TECHNICAL BULLETIN: 14-04

DATE: January 7, 2014

SUBJECT: Release of the Australia **2.3.1 SP4** for RL2 & RL5 X1/X2 Units with NMD50

AVAILABILITY: All Authorized Australian Triton Distributors and Third Party Service Providers

This bulletin addresses:		Recommended Implementation is:	
	Hardware Service Issues	X	Now for all affected units
	New Kit/Parts Available		All affected units during next service visit
X	Software Announcements		Optional
	Technical Tips		No implementation required

DESCRIPTION:

Triton announces the release of the 2.3.1 SP4 for the following ATMs: RL2xxx & RL5xxx X1 & X2 units containing an NMD50 dispenser. This update can only be installed on top of 2.3.1 builds. After loading the update, the program build in the configuration summary and Triton Connect will indicate version 2.3.1.14.

An RL2xxx and RL5xxx with an NMD50 dispenser using ATM software prior to v2.3.1 SP4 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).

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 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.

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 loading v 2.3.1 SP4 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.