRL) down when you select.



Once you've selected the parameters you want to retrieve, click the "Add" button to enter in the "Parameters to Receive" and click "OK".

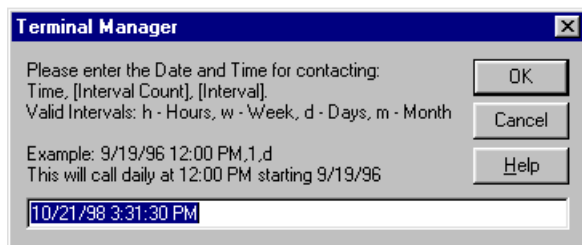


Call Scheduling

Once you've selected the terminal(s) you want to work with, and specified the data options you want, it's time to initiate the data retrieval action. You will do this by clicking the Get Data button:



When you do so, a scheduling window appears:



The scheduling window provides a means for you to choose a date, time, and contact interval to use when calling the terminal(s) you selected earlier.

Notice that the scheduler appears with the current data and time already loaded and ready to use. It is provided as a quick way to schedule an immediate, one-time only call to the selected terminal(s). If you want to use it, simply click OK, and the call will be scheduled to take place immediately.

If the default contact time is not acceptable, you can change it to whatever you wish. The scheduler window offers all the information you need to create a customized contact time, including a breakdown of the scheduling format and an example entry.

As an additional aid in understanding and composing call times, a table has been included on the next page, which provides an additional example, as well as a breakdown of each part of the contact time. The table also provides space to allow you to write in the values for contact times you compose yourself, if you desire.

Once a suitable contact time has been composed, simply click OK to accept it. You can view the status of the call in various ways, which will be covered in the next chapter, Status Monitoring.

PERSISTENT CALLS

When you select an Interval Count and Interval, you are specifying that you want the terminal to be called automatically, on a repeating basis. An Interval Count and Interval of 2,d, for example, tells Triton Connect to make calls every two days, until you change the contact schedule.

As additional examples, 3,h would specify calls every three hours, 2,w would be every two weeks, 6,m would be every 6 months, and 1,y would be once a year.

Calls that repeat on a continuing basis are generally referred to as persistent calls.

* NOTE *

When entering Persistent Calls values, ensure there are no spaces between the AM/PM, commas, and values.

TABLE 5-1 CALL SCHEDULING

EXAMPLE:

Call the terminal on December 5, 1996, at eight thirty in the morning, then two days later, at the same time. continue making calls every two days.

12/5/96 8:30 AM,2,d

Month	Day	Year	Hour:Minute	AM/PM	Inverter Count	Interval
			:			
			:			
			:			
			:			
			:			

VALUES

Month	Use 1-12, corresponding to the months January through December.
Day	Use 1-31, as appropriate for the month in question.
Year	Valid for years 1980 through 2080
AM/PM	Hours in standard 12-hour time format. Minutes can be 0-59.
Interval Count	Select an Interval Count appropriate to the Interval type chosen. The Interval Count represents the number of Intervals between calls, beginning at the start day and time you specified. For one-time-only calls, do not include an Interval Count.
Interval	Valid intervals are: H=Hours, D=Days, W=Week, M=Month. For one-time-only calls, do not include an Interval.

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CHAPTER 6- STATUS MONITORING

Introduction

There are a number of ways to monitor Triton Connect's activity as it performs call operations. These methods exist throughout the suite of Triton Connect applications. The Call Monitor, for example, provides two methods of monitoring Call Processor operation (these were covered in Chapter 3, Call Monitor Setup).

In addition to those methods, others can be found in the Terminal Manager, Call Viewer, and Alarm Monitor applications. These methods enable you to monitor not only call activity, but also to see the results of status queries to the terminal, including errors detected during attempted calls and terminal error conditions.

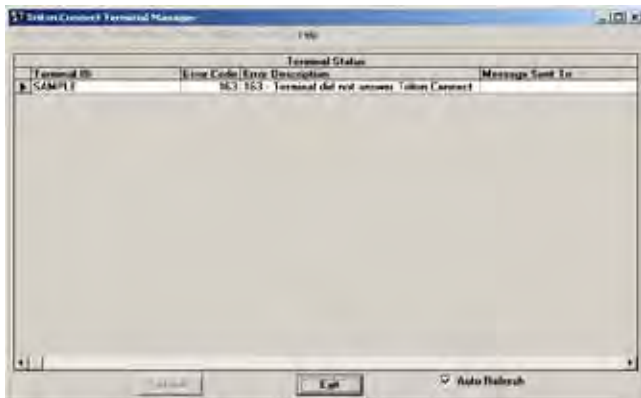
In this chapter, we will cover these methods.

Viewing Terminal Status

This function enables you to see the last error code received from a terminal, along with a description of that error code. In this section you will learn how to access and view the status information provided by this function.

Accessing the Terminal Status Function

1. Start the Terminal Manager application.
2. From the View menu, select the Terminal Status option. The Terminal Status window appears:



The Terminal Status window provides information in a tabular format. Note the column headings.

Terminal ID

Terminal ID
SAMPLE
TEST1
TEST2

This column will list the IDs of every terminal that has been contacted by Triton Connect and that has returned status information.

Error Code

Terminal ID	Error Code
SAMPLE	0
TEST1	0
TEST2	0

This column will hold the last status code received from the terminal. Normally, unless an error has occurred, this code will be '0'.

Error Description

Terminal ID	Error Code	Error Desc.
SAMPLE	0	0 - No Errors
TEST1	0	
TEST2	0	

This column will hold a description of the last status code received from the terminal. Normally, unless an error has occurred, this code will be '0 - No Errors'.

Message Sent To

Message Sent To
<input checked="" type="checkbox"/>

This column indicates that a paging message was sent to the e-mail address or the pager as configured in that status message setting and whether this message was successful.

Refresh / Auto Refresh



Auto Refresh - When Enabled, this screen will automatically update each time the Data Manager has new information for this function.

Refresh (Auto Refresh Disabled) - This screen must be manually updated for new information.

Viewing Terminal Status Information

The Terminal Status Codes Cross-Reference tables are located in APPENDIX B. These tables show the status/error codes that can be received from various Triton ATM terminals.

Viewing the Call List

Once you've scheduled a terminal for contact, the call is placed in the Call List, which holds a record of the request, waiting until the scheduled call time occurs. At that time, Triton Connect attempts to place the call to the terminal, using an available Call Processor to handle the communication details involved.

CALL DELAY

There is a fifteen (15) second delay between consecutive outgoing calls. This cannot be changed. This delay provides a "window of opportunity" for incoming calls from terminals to be received.

NOTE: If Triton Connect is waiting on an incoming call from an ATM that has not or will not call back, then it can wait up to an hour before picking up the next call in the call list.

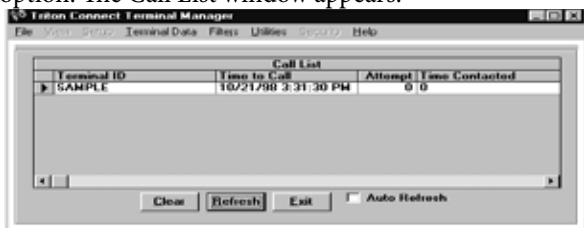
If while monitoring the call list you observe an unusually long delay in receiving a return call from a terminal, you may wish to delete the call from the list, to allow other calls to be processed on the affected telephone line.

In such cases troubleshooting of the affected terminal may be required to correct the problem

The Call List provides quite a lot of information concerning each call. Its tabular layout makes it easy to check the call status of a particular terminal. In this section, you will learn how to access and interpret the information provided by the Call List.

Accessing the Call List Function

1. Start the Terminal Manager application.
2. From the View menu, select the Terminal Call List option. The Call List window appears:



*** NOTE ***

The Call List can be sorted ascending and descending by clicking on the field headings

Viewing Call List Information

The Call List uses a table approach to present information. It provides a single-line entry for each terminal ID that is scheduled for contact. On each line, column headings identify the types of information available in the entry. To see all of the column headings you will need to scroll the display horizontally, as in the following examples:

Call List			
Terminal ID	Time to Call	Attempt	Time Contacted
▶ SAMPLE	10/21/98 3:31:30 PM	0	0

Call List				
Called	Terminal Phone	Call Interval Count	Call Interval	Record Busy
▶	0 555-5555		0	0

Call List								
Auto/Manual	CMD1	CMD2	CMD3	CMD4	CMD5	CMD6	CMD7	CMD8
▶	-1 P	0	0	0	0	0	0	0

These headings are briefly discussed in the following paragraphs.

Terminal ID. The name Triton Connect uses to identify this terminal in the database.

Terminal ID
▶ SAMPLE

Time to Call. This is the time of the next scheduled call to this terminal.

Time to Call
10/21/98 3:31:30 PM

Attempt. This is the number of attempts Triton Connect has made to contact this terminal. Triton Connect will make up to five attempts to reach the terminal before reporting a call error.

Attempt
0

Time Contacted. This is the time a successful call to the terminal was achieved.

Time Contacted
0

Called. This is a flag that indicates whether this terminal has been successfully contacted. A value of '0' indicates that the terminal has not been contacted. A value of '-1' indicates the terminal has been contacted.

Called
▶ 0

Terminal Phone. This is the telephone number used to contact the terminal. This number was stored in the database when the terminal record was initially created.

Terminal Phone
555-5555

Call Interval Count. This is the Interval Count you chose when you scheduled this terminal for contact.

Call Interval Count
▶ 0

Call Interval. This is the Interval you chose when you scheduled this terminal for contact.

Call Interval
▶

Record Busy. If the database record associated with this Call List entry is being accessed (the entry could be being updated to reflect changes to the terminal's call status), a '-1' will appear in this entry. If not, the value will be '0'.

Record Busy
0

Auto/Manual. This entry shows whether the Journal Clearing option for this terminal is set for Automatic (indicated by a value of '-1'), or Manual (indicated by a value of '0').

Auto/Manual
-1

CMD1 - CMD2. The Command fields contain codes representing the commands that were included in the message to the terminal. Up to eight commands can be included in each contact message.

CMD1	CMD2	CMD3	CMD4	CMD5	CMD6	CMD7	CMD8
P	0	0	0	0	0	0	0

The character that appears in each field represents a specific command to the terminal. These can be "P" (Get Parameters), "C" (Change Parameters), "E" (Get Error Status), "J" (Get Journal Data), and "T" (Synchronize Date and Time).

Deleting Individual Call List Entries

You can delete a call from the Call List by clearing it. To do this, follow these steps

1. Highlight the entry you want to delete, by clicking on the arrow symbol next to the Terminal ID field:

Call List	
Terminal ID	Time to Call
▶ SAMPLE	10/22/98 1:26:16 PM

2. Place the mouse cursor in the Terminal ID field and click once:

Call	
Terminal ID	Time to Call
▶ SAMPLE	10/22

3. Press the DELETE key on the keyboard to remove the entry from the Call List.

Clearing the Call List

If you need to remove all entries from the Call List, use the Clear function. Follow these steps:

1. Click the Clear button:



CHAPTER 3 - CALL MONITOR

A confirmation message appears:



- Click the Yes button to clear all items from the Call List.

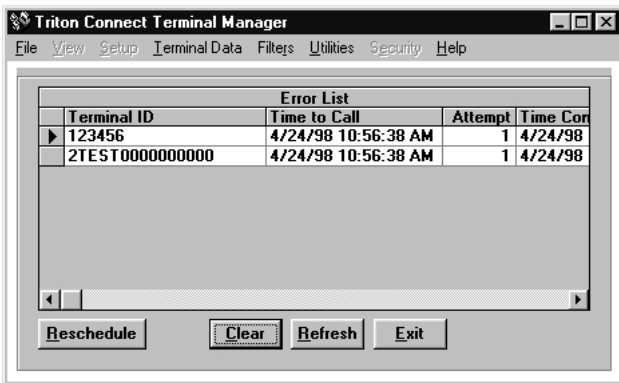
Viewing the Call Error List

The Terminal Error List stores entries for failed terminal contacts. These failed contacts fall into the following two categories:

- Five attempts were made to contact a terminal, but the terminal did not answer.
- A terminal was called successfully, but did not return the call.

Accessing the Call Error List Function

- Start the Terminal Manager application.
- From the View menu, select the Terminal Call Error List option. The Call Error List window appears:



Viewing Call Error List Information

The error list information is presented in a grid arrangement. Each line entry represents a single terminal contact. The columns are the various data fields that contain the data associated with that terminal contact attempt. To see all of the column headings you will need to scroll the display horizontally.

These headings are briefly discussed below:

Terminal ID. The name Triton Connect uses to identify this terminal in the database.

Terminal ID
▶ 123456

Time to Call. This is the time of the next scheduled call to this terminal.

Error List	
Terminal ID	Time to Call
▶ 123456	4/24/98 10:56:38 AM

Attempt. This is the number of attempts Triton Connect has made to contact this terminal. Triton Connect will make up to five attempts to reach the terminal before reporting a call error.

List		
Time to Call	Attempt	Time Con
▶ 10:56:38 AM	1	4/24/98

Time Contacted. This is the time a successful call to the terminal was achieved.

Time Contacted
▶ 4/24/98 10:58:12 AM

Called. This is a flag that indicates whether this terminal has been successfully contacted. A value of '0' indicates that the terminal has not been contacted. A value of '-1' indicates the terminal has been contacted.

Error List		
Time Contacted	Called	Terminal
▶ 10:58:12 AM	-1	155
10:56:54 AM	-1	7230

Terminal Phone. This is the telephone number used to contact the terminal. This number was stored in the database when the terminal record was initially created.

Error List	
Called	Terminal Phone
-1	155

Call Interval Count. This is the Interval Count you chose when you scheduled this terminal for contact.

Call Interval Count
10

Call Interval. This is the Interval you chose when you scheduled this terminal for contact.

Error List	
Call Interval Count	Call Interval
10	d

Auto/Manual. This entry shows whether the Journal Clearing option for this terminal is set for Automatic (indicated by a value of '-1'), or Manual (indicated by a value of '0').

Auto/Manual
-1

CMD1 - CMD2. The Command fields contain codes representing the commands that were included in the message to the terminal. Up to eight commands can be included in each contact message.

CMD1	CMD2	CMD3	CMD4	CMD5	CMD6	CMD7	CMD8
C	P	0	0	0	0	0	0
C	P	0	0	0	0	0	0

The character that appears in each field represents a specific command to the terminal. These can be "P" (Get Parameters), "C" (Change Parameters), "E" (Get Error Status), "J" (Get Journal Data), and "T" (Synchronize Date and Time).

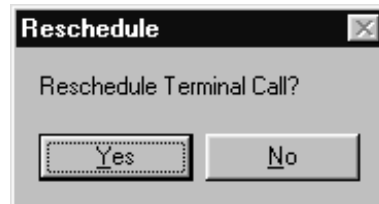
Rescheduling Calls

If you wish, you can place a failed call back in the Call List, using the rescheduling function. To do so, follow these steps:

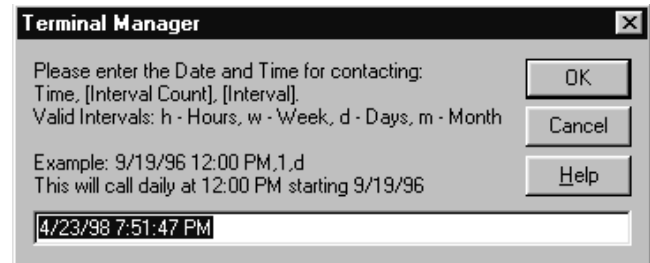
1. Click the Reschedule button:



The following confirmation message appears:



2. Answer Yes to the message. A call scheduling dialog box appears:



Schedule a time for the next attempt and click OK. The entry will be removed from the Call Error List and placed back in the Call List.

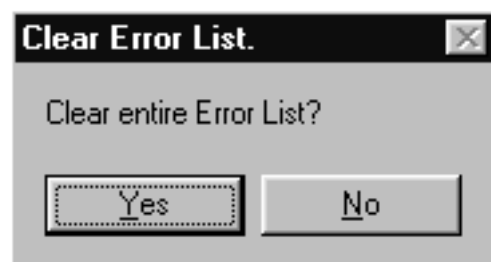
Clearing the Call Error List

The Terminal Error List may contain only entries that will not need to be rescheduled, or serve no other useful purpose. To remove these entries from the list, follow these steps:

1. Click the Clear command button:



2. A series of confirmation messages will appear:



CHAPTER 3 - CALL MONITOR

Respond Yes to these message to clear ALL entries from the Terminal Error List.

Refreshing the Error List

When the Call Error List is first displayed, it shows a “snapshot” of the current status of terminal contact errors. This “frozen” picture of events may not reflect the most recent entries, especially if the list has been displayed for some time.

To refresh the display, click the Refresh button:



The display will be updated with the most current Error List status.

Using the Call Viewer

Call Processors handle the details of placing calls to terminals and answering calls from terminals. They communicate directly with your communications hardware to manage the transfer of data between your Triton Connect PC or network and one or more remote terminals.

Because the Call Processors will usually be running on the Modem Server PC in a network environment, other PCs on the network may not have convenient access to the Call Processors. Triton Connect provides a solution: the Call Viewer application allows any legally licensed PC on the network to remotely view the activity of each Call Processor.

In this section of the chapter, you’ll learn how to access and use the Call Viewer.

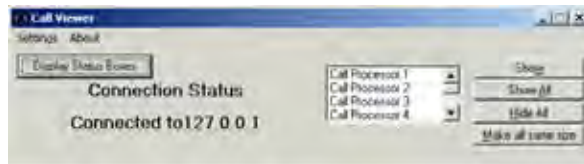
Accessing the Call Viewer

1a. Start the Terminal Manager application. From the View menu, select the Call Processors option.

- OR -

1b. Select the Call Viewer option from the Triton Connect applications group, which can be reached via the Windows Start/Programs menu.

The Call Viewer dialog box appears:



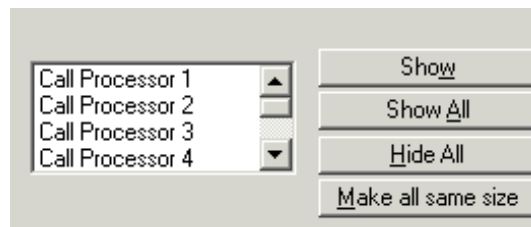
Connecting to the Call Monitor

When the Call Viewer window appears the utility will attempt to contact the Call Monitor, using a TCP/IP connection.

**** IMPORTANT ****

The TCP/IP protocol must be installed on the computer to enable Call Viewer-to-Call Monitor communications! See Chapter 2, Installation, for instructions on installing the TCP/IP protocol.

The Call Processors that are currently running will be listed:



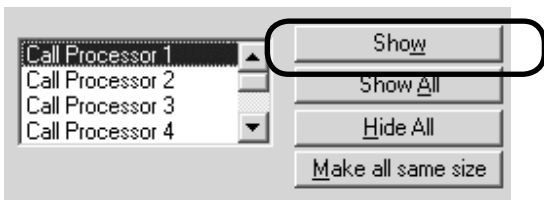
If there are no Call Processors listed check the following:

- Are any Call Processors running? Check the Call Monitor and start the Call Processor(s), if necessary.
- Is the Call Viewer enabled at the Call Monitor? Make sure the Enable Call Viewer option in the Call Monitor’s Diagnostic menu is checked.
- Are the TCP/IP address and/or Port Number settings correct? Click the TCP/IP Settings option in the Call Monitor’s Settings menu. This will open the TCP/IP Settings dialog. Make a note of the TCP/IP Address and TCP/IP Port number for the Call Monitor-to-Call Viewer entry.

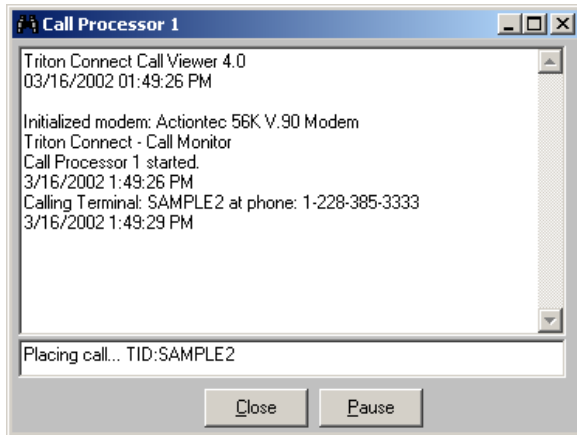
Click the TCP/IP Settings option in the Call Viewer’s Settings menu. This will open the Settings dialog. Check the IP Address and Call Monitor Port Number settings. The settings should match those noted for the Call Monitor. If necessary, change the values to match the Call Monitor settings.

Managing Viewer Windows

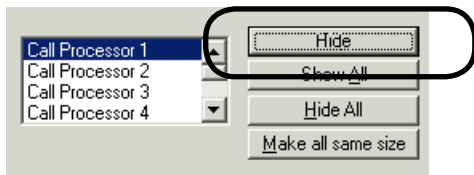
To see the activity of an individual Call Processor, select it in the list and click the Show button:



A viewer window will open, showing the activity of that Call Processor, as in this example:



Note that the Show button changes to a Hide button if the viewer window for the currently selected Call Processor is visible

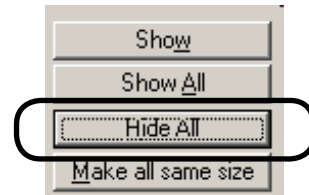


You can click the Hide button to make the currently selected viewer window invisible (the button will change to Show, allowing you to display the viewer again, as needed).

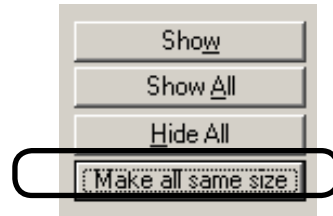
To quickly display the viewer windows for ALL running Call Processors click the Show All button:



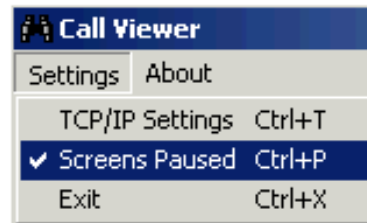
Or use the Hide All button to temporarily make ALL displayed viewers invisible.



Use the Make All Same Size button to force all open viewer dialogs to match the size of the currently selected call viewer dialog.



You can pause and resume the activity of all displayed viewer windows by clicking the Screens Paused option in the Settings menu:



A checkmark indicates that all viewer windows are paused. You can check the title bar of a viewer window to see if the status is "Screen Paused."

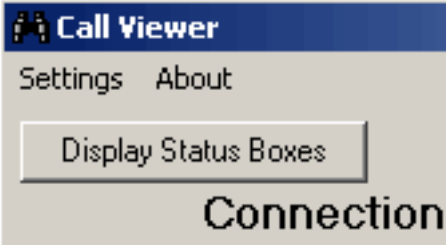


You can also pause the activity of a selected viewer by clicking the Pause button on that viewer's dialog.

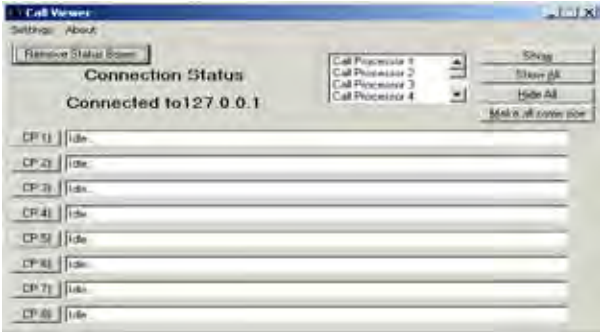


Displaying Status Boxes

If you want to view a summary of each Call Processor's activity, click the Display Status Boxes command button:



The Call Viewer dialog changes to display a single-line activity summary for each active Call Processor:



You can use this display if you want to see a summary of each call Processor's activity, but don't want to fill the screen with individual viewer windows. This display is comparable to the single-line summary display available at the Call Monitor main dialog. To hide this display, click the Remove Status Boxes command button:



Alarm Monitor

The Alarm Monitor application provides a log of terminal error conditions. When it is running, it automatically receives error status as needed as calls from terminals are received. In this section you will learn how to access and view the status information provided by the Alarm Monitor.

Accessing the Alarm Monitor Function

Start the Triton Connect Alarm Monitor application by selecting its option from the Windows Start/Programs/Triton Connect menu. The Alarm Monitor application window appears:



Viewing Alarm Monitor Information

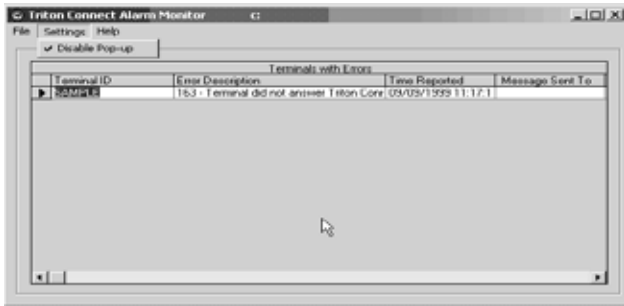
The Alarm Monitor status window provides information in a tabular format. It provides a single-line entry for each terminal ID that reported an error condition. On each line, column headings identify the types of information available in the entry. To see all of the column headings you will need to scroll the display horizontally.

Most of the information presented for each terminal ID is extracted from the database, and serves to provide additional identifying information for each terminal, such as terminal address, points of contact, etc. This information was initially entered into the database when the terminal was added (see Chapter 4, terminal Setup, for procedures).

Of particular concern to you will, of course, be the Error Condition column. It is here that the most recent error indication for the terminal will be provided. A complete listing of the error descriptions is provided in Terminal Status Codes Cross-Reference Tables on pages 6-3 through 6-16. Refer to your ATM manual for further information on error codes.

“Pop-Up” Feature

Normally, the Alarm Monitor will run in a minimized state in the Windows Task Bar. Every 30 seconds, the Alarm Monitor will check the terminal status table in the database for changes. If a change is detected, the Alarm Monitor will “pop” to the front of any application windows. The most recent error status will appear at the bottom of the Alarm Monitor status listing. You may disable this feature by going into “Settings” and checking “Disable Pop-up”.



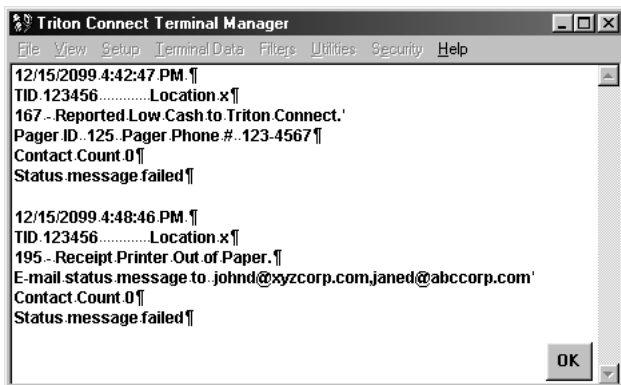
Viewing the Status Message Log

The Status Message Log holds a record of the attempts by Triton Connect to report terminal status conditions to personnel using email message or pager calls.

Accessing the Status Message Log

Follow these steps to access the Status Message Log:

1. Start the Terminal Manager application.
2. From the View menu, select the Status Message Log option.
3. The Terminal Manager screen area is replaced by the Status Message Log window, shown here:



4. When you’re finished reviewing the log, click the OK button in the lower right corner of the screen to return to the Terminal Manager main screen.

* NOTE *

If the Status Message log is too large to view in the interactive viewer in Triton Connect, you will be prompted to use a text editor (such as Word Pad) to view the log. Word Pad can be used to edit the file and reduce the size by deleting old entries that are no longer needed.

This can be accomplished by starting Wordpad in Windows - Start, All Programs, Accessories, and select Wordpad at the bottom. In Word Pad, select File, Open and browse to the Triton Connect Installation directory, i.e. c:\Program Files\Tritconn\ and look for the file statmsg.log. Once the file is opened for editing, you can highlight the unnecessary portions and then delete them. The file should be ready for normal viewing in Triton Connect. If the file remains too large for Triton Connect to open, repeat the deletion process with Word Pad to delete more text.

CHAPTER 7- USING FILTERS

Introduction

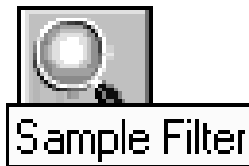
The filters function enables the creation of special filtering statements that act as database filters, limiting the number of records visible at any one time to only those records that match a particular set of conditions that you specify in the statement. This feature can be quite useful when working with a large number of terminal records, (or for operators in a network environment who handle only small groups of the entire terminal database), and only certain records are of immediate interest.

For example, only those terminal records for a particular city can be visible, or only those terminals that belong to a particular organization. There are many possibilities. In general, activating a filter allows only those terminal records that match the filter criteria to be visible in the various terminal management functions (this includes all Terminal Data menu functions as well as the Delete and Modify Terminal, View and Set Terminal Parameters, View Terminal, Journal Data, Terminal Setup and Report Manager functions).

When working in the terminal management functions, a small icon can be seen in the lower right corner of the function window. This icon shows the status of the filter function. If a filter is currently active, the icon appears as shown here:



Placing the mouse cursor over the icon will cause a “balloon help” pop-up to display the name of the filter:



If no filters are currently active, the icon will be crossed out, as shown here:

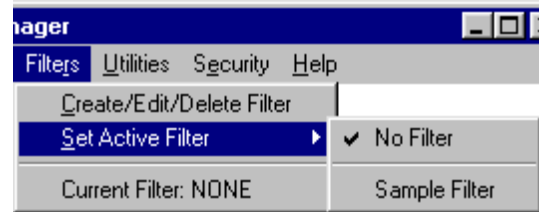


The Filters Menu

The Filters menu contains the options shown here:



The Create/Edit/Delete option starts the Create/Edit/Delete function, which is used to create and manage filters. The Set Active Filter option is a cascading menu; highlighting it with the mouse opens another menu that lists the available filters by name, as shown in this example:



To enable a filter in the list, simply click on it with the mouse. When you do so, the selected filter becomes the active filter, and also appears in a list at the bottom of the Filters drop-down menu box, as the Current Filter:



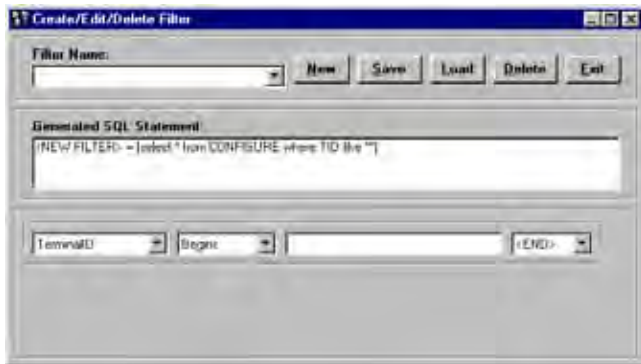
To turn off all filters, select the No Filter option from the Set Active Filter sub-menu:



Accessing the Filters Function

To view the Filters window perform the following steps:

1. Start the Terminal Manager application.
2. From the Filters menu, select the Create/Edit/Delete Filters option. The Create/Edit/Delete Filters function window appears:



Filter Creation and Management

As stated earlier, the purpose of the Create/Edit/Delete Filters function is the creation and management of filter statements. These statements act as database filters, making only those terminal data records that match a particular descriptive criteria available at any given time.

The functions that enable you to create and manage these statements are described under the following headings:

- Creating A Filter
- Viewing A Filter
- Saving A Filter
- Editing A Filter
- Deleting A Filter

Creating a Filter

Creating a filter involves constructing a filter statement by joining together a combination of drop-down list selections and user-defined entries. Together, these components make up a statement that describes the filtering operation you want.

The New Command



Click on this command button to clear the File Name text entry box and prepare the controls to accept the entries that make up a new filter statement.

Enter the name of the filter you are creating in the Filter Name text entry box:



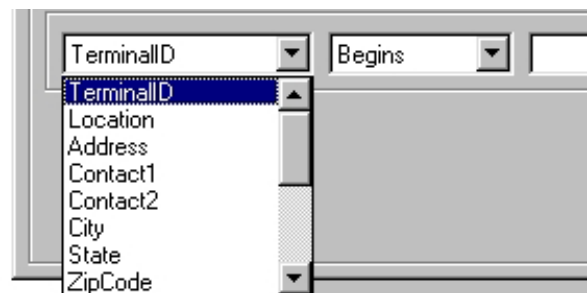
Building the Filter Statement

Three drop-down list boxes and a text entry box provide the tools needed to build the filter statement:

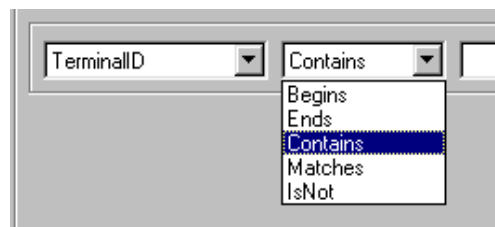


The first list contains the fields that are common to each terminal data record. These are the fields that were filled in with data when the record was initially created, and consequently represent important searchable parameters. The filter statement is based on one or more fields from this listing. Perform the following steps to create a new filter statement:

1. Begin the construction of the filter statement by selecting the initial field of interest from the first dropdown list box. By selecting a field from this list you begin to limit the range of records that will pass through the “filter.” If necessary, additional fields from this list will be selected as you build a filter statement that is as specific as necessary:



2. Continue by choosing a comparison parameter from the second list. These values represent various ways that the field selected in the first box can be compared to the user-specified value that is entered in the third box.



3. Enter a value for comparison in the third box. This is a “real” value that can be compared to the field specified in the first box. Select a value that helps to “zero” in on a smaller span of records within the range already limited by the selection of the first field:

4. Finish the filter statement with the <END> command, or if necessary further refine the statement by linking it to one or more additional statements using the And/ Or commands. Selecting either And or Or begins a new statement line, which you build using the previous steps. Up to five additional lines may be added to the first statement. When satisfied with the final line, use the <END> command to complete the statement.

MORE EXAMPLES

Here are some additional examples of filter commands:

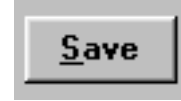
By combining the available filter criteria commands with words or phrases that describe specific terminals or groups of terminals in your database you can create filter statements to meet a wide range of needs

Viewing a Filter

The Generated SQL Statement window lets you see the actual commands that are joined together as you build the filter statement. This is how the final statement looks, using the entries from our example:

Basically, this statement can be interpreted to read, “Select all records from the CONFIGURE table where the entry in the TID (Terminal ID) field of the table contains ‘SAMPLE.’ When this filter is active, only those terminal data records where the Terminal ID includes the word SAMPLE will be available.

Saving a Filter



Click on the Save command button to save the filter statement with the name you specified earlier. All fields will clear, allowing for the creation of another filter and the newly saved filter will appear in the drop-down portion of the box:

On a standalone (non-networked) system the procedure to use a filter after it has been saved is straightforward: simply click on the filter entry in the Set Active Filter menu to activate it (see the discussion concerning the Filters menu earlier in this section). In a networked environment, however, some additional considerations are involved.

To see and access filters created at other workstations on the network, you must first update the Filters database by selecting any available filter, or by existing and re-entering the Terminal Manager Application. This operation will update or refresh the list in the Set Active Filters menu, displaying any additional entries for filters that have been created by other operators.

Modifying a Filter

An existing filter can be easily modified. The following steps summarize the procedure to follow:

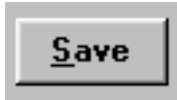
1. Select an Existing Filter.
2. Click on the Load command button.



3. Change the Filter Name, if desired.

4. Change the filter statement components as necessary. If the statement has multiple lines, select and edit the additional lines as needed. If you wish to delete a line, select the <END> statement on the previous line.

5. Click the Save command button.



Deleting a Filter

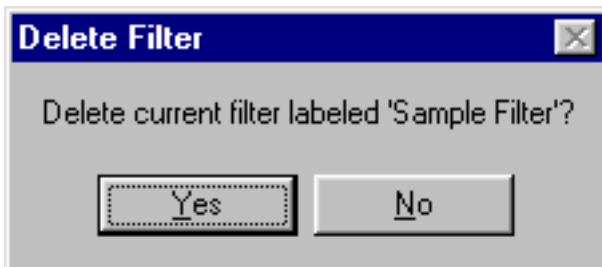
When a filter is no longer needed, delete it by performing the following steps:

1. Select a Filter from the Filter Name list box.
2. Click the Load command button to load the filter statement.



3. Click the Delete command button.

Answer Yes to the confirmation message to remove the filter:



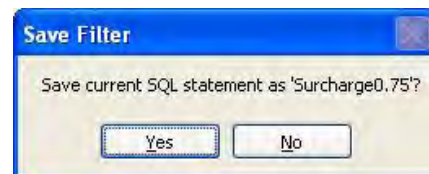
Filter by parameters

To create a filter utilizing parameters, perform the following steps:

1. Open the Terminal Manager.
2. Open the Filters menu.
3. Click Create/Edit/Delete Filter.



4. Enter the name for the new filter in the Filter Name field.
5. In the Build Parameter Filter area, select the parameter in the first field. Select Matches or IsNot in the second field. Enter Value in the third field.
6. In the last field, select either End, And, or Or. For And or Or, an additional parameter will be selected to either match and additional value as in step 5.
7. click the save button and then click yes.



CHAPTER 8 - TERMINAL PARAMETERS

Introduction

In this chapter we will introduce you to terminal parameters. These are the values that affect terminal operation or report the status of various terminal operations. Many terminal parameters are configurable, allowing you to make changes in the operation of a selected terminal by altering the value or state of the applicable parameter. Other parameters are read-only, meaning that you can view the parameters, but not change their values.

*** NOTE ***

You must be logged in the Terminal Manager with *Supervisor* permissions in order to change or set parameters.

****** WARNING ******

The ability to make changes in terminal operation is a powerful feature provided by Triton Connect!
You must exercise caution when making any changes; only make a change when you understand exactly the effect it will have on the terminal!

Accessing Terminal Parameters

1. Start the Terminal Manager application.
2. If you want only to view parameters: at the Terminal Data menu, select the View Terminal Parameters option.
3. If you want to change parameters: at the Terminal Data menu, select the Set Terminal Parameters option.

The Terminal Parameters screen appears. By default, the Select Terminal screen is shown first:



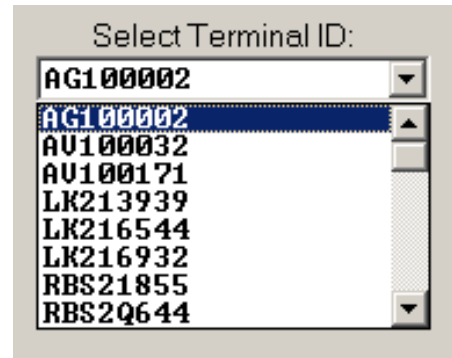
Selecting Terminals

The Select Terminal window provides a Select Terminal ID list, which is populated with the names of all terminals currently loaded in the terminal database, or a subset of those terminals, as determined by the currently active Filter value, if the Filter feature is enabled. (See Chapter 7, Using Filters, for more information.)

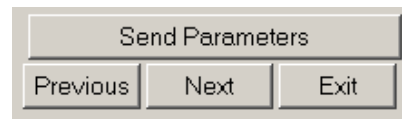
Next, you'll need to select one or more terminals to view or configure. The next two sections describe how to do this.

Selecting a Terminal - General Procedure

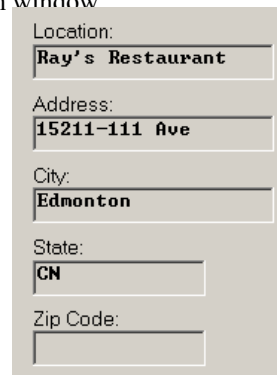
1. Select the ID of the terminal you want to work with, using the **Select Terminal ID** drop-down list:



Alternatively, you can use the **Next** and **Previous** buttons to move forward or backward through the list of available terminals:



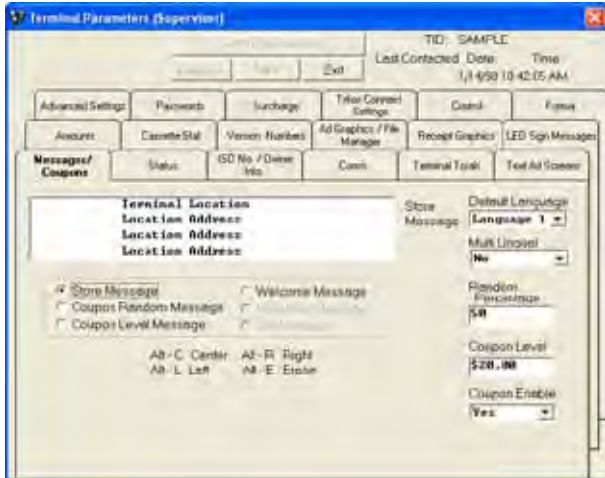
Notice that when you select a terminal, a portion of the address data for that terminal appears in the fields at the left of the main window:



- After selecting a terminal, click the **View Parameters** button:



The Select Terminal window is replaced with selection tabs for the various terminal parameter categories:



The following terminal parameter categories are available:

- **Ad Graphics/File Manager**
- **Advanced Settings**
- **Amounts**
- **Cassette Stat**
- **Comm**
- **Control**
- **Format**
- **ISO No./Owner Info**
- **Triton Connect Settings**
- **Messages/Coupons**
- **Version Numbers**
- **Passwords**
- **Receipt Graphics**
- **Status**
- **Surcharge**
- **Terminal Totals**
- **Text Ad Screens**
- **LED Sign Message**

- Select the tab for the parameter area you wish to view. The selected tab will present the state of the parameters as of the last time the parameters were retrieved from the currently terminal (See Chapter 5, Getting Terminal Data, for more information). The last contacted date and time is shown in the upper-right corner.

**** IMPORTANT ****

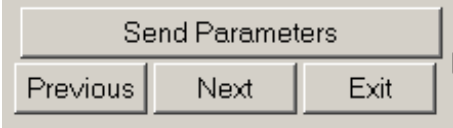
A terminal must have been previously contacted and parameters downloaded to be available for viewing! If you select a terminal for which no data has been previously downloaded, a warning message will appear on the Terminal Parameters main window:

NO CURRENT DATA FOR THIS TERMINAL

View Parameters

Also, the View Parameters button will be disabled.

- You can select a different terminal by clicking the **Next** or **Previous** buttons to more forward or backward through the list of available terminals.



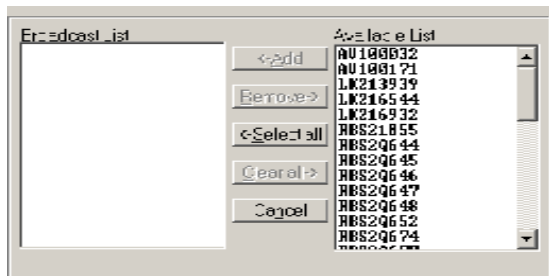
When you click the **Next** or **Previous** button, the Select Terminal window will appear and the chosen terminal ID will be highlighted in the Select Terminal ID list. If you wish, you can choose a different terminal from the list. Once you've selected a terminal, click the **View Parameters** button to return to the parameter tabs view for that terminal.

Selecting Multiple Terminals (Broadcast Feature)

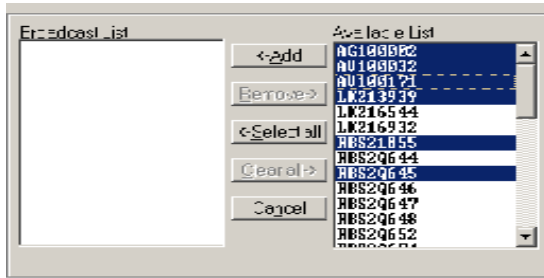
- Click the Broadcast button:



The Build Broadcast List appears:



- Highlight the terminals you want to select in the Available list:

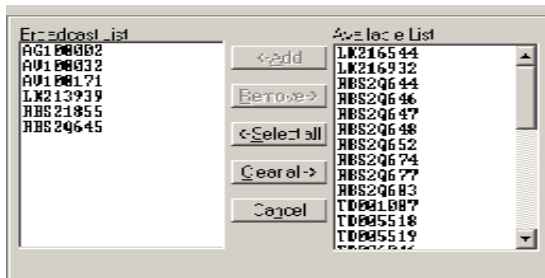


TECHNIQUES FOR SELECTING MULTIPLE TERMINALS

To highlight a group of terminals, click once on the first terminal, then hold down the **SHIFT** key while clicking on the last terminal in the group. This will highlight the first terminal, the last terminal and any terminals in between.

To highlight multiple terminals that do not fall neatly into a group, hold down the **CTRL** key while you click on any terminal anywhere in the list.

- Click the **<-Add** button to add the highlighted terminal(s) to the Broadcast list:



- Repeat the last two steps for any other terminal(s) you want to add to the Broadcast List.

If you want to broadcast to all terminals in the Available List, use the **<-Select All** button to highlight all of the terminals and click the **<-Add** button to move them to the Broadcast list in a single step.

- If you want to remove one or more terminals from the Broadcast List, use the procedures described in **Step 2** to highlight the terminal(s) and then click the **Remove ->** button to return the terminal(s) to the Available List.

- If you want to move all the terminals in the Broadcast list back to the Available List, click the **Clear All ->** button.

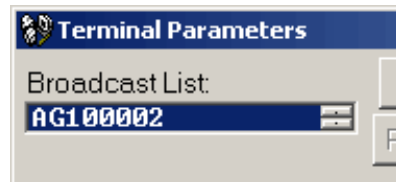
- Select a terminal in the Broadcast List to enable the **View Parameters** button:



Click the **View Parameters** button. The Select Terminal window is replaced with tabs for the various categories of terminal parameters, as shown here:



- Once the parameter tabs appear, the broadcast list is no longer visible. To see which terminals are in the broadcast list, use the list box in the upper left corner of the Terminal Parameters main dialog:



This list box appears when at least one terminal has been added to the broadcast list. To scroll through the list, use the up and down arrows.

Setting Terminal Parameters

Select the parameter areas you want to work with by clicking on the applicable tab(s). Make the necessary parameter changes. Note the following:

1. When you make a change to a parameter the entry will appear RED to indicate the value has been changed.

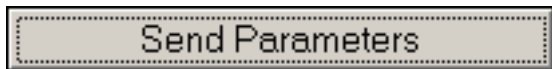
If a data entry field or control is not applicable to the currently selected terminal, the field or control will be grayed out or disabled. NOTE: If all choices are grayed out, be sure you have chosen "Set" parameters rather than "View".

2. If a single terminal is selected, each parameter change you made will be applied to that terminal only.
3. If a broadcast list was used, each parameter change you made will be applied to all terminals in the list.

