USB MODEM UPGRADE INSTALLATION/SETUP PROCEDURES (MODELS RL/FT5000/RT2000)

TDN 07100-00047-00
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CORPORATE HEADQUARTERS

21405 B STREET
Long Beach, MS 39560
PHONE: (800) 259-6672
FAX: (228) 868-9445

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Document Updates:

December 17, 2010 Software note on page3

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Trademark Acknowledgements

Microsoft Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries. Viking Memory Components is a registered trademark of Viking InterWorks, Inc.

Important Software Note

For all customers that have installed security files or Canada upgraded to **2.3.2** or **2.4.2** -

If the terminal has been updated with the **xs20strt2.2.0.tlf** or **xs28strt2.2.tlf** (CAN EMV) or has Canada **2.3.2** or **2.4.2** the USB update it is**NOT COMPATIBLE AND WILL NOT WORK. (security file incompatibility) STOP DO NOT PROCEDE**

Options are to send your XScale main board back to Triton for reprogramming, update your ATM to the X2 platform, or use your current platform for TCP/IP.
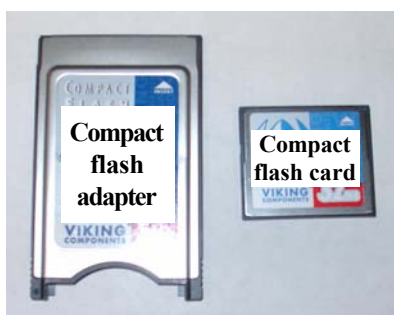
USB MODEM UPGRADE

INTRODUCTION

This guide covers the steps for upgrading Model RL5000, FT5000, and RT2000 X-Scale ATMs to USB modem configuration. This procedure includes hardware installation and updating terminal files for the USB modem upgrade. A list of tools required and kit description is listed below

SCOPE

This procedure applies to all service personnel involved in the process of maintaining or converting Triton ATMs. Familiarization with the X-Scale operating system and Management function menu options is required.

REQUIRED PARTS AND TOOLS

TOOLS REQUIRED		
Phillips Screwdriver (Magnetic) 1/4" (6 mm) Nut Driver		
USB Modem Upgrade Kit (RL/FT5000/RT2000) **(P/N 06200-00160)**		
PARTS SUPPLIED		
PART NUMBER	**DESCRIPTION**	**QUANTITY**
01170-00046	USB Modem, MultiTech	1
01500-00034	PCMCIA Adapter, Compact Flash	1
05200-00084	Card, Compact Flash, 512MB	1
03011-01810	Bracket, Modem Mount (RL5000)	1
03011-00659	Modem Bracket (RT2000)	1
03011-00946	Modem Bracket (FT5000)	1
02309-00047	Nut, #4-40, Hex w/Star Washer	2
02054-00190	Screw, 4x12, Self-tapping, Plastite	4
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USB Modem

Compact flash adapter

Compact flash card

Triton WHERE MONEY COMES FROM.™

INSTALLING USB MODEM

> ### STOP!
>
> This installation will require loading updated terminal software files to the unit. The terminal parameters and journal records ___will not___ be affected or lost. As a precaution, before proceeding, it is**RECOMMENDED** that you save terminal parameters and journal records to an external storage device such as a flash memory device.You may also want to print these parameter/ records. The procedures for saving to an external device are found in Appendix A of this manual.

REMOVE PCMCIA MODEM AND PHONE LINE ADAPTER

1. Enter **MANAGEMENT FUNCTIONS > SYSTEM PARAMETERS > SHUT DOWN THE TERMINAL.** When prompted *"It is now safe to turn off your computer"* on the screen, open the control panel/sleeve cabinet and turn the power switch on the power supply to the **<OFF>** (0) position.

2. Disconnect the phone line from the phone line adapter . Push the release button (Figure 1, located on Main board) for the modem card slot and remove both the PCMCIA modem card and phone line adapter (Figure 2). Figures below show removal for an RL5000.

Figure 1. Push release button.

Figure 2. Remove PCMCIA modem card and adapter.

3. Refer to the following pages for hardware installation for your modelATM.

USB MODEM UPGRADE

INSTALL USB MODEM/HARDWARE (RL5000)

➲ Using a phillips screwdriver, remove the two (2) screws shown from <u>each</u> panel cap located on the control panel (Figures 1 and 2). Retain the screws.

Note: If your ATM has the panels removed due to topper signage, use the screws included in kit for the next step.
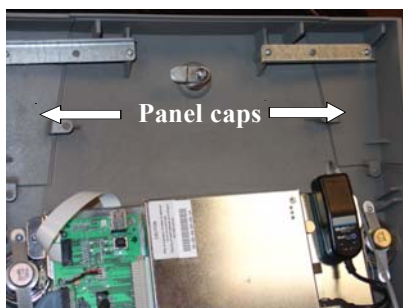

Figure 1. Panel cap locations.

