

TECHNICAL BULLETIN

SUBJECT:
XSCALE/X2/X3 US FALLBACK UPDATE

TECHNICAL BULLETIN: 17-19
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Confidential - Available to all authorized Triton distributors and third party service providers

REQUIRED SOFTWARE UPDATE FOR ALL US ATMS

In 2016, specifications were suggested by US Payments Forum and adopted by US processors that changed the way an ATM reports fallbacks. The ATM software was updated at this time to only send the fallback flag (tag 9F39) when a chip card cannot be read due to a technical issue with the chip.

After the update, the fallback flag will be sent anytime the ATM processes a magnetic stripe transaction with a chip card. This may be required by some host processors who use this flag to determine if a transaction should be processed as fallback.

Triton recommends that all US customers load the applicable file listed below as soon as possible. The update can be loaded on top of any EMV software. Load files can be found at www.tritonatm.com. Please review release notes for more information.

Model	Main Board	Load File
RL5000 FT5000 RT2000	Xscale	t-us-emvfallbackon-1.0.0.0.tlf
RL1600 RL2000 RL5000 FT5000 RT2000 Traverse ARGO 7 ARGO 12	X2 CE5	t-us-emvfallbackon-1.0.0.0.tfv
RL2000 RL5000 FT5000 RT2000 Traverse ARGO 7 ARGO 12	X2 CE6	t-us-emvfallbackon-1.0.0.0.tr6

Model	Main Board	Load File
RL5000 FT5000 RT2000 ARGO 12 ARGO 15 ARGO FT	X3	t-us-emvfallbackon-1.0.0.0.tr7

To verify update has been loaded, navigate to *Management Functions > Terminal Status > Software Update History*, and look for the applicable load file listed in the table above.

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100, option 4 or toll free in the U.S. / Canada 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.



ENDS Midnight Tuesday, November 28, 2017. All kits must be included in one order and shipped to the same address. Free kit must be of less or equal value of the first four. No other discounts apply. Management reserves all rights.