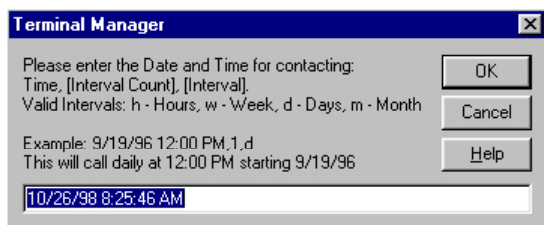
*** NOTE ***

When broadcasting parameters, all ATMs should be of similar type. For instance, graphics for a Model 97XX ATM can not be sent to a Model RL5000 ATM unit..

After all parameter changes have been made, click the **Send Parameters** button to schedule the terminal(s) for contact.



This will bring up a call scheduling window:



The scheduling window provides a means for you to choose a date, time, and contact interval to use when calling the terminal(s) you selected earlier.

Notice that the scheduler appears with a contact time already loaded and ready to use. By default, this contact time is the current time. It is provided as a quick way to schedule an immediate, one-time only call to the selected terminal(s).

If you want to use it, simply click **OK**, and the call will be scheduled to take place immediately.

If the default contact time is not acceptable, you can change it to whatever you wish. The scheduler window offers all the information you need to create a customized contact time, including a breakdown of the scheduling format and an example entry.

Schedule a contact time for the terminal and accept it. The changes you made will be sent to the selected terminal (or multiple terminals, if the Broadcast feature was chosen) at the scheduled time.

Once a suitable contact time has been composed and entered in the scheduling window, click **OK** to accept it.

Messages/Coupons

About Messages and Coupons

Messages use the terminal display screen to convey information to the customer. Messages are used to greet the customer, make promotional offers, encourage repeat use, etc. **NOTE:** The Store and Marketing Messages also print on the customer’s receipt.

Coupons are typically used as a promotional incentive, awarding a product, service, or discount as an incentive for making withdrawals from the terminal. Such awards or incentives are typically referred to as “prizes.”

Coupons are triggered by the occurrence of either a withdrawal above a certain level (Level Coupon), or as a random percentage of all withdrawals (Random Percentage).

When triggered as either a level-based or random event, the coupon is printed by the terminal at the conclusion of the transaction.

A notification screen appears on the terminal display to inform the customer that a prize award coupon is printing.

This tab lets you change message text, configure coupon parameters and select the language used by the terminal to present customer screens.

Changing Messages

Follow these steps to change a message:

1. Click the option button for the message you want to change, as in this example:

2. Edit the existing message or type a new message in the text window:

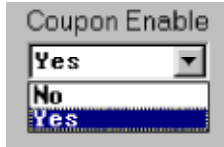
Use the provided keystroke sequences when editing text:

Alt-C Center Alt-R Right
Alt-L Left Alt-E Erase

Enabling Coupons

Follow these steps to enable/disable Printed and Dispensed coupons:

1. **Printed Coupons.** Select the **Yes** option from the Coupon Enabled control to enable printed coupons. Select **No** to disable printed coupons.



2. **Dispensed Coupons.** Place a check in the Coupon Dispensing enabled checkbox to enable dispensed coupons. Remove the check to disable dispensed coupons. **Note:** Coupons are dispensed from a cassette other than currency.



Setting Level and Random Coupon Thresholds

If you want each customer to receive a prize coupon upon making a withdrawal of 20 dollars or more, for example, then set a Coupon Level of 20 dollars. Set the Random Percentage field to zero.

If you want a percentage of all customers to receive a coupon, no matter what the level of their withdrawal, establish a Random Percentage, such as 50 percent and set the Coupon Level to a value GREATER than the Maximum Withdrawal Amount.

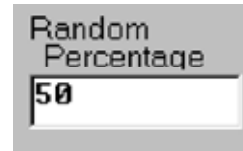
By using both a level and percentage award, using the previous example values (Coupon Level of 20 and Random Percentage of 50) you can award coupons to ALL customers making withdrawals of 20 dollars or more and 50 percent of customers making withdrawals less than 20 dollars.

Follow these steps to set the award thresholds for Level and Random Coupons:

1. **Level-Based Award.** Click inside the Coupon Level text box and enter a coupon level amount.



2. **Random-Based Award.** Click inside the Random Percentage text box and enter a percentage value.

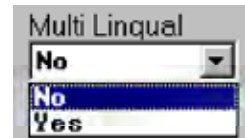


Language Selection

The language selection features allow you to select the default language to use when presenting messages to the customer and to enable the presentation of messages in a bilingual format.

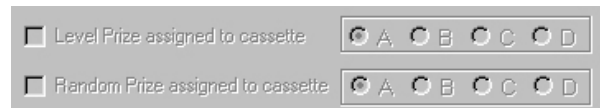
Follow these steps to configure the language selection options:

1. **Default Language.** Click the Default Language list to view the options. **Language 1** corresponds to the default (usually English) language. **Language 2** corresponds to a second language, as determined by the terminal software version.



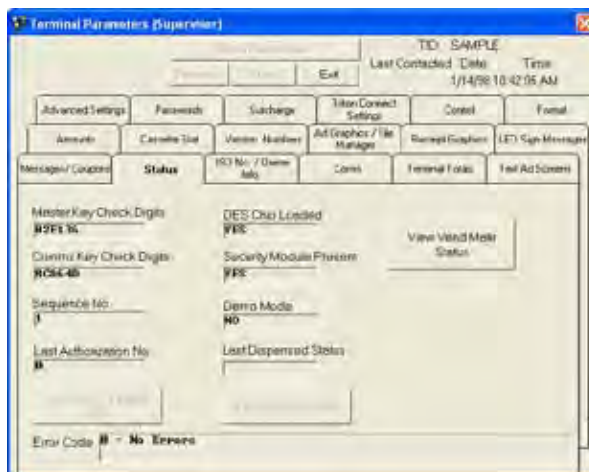
2. **Multi-Lingual.** Select the **Yes** option from the Multi Linqual control to enable presentation of customer screens in a bilingual format. Select **No** to disable the bilingual presentation.

Coupon Cassette Selection



This set of controls is READ ONLY; its purpose is to allow you to view the current state of the coupon cassette configuration in the terminal whose data is being viewed.

Status



About Status

This tab provides a read-only display of the status of various aspects of the terminals' operating configuration, such as the current operating mode, current terminal status, and security settings. It also allows you to clear error conditions and reset the terminal.

Read-Only Values

- Master Key Check Digits.** These digits are generated by the terminal after the PIN Master Key has been loaded. It is used to confirm that the PIN Master Key was loaded correctly, by comparing it to a reference set of Check Digits, which it should match.

Check Digits. This screen shows the PIN Master, PIN Working, and MAC Master/Working (if used) check digits. The Left/Right check digits information is displayed if the terminals software requires inputting the key information in that format.
- Comms Key Check Digits.** These digits are generated by the terminal after the PIN Working Key has been loaded. It is used to confirm that the PIN Working Key was loaded correctly, by comparing it to a reference set of Check Digits, which it should match.

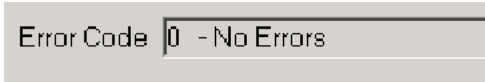
*** NOTE ***

The parameters referred to as 'Master Key' and 'Comms Key' are referred to as 'PIN Master Key' and 'PIN Working Key'.

- Sequence No.** This number is incremented each time a transaction is performed by the terminal. The Sequence Number is printed on the customer's transaction receipt and is also recorded in the terminal's electronic journal entry for the transaction.
- Last Authorization No.** The Authorization Number is generated by the host processor and authorizes the terminal to perform a transaction. The most recent authorization number is reported here.
- DES Chip Loaded.** DES (Data Encryption Standard) is an encryption system used to protect customer data. The word **YES** indicates that a DES system is installed on the terminal.
- Security Module Present.** The Security Module protects communications between the terminal's control electronics and the dispenser mechanism. The word **YES** indicates that a Security Module is installed in the terminal.
- Demo Mode.** In Demonstration Mode the terminal will operate in a simulated customer transaction mode. The word **NO** indicates the terminal is processing customer transactions normally.
- Last Dispensed Status.** After each dispense operation (usually the result of a customer withdrawal transaction) the status of the dispenser mechanism in the terminal is reported. The status value can be used to evaluate problems with the dispenser.

Clearing Errors and Resetting the ATM

The Error Code line displays the most recent terminal status condition:



If an error status is shown, follow these steps to clear the error status:

1. Click the **Clear Error and Reset ATM** button. The <Cleared> label is added to the error status and the entire entry is marked in **RED**. Red color indicates a changed parameter not yet sent to the terminal.
2. After making any other required parameter changes, click the **Send Parameters** button to schedule the terminal for contact.

When parameters are sent to the terminal the error status will be reset. If the condition that caused the error status is corrected the updated status will be displayed. If the error was not cleared contact your service organization. If no errors exist a status of '**0 - No Errors**' will be displayed.

Terminal Service Status

This button shows the terminal service status that will take effect once parameters are sent to the terminal. By default, the service status is set to Terminal In Service. Clicking the button changes the status to Terminal Out of Service.

TERMINAL STATUS FEATURE

The ability to place the Terminal In Service or Out of Service must be supported by the ATM software running on the selected terminal(s). Otherwise, selecting this function will have no effect on terminal operation!

View VendMate Status

The View Vend Mate Status function has not been activated in this version of Triton Connect.

ISO No./Owner Info

About ISO Numbers:

The ISO Number identifies an Independent Sales Organization (ISO) or other organization that provides ATM transaction processing services. The ISO Number is stored on the magnetic strip on a bank card. When the card is used to perform a transaction, the ATM reads the ISO Number to determine if certain actions (such as blocking the surcharge) should be performed.

The screenshot shows a web interface for configuring ISO information. At the top, there is a navigation bar with several tabs: 'Messages/ Coupons', 'Status', 'ISO No. / Owner Info.' (which is the active tab), 'Comm', 'Terminal Totals', and 'Text Ad Screens'. Below the navigation bar, the main content area is divided into two columns. The left column contains two text input fields. The first is labeled 'Terminal Owner' and contains the text 'Terminal Owner'. The second is labeled 'Surcharge Owner' and contains the text 'Surcharge Owner'. The right column contains a button labeled 'View/Modify ISO Numbers', a checkbox labeled 'Send ISO regardless of changes', and another button labeled 'EMV Settings'.

Owner Identification

Terminal Owner. This message will appear to the customer on the surcharge warning screen. It is used to provide the name of the owner of the terminal.

Surcharge Owner. This message will appear on the Configuration Summary Report in the X-Scale series ATMs or the Printer Test report on all other model terminals. It is used to provide the name of the individual or organization that receives the surcharge.

Follow these steps to change the Terminal or Surcharge Owner entries:

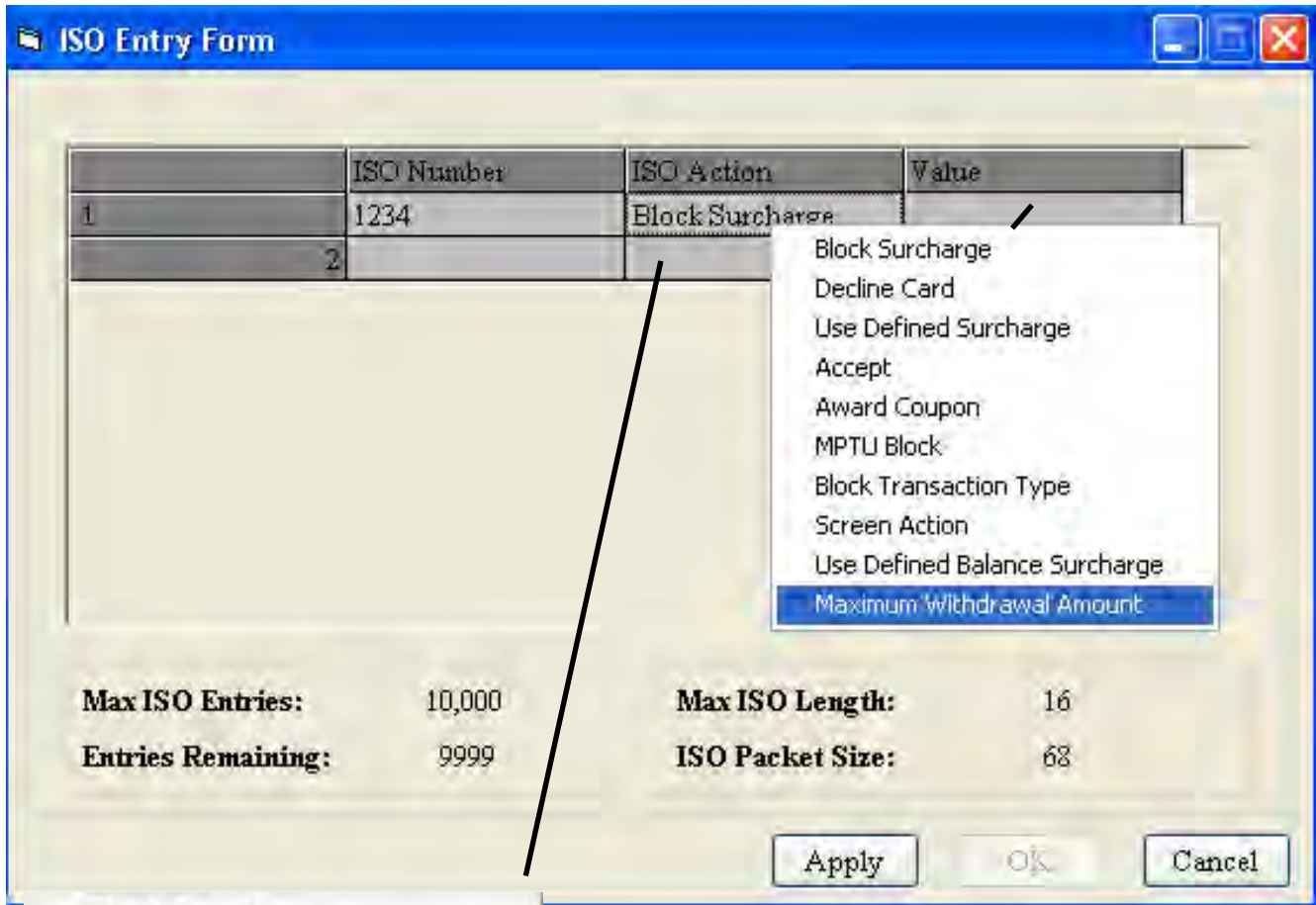
1. Click inside the **Terminal Owner** or **Surcharge Owner** entry, as applicable.
2. Type the new message.

View / Modify ISO Numbers

Clicking the View/Modify ISO Numbers button will cause the ISO Entry Form in to appear:

You will use this form to view and modify the terminal.s ISO-based behavior, by entering an ISO number and specifying the specific Action to take place if the number is read from a customer card. Note that multiple entries can be made for a single terminal.

ISO Entry Screen



Block Surcharge. Selecting this action will cause the terminal to allow surcharge - free transactions when a customer uses a card with the currently displayed ISO number.

Decline Card. Selecting this action will cause the terminal to refuse to process transactions when a customer uses a card with the currently displayed ISO number.

User Defined Surcharge Amount. Selecting this option will cause the terminal to apply the applicable surcharge to transactions performed with a card that uses the currently displayed ISO number. The surcharge to be applied must be entered in the “**ISO Action Parameter**” box.

Accept. This action supports the ‘Bingo’ feature applicable to UK versions of ATM software. The action will be applied to transactions performed with cards that use the currently displayed ISO number.

Award Coupon. This action will cause a coupon to be awarded if the currently displayed ISO number is detected when the customer’s ATM card is scanned.

Block Mobile Top-Up. For UK, this will turn off the Mobile Top-Up transaction selection for the specified ISO number.

ADDING A NEW ISO ENTRY

To add a new entry, perform the following steps:

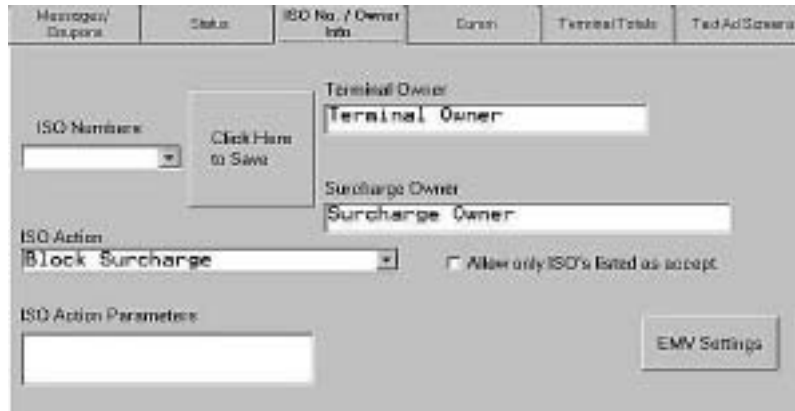
1. Double click (with the left mouse button) on an empty cell under the *ISO Number* column. A data entry box will appear. (See Figure 1-2, above)
2. Type in a new ISO number and press Enter. A default entry will be placed in the adjoining cell, in the *ISO Action* column.
3. In the new entry under the *ISO Action* column, right-click the cell and select an available Action from the pop-up menu. (See the example in Figure 1-3)
4. To set the Value, right click in the adjoining cell in the *Value* column and select an available Value from the pop-up menu, as shown in Figure 1-4. **Note: If you selected the Use Defined Surcharge ISO action in Step 3, a text box will appear instead of the pop-up menu, allowing you to enter a surcharge amount.)**

CHAPTER 8 - TERMINAL PARAMETERS

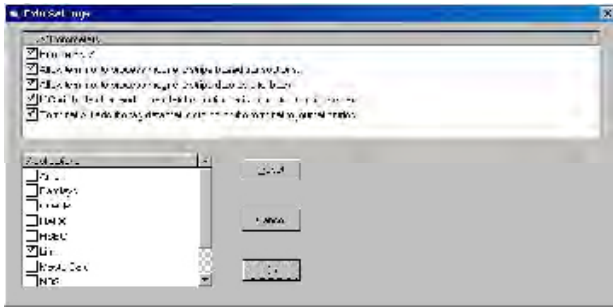
Control	Event	Function
Spreadsheet/ Flex Grid	Double Click "Left" mouse button in a cell under the <i>ISO Number</i> column.	Cell opens to receive input data. Pressing the <Enter>, <Up> arrow, or <Down> arrow saves the keyed in information to the selected cell and adds a new row to the spreadsheet.
	Single Click "Right" mouse button in a cell under the <i>ISO Number</i> column.	Causes a menu to appear with the option to copy, paste, or delete data.
	Single Click "Right" mouse button in a cell under the <i>ISO Number</i> column.	Causes a menu to appear with the option to change the value of the cells to Block Surcharge, Decline Card, Use Defined Surcharge, Accept, Award Coupon, MPTU Block, Block Transaction Type, or Screen Action. This function will change the value of several cells when the user selects multiple cells.
	Single Click "Right" mouse button in a cell under the <i>Value</i> column.	Causes a menu to appear with the option to change the value of the cells to Allow Balance, Track 2 PAN Dutch, Track 3 PAN Dutch, PIN Services, or Value. [This function will change the value of several cells when the user selects multiple cells]
OK Button	Single Click "Left" mouse button.	(1) Checks for incomplete and inconsistent data fields; (2) Allows all of the changes made by the system operator to be saved; (3) Close the ISO Entry form.
Cancel Button	Single Click "Left" mouse button.	Causes the ISO Entry form to close without saving any changes to the ISO list/spreadsheet.
Apply Button	Single Click "Left" mouse button.	(1) Checks for incomplete and inconsistent data fields; (2) Allows all of the changes made by the system operator to be saved; (3) Lets the system operator to continue work.

Table 1-1. Overview of the Basic ISO Entry form functionality.

EMV Settings



If the terminal supports EMV, this button will appear on the ISO tab for parameters. When selected, the following EMV parameters are displayed:



You can enable/disable EMV-specific parameters and applications.

- **Enable EMV.**
- **Allow terminal to process magnetic stripe based transaction.**
- **Allow terminal to process magnetic stripe data as a fallback.**
- **ICC will be latched and remain latched until user is prompted to remove card.**
- **Terminal will add the tag data that is stored on the terminal to journal entries.**

COMM

Messages/ Coupons	Status	ISO No. / Owner Info.	Comm	Terminal Totals	Text Ad Screens
Dial Mode Tone	Predial No	Modem Init. String			
Dial Rate 70	Baud Rate 1200	Host Phone No.			
MKey Index 0	Routing I.D.	Alt. Host Phone No.			
<input type="checkbox"/> Use 8 data bits, no parity in place of 7 data bits, even parity for host communications.					

About Communications Parameters

Use this screen to make changes to the communications configuration of the selected terminal. The settings shown apply to communications with the Host Processor servicing the selected terminal.

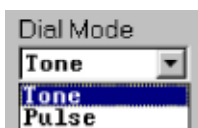
Dial Mode

*** NOTE ***
 These options are not available for all units. **Do Not** adjust these settings unless instructed by your Host Processor.

Select the mode to be used by the modem in the terminal when dialing out: touch-tone, or pulse (rotary dial system).

Follow these steps to change the Dial Mode:

1. Click in the **Dial Mode** list box to view the options: **Tone** and **Pulse**.



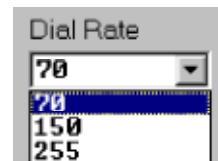
2. In most cases you will select **Tone**, to take advantage of Touch-Tone dialing services; however, if the telephone switching system servicing the terminal uses the older, rotary dialing system, select **Pulse**.

Dial Rate

Use this function to set the speed at which dialing tones are transmitted by the modem in the terminal.

Follow these steps to change the Dial Mode:

1. Click in the **Dial Rate** list box to view the options: **70**, **150** and **255** milliseconds.



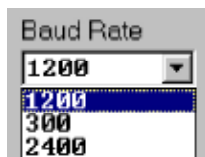
2. Select the dialing rate appropriate for the terminal. Note: At the terminal the dialing rates are designated as FAST (70 milliseconds), MEDIUM (150 milliseconds), or SLOW (255 milliseconds).

Baud Rate

Baud rate is a measure of the speed of communications between two devices. The higher the baud rate, the faster the rate at which communication can take place. In terms of terminal communication, any given baud rate represents the highest speed at which the terminal and the host processor can communicate.

Follow these steps to change the Baud Rate:

1. Click in the **Baud Rate** list box to view the options: typical values are **300**, **1200** and **2400**, but even higher values may be listed, depending upon the capabilities of the modem in the terminal.



2. Select the baud rate at which the modem in the terminal communicates with the processor during customer transactions. If necessary, consult with your processor to obtain this value.

Predial

The Predial functions enables the terminal to dial out to the processor as soon as the customer's ATM or credit card has been scanned, reducing the overall transaction processing time. If Predial is disabled, the terminal waits until the customer confirms a specific transaction before dialing out.

Note: Predial must be supported by the processor!

Follow these steps to configure the Predial setting:

1. Click in the **Predial** list box to view the options: **Yes** and **No**.



2. Select **Yes** to turn Predial on, or **No** to turn Predial off, as applicable.

Mkey Index

This is a special communications parameter required by some processors. Obtain the MKey index from your processor.

Follow these steps to enter an MKey Index:

1. Click inside the **MKey Index** text box.



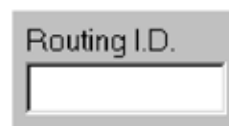
2. Enter the MKey Index value.

Routing I.D.

Also referred to as the Compuserve ID, this setting is used by some processors to route transactions. Obtain the routing ID from your processor.

Follow these steps to enter a Routing ID:

1. Click inside the **Routing ID** text box.



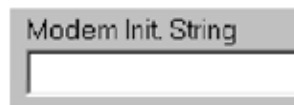
2. Enter the Routing ID value.

Modem Init String

If the modem in the terminal requires a non-standard configuration, a Hayes-compatible setup string can be sent to the modem when it is initialized.

Follow these steps to enter a Modem Init String:

1. Click inside the **Modem Init String**.



2. Enter the Modem Init String.

Phone Numbers

The terminal communicates with the host processor over a dial-up phone line. The phone number of the processor must be entered before "live" transactions can be performed.

The Host Phone Number is entered at the terminal during the initial setup. An Alternate Host Phone Number may also be used to provide a backup in case the primary host phone number is unavailable.

The Host and Alternate Phone Numbers are displayed in read-only mode.

Host Phone No.
228-555-1212

Alt. Host Phone No.
228-555-1212

Parity Selection

In some cases the host processor may require communications using 8 bits per character and no parity, instead of the more commonly used configuration of 7 bits per character and even parity. The Parity Selection function allows you to switch between the two types of parity.

Follow these steps to change the parity type:

1. Place a checkmark in the parity selection checkbox to disable the use of parity.

<input checked="" type="checkbox"/> Use 8 data bits, no parity in place of 7 data bits, even parity for host communications.
--

2. Remove the checkmark to enable even parity.

<input type="checkbox"/> Use 8 data bits, no parity in place of 7 data bits, even parity for host communications.

Text AD Screens

About Text Ad Screens

Triton Connect allows text-based Ad Screens to be downloaded to a terminal. The Ad screens will appear with the “Transaction Processing Please Wait” message that is displayed while the customer is waiting for a transaction to be completed.

Four Ad Screens can be created, each consisting of up to eight lines of text. The on-screen duration of (in seconds) can be set for each Ad.

DISPLAY OF TEXT AD SCREENS

Graphics Ad Screens will take priority over text-based screens. If the terminal is running Graphics Ad Screens, no Text Ad Screens will be displayed.

If no Graphics Ad Screens are loaded AND the Ad Screen function is turned ON (via Triton Connect or by local terminal control), Text Ad Screens will be displayed.

Follow these steps to create a text-based Ad Screen:

1. Select the AD Screen (1, 2, 3 or 4).

2. Move the mouse cursor into the message window area and click the left mouse button to establish the starting point of the message.
3. Type the text as you want it to appear on the display. Use the Alt-key sequences to help format the text as you type.
4. Assign a duration for the Ad (typically 5 to 10 seconds):

To disable a specific Text Ad Screen, simply change the Display Duration to zero.

Terminal Totals

Messages/ Coupons	Status	ISO No. / Owner Info.	Comm	Terminal Totals	Text Ad Screens
Total Debit Transactions		Total Debit Amount			
<input type="text" value="0"/>		<input type="text" value="\$0.00"/>			
Total Credit Transactions		Total Credit Amount			
<input type="text" value="0"/>		<input type="text" value="\$0.00"/>			
Total Balance Inquiries					
<input type="text" value="0"/>					
Total Transfers Done					
<input type="text" value="0"/>					
Total Denied Transactions					
<input type="text" value="0"/>					

About Terminal Totals

This tab lists significant terminal transaction totals. The values shown are read-only.

Total Debit Amount

This is the total monetary value of all Debit transactions that have taken place.

Total Debit Transactions

This is the total number of checking and savings account withdrawal transactions that have taken place since the last Day Close.

Total Credit Amount

This is the total monetary value of all Credit transactions that have taken place.

Total Credit Transactions

This is the total number of credit card withdrawal transactions since the last Day Close.

*** NOTE ***

Terminal Totals are calculated from Day Close to Day Close. If Day Closes are not being performed, the totals are cumulative.

Total Balance Inquiries

This is the total number of balance inquiry transactions since the last Day Close.

Total Transfers Done

This is the total number of account transfer transactions since the last Day Close.

Amounts

Amounts	Cassette Stat	Version Numbers	Ad Graphics / File Manager	Receipt Graphics	LED Sign Messages
Max. Withdrawal Amount		Fastcash 1		Max. Non Cash Withdrawal Amt.	
\$200.00		\$20.00		\$0.00	
		Fastcash 2		Denomination	
		\$40.00		\$20.00	
		Fastcash 3			
		\$60.00			
		Fastcash 4			
		\$80.00			
		Fastcash 5			
		\$100.00			

Changing Amounts

Use this screen to make changes to the cash amounts applicable to the listed parameters, by typing the values directly into the applicable text entry boxes.

Max. Withdrawal Amount

This is the maximum amount allowed per customer withdrawal transaction. It can be set from 1 to 999999 in increments of 1 and it must be an even multiple of the denomination that is in the cassette. The value is dollar amount only; no cents are allowed.

Whenever a withdrawal amount is entered, either through a Fast Cash selection or by user-defined entry, the amount is compared to the maximum withdrawal limit. If the amount is larger than the limit, an error message warns the user and displays the maximum allowable amount.

*** NOTE ***

The maximum withdrawal amount **DOES NOT** override any maximum set by a network. The transaction will be sent to the network if the amount entered or selected is less than or equal to the maximum. The network must still approve the amount.

Follow these steps to change the maximum amount:

1. Click inside the **Max Withdrawal Amount** text box.
2. Enter the maximum withdrawal amount.

Fastcash Amounts

These are common cash values offered to the customer as “quick” withdrawal amounts. Up to five fast cash amounts can be entered.

Follow these steps to change the Fast Cash amounts:

1. Click inside a Fastcash text box.
2. Enter the fast cash amount.

*** NOTE ***

Fastcash amounts **MUST** be values that are multiples of the denomination. Other amounts will cause an error condition at the terminal.

Denomination

This field varies depending upon the terminal type (single or multiple-cassette), and is normally a read-only field that indicates the denomination of the currency in the cassette(s).

Cassette Stat

Amounts	Cassette Stat	Version Numbers	Ad Graphics / File Manager	Receipt Graphics	LED Sign Messages
Cassette Data					
Total Transactions					
0					
Cash Loaded					
\$0.00					
Reject Events					
2					
Dispensed Amount					
\$0.00					
Cash Remaining					
\$0.00					

About Cassette Stat

This tab provides read-only status information for each cassette in the terminal. A Cassette Data area is provided for each cassette.

Document Value

Indicates the denomination of notes for **multi-cassette terminals** only. This field is not visible if the currently selected terminal is a single cassette unit.

Total Transactions

Displayed for **single-cassette terminals** only. Total number of cash withdrawal transactions involving this cassette.

Cash Loaded

Amount of cash initially loaded into this cassette. This value would be entered at the terminal by personnel responsible for loading the cassette with cash.

*** NOTE ***

The Cash loaded amount must be entered correctly at the terminal for these amounts to be correct.

Reject Events

Number of rejects that occurred during dispensing of cash from this cassette.

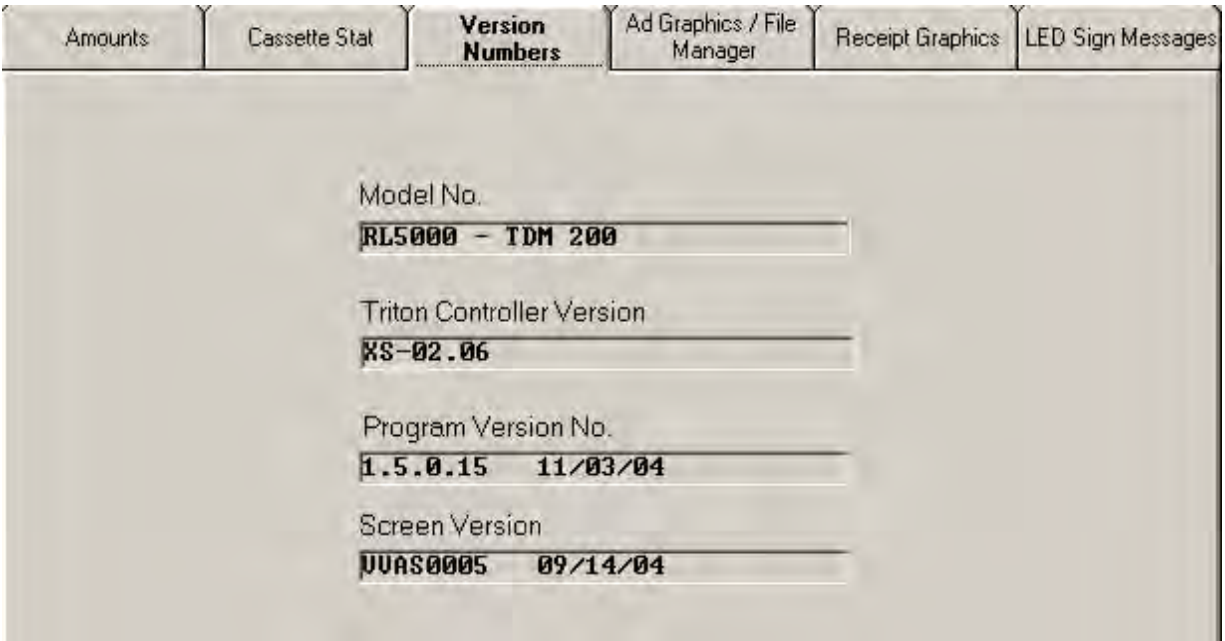
Dispensed Amount

Amount of cash dispensed from this cassette so far.

Cash Remaining

Cash remaining in the cassette. Equals Cash Loaded minus Dispensed Amount.

Version Numbers



About Version Numbers

This tab allows you to view the version numbers for key components of the operating software loaded on the terminal. The information provided is read-only.

Model

This is the model number of the indicated terminal.

Eprom Version

The Eprom holds software downloading, initialization, testing and low-level interface routines. This is the version number of the Eprom chip currently installed in the terminal.

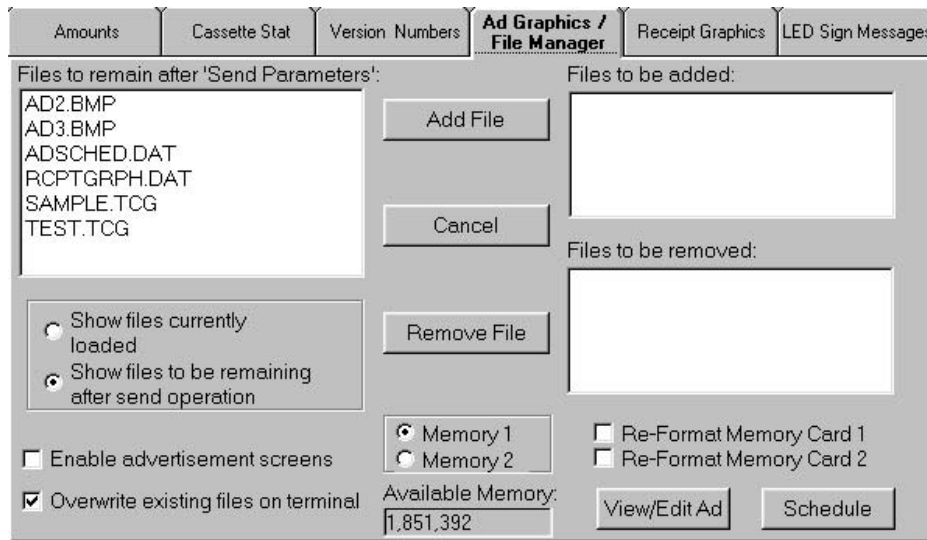
Program Version

The “Program” is the terminal operating software, which is downloaded to the terminal either locally or remotely via Triton Connect. This entry is the version number of the software currently loaded in the terminal.

Table Version

The term “Table” refers to the software component that provides the ATM user interface and associated terminal control functionality. This entry is the version number for the table component of the currently loaded version of terminal operating software.

AD Graphics/File Manager



*** NOTE ***

To access AD Graphics for 32-bit terminals (RL/FT5000, RT2000, 98XX), the message to the right will appear on this screen.

About Ad Graphics/File Manager

This feature is now available by selecting the **Extended Parameters** button under the **Control** tab

This tab helps you control the display of Ad Graphics on a selected terminal. You will use it to:

1. Create ad graphics using the Ad Designer utility.
2. Enable or disable the display of ad graphics at the terminal.
3. Configure the memory used by the terminal to store graphics.
4. View graphics files currently loaded on the terminal.
5. Add, remove and overwrite graphics files.
6. Schedule graphic display times.

Creating Ad Graphics

The actual creation of Ad Graphics is handled by the Ad Designer function, which you can access from the Ad Graphics/File Manager screen by clicking the **View/Edit Ad** button:



The graphic creation functions will not be addressed in this chapter. Complete coverage can be found in Chapter 13, Ad Designer.

Enabling Ad Graphics

You can enable or disable the display of ad screen graphics at the terminal using this control:

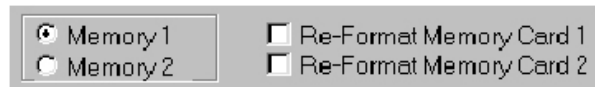


Check the box to enable the display of ad screens at the terminal. Uncheck it to disable.

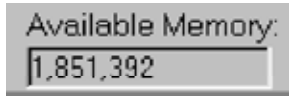
Configuring Memory

Follow these steps to select and format the terminal's memory:

1. Select the memory card in the terminal you want to work with (Memory 1 or Memory 2) by clicking on the appropriate option button.



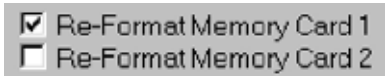
- If the Available Memory window does not show a value, then the selected memory card has not been formatted. If this is the case, select the option to re-format the memory card.



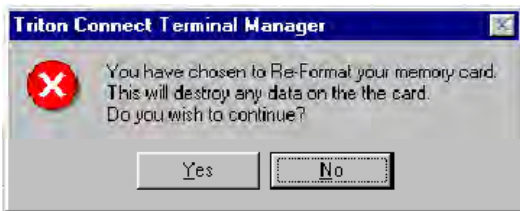
*** NOTE ***

Some Triton System products, such as the SuperScriptm terminal, must have its memory storage formatted via Triton Connect before use, using the **Reformat Memory Card 1** option.

- If you want to reformat the selected memory card, make sure the corresponding check box is checked:



- A warning message will appear asking you to confirm the re-format action:



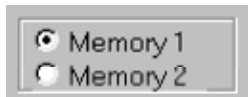
Select **Yes** to confirm the re-format action.

Once the reformatting operation has been completed successfully, the appropriate value should show in Available Memory window. Ad Screen graphics can now be downloaded to the selected terminal.

Viewing Files

Follow these steps to see the files currently loaded on the terminal:

- Select the memory card whose contents you want to view:



- Select the Show files currently loaded option. The current contents of the memory card are displayed in the text window:



- To see the files that will remain on the terminal after the file download operation has taken place, select the Show files to be remaining after send operation option:

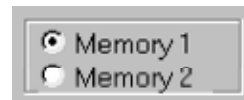


You will add and remove files from this list as necessary to make it reflect the contents you want for the selected memory card.

Adding Files

Follow these steps to add a new graphics file to the selected memory card:

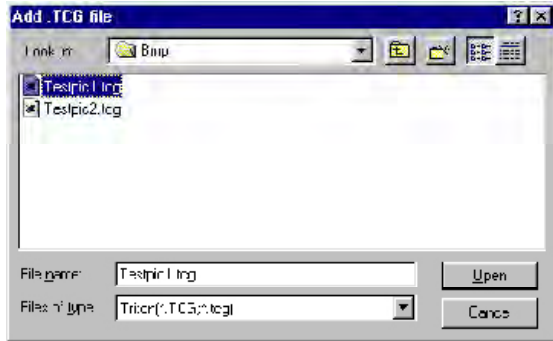
- Select the memory card you want to add the file to:



- Click the **Add File** button:



A file browser will appear. Use it to locate and select the file you want to add:



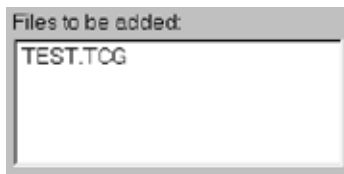
*** NOTE ***

Only .TCG files can be selected to send to terminals other than RL/FT5000 and RT2000 models. See Chapter 12 “Ad Graphics” for information on creating these files.

Click **OK** to accept the selection. The file will be added to the list of files to remain:



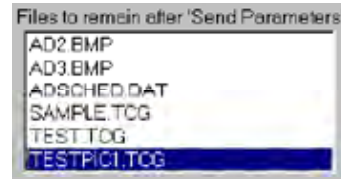
3. Repeat the previous steps to add any additional files to the list. The files you choose will also be listed to the Files to be added list:



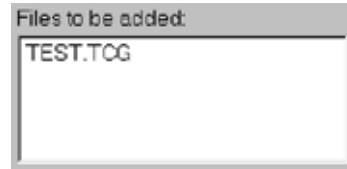
Removing Files

To remove a file that is currently loaded on the terminal, follow these steps:

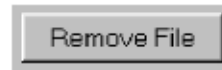
1a. If the file is currently loaded on the terminal, select the file in the ‘Files to remain after Send Parameters’ list:



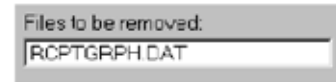
1b. If the file is scheduled to be added and you want to remove it, select the file in the ‘Files to be added’ list:



2. Click the **Remove File** button:



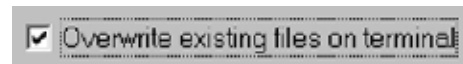
When you remove files that are currently loaded on the terminal, the files are listed in the ‘Files to be removed’ list:



If you change your mind about any file in this list, simply highlight it and click the **Remove File** button again. The file will be returned to the ‘Files to remain after Send Parameters’ list.

Overwriting Files

If you want to overwrite the files currently stored in the selected memory card with the ones in the ‘Files to remain after Send Parameters’ list, check the box for the Overwrite existing files on terminal action:



If you choose not to overwrite files, the files you send will be added to those already stored in the affected memory card.

Scheduling Ad Graphic Display Times

Perform the following steps to schedule the display time for an add graphic:

1. Select file name in the 'Files To Remain After Send Parameters' list to highlight the file.
2. Click on the Schedule button. Select the time(s) that the ad screen will be scheduled for display on the terminal. (The Scheduling options are described next.)

Always. Selecting the Always option changes the color of the grid to green to indicate that the Ad Graphic is displayed at all times except when a transaction is taking place.

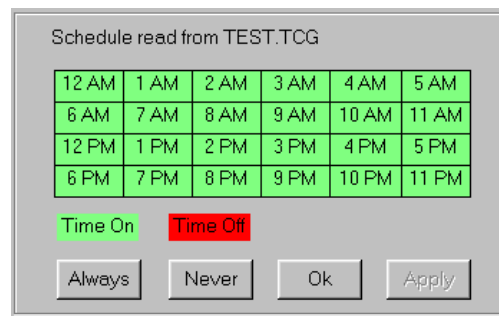
Never. Choosing the Never option changes the color of the grid to red to indicate the Ad Screen is never displayed.

Selecting a Specific Time

Right or left clicking on a specific time will change the hour selected from green to red or red to green. The Ad Screen displays during the selected hour(s) highlighted in green. The Ad Screen will not displayed during the selected hour(s) that are highlighted in red.

Finalizing the Schedule

Click the **Apply** button to set the scheduled time for the selected Ad Screen graphic. Click the **OK** button to return to Ad Graphics/File Manager main screen.



Receipt Graphics

*** NOTE ***

To access Receipt Graphics for 32-bit terminals (RL/FT5000, RT2000, 98XX), the message to the right will appear on this screen.

This feature is now available by selecting the Extended Parameters button under the Control tab

About Receipt Graphics

This tab allows graphics created with any graphics application that supports BMP files to be formatted and downloaded to the terminal. The graphics can be printed on various receipt types produced by the terminal.

Receipt printer graphics are limited to monochrome (black/white) BMP files that have a maximum resolution of 384 dots wide by 384 dots high. The settings of the Receipt Graphics controls will determine how the printed graphic appears on the receipt.

The setup parameters are described below:

Enabling Receipt Graphics

You can enable or disable the printing of graphics on receipts using this control:

Enable graphic printing on receipts

Click on the box to enable (check) or disable (unchecked) receipt graphic printing.

Receipt Graphic Configuration

Follow these steps to configure the terminal's memory:

1. Select a memory card (Memory 1 or Memory 2) to view the current graphic(s) stored in the terminal's memory.

2. Select a receipt from the Receipt Type list.

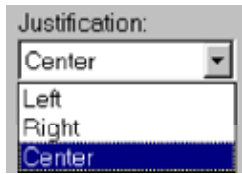
The name of the receipt graphic that is currently loaded (if any) at the terminal is displayed in the Graphic Filename box, as in this example:

If there is no graphic currently loaded for the selected receipt type, the Graphic Filename will be blank.

3. To load a graphic for the selected receipt, click the **Select File** button and use the file dialog box to locate and select the file you want to use.

An image of the file will appear in the Preview window:

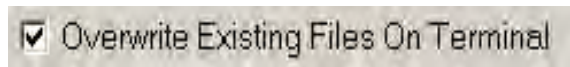
4. If you change your mind and want to remove the file, click the **Remove File** button.
5. Select a justification setting for the receipt graphic.



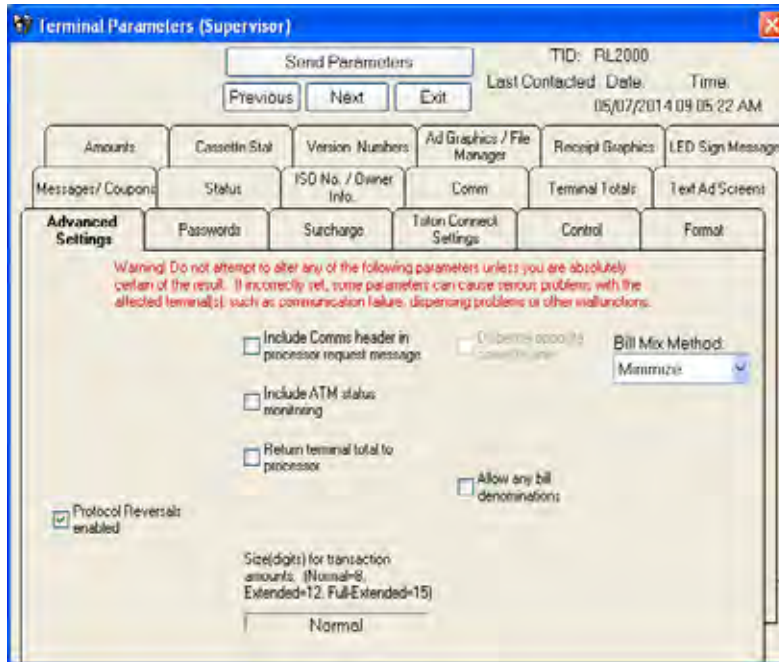
6. Choose the location for the graphic on the receipt.



7. Repeat Steps 2-6 for another receipt type, as necessary.
8. Overwrite the existing graphic on the selected memory card with the new graphic by checking 'Overwrite Existing Files on Terminal.'



Advanced Settings



About Advanced Settings

This screen provides access to additional terminal parameters. The parameters are *extremely sensitive* functions that should not be altered unless you understand the affect on terminal operation or are instructed to enable a feature by your Host Processor or Technical Support personnel!

Check the box next to the parameter you want to change.

*** NOTE ***

Each parameter description is written to describe the 'checked' state of the parameter. For example, the parameter 'Balance inquiries enabled' is enabled when the checkbox is checked:

Balance Inquiries Enabled

Balance inquiries enabled

Check this option to enable the terminal to present an account balance transaction option to the customer.

Savings Account Transactions Enabled

Savings account transactions enabled

Check this option to enable the terminal to present a savings account withdrawal transaction option to the customer.

