CONFIGURATION MANUAL

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Contact Information

Triton©

21405 B Street

Long Beach, MS 39560 USA

1 (877) 787-4866

(228) 575-3101 (fax)

CSS@triton.com

TechSupport@triton.com

PURPOSE

This guide covers configuration information for Triton X3 ATMs.

SCOPE

This manual applies to all service personnel involved in installing, configuring, or upgrading software on Triton ATMs nationwide and abroad.

APPLICATION

This configuration guide provides information, and easy-to-follow instructions for basic settings and software/firmware upgrades for X3 ATMs. The manual contains information regarding password and security information, users required to perform certain functions, etc.

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BASIC OPERATION

KEYPAD OPERATION

The main T9 keypad consists of ten alphanumeric keys, two directional arrow keys, and four large function keys located in a 16-key group beneath the LCD screen. The keys have integral raised braille symbols to conform to ADA requirements. The entry of numeric characters via the main keypad is easy; simply press the desired character. The CANCEL key will abort any action, or clear an entire numeric entry. The CLEAR key will erase an entry one character at a time, while the ENTER key will execute any entry. The blank key is the control <CTRL> key, and is used to enter the Management Functions menu.

ON-SCREEN KEYPAD

In certain Management Functions screens it may be necessary to enter alpha characters. Anytime users are required to enter alpha characters, an on-screen keypad will be displayed. The 4.1 software offers two types of on-screen keyboards: qwerty and alphabetic. Users may toggle between keyboards by pressing the **Change Keyboard Style** button to the right of the on-screen keypad.

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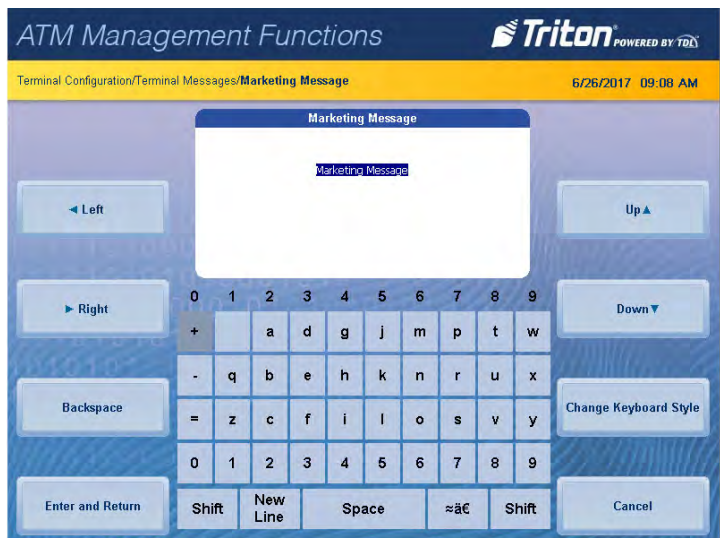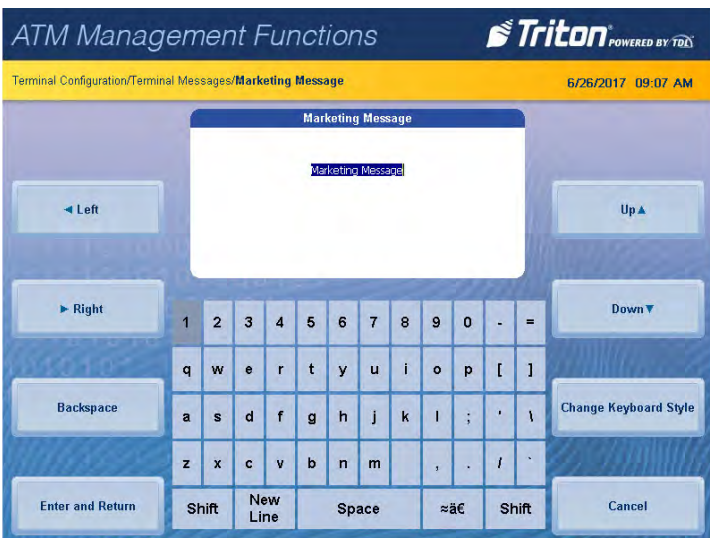
REAR SERVICE PANEL

The rear service panel (RSP) for FT models is a touchscreen display that provides convenient user access for day-to-day management functions from inside the facility. For RSP to function, ATM may not be in the midst of a customer transaction or logged into Management Functions menu from the front control panel. The RSP will remain in idle mode until a user logs in.
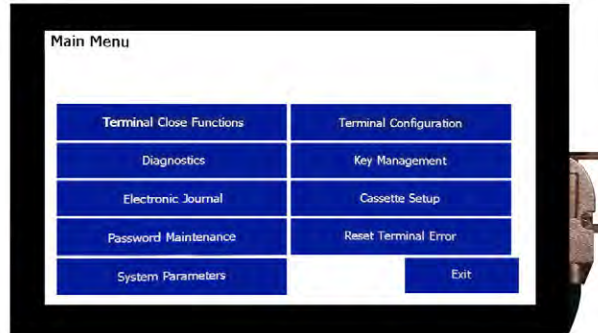
MENU-BASED OPERATION

The terminal operates as a menu-driven system. Messages and menu options on the LCD display guide user actions. The desired menu option is selected by pressing the on-screen key of your choice. For the purpose of security, many screens timeout after a preset interval, usually 120 seconds. The time out length may vary depending on the function being performed.

When a screen time out occurs, a message is presented that asks the user if more time is needed. If the user chooses **Cancel**, the welcome screen is presented. If **Enter** is chosen, the user returns to the function that was active prior to the timeout. If the user does not make a selection within an additional 30 seconds, the terminal will automatically return to the welcome screen.

After the unit has been turned on, the top menu will be displayed. From the top menu, users may activate the terminal to perform customer transactions, or enter the terminal management area. If a menu option is not chosen within 30 seconds, the terminal will automatically default to the customer welcome screen. In the event of a power interruption, the terminal will automatically begin accepting customer transactions after power is restored.

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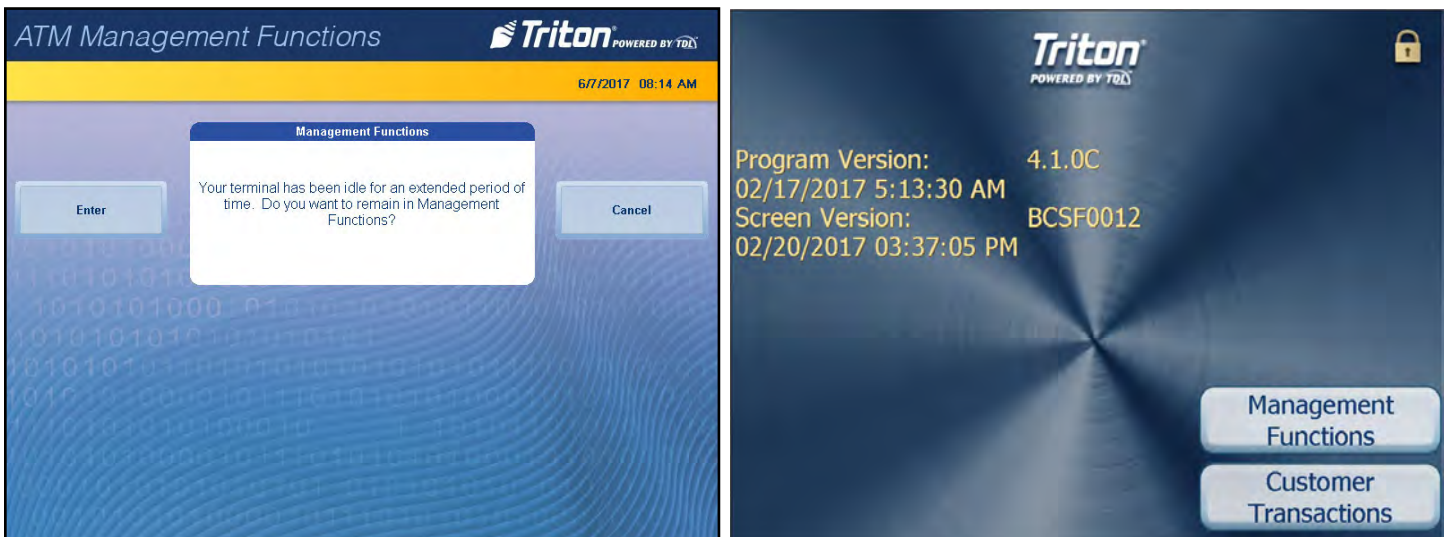
MANAGEMENT FUNCTIONS OPTIONS

Some management functions may not be available based upon user access; therefore, some options may be "grayed out" or otherwise disabled. The master user (00) has the ability to access all functions, including the ability to limit other users' access. Once logged in to the Management Functions menu, users may perform any available functions based on user access level.

MANAGEMENT REPORTS

Many of the management functions produce a report summarizing the results of the operation. All reports are displayed on screen with the option to print a hard copy via the receipt printer or save to an external USB device.

Note

An external USB device must be inserted into a free USB port on the main board prior to attempting to save to external memory. If using the RSP on an FT model, the printer must be in the up position.
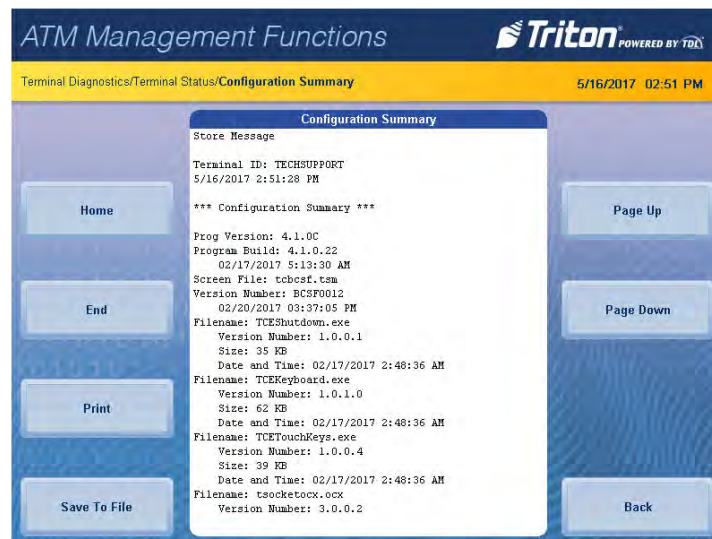
The on-screen buttons allow users to scroll through report using the **Page Up** or **Page Down** buttons. The **Home** button allows user to navigate to the top of the report from any location, while the **End** button allows user to skip to the bottom.

The **Print** button allows a user to print a hard copy of the report, and the **Save To File** button allows users to save via external or internal memory. Triton recommends saving all reports, journals, parameters, etc. onto an external USB device.

The **Back** button returns user to the previous screen or menu.

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SETUP BASICS

Triton ATMs require a certain amount of configuration in order to place them into operation. This section lists the minimum configuration requirements to bring an X3 ATM into service.

Note

An error code of 246 will be displayed upon the first startup. You must change the master password before the ATM will go into service. An appropriate password must be entered to view the Management Functions menu.

LOG ON

Once the ATM is powered on, log into Management Functions by:

1. Press the **Management Functions** key on top menu screen. The Management Functions menu may also be accessed by pressing and holding the **<CTRL>** key, depressing the **1** key, then releasing both.
2. Enter user ID and password to access Management Functions menu. The factory default settings are 00 for the user ID and 1234 for the password so the default log on will be 001234.
3. Press **Enter**.
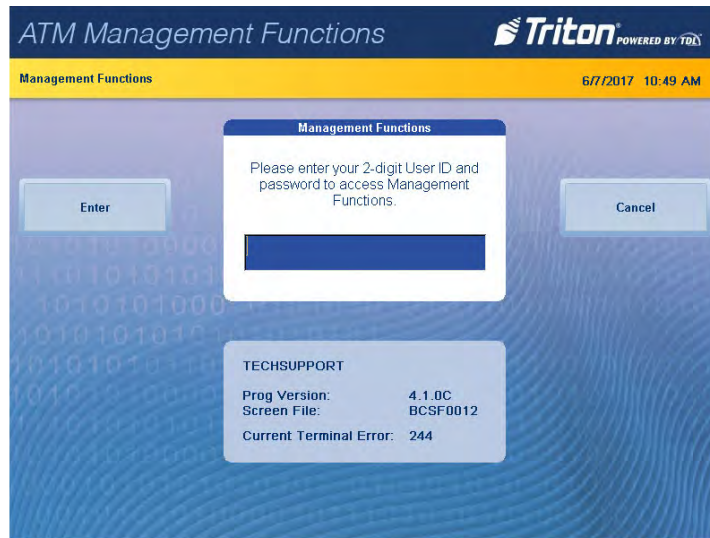
The ATM can be configured by using the Triton Configuration Wizard, or by completing the following steps. The following steps are the minimum items that must be configured to put an X3 ATM into service.

CHANGE USER PASSWORD	**SET DATE AND TIME**	**CASSETTE CLOSE**
ENTER HOST PHONE NUMBER	**ENTER TERMINAL ID**	**ENTER MASTER KEYS**
DOWNLOAD WORKING KEYS	**SET DENOMINATION (MULTIPLE AMOUNT)**	

COMPLETING BASIC SET UP REQUIREMENTS

Once all steps listed above have been completed, the ATM should be in communication with the host processor and ready to begin processing transactions. This completes the basic set up requirements for an X3 ATM. More configuration items can be found in the following chapters.

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USING THE TRITON CONFIGURATION WIZARD

Triton ATMs require a minimum amount of configuration in order to place them into service. These configuration requirements are covered in the Triton Configuration Wizard, which will walk users through setting the minimum requirements, and allow users to access optional configurations that may be required by the host processor.

Note

An error code of 246 will be displayed upon the first startup. You must change the master password before ATM can be put into service. An appropriate password must be entered to view the Management Functions menu.

1. Press the **Management Functions** key on top menu screen. The Management Functions menu may also be accessed by pressing and holding the **<CTRL>** key, depressing the **1** key, then releasing both.
2. Enter user ID and password to access Management Functions menu. The factory default settings are 00 for the user ID and 1234 for the password so the default log on will be 001234.
3. Press **Enter**.
4. The Triton Configuration Menu will appear automatically upon first start up. Press **Next** to begin ATM configuration.
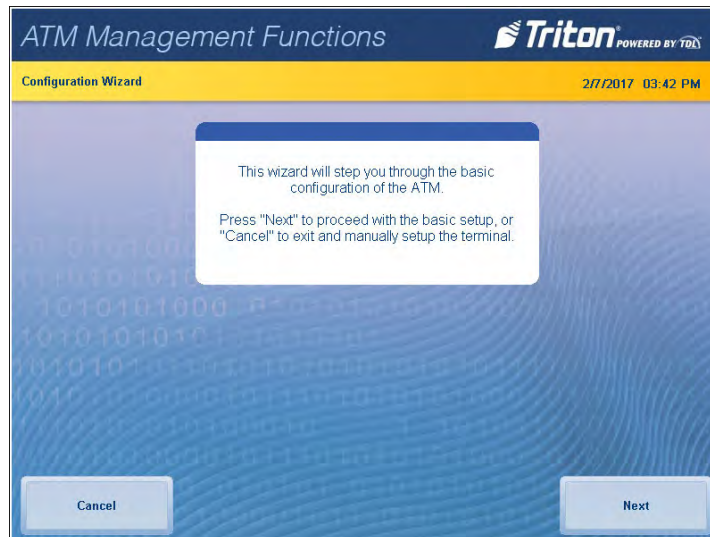
Note

User may navigate to Configuration Wizard anytime via *Management Functions >Terminal Configuration > More Options > Configuration Wizard.*

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5. Press **Set Master Password**. Using on-screen numeric keypad, enter new master password. Do not include user ID. Password may be 4-12 numeric characters. Press **Enter** to save and return to Configuration Wizard menu.

6. Press **Terminal ID**.
7. Enter the terminal ID provided by host processor.

Note

Users can toggle between three on-screen keyboards by pressing the **Change Keyboard Style** button.

8. Press **Enter and Return** button to save and return to the Configuration Wizard menu.

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9. Press **Surcharge Amount**. Using numeric on-screen keypad, enter the desired surcharge amount.
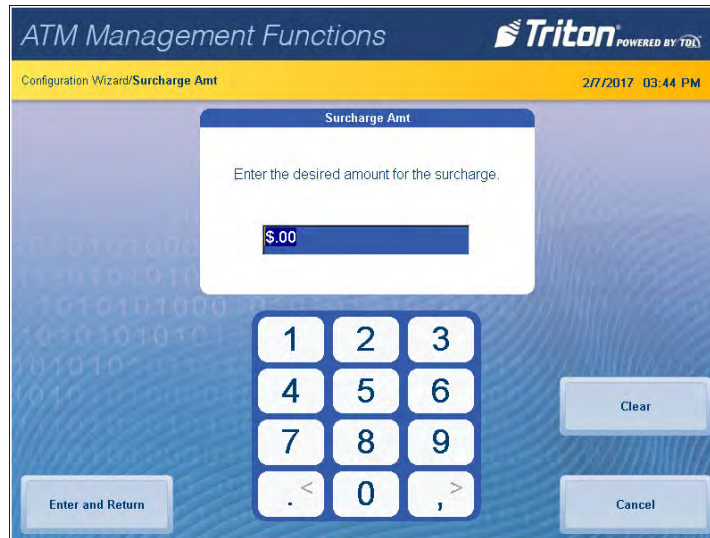
10. Press **Enter and Return** button to save and return to the Configuration Wizard menu.
11. Press **Set Date**. Using numeric on-screen keypad, enter the current date, then press **Enter and Return**.

Note

Use the < and > buttons on the numeric on-screen keypad to toggle between the month, day and year. The Left and Right buttons perform the same function.

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12. Press **Set Time**. Using numeric on-screen keypad, enter the current time.

13. Press **Enter and Return** button to save and return to the Configuration Wizard menu.
14. After these steps have been completed, press the **Next** button in the bottom, right corner of the screen to continue to the next set of requirements.

Note

Cash or test notes must be loaded into an active cassette to complete the Multiple Amount (denomination) function. ATM will not go into service until dispenser has performed a successful test dispense and Multiple Amount has been set.

15. Press **Multiple Amount**.
16. Follow the on-screen instructions. Remove cassette, add cash or test notes if necessary, then press **Enter**. Replace cassette, then press **Enter**.

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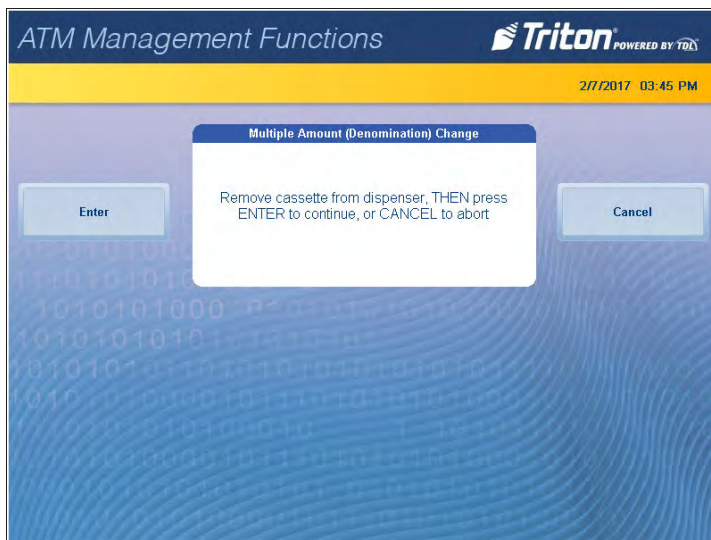
17. Enter Multiple Amount (i.e. $5, $10, $20), then press **Enter and Return**.

18. Press **Start Quantity** and follow on-screen instructions. Remove cassette, replenish cash, then press **Enter**.

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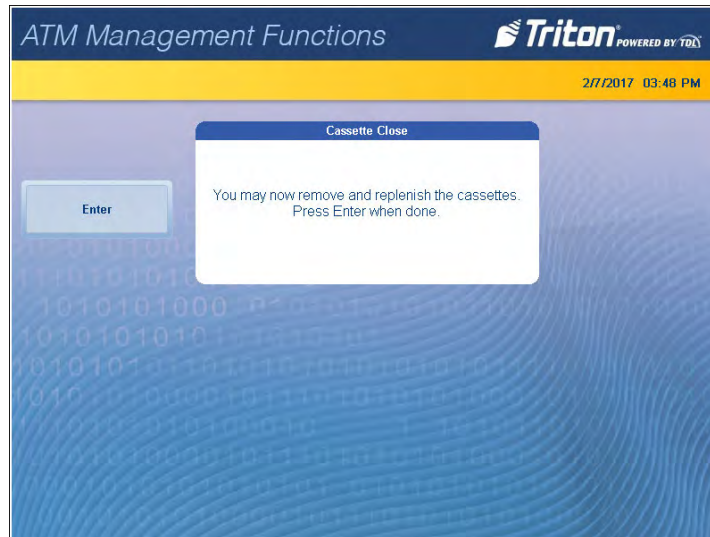
19. Enter the number of notes loaded into cassette. This is not the value of the cashed added. Press **Enter and Return**.
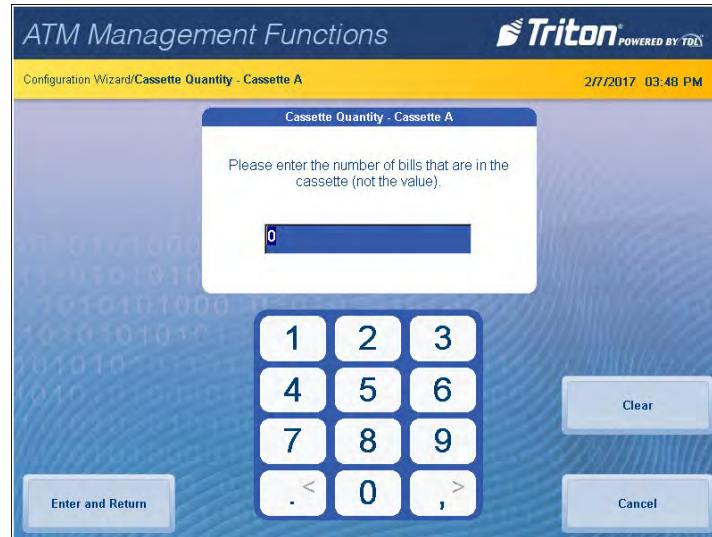
20. ATM will automatically perform a Trial Cassette Close. Print or save to file for record keeping purposes.

21. Press **Back** button to return to the Configuration Wizard menu.
22. After these steps have been completed, press the **Next** button in the bottom, right corner of the screen to continue to the next set of requirements.

Note

Notice the yellow information box in the top, left portion of the screen on the Configuration Wizard. This informs the user which options on the menu are required configuration items and which are optional configuration items. Host processor may require more than Triton's minimum requirements.

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23. Press **Protocol**.

24. Select desired value, then press **Enter and Return**. This information is provided by the host processor.

25. Press **Message Format**.

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26. Select desired value, then press **Enter and Return**. This information is provided by the host processor.

Note

The selections made in the Protocol menu will affect option 3 on the Configuration Wizard menu. If using a dial-up connection, user will see the option Primary Phone. If using TCP/IP, the user will see the option Primary Address and port number.

27. Press **Primary Phone**, or **Primary Address**.
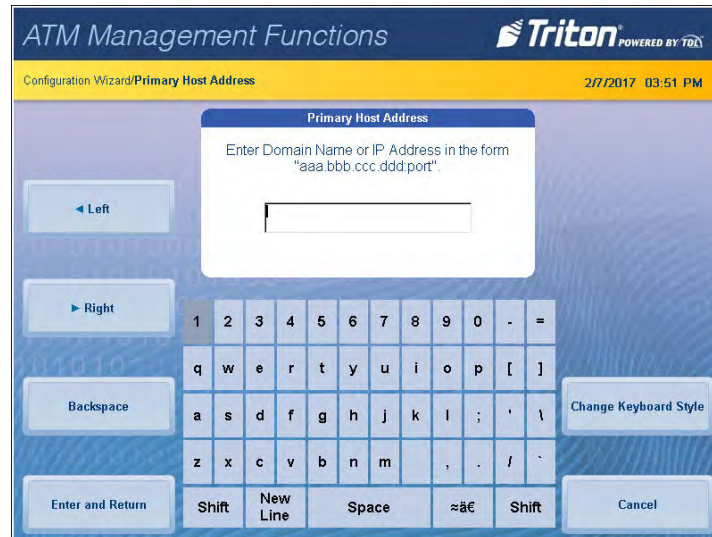
28. Enter 10-digit primary phone number, URL, or IP address via on-screen keyboard. This information is provided by the host processor. Users can toggle between three on-screen keyboards by pressing the **Change Keyboard Style** button.
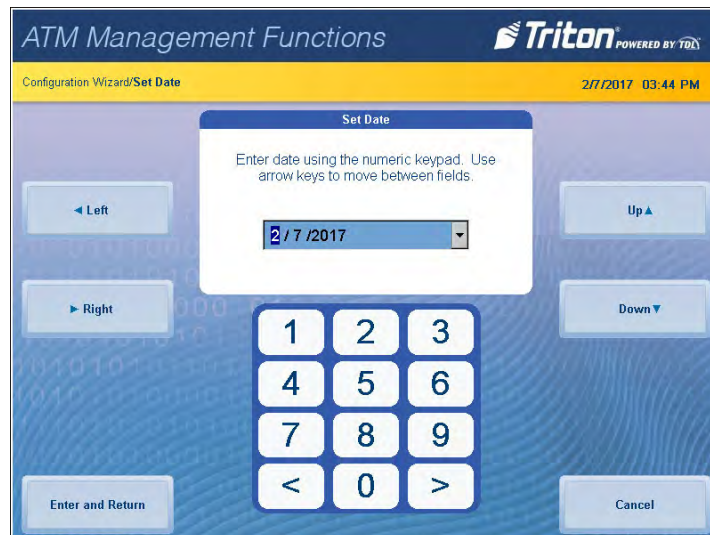29. Press **Enter and Return**.
30. If no additional protocol information is required by host processor, skip to step 37.
31. Press **Backup Phone** or **Backup Address**.
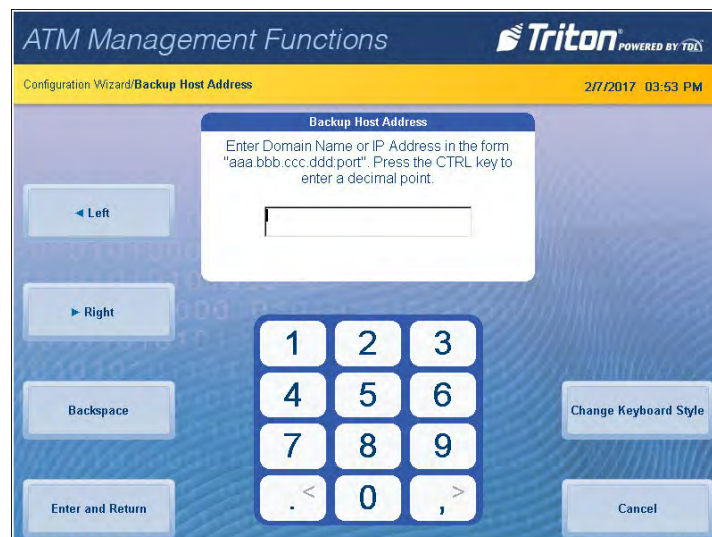
32. Enter 10-digit backup phone number, URL, or IP address via on-screen keyboard. This information is provided by host processor.
33. Press **Enter and Return**.

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34. Press **Enable Communication Header** to toggle the option on or off. This information is provided by the host processor.
35. If **Enable Communications Header** is toggled on and shows a check mark, press **Communications Header**.
36. Enter communications header using the on-screen keyboard. This case-sensitive information is provided by the host processor.
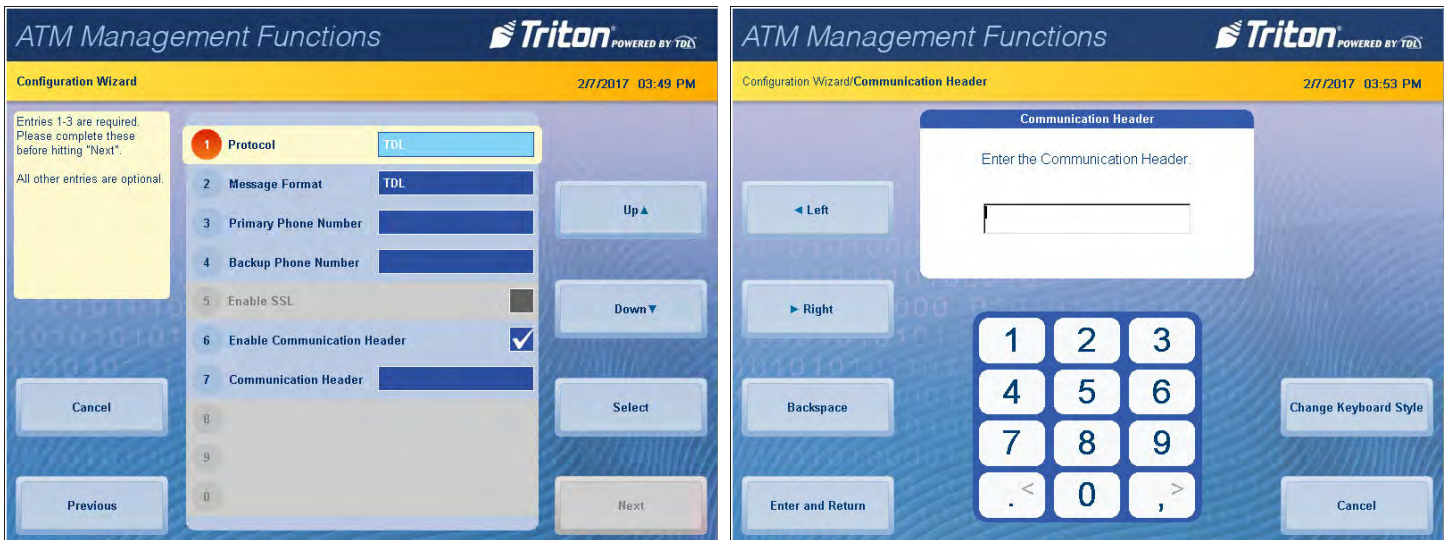
37. Press **Enter and Return**.
38. After these steps have been completed, press the **Next** button in the bottom, right corner of the screen to continue to the next set of requirements.
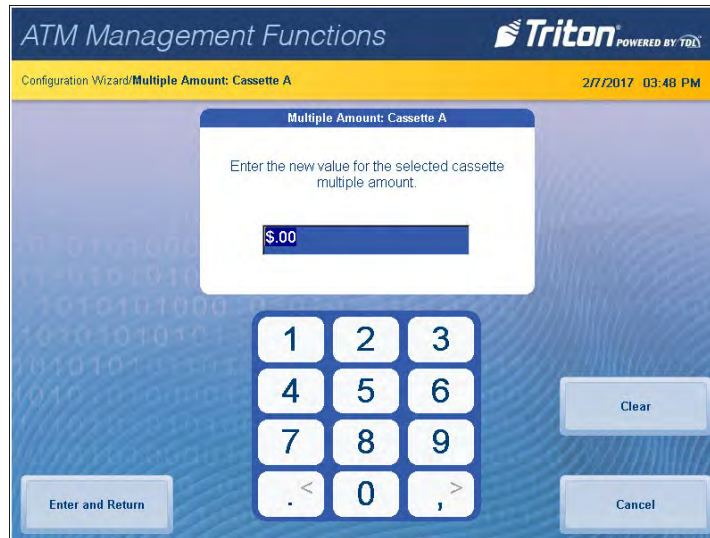
Note
If user 1 and user 2 passwords have already been set, option 1 will be **Change Passwords.**

39. Press **Set Passwords** (for the T9 keypad). PCI requires dual authentication, meaning two users must be present to complete the T9 customer keypad configuration.

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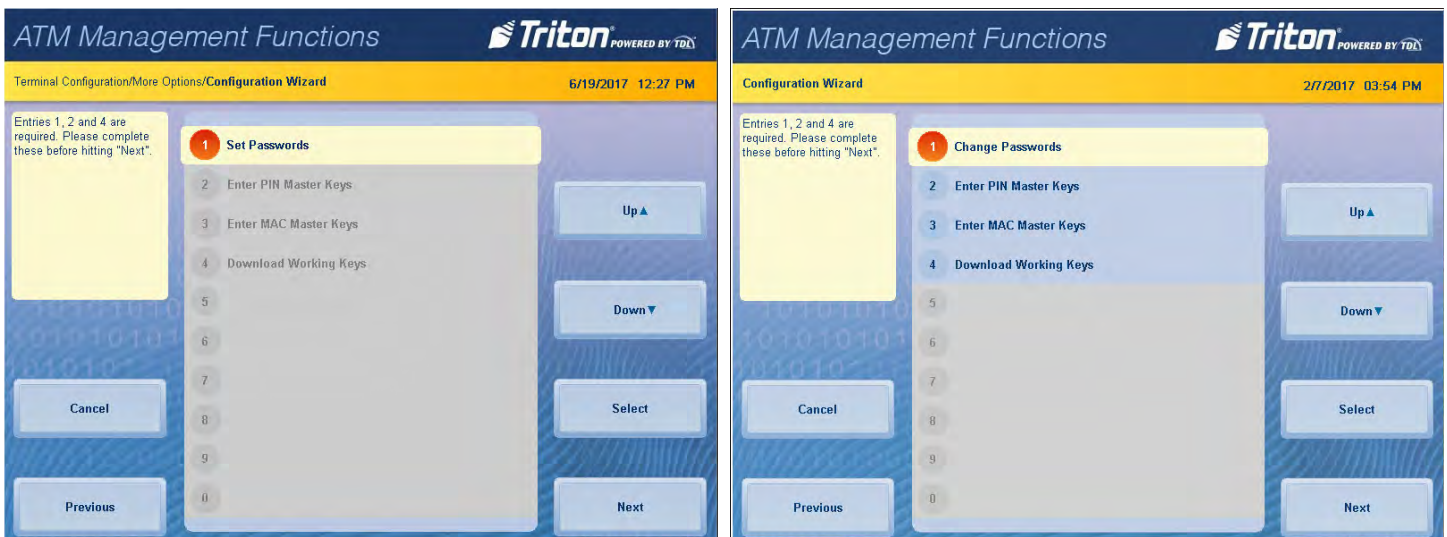
40. Enter new user 1 password using the T9 keypad. **Press Enter**. Password must be 8 characters.
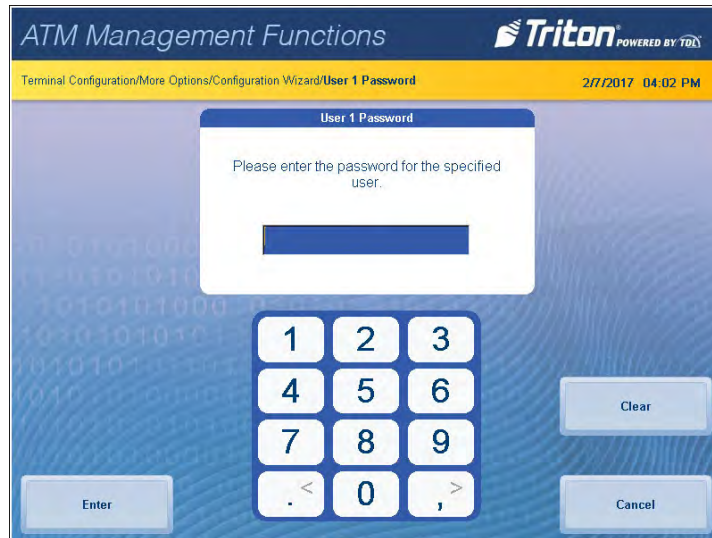
41. Re-enter new password, then press **Enter**.

42. Enter new user 2 password using the T9 keypad. Press **Enter**. Password must be 8 characters.

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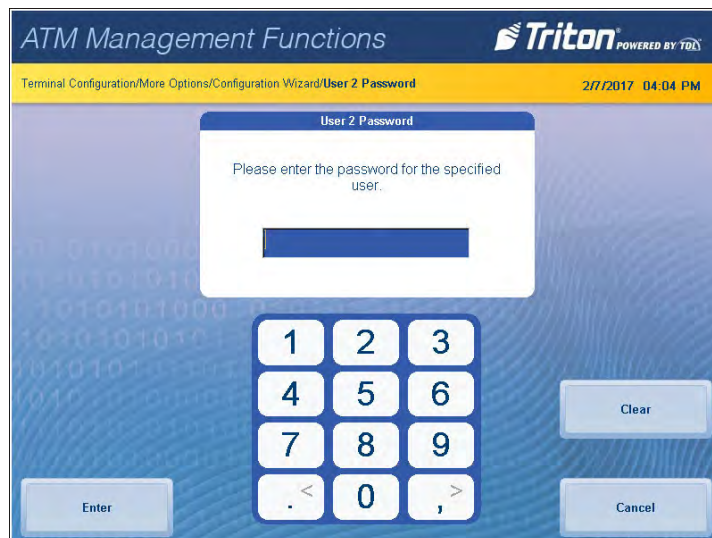
43. Re-enter new password, then press **Enter**.
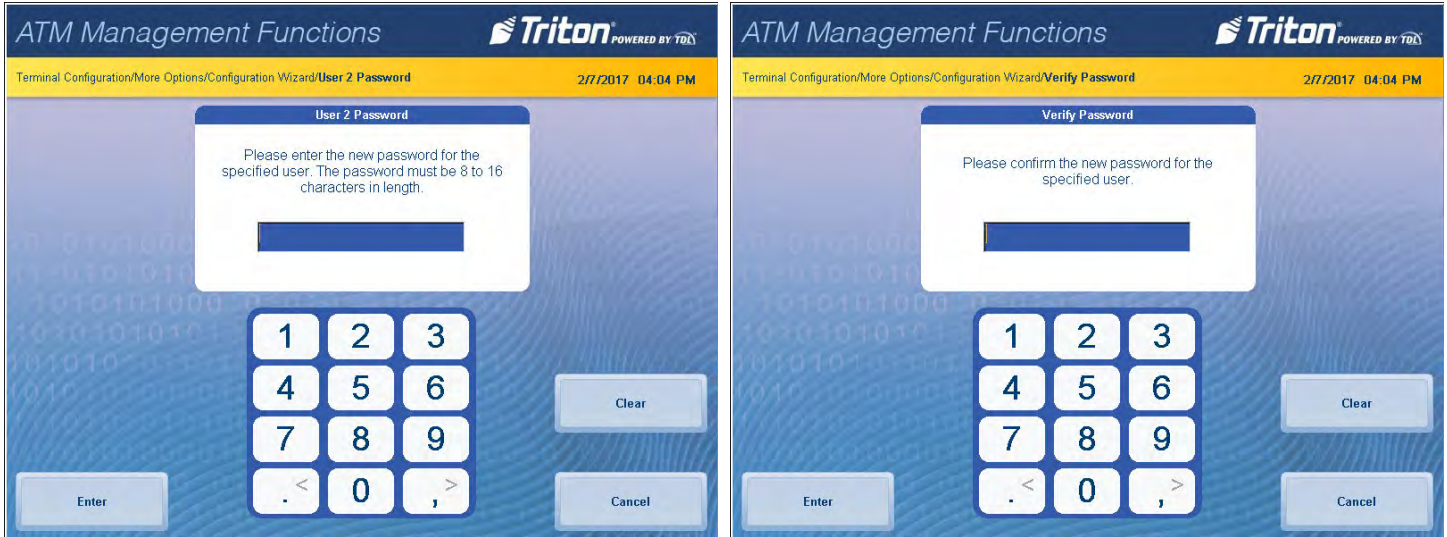
Caution

Master keys and instructions are provided by host processor and vary from customer to customer. Steps 44 through 47 are an example of what a user should see when entering master keys. Check digits shown are for example purposes only.

44. Press either **Enter PIN Master Keys** or **Enter MAC Master Keys**, and follow on-screen instructions. Host processor will provide master keys and specific instructions for entering keys.
45. Using the T9 keypad, user 1 enter master keys per host processor instructions, then press **Enter**. Compare check digits on screen to check digits provided by host processor. Press **Enter**.
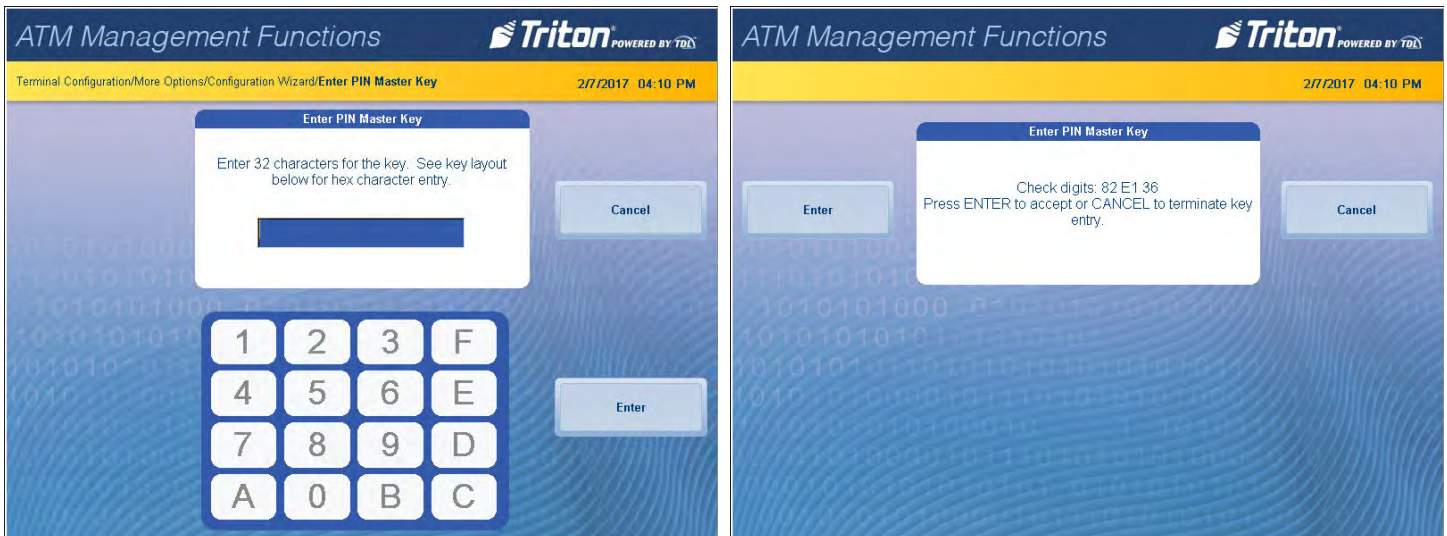
Note

If on-screen check digits do not match check digits provided by host processor, press **Cancel** to terminate key entry. Press either **Enter PIN Master Keys** or **Enter MAC Master Keys**, and follow on-screen instructions.

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46. Press **Enter**. User 2 add second set of master keys, then press **Enter**. Compare check digits on screen to check digits provided by host processor.
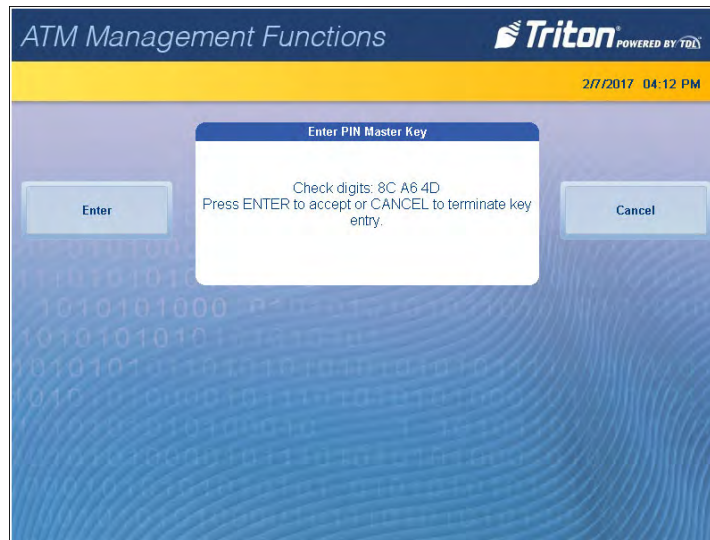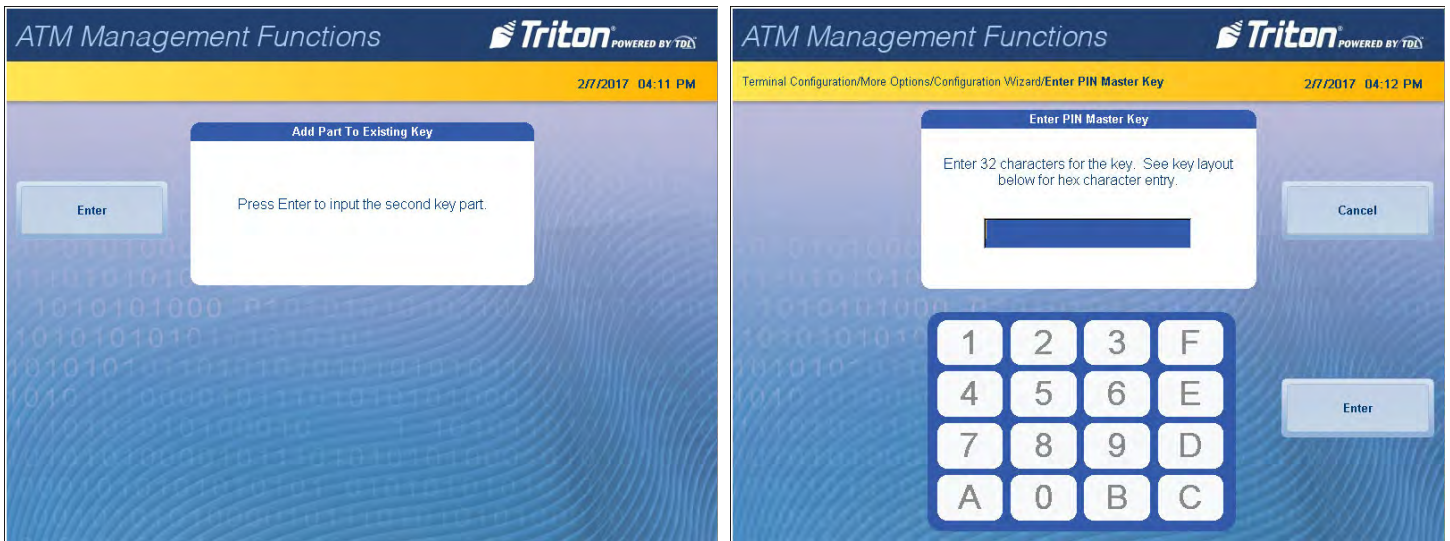
Note

If on-screen check digits do not match check digits provided by host processor, press **Cancel** to terminate key entry. Press either **Enter PIN Master Keys** or **Enter MAC Master Keys**, and follow on-screen instructions.

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47. Press **Enter**. If master keys were entered successfully, press **Enter** to return to the Configuration Wizard menu.
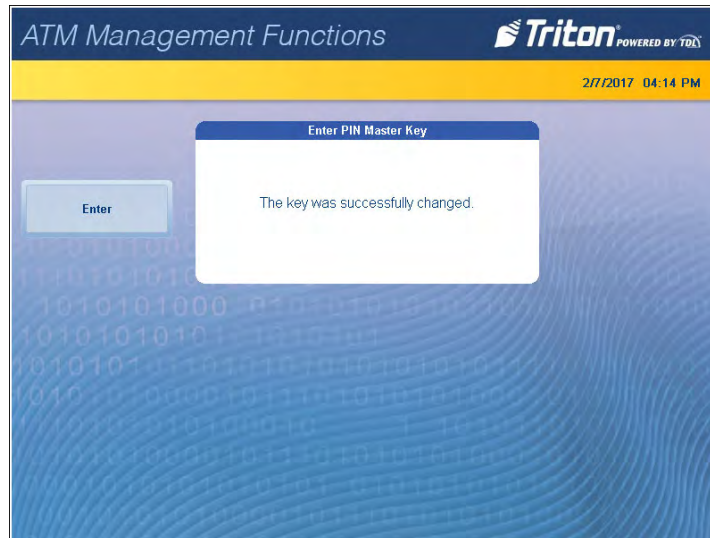
48. Press **Download Working Keys**.
49. Press **Enter** to contact the host and begin working key download.
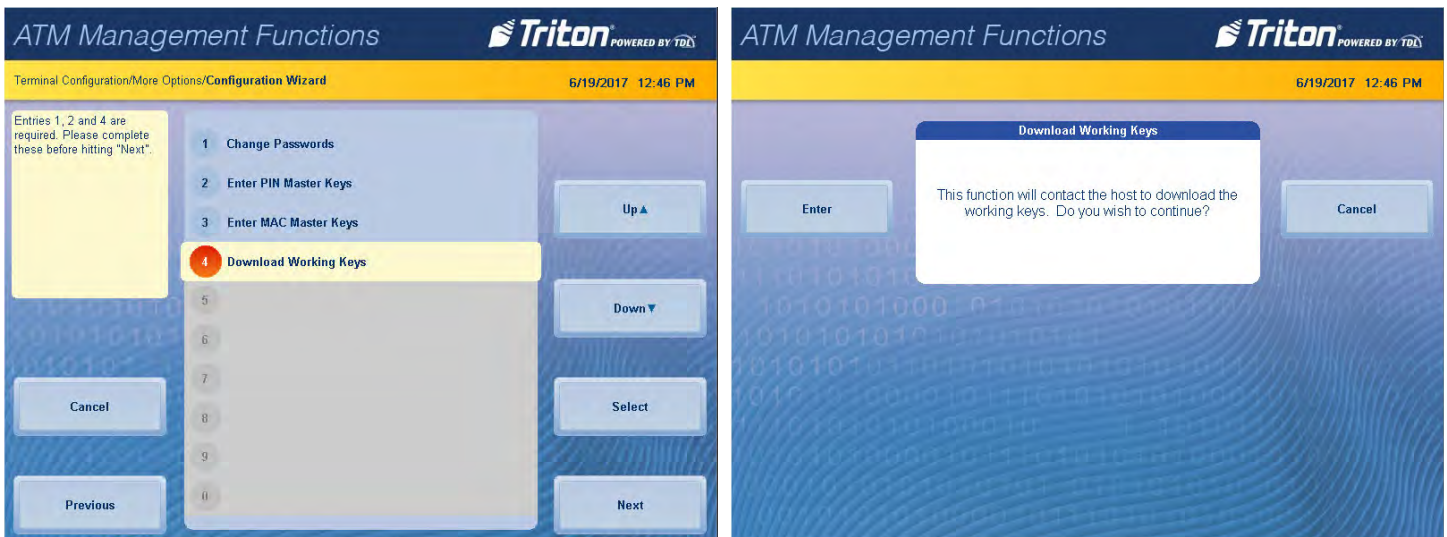
50. After keys are downloaded successfully, press **Enter** to return to Configuration Wizard menu.
51. After these steps have been completed, press the **Next** button in the bottom, right corner of the screen to continue to the final requirements in the Configuration Wizard.

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52. All selections on the final screen are optional. Press **Welcome Message**, **Store Message**, **Marketing Message**, or **Exit Message** as desired. Use the on-screen keyboard to enter message, then press **Enter and Return** to save.
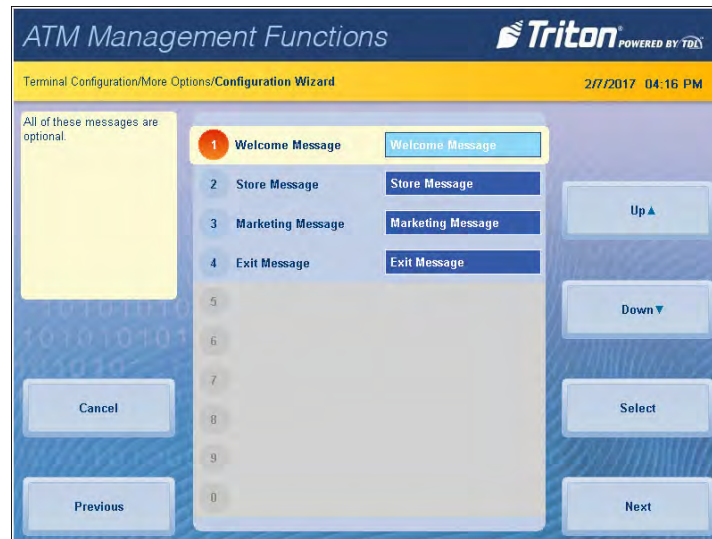
53. After these steps have been completed or to skip messages completely, press the **Next** button in the bottom, right corner of the screen.
54. This completes the Configuration Wizard and user returns to Management Functions menu. ATM may be put into service.

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TERMINAL CLOSE FUNCTIONS (PG 26-34)

The Terminal Close menu allows the user to manage various close functions necessary to the management and accounting of an X3 ATM. Options, such as configuring automatic day closes, automatically sending close totals to host processor, and various cassette balance functions are available in this menu.

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SCHEDULE CLOSE

This function is used to enable/disable and/or set times for automatic day closes.

1. Navigate to *Management Functions > Terminal Close Functions > Schedule Close*.
2. Press **Enable Schedule** to toggle option on (check mark) or off (no check mark).
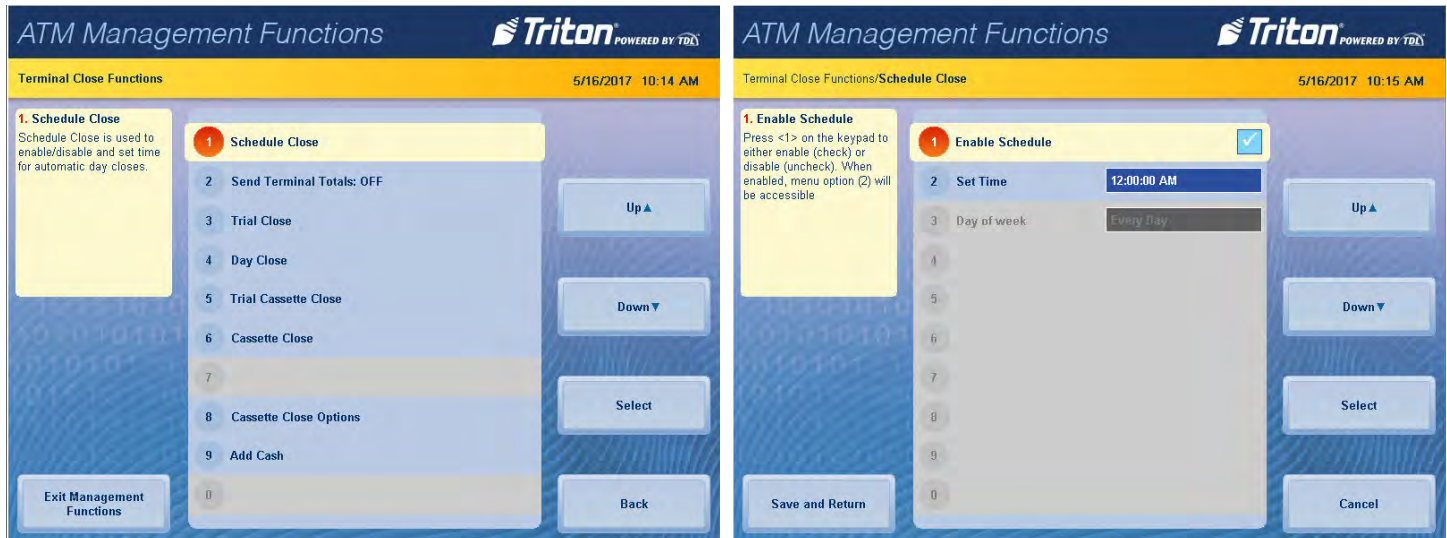
3. If Enable Schedule is toggled on (showing a check mark), press **Set Time**.

Note

Use the < and > buttons on the numeric on-screen keypad to toggle between the hour, minute, and second. The **Left** and **Right** buttons perform the same function.

