

TRICOMM User Manual

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PURPOSE

This guide covers the use of the Triton Communications (TriComm) application.

Scope

This user manual applies to all VERIFIED TRITON TRAINED service personnel involved in the process of maintaining or converting Triton ATMs.

APPLICATION

This application is used in the terminal software upgrading of all z180 based ATMs. (9100/8100/9600/9700)

WHAT IS TRICOMM ?

TriComm is a PC-based communications utility application that allows the downloading of terminal software files, parameter files, and custom files from your PC style laptop computer to the ATM. It is connected to the terminal by a serial cable or remotely by a telephone modem. The TriComm application package includes the TriComm application, a serial to serial load cable, and a USB to serial adapter cable, to meet most PC and ATM configurations listed above. TriComm type downloads require the EPROM access code to be manually entered at the terminal. Once access is granted, a special menu is used to configure the terminal to accept the software download. Because of the size of the software files, it is best if the download is performed at the terminal as opposed to downloading over a phone line. A technician is required to be on site to enter the EPROM access code and check the terminal operation after download.



SECTION 1

INSTALL TRICOMM APPLICATION PROCEDURE

- Download the latest TriComm application from the Triton web site (www.Triton.com) to your laptop PC. These files are in the partner site, **Software Downloads** from the left menu, **Dispenser & Utility Software, Utility Software, Tricomm.exe.** The application may also be on a CD provided to you.

- Double click on the .exe and follow the prompts to complete the installation process. It is recommended that you accept the default location and application name.

- Upon completion of the installation, open TriComm to ensure its successful installation. This screen is divided into several parts. The upper left is the settings area, and the other sections relate status.

TriComm for Windows	Tuesday, Apr	il 13, 2010 2:	24 PM
lanagement			
40.0			
L	OAD TERMII	NAL SOFTWA	RE
		- Connection State	18
Load <u>H</u> alt <u>S</u> el	ttings <u>A</u> bout	Connection Tupe	Blocks Besent (line reliabilitu)
Settinge		N/A	0
COM Port May	Raud Rate	Connection Varifies	tion
COM1 0N 240		Not Connected To	Terminal
Madee Initialization Online		1	
TriComm Default		– Modem Status (if	present)
I ricomm Default		Modem Type	Current Action
Terminal Phone Number		N/A	Idle
Upload File		- Error Status	
XD880076.00		Error Message	
		No Error	
File Status		Liser Instructions	
File Verification		Ready To Load So	ftware
N/A			505-1945s
File Size (blocks) Blo	ocks Sent (hex)	Percent Complete	ed
0 0			0%



USING TRICOMM - DIRECT CONNECTION

Click on the Settings tab of the main screen to access the Modify TriComm Settings screen.

9	TriComm for Windows	Tuesday, Ap	ril 13, 2010	11:47	AM	
ile	Management					
	Ν		COMM SE	TTINGS	5	
	Com Port M	ax Baud Rate	Custom Mod	dem Initiali	ization String	9
	COM1 2400 Terminal Phone Number		Use TriComm Initialization Strings		ngs	
			Save	Reset	<u>C</u> ancel	Advanced
	File Name & Path e:\Canada_EMV_9600_Co	lor_Mono_04_12_10\	×D880076.00			•
	Drive List	Directory List	5	File L	ist	
	List Files of Tune	C:\ C:\ Program Fi TriComm	iles 2.1 for Windows	KL2D ST6U WTriC	LL32.DLL NST.LOG Comm.exe	
				r sa	ave Transmi	ssion Log

- Choose a **Com Port** setting that matches the port on your PC. Click on the down arrow to see additional selections.
- Set your Max Baud Rate. Leave the default 38400.
- Use the **Drive List** to select where you have stored the Software Load file to be downloaded into the ATM.
- List Files of Type *.*
- **Directory List**: Click on the folders and sub folders until you reach the one that is storing your Software load files.
- Select the file that you wish to download from the File List. (full load or update)
- Click on the **Save** button to save the settings and return to the main screen.

On the ATM:

- 1. Enter the EPROM menus using the EPROM Access Code procedure.
- 2. Determine which file format you will load, Full or Update.

Loading a Full load file:

- Identify the file name EX: **KD**990076.00
- Select Erase EPROM from the right menu
- Enter **2455** when prompted for erase code
- The erase code, if entered properly, will cause the screen to pause for a few seconds during the erase process.
- Confirm erase was successful with screen prompt
- 3. Select **Download** from the left menu list

Loading an Update load file:

- Identify the file name EX: **KCT-**9900.00
- THE EPROM MUST NOT BE ERASED.
- IF IT IS ERASED A FULL LOAD FILE MUST BE LOADED



Using the appropriate cable, connect your PC serial or USB connector to the load port of the ATM.



