



# TRICOMM USER MANUAL

TDN 07103-00217 April 13, 2010

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## **Document Updates**

April 12, 2010 Original

April 13, 2010 Edits

## **TABLE OF CONTENTS**

<b>INTRODUCTION</b>	<b>PURPOSE, SCOPE, APPLICATION,.....PG 2</b>
<b>SECTION 1</b>	<b>USER.....PG 3</b>
	<b>INSTALL TRICOMM APPLICATION.....PG 3</b>
	<b>USING TRICOMM DIRECT CONNECTION.....PG 4</b>
	<b>USING TRICOMM TELEPHONE CONNECTION.....PG 6</b>
	<b>USING TRICOMM FILE MANAGEMENT.....PG 7</b>

### **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)

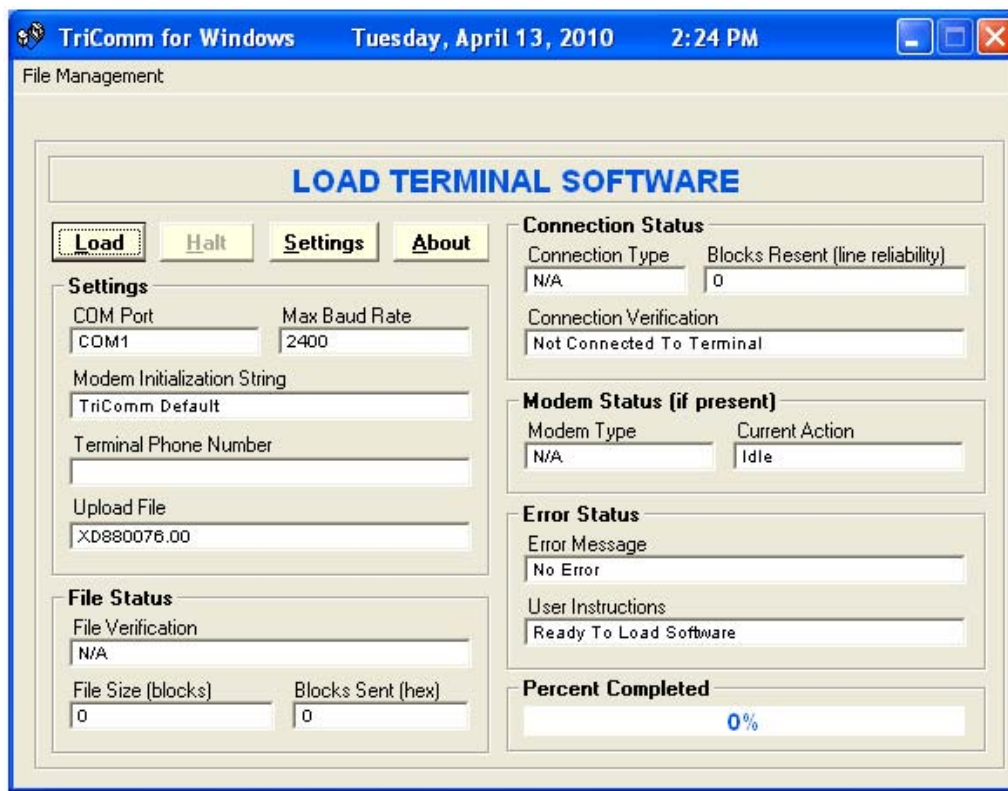
### **WHAT IS TRICOMM ?**

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

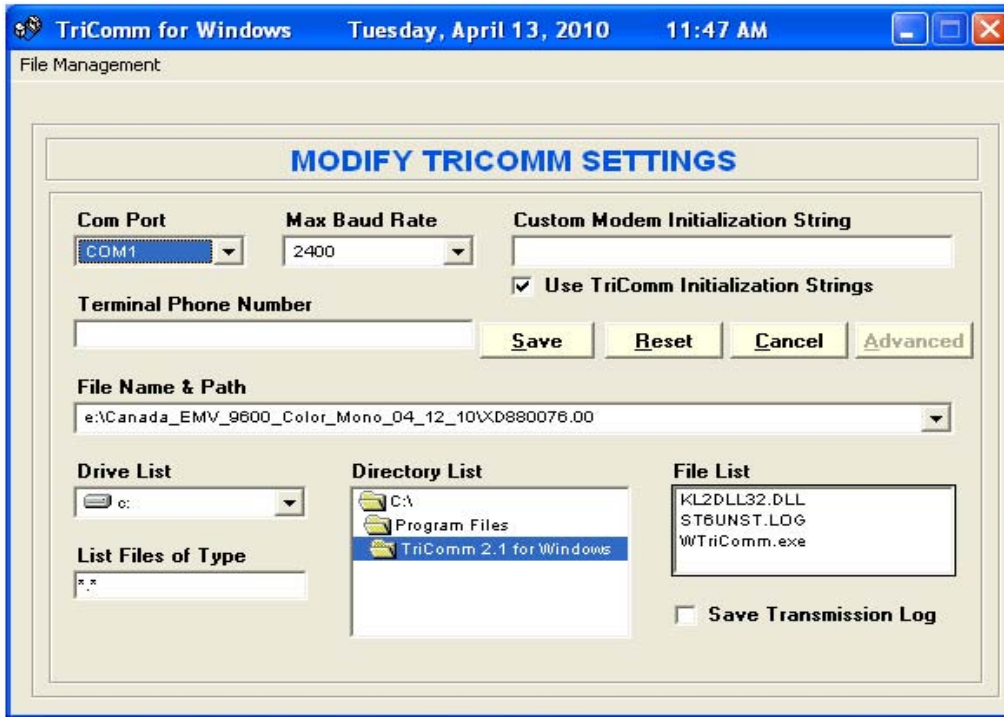
## INSTALL TRICOMM APPLICATION PROCEDURE

