

Popp Open - Tech Bulletin 12

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Product Affected: Popp Open ticket machine MAG52R bill validators.

Problem: The bill validator, model number MAG52R, will sometimes validate the new \$10 bill, issued March of 2006, as a \$20 credit if the software has not been updated for the currency change.

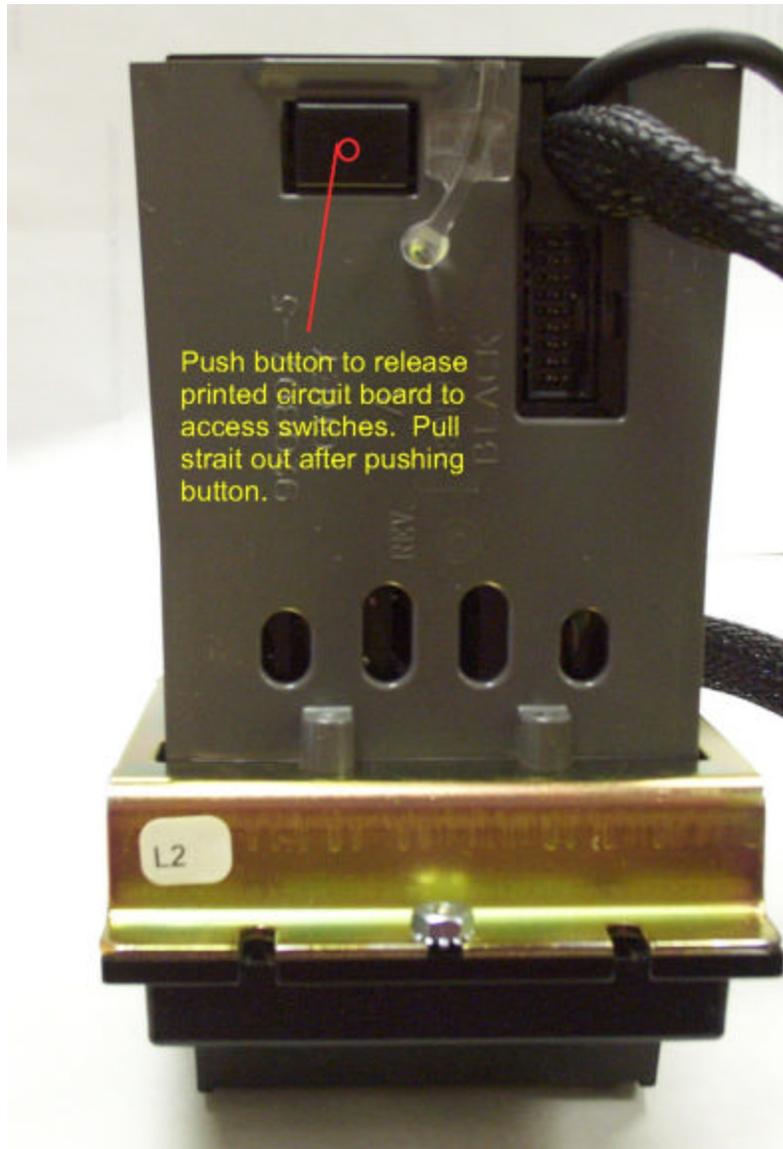
Temporary Solution: If this problem should occur, the high security switch, switch 1 of 8 on the validator PCB, can be turned on which may or may not solve the problem (see picture 2). The only permanent and safe solution is to immediately upgrade the validator by sending it to Arrow for upgrade or order a programmer loaded with the correct software upgrade. Both solutions can be obtained through an authorized Arrow distributor.

The validator can also be set to reject \$20 bills. Even if the new \$10 bill validates as a \$20, it will be rejected with switch 4 in the off position. (See picture 3)

Permanent Solution: Purchase a flash programmer or have the validator upgraded by Arrow's repair facility. Both solutions can be arranged through an Authorized Arrow distributor. If you have any questions, please contact the Arrow Technical Assistance Center at (800) 277 – 6214.



Picture 1 – Press button to pull PCB enclosure strait out of validator.

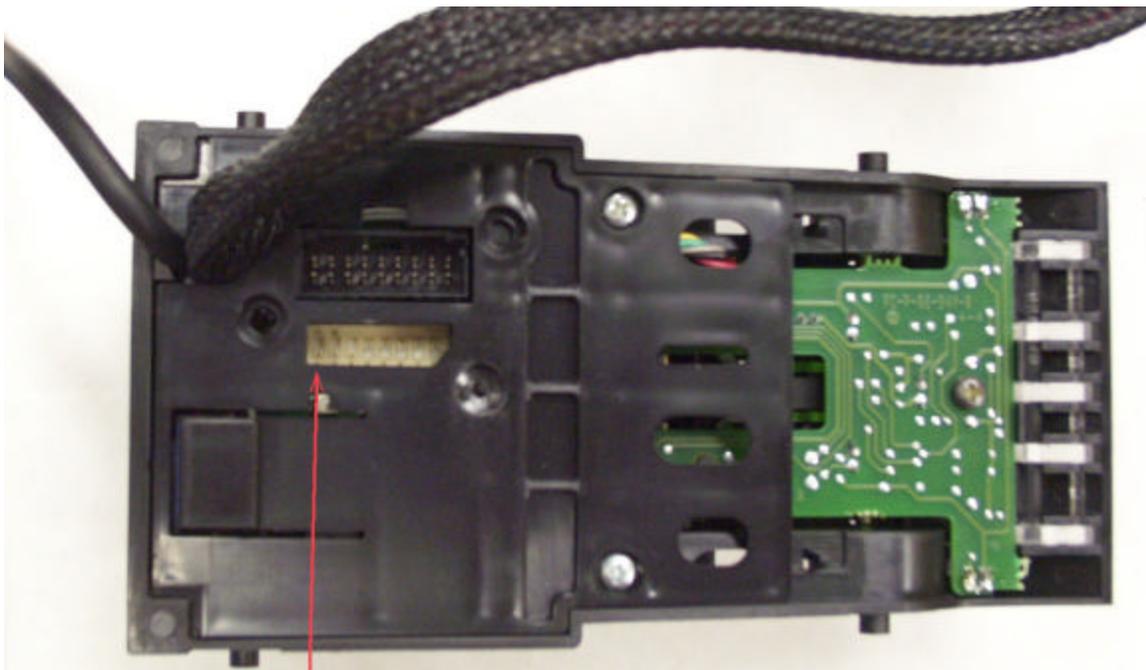


Push button to release printed circuit board to access switches. Pull strait out after pushing button.

L2

Picture 2 (Temporary Option 1) – Push switch position 1 up to the on position. This will set the high security option on.

**THIS IS ONLY A TEMPORARY FIX.
THERE IS NO GUARANTEE IT WILL
CONSISTENTLY FIX THE VALIDATION
PROBLEM.**



Switch 1 - Push up to set to 'on' and into the high security mode.
This is only a temporary solution. Please update the validator!

Picture 3 (Temporary Option 2) – Disable the \$20 bill all together (throw switch 4 off). Even if the new \$10 bill validates as a \$20, it will be rejected.

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