4. Use the on-screen numeric keyboard to set desired time for terminal to perform a scheduled close.
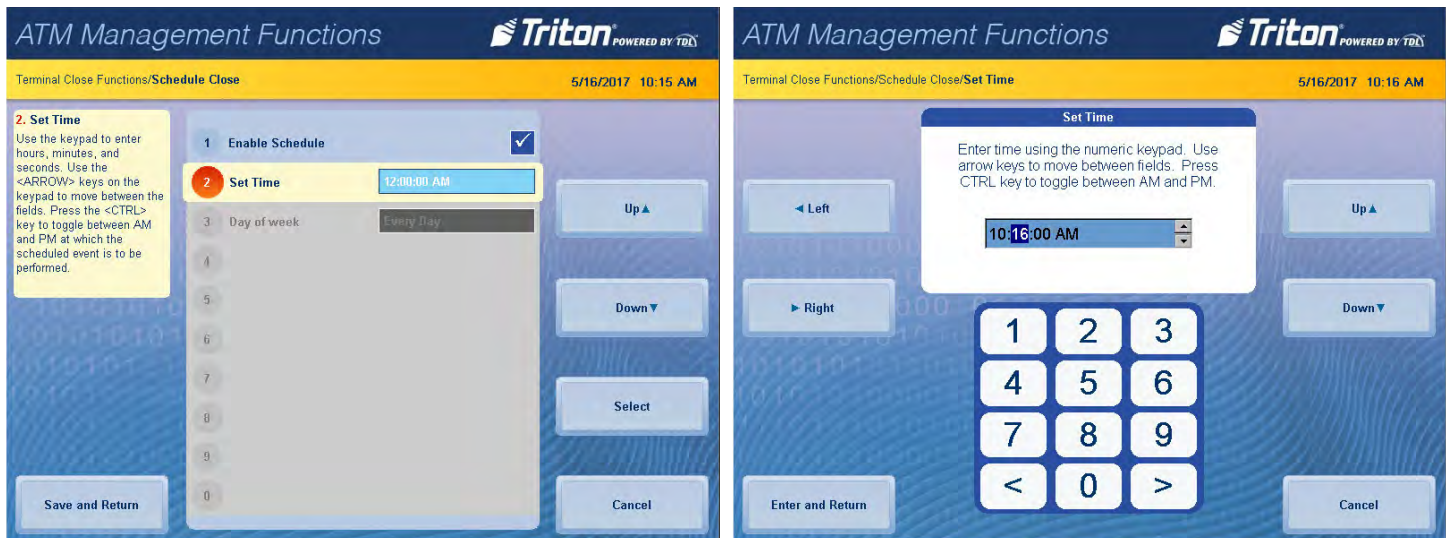
5. Press **Enter and Return** to save changes and return to previous menu.
6. **Day of the Week** option is automatically set to **Every Day**. Press **Save and Return** to save changes and return to previous menu.

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SEND TERMINAL TOTALS

This function enables or disables automatic transmission of terminal close totals to host processor. When toggled on, the terminal will send accumulated totals information to the processor during the Day Close operation. If toggled off, these totals will not be sent. Terminal totals include the total number of all withdrawal, inquiry, and transfer transactions that have occurred since the last Day Close operation, as well as settlement and surcharge amounts.

1. Navigate to *Management Functions > Terminal Close Functions*.
2. Press **Send Terminal Totals** to toggle option ON or OFF. Set as recommended by host processor.
3. Press **Back** to return to previous menu.

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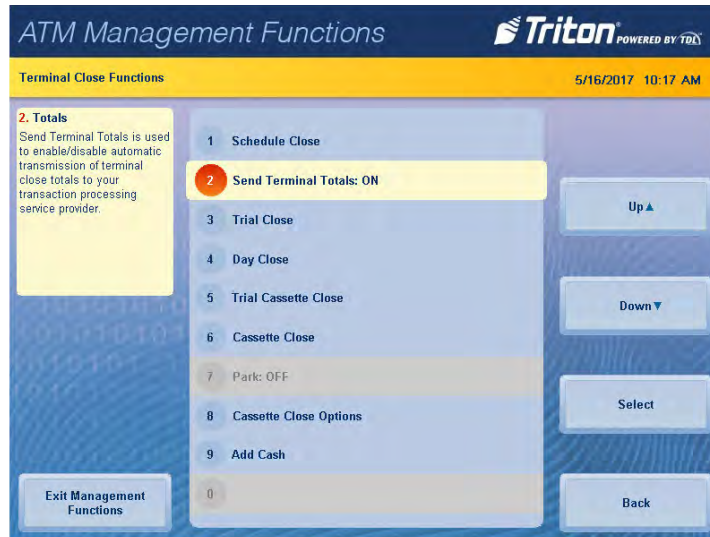
TRIAL CLOSE

This function option is used to complete daily balancing of the cash dispenser with the processor. A summary of all transactions since the last Day Close was completed can be printed, and totals are downloaded and sent to host processor. This function does not clear totals or change the business date.

A Trial Close is used to balance the ATM before actually balancing with the processor. The report contains accumulated transaction totals obtained from the processor and from the terminal, including the total number of customer transactions recorded since the last Day Close was performed. The two-column format allows the host and terminal totals to be easily compared. The settlement value is the processor's record of the total currency dispensed since the last Day Close was performed.

1. Navigate to *Management Functions > Terminal Close Functions*.
2. Press **Trial Close** option, then press **Enter** to begin operation.
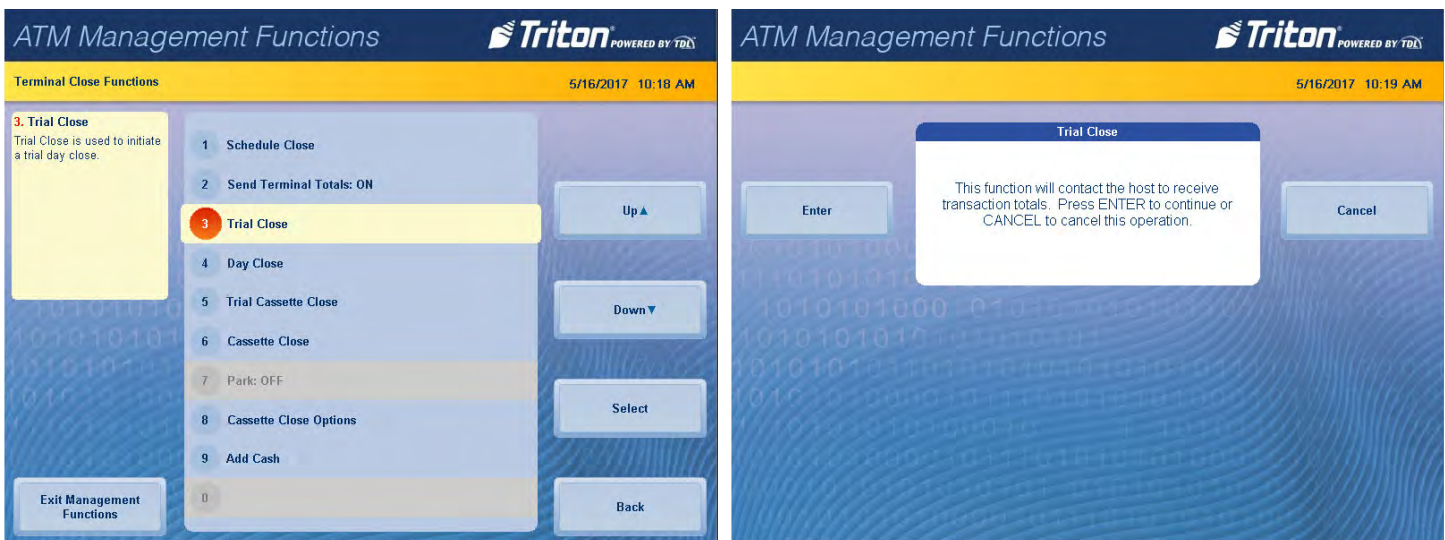
3. Trial Close Report will be displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.

4. When report has been printed or saved, press **Back** button to return to the previous menu.

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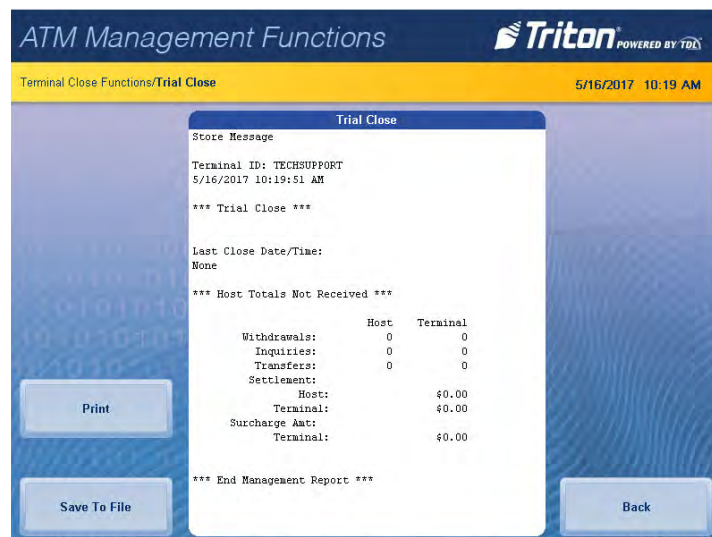
DAY CLOSE

This function completes daily balancing of the cash dispenser with the processor. This function clears totals and resets the business date. A summary of all transactions since the last Day Close was completed can be printed and totals are downloaded and sent to host processor.

This function contacts the processor and downloads all totals accumulated since last Day Close was performed. The Day Close function is generally the final step in the daily balancing process. Users may wish to perform a Trial Close to view the report without clearing all totals before completing a Day Close.

1. Navigate to *Management Functions > Terminal Close Functions*.
2. Press **Day Close**, then press **Enter** to begin operation.
3. Day Close Report will be displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

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TRIAL CASSETTE CLOSE

This function generates a report to help balance specific cassette(s) in the dispenser without resetting the value(s) to zero. The report summarizes all activity for chosen cassette(s) since the last cassette close, including a total of all transactions.

The Trail Cassette Close is normally used to provide a quick look at the current status of a cassette, and does not clear the cassette totals from the terminal.

Note

Steps may vary slightly based on cassette close options and configuration.

1. Navigate to *Management Functions > Terminal Close Functions*.
2. Press **Trial Cassette Close** option.
3. Press desired cassette(s) to be included in the trial cassette close, then press **Save and Return**.
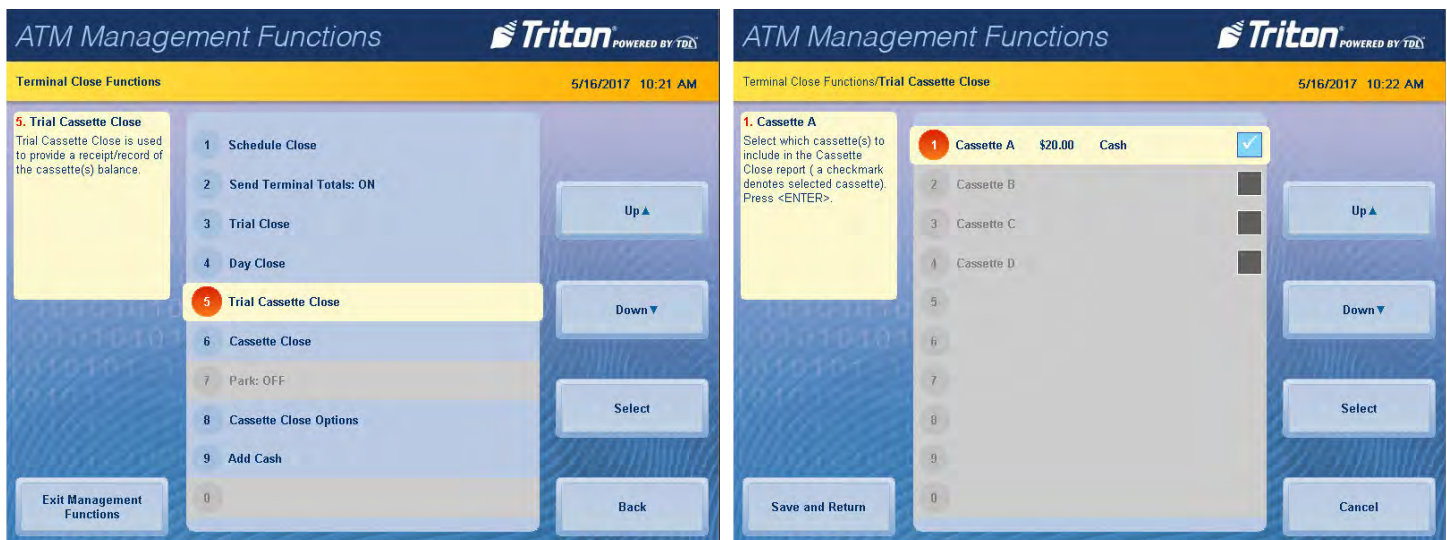
4. Trial cassette close report will be displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
5. When report has been printed or saved, press **Back** button to return to the previous menu.

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CASSETTE CLOSE

This function generates a report to help balance specific cassette(s) in the dispenser. The report summarizes all activity for chosen cassette(s) since the last cassette close and clears cassette totals from the terminal. The Cassette Close function is usually completed as the final step in balancing a currency cassette before removing the cassette to replenish it.

Note
Steps may vary slightly based on cassette close options and configuration.

1. Navigate to *Management Functions > Terminal Close Functions*.
2. Press **Cassette Close** option.
3. Press desired cassette(s) to be included in the cassette close, then press **Save and Return**.

4. Cassette close report will be displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.

5. When report has been printed or saved, press **Back** button.

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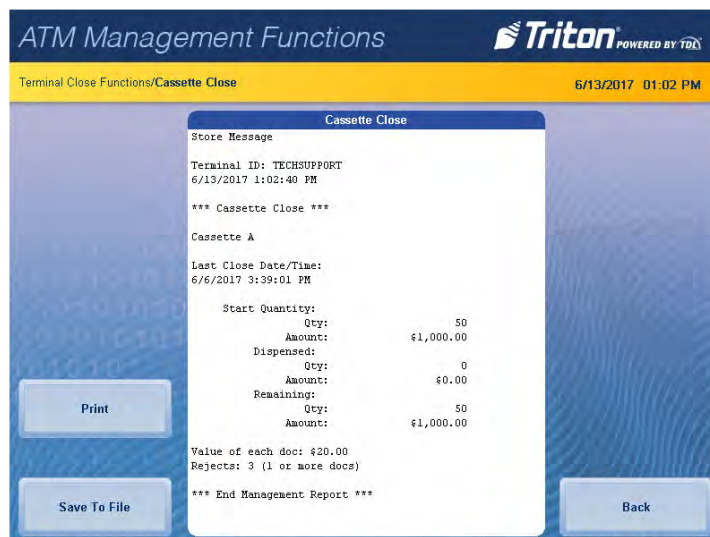
6. Remove and replenish selected cassettes, then press **Enter**.Using the on-screen numeric keypad, enter the number of bills in the cassette(s). This is not the value.

7. Press **Enter and Return**. Trial cassette close report will be displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
8. When report has been printed or saved, press **Back** button to return to the previous menu.

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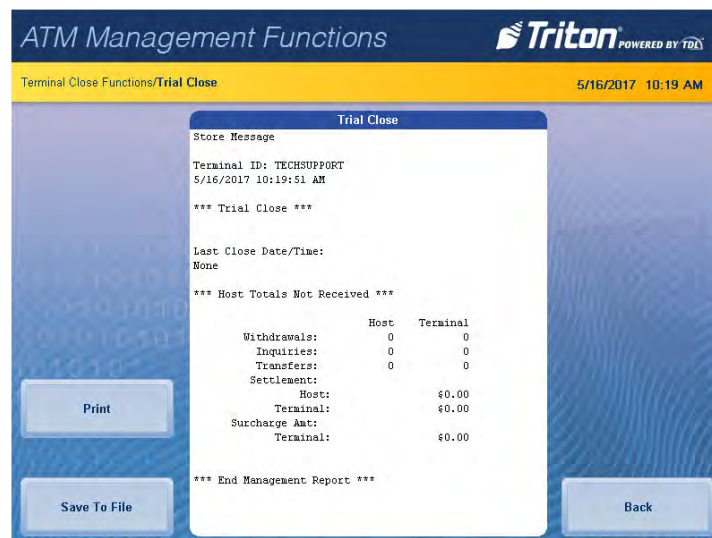
CASSETTE CLOSE OPTIONS

1. Navigate to *Management Functions > Terminal Close Functions*. Select desired cassette close option. Cassette close options allow the user to customize close experience.

2. Press **Perform Day Close** to toggle on (check mark) or off (no check mark). This option, when enabled (checked), will automatically perform a day close at the end of a cassette close.

3. Press **Show Current Cassette Totals** to toggle on (check mark) or off (no check mark). This option, when enabled (checked), will display the current totals report when performing a close.

4. Press **Prompt for Cassette to Close** to toggle on (check mark) or off (no check mark). This option, when enabled (checked), will prompt users for which cassettes should be selected for the close.

5. Press **Prompt for Cassette to Replenish** to toggle on (check mark) or off (no check mark). This option, when enabled (checked), will prompt the user for which cassettes should be selected to replenish.

6. Press **Display New Cassette Totals** to toggle on (check mark) or off (no check mark). This option, when enabled (checked), will display the new totals report when performing a close.
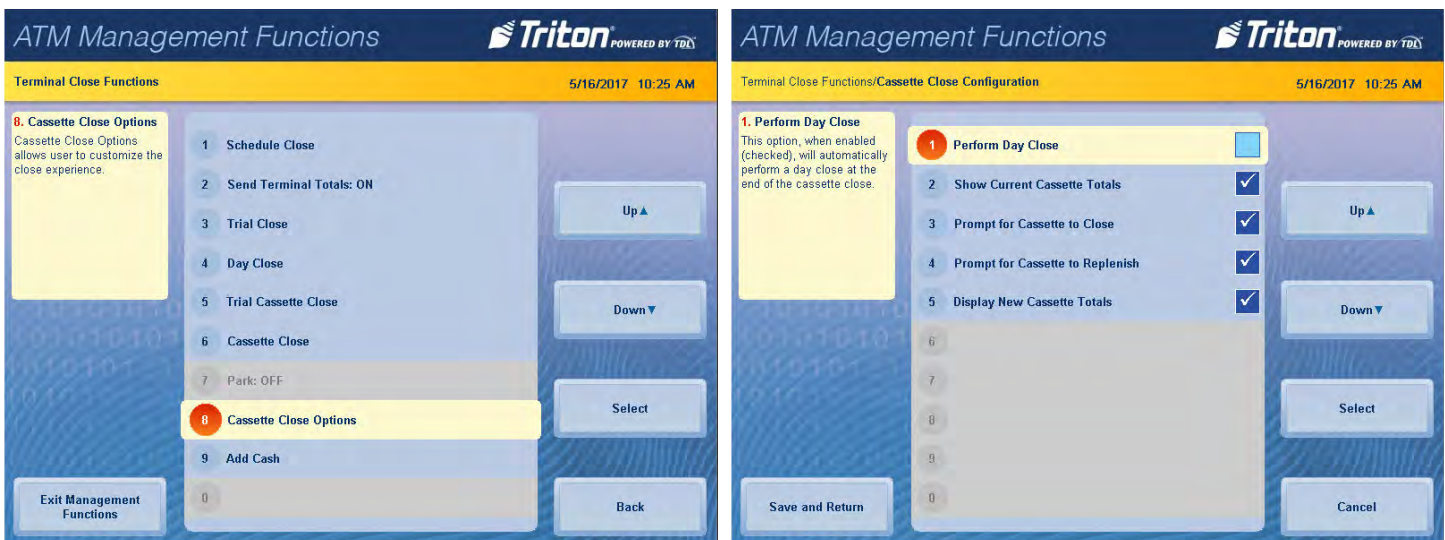
7. When finished with cassette close option, press **Save and Return** to return to previous menu.

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ADD CASH

This function allows a user to add notes to one or more cassettes without performing a cassette close operation, and automatically provides additional journal entries for documentation.

1. Navigate to *Management Functions > Terminal Close Functions*.
2. Press **Add Cash**.
3. Press **Note Count Cassette #** on desired cassette, then press **Enter**.
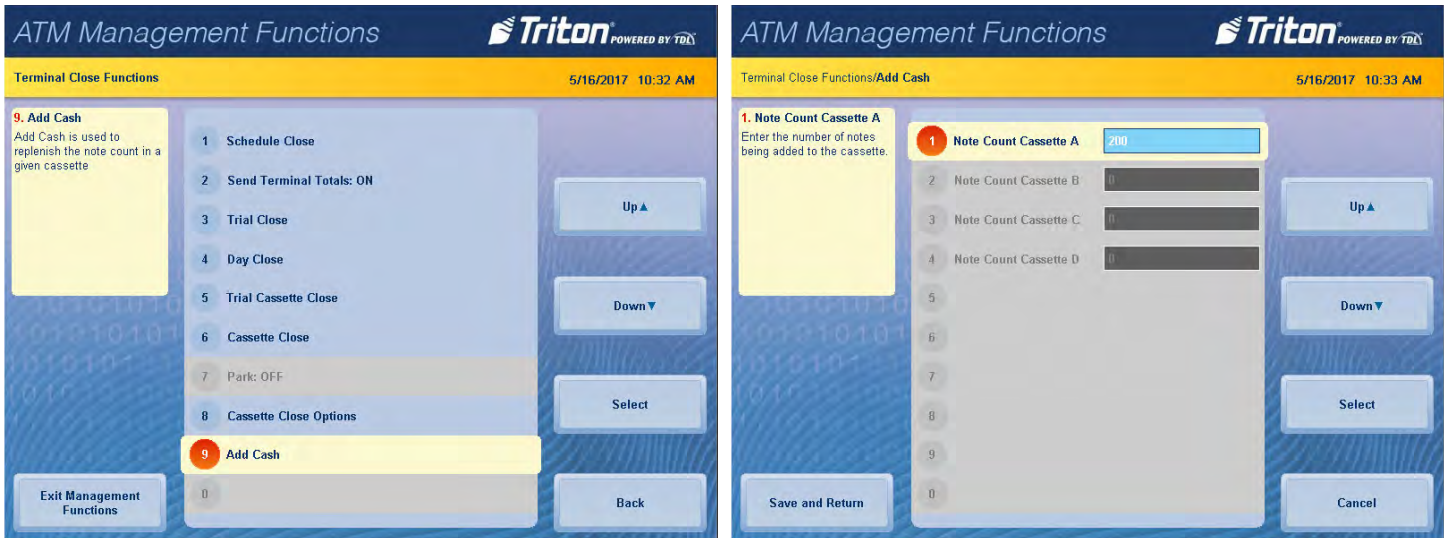
4. Remove and replenish selected cassettes, then press **Enter**.
5. Using the on-screen numeric keypad, enter the number of bills added to cassette(s). This is not the value.
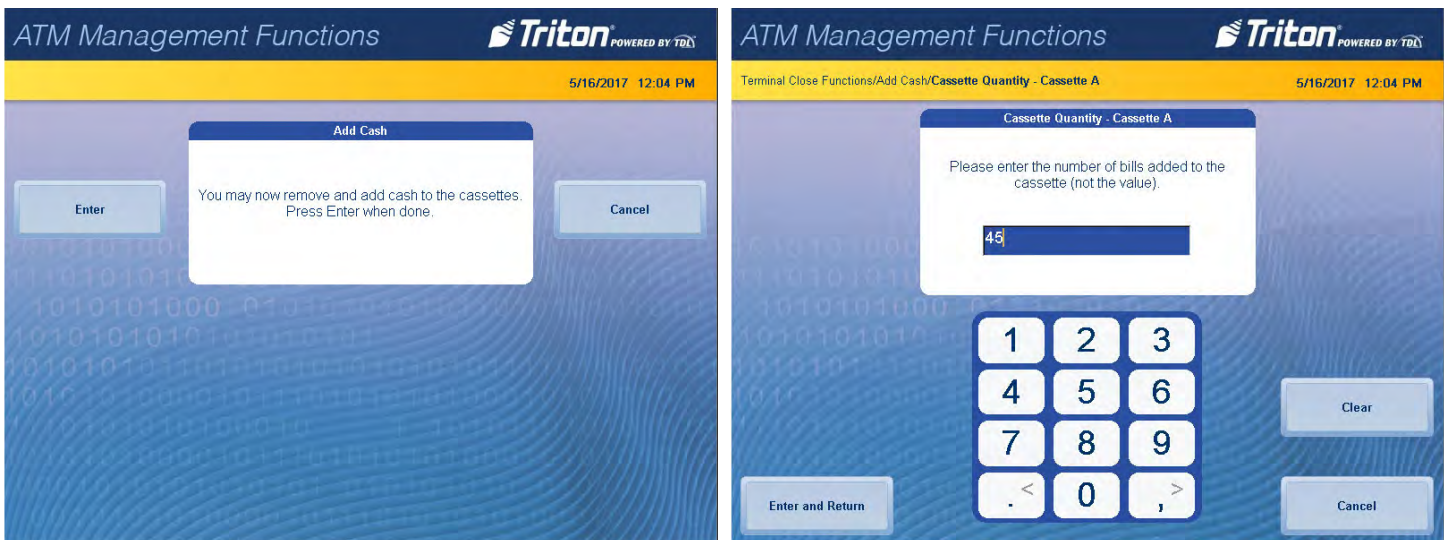
6. Press **Enter and Return**.
7. Repeat for each desired cassette.

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DIAGNOSTICS (PG 36-69)

The Diagnostics menu allows the user to view various parameters and/or statuses on the terminal, or check the status and function of various components on the ATM. Options, such as device status for printer, keypad, or dispenser; testing the connectivity with host processor; and component configuration functions are available in this menu.

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TERMINAL STATUS

The Terminal Status menu allows the user to view terminal errors and history; reset current terminal errors; view, import, export parameters, or restore default parameters; and navigate to software update history. To Navigate to Terminal Status menu, go to *Management Functions > Diagnostics > Terminal Status*.
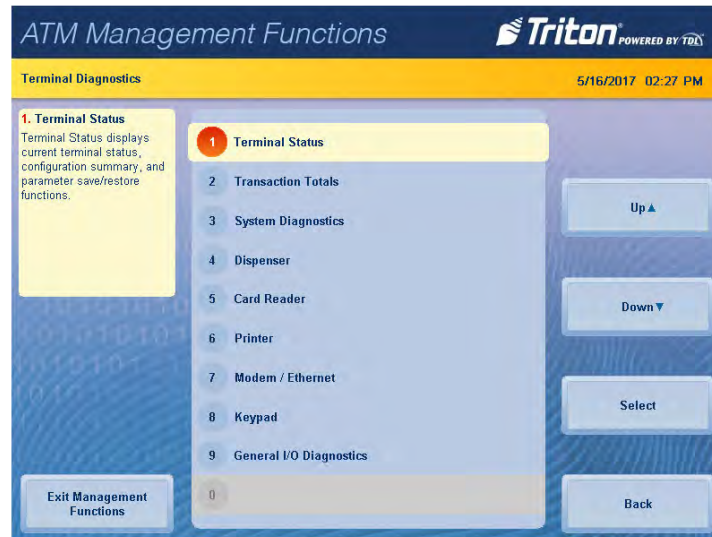
CURRENT TERMINAL ERROR

This function generates a management report that shows the most current terminal status error code. The error code is listed with a short description of the condition and recommended actions.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Press **Current Terminal Error**.
3. Error code is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
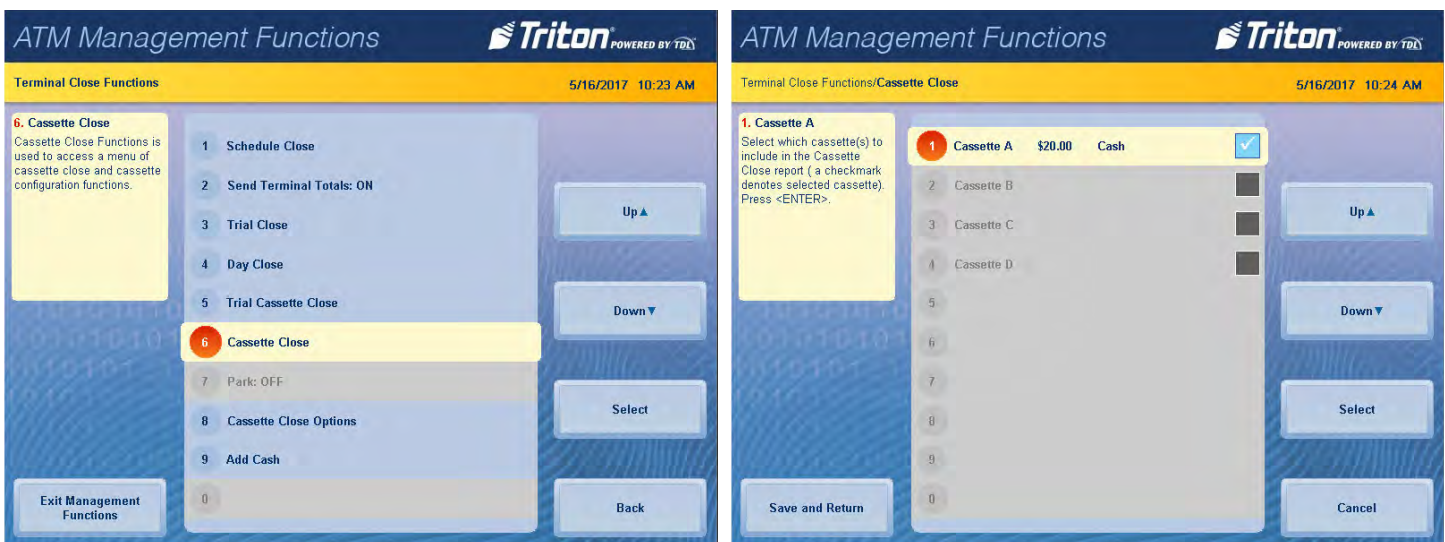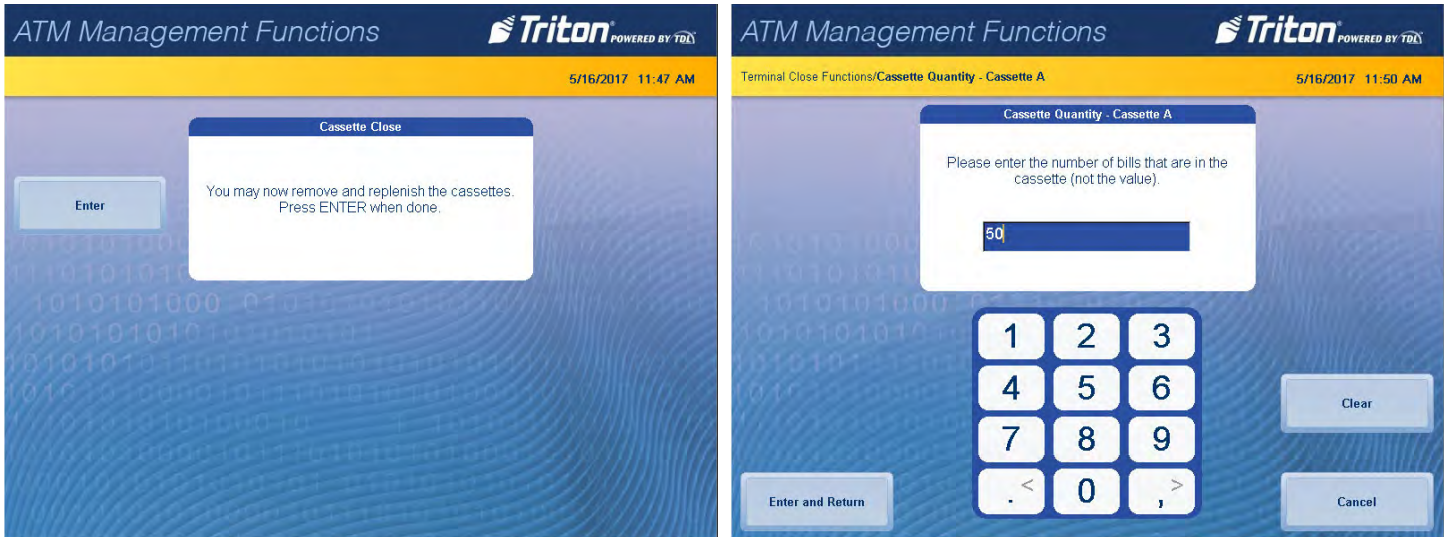4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
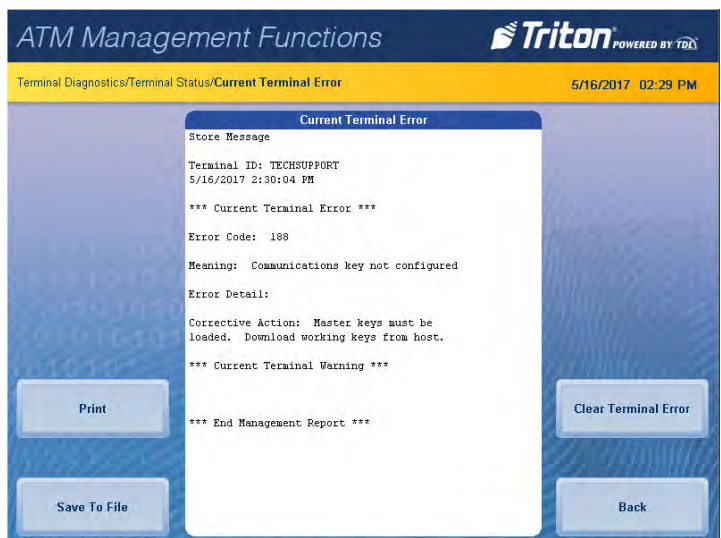
TERMINAL ERROR HISTORY

This function displays a management report showing all status error codes that have been recorded since the initial terminal set up. A short description of each code is provided.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Press **Terminal Error History**.
3. Error code history is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.
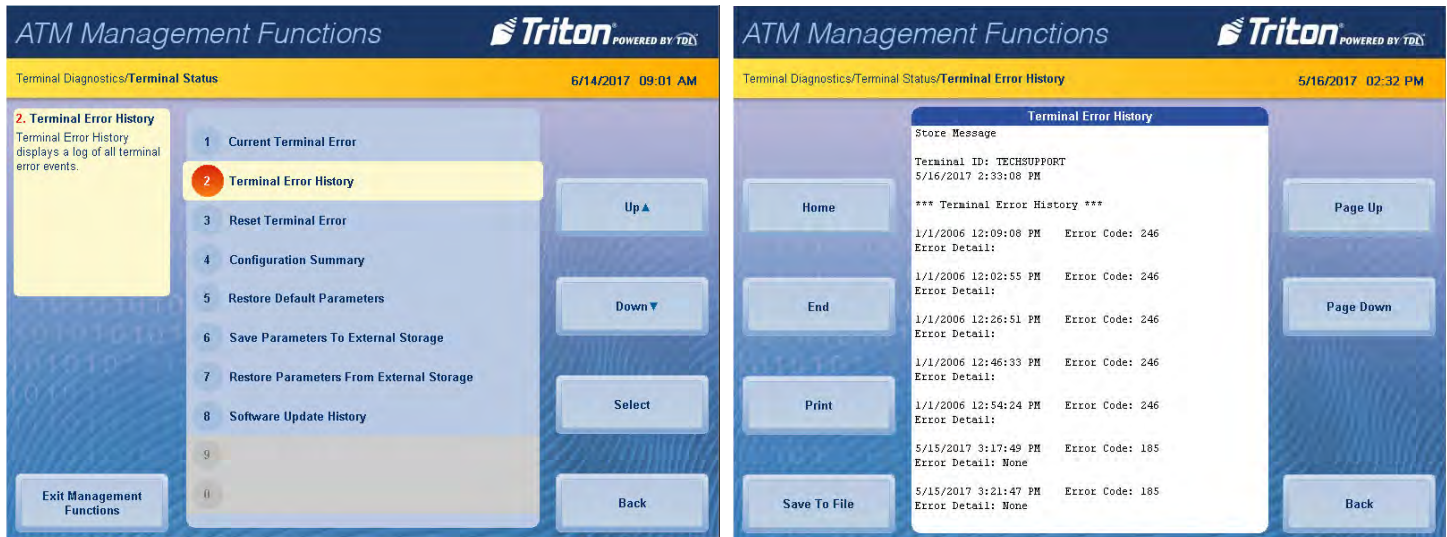
RESET TERMINAL ERROR

Navigate to *Management Functions > Diagnostics > Terminal Status* and press **Reset Terminal Error**. No further action from user is required. This function will attempt to reset the current terminal error to zero.

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CONFIGURATION SUMMARY

This function generates a management report that contains current terminal configuration and hardware status information. Information is provided for all terminal configuration areas, including software, peripherals, communications, and messaging.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Press **Configuration Summary**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

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RESTORE DEFAULT PARAMETERS

This function allows user to set the ATM back to factory default settings. All current parameters that have been modified from factory default settings will be deleted. This function does not reset the journal or T9 keypad.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Press **Restore Default Parameters**. Depending on software, a list of configurations may be presented, one of which must be selected.
3. Pressing **Enter** on the pop-up dialog will begin the processing of erasing current terminal parameters.
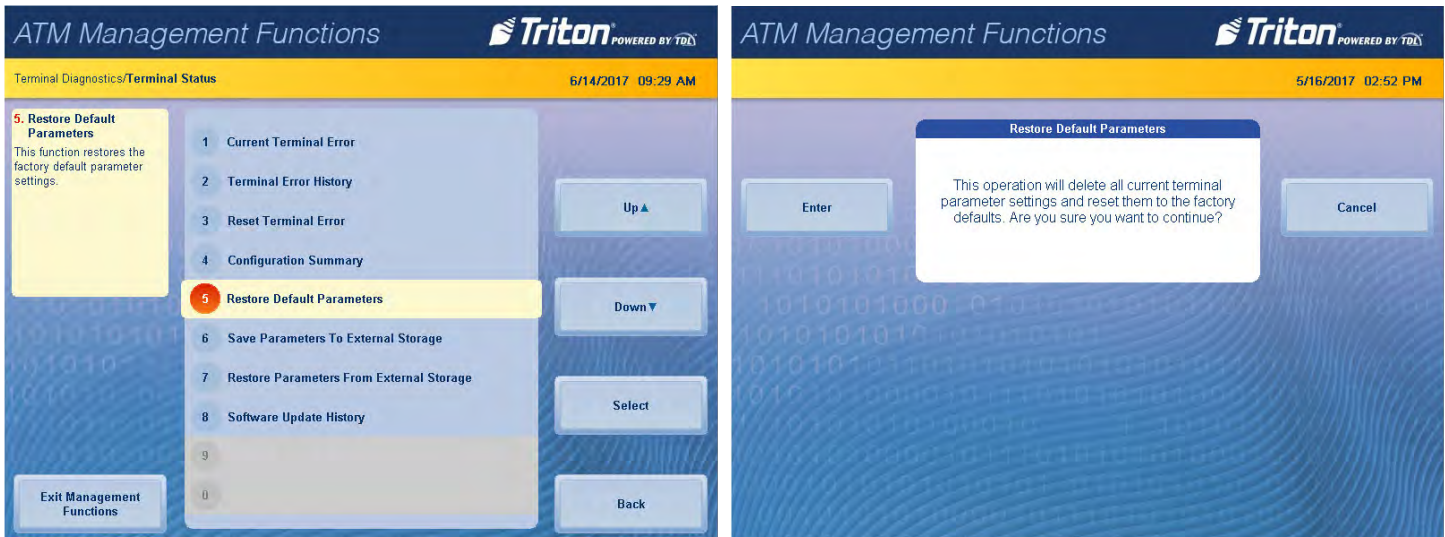
SAVE PARAMETERS TO EXTERNAL STORAGE

This function saves the current terminal parameters to a USB drive inserted into an available USB port on the main board.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Ensure USB drive is installed into an empty USB port on main board.
3. Press **Save Parameters to External Storage**. Press **Enter** on the pop-up dialog.
4. Using the on-screen keyboard, name parameter file, then press **Enter** to begin the processing of exporting current parameters to external USB drive.

Triton Systems ©
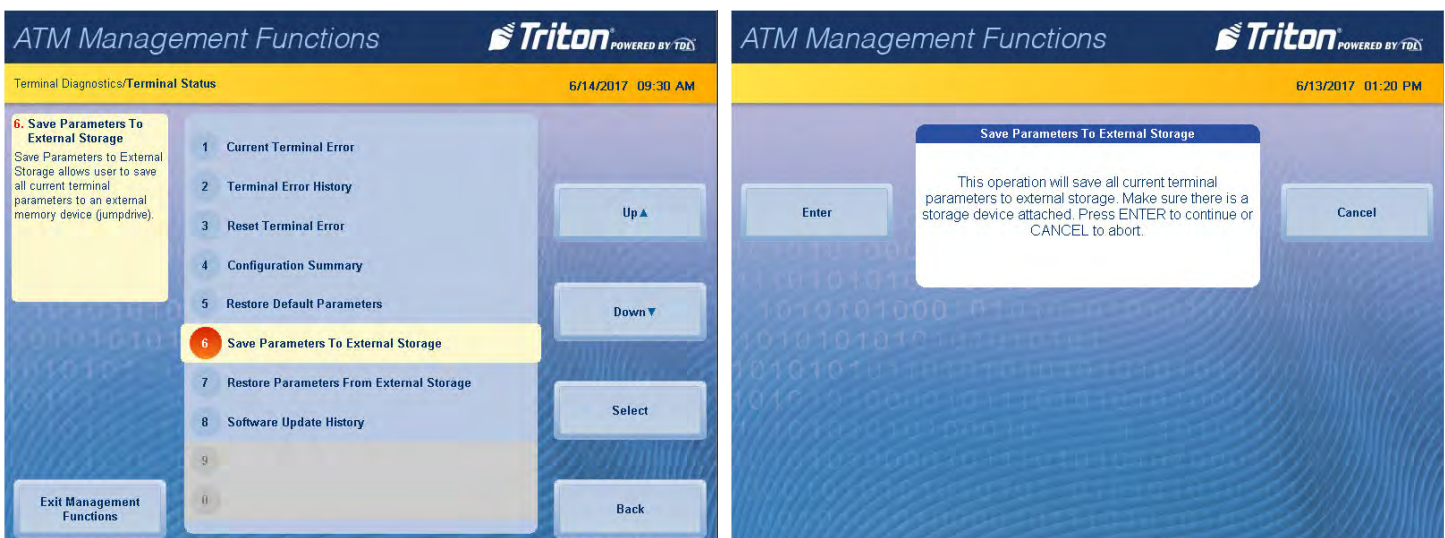
RESTORE PARAMETERS FROM EXTERNAL STORAGE

This function restores a previously saved set of terminal parameters via a USB drive inserted into an available USB port on the main board.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Ensure USB drive with previously saved parameters is installed into an empty USB port on main board.
3. Press **Restore Parameters from External Storage**. Select correct parameter file, then press **Enter and Return**.
4. Pressing **Enter** on the pop-up dialog will begin the process of importing parameters from external USB drive.

SOFTWARE UPDATE HISTORY

This function allows user to generate a report of all software updates that have been installed onto the machine.

1. Navigate to *Management Functions > Diagnostics > Terminal Status*.
2. Press **Software Update History**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
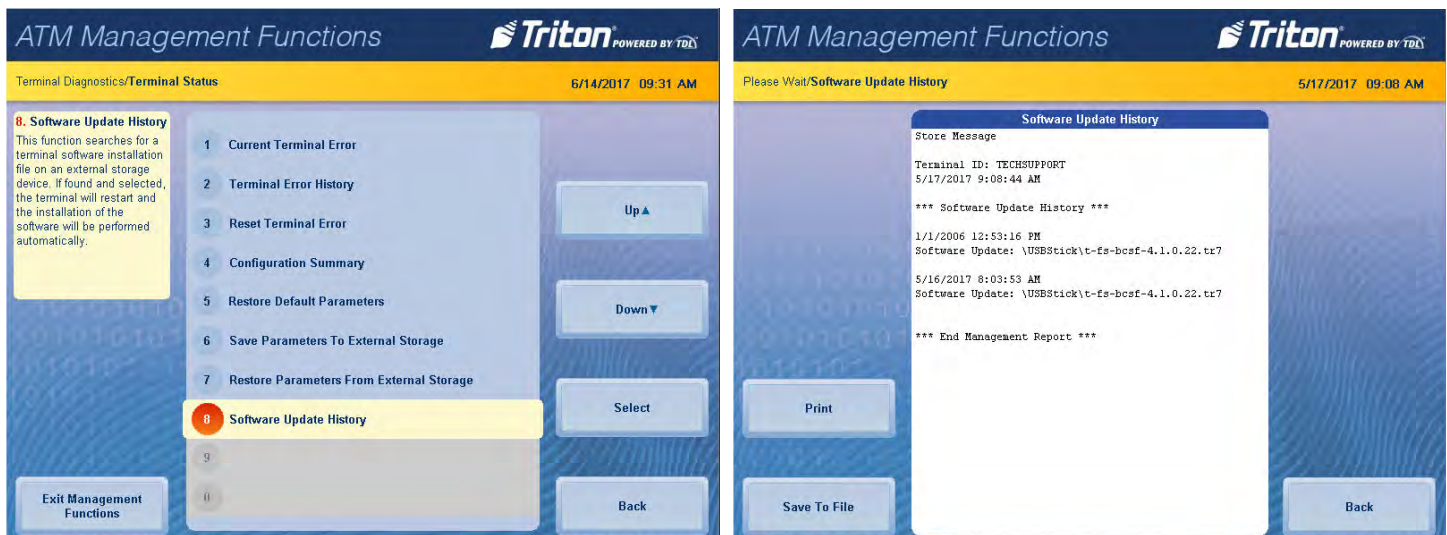
TRANSACTION TOTALS

This function allows the user to generate a report of all transactions. The report displays totals in two categories: totals since the last close was performed and cumulative totals. Also displayed are the date and time of the last successful transaction and the last denied transaction.

1. Navigate to *Management Functions > Diagnostics*.
2. Press **Transaction Totals**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a thumb drive.
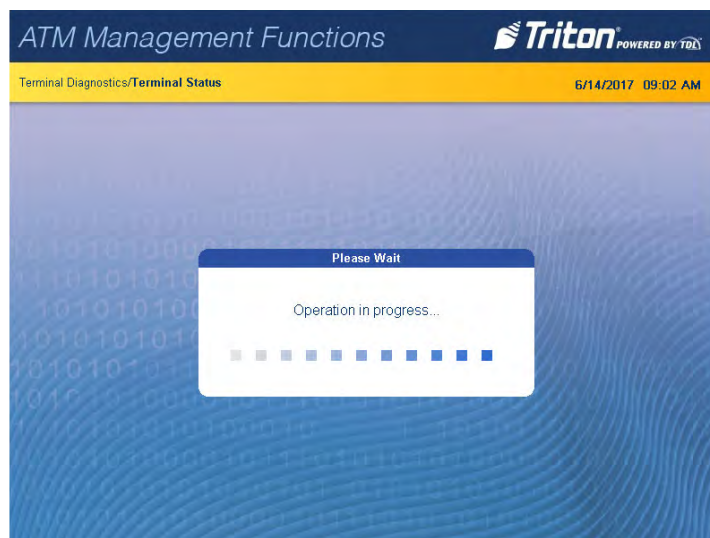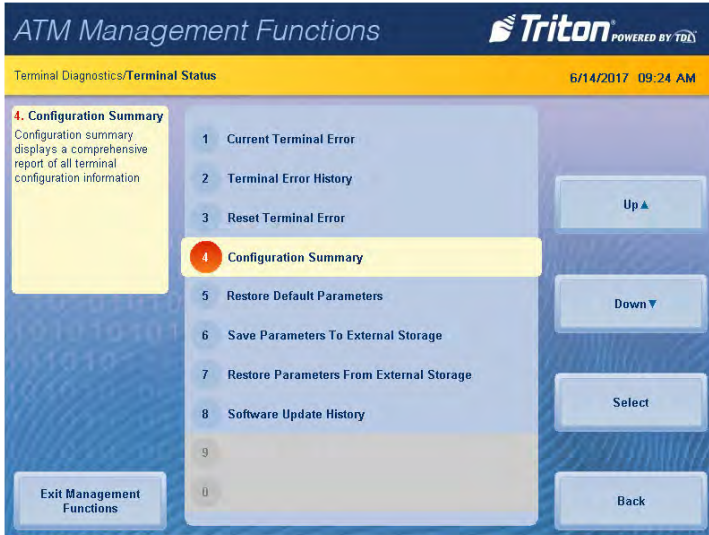4. When report has been printed or saved, press **Back** button to return to the previous menu.

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This function will display a pop-up dialog that allows a user to view and configure system properties. To navigate through the dialog, touch the desired tab on the touch-screen display to view properties. In most cases, it should not be necessary to change or adjust these properties.

Note

Please contact Triton Technical Support before changing any settings in this menu.

1. Navigate to *Management Functions > Diagnostics*.
2. Press **System Diagnostics**.
3. Pop-up dialog will appear on screen. Navigate to each tab on screen to view information about that category.
4. When finished viewing system information, press **X** on the pop-up dialog to close or press **CANCEL** on the T9 keypad to return to previous menu.

Triton Systems ©
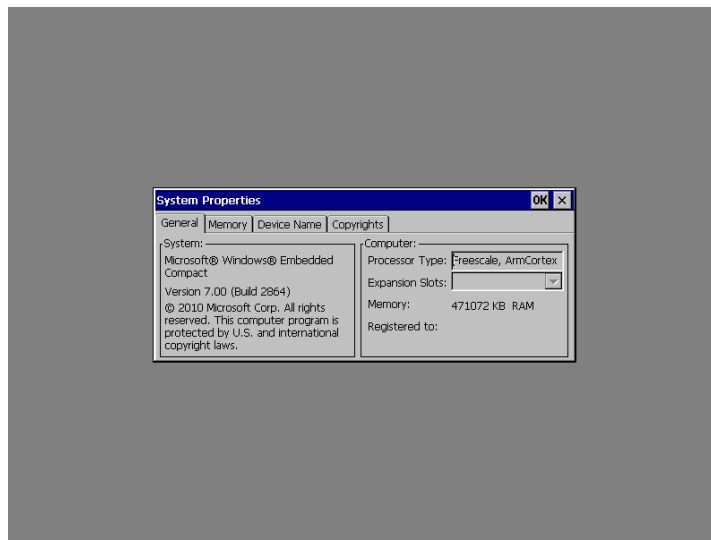
This function generates a report identifying the type of cash dispenser installed and the dispenser status check.

1. Navigate to *Management Functions > Diagnostics > Dispenser*.
2. Press **Cash Dispenser Status**.
3. Report is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
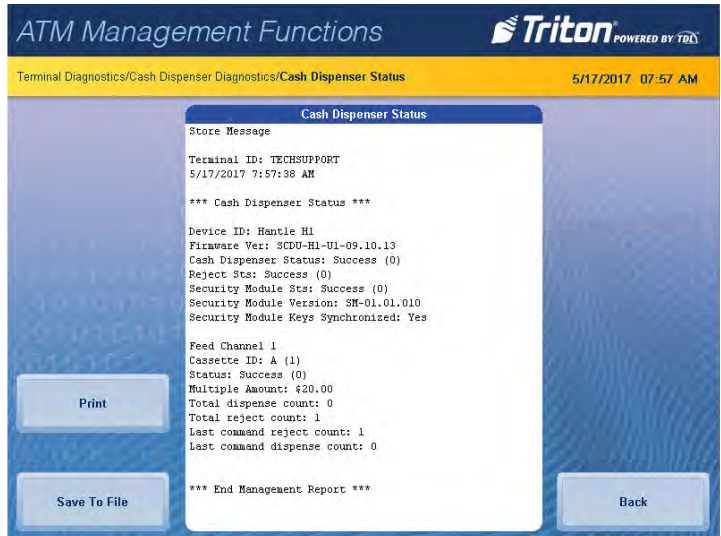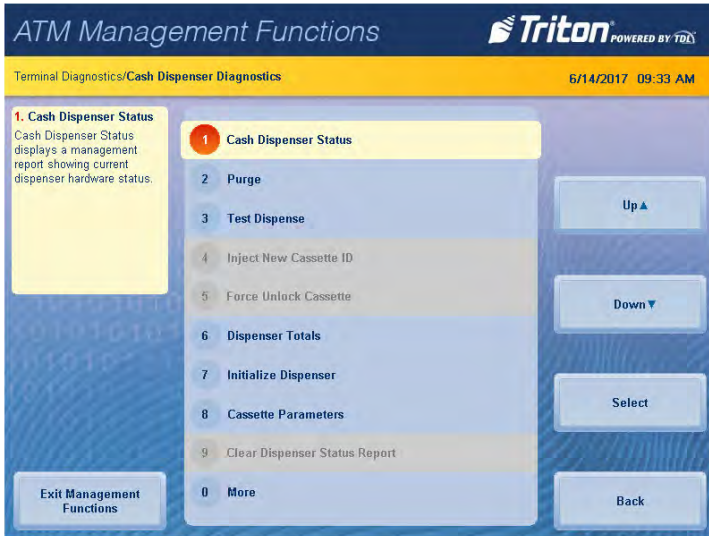
PURGE (DISPENSER)

This option allows users to cycle the dispenser in order to clear the note path. Any jammed bills should be deposited in the reject bin/cassette. When the purge command is used to clear the feed path following a jam or failure, some of the notes may pass out of the exit depending on location in the feed path and type of fault condition.

1. Navigate to *Management Functions > Diagnostics > Dispenser*.
2. Pressing **Purge** will begin the process of clearing the feed path.
3. Once purge is complete, press **Enter** on the pop-up dialog to return to the previous menu.

Triton Systems ©
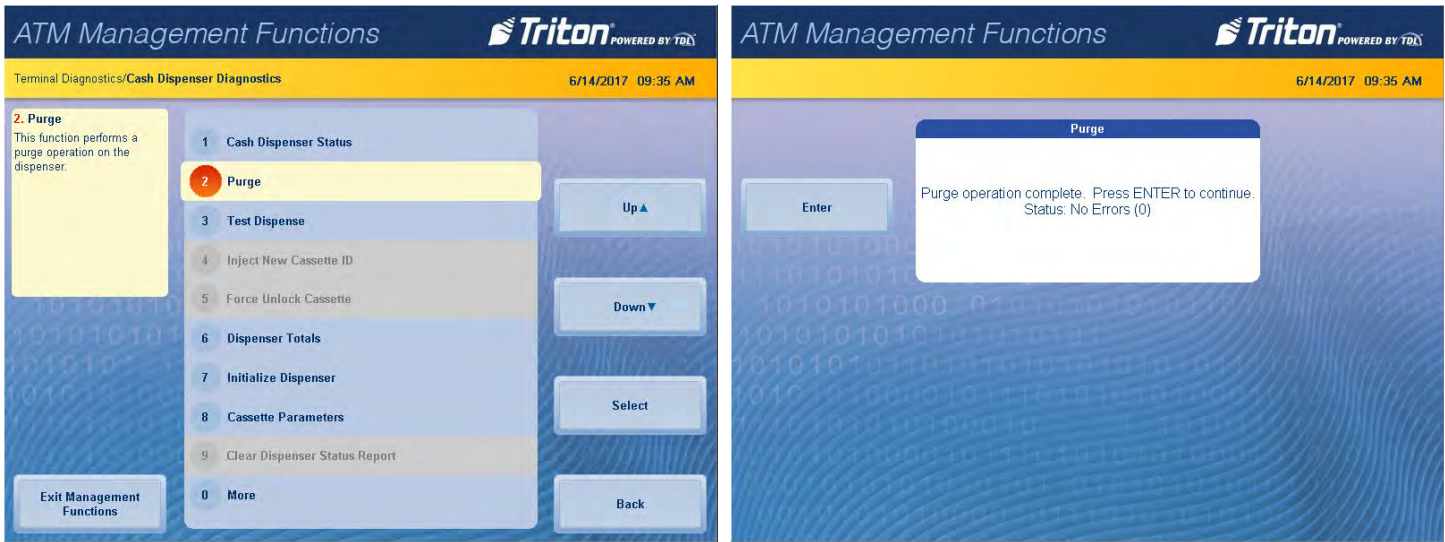
This function dispenses notes from each operational cassette into the reject cassette. No notes are sent to exit. The shutter test, applicable to FT units, will be performed as part of the Test Dispense operation. The shutter test exercises the unit shutter assembly by opening and closing the shutter. Do not insert objects or fingers when shutter assembly is opening/closing.

