merchant

MEDIA

User Guide

3.5" Keypad

CRANE

3330 Dixie Narco Blvd • Williston SC 29853
www.cranems.com

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Compliance Requirements

- **LOCATION OF MANUFACTURER:**
- All machines are built at the Crane Merchandising Systems manufacturing facility, located at 3330 Dixie Narco Blvd, 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.**

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 60335-1Safety 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 insure 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

Specifications	Model 186 4 Wide Ambient	Model 187 6 Wide Ambient
Height (in)	72	72
Width (in)	32.8	43.75
Depth (in)	38.5	38.5
Floor Space (sq ft)	8.8	11.7
Container size (cu ft)	52.8	70.2
Shipping Weight (lbs)	510	610
Voltage	120V	120V
Running Amperes	3A	3A
Refrigeration/Charge	NA	NA
Compressor Size (hp)		
High Side Test Pressure (psi)		
Low Side Test Pressure (psi)		

Specifications

Specifications	Model 471 4 Wide Combo	Model 472 6 Wide Combo
Height (in)	72	72
Width (in)	32.8	45.5
Depth (in)	32.5	32.5
Floor Space (sq ft)	7.4	10.3
Container size (cu ft)	44.4	61.6
Shipping Weight (lbs)	529	729
Voltage	120V	120V
Running Amperes	8A	8A
Refrigerant/Charge	7.5 oz. R134A	9.8 oz R134A
Compressor Size (hp)	1/3	Super 1/3
High Side Test Pressure (psi)	250	250
Low Side Test Pressure (psi)	105	105

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 insure 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.

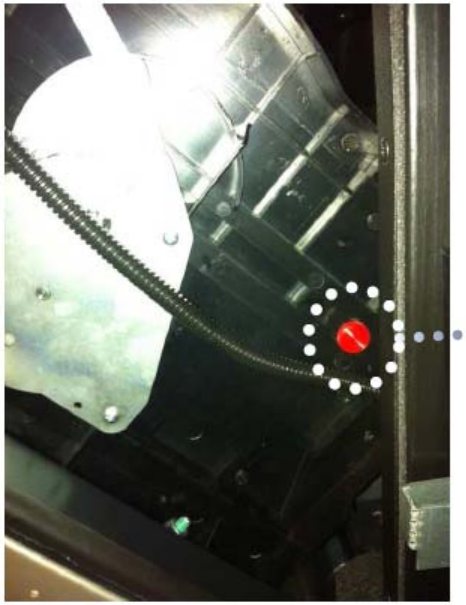
- Remove all additional packing material from the machine.

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!!!

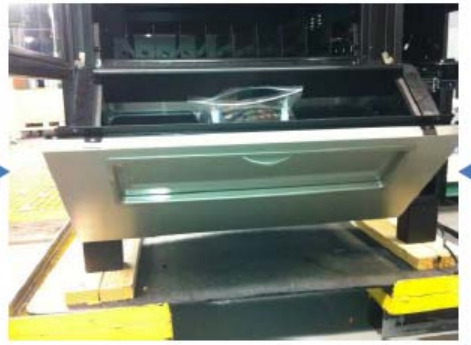
The Shipping Bolts must be installed any time the machine is moved or transported. Failure to do so could result in damage to the delivery bin



View of shipping bolt
(2 shipped per bin)

Shipping Location

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



Bin tilted 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 by removing 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.

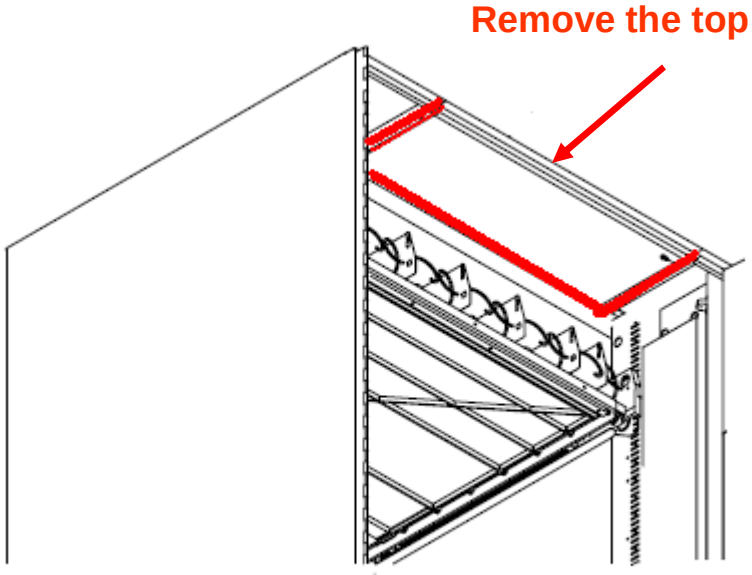


Figure 1

Moving the merchandiser through a narrow doorway

Step 2

REMOVING THE LOWER PANELAND 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 a outlined on the following page.

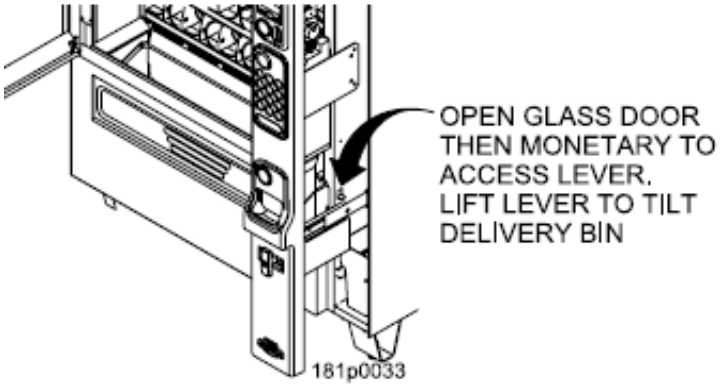


Figure 2

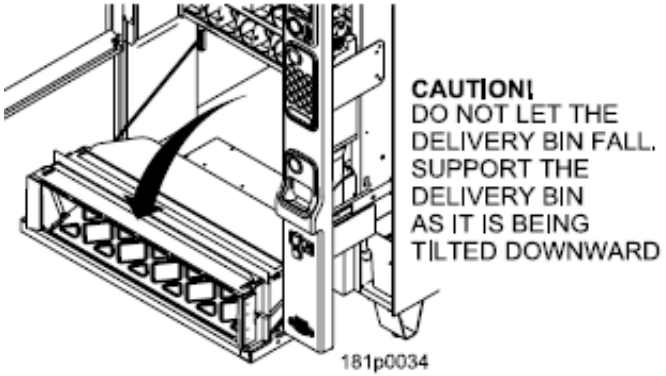
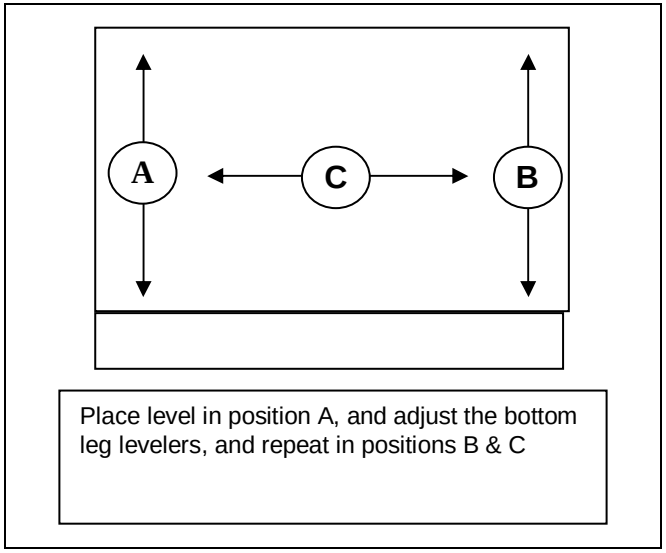


Figure 3

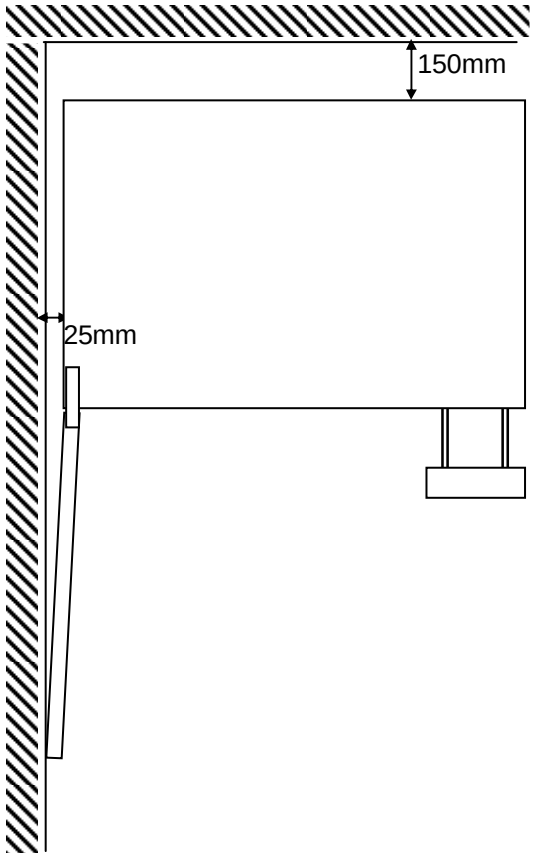
Installation
Leveling the unit

- **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.



Installation
Clearances

- **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

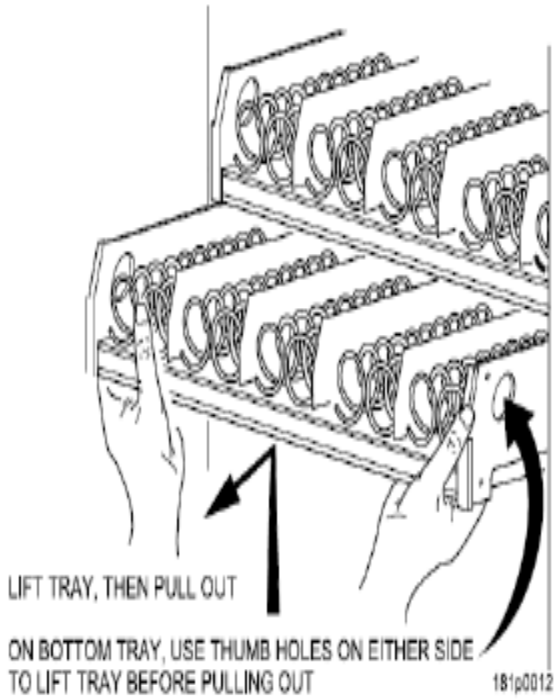
Any deviation from these requirements could result in unreliable performance from your merchandiser.

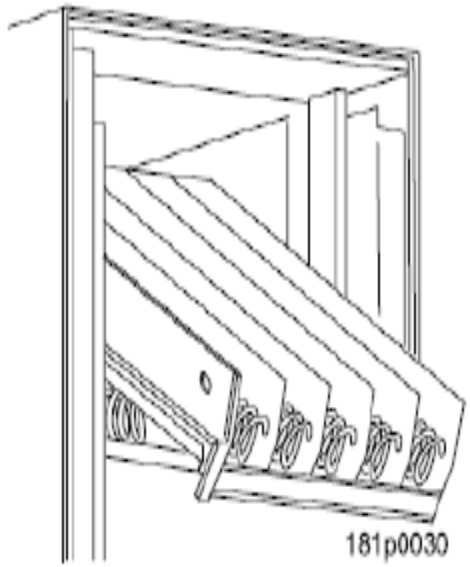
Filling the Machine

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.





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 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.
- 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.

Power Switch

Initial Start Up
Programming tips

- This Programming Guide is based on software version 10.5.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 Menus items may also be in different places within the menus & program differently.
- This programming guide is specific about what button numbers to push 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 buttons to push.

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 keypad.
2. Set the Prices by selecting button 4 in the service mode.
3. Make sure the Shopping Cart Size (max 3) and Shopping Cart Max Value is set to 3 X the highest price in Product Configuration. Press button 5 in the service mode and choose Shopping Cart Setup.
4. If you have added, moved or removed any motors go to Product Configuration, Press button 5 in the service mode, choose 1 Selection Configuration, then 1 for Auto Configuration and 1 again to start Auto Configuration.
5. If any motors are being coupled on the candy tray or squat tray go to Product Configuration, button 5 in the service mode and choose Couple Motors.
6. Verify your Coin Mechanism, Bill Validator and Card Reader are enabled in the Monetary Menu, button 7.
7. Verify the bills you want to accept are enabled in the Monetary Menu, button 7.
8. Set the Time and Date in the System Setting Menu, button 8.

Continued →

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 (button 8). Press the lower half of the OK button to scroll down and verify the Configuration Version is set correctly.
2. To change the Configuration Version press 6, your options are Refrigerated, Non-perishable and Chilled. Do not choose European Control unless your area is within the region covered by these requirements.
3. Press OK to save your choice.
4. Next select Refrigeration Settings (button 7), this menu does not appear if the machine is set to Ambient.
5. Choose 1 to adjust Temperature if desired.
6. If set to Refrigerated choose button 3 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.

Keypad and Screen

- The new Merchant Media platform uses a 3½” LCD screen to provide instructions and information required by the customer to purchase items in conjunction with a 14 button keypad integrated into the cladding on the monetary panel of the machine.
- Keypad also provides access to all Service Mode menus.

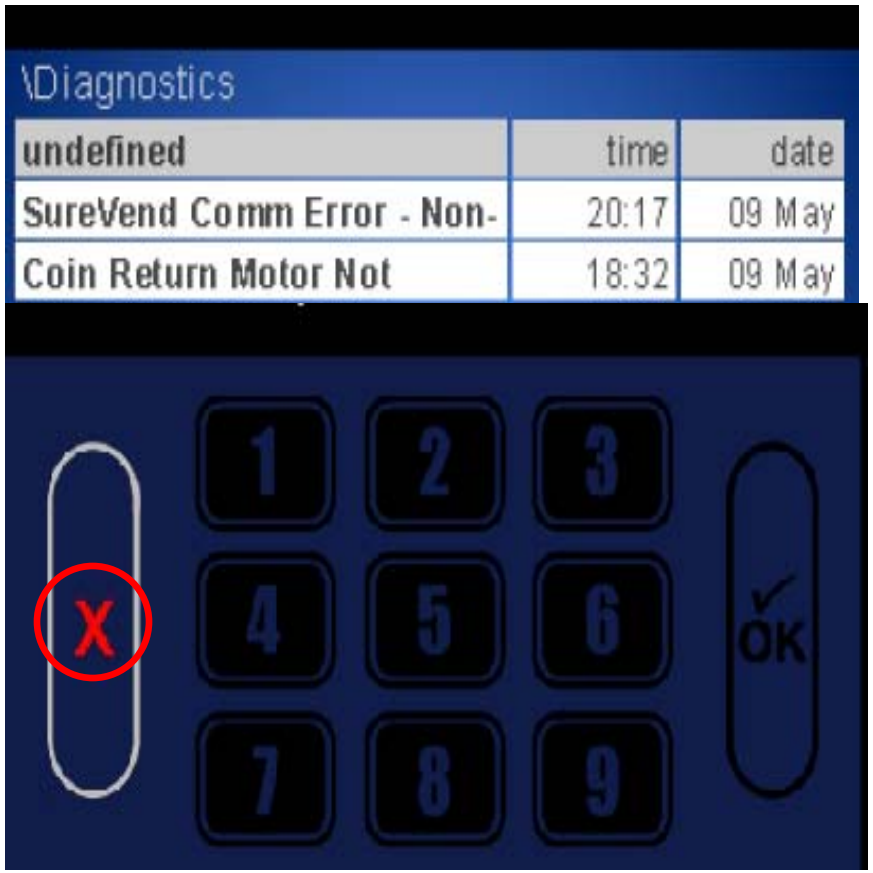
Accessing the Service Modes

- When the monetary compartment is opened, the display will prompt the operator to enter a PIN number on the keypad 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

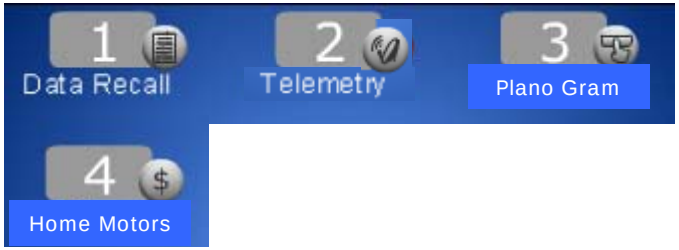
If Errors Exist, an error list will be shown on the display that includes the time and date of the errors.

