USER MANUAL

TDN 07103-00281-03 SP1

REVISION HISTORY

07103-00281 Revision	Date	ECO #	Description
Original	7/16/2020	1031850	Triton Connect 6.1
-01	01/22/2021	1033420	Triton Connect 6.2
-02	2/28/2025	1033832	Triton Connect 6.3
-03 SP1	3/17/2025	1034039	Triton Connect 6.3 SP1

Contact Information

Triton©
21405 B Street
Long Beach, MS 39560 USA

Customer Service:
customer.service@atmgurus.com
1-866-787-4866 opt (2),
1 (228) 575-3100 opt (2)

Technical Support:
techsvs@triton.com
1-866-787-4866 opt (3)
1 (228) 575-3100 opt (3)

Visit www.triton.com for Triton Connect software and support documents.

PURPOSE

This guide covers the operating information and installation procedures for Triton Connect 6.3.

SCOPE

This manual applies to all service personnel involved in installing, configuring, or upgrading software on Triton ATMs nationwide and abroad.

APPLICATION

This user guide provides information, methods, and easy-to-follow instructions for operating Triton Connect 6.3 monitoring software. The manual contains information regarding initial set up of Triton Connect 6.3, navigation of important features, and basic usage instructions.

GLOSSARY

AC	Alternating Current
ATM	Automated Teller Machine
CAT-5	Category 5 (ethernet)
EMV	Europay, Mastercard, and Visa
EPP	Encrypting Pin Pad
FCC	Federal Communications Commission
PCI	Payment Card Industry
SSL	Secure Socket Layer
TCP/IP	Transmission Control Protocol/Internet Protocol
TLS	Transport Layer Security

Table of Contents

CHAPTER 1 - INTRODUCTION

WHAT IS TRITON CONNECT?

Triton Connect allows users to remote-manage one or many Triton Systems ATMs. Advantages include increased efficiency and reduced costs associated with managing your ATMs. Triton Connect provides a proven ATM monitoring solution, which currently manages thousands of Triton ATMs throughout the United States and worldwide.

FLEXIBILITY

Install the Triton Connect software on a single PC as a stand-alone configuration for a single point of administration, or install on multiple PCs as a network configuration which allows the distribution of management tasks to multiple personnel. Triton Connect can manage a fleet of ATMs of virtually any size.

CONVENIENCE

Triton Connect software enables the user to perform a wide range of monitoring and control functions from the convenience of a central location. In many cases, the software eliminates the cost of a technician traveling to the terminal location to perform configuration or data retrieval functions. Triton Connect can access terminals via dial-up telephone service, TCP/IP land-line, or wireless connections.

SECURITY

Multiple levels of password protection prevent unauthorized individuals from using Triton Connect. The software uses cryptographic protocols, such as SSL or TLS certificates, which provides authentication and data encryption between servers, terminals, and the Triton Connect application.

FEATURES

Triton Connect offers a wealth of features to maximize the value of your investment in Triton Systems ATM products. The software application groups these features within the following program blocks below.

- Terminal Manager
- Data Manager
- Call Monitor
- Call Viewer
- Alarm Monit**or**

TERMINAL MANAGER

The Terminal Manager application supports remote terminal configuration, data retrieval and storage, and status monitoring.

REMOTE CONFIGURATION

The Terminal Manager allows the user to set, monitor, and change terminal parameters from a PC. The following lists examples of these parameters.

- Fast Cash Amounts and Withdrawal Limits
- Text or Graphics Advertising Screens
- Display and Coupon Message Text
- Surcharge Amounts

DATA RETRIEVAL AND STORAGE

The Terminal Manager contains a powerful feature to retrieve, store, and manipulate terminal data in databases. The following lists examples of the types of data maintained in the databases.

- Terminal Identification information
- Terminal Configuration parameters
- Electronic Journal transaction data

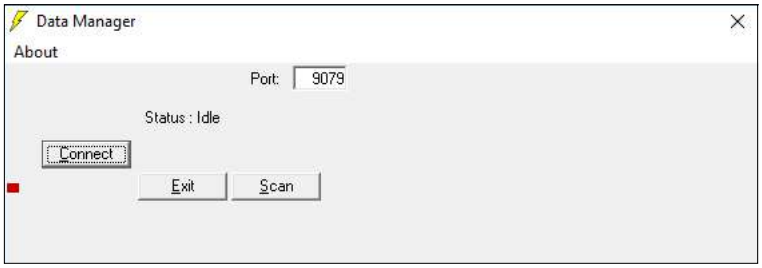
STATUS MONITORING

Triton Connect can schedule periodic calls to the terminals and retrieve the most current status information. The terminal sends detected error conditions to Triton Connect in real time. Once stored in the database, the appropriate Terminal Manager function retrieves the data and the user can view it at their convenience.
The following lists examples of available status information.

- Terminal Error conditions.
- Cassette Status (cash loaded, remaining).
- Status of Last Dispense operation.

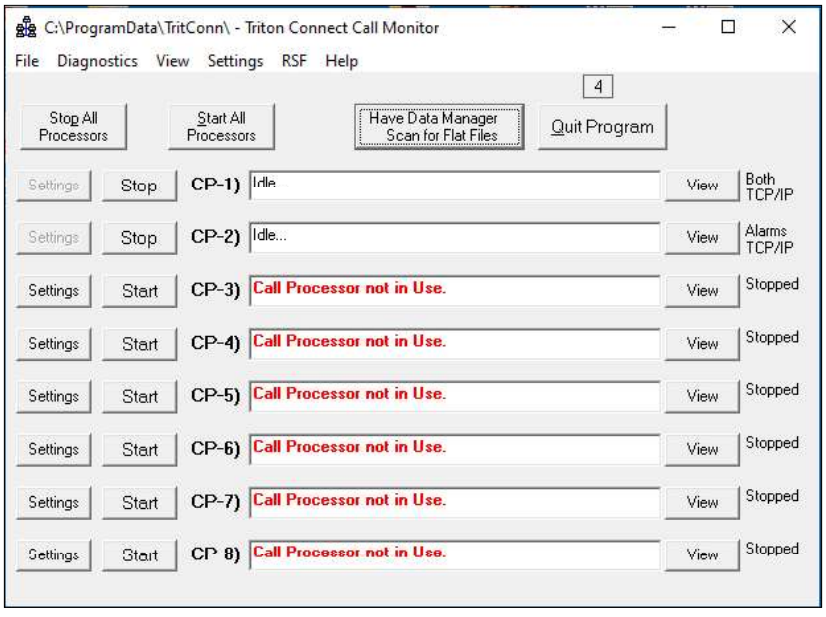
DATA MANAGER

The Data Manager application manages many of the data-processing functions previously handled by the Call Monitor and Call Processors, thus improving the speed and functionality of those applications.



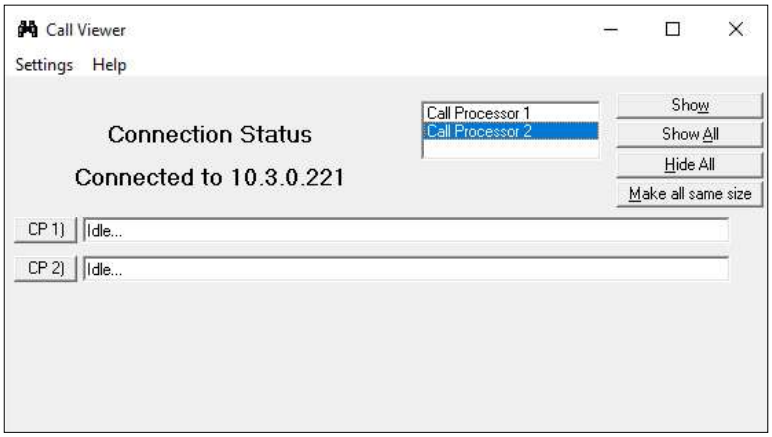
CALL MONITOR

The Call Monitor gives Triton Connect the ability to calls the terminals—call-out operations—and to receive calls from terminals—call-in operations—using a combination of dial-up, TCP/IP, or wireless connections. The Call Monitor exercises overall control of all call activity by assigning each communication line to a Call Processor. Each Call Processor monitors and controls the calling activity of its associated line. The Call Processor will make calls to terminals, answers calls from terminals, provide indications of the activities taking place during a call, and terminate the connection after a call. The Call Monitor gives a standalone PC the ability to handle a high volume of call activities.



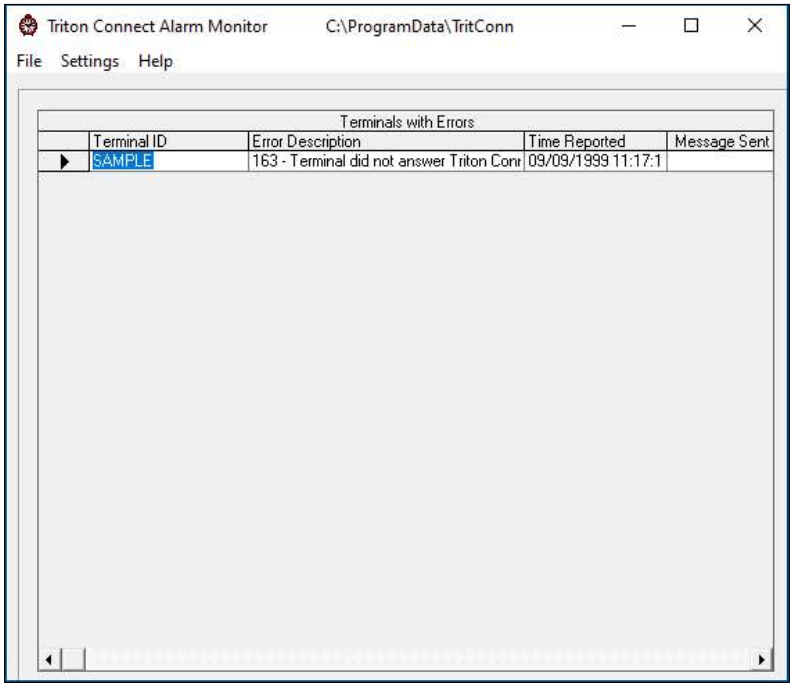
CALL VIEWER

The Call Viewer displays the activities of all active Call Processors from a licensed workstation on the network. A Call Processor acts as an interface between the Call Monitor application and the communications hardware; modems, telephone lines, and TCP/IP.



ALARM MONITOR

The Alarm Monitor checks incoming calls for alarm conditions reported by the terminals, and provides visual indications of such conditions. The Terminal Manager maintains a printable report of the alarm conditions.



WHAT IS NEW FOR TRITON CONNECT 6.3, SP1

The following lists the features either new or modified to the latest release of **Triton Connect 6.3 SP1:**

1. Adds updates for journal print to file updates for Expanded Format.
2. Resolves error generated by Journal Data Report.
3. Resolves reports not working on fresh install.
4. Resolves message generated erroneously stating cannot find comloc.
5. Resolves error generated when performing Extensive Database Upgrade.
6. Resolves Triton Connect License Manager within 30 days expiration date and user does not dismiss the error message will cause scheduled outgoing calls would not go out.
7. Resolves License Manager changing the password to enter Triton Connect would not persist through a restart of the License Manager.

The following lists the features either new or modified to the latest release of **Triton Connect 6.3:**

1. Adds support for ATMs equipped with an X4 mainboard, specifically for getting/setting parameters with ATM software version 5.0.0.15 or later.
2. Adds a licensing method that does not require a USB dongle.
3. Adds support for card reader version and printer version to the Version Numbers report. This functionality may require specific ATM software versions.
4. Adds updates to journal print file functionality.
5. Adds support to enter a value for the Accept ISO action, relevant to only specific software versions
6. Adds ability to filter terminals based on version data.
7. Adds feature if the supervisor logs has default password, must change password before proceeding into the application.
8. Updated installation process.
9. Updates features to search, sort, and re-arrange columns to the dashboard.
10. Resolved the regional settings using a comma with a decimal separator error, when viewing parameters for tiered surcharge ATM.
11. Resolved erroneous data displayed for cassette close records for specific ATM configurations.

WHAT IS NEW FOR TRITON CONNECT 6.2, SP1, SP2, SP3, SP4, SP5

The following lists the features either new or modified to the latest release of **Triton Connect 6.2 SP5:**

1. Includes the ability to load the AWS access key from Triton Connect. This functionality applies to specific terminal types and versions.
2. Adds support for a value to be entered for the Accept ISO action.
3. Changes the default selection when printing journals to export the data to a file instead of printing it. The print range defaults to the last 500 records, as well as an option for opening the file for viewing with the default viewer for the file type.
4. Updates to the expanded format of print journals to file.

The following lists the features either new or modified to the latest release of **Triton Connect 6.2 SP4:**

1. Adds support for ATMs equipped with an X4 mainboard, specifically for getting/setting parameters with ATM software version 5.0.0.15 or later.

The following lists the features either new or modified to the latest release of **Triton Connect 6.2 SP3:**

1. Added support for TR8 load files for Software Updates for X4 ATMs. These are software updates for files that apply to specific ATM versions.
2. Resolves Issue changing surcharge settings on an ATM downgraded from tiered surcharge.
3. Resolves Error message generated after getting journal data.
4. Resolves Help > Contents for Terminal Manager and Call Monitor was blank.

The following lists the features either new or modified to the latest release of **Triton Connect 6.2 SP2:**

1. Added ability to test email configuration without inducing an ATM error.
2. Added support for TLS1.2 email alert.
3. Resolved Journal Data Changes.
4. Resolved wrong currency symbol in DCC journal records.
5. Resolved importing user data from file does not work properly.
6. Resolved failed calls not written to call error list. See Software Release Notes for Triton Connect 6.2 SP2.
7. Resolved issue with logging parameters for terminals with internal anti-skim.

The following lists the features either new or modified to the latest release of **Triton Connect 6.2 SP1:**

1. Adds ability to show new EMV details in Journal.
2. Adds support for Advanced Status Monitoring.
3. Verifies available space before sending software update.
4. Adds support for internal anti-skim card reader.
5. Adds ability to skip to a particular journal record.
6. Applies filter functionality to dashboard.
7. Adds support for contactless reader.
8. Adds support for PNG AD-graphic.
9. Adds configurable header for printing journals to file.
10. Adds ability to schedule a call to the ATM that will wait for the ATM to call in.
11. Adds Journal Data Changes.
12. Resolves Filter by parameters issue corrected.
13. Resolves Issue sending ISO bins to Z180 ATMs corrected.
14. Resolves Get Terminal Data drop down box when setting up a broadcast issue corrected.
15. Resolves Unexpected behavior while ATM is in TC generated error state.
16. Resolves Erroneous behavior when entering ISO bins.
17. Resolves NMD Status button intermittently appears on the wrong tab.
18. Resolves Terminal Parameters, Surcharge tab: Tiered Surcharge Add/Delete menu available and active from Withdrawal/Balance dialogs.
19. Resolves Test connection functionality checked the wrong location for reports.
20. Resolves Balance surcharging not properly ported to SQL for full extended amounts.
21. Resolves Issue with migrating parameters to SQL with Australian regional settings.
22. Resolves Run-time error when building broadcast list for changing terminal parameters.
23. Resolves Mark entries as printed checkbox has no effect.
24. Resolves Setting the cycle call processors amount to 0 causes unstable behavior.
25. Resolves Keyboard short-cut for pasting TID did not work.
26. Resolves Configurable status history limit.
27. Resolves Error message generated if error status received for an ATM prior to receiving parameters for ATM.
28. Resolves EPROM Access Code could be erroneously changed.
29. Resolves Overflow error may be generated when rescheduling a call from an error-call list.

The following lists the features either new or modified to the latest release of **Triton Connect 6.2:**

1. Adds ability to run Call Monitor as a Windows service.
2. Adds last contacted date and time from Triton Connect to the Cassette Status report.
3. Adds support for TLS1.2 between TC and SQL.
4. Adds file date and time to Terminal Files report for when files were created or last modified.
5. Adds more SSL security options for email alerts.
6. Updates ISO Numbers report to include a column for ISO Value.
7. Adds support for Tiered Surcharging.
8. Adds a message when attempting to reset the error condition 924 – Counterfeit Note Detected.
9. Journal Data Changes: Due to changes in ATM software version 4.2.2 and later, Triton Connect 6.2 is needed

to correctly reflect the Day Close settlement amount and Cassette Close multiple amounts properly in the journal. Earlier versions will show N/A for these fields.
10. Corrects Terminal Status Reports excluding TID.
11. Corrects the confusion of checkboxes indicating the selected user's permissions would not be updated properly in some circumstances.
12. Resolves: Cannot change max withdrawal amount on US dollar-dispensing ATMs in Mexico.
13. Resolves sporadic issue where changing passwords on ATM from Triton Connect would fail.
14. Resolves calls rejected due to no available call processors even though call processors were available.
15. Resolves: Erroneously message "Warning voltage must not be greater than the detection voltage!" received when attempting to change and save a value on the Extended Parameters screen.
16. Resolves the Incorrect behavior when replacing a z180 ATM with a CE-based ATM.

WHAT WAS NEW FOR TRITON CONNECT 6.1, SP1, SP2, AND SP3

The following lists the features either new or modified to the latest release of **Triton Connect 6.1 SP3:**
1. Adds support for TLS 1.2 between Triton Connect and SQL Server.

The following lists the features either new or modified to the latest release of **Triton Connect 6.1 SP2:**
1. Updated the background graphic on the main Terminal Manager.
2. Adds a new report detailing how long terminals were out of service with individual error codes across a selectable date range.
3. Restores a feature to allow the user to view and modify EFLAG values.
4. Added message showing the IP Address of the client attempting to connect on the port configured for SSL.
5. Resolves the issues of individual call processors could cause the CPU usage to spike and remain maxed for the duration of the TCP/IP connection.
6. Resolves software downloads to a Z180 terminal starting at the wrong location after a broken connection resumed.
7. Resolves an empty message, welcome message, causing partial display of the terminal configuration overview.
8. Resolves missing terminal IDs when attempting to locate a terminal for a software download broadcast.
9. Resolves issues of incorrect journal results based upon a PC with a date range set in day/month/year format.
10. Resolves the issues of an OCX file not registering properly during installation.

The following lists the features either new or modified to the latest release of **Triton Connect 6.1 SP1:**
1. Resolves the issue of Triton Connect moving a scheduled call to the error-call list, if the PC language was set to Spanish.
2. Resolves the issue of Triton Connect broadcasting a load file to multiple ATMs.

The following lists the features either new or modified to the latest release of **Triton Connect 6.1:**
1. Adds a dashboard to view terminal status, the call list, as well as the ability to view call processors.
2. Parameters will be stored in SQL. If default settings are used and the automatic database upgrade processes are performed at the end of installation, the parameters will automatically be copied to SQL.
3. More information has been added to Triton Connect's Configuration Overview for terminals. The data added to the overview is as follows: Terminal Messages, EMV Info, Coupon Info, Default Transaction, Default Account, Default Language, Scheduled close enabled status and time, and Screen File.
4. Adds support for licenses based on the number of terminals in Triton Connect.
5. Removes Status history limit that resulted in lost and erroneous reports.
6. Beginning with this release of Triton Connect does not need to be uninstall to upgrade.
7. Resolves PIN Unlock reported incorrectly in Triton Connect when viewing journals.
8. Resolves not able to view entire dispenser error details in Terminal Status Messages report.
9. Resolves Call Processors set for outgoing only, then accepts incoming calls.
10. Corrected Terminal Manager crashes if Config Overview is minimized.
11. Updated wording on the Mail Server Settings dialog, the wording for the from address was updated from

"Email Address for Undeliverable Mail" to "From Email Address".
12. Resolves a potential problem, If the 'Use Incoming IP Address' option is enabled for a terminal, under certain circumstances there is a possibility that the wrong IP address could be updated for the ATM.
13. Changes: UAC will no longer be disabled nor will the user require administrator privileges. During the installation and upgrade process, a directory called TritConn will be created in the ProgramData folder and all users will be granted full control of the TritConn directory. If the automatic upgrade processes are completed at the end of installation, a copy of all files that Triton Connect both reads and writes to will be made and placed in the new ProgramData\TritConn directory, and those files will be used from that location.
14. Since the archive journals functionality no longer applies, the option was removed from the File menu.
15. Resolves the Journal Data Report from an archive functionality not working.

WHAT WAS NEW FOR TRITON CONNECT 6.0, SP1, SP2, SP3, SP4, AND SP5

The following lists the features either new or modified to the latest release of **Triton Connect 6.0 SP5:**
1. Includes support for ATMs equipped with an anti-skim card reader.
2. Resolves the issue of Triton Connect calling an ATM more than the set number of retries for failed calls.
3. Resolves the issue of missing information from exported .csv file about bills dispensed from cassettes 2, 3, and 4 when using a G60 recycling dispenser.
4. Resolves EMV Data Report not showing ATM with EMV enabled, but all EMV applications are disabled.
5. Resolves the issue of not properly merging two databases using the Triton Connect Database Utility.
6. Resolves the issue of overflow error when attempting to place a call through Triton Connect.
7. Resolves the issue of Call Monitoring crashing under a heavy load of TCP/IP connection requests.

The following lists the features either new or modified to the latest release of **Triton Connect 6.0 SP4:**
Includes all Optional Screens in Config Overview omitted in the Triton Connect.
1. Fixes the issue of getting an error message when selecting a file for a software download.
2. Fixes the issue error occurring when pasting in a large number of ISO bins.
3. Resolves the issue of an error indicating a database item was not found when a flat file is being processed.
4. Resolves the issue of the new price per gallon not being sent when a price per gallon update is rescheduled.
5. Allows the perimeters to be viewed or changed when using full extended amounts on the ATM.
6. Includes the Triton Connect Manual in installation.
7. Increases the number of ATMs for a Bulk Delete.
8. Resolves the issue of the journal table remaining after an ATM was deleted.
9. Resolves EMV data not copied when two databases are merged using the Triton Connect Database Utility.

The following lists the features either new or modified to the latest release of **Triton Connect 6.0 SP3:**
1. Performance enhancements when opening and performing operations within the Terminal Manager.
2. Resolves an error report stating no data is available when attempting to run Triton Connect numbers report.
3. Resolves the issue of an error message given, preventing a file from being selected to send to the ATM.
4. Fixes the problem of not populating fields for the SPED and dispenser during the Version Numbers Report.
5. Resolves the issue on the Call Viewer crashing when being restored after being minimized.
6. Resolves price per gallon not sent when the call to update the price per gallon rescheduled from the call-error list.

The following lists the features either new or modified to the latest release of **Triton Connect 6.0 SP2:**
1. Increases the number of ATMs for a Bulk Delete.
2. Gives email alerts higher priority than calls to an ATM.
3. Added support for T9 error codes.
4. Added the ability to send load files to CE6 and CE7 ATMs.
5. Added maximum withdraw amount ISO. ATM support for this is dependent upon ATM software version.
6. Prohibits emails erroneously sent to the ATM IP address.
7. Prohibits calls to ATMs from being placed at incorrect times.

The following lists the features either new or modified to the latest release of **Triton Connect 6.0 SP1:**

1. Increases the number of ATMs for a Bulk Delete.
2. Adds ability to enable or disable SSL for sending email alerts and accepts self-signed certificates.
3. Removes journals from tc_main after migration.
4. Resolves the issue of Triton Connect not placing a call without restarting the Call Monitor.
5. Resolves every other record not printed when journals printed to paper in extended format..

The following lists the features either new or modified to the latest release of **Triton Connect 6.0:**

1. Increases the number of ATMs for a Bulk Delete.
2. Ability to filter by parameters.
3. Support for email with user name and password.
4. Ability to combine Triton connect databases.
5. Terminal Manager expiration.
6. Added support for more users.
7. Added more settings for user permissions.
8. Added ability to use Comloc on network.
9. Ability to migrate journal archives to SQL Support enabling /disabling protocol reversals.
10. Ability to import ATM user password from file.

End of Introduction

CHAPTER 2 - INSTALLATION

TRITON CONNECT SYSTEM CONFIGURATION

Triton Connect has two deployable configurations:

- Network.
- Standalone

NETWORK CONFIGURATION

See the Network Configuration diagram below to view a typical network configuration. For installation purposes the user needs to understand the roles played by the Database File Server, Operator Workstation (or Client PC) and the Call Monitor PC.

DATABASE FILE SERVER

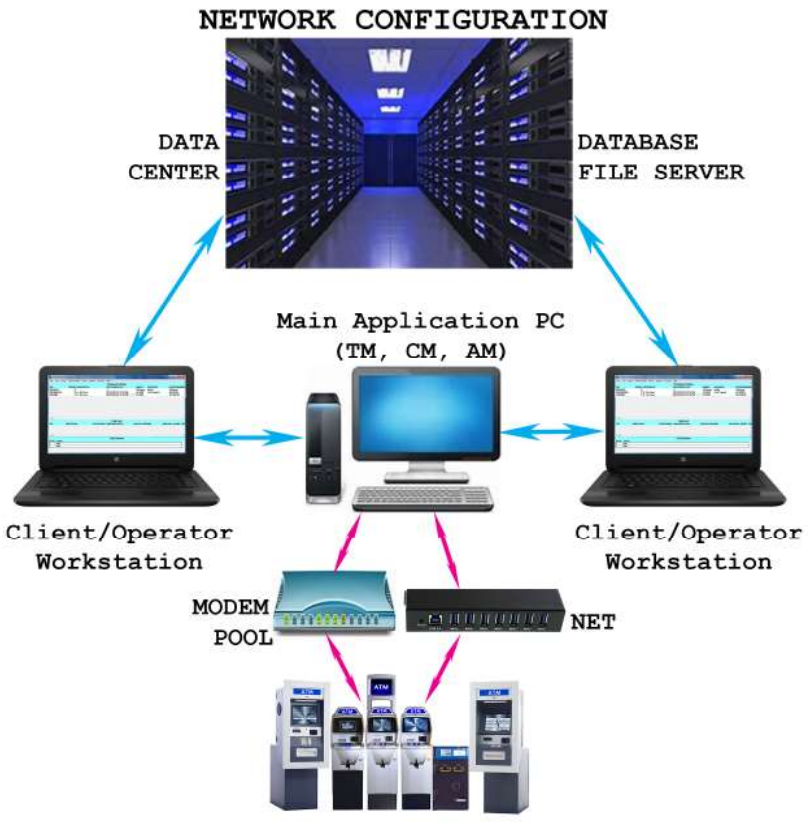
The software installs Triton Connect into the Call Monitor PC and creates databases accessible to the client and Call Monitor PC. Allowable network PCs will access and update data to the databases.

MAIN APPLICATION PC

The Main Application PC manages the processing of calls across the communication interfaces connecting the Triton Connect host installation to the remote terminals. The software installs Terminal Manager (TM), Alarm Monitor (AM), and Call Monitor (CM) onto the Main Application PC.

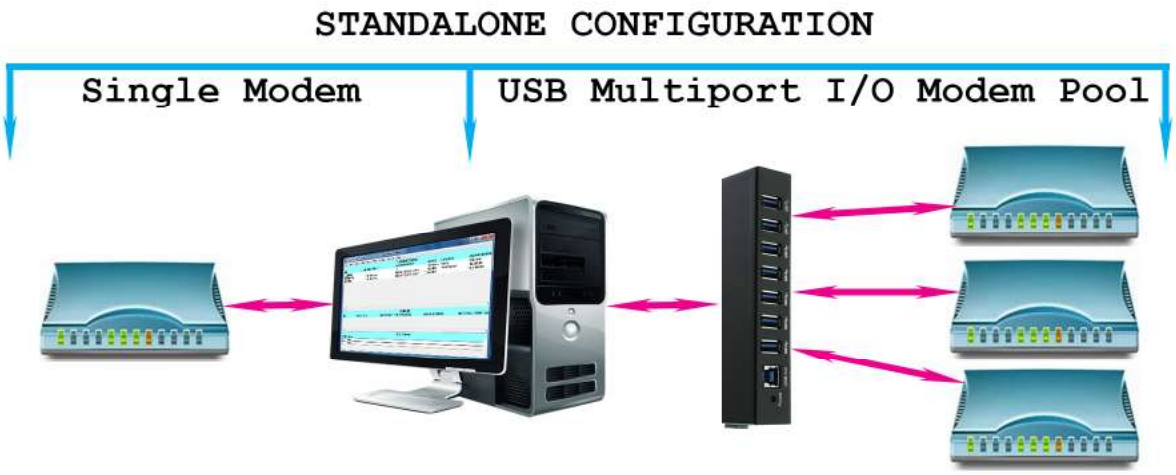
CLIENT OPERATOR WORKSTATION PC

Each Operator Workstation needs the program code, which performs terminal monitoring and control operations via the Terminal Manager and Alarm Monitor applications.



STANDALONE CONFIGURATION

In a standalone configuration, a single PC hosts all the Triton Connect applications and associated functions, to include database storage and call monitoring.



The standalone configuration handles communications with remote terminals via TCP/IP, one modem, or a modem pool as shown in the diagram. The Modems are telephone modems with Ethernet connections.

RECOMMENDED SYSTEM CONFIGURATIONS

Triton systems has tested and recommends the following PC hardware configurations for Triton Connect 6.3.

Note
Triton Connect supports TLS 1.2 and newer versions. If the PC supports this version of TLS, it will automatically be generated. Windows versions prior to 7 do not support TLS 1.2.

Network Configuration
(Used for database storage only)

- Operating systems: Windows 7, Windows 8, Windows 10 , Windows 11.
- Window Server 2008 thru 2019 to operating system.
- Pentium 4 equivalent or faster CPU.
- 4 GB or higher RAM.
- 20GB Free hard drive space.
- Available a USB port.

Operator Workstation
(Manages the Terminal Manager and Alarm Monitor applications)

- Operating systems: Windows 7, Windows 8, Windows 10, Windows 11.
- Pentium 4 equivalent or faster CPU.
- 4 GB or higher RAM.
- 20GB Free hard drive space.
- Available a USB port.

Main Application PC
(Manages the Call Monitor application)

- Operating systems: Windows 7, Windows 8, Windows 10, Windows 11.
- Pentium 4 equivalent or faster CPU.
- 4 GB or higher RAM.
- 20GB Free hard drive space.
- Available a USB port.

Standalone PC Configuration

Triton Connect allows a single PC to hosts all the applications and associated functions, including database storage and call monitoring which creates more demands on the system hardware. The minimum system requirements for a single PC/single modem configuration are listed below.

- Operating systems: Windows 7, Windows 8, Windows 10, Windows 11.
- Pentium 4 equivalent or faster CPU.
- 4 GB or higher RAM.
- 20GB Free hard drive space.
- Hard disk with a minimum of 20GB of free space.
- Available a USB port.

MODEM COMMUNICATIONS

MODEM SELECTION

In either a network or standalone environment, the type of modem to use for dial-up communications is an important consideration. See the next page for information concerning the modem selection.

Each telephone line connected to Triton Connect will require a modem as the interface between the analog telephone system and the PC. Triton Connect supports either the Universal Serial Bus (USB) or standard modems with RS-232 serial interface protocol.

Most modern PCs have one or two USB and/or serial ports, accessible from the rear panel of the main unit. If the need for additional telephone lines exceed the number of available PC ports, connect a multi-port interface card or device to the PC and add addition lines to the multi-port.

Note
Triton Connect supports communications using up to 20- modem connections.

USB MODEMS

If the user requires USB modems, they should only connect to USB ports or a USB hub. The hub allows multiple modems connections to a single physical PC port. Triton does not recommend the use of any USB to Serial adapters due to the potential of increase of data corruption.

STANDARD MODEM

If using standard serial modems instead of USB modems, add a multi-port adapter module for additional ports. With a variety of multi-port, I/O devices on the market, many fail the demands of large scale serial communications with Triton Connect. If the PC needs a multi-port adapter, DigiAccelePort 8em PCI Host Adapter meets the performance requirements.

Follow the manufacturer's instructions for installing and configuring the multi-port hardware.

MODEM SELECTION

Triton recommends the following modems, which have been tested with Triton Connect.

- 3COM (U.S. Robotics) Courier *V Everything 56K* (RS-232 serial)
- MultiTech Systems MultiModem V.90 Data/Fax *Modem with USB.*
- MultiTech Systems *MultiMobile 56K Data/Fax Modem* (USB)

These external modems connect to the PC using either a RS-232 serial cable (3COM V Everything) or a USB cable (Multitech MultiModem and MultiMobile modems.)

Triton recommends the US Robotics model 5699B for PC internal slots.

Caution

For correct operation, the dip switches on the bottom of the *3COM V Everything* modem chassis must match the settings shown below.

Note

Whichever modem selected, insure the PC has the latest modem drivers available for your operating system.

MODEM CONFIGURATION SWITCHES

SWITCH #	FUNCTION	OFF	ON
1	DTR NORMAL	X	
2	VERBAL RESULT CODES	X	
3	DISPLAY CODES		X
4	ECHO OFFLINE COMMANDS	X	
5	SUPPRESS AUTO ANSWER		X
6	NORMAL CARRIER DETECT	X	
7	DISPLAY ALL RESULT CODES	X	
8	ENABLE AT COMMAND		X
9	DISCONNECT WITH +++	X	
10	LOAD NVRAM DEFAULTS	X	

The default installation location will generally be C:\Program Files (x86)\TritConn\. After installation to the default location, files that are frequently read from and written to will be located in C:\ProgramData\TritConn\.

The application can, however, be installed to locations other than the default location. If Triton Connect is installed to some location outside of Program Files or Program Files (x86) then the ProgramData path no longer applies. To install Triton Connect to a location other than the default, choose Custom installation type and click Next. Click Change and enter or select the location where Triton Connect will be installed. Then proceed with the installation as normal.

INSTALL TRITON CONNECT

This section covers the actions needed to install the Triton Connect program on your network or a standalone system with a Comloc device.

Caution

The Triton Connect feature in the ATM must be ENABLED and configured with the correct phone numbers or TCP/IP information to allow communications with your Triton Connect host system. See your ATM Operation Manual for instructions on enabling the Triton Connect feature and entering the appropriate information.

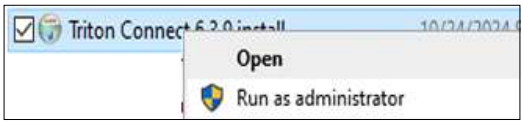
*** **NOTES** ***

- SQL Server configuration vary depending on the operating environment and cannot be covered extensively in this document. Triton Connect installation provides a version of SQL Server Express for use, or a full version of SQL Server can be used.
- Microsoft SQL Server will not install on a disk that is either compressed or encrypted.
- Enable .NET Framework 3.5 before launching Triton Connect setup to complete the installation successfully.

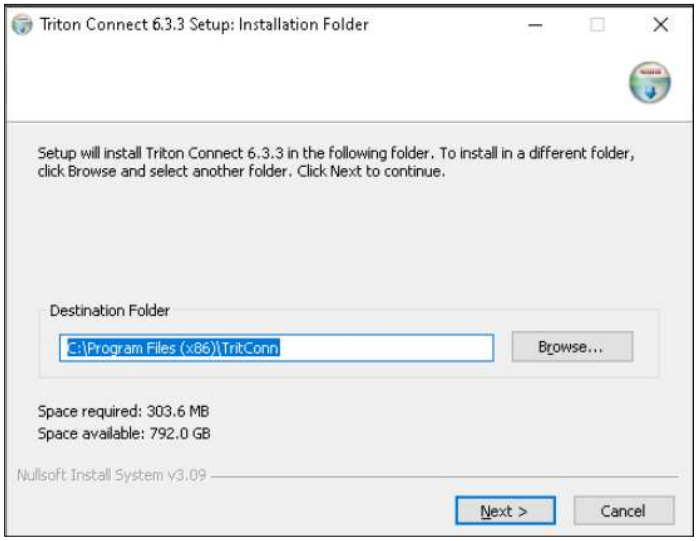
STAND ALONE INSTALLATION

These instructions perform a fresh Triton Connect installation on a single PC. Triton Connect will update the Windows Installer, .Net Framework 3.5, and the Server Express if required.

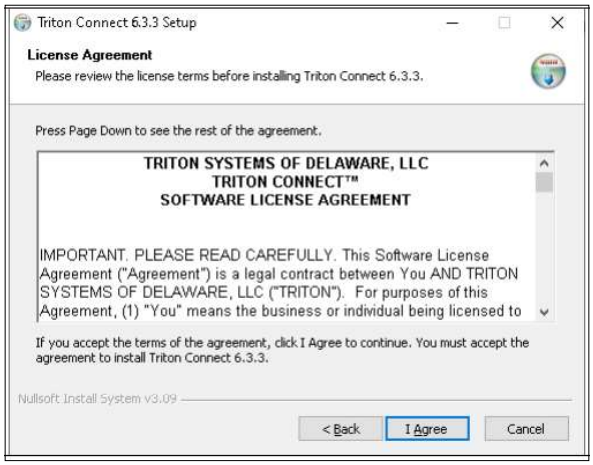
1. Locate and right-click *Triton Connect 6.3.3 install* **executable** and click *Run as administrator*.



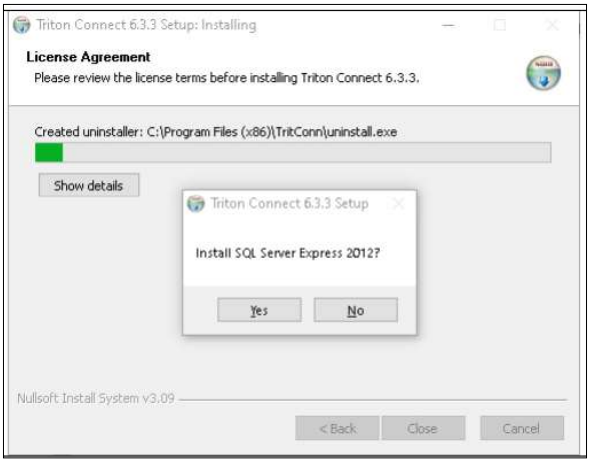
2. On the initial setup screen, verify that the default installation path is acceptable and click **Next**.



3. Review the license and click **I Agree** button.

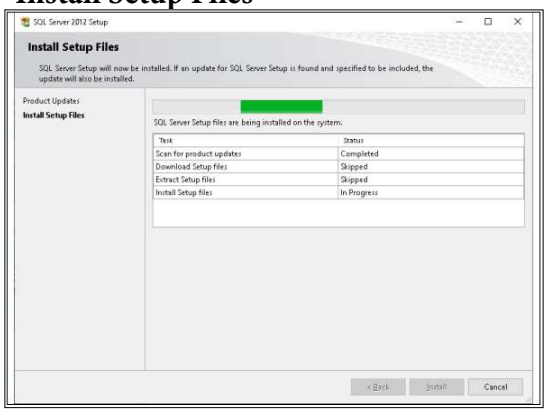


4. When prompted to install SQL Server Express, click **Yes** button.



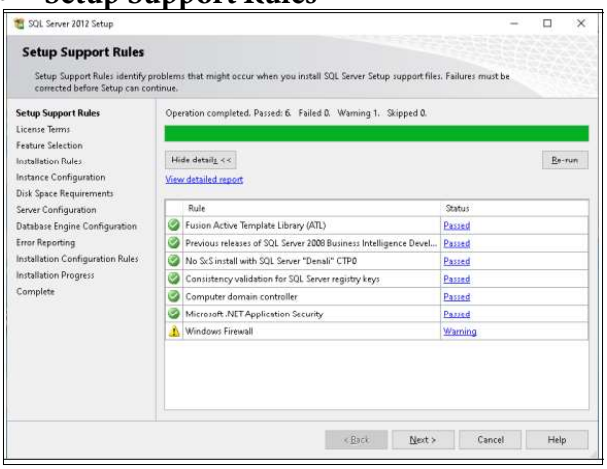
5. Proceed with the SQL Server 2012 Express installation with default options. Click **Install**

- **Install Setup Files**



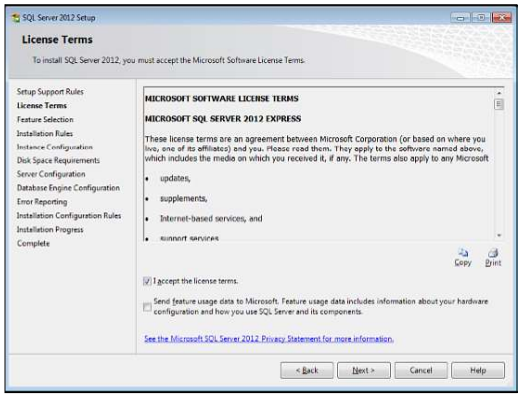
6. Click **Next** as it becomes active.

- **Setup Support Rules**



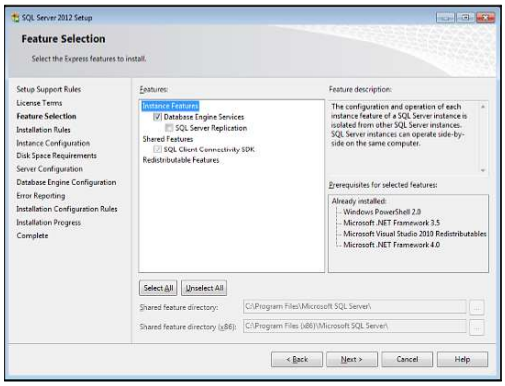
7. Read and accept the license terms. Click the **Next** button to continue.

- **License Terms**

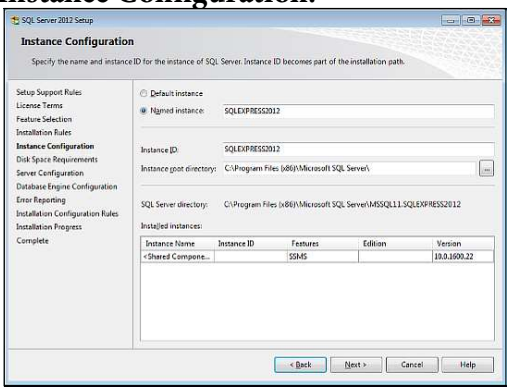


8. On the next four screens, leave the default options and click the **Next** button.

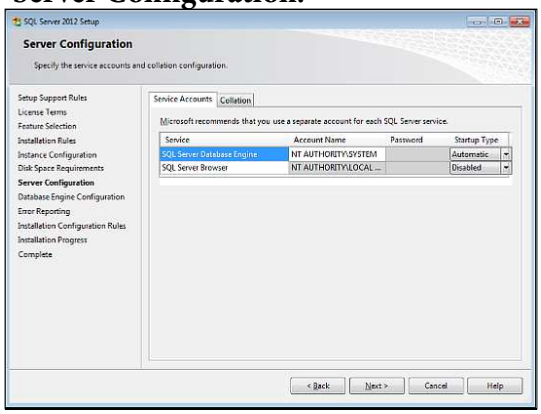
- **Feature Selection.**



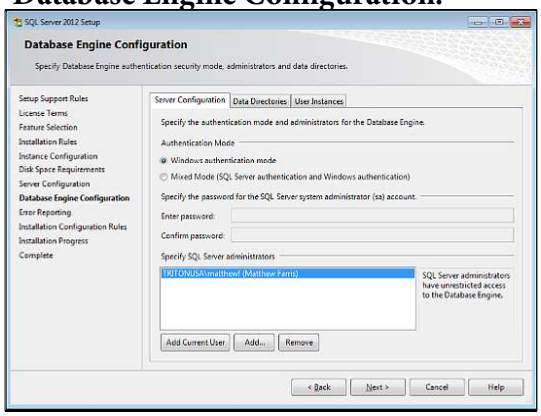
- **Instance Configuration.**



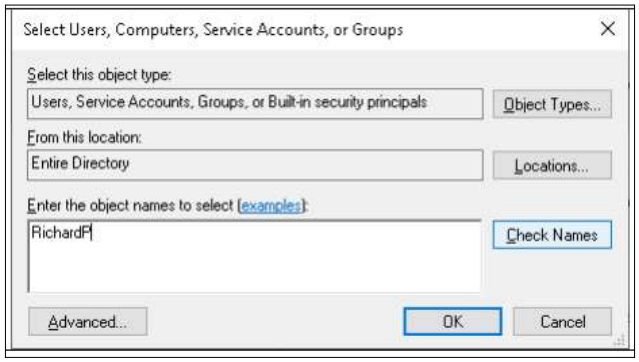
- **Server Configuration.**



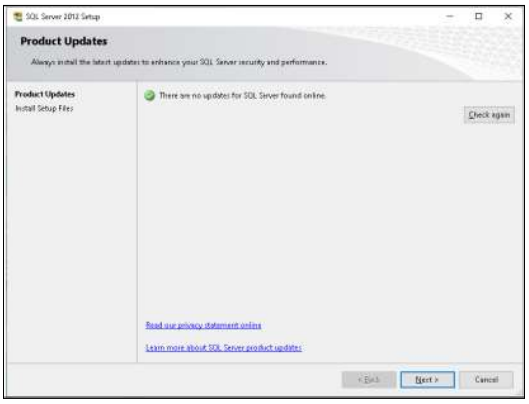
- **Database Engine Configuration.**



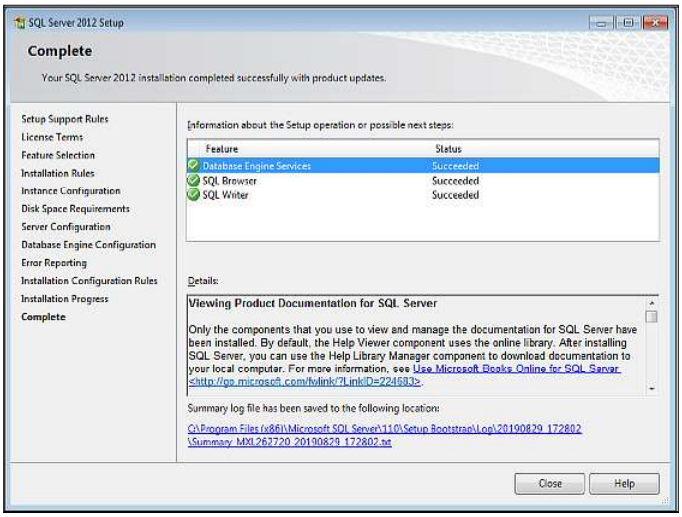
9. Triton recommends adding more than one SQL Server administrators during installation. Click **Add.** Enter a name in the textbox. Click **Check Names** to locate the user's email address. Click **OK**. Name added to Specific SQL Server administrators textbox. Click **Next**.



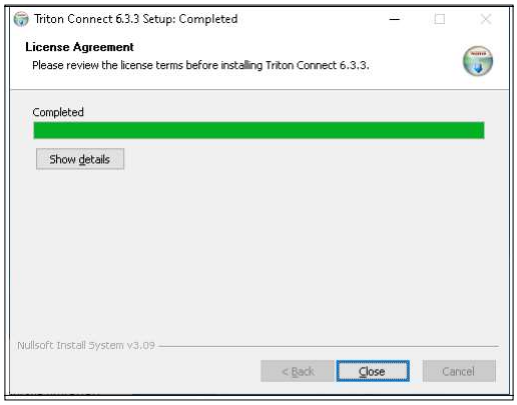
10. The *Database Engine Configuration* screen will show the added name. Click **Next**.
11. On the *Error Reporting* screen, select or do not select check box to Send Windows and SQL Server Error Reports to Microsoft. Click **Next**.



12. When SQL install completes, click the **Close** to continue the Triton Connect installation.



13. When **License Agreement** completes click **Close**.



*** NOTE ***

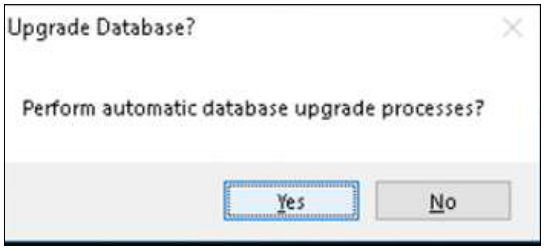
Please do NOT attach Dongle until the installation is completed.

14. On the KEYLOK Security Key Installation utility, select **KEYLOK 2 (USB w/Driver)** and **Standalone** for Installation Type. Click **Begin Install**

15. Install device driver installation. Click **Next** then click **Finish** when available.

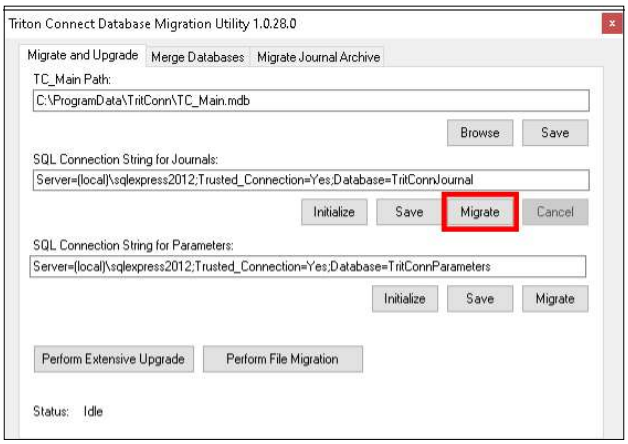
16. Should see Install Success, attach USB dongle to complete installation. Click **Close**.

17. When prompted to perform automatic database upgrade processes, click the **Yes** button.

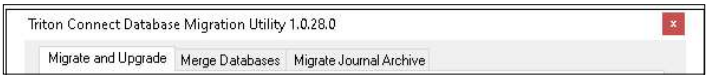


18. When prompted to perform parameter migration with default settings, click the **Yes** button.

19. Once the automatic upgrade and migration processes are complete, click the **Migrate** button, **RED** rectangle, for journal data.



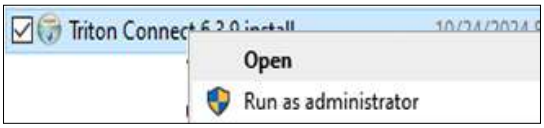
20. Once the database upgrade completes, close the Triton Connect Database Migration Utility, X **RED** box.



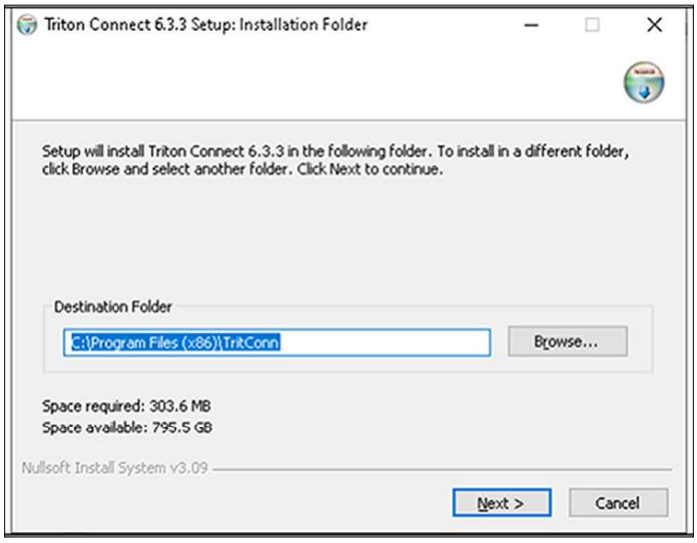
21. Triton Connect is ready to use.

Note: These instructions assume that SQL Server Express 2012 is installed and configured to work with Triton Connect from a previous installation of Triton Connect.

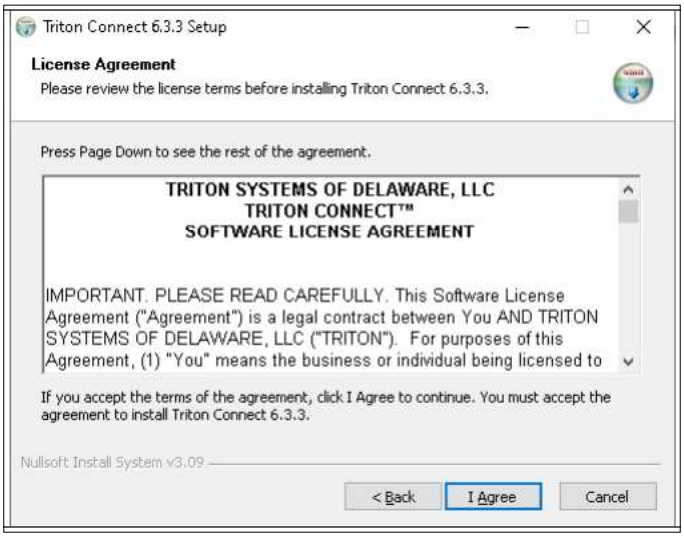
22. Run setup.exe for this release of Triton Connect as administrator.



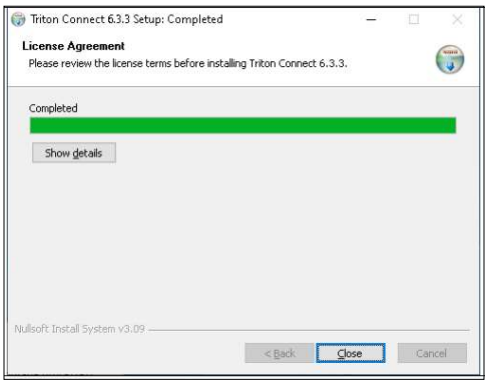
23. On the initial setup screen, verify that the default installation path is acceptable and click **Next**.



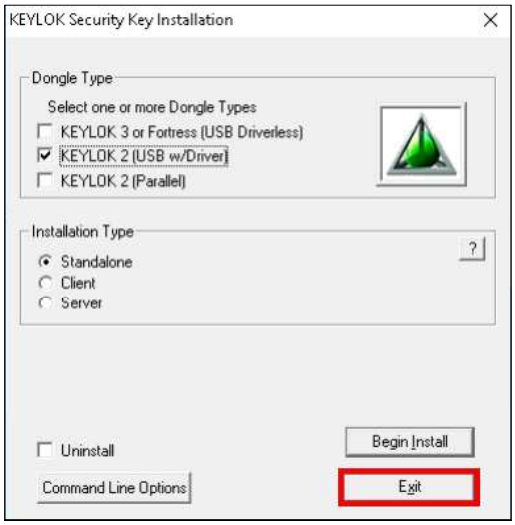
24. Read and accept the license terms. Click **I Agree** button.



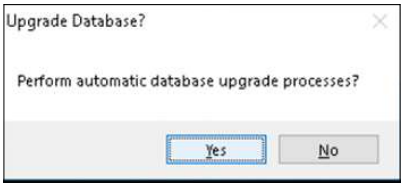
25. When License Agreement is completed, Click **Close**.



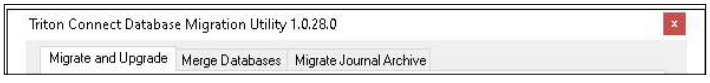
26. Click the **Exit** button when the KEYLOK Security Key install utility opens.



27. When prompted to perform automatic database upgrade processes, click the **Yes** button.



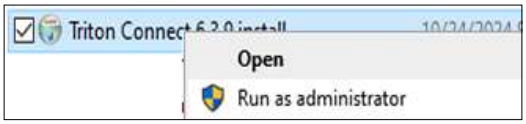
28. Once the database upgrade completes, close the Triton Connect Database Migration Utility, X **RED** box.



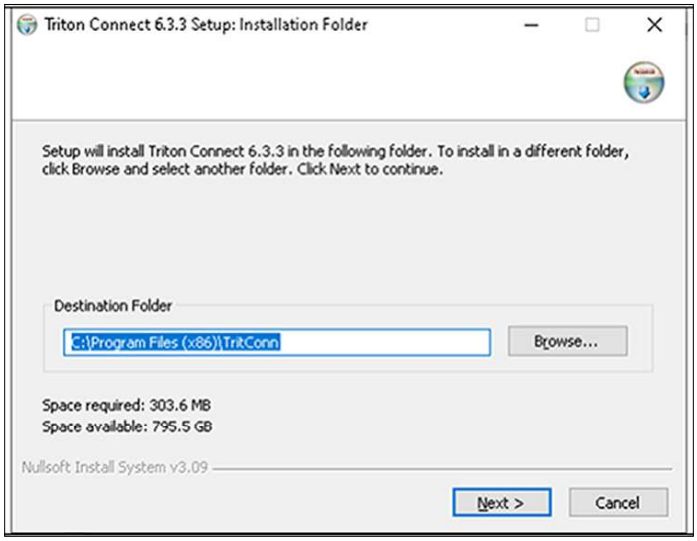
29. Triton Connect should now be ready to run.

This process assumes a single-computer installation with SQL Server Express 2008 installed on the local PC. Upgrading to SQL Server 2012 Express is optional.

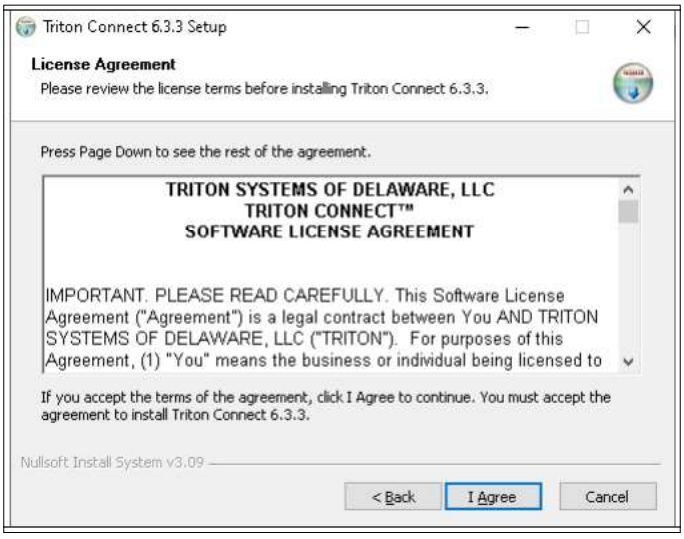
30. Run setup.exe for this release of Triton Connect as administrator.



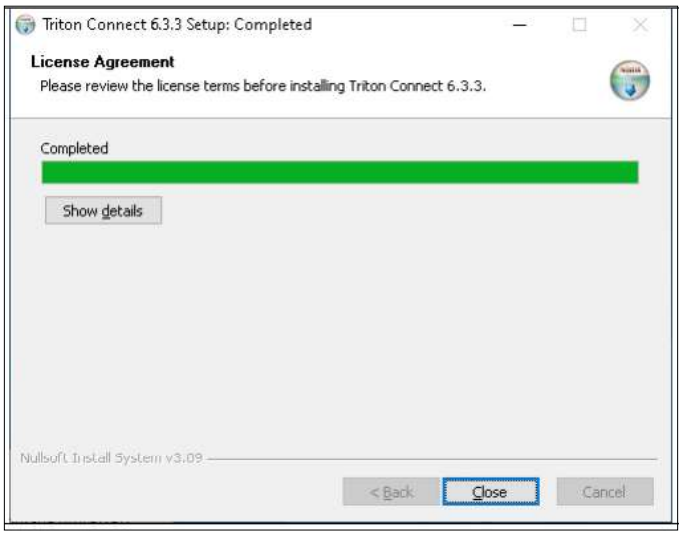
31. Verify that the default installation path is acceptable and click **Next**.



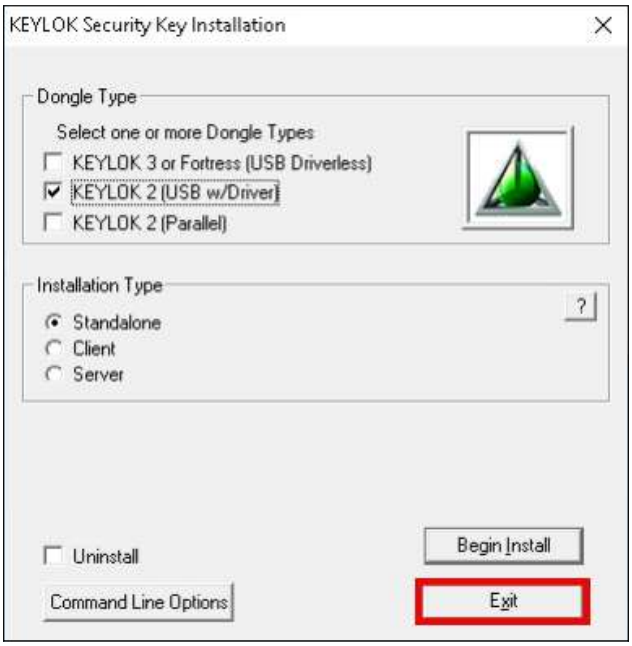
32. Read and accept the **License Terms**. Click **I Agree** button.



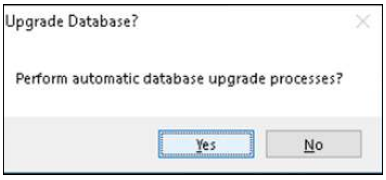
33. When License Agreement is completed Click **Close**.



34. Click the **Exit** button when the KEYLOK Security Key install utility opens.

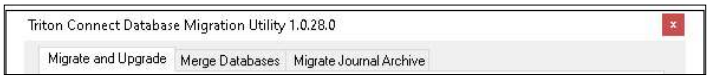


35. Click the **Yes** button to perform automatic database upgrade processes.



36. If using SQL Express as installed with Triton Connect, when prompted to perform parameter migration click **Yes** when prompted to perform parameter migration with default settings:
    - If using a custom SQL installation, click **No** at the prompt. Check and update the SQL Connection String for Parameters according to your environment. Next Click **Initialize**. If output shown is "Create database returned: True" then click **Save and Migrate**.

37. Once the database upgrade completes, close the Triton Connect Database Migration Utility, X **RED** box.



38. Triton Connect should now be ready to run.

COLUMN BLANK INTENTIONALLY

UPGRADE FROM TRITON CONNECT 5.X OR 4.4

These instructions assume a single-PC installation upgrade from 5.x or 4.4 to this release of Triton Connect. These instructions also assume that the comloc driver is already installed.

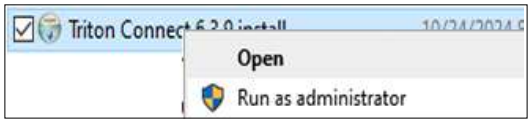
Microsoft SQL Server will not successfully install on a disk that is either compressed or encrypted.

Note

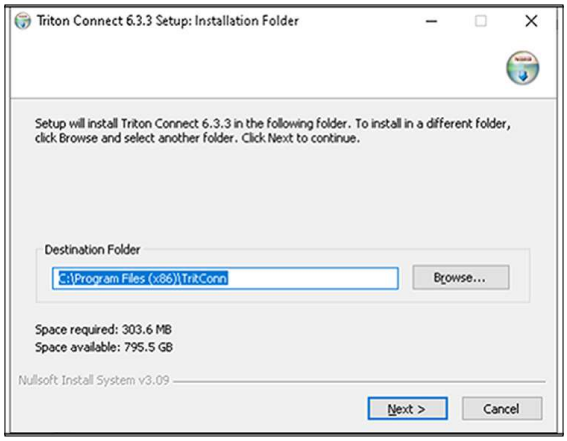
If upgrading from a Triton Connect version prior to 4.4, The user must install either 4.4 or 5.x prior to installing this release.

Perform the following steps to upgrade to Triton Connect 6.3.

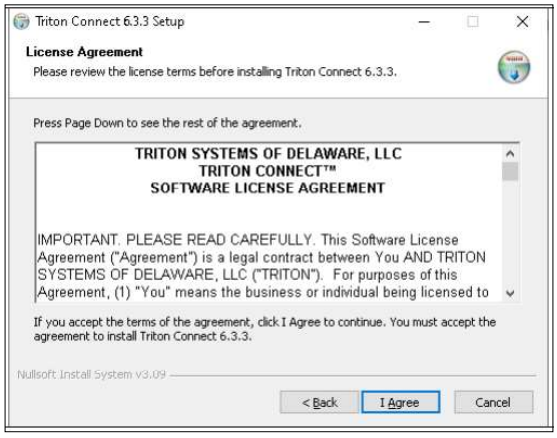
1. Make a backup copy of the contents of the Triton Connect directory (optional).
2. Run setup.exe for this release of Triton Connect as administrator.



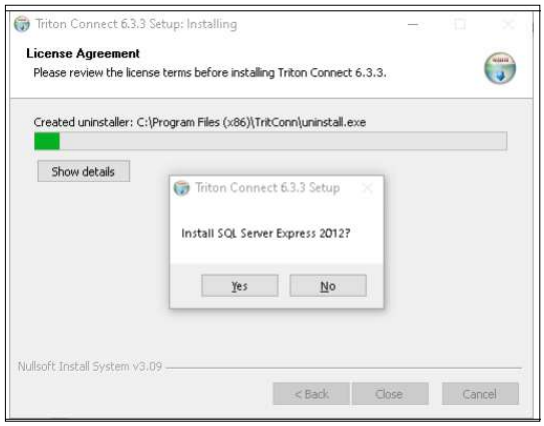
3. On the initial setup screen, verify that the default installation path is acceptable and click **Next**.



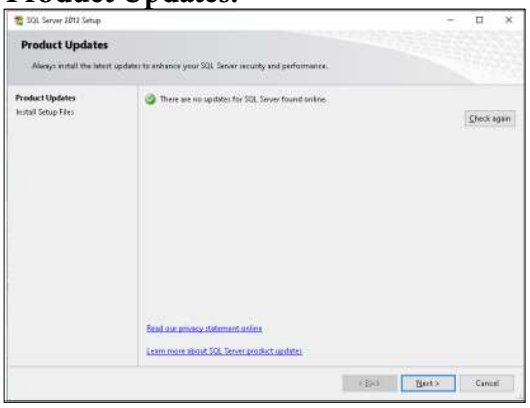
4. Read and accept the **License Agreement**. Click **I Agree** button.



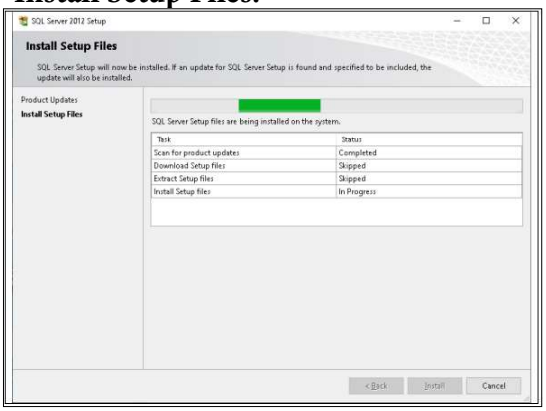
5. When prompted to install SQL Server Express, click **Yes**.



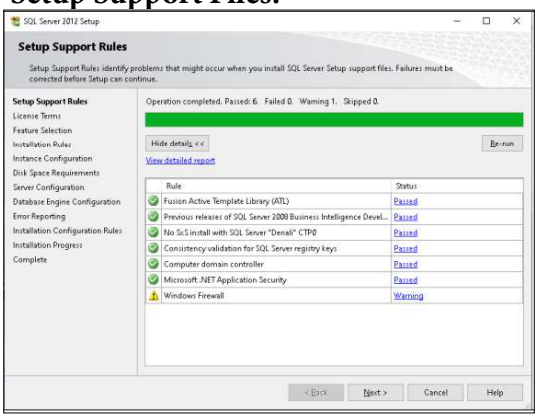
6. Use default settings and click **Next** to continue.
   - **Product Updates.**



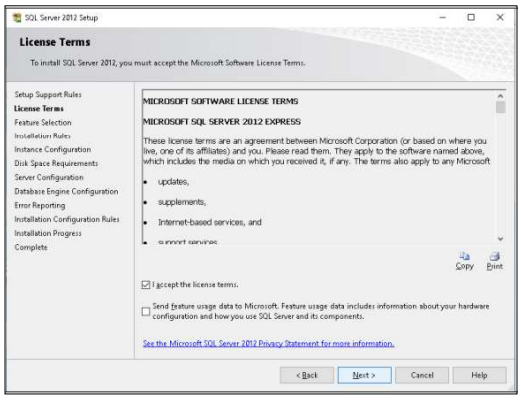
   - **Install Setup Files.**



- **Setup Support Files.**

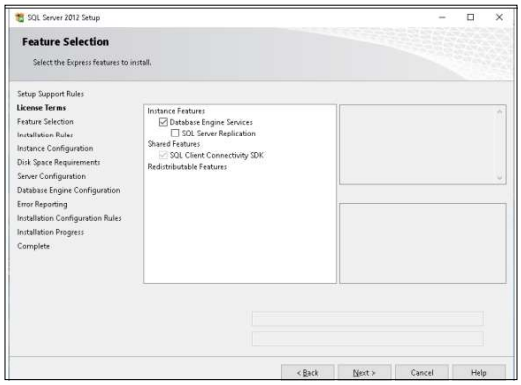


7. Read and accept the **License Terms**. Click the **Next** button.

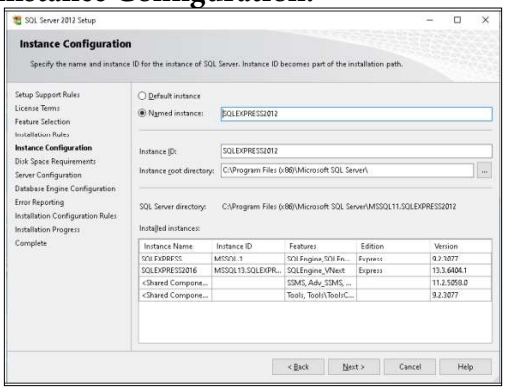


8. On the next four screens, do not change the default options. Click the **Next** button.

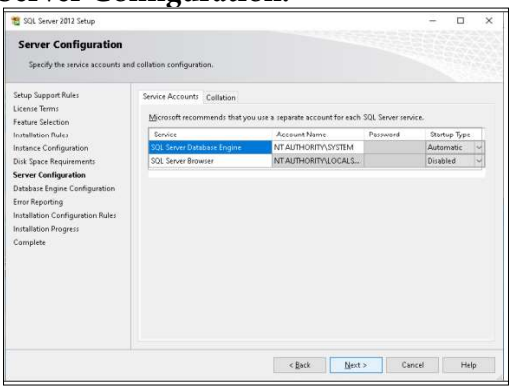
- **Feature Selection.**



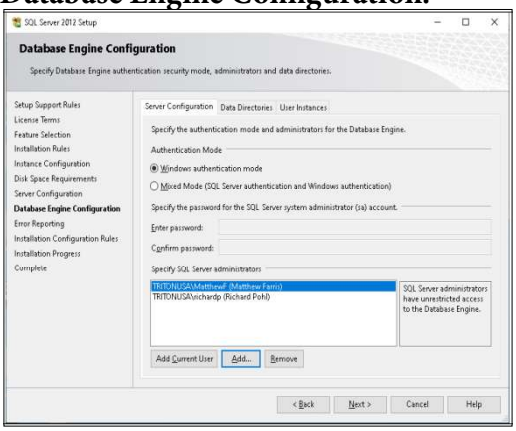
- **Instance Configuration.**



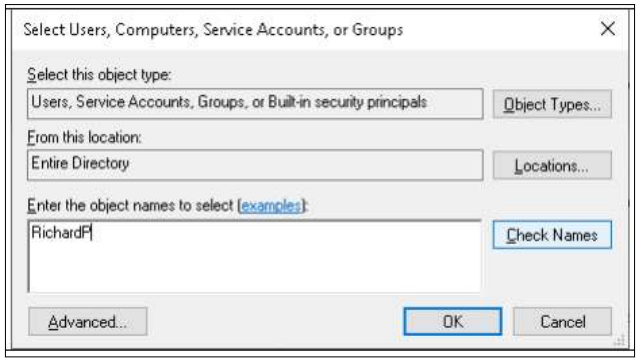
- **Server Configuration.**



- **Database Engine Configuration.**

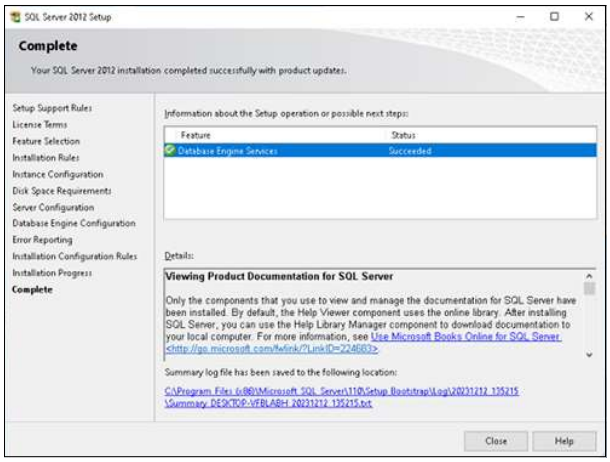


9. Triton recommends adding more than one SQL Server administrators during installation. Click **Add.** Enter a name in the textbox. Click **Check Names** to locate the user's email address. Click **OK** will add the name to Specific SQL Server administrators textbox.

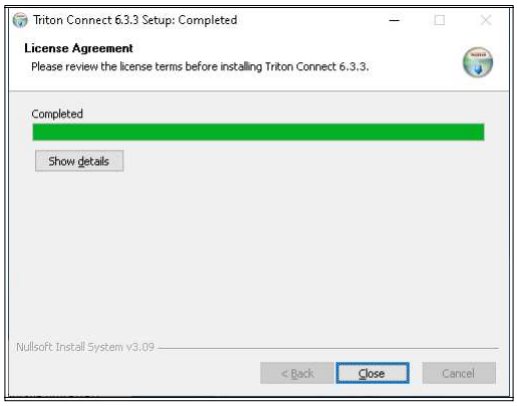


10. The *Database Engine Configuration* screen will show the added name. Click **Next**.
11. On the *Error Reporting* screen, select or do not select check box to Send Windows and SQL Server Error Reports to Microsoft. Click **Next**.

12. When SQL install completes, click the **Close** to continue the Triton Connect installation.



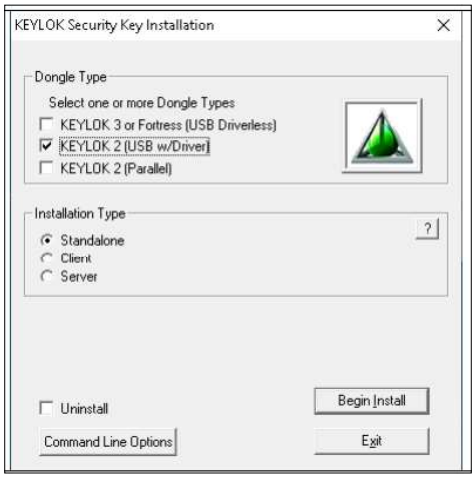
13. When **License Agreement** completes click **Close**.



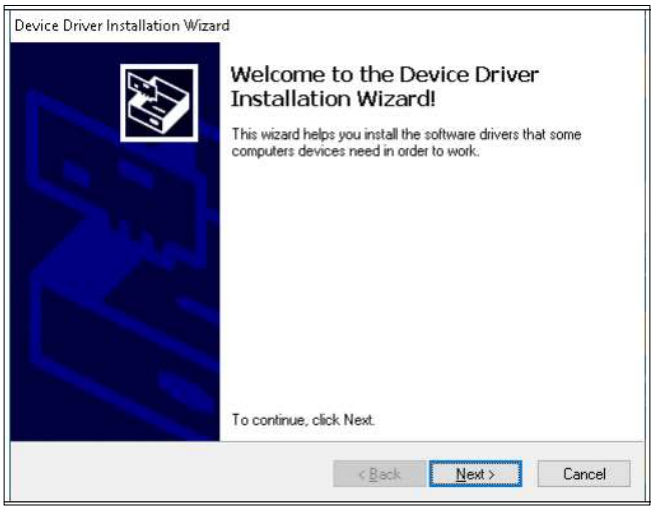
*** NOTE ***

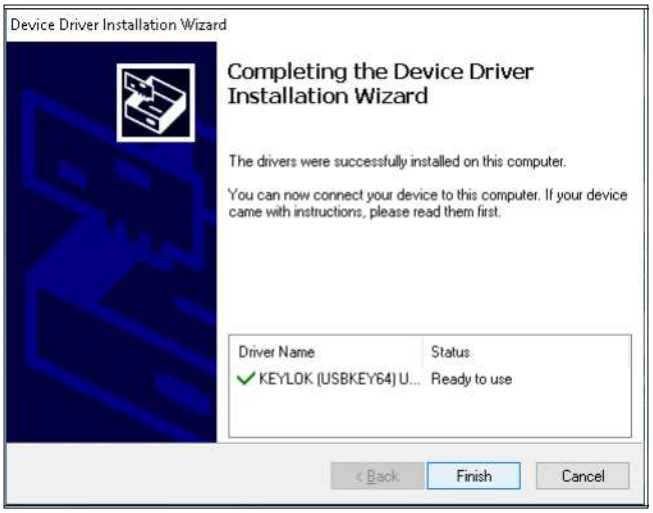
DO NOT attach USB dongle until installation is completed.

14. On the KEYLOK Security Key Installation utility, select **KEYLOK 2 (USB w/Driver)** and **Standalone** for Installation Type. Click **Begin Install**



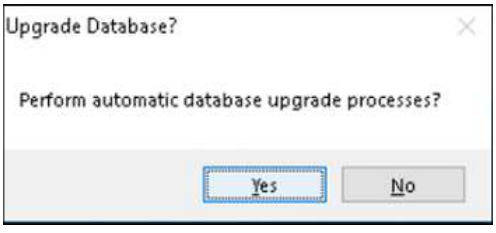
15. Install device driver installation. Click **Next** then click **Finish** when available.





16. Should see Install Success, attach USB dongle to complete installation. Click **Close**.

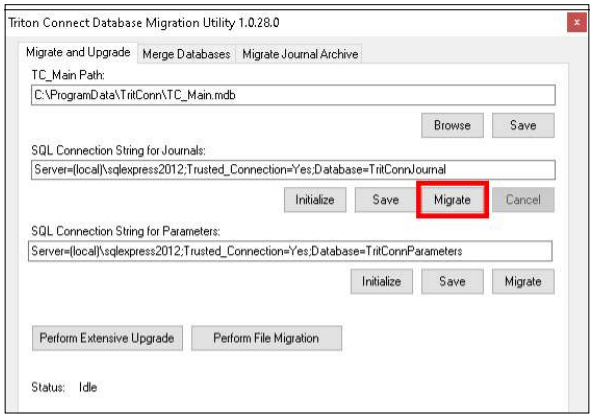
17. Click **Yes** button to perform automatic database upgrade processes.



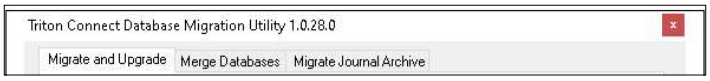
18. If using a custom SQL installation, when prompted to perform parameter migration, click **No** and continue to step 23 **CUSTOM SQL**.

19. If using SQL Express as installed with Triton Connect, click **Yes** to perform parameter migration with default settings.

20. Once the automatic upgrade and migration processes are complete, click the Migrate button for journal data.



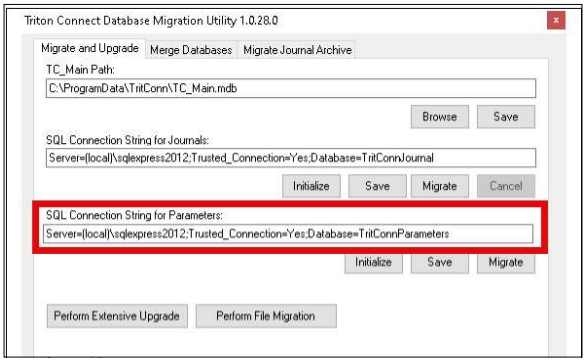
21. Once the database upgrade completes, close the Triton Connect Database Migration Utility, X **RED** box.



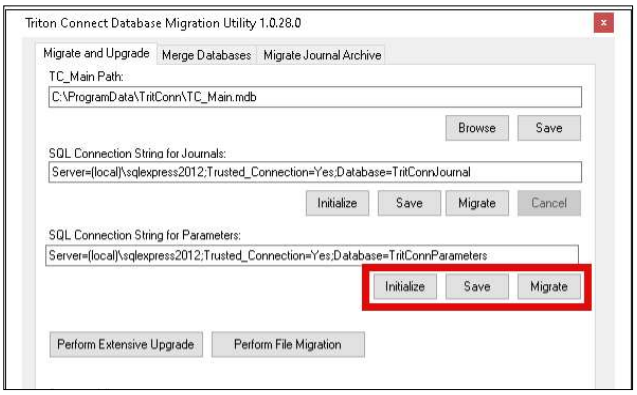
22. Triton Connect is ready for use.

CUSTOM SQL

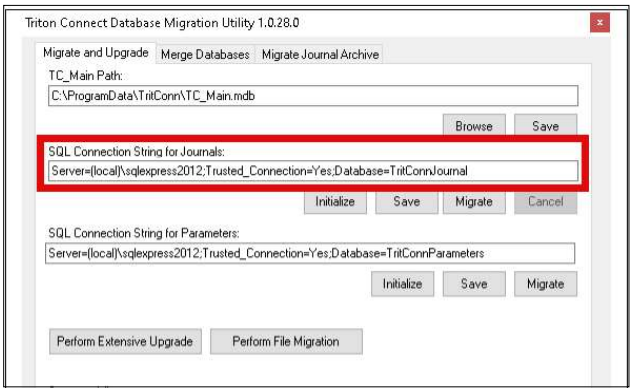
23. For custom SQL installation, check and update the SQL Connection String for Parameters according to your environment.



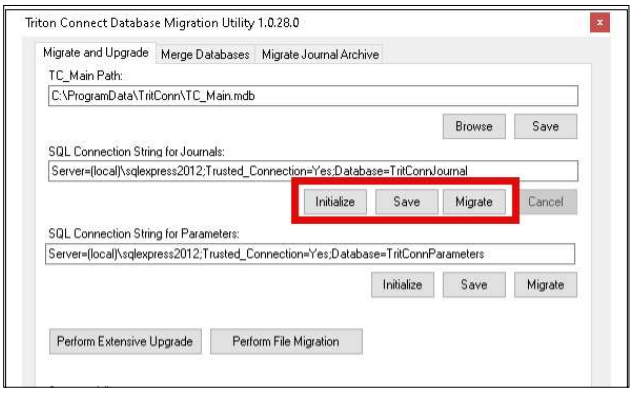
24. Click **Initialize**. If output shown is "Create database returned: True" click **Save,** then click **Migrate**.



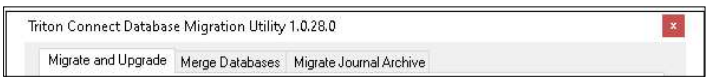
25. Update the SQL Connection String for Journals according to your environment.