1. Navigate to *Management Functions > Diagnostics > Dispenser*.
2. Press **Test Dispense**.
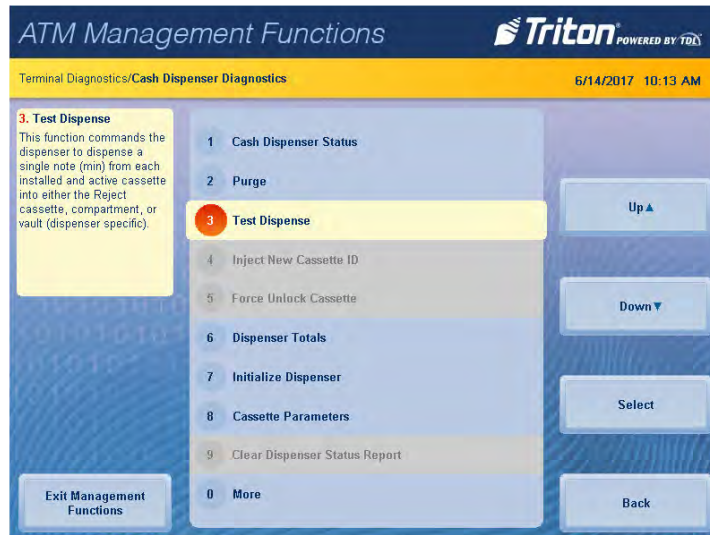
3. Press desired single cassette or **All Cassettes** to begin the test dispense operation. A pop-up dialog will inform user if test dispense was successful.
4. Once complete, press **Enter** on the pop-up dialog to return to cassette menu.
5. Press **Back** to return to the previous screen.

Triton Systems ©
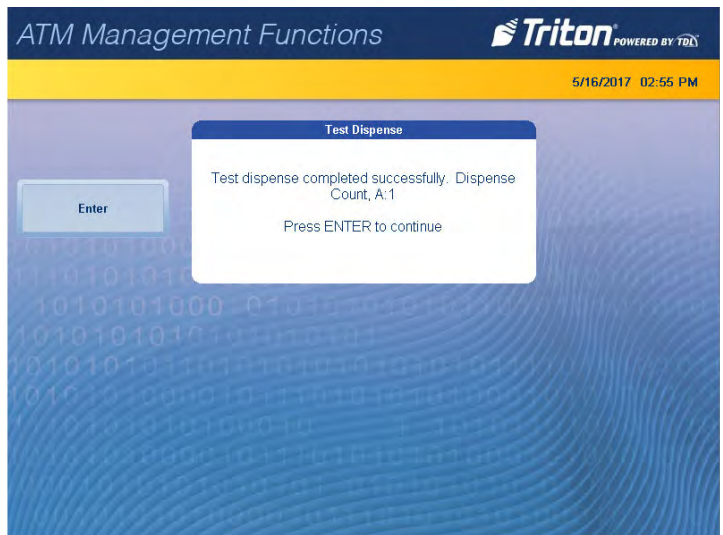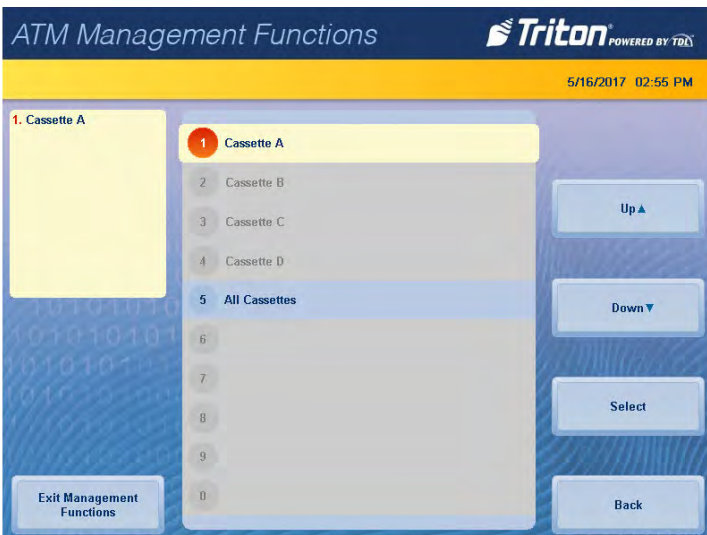
INJECT NEW CASSETTE ID (NMD ONLY)

This function allows the user to inject a new ID into a cassette. The NMD dispensing mechanisms use cassettes that possess internal memory which enables a cassette to store its own identification code.

The Inject New Cassette ID function has no direct correlation to the physical position of the cassette within the dispenser. In most cases, cassette A will be placed in the top feed channel, cassette B in the second, and so on. This is not a requirement for NMD cassettes since the ID code allows the dispenser to locate the cassette where ever it is placed.

1. Navigate to *Management Functions > Diagnostics > Dispenser*.
2. Press **Inject New Cassette ID**.
3. Press desired cassette (A, B, C, D) you wish to rename.
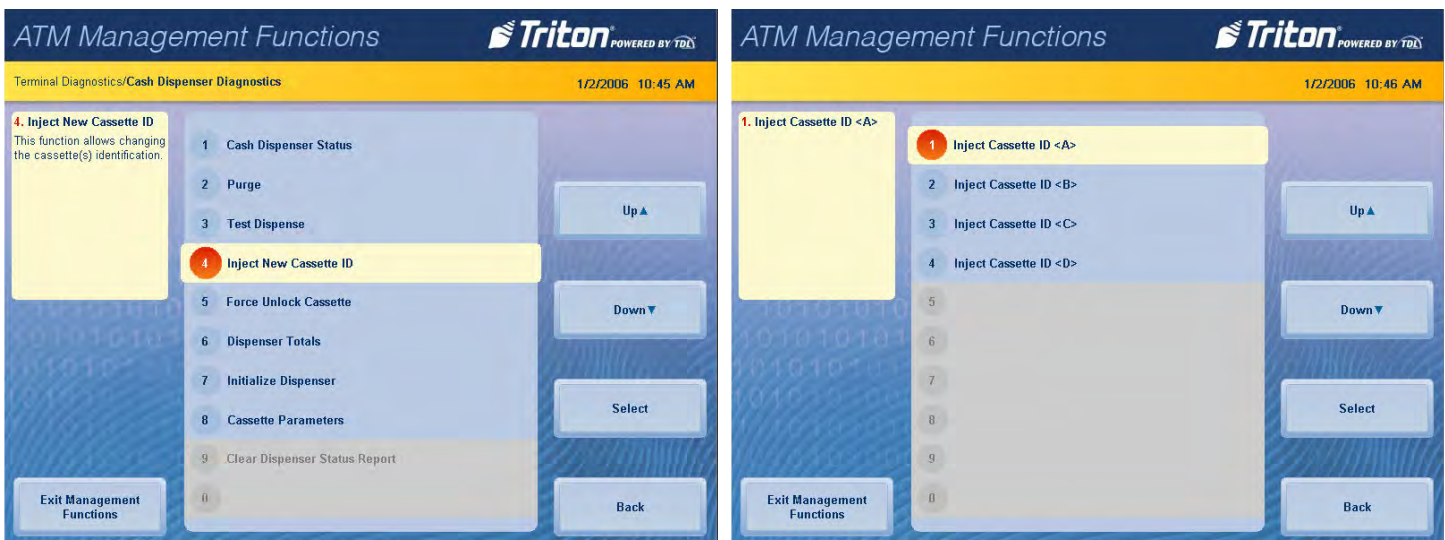
4. Remove cassette from top feed channel.
5. Insert cassette (A, B, C, D) you wish to rename into top feed channel.
6. Press **Enter** to begin operation.
7. At prompt, remove cassette from top feed channel and place in desired slot.
8. Press **Enter** to continue.

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9. Press **Enter** at completion prompt to return to the previous menu.
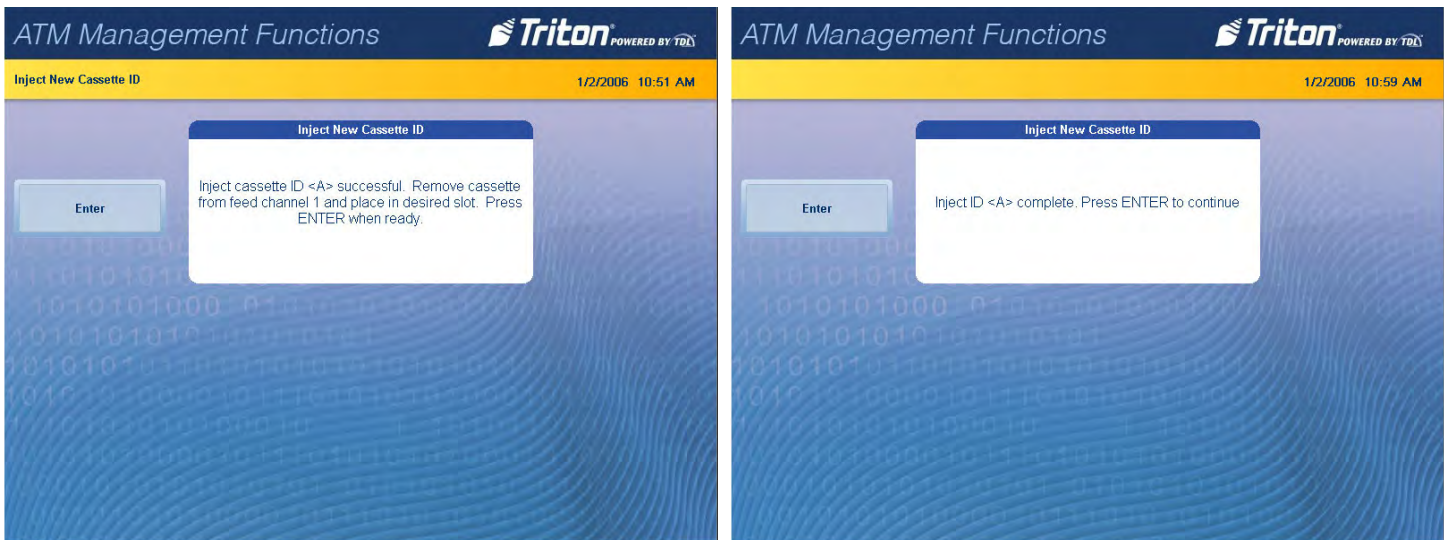
10. Repeat step 2 through step 9 for each desired cassette.

Caution

Multiple amount should be configured for each renamed cassette after injecting a new cassette ID. User must then return desired cassettes to service via *Management Functions > Diagnostics > Dispenser > Cassette Parameters.*

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FORCE UNLOCK CASSETTE (NMD ONLY)

This function provides a means of overriding the NMD locking mechanism associated with a specific cassette. Occasionally, a condition may occur that prevents a cassette from being removed from the dispenser, such as note lodged in the cassette gate, the mechanical shutter that lowers when notes are dispensed and raises when a cassette is removed from the dispenser. If the gate does not fully close, the cassette will remain locked into the dispenser.

If a user finds that a cassette cannot be removed after performing a normal unlock operation, the Force Unlock Cassette ID function should be used before any other troubleshooting.

1. Navigate to *Management Functions > Diagnostics > Dispenser.*
2. Press **Force Unlock Cassette ID**.
3. Press desired cassette (Feed channel 1, 2, 3, 4, or reject) you wish to unlock.
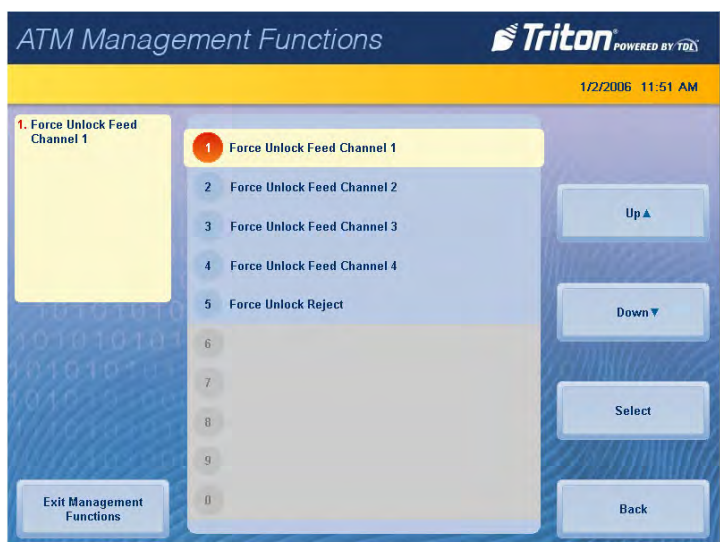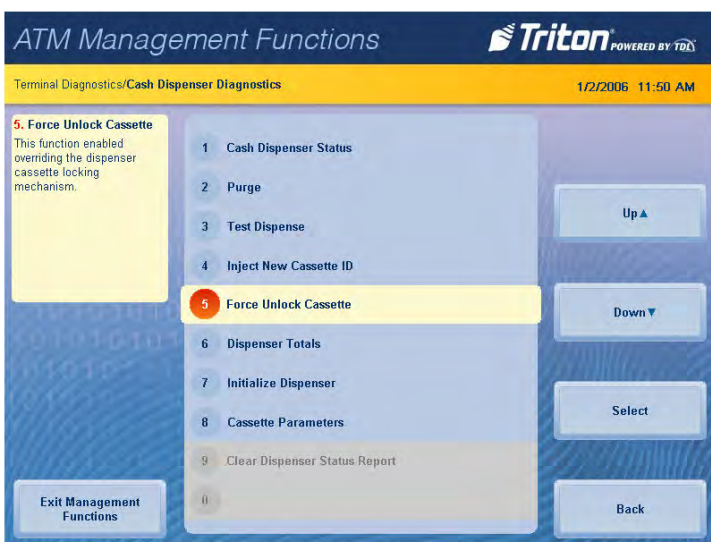
4. Press **Enter** at the warning prompt to force unlock the cassette.
5. Press **Enter** to complete unlock function.

Triton Systems ©
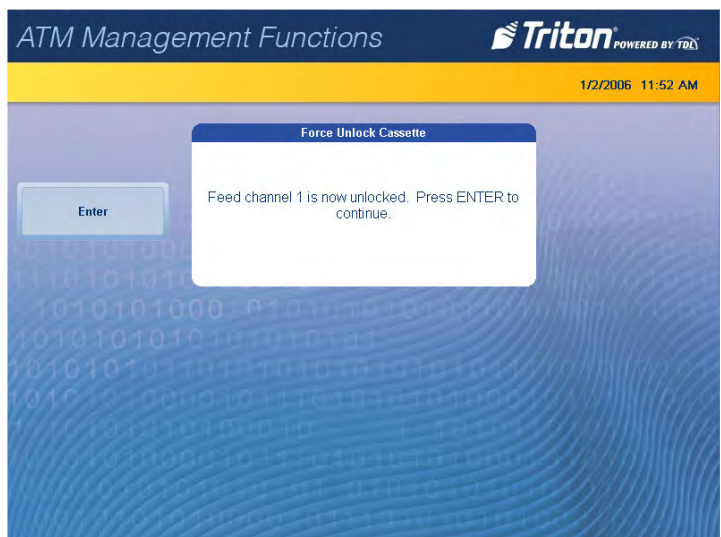
6. Press **Enter** at warning prompt to complete force unlock function and return to the previous menu.

<div style="text-align: center">

Caution

</div>

User must return desired cassettes to service via *Management Functions > Diagnostics > Dispenser > Cassette Parameters* after completing the force unlock cassette function.

DISPENSER TOTALS

This function displays dispenser activity totals in various categories, such as cumulative dispense and reject counts, and individual cassette totals.

1. Navigate to *Management Functions > Diagnostics > Dispenser*.
2. Press **Dispenser Totals**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save to File** to save on a USB device.
4. When report has been printed or saved, press **Back** button to return to previous menu.

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INITIALIZE DISPENSER

This function synchronizes the dispenser to the ATM, and resets the operating parameters associated with the cash dispenser and installed cassettes. This operation is usually performed when installing a new dispenser, or when an error occurs with the current dispenser. User will be required to set cassette parameters after completing this function.

1. Navigate to *Management Functions > Diagnostics > Dispenser*.
2. Press **Initialize Dispenser**.
3. Press **Enter** at warning prompt.
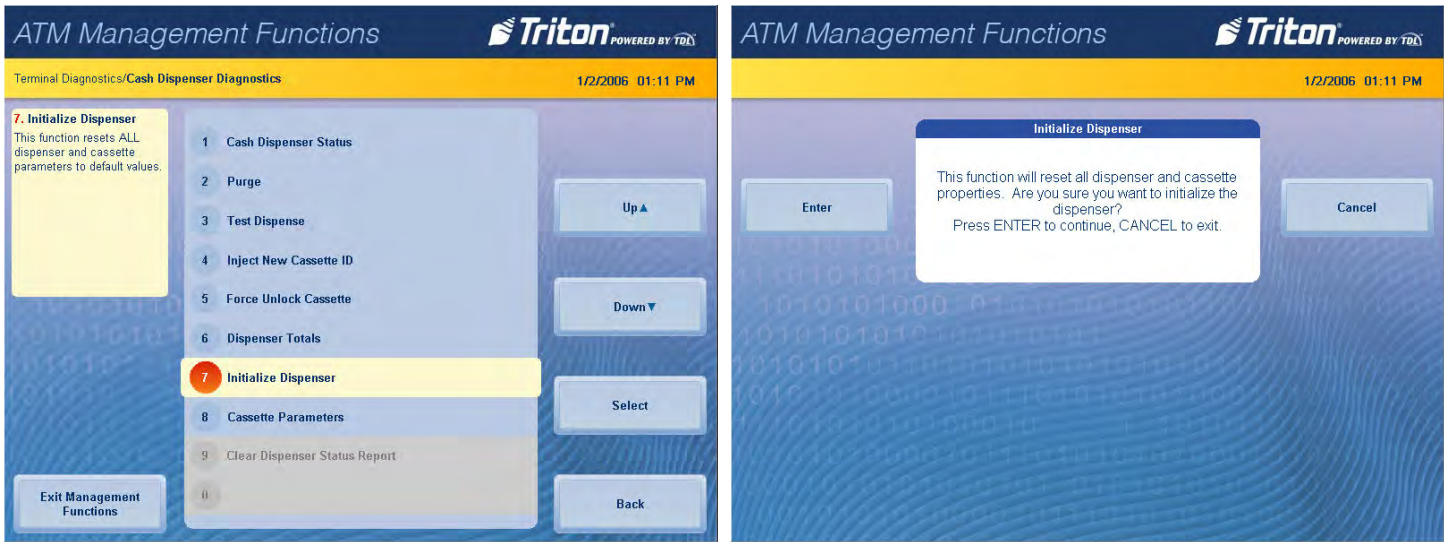
4. At prompt, depress the security switch on the security module located inside the safe.
5. Press **Enter** to continue.
6. Press **Enter** at the completion prompt to return to the previous menu.

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CASSETTE PARAMETERS
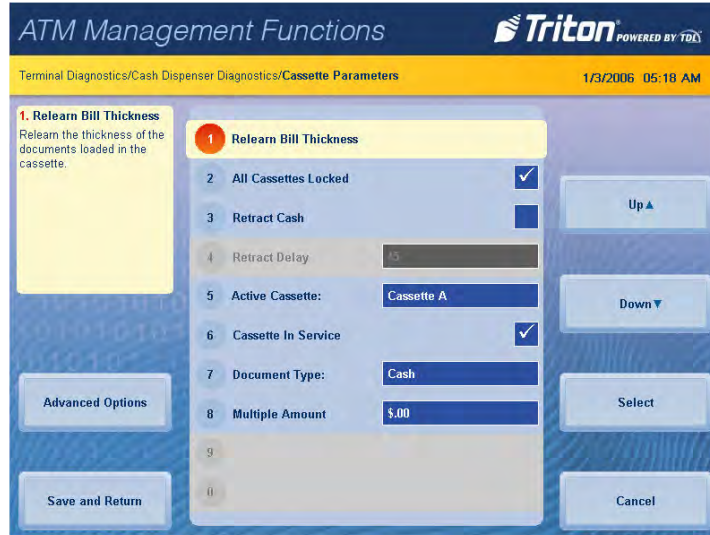
1. Navigate to *Management Functions > Diagnostics > Dispenser > Cassette Parameters*.

2. Press **Relearn Bill Thickness.** For some dispensing mechanisms, the first time the dispenser is set up or a new note cassette installed, the dispenser will enter a learning mode during which it learns the thickness of notes loaded. This function may dispense and reject up to 15 notes into the reject cassette. This function is used during normal operation when the dispenser experiences an abnormal amount of rejected notes.

3. Press **All Cassettes Locked** to toggle on (check mark) or off (no check mark). This option physically locks or unlocks all cassettes in the dispenser chassis. (NMD only)

4. Press **Retract Cash** to toggle on (check mark) or off (no check mark). This option enables the dispenser to retrieve or retract dispensed notes after a certain amount of time if notes have not been retrieved (FT only).

5. Press **Retract Delay**. Use the on-screen numeric keypad to enter desired delay time in seconds. The value must be between 30 seconds and 120 seconds. This option allows the user to set the amount of time the dispenser will wait before retracting notes left in the bill chute (FT/NMD only).

6. Press **Cassette in Service** to toggle on (check mark) or off (no check mark). This function places the active cassette (shown under option 5) in or out of service.

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7. Press **Document Type** to choose between cash or non-cash dispensing options. If non-cash option is chosen, press **Save and Return** to return to the previous menu. Press **Advanced Options**, then **Non-Cash Item Description**. Use the on-screen keyboard to enter an item description up to 28 characters. Press **Bill Width** and/or **Bill Length** to configure the size document loaded in the non-cash cassette. Press **Save and Return** to return to the previous menu. Non-cash items are available for NMD only.
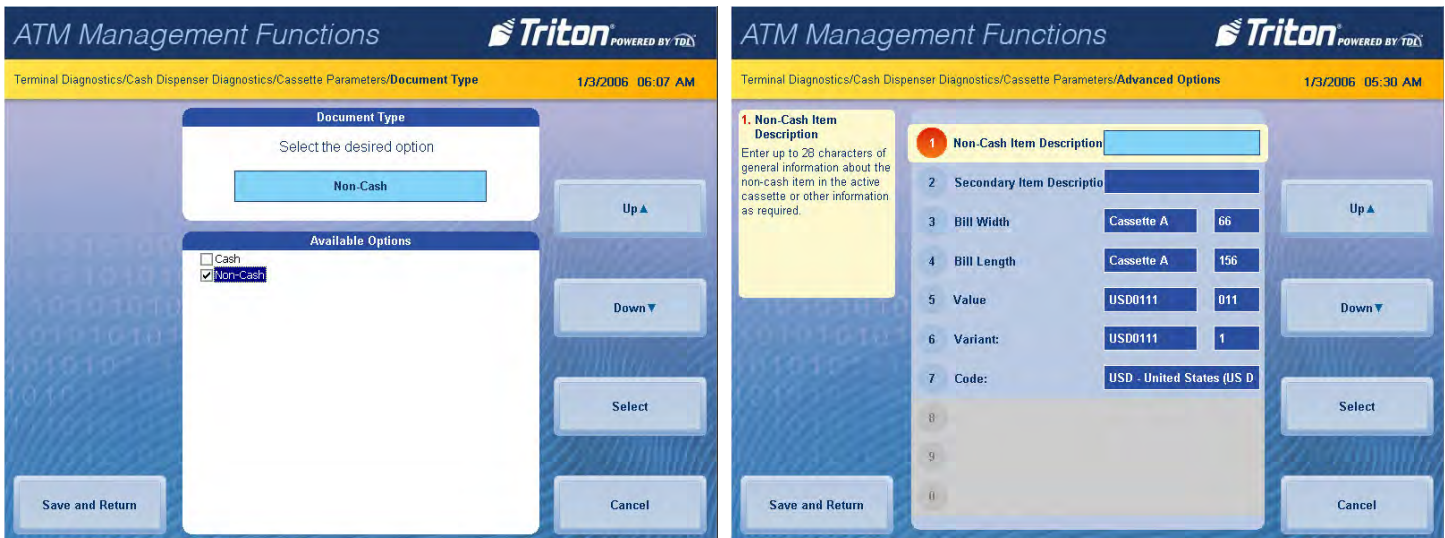
8. Press **Multiple Amount**, then press **Enter** at the warning prompt. Remove cassette from dispenser, then press **Enter**. Load notes or non-cash items into cassette. Insert cassette into dispenser, then press **Enter**. Using the on-screen numeric keypad, enter the denomination of notes loaded, then press **Enter and Return** to return to the previous menu. Denomination is the type of note loaded ($5, $10, $20 etc.).

9. Press **Clear Dispenser Status Report** to clear all history and totals for dispenser (TDM only).

10. Press **Save and Return** to save all changes and return to the previous screen.

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CARD READER STATUS

This functions generates a report showing the card reader hardware status.

1. Navigate to *Management Functions > Diagnostics > Card Reader*.
2. Press **Card Reader Status**.
3. Report is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
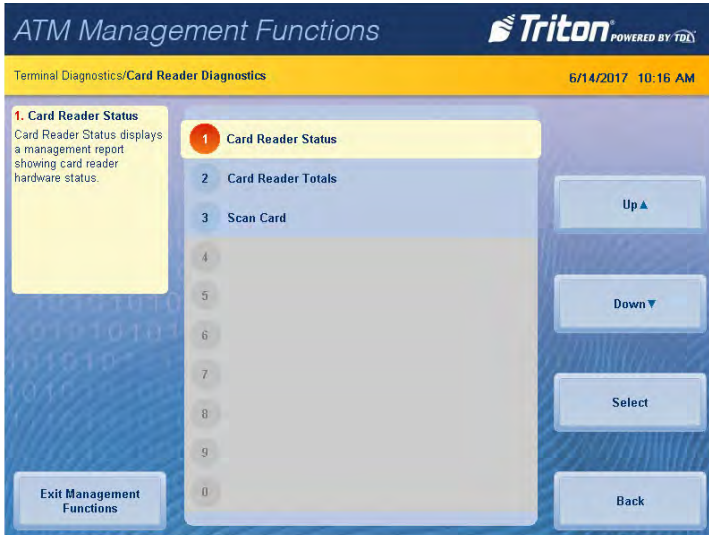
CARD READER TOTALS

This function generates a management report detailing the various card reader operations, such as number of cards read, last valid card read, and number of bad card reads.

1. Navigate to *Management Functions > Diagnostics > Card Reader*.
2. Press **Card Reader Totals**.
3. Report is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
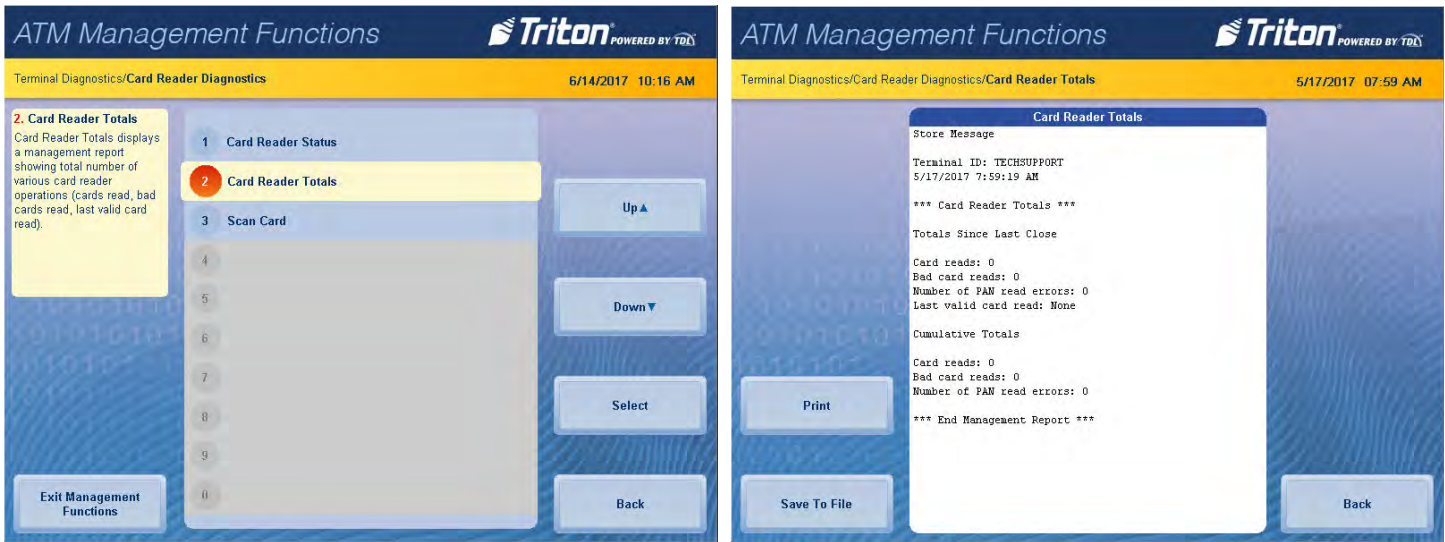
SCAN CARD

This function reports the number of tracks the card reader is able to scan. If the card can be properly read, the information from each track will be displayed on screen.

1. Navigate to *Management Functions > Diagnostics > Card Reader*.
2. Press **Scan Card.**
3. Insert card into card reader. Card reader will attempt to read an EMV chip. If no chip is detected, card reader will read magnetic strip.
4. Remove card when on-screen prompt appears.
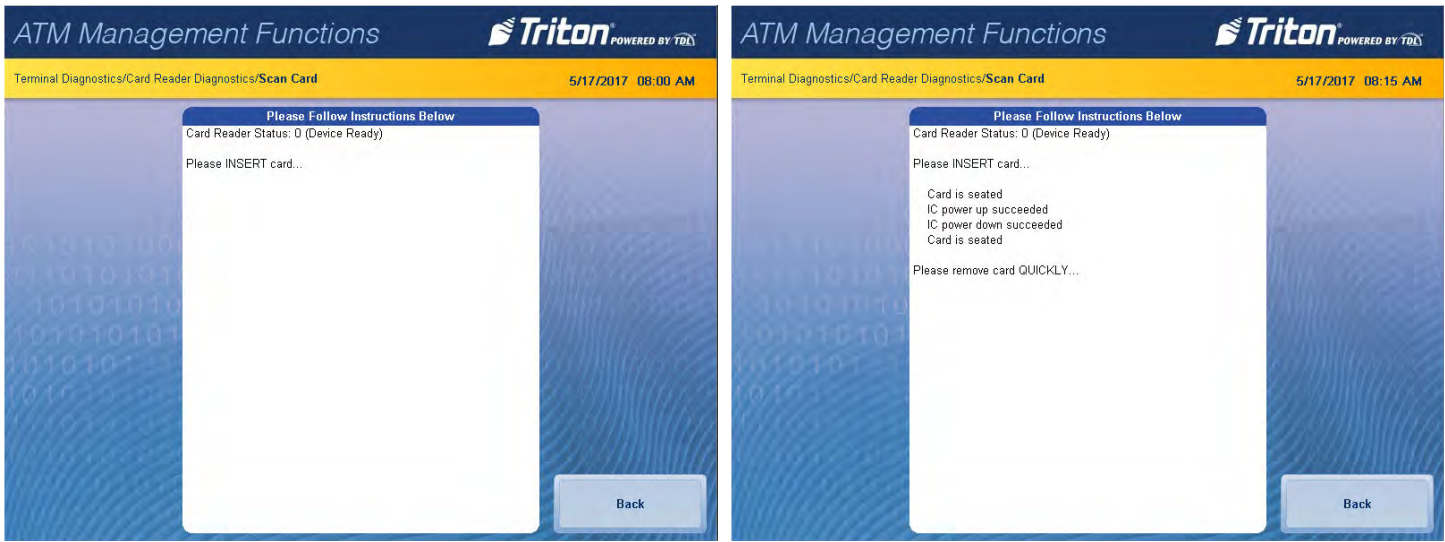
5. Report is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
6. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
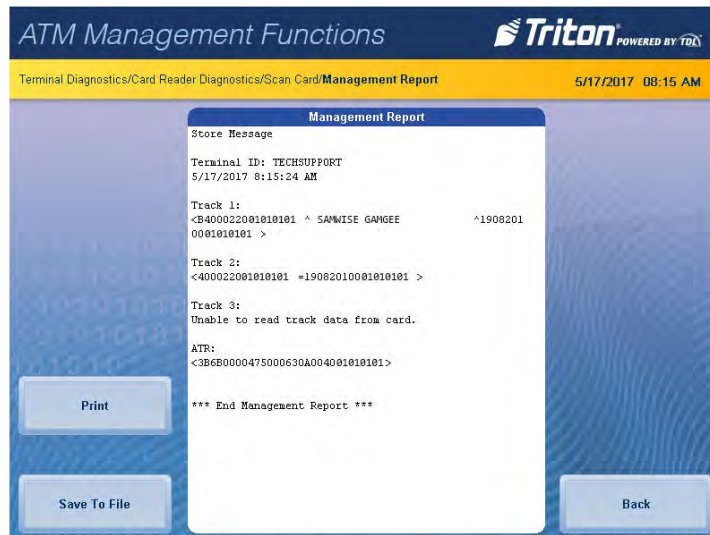
DEVICE STATUS (PRINTER)

This function generates a report showing the current hardware status, including the printer name and any errors.

1. Navigate to *Management Functions > Diagnostics > Printer*.
2. Press **Device Status**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.
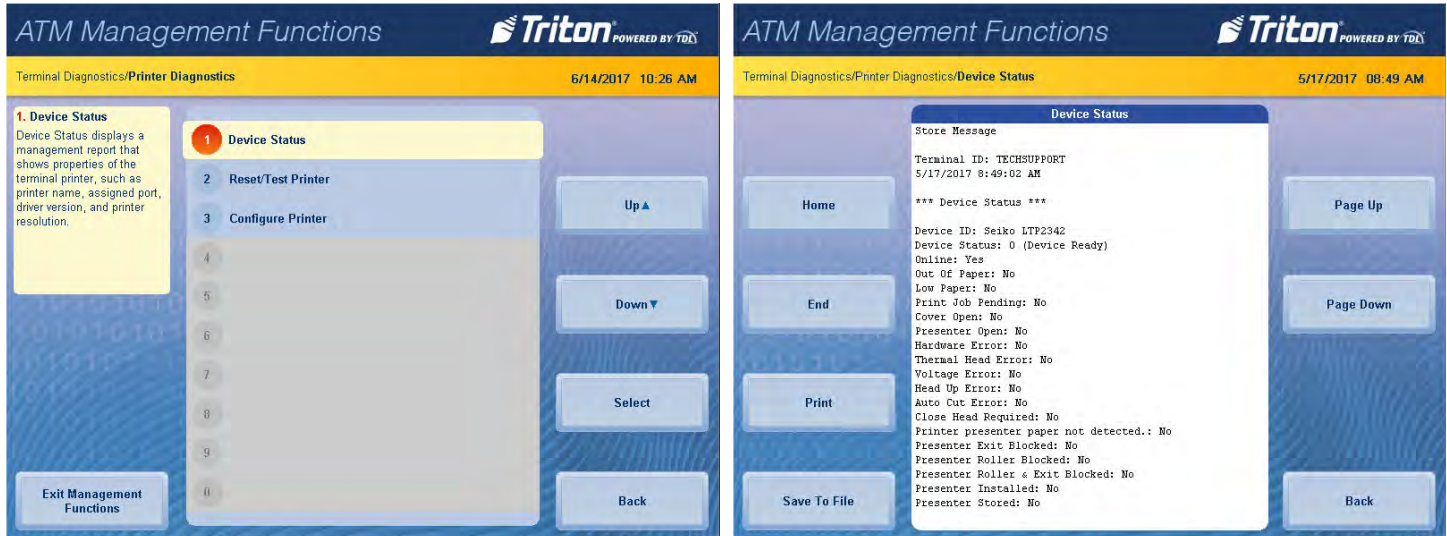
RESET/TEST PRINTER

1. Navigate to *Management Functions > Diagnostics > Printer*.
2. Press **Reset/Test Printer**.
3. Printer automatically prints a test receipt, then returns user to the previous screen.

Triton Systems ©
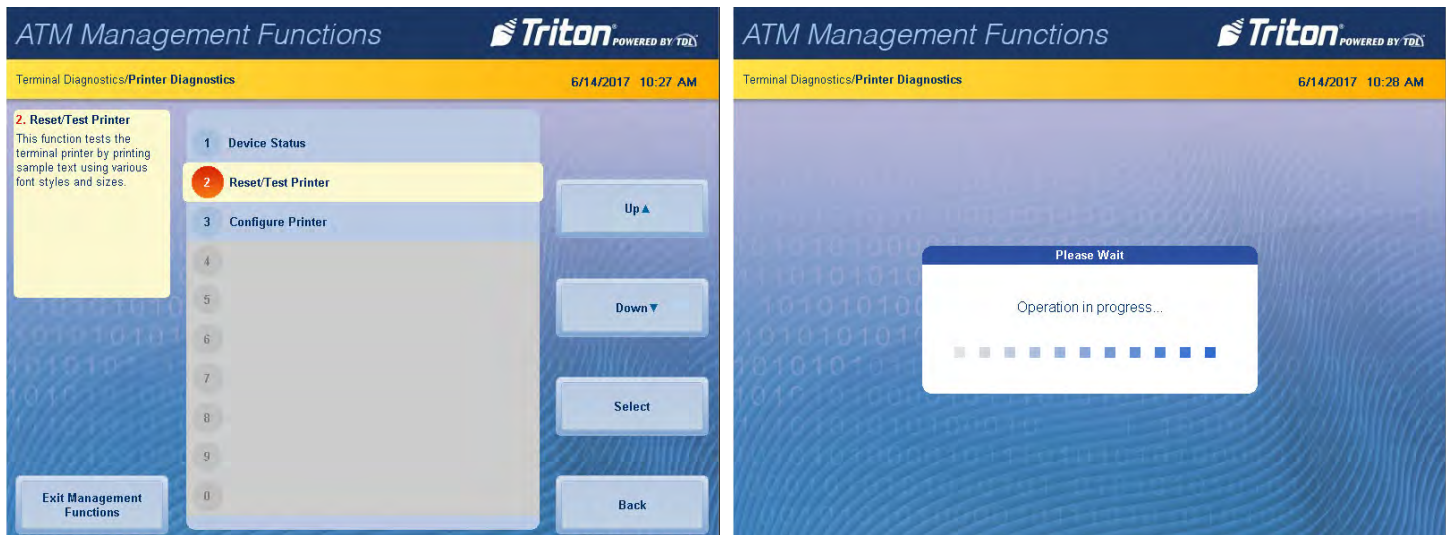
CONFIGURE PRINTER

Note

The options available may vary depending on ATM model, installed dispenser, and/or optional peripherals.

1. Navigate to *Management Functions > Diagnostics > Printer > Configure Printer*.

2. Press **Font Size** to change the printed font characters to either 16-dot or 24-dot font. Applies to management reports and text receipts only.

3. Press **Line Spacing (0-255 dots)** to set the spacing between lines on the receipt or coupon. Applies to management reports and text receipts only.

4. Press **Char Spacing (0-127 dots)** to set the spacing between characters on the receipt or coupon. Applies to management reports and text receipts only.

5. Press **Receipt Format** to choose either a text or graphics format for the receipt.

6. Press **Minimum Receipt Length** to set the minimum length for a customer receipt. The default is 1150 dots (approximately 5 ⅝" or 144 mm). Not available when using printer presenter.

7. Press **Print Density** to set the printer density to either 100% or 130%. Density of 130% improves the quality of the receipt, but can shorten the printer head life.

8. Press **Reset All** to initialize and perform an operational test of the printer.

Triton Systems ©
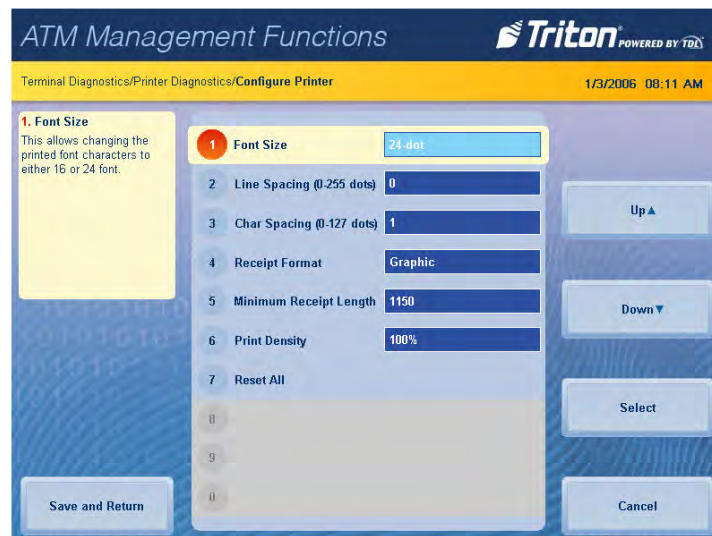
This function generates a management report detailing the modem and ethernet parameters.

1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet.*
2. Press **Device Status**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save to File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

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TEST (MODEM/ETHERNET)

This function tests the terminal modem by performing a dialing operation.

1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet*.
2. Press **Test**.
3. Using on-screen numeric keypad, enter phone number or IP address, as applicable, then press **Enter and Return** to begin test.
4. A message screen will display test results. Press **Back** button to return to the previous menu.
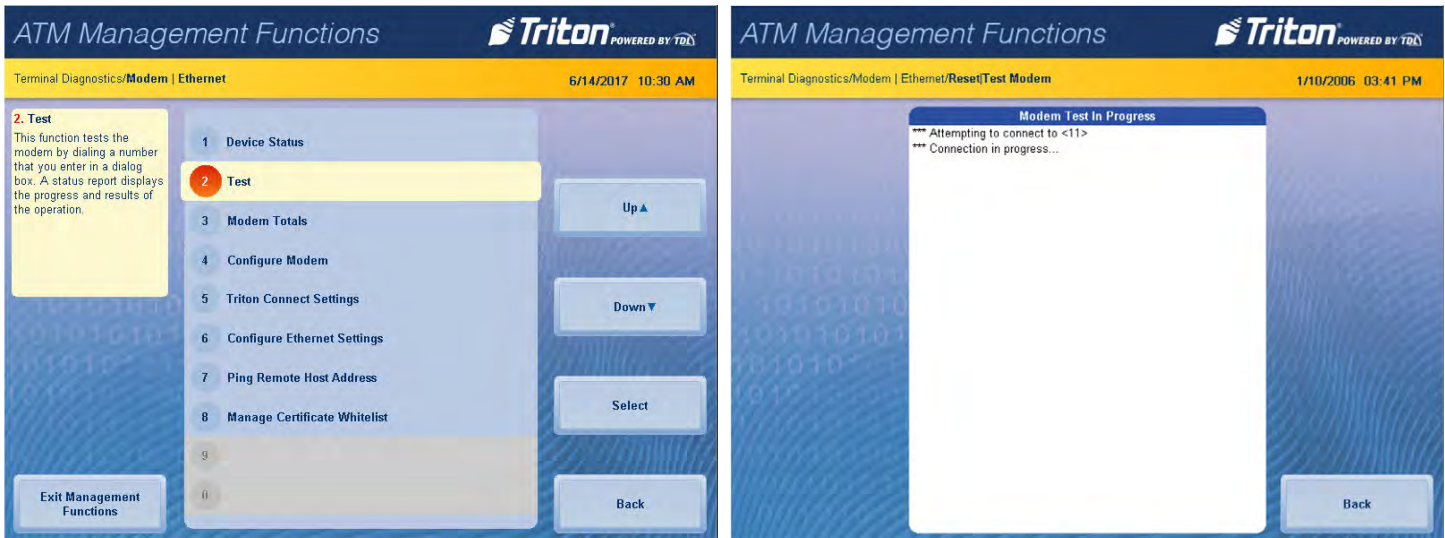
MODEM TOTALS

This function generates a management report detailing the number of modem call attempts, busy signals, and aborted calls.

1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet*.
2. Press **Modem Totals**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
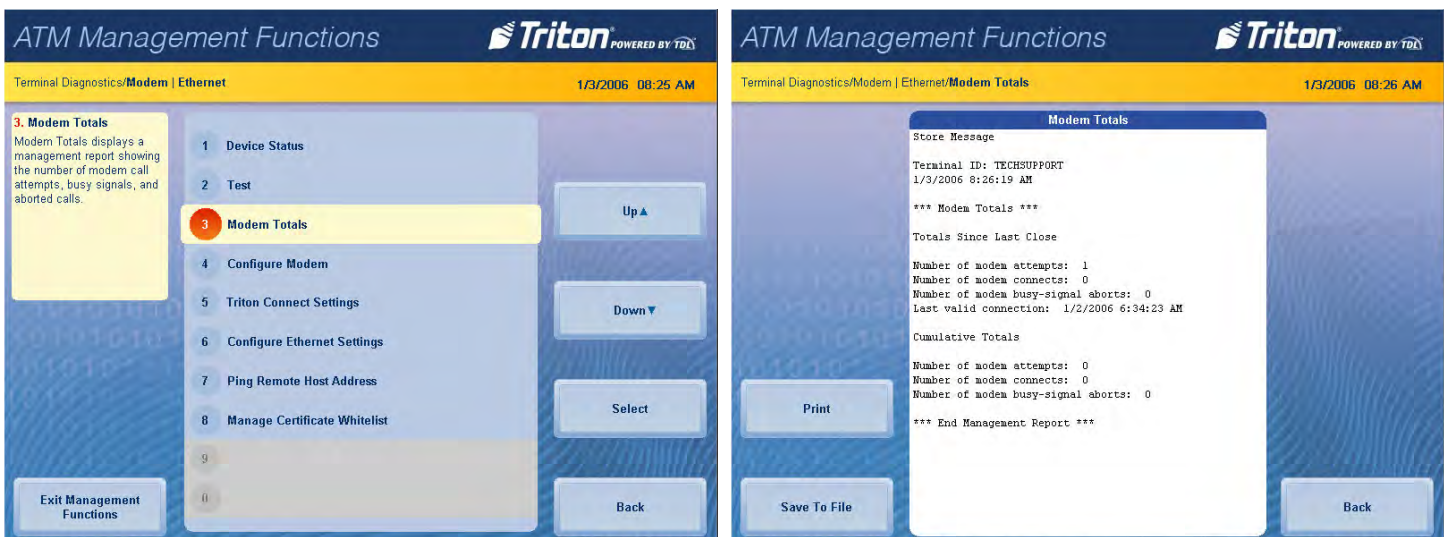
CONFIGURE MODEM

This function allows user to change the modem parameters. Do not attempt to alter these properties unless certain of the results. Incorrect settings may cause communication failure. Settings or changes in this menu are advanced configuration options, and should be provided by host processor.

Note

The options available may vary depending on software installed. In 4.0 software, steps 2 - 6 will be performed in the Port Settings/Call Options menus that appears on screen after choosing the modem model.
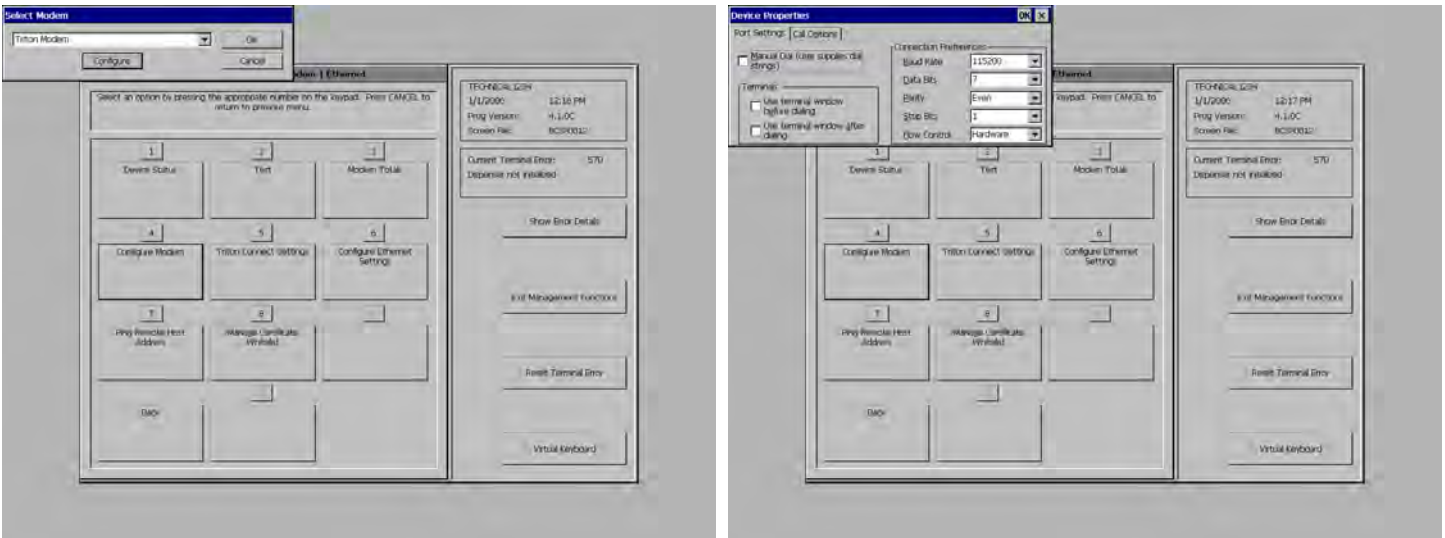
1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet > Configure Modem*.
2. Press **Baud Rate** to select the desired baud rate. This option determines the speed in which the main board talks to the modem.
3. Press **Data Bits** to select the amount of data bits used.
4. Press **Parity** to choose an even or odd parity type.
5. Press **Stop Bits** to select the amount of stop bits used.
6. Press **Modem Setup String** to alter the initialization string.
7. Press **Advanced Options** to alter the port settings and call options.

Triton Systems ©
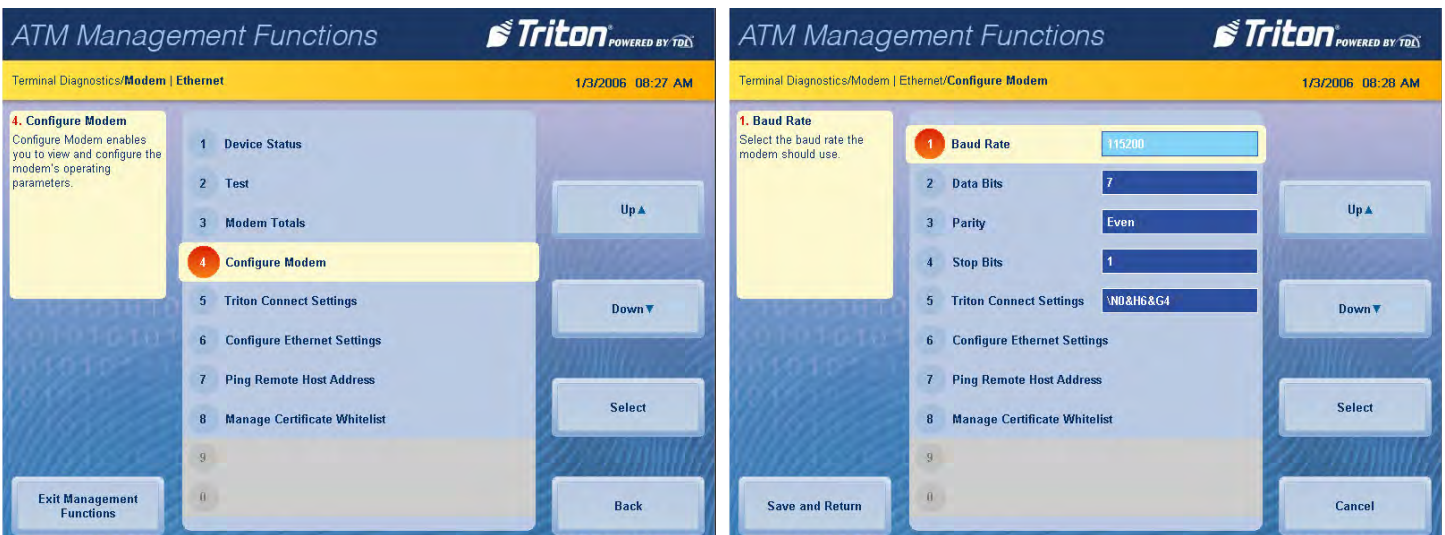
TRITON CONNECT SETTINGS

This function allow user to change the Triton Connect parameters. Do not attempt to alter these properties unless certain of the results. Incorrect settings may cause communication failure. Settings or changes in this menu are advanced configuration options.

Note

The options available may vary depending on software installed. In 4.0 software, steps 2 - 6 will be performed in the Port Settings/Call Options menus that appears on screen after choosing the modem model.
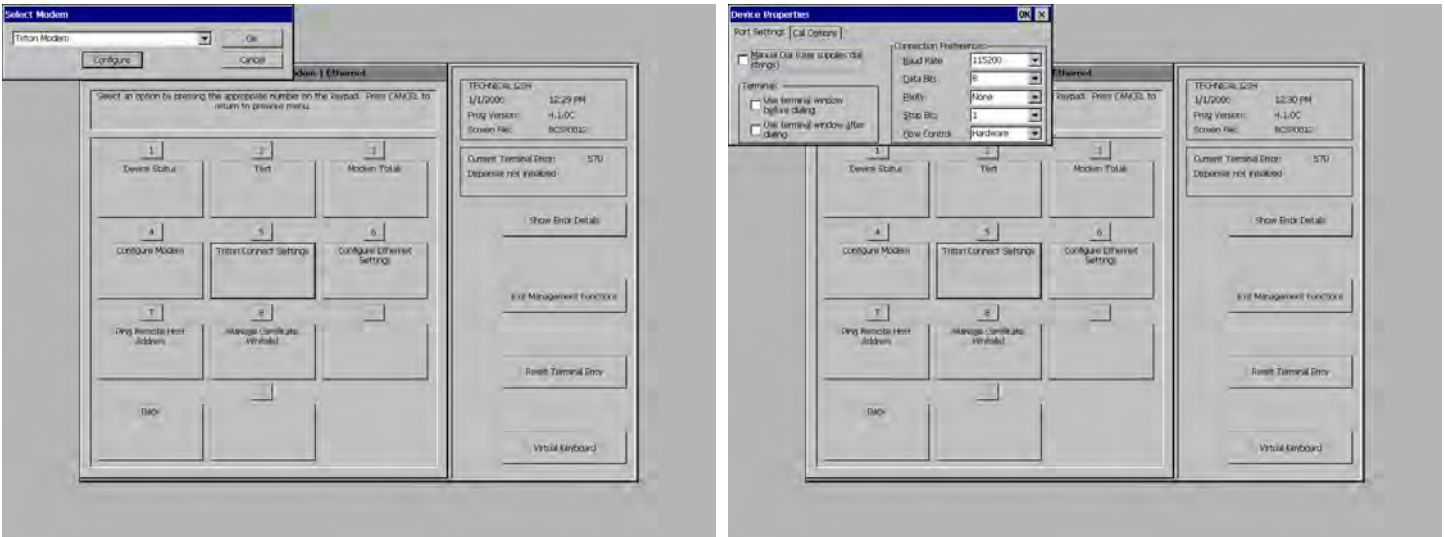
1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet >Triton Connect*.
2. Press **Baud Rate** to select the desired baud rate. This option determines the speed in which the main board talks to the modem.
3. Press **Data Bits** to select the amount of data bits used.
4. Press **Parity** to choose an even or odd parity type.
5. Press **Stop Bits** to select the amount of stop bits used.
6. Press **Modem Setup String** to alter the initialization string.
7. Press **Advanced Options** to alter the port settings and call options.