To escape to the home screen press the highlighted red X.



How Do I Access the Service Modes?

If PIN number 1111 was entered and No Errors Exist, the home screen for the Route Driver menu will appear. This menu allows limited access to the service modes. Pressing the corresponding key on the keypad will provide access to that menu



Route Driver access allows you to:

1. View Resettable and Non Resettable sales data.
2. Send a wireless Dex read.
3. Manage the existing Plano gram.
4. Home all Un-homed Motors.

For access to all other service modes use PIN # 3333

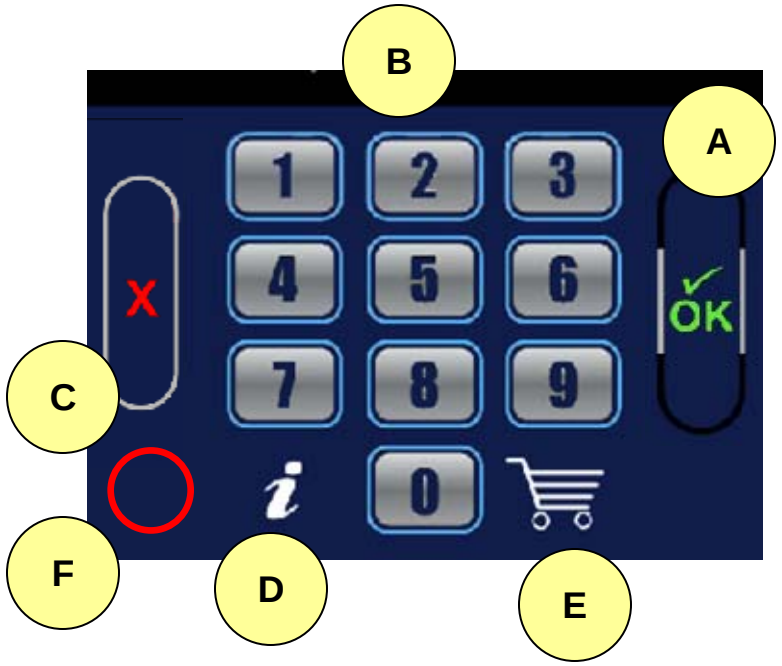
How Do I Access the Service Modes?

- If PIN number 3333 was entered and No Errors Exist, the home screen for the programming menu will appear allowing access to the service modes.
- Pressing the corresponding key on the keypad will provide access to that menu.
- Each of these icons represents a tiered menu that provides access to each of the menu items.

How do I use the keypad?

The backlit keypad includes:

A. An OK (enter or save) key.
B. The numeric keys 0 through 9.
C. An X or cancel, or Escape key.
D. An Information button.
E. A Shopping Cart Button.
F. Home – Although not backlit or identified on the keypad, if you press the area below the X and to the left of the information button (indicated by the red circle) the display will return to the home screen.



How do I use the keypad?

- A unique feature of the backlit keypad is the ability to illuminate only the specific buttons applicable to that process.
  - This is especially important during the service modes as certain functions will only permit the use of defined (lit) buttons, all others are disabled
- The X and OK keys have the ability to provide a scrolling feature in certain service modes by pressing the top or bottom of the long rounded buttons, when illuminated.

Menu Chart

Service Mode Menu Chart
Menus 1 to 6

1 Data Recall	2 Diagnostics	3 Test
Non Resettable Sales Data	Shows Errors w Time Date	Test Vend
Resettable Sales Data		Coin Return Motor
Events		Surround Lighting Test
Identification Number		Screen Test
SureVend ™ Corrected		MagTeck Head Test
		Refrigeration System
		SureVend Calibration
		Motor Test Summary
		Detailed Motor Test
		Lighting Relay
		Keypad Test

4 Price	5 Product Configuration	6 Special Vend Modes
Individual Selections	Selection Configuration	Free Vend
Entire Machine	FIFO Set Up	Winner Vend
Price Tray 1	Universal Product Code	Combo Vend
Price Tray 2	Shopping Cart Setup	Token Enabled
Duplicates for all trays	View Planogram	Rapid Vend
	Couple Motors	
	SureVend	

Menu Chart

Service Mode Menu Chart
Menu 7 to End

7 Money	8 System Settings	9 Security Codes
Coins In/Out	Machine Information	Enter Pin
Bill Validator	Time & Date	Change Route Pin
Coin Mechanism	Language	Change Operator Pin
Card Reader	DTS	
Bill Acceptance	Software Updates	
Declining Balance	Backup/Restore	
Change Without Purchase	Copy Configuration	
Accept On Low Change	Custom Configurations	
Low Change Message	Screen Brightness	
Credit For Failed Vend	Led Color	
Card Revalue	Idol Timeout	
	Advertisements	
	Custom Messages	
	Configuration Version	
	Refrigeration Settings	

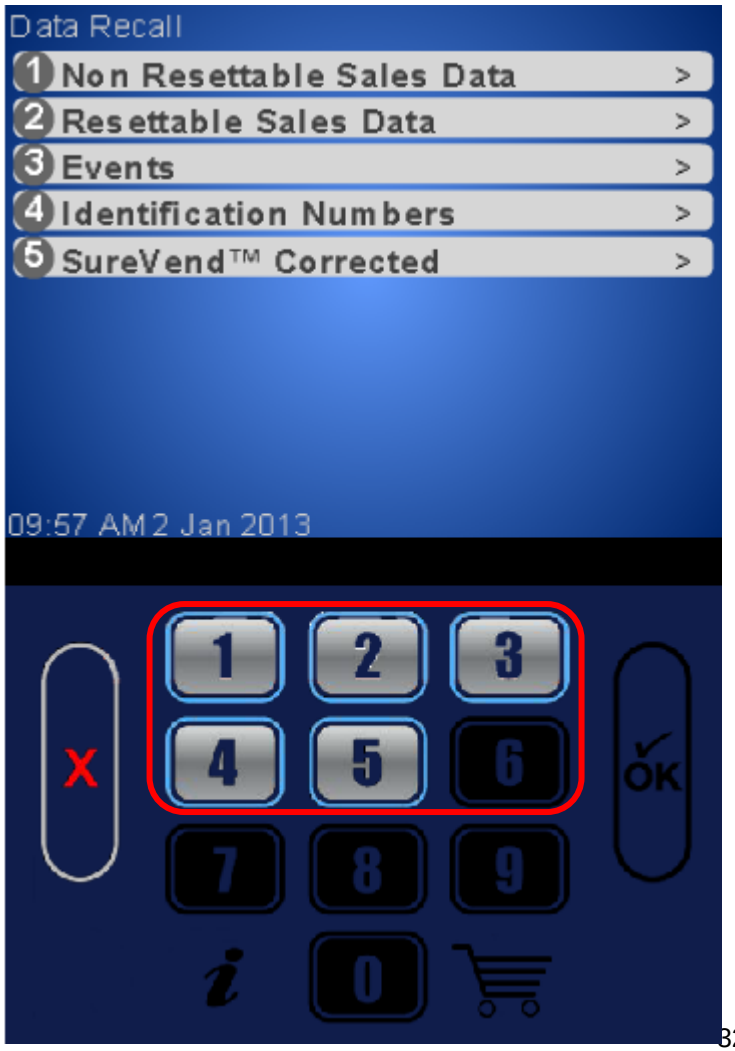
i Timed Events	0 Telemetry	L Firmware Information
Time of Day Events	Send Dex	Peripheral Firmware Info
Backup Events	Ping Server	SureVend Version
Power Save Events	Sync Time w Server	I/O Board Version
	Get Network Status	LE Board
	Send Log Files	
	Update Configuration	
	Load Network	
	Get Cashless Terminal 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

Only the applicable Index buttons on the keypad will be lit.

- Pressing the Index key will access the next level in the menu.
- Click on one of the 5 illuminated buttons to advance to the tiered menu for that item.



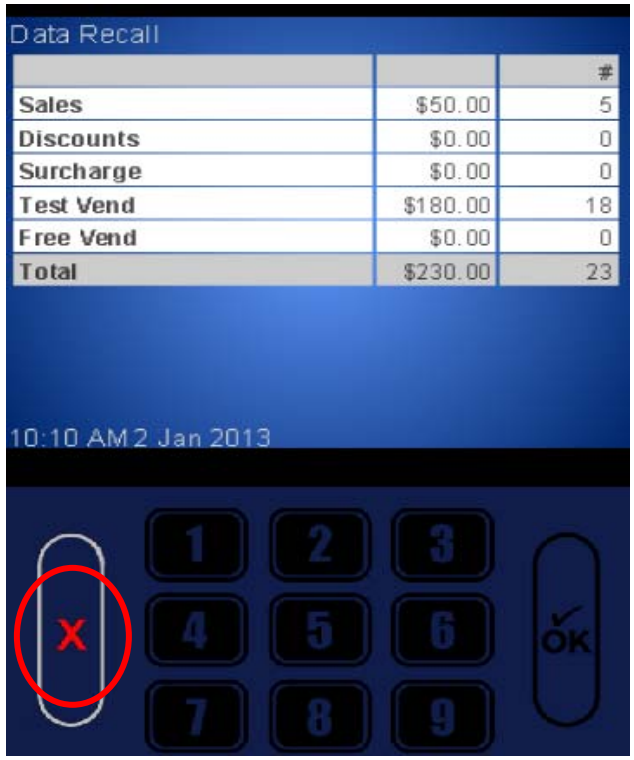
Data Recall Menu
Non Resettable Data

- Non Resettable Sales Data has 7 categories, permitting the operator to review each level of data individually.
- Press:
  - Button 1 = Overall Totals
  - Button 2 = By Tray
  - Button 3 = By Product
  - Button 4 = Cash
  - Button 5 = Cashless
  - Button 6 = Token
  - Button 7 = Bill Data

Data Recall Menu - Non Resettable Data
Overall Totals

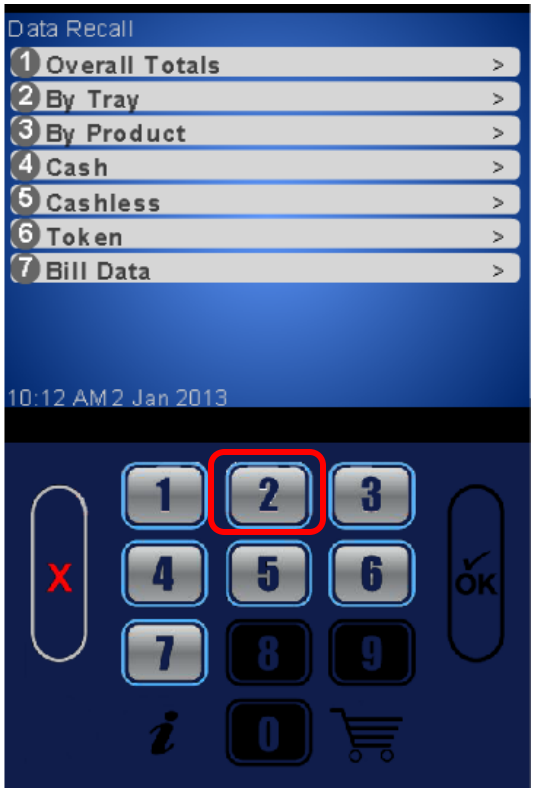
Press button 1 to view the Overall Totals

This screen shows a summary of Overall Totals
Press the **X** key to return to the previous menu

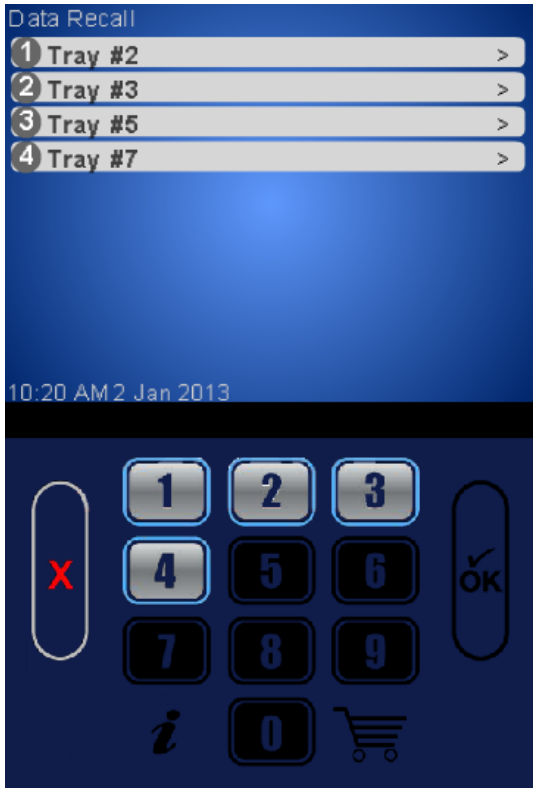


Data Recall Menu
Non Resettable Data by Tray

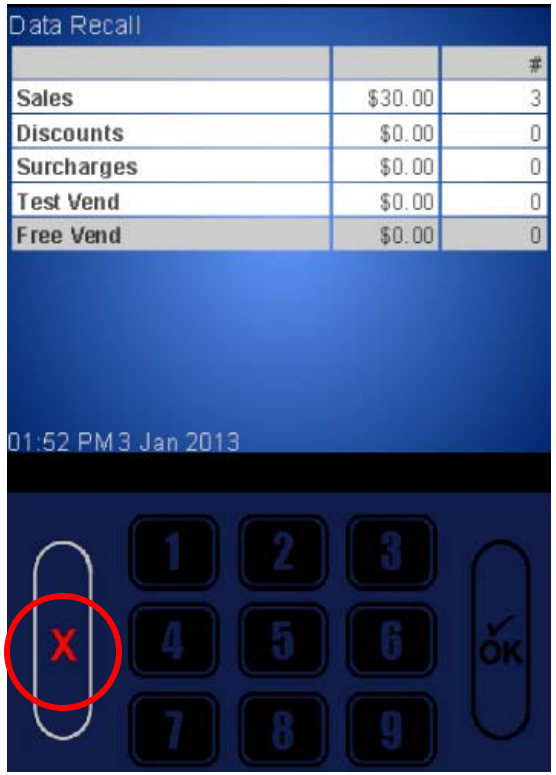
Press 2 to view sales information by tray.



