



TECHNICAL

BULLETIN

TECHNICAL BULLETIN: 12-14

DATE: November 19, 2012

SUBJECT: NMD50 Rev 3-5 Canadian Polymer Note CMC Firmware Upgrade 2019-40.BY

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:		Recommended Implementation is:	
<input type="checkbox"/>	Documentation Changes	<input checked="" type="checkbox"/>	Now for all affected units
<input type="checkbox"/>	Hardware Service Issues	<input type="checkbox"/>	All affected units during next service visit
<input type="checkbox"/>	Software Announcements	<input type="checkbox"/>	Optional
<input checked="" type="checkbox"/>	Technical Tips	<input type="checkbox"/>	No implementation required

DESCRIPTION:

In Technical Bulletin 12-01, Triton stated the NMD50 would reliably dispense Canadian polymer currency after making changes to the CMC, note qualifier, and note feeders. However, continued testing of the NMD50 dispensing Canadian polymer currency has identified the occurrence of an unacceptable number of “339 – Error in Throat” errors. When the polymer note skews in the paper path it causes the throat’s optical sensors to misread the edge of the note stopping the note in the throat of the NMD50 past the point where it can be rejected. Removing the skewed note requires personnel at the ATM either manually remove the note from the paper path or perform a purge operation. A purged note will be dispensed into the bill tray of the ATM.



Skewed Note Causing “339 – Error in Throat”

Triton has worked closely with Talaris to resolve this issue. Our recommended solution is to upgrade the firmware to the CMC and the NFC board(s) for all revision 3, 4 and 5 NMD50s in Canada. A firmware upgrade is required for each NFC board on the dispenser. This new firmware is posted to the Triton partner site. All NMD50s from production, parts and repair will be updated to use the new firmware.



The firmware required for upgrading the NMD50 is version **2019-40.BY** for the CMC and version **2006-08.01** for the NFC. Customers may have previously upgraded the firmware of their NFC board. Methods to determine what components and firmware are currently installed on an NMD50 are detailed below.

Note: Upgrade your NFC firmware before upgrading the CMC firmware!

FAQs

Q: How can I tell if I have a Revision 3, 4 or 5 dispenser?

A: To determine the revision of an NMD50 dispenser, remove the upper cassette and look at the label located on the right hand side of the feed channel:



Location of Label Showing NMD50 Dispenser Revision (Circled)

This label has the dispenser revision printed on it:



Label of a Revision 5 (05) NMD50



Q: How can I tell which revision of the CMC board is on my dispenser?

A: Before upgrading firmware, first verify the revision of the CMC. The CMC must be a revision 4. Note: A CMC Revision 3 with “31” marked is functionally equivalent to a CMC Revision 4. This is the only exception to the CMC Revision 4 requirement.

To check the revision of the CMC: The CMC has a label with a number located next to “**PROD NO**”. This number must end in -03 (with “31” marked as shown below) or -04.

To verify your hardware, please see the CMC board location as shown below:



Location of the CMC Board on an NMD50



Revision 3 (-03) CMC050 Board with “31” Marked



Revision 4 (-04) CMC050 Board

Q: How can I tell what firmware is installed on my NMD50's NFCs?

A: Before upgrading firmware, first verify the firmware currently loaded on the NFC by printing a Dispenser Status report from management functions (Main Menu/2–Diagnostic/4–Dispenser/1–Cash Dispenser Status) and verifying the “Note Feeder Firmware” for each feed channel. If the report shows 2006-08.01 is installed on each NFC, no further action is required. If the report shows different firmware installed, then verify the Type of NFC installed and update its firmware.

Note: Upgrade your NFC firmware before upgrading the CMC firmware!

Q: How can I tell which version of the NFC board is on my dispenser?

A: All revision 3, 4, and 5 NMD50s shipped with NFC200 installed. However, some customers may have repaired their NMD50s using older components. A NFC200 must have the 2006-08.01 firmware installed or loaded.

To check the version of the NFC: The NFC has a label showing the NFC “Type”. The “Type” must say “NFC200”. Check each NFC board to verify its version.



Location of NFC Boards on an NMD50 With Two Cassettes



Label Showing “Type” NFC 200 Board

Q: Why won't the new CMC firmware work with NFC boards before NFC200?

A: The upgraded CMC firmware has added more information to the communications between the CMC and NFC that older versions of the NFC do not accept or respond to correctly.

Q: Can I perform the firmware updates in the field?

A: Yes, customers trained on NMD repairs may use **NMD Test v2055.01-10** software to upgrade their firmware in the field. Call technical support if you do not have this version of NMD Test. Please remember all NFC boards require the new firmware upgrade.

Note: Upgrade your NFC firmware before upgrading the CMC firmware!

Q: I have yet to receive training on NMD repairs nor do I have NMD Test software. What should I do?

A: Triton has created kits that include both CMC and NFC boards loaded with the proper firmware. A technician can change these boards on the dispenser to perform the upgrade.

To obtain the kit with the CMC and NFCs preloaded with the correct firmware, order part number 06200-00183 when upgrading an NMD50 with two cassettes or part number 06200-00184 when upgrading an NMD50 with four cassettes. Please contact your salesperson for further details on how to order kits.

Q: Why am I unable to upgrade Revision 1 and 2 dispensers to handle the new polymer notes?

A: Upgrading Revision 1 and 2 NMDs requires replacement of the CMC board, the Denomination Extensions, and the Note Qualifier.

Due to the number of hardware component changes, Triton strongly recommends replacing the older Revision 1 and 2 dispensers with later versions. Please contact your sales representative for details.

If you have any questions, please contact Technical Support or our Parts Department at 1-228-575-3100 from outside North America or toll free in the U.S./ Canada 1-800-259-6672.