

merchant MEDIA

User Guide 7" Touchscreen

CRANE[®]

3330 Dixie Narco Blvd • Williston SC 29853

www.cranems.com



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Table of Contents

• Compliance Requirements	<u>Page 3</u>
• Specifications	<u>Page 5</u>
• Cautions & Definitions	<u>Page 8</u>
• Inspection & Installation	<u>Page 10</u>
• Daily Cleaning	<u>Page 19</u>
• Initial Start up	<u>Page 22</u>
• The Touch Screen	<u>Page 26</u>
• Touch Screen Set Up	<u>Page 27</u>
• Service Mode Security	<u>Page 31</u>
• How do I Access the Service Modes	<u>Page 33</u>
• Service Mode Chart	<u>Page 46</u>
• Troubleshooting Charts	<u>Page 265</u>
• Schematics	<u>Page 274</u>
• Software License Information	<u>Page 277</u>

Compliance Requirements

- **LOCATION OF MANUFACTURER:**
 - All machines are built at the Crane Merchandising Systems manufacturing facility, located at 3330 Crane Way, Williston SC 29853, USA
- **DATE OF MANUFACTURE:**
 - Date of manufacture can be determined by viewing the Manufacturing Date on the Serial Number decal, located on the top left rear corner of the back of the machine cabinet.
- **PERMITTED & NON PERMITTED USES OF THIS MACHINE**
 - This machine is designed to dispense pre-packaged food, candy, beverage, snack and similar products. Use of unwrapped food products is not permitted.
 - It is not permitted to use this machine outdoors, or in an environment where flammable or explosive vapors are present.
 - This machine is not designed, nor should it be used to dispense flammable or explosive items, nor any other item that could not be safely dispensed by dropping it into the delivery bin.
- **Nutritional Content Information**
 - Crane Merchandising Systems is providing the nutritional content information, based on information provided by the product manufacturers, and Crane MS is cannot accept responsibility for content created by others.

Compliance Requirements

All models are built to meet or exceed all applicable standards, including but not limited to:

- International (CE) Approvals to meet or exceed the below listed standards:
 - 83/23/EEC (93/68/EEC) Low Voltage Directive.
 - 89/336/EEC EMC Directive
 - EN 60335-1 Safety of household and similar electrical appliances.
 - DIN VDE 0700 T224 Safety requirements for Automatic and coin-operated machines and control devices for commercial use.
 - EN 55022 Class B Limits and methods of measurements of Radio interference characteristics of information technology equipment.
 - IEC 801-1 Electromagnetic compatibility for industrial-processing measurement and control. Part 1: General.
 - IEC 801-2 Part 2; Electrostatic discharge requirements for industrial process measurement control equipment.
 - IEC 801-3 Part 3; Radiated electromagnetic field requirements.
 - IEC 801-4 Part 4; Electrically fast transient.
 - IEC 801-5 Draft; Surge immunity requirement.
 - IEC 801-6 Draft; Immunity to conducted disturbances induced by radio frequency.
 - EN 50082-1 Generic immunity requirements; Residential, Commercial, Light industry.
- Machines built for the US Market meet or exceed the requirements for UL751 for ambient machines, and UL541 for chilled machines, and have also been reviewed and passed the NAMA Construction Standard, and are permitted to bear the NAMA Mark.

Specifications

- **NOISE LEVEL**
 - This machine operates at less than 70 db (A).
- **ACCEPTABLE AMBIENT OPERATING TEMPERATURE RANGE.**
 - This equipment was designed and tested to work properly in a temperature range of 10°C to 32°C (50°F to 90°F) in still air (45% Relative Humidity, non-condensing). Usage at ambient conditions outside the range of the testing may cause unacceptable appearance or performance.
- **STORAGE CONDITIONS**
 - The machine capable of being stored in a temperature range of -18°C to 68°C (0°F to 155°F). Storage temperatures below 0°C (32°F) require that the operator to take the required precautions to ensure that any water is removed from the condensate system prior to storage.
- **INDOOR USE ONLY**
 - This machine is designed to be used in an Indoor Setting only. Indoor Setting is defined as inside a structure constructed with four walls and a roof, and sufficiently protected from ambient conditions and not subjected to the effects of weathering. Any other usage is in direct violation of these instructions, and will void the warranty of the machine and its components.

Specifications

186 & 187 Ambient Snack

Specifications	Model 186 Domestic 4 wide Ambient	Model 186 Export 4 wide Ambient	Model 187 Domestic 6 wide Ambient	Model 187 Export 6 wide Ambient
Height	72 inches	183 cm	72 inches	183 cm
Width	32.8 inches	83.312 cm	43.75 inches	111.13 cm
Depth	38.5 inches	97.79 cm	38.5 inches	97.79 cm
Floor Space	8.8 Sq ft	.82 Sq Meter	11.7 Sq ft	1.09 Sq Meter
Container Size	52.8 Cu Ft.	1.50Cu Meter	70.2 Cu Ft.	1.99 Cu Meter
Shipping Weight	510 lbs	231 kg	610 lbs	276 kg
Voltage (AC)	120V	230V	120V	230V
Running Amperes	3A	1.5A	3A	1.5A
Refrigerant Charge	Not Applicable		Not Applicable	
Compressor size				
High Side Test Pressure				
Low Side Test Pressure				

Specifications

471 & 472 Combo

Specifications	Model 471 Domestic 4 wide Combo	Model 471 Export 4 wide combo	Model 472 Domestic 6 wide Ambient	Model 472 Export 6 wide Ambient
Height	72 inches	183 cm	72 inches	183 cm
Width	32.8 inches	83.312 cm	45.5 inches	115,57 cm
Depth	32.5 inches	82.55 cm	32.5 inches	82.55 cm
Floor Space	7.4 Sq ft	.69 Sq Meter	10.3 Sq ft	.96 Sq Meter
Container Size	44.4 Cu Ft.	1.26 Cu Meter	61.6 Cu Ft.	1.75 Cu Meter
Shipping Weight	629 lbs	285 kg	729 lbs	330 kg
Voltage (AC)	120V	230V	120V	230V
Running Amperes	8A	4A	8A	4A
Refrigerant Charge	7.5 oz	.213 kg	9.8 oz	.278 kg
Compressor size	1/3 hp	1/3 hp	Super 1/3	Super 1/3
High Side Test Pressure	250 psi	17.24 bar	250 psi	17.24 bar
Low Side Test Pressure	105 psi	7.24 bar	105 psi	7.24 bar

Cautions & Definitions

It is critical that all cautions and warnings be reviewed and complied with during the unpacking, installation, operation, and repair of this machine



CAUTION: This machine is designed for indoor usage only. Any other usage will void the Manufacturer's Warranty



CAUTION: Any procedure marked with the symbol at left requires that the Machine have the power applied and a shock hazard exists. Only a trained and authorized person should attempt these repairs.



CAUTION: It is important that this machine is hooked up to the proper voltage and polarity for your country. Use a Voltmeter to verify voltage and polarity. Should the reading be any different than a normal reading or if you are unsure of what the reading should be, contact an electrician.



CAUTION: Different countries may have unique plug arrangements. Ensure that the machine is properly grounded before operating. .



CAUTION: The power cord for all machines are of a type X attachment. If the power cord is damaged, it should be replaced by a trained service agent, or a similarly qualified person in order to avoid a hazard.

Cautions & Definitions



CAUTION: The machine is a heavy item. Ensure that sufficient personnel are available for lifting and transporting the machine. Use proper lifting procedures and equipment.



CAUTION: This machine is designed to dispense pre-packaged food, candy, beverage, snack and similar products. Use of unwrapped food products is in direct contradiction to these cautions.



CAUTION: If this machine is used to dispense perishable food, and local health codes require that the machine monitor the cabinet temperature, and prevent vending when the temperature exceeds a defined limit for a period of time, then the Health Code function must be enabled for those affected selections – see Health Code Setup



CAUTION: The electronic system components in this machine utilize static sensitive components. Precautions for handling sensitive devices should be observed when handling these items.

Inspection and Unpacking

The Merchant Media is assembled and packed so that a minimum amount of time is necessary for preparation to install it on location. The following steps are recommended to ensure correct unpacking.

- **Shipping Damage:** Thoroughly inspect the exterior of the carton for damage which may have occurred during shipment. Report any damage to delivering carrier and follow their instructions.
- Remove the remainder of the packing material. On machines shipped with the lock in place, the keys are taped inside the coin return.
- Removal of shipping boards: There are 2 methods available for removal of the shipping boards on the bottom of the machine:
 - **a) Using a motorized lifting device (i.e. a forklift) raise the machine to a comfortable working height and remove the leg levelers with the use of a socket or wrench (1 5/16"). Do this on one side at a time. After the front and rear leg levelers are removed, the shipping board can then be removed. Replace the leg levelers in the legs of the machine before lowering to the ground**
 - **b) When using a pallet jack (non-motorized) insert a pry bar into the slit on the front and rear of the wooden boards, and twist the bar to force the boards to split apart, and remove from the machine. Screw the leg levelers all the way in before lowering the machine to the ground.**
- **NOTE: On the machine, the weight concentration is toward the back of the cabinet. Trucking and lifting should be done from the back. CAUTION should be taken when trucking from side.**
- On machines with lock in place, first unlock and turn handle to open door. When no lock is furnished, remove clip and turn handle. Swing door to its full open position.
- Remove all additional packing material from the machine.

Unpacking ADA Bin

Attention!

To avoid damage to the ADA delivery bin mechanism, remove the **SHIPPING BOLTS** from the bin sides prior to operating the ADA delivery bin!!!

The Shipping Bolts must be installed any time the machine is moved or transported. Failure to do so could result in damage to the delivery bin

To tilt the bin down to access the shipping bolts, swing the small latches on the top corners of the bin to release the bin.

Make sure you latch the bin after removing the shipping bolts.



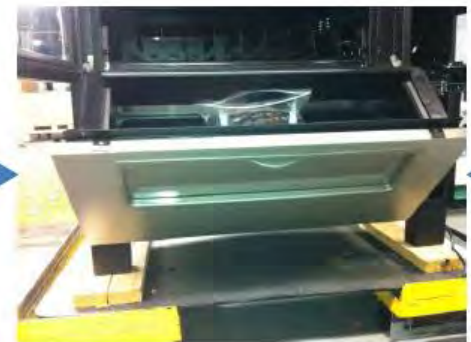
Bin Latch Locations



View of shipping bolt
(2 shipped per bin)

Shipping Location

(two bolts – back of bin sides on left and right)



Bin pulled out to access bolts

Moving the merchandiser through a narrow doorway

Note: If necessary, this Merchandiser can be moved through an opening as narrow as 30 inches (76.20cm) by removing the panels at the top and bottom of the cabinet.

Step 1- Remove the top Panel

1. Remove the screws that secure each end of the panel to the cabinet.
2. Pull the panel forward to remove it from the merchandiser.

Note: This only applies to an Ambient machines.

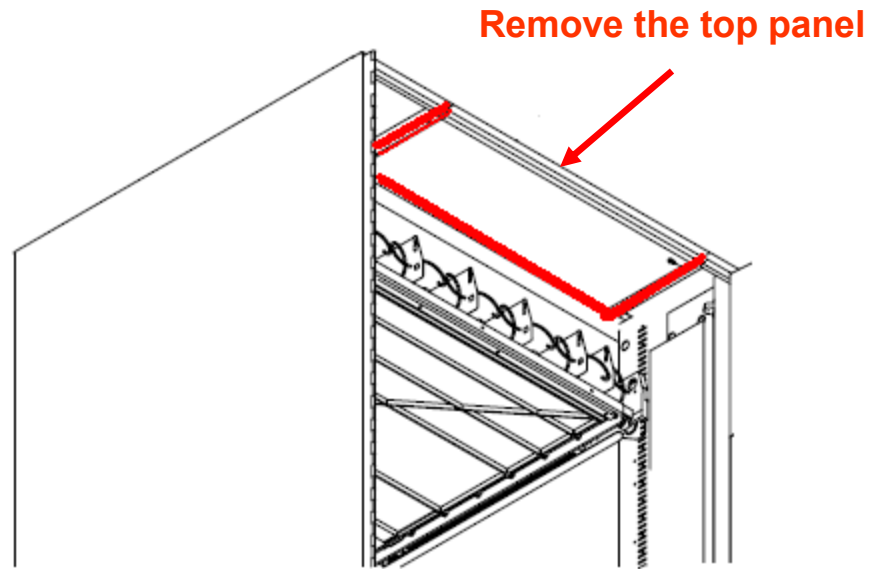


Figure 1

Moving the merchandiser through a narrow doorway

Step 2

REMOVING THE LOWER PANEL AND DELIVERY BIN (Refer to Figures 2 and 3 at right.)

1. Open the slide-out monetary and the glass door. Locate the silver tab of the delivery bin latch on the lower delivery bin side of the monetary wall.
2. Lift the latch up to allow the delivery bin assembly to hinge down.
3. Lift up the delivery bin slightly and lift up on the drop rods to allow the rods to clear the stop brackets.
4. Slide the delivery bin assembly to the right to clear the hinges. The delivery bin assembly will not be attached to the machine.
5. Unhook the SureVend™ harness at the SureVend™ board, noting the wire routing.
6. Remove the screws that secure the bottom panel to the cabinet.
7. Pull the panel forward to remove it from the cabinet.

NOTE

To fit the merchandiser through some of the most narrow doorways, you may have to remove the trays. If you do, follow the procedure outlined on the following page.

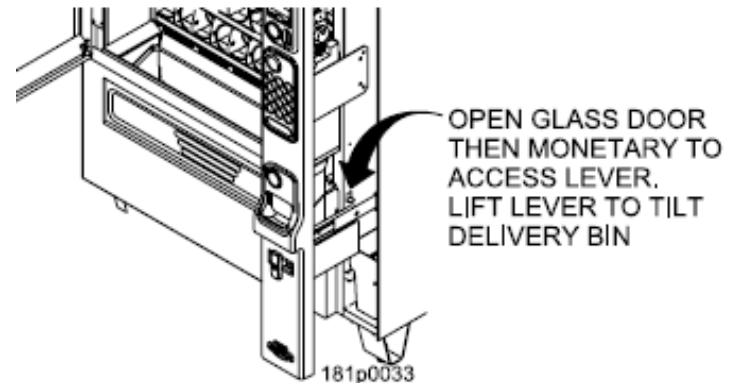


Figure 2

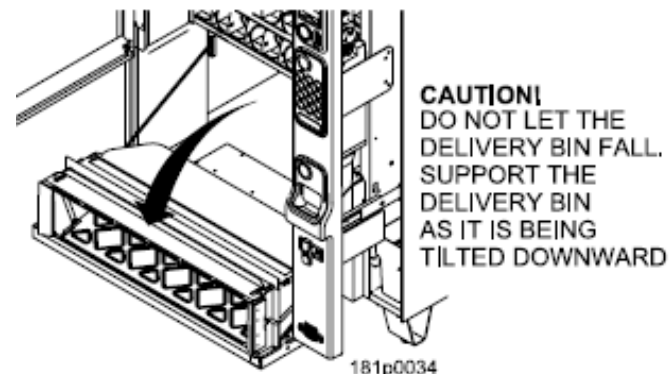


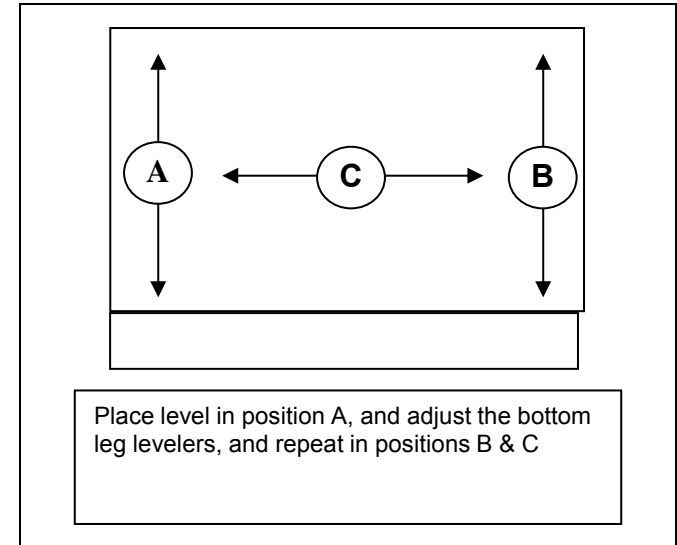
Figure 3

Installation

Leveling the unit

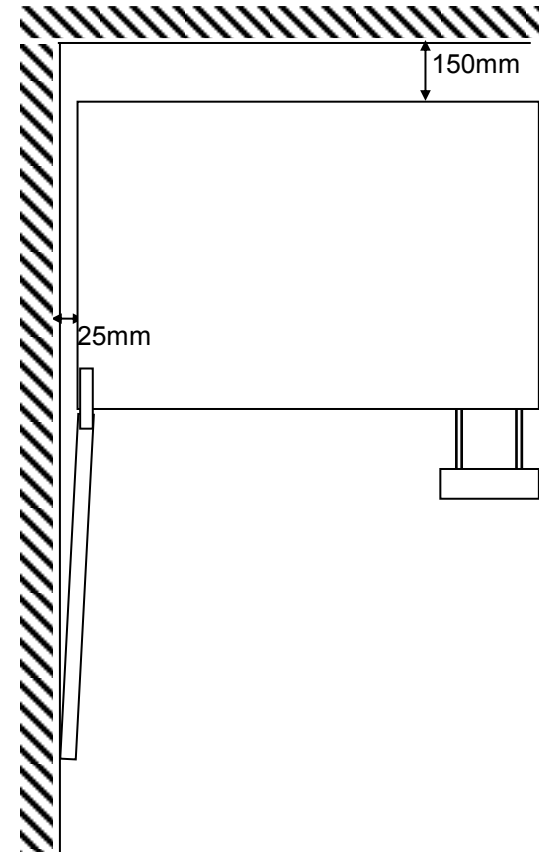
- **Leveling the Machine**

- Leveling the machine on location is important for the proper function of the machine. There are four leveling screws in the legs of the machine to make any necessary adjustments. After positioning the machine, level it from front to rear and right to left directions. After leveling, turn front right (lock side) leveling screw in about one-half turn to drop this corner slightly to make the door easier to close and lock.



- **Clearance Requirements**

- It is necessary on all machines to have 25mm (1") clearance on the left side of the machine for the door to properly open to access the shelves.
- All chilled or refrigerated machines require 150mm (6") of clearance behind the machine for air circulation.



Installation

Electrical Supply Check



CAUTION: It is important that this machine is hooked up to the proper voltage and polarity for your country. Use a Voltmeter to verify voltage and polarity. Should the reading be any different than a normal reading or if you are unsure of what the reading should be, contact an electrician.

Power Requirements

The merchandiser is supplied with a service cord for the country of use and is terminated in a grounding type plug. The wall receptacle used for this merchandiser must be properly polarized, grounded, and of the correct voltage. Operating the merchandiser from a source of low voltage will **VOID YOUR WARRANTY**. Each merchandiser should have its own 15 Amp electrical circuit and that circuit should be protected with a circuit breaker or fuse conforming to local regulations.

1. **Voltage Check** - Place the leads of a voltmeter across the LINE (LIVE) and NEUTRAL terminals of the wall receptacle. The voltmeter should indicate 110-130 volts ac for 120 volt, 60 Hz locations, or 220- 240 volts ac for 230 volt, 50 Hz locations.
2. **Polarity Check** - Place the leads of a voltmeter across the LINE (LIVE) and GROUND terminals of the wall receptacle. The voltmeter should indicate 110-130 volts ac for 120 volt, 60 Hz locations, or 220- 240 volts ac for 230 volt, 50 Hz locations.
3. **Noise Potential Check** - Place the test leads of a voltmeter across the NEUTRAL and GROUND terminals of the wall receptacle. The meter should indicate 0 volts ac. A measurement greater than 1.5 - 2.0 volts ac could result in problems for the merchandiser's electronic circuitry caused by electrical noise.

NOTE

Any deviation from these requirements could result in unreliable performance from your merchandiser.

Initial Setup

Key Steps

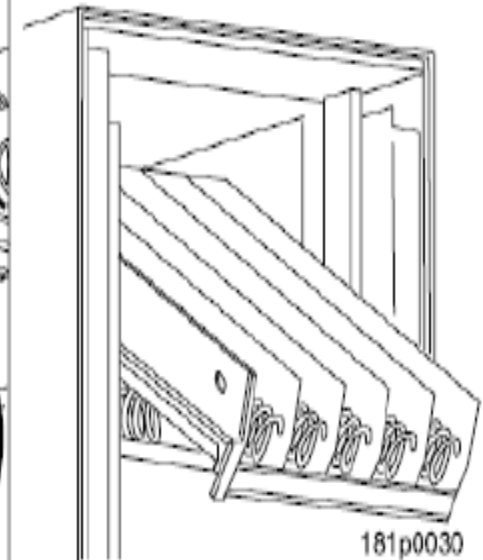
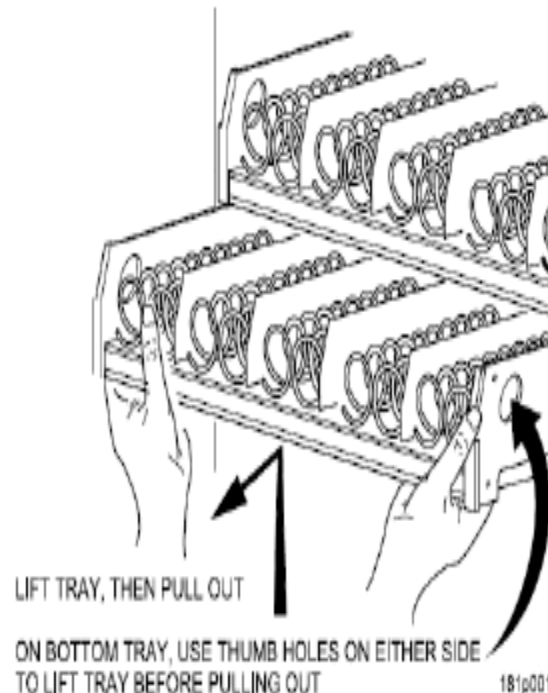
- After unpacking and installing the machine on location the Key steps to setting up the machine the first time are:
 1. Load a change fund into the coin mechanism.
 2. Set the selection prices in the machine.
 3. Test vend at least one selection on each shelf to verify:
 - a. Pricing is correct, and coin mech, bill acceptor and credit card device are working correctly.
 - b. Product and nutrition information are correct.
 - c. Selection delivers products.
 - d. Delivery bin delivers product to customer.

Filling the Machine

Loading the Machine

- A) Lift up shelf and pull out until it stops.
- B) Insert products into spirals
- C) Push shelf into machine until you feel the front edge of shelf ride over a ramp.

Note: If tall product hits shelf above when pushing in, lift the above shelf while pushing shelf in.



Daily Cleaning

Daily Cleaning

Before leaving the machine each visit, the machine should be inspected and cleaned as follows:

- ① Glass – inside and out – use glass cleaner and disposable towels
- ② Front of monetary panel – do not use ammonia based cleaners as it may cause premature crazing of the polycarbonate surface. We recommend the use of Novus #1 plastic cleaner & polish.

For units equipped with a touch screen, never spray any cleaner directly on the touchscreen, nor permit liquids to flow onto the screen. Apply cleaner to a disposable towel and then apply to the pill or touchscreen. Treat the touchscreen as you would any sensitive electronic device and never use abrasive cleaning materials.

- ③ Delivery Bin – Inside and out – clean any spills or residue with a mild soap and water solution, and wipe dry.



Preventative Maintenance

Cashless Devices

- If your machine is equipped with a cashless device, whether it is a credit card reader, or a proprietary closed system pre-paid card, the magnetic head used to read the payment cards needs to be cleaned regularly to insure proper operation.
- The defined tool for cleaning a magnetic head is a pre-saturated cleaning card, which are commercially available from various sources.
- Based on credit card industry standards, the busier a machine is, the more frequently the magnetic head should be cleaned
- For cashless uses more than 100 times per day – clean it every day
- For cashless uses between 50 and 100 times per day – clean it every other day
- For cashless uses between 10 and 50 times per day – clean it one time per week.
- Actual conditions may vary, and be affected by site conditions, for example a machine located outdoors should be cleaned more frequently.
- Follow the instructions provided with the cleaning card, and slide it past the magnetic head as directed.



Payment Systems

The Media Merchandisers are capable of accepting multiple forms of payment systems using a Multi Drop Buss or Executive (export only) interface.

- All payment devices are mounted on the slide out assembly. The front of this slide out assembly is called a Pill. There are multiple configurations of the Pill available should you need to add or take away payment peripherals in the future.
- If your payment peripherals were installed at the factory they should already be enabled in the electronics. Currently we enable only \$1 and \$5 bills (notes) in manufacturing. Instructions from the manufacturer for all peripherals installed at the factory are included in the bag assembly in the machine. Please refer to these instructions for information on filling coin tubes, adding bills to recyclers or other pertinent information.
- If your payment peripherals were not installed in manufacturing, please refer to the instructions that came with payment system for set up and installation.
- See the service modes section of this document for information on enabling or disabling different bills and/or additional peripherals.

Initial Start Up

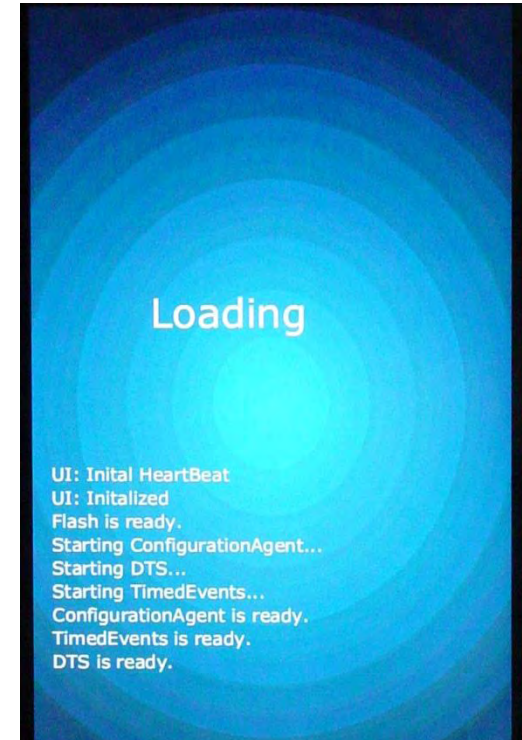
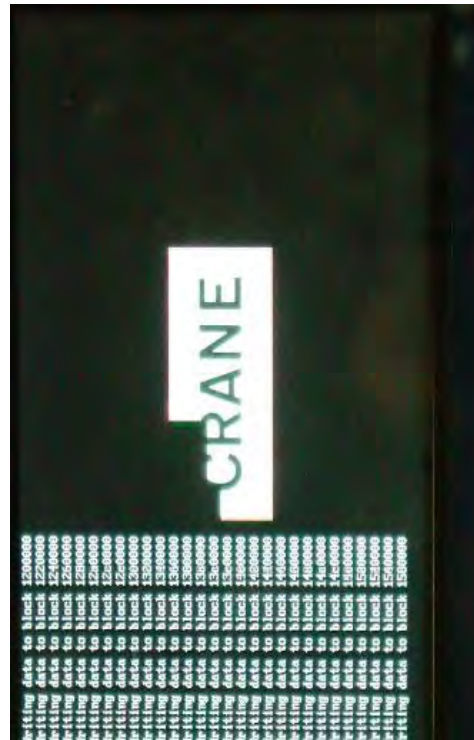
Powering up the machine

Turn on the power switch located on front of the power box accessible by pulling out the swing panel.



Power Switch

The Media Merchandisers run on the Linux operating system, it is essentially a computer so it will take several minutes to power up just like your computer at home.



Initial Start Up

Features and Benefits

Merchant Media Touch - Key Features

- Merchant Media Touch uses Crane's latest vending electronic platform built on NAMA Open Standards integrating touch screen technology, cashless payments, and telemetry in a seamless solution.
- 7" color touch screen offers the latest capacitive touch screen technology providing scratch resistance, high durability and a rich consumer experience.
- Built-In Credit Card Reader option and communication screens throughout the vending process facilitate the use of credit cards.
- A 2nd Card Reader option (e.g. college campus cards) can complement credit cards offering more options to consumers. With Media you can have both credit cards and another cashless system as long as the second system follows the MDB protocol.
- Shopping Cart makes it easy to buy multiple products and enables promotions. This key feature helps you drive sales especially when using credit cards as consumer tend to buy more.
- Media Touch Main Menu can provide consumers the options of: 1) Make a Selection, 2) View Promotions, 3) Nutrition Facts, and 4) Select Language. If these features are not enabled, the consumer can go directly to the keypad bypassing Main Menu providing just a simple vending experience. Depending on the location, you can decide what's best for your consumers.

Initial Start Up

Features and Benefits

Merchant Media Touch - Key Features, Continued

- Built-In Multi-Product Promotions can be selected through the Service Menu. You can select the specific promotion and program the discount that will show in the screen when the machine is idle. Consumer can also access the promotions from the Main Menu. Multi-Product Promotions can help you increase the transaction size and improve the consumer value.
- Multiple languages can be selected by the consumer meeting the needs of key locations. As languages become available they can be enabled through the Service Menu letting the consumer select the language for his vending experience from the Main Menu.
- A Built-In Product Library (of 250 products) with images and nutrition facts lets you build a Planogram or enable browsing without a Planogram. If needed, a custom product library can be developed with your specific products – please contact your Crane sales representative for more information.
- Crane's field service support team is here to assist you and make sure you and your customers have a great experience. Please don't hesitate to contact us.

Initial Start Up

Programming tips

- This Programming Guide is based on software version 10.8.X
- The software version is shown on the bottom right of the display anytime you are in the Service mode. The software version can also be displayed by pressing the Firmware Information icon in the service mode and reading the LE board information.
- Earlier or later versions of software may not contain all the same menus and/or options. Some Menu items may also be in different places within the menus & program differently.
- This programming guide is specific about what icons or menu bars to touch within the Modes. When certain Menu items are enabled and disabled additional menu items may appear or disappear. Most of the time this guide will be correct but rely on the display for the correct icons or menu bars to touch.

Initial Start Up

Quick Start Tips

Below is a list of Menus that should be set up or checked before operating the Machine:

1. When opening the service door on the machine you will be prompted for a PIN, enter 3333 on the touchpad.
2. Set the Prices by selecting button Price Icon in the service mode.
3. Make sure the Shopping Cart Size (max 3) and Shopping Cart Max Value is set to the cart size times the highest price in Product Configuration. Touch: Product Configuration > Shopping Cart Setup.
4. If you have added, moved or removed any motors touch: Product Configuration > Selection Configuration > Perform Auto Configuration > Start Auto Configuration.
5. If any motors are being coupled on the candy tray or squat tray Touch: Product Configuration>Couple Motors.
6. Verify your Coin Mechanism, Bill Validator and Card Reader are enabled in the Monetary Menu.
7. Verify the bills you want to accept are enabled in the Monetary Menu > Bill (Note) Acceptance.
8. Set the Time and Date in the System Setting Menu > Set Time and Date.

Initial Start Up

Quick Start Tips

If your machine contains a refrigeration unit you must also set the following:

1. Verify or set the Configuration Version, go to System Settings > Press the lower half of the down arrow to scroll down and verify the Configuration Version is set correctly.
2. To change the Configuration Version touch the Configuration Version menu bar, your options are Ambient, Refrigerated, European Control, Non-perishable and Chilled. Do not choose European Control unless your area is within the region covered by these requirements.
3. Press Done to save your choice.
4. Next select Refrigeration Settings, this menu does not appear if the machine is set to Ambient.
5. Touch Adjust Temperature if required.
6. If set to Refrigerated or European Control, Touch Health Control to assign the selections to work with Health Control. The health control menu will not appear if you machine is set to anything other than Refrigerated.
7. Effective with the release of 10.8.x software, if Refrigerated or European Control is selected, all selections in the machine are enabled for Health Control. If you are not using perishable products in all selections, non-perishable products should have the Health Code disabled.

Quick Start Tips – Loading the Coin Mechanism

Prior to placing the machine in service, you must add an initial amount of change to the coin mechanism to prevent a “Use Correct Change” condition. Initial loading of coins should be done through the menu provided to insure the coin mech accurately counts all change available for payback to the customer. *Recommended minimum amount is \$17.00 (1 roll each of 5¢, 10¢, 25¢ coins).* This minimum amount of change should remain in the machine at all times.

Adding Initial Change Load

1. Enter the required PIN: 3333,
2. Touch the Monetary Icon on the screen.
3. Touch the Coins In/Out menu Bar
4. Increase the amount of Change Available by inserting coins to thru the chute on the top of the coin mech. Totals (count and value) for each coin should increase as coins are added.
5. Press the left arrow to exit and return to the main menu.

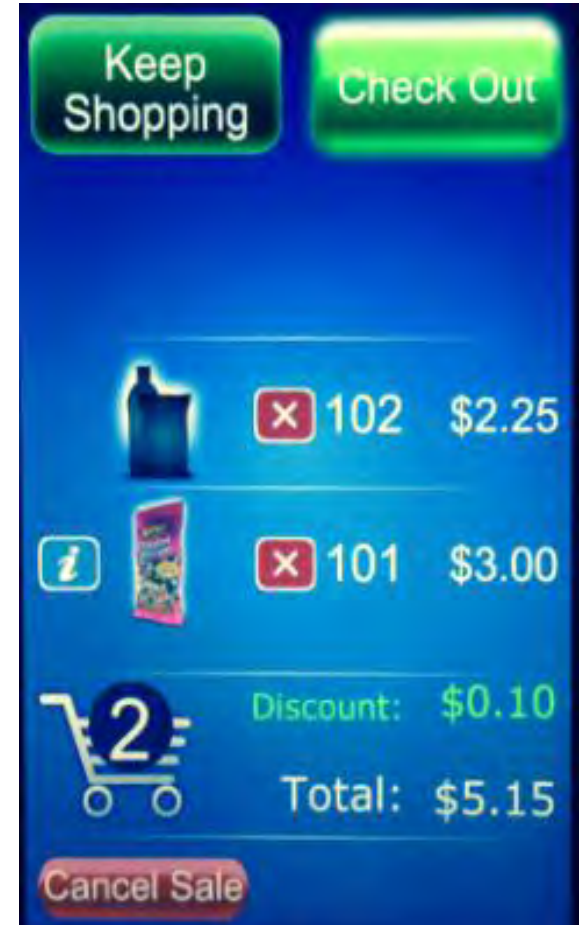


Coin	Count	Value
0.05	35	\$1.75
0.25	20	\$5.00
0.50	15	\$7.50
1.00	1	\$1.00

The Touch Screen

The 7 inch Touch Screen

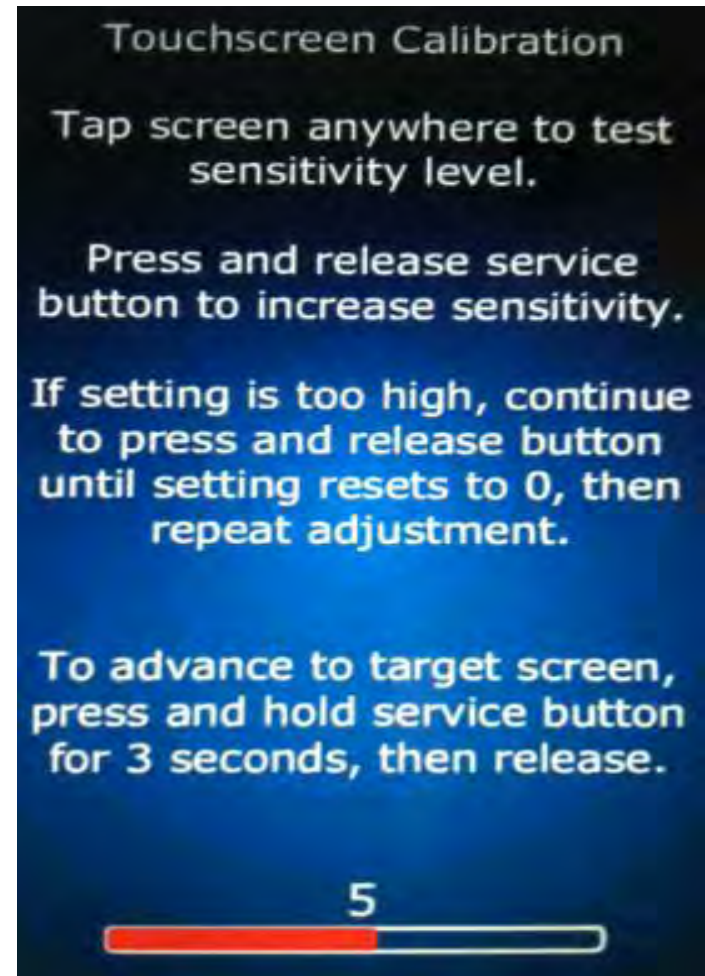
- The 7" color touch screen offers the latest capacitive touch screen technology providing scratch resistance, high durability and a rich consumer experience.
- The touch screen provides instructions and information required by the customer to make a purchase.
- The touch screen is also utilized in the service mode to set up the machine.
- The Touch Screen is an industrial screen that can withstand medium hard hits w/ hammer similar to gorilla glass used in mobile phones.



Should the Touch Screen ever need to be calibrated, follow the instructions on the following four pages.

Touch Screen Calibration

- The Touch Screen in new machines will come from the factory already calibrated.
- To change the sensitivity of the Touch Screen press and hold the green service switch on the board for 4 seconds.
- If the software was just updated, when the machine is booted-up the machine will automatically take you to the Touch Screen Setup Mode.
- This mode consists of two functions:
 - Sensitivity Setting
 - Touch screen Alignment
- These activities must be done in sequence, and completed to ensure proper operation of the touch screen.

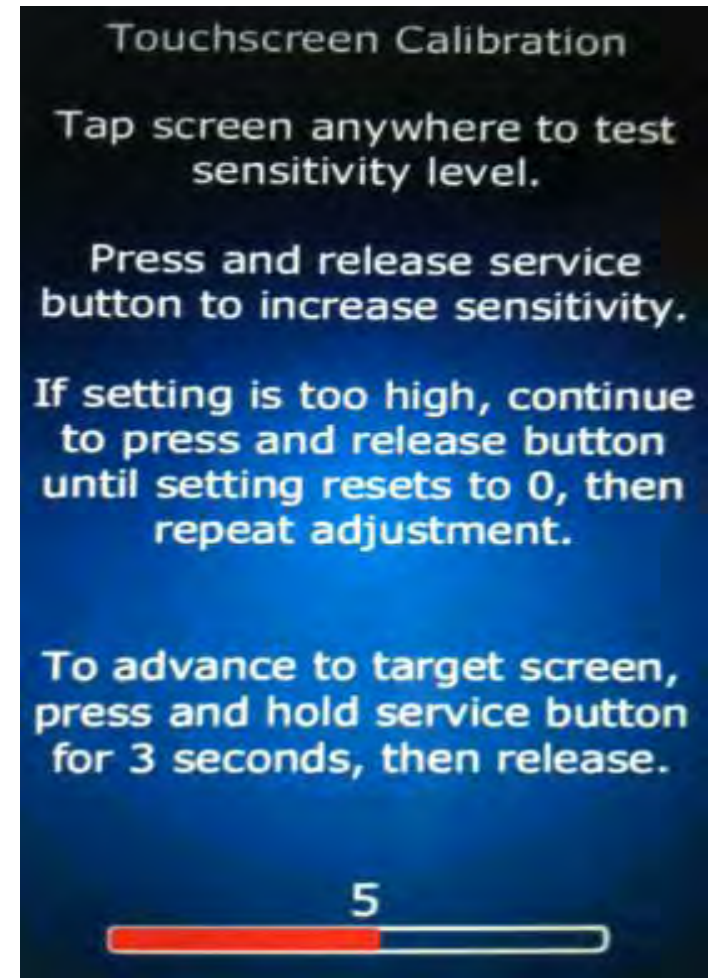


Touch Screen Setup Calibration

Sensitivity Setting

Setting the sensitivity of the touch screen.

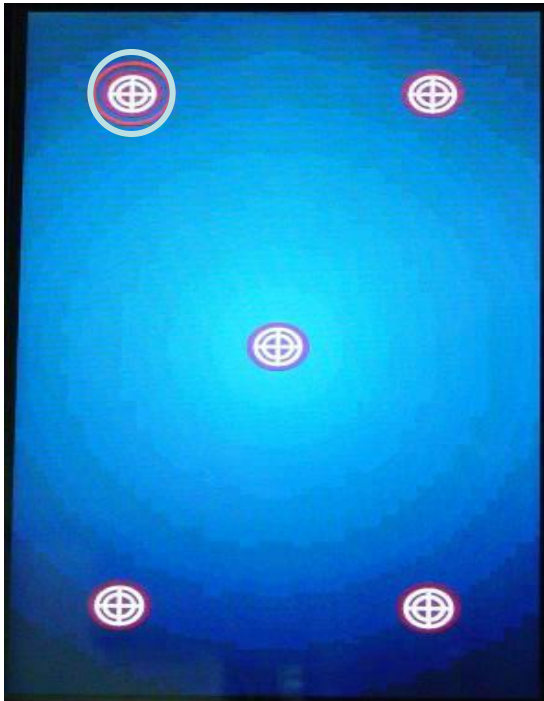
- Press the green switch on the control board, and the Sensitivity Index number will increase.
- Tap the display and listen for a single beep from the controller, indicating that it detected the touch.
- Continue to press the green switch on the board until an acceptable level of sensitivity is achieved over the whole surface of the touch screen.
- It is important to check the sensitivity of the screen throughout the entire Touch Screen, especially along the left and right edge.
- Tap at a speed of approximately 1 tap per second.
- The recommended initial range is 4 to 6.
- When finished, advance to the target screen by pressing and holding the green service button for 3 seconds.



Touch Screen Setup Calibration

Touch Screen Alignment

The screen will show 5 targets. Touch each target in the sequence shown on the display. The Sequence is indicated by the larger circle around the target.



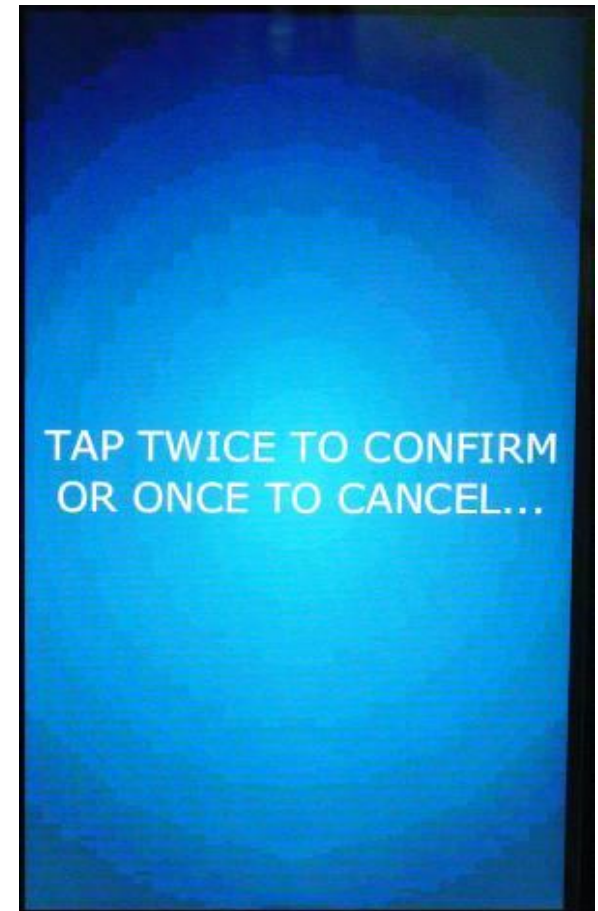
After pushing each button a second time the display will show you where it has assigned your touches.



Touch Screen Setup Calibration

Touch Screen Alignment

- If the distance between the 5 targets and the indicators are within a reasonable distance (less than 1/8" or 3mm), tap the touch screen twice to accept the settings
- If the distance between the targets and indicators is unacceptable, tap the screen one time to restart the Initial Touch screen Setup Mode.
- After tapping the screen twice the machine will proceed through a normal boot-up sequence.



The Selection Process

Idle Loop Screens

When the machine is not being used the Touch Screen is showing the Idle loop. The Idle Loop screens will vary depending on what peripherals you have installed and the promotions that are enabled. To enable or disable specific Idle Screens and credit card logos. See System Settings > Advertisements. Touching any of these screens will take you to the Main Menu.

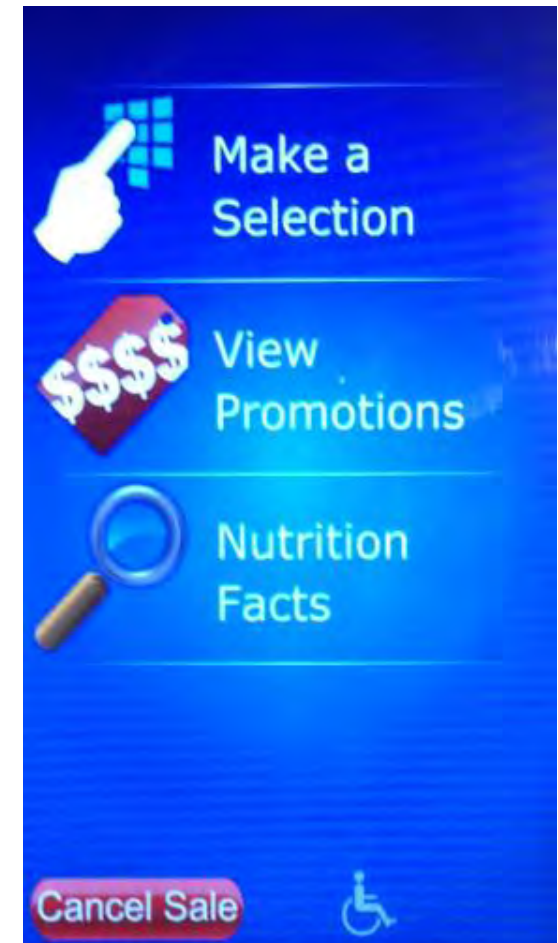


The Selection Process

The Main Menu

Main Menu Screen

- The Main Menu allows your customer to view promotions when enabled and view nutritional facts when a Product Library is present.
- When product libraries or multiple promotions are not used this is an extra screen that is not necessary and bypassing it speeds up the vend process.
- When using plan-o-grams the customer can check the nutritional information when making a selection even if this menu is disabled.
- As a default the machine is set to Skip the Main Menu.
 - The menu item to turn the Main Menu on or off can be found in the Special Vend Modes menu.
- When the Main Menu disabled and the idle loop screen is pressed, the screen will immediately transition to the numeric keypad screen.

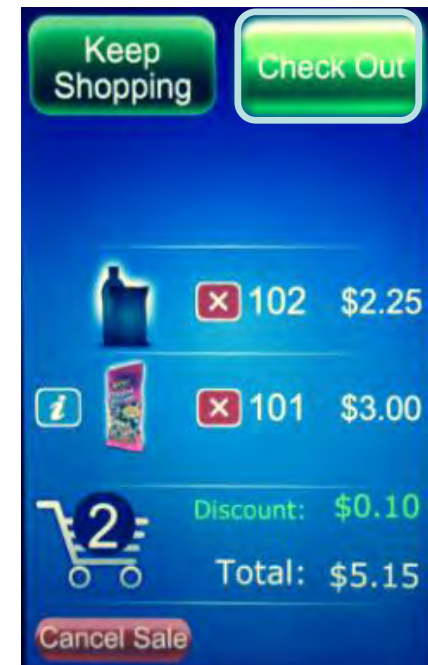
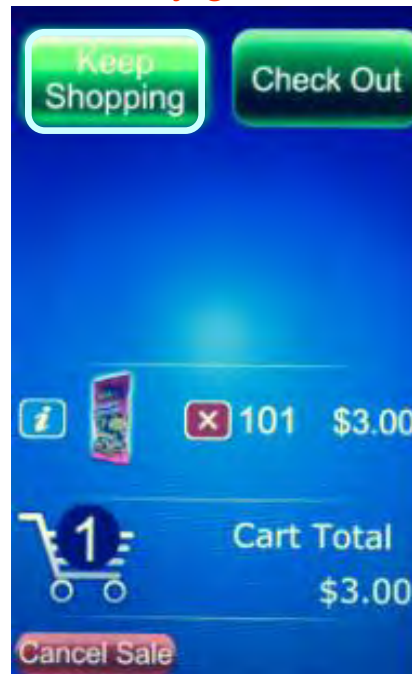


The Selection Process

Making Selections and Navigating the Shopping Cart

Use the Keypad to make a selection. Your selection will be placed in a shopping cart. The Keep Shopping and Checkout Icons will start flashing. Choose Keep Shopping to add additional selections (maximum3) to your cart. Press Check Out when finished.

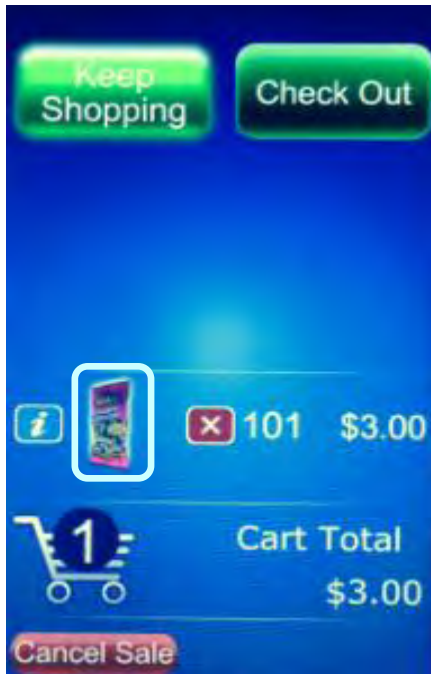
Note: The shopping cart can be disabled by enabling Rapid Vend under the Special Vend Modes Icon and the machine will immediately go to checkout after making a selection.



The Selection Process

Making Selections and Navigating the Shopping Cart

If you have a planogram installed an image of the product will appear on the screen



Pressing the information Icon next to the product image will show a popup with nutritional information for that product



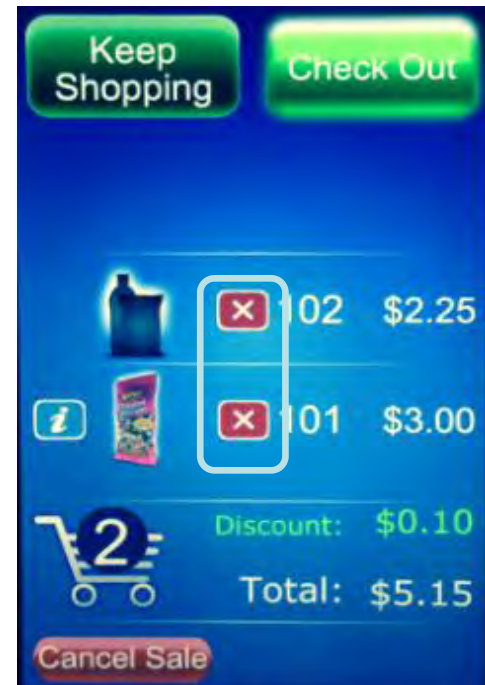
The Selection Process

Making Selections and Navigating the Shopping Cart

If you do not have a planogram installed, or a product assigned, an image of a generic product will appear on the screen



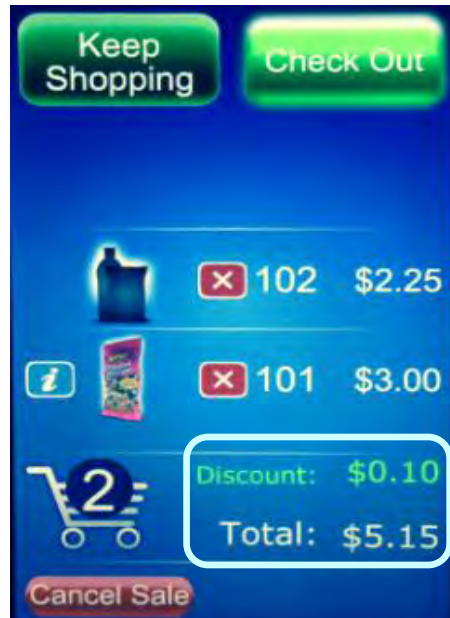
To remove a product from the shopping cart press the
red X



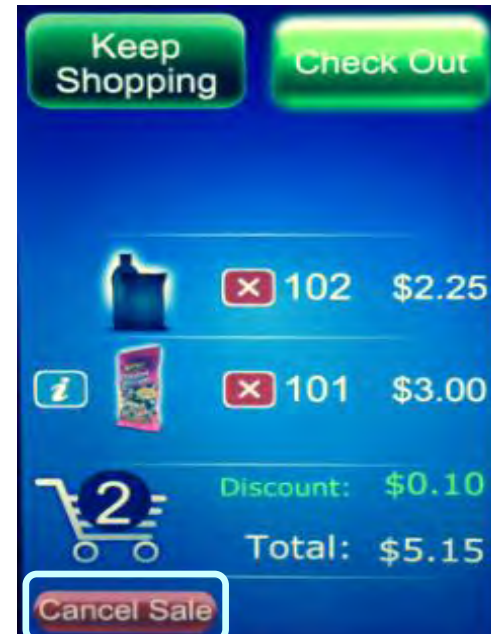
The Selection Process

Making Selections and Navigating the Shopping Cart

Any Discounts or Surcharges will be shown to the right of the shopping cart as well as the Total of all products in the cart.



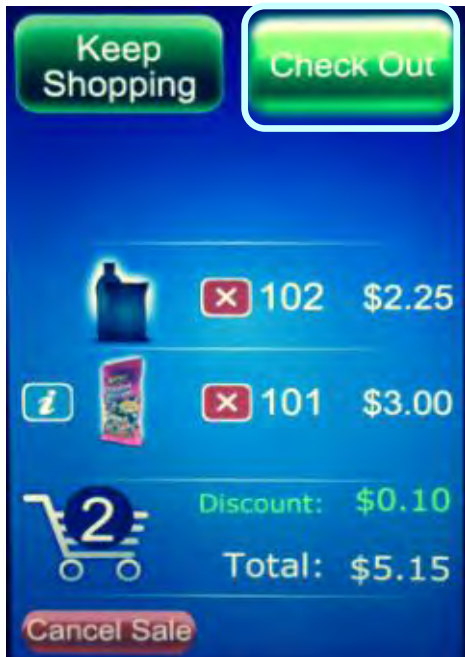
At any time you can press the cancel icon to cancel the entire sale. If nothing happens for 30 seconds (settable) the machine will cancel the transaction and go back to the idle screen



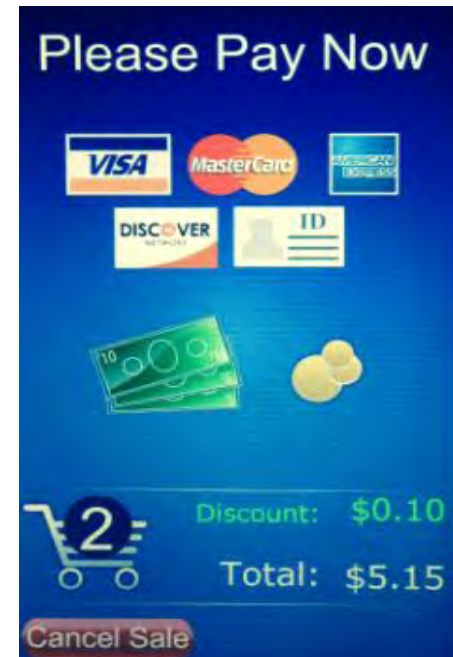
The Selection Process

Making Selections and Navigating the Shopping Cart

Any type of payment, cards, coin or bills can be inserted any time during the transaction. Pressing checkout will cause the settlement screen to appear if money has not already been inserted



The settlement screen will communicate to the customer their Monetary payment options



Accessing the Service Modes

When the monetary compartment is opened, the display will prompt the operator to enter a PIN number on the Touch Screen to gain access to the service modes.

- The default PIN for route driver access is **1111** (limited access).
- The default PIN for programming access is **3333**.



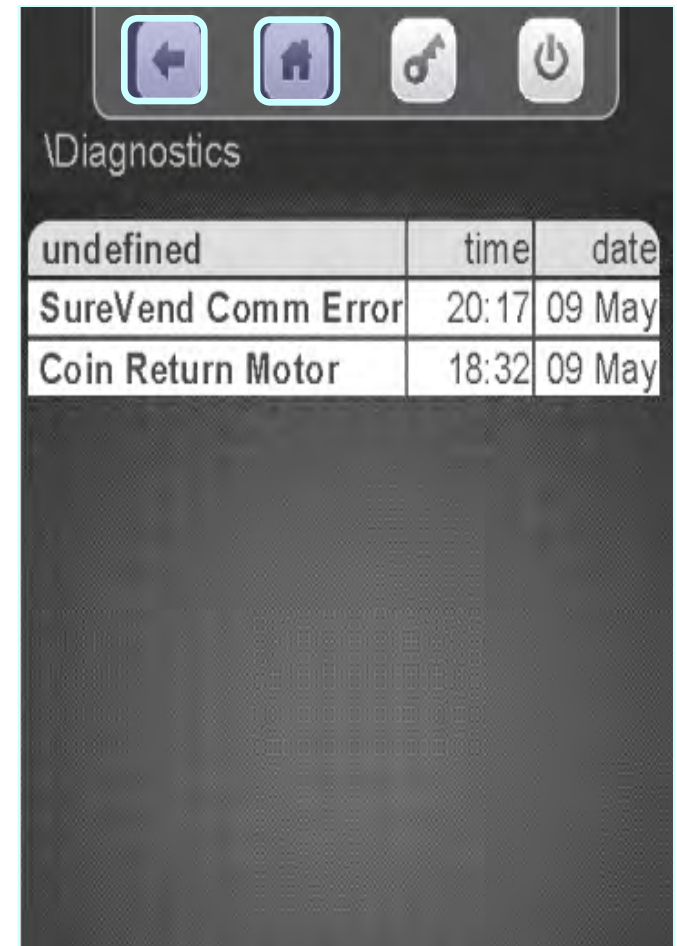
Service Modes

Initial Screens

If **Errors Exist**, an error list will be shown on the display that includes the time and date of each error.