Credit Card Transactions Enabled

Credit card transactions enabled

Check this option to enable the terminal to present a credit card withdrawal transaction option to the customer.

Transfers Enabled

Transfers enabled

Check this option to enable the terminal to present a funds transfer transaction option to the customer.

Include Comms Header in Processor Request Message

Include Comms header in processor request message

Check this option to enable the terminal to include the Communication Header in all request messages to the Host Processor. An example would be a request to process a customer withdrawal transaction.

The actual Comms Header (if one is required by the Host Processor), is entered at the terminal during its setup and configuration.

Include Terminal Status in Processor Request Message



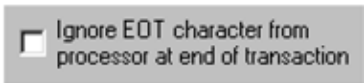
Some host processors may wish to have status information included in each request message received from a terminal. Monitoring this status can provide important information about the operational readiness of the terminal. Check this option to provide this information to the host processor.

Return Terminal Total to Processor



Check this option to enable the terminal to send the terminal totals to the host processor during a close operation.

Ignore EOT Character from Processor at End of Transaction



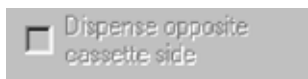
If this option is checked the terminal will not look for the End-of-Transaction (EOT) character at the conclusion of a transaction. Use of this option is processor-specific.

Allow Extended Transaction Amounts



This is a READ-ONLY display of the current state of this feature on the terminal. It echoes the value set in the Management Functions of the terminal.

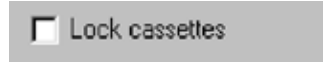
Dispense Opposite Cassette Side



This is a READ-ONLY display of the current state of

this feature on the terminal. It echoes the value set in the Management Functions of the terminal. The checkbox should only be checked if the affected terminal is a rear-dispensing model.

Lock Cassettes



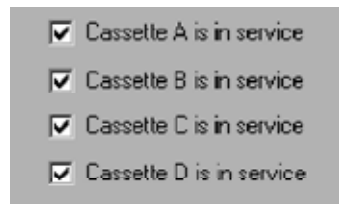
Check this option to lock the note cassettes in the chassis of the terminal's dispensing mechanism.

Allow any Bill Denominations



This option is provided primarily for international currency value support. It enables the terminal to accept non-U.S. standard note denomination values.

Cassette (A-D) is In-Service

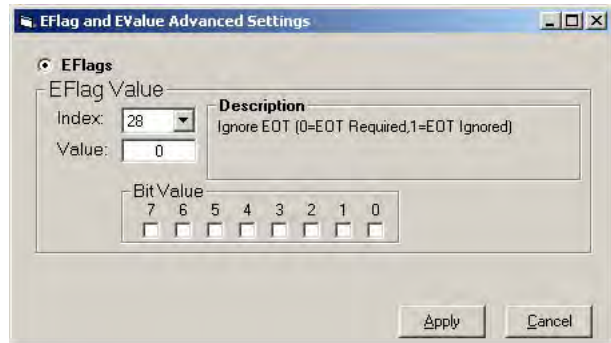
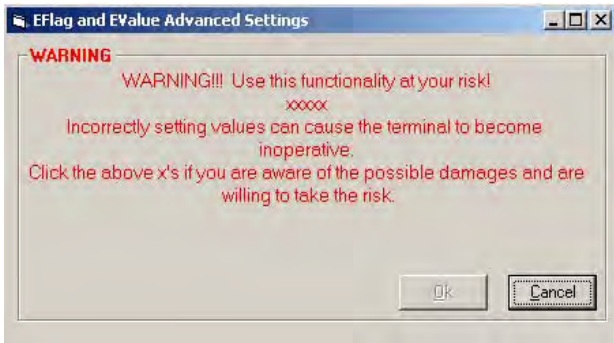


Use the checkboxes in this section to control the service-status of each note cassette installed in the terminal. Note that there are four checkboxes, supporting the maximum number of cassettes that may be installed in a terminal. To place a cassette In-Service, make sure the corresponding checkbox is checked before initiating the "Send Parameters" command. **Note:** Cassettes can only be enabled **if** the proper cassette loading procedure has been followed at the terminal.

If the terminal has fewer than four cassettes installed, the remaining options will have no affect on its operation; however, you may observe that the state of these unused options changes to match that of the active options. For example, un-checking both Cassette A and Cassette B on a two-cassette terminal will automatically uncheck the Cassette C and Cassette D options.

*** NOTE ***
The Cassette Service checkboxes will only be visible on the Advanced Settings tab when the selected terminal is a multi-cassette unit.

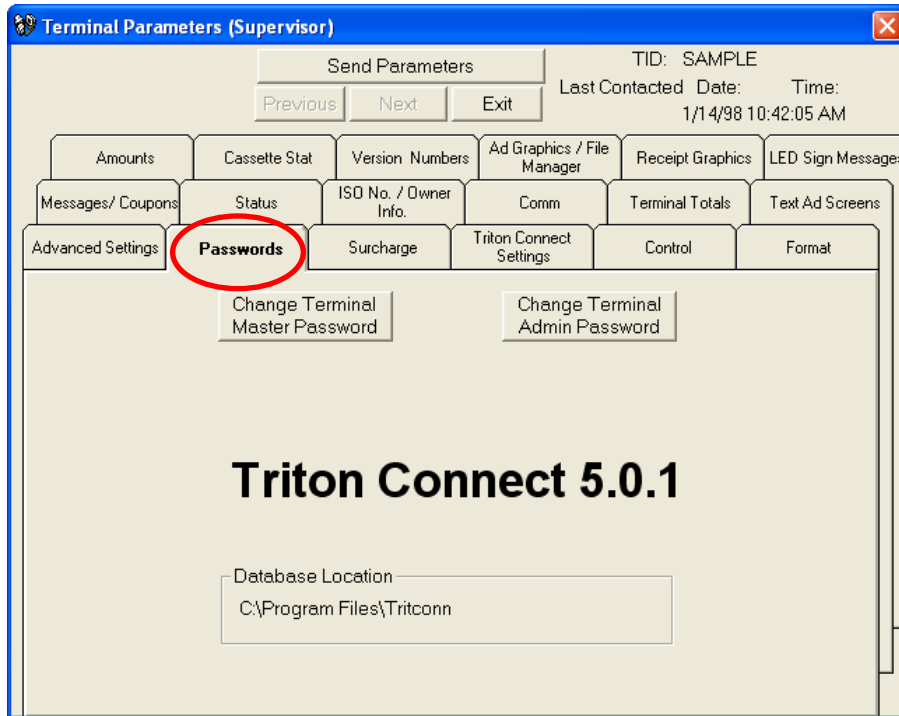
E-Flags



About E-Flags

E-Flags are Advanced features for future use. DO NOT make any adjustments to these settings!

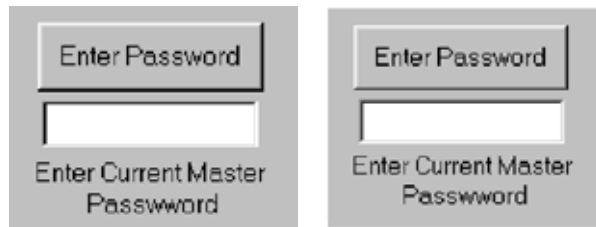
Passwords



You can remotely change the terminal Master and Administrative passwords from this screen.

Changing Passwords

Clicking the Change Terminal Master Password button brings up the following:



Enter the current password in either case. If this entry is accepted, you'll be allowed to enter a new password, which will take effect after the next scheduled parameter download to the terminal.

You can not change/reset the password if you do not know the current password.

*** NOTE ***

This function applies to Z-180 processor units (Models 8100/9100/9600/9700 etc). To change passwords for X-Scale units (Models RL/FT/RT), you must use the "CONTROL" function, EXTENDED PARAMETERS > MISC option.

Surcharge



About Surcharge Configuration

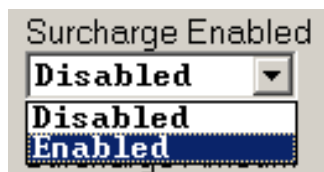
Use the controls on this tab to enable or disable surcharging, enter a surcharge amount or percentage, determine where the surcharge message will be displayed during the transaction (beginning or end of transaction), and select and configure the surcharge message itself.

The specific surcharging requirements are determined by your processor or other appropriate regulatory agency.

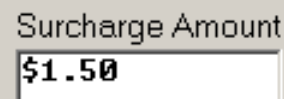
Surcharge Configuration

Follow these steps to configure the surcharge settings:

1. **Enable surcharging.** Click the **Surcharge Enabled** listbox and select the **Enabled** option to turn surcharging ON. Select **Disabled** to turn surcharging OFF.



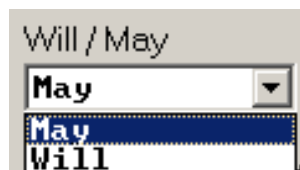
2. **Set surcharge amount.** If a fixed surcharge amount will be applied to transactions, click inside the **Surcharge Amount** textbox and enter the amount. Value may be from \$0.00 to \$999,999.99 inclusive.



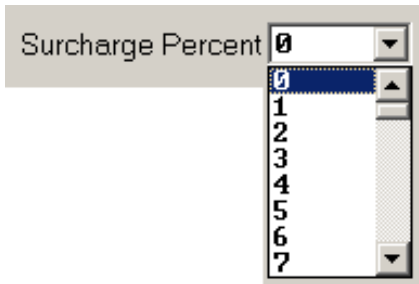
**** IMPORTANT ****

If a fixed surcharge amount is used and the surcharge percent WILL NOT be used, you must ensure the surcharge comparison option is set to GREATER and the surcharge percent is set to zero (0). This will ensure that only the fixed surcharge amount value will be displayed to the customer. Failure to do so can cause an incorrect surcharge value to be reported.

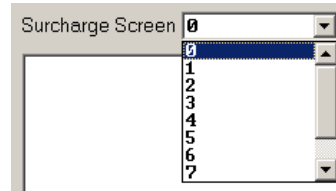
3. **Modify surcharge message text using the Will/May selection.** This lets the customer know if they “may” or “will” be charged a fee for processing a transaction.



4. **Set surcharge percentage.** If the surcharge will be calculated as a percentage of the transaction amount, click the Surcharge Percent list and select the required percentage (0 to 99 percent)



7. **Select the surcharge screen that will be displayed on the terminal.** Click the Surcharge Screen listbox and select a screen. The message text for this screen will appear in the preview window.

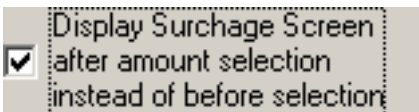


*** NOTE ***

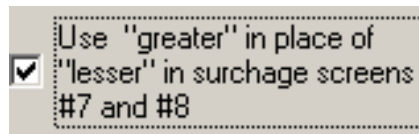
Text on the Surcharge screen is read-only and can not be edited.

5. **Choose surcharge screen location.** The SURCHARGE LOCATION option lets you determine when the customer is presented with the surcharge message.

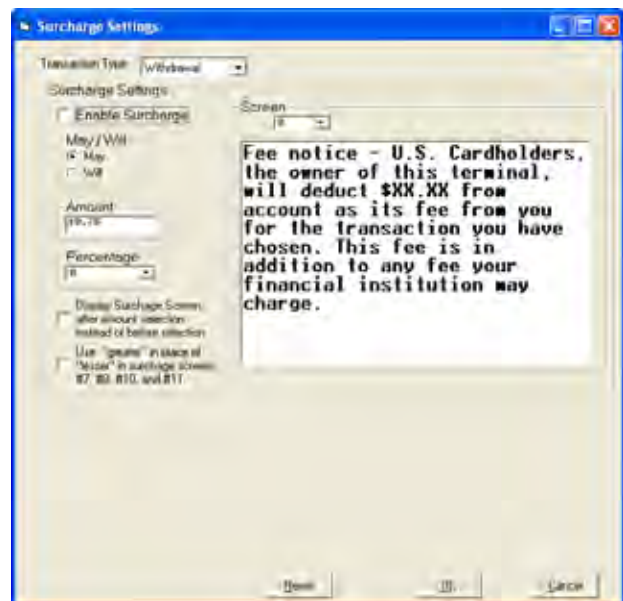
Place a check in the checkbox to display the surcharge message AFTER the customer has selected a Fast Cash value or entered a custom withdrawal amount. Remove the check to display the surcharge message BEFORE the customer enters a withdrawal amount (the message will appear as soon as the customer removes their card from the card reader).



6. **Modify surcharge message text using the Lesser/Greater selection.** This is used for surcharging systems that calculate a surcharge based on a comparison between a fixed surcharge and a percentage-based surcharge.



8. **Click Here for Surcharge Screen Details.** This screen summarizes the surcharge settings and screen selected.



**** IMPORTANT ****

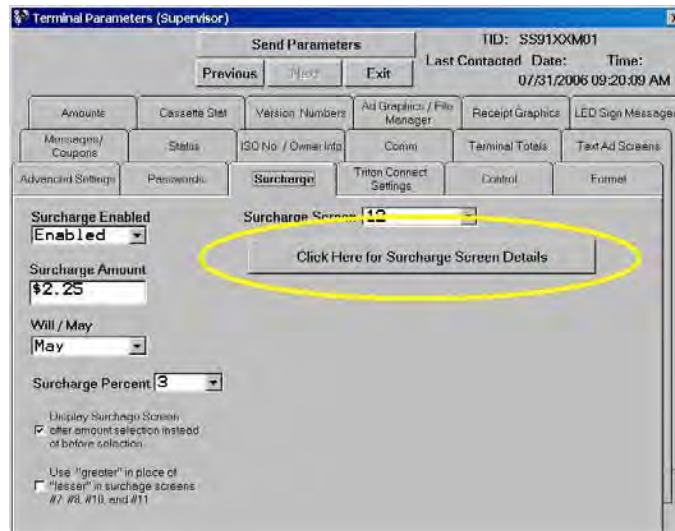
If the processor or other authority requires that the surcharge be the lesser of either the surcharge amount or surcharge percentage, select the LESSER option. If the surcharge must be the greater of either the surcharge amount or surcharge percentage, select the GREATER option.

CHAPTER 8 - TERMINAL PARAMETERS

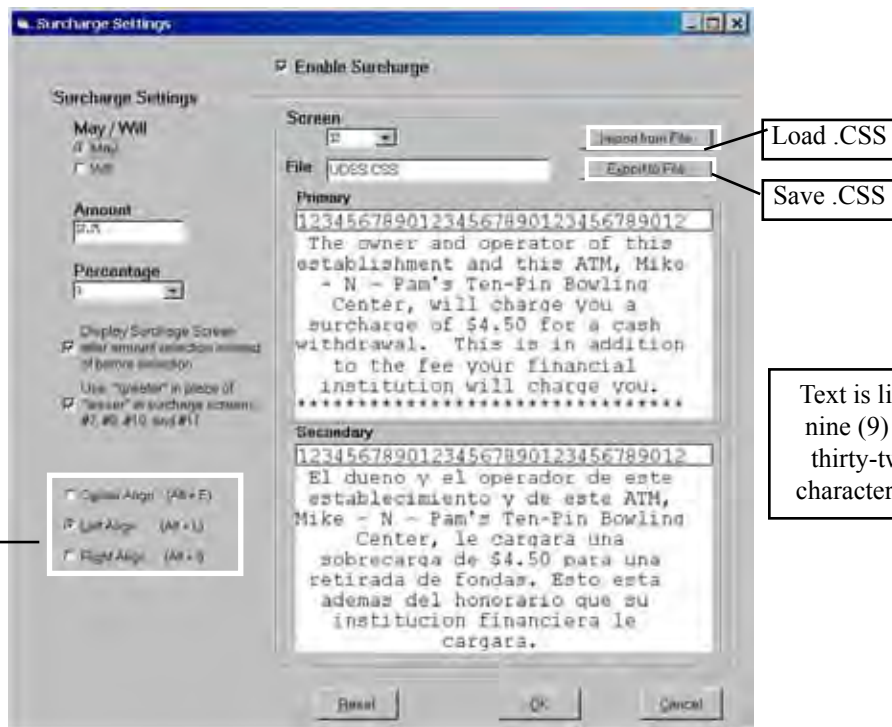
Create Custom Surcharge Screen (new)

This new feature option allows user to create a Custom Surcharge Screen. *This option (Surcharge Screen #12) is only available if the terminal supports UDS (User Defined Surcharge) screens.*

*** NOTE ***
Currently this option is only available on 8-bit terminals (91XX, 97XX, etc) **AND** only available with Mexico software.

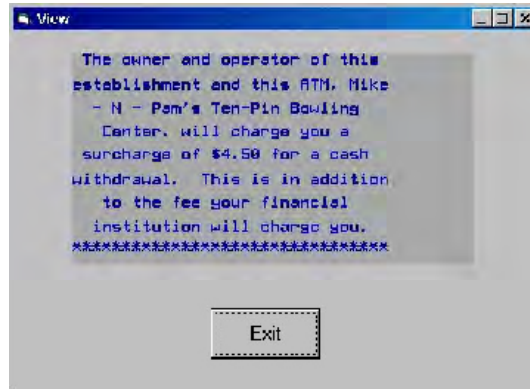


To modify the Customer Surcharge Screen / User Defined Surcharge Screen, click the button for “**Surcharge Screen Details**”. The following screen details appear.



This screen is used for creating the Custom Surcharge screen / User Defined Surcharge screen. The user can import and export screens to file so that the same text may be used on multiple ATMs.

Right-click in one of the Text screens brings up a menu with an option to view. Selecting this option will display a window showing what the screen will look like on the ATM. Below is an example of the screen:



Triton Connect Settings

Advanced Settings	Passwords	Surcharge	Triton Connect Settings	Control	Format
Triton Conn. Call Back		TC Max Retries	TC Redial Delay		
Disabled		4	20		
Triton Connect Primary Phone Number					
5753396					
Triton Connect Backup Phone Number					
5753396					
Alarm Monitor Primary Phone Number					
5753396					
Alarm Monitor Backup Phone Number					
5753396					

Use this screen to enable or disable Call Back and configure the parameters the terminal will use when placing calls to the Triton Connect host PC.

*** NOTE ***

If Call Back is disabled, the EPROM access code must be entered in the terminal setup.

Triton Connect Call Back

This function determines whether or not the terminal will return a call after first receiving an initiating call from a Triton Connect host computer.

TC Max Retries

Calls from the terminal to the Triton Connect host computer are made in blocks. Each block actually consists of multiple attempts to reach the host computer, using the Triton Connect primary and backup phone numbers.

During each block, the terminal will place a call to the primary number; if there is no answer in 60 seconds, the call will be attempted using the backup number (if one is available).

If there is no answer using the backup number within 60 seconds, or there is no backup number available, the terminal will repeat the cycle, returning to the primary number, then the backup.

If there is still no answer after two calls to the primary number and two calls to the backup number, the terminal will pause for a period of time established by the Triton Connect Redial Delay parameter (described next), then will begin the communications attempt again with the next call block.

The cycle of call blocks will be repeated for the number of times established in the Triton Connect Max Retries setting before attempts to reach the host computer are abandoned.


TC Redial Delay



TC Redial Delay
20

Use this function to determine the waiting period (in seconds) the terminal will observe between attempts to call back to the Triton Connect host computer.

Triton Connect Phone Numbers

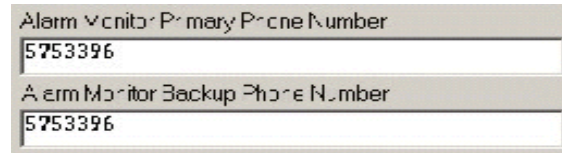


Triton Connect Primary Phone Number
5753396
Triton Connect Backup Phone Number
5753396

Here you will enter the numbers to be used by the terminal when calling back the Triton Connect host computer. Enter a primary number, and if a secondary number is available, enter it in the Backup Phone Number entry box.

Alarm Monitor Phone Numbers

In some applications the terminal may be monitored for alarm conditions. In these cases, a separate set of phone numbers (primary and backup) can be provided, which the terminal will use when attempting to report error or other alarm conditions to a Triton Connect host computer.



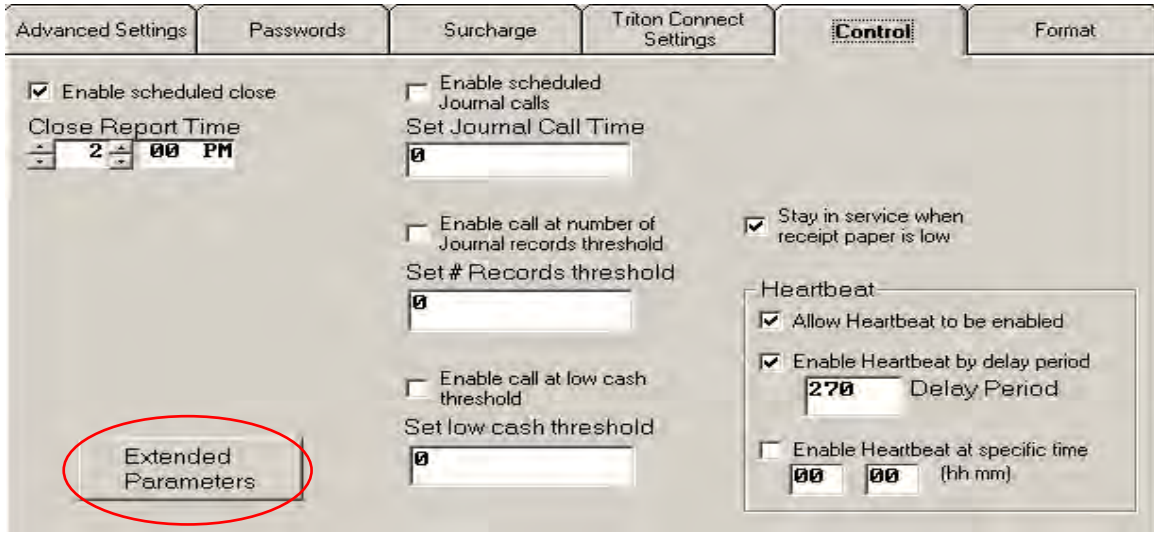
Alarm Monitor Primary Phone Number
5753396
Alarm Monitor Backup Phone Number
5753396

**** IMPORTANT ****

(Phone #'s)

These values should be entered at the terminal when Triton Connect is enabled. A Primary # **MUST** be entered. The others are optional.

Control



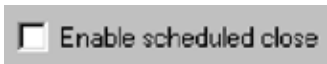
This screen enables you to control various parameters associated with close scheduling, alarm threshold conditions, and terminal monitoring and status reporting.

The following sections provide descriptions of the various parameters.

Extended Parameters

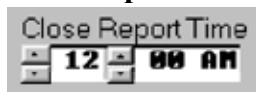
* This option appears for 32-bit terminals (RL/FT5000, RT2000, 98XX) to configure specific parameters. **See pages 43 through 55 for description of options**

Enable Scheduled Close



Check this option to enable the terminal Day Close function.

Close Report Time



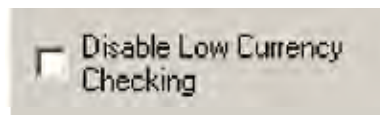
Once you've enabled the terminal to automatically generate a Day Close, specify the time of day at which the close is to take place. Use the controls to choose an hour, minute and AM or PM value.

DAY CLOSE

The Day Close report shows the cumulative value of all transactions (withdrawals, transfers, balance inquiries) performed by the ATM since the previous Day Close. The report also shows the corresponding Host totals, allowing you to compare the ATM totals against the Host processor records.

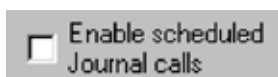
Perform a Day Close once each business day. Because the Host Processor also performs a business Day Close for the ATM, you should perform the close at the same time each day at the time specified by your Host Processor. This will help ensure the Day Close reports reflects the Host's current business day totals for your ATM.

Low Currency Check



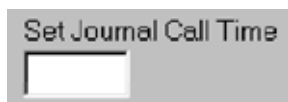
Use this function to enable or disable (as appropriate) the low currency checking feature of the terminal. If **unchecked**, the terminal **will go Out of Service** when the level of currency in the cassette drops below a certain threshold (see the applicable operations manual for the terminal for more information). If the function is **checked**, the terminal will not go out of service until the cassette is empty.

Enable Scheduled Journal Calls



Check this option to direct the terminal to automatically send the *unaudited* electronic journal records to the Triton Connect host computer at a specified time.

Set Journal Call Time



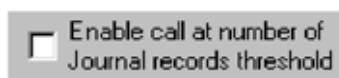
Enter the time (hours only, in 24-hour format) at which the terminal will automatically send the contents of its electronic journal to the Triton Connect host computer.

RANDOM CALLING WINDOW

Only the desired call hour is specified in the Journal Call Time entry. The terminal will initiate the call at some random time that is within one hour of the specified time.

The purpose of this behavior is to avoid a situation in which multiple terminals attempt to call the Triton Connect Host Computer at the same time.

Enable Call at Number of Journal Records Threshold



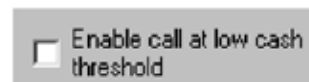
Check this option to direct the terminal to place a call to the Triton Connect host computer whenever the number of records in the terminal's electronic journal reaches a specified value.

Set # Records Threshold



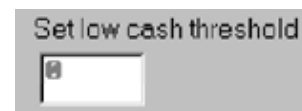
Enter the number of journal records that will establish an activating threshold for the Journal Records function. If this function has been enabled (see previous paragraph), when the number of journal records equals the value you've entered here, the terminal will automatically call and transfer the journal to the Triton Connect host computer.

Enable Call at Low Cash Threshold



Check this option to direct the terminal to place a call to the Triton Connect host computer whenever the level of cash in the terminal's cash cassette reaches a specified value.

Set Low Cash Threshold



Enter the level of cash in the cassette that will establish a threshold for the Cash Threshold function. If this function has been enabled (see previous paragraph), when the number of notes in the cassette drops to the value you've entered here, the terminal will automatically send an alarm notification call to the Triton Connect host computer.

* NOTE *

The Low Currency Check setting is not related to the Low Cash Threshold parameter.

The Low Currency Check is accomplished by a hardware sensor that determines the physical level of currency remaining in the cassette.

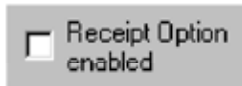
The Low Cash Threshold is determined by a software calculation of the number of bills cash left in the cash cassette; it is determined by subtracting the number of bills involved in each withdrawal transaction from the starting quantity (which must be entered manually at the terminal when the cash cassette is filled).

Lines Per Receipt



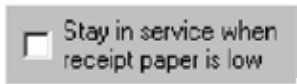
This function sets the minimum print length (in lines) of the receipt provided to the customer after each transaction. NOTE: Changing the print length to less than 35 lines will prevent the receipt from exiting the front of the terminal. This could cause paper jams that could result in printer damage!

Receipt Option Enabled



When this option is checked the customer will be given the option of receiving or not receiving a printed receipt at the conclusion of the transaction.

Stay in Service When Receipt Paper is Low



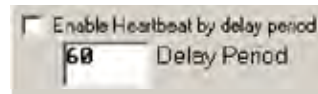
Check this option to force the terminal to remain in operation despite a low receipt paper condition.

Allow Heartbeat to be Enabled



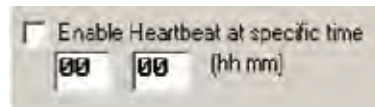
Check this option to make the Heartbeat option visible to the operator of the terminal. The Heartbeat option will appear in the applicable Management Functions menu area of the terminal. Use the Enable Heartbeat function (described next) to enable or disable the function.

Enable Heartbeat/Delay Period



If the Allow Heartbeat to be Enabled option has been checked (thus making the feature accessible at the terminal), you can enable this option. Enter the number of minutes that must expire before a Heartbeat message will be sent by the terminal. NOTE: The Delay Period **MUST** be greater than Zero (0) or a software download will be required to clear the machine’s “Out of Service “ condition.

Enable Heartbeat at Specific Time



If the Enable Heartbeat at Specific Time has been checked, you can enter a specific time when a heartbeat message will be sent by the terminal.

HEARTBEAT MESSAGE

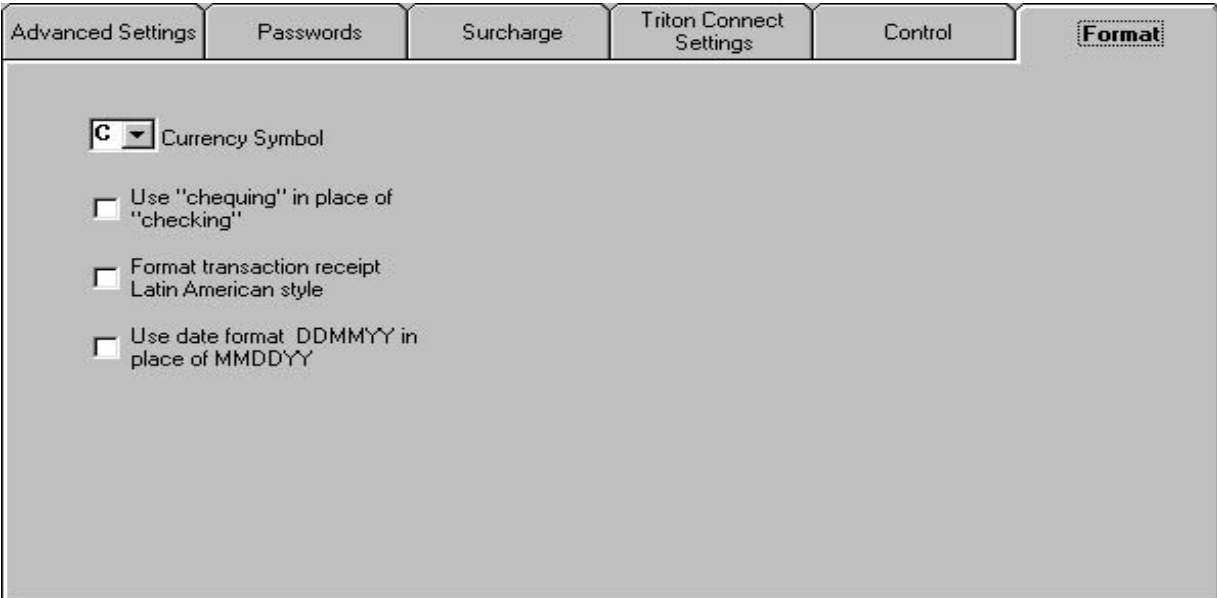
The HEARTBEAT MESSAGE feature is designed to provide a means of reporting communications system status to the host processor.

Status reporting by dial-up ATMs is now the norm, but the single most important feature that cannot be monitored is the communications status. The absence of transactions from a particular terminal can mean one of two things. Usually the lack of calls indicates nothing more than a slow period. Sometimes, though, a piece of the communications system will fail and inhibit any calls from being made. The host has no way of determining which scenario is occurring in any kind of real-time mode. The Heartbeat Message overcomes this limitation.

When this feature is ENABLED, the terminal will call the host after a period of inactivity. During this call, the terminal will request a COMMS KEY DOWNLOAD (the normal configuration download request), and will report status (if the STATUS MONITORING function is ENABLED). This allows the host to determine if a particular terminal is still in operation, even though it may not be performing any transactions at the time.

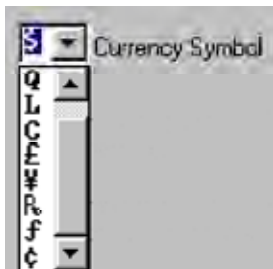
Once the Heartbeat Message call feature is enabled at the terminal, an internal timer will be initialized to the number of minutes set in the DELAY PERIOD parameter at system power-up and after a reset. This timer is restarted each time a call is made to the host. A call to the host is defined as any transaction, including financial, balancing and configuration that actually communicates with the host to the point that the Terminal ID is recognized. A customer transaction that is declined will reset the timer, while a call that fails because the host phone number was busy would not.

Format



This screen enables you to configure miscellaneous formatting options.

Currency Symbol



This function enables you to select the symbol that is appropriate for the currency type being used in the terminal.

“Chequing” vs. “Checking”

Terminals installed in certain international locales may require the variant of the word “checking.”

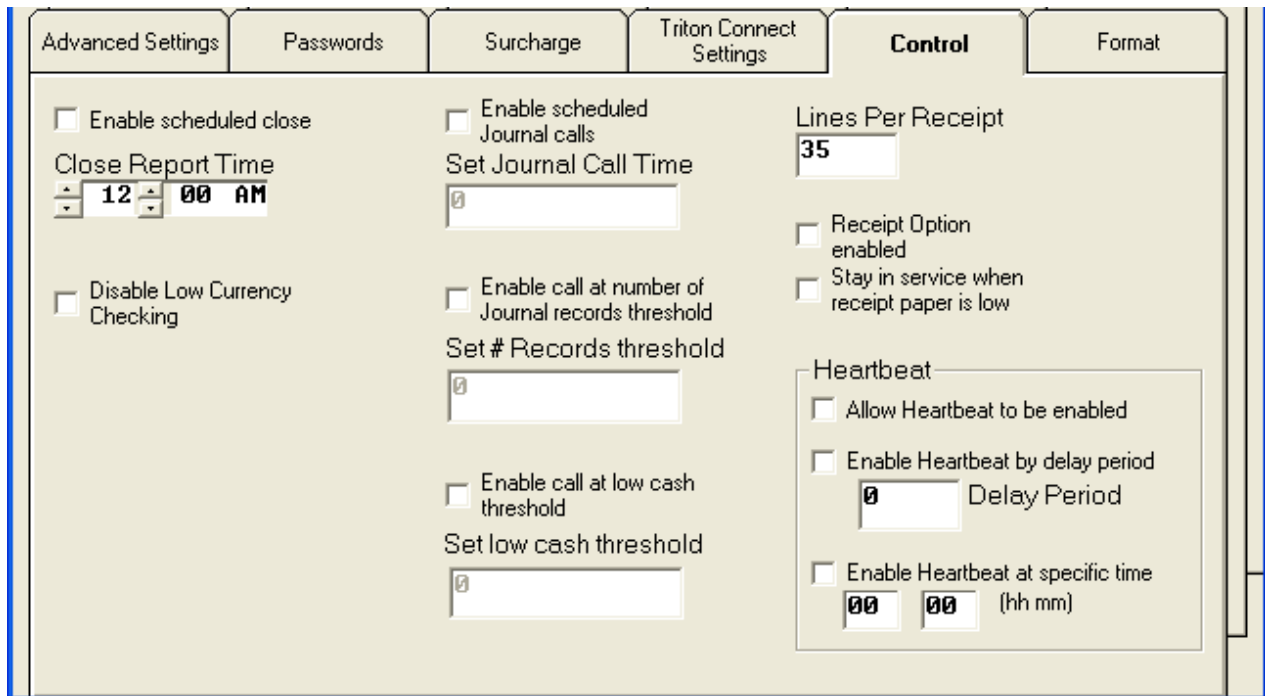
Transaction Receipt Format

Check this option to alter the format of the customer transaction receipt to fit the requirements of the Latin American marketplace.

Date Format

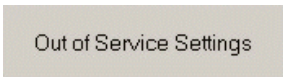
Use this option to select the date format that is most appropriate for the terminals’ location.

Extended Parameters



When the currently selected terminal is a Model RL5000, FT5000, RT2000, or 98XX-series ATM, the Control tab provides the Extended Parameters and Out of Service Settings options.

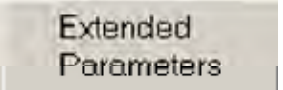
Out of Service Settings



Clicking this button provides access to enable the terminal to go “Out of Service” for a Printer error.



Extended Parameters



Clicking this button provides access to a sub-system of dialogs that enable you to configure specific parameters. This feature is available in XScale and X2 units only.

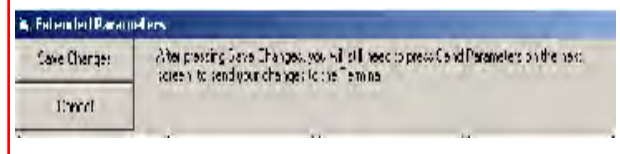
The dialogs are organized into the following parameter areas:

- Ad Data
- Couponing
- Misc.
- News Ticker (N/A at this time)
- Optional Screens

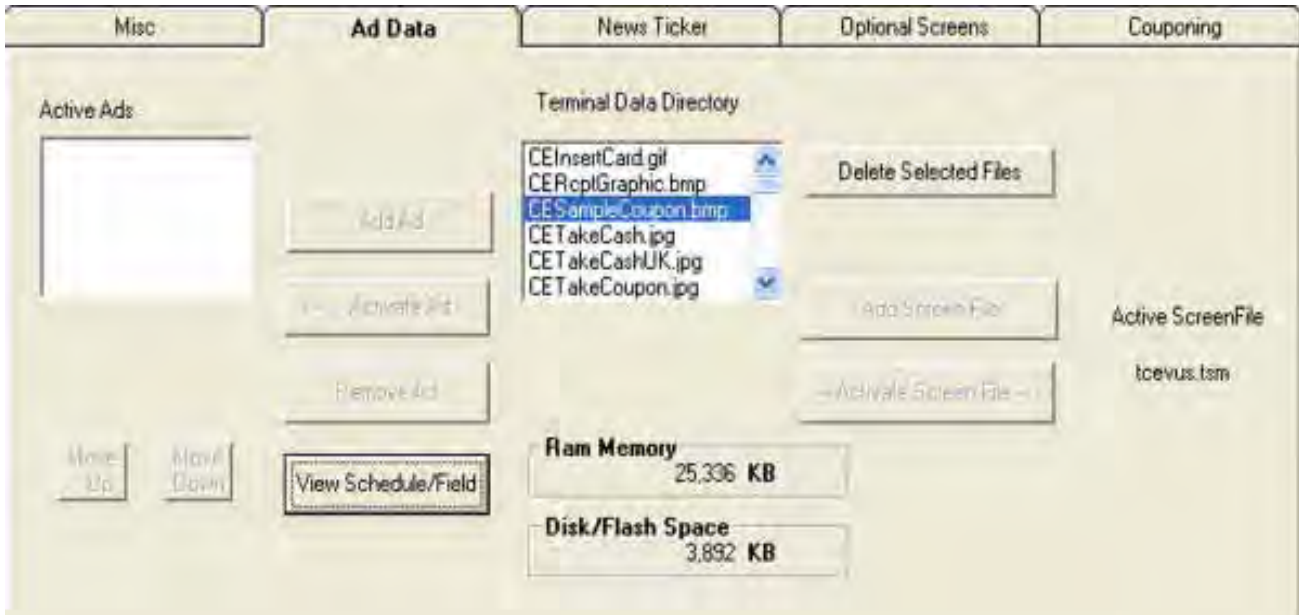
The following sections provide descriptions of the various parameter areas.

**** IMPORTANT ****

After completing the required parameter changes, click the Save Changes button to save the current settings and return to the Terminal Parameters main dialog. Use the Send Parameters function to send the new settings to the selected terminal(s).

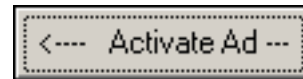


Extended Parameters - Ad Data



The **Extended Parameters - Ad Data** tab enables you to perform the following ad configuration actions:

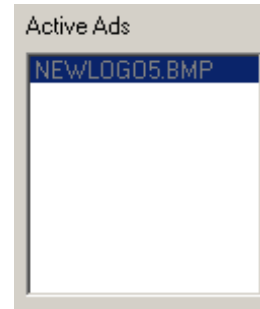
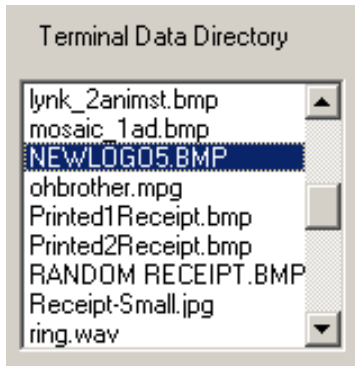
1. Add and Remove Ads.
2. Configure Ad Display Times, Duration and Location.
3. Configure Ad Sequence.
4. Select a Screen File.



Add and Remove Ads

Follow these steps to add an ad to the Active Ads list:

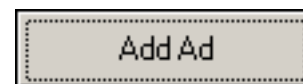
1. Check the Terminal Data Directory list. If the ad you want is located in the list, click the entry to highlight it and then click the **Activate Ad** button to add the ad to the Active Ads list.

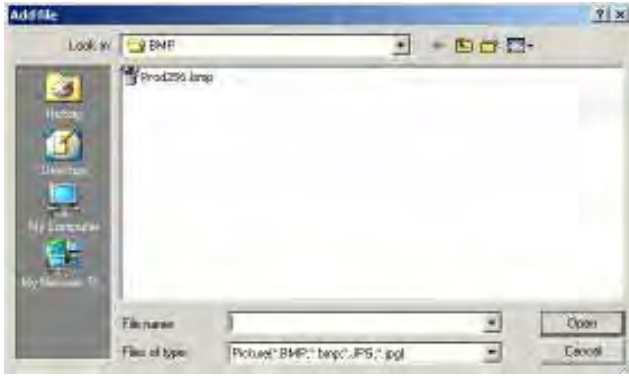


To highlight a group of ads, click once on the first ad, then hold down the **SHIFT** key while clicking on the last ad in the group. This will highlight the first ad, the last ad and any ads in between.

To highlight multiple ads that do not fall neatly into a group, hold down the **CTRL** key while you click on any ad anywhere in the list.

2. If the ad you want is not located in the list, click the **Add Ad** button to bring up a browse dialog:





Browse to the location of the ad you want and click on the filename to highlight it. Click **Open** to accept the selection and return to the Ad Data window. The entry is added to the terminal data directory and automatically added to the Active Ads list.

- When you add an ad to the Active Ads list the scheduling, duration and ad location controls appear. Configure the ad display times, duration and location. (See the section Configure Ad Display Times, Duration and Location for instructions.)

Follow these steps to remove an ad from the Active Ads list:

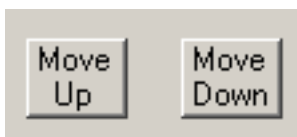
- Locate the ad you want to remove in the Active Ads list and click on the entry to highlight it.
- Click the Remove Ad button to remove the ad from the Active Ads list.

Configure Ad Sequence

The order in which multiple ads are displayed on the terminal's screen is determined by their arrangement in the Active Ads list. You can control this order by moving ads up and down in the list.

Follow these steps to configure ad sequence:

- If you want a particular ad to be shown before other ads in the list, click on the ad in the Active Ads list to highlight it, then click the Move Up button to place the ad above the other items:

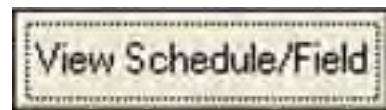


- If you want a particular ad to be shown after other ads in the list, click on the ad in the Active Ads list to highlight it, then click the Move Down button to move the ad below the other items.

Configure Ad Display Times, Duration, and Location

Performing either of the following actions will show the ad display times, duration and location controls:

- Add an ad to the Active Ads list.
- Highlight an entry in the Active Ads list and click the View Schedule/Field button:



Follow these steps to configure ad display times, duration and location for the currently selected ad in the Active Ads list:

- Active Hours.** The Active Hours schedule shows a checkbox for each hour of the day. By default, newly added ads are scheduled for 24-hour display, therefore the checkbox for each hour is checked.

To change the display times for the current ad, remove the checkmarks for those hours in which you don't want the ad to be displayed, and place a checkmark in those checkboxes for hours in which you want the ad to be displayed. Click the Apply button to accept the changes.

- Duration.** This is the length of time (in seconds) the ad will be displayed. By default, a value of zero (0) is displayed in the Duration textbox. To set the time, click inside the Duration textbox and enter a duration in seconds, between 0 and 120. If the ad is a video and 0 is selected, the ad will be displayed for the entire playing time of the video. Click the Apply button to accept the changes.

3. **Active Field.** This setting specifies where the ad graphic will be displayed and/or printed. To configure the location for the current ad, click inside the Active Field to view the location options:

- None
- Advertisement
- Logo
- Receipt Graphic

Click the required option, then click the Apply button to accept the choice.

4. When clicked, the **Apply** button becomes the **Done** button. Click the **Done** button to return to the main Ad Data window.

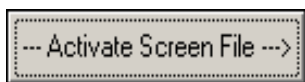
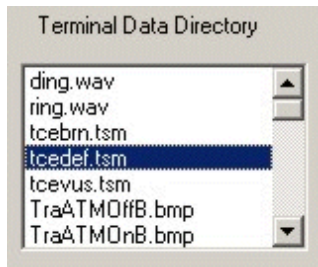
Select a Screen File

The Screen File specifies the appearance and functionality of the screens that are displayed to the customer at the terminal.

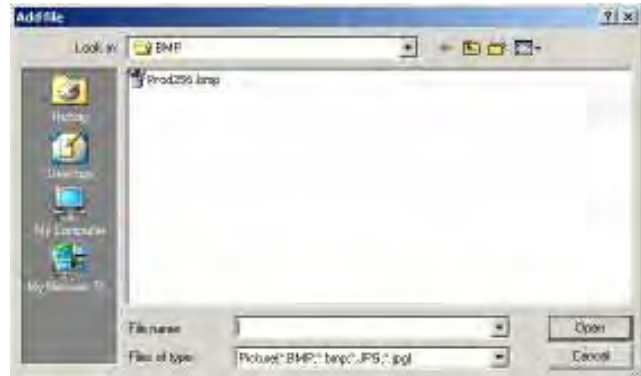
*** NOTE ***
Screen files must be a properly formatted *.TSM file.

Follow these steps to select a Screen File:

1. Check the Terminal Data Directory list. If the Screen File you want is located in the list, click the entry to highlight it and then click the **Activate Screen File** button. The selected Screen File name is shown next to the button.

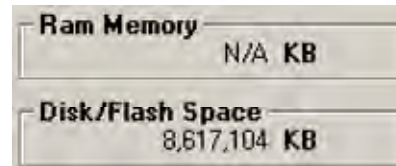


2. If the Screen File you want is not located in the list, click the **Add Screen File** button to bring up a browse dialog.



Browse to the location of the Screen File you want and click on the filename to highlight it. Click **Open** to accept the selection and return to the Ad Data window. The selected Screen File name is shown next to the button.

RAM Memory-Disk/Flash Space



Graphics are stored in Flash memory - RAM is same as on a personal computer.

GRAPHIC SIZES

Graphics are displayed in designated fields in the display. Optimize display graphics by creating them in sizes that fit their intended use. Graphic dimensions are in *pixels*.