26. Click **Initialize**. If output shown is "Create database returned: True" click **Save,** then click **Migrate**.



27. Once the database upgrade completes, close the Triton Connect Database Migration Utility, X **RED** box.



28. Triton Connect is ready for use.

NEW SERVER INSTALLATION 6.3

Note

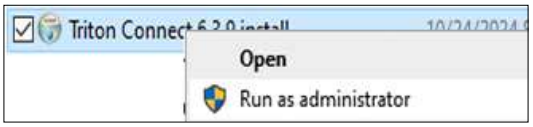
This installation is for the server hosting the database and the Comloc. Client computers with the Triton Connect application will access the databases and the Comloc on the host server. The server may or may not run the Triton Connect application.

- This document cannot cover the full SQL server configuration due to varying operating environment.
- Use either the Triton Connect installation version of SQL Server Express or a full version of SQL Server.
- These instructions assume a fresh installation of Triton Connect.
- These instructions do not cover setting up a shared directory on a network or other required processes depending on operating environments.
- These instructions assume the default SQL connection string and the default database and installation paths are all applicable.

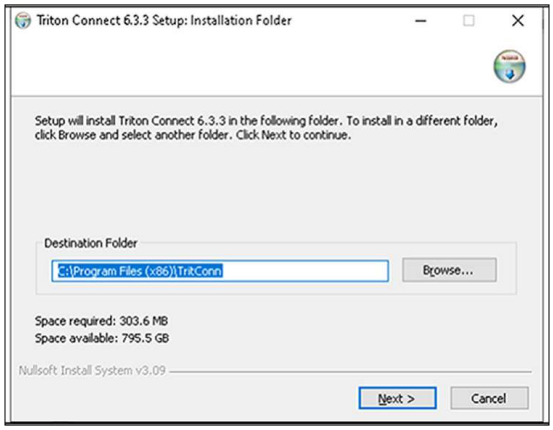
Microsoft SQL Server will not successfully install on a compressed or encrypted disk.
Enable .NET Framework 3.5 prior to launching the Triton Connect to complete the setup successfully.

Perform the following steps to install as a server.

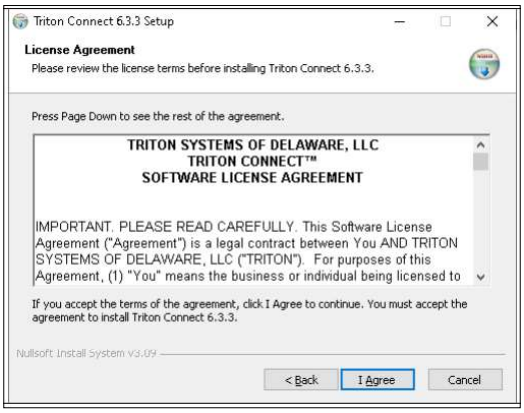
1. Right-click on the setup executable and click Run as administrator.



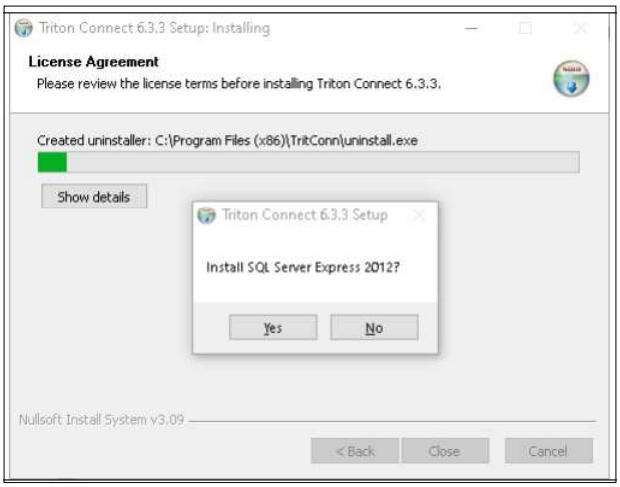
2. On the initial setup screen, verify that the default installation path is acceptable and click **Next**.



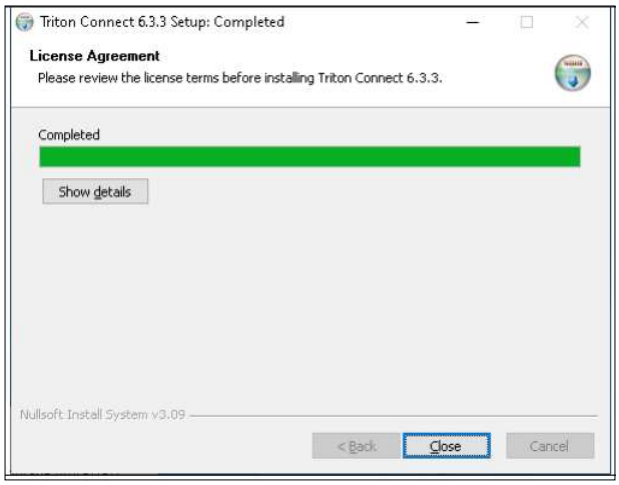
3. Review the license and click **I Agree** button.



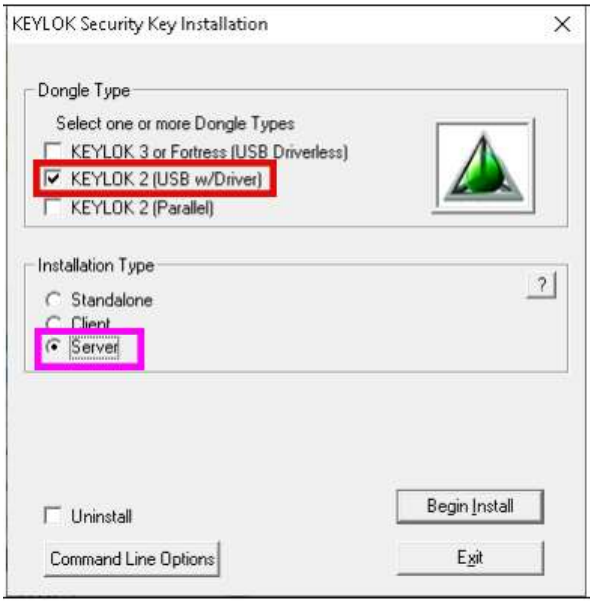
4. When prompted to install SQL Server Express, choose based on if this or another version of SQL Server will be used. If installing this version, proceed through the SQL Server Express setup according to your environment. Click **Yes**.



5. When complete, click **Close**.

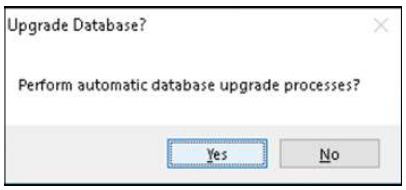


6. On the KEYLOK Security Key Installation utility, select **KEYLOK 2 (USB w/Driver)** and **Server** for Installation Type.



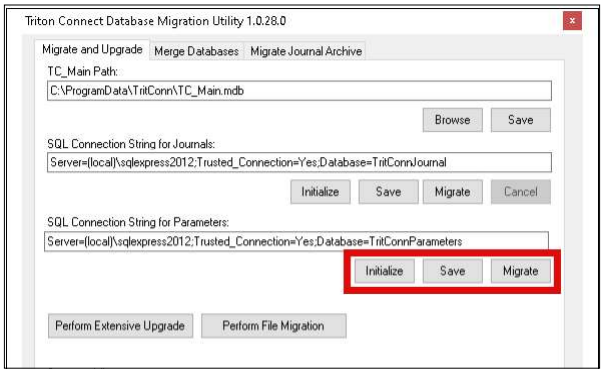
7. Click the **Close** button on the success message.

8. Click the **Yes** button to perform automatic database upgrade processes, .

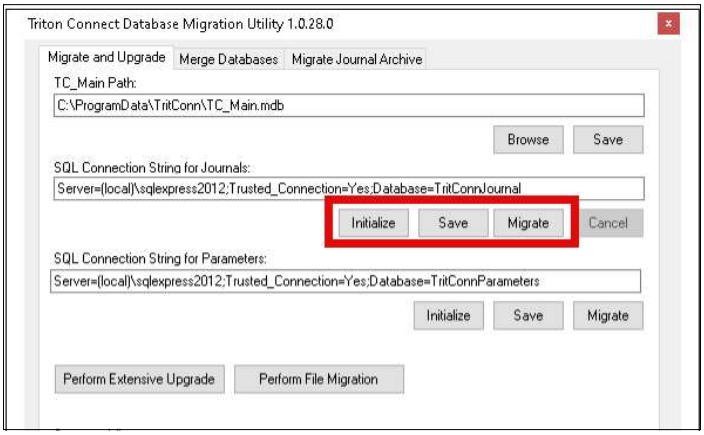


9. When prompted to perform parameter migration with default settings, click the **No** button.

10. Verify/update the SQL Connection String for Parameters according to your environment and then click **Initialize.** If the feedback for this action is "Database found", click **Save** then **Migrate**. Otherwise troubleshoot the connection to SQL Server and try again



11. . Verify/update the SQL Connection String for Journals according to your environment and then click **Initialize**. If the feedback for this action is "Database found", click **Save** and **Migrate**. Otherwise troubleshoot the connection to SQL Server and try again.



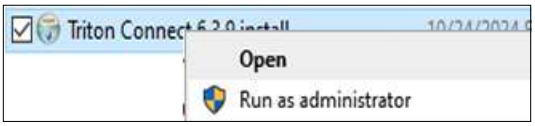
12. Once the journal data migration has completed, close the Triton Connect Database Migration Utility.
13. The server setup is complete.

CLIENT INSTALLATION 6.3

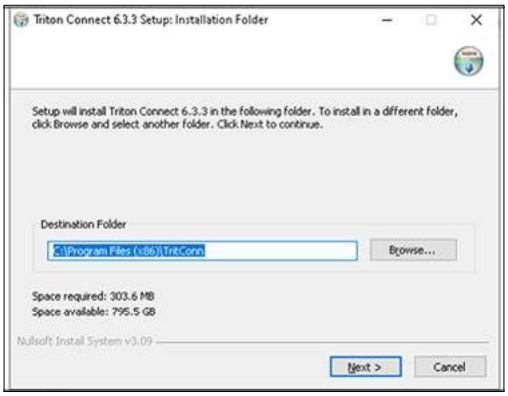
If another computer on the local network has been configured as a server for the databases and the Comloc, additional computers may connect to those same resources. Configure the TC Main database location as a mapped drive to access the SQL Server database. The client contacts the server via port 4242 to use the Comloc across the network , unless using a comloc-free license.

Perform the following steps to install the client installation.

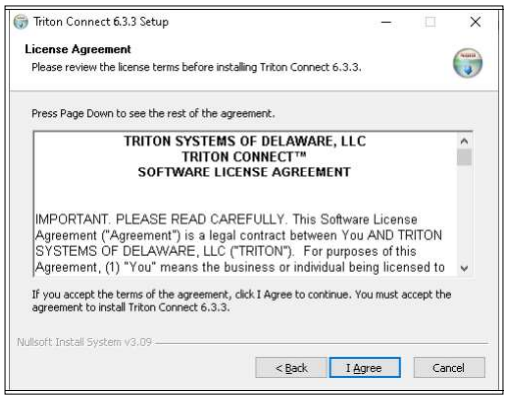
14. Right-click on the setup executable and click *Run as administrator.*



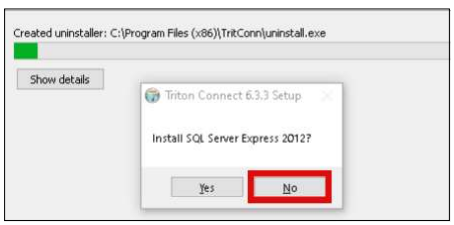
15. On the initial setup screen, verify that the default installation path is acceptable and click **Next**.



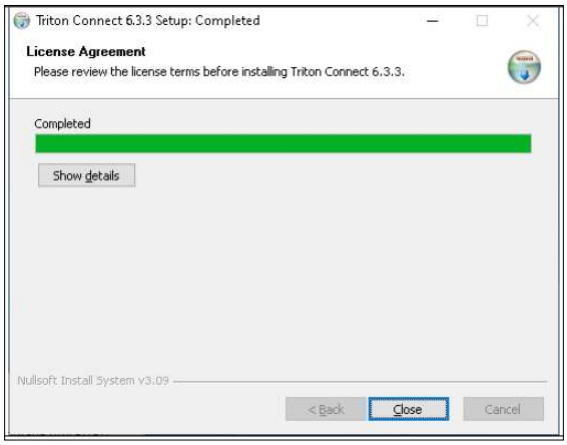
16. Review the license and click **I Agree** button.



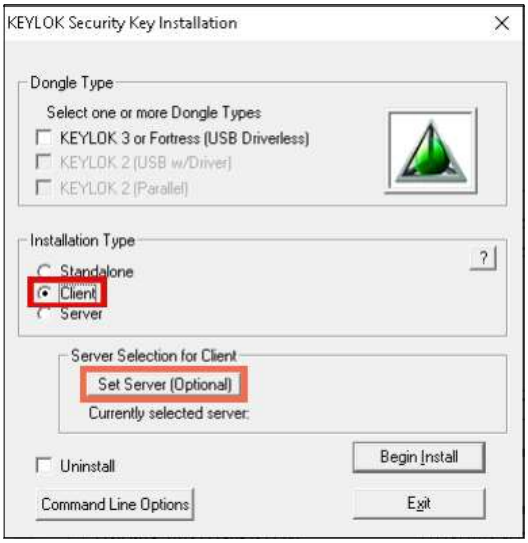
17. When prompted to install SQL Server Express, click **No**.



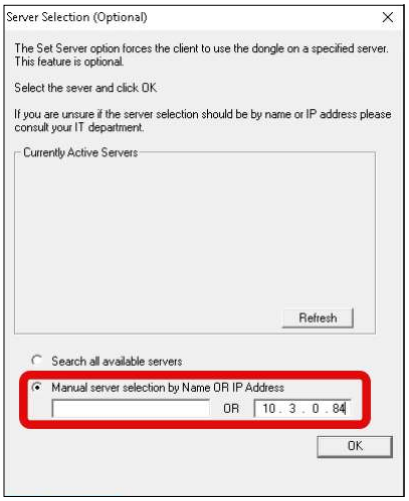
18. Once the **License Agreement** completes, click **Close**.



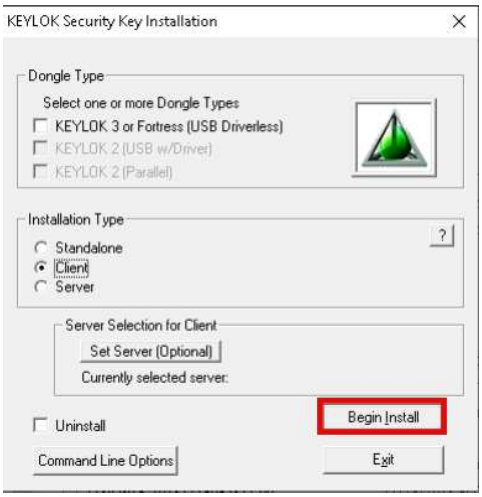
19. On the KEYLOK Security Key Installation utility, select **Client** for Installation Type, **RED** rectangle.
20. Click **Set Server (Optional)** for Server Selection for Client, **ORANGE** rectangle.



21. Click the *Manual server selection by Name OR IP Address* radio button and enter the IP address of the Comloc server.
22. Click the **OK** button.

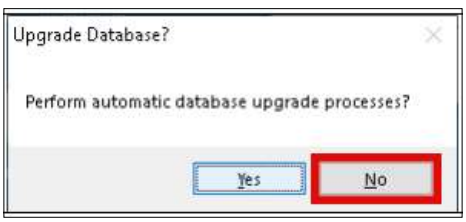


23. Click the **Begin Install** button and follow any onscreen instructions.

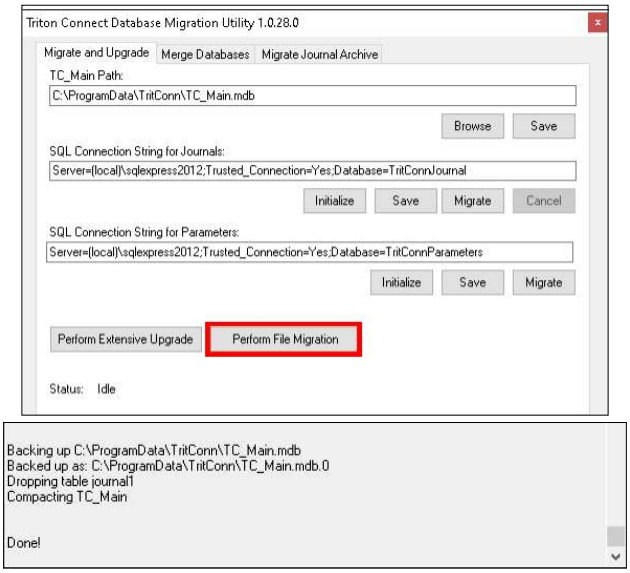


24. When see *KEYLOK Security Key Installation* screen shows **Install Success**, click **Close**.

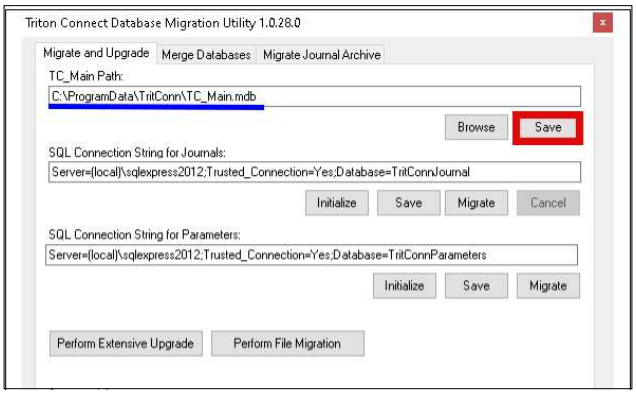
25. When prompted to perform automatic database upgrade processes, click the **No** button.



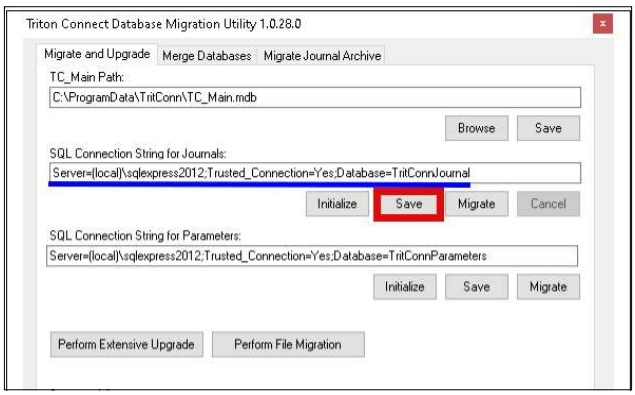
26. If this is the first version of Triton Connect 6.1 or newer to be installed on this client, click the **Perform File Migration** button when the Triton Connect Database Migration Utility appears.



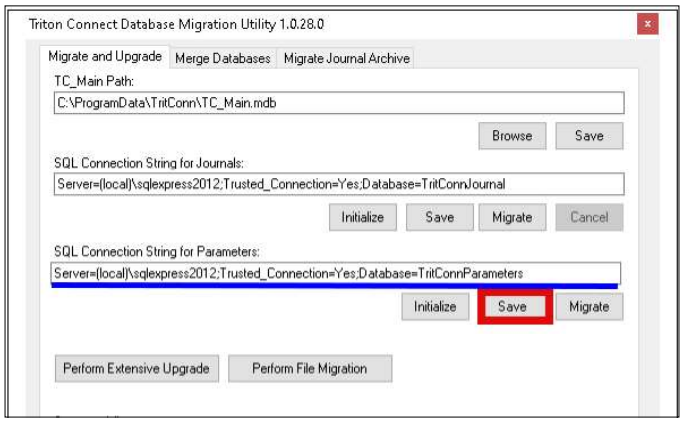
27. Verify or update the TC_Main Path and click the **Save** button.



28. Verify or update the SQL Connection String for Journals. Click the **Initialize** button, then click the **Save** button, **RED** rectangle. . If the database is not found, the connection string or SQL configuration may be incorrect.



29. Verify or update the SQL Connection String for Parameters. Click the **Initialize** button. If the result is that the database is found, click the **Save** button, RED rectangle. If the database is not found, the connection string or SQL configuration may be incorrect.



30. Close the Triton Connect Database Migration Utility.
31. Triton Connect is ready for use on the client computer.

SECURITY

32. Triton Connect uses a two-level password protection scheme. The first level provides five *User Passwords* (User 1, User 2, User 3, User 4, and User 5), and grants access that does not require control of sensitive features such as software download or terminal password management.
33. The second, higher-level password referred as the *Supervisor Level Password* gives complete control to trusted personnel whose responsibilities require full access to all Triton Connect features.

DEFAULT PASSWORDS

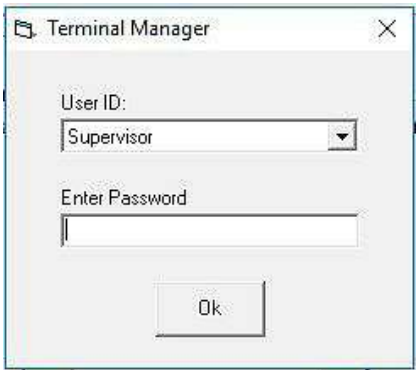
34. The default Supervisor password is: 'connect'.
35. The default User 1 password is: 'triton'.
36. The default User 2 password is: 'software'.
37. The Password is lower case without the parenthesis.
38. The supervisor level password will assume its default value of 'connect' until modified.

Caution

Remember to change the default passwords as soon as possible after completing the installation.

TERMINAL MANAGER ACCESS

39. A password entry window appears, when the Terminal Access Manager application starts for the first time.



40. At this point, you have the option of entering the Terminal Manager as a User, or as a Supervisor. The level of access granted depends upon the User ID: User 1, User 2, User 3, User 4, User 5, or Supervisor.

USER-LEVEL PRIVILEGES

Individuals with User 1 or User 2 access cannot perform these actions below.

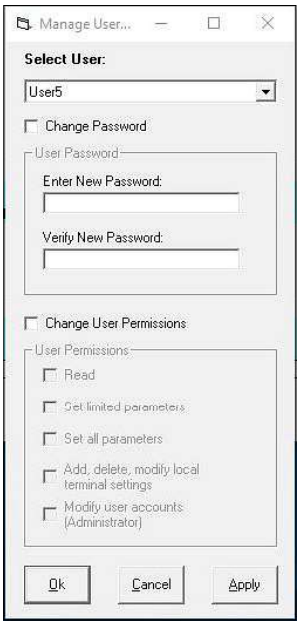
- Cannot change the Supervisor password.
- Cannot perform software downloads.
- Cannot alter certain terminal parameters, which depend upon the operating software installed in the terminal.

41. The above functions can only be performed by personnel with Supervisor access.
42. The User ID appears in the title bar of the Terminal Manager window.

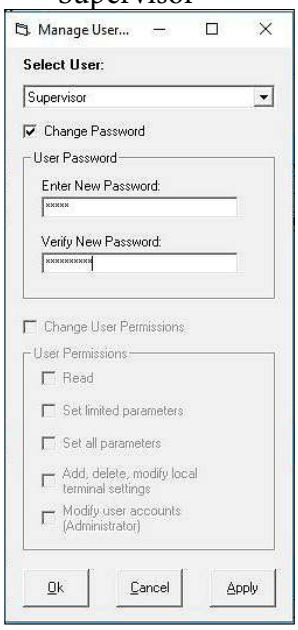
CHANGING USER/SUPERVISOR PASSWORDS

43. After installing Triton Connect, immediately change the default passwords. Enter the Terminal Manager using the Supervisor password. Click the Security option on the menu bar. The Manage User Account(s) screen should appear.

User



Supervisor



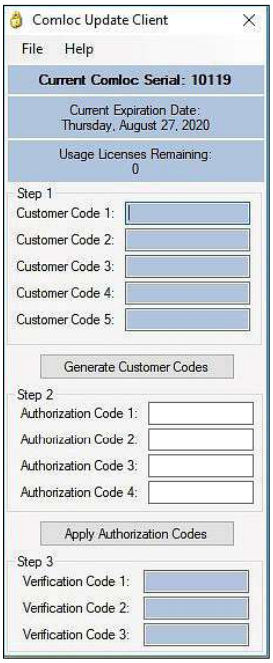
44. Under **Select User:** use the down arrow to select a User. Click the Change Password option. Enter a new password in the top text box. On your keyboard press the Tab key and enter the new password in the Verify New Password text block. Click the **OK** button.
45. A successfully written password to the Comloc device generates a 'User#/Supervisor password updated' message or a 'Did not change password' message. Click the **OK** button to dismiss the message box.

COMLOC EXPIRATION

46. Call Monitor 6.0 and higher will expire according to the expiration on the Triton Connect Comloc. After expiration, the Call Monitor will not operate until the Comloc expiration has been updated. The Terminal Manager will continue to function as normal after expiration.
47. When the license for the Comloc's expiration date falls to 30 days or less, the Call Monitor will display a notice upon the startup, or if the Call Monitor remains open for an extended period, the notice appears once per day.
48. Notice of expiration at 11 days or less, top image. Notice of expired Comloc license, bottom image.

UPDATE COMLOC REMOTE CLIENT

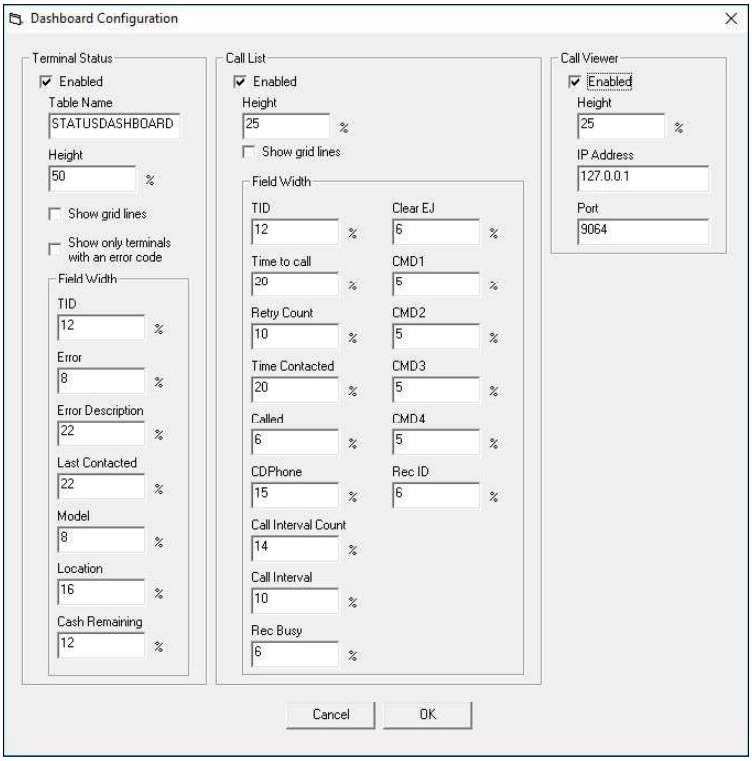
To extend the expiration date, the Comloc needs an ability for remote updates. The Triton Connect installation contains a Comloc Remote Update Client utility. The user must contact Triton Technical Support to use the utility.



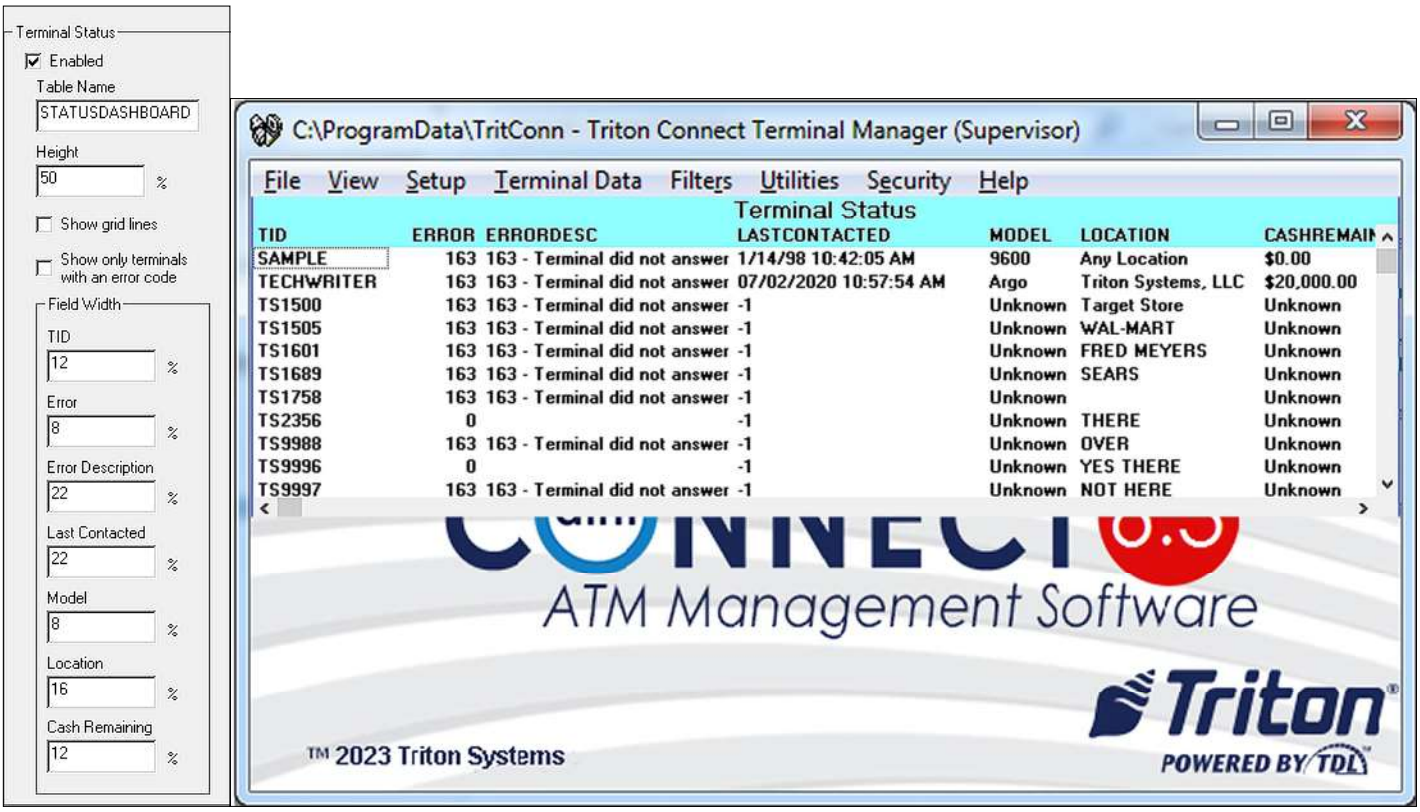
DASHBOARD

1. View the Terminal Status, Call List, and the Call Processors via the Triton Connect Dashboard; disabled by default. To enable the dashboard settings, launch the Triton Connect Terminal Manager, open the *Setup* menu, click *Options*, and click *Dashboard Configuration*.

2. Three sections exist on the dashboard configuration screen, one for each of the following dashboard components: Terminal Status, Call List, and Call Viewer. Enable or disable one, two, or all independent components on the dashboard.



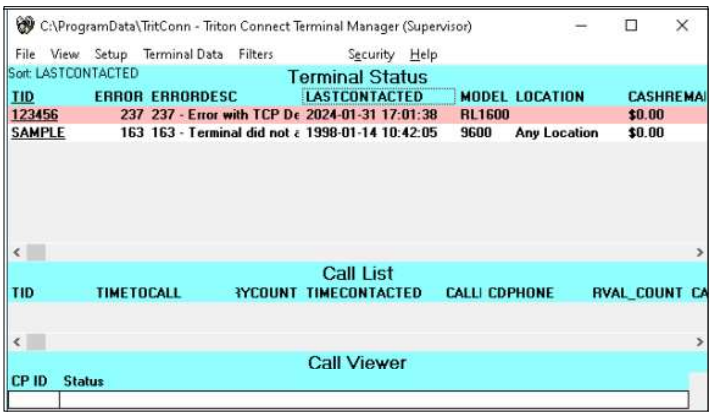
3. Navigate to ***Terminal > Setup > Options > Dashboard Configuration.*** Click the *Enable* box in the *Terminal Status* section. A check activates the Terminal Status components.
4. The *Table Name* field becomes important in an environment when multiple client Triton Connect installations access the same database. Assign a unique value in the field for each terminal.
5. The *Height* field sets the height of the Terminal Status at a percentage of the *Terminal Manager* screen.
6. Check in the *Show grid lines* box adds lines around each data block similar to a spreadsheet. Check in the *Show only terminals with an error code* box displays only terminals with an error code.
7. The *Field Width* sets the width percentage for each component data shown in the dashboard. The sum of the fields may exceed one hundred percent.
8. After setting up the *Terminal Status* section, click **OK** and opens on the dashboard.



SORT, SEARCH, AND RE-ARRANGE COLUMNS

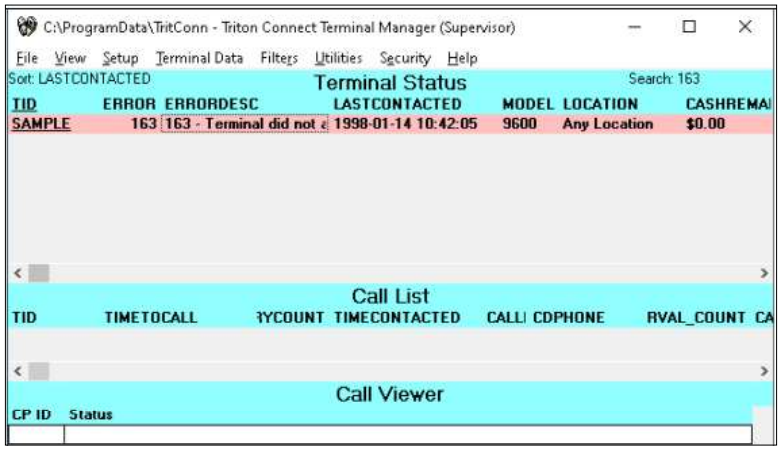
SORT

9. Sort the dashboard listing based on a particular field. As an Example:
   - Click the LASTCONTACTED header field. The rows will sort with most recent first.
   - Click the LASTCONTACTED header field, again. The rows will sort with most recent last.



SEARCH

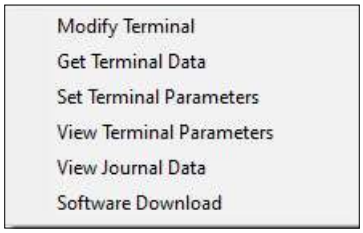
10. Search allowed on the following field: TID, MODEL, CASHREMAINING, and ERRORDESC. Click on a header and type. As characters are entered for the heading, the list will update and reduce in numbers. Press backspace to remove previous character, including removing all search criteria.



RE-ARRANGE

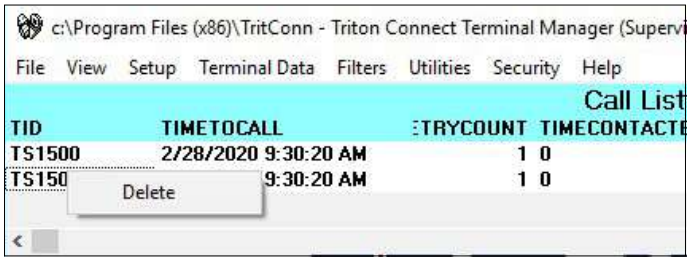
11. Click and Hold a column header, then drag and drop on top of another column heading. The two columns will swap positions. Image below shows MODEL and ERRORDESC swapped places. Close *Terminal Status* section and the columns will return to the default positions.

12. On the Terminal Status dashboard, right-click on a *TID* terminal and screen opens with shortcuts to Modify Terminal, Get Terminal Data, Set Terminal Parameters, View Terminal Parameters, View Journal Data, and Software Download.

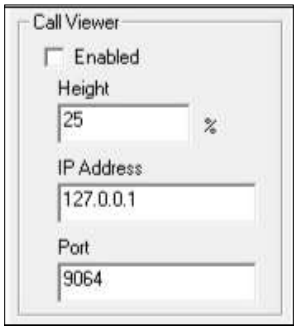


13. Navigate to ***Terminal > Setup > Options > Dashboard Configuration.*** Click the *Enable* box in the *Call List* section. A check activates the Call List components.
14. The *Height* field sets the height of the Call List at a percentage of the *Terminal Manager* screen.
15. Check in the *Show grid lines* box adds lines around each data block similar to a spreadsheet. Check in the *Show only terminals with an error code* box displays only terminals with an error code.
16. The *Field Width* sets the width percentage for each component data shown in the dashboard. The sum of the fields may exceed one hundred percent.
17. After setting up the *Call List* section, click **OK** and it opens on the dashboard.

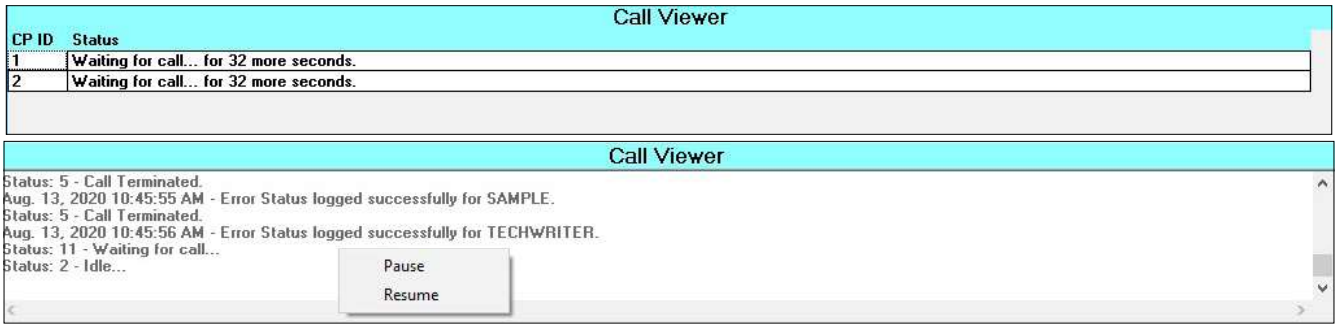
18. In the dashboard Call List section, right-click on a call presents the option to delete the call.



19. Navigate to ***Terminal > Setup > Options > Dashboard Configuration.*** Click the *Enable* box in the *Call Viewer* section. A check activates the Call Viewer components.
20. The *Height* field sets the height of the Call Viewer at a percentage of the *Terminal Manager* screen.
21. The *IP address* and *Port* settings connects to the Call Monitor.



22. First image below, double-click on a Call Processor, *CP ID,* causes that Call Processor to fill the Call Viewer area and display detail information, second image below. Right-click on the screen will present the option to pause or resume. To return to viewing all Call Processors, double-click anywhere within the Call Processor.



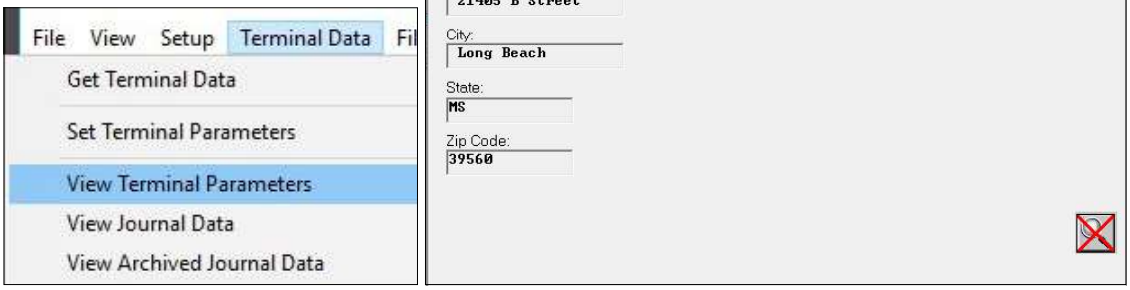
STORE TERMINAL PARAMETERS IN SQL

23. SQL database stores the Triton Connect parameters. If upgrading Triton Connect from a version earlier than 6.0 and using the default settings, the automatic database upgrade processes performed at the end of installation, will automatically copy the parameters to SQL.

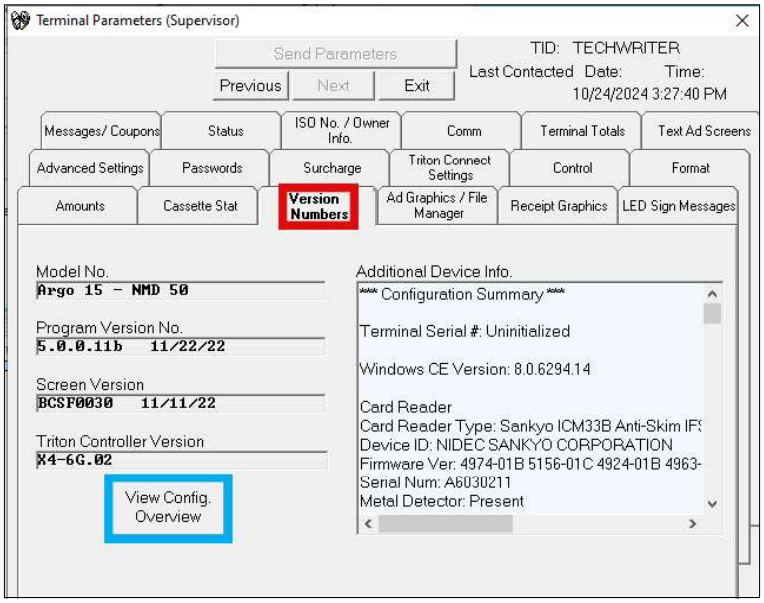
TERMINAL CONFIGURATION OVERVIEW

If a user needs the current configuration of a specific terminal, perform the follow steps.

24. Navigate to the ***Terminal Manager > Terminal Data > View Terminal Parameters***.
25. Click the **View Parameters** button, **RED** rectangle.
26. If the *Select Terminal ID:* (**BLUE** Rectangle) does not show the terminal needed, click the down arrow and click the desired terminal ID. In the upper right corner of the Terminal Parameters' screen, the *TID:* shows the terminal ID selected.



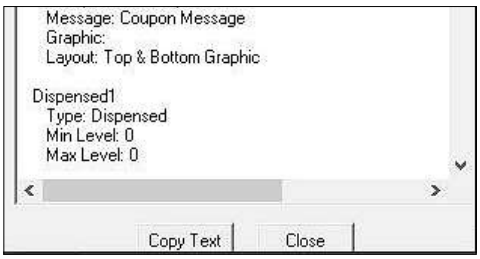
27. Click the *Version Numbers* tab (**RED** rectangle). In the lower-left corner, click the **View Config. Overview** button (**BLUE** Rectangle).



Note

The Configuration Overview starting in version 6.1 provides more information: Terminal Messages, EMV Info, Coupon Info, Default Transaction, Default Account, Default Language, Scheduled close enabled status and time, and Screen File.

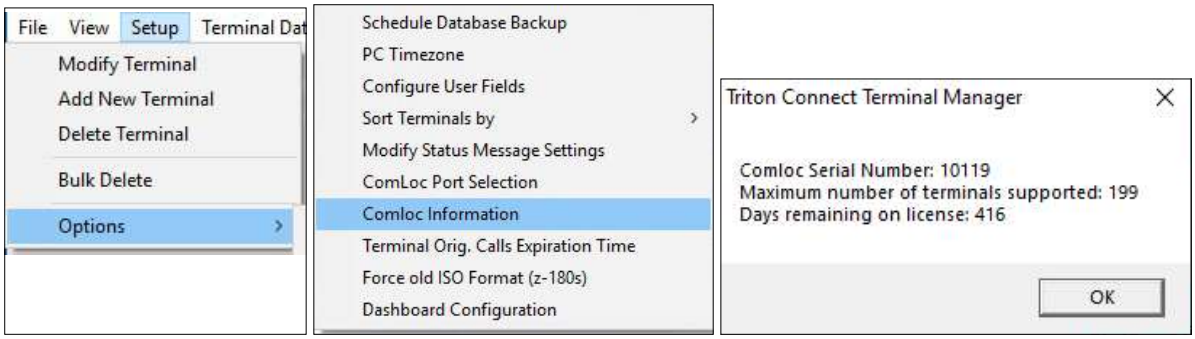
At the bottom of the Configuration Overview screen, click the **Copy Text** button. Open a text editor program. Paste and Save the overview in the document for future reference. Saving this document as soon as the ATM goes online will help establish the ATM's baseline.



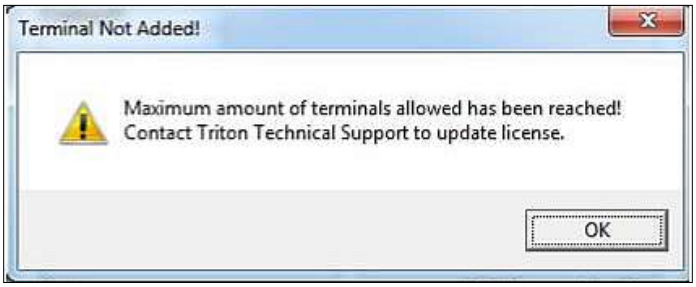
SUPPORT LICENSING

NUMBER OF TERMINALS,

28. This feature supports the licenses based on the number of terminals in Triton Connect. To view the number of terminals supported by your license, navigate to ***Terminal Manager > Setup > Options > Comloc Information***.



29. Once the license reaches the maximum number of terminals supported and the user attempts to add a terminal to Triton Connect, a message will indicate no terminal added and contact Triton Technical Support to update the license.



LICENSES, USERS, AND AUTHORIZATIONS (LUA)

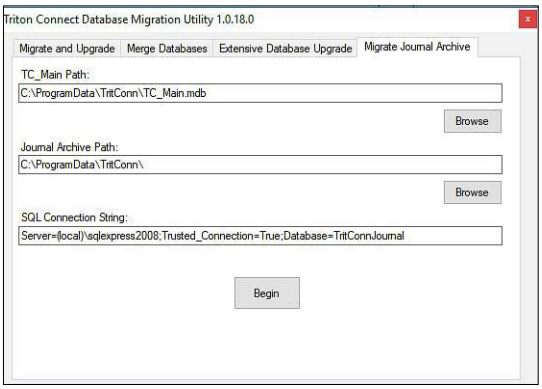
30. The Comloc stores the licenses, users, and authorization (lua) information, along with a number of terminals. A (lua) is used for each instance of Call Monitor and Terminal Manager running. These items determine the Comloc's pricing as per the customer's needs.

MIGRATE JOURNAL ARCHIVES TO SQL

Note

Merge any databases prior to using this feature. After completing the mergers and setups, migrate the journal archives at any time. Default Installation folder in Tricom

31. Follow the steps below to migrate a journal archive to SQL.
    - Locate the TC Database Utility.exe program located in the installation folder.
    - Click the Migrate Journal Archive tab.
    - Enter or browse for the TC_Main.mdb database.
    - Enter or browse for the journal archive file.
    - Click the **Begin** button.



COMBINE TRITON CONNECT DATABASES

32. Use this feature on databases from Triton Connect 5.x and above. Both the source and the destination databases require the same Triton Connect version for compatibility purposes. A copy of source database contents will transfer into the destination database.

Note

As part of the merge process, all journal data removed from the source and destination databases convert to archives. Use the Migrate Journal Archive functionality to import the archives into SQL, if desired.

33. Combine databases by performing the steps below.
    - Close any Triton Connect components that may access either the source or the destination database.
    - Launch TC Database Utility.exe (located in the installation folder).
    - Navigate to the Merge Databases tab.
    - Enter or browse for the destination database location.
    - Enter or browse for the source database location.
    - Click **Start**.
    - Time to complete the merge will vary. Any feedback or errors will be shown in the lower half of the Triton Connect Database Migration Utility window.

End of Installation

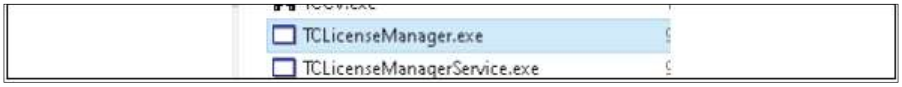
CHAPTER 2A - LICENSING METHOD

Triton Connect 6.3 includes a new licensing method that does not require a USB dongle.

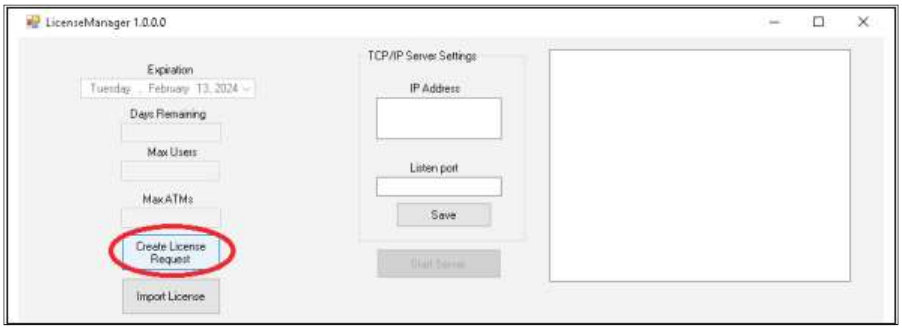
Any client Triton Connect installation must be updated to connect to the Triton Connect License Server via the LicenseServer.ini file, the location of which should generally be C:\ProgramData\TritConn\.

To Create a license request:

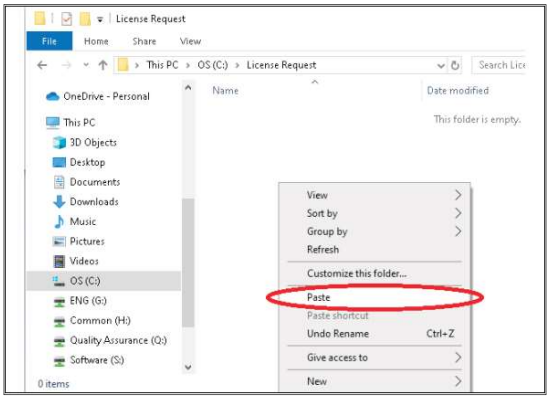
1. Navigate to the Triton Connect installation location (ex: C:\ProgramFiles (x86)\TritConn) and launch TCLicenseManager.exe.

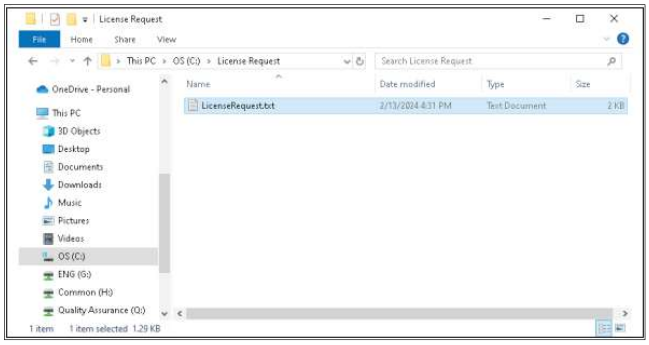


2. Click **Create License Request**.



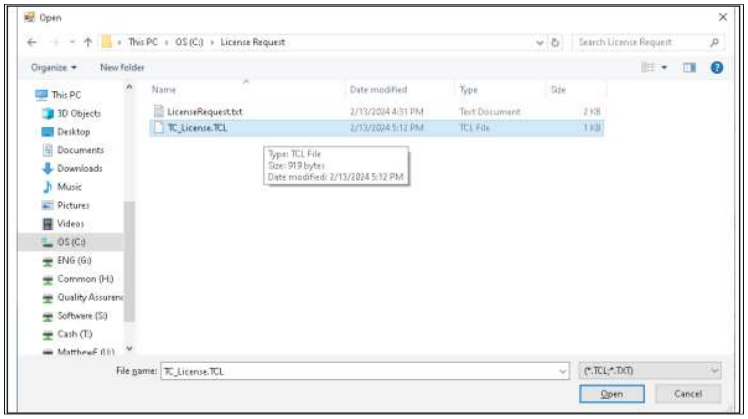
3. Navigate to a desired PC location. Right-click and click **Paste** to place the license request file in that location.





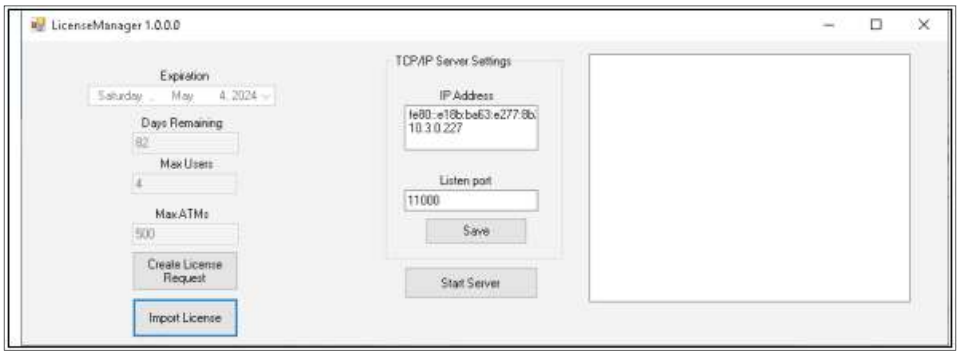
4. Transmit the file to Triton Technical Support, (Email).
5. After receiving a license file back from Triton. Place it in the same PC file location, click **Import License**.

6. Navigate to the license file, select it then click **Open**.



7. Once the license file has been read and processed, the screen will update to show the license parameters, including license expiration, the maximum simultaneous users, and maximum number of terminals allowed. TCP/IP settings will also become active.
8. Select the IP address on which to listen for incoming connection requests.
9. Enter the port number on which to listen. Click **Save**.

10. Click **Start Server** to start listening for incoming connection requests.
    a. Upon clicking **Start Server**, a Windows Service will be configured to launch the License Manager automatically. Making changes to the License Manager configuration may require stopping the service and launching the License Manager manually.
    b. A file named "LicenseServer.ini" will be created in the ProgramData location for Triton Connect that stores the information required to connect to the license server. This file can be copied to any applicable client Triton Connect installations' corresponding ProgramData location License Server via the LicenseServer.ini file, the location of which should generally be C:\ProgramData\TritConn\.



End of Licensing Method

CHAPTER 3 - CALL MONITOR

The Call Monitor application configures and monitors communications with Triton Connect devices.

OVERVIEW OF CALL MONITOR FUNCTIONS

The Call Monitor connects to Triton Connect remote terminals, using standard dial-up, TCP/IP, wireless, or VSAT communication connections. Call Monitor gives Triton Connect the ability to make calls to terminals (call-out operations) and receive calls from terminals (call-in operations).

The Call Monitor exercises overall control of all call activity by assigning each telephone line, TCP/IP connection or VSAT satellite link (as applicable) to an application called a Call Processor. Each Call Processor will monitor and control the calling activity of its associated connection. The Call Processor will make calls to terminals, answer calls from terminals, provide indications of the activity taking place during a call, and terminates the connection after a call.

The Triton Connect design allows for a greater data-handling capacity. A single PC, running a single Call Monitor and using (20) Call Processors, can handle incoming and outgoing calls for up to 1000 terminals. In extreme large-scale operations, Triton Connect can meet the requirements for additional terminal-handling capacities.

Primary functions of the Call Monitor listed below.

- Call Processor startup and shutdown.
- Data Manager startup and shutdown.
- Routing of Call Processor activity data to the Call Viewer.
- Coordination of Call Processor and Data Manager activities.
- Receive calls, if other parts of the program shut down.
- Manage communications between remote terminals and the Triton Connect Host Installation.

CALL PROCESSOR STARTUP AND SHUTDOWN

Once the Call Monitor starts, the Call Processors will start after a twenty-second countdown. Users may also start the Call Processors manually, either as a group or individual.

MANAGE COMMUNICATIONS BETWEEN REMOTE TERMINALS AND HOST INSTALLATION

Approximately every 15 seconds the Call Monitor reads the entries in the Call List database. The Call List database shows when to make the call and which terminal to call. When the scheduled time arrives for an outgoing call, the Call Monitor assigns an available Call Processor to handle the call.

DATABASE MANAGER STARTUP AND SHUTDOWN

The Data Manager processes the raw data received and stored by each running Call Processor. It saves the processed data to the appropriate Triton Connect database. The Data Manager starts when the Call Monitor starts and shut down when the Call Monitor and any active Call Processors shut down.

*** NOTE ***

If the Database Manager shuts down with the Call Processors running, the Manager will not process the flat file data until it restarts. This means that until the Data Manager restarts and processes the data, the databases and any reports generated from this data will not be current.

COORDINATE ACTIVITIES BETWEEN CALL PROCESSORS AND DATA MANAGER

The Call Monitor assigns one or more available Call Processors to monitor calls from the terminals. As these complete the incoming calls, the Call Monitor directs the Data Manager to process the received raw data and store it in the Triton Connect database.

A Call Processor receiving data from a terminal saves that data to a raw data file called a "flat file." This flat file temporarily resides in a sub-folder of the Data folder in the Triton Connect installation directory or other user-specified location. Each terminal sends data to its own designated sub-folder named with the Terminal's ID.

The Data Manager deletes the flat file after the database saves the data. Sometimes the user may wish to save this data for later review. Do not access the raw data flat files during normal operations. Use the Save Flat Files function on the *Call Monitor Diagnostics/Data Manager Settings* menu to save archive files for later review.

*** NOTE ****

The Call Monitor communicates with the Data Manager using the TCP/IP protocol connection. For proper communications install the Call Monitor PC and workstation on the same LAN or WAN.

ROUTE CALL PROCESSOR ACTIVITY DATA TO THE CALL VIEWER APPLICATION

The PC running the Call Monitor can view the activity of each active Call Processor. In locations with a network installation of Triton Connect, the computer running the Call Monitor may not be readily accessible to operator personnel.

In such cases, any operator workstation running a legal-licensed copy of Triton Connect with Comloc can view the Call Processor's activities via the Call Viewer application. The Call Monitor communicates to the Call Viewer with a TCP/IP connection.

*** NOTE ***

To monitor the Call Processor activities through the Call Viewer, enable the Call Viewer function from the *Call Monitor/Diagnostic* screen. See description in the Enable Call Viewer section for more information.

The Call Monitor allows several ways to view the Call Processor activities.

- Summary single-line status: The Call Monitor dialog offers a single-line status entry for each Call Processor.
- Single Frame: Call Processor activity displays in a frame that overlays the Call Monitor main dialog.
- Separate Frames: The activity of each Call Processor displays in its own dialog window—the default view.

START/STOP CALL MONITOR

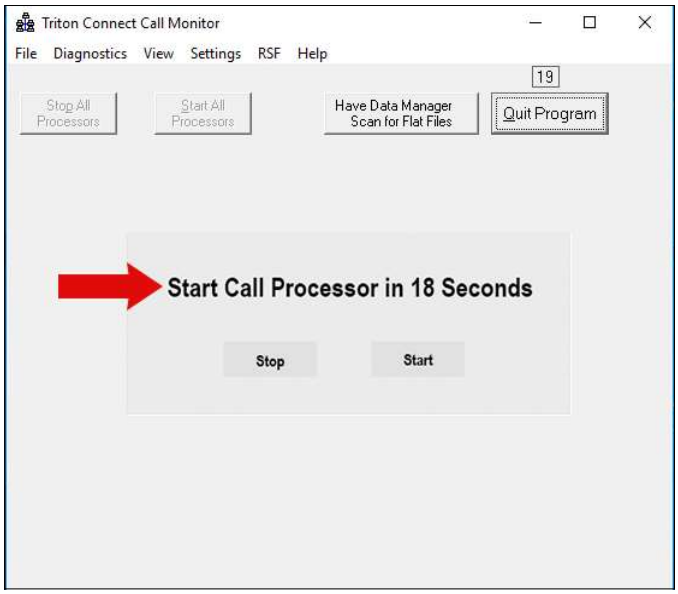
START

Access the Call Monitor application from the Start/Programs/Triton Connect menu in the Windows task bar or Windows 10 Start/Triton Systems. Click the **Launch Call Monitor** option.

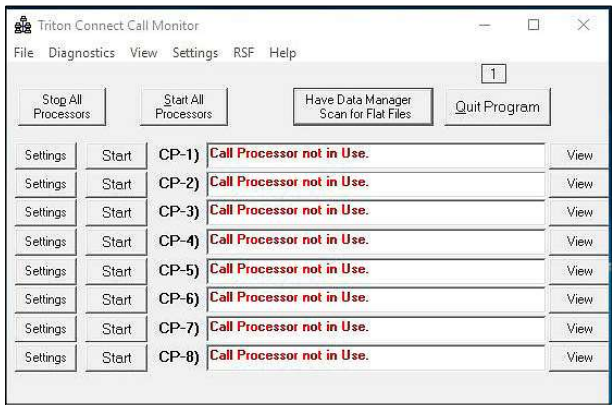
*** NOTE ***

You may wish to place a shortcut to the Call Monitor application in the Windows Startup folder. This will allow the application to start, once the PC running the program boots up.

1. When the Call Monitor starts, a twenty-second countdown begins, **RED** arrow.
2. When the countdown reaches zero, all enabled Call Processors will start. Click the **Stop** button to terminate the countdown or click the **Start** button to start the call processors immediately.



3. Once either the Call Processors starts, or the countdown terminates, the Call Monitor's screen appears.



4. The user may change all processors at once by clicking on either the **Start All Processors** button or the **Stop All Processors** button.

SHUT DOWN THE CALL MONITOR

5. On the Call Monitor screen, click the **Quit Program** button to shut down the program.

6. The user can select the *Exit* option from the *File* menu on the Call Monitor menu bar.

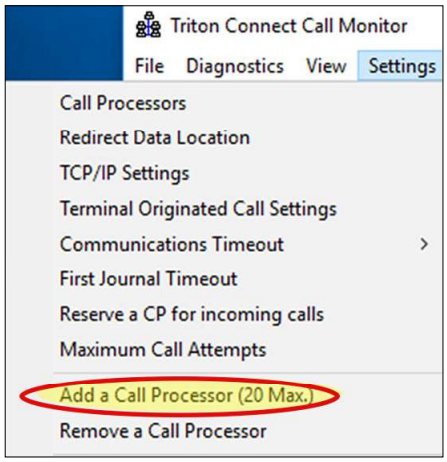
*** NOTE ***
When the Call Monitor shuts down, all associated components—Database Manager and any active Call Processors—will shut down.

CONFIGURE CALL PROCESSORS

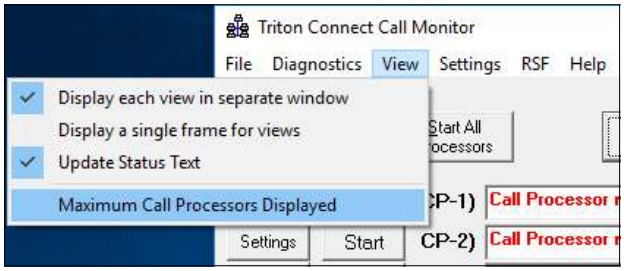
CONFIGURE MAXIMUM NUMBER

The Call Monitor can configure up to 20 Call Processors. The monitor will display the default number of 8 processors.

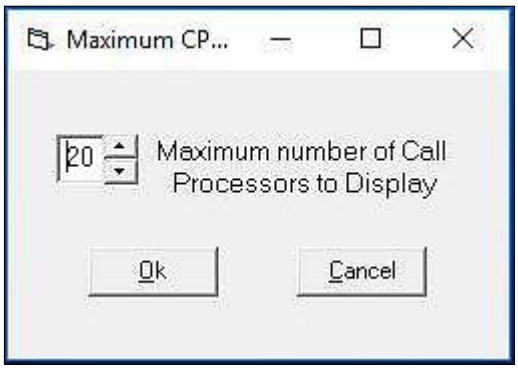
7. Navigate to the ***Call Monitor > Settings, click Add a call Processor (20 Max)*** to add more Call Processors.



8. Navigate to the ***Call Monitor > View.*** Click *Maximum Call Processors*.

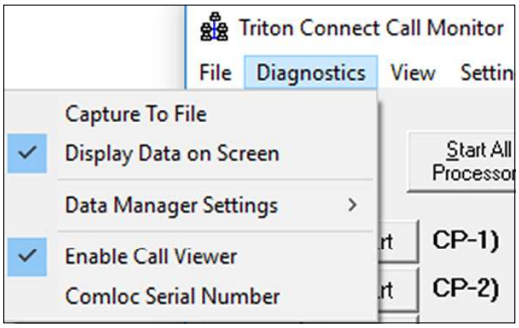


9. Use the up or down arrows to set the maximum number of Call Processors displayed on the Call Monitor screen or enter a value from 1 to 20 in box. Click the **OK** button.



ENABLE/DISABLE CALL VIEWER

10. Navigate to the ***Call Monitor*** > ***Diagnostics*** menu to enable or disable the *Call Viewer.*
11. A check mark shows an active option. Click the option to remove the check mark and disable the Call Viewer.



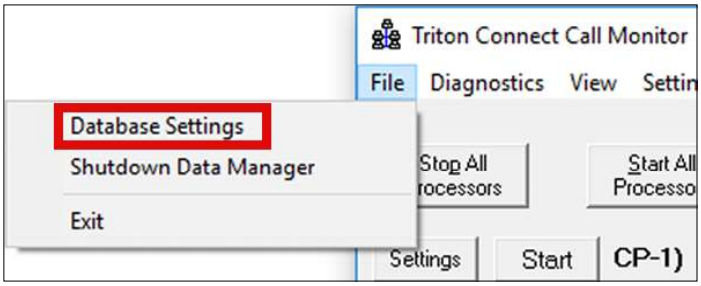
12. If the Terminal Manager does not display the Call Viewer, navigate to the ***Terminal Manager*** > ***Setup*** > ***Options*** > ***Dashboard Configuration*** option. Click the *Call Viewer* box. Click the **OK** button. The terminal Monitor screen should display the Call Viewer.

CONFIGURE DATABASE SETTINGS

*** NOTE ***

The following instructions assume the user can navigate folders on a computer running Windows 7, 8, or Windows 10 operating system. On a network installation, IT personnel should change these settings with adjustments made to workstations. Locate all databases in the same folder. In a standalone installation and most network installations, the default settings allow the program to operate. Incorrect settings will prevent correct program functionality.

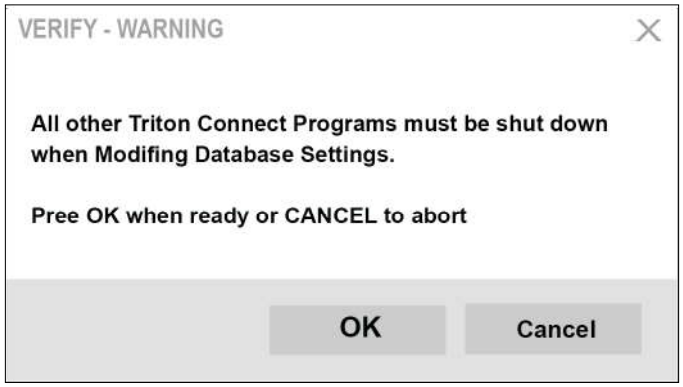
13. Navigate to the ***Call Monitor*** > ***File*** > ***Database Settings*** option menu.



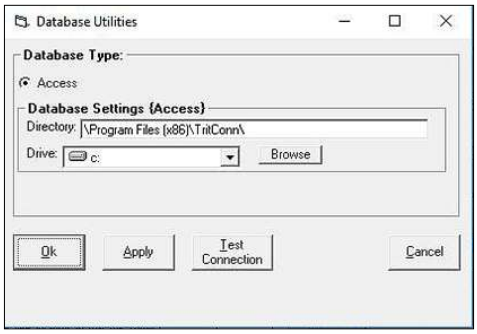
*** NOTE ***

The *Database Settings* option becomes available if all the Call Processors have stopped running.

14. A warning message appears. Read it carefully before clicking the **OK** button.

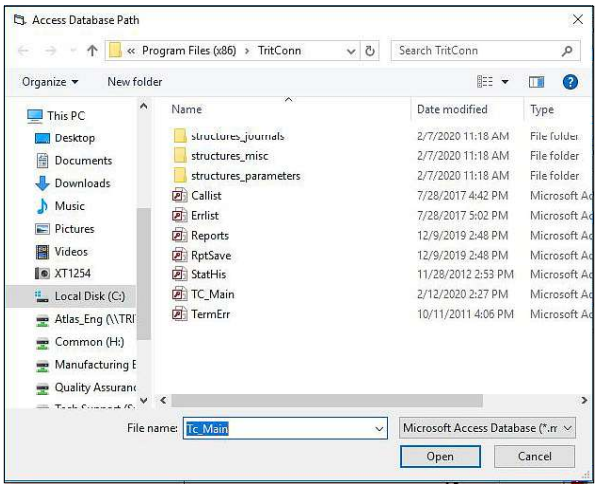


15. This dialog lets you specify the location of the Triton Connect databases.

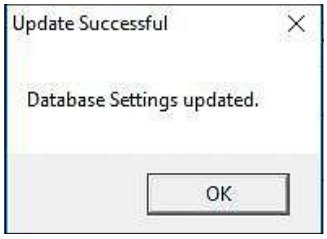


- Main (main.mdb)
- Call List (callist.mdb)
- Error List (errlist.mdb)
- Reports (reports.mdb)
- Reports Blank (rptblk.mdb)
- Status (status.mdb)
- Status History (stathis.mdb)
- Terminal (termerr.mdb)

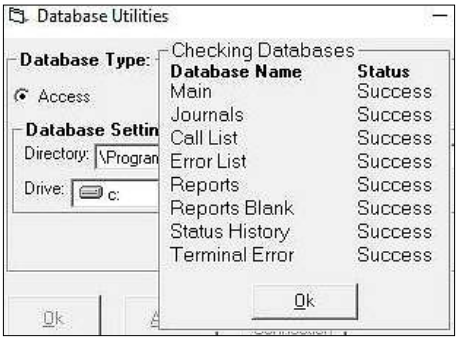
16. The default Triton Connect installation folder stores the databases. If the default location does not contain the databases, click the *Database Utility* **Browse** button to bring up a file browse dialog.
17. Navigate to the folder with the Triton Connect databases and click the **Open** button.



18. Click the **Apply** button to accept the selection without closing the Database Utilities dialog, or click **OK** button to accept the entry and exit. In either case, a confirmation message will appear.



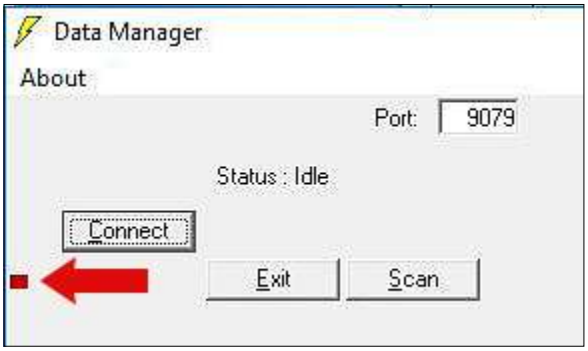
19. Test access to the databases by clicking the **Test Connection** button on the *Database Utilities*. A status of "Success" next to each database name shows a connection established with the database in the specified location.



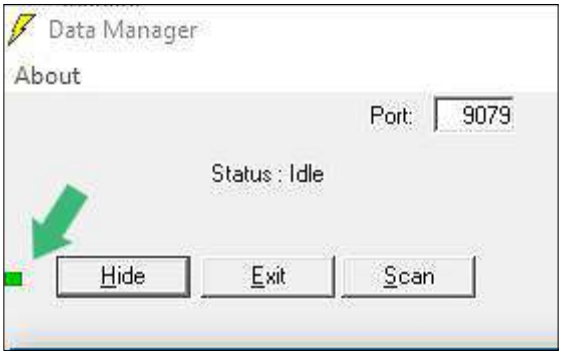
DATA MANAGER OPERATIONS

START THE DATA MANAGER

1. The Database Manager starts when the Call Monitor starts and shuts down when the Call Monitor shuts down.
2. Also, in the Windows ***Start/Programs/Triton Connect*** menu, click the *Data Manager*.
3. The Data Manager displays this dialog box for the following reasons.
   - The user starts the Data Manager manually with the Call Monitor not running.
   - No TCP/IP connection between the Data Manager and the Call Monitor.
4. Click the **Connect** button to start the Data Manager application.
5. The Data Manager indicator chip starts as **RED** and remains **RED**, until the Call Monitor connects to the Data Manager via a TCP/IP connection.



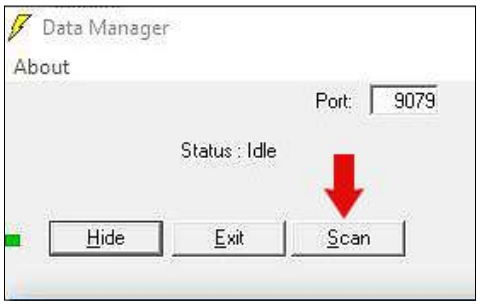
6. With a good connection, the indicator chip turns **GREEN**.



SCAN FUNCTION

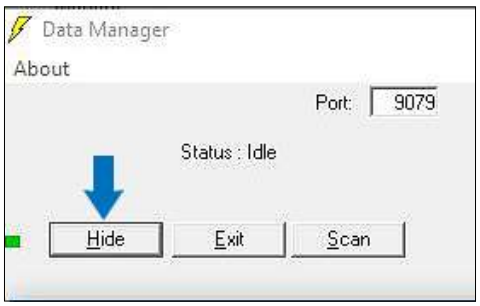
Under some circumstances the Data Manager will become visible because it has not processed the flat-file data. Although the Manager performs this operation several times per hour, the user may wish to initiate the process function.

7. With a visible Data Manager dialog, click the **Scan** button to manually process any received flat-file data not yet processed and stored in the databases.

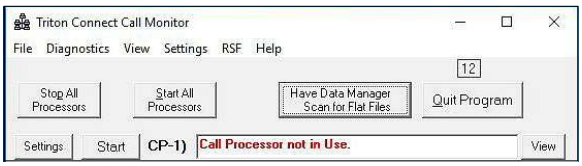


HIDE THE DATA MANAGER

8. The **Hide** button will appear on the dialog with a **GREEN** indicator chip.
9. Click the **Hide** button and the Data Manager will hide in the background until an event occurs to bring it to the front. Recommend hiding the Data Manager for normal operations.

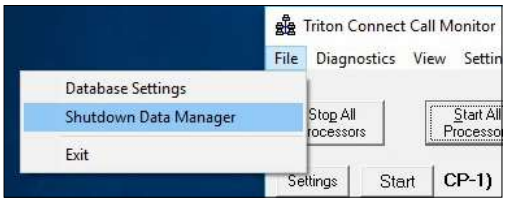


10. On the Call Monitor screen click the **Have Data Manager Scan for Flat Files** button to initiate the Data Manager's flat-file scan.

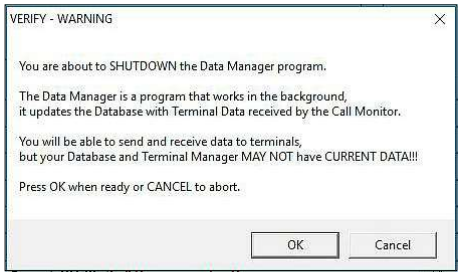


SHUT DOWN THE DATA MANAGER

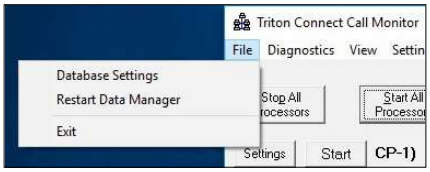
11. Navigate to the ***Call Monitor > File > Shutdown Data Manager*** option to manually shut down the Data Manager.



12. A VERIFY WARNING screen opens. Please read and understand the warning before clicking on the **OK** button to shut down the Data Manager.



13. This option changes to *Restart Data Manager* after the Data Manager shuts down.



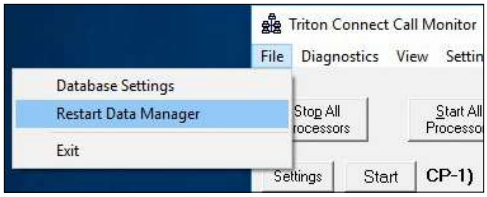
Caution

With the Data Manager shut down, the Triton Connect databases will not update even though it still receives data from the terminals. The Call Processor (CP1) window displays the Data Manager scan results.

14. If the Call Monitor terminates without notifying the Data Manager, the Manager becomes visible and the user can click the **Exit** button to close the dialog.

RESTART THE DATA MANAGER

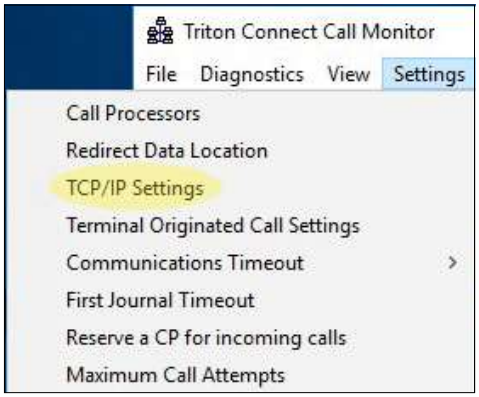
15. If the Data Manager shuts down or does not communicate with the Call Monitor, Navigate to the ***Call Monitor > File.*** Click the *Restart Data Manager* option.



CALL MONITOR SETTINGS

CONFIGURE TCP/IP SETTINGS

16. Navigate to ***Call Monitor*** > ***Settings*** > ***TCP/IP Settings***.

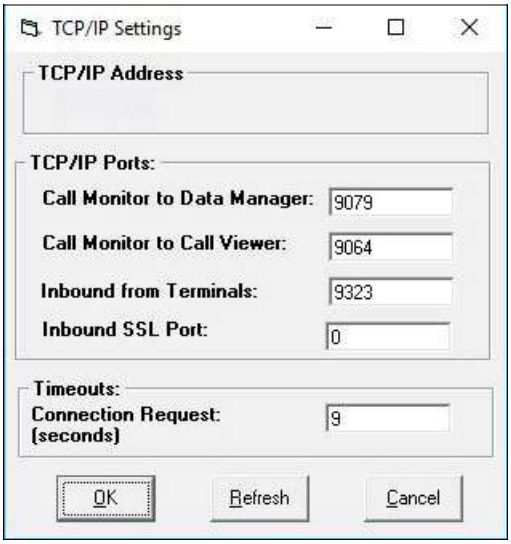


17. The Call Monitor communicates with various Triton Connect components using the TCP/IP communications protocol. The connection with each component requires a Port Number. The Call Monitor creates a default Port Number for each connection; however, your network administrator can configure the Port Numbers manually, if required to avoid conflicts with existing network settings.
18. The TCP/IP settings displays the IP Address, port numbers, and a timeout while the Call Processors run, but the port numbers become available for change after all Call Processors stop.

Caution

In a standalone installation and most network installations, the default TCP/IP settings do not require alterations. Incorrect settings will prevent correct program operations.

19. Selecting the TCP/IP Settings option brings up the *TCP/IP Settings* screen.
20. The screen allows the user to enter or modify TCP/IP port entries to the four connections.



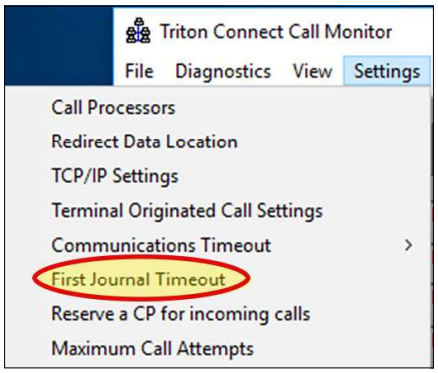
21. *Timeouts: Connection Request: (seconds)* sets the number of seconds Triton Connect will wait on a connection request. This option has a default value of 9-seconds but should change to meet the locations optimum connectivity.

*** NOTE ***

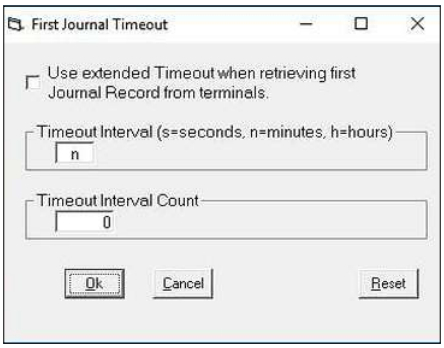
The TCP/IP Settings dialog box displays the TCP/IP address of the computer running the Call Monitor application. The Call Viewer requires the IP address, along with the Call Monitor to Call Viewer port number, to ensure correct Call Viewer operation.

FIRST JOURNAL TIMEOUT

22. Navigate to the ***Call Monitor*** > ***Settings*** > ***First Journal Timeout*** option.

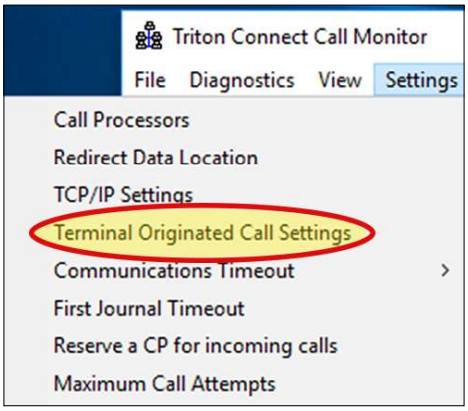


23. This option enables and configures an extended amount of time while retrieving the first journal record. Selecting this option brings up the following dialog.
24. The user sets the amount of delay time allowed when receiving the first journal record. Check the *Use extended Timeout* box to enable this option.



CONFIGURE TERMINAL-ORIGINATED CALL EXPIRATION TIME

25. Only terminal that support the *Terminal Originated Call* will have this feature.
26. This option becomes available, after all Call Processors stop running.
27. Navigate to the ***Call Monitor'*** > ***Settings*** > ***Terminal Originated Call Settings*** option.



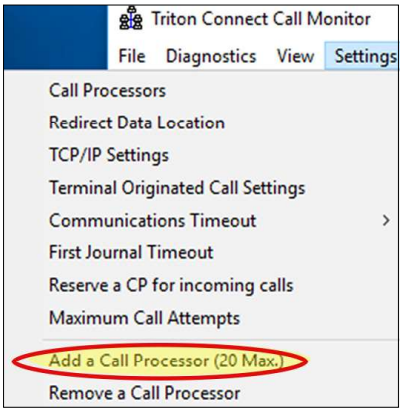
28. The user sets the duration in intervals of hours, days, months, or years. Change the settings as needed and click the **OK** button.

29. The Call Monitor watches the life of each *Terminal Originated Call* entry in the Call List. When the interval time expires, the Call Monitor removes the entry from the Call List.