The errors do not need to be cleared, once corrected the error will be erased automatically.

To escape to the home screen press the  Back arrow, or the Home Icon



The screenshot shows a mobile application interface for diagnostics. At the top, there is a navigation bar with four icons: a back arrow, a home icon, a key icon, and a power icon. Below the navigation bar, the word "Diagnostics" is displayed. Underneath, there is a table with three columns: "undefined", "time", and "date". The table contains two rows of error data.

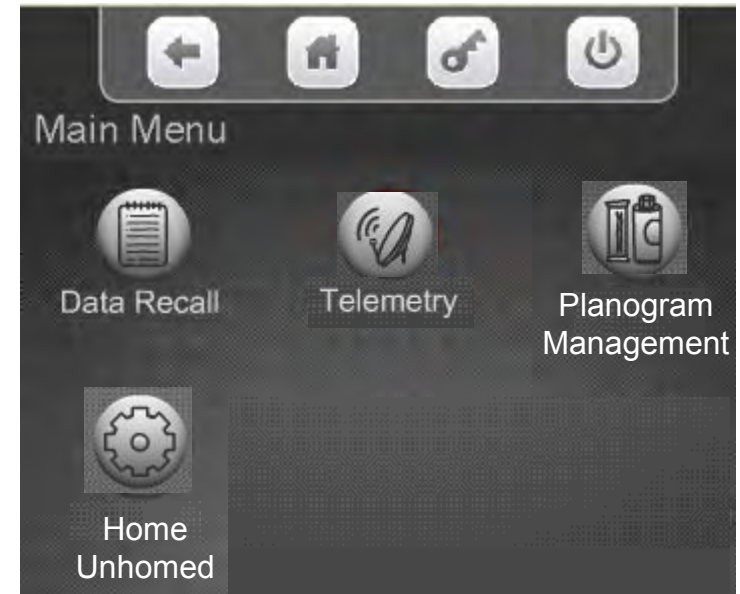
undefined	time	date
SureVend Comm Error	20:17	09 May
Coin Return Motor	18:32	09 May

How Do I Access the Service Modes?

If PIN **1111** was entered and **No Errors Exist**, the home screen for the Driver menu will appear. This menu allows limited access to the service modes. Touching an icon on the screen will provide access to that menu.

Driver access allows you to:

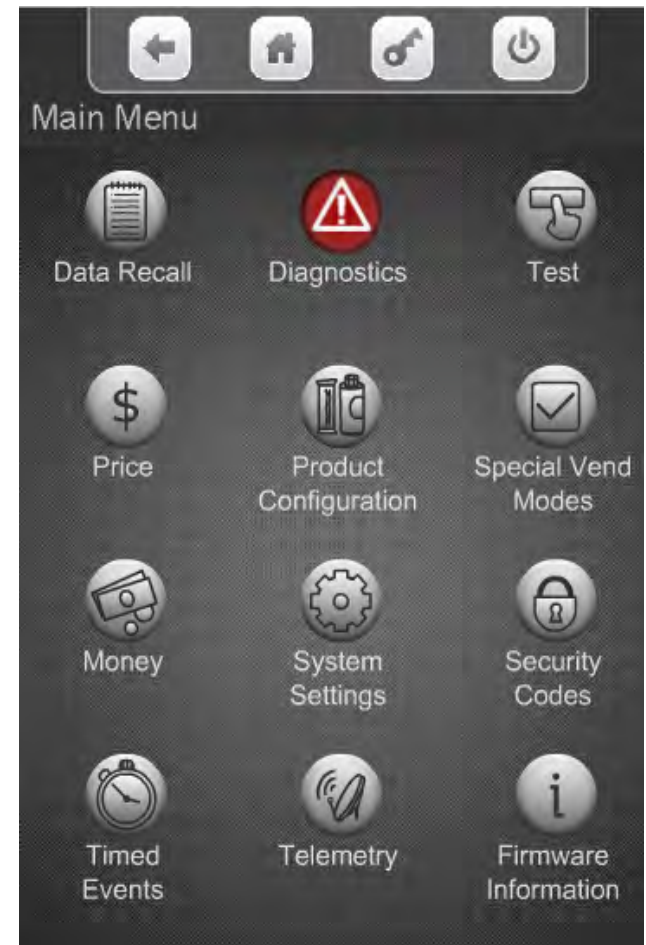
- View Resettable and Non Resettable sales data.
- Send a wireless DEX read.
- Manage or Audit the existing Planogram.
- Home all Un-homed Motors.



**For access to all other service modes
use PIN # 3333**

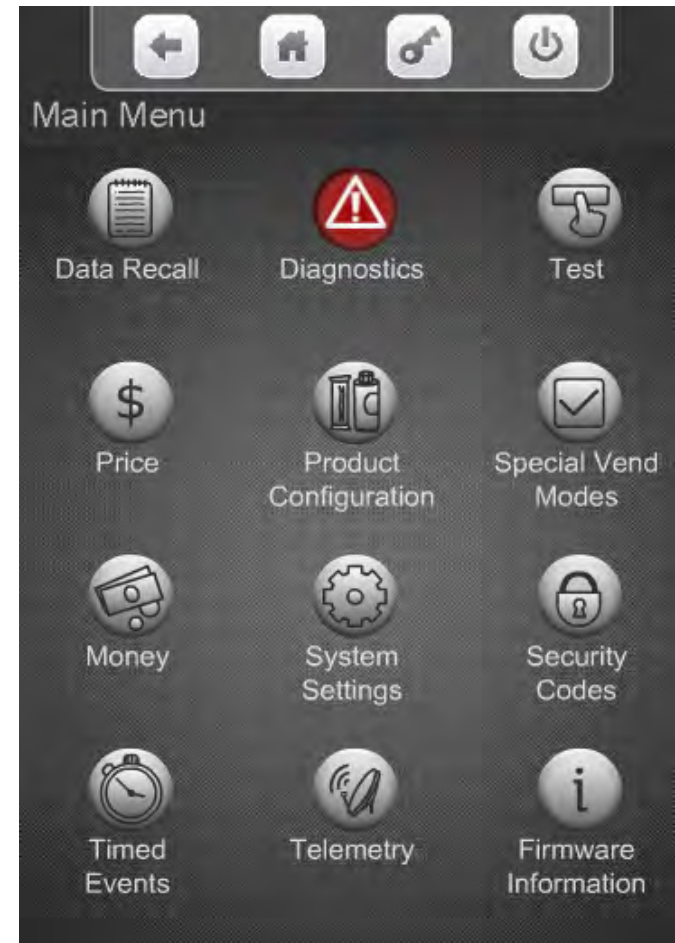
How Do I Access the Service Modes?

- If PIN **3333** is entered and **No Errors Exist**, the home screen for the programming menu appears allowing access to the service Icons.
- Each of the icons on the screen represent a tiered menu that provides access to the menus under the corresponding heading.
- Pressing an Icon on the screen provides access to that menu.



How do I use the keypad in the Service Mode?

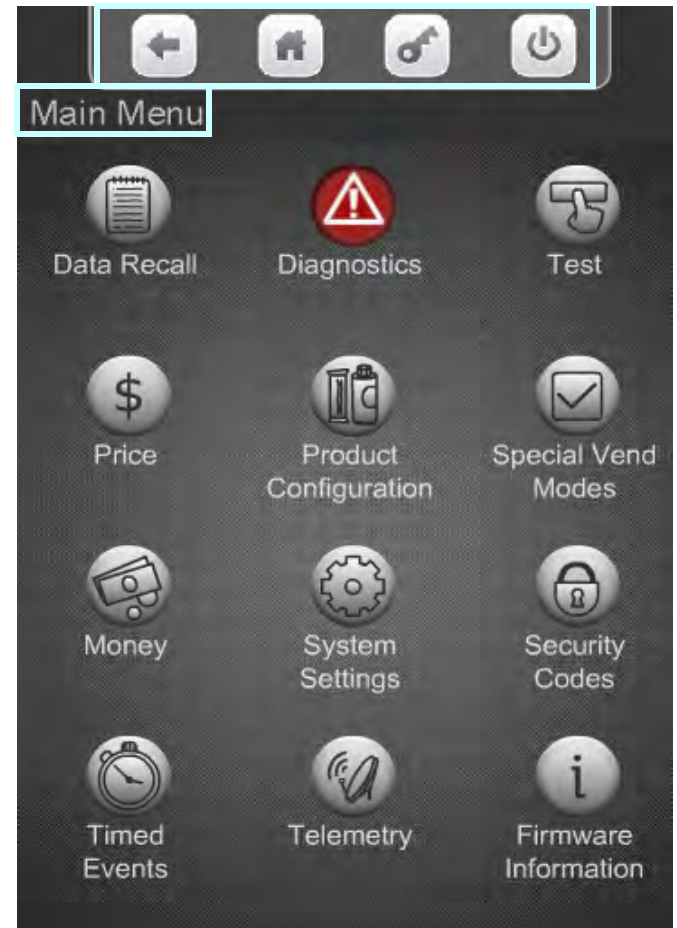
- For Programming purposes the Merchant Media platform uses the 7" LCD touch screen and a series of icons to provide access to the Service Modes.
- Touching an icon will take you to the top level menu for that Service Mode.
- The concept of the touch screen and the use of icons is similar to many devices that feature touch screen technology.
- A successful touch of an icon will change the color of the icon, and sound a beep to acknowledge acceptance of the touch on the screen before proceeding to the selected menu.



How do I use the keypad in the Service Mode?

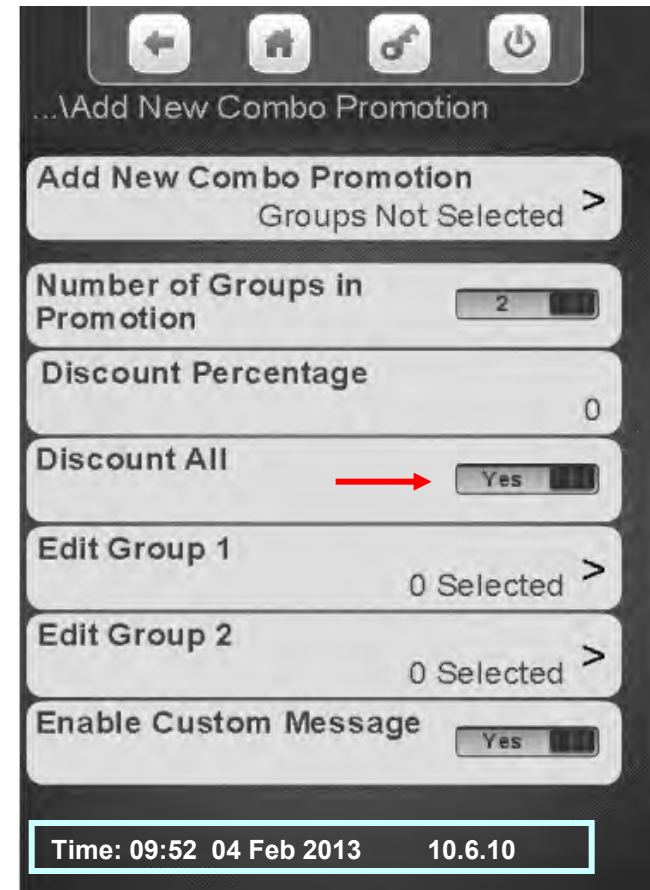
Main Menu

- Across the top of the Main Service Menu is a series of four icons that will always be present when in the service menu.
 - The left arrow returns you to the prior menu
 - The small house icon returns you to the Main Service Menu
 - The Key icon is not currently used.
 - The Power icon is not currently used.
- The location of the word Main Menu will change depending what menu you are in. This helps you remember which menu you are in.



How do I use the keypad in the Service Mode?

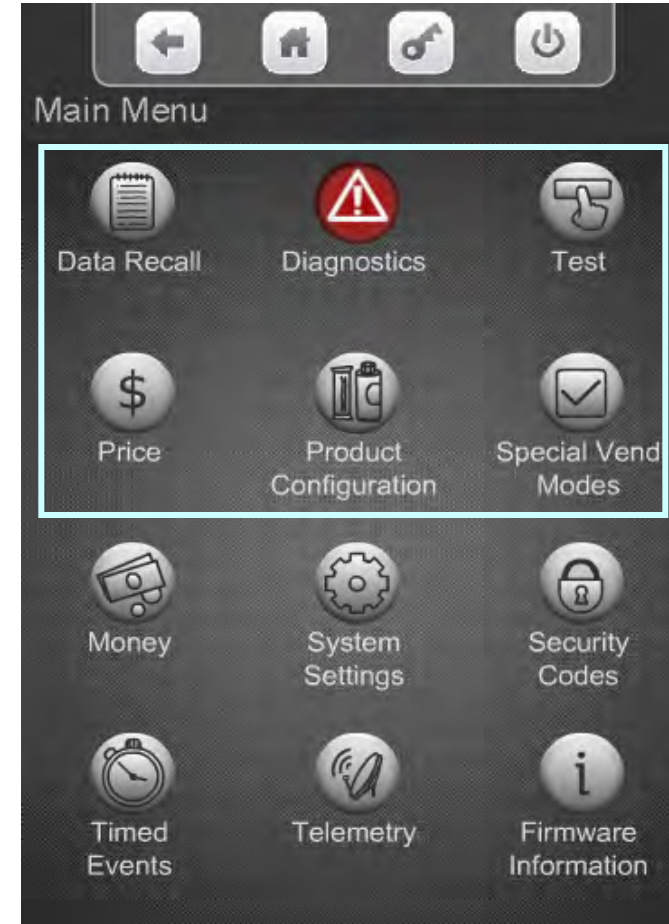
- All the features normally associated with a touch screen, its icons and menu bars are possible, including:
 - Touching an icon to toggle it's current state (On to Off, Yes to No, etc), or
 - Touching a menu item to access another level of the tiered menu system.
 - Alpha & numeric keypads will pop up when required for input.
 - Confirmation boxes will appear to confirm an item to be added or deleted.
- Another feature of this screen is that it shows the current time and date, and current Atlas LE board software revision at the bottom of the screen.



Menu Chart

Service Mode Menu Chart

Menus 1 to 6

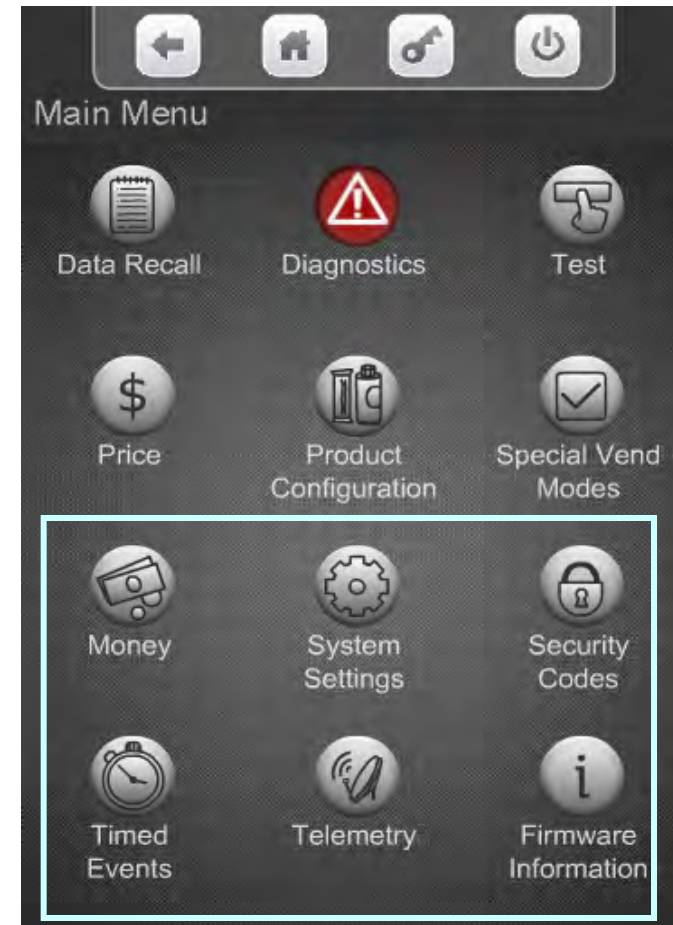


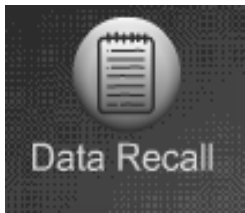
Menu Chart

Service Mode Menu Chart

Menu 7 to End

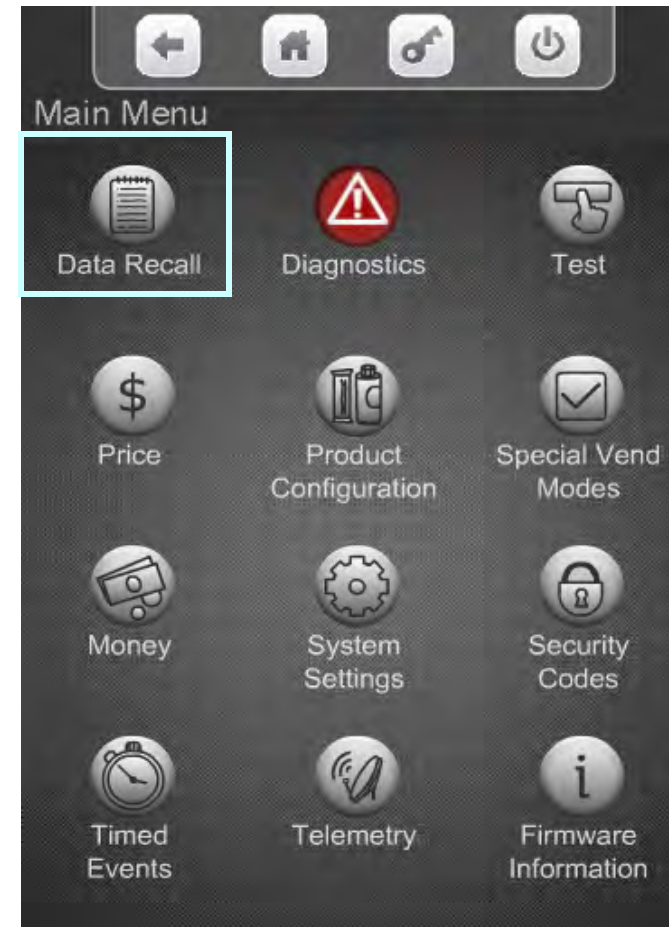
Money	System Settings	Security Codes
Coins In/Out	Machine Information	Enter Pin
Bill Validator	Time & Date	Change Route Pin
Coin Mechanism	Language	Change Operator Pin
Card Reader 1	DTS	
Card Reader 2	Software Updates	
Onboard Cashless	Backup/Restore	
Bill Acceptance	Clone Configuration	
Declining Balance	Clone Board	
Force Vend	Screen Brightness	
Accept On Low Change	Led Color	
Low Change Message	Idle Timeout	
Credit For Failed Vend	Advertisements	
Card Revalue A	Custom Messages	
Card Revalue B	Nightly Reboot Setting	
Cash Discount	Configuration Version	
	Refrigeration Settings	
	Cab Lights When OOS	
Timed Events	Telemetry	Firmware Information
Time of Day Events	Send Dex	Peripheral Firmware Info
Backup Events	Ping Server	SureVend Version
Power Save Events	Sync Time w Server	I/O Board Version
	Get Network Status	LE Board
	Send Log Files	
	Update Configuration	
	Load Network	
	Get Cashless Terminal Cfg	
	Enable Mesh	
	Assign Unit	
	Un Assign Unit	

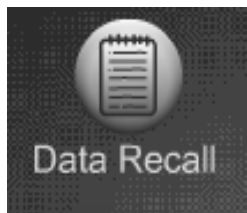




Data Recall Menu

- The Data Recall Menu permits the operator to review a variety of accountability and operational information including:
 - Non Resettable Sales Data
 - Resettable Sales Data
 - Events
 - ID Numbers (boards & peripherals)
 - SureVend Corrected Vends





Data Recall Menu

Non Resettable vs Resettable Sales Data

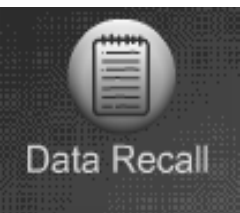
The Non-Resettable and Resettable data screens are exactly the same and therefore not duplicated in this programming guide. There is one additional menu in the Resettable menu, Clear Data. This menu allows you to reset back to zero the resettable data. As a default the Resettable Data is also reset each time the machine successfully transmits a DEX file. The Non-Resettable Data can not be reset.

Non Resettable Data



Resettable Data





+

Non Resettable Sales Data

or


Resettable Sales Data

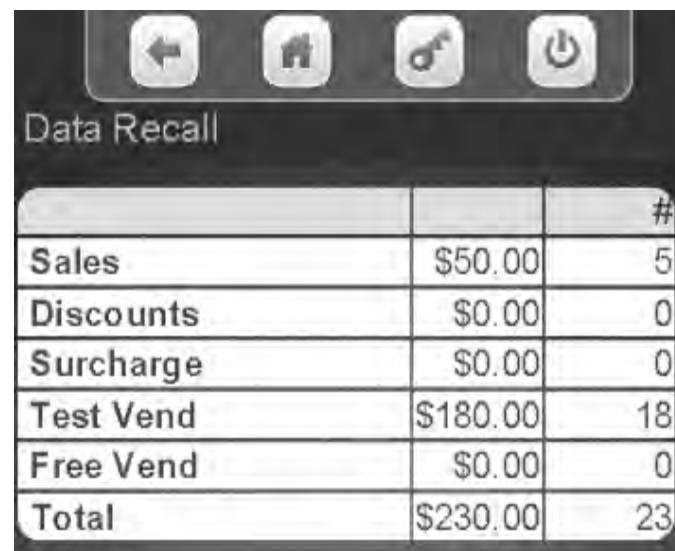
Data Recall Menu

Overall Totals

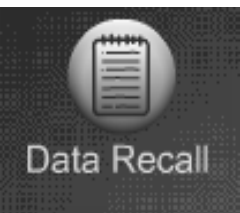
Touch Overall Totals



The screen will show a summary of the Overall Totals
Press the  to return to the previous menu



		#
Sales	\$50.00	5
Discounts	\$0.00	0
Surcharge	\$0.00	0
Test Vend	\$180.00	18
Free Vend	\$0.00	0
Total	\$230.00	23



+

Non Resettable Sales Data

or

Resettable Sales Data

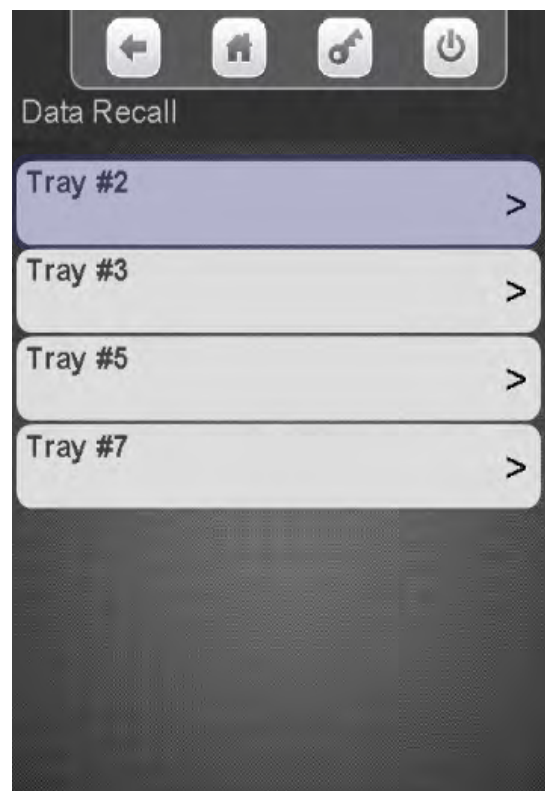
Data Recall Menu

Data by Tray

Touch By Tray

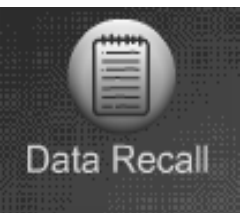
Touch a tray number to see the sales data for that tray.

Totals for the tray selected will be shown on the display. Press the left arrow to exit



Data Recall

		#
Sales	\$30.00	3
Discounts	\$0.00	0
Surcharges	\$0.00	0
Test Vend	\$0.00	0
Free Vend	\$0.00	0



+

Non Resettable Sales Data

or

Resettable Sales Data

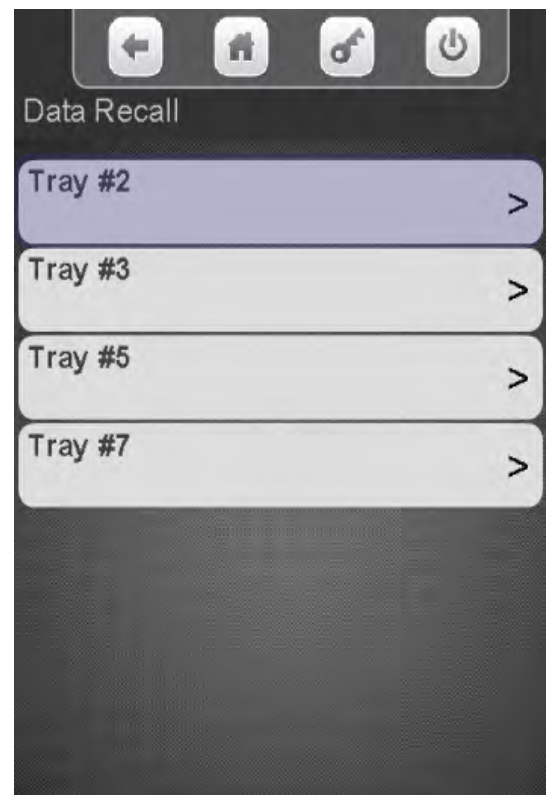
Data Recall Menu

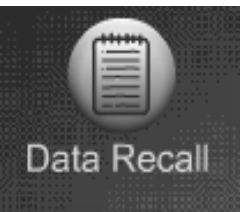
Data by Product

Touch By Product to view sales data By Product.



Touch any tray to see the sales data for that tray.





+

Non Resettable Sales Data

or

Resettable Sales Data

Data Recall Menu

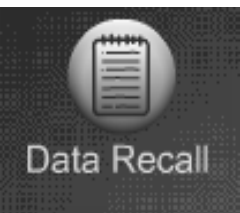
Data by Product

The UPC code will show up when used, along with the selection number. Touch a selection on the keypad to view Sales Data by Product. Use the arrow on the right to scroll down to additional selections.



Totals for the selection chosen are shown on the display, **including the last vend with the time & date.** Press the left arrow to exit

Data Recall		
		#
Price	\$10.00	
Sales	\$0.00	0
Discounts	\$0.00	0
Surcharge	\$0.00	0
Test Vend	\$0.00	0
Free Vend	\$0.00	0
Last Vend	Time/Date	



+

Non Resettable Sales Data

or

Resettable Sales Data

Data Recall Menu

Cash Totals

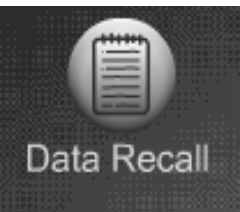
Touch Cash

The value and number of cash sales will be shown on the screen below.



Data Recall

		#
Cash In	\$2.00	
To Cashbox	\$0.00	
To Tubes	\$0.00	
Bills In	\$2.00	
Dispensed	\$0.00	
Manual Dispensed	\$0.00	
Sales	\$50.00	5
Discounts	\$0.00	0
Surcharge	\$0.00	0
Overpay	\$0.00	0



+

Non Resettable Sales Data

or

Resettable Sales Data

Data Recall Menu

Cashless Sales Data

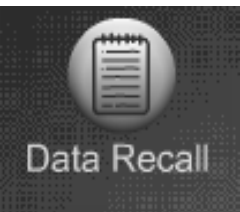
Touch Cashless



The screen will show the Cashless Sales and the number of Cashless Vends by vend type, including Revalue if applicable

A screenshot of the 'Cashless Sales Data' screen. At the top, there are four icons: a back arrow, a home icon, a key icon, and a power icon. Below the icons, the text 'Data Recall' is displayed. The screen shows a table with the following data:

		#
Sales	\$0.00	0
Discounts	\$0.00	0
Surcharge	\$0.00	0
Revalue	\$0.00	0



+ Non Resettable Sales Data
 or
 Resettable Sales Data

Data Recall Menu Token Sales Data

Touch Token to view the Token/Coupon Totals.

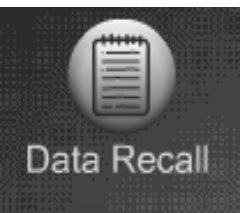


This Screen allows you to view Token sales, both by value and number of Tokens/Coupons vends.

Tokens and Coupons are both considered Tokens in accountability and setup. See Token setup in this manual.

Note: This menu only show up if Tokens/Coupons are enabled in the monetary menu under Bill Acceptance.

Data Recall		
		#
Vend Tkn	\$0.00	0
Value Tkn	\$0.00	0
Overpay	\$0.00	0



+

Non Resettable Sales Data

or

Resettable Sales Data

Data Recall Menu

Bills Sales Data

Touch Bill Data



This Screen below allows you to view information about bills by denomination, both accepted and paid out when using a validator or recycler. Also included is the current value of bills stored in a recycler cassette.

	In	Out
One	\$0.00	\$0.00
Two	\$0.00	-/-
Five	\$0.00	\$0.00
Ten	\$0.00	-/-
Twenty	\$0.00	-/-
Fifty	\$0.00	-/-
Hundred	\$0.00	-/-
Recycler Contents		\$28.00



Resettable Sales Data

Data Recall Menu

Clear Resettable Data

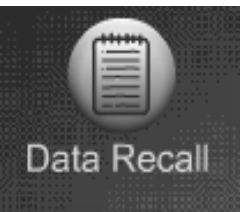
- There is one additional menu in the Resettable Menu that is not in the Non-Resettable Menu, Clear Data.
- This menu allow you to clear the Resettable Data. The Non-Resettable Data can not be cleared.
- The resettable data is also cleared each time the machine successfully transmits a DEX file.



Do you really want to
clear all Resettable
Data?

YE

No



+

Events

Data Recall Menu

Events

Event History

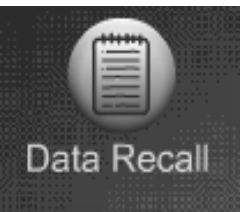
This menu allows the operator to review the most recent times for the following events:

Touch Power Loss or Door Open History to view a historical list of events.

The following information will show without entering a Menu.

- Last Data Clear
- Last Vend Information
- Last Price Change
- Last Clock Set
- Last Health Control Event (if set to refrigerated).





+

Events

Data Recall Menu

Events – Power Losses

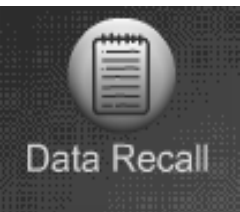
Touch Power Loss History



Power Losses are shown on the display including Duration, Date and Time

The screenshot shows the 'Data Recall' menu with a top navigation bar containing icons for back, home, key, and power. Below the navigation bar, the 'Data Recall' title is displayed. The 'Power Losses' section is highlighted with a blue bar and a right arrow. Below it, the 'Door Event History' section is highlighted with a grey bar. The 'Last Data Clear' section shows 'Time/Date'. The 'Last Vend' section shows 'Time/Date'. The 'Last Price Change' section shows 'Time/Date'. The 'Last Clock Set' section shows 'Time/Date'.

Duration	Date	Time
42 hours 21 min	08/01/13	18:02:46
2 hours 30 min	07/01/13	06:05:21



+

Events

Data Recall Menu

Events – Door Events

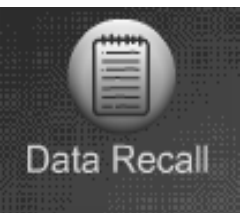
Touch Door Events History



The Door Events are shown on the display including Date and Time

The screenshot shows a table with three columns: 'Event', 'Date', and 'Time'. The first row contains the data 'Door Open', '08/01/13', and '18:02:46'. The subsequent rows are empty.

Event	Date	Time
Door Open	08/01/13	18:02:46
Door Close		
Door Open		
Door Close		
Door Open		
Door Close		



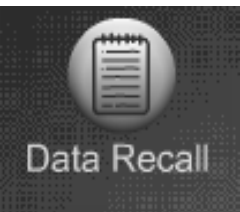
+ Identification Numbers

Data Recall Menu Identification Numbers

Touch Identification
numbers

All Items attached to the controller
using MDB communications will be
shown. Press the left arrow to exit.





+ SureVend™ Corrected Vends

Data Recall Menu

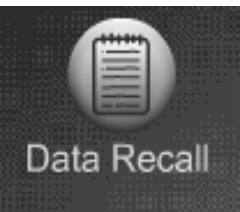
SureVend™ Corrected

SureVend™ Corrected

This menu allows the operator to review the number of SureVend™ Corrections by:

- Machine/Tray Totals.
- By product.
- The last corrected vend information is viewable without entering the menu.





+ SureVend™ Corrected Vends

Data Recall Menu

SureVend™ Corrected

Touch SureVend™
Corrected Vends



Touch Machine/Tray Totals
to see overall totals



The display will show
resettable & non resettable
SureVend™ corrected totals
by Machine and Tray

	R	NR
Machine Total	0	0
Tray #1	0	0
Tray #2	0	0
Tray #3	0	0
Tray #4	0	0
Tray #5	0	0
Tray #6	0	0
Tray #7	0	0



Data Recall

+ SureVend™ Corrected Vends

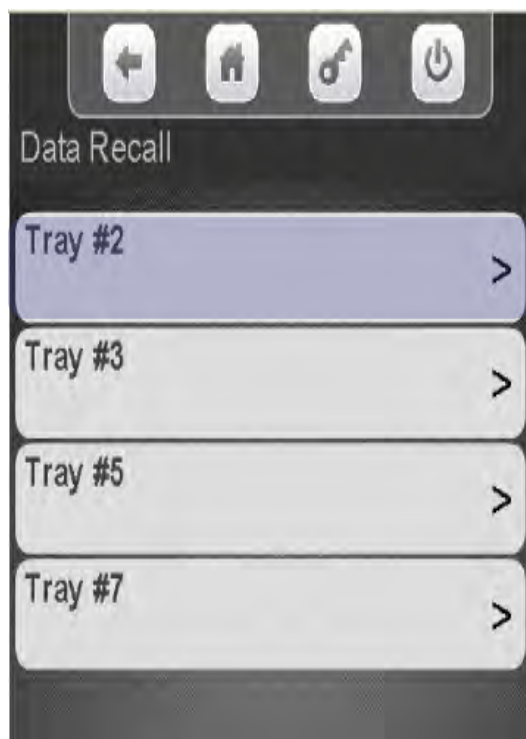
Data Recall Menu

SureVend™ Corrected

Touch By Product to view detailed SureVend™ information by selection.



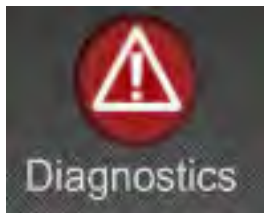
Touch a tray to view SureVend™ corrected information by selection



The display will show resettable & non resettable SureVend™ corrected totals by Selection number

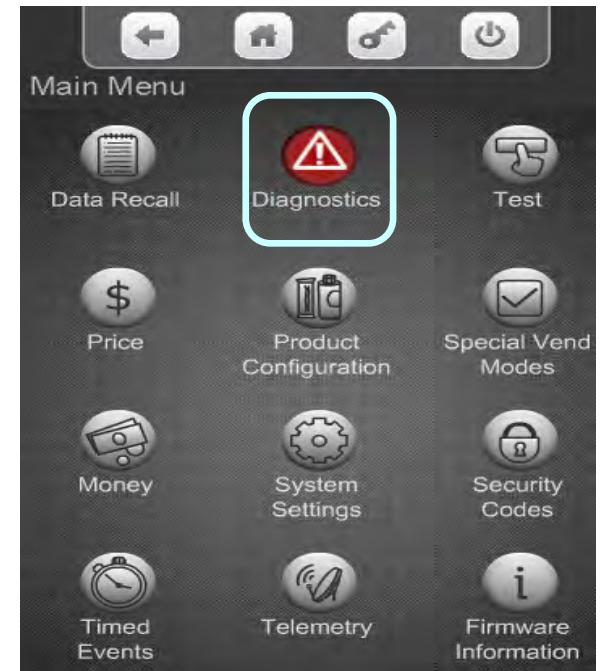
Data Recall

	R	NR
201	0	0
202	0	0
203	0	0
204	0	0
205	0	0
206	0	0
207	0	0
208	0	0
209	0	0
210	0	0
211	0	0
212	0	0

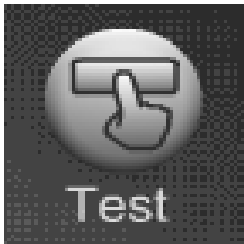


Diagnostics Menu

- Touching the Diagnostics Icon will cause the Diagnostics screen to appear. This screen will show any existing errors along with time and date they occurred.
- The Icon will be Red when there are errors, otherwise it will be gray like the rest of the icons.
- This screen automatically appears when entering the service mode if errors currently exist.
- The errors do not need to be cleared, when an error is corrected it will automatically be deleted from the error list.
- If the error screen is full, a down arrow will appear on the right side of the screen, allowing you to scroll to a second screen of errors.



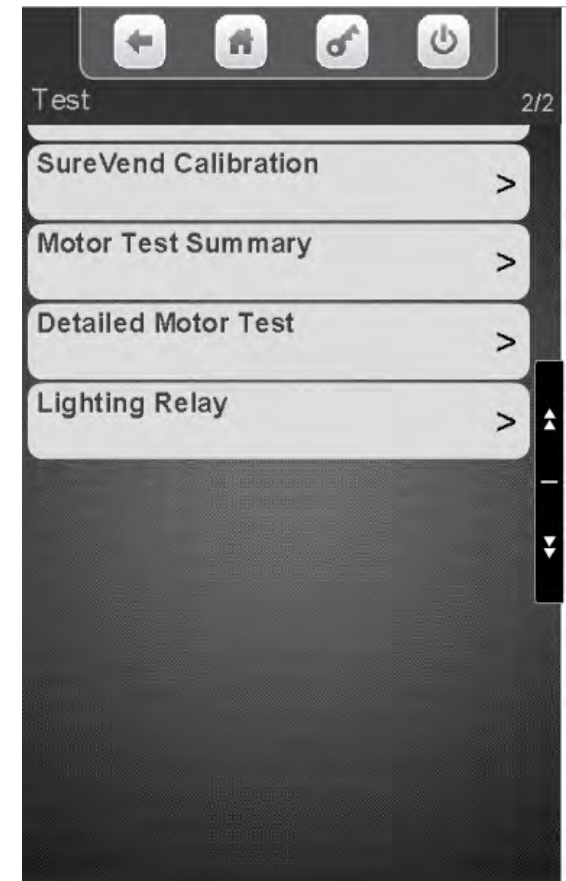
undefined	time	date
SureVend Comm Error	20:17	09 May
Coin Return Motor	18:32	09 May

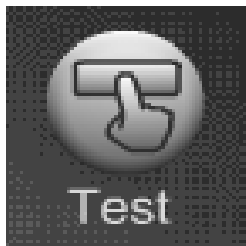


Test Menu

Test Menu

- Touch the Test Icon from the main menu to access the Test Menu.
- Touch any of the menu items listed on the Test Screen to access the test menu for that item.
- Touch the down arrow to the right side of the screen to scroll down to the additional menu items capable of being tested.

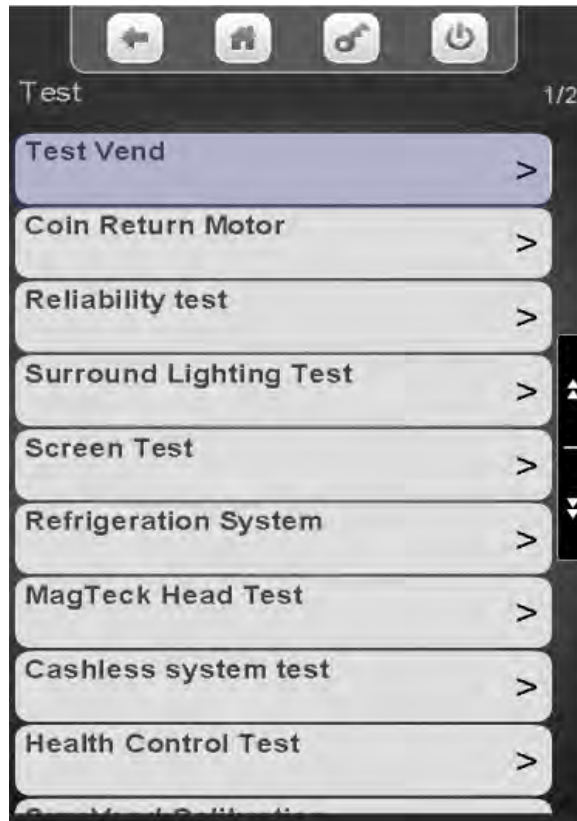




Test Menu

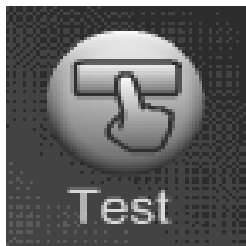
Test Vend

Touch Test Vend



Touch SureVend™ to toggle between enable or disable for the test.





Test Menu

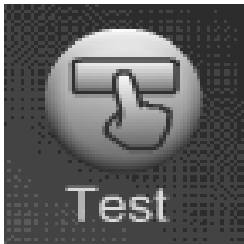
Test Vend

Touch Select Product and a keypad will appear allowing you to enter the selection number to be tested, followed by Done



Touch Start Vend to test the selection entered.





Test Menu

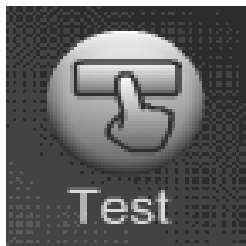
Coin Return Motor

Touch coin return Motor



The display will show “Coin Return motor should now be running”,





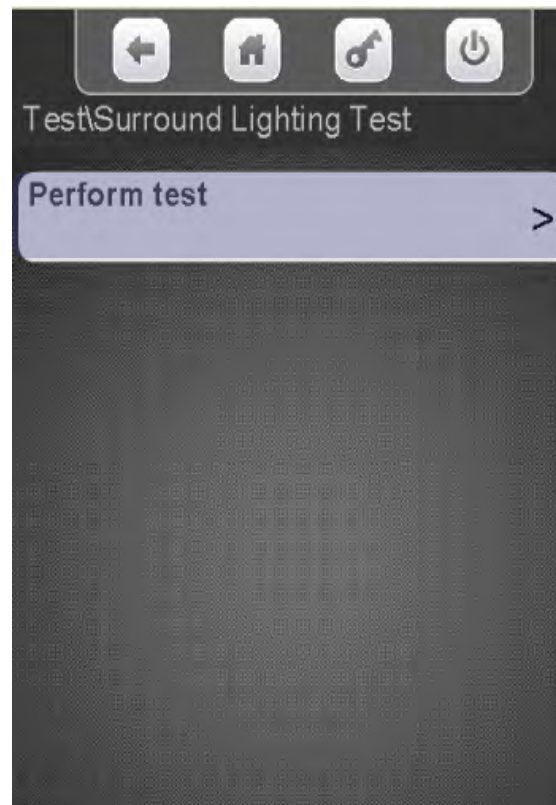
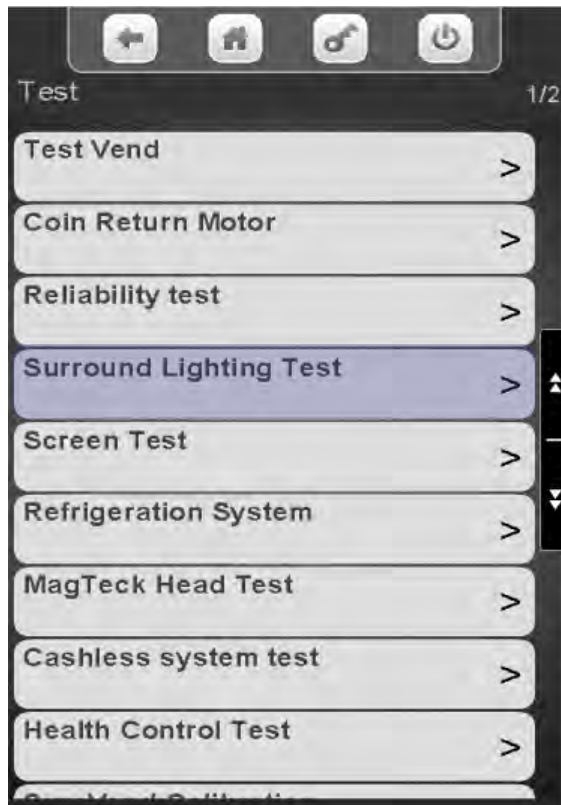
Test Menu

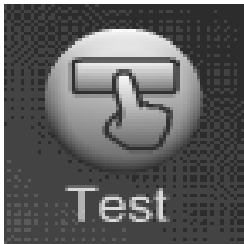
Surround Lighting Test

Touch Surround
Lighting Test

Touch Perform test to
confirm the Lighting Test

The Surround lights should
be changing colors

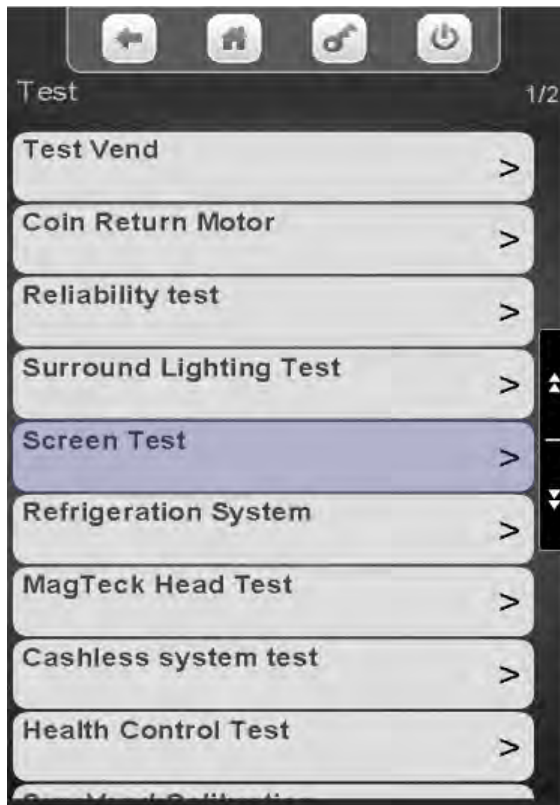




Test Menu

Screen Test

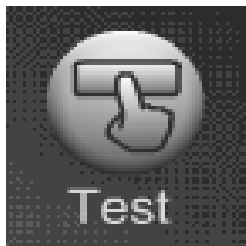
Touch Screen Test



The display will illuminate with Red, Green & Blue.

Press X to Exit.

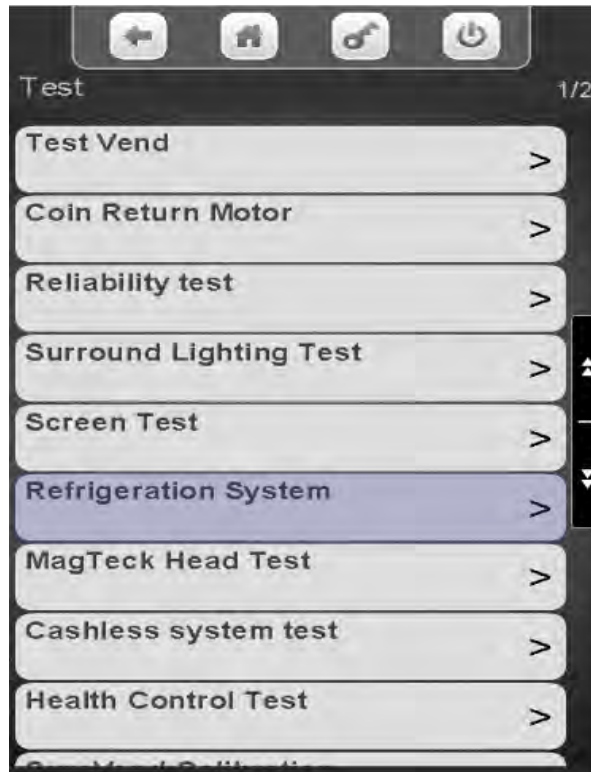




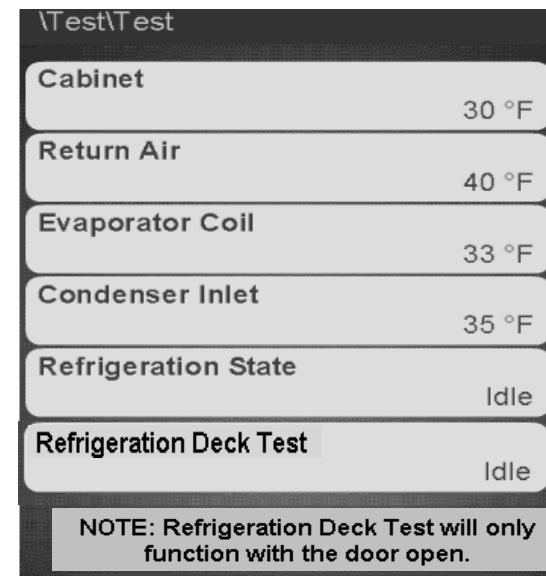
Test Menu

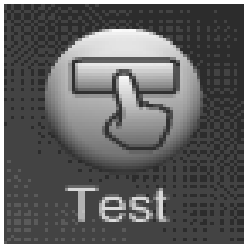
Refrigeration System

Touch Refrigeration System Test **Note:**
the refrigeration test menu will not
appear if the machine is set to ambient.



The display will show the current temperature for all the sensors in the machine as well as the current refrigeration Status ON/Off/Idle/Defrost and Time left on health if applicable.





Test Menu

Refrigeration System

Touch Refrigeration Deck Test to Start the Test.

Note: The Refrigeration Deck Test will only function with the Monetary door open, and the glass door closed

\Test\Test	
Cabinet	30 °F
Return Air	40 °F
Evaporator Coil	33 °F
Condenser Inlet	35 °F
Refrigeration State	Idle
Refrigeration Deck Test	Idle
NOTE: Refrigeration Deck Test will only function with the door open.	

Touch the appropriate menu bar to toggle the Compressor or Evaporator Fan On/Off

\Test\Test

Toggle Compressor

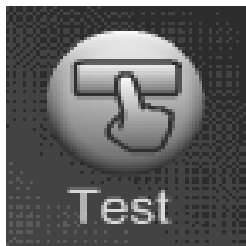
Current Status - Off

Toggle Evaporator Fan

Current Status - Off

Warning! Compressor should not be turned on if it has been less than two minutes since it was last energized.

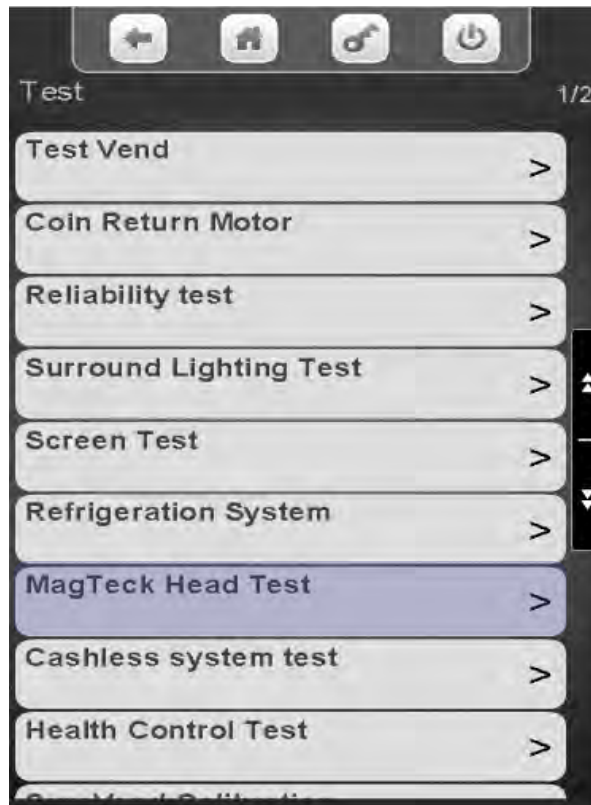
The Evaporator Fan will remain on at all times that the Compressor is energized.



Test Menu

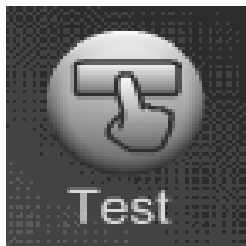
MagTeck Head Test

Touch MagTeck Head Test



Swipe a Card to test the Magnetic Head.
The display will keep track of how many good swipes verses bad, 28 good swipes out of 30 is considered passing





Test Menu

Cashless System Test

The Cashless System Test detects

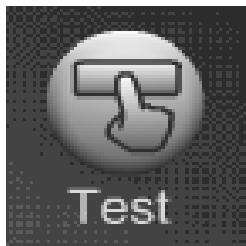
- A bad or missing Cashless Terminal Configuration file,
- If the machine is assigned, problems with the card itself and,
- If there is a valid communications path to the credit card processing server.
- This test is limited and is not designed to catch system errors that involve actual card authorization for a vend.
 - (For example, swiping a membership card may give a 'System is OK' status in the test, but it's not valid as a credit card).

Touch Cashless System Test



Swipe card or view most recent swipe status.





Test Menu

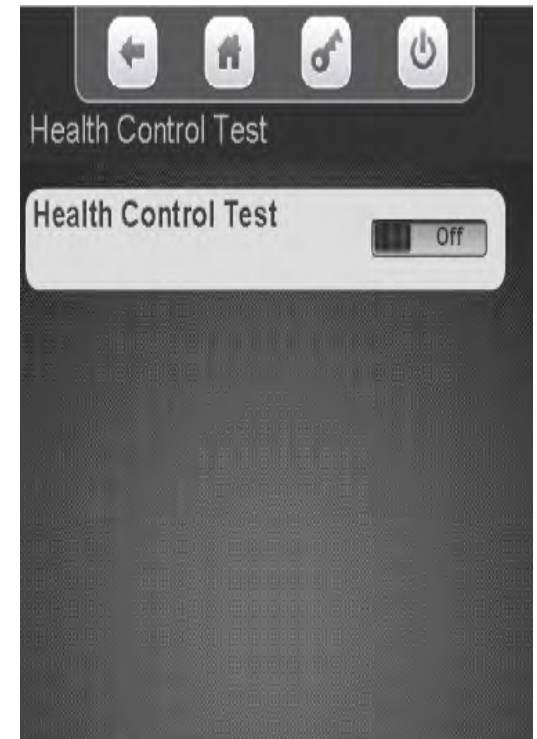
Health Control Test

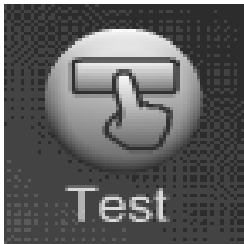
Health Control Test not defined at the time this user guide was written.

Touch Health Control Test



To start the test, touch the menu bar to toggle Health Control Test to on.

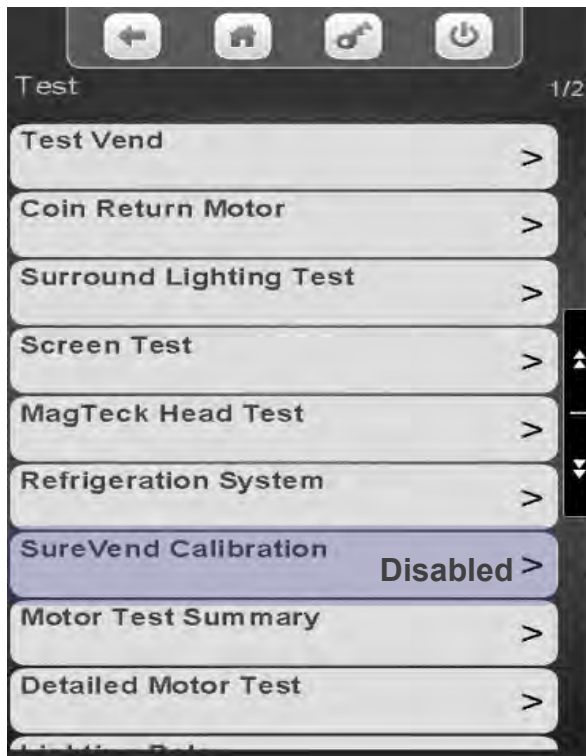




Test Menu

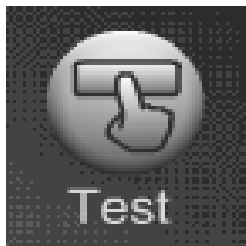
SureVend™ Calibration

Touch SureVend™ Calibration. If SureVend™ is disabled or disconnected it will show the status on the screen below.