Triton Systems ©
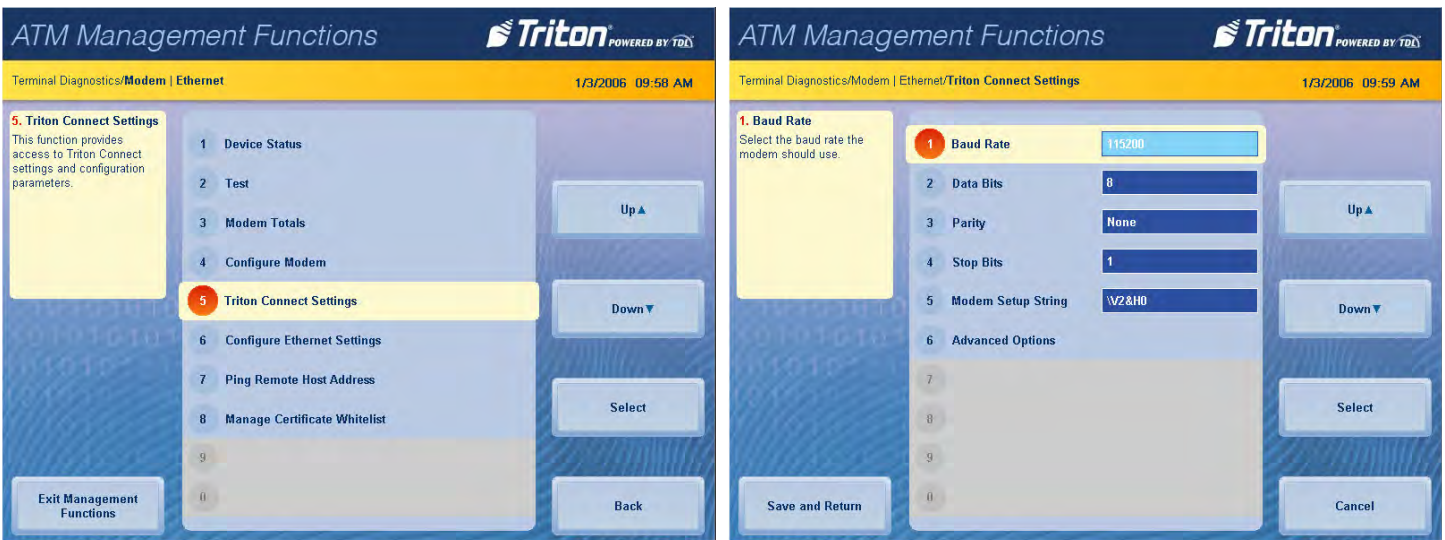
CONFIGURE ETHERNET SETTINGS

This function allows user to change ethernet parameters. Do not attempt to alter these properties unless certain of the results. Incorrect settings may cause communication failure. Settings or changes in this menu are advanced configuration options, and should be provided by host processor or IT department.

1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet > Configure Ethernet Settings*.

2. Press **IP Address**. Use the on-screen keyboard to enter the address provided by host processor or IT department. The IP address identifies the terminal as the source of the data packets sent to and received from the host processor. Available when Enable DHCP is toggled off (no check mark). Any changes to this option requires a terminal restart.

3. Press **Subnet Mask**. Use the on-screen keyboard to enter the address provided by the host processor or IT department. The subnet mask address distinguishes other terminals on the same LAN (local area network) from terminals in other locations. Available when Enable DHCP is toggled off (no check mark). Any changes to this option requires a terminal restart.

4. Press **Default Gateway**. Use the on-screen keyboard to enter the address provided by host processor or IT department. The default gateway acts as a router and determines what channel the modem talks through. Available when Enable DHCP is toggled off (no check mark). Any changes to this option requires a terminal restart.

5. Press **Primary DNS**. Use the on-screen keyboard to enter the address provided by host processor or IT department. The primary DNS (domain name system) translates domain names to IP addresses. Available when Enable DHCP is toggled off (no check mark). Any changes to this option requires a terminal restart.

6. Press **Primary WINS**. Use the on-screen keyboard to enter the address provided by host processor or IT department. Primary WINS (Windows internet naming service) manages the association of workstation names and locations with IP addresses. WINS automatically creates a computer name - IP address mapping entry in a table. WINS complements the NT server's DHCP which negotiates an IP address for any computer when it is first defined to the network. Available when Enable DHCP is toggled off (no check mark). Any changes to this option requires a terminal restart.

7. Press **Enable DHCP** to toggle on (check mark) or off (no check mark). DHCP (dynamic host configuration protocol) is a protocol that provides a means to dynamically allocate IP addresses to computers on a LAN system. Static IP addresses listed above are only available when Enable DHCP is toggled off (no check mark). Any changes to this option requires a terminal restart.

8. Press **Incoming Port**. Use the on-screen keyboard to enter the address provided by your IT department. Used for Triton Connect only.

9. Press **Outgoing Port**. Use the on-screen keyboard to enter the address provided by host processor or IT department. Use only if a static port is required (default is dynamic).

10. Press **Notify Triton Connect** to manage notification intervals. This setting notifies Triton Connect when any of the above addresses are changed, unless notifications are disabled.

11. Press **Enable Firewall** to toggle on (check mark) or off (no check mark). When enabled, the firewall will run upon system startup. Any changes to this option requires a terminal restart.

Triton Systems ©

PING REMOTE HOST ADDRESS (MODEM/ETHERNET)

This function tests and verifies TCP/IP communication.

1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet*.
2. Press **Ping Remote Host Address**.
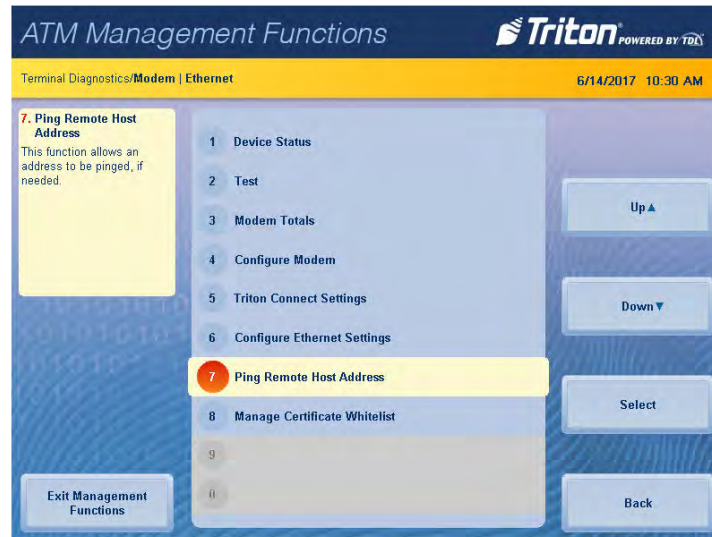
3. Enter a domain name or IP address to verify TCP/IP communication, then press **Enter and Return**.
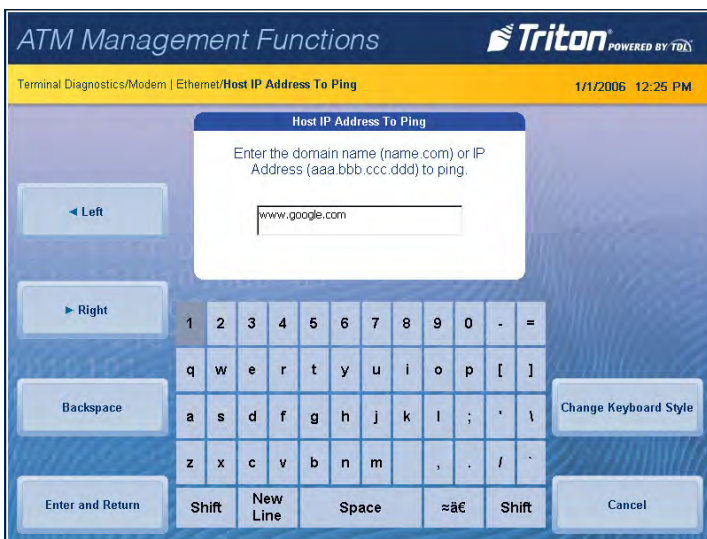
4. A pop-up dialog will relay whether the test was successful or not. Press **Enter** to return to the previous screen.

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MANAGE CERTIFICATE WHITELIST

This function allows the list of individual certificates to be enabled or disabled. Check with host processor to determine if required.

1. Navigate to *Management Functions > Diagnostics > Modem/Ethernet*.
2. Press **Certificate Whitelist**.
3. Use the **Page Up** and **Page Down** buttons to navigate the list.
4. Press **Enable/Disable** to toggle on (check mark) or toggle off (no check mark) desired certificate.
5. Press **Save and Return** to save changes and return to the previous menu.

Triton Systems ©

DEVICE STATUS (KEYPAD)

This function generates a report showing the current hardware status, serial number, version number, and loaded encrypted key check digits.

1. Navigate to *Management Functions > Diagnostics > Keypad*.
2. Press **Device Status**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
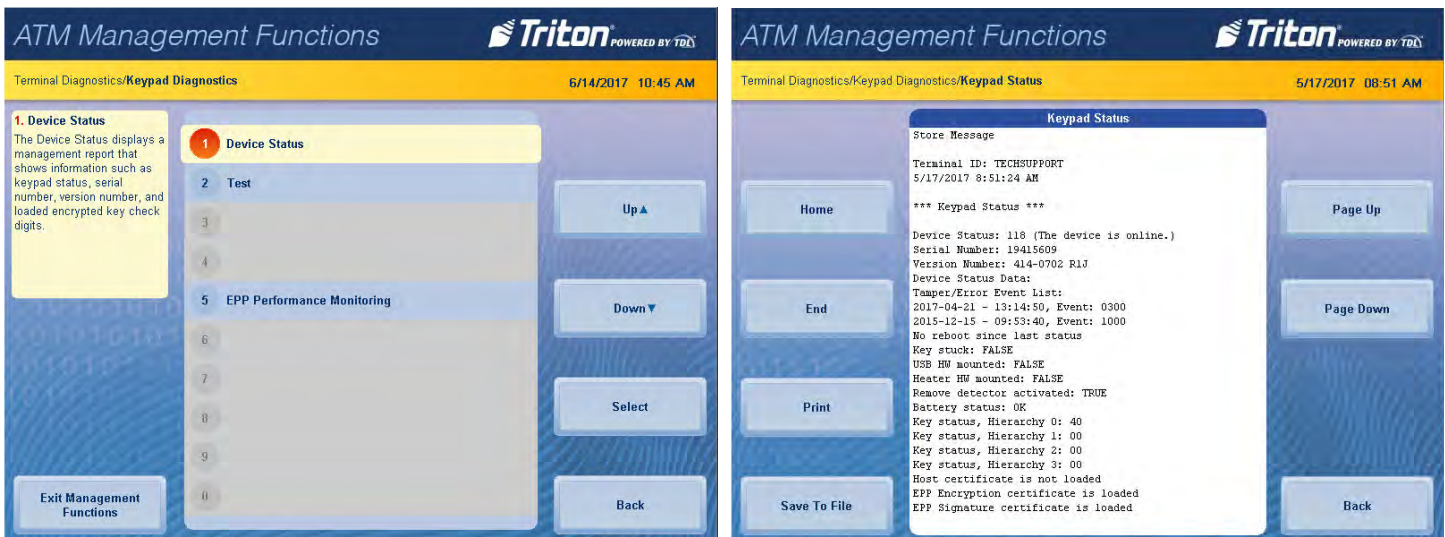
TEST (KEYPAD)

This function allows user to verify operation of the T9 keypad and the on-screen command buttons.

1. Navigate to *Management Functions > Diagnostics > Keypad*.
2. Press **Test**.
3. Press **Screen Button 5**, **Screen Button 6**, **Screen Button 7**, and **Screen Button 8** to verify LCD buttons are working properly. Each button will appear on screen if operating.
4. Press all buttons except **ENTER** on the T9 keypad to verify keypad is functioning properly. Each button will appear on screen if operating.
5. Press **Enter** on T9 keypad to complete button test and return to previous screen.

Triton Systems ©
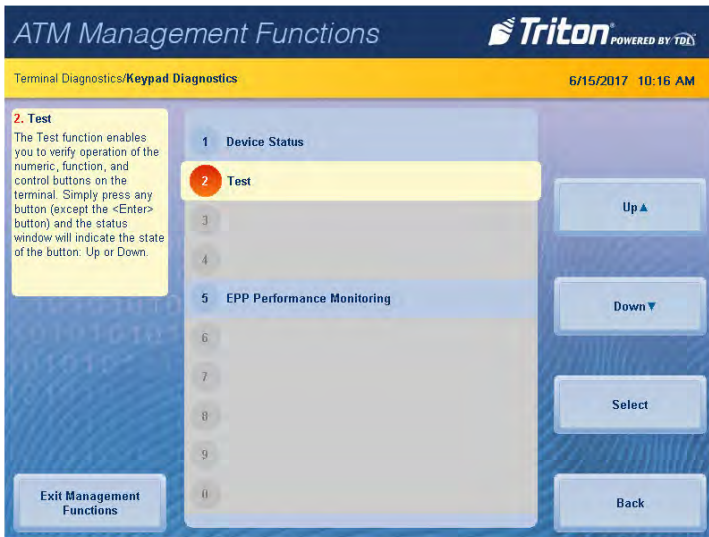
EPP PERFORMANCE MONITORING

This function generates a report of communication statistics associated with the customer keypad.

1. Navigate to *Management Functions > Diagnostics > Keypad*.
2. Press **EPP Performance Monitoring**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

Triton Systems ©
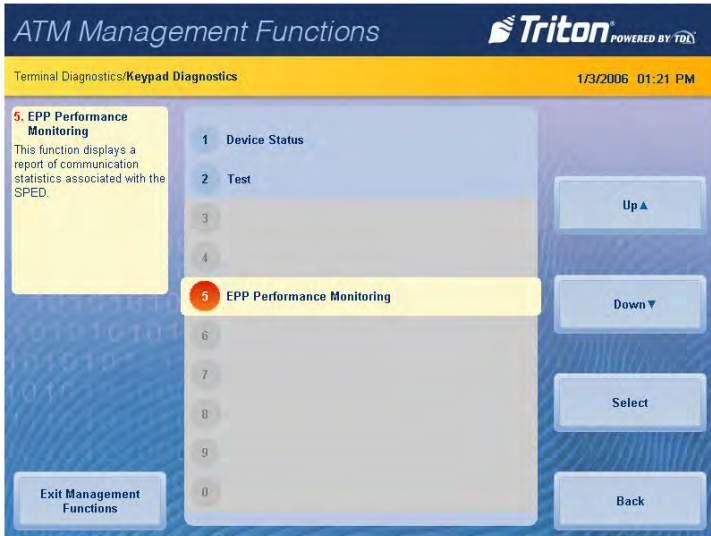
GENERAL I/O DIAGNOSTICS

1. Navigate to *Management Functions > Diagnostics > General I/O Diagnostics*.
2. Press **LED Indicators**. This function will flash all LEDs on the terminal for 5 seconds.
3. Press **Audio Output**. This function will play a sound file and audio text through the terminal speakers, or via headphones if attached.
4. Press **Head Phone Interrupts**. This function reports whether headphones can be detected when inserted and removed.
5. Press **Configure LED Flash Rate** to adjust the flash rate of the LEDs. Options include 0 Hz (always on/no flash), 0.5 Hz, 1.0 Hz, or 2.0 Hz.

Triton Systems ©
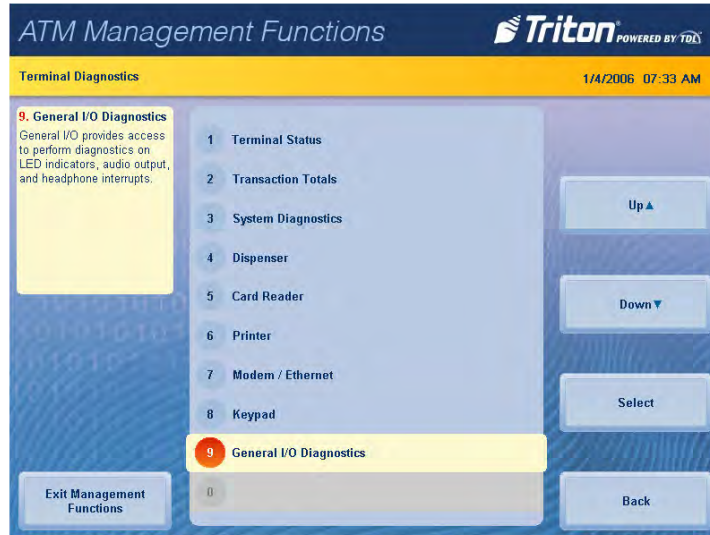
ELECTRONIC JOURNAL (PG 71-84)

The Electronic Journal menu allows the user to view and print various journal entries. This information should be maintained in case of customer inquiry and/or for troubleshooting purposes.

Triton Systems ©

This function generates a summary of all unaudited journal entries from the last time the journal was audited/printed.

1. Navigate to *Management Functions > Electronic Journal*.
2. Press **Display Unaudited Records**.
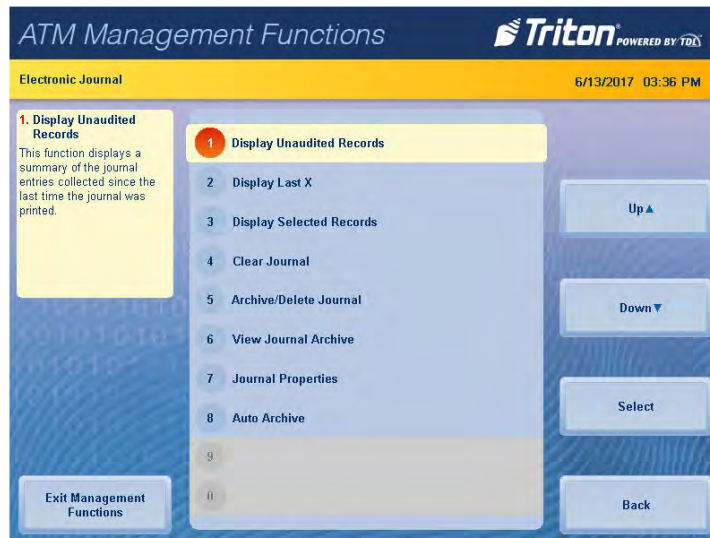
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button.
5. Press **Enter** mark records as audited, or press **Cancel** to return to previous screen.

Triton Systems ©
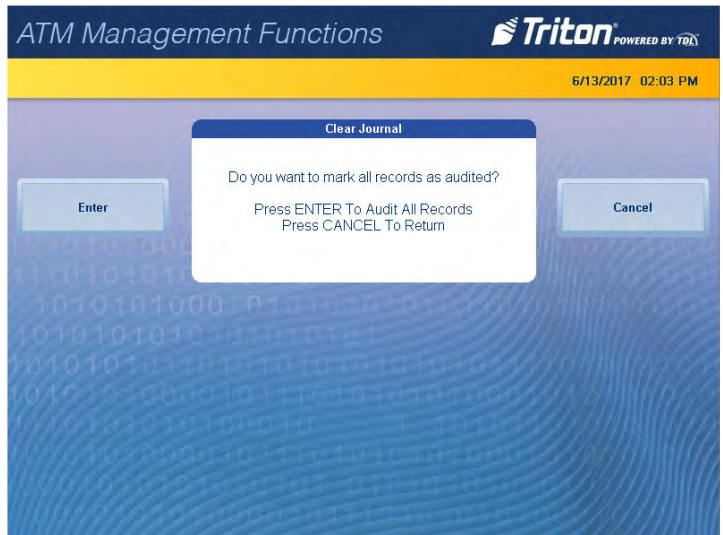
This function can be used to display, print, or save all electronic journal records before or after auditing.

1. Navigate to *Management Functions > Electronic Journal*.
2. Press **Display Last X**.

3. Using the on-screen numeric keypad, enter the number of journals to display, then press **Enter and Return**.
4. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
5. When report has been printed or saved, press **Back** button to return to the previous screen.

Triton Systems ©
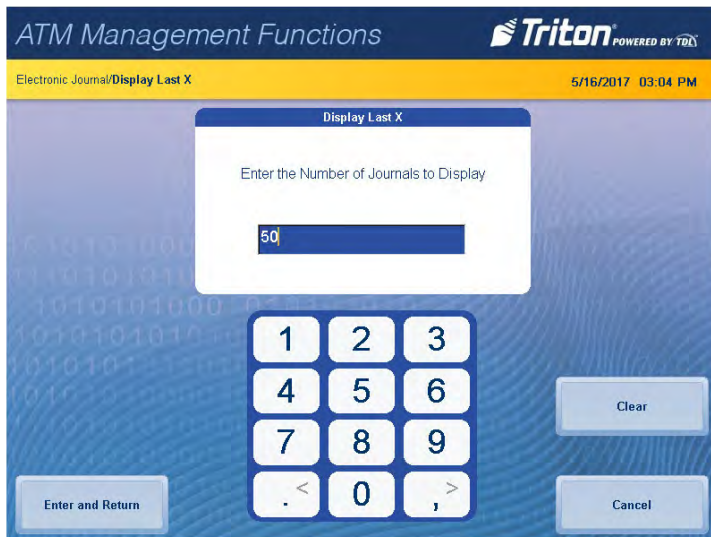
DISPLAY SELECTED RECORDS

This function allows user to sort journal entries by various criteria.

1. Navigate to *Management Functions > Electronic Journal.*
2. Press **Display Selected Records**.
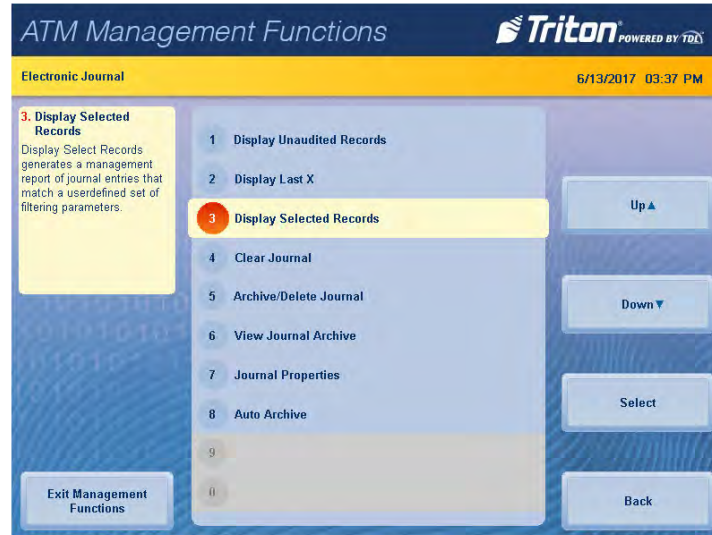
3. Press **Audit Filter**, then touch desired option. Press **Save and Return** to return to previous screen.

Triton Systems ©
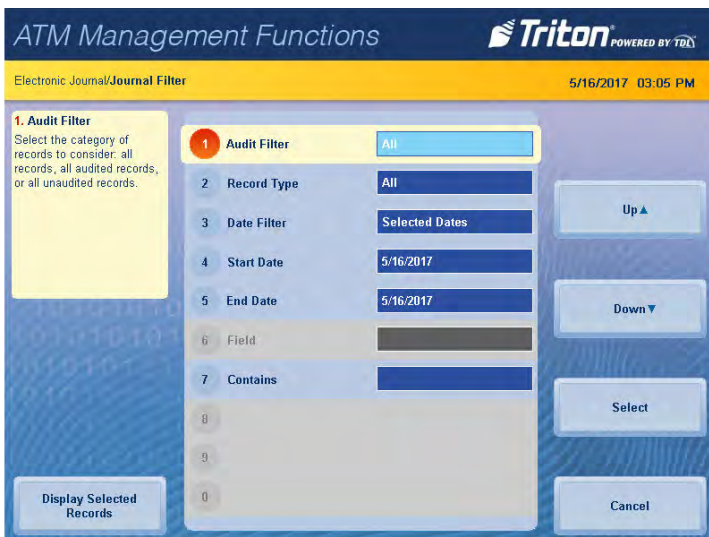
4. Press **Record Type**, then touch desired option. Press **Save and Return** to return to previous screen.
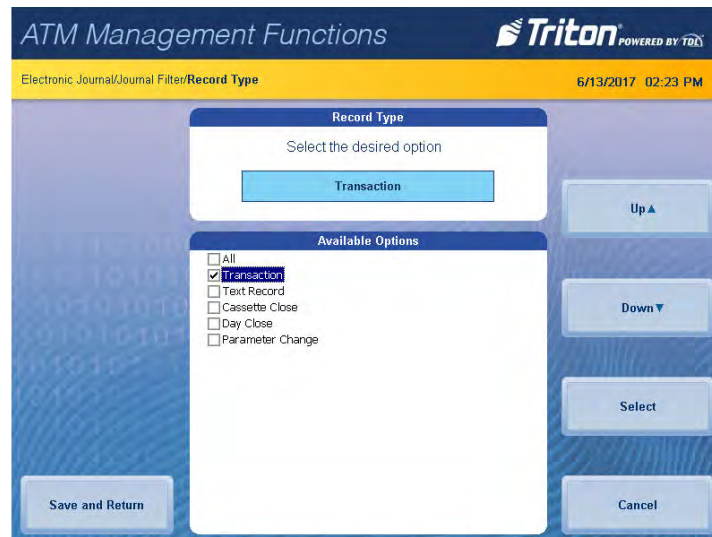
5. Press **Date Filter**, then touch desired option. Press **Save and Return** to return to previous screen.

Note
Use the < and > buttons on the numeric on-screen keypad to toggle between the month, day and year.

6. If the selected dates option was chosen for the date filter, press **Start Date**. Using the on-screen numeric keypad, enter the desired start date. Press **Enter and Return**.

7. If selected dates was chosen for the date filter, press **End Date**. Using the on-screen numeric keypad, enter desired end date. Press **Enter and Return**.
8. Press **Field**, then touch desired option. Press **Save and Return** to return to previous screen.
9. Press **Contains**. Using the on-screen keypad, enter desired criteria. Press **Save and Return** to return to previous screen.

Triton Systems ©

10. Press **Display Selected Records** in the bottom, left corner of screen.
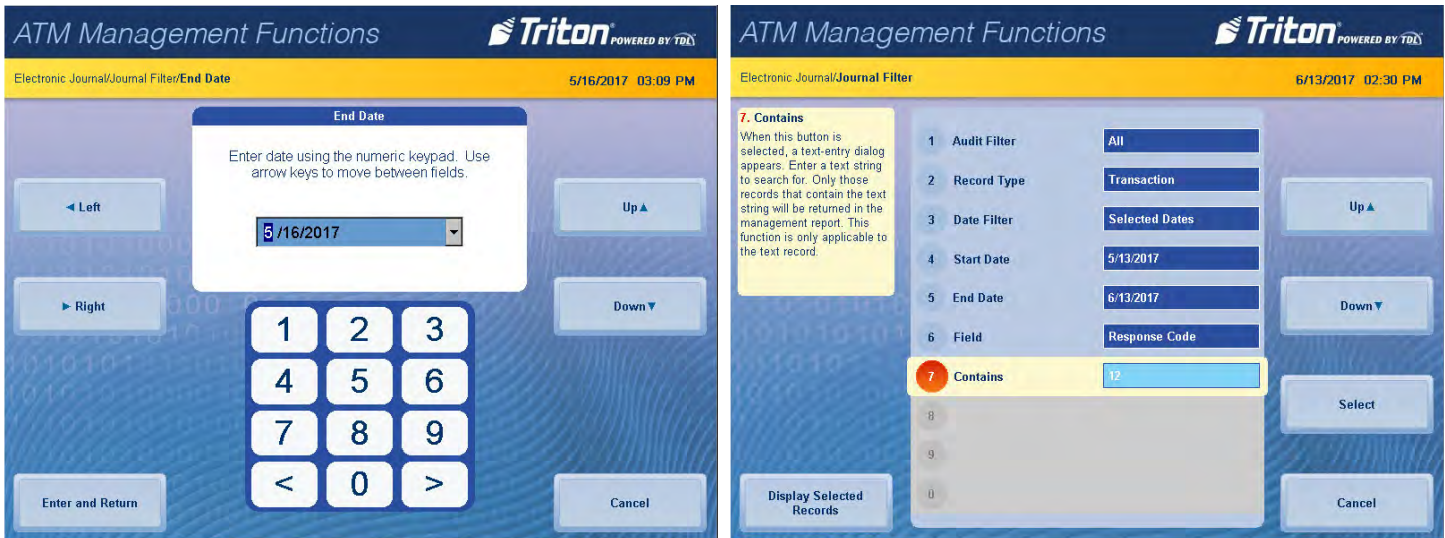
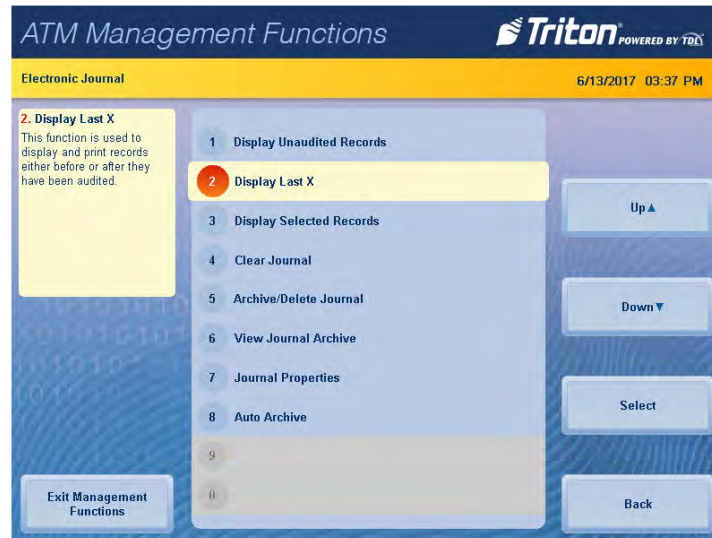11. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
12. When report has been printed or saved, press **Back** button to return to the previous screen.

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CLEAR JOURNAL

This function allows user to mark all unaudited records in the journal as audited.

1. Navigate to *Management Functions > Electronic Journal*.

Note
Clearing audits records. This function does not delete.

2. Press **Clear Journal**.

3. Press **Enter** to clear all journal entries and mark as audited. Press **Enter** to return to the previous screen.

Triton Systems ©

This function allows user to specify the destination and date range for archiving audited journal records.

1. Navigate to *Management Functions > Electronic Journal*.

> Caution

Choosing **None (Delete)** option for Archive Location will permanently delete all journal records.

2. Press **Archive/Delete Journal**.
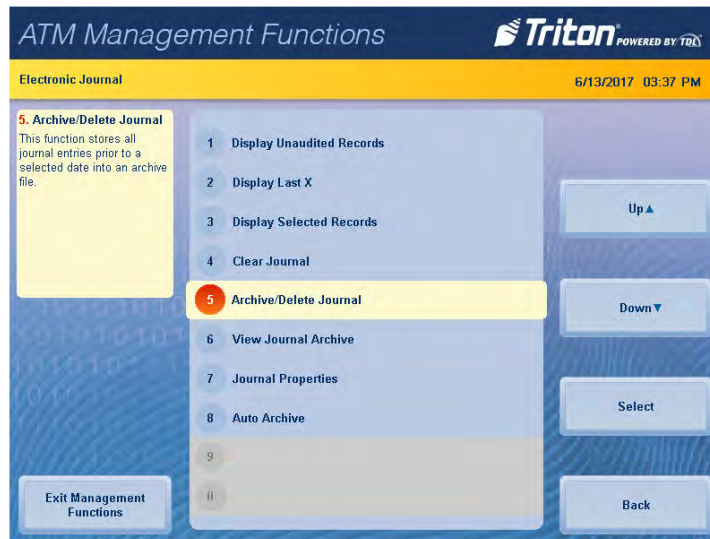
3. Press **Archive Location**.
4. Select the desired save location, then press **Save and Return**.
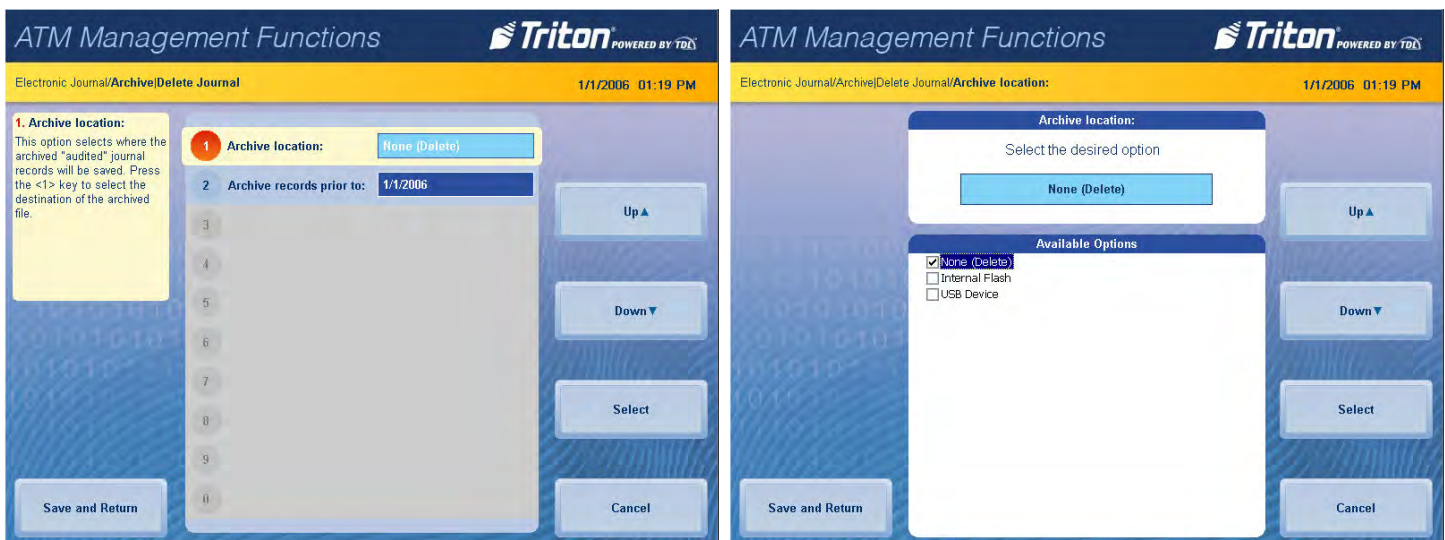
5. Press **Archive records prior to**: to choose date.
6. Use the on-screen numeric keypad to select desired date, then press **Enter and Return**.
7. Press **Enter** at the Archive/Delete Journal completion prompt to return to the previous screen.

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This function allows the user to browse archived journal entries.

1. Navigate to *Management Functions > Electronic Journal.*
2. Press **View Journal Archive.**
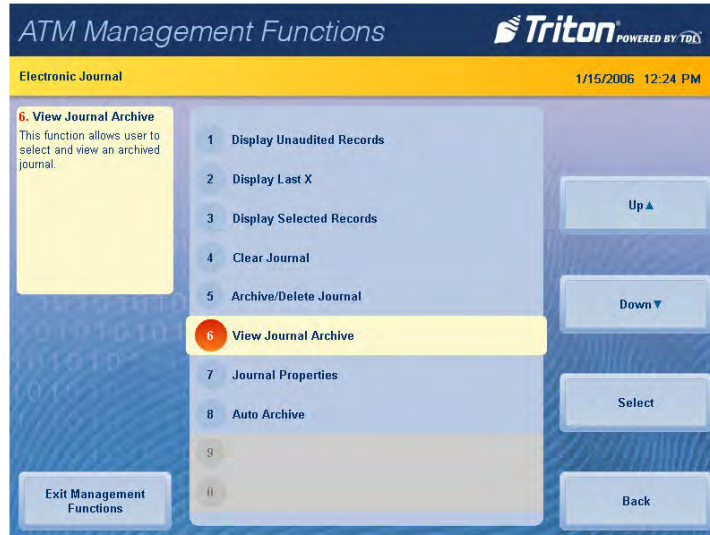
3. Press **Look in:** to select desired file location. Select either **Internal Flash** or **USB Device**, then press **Save and Return**. A USB device must be inserted into an available USB port on the main board to access USB files.
4. The **Files of Type:** option defaults to Journal Files (*.jrn). Only audited journal files can be viewed from this menu.
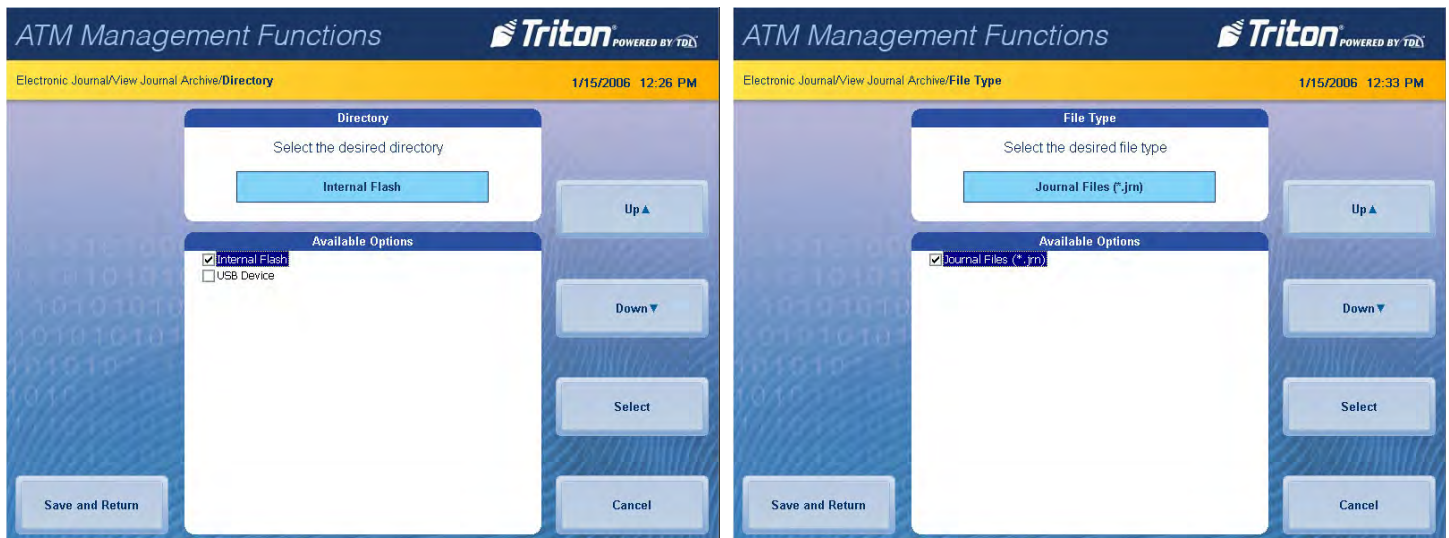
5. Available files are listed on screen. Use **Up** and **Down** buttons to navigate through list. Press **Save and Return** once desired file is selected.

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6. Press **Audit Filter**, then touch desired option. Press **Save and Return** to return to previous screen.
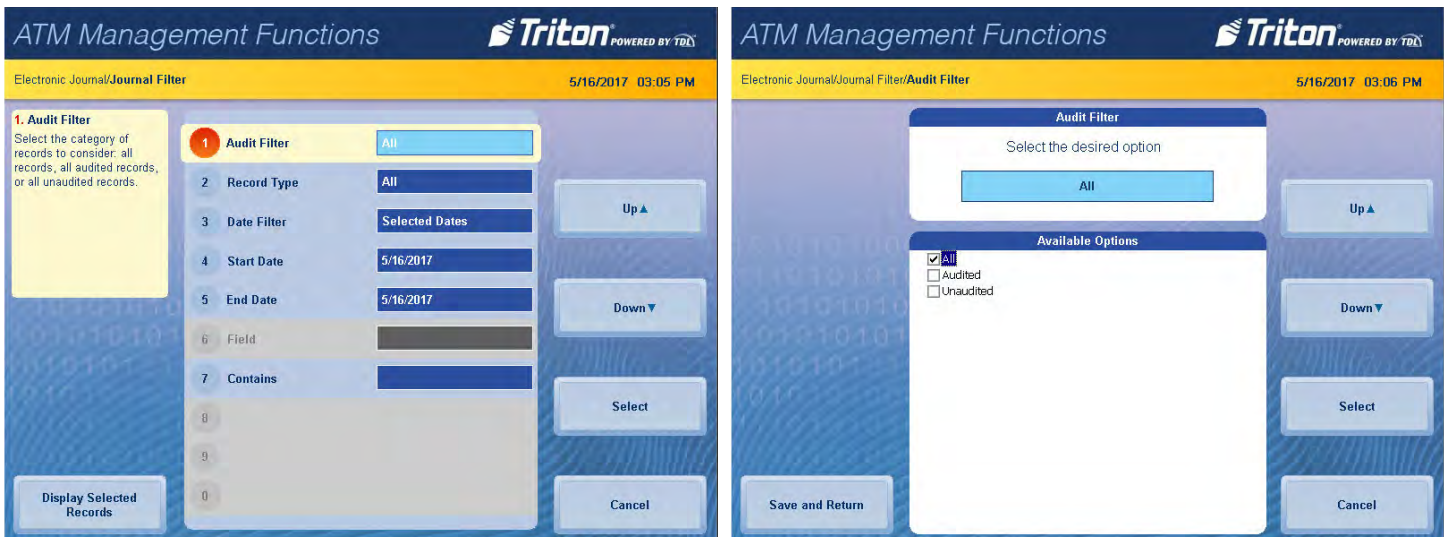
7. Press **Record Type**, then touch desired option. Press **Save and Return** to return to previous screen.
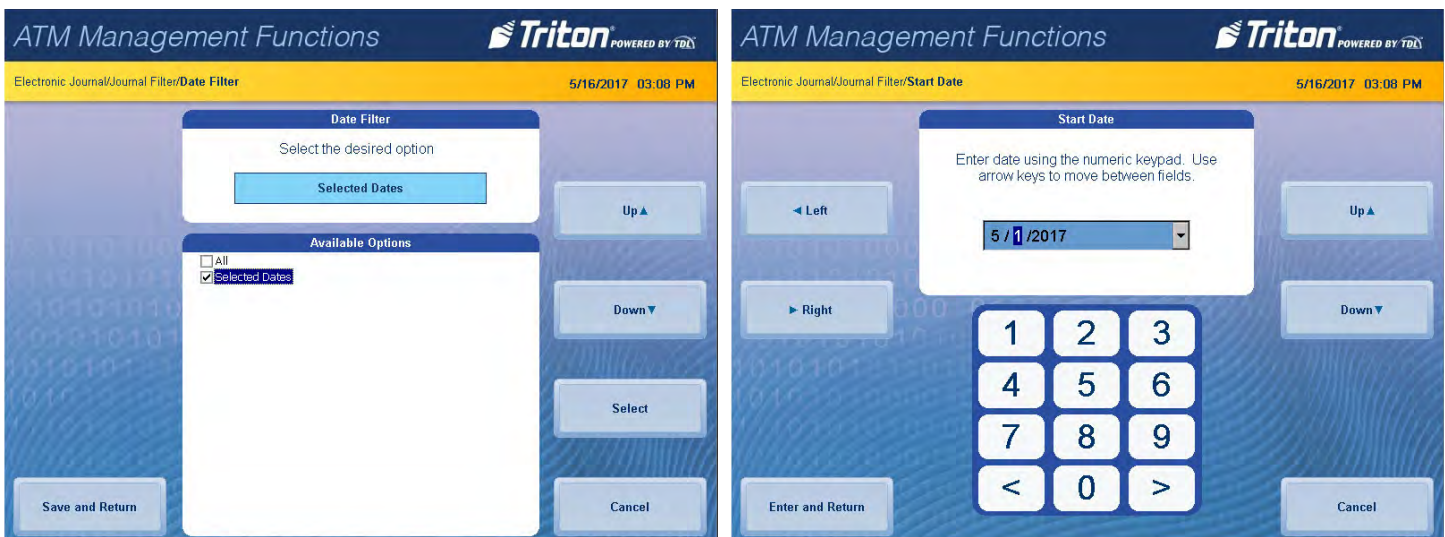

8. Press **Date Filter**, then touch desired option. Press **Save and Return** to return to previous screen.

Note
Use the < and > buttons on the numeric on-screen keypad to toggle between the month, day and year.

Triton Systems ©

9. If the selected dates option was chosen for the date filter, press **Start Date**. Using the on-screen numeric keypad, enter the desired start date. Press **Enter and Return**.

10. If selected dates was chosen for the date filter, press **End Date**. Using the on-screen numeric keypad, enter desired end date. Press **Enter and Return**.
11. Press **Field**, then touch desired option. Press **Save and Return** to return to previous screen.
12. Press **Contains**. Using the on-screen keypad, enter desired criteria. Press **Save and Return** to return to previous screen.
13. Press **Display Selected Records** in the bottom, left corner of screen.

14. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
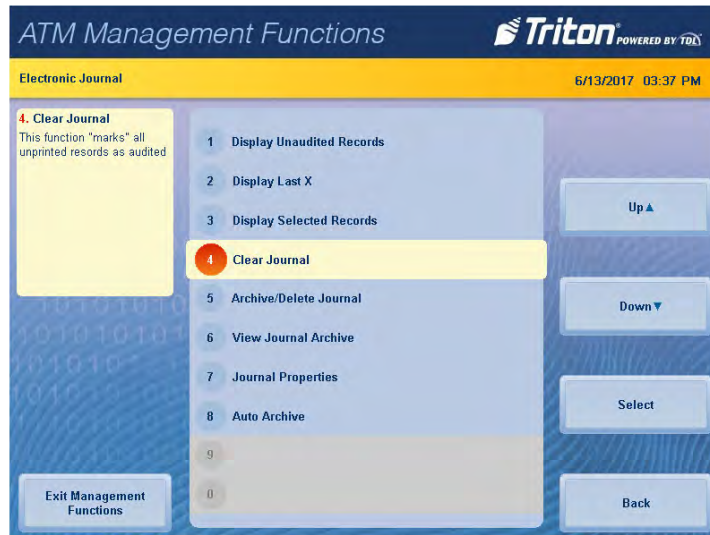15. When report has been printed or saved, press **Back** button to return to the previous screen.

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JOURNAL PROPERTIES

This function generates a report that provides electronic journal information, such as the number of records in the journal, the number of audited or unaudited records, etc.

1. Navigate to *Management Functions > Electronic Journal*.
2. Press **Journal Properties**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save to File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to previous menu.

Triton Systems ©
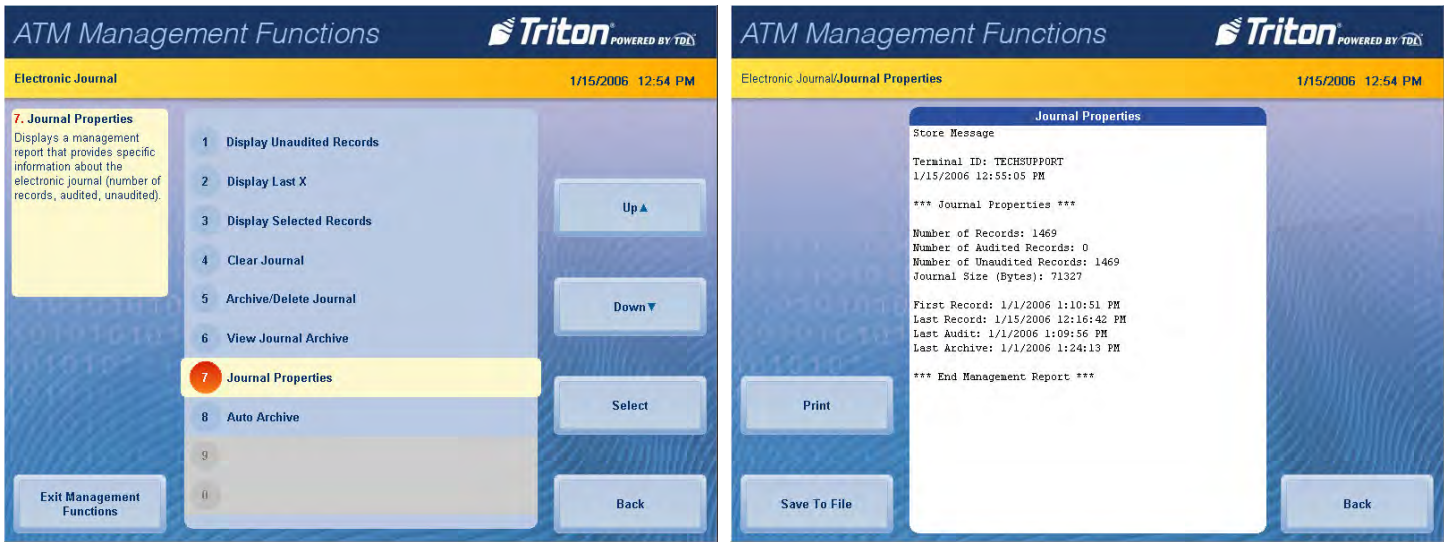
This function allows the user to set parameters for auto archiving or deleting records on a predefined schedule.

1. Navigate to *Management Functions > Electronic Journal*.
2. Press **Auto Archive**.
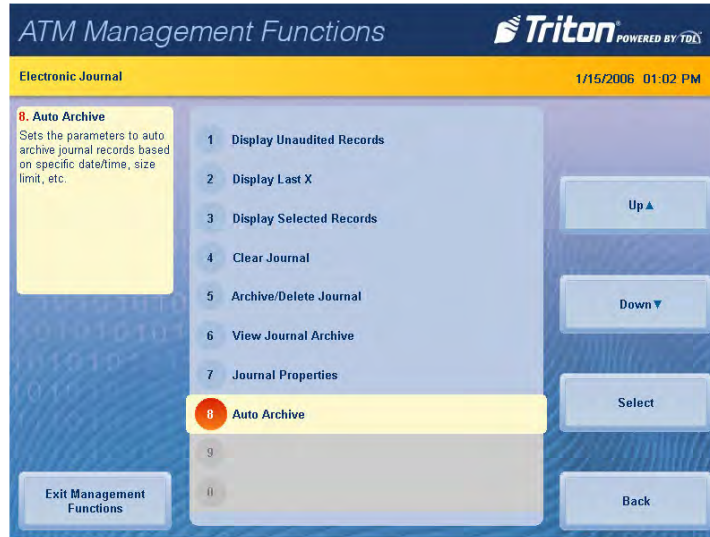
3. Press **Archive Location** to set parameters.
4. Select the desired location, then press **Save and Return**.

Caution

If the None(Delete) option is chosen, records will be permanently deleted. These records cannot be retrieved.

Triton Systems ©
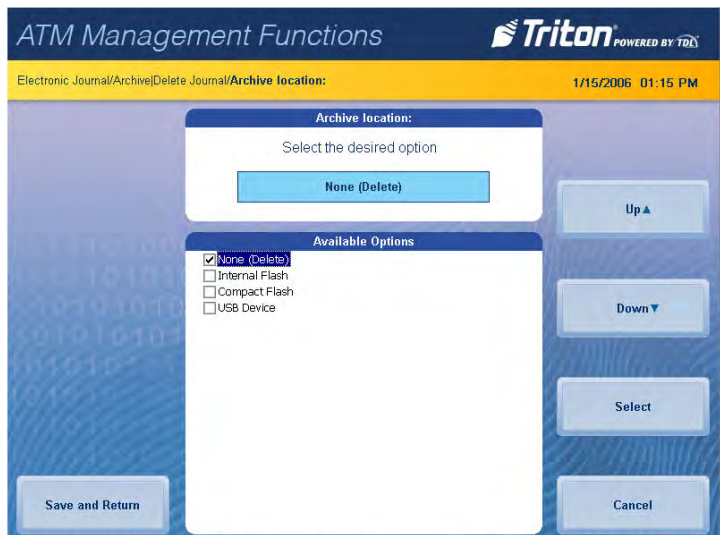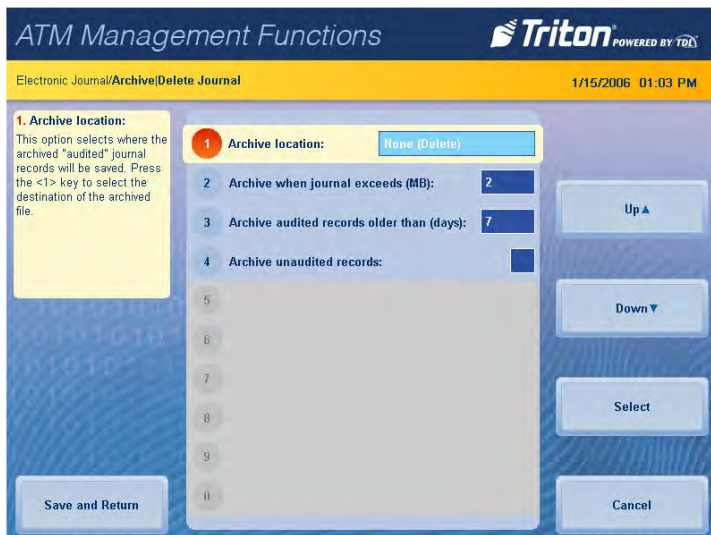
5. Press **Archive when journal exceeds (MB):**. Use the on-screen numeric keypad to select desired maximum journal size, then press **Enter and Return**.
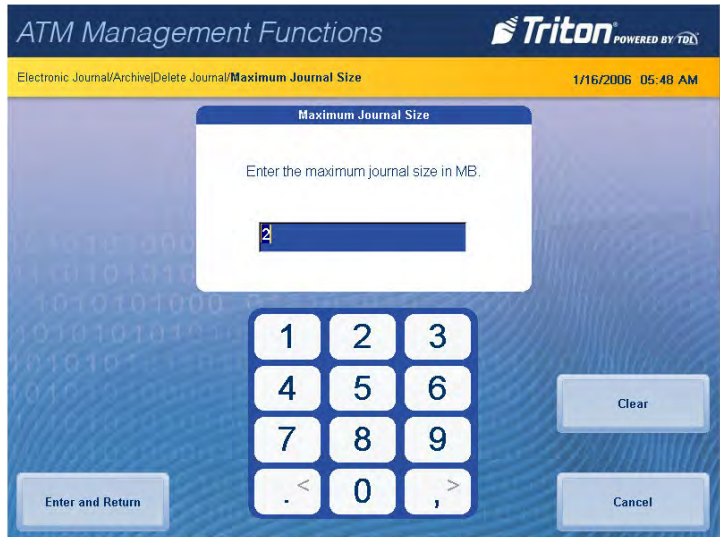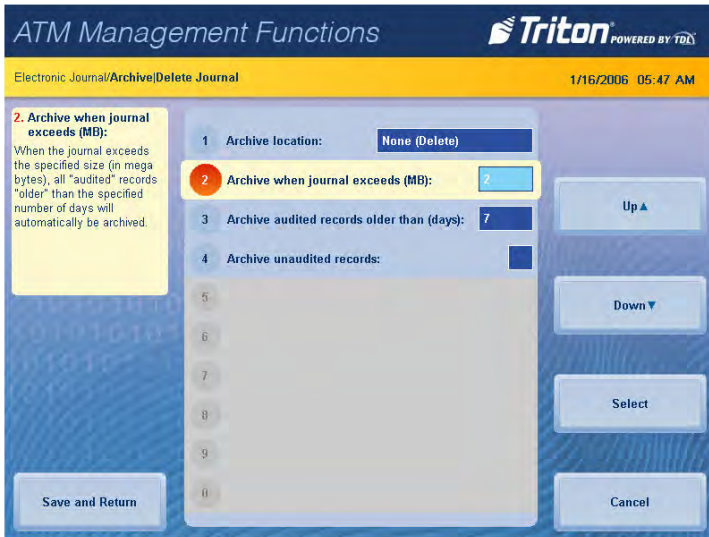
6. Press **Archive audited records older than (days):**. Use the on-screen numeric keypad to select desired days, then press **Enter and Return**.

Triton Systems ©
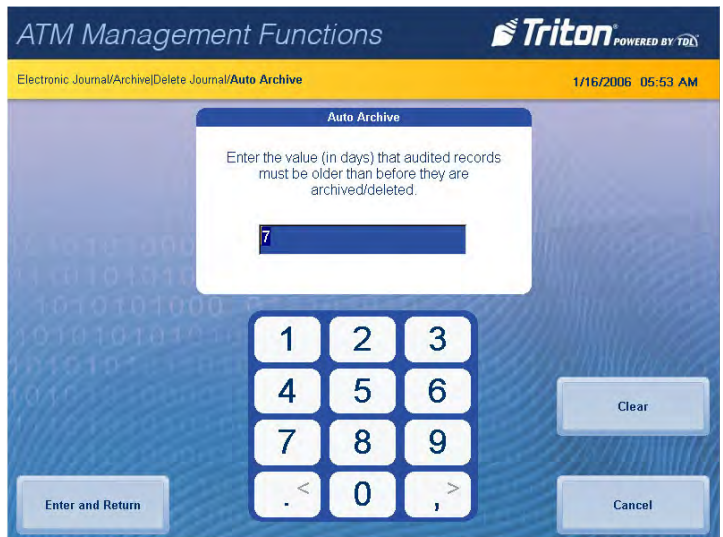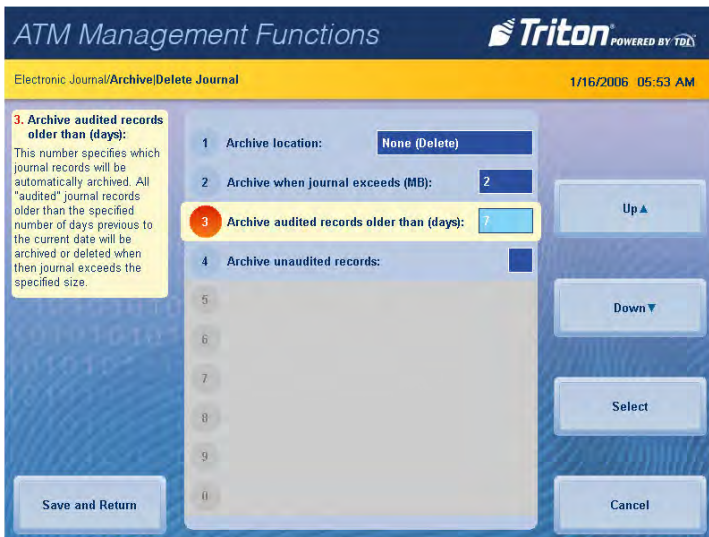
7. Press **Archive unaudited records:** to toggle the option on (check mark) or off (no check mark). This option allows archiving or deletion of unaudited records.