X-SCALE UNITS (RL/FT5000/RT2000)

FULL SCREEN - 636 X 476	COUPON GRAPHIC (TOP OR BOTTOM ONLY) - 450 X 225 (.BMP only)
LOGO - 310 X 85	COUPON GRAPHIC (TOP AND BOTTOM) - 320 X 160 (.BMP ONLY)
TRANSACTION AD - 636 X 260	RECEIPT GRAPHIC - 480 X 120 (.BMP only)
BANNER - 205 X 56	
HEADER - 636 X 90	
WELCOME AD - 310 X 385	

X2 UNITS (RL2000 or X2-MIGRATED RL/FT5000/RT2000 (W/10.4" DISPLAY))

5.7" DISPLAY (RL2000)

FULL SCREEN AD - 636 X 476
TRANSACTION AD - 636 X 260
TRANSACTION AD - 636 X 475
RECEIPT GRAPHIC - 480 X 120 (.BMP only)

8.0" DISPLAY (RL2000) /10.4" DISPLAY

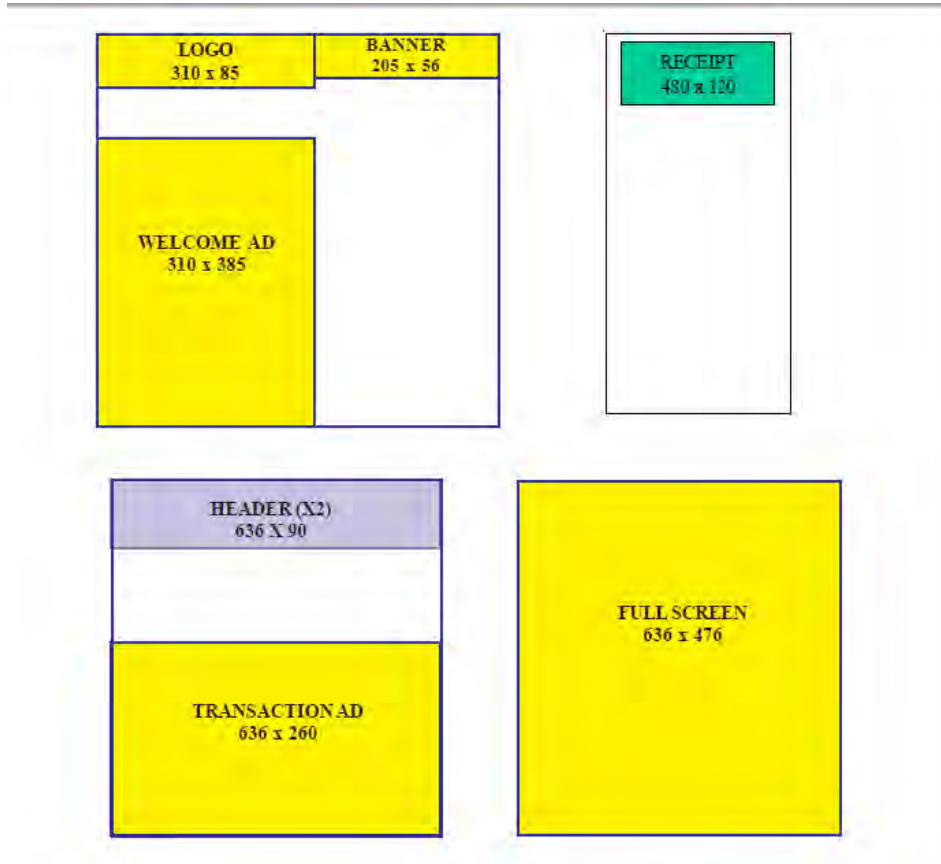
HEADER - 636 X 90
WELCOME AD - 310 X 385
FULL SCREEN AD - 636 X 476
TRANSACTION AD - 636 X 260
RECEIPT GRAPHIC - 480 X 120 (.BMP only)

* COUPON GRAPHIC (TOP OR BOTTOM - ONLY) - 450 X 225
(.BMP ONLY)

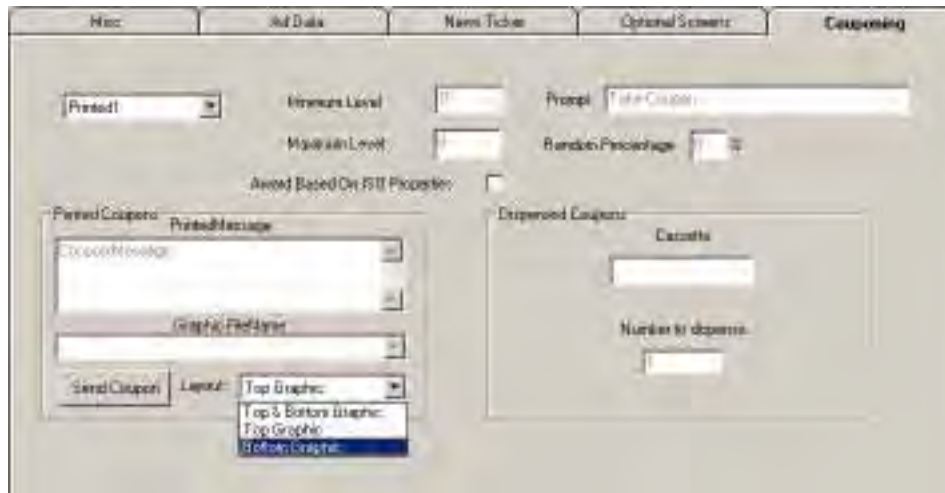
* COUPON GRAPHIC (TOP AND BOTTOM) - 320 X 160 (.BMP
ONLY)

* Applies for any X2 display size.

GRAPHIC EXAMPLES



Extended Parameters - Couponing



Coupons are used to notify customers of awards, prizes, sales, or other promotional opportunities. The Extended Parameters - Couponing tab enables you to perform the following coupon configuration actions:

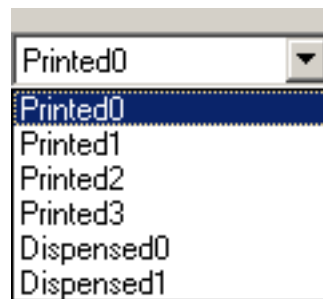
1. Select Coupon Type.
2. Set Minimum and Maximum Levels.
3. Enter a Random Percentage.
4. Enter a Coupon Prompt.
5. Enable Award Based on ISO Properties.
6. Configure Printed Coupon Message, Graphic and Layout.
7. Configure Dispensed Coupon Cassette and Number of Dispenses.

Select Coupon Type

There are two types of coupons that can be delivered to the customer: Printed or Dispensed. To configure the settings for a coupon you must first select the coupon type. You can choose to configure settings for as many as four Printed and two Dispensed coupon types per terminal.

Follow these steps to select the coupon type:

1. Click the coupon type drop-down list.



Printed0. This is the first of four available printed coupon types. Printed coupons are delivered to the customer via the receipt printer.

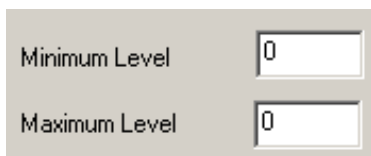
Printed(1-3). Additional printed coupon selections.

Dispensed0. This is the first of two available dispensed coupon types. Dispensed coupons are dispensed from one or more of the note cassettes.

Dispensed1. Additional dispensed coupon.

2. Select a coupon type. Set the coupon parameters as required.

Set Minimum and Maximum Levels



A screenshot of a form with two input fields. The first field is labeled "Minimum Level" and contains the number "0". The second field is labeled "Maximum Level" and also contains the number "0".

The Minimum Level parameter represents the minimum withdrawal amount that will trigger the printing or dispensing of a coupon. The Maximum Level parameter represents the maximum amount that will trigger the printing or dispensing of a coupon.

Follow these steps to set the minimum withdrawal amount for the currently selected coupon type:

1. Click inside the Minimum Level textbox.
2. Enter a value. The value must be at least as large as the Multiple Amount parameter, and no greater than the Maximum Cash parameter.

If the customer performs a successful withdrawal transaction for an amount equal to or greater than this amount, and less than or equal to the Maximum Withdrawal Amount parameter, a coupon will be printed or dispensed (as determined by the Coupon Type selected).

Follow these steps to set the maximum withdrawal amount for the currently selected coupon type:

1. Click inside the Maximum Level textbox.
2. Enter a value. The value must be at least as large as the Multiple Amount parameter, and no greater than the Maximum Cash parameter.

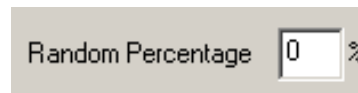
If the customer performs a successful withdrawal transaction for an amount equal to or greater than the Minimum Amount parameter and less than or equal to the Maximum Withdrawal Amount parameter, a coupon will be printed or dispensed (as determined by the Coupon Type selected).

Enter a Random Percentage

This function sets the frequency at which random prize coupons will be awarded (printed or dispensed, as applicable). The random coupon is won by a random number of transactions of any type. The winning percentage can be set from 0 to 100%. For example, if the winning percentage is set to 10%, then 1 out of every 10 transactions will be awarded a prize.

Follow these steps to enter a random award percentage value:

1. Click inside the Random Percentage textbox.



A screenshot of a form with a single input field labeled "Random Percentage" containing the number "0" followed by a percentage sign "%".

2. Enter the random winning percentage, from 0 to 100%.

Enter a Coupon Prompt

The prompt is a brief message that appears on screen when a customer is given a coupon. It's primary purpose is to inform the customer of the presence of the coupon, so that it may be retrieved.

Follow these steps to enter the coupon prompt message:

1. Click inside the Prompt textbox.
2. Enter a brief message to serve as a prompt to the customer to retrieve the coupon.



A screenshot of a form with a single input field labeled "Prompt" containing the text "Take Coupon".

Enable Award Based on ISO Properties

Use this function to enable the award of coupons to customers based on the detection of a particular ISO Number when the customer's ATM card is scanned. Note: the ISO Number must have the Award Coupon action selected.

Follow these steps to enable coupon award based on ISO Properties:

To enable the function, click the Award Based on ISO Properties checkbox to place a checkmark in the box.



A screenshot of a form with a checkbox labeled "Award Based On ISO Properties". The checkbox is currently unchecked.

Configure Printed Coupon Message, Graphic and Layout

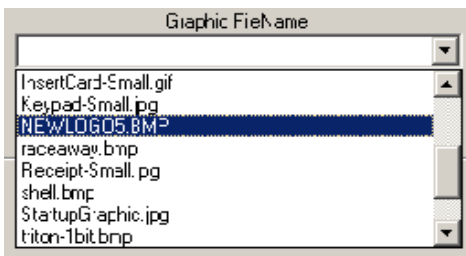
The settings in this area apply to printed coupons only. The Coupon Message is a descriptive statement that appears on printed coupons only. The message should describe the purpose of the coupon, such as a discount coupon, prize claim slip, etc. The Coupon Graphic will appear on printed coupons. The Layout parameter establishes the orientation of text and graphics on printed coupons.

Follow these steps to configure the coupon message, graphic and layout for printed coupons:

1. Click inside the Printed Message textbox. Enter a brief coupon message.



2. Click the Graphic FileName listbox to view the available graphics.



If the graphic you want is located in the list, click the entry to select it. If the graphic you want is not located in the list, click the Send Coupon button to bring up a browse dialog. Browse to the location of the graphic you want and click on the filename to highlight it. Click Open to accept the selection and return to the Couponing window.

3. Click the Layout listbox to view the available orientation types.



The orientation can be set to three types:

Top & Bottom Graphic. Graphics are oriented along the top and bottom of the receipt.

Top Graphic: Graphics are oriented along the top of the receipt.

Bottom Graphic: Graphics are oriented along the bottom of the receipt paper.

4. Click the layout type you want to use.

Configure Dispensed Coupon Cassette and Number of Dispenses

The settings in this area apply to dispensed coupons only. The Cassette selection determines the cassette that will be used to dispense coupons. The Count parameter determines how many coupons will be dispensed for each qualifying transaction.

Follow these steps to configure the coupon cassette selection and number of dispenses:

1. Click the Cassette listbox to view the available cassettes. Select the cassette that will be used to dispense coupons.
2. Click inside the Number to Dispense textbox. Enter the number of coupons to dispense for the currently selected cassette.

Extended Parameters - Misc



The Extended Parameters - Misc tab allows you to perform the following configuration actions:

1. Change Default Language.
2. Change Default Transaction.
3. Change Default Account.
4. Change Protocol Type.
5. Change Message Type.
6. View User List.
7. Schedule Reboot.
8. Delete users and/or modify user name
(32-bit terminals only)

Change Default Language

The Default Language will be used to display/print customer and management reports and receipts.

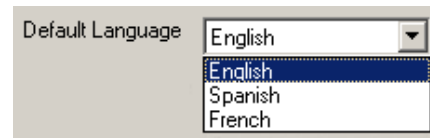
The default language is the language that is initially displayed on customer transaction screens. This language will be used for all screens unless changed by the customer. In most cases you will select a default language based on the terminal's location and customer language considerations. Usually, the default language will suffice for the majority of your intended customers.

In other cases you may want to give customers the option of selecting a different language than the default language. You can give customers this option by providing a language selection screen, which let's them select their language of choice.

When an optional language is selected, the ATM uses the language in all transaction screens for the current customer's session only, returning to the default language for subsequent customers.

Follow these steps to change the Default Language:

1. Click the Default Language listbox to view the available languages.



Available languages include: English, French and Spanish, but may include other languages, depending upon the terminal software in use.

2. Click the language you want to use.

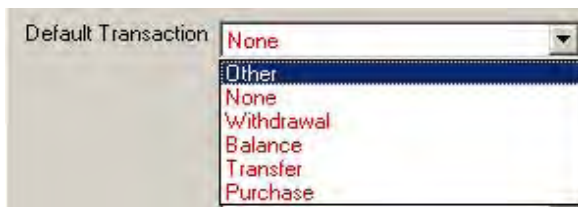
Change Default Transaction

The Default Transaction Type enables a default transaction to be presented to the customer: WITHDRAWALS, TRANSFERS or BALANCE INQUIRIES. In most cases you will offer the customer a number of transaction options, such as transfers and balance inquiries, in addition to withdrawals. In some instances, however, additional transaction options may not be available, or if available they may not be enabled for display to the customer.

The default transaction type (such as withdrawals) is the transaction type that you want to be presented to the customer if no other transaction options are available or enabled.

Follow these steps to change the Default Transaction:

1. Click the Default Transaction listbox to view the available transactions.



Available transactions include: Withdrawal, Balance, Transfer, Purchase, and Other depending upon the version of terminal software in use.

2. Click the transaction type want to use.

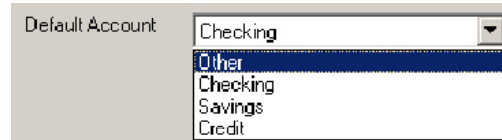
Change Default Account

The Default Account Type enables a default account to be used for customer transactions: CHECKING, SAVINGS, CREDIT CARD, or OTHER. In most cases you will offer the customer a number of account options, such as savings or credit card accounts, in addition to checking accounts. In some instances, however, additional account options may not be available, or if available they may not be enabled for display to the customer.

The default account type is the account type (such as checking) that you want to be presented to the customer if no other account options are available or enabled.

Follow these steps to change the Default Account:

1. Click the Default Account listbox to view the available account types.



Typical account types include: Checking, Savings and Credit.

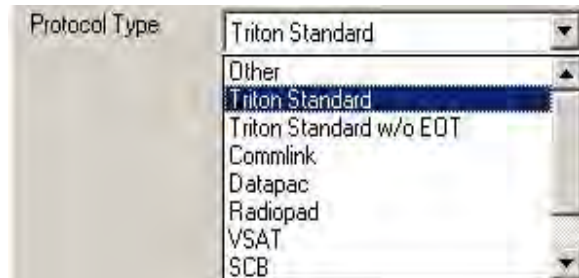
2. Click the account type you want to use.

Change Protocol Type

The communications protocol setting will depend upon the type of communications environment the terminal is operating in and your processor's requirements. The Triton Standard communications protocol, for example, suffices for many locations, particularly in the continental United States. Other locations, especially in international markets, may require a different protocol, such as Datapac, Radiopad, or other specialized protocols.

Follow these steps to change the Protocol Type:

1. Click the Protocol Type listbox to view the available protocols.



2. Click the protocol type you want to use.

Change Message Type

The communications message setting specifies the content and structure of messages that pass between the terminal and the processor during transactions, status updates, etc. The Triton Standard communications message specification, for example, suffices for many locations, particularly in the continental United States. Other locations, especially in international markets, may require a different message specification.

The communications message setting will depend upon your processor's communications requirements.

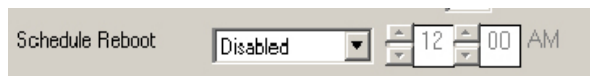
Follow these steps to change the Message Type:

1. Click the Message Type listbox to view the available message formats.



2. Click the message type you want to use.

Schedule Reboot

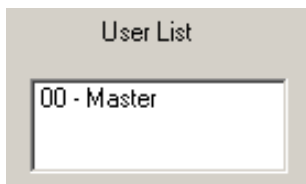


A periodic scheduled reboot of PC-based units is recommended at least once a week. Use these fields to Enable the Scheduled reboot and set the time for the reboot of the terminal.

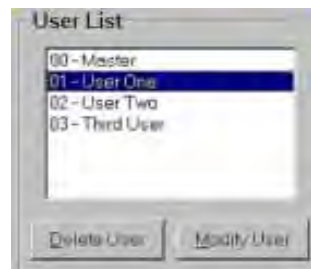
View User List

Passwords restrict management functions access to designated personnel. Each authorized user will be assigned a password, a 2-digit ID code, and a Username. The ID code and password are entered together to gain access to the terminal management functions, while the Username provides a “friendly” name that refers to the currently logged in user. The Username can be up to 40-characters long.

The User List shows the ID code and corresponding Username for each User on the terminal.



Delete / Modify User (new) (32-bit terminals only)



To DELETE a User (NOT MASTER) - Highlight a User and then click on the **Delete User**. The user will be removed from the ATM.

To Modify a User's name or change a User's password - Highlight a User and click on the **Modify User**. The following screen will appear:



Change the User's name and/or password and select “Apply”. The changes will be applied to the ATM.

*** NOTE ***

Master and User passwords may be modified IF the terminal is running software version 1.8.2 or newer!

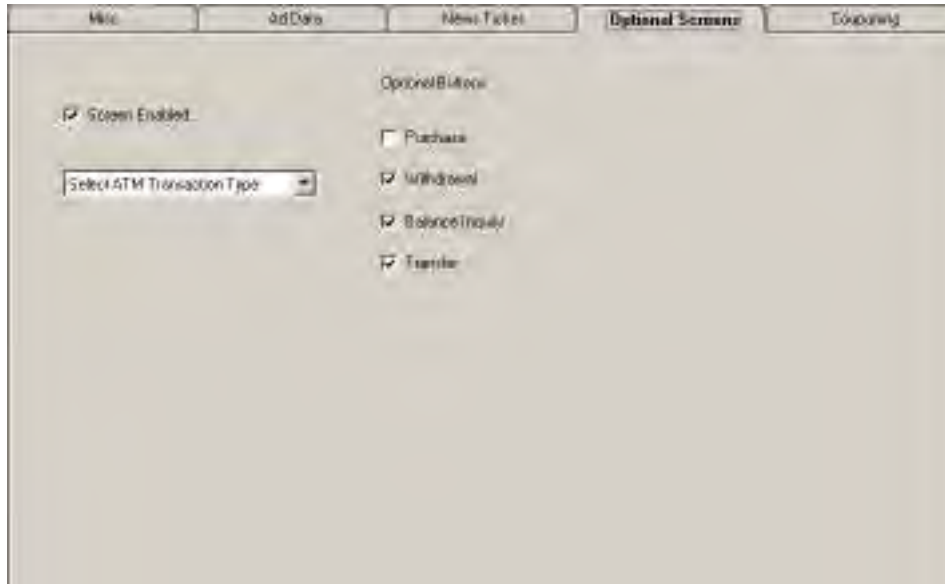
Import ATM Passwords from File

Triton Connect adds the ability to import user passwords to send to the ATM. This could be used to reduce typographical errors or re-typing the passwords if they will be sent to several ATMs or groups of ATMs at different times. The format of the file is one user's data per line containing the User ID, Username, and the password, each separated by a comma. The file can be created in Notepad or any standard text editor.

To use this feature, perform the following steps:

1. Open the Triton Connect Terminal Manager
2. Click the Terminal Data menu and select Set Terminal parameters.
3. Select the desired ATM and click View Parameters.
4. Navigate to the Control tab.
5. Click the Extended Parameters button.
6. Navigate to the Misc tab.
7. Click Import From File in the User List area.
8. Browse for the file, select it, and click Open.
9. Click Save Changes.
10. Click Send Parameters to schedule the call to the ATM.

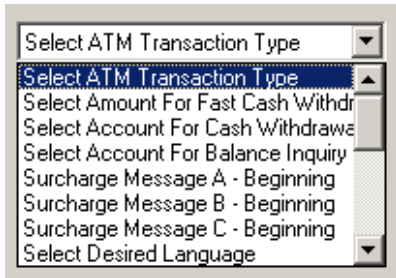
Extended Parameters - Optional Screens



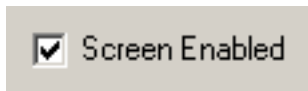
Use this function to enable/disable optional screens and screen buttons at the terminal.

Follow these steps to configure Optional Screens and Screen Buttons:

1. Click inside the screens listbox. Select a screen type.



2. To enable the screen, click the Screen Enabled checkbox to enable (check) or disable (uncheck) the currently selected screen.



3. The button choices applicable to the selected screen will appear. Click the checkboxes to enable (check) or disable (uncheck) the buttons, as applicable.

4. After completing any required parameter changes, click the Save Changes button to return to the Terminal Parameters main dialog.

The types of screens and screen button choices can vary depending upon the Screen File that is currently in use; however, the available screen options will generally fall into the following categories:

Account/Transaction

Screens in this category are used to offer additional keypad-based and audio-transaction based account and transaction-type selections to the customer, such as for balance inquiries, transfers and cash withdrawals.

*** NOTE ***

Main transaction/account selections may necessitate the configuration of other options. See the terminals Operation/Configuration manual for more details.

Language Selection

Screens in this category offer the customer the opportunity to select a favored language in which to perform the transaction, such as Spanish or French. Both displayed and audio-based language selections are supported.

Extended Perimeters for PPM- Specific Settings

Extended Parameters (Supervisor)

Save Changes After pressing Save Changes, you will still need to press Send Parameters on the next screen to send your changes to the Terminal

Cancel

Misc Ad Data News Ticker Optional Screens Coupons Service Providers Gift Cards **Propane**

Flow Start Timeout (sec) 1

Flow Stop Timeout Low (sec) 2

Flow Stop Timeout High (sec) 3

Flow Stop Timeout Threshold (gal) 0.45

Price Per Gallon (cents) 678.9

Display and Print Price and Amount

NOTE: Consult the Propane Pump Payment Module (PPPM) Users Manual for information on these settings.

Surcharge Message

Processor requirements may dictate that a particular type of wording be used in the surcharge notification message presented to customers. Screens in this category can offer a choice of surcharge message types, from which you can choose the most appropriate for your location. The location of the surcharge message in the transaction flow (Beginning or Ending) can also be selected.

Receipt Option

Screens in this category offer the customer the opportunity to choose whether to receive a printed receipt of their transaction, or not.

Fast Cash Amounts

Screen buttons in this category offer the customer the convenience of choosing from a number of predefined withdrawal amounts, rather than having to enter a value.

Purchase Selections

For applications in which a non-cash item can be purchased from the unit, such as phone cards or theater tickets, screen buttons can be chosen to provide the appropriate quantity/price options to the customer.

Select VAS Transaction

Screens in this category offer the customer the options to choose: (WAVES features)

- Get Cash Now (normal cash transactions)
- Money Transfers (Western Union)
- Cash Check (CashWorks)
- Prepaid Phone (PaySpot)

If any of these options is checked (enabled), the customer screen will offer these services. If enabled, you **MUST** configure that services particular options and **ensure** that the service is supported by a processor.

Additional Device Information Support

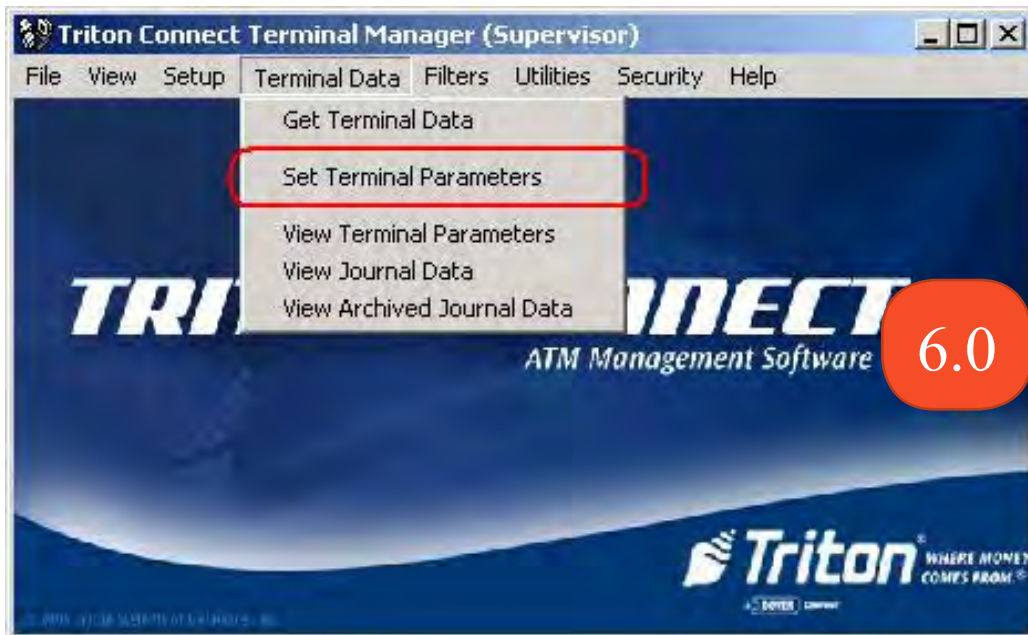
Triton Connect supports retrieving and displaying an increased amount of information about the ATM, devices, and general configuration.

Note: To use this functionality, the ATM software must also support this feature. For RL2000/FT5000/RT2000/RL5000 ATMs, software version 2.4 introduces support for this feature. If uncertain, please check with Triton Technical Support to verify if your ATM software version supports this functionality.

View Additional Device Information

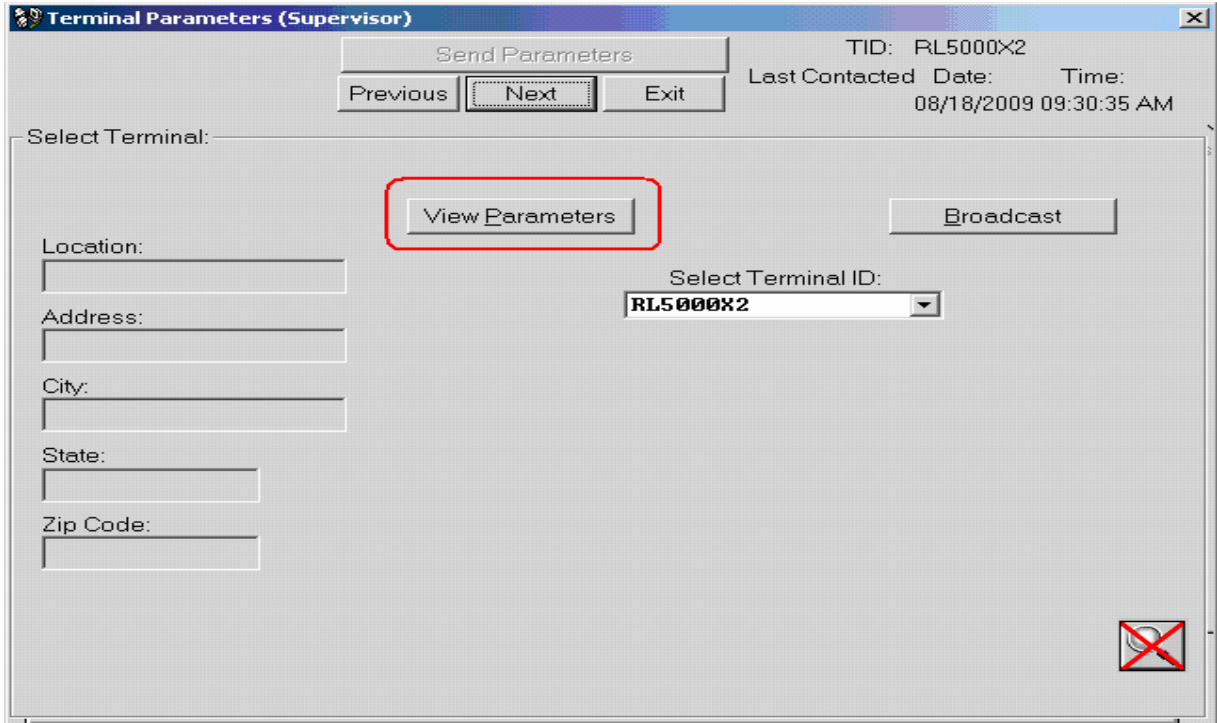
Support for viewing additional device information, such as more detailed card reader information, keypad information, or other information. To view this information, perform the following steps:

1. Open the Triton Connect Terminal Manager
2. Open the Terminal Data menu.
3. Select “Set Terminal Parameters”.
4. Navigate to the desired ATM and click the “View Parameters” button.
5. Select the “Version Numbers” tab. The right side of the Version Numbers tab contains the additional information, if support.

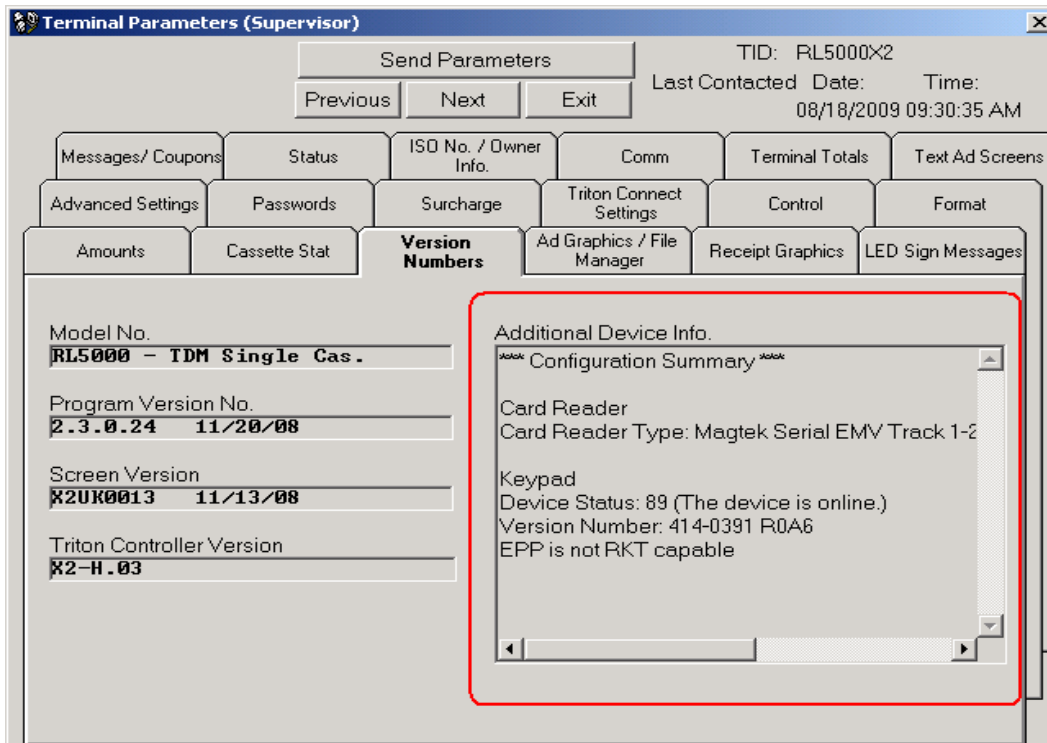


Triton Connect Terminal Manager with Set Terminal Parameters menu option shown in the Terminal Data menu

TRITON CONNECT USER MANUAL



Terminal Parameters window with View Parameters button shown



Version Numbers tab with Additional Device Information shown

Broadcast Store Messages

Broadcast Store Messages

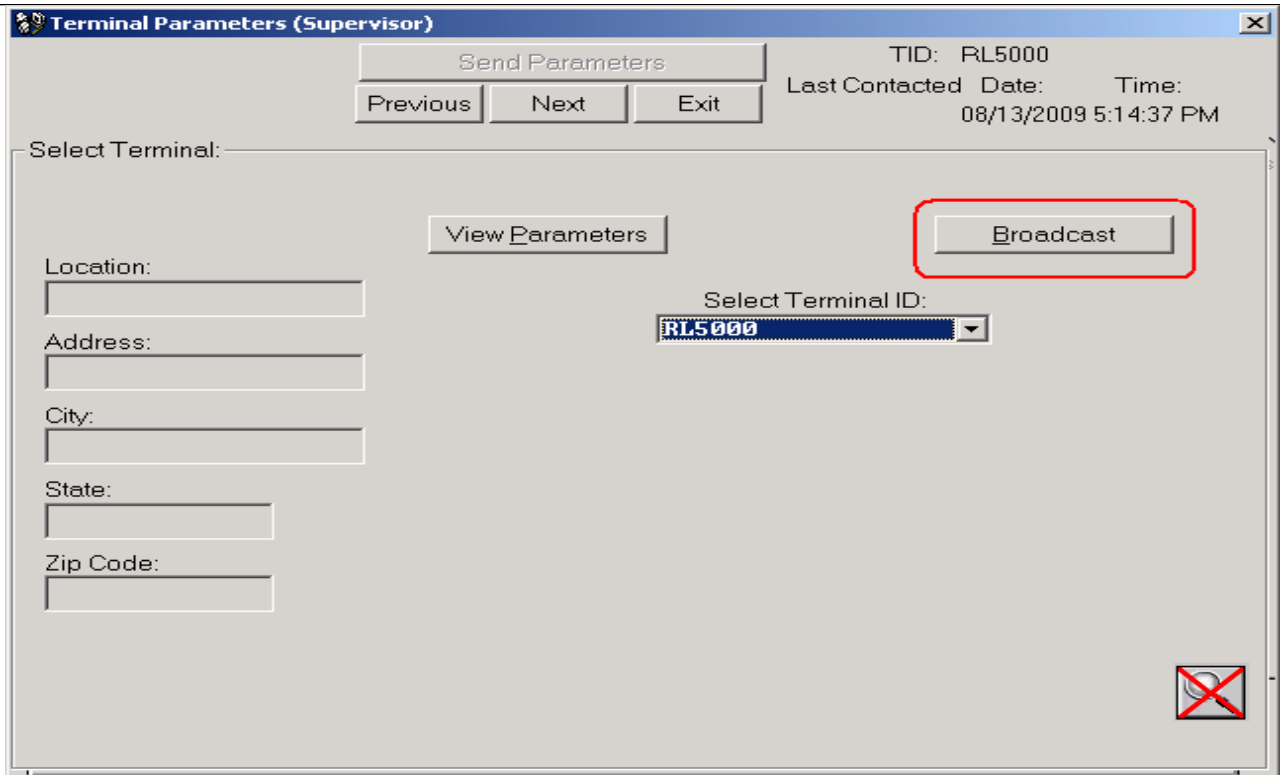
Triton Connect allows for the broadcasting of the Store Message. To use this feature, please perform the following steps:

1. Open the Triton Connect Terminal Manager
2. Open the Terminal Data menu.
3. Select “Set Terminal Parameters”
4. Click the “Broadcast” button.
5. Select the ATMs to broadcast to from the list on the right-side of the screen, using the add button to add them to the broadcast list.
6. Once the broadcast list is complete, click the View Parameters button.
7. Select the “Messages/Coupons” tab.
8. Verify that the selected message is Store Message.
9. Enter the desired Store message.

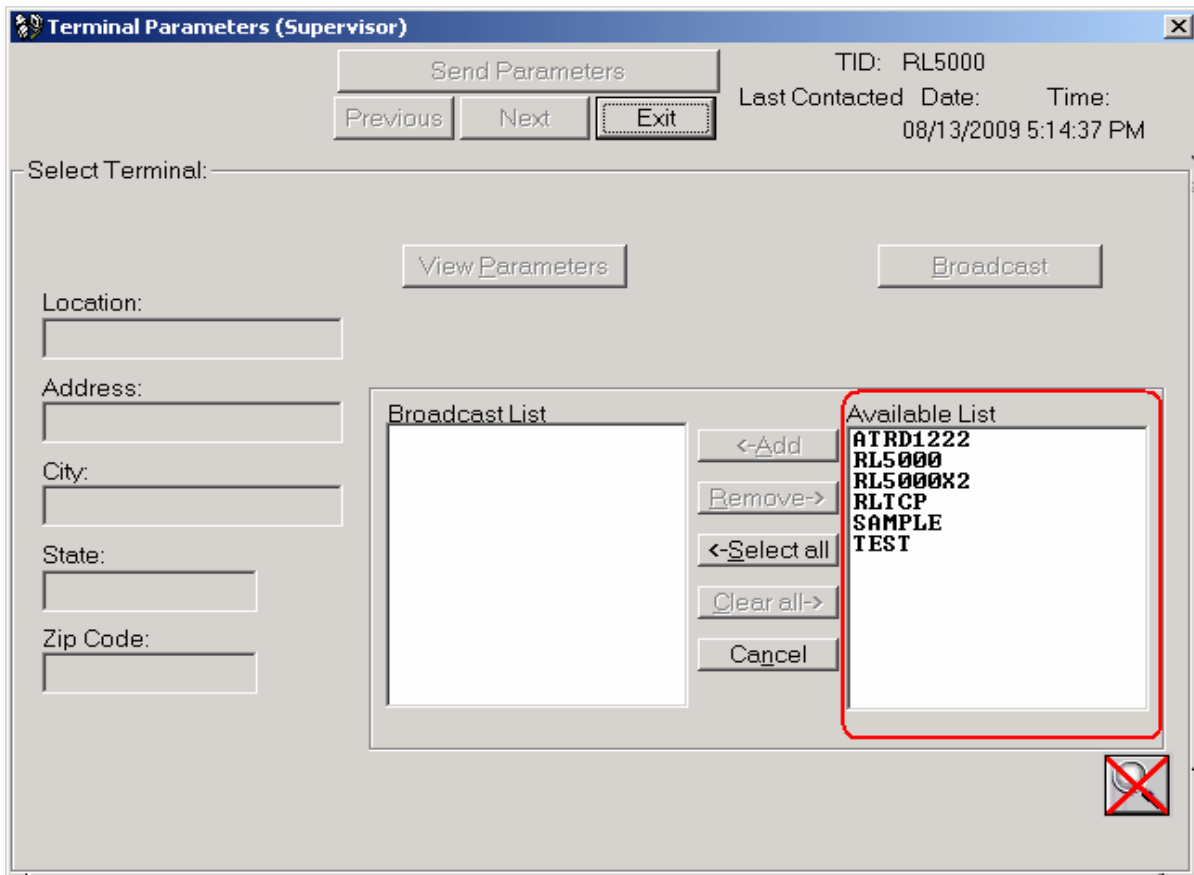


Triton Connect Terminal Manager with Set Terminal Parameters menu option shown in the Terminal Data menu

TRITON CONNECT USER MANUAL

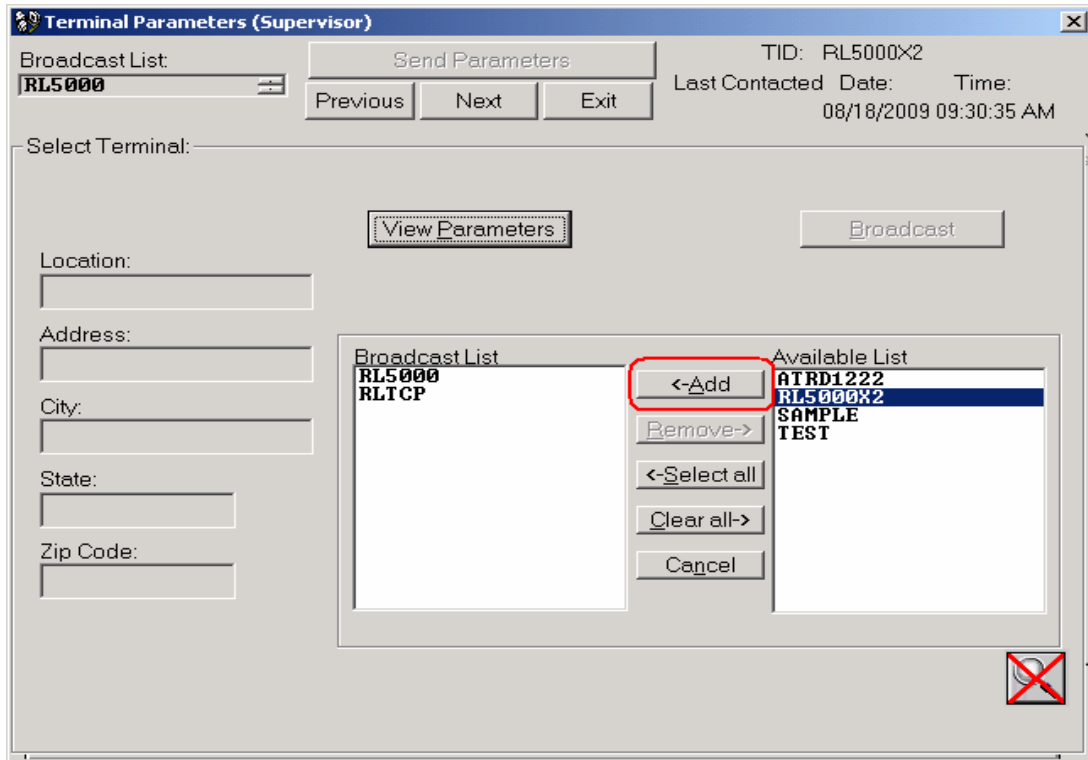


Terminal Parameters window with Broadcast button shown

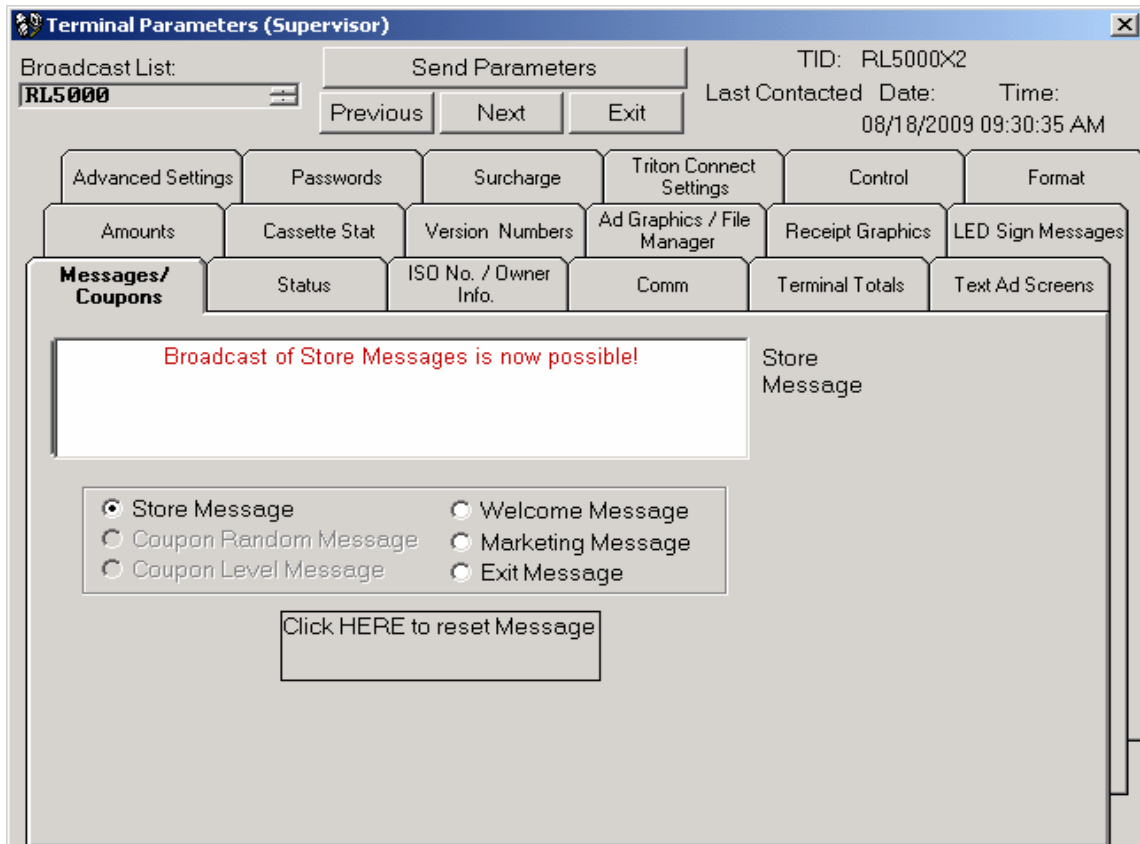


Terminal Parameters window, showing list of terminals available for broadcast

CHAPTER 8 - TERMINAL PARAMETERS



Terminal Parameters window in process of configuring broadcast list



Terminal Parameters window in process of setting new Store Message for broadcasting

RKT Support

Triton Connect had support for viewing if Remote Key Transfer (RKT) is enabled. If RKT is enabled, it may be disabled using Triton Connect. However, to enable RKT will require a visit to the ATM.

View RKT Status

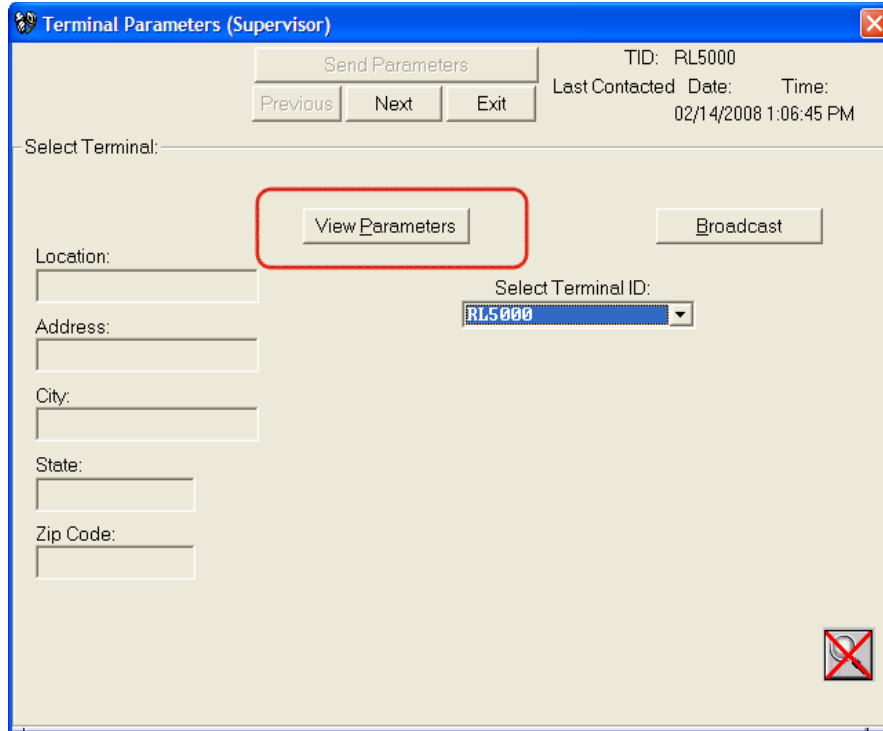
Triton Connect allows viewing if RKT is enabled. To determine if RKT is enabled, perform the following steps:

1. Open Triton Connect Terminal Manager.
2. Open the Terminal Data menu.
3. Click “View Terminal Parameters”. This will present the Terminal Parameters screen.
4. Select the desired ATM and click “View Parameters”.
5. Navigate to the “Comm” tab.
6. If the “Remote Key Transfer” button appears, click it. This will present the Remote Key Transfer screen. If the button does not appear, RKT is either not supported on the selected terminal or is disabled.

