

TECHNICAL BULLETIN

SUBJECT:
MULTITECH MODEM PARAMETERS

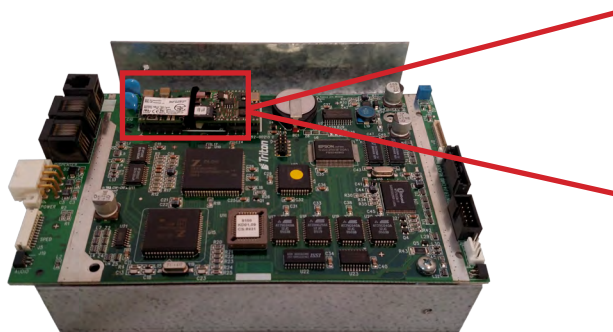
TECHNICAL BULLETIN: 17-22

DATE: DECEMBER 21, 2017

Confidential - Available to all authorized Triton distributors and third party service providers

RECOMMENDED - RECONFIGURE MODEM PARAMETERS

MultiTech changed the default error control and synchronous mode parameter from 1 to 3. Triton has discovered that this can cause a failure to communicate with Triton Connect when using a Systech modem. Any 81XX/91XX /96XX/97XX ATM equipped with a MultiTech MT56XXSMI modem series with B/O: 34 version should change the initialization string for Triton Connect to +ES=1 to avoid communication issues. Verify modem model, then follow steps below to configure.



M/N: MT5600SMI
B/O - 34

ORDER P/N: MT5600SMI - 34

Serial #: 10332312
DOM: 2005.06.22

Complies with 47 CFR Part 68
AU7USA - 46014 - MD - E
REN 0 1B IC 125 11142A

CA US
E150299

CE **FC**

MultiTech Systems, Inc.
Home or Mobile Use Mh USA
Office Use sku:94455861



1. Navigate to *Management Functions > Configure Terminal > More > Communication > Modem Configuration > Modem Setup String > Triton Connect Call String*.
2. Select **Change**. Terminal will not visually prompt user that it is ready for input.
3. Enter the value: **+ES=1**.
4. Press **Enter** on the keypad to complete configuration.

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.