ADD AND REMOVE A CALL PROCESSOR

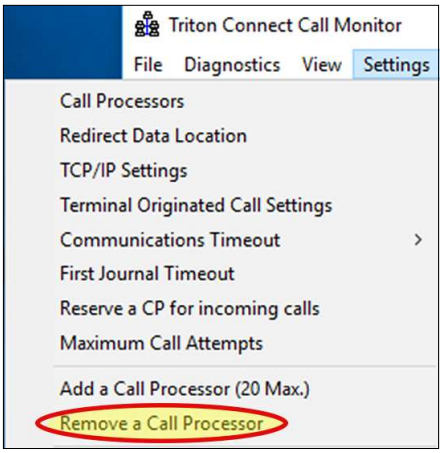
ADD A CALL PROCESSOR

30. Navigate to the ***Call Monitor > Settings > Add a Call Processor (20 Max)*** option will add a Processor up to a maximum of twenty Call Processors. If necessary, the Call Monitor screen will scroll to provide access to any additional Call Processors.



REMOVE A CALL PROCESSOR

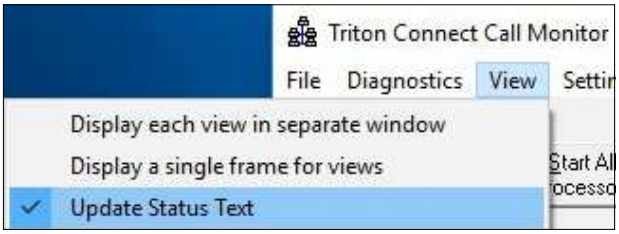
31. Navigate to the ***Call Monitor > Settings > Removes a Call Processor*** to remove a Call Processor from the available list. The list will always have a minimum of one.



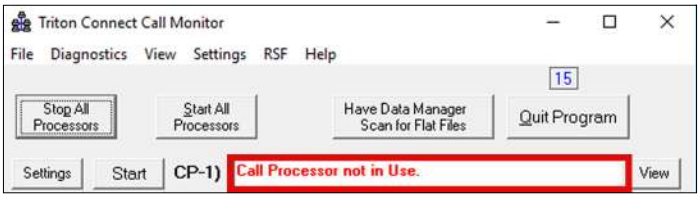
CALL MONITOR VIEW

ENABLE/DISABLE EXTENDED STATUS TEXT UPDATING

32. Navigate to the ***Call Monitor*** > ***View.*** Click *Update Status Text* menu. A check mark indicates an active option.



33. Extended status information, in addition to the summarized information that normally appears, will display in the single-line status view on the Call Monitor main dialog.



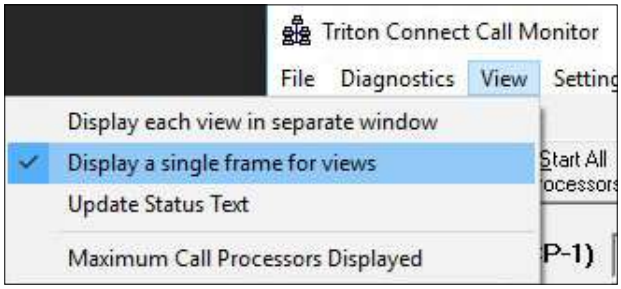
VIEW CALL PROCESSOR ACTIVITY IN A SEPARATE WINDOW

34. Navigate to the ***Call Monitor*** > ***View.*** Click *Display each view in separate window* option. A check mark indicates an active option.

35. Click the **View** button on a specific Call Processor and the activities for that processor will display in a separate status window, default selection.

VIEW CALL PROCESSOR ACTIVITY IN A SINGLE FRAME

36. Navigate to the ***Call Monitor*** > ***View.*** Click *Display a single frame for views* option. A check mark shows an active option.



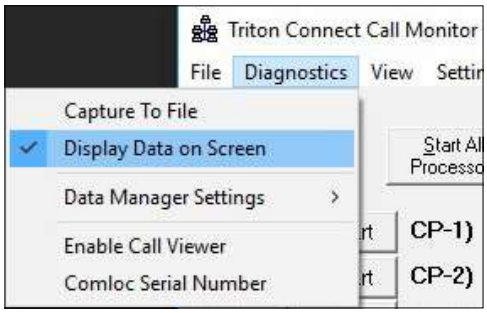
37. Click the **View** button on a specific Call Processor, will replace the Call Monitor screen with the activity of the single Call Processor. If both separate window and single-screen options have check marks, the Call Monitor presents both views.

DISPLAY HEX DATA ON SCREEN

Caution

Do not use this option unless directed to do so by technical support personnel. Use this option for diagnostic purposes only.

38. Navigate to the ***Call Monitor > Diagnostics.*** Click *Display Data on Screen* option. A check mark indicates an active option.



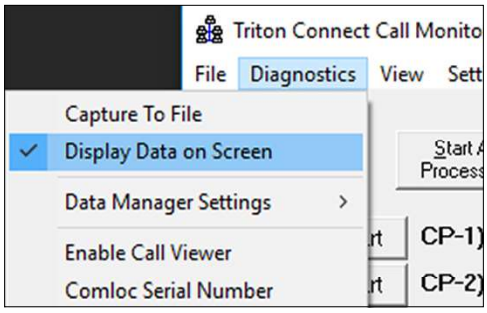
39. This function enables each Call Processor port to send all transmitted and received data in hex code. This data will appear in the applicable Call Processor's activity window.

CAPTURE CALL PROCESSOR DATA TO A FILE

Caution

This option can create very large files, so do not use unless directed by technical support personnel.

40. Navigate to the ***Call Monitor > Diagnostics.*** Click *Capture to File* option. A check mark indicates an active option.



41. The Call Monitor creates a data file that records a copy of the associated activity display for each Call Processor in the Triton Connect program folder (output1.DAT, output2.DAT, etc.).
42. Use a text editor or word processor program to view the data file contents.

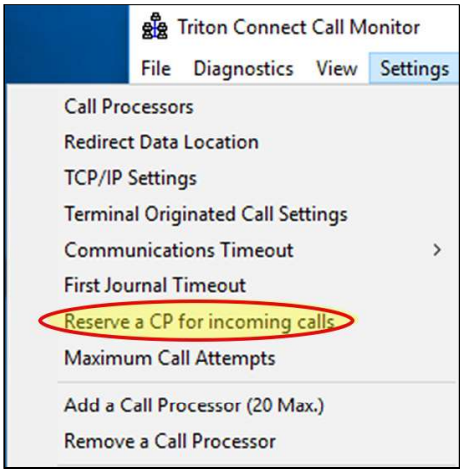
REDIRECT THE CALL PROCESSOR DATA LOCATION

Caution

Do not use option without a thorough understanding of the program. No further information provided.

RESERVE A CP FOR INCOMING CALLS

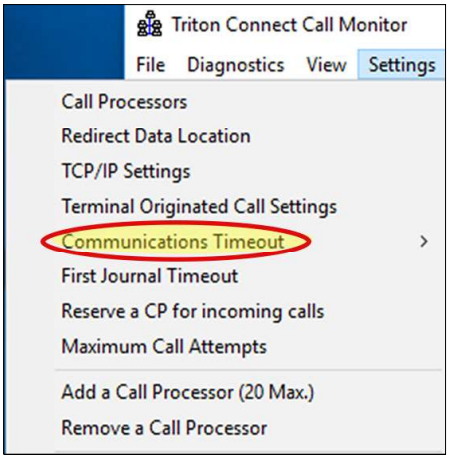
43. Navigate to the ***Call Monitor*** > ***Settings*** > ***Reserve a CP for incoming calls*** option.



44. This option reserves the exclusive use of one available Call Processor for incoming calls from a terminal having problems reaching an available Call Processor in very a busy location.

CONFIGURE THE COMMUNICATIONS TIMEOUT DURATION

45. Navigate to the ***Call Monitor*** > ***Settings*** > ***Communications Timeout*** option.



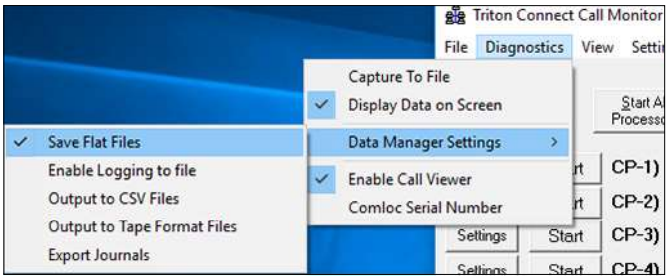
46. Select the time—in seconds—the Call Processor will wait before reporting a failed callback attempt from a remote terminal. A check mark shows the current selected value of 10, 20, 40, or 80 seconds with a default value of 20 seconds. International locations with dial-up connections may require a longer timeout setting to prevent excessive failed call reports.

DATA MANAGER SETTINGS

47. After opening the Call Monitor, in the background the Data Manager processes data received from terminals.

SAVE FLAT FILES

48. Navigate to the ***Call Monitor > Diagnostics > Data Manager > Settings option.*** Click the *Save Flat File* option. A check mark indicates an active option.



49. Instead of deleting the file after processing the data, the Data Manager will save each Call Processor flat file to a separate folder and give a name consisting with the year, month, and day on which the Manager receives the terminal data. Example 20191101.
50. Use a text editor or word processor program to view the Hex data.

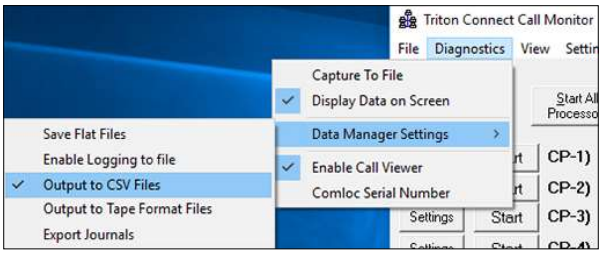
LOG DATA MANAGER ACTIVITY TO A FILE

51. Navigate to the ***Call Monitor > Diagnostics > Data Manager Settings*** option. Click the *Enable Logging to File* option. A check mark indicates an active option.

52. The Data Manager will log its activity to the file DM.log in the Triton Connect application folder. Use a text editor program to open and view this log.

OUTPUT TO CSV FILES

53. Navigate to the ***Call Monitor > Diagnostics > Data Manager Settings*** option. Click the *Output to CSV (Comma Separated Value) Files* option. A check mark indicates an active option.



54. The Data Manager saves the incoming journal data in a (CSV) format in the CSV folder, located in the same folder location as the Data folder. CSV allows for easy importing into spreadsheets and database programs. Each terminal will have its own file in this folder.

OUTPUT TO TAPE FORMAT FILES

55. Navigate to the ***Call Monitor > Diagnostics > Data Manager Settings*** option. Click the *Output to Tape Format Files* option. A check mark indicates an active option.

56. The Data Manager saves the incoming journal data to a Tape folder named Tape, located in the same folder location as the Data folder. Each terminal will have its own file in this folder.
57. The Data Manager saves data in the same report style format used by the terminal to print journal reports.

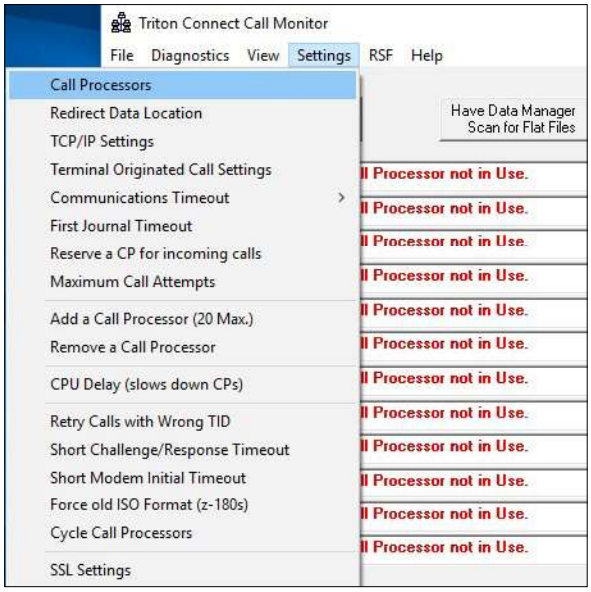
EXPORT JOURNALS

58. Navigate to the ***Call Monitor > Diagnostics > Data Manager Settings*** option. Click the *Export Journals* option. A check mark indicates an active option.

59. The Data Manager will export journals into another database named ExpJrnls.mdb in an expanded format.

SELECT A CALL PROCESSOR

1. Navigate to the ***Call Monitor*** > ***Settings*** > ***Call Processors*** option.

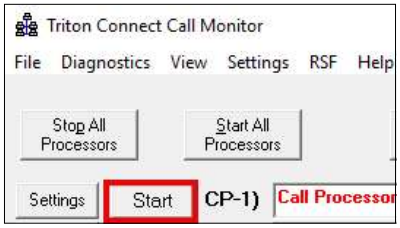


2. The *Call Processor Settings* screen allows the user to configure each Call Processors not in use by selecting the *Settings*.

*** NOTE ***
"Call Processors not in Use", means this processor is stopped.

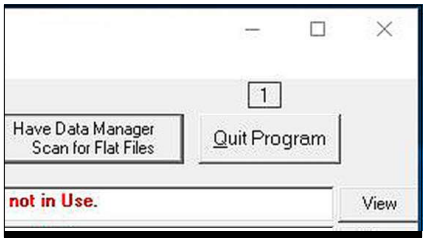
START A CALL PROCESSOR

3. An enabled and properly configured Call Processor displays an available **Start** button.

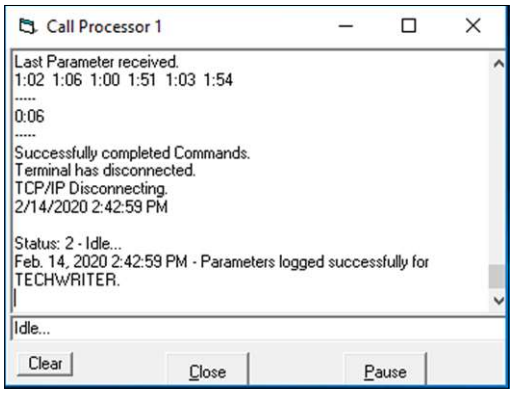


VIEW CALL PROCESSOR ACTIVITY

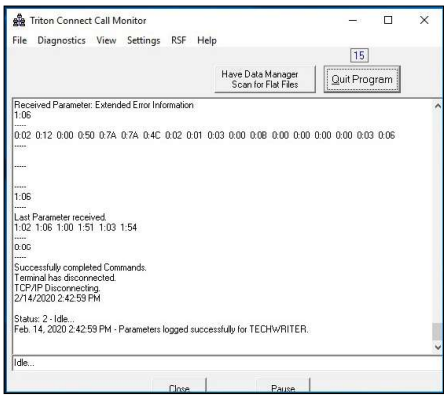
4. Click the **View** button to display activity data for any Call Processor.



5. If the **Display each view in separate window**, has a check mark, the Call Processor's activities are displayed in a separate status window.



6. If the **Displays a single frame for views**, has a check mark, the Call Processor's activities are displayed in a window that replaces the normal call Monitor screen.

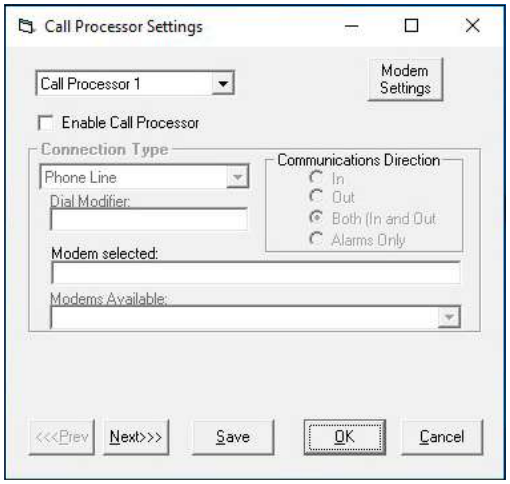


7. Either type of viewing window provides two buttons.
8. **Close**. Close the viewer window. The Single Frame will return to the default Call Monitor dialog window.
9. **Pause/Resume.** Pause or Resume the operation of the Call Processor.

CONFIGURE CALL PROCESSOR

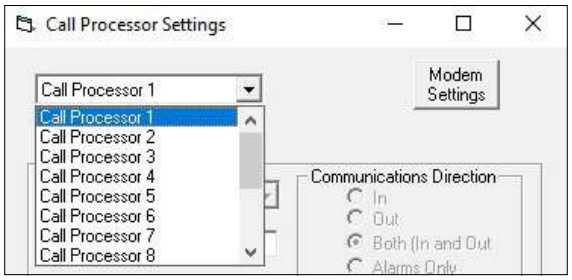
10. The *Call Processor Settings* screen allows the user to enable and configure any available Call Processors not running. For dial-up communications, the user must have one available analog modem and a phone line for each Call Processor the user wish to configure.
11. For TCP/IP communications, one (1) connection can use up to twenty (20) TCP/IP connections.
12. On the *Call Monitor* screen, click **Setting** button for the specific Call Processor to configure.

13. The *Call Processor Settings* screen opens.
14. Or navigate to ***Call Monitor*** > ***Settings*** > ***Call Processor*** and the *Call Processor Settings* screen opens. Click the down arrow to select the specific Call Processor to configure.



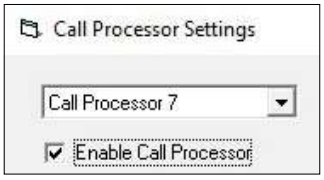
CALL PROCESSOR (1 TO 20)

15. Select a *Call Processor* from the drop-down list showing all Call Processors currently not running.



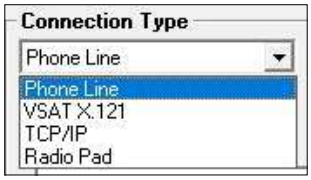
ENABLE CALL PROCESSOR

16. Click the check box to enable/start the Call Processor shown in the drop-down list.



CONNECTION TYPE

17. This drop-down list allows the user to pick the type of connection this Call Processor will use for terminal communications.



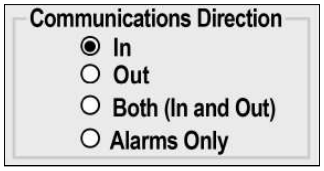
18. *Phone Line:* The user must select an available modem in the Modems Available drop-down list, before the Call Processor can start.
19. *VSAT X.121:* Select an available COMM port in the Comm Port Selected drop-down list to connect to the VSAT communication device.
20. *TCP/IP:* The Call Processor will use the IP Address and Port settings in the Call List to contact a terminal with a TCP/IP connection.
21. *Radio Pad:* The user selects the comm port the modem will connect to the radio Pad device.

ATM CONNECTION TYPES

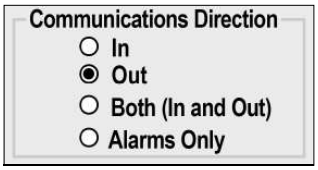
22. All Triton ATMs except RL/FT5000 XP/PC-based units can use the Dial-up phone line connection type.
23. ATMs with either TCP/IP capable (ARGO/FT or RL/FT5000/RT2000) or have the (optional) External Ethernet module installed (91XX/97XX/96XX) can use the TCP/IP connection type.
24. ATMs supporting Very Small Aperture Terminal (VSAT) satellite-based communications can use the VSAT connection type. VSAT supports a wide range of communication protocols.

COMMUNICATION DIRECTION

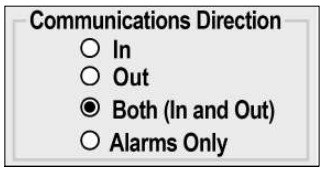
25. On this screen, the user selects the direction type for each Call Processor will handle.
26. Select the *In* option and the Call Processor will handle inbound calls ONLY.



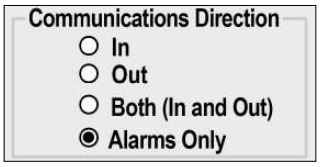
27. Select the *Out* option and the Call Processor will handle outbound calls ONLY.



28. Select the *Both (In and Out)* option and the Call Processor will handle both inbound and outbound calls (the default option for normal operations.

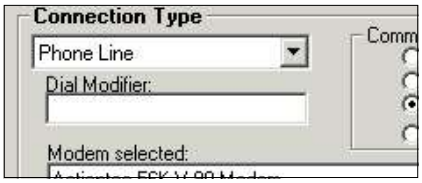


29. Select the *Alarms Only* option and the Call Processor will handle inbound calls that carry terminal alarm status ONLY.



DIAL MODIFIER

30. With the **Connection Type** set to Phone Line, the *Dial Modifier* becomes available. Enter any special dialing codes required when dialing out from your system, such as a dial-out prefix of '9.'



MODEM SELECTED

31. Modem Selected shows the currently selected modem this Call Processor will use when placing Phone Line calls.

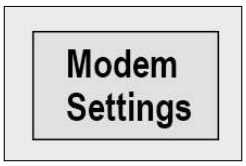
MODEMS AVAILABLE

32. When the **Connection Type** selects Phone Line feature, the *Modem Available* provides a list of available modems.

*** NOTE ***

Do not configure more than one (1) Call Processor for each available modem.

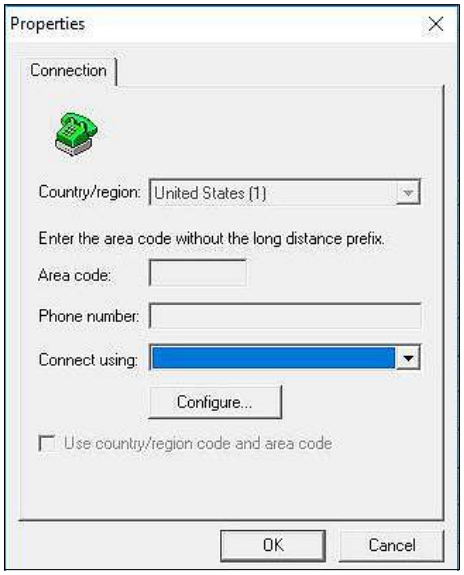
MODEM SETTINGS



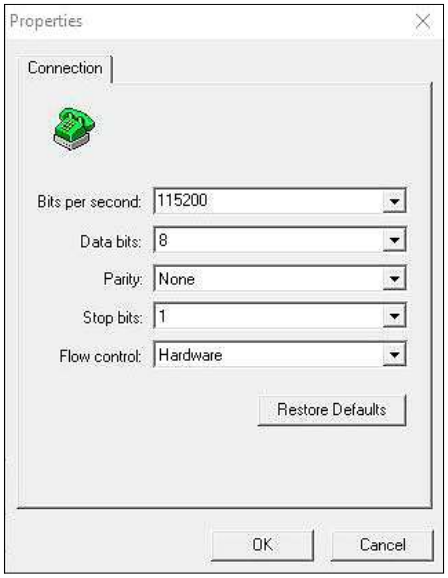
*** NOTE ***

The default settings are normally correct.

33. *Modem Settings* allows the user to select preferences for: *Country/Region:*, *Area code:*, *Phone number:*, and *Connect using:*. Click the **Configure** button to set the modem hardware settings.

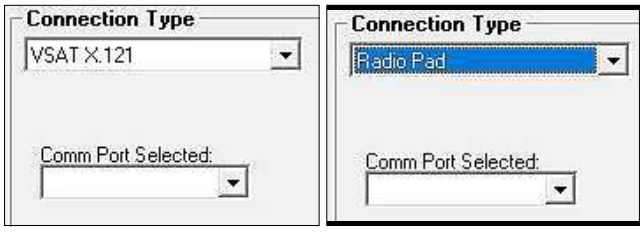


34. Click **OK** to save the settings.



COMM PORT SELECTED

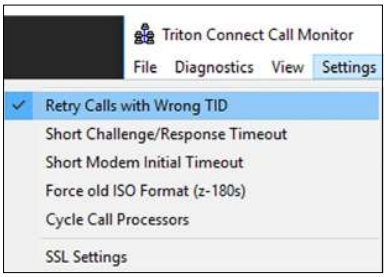
35. Click the **Connection Type** down arrow and select either *VSAT X 121 or Radio Pad*, the *Comm Port Selected* list box displays the current PC COM port connected to the VSAT/Radio Pad communications hardware.



- Click the (**<<Prev**) button, or press keyboard keys **Alt+P** accesses the settings for previous available Call Processor.
- Click the (**Next>>**) button, or press keyboard keys **Alt+N** accesses the settings for the next available Call Processor.
- Click the (**Save**) button, or press keyboard keys **Alt+S** saves the settings changes for the current selected Call Processor and remain in the Settings dialog.
- Click the (**OK**) button, or press keyboard keys **Alt+O** saves the settings changes for the current selected Call Processor and exit the settings dialog.
- Click the (**Cancel**) button, or press keyboard keys **Alt+C** exits without making any changes to the Call Processor settings.

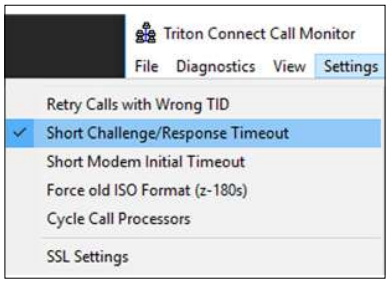
RETRY CALLS WITH WRONG TID

36. The Challenge/Response communications between the ATM and Triton Connect may change due to interference and corrupt the TID data. Instead of deleting the call, Triton Connect assumes a communication problem and keeps the call list entry.



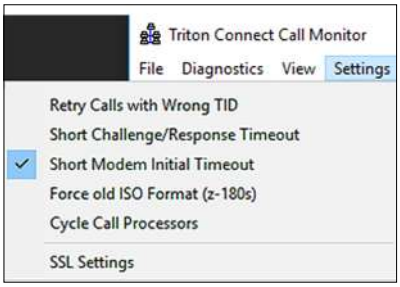
SHORT CHALLENGE/RESPONSE TIMEOUT

37. The default 20 seconds timeout occurs between packets. Triton Connect may send the first data packet before ATM is ready to receive it. Triton Connect sets initial timeout to 5 seconds for the first packet attempt, 10 seconds for second attempt, 15 for the third, and so on.



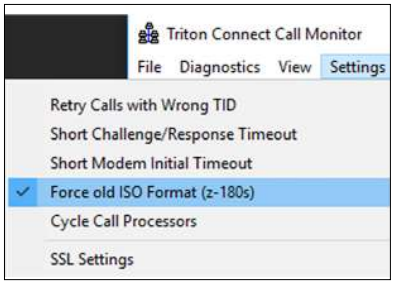
SHORT MODEM INITIAL TIMEOUT

38. When the Call Monitor and Call Processors start, the Processors begin an 80-second "Waiting for call" state. This prevents collisions with inbound calls and outbound calls when the call processors start. The option—used for testing—reduces the delay time to 10 seconds.



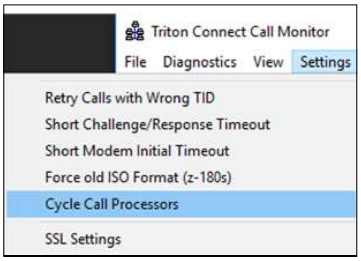
FORCE OLD ISO FORMAT (Z-180S)

39. This option forces Triton Connect to send the ISO numbers in the old format (100, 10-digit ISO numbers), even though the terminal indicates it supports the X-scale format.

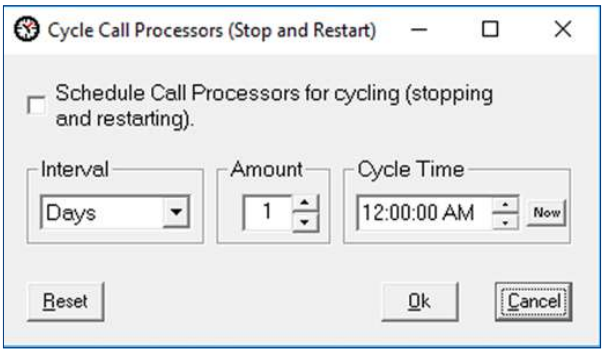


CYCLE CALL PROCESSORS

40. This option allows the user to schedule a Cycling (stopping and restarting) of all call processors at a specific interval. This option assists users with larger system having communication issues.

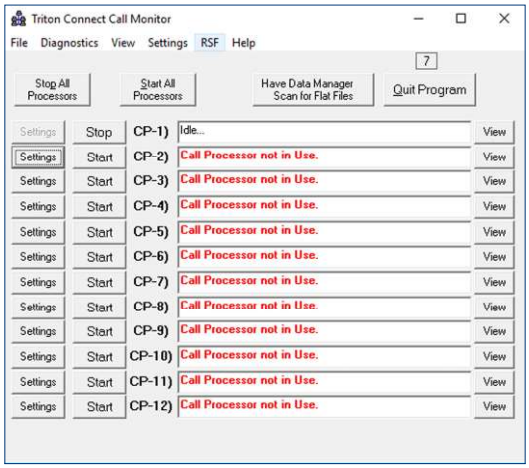


41. Interval = amount of time; Amount = number of Intervals, and Cycle Time = when the next cycle begins. The Call Process will stop and restart once per day at the Cycle Time. A check enable the *Schedule Call Processes for cycling (stopping and restarting)*. Click **Reset** button returns setting to values shown.

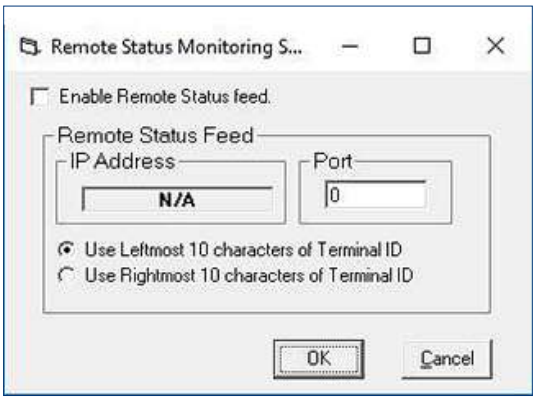


RSF REMOTE STATUS FEED

42. Navigate to the ***Call Monitor*** > ***RSF*** option to allow a 3rd party interface to receive the ATM's status information via TCP/IP. Click **Setting** on specific Call Processor.



- Click *Enable Remote Status feed:* A check mark indicates an active option.
- **IP Address:** Remote Status Monitor IP Address when connected.
- **Port:** The IP Port Triton Connect will listen for connection with Remote Status Monitor.
- *Use 10 characters of Terminal ID:* limits use of 10 characters in Terminal ID. Select either the Leftmost or the Rightmost 10 characters.



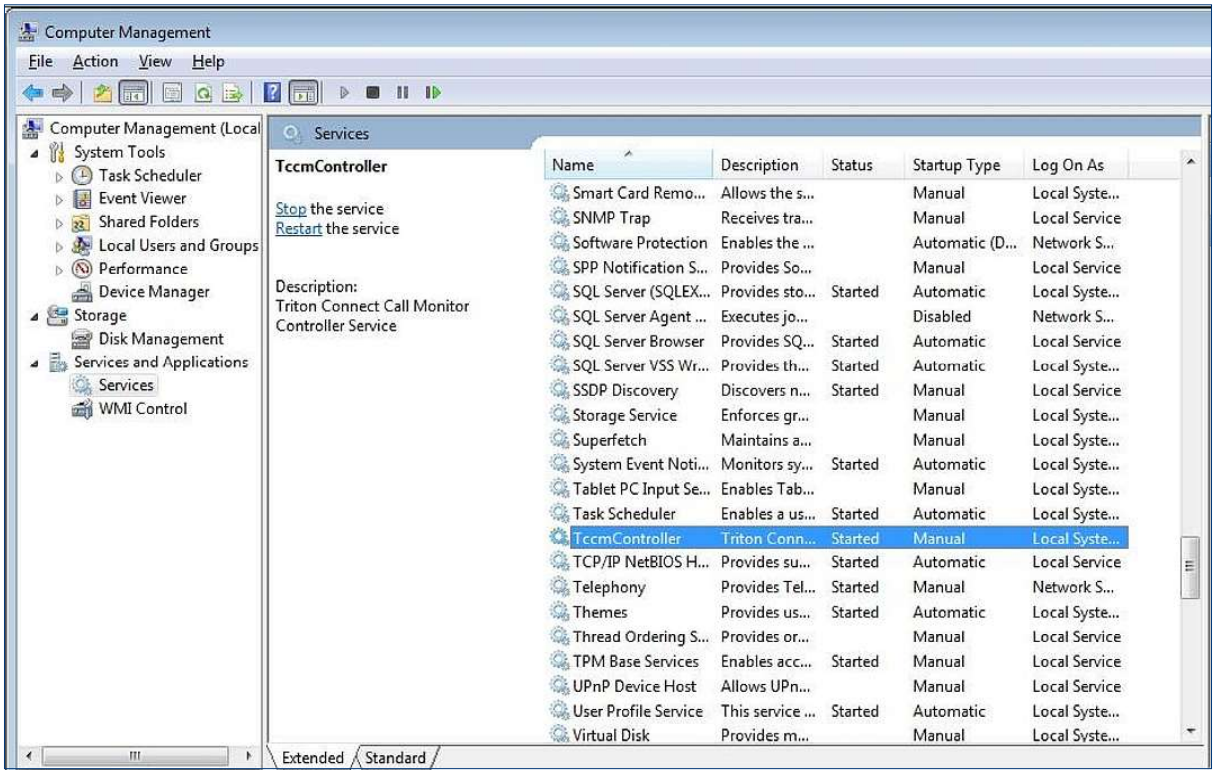
End of Call Monitor

CHAPTER 3A - CALL MONITOR AS A WINDOWS SERVICE

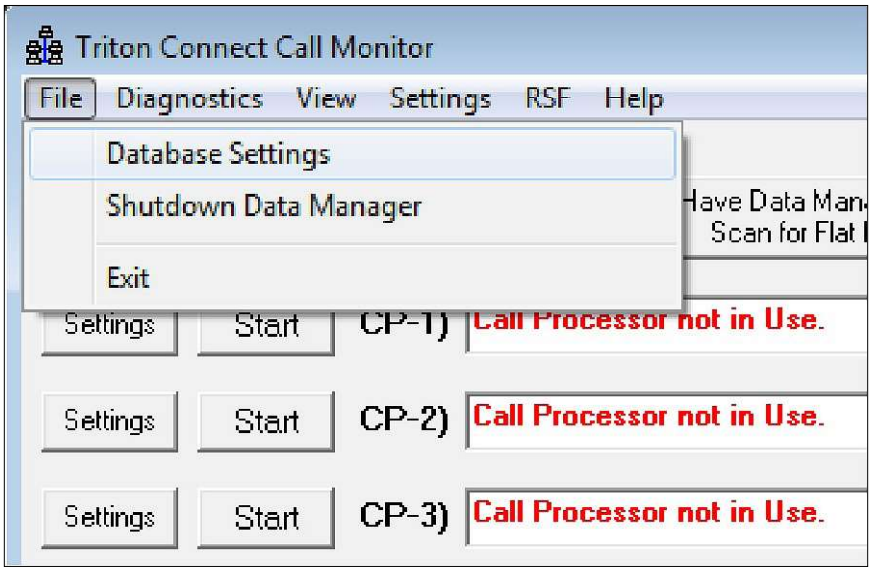
Triton Connect adds the ability for a Windows service to launch the Call Monitor, thus removing the need for a user to log into the PC for the Call Monitor to function.

Windows provides many ways to configure a service. A complete overview of configuring the Windows services exceeds the scope of this document. However, consider the important items below:

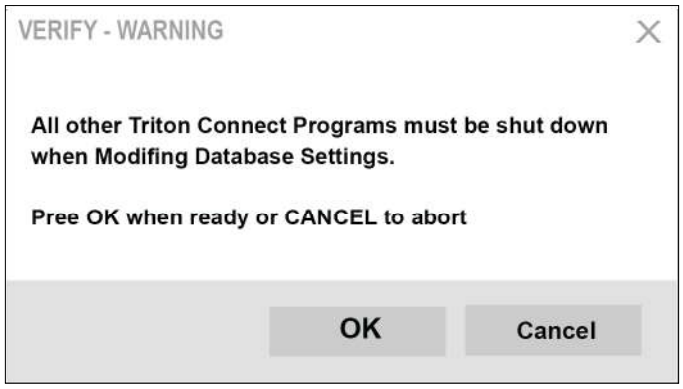
1. Before using the Call Monitor as a service, a user must configure the Call Monitor by opening the application and configuring the various types of communications, port numbers, and other settings required.
2. To change the Call Monitor's configuration, a user must log into the PC, stop the Tccm Controller service, launch the Call Monitor, then change the desired options.
3. The configured service running under the account must access the SSL/TLS certificate location for a proper functioning SSL/TLS feature. This may require exporting the certificate w/private key and then importing it into a proper location for the service account, such as the Machine personal certificate store.
4. To view and configure the service, open the **Start menu**, right-click **Computer**, click **Manage**, expand **Services and Applications** on the left-most pane of the screen, click **Services**, and locate **Tccm Controller**.
5. When in normal operation with the Call Monitor runs as a service, the **Windows Task Manager** can verify the active operation of the Call Monitor (**Tccm.exe**) and verify the user name under which it runs, along with **DataManager.exe** and one ***Tccp.exe*** for each running Call Processor.
6. The service may not allow access to mapped drive letters, so accessing network resources use the network paths. As a result, if the database is on a network share, configure the Call Monitor to use the network path and not a drive letter



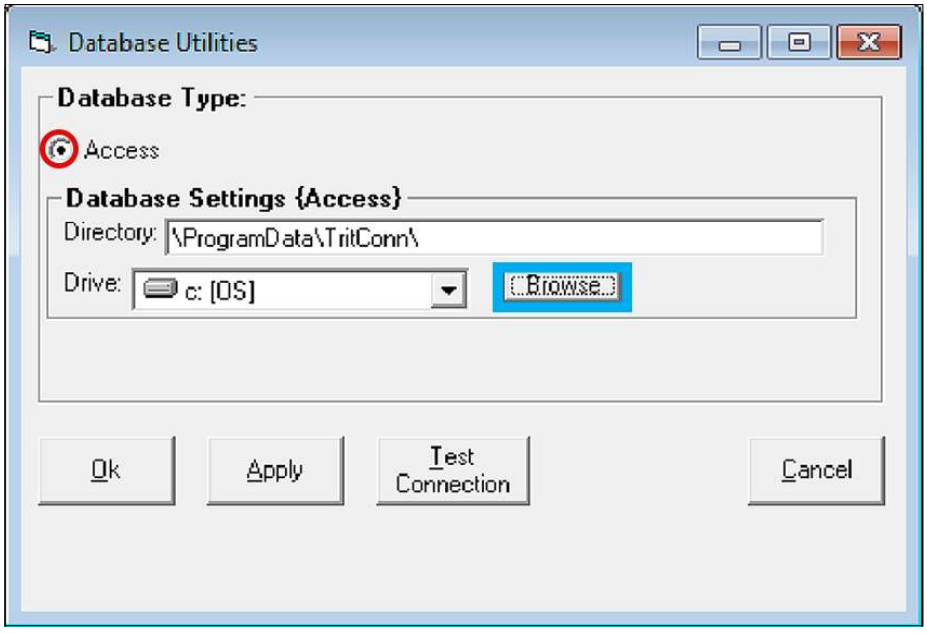
7. To achieve this configuration, with the service stopped and all other Triton Connect processes closed:
   - Launch the **Call Monitor**, navigate to **File > Database Settings**.



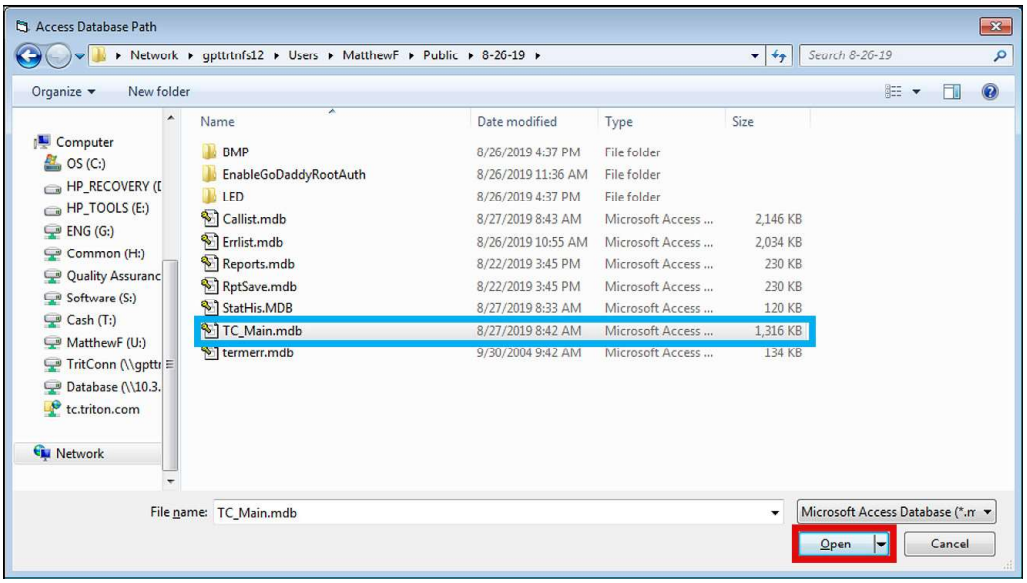
   - A warning message screen opens. Verify all other Triton Connect programs are closed. Click **OK**.



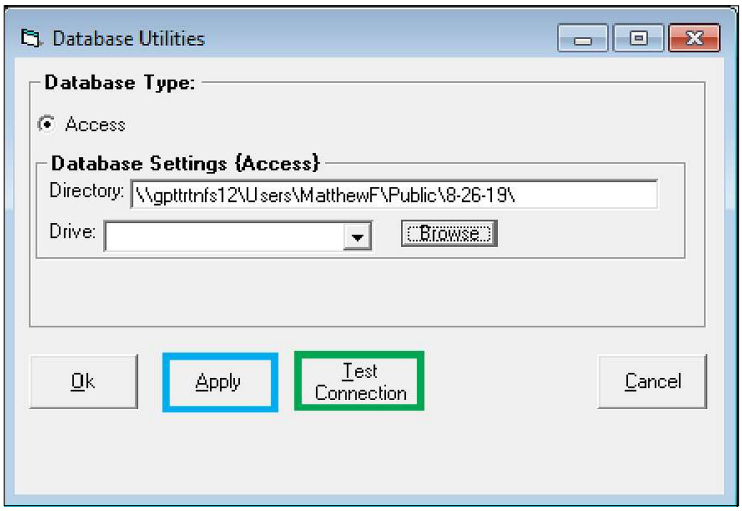
   - Click *Access*. Click **Browse**.

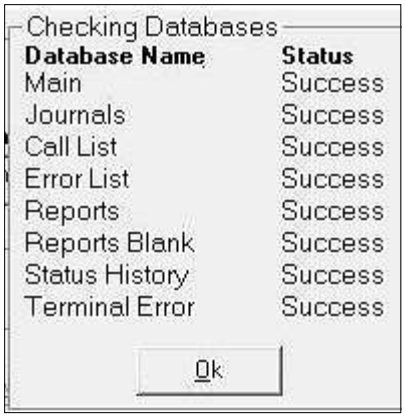


- In the address bar at the top of the path window, enter the desired network location and press **Enter.**
- Select *TC_Main.mdb* **BLUE** rectangle and click the **Open** button **RED** box.

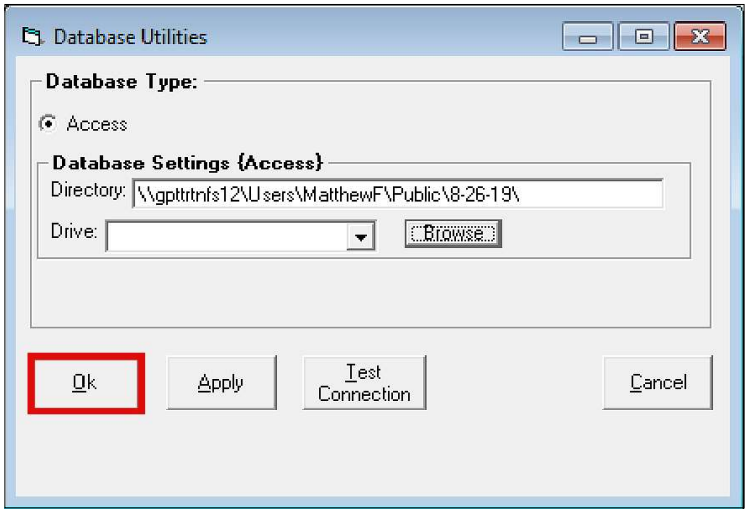


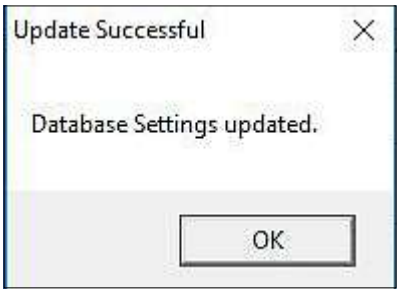
- Click the **Apply** button **BLUE** box. Click **Test Connection** button **GREEN** box. Click **OK** on *Checking Databases* screen.





- Click the **OK** button **RED** box and *Update Successful* screen opens, click **OK** and returns to *Call Monitor* screen.





8. Close the Call Monitor, start the service, and then place another test call to an ATM.
9. Because the service does not see the mapped drives, software updates residing on a network location must use the network path when scheduling the updates to an ATM. To schedule a software update call to an ATM, from the Load Terminal Software screen, proceed as follows:
   - Select the desired *Terminal ID*.
   - Click **Select File.**
   - Enter the desired network location in the address bar.
   - Click the file to send to the ATM and click **Open**.
   - Click **Send File.**

End of Window Service Call Monitor

CHAPTER 4 - TERMINAL SETUP

This chapter covers the functions to create, modify, delete, and view terminal records in the Triton Connect main database through the **Terminal Manager** application. In addition, the Terminal Manager sets up terminal data, database management, and automatic alarm message transmission.

Load each Terminal into the Triton Connect terminal database. Triton Connect uses the information it needs to identify and contact the terminal, and its associated data in the database.

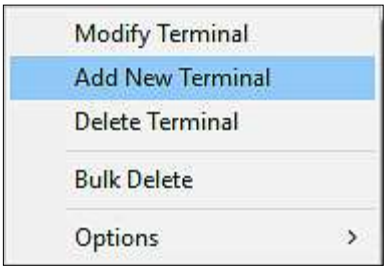
ADD A NEW TERMINAL

Caution

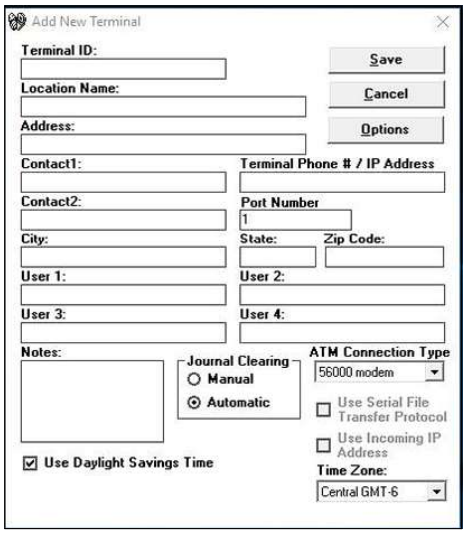
Never attempt to access the Triton Connect database directly or alter the information other than through the **Terminal Manager**. The user may cause the program to become inoperable.

ACCESS THE ADD NEW TERMINAL FUNCTION

1. Navigate to the ***Terminal Manager > Setup > Add New Terminal*** option.



2. The *Add New Terminal* screen opens.



DATA-ENTRY FIELDS

3. A minimum of three fields required to save a new terminal record. Enter the ATM **Terminal ID,** ATM **Terminal Phone Number/IP Address**. Under the **ATM Connection Type**, select a connection type.
4. The Terminal ID data converts to the uppercase when saved to the database

*** NOTE ***
Refer to step-2 image: *Add New Terminal* screen for Steps 5 to 16.

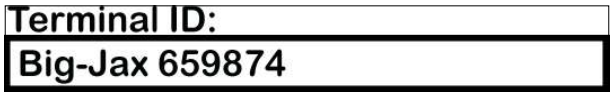
TERMINAL ID

5. Your processor or service provider assigns a Terminal Number to the terminal during the physical installation. Enter the Terminal Number into the **Terminal ID:** textbox.

Caution

The *Terminal ID* must match the value assigned to the Terminal Number parameter in the ATM. The *Terminal ID* is limited to 17 alphanumeric characters.

6. If a new terminal of a different type replaces a terminal, and the new terminal uses the same *Terminal ID*, (Example: RJ5000 replaced by an ARGO 15), archive the current information from the old terminal (RL5000), before contacting the new terminal (ARGO 15). Otherwise, the information for the new terminal may not display correctly.



LOCATION NAME

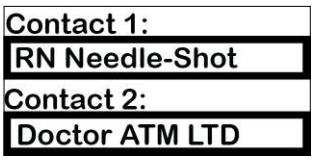
7. The **Location Name** identifies the name of the establishment with the physical terminal.

ADDRESS

8. Enter the address of the establishment identified in the **Location Name**.

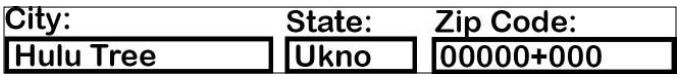
CONTACT 1/2

9. In the optional fields, enter the names of individuals or organizations who act as a point of contact at the address specified above.



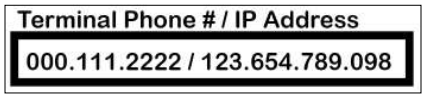
CITY, STATE, ZIP CODE

10. Enter the ATM's partial address for City, State, and Zip (Postal) code.



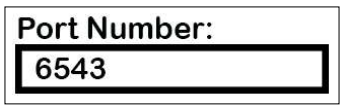
TERMINAL PHONE # / IP ADDRESS

11. Terminal connected to a standard telephone system requires the 10-digit number servicing terminal location.
12. The host processor organization or service provider assigns an IP address to a terminal connected to the TCP/IP or CDMA (wireless) network, example 123.456.789.000.



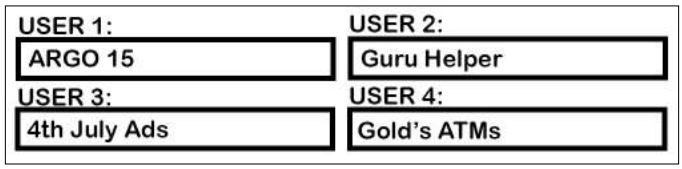
PORT NUMBER

13. Your host processor organization or service provider specifies the Port Number consists of 1 to 5 digits and any additional data routing information which allow Triton Connect to communicate with the selected terminal on the TCP/IP or wireless network.



USER 1-4

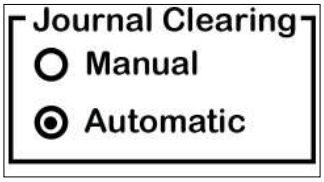
14. These four optional fields provide additional terminal-identifying information to the database record. The Filter capabilities of Triton Connect makes the *User 1-4* fields a powerful tool to organize and group many terminals. Three examples: special requirements, additional contact information, terminal's technician's name.



15. Use *Configure User Fields* function, located later in this chapter, to change the default labels of the User fields.

JOURNAL CLEARING

16. Select either **Manual** or **Automatic** to clear the terminal's Electronic Journal.
17. Select **Manual**, if the operator at the terminal location will manually clear the terminal's Electronic Journal.
18. Select **Automatic**, Triton Connect will initiate journal clearing after the *Get Journal Data* function successfully downloads the terminal's journal.



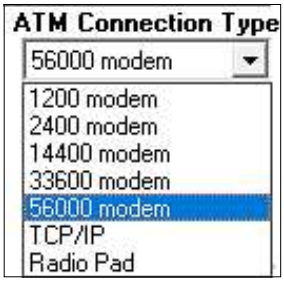
19. The Electronic Journal cannot hold an unlimited number of entries. The 8-bit machines (9100/96XX/97XX/Mako/SS) can hold at most 2045 journal entries. The 32-bit machines (ARGO Series, FT/RL/RT/Traverse) can hold 32,768 entries. If the journal entry reaches the size limit, the terminal will enter and stay OUT OF SERVICE until a user clears the journals.

Caution

With the **Journal Clearing** set to **Manual,** any records received will not be marked as audited/cleared in the ATM. If the user does not clear the Electronic Journals before the next *Get Journal Data* command is issued, the received data will contain old journal entries. These old entries could duplicate the stored entries in the database received under the **Manual** download.

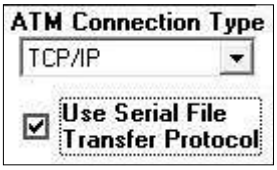
ATM CONNECTION TYPE

20. Select the correct connection type or the modem speed used by the terminal.



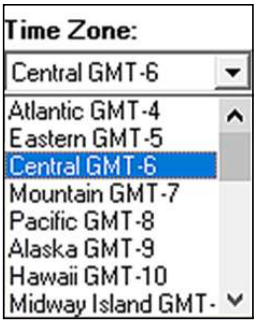
SERIAL FILE TRANSFER OVER TCP/IP

21. If Triton Connect will send files to the ATM using serial file transfer mode over TCP/IP. Select the use **Serial File Transfer Protocol** check box.



TIME ZONE

22. Click the down arrow on the **Time Zone** list box and select the time zone for the terminal's operating location.



USE DAYLIGHT SAVINGS TIME

23. Click the **Use Daylight Savings Time** check box, if used at the terminal's operating location.

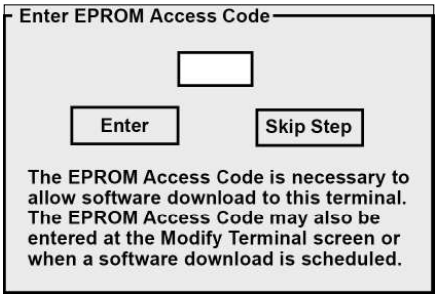
SAVE

24. Click the **Save** button after entering all required data.

25. The program will search for duplicate ID in the database. If it detects a duplicate ID, it prompts to change the Terminal ID data to a unique identifier. If no duplicate ID exists, the operation will continue.

EPROM ACCESS CODE

26. The user may enter the access code in the EPROM Access Code window at this time and click the **Enter** button.



27. For security reasons the screen displays the code character with asterisks. A second prompt will appear for the user to enter the access code again. The user may click the **Skip Step** button to leave the EPROM Access Code blank.

*** NOTE ***

For ARGO, Traverse, RL1600, RL/FT5000, RL/ RT2000 model ATMs, assign the Triton Connect access code at the terminal and enter as the EPROM Access Code on Triton Connect for that unit. The access codes must match on the ATM and Triton Connect.

DELETE A TERMINAL

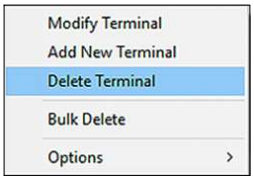
Removes terminal records from the database.

Caution

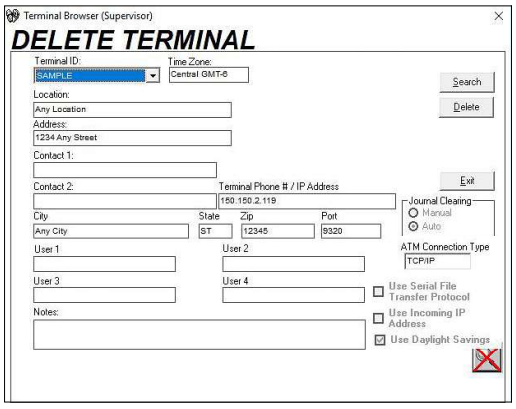
A terminal record deleted also removes all information concerning the terminal from the database, including terminal Journals. If deleted by mistake, add the terminal back in as a new terminal with no information and Journals.

SELECT A TERMINAL FOR DELETION

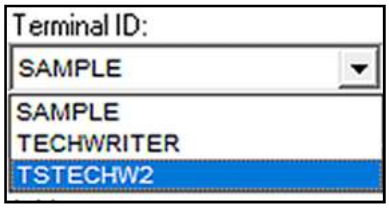
28. Navigate to the ***Terminal Manager*** > ***Setup*** > ***Delete Terminal*** option.



29. The *Delete Terminal* screen opens.



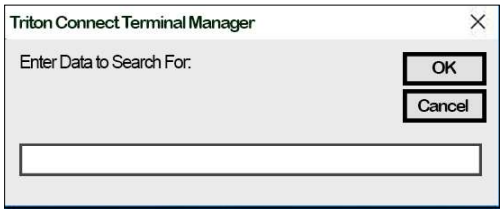
30. Click the **Terminal ID** list box down arrow. Select an ID for deletion.



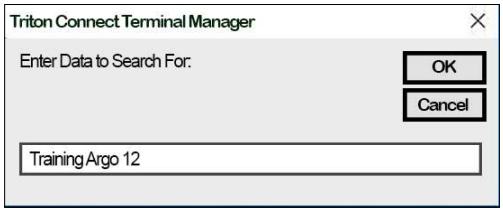
31. The user may also click the **Search** button to find the terminal ID.

32. A prompt opens to select a field to search.

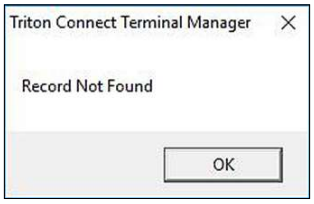
33. Click on a ***DELETE TERMINAL*** screen field and the following dialog box opens.



34. The information entered depends on the kinds of data contained in the field. Example: user clicks on **Terminal ID** and enters the text "Test 12" in the search box. Click the **OK** button.



35. If Triton Connect finds a valid Terminal ID record, the ***DELETE TERMINAL*** screen populates with terminal data. If record not found, screen displays 'record not found'.



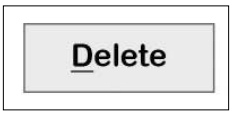
36. Another method for selecting terminals involves the use of filters, which displays only terminal records that fit specific criteria. See *Chapter 8* for the use of filters.

SELECT A TERMINAL ID

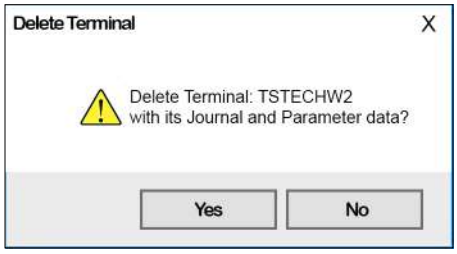
37. In the Terminal ID: textbox, type the first letter of a Terminal ID and a list of IDs starting with the chosen letter appear. Typing additional letters further refines this process, and eliminates all, but the one desired Terminal ID.

DELETE A TERMINAL

38. Click the **Delete** button to remove the current terminal information.



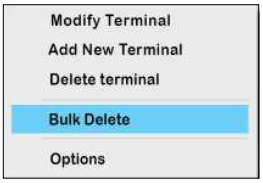
39. A confirmation message appears. Click the **Yes** button to continue with the delete action.



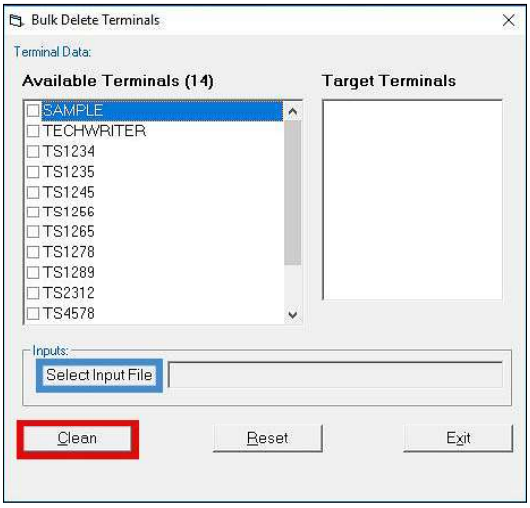
40. A confirmation message of the Deletion appears.

BULK DELETE TERMINALS

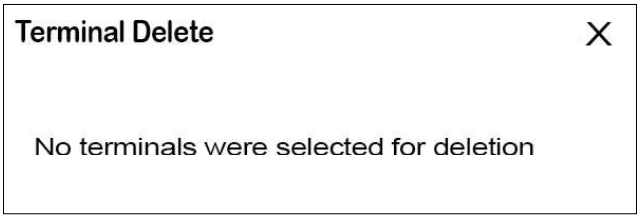
41. Navigate to the ***Terminal Manager*** > ***Setup*** > ***Bulk Delete*** option.



42. The *Bulk Delete Terminals* screen opens.
43. Click the terminal's check box to delete the terminal(s).
44. Click the **Clean** button **RED** box.



45. Click the **Yes** button to delete all terminals with a checked box.



IMPORT TERMINALS FOR DELETION VIA INPUT FILES

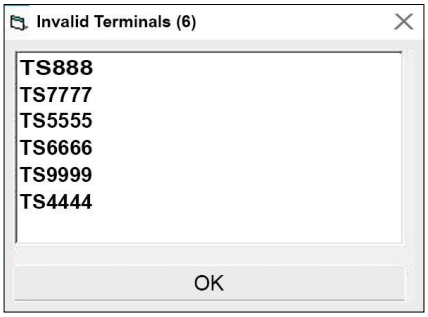
46. On the bulk delete dialog, click the **Select Input File** button **BLUE** box above. Browse the PC file system to locate and open an input file. The bulk delete application will evaluate the input file using the following criteria.

- The file is a simple text file with a .TXT extension.
- The file contains a list of Terminal IDs.
- Each line contains no more than one Terminal ID.
- Each Terminal ID consists of up to a maximum of 16 characters in length.

*** NOTE ***

If the bulk delete application has problems processing the text file due to corrupt or no data, the application will display the warning message.

47. The application will compare the input file to the current database. If the application does not find a corresponding match, it will display the invalid Terminal IDs in a dialog box.



DELETE DATA

48. On the *Bulk Delete Terminal* screen from above, click the **Clean** button will use the list of valid Terminal IDs from the input file to locate and delete the associated tables, records, and folders from Triton Connects Main database.

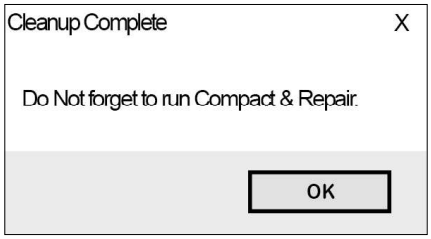
*** NOTE ***

The ### symbols following the names of the first 3 tables denotes multiple tables with the same name. Each one of the tables is associated with a terminal ID.

DATABASE	TABLE	DELETION TARGET
TC_MAIN	ADDATA###	Entire Table
	J OURNAL###	Entire Table
	PARAMETERS###	Entire Table
	CONFIGURE	Record matching specific ID
	STATUS	Record matching specific ID
	FeatureSettings	Records matching specific ID
	ScheduleReboot	Records matching specific ID
	ExtErrorInfo	Records matching specific ID
	EMVData	Records matching specific ID
	EMVParameterDataAppList	Records matching specific ID
	EMVParameterDataBoolean	Records matching specific ID
	LCCassStructure	Records matching specific ID
	LCDayStructure	Records matching specific ID
	LCEEValues	Records matching specific ID
	SurchargeScreen	Records matching specific ID

CONFIRM COMPLETION

49. After the terminals deletion, a message box will confirm task completion.



50. Triton recommends navigating to ***Terminal Manager*** > ***File*** and click on *Repair/Compact/Replace Database* function after performing a bulk delete operation.
51. If the bulk delete application runs into a problem processing the Terminal IDs, the application will annotate these errors in a log file.

LOGGING ACTIVITY

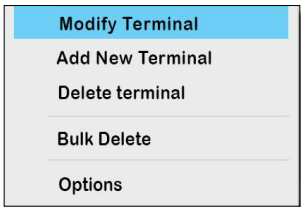
52. The Bulk Delete application will keep a log file named Delete.log of its actions in the current directory, typically the Triton Connect installation directory.

MODIFY A TERMINAL RECORD

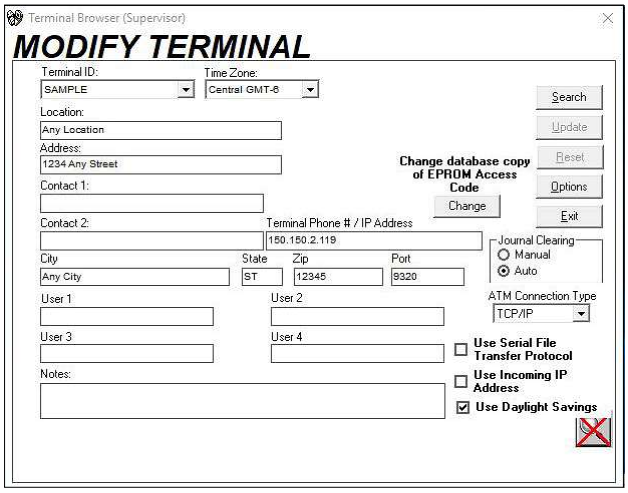
Allows changes to existing terminal record.

SELECT A TERMINAL RECORD TO MODIFY

53. Navigate to the ***Terminal Manager > Setup > Modify Terminal option.***



54. The *Modify Terminal* screen opens.



Use one of the following methods to select a record.

- Select from the Terminal ID field's drop-down list.
- Type a letter or two in the Terminal ID field.
- Use the **Search** button to find the Terminal ID.
- Use filters.

For detailed descriptions of the various methods for selecting a terminal, refer to the previous section, "Deleting a Terminal".

MODIFY THE RECORD

55. Once the screen fills with the selected terminal data, alter the data in a field. Refer to the earlier section on *Adding Terminal Records* for field descriptions. The following features are specific to this function: Reset, Update, Options, and Change EPROM Password.

RESET

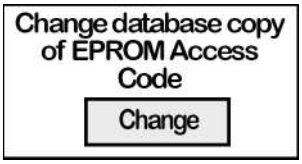
56. Click the **Reset** button to clear any changes and restore the fields to their original contents from the last Save.

UPDATE

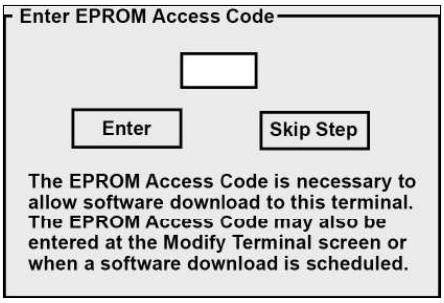
57. Click the **Update** button to save the current field data to the database.

CHANGE EPROM PASSWORD

58. Click the **Change** button to open the *Enter EPROM Access Code* screen.



59. Use this screen to set the initial code or modify the copy of an existing EPROM Access Code in the database. The code entered does not alter the Access Code at the terminal, but the code must match the ATM and Triton Connect.



OPTIONS

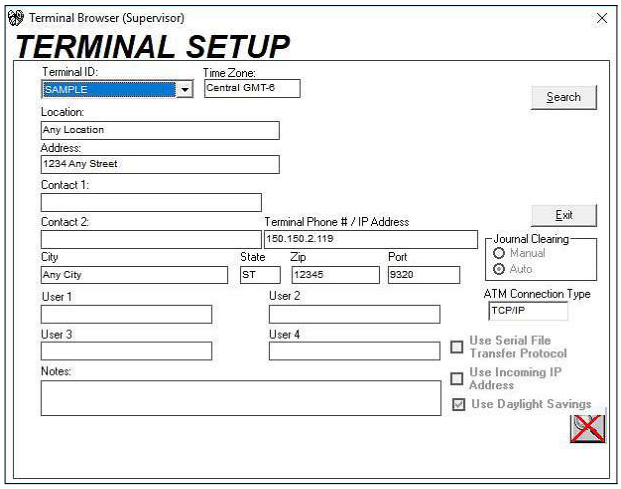
60. Click the **Options** button to access the *Modify Status Message Settings* for the currently selected terminal. See the *Modify Status Message Settings* topic later in the chapter.

VIEW TERMINAL SETUP

View the database information for a selected terminal.

SELECT A TERMINAL

61. Navigate to ***Terminal Manager*** > ***View*** > ***Terminal Setup*** option. The read-only Terminal Setup screen opens.



62. Click the **Terminal ID:** down arrow and select a *Terminal ID* to view.
63. To change the data in the fields, use the *Modify Terminal* function, covered earlier in this chapter.

SET THE PC TIME ZONE

This function enables Triton Connect to account for the time-zone differences between the local PC and the remote terminal when scheduling calls. This function includes all international time zones and a Daylight-Saving Time option.

The PC Time Zone function affects the time zone of the Triton Connect PC itself. Triton Connect accesses the database containing the terminal's time zone and daylight savings time data. Refer to "Adding a New Terminal" earlier in this chapter.

ACCESS THE PC TIME ZONE FUNCTION

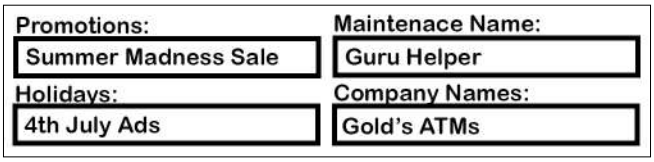
64. Navigate to ***Terminal Manager*** > ***Setup*** > ***Options*** > ***PC Timezone*** option. The PC Parameters window appears. Click the Local Time Zone drop-down list and select the Triton Connect PC's time zone.

THE DAYLIGHT SAVINGS TIME OPTION

65. If the PC's location follows daylight savings time, check the box.

CONFIGURE USER FIELDS

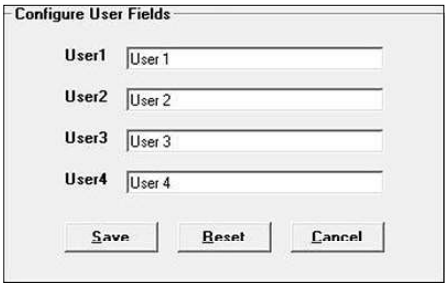
66. The database provides four, free-form entry fields, User 1-4. The user's discretion will determine the information contents of the User Fields.
67. During the creation or modification of a terminal record, one or more of these fields can help to differentiate the terminal from the others in the database. Also, grouping terminals with a common name and content in the User Field can extend this function's usefulness.
68. For example, change the name of the "User 1" to "Promotions," which creates a commonality to all or certain terminals. Add contents to the Promotion field like "Summer Madness Sale", for some terminals and for other terminals "Winter Sale" or some other message, in essence creating a group of terminals associated with the sale.



69. This feature combined with Triton Connect filters can reduce the number of records to the specific terminals required. See *Chapter 7 - Using Filters.*
70. The default name of each User Field is User 1, User 2, User 3, and User 4. Use the Configure User Fields function to change the default name.

ACCESS CONFIGURE USER FIELDS FUNCTION

71. Navigate to ***Terminal Manager*** > ***Setup*** > ***Options*** > ***Configure User Fields*** option. The *Configure User Fields* window appears.

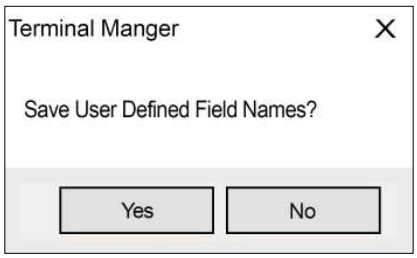


CHANGE A USER FIELD NAME

Perform the following steps to change the User Field's default name.

72. Highlight the field name.
73. Type the new name for the field.
74. Delete any characters from the old name that may be present in the field.
75. Repeat steps for the other user fields.
76. Click the **Save** button.

77. A confirmation prompt appears.



78. Click the **Yes** button to save the change.

RESET THE USER FIELD NAMES

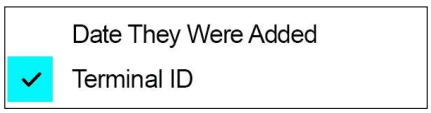
This function restores the contents of all User Fields to their last saved values. If the user clicks the **Save** button by mistake, use the *Change a User Field Name* procedure from above to correct the User Fields.

SORT TERMINALS BY

This function establishes a default listing order for Terminal IDs in the following Terminal Manager functions.

- Add New Terminal
- Modify Terminal
- Terminal Setup
- Terminal Status
- Get Terminal Data
- Set Terminal Parameters
- View Terminal Parameters
- View Journal Data

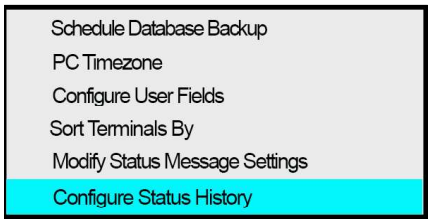
79. Navigate to ***Terminal Manager*** > ***Setup*** > ***Options*** > ***Sort Terminal by*** option. The initial default sorts by Terminal IDs.
80. Select either of the two options.
    - Date They Were Added
    - Terminal ID
81. A check mark appears next to the current default sort-order choice. To change the sort order, click on the other option.



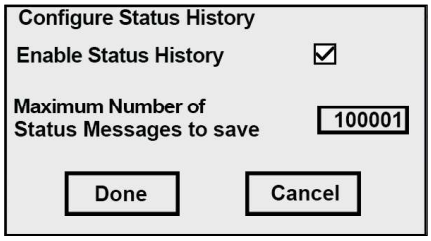
CONFIGURE STATUS HISTORY

This function limits the growth of the status history database. An error status will be logged in the ATM up to configured limit. Once limit reached the oldest status is deleted each time a new status is recorded.

82. Navigate to ***Terminal Manager > Setup > Options > Configure Status History option.***



83. Click the check box enables this feature. The maximum number of message depends on the size of the memory.



MODIFY STATUS MESSAGE SETTINGS

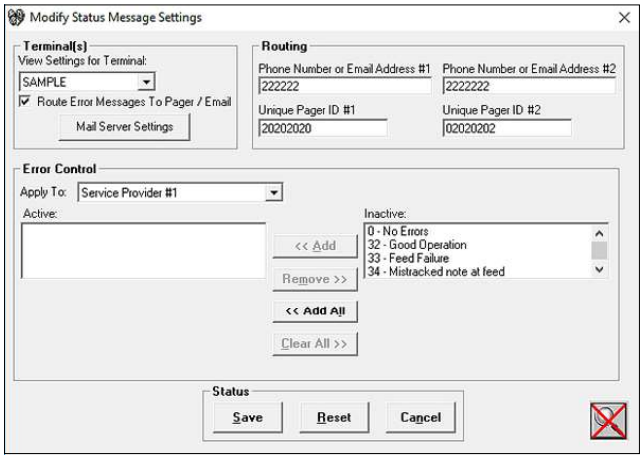
This feature reports terminal status messages to one/two service providers via alphanumeric pager or email. For each service provider to receive status-message notifications, enter one/two pager numbers and (or) one/two email addresses.

Triton Connect will send a message to the service provider immediately after it receives a terminal status message. The message will include the *terminal ID, terminal model, terminal location, time, the Status Code, and Status Description*. Triton Connect will make five attempts to send this message. The Terminal Manager's Alarm Monitor and View Terminal Status screens will display the status messages.

ACCESS THE MODIFY STATUS MESSAGE SETTINGS FUNCTION

Perform the following to access the Modify Status Message Settings.

84. Navigate to ***Terminal Manager > Setup > Options > Modify Status Message Settings*** option.



ALTERNATE ACCESS METHOD

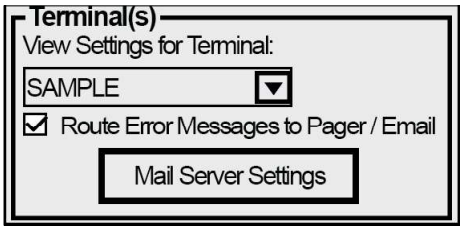
85. You can also access the *Modify Status Message Settings* function from the **Modify Terminal** screen. Click the **Options** button. Using this will save the selected options only for that terminal.
86. The *Modify Status Message Settings* window covers these sections.

- Terminal(s)
- Mail Server Settings
- Routing
- Error Control
- Status

TERMINAL(S)

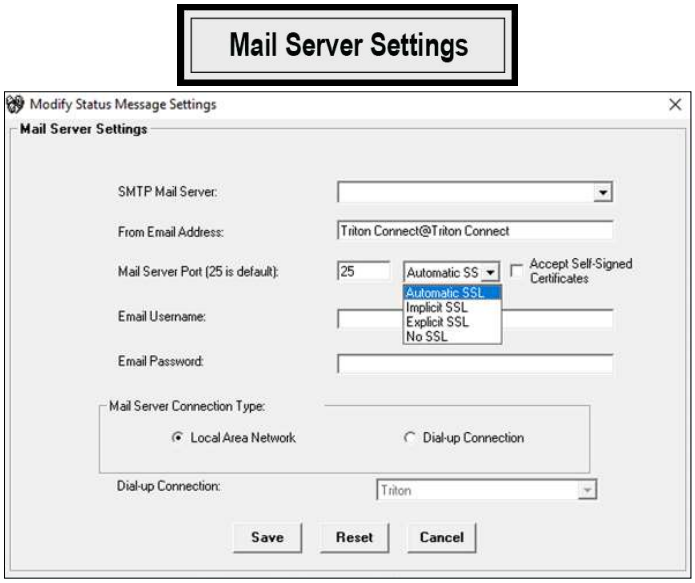
The **Terminal(s)** screen displays the terminal ID affected by the specific settings and accesses the Mail Server Settings.

87. View Settings for Terminal contains a drop-down list showing all Terminal IDs, unless limited by a filter, affected by the message settings.
88. A check in the **Route Error Messages to Email / Pager** box, enables routing of notification messages to applicable pager numbers or email addresses. Messages logged in Status History, if enabled.
89. The **Mail Server Settings** sets and views the Mail Server parameters.



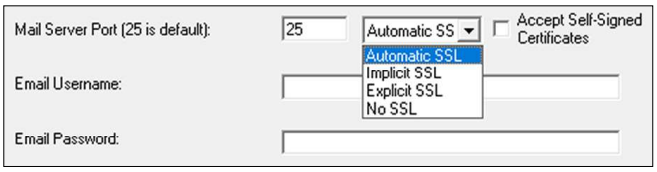
MAIL SERVER SETTINGS

90. Click the **Mail Server Settings** button to bring up the **Mail Server Settings** screen configures email settings to enable the email-based message notification function.

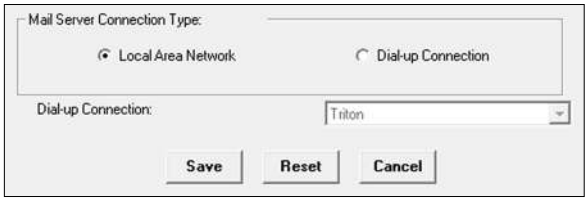


- *SMTP Mail Server:* Enter the name of the Simple Mail Transfer Protocol (SMTP) Mail Server on your network. Contact your network administrator for assistance in obtaining the server name.
- *From Email Address:* Enter a valid email address to receive undelivered mail notifications.

- *Mail Server Port:* Enter the port number (default 25) for the email communications or the port number provided by the network administrator. They will determine which SSL option to select *(Automatic, Implicit, Explicit, or No SSL)* and if the *Accept Self-Signed Certificates is* required, check mark in the box activates option.
- *Email Username:* Enter an email username.
- *Email Password:* Enter an email password.

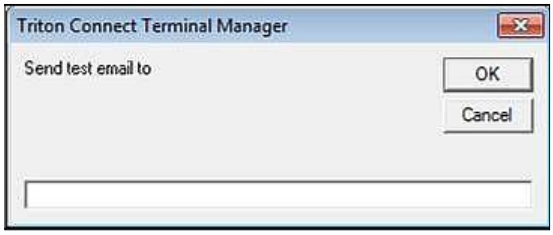


- *Mail Server Connection Type*: Select the type of connection between the Triton Connect PC and Mail Server. On LAN-based systems select the Local Area Network option. If the connection requires dial-up, select the Dial-up Connection option.
- *Dial-up Connection:* With the *Dial-up Connection* selected in the *Mail Server Connection Type* block, enter the complete telephone number required to call the Mail Server.

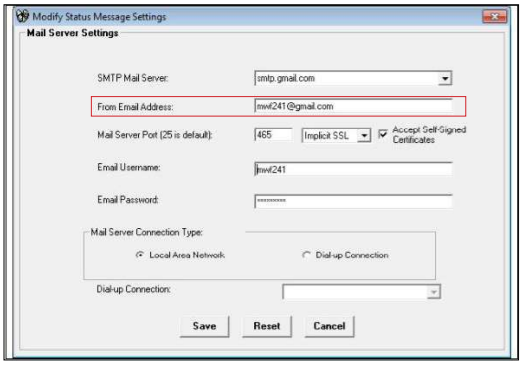


91. Click the **Cancel** button to return to the *Modify Status Messages* main window.
92. Click the **Reset** button to restore all fields to the contents from the last save.
93. Click the **Save** button to accept the current *Mail Server Settings*.
94. After Saving, the next screen asks to send a test email. Click **Yes** to test.

95. Enter an email address in the text box and click **OK**.



96. If successful, a test email will be sent to the address entered in the 'From Email Address' text box in the *Mail Server Settings* screen.



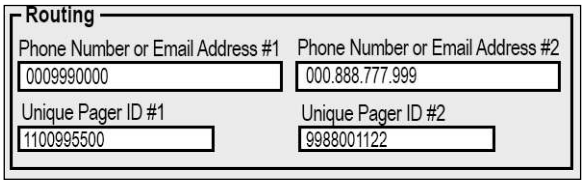
ROUTING

This allows for one or two Service Providers notifications. Enter applicable pager ID and telephone numbers for pager calls, or email addresses for email-based notification.

- *Phone Number or Email Address #1:* applies to Service Provider #1. Enter either the pager phone number or applicable email address.
- *Unique Pager ID #1:* applies to Service Provider #1 requiring pager notification. Enter pager ID number. Leave field blank for email messaging.
- *Phone Number or Email Address #2:* Enter either the pager phone number or applicable email address.
- *Unique Pager ID #2:* applies to Service Provider #2 requiring pager notification. Enter pager ID number. Leave field blank for email messaging.

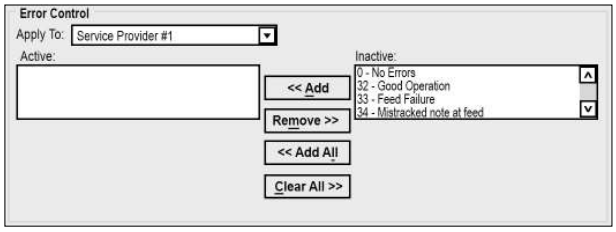
*** NOTE ***

For single service provider with email and a pager, add pager information to one Service Provider #1 and add email information to the other Service Provider #2.