Number 1 is the sensor closest to the trays. Number 9 is closest to the glass. Fours, fives and sixes are all good. When you get into the teens that indicates a partial blockage. Zero indicates a complete blockage or bad sensor.

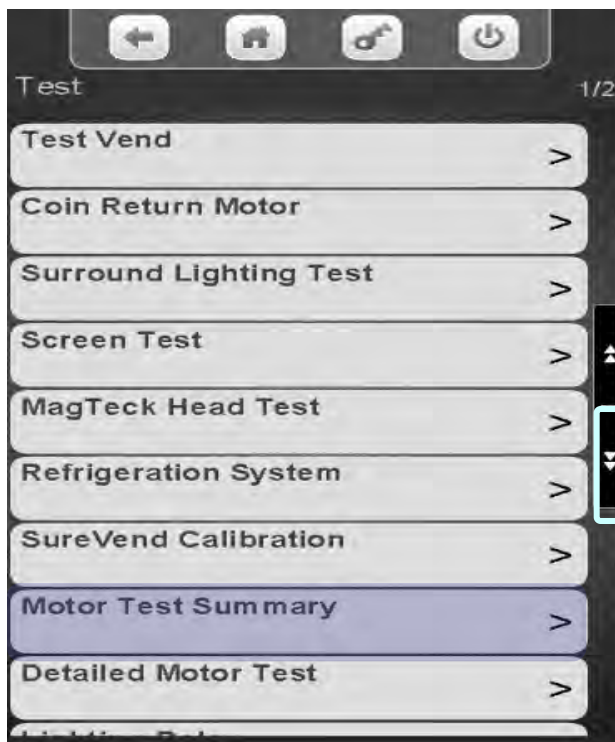
Test	
Sensor number	
1	4
2	4
3	4
4	4
5	4
6	4
7	5
8	5
9	4



Test Menu

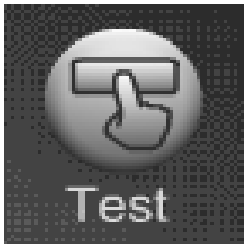
Motor Test Summary

Touch Motor Test Summary (in some cases you may have to touch the down arrow to scroll down to the menu bar).



The display will show the status of the Motors. You also have the option to Home All motors or Home the Motors on an individual tray by touching one of the Icons below.

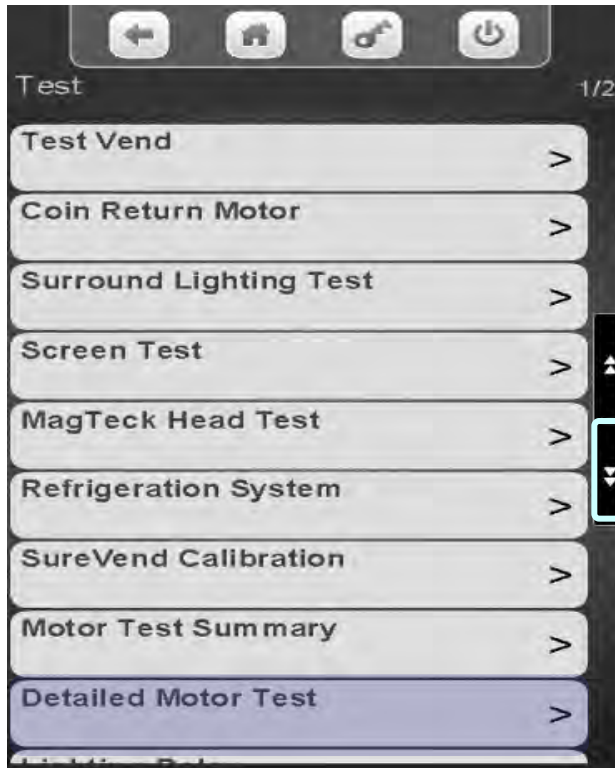




Test Menu

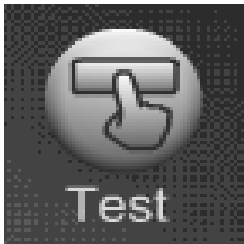
Detailed Motor Test

Touch Detailed Motor Test (in some cases you may have to touch the down arrow to scroll down to the menu bar).



Touch the tray you wish to view

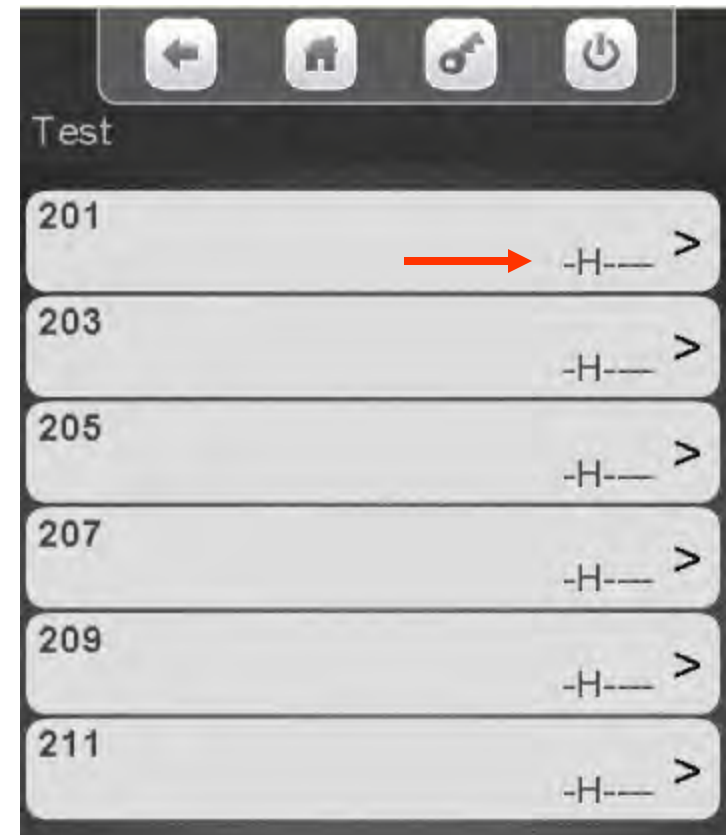


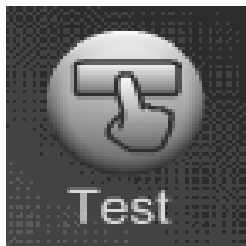


Test Menu

Detailed Motor Test

- **"H"** indicates that spiral is homed
- **"X"** indicates the spiral is present, but not configured
- **"F"** indicates spiral is a FIFO member
- **"C"** indicates spiral is coupled
- **"ERR"** indicates error is present for the spiral.
- **"W"** indicates spiral is a Winner member, Token member or a Combo member.
- **"T"** indicates spiral is a Time of Day event member.

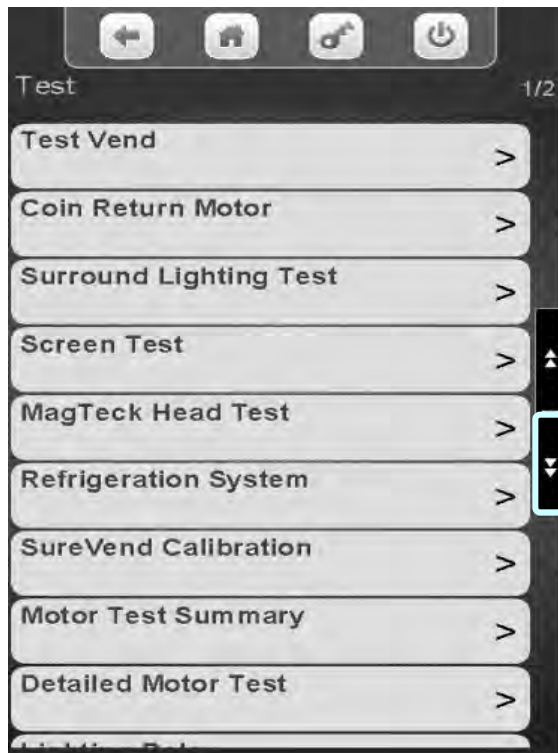




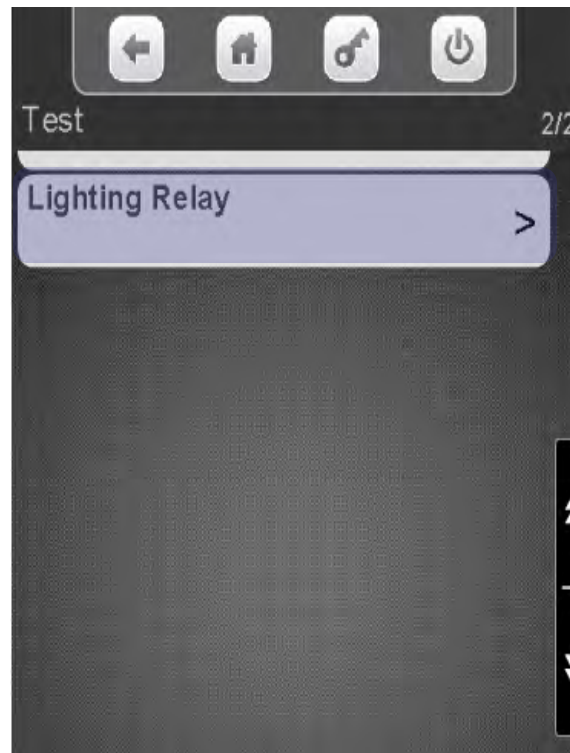
Test Menu

Light Relay

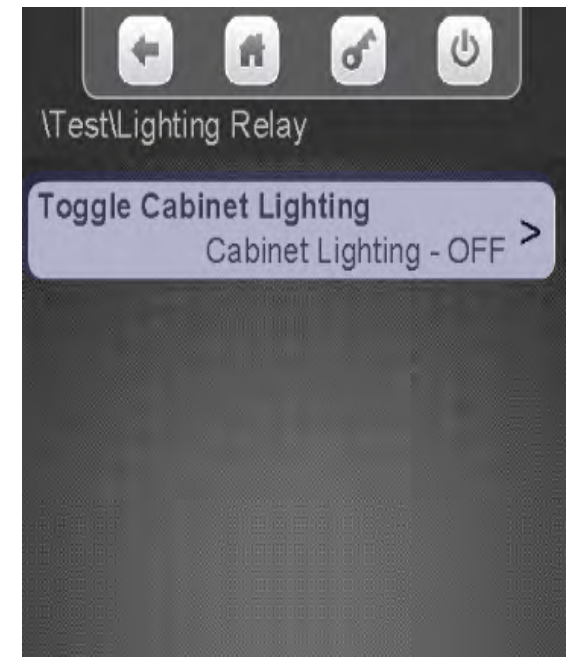
Touch the highlighted
down arrow to scroll
down to Light Relay Test



Touch Light Relay



Touch Toggle Cabinet
Lighting to toggle the light
relay between Off and
On. Press the left arrow
to exit





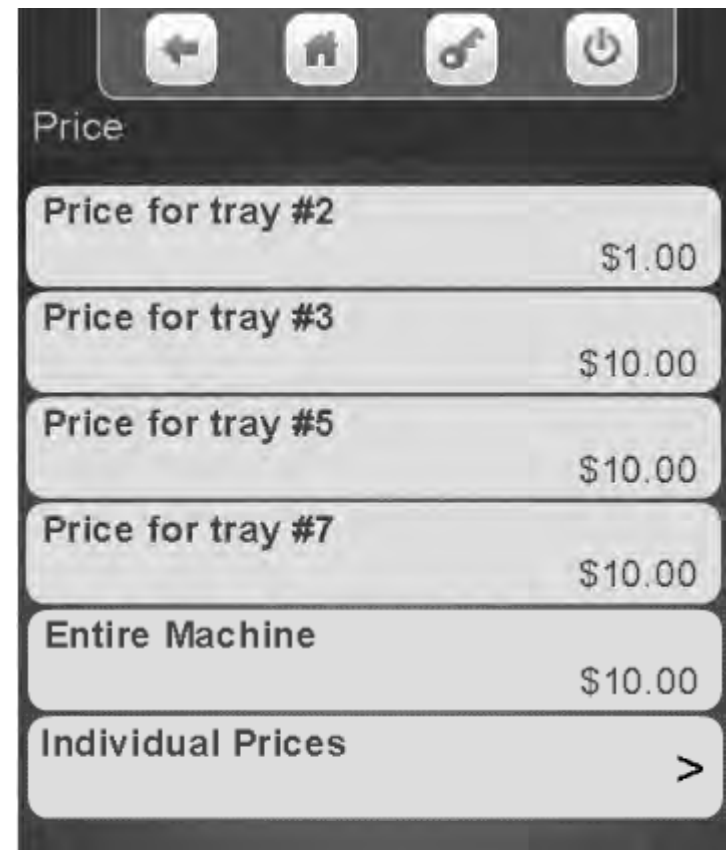
Price Menu

Price Menu

From the Main Menu Touch the Price Icon to access the price setting Menu.

There are three options for setting prices:

- By Tray
- Entire Machine
- Individual Prices





Price Menu

Setting Prices by Tray

Setting Prices by Tray

- Touch the tray you wish to Price.
- A numeric keypad will appear on the screen along with a window to enter the price.
- The left arrow above Done is your backspace key.
- Use the numeric keypad to enter the price for the tray being set and press Done to save.



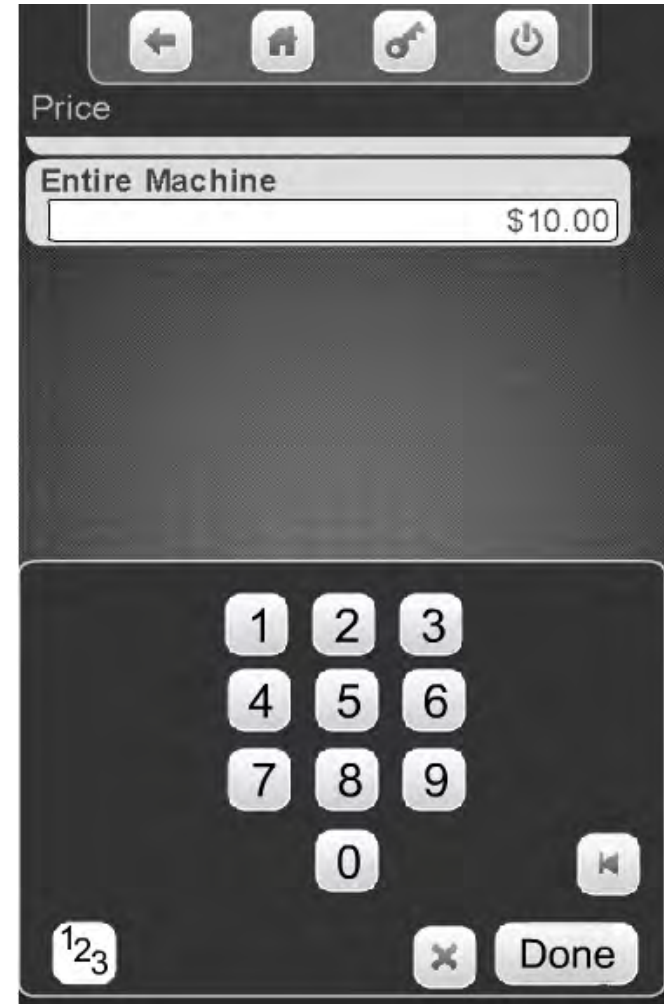


Price Menu

Setting Entire Machine Prices

Setting Prices by Entire Machine

- Touch Entire Machine on the display.
- A numeric keypad will appear on the screen along with a window to enter the price.
- The left arrow above Done your backspace key.
- Use the numeric keypad to enter the price for the Entire Machine and press Done to save.





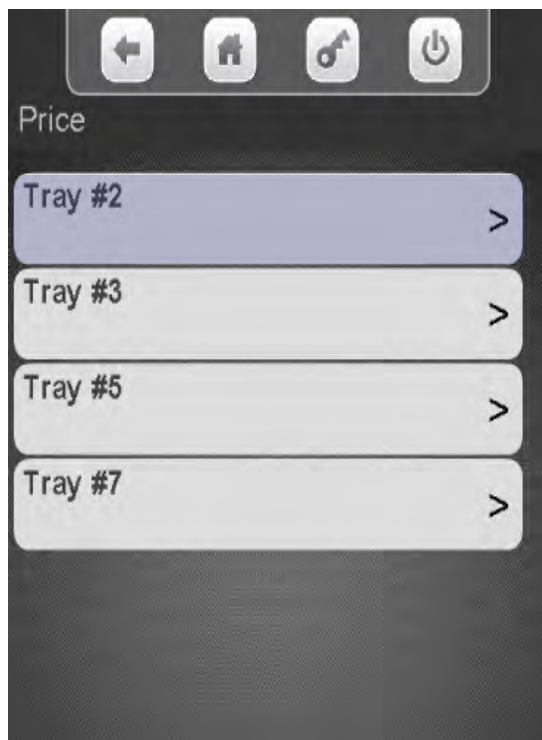
Price Menu

Setting Individual Prices

Step 1 –
Touch Individual Prices



Step 2 –
Touch a Tray



Step 3 –
Touch a Selection



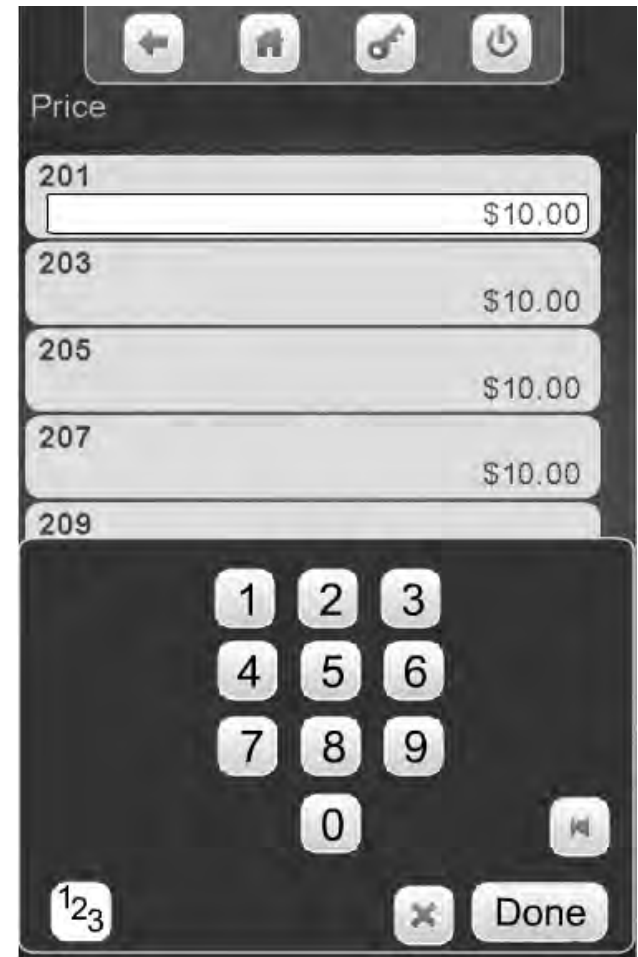


Price Menu

Setting Individual Prices

Setting Individual Prices

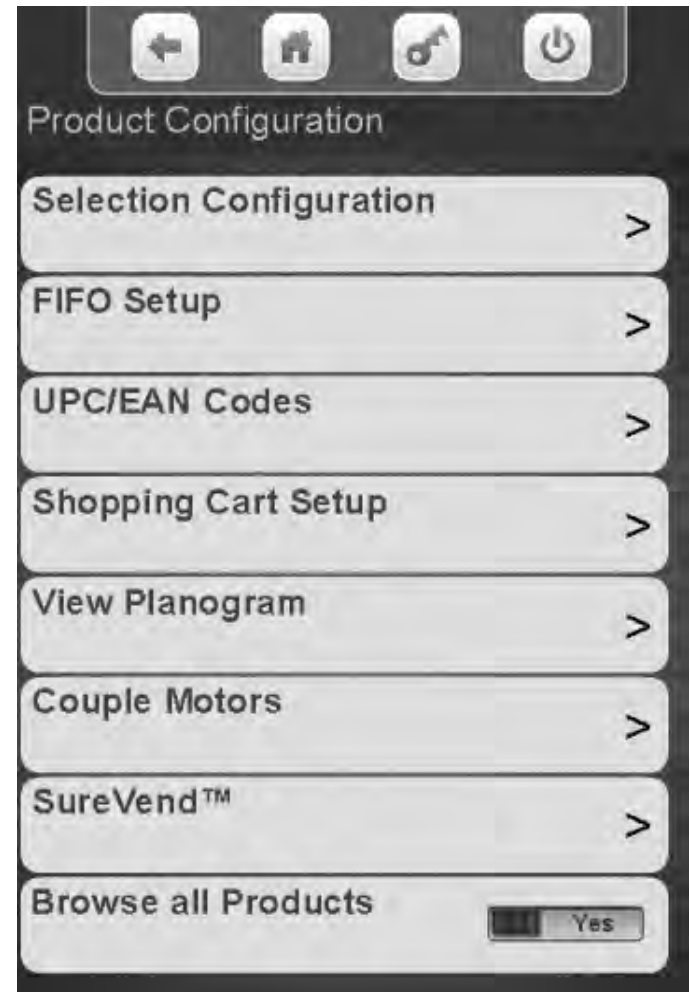
- A numeric keypad will appear on the screen along with a window displaying the current price.
- The left arrow above Done is your backspace key.
- Use the numeric keypad to enter the new price for the that selection, Press Done to save.





Product Configuration

- The Product Configuration menu provides access to the following modes in the machine:
 - Selection Configuration
 - First in-First out (FIFO) Setup
 - UPC Setup (Package UPC)
 - Shopping Cart Setup
 - View Planogram
 - Couple Motors
 - SureVend
 - Browse all Products





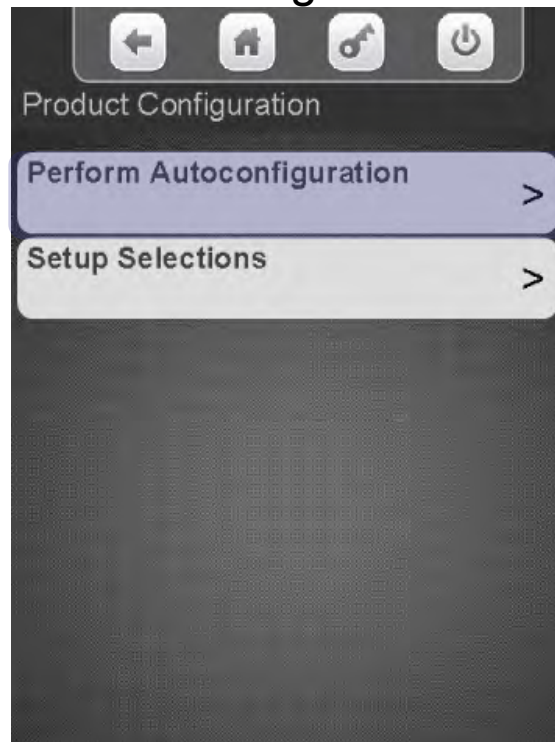
Product Configuration

Selection Configuration - Autoconfiguration

Touch Selection Configuration to enter the menu.



To automatically configure the motors
Touch Perform Autoconfiguration .



Touch Start Autoconfiguration and the controller will scan all the motors and automatically enable all motors that are detected.





Product Configuration

Selection Configuration - Autoconfiguration

The display will say working then change to Autoconfiguration Finished. Touch View Results.

Choose a Tray to view results .

All Selections with a checkmark were found and added to the configuration



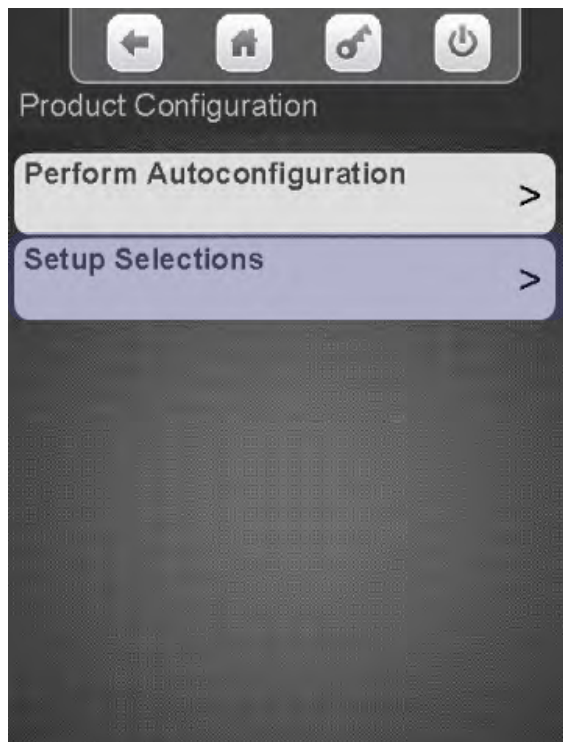
Caution: Performing an **Autoconfiguration** on a machine will reset all prices to the factory default of \$99.95, and remove any existing coupled motors!



Product Configuration

Selection Configuration – Set Up Selections

Touch Setup Selections to manually configure selections.



Select the desired tray to view or change the enabled selections. Disabling a selection can be used when a bad selection motor is present



Use the keypad to add or remove a checkmark. Motors with a checkmark are part of the configuration. In some cases the down arrow will be lit, indicating you can scroll down for additional selections.





Product Configuration

FIFO

First In, First Out (FIFO)

- **FIFO** allows you to program your machine to run multiple selections as a single selection.
- No matter which selection ID of the group is entered, the Merchant™ will vend round-robin from the group of spirals, skipping selections that are out-of-service.
- This feature can provide a First-In-First-Out for perishable foods.
- It also helps to prevent one spiral of duplicate selections from going empty before the others of the same selection.
- **Note: Ensure that all selections chosen for each FIFO group are the same price. If not, the machine will price all selections to the highest price in the group.**



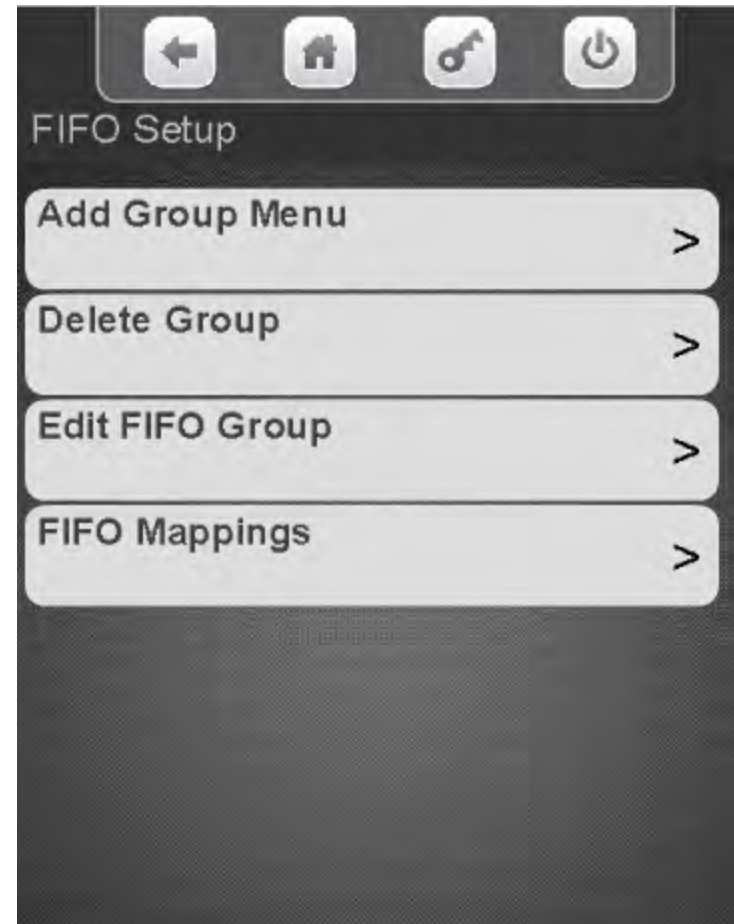


Product Configuration

FIFO Continued

The FIFO menu allows you to:

- Add a Group
- Delete a Group
- Edit a Group
- View Existing Groups (Mappings)





Product Configuration

FIFO – Add a Group

Touch Add a FIFO Group



Touch the desired tray to add selections to the Group.



All available selections are shown. Touch the selection to add a checkmark to the motors to be part of the Group. In some cases the down arrow will be lit to scroll to additional selections.





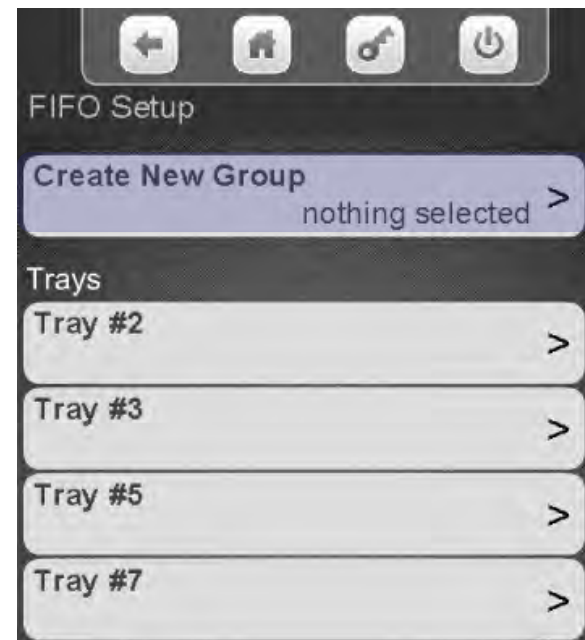
Product Configuration

FIFO – Add a Group

All available selections are shown. Touch a selection to add a checkmark to the motors that will be part of the Group. In some cases the down arrow will be lit allowing you to scroll to additional selections. Press the left arrow to go back and add more selections from another tray or to Create the Group.



Note: It is Important that you Touch Create New Group after you have chosen the selections to be part of the Group or no Group will be created.





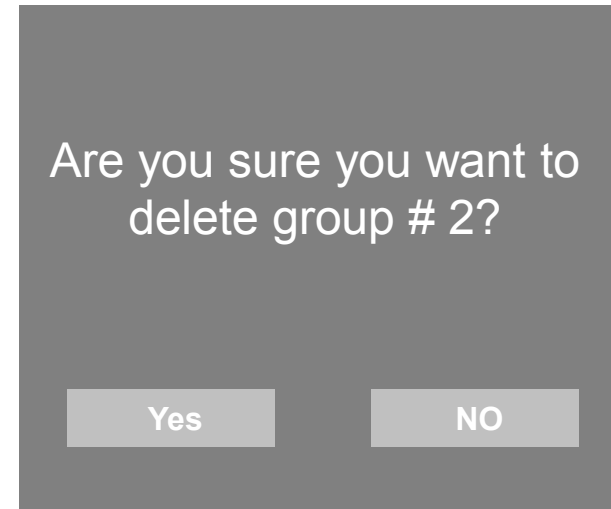
Product Configuration

FIFO – Delete a Group

Touch Delete Group to
Delete a FIFO Group

Touch the desired
Group to be Deleted.

A confirmation box will
appear, Touch Yes to
confirm or No to cancel





Product Configuration

FIFO – Edit a Group

Touch Edit a FIFO Group



Touch the desired group to Edit.





Product Configuration

FIFO – Edit a Group

Select the Tray you wish to Edit



Touch selections to check or uncheck them from the group. Press the left arrow when finished to exit.



Be sure to save the changes by Touching Save Group

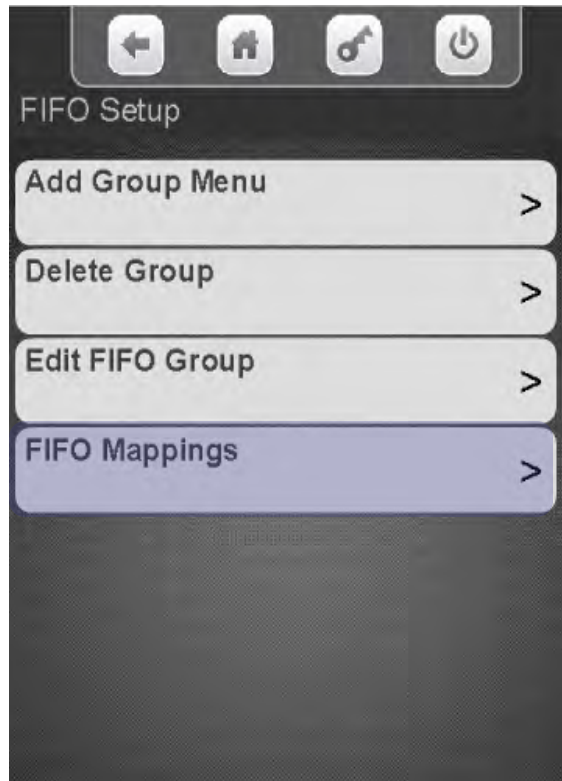




Product Configuration

FIFO – Mappings

Touch FIFO Mappings.



Touch a tray to view the current mappings.



The display will show the current Mapping for the motors on the tray selected.





Product Configuration

Universal Product Code

To View or change the current UPC Touch Universal Product Code.



Select the tray that the product is on that you wish to view or change.



The display shows the current 12 digit UPC assigned to the selections, choose the selection you wish to change.

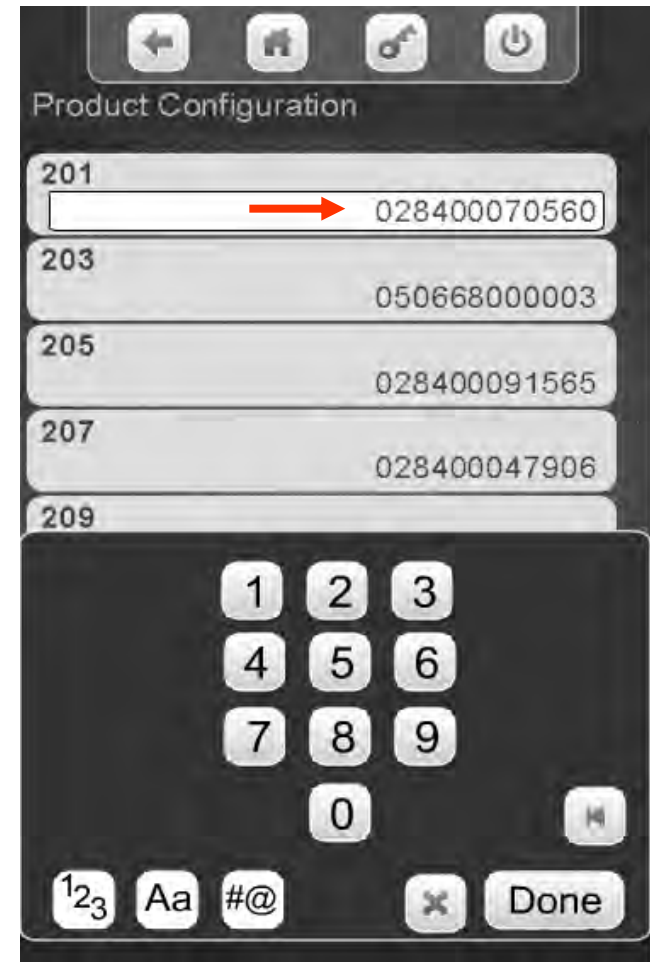




Product Configuration

Universal Product Code

- For a UPC code to be valid, The UPC Code must have been on your Flash drive when the Planogram was uploaded to the machine.
- Deleting a UPC Code will cause that selection to show a generic picture on the display and no nutritional information will be available for that selection.
- You can use the same UPC Code for multiple selections if you want two or more selections of the same product.
- Use the Numeric Keypad to enter the 12 digit UPC code you wish to add.
- The left arrow above Done serves as a backspace key.
- Press Done to save and X to exit.
- Use the Aa key to switch to Alpha & #@ for symbols.





Product Configuration

Shopping Cart Setup

- This menu provides access to set up the Shopping Cart.
- Shopping Cart permits the user to select multiple items, and place them into a virtual “Shopping Cart” and purchase them in a single financial transaction.
- Recommended Shopping Cart maximum size is 3 items.
- Max Fund amount can should be calculated by multiplying the highest vend price in the machine times the Shopping Cart size.

Note: When Rapid Vend is turned on under the Special Vend Mode the Shopping Cart function is automatically disabled.





Product Configuration

Shopping Cart Setup

Touch Shopping Cart Size. Use the numeric keypad to enter the quantity of items allowed in the Shopping Cart. Press Done when finished

The screenshot shows the 'Product Configuration' screen. At the top, there are four icons: a back arrow, a home icon, a key icon, and a power icon. Below these is the title 'Product Configuration'. The 'Shopping cart size' field is highlighted with a red arrow pointing to the number '3'. The 'Max Fund Amount' field is set to '\$0.00'. At the bottom, there is a numeric keypad with digits 1 through 9, 0, and a delete key. There are also buttons for '123', a close button (X), and a 'Done' button.

Select Max Fund Amount to set the maximum amount of funds in the cart, We recommend the cart size times the highest vend price. Press Done when finished.

The screenshot shows the 'Product Configuration' screen. At the top, there are four icons: a back arrow, a home icon, a key icon, and a power icon. Below these is the title 'Product Configuration'. The 'Shopping cart size' field is set to '3'. The 'Max Fund Amount' field is highlighted with a red arrow pointing to '\$0.00'. At the bottom, there is a numeric keypad with digits 1 through 9, 0, and a delete key. There are also buttons for '123', a close button (X), and a 'Done' button.



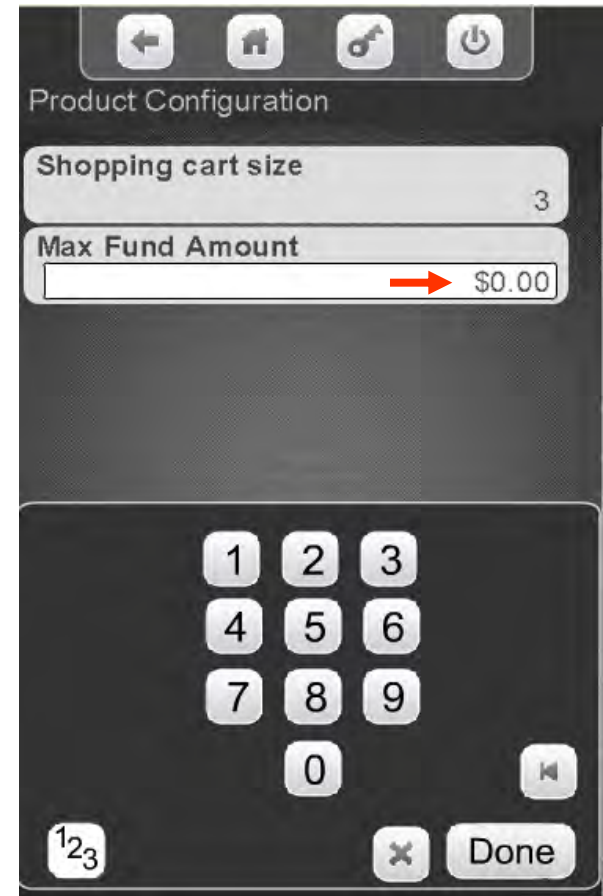
Product Configuration

Shopping Cart Setup

Note: The Max Fund amount menu can also be utilized allow the machine to be used as a bill changer.

For example, if you wish to allow for change of a \$10.00 bill, you can set the Shopping Cart Max Fund Amount to \$10.05, which will allow the machine to stack a \$5 or \$10 bill. When the coin return is pressed, change is returned. The same idea applies to a \$5 or \$20 bill, using \$5.05 or \$20.05 respectively.

If Rapid Vend is turned on you must turn it off for the shopping cart menu to appear, set the amount to be paid back in this menu, then turn Rapid Vend back on if desired.





Product Configuration

View Planogram

Touch Planogram to View an existing Planogram



Touch a tray to view the existing Planogram



If a Planogram has been loaded into the machine, a picture of the product for each selection will be shown. If not a generic picture will be shown





Product Configuration

Couple Motors

Touch Couple Motors
to enter the Menu.



All available selections that can be coupled are shown. Use the keypad to add a checkmark to the selections to be coupled. In some cases there may be a down arrow on the right side of the key pad to scroll to additional selections.





Product Configuration

SureVend™

SureVend™

- ***The SureVend™ Bin Sensor ensures a positive vend every time.***
- The sensor is installed in the delivery bin and senses that a product has been delivered.
- If no product was delivered, the spiral will make two additional turns.
- If the product is not delivered after three attempts, the machine will allow the customer to make another selection or press the coin return and receive their change back.

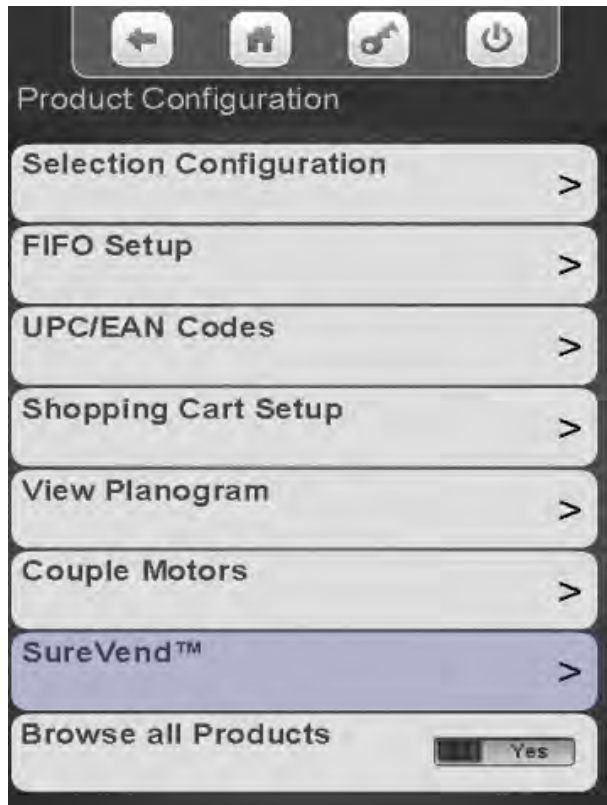




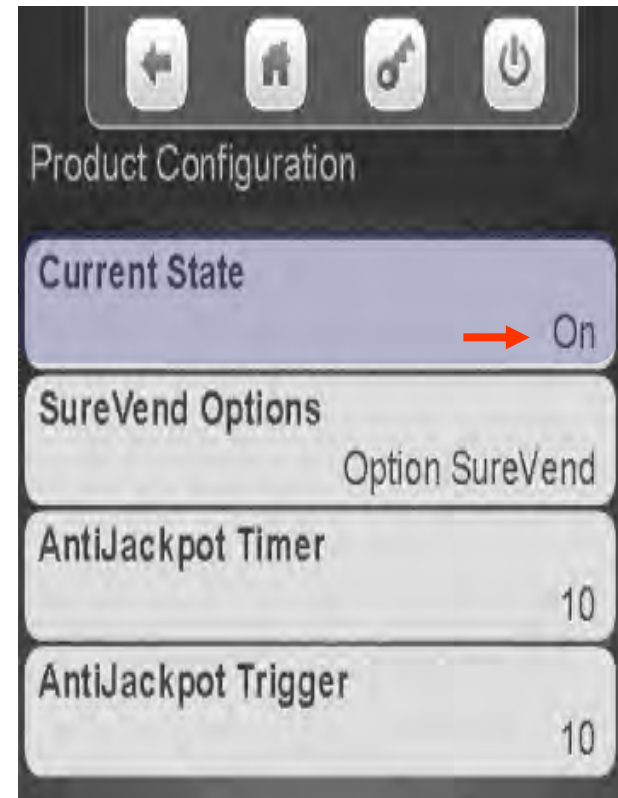
Product Configuration

SureVend™ - Current State

Touch SureVend™ to enter the SureVend™ Menu.



Touch current state to toggle between on and off.

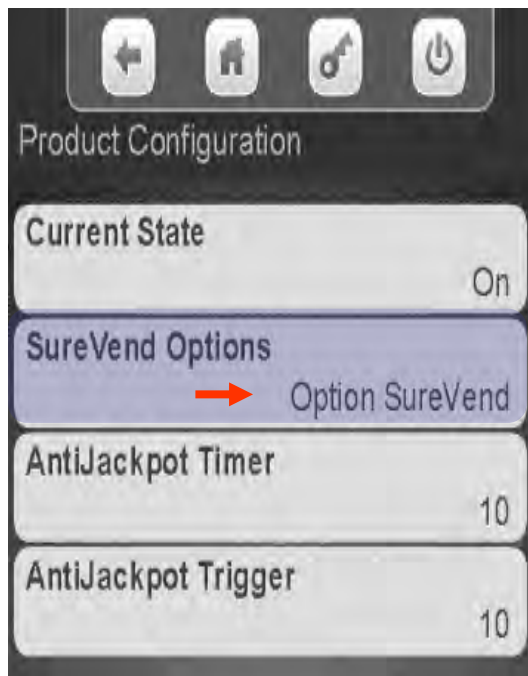




Product Configuration

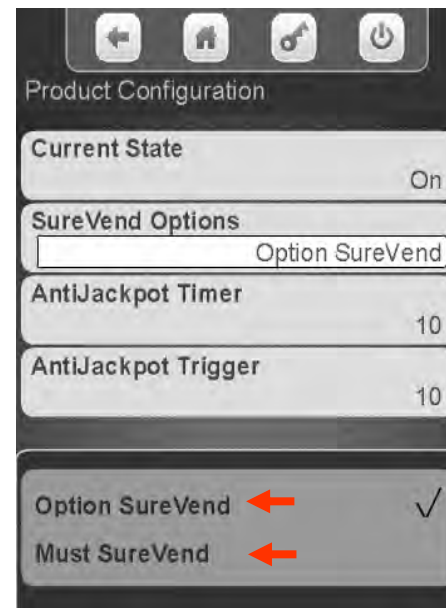
SureVend™ Options

Touch SureVend™ Options to toggle between Must Surevend and Optional SureVend™



Option SureVend™, if the SureVend™ stops working the machine will stay in order and the spiral will turn only once.

Must SureVend™, if the SureVend™ stops working, the entire machine will go out of service.

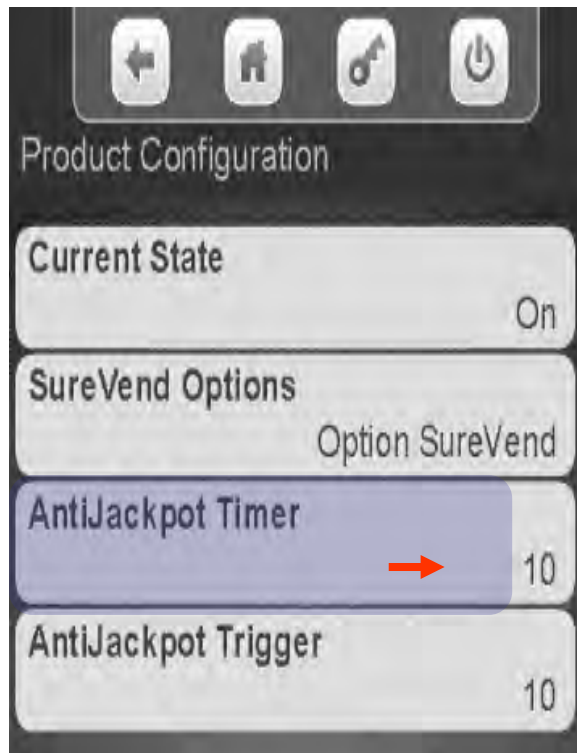




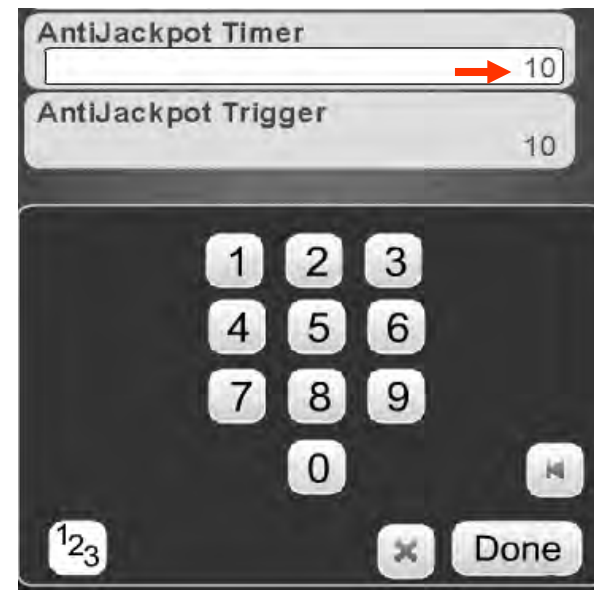
Product Configuration

SureVend™

Touch to change the Anti-Jackpot (AJT) timer, the default time is 10 minutes



Use the Keypad to enter a new time (in minutes) and press Done. If a spiral turns 3 times and no product is detected by the SureVend™ sensor, that selection will be unavailable for the period of time set. After the AJT is expired, the selection will be available for purchase again. The SureVend™ will protect the customer from losing money during this time.



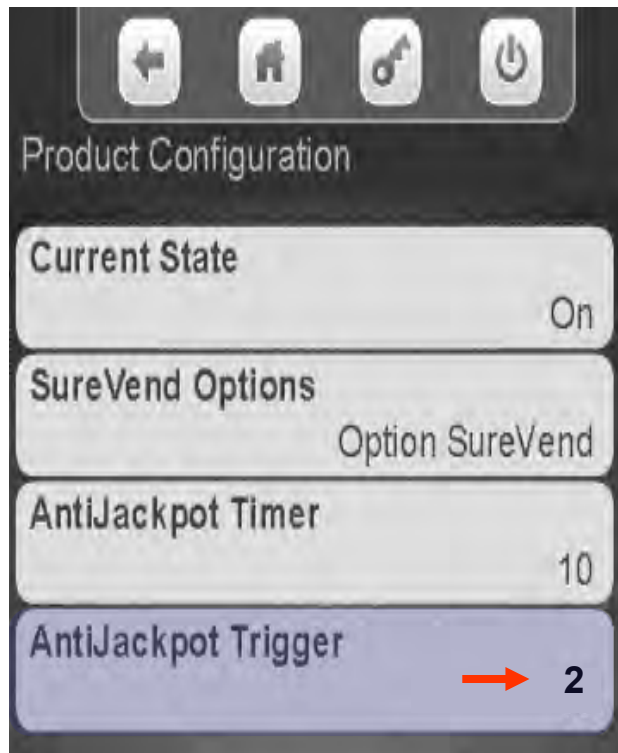


Product Configuration

SureVend™

Touch to change the Anti-Jackpot Trigger, the default is 2.

The Anti-Jackpot Trigger is how many consecutive selections the machine will allow to turn 3 times before assuming there is a SureVend™ issue and take the money. The default setting is 2. Use the keypad to enter the new setting and press Done.



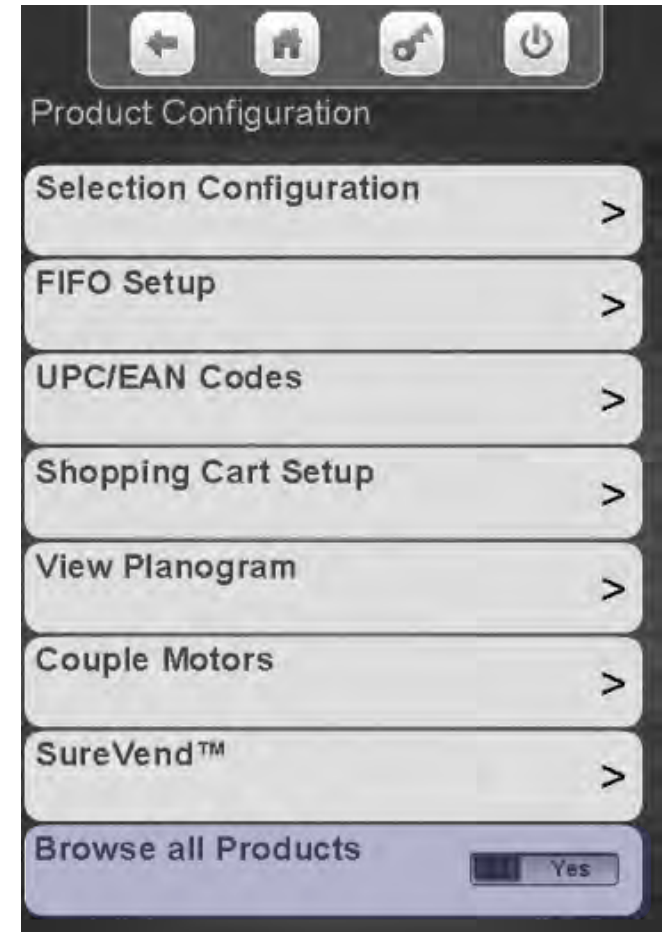


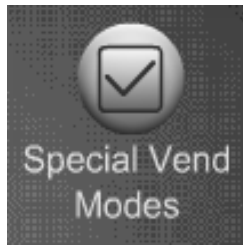
Product Configuration

Browse All Products

Browse all Products

- This feature allows the consumer browse the contents of the standard product library, and view nutritional information about a product.
- Once the standard library has been loaded to the machine, along with the correct Browse Enable file, and this option is changed to Yes, a new menu item – Nutrition Facts - appears on the Main Selection menu.
- Choosing this option allows the customer to choose from 3 or 4 generic categories, and then choose an item from one of those categories.



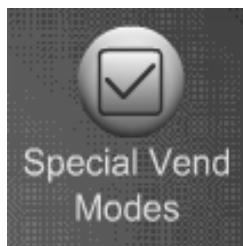


Special Vend Modes

Special Vend Modes provides access to:

- Free Vend
- Winner Mode
- Combo Vend
- Token Enable
- Rapid Vend
- Multi Vend Discount
- Skip Main Menu





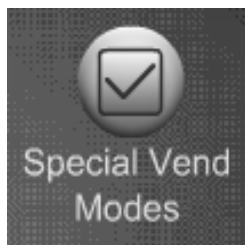
Special Vend Modes

Free Vend

Free Vend

- Touch Free Vend to toggle the free vend setting between OFF and ON.
- When set to ON all items will be free until turned off.





Special Vend Modes

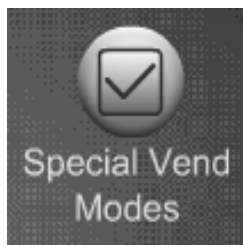
Winner Mode

Winner Mode

When Winner Mode is turned on:

- The customer will receive their product and get their money back or an additional item (programmable) at no charge.
- The display will prompt the customer if they are a winner.
- The frequency of a winner is programmable.





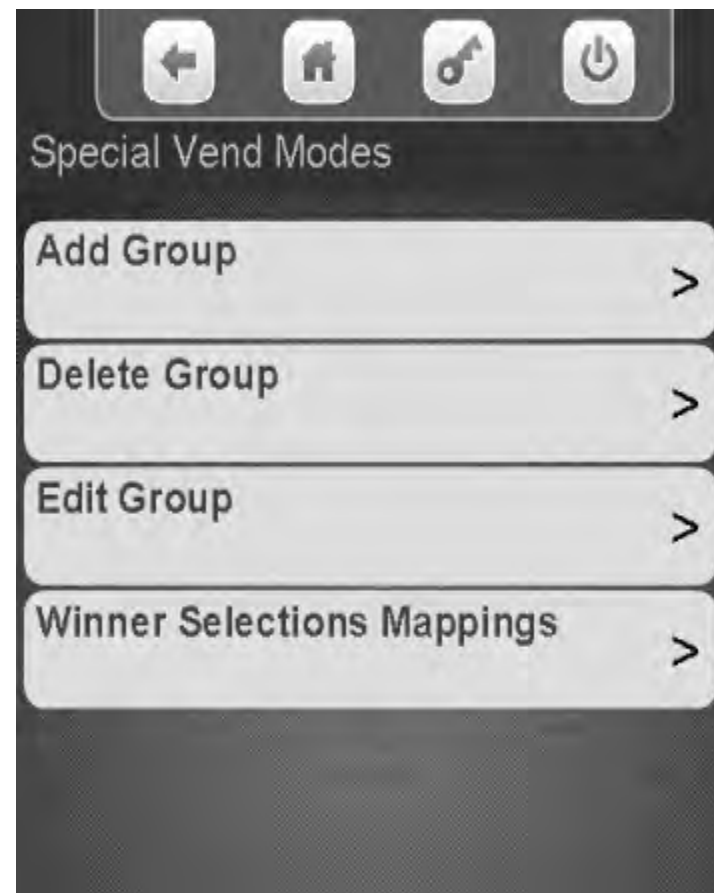
Special Vend Modes

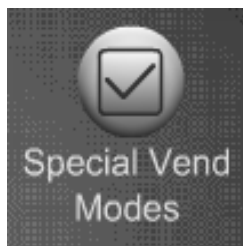
Winner Mode

Winner Mode

By touching a menu bar on the screen you can:

- Add a Group
- Delete a Group
- Edit a Group
- View the current selections assigned to a Winner Group





Special Vend Modes

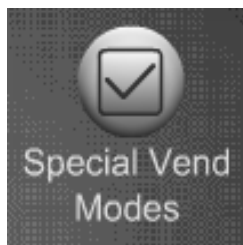
Winner Mode – Add a Group

Adding a New Winner Group:

- To add a New Winner Group you must first set the Mode, Frequency, Prize and Selections that are to be part of the group.
- Once selections are set, Touch Add a New Winner Group to create the Group

Note: You will not be allowed to add a new group without assigning selections first.