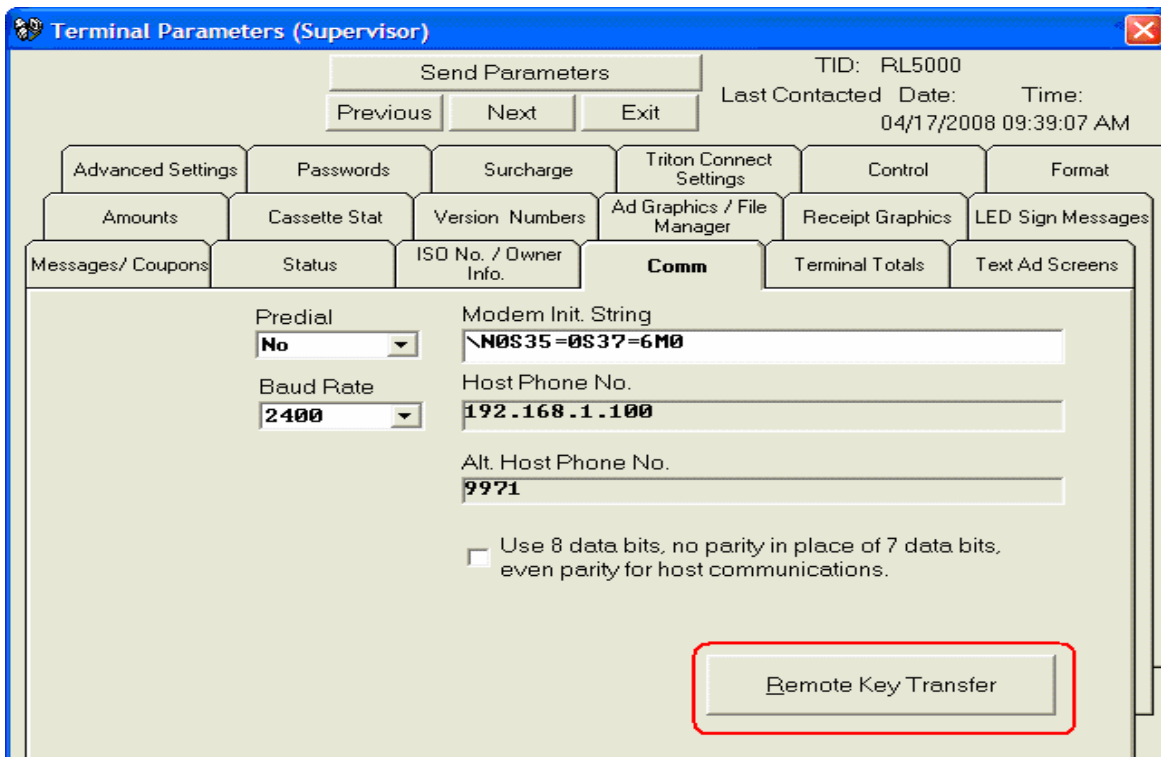


Triton Connect Terminal Manager with View Terminal Parameters menu option shown in the Terminal Data menu

CHAPTER 8 - TERMINAL PARAMETERS

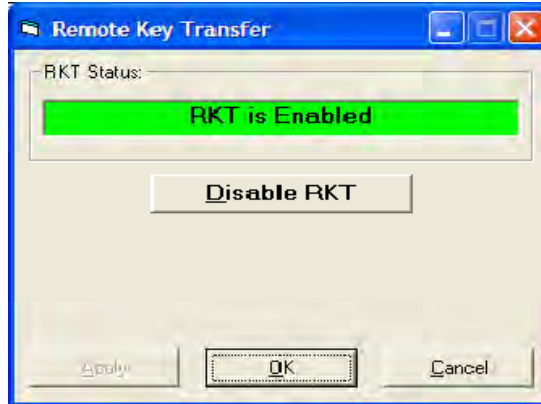


Terminal Parameters window with View Parameters button shown



Terminal Parameters window showing the “Remote Key Transfer” button for the selected terminal.

If this button does not appear, RKT is either not enabled or not supported on the ATM.



Remote Key Transfer window showing status as enabled

Change RKT Status

Currently, Triton Connect **allows only for the disabling** of RKT. **To enable RKT requires visiting the terminal.**

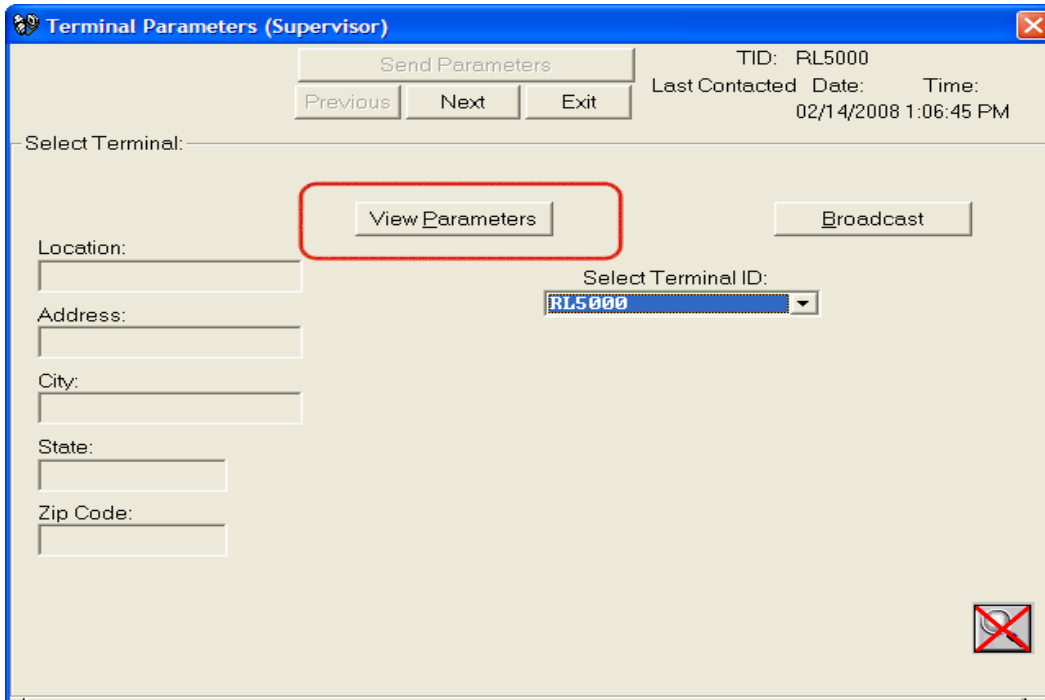
To disable RKT using Triton Connect, perform the following steps:

1. Open Triton Connect Terminal Manager.
2. Open the Terminal Data menu.
3. Click "Set Terminal Parameters". This will present the Terminal Parameters screen.
4. Select the desired ATM and click "View Parameters".
5. Navigate to the "Comm" tab.
6. If the "Remote Key Transfer" button appears, click it. This will present the Remote Key Transfer screen. If the button does not appear, RKT is either not supported on the selected terminal or is disabled.
7. From the Remote Key Transfer screen, click "Disable RKT".

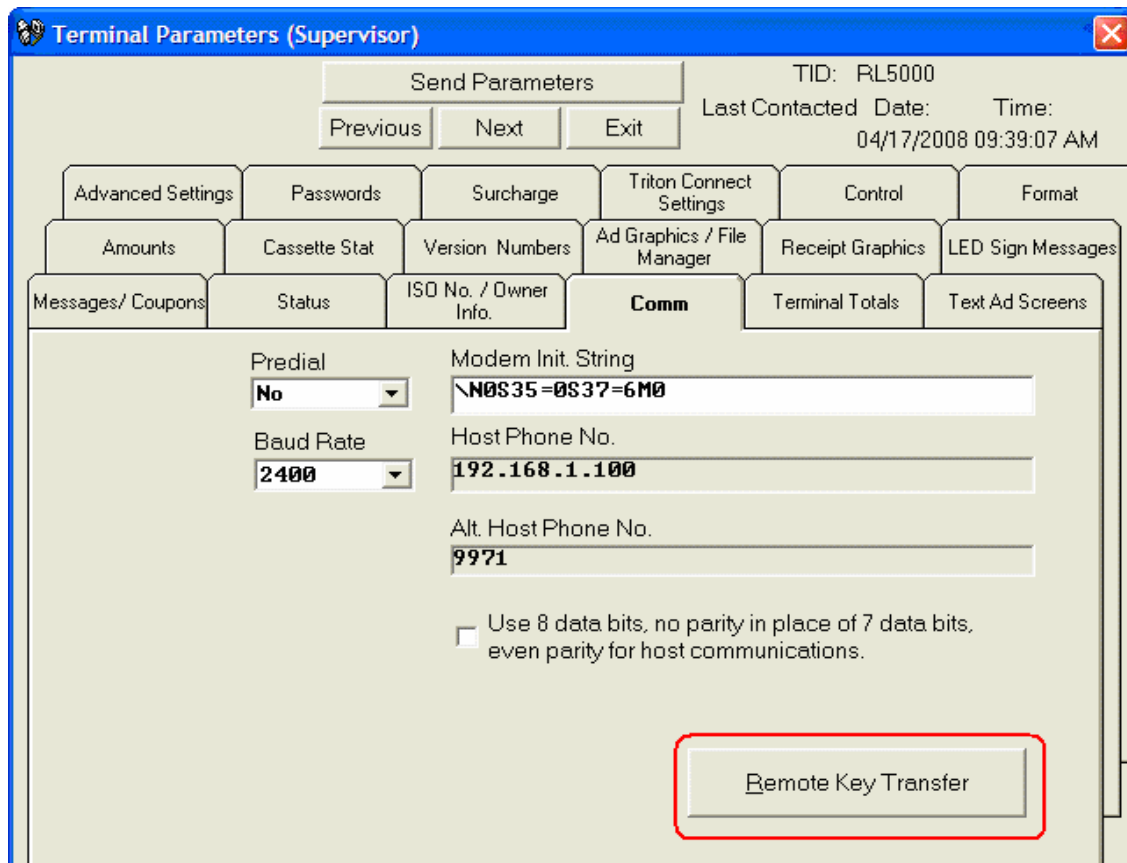


Triton Connect Terminal Manager with View Terminal Parameters menu option shown in the Terminal Data menu

CHAPTER 8 - TERMINAL PARAMETERS

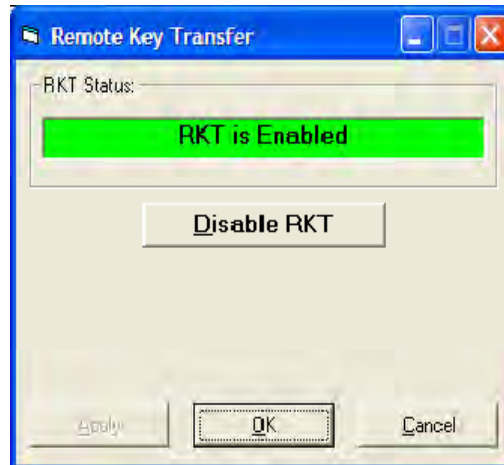


Terminal Parameters window with View Parameters button shown

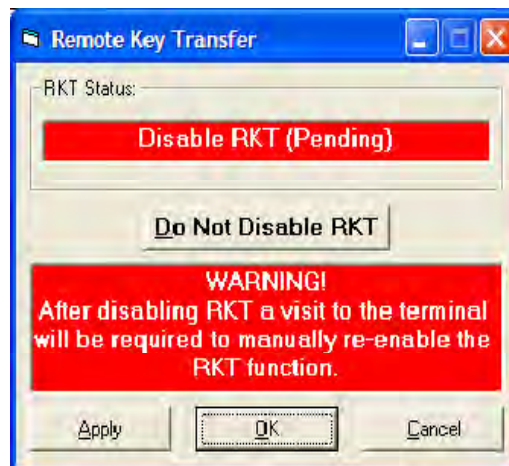


Terminal Parameters window showing the “Remote Key Transfer” button for the selected terminal.

If this button does not appear, RKT is either not enabled or not supported on the ATM.



Remote Key Transfer window showing status as enabled



Remote Key Transfer window after clicking the Disable RKT button

Bill Mix Methods

Triton Connect supports changing the Bill Mix Method on an ATM.

Note: To use this functionality, the ATM software must support this functionality. RL2000/FT5000/RT2000/RL5000 ATM **software version 2.4** introduces support for this functionality. If uncertain, please check with Triton Technical Support to verify if your ATM software version supports this functionality.

View or Change Bill Mix Method

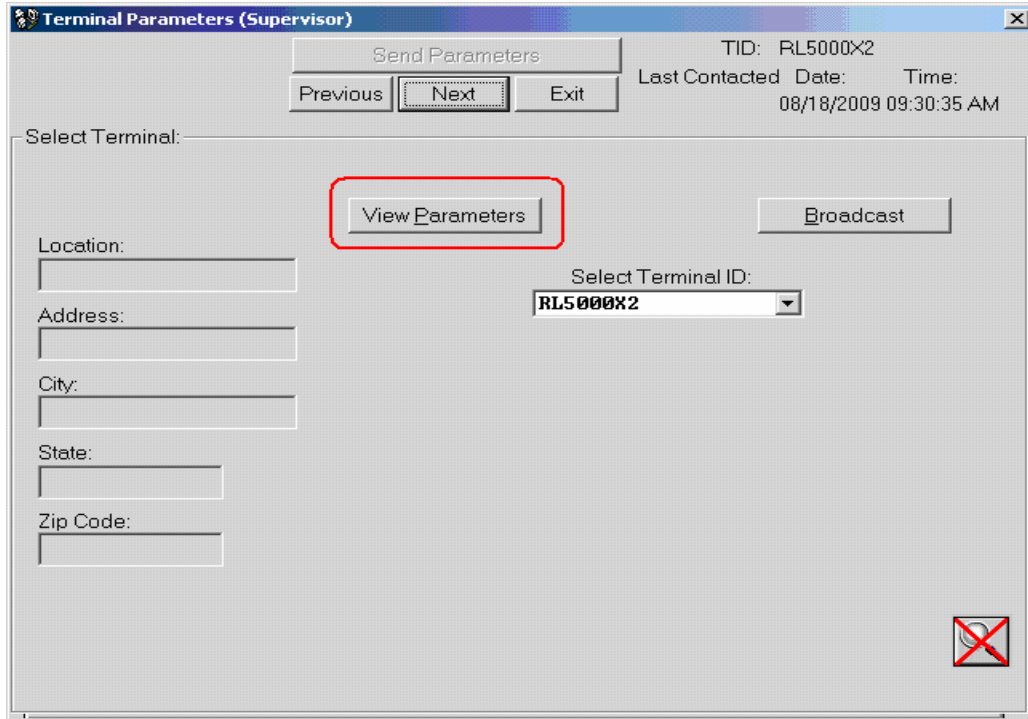
Support for viewing and changing the Bill Mix Method on an ATM has been added to Triton Connect. In order to use this functionality, follow these steps:

1. Open the Triton Connect Terminal Manager.
2. Open the Terminal Data menu.
3. Select “Set Terminal Parameters”.
4. Navigate to the desired ATM and click the “View Parameters” button.
5. Select the “Advanced Settings” tab.
6. View or change the Bill Mix Method by clicking the dropdown box and viewing the available options.

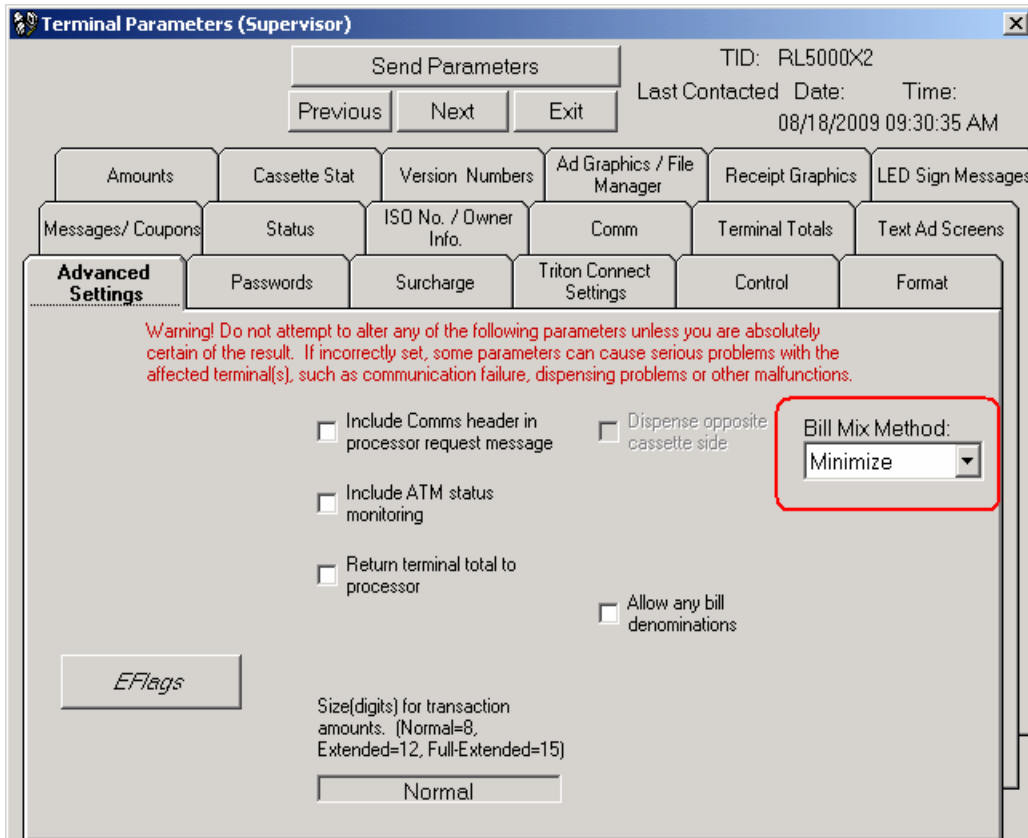


Triton Connect Terminal Manager with Set Terminal Parameters menu option shown in the Terminal Data menu

TRITON CONNECT USER MANUAL



Terminal Parameters window with View Parameters button shown



Terminal Parameters window with Bill Mix Method selection shown

CHAPTER 9 - JOURNAL DATA

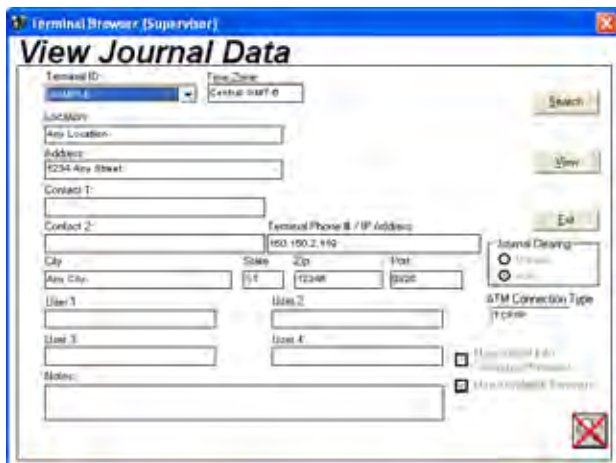
Introduction

In Chapter 5, Getting Terminal Parameters, we showed you how to retrieve terminal data. This data primarily consists of terminal parameter data and journal data. Once the data has been received and stored in the database, it can be accessed and viewed. In the previous chapter, Terminal Parameters, you saw how to access and view parameter data. In this chapter we show you how to view stored journal data and how to extract and archive selected journal information from the journal database

Accessing the Journal Data Function

Follow these steps to access the View Journal Data function:

1. Start the Terminal Manager application.
2. At the Terminal Parameters menu, select the View Journal Data option. The View Journal Data screen appears:



Viewing Journal Data

Follow these steps to view journal data for the selected terminal:

1. Select the ID of the terminal you want to work with, using the Terminal ID drop-down list.
2. Click the View button. The journal data window appears, as shown here:

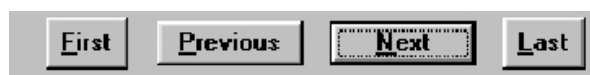


3. By default, the first journal data record is displayed. To see the next journal entry, click the Next button:



Navigation

You can navigate through the journal data for the selected terminal by using the navigation buttons:



* NOTE *

You can also use ALT-(key) combinations to quickly scroll through the journal entries. To do so, hold down the ALT key on the keyboard then press one of the following keys:

F - Moves to the First record.

P - Moves to the Previous record.

N - Moves to the Next record.

L - Moves to the Last record.

First

Moves to the first journal data record in the database for the selected terminal and displays the data.

Previous

Moves to the previous journal data record in the database for the selected terminal and displays the data.

Next

Moves to the next journal data record in the database for the selected terminal and displays the data.

Last

Moves to the last journal data record in the database for the selected terminal and displays the data.

Searching

You can search the journal record using criteria you define with the help of the search definition function. To activate it, click the Search button:



The search definition window appears:



You can choose the criteria you want to use to define a search by selecting it from the drop-down list:



Scroll through the list for more options. For each option the search window will automatically provide additional controls to help refine the criteria you selected.

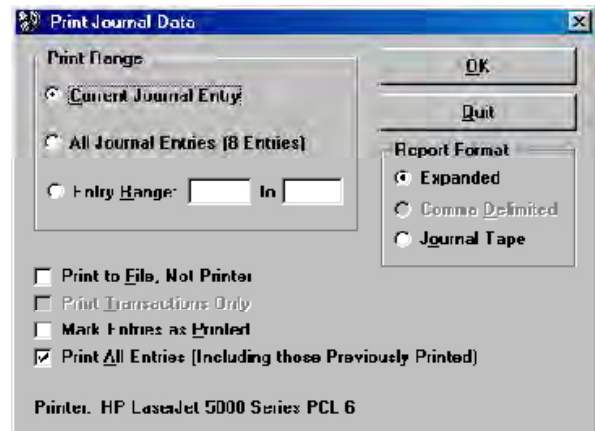
When you've defined the search criteria to your liking, click the Apply button to conduct the search. The first record that matches the search criteria will be displayed.

Printing Journal Data

You can print the journal, or selected portions of the journal, using the print function. To activate it, click the Print button:



The Print window appears:



Choose the print options you want and click OK to print the selected journal data to your default printer. A brief description of the print options is provided on the following pages.

Entry Range



Use the options in this area to choose the number of journal entries you want to print.

The Current Journal Entry option will print the information for the entry currently displayed in the View Journal main window.

The All Journal Entries option will print the information for ALL journal entries in the database. Note that the number of entries currently stored in the database is conveniently displayed in the option label (8 entries in this example). The number of entries in the database could be quite numerous, so exercise caution when choosing this option.

ABOUT THE PRINT RANGE

The default behavior of the print function is to select all journal entries in the specified range to be printed, even if they have been previously printed.

This behavior is controlled by the Print All Entries option. By default, this option is selected when you enter the print function.

If you wish to print only those entries in the print range that have not been previously printed, make sure the Print All Entries option is not selected.

COMMA DELIMITED REPORTS

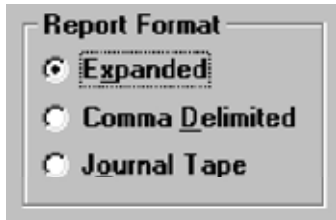
It is recommended that the Comma Delimited option be used when compatibility with external applications such as spreadsheet and database programs is required. The comma-delimited format is designed to be easily imported into such applications.

NOTE: The Comma Delimited option is only enabled when the Print to File option is checked.

The data associated with each entry are enclosed in quotes and separated by commas, as shown in this example:

```
Record #, Date, Time, Terminal ID, Journal Entry Type, Denom, Refran ID
"1", "01/14/98", "10:21", "SAMPLE", "Text", "RESET", "
"2", "01/14/98", "10:21", "SAMPLE", "Transaction", "False", "0000000000000000"
"3", "01/14/98", "10:25", "SAMPLE", "Transaction", "False", "0000000000000000"
"4", "01/14/98", "10:26", "SAMPLE", "Transaction", "False", "0000000000000000"
"5", "01/14/98", "10:27", "SAMPLE", "Transaction", "False", "0000000000000000"
"6", "01/14/98", "10:36", "SAMPLE", "Transaction", "False", "0000000000000000"
"7", "01/14/98", "10:37", "SAMPLE", "Transaction", "False", "0000000000000000"
"8", "01/14/98", "10:38", "SAMPLE", "Transaction", "False", "0000000000000000"
```

Report Format



Use the options in this area to control the format of the journal printout.

The Expanded option will print all information associated with each journal in an extended format that is more “user friendly” than the relatively more terse and abbreviated Comma Delimited and Journal Tape options.

```
-----
Terminal ID: SAMPLE
Location: Any Location
Previously Printed?: Yes          Record ID: 8
Date: 01/14/98                 Business Date: 01/14/98
Time: 10:24                    Sequence #: 7
Transaction Type: Transfer $0 > Ck
Authorization #: 01111111
Primary Account #: *****
Reversal Status: No Reversal Necessary
Communication Status: Communication Status OK
-----
```

The Comma Delimited report format is unavailable when printing to hardcopy; it is reserved for use with the Print to File option. When selected, the print function will send the report output to a file (which you specify) instead of to the printer.

This type of output is “application friendly,” storing journal data in a structured way that enables easy retrieval and formatting by spreadsheet, database or word processor programs.

The Journal Tape option produces a report that is formatted to appear as it would on the terminals’ receipt paper output, as in this example:

```
01/14/98 10:21 OK 6
Term# SAMPLE
0000000000000000 11111111 1 $40.00
Dispensed: $40.00 Code: 32 D: 4 R: 0
```

Other Print Options



The Print to File option is used to print Expanded, Comma Delimited and Journal Tape reports to disk instead of to the printer.

Select the Print Transactions Only option when you wish to exclude non-transaction-specific entries from a report, such as terminal status, resets, etc. Note that this option is only available when the Print to File and Comma Delimited options are selected.

Any journal entries printed while the Mark Entries as Printed option is selected will be marked as “Previously Printed” in the database. For future printings, you may exclude these marked entries from a report by unchecking the Print All Entries option.

Select the Print All Entries option to include all entries in the specified range in the printout. If you wish to exclude entries that have been marked as “Previously Printed,” do not select this option.

Transaction Response Codes

These codes are passed to the terminal by the transaction-processing organization, stored in the journal records and downloaded to Triton Connect upon command. The codes can appear in the Journal Text Entry field of the View Journal window, as shown in this example:



Response Code

The example above indicates a transaction was declined because of an INVALID PIN (Response Code 0050).

The definition of the code depends upon the particular processor organization handling the transaction. As you can see in the table, some code numbers appear multiple time (e.g. “005”), yet have different descriptions.

Archiving Journal Data

This function enables you to remove selected journal records from the database and save these journal records in a separate database file. The archived journal records can be accessed using the View Archived Journal Data function.

Follow these steps to archive journal data:

1. Start the Terminal Manager application.
2. From the File menu, select the Archive Journal Data option.
3. The Archive Journal Records screen appears:



4. The Database Date Format and Computer Date Format settings will not normally need to be changed. If a change in the settings is required, make those changes now.

RESPONSE CODE	DESCRIPTION	RESPONSE CODE	DESCRIPTION	RESPONSE CODE	DESCRIPTION
ACS		011	Cannot proceed transaction	0014	Invalid PIN
21	Transaction response	012	Amount too large	0015	Bank unavailable
41	Reversal response	013	Amount closed	0021	Unauthorized usage
51	Undefined Error	111	Reversal declined	0022	Expired card
61	Undefined Error	COMMLINK		0024	Invalid PIN
97	Invalid sequence number	005	Transaction approved	0030	Ineligible transaction
99	PTDF read error	040	Ineligible account	0031	Ineligible account
TRITON STANDARD/EPS		050	Limit exceeded	0032	Cannot process
000	Transaction approved	051	Expired card	0041	Insufficient funds
001	Expired card	056	Ineligible transaction	0042	No further withdrawals
002	Unauthorized usage	076	Insufficient funds	0043	Try smaller amount
003	PIN error	100	Transaction declined	0044	Try smaller amount
004	Invalid PIN	101	Start of response and request do not match	0050	Invalid PIN
005	Bank unavailable	105	Ineligible card	0070	Ineligible card
006	Card not supported	201	Invalid PIN	0072	Closed account
007	Insufficient funds	LYNK		0080	Ineligible account
008	Ineligible transaction	0000	Transaction approved	0082	Cannot process
009	Ineligible account	0011	Unauthorized usage		
010	Number of daily withdrawals exceeded	0012	Expired card		

DATE FORMAT OF JOURNAL ENTRIES

Keep the following points in mind:

1. Triton Connect assigns a date value to each journal record when that record is first stored in the database. The format of this date value (mm/dd/yy or dd/mm/yy) is determined by the PC's Regional Settings.
2. If you enter a date in the Archive Journal Records Downloaded Before this Date field that matches the format of date values assigned to the records you want to archive, the specified records will be correctly identified and copied to the archive file.
3. If the format of the date you enter does not match the date format of the journal entries, there is no guarantee that the correct entries will be identified by the archive function. It's possible the archive operation will find no records to archive at all!
4. If there are journal records in the database that have a different date format than the current PC date style setting (as determined by the Windows Regional Settings function), you can temporarily force the archive function to use the other setting, to allow those records to be archived.

To do this, set the Database Date Format and the Computer Date Format settings to match the date format of the records you want to archive. Both settings must be set to the same date format type!

5. By default, the current date is displayed in the date entry field. All journal records stored in the Triton Connect database before this date will be transferred to the archive file. If you wish to specify an earlier date, enter it in the field.
6. Click the Archive button. If this is the first archive file to be generated, the archival process will start immediately. If an archive file already exists, a dialog box will appear, giving you the option of creating another archive file or canceling the operation. If you click Yes, the operation will start. The applicable records will be copied to the archive file (the original records will remain in the database). Click No to cancel the operation.

7. A series of messages will show the status of the archival process. A final message will appear at the conclusion of the process, indicating successful completion of the archival operation.
8. Click the Cancel button to exit the Archive Journal Data function.

* Note *

If no journal data entries currently exist in the database (perhaps because none were added since the last archive operation was performed), a message will appear informing you of this fact. No archive file will be created.

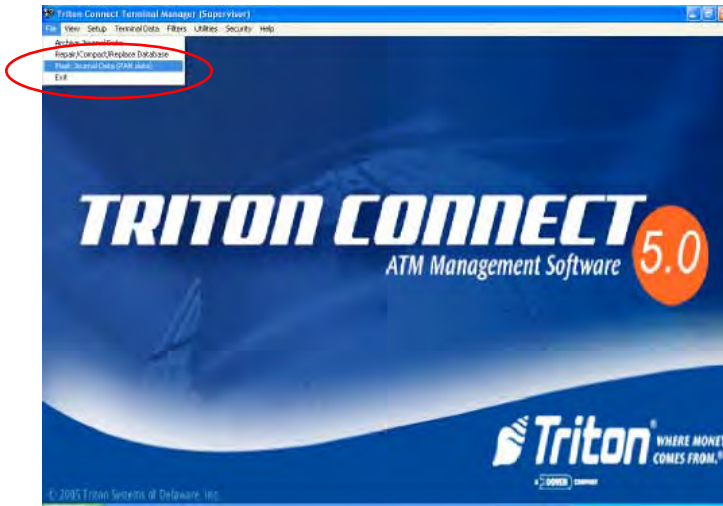
Viewing Archived Journal Data

Follow these steps to access the View Archived Journal Data option.

1. Start the Terminal Manager application.
2. At the Terminal Data menu, select the View Archived Journal Data option.
3. A file search dialog box appears. Use the dialog box to locate and select the archive file you want to work with and the **.ach** (archive) extension. **Note:** Archived journal files have file names that include the day, date and year the file was created. This system enables you to select the archive file you want to work with based on its creation date.
4. Click the Open button to open the archive file. The View Archived Journal Data screen appears. Because this screen is identical to the View Journal Data screen, refer to that topic for additional information on selecting, viewing and printing the archived journal entries.
5. Select the ID of the terminal you want to work with, using the Terminal ID drop-down list.
6. Click the View button. The journal data window appears.
7. By default, the first journal data record is displayed. To see the next journal entry, click the Next button.

The controls in this window are identical to those in the View Journal Data window. Refer to the coverage of that function earlier in this chapter for details on navigating the associated screens and viewing the journal data.

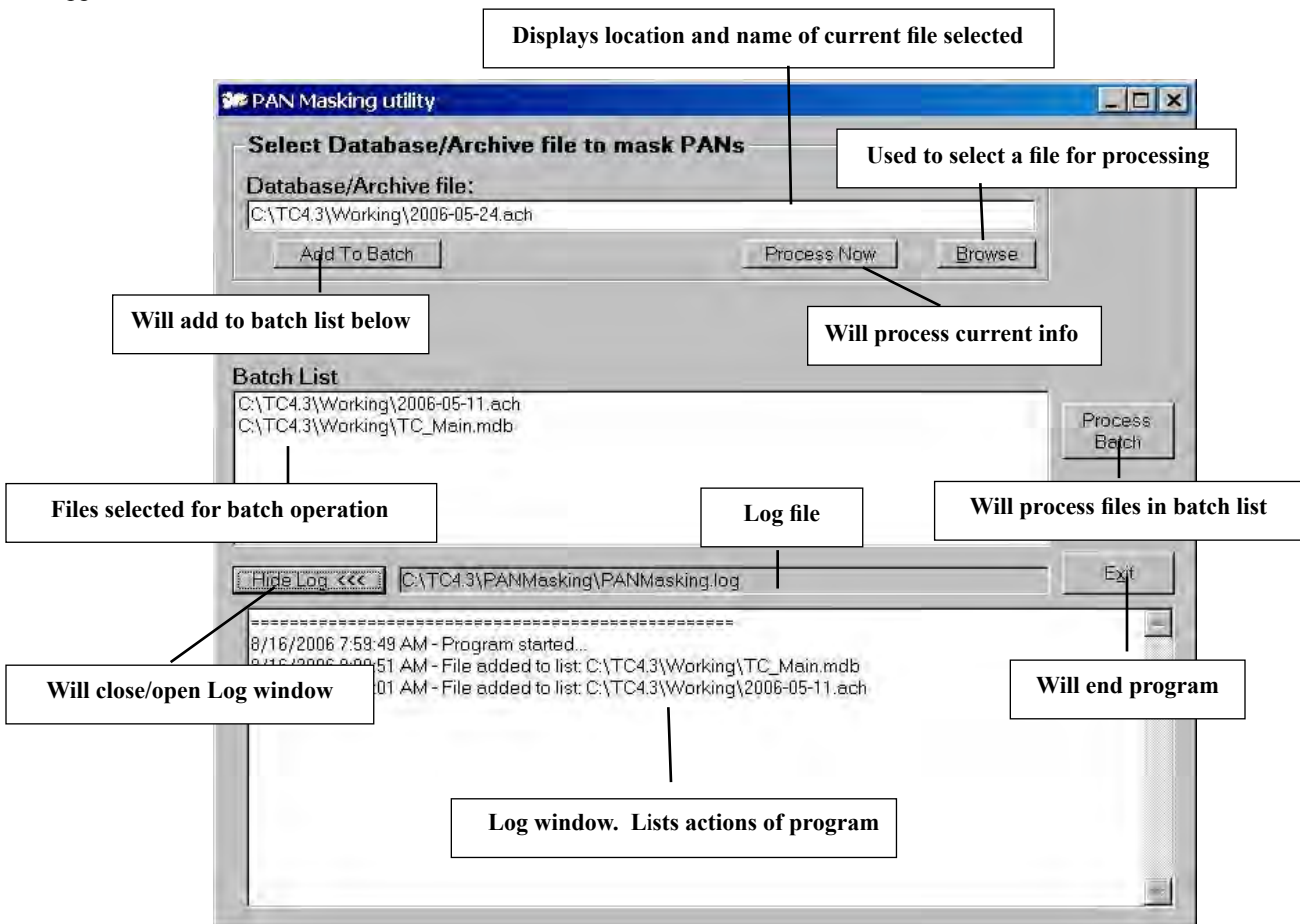
Mask Journal Data PAN Data (new)



Added utility to mask PAN (Personal Account Numbers) data in journal records for Triton Connect databases and journal archived files. These records show the first six (6) digits and the last four (4) digits of the account numbers. The middle digits are replaced with masking characters -- equal (=) signs. (Ex: 123456=====7890)

Follow these steps to access the Mask Journal Data (PAN data) function:

1. Start the Terminal Manager application.
2. At the Terminal Parameters menu, select the File option. Select the Mask Journal Data option. The following screen appears:



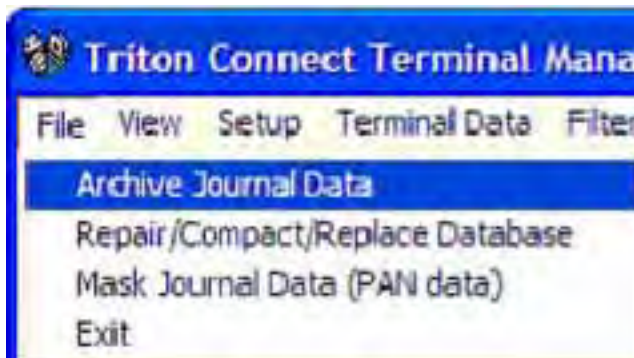
ALLOW ARCHIVING A CORRUPT DATABASE

The archive function has been updated to improve the handling of corrupt databases during a journal archive operation.

ACTIVATING JOURNAL ARCHIVE PROCESS

Follow these general steps to perform a journal archive operation:

1. Select *Archive Journal Data* from the main menu under the *File* heading (see Figure 1-10)



2. Enter the target archive date, database date format, and computer date format when the archive journal records form appears (see Figure 1-11). *Note that the target date refers to the date the records were downloaded*

3. Press the .Archive. button.

When you press the .Archive. button, the dialog will display the status of the archive operation at the bottom of the archive journal records form (see Figure 1-12).

PROCESSING RECORDS

Once the archive operation has been initiated, the application will cycle through the journal records, comparing each record date to the target archive date. If the record date is greater than or equal to the target date, the record is skipped. All other records will be stored in the archive database. Corrupt records will be skipped.

LOGGING ACTIVITY

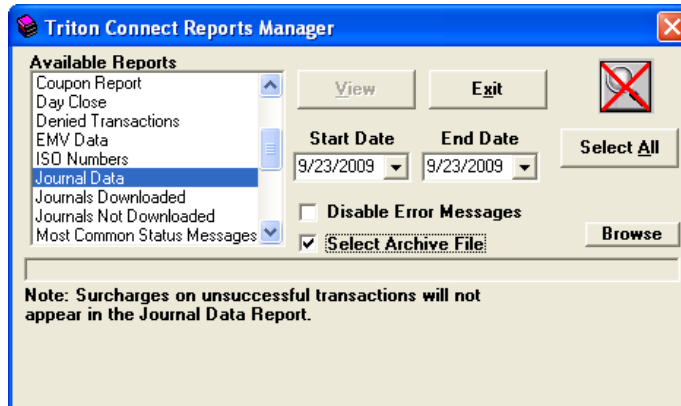
The Terminal Manager will log activity information related to the archive operation to a file named .Archivelog.log.. The file will be created in the current directory (typically the Triton Connect installation directory).

USE JOURNAL ARCHIVE FILE FOR JOURNAL DATA REPORT

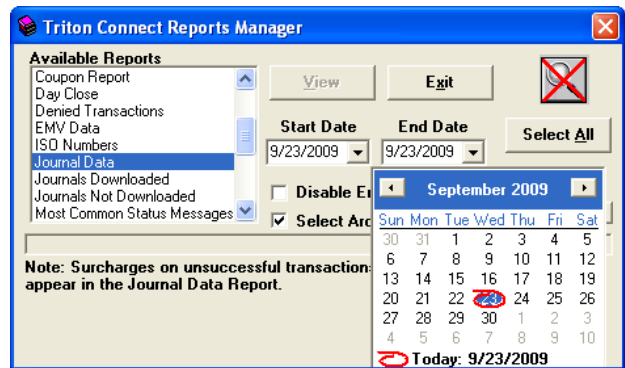
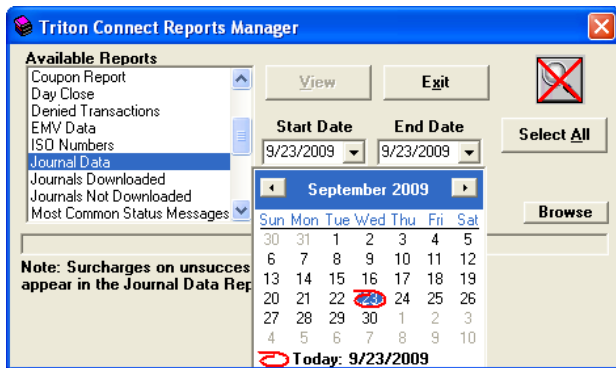
Previous versions of Triton Connect only allowed you to generate a Journal Data Report using the journal data in the main database. Triton Connect 4.4 and above enables you to select a Journal Archive file (.ach) as the data source when generating a Journal Data Report.

To generate a Journal Data Report using a Journal Archive file, follow these steps:

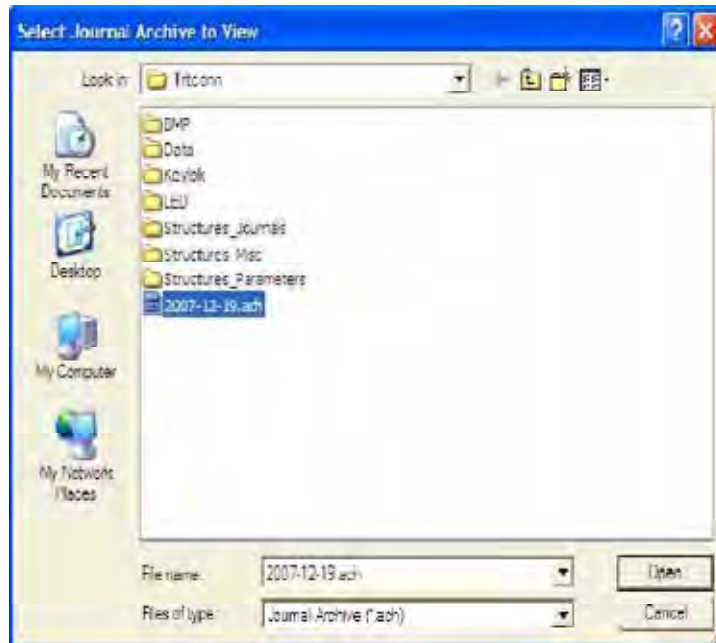
1. From the Terminal Manager main menu, select *Utilities/Reports Manager*.
2. In the Available Reports listbox, select Journal Data. See Figure 1-20.
3. **Note: There is a new checkbox on the form, called Select Archive File. Click the checkbox to enable the feature and note that a Browse button appears (see Figure 1-20)**



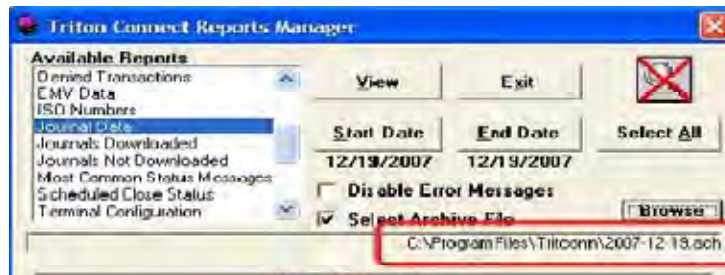
By clicking in Start Date or End Date a calendar appears.



4. Click the *Browse* button. A dialog appears, as shown in Figure 1-21. Use this dialog to locate and select an existing journal archive file (files with the *.ach* extension).



5. Click *Open* on the browse dialog to load the file and return to the main dialog window. An entry for the selected journal file will appear in the main window as shown in Figure 1-22.



6. Configure the dialog controls as needed and click the *View* button to generate the report

DATA MANAGER WILL RESPECT DATABASE SIZE LIMIT

The Triton Connect databases use the Microsoft Access database management system and thus have a 1 gigabyte limit. However, in previous versions of Triton Connect it was still possible to add data beyond the 1 gigabyte limit, and could potentially result in a corrupt database. To prevent this from occurring, the Data Manager in the Triton Connect 4.4 and above has been modified so that it will not add any more journals or parameter data if the database is close to the 1 gigabyte limit.

CHAPTER 10 - LED SIGN MESSAGES

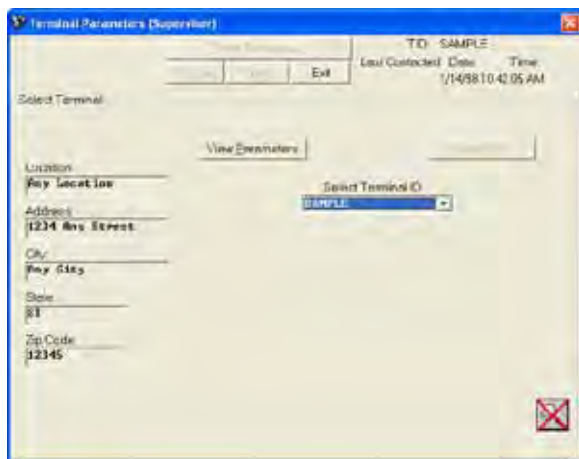
Introduction

Triton Connect provides support for an optional feature of Triton Systems ATMs. This option is called the LED SIGN, and enables a terminal equipped with a special marquee-style light panel to display messages using a variety of attention-getting scrolling modes and animation effects.