Caution

Enabling the Archive unaudited records option will allow data that has not been viewed or downloaded to be deleted.

Triton Systems ©
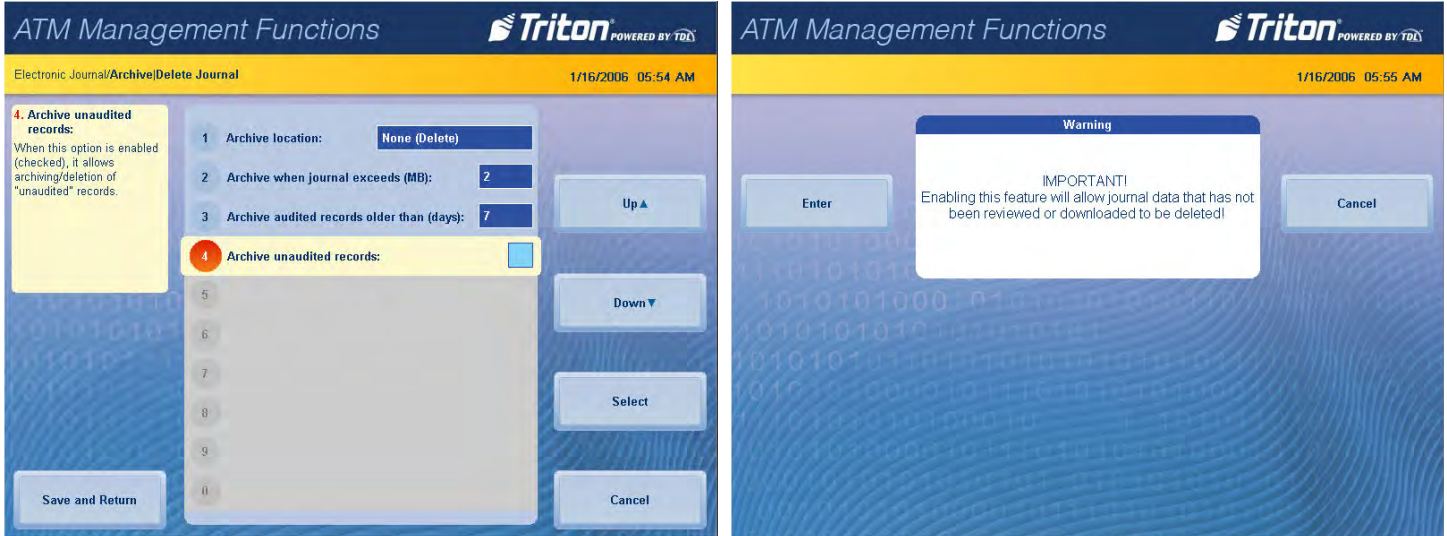
PASSWORD MAINTENANCE (PG 86-92)

The Password Maintenance Menu allows the user to change the currently-logged-in user's password, add or remove users, control user access, etc.

Triton Systems ©

CHANGE USER PASSWORD

This function allows the currently-logged-in user to change their password. For example, this function changes master password if user is logged in with master user ID (00).

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **Change User Password**.
3. Using the on-screen numeric keypad, enter the new password for user, then press **Enter**. Do not include user ID. Password may be 4-12 numeric characters.
4. Re-enter the new user password, then press **Enter** to return to the previous screen.

Triton Systems ©
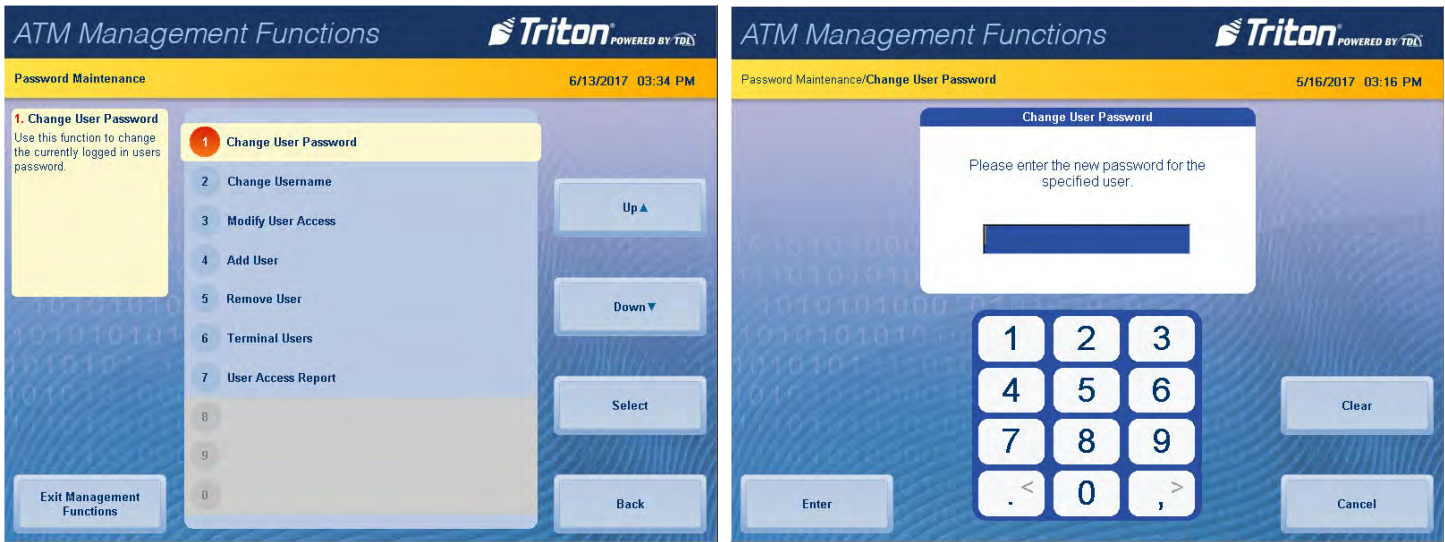
CHANGE USERNAME

This function allows the currently-logged-in user to change their username.

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **Change Username**.
3. Using the on-screen keypad, enter desired username.
4. Press **Enter and Return** to save changes and return to previous screen.

Triton Systems ©
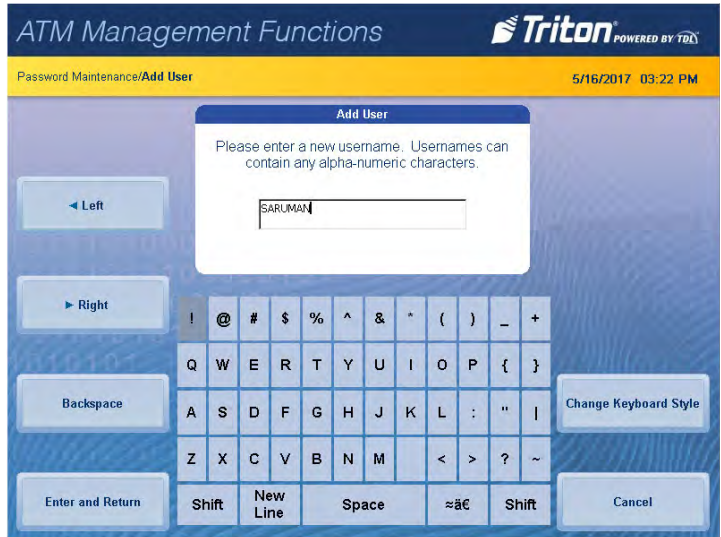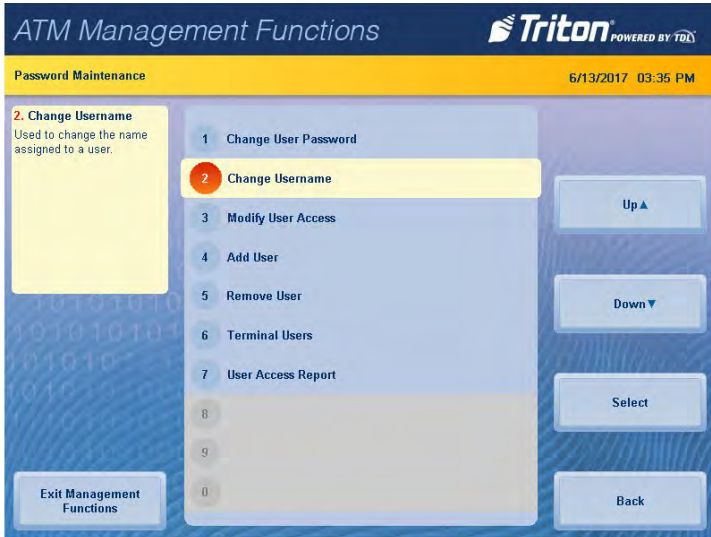
This function allows the master user to select which Management Functions options will be accessible to other users.

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **Modify User Access**.
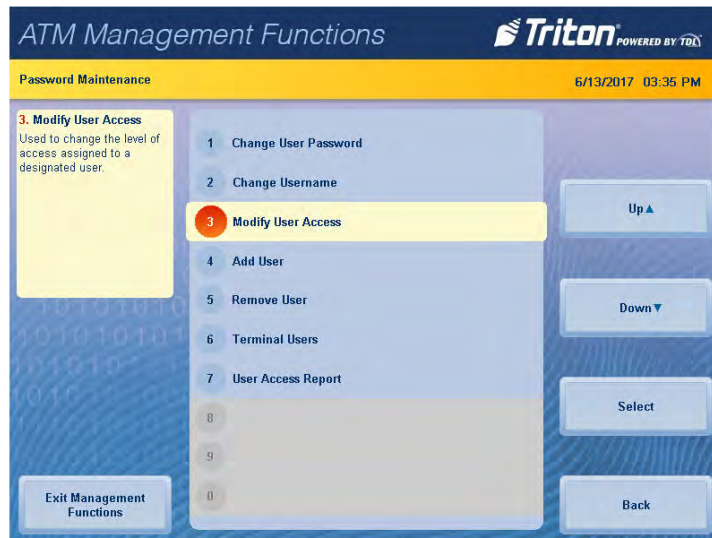
3. Using the on-screen numeric keypad, enter the user ID you wish to modify. Press **Enter and Return**.
4. Touch desired selections to toggle the option on or off. User will have access to all option with a check mark beside them.
5. Press **Save and Return** to save changes and return to previous menu.

Triton Systems ©
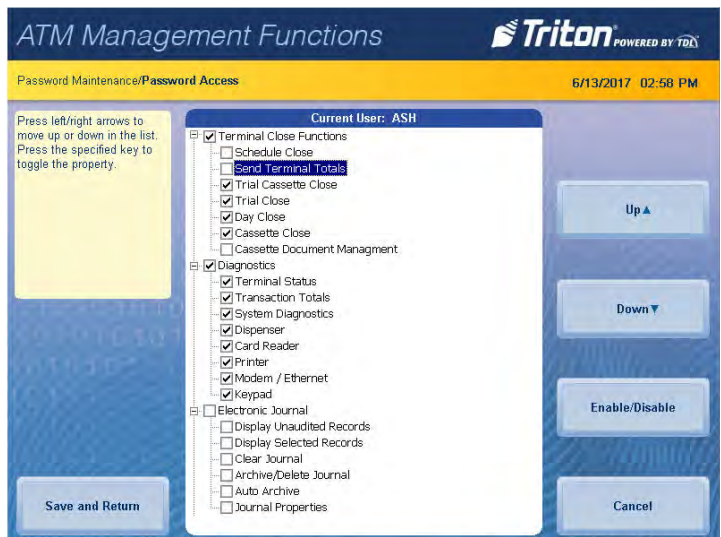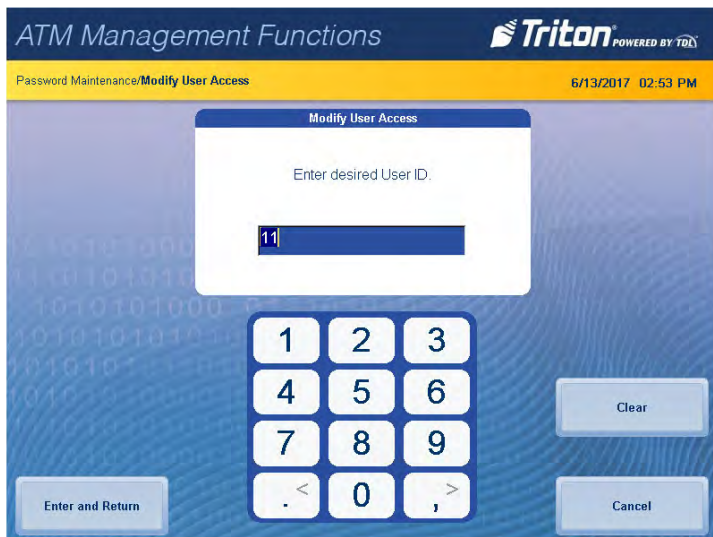
ADD USER

This function allows the master user to add a new user.

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **Add User**.
3. Using the on-screen numeric keypad, enter new user ID, then press **Enter and Return**. User ID may be any digit between 01-99 that is not currently assigned to another user.
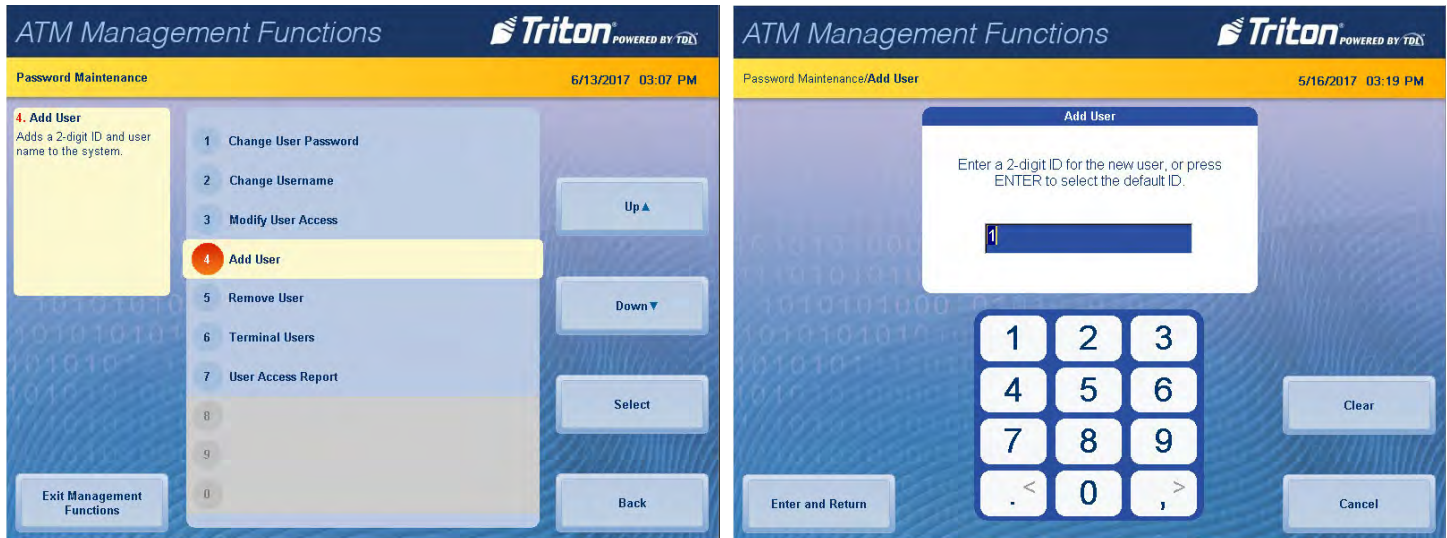
4. Using the on-screen keypad, enter the new username, then press **Enter and Return**.
5. Using the numeric on-screen keypad, enter the new password for user, then press **Enter**.

6. Re-enter new password to confirm, then press **Enter** to save changes and return to the previous screen.

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This function allows the master user to remove user(s).

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **Remove User**.
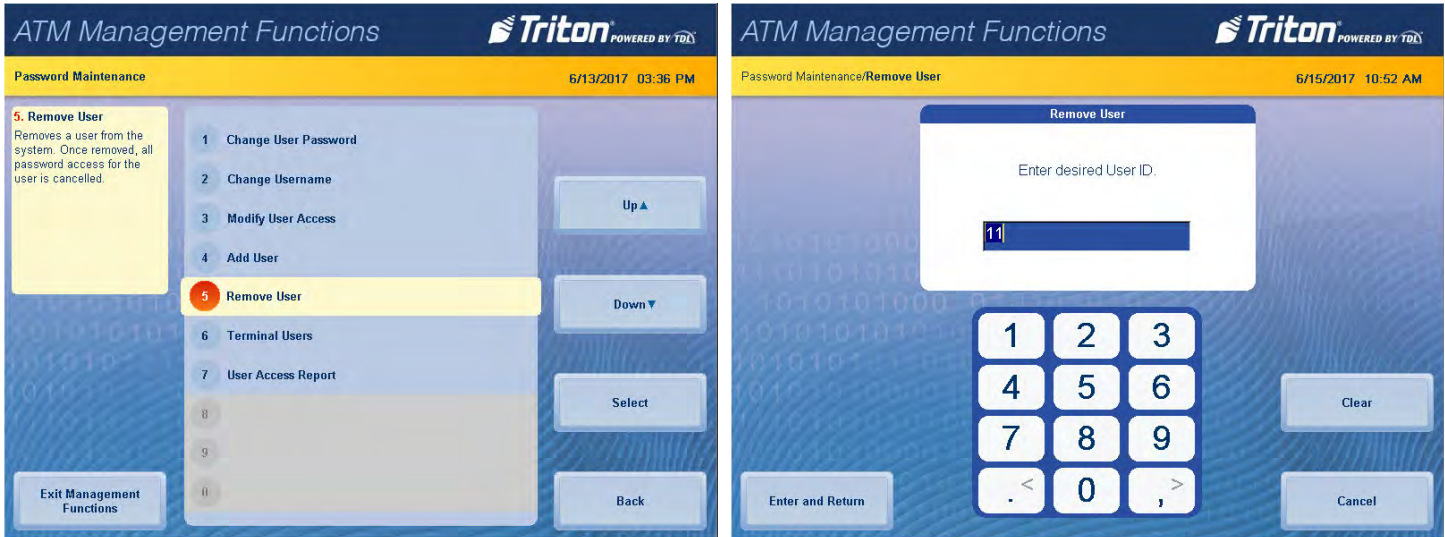
3. Using the on-screen numeric keypad, enter user ID you wish to delete, then press **Enter and Return**.
4. Press **Enter** to remove user, or **Cancel** to return to previous menu.

Triton Systems ©
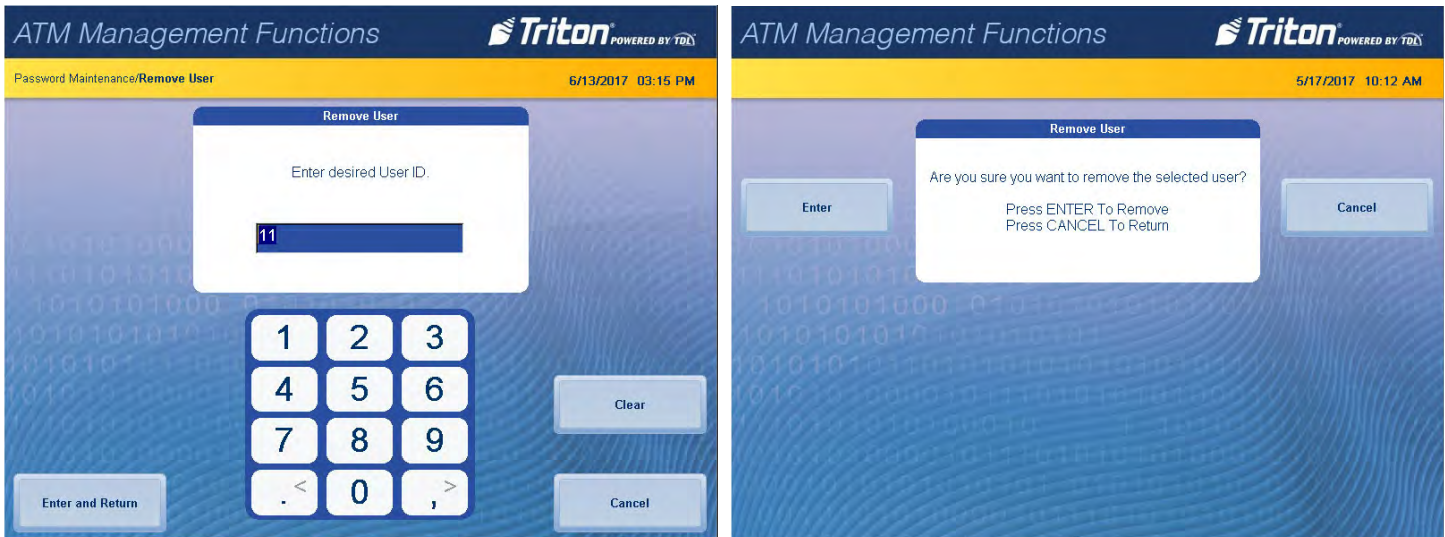
TERMINAL USERS

This function generates a report that lists the User ID code and corresponding username for all terminal users.

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **Terminal Users**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save to File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to previous menu.

Triton Systems ©
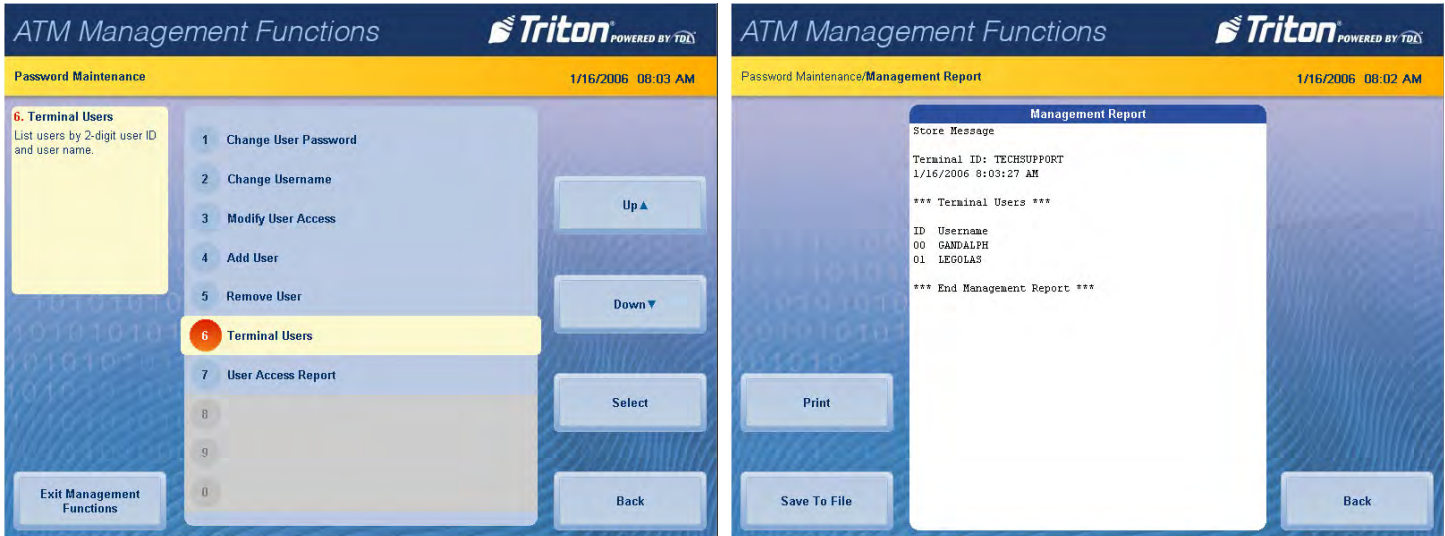
This function generates a report that lists all management functions that selected user can access.

1. Navigate to *Management Functions > Password Maintenance*.
2. Press **User Access Report**.
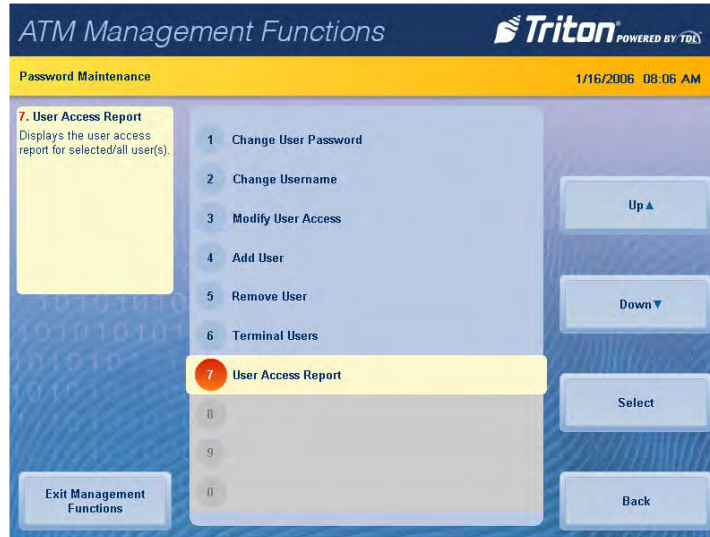
3. Using the on-screen numeric keypad, enter user ID you wish to view, then press **Enter and Return**.
4. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save to File** to save on a USB drive.
5. When report has been printed or saved, press **Back** button to return to previous menu.

Triton Systems ©
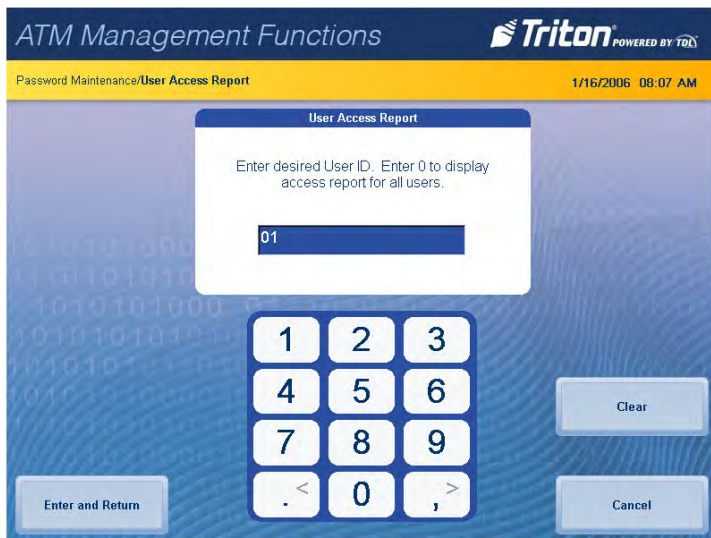
The Systems Parameters menu allows the user to manage various basic settings on an X3 ATM, such as date and time, volume control, and shutting down the terminal.

Triton Systems ©

DATE AND TIME

This function allows user to set the correct date and time. ATM will not go into service if these parameters are not set.

1. Navigate to *Management Functions > System parameters*.
2. Press **Date and Time**.
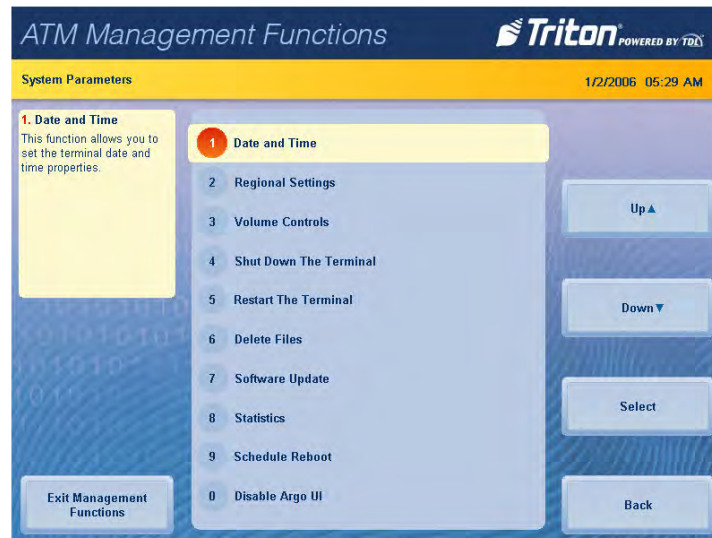
Note

Use the < and > buttons on the numeric on-screen keypad to toggle between the month, day and year or the hour, minute and second.

3. Press **Set Date**.
4. Using the on-screen numeric keypad, enter the current date. Press **Enter and Return** to return to the previous screen.

Triton Systems ©
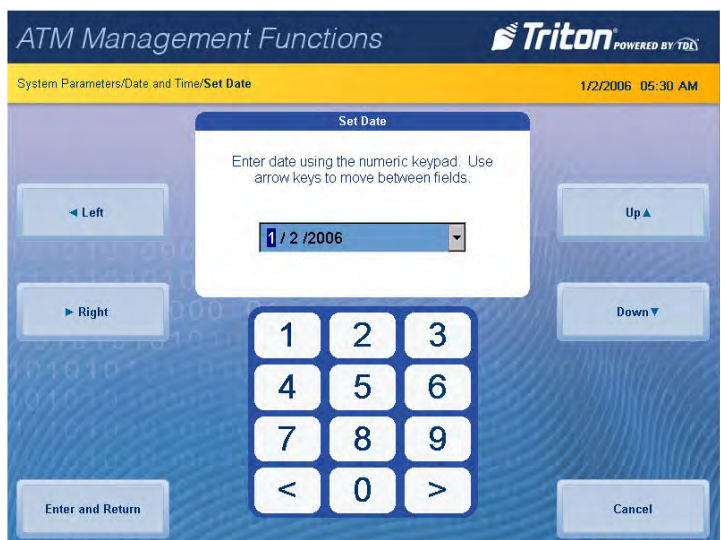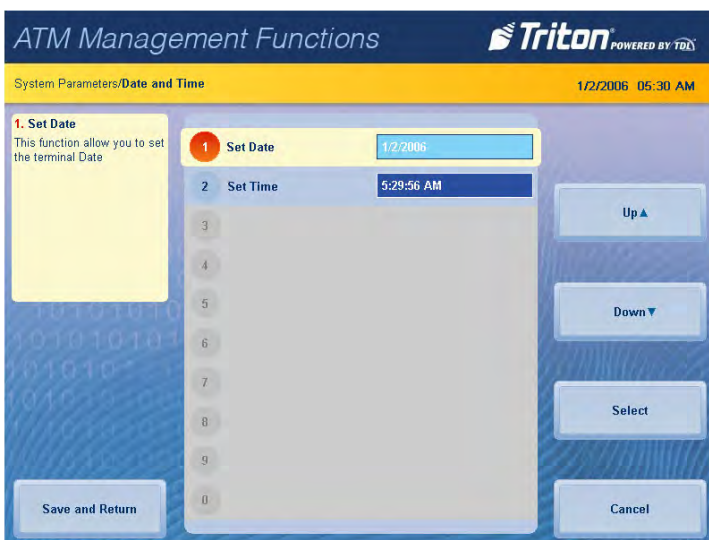
5. Press **Set Time**.
6. Using the on-screen numeric keypad, enter the current time. Press **Enter and Return** to return to the previous screen.
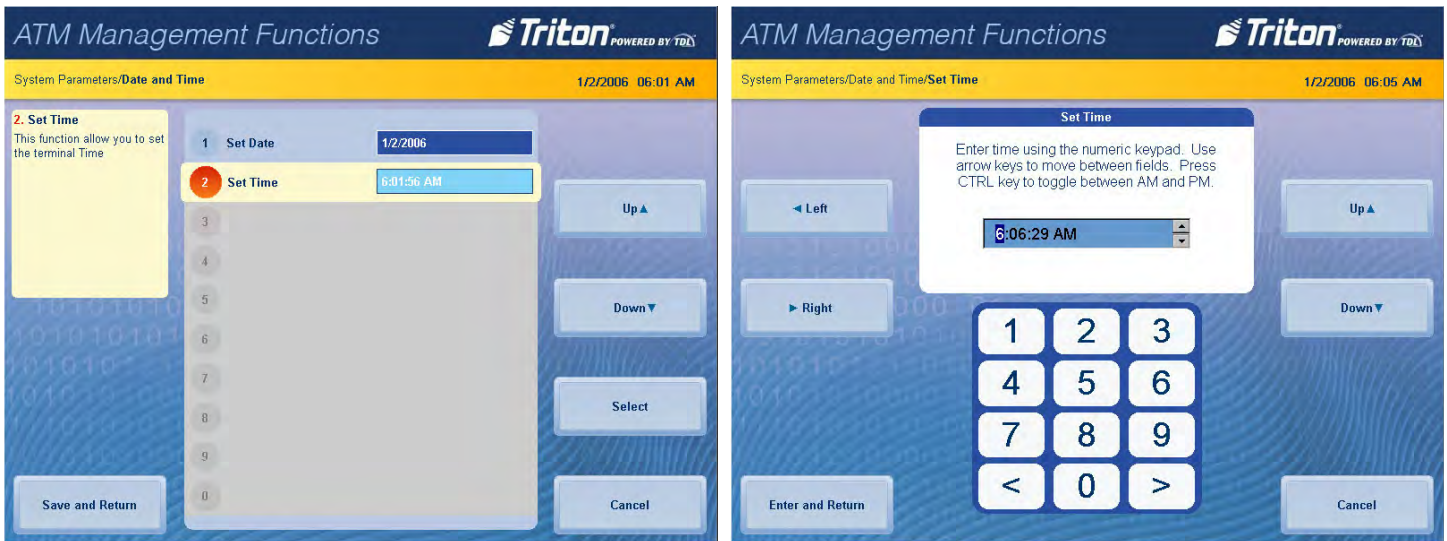
7. Press **Save and Return** to save changes and return to the previous screen.

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REGIONAL SETTINGS

This function allows user to change advanced parameters on the terminal, such as physical location, numbering scheme, and currency. Do not attempt to alter these properties unless certain of the results. Settings or changes in this menu are advanced configuration options.

1. Navigate to *Management Functions > System Parameters*.
2. Press **Regional settings**.
3. Press the desired tab for **Regional Settings**, **User Interface Language**, **Input Language,** or **Customize**.
4. Change settings if applicable, then press **OK** to save changes or **X** to return to previous screen.
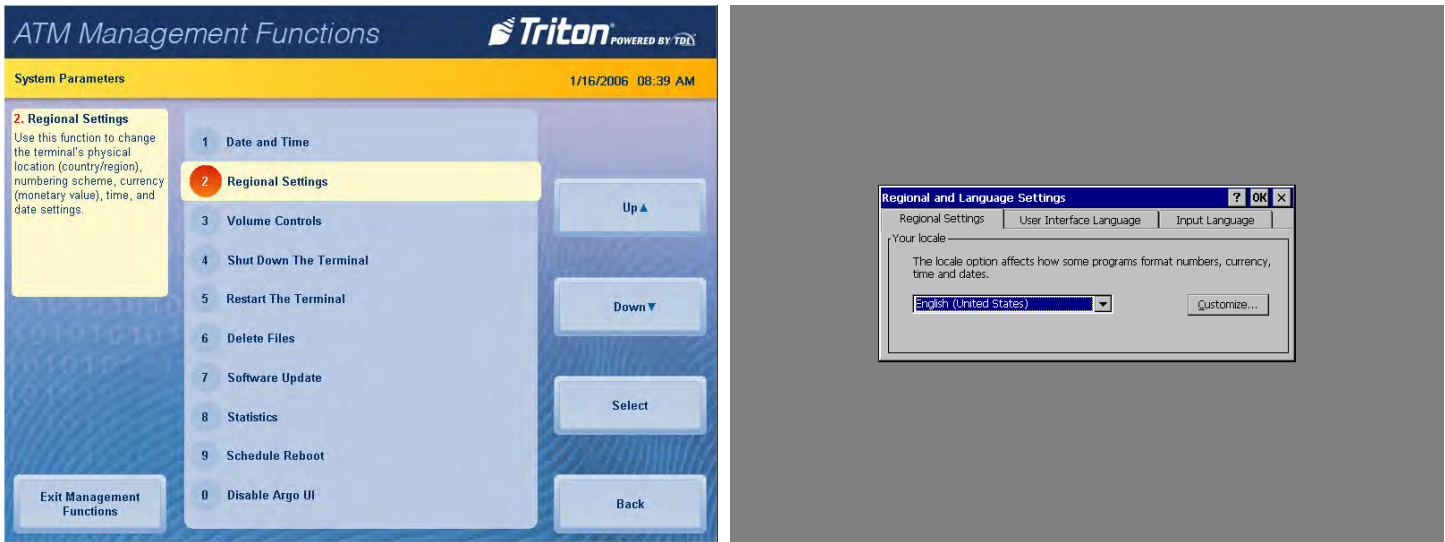
VOLUME CONTROL

This function allows user to control the terminal speaker and headphones volume.

1. Navigate to *Management Functions > System Parameters*.
2. Press **Volume Control**.
3. Press the on-screen **Up** and **Down** buttons to adjust volume to desired level.
4. Press **Enter and Return** to save changes and return to the previous screen.

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1. Navigate to *Management Functions > System Parameters*.
2. Press **Shutdown the Terminal**.
3. Press **Enter** on the pop-up dialog, and wait for the message **It is now safe to shutdown your computer**.
4. Turn the power switch on the power supply to the off (**O**) position.
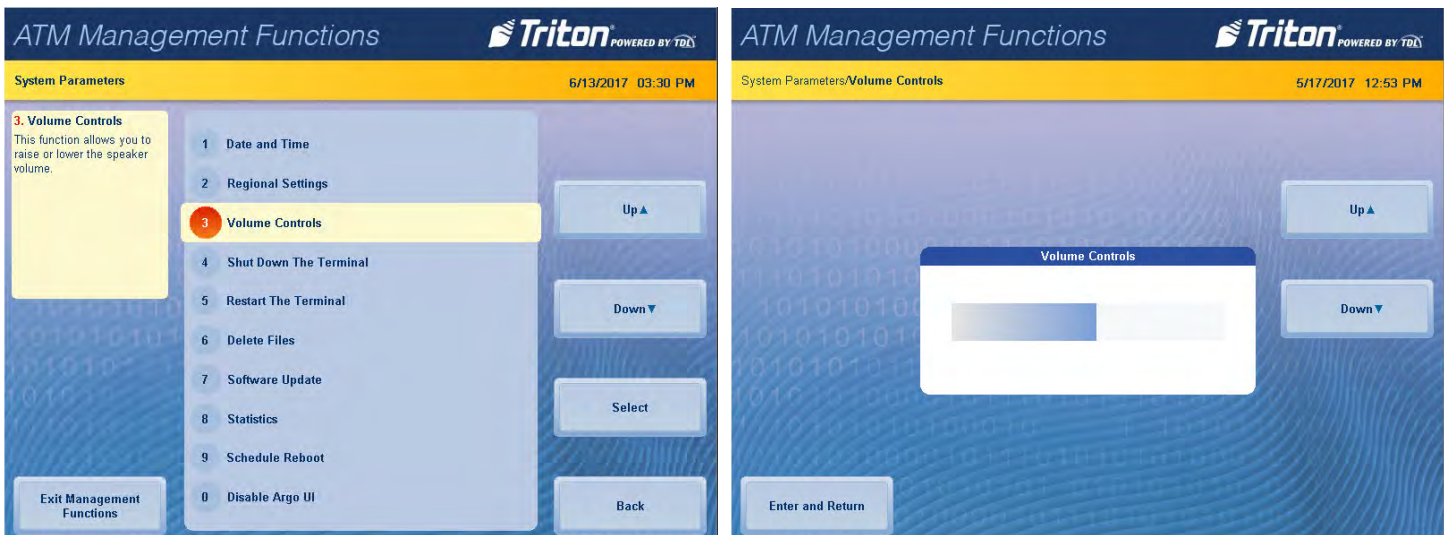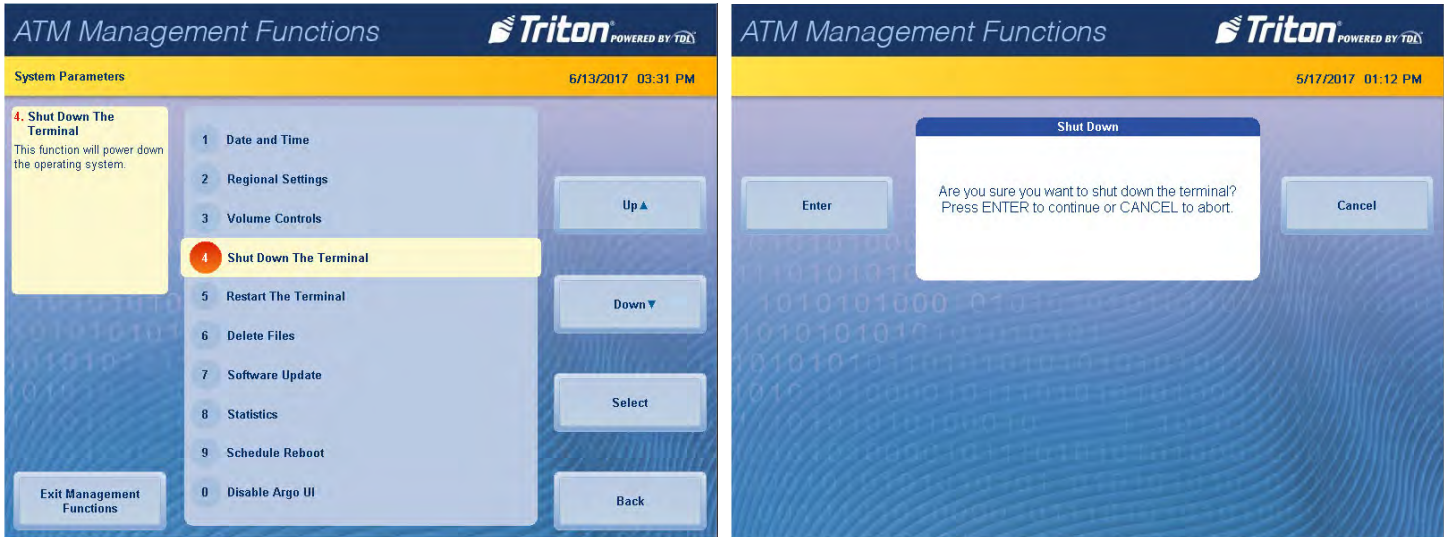
RESTART TERMINAL

1. Navigate to *Management Functions > System Parameters*.
2. Press **Restart the Terminal**.
3. Press **Enter** on the pop-up dialog. Terminal will reboot.
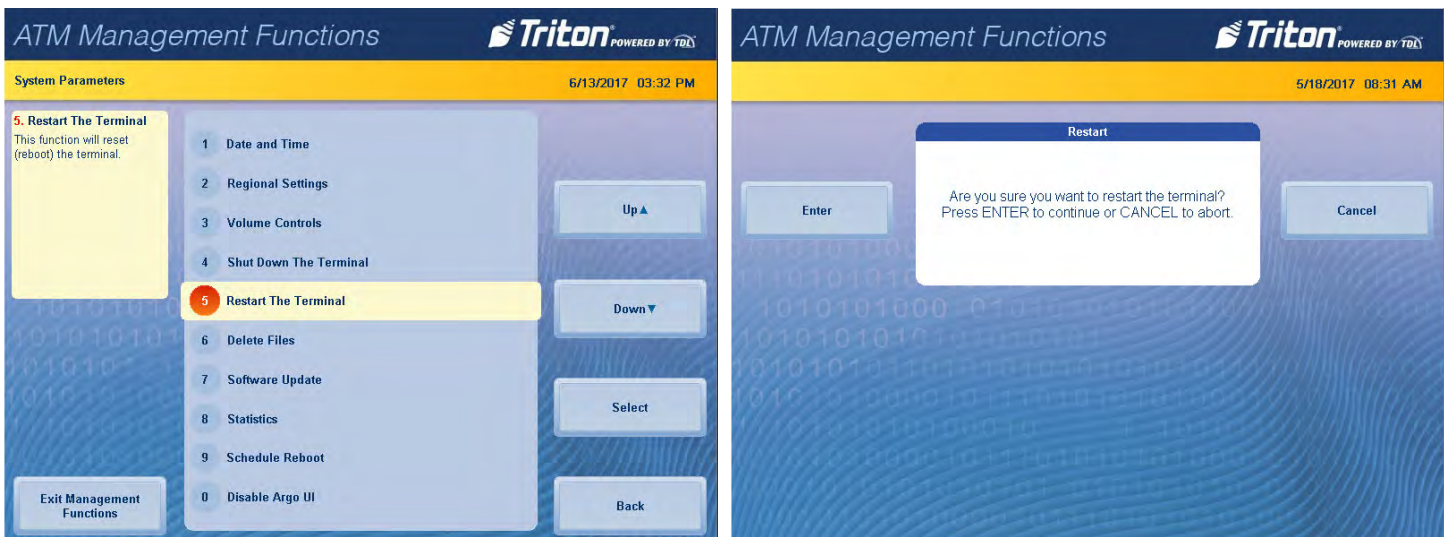
Triton Systems ©

This function is used to permanently delete graphics (.bmp) or screen files (.tsm) from the internal memory of the unit. Files must first be deleted as usable/active files from the Ads-Graphics menu to be deleted using this function.

1. Navigate to *Management Functions > System Parameters*.
2. Press **Delete Files**. The **Look in:** option is set to Internal Flash by default. This cannot be changed in this menu.
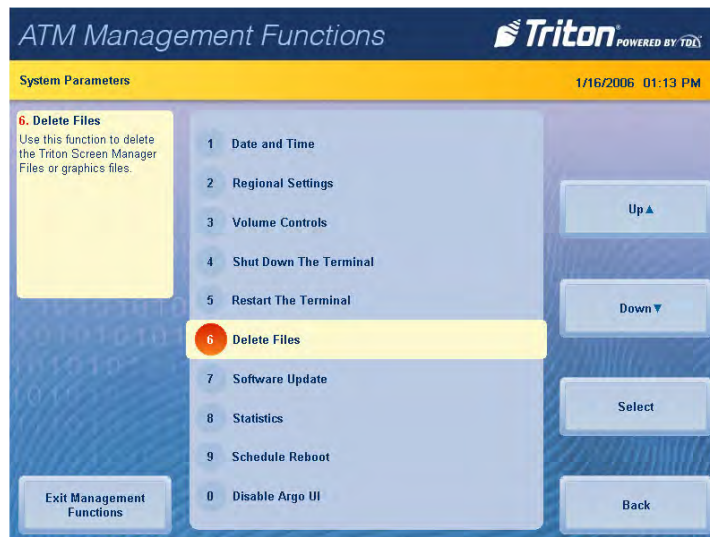
3. Press **Files of Type:** and choose desired file type. Use **Page Up** and **Page Down** buttons to navigate through list of files available for deletion. Press the **Select** button or touch the desired file to choose (check mark).
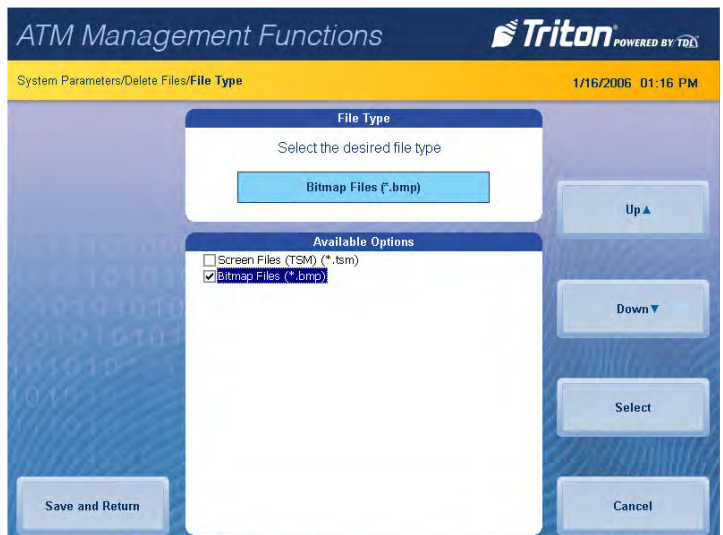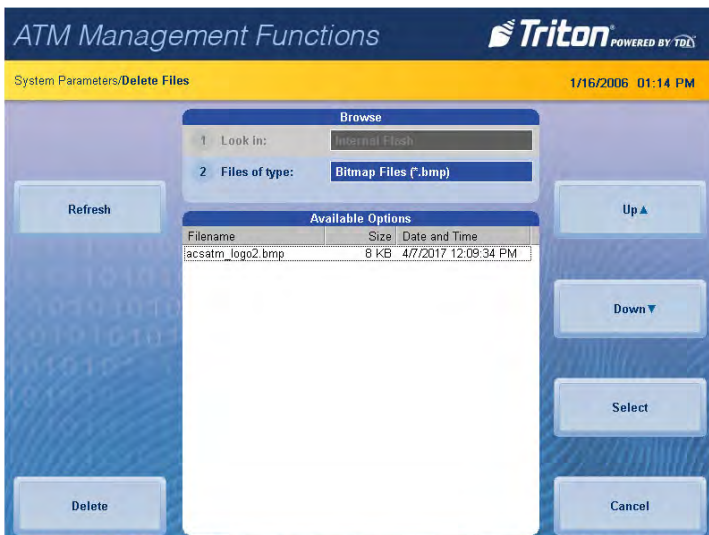
4. Press **Save and Return** to return to the previous screen.

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5. Files available for deletion will be listed under **Available Options**. Use **Page Up** and **Page Down** buttons to navigate through list of files available for deletion. Press the **Select** button or touch the desired file to highlight, then press **Delete**.
6. Pressing **Enter** on the pop-up dialog will permanently delete the file from the terminal.

Triton Systems ©
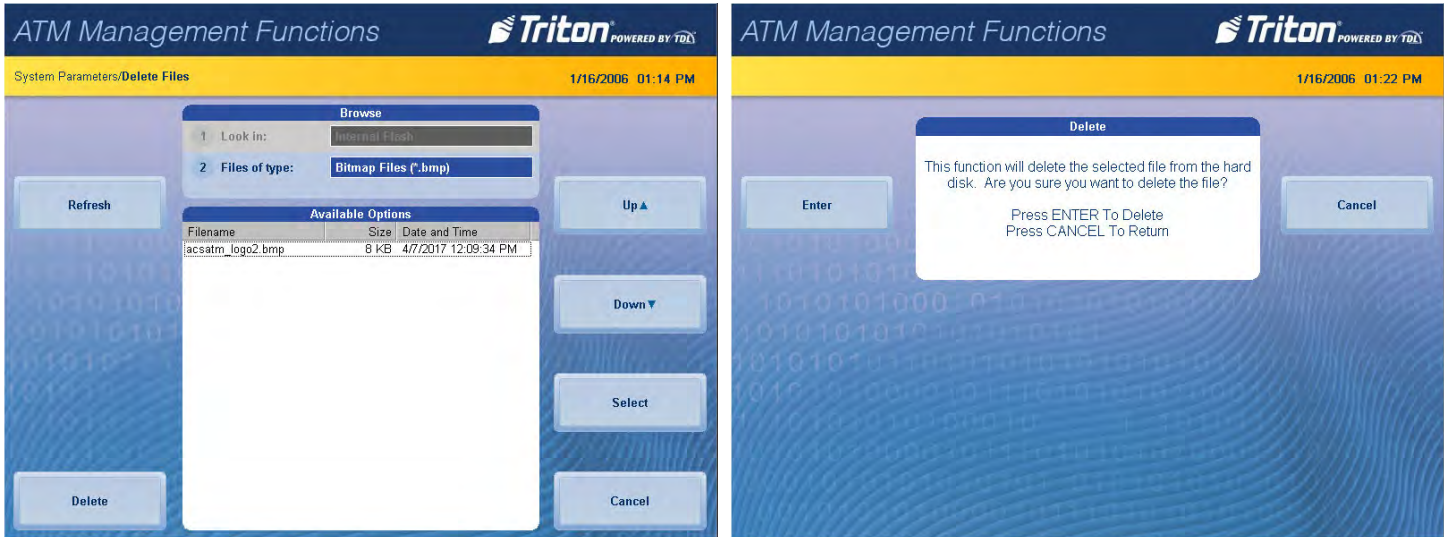
SOFTWARE UPDATE

1. Install USB drive loaded with software into an empty USB port on main board.
2. Navigate to *Management Functions > System Parameters*.
3. Press **Software Update**.
4. Press desired filename on screen to highlight. If no files are shown, press the **Refresh** button. Files from USB drive should then appear under *Available Options* on the screen. Files must not be saved in a folder on USB drive.
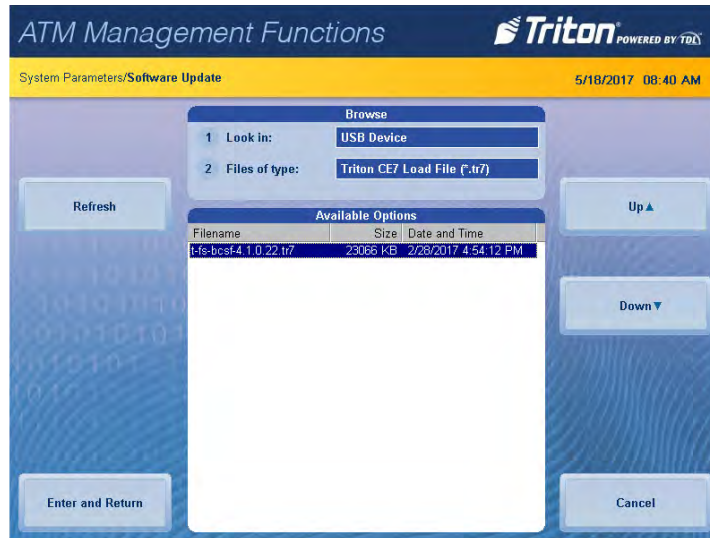
5. Press **Enter and Return** to begin software installation.
6. Press **Enter** on the pop-up dialog.
7. Terminal will reboot, then begin installing new software files.

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This function generates a management report that contains the number of terminal startups, normal shutdowns, and abnormal shutdowns.

1. Navigate to *Management Functions > System Parameters*.
2. Press **Statistics**.
3. Report is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save to File** to save on USB drive.
4. When report has been printed, press **Back** button to return to previous menu.

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SCHEDULE REBOOT

This function allows the user to establish a time at which the terminal reboot will be performed automatically.