- 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.



USING TRICOMM - DIRECT CONNECTION

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



- 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:

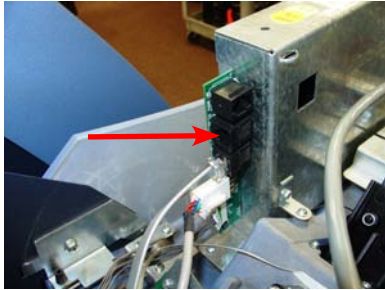
- Identify the file name EX: **KD990076.00**
- Select **Erase EPROM** from the right menu
- Enter **2455** when prompted for erase code
- The erase code, if entered properly, will cause the screen to pause for a few seconds during the erase process.
- Confirm erase was successful with screen prompt

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**

3. Select **Download** from the left menu list

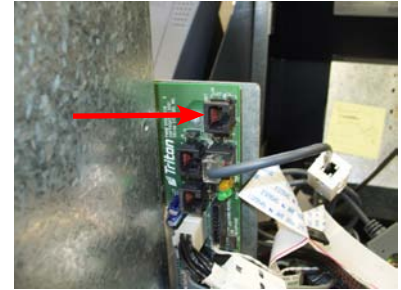
Using the appropriate cable, connect your PC serial or USB connector to the load port of the ATM.



8100/9100

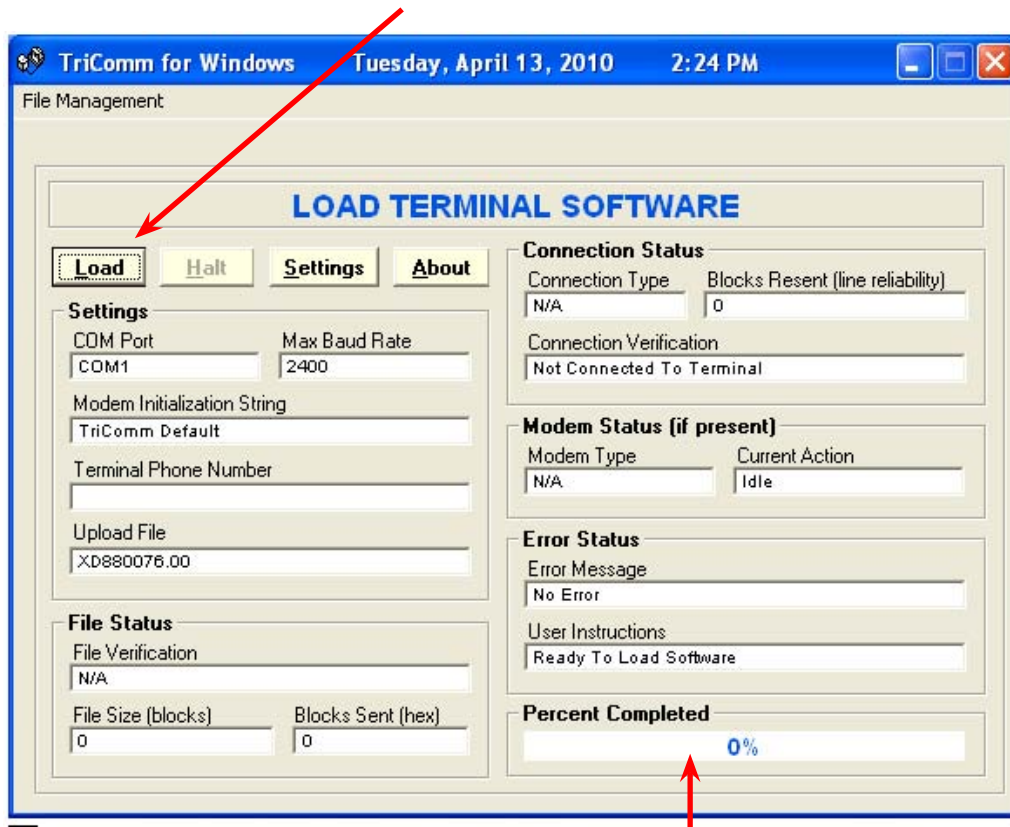


9600



9700

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



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.