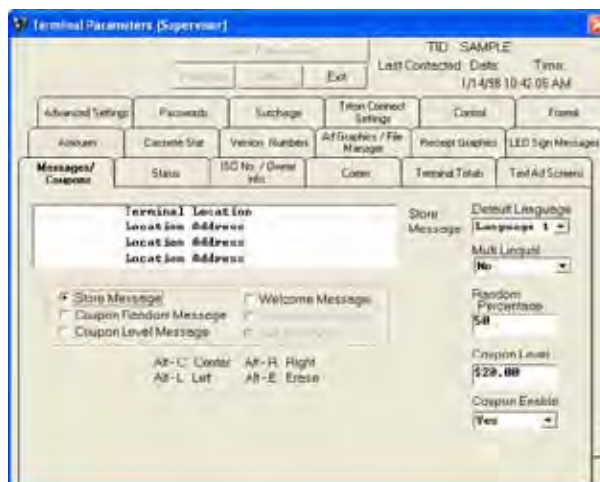
In this chapter we will show you how to compose and manage these messages, using the LED Sign Messages function.

Accessing the LED Sign Messages Function

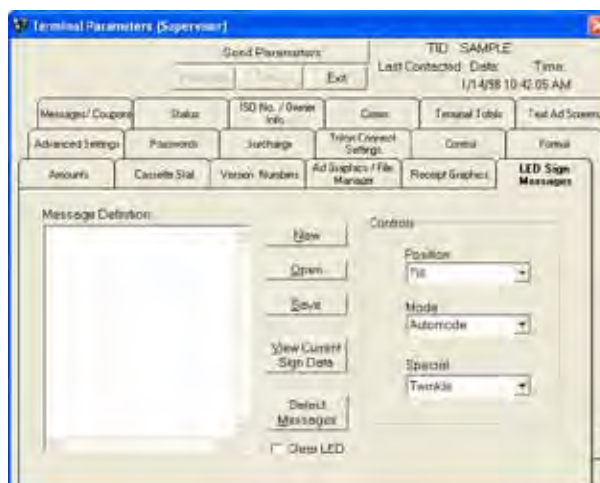
1. Start the Terminal Manager application.
2. From the Terminal Parameters menu, select the Set Terminal Parameters option. The Terminal Parameters screen appears:



3. Select the ID of the terminal you want to work with, using the Select Terminal ID drop-down list. If you want to download the same set of messages to more than one terminal, you can use the Broadcast feature to select multiple IDs.
4. Click the View Parameters button. The Select Terminal window is replaced with selection tabs for the various categories of terminal parameters, as shown:



5. Locate and click the LED Sign Messages tab with your mouse. The LED Sign Messages window appears, as shown here:



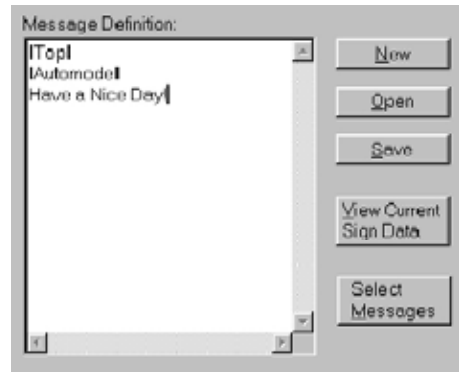
This is the LED Sign Messages main window. From here you can access all of the functions needed to create and manage your LED Sign messages. The next section provides an overview of these functions.

Overview of the LED Sign Messages Function

This section will provide a general overview of the functions of the LED Sign Messages window. Using the functions available to you in this window you can:

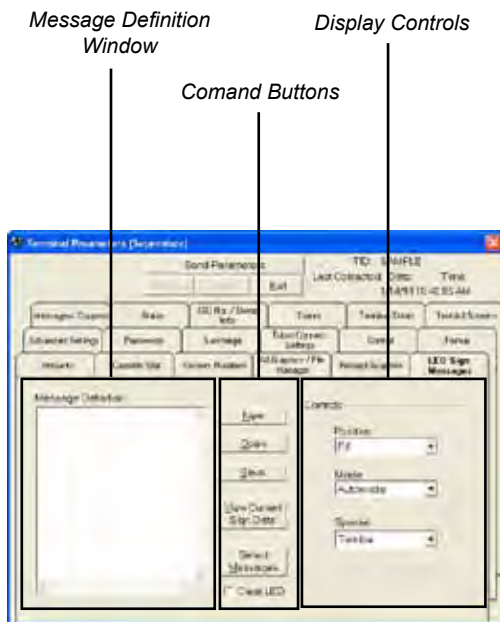
- Create new messages.
- Save your newly created messages.

- Send the messages you create to the LED Sign on your Triton Systems ATM.
- Open messages that you've created and saved previously.
- Change the text and/or special display effects associated with a message.
- Review the messages that are currently being displayed by the LED Sign.

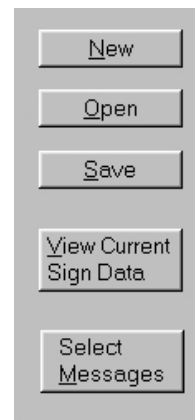


Let's briefly look at the various components of the LED Sign Messages window. These features will be covered more fully in the remaining sections of this chapter.

We can organize the various controls into these areas:



Command Buttons



These buttons provide quick access to the functions you need to open, save, select and view messages:

New. Clicking this command button clears the current message definition display and prepares the window to display a new message.

Open. Clicking this command button brings up the Open dialog box, which enables you to locate and open a previously saved message file. The message, once opened, will display in the Message Definition window.

Save. Clicking this command button brings up the Save dialog box, which enables you to name and save a newly created message.

Message Definition Window

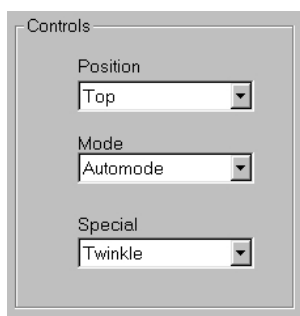
The information associated with the message you are currently working on will appear in the Message Definition Window. This information will consist of various display formatting commands and the text of the message itself. Here is an example message:

View Current Sign Data. Clicking this command button will display the Current Sign Data window, which shows the content of the messages that are currently being presented by the LED Sign.

Select Messages. Clicking this command button brings up the Message Selection window, which displays a list of all saved messages. You can choose one or more messages from a list of available messages to be placed in the Selected Messages list.

The messages you select will be sent to the LED Sign on a selected terminal when the Send Parameters button is clicked.

Display Controls



There are three drop-down style list boxes in the Controls area of the LED Sign Messages window:

Position. The LED Sign is a two-line display, and can present your message in the top line, bottom line, or fill both display lines, depending upon the selection you make here.

Mode. This list allows you to choose from the standard display modes. The options represent special display effects with names like Automode, Hold, Flash and Roll-Up.

Special. This list box contains optional display modes you can use instead of the standard modes. The options include additional display effects like Twinkle, Sparkle and Snow, as well as pre-formatted messages that are ready to use, such as "No Smoking," "Don't Drink and Drive" and "Thank You."

Creating a Message

An LED Sign contains eight kilobytes (KB) of RAM, which it uses to store up to 21 messages you've composed and sent to it. Each of these messages can have up to 150 individual characters (not including formatting commands) in the actual message text. You can include more than one line of message text in a single message definition file, as long as you don't exceed the 150 character limit.

The following procedure will show you how to create a message. The procedure begins at the LED Sign Messages window, so make sure it's displayed before beginning (if you're unsure how to display the LED Sign Messages window, refer to the section, Accessing the LED Sign Messages Function, earlier in the chapter). To create a new message, perform the following steps:

STEP 1: SELECT POSITION.

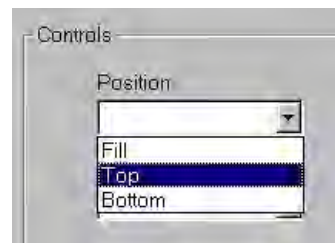
STEP 2: SELECT MODE OR SPECIAL.

STEP 3: TYPE THE MESSAGE TEXT.

STEP 4: SAVE THE MESSAGE.

STEP 1: Select Position

Click on the Position list box in the Controls area. The following list of display position options is presented:



Choose just ONE position for your message from the list. The meaning of each option is as follows:

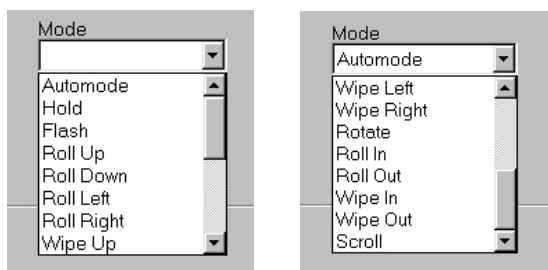
Fill. If the message text is longer than the LED Sign can display on a single line, the LED Sign will attempt to fill both lines of its two-line display. The text will appear centered on each display line. If necessary, any additional text will be scrolled onto the display lines after a short pause, until the full text of the message has been displayed. If the text is less than a full line, it will appear on the top line.

Top. The text will be displayed on the top line of the two-line LED Sign display. If the text is longer than the LED Sign can display at one time, after a short pause additional text will be scrolled onto the display, replacing the previous text until the full text of the message has been displayed.

Bottom. The text will be displayed on the bottom line of the two-line LED Sign display. If the text is longer than the LED Sign can display at one time, after a short pause additional text will be scrolled onto the display, replacing the previous text until the full text of the message has been displayed.

STEP 2: Select Display Mode (Standard or Special)

Standard Display Modes. Click on the Mode list box. The following list is presented (scroll the list box window to view and select from the available options):



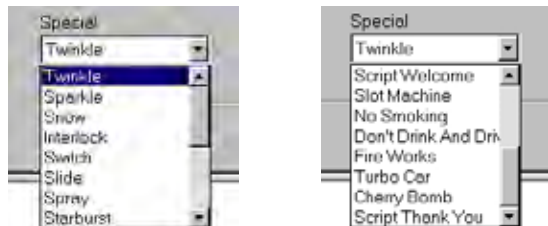
The list represents all of the standard display modes you can apply to your message. Choose just ONE mode from the list to apply to your message, by clicking on it with the mouse. The selected formatting mode command will appear in the Message Definition window. The following table lists all of the standard modes and describes their associated display effects.

**** IMPORTANT ****

If you neglect to choose a formatting mode, the LED Sign will display your message using AUTOMODE by default!

TABLE 10-1 STANDARD DISPLAY MODES		
No.	MODE	DESCRIPTION
1	AUTOMODE	Various display modes from this list will be chosen randomly.
2	HOLD	The message remains stationary.
3	FLASH	The message remains stationary, but flashes.
4	ROLL UP	The previous message is pushed up by the new message.
5	ROLL DOWN	The previous message is pushed down by the new message.
6	ROLL LEFT	The previous message is pushed left by the new message.
7	ROLL RIGHT	The previous message is pushed right by the new message.
8	WIPE UP	The previous message is wiped over by the new message, from bottom to top.
9	WIPE DOWN	The previous message is wiped over by the new message, from top to bottom.
10	WIPE LEFT	The previous message is wiped over by the new message, from right to left.
11	WIPE RIGHT	The previous message is wiped over by the new message, from left to right.
12	ROTATE	The message travels from right to left.
13	ROLL IN	The previous message is pushed toward the center of the display by the new message.
14	ROLL OUT	The previous message is pushed outward from the center of the display by the new message.
15	WIPE IN	The previous message is wiped over by the new message using an inward motion.
16	WIPE OUT	The previous message is wiped over by the new message using an outward motion.
17	SCROLL	The new message will push the bottom line of the previous message up into the top line of the display.

Special Display Modes. Instead of a standard display mode, you can choose a display mode for your message from the Special list. Click on the Special list box. The following list is presented (scroll the list box window to view and select from the available options):



The first eight options in the list are display effects that can be applied to your message text. The last remaining eight items are preformatted messages or special animated themes that can be displayed in addition to any other messages that may be displayed.

The following table lists all of the special modes and describes their associated display effects.

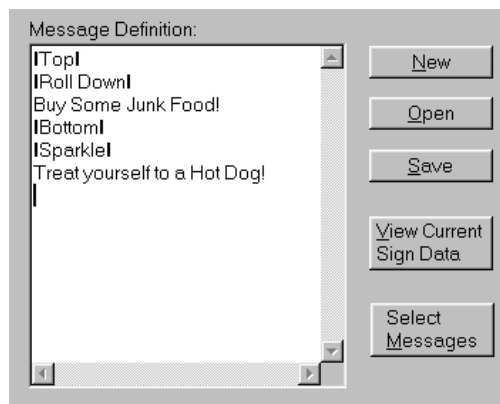
TABLE 10-2 LED SIGN SPECIAL DISPLAY MODES		
No.	MODE	DESCRIPTION
These modes are display effects that can be applied to your messages.		
1	TWINKLE	The message will twinkle on the display.
2	SPARKLE	The new message will sparkle over the current message, replacing it.
3	SNOW	The message will "snow" onto the display.
4	INTERLOCK	The new message will interlock over the previous message in alternating rows of dots, from each end.
5	SWITCH	Alternating characters of the current message will switch off the display in an up and down manner. The new message will switch on in a similar manner.
6	SLIDE	The new message slides onto the display one character at a time, from right to left.
7	SPRAY	The new message sprays across and onto the display, from right to left.
8	STARBURST	Starbursts will explode your message onto the display.

TABLE 10-2 LED SIGN SPECIAL DISPLAY MODES		
No.	MODE	DESCRIPTION
These modes are preformatted messages or animated themes. They are not applied to your messages.		
9	SCRIPT "WELCOME"	The word "Welcome" is written in script across the display.
10	SLOT MACHINE	Slot machine symbols appear in an animated sequence on the display.
11	NO SMOKING	A cigarette image appears, and is then extinguished, to be replaced with the universal no smoking symbol.
12	DON'T DRINK AND DRIVE	A car runs into a cocktail glass and is replaced with the message, "Please Don't Drink and Drive."
13	FIREWORKS	Fireworks explode randomly on the display.
14	TURBO CAR	A car drives across the display.
15	CHERRY BOMB	A bomb fuse burns down, followed by an explosion.
16	SCRIPT "THANK YOU"	The words "Thank You" are written in script across the display.

STEP 3: Type Message Text

Type a message of your own directly into the Message Definition window. Remember the 150 character limit of each message (this count DOES NOT include the format characters).

Your message definition can actually hold more than one line of text. Repeat steps 1 through 3 to compose these additional lines. Remember that the entire message can hold a maximum of 150 characters! Here is an example of a message definition that actually consists of two lines of text:



STEP 4: Save the Message

Use the Save function to give your message a name and save it to your PC's hard drive. Refer to the next section, Saving a Message, for step-by-step procedures.

Saving a Message

Once you've created a message, it must be given a name and saved as a data file before it can be sent to the LED Sign. The LED Sign Messages window contains a feature that enables you to do this.

The procedure begins at the LED Sign Messages window, so make sure it's displayed before beginning (if you're unsure how to display the LED Sign Messages window, refer to the section, Accessing the LED Sign Messages Function, earlier in the chapter).

The procedures assume that you have created or modified a message file, and now wish to save it on your PC's hard drive. The message contents (display formatting commands and message text) should be visible in the LED Sign Messages window. To save the message, perform the following steps:

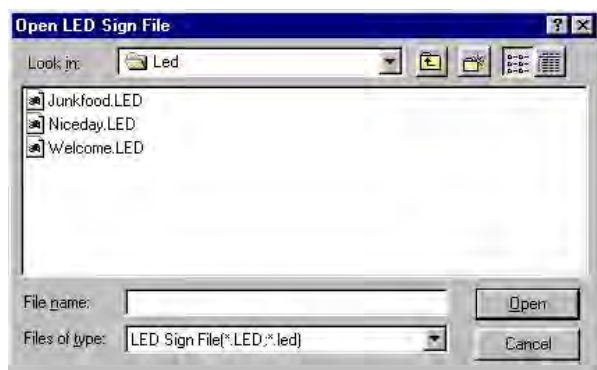
STEP 1: CLICK THE "SAVE" BUTTON.

STEP 2: CHOOSE A NAME FOR THE MESSAGE FILE.

STEP 3: CLICK THE "OK" BUTTON.

STEP 1: Click the Save Button

The Save dialog box will be displayed:



FILE LOCATIONS

A point to remember concerns the location of your message files. By default, the save function places your message files in a sub-folder named LED, located in the Triton Connect program folder (TRITCONN) on your hard drive.

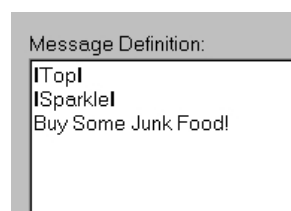
** IMPORTANT **

The message files must remain in the LED folder in order to be accessible to Triton Connect!

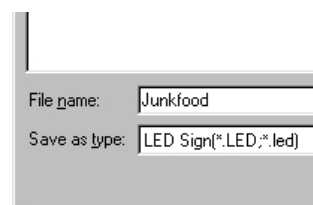
STEP 2: Choose a Name for the Message

When you are performing this step remember that the Save dialog box will only accept file names with a maximum length of eight characters (not including the ".LED" extension). For example, the file names "Welcome!" "Bye!" and "Yummy!" are valid file names, while "SpendMoney," "GoodFood!" and "See You Soon!" are not.

Here is an example of a typical message definition, which includes formatting commands and message text:



And here is an example of a message file name entry that could be made for this message in the Save dialog box:



STEP 3: Click the Save Button

When you are satisfied with the name you've chosen for the message, simply click the SAVE command button. The file will be saved and you will be returned to the LED Sign Messages main window.

Opening a Message

The message files you've created and saved may need to be revised at some point in the future. To do this you'll need to open the previously saved file, make your changes, then save the modified file once again. In this section of the Addendum you will learn how to open a previously saved message file. For procedures on making changes to a file after you've opened it, see Section 6, Changing Messages.

The procedures begin at the LED Sign Messages window, so make sure it's displayed before beginning. To open a message, perform the following steps:

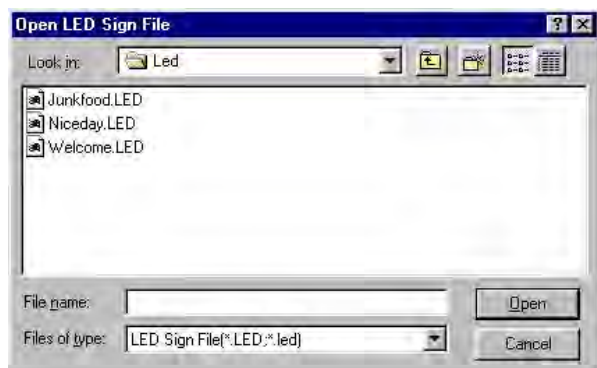
STEP 1: CLICK THE "OPEN" BUTTON.

STEP 2: SELECT THE MESSAGE FILE.

STEP 3: CLICK THE "OK" BUTTON.

STEP 1: Click the Open Button

The Open dialog box will appear:



For this example we will select and open the "Junkfood" message file. The files shown are for discussion purposes only and do not exist on your system!

STEP 2: Select a Message File

Click on the "Junkfood" message file name to select it.



STEP 3: Click the Open Button

You will be returned to the LED Sign Messages main window. The Message Definition window now shows the contents of the file:

Modifying a Message

This Section will show you how to make changes to the content of a message you've just created, or one you've previously created and saved. The procedures begin at the LED Sign Messages window, so make sure it's displayed before beginning. To change a message, perform the following steps:

STEP 1: OPEN A MESSAGE FILE.

STEP 2: CHANGE POSITION.

STEP 3: CHANGE MODE OR SPECIAL.

STEP 4: CHANGE MESSAGE TEXT.

STEP 5: SAVE THE MESSAGE.

You may not need to perform all of the above steps in all cases; select only the procedures that apply to the changes you need to make!

STEP 1: Open a Message File

Follow the step-by-step instructions in Section 5 to open a message file. If you've just created the message, the contents should already be displayed in the Message Definition window.

Once the display formatting modes and text of the selected message file are displayed in the Message Definition window, you can begin making changes. The following steps should be used to change the applicable part of the message, as necessary.

STEP 2: Change Position

Click the mouse cursor in the Message Definition window, anywhere on the same line as the current position command. A flashing text cursor should be visible at this location. Press the DELETE key on the keyboard. The position command will be erased. Now choose a new position command from the Position list in the Controls area. The new position code will be inserted.

STEP 3: Change Display Mode

Click the mouse cursor in the Message Definition window, anywhere on the same line as the current mode command. A flashing text cursor should be visible at this location. Press the DELETE key on the keyboard. The mode command will be erased. Now choose a new mode from the Mode list in the Controls area. The new mode command will be inserted.

*** NOTE ***

If no standard mode is selected, the LED Sign will default to Automode.

STEP 4: Change Message Text

Some or all of the text portion of a message can be erased a character at a time using the DELETE and BACKSPACE keys on your PC keyboard. Alternatively, you can use the mouse to select the text to delete using a “Click and Drag” approach to highlight some or all of the text before pressing the DELETE or BACKSPACE keys.

Click the mouse in the text to select a starting point and type your text into the message.

STEP 5: Save the Message

Click the SAVE button to bring up the Save dialog box. Type a name for your message in the file name entry box and click the SAVE button to save the message.

If you have made changes to the contents of a previously saved file, but wish to save the changes using a new message name, you may do so by simply typing a new name for the message. This will save the message with the new name, leaving the original file intact.

See the section, Saving a Message, for additional information on these procedures.

Sending a Message

The following procedure will show you how to select the messages you want to send to the LED Sign. Before beginning, make sure the LED Sign Messages window is displayed.

*** NOTE ***

The Call Monitor application must be running (with one or more active Call Processors) in order to send messages to the selected terminal(s).

The following procedures assume that one or more terminals have been previously selected for individual or broadcast contact.

To send your message(s) to the LED Sign, perform the following steps:

STEP 1: CLICK THE “SELECT MESSAGES” BUTTON.

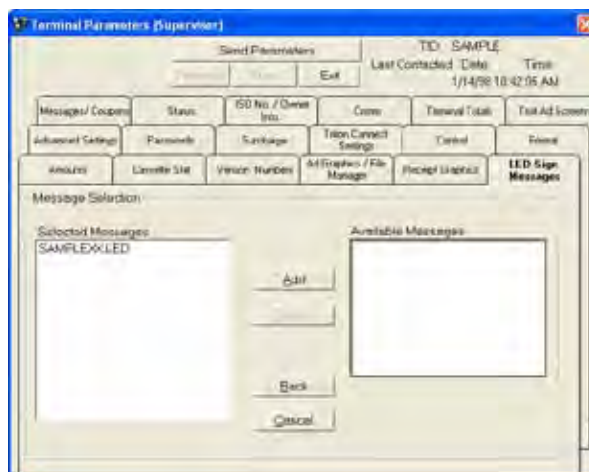
STEP 2: HIGHLIGHT A MESSAGE FILE NAME.

STEP 3: CLICK THE “ADD” BUTTON.

STEP 4: CLICK THE “SEND PARAMETERS” BUTTON.

STEP 1: Click the Select Messages Button

The Message Selection window will be displayed:



STEP 2: Highlight a Message File Name

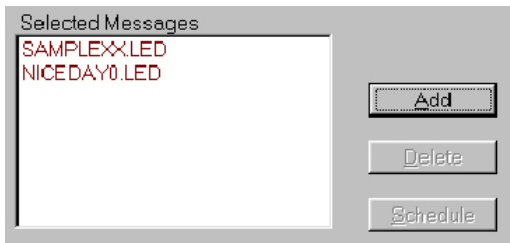


Click on a message in the Available Messages list to highlight it. To highlight a group of messages, click once on a message name, then hold down the SHIFT key while clicking on another message name. This will highlight not only these two messages but any other messages between them.

To highlight messages that do not fall neatly into a row, hold down the CTRL key while you click on individual message names anywhere in the list to highlight them. You can use the same technique to highlight messages in the Selected Messages list.

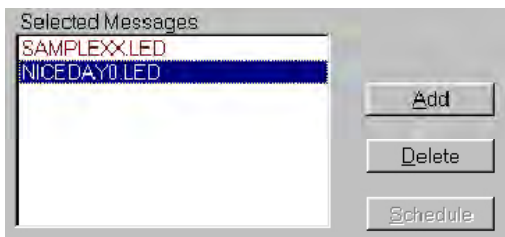
STEP 3: Click the Add Button

The selected messages are added to the Selected Messages list (and will be highlighted in red):



Only messages that are highlighted in RED in the Selected Messages window can be sent to the LED Sign. To resend a message that has already been sent, delete the message from the Selected Messages list, then add it again.

To remove a message from the Selected Messages list, first click on the message name:

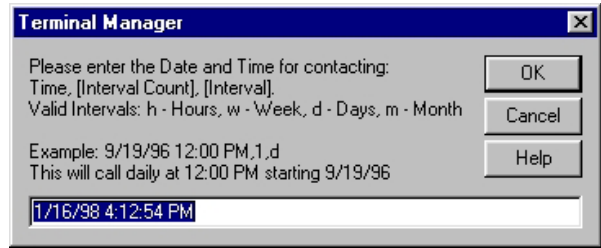


Then click the DELETE button to remove it.

Select any other messages you wish to send to the LED Sign at this time. Remember the 21-message limit!

STEP 4: CLICK THE “SEND PARAMETERS” BUTTON.

A Call Scheduler window will open:



Press ENTER or click on OK to schedule the selected message(s) to be sent to the selected terminal immediately. Or, enter the appropriate data to schedule the contact for later. The Terminal Parameters window will be closed and the Call Processor application will send the message(s) to the LED Sign-equipped terminal at the scheduled time.

For additional information on selecting and scheduling terminals, see the chapter on Terminal Parameters.

Reviewing Messages

The following procedures will show you how to obtain a quick look at the messages that are currently being displayed by a selected terminal’s LED Sign. The procedures begin at the LED Sign Messages window, so make sure it’s displayed before beginning. Perform the following steps:

STEP 1: CLICK THE “VIEW CURRENT SIGN DATA” BUTTON.

STEP 2: CLICK THE “BACK” BUTTON.

STEP 1: Click the View Current Sign Data Button

The Current Sign Data window will open, as shown here:



EXAMPLE DATA ONLY!

The Sign Data shown is provided for discussion purposes only and does not exist on your system!

The sign data will consist of a message file name followed by the content of the message. If necessary, scroll through the list to view multiple messages. This information represents feedback from the LED Sign, obtained during Triton Connect's most recent contact with the selected terminal.

STEP 2: Click the Back Button

When you've finished reviewing the messages, click this command button to return to the LED Sign Messages main window.

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CHAPTER 11 - REPORTS MANAGER

Introduction

Triton Connect enables you to produce detailed reports. These reports are based on the parameter, journal, and close data obtained from your terminals.

In this chapter, we'll show you how to access and view reports.

Accessing the Reports Manager

1. Start the Terminal Manager application.
2. From the Utilities menu, select the Reports Manager option. The Reports Manager main window appears:



Viewing Reports

The Available Reports list offers a number of report types. Follow these steps to view a report:

1. Select the type of report from the Available Reports list. The following report types are available:

Call Failures	Journals Downloaded
Call List Report	Journals Not Downloaded
Cassette Close	Most Common Status Messages
Cassette Status	Scheduled Close Status
Check Digits	Terminal Configuration
Check Digits 3Des	Terminal Down Time
Coupon Report	Terminal Files
Day Close	Terminal Status
Denied Transactions	Terminal Status Messages
EMV Data	Terminal Totals
Iso Numbers	Triton Connect Numbers
Journal Data	Version Numbers

2. When some reports are selected additional controls will appear in the Reports Manager. These controls are used to refine the report criteria. They are described in the next section, Changing Report Criteria.

3. Make any needed control selections to further define the output of the selected report type. Click the View button to generate the report.

DISABLING ERROR MESSAGES

If errors exist in the data being used to generate the report (such as incorrect or corrupted terminal data in the database) a series of error messages will be presented. Each error message must be dismissed before the report can be viewed.

If a large number of terminals are included in the report criteria it is possible that the number of error messages could be excessive. In such cases you may wish to place a check mark in the Disable Error Messages checkbox before clicking the View button. This will temporarily disable the display of error messages for ALL reports.

To view error message again simply remove the check mark before viewing the next report.

Changing Report Criteria

The Reports manager will offer additional controls for some report types. These controls allow you to select criteria to further refine the output of the report.

Close-Type Reports

Close reports require additional controls to allow selection of the type of close data to be viewed (trial close or final close) and range of records to view in the report. These report types are: Cassette Close and Day Close.

When either of these two close report types is selected, additional control options appear on the Reports Manager main window, as shown here:



Close. Choose this option to generate a report based on final close data.

Trial Close. Choose this option to generate a report based on trial close data.

Most Recent Record. This option will generate a report based on the most recent close data for each terminal.

All Records. This option will generate a report based on all available close data for each terminal.

USING FILTERS WITH REPORTS

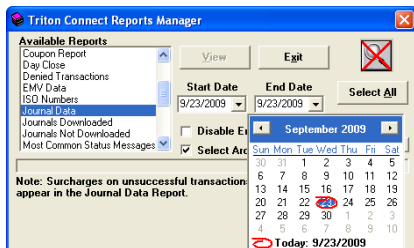
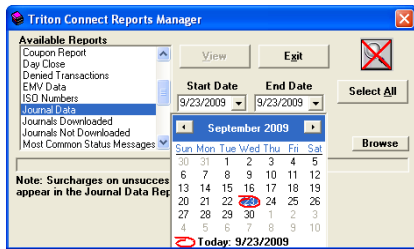
By default, the reports generated by the Reports manager are based on data obtained from all terminals in the terminal database.

However, although a good deal of customization of the report content is possible using the available controls for each report type, most of these controls do not allow you to produce reports for specific terminals.

To tune your reports to specific terminals, establish a filter using the Filters function of the Terminal Manager. Ensure the filter is enabled before choosing and viewing a report. The Reports Manager will display the selected report using only the data from the terminals that fit the filter criteria.

Calendar-Style Date Range Selection

The Journal Data, Journals Downloaded, Journals Not Downloaded, Most Common Status Messages, Terminal Down Time, and Terminal Status Messages reports provide a calendar-based date-range selector, as shown here:



Note that the Start Date and End Date buttons also become active when the Journal Data report type is selected.

By default, the starting and ending dates for the report are automatically set to the current day, which selects for the most recent one-day range of journal activity.

To specify a different starting date, select a month and year using the drop-down lists. When the calendar changes to reflect the chosen month/year, click the day of the month: the day “button” will depress. Then click the Start Date button to select this day/month/year as the new starting date.

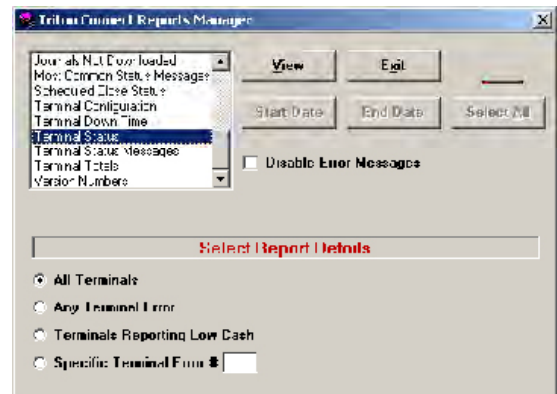
Specify a second date (either the same as the starting date, or later, as applicable) and click the End Date button to lock it in.

If you wish to see journal data for all dates available in the database, click the Select All command button.

Terminal Status

The Terminal Status report requires additional controls to further refine the data returned by the Reports Manager.

When the Terminal Status report type is selected, the window changes to provide additional Report Details controls, as shown here:



All Terminals. Selecting this option will generate a Terminal Status report using all terminals in the database.

Any Terminal Error. Selecting this option will generate a Terminal Status report using only those terminals currently experiencing some sort of error condition.

Terminals Reporting Low Cash. Selecting this option will generate a Terminal Status report using only those terminals currently reporting a low cash condition.

Specific Terminal Error #. If you want to generate a status report for terminals that are experiencing a specific type of error, select this option and enter the error number. See Chapter 6 for a table of error conditions and associated error code numbers.

Report Viewer

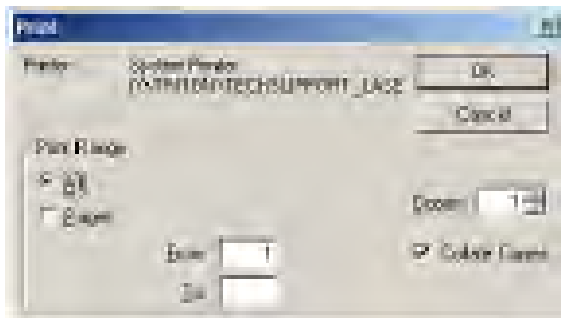


After the report is generated, it will appear in a window as illustrated. The controls are described below, from left to right.

Printer Button



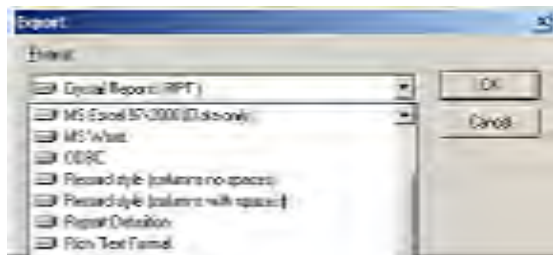
The Printer button prints the report to the default printer used by the PC.



Envelope Button



The Envelope button allows the report on screen to be exported into another format or application.



Lightening Button



The Lightning Bolt button refreshes the data on screen with the latest information available from the databases.

Tree Button



The Tree button toggles from Preview to Report Only and back again. The Preview is available for every report that requires more than one line of entry for any terminal. Selecting the Terminal ID from the Preview section takes you immediately to the data in the report regarding that terminal.

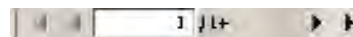
Percentage of View



The Percentage of View drop-down changes the size of the page viewed in the report window.



Navigation Control



The next set of controls are the Navigation controls, allowing you to move quickly from one page to the next, forward and backward. You may also type in the page number you wish to go directly to.

Search Button



The last button is the Search Control, which will bring up the following box:



Type in the text or values you wish to search for, and select Find Next to Search or Cancel to exit the Search mode.

Call Failures Report

Triton Connect: Call Failures Report			
Terminal ID	Time to Call	Call Interval	Retry Count
SAMPLE	11-25-2008 10:25:40	15	5
Total Failed Calls = 1			

The Call Failures report provides a listing of all those terminals that Triton Connect was unable to reach after five attempts from the scheduled Call List.

Terminal ID - The name used to identify the terminal when it was initially configured.

Time to Call - The last scheduled call date and time for which an attempt was made to contact the terminal.

Call Interval - The interval that was established when the terminal was scheduled for contact. See Chapter 6, Getting Terminal Data, for additional information on call scheduling and interpreting the Call Interval setting.

Retry Count - The Retry Count indicates the number of attempts made by Triton Connect to contact the indicated terminal. Triton Connect will make five attempts to reach a terminal before reporting a call failure. Such failures will be visible in this report.

The Call Error list feature of Triton Connect will indicate terminals which were not reached on the first or subsequent attempts. See Chapter 6, Status monitoring, for more information.

Total Failed Calls - The total number of failed call entries in the report.

Call List Report

Triton Connect Call List Report						
Terminal ID	Phone Number	Commands	Time Contacted	Int. Area	Time To Call	Called
SAMPLE	1001955112232100	0	-		11/25/2008 11:25:40	No
TEST	8111111	1	-		11/25/2008 11:25:40	No
TEST	911234567890	2	-		11/25/2008 11:25:40	No
TEST	8111010	1000	-		11/25/2008 11:25:40	No
Total Calls Pending: 4						

The Call List Report provides information on the currently scheduled and persistently scheduled calls in the active Call List. The Call List Report also provides a list of commands to be performed during the call, the next scheduled time to call, and whether or not that attempt has been made.

Commands

Call Summary (Case Sensitive)	
J	Journal Data
a	All Journal Data
x	X-entries Journal Data
P	Parameters
p	Selected Parameters
T	Synchronize Date/Time
E	Error Status
B	Coupon Data

Cassette Close Report

Triton Connect Cassette Close Report (Most Recent Records)					
7/25/20					
Terminal ID: 111-1	Date: 07/25/20	Contact Time: 16:11	Quantity	Amount	
Cassette ID: 711111		Bill Size: 100	Start	0	\$0.00
		Transactions: 0	Dispensed	0	\$0.00
		Reject Events: 0	Remaining	0	\$0.00
Terminal ID: 865966	Date: 07/25/20	Contact Time: 15:40	Quantity	Amount	
Cassette ID: 865966		Bill Size: 100	Start	0	\$0.00
		Transactions: 0	Dispensed	0	\$0.00
		Reject Events: 0	Remaining	0	\$0.00
Terminal ID: 865966	Date: 07/25/20	Contact Time: 15:15	Quantity	Amount	
Cassette ID: 865966		Bill Size: 100	Start	0	\$0.00
		Transactions: 0	Dispensed	0	\$0.00
		Reject Events: 0	Remaining	0	\$0.00

NOTE: Transactions, Transactions Rejected, and Transactions Remaining are calculated through the terminal.

The Cassette Close Report provides information summarizing the most current financial transactions (involving an indicated cassette) performed by the indicated terminal. Typically, this summary covers the period of time since the last Cassette Close operation was performed on the terminal.

Terminal ID - The name used to identify the terminal when it was initially configured.

Date - Date on which the Cassette Close operation was performed.

Contact Time - Time at which the close information was downloaded from the terminal.

Cassette ID - Identification for the cassette(s) installed in the ATM. For single-cassette ATMs, the ID is simply 'Single'. For multi-cassette ATMs, the ID will be an alpha code designation in the series 'A', 'B', 'C', or 'D', depending upon how many cassettes are installed in the unit.

Bill Size - This is the denomination of the currency loaded in the designated cassette.

Transactions - This is the total number of withdrawal transactions involving the designated cassette since the last Cassette Close operation was performed.

Reject Events - This is the number of times currency designated for dispense to the customer was routed to the reject cassette or vault in the terminal. Rejects can occur

for a number of reasons, such as poor note quality, currency not loaded correctly in the cassette, machine error, etc.

Quantity - Number of bills in the cassette applicable to the Start, Dispensed and Remaining headings.

Amount - Total value of the currency in the cassette applicable to the Start, Dispensed and Remaining headings.

Start - Under the Quantity heading, this is the number of bills in the cassette after the completion of the last Cassette Close operation. Typically, after a cassette close is performed the cassette is restocked with cash and the terminal's Starting Quantity parameter is reset to reflect the total number of bills in the cassette when it is placed back in service.

Under the Amount heading, this is the total value of the currency in the cassette after the completion of the last Cassette Close operation. Since the cassette is usually restocked with cash after the close, this value will normally represent the total value of cash in a full cassette.

Dispensed - Under the Quantity heading, number of notes dispensed (including rejected notes) since the last Cassette Close. Under the Amount heading, the total value of the cash that was dispensed (including rejects) since the last Cassette Close.

Remaining - Under the Quantity heading, number of notes remaining in the cassette when the close operation took place. Under the Amount heading, the total value of the cash remaining in the cassette when the close operation took place.

Cassette Status Report

Triton Connect Cassette Status Report							
Terminal ID	Terminal Location	Cassette ID	Bill Size	Reject Events	Cash Loaded	Cash Dispensed	Cash Remaining
0001	0001	0001	\$100	0	\$100	\$0	\$100
0002	0002	0002	\$100	0	\$100	\$0	\$100
0003	0003	0003	\$100	0	\$100	\$0	\$100
0004	0004	0004	\$100	0	\$100	\$0	\$100
0005	0005	0005	\$100	0	\$100	\$0	\$100
Total	00			000	\$500.00	\$0.00	\$500.00

NOTE: The total amount of cash loaded in the cassette is equal to the amount of cash loaded in the cassette plus the amount of cash dispensed.

The Cassette Status Report provides information on the cassette as of last contact with the terminal.

Terminal ID - The name used to identify the terminal when it was initially configured.

Terminal Location - This is the terminal location description when the terminal was initially entered into the Triton Connect database. This is usually the name of the store or other location where the terminal is installed.

Cassette ID - Identification for the cassette(s) installed in the ATM.

Bill Size - This is the denomination of the currency loaded in the designated cassette.

Reject Events - This is the number of times currency designated for dispense to the customer was routed to the reject cassette or vault in the terminal.

Cash Loaded - Amount of cash loaded in the cassette when it was restocked.

Cash Dispensed - Amount of cash dispensed since the last cassette close.

Cash Remaining - Cash remaining in the cassette.

Totals - Totals for all cassettes in the indicated terminal.

FOR MORE DETAIL

The Cassette Status parameters described here summarize descriptions provided in additional detail in the previous section, which covered the Cassette Close Report. See that section for more information on the following parameters:

1. Terminal ID
2. Cassette ID
3. Reject Events
4. Cash Loaded (See description of the Start parameter)
5. Cash Dispensed (See description of the Dispensed parameter)
6. Cash Remaining (see description of the Remaining parameter)

Check Digits

Triton Connect Check Digits Report

7/19/2004

Terminal ID	Master Check Digits	Comm Check Digits	Last Contacted
123456	0E092C	1B6D31	06/09/2003 4:42:05 PM
960001	82E136	6B3841	06/05/2003 09:29:50 AM
AV100032	110594	7C684F	01/01/2003 05:00:54 AM
AV100162			Never Contacted

The Check Digits Report displays a management report that shows the check digits string associated with the currently loaded Master and Working keys.

Terminal ID - The name used to identify the terminal when it was initially configured.

Master Check Digits - The string verifying the PIN Master keys when entered in the terminal.

Comm Check Digits - The string verifying the PIN Working keys when downloaded from the Host processor.

Last Contacted - The date and time at which the terminal was last contacted.

Check Digits Triple DES

Triton Connect Check Digits Report

7/19/2004

Terminal ID	PIN Master Key (left)	PIN Master Key (right)	MAC Master Key (left)	MAC Master Key (right)	PIN Working Key (left)	PIN Working Key (right)	MAC Working Key	Last Contacted
123456	0E092C	8EE64D	82E136	82E136	186031	186031	82E136	06/09/2003 4:42:05 PM
960001	82E136	8CA64D	82E136	82E136	683841	683841	92608E	06/05/2003 09:29:50 AM
AV100032	110594				7C684F			01/01/2003 05:00:54 AM

The Check Digits Triple DES displays a management report that shows the check digits strings associated with the currently loaded Master and Working keys for Triple DES encryption.

Terminal ID - The name used to identify the terminal when it was initially configured.

PIN Master Key Left/Right - The strings verifying the PIN Master keys when entered in the terminal.

MAC Master Key Left/Right - The strings verifying the MAC Master keys (if used) when entered in the terminal.

PIN Working Key Left/Right - The strings verifying the PIN Working keys when downloaded from the Host processor.

MAC Working Key - The strings verifying the MAC Working keys (if used) when downloaded from the Host processor.

Last Contacted - The date and time at which the terminal was last contacted.

Coupon Report

Triton Connect Coupon Report				
7/16/00				
Terminal ID: 000000				
.TCC File: C:\program files\triconnect\BIN\PTLS101.TCC				
	<i>Coupon</i>	<i>Number Printed</i>	<i>Coupon</i>	<i>Number Printed</i>
	AD1.bmp	1	AD2.bmp	0
	AD2.bmp	0	AD3.bmp	0
	AD3.bmp	0	AD4.bmp	0
Total Coupons Printed: 4				

The Coupon Report provides information summarizing the types and numbers of coupons that have been printed by the indicated terminal. Typically, this summary covers the period of time since the terminal was placed in operation.

Terminal ID - The name used to identify the terminal when it was initially configured.

.TCC File - Name and location of the coupon file associated with the coupon graphic files listed under the Coupon heading.

Total Coupons Printed - Total number of coupons printed since the terminal was placed in operation.

Coupon - File name of a Receipt Graphic file.

Number Printed - Total number of a particular Receipt Graphic that have been printed since the terminal was placed in operation.

Day Close Report

Triton Connect Day Close Report (Most Recent Records)				
7:18:99				
<i>Terminal ID:</i> 111111	<i>Contact Date:</i> 01/25/99		<i>Host</i>	<i>Terminal</i>
	<i>Contact Time:</i> 16:11	<i>Withdrawals</i>	0	4
	<i>Business Date:</i> 01/00/00	<i>Inquiries</i>	0	0
		<i>Transfers</i>	0	0
HOST TOTALS NOT RECEIVED		<i>Settlement</i>	\$0.00	\$40.00

The Day Close Report provides information summarizing the most current financial transactions performed by the indicated terminal. Typically, this summary covers the period of time since the last Day Close operation was performed.

Terminal ID - The name used to identify the terminal when it was initially configured.

Contact Date - Date on which the Day Close operation was performed.

Contact Time - Time at which the close information was downloaded from the terminal.

Business Date - Business closing date for which the current Day Close operation is applicable.

Host - Total number of transactions (of each type) and a final Settlement value for those transactions, as recorded by the Host processor.

Host values are only available if host totals were received by the terminal for Withdrawals, Inquiries, Transfers and Settlement values.

Terminal - Total number of transactions (of each type) and a final Settlement value for those transactions, as recorded by the terminal for Withdrawals, Inquiries, Transfers and Settlement values.

Withdrawals - This is the total number of withdrawals made from the terminal (including rejects) since the last Day Close operation was performed. The Withdrawals value is reported by the terminal and the Host (if available).

Inquiries - Number of balance inquiries performed since the last Day Close, as reported by the terminal and the Host.

Transfers - Number of account transfer transactions performed by the terminal since the last Day Close was performed, as reported by the terminal and the Host.

Settlement - Total monetary amount of all transactions performed since the last Day Close, as reported by the terminal and the Host.

ABOUT THE BUSINESS DATE

The Business Date is provided by the Host Processor at the time of the Day Close. This date reflects the date on which the close is considered "officially" processed by the Host (much as a bank's closing date for a deposit may be different from the date the deposit was made) and may be different from the Contact Date.

Time zone differences, time of day, weekends or holidays can all affect the Business Date.

Denied Transactions Report

Triton Connect Denied Transactions Report		
Terminal ID	Last Contacted Date/Time	Number of Denied Transactions
EXAMPLE	1/18/2014 12:34	1
Total Number Denied Transactions = 1		

This report shows the number of terminal transactions (of any type) that have been denied by the Host Processor since the last Day Close operation was performed.

Terminal ID - The name used to identify the terminal when it was initially configured.

Last Contacted Date/Time - This is the date and time at which the terminal was contacted and Journal data was downloaded.

Number of Denied Transactions - This is the number of terminal transactions (of any type) that have been denied by the Host Processor since the last Day Close operation was performed.

Total Number of Denied Transactions - This is the total number of transactions (for all terminals shown in the report) that have been denied by the Host Processor since the last Day Close operation was performed.