The screenshot shows the 'Special Vend Modes' app interface. At the top, there are four icons: a back arrow, a home icon, a key icon, and a power icon. Below the title 'Special Vend Modes', there is a button labeled 'Add New Winner Group' with the text 'nothing selected' and a right arrow. Under the 'Trays' section, there are three input fields: 'Mode' with a dropdown menu showing 'prize', 'Frequency' with the value '100', and 'Prize' with the value '101'. Below the 'Parameters' section, there are four input fields for 'Tray #2', 'Tray #3', 'Tray #5', and 'Tray #7', each with a right arrow.



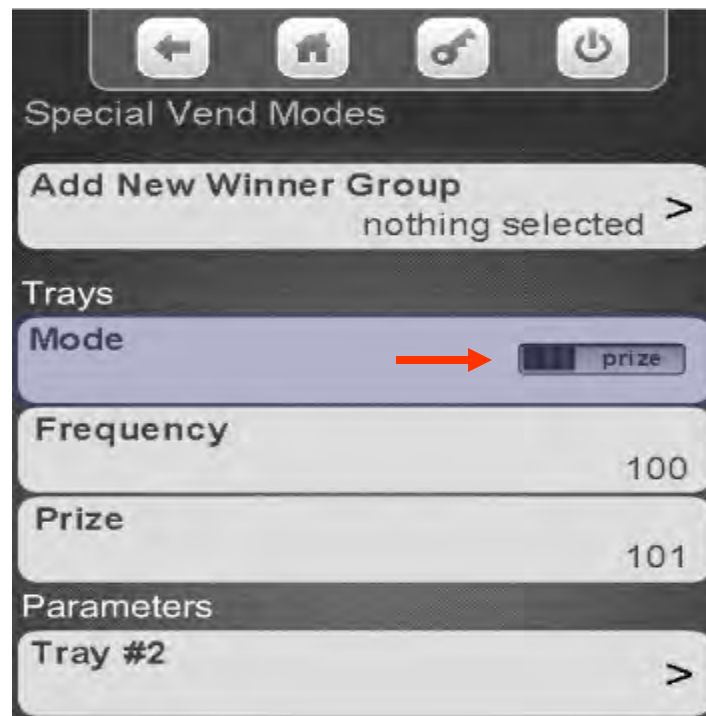
Special Vend Modes

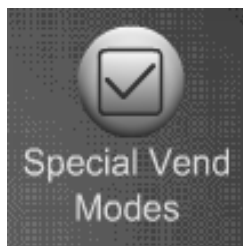
Winner Mode – Add a Group

Touch Mode to toggle between Prize and Winner. If set to Winner the customer will receive their money back based on the frequency set



If set to Prize, another menu item will appear on the display. This is where you choose the item the customer will win based on the frequency set.

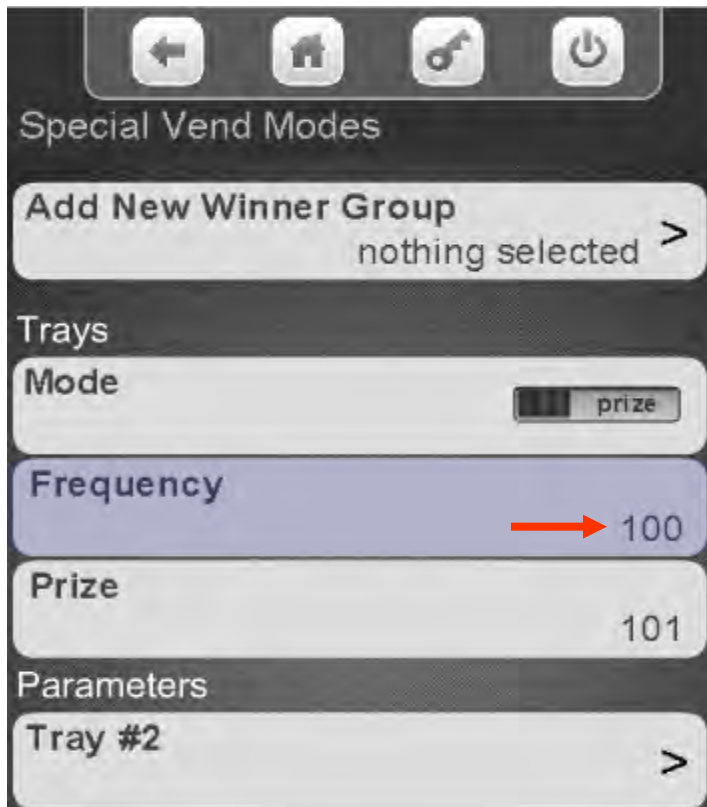




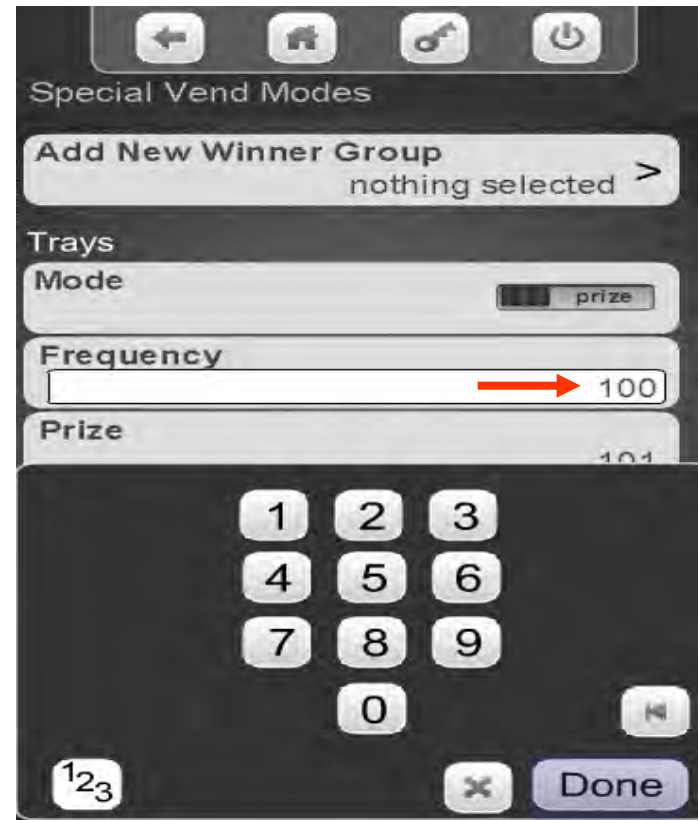
Special Vend Modes

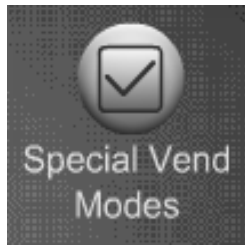
Winner Mode – Add a Group

Touch Frequency to choose how often a customer will be a winner.



Use the keypad to enter the Frequency of a winner and press Done.





Special Vend Modes

Winner Mode – Add a Group

Touch Prize to enter the selection number that will contain the prize. This menu will not be shown if winner was selected instead of prize

Use the keypad to enter the selection number that will contain the prize and press Done to save.

Special Vend Modes

Add New Winner Group
nothing selected >

Trays

Mode prize

Frequency 100

Prize 101

Parameters

Tray #2 >

Special Vend Modes

Prize 101

Parameters

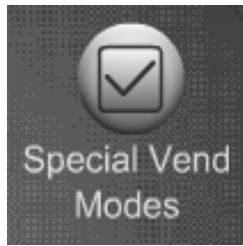
Tray #2 >

Tray #3 >

Tray #5 >

1 2 3
4 5 6
7 8 9
0

¹2₃ × Done




Special Vend Modes

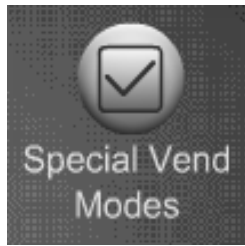
Winner Mode – Add a Group

Select the tray containing the selections you want to work with the Winner Mode event.



Use the keypad to Select All, Clear All or add a checkmark to the selections to work with Winner Mode. Press the  to exit and choose another tray to add selections to if desired.





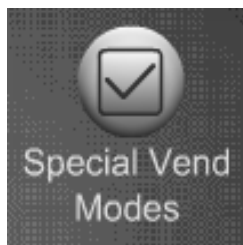
Special Vend Modes

Winner Mode – Add a Group

Save your work!

After entering your Parameters and selections for Winner Mode you must touch Add New Winner Group. If you do not touch Add New Winner Group before exiting, your settings will not be saved!

The screenshot shows the 'Special Vend Modes' app interface. At the top, there is a navigation bar with icons for back, home, key, and power. Below the navigation bar, the title 'Special Vend Modes' is displayed. The main screen features a large button labeled 'Add New Winner Group' with a right arrow and the text 'nothing selected' below it. Below this button, there are several input fields: 'Trays' (a dropdown menu), 'Mode' (a dropdown menu with 'prize' selected), 'Frequency' (a numeric field with the value '100'), 'Prize' (a numeric field with the value '101'), and 'Parameters' (a section header). Under 'Parameters', there are four rows, each with a label and a right arrow: 'Tray #2', 'Tray #3', 'Tray #5', and 'Tray #7'.



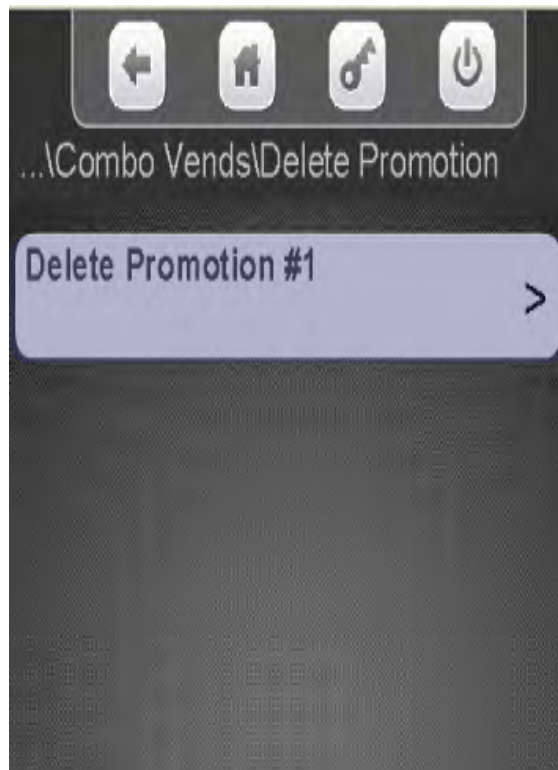
Special Vend Modes

Winner Mode – Delete a Group

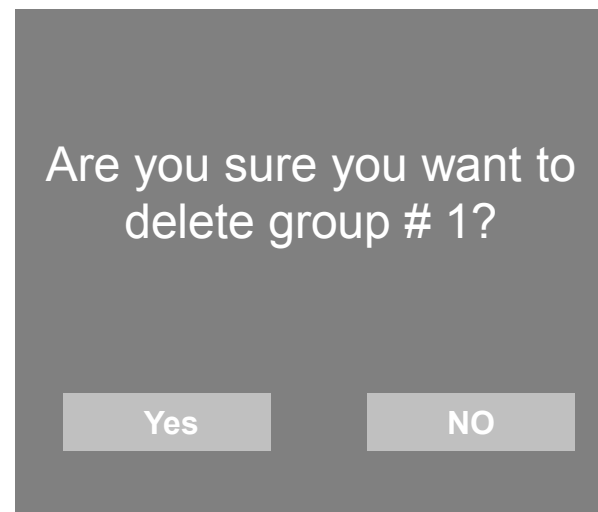
Touch Delete a Group

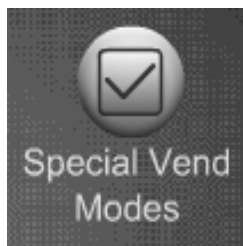


Touch group to Delete



Touch Yes to confirm or
No to cancel





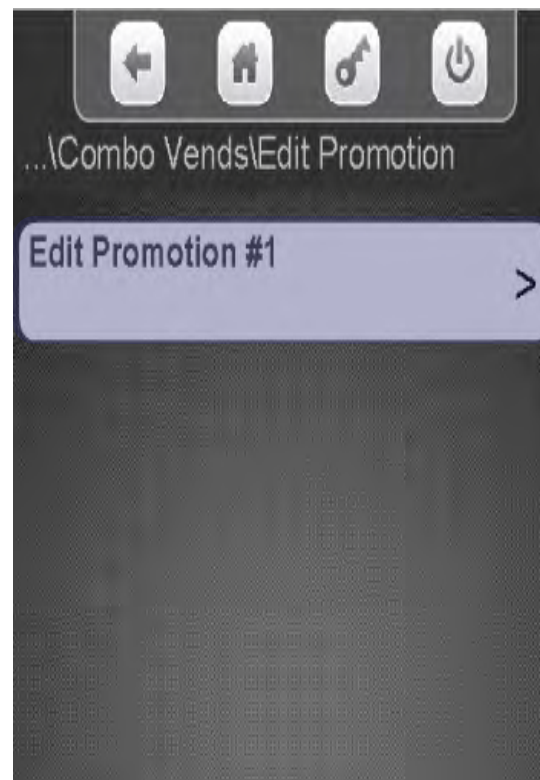
Special Vend Modes

Winner Mode – Edit a Group

Touch Edit a Group

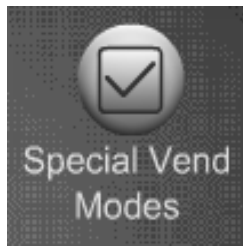


Touch the Promotion you wish to Edit



Touch the item you wish to Edit and press OK. **Save the changes when you are done editing by selecting Save Group!**





Special Vend Modes

Winner Mode – Winner Selections Assigned

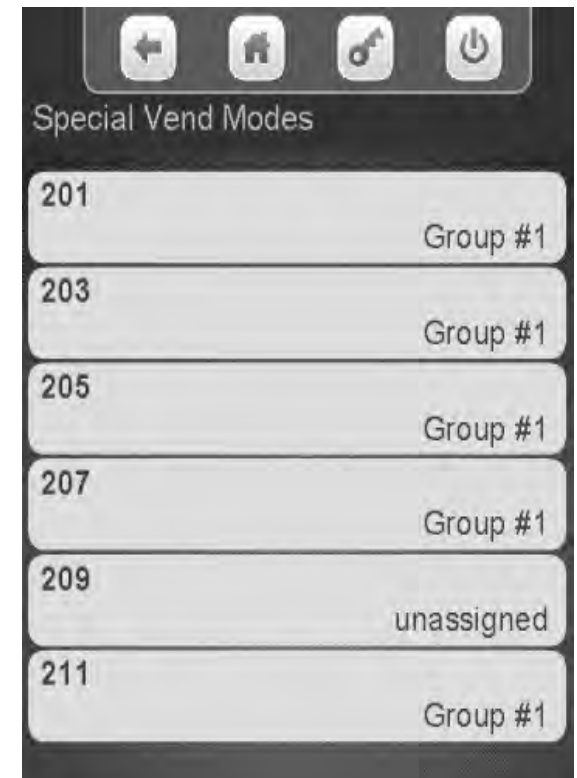
Touch Winner Selections Mappings to view selections currently assigned to Winner Groups.

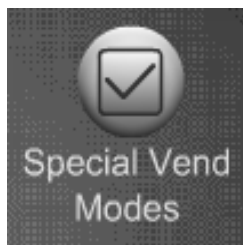


Touch the tray you wish to View.



The display will show you what groups each selection on the tray is assigned to.





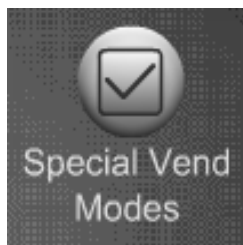
Special Vend Modes

Combo Vend

Combo Vend

- The Combo Vend Menu allows you to set up a selection to be offered in conjunction with another selection.
- A combo vend can be a combination of two or three products.
- All products in a combo vend can be discounted or just the last item.
- Items can be discounted by a value or percentage.
- Touch Combo Vend to access the Combo Vend set up mode.





Special Vend Modes

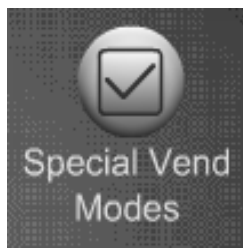
Combo Vend

How Combo Vend Works

1. Select the first item and place it in the “Shopping Cart” by pressing the shopping cart icon.
2. Select the second item and place it in the “Shopping Cart”, if a third item is part of the Combo Vend it must be placed in the cart also.
3. Insert money and press OK
4. All items in the cart will be delivered.
5. The discount will be displayed and returned as change.

Rules for setting up Combo Vend

- The Rapid Vend feature must be set to NO, so that the “Shopping Cart” function is activated.
- Both “Shopping Cart” Value & number of items must be set high enough to accommodate the needs of the Combo Vend Promotion.
- Two items from the same group will not get a discount.
- For two of the same item to be discounted that item must be in group 1 & 2.



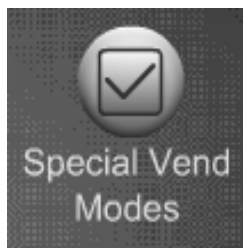
Special Vend Modes

Combo Vend

The Combo Vend Menu allows you to:

- Toggle the discount type between value and percentage.
- Add a new Combo Vend.
- Delete an existing promotion.
- Edit an existing promotion.
- View the existing selections set for a Combo Vend promotion.





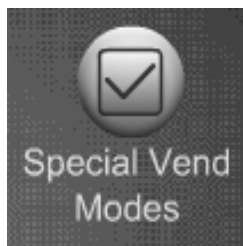
Special Vend Modes

Combo Vend – Discount Type

Discount Type

- Touch Discount Type to toggle the Discount Type between type between Value and Percentage.
- Based on your selection in this menu the display will say discount percentage or value when you choose the Add New Combo Menu.
- You can create & save both Discount and Value promotions but you must come back to this screen to change the discount type before you add a new combo vend if the discount type is different.





Special Vend Modes

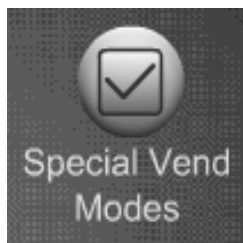
Combo Vend – Add a New Combo Vend

Touch Add New Combo Promotion



Note: You must set up your combo vend options before you can save them by Touching Add New Combo Promotion. See step by step instructions on the following pages.





Special Vend Modes

Combo Vend – Add a New Combo Vend

You can choose to have 2 or 3 selections as part of a combo vend group. Touch Number of Groups in Promotion to toggle between 2 and 3. If you choose 3, the customer must buy three items that are part of the group for the discount to apply.

Number of Groups in Promotion: 2

Discount Percentage: 0

Discount All: Yes

Edit Group 1: 0 Selected >

Edit Group 2: 0 Selected >

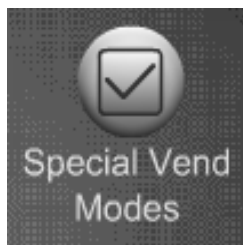
Enable Custom Message: Yes

Use the keypad to enter the Discount Percentage or Value or of the discount. The screen will say either discount or value based on your choice of discount type in the previous menu. Press Done to save.

Discount Percentage: 0

Discount All: Yes

Keypad: 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, Done

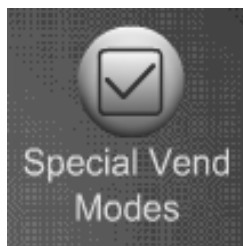


Special Vend Modes

Combo Vend – Add a New Combo Vend

Discount All

- Touch Discount All to toggle between Yes and No.
- If you choose **Yes** all items that are part of a combo vend group will all be discounted by the amount set.
- If you choose **No** only the last item in the discount group will be discounted.

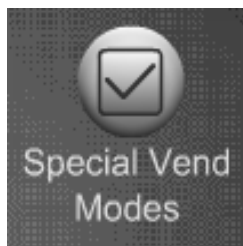


Special Vend Modes

Combo Vend – Add a New Combo Vend


Touch the menu bar set selections for group one, group two and group three. Group 3 will only appear if the number of groups is set to three.

Choose the tray or trays that contain selections to be added to the group.

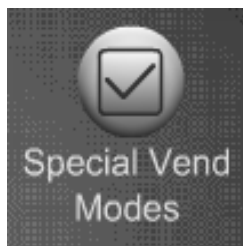


Special Vend Modes

Combo Vend – Add a New Combo Vend


- To add all selections on the tray to the group Touch Set All.
- To remove all selections on the tray from the group Touch Clear All.
- Touch any selection number to add or remove a checkmark from that selection. A checkmark means that selection will be active for the Combo Vend group.
- In some cases there will be a down arrow on the right side of the screen, touching it will allow you to scroll down to additional selections on the shelf that do not fit on the screen.
- Press the  key to exit and choose another tray to add selections to if desired.





Special Vend Modes

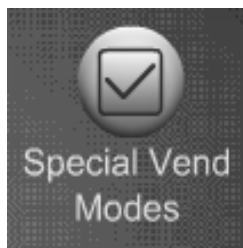
Combo Vend – Add a New Combo Vend

After entering all selections for all groups Press the  key to go back to the screen on the right.

If you are setting a custom message for Combo vends continue to the next screen.

Important: If you are not setting a custom message, be sure to save your Combo Vend settings by Selecting Add New Combo Promotion. If you fail to do so your settings will not be saved! You must have selections added into all groups before you can save by Touching Add New Combo Promotion.

A screenshot of a mobile application screen titled "Add New Combo Promotion". At the top, there is a navigation bar with four icons: a plus sign, a house, a key, and a power button. Below the title, there is a button labeled "Add New Combo Promotion" with the text "Groups Not Selected" and a right arrow. Below this, there are several settings: "Number of Groups in Promotion" with a slider set to 2, "Discount Percentage" with a value of 0, "Discount All" with a toggle set to "Yes", "Edit Group 1" with "0 Selected" and a right arrow, "Edit Group 2" with "0 Selected" and a right arrow, and "Enable Custom Message" with a toggle set to "Yes".



Special Vend Modes

Combo Vend – Enable Custom Message

Touch Enable Custom Message to toggle to Yes to set a custom message. This message will be displayed when Combo Vend is active.

...Add New Combo Promotion

Add New Combo Promotion
Groups Not Selected >

Number of Groups in Promotion 2

Discount Percentage 0

Discount All Yes

Edit Group 1 0 Selected >

Edit Group 2 0 Selected >

Enable Custom Message Yes

A red arrow points to the 'Yes' button in the 'Enable Custom Message' row.

An additional menu bar will appear, touch Message to create the Custom Message

...Add New Combo Promotion

Add New Combo Promotion
Groups Not Selected >

Number of Groups in Promotion 2

Discount Percentage 0

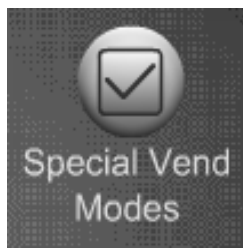
Discount All Yes

Edit Group 1 0 Selected >

Edit Group 2 0 Selected >






Enable Custom Message No

Message



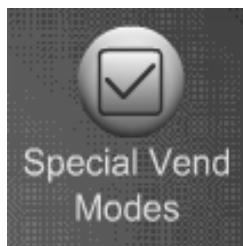
Special Vend Modes

Combo Vend – Enable Custom Message

- A keypad will appear on the screen along with a window to enter the Message.
- Use the keypad to enter the Message.
- Press **Done** when finished
-  is your backspace key.
-  is your exit key.
-  switches the keypad to numeric.
-  switches the keypad between uppercase & lowercase.
-  switches the keypad to symbols and numbers.



Continued 



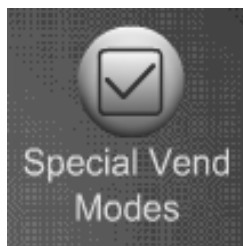
Special Vend Modes

Combo Vend – Enable Custom Message

After entering your custom message and touching done the display will switch back to the screen on the right.

Important: Save your Combo Vend settings by touching Add New Combo Promotion. If you do not save your settings they will be gone!

The screenshot shows the 'Add New Combo Promotion' screen. At the top, there are four icons: a plus sign, a house, a key, and a power button. Below the icons, the text 'Add New Combo Promotion' is displayed. Underneath, there is a button labeled 'Add New Combo Promotion' with the text 'Groups Not Selected' and a right arrow. Below this button, there are several settings: 'Number of Groups in Promotion' with a slider set to 2, 'Discount Percentage' with a value of 0, 'Discount All' with a toggle set to 'Yes', 'Edit Group 1' with '0 Selected' and a right arrow, 'Edit Group 2' with '0 Selected' and a right arrow, and 'Enable Custom Message' with a toggle set to 'Yes'.



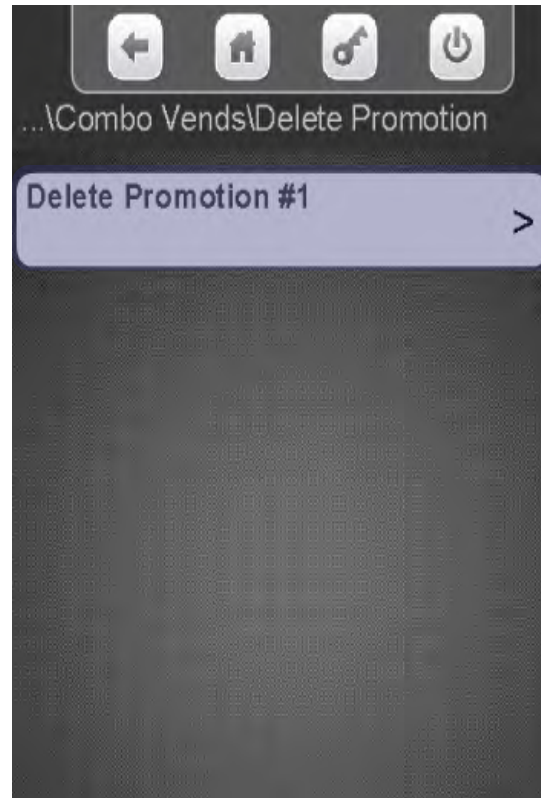
Special Vend Modes

Combo Vend – Delete Promotion

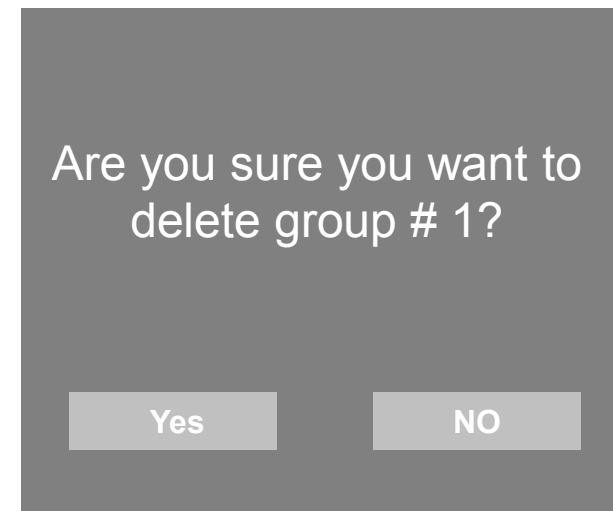
Touch Delete an existing promotion

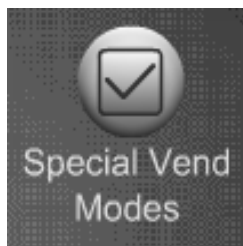


Select the promotion to Delete



Press YES to confirm or NO to cancel





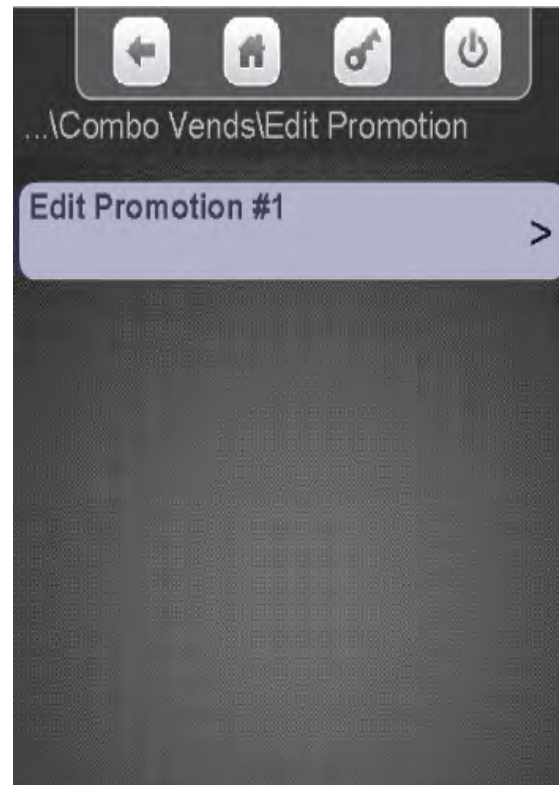
Special Vend Modes

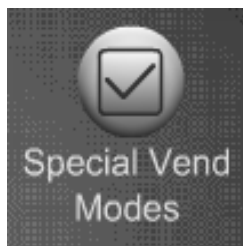
Combo Vend – Edit Promotion

Touch Edit Promotion

Select the promotion you want to Edit.

Select the item you wish to Edit. **Save the changes when you are done Editing by pressing Save Promotion.**





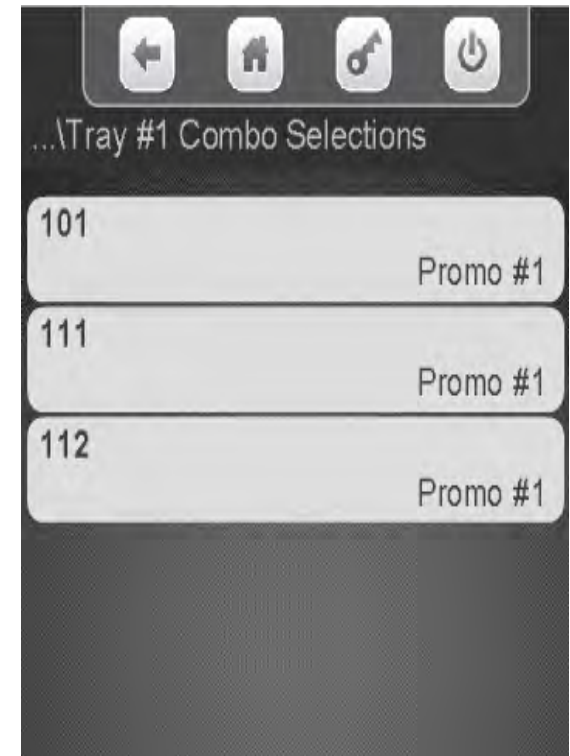
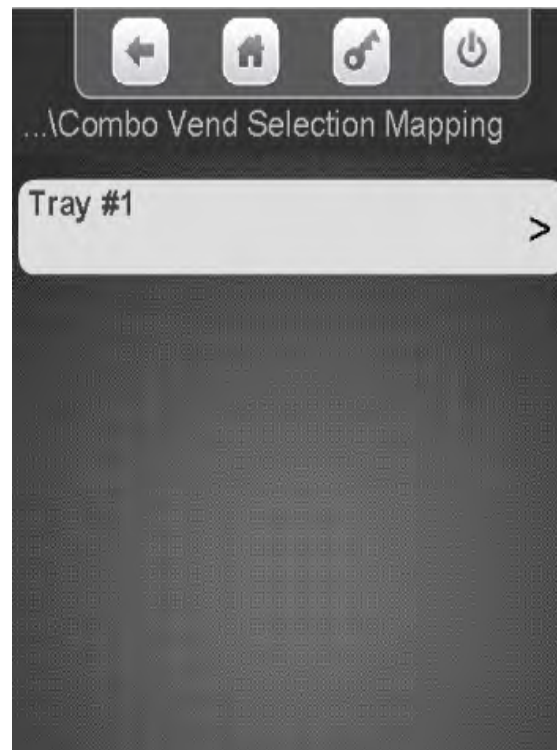
Special Vend Modes

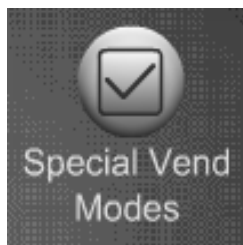
Combo Vend – View Assigned Selections

Touch Combo Vend Selection Mapping to view selections currently assigned to a combo Vend

Select the tray you wish to View

The display shows each selection on the tray and the promo # it is assigned to.





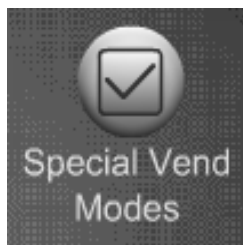
Special Vend Modes

Token Enable

Token Enable

- This Menu allows you to choose the selections the customer is permitted to purchase with Tokens or Coupons.
- *Note: Tokens must be enabled in the Monetary menu under Bill Acceptance for Tokens or Coupons to work.*
- Your Coin Mechanism or Bill Acceptor must be tuned and/or configured to accept your Token or Coupon.





Special Vend Modes

Token Enable

Touch Token Enabled
to assign selections to
work with
Tokens/Coupons

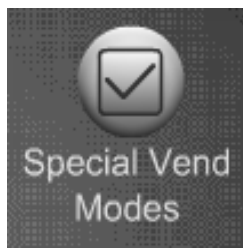


Select the tray you wish
to assign selections to
work with
Tokens/Coupons



Touch select all, clear all or
individual selections to add a
checkmark to the selections
that you want to work with
Token/Coupons





Special Vend Modes

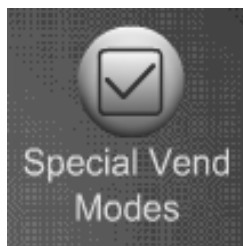
Rapid Vend

Rapid Vend Mode

- When Rapid Vend Mode when set to YES the machine will work as a single vend only merchandiser.
- The product will vend as soon as a selection is made without touching Purchase.
- Touch Rapid Vend to toggle between Yes and No

Note: The shopping cart is automatically disabled when Rapid Vend is turned on, and will prevent consumers from making multiple selections during a single transaction.





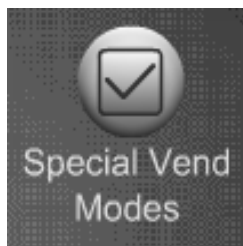
Special Vend Modes

MultiVend Discount

MultiVend Discount

- When MultiVend Discount is set to YES all selections in the shopping cart with two or more items are discounted by the percentage specified.
- This discount applies to all selections and is not settable by specific selections.
- This discount, once enabled, will be on until it is turned off, it is not settable by time of day or days of week.
- If you want to set specific selection combinations to be discounted or discounts by time of day see the Combo Vend or Timed Evens Menus in this guide.





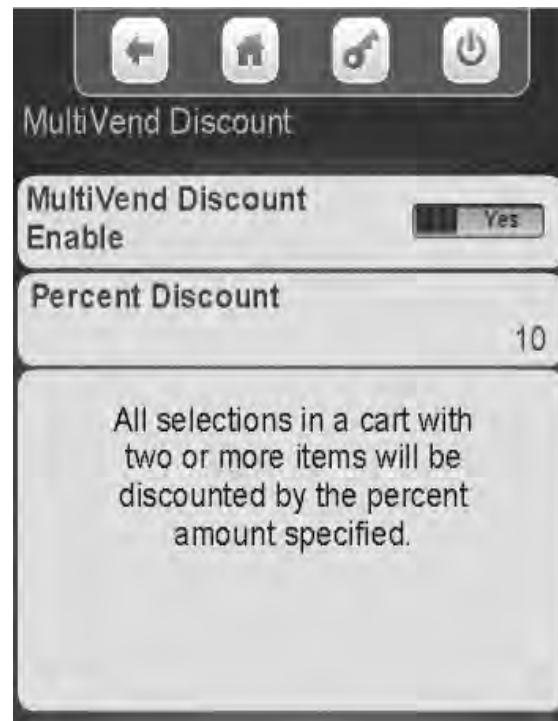
Special Vend Modes

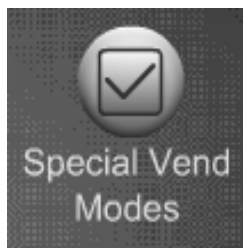
MultiVend Discount

Touch the MultiVend Discount Enable menu bar to toggle to yes.

A Percent Discount menu bar will appear. Touch the menu bar to change the Percentage of Discount.

Use the keypad on the display to enter a new discount percentage. Press Done when finished.



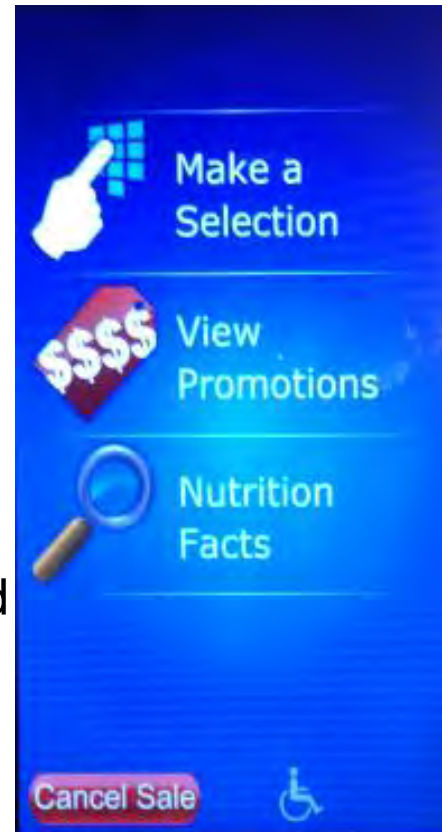


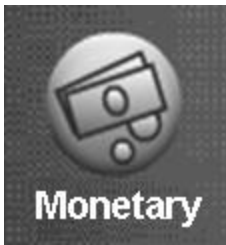
Special Vend Modes

MultiVend Discount

Skip Main Menu

- When Skip Main Menu is set to yes (disabled) and the idle loop (standby screens) screen is pressed the screen will immediately transition to the numeric keypad screen bypassing the Main Menu screen shown to the right.
- When plan-o-gram libraries or multiple promotions are not used this is an extra screen that is not necessary and eliminating it speeds up the vend process
- The default for Skip Main Menu is Yes, meaning the menu is skipped.
- Touch Skip Main Menu to toggle between Yes and NO.

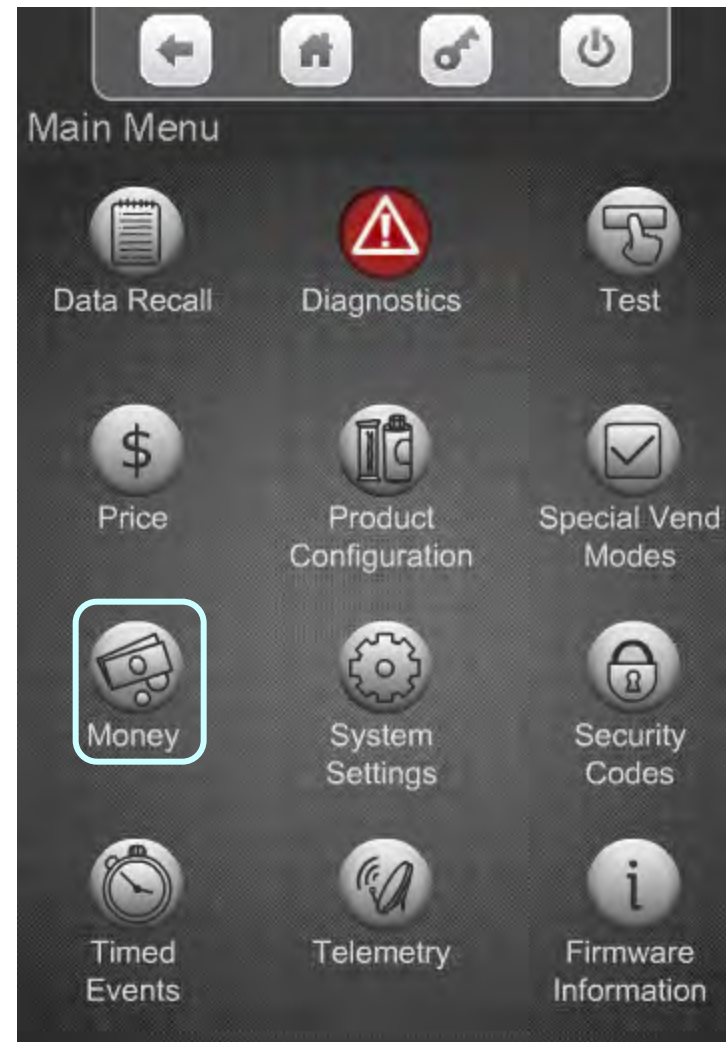




Monetary Menu

Monetary Menu Icon

- Allows you to program the settings for all credit devices and related functions.
- Touch Money to enter the Menu.



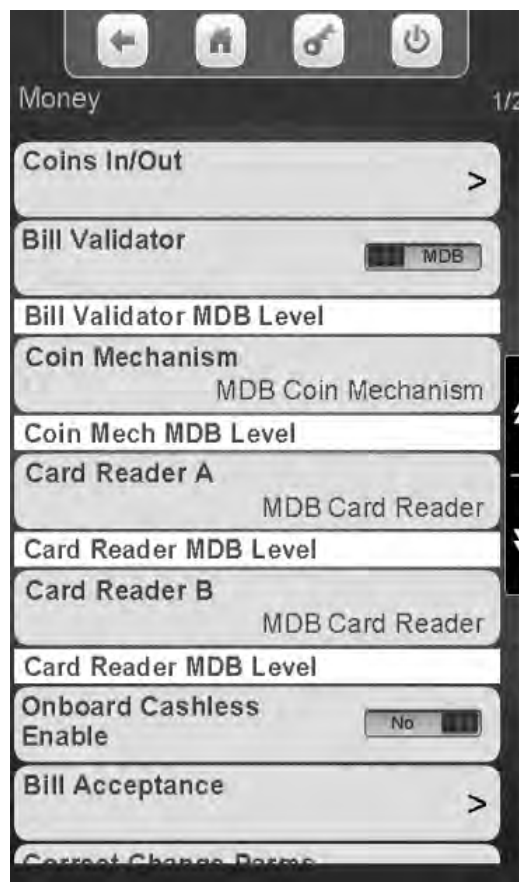


Monetary Menu

The Monetary Menu

provides access to the following Menus:

- Coins In/Out
- Bill Validator
- Coin Mechanism
- Card Reader A&B
- Onboard Cashless
- Bill Acceptance
- Declining Balance
- Force Vend
- Accept on Low Change
- Low Change Message
- Credit For Failed Vend
- Card Revalue A&B
- Cash Discount





Monetary Menu

Coins In/Out

Touch Coins In/Out menu.



The display will show the coin tube values and counts. Increase the amount of Change Available by inserting coins to thru the chute on the top of the coin mech. Totals (count and value) for each coin should increase as coins are added.

Coin	Count	Value
0.05	35	\$1.75
0.25	20	\$5.00
0.50	15	\$7.50
1.00	1	\$1.00

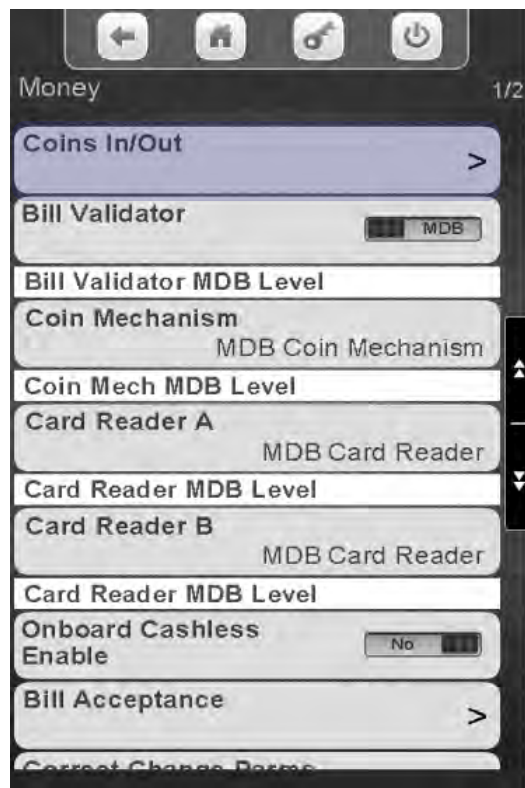
0.05	>
0.25	>
0.50	>
1.00	>



Monetary Menu

Coins In/Out

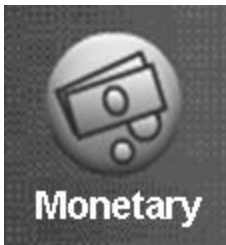
Touch Coins In/Out menu.



This menu can also be used to dispense coins from coin mechanism by touching the menu bar showing the value of each coin.

Coin	Count	Value
0.05	35	\$1.75
0.25	20	\$5.00
0.50	15	\$7.50
1.00	1	\$1.00

0.05	>
0.25	>
0.50	>
1.00	>
Setup channels	>



Monetary Menu

Coins In/Out

To set up the channels in your coin mechanism press Setup channels.
This setting is not typically changed from the default of auto detect.



Money

Coin	Count	Value
0.05	35	\$1.75
0.25	20	\$5.00
0.50	15	\$7.50
1.00	1	\$1.00

0.05 >

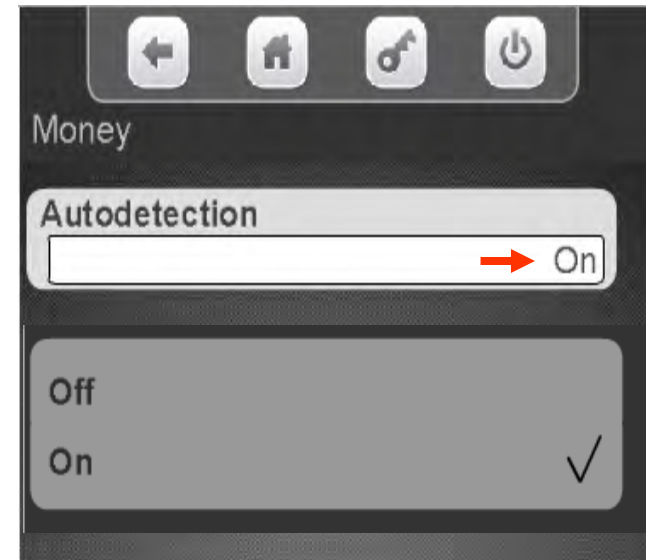
0.25 >

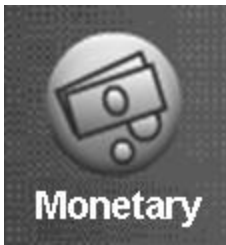
0.50 >

1.00 >

Setup channels >

Touch Auto Detection to toggle Auto Detection for the coin tubes from ON to OFF (not recommended). This will enable a menu that allows you to turn the coin mechanism channels on and off independently





Monetary Menu

Coins In/Out

Touch a channel menu bar to add or remove checkmarks from the channels. Removing a checkmark from a channel will disable the coin tuned to that channel.

Press down arrow on the right to scroll to the remainder of the 16 channels.

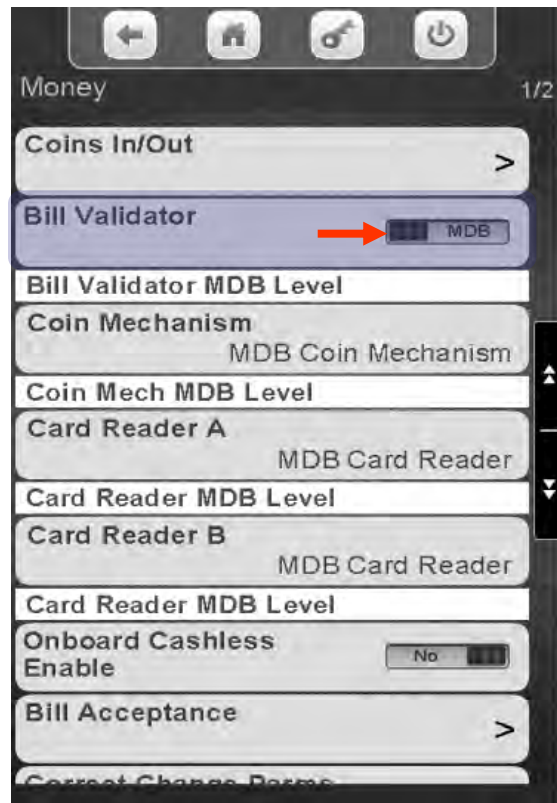




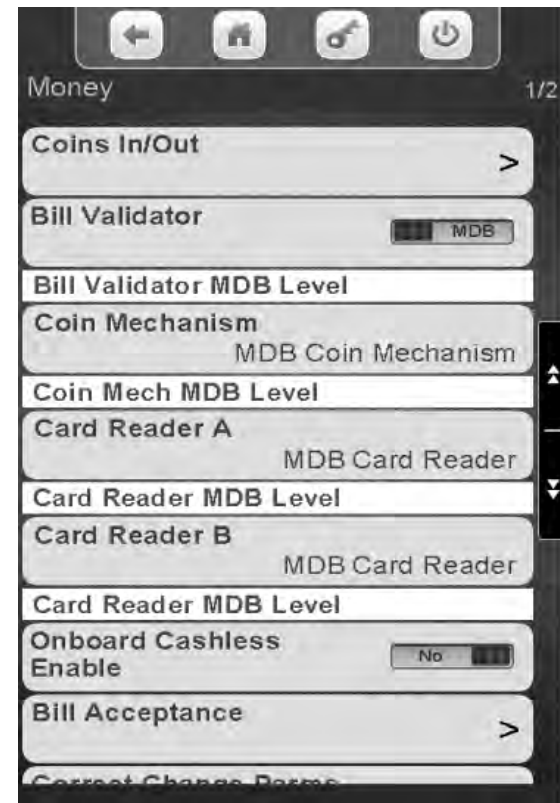
Monetary Menu

Bill Validator Enable

Touch Bill Validator to toggle between **MDB** or **No Bill** validator.



Once communication is established the communication level of the Bill Validator will be shown

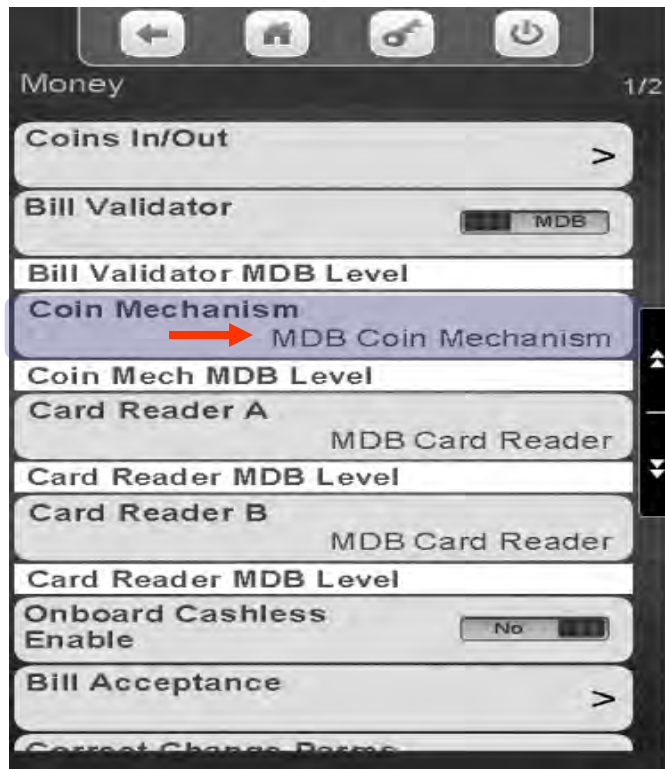




Monetary Menu

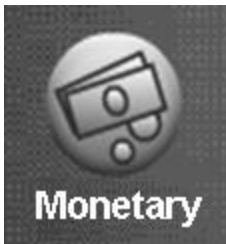
Coin Mechanism Enable

Touch Coin Mechanism to choose the coin mechanism type. The current setting is shown without entering the menu.



Touch the desired Coin Mechanism option and press Done to save.
Note: Exec is not used in the US.



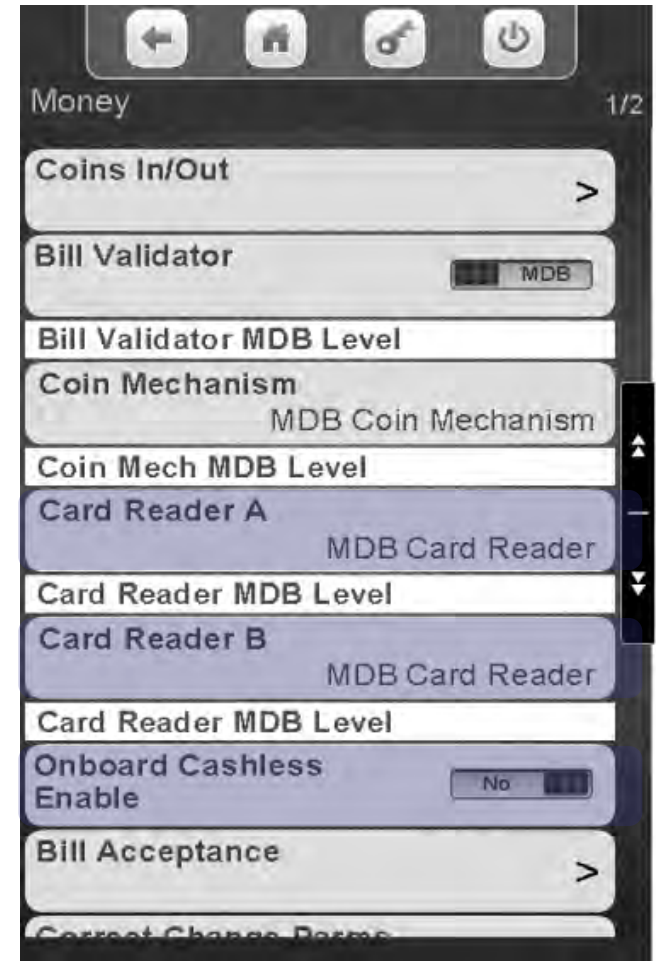


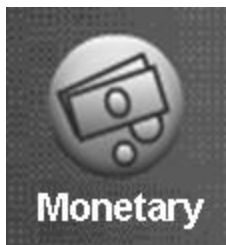
Monetary Menu

Card Reader Enable

Card Reader / Cashless Options

- There are three menu Bars as shown on the right for Card reader and/or cashless options.
- There are two menus for MDB card reader and one for an onboard reader.
- MDB is an add on card reader that plugs into the MDB harness in the machine. Your options in this menu are MDB card reader or no MDB card reader. This option is set under the Card reader Menu Bar.
- Onboard is a swipe built into the front of the machine and the options are Yes or No.
- Note: It is possible to have two MDB card readers or one MDB and one cashless reader in the machine at the same time, An example would be a college where you accept both credit cards and a college ID cards that are tied to students accounts.



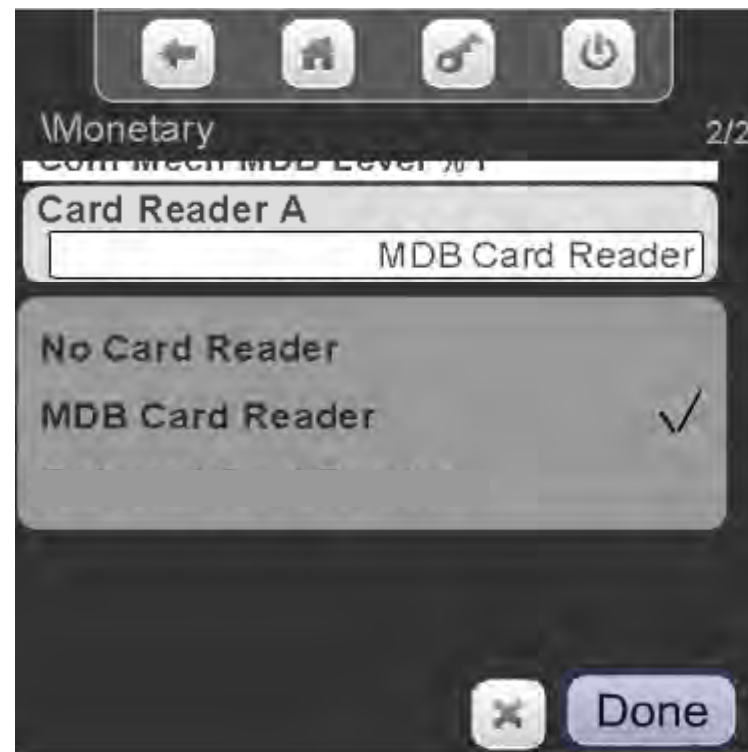
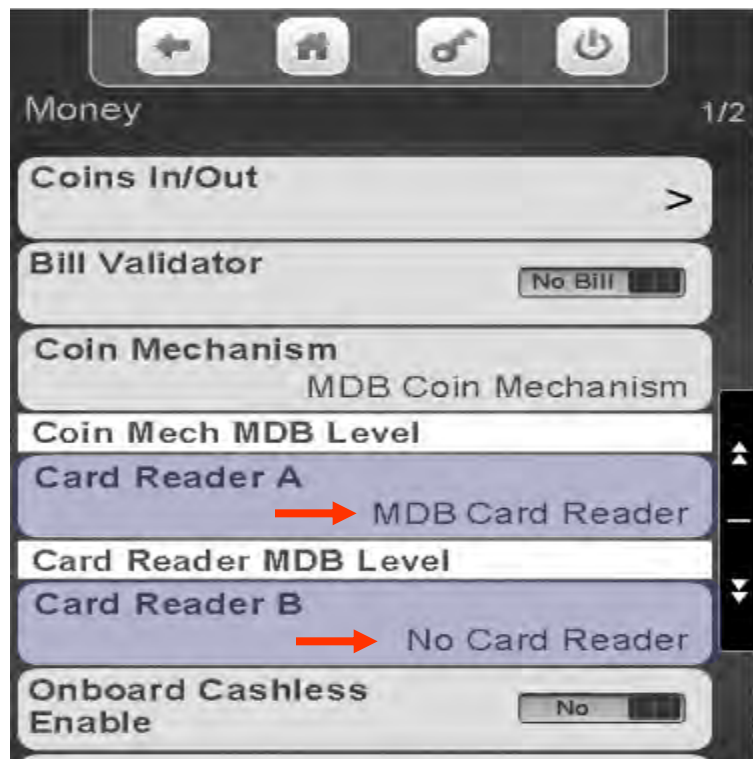


Monetary Menu

Card Reader Enable

Touch Card Reader A or B to choose your MDB card reader option. The current setting is shown without entering the menu.

