



## Technical Service Bulletin

**To: NeXGen Customers, Service & Help Desk Personnel, Distributors, Vendors**

**From: Allied Electronics Technical Support**

**Date: February 15, 2013**

**Re: Gilbarco Encore 700 Series with FlexPay Support**

This is an informational bulletin regarding the Gilbarco Encore 700 Series with FlexPay support and the NeXGen controller.

The E700 contains heightened security within the unit relative to prompts requiring string entry. So if the customer is prompted for very specific information and their response is limited to a soft key response or single key selection, there shouldn't be an issue.

Examples:

- 1: "Would you like to purchase a Fruit Basket? Select YES or NO."
- 2: "Would you like to use your Loyalty Card? Swipe card for YES or Press NO to continue".

But if there is a prompt that is not "built-in" or "injected" and requires a string of data to be entered, then issues may be encountered at the CRIND.

Examples:

- 1: "Please Key in your 5 digit LUCKY MEMBER ID and press ENTER".
- 2: "Please key in the last 4 digits of your HOWDY ID and press OK".

The E700 contains a secure/predetermined injected prompt list that is defined at the factory and can only be loaded by certified Gilbarco technicians. Allied has also created a specific MsgFile.xml to be used at locations with E700 dispensers. This file works in conjunction with the injected prompt list at the E700 CRIND.

ANY modifications to the E700 injected prompt list need to be relayed to Allied as changes may also be required for the MsgFile.xml.

In order for the E700 CRIND to function correctly with the NXG, the "Secure Sequence Predictor" must be disabled at the CRIND (to be done by the pump tech).

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For the POS-to-NXG configuration, the "keypad type" flag in the dispenser specific configuration message (DIS M) must be set to a value of "f".

For Generic NXG systems, the minimum NXG software version to be used is **GGA6031N.E09**.

The E700 can be "mixed in" with other dispenser types at a given location.

Contact Allied Electronics Technical Support with any questions or concerns:

800-223-3619

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