Choose a tray number on the keypad to see the sales data for that tray.



Totals for the tray selected are shown on the display. Press X to exit.

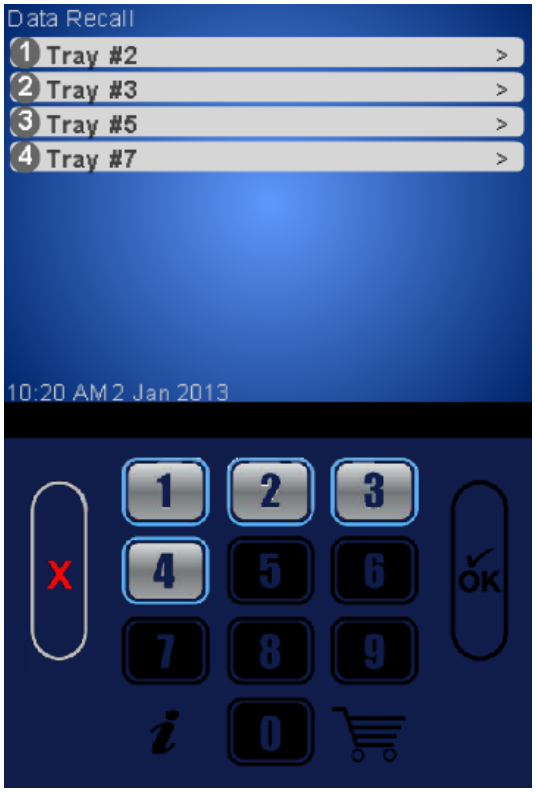


CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Data Recall Menu
Non Resettable Data by Product

Press 3 to view Sales Data by product.

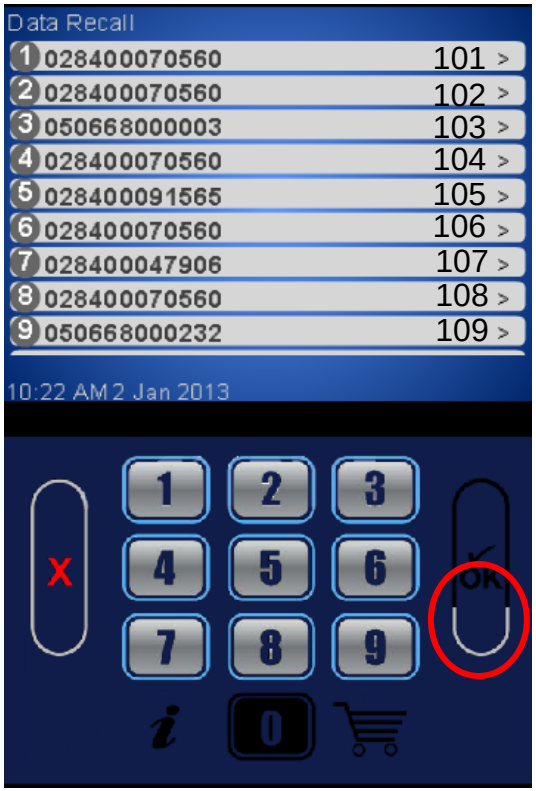
Choose a tray number on the keypad to see the sales data for that tray.



Continued →

Data Recall Menu
Non Resettable Data by Product

The UPC code will show up when used along with the selection number. Press a number on the keypad to view Data by Product. Press the bottom of the OK button to scroll down to additional selections.

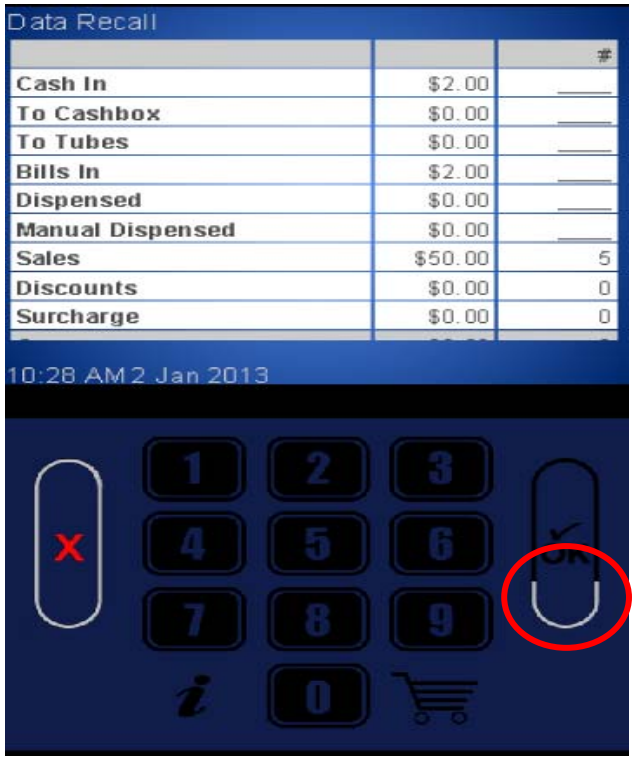


Totals for the selection chosen are shown on the display, including the last vend with the time & date.

Non Resettable Data
Cash Totals

Press button 4 to view the Cash Totals

Note: The bottom of the OK key is illuminated to permit you to scroll down to the bottom of the list.



Data Recall Menu
Non Resettable Cashless Sales Data

Press button 5 to view the Cashless Totals

This Screen shows Cashless Sales and number of Cashless vends by vend type, including Revalue if applicable

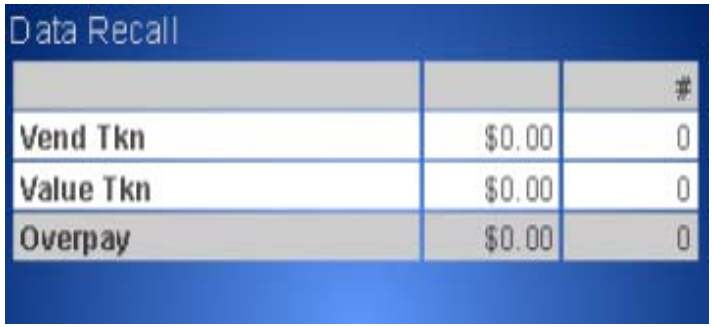
Data Recall Menu
Non Resettable Token Sales Data

Press button 6 to view the Token/Coupon Totals

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

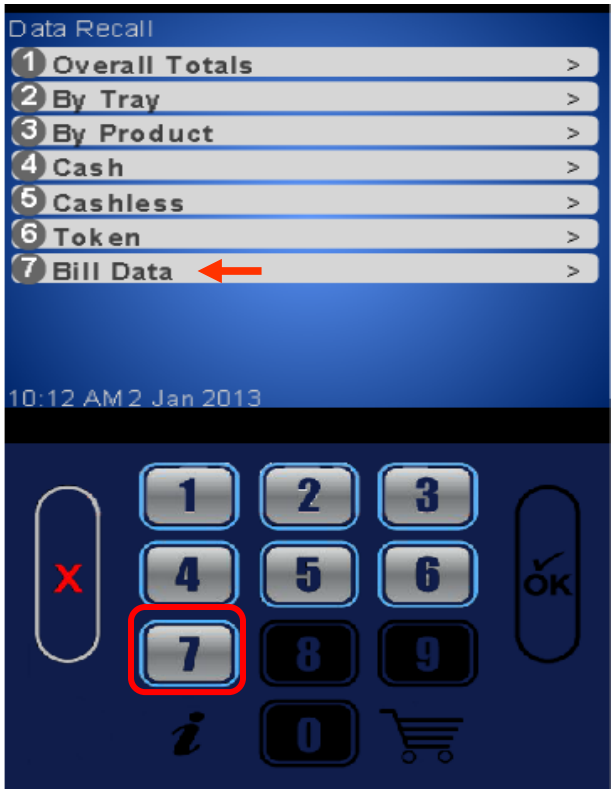
Tokens and Coupons are both considered Tokens in accountability and setup. See Token setup in this manual.

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



Data Recall Menu
Non Resettable Bills Sales Data

Press button 6 to view the Bill Sales Data

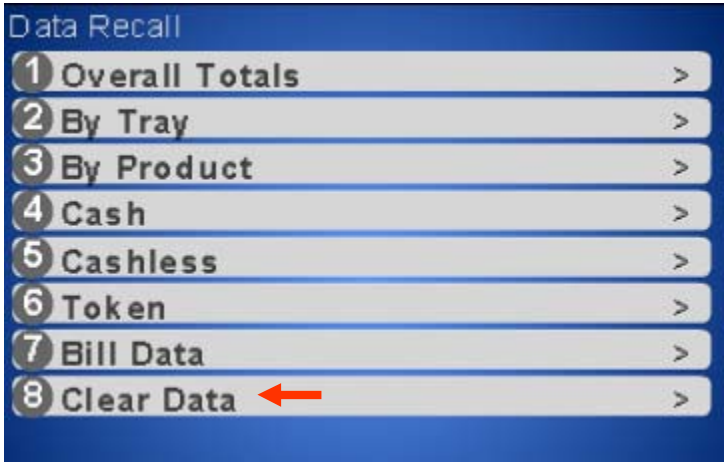


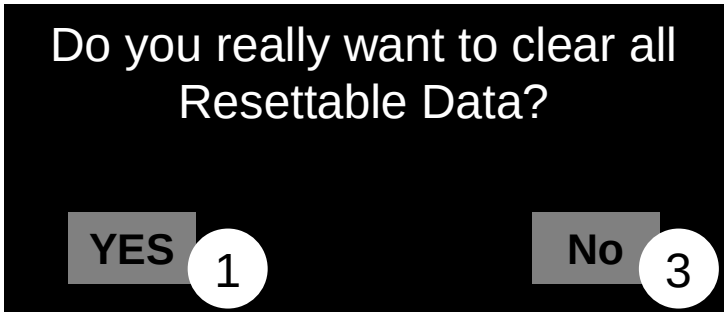
- This Screen allows you to view information about bills by denomination, both accepted and paid out when using a validator or recycler.
- Also included is the current value of bills stored in a recycler cassette

	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		$9.00

Data Recall Menu
Resettable Data

- This menu provides access to the interval or resettable sales data.
- The format of each of the menus is exactly the same as the Non-Resettable Data screens, therefore not duplicated in this programming guide.
- There is one additional menu in the Resettable menu, Clear Data. This menus allow you to clear the resettable data. The Non-Resettable Data can not be reset.
- This resettable data is also cleared each time the machine successfully transmits a DEX file if the option in System Settings, DTS is set to Auto.





Data Recall Menu
Events

Event History

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

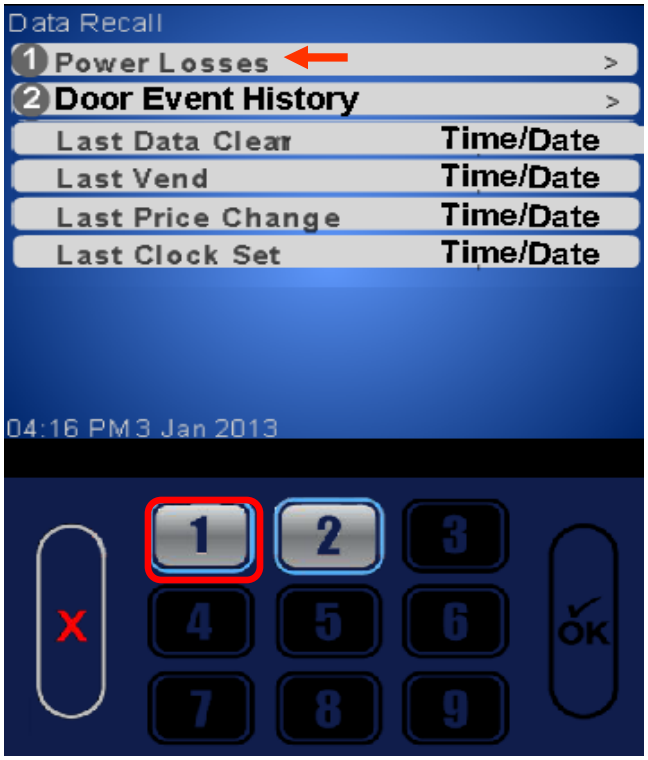
- Press 1 for Power Loss history
- Press 2 for Door Open History

The following Event History will show on the display without entering a Menu.