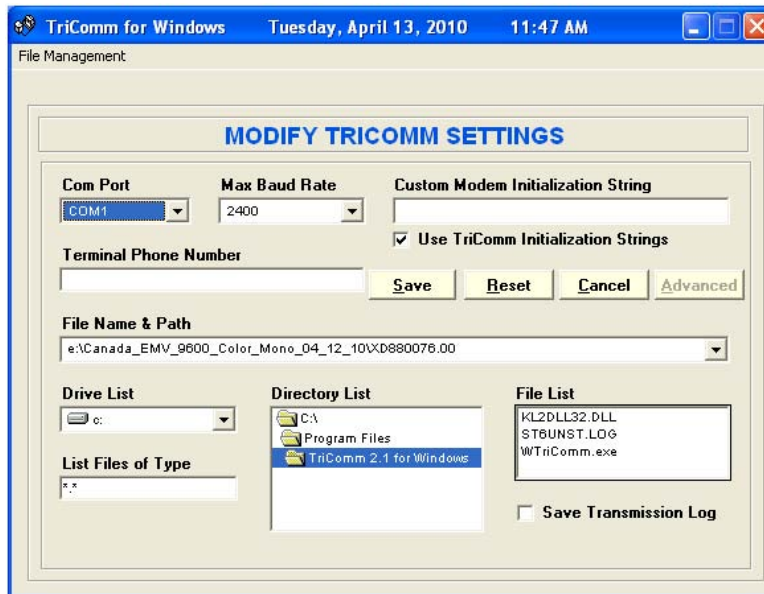
Ensure all features of the ATM are operational.

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

## 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.



- 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: **KD990076.00**
- 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

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

3. Select **Download** from the left menu list



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

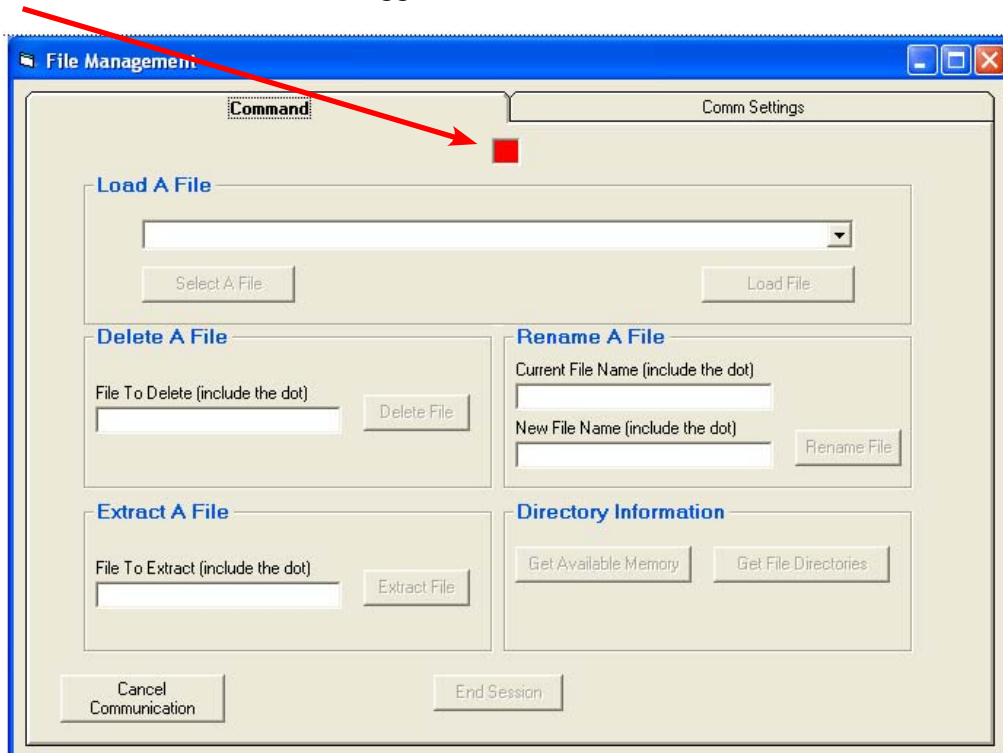
## USING TRICOMM - FILE MANAGEMENT

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 a 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.