1. Navigate to *Management Functions > System Parameters*.
2. Press **Schedule Reboot**.
3. Press **Enable Schedule** to toggle on (checkmark) or off (no checkmark).
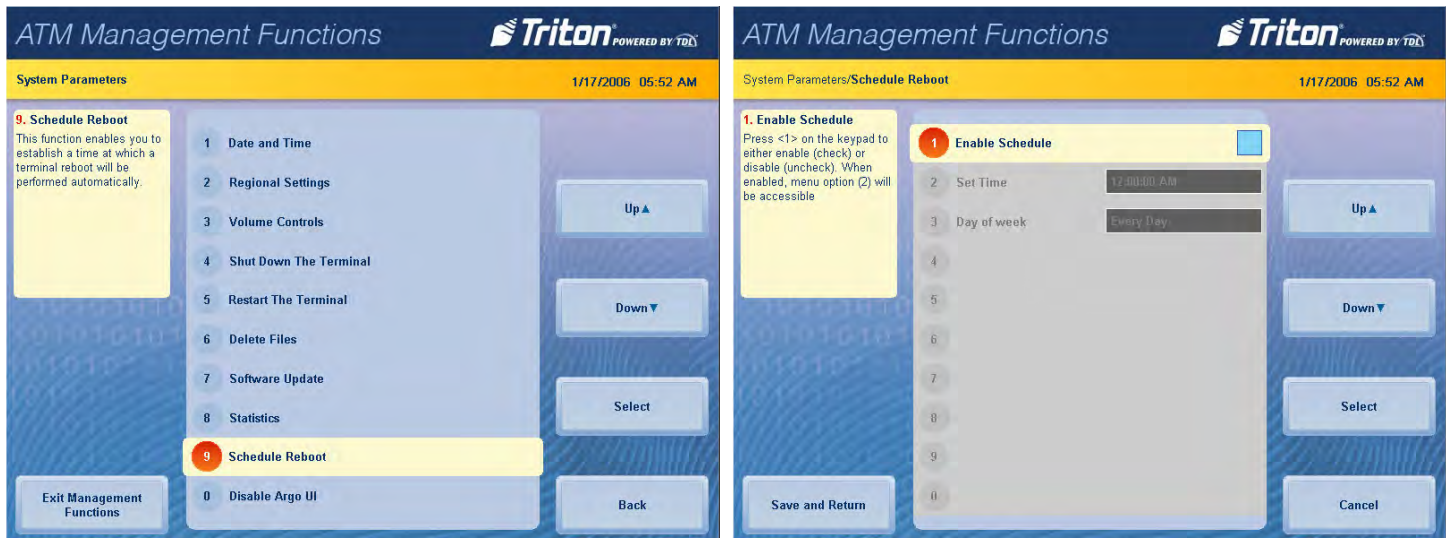
4. Press **Set Time** when schedule is enabled. Using the on-screen numeric keypad, enter desired reboot time, then press **Enter and Return**.
5. Press **Day of Week** when schedule is enabled. Use **Page Up** and **Page Down** buttons to navigate through list of files available for deletion. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**.

Triton Systems ©
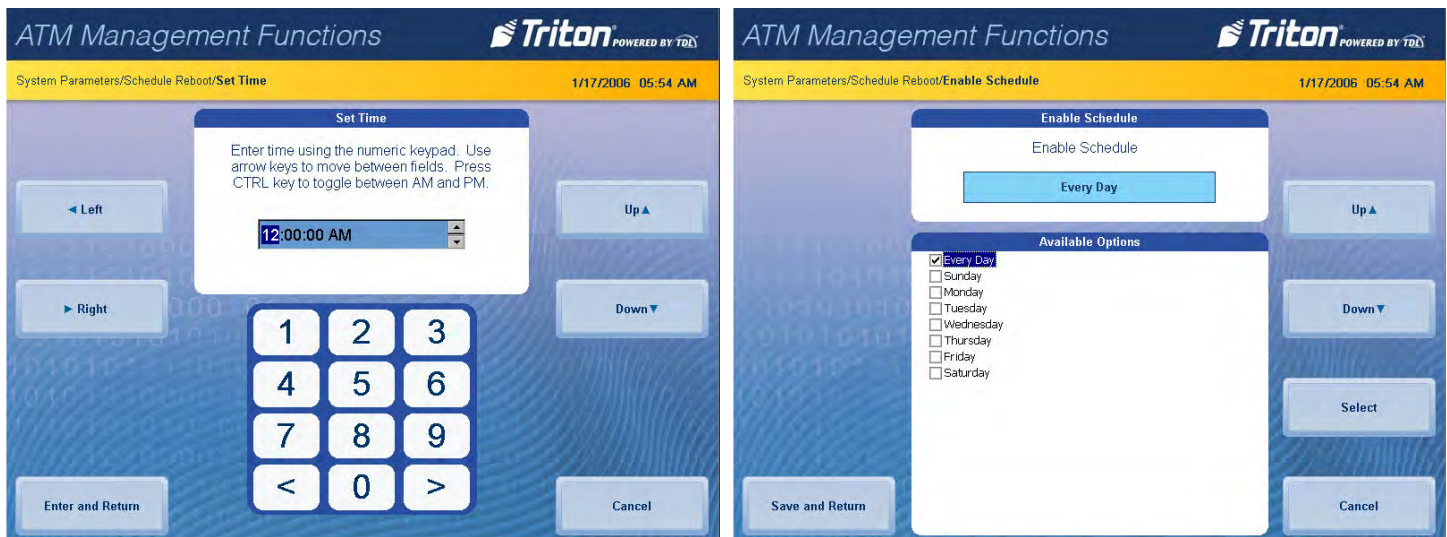
6. Press **Save and Return** to save parameters and return to the previous menu.

Triton Systems ©
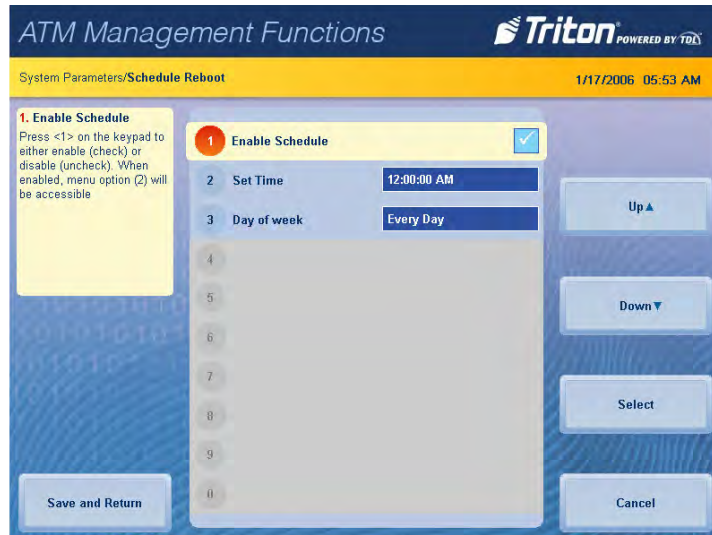
ENABLE/DISABLE ARGO UI

This function allows the user to turn the new 4.1 interface on or off, and alternately use the classic blue tile menu featured in the 4.0 and earlier software.

1. Navigate to *Management Functions > System Parameters*.
2. Press **Disable ARGO UI** or **Enable ARGO UI**, as desired.
3. Press **Enter** on the pop-up dialog to disable or enable the new ARGO UI and return to the previous screen.
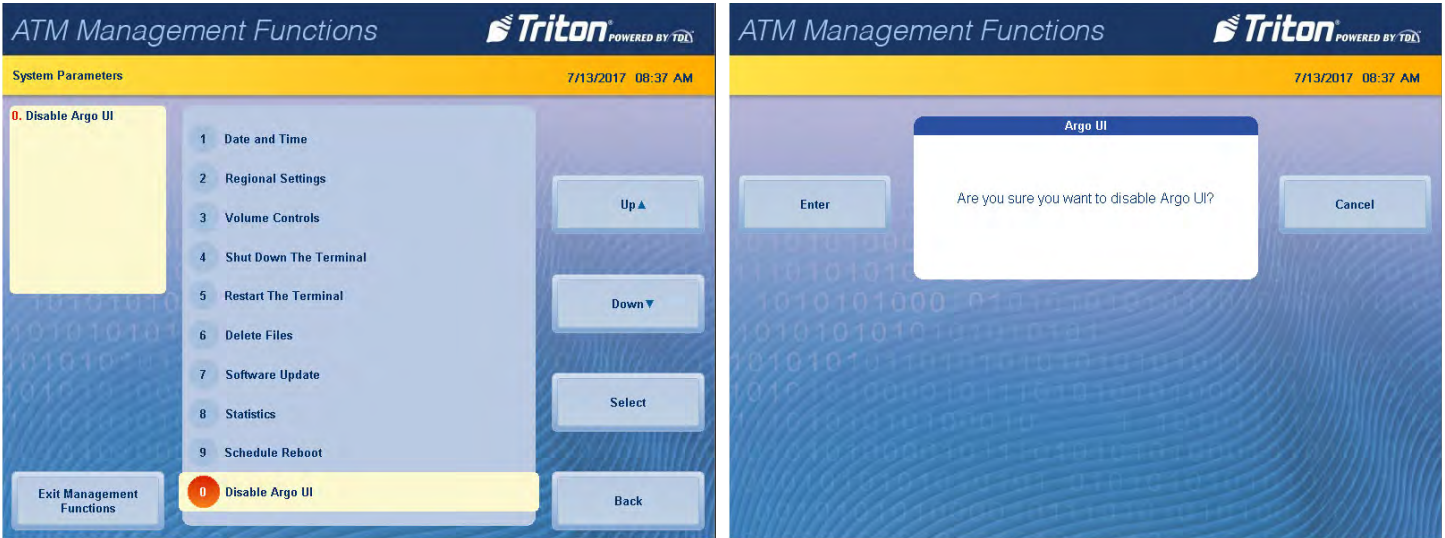
4. Press **Enter** on the pop-up dialog, then press **Exit Management Functions**.
5. Re-enter Management Functions for changes to take place.

Triton Systems ©
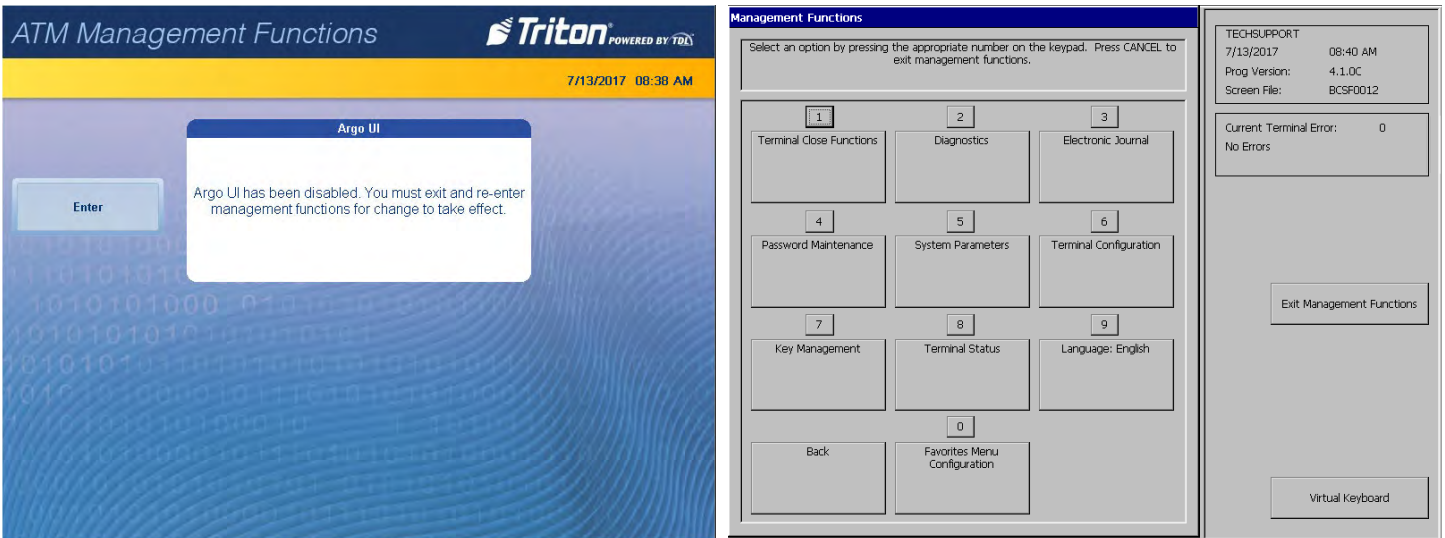
The Terminal Configuration menu allows user to view and configure terminal operating parameters. Options, such as host parameters, cash dispenser set up, ads/graphics, and terminal ID are available in this menu.

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This function allows the user to view and configure general parameters, such as terminal ID, default customer language, account and transaction types, printer service options, status monitoring, and heartbeat message.

1. Navigate to *Management Functions > Terminal Configuration*.

2. Press **General Parameters**. Select desired general parameters to configure.

3. Press **Terminal ID**. Use the on-screen keypad to enter the terminal ID provided by the host processor, then press **Enter and Return** to return to the previous menu. This number is a unique string of six to fifteen characters that identifies the terminal to the host processor and Triton Connect.
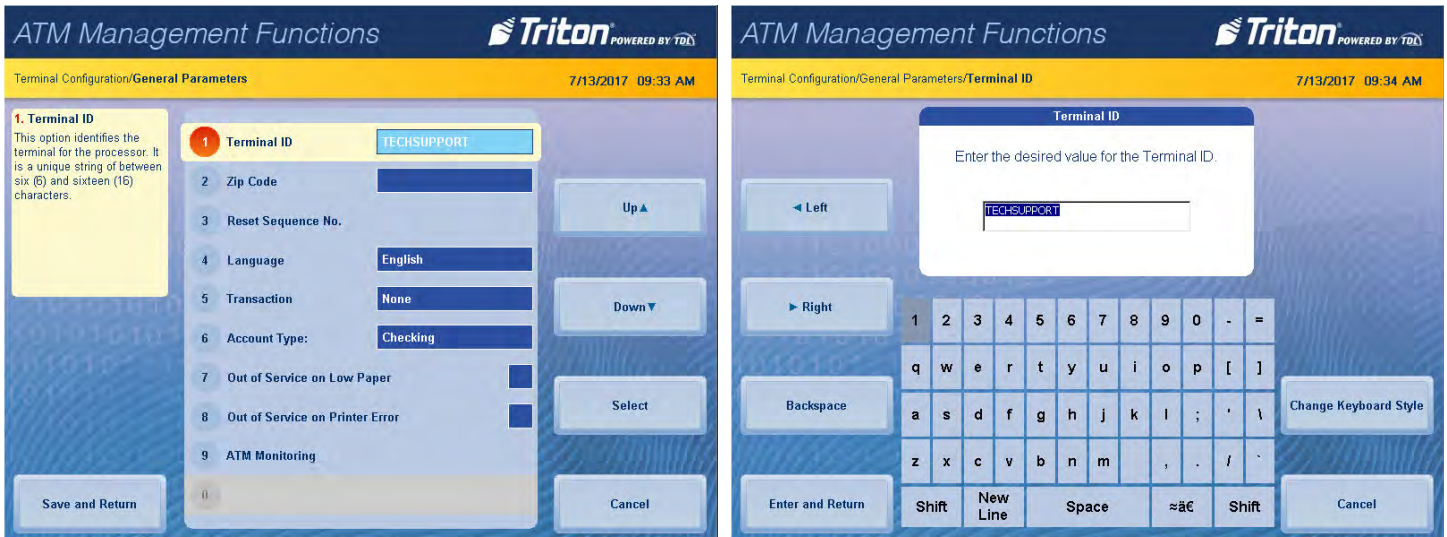
Note

Users can toggle between three on-screen keyboards by pressing the **Change Keyboard Style** button.

4. Press **Zip Code**. Use the on-screen numeric keypad to enter the zip code of the terminal's physical location. Press **Enter and Return** to return to the previous menu.

5. Press **Reset Sequence Number** resets the sequence number to 00000000. This field should only be altered if instructed by host processor.

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6. Press **Language**. Use **Page Up** and **Page Down** buttons to navigate through language options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**. This function allows the user to change the default language for all customer transactions and Management Functions screens.
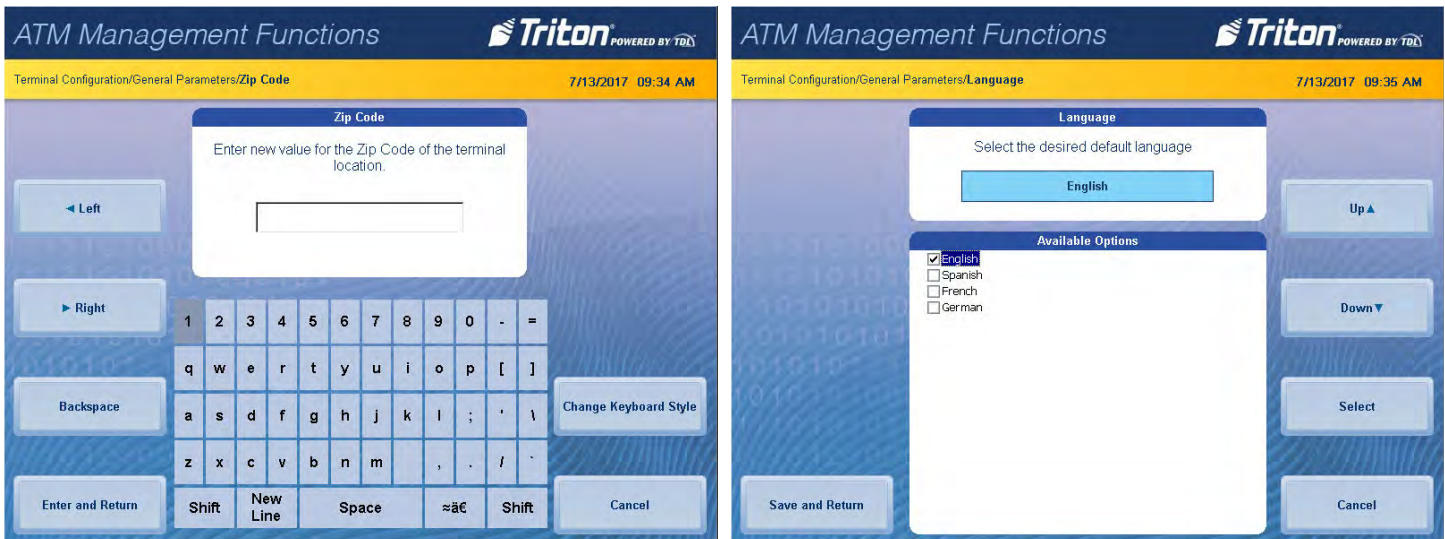
7. Press **Transaction**. Use **Page Up** and **Page Down** buttons to navigate through transaction options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**. This function selects the default transaction type that is presented to the customer when Select ATM Transaction Type is disabled (unchecked) under *Management Functions > Terminal Configuration > Optional Screens* menu.

8. Press **Account Type**. Use **Page Up** and **Page Down** buttons to navigate through transaction options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**. This function selects the default account type that is presented to the customer when Select ATM Transaction Type is disabled (unchecked) under *Management Functions > Terminal Configuration > Optional Screens* menu.
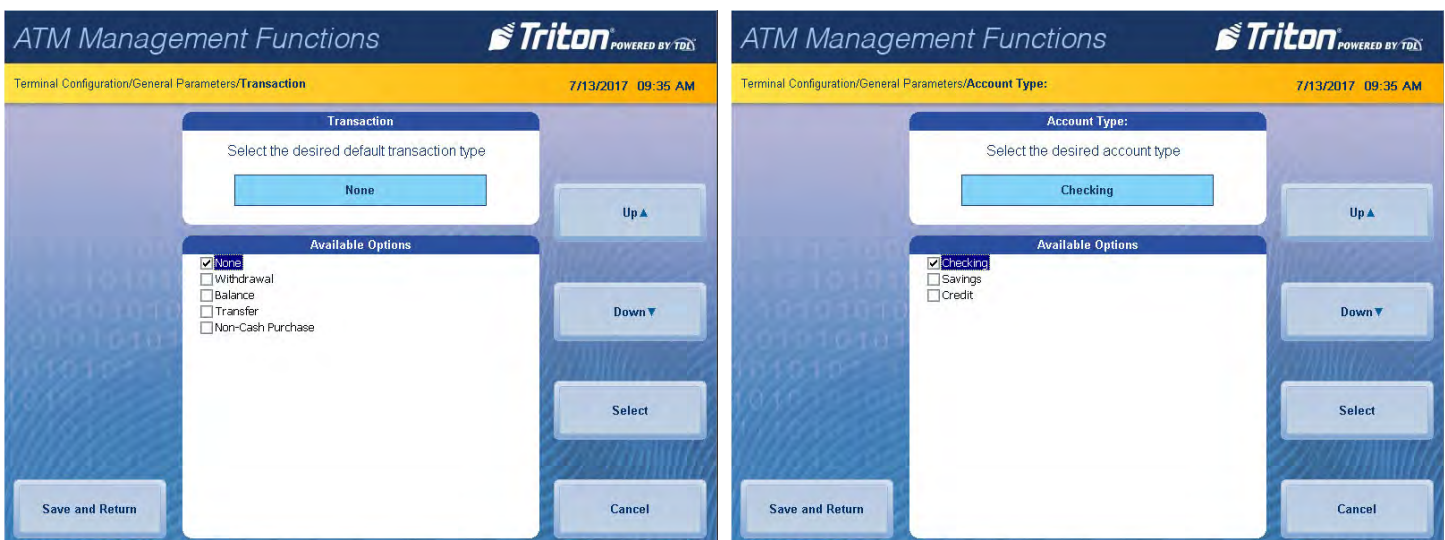
9. Press **Out of Service on Low Paper** to toggle on (check mark) or off (no check mark). This function allows the user to choose if the terminal will automatically go out of service when low receipt paper is detected, or if it will remain in service.

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10. Press **Out of Service on Printer Error** to toggle on (check mark) or off (no check mark). This functions allows the user to choose if the terminal will automatically go out of service when a printer error occurs, or if it will remain in service. If this option is toggled off (no check mark), a pop-up dialog will notify the customer that a receipt will not be printed if an error occurs.

11. Press **ATM Monitoring** to configure the operational status information sent to host processor. Do not attempt to alter these properties unless certain of the results. Incorrect settings may cause communication failure. Settings or changes in this menu are advanced configuration options, and should be provided by host processor.

   — Press **Status Monitoring** to enable, disable, or choose advanced monitoring options. When enabled, this function sends status information to the host processor during the following message types: any customer transaction request, working key download, host totals download request, or a reversal request.

   — Press **Heartbeat Message** to toggle on (check mark) or off (no check mark). When enabled, this function initiates a working key download to the host processor at a set interval. This allows the processor to determine if a terminal is in operation.

   — Press **Heartbeat Delay Period** when Heartbeat Message is enabled. Using the on-screen numeric keypad, enter the heartbeat delay period (1-999 minutes), then press Enter and Return. This function will initialize the Heartbeat Message operation at the interval set.

   — Press **Journal Upload** to toggled on (check mark) or off (no check mark). This function initiates a journal upload to the host processor during any host communications.

   — Press **Enable Time-Specific Heartbeat** to toggled on (check mark) or off (no check mark). This function will initialize the Heartbeat Message operation at a specific hour and minute of each day.

   — Press **Hour of Day** when Enable Time-Specific Heart beat is toggled on (check mark). Use the on-screen numeric keyboard to set desired hour (0-23) for terminal to initialize the Heartbeat Message operation. Press **Enter and Return**.

   — Press **Minute of Day** when Enable Time-Specific Heart beat is toggled on (check mark). Use the on-screen numeric keyboard to set desired minute (0-59) for terminal to initialize the Heartbeat Message operation. Press **Enter and Return**.

12. Press **Save and Return** to save changes and return to the previous menu.

Triton Systems ©
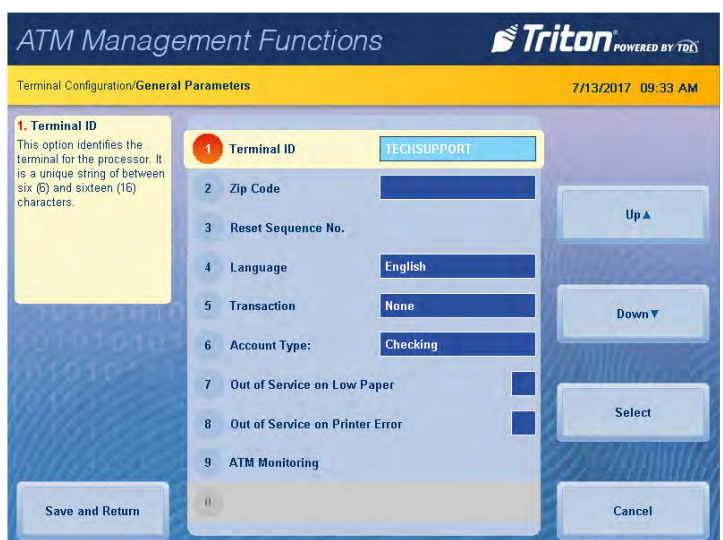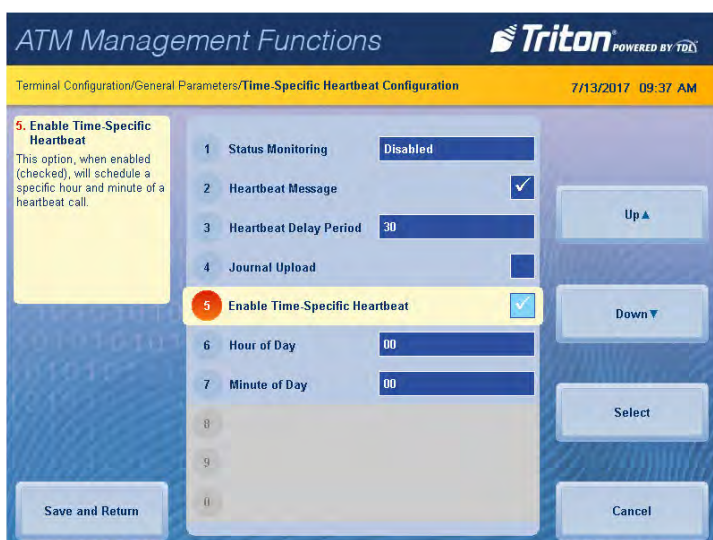
This function allows the user to configure printed and/or dispensed coupon parameters. Coupons are used to notify customers of awards, prizes, or promotional sales. Dispensed coupons are only available for NMD dispensers.

1. Navigate to *Management Functions > Terminal Configuration*.
2. Press **Coupons**. Select desired general parameters to configure.
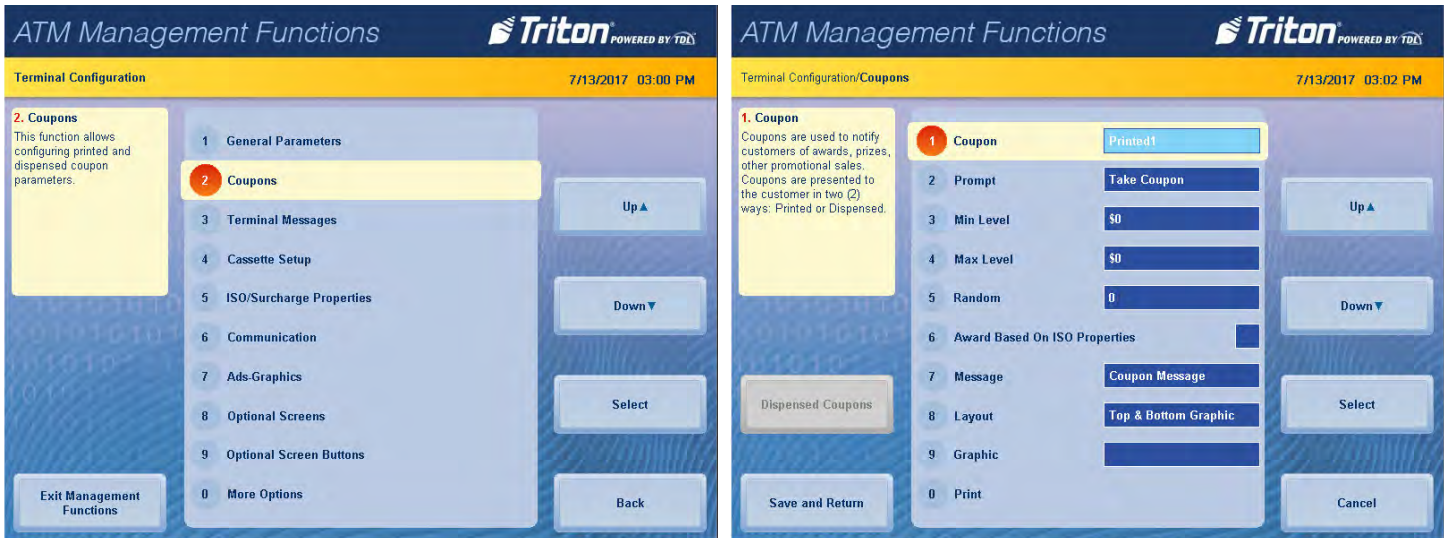
3. Press **Coupon**. Use **Page Up** and **Page Down** buttons to navigate available options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**. This function allows user to configure up to six coupons.

Note
Complete steps 4 -12 for each of the four printed coupon options.

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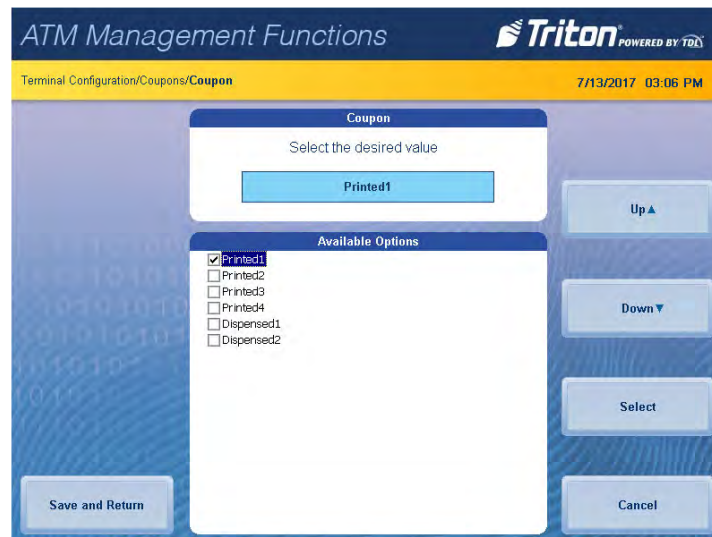
4. Press **Prompt**. Using the on-screen keypad, enter desired prompt to customers who qualify for a coupon.
5. Press **Min Level**. Use the on-screen numeric keypad to enter the minimum amount a customer must withdraw to trigger coupon. Press **Enter and Return** to return to the previous menu.
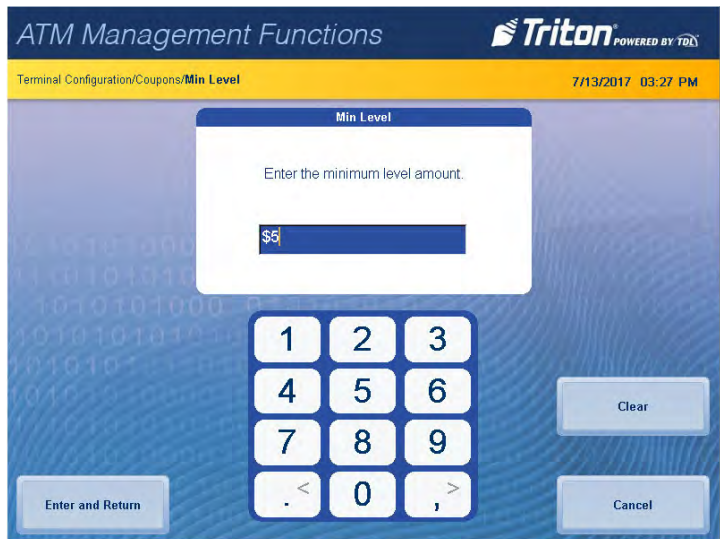
6. Press **Max Level**. Use the on-screen numeric keypad to enter the maximum amount a customer must withdraw to trigger coupon. Press **Enter and Return** to return to the previous menu.
7. Press **Random**. Use the on-screen numeric keypad to enter the coupon random percentage (0-100), then press E**nter and Return**. This function sets the frequency at which prize coupons will be awarded.
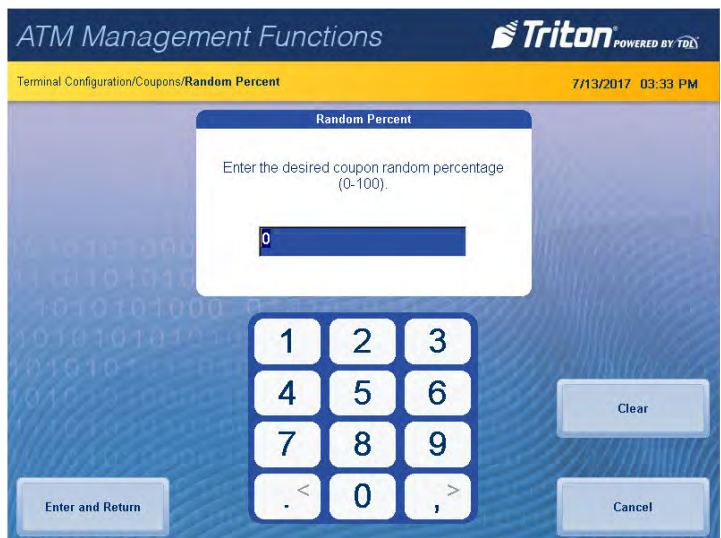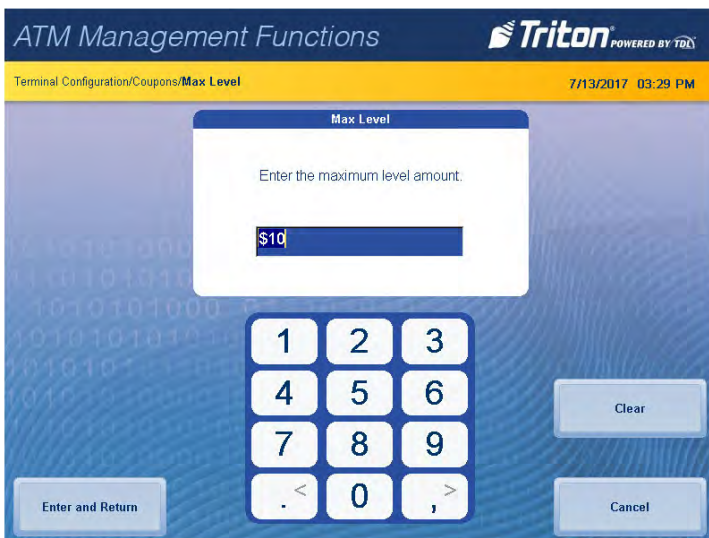
8. Press **Award Based on ISO Properties** to toggle on (check mark) or off (no check mark). When enabled, this function awards coupons based on items configured in *Management Functions > Terminal Configuration > ISO/Surcharge Properties*.

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9. Press **Message**. Using the on-screen keypad, enter desired message that will appear on coupon (discount, prize, etc.).

10. Press **Layout**. Use **Page Up** and **Page Down** buttons to navigate available options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**. This function allows user to configure where graphic will appear on coupon.
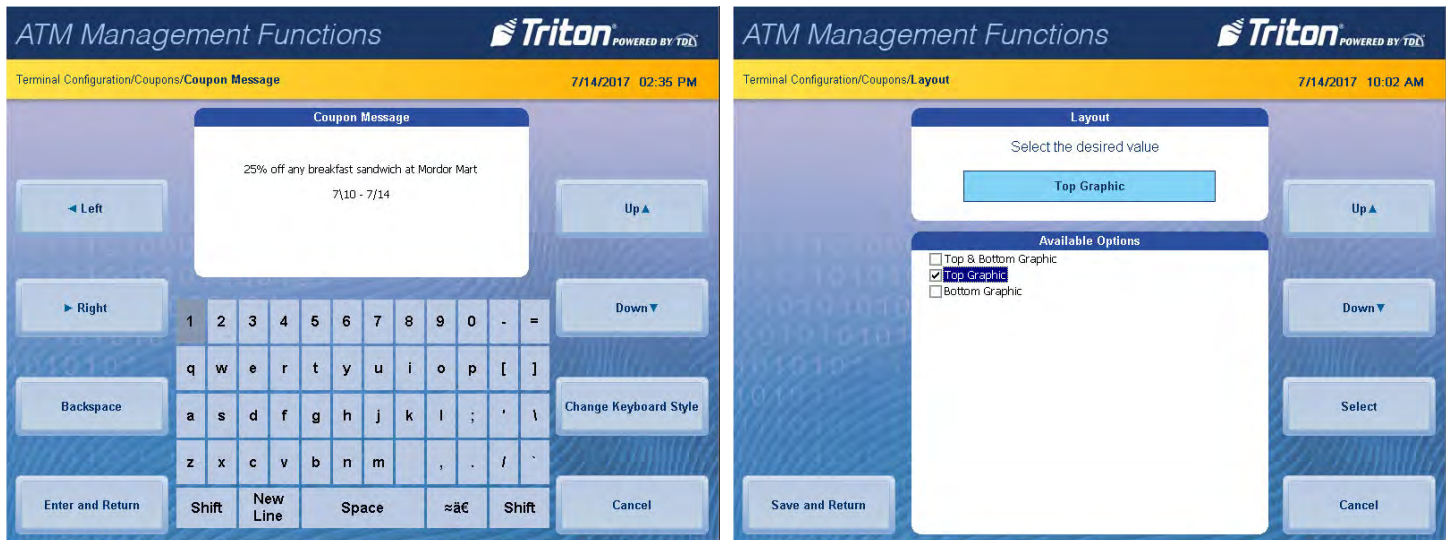
11. Press **Graphic**.

— Press **Look in:** to choose between graphics saved to internal flash memory or USB drive. Press **Save and Return** to see files.

— Press **Files of type:** to choose between different graphic types (.jpg, .bmp, etc.). Press **Save and Return** to see files. Only .bmp graphics can be used for coupons.

— Use **Page Up** and **Page Down** buttons to navigate available options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return**. This function allows user to locate and select graphic to be printed on coupon.

12. Press **Print** to print a sample coupon. This function is used to verify message, graphic, and layout.

13. Press **Save and Return** to save all parameters and return to the previous menu.

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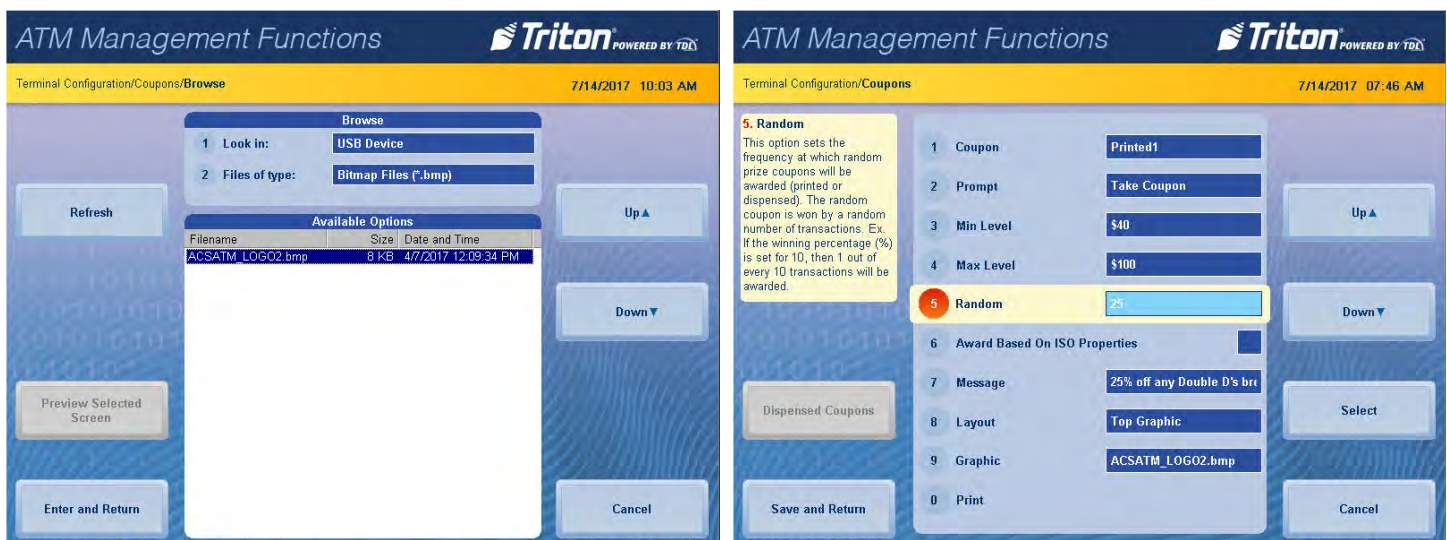
1. Navigate to *Management Functions > Terminal Configuration*.
2. Press **Terminal Messages**.
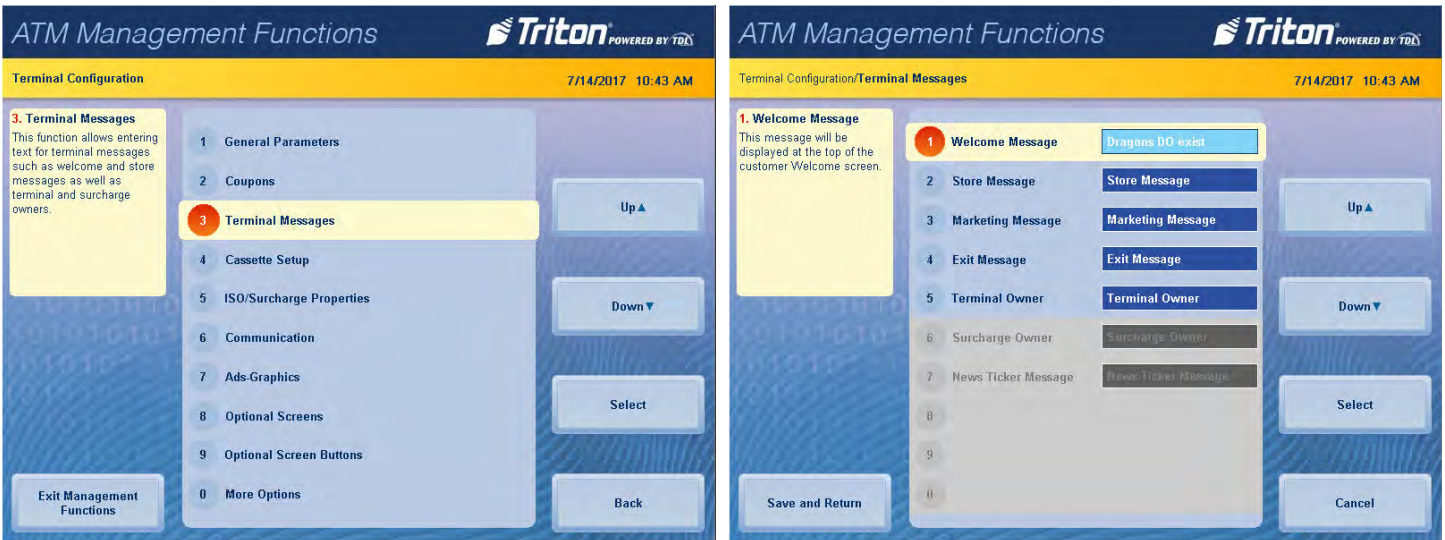
3. Press **Welcome Message.** Using the on-screen keypad, enter the welcome message, then press **Enter and Return.** This message will be displayed on the left side of the customer transaction screen.
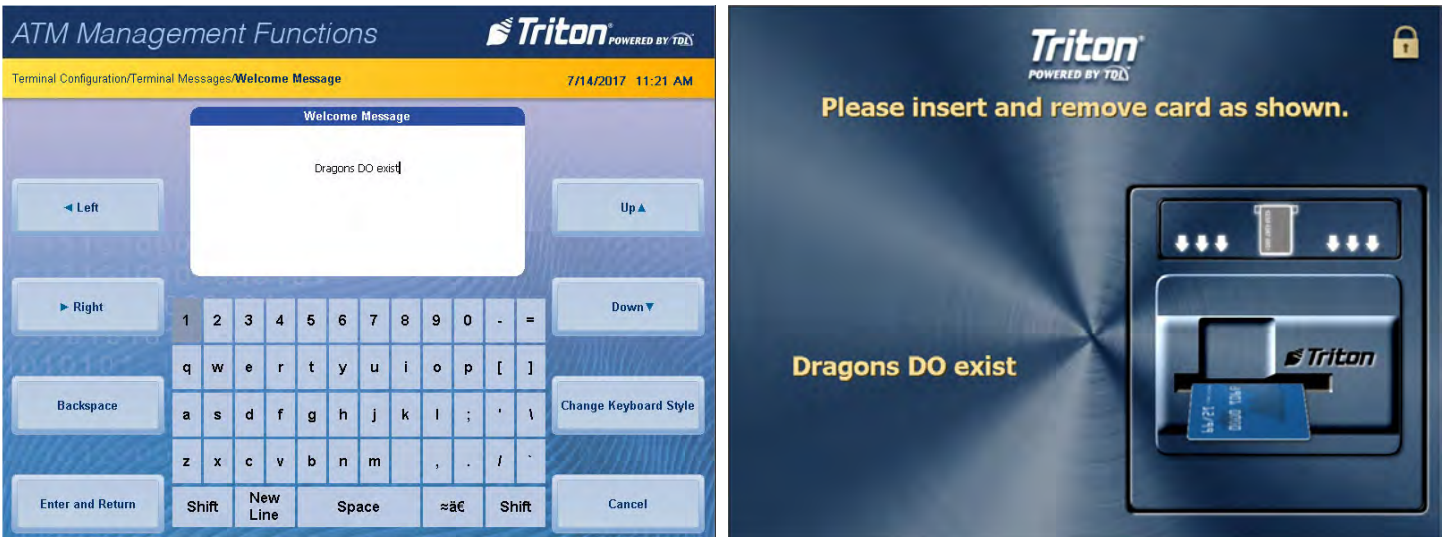
4. Press **Store Message.** Using the on-screen keypad, enter the store message, then press **Enter and Return**. This message will be printed on the customer receipt and at top of all management reports.
5. Press **Marketing Message.** Using the on-screen keypad, enter the marketing message, then press **Enter and Return.** This message will be printed on the customer receipt.
6. Press **Exit Message.** Using the on-screen keypad, enter the exit message, then press **Enter and Return**. This message will be displayed on the screen at the end of a customer transaction.
7. Press **Terminal Owner**. Using the on-screen keypad, enter the owner or name, then press **Enter and Return**. This name is displayed to the customer in the surcharge warning message.
8. Surcharge Owner and News Ticker Message are not configurable options at this time.
9. Press **Save and Return** to save changes and return to the previous menu.

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This function allows the user to configure cassette parameters, fast cash amounts, and withdrawal maximums.

1. Navigate to *Management Functions > Terminal Configuration*.
2. Press **Cassette Setup**.
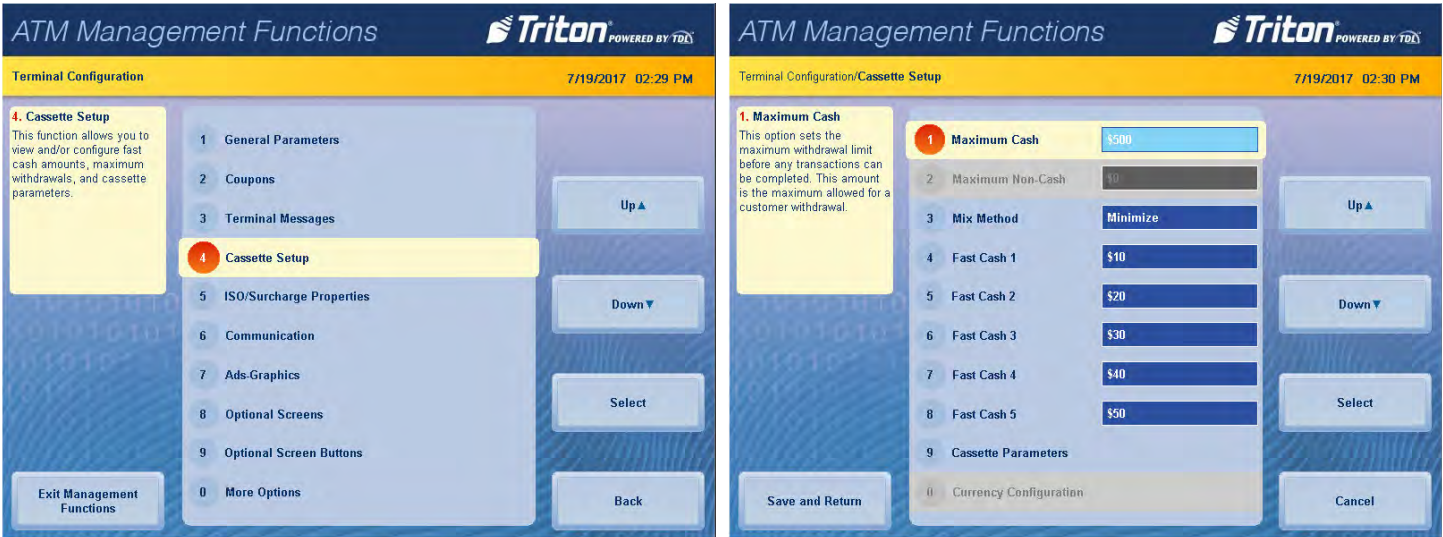
3. Press **Maximum Cash**. Use the on-screen numeric keypad to enter desired amount for maximum withdrawal, then press E**nter and Return**. This function sets the maximum customer withdrawal limit.

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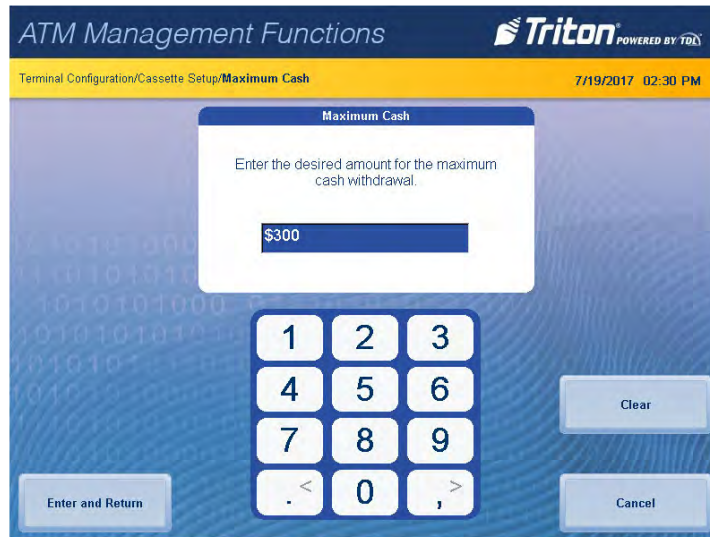
4. Press **Mix Method**. Press desired option to toggle on (check mark), then press **Save and Return**. This option allows selecting the pick method for dispensers that employ multiple cassettes with the same denomination.

— The Minimize method minimizes the number of bills dispensed, and depletes an entire cassette before using another when both cassettes have the same denomination. For example, a three cassette dispenser with $10 bills in cassette A and $20 bills in cassettes B and C will fill a $150 transaction request with 1 bill from cassette A and 7 bills from cassette B. Cassette C will not be used until cassette B was empty.

— The Minimize EW method means the terminal rotates cassettes filled with the same denomination after every customer transaction. For example, if cassettes A and B have the same denomination, the first transaction after a terminal restart will use cassette A. The next transaction will use cassette B. Each subsequent transaction will rotate between the cassettes.

5. Press **Fast Cash 1**. Use the on-screen numeric keypad to enter the desired fast cash amount, then press E**nter and Return**. During a withdrawal transaction, fast cash options may be presented to enable the customer to select amounts from a convenient list of options. The amounts do not have to be in set order, though typically, they increase in value from top to bottom.
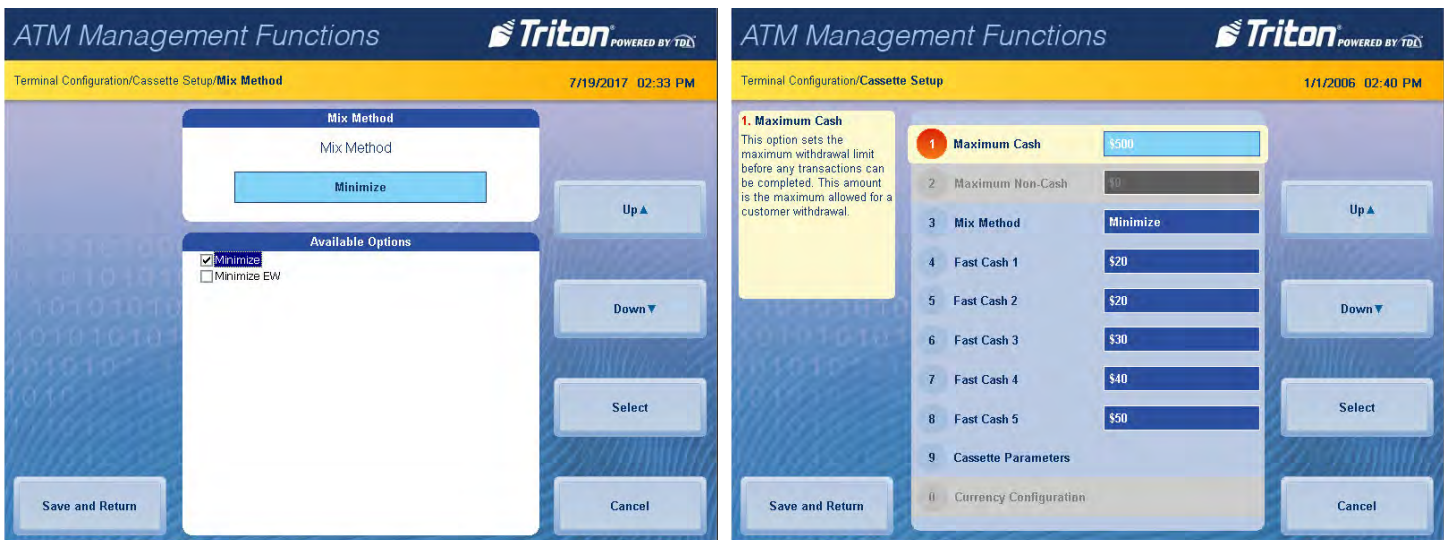
6. Press **Fast Cash 2.** Use the on-screen numeric keypad to enter the desired fast cash amount, then press E**nter and Return**.
7. Press **Fast Cash 3**. Use the on-screen numeric keypad to enter the desired fast cash amount, then press E**nter and Return**.
8. Press **Fast Cash 4**. Use the on-screen numeric keypad to enter the desired fast cash amount, then press E**nter and Return**.
9. Press **Fast Cash 5**. Use the on-screen numeric keypad to enter the desired fast cash amount, then press E**nter and Return**.
10. Press **Cassette Parameters**. Make the necessary changes, then press **Save and Return**. Press **Save and Return** again to save changes and return to previous menu. See the Cassette Parameters section for more information.

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ISO/SURCHARGE PROPERTIES

This function allows user to set surcharge type and amount, as well as add or delete ISO numbers.

1. Navigate to *Management Functions > Terminal Configuration*.
2. Press **ISO/Surcharge Properties**.
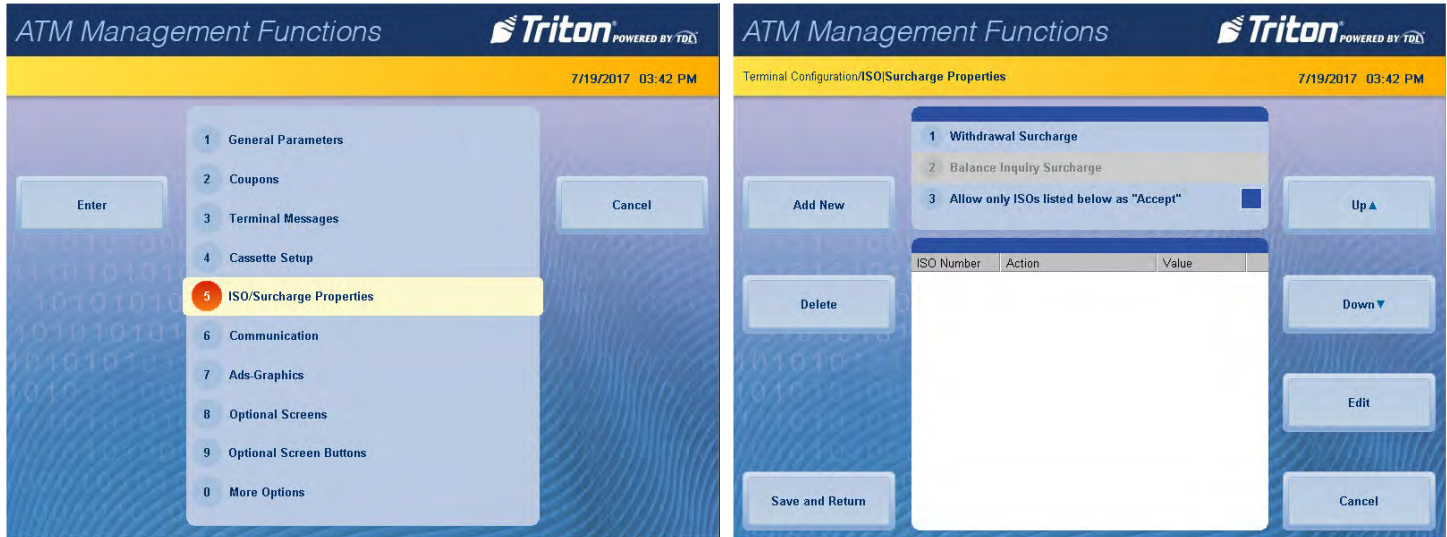
3. Press **Withdrawal Surcharge**.