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

Data Recall Menu
Events – Power Losses

Press 1 to view
Power Loss History



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

Data Recall

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

Data Recall Menu
Events – Door Events

Press 2 to view Door Events History

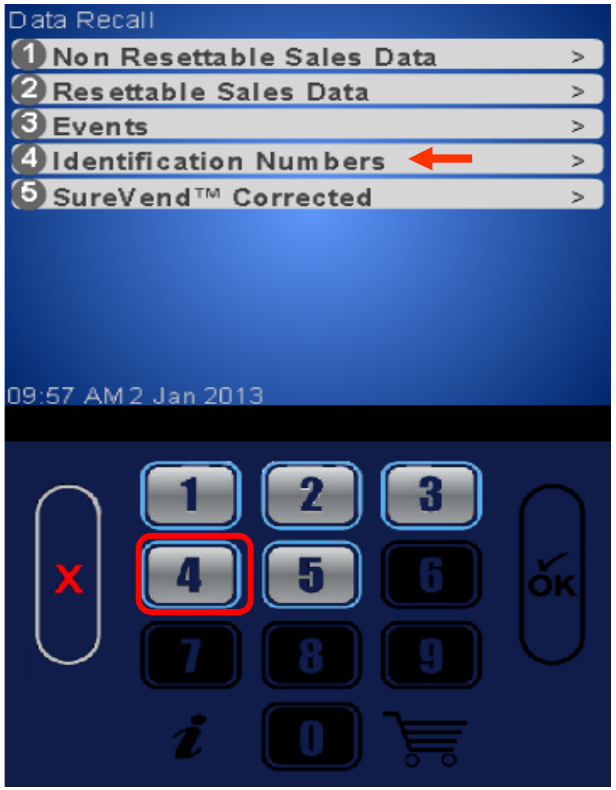
The Door Events are shown on the display including Date and Time

Data Recall

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

Data Recall Menu
Identification Numbers

Press 4 for Identification numbers



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

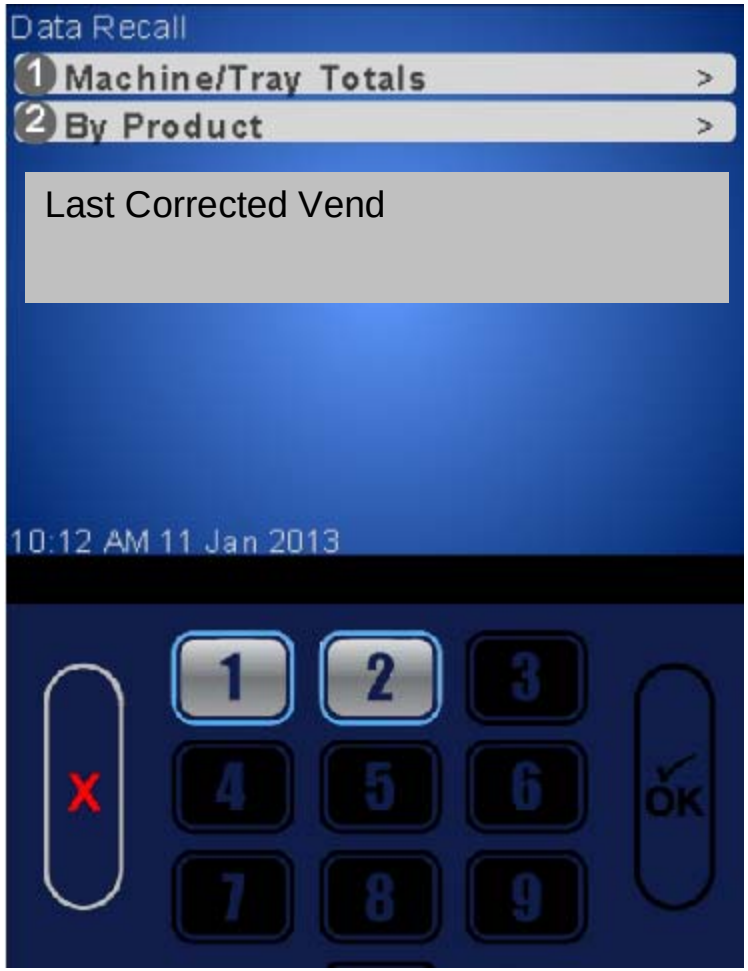
Data Recall Menu
SureVend™ Corrected

SureVend™ Corrected

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

- Press 1 to view Machine and Tray Totals.
- Press 2 to view by product.

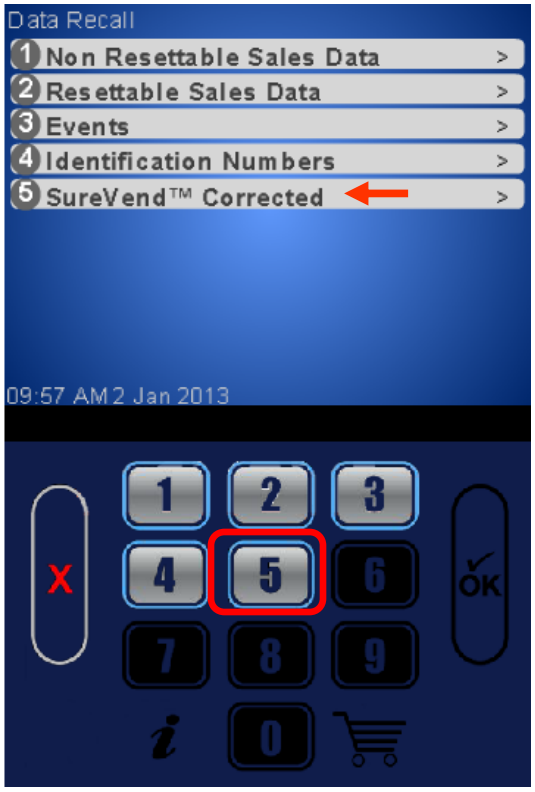
The list of the last corrected vend information is viewable without entering the menu.



Continued →

Data Recall Menu
SureVend™ Corrected

Press 5 to view SureVend™ corrected information



Press 1 to view SureVend™ corrected totals by Machine or tray

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

Data Recall

	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

CRANE MERCHANDISING SYSTEMS
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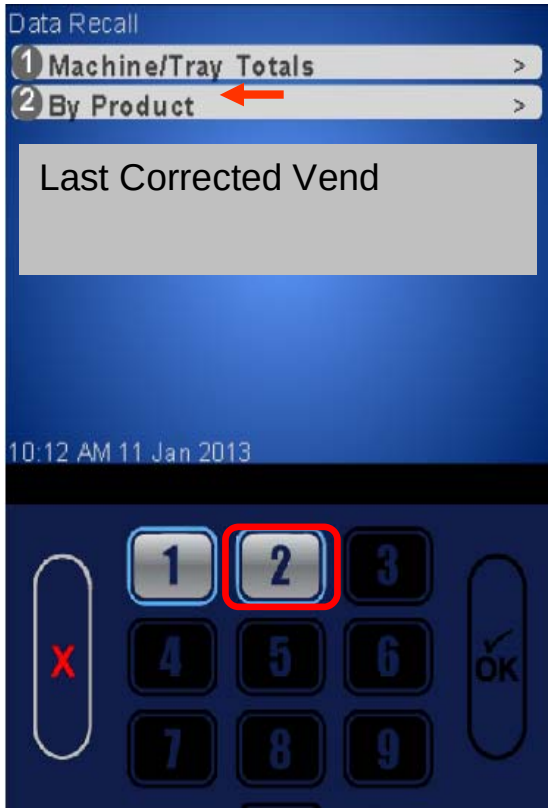
Continued →

Data Recall Menu
SureVend™ Corrected

Press 2 to view SureVend™ corrected by selection



Choose a tray to view SureVend™ corrected information by selection

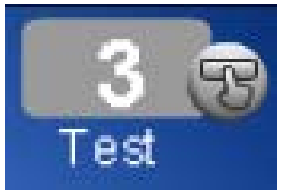
The display will show resettable & non resettable SureVend ™ corrected totals by Selection

	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

Diagnostics Menu

Diagnostics

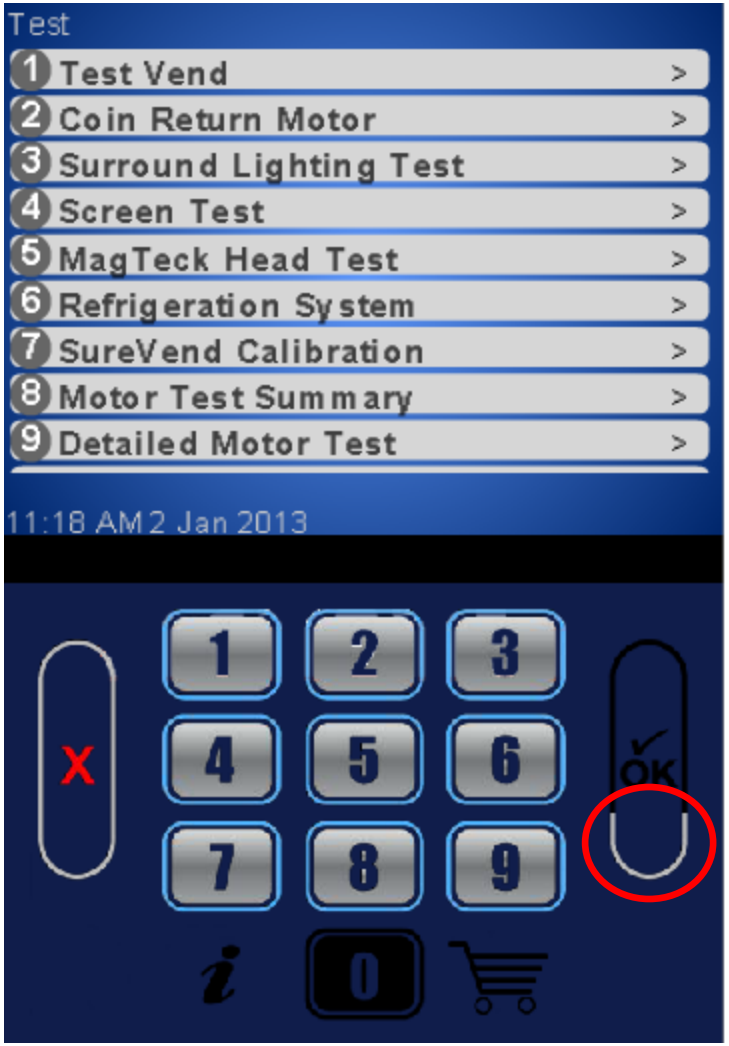
- Pressing 2 on the keypad will cause the Diagnostics screen to appear. This screen shows the errors along with time and date they occurred.
- This screen will automatically appear when entering the service mode if errors currently exist.
- The errors do not need to be cleared, once corrected the error will be erased.
- If the error screen is full the bottom of the OK button will be lit allowing you to scroll to a second screen of errors.

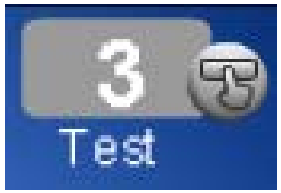


Test Menu

Press 3 on keypad to access the Test Menu.

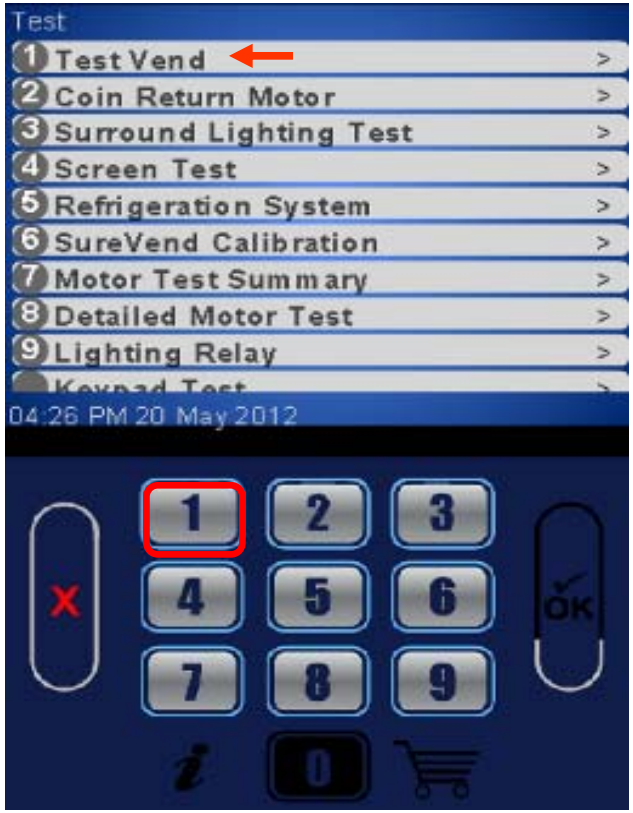
- To test any of the menu items shown press the number to the left of the description on the keypad.
- Press the Half Circle under the OK button to scroll down to Light Relay & Keypad Test





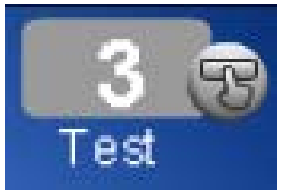
Test Menu
Test Vend

Press 1 for Test Vend



Press 1 to enable or disable SureVend™ for the test.

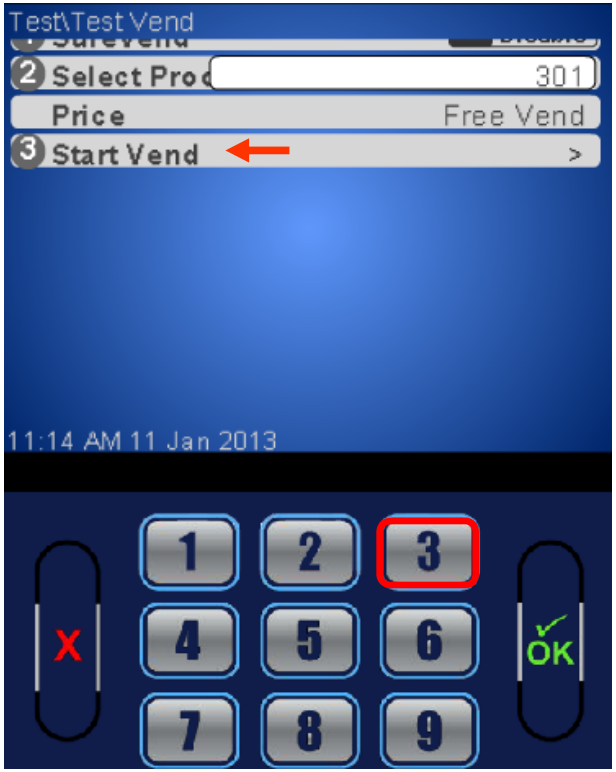
Continued →

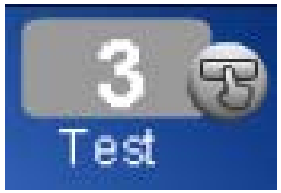


Test Menu
Test Vend

Press 2 and enter the selection number to be tested, followed by OK

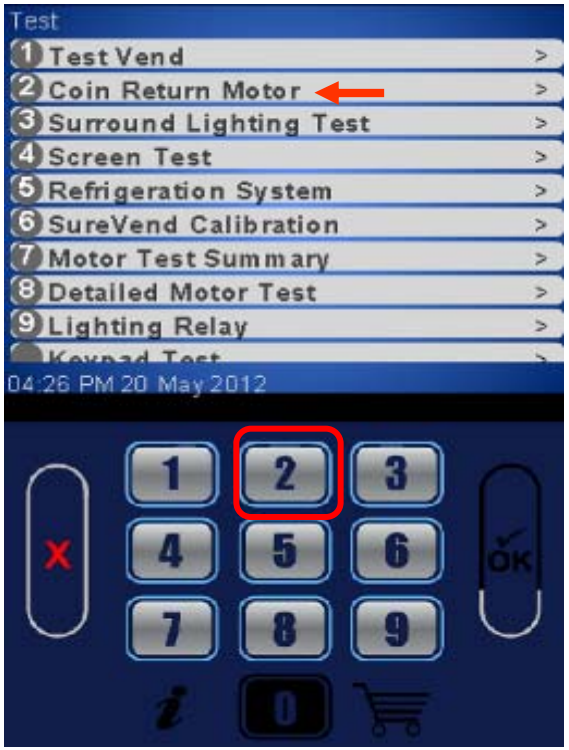
Press 3 to test the selection entered.