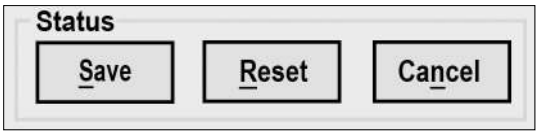


ERROR CONTROL

97. Select status messages reported to a service provider. Select any or all of the available Terminal Status Codes reported to Service Provider #1, Service Provider #2, or both.
    - *Apply To:* Select the Service Provider to receive a notification of the status messages in the Active list.
    - *Active:* A list of terminal status codes reported to the service provider in Apply To.
    - *Inactive:* A list of terminal status codes not reported to a service provider.
98. Click a code. Click (<< **Add)** moves status code from the Inactive list to the Active list. Click (<< **Add All**) moves all status codes from Inactive list to the Active list,
99. To move a status code from the Active list to the Inactive list, click the code, then click the **Remove** >> button. To remove all status codes from the Active list, to the Inactive list, click the **Clear All** >> button.



100. Once the user sets the *Terminal(s), Routing*, and *Error Control* section, click a button in the *Status* options.
101. Click the **Save** button to save the current settings.
102. Click the **Reset** button to restore all fields to the settings from the last save.
103. Click the **Cancel** button to exit the screen and return to the *Terminal Manager*. If the user clicks the **Cancel** button before clicking the **Save** button, all changes revert to previous settings.



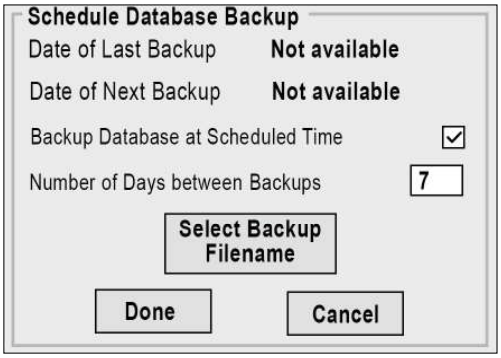
SCHEDULE DATABASE BACKUP

Creates a terminal database backup file and establishes a database backup schedule.

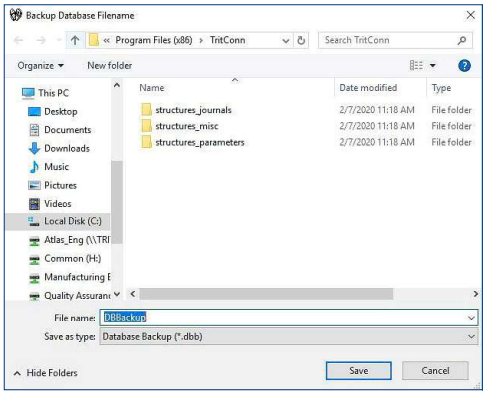
Caution

The backup process will not occur until all Triton Connect applications close.

104. Navigate to ***Terminal Manager > Setup > Options > Schedule Database Backup*** option.
105. The *Date of Last Backup* shows the date the backup occurred. If this date shows after the *Date of Next Backup,* the user selected "No" to the backup prompt.
106. Check the *Backup Database at Scheduled Time* box to enable backups. Unchecked disables backups.
107. Enter the number of days between **Last** and **Next** Backups in the *Number of Days Between Backups* field.
108. Click the **Select Backup Filename** button.



109. The screen automatically enters a default name (DBBackup) in the File name block. The user may keep the name or enter a different file name. Save the file to the default file location in the Triton Connect installation directory, or navigate to a location of your choice. Click the **Save** button to save the file.



110. On the *Scheduled Database Backup* screen, step-108, click **Done** button to save settings and schedule the next backup. Otherwise, click **Cancel** button cancels changes and returns to the **Terminal Manager** screen.
111. Once the *Date of Next Backup* arrives and the user exits the **Terminal Manager,** a prompt will open to the backup database.

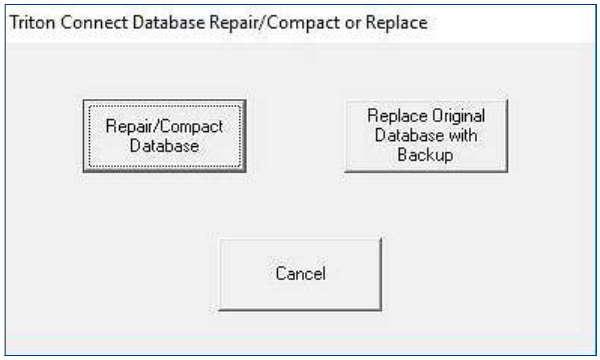
112. Click **Yes** button, Triton Connect backups the database and schedules the next backup date. Click **No** button, the **Terminal Manager** will exit but will continue to prompt the user on the next exit with the same message until the prompt receives a "Yes" or the user unchecks the *Backup Database at Schedule Time* box.

REPAIR/COMPACT/REPLACE DATABASE

Repairs or compacts the terminal database, or replaces the database with a previous created backup file.

ACCESS THE REPAIR/COMPACT/REPLACE DATABASE FUNCTION

113. Navigate to the ***Terminal Manager > File > Repair/Compact/Replace Database*** option.
114. Select either the **Repair/ Compact Database** button or **Replace Original Database with Backup** button to start the process.



REPAIR/COMPACT DATABASE

This function corrects errors that may occur in the Triton Connect main database. After completion of the repair operation, the database compacts, if possible. This can often speed up access to the database.

Caution

All other Triton Connect applications must close, before the repair/compact will start.

115. Click the **Repair/Compact Database** button to start the operation. No further input required. The **Terminal Manager** screen will return at the conclusion of the operation.

REPLACE DATABASE WITH BACKUP

If the *Repair/Compact Database* function does not fix the problem, the user can replace the existing database with a backup.

*** NOTE ***
Users will lose any database information received since the last backup.

116. Click the **Replace Original Database with Backup** button.
117. A warning message will appear. (Proceed only if the existing database requires reverting to an earlier version of the database.) Click the **OK** button.
118. A file navigation dialog box opens. Locate and highlight the desired backup file. Click the **Open** button.
119. The database-replace process will begin. Message boxes will report the progress and successful conclusion of the process. Click the **OK** button to return to the *Terminal Manager* main screen.

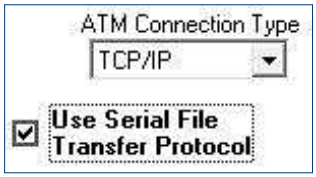
SERIAL FILE TRANSFER OVER TCP/IP

Triton Connect can send files to the ATM using serial file transfer mode over TCP/IP, excluding terminals using a serial communications device, such as Radio PAD.

MODIFY TERMINAL DIALOG

Perform these steps, if the ATM has a connection to the Triton Connect database.

120. Navigate to the ***Terminal Manager > Setup > Modify Terminal.***
121. Select the desired ATM from the list.
122. Click the check box for *Use Serial File Transfer Protocol* option.
123. Click the **Update** button.



End of Terminal Setup

CHAPTER 5 - GET TERMINAL DATA

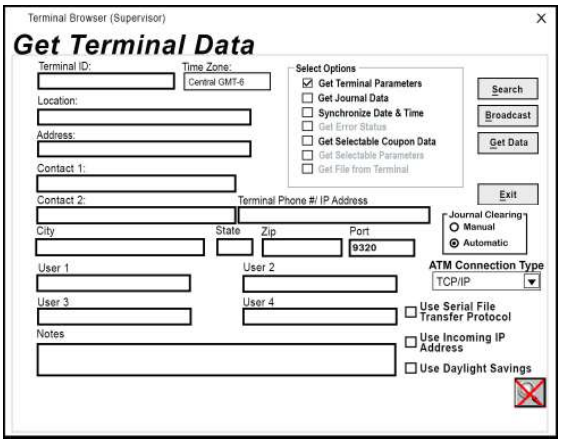
INTRODUCTION

This section configures the Call Monitor application to add terminal data to the database, and the schedule calls to those terminals. Triton recommends collecting data from each terminal to obtain a reference or baseline prior to any future changes.

The *Get Terminal Data* function provides several options to retrieve specific kinds of data from the selected terminals. The options fall into these categories:

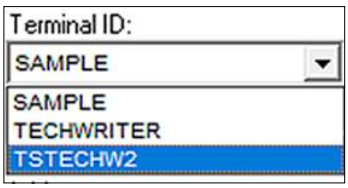
- Get Terminal Parameters
- Get Journal Data
- Synchronize Date and Time
- Get Error Status
- Get Selectable Coupon Data
- Get Selected Parameters
- Get File from Terminal

1. Navigate to the ***Terminal Manager*** > ***Terminal Data*** > ***Get Terminal Data*** option.
2. The Get Terminal Data fields help to identify a particular terminal. They provide the criteria for the search and filter capabilities of Triton Connect to locate, identify, and group terminals.



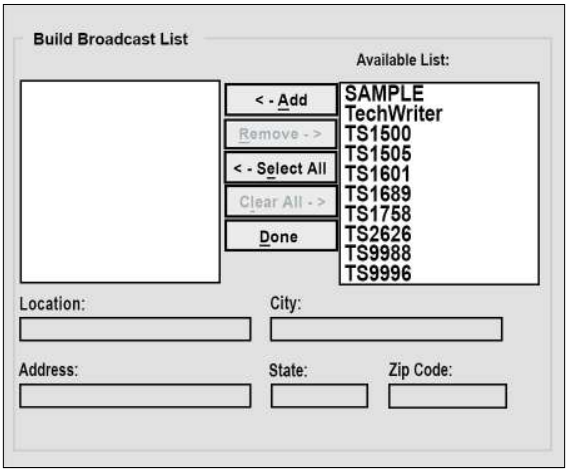
SELECT A TERMINAL

3. The **Terminal ID:** provides the user a list of available terminals to select.

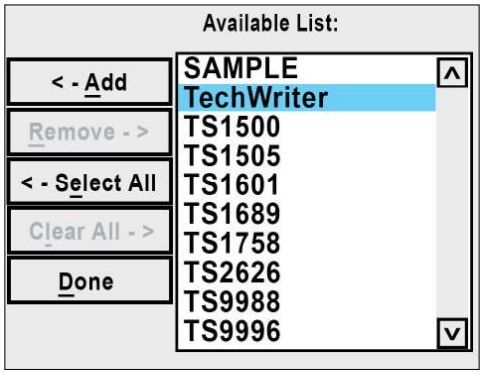


4. The Search feature provides an efficient means of selecting a terminal, instead of scrolling through a long list. Utilize the *Filters* function to arrange terminals into smaller groups, according to specific criteria.
5. Click the **Broadcast** button and select multiple terminals that meet the data-retrieval request.

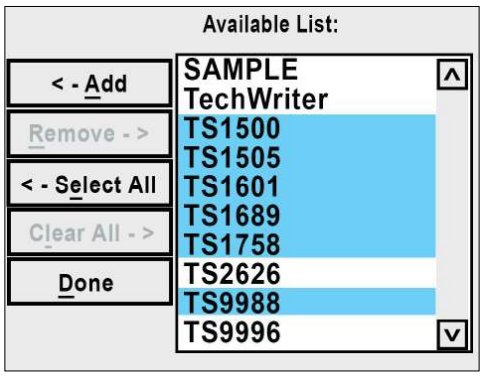
6. The *Build Broadcast List* appears.



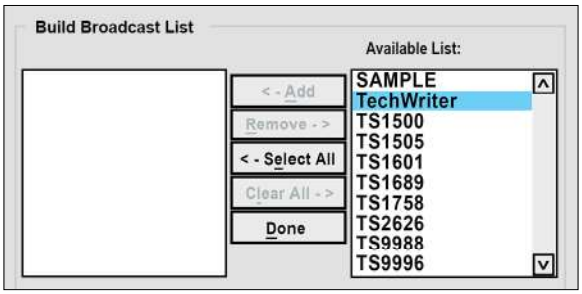
7. Highlight the terminals from the Available list.



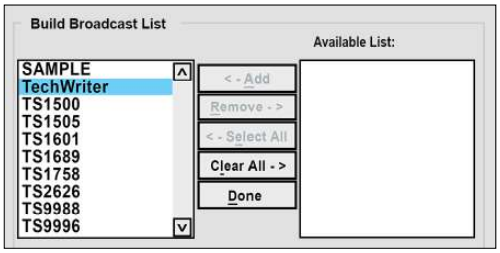
8. To highlight a group of terminals, click on the first terminal, then press the (SHIFT) key, and click on the last terminal in the group. This will highlight the first, the last, and all terminals in between.
9. To highlight multiple terminals that do not fall neatly into a group, press and hold down the (CTRL) key while clicking on terminals in the list.
10. Click the < - **Add** button to add the highlighted terminals to the Broadcast list.



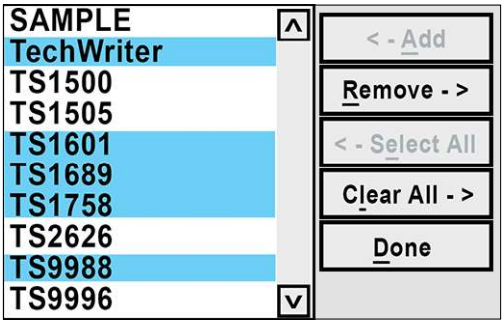
11. If the user needs to broadcast to all terminals in the Available List, click the **< - Select All** button and all terminals will move to the Broadcast list in a single step.



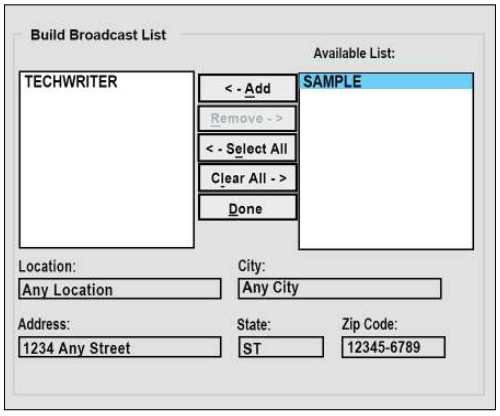
12. Click the **Clear All - >** button to move all terminals from the Broadcast list back to the Available List.



13. If the user needs to remove a selected terminal from the Broadcast List, Click the file(s), then click the **Remove - >** button to return the selected terminal to the Available List.



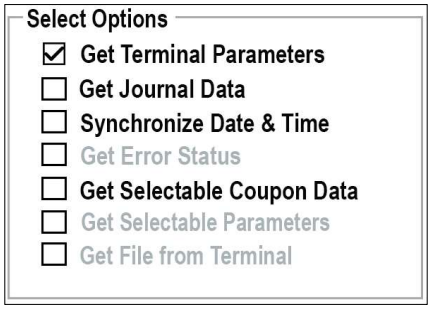
14. When the user selects a terminal, in either the Broadcast or Available Lists, the terminal's address fills the data blocks on the lower part of the screen.



15. Click the **Done** button to return to the *Get Terminal Data* main screen.

SELECT A DATA OPTION

16. Click all required check boxes under the *Select Options* area to retrieve the data from the terminal. Uncheck the boxes of data not needed.



*** NOTE ***

Unselect all options to display functions—grayed out— not supported by the specific terminal.

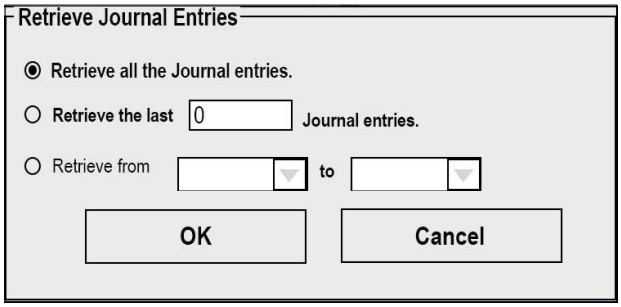
GET TERMINAL PARAMETERS

17. This function will obtain all terminal parameter data for the selected terminal(s).

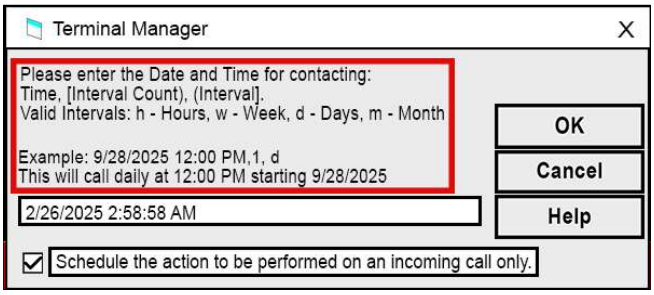
GET JOURNAL DATA

18. This function will obtain all journal data for the selected terminal(s).

19. Click *Get Journal Data* option and the next screen below opens.
20. Select *Retrieve all the Journal entries* for all Journal entries, or select *Retrieve the last number Journal entries* and enter a number of desired entries. Click the **OK** button.

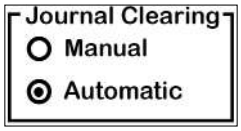


21. On the *Get Terminal Data* screen, click the **Get Data** button and the following window appears.
22. Enter the Date/Time interval to obtain the journal data. See the Example on the window below. By not adding the last two characters and the two commas, the data retrieval will run only once.



JOURNAL CLEARING

23. On the *Get Terminal Data* screen, if the *Journal Clearing* set to **Automatic**, the terminal will clear and audit its Electronic Journal after each scheduled *Get Journal Data* command activates. If the uncleared journal size reaches the terminal's limit, the terminal will enter and remain in an **OUT OF SERVICE** condition until the user clears the journal.



Caution

With "Manual" selected and the terminal's Electronic Journal are not cleared before the next *Get Journal Data* command, the journal will contain previously saved entries, which will cause duplicate entries in the journal database.

SYNCHRONIZE DATE & TIME

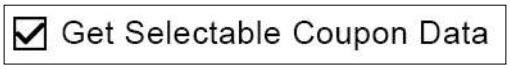
24. This function sets the selected terminal's date and time to match the Triton Connect PC date and time. This will account for time zone and daylight savings differences, if any.

GET ERROR STATUS

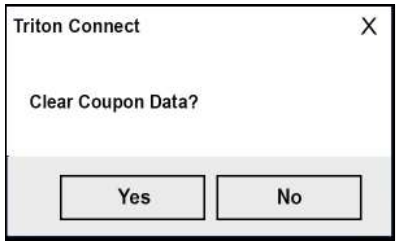
25. Triton Connect will obtain all terminal error status information for the selected terminal(s). When the user clicks *Get Terminal Parameters*, the Select Options function automatically checks the Get Error Status option. If the user does not want to obtain an error status, Click the *Get Error Status* to uncheck the box.
26. To get only the error status, uncheck the *Get Terminal Parameters* and click the *Get Error Status*.

GET SELECTABLE COUPON DATA

27. This function retrieves the number of coupons dispensed totals. Check the *Get Selectable Coupon Data* box and a message box appears.



28. Click the **Yes** button to clear stored coupon totals after retrieving the coupon data. Click the **No** button to retain the previous totals after retrieving the coupon data.



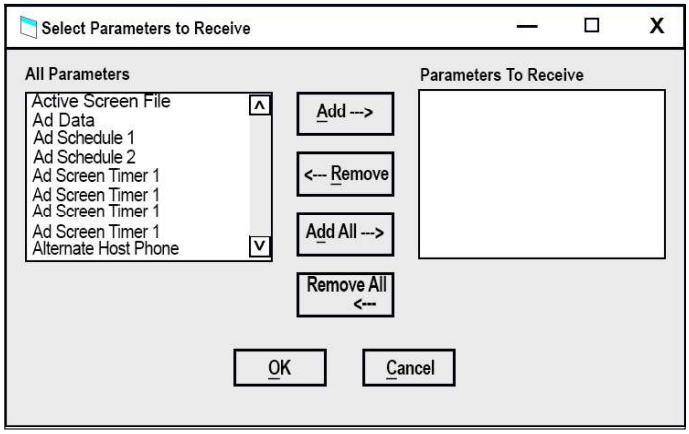
NUMBER OF COUPON DISPENSES

29. The terminal can track up to 99,999 coupons dispenses. The *Get Selectable Coupon Data* retrieves the totals and provides it for analysis in the *Coupon Report* function of the Reports Manager.

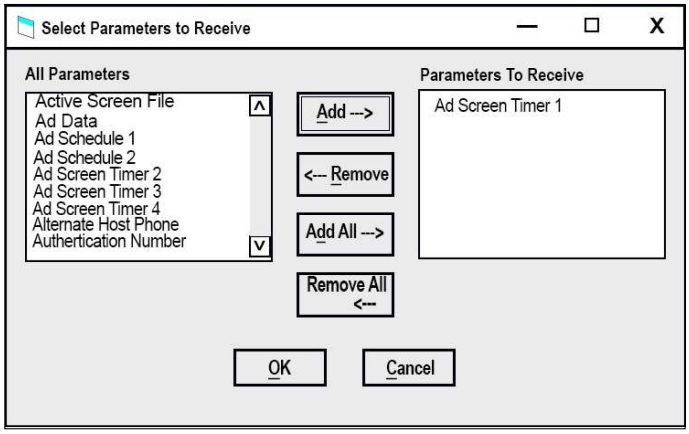
GET SELECTED PARAMETERS

30. This option allows the user to retrieve selected parameters instead of the entire parameter list. The user must uncheck the *Get Terminal Parameters* option to select *Get Selected Parameters*.

31. On the *Get Terminal Data* screen, click the **Get Data** button.
32. On the *Select Parameters to Receive* screen, highlight the required parameter. Press and hold the Control key (CTRL) to select more than one option.
33. Click the **Add** - > button to move the selected parameters to the *Parameters to Receive* column.



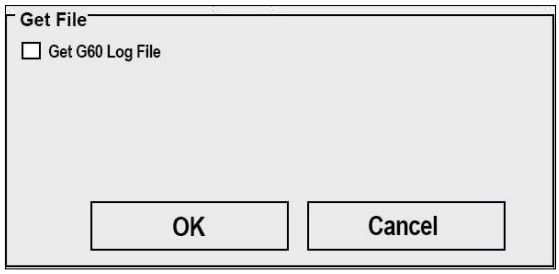
34. Click the **OK** button.



GET FILE FROM TERMINAL

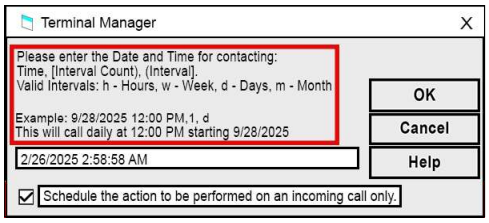
35. This option will retrieve the terminal's recycling dispenser G60 Log File, if the terminal dispenser accepts cash deposit and dispenses cash.

36. Click the *Get File from Terminal* option.

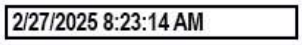


CALL SCHEDULING

37. On the *Get Terminal Data* screen, select the terminal(s) and specify the data options required. Click the **Get Data** button and a scheduling window appears.
38. The scheduling window provides a means to choose a date, time, and contact interval when calling the terminal(s).



39. The scheduler appears with the current date and time already loaded. It provides a quick way to schedule a one-time-only call to the selected terminal(s).



40. Click the **OK** button and the scheduled call activates immediately.
41. The scheduler window, **RED** box, offers all the information needed for the user to create a customized contact time, including a breakdown of the scheduling format and an example entry.
42. As an additional aid in understanding and composing call times, the next page includes a table, which provides an additional example, as well as a breakdown of each part of the contact time. The table also provides space for the user to write in the values for a contact time, if desired.
43. At the scheduled time, Triton Connect will look for a check in the box (*Schedule the action to be performed on an incoming call*). If no check, the event is processed as normal. If check in the box, Triton Connect will wait for the ATM to call it, before processing the event.
44. Click the **OK** button to accept the scheduled time. Status Monitoring in the next chapter covers the various ways to view the call status.

PERSISTENT CALLS

45. These calls repeat on a continuing basis.
46. The values assigned to Interval Count and Interval specify when to contact the terminal on a repeating basis. An Interval Count and Interval of (2, d) for example, tell Triton Connect to make calls every two days, until you change the contact schedule.
47. As additional examples, (4, h) specifies a call, every four hours; (3, d) specifies a call, every three days; (2, w) specifies a call, every two weeks; and (6, m) specifies a call, every six months.

*** NOTE ***

When entering Persistent Calls values, ensure the time contains no spaces between the AM/PM, commas, and values.

```
2/27/2025 8:23:14 AM,3,h
```

EXAMPLE TABLE CALL SCHEDULING

Call the terminal on February 27, 2025, at eight thirty in the morning, then three hours later, at the same time. Continue making calls every three hours until terminal replies with data.

2/27/25 8:30 AM,3,h

Month	Day	Year	Hour:Minute	AM/PM	Interval Count	Interval
2	27	25	8:23	AM	3	h
			:			
			:			
			:			
			:			

VALUES	
Month	Use 1-12, corresponding to the months January through December.
Day	Use 1-31, as appropriate for the month in question.
Year	Valid for years 1980 through 2080.
AM/PM	Hours in standard 12-hour time format. Minutes can be 0-59.
Interval Count	Select an Interval Count appropriate to the Interval type chosen. The Interval Count represents the number of Intervals between calls, beginning at the start day and time you specified. For one-time-only calls, do not include an Interval Count.
Interval	Valid intervals are: H=Hours, D=Days, W=Week, M=Month. For one-time-only calls, do not include an Interval.

End of Getting Terminal Data

CHAPTER 6 - STATUS MONITORING

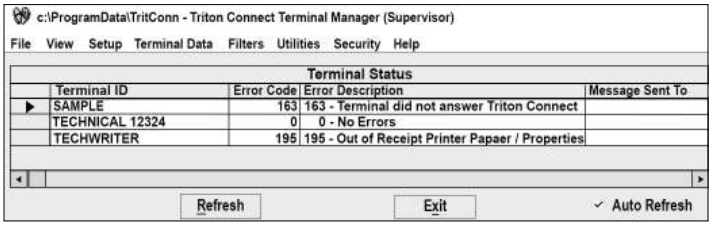
INTRODUCTION

In this chapter, the Terminal Manager monitors **Terminal Status, Call Viewer**, and **Alarm Monitor** applications. These methods enable the user to monitor call activities and see the results of status queries to the terminal, including errors detected during attempted calls and terminal error conditions.

VIEW TERMINAL STATUS

This function displays the last error code and error description received from a terminal.

1. Navigate to the ***Terminal Manager*** > ***View*** > ***Terminal Status*** option.
2. The *Terminal Status* screen provides information in a tabular format with column headings.



TERMINAL ID

This column lists the terminal IDs contacted by Triton Connect and has returned status information.

	Terminal ID
▶	SAMPLE
	TECHNICAL12324
	TECHWRITER

ERROR CODE

3. This column holds the last status code received from the terminal. Unless an error has occurred, this code will be zero (0).

Error Code
163
0
195

ERROR DESCRIPTION

4. This column holds the description of the last status code received from the terminal. Unless an error has occurred, the block displays the code "0 - No Errors".

Error Description
163 - Terminal did not answer Triton Connect
0 - No Errors
195 - Out of Receipt Printer Paper. / Propertie

MESSAGE SENT TO

5. This column indicates a paging message sent to the email address or the pager as configured in the status-message setting and the success or failure of sending the message.

REFRESH / AUTO REFRESH

6. **Auto Refresh** - A check mark indicates the screen updates each time the Data Manager has new information for this function.
7. **Refresh** - Click the **Refresh** button to manually update for new information.

VIEW THE CALL LIST

8. When the user schedules a contact to a terminal, the call moves to the *Call List*, which holds the request record. When the scheduled call time occurs, Triton Connect attempts to place the call to the terminal, using an available *Call Processor* to handle the communication details involved.

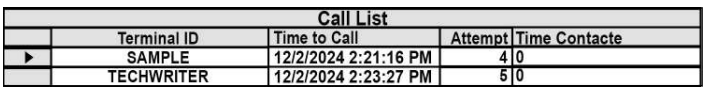
CALL DELAY

9. A non-changeable fifteen (15) second delay takes place between consecutive outgoing calls. This delay provides a "window of opportunity" to receive incoming calls from terminals.

*** NOTE ***

If the ATM does not or will not call back, Triton Connect will wait up to an hour before picking up the next call in the call list.

10. If while monitoring the call list, the user observes a long delay in receiving a return call from a terminal. The user may delete the call from the list, so the affected *Call Processor* can process other calls. In such cases, troubleshoot the affected terminal's return call delay problem.
11. The *Call List* provides information concerning each call in an easy format to check the terminal's call status.
12. Navigate to the ***Terminal Manager*** > ***View*** > ***Terminal Call List*** option. The Call List screen opens.



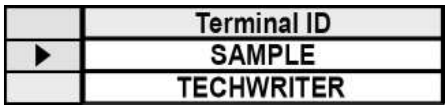
Call List

	Terminal ID	Time to Call	Attempt	Time Contacte
▶	SAMPLE	12/2/2024 2:21:16 PM	4	0
	TECHWRITER	12/2/2024 2:23:27 PM	5	0

*** NOTE ***

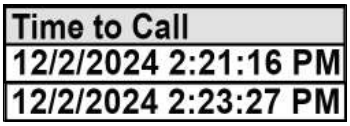
Click on a field heading to sort the column in ascending and descending order.

13. The Call List provides a single-line entry for each terminal ID scheduled for contact. The column headings identify the types of information available in the entry. To see all the column headings, scroll the display horizontally.
14. The **Terminal ID** identifies the terminal names entered in the Triton Connect database.



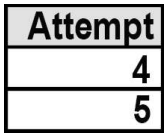
	Terminal ID
▶	SAMPLE
	TECHWRITER

15. The **Time to Call** is the next scheduled call to this terminal.



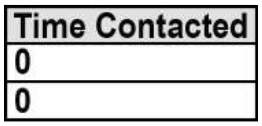
Time to Call
12/2/2024 2:21:16 PM
12/2/2024 2:23:27 PM

16. The **Attempt** displays the number of attempts Triton Connect made to contact this terminal. Triton Connect will make up to five attempts to reach the terminal before reporting a call error.



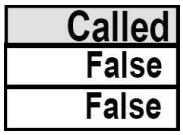
Attempt
4
5

17. The **Time Contacted** is the time Triton Connect achieved a successful call to the terminal.



Time Contacted
0
0

18. The **Called** indicates the result of a terminal contact. (**True**) defines a successful contact. (**False**) defines failed contact to the terminal.

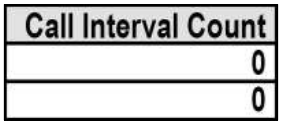


Called
False
False

19. The **Terminal Phone.** Will be either a 10-digit phone number or IP address with a port number. Triton Connect uses the phone number or IP address to contact the terminal.

Terminal Phone
10.300.330.320:1000
0001119999

20. The **Call Interval Count** is chosen when scheduling this terminal for contact. The number of Intervals between calls, beginning at the start day and time specified.



Call Interval Count
0
0

21. The **Call Interval.** The Interval chosen when scheduling this terminal for contact. Valid intervals: H=Hours, D=Days, W=Week, M=Month.

Call Interval
h
d

Example: **Call Interval Count** (1) + **Call Interval** (d) = after first failed call, Triton Connect will wait 1-day before attempting to contact again.

22. The **Record Busy.** If the database record for this Call List is being accessed to update changes to the terminal's call status, a (-1) will indicate the database is busy. If not, the value will be (0).

Record Busy
0
0

23. The **Auto/Manual.** This shows whether the terminal's Journal Clearing option is set for Automatic (-1), or Manual (0).

Auto/Manual
0
-1

24. The **CMD1 - CMD8**. The Command fields contain codes representing the commands in the terminal message. Each contact message contains up to eight commands.

CMD1	CMD2	CMD3	CMD4	CMD5	CMD6	CMD7	CMD8
P	0	0	0	0	0	0	0
P	0	0	0	0	0	0	0

25. The character that appears in each field represents a specific command to the terminal. (P = Get Parameters), (C = Change Parameters), (E = Get Error Status), (J = Get Journal Data), and (T = Synchronize Date and Time).

DELETE INDIVIDUAL CALL LIST ENTRIES

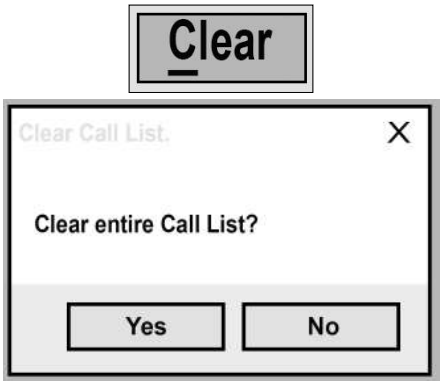
26. User can delete a call from the Call List.
27. Clicking the arrow symbol next to the Terminal ID field to highlight the row.

Call List	
Terminal ID	Time to Call
SAMPLE	10/22/98 1:26:16 PM

28. Press the keyboard **DELETE** key to remove the entry from the *Call List*.

CLEAR THE CALL LIST

29. If the user needs to remove all entries from the *Call List*, click the **Clear** button. A confirmation message appears. Click the **Yes** button to clear all items from the Call List.



VIEW THE CALL ERROR LIST

30. The *Terminal Error List* stores entries for failed terminal contacts, which falls in one of two categories.
    - Five attempts were made to contact a terminal, but the terminal did not answer.
    - A terminal called successfully, but did not return the call.
31. Navigate to the ***Terminal Manager*** > ***View Terminal Call Error List*** option and the *Call Error List* window opens.

Call Error List

	Terminal ID	Time to Call	Attempt	Time Contacted	Called
▶	SAMPLE	12/2/2024 2:21:16 PM	4	12/2/2024 2:23:10 PM	True
	TECHWRITER	12/2/2024 2:23:27 PM	5	0	False

VIEW CALL ERROR LIST INFORMATION

32. The *Error List* information displays in a table format. Each line entry represents a single terminal contact. The columns hold the various data fields that contain the data associated with that terminal contact attempt. To see all the column heading, scroll the display horizontally.
33. **Terminal ID.** The name Triton Connect uses to identify this terminal in the database.

Terminal ID
SAMPLE
TECHWRITER

34. **Time to Call.** The time of the next scheduled call to this terminal.

Time Contacted
12/2/2024 2:23:10 PM
0

35. **Attempt.** The number of attempts Triton Connect has made to contact this terminal. Triton Connect will make up to five attempts to reach the terminal before reporting a call error.

Attempt
4
5

36. **Time Contacted.** The time of a terminal's successful call.

Time Contacted
12/2/2024 2:23:10 PM
0

37. **Called.** The flag indicates the result of a terminal contact. (True) = successful contact, (False) = failed contact to the terminal.

Called
True
False

38. **Terminal Phone.** Upon the initial creation of the terminal record, the database stores the telephone number or IP address with port number to contact the terminal.

Terminal Phone
10.300.330.320:1000
0001119999

39. **Call Interval Count**. The Call Interval Count is the number of attempts to contact this terminal staring on the Call Interval scheduled day and time.

Call Interval Count
1
4

40. **Call Interval.** The Interval chosen when to schedule this terminal for contact. Valid intervals: H=Hours, D=Days, W=Week, M=Month. Example: **Call Interval Count** (10) + , **Call Interval** (d): make an attempt to contact the terminal every tenth day.

Call Interval
h
h

41. **Auto/Manual.** This entry shows whether the terminal's Journal Clearing option is set for Automatic (-1), or Manual (0).

Auto/Manual
0
-1

42. **CMD1 - CMD8**. The Command fields contain codes representing the commands in the terminal message. Each contact message contains up to eight commands.

CMD1	CMD2	CMD3	CMD4	CMD5	CMD6	CMD7	CMD8
P	0	0	0	0	0	0	0
P	E	J	0	0	0	0	0

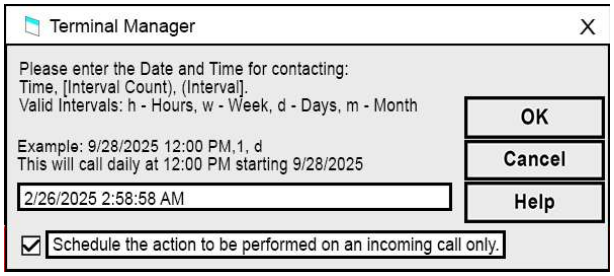
43. The character that appears in each field represents a specific command to the terminal.
    - (P = Get Parameters),
    - (C = Change Parameters),
    - (E = Get Error Status),
    - (J = Get Journal Data),
    - (T = Synchronize Date and Time).

RESCHEDULING CALLS

44. If the user wishes to place a failed call back in the *Call List,* use the rescheduling function.
45. Click the **Reschedule** button.

46. The following confirmation message appears.

47. Click the **Yes** button. A call scheduling dialog box opens.



48. Schedule a time for the next attempt and click the **OK** button. The Terminal Manager removes the entry from the *Call Error List* and places it back in the *Call List*.

CLEAR THE CALL ERROR LIST

The *Terminal Error List* may contain only entries not in need of rescheduling or serve no other useful purpose. Follow these steps to remove these entries from the list.

49. Click the **Clear** button.

50. A series of confirmation messages will appear.

51. Click the **Yes** button to these messages to clear ALL entries from the Terminal Error List.

REFRESH THE ERROR LIST

52. The *Call Error List* displays a "snap shot" of the terminal's current contact errors. This picture of events may not reflect the most recent entries, especially if some time has passed with the list still open.
53. To refresh the display, click the **Refresh** button.

54. The display will update with the most current Error List status.

USING THE CALL VIEWER

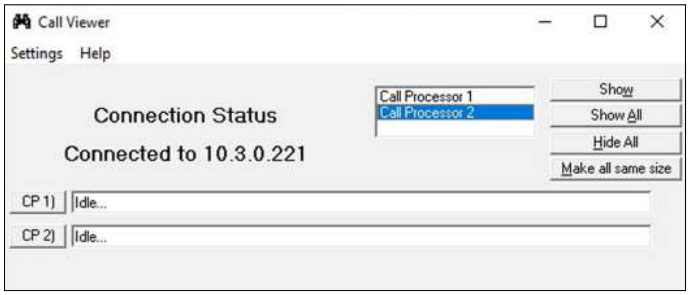
Call Processors manages the details of placing calls to terminals and answering calls from terminals. Some PCs on the network may not have convenient access to the *Call Processors*.
In this section, Triton Connect provides the Call Viewer application which allows any legally licensed PC on the network to remotely view the activity of each *Call Processor*.

ACCESS THE CALL VIEWER

55. Navigate to the ***Terminal Manager > View menu Select the Call Processors*** option.

- OR -

56. Click the *Windows Start/Programs* menu.
57. Navigate to the Triton Connect applications group and select the **Launch Call Viewer** program.
58. The Call Viewer dialog box appears.



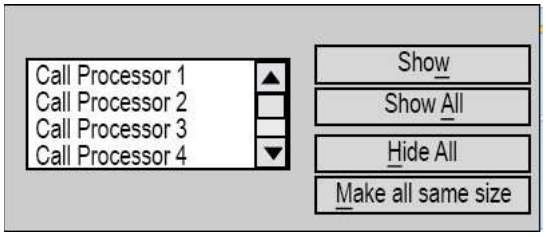
CONNECT TO THE CALL MONITOR

59. When the *Call Viewer* window opens, the utility will attempt to contact the *Call Monitor*, using a TCP/IP connection.

Caution

Call Viewer-to-Call Monitor communications requires the TCP/IP protocol installed on the computer. (See Chapter 2, Installation, for instructions on installing the TCP/IP protocol.)

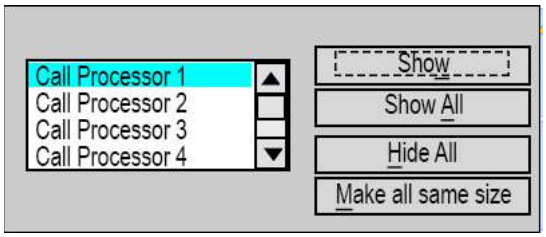
60. The viewer lists *Call Processors* running.



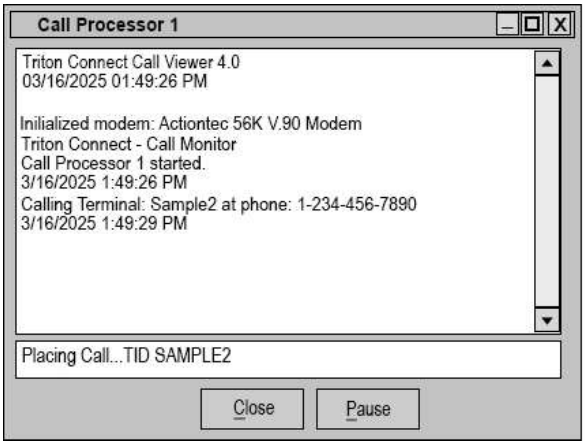
61. If no *Call Processors* listed, check the following.
    - Check the *Call Monitor* and start Call Processor(s).
    - Click *Diagnostic* on the **Call Monitor** screen. Verify *Enable Call Viewer* option is checked.
    - Navigate to ***Call Monitor*** > ***Settings*** and click the *TCP/IP Settings* option in the *Call Monitor* > *Settings* menu. Verify the TCP/IP Settings screen shows the TCP/IP Address and TCP/IP Port number should match the Call Monitor settings.

MANAGE VIEWER WINDOWS

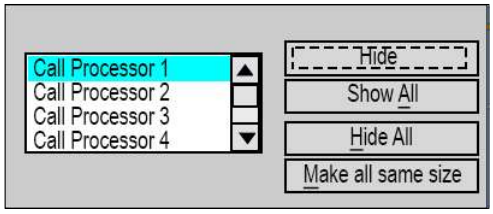
62. To see the activity of an individual *Call Processor*, select it in the list and click the **Show** button.



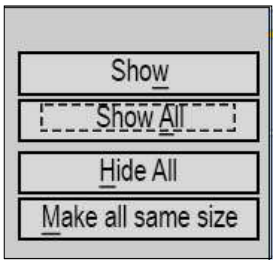
63. A viewer window will open and show the activity of that *Call Processor*, as in this example.



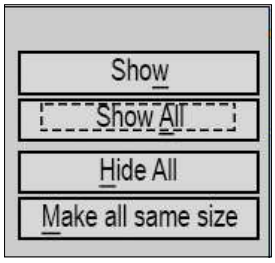
64. The **Show** button changes to a **Hide** button if the highlighted *Call Processor* appears in the viewer window.



65. Click **Hide** button makes highlighted viewer window invisible. The **Hide** button changes to a **Show** button.
66. To display the viewer windows for ALL running *Call Processors,* click the **Show All** button.

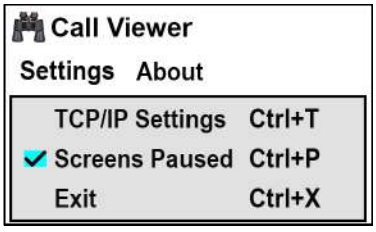


67. Or, click the **Hide All** button to temporarily make ALL displayed viewers invisible.



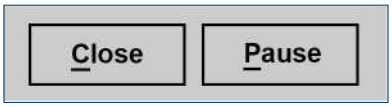
68. Click **Make All Same Size** button forces all open viewer dialog to match the selected call viewer dialog size.

69. In Settings Menu, a check next to *Screens Paused* option pauses the activity of all displayed viewer windows



70. Check the title bar of a viewer window to see if the status shows “Screen Paused”.

71. Also pause the activity of a selected viewer by clicking the **Pause** button on that viewer’s dialog.



ALARM MONITOR

Alarm Monitor receives error status as calls arrive from the terminals and enter data in the terminal’s error log.

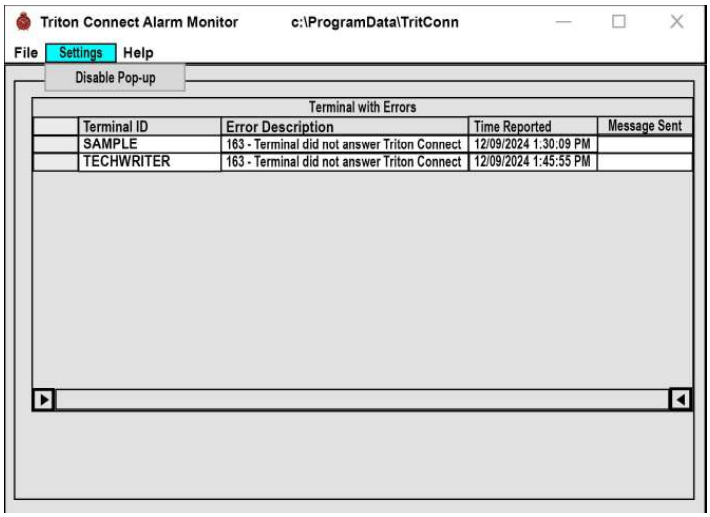
72. Start with *Windows Start/Programs/Triton Connect* menu. Select the ***Alarm Monitor*** application.

VIEW ALARM MONITOR INFORMATION

73. The Alarm Monitor status window provides information in a tabular format. A single-line entry for each terminal ID reports an error condition. Column headings identify the types of information available in the entry. Scroll the display horizontally to see all the column headings.
74. Most Terminal ID information arrives from the database which provides additional identifying information, such as terminal address, and points of contact. The database receives this information with each new terminal added. See Chapter 4, Terminal Setup, for the procedure.
75. The Error Condition column provides the terminal’s most recent error indications. Look up the error code at www.triton.com/service_and_support/error_code_lookup for a complete listing of the error descriptions and recommended user’s action. Refer to your ATM manual for further information on error codes.

“POP-UP” FEATURE

76. Normally, the *Alarm Monitor* will run in a minimized state in the Windows Task Bar. Every 30 seconds, the *Alarm Monitor* will check the database terminal status table for changes. When it detects a change, the *Alarm Monitor* will “pop” to the front of any application windows. The most recent error status will appear at the bottom of the Alarm Monitor status listing. To disable this feature, Click *Settings,* and click the **Disable Pop-up** button.

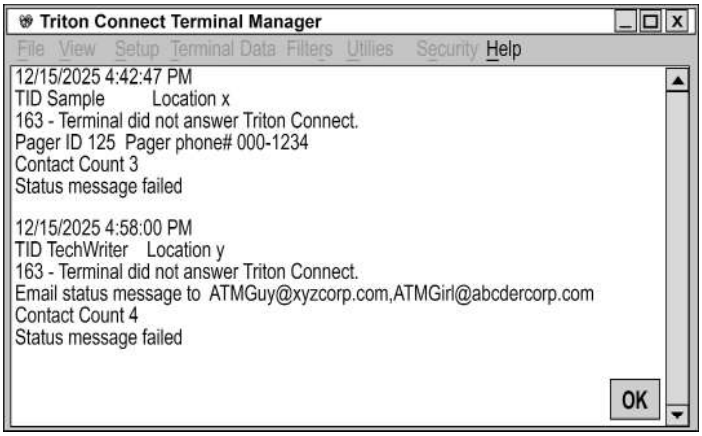


VIEW THE STATUS MESSAGE LOG

77. The Status Message Log holds a record of the attempts by Triton Connect to report terminal status conditions to personnel using email message or pager calls.

ACCESS THE STATUS MESSAGE LOG

78. Navigate to the ***Terminal Manager*** > ***View*** > ***Status Message Log*** option.
79. The *Status Message Log* window replaces the *Terminal Manager* screen area, shown below.
80. Click OK returns to the *Terminal Manager* screen



End of Status Monitoring

CHAPTER 7 USING FILTERS

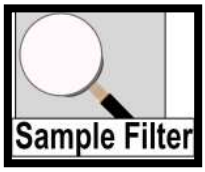
INTRODUCTION

The Filters function creates special filtering statements limiting the number of records visible for operators in a network environment who work with small groups of terminal records from the database, or search for specific records of interest.

In general, activating a filter shows records matching the filter criteria for use in the various terminal management functions. This includes all *Terminal Data* menu functions as well as the *Delete and Modify Terminal, View and Set Terminal Parameters, View Terminal, Journal Data, Terminal Setup, and Report Manager* functions.

A small icon in the lower right corner of the terminal management functions page shows the status of the filter function.

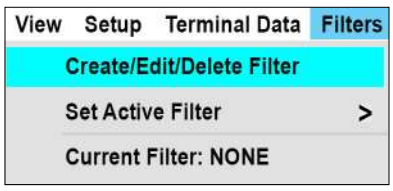
Hover the mouse cursor over the icon and a "help balloon" displays the name of the filter.



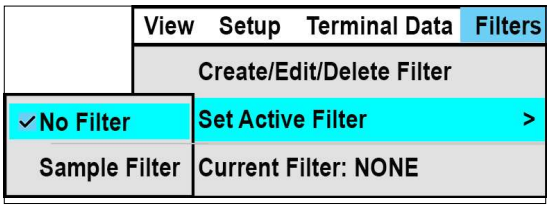
With no active filters, a graphic 'X' overlays the icon.

THE FILTERS MENU

1. Navigate to the ***Terminal Manager*** > ***Filters*** option. The *Create/Edit/Delete* function creates and manages filters.



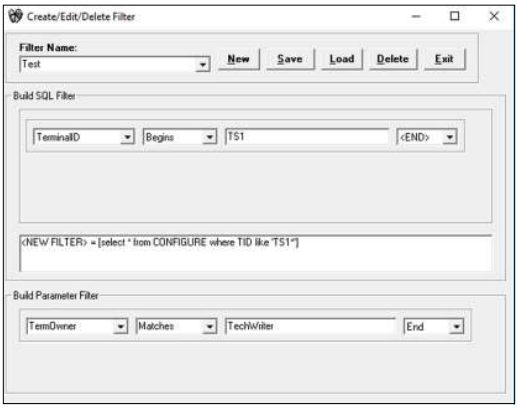
2. The *Set Active Filter* option opens a menu listing available filters by name. Click the filter's name to enable a filter, as shown below.



3. The active filter appears at the bottom of the **Filters** menu box, as the *Current Filter: {Filter Name}*.

4. To turn off all filters, navigate to the ***Terminal Manager*** > ***Filters*** > ***Set Active Filters*** and click the *No Filter* option.

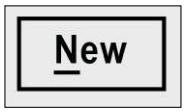
5. Navigate to the ***Terminal Manager*** > ***Filters*** > ***Create/Edit/Delete Filters*** option.



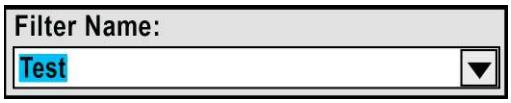
6. The filter statement joins a combination of drop-down list selections and user-defined entries.

NEW COMMAND

7. Click the **New** button to clear the *File Name:* text box, which prepares the controls to accept the entries that will make up a new filter statement.



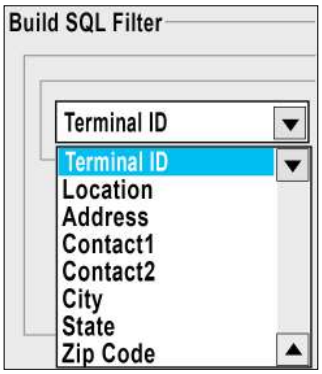
8. Enter a new filter name in the Filter Name text entry box.



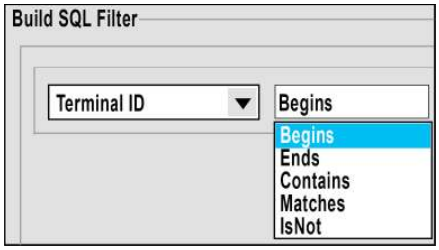
BUILDING THE SQL FILTER STATEMENT

9. Three drop-down list and a text box provide the tools to build the filter statement.

10. Additional rows can be added to above line, see further down this section.
11. The first list box contains the fields common to each terminal data record. Terminal record's initial creation populates these fields and are searchable. One or more fields from this listing makes up the filter statement.
12. Select the field of interest from the list. If necessary, a second row will permit the selection of an additional field from this list.

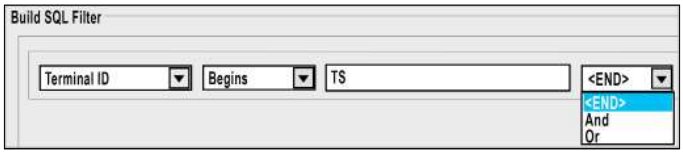


13. Choose a comparison parameter from the second list. These values will compare the field in the first box to the user-specific value selected in the third box.



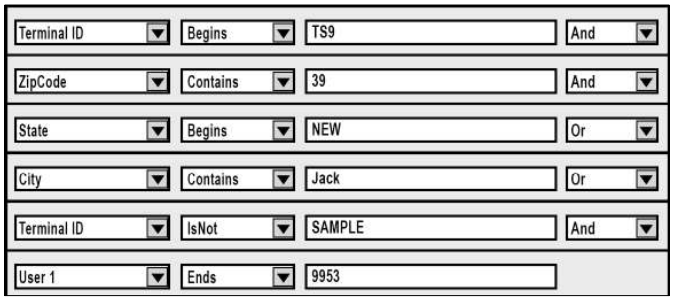
14. Enter a comparison value in the third textbox. The value should create a smaller number of records within the range of the field in the first block.

15. Finish the filter statement with the *<END>* command in the fourth textbox.
    - If necessary further refine the statement by linking it with to the *And/Or* commands, which begins a new statement line, and build using the previous steps.



MORE EXAMPLES

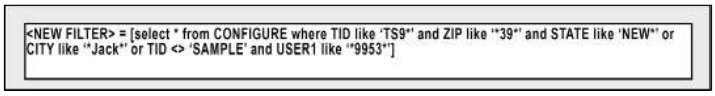
16. The image below displays an example of combined filter commands. Can add up to five additional lines may be added to the first statement.



17. Combining the available filter criteria commands with words or phrases that describe specific terminal or groups of terminals in your database, creates filter statements to meet a wider range of needs.

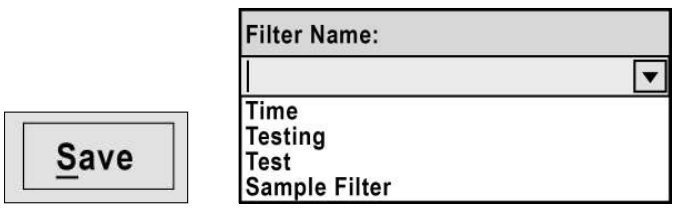
VIEW A FILTER

18. The Generated SQL Statement window displays the actual commands joined together as the user builds the filter statement. The final statement appears below using the entries from the example image above.



SAVE A FILTER

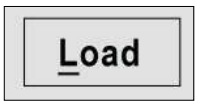
19. Click the **Save** button to save the filter statement with the *Filter Name* specified earlier. The saved filter will appear in the drop-down portion of the box.: All fields in the filter line will clear.



20. On a standalone (non-network) system, click on the filter entry in the *Set Active Filter* menu to activate it.
21. A network environment requires some additional considerations. To access filters created at other workstations on the network, update the Filters database by selecting any available filter, or by exiting and re-entering the **Terminal Manager** application. This operation will update or refresh the list in the *Set Active Filters* menu, and display any additional entries for filters created by other operators.

MODIFY A FILTER

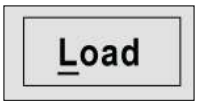
22. Select an Existing Filter from the **Filter Name:** box.
23. Click the **Load** button.



24. Change the *Filter Name*, if desired.
25. Change the filter statement components as necessary. If the statement has multiple lines, select and edit the additional lines as needed. If you wish to delete a line, select the *END* statement on the previous line.
26. Click the **Save** button.

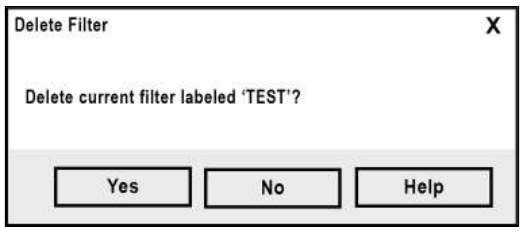
DELETE A FILTER

27. If a filter is no longer needed, select a filter from the **Filter Name:** list box.
28. Click the **Load** button.



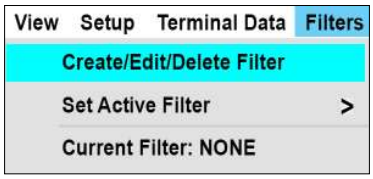
29. Click the **Delete** button

30. When the confirmation message to remove the filter opens, click the **Yes** button. Click the **No** button will ***NOT*** delete the filter.

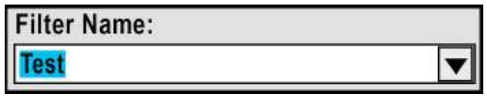


FILTER BY PARAMETERS

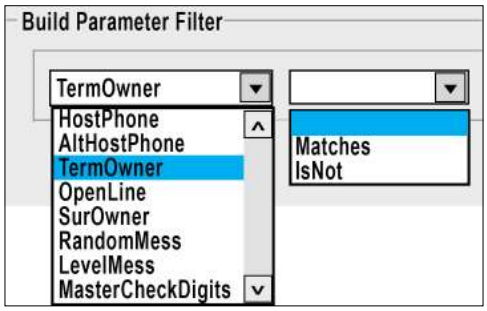
31. To create a filter using parameters, perform the following steps.
32. Navigate to the ***Terminal Manager*** > ***Filters*** > ***Create/Edit/Delete Filter*** option.



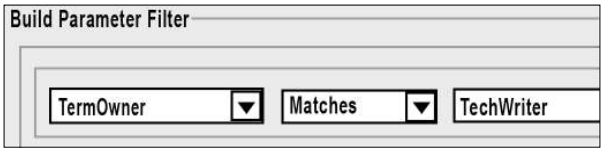
33. Enter the name for the new filter in the **Filter Name:** field.



34. In the *Build Parameter Filter* area, select the parameter in the first field. Select *Matches* or *Is Not* in the second field.

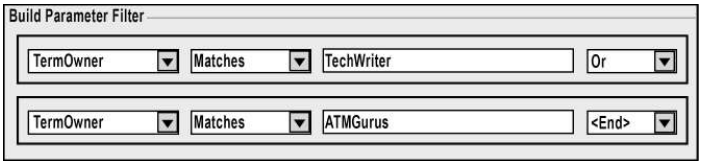


35. Enter a Value in the third field.

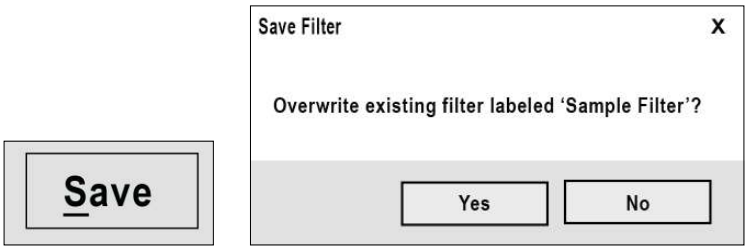


36. Select <*End*>, *And,* or *Or* in the fourth field.

37. Select *And / Or,* adds a parameter row for *Match or IsNot* additional values.



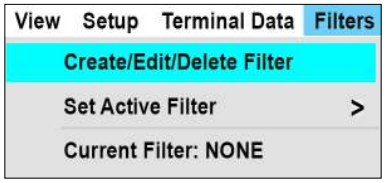
38. Click the **Save** button. If this new filter is based upon an existing Filter, Click **Yes** to replace fields in current Filter Name. Click **No** not to overwrite this filter.



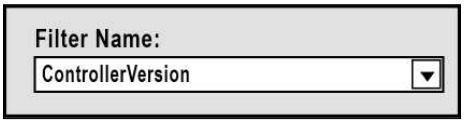
EXAMPLE FILTER: VERSION INFORMATION

Determines which terminals have specific Controller Version data.

39. Navigate to the ***Terminal Manager > Filters > Create/Edit/Delete Filter option.***



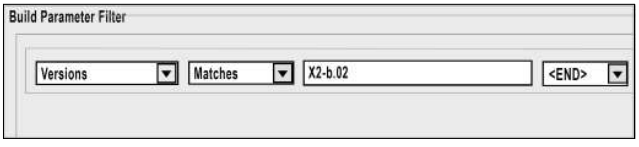
40. Enter the name for the new filter in the **Filter Name:** field.



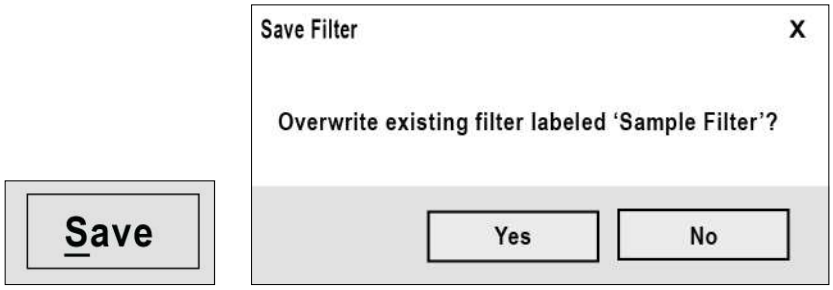
BUILDING THE SQL FILTER STATEMENT

41. In the Build SQL Filter area, select the following:
    - First field = *TerminalID*
    - Second Field = *Begins*
    - Third Field = *Leave Blank*, search all records.
    - Forth Field = *(End)*.

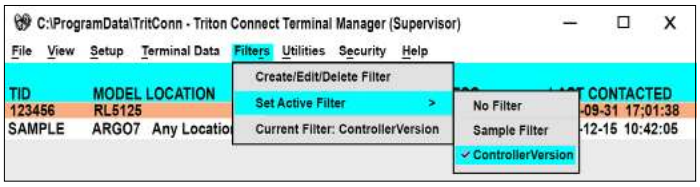
42. In the *Build Parameter Filter* area, select the following parameters:
    - First field = *Versions*
    - Second Field = *Matches*
    - Third Field = *Controller Software number,* example: X2-b.02
    - Forth Field = *End*.



43. Click the **Save** button. If a field is changed in **Filter Name:** ControllerVersion, click **Yes** to save changes to ControllerVersion filter or click **No** to replace the previous name.



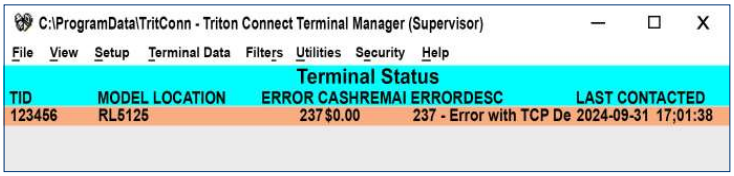
44. Navigate to the ***Terminal Manager*** > ***Filters*** > ***Set Active Filter.*** Click Controllerversion from list.



45. The selected filter becomes the active filter and appears in the **Filters** menu box, as the Current Filter.

46. Navigate to the ***Terminal Manager*** > ***Filters*** > ***Set Active Filters*** and click the **No Filter** option to turn off filters.

47. With an active filter, the ***Terminal Manager: Terminal Status*** screen, if enabled for the dashboard, will show only those ATMs matching the filter's criteria.



End of Using Filters

CHAPTER 8 - TERMINAL PARAMETERS

INTRODUCTION

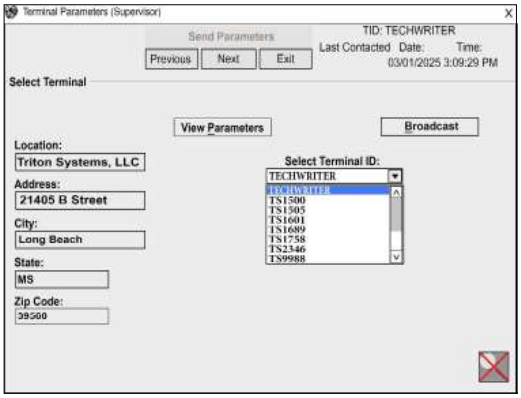
Terminal Parameter values affect the terminal operation or reports the status of various terminal operations. Many terminal parameters allow a user logged in with the Supervisor's password to alter the value or state of the applicable parameter, which changes the operation of a selected terminal. Other parameters do not allow the user to change the values but allow them to view the read-only parameters.

Caution

Triton Connect provides a powerful feature to change the terminal's operations. Exercise caution when making any changes and only when the user understands the exact effect it will have on the terminal!

ACCESS TERMINAL PARAMETERS

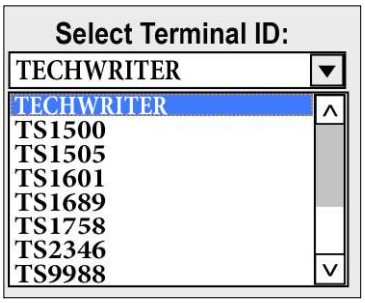
1. Navigate to the ***Terminal Manager*** > ***Terminal Data*** > ***View Terminal Parameters*** option. By default, the Select Terminal section appears first in the *Terminal Parameters* screen.



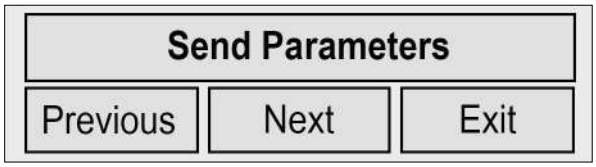
2. Select a terminal to view or configure. Selecting multiple terminals go to **(Select Multiple Terminals for Broadcast Feature)** below.

SELECT A TERMINAL - GENERAL PROCEDURE

3. Use the *Select Terminal ID* drop-down list and select a terminal's ID.



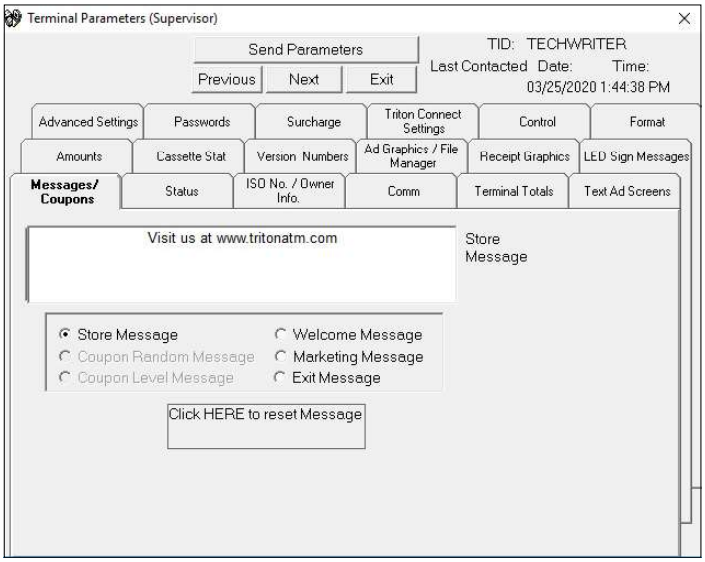
4. Users may click the **Next** and **Previous** buttons to move forward or backward through the list of available terminals.



5. When the user selects a terminal, a portion of the address data for that terminal fills in the fields at the left of the main window.

6. Click the **View Parameters** button.

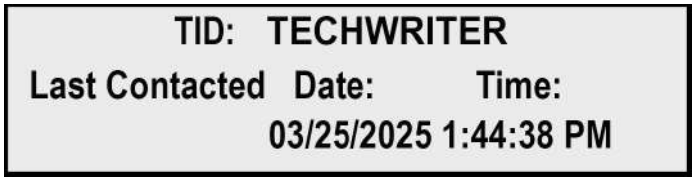
7. The *Terminal Parameters* screen changes to a tab-format screen.



8. The screen provides a list of terminal parameter categories.

- **Ad Graphics/File Manager**
- **Advanced Settings**
- **Amounts**
- **Cassette Stat**
- **Comm**
- **Control**
- **Format**
- **ISO No./Owner Info**
- **Triton Connect Settings**
- **Messages/Coupons**
- **Version Numbers**
- **Passwords**
- **Receipt Graphics**
- **Status**
- **Surcharge**
- **Terminal Totals**
- **Text Ad Screens**
- **LED Sign Message**

9. Click a tab to view the parameter. The tab presents the state of the parameter as of the last time the terminal sent the parameters. See **(Chapter 5, Getting Terminal Data)**, for more information.
10. The upper-right corner of the *Terminal Parameters* screen displays the last contact date and time for the selected terminal.



11. If the user wishes to select a different terminal, click the **Previous** or **Next** button at the top of the screen. The **Select Terminal** block replaces the tab screen. The user can continue to click the **Previous** or **Next** button, or select a terminal from the *Select Terminal ID* list box.
12. Click the **View Parameters** button.

*** NOTE ***

Triton Connect must contact the terminal prior to the terminal downloading its parameters for viewing. If the user selects a terminal which no data has been downloaded, the *Terminal Parameters* screen will display a warning message with the **View Parameters** button grayed out.

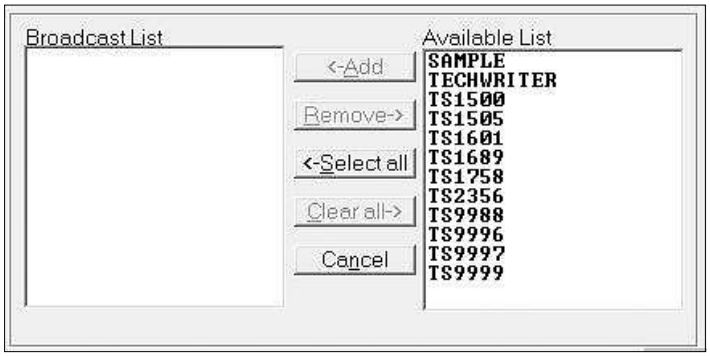
SELECT MULTIPLE TERMINALS FOR BROADCAST FEATURE

*** NOTE ***

Selecting the *View Terminal Parameter* option grays out the **Broadcast** button. The user must select ***Terminal Manager > Terminal Data > Set Terminal Parameter*** option to enable the **Broadcast** button.

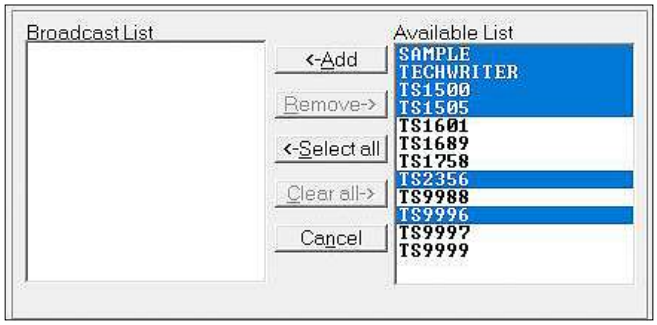
13. Click the **Broadcast** button.

14. The Build *Broadcast List* appears.

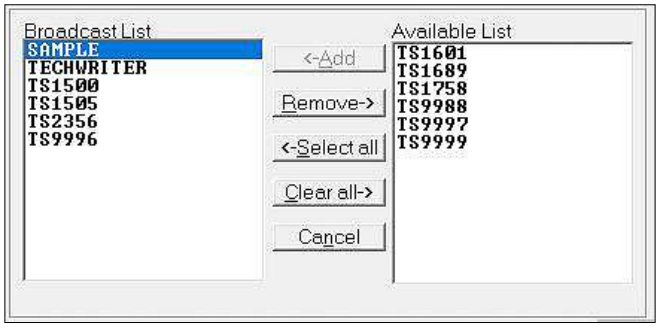


SELECT MULTIPLE TERMINALS

15. To highlight a group of terminals, click once on the first terminal, then hold down the **SHIFT** key while clicking on the last terminal in the group. This method highlights the first and last terminal including all terminals in between.
16. To highlight multiple terminals that do not fall neatly into a group, hold down the **CTRL** key while clicking on any terminal anywhere in the list.



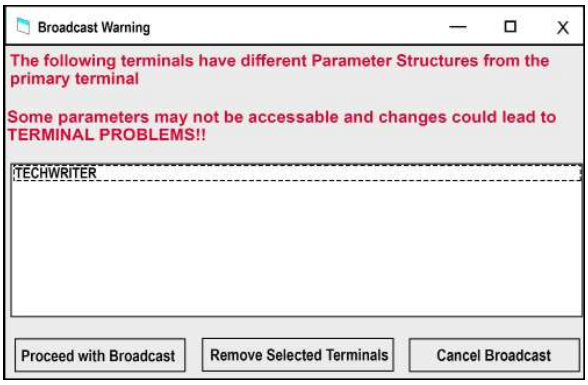
17. Click the **<-Add** button to add the highlighted terminal(s) to the *Broadcast list*.



18. Repeat the last two steps to add other terminal(s) desired in the *Broadcast List*.
19. The user may wish to broadcast to all terminals in the *Available List*, click the (**<-Select All)** to highlight all the terminals, and click (**<-Add)** moves them to the *Broadcast List* in a single step.
20. User may highlight a terminal from the *Broadcast List* and move it to the *Available List* by clicking (**Remove->**) button.
21. User may move all the terminals from *Broadcast list* to *Available List*, by clicking the **Clear All ->** button.

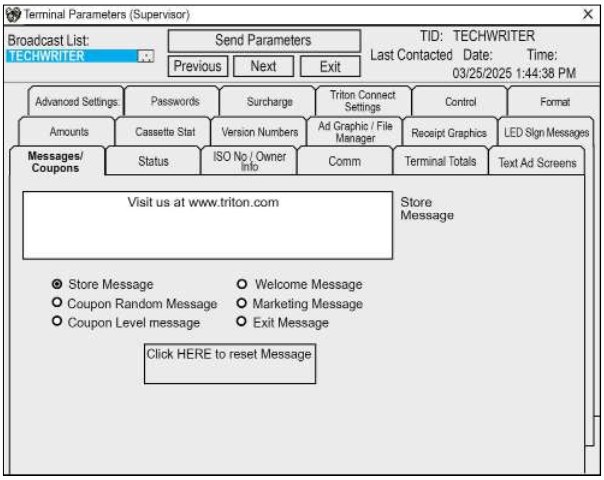
Caution

Moving multiple terminals from the *Available List* to the *Broadcast List* may trigger a *Broadcast Warning* message. Read and understand the warning message before selecting one of the three response buttons.



22. Select a terminal in the *Broadcast List* to activate the **View Parameters** button.

23. Click the **View Parameters** button to view the terminal parameter tabs.



24. The *Broadcast List* appears in the upper-left corner of the Terminal Parameters main dialog. Use the up and down arrows to scroll through the list.

Select the parameter tab and make the necessary parameter changes.

25. Changes to a parameter entry will appear RED to indicate the value has been changed.
26. If a data entry field or control is not applicable to the currently selected terminal, the field or control will be grayed out or disabled.

*** NOTE ***

If all choices are grayed out, verify the user chose “Set” parameters rather than “View”.

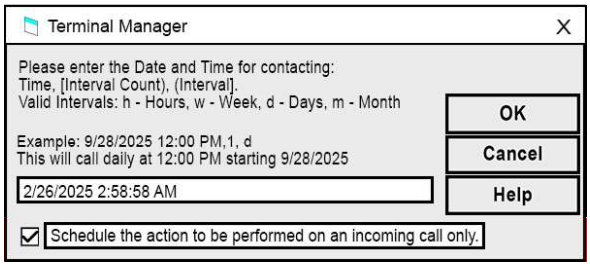
27. If a single terminal is selected, each parameter change will apply to that terminal only.
28. If a broadcast list was used, each parameter change will be applied to all terminals in the list.

*** NOTE ***

When broadcasting parameters, all ATMs should be of similar type. For instance, graphics for a Model 97XX ATM cannot be sent to a Model RL5000 ATM unit.

29. After changing all parameter, click the **Send Parameters** button to schedule the terminal(s) for contact.

30. This will bring up a call scheduling window.



31. The scheduling window provides a means to choose a date, time, and contact interval when calling the terminal(s). Notice the scheduler appears with the current time, by default, as the contact time already loaded and ready to use. It provides a quick way to schedule an immediate, one-time only call to the selected terminal(s). If the user needs to schedule the call immediately, click the **OK** button.
32. If the default-contact time is not acceptable, change the date, time, interval count, and interval. The scheduler window offers all the information needed to create a customized contact time, including a breakdown of the scheduling format and an example entry.
33. The changes will be sent to the selected terminal (or multiple terminals, if the Broadcast feature was chosen) at the scheduled time.
34. Once a suitable contact time has been composed and entered in the scheduling window, click the **OK** button.

ABOUT MESSAGES AND COUPONS

1. Messages use the terminal display screen to convey information to the customer. Messages greets the customer, make promotional offers, and encourages repeat use.

*** NOTE ***

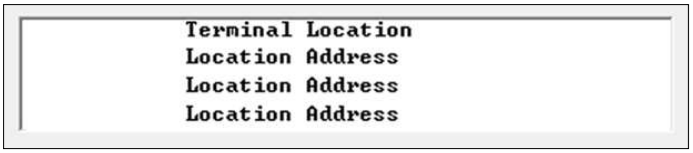
The Store and Marketing Messages also print on the customer's receipt.

2. Promotional incentives, awarding a product, service, or discount as an incentive for making withdrawals from the terminal, typically use Coupons. Prizes refer to such awards or incentives.
3. The occurrence of either a withdrawal above a certain level, *Level Coupon*, or as a random percentage of all withdrawals, *Random Percentage,* triggers Coupons.
4. When triggered as either a level-based or random event, the terminal prints the coupon after the transaction.
5. A notification screen appears on the terminal display to inform the customer that a prize award coupon is printing.
6. This tab lets the user change the message text, configure coupon parameters, and select the language used by the terminal to present customer screens.

CHANGE MESSAGES

7. Follow the steps below to change a message.
8. Click the option button for the message needing change, as in this example.

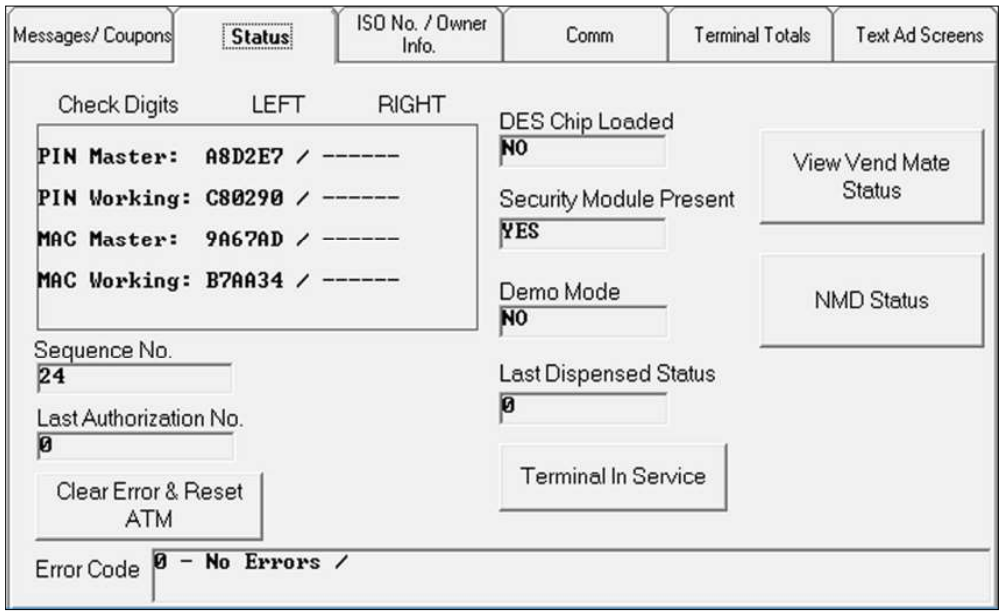
9. Edit the existing message or type a new message in the text window.



*** NOTE ***

For the Z180 ATMs, (9100/9600/9700) will have the Coupon configurations on this screen. Refer to Triton Connect Revision 6.0, chapter 8, page 8-7 for details.

STATUS



ABOUT STATUS

This tab provides a read-only display of the status of various aspects of the terminals' operating configuration, such as the current operating mode, current terminal status, and security settings. It also allows the user to clear error conditions and reset the terminal.

READ-ONLY VALUES

10. **Check Digits.** This screen shows the PIN Master, PIN Working, and MAC Master/Working (if used) check digits. After loading the Keys, the terminal generates the Check Digits, which must match a reference set of Check Digits. The terminal displays the Left/Right check digits information if the terminal's software requires inputting the key information in that format.

*** NOTE ***

The parameters identified as 'Master Key' and 'Comms Key' refers to 'PIN Master Key' and 'PIN Working Key'.

11. **Sequence No**. This number increments each time the terminal performs a transaction. The Sequence Number prints on the customer's transaction receipt and records in the terminal's electronic journal entry for the transaction.
12. **Last Authorization No**. The host processor generates the authorization number and authorizes the terminal to perform a transaction. The block reports the most recent authorization number.
13. **DES Chip Loaded**. DES (Data Encryption Standard) encrypts the customer's data. The word **YES** indicates the terminal has a DES system installed.
14. **Security Module Present**. The Security Module protects communications between the terminal's control electronics and the dispenser mechanism. The word **YES** indicates a Security Module installed in the terminal.
15. **Demo Mode**. In Demonstration Mode the terminal will operate in a simulated customer transaction mode. The word **NO** indicates the terminal processes customer transactions normally.
16. **Last Dispensed Status**. After each dispense operation, usually the result of a customer withdrawal transaction, the dispenser mechanism in the terminal reports its status. Use the status value to evaluate dispenser problems.

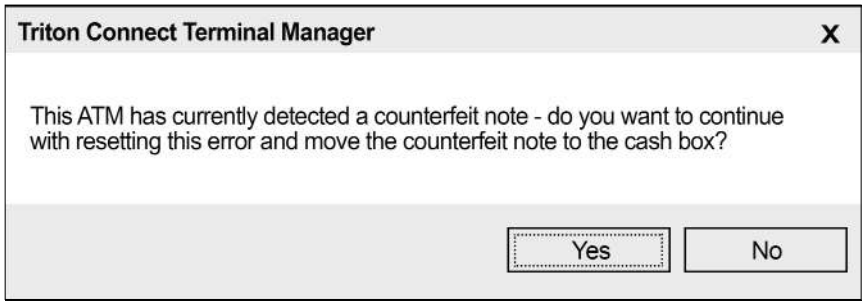
CLEAR ERRORS AND RESET THE ATM

17. The Error Code line displays the most recent terminal status condition.

18. If the Error Code block displays an error status, follow the steps below to clear the error status.
19. On the *STATUS* Tab Screen, previous page, click the **Clear Error and Reset ATM** button. The Error Code block displays the <Cleared> label marked in **RED**. The Red font indicates a changed parameter not sent to the terminal.
20. After making any other required parameter changes, click the **Send Parameters** button to schedule the terminal for contact.

*** NOTE ***

For error condition 924 - Counterfeit Note Detected, A message to verify if the user wants to continue when attempting to reset a counterfeit note detected error condition. This applies to ATMs with cash-recycling dispensers only.



