

Summary

Enhancement/Modification ☒

Issue/Repair ☐

Date of Release	11/12/2025
Product Affected	CX25™ coin dispenser
Product Model Affected	All Models
Audience	Retailers, System Integrators, Technical Support Teams
☒ Enhancement/Modification	0.01 USD phaseout bulletin required for all coin products impacted

Background

Due to the increasing unavailability of the 0.01 USD coin in circulation, retailers using the CX25 coin dispenser may experience operational challenges. This bulletin outlines three supported use cases and provides configuration guidance for each scenario. It also details integration considerations across supported interfaces: Serial Protocol and Custom API.

Use Case Scenarios

Scenario 1: No Configuration Changes – Unit Runs Short of 0.01 USD Coins

Description:

The retailer continues accepting and dispensing 0.01 USD coins. The CX25 may run short of 0.01 USD coins, leading to an incomplete change payout.

Implications:

- The CX25 will be unable to pay the exact change and will return an associated error.
- The CX25 will give a low coin warning if the number of 0.01 USD coins falls below the threshold.
- Increased operator intervention to refill 0.01 USD coins.

Recommended Actions:

- Determine the host error when the payment system is unable to pay out requested change.
- Monitor the coin inventory levels more frequently.
- Consider transitioning to Use Case 2 or 3.

Scenario 2: Accept 0.01 USD Coins but Do Not Dispense as Change

Description:

Retailer accepts 0.01 USD coins as payment but does not dispense them as change (hopper is always empty).

Configuration Steps:

- **CX25:** Dispense by Amount Override.
- **Host Interface:**
 - **Send Dispense by Amount override (0x4F):** The hopper is commanded to dispense coins even after an inventory empty bit is set, a condition that would typically disable dispensing.
- **Integration Notes:**
 - **Serial Protocol/Custom API:** Update the dispense command to dispense by the amount override.
- **Customer Impact:**
 - Change may be rounded to the nearest 0.05 USD or 0.10 USD as required.



Use Case Scenarios (cont.)

Scenario 3: Do not dispense 0.01 USD Coins – Change the 0.01 USD hopper to another denomination (preferably the next lowest coin value).

Description:

Retailer opts to fully remove the 0.01 USD coin from transactions.

Configuration Steps:

- **CX25 Settings:** Disable the 0.01 USD coin dispensing and replace it with another denomination.
- **Host Interface:**
 - **New configuration required:** A new ini file will need to be created and loaded into the CX25 unit.
 - **Mechanical build change:** Replace the 0.01 USD hopper rotor and change the bin settings to match the replacement denomination.
- **Integration Notes:**
 - **Serial Protocol/Custom API:** A new hopper ini file configuration is needed.

Customer Impact:

- Transactions may be rounded.
- Mechanical change is needed to the hopper.