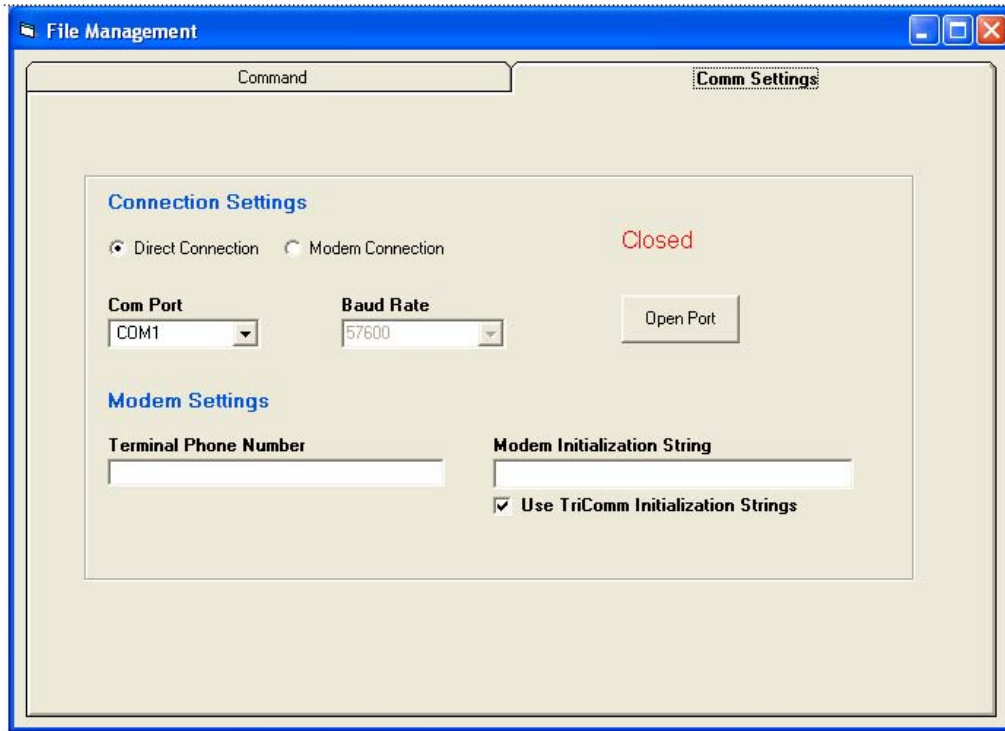
**NOTE: File Management** is referred to as **Plug-in Management** within the ATM software.

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.



Clicking on the **Comm Settings** tab displays this page.  
Note the word **Closed** in red, further indicating communications status.



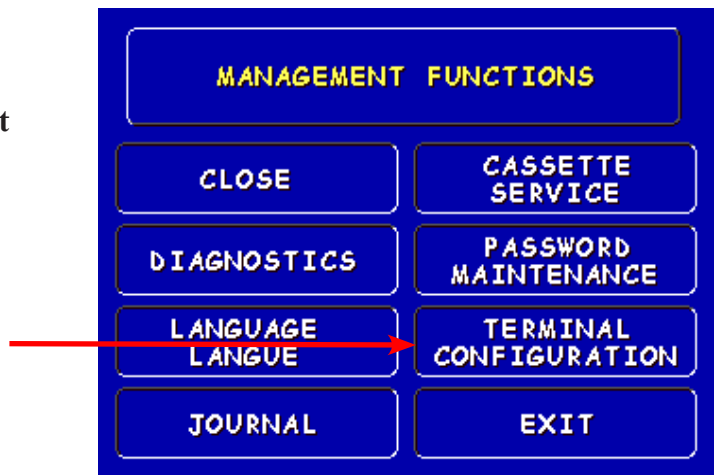
- Verify that the proper connection method is selected, **Direct Connection** or **Modem Connection**.
- Verify the **Com Port** is set to whichever port you are using on your PC.
- Leave the **Baud Rate** selection at 57600.
- If there is any information in the **Modem Settings** area it will be Greyed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

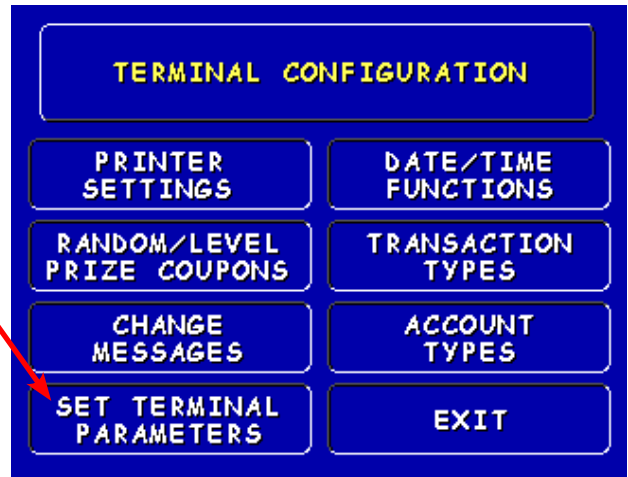
1. Power up the terminal and enter **Management Functions**.

