ACU6 - ACU7

TR-31 Software – EPP (Keypad) Update Instructions

Beginning with software version 45 – we have added support for TR-31, which is an improved method of PIN encryption.

There are two steps for upgrading your ATM to support this new encryption.

1) Update the ATM software to version 45 or higher.

2) Upgrade EPP Firmware
- This firmware update is supported by EPP-B3 and EPP-B5 keypads

The firmware update is a one-time step that must be performed at the ATM. Once the firmware had been updated, that will remain with the keypad.

The following shows how to perform this procedure for model EPP-B3 and EPP-B5 keypads.

For most model ATMs, this procedure is fairly easy and only takes a few moments once you're ready to go. If you are working with a GT3000, T4000 or other model ATM where the keypad may not be readily accessible – consider the tools and time to access the keypad into your upgrade plans.

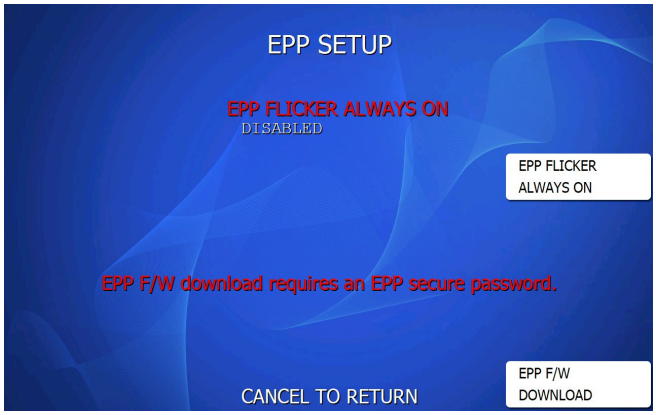
Note: This upgrade process does not delete the Master Keys.
* however you will need to know secure mode passwords to upgrade an EPP-B5

How to perform TR-31 firmware update with EPP-B5 keypad

1) First - upgrade the ATM to .45 or higher software.

2) Once the software has been updated, and the correct version shows in the OP Menu.

- Go to the ‘System Setup Menu
- Then go to ‘Device Setup’ Menu
- Then choose ‘EPP Setup’

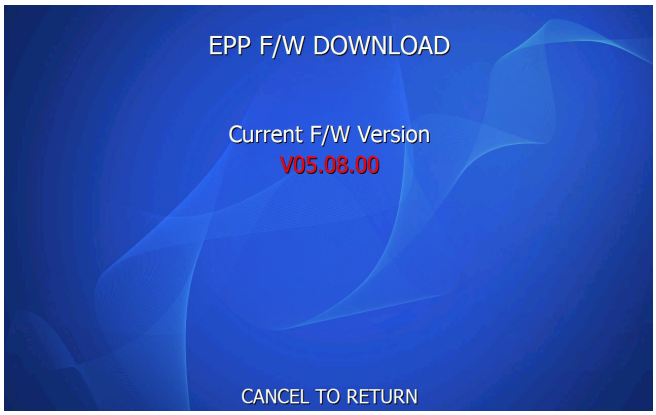


With the .45 and higher software, and a B5 keypad – you’ll see the EPP F/W Download button in the bottom right corner of the screen.

Note – you will need to know your ‘Secure Mode’ (Key Management) passwords to perform this step. If you do not remember what passwords were used, then you’ll have to reset the keypad and re-enter new master keys.

Press the [EPP F/W Download] button and the process should start.
- do not power off the ATM while this is taking place.

When this process is complete – you should see this screen below, with the new firmware version. V05.08.00