Touch MDB or No Card Reader, Touch Done to save or X to exit without saving.





Monetary Menu

Onboard Cashless Enable

Touch Onboard Cashless Enable to toggle between Yes and No.
An Onboard card reader is a built in card swipe that plugs directly into the Atlas controller at J42.





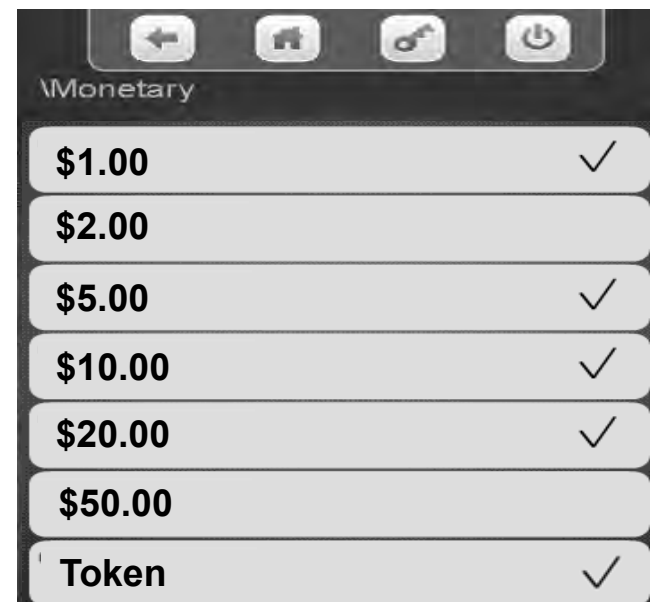
Monetary Menu

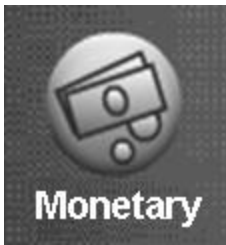
Bill Acceptance

Touch Bill Acceptance to enter the menu. All denominations enabled on the Bill Validator will be shown.



Touch the value on the display to select or unselect the bill/note denominations you wish to accept/not accept. Token must be enabled to accept Tokens or Coupons. You will also need to choose what selections work with tokens or coupons in the Special Vend Modes Menu.




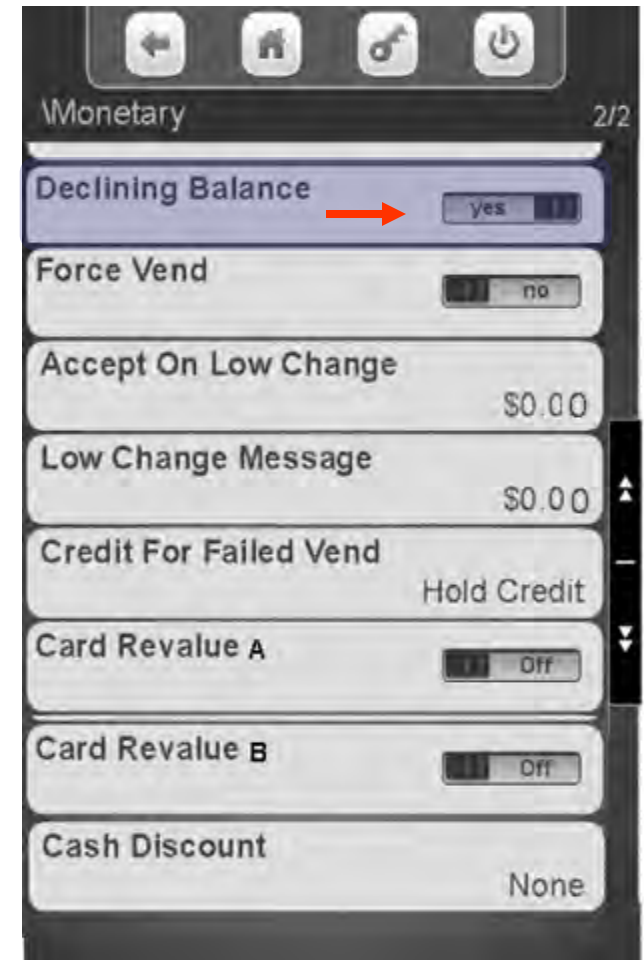


Monetary Menu

Declining Balance

Declining Balance

- If Declining Balance is set to Yes the change due back after a vend will remain on the display allowing the customer to add more money to make an additional purchase.
- *Note: If set to Yes, customer may touch cancel to return remaining credit.*
- Touch Declining Balance to toggle between Yes and No.
- Touch  to exit this menu.





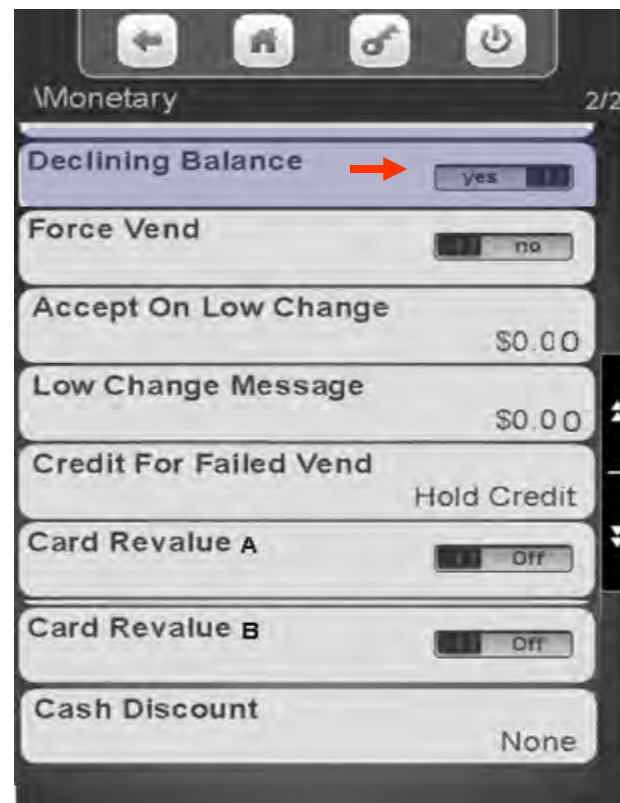
Monetary Menu

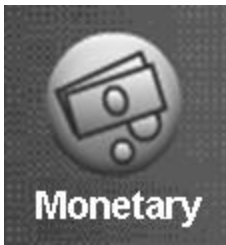
Declining Balance

Touch the down arrow to scroll down to Declining Balance.



Touch Declining Balance to toggle between Off and On.





Monetary

Force Vend

Force Vend

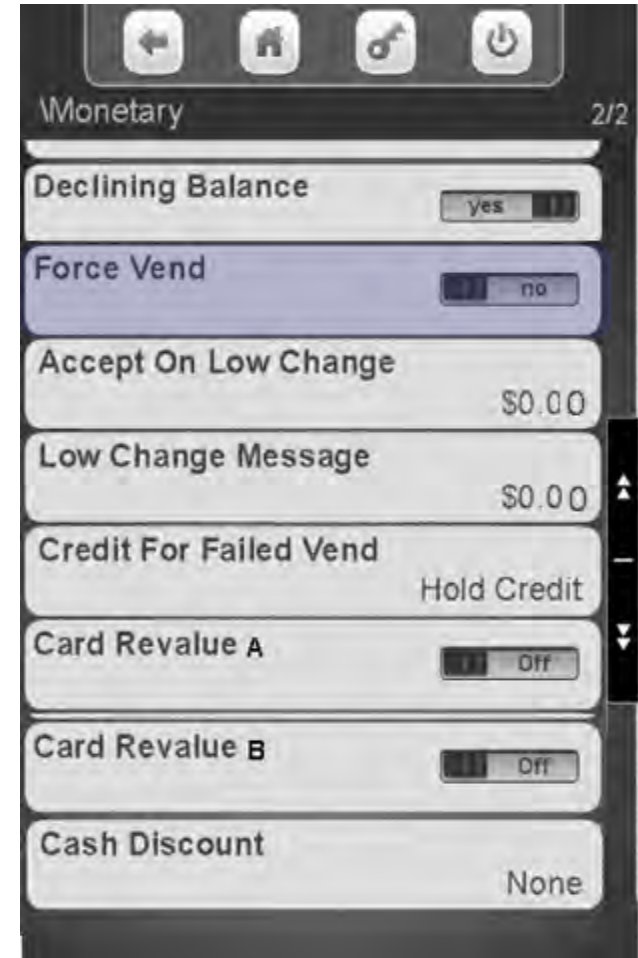
Touch Force Vend to Toggle Between Yes and No.

When Force Vend is set to **No**:

- All money inserted can be paid back by pressing cancel to end the transaction.

When Force Vend is set to **Yes**, a consumer will not be able to receive their credit back when:

- The established credit meets or exceeds the minimum price of the selections in the machine
- Any bills are stacked in establishing credit.
- Any non-tube coins are inserted in establishing credit
- A “No Change Without Purchase” message will be displayed when a consumer attempts to return credit.





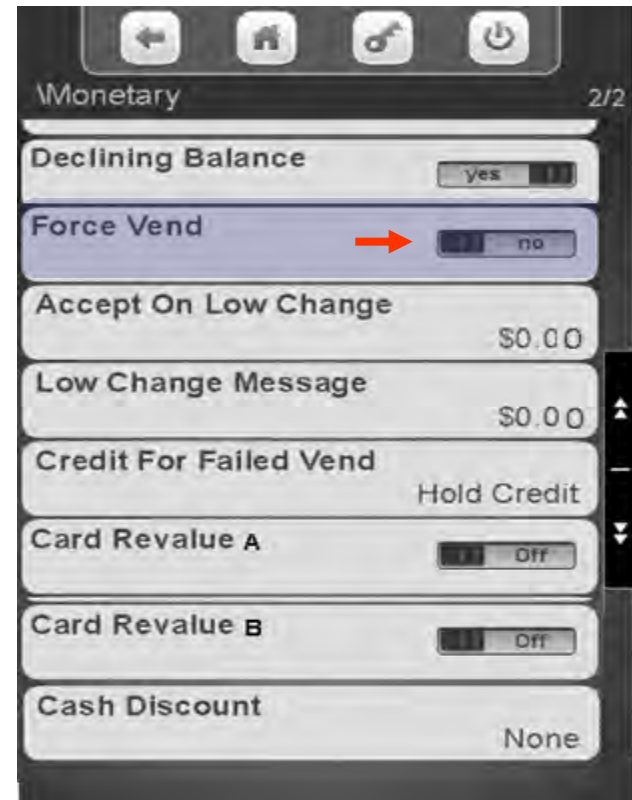
Monetary Menu

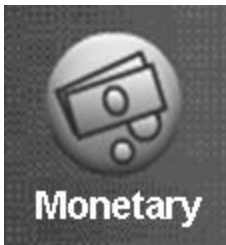
Force Vend

Touch the down arrow to scroll down to Force Vend.



Touch Force Vend to toggle between Off and On.





Monetary Menu

Accept on Low Change

Accept On Low Change

- Used to set acceptance of a bill depending on how much changed is registered in the coin mechanism.
 - If set to default \$0.00, the machine will only accept a bill when the coin mechanism has enough change to pay back full credit.
 - If a value is set to anything other than \$0.00 bills will be accepted to the set value even though change may not be available (customer may get short changed).





Monetary Menu

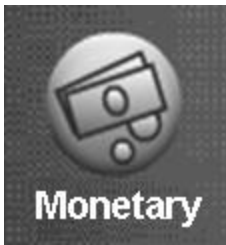
Accept on Low Change

Press the down arrow to scroll to the next menu to select Accept on Low Change



Touch Accept on Low Change to enter the value of money you wish to accept when no change is available. Setting this to anything other than \$0.00 may cause the customer to get short changed. Touch Done to save.




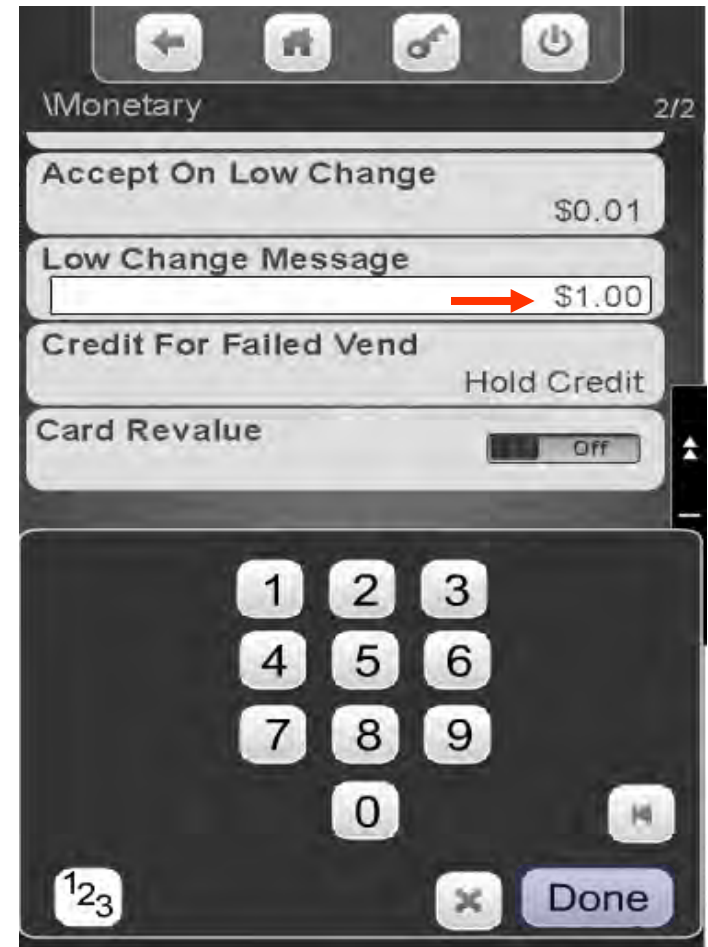


Monetary Menu

Low Change Message

Low Change Message

- Used to set the lowest amount registered in the coin mechanism before the display shows “USE EXACT CHANGE”
- Touch Low Change Message to enter lowest value on corresponding line above (default setting of \$1.00 recommended)
- Touch Done to save the setting.
- Touch  to exit this menu mode.



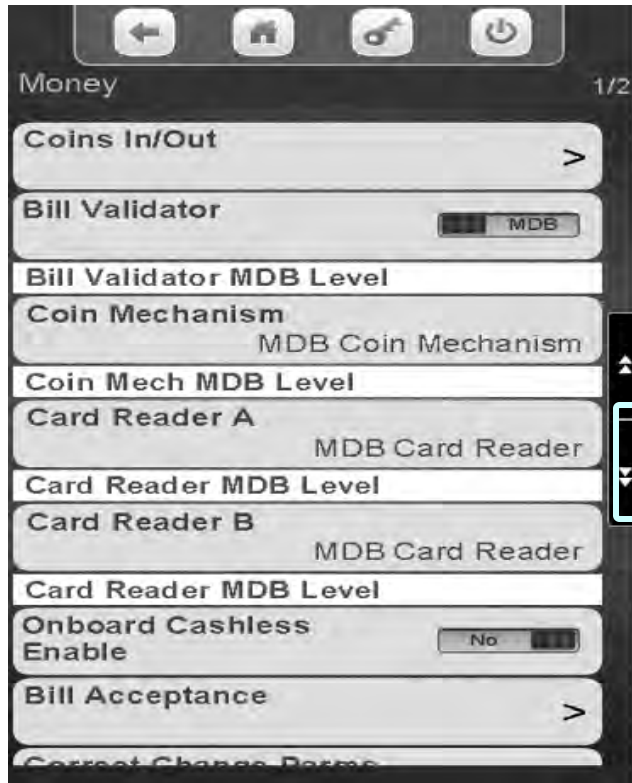
Continued 



Monetary Menu

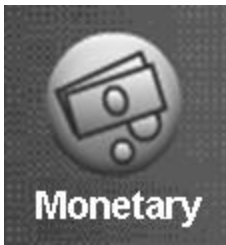
Low Change Message

Press the down arrow to scroll down to Low Change Message.



Touch Low Change Message, enter lowest value of change available before the display shows the Low Change Message (setting of \$1.00 recommended) Touch Done to save




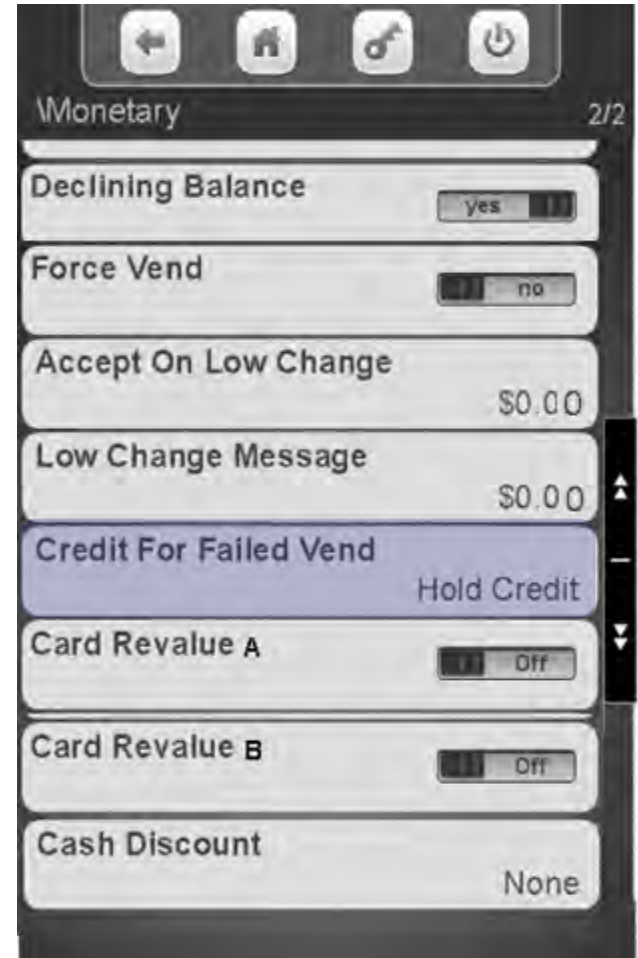


Monetary Menu

Credit for Failed Vend

Credit For Failed Vend

- Press the down arrow to view lower screen.
- Press Credit for Failed Vend on the keypad to change between the two settings:
 - **Return** = In the event of a failed vend, the credit will be returned automatically.
 - **Hold** = In the event of a failed vend the credit will remain on the machine
- Press Done to save
- Press the  button to exit this menu mode.





Monetary Menu

Credit for Failed Vend

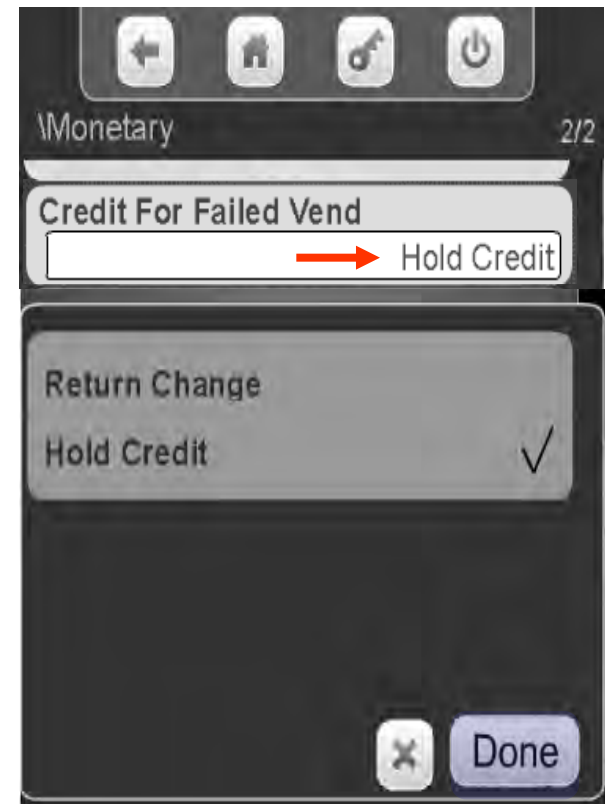
Touch the down arrow to scroll down to Credit For Failed Vend,

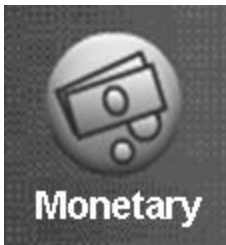


Touch Credit For Failed Vend to advance to the next screen



Touch to Return Change or Hold Credit after a failed vend.
Touch Done to save.




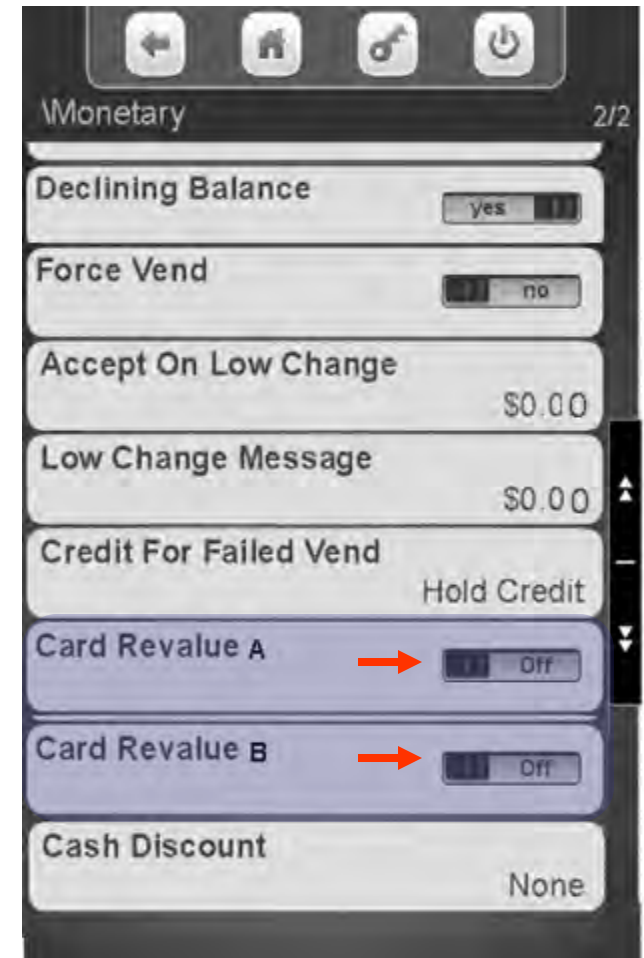


Monetary Menu

Card Revalue

Card Revalue

- Used when the machine is equipped with a card reader or other monetary device that is capable of having value added.
- Choose the card reader A and/or B that is capable of adding value.
- Touch Card Revalue on keypad to toggle the setting between Off and On.
 - **Off** = Credit cannot be transferred.
 - **On** = Allows credit be transferred.
- Touch  to exit this menu mode.





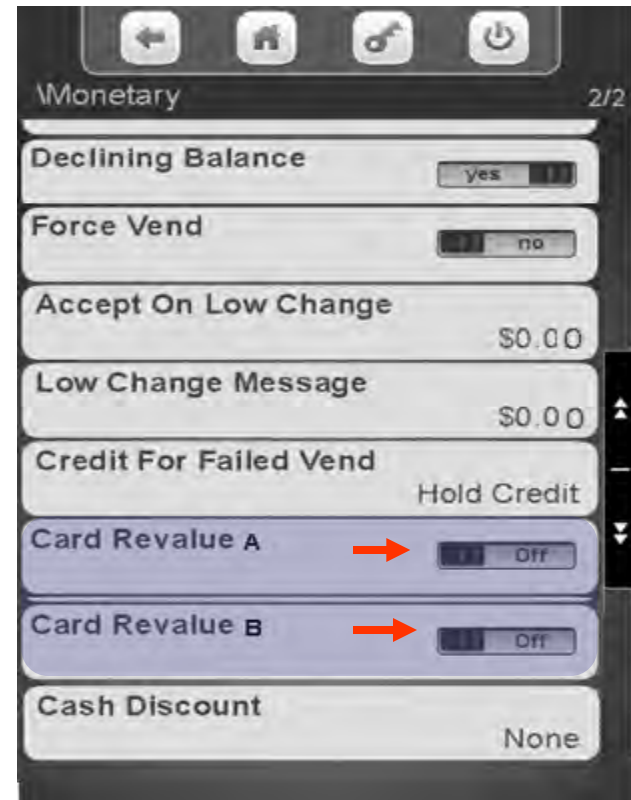
Monetary Menu

Card Revalue

Touch the down arrow to scroll down to Card Revalue.



Touch Card Revalue to toggle reader A and/or B between Off and On.





Monetary Menu

Cash Discount

Cash Discount

- This menu shows your current discount for cash.
- This only applies to onboard cashless transactions, and is chosen in the forms when you set up your telemetry account.
 - The cash discount can not be changed at the machine.
 - The Cash discount can be configured to charge by the item or by transaction.
 - The Cash Discount can be set as either a percentage or a flat fee.
- To enable or change cash discounts contact your Distributor or CMS sales representative.
- When enabled, Cash Discount applies to all products in the machine.
- No discount is applied if any cashless transaction is involved, even in a mixed tender transaction.
- Both Cash and Credit prices are shown at bottom of the shopping cart screen.
- The prices set in the machine and shown in the consumer and service mode screens are the cash sales prices. In other words, the cash discount has already been applied.





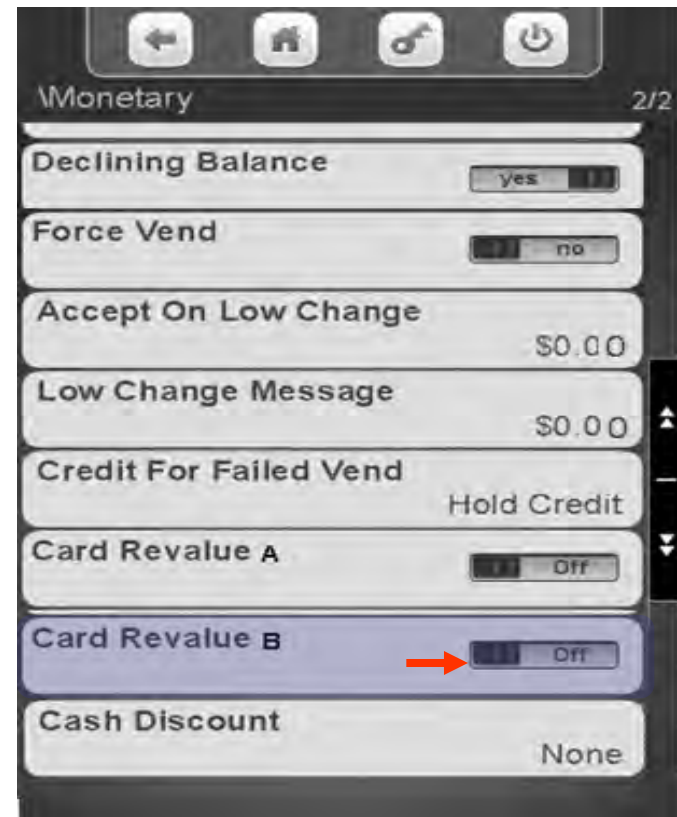
Monetary Menu

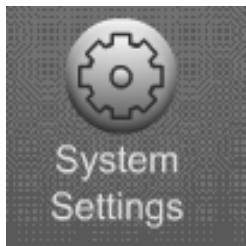
Cash Discount

Touch the down arrow to scroll down to Cash Discount.



Touch Cash Discount to see the value of the discount.

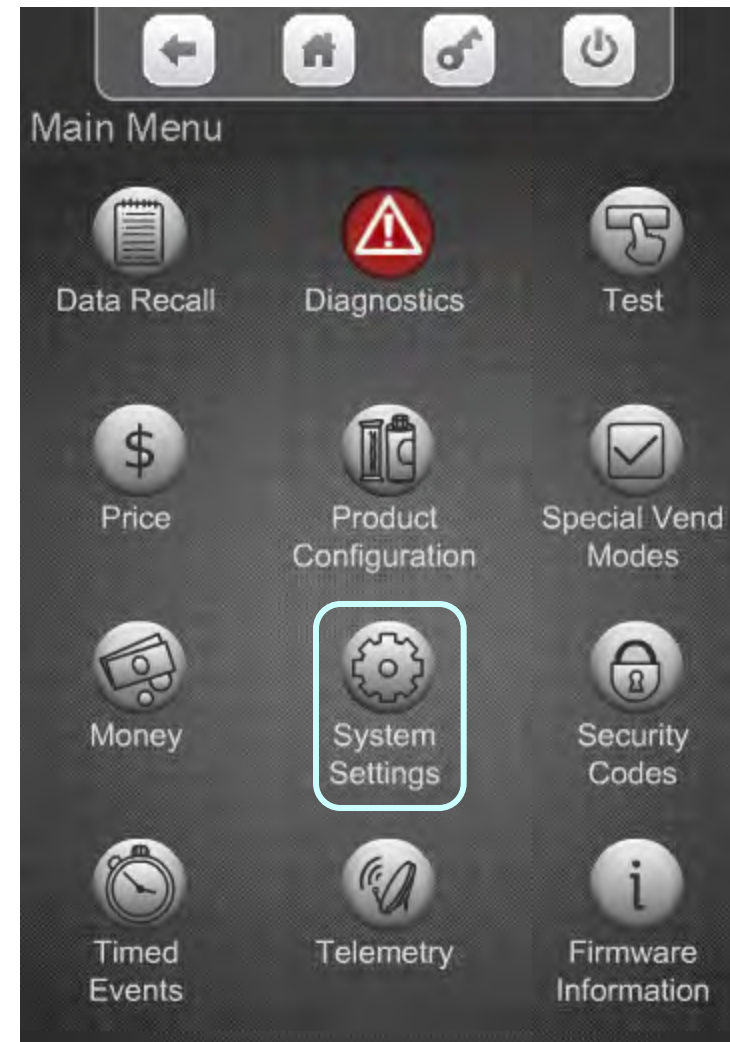


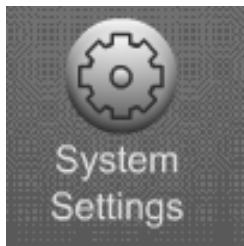


System Settings

Systems Settings Menu Icon

- Allows you to program the overall systems functions.
- Touch System Settings icon to enter the Menu.

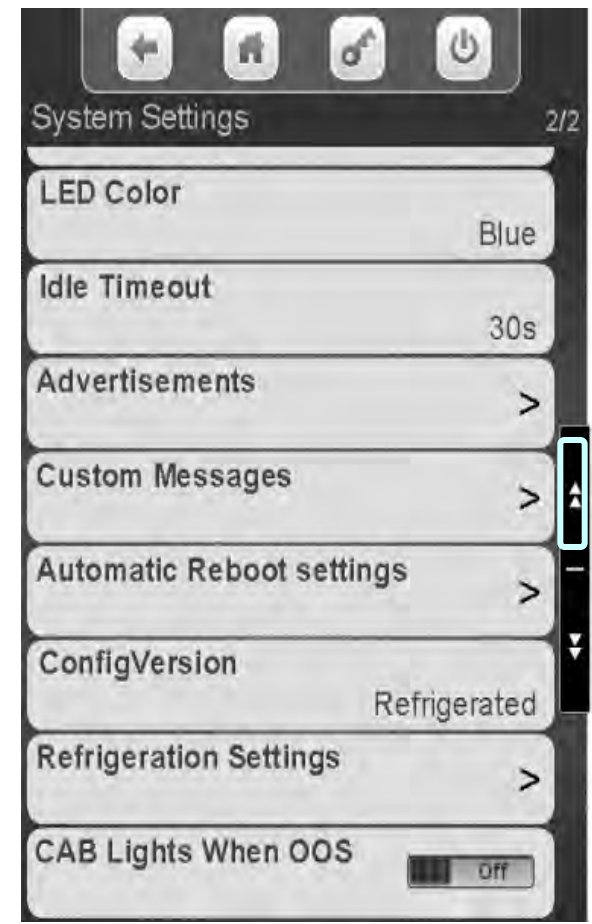
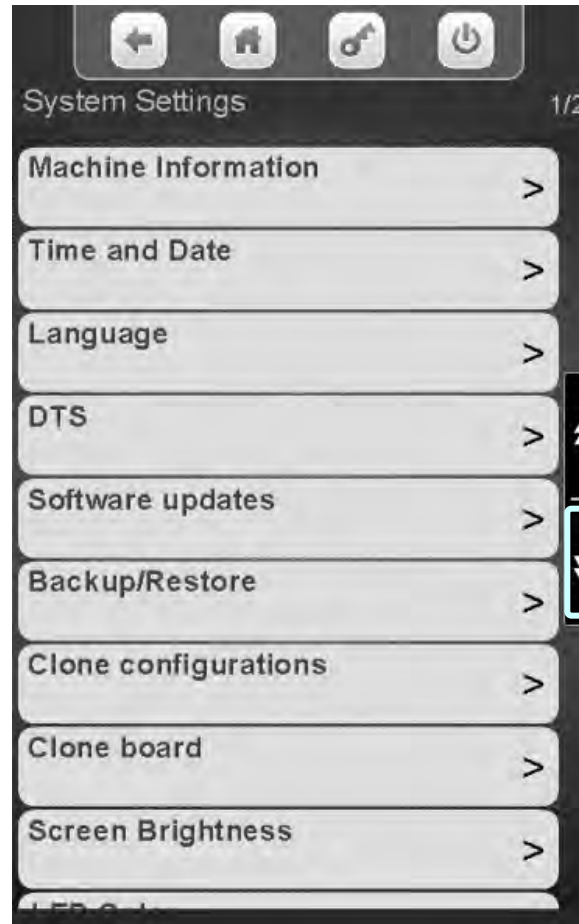




System Settings

System Settings

- Touching the System Setting Icon from the home screen allows access to the System Settings Menu shown on the two screens to the right.
- Touch the down arrow to scroll to the next menu screen.
- Touch the up arrow to return to the previous menu screen.





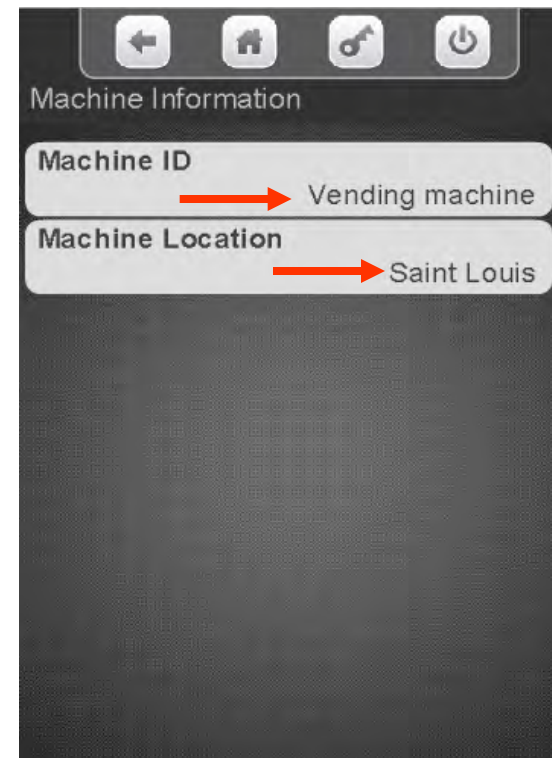
System Settings

Machine Information

Touch Machine Information to access Identification numbers used for Dex.








Touch Machine ID or Location ID to assign or change the number. This ID can be text, numeric or a combination both.





System Settings

Machine Information

- A keypad will appear on the screen along with a window to enter the ID or Location information.
- Use the keypad to enter the information.
- Touch **Done** when finished
-  is your backspace key.
-  is your exit key.
-  switches the keypad to numeric.
-  switches the keypad between uppercase & lowercase.
-  switches the keypad to symbols and numbers.

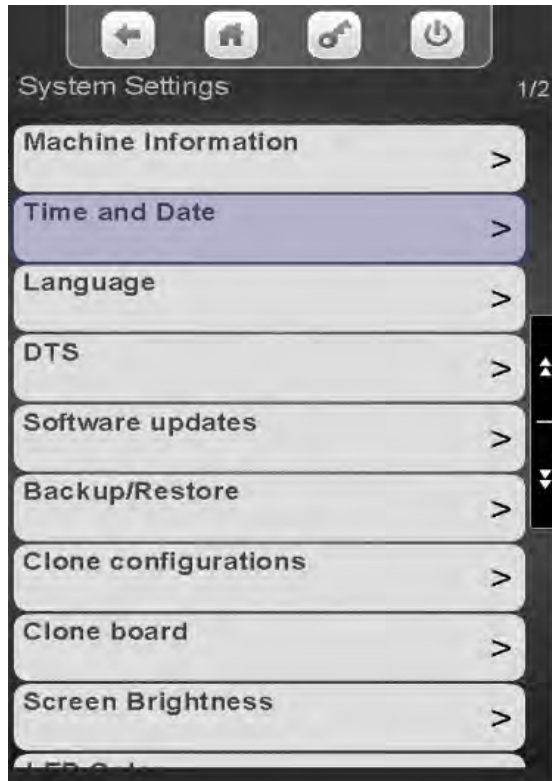




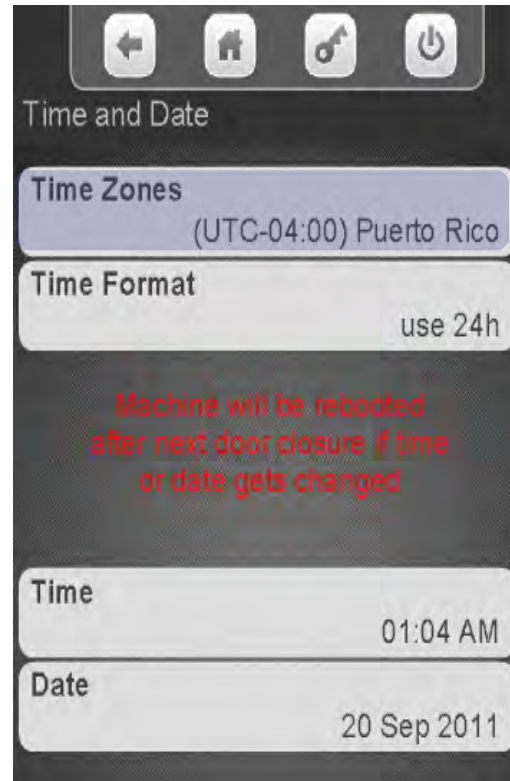
System Settings

Time and Date

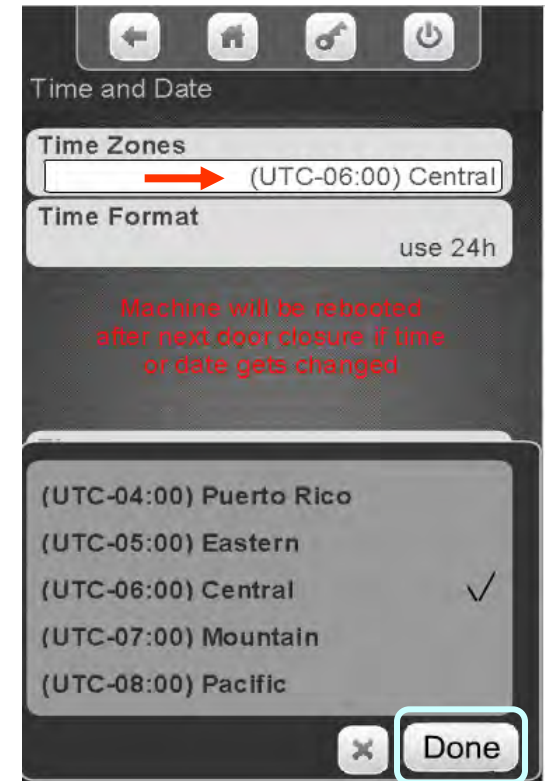
Touch the Time and Date menu bar to access the Time and Date Menu.



Touch to set your Time Zone



Touch your Time Zone followed by Done.

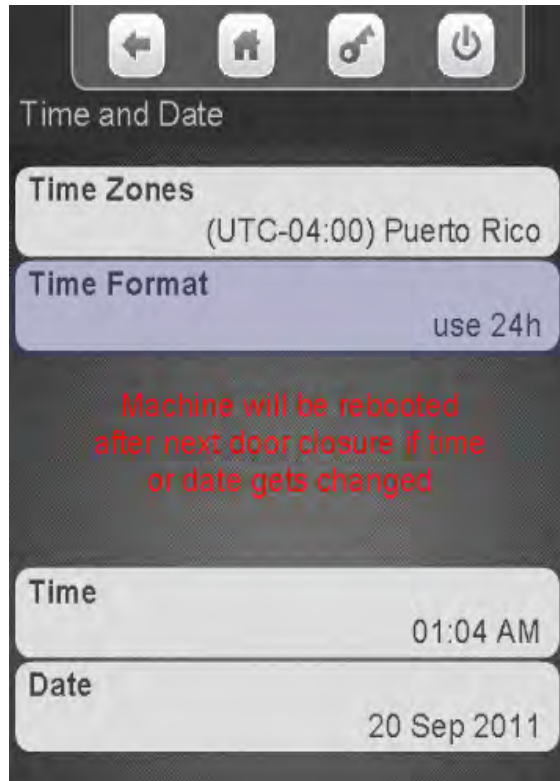




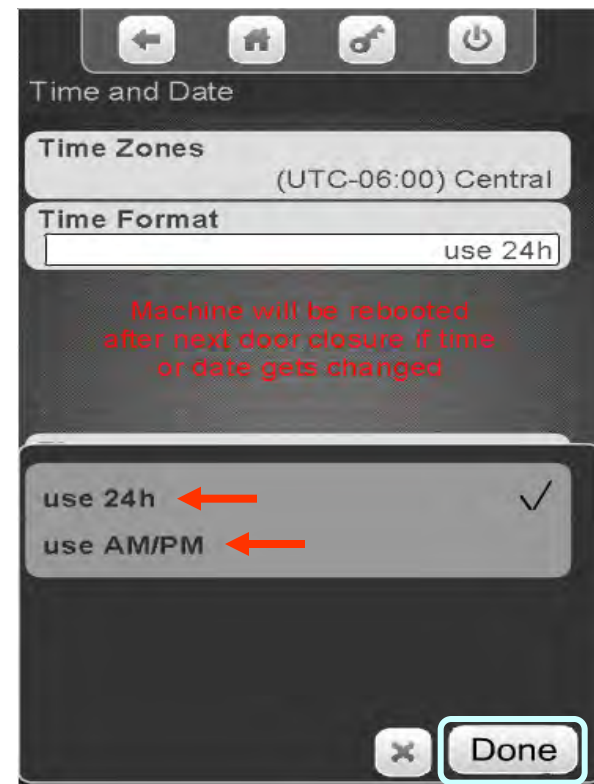
System Settings

Time and Date

Touch Time Format to change the Format between 24 hours and AM/PM.



Touch your desired format.
Touch Done to save.

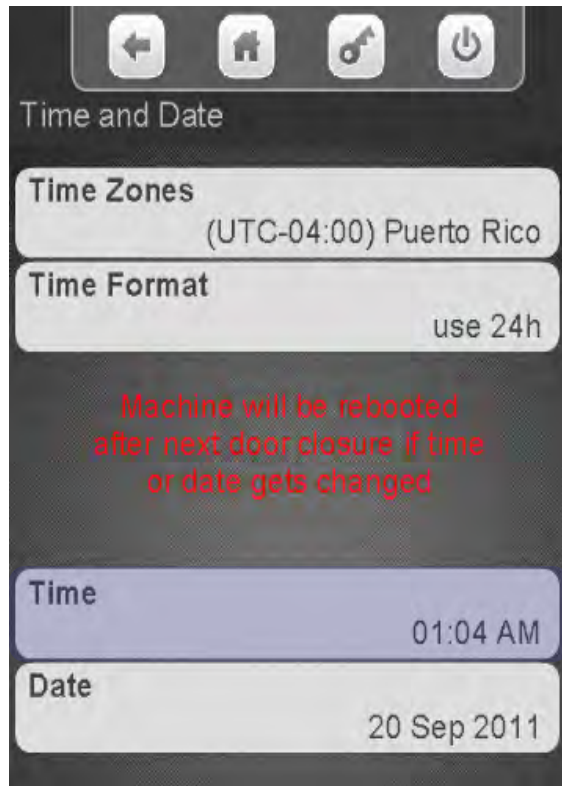




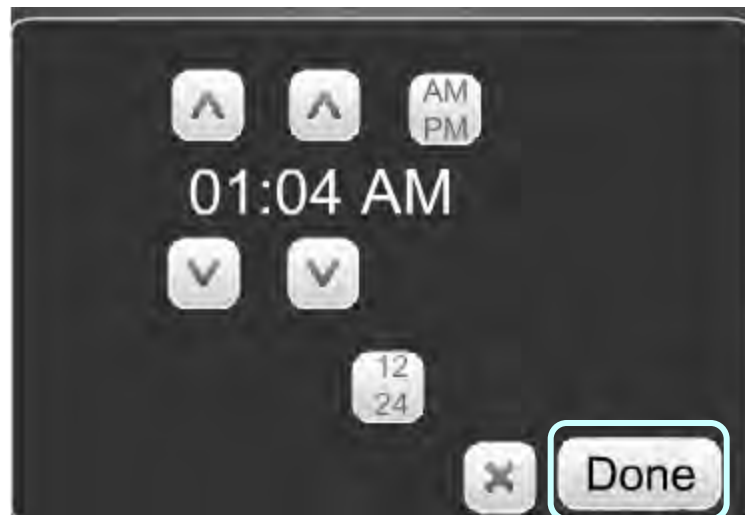
System Settings

Time and Date

Touch the Time menu bar to change the current time .



Touch the arrows key above and below the hour or minutes to change the time. Touch the AM/PM or 24 hour icon change your time format. If the format is changed here it will also changed in Time Format menu. Touch Done when finished. **Press the door switch after setting the time and/or date, this will cause a reboot and ensure the Time & Date are saved.**

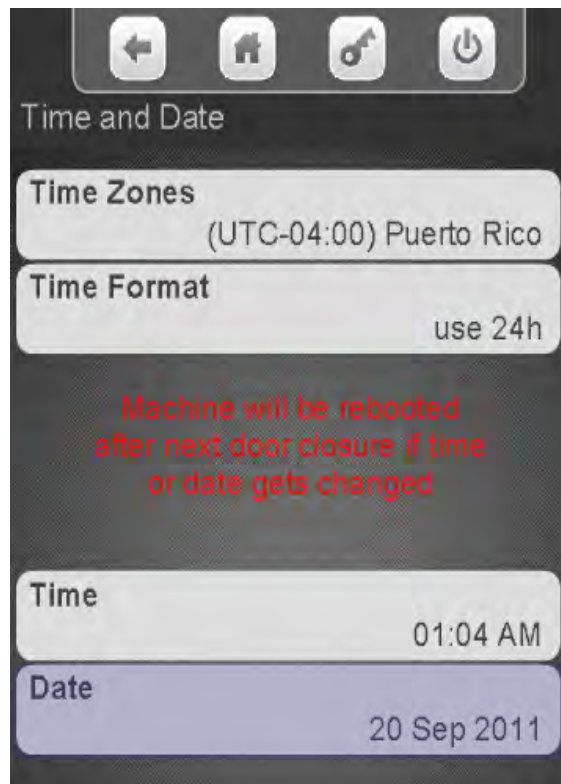




System Settings

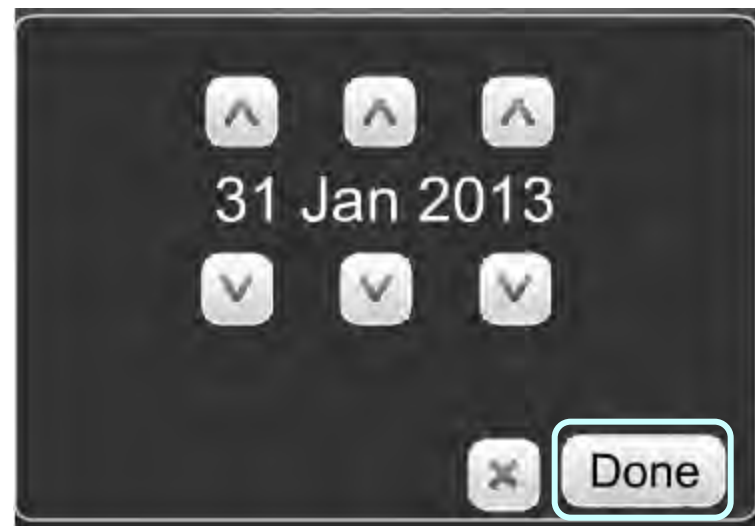
Time and Date

Touch the Date menu bar to change the Current Date .



Touch the arrow keys above and below the Day, Month and Year to change the date.
Touch Done when finished.

Press the door switch after setting the time and/or date this will cause a reboot and ensure the Time & Date are saved.





System Settings

Language

The Language Menu allows you to:

- Customize the Languages available to your customer.
- As shown in the picture to the right, you can enable multiple Languages at one time.
- The Language used in the service menus can also be changed and are independent of the customer languages set.
- Additional Languages can now be uploaded without changing the software, starting with version 10.8.4.

Note: You must have “Skip Main Menu” set to No when multiple Languages are enabled. This menu is located under the “Special Vend Modes” icon accessible from the main menu.





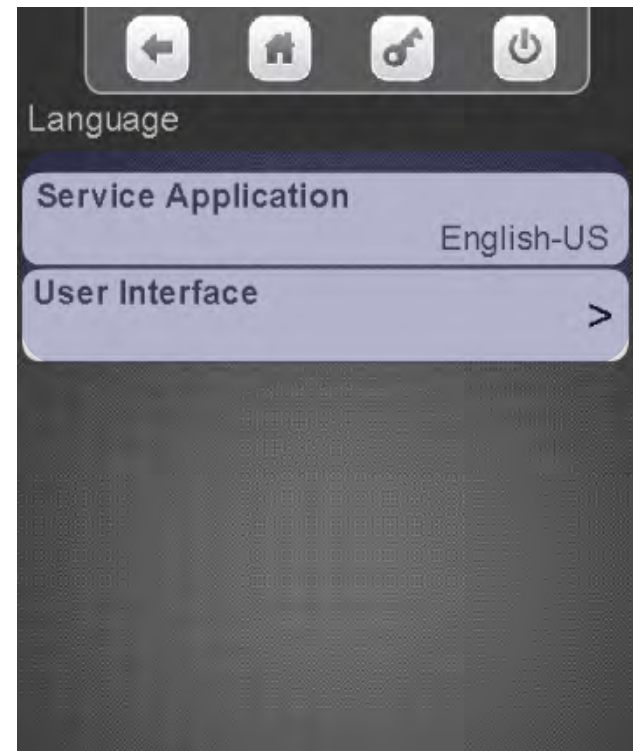
System Settings

Language

Touch Language to change the Language options.



Touch Service Application or User Interface to change the current Language options.

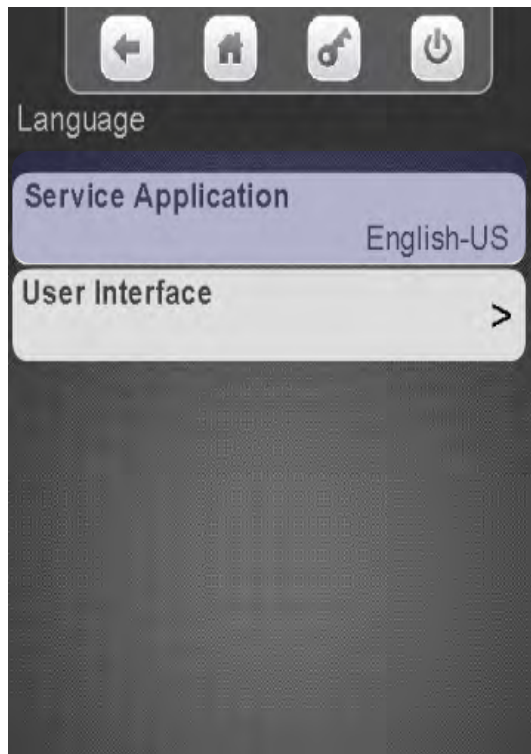




System Settings

Language

To change the Language used in the Service Menus Touch the Service Application menu bar.



Touch a Language and Press Done to apply that Language as a default for the Service Menus.

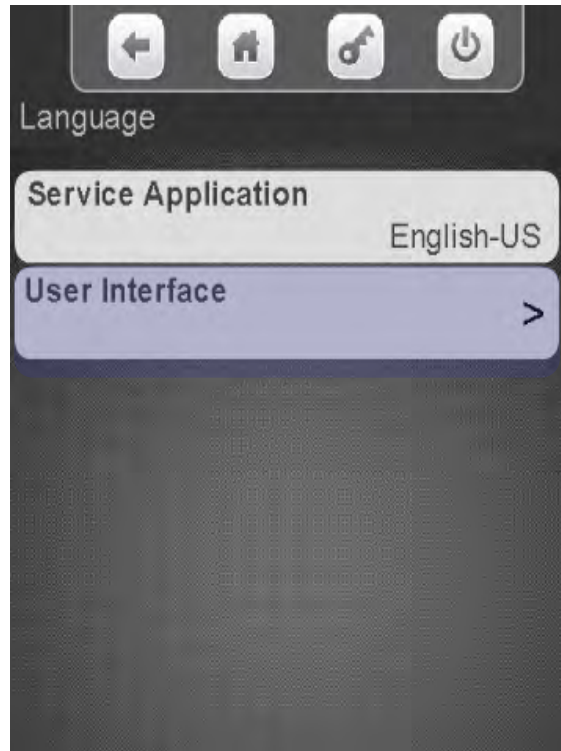




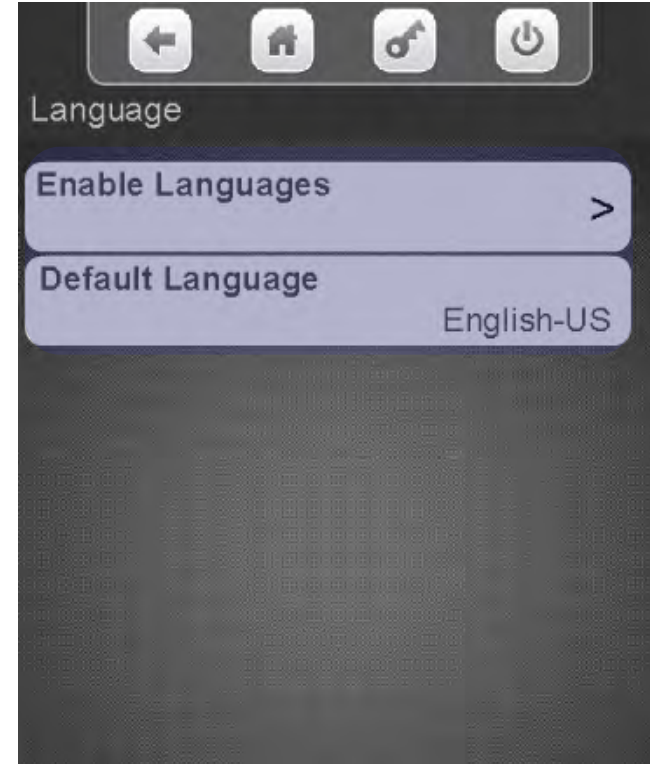
System Settings

Language

To change the Language used to communicate with the customer press the User Interface menu bar.



This menu allow you to choose which Languages are available to your customer as well as the default Language.