2. Select **Terminal Configuration**

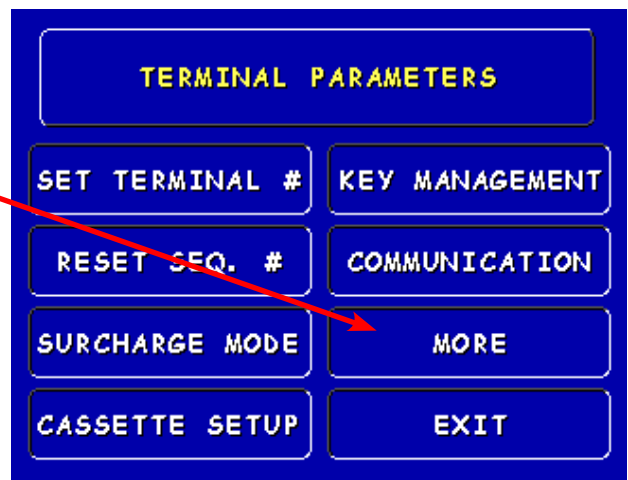




3. Select Set Terminal Parameters.



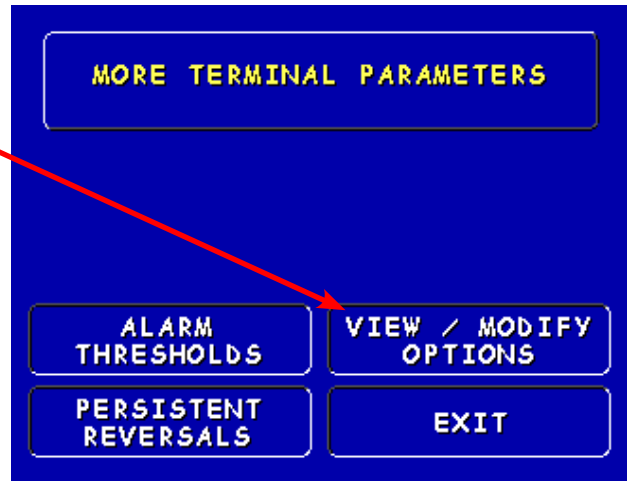
4. Select More.



5. Select More again.



6. Select **View Modify Options**.

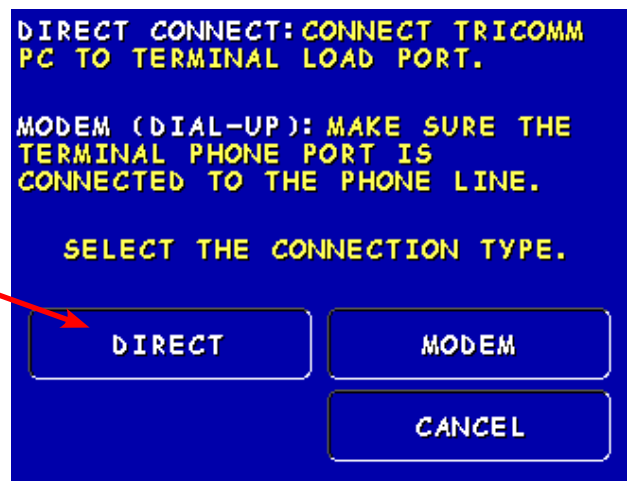


7. Select **Plug-in Management**

**Note:** Notice the *Feature: Triton Connect is Activated*; your terminal may vary if you are not set up for Triton Connect. Triton Connect is **not** related to the TriComm application.



