



## TECHNICAL

## BULLETIN

### TECHNICAL BULLETIN: 13-17

**DATE:** June 14, 2013

**SUBJECT:** RL2300 & RL5000 with NMD50 Dispensers for Canada

**AVAILABILITY:** All Authorized Canadian Triton Distributors and Third Party Service Providers

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

### DESCRIPTION:

An RL23XX and RL53XX with an NMD50 dispenser using ATM software prior to Version v2.4.2SP5 could report erroneous bill counts under rare circumstances as an Error Code 389. This software service pack update will properly report this error condition with an Error Code 323 (Dispense Count Check Error).

<b>Error code:</b>	323
<b>Description:</b>	Dispense Count Check Error
<b>Cause:</b>	Dispenser could not resolve dispensed bill counts
<b>Recommended action:</b>	1. Check for rejected bills. 2. Open all access panels and remove any jammed documents from the transport path. 3. Inspect the note feeders and note qualifier for damage. 4. Reset the error and perform a Cassette Close to check cash balance. 5. Complete several Test Dispenses. 6. If the error reoccurs, consider replacing note qualifier.

An Error Code 323 will take the ATM out-of-service and report an "Unknown Dispense" in the Journal. The dispenser hardware and/or firmware configuration is likely the root cause for this error condition. Please review technical bulletins 12-14 and 13-03 for our recommendations on upgrading an NMD50 dispenser for polymer currency and contact Triton technical support for assistance in troubleshooting.

This software is available for both XScale and X2 platforms on the Triton partner web site. Please refer to the software release notes for complete details of the complete feature set for these versions of software.

**Triton highly recommends customers load v2.4.2SP5 immediately for all affected units.**

**If you have any questions, please contact Technical Support or our Parts Department toll free from US/Canada at 1-800-259-6672.**