



# SUPPORT BULLETIN

## FIRMWARE RELEASE NOTES

Bulletin #: EE\_12022020

February 07, 2020

### Announcement: Firmware Version 12.02.20 (Rev 85) Release Notes

**Summary:** Ethernet Scanner Firmware Update 12.02.20 (Rev 85).

#### Firmware Filename:

- Teller.hex

#### New Features/Bug Fixes:

- Support for Front ID card entry on Elite 2017 series scanners.
- Support for Elite 2017 series scanner with both Front & Rear ID card entry.
- Support for 600 DPI color calibration for Elite 2017 series scanners.
- Support for cleaning mode.
- Support for multi-color LED on Elite 2017 series scanners.
- Support for Lotus Ink cartridge.

#### Firmware Update Instructions:

**NOTE:** Teller.hex can be downloaded from the links below.

##### SmartPVA Method:

- Copy the Teller.hex file to the patching folder.
  - C:\SmartSourceDemo\Patching
- Power on the scanner and start the Demo Tool.
- Press the "Start scan" button and it will begin the firmware flash.

##### Ranger for SmartPVA Method:

- Copy the Teller.hex file to the patching folder.
  - C:\ProgramData\Silver Bullet Technology\Ranger\Scanner Plug-ins\Burroughs-SmartPVA\API Files\Patching
- Power on the scanner and start the RangerFlex application to the begin firmware flash.

##### Silver Bullet CAPI Method:

- Copy the Teller.hex file to the patching folder.
  - C:\ProgramData\Burroughs\CAPI\Ranger\Scanner Plug-ins\Burroughs-SmartPVA\API Files\Patching
- Power on the scanner and start the CAPI Exerciser.
- Press the "Power On" button in the Exerciser and the firmware update will begin.

##### Device Suite PC Method:

- Refer to one of the above methods to update the firmware.

##### Other Methods: Only used to locate the SmartPVA patching folder.

- When using a different app for SmartPVA the trcdump utility can be used to find the patching folder location where the teller.hex will be placed to update the firmware.
- Trcdump.exe Utility can be found in the path below.



- <https://digitalcheck.sharefile.com/d-s8ed8cb4502f4733b>
  - Download the trcdump.exe and place in a folder of choice.
  - Power on the scanner and run the app to establish a connection with the scanner.
  - Run the trcdump.exe file and it will take a trace and list the patching folder path.

## DOWNLOAD LINKS:

Firmware Level 12.02.20 Rev 85

1. Teller.hex
  - a. API Portal (Smart\_Source\Products\Elite Series)
    - i. <https://client.digitalcheck.com//apiportal/login.cfm>

## General Information

---

For more information, contact [support@digitalcheck.com](mailto:support@digitalcheck.com) or call 847-446-2285 and ask for technical support.

