



## TECHNICAL

## TIP



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**DATE:** May 6, 2014

**SUBJECT:** HCDU Dispenser Power Adapter Cable

**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 type="checkbox"/>	Software Announcements
<input type="checkbox"/>	Technical Tips

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

#### DESCRIPTION:

To prevent the potential occurrence of a 912 error condition ("unknown dispense"), Triton recommends connecting a power adapter cable (09120-00434) to the dispenser power cable (09120-07183) connector plugged into to the power supply.

It has been observed in other markets that a 912 error condition ("unknown dispense") occurs when a difficult note picking event resets the HCDU dispenser. The adapter cable (09120-00434) prevents the HCDU from resetting during this rare event.

The ATM will now report the 917 error condition ("Dispenser Failed") for this rare difficult note picking event, or a 902 error condition ("Cassette is Empty") if the note doesn't exit the cassette.

ARGO 12 ATM's manufactured after April 2, 2014 with serial number RL63XD14092XXXX or later are equipped with an updated dispenser power cable (09120-00435)



#### Installing the Power Adapter Cable

1. Perform a proper shutdown of the unit.  
Main Menu > 5 - System Parameters > 4 - Shut Down the Terminal > Flip the power switch on the power supply to the OFF (O) position.

## Installing the Power Adapter Cable cont...

2. Unplug the Dispenser Power Cable from the power supply.



3. Plug the Power Adapter Cable into the Dispenser Power Cable.



4. Plug the Power Adapter Cable into the 10-pin receptacle power supply. Flip the switch on the power supply to the ON (I) position.



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

Visit [www.TritonATM.com](http://www.TritonATM.com) for additional information.

For all ATM Parts, Repair, and Training needs, visit [www.atmgurus.com](http://www.atmgurus.com).