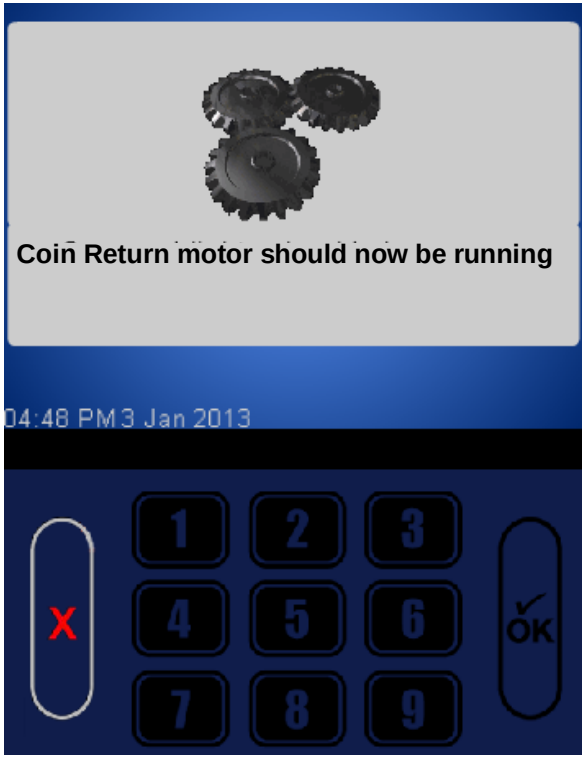


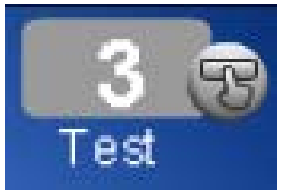
Test Menu
Coin Return Motor

Press 2 to test the coin return Motor



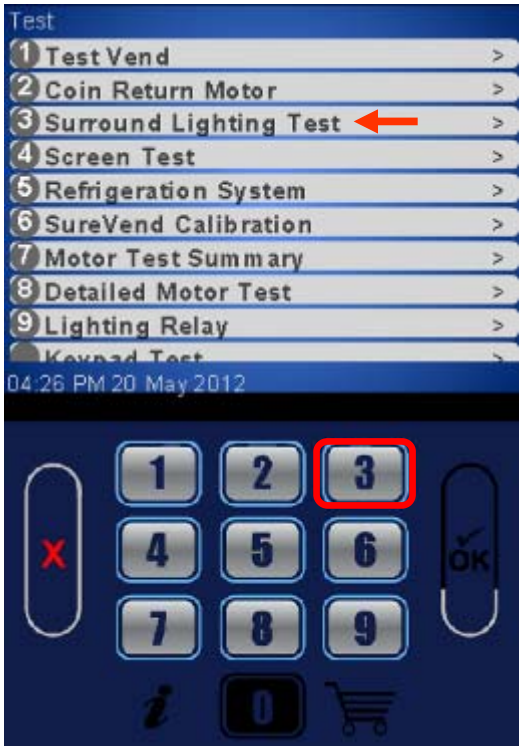
The display will show Coin Return motor should now be running,





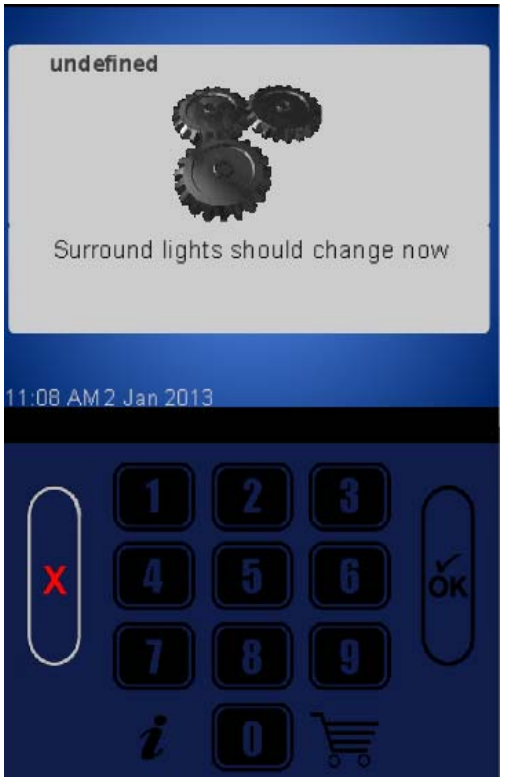
Test Menu
Surround Lighting Test

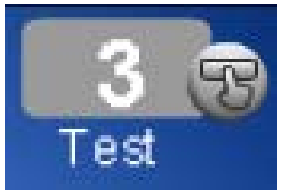
Press 3 for Surround Lighting Test



Press 1 to confirm Lighting Test

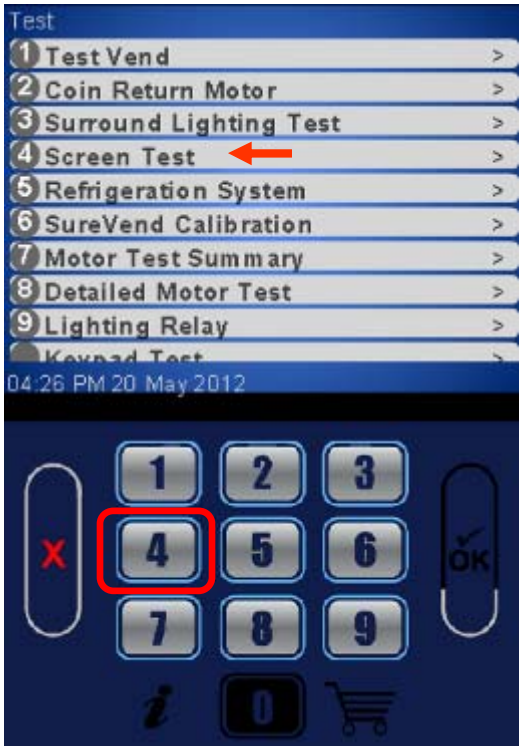
The Surround lights should be changing colors



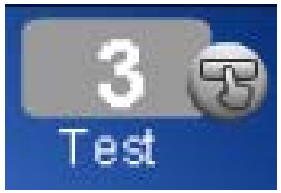


Test Menu
Screen Test

Press 4 for Screen Test

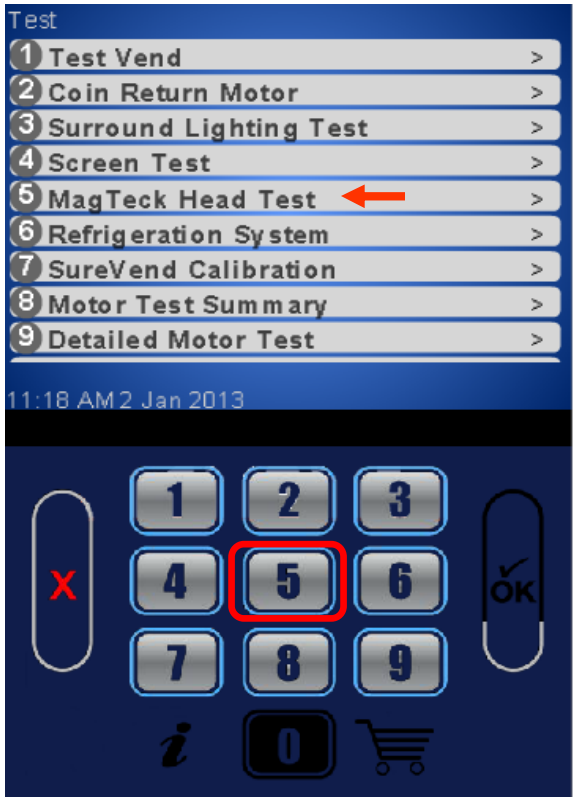


The display will illuminate with Red, Green & Blue.
Press X to Exit.

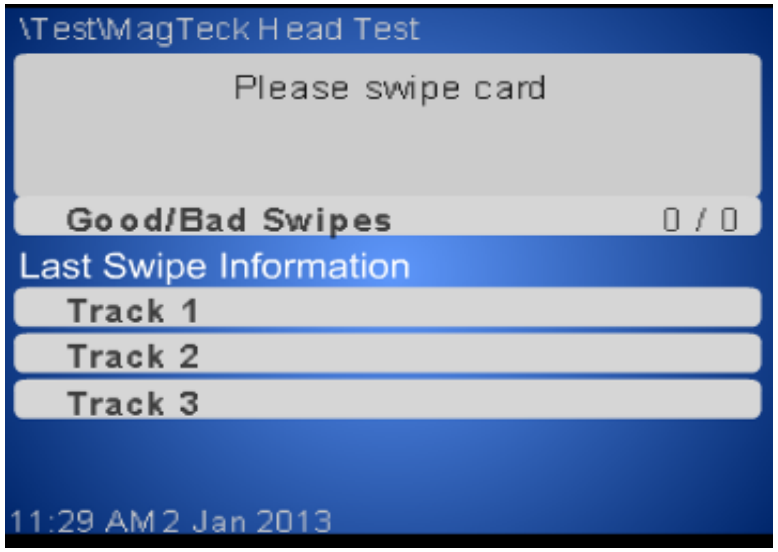


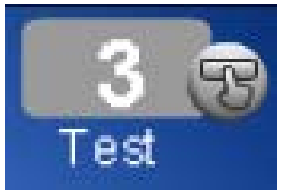
Test Menu
MagTeck Head Test

Press 5 for MagTeck Head Test



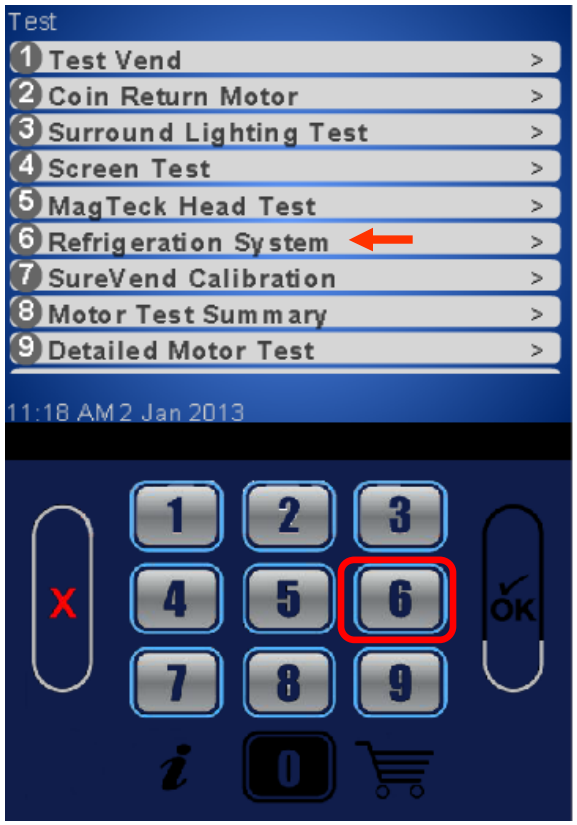
Swipe Card to test Magnetic Head. The display will keep track of how many good swipes versus bad, 28 good swipes out of 30 is considered passing





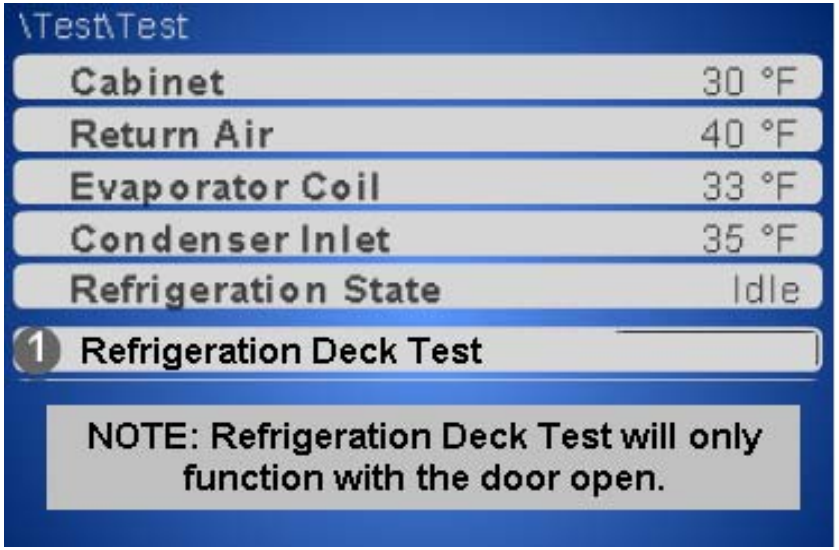
Test Menu
Refrigeration System

Press 6 for Refrigeration System Test

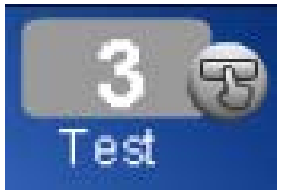


The display will show the current temperature for all the sensors in the machine as well as the current refrigeration Status ON/Off/Idle/Defrost and Time left on Health if applicable.

Pressing 1 will start a Refrigeration Deck Test



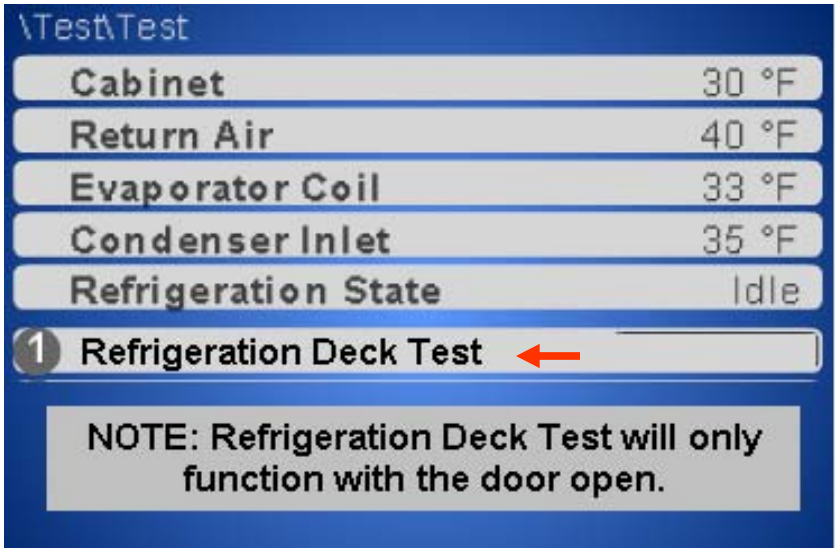
Continued →



Test Menu
Refrigeration System

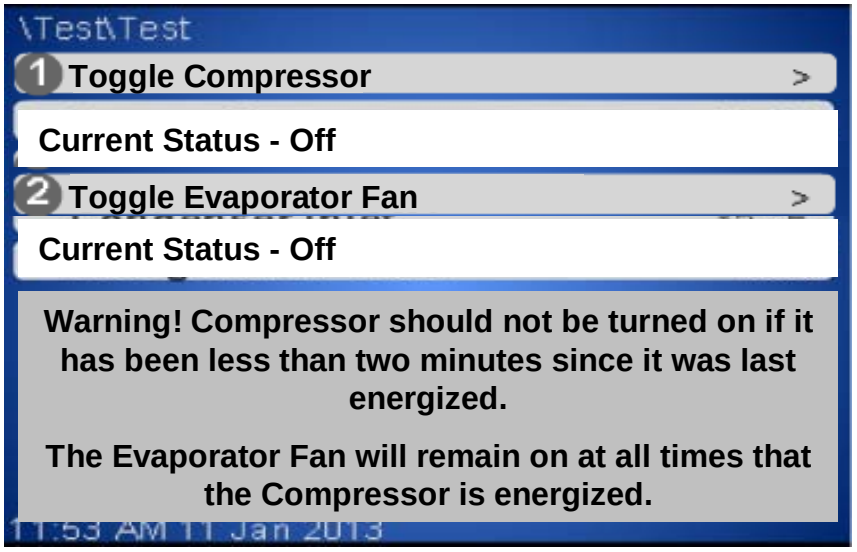
Press 1 to proceed to the Refrigeration Deck Test Menu