ISO Numbers Report

Triton Connect Terminal ISO Numbers Report		
Terminal ID	ISO Number(s)	ISO Action
EXAMPLE	1	Block Surcharge
	2	Block Surcharge
	3	Block Surcharge
EXAMPLE123456789	411174	Block Surcharge
	443923607	Block Surcharge
	533570	Block Surcharge
	68834300	Block Surcharge

This report will list the current ISO Numbers being used by the listed terminal.

Terminal ID - The name used to identify the terminal when it was initially configured.

ISO Number(s) - The ISO Numbers that are currently loaded in the indicated terminal will be displayed in this column.

The terminal can store up to 100 ISO numbers to block at one time; however, only five numbers can be entered manually at the terminal. Additional ISO numbers (up to the 100-number limit) must be downloaded to the terminal using Triton Connect management software.

ISO Action - The International Standards Organization, or ISO, number is used in the terminal to block surcharging and to disable surcharge messages for transactions that use a particular financial institution's ATM or Credit Card. This report shows ISO for which certain actions must be taken by the ATM.

See the applicable terminal operations manual for additional information on the Block ISO feature.

Journal Data Report

12/15/2004

Terminal ID	Rec #	Date	Time	Sequence Number	Transaction Type	Journal Entry	Primary Account #	# of Surcharges	Surcharge Amount	Amount Dispensed
TR#822501380001	2865	12/9/2004	23:49:57	1824	Check/qW/D	TRANSACTION	4873*****6602	1	\$1.95	\$100
	2866	12/9/2004	0:11:39	1825	Check/qW/D	TRANSACTION	4217*****2652	1	\$1.95	\$80
	2867	12/9/2004	0:16:25	1826	Check/qW/D	TRANSACTION	4066*****8841	1	\$1.95	\$80
	2868	12/9/2004	0:24:36	1827	Check/qW/D	TRANSACTION	4873*****6508	1	\$1.95	\$20

The Journal Data Report provides a concise list of terminal activities, including customer transactions and machine-specific events and operations.

Terminal ID - The name used to identify the terminal when it was initially configured.

Rec # - The Record Number is simply a counter that increments after each transaction, machine operation or any other event that is tracked by the journal function of the terminal.

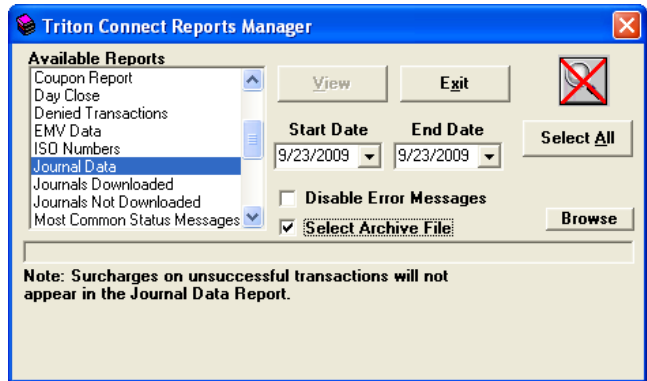
Date - This is the date at which the specified event took place.

Time - This is the time of day at which the specified event took place.

Sequence Number - The Sequence Number is a counter that increments after each customer transaction (withdrawal, transfer, balance inquiry) performed by the terminal. Some versions of terminal software allow the Sequence Number to be manually reset to zero.

Transaction Type - This is a short description of the specific type of customer transaction that was performed at the indicated date and time, if applicable.

Journal Entry - This column indicates the general type of event which took place at the specified date and time. Each customer transaction is generically referred to as a TRANSACTION. Other machine operations and events are described with short, descriptive terms, such as RESET in the case of an operation that re-initializes the terminal hardware and software. When “Suppress Account Numbers” is enabled, masking characters (=) will be present in the middle of the field.



Primary Account # - This is a sequence of numbers that typically consists of a combination of the Bank Identification Number and customer account number associated with the ATM, debit, or credit card that was used to make the transaction. When “Suppress Account Numbers” is enabled, only the last four (4) digits will be shown.

of Surcharges - This is the number of surcharges that was assessed for a cash transaction.

Surcharge Amount - This is the surcharge fee, if any, that was assessed for a cash withdrawal transaction.

Amount Dispensed - This is the amount of cash that was dispensed to the customer when a withdrawal-type transaction was performed.

Totals - These amounts represent the sum of all Surcharge Amount and Amount Dispensed values applicable to the indicated terminal.

Grand Totals - These amounts represent the sum of all Surcharge Amount and Amount Dispensed values applicable to all the terminals shown in a given Journal Data Report.

Journals Downloaded

Triton Connect Journal Received Report

12/15/2004 Terminals with Journals between the range: 12/1/2004 and 12/15/2004

Terminal ID	Earliest Time Received	Latest Time Received
7015Y033	11/25/2004 4:06 AM	12/9/2004 4:06 AM
A506258	10/29/2004 3:44 PM	12/9/2004 3:57 AM
LK213939	7/2/2003 5:43 AM	12/9/2004 2:36 AM
LK354206	11/12/2004 8:55 AM	12/9/2004 4:14 AM
LK359601	11/17/2004 3:16 PM	12/9/2004 4:02 AM

The Journal Downloaded report provides information on the first and most recent time journals have been received.

Terminal ID - The name used to identify the terminal when it was initially configured.

Earliest Time Received - This is the date and time the journal was first downloaded.

Latest Time Received - This is the date and time the journal was last downloaded.

Journals Not Downloaded

Triton Connect Journal Received Report

12/15/2004 Terminals WITHOUT Journals between the range: 12/1/2004 and 12/15/2004

Terminal ID	Earliest Time Received	Latest Time Received
FIBA90706056	N/A	N/A
P51279	N/A	N/A
TD016750	7/1/2003 6:11 AM	9/7/2004 6:26 AM
TD211137	7/1/2003 4:30 PM	9/7/2004 5:02 AM

The Journal Not Downloaded report provides a list of terminals for which there have been no journals downloaded within the specified date range.

Terminal ID - The name used to identify the terminal when it was initially configured.

Earliest Time Received - This is the date and time the journal was not downloaded.

Latest Time Received - This is the date and time the journal was last not downloaded.

Scheduled Close Report

Triton Connect Scheduled Close Report		
7/19/2004		
Terminal ID	Scheduled Close Time	Last Contacted
123456	OFF	06/09/2003 4:42:05 PM
960001	OFF	06/05/2003 09:29:50 AM
AV100032	7:00 PM	01/01/2003 05:00:54 AM
AV100162	OFF	Never Contacted
AV100171	OFF	01/15/2003 10:03:06 AM

The Scheduled Close Report provides information on the Scheduled Day Close setup of each terminal, if applicable.

Terminal ID - The name used to identify the terminal when it was initially configured.

Scheduled Close Time - The time the terminal was scheduled to perform a Day Close.

Last Contacted - The date and time the terminal was last contacted to perform a scheduled Day Close.

Most Common Status Messages Report

Most Common Status Messages	
Status Messages Reported From 11/10/03 To 12 - 03	
Number of Occurrences	Status Message
1	...
2	...
3	...
4	...
5	...

This report lists all of the status message that have been received over a specified time interval, listed in order of greatest number of occurrences. As a management tool, this report can help you to quickly pinpoint problem areas.

Status Messages Reported From - Shows the time interval over which the status messages in the report have occurred.

Number of Occurrences - This column will list the number of occurrences of the status messages listed in the Status Message column. The status message with the most occurrences over the specified time frame will appear at the top of the list, followed by the next most common status message, and so on for all status messages logged over the specified time frame.

Status Message - This column provides a short description of the corresponding status code listed in the Number of Occurrences column.

Total Number of Status Messages - This is the total number of all status messages received over the time interval shown in the Status Messages Reported From block.

Terminal Configuration Report

Triton Connect Terminal Configuration Report			
Terminal ID	Location	Address	Phone Number
10001	10001 Terminal	10001 Terminal St, Suite 100	10001 Terminal
10002	10002 Terminal	10002 Terminal St, Suite 100	10002 Terminal

This report provides information about each terminal as entered in the Terminal Manager.

Terminal ID - The name used to identify the terminal when it was initially configured.

Location - This is the terminal location description that was used when the terminal was initially entered into the Triton Connect terminal database. This is usually the name of the store or other location where the terminal is installed.

Address - This is the terminal location description that was used when the terminal was initially entered into the Triton Connect terminal database. This is usually the street address, city, state and zip code of the store or other location where the terminal is installed.

Phone Number - This entry will include the contact phone number for dial-up terminals, an earth station number for VSAT terminals, or a TCP/IP address for Ethernet or wireless terminals. For more information on these connection types, see Chapter 1, Introduction, and Chapter 3, Call Monitor Setup.

Terminal Down Time Report

Triton Connect Terminal Down Time Report	
Terminal	Down Time (In Hours)
10001	2

This report logs the number of hours a specific terminal has been out of service for a specified time range.

Down Time From - Shows the time frame over which down time has been monitored for the terminals listed in the report.

Terminal - The name used to identify the terminal when it was initially entered into the Triton Connect terminal database.

Down Time (In Hours) - Number of hours the indicated terminal was out of service over the specified time frame.

Total Down Time - Total number of down time hours logged during the specified time frame, for all the terminals listed in the report.

Terminal Status Report

Triton Connect Terminal Status Report			
Terminal ID	Location	Date/Time	Error Description
000001	Store 1234	11/15/2019 10:00 AM	Communication Error

This report provides information on the status of the terminal as of the last contacted date and time.

Terminal ID - The name used to identify the terminal when it was initially configured.

Location - This is the terminal location description that was used when the terminal was initially entered into the Triton Connect terminal database. This is usually the name of the store or other location where the terminal is installed.

Date/Time - This is the date and time at which the terminal was last contacted and error status data was downloaded.

Error Description - This is the most recent error code and description for the indicated terminal. See Chapter 6 for a table of error conditions and associated error code numbers.

Terminal Status Messages Report

Triton Connect Status Messages Report		
Terminal ID	Date	Status Message
000001	11/15/2019 10:00 AM	Communication Error

This report lists the type and number of status messages received from specified terminals over a user-defined time frame.

Status Messages Reported From - Shows the time frame over which down time is being reported in the current report.

Terminal ID - The name used to identify the terminal when it was initially configured.

Date - Date and time on which the indicated status message was received.

Status Message - Code number and short description for the indicated status message.

Total Number of Status Messages - Shows the total number of status messages in the report.

Terminal Totals Report

Triton Connect Terminal Totals Report						
Terminal ID	Debits	Credits	Inquiries	Transfers	Debit Amount	Credit Amount
Totals	0	0	0	0	0.00	0.00

This report provides information on the status of the terminal

The Terminal Totals Report is used to report financial information accumulated from Day Close to Day close. If day Closes are not being performed, the totals will be cumulative.

Terminal ID - The name used to identify the terminal when it was initially configured.

Debits - This is the number of checking and savings account withdrawal transactions that have taken place since the last Day Close operation was performed.

Credits - This is the number of credit card withdrawal transactions that have taken place since the last Day Close operation was performed.

Inquiries - This is the number of balance inquiries performed by the terminal since the last Day Close operation was performed.

Transfers - This is the number of account transfer transactions performed by the terminal since the last Day Close operation was performed.

Debit Amount - Total monetary value of all Debit transactions that have taken place.

Credit Amount - Total monetary value of all Credit transactions that have taken place.

Totals - Total of all values for all terminals listed in the Terminal Totals Report.

Version Numbers Report

Triton Connect Terminal Version Numbers								
Terminal ID	Model #	Eprom Version #	Program Version #	Table Version #	Printer Version #	SPED Version #	Dispenser Version #	
123456	9100	2003.10.11	2003.02.26	2003.02.26	0100.00	ET0401.01	1.0000	
987654	9100	2003.10.11	2003.02.26	2003.02.26	0100.00	ET0401.01	1.0000	
543210	9100	2003.10.11	2003.02.26	2003.02.26	0100.00	ET0401.01	1.0000	
098765	9100	2003.10.11	2003.02.26	2003.02.26	0100.00	ET0401.01	1.0000	
654321	9100	2003.10.11	2003.02.26	2003.02.26	0100.00	ET0401.01	1.0000	
Total Number of Terminals = 5								

This report provides information on hardware versions for all terminals reporting information to Triton Connect.

Terminal ID - The name used to identify the terminal when it was initially configured.

Model # - This is the model number of the indicated terminal.

Eprom Version # - The Eprom holds software downloading, initialization, testing and low-level interface routines. This is the version number of the Eprom chip currently installed in the terminal.

Program Version # - The "Program" is the terminal operating software, which is downloaded to the terminal either locally or remotely via Triton Connect. This entry is the version number of the software currently loaded in the terminal.

Table/Screen Version # - The term "Table" refers to the software component that provides the ATM user interface and associated terminal control functionality. Because X-Scale terminals do not have a Table file but instead have a Screen file, the Version report was changed to reflect this column header.

Printer Version # - Printer version number. Availability of this data depends upon the version of ATM software running in the terminal.

SPED Version # - Version number of the SPED firmware. Availability of this data depends upon the version of ATM software running in the terminal.

Dispenser Version # - Dispenser version number. Availability of this data depends upon the version of ATM software running in the terminal.

Total Number of Terminals - This is the total number of terminals in the current Version Numbers Report.

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CHAPTER 12 - SOFTWARE DOWNLOAD

Introduction

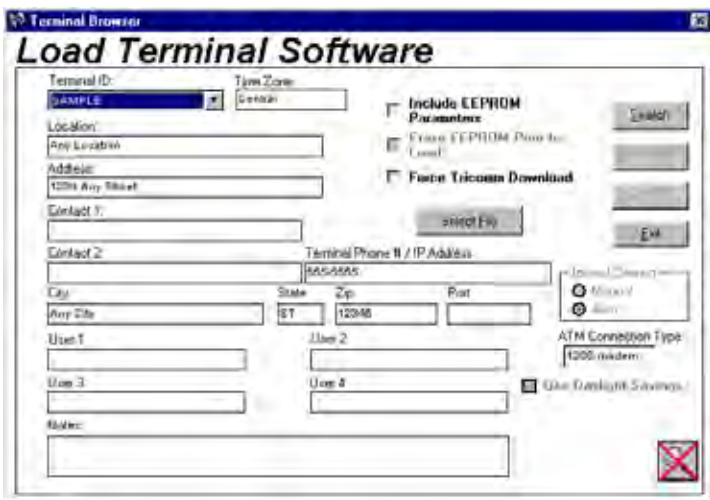
Triton Connect can perform remote software downloads to terminals.

In this chapter, we'll show you how to access this function.

Accessing the Software Download Function

Follow these steps to access the Software Download function:

1. Start the Terminal Manager application using the Supervisor password.
2. From the Utilities menu, select the Software Download option. The Load Terminal Software screen appears:



Downloading Software

The Load Terminal Software screen is similar in overall appearance to other terminal data screens in Triton Connect. Note that most of the data fields serve only to help identify and locate the terminal you want to work with. The Terminal ID list provides a quick way to select a particular terminal. If there are many terminals, it may be more convenient to use the Search or Filter features to locate a particular terminal or reduce the number of terminals displayed in the list.

Follow these steps to initiate a software download:

1. Select the ID of the terminal you want to load with software. If applicable, select the Broadcast option to select multiple terminals.
2. Click the Select File button and use the file browser window to locate the download file you want to use.
3. Choose the appropriate download options, as applicable.
4. Click the Send File button. When the call scheduling window appears, schedule a time for the download and click the OK button.

EPROM ACCESS CODE

When you select the Send option to schedule a software download, you will be prompted to enter the terminal's EPROM Access Code (if the terminal is running Z180 version 5.0 ATM software or greater), unless the code was entered when the terminal was initially added to the database

Download Options Z180 ATMs Only

There are three download options available. Use them as needed to make changes to the way the download is normally performed. These options are described next.

Include EEPROM Parameters

Parameters are stored in the terminal's EEPROM, and specify particular operational conditions, or provide necessary operating information for the terminal.

Normally, during initial software load at the factory the terminal is loaded with default parameter values. These are subsequently modified during the installation of the terminal, to fit specific operational requirements.

***** CAUTION *****

When you check this option, the terminal's existing parameters will be erased and replaced with the values contained in the software load file! The terminal will then need to be reconfigured to your specifications, including re-enabling Triton Connect!

RECOGNIZING TERMINAL TYPES

If the terminal has previously been contacted and parameters from the terminal have been received and stored in the database, Triton Connect will have the information it needs to automatically choose the correct software download type to use.

When the terminal is running Z180 version 5.0 software or greater, an unattended remote download will be attempted

Erase EEPROM Prior to Load

Normally this option is grayed out until the 'Include EEPROM Parameters' option is checked. Once active, you can check the option to specify erasure of the terminal's EEPROM prior to loading the parameters contained in the software load file.

Force Tricomm Download

In the event that a software download to a terminal running Z180 version 5.0 software or greater is unsuccessful, you can check this option to force a download using the Tricomm protocol. This type of download will require the assistance of support personnel at the terminal location.

*** NOTE ***

Forced Tricomm downloads will not be allowed when TCP/IP or VSAT connection types are being used by the selected terminal and will display an error message

TRICOMM DOWNLOADS

Tricomm is a separately available, PC-based utility that is used to load terminal software. It is typically installed on a PC or laptop computer, which is placed at the terminal location and physically connected to the terminal by a serial cable (8-bit machines).

Tricomm-type downloads require the EPROM Access Code be manually entered at the terminal. Once access is granted, a special menu is used to configure the terminal to accept the software download.

For instructions on performing this type of download, see the operating instructions that came with the Tricomm utility or the ATM service manual.

LOAD FILE FORMAT

For Load file Formats, refer to the table below.

EEE value	EEE meaning
tlf	XScale
tlv	X2 CE 5
tr6	X2 CE 6
tr7	X3 CE 7

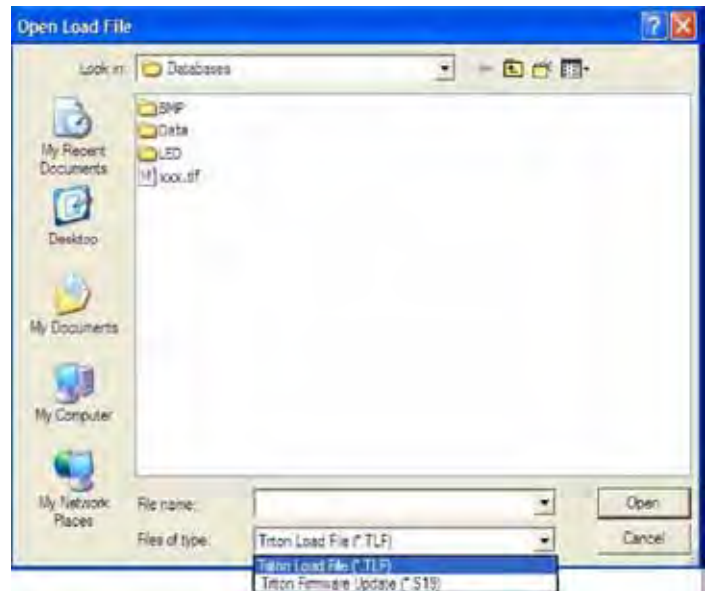
TERMINAL-SPECIFIC LOAD FILE SELECTION

To access the Software Download dialog, highlight the Utilities menu on the Terminal Manager menu bar, then select Software Download.

When you click the Select File button on the Software Download dialog, the application will display an Open Load File dialog box. The file type displayed will depend on the Terminal ID you selected. If the application identifies the terminal as an X2 terminal, load files with the .TFV. file extension will be displayed.

If the version information identifies the terminal as an XScale or Z-180, the dialog will display the file formats shown in.

Note: If you have not downloaded parameters for the selected terminal, the system will display an error message and prompt you to download parameters for the selected X2 terminal.



NOTE: The extension could also be tr6 or tr7 depending on the ATM model that was selected.



FILE FORMAT VALIDATION

Once you've selected a load file with a TFV extension and have pressed the Open button, the application will start the file validation process. If the file is determined to be a valid TFV load file, the Open Load File dialog box will close and return you to the Software Download dialog main form. This process will validate all file types (tf, tfv, tr6 and tr7).

If the load file is not valid, the application will display an error message



When you acknowledge the error by pressing the OK button you will be returned to the Software Download dialog main form.

CHAPTER 13 - AD DESIGNER

Introduction

The Ad Designer is used to combine bit-mapped graphics and text together to create Ad Screens for non-PC based units. Triton Connect is used to download these Ad Screens to selected terminals for display.

The Ad Designer is an editing utility that is used to import and manipulate bit-mapped graphics (in the BMP format) to create Graphic Ad Screens. Additional tools enable the merging of text with bit-mapped images or the creation of text-only Ad Screens.

* NOTE *

Graphic Ad Screens can only be downloaded to terminals equipped with one or more Expansion Memory modules (96XX). Text-only Ad Screens do not require this additional storage memory.

Ad Screen Characteristics

The Ad Designer can only import and manipulate bit-mapped graphic images; it cannot create them. You must use a third-party graphics application to initially create the graphic images you wish to use as Ad Screens.

In creating your graphics, ensure the images conform to the following requirements:

- The images must be either 16-color or 256-color.
- Each image must be no larger than 320 pixels wide by 240 pixels high (these limits represent the dimensions of the terminal display screen).

The Windows Paint application creates bitmap files in a generic format that is fully compatible with the Ad Screen capability of the terminal, and should enable you to meet the above requirements. If you decide to use another graphics program to create your bitmapped images it is recommended that before processing the file with the Ad Designer, you open and then re-save the file using Windows Paint, to ensure maximum compatibility with the terminal.

* NOTE *

The filename of the image must be no longer than eight characters (not including the period and file name extension).

AD SCREEN SIZE

Why a maximum image size of 320-by-240 pixels? This is the size of the LCD display on the terminal; therefore, images must be no larger than these dimensions in order to be completely visible. In fact, the Ad Designer will not allow you to use images larger than these dimensions.

You can find a reminder of the maximum pixel size of the image under the Help/Help option on the menu bar:



This message box also shows the allowable color-depth values allowed for Ad Screen images: 16-color or 256-color.

** IMPORTANT **

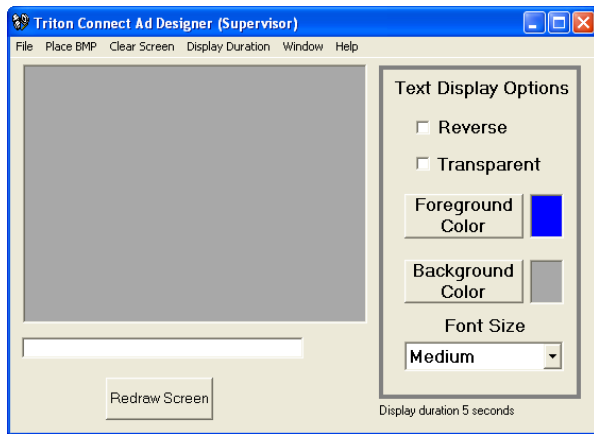
FILE NAMES MUST CONSIST OF ALPHANUMERIC CHARACTERS ONLY!

Triton Connect will not transfer files to a terminal if those files have names that contain non-alphanumeric characters. Use only the characters A-Z (upper or lowercase) and the numbers 0-9; any other characters will prevent Triton Connect from downloading the graphics to the terminal. Only the display schedule will be sent, resulting in the display of blank screens on the terminal at scheduled times!

Accessing the Ad Designer

Follow these steps to access the Ad Designer:

1. Start the Terminal Manager application.
2. From the Utilities menu, select the Ad Designer option.
The Ad Designer screen appears:



Ad Designer Features

This section provides a brief outline of the functions of the Ad Designer.

Menu



The primary options available through the menu bar allow you to open and save graphics files, place graphic images within the display area, clear the display area, and set the Ad Screen display duration (how long each Ad Screen will be displayed on the terminal screen).

Additional options enable you to see the color-depth (16-color or 256-color) of the image currently being viewed in the display window, to view various help displays, and to restore warning messages.

TEXT VS. GRAPHIC AD SCREENS

Graphics Ad Screens will take priority over text-based screens in a terminal. If the terminal has been equipped with one or more optional Expansion Memory Modules, and is running Graphics Ad Screens, no text-based screens will be displayed.

If no Graphics Ad Screens are loaded in the terminal, or if the Ad Screen function has been turned off (via Triton Connect or by local terminal control), Text Ad Screens, if loaded, will be displayed.

This behavior allows you to design both graphic and text versions of Ad Screens, which can then be broadcast to a group of terminals. Those terminals that support graphics will automatically display the graphics versions of the Ads, while terminals not equipped (or not enabled) to display graphics Ads will automatically display the text-based versions.

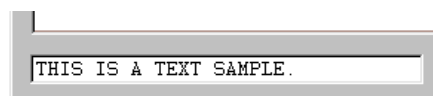
Display Window

The Ad Designer enables you to manipulate Ad Screen content (graphic and text entities) as discrete “objects.” This gives you the ability to select individual components of an Ad Screen for various editing operations.



The Display Window is where you will compose your Ad Screen. You can place both text and graphic elements within the display area, positioning those elements as needed to create the final Ad Screen composition.

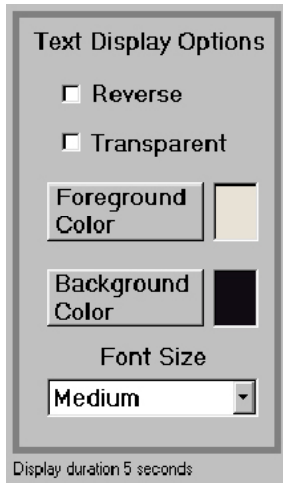
The text-entry area below the display window provides a place to enter any textual words or phrases you need to add to an existing graphic or to create a text-only Ad Screen.



The Redraw Screen button enables you to “refresh” the display as needed during editing operations.



Text Display Options



Several text display options can be changed to make Ad Screen text appear more distinctly within the display. The options include:

- **Reverse Text.** Checking this option reverses the foreground and background color selections in the text object.



- **Transparent Text.** Checking this option allows you to place text directly on a BMP graphic without erasing the image behind the text. The text will appear to “float” over the underlying image.

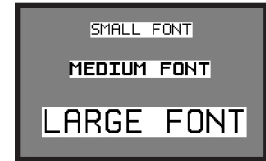
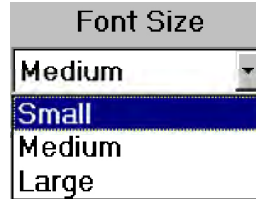


- **Foreground Color.** This button calls up a display of the currently available colors that can be applied to the next text entry. These colors are based on the “palette” of colors available within the currently displayed image. If no image is displayed, a default set of colors will be available to choose from.



- **Background Color.** Select one color from a color pallet of sixteen colors. As with the Foreground Color, this color is also chosen from the current palette.

- **Font Size.** Small, Medium, or Large.



CREATING TEXT

Because the Text Display Options provide only a basic set of configuration settings, you may want to consider using a separate graphics application to add text directly to your Ad Screen bitmaps.

Most commercial graphics programs enable you to select from many typeface and font size options, offering a wider range of creative choices in the creation of your Ad Screens.

Creating an Ad Screen

Follow these procedures to create an Ad Screen:

1. Click the Place BMP selection of the Menu Bar. This displays a BMP file selection window.



2. Select the BMP graphic by either double clicking on the desired BMP file name, or by clicking on the file name to highlight it and then clicking Open.

- The Ad Designer will evaluate the “color depth” (number of colors in the image) of the image and will present either of two warning messages to you; which message is displayed will depend upon whether the image is a 16-color or 256-color bitmap.

TURNING WARNING MESSAGES ON AND OFF

The warning messages that appear when graphics or text are selected can be turned off, so that subsequent operations are not interrupted by the appearance of these screens.

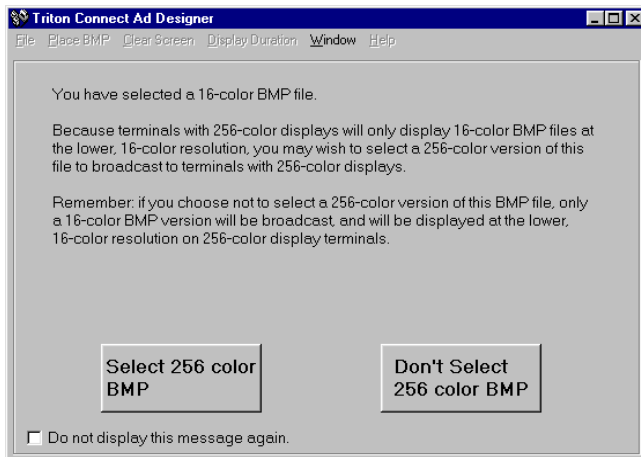
A check box appears at the bottom of each screen. This option allows you to turn off the display of that particular warning screen. Click the check box to enable:

Do not display this message again.

To turn all currently disabled warning messages back on, use the Enable Messages option, which can be accessed from the Help menu.

Help
About
Help
System
Enable Messages

For 16-Color Images:



This screen will give you the option to proceed with the selection of the 16-color bitmap image, or to return to the file-selection dialog to select a 256-color bitmap image.

You can take this opportunity to consider the type of terminal the image is to be displayed upon. If the terminal has a 16-color display, a 16-color Ad Screen is the only correct choice, in which case you would click the DON'T SELECT 256-COLOR BMP option. The selected image will appear in the display area.

However, if the terminal uses a 256-color display, you may also wish to select another, 256-color image. This may be a version of the first, 16-color image, or a completely different image. In this case, choose the SELECT 256-COLOR BMP option. You will be presented with the file selection dialog, which will allow you to choose a 256-color image. Both images will be loaded into the display area. The first image (16-color) will be visible, while the second image (256-color) will be hidden. You can switch between images using the Window option on the menu bar (see the sidebar for more detail).

Of course, a 256-color display can also display a 16-color image (although there will be no improvement in the image), so if the terminal uses a 256-color display either 16-color or 256-color images may be used.

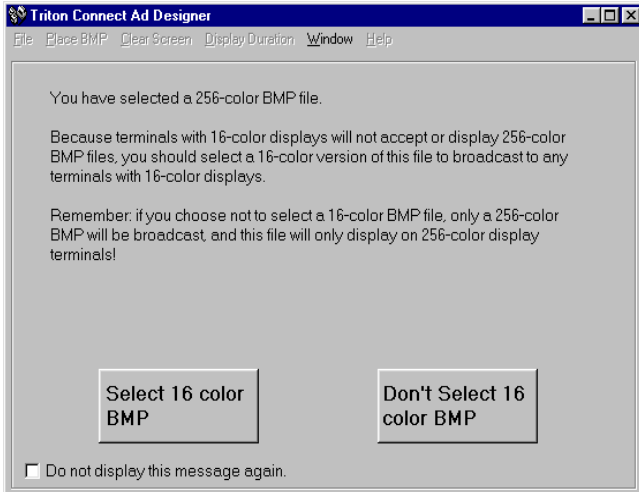
SWITCHING BETWEEN 16-COLOR AND 256-COLOR IMAGES

If you want to know the color depth of the image currently visible in the display area, select the Window option from the menu bar:

Window	Help
16 color terminal BMP	
<input checked="" type="checkbox"/> 256 color terminal BMP	

A check mark will appear next to the type of image currently being displayed. If a second image has been loaded into the display area, you can switch to it by clicking on the appropriate image type.

For 256-Color Images:

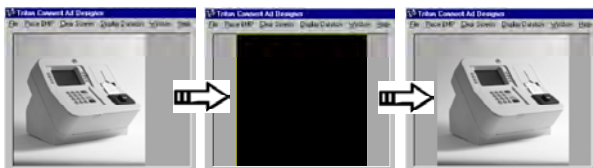


This screen will give you the option of proceeding with the selection of the 256-color bitmap image, or of opting to return to the file-selection dialog in order to select a 16-color bitmap image to work on as well.

If the terminal has a 16-color display, you will have to select a 16-color image instead, since terminals with 16-color displays cannot display 256-color images correctly. In this case, choose the SELECT 16-COLOR BMP option. You will then be presented with the file selection dialog, which will allow you to locate and select a 16-color image. Both images will be loaded into the display area. Use the Window option to select the image you wish to work on.

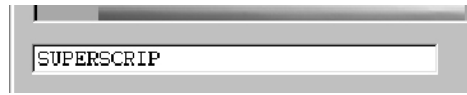
If the terminal has a 256-color display, choose the DON'T SELECT 16-COLOR BMP option to proceed with the operation. The selected image will appear in the display area.

4. The BMP graphic will appear in the display area. To move the graphic, click on the image while holding down the left mouse button and drag the graphic to the desired location. Note how the image is replaced by a black bounding-box during the dragging operation.



5. To place text with the graphic, first type the text that

you want to appear with the graphic into the text box.

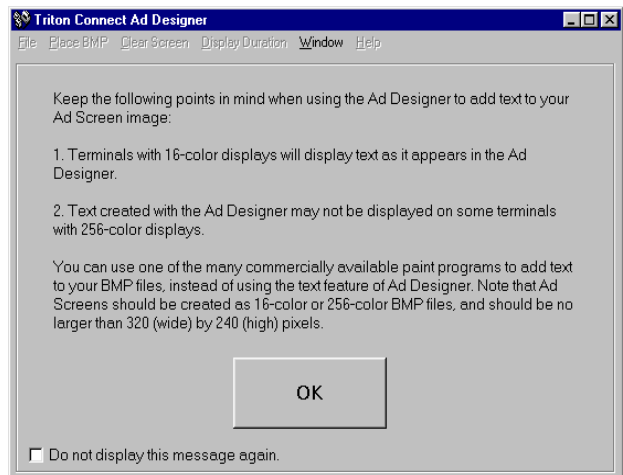


TEXT-ENTRY LIMITATIONS

The text you enter does not wrap. Each line of text must be entered individually.

Using Small/Medium font selection, approximately 30 characters will fit on one line; using large font, approximately 20 characters. Ten to fifteen lines of text will fit vertically within the image display window, depending on the font size.

6. Next, use the Text Display Options to change the text characteristics (transparency, foreground/background colors, font size, etc.) as you see fit.
7. Move the mouse cursor to the point where you want the text to appear on the Ad Screen and click the left mouse button. The first time text is added to the image the following warning message will appear:



The primary purpose of this screen is to offer a caution concerning the display of text on terminals with 256-color displays. Text will not be correctly displayed on such terminals.

To avoid these occurrences, it is recommended that you add text to the bitmap image using a third-party graphics application. This will create a combined bitmap image which can then be converted to an Ad Screen. Images created in this way will display correctly on 256-color terminals.

PROBLEMS WITH TEXT ON 256-COLOR DISPLAYS

To avoid text display problems on 256-color displays you should use a graphics application to add text directly to your Ad Screen bitmaps. You may also wish to create your 16-color Ad Screens (that include text) in this way.

An advantage of this technique is that most commercial graphics programs enable you to select from many typeface and font size options, offering a wider range of creative choices in the creation of your Ad Screens.

Text and 16-color graphics can be combined in the Ad Designer and will display on 16-color terminals.

Select OK to add the text to the display. The text will be displayed on the screen using the current text options. Move the text by placing the cursor over the text, then clicking and holding the left mouse button. Drag the text to the desired location and release.



If you wish, add additional text objects to the Ad Screen by repeating Steps 5-7. Up to 28 text objects can be added to the bitmap, or placed in a text-only Ad Screens.

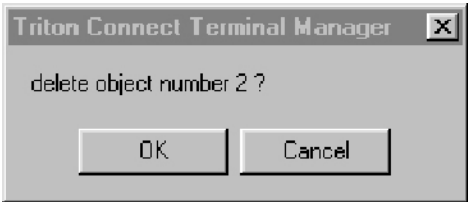
CREATING TEXT-ONLY AD SCREENS

To create text-only Ad Screens, simply place the text you want in the display area and save the image (see Step 10).

The .TCG file that is created by this process will contain the text of the Ad Screen.

8. To delete the graphic or a text object, place the mouse

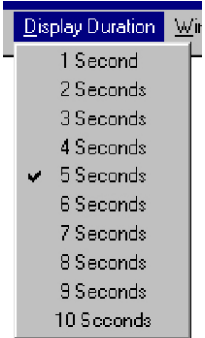
cursor on the item and click the right mouse button. A confirmation box will appear.



Note that the selected object has been assigned a number. The bitmap image is assigned object number 1 by default. Text objects are numbered from 2 to 29.

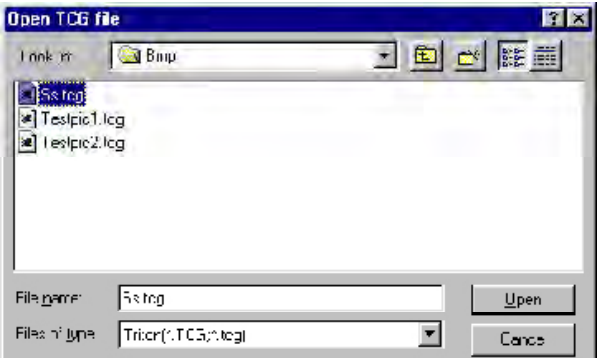
To delete the selected object, choose the OK option; otherwise, select Cancel to return to the display area window.

9. Select the Display Duration option from the menu:



Choose a display duration for the Ad Screen. This is the number of seconds the image will be displayed on the terminal screen. Ad Screens are repeatedly displayed on the terminal screen using a “looping” system.

10. Once the Ad Screen graphic is completed, save it by selecting the File option on the menu bar, then clicking on Save As.



Name the file and click the Save button. A Triton Connect

Graphic (TCG) format will be created.

Ads created in the Ad Designer can be set up for download to a terminal using the Ad Graphics/File Manager tab in the Terminal Parameters area (see Chapter 8, Terminal Parameters, for details).

**** IMPORTANT ****

Do not move, rename, or otherwise alter the original bitmap file that was used to create the Ad Screen! To do so can prevent Triton Connect from downloading the file to the terminal!

ABOUT TCG FILES

The .TCG file holds information about the layout, content and characteristics of an Ad Screen.

1. The .TCG file contains any text that was added to the Ad Screen image, including all text-formatting information.
2. The .TCG file contains a pointer to the original bitmap image (if any) that was used in the creation of the Ad Screen.
3. The .TCG file also contains the display duration parameter.

GRAPHIC SIZES

Graphics are displayed in designated fields in the display. Optimize display graphics by creating them in sizes that fit their intended use. Graphic dimensions are in *pixels*.

X-SCALE UNITS (RL/FT5000/RT2000)

FULL SCREEN - 636 X 476	COUPON GRAPHIC (TOP OR BOTTOM ONLY) - 450 X 225 (.BMP only)
LOGO - 310 X 85	COUPON GRAPHIC (TOP AND BOTTOM) - 320 X 160 (.BMP ONLY)
TRANSACTION AD - 636 X 260	RECEIPT GRAPHIC - 480 X 120 (.BMP only)
BANNER - 205 X 56	
WELCOME Ad - 310 X 385	

X2 UNITS (RL2000 or X2-MIGRATED RL/FT5000/RT2000 (W/10.4" DISPLAY))

5.7" DISPLAY (RL2000)

FULL SCREEN - 636 X 476
WELCOME Ad - 322 X 475
TRANSACTION Ad - 636 X 475
RECEIPT GRAPHIC - 480 X 120 (.BMP only)

8.0"DISPLAY (RL2000) /10.4" DISPLAY

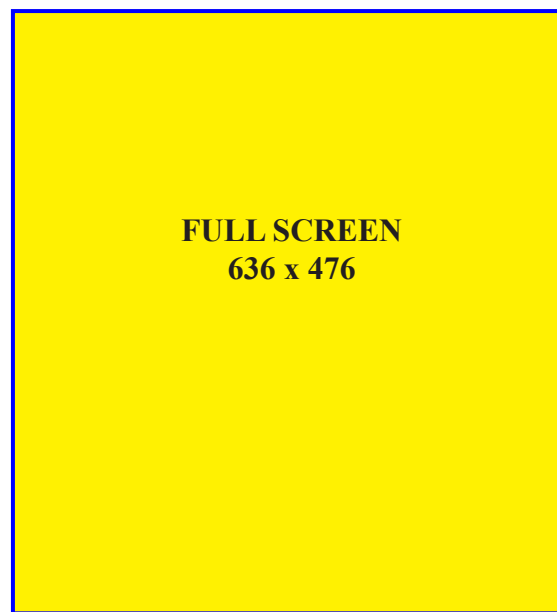
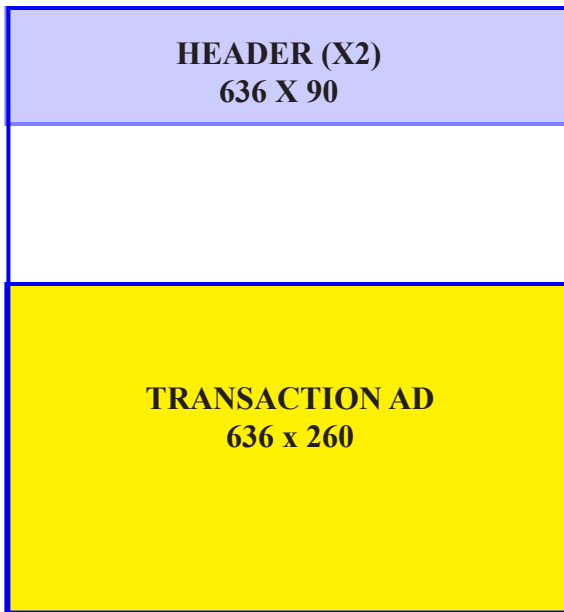
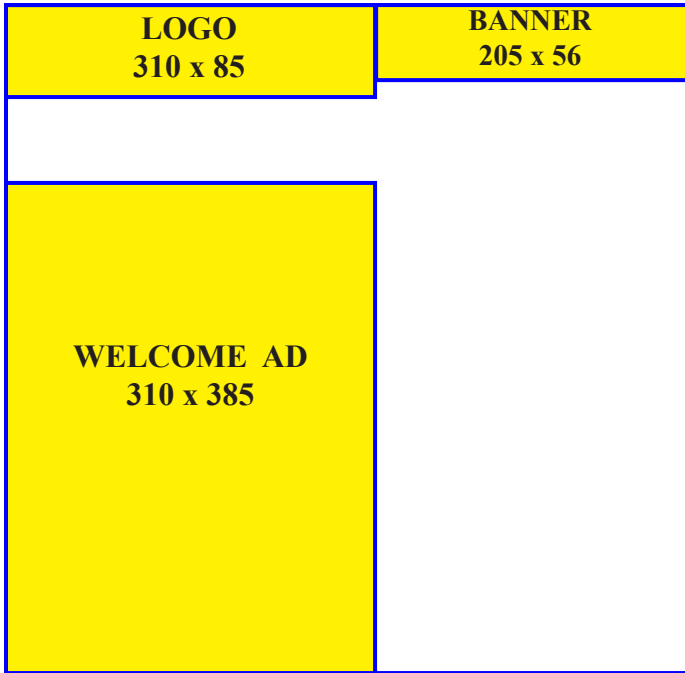
HEADER - 636 X 90
WELCOME Ad - 310 X 385
FULL SCREEN Ad - 636 X 476
TRANSACTION Ad - 636 X 260
RECEIPT GRAPHIC - 480 X 120 (.BMP only)

* **COUPON GRAPHIC (TOP OR BOTTOM - ONLY) - 450 X 225 (.BMP ONLY)**

* **COUPON GRAPHIC (TOP AND BOTTOM) - 320 X 160 (.BMP ONLY)**

* **Applies for any X2 display size.**

GRAPHIC EXAMPLES



CHAPTER 14 - COUPON UTILITY

Introduction

The Coupon Utility is used to manage the graphic images and display parameters associated with the Coupon Selection feature of Triton Systems ATMs. The Coupon Selection feature, which is available at the conclusion of an ATM transaction, enables the customer to select a coupon of their choice from a graphical menu screen. The selected coupon is immediately printed by the ATM receipt printer. Each coupon has a graphic image associated with it, which is printed on the receipt. Triton Connect is used to download these bitmap images and display parameters to selected terminals.

**** IMPORTANT ****

This option is ONLY available on terminals with software that supports this feature.

The Coupon Utility is used to import and assign bitmap graphics to the Coupon Selection Screen, to assign individual receipt coupon graphic images to up to six menu selections and to establish the display duration of the Coupon Selection Screen. These selections are stored in a file called a Triton Connect Coupon, or .TCC file.

ABOUT TCC FILES

The .TCC file that is created as the final step of the Triton Connect Coupon file creation process is a specially-formatted data file that holds information describing the content and display duration of the Coupon Selection Screen.

The .TCC file contains pointers to the bitmap images of the Coupon Section Screen and the Receipt Graphics.

*** NOTE ***

The Coupon Selection feature is an optional feature that may not be available on all ATMs.

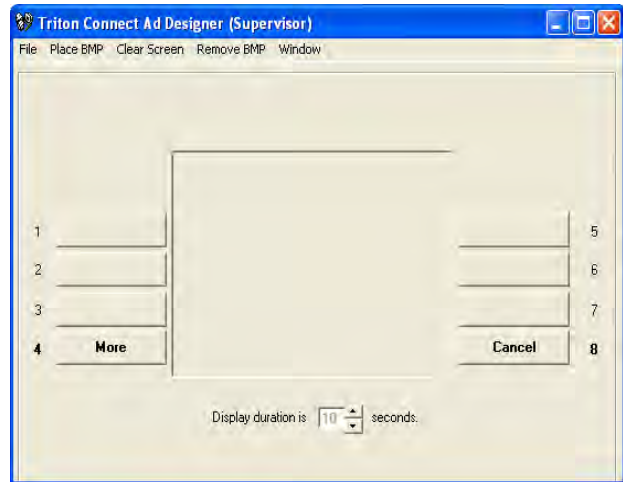
**** IMPORTANT ****

Do not move, rename, or otherwise alter the original bitmap files associated with the .TCC file. To do so can prevent Triton Connect from downloading the files to the terminal!

Accessing the Coupon Utility

Follow these steps to access the Coupon Utility:

1. Start the Terminal Manager application.
2. From the Utilities menu, select the Coupon Utility option. The Coupon Utility screen appears:



Coupon Image Characteristics

The Coupon Utility cannot create bitmap images: it can only import them. You must use a third-party graphics application (such as the Paint utility that is included in Microsoft Windows) to initially create the images you want to use as the Coupon Selection Screen graphic and Receipt Graphic images. The images you create must conform to specific requirements, as outlined below.

Coupon Selection Screen

The Coupon Selection Screen image must conform to these specifications:

- The image must be either 16-color or 256-color. If the image is NOT either 16 or 256 colors it will be rejected!
- The image must be 320 pixels wide by 240 pixels high. If the image is NOT 240-x-320 it will be rejected!

Receipt Graphics

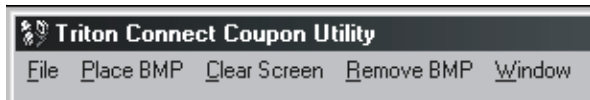
Each Receipt Graphic image must conform to the following requirements:

- The image must be monochrome (black and white) format. If the image is not monochrome it will not be available for selection as a Receipt Graphic!
- The image must be no larger than 380 pixels wide by 700 pixels high. If the dimensions of the image are greater than these limits the image will not be available for selection as a Receipt Graphic!