8100/9100

9600

After connecting the cable, click on the LOAD button on the main screen.

LOAD TERM	INAL SOFTWARE	
Load Halt Settings About	Connection Type Blocks Resent (line reliability)	
COM Port Max Baud Rate COM1 2400	Connection Verification Not Connected To Terminal	
Modem Initialization String TriComm Default Terminal Phone Number	Modem Status (if present) Modem Type Current Action	
Upload File XD880076.00	Error Status Error Message	
File Status File Verification	User Instructions Ready To Load Software	
File Size (blocks) Blocks Sent (hex)	Percent Completed	

You will be able to observe the download progress in the **Percent Completed** area; also on the ATM screen. TriComm will show complete before the ATM.

When the ATM is finished, it will prompt to **Hit any key**.

The Power On Self Test will continue, complete, and return the terminal to service.

Ensure all features of the ATM are operational.

If you are required to install any other unique files, (such as plug-ins for enhanced features) refer to the section on File Management



TriComm

USING TRICOMM - TELEPHONE CONNECTION

Although this is a telephone procedure, a technician is required at the ATM to enter the EPROM access code. This procedure may prove more cumbersome than loading the software from in front of the ATM. Software downloads over a telephone connection can be rather lengthy. (up to an hour or more)

Click on the Settings tab of the main screen to access the Modify Tricomm Settings screen.

9 ⁶⁹	TriComm for Windows	Tuesday, Apr	il 13, 2010	11:47 AM	
File	Management				
	M		OMM SET	TINGS	
	Com Port Ma	x Baud Rate	Custom Mod	em Initialization Str	ing
	Terminal Phone Number		Use TriC	omm Initialization S	trings
	File Name & Path		<u>S</u> ave	<u>Reset</u> <u>C</u> ance	Advanced
	e:\Canada_EMV_9600_Col	or_Mono_04_12_10V	(D880076.00		•
	Drive List	Directory List		File List	
		C:\	es	KL2DLL32.DLL ST6UNST.LOG WTriComm.exe	
	List Files of Type			☐ Save Trans	mission Log
3					

- Choose a **Com Port** setting that matches the telephone modem port on your PC. Click on the down arrow to see additional selections.
- Set your Max Baud Rate. 2400 is a good starting point, 38400 is better suited to high speed modems
- Enter the **Terminal Phone Number** (don't forget any preceding digits necessary to make a call)
- Use the **Drive List** to select where you have stored the Software Load file to be downloaded into the ATM.
- List of Files Type *.*
- Directory List: Click on the folders and sub folders until you reach the one that is storing your Software load files.
- Select the file that you wish to download from the File List. (full load or update)
- Click on the **Save** button to save the settings and return to the main screen.

On the ATM:

- 1. Enter the EPROM menus using the EPROM Access Code procedure.
- 2. Determine which file format you will load, Full or Update.

Loading a **Full** load file:

- Identify the file name EX: **KD**990076.00
- Select Erase EPROM from the right menu
- Enter **2455** when prompted for erase code
- The erase code, if entered properly, will cause the screen to pause for a few seconds during the erase process.
- Confirm erase was successful with screen prompt
- 3. Select **Download** from the left menu list

Loading an **Update** load file:

- Identify the file name EX: **KCT-**9900.00
- THE EPROM MUST NOT BE ERASED.
- IF IT IS ERASED A FULL LOAD FILE MUST BE LOADED



When both parties are ready, click on the **Load** button on the TriComm main screen. Your PC should dial into the ATM, and the load procedure should commence.

You will be able to observe the download progress in the **Percent Complete** area; also on the ATM screen. TriComm will show complete before the ATM.

When the ATM is finished, it will prompt to Hit any key.

The Power On Self Test will continue, complete, and return the terminal to service.

Ensure all features of the ATM are operational.

If you are required to install any other unique files, (such as plug-ins for enhanced features) refer to the section on File Management

USING TRICOMM - FILE MANAGEMENT

A new feature of TriComm ver 2.1.23 and later is the File Management section. The Triton 9XXX family of ATMs support an area of extended memory storage. This area is in a Flash File System and works in an manner similar to a floppy drive or small hard drive. File Management creates a communications session with your ATM to allow manipulation of the ATMs Flash File System files, much like Windows Explorer. This feature is not to be confused with the main page of TriComm where software downloads are accomplished. You can not load software or screen files using File Management. Be very careful in the deletion or renaming of any files on your ATM, a small slip in this application may cause your ATM to not operate properly. A technician must be present at the ATM to access the appropriate menus to set the terminal to accept File Management instructions, either by direct connection or telephone modem. **NOTE: File Management** is referred to as **Plug-in Management** within the ATM software.