Figure 2. Remove 2 screws.

➲ Install the modem bracket (P/N 03011-01810) using the screw holes and screws from the previous step (Figure 3). Secure the phillips screws.

Figure 3. Install modem mounting bracket.

â Slide the USB modem into the bracket shown in Figure 4 (next page). Connect the USB connector of modem to a USB port on the Docking board (Figure 4).

Note: Recommend connecting to the lower USB port as it allows easier access to connect an external storage device ((jumpdrive) for software updates, if required.

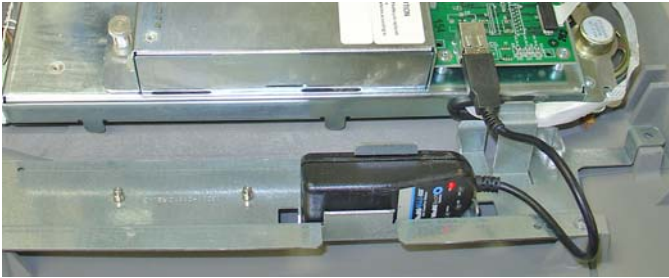â Reconnect the phone cable to the USB modem.

Figure 4. Modem installed.

INSTALL USB MODEM/HARDWARE
(FT5000)

➲ Using a phillips-head screwdriver, remove the screw shown in Figure 1. Retain screw.

➲ Install the FT modem bracket (Figure 2) with the 2 flange tabs towards the left. Secure with the screw previously removed (Figure 3).
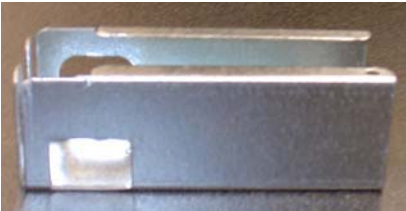

Figure 2. Modem bracket for FT5000.   *Figure 3. Modem bracket mounted.*

➲ Slide the USB modem into bracket. Connect the USB connector of modem to a USB port on the Docking board (Figure 4). Connect the phone line cable to the modem.

Note: Recommend connecting to the lower USB port as it allows easier access to connect an external storage device ((jumpdrive) for software updates, if required.

➲ **"Loop"** the modem cable under the USB port connectors shown in Figure 4. This allows light fixture panel to be opened/closed without interfering with modem cable.

➲ Reconnect the phone line cable to the modem.

Figure 4. Modem installed.

INSTALL USB MODEM/HARDWARE
(RT2000)

➲ Using a phillips-head screwdriver, remove the screw that secures the modem bracket (Figure 1). Remove the bracket and reinstall the screw

Figure 1. Remove screw/bracket.

➲ Remove the screw shown in Figure 2. Install the modem bracket with the 2 flange tabs towards the left. Secure with screw.

➲ Slide the USB modem into bracket. Connect the USB connector of modem to a USB port on the Docking board (Figure 3).

Note: Recommend connecting to the lower USB port as it allows easier access to connect an external storage device ((jumpdrive) for software updates, if required.

Figure 2. Secure bracket to screw shown.

Figure 3. Modem secured and connected.

➲ Reconnect the phone line cable to the modem.

UPDATING TERMINAL FILES

> *** Note ***
> Ensure terminal is powered down before starting these procedures.

Follow these steps to update terminal files:

1. Insert the compact flash card into the PCMCIA compact flash adapter (Figure 1). Next, insert the adapter fully into either PCMCIA slot on the main board assembly (Figure 2). The release button will extend out when inserted.

> **** Important ****
> **DO NOT remove the flash adapter until directed!**

Figure 1. Adapter w/card inserted.

Figure 2. Insert into PCMCIA slot.

2. Turn the power switch**<ON>**. The following screen will be displayed (you will also see a couple popup messages before this screen):

Note: The SPED version number may vary depending on the version installed.

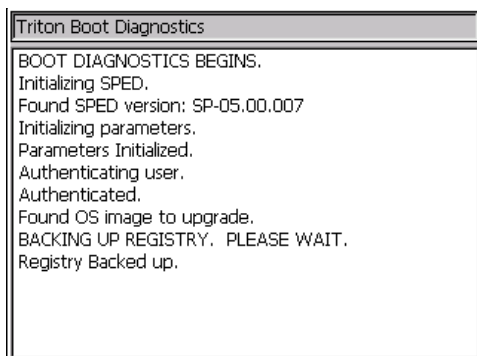**3.** Once the system boots, you will be presented with the following prompt. Enter your password.
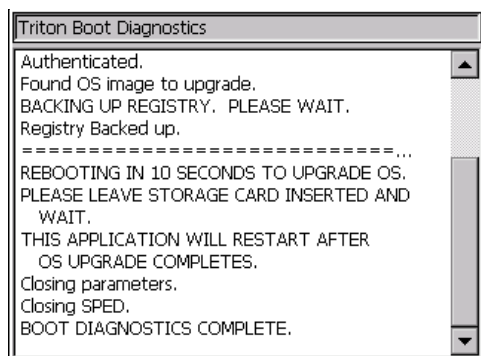
Note: You must have access rights to perform a software update in order to complete this process.