21. When parameters are sent to the terminal, the error status will reset. After correcting the condition the Error Code displays an updated status. If the same error appears, contact your service organization. If no errors exist, the Error Code displays a status of **'0 - No Errors'**.

TERMINAL SERVICE STATUS

22. This button shows the terminal service status that will take effect once the terminal receives the parameters. By default, the service status is set to **Terminal In Service**. Clicking the button changes the status to **Terminal Out of Service.**

*** NOTE ***

The ATM software determines whether the terminal supports the **Terminal In Service** or **Out of Service** function. Otherwise, selecting this function will have no effect on the terminal operation.

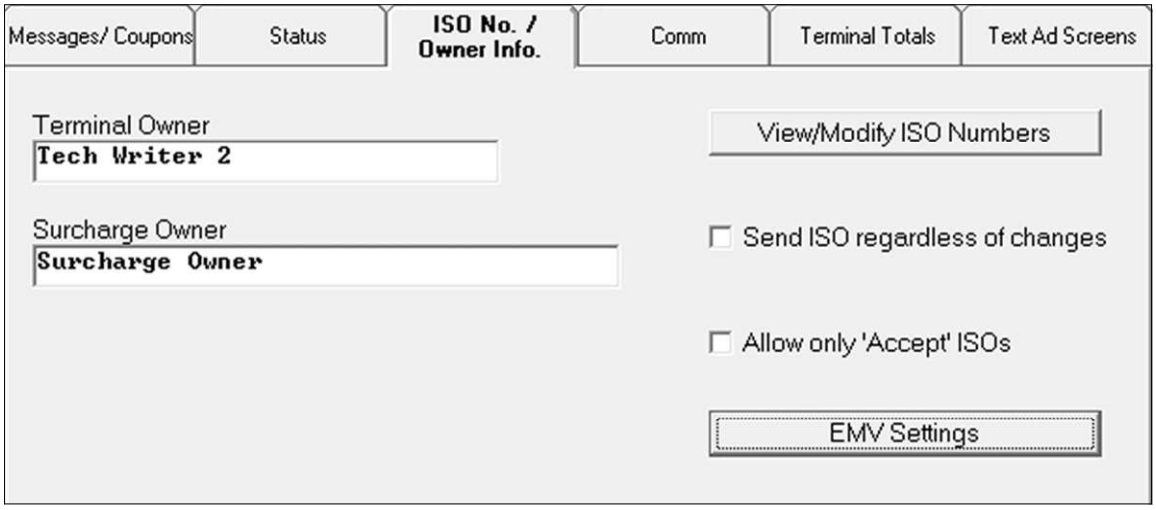
VIEW VEND MATE STATUS

This function discontinued.

NMD STATUS

23. Click the **NMD Status** button to view the NMD dispenser's configuration. If the ATM does not use NMD Dispensers, the Tab does not display the button.

ISO NO./OWNER INFO



The ISO Number identifies an Independent Sales Organization (ISO) or other organization that provides ATM transaction processing services. The magnetic strip on a bank card stores the ISO Number. During a transaction, the ATM reads the ISO Number and determines which action to perform, such as blocking the surcharge.

OWNER IDENTIFICATION

24. **Terminal Owner**. This message will appear to the customer on the surcharge warning screen. It identifies the name of the terminal's owner.
25. **Surcharge Owner**. This message will appear on the Configuration Summary Report in the X-Scale series ATMs or the Printer Test report on all other model terminals. It identifies the name of the individual or organization receiving the surcharge.
26. To change the Terminal or Surcharge Owner entries, click inside the Terminal Owner or Surcharge Owner entry, and type the new message.

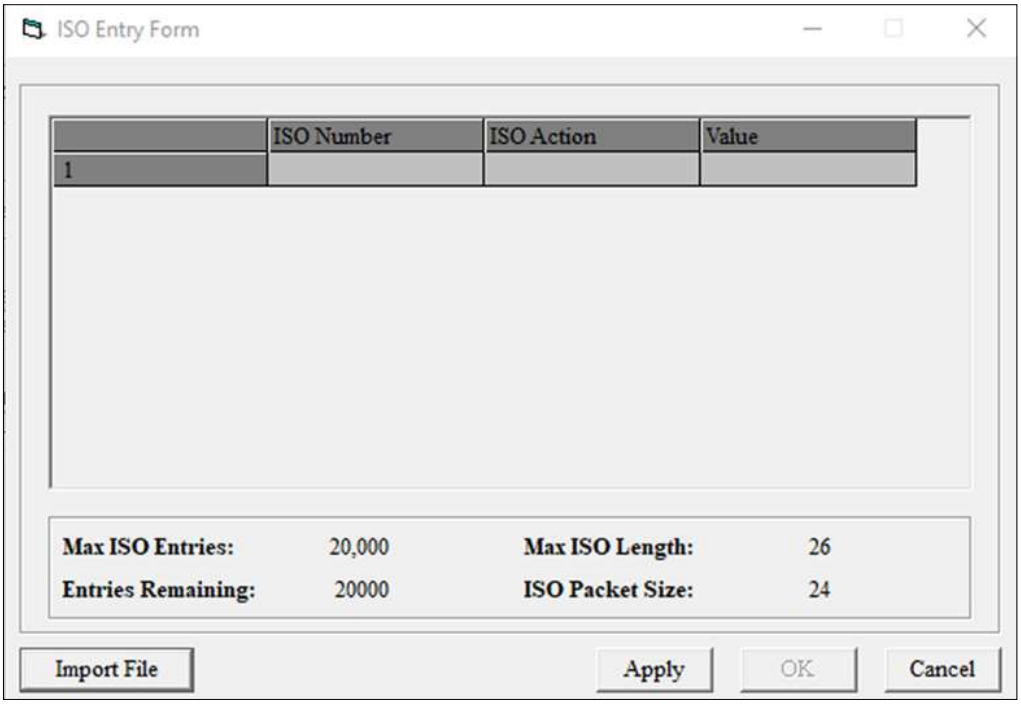
OVERRIDE ISO ACTION

27. Select the check boxes to affect the operations of the ISO numbers Action.
    - Click the check box for the "Send ISO regardless of changes". The terminal will request Triton Connect to send the ISO list if no other options change in the tab.
    - Click the check box for the "Allow only 'Accept' ISO#". The terminal will act on the ISO numbers with the ISO Action of 'Accept' and ignore all other ISO numbers are ignored.

VIEW / MODIFY ISO NUMBERS

28. Click the **View/Modify ISO Numbers** button to open the ISO Entry Form. Use this form to view and modify the terminals ISO-based behavior. Enter an ISO number and specify a specific ISO Action. If the terminal reads an ISO number on the customer's card, an ISO action activates against the customer's transaction. The terminal may have multiple ISO Numbers.

ISO ENTRY SCREEN



*** NOTE ***

The table below will assist the user to add data to the above ISO Entry Form. If the Host Processor requires the user to enter their data file to the text boxes, proceed to **Import ISO File** section.

Control	Event	Function
Spreadsheet / Flex Grid	Double Click **'Left'** mouse button in a cell under the *ISO Number* Column	Cell opens to receive input data. Pressing the <Enter>, <UP>,or <DOWN> arrows saves the keyed information to the selected cell and adds a new row to the spreadsheet.
	Single Click **'Right'** mouse button in a cell under the *ISO Number* Column	Menu options appear: Copy, Paste, Delete data.
	Single Click **'Right'** mouse button in a cell under the *ISO Action* Column	Menu Options appear to change the value of the cell: Block Surcharge, Decline Card, Use Defined Surcharge, Accept, Award Coupon, MPTU Block, Block Transaction Type, Screen Action,or Use Defined Balance Surcharge. This function will change the values of several cells, when user selects multi-cells.
	Single Click **'Right'** mouse button in a cell under the *ISO Value* Column	Provides a text field to enter data. Not all ISO Action require a Value entry
OK Button	Single Click **'Left'** mouse button.	Checks for incomplete and inconsistent data fields. Saves changes made by the user. Closes the ISO list, spreadsheet.
Cancel Button	Single Click 'Left' mouse button.	Closes the ISO Entry Form without saving changes.
Apply Button	Single Click 'Left' mouse button.	Checks for incomplete and inconsistent data fields. Saves changes made by the user. Allows user to continue working.

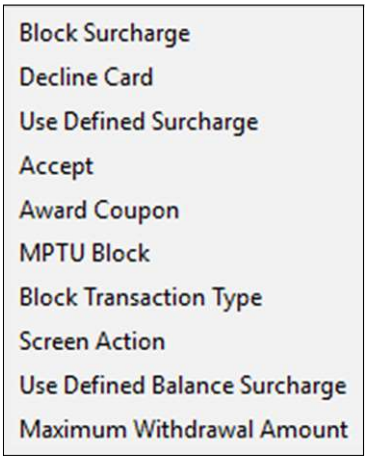
29. Double-click (left mouse button) on an empty cell under the ISO Number column. A data-entry box will appear.

	ISO Number	ISO Action
1	123456789	Use Defined Balance
2	11223344	Block Transaction
3		

30. Type in a new ISO number and press **Enter**. The adjoining cell in the ISO Action column receives a default entry.

	ISO Number	ISO Action
1	123456789	Use Defined Balance
2	11223344	Block Transaction
3	125478	Block Surcharge
4		

31. In the new entry under the ISO Action column, right-click the cell and select an available Action from the Following menu.



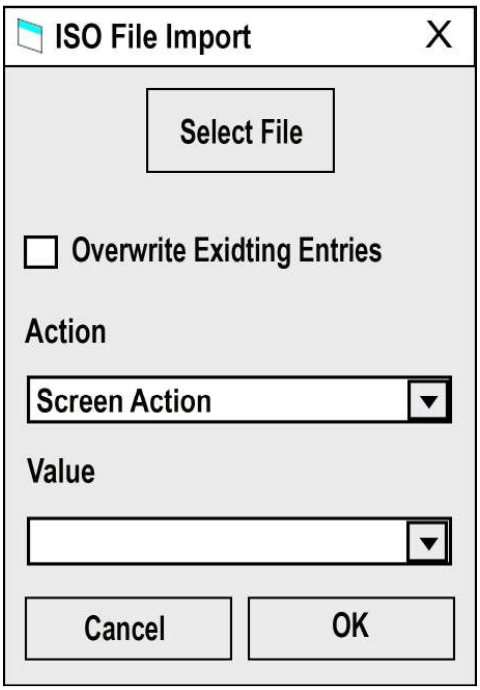
32. Right click in the Value column and select an available Value from the following menu, type a monetary value, or the block will stay grayed out.

*** NOTE ***

If the user selects the *Use Defined Surcharge, User Defined Balance Surcharge,* or *Maximum Withdrawal Amount,* ISO action in Step 32, a text box will open. Select *Screen Action* and a pop-up menu appear. All other ISO Actions do not have a Value.

33. A few host processors require the user to import their ISO numbers via a data file. This section describes the import procedure and selectable options.
34. Click the **Import File** button on the ISO Entry Form to access the text file in the ISO Folder.

35. Click the **Select File** button.
36. Locate the text file with the ISO bins and click the **Open** button.
37. Verify that the setting for *Overwriting Existing Entries*, the *Action*, and the *Value* are set correctly.
38. Click the **OK** button. Depending on the number of entries, there may be a delay before the ISO entry form fills.



39. On the *ISO Entry Screen,* click the **Apply** button, then click the **OK** button.
40. On the *Terminal Parameters* screen, click the **Send Parameters** button.

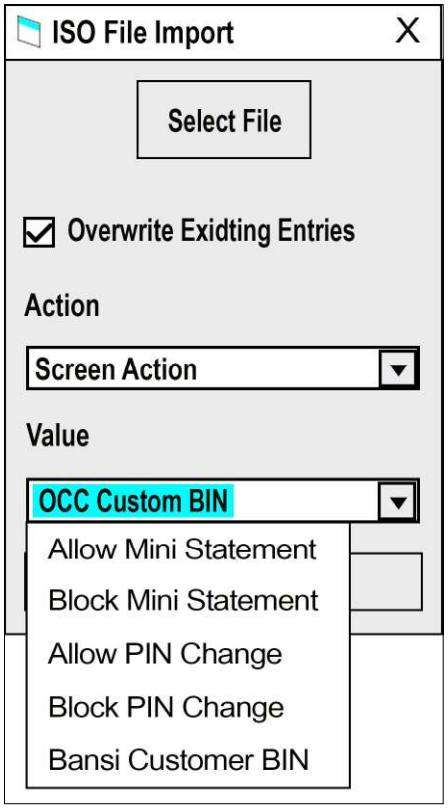
*** NOTE ***

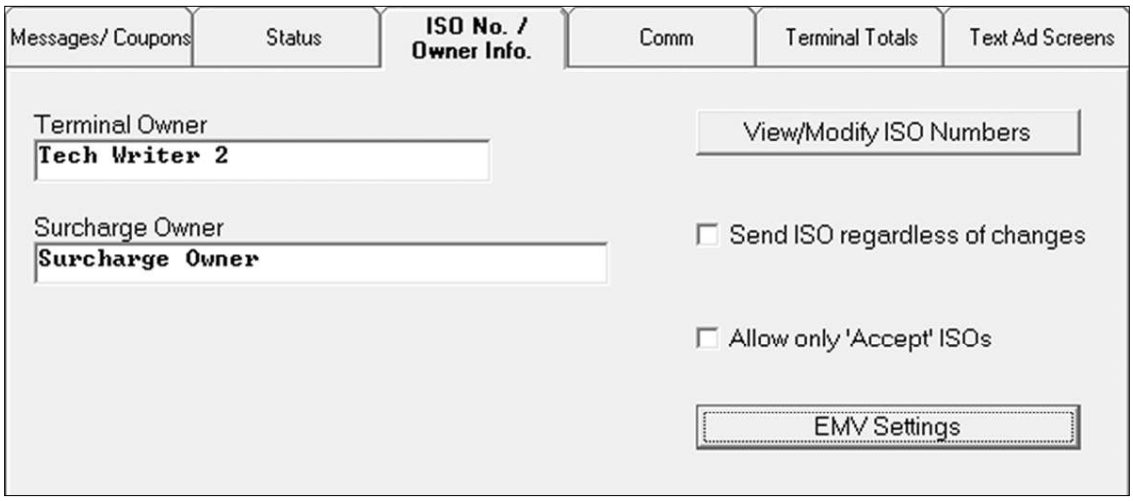
A check in the *Overwrite Existing Entries* box will cause the imported file to overwrite all entries on the ISO Entry form. No check in the box will append the imported text file after the last ISO number row.

41. A description of each *Action* option provided below.

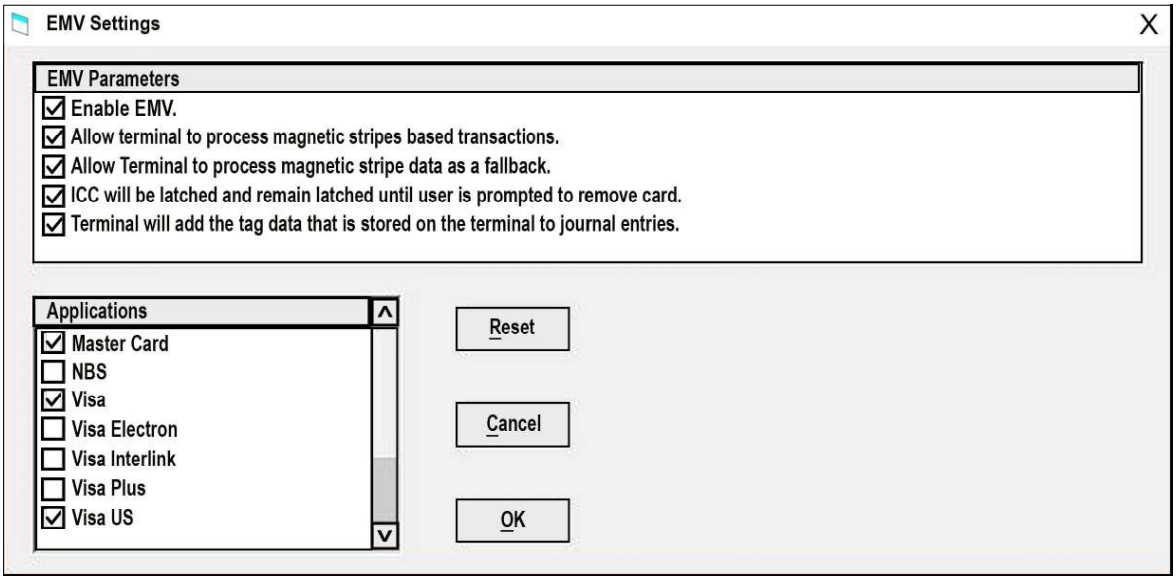
- **Block Surcharge.** Selecting this action will cause the terminal to allow surcharge - free transactions when a customer uses a card with the currently displayed ISO number.
- **Decline Card.** Selecting this action will cause the terminal to refuse to process transactions when a customer uses a card with the currently displayed ISO number.
- **User Defined Surcharge Amount.** Selecting this option will cause the terminal to apply the applicable surcharge to transactions performed with a card that uses the currently displayed ISO number. The user enters the surcharge amount into the "ISO Action Parameter" box.
- **Accept.** This action supports the 'Bingo' feature applicable to UK versions of ATM software. The action applies to transactions performed with cards that use the displayed ISO number.
- **Award Coupon.** This function awards a configured customer coupon to customer cards with the displayed ISO numbers.
- **MPTU Block.** (Mobile Phone Top Up-UK only) This function disallows paying a wireless phone bill for customer cards with the displayed ISO numbers.
- **Block Transaction Type.** This function disallows PIN Services for cards with the displayed ISO numbers.
- **Screen Action.** This function allows the user to alter the options on the customer transaction screen to include or block certain transaction options for cards with the displayed ISO numbers.
- **Use Defined Balance Surcharge.** (Australia only) This function works in conjunction with Balance Inquiry Surcharge enabled at the ATM and allows the user to enable a surcharge for balance inquiries on cards with the displayed ISO numbers.

42. The Value list displays values for specific Action items. Not all items will have a value but present a text box to enter a monetary value.
43. With the Screen Action selected in the *Action* block, the *Value* block will show a list of value options.





44. Use this screen to set up or change the EMV parameters and applications applied to the bankcards.
45. Click the **EMV Settings** button.



46. Click the check boxes on the EMV specific parameters and applications to enable/disable the functions. Click the **OK** button to save the selected option. Click the **Reset** button to default the selections. The host processor will determine appropriate parameters and applications for the terminal's site.
    - Enable EMV.
    - Allow terminal to process magnetic stripe based transaction.
    - Allow terminal to process magnetic stripe data as a fallback.
    - ICC will latch and remain latched until the user receives a prompted to remove the card.
    - Terminal will add the tag data stored on the terminal to journal entries.

COMM

ABOUT COMMUNICATIONS PARAMETERS

Use this screen to change the communications configuration of the selected terminal. The settings shown apply to communications with the Host Processor servicing the selected terminal.

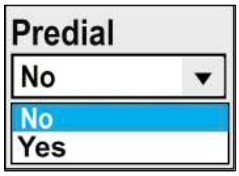
PREDIAL

The Predial function enables the terminal to dial out to the processor as soon as the customer's ATM or credit card has been scanned, thus reducing the overall transaction processing time. With the Predial disabled, the terminal waits until the customer confirms a specific transaction before dialing out.

*** NOTE ***

The host processor must support the Predial feature.

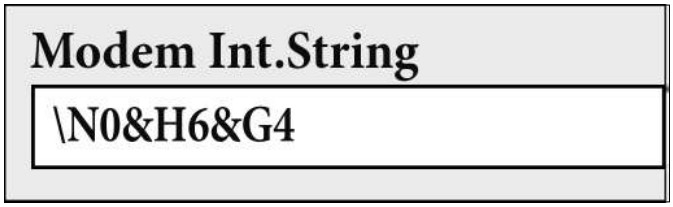
47. Click the down arrow in the **Predial** list box to view the options.
48. Select **Yes** to enable the Predial, or **No** to disable the Predial.



MODEM INIT. STRING

If the terminal's modem requires a non-standard configuration, type a Hayes-compatible setup string in the text box. The string is sent to the modem when it initializes.

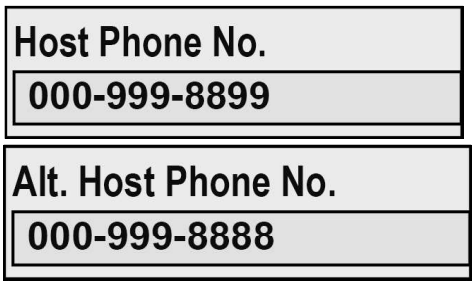
49. Click inside the **Modem Init. String** textbox.
50. Type the Modem Init. String.



PHONE NUMBERS

If the terminal communicates with the host processor over a dial-up phone line, enter the *Host Phone No.* and the *Alt. Host Phone No.* at the terminal during the initial setup.

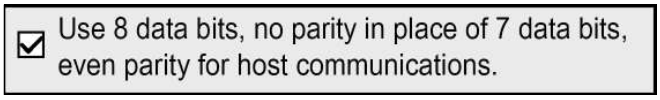
51. The Comm tab displays the Host and Alt. Host Phone Numbers in read-only mode.



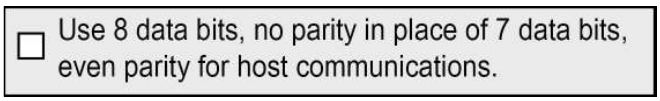
PARITY SELECTION

In some cases, the host processor may require communications using 8-bits per character and no parity, instead of the more commonly used configuration of 7-bits per character and even parity.

52. Click the box or the sentence to place a check mark in the check box and use 8-bits with no parity.



53. Remove the check mark to use the 7-bits with even parity.



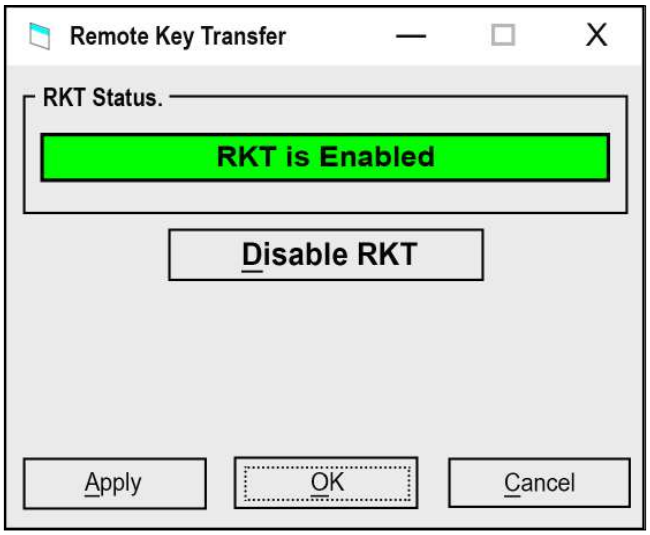
REMOTE KEY TRANSFER (RKT) SUPPORT

Triton Connect views the state of Remote Key Transfer (RKT) as enabled or disabled. With RKT enabled, Triton Connect can disable this feature. However, once RKT switches to disabled. A technician must visit the ATM to enable the feature.

VIEW RKT STATUS

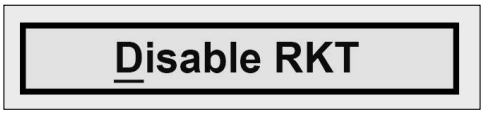
54. Click the **Remote Key Transfer** button.

55. The Remote Key Transfer screen shows the RKT status as enabled

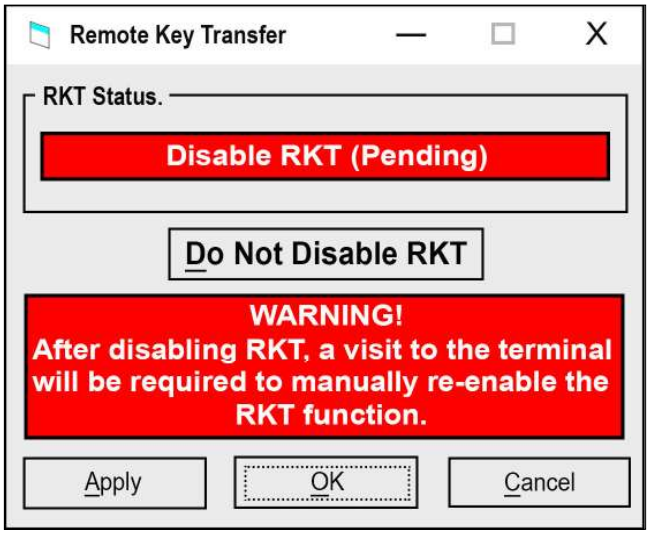


*** NOTE ***
If the button does not appear, either the terminal does not support RKT or a user disabled the feature.

56. Triton Connect uses a two-step sequence to disable the Remote Key Transfer (RKT).
57. Click the **Disable RKT** button.

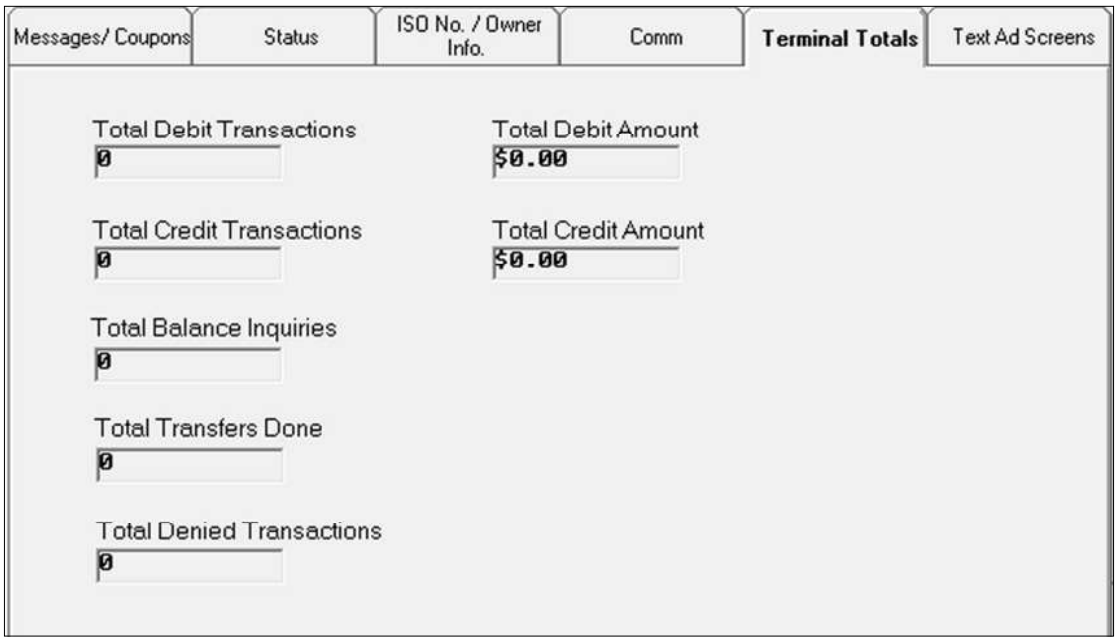


58. A warning message appears. Read and understand the message. Once the RKT is disabled, a technician can only enable the feature at the terminal.



59. If the user does not wish to disable the RKT feature, click the **Do Not Disable RKT** button and the screen displays the "RKT is Enabled" message.
60. If the user wishes to disable the RKT feature, Click the **Apply** button and click the **OK** button. A **RED** band will surround the **Remote Key Transfer** button until the user clicks the **Send Parameter** button.
61. Click the **Cancel** button on either screen will return to the *Comm* tab screen.

TERMINAL TOTALS



ABOUT TERMINAL TOTALS

This tab lists significant terminal transaction totals. The values shown are read-only.

TOTAL DEBIT TRANSACTIONS

62. The total number of checking and savings account withdrawal transactions applied since the last Day Close.

TOTAL CREDIT TRANSACTIONS

63. The total number of credit card withdrawal transactions applied since the last Day Close.

TOTAL BALANCE INQUIRIES

64. The total number of balance inquiry transactions requested since the last Day Close.

TOTAL TRANSFERS DONE

65. The total number of account transfer transactions performed since the last Day Close.

TOTAL DEBIT AMOUNT

66. The cash number represents the total monetary value of all Debit transactions since the last Day Close.

TOTAL CREDIT AMOUNT

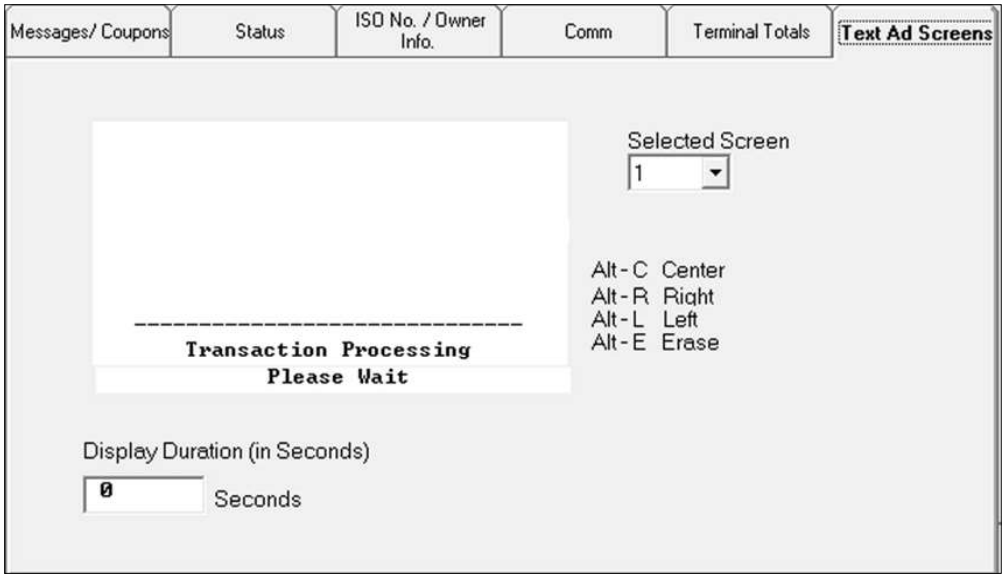
67. The cash number represents the total monetary value of all Credit transactions since the last Day Close.

*** NOTE ***

The value differences from Day Close to Day Close calculates the Terminal Totals. If Day Close function not performed daily, the totals accumulate.

TEXT AD SCREENS

This tab applies only to Z180 (9100, 9600, 9700) ATMs.



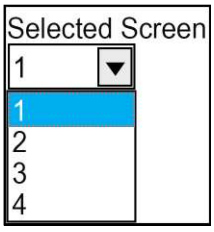
ABOUT TEXT AD SCREENS

This tab sets up the terminal to download text-based Ad Screens. The Ad screens will appear with the "Transaction Processing Please Wait" message, while the customer waits for the completion of the transaction.

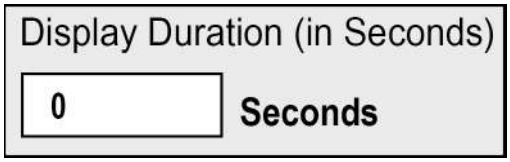
The user can create up to four Ad Screens. Each screen consists up to eight lines of text. The *Display Duration* (in seconds) sets the number of seconds the ATM displays the Ad Screen.

DISPLAY OF TEXT AD SCREENS

68. Graphics Ad Screens takes priority over text-based screens. Terminals running Graphics Ad Screens will not display Text Ad Screens.
69. Terminals will display *Text Ad Screens*, if no loaded Graphics Ad Screens available and the Triton Connect or by the local terminal control enabled the Text Ad Screen function
70. Select the Ad Screen (1, 2, 3 or 4).

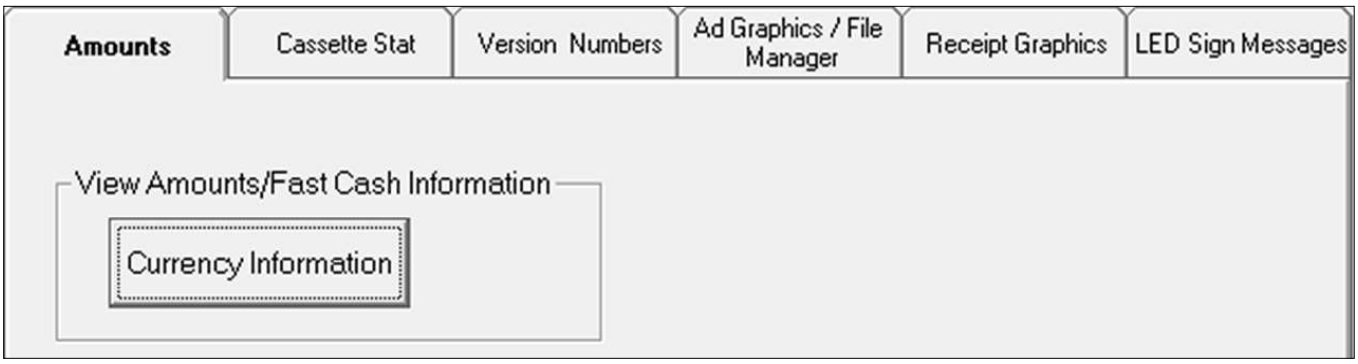


71. Move the mouse cursor into the message window area and click the left mouse button to establish the starting point of the message.
72. Type the text as it will appear on the display. Use the Alt-key sequences to help format the text.
73. Assign a duration for the Ad (typically 5 to 10 seconds).



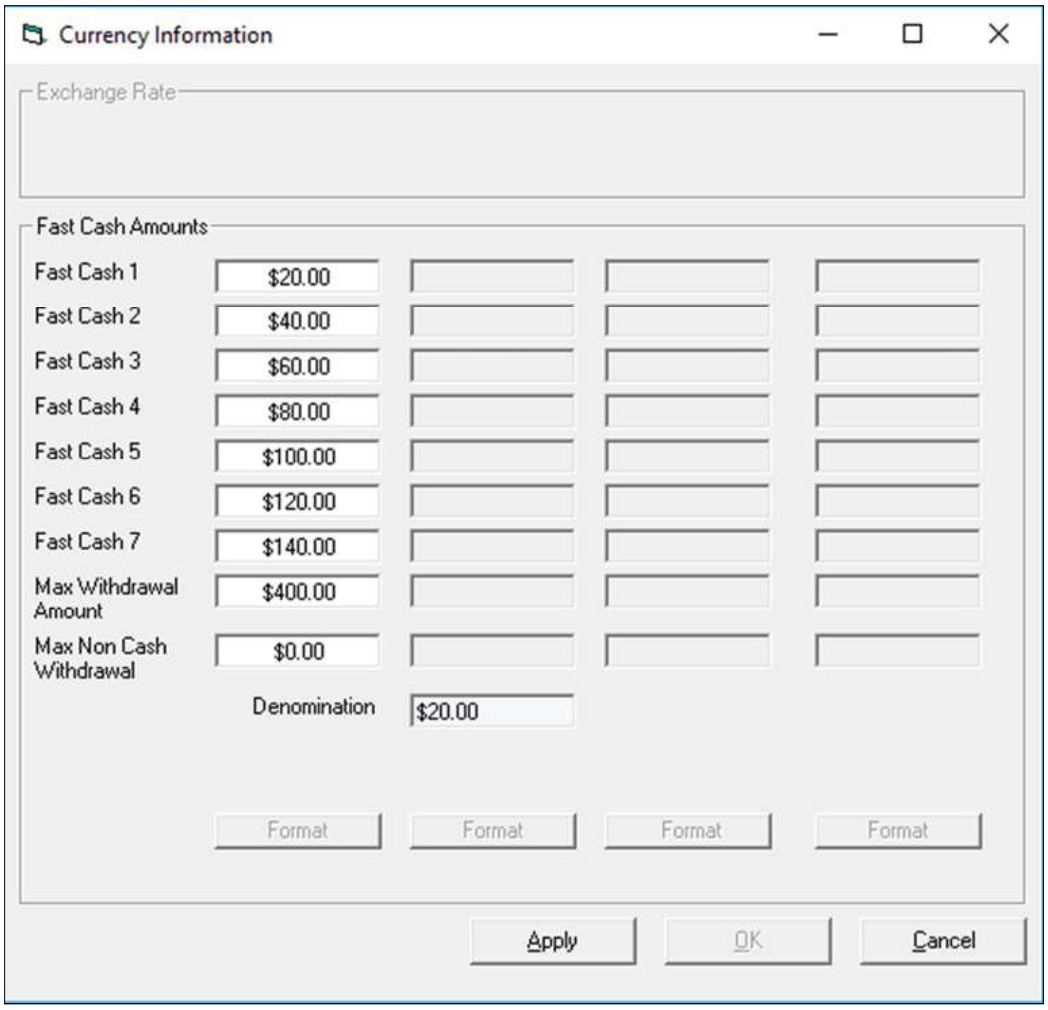
74. Disable a specific Text Ad Screen by changing the Display Duration to zero (0).

AMOUNTS



ABOUT AMOUNTS

1. Due to the increased amount of information to cover all dispensers, click the Currency Information button to access the Fast Cash amounts assigned to each dispenser. Each column displays the cash amounts for a specific dispenser.



2. Use the above screen to change the cash amounts applicable to the listed parameters, by typing the values directly into the related text boxes.

MAX. WITHDRAWAL AMOUNT

3. This sets the maximum amount allowed per customer withdrawal transaction. The amount ranges from 1 to 999999 in increments of 1, but must be an even multiple of the denomination in the cassette. The value uses whole amounts only. No fractions of a whole note allowed. Example: $30.00 is Okay but $30.55 not allowed.
4. The ATM compares the withdrawal amount entered, either through a Fast Cash selection or by user-defined entry, to the maximum withdrawal limit. If the amount is larger than the limit, an error message warns the user and displays the maximum allowable amount.

*** NOTE ***

The maximum withdrawal amount cannot exceed the lesser of the terminal's max amount or the maximum set by the ATM's host processor, since the processor must approve any selected amount.

5. Example: The terminal's max amount equals to $450.00, but the processor has set the max to $400.00. The customer's max withdrawal limit equals to $400.00. If the terminal's max equals to $350.00 and the processor max equals to $400.00, the customer's max withdrawal amount equals to $350.00.
6. Click inside the **Max Withdrawal Amount** text box.
7. Enter the maximum withdrawal amount.

FAST CASH AMOUNTS

8. Up to seven fast cash amounts offer the customers a quick-cash withdrawal.
9. Follow the steps below to change the Fast Cash amounts.
10. Click inside a Fast cash text box.
11. Type the fast cash amount.

*** NOTE ***

Fast cash amounts are multiples of the denomination. Other amounts will cause an error condition at the terminal.

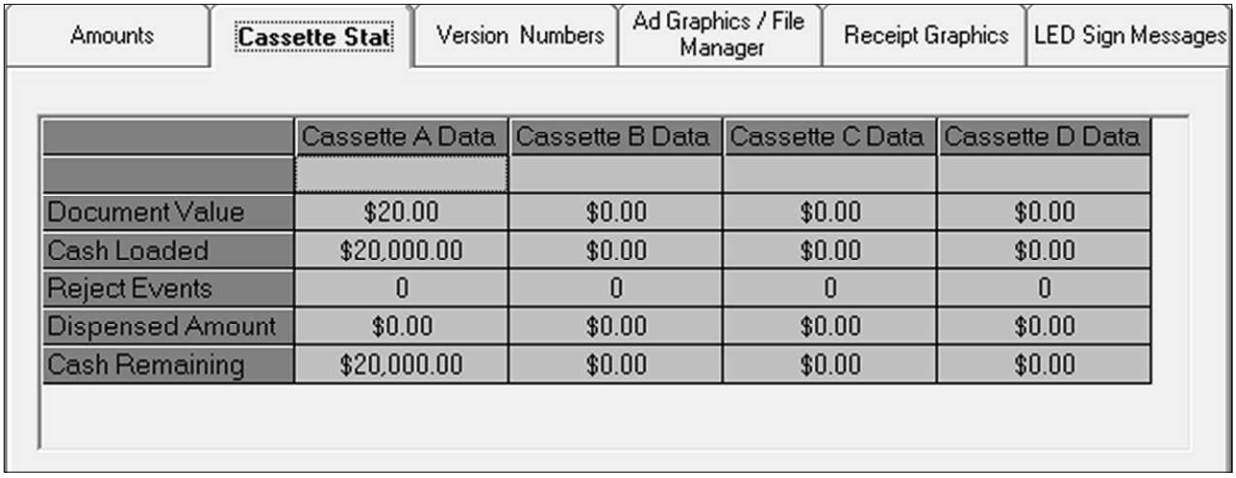
MAX. NON CASH WITHDRAWAL AMOUNT

12. This sets the maximum non-cash purchase limit. The amount entered must equal an even multiple of the value of a single unit of non-cash purchases in the cassette. The value is in dollar amounts only. No cents allowed.
13. Click inside the **Max Non Cash Withdrawal Amount** text box.
14. Enter the maximum withdrawal amount.

DENOMINATION

15. This read-only field indicates the denomination of the currency in the cassette(s).

CASSETTE STAT



ABOUT CASSETTE STAT

This tab provides read-only status information for each cassette in the terminal. Each cassette has its own Cassette Data fields.

DOCUMENT VALUE

16. Indicates the denomination of notes for **multi-cassette terminals**. A single cassette unit uses the Cassette A Data fields. Cassette B, C, D Data default to Zero (0) values.

TOTAL TRANSACTIONS

17. Displayed for **single-cassette terminals** only. Total number of cash withdrawal transactions involving this cassette.

CASH LOADED

18. Amount of cash initially loaded into this cassette. Personnel responsible for loading the cassette with cash enters the value at the terminal.

*** NOTE ***

A correct Cash Loaded amount entered at the terminal prevents an ATM error with the actual amount of cash in the cassette.

REJECT EVENTS

19. The number represents the total number of rejects during the dispensing of cash from this cassette.

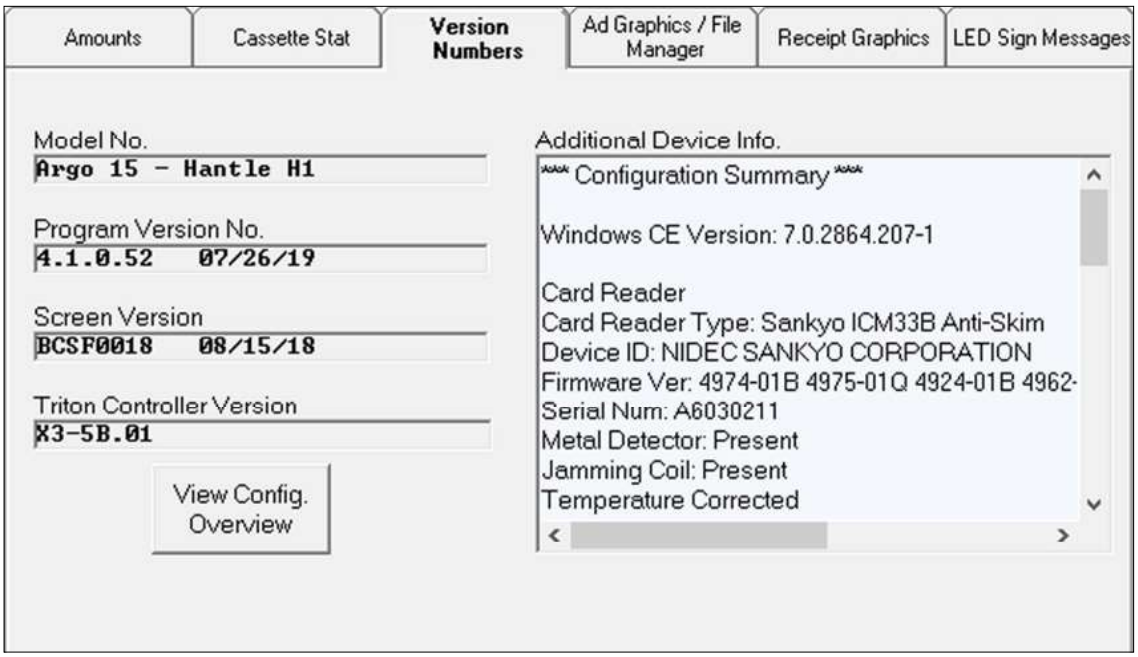
DISPENSED AMOUNT

20. The amount of cash dispensed from this cassette since the last cassette load.

CASH REMAINING

21. Cash remaining in the cassette. Equals Cash Loaded minus Dispensed Amount.

VERSION NUMBERS



ABOUT VERSION NUMBERS

This tab allows the user to view the read-only version numbers for key components of the operating software loaded on the terminal.

MODEL

22. The *Model #* identifies the terminal.

TRITON CONTROLLER VERSION

23. The EPROM holds software downloading, initialization, testing, and low-level interface routines. The *Triton Controller Version #* identifies the software loaded on the EPROM chip installed in the terminal.

PROGRAM VERSION

24. The *Program Version #* identifies the terminal's operating software. Triton Connect or a user at the local ATM will download the software into the terminal.

SCREEN VERSION

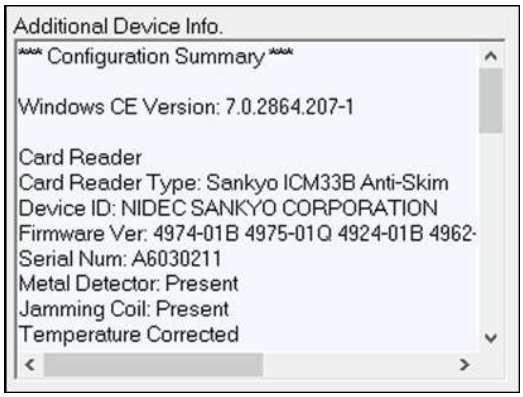
25. The *Screen Version #* identifies the table components loaded in the terminal's operating software. The table components refer to the part of the software that provides the ATM user interface and associated terminal control functionality.

ADDITIONAL DATA INFO.

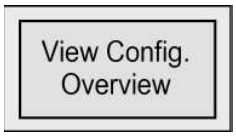
26. Triton Connect supports retrieving and displaying an increased amount of information about the ATM, devices, and general configuration.

*** NOTE ***

If the user clicks on the *Version Number* tab and this feature is not available, contact Triton Technical Support to determine if your ATM has a software upgrade with this feature.



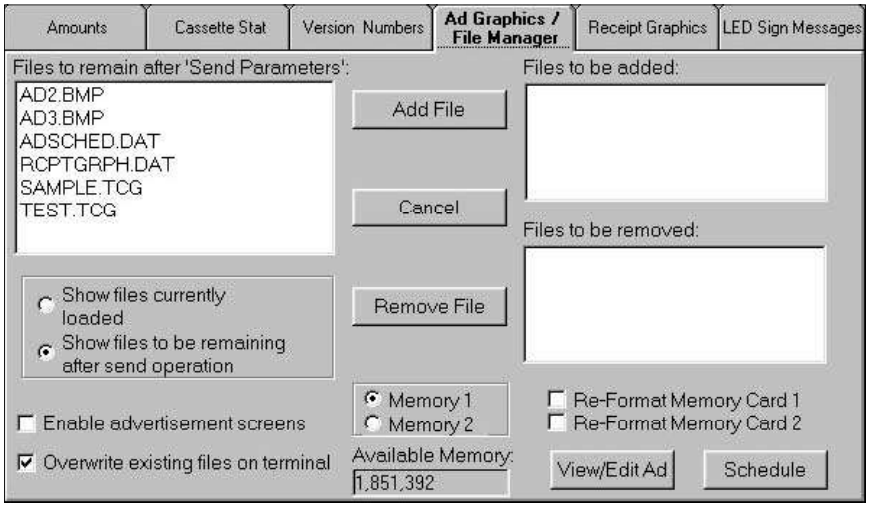
27. Click the **View Config. Overview** button.



28. The screen displays the ATM's configuration. When Technical Support asks for the configuration and the user is not at the ATM, the following screen displays the hardware and software and parameter setup. The screen has a **Copy Text** button to copy the information into an email or text file.

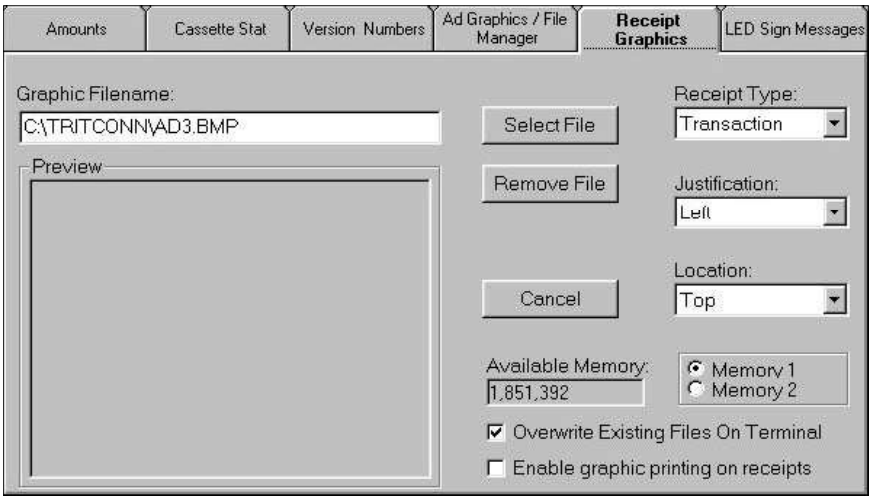
AD GRAPHICS/FILE MANAGER

Refer to Triton Connect Manual Version 6.0 for this screen.
Otherwise, click the Extended Parameters button under the Control Tab



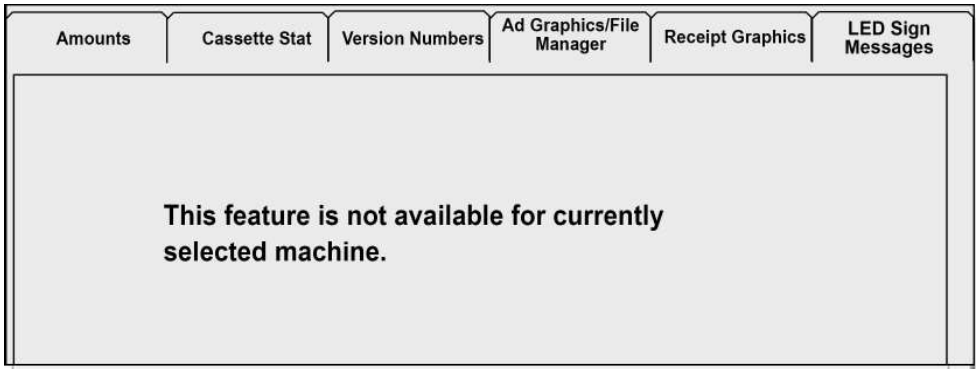
RECEIPT GRAPHICS

Refer to Triton Connect Manual Version 6.0 for this screen.
Otherwise, click the Extended Parameters button under the Control Tab



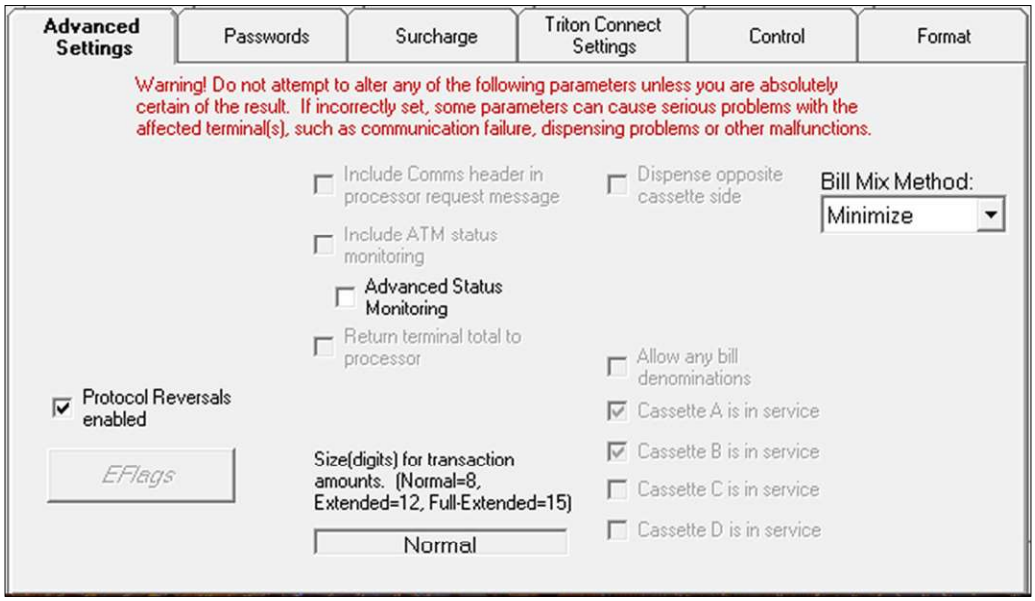
LED SIGN MESSAGES

The feature requires custom software for a specific customer. This feature is not available to other customers.



ADVANCED SETTINGS

Depends on your ATM as to which options are available.



ABOUT ADVANCED SETTINGS

This screen provides access to additional terminal parameters. Unless the user understands the effect of the parameters on the terminal's operation or instructed to enable a feature by the host processor or by Technical Support personnel, do not alter these extremely sensitive functions.

*** NOTE ***

A check in the check box makes the parameter active or enabled.

INCLUDE COMMS HEADER IN PROCESSOR REQUEST MESSAGE

1. A check in the box enables the terminal to include the Communication Header in all request messages to the host processor. The user adds the header to the terminal during the setup and configuration procedures.

INCLUDE ATM STATUS MONITORING

2. A check in the box enables the terminal to include status monitoring information to the host processor. Monitoring this status provides important information about the terminal's operational readiness.

3. Check Advance Status Monitoring option for card reader and EPP information.

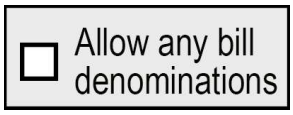
RETURN TERMINAL TOTAL TO PROCESSOR

4. A check in the box enables the terminal to send terminal totals to the host processor during a close operation.

PROTOCOL REVERSALS ENABLED

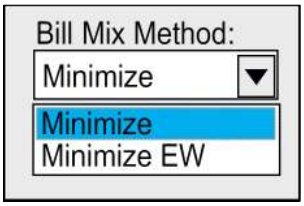
5. Check this option to enable the terminal to send a reversal to the host in the event the original request failed for a communication problem during sending/receiving the transaction message.

ALLOW ANY BILL DENOMINATIONS



6. Check in the box is for international currency value support. It enables the terminal to accept non-US standard note denomination values.

BILL MIX METHOD:



7. This option allows the user to select the pick method for dispensers that employ multiple cassettes with the same denomination.
8. The Minimize method minimizes the number of bills dispensed and depletes an entire cassette before using another when both cassettes have the same denomination. For example, a three-cassette dispenser with $10 bills in cassette A and $20 bills in cassettes B and C will fill a $150 transaction request with 1 bill from cassette A and 7 bills from cassette B. Cassette C will not dispense notes until cassette B is empty.
9. The Minimize EW method means the terminal rotates cassettes filled with the same denomination after every customer transaction. For example, if cassettes A and B have the same denomination, the first transaction after a terminal restart will use cassette A. The next transaction will use cassette B. Each subsequent transaction will rotate between the cassettes.

*** NOTE ***

To use this functionality, the ATM software must support this functionality. RL2000/FT5000/RT2000/RL5000 ATM software version 2.4 introduces support for this functionality. If uncertain, please check with Triton Technical Support to verify if your ATM software version supports this functionality.

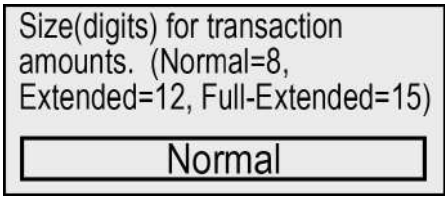
VIEW OR CHANGE BILL MIX METHOD

10. Follow the steps below to use this functionality.
11. View or change the Bill Mix Method by clicking the drop down box and viewing the available options.

DISPENSE OPPOSITE CASSETTE SIDE

12. The READ-ONLY check box displays the current value set in the terminal's Management Functions program. Check the box only if the terminal uses a rear-dispensing model.

SIZE (DIGITS) FOR TRANSACTION AMOUNTS. (NORMAL=8, EXTENDED=12, FULL EXTENDED=15)



13. The READ-ONLY text box displays the current value set in the terminal's Management Functions program.

CASSETTE (A-D) IS IN-SERVICE

14. Use the check boxes in this section to control the service status of each note cassette installed in the terminal. Four check boxes support the maximum number of dispenser cassettes a terminal will use. Some dispensers have few than four cassettes. A check in the corresponding check box will place the cassette to an *In Service* status. Verify the check boxes before initiating the "Send Parameters" command.

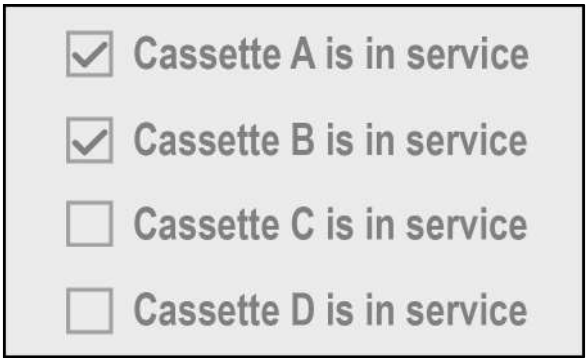
*** NOTE ***

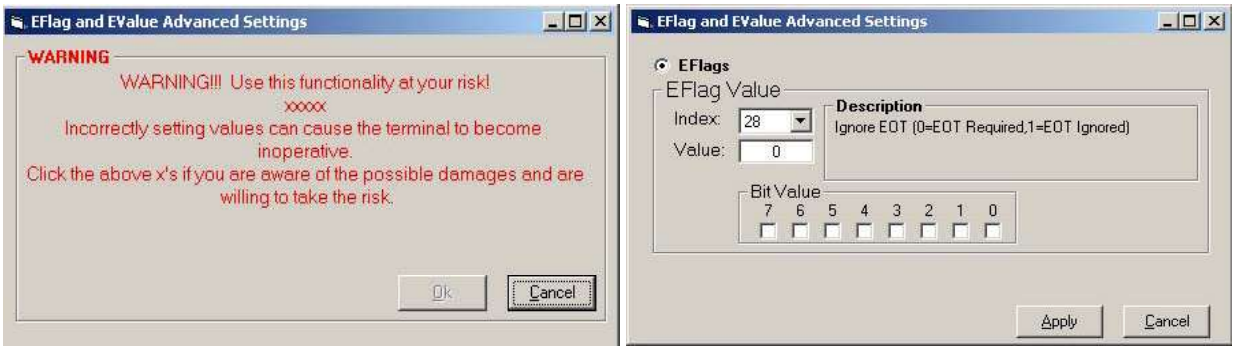
To enable a cassette for *In Service* status, follow the proper loading procedure at the terminal.

15. If the terminal has fewer than four cassettes installed, the remaining options will have no effect on its operation; however, the state of these unused options change to match that of the active options. For example, uncheck both Cassette A and Cassette B on a two-cassette terminal will automatically uncheck the Cassette C and Cassette D options.

*** NOTE ***

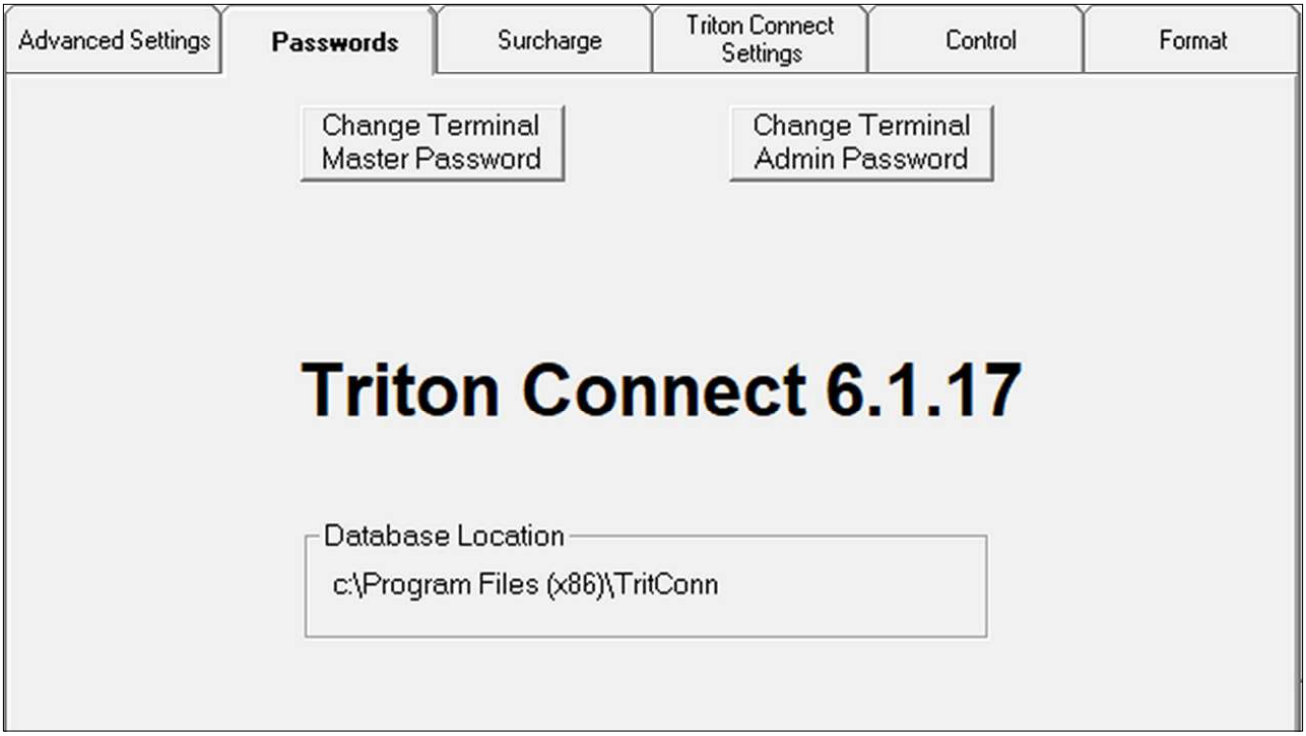
The Advanced Setting tab will display the Cassette Service check boxes when the selected terminal has a multi-cassette dispenser.





E-Flags are Advanced features for future use. DO NOT make any adjustments to these settings!

PASSWORDS



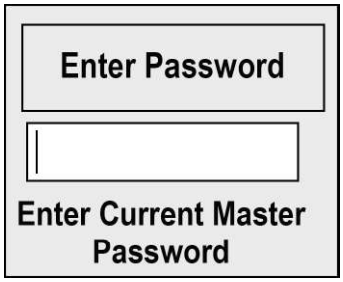
The user can remotely change the terminal Master and Administrative passwords from this screen.

CHANGE PASSWORD

*** NOTE ***

This function applies to Z-180 processor units (Models 8100/9100/9600/9700 etc.). To change passwords for X-Scale units (Models RL/FT/RT), use the **"CONTROL"** function, **EXTENDED PARAMETERS > MISC** option.

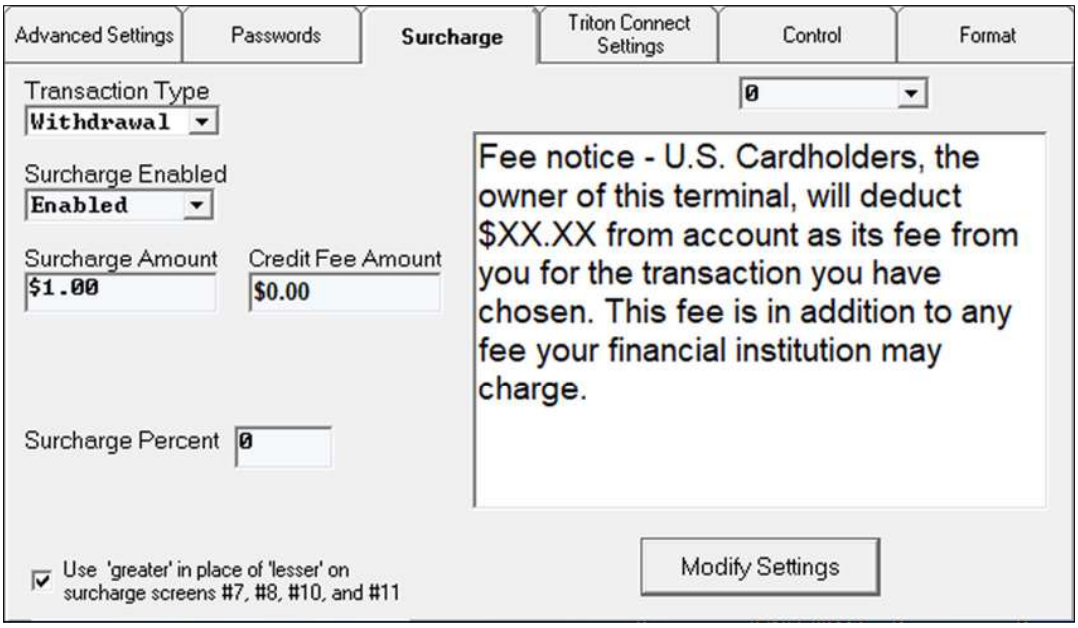
16. Clicking the Change **Terminal Master Password** button brings up the following.



17. Enter the current password in either case. If the program accepts the current password, it will allow the entry of a new password, which will take effect after the next scheduled parameter download to the terminal.

SURCHARGE

This screen is read only.



About Surcharge Configuration

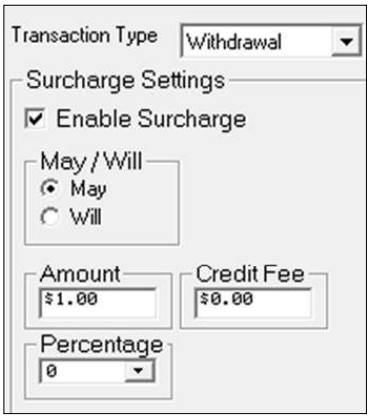
Use the controls on this tab to enable or disable surcharging, enter a surcharge amount or percentage, and determine where to display the surcharge message during the transaction, either the beginning or end of a transaction.

The ATM's processor or other appropriate regulatory agency will determine the specific surcharge requirements.

Surcharge Configuration

18. Click the **Modify Settings** button. This screen summarizes the surcharge settings and screen selected.

19. Click the down arrow in the Transaction Type list box and select a transaction. The Surcharge Settings will apply to the transaction type: **Withdrawal**. See **Step-10** for **Tiered.**
20. *Enable Surcharge:* Click the *Enable Surcharge* list box. A check in the box enables the surcharge function. Uncheck the box to disable the function.

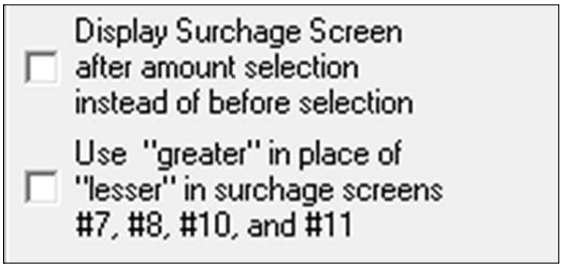


21. *Amount:* If the transactions require a fixed surcharge amount, click inside the **Amount** text box, and enter the amount. The value may be from $0.00 to $999,999.99 inclusive.
22. *Credit Fee:* The Host will determine if this feature is required. If yes, the Host will determine the additional fee added to the Surcharge. If no, leave this value at $0.00 to disable the feature. No additional fee added to the surcharge if the surcharge amount equals zero.

*** NOTE ***

If the transactions require a fixed surcharge amount and not use the surcharge percent, ensure the surcharge comparison option is set to GREATER and the surcharge percent is set to zero (0). This will ensure the customer will see only the fixed surcharge amount. Failure to do so can cause the terminal to report an incorrect surcharge value.

23. Set *Will/May*. This lets the customer know if a fee for processing a transaction "may" or "will" occur.
24. Set *Percentage*. If the transaction amount requires calculated percentage surcharge, click the Surcharge Percent list and select the required percentage (0 to 99 percent)



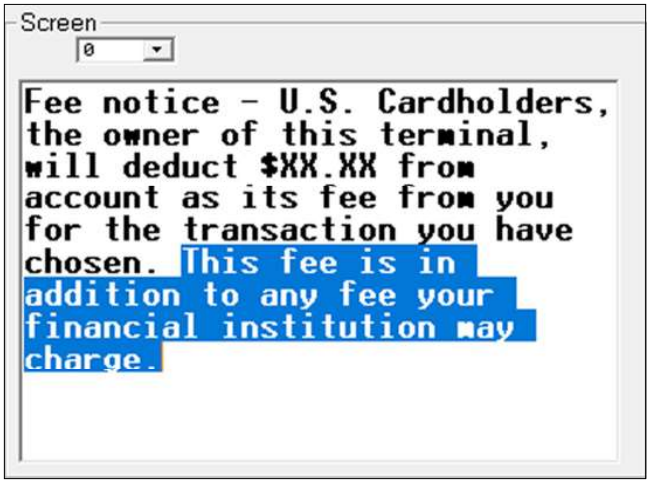
25. Set *Display Surcharge Screen* location. This option determines when the customer will see the surcharge message.
26. A check in the check box displays the surcharge message AFTER the customer has entered a custom withdrawal amount or a balance request. Remove the check to display the surcharge message BEFORE the customer enters a withdrawal amount (the message will appear as soon as the customer removes their card from the card reader).
27. Set the *Lesser/Greater* option. The surcharging systems calculate a surcharge based on a comparison between a fixed surcharge and a percentage-based surcharge.

*** NOTE ***

If the processor or other authority requires that the surcharge be the lesser of either the surcharge amount or surcharge percentage, select the LESSER option. If the surcharge must be the greater of either the surcharge amount or surcharge percentage, select the GREATER option.

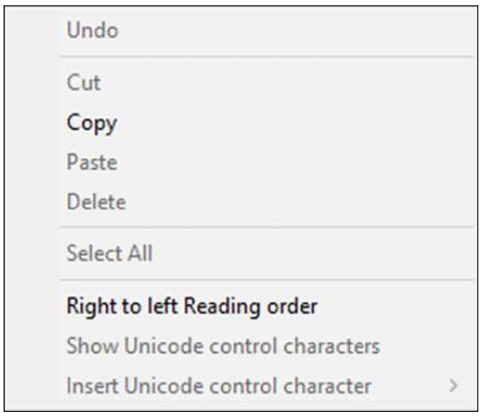
28. Select the surcharge *Screen number* the terminal will display. Click the *Screen* list box and select a screen. The message text for this screen will appear in the preview window.

29. The *Screen* displays READ-ONLY text.

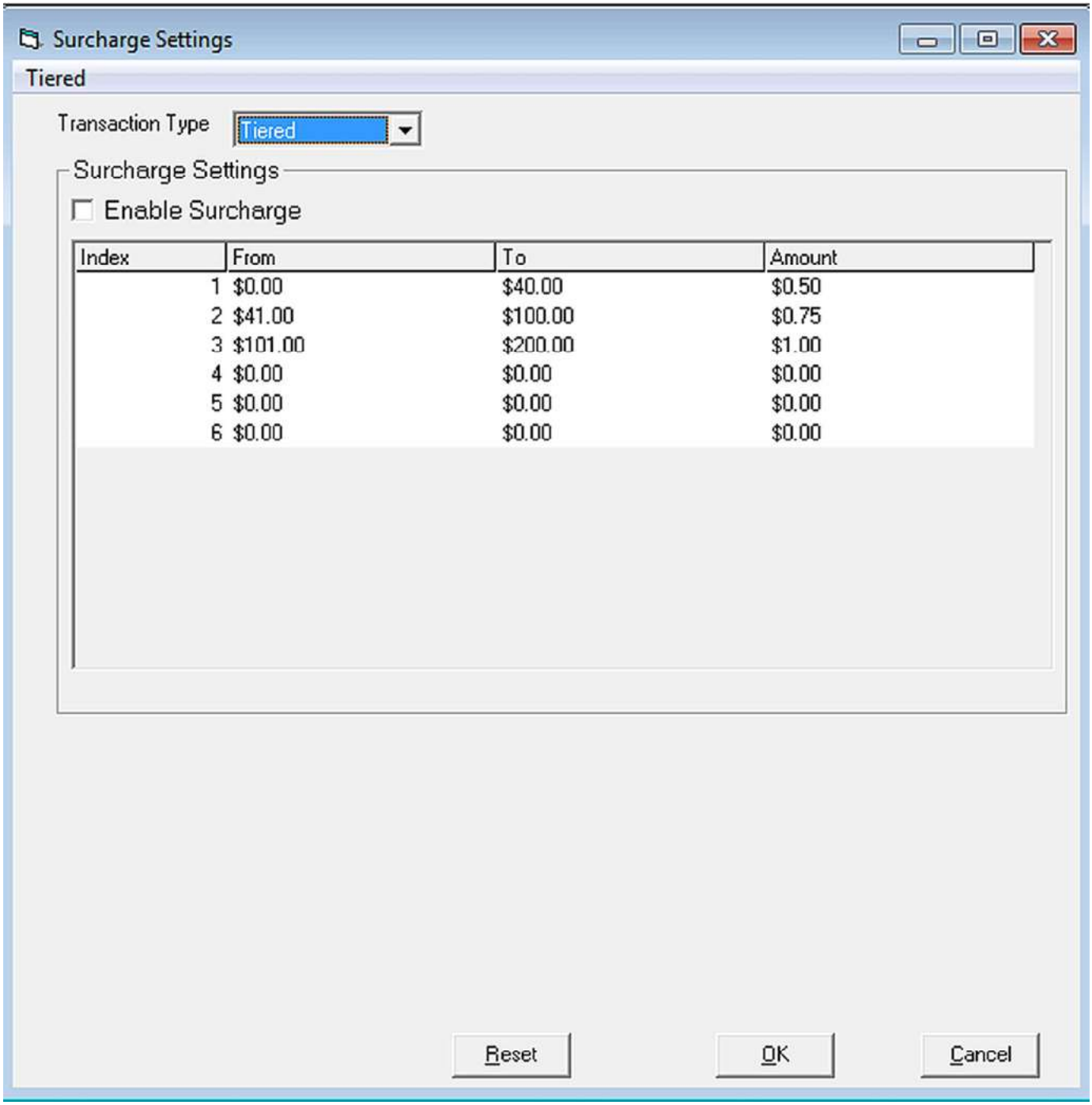


*** NOTE ***

If the user right-clicks in the text box, a second screen pops up. This screen applies to the Z180 ATMs only.

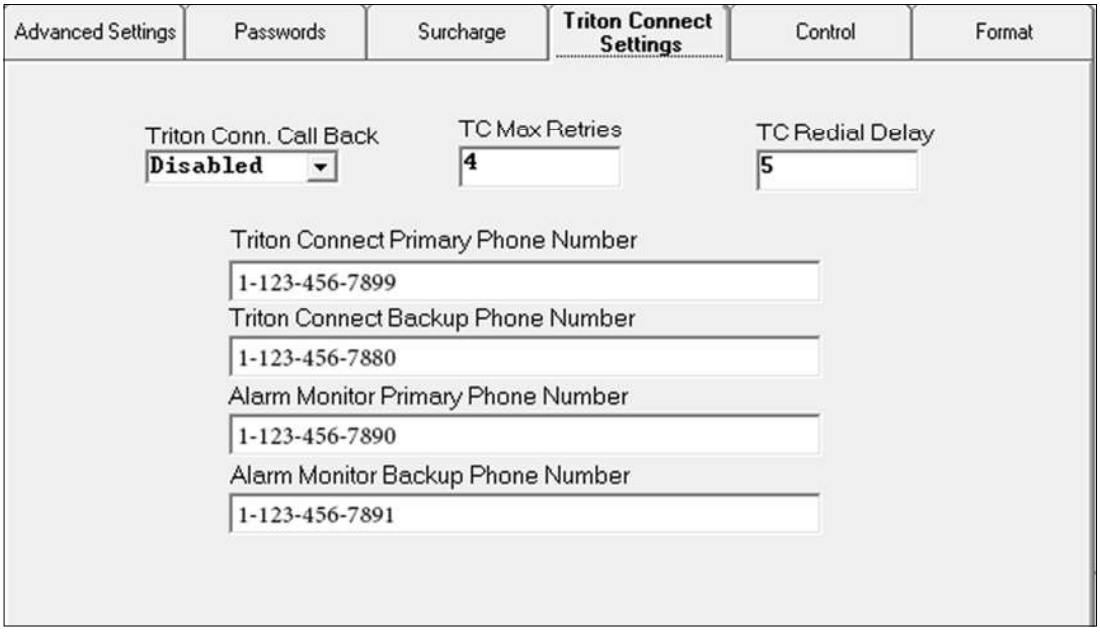


30. Right-clicking in the grid area will present the choice to add a new entry or delete a current entry.
31. Use the backspace, numeric, and decimal buttons on the keyboard to modify a current entry.
32. Click the **OK** button once the desired changes have been made.



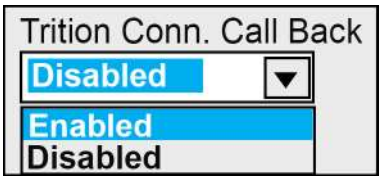
33. Click **Send Parameters** button to schedule the terminals call to update the values.

TRITON CONNECT SETTINGS



TRITON CONNECT CALL BACK

34. This function determines whether the terminal will return a call after first receiving an initiating call from a Triton Connect host computer.

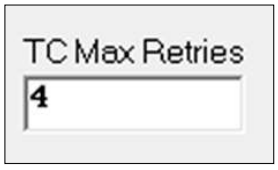


*** NOTE ***

With the Call Back disabled, the user must enter the EPROM access code in the terminal setup.

TC MAX RETRIES

35. The terminal creates call blocks to contact the Triton Connect host computer. Each block consists of multiple attempts to reach the host computer, using the Triton Connect primary and backup phone numbers.

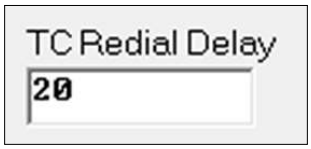


36. During each block, the terminal will place a call to the primary number. If there is no answer in 60 seconds, the call will use the backup number, if one is available.
37. If there is no answer using the backup number within 60 seconds or there is no backup number available, the terminal will repeat the cycle by returning to the primary number, then the backup.
38. If there is still no answer after two calls to the primary number and two calls to the backup number, the terminal will pause for the time established by the Triton Connect Redial Delay parameter, then will begin the communications attempt again with the next call block.

39. The cycle of call blocks repeats for the number of times established in the Triton Connect Max Retries setting before abandoning the attempt to reach the host computer.

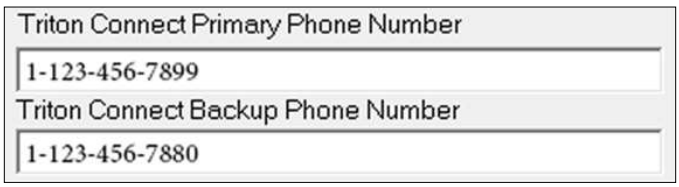
TC REDIAL DELAY

40. Use this function to determine the waiting period, in seconds, the terminal will observe between attempts to call back to the Triton Connect host computer.



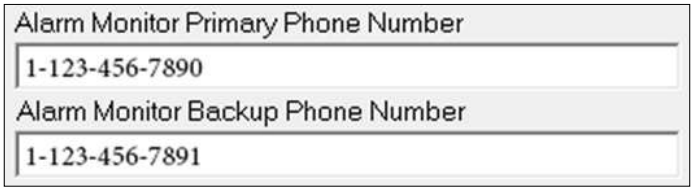
TRITON CONNECT PHONE NUMBERS

41. Enter the numbers, the terminal will use when calling back the Triton Connect host computer. Enter a primary number, and if a secondary number is available, enter it in the Backup Phone Number entry box.



ALARM MONITOR PHONE NUMBERS

42. In some applications the terminal monitors for alarm conditions. In these cases, the user provides a separate set of primary and backup phone numbers, which the terminal will use when attempting to report errors or other alarm conditions to a Triton Connect host computer.

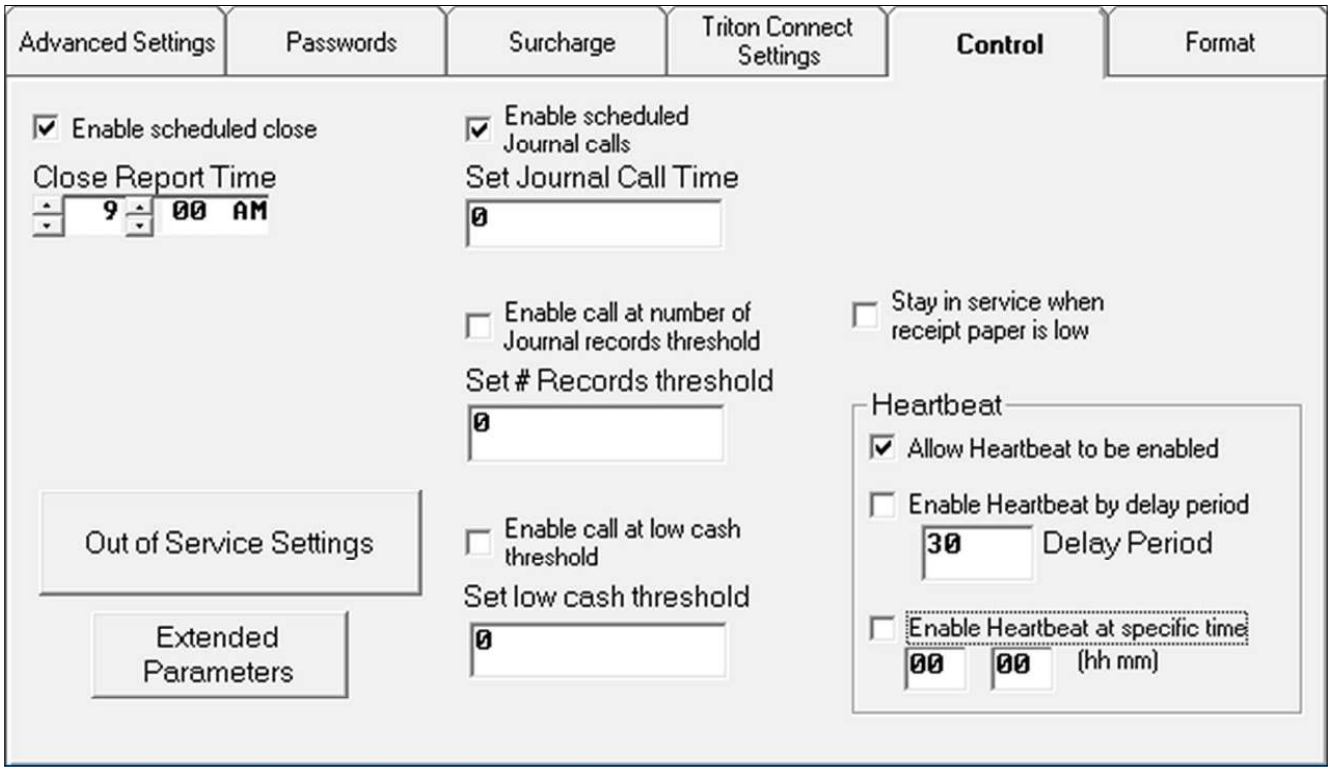


*** NOTE ***

When the user enables Triton Connect, enter a Primary number. The other phone numbers are optional.