8. Select **Direct** to enable direct-connect mode to TriComm, or **Modem** to enable a telephone connection.

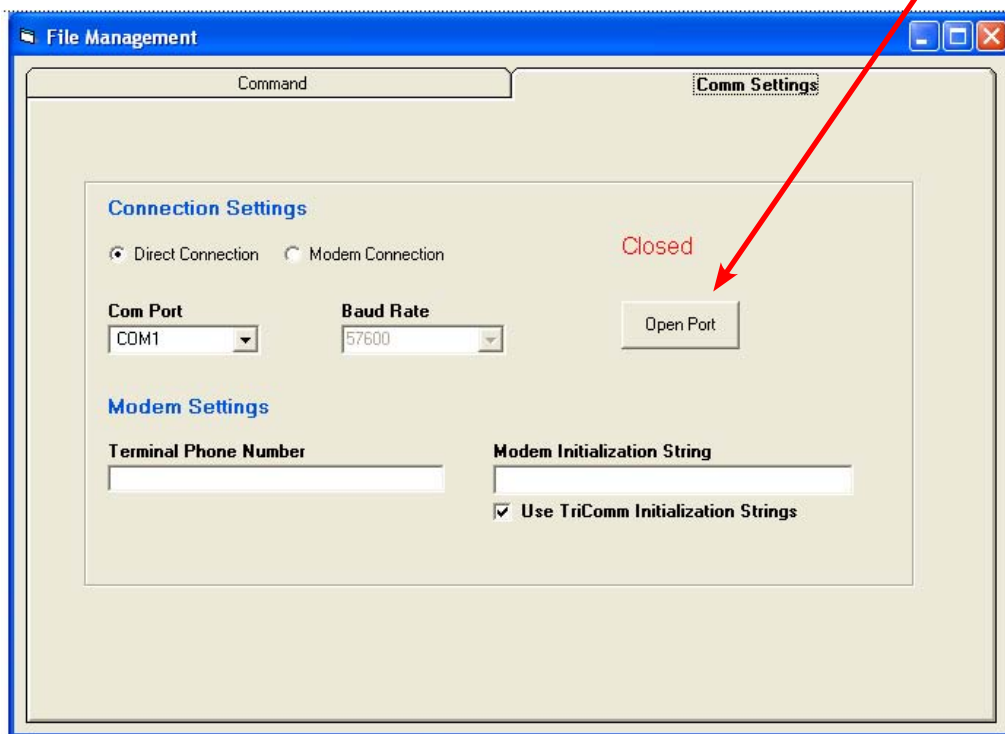


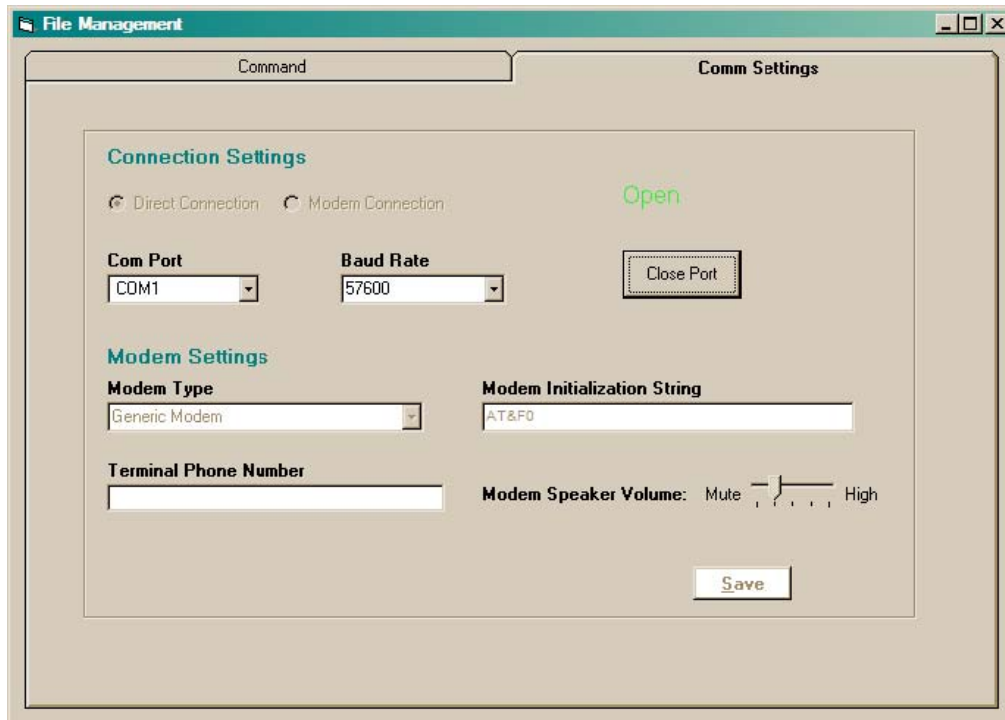
9. The terminal is now awaiting a connection request from the TriComm application.



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.

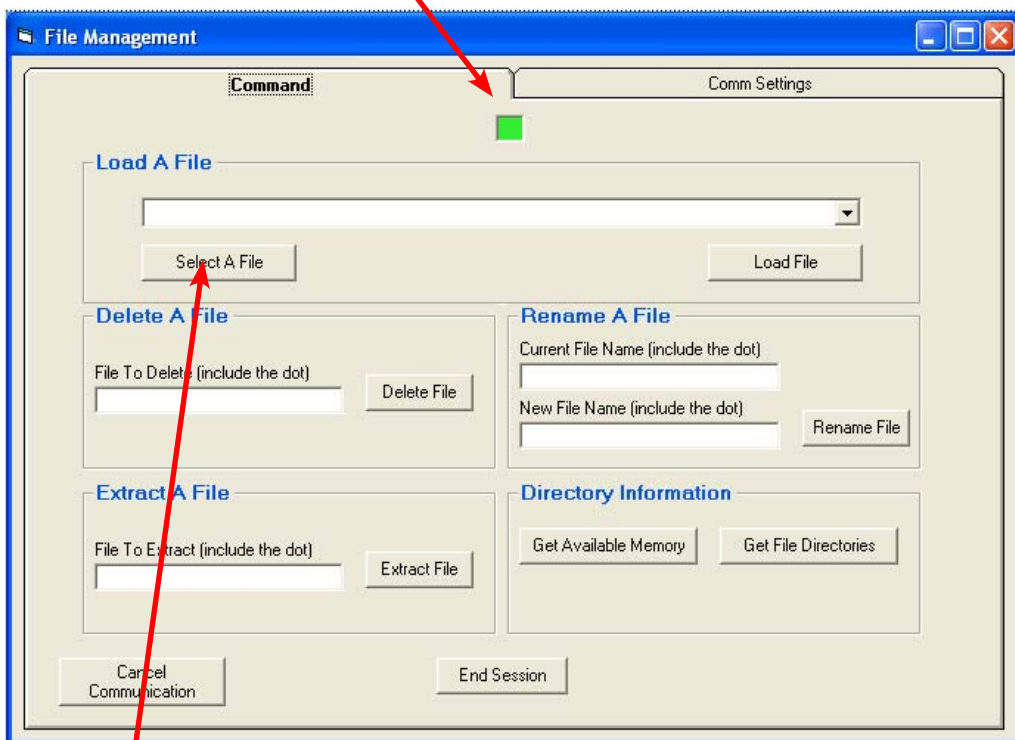
Once the ATM and TriComm are ready; on the TriComm application click on the **Open Port** button.