After login you will be presented with the following screen

At this point you may see the screen flicker while the operating systems is prepared for installation. This is normal behavior After a couple minutes you will see the following screen:
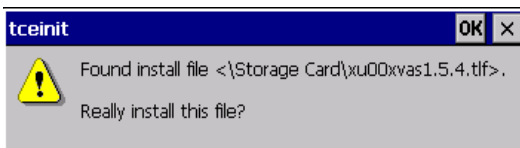
The terminal will automatically restart and begin the OS load process. This automated process will also store a copy of the journal and terminal parameters to the compact flash card but**will not** remove them from the system.
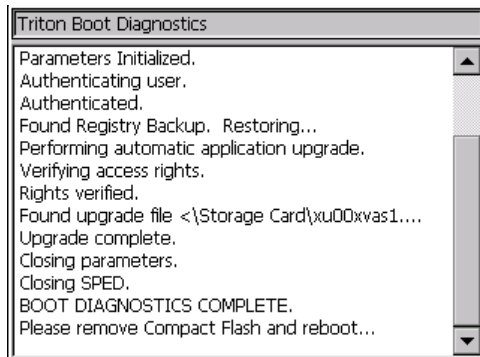

*** Caution ***

During the operating system update there will be nothing displayed on the screen. This process may take up to 10 minutes. **DO NOT** **power down your terminal or remove the compact flash card during this time!**

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4. Once the system reboots, you will be presented with the login prompt again. Enter your password. The system will prompt that a software application update was found and ask to confirm with the update:

Press the **<ENTER>** key to continue the update process. Note that the load file presented here will vary based on the country and terminal typeAfter confirmation, the terminal will begin the load process. This will take about 5 minutes to complete. ***DO NOT*** *remove the compact flash card during this process!*

When the software update is complete you will see the following screen:

5.   **REMOVE the PCMCIA adapter from the terminal.** Turn the power switch to the **<Off>** position. Wait approximately 10 seconds and turn the switch **<ON>**. The system will restart with the new operating system and software update in place. The upgrade process is complete.

Note: The process of loading a new operating system may reset the time zone to a system default. Verify the time zone parameter (Date/Time function) after the update (Appendix A).

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Appendix A

SAVING PARAMETERS TO EXTERNAL STORAGE

DESCRIPTION:

Use this function to save the current terminal parameters to an external storage device that is attached to a USB port.. Should it ever become necessary to restore the parameters, the *Restore Parameters From External Device* function can be used to quickly configure the terminal with the saved parameters.

This procedure requires you to attach an External Storage Device such as a Pin Drive to one of the USB ports on the Docking Card.
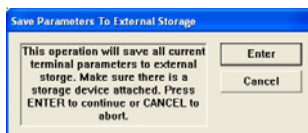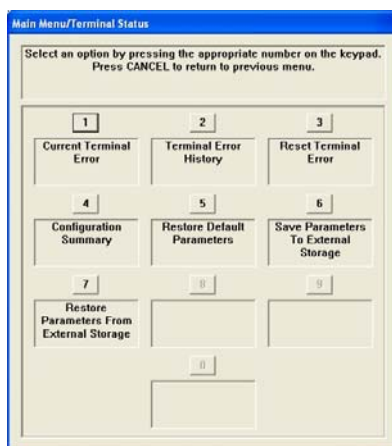
1. Unlock and open the control panel (RL5000) or cabinet sleeve door (FT5000/RT2000).

2. Locate one of the USB port connectors located on the Docking board assembly.

3. Install the External Device into a USB port connector   . Close the control panel/sleeve door.

ACCESS INSTRUCTIONS:

1. From the **MAIN MENU** screen, select the **TERMINAL STATUS** option by pressing the number <8> on the keypad.

2. To **SAVE PARAMETERS TO EXTERNAL STORAGE**, press the number <6> on the keypad.

3. At the confirmation dialog, select **<Enter>** to save the terminal parameters to the external device or **<Cancel>** to exit without saving.

After completion of save parameters function, remove the external device from the docking board.

Note: If you are also saving Journal records, leave external device connected to USB port.

