

SUBJECT:
LOADING SOFTWARE ONTO ARGO ATMS - REVISED

TECHNICAL TIP: 16-19
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TRITON TECHNICAL TIP

Careful attention should be paid to software version when loading software, especially in regard to the ARGO series of ATMs. Loading RL, FT or Traverse software on Triton's ARGO ATMs can result in an error that is not recoverable in the field, namely not allowing the dispenser to synchronize with the main board. Please note that ARGO main boards may only be loaded with ARGO software and installed in an ARGO ATM. Any mixing of main boards and software from other models can result in an irrecoverable error in the field.

If incorrect software is loaded onto an ARGO unit in the field, communication between the ATM and the dispenser will be impossible.

One of the following options must be performed to get the unit back into working condition:

- Option 1: Return main board to Triton for repair. An RMA may be opened by calling 1-800-259-6672, option 3, or by visiting www.atmgurus.com. From the ATM Gurus home page, click on the Repairs and Services tab, locate main board needing repair, and click Add to Cart. This will automatically generate an RMA.
- Option 2: Upgrade the operating system to Windows CE6 by visiting www.tritonatm.com. Log in and click on Software Activation from the Quick Links Menu on the left side of page. Follow the on-screen prompts to upgrade. The cost of the Windows CE 6 upgrade is \$99 USD.

For customers who have already upgraded to either a CE6 or CE7 (X3) platform, option 1 is the only viable solution to loading the incorrect software on an ARGO main board.

****Note****

Consider using a separate flash drive for ARGO software.

With the release of version 4.0 software, a new load file name format was created. Please refer to Technical Bulletin 15-10 for more details. See software release notes for the correct file(s) for your unit.

If you have questions regarding this Technical Tip, please contact Technical Support at 1-228-575-3100, option 4 or 1-866-787-4866, option 4. Visit www.tritonatm.com for additional information. For all ATM parts, repair, and training needs, visit www.atmgurus.com.