By clicking on **File Management** in the upper left corner of the main page, the following screen is displayed.

Note the Red block in the middle of the upper area. This is the communications connection indicator.

File Management	
Command	Comm Settings
Load A File	
Select A File	Load File
Delete A File File To Delete (include the dot) Delete File	Rename A File Current File Name (include the dot) New File Name (include the dot) Rename File
Extract A File File To Extract (include the dot) Extract File	Directory Information Get Available Memory Get File Directories
Cancel End :	Session



Clicking on the **Comm Settings** tab displays this page.

Note the word Closed in red, further indicating communications status.

- Verify that the proper connection method is selected, Direct Connection or Modem Connection.
- Verify the **Com Port** is set to whichever port you are using on your PC.
- Leave the **Baud Rate** selection at 57600.
- If there is any information in the **Modem Settings** area it will be Greyed out during **Direct Connec**tion selection.

(Although telephone communications is possible, it still requires a technician at the ATM to configure the ATM for a communications connection and possible file downloads. Remember, File Management is for file downloads OTHER THAN THE SOFTWARE DOWNLOADS PERFORMED ON THE MAIN PAGE.)

At the ATM: 1. Power up the terminal and enter M

1. Power up the terminal and enter **Management Functions.**

2. Select Terminal Configuration















9. The terminal is now awaiting a connection request from the TriComm application.



10. Ensure your load cable is connected between the ATM and your PC. (shown on page 5), or a telephone cable is connected and the correct terminal phone number is entered in TriComm.

Once the ATM and TriComm are ready; on the TriComm application click on the **Open Port** button.

Lommand	Comm Settings
Connection Settings Connection C Modem Connection Com Port Baud Rate COM1 S7600	Closed Open Port
Nodem Settings Ferminal Phone Number	Modem Initialization String
	✓ Use TriComm Initialization Strings



Lommand	Comm Settings
Connection Settings Torrect Connection Modem Connection	Open
Com Port Baud Rate	Close Port
Modem Settings Modem Type Generic Modem	Modem Initialization String
Terminal Phone Number	, Modem Speaker Volume: Mute → → → → → → High

The screen above appears. Verify the word Open appears in green, and the button just clicked has changed its function to **Close Port**.

.

Click on the **Command** tab to bring up the following screen. Note the status indicator box is now Green.

Command	Comm Settings
Load A File	
Select A File	Load File
Delete A File File To Delete (include the dot) Delete File	Rename A File Current File Name (include the dot) New File Name (include the dot) Rename File
Extract A File File To Extract (include the dot) Extract File	Directory Information Get Available Memory Get File Directories
Carcel En	d Session

Click on Select a File



File Management	
Command Comm Sett	ings
Select file	?×
Look in: 🔁 Triton EMV Plug Ins 🔹 🗢 🖻 📸 -	
Wr Recent Documents MVK0000.B91 Desktop EMVK0000.B91 Wr Computer File name: My Network Places File name: Files of type: All Files (**) Open as read-only Open	name File

This screen is representative of a folder on your PC that might contain files you wish to download to the ATM.

Select the file to download and click **Open.**

🖣 File Management	
Command	Comm Settings
Load A File	
Select A File	
File To Delete (include the dot) Delete File Delete File	Rename A File Current File Name (include the dot) New File Name (include the dot) Rename File
Get Terminal File Directories	Get Available File Memory Get Available Memory
Cancel End S	ession

The name of the file will appear in the Load a File box.

Click **Load File** to begin the download process. A progress bar will indicate that the file is being transferred.



TriComm

When the download is complete, the progress bar will completely fill the progress box, momentarily. At the ATM, the screen will display **FILE DOWNLOAD SUCCESSFUL**. Verify this message appears. The File Management screen will return to the Command tab, shown below.

🖻 File Management	
Command	Comm Settings
Load A File	
Select A File Delete A File File To Delete (include the dot) Delete File	Load File Current File Name (include the dot) New File Name (include the dot) Rename File
Extract A File File To Extract (include the dot) Extract File	Directory Information Get Available Memory Get File Directories
Cancel End S	Session

When all of your actions have been completed, click on **End Session**. Once End Session has been clicked, the screen below will be displayed and the ATM will return to normal management functions.

Comm Settings
Load File
Rename A File Current File Name (include the dot) New File Name (include the dot) Rename File
Directory Information Get Available Memory Get File Directories

The remaining areas are self explanatory. Be careful when renaming or deleting ATM files. A useful tool is the **Get Available Memory** button. This will be helpful in determining your ATM housekeeping practices.