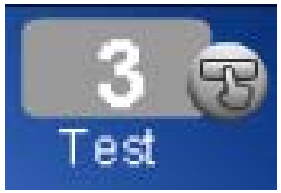
Note: The refrigeration Deck Test will only function with the door open



Press 1 to toggle Compressor On/Off

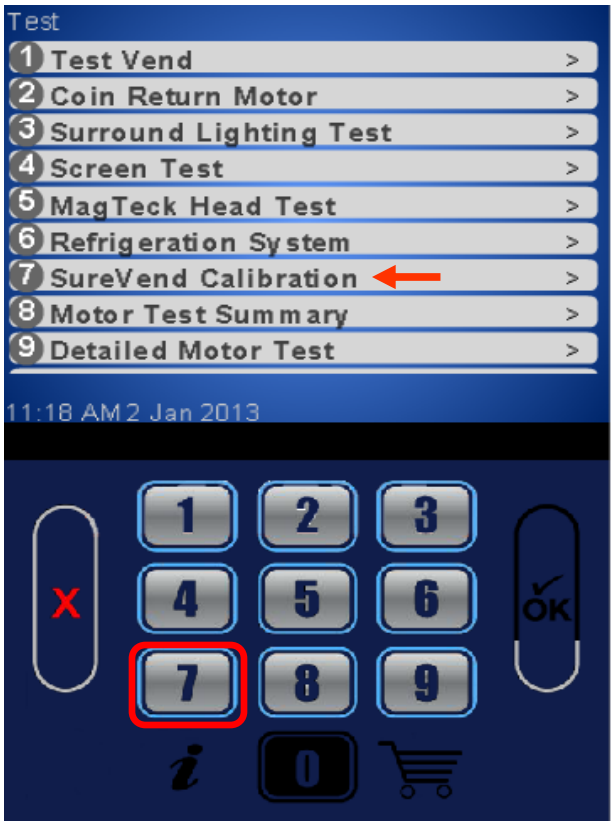
Press 2 to toggle Evaporator Fan On/Off





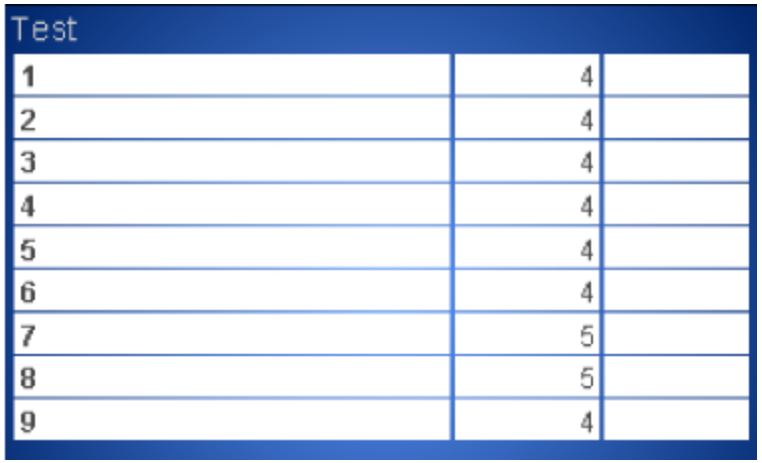
Test Menu
SureVend Calibration

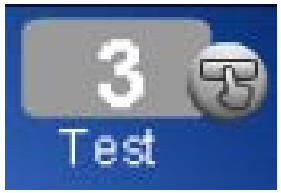
Press 7 to view
SureVend Calibration



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 a reading above 10, this indicates a partial blockage. Zero indicates a complete blockage or bad sensor.

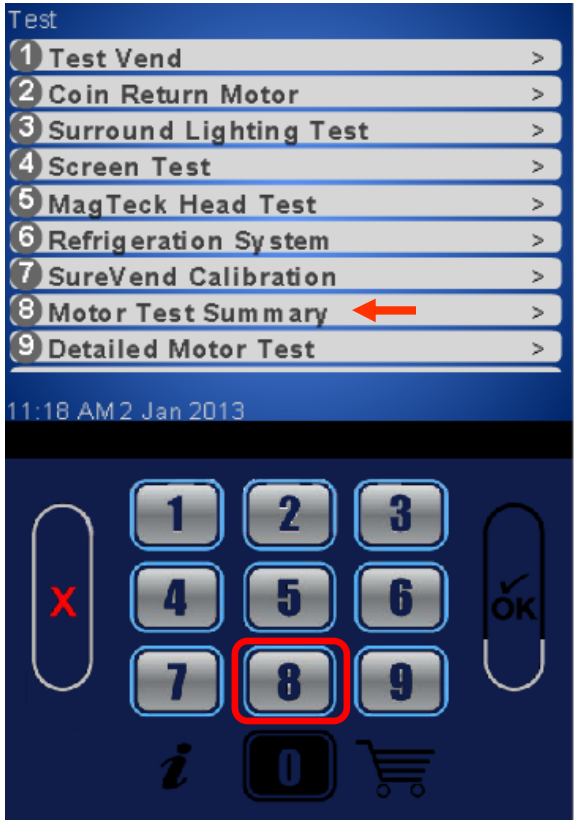
Sensor number Calibration



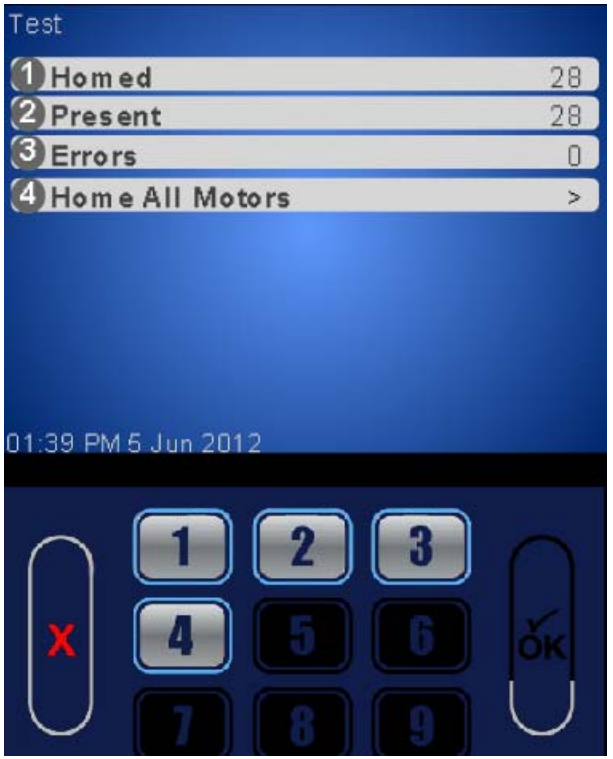


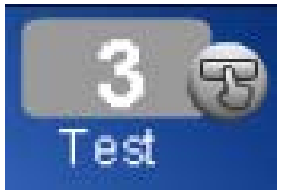
Test Menu
Motor Test Summary

Press 8 to view Motor Test Summary



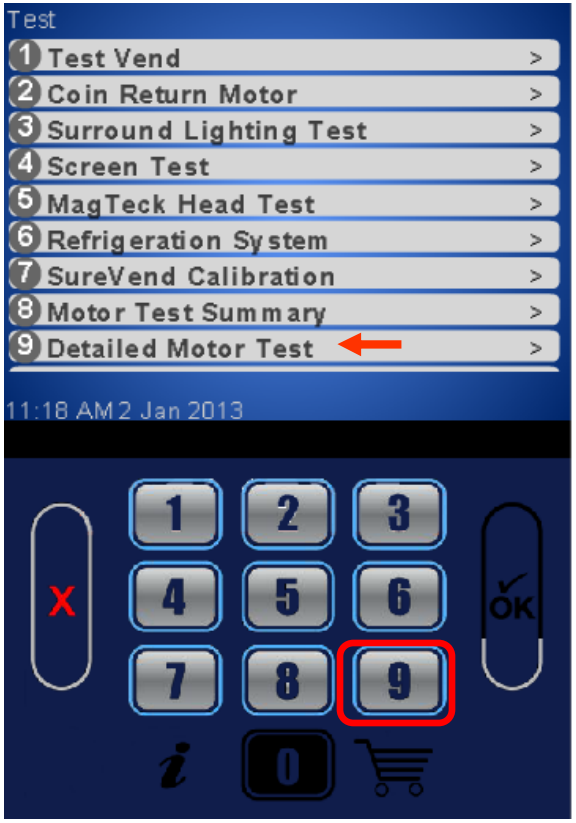
1= Number of Homed Motors
2 = Number of Motors seen by the controller
3 = Number of motors present but not at home
4 = Press to home all un-homed motors





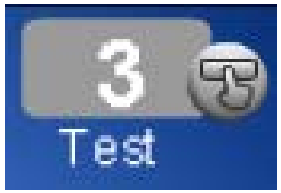
Test Menu
Detailed Motor Test

Press 9 to go to
Detailed Motor Test



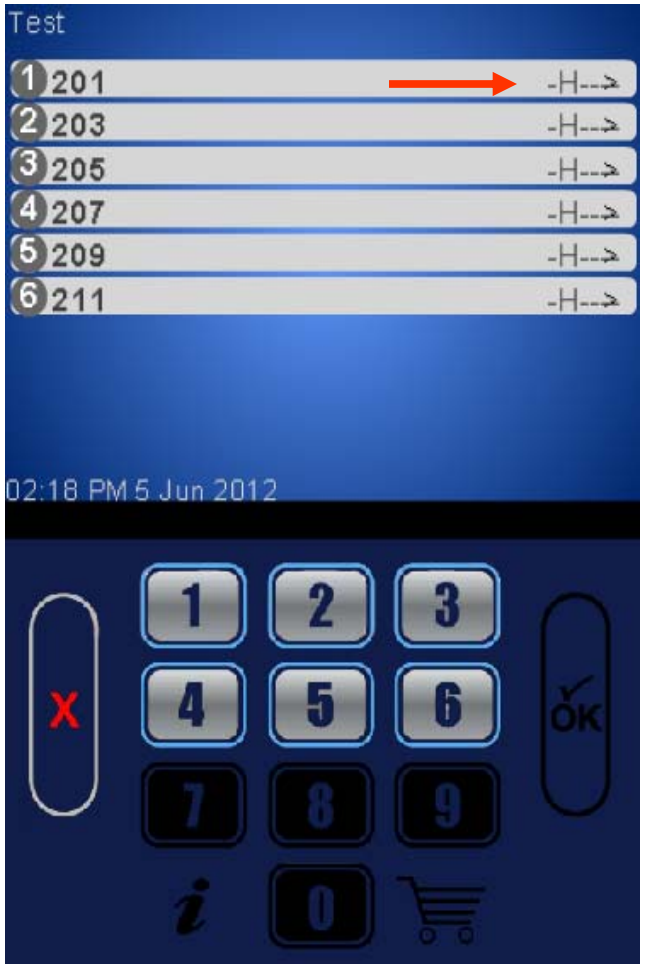
Select the tray you
wish to view

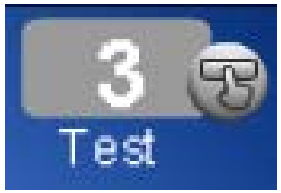
Continued →



Test Menu
Detailed Motor Test

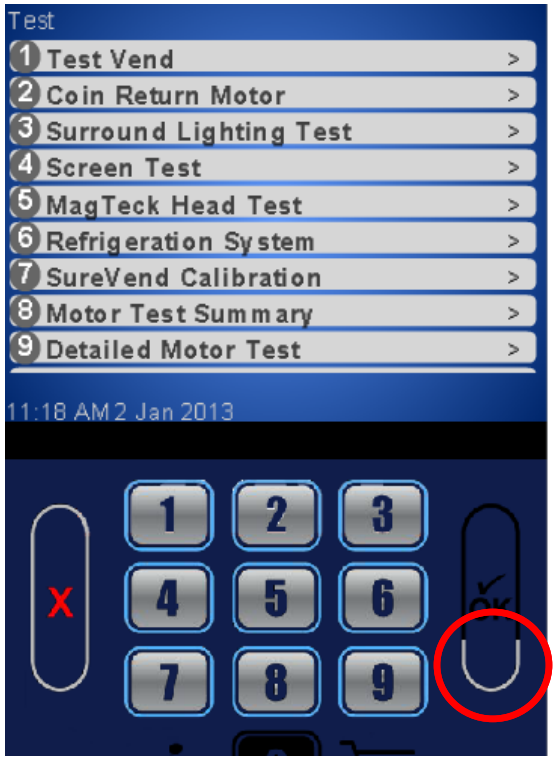
- "H" indicates that spiral is homed
- "X" indicates the spiral is present, but not configured
- "F" indicates spiral is a FIFO member
- "C" indicates spiral is coupled
- "ERR" indicates error is present for the spiral.
- "W" indicates spiral is a Winner member, Token member or a Combo member.
- "T"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



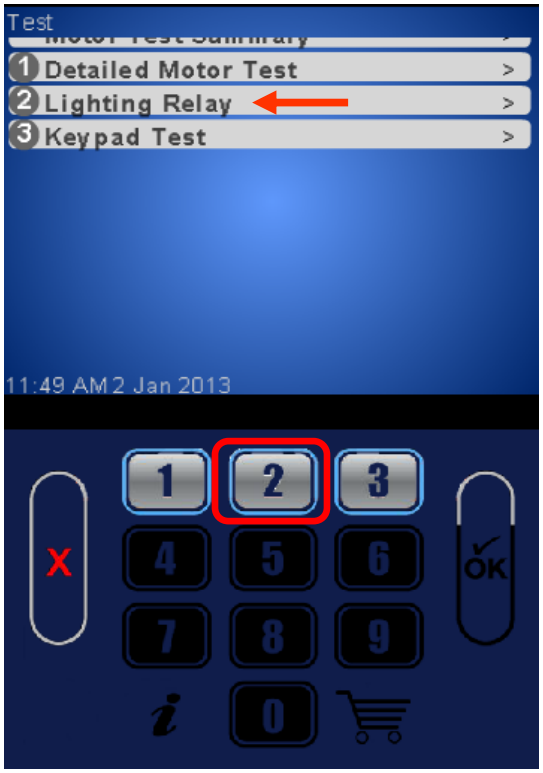


Test Menu
Light Relay

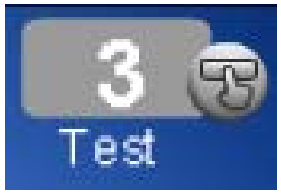
Press the highlighted lower half of the OK button to scroll down to Relay Test



Press 2 to access Light Relay test

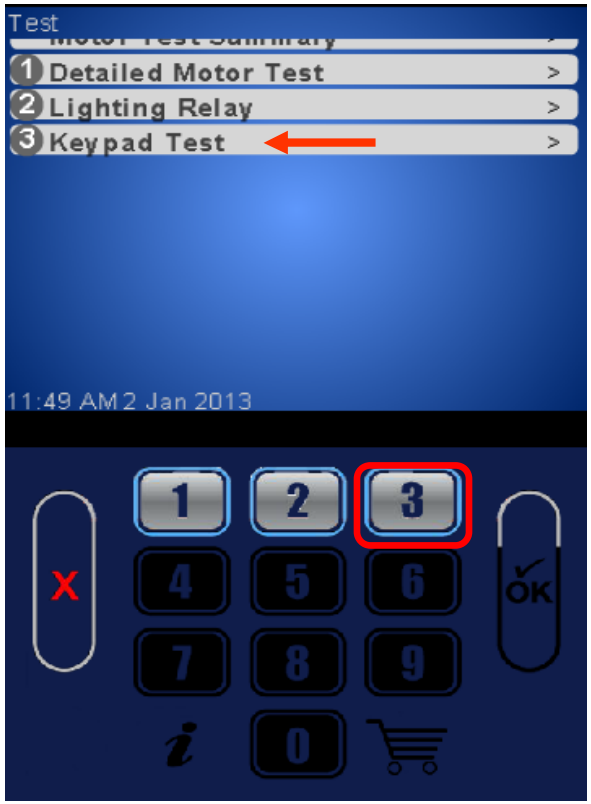


Press 1 to toggle cabinet lights off and on



Test Menu
Keypad Test

Press 3 to enter Keypad Test



The first highlighted key will be the upper half of the X key, once pressed the number 1 key will light. Continue pressing the highlighted keys in sequence until all keys have been tested. Press X at any time to exit.

