

TECHNICAL BULLETIN

SUBJECT:
X4 US FALLBACK UPDATE

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

Recommended Software Update for US ATMs with X4 Mainboard

Anytime an ATM processes a magnetic stripe transaction with a chip card the ATM sends the fallback flag (tag 9F39) when a chip card cannot be read due to a technical issue with the chip. Some processors may require the fallback flag anytime the ATM processes a magnetic stripe transaction with a chip card, even though the chip would have operated normally.

Triton recommends all US customers with an X4 mainboard for the ATM models listed below to load the update. The Load file is found at www.triton.com. Please review release notes for more information.

Model	Mainboard	Load File
RL/FT/FT ARGO 15, ARGO FT	X4	t-us-emvfallbackon-1.0.0.0.tr8

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100, option 3 or toll free in the U.S. / Canada 1-866-787-4866, option 3. Visit www.triton.com for additional information. For all ATM parts, repair, and training needs, visit www.atmgurus.com.