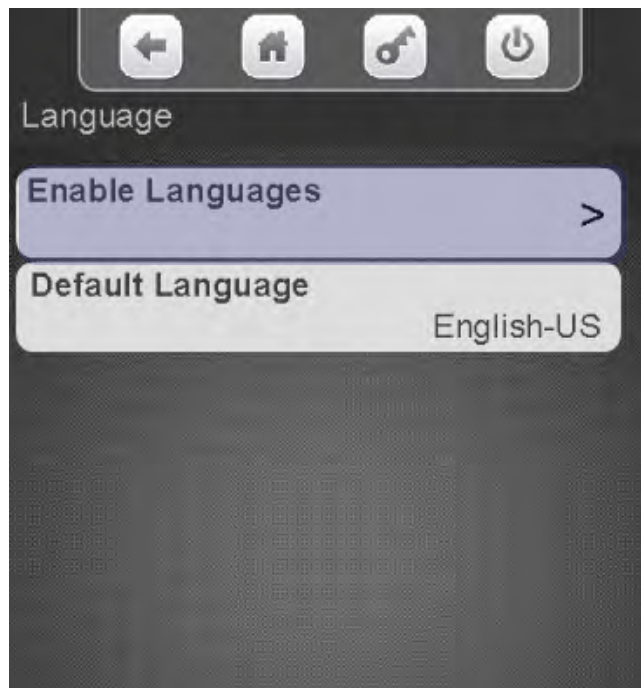




System Settings

Language

Choosing Enable Languages will bring up a list of Languages available to be used on the screen to communicate with your customer



Touch one or multiple menu bars to enable the Languages that will be available as an option for your customer to choose when using the machine. If there are multiple versions of the same language only one can be selected.

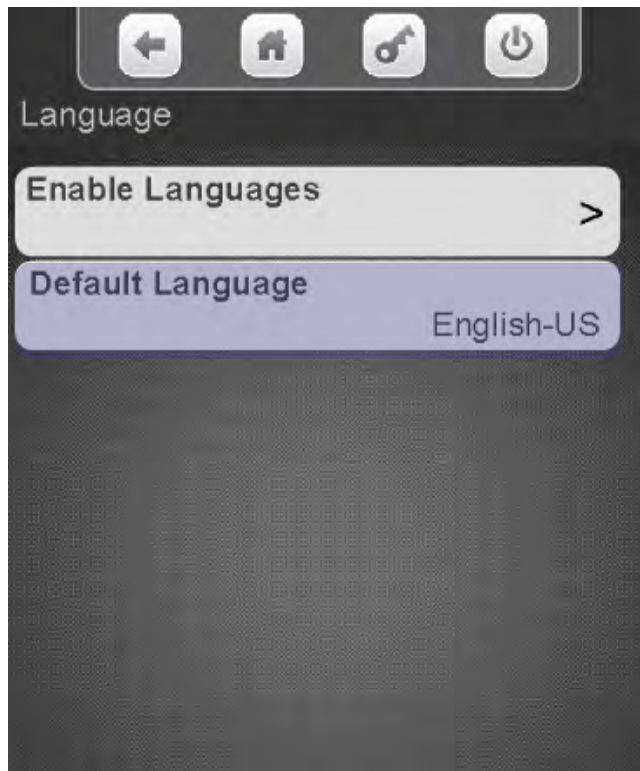




System Settings

Language

Choosing Default Language will bring up a list of Languages available to be used for the idol screen (Standby messages)



Choose a default Language for your idol screen (stand by) messages. Once the idol screen message is touched during vending you will have an option to change to one of the previously enabled languages.

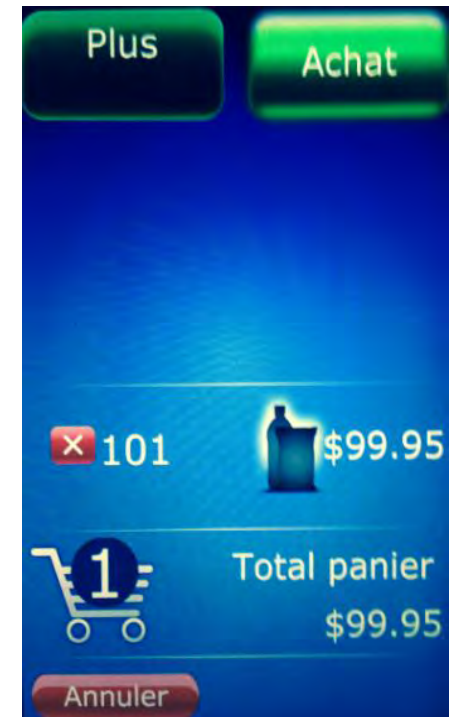
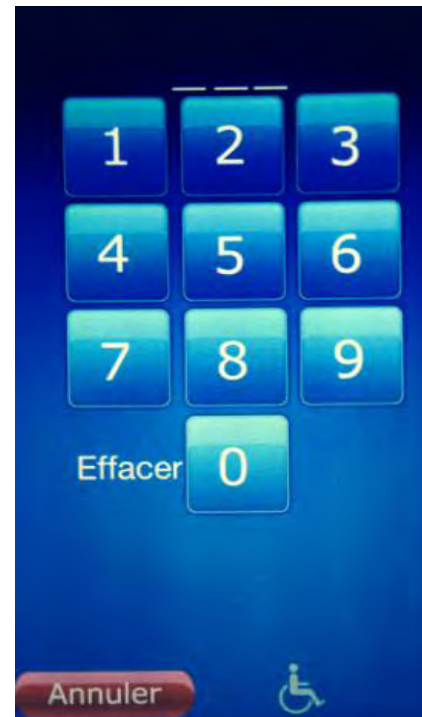
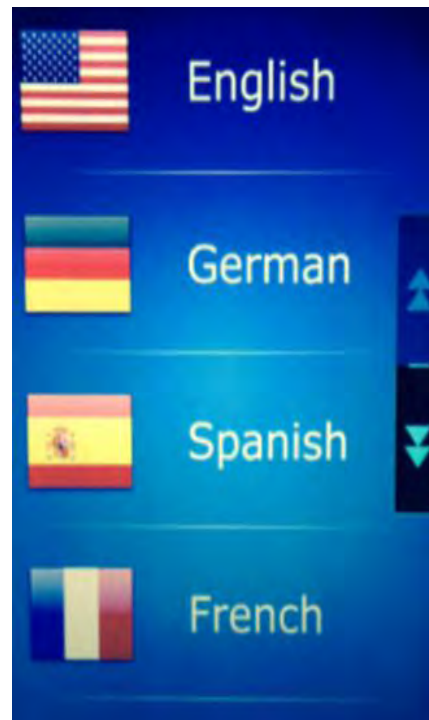
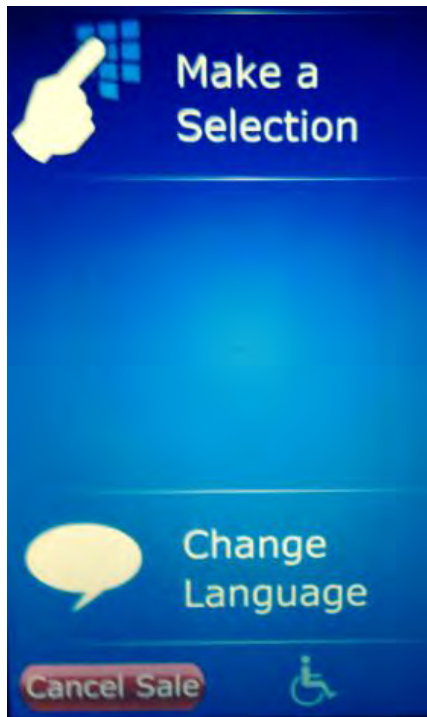




System Settings

Language

The screenshot below shows the workflow of a customer who has already touched the idle Screen. **Note:** You must have “Skip Main Menu” set to no. This menu is located under the “Special Vend Modes” icon accessible from the main menu.



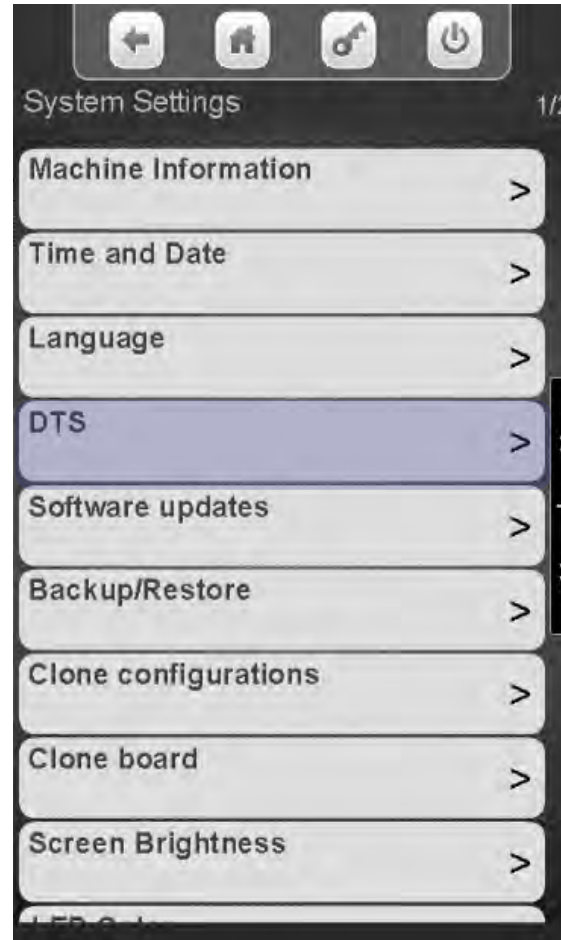


System Settings

Data Transfer Standard “DTS”

Data Transfer Standard (DTS)

- This Menu allows you to change what data is sent and control what data is reset on a DEX or DDCMP transfer.
- The defaults for these menus are the standard settings and are typically not changed.
- Before making changes you may want to contact your DEX provider or your Manufacturer Representative.





System Settings

Data Transfer Standard “DTS”

DTS Standby mode to change the transfer type.



Touch DDCMP or Dex on the menu bar to change the transfer type. Touch Done to save.

Note: In the US you will always choose DEX

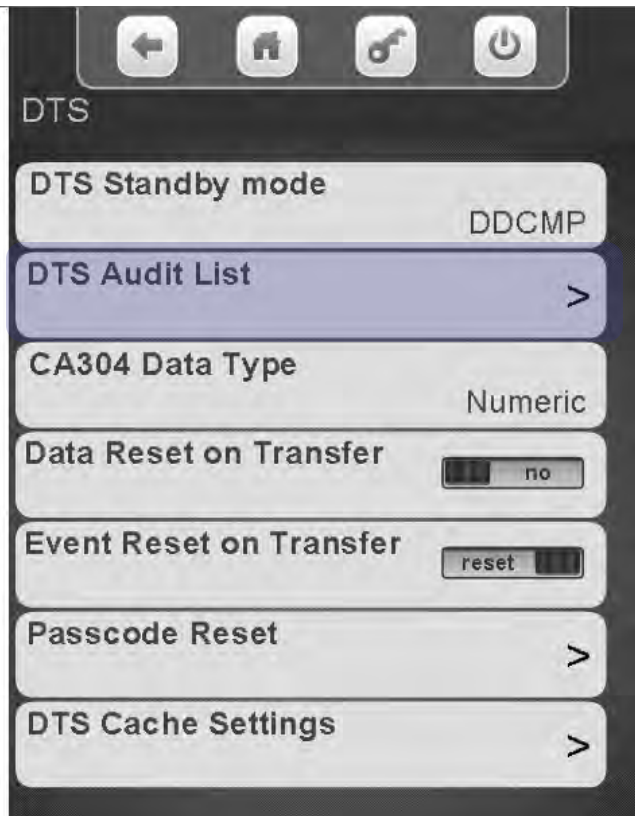




System Settings

Data Transfer Standard “DTS”

**To Modify the Audit List
Touch DTS Audit List.**



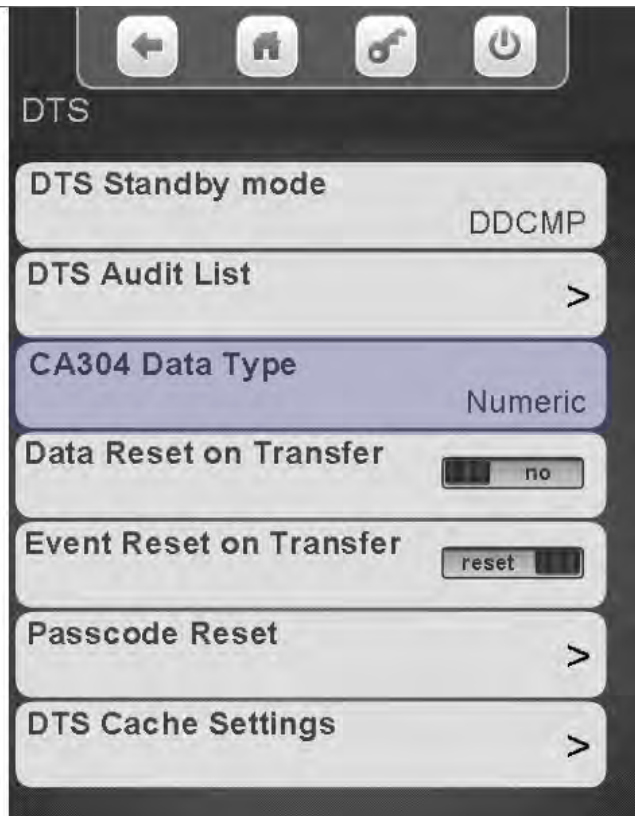
Touch a menu bar to add or remove items from the audit list. This menu gives you the ability to shorten the DEX file. Do not remove items without contacting your DEX provider or your Manufacturer Representative. Touch the down arrow on the right to scroll through the Audit List



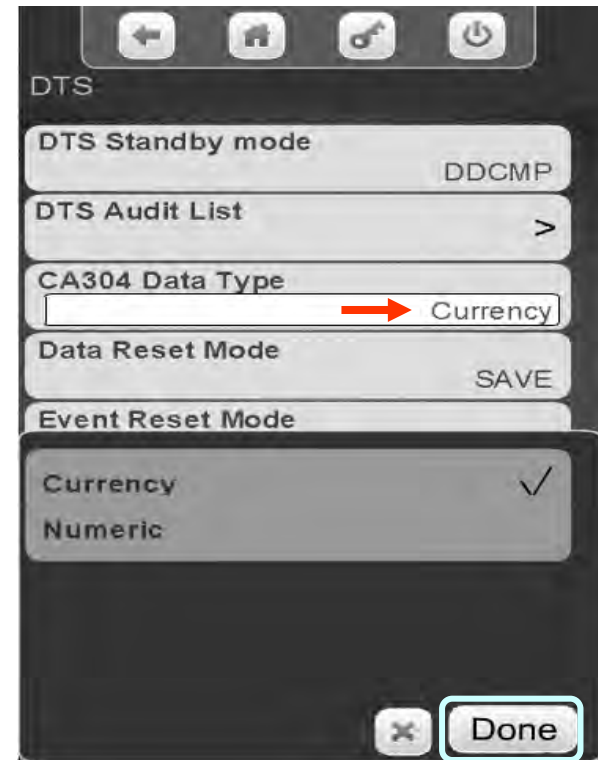
System Settings

Data Transfer Standard “DTS”

Touch CA304 Data Type to change how bills are reported.



Touch Currency or Numeric on the screen to change how bills are reported. Touch Done to save.



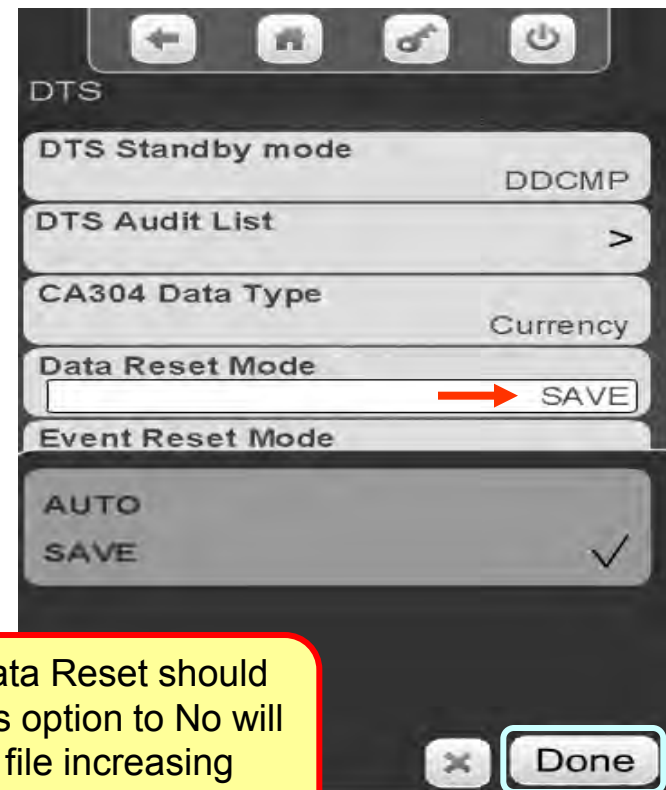
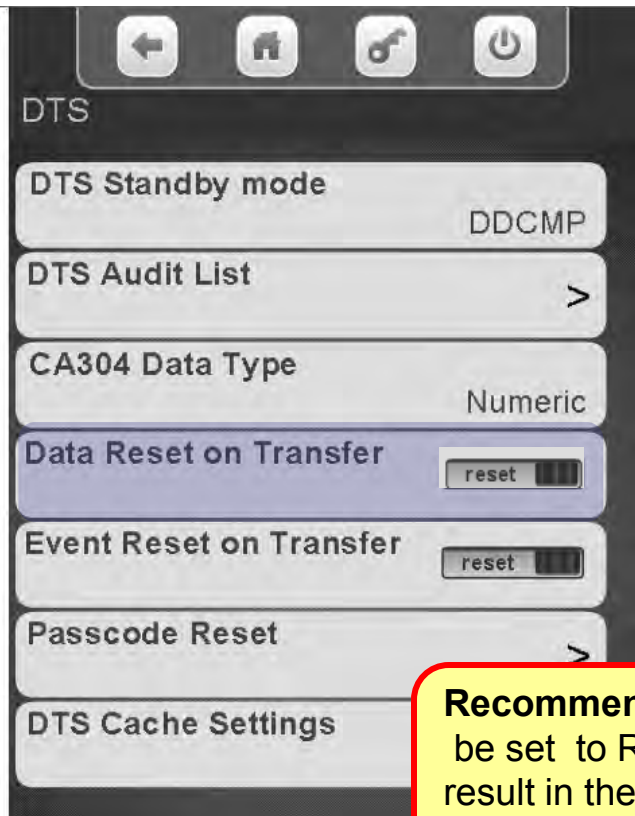


System Settings

Data Transfer Standard "DTS"

Touch the Data Reset Menu bar to change preference

Touch Auto or Save. Touch Done to save.



Recommended Setting: Data Reset should be set to Reset. Setting this option to No will result in the size of the DEX file increasing over time to unmanageable levels

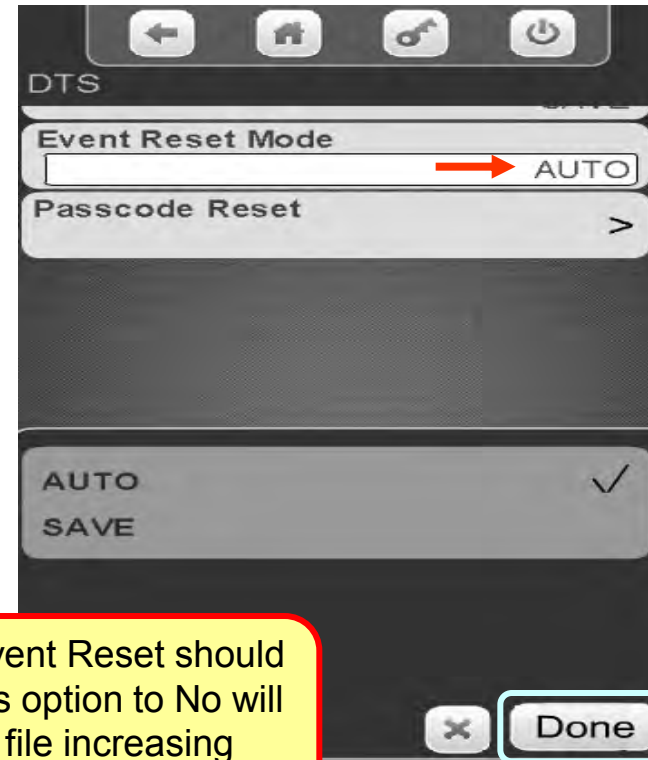
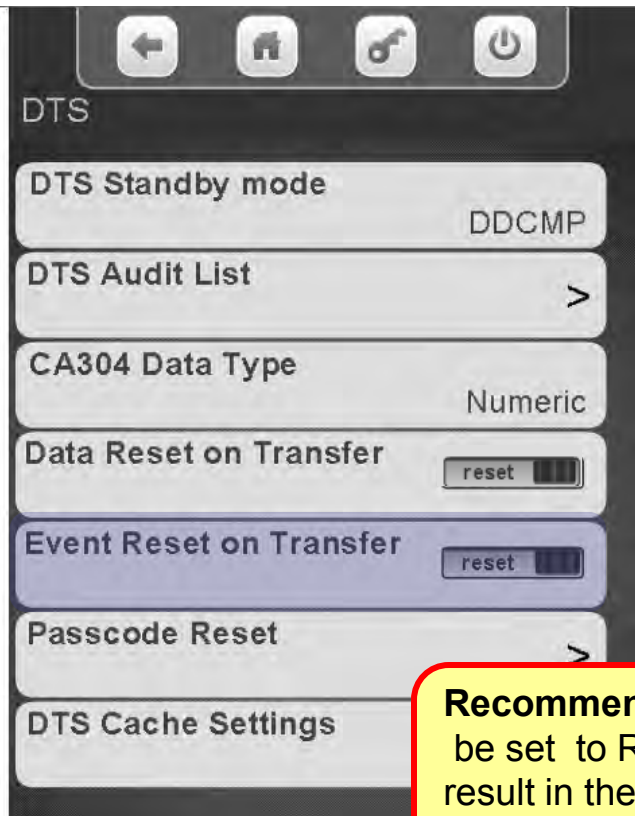


System Settings

Data Transfer Standard “DTS”

Touch the Event Reset Menu bar to access the menu.

Select Auto or Save. Touch Done to save.



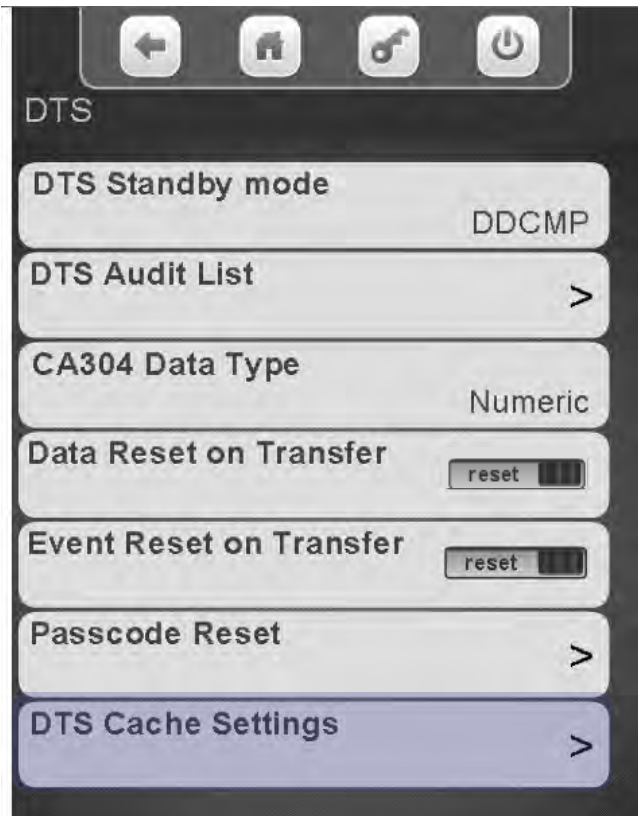
Recommended Setting: Event Reset should be set to Reset. Setting this option to No will result in the size of the DEX file increasing over time to unmanageable levels



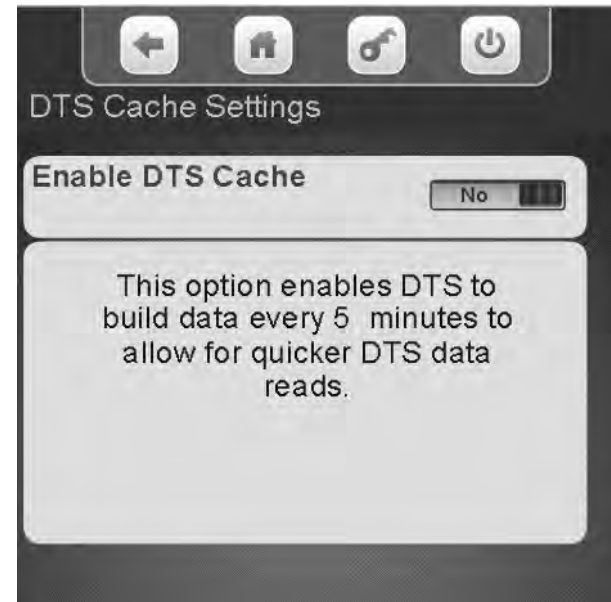
System Settings

Data Transfer Standard “DTS”

Touch the DTS Cache Settings Menu bar to access the menu.



This setting enables or disables the ability of the Atlas board to prepare a new DEX file every 5 minutes and have it available on demand for quicker DEX reads required for non-Crane telemetry devices.





System Settings

Software Updates

Software Updates

- The Software updates menu provides a means to load software updates into the machine.
- This menu is not used to load a new software version.
- There are numerous files that can be updated through this menu, some of the most common are:
 - **Plan-o-gram files**
 - **Library files**
 - **Advertisements**
- The example of the following page shows a Plano-gram file being loaded but all other update files are loaded the same way.





System Settings

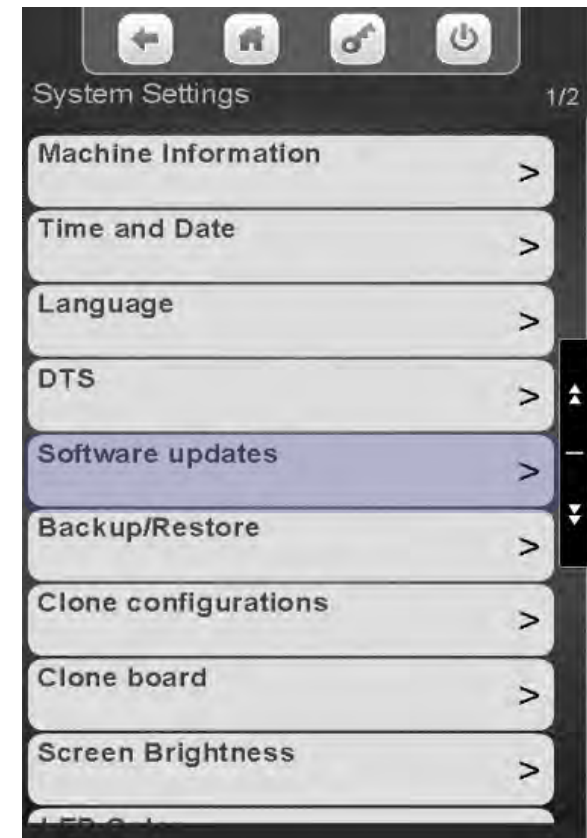
Software Updates – Planogram

Loading a Planogram into the machine using a memory stick

- Before attempting to load a file you must create a folder on your USB flash drive named atlas. Copy your file into the atlas Folder.
- Plug a flash drive in to an unoccupied USB port on the control board.
- You can have multiple Planograms in the atlas folder.
- Touch Software updates to enter menu.

Note: Crane Merchandising Systems is providing the nutritional content information, based on information provided by the product manufacturers, and Crane MS is cannot accept responsibility for content created by others.

(Planogram Updates)





System Settings

Software Updates – Planogram

Touch to access Software Updates
(Planogram Updates)



Touch the file you wish to upload to
the machine and Touch start update.

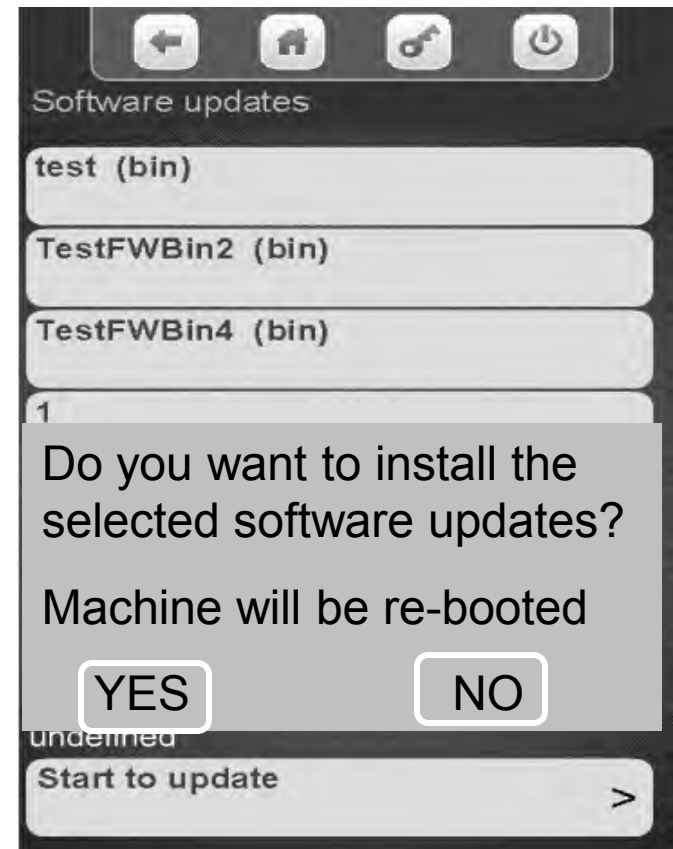




System Settings

Software Updates – Planogram

- A conformation box will appear if you choose to update the POG.
- Touch YES to continue or No to Cancel.
- If you choose Yes the machine will re-boot. The re-boot will take 5-7 minutes.
- It is a good idea to create a backup once the POG file is loaded.



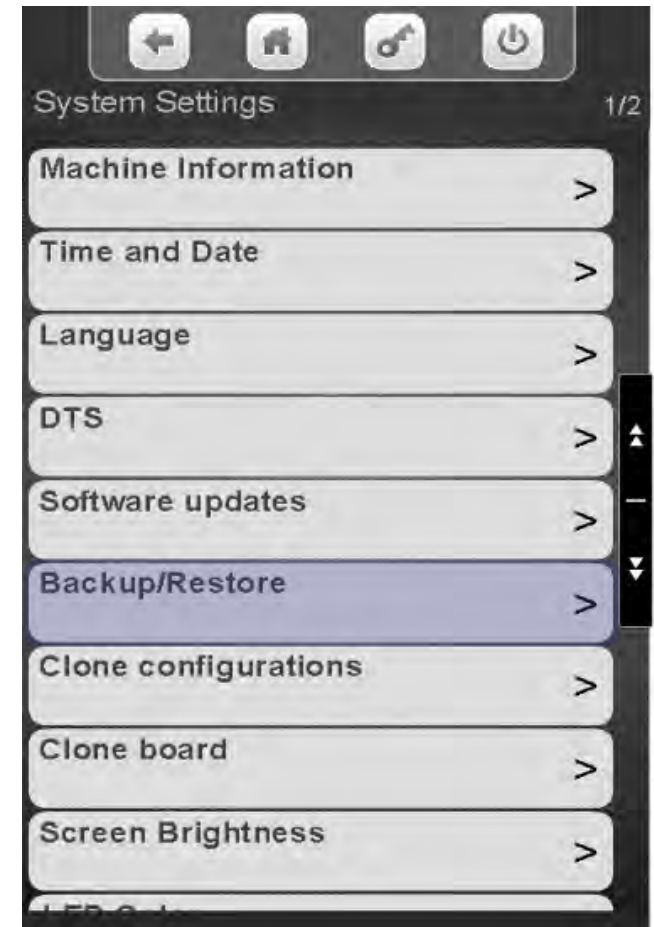


System Settings

Backup / Restore

Backup / Restore

- Allows you to backup your current Configuration for recovery later if needed.
- Allows you to restore the machine to factory defaults.
- Allows you to restore the machine to a previously saved configuration
- Backups are saved with date created.
- Backups are stored on the controller, not removable media.





System Settings

Backup / Restore

Touch Backup / Restore to access the menu.



Touch Make New Backup to backup your current configuration for recovery later. All previous backups will be listed. You can touch a backup you want to restore or choose to Restore the Factory Backup. In this case we are choosing make a new backup.

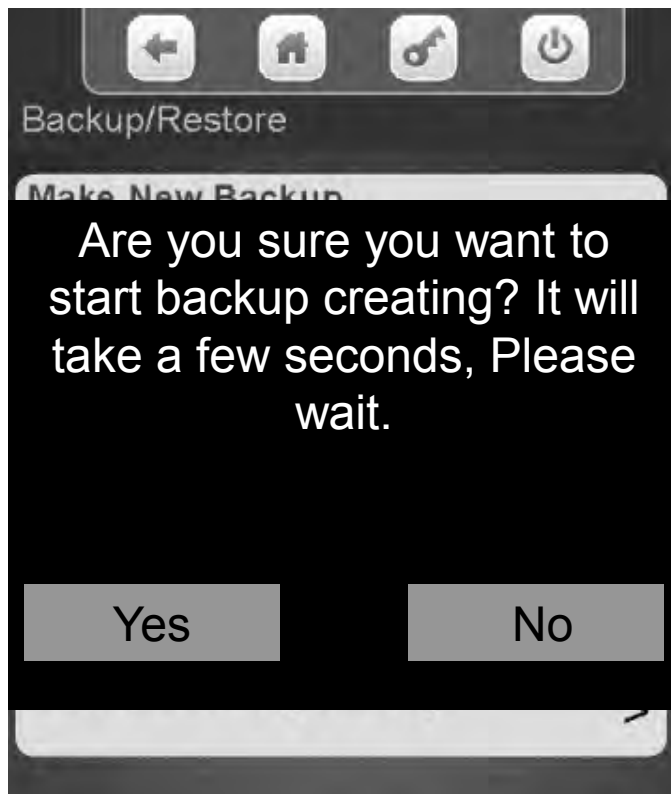




System Settings

Backup / Restore

The display show a conformation screen.
Choose Yes continue or No to cancel.



Choosing Yes will update the display with the new backup file including the time and date of the backup. This file can be selected at a later date if you want to restore you machine to this backup file.





System Settings

Clone Configurations / Clone Board

Clone an Existing Configuration or Board

- This menu allows you to copy a machine that has been previously been set up and save that file on a flash drive.
- The difference between Clone Configurations and Clone Board menu is that clone board also copies the meter readings, this allow you to change a board or update software and keep the same meter readings.
- Once you have copied an existing configuration (set up) you can load it into other machines.
- For ease of use in the future the files can be named.
- You can have unlimited clone files in the atlas folder.





System Settings

Clone Configurations / Clone Board

Preparing the Flash drive

- The files size is less than 80kb so you can use any size flash drive.
 - Before attempting to clone an existing machine configuration you must create a folder on your USB flash drive named atlas (lower case is important).
1. Insert the flash drive into an available USB port on the control board, typically USB3
 2. Enter PIN 3333
 3. Touch System Settings, then Copy Configuration.





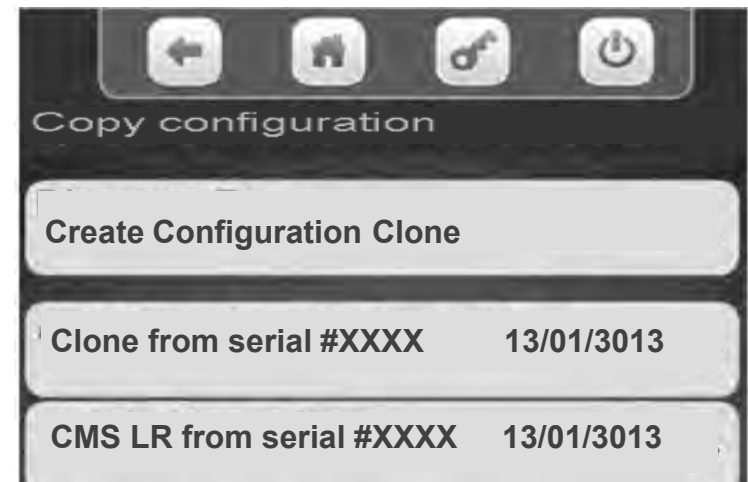
System Settings

Copy Configuration – Create Configuration Clone

If the Flash Drive is not found you will see the screen below.



Touch Create a Configuration Clone (from the control board to the stick). If there are existing clone files on the flash drive they will show up below Create Configuration Clone and can be chosen to be uploaded to the machine.

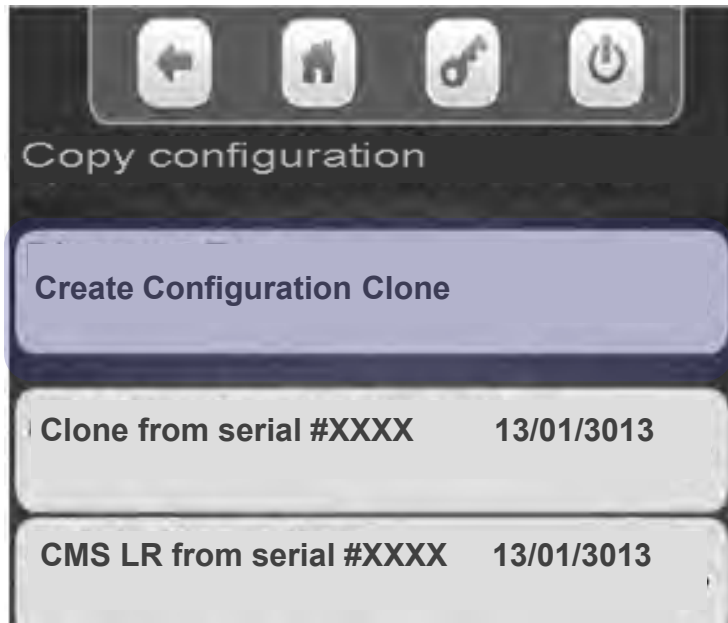




System Settings

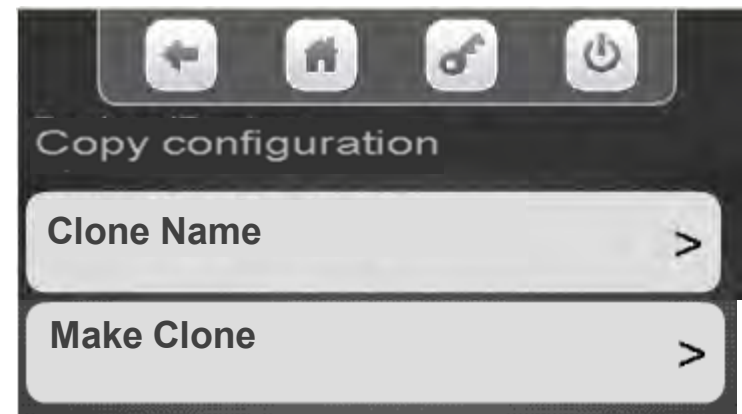
Copy Configuration – Create Configuration Clone

Touch Create Configuration Clone to copy the existing configuration onto a Flash drive. The Flash drive can then be taken to another machine and uploaded.



Touch Clone Name to Name the configuration. Naming the configuration is optional.






Touch Make Clone to copy without naming.

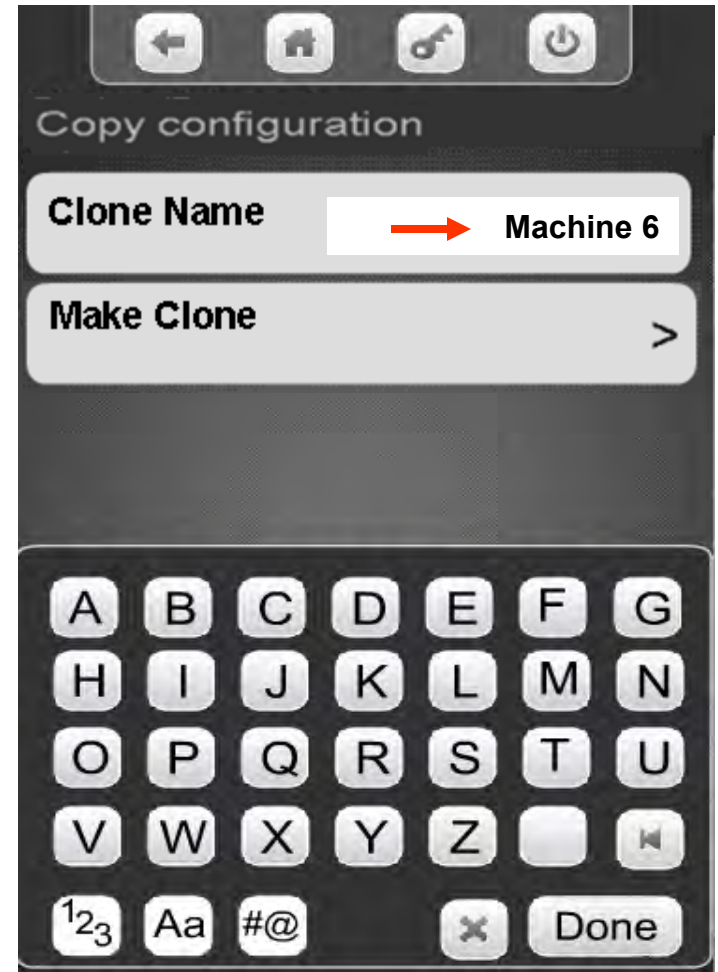




System Settings

Copy Configuration

- A keypad will appear on the screen along with a window to enter the Clone Name.
- Use the keypad to enter the information.
- Touch **Done** when finished
-  is your backspace key.
-  is your exit key.
-  switches the keypad to numeric.
-  switches the keypad between uppercase & lowercase.
-  switches the keypad to symbols and numbers.

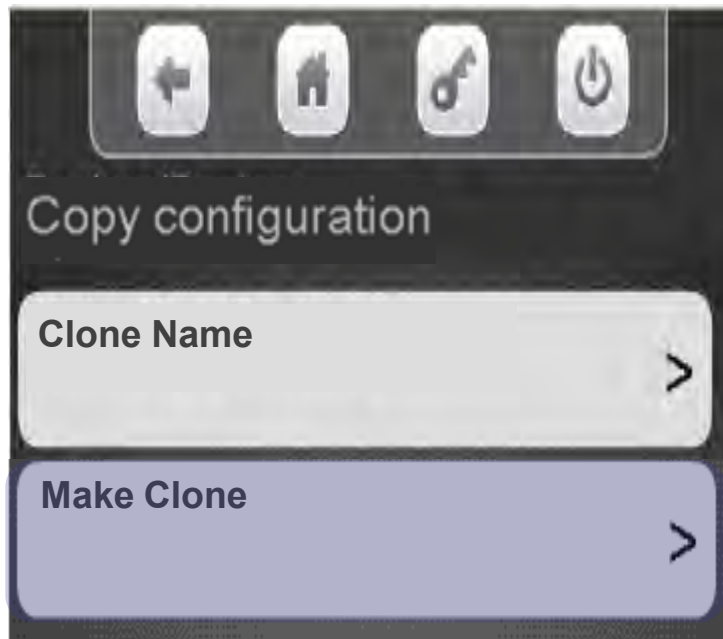




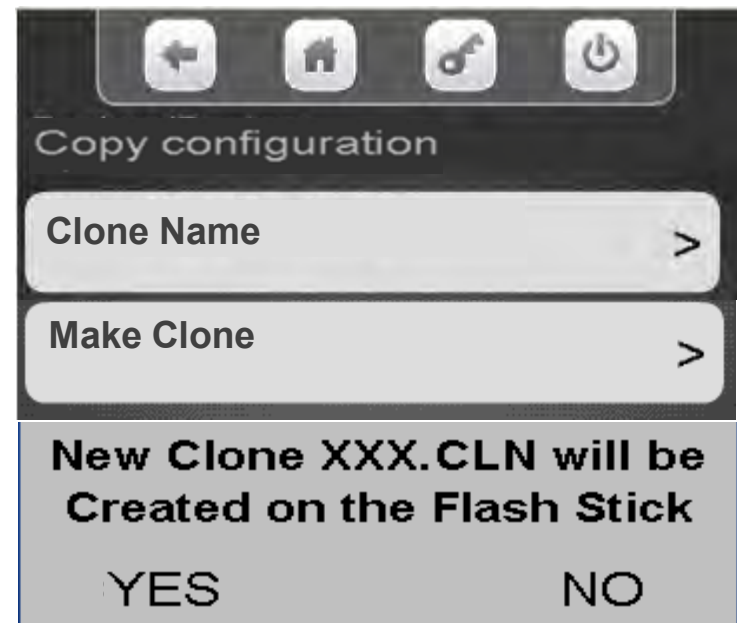
System Settings

Copy Configuration

Touch Make Clone, a
conformation box will appear



Touch Yes continue No to
cancel

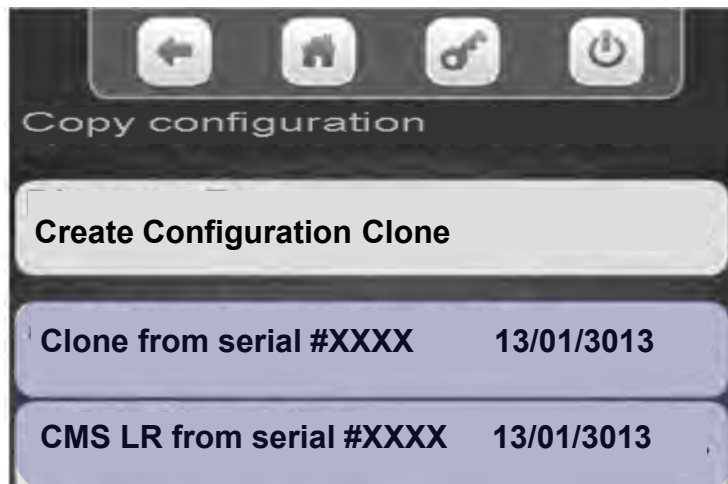




System Settings

Clone Configuration – Uploading from a Flash

All files listed below Create Configuration Clone are valid configurations that can be copied from the flash stick to the control board. Touch a Clone File to upload or delete.



Touch Install or Remove clone file from stick. A confirmation box will appear verifying you want to install or remove the file, Touch Yes to continue or No cancel.





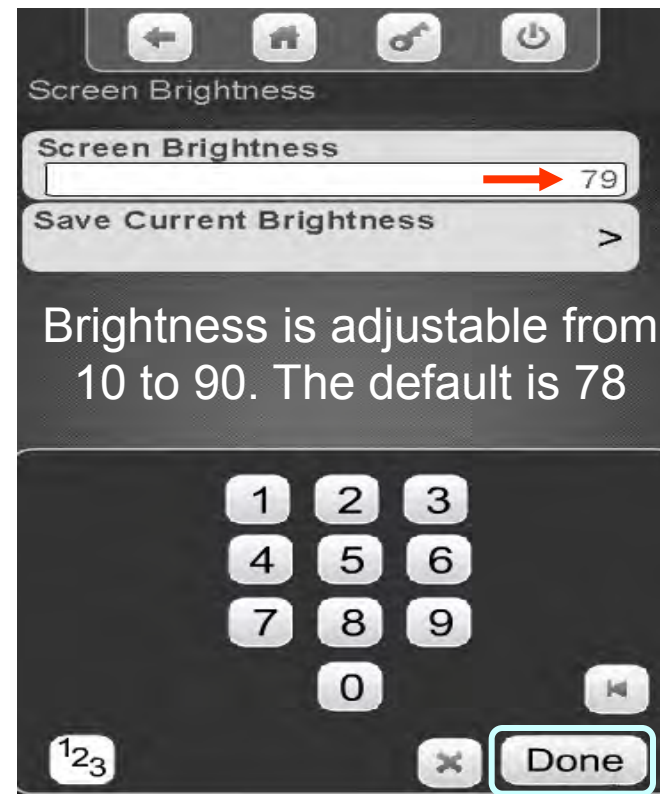
System Settings

Screen Brightness

Touch Screen Brightness



Use the numeric keypad to change the Brightness, the higher the number the brighter the screen. Touch Done to save.





System Settings

LED Color

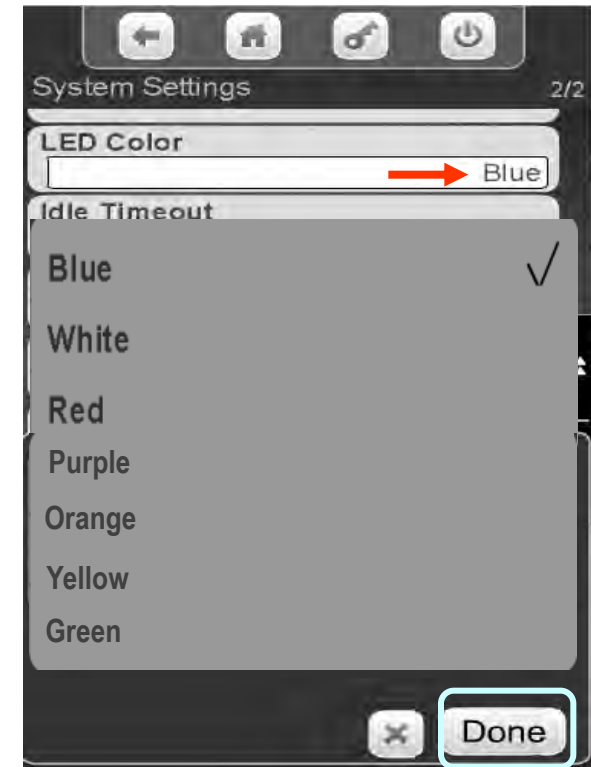
Touch the down arrow on the right to scroll down to LED Color.



Touch LED Color to change the color of the pill surround and payment devices.



Touch a Color. Touch Done to save.





System Settings

Idle Timeout

Idle Timeout

- If a person starts a transaction on the machine and walks away without Touching the **Cancel** icon, the idle timeout is the amount of time until the machine goes back to it's standby message routine.
- The Idle Timeout is settable from 2 to 180 seconds.
- The factory default for the Idle Timeout is 30 seconds.

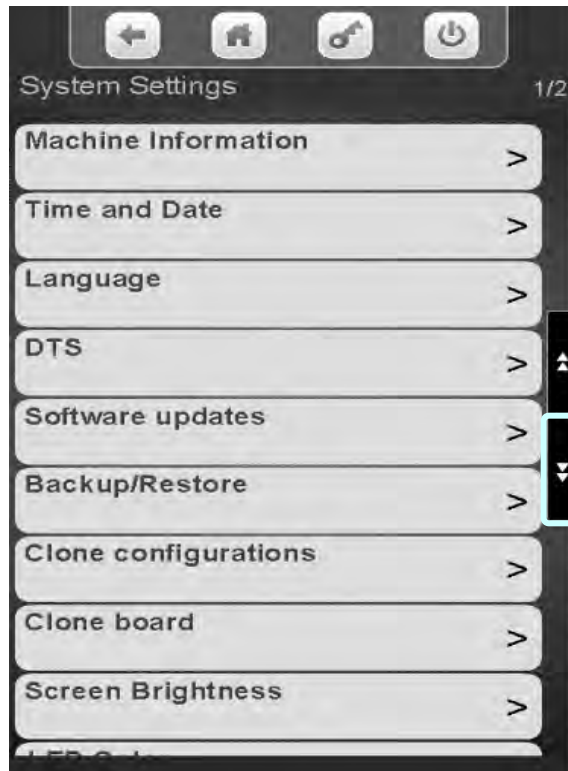




System Settings

Idle Timeout

Touch the down arrow on the right side of the display to scroll down to Idle Timeout.



Touch Idle Timeout to enter the menu.



Use the numeric keypad to enter a new time. Touch Done to save!





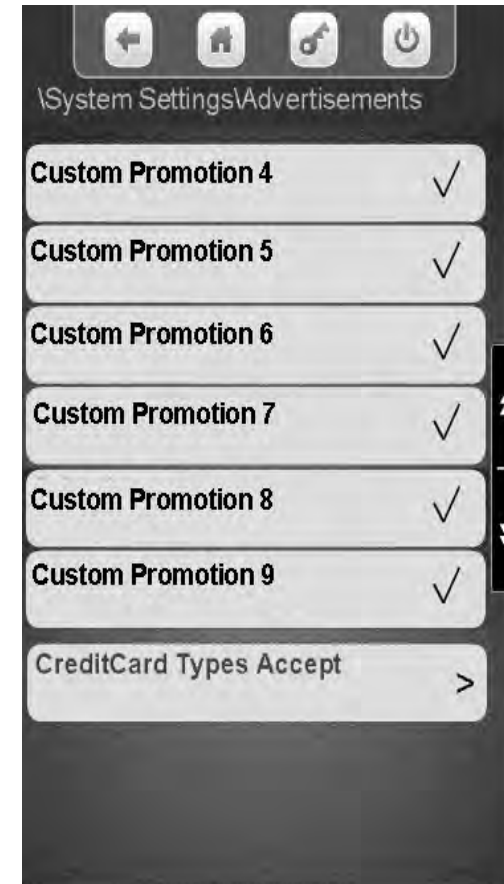
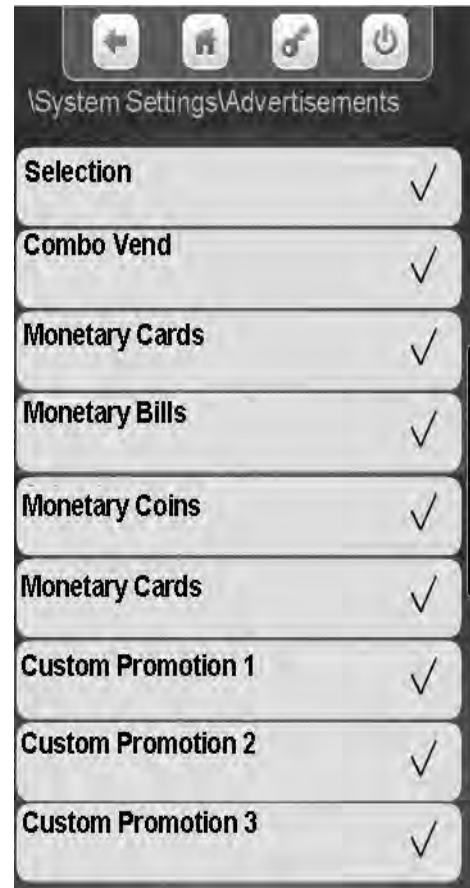
System Settings

Advertisements

Advertisements

This menu allows the user to turn on and off messages that are shown to the consumer during the idle screen loop.

- The idle loop is a series of messages that are shown on the display when no one is using the machine.
- As a default, all messages are enabled so if an item is selected in a menu that message will automatically be shown in the Idle loop.

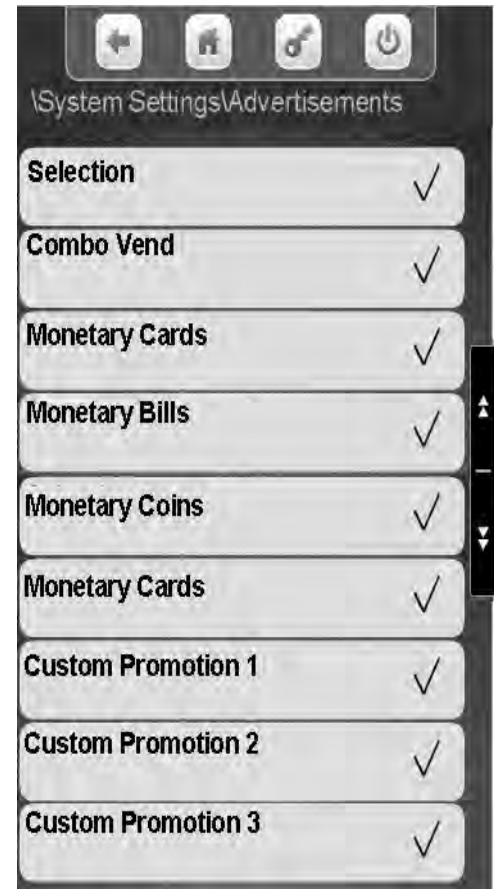




System Settings

Advertisements

- On power up the machine will find the coin mechanism and bill acceptor, enable them, and turn on those advertisements.
- The Advertisements will show the values of bills being accepted including 1\$ coins.
- Attaching an MDB card reader or enabling an Onboard Reader will enable the Monetary Card Advertisements
- There are two Menu bars for Monetary Cards, when one is enabled both are enabled. This allows the Monetary Cards Advertisements to be shown more often.
- All Custom Promotions and Combo Vend Advertisements must be enabled when you set up the promotion in their respective menus.





System Settings

Advertisements

Monetary Idle Screens



Selection



Monetary Coins



Monetary Bills



Monetary Cards

Custom Promotions 1-9 are shown below. These promotions must be created and enabled under Timed Events/Time of Day Events/Promotion.