   — Press **Enable Surcharge** to toggle on (check mark) or off (no check mark). This function allows a terminal fee to be imposed on any customer transaction.

   — Press **Amount**. Use the on-screen numeric keypad, enter the desired surcharge, then press **Enter and Return.** This function allows user to set the fixed amount that will be charged. This amount will be displayed to the customer in the surcharge notification message.

   — Press **Percent**. Use the on-screen numeric keypad to enter the surcharge percentage, then press E**nter and Return**. This function enables user to set a surcharge based on the customer withdrawal amount.

   — Press **Use Whichever Is:** to choose between lesser or greater, then press **Save and Return**. This function is used with the surcharge Amount and Percent, and allows user to select either the smaller of the two amounts or the larger of the two amounts to apply to customer transactions.

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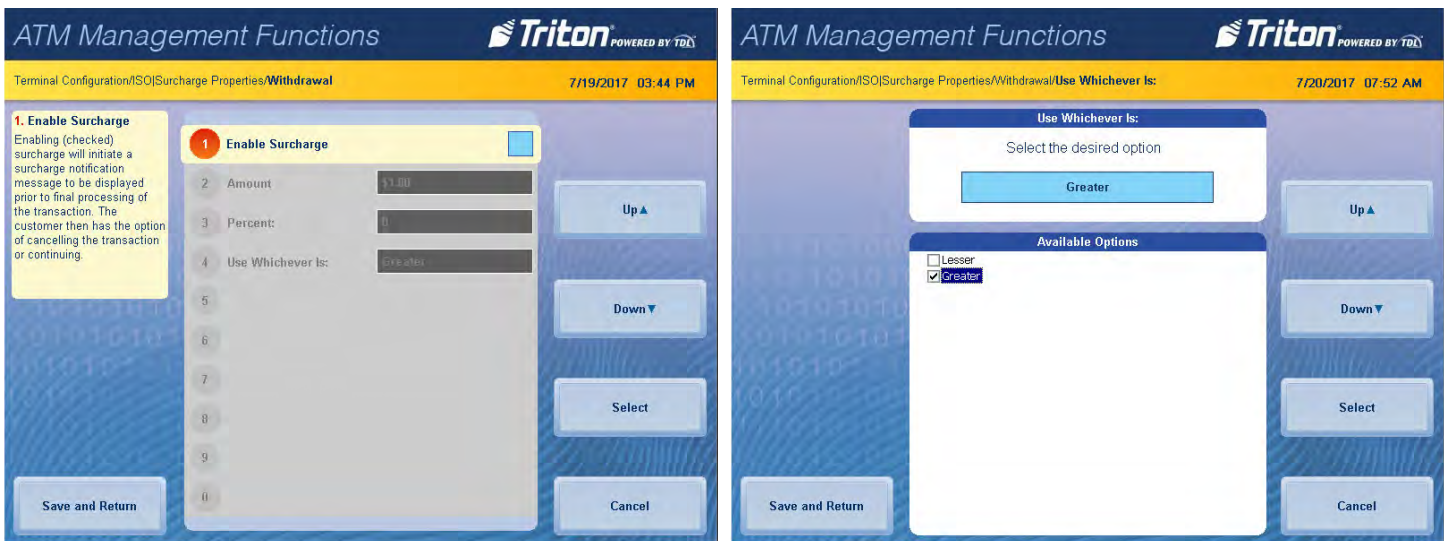
4. Press **Balance Inquiry Surcharge** to enable. This function is only available for Australia.
5. Press **Allow only ISOs listed as "Accept"** to toggle on (check mark) or off (no check mark). When enabled, this function only allows transactions with ISO numbers listed.
6. Press **Add New** while Allow only ISOs as "Accept" is enabled.
7. Press **ISO Number**. Using the on-screen numeric keypad, enter desired ISO number, then press **Enter and Return**.

Note
Available options may vary depending on software version.

8. Press **Action** to determine what action will be applied to transactions that use the displayed ISO numbers. Available options include:

— **Block Surcharge:** This functions allows free (no surcharge) transactions for customer cards with the displayed ISO numbers.

— **Decline Card:** This function declines all customer transactions for customer cards with the displayed ISO numbers.

— **Use Defined Surcharge:** This function allows the applicable surcharge to be charged to customer cards with the displayed ISO numbers.

— **Accept:** This function accepts all transaction requests from customer cards with the displayed ISO numbers.

— **Award Coupon:** This function awards a configured customer coupon to customer cards with the displayed ISO numbers.

— **MPTU Block:** (Mobile Phone Top Up-UK only) This function disallows paying a wireless phone bill for customer cards with the displayed ISO numbers.

— **Block Transaction Type:** This function disallows PIN Services for cards with the displayed ISO numbers.

— **Screen Action:** This function allows user to alter the options on the customer transaction screen to include or block certain transaction options for cards with the displayed ISO numbers.

— **Use Defined Balance Surcharge:** (Australia only) This function works in conjunction with Balance Inquiry Surcharge and allows user to enable a surcharge for balance inquiries on cards with the displayed ISO numbers.

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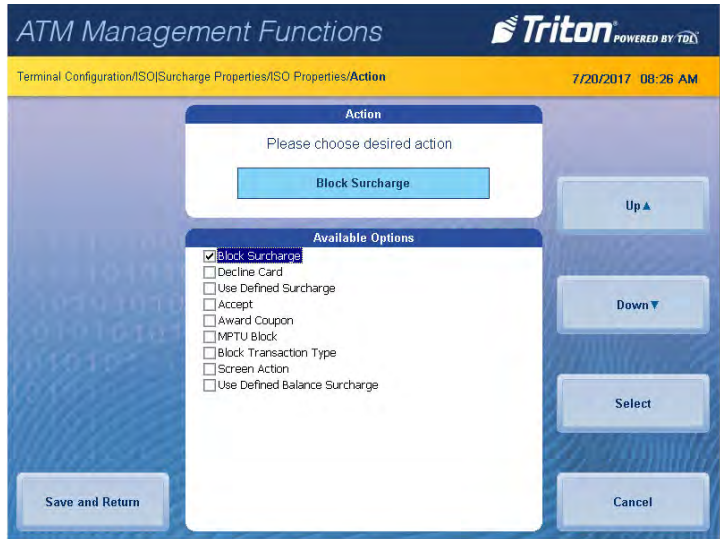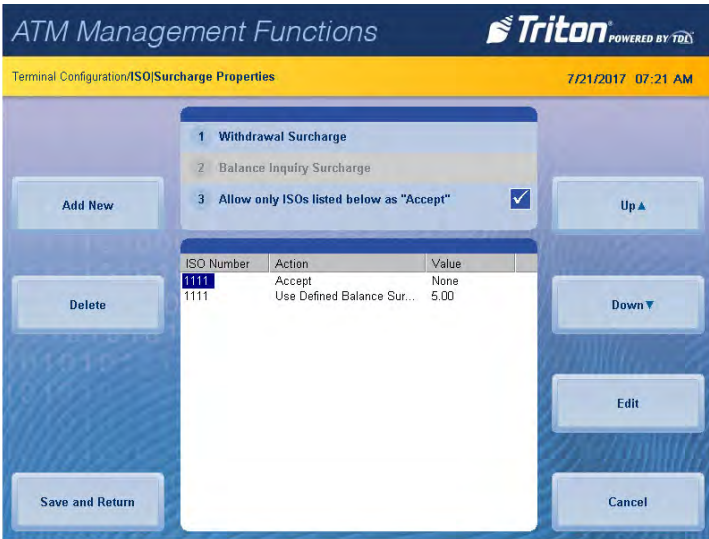
9. Press **Save and Return** to save action and return to previous menu. Value (option 3) on the ISO Properties/Add New screen will only become active when certain actions are enabled. Exact functionality may vary by software version.

— User defined surcharge, block transaction type , screen action, and use defined balance surcharge actions will allow user to enter a value for the desired action.

— Block surcharge, decline card, accept, and award coupon, action have no value to assign; therefore Value (option 3) will not be selectable.

— When screen action is enabled (check mark) on the ISO Properties menu, Value will show a list of items to choose from. Options include:

— Allow Mini Statement

— Block Mini Statement

— Allow PIN Change

— Block PIN Change

— Bansi Customer BIN

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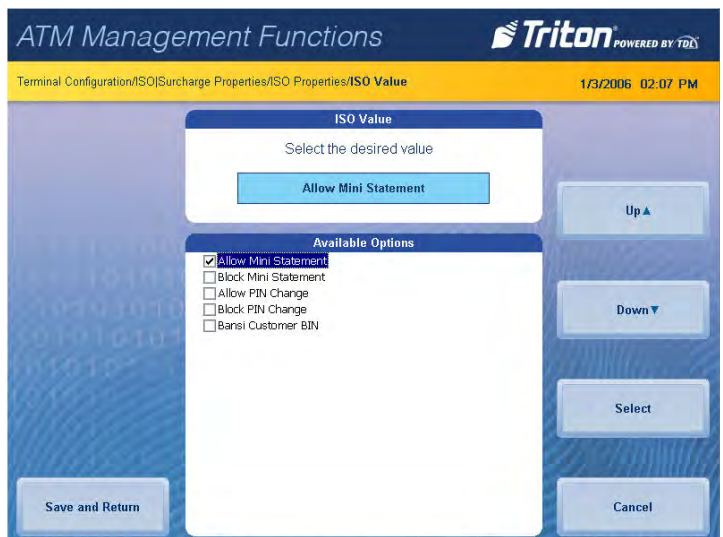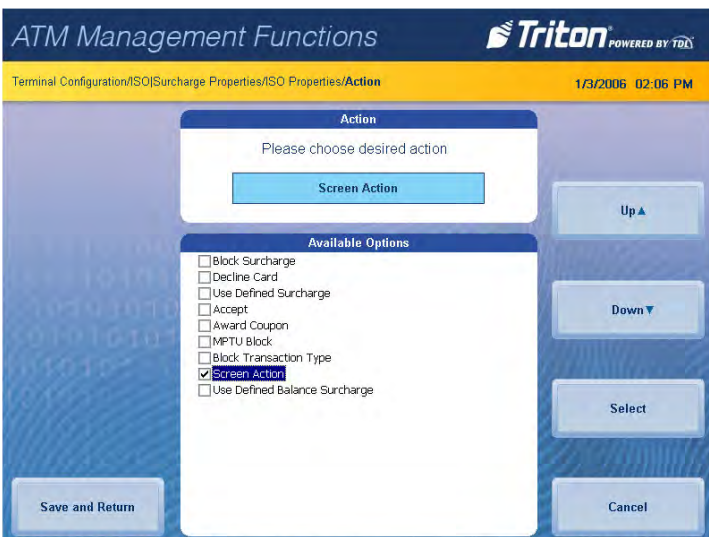
— If the Block Transaction Type action is enabled (check mark), Value will autofill with PIN Services. This cannot be changed by the user.
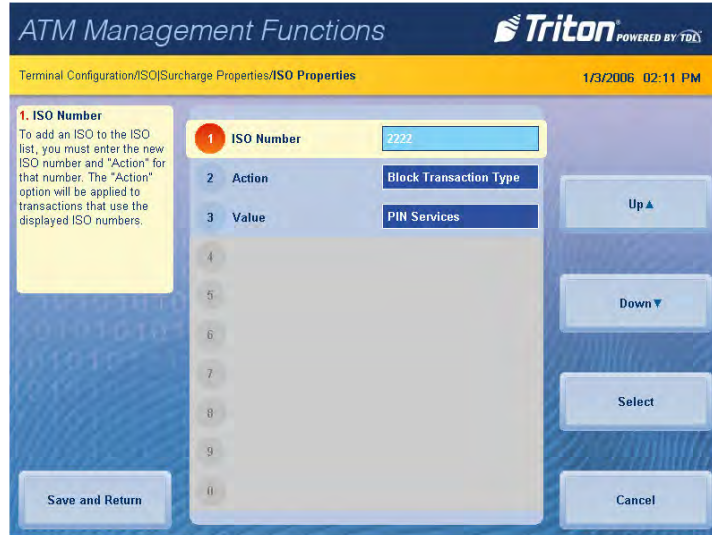
10. Press **Save and Return** to save value and return to the previous menu.
11. Press **Save and Return** to save ISO/Surcharge Properties and return to the previous menu.

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COMMUNICATION (TCP/IP)

This function allows user to view and configure communication settings for the host processor.

1. Navigate to *Management Functions > Terminal Configuration.*
2. Press **Communication**.
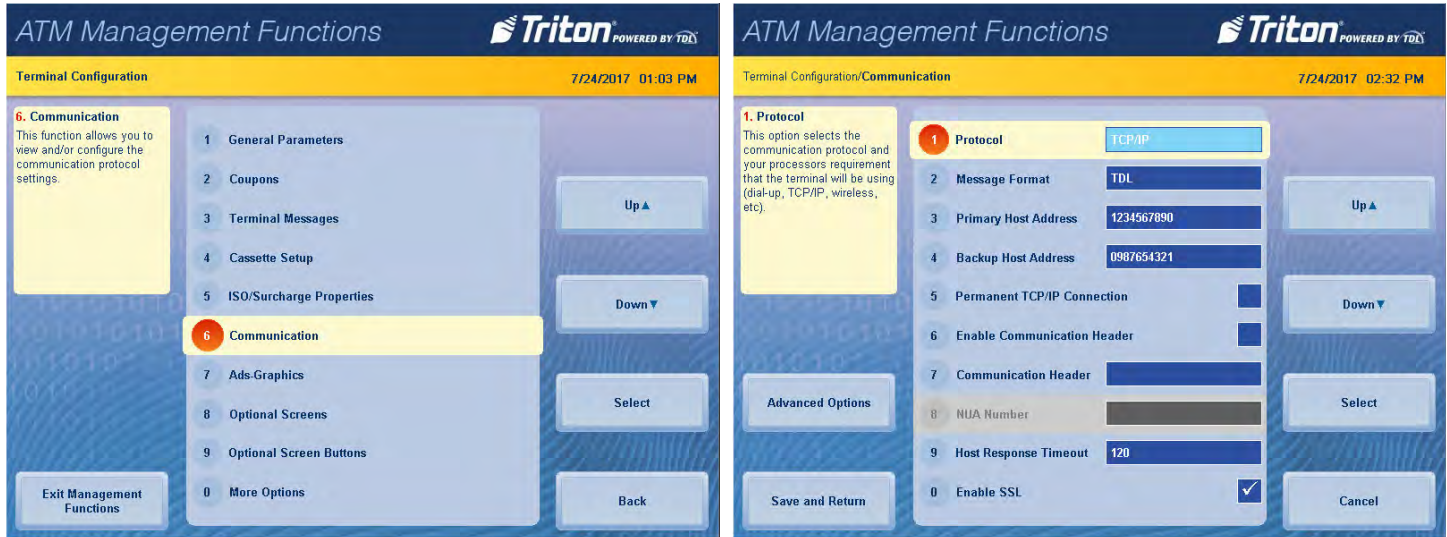
3. Press **Protocol.** Press desired option to toggle on (check mark), then press **Save and Return**. This option allows selecting the host processor's communication requirements (dial-up, TCP/IP. etc.). Set as recommended by host processor. The other communication options will adjust accordingly.
4. Press **Message Format**. Press desired option to toggle on (check mark), then press **Save and Return**. This function specifies the content and structure of messages that pass between the terminal and host processor during a customer transaction. Set as recommended by host processor.

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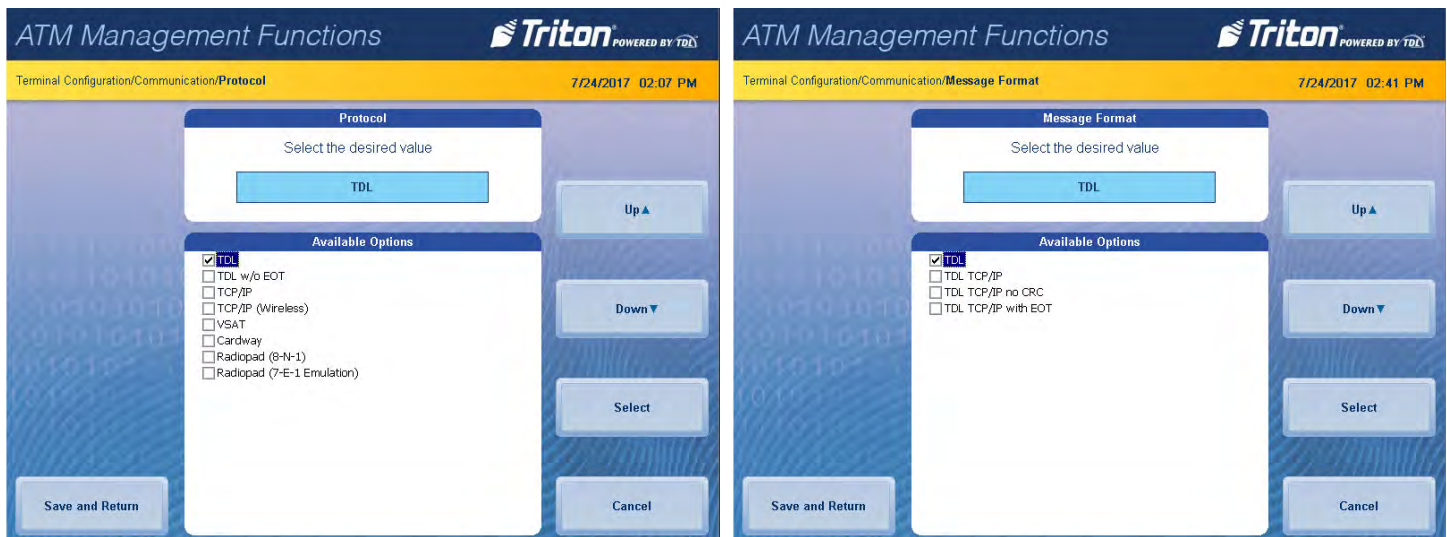
5. Press **Primary Host Address**. Using the on-screen keypad, enter host address as directed by host processor, then press **Save and Return**. This IP address is used to contact the host processor during customer transactions. Information will be entered in this format: **hostaddress:port**.

6. Press **Backup Host Address**. Using the on-screen keypad, enter host address as directed by host processor, then press **Save and Return**. This IP address is used to contact the host processor during customer transactions.

7. Press **Permanent TCP/IP Connection** to toggle on (check mark) or off (no check mark) as directed by host processor. When enabled, the terminal will stay connected to host processor after each transaction.
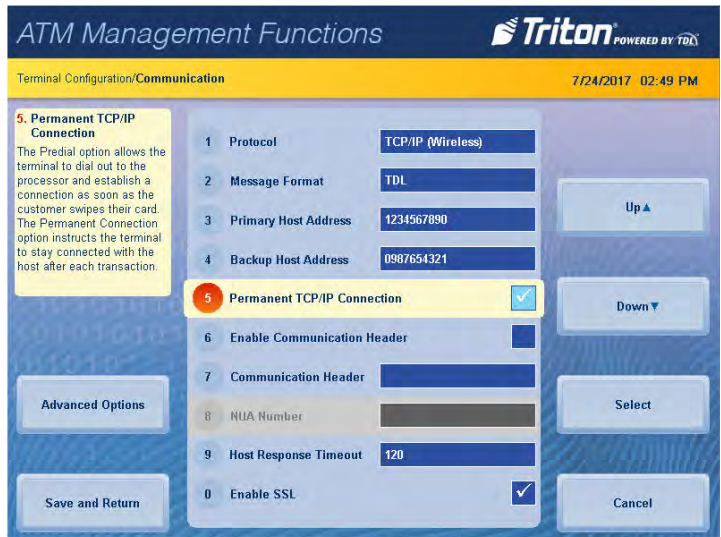
Note

Only enable the communication header if directed by host processor. Incorrect data in this field will prevent customer transactions.

8. Press **Enable Communication Header** to toggle on (check mark) or off (no check mark) as directed by host processor. This function is only available with select host processors.

9. Press **Communication Header**, if applicable. Using the on-screen keypad, enter the information provided by host processor, then press **Save and Return.** This information is case sensitive.
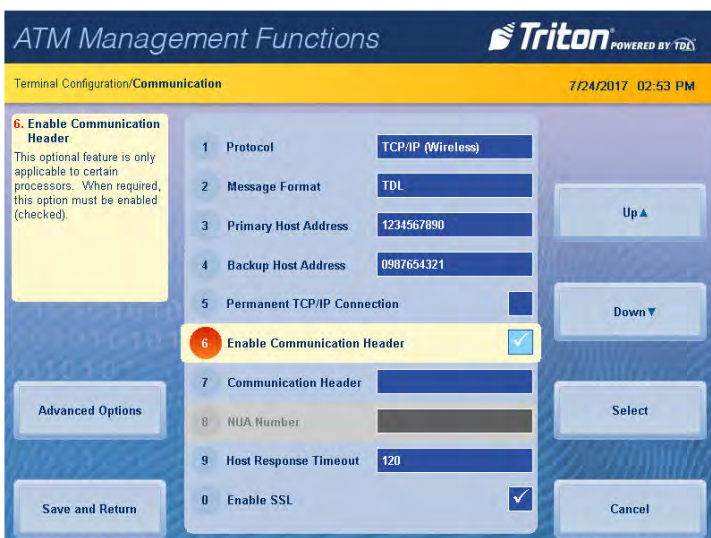
10. Press **NUA Number**, if applicable. Using the on-screen numeric keypad, enter the information provided by

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host processor, then press **Save and Return.** This number is equivalent to a telephone number for ParkNet/SwiftNet radio networks. This option is not selectable for TCP/IP communications.

11. Press **Host Response Timeout**. Using the on-screen numeric keypad, enter the time as directed by host processor, then press **Save and Return.** This function instructs the terminal how long to wait on a response from the host processor before terminating the connection.
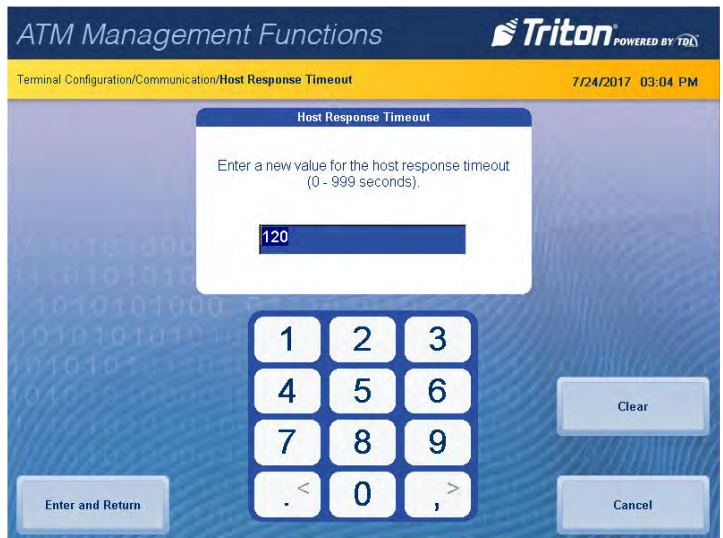
12. Press **Enable SSL** to toggle on (check mark) or off (no check mark) as directed by host processor. This function encrypts TCP/IP communications to the host and Triton Connect.

13. Press **Save and Return** after entering all communication information to save changes and return to the previous menu.

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14. Press **Advanced Options**.
15. Press **Use 12-Digit Sequence Number** to toggle on (check mark) or off (no check mark) as directed by host processor. By default, the length of terminal sequence numbers are restricted to four (4) bytes of data. However, some processors require extended length terminal sequence numbers which require additional bytes to be correctly represented.
16. Press **Amount Type**. Press desired option to toggle on (check mark) as directed by host processor, then press **Save and Return**. This option enables displaying and processing currency values with a large number of digits. The Amount Type consists of: standard, extended amounts, and full extend amounts.
17. Press **Reversal Attempts**. Using the on-screen numeric keypad, enter the number of attempts as directed by host processor, then press **Save and Return.**
18. Press **Enable Reversals for Protocol Errors** to toggle on (check mark) or off (no check mark) as directed by host processor. This function generates a reversal for any transaction with a protocol error.
19. Press **Save and Return** to save changes and return to the previous screen.

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COMMUNICATION (DIAL-UP)

This function allows user to view and configure communication protocol settings.

1. Navigate to *Management Functions > Terminal Configuration.*
2. Press **Communication**.

3. Press **Protocol.** Press desired option to toggle on (check mark), then press **Save and Return**. This option allows selecting the host processor's communication requirements (dial-up, TCP/IP. etc.). Set as recommended by host processor. The other communication options will adjust accordingly.
4. Press **Message Format**. Press desired option to toggle on (check mark), then press **Save and Return**. This function specifies the content and structure of messages that pass between the terminal and host processor during a customer transaction. Set as recommended by host processor.

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5. Press **Primary Phone Number**. Using the on-screen keypad, enter phone number as directed by host processor, then press **Save and Return**. This phone number is used to contact the host processor during customer transactions.

6. Press **Backup Phone Number**. Using the on-screen keypad, enter phone number as directed by host processor, then press **Save and Return**. This phone number is used to contact the host processor during customer transactions.

7. Press **Predial** to toggle on (check mark) or off (no check mark) as directed by host processor. This function allows the terminal to dial out to the host processor and establish a connection as soon as a customer swipes their card.
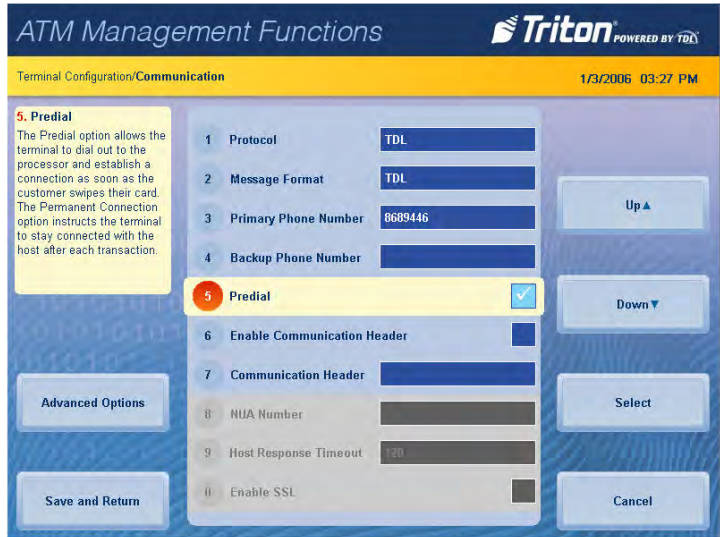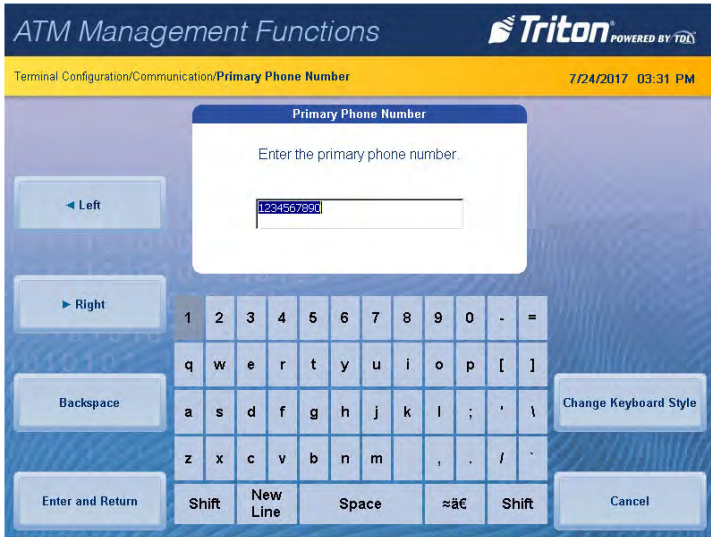
Note

Only enable the communication header if directed by host processor. Incorrect data in this field will prevent customer transactions.

8. Press **Enable Communication Header** to toggle on (check mark) or off (no check mark) as directed by host processor. This function is only available with select host processors.

9. Press **Communication Header**, if applicable. Using the on-screen keypad, enter the information provided by host processor, then press **Save and Return.** This information is case sensitive.
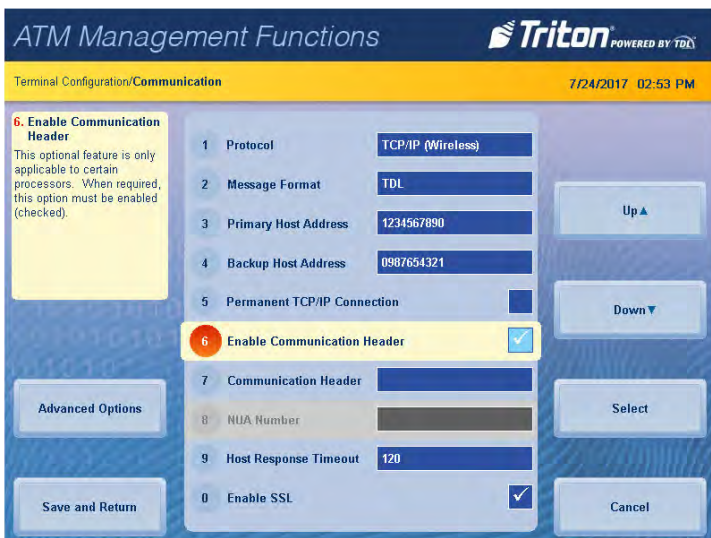

10. **NUA Number**. This option is not selectable for dial-up communications. See Communication (TCP/IP) for a

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description.

11. **Host Response Timeout**. This option is not selectable for dial-up communications. See Communication (TCP/IP) for a description.

12. **Enable SSL.** This option is not selectable for dial-up communications. See Communication (TCP/IP) for a description.

13. Press **Save and Return** after entering all communication information to save changes and return to the previous menu. This option is not selectable for dial-up communications.
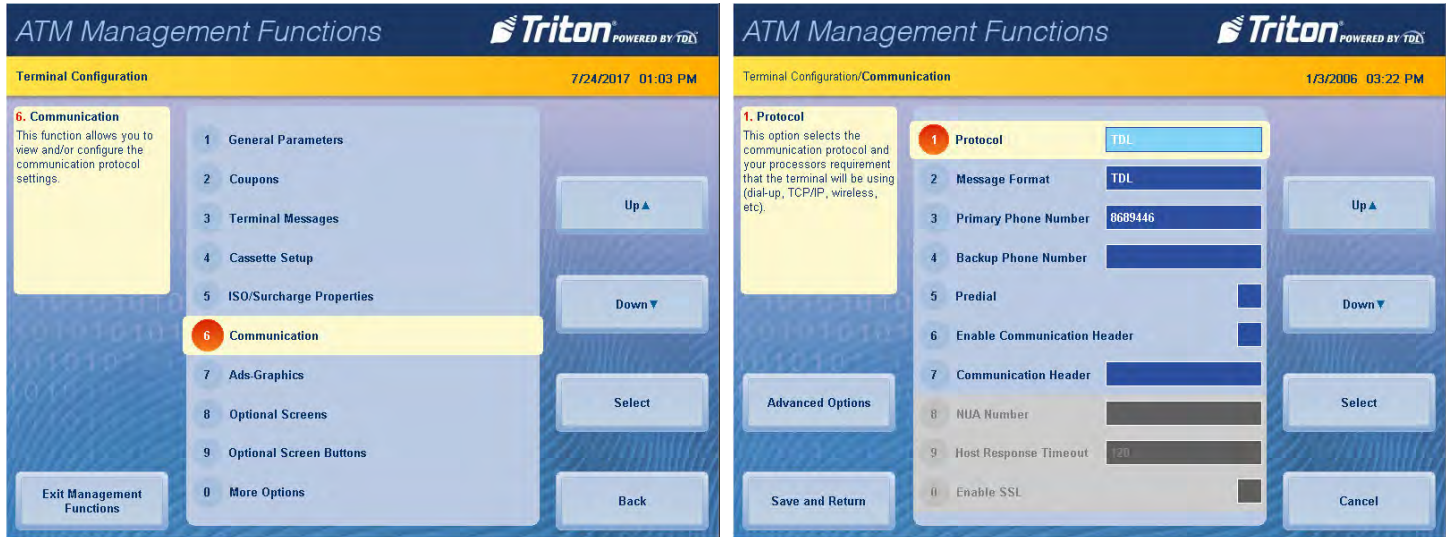

14. Press **Advanced Options**.

15. Press **Use 12-Digit Sequence Number** to toggle on (check mark) or off (no check mark) as directed by host processor. By default, the length of terminal sequence numbers are restricted to four (4) bytes of data. However, some processors require extended length terminal sequence numbers which require additional bytes to be correctly represented.

16. Press **Amount Type**. Press desired option to toggle on (check mark) as directed by host processor, then press **Save and Return**. This option enables displaying and processing currency values with a large number of digits. The Amount Type consists of: standard, extended amounts, and full extend amounts.

17. Press **Reversal Attempts**. Using the on-screen numeric keypad, enter the number of attempts as directed by host processor, then press **Save and Return.**

18. Press **Enable Reversals for Protocol Errors** to toggle on (check mark) or off (no check mark) as directed by host processor. This function generates a reversal for any transaction with a protocol error.

19. Press **Save and Return** to save changes and return to the previous screen.
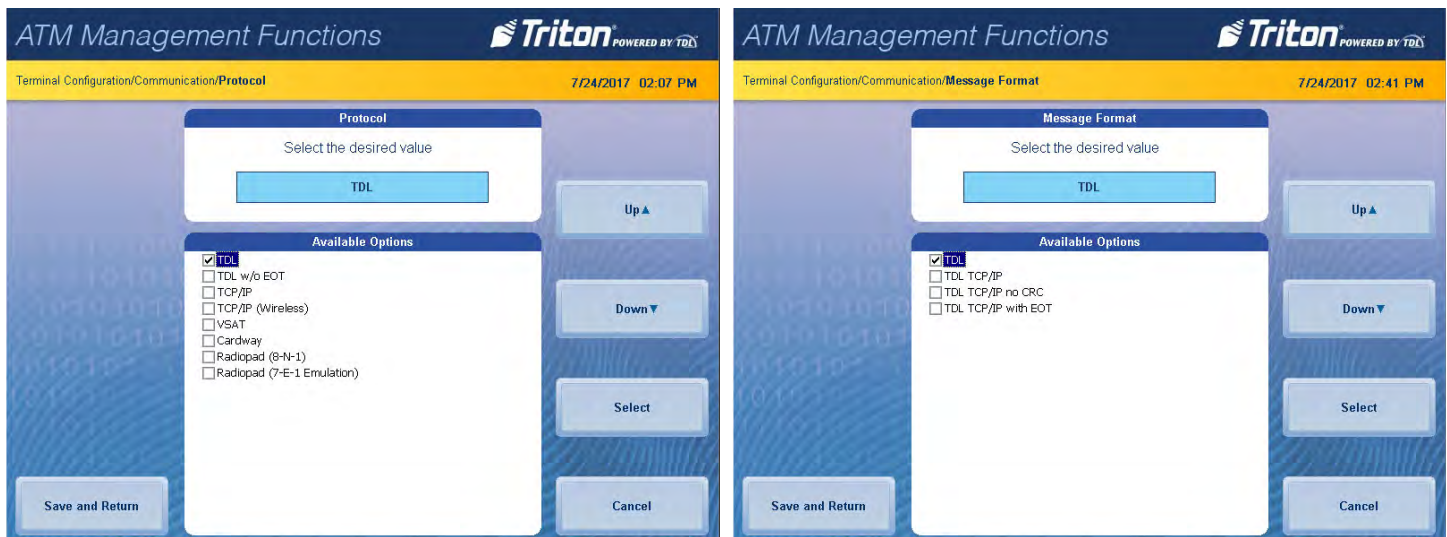
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The Ads/Graphics menu allow user to view and configure graphics and displays settings.

1. Navigate to *Management Functions > Terminal Configuration.*
2. Press **Ads-Graphics**. This screen shows which graphics are already available on the terminal via internal memory. To change graphic, use **Page Up** and **Page Down** buttons to navigate available options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return.**
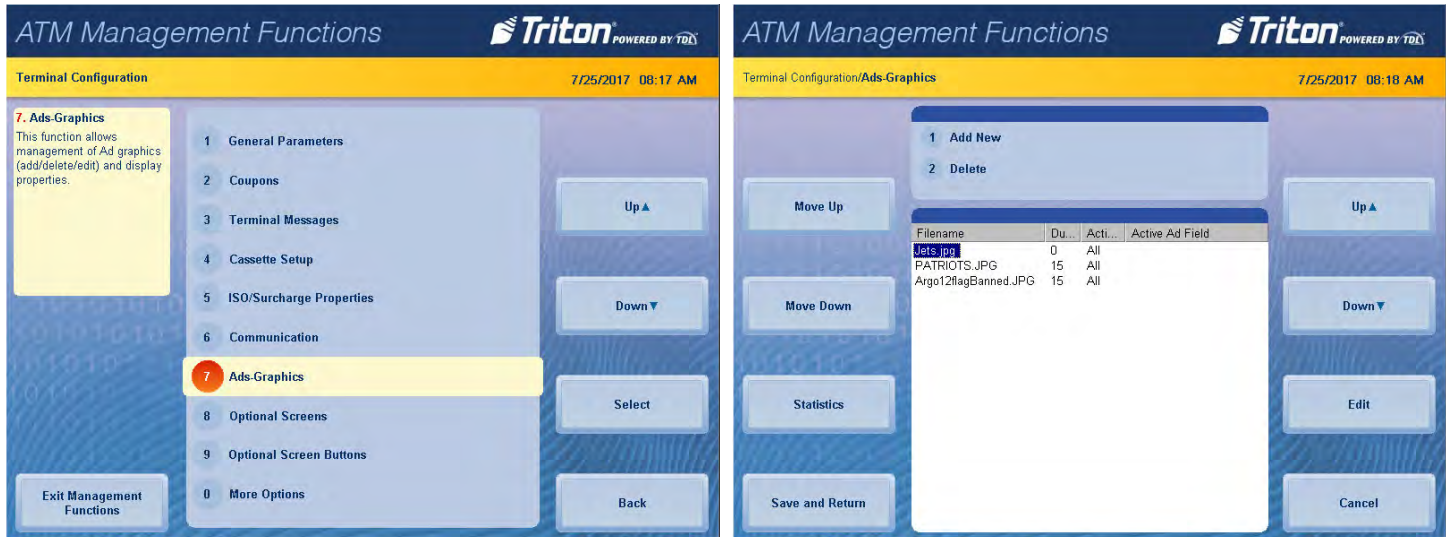
3. Press **Add New**.

   — Press **Look in:** to select desired file location. Select either Internal Flash or USB Device, then press **Save and Return**. A USB device must be inserted into an available USB port on the main board to access USB files.

   — Press **Files of type:** to choose between different graphic types (.jpg, .bmp, etc.). Press **Save and Return** to see files.

   — Use **Page Up** and **Page Down** buttons to navigate available options. Press the **Select** button or touch the desired file to highlight, then press **Save and Return.** This function allows user to locate and select graphic to be displayed.

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4. To remove graphics, use **Page Up** and **Page Down** buttons to navigate available options. Press the **Select** button or touch the desired file to highlight. Press **Delete**, then press **Enter** at the prompt.
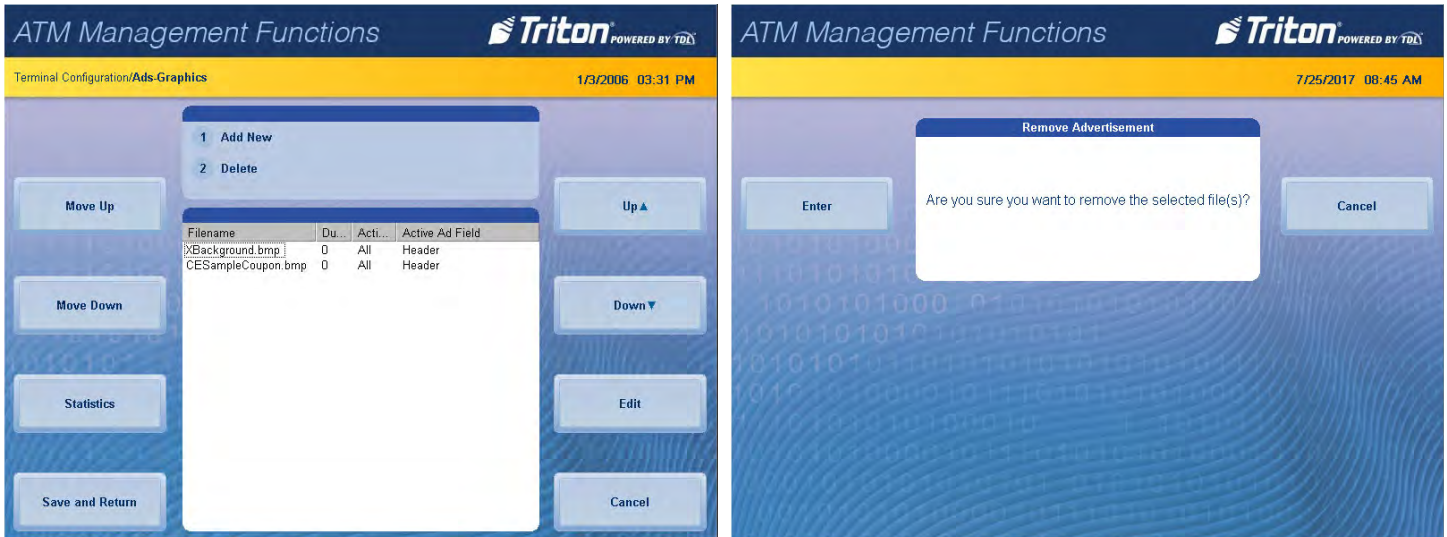
5. Press **Statistics**. This function generates a management report detailing advertising statistics.
6. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
7. Press **Back** then press **Enter** to clear the statistics counter or **Cancel** to return to the previous screen without clearing the statistics counter.
8. Press **Enter and Return** to save changes and return to the previous menu.

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OPTIONAL SCREENS

This function allows the user customize the terminal by presenting only selected screens to customers.

1. Navigate to *Management Functions > Terminal Configuration*.
2. Press **Optional Screens** to configure which screens customers see. Press **Preview Selected Screen** if desired, then press **Back** button to return to optional screen choices. Use **Page Up** and **Page Down** buttons to navigate through screen options. Press the **Enable/Disable** button or touch the desired file to highlight.
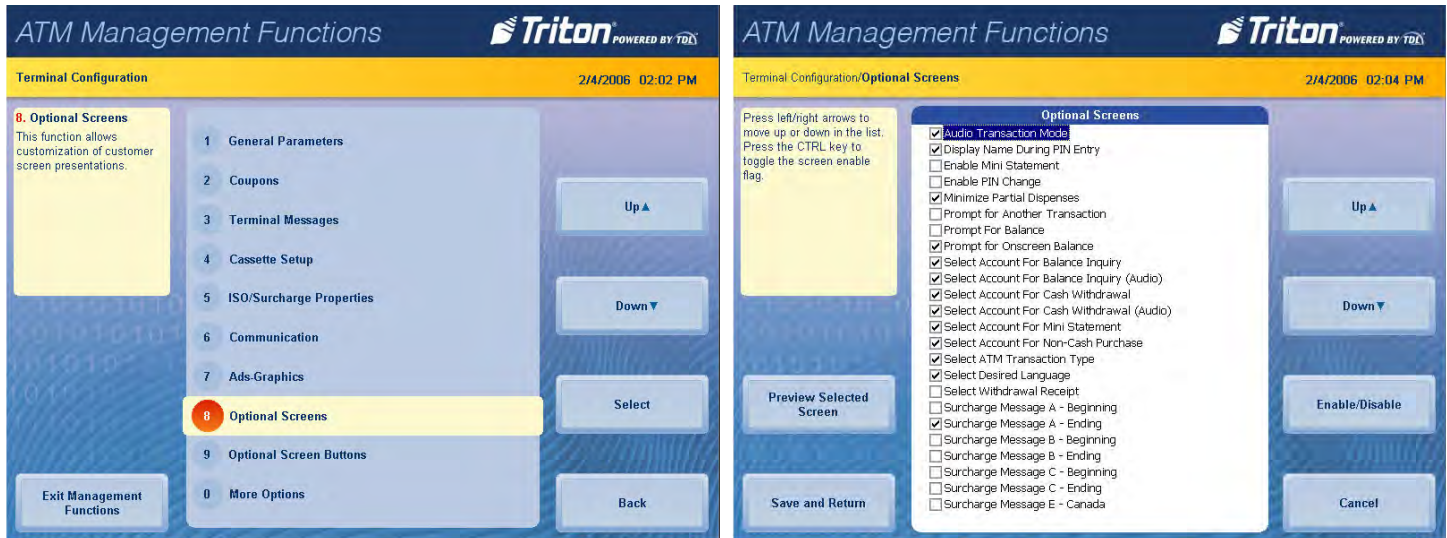
The number and types of screens listed can vary depending on the screen configuration currently in use. However, the available screens will generally fall into the following categories:

— **Account Transactions:** These screens offer additional keypad-based audio transactions to customers, and include Balance Inquiries, Transfers, Cash Withdrawals, etc.

— **Language Selection:** These screens offer the customer addition language options for displayed transactions. Currently, audio transactions are only available in English.

— **Surcharge Messages:** These screens offer a choice of surcharge message types, such as location of the surcharge message in the transaction flow. Processor requirements may dictate that a particular type of wording be used in the surcharge notification message that is presented to the customer.

3. Press **Save and Return** to save changes and return to the previous screen.

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These functions allow user to customize the customer transaction screen options.

1. Navigate to *Management Functions > Terminal Configuration*.
2. Press **Optional Screen Buttons** to configure which screens customers see.
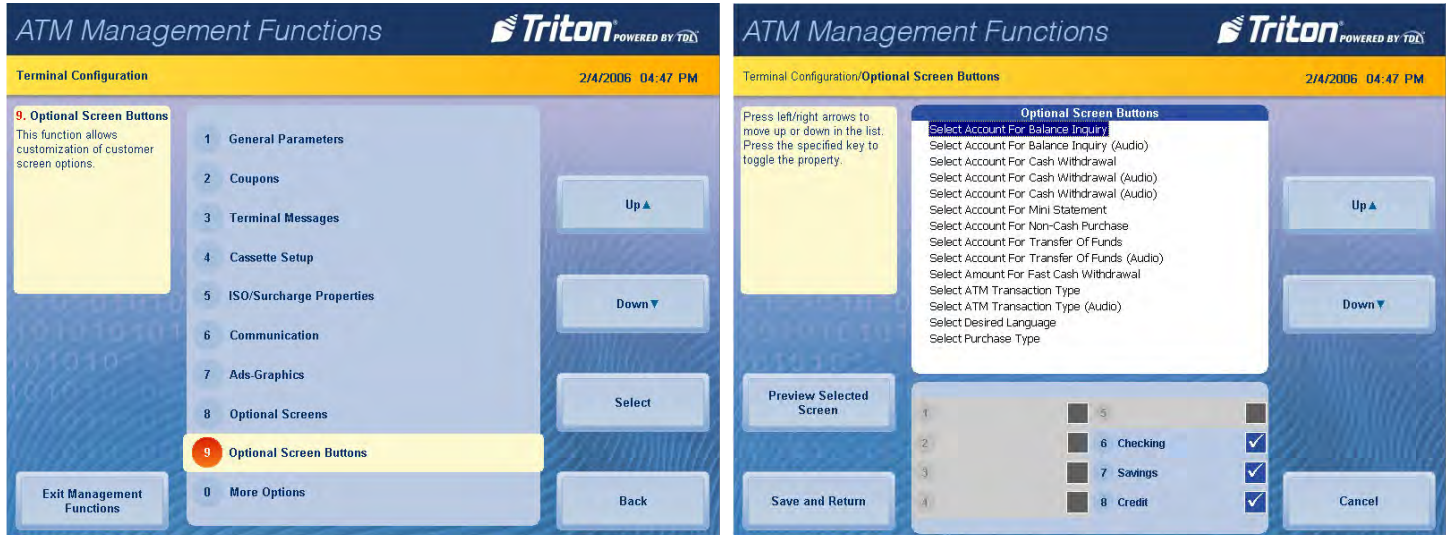
The number and types of screens and associated option buttons can vary depending on the screen configuration file currently in use; however the available screen button choices will generally fall into the following categories:

— **Account/Transactions:** These screens offer additional keypad-based audio transactions to customers, and include Balance Inquiries, Transfers, Cash Withdrawals, etc.

— **Fast Cash Amounts:** These screen buttons allow the customer to choose from several predefined withdrawal amounts.

— **Purchase Selections:** When non-cash items may be purchased from the terminal, screen buttons may be selected to provide the appropriate process or quantity to customer.

3. Touch the desired file in the list to highlight.
4. While desired option is highlighted, press **menu option location at bottom of screen** to toggle on (check mark) or off (no check mark).
5. Press **Preview Selected Screen** if desired, then press **Back** button to return to optional screen buttons.
6. Press **Save and Return** to save changes and return to the previous screen.

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MORE OPTIONS

1. Navigate to *Management Functions > Terminal Configuration.*
2. Press **More Options**.
3. Press **Triton Connect** to view or configure the Triton Connect settings.

    — Press **Communication**.

        — Press **Primary Phone Number (or IP Address)**. Using the on-screen keypad, enter phone number or IP address as directed by Triton Connect owner, then press **Save and Return**. Primary phone number/host address is required.

        — Press **Backup Phone Number (or IP Address)**. Using the on-screen keypad, enter phone number or IP address as directed by Triton Connect owner, then press **Save and Return**. Primary phone number/host address is required.

        — Press **Alarm Monitor Primary.** Using the on-screen keypad, enter phone number or IP address as directed by Triton Connect owner, then press **Save and Return**. Alarm monitor primary is required.

        — Press **Alarm Monitor Backup.** Using the on-screen keypad, enter phone number or IP address as directed by Triton Connect owner, then press **Save and Return**. Alarm monitor backup is required.

        — Press **Protocol.** Press desired option to toggle on (check mark), then press **Save and Return**. This option allows selecting the Triton Connect communication requirements (dial-up, TCP/IP. etc.). Set as recommended by Triton Connect owner The other communication options will adjust accordingly.

    — Press **Max Retries**. Calls from the terminal to Triton Connect are made in blocks that consist of multiple call attempts. If there is no connection after the terminal calls twice, the terminal will pause, then begin the call attempt cycle again. Using the on-screen numeric keypad, enter desired number of call blocks between 0 - 10.

    — Press **Redial Delay**. This function determines the waiting period between call attempts to the Triton Connect host computer. Using the on-screen numeric keypad, enter desired number of seconds (0 - 1000) between call attempts.

    — Press **Enable Triton Connect** to toggle on (check mark) or off (no check mark). To use Triton Connect on any terminal this option must be enabled.

    — Press **Enable Call Back** to toggle on (check mark) or off (no check mark). This option requires the Triton Connect host to hang up and wait for terminal to call back to transmit information. This option will be automatically enabled when SSL is used.

    — Press **Enable Scheduled Journal Entries** to toggle on (check mark) or off (no check mark). This option allows the terminal to automatically send all journal data to Triton Connect at a predetermined time.

    — Press **Journal Record Threshold**. This function determines the number of new journal records that will automatically trigger a call to the Triton Connect computer.

    — Press **Low Cash Threshold**. This function determines the number of notes left in a cassette that will automatically trigger a notification message to the Triton Connect computer.

    — Press **Enter New Access Code**. This function requires a six-digit code that a Triton Connect host computer must use when calling the terminal. If code entered into ATM does not match the code entered into Triton Connect database for the specific terminal, the ATM will initiate a call back. Matching access codes are required for certain operations, such as software updates and password updates.

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4. **DCC Configuration**. Option currently unavailable. Only available for custom DCC solutions.

5. Press **EMV Configuration** to view or configure the EMV settings.

— Press **EMV Processing** to toggle on (check mark) or off (no check mark). This option enables the EMV card reader to read chips on cards.

— Press **EMV Application Settings** to view a list of all EMV AIDs loaded on the terminal. A check mark indicates that an AID is enabled. Use **Page Up** and **Page Down** buttons to navigate through the options. Press the **Enable/Disable** button or touch the desired file to toggle on (check mark) or off (no check mark), then press **Save and Return**.

— Press **ICC Latching** to toggle on (check mark) or off (no check mark). This option enables latching in the EMV card reader, and is only available when EMV Processing is enabled.

— Press **Non-ICC Transactions** to toggle on (check mark) or off (no check mark). This option allows terminal to process magnetic stripe-only transactions while EMV Processing is enabled.

— Press **ICC Fallback to Magnetic Stripe** to toggle on (check mark) or off (no check mark). This option allows the terminal to process a card as a magnetic stripe transaction if the IC on the card fails when EMV Processing is enabled.

— Press **EMV Journal Entries** to toggle on (check mark) or off (no check mark). This option directs the terminal to record extra data that is received/transmitted during an EMV transaction to the journal for dispute resolution.

— Press **Terminal EMV Configuration** to generate a management report that contains current EMV kernel settings and terminal EMV configuration. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive. Press **Back** to return to previous screen.

— Press **Last Transaction's EMV Data** to generate a management report that contains current EMV kernel settings and EMV data from the last transaction. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive. Press **Back** to return to previous screen. This data will not be available if terminal has been rebooted since last EMV transaction.

6. Press **Electronic Receipt Host Config** to view or configure the electronic receipt settings. This option is only available for touch-screen ATMs.

— Press **Enable Electronic Receipts** to toggle on (check mark) or off (no check mark) to activate electronic receipt features.

— Press **Host Address**. Users should not change this option. Using the on-screen keyboard, enter the host address used to contact the electronic receipt host for transaction requests. This information is provided by the electronic receipt host.

— Press **Host Port**. Users should not change this option. Using the on-screen keyboard, enter the port number used to contact the electronic receipt host for transaction requests. This information is provided by the electronic receipt host.

— Press **Enable SMS** to toggle on (check mark) or off (no check mark). This function allows electronic receipts to be sent via text message to a customer's cellular phone. Data rates and other charges may apply.

— Press **Host Response Timeout.** This function determines how long the terminal will await response from

the host before closing the connection. Using the on-screen numeric keypad, enter desired number of seconds between 0 - 1000.

— Press **Electronic Receipt Heartbeat Interval**. This function determines the time interval between heartbeat messages. Using the on-screen numeric keypad, enter desired number of minutes between 0 - 999.

— Press **Enter Host Password**. This function allows user to enter the password that will be used to authenticate the ATM terminal to the electronic receipt host. Setting an incorrect password will cause communication failure. Press **Enter** at warning screen, then use on-screen keyboard to enter the host password. Press **Enter and Return** to save entry and return to the previous screen.

— Press **Test Host Connection**. This function will connect to the host to verify communication. Press **Enter** to initiate test connection.

7. **Lotto Configuration**. This option is currently unavailable.
8. Press **Configuration Wizard**. This wizard directs user through initial setup of the terminal. See the Configuration Wizard chapter for more information.
9. Press **More Options**.

— **Charity**. Option currently unavailable.

— **Cardless Host Config**. Option currently unavailable.

— Press **Anti-Skim Config** to view or configure the anti-skim card reader. Anti-skim card readers use two forms of detection techniques: differential voltage and temperature corrected. Categories for both types should be filled in.

  — Press **Metal Present Time (sec)** for differential voltage. This is the time for which metal must be continuously detected to be considered a skimmer. Set to 0 seconds to disable.

  — Press **Metal Absent Time (sec)** for differential voltage. This is the time for which metal must be continuously removed before terminal recognizes skimmer removed.

  — Press **Detection Voltage (mV)** for differential voltage. This is the voltage sensed by the metal detector by which any higher voltage is considered a skimmer.

  — **Warning Voltage (mV)** for differential voltage. Option currently unavailable.

  — Press **Metal Preset Time (sec)** for temperature corrected. This is the time for which metal must be continuously detected to be considered a skimmer. Set to 0 seconds to disable.

  — Press **Metal Absent Time (sec)** for temperature corrected. This is the time for which metal must be continuously removed before terminal recognizes skimmer removed.