Price Menu

Price Menu

Provides Access to Price setting options.

- Press number 4 on the keypad to access the Prices.

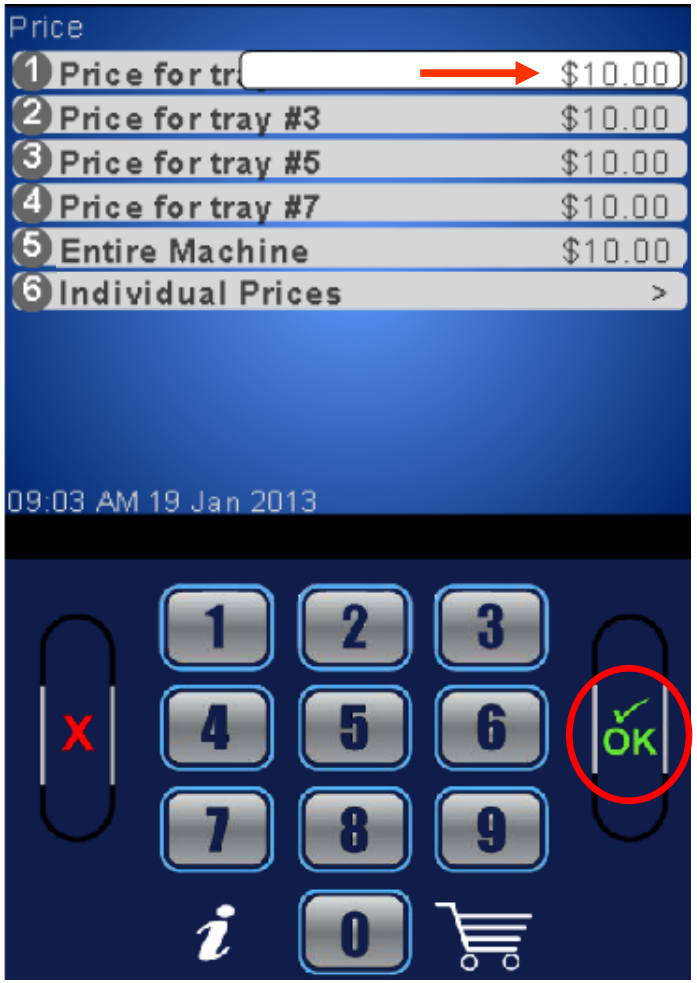
There are three options for setting prices:

- By Tray
- Entire Machine
- Individual Prices

Price Menu
Setting Prices by Tray

Setting Prices by Tray

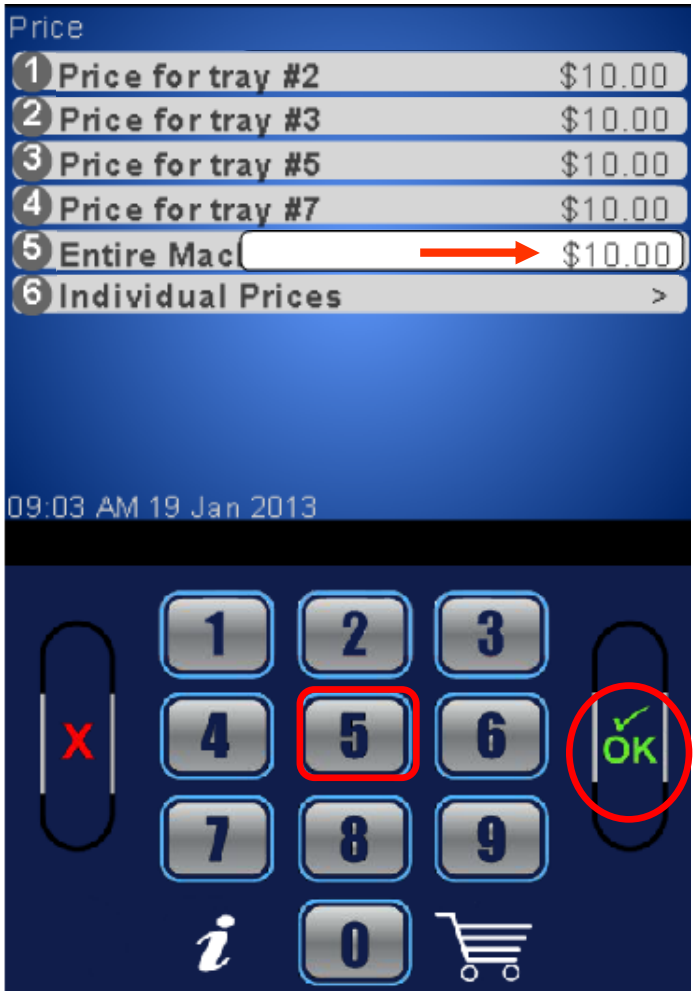
- Choose tray you want to Price
- Enter the price for that tray and press OK.



Price Menu
Setting Entire Machine Prices

Entire Machine Pricing

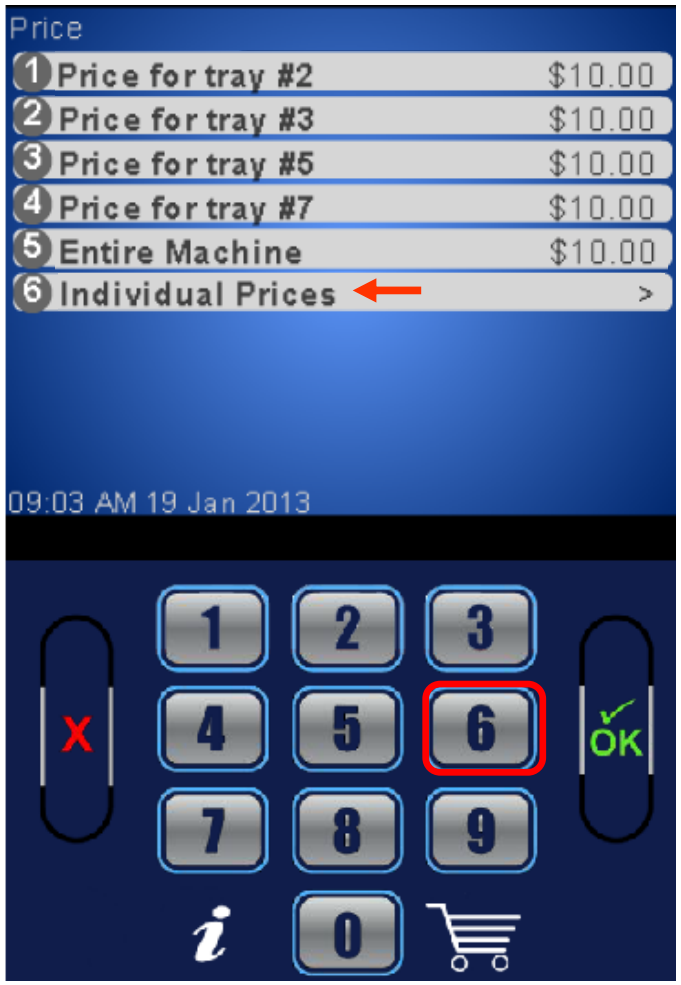
- Press 5 to set the Entire Machine to one price.
- Enter the price desired and press OK.



Price Menu
Setting Individual Prices

Individual Prices

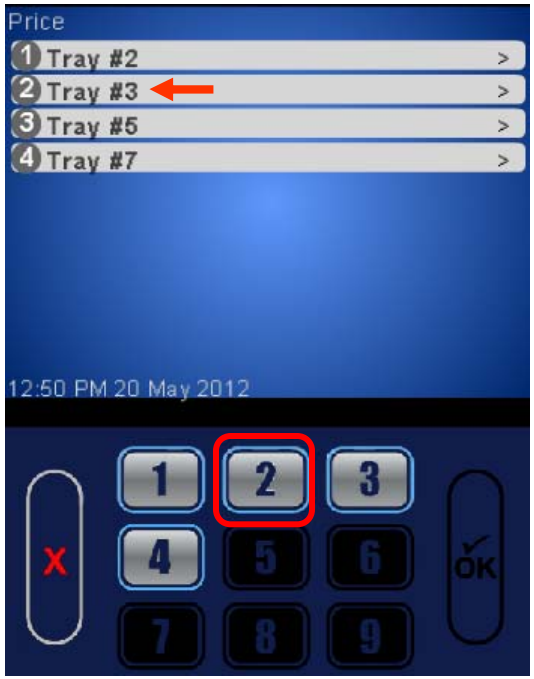
Choose number one on the keypad to set individual prices.



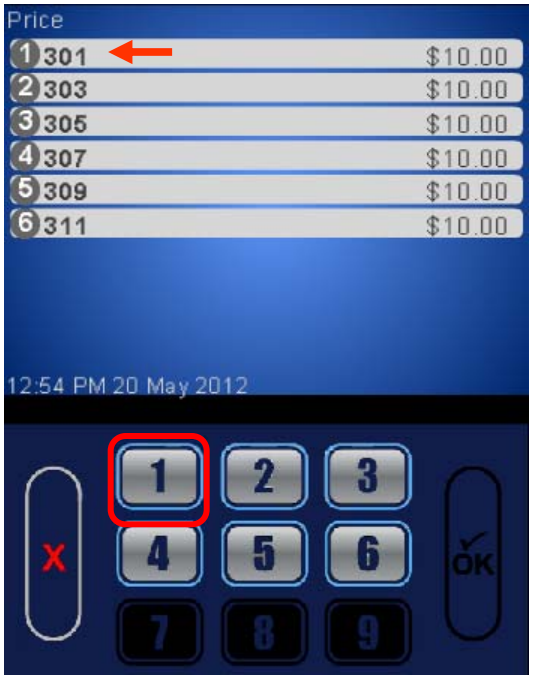
Continued →

Price Menu
Setting Individual Prices

Step 1 –
Chose a Tray first



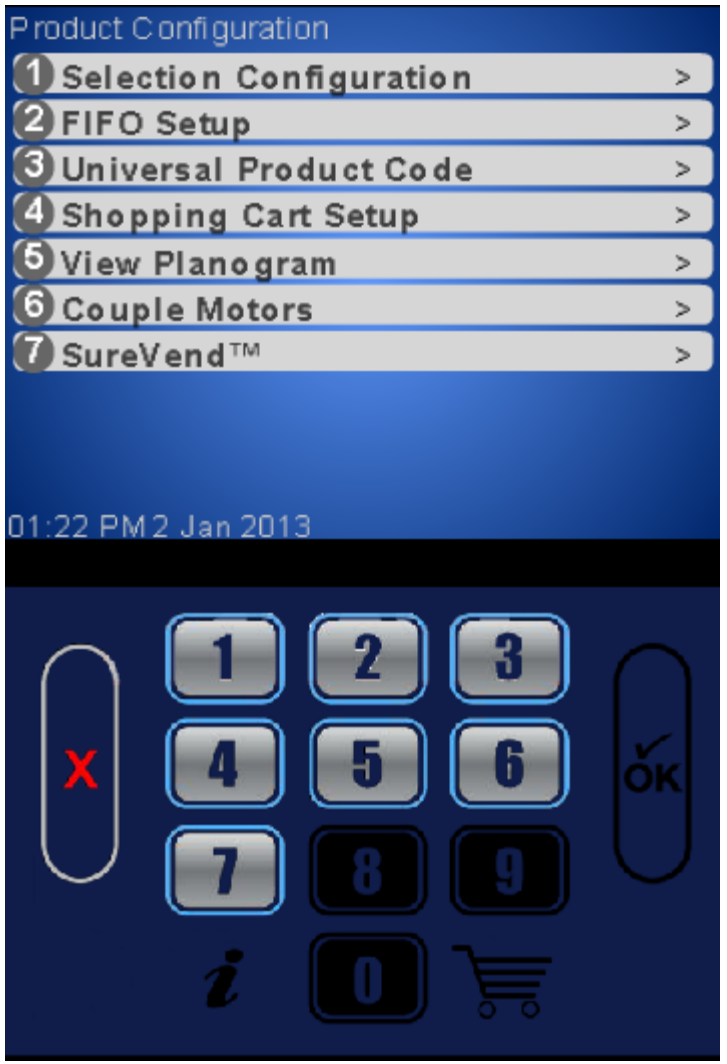
Step 2 –
Chose a Selection



Step 3 –
Enter desired price
and press OK

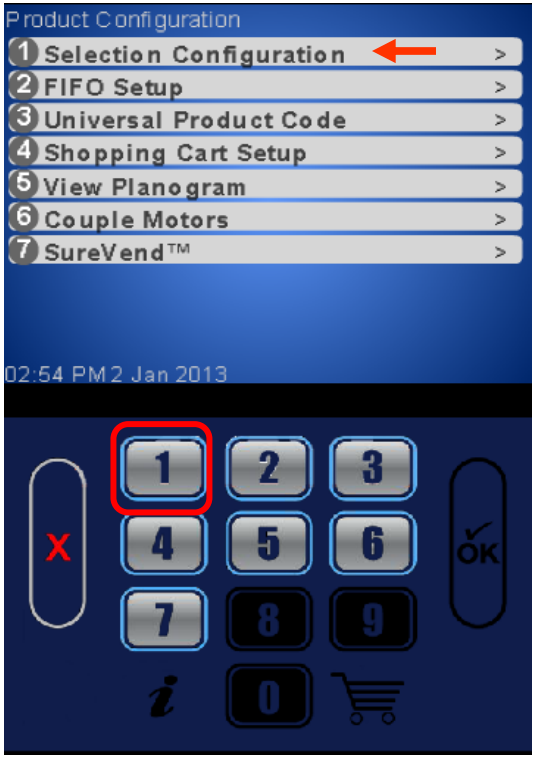
Product Configuration

- The Product Configuration menu provides access to the following modes in the machine:
  - Selection Configuration
  - FIFO Setup
  - UPC Setup (package UPC)
  - Shopping Cart Setup
  - View Planogram
  - Couple Motors
  - SureVend



Product Configuration
Selection Configuration

Press 1 to enter the Selection Configuration Menu.