1 Buy any 2 and save X



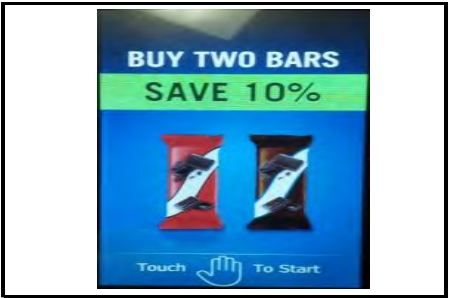
2 Buy any Snack and any Drink and Save X



3 Buy any Bar and any Drink and Save X



4 Buy any 2 Snacks and Save X



5 Buy any 2 Bars and Save X



6 Buy any 2 Drinks and Save X



7 Buy any 2 Items and Get 1 FREE



8 Buy any 3 Items and Save X



9 Buy Any Food Item with a Snack and a Drink and Save X



System Settings

Advertisements

Touch the down arrow on the right side of the display to scroll down to Advertisements.



Touch Advertisements to modify what messages are shown on the idle screen loop.

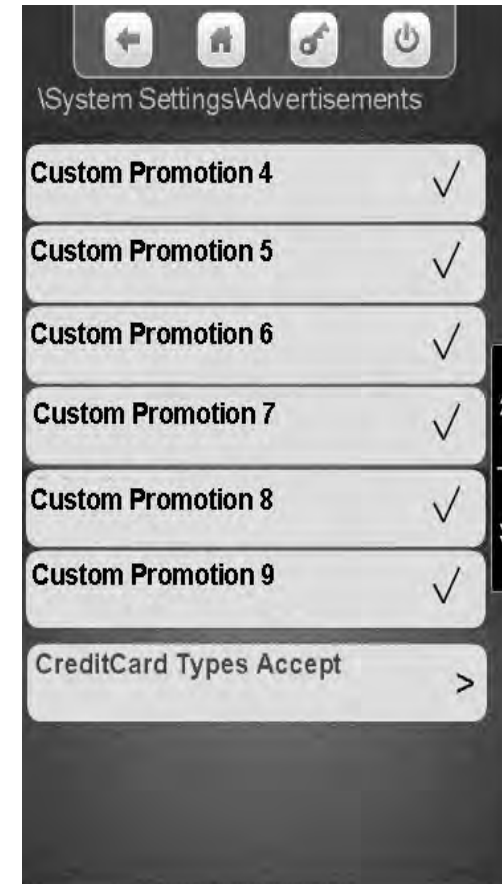
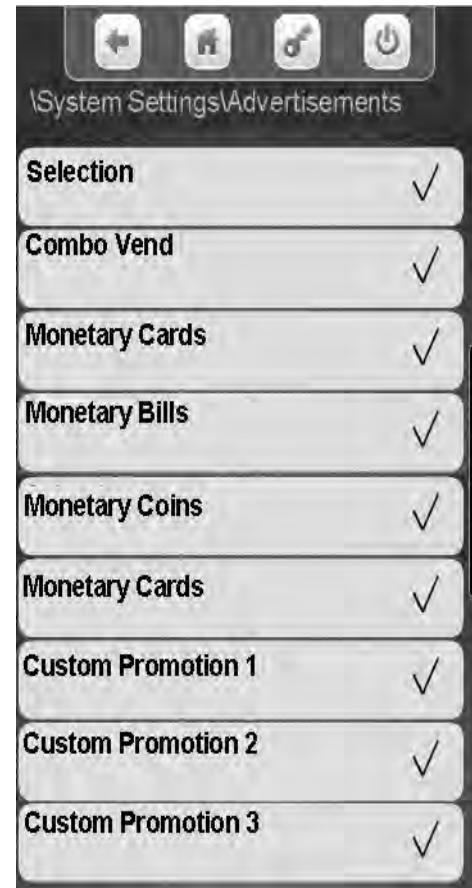




System Settings

Advertisements

- Touch a menu bar to add or remove a checkmark.
- Items with a checkmark will be shown on the Idle Screen Loop when enabled in the appropriate menu.
- Choose Credit Card Types Accepted to enable/disable credit and ID card messages.

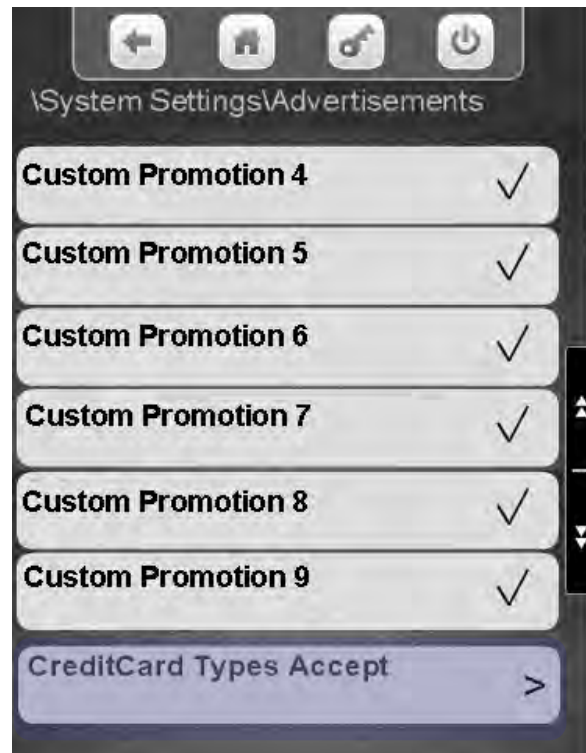




System Settings

Advertisements

Choose Credit Card Types Accepted to enable/disable card messages.



Touch a card type to add or remove a checkmark. Items with a checkmark will be shown on the Idle Screen Loop. Selecting ID will show a generic picture of a credit card in the idle loop.





System Settings

Custom Messages

Custom Messages

- This menu gives the user to option to both create and enable messages for both the Idle screen and the vending screen independently.
- These Messages can be mixed Text or Numeric characters.





System Settings

Custom Messages

Touch the down arrow on the right side of the display to scroll down to Custom Messages.



Touch to create, change or assign a Custom Message

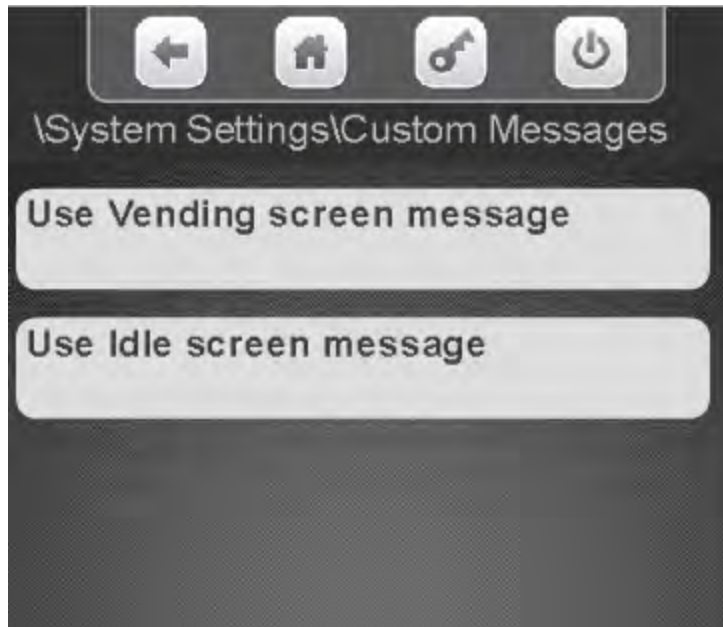




System Settings

Custom Messages

Touch a menu bar to add a checkmark to enable a Custom message. Adding a checkmark will automatically bring up the next screen








Touch Vending screen message or Idle screen message to create your Custom Message.





System Settings

Custom Messages

- A keypad will appear on the screen along with a window to enter the message.
- Use the keypad to enter the information.
- Press **Done** when finished
-  is your backspace key.
-  is your exit key.
-  switches the keypad to numeric.
-  switches the keypad between uppercase & lowercase.
-  switches the keypad to symbols and numbers.





System Settings

Automatic Reboot Settings

Automatic Reboot Settings

- As a default the machine is set to reboot itself every evening at 2:00 am local time.
- This menu allows you to turn off or change the parameter of the nightly reboot.
- If your machine is equipped with cashless, this setting must be left on the default setting.
- If you find this setting interferes with customer activity, contact the Streamware team to make adjustments to this setting.

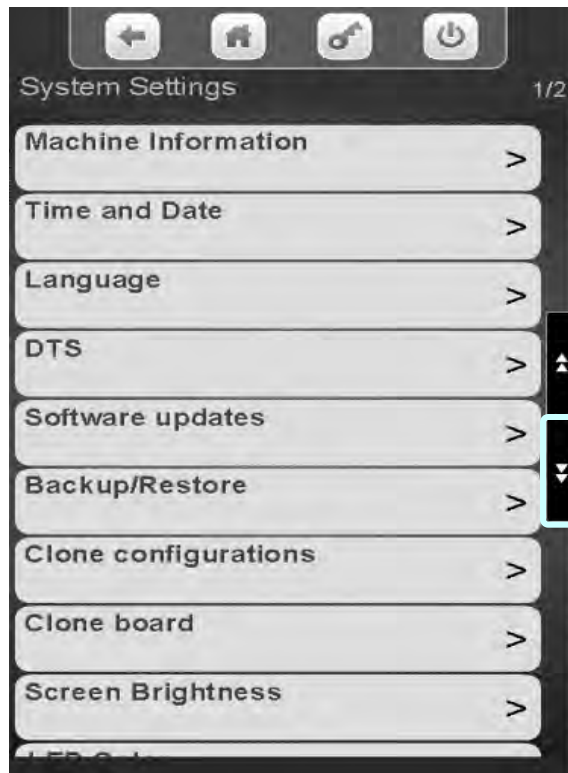




System Settings

Automatic Reboot Settings

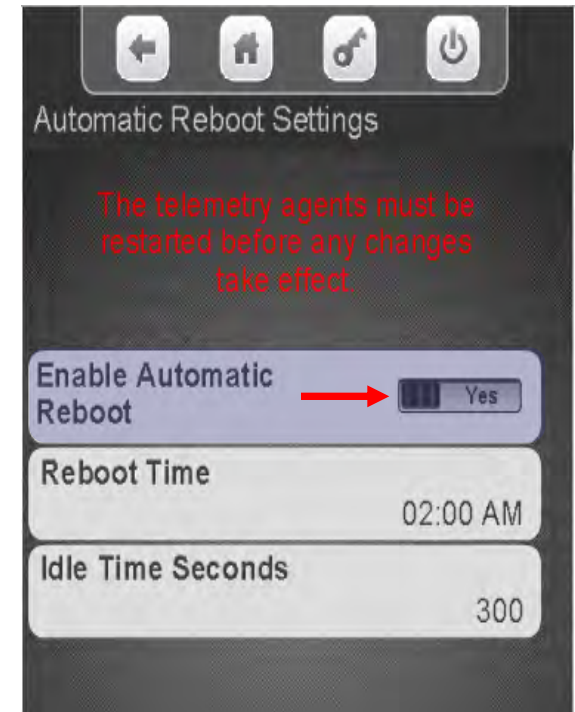
Touch the down arrow on the right side of the display to scroll down to Automatic reboot settings.



Touch Automatic reboot settings to enter the menu.



Touch Enable Automatic Reboot to toggle between Yes and No. **Any changes will cause the machine to reboot on door closure.**

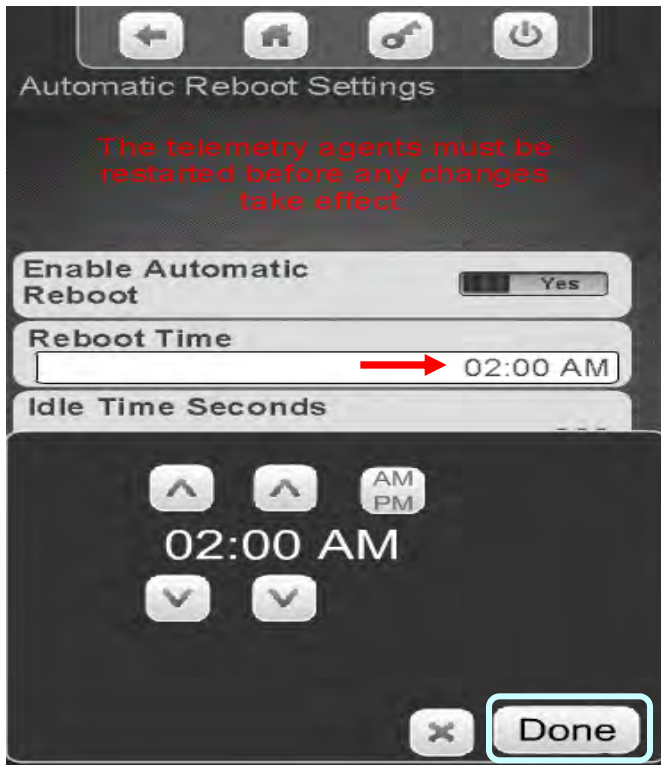




System Settings

Nightly Reboot Setting

Touch Reboot time and a keypad will appear on the screen allowing you to use the arrow keys to change the Reboot time. Press Done when finished.



Touch Idle Time Seconds and a keypad will appear on the screen. Use the keypad to enter a new time in seconds. Press Done when finished.





System Settings

Configuration Version

Setting the Machine Type

The choices are Ambient, Refrigerated, European Control, Non Perishable or Chilled.

- Ambient will always be selected when a refrigeration unit is not present. When Ambient is selected the Refrigeration Settings Menu Bar will not appear.
- When Refrigerated is chosen the temperature is settable from 33-38°F (1-3°C) and the health control menu will be available.
- When European Control is chosen the temperature is settable from 33-41°F (1-5°C) and the health control menu will be available.
- When Non Perishable is chosen the temperature is settable from 33-45°F (1-7°C) and the health control menu will be not available.
- When Chilled is selected the settable temperature range is from 49-69°F (9-21°C) and the health control menu will **not** be available.





System Settings

Configuration Version

Touch the down arrow on the right side of the display to scroll down to Configuration Version.



Touch Configuration Version to enter the menu.



Touch to select the desired Configuration Setting. Do not use European Control in the US. Touch Done to save!





System Settings

Refrigeration Settings

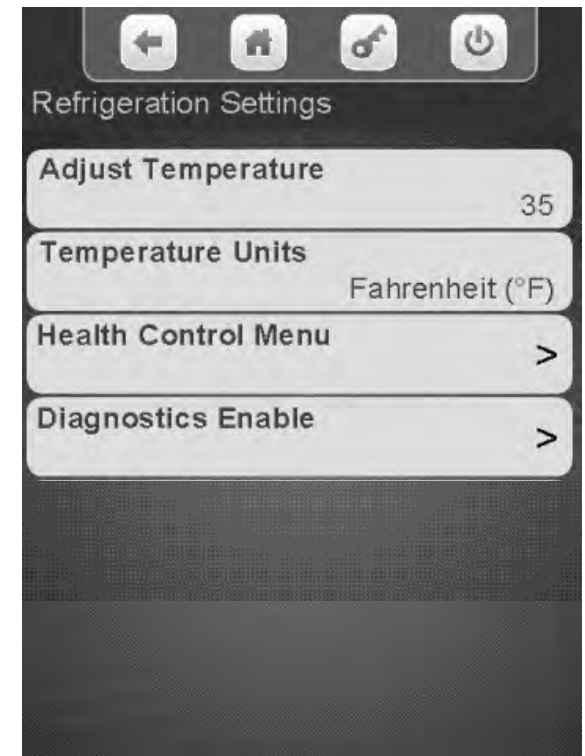
Touch the down arrow on the right side of the display to scroll down to Refrigeration Settings



Touch Refrigeration Settings to enter the menu.



Touch a menu bar below to set the Refrigeration Settings.





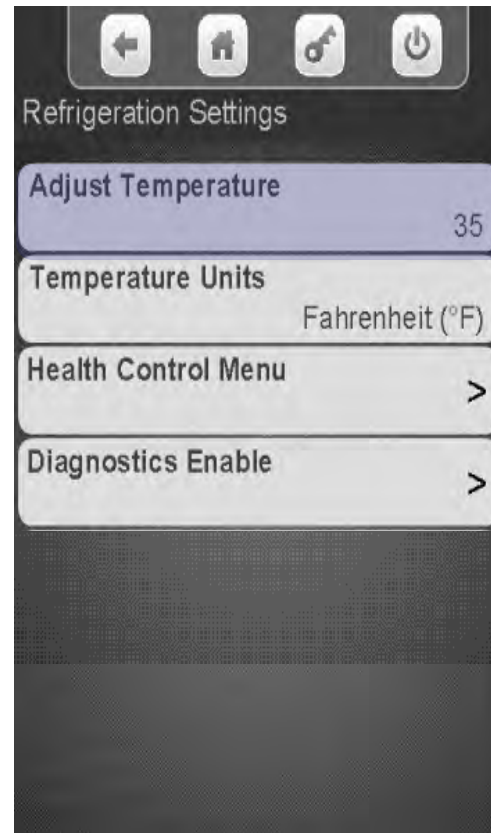
System Settings

Refrigeration Settings – Adjust Temperature

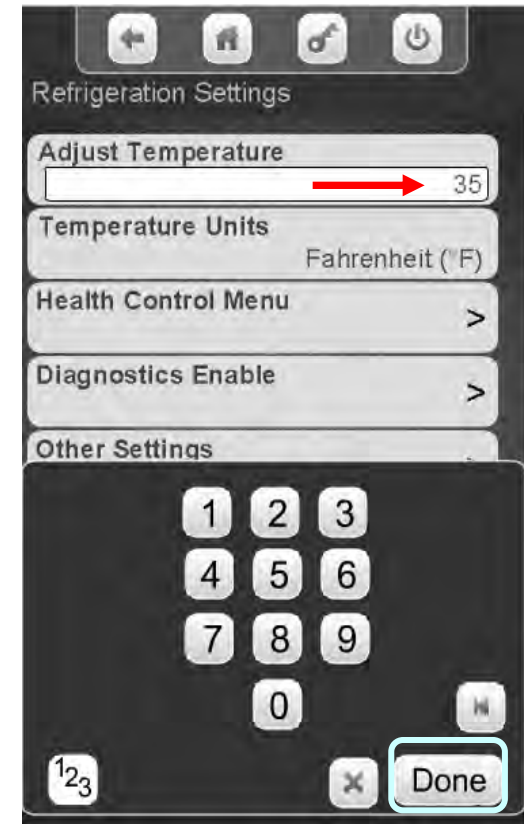
Setting the Temperature Range

- In Ambient machines this menu will not appear.
- Refrigerated temperature is settable from 33-38°F (1-3°C) and the health control menu will be available.
- Non Perishable temperature is settable from 33-45°F (1-7°C) and the health control menu will not be available.
- Chilled temperature range is from 49-69°F (9-21°C) and the health control menu will not be available.

Touch Adjust Temperature



On the keypad enter the desired Temperature.
Touch Done to save!

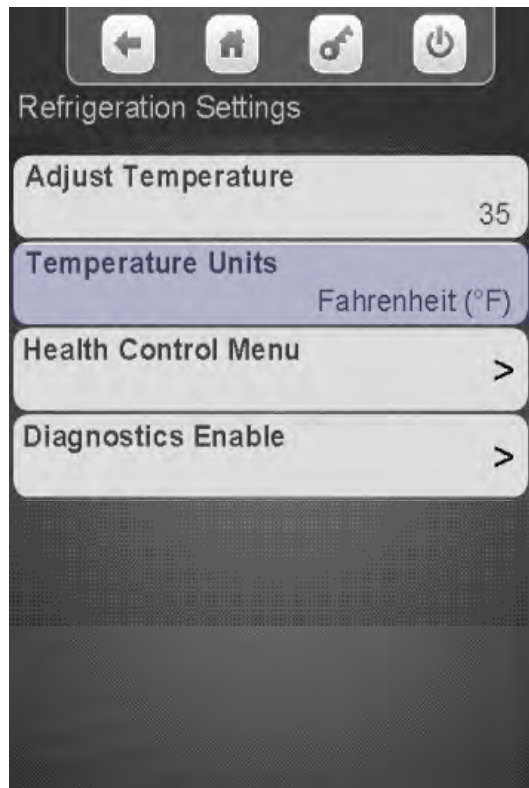




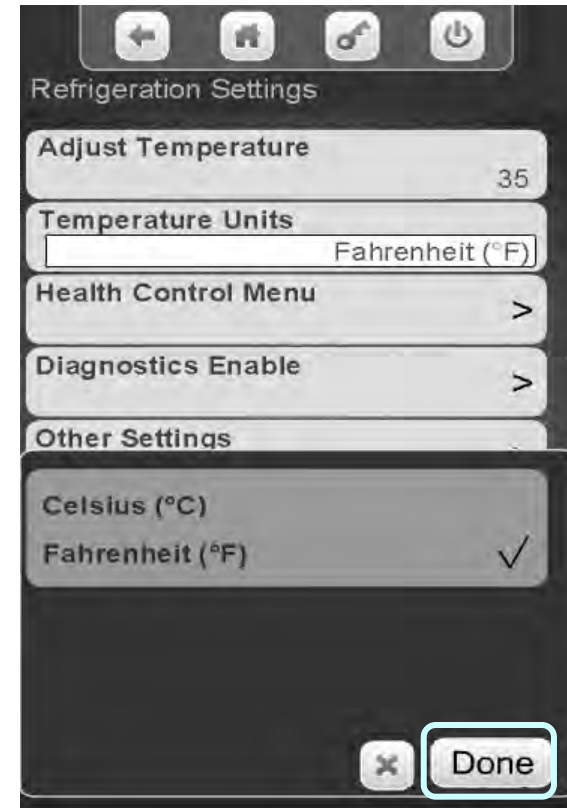
System Settings

Refrigeration Settings – Temperature Units

Touch Temperature Units to change the viewable Temperature between Fahrenheit and Celsius



Touch Fahrenheit or Celsius. Touch Done to save!

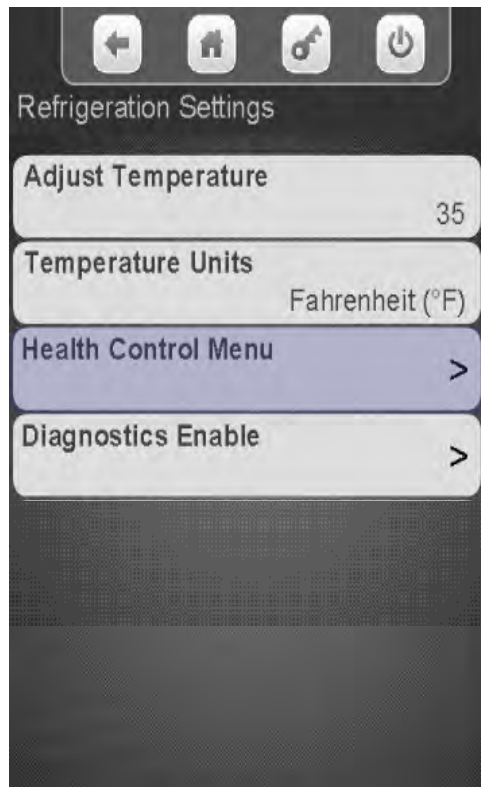




System Settings

Refrigeration Settings – Health Control

Touch Health Control to enter the Menu



On the display Touch the tray number you wish to view or change.



All available selections are shown. Touch a selection to add a checkmark to the selections that are active for Health Control.





System Settings

Refrigeration Settings – Diagnostics enable

The Diagnostic Enable menu allows you to turn on or off the warning and errors reported by the evaporator sensor and condenser sensor. These errors are reported when the door is opened if they exist. The default is on for both warnings & errors, and an Error is more severe than a Warning.

High Side errors & warnings are created when the Condenser Outlet Sensor is out of Range, most likely due to blocked inlet screen, dirty condenser, or condenser fan failure

- Warning: If the Condenser Outlet Sensor is greater than 125°F (52°C) for the 30 Minutes.
- Error: If the Condenser Outlet Sensor is greater than 150°F (66°C) for 5 minutes, **cooling is disabled. The error will need needs to be manually reset.**

Low Side errors & warnings are created when the unit goes into Low-Temp Defrost; where the Evaporator Coil Sensor is less than 10°F (-12°C) too frequently. Most likely due to an obstructed evaporator coil, low charge, or an evaporator fan failure.

- Warning: If the unit goes into Low-Temp Defrost at 10°F (-12°C) in more than 5 minutes, but less than 75 minutes after a previous defrost cycle.
- Error:, If the unit goes into Low-Temp Defrost 10°F (-12°C) in less than 5 minutes after a previous defrost cycle, **cooling is disabled. The error will need needs to be manually reset.**



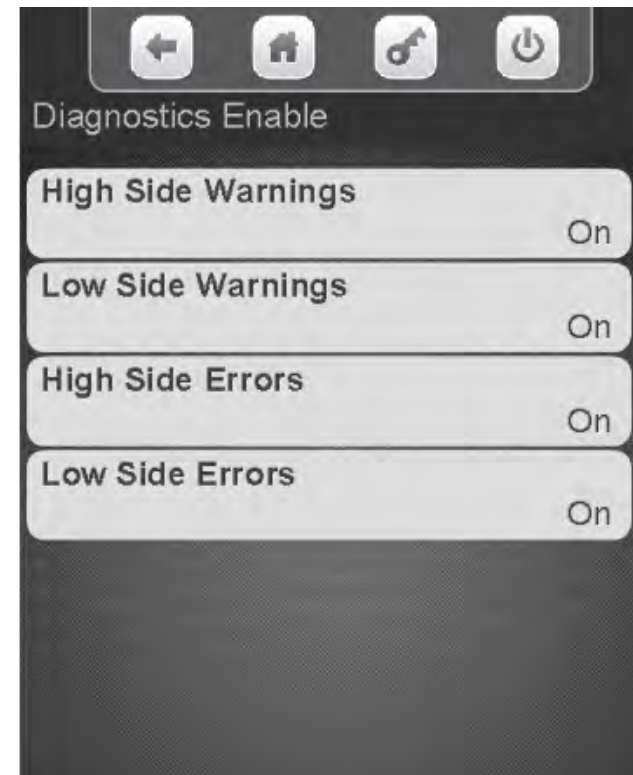
System Settings

Refrigeration Settings – Diagnostics Enable Menu

Touch Diagnostics Enable to enter the Menu.



Each Warning or Error can be toggled between On and Off individually by touching the any of the menu bars below





System Settings

Cab Lights When OOS

Touch the down arrow on the right side of the display to scroll down to Cab Lights when Out of Service (OOS)



Touch CAB Lights When OOS to toggle between Yes and NO. Choosing Yes will cause the cabinet lights to turn off anytime the machine is out of Service

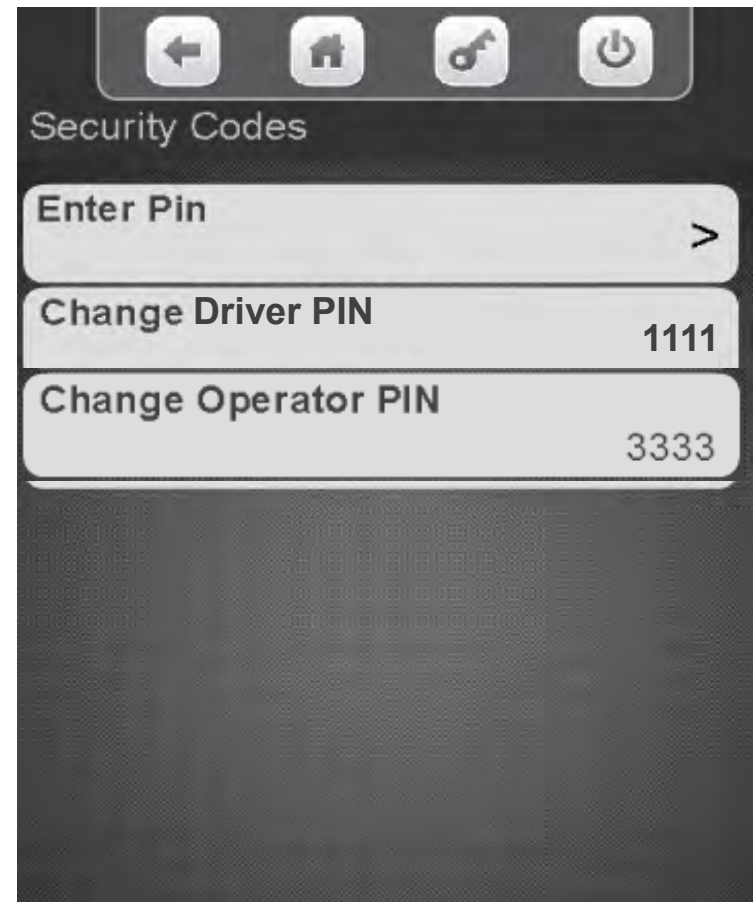




Security Codes

The Security code menu

- The first menu allows you to enter an existing PIN number to access other menus.
- The second and third menus allows you to change the existing PIN numbers.
- **Warning:** If you change the PIN, don't forget it, you won't be able to access the Service Mode.

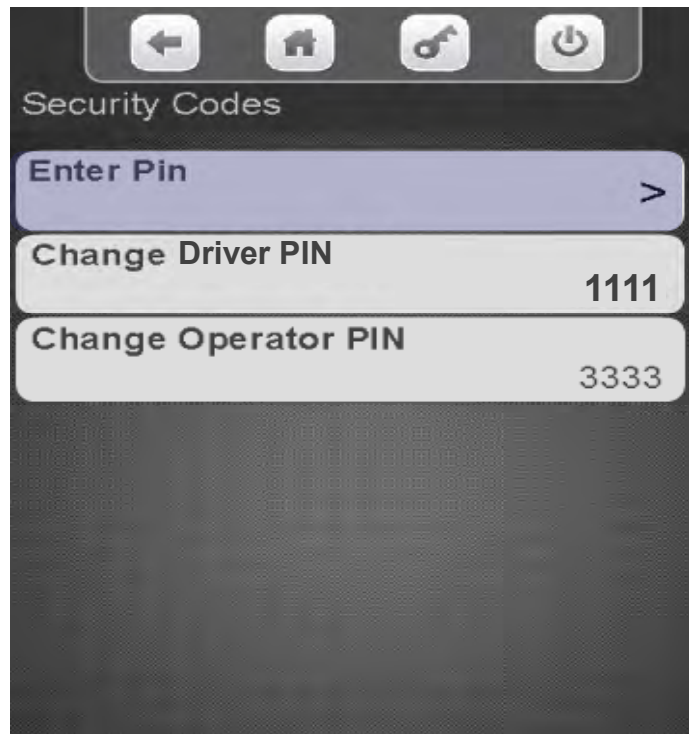




Security Codes

Enter Pin

Touch Enter the existing pin



The Pin screen will appear, enter your existing PIN.

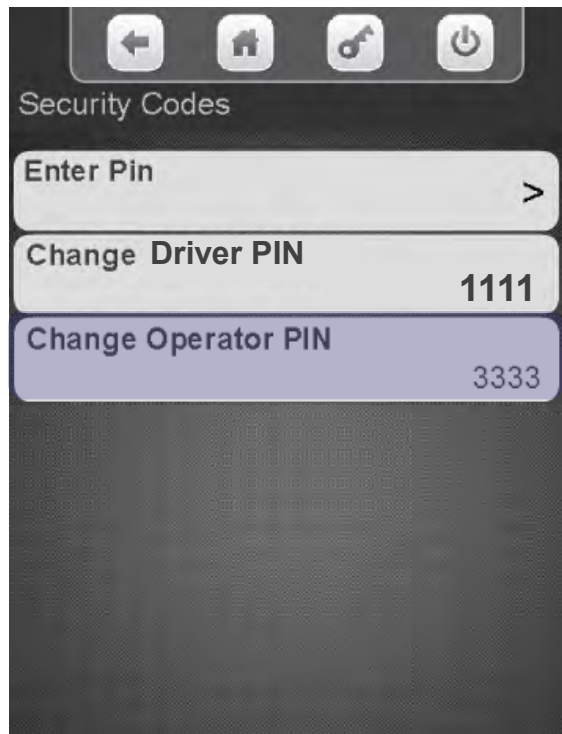




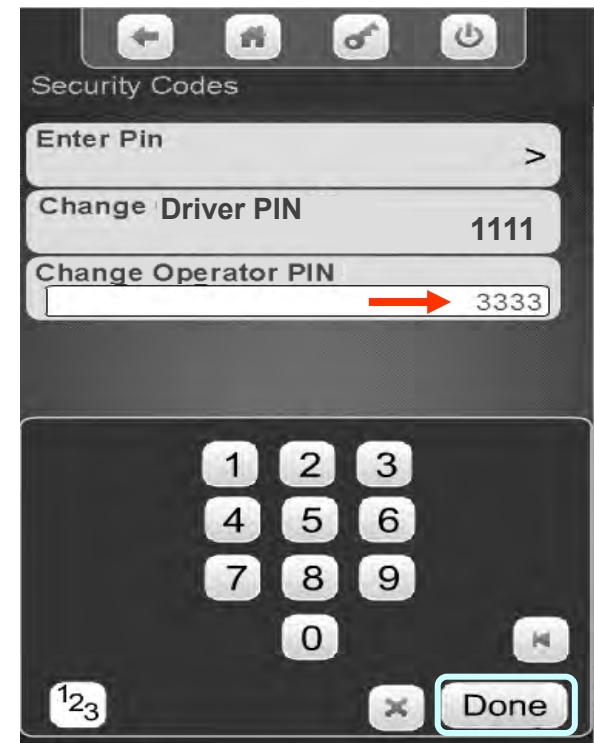
Security Codes

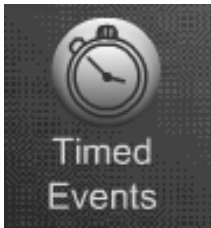
Change Driver or Operator Pin

Touch a menu bar to change the existing Driver or Operator PIN number



Enter your new Pin Number using the keypad. Touch Done when finished!

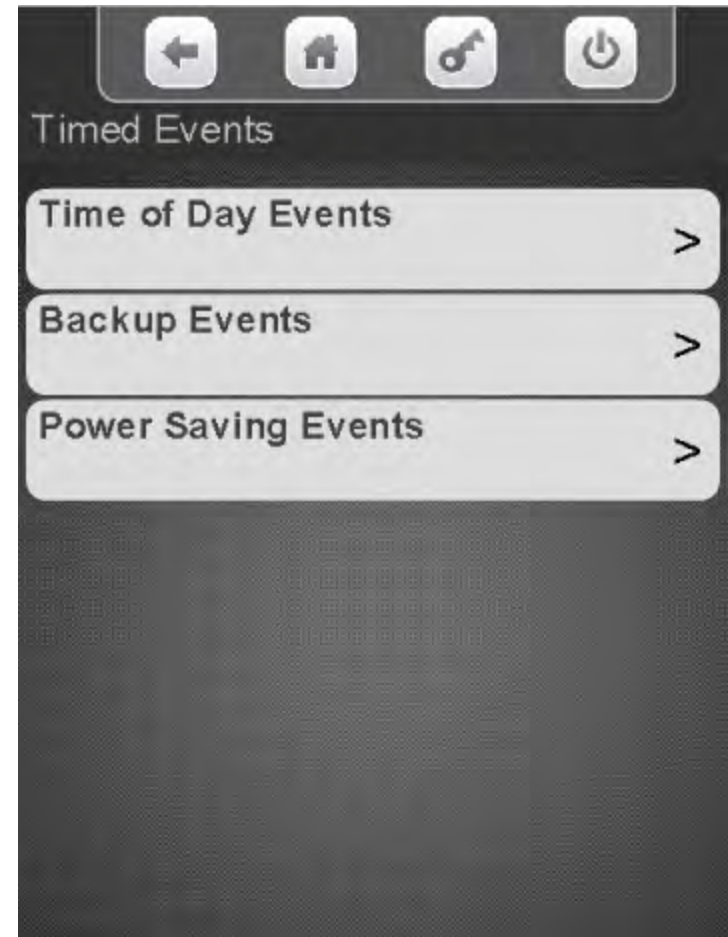


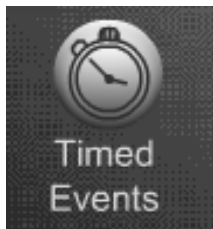


Timed Events

Timed Events Menu allows you to:

- Create Time of Day Events including Promotions.
- Backup your Current Events
- Create Power Saving Events





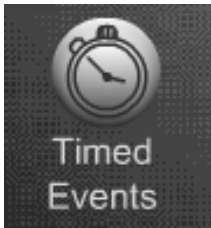
Timed Events

Time of Day Events

Time of Day Events

- When you choose Time of Day Events the following four options will appear on the screen.
 - Price Adjust
 - Free Vend
 - Inhibit
 - Promotions

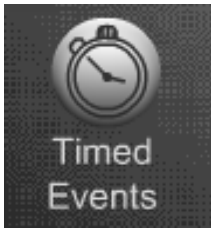




Timed Events

Time of Day Events – Order of Precedence

- Timed events are arranged in an order of precedence, in other words, one has priority over another.
- The hierarchy of Time of Day events is:
 1. Inhibit
 2. Free Vend
 3. Promotion
- This means that if an Inhibit Event affecting all selections is active, and a Free Vend event or a Promotion event are scheduled, when the Inhibit event is scheduled, the Free Vend and the Promotion event are temporarily disabled until the end of the Inhibit event.
- There are other settings within the machine that could affect the value of the discount provided. If you find that the discount amount appears incorrect, check these settings.
 - Multi-Vend Discount is located in the Special Vend Mode menu, and is a percentage discount provided to a customer for purchasing multiple items in a single transaction
 - Cash Discount is located in the Monetary menu, and provides a defined cash discount to customer who purchase a selection using cash (coins, bills or stored value card) instead of a credit card.

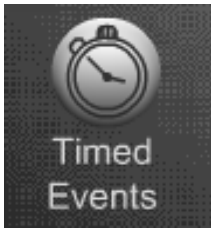


Timed Events

Helpful Tips

Helpful Tips

- All events will not have the same menus. As an example, a Price Adjust Event will have a discount feature that a Power or Backup event would not have.
- In some cases some menus will not be present until another menu is enabled.
- Events are settable daily or weekly. When daily is chosen you choose the days of the week so the event **must not cross over midnight**. As an example, if you were to set a power event from 10:00 PM to 6:00 AM that would be two separate events. The first from 10:00 PM to 11:59 PM and the second from 12:00 AM to 06:00 AM.
- All Events will have a Save This Event menu bar. This is used to save the event after you have set all the other menus in an event. Save your changes frequently.
- If your event has a large menu that continues on to a second screen, **use the up and down arrow key to scroll back up to the first screen to save**. If you use the exit key you will be starting over.



Timed Events

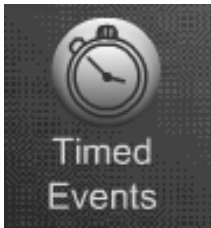
Time of Day Events – Price Adjust

Price Adjust

- The Price Adjust menu allows you to set times and/or day(s) when the prices will adjust automatically.
- The menu bars on the right contain all the options that need to be set and may change depending on your selections.
- Price adjustments can be set by value or discount by changing the Price Adjust Type.
- Price adjust has one menu that is not used in any other event, that menu is:
 - Price Adjust Type – This menu allow you to set to either Discount or Surcharge for the event.
- Save your changes often by choosing save this event. If you exit without choosing save this event your changes will be lost!

The screenshot shows a vertical menu titled "Timed Events". The menu items are as follows:

Menu Item	Value / Action
Save this event	>
Remove this event	>
Enable state	Off
Frequency	Daily
Start time	12:00 AM
Stop time	12:00 AM
Days of week	>
Price Adjust Type	Discount
Price Adjust Value	0
Selections for event	>



Timed Events

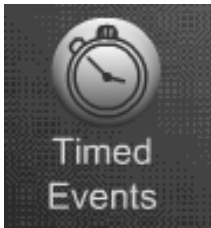
Time of Day Events – Free Vend

Free Vend

- The Free Vend menu allows you to set a time and/or day(s) when the Machine will go on Free Vend automatically.
- The menu bars on the right contain all the options that need to be set up for your event and may change depending on your selections.
- You can choose the selections for your free vend event.
- This Menu is different from Winner mode and all selections chosen will be free for the times and days set.
- **Save your changes often by choosing save this event. If you exit without choosing save this event your changes will be lost!**

The screenshot shows a vertical menu titled "Timed Events". The menu items are as follows:

- Save this event >
- Remove this event >
- Enable state Off
- Frequency Daily
- Start time 12:00 AM
- Stop time 12:00 AM
- Days of week >
- Selections for event >



Timed Events

Time of Day Events – Inhibit

Inhibit

- The Inhibit menu allows you to set times and/or day(s) when specific selections or all selections in the machine are not available for purchase.
- You can set multiple Inhibit events per day if necessary.
- The menu bars on the right contain all the options that need to be set up for your event and may change depending on your selections.
- **Save your changes often by choosing save this event. If you exit without choosing save this event your changes will be lost!**

Timed Events

Save this event >

Remove this event >

Enable state Off

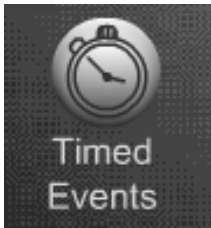
Frequency Daily

Start time 12:00 AM

Stop time 12:00 AM

Days of week >

Selections for event >



Timed Events

Time of Day Events – Promotions

Promotions

- Promotions allows you to choose one or more pre-defined promotions to offer the customer a discount for purchasing multiple items during a single transaction.
- Each promotion has a pre-programmed advertisement that advises the customer that these promotions are available.
- The recommended maximum number of Promotions stored is six.

Available Pre-Defined Promotions

Buy any 2 and save X
Buy any Snack and any Drink and Save X
Buy any Bar and any Drink and Save X
Buy any 2 Snacks and Save X
Buy any 2 Bars and Save X
Buy any 2 Drinks and Save X
Buy any 2 Items and Get 1 FREE (shown above)
Buy any 3 Items and Save X
Buy Any Food Item with a Snack and a Drink and Save X

Timed Events

Save this event >

Remove this event >

Enable state Off

Promotion Type

Frequency Daily

Start time 12:00 AM

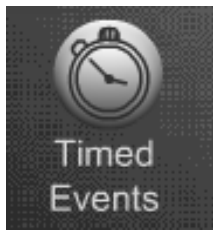
Stop time 12:00 AM

Days of week >

Discount Type Value

Discount Amount 0

Selections for event >



Timed Events

Time of Day Events – Promotions

Promotions, continued

- The matrix at the right displays the associated graphic for each of the pre-defined Promotions.
- The number to the left of each description corresponds to the assigned Custom Advertisement found in the System Settings/ Advertisements menu.
- If the required custom message is disabled, the promotion is still active, but the customer is not advised that a promotion is active, and available.
- When the assigned Custom Advertisement is disabled, the View Promotions menu item is not shown on the Make Selection idle screen.

1	 <p>BUY ANY 2 ITEMS SAVE \$0.10</p> <p>Touch  To Start</p>	2	 <p>BUY A SNACK AND A DRINK SAVE \$0.15</p> <p>Touch  To Start</p>	3	 <p>BUY A BAR AND A DRINK SAVE 10%</p> <p>12:11</p>
4	 <p>BUY TWO SNACKS SAVE \$0.10</p> <p>12:16</p>	5	 <p>BUY TWO BARS SAVE 10%</p> <p>Touch  To Start</p>	6	 <p>BUY TWO DRINKS SAVE 5%</p> <p>12:39</p>
7	 <p>BUY ANY 2 ITEMS AND GET 1 FREE</p> <p>Touch  To Start</p>	8	 <p>BUY ANY 3 ITEMS SAVE \$0.25</p> <p>Touch  To Start</p>	9	 <p>BUY ANY FOOD ITEM WITH A SNACK AND A DRINK SAVE \$0.15</p> <p>12:16</p>

1 Buy any 2 and save X

2 Buy any Snack and any Drink and Save X

3 Buy any Bar and any Drink and Save X

4 Buy any 2 Snacks and Save X

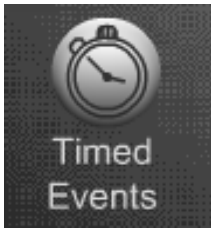
5 Buy any 2 Bars and Save X

6 Buy any 2 Drinks and Save X

7 Buy any 2 Items and Get 1 FREE

8 Buy any 3 Items and Save X

9 Buy Any Food Item with a Snack and a Drink and Save X

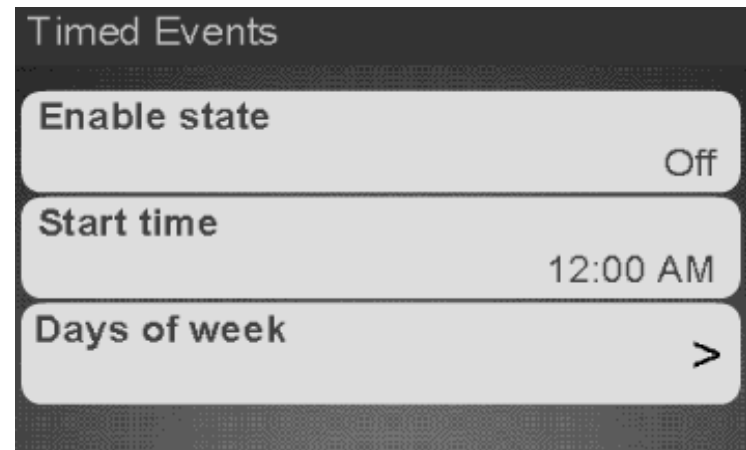
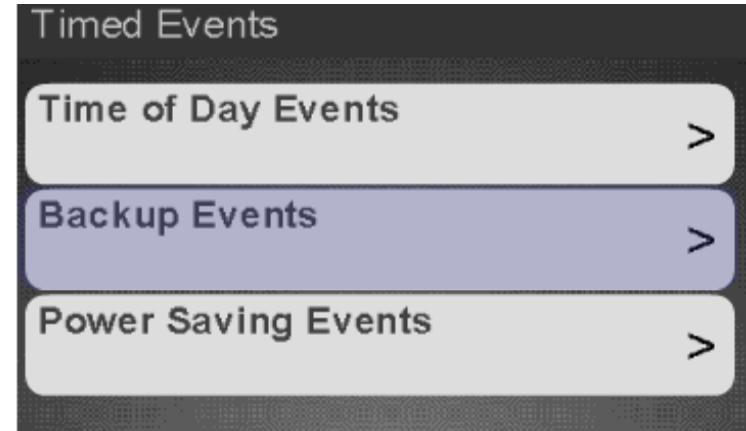


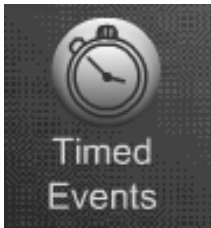
Timed Events

Backup Events

Backup Events

- The backup Events Menu allows you to create a backup of the events you have created.
- This Menu also allows you to program the time and day or days you wish to backup the Events.



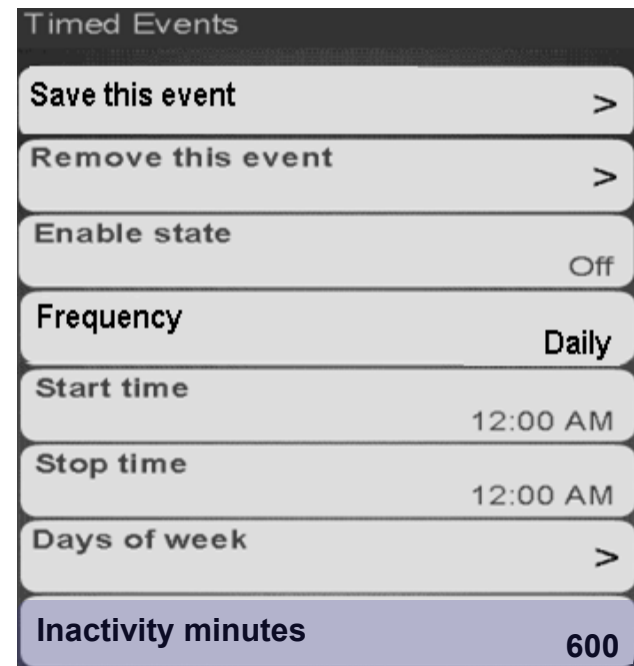


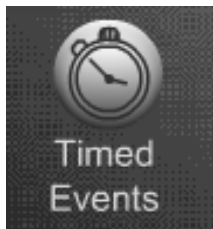
Timed Events

Power Saving Events

Power Saving Events

- The Power Saving Events Menu allows you to create events where the lighting will turn off to save energy.
- This Menu allows you to program the time and day or days you wish the Power Saving Events to be active.
- There is one additional feature that is only in the Power Saving Events Menu. This feature allows you to set the number of minutes of inactivity before the machine goes into Power Saving Mode.
- Inactivity minutes are settable from 1 to 600.

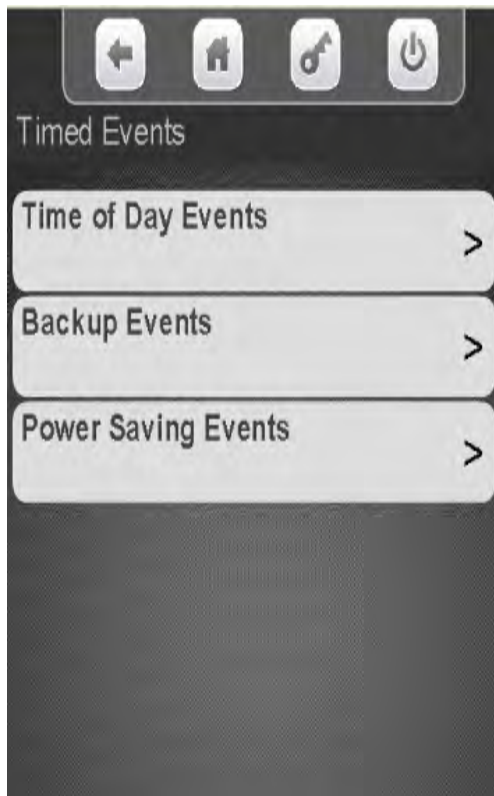




Timed Events

Create New Event

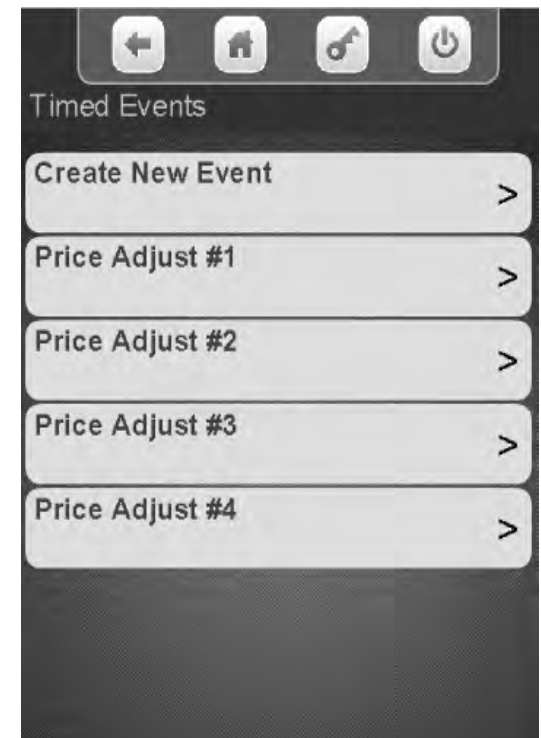
Touch the type of event you wish to Create

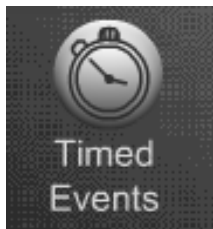


If you choose Time of Day you will need to choose the event type, all other choices will take you to the next screen



Touch Create New Event or select an existing event to modify.





Timed Events

Create New Event

Program menu all options before saving.
Once the event details are programmed
Touch Save this event to save or your
changes will be lost!

Timed Events

Save this event <— >

Remove this event >

Enable state Off

Frequency Daily

Start time 12:00 AM

Stop time 12:00 AM

Days of week >

Price Adjust Type Discount

Price Adjust Value 0

Selections for event >

Touch Remove this Event to delete the event
you are working on. Be aware if you remove
event 1 and you have multiple events, what
was event 2, now will become event 1. Also
there is no conformation screen for removing
an event so be careful!

Timed Events

Save this event >

Remove this event >

Enable state Off

Frequency Daily

Start time 12:00 AM

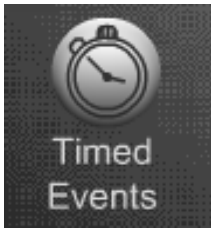
Stop time 12:00 AM

Days of week >

Price Adjust Type Discount

Price Adjust Value 0

Selections for event >



Timed Events

Enabling & Frequency of the Event

Touch Enable State to toggle the state of the event between Off and On. Choosing off allows an event to remain stored in the machine for future use – it is not necessary to remove the event.

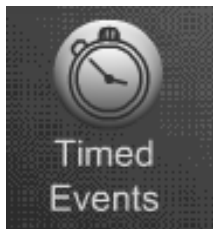
Timed Events

Save this event	>
Remove this event	>
Enable state	Off
Frequency	Daily
Start time	12:00 AM
Stop time	12:00 AM
Days of week	>
Price Adjust Type	Discount
Price Adjust Value	0
Selections for event	>

Touch the display to toggle the Frequency of the event between Daily and Weekly.

Timed Events

Save this event	>
Remove this event	>
Enable state	Off
Frequency	Daily
Start time	12:00 AM
Stop time	12:00 AM
Days of week	>
Price Adjust Type	Discount
Price Adjust Value	0
Selections for event	>



Timed Events

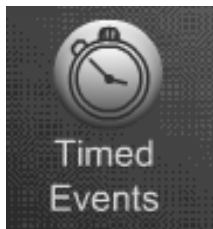
Frequency of the Event

Note: When you choose Daily you have a choice of a start time, stop time and days of the week

Timed Events	
Save this event	>
Remove this event	>
Enable state	Off
Frequency	Daily
Start time	12:00 AM
Stop time	12:00 AM
Days of week	>
Price Adjust Type	Discount
Price Adjust Value	0
Selections for event	>

Note: When you choose Weekly you have a choice of a start day, start time, stop day & stop time. Because there is one additional menu, Price Adjust has moved down.

Timed Events	
Save this event	>
Remove this event	>
Enable state	Off
Frequency	Weekly
Start Day	Monday
Start Time	00:00
Stop Day	Friday
Stop Time	23:59
Price Adjust Type	-
Price Adjust Value	



Timed Events

Setting Start Time

Touch Start Time on the display to enter the time you want the event to start. As an example, if this is an inhibit event set for all selections, this is the time the machine will stop accepting money.

Timed Events

- Save this event >
- Remove this event >
- Enable state Off
- Frequency Daily
- Start time 12:00 AM**
- Stop time 12:00 AM
- Days of week >
- Price Adjust Type Discount
- Price Adjust Value 0
- Selections for event >

Touch the arrows key above and below the hour or minutes to change the time. Touch the AM/PM to toggle. If 24 hour clock was selected in the Time/Date menu under System Settings AM/PM will not appear. **Touch Done when finished! Press X to exit without changing the time.**

^ ^ AM PM
12:00 AM
v v
X Done



Telemetry

The Telemetry Menu is used to set up your:

- Integrated Wireless Radio
 - Cashless
 - Remote DEX Alerts
 - Mesh Network.
- The Telemetry Menu also allows you to send a DEX file on demand in addition to the scheduled times.
 - A welcome packet was sent with your machine that will provide additional information on configuring and setting up your account information for Telemetry.





Telemetry

Assigning Unit

Assigning a Unit

Before assigning the unit, you must establish an account with the card processor and Crane Streamware. All of the information and Applications are included in the Welcome packet that came with the machine. If you have any questions, contact your Crane Distributor or Sales Person.

- When the customer account is established, Crane Streamware will email the customer configuration (Vix) file to upload and assign the Merchant Media.
- Create a folder on your USB flash drive named atlas. Copy your VixConfigData.cfg file to this folder.





Telemetry Assigning Unit

Verify the radio is connected to USB1 (top Left USB port). USB1 is the high-power USB port and the only one that will support the radio.





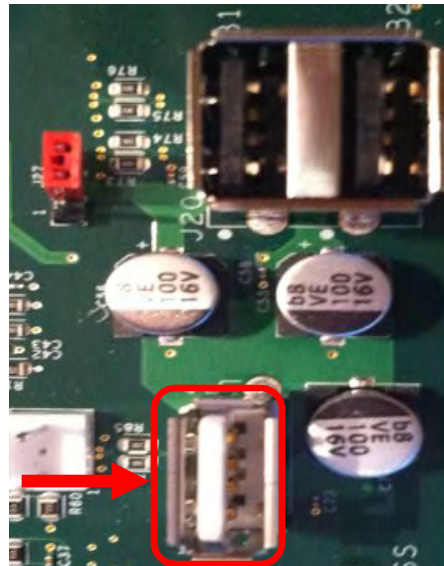
Telemetry

Assigning Unit

Access the service mode
by entering PIN 3333

Insert the Flash Drive with the
VixConfigData.cfg file into
USB 3 on the control board

Touch Telemetry on the
screen





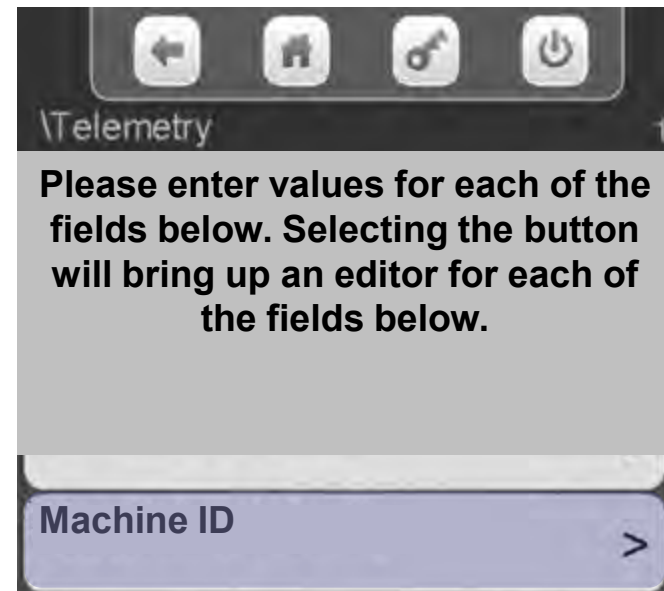
Telemetry

Assigning Unit

Touch Assign Unit, the VMC will update the customer information from the flash drive. Once this is complete, the Media Merchant will reboot. This will take a few Minutes.