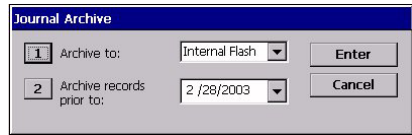## ARCHIVE /DELETE JOURNAL

DESCRIPTION:

This function allows you to specify the destination and end date of the current journal archive interval.

1. **Archive to:** This option selects where the archived journal data will be stored. Press the number <1> on the keypad to select the destination of the stored archived file. Options are "None", "Internal Flash", "Compact Flash", or **"USB Device"**. If the specified device is not available at the time the auto archive is done, no records will be archived. The default value is "None" where audited records prior to the specified date are deleted and no archive is created.

2. **Archive records prior to**: By default, the current date appears in the data entry field. To specify a different date, enter it in the format MMDDYYYY (example: April 24, 2005 would be entered as 4/24/2005).

Should it ever become necessary to retrieve archived journal records, you can use the *View Journal Archive* function

ACCESS INSTRUCTIONS:

1. From the **MAIN MENU** screen, select the **ELECTRONIC JOURNAL** option by pressing number <3> on the keypad.

2. To **ARCHIVE JOURNAL RECORDS**, press number <5> on the keypad.

3. Press <1> repeatedly to find the storage device being used (USB Device).

4. Press <2> to change the date, if applicable.

5. Select **<Enter>** to save the journal records to the external device or **<Cancel>** to exit without saving.

After completion of archive journal function, remove the external device from the docking board.

DATE AND TIME
(ADVANCED SETTINGS)

DESCRIPTION:

The ADVANCED SETTINGS function provides an alternative time/date change dialog but is primarily used to change the terminal's time zone and daylight savings properties. This option activates the date/time properties dialog box. Once it is displayed, you can use it to change the terminals Date/Time settings.

You will use the following keys on the keyboard to navigate the date/time properties dialog:

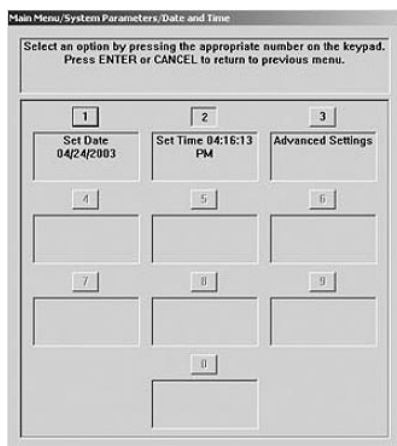CANCEL - Press this key to immediately return to the system parameters main dialog.

CLEAR - This key lets you jump from section to section within a dialog. It functions like the **<Tab>** key on a PC keyboard. Once a section is active (highlighted via a change in color or a dotted border), you can select an option in that area.

CTRL (BLANK KEY) - Press this key to change a checkbox option from the checked and unchecked condition.

LEFT/RIGHT ARROW - Press these keys to cycle through the available options in an area.
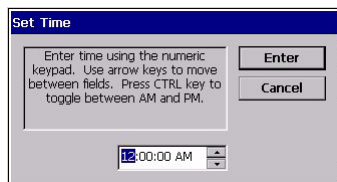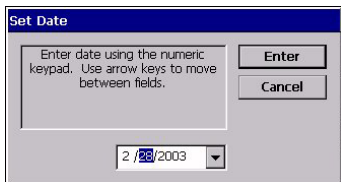
ACCESS INSTRUCTIONS:

1. From the MAIN MENU screen, select the SYSTEM PARAMETERS option by pressing the number <5> on the keypad.

2. From the SYSTEM PARAMETERS screen, select the DATE AND TIME option by pressing the number <1> on the keypad.

3. Press the number <1> or <2> on the keypad to access SET DATE or SET TIME respectively.

3. Press the number <3> on the keypad to access the ADVANCED SETTINGS option.

SET THE DATE/TIME OPTIONS

Use the numeric keypad to enter the date and times. Move between the fields with the **<Arrow>** keys. Press the **<CTRL>** key to toggle between AM or PM (Time settings). Press **<Enter>** when the correct date and time are displayed.

SET THE TIME ZONE AND DAYLIGHT SAVINGS SETTING

To change the time zone/daylight savings settings, press the **<Clear>** key as needed to move through the screen and highlight the desired setting.

1. **Set the Time Zone** Press the **<Clear>** key on the keypad to highlight the list of time zones. Use the **< Arrow> keys** to select a time zone.

2. **Daylight Savings.** Move the highlight mark to this option. Press the **<CTRL>** key to check or uncheck the option, as appropriate.

3. Check all the settings (month/date/time/etc). Once the settings have been completed, press **<Enter>** to accept or **<Cancel>** to exit without making changes.