



TECHNICAL

BULLETIN



TECHNICAL BULLETIN: 14-03

DATE: January 7, 2014

SUBJECT: Release of ARGO 3.3.0c Software for 12" Display

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:	
<input type="checkbox"/>	Hardware Service Issues
<input type="checkbox"/>	New Kit/Parts Available
<input checked="" type="checkbox"/>	Software Announcements
<input type="checkbox"/>	Technical Tips

Recommended Implementation is:	
<input checked="" type="checkbox"/>	Now for all affected units
<input type="checkbox"/>	All affected units during next service visit
<input type="checkbox"/>	Optional
<input type="checkbox"/>	No implementation required

DESCRIPTION:

Triton announces the release of Software Version 3.3.0c for the ARGO 12" Display units. After loading the update, the program build in the configuration summary will indicate version 3.3.0.27.

An ARGO 12" with an NMD50 dispenser using ATM software prior to Version 3.3.0c could report erroneous bill counts under rare circumstances as an Error Code 389. This software service pack update will properly report this condition with an Error Code 323 (Dispense Count Check Error).

Error code:	323
Description:	Dispense Count Check Error
Cause:	Dispenser could not resolve dispensed bill counts
Recommended action:	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 Dispenes. 6. If the error reoccurs, consider replacing note qualifier.

Release notes and software may be found on the Triton partner website www.TritonATM.com.

Triton highly recommends customers load v3.3.0c immediately for all affected units.

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100 or toll free in the U.S. / Canada 1-800-259-6672.

Visit www.Triton.com for additional information.

For all ATM Parts, Repair, and Training needs, visit www.atmgurus.com.