Press 1 to Auto Configure the motors.

The controller will scan all the motors and automatically enable all motors that are detected.

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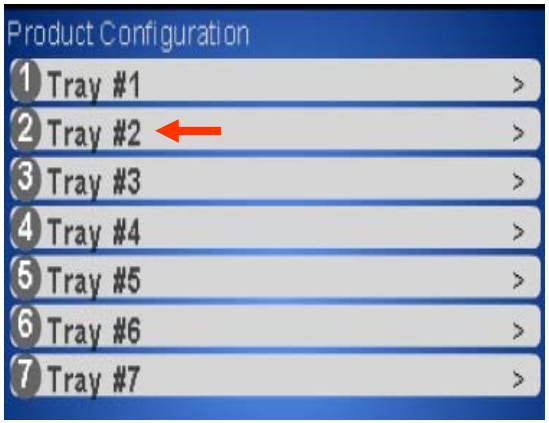
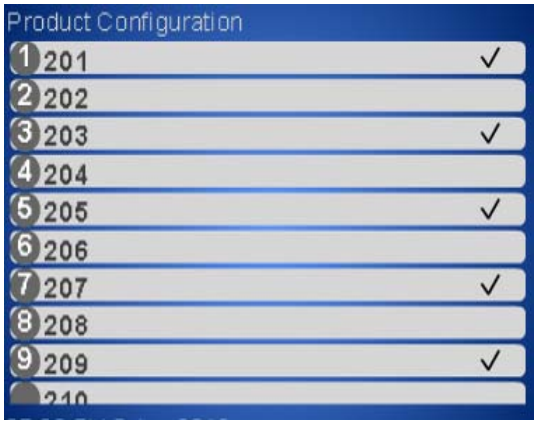
Product Configuration
Selection Configuration – Set Up Selections

Press 2 to manually configure selections.

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



Use the keypad to add or remove a checkmark. Motors with a checkmark will be enabled and part of the configuration. In some cases the bottom of the OK button will be lit to scroll to additional selections.



Product Configuration
FIFO

FIFO (First In, First Out)

- **FIFO** (First In, First Out) 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 to go 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:

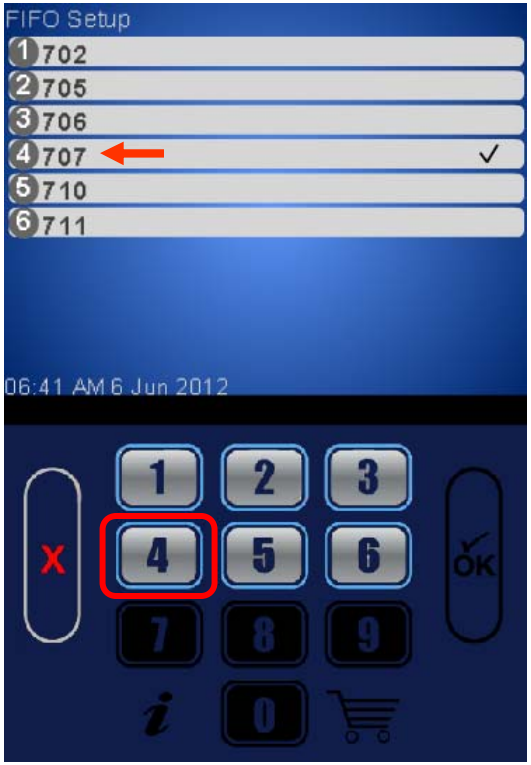
- Add a Group
- Delete a Group
- Edit a Group
- View Existing Groups (Mappings)

Product Configuration
FIFO – Add a Group

Press 1 to Add a FIFO Group

Select the desired tray to view or change the enabled selections.

All available selections are shown. Press the keypad to add a checkmark to the motors to be configured.



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Product Configuration
FIFO – Delete a Group

Press 2 to Delete a FIFO Group

Select the desired Group to be Deleted and press OK

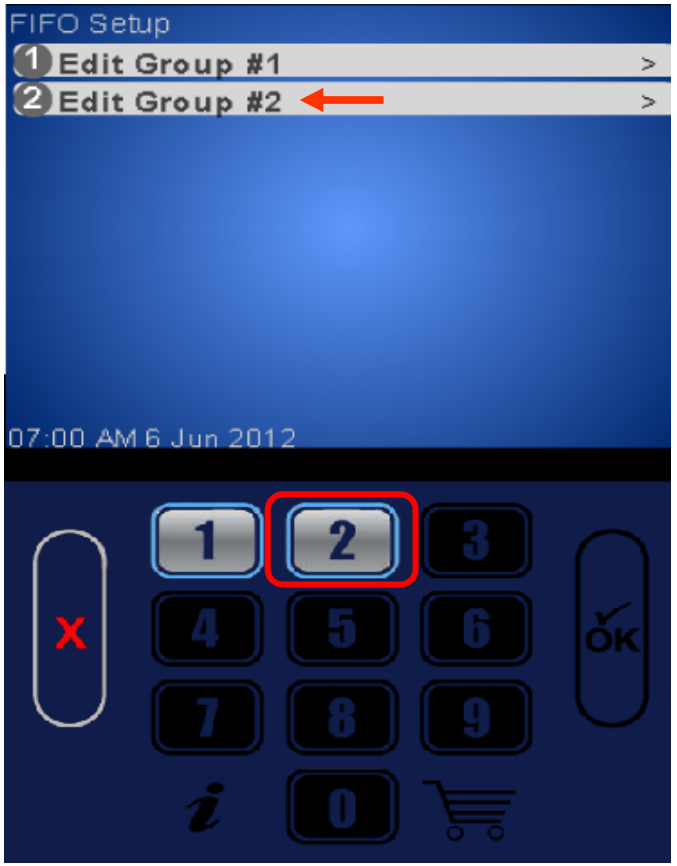
Press 1 to confirm or 2 to back out

CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Product Configuration
FIFO – Edit a Group

Press 3 to Edit a FIFO Group

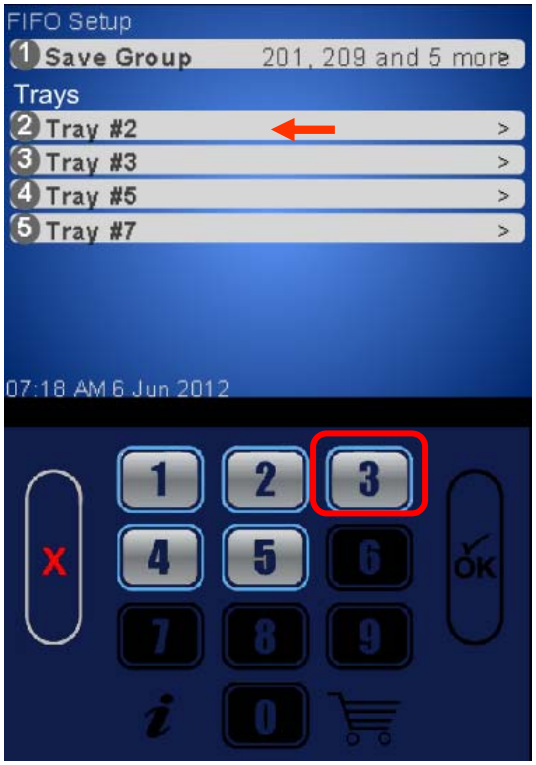
Select the desired group to Edit.



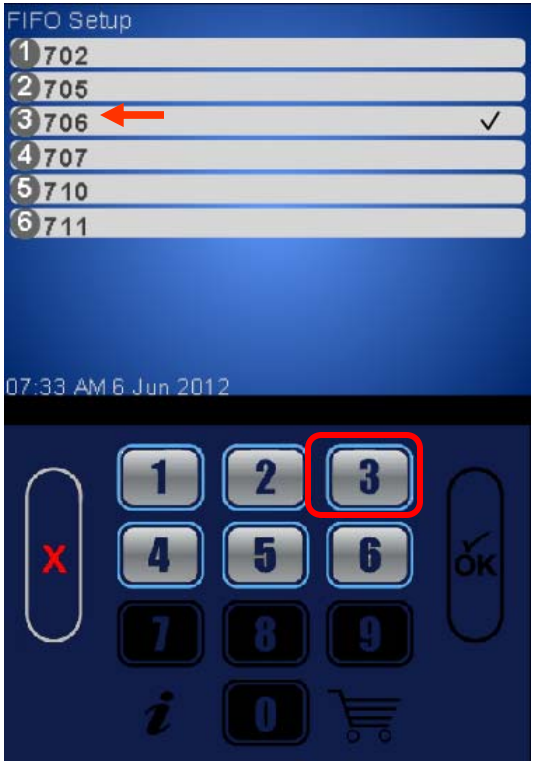
Continued

Product Configuration
FIFO – Edit a Group

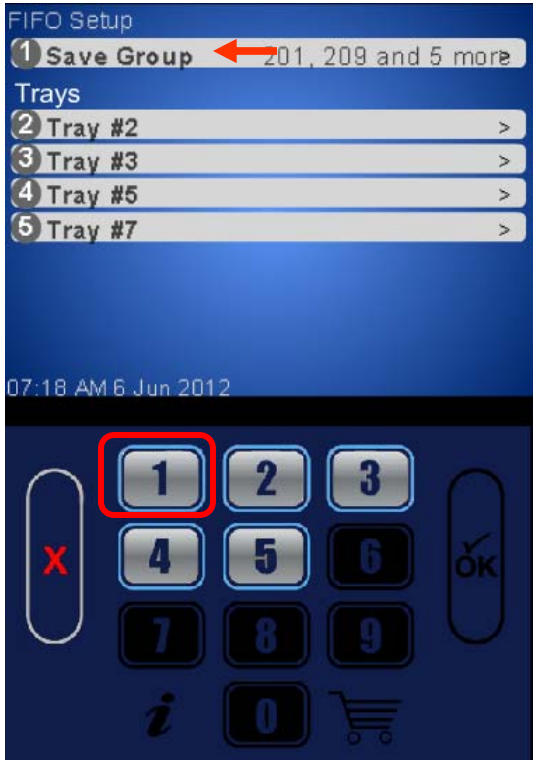
Select the tray you wish to Edit



Use the keypad to check or uncheck a selection from the group. Press X to exit



Be sure to save the changes by pressing 1

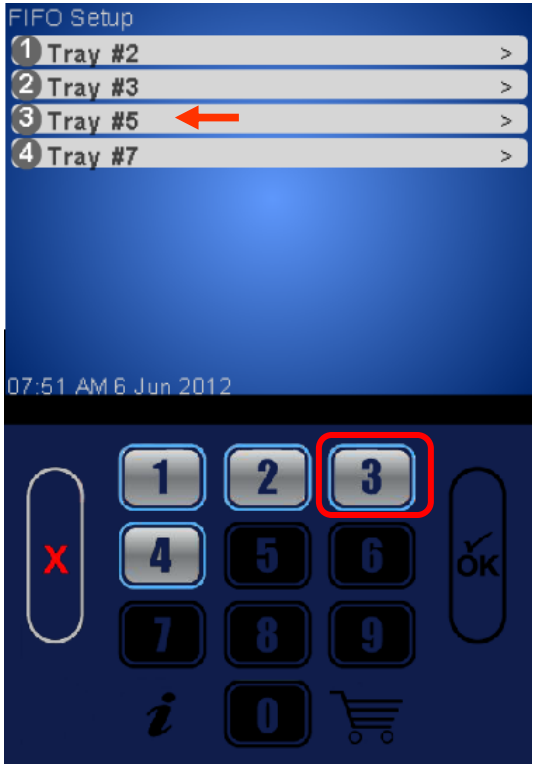


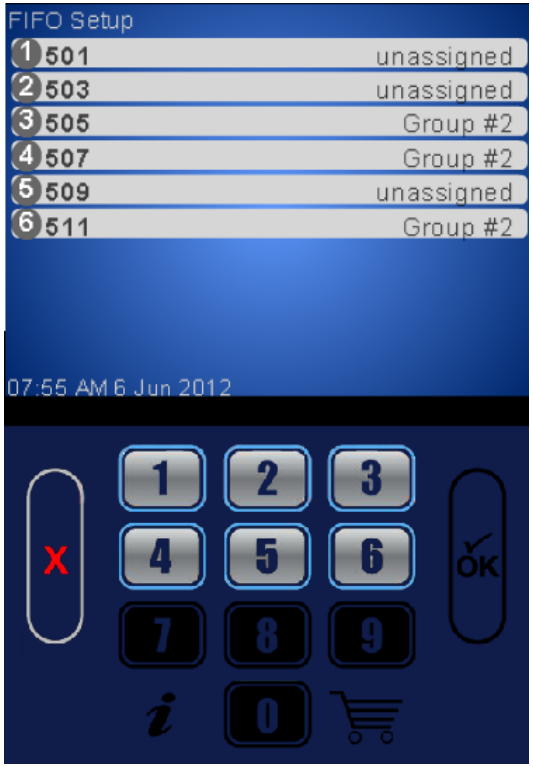
Product Configuration
FIFO – Mappings

Press 4 to for current FIFO Mappings.

Select the desired tray to View current mappings.

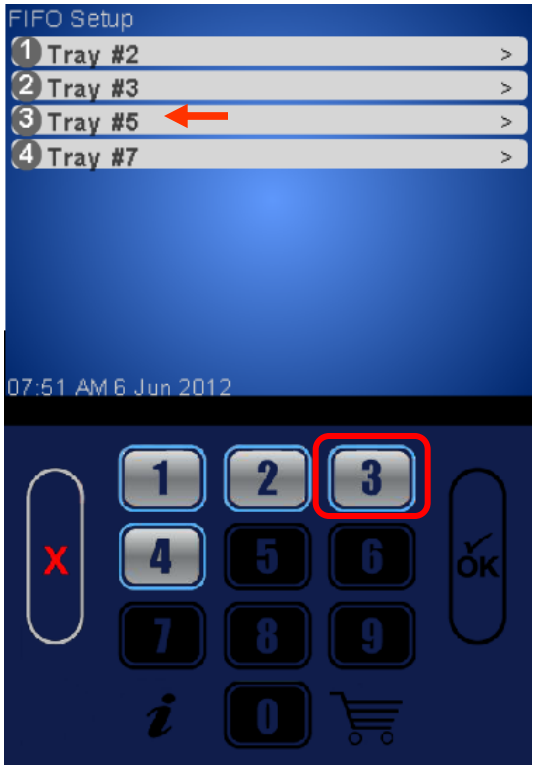
The display shows the current Mapping for the motors on the tray selected.