Coupon Utility Features

This section provides a brief outline of the features of the Coupon Utility.

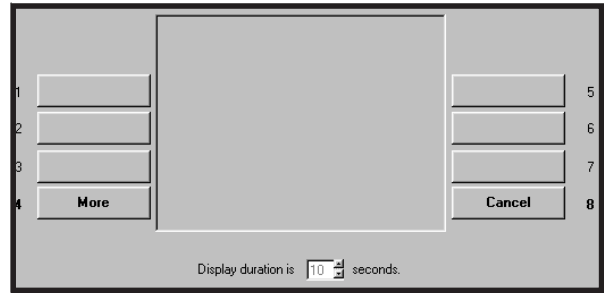
Menu



The menu bar options allow you to:

1. **File.** Open and save Triton Connect Coupon (.TCC) files.
2. **Place BMP.** Place Coupon Selection Screen graphics into the display area.
3. **Clear Screen.** Clear the screen of the current Coupon Selection Screen and Receipt Graphic selections.
4. **Remove BMP.** Remove the Receipt Graphic associated with a Coupon Button.
5. **Window.** See the color-depth (16-color or 256-color) of the Coupon Selection Screen image currently being viewed in the display window. Also allows you to switch between the 16-color or 256-color versions of the image.

Display Window



1. **Display Window.** This is where the selected Coupon Selection Screen will appear.
2. **Menu Buttons.** Buttons 1-3 and 5-7 are used to select a monochrome bitmap image for printing on the selected receipt coupon.

HOW MANY MENU LEVELS?

If multiple coupon screens are available the customer will use the MORE and CANCEL buttons to navigate through the various coupon selection menus.

Each Triton Connect Coupon (.TCC) file you create in the Coupon Utility can reference ONE Coupon Section Screen and up to SIX Receipt Graphic images. Downloading multiple .TCC files to a terminal will provide multiple Coupon Selection Screens to the customer. The number of .TCC files/graphics that can be stored on the terminal depends upon the amount of available memory on the selected expansion memory card.

To conserve memory for use by Ad Graphics it is recommended that no more than two .TCC files per installed memory card be downloaded to the terminal.

For more information on downloading files to the terminal see the Ad Graphics/File Manager topic in Chapter 8, Terminal Parameters.

3. **More/Cancel.** Represent the functions available to the customer at the ATM. The More button allows the user to switch to the next Coupon Selection Screen and set of Receipt Graphic menu selections. The Cancel button returns the customer to the previous Coupon Selection Screen, or to the ATM Welcome screen (if currently on the first Coupon Selection Screen).

4. **Display Duration.** Used to select the length of Creating a Triton Connect Coupon File

Creating a Triton Connect Coupon File

Follow these procedures to create a Triton Connect Coupon file:

1. Click the Place BMP selection of the Menu Bar. This displays a BMP file selection window. Use it to locate the bitmap file you want to use.

LOCATION OF FILES

The file selection window allows you to locate and select Coupon Selection Screen files from anywhere on your PC. Once selected, these files will be automatically copied into the .BMP sub-folder of the Triton Connect installation folder.

2. Select the BMP graphic by either double clicking on the desired BMP file name, or by clicking on the file name to highlight it and then clicking OK.
3. The Coupon Utility will evaluate the “color depth” (number of colors in the image) of the image and will present either of two messages to you; which message is displayed will depend upon whether the image is a 16-color or 256-color bitmap.


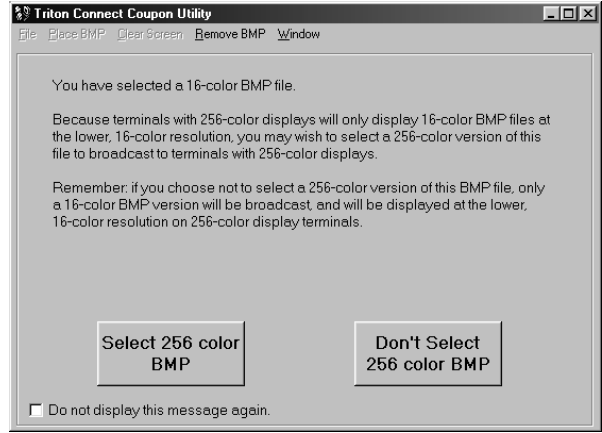
TURNING WARNING MESSAGES ON / OFF

The warning messages that appear when graphics or text are selected can be turned off, so that subsequent operations are not interrupted by the appearance of these screens.

A check box appears at the bottom of each screen. This option allows you to turn off the display of that particular warning screen. Click the check box to enable:

Do not display this message again.

To turn all currently disabled warning messages back on, use the Enable Messages option, which can be accessed from the Help menu.

This screen will give you the option to proceed with the selection of the 16-color bitmap image, or to return to the file-selection dialog to select a 256-color bitmap image.

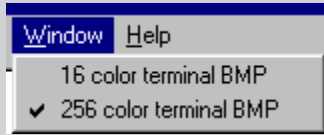
You can take this opportunity to consider the type of terminal the image is to be displayed upon. If the terminal has a 16-color display, a 16-color Coupon Selection Screen is the only correct choice, in which case you would click the DON'T SELECT 256-COLOR BMP option. The selected image will appear in the display area.

However, if the terminal uses a 256-color display, you may also wish to select another, 256-color image. This may be a version of the first, 16-color image, or a completely different image. In this case, choose the SELECT 256-COLOR BMP option. You will be presented with the file selection dialog, which will allow you to choose a 256-color image. Both images will be loaded into the display area. The first image (16-color) will be visible, while the second image (256-color) will be hidden. You can switch between images using the Window option on the menu bar (see the sidebar for more detail).

Of course, a 256-color display can also display a 16-color image (although there will be no improvement in the image), so if the terminal uses a 256-color display either 16-color or 256-color images may be used.

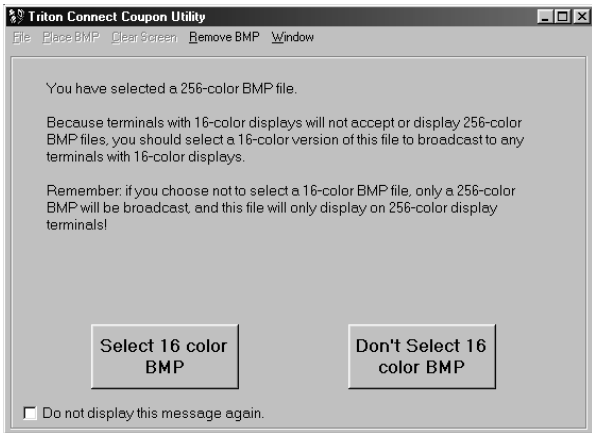
SWITCHING BETWEEN 16-COLOR AND 256-COLOR IMAGES

If you want to know the color depth of the image currently visible in the display area, select the Window option from the menu bar:



A check mark will appear next to the type of image currently being displayed. If a second image has been loaded into the display area, you can switch to it by clicking on the appropriate image type.

For 256-Color Images:



This screen will give you the option of proceeding with the selection of the 256-color bitmap image, or of opting to return to the file-selection dialog in order to select a 16-color bitmap image to work on as well.

If the terminal has a 16-color display, you will have to select a 16-color image instead, since terminals with 16-color displays cannot display 256-color images correctly. In this case, choose the SELECT 16-COLOR BMP option. You will then be presented with the file selection dialog, which will allow you to locate and select a 16-color image. Both images will be loaded into the display area. Use the Window option to select the 16-color image to work on.

If the terminal has a 256-color display and you do not wish to load another, 16-color bitmap, choose the DON'T SELECT 16-COLOR BMP option to proceed with the operation. If you wish to load a 16-color image as well choose the SELECT 16-COLOR BMP option. Both images

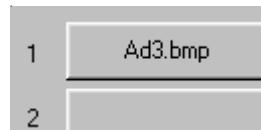
will be loaded into the display area. The first image (256-color) will be visible, while the second image (16-color) will be hidden. You can switch between images using the Window option on the menu bar.

4. Choose a Display Duration for the currently displayed Coupon Selection Screen. This is the number of seconds the image will be displayed on the terminal screen before returning to the terminal's customer welcome screen. The duration can be set from 10-255 seconds.



5. Now you will assign Receipt Graphic images to one or more Coupon Buttons. Buttons 1-3 and 5-7 can each have an associated graphic assigned. When the customer presses a Coupon Button on the terminal, the associated graphic will be printed on a receipt. The customer will only be able to select one coupon item per ATM transaction.

To begin, click a Coupon Button (1-3 or 5-7). A file selection window will appear. Use this window to locate and select a previously created graphic file that conforms to the specifications listed in the section on Image Characteristics. When viewing files only images that are monochrome and 380-x-700 pixels will be visible. Once selected, the image filename will appear in the button caption, as in this example:



6. Repeat Step 5 for any remaining Coupon Buttons you wish to assign.
7. Once the Coupon Selection Screen graphic, Receipt Graphic(s) and Display Duration have been set, save the settings by selecting the File option on the menu bar, then clicking Save As.

A dialog box will appear. Enter a maximum eight-character name for the file and click the Save button. A file in the Triton Connect Graphic (.TCC) format will be created in the .BMP sub-folder of the Triton Connect installation folder.

8. Use the Ad Graphics/File Manager function to download the coupon file to selected terminals (see Chapter 8, Terminal Parameters, for details on this procedure).

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CHAPTER 15 - SSL SUPPORT

SSL Support

Triton Connect adds support for SSL for secure communications. To use this feature, a SSL certificate must be acquired from a Certificate Authority such as VeriSign. If there is already a suitable certificate on the Triton Connect server, it may be used. A list of Certificate Authorities support by the ATM is below:

- VeriSign/RSA Secure Server
- VeriSign Class 1 Public Primary CA
- VeriSign Class 2 Public Primary CA
- VeriSign Class 3 Public Primary CA
- GTE Cybertrust ROOT
- ThawtePremium Server CA
- Thawte Server CA
- Entrust.net Secure Server CA
- Entrust.net Premium Secure Server CA, also known as Entrust.net CA (2048)

Note: In order to use SSL, both the ATM and Triton Connect must support SSL and must be properly configured. If uncertain, please check with Triton technical support to verify if your ATM software version supports SSL.

Create Certificate Signing Request

A Certificate Signing Request (CSR) is a request that is used to acquire a certificate. After an application generates a CSR, the CSR must be transmitted to a Certificate Authority during the process of applying for a certificate. For Triton Connect, a CSR only needs to be generated in order to obtain a new certificate for purposes such as initial setup or if the current certificate will soon expire. For the certificate to perform properly, the Common Name field used in the CSR must match the value entered into the ATM as the Triton Connect host in the Triton Connect configuration screen. To create a CSR, perform the following steps:

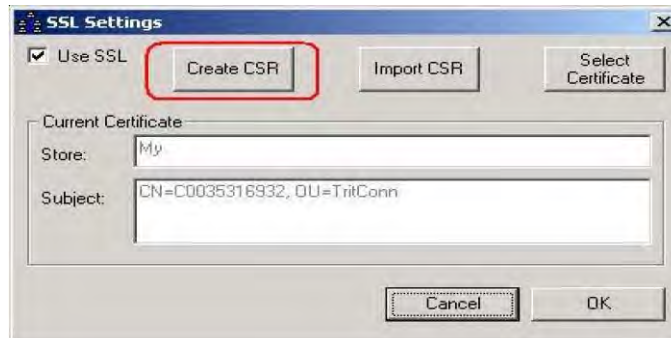
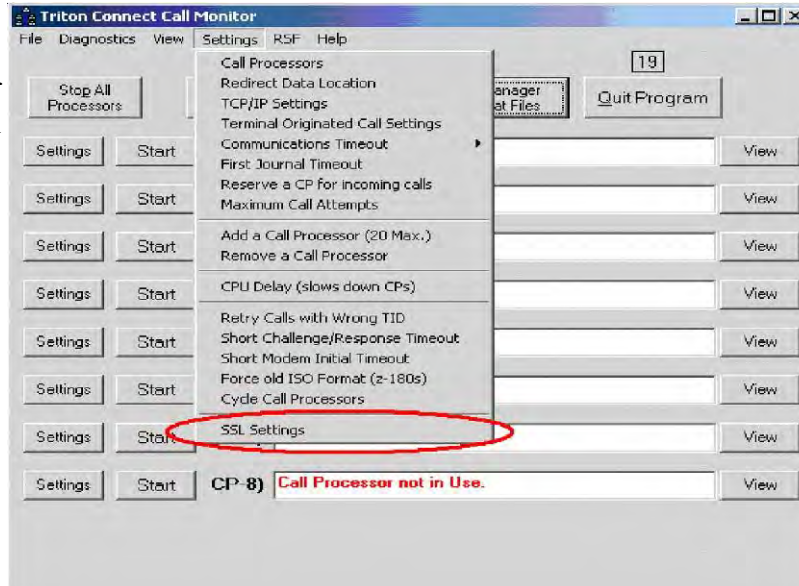
1. Open the Triton Connect Call Monitor.
2. From the main Call Monitor window, open the “Settings” menu.
3. From the Settings menu, select “SSL Settings”.
4. Click the “Create CSR” button on the “SSL Settings” dialog screen.
5. Enter the value for the Common Name of the certificate. This should be the same value as entered into the ATM as the Triton Connect host in the Triton Connect configuration screen.
6. From the “CSR Request” window, click the “Generate” button.
7. Click the “Copy Text” button to copy the CSR. The CSR will be given to the Certificate Authority during the process of acquiring a SSL certificate. After the Certificate Authority has completed any verification that may be required, a signed CSR will be given to the requestor.

9. Click the Close button to close this window.

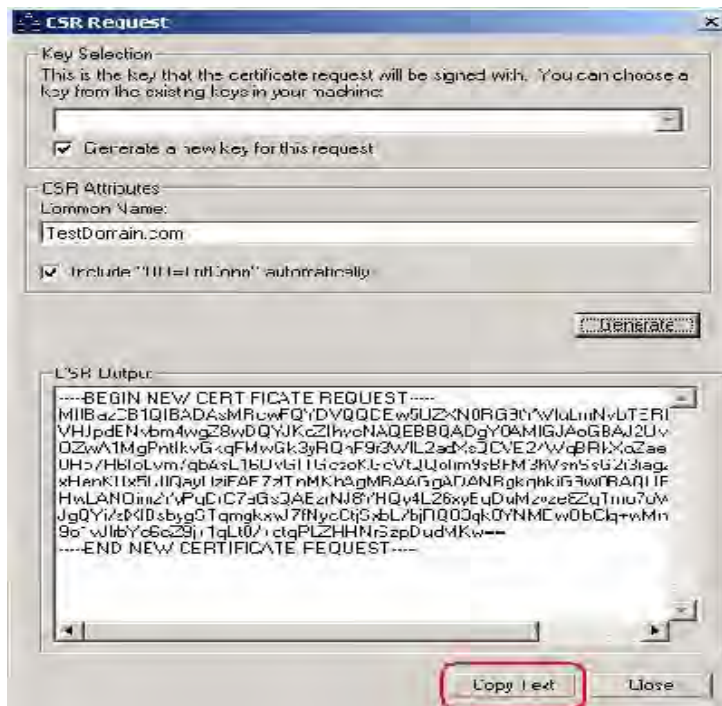
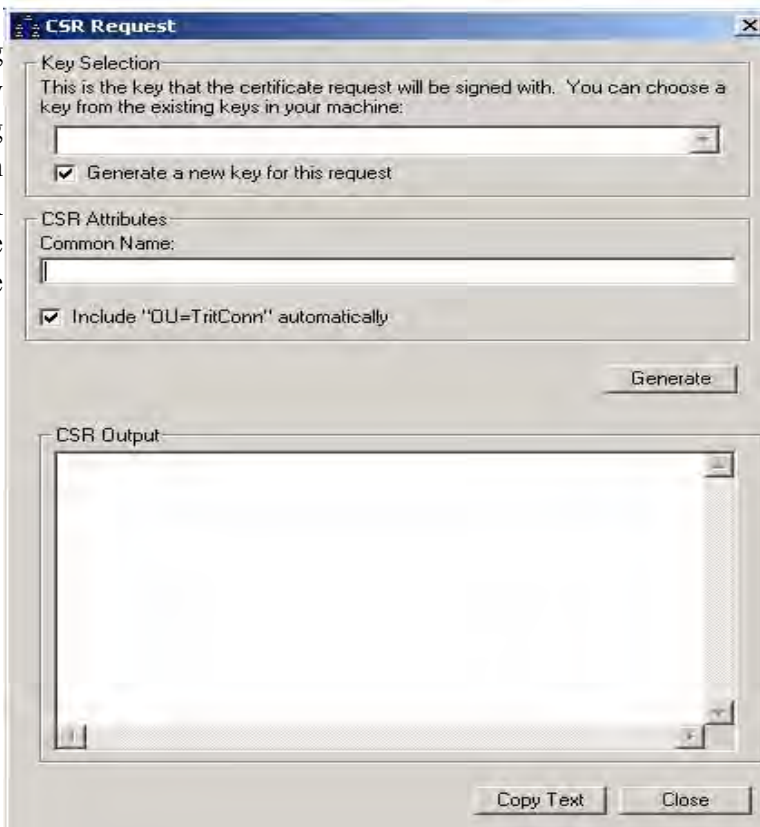
SSL Settings selection in Settings menu

SSL Settings dialog with Create CSR button shown CSR Request dialog prior to generating a CSR Request.

CHAPTER 15 - SSL SUPPORT



CSR Request dialog after generating a new CSR Request. Clicking the Copy Text button will copy the CSR output, which will be given to the Certificate Authority.



Import Certificate Signing Request

After the selected Certificate Authority has processed the CSR and any other information they may require, a signed CSR will be given to the requestor. This may be done by emailing the signed CSR as either an attached file or as text that must be copied and pasted into Triton Connect, or it may be in the form of a file that must be downloaded from their website. Once the signed CSR has been successfully imported into Triton Connect, the process of acquiring a certificate is complete.

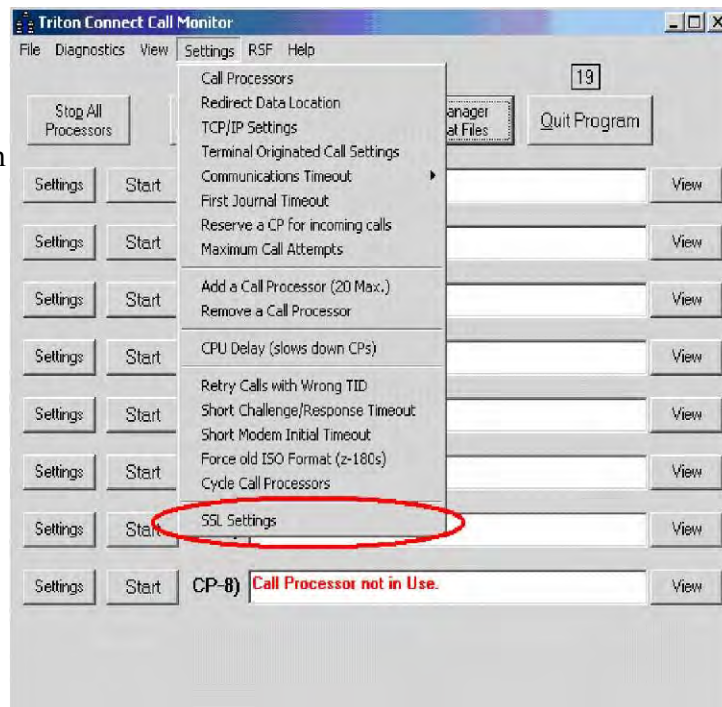
To import a CSR, perform the following steps:

1. Open the Triton Connect Call Monitor.
2. From the main Call Monitor window, open the “Settings” menu.
3. From the Settings menu, select “SSL Settings”.
4. Click the “Import CSR” button on the “SSL Settings” dialog screen.
5. From the Import Signed CSR window, either paste in the signed CSR by clicking “Paste Text”, or browse for the certificate by file by clicking on the “Import Certificate from File” button.

6. After the signed CSR has been inserted into the window, click “Import” to proceed. If there are no problems, a message will be shown and the window will be closed.

SSL Settings selection in
SSL Settings window
CSR button shown

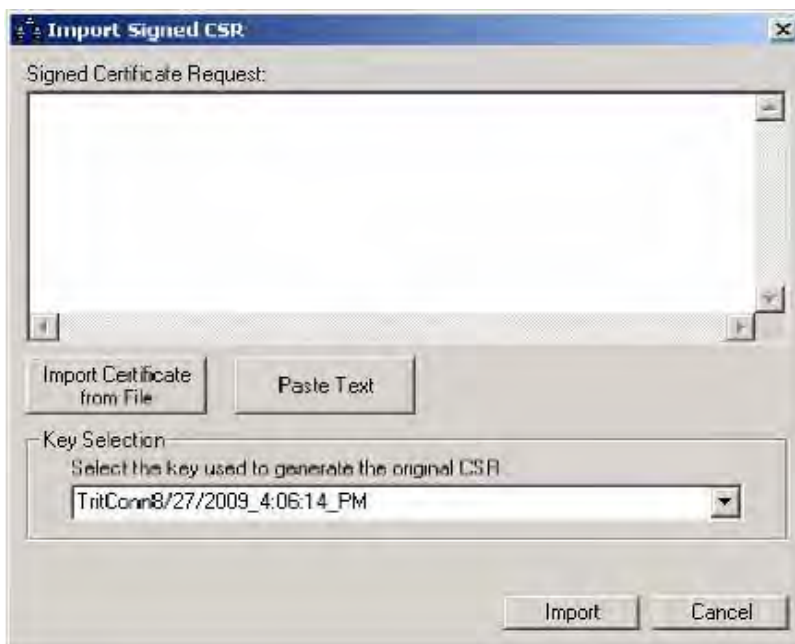
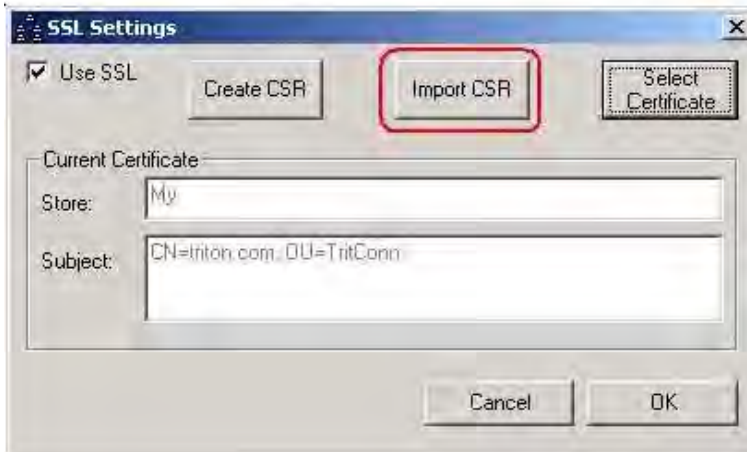
CHAPTER 15 - SSL



Settings menu
with Import

SUPPORT

Import Signed CSR window Import Signed CSR window after signed CSR has been inserted.

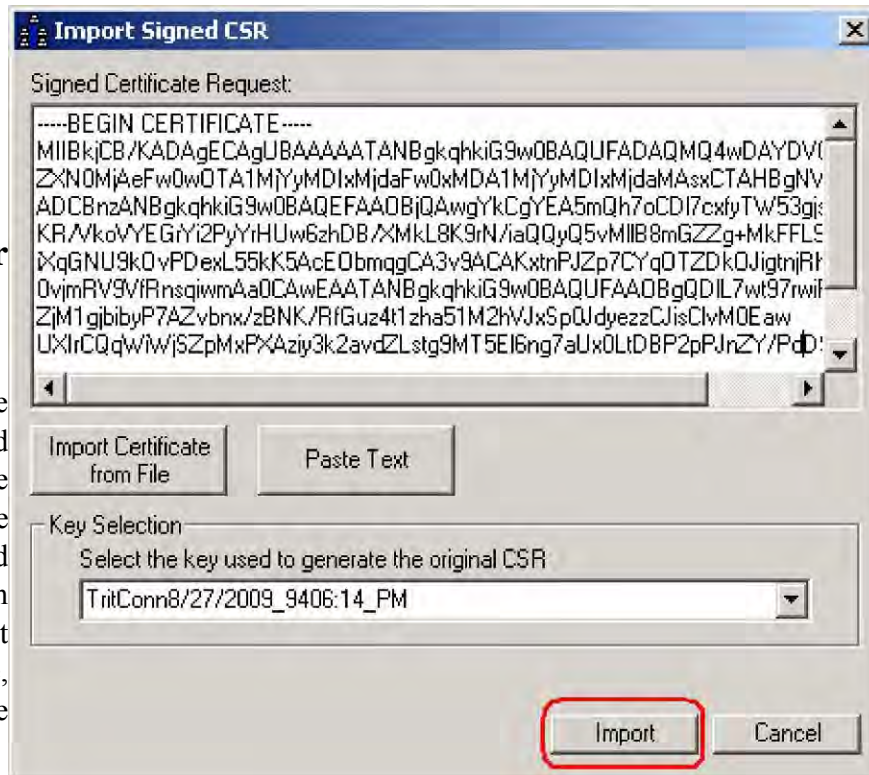


CSR Imported
Successfully
Message

Select Certificate for SSL Connections

Once the certificate has been installed on the PC, the correct certificate must be selected for use by Triton Connect. To select the SSL certificate, perform the following steps:

1. Open the Triton Connect Call Monitor.
2. From the main Call Monitor “Settings” menu.
3. From the Settings menu, select
4. From the SSL Settings window, “Certificate” button. This will present the “Certificate Browser” window.
5. Browse the certificates until the desired certificate is found.
6. Once the proper certificate is found, click on it to and click the “Select” button. This will select the certificate and close the Certificate Browser window.

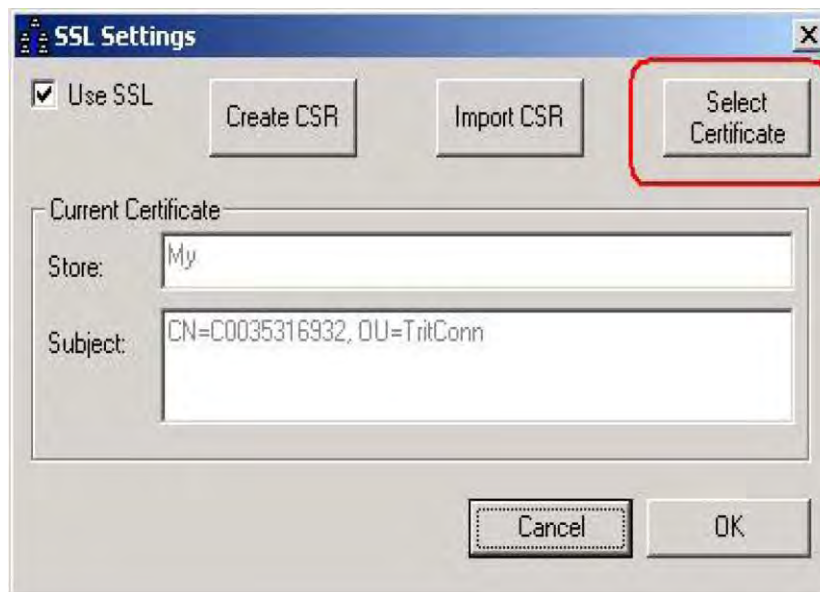
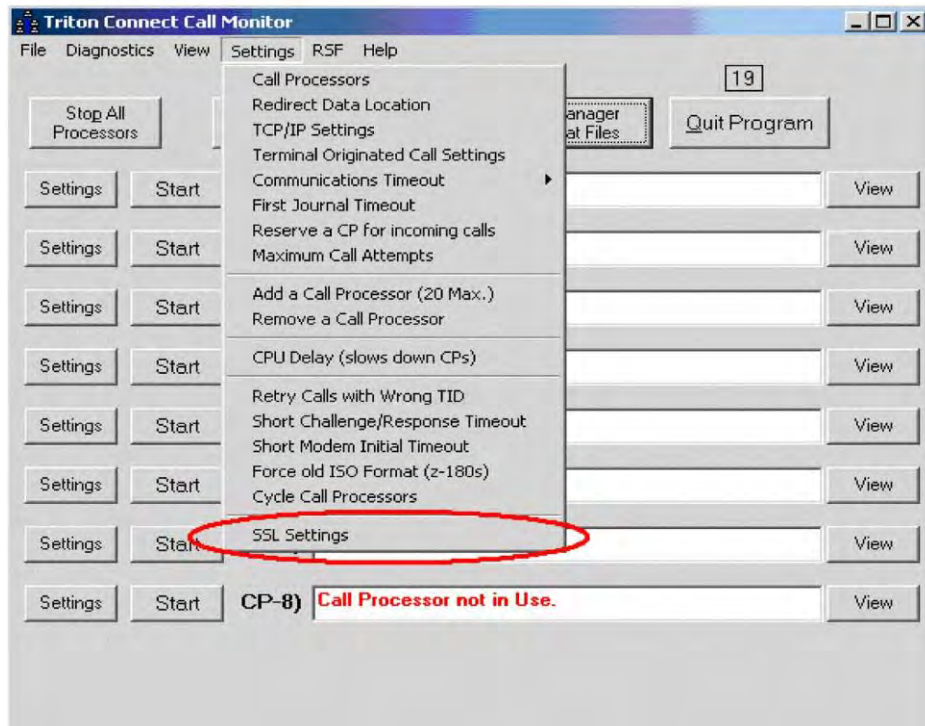


window, open the “SSL Settings”. click the “Select” present the “Certificate desired certificate is found, click on it to

CHAPTER 15 - SSL SUPPORT

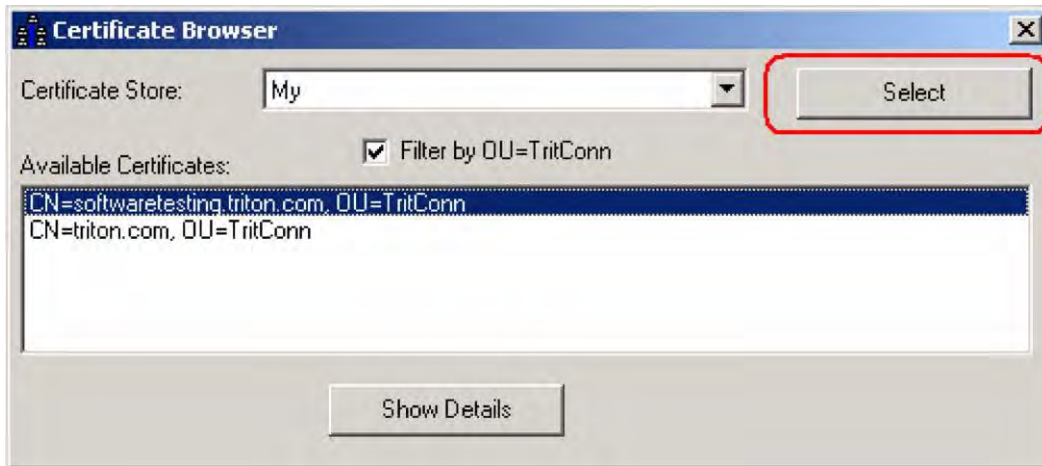
CHAPTER 15 - SSL SUPPORT

SSL Settings
selection in
Settings menu



SSL

Settings window with Select Certificate button shown Certificate Browser with certificate selected and Select button shown



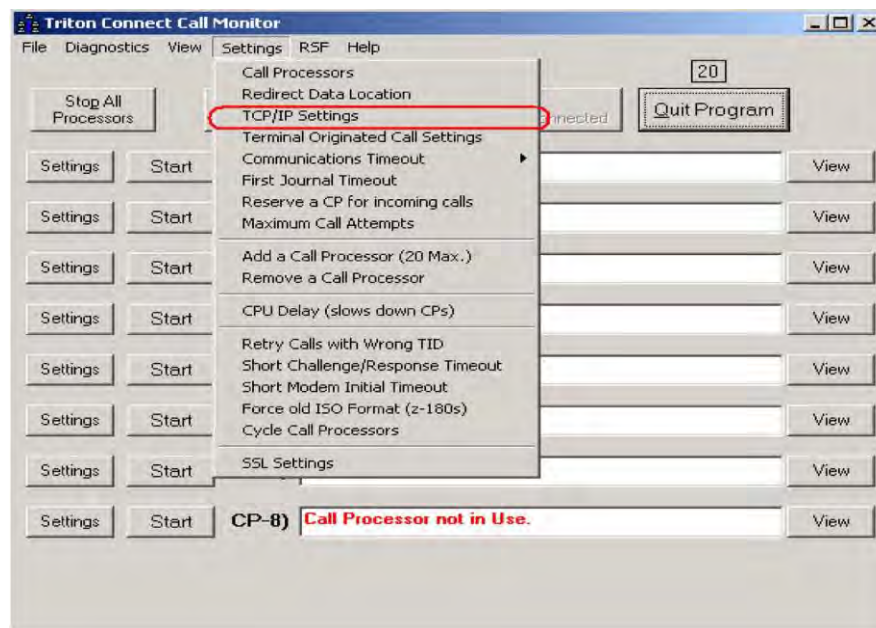
Set Port for SSL Connections

Before Triton Connect can establish an SSL session with the ATM, the SSL connection port must be configured. This new field is labeled “Inbound SSL Port”. To access this screen, perform the following steps:

1. Open the Triton Connect Call Monitor.
2. From the main Call Monitor window open the “Settings” menu.
3. From the Settings menu, select “TCP/IP Settings”.
4. Set the Inbound SSL Port to the desired port number. Note that the port number entered must be otherwise unused by Triton Connect or other applications.
5. Click OK to accept the changes.

TCP/IP Settings selection in Settings menu TCP/IP Settings dialog with SSL port setting shown.

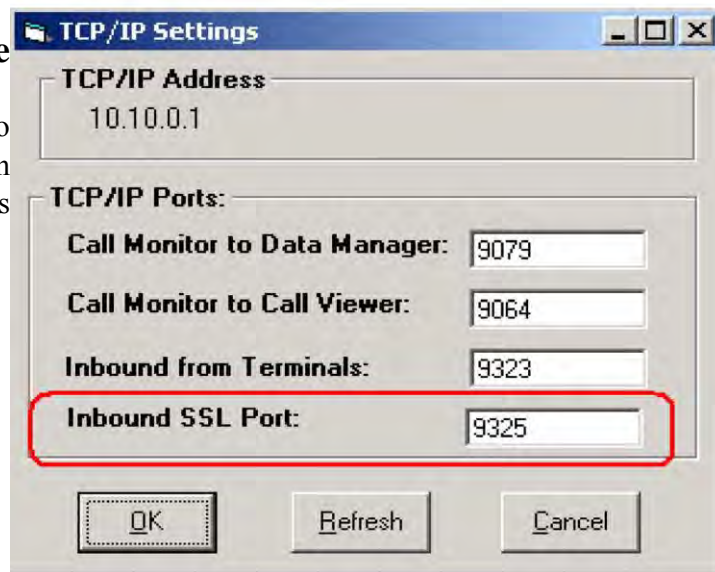
CHAPTER 15 - SSL SUPPORT



Enable or Disable

A selection was added to enable or disable SSL in Triton Connect. To change the enabled status of SSL, perform the following steps:

1. Open the Triton Connect Monitor.
2. From the main Call Monitor window, open the Settings menu.
3. From the Settings menu, select "SSL Settings".
4. Check or uncheck the "Use SSL" checkbox to enable or disable SSL.
5. Click the OK button to accept the change and close the window.



SSL

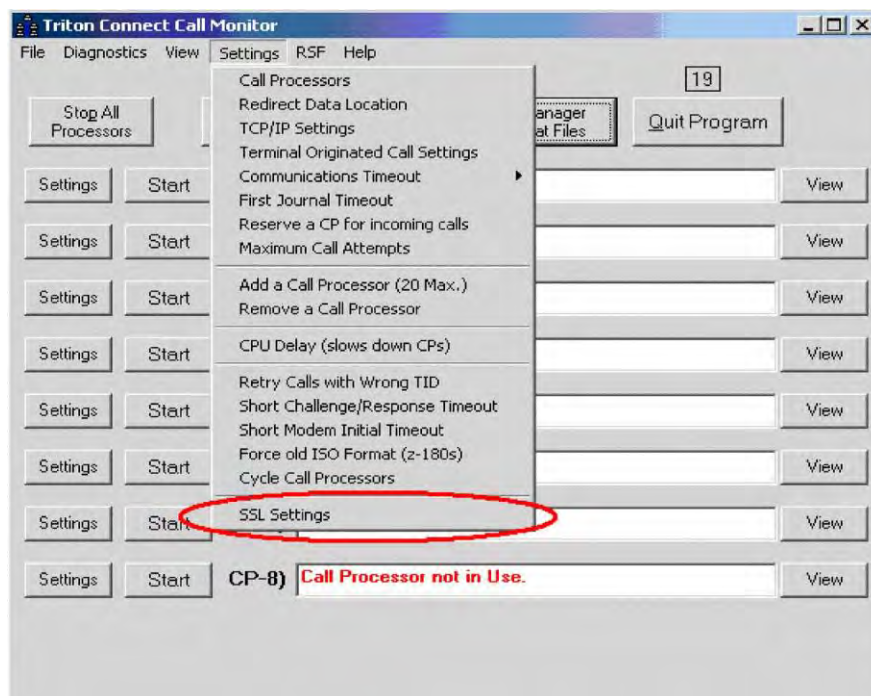
enable and Connect. To of SSL, perform

Connect Call

Monitor "Settings"

menu, select

the "Use enable or





SSL Settings dialog with checkbox to enable/disable SSL shown.

Accept SSL Connection Requests

After performing all of the above steps, Triton Connect should be configured to accept an SSL connection from the ATM. Note that if SSL is being used on an ATM, Triton Connect callback is automatically enabled. In order to allow Triton Connect to accept SSL connection request after selecting the appropriate certificate, simply configure a Call Processor for TCP/IP as normal.

If an incoming call is using SSL, once SSL parameters have been negotiated the parameters will be

```
192.168.10.5 Accepted.  
Negotiated SSL parameters: Protocol: TLS1 Cipher: RC4 Cipher  
strength: 128 Hash: MD5 Hash strength: 128 Key exchange: RSA Key  
exchange strength: 1024
```

displayed in the Call Processor window as shown below.

SSL Parameters as shown in Call Processor window

斜踏杖偃吁蓼刀.....

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.....

.....

APPENDIX A - TERMINAL PARAMETERS

TRITON CONNECT USER MANUAL

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
MESSAGES/COUPONS		
1	STORE MESSAGE	YES
2	COUPON RANDOM MESSAGE	YES
3	COUPON LEVEL MESSAGE	YES
4	WELCOME MESSAGE	YES
5	MARKETING MESSAGE	YES
6	EXIT MESSAGE	YES
7	LEVEL PRIZE ASSIGNED TO CASSETTE	NO
8	RANDOM PRIZE ASSIGNED TO CASSETTE	NO
9	COUPON DISPENSING ENABLED/DISABLED	YES
10	DEFAULT LANGUAGE	YES
11	MULTLINGUAL SELECTION	YES
12	RANDOM PERCENTAGE	YES
13	COUPON LEVEL	YES
14	COUPON ENABLE	YES
STATUS		
1	MASTER KEY CHECK DIGITS	NO
2	COMMS KEY CHECK DIGITS	NO
3	SEQUENCE NO.	NO
4	LAST AUTHORIZATION NO.	NO
5	DES CHIP LOADED	NO
6	SECURITY MODULE PRESENT	NO
7	DEMO MODE	NO
8	LAST DISPENSED STATUS	NO
9	ERROR CODE	NO

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
ISO No./Owner Info.		
1	ISO NUMBERS	YES
2	TERMINAL OWNER	YES
3	SURCHARGE OWNER	YES
COMM		
1	DIAL MODE	YES
2	DIAL RATE	YES
3	MKEY INDEX	YES
4	PREDIAL	YES
5	BAUD RATE	YES
6	ROUTING I.D.	YES
7	MODEM INIT. STRING	YES
8	HOST PHONE NO.	NO
9	ALT. HOST PHONE NO.	NO
10	USE 8 DATA BITS, NO PARITY, IN PLACE OF 7 DATA BITS, EVEN PARITY FOR HOST COMMUNICATIONS.	YES
Terminal Totals		
1	TOTAL DEBIT TRANSACTIONS	NO
2	TOTAL CREDIT TRANSACTIONS	NO
3	TOTAL BALANCE INQUIRIES	NO
4	TOTAL TRANSFERS DONE	NO
5	TOTAL DENIED TRANSACTIONS	NO
6	TOTAL DEBIT AMOUNT	NO
7	TOTAL CREDIT AMOUNT	NO

APPENDIX A - TERMINAL PARAMETERS

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
Text Ad Screens		
1	TEXT MESSAGE	YES
2	DISPLAY DURATION	YES
3	SELECTED SCREEN	YES
Amounts		
1	MAX. WITHDRAWAL AMOUNT	YES
2	FASTCASH 1	YES
3	FASTCASH 2	YES
4	FASTCASH 3	YES
5	FASTCASH 4	YES
6	FASTCASH 5	YES
7	DENOMINATION	NO
Cassette Stat		
1	TOTAL TRANSACTIONS	NO
2	CASH LOADED	NO
3	REJECT EVENTS	NO
4	DISPENSED AMOUNTS	NO
5	CASH REMAINING	NO
Version Numbers		
1	MODEL NO.	NO
2	EPROM VERSION NO.	NO
3	PROGRAM VERSION NO.	NO
4	TABLE VERSION NO.	NO

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
Ad Graphics/File Manager		
1	FILES TO REMAIN AFTER 'SEND PARAMETERS'	YES
2	ENABLE ADVERTISEMENT SCREENS	YES
3	OVERWRITE EXISTING FILES ON TERMINAL	YES
4	RE-FORMAT MEMORY CARD 1	YES
5	RE-FORMAT MEMORY CARD 2	YES
6	SCHEDULING	YES
7	VIEW/EDIT AD (AD DESIGNER FUNCTION)	YES
Printer Graphics		
1	RECEIPT TYPE	YES
2	JUSTIFICATION	YES
3	LOCATION	YES
4	OVERWRITE EXISTING FILES ON THE TERMINAL	YES
5	ENABLE GRAPHIC PRINTING ON RECEIPTS	YES
Advanced Settings		
1	BALANCE INQUIRIES ENABLED	YES
2	SAVINGS ACCOUNT TRANSACTIONS ENABLED	YES
3	CREDIT CARD TRANSACTIONS ENABLED	YES
4	TRANSFERS ENABLED	YES
5	INCLUDE COMMS HEADER	YES
6	INCLUDE TERMINAL STATUS	YES
7	RETURN TERMINAL TOTAL TO PROCESSOR	YES
8	IGNORE EOT CHARACTER	YES
9	ALLOW EXTENDED TRANSACTION AMOUNTS	NO
10	DISPENSE OPPOSITE CASSETTE SIDE	NO

TRITON CONNECT USER MANUAL

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
Advanced Settings - Continued		
11	LOCK CASSETTES	YES
12	ALLOW ANY BILL DENOMINATIONS	YES
13	CASSETTE 'A' IS IN SERVICE	YES
14	CASSETTE 'B' IS IN SERVICE	YES
15	CASSETTE 'C' IS IN SERVICE	YES
16	CASSETTE 'D' IS IN SERVICE	YES
Passwords		
1	CHANGE TERMINAL MASTER PASSWORD	YES
2	CHANGE TERMINAL ADMIN PASSWORD	YES
Surcharge		
1	SURCHARGE ENABLED	YES
2	SURCHARGE AMOUNT	YES
3	WILL/MAY	YES
4	SURCHARGE PERCENT	YES
5	DISPLAY SURCHARGE SCREEN AFTER AMOUNT SELECTION INSTEAD OF BEFORE SELECTION	YES
6	USE "GREATER" IN PLACE OF "LESSER" IN SURCHARGE SCREENS #7 AND #8	YES
TRITON CONNECT SETTINGS		
1	TRITON CONNECT CALL BACK	YES
2	TC MAX RETRIES	YES
3	TC REDIAL DELAY	YES
4	TRITON CONNECT PRIMARY PHONE NUMBER	YES
5	TRITON CONNECT BACKUP PHONE NUMBER	YES
6	ALARM MONITOR PRIMARY PHONE NUMBER	YES
7	ALARM MONITOR BACKUP PHONE NUMBER	YES

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
Control		
1	ENABLE SCHEDULED CLOSE	YES
2	CLOSE REPORT TIME	YES
3	LOW CURRENCY CHECK	YES
4	ENABLE SCHEDULED JOURNAL CALL	YES
5	SET JOURNAL CALL TIME	YES
6	ENABLE CALL AT NUMBER OF JOURNAL RECORDS THRESHOLD	YES
7	SET # RECORDS THRESHOLD	YES
8	ENABLE CALL AT LOW CASH THRESHOLD	YES
9	SET LOW CASH THRESHOLD	YES
10	LINES PER RECEIPT	YES
11	RECEIPT OPTION ENABLED	YES
12	STAY IN SERVICE WHEN RECEIPT PAPER LOW	YES
13	ALLOW HEARTBEAT TO BE ENABLED	YES
14	ENABLE HEARTBEAT	YES
15	HEARTBEAT DELAY PERIOD	YES
Format		
1	CURRENCY SYMBOL	YES
2	USE "CHEQUING" IN PLACE OF "CHECKING"	YES
3	FORMAT TRANSACTION RECEIPT LATIN AMERICAN STYLE	YES
4	USE DATE FORMAT DDMMYY IN PLACE OF MMDDYY	YES

APPENDIX A - TERMINAL PARAMETERS

EXTENDED PARAMETERS		
No.	Parameter Name	Changeable?
Misc		
1	Default Language	Yes
2	Default Transaction	Yes
3	Default Account	Yes
4	Protocol Type	Yes
5	Message Type	Yes
6	User List	Yes
7	Schedule Reboot	Yes
Ad Data		
1	Add Ad	Yes
2	Remove Ad	Yes
3	Add Screen File	Yes
4	Acivate Ad	Yes
5	Activaye Screen File	Yes
6	Edit Schedule/Field	Yes
7	Move Up/Down	Yes
Couponing		
1	Coupon Type	Yes
2	Min/Max Levels	Yes
3	Random Percentage	Yes
4	Coupon Prompt	Yes
5	Configure Printed Coupon Message, Graphic, Layout	Yes
6	Configure Dispensed Coupon Cassette and Number of Dispenses	Yes
7	Enable Award based on ISO Properties	Yes
Optional Screens		
1	Select Screen Type	Yes
2	Select Screen Buttons	Yes
3	Enable Screen	Yes

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