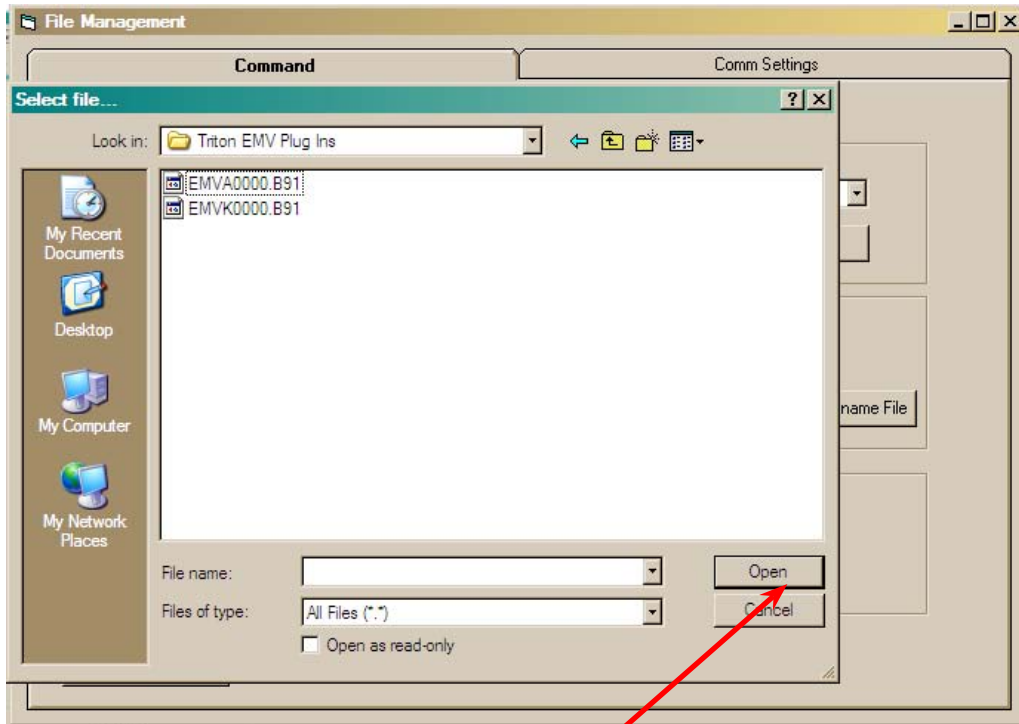


The screen above appears. Verify the word **Open** appears in **green**, and the button just clicked has changed its function to **Close Port**.

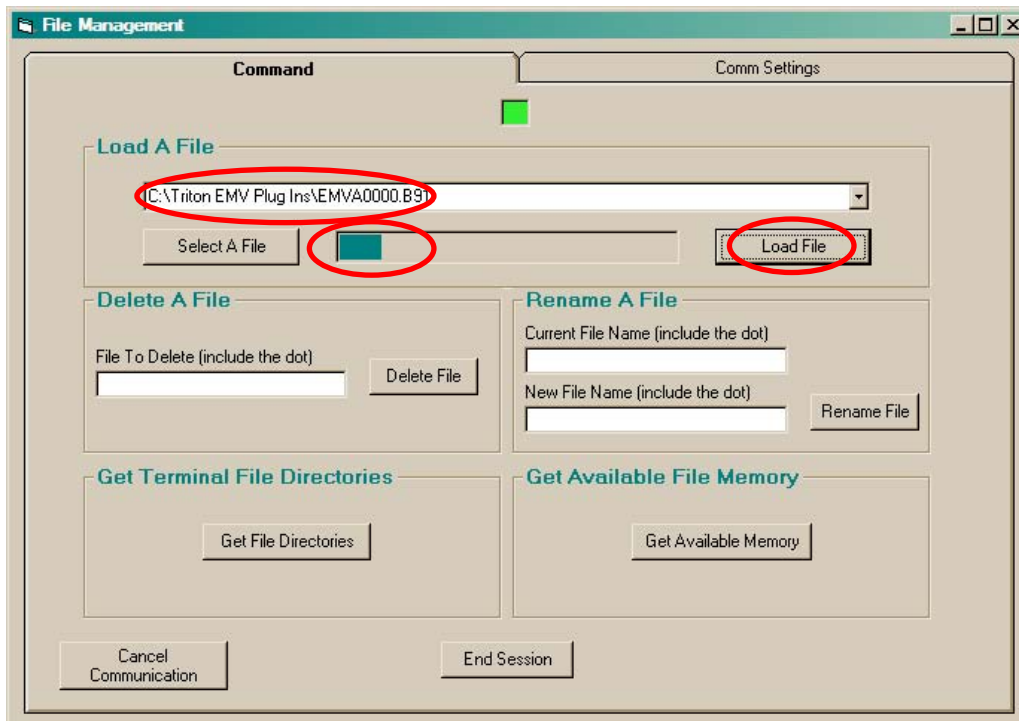
Click on the **Command** tab to bring up the following screen. Note the status indicator box is now **Green**.