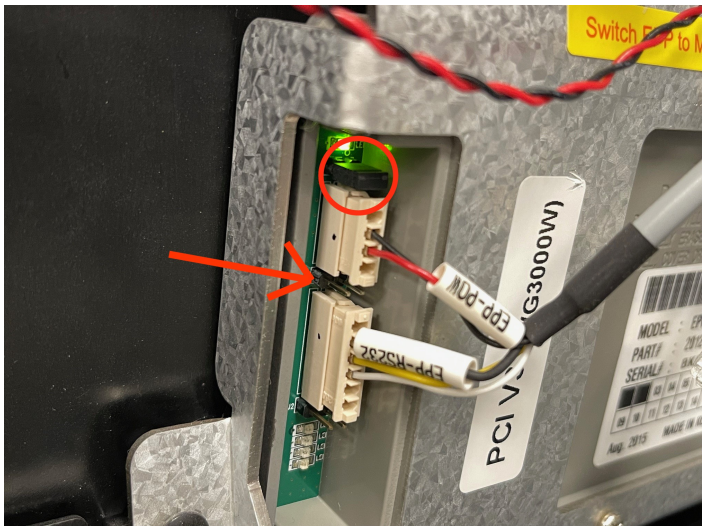
You can now exit the menu – at the main OP Menu screen, you will see [TR-31:Supported] in the upper left corner of the Operator Function Menu screen.

How to perform TR-31 firmware update with EPP-B3 keypad

1) First - upgrade the ATM to .45 or higher software.

2) Once the software has been successfully loaded or updated, you now need to jump pins on the keypad to update the firmware. The pins are located between the cable connectors on the keypad.

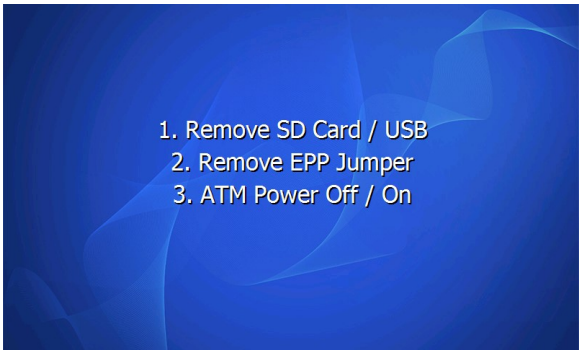
Open the top of the machine to access the back of the keypad.
- Power off the ATM
- Per photo below, we need to jump the two pins on the back of the keypad (red arrow)
- You can remove the jumper at the top (red circle) and temporarily place it over the pins (arrow)
- Alternatively, you can also jump the pins with a screwdriver or piece of metal, if you're able to hold it in place during the update process.



3) With the pins above jumped - power on the ATM

- During the boot up process, the keypad firmware will be updated to support TR-31
- This is a one time process, it take approx 1-2 minutes

- Once this is done, you'll get a blue screen with white letters that says
Remove SD card (if loading software)
Remove Jumper
Power ATM Off and On

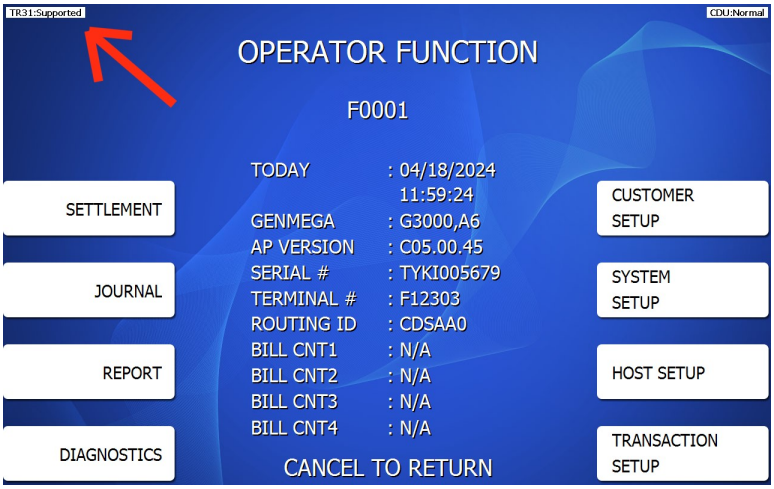


Since the software had already updated - just remove the jumper from the keypad (if you moved it from the top - then put it back)

Once the jumper is back in place - then power off the ATM and then power on.

Note: the EPP firmware version does not change for B3 keypads, like it does for B5.

4) Now when you enter the ATM OP menu - in the upper right corner, you'll see 'TR-31: Supported'



At this point, the ATM is now ready to support TR-31 transactions.