When the machine reboots the following screen should appear. Touch the display to enter a Machine ID number

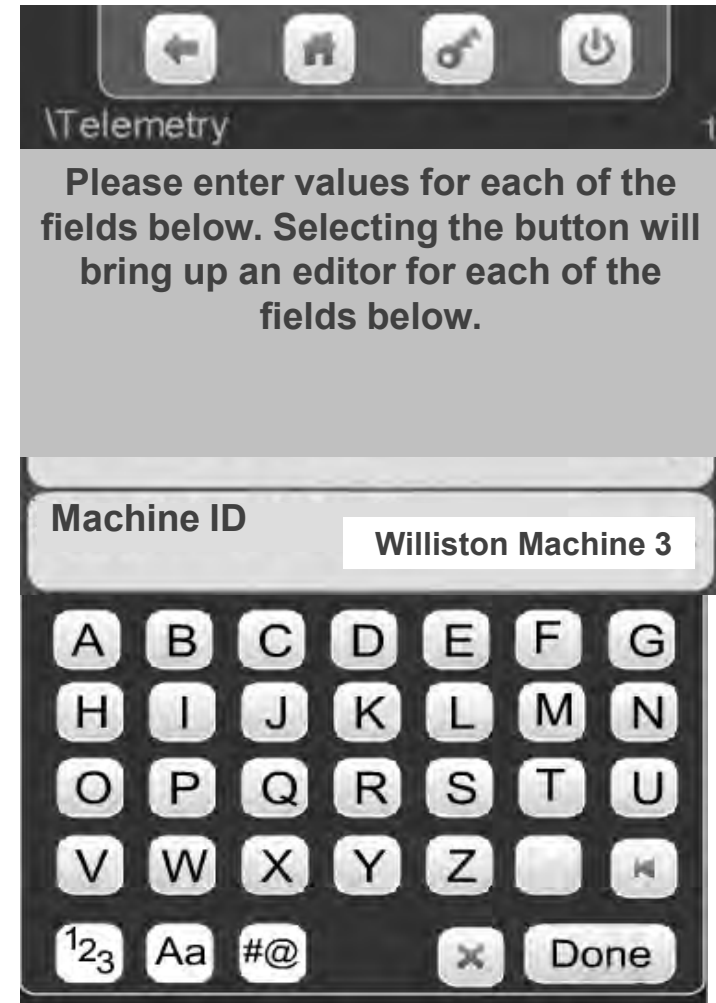




Telemetry

Assigning Unit

- A keypad will appear on the screen along with a window to enter the Machine ID.
- Use the keypad to enter the information.
- Touch **Done** when finished
-  is your backspace key.
-  is your exit key.
-  switches the keypad to numeric.
-  switches the keypad between uppercase & lowercase.
-  switches the keypad to symbols and numbers.

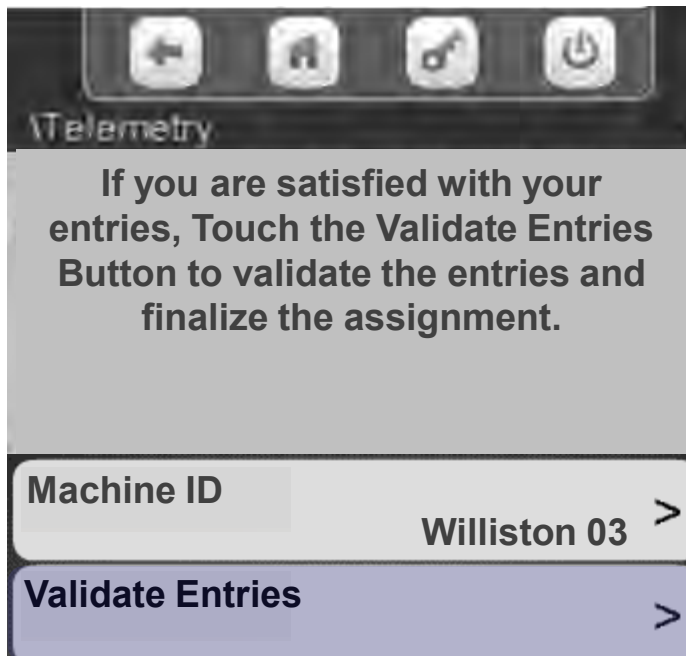




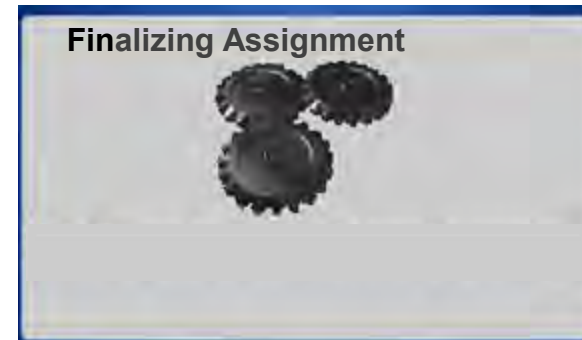
Telemetry

Assigning Unit

After Touching Done the following screen should appear with the ID number in the right hand corner. Touch Validate Entries to finalize assignment.



The display will prompt Validating Entries followed by Finalizing Assignment.

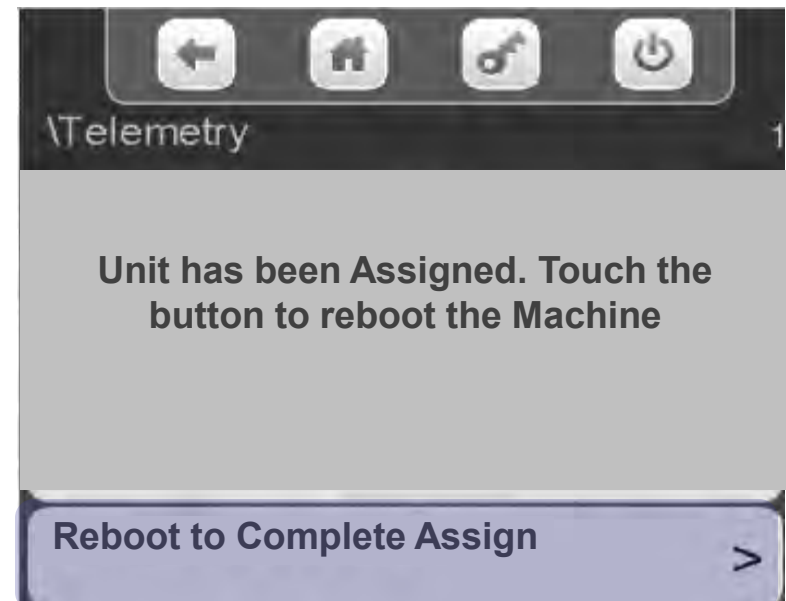




Telemetry

Assigning Unit

- Touch Reboot to complete assignment process.
- Once the reboot process is complete remove the flash drive from the USB port and test.
- The top menu bar in the Telemetry Menu will now become Send DEX.
- You will also now have a menu option to Unassign the unit.
- It is important that if for any reason you change the board you Unassign the unit and assign the new board.





Telemetry

Send Dex

Send Dex

- Once Telemetry is assigned the first menu on the screen will change to Send DEX.
- Send DEX is also available in the route drive access menu by entering PIN 1111 and selecting Telemetry.
- Touch the Send DEX menu bar to send a DEX file wirelessly when servicing the machine.

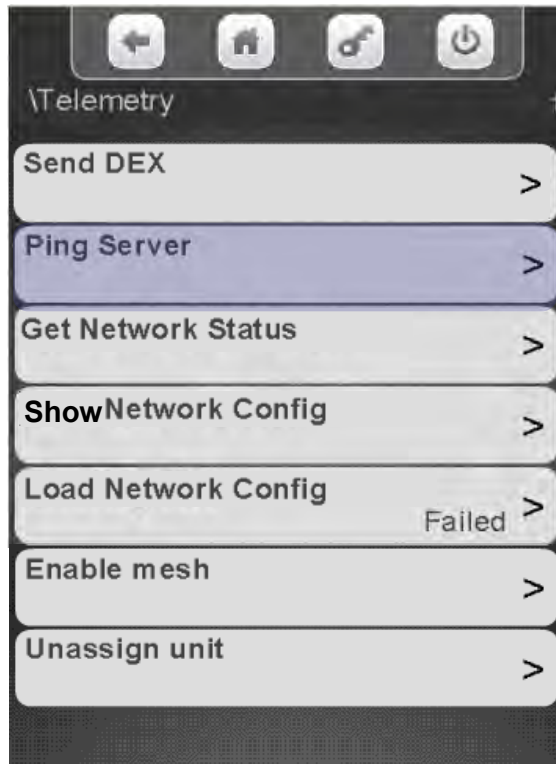




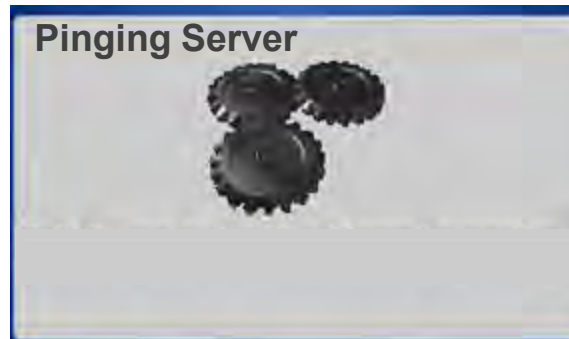
Telemetry

Ping Server

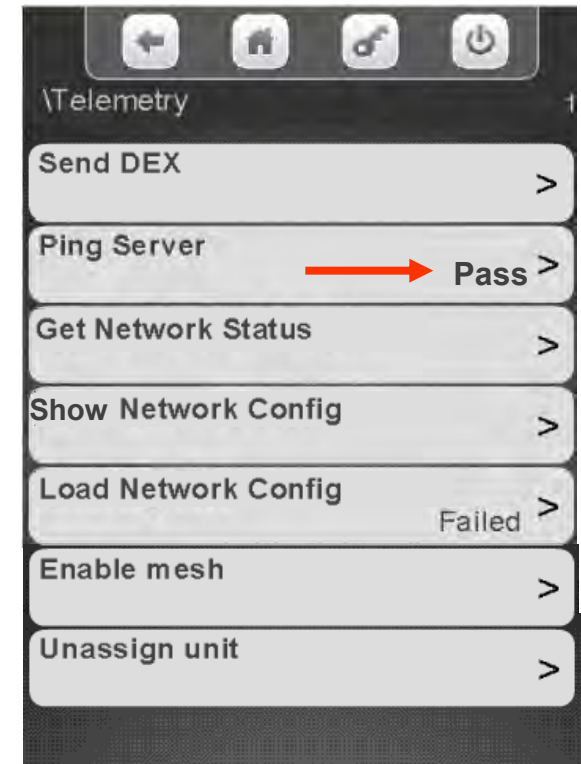
Touch Ping Server to
Ping the Server.



The yellow LED on
the radio should
illuminate and the
screen below will
show up until Pinging
is complete



The results Pass/Fail will
display to the right of Ping
Server

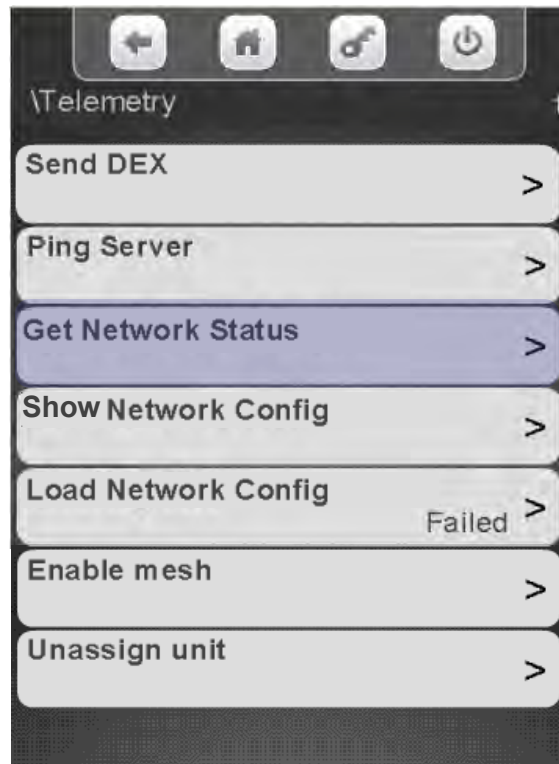




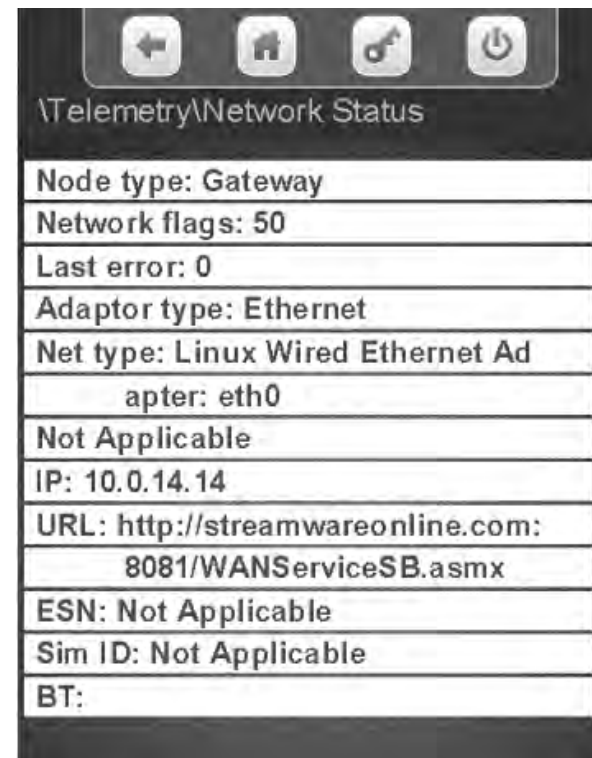
Telemetry

Get Network Status

To view the current network status touch Get Network Status.



The screen will show the current Network Status.

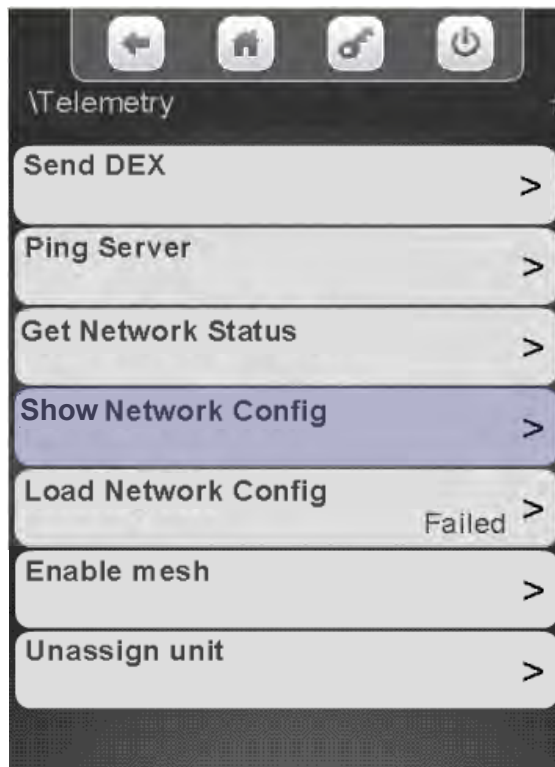




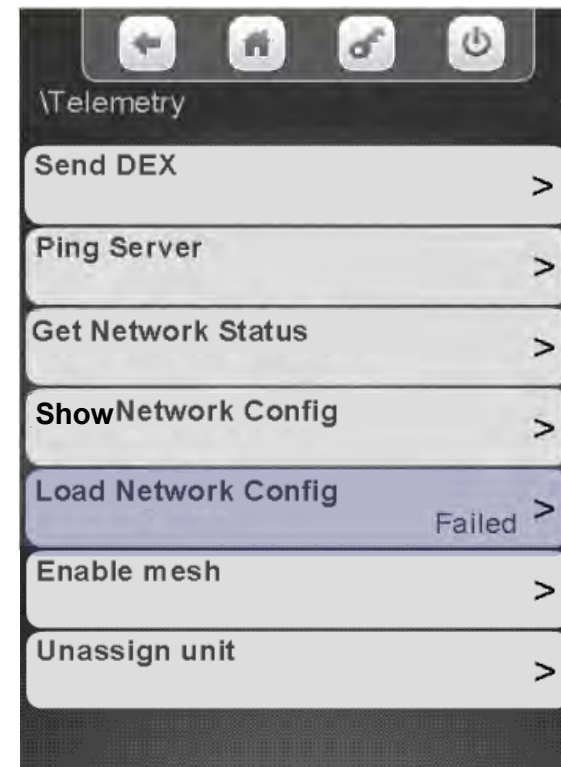
Telemetry

Get Network Status

Touch Show Network Config



Touch Load Network Config

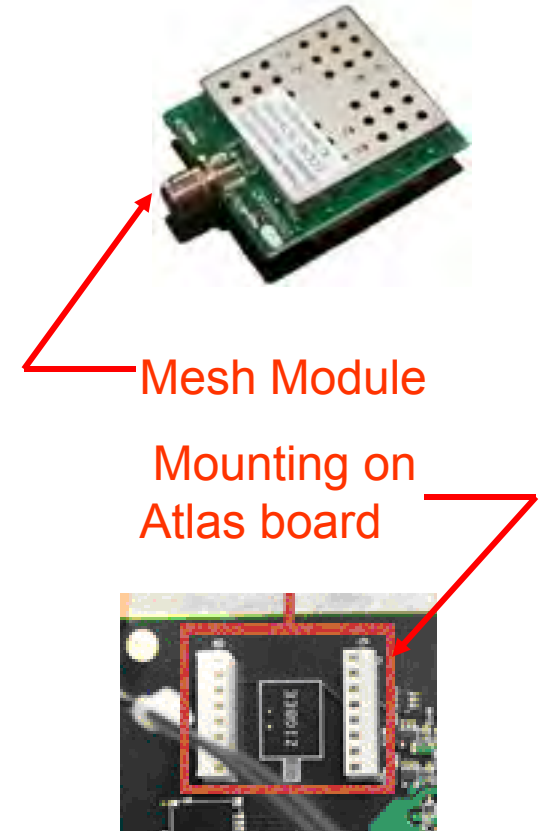




Telemetry Enable Mesh

Mesh Networking

- The Mesh Module is mounted on the top left corner of the Atlas Controller.
- Mesh uses a proprietary wireless network that CMS uses to communicate to other Mesh devices.
- This network is used for Telemetry device, Client to Gateway communication.
- Mesh allows machines in a area with bad cellular signals to send information to a host machine with a radio, the Host machine becomes a Gateway to send the information for the group of machines.
- Mesh can also communicate with any machine that has Navigator installed which includes a Mesh module.



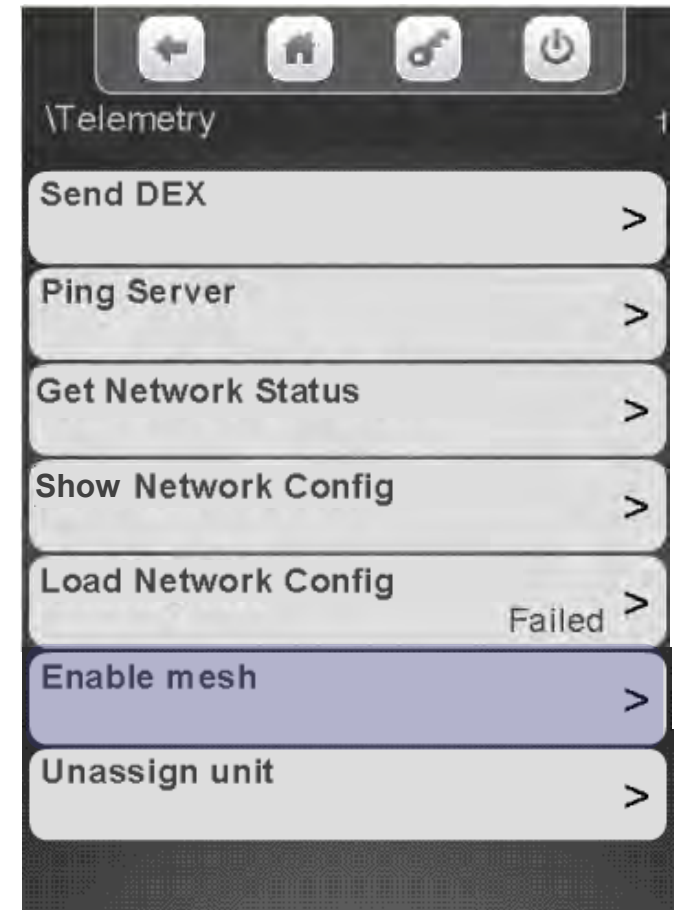


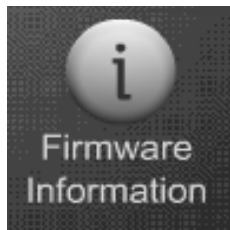
Telemetry

Enable Mesh

Mesh Networking

- Once the Mesh and radio are installed you will have an option to Enable Mesh.
- Make sure the antenna used with the Mesh Module has a connector with no pin in the center. Connectors with a pin in the center are for the radios only.
- Gateway units should always be set up first.



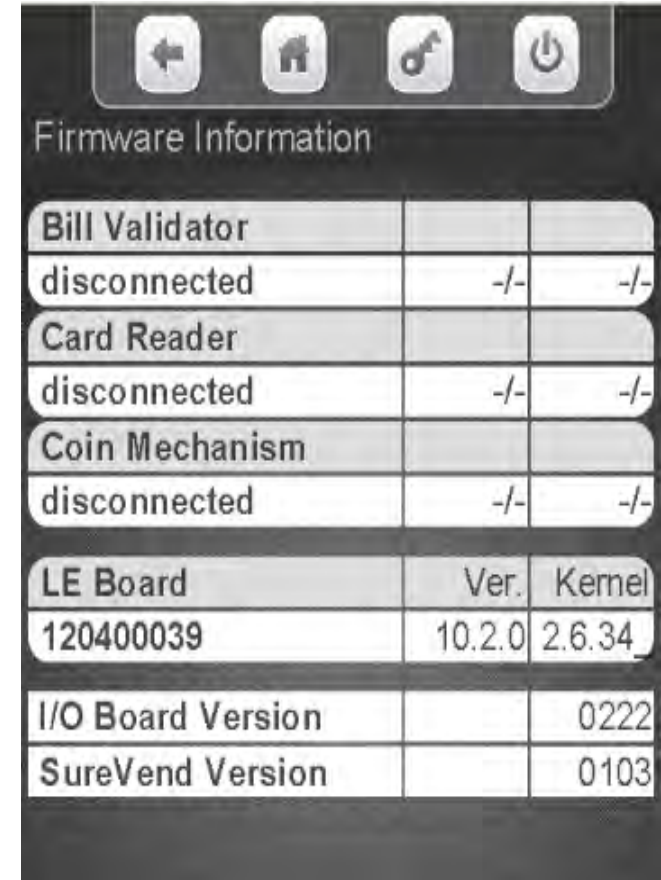


Firmware Information

Firmware Information

Touching Firmware on the keypad brings up an information screen that displays the following information:

- All the MDB peripherals in the machine including manufacturer, serial number and software version.
- The software version of the SureVend™ board.
- The software version of the I/O board.
- The software version of the LE board.
- The serial number of the Atlas control board, along with the software version, and kernel file version.

A screenshot of a handheld device screen showing the 'Firmware Information' menu. At the top are four icons: back, home, search, and power. The title 'Firmware Information' is centered. Below it are three sections for peripherals: Bill Validator, Card Reader, and Coin Mechanism, each showing 'disconnected' status. The bottom section shows board information for the LE Board, I/O Board, and SureVend board, including serial numbers, software versions, and kernel file versions.

Firmware Information		
Bill Validator		
disconnected	-/-	-/-
Card Reader		
disconnected	-/-	-/-
Coin Mechanism		
disconnected	-/-	-/-
LE Board	Ver.	Kernel
120400039	10.2.0	2.6.34
I/O Board Version		0222
SureVend Version		0103

Error Description	Probable Cause	Possible solutions
Stuck Keys Fatal	Stuck keys on keypad or shorted connections/harness	Check connectors to be properly installed Check harness for damage Replace the keypad
No Monetary Device Fatal	The control board has not been able to detect a working monetary device	Check connectors to be properly installed Check harness for damage Check for faulty bill validator/harnessing Retest without the bill validator and harnessing installed Replace the coin mechanism
Coin Mech No Comms	No Communications are occurring between the coin mechanism and the control board	Check connectors to be properly installed Check harness for damage Retest without the bill validator and harnessing installed Replace the coin mechanism
Coin Mech ROM Error	Coin Mech ROM Error	Replace the coin mechanism
Coin Mech Acceptor Unplugged	Coin Mech Acceptor Unplugged	Check the connections within the coin mechanism Replace the coin acceptor Replace the coin Mechanism
Coin Mech Acceptor Jammed	Coins or other items are stuck in the acceptor causing the gate to remain open	Remove the coins or other items from the acceptor Replace the acceptor Replace the coin mechanism
Coin Mech Payout Jammed	Coin pay out motor or solenoid is stuck in cycle	Check for and remove bent coins or other items causing the jam Replace the coin mechanism
Coin Mech Sensor Error	Bad coin mechanism sensor	Check for an item causing a blockage and remove Replace the coin mechanism
Coin Mech All Tubes Error	Coin mechanism not sensing any pay out tubes	Check for proper pay out cassette placement Replace the pay out cassette Replace the coin mechanism
Coin Mech Tube Error	Coin mechanism not sensing a pay out tube	Check for proper pay out cassette placement Replace the pay out cassette Replace the coin mechanism
Coin Mech Disabled	Coin mechanism has been disabled by the board	Power down the machine and re-start Remove bill validator and/or card reader from system Replace the coin mechanism Reset the control board Replace the control board
Exec Price Error	Executive coin mechanism error	Check for a price set outside of allowed parameters Replace executive coin mechanism

Error Description	Probable Cause	Possible solutions
No Monetary Device	No monetary device detected by the board	Check connectors to be properly installed Check harness for damage Retest without the bill validator and harnessing installed Replace the coin mechanism
Coin Return Motor Not Present	Control board not sensing the presence of a coin return motor	Check the connection J6 on the I/O board to the coin return motor Home the coin return motor Replace the coin return motor Check for damage to harnessing Reset or replace the control board
Coin Return motor Run Time Timeout	The board has determined that the coin return motor should have arrived at home position, but it has not	Check the connections to the coin return motor Home the coin return motor Replace the coin return motor Check for damage to harnessing Reset or replace the control board
Coin Return Motor Short Circuit	Coin return motor has shorted out	Check connections and harnessing for damage Replace the coin return motor
Coin Return Motor Drive Failure	The coin return motor is not engaging the coin return arm on the coin mechanism	Check for damaged or missing drive linkage Check for proper mounting of coin mechanism Check for damage on coin mechanism pay out parts
Low Change	The coin mechanism has reported a low or empty condition in one or more of the coin pay out tubes	Add coins to the tubes using the coins in/out screen in the monetary section of the service modes Do vends with coins to add coins to the tubes Replace coin mechanism
No IO Comm	The control board is not communicating with the I/O board	Check for proper connections on the I/O board Check for proper connections on the control board Check for damage to the harnessing Remove the monetary devices from the system and check for restored communication Replace the I/O board Reset and/or replace the control board
Please Wait	The board is asking you to wait while it completes an ongoing operation	Wait for the board to finish the operation Re-start the machine and let it re-boot Remove monetary devices and re-start the machine Reset and/or replace the control board
No Selections Available	The control board is not sensing any motors available for use	Check for motors to be homed Check for motors and harnesses to be connected Check for power to I/O board Replace I/O board Reset and/or replace control board

Error Description		Probable Cause	Possible solutions
All Selections Disabled	The control board has disabled all the motors in the machine		Check SureVend settings and operation Check motors to be homed and connected properly Check for a timed event to be enabled causing the condition Check/replace I/O board Reset/replace control board
IO Board Voltage	The control board has detected improper voltage for I/O board operation		Check voltage to the machine Check voltage to the I/O board Replace the I/O board
Init Failed	The control board has failed to initialize successfully		Power down and re-start the machine Power down, disconnect monetary devices and re-start the machine Replace the control board
# XXX Motor Error	The board has detected a problem with a selection motor (XXX indicates the selection involved)		Check harness connection Check for damage to the tray harnessing Check for damage to channel harnessing if applicable Replace the snack motor
Health Control Active	The control board has detected a temperature condition which is outside the allowed parameters and has stopped allowing sales of involved products		Check for clean screens and condenser Check for acceptable clearance behind the machine Check temperature sensor for accurate readings Check refrigeration system for proper function
SureVend Comm Error	The control board is not communicating with the SureVend board system. Can be fatal or non-fatal depending on SureVend settings. (optional or must)		Check the harness connections between the SureVend boards and to the I/O board at J3 Check the harnesses for damage (crushed, cut, etc.) Check the right side SureVend board to be an updated board and replace if it is not Replace the SureVend boards
SureVend Is Blocked	The control board has determined that a sureVend sensor is blocked. Can be fatal or non-fatal depending on SureVend settings. (optional or must)		Check the delivery bin for items that may have hung up and blocked a beam Check harnesses and connections on the SureVend boards Check calibration on the SureVend boards Replace the SureVend boards
SureVend Calibration Error	The control board has calculated a value which is not possible. Can be fatal or non-fatal depending on SureVend settings. (optional or must)		Check for damage to the SureVend boards or harnesses Replace the SureVend boards
Anti Jackpot Error	The control board has detected multiple attempts to vend a product from a selection and has not seen a successful delivery		Check SureVend calibration Check SureVend function Check motor function

Error Description	Probable Cause	Possible solutions
# XXX Sold Out	The control board has determined that a selection is sold out. (XXX indicates the selection number involved)	Check to see that there is product Check SureVend calibration Check SureVend function Check motor function
Factory Init	An attempt to restore factory default settings has been unsuccessful	Power down, power up and try again Power down, remove monetary devices and try again Replace the control board and reset
Card Reader No Comms	The control board is not able to communicate with the card reader	Check connections for the card reader Check for damage to the harness (cut, pinched, etc.) Replace the card reader Reset the control board Replace the control board
Card Reader Comms Error	The control board is not communicating with the card reader	Check the connections and harness for damage Check the settings on the board and on the reader Replace the reader Reset and/or replace the board
Bill Validator No Comms	The control board is not communicating with the bill validator	Check the connections and settings for the validator Replace the harness Replace the validator
Bill Validator Motor Error	The validator has reported an error to a drive motor within the validator	Check for a broken belt or blockage Replace the bill validator
Bill Validator Sensor Error	The validator has reported an error to a sensor within the validator	Check for a sensor blockage Replace the bill validator
Bill Validator ROM Error	an error has been detected in a main chip in the validator	Replace the bill validator
Bill Validator Acceptor Jammed	A jam in the bill path has been detected	Check the bill path for items that are blocking sensors Check to see that the bill path gates are not open Replace the bill validator
Bill Validator Stacker Error	An error has been reported concerning the bill box	Check the bill box to be mounted to the validator properly Replace the bill box Replace the bill validator
Bill Validator Stacker Full	The bill validator is reporting that the bill box is full of bills	Check for bills and remove them Replace the bill box Replace the bill validator
Bill Validator Disabled	The control board has disabled the bill validator	Check for coins in the payout tubes of the coin mechanism Check for a fault with the bill validator
Check Winner Prize	The control board has detected a failed winner vend	Check for the presence of product Check motor function
POWER OFF	The control board has detected a power outage	Check the power cord and plug Check the circuit breaker Check the On/Off switch in the machine

Error Description	Probable Cause	Possible solutions
DOOR OPEN	The control board is reporting that the door has been opened	Check to see if someone has been in the machine Check the door switch Check switch connections and harnessing for damage
Power Save mode	The machine is in a power save event	Let the event complete Modify or eliminate the event in the software settings
Return Air Temperature Sensor Error	The control board has recorded sensor readings that are outside of allowed parameters	Check the readings for high or low temperatures Check for a defrost event Check for ice buildup on the evaporator
Evaporator Temperature Sensor Error	The control board has recorded sensor readings that are outside of allowed parameters	Check the readings for high or low temperatures Check for a defrost event Check for ice buildup on the evaporator Check for evaporator fan function
Cabinet Temperature Sensor Error	The control board has recorded sensor readings that are outside of allowed parameters	Check the temperature readings against a thermometer, placed at near the same level as the sensor, for accuracy Replace the sensor
Condenser Temperature Sensor Error	The control board has recorded sensor readings that are nearing or outside of allowed parameters	Clean screens and condenser Check to see that the machine has six inches of clearance from the wall Replace the sensor
Condenser High Side Warning	Temperatures at or nearing 150 degrees are being reported	Clean screens and condenser Check to see that the machine has six inches of clearance from the wall Replace the sensor
Condenser High Side Error	Temperatures of an unlikely nature are being reported (such as 999 degrees) Cooling functions are stopped	Check the temperature sensor and connections Replace the temperature sensor
Evaporator Coil Low Side Warning	The control board has recorded sensor readings that are nearing or outside of allowed parameters	Check for evaporator fan function Check for ice buildup on evaporator Check for excessive moisture
Evaporator Coil Low Side Error	The control board has recorded sensor readings that are outside of allowed parameters. Cooling functions are stopped	Check for evaporator fan function Check for ice buildup on evaporator Check for excessive moisture Replace the temperature sensor
IO Even Input Short	The I/O board is reporting that an even input switch has shorted out	Check for motor errors (out of home position) replace the I/O board
IO Odd Input Short	The I/O board is reporting that an odd input switch has shorted out	Check for motor errors (out of home position) replace the I/O board
Sold Out Machine	The control board has determined that all selections in the machine are sold out	Check SureVend settings and function Check for vend motor function Check harnessing connections Check for board function (selection configuration)

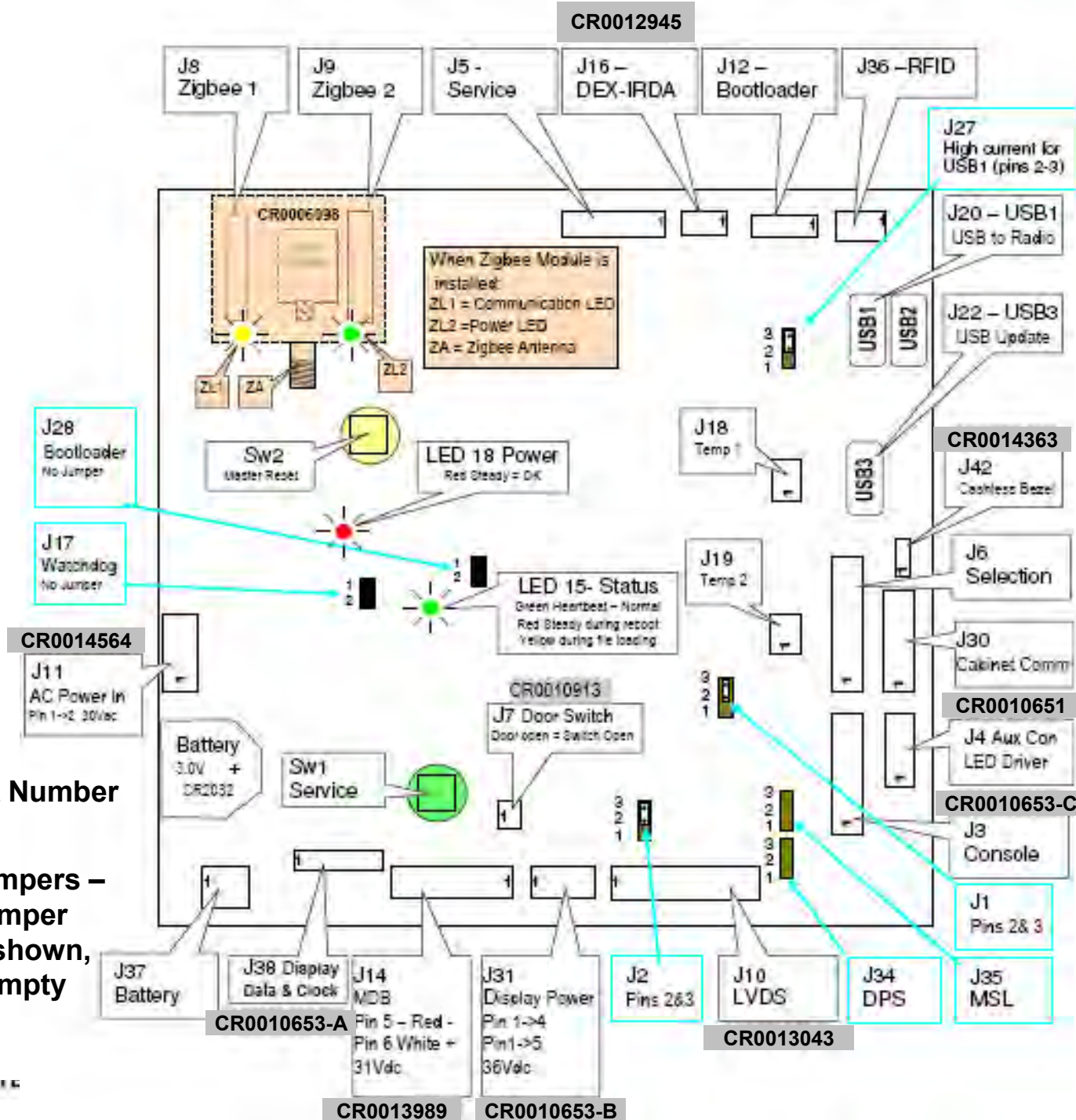
Error Description		Probable Cause	Possible solutions
Recycler Motor Problem	A problem has been detected with a motor inside the bill validator	Check for an obstruction or blockage within the recycler which is stopping the motor from completing its cycle Replace the bill validator	
Recycler Sensor Problem	A problem has been detected in a sensor within the recycler	Replace the recycler cassette Replace the bill validator	
Recycler Jam	The recycler is unable to function	Check for an obstruction or blockage which is preventing the recycler from completing its cycle Replace the recycler cassette Replace the bill validator	
Recycler Checksum Error	A communications error has been reported between the recycler and the control board	Check the bill validator harnessing for damage Re-start the system to restore communication Replace the recycler	
Recycler Disabled	The recycler has been disabled by the control board	Check for proper function of the recycler unit (errors) Check the recycler cassette for proper installation Replace the bill validator	
# XX Coin Mech Tube Empty	The coin mechanism is reporting that there is an empty payout tube. (# XX indicates which tube is empty)	Check for an empty tube and replenish Check for a bad sensor Replace the coin cassette Replace the coin mechanism	
Bill Validator Stacker Motor Error	An error has been reported concerning the stacker motor in the bill validator	Check the bill path for a blockage preventing the proper operation of the bill stacker motor Replace the bill validator	
Bill Validator Recycler Gate Error	An error has been detected in the recycler gate	Check for an obstruction or blockage in the bill path preventing the gate from functioning Replace the bill validator	
Bill Validator Recycler Tape Error	An error has been reported in the operation of the recycler tape within the recycler cassette	Check for a blockage in the bill path which prevents the tape from moving backward and/or forward Replace the recycler cassette Replace the bill validator	
Optical Sensor Failure	The failure of an optical sensor within the bill validator has been detected	Check the bill path for an obstruction or blockage which prevents the optical sensor from functioning Replace the bill validator	
Magnetic Sensor Failure	The failure of the magnetic sensor within the bill validator has been detected	Check the bill path for an obstruction or blockage which prevents the magnetic sensor from functioning Replace the bill validator	
Recycler Cass Jammed	The recycler cassette is not able to move	Check for an obstruction or blockage which is preventing the cassette from moving Replace the recycler cassette Replace the bill validator	

Error Description	Probable Cause	Possible solutions
Bill Validator Path Jammed	A blockage of the bill path has been reported	Check for an obstruction or blockage which is preventing the bills from moving thru the bill validator Replace the bill validator
Bill Validator Cashbox Jammed	The bill box has become jammed and is not allowing the stacker motor to complete its cycle	Check for a full bill box Check for damaged bills blocking the operation of the stacker plate Replace the bill box Replace the bill validator
Stacker Out Of Position	The control board has detected that the stacker has stopped out of its home position	Check for a blockage or obstruction which is not allowing the stacker motor to complete its cycle Check for proper installation of the bill box Replace the bill box Replace the bill validator
Recycler Out Of Position	The recycler is not able to accept bills	Check for proper installation of the recycler cassette Check for an obstruction or blockage which is preventing the cassette from locking into position Replace the recycler cassette Replace the bill validator
Cold Drink X Motor Failure	The control board is reporting that the X motor is not functioning	Check for proper connections to the motor Check for damage to the harnessing Check for proper switch function Check for over tightening of the motor Replace the motor
Cold Drink Y Motor Failure	The control board is reporting that the Y motor is not functioning	Check for proper connections to the motor Check for damage to the harnessing Check for proper switch function Check for over tightening of the motor Replace the motor
Cold Drink Picker Motor Failure	The control board is reporting that the picker motor is not functioning	Use the position test functions to test the picker motor Replace the picker cup
Cold Drink Port Motor Failure	The control board is reporting that the port motor is not functioning	Use the port test functions to test for function Check wiring connections Check switch functions including the position cam Replace the motor
Cold Drink Vend Timeout	The control board is reporting that a successful vend cycle has not been completed in the allowed amount of time	Check for a picker cup that did not return to the home position Check for a port door that did not open/close
Cold Drink Cabinet Failure	An error that has not yet been defined	Should not be seen in a machine Replace the control board

Error Description		Probable Cause	Possible solutions
Cold Drink Coin Return Motor Failure	The control board is reporting that the coin return motor has failed	Check the wiring connections Check for proper mounting of the motor Check for proper mounting of the coin mechanism Replace the coin return motor	
Cold Drink Picker Home Failure	The control board has reported that the picker has failed to return to its home position at the end of a cycle	Use the position test functions to test or cycle the picker back to its home position Replace the picker cup	
Cold Drink Temperature Sensor Error	the control board is reportingthat the temperature sensor has failed	Compare the reported temperature against a thrmometer Replace the temperature sensor	
Cold Drink Cooling System Not Cooling	The control board is reporting that the refrigeration system is not functioning	Check for a bad temperature sensor Check for other errors that would cause the refrigeration system to have been shut down by the board	
Cold Drink Cabinet Too Hot	The control board is reporting that the cabinet is operating at three degrees, or more, above the allowed parameter	Check for an accurate temperature reading Check refrigeration system for proper function (clean screens, condenser also distance from rear wall) Check for proper fan operation	
Cold Drink Cabinet Too Cold	The control board is reporting that the cabinet is operating at three degrees, or more, below the allowed parameter	Check for an accurate temperature reading Check refrigeration system for proper function (clean screens, condenser also distance from rear wall) Check for proper fan operation	
Card Reader Manuf Trans Error	The card reader has reported an error in transmitting data	Check the card reader for proper function Replace the card reader	
Card Reader Service Error	An internal error has occurred within the card reader	Reset the card reader and retry Replace the card reader	
Card Reader Manufact Error	An internal error has occurred within the card reader	Reset the card reader and retry Replace the card reader	
Card Reader Failed OOS Error	An internal error has occurred within the card reader	Reset the card reader and retry Replace the card reader	
Card Reader Comms OOS Error	An internal error has occurred within the card reader	Reset the card reader and retry Replace the card reader	
Card Reader Jam OOS Error	An internal error has occurred within the card reader	Reset the card reader and retry Replace the card reader	
Card Reader Manufact OOS Error	An internal error has occurred within the card reader	Reset the card reader and retry Replace the card reader	

Error Description	Probable Cause	Possible solutions
Health Check Error	The control board is reporting that an error occurred in the process of conducting a health check	<p>Check temperature sensors for proper function</p> <p>Check the refrigeration system for function</p> <p>Reset machine for another cool down period to check for proper health control function</p> <p>Reset the control board to default settings and set up for another test</p> <p>Replace the control board and re-test</p>
Heath Timer Error	The control board is reporting that an error has occurred in the operation of the timer during a health check function	<p>Reset machine for another cool down period to check for proper health control function</p> <p>Reset the control board to default settings and set up for another test</p> <p>Replace the control board and re-test</p>
Health Recheck Error	The control board is reporting that an error occurred in the process of conducting a second attempt at a health check	<p>Check temperature sensors for proper function</p> <p>Check the refrigeration system for function</p> <p>Reset machine for another cool down period to check for proper health control function</p> <p>Reset the control board to default settings and set up for another test</p> <p>Replace the control board and re-test</p>
Capacity Sensor Failure	An error has been reported with a sensor inside the bill validator	<p>Re-start the bill validator and check function</p> <p>Replace the bill validator</p>
Not Calibrated Sensor Error	An error has been reported with a sensor inside the bill validator	<p>Re-start the bill validator and check function</p> <p>Replace the bill validator</p>

Part # CR0020293

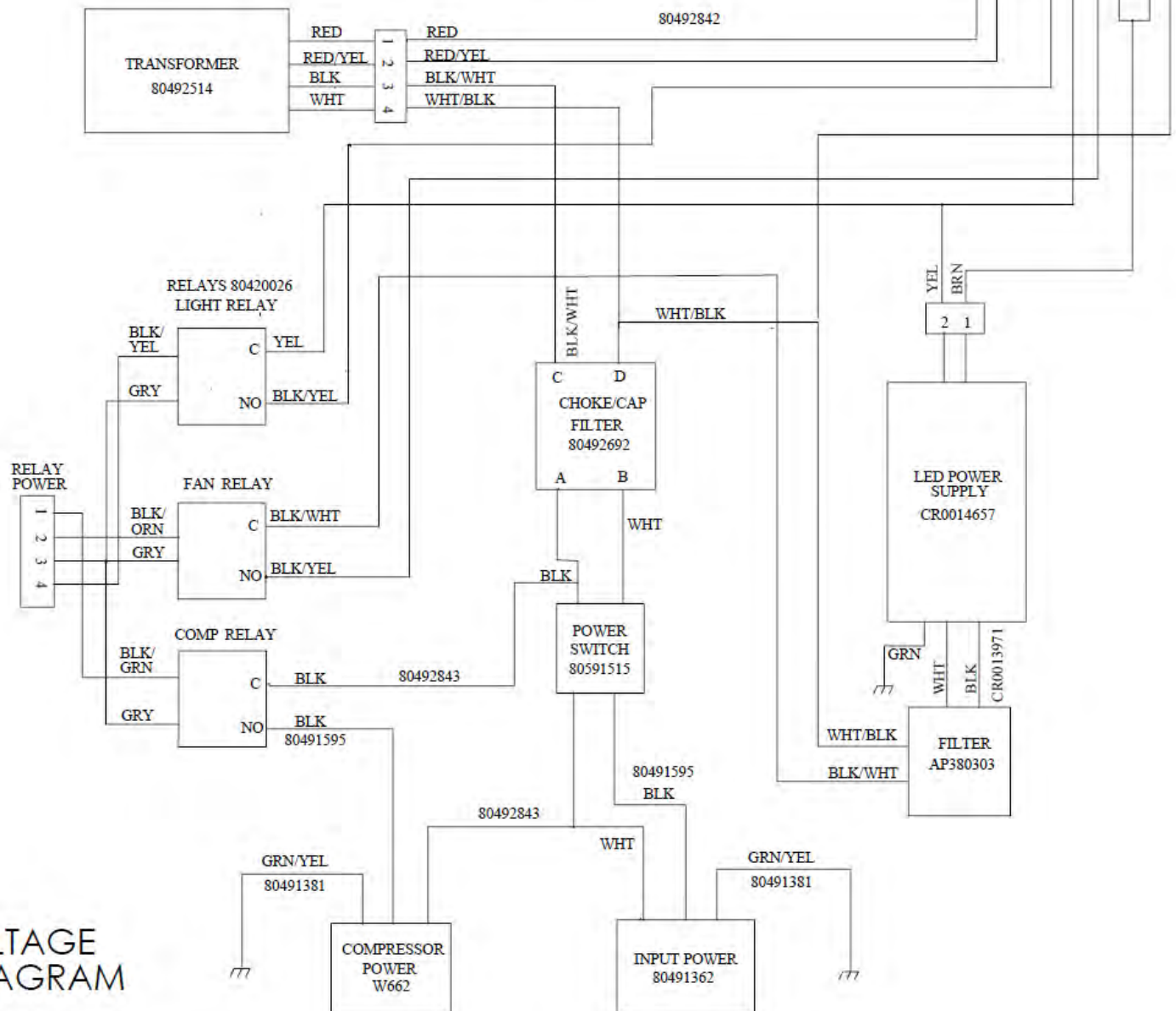


CR00XXXXX **Harness Part Number**

**On board Jumpers –
Unless Jumper
Position is shown,
pins are empty**

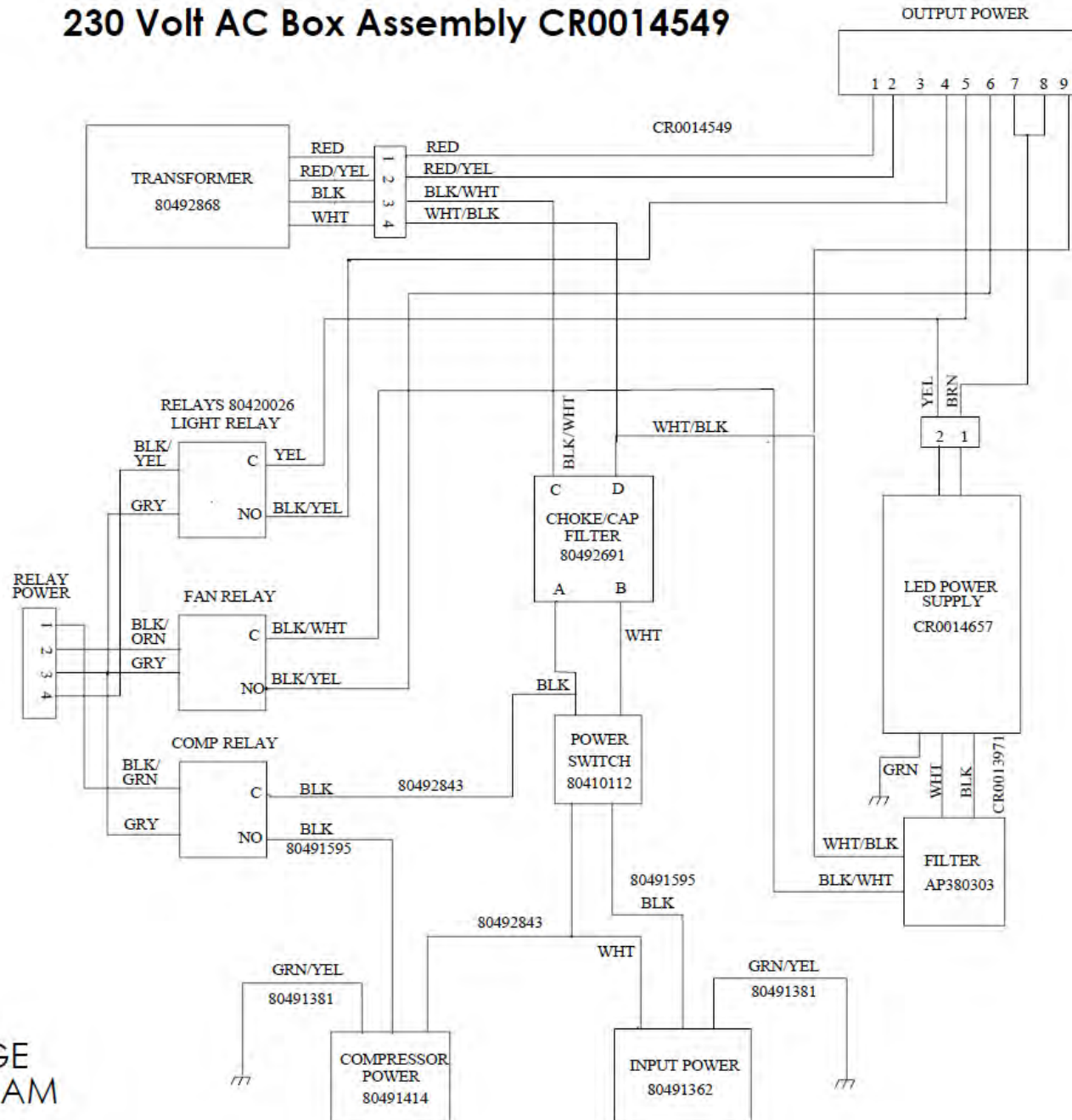
120 Volt AC Box Assembly CR0004739

OUTPUT POWER

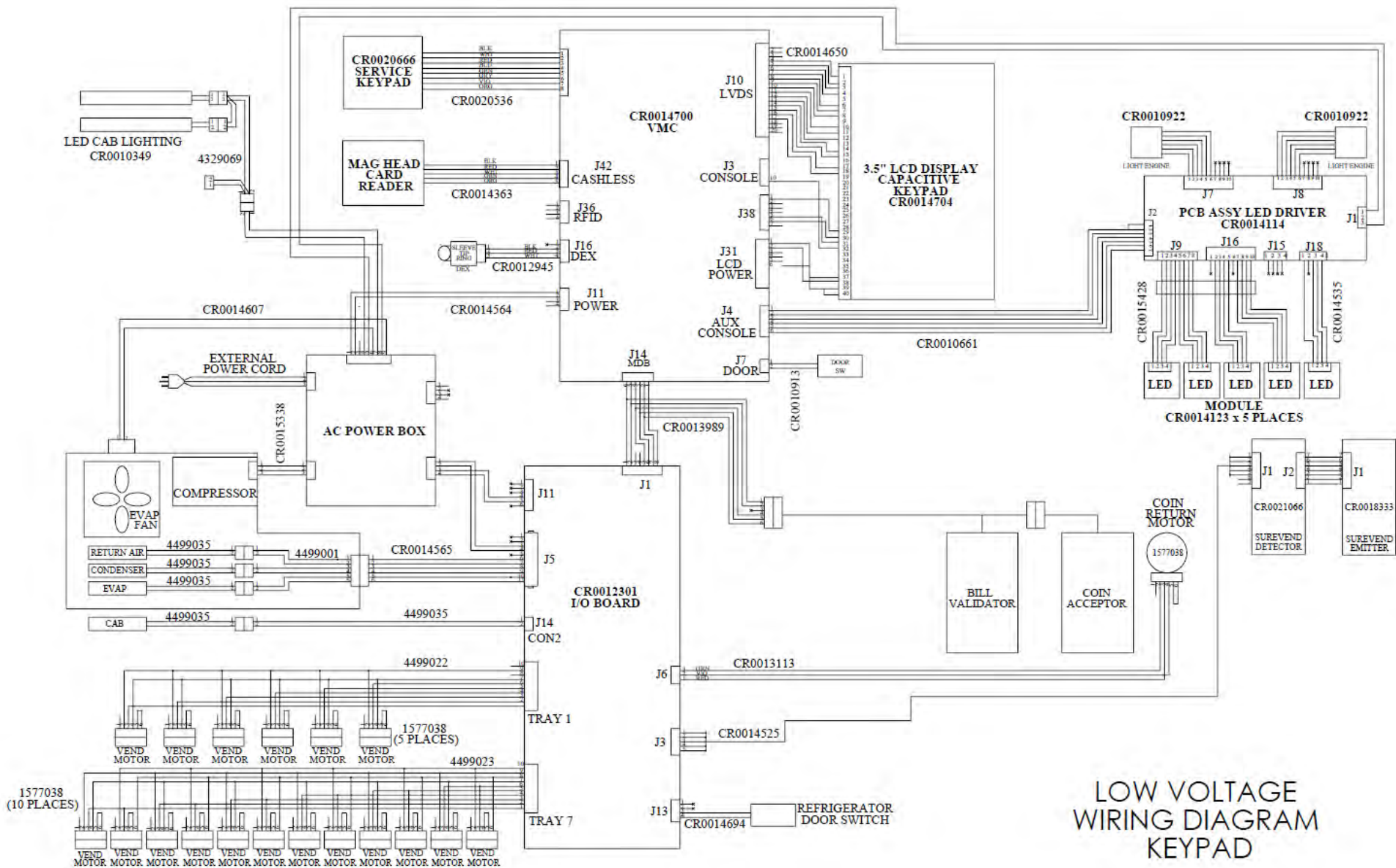


HIGH VOLTAGE
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230 Volt AC Box Assembly CR0014549



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