Click on **Select a File**



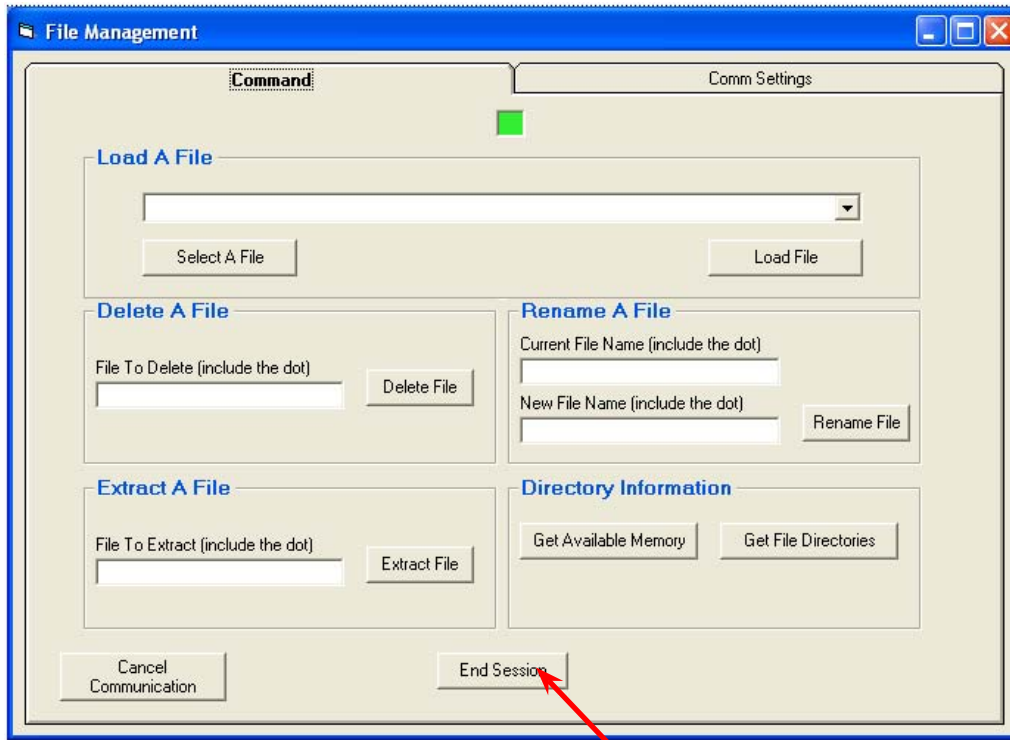
This screen is representative of a folder on your PC that might contain files you wish to download to the ATM.  
Select the file to download and click **Open**.



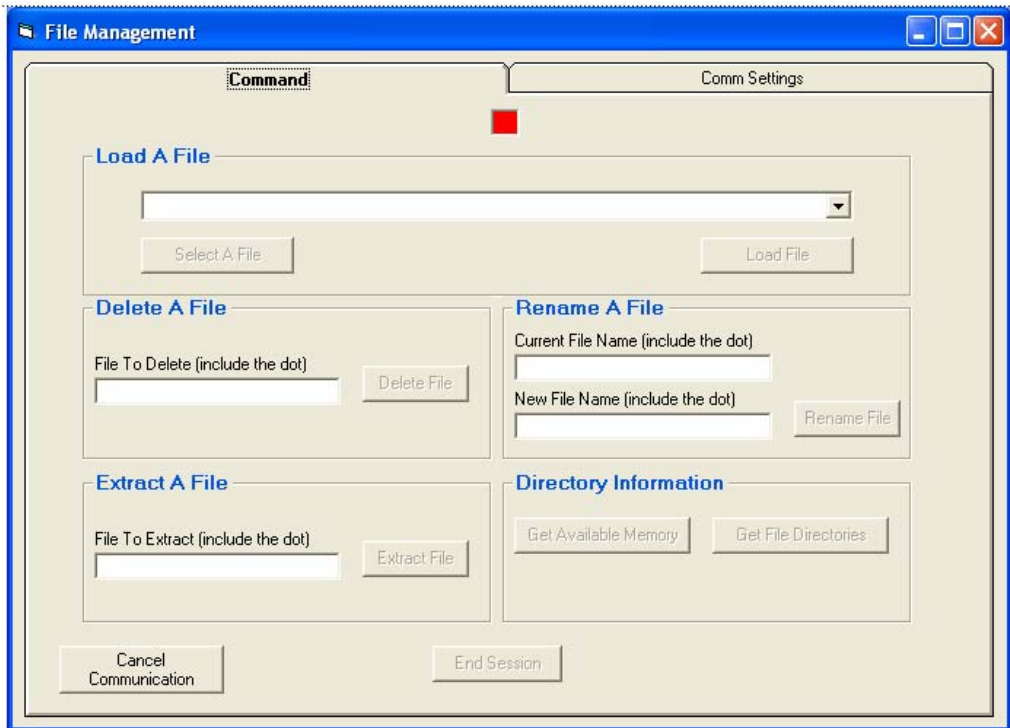
The name of the file will appear in the **Load a File** box.  
Click **Load File** to begin the download process. A progress bar will indicate that the file is being transferred.

## 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.



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.



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.