CONTROL

This screen controls various parameters associated with close scheduling, alarm threshold conditions, journaling, terminal monitoring, and status reporting.

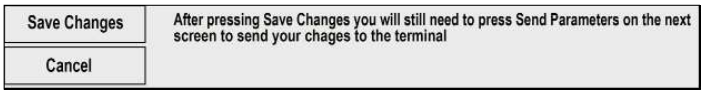


EXTENDED PARAMETERS

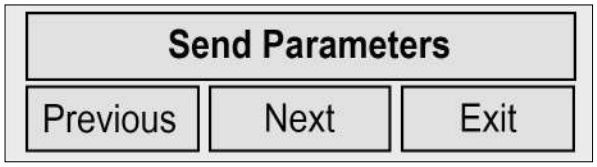
43. This option appears for 32-bit terminals (RL/FT5000, RT2000, 98XX, ARGO, and AGRO-FT) to configure specific parameters.
44. Click the **Extended Parameters** button to access a sub-system of dialogs to configure specific parameters.

- Misc
- Ad Data
- Option Screens
- News Ticker
- Couponing
- Service Provider (requires custom software)
- Gift Cards (requires custom software)
- Propane (requires custom software)
- Anti-Skim

45. After completing the required parameter changes, click the **Save Changes** button to save the current settings and return to the Terminal Parameters main dialog.

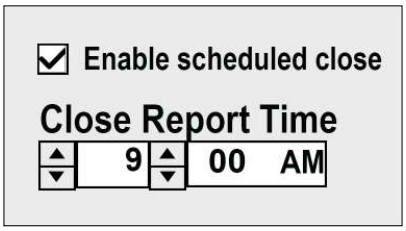


46. Click the **Send Parameters** button and the terminal(s) will receive the new settings.



ENABLE SCHEDULED CLOSE

47. Click the *Enable scheduled close* check box and the terminal(s) will perform the *Day Close* function.



CLOSE REPORT TIME

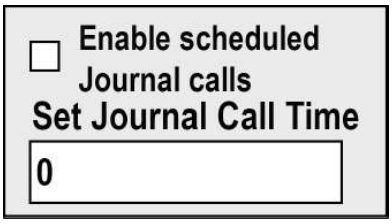
48. After enabling the schedule close, the terminal will automatically generate a Day Close. Specify the time of day when the close will take place. Use the arrow controls to select an hour, minute, and AM or PM value.

DAY CLOSE REPORT

49. The Day Close report shows the cumulative value of all transactions (withdrawals, transfers, balance inquiries) performed by the ATM since the previous Day Close. The report also shows the corresponding Host totals to compare the ATM totals against the Host processor records.
50. Perform a Day Close once each business day. Because the Host Processor also performs a business Day Close for the ATM, perform the close at the same time each day at the time specified by your Host Processor. This will help ensure the Day Close reports reflect the Host's current business day totals for your ATM.

ENABLE SCHEDULED JOURNAL CALLS

51. Check this option to direct the terminal to automatically send the unaudited electronic journal records to the Triton Connect host computer at a specified time.



SET JOURNAL CALL TIME

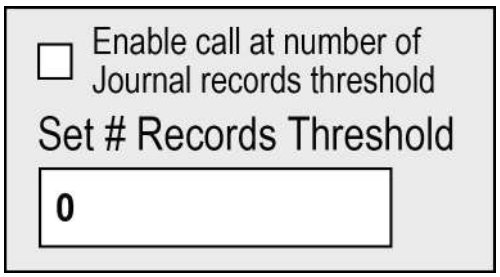
52. Enter the time hours in 24-hour format at which the terminal will automatically send the contents of its electronic journal to the Triton Connect host computer.

RANDOM CALLING WINDOW

53. The terminal will initiate the call at some random time, that is within one hour of the specified time. The purpose of this behavior is to avoid a situation in which multiple terminals attempt to call the Triton Connect Host Computer at the same time.

ENABLE CALL AT NUMBER OF JOURNAL RECORDS THRESHOLD

54. Check this option to direct the terminal to place a call to the Triton Connect host computer whenever the number of records in the terminal's electronic journal reaches a specified value.

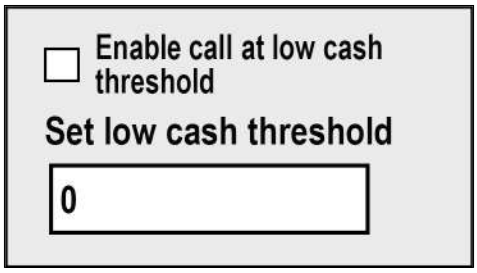


SET # RECORDS THRESHOLD

55. Enter the number of journal records that will establish an activating threshold for the Journal Records function. If this function has been enabled (see previous paragraph), when the number of journal records equals the value entered here, the terminal will automatically call and transfer the journal to the Triton Connect host computer.

ENABLE CALL AT LOW CASH THRESHOLD

56. Check this option to direct the terminal to place a call to the Triton Connect host computer whenever the level of cash in the terminal's cash cassette reaches a specified value.

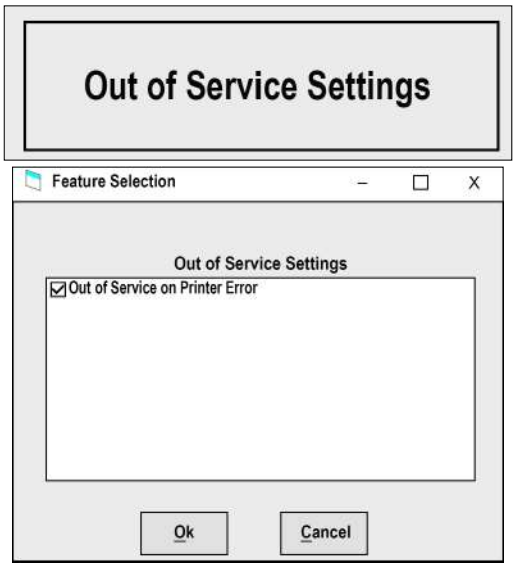


SET LOW CASH THRESHOLD

57. Enter a quantity of cash in the cassette to establish a threshold for the Cash Threshold function. With this function enabled (see previous paragraph), when the number of notes in the cassette drops to the value entered, the terminal will automatically send an alarm notification call to the Triton Connect host computer.

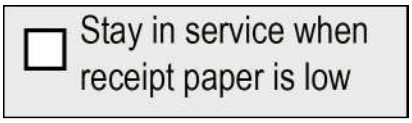
OUT OF SERVICE SETTINGS

58. Clicking this button provides access to enable the terminal to go “Out of Service” for a Printer error.



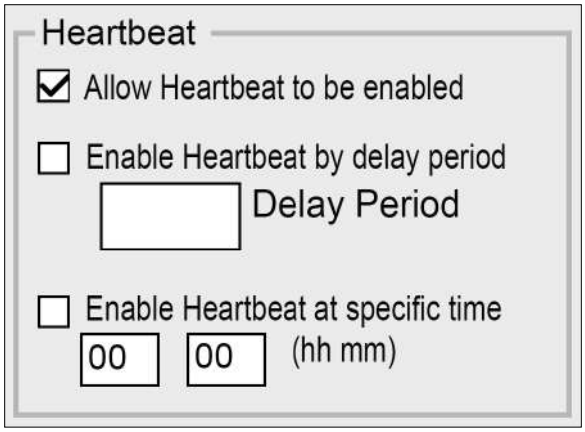
STAY IN SERVICE WHEN RECEIPT PAPER IS LOW

59. Check this option to force the terminal to remain in operation despite a low receipt paper condition.



ALLOW HEARTBEAT TO BE ENABLED

60. Click the *Allow Heartbeat to be enabled* check box which allows the terminal to display the Heartbeat option the operator.



61. The Heartbeat option will appear in the applicable Management Functions menu area of the terminal.

ENABLE HEARTBEAT/DELAY PERIOD

62. Click the *Enable Heartbeat by delay period* check box and enter a value in the *Delay Period* text box to set the number of minutes the terminal will wait before sending the Heartbeat message to the host processor.

ENABLE HEARTBEAT AT SPECIFIC TIME

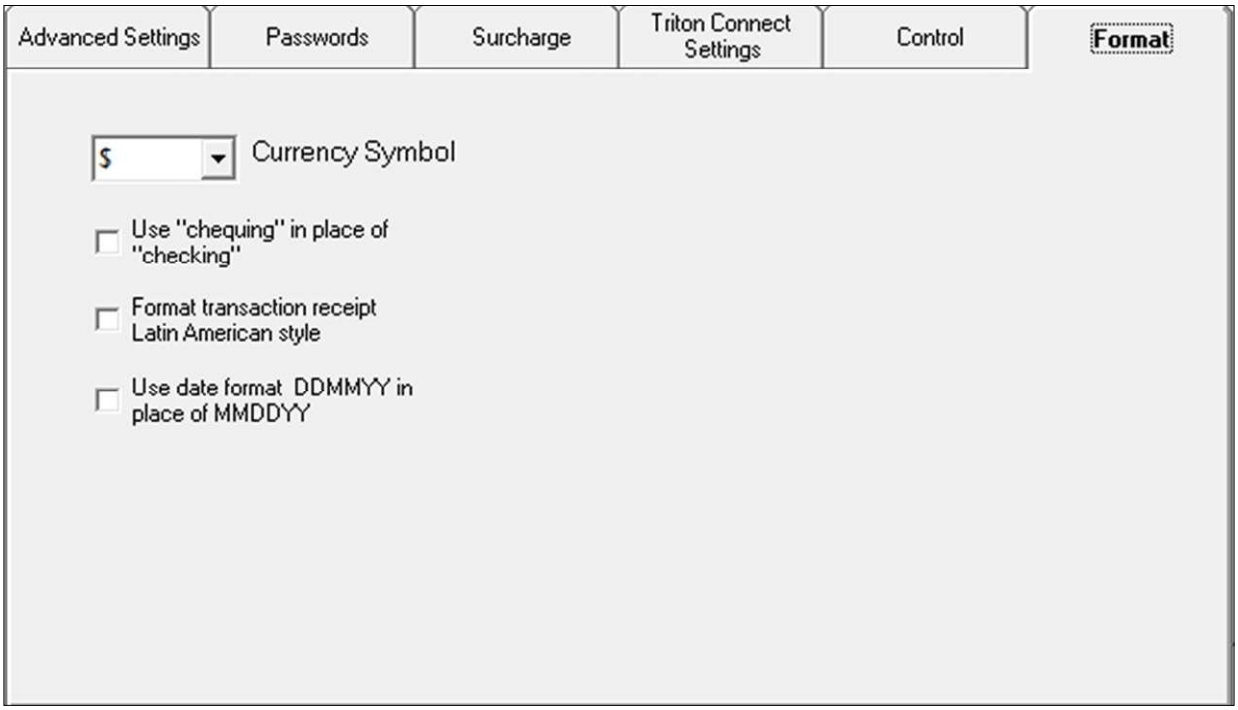
63. Click the *Enable Heartbeat at Specific Time* check box and enter a specific time when a heartbeat message will be sent to the host processor.

HEARTBEAT MESSAGE

64. The single most important feature of an ATM is the communications between itself and the host processor. When communications break down neither the host processor or the ATM will know of the failure.
65. In real-time, the host has no way of determining if a communications failure has occurred as a result of equipment failure or the absent of transactions due to a slow period. The ATM's *Heartbeat* feature provides a means of reporting communication's system status to the host processor via dial-up or TCP/IP.
66. With the Heartbeat feature enabled, the terminal will call the host after a period of inactivity. During this call, the terminal will request a COMMS KEY DOWNLOAD, the normal configuration download request, and will report the status to the STATUS MONITORING function. The host determines the terminal's communication status without the terminal performing any transactions at the time.
67. An internal timer will initialize to the number of minutes set in the DELAY PERIOD parameter at the system power-up and after a reset. This timer restarts each time the terminal makes a call to the host. A call includes any transaction, financial balancing, or configuration that communicates with the host. This includes up to the point that the host recognizes the Terminal ID.
68. A customer declined transaction will reset the timer, while a failed call because of a busy host phone number will not.

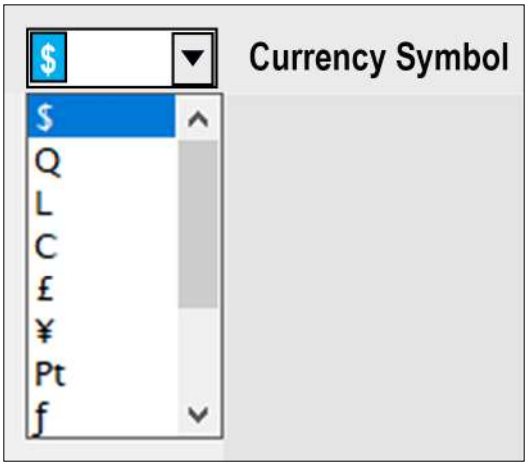
FORMAT

This screen enables the user to configure miscellaneous formatting options if software supports these features permits.



CURRENCY SYMBOL

This function enables the user to select the symbol that is appropriate for the currency type being used in the terminal.



"CHEQUING" VS. "CHECKING"

Terminals installed in certain international locales may require the variant of the word "checking."

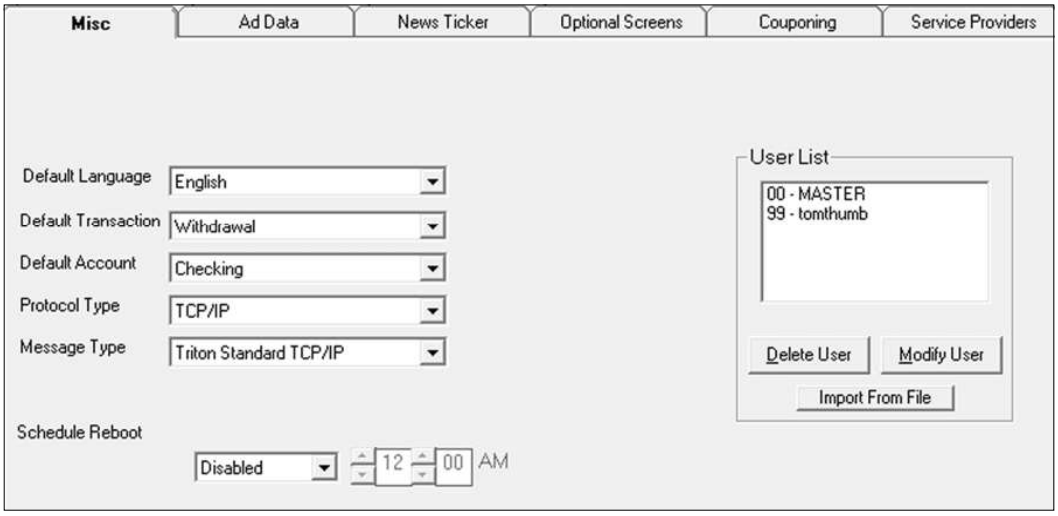
TRANSACTION RECEIPT FORMAT

Check this option will alter the format of the customer transaction receipt to fit the requirements of the Latin American marketplace.

DATE FORMAT

Use this option to select the date format that is most appropriate for the terminals' location.

EXTENDED PARAMETERS - MISC



The *Extended Parameters - Misc* tab allows the user to perform the following configuration actions.

- Change Default Language.
- Change Default Transaction.
- Change Default Account.
- Change Protocol Type.
- Change Message Type.
- View User List.
- Schedule Reboot.
- Delete users and/or modify user name (32-bit terminals only)

CHANGE DEFAULT LANGUAGE

1. Use the *Default Language* to display and print customer and management reports, and receipts.
2. The default language sets the language initially displayed on customer transaction screens. In most cases, the terminal's location and customer-language considerations will determine the default language. Usually, the default language will suffice for most of the intended customers.
3. In other cases, give customers the option of selecting a different language via the language selection screen. The ATM will use this language in all transaction screens for the current session only, afterwards the ATM will return the language to the default language.
4. Click the down arrow in the Default Language list box to view the available languages.

5. Available languages include: English, Spanish,French, and German. The terminal's software determines the availability of other languages.
6. Click a language for default.

CHANGE DEFAULT TRANSACTION

The *Default Transaction* enables the ATM to present a default transaction to the customer: Withdrawal, Transfer, or Balance. In most cases, the ATM presents some or all three of these options to the customer. In some instances, the ATM has additional transaction options disabled and not displayed to the customer.

*** NOTE ***

If no other transaction options are available or enabled, the ATM displays the default transaction type (such as withdrawals) to the customer.

7. Click the down arrow in the Default Transaction list box to view the available transactions.

8. Available transactions include: Withdrawal, Balance, Transfer, Purchase, and Other depending upon the terminal's software version.
9. Click the transaction type for default.

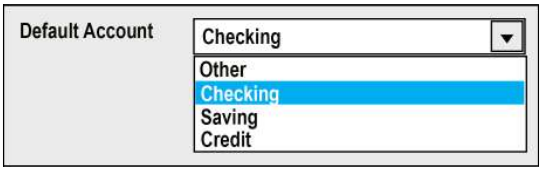
CHANGE DEFAULT ACCOUNT

The *Default Account* enables the ATM to present a default account for customer transactions: CHECKING, SAVINGS, CREDIT CARD, or OTHER. In most cases, the ATM presents some or all account options to the customer. In some instances, the ATM has additional account options disabled and not displayed to the customer.

*** NOTE ***

If no other account options are available or enabled, the ATM displays the default account type (such as checking) to the customer.

10. Click the down arrow in the Default Account list box to view the available account types.

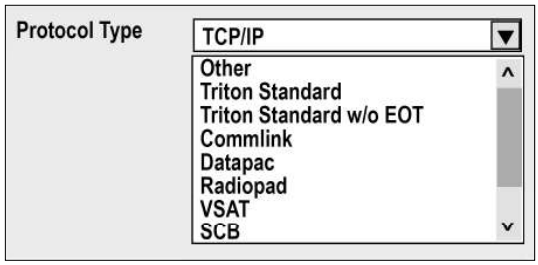


11. Typical account types include: Checking, Savings, and Credit.
12. Click the account type for default.

CHANGE PROTOCOL TYPE

The communications protocol setting depends on the type of communications environment the terminal operates and the host processor's requirements. The Triton Standard communications protocol, for example, suffices for many locations in the continental United States. International markets may require different protocol, such as Datapak, Radiopad, or other specialized protocols.

13. Click the down arrow in the *Protocol Type* list box to view the available protocols.



14. Click the protocol type desired.

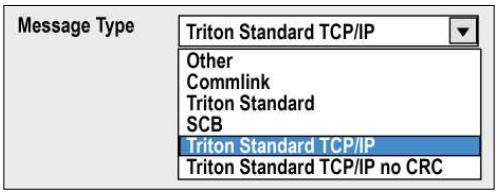
CHANGE MESSAGE TYPE

The communications message setting specifies the content and structure of messages pass between the terminal and the processor during transactions and status updates. The Triton Standard communications message specification suffices for many locations in the continental United States. International markets may require a different message specification.

*** NOTE ***

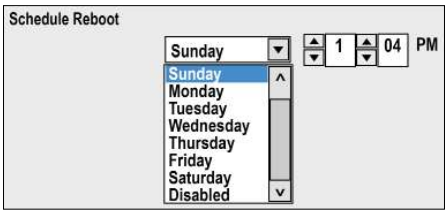
The communications message setting will depend on the processor's communications requirements.

15. Click the down arrow in the Message Type list box to view the available message formats.



16. Click the message type desired.

SCHEDULE REBOOT

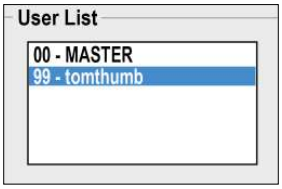


17. Triton recommends a periodic scheduled reboot of PC-based units at least once a week. Use these fields to Enable the Scheduled reboot and set the time for the reboot of the terminal.

VIEW USER LIST

Passwords restrict management functions access to designated personnel. Each authorized user has an assigned password, 2-digit ID code, and a username. Enter the ID code and password to access the terminal management functions. The username can consist up to 40-characters and refers to the currently logged user.

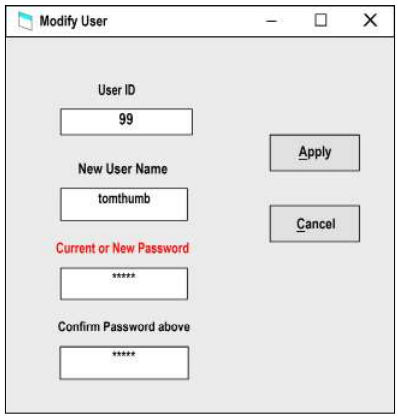
18. The User List shows the ID code and corresponding username for each user on the terminal.



DELETE / MODIFY USER (NEW)

This option available with the X3/32-bit terminals only.

19. To Delete a User, not the **Master**, highlight a User, then click on the **Delete User** button. The ATM deletes the user's name.
20. To Modify a User's name or change a User's password highlight a User and click the **Modify User** button. The following screen will appear.



21. Change the User's name and/or password and click the **Apply** button. The ATM updates the user's name and/or password.

*** NOTE ***

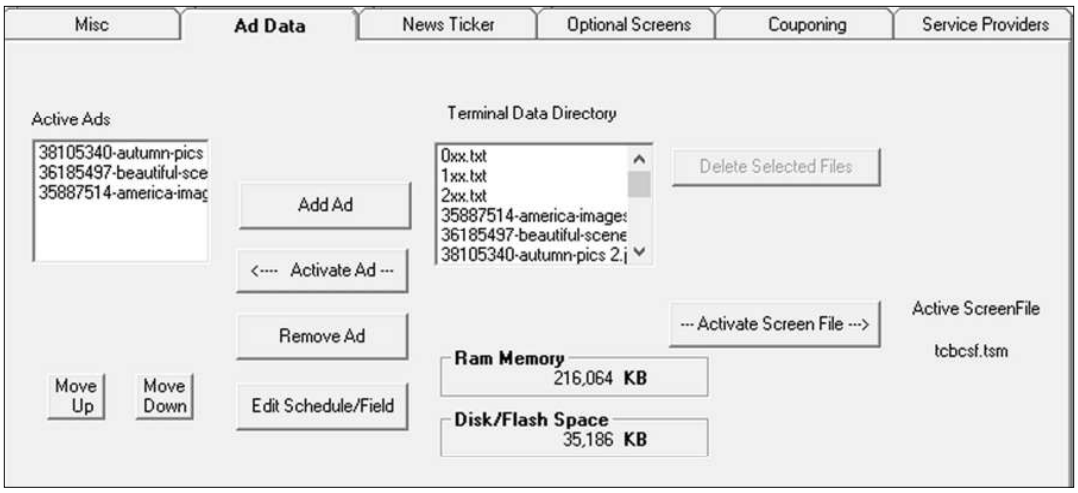
The terminal must run software version 1.8.2 or newer to modify the Master and User passwords.

Import ATM Passwords from File

22. Triton Connect adds the ability to import user passwords to the ATM. The file reduces typographical errors or re-typing the passwords if they will be sent to several ATMs or groups of ATMs at different times. The format of the file is one user's data per line containing the User ID, Username, and the password, each separated by a comma. NotePad or a any standard text editor can create the file.
23. To use this feature, perform the following steps.

- Open the Triton Connect Terminal Manager
- Click the Terminal Data menu and select Set Terminal parameters.
- Select the desired ATM and click View Parameters.
- Click to the Control tab.
- Click the **Extended Parameters** button.
- Click to the Misc tab.
- Click Import From File in the User List area.
- Browse for the file, select it, and click Open.
- Click Save Changes.
- Click Send Parameters to schedule the call to the ATM.

EXTENDED PARAMETERS - AD DATA



ABOUT AD DATA

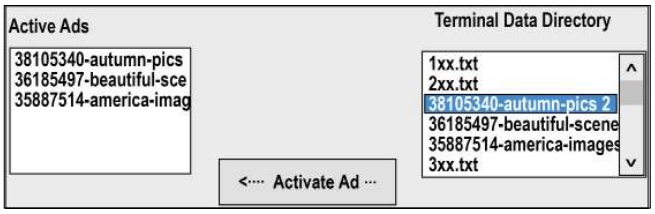
This tab enables the user to perform the following ad configuration actions.

- Add and Remove Ads.
- Configure Ad Display Times, Duration, and Location.
- Configure Ad Sequence.
- Select a Screen File.

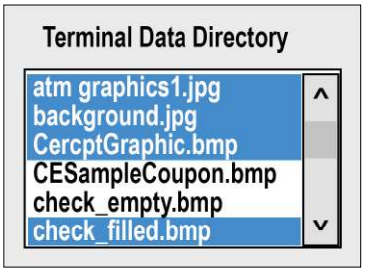
ADD AND REMOVE ADS

Follow the steps below to add an *Ad* file to the Active Ads list.

24. Check the *Terminal Data Directory* list. Locate and highlight an Ad file in the list. Click the **Activate Ad** button to transfer the file to the *Active Ads* list.

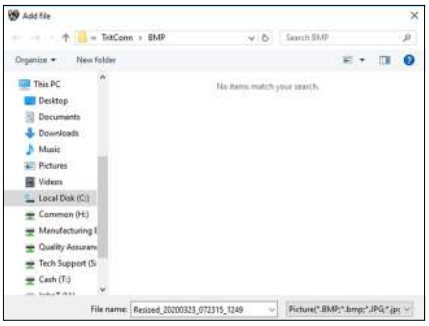


25. To highlight a group of ads, click once on the first ad, then hold down the **SHIFT** key while clicking on the last ad in the group. This will highlight the first ad, the last ad and any ads in between.
26. To highlight multiple ads that do not fall neatly into a group, hold down the **CTRL** key while clicking on any ad anywhere in the list.

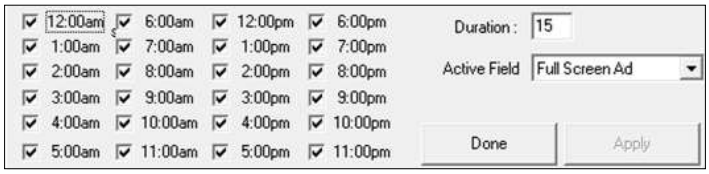


27. If the list does not contain the desired Ad file, click the **Add Ad** button to bring up a browse dialog.

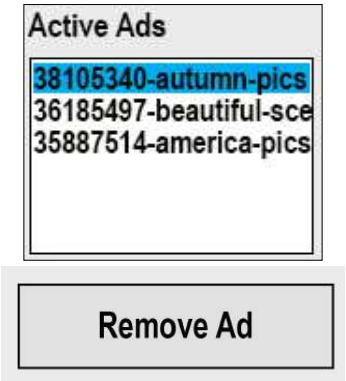
28. Browse to the Ad file's location and click the filename. Click the **Open** button and return to the Ad Data window. The *Terminal Data Directory* and the *Active Ads* list will display the new Ad file.



29. When the *Active Ads* list receives a new Ad file, the scheduling, duration, and ad location controls opens. Configure the ad display times, duration and location. See the next section Configure Ad Display Times, Duration, and Location for instructions.



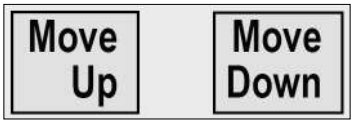
30. To remove the Ad, locate the Ad file for removal from the *Active Ads* list and click on the entry to highlight it.
31. Click the **Remove Ad** button to remove the ad file.



CONFIGURE AD SEQUENCE

The arrangement of the Ad files in the *Active Ads* list determines the order in which the terminal's display presents the multiple ads to the customer. The user controls this order by moving ads up and down in the list.

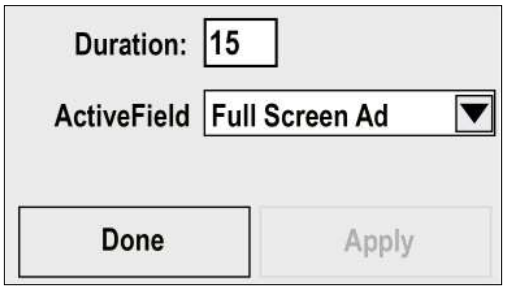
32. Click on the Ad file in the *Active Ads* list to highlight it. Click the **Move Up** button to move the Ad file up or click the **Move Down** button to move the Ad file down. Each click of the button moves the file one position up or down.



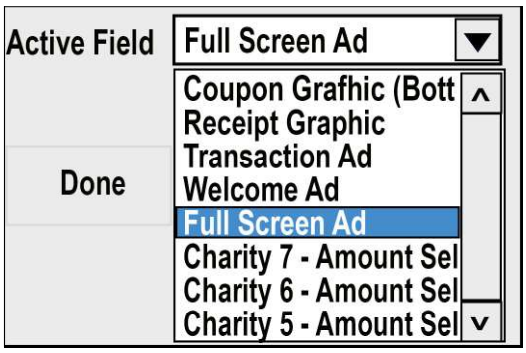
33. Performing either of the following actions will show the ad display times, duration, and location controls.
34. Add an Ad file to the *Active Ads* list.
35. Highlight an entry in the *Active Ads* list and click the **View Schedule/Field** button.

36. Follow the steps below to configure ad display times, duration, and location for the selected Ad file in the *Active Ads* list.
37. The Active Hours schedule shows a check box for each hour of the day. New ads receive the default setup with all boxes checked for a 24-hour display.

38. Remove the check marks for those hours, in which, the terminal will not display the ad. Click the **Apply** button to accept the changes.
39. The Duration sets the length of time (in seconds) the terminal displays the ad. By default, the text box contains a value of zero (0) and the terminal will not display the ad.



40. To set the time, click inside the Duration text box, and enter the duration in seconds, between 0 and 120. If the ad is a video with a zero (0) Duration, the terminal will display the ad for the entire playing time of the video. Click the **Apply** button to accept the changes.
41. The *Active Field* specifies where the terminal displays and/or prints the ad graphics. To configure the location for the current ad, click inside the Active Field to view the location options.



42. Click the required option, then click the **Apply** button to accept the choice.
43. When clicked, the **Apply** button becomes the **Done** button. Click the **Done** button to return to the main Ad Data window.

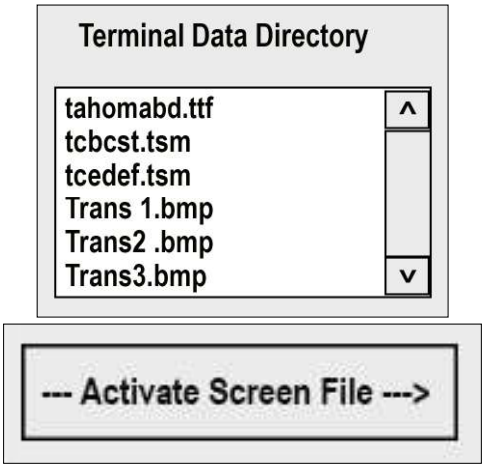
SELECT A SCREEN FILE

The Screen File specifies the appearance and functionality of the screens the terminal displays to the customer.

*** NOTE ***

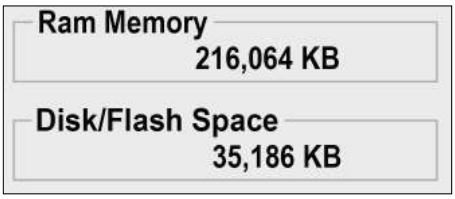
Screen files must be in the *.tsm file format.

44. Locate and click the screen file in the *Terminal Data Directory* list to highlight it. Click the **Activate Screen File** button. The selected Screen File name is shown next to the button.



45. If the list does not show the desired Screen File, the user must add the Screen File via a software update procedure.

RAM MEMORY-DISK/FLASH SPACE

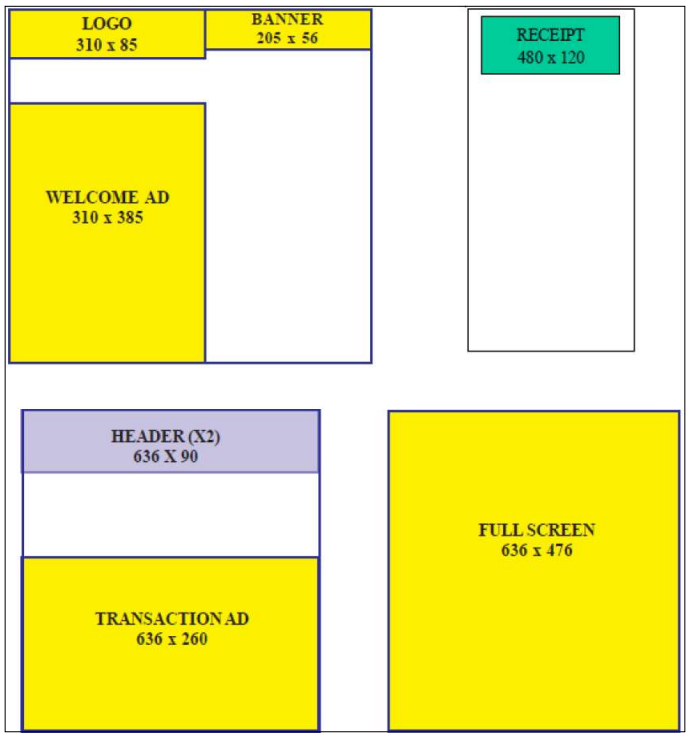


46. Disk/Flash memory stores the Graphic files. RAM memory temporarily holds the files while in use by the terminal's display.

GRAPHIC SIZES

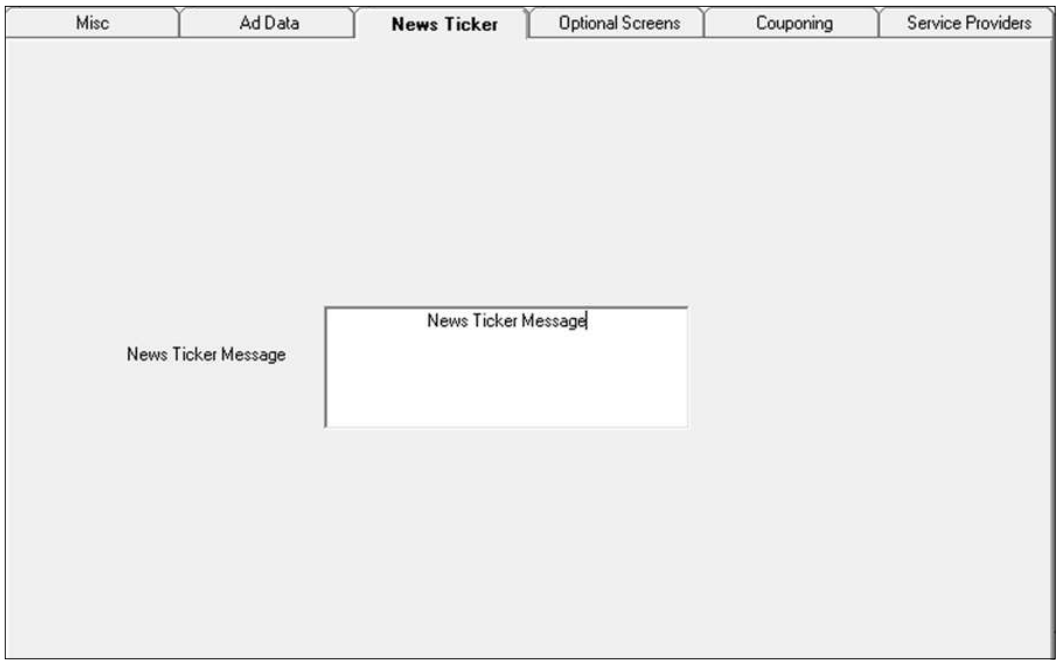
The terminal reveals graphics in designated fields on the display. Optimize graphics by creating them in sizes that fit their intended use. Graphic dimensions are in pixels. (See additional screen data in Chapter 12)

GRAPHIC EXAMPLES



MODEL SIZE	DISPLAY SIZE	SCREENS	PIXEL SIZE	FORMAT COLOR
ARGO 15 & FT	15”	Full Screen	1020 x 764	jpg, gif, bmp, png
		Welcome Ad	500 x 500	jpg, gif, bmp, png
		Header	1020 x 120	jpg, gif, bmp, png
		Transaction Ad	1020 x 485	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
ARGO 12.0	12.0”	Full Screen	796 x 596	jpg, gif, bmp, png
		Welcome Ad	408 x 329	jpg, gif, bmp, png
		Header	796 x 90	jpg, gif, bmp, png
		Transaction Ad	796 x 341	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
ARGO 7.0	7”	Full Screen	796 x 476	jpg, gif, bmp, png
		Welcome Ad	446 x 294	jpg, gif, bmp, png
		Transaction Ad	796 x 300	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
X2-MIGRATED				
RL/FT5000/RT2000	10.4”	Header	636 x 90	jpg, gif, bmp, png
		Welcome Ad	310 x 385	jpg, gif, bmp, png
		Full Screen	636 x 476	jpg, gif, bmp, png
		Transaction Ad	636 x 260	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
RL2000	8.0”	Header	636 x 90	jpg, gif, bmp, png
		Welcome Ad	310 x 385	jpg, gif, bmp, png
		Full Screen	636 x 476	jpg, gif, bmp, png
		Transaction Ad	636 x 260	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
X2 UNITS				
RL2000	5.7”	Full Screen	636 x 476	jpg, gif, bmp, png
		Transaction Ad	636 x 260	jpg, gif, bmp, png
		Transaction Ad	636 x 475	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
X-SCALE UNITS				
RL/FT5000/RT2000		Full Screen	636 x 476	jpg, gif, bmp, png
		LOGO	310 x 85	jpg, gif, bmp, png
		Transactions Ad	636 x 260	jpg, gif, bmp, png
		Banner	205 x 56	jpg, gif, bmp, png
		Header	636 x 90	jpg, gif, bmp, png
		Welcome Ad	310 x 385	jpg, gif, bmp, png
		Receipt Graphic	480 x 120	bmp / Black Only
Coupon Graphic (Top or Bottom - Only)			450 x 225	bmp only
Coupon Graphic (Top and Bottom - Only) Applies any X2 Display			320 x 160	bmp only

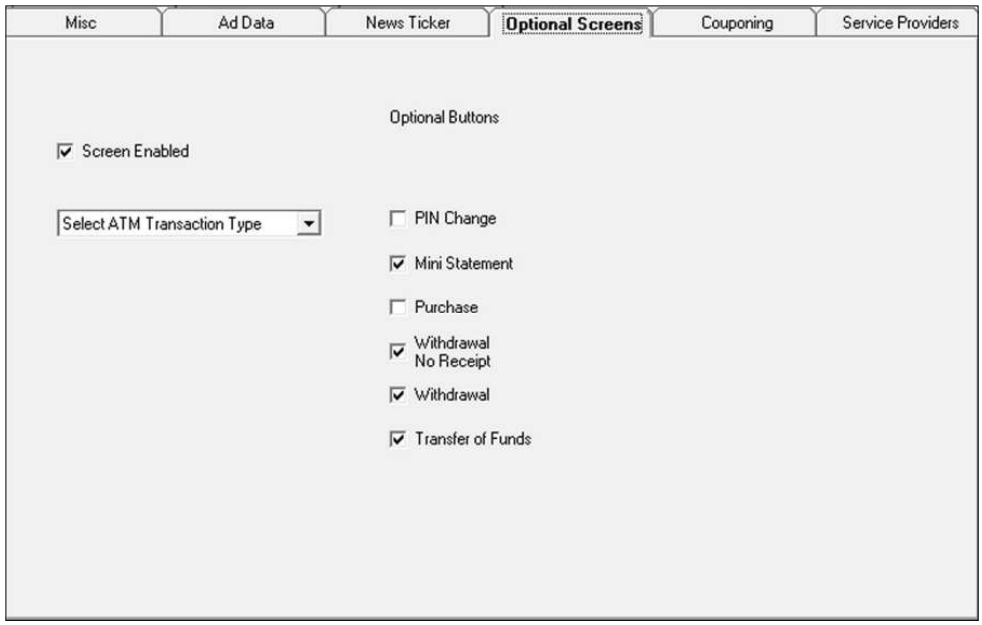
EXTENDED PARAMETERS -NEWS TICKER



*** NOTE ***

This feature is part of a custom software. Contact the ATMs host processor to determine if the custom software is required for this ATM.

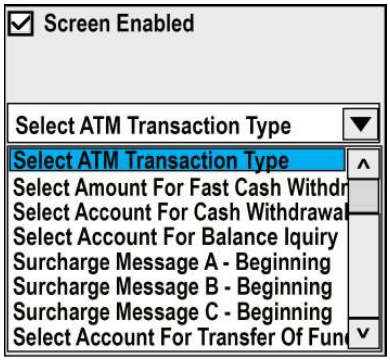
EXTENDED PARAMETERS - OPTIONAL SCREENS



ABOUT OPTIONAL SCREENS

Use this function to enable/disable optional screens and screen buttons at the terminal.
Follow the steps below to configure Optional Screens and Screen Buttons.

47. Click the down arrow in the screen's list box. Select a screen type.
48. Click the Screen Enabled check box to enable (check) or disable (uncheck) the currently selected screen.



49. The Optional Buttons choice applicable to the selected screen will appear. Click the check boxes to enable (check) or disable (uncheck) the buttons, as applicable.
50. After completing any required parameter changes, click the **Save Changes** button at the top of the screen to return to the Terminal Parameters main dialog.
51. The types of screens and screen button choices can vary depending upon the Screen File that is currently in use. The available screen options will generally fall into the following categories.

ACCOUNT/TRANSACTION

52. These screens offer additional keypad-based and audio-transaction-based account and transaction-type selections to the customer, such as for balance inquiries, transfers, and cash withdrawals.

*** NOTE ***

Main transaction/account selections may necessitate the configuration of other options. See the terminals Operation/Configuration manual for more details.

LANGUAGE SELECTION

53. This screen offers the customer the opportunity to select a favored language in which to perform the transaction, such as Spanish or French. The terminal supports both displayed and audio-based language selections. After the completion of the transaction, the ATM returns the screens to the default language.

SURCHARGE MESSAGE

54. The host processor may require specific wording in the surcharge notification message presented to customers. These screens offer a choice of surcharge message types. The location of the surcharge message in the transaction flow (Beginning or Ending) is also selectable.

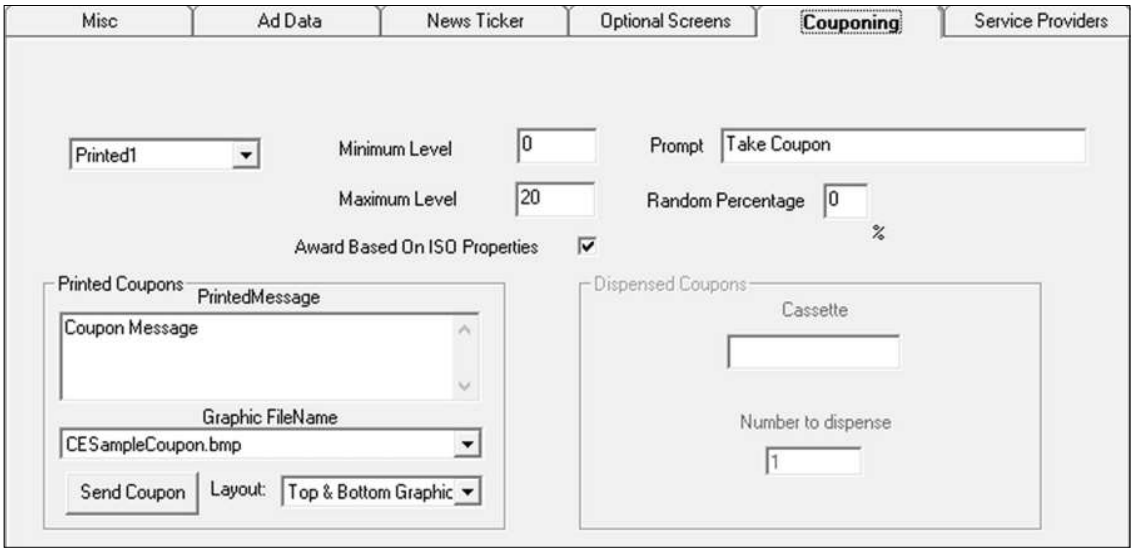
FAST CASH AMOUNTS

55. These screen buttons offer the customer the convenience of choosing from several predefined withdrawal amounts, rather than having to enter a value.

CHARITY SELECTIONS

This selection of buttons is currently not available.

EXTENDED PARAMETERS - COUPONING



ABOUT COUPONING

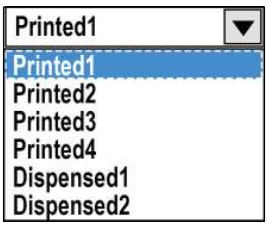
Coupons notify customers of awards, prizes, sales, or other promotional opportunities. From the Extended Parameters - Coupon tab the user performs the following coupon configuration actions.

- Select Coupon Type.
- Set Minimum and Maximum Levels.
- Enter a Random Percentage.
- Enter a Coupon Prompt.
- Enable Award Based on ISO Properties.
- Configure Printed Coupon Message, Graphic, and Layout.
- Configure Dispensed Coupon Cassette and Number of Dispenses.

SELECT COUPON TYPE

Customers may receive one of two types of coupons: Printed or Dispensed. The user must select the coupon type, before configuring the coupon's settings. The user may set up as many as four Printed and two Dispensed coupons.

56. Click the coupon types drop-down list.



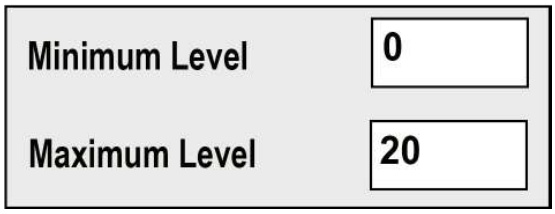
- **Printed0.** This is the first of four available printed coupon types. The receipt printer prints coupons to the customer.
- **Printed(1-3).** Additional printed coupon selections.
- **Dispensed0**. This is the first of two available dispensed coupon types. A designate dispenser cassette(s) dispenses coupons to the customer.
- **Dispensed1**. Additional dispensed coupon.

57. Select a coupon type. Set the coupon parameters as required.

SET MINIMUM AND MAXIMUM LEVELS

The *Minimum Level* parameter represents the minimum withdrawal amount that will trigger the printing or dispensing of a coupon. The *Maximum Level* parameter represents the maximum amount that will trigger the printing or dispensing of a coupon.

58. Click inside the *Minimum Level* text box.
59. Enter a value. The value must be at least as large as the Multiple Amount parameter and no greater than the Maximum Cash parameter.

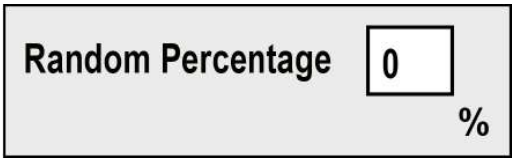


60. If the customer performs a successful withdrawal transaction for an amount equal to or greater than the Minimum Amount parameter and less than or equal to the Maximum Withdrawal Amount parameter, the Coupon Type selected will determine whether to print or dispense a coupon.

ENTER A RANDOM PERCENTAGE

This function sets the frequency when to print or dispense awards coupon. The random percentage can be set from 0 to 100%. For example, a random percentage of 10% will print or dispense one prize coupon out of every ten successful transactions.

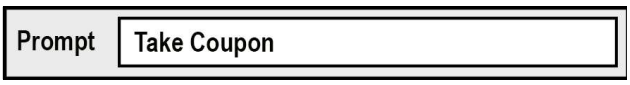
61. Click inside the *Random Percentage* textbox.
62. Enter the random percentage, from 0 to 100.



ENTER A COUPON PROMPT

On the ATM display a brief message informs the customer of a coupon, and they should retrieve it.

63. Click inside the Prompt text box.
64. Enter a brief message to prompt the customer to retrieve the coupon.



ENABLE AWARD BASED ON ISO PROPERTIES

This function allows customers to receive coupons based on the detection of an ISO Number, when the terminal scans the customer's ATM card.

*** NOTE ***

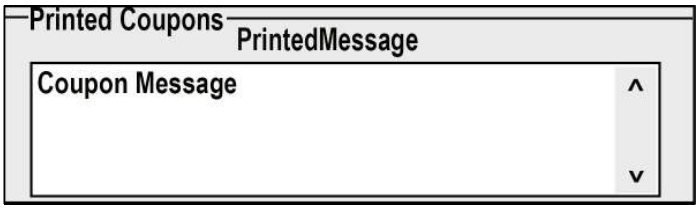
The ISO Number must have the Award Coupon action selected.

65. Click the *Award Based on ISO Properties* check box. A check mark in the box enables the function,

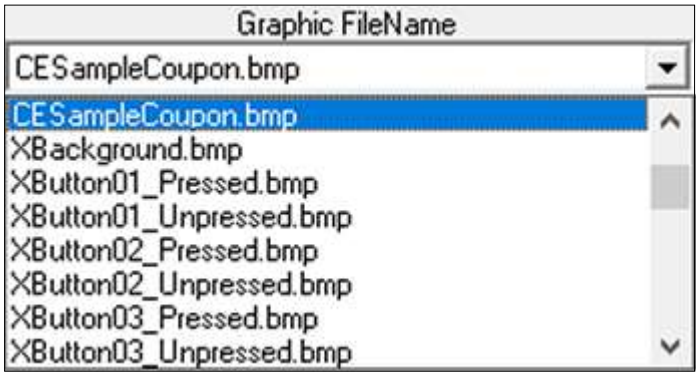
CONFIGURE PRINTED COUPON MESSAGE, GRAPHIC AND LAYOUT

The settings in the *Printed Coupon* area applies to printed coupons only. The Printed Message text box allows the user to type a descriptive statement that will appear on printed coupons. The message should describe the purpose of the coupon, such as a discount coupon, prize claim slip, or other statement. The Graphic File Name adds an image to the printed coupons. The Layout parameter establishes the orientation of text and graphics on printed coupons.

66. Click inside the *Printed Message* text box. Enter a brief coupon message.

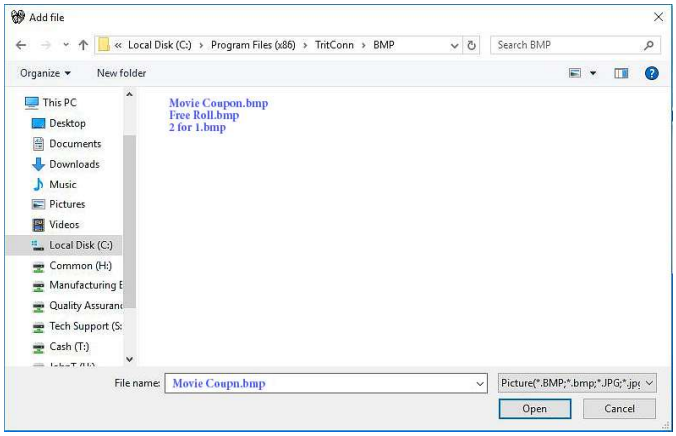


67. Click the down arrow in the *Graphic FileName* list box to view the available graphics and select the desired graphic.

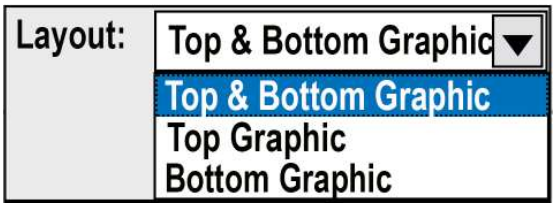


68. If the list does not contain the desired graphic file, click the **Send Coupon** button to bring up a browse dialog.

69. Browse to the location of the graphic files and click to highlight the filename. Click the **Open** button to accept the selection and return to the Coupon window.



70. Click the *Layout* list box to view the available alignment types.



- Top & Bottom Graphics orientate along the top and bottom of the receipt paper.
- Top Graphic orientates along the top of the receipt paper.
- Bottom Graphic orientates along the bottom of the receipt paper.

71. Click the layout type needed.

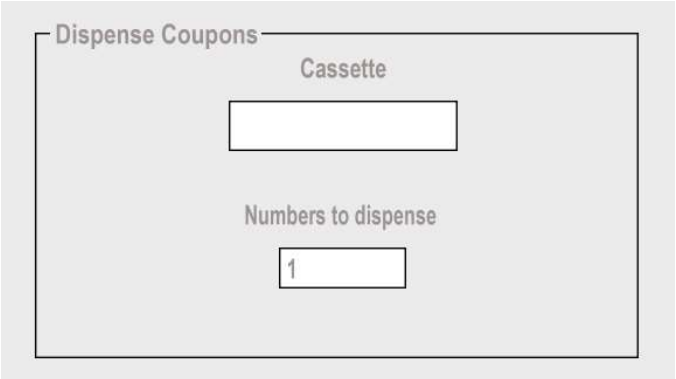
CONFIGURE DISPENSED COUPON CASSETTE AND NUMBER OF DISPENSES

*** NOTE ***

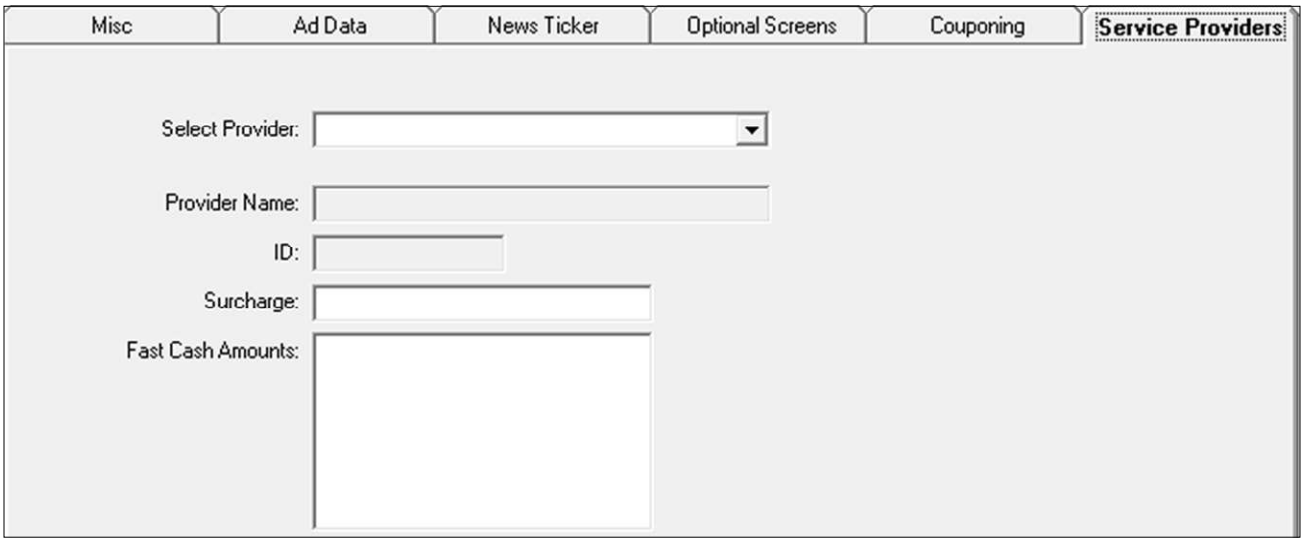
This feature is available only for NMD dispensers that have two or more cassettes.

The settings in the *Dispense Coupons* area apply to dispensed coupons only. The Cassette selection determines the cassette that will dispense the coupons. The Count parameter determines the number of coupons dispensed for each qualifying transaction.

72. Click the *Cassette* list box to view the available cassettes. Select the cassette that will dispense coupons.
73. Click inside the *Number to dispense* text box. Enter the number of coupons to dispense for the selected cassette.



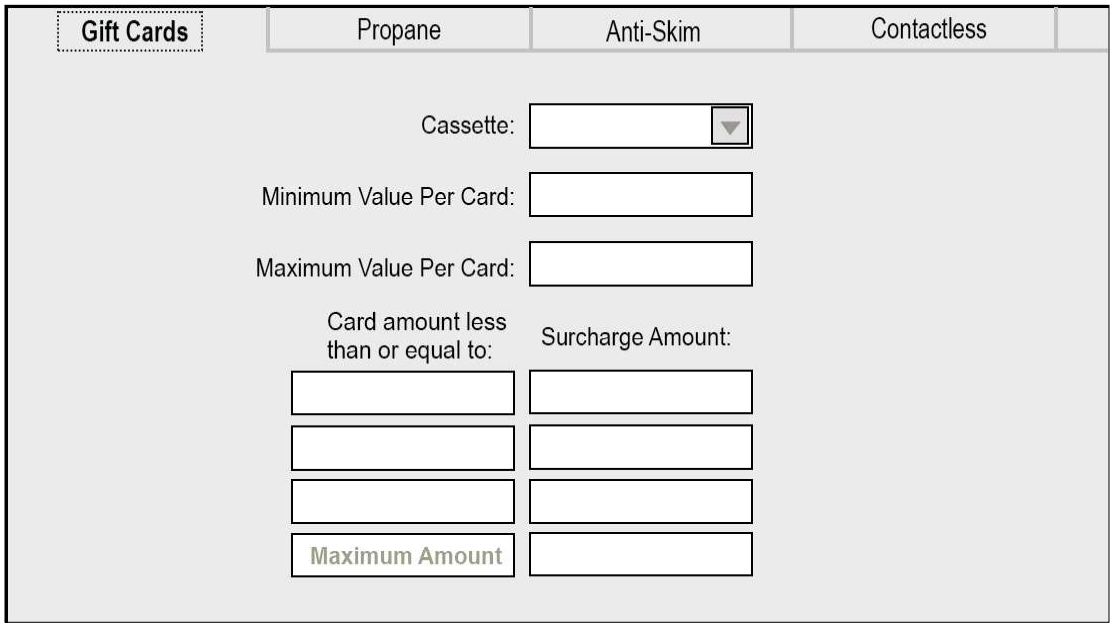
EXTENDED PARAMETERS - SERVICE PROVIDERS



*** NOTE ***

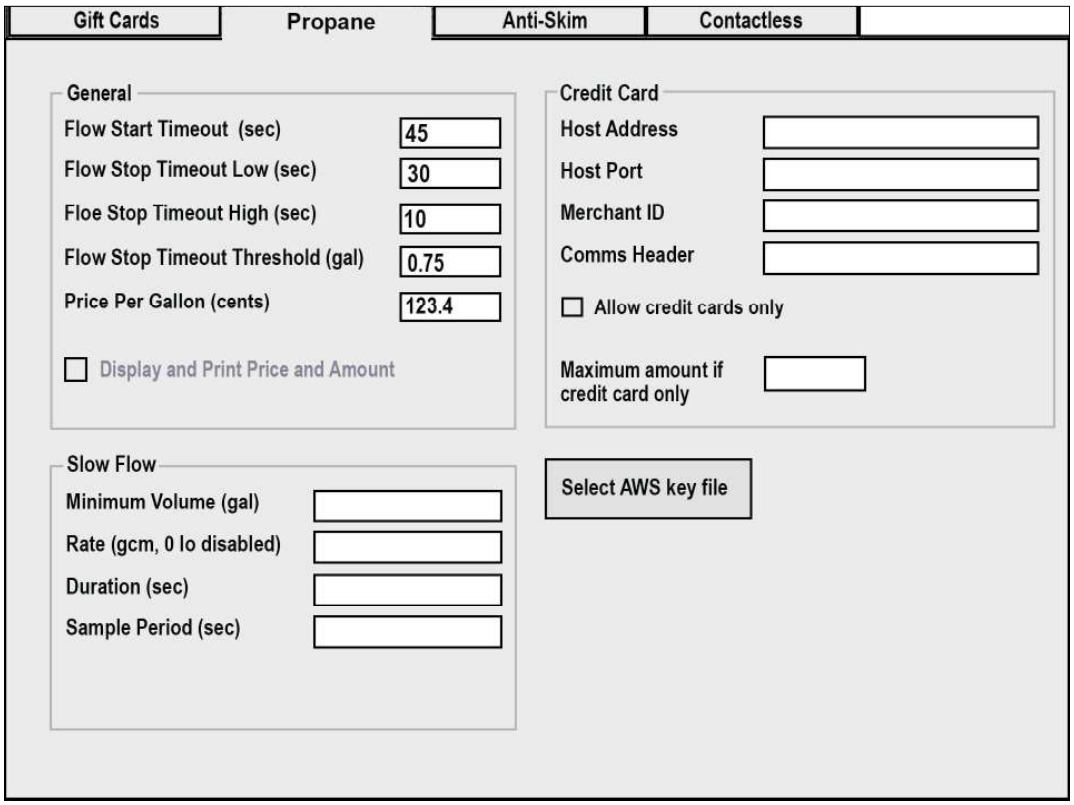
This feature is part of a custom software. Contact the ATMs host processor to determine if the custom software is required for this ATM.

EXTENDED PARAMETERS - GIFT CARDS



*** NOTE ***

This feature is part of a custom software. Contact the ATMs host processor to determine if the custom software is required for this ATM.

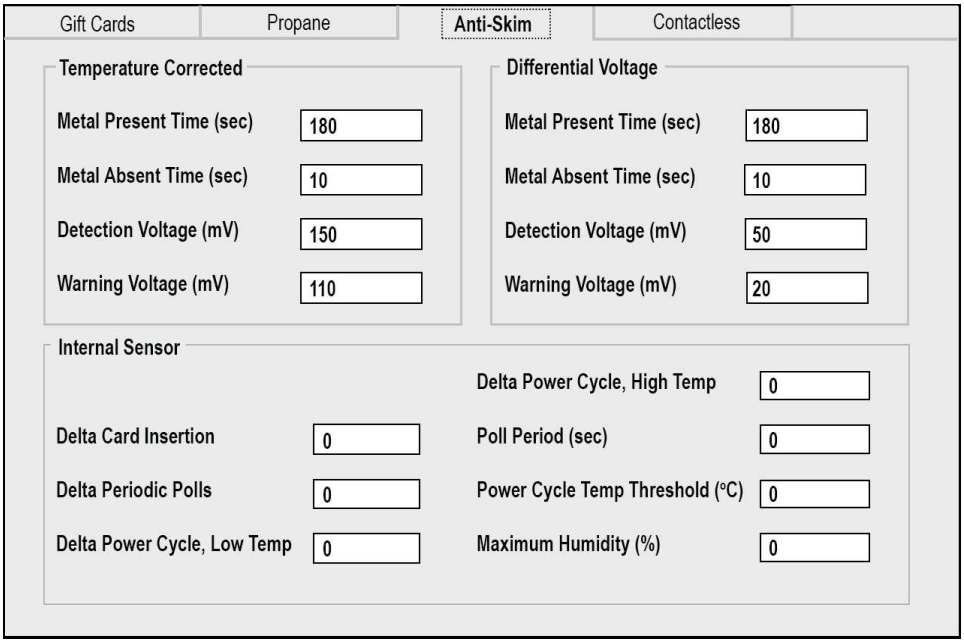


Select AWS key file button adds the ability to load AWS access key from Triton Connect

**Note*

Consult the Propane Pump Payment Module (PPPM) Users Manual for information on these settings.

EXTENDED PARAMETERS - ANTI-SKIM



This feature adds the ability to view and change values specific to the anti-skim card reader. This feature only applies to ATMs with an anti-skim card reader. Those readers with an internal anti-skim sensor board will display the Internal Sensor block.

TEMPERATURE CORRECTED

- Metal Preset Time (sec) for temperature corrected is the time for which metal must be continuously detected to be considered a skimmer. Set to 0 seconds to disable.
- Metal Absent Time (sec) for temperature corrected is the time for which metal must be continuously removed before terminal recognizes skimmer removed.
- Detection Voltage (mV) for temperature corrected is the voltage sensed by the metal detector by which any higher voltage is considered a skimmer.
- Warning Voltage (mV) for temperature corrected option currently unavailable.

DIFFERENTIAL VOLTAGE

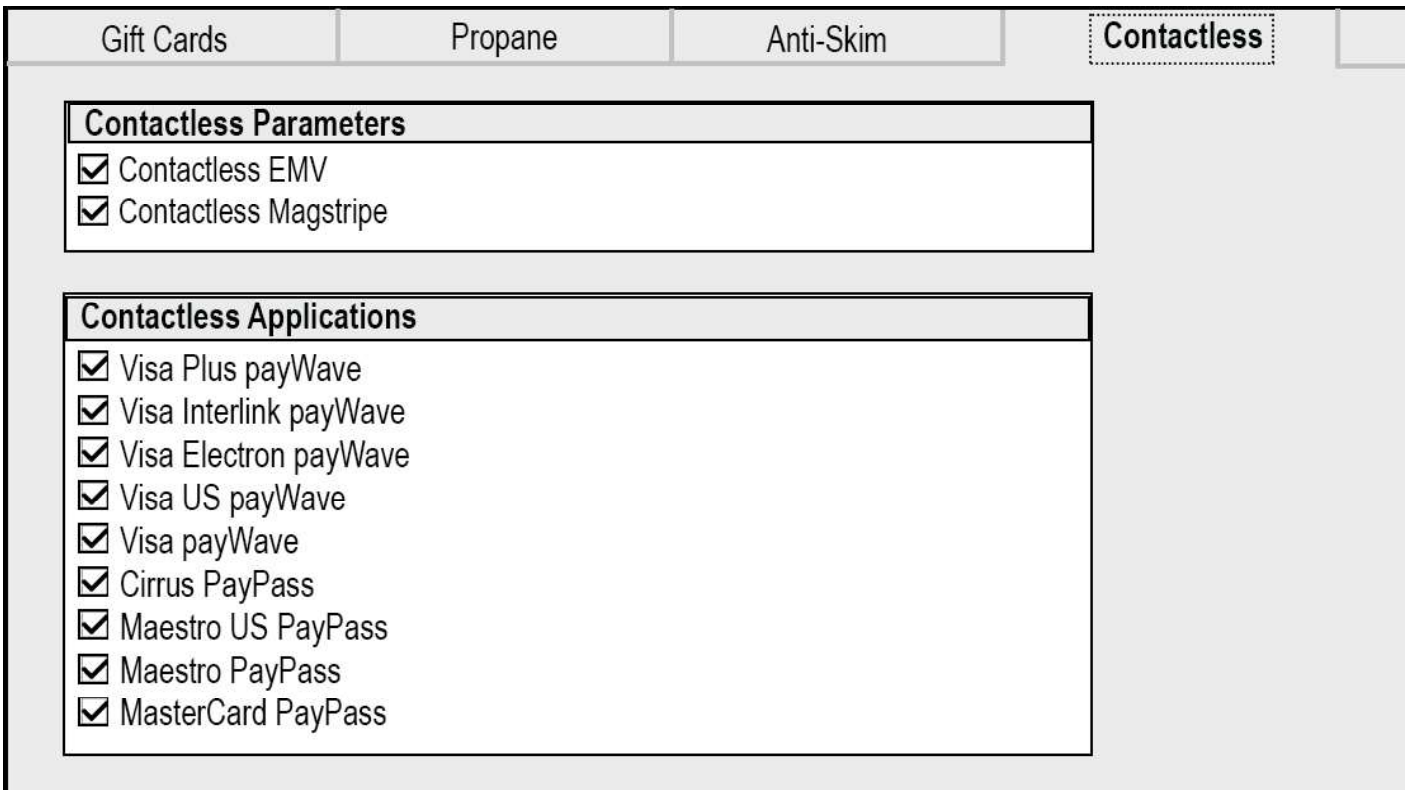
- Metal Present Time (sec) for differential voltage is the time for which metal must be continuously detected to be considered a skimmer. Set to 0 seconds to disable.
- Metal Absent Time (sec) for differential voltage is the time for which metal must be continuously removed before terminal recognizes skimmer removed.
- Detection Voltage (mV) for differential voltage is the voltage sensed by the metal detector by which any higher voltage is considered a skimmer.
- Warning Voltage (mV) for differential voltage option currently unavailable.

INTERNAL SENSOR

Click the check box to enable the Internal Sensor. Default values are shown.

EXTENDED PARAMETERS - CONTACTLESS

This feature support a contactless reader. Check the boxes that apply to your ATM.



End of Terminal Parameters

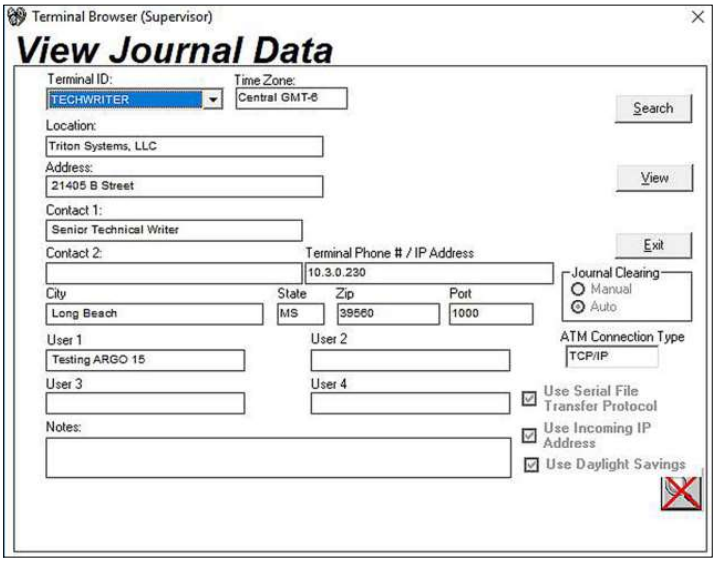
CHAPTER 9 - JOURNAL DATA

INTRODUCTION

In Chapter 5, *Getting Terminal Parameters*, the user learned how to retrieve terminal data, consisting primarily of terminal-parameter data and journal data. Once Triton Connect receives and stores the data in the database, the user can access and view the data. In this chapter the user will learn how to view the stored journal data, how to extract, and to archive selected journal information from the journal database.

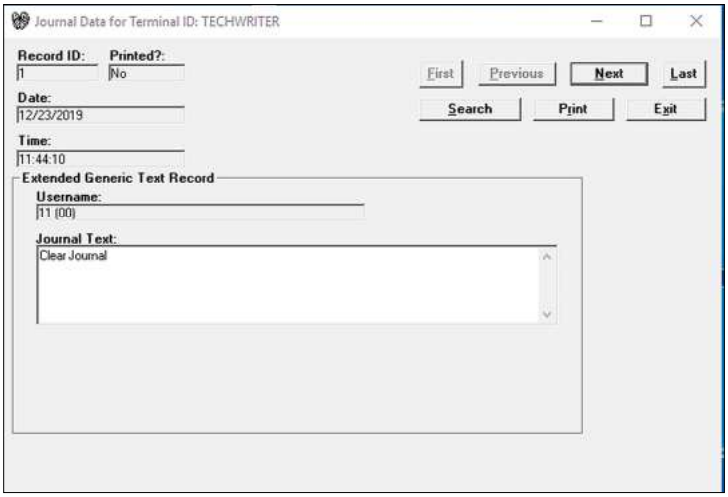
ACCESS THE JOURNAL DATA FUNCTION

1. Navigate to the ***Terminal Manager*** > ***Terminal Data*** > ***View Journal Data*** option.
2. The View Journal Data screen opens.

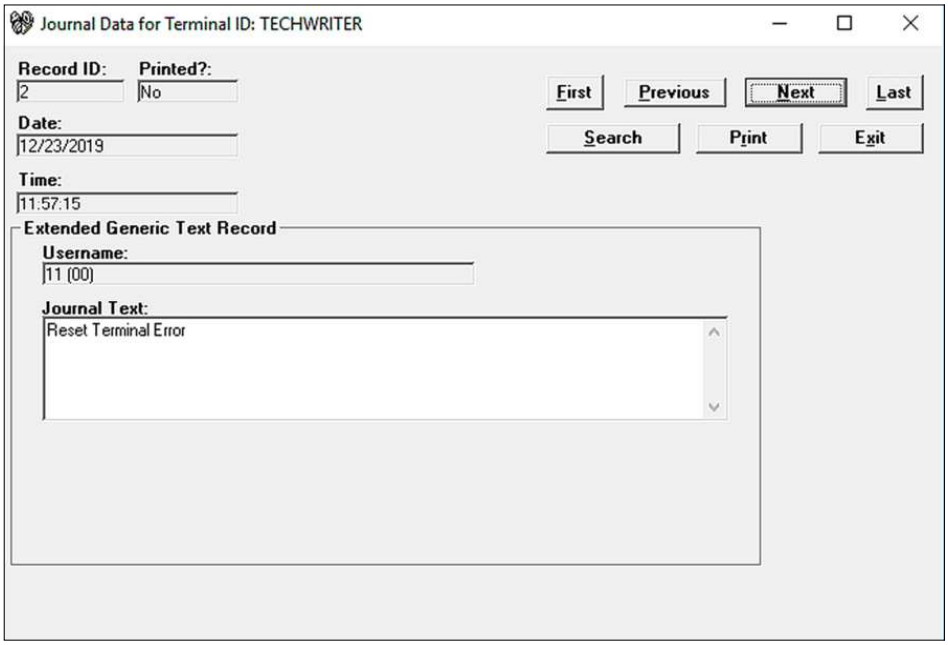


VIEW JOURNAL DATA

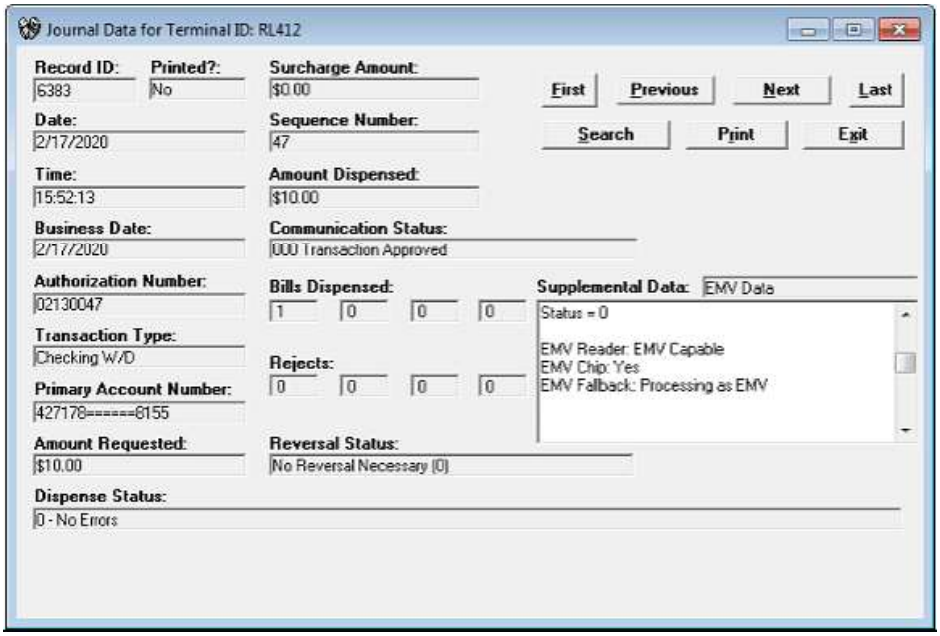
3. Select a terminal ID from the **Terminal ID** list box.
4. Click the **View** button. The *Journal Data* screen opens.



5. By default, the screen displays the first journal data record. Click **Next** button to see the next journal entry.
6. Or click in the **Record ID** text box and enter the desired value.



7. Will see this screen if EMV enabled in ATM. This provides details with values for EMV reader, EMV chip, and EMV fallback.



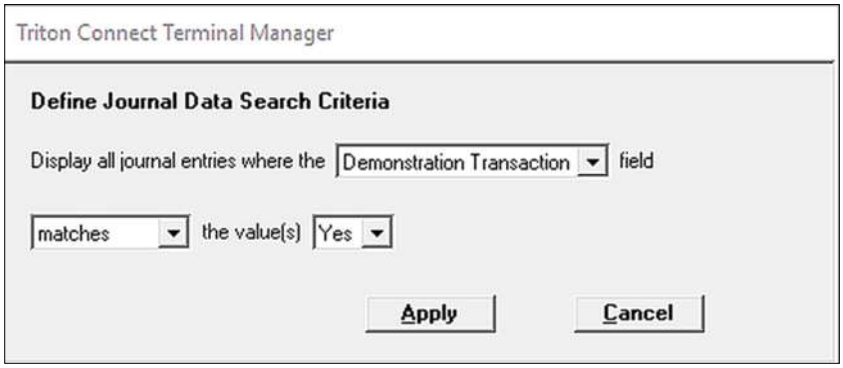
8. Navigate through the journal data for the selected terminal by using the navigation buttons.

9. Use ALT (key) combinations to quickly scroll through the journal entries. To do so, hold down the ALT key on the keyboard then press one of the following keys.
   - **F** - Moves to the First record.
   - **P** - Moves to the Previous record.
   - **N** - Moves to the Next record.
   - **L** - Moves to the Last record.
10. The **First** button moves to the first journal record for the selected terminal and displays the data.
11. The **Previous** button moves to the previous journal record for the selected terminal and displays the data.
12. The **Next** button moves to the next journal record for the selected terminal and displays the data.
13. The **Last** button moves to the last journal data record for the selected terminal and displays the data.

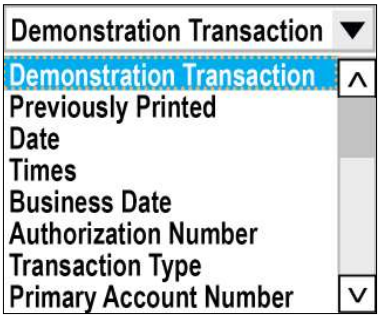
SEARCH JOURNAL DATA

14. Click the **Search** button to activate the *Defined Journal Data Search Criteria* screen.

15. The search definition window opens.



16. Choose the criteria from the list box to define a search.

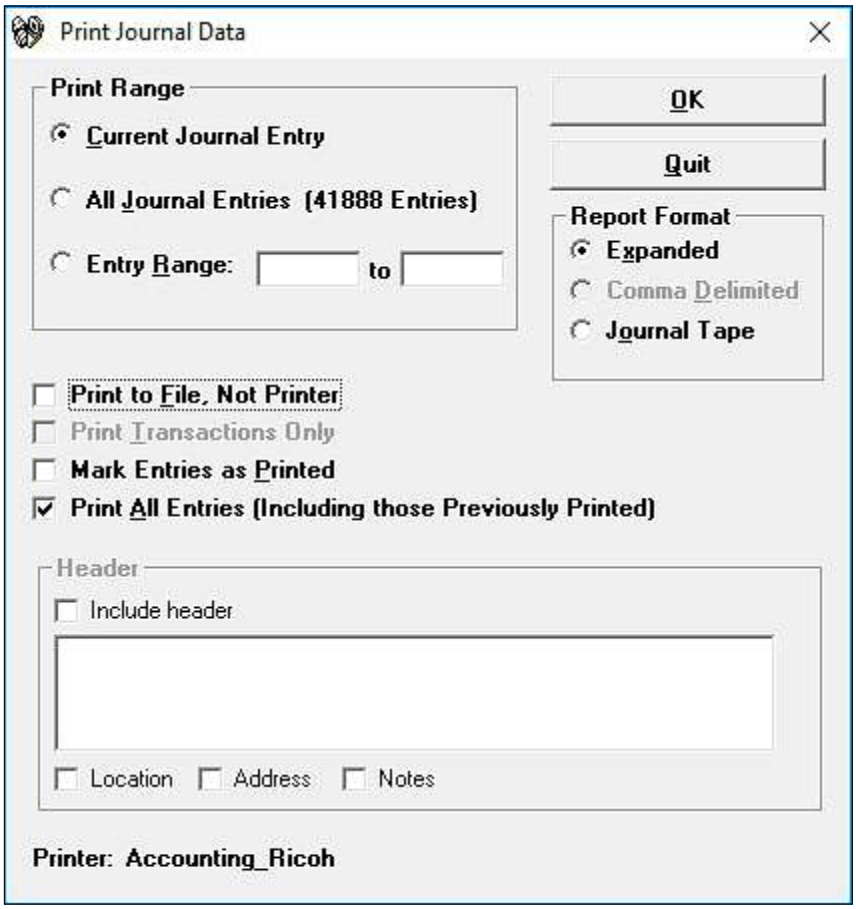


17. The search window will automatically provide additional controls to help refine the criteria selected.
18. With the search criteria selected, click the **Apply** button to conduct the search. A separate window displays the first record that matches the search criteria.

PRINT JOURNAL DATA

19. Click the **Print** button to print the entire journal, or selected portions of the journal.

20. The Print window opens.



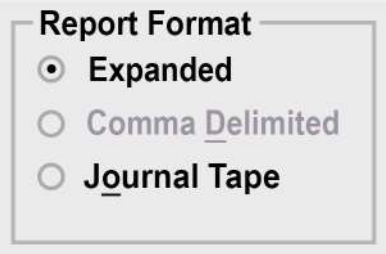
ENTRY RANGE

21. Click **Entry Range** options and enter the number of the first and last journal entries to print.
22. Click **Current Journal Entry** will print the current journal in the View Journal main window.
23. Click **All Journal Entries** will print the ALL database journal entries. The option label lists the number of entries stored in the database. Exercise caution when choosing this option.

ABOUT THE PRINT RANGE

24. The checked *Print All Entries* option box selects all journal entries in the specified range for printing, including previously printed entries.
25. If the user wishes to print only those entries in the print range excluding the previously printed entries, uncheck the *Print All Entries* check box.

REPORT FORMAT



26. Use the options in the *Report Format* area to control the format of the journal printout.
27. The *Expanded* option will print all information associated with each journal in an extended format that is more "user friendly" than the abbreviated Comma Delimited and Journal Tape options.

```
------------------------------------------------------------
          Terminal ID: TECHWRITER
             Location: Triton Systems, LLC
  Previously Printed?: No              Record ID: 1
                 Date: 12/13/24
                 Time: 11:45:03
                 User: 11   (00)
           Text Entry: Clear Journel
------------------------------------------------------------
```

28. The print function default is the **Print to File, Not Printer** which activates the **Comma Delimited** report format. The print will send the report to a specified file instead of the printer.