  — Press **Detection Voltage (mV)** for temperature corrected. This is the voltage sensed by the metal detector by which any higher voltage is considered a skimmer.

  — **Warning Voltage (mV)** for temperature corrected. Option currently unavailable.

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This menu allows users to enter encryption keys that protect the communications between the ATM and the host processor. Entering MAC or PIN master keys, downloading working keys, or verifying check digit options can be found under this menu.

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This function allows user to enter MAC master keys or PIN master keys, and requires two user access passwords in order to complete. The two required passwords are not the same as the passwords used to enter the Management Functions menu. Both the user 1 and user 2 passwords for the T9 keypad must be changed from the default code of 00000000 before master keys can be downloaded. If user passwords have not been set, the Enter Master Keys option will be unavailable until passwords have been changed.

> Caution

Master keys and instructions are provided by host processor and vary from customer to customer. The following steps are an example of what a user should see when entering master keys. Check digits shown are for example purposes only.

1. Navigate to *Management Functions > Key Management*.
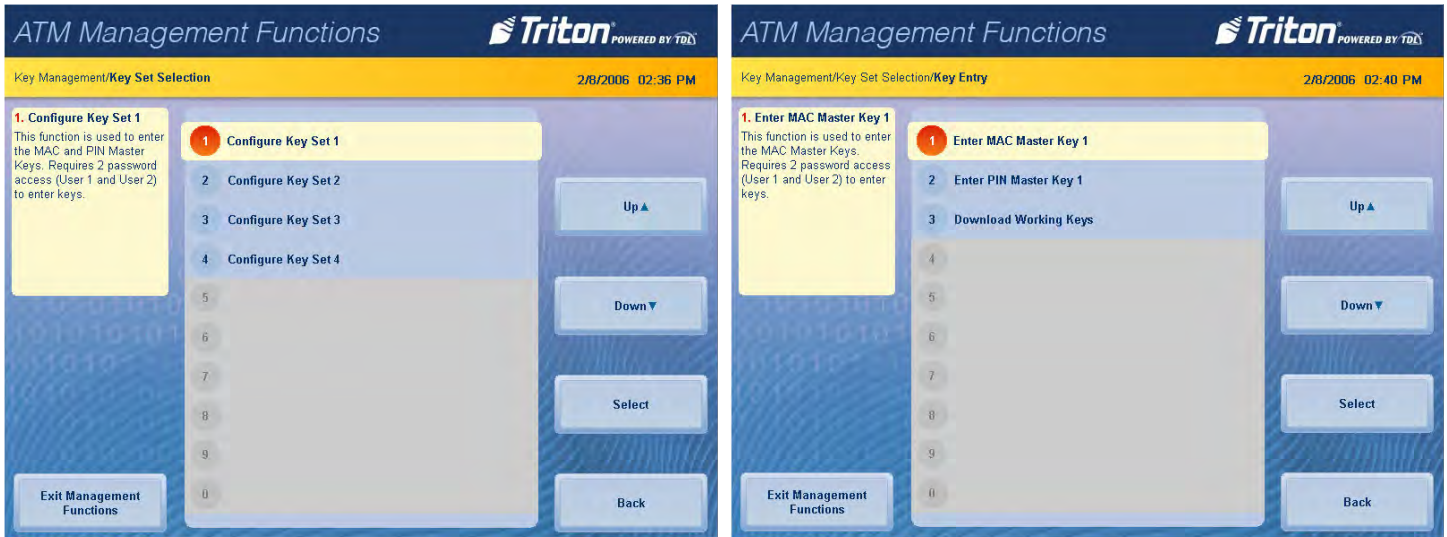2. Press **Enter Master Keys**.
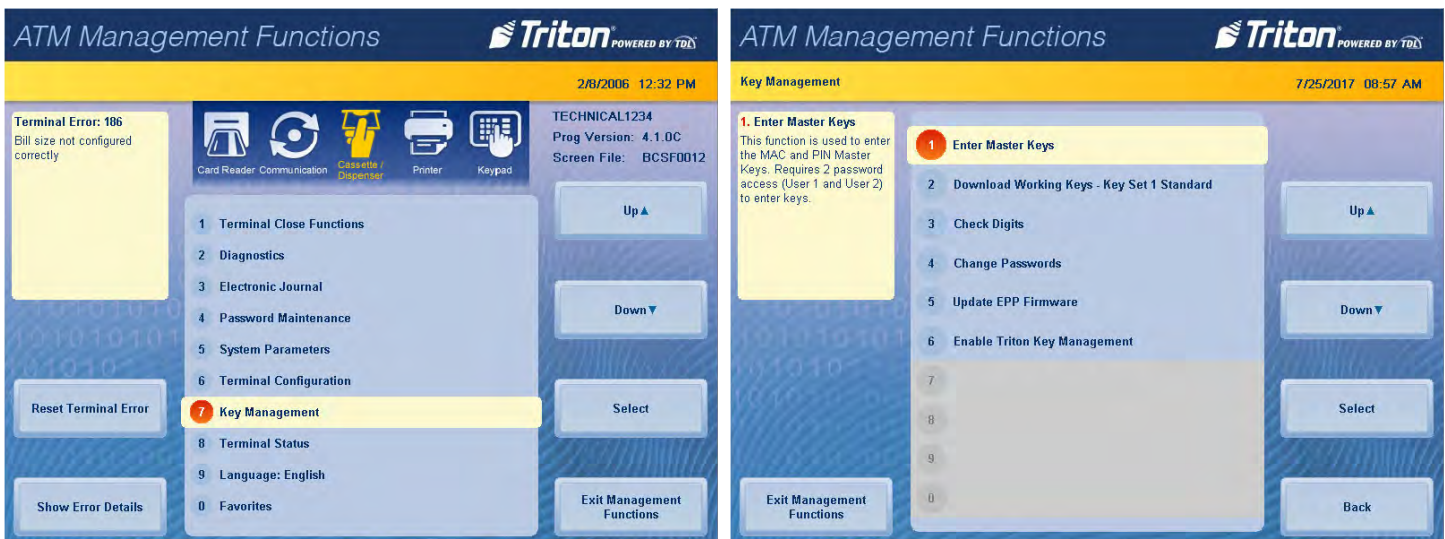
3. Using the T9 keypad, enter the user 1 password, then press **Enter**. Password must be eight characters.
4. Using the T9 keypad, enter the user 2 password, then press **Enter.** Password must be eight characters.
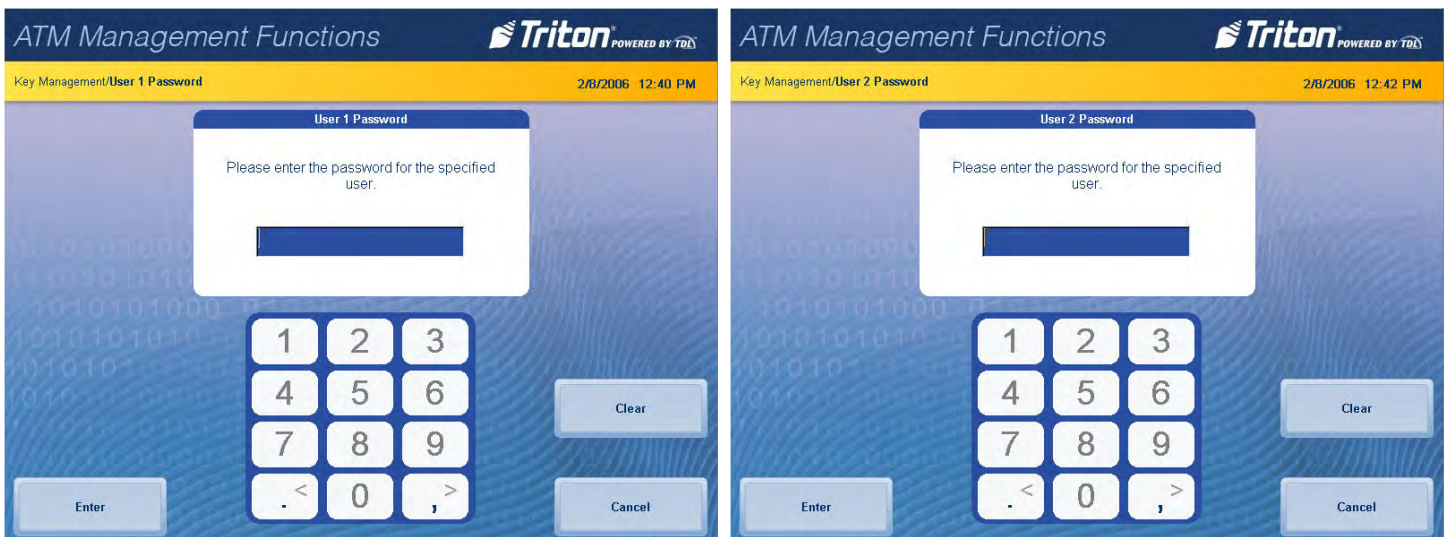
5. Press **Configure Key Set 1**.

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6. Press either **Enter MAC Master Key 1** or **Enter PIN Master Key 1**. Host processor will provide master keys and specific instructions for entering keys. Master keys must be entered using the T9 keypad.

7. User 1 enter master keys using T9 keypad per host processor instructions, then press **Enter**. Compare check digits on screen to check digits provided by host processor. Press **Enter**.

Note

If on-screen check digits do not match check digits provided by host processor, press **Cancel** to terminate key entry. Press either **Enter PIN Master Keys** or **Enter MAC Master Keys**, and follow on-screen instructions.

8. Press **Enter**. User 2 add second set of master keys using T9 keypad, then press **Enter**. Compare check digits on screen to check digits provided by host processor.

Note

If on-screen check digits do not match check digits provided by host processor, press **Cancel** to terminate key entry. Press either **Enter PIN Master Keys** or **Enter MAC Master Keys**, and follow on-screen instructions.

9. Press **Enter**. If master keys were entered successfully, press **Enter** to return to the previous menu.
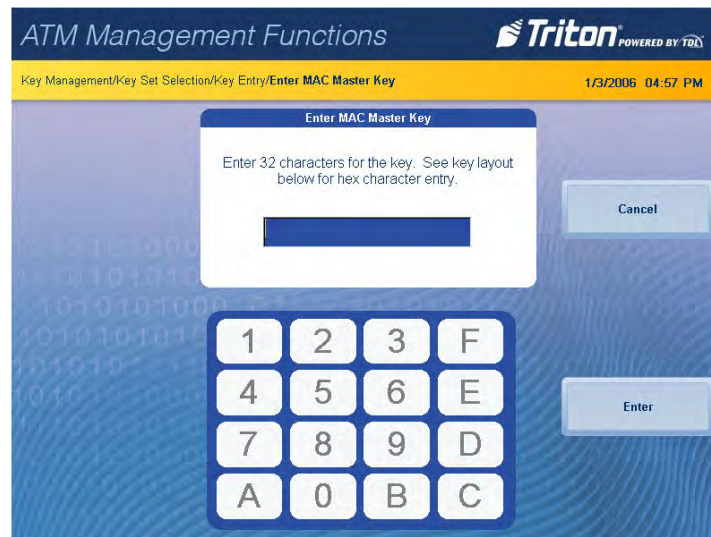
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This function places a call to the host to request keys. Upon receiving a valid request, the host processor will download the working keys and any other necessary parameters, such as surcharge amount, if applicable. Once downloaded, these parameters will remain in the terminal even if terminal is powered off. Working keys cannot be downloaded until Master Key entry is successful. Master keys and working keys are necessary for the terminal to complete customer transactions.

1. Navigate to *Management Functions > Key Management*.
2. Press **Download Working Keys - Key Set 1**. Alternatively, an option for downloading working keys will also be available immediately after master keys are entered.
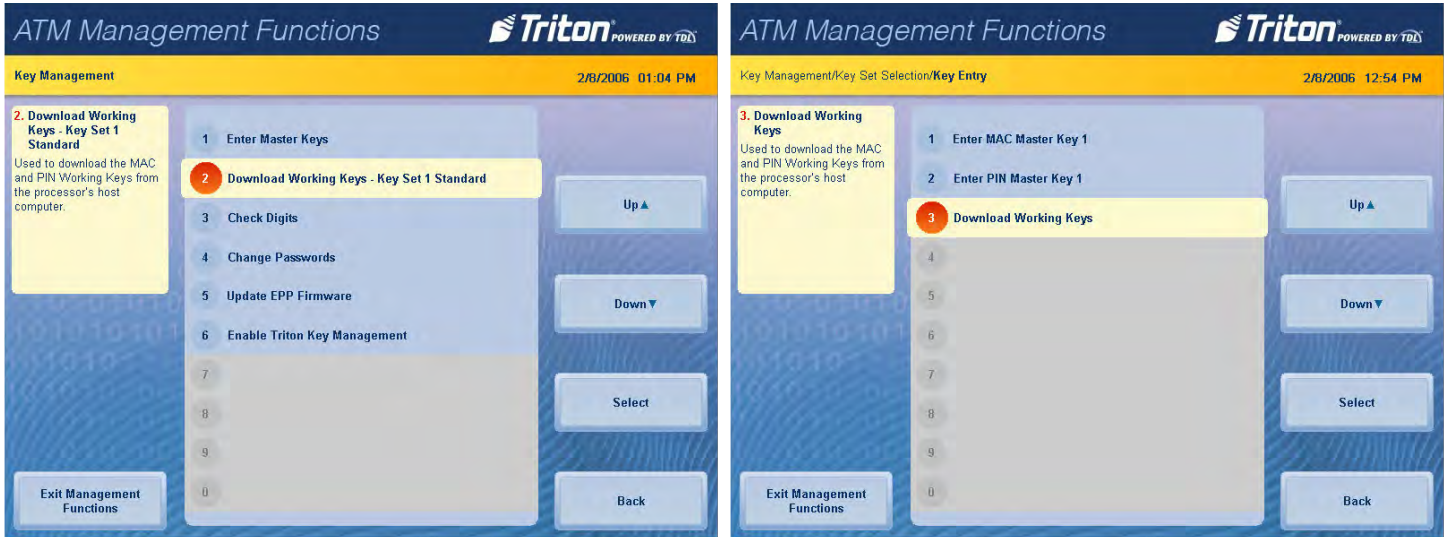

3. Press **Enter** at the prompt.
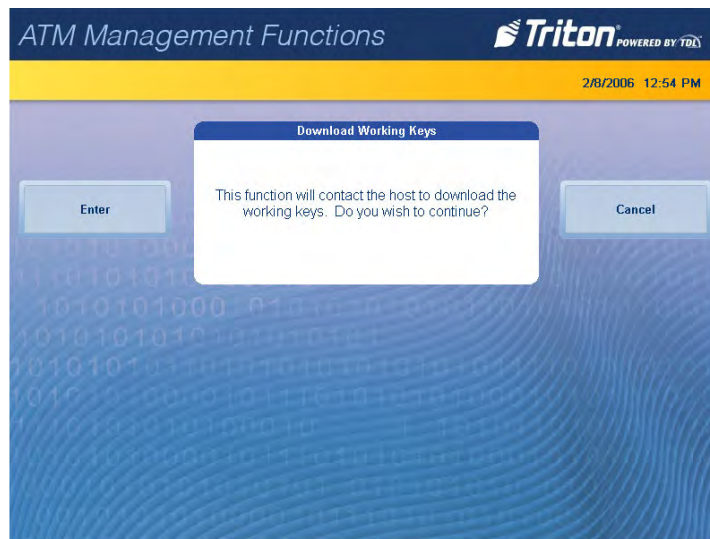
4. Press **Enter** again after keys have been successfully downloaded.

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This function generates a management report that displays the check digits associated with the currently loaded master keys and working keys.

1. Navigate to *Management Functions > Key Management*.
2. Press **Check Digits**.
3. Management report is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

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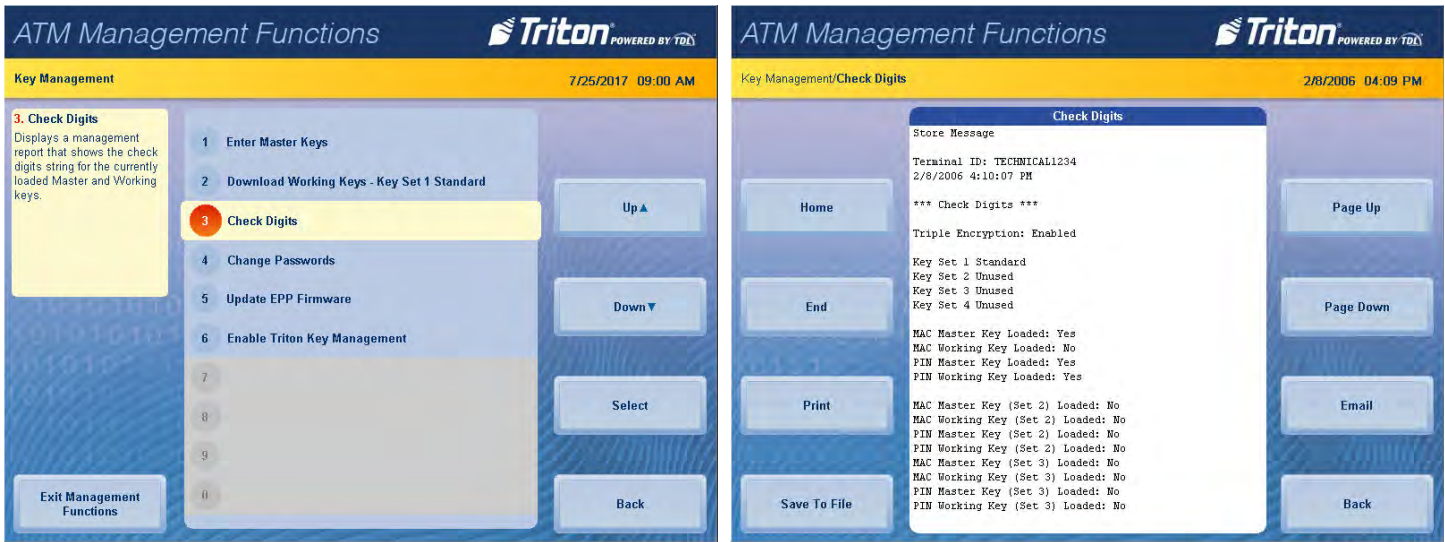
This function allows the user to change the T9 keypad user 1 and user 2 passwords. These passwords are used to enter master keys and download working keys.

1. Navigate to *Management Functions >Key Management*.
2. Press **Change Passwords**.
3. Press **Change User 1 Password**, as applicable.
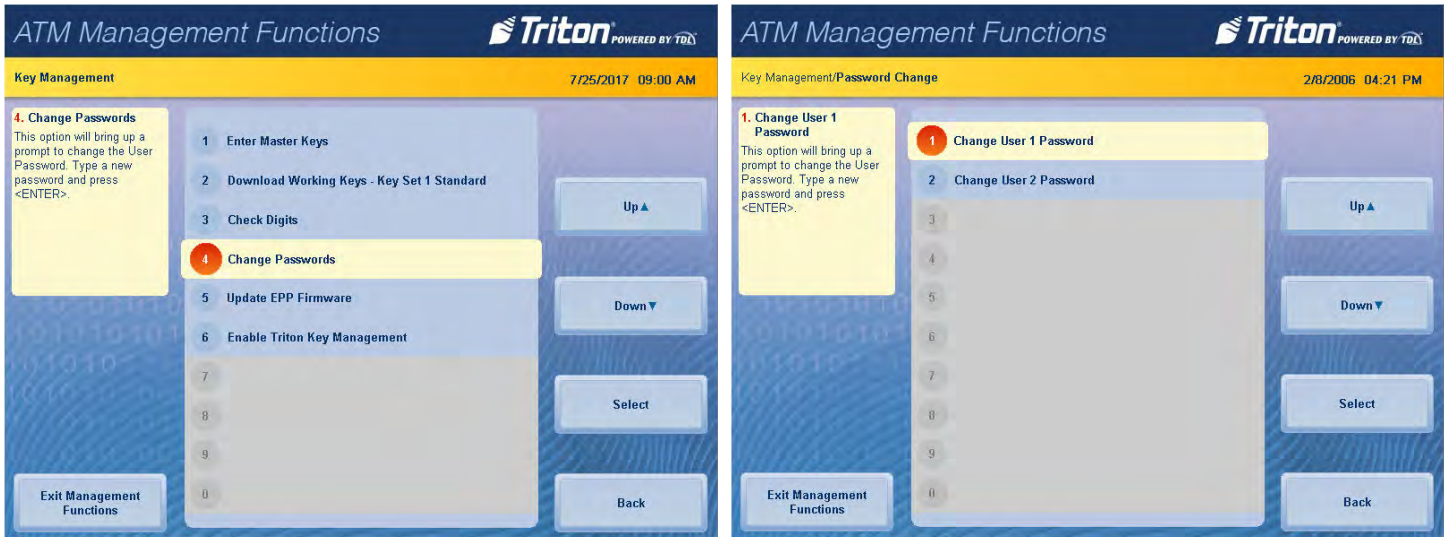
4. Using the T9 keypad, enter the current password for user.
5. Using the T9 keypad, enter the new password for user, then press **Enter**. Password must be 8 numeric characters.
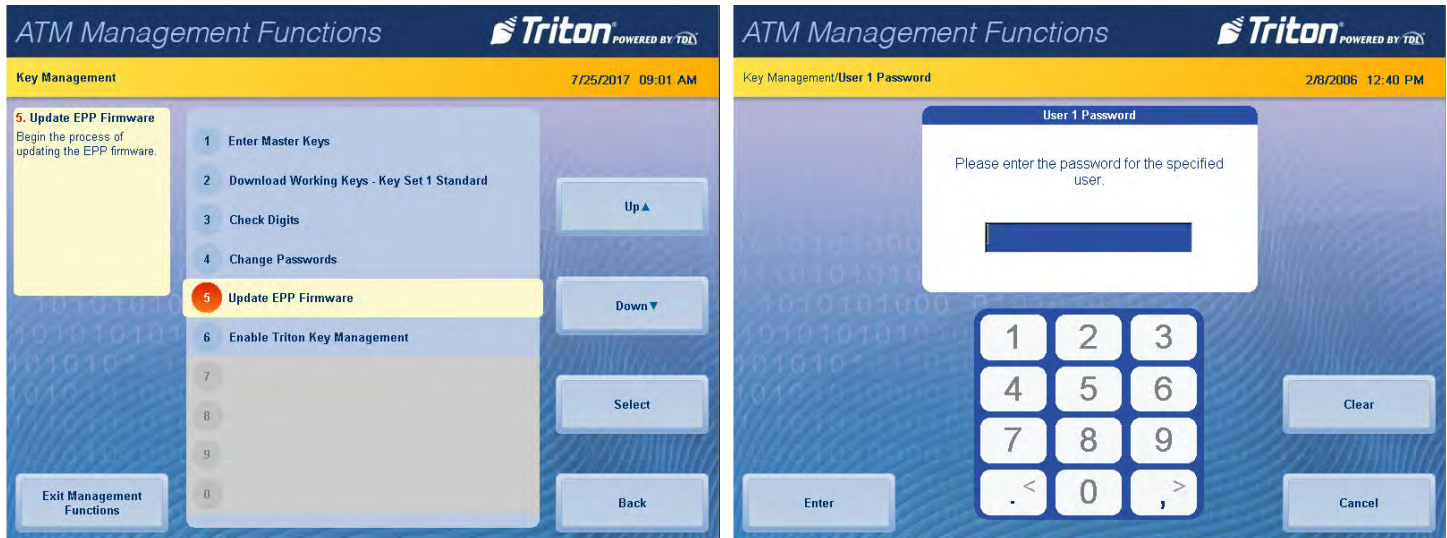

6. Re-enter the new user password, then press **Enter** to return to the previous screen.
7. Repeat steps to change user 2 password, as applicable.
8. After passwords have been successfully changed, press **Back** to return to the previous screen.

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This function begins the process of updating the keypad firmware.

1. Install USB drive loaded with firmware into an empty USB port on the main board.
2. Navigate to *Management Functions > Key Management*.
3. Press **Update EPP Firmware**.
4. Using the T9 keypad, enter the user 1 password, then press **Enter**.

5. Using the T9 keypad, enter the user 2 password, then press **Enter**.
6. Press desired filename on screen to highlight. If no files are shown, press the **Refresh** button. Files from USB drive should then appear under Available Options on the screen. Files must not be saved in a folder on USB drive.
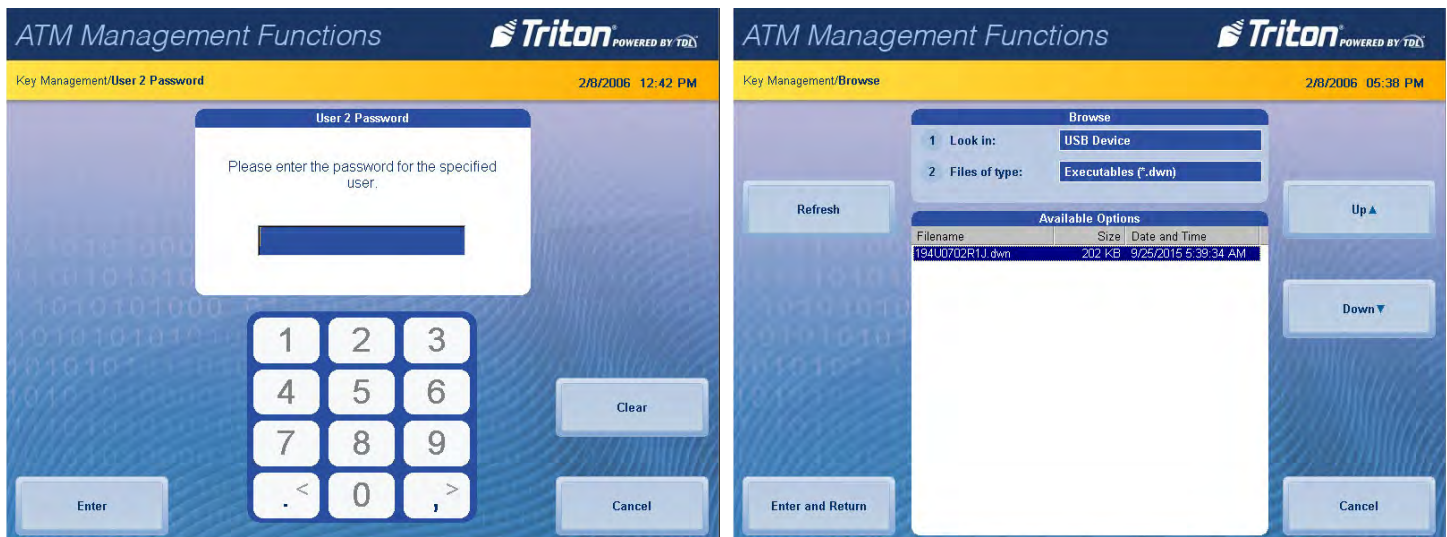
7. Press **Enter and Return** to begin software installation.
8. Press **Enter** on the pop-up dialog.
9. Terminal will reboot, then begin installing new software files.

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This function includes the capability to download master keys remotely. To enable this function, terminal must be equipped with an TKM-capable (Triton key management) keypad, and the host processor must support Triton Standard for Remote Key. A valid license must be purchased via Triton for operation, and a code provided by Triton Technical Support must be entered to enable this function. In order for TKM to function properly, a host ID provided by the host processor must be entered at the terminal. Entering the host ID will require the User 1 and user 2 keypad passwords.

Note

TKM activation may also be completed by logging into the Triton partner site at www.tritonatm.com. Click on Software Activation in the left-hand panel, then select TKM Activation from available features at the bottom of page to enter machine serial number and challenge code.

1. Navigate to *Management Functions > Key Management.*
2. Press **Enable Triton Key Management**.
3. Press **Enter** at the prompt.
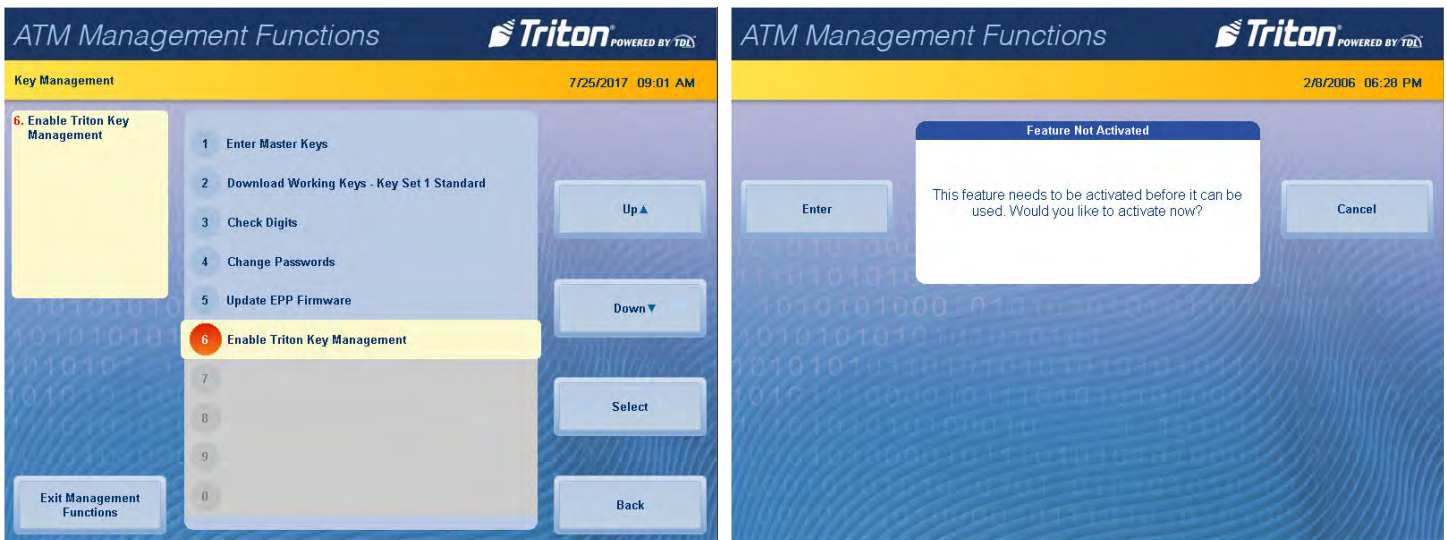
4. Call Triton Technical Support at (877) 787-4866 with the challenge code that appears on the screen.
5. Using the on-screen keypad, enter the activation code provide by Technical Support.

6. Press **Enter and Return** to save changes and return to the previous screen.

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The Terminal Status menu allows user to view, save, or print various status reports; save and restore parameters; and reset terminal errors.

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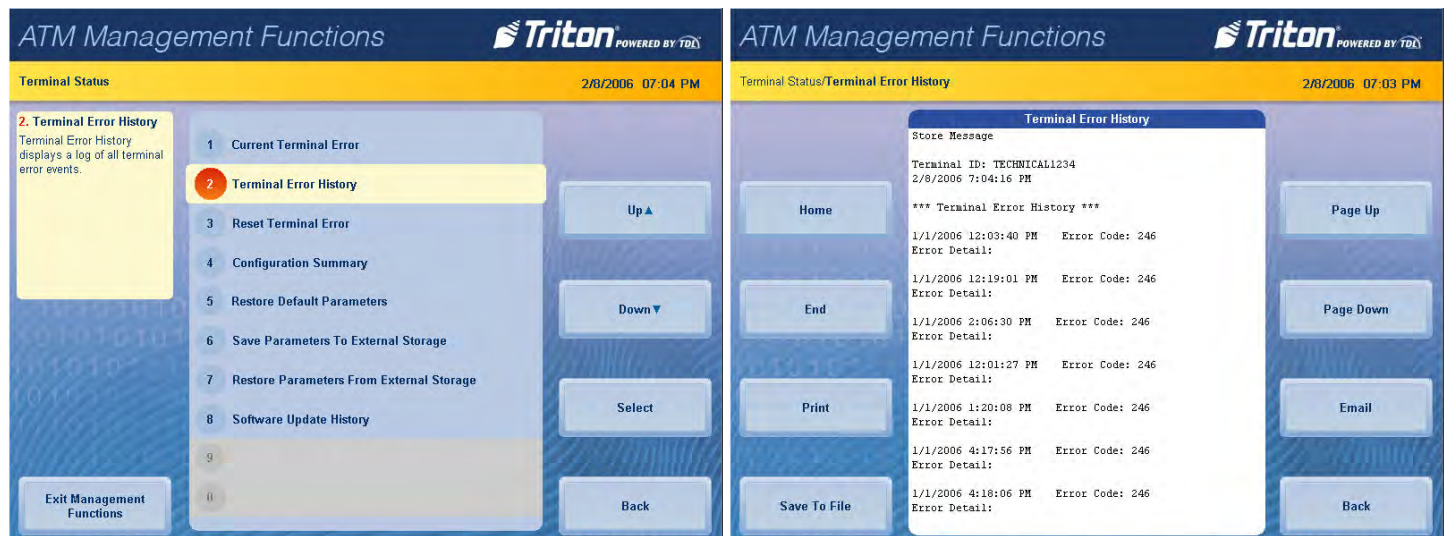
CURRENT TERMINAL ERROR

This function generates a management report that displays the current terminal error code with a brief description of error.

1. Navigate to *Management Functions > Terminal Status*.
2. Press **Current Terminal Error.**
3. Error code is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.
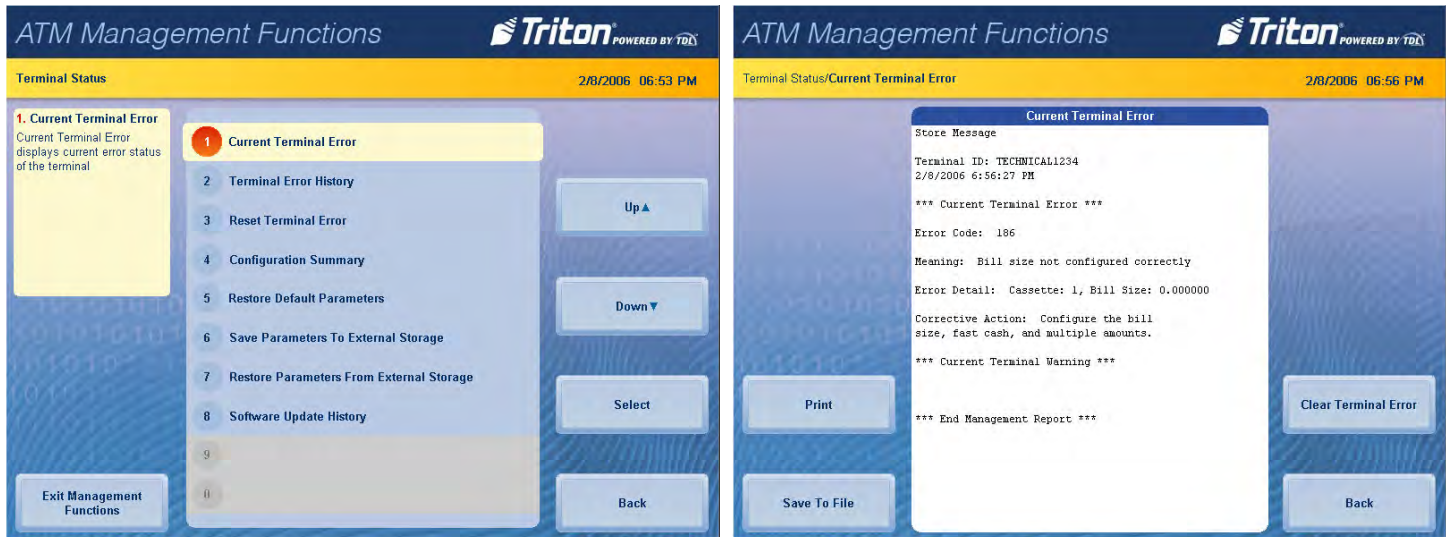
TERMINAL ERROR HISTORY

1. Navigate to *Management Functions > Terminal Status*.
2. Press **Terminal Error History.**
3. Error code history is displayed on screen. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
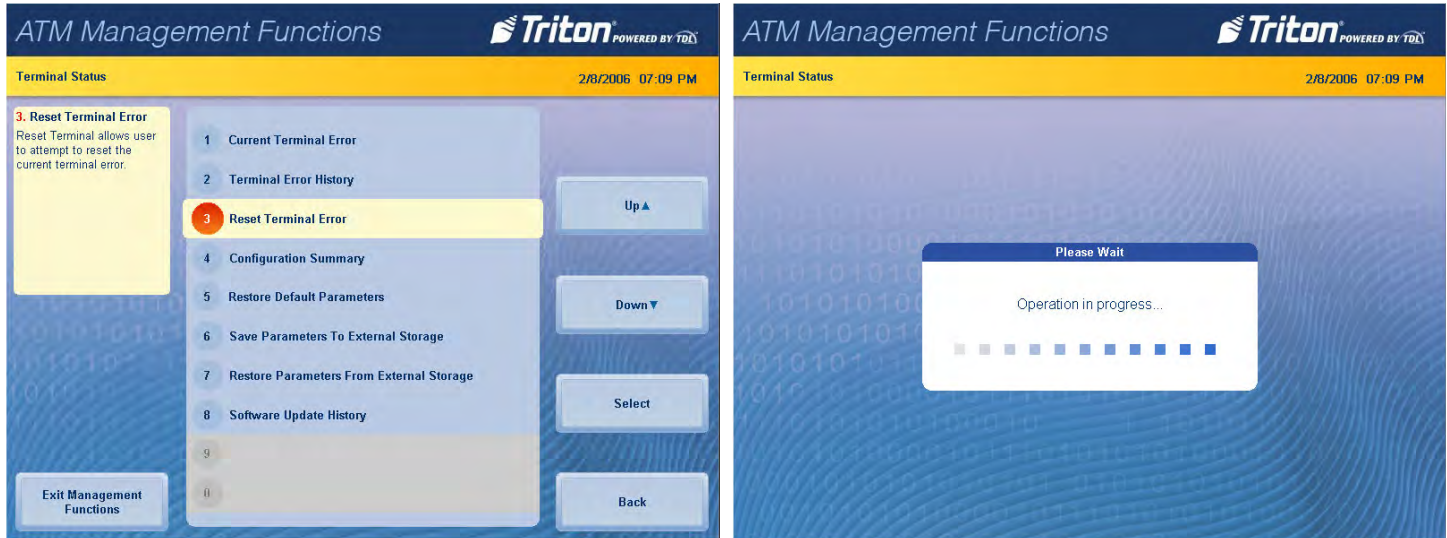4. When report has been printed or saved, press **Back** button to return to the previous menu.
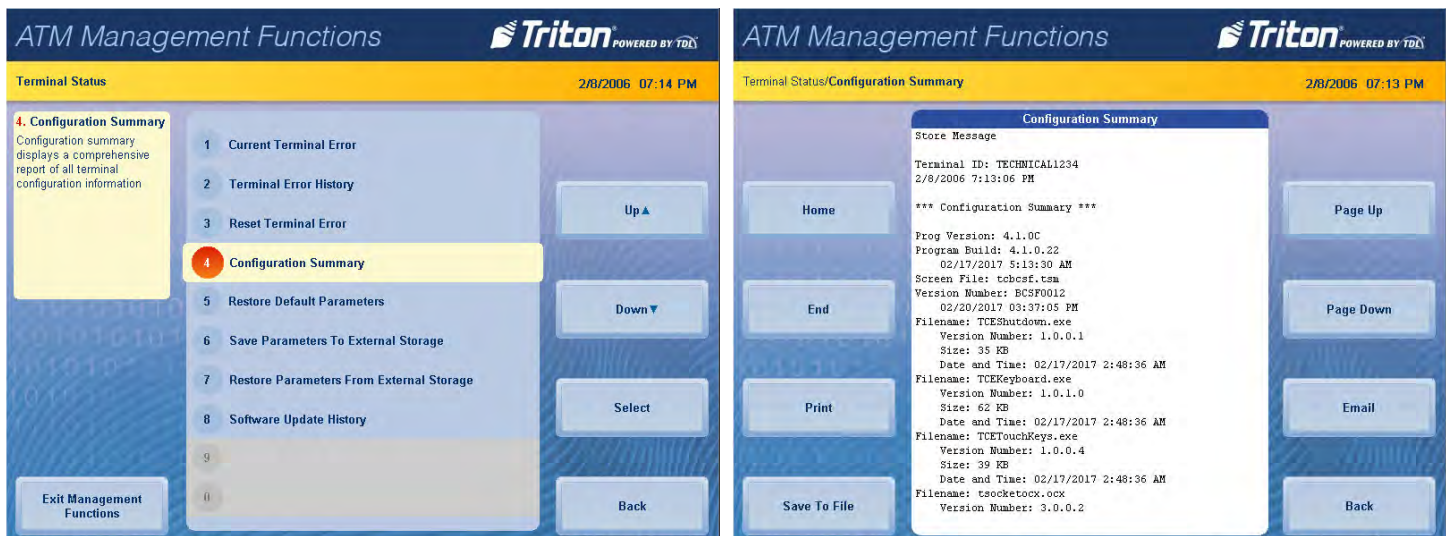
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1. Navigate to *Management Functions > Terminal Status.*
2. Press **Reset Terminal Error**.
3. No further action from user is required. This function will attempt to reset the current terminal error to zero.

CONFIGURATION SUMMARY

This function allows user to generate a management report that contains current terminal configuration and hardware status information. Information is provided for all terminal configuration areas, including software, peripherals, communications, and messaging.

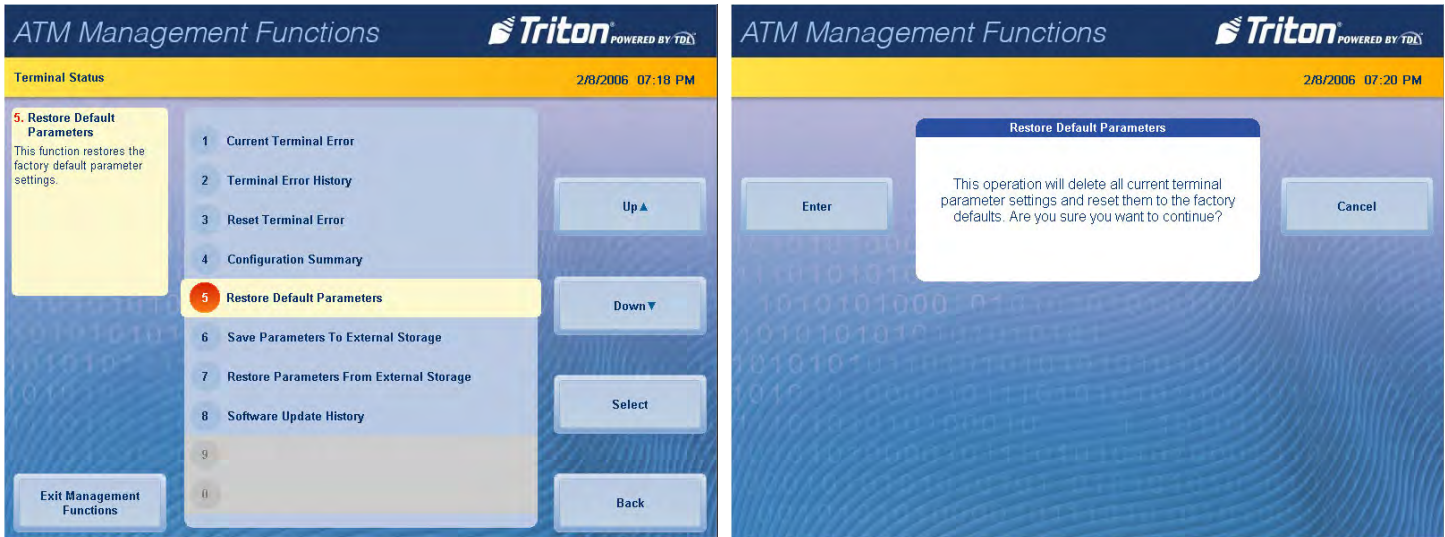1. Navigate to *Management Functions > Terminal Status.*
2. Press **Configuration Summary**.
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.

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RESTORE DEFAULT PARAMETERS

This option allows user to set the ATM back to factory default settings. All current parameters that have been modified from factory default settings will be deleted. This function does not reset the journal or T9 keypad.
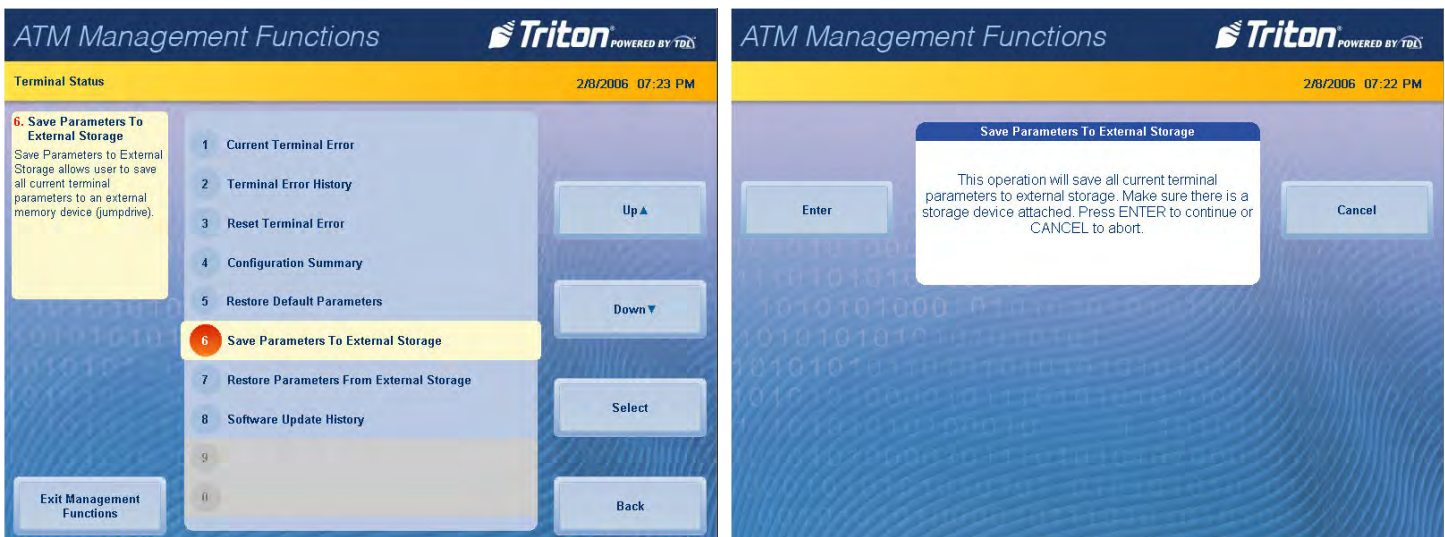
1. Navigate to *Management Functions > Terminal Status*.
2. Press **Restore Default Parameters.**
3. Pressing **Enter** on the pop-up dialog will begin the processing of erasing current terminal parameters.

SAVE PARAMETERS TO EXTERNAL STORAGE

This function saves the current terminal parameters to a USB drive inserted into an available USB port on the main board.

1. Ensure USB drive is installed into an empty USB port on main board.
2. Navigate to *Management Functions > Terminal Status*.
3. Press **Save Parameters to External Storage.**
4. Press **Enter** on the pop-up dialog.
5. Using the on-screen keyboard, name parameter file, then press **Enter** to begin the processing of exporting current parameters to external USB drive.
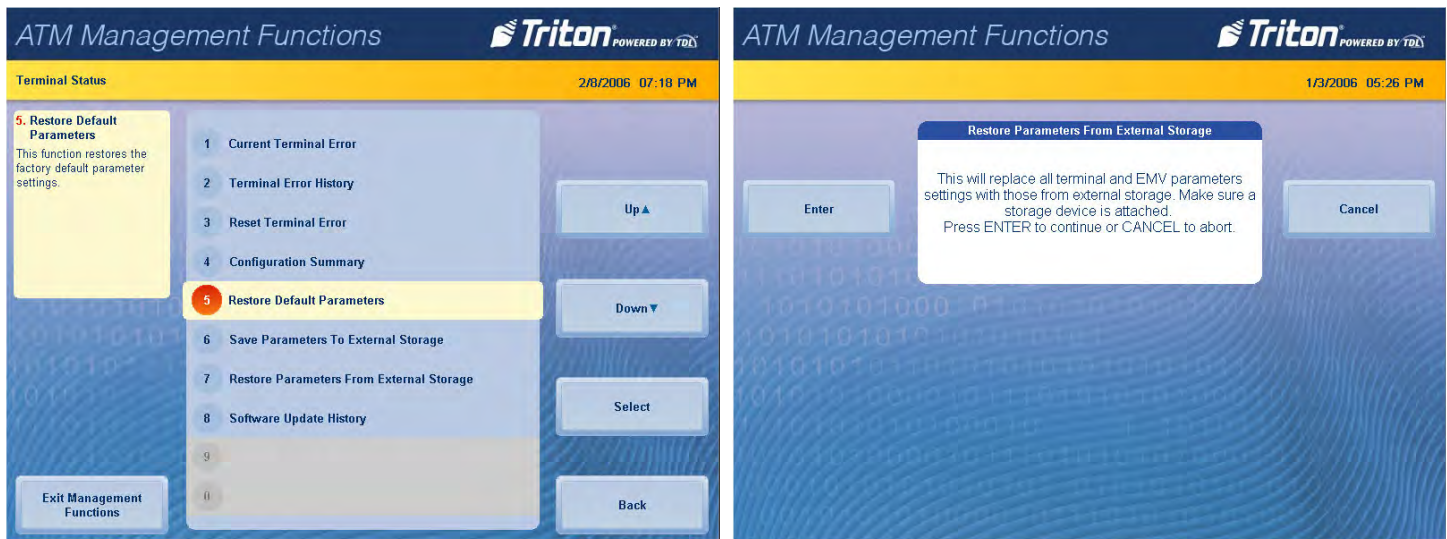
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RESTORE PARAMETERS FROM EXTERNAL STORAGE

This function restores a previously saved set of terminal parameters via a USB drive inserted into an available USB port on the main board.

1. Ensure USB drive with previously saved parameters is installed into an empty USB port on main board.
2. Navigate to *Management Functions > Terminal Status*.
3. Press **Restore Parameters from External Storage.**
4. Select correct parameter file, then press **Enter and Return**.
5. Pressing **Enter** on the pop-up dialog will begin the process of importing parameters from external USB drive.

SOFTWARE UPDATE HISTORY

This function allows user to generate a report of all software updates that have been installed onto the machine.

1. Navigate to *Management Functions > Terminal Status*.
2. Press **Software Update History.**
3. Report is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through report. Press **Print** to print a hard copy via the receipt printer, or press **Save To File** to save on a USB drive.
4. When report has been printed or saved, press **Back** button to return to the previous menu.


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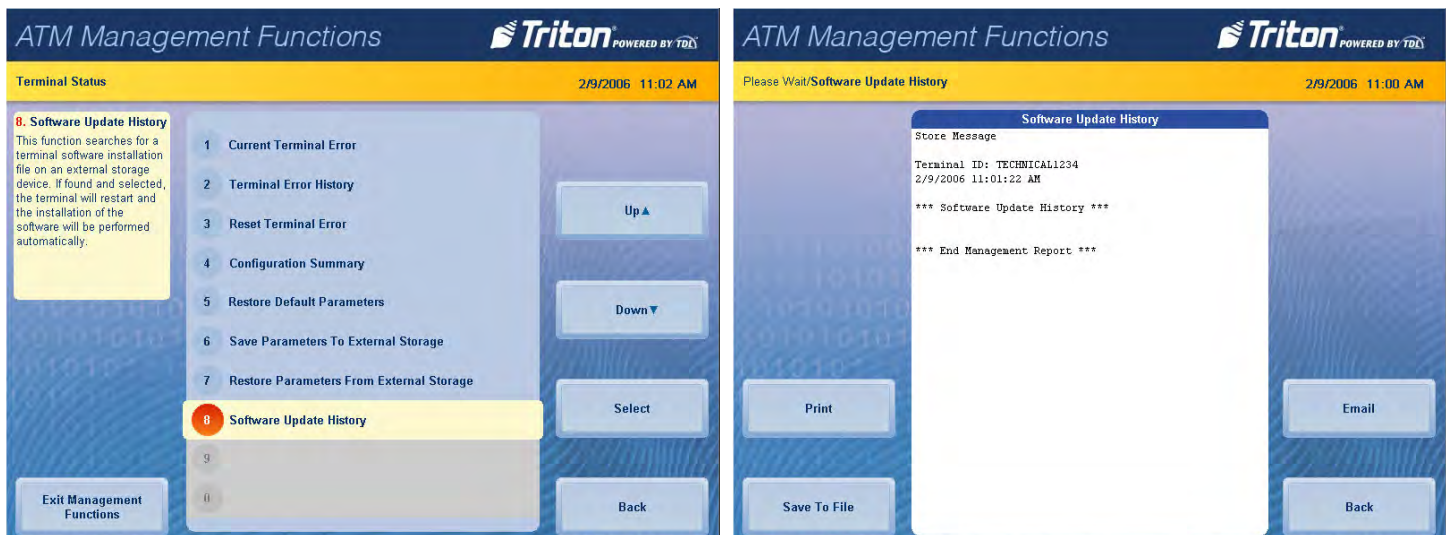
LANGUAGE

This function, located on the Management Functions main menu, allows the user to toggle between several languages. English, French, and Spanish are the default options, although other languages may be included for international customers. These are management Functions languages only, and do not affect customer transaction screens.

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This function allows user to add favorite or commonly used functions to a quick access menu.

1. Navigate to *Management Functions > Favorites*.
2. Press **Put Favorite Choice Here** to fill any empty slot in the menu. Alternately, pressing **Choose Favorites** at the bottom of the menu highlights the first open **Put Favorite Choice Here** slot.
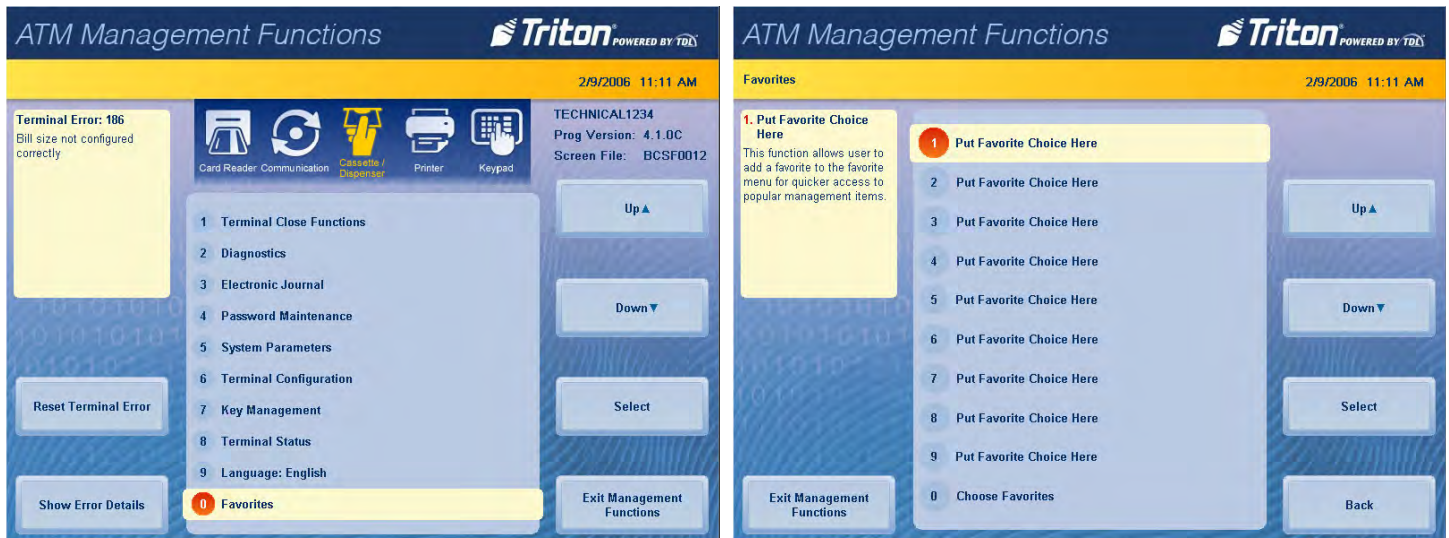
3. List of management functions is displayed on screen. Use **Page Up** and **Page Down** buttons to navigate through list. Touch desired option, then press **Select**.
4. When report has been printed or saved, press **Back** button to return to the main menu.

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