COMMA DELIMITED REPORTS

29. Triton recommends using the Comma Delimited option with compatible external applications such as spreadsheet and database programs.
30. Quotes and commas; enclose data associated with each entry shown in this example.

```
 Record #,  Date,  Time,  Terminal ID,     Journal Entry Type,   Demonstration Tra
"1", "12/16/25", "08:46", "TECHWRITER", Text:, , , , , , , , , , , , , , , , , , , , , , , , , "Reset"
"2", "12/16/25", "10:21", "TECHWRITER", "Transaction", "False", "0000000000000000",
"3", "12/16/25", "10:24", "TECHWRITER", "Transaction", "False", "0000000000000000",
"4", "12/16/25", "10:26", "TECHWRITER", "Transaction", "False", "0000000000000000",
"5", "12/16/25", "10:27", "TECHWRITER", "Transaction", "False", "0000000000000000",
"6", "12/16/25", "10:36", "TECHWRITER", "Transaction", "False", "0000000000000000",
"7", "12/16/25", "10:37", "TECHWRITER", "Transaction", "False", "0000000000000000",
"8", "12/16/25", "10:38", "TECHWRITER", "Transaction", "False", "0000000000000000",
```

31. This type of output allows spreadsheet, database, or word processor programs to easily store journal data in a structured way for retrieval and formatting.
32. The **Journal Tape** option produces a report formatted in an appearance like the terminal's receipt paper output, as in this example.

```
01/14/25  10:21        OK    6
Term# TechWriter
0000000000000000   11111111  1  $40.00
Dispensed: $40.00   Code:  32   D:  4   R: 0
```

OTHER PRINT OPTIONS

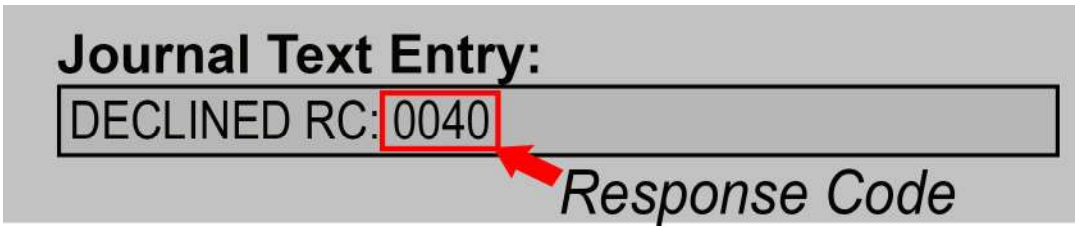
*** NOTE ***
The printer default is set to **Print to File, Not Printer**.

33. The **Print to File, Not Printer** option prints *Expanded, Comma Delimited,* and *Journal Tape* reports to a file.
34. The **Print Transactions Only** option excludes non-transaction specific entries from a report. This option becomes active with both the **Print to File** and **Comma Delimited** options checked.
35. With a check in the **Mark Entries as Printed** box, the database will mark any journal entries printed as "Previously Printed".
36. The **Print All Entries** option includes all entries in the specified range in the printout. Do not select this option to exclude entries marked as "Previously Printed."
37. Click the *Include Header* check box to add a **Header** to the journal records printed to file. Click the check boxes for header components: *Location, Address, Notes*. The **Modify Terminal** screen provides the source for the Header values. These checked values will display on the top of the file.

38. After choosing the print options, click the **OK** button to print the selected journal data to your file or printer.

TRANSACTION RESPONSE CODES

39. The transaction-processing organization passes these codes to the terminal and stores them in the journal records. Triton Connect downloads these codes upon command. The *Journal Text Entry* field shows the codes in the View Journal window, as shown in this example.
40. The example shows the host processor declined the transaction because of an INVALID PIN (Response Code 0040).

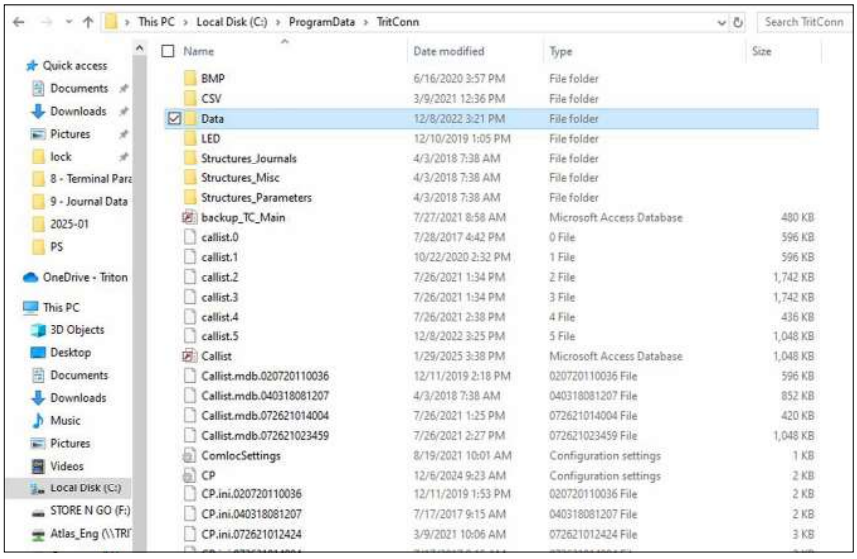


41. Response Code Table below.

TRANSACTION RESPONSE CODES					
CODE	DESCRIPTION	CODE	DESCRIPTION	CODE	DESCRIPTION
000	Transaction approved	014	PIN tries exceeded	028	Pre-pay transaction failed
001	Expired card	015	Database problem	029	Pre-pay transaction rejected
002	Unauthorized usage	016	Withdrawal limit already reached	030	Invalid mobile phone number
003	PIN error	017	Invalid amount	031	Pre-pay account limit reached
004	Invalid PIN	018	External decline	032	Pre-pay system unavailable
005	Bank unavailable	019	System error	033	Response would exceed message size limit
006	Card not supported	020	Contact card issuer	034	Necessary information missing to process transaction
007	Insufficient funds	021	Routing lookup problem	035	Second Invalid PIN (second "invalid PIN" try in a row and one try is left before deactivation)
008	Ineligible transaction	022	Message edit error	036	Fallback Not Allowed
009	Number of daily withdrawals exceeded	023	Transaction not supported	037	Invalid Exchange Rate (for Currency Exchange transactions)
010	Cannot process transaction	024	Insufficient funds	085	Request AAC from ICC (for Balance Inquiry and PIN Change chip transactions – see 10.10.1)
011	Amount too large	025	Western Union sender data error	111	Reversal Declined
012	Account closed	026	Western Union receiver data error	222	PIN Change Declined
013	PIN tries exceeded	027	CRC error	223	PIN Unlock Declined

VIEWING ARCHIVED JOURNAL DATA

42. Navigate to ***Terminal Manager*** > ***Terminal Data*** > ***View Archived Journal Data*** option**.**



43. Locate and select the archive file with the **.ach** (archive) extension.
44. Click the **Open** button to open the archive file. The *View Archived Journal Data* screen opens. Because this screen has the identical form layout as the *View Journal Data* screen, refer to the beginning of this chapter for additional information on selecting, viewing and printing the archived journal entries.
45. Select a terminal's ID using the *Terminal ID* drop down list.
46. Click the **View** button. The journal data window opens.
47. By default, the screen displays the first journal data record. To see the next journal entry, click the **Next** button.
48. The *View Archived Journal Data* screen controls are identical to those in the View Journal Data window. Refer to the coverage of that function earlier in this chapter for details on navigating the associated screens and viewing the journal data.

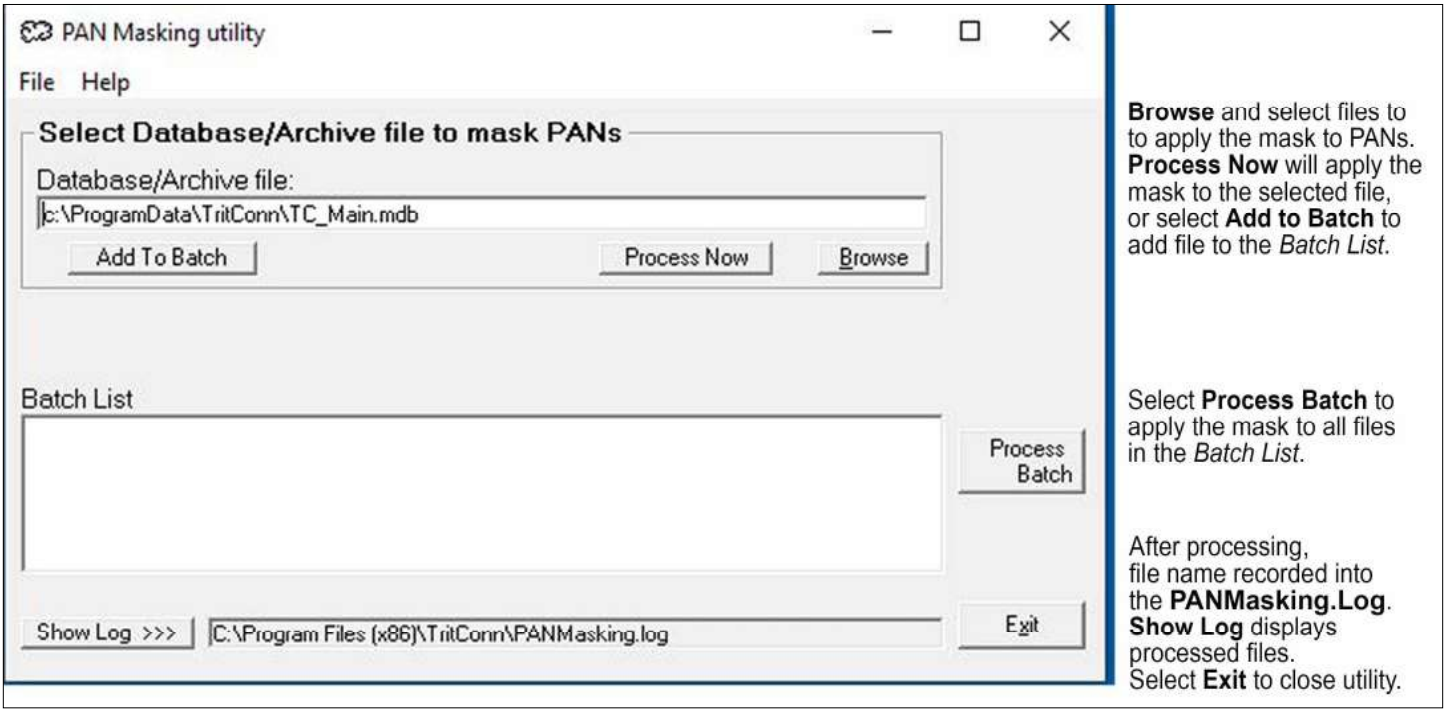
MASK JOURNAL DATA (PAN DATA)

*** NOTE ***

Older Triton Connect Databases use this application for unmasked data in an Access Database.

49. This utility will mask Personal Account Numbers (PAN) data in journal records for Triton Connect databases and journal archived files. These records show the first six (6) digits and the last four (4) digits of the account numbers. The equal (=) symbol represents the masked characters replacing the middle digits. Example of PAN data: 123456======7890.

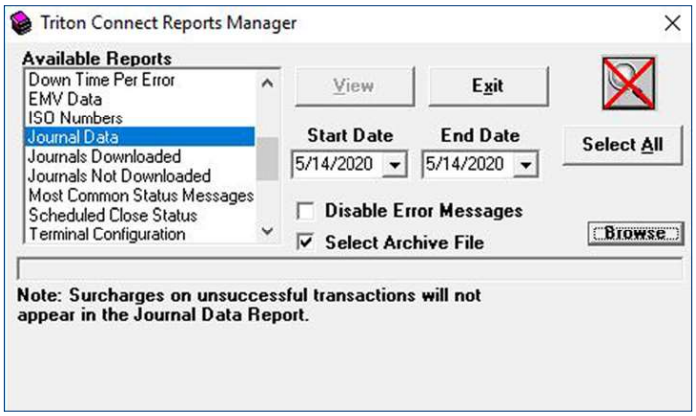
50. Navigate to the ***Terminal Manager*** > ***File*** > ***Mask Journal Data*** option.



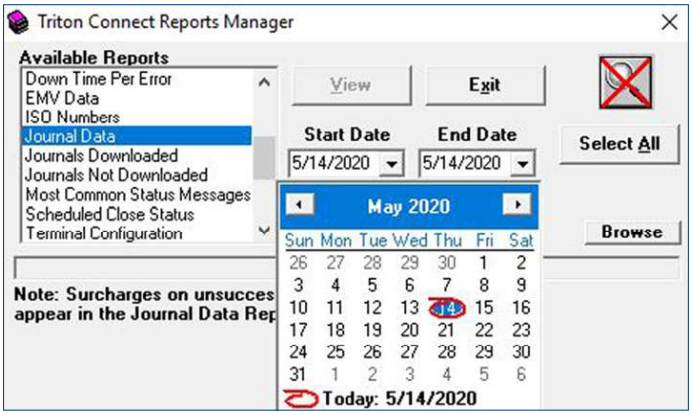
USE JOURNAL ARCHIVE FILE FOR JOURNAL DATA REPORT

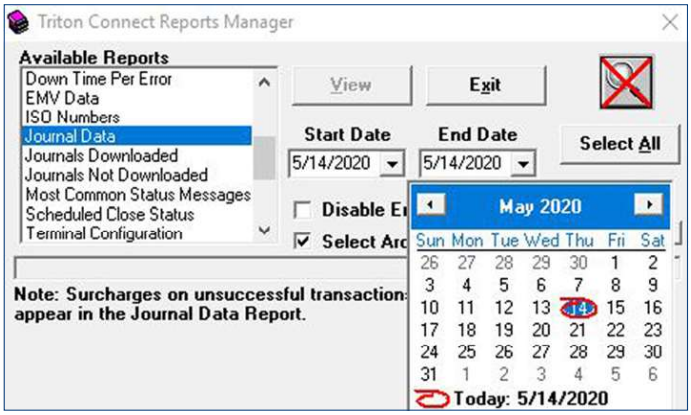
Triton Connect allows a Journal Archive file (*.ach*) as the data source to generate a Journal Data Report.

51. Navigate to the ***Terminal Manager*** > ***Utilities*** > ***Reports Manager*** option.
52. Select *Journal Data* in the **Available Reports** scroll box.
53. Click the check box to enable *Select Archive File*. A **Browse** button appears.

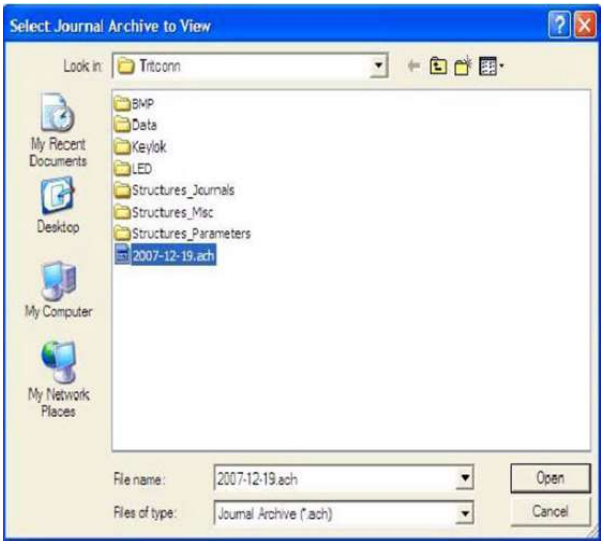


Click the **Select All** button to select all entries or click the **Start Date** or **End Date** calendar to set the date range.

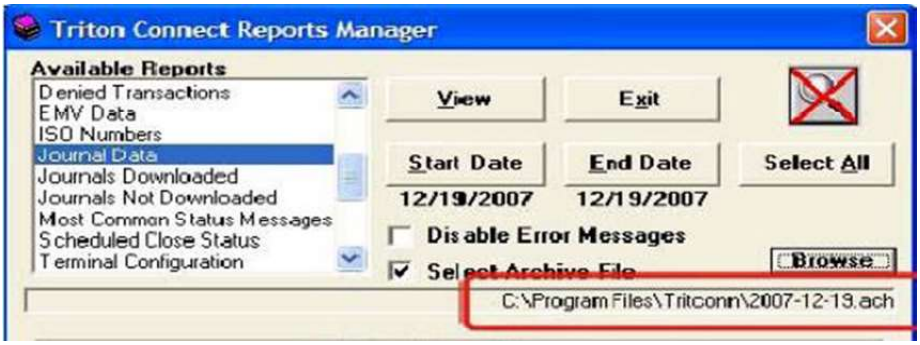




54. Click the **Browse** button. Navigate the dialog screen and select a journal archive file (**.ach**).
55. Click the **Open** button.



56. On the *Report Manager* screen an entry for the selected journal file appears in the main window.
57. Select the **Disable Error Messages** to suppress any unexpected or corrupted data messages. Normally not selected.



58. Configure the dialog controls as needed and click the **View** button to generate the report.

DATA MANAGER WILL RESPECT DATABASE SIZE LIMIT

If SQL not installed on Host PC, Triton Connect databases use the Microsoft Access database management system and thus have a 1-gigabyte limit. The Data Manager will not add any more data if the database is close to the 1-gigabyte limit.

End of Journal Data

CHAPTER 10 - LED SIGN MESSAGES

Note
This feature requires custom software for a specific customer. If you believe you are that specific customer, contact the ATM's Host Processor to verify this ATM needs the custom software.

Refer to Triton Connect Revision 6.0 for detailed information about the LED Sign Messages feature.

End of LED Sign Messages

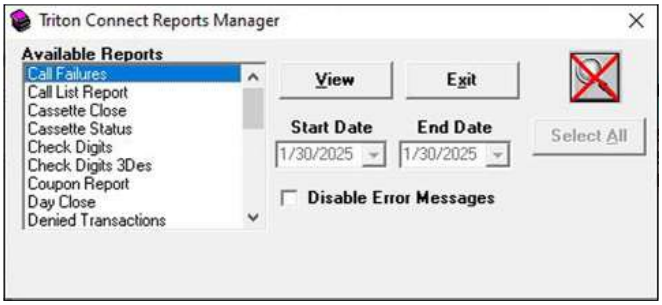
CHAPTER 11 - REPORT MANAGER

INTRODUCTION

Triton Connect enables the user to produce detailed reports based on the parameter, journal, and close data obtained from your terminals.

ACCESSING THE REPORTS MANAGER

Navigate to the ***Terminal Manager*** > ***Utilities*** > ***Reports Manager*** option and the following screen opens.



VIEWING REPORTS

1. Select the type of report from the *A***vailable Reports** list provided below.

Call Failures	Journals Downloaded
Call List Report	Journals Not Downloaded
Cassette Close	Most Common Status Messages
Cassette Status	Scheduled Close Status
Check Digits	Terminal Configuration
Check Digits 3Des	Terminal Down Time
Coupon Report	Terminal Files
Day Close	Terminal Status
Denied Transactions	Terminal Status Messages
Down Time Per Error	Terminal text Messages
EMV Data	Terminal Totals
ISO Numbers	Triton Connect Numbers
Journal Data	Version Numbers

2. Additional controls appear on the *Report Manager* screen for some reports. These controls refine the report criteria. The Changing Report Criteria section describes the control functions.
3. Make any needed control selections to further define the output of the selected report type. Click the **View** button to generate the report.

DISABLING ERROR MESSAGES

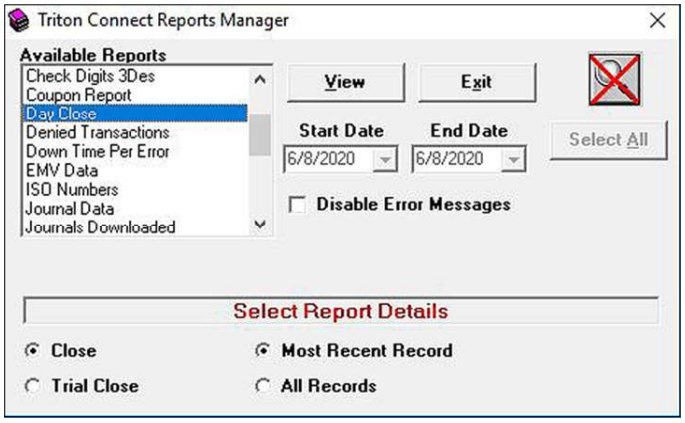
4. If errors exist in the data used to generate the report, such as incorrect or corrupted terminal data in the database, a series of error messages will appear. The user must dismiss each error message to view the report.
5. If the report criteria include many terminals, the **Report Manager** may show an excessive number of error messages. In such cases place a check mark in the *Disable Error Messages* check-box before clicking the **View** button. This will temporarily disable the display of error messages for ALL reports.
6. To view error messages, remove the check mark before viewing the next report.

CHANGING REPORT CRITERIA

7. The **Reports Manager** offers additional controls for some report types. These controls allow you to select criteria to further refine the output of the report.

CLOSE-TYPE REPORTS

8. Cassette Close and Day Close reports require additional controls to select the type of close data for viewing. Select either, (Trial Close or Close), and either (Most Recent Record or All Records).
9. The **Reports Manager** main window shown below.



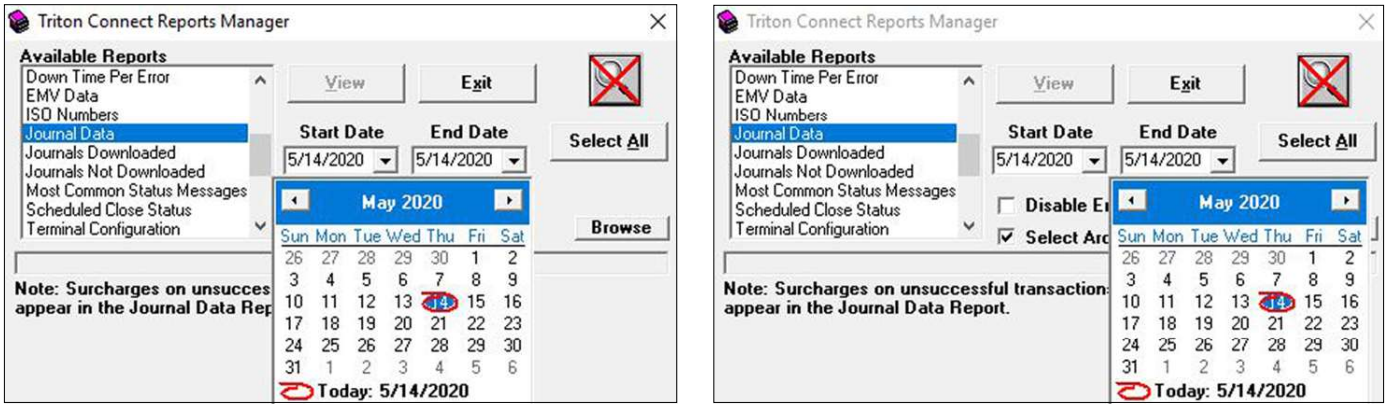
10. Click *Close* to generate a report based on final close data.
11. Click *Trial Close* to generate a report based on trial-close data.
12. Click *Most Recent Record* to generate a report based on the most recent close data for each terminal.
13. Click *All Records* to generate a report based on all available close data for each terminal.

USING FILTERS WITH REPORTS

14. By default, the **Reports Manager** generates reports from the data stored in the terminal database. This data accumulate from contacting all terminals. Available controls for each report type allows for report customization. Most of these controls do not allow the user to produce reports for specific terminals.
15. To generate reports for specific terminals, establish a filter using the Filter function of the Terminal Manager. Enable the filter before choosing and viewing a report. The **Reports Manager** will display the selected report using only the data from the terminals that fit the filter criteria.

CALENDAR-STYLE DATE RANGE SELECTION

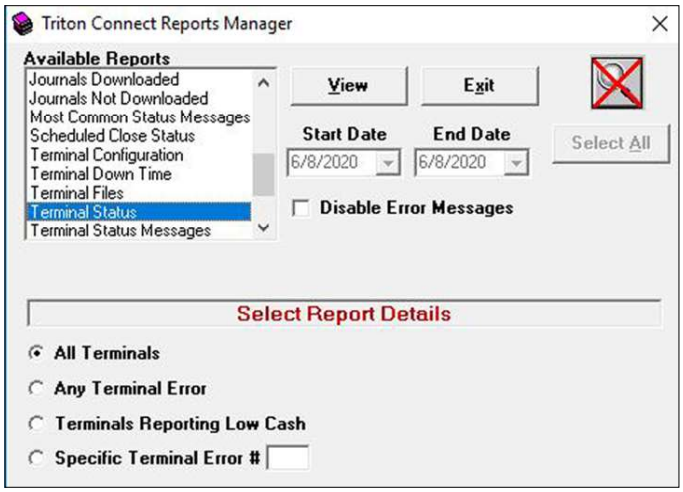
16. The Journal Data, Journals Downloaded, Journals Not Downloaded, Most Common Status Messages, Terminal Down Time, and Terminal Status Messages reports provide a calendar-based date-range selector.



17. The **Start Date** and **End Date** list boxes become active when the user selects the Journal Data report.
18. By default, the starting and ending dates for the report are automatically set to the current day, which selects for the most recent one-day range of journal activity.
19. Specify a start date by selecting a month and year using the *Start Date* drop-down lists. Click the day of the month and the day becomes highlighted. This selects the day/month/year as the new starting date.
20. Specify an end date by select a month and year using the *End Date* drop-down lists. Click the day of the month and the day becomes highlighted. This selects the day/month/year as the new end date.
21. Click the **Select All** button to view all journal data in the database.

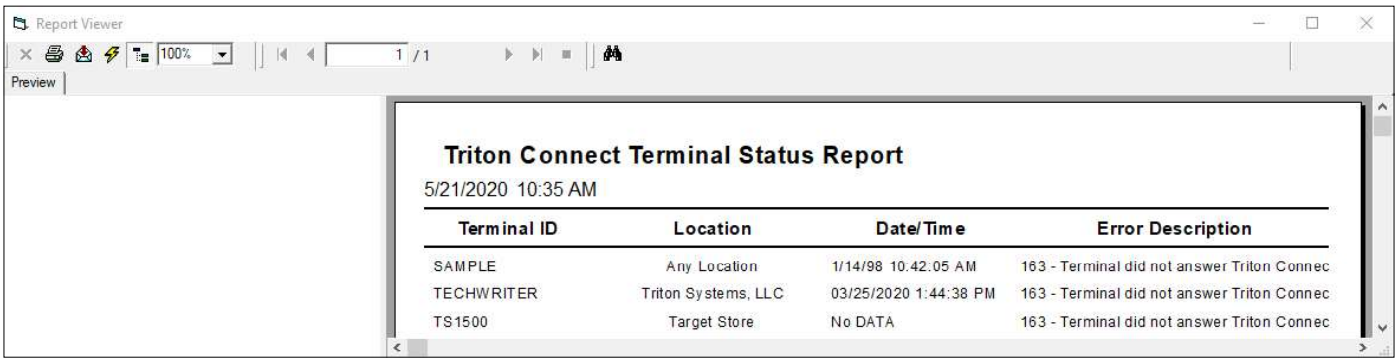
TERMINAL STATUS

22. The Terminal Status report requires additional controls to refine the data returned by the *Reports Manager*.
23. Select the Terminal Status report and the window provide additional **Report Details** controls as shown.



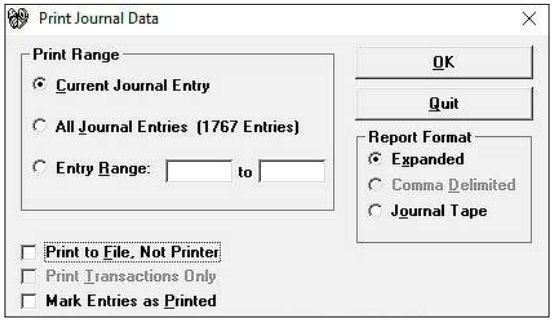
24. Click **All Terminals** to generate a Terminal Status report using all terminals in the database.
25. Click **Any Terminal Error** to generate a Terminal Status report using only those terminals currently experiencing some sort of error condition.
26. Click **Terminals Reporting Low Cash** to generate a Terminal Status report using only those terminals reporting a low cash condition.
27. Click **Specific Terminal Error #** to generate a status report for terminals that are experiencing a specific type of error, select this option, and enter the error number.

REPORT VIEWER

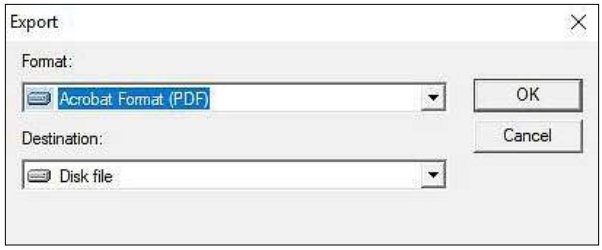


1. The Report Viewer screen displays the generated report.

2. The **Printer Button**  prints the report to the default printer used by the PC.



3. The **Envelope Button**  exports the on-screen report into another format or application.



4. The **Lightning Button**  refreshes the data on the screen with the latest information from the databases.

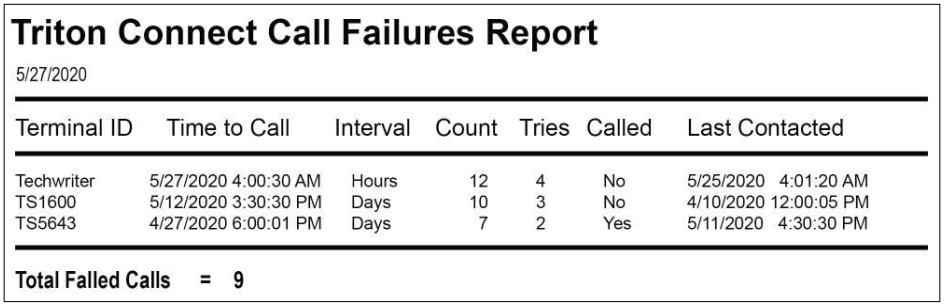
5. The **Tree Button**  toggles from Preview to Report Only and back again. The Preview displays every report requiring more than one line of entry for any terminal. Selecting the Terminal ID from the Preview section jumps to the data in the report regarding that terminal.

6. The **Percentage of View**  drop-down changes the size of the page viewed in the report window.

7. The **Navigation Control**  allows the user to move from one page to the next, forward, and backward. Type a page number in the text box to jump directly to the page.

8. The **Search Button**  type the text or values in the search box, and click the **Find Next** button to Search or click the **Cancel** button to exit the Search mode.

CALL FAILURES REPORT



Triton Connect Call Failures Report

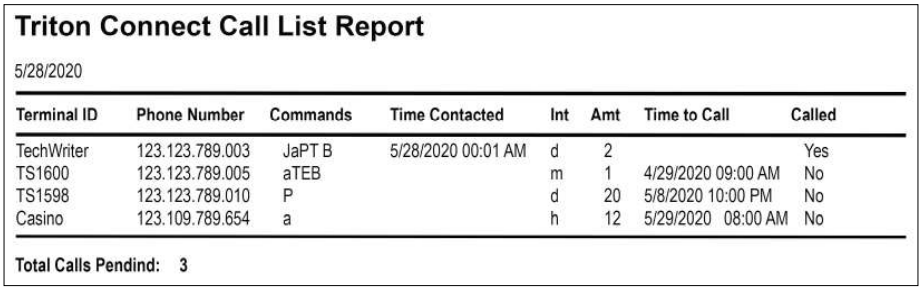
5/27/2020

Terminal ID	Time to Call	Interval	Count	Tries	Called	Last Contacted
Techwriter	5/27/2020 4:00:30 AM	Hours	12	4	No	5/25/2020 4:01:20 AM
TS1600	5/12/2020 3:30:30 PM	Days	10	3	No	4/10/2020 12:00:05 PM
TS5643	4/27/2020 6:00:01 PM	Days	7	2	Yes	5/11/2020 4:30:30 PM

Total Failed Calls = 9

9. The *Call Failures Report* provides a listing of all terminals that Triton Connect failed to reach after five attempts from the scheduled Call List.
10. The **Terminal ID** - The name used to identify the terminal initially entered into the Triton Connect database.
11. The **Time to Call** - The last scheduled call date and time that Triton Connect failed to contact the terminal.
12. The **Interval** - The interval represents the amount of time between the last failed attempt and the next attempt to contact the terminal. Interval equals Hours, Days, Weeks, or Months.
13. The **Count** - The number of Intervals needed to pass before Triton Connect attempts to contact the terminal.
14. The **Tries** - The number of attempts to contact the indicated terminal. Triton Connect will make five attempts to reach a terminal before reporting a call failure.
15. The **Called** - Identifies if Triton Connect successfully contacted the terminal.
16. The **Total Failed Calls** - The total number of failed call entries in the report.

CALL LIST REPORT



Triton Connect Call List Report

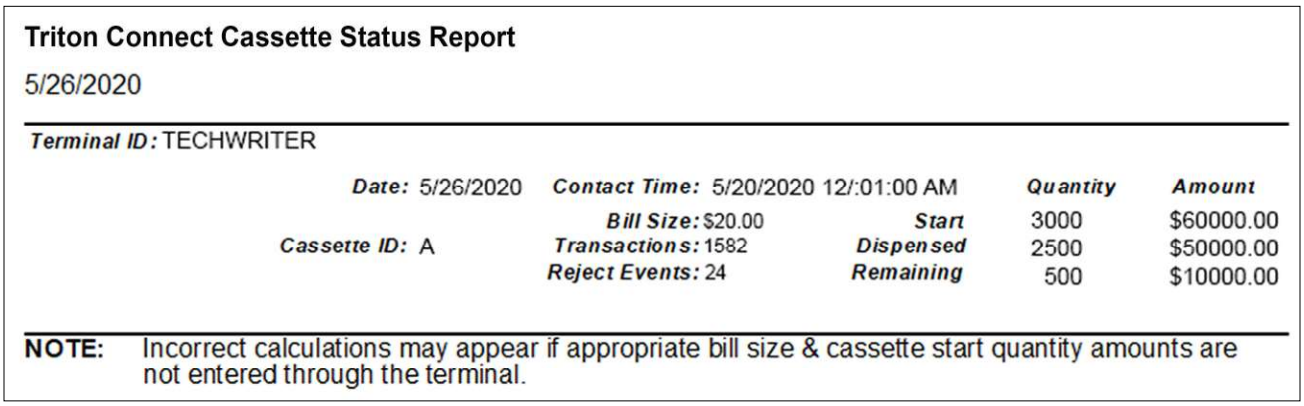
5/28/2020

Terminal ID	Phone Number	Commands	Time Contacted	Int	Amt	Time to Call	Called
TechWriter	123.123.789.003	JaPT B	5/28/2020 00:01 AM	d	2		Yes
TS1600	123.123.789.005	aTEB		m	1	4/29/2020 09:00 AM	No
TS1598	123.123.789.010	P		d	20	5/8/2020 10:00 PM	No
Casino	123.109.789.654	a		h	12	5/29/2020 08:00 AM	No

Total Calls Pendind: 3

17. The *Call List Report* provides information on the currently scheduled and persistently scheduled calls in the active Call List. The report also provides a list of commands the call will perform, the next scheduled time to call, and whether that attempt has been made.
18. The **Terminal ID** - The name used to identify the terminal initially entered into the Triton Connect database.
19. The **Phone Number** - The phone number or TCP/IP address Triton Connect will use to contact the terminal.
20. The **Commands** - Triton Connect will request specific parameters from the terminal. The table below displays the command list.
21. The **Time Contacted** - The actual date and time Triton Connect successfully contacted the terminal.
22. The **Int** - The Interval between attempted calls; h=hours, d=days, m=months, or y=years.
23. The **Amt** - The number of Intervals (Int) Triton Connect waits before attempting to call the terminal, again.
24. The **Time To Call** - The scheduled date and time Triton Connect will attempt to contact the terminal.
25. The **Called** - States whether Triton Connect completed the call successfully, Yes or No.

CASSETTE CLOSE REPORT



Triton Connect Cassette Status Report

5/26/2020

Terminal ID: TECHWRITER

Date: 5/26/2020 *Contact Time:* 5/20/2020 12/:01:00 AM

Cassette ID: A *Bill Size:* $20.00 *Transactions:* 1582 *Reject Events:* 24

	Quantity	*Amount*
Start	3000	$60000.00
Dispensed	2500	$50000.00
Remaining	500	$10000.00

NOTE: Incorrect calculations may appear if appropriate bill size & cassette start quantity amounts are not entered through the terminal.

COMMANDS

Call Summary (Case Sensitive)	
J	Journal Data
a	All Journal Data
x	X-entries Journal Data
P	Parameters
p	Selected Parameters
T	Synchronize Date/Time
E	Error Status
B	Coupon Data

26. The *Cassette Close Report* provides information summarizing the most current financial transactions, involving an indicated cassette, performed by the indicated terminal. Typically, this summary covers the period since the last *Cassette Close* operation performed on the terminal.
27. The **Terminal ID** - The name used to identify the terminal initially entered into the Triton Connect database.
28. The **Date** - The date represents the last time the terminal performed the Cassette Close operation.
29. The **Contact Time** - This time represents the last time the terminal uploads the close information.
30. The **Cassette ID** - Identification for the cassette(s) installed in the ATM. For single-cassette ATMs, the ID is simply 'Single'. An alpha code designation in the series 'A', 'B', 'C', or 'D', represents the cassette ID of a multi-cassette ATM, depending upon how many cassettes installed in the unit.
31. The **Bill Size** - The denomination of the currency loaded in the designated cassette.
32. The **Transactions** - This represents the total number of withdrawal transactions involving the designated cassette since the last Cassette Close operation.
33. The **Reject Events** - The number of times currency routed to the reject cassette or vault in the terminal instead of dispensing to the customer. Rejects occur for several reasons, such as poor note quality, currency not loaded correctly in the cassette, or machine error.
34. The **Quantity** - Number of bills in the cassette applicable to the Start, Dispensed, and Remaining headings.
35. The **Amount** - The total value of currency in the cassette applicable to the Start, Dispensed, and Remaining headings.
36. The **Start** - The Quantity heading displays the number of bills in the cassette after the completion of the last *Cassette Close* operation. The Amount heading displays the total value of the currency in the cassette after the completion of the last *Cassette Close* operation.
37. The Quantity and Amount numbers will change to include the restocking of cash into the cassettes.
38. The **Dispensed** - Under the Quantity heading, the number of notes dispensed including rejected notes since the last *Cassette Close*. The Amount heading displays the total cash value dispensed including rejects since the last *Cassette Close*.
39. The **Remaining** - The Quantity heading displays the number of notes remaining in the cassette when the close operation takes place. The Amount heading displays the total cash value remaining in the cassette when the close operation takes place.

CASSETTE STATUS REPORT

Triton Connect Cassette Status Report

5/26/2020

Terminal ID	Terminal Location	Cassette ID	Bill Size	Reject Events	Cash Loaded	Cash Dispensed	Cash Remaining
SAMPLE	Any Location	Single	$10.00	2	$0.00	$0.00	
TECHWRITER	Triton Systems, LLC	Single	$20.00	0	$20,000.00	$0.00	$20,000.00
Totals	**2**			**2**	**$20,000.00**	**$0.00**	**$20,000.00**

NOTE: Incorrect cassette calculations may appear if appropriate bill size & cash loaded amounts are not entered through the terminal.

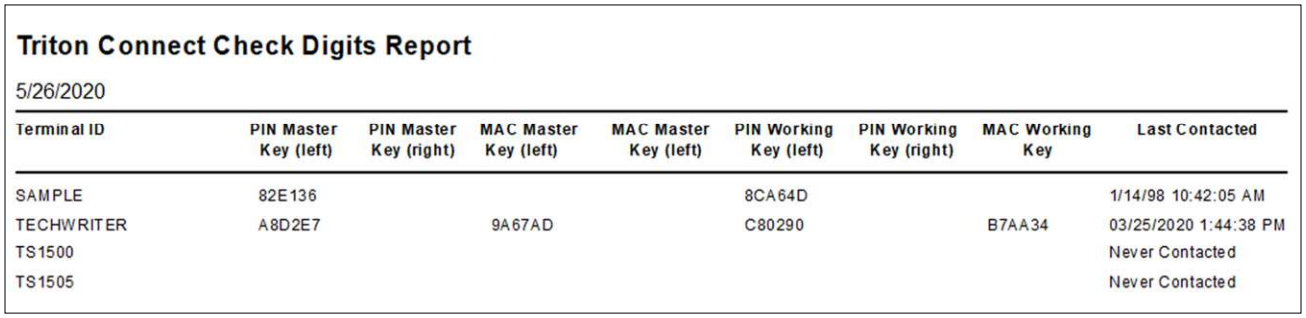
40. The *Cassette Status Report* provides information on the cassette as of last contact with the terminal.
41. The **Terminal ID** - The name used to identify the terminal initially entered into the Triton Connect database.
42. The **Terminal Location** - The terminal location description initially entered into the database. This is usually the name of the store or other location where the terminal is installed.
43. The **Date/Time** - The field indicates when the ATM last communicated with Triton Connect.
44. The **Cassette ID** - Identification for the cassette(s) installed in the ATM.
45. The **Bill Size** - The denomination of the currency loaded in the designated cassette.
46. The **Reject Events** - The number of times currency authorized for dispense to the customer, but re-routes to the reject cassette or vault in the terminal.
47. The **Cash Loaded** - Amount of cash loaded in the cassette during restock.
48. The **Cash Dispensed** - Amount of cash dispensed since the last cassette close.
49. The **Cash Remaining** - Cash remaining in the cassette.
50. The **Totals** - This displays the cumulative totals for all cassettes in the indicated terminals.

FOR MORE DETAIL

51. The Cassette Status parameters summarizes the descriptions providing additional details in the previous section, which covered the Cassette Close Report. See that section for more information on the following parameters.

    - Terminal ID
    - Cassette ID
    - Reject Events
    - Cash Loaded (See description of the Start parameter)
    - Cash Dispensed (See description of the Dispensed parameter)
    - Cash Remaining (see description of the Remaining parameter)

CHECK DIGITS



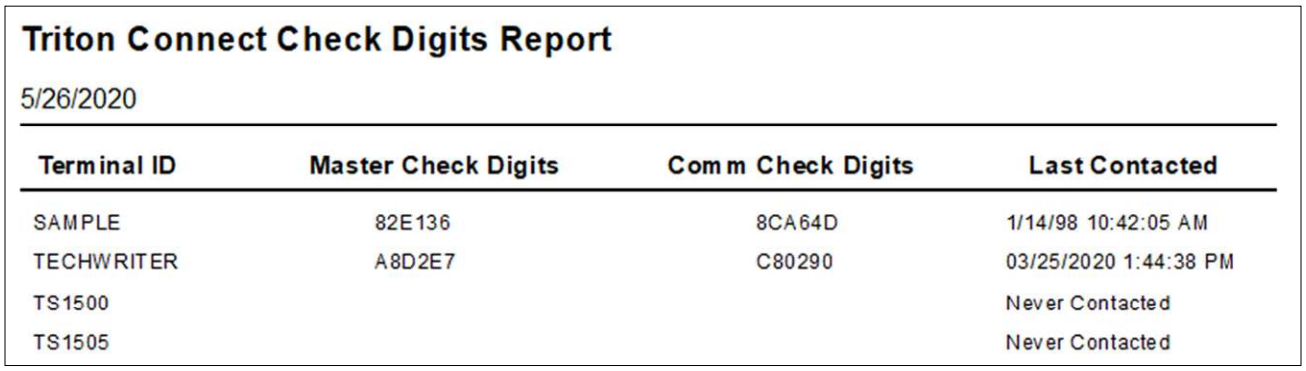
Triton Connect Check Digits Report

5/26/2020

Terminal ID	PIN Master Key (left)	PIN Master Key (right)	MAC Master Key (left)	MAC Master Key (left)	PIN Working Key (left)	PIN Working Key (right)	MAC Working Key	Last Contacted
SAMPLE	82E136				8CA64D			1/14/98 10:42:05 AM
TECHWRITER	A8D2E7		9A67AD		C80290		B7AA34	03/25/2020 1:44:38 PM
TS1500								Never Contacted
TS1505								Never Contacted

52. The *Check Digits Report* displays a management report that shows the check digits string associated with the currently loaded Master and Working keys.
53. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
54. The **Master Check Digits** verifies the PIN Master keys when added to the keys to the terminal.
55. The **Comm Check Digits** verifies the PIN Working keys when sent by the Host processor.
56. The **Last Contacted** is the date and time Triton Connect last contacted the terminal.

CHECK DIGITS TRIPLE DES



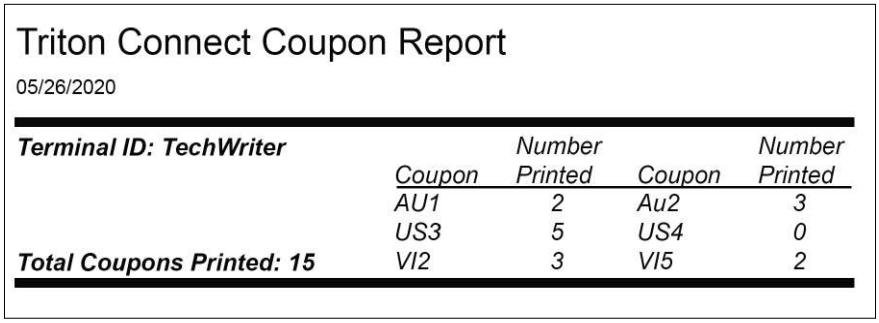
Triton Connect Check Digits Report

5/26/2020

Terminal ID	Master Check Digits	Comm Check Digits	Last Contacted
SAMPLE	82E136	8CA64D	1/14/98 10:42:05 AM
TECHWRITER	A8D2E7	C80290	03/25/2020 1:44:38 PM
TS1500			Never Contacted
TS1505			Never Contacted

57. The *Check Digits Triple DES* displays a management report that shows the check digits strings associated with the currently loaded Master and Working keys for Triple DES encryption.
58. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
59. The **PIN Master Key Left/Right** is the strings verify the PIN Master keys when added to the terminal.
60. The **MAC Master Key Left/Right** is the strings verify the MAC Master keys when added to the terminal.
61. The **PIN Working Key Left/Right** is the strings verify the PIN Working keys when sent by the Host processor.
62. The **MAC Working Key** is the strings verify the MAC Working keys when sent by the Host processor.
63. The **Last Contacted** is the date and time Triton Connect last contacted the terminal.

COUPON REPORT



Triton Connect Coupon Report

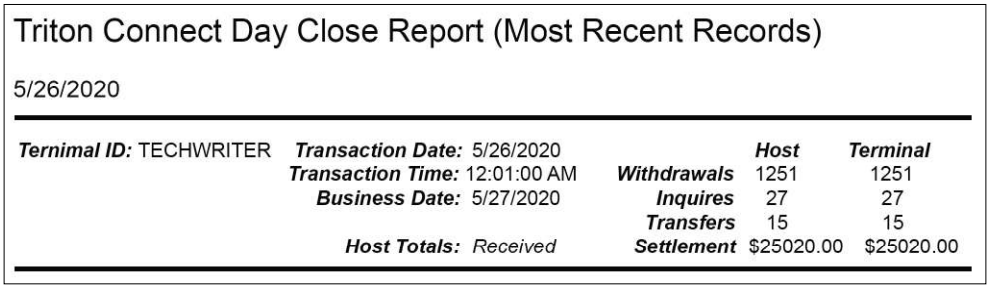
05/26/2020

Terminal ID: TechWriter	Coupon	Number Printed	Coupon	Number Printed
	AU1	2	Au2	3
	US3	5	US4	0
Total Coupons Printed: 15	VI2	3	VI5	2

The *Coupon Report* provides information summarizing the types and numbers of coupons printed by the indicated terminal. Typically, this summary covers the period since the beginning operation of the terminal.

64. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
65. The **.TCC File** is the name and location of the coupon file associated with the coupon graphic files listed under the Coupon heading.
66. The **Total Coupons Printed** is total number of coupons printed since the beginning of terminal operations.
67. The **Coupon** is a file name of a Receipt Graphic file.
68. The **Number Printed** is total number of Receipt Graphic printed since the beginning of terminal operations.

DAY CLOSE REPORT



Triton Connect Day Close Report (Most Recent Records)

5/26/2020

Ternimal ID: TECHWRITER	Transaction Date: 5/26/2020		Host	Terminal
	Transaction Time: 12:01:00 AM	Withdrawals	1251	1251
	Business Date: 5/27/2020	Inquires	27	27
		Transfers	15	15
	Host Totals: Received	Settlement	$25020.00	$25020.00

69. The *Day Close Report* provides information summarizing the most current financial transactions performed by the indicated terminal. This summary covers the period since the last performed *Day Close* operation.
70. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
71. The **Transaction Date** is the *Day Close* operation performed on this date.
72. The **Transaction Time** is the time the terminal sends the close information.
73. The **Business Date** is business-closing date for which the current *Day Close* operation is applicable.
74. The **Host** is the total number of transactions of each type and a final Settlement value for those transactions recorded by the Host processor for Withdrawals, Inquiries, Transfers, and Settlement values.
75. The **Terminal** is the total number of transactions of each type and a final Settlement value for those transactions recorded by the terminal for Withdrawals, Inquiries, Transfers, and Settlement values.
76. The **Withdrawals** is the total number of terminal withdrawals including rejects reported by the terminal and the Host since the last *Day Close* operation.
77. The **Inquiries** is number of balance inquiries performed by terminal and Host since last *Day Close.*
78. The **Transfers** is number of account transfer transactions reported by the terminal and the Host since the last *Day Close* operation.
79. The **Settlement** is the total monetary amount of all transactions reported by the terminal and the Host since the last *Day Close*.
80. The **Host Totals** displays the word *Received*, if data received from the Host or will leaves it blank.

DENIED TRANSACTIONS REPORT

Triton Connect Denied Transactions Report

5/26/2020

Terminal ID	Last Contacted Date/Time	Number of Denied Transactions
SAMPLE	1/14/98 10:42:05 AM	0
TECHWRITER	03/25/2020 1:44:38 PM	0

Total Number of Denied Transactions = 0

81. The *Denied Transaction Report* provides the number of terminal transactions (of any type) denied by the Host Processor since the last *Day Close* operation.
82. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
83. The **Last Contacted Date/Time** is the date and time the terminal sends the Journal data.
84. The **Number of Denied Transactions** is the number of terminal transactions of any type denied by the Host Processor since the last *Day Close* operation.
85. The **Total Number of Denied Transactions** is the total number of transactions for all terminals shown in the report denied by the Host Processor since the last *Day Close* operation.

DOWN TIME PER ERROR

Triton Connect Terminal Down Time Per Error Report

5/26/2020 Down Time From 1/1/2020 To 5/26/2020

Terminal	Error	Down Time (hhhh:mm:ss)
TECHWRITER	904 - Dispenser - Cassette is missing.	0:22:36

86. The *Down Time Per Error* report shows a terminal's detected error and how long it took to clear.
87. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
88. The **Error** lists error codes and descriptions detected by the terminal.
89. The **Down Time** records the amount of time in hours, minutes, and seconds from error detection to error cleared is in hours, minutes, and seconds, this feature

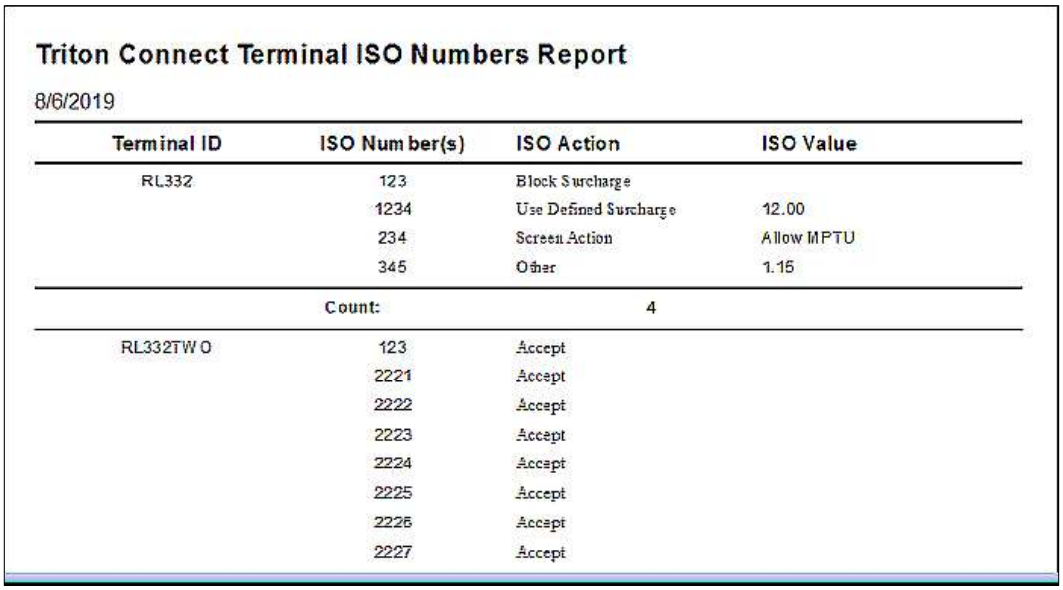
EMV DATA

5/26/2020

TID	EMV Enabled	Allow Magstripe	Allow Magstripe Fallback	Latch ICC	Store In Journal	Notes	Application Enabled
SAMPLE	No	No	No	No	No	2	-----
TECHWRITER	Yes	Yes	Yes	Yes	Yes		DNA US JCB Discover US Barclays HAFX Visa US Visa Maestro US MasterCard
TS1500	No	No	No	Yes	No	2	-----
TS1505	No	No	No	No	No	2	-----
TS1601	No	No	No	No	No	2	-----

90. The *EMV Data* report shows the available options enabled for the terminals EMV card reader.
91. The **TID** is the name identifying the terminal initially entered into the Triton Connect database.
92. The **EMV Enabled** enables the EMV card reader to read the card's integrated data chip.
93. The **Allow Magstripe** allows the terminal to process magnetic stripe-only transactions, if **EMV Enabled**.
94. The **Allow Magstripe Fallback** allows the terminal to process a card as a magnetic stripe transaction if the IC on the card fails and **EMV Enabled**.
95. The **Latch ICC** enables latching in the EMV card reader, if **EMV Enabled**.
96. The **Store in Journal** directs the terminal to record extra data received during an EMV transaction to the journal for disputed resolutions.
97. The **Application Enabled** is the list showing the EMV Aids enabled on the ATM.

ISO NUMBERS REPORT



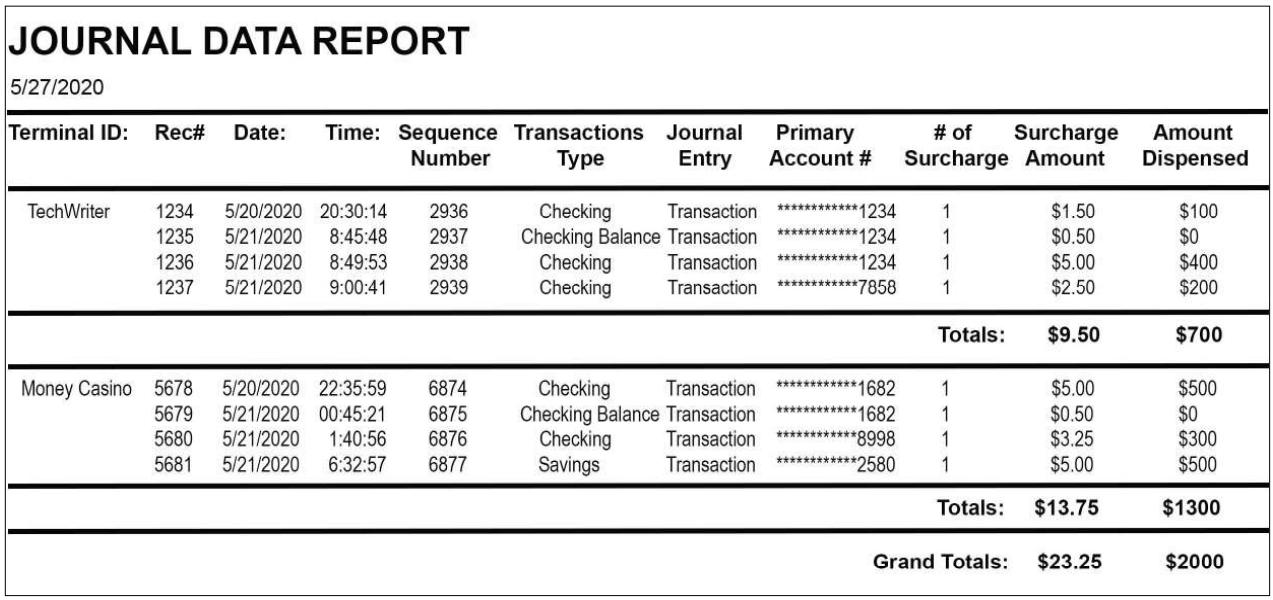
Triton Connect Terminal ISO Numbers Report

8/6/2019

Terminal ID	ISO Number(s)	ISO Action	ISO Value
RL332	123	Block Surcharge	
	1234	Use Defined Surcharge	12.00
	234	Screen Action	Allow MPTU
	345	Other	1.15
	Count:	4	
RL332TWO	123	Accept	
	2221	Accept	
	2222	Accept	
	2223	Accept	
	2224	Accept	
	2225	Accept	
	2226	Accept	
	2227	Accept	

98. The *ISO Numbers* report displays the ISO Numbers used by the listed terminals.
99. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
100. The **ISO Number(s)** is the ISO Numbers loaded in the indicated terminal. The terminal stores up to 100 Block ISO numbers; however, the terminal will accept only five numbers entered manually. Triton Connect management software allows the terminal to accept additional ISO numbers up to the 100 numbers limit.
101. The **ISO Action** is the Independent Sales Organization, or ISO, numbers allow the terminal to block surcharging and to disable surcharge messages for the financial institution's ATM or Credit Card transactions. This report shows ISO actions the ATM will take.
102. The **ISO Value** is the assign value to a specific ISO number
103. See the applicable terminal operations manual for additional information on the Block ISO feature.

JOURNAL DATA REPORT

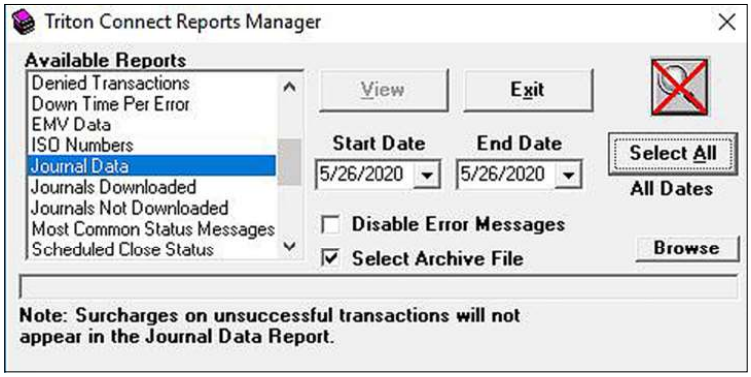


JOURNAL DATA REPORT

5/27/2020

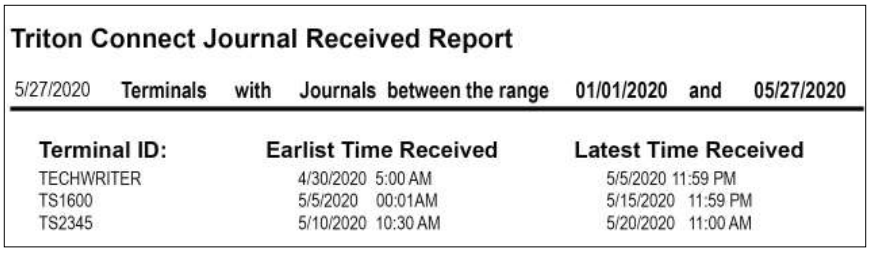
Terminal ID:	Rec#	Date:	Time:	Sequence Number	Transactions Type	Journal Entry	Primary Account #	# of Surcharge	Surcharge Amount	Amount Dispensed
TechWriter	1234	5/20/2020	20:30:14	2936	Checking	Transaction	**********1234	1	$1.50	$100
	1235	5/21/2020	8:45:48	2937	Checking Balance	Transaction	**********1234	1	$0.50	$0
	1236	5/21/2020	8:49:53	2938	Checking	Transaction	**********1234	1	$5.00	$400
	1237	5/21/2020	9:00:41	2939	Checking	Transaction	**********7858	1	$2.50	$200
								Totals:	**$9.50**	**$700**
Money Casino	5678	5/20/2020	22:35:59	6874	Checking	Transaction	**********1682	1	$5.00	$500
	5679	5/21/2020	00:45:21	6875	Checking Balance	Transaction	**********1682	1	$0.50	$0
	5680	5/21/2020	1:40:56	6876	Checking	Transaction	**********8998	1	$3.25	$300
	5681	5/21/2020	6:32:57	6877	Savings	Transaction	**********2580	1	$5.00	$500
								Totals:	**$13.75**	**$1300**
								Grand Totals:	**$23.25**	**$2000**

104. The *Journal Data Report* provides a concise list of terminal activities, including customer transactions and machine-specific events and operations.



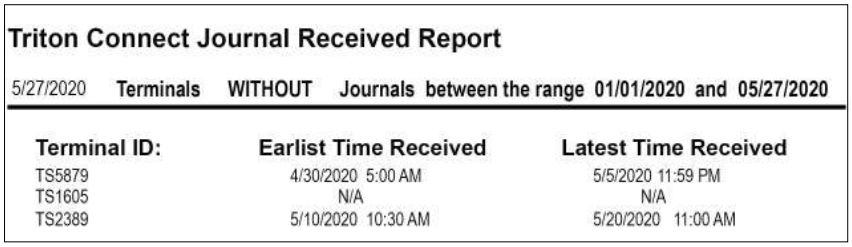
105. The **Terminal ID** is the name identifies the terminal initially entered into the Triton Connect database.
106. The **Rec #** is the Record Number counter increments after each transaction, machine operation, or any other event tracked by the journal of the terminal.
107. The **Date** is the date the specified event took place.
108. **Time** is the time of day the event took place.
109. The **Sequence Number** is the Sequence Number counter increments after each transaction performed by the terminal; such as, withdrawal, transfer, or balance inquiry. Some versions of terminal software allow the manual reset of the Sequence Number to zero.
110. The **Transaction Type** is a short description of the specific type of customer transaction performed at the indicated date and time, if applicable.
111. The **Journal Entry** indicates the general type of event which took place at the specified date and time. The word "Transaction" refers to each customer transaction. Short, descriptive terms describe other machine operations and events, such as *"Reset"* of an operation that re-initializes terminal hardware and software.
112. The **Primary Account #** is the sequence of numbers that typically consists of a combination of the Bank Identification Number and customer account number associated with the ATM, debit, or credit card used to make the transaction. Enable "Suppress Account Numbers" to show only the last four (4) digits.
113. The**# of Surcharges** is the number of surcharges assessed for a cash transaction.
114. The **Surcharge Amount** is the surcharge fee assessed for a cash withdrawal transaction, if any.
115. The **Amount Dispensed** is amount of cash dispensed to a customer during a withdrawal-type transaction.
116. The **Totals** are the amounts represent the sum of all Surcharge Amount and Amount Dispensed values related to the specific terminal.
117. The **Grand Totals** is the amounts represent the sum of all Surcharge Amount and Amount Dispensed values related to all the terminals shown in the Journal Data Report.

JOURNALS DOWNLOADED



118. The *Journal Downloaded* report provides information on the first and most recent journals received.
119. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
120. The **Earliest Time Received** is the date and time the journal first downloaded.
121. The **Latest Time Received** is the date and time the journal last downloaded.

JOURNALS NOT DOWNLOADED



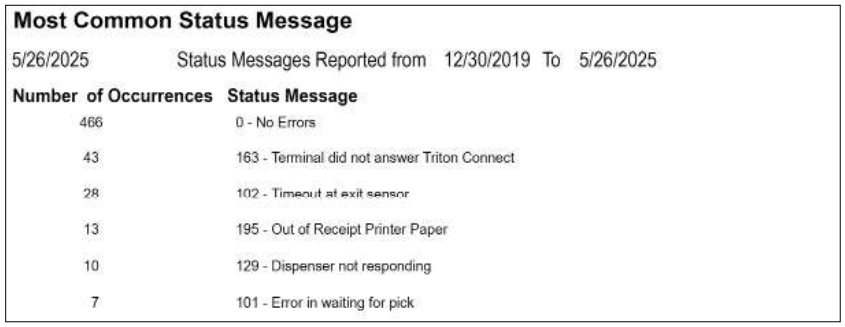
Triton Connect Journal Received Report

5/27/2020 **Terminals WITHOUT Journals between the range 01/01/2020 and 05/27/2020**

Terminal ID:	Earlist Time Received	Latest Time Received
TS5879	4/30/2020 5:00 AM	5/5/2020 11:59 PM
TS1605	N/A	N/A
TS2389	5/10/2020 10:30 AM	5/20/2020 11:00 AM

122. The *Journal Not Downloaded* report provides a list of terminals for which no journals downloaded within the specified date range.
123. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
124. The **Earliest Time Received** is the date and time the journal not first downloaded.
125. The **Latest Time Received** is the date and time the journal not last downloaded.

MOST COMMON STATUS MESSAGES



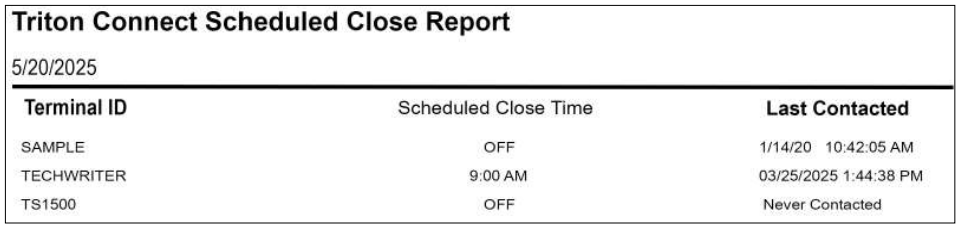
Most Common Status Message

5/26/2025 Status Messages Reported from 12/30/2019 To 5/26/2025

Number of Occurrences	Status Message
466	0 - No Errors
43	163 - Terminal did not answer Triton Connect
28	102 - Timeout at exit sensor
13	195 - Out of Receipt Printer Paper
10	129 - Dispenser not responding
7	101 - Error in waiting for pick

126. The *Most Common Status Messages* report lists all the status message received over a specified time interval, listed in order of greatest number of occurrences. As a management tool, this report helps the user to pinpoint problem areas.
127. The **Status Messages Reported From** shows the date range, the status messages in the report occurred.
128. The **Number of Occurrences** is the number of times the Status Message code occurred. The list presents the most common status message at the top of the list, followed by the next most common status message, and so on for all status messages logged over the specified time frame.
129. The **Status Message** displays a code with a short description of the terminal's status.
130. The **Total Number of Status Messages** is the total number of all status messages received over the time interval shown in the *Status Messages Reported From* block.

SCHEDULED CLOSE REPORT



Triton Connect Scheduled Close Report

5/20/2025

Terminal ID	Scheduled Close Time	Last Contacted
SAMPLE	OFF	1/14/20 10:42:05 AM
TECHWRITER	9:00 AM	03/25/2025 1:44:38 PM
TS1500	OFF	Never Contacted

131. The *Scheduled Close Report* provides information on the Scheduled Day Close setup of each terminal.
132. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
133. The **Scheduled Close Time** is the time the terminal will perform a scheduled Day Close.
134. The **Last Contacted** is the date and time Triton Connect last contacted the terminal to perform a scheduled Day Close.

TERMINAL CONFIGURATION REPORT

Triton Connect Terminal Configuration Report

5/27/2020

Terminal ID	Location	Address	Phone Number
SAMPLE	Any Location	1234 Any Street, Any City, ST, 12345	001.001.789.001
TECHWRITER	Triton Systems, LLC	21405 B Street, Long Beach, MS , 39560	010.010.789.002
TS1500	Target Store	12345 Contact Road, Big City, AZ, 97123	100.100.789.003

Total Number of Terminals = 3

135. The *Terminal Configuration Report* provides terminal information in the Terminal Manager.
136. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
137. The **Location** provides data describing the name of the store or other location of the physical terminal resides in the Triton Connect terminal database.
138. The **Address** is the terminal physical location, such as the street address, city, state, and zip code of the store or other location entered into the Triton Connect terminal database.
139. The **Phone Number** provides a contact phone number for dial-up terminals, or a TCP/IP address for Ethernet or wireless terminals. For more information, see Chapter 4, Call Monitor Connection Type.

TERMINAL DOWN TIME REPORT

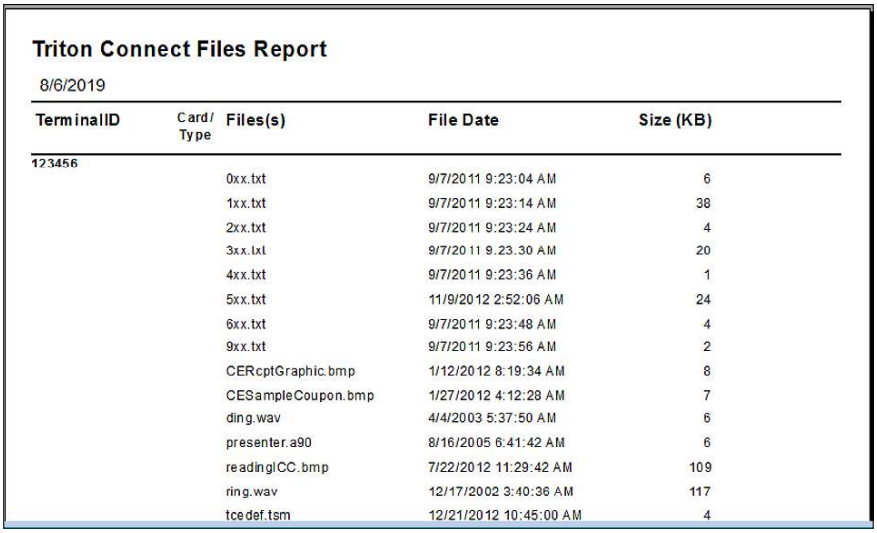
Triton Connect Terminal Down Time Report

2/27/2025 Down Time From 2/1/2025 To 2/28/2025

Terminal	Down Time (in hours)
TECHWRITER	0:22:36
AIR CASINO	1:54:29
Total Down Time:	**2:17:05**

140. The *Terminal Down Time Report* logs the number of down-time hours for each terminal during a specified time range.
141. The **Down Time From** shows the time frame of the monitored terminals listed in the report.
142. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
143. The **Down Time (In Hours)** displays the number of *Down Time* hours for the indicated terminal.
144. The **Total Down Time** is the total number of down-time hours logged during the specified time frame, for all the terminals listed in the report.

TERMINAL FILES



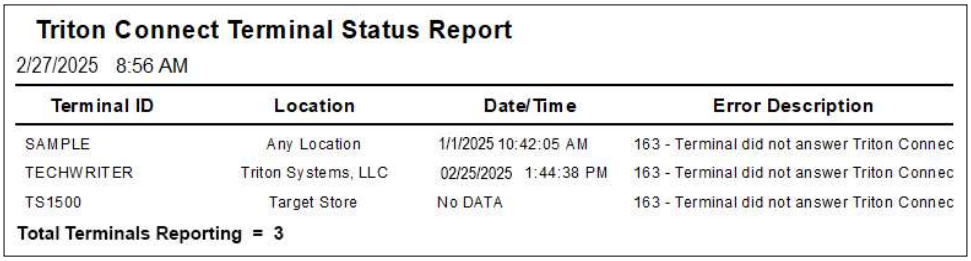
Triton Connect Files Report

8/6/2019

TerminalID	Card/ Type	Files(s)	File Date	Size (KB)
123456				
		0xx.txt	9/7/2011 9:23:04 AM	6
		1xx.txt	9/7/2011 9:23:14 AM	38
		2xx.txt	9/7/2011 9:23:24 AM	4
		3xx.txt	9/7/2011 9:23:30 AM	20
		4xx.txt	9/7/2011 9:23:36 AM	1
		5xx.txt	11/9/2012 2:52:06 AM	24
		6xx.txt	9/7/2011 9:23:48 AM	4
		9xx.txt	9/7/2011 9:23:56 AM	2
		CERcptGraphic.bmp	1/12/2012 8:19:34 AM	8
		CESampleCoupon.bmp	1/27/2012 4:12:28 AM	7
		ding.wav	4/4/2003 5:37:50 AM	6
		presenter.a90	8/16/2005 6:41:42 AM	6
		readingICC.bmp	7/22/2012 11:29:42 AM	109
		ring.wav	12/17/2002 3:40:36 AM	117
		tcedef.tsm	12/21/2012 10:45:00 AM	4

The *Terminal Files* report only applies to Z180 ATMs in (9100/9600/9700). It is basically a list of files (ad graphics, plug-ins, etc.) stored on the terminal flash.

TERMINAL STATUS REPORT



Triton Connect Terminal Status Report

2/27/2025 8:56 AM

Terminal ID	Location	Date/Time	Error Description
SAMPLE	Any Location	1/1/2025 10:42:05 AM	163 - Terminal did not answer Triton Connec
TECHWRITER	Triton Systems, LLC	02/25/2025 1:44:38 PM	163 - Terminal did not answer Triton Connec
TS1500	Target Store	No DATA	163 - Terminal did not answer Triton Connec

Total Terminals Reporting = 3

145. The *Terminal Status Report* provides terminal status information as of the last contacted date and time.
146. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
147. The **Location** is the data entered into the Triton Connect terminal database that describes the name of the store or other location where the physical terminal resides.
148. The **Date/Time** is the date and time Triton Connect last contacted the terminal and downloaded the error-status data.
149. The **Error Description** is the most recent error codes and descriptions shown for the indicated terminal.

TERMINAL STATUS MESSAGES REPORT

Triton Connect Status Messages Report

2/28/2025 1:39 PM Status Messages Reported from 1/1/2025 To 2/28/2025

Terminal ID	Date	Status Message
SAMPLE	2/1/2025 11:41:04AM	163 - Terminal did not answer Triton Connect
	2/28/2025 8:52:13AM	163 - Terminal did not answer Triton Connect
TECHWRITER	1/14/2025 2:42:49PM	904 - Dispenser - Cassette is missing./Cash Dispenser Status: -904, -904, 4004D - Cassette 1 is not detected before dispensing
	1/14/2025 3:05:25PM	0 - No Errors
	2/19/2025 11:54:24AM	0 - No Errors
	2/28/2025 11:46:36AM	163 - Terminal did not answer Triton Connect
TS1500	2/28/2025 11:35:47AM	163 - Terminal did not answer Triton Connect
	2/28/2025 1:38:57PM	163 - Terminal did not answer Triton Connect
Total Number of Status Messages	8	

150. The *Terminal Status Messages Report* lists the type and number of status messages received from specified terminals over a user-defined time frame.
151. The **Status Messages Reported From** is the time range of the data collected for this report.
152. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
153. The **Date** is the date and time Triton Connect received the indicated terminal's status message.
154. The **Status Message** is a code number and short description of the terminal's status at the date/time received.
155. The **Total Number of Status Messages** shows the total number of status messages in the report.

TERMINAL TEXT MESSAGES

Terminal Text Messages Report

2/15/2025

TERMINAL ID	Message Type	Message
TECHWRITER	Store	Triton ATMs 124 West Main Street Our Town, USA 00001
	Coupon Random	You May Have Won A Valuable Prize, On Any ATM in This Store
	Coupon Level	Use This Coupon For Special Prices on ATMs
	Welcome	Welcome to Triton ATMs
	Marketing	Thank You for Visiting Triton ATMs Founded in 1979

156. The *Terminal Text Messages* report provides a list of information presented to the customer before, during, or after their transaction.
157. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
158. The **Message Type** is messages displayed on the Terminal screen, printed receipt, or coupon.
159. The **Message** is the specific information provided to the customer depending on the message type.

TERMINAL TOTALS REPORT

Triton Connect Terminal Totals Report

1/26/2025

Terminal ID	Debits	Credits	Inquiries	Transfers	Debit Amount	Credit Amount
TECHWRITER	300	58	136	60	$3220.00	$1480.00
TS1600	564	33	107	89	$6380.00	$936.00
Totals	**864**	**91**	**243**	**149**	**$9600.00**	**$2416.00**

160. The *Terminal Totals Report* provides financial information accumulated from *Day Close* to *Day Close* as of the last contacted date and time. If the user does not perform Day Closes, the report will show the cumulative totals.
161. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
162. The **Debits** is the number of checking and savings account withdrawal transactions collected since the last *Day Close* operation.
163. The **Credits** is number of credit card withdrawal transactions performed since the last *Day Close* operation.
164. The **Inquiries** is the number of balance inquiries performed since the last *Day Close* operation.
165. The **Transfers** is this is the number of account transfer transactions performed by the terminal since the last *Day Close* operation was performed.
166. The **Debit Amount** is the total monetary value of all Debit transactions that have taken place.
167. The **Credit Amount** is the total monetary value of all Credit transactions that have taken place.
168. The **Totals** are the total of all values for all terminals listed in the Terminal Totals Report.

TRITON CONTACT NUMBERS

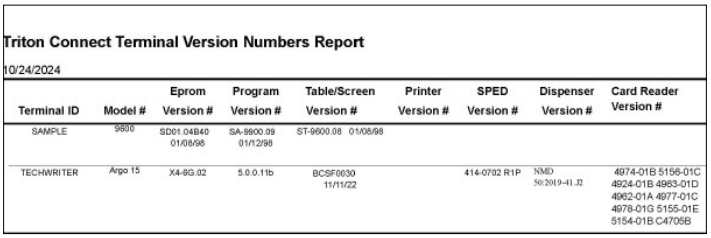
Triton Connect Phone Numbers and Call Back Report

2/28/2025

Terminal ID	Last Contatced	Call Back	Primary Triton Connect Alarm	Backup Triton Connect Alarm
TECHWRITER	2/25/2025 1:44:38 PM	Yes	103-204-9000 103-204-0999	103-204-9001 103-204-0099
TS1500	1/1/2025 12:01:00 AM	NO	103-103-1032 103-000-0000	103-103-1035 Not Set
			Terminal Count:	**2**

169. The **Terminal ID** is the name identifying the terminal initially entered into the Triton Connect database.
170. The **Last Contacted** is the date/time Triton Connect last contacted the terminal to perform a scheduled *Day Close*.
171. The **Call Back** is if enabled, Triton Connect will disconnect and wait for the terminal to call back via the Primary phone number or TCP/IP address. If the Primary does not connect, the terminal will use the Backup number or address.
172. The **Primary** is the Primary phone number or TCP/IP address to Triton Connect and Alarm.
173. The **Backup** is the Backup phone number or TCP/IP address to Triton Connect and Alarm.
174. The **Terminal Count** is the total number of terminals listed on this report.

VERSION NUMBERS REPORT



Triton Connect Terminal Version Numbers Report

10/24/2024

Terminal ID	Model #	Eprom Version #	Program Version #	Table/Screen Version #	Printer Version #	SPED Version #	Dispenser Version #	Card Reader Version #
SAMPLE	9800	SD01.04B40 01/08/98	SA-9900.09 01/12/98	ST-9800.08 01/08/98				
TECHWRITER	Argo 15	X4-8G.02	5.0.0.11b	BCSF0030 11/11/22		414-0702 R1P	NMD 50.2019-41.J2	4974-01B 5156-01C 4924-01B 4983-01D 4962-01A 4977-01C 4978-01G 5155-01E 5154-01B C4705B

175. The *Version Numbers Report* provides information on hardware versions for all terminals reporting information to Triton Connect.
176. The **Terminal ID** is the name used to identify the terminal initially entered into the Triton Connect database.
177. The **Model #** is the assigned model number of the indicated terminal.
178. The **EPROM Version #** is the EPROM holding software downloading, initialization, testing, and low-level interface routines. The version number assigned to the EPROM chip currently installed in the terminal.
179. The **Program Version #** is the version number assigned to the software currently loaded in the terminal. The terminal operating software downloaded either locally or remotely via Triton Connect.
180. The **Table/Screen Version #** is the version number assigned to the software component that provides ATM user interface and associated terminal control functionality. X-Scale terminals have Screen file, While X2 and X3 have Table Files. Both files serve the same purpose.
181. The **Printer Version #** is the version number assigned to the Printer. Availability of this data depends upon the version of ATM software running in the terminal.
182. The **SPED Version #** is the version number assigned to the SPED firmware. Availability of this data depends upon the version of ATM software running in the terminal.
183. The **Dispenser Version #** is the version number assigned to the Dispenser. Availability of this data depends upon the version of ATM software running in the terminal.
184. The **Card Reader Version #** is the version number assigned to the Card Reader softwares.
185. The **Total Number of Terminals** is the total number of terminals listed on the Version Numbers Report.

End of Report Management

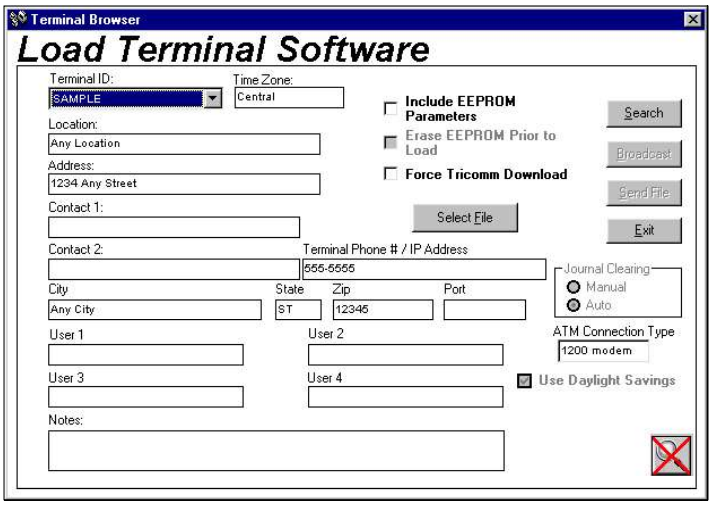
CHAPTER 12 - SOFTWARE DOWNLOAD

INTRODUCTION

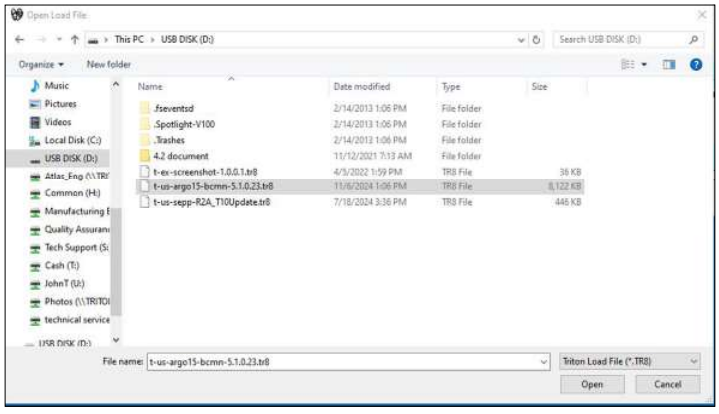
A Triton Connect feature performs remote software downloads to terminals.

ACCESS THE SOFTWARE DOWNLOAD FUNCTION

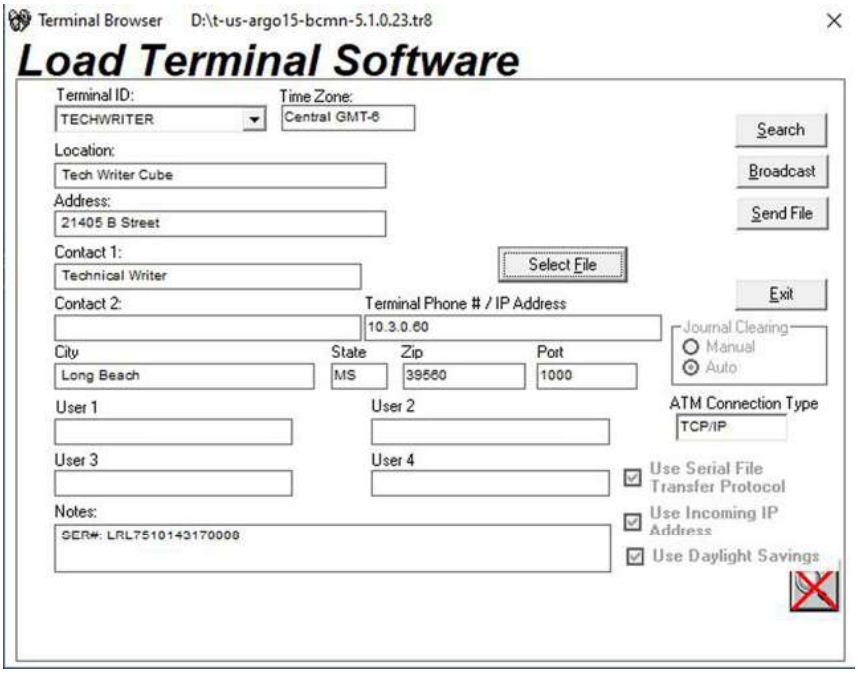
1. Using the Supervisor Password, Navigate to the ***Terminal Manager*** > ***Utilities*** > ***Software Download***.
2. The *Load Terminal Software* screen displays similar in the overall appearance to other terminal data screens in Triton Connect. The *Terminal ID* list provides a quick way to select a terminal. Use the **Search** or **Filter** features to reduce the number of terminals displayed in the list.
3. Select **Terminal ID** and click the desired terminal to load with software. If applicable, select the Broadcast option to select multiple terminals.
4. Click **Select File** button and use the file browser window to locate the applicable download file for the ATM. Default is (C:\ProgramData\TritConn).

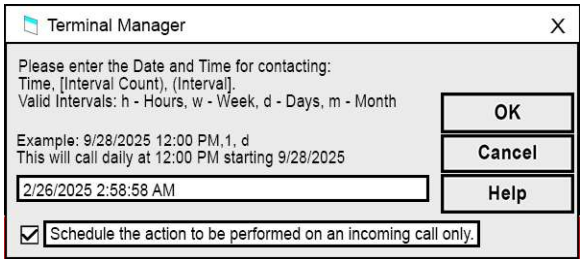


5. Select the Load File for ATM. Click **Open** returns to the *Load Terminal Software* screen.

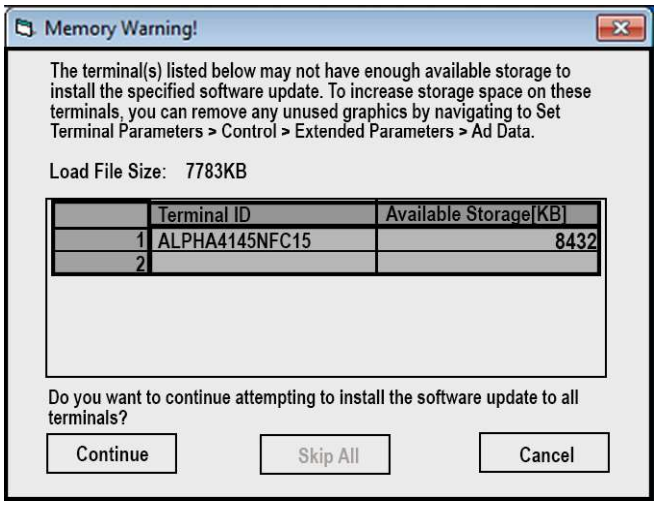


6. Next to *Terminal Browse*, displays the location and software name of the file.
7. Click **Send File** button. When the call scheduling window appears, schedule a time for the download and click the **OK** button.





8. The *Memory Warning* screen opens and verifies the X3-based terminal has at least twice the load file's size in free memory. Either select **Continue** to upload the file or select **Cancel** and free up ATM storage space.



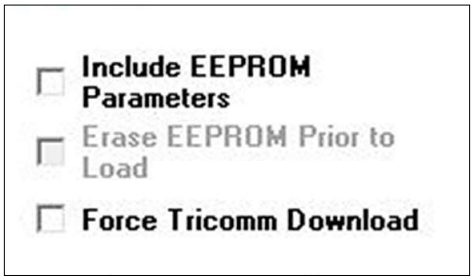
9. At the scheduled time, the application will start the file validation process and if it identifies a valid load file, the *Open Load File* dialog box will close and display the Software Download dialog screen with the file location and file name at the top left of center.
   - An example, an ARGO 15 has the X4 CE 8 platform and the dialog box displayed three files with (tr8) extensions. Only the highlighted file *(t-us-argo15-bcmn-5.1.0.23.tr8)* is the upgrade load file for this ARGO 15. The other two (tr8) file are used at the ATM location only, so make sure the user selects the correct load file. Select the **Send File**. Schedule time to send the file to the ATM and click OK.
   - At the schedule time Triton Connect contacts the ATM and send the load file. The ATM goes out of service and waits for the load file.
10. Press the **Open** button. The application will start the file validation process and if it identifies a valid load file, the *Open Load File* dialog box will close and display the Software Download dialog screen.

EPROM ACCESS CODE

11. Unless the database has the Access Code and if the terminal operates with Z-180 version 5.0 ATM software or greater, the program will prompt the user to enter the terminal's EPROM Access Code.

DOWNLOAD OPTIONS Z180 ATM ONLY

Above the **Send File** button on the *Load Terminal Software* screen list three download options to change the way the download normally performs.



INCLUDE EEPROM PARAMETERS

- The Terminal's EPROM stores Parameters, specify operational conditions, and provide necessary operating information for the terminal.
- During initial software load the factory loads the terminals with default parameter values. The user modifies these values during the installation of the terminal to fit specific operational requirements.

Caution

With this option checked, the values contained in the software-load file will erase the terminal's existing parameters. The terminal will need a site-specific configuration, including re-enabling Triton Connect.

RECOGNIZING TERMINAL TYPES

- If the terminal previously sent its parameters for storage in the database, Triton Connect automatically chooses the correct software download type.
- If the terminal operates with a Z-180 version 5.0 software or greater, Triton Connect will attempt an unattended remote download.

ERASE EEPROM PRIOR TO LOAD

- This option specifies the erasure of the terminal's EEPROM prior loading the parameters contained in the software-load file. Check the *Include EEPROM Parameters* option to activate this option.

Caution

Erasing the EEPROM will disable the ATM and require the terminal's reconfiguration at the ATM site before operations can resume.

FORCE TRICOMM DOWNLOAD

- If an unsuccessful attempt to download the software to a terminal operating Z-180 version 5.0 software or greater, check the Force Tricomm Download option to force a download using the Tricomm protocol. This type of download will require the assistance of support personnel at the terminal location.

*** NOTE ***

Terminals with TCP/IP connection will not allow a Forced Tricomm download and display an error message.

TRICOMM DOWNLOADS

- Use Tricomm, a separately available PC-based utility, to load terminal software. It typically resides on a PC or laptop computer near the terminal location and physically connected to the terminal by a (8-Pin) serial cable.
- Tricomm-type downloads require the EPROM Access Code entered at the terminal. With access granted, use the special menu to configure the terminal to accept the software download.
- For instructions on performing this type of download, see the operating instructions that came with the Tricomm utility or the ATM service manual.

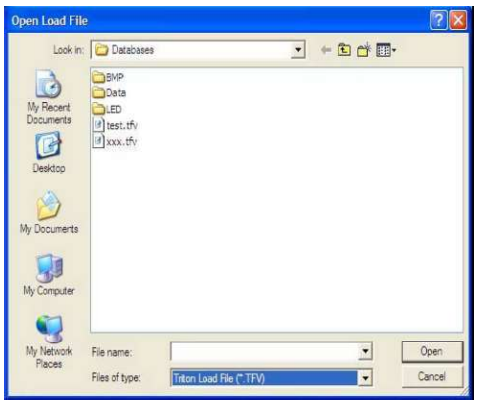
LOAD FILE FORMAT

The table displays the Load File Formats.

EEE value	EEE meaning
tlf	XScale
tlv	X2 CE 5
tr6	X2 CE 6
tr7	X3 CE 7
tr8	X4 CE 8

TERMINAL SPECIFIC LOAD FILE SELECTION

12. Navigate to the ***Terminal Manager > Utilities > Software Download***.
13. Click the **Select File** button. Click the **Select File** button. The application will display an *Open Load File* dialog box. The file type displayed will depend on the Terminal ID selected. As an example, if the application identifies the terminal as an X2 terminal, the Open Load File screen displays load files with the .TLV or TR6 file extension.
    - If the version information identifies the terminal as an XScale or Z-180, the dialog will display the file formats with the .TLF extension.



*** Note ***

If the database does not have the selected terminal's parameters, the system will display a message prompting the user to download parameters for the selected X2 terminal.

FILE FORMAT VALIDATION

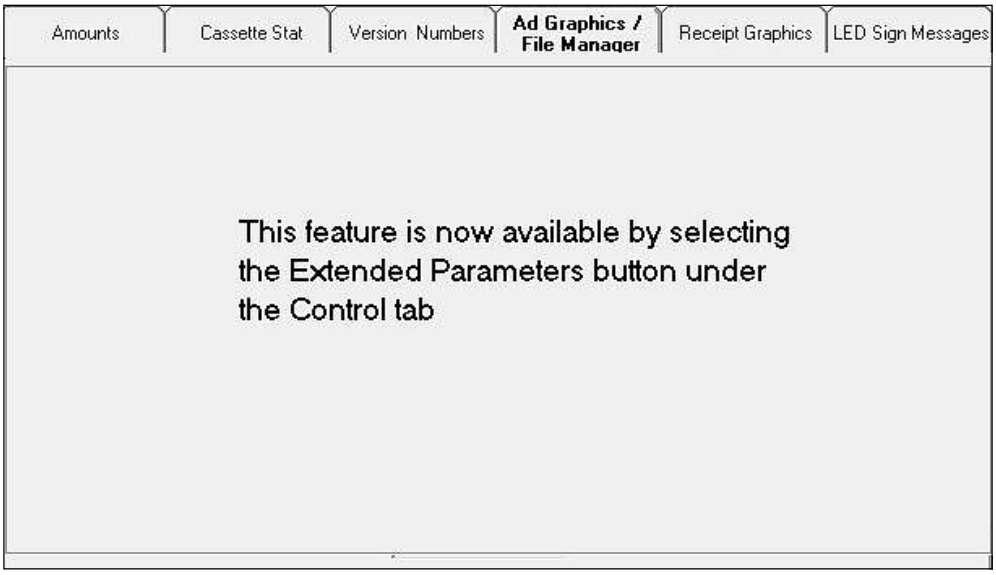
14. Select a load file with a tlf, tfv, tr6, or tr7 extension and press the **Open** button. The application will start the file validation process and if it identifies a valid tlf, tfv, tr6, or tr7 load file, the *Open Load File* dialog box will close and display the Software Download dialog screen.
15. The application will display an error message for invalid load file.

16. Press the **OK** button and the screen returns to the Software Download dialog screen.

End of Download Options Z180 ATM only

End of Software Download

CHAPTER 13 - AD DESIGNER



This statement applies to ALL ATMs except the Z180 ATM Series.

For the Z180 Series go to next page.

*** NOTE ***
The Ad Designer applies the Z180 ATM series only.

INTRODUCTION

The Ad Designer combines bit-mapped graphics and text together to create Ad Screens for non-PC based units. Download these Ad Screens for display on selected terminals via Triton Connect.

The Ad Designer editing utility imports and manipulates bit-mapped graphics (BMP format) to create Graphic Ad Screens. Additional tools enable the merging of text with bit-mapped images or creation of text-only Ad Screens.

*** NOTE ***
Terminals equipped with one or more Expansion Memory modules (96XX) can download Graphic Ad Screens. Text-only Ad Screens do not require additional storage memory.

1. Navigate to ***Terminal Manager > Utility > Ad Designer.***

AD SCREEN CHARACTERISTICS

2. The Ad Designer can only import and manipulate bit-mapped graphic images. It cannot create them. Use a third-party graphics application to create the graphic images for use as Ad Screens.

In creating your graphics, ensure the images conform to the following requirements.

- The images will use either 16-color or 256-color.
- The maximum image size limited to 320 pixels wide by 240 pixels high. The maximum size represents the dimensions of the terminal's LCD display screen.

3. The Windows Paint application creates bitmap files in a generic format fully compatible with the Ad Screen capabilities of the terminal. If the user uses another graphics program to create the bitmap images, Triton recommends opening and re-save the file using Windows Paint before processing the file with the Ad Designer to ensure maximum compatibility with the terminal.

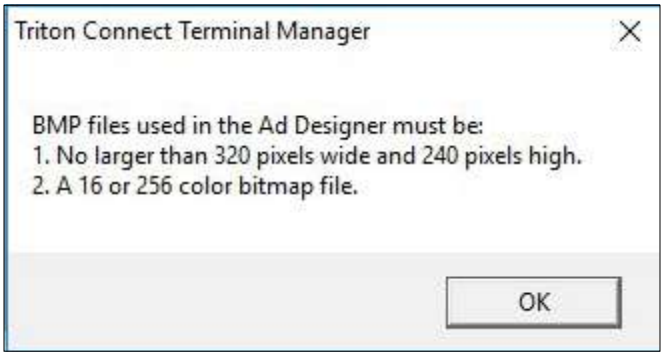
*** NOTE ***

The filename of the image must be no longer than eight characters (not including the period and file name extension).

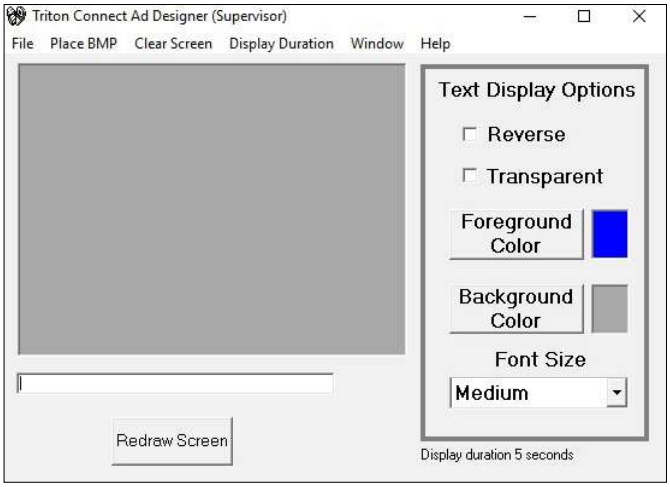
4. Triton Connect will not transfer files to a terminal if those files have names that contain non-alphanumeric characters. Use only the characters A-Z (upper or lowercase) and the numbers 0-9. Any other characters will prevent Triton Connect from downloading the graphics to the terminal. Only the display schedule will be sent, resulting in the display of blank screens on the terminal at scheduled times.

AD SCREEN SIZE

5. The Ad Designer will not allow images larger than 320-by-240 pixels. If the user forgets the maximum size, click the *Help* option on the menu bar and the screen below opens.
6. This message box also shows the allowable color-depth values allowed for Ad Screen images: 16-color or 256-color.



7. Navigate to the ***Terminal Manager*** > ***Utilities*** > ***Ad Designer*** option and the screen opens below.



AD DESIGNER FEATURES

This section provides a brief outline of the functions of the Ad Designer.

MENU

The primary options available through the menu bar allow the user to open and save graphics files, place graphic images within the display area, clear the display area, and set the Ad Screen display duration of how long the terminal screen displays the Ad Screen.

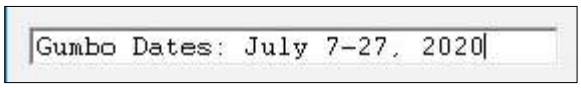
Additional options enable the user to see the color depth (16-color or 256-color) of the image viewed in the display window, to view various help displays, and to restore warning messages.

TEXT VS. GRAPHIC AD SCREENS

8. Graphics Ad Screens will take priority over text-based screens. Terminals equipped with one or more optional Expansion Memory Modules and run Graphics Ad Screens will not display text-based screens.
9. Terminals with no Graphics Ad Screens loaded, or the Ad Screen function turned off, will display Text Ad Screens, if loaded.
10. This behavior allows the user to design both graphic and text versions of Ad Screens, to broadcast to a group of terminals. Those terminals that support graphics will automatically display the graphics versions of the Ads, while terminals not equipped (or not enabled) to display graphics Ads will automatically display the text-based versions.

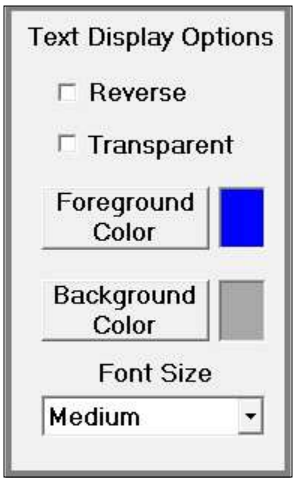
11. The Ad Designer manipulates Ad Screen contents, graphic and text entities, as discrete "objects." This gives the user the ability to select individual components of an Ad Screen for various editing operations.

12. The Display Window provides a location to compose the Ad Screen. Place both text and graphic elements within the display area and position them as needed to create the final Ad Screen composition.
13. The text-entry block below the display window allows the user to add any textual words or phrases to an existing graphic or to create a text-only Ad Screen.



14. The **Redraw Screen** button refreshes the display as needed during editing operations.

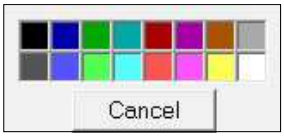
15. The **Text Display Options** enhances the Ad Screen text within the display.



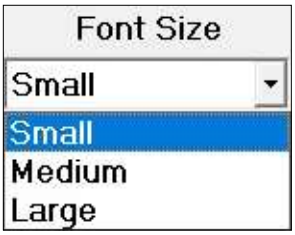
16. Reverse. Checking this option reverses the foreground and background color selections in the text object.

17. **Transparent.** Checking this option, places the text directly on a BMP graphic without erasing the image behind the text. The text will appear to "float" over the underlying image.

18. **Foreground Color.** The color box next to the button displays the current font color. To select a different color, click the **Foreground Color** button and select a color from the palette of sixteen colors. The new color will apply to the next text entry.



19. **Background Color.** The color box next to the button displays the current background color. To select a different color, click the **Background Color** button and select a color from a color palette of sixteen colors. The new color will apply to the next text entry.
20. **Font Size.** Click the down arrow in the list box and select a font size; Small, Medium, or Large.

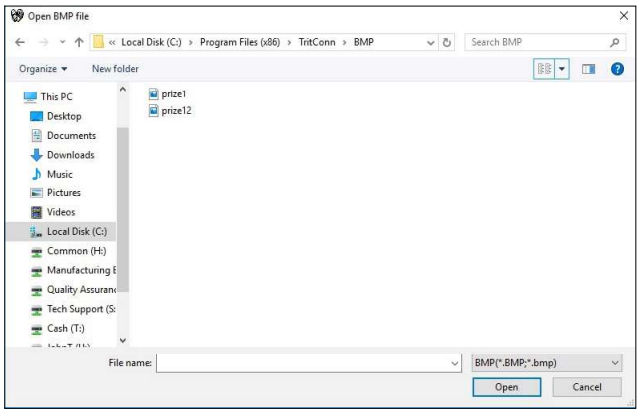


CREATING TEXT

21. Because the *Text Display Options* provide only a basic set of configuration settings, consider using a separate graphics application to add text directly to your Ad Screen bitmaps.
22. Most commercial graphics programs contain many typeface and font size options and offering a wider range of creative choices in the creation of your Ad Screens.

CREATING AN AD SCREEN

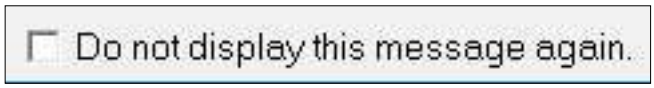
23. Click the *Place BMP* option on the Menu Bar. Navigate to the folder containing the screen files.



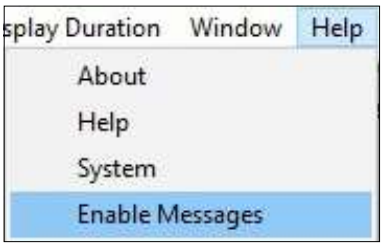
24. Select the BMP graphic by either double clicking on the desired BMP file name, or click on the file name to highlight it and then click the **Open** button.
25. The Ad Designer will evaluate the "color depth" of the image and will present one of two warning messages.

TURN WARNING MESSAGES ON AND OFF

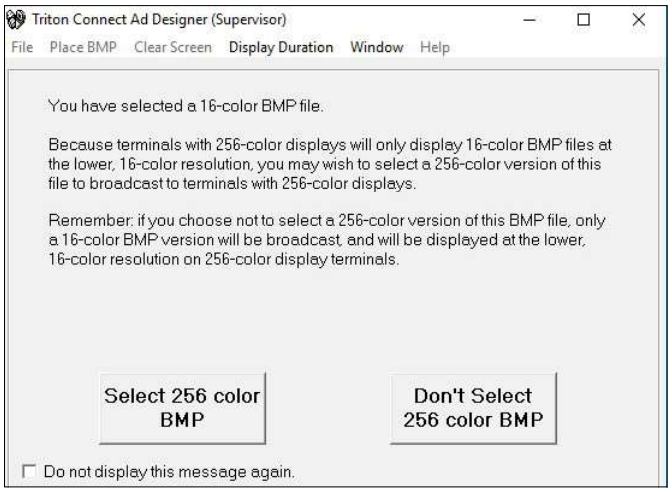
26. Warning messages can be turned off, so subsequent operations are not interrupted by the appearance of these screens.
27. A check box appears at the bottom of each screen. This option allows the user to turn off the warning screen. Click the check box to enable.



28. Select **Help** on the menu bar and click **Enable Messages** to turn all currently disabled warning messages back on.



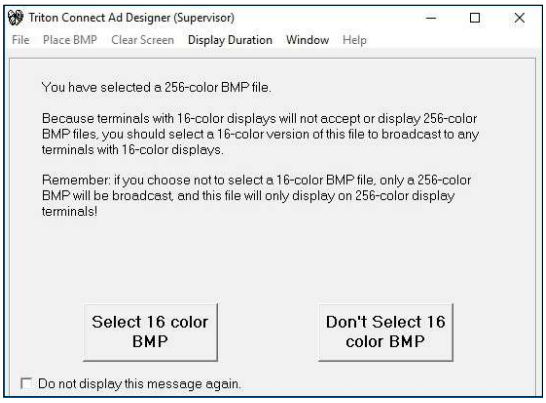
FOR 16-COLOR IMAGES:



29. If the terminal has a 16-color display and the user selected a 16-color bitmap image, click the **DON'T SELECT 256-COLOR BMP** button. The selected image will appear in the display area. If click on **SELECT 256-COLOR BMP** button and select a 256-color image, the 16-color display will not display the 256-color image.
30. Of course, a 256-color display can also display a 16-color image (although there will be no improvement in the image), so if the terminal uses a 256-color display either 16-color or 256-color images may be used.

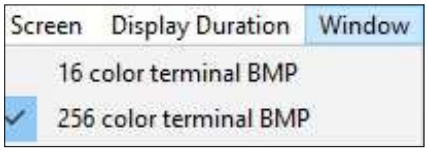
FOR 256-COLOR IMAGES:

31. If the terminal has a 256-color display and the user selects a 256-color bitmap, click the **DON'T SELECT 16-COLOR BMP** button. The selected image will appear in the display area. If the user wishes to load a 16-color image as well, click the **SELECT 16-COLOR BMP** button. The file selection dialog opens to select a 16-color image. Both images load into the display area. The display shows the first image (256-color) and hides the second image (16-color). You can switch between images using the *Window* option on the Menu Bar.



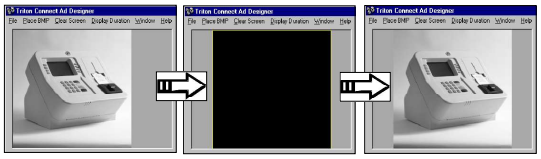
SWITCHING BETWEEN 16-COLOR AND 256-COLOR IMAGES

To determine the color depth of the image visible in the display area, select the *Window* option from the menu bar.

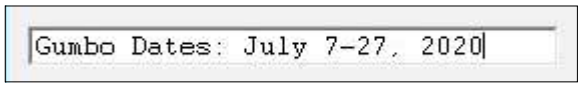


A check mark will appear next to the type of image displayed. If the display area has a second image, click the appropriate image type to view it.

32. The BMP graphic will appear in the display area. To move the graphic, click on the image while holding down the left mouse button and drag the graphic to the desired location. Note how the image is replaced by a black bounding-box during the dragging operation.



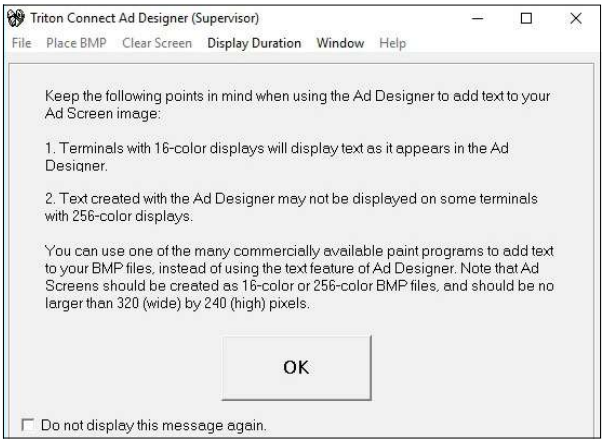
33. To place text with the graphic, type the text into the text box.



The text entered does not wrap. Each line of text must be entered individually.

Using Small/Medium font selection, approximately 30 characters will fit on one line; using large font, approximately 20 characters. Ten to fifteen lines of text will fit vertically within the image display window, depending on the font size.

34. Next, use the *Text Display Options* to change the text characteristics as needed.
35. Move the mouse cursor to a location in the Display area where the text will appear on the Ad Screen and click the left mouse button. The first-time text is added to the image, the following warning message will appear.



36. The screen offers a caution concerning the display of text on terminals with 256-color displays will not display correctly.

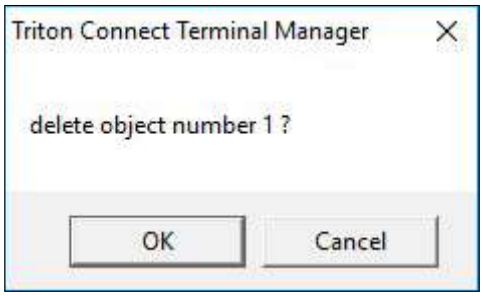
PROBLEM WITH TEXT ON 256-COLOR DISPLAYS

37. To avoid text display problems on 256-color displays, use a graphics application to add text directly to your Ad Screen bitmaps, also, create a 16-color Ad Screens with text in this way.
38. An advantage of this technique is that most commercial graphics programs enable you to select from many typeface and font size options, offering a wider range of creative choices in the creation of your Ad Screens.
39. Text and 16-color graphics combined in the Ad Designer will display on 16-color terminals correctly.
40. Click the **OK** button. The text appears on the screen. To move the text, place the cursor over the text. Click and hold the left mouse button. Drag the text to the desired location and release.

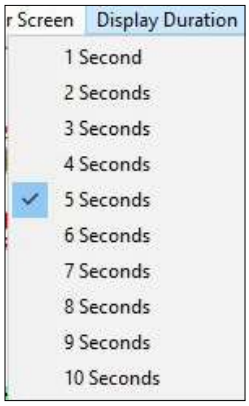
41. Add additional text objects to the Ad Screen by repeating Steps 34-36. Can add up to 28 text-objects to the bitmap, or place in a text-only Ad Screen.

To create text-only Ad Screens, place the text you want in the display area and save the image (see Step 34). The process creates a .TCG file containing the text of the Ad Screen.

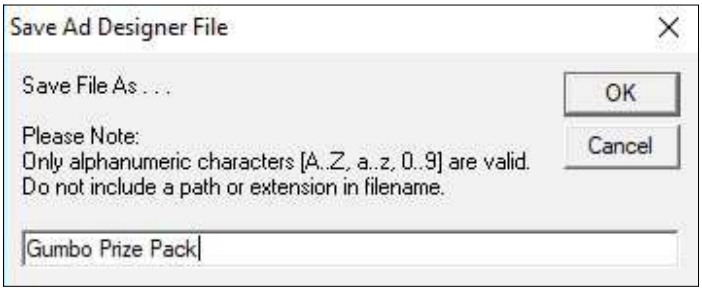
42. To delete the graphic or a text object, place the mouse cursor on the item and click the right mouse button. A confirmation box will open.



43. The object receives a number upon its creation. The bitmap image receives object number 1 by default. Text objects receive numbers from 2 to 29.
44. To delete the selected object, click the **OK** button; otherwise, click the **Cancel** button and return to the display area window.
45. Select the *Display Duration* option from the menu bar.

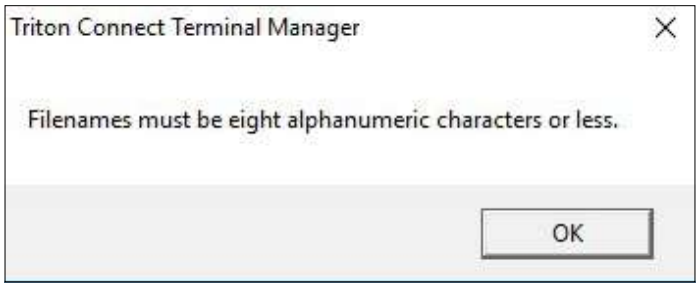


46. Choose a display duration for the Ad Screen. Terminal will display the Ad on its screen for the number of seconds selected. Ad Screens will repeatedly display on the terminal screen using a "looping" system.
47. Upon completion of Ad Screen graphic, select the *File* option on the menu bar, and click Save As.
48. Name the file and click the **OK** button. The software creates a Triton Connect Graphic (TCG) file format.



*** NOTE ***

A warning message opens for filenames greater than eight characters. Click the **OK** button. The Save As screen opens with the first eight characters highlighted. Accept the highlighted name or change the name with the limit of eight characters.



49. Use the Ad Graphics/File Manager tab in the Terminal Parameters area to download the Ads created in the Ad Designer.

Caution

Do not move, rename, or otherwise alter the original bitmap file created in the Ad Screen or Triton Connect cannot download the file to the terminal!

ABOUT TCG FILES

The .TCG file holds information about the layout, contents, and characteristics of an Ad Screen.

- The .TCG file contains text added to the Ad Screen image, including all text-formatting information.
- The .TCG file contains a pointer to the original bitmap image used in the creation of the Ad Screen.
- The .TCG file contains the display duration parameter.

GRAPHIC SIZES

Graphics are displayed in designated fields in the display. Optimize display graphics by creating them in sizes that fit their intended use. Graphic dimensions are in pixels.

X-SCALE UNITS (RL/FT5000/RT2000)

- Full Screen - 636 X 476
- Logo - 310 X 85
- Transaction Ad - 636 X 260
- Banner - 205 X 56
- Welcome Ad - 310 X 385
- Coupon Graphic (Top or Bottom only) - 450 X 225 (.BMP only)
- Coupon Graphic (Top and Bottom) - 320 X 160 (.BMP only)
- Receipt Graphic - 480 X 120 (.BMP only)

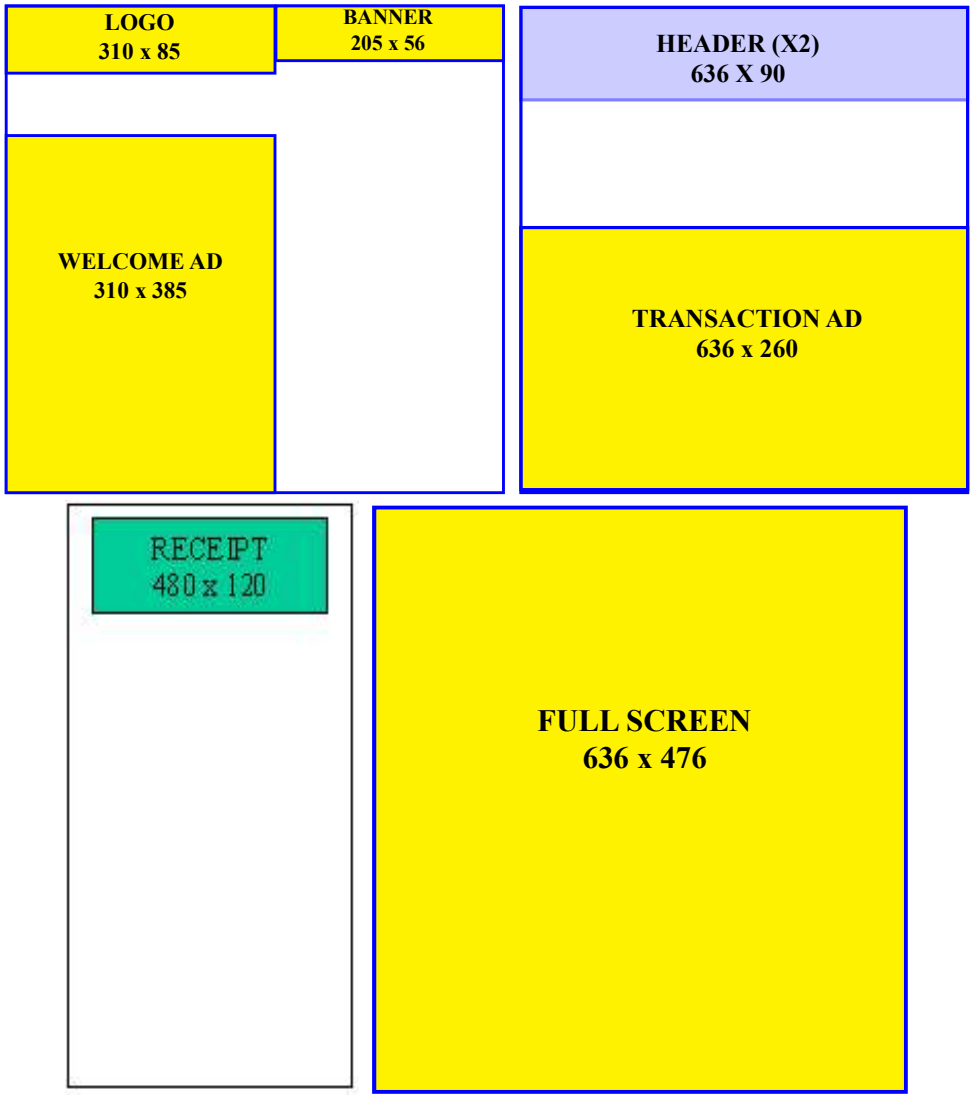
X2 UNITS (RL2000 OR X2-MIGRATED RL/FT5000/RT2000 (W/10.4" DISPLAY)

- 5.7" Display (RL2000)
- Full Screen - 636 X 476
- Welcome Ad - 322 X 475
- Transaction Ad - 636 X 475
- Receipt Graphic - 480 X 120 (.BMP only)

- 8.0" Display (RL2000) /10.4" Display
- Header - 636 X 90
- Welcome Ad - 310 X 385
- Full Screen Ad - 636 X 476
- Transaction Ad - 636 X 260
- Receipt Graphic - 480 X 120 (.BMP only)

- Coupon Graphic (Top or Bottom only) - 450 X 225 (.BMP only)
- Coupon Graphic (Top and Bottom) - 320 X 160 (.BMP only)
- Applies for any X2 display size.

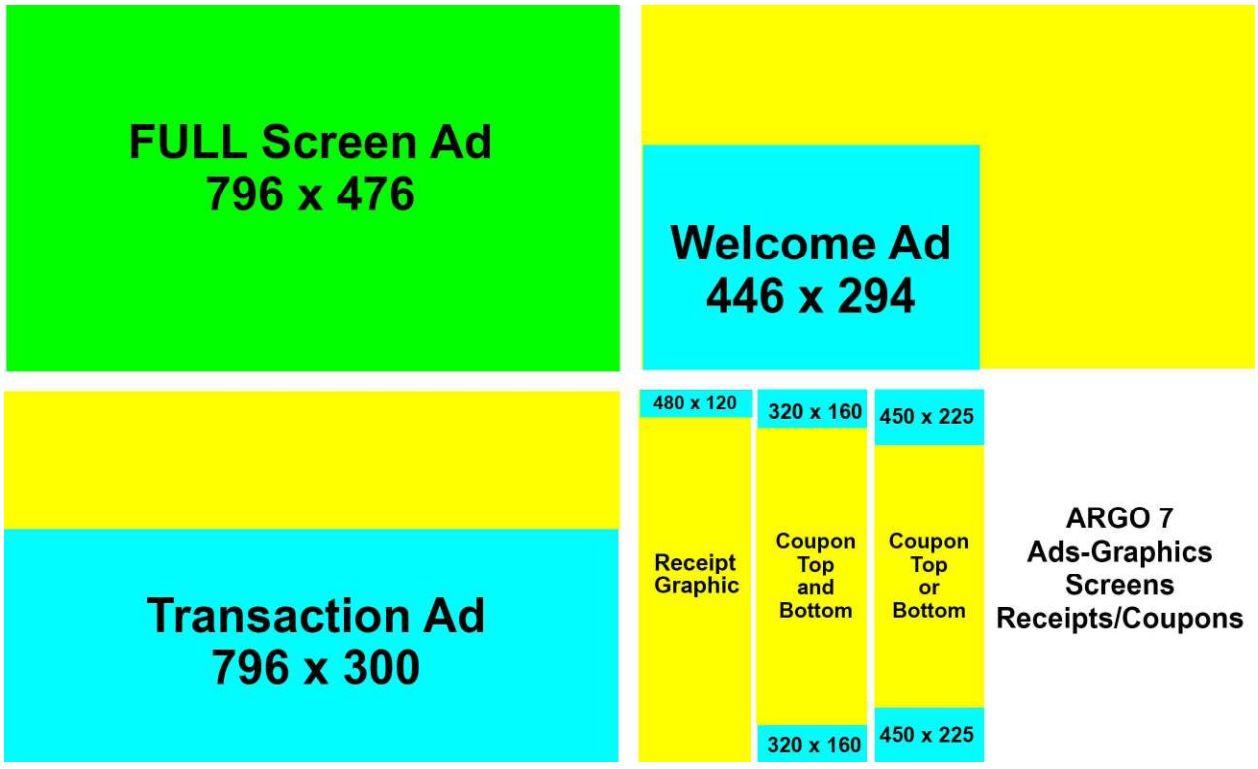
Graphic Examples



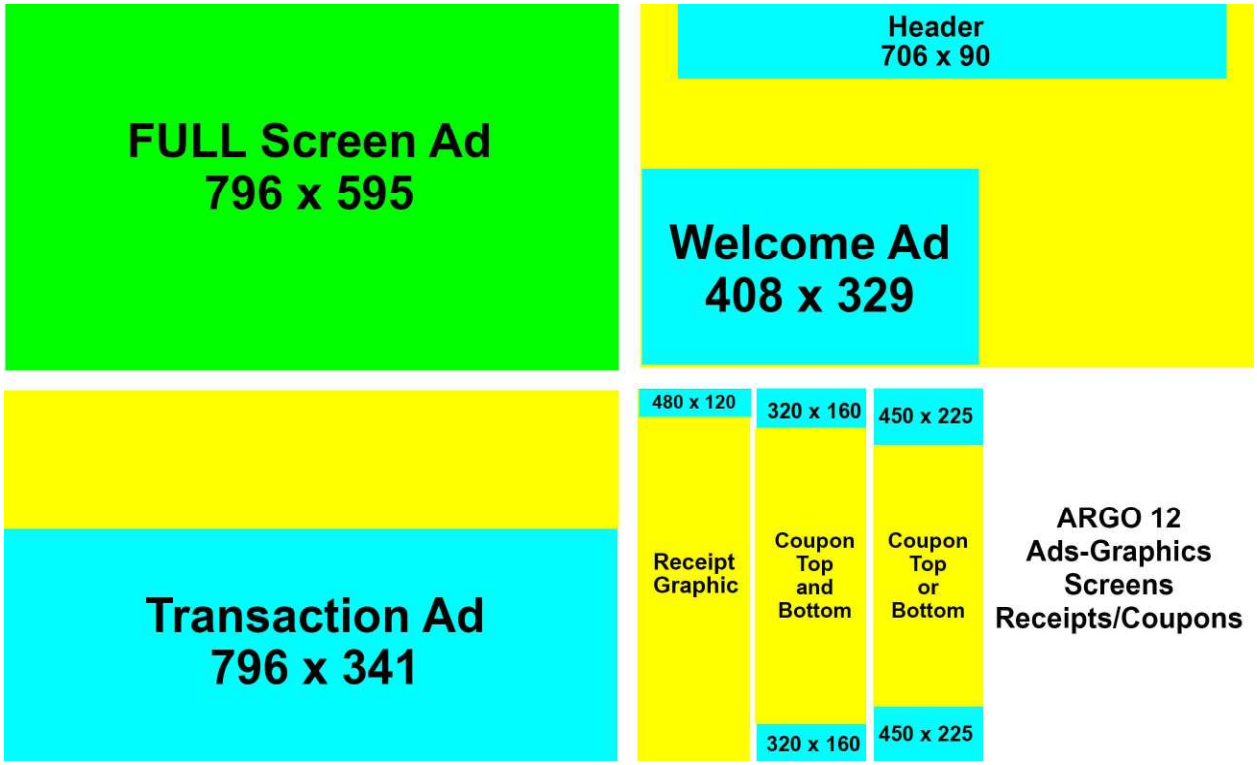
ARGO Display: Pixel Size and Format for Ad Graphics

Model	Size	Screens	Pixel Size	Format	Color
ARGO 7.0	7" DISPLAY	Fullscreen Ad	796 x 476	jpg, gif, png, bmp	
		Welcome Ad	446 x 294	jpg, gif, png, bmp	
		Transaction Ad	796 x 300	jpg, gif, png, bmp	
		Receipt Graphic	480 x 120	bmp only	Black Only
ARGO 12.0	12" DISPLAY	Fullscreen Ad	796 x 596	jpg, gif, png, bmp	
		Welcome Ad	408 x 329	jpg, gif, png, bmp	
		Header	796 x 90	jpg, gif, png, bmp	
		Transaction Ad	796 x 341	jpg, gif, png, bmp	
		Receipt Graphic	480 x 120	bmp only	Black Only
ARGO 15.0 ARGO FT	15" DISPLAY	Fullscreen Ad	1020 x 764	jpg, gif, png, bmp	
		Welcome Ad	500 x 500	jpg, gif, png, bmp	
		Header	1020 x 120	jpg, gif, png, bmp	
		Transaction Ad	1020 x 485	jpg, gif, png, bmp	
		Receipt Graphic	480 x 120	bmp only	Black Only

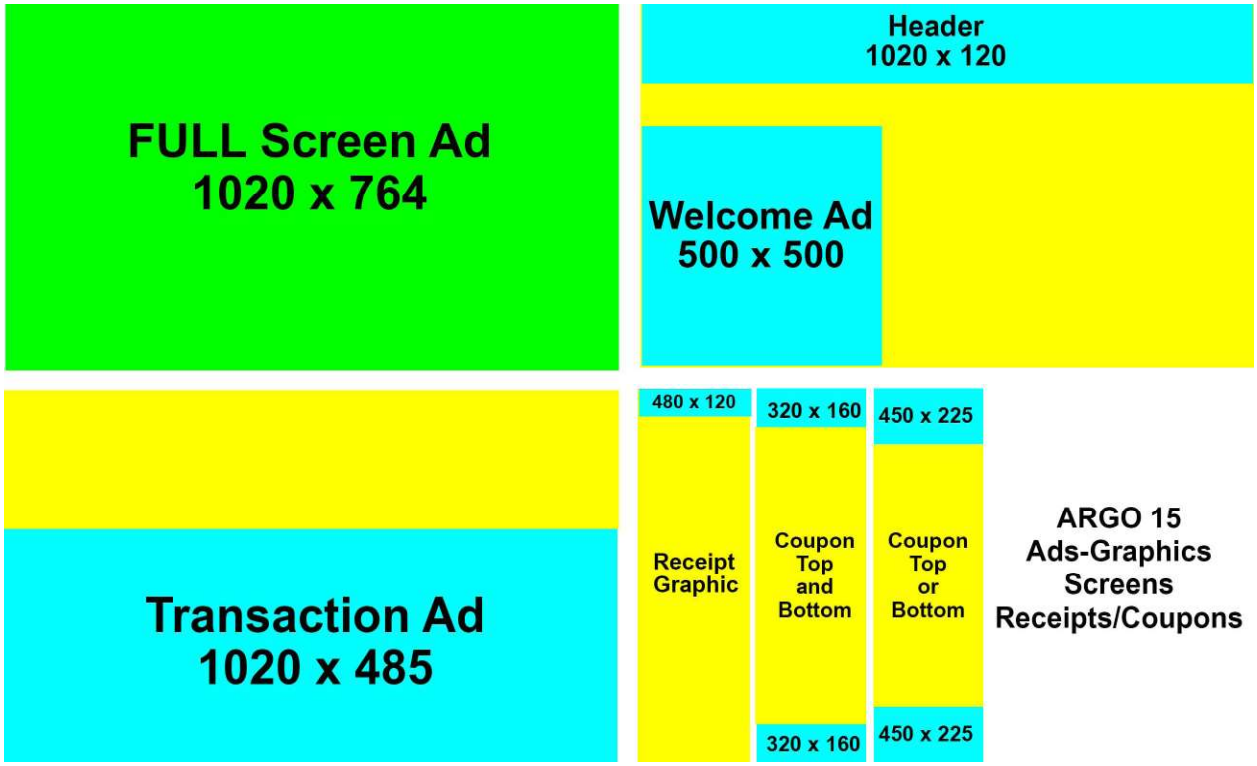
ARGO 7 Screen Ads for References Only



ARGO 12 Screen Ads for References Only



ARGO 15 Screen Ads for References Only



End of Ad Designer

CHAPTER 14 - COUPON UTILITY

INTRODUCTION

The Coupon Utility manages the graphic images and displays parameters associated with the Coupon Selection feature of Triton Systems ATMs. The Coupon Selection feature available after an ATM transaction enables the customer to select a coupon from a graphical menu screen. The ATM's receipt printer prints the selected coupon with a graphic image associated with it. Triton Connect downloads these bitmap images and displays the parameters to selected terminals.

The Coupon Utility imports and assigns bitmap graphics to the Coupon Selection Screen. The Utility assigns individual receipt coupon graphic images up to six menus selections and establishes the display duration of the Coupon Selection Screen.

*** NOTE ***
Only ATMs with supporting software will have the Coupon Selection feature.

ABOUT TCC FILES

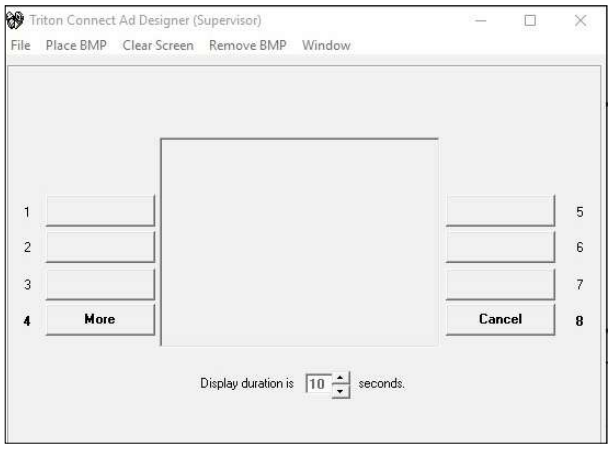
In the final step of the Triton Connect Coupon file creation, the process creates the .TCC file, a specially-formatted data file, which holds information describing the contents, displays duration of the Coupon Selection Screen, and contains pointers to the bitmap images of the Coupon Section Screen and Receipt Graphics.

Caution

Do not move, rename, or otherwise alter the original bitmap files associated with the .TCC file. To do so can prevent Triton Connect from downloading the files to the terminal.

ACCESSING THE COUPON UTILITY

1. Navigate to the **Terminal Manager > Utilities > Coupon Utility** option. The following screen opens.



COUPON IMAGE CHARACTERISTICS

The Coupon Utility cannot create bitmap images: only imports them. Use a third-party graphics application (such as a Paint utility) to initially create the Coupon Selection Screen graphic and Receipt Graphic images.

COUPON SELECTION SCREEN

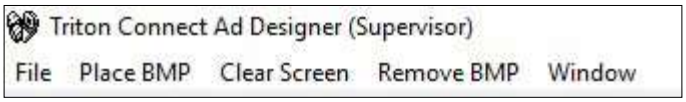
2. The Coupon Selection Screen image must conform to the following specifications.
   - 16-colors or 256-colors only.
   - 320 pixels wide by 240 pixels high only.

RECEIPT GRAPHICS

3. Each Receipt Graphic image must conform to the following requirements.
4. The image must be monochrome (black and white) format. If the image is not monochrome, it will not be available for selection as a receipt graphic.
5. The image must be no larger than 380 pixels wide by 700 pixels high. If the dimensions of the image are greater than these limits the image will not be available for selection as a receipt graphic.

COUPON UTILITY FEATURES

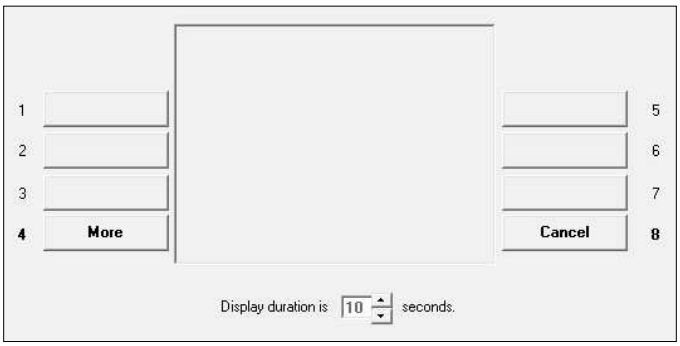
This section provides an outline of the features of the coupon utility.



The menu bar allows the user to do the following:

- **File.** Opens and saves Triton Connect Coupon (.TCC) files.
- **Place BMP.** Places Coupon Selection Screen graphics into the display area.
- **Clear Screen.** Clears the screen of the current Coupon Selection Screen and Receipt Graphic selections.
- **Remove BMP.** Removes the Receipt Graphic associated with a Coupon button.
- **Window.** Displays the color depth (16-color or 256-color) of the Coupon Selection Screen image currently being viewed in the display window. This also allows you to switch between the 16-color or 256-color versions of the image.

DISPLAY WINDOW



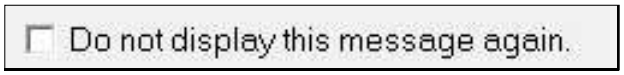
6. *Display Window.* Center of the screen shows the selected Coupon Selection Screen will appear.
   - **Menu** buttons. Buttons 1 through 3 and buttons 5 through 7 used to select a monochrome bitmap image for printing on the selected receipt coupon.
   - **More/Cancel** button. Represent the functions available to the customer at the ATM. The **More** button allows the user to switch to the next Coupon Selection Screen and set of Receipt Graphics menu selections. The **Cancel** button returns the customer to the previous Coupon Selection Screen, or to the ATM welcome screen (if currently on the first Coupon Selection Screen).
   - *Display Duration*. Used to select the length of Creating a Triton Connect Coupon file.

HOW MANY MENU LEVELS

7. Each Triton Connect Coupon (.TCC) file created in the Coupon Utility can reference ONE Coupon Section Screen and up to SIX Receipt Graphic images. Download multiple (.TCC) files to a terminal will provide multiple Coupon Selection Screens to the customer. The number of (.TCC) files/graphics stored on the terminal depends upon the amount of available memory on the selected memory expansion card.
8. To conserve memory for use by the Ad Graphics, do not download more than two (.TCC) files per installed memory card.
9. For more information on downloading files to the terminal, see the Ad Graphics/Fill Manager topic in Chapter 8, Terminal Parameters.

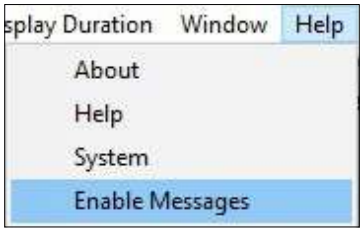
WARNING MESSAGES ON/OFF

10. Warning messages can be turned off, so subsequent operations are not interrupted by the appearance of these screens.
11. A check box appears at the bottom of each screen. This option allows the user to turn off the warning screen. Click the check box to enable.



*** NOTE ***

12. Select **Help** on the menu bar, click **Enable Messages** to turn all currently disabled warning messages back on.



CREATING A TRITON CONNECT COUPON FILE

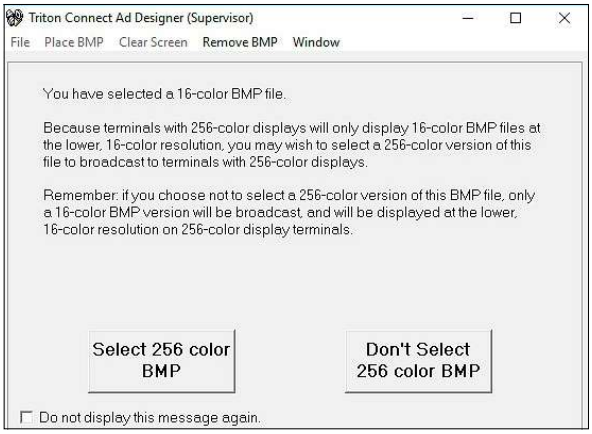
13. Determine the terminal display type, 16-color or 256-color.

LOCATION OF FILE

14. Create a Triton Connect Coupon file by clicking the *Place BMP* selection on the Menu Bar. This displays a BMP file selection window to locate the bitmap files.
15. Select the BMP graphic by double clicking on the desired BMP file name, or clicking the file name to highlight it, then clicking the **Open** button.
16. The selected file automatically copies into the .BMP sub-folder of the Triton Connect installation folder.
17. The Coupon Utility will evaluate the color depth (number of colors in the image) and will present one of either two messages, depending on whether the image is 16-color or 256-color.
18. The screen gives the user the option to proceed with the selected color bitmap image, or return to the file selection dialog and select the other color bitmap image.

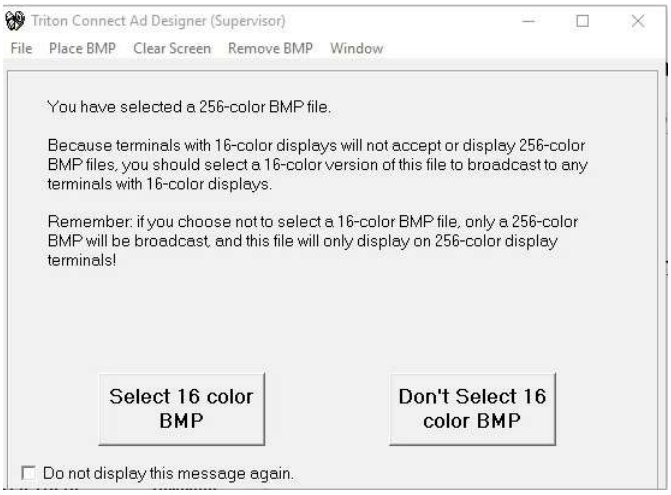
FOR 16-COLOR IMAGES:

19. If the terminal has a 16-color display and the user selected a 16-color bitmap image, click the **DON'T SELECT 256-COLOR BMP** button. The selected image will appear in the display area. If click on **SELECT 256-COLOR BMP** button and select a 256-color image, the 16-color display will not display the 256-color image.



FOR 256-COLOR IMAGES:

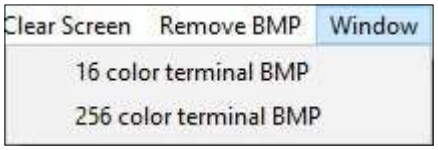
20. If the terminal has a 256-color display and the user selects a 256-color bitmap, click the **DON'T SELECT 16-COLOR BMP** button. The selected image will appear in the display area. If the user wishes to load a 16-color image as well, click the **SELECT 16-COLOR BMP** button. The file selection dialog opens to select a 16-color image. Both images load into the display area. The display shows the first image (256-color) and hides the second image (16-color). You can switch between images using the *Window* option on the Menu Bar.



21. Choose a display *Duration* for the currently displayed Coupon Selection Screen. This is the number of seconds the terminal screen displays the image before returning to the terminal's customer welcome screen. Click the up or down arrow to set the duration from 10 through 255 seconds.

SWITCHING BETWEEN 16-COLOR AND 256-COLOR IMAGES

22. Select menu bar **Window** option to determine the color depth of the image visible in the display area.



23. A check mark appears next to the type of the image currently displayed. If a second image has been loaded into the display area, switch to it by clicking on the appropriate image type.
24. A terminal with a 256-color display can display a 16-color image or a 256-color image.
25. A terminal with a 16-color display can only display a 16-color image.

ADD IMAGES TO COUPON BUTTONS

26. Buttons 1 through 3 and 5 through 7 can each have an associated Receipt Graphic assigned. When the customer presses a Coupon button on the terminal, the associated graphic prints on a receipt. The customer will only be able to select one coupon item per ATM transaction.
27. Click a Coupon Button (1-3 or 5-7). A file selection window opens. Locate and select a graphic file that conforms to the specifications listed in the section on Image Characteristics. When viewing files, only images that are monochrome and 380x700 pixels will be visible. Once selected, the image filename will appear in the button caption, example below.

28. Repeat previous step for any remaining Coupon Buttons you wish to assign.
29. Once the Coupon Selection Screen graphic, Receipt Graphic(s), and Display Duration have been set, save the settings by selecting *File/Save As*.
30. A dialog box opens. Enter a file name with a maximum of eight-characters, and click the **Save** button. A Triton Connect Graphic (.TCC) format file will be created in the BMP sub-folder of the Triton Connect installation folder.
31. Use the Ad Graphics/File Manager function to download the coupon file to selected terminals (see Chapter 8, Terminal Parameters, for details on this procedure).

End of Coupon Utility

CHAPTER 15 - SSL SUPPORT

INTRODUCTION

Triton Connect adds support for SSL for secure communications. To use this feature, a Certificate Authority (CA) such as VeriSign must sign a SSL certificate to support the ATM. If a suitable certificate exists on the Triton Connect server, the user may use it. A sample list of Certificate Authorities supported by the ATM provided below.

- VeriSign/RSA Secure Server
- VeriSign Class 1 Public Primary CA
- VeriSign Class 2 Public Primary CA
- VeriSign Class 3 Public Primary CA
- GTE Cybertrust ROOT
- Thawte Premium Server CA
- Thawte Server CA
- Entrust.net Secure Server CA
- Entrust.net Premium Secure Server CA, also known as Entrust.net CA (2048)

The actual list depends on what the user loads onto the ATM. Check with the ATM's technical support for a list of supported CAs.

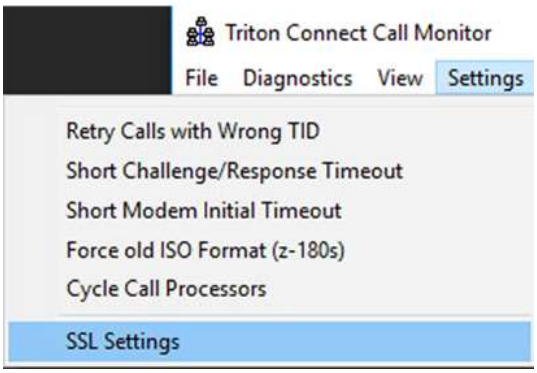
*** NOTE ***

To use SSL, configure both the ATM and Triton Connect to support SSL. If uncertain, please check with Triton's Technical Support to verify if your ATM software version supports SSL.

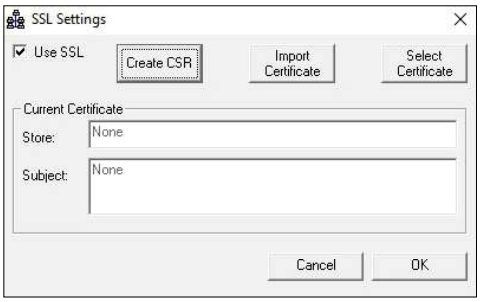
CREATING A CERTIFICATE SIGNING REQUEST (CSR)

Use a Certificate Signing Request (CSR) to acquire a certificate. After an application generates a CSR, transmit the CSR to a Certificate Authority during the process of applying for a certificate. For Triton Connect, generate a CSR to obtain a new certificate for purposes such as initial setup or if the current certificate will soon expire. For the certificate to perform properly, the CSR's Common Name field must match the value entered in the ATM as the Triton Connect host in the Triton Connect configuration screen. To create a CSR, perform the following steps.

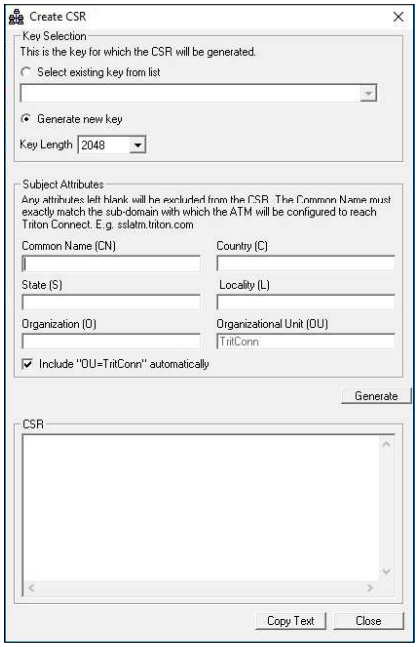
1. Navigate to the **Call Monitor > Settings > SSL Settings.**



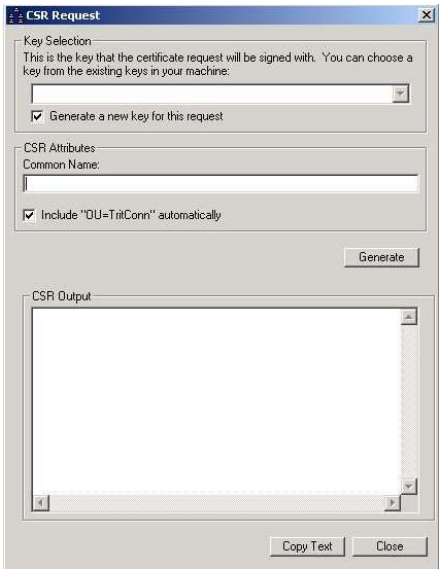
2. Click the **Create CSR** button.



3. Enter the value for the Common Name of the certificate. This value matches the Host address entered in the ATM's Triton Connect Host address. Click the **Generate** button.



4. Click the **Copy Text** button to copy the CSR. The Certificate Authority receives the CSR during the process of acquiring a SSL certificate. After the Certificate Authority completes any verification, the requestor will receive a signed CSR. Click the **Close** button to close this window.

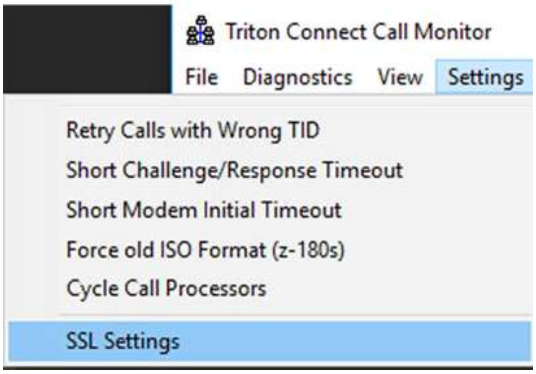


IMPORT CERTIFICATE SIGNING REQUEST

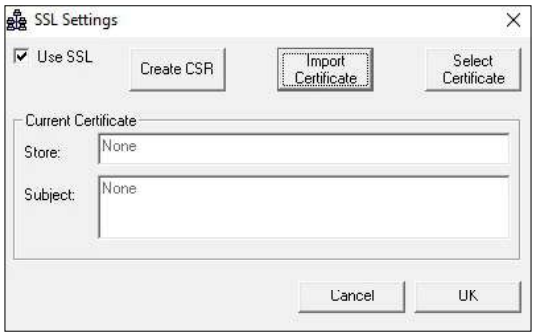
After the selected Certificate Authority processes the CSR and any other information they require, the requestor will receive a signed CSR by either an email with an attached file or download the form from the website. The user can copy and paste into the Triton Connect. Import the signed CSR into Triton Connect to complete the certificate acquisition process.

To import a CSR, perform the following steps.

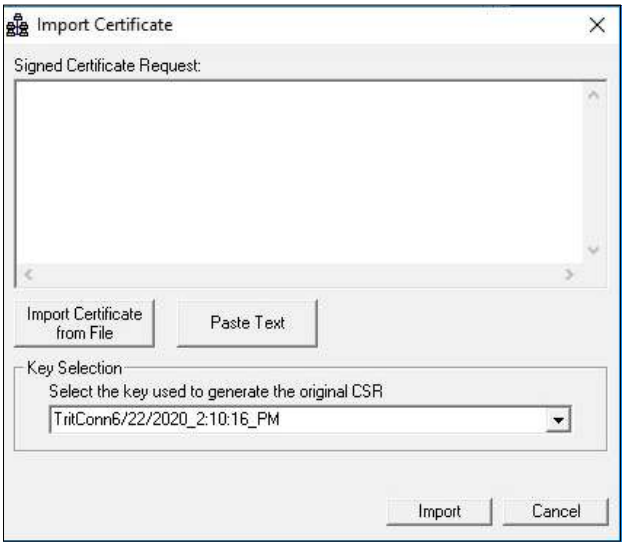
5. Navigate to the **Call Monitor > Settings > SSL Settings.**



6. Click the **Import CSR** button.



7. From the Import Signed CSR window, either click the **Paste Text** button to paste the signed CSR into the window, or click on the **Import Certificate from File** button to browse for the certificate file.



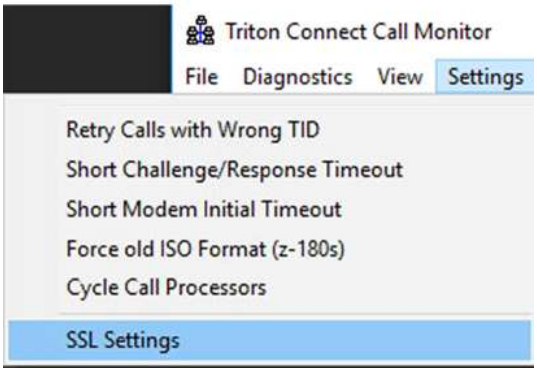
8. After the signed CSR inserts into the window, click the **Import** button to proceed. If a problem occurs an error message appears.

9. If no problems, a success message appears and the window closes.

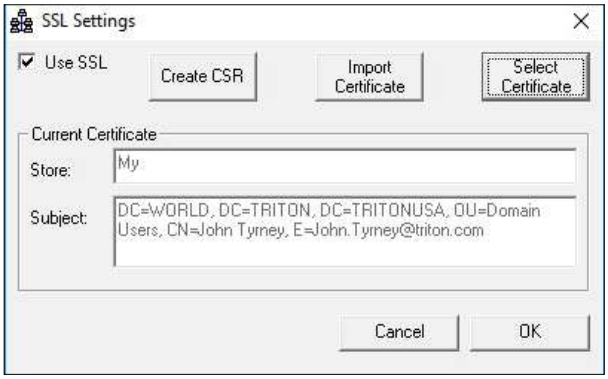
SELECT CERTIFICATE FOR SSL CONNECTIONS

Once the PC receives the certificate, the user must load the correct certificate into Triton Connect. To select the SSL certificate, perform the following steps.

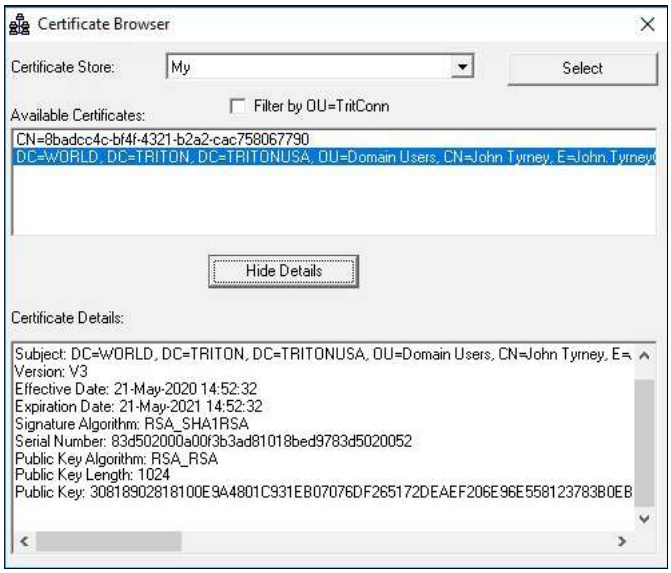
10. Navigate to the **Call Monitor > Settings > SSL Settings**.



11. Click the **Select Certificate** button.



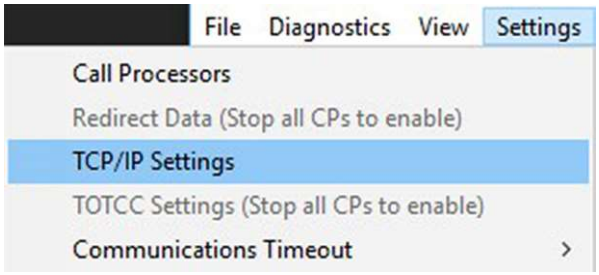
12. In the Certificate Browser window, highlight the desired certificate and click the **Select** button. This will select the certificate and close the Certificate Browser window.



SET PORT FOR SSL CONNECTIONS

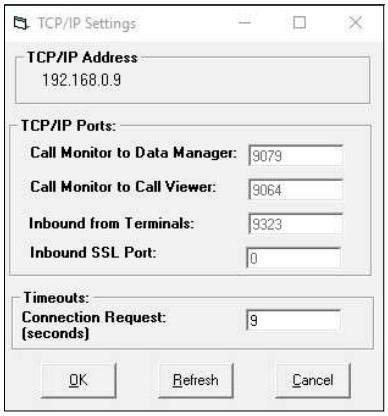
Before Triton Connect can establish an SSL session with the ATM, configure the *Inbound SSL Port*. To access this screen, perform the following steps.

13. Navigate to the **Call Monitor > Settings > TCP/IP Settings.**



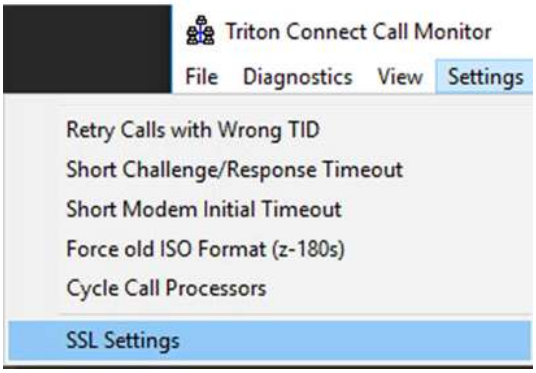
14. Set the **Inbound SSL Port:** to the desired port number. Triton Connect or other applications will use the port number. Click the **OK** button to accept the changes.

*** NOTE ***
Do not change the other default port numbers.

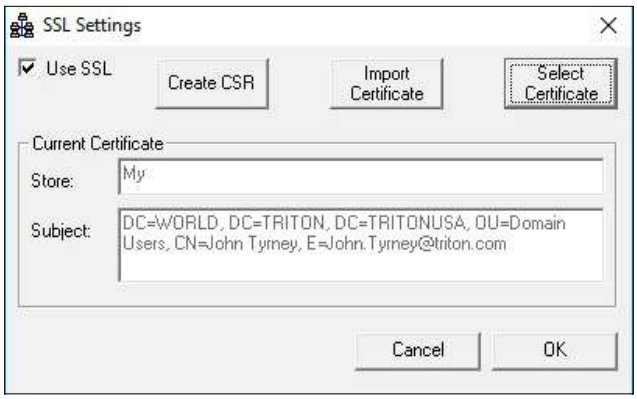


ENABLE OR DISABLE SSL

15. Navigate to the **Call Monitor > Settings > SSL Settings** menu.



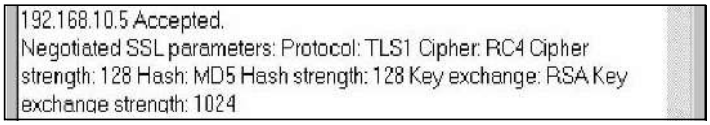
16. Click the box to enter a check mark to enable SSL Click the box to remove the check mark to disable SSL. Click the **OK** button to save the change and close the window.



ACCEPT SSL CONNECTION REQUESTS

After performing all the above steps, configure Triton Connect to accept an SSL connection from the ATM, if the ATM uses SSL. Triton Connect automatically enables the callback feature. To allow Triton Connect to accept SSL connection, configure a Call Processor for TCP/IP as normal.

Triton Connect revisions 6.3 provides the IP address of the client attempting to connect. If an incoming call uses SSL, the parameters will negotiate and appear in the Call Processor window as shown below.



End of SSL Support

CHAPTER 16-TERMINAL PARAMETERS TABLE

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
MESSAGES / COUPONS		
1	Store Message	Yes
2	Coupon Random Message	Yes
3	Coupon Level Message	Yes
4	Welcome Message	Yes
5	Marketing Message	Yes
6	Exit Message	Yes
STATUS		
1	Master Key Check Digits	No
2	Comms Key Check Digits	No
3	Sequence No.	No
4	Last Authorization No.	No
5	Des Chip Loaded	No
6	Security Module Present	No
7	Demo Mode	No
8	Last Dispensed Status	No
9	Error Code	No
ISO STATUS		
1	Iso Numbers	Yes
2	Terminal Owner	Yes
3	Surcharge Owner	Yes
4	Emv Settings	Yes
COMM		
1	Predial	Yes
2	Modem Init. String	Yes
3	Host Phone No.	No
4	Alt Host Phone No.	No
5	Use 8 Data Bits, No Parity, In Place Of 7 Data Bits, Even Parity For Host Communications	Yes
6	Remote Key Transfer (Rkt)	Yes

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
TERMINAL TOTALS		
1	Total Debit Transactions	No
2	Total Credit Transactions	No
3	Total Balance Inquiries	No
4	Total Transfers Done	No
5	Total Denied Transactions	No
6	Total Debit Amount	No
7	Total Credit Amount	No
TEXT AD SCREENS (Z180 ONLY)		
1	Text Message	Yes
2	Display Duration	Yes
3	Selected Screen	Yes
AMOUNTS		
1	Fast Cash 1	Yes
2	Fast Cash 2	Yes
3	Fast Cash 3	Yes
4	Fast Cash 4	Yes
5	Fast Cash 5	Yes
6	Fast Cash 6	Yes
7	Fast Cash 7	Yes
8	Max. Withdrawal Amount	Yes
9	Max Non Cash Withdrawal	Yes
10	Denomination	No
CASSETTE STAT		
1	Document Value	No
2	Total Transactions	No
3	Cash Loaded	No
4	Reject Events	No
5	Dispensed Amounts	No
6	Cash Remaining	No

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
CASSETTE STAT		
1	Document Value	No
2	Total Transactions	No
3	Cash Loaded	No
4	Reject Events	No
5	Dispensed Amounts	No
6	Cash Remaining	No
VERSION NUMBERS		
1	Model No.	No
2	Triton Controller (EPROM) Version No.	No
3	Program Version No.	No
4	Screen (Table) Version No.	No
5	Additional Data Info.	No
6	View Config. Overview	No
(X/X2 ONLY) AD GRAPHICS/FILE MANAGER		
1	Files To Remain After 'Send Parameters	Yes
2	Enable Advertisement Screens	Yes
3	Overwrite Existing Files On Terminal	Yes
4	Re-Format Memory Card 1	Yes
5	Re-Format Memory Card 2	Yes
6	Scheduling	Yes
7	View/Edit Ad (Ad Designer Function)	Yes
(X/X2 ONLY)PRINTER GRAPHICS		
1	Receipt Type	Yes
2	Justification	Yes
3	Location	Yes
4	Overwrite Existing Files On The Terminal	Yes
5	Enable Graphic Printing On Receipts	Yes

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
ADVANCED SETTINGS (ATM DEPENDENT)		
1	Balance Inquiries Enabled	Yes
2	Savings Account Transactions Enabled	Yes
3	Credit Card Transactions Enabled	Yes
4	Transfers Enabled	Yes
5	Include Comms Header	Yes
6	Include Terminal Status	Yes
7	Return Terminal Total To Processor	Yes
8	Ignore Eot Character	Yes
9	Allow Extended Transaction Amounts	No
10	Dispense Opposite Cassette Side	No
11	Lock Cassettes	Yes
12	Allow Any Bill Denominations	Yes
13	Cassette 'A' Is In Service	Yes
14	Cassette 'B' Is In Service	Yes
15	Cassette 'C' Is In Service	Yes
16	Cassette 'D' Is In Service	Yes
17	Bill Mix Method	Yes
18	Size (Digits) For Transaction Amounts.(Normal=8, Extended=12, Full Extended=15)	No
PASSWORDS		
1	Change Terminal Master Password	Yes
2	Change Terminal Admin Password	Yes

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
SURCHARGE (Z180 ONLY)		
*(SURCHARGE Screen Read-only) **(MODIFY SETTINGS) Button		
1	Transaction Type	*No / **Yes
2	Surcharge Enabled	*No / **Yes
3	Surcharge Amount	*No / **Yes
4	Will/May	**Yes
5	Surcharge Percent	*No / **Yes
6	Display Surcharge Screen After Amount Selection Instead Of Before Selection	**Yes
7	Use “Greater” In Place Of “Lesser” In Surcharge Screens #7, #8, #10, And #11	*No / **Yes
8	Screen #	**Yes
TRITON CONNECT SETTINGS		
1	Triton Connect Call Back	Yes
2	TC Max Retries	Yes
3	TC Redial Reply	Yes
4	Triton Connect Primary Phone Number	Yes
5	Triton Connect Backup Phone Number	Yes
6	Alarm Monitor Primary Phone Number	Yes
7	Alarm Monitor Backup Phone Number	Yes

TERMINAL PARAMETERS		
No.	Parameter Name	Changeable?
CONTROL		
1	Enable Schedule Close	Yes
2	Close Report Time	Yes
3	Enable Schedules Journal Call	Yes
4	Set Journal Call Time	Yes
5	Enable Call at Number of Journal Records Threshold	Yes
6	Set # Records Threshold	Yes
7	Enable Call at Low Cash Threshold	Yes
8	Set Low Cash Threshold	Yes
9	Stay in Service When Receipt Paper Low	Yes
10	Allow Heartbeat to be Enabled	Yes
11	Enable Heartbeat	Yes
12	Heartbeat Delay Period	Yes
13	Out of Service Settings	Yes
FORMAT		
1	Currency Symbol	Yes
2	Use “CHEQUING” in Place of “CHECKING”	Yes
3	Format Transaction Receipt Latin American Style	Yes
4	Use Date Format DDMMYY in Place of MMDDYY	Yes

(X3 ATM) EXTENDED PARAMETERS		
No.	Parameter Name	Changeable?
FORMAT		
1	Currency Symbol	Yes
2	Use “CHEQUING” in Place of “CHECKING”	Yes
3	Format Transaction Receipt Latin American Style	Yes
4	Use Date Format DDMMYY in Place of MMDDYY	Yes
MISC.		
1	Default Language	Yes
2	Default Transaction	Yes
3	Default Account	Yes
4	Protocol Type	Yes
5	Message Type	Yes
6	User List	Yes
7	Schedule Reboot	Yes
AD DATA (Z180 ONLY)		
1	Add Ad	Yes
2	Remove Ad	Yes
3	Activate Ad	Yes
4	Activate Screen File	Yes
5	Edit Schedule/Field	Yes
6	Move Up/Down	Yes
COUPONING (Z180 ONLY)		
1	Coupon Type	Yes
2	Min. Max. Levels	Yes
3	Random Percentage	Yes
4	Coupon Prompt	Yes
5	Configure Printed Coupon Message, Graphic, Layout	Yes
6	Configure Dispensed coupon Cassette and Number of Dispenses	Yes
7	Enable Award based on ISO properties	Yes
OPTIONAL SCREENS		
1	Select Screen Type	Yes
2	Optional Buttons	Yes
3	Screen Screen	Yes

(X3 ATM) EXTENDED PARAMETERS		
No.	Parameter Name	Changeable?
ANTI-SKIM		
TEMPERATURE CORRECTED		
1	Metal Present Time (sec)	Yes
2	Metal Absent Time (sec)	Yes
3	Detection Voltage (mV)	Yes
4	Warning Voltage (mV)	Yes
DIFFERENTIAL VOLTAGE		
5	Metal Present Time (sec)	Yes
6	Metal Absent Time (sec)	Yes
7	Detection Voltage (mV)	Yes
8	Warning Voltage (mV)	Yes
Internal Sensor		
9	Enabled	Yes
10	Delta Card Insertion	Yes
11	Delta Periodic Polls	Yes
12	Delta Power Cycle, Low Temp	Yes
13	Delta Power Cycle, High Temp	Yes
14	Pol Period [sec]	Yes
15	Power Cycle Temp Threshold (C)	Yes
16	Maximum Humidity (%)	Yes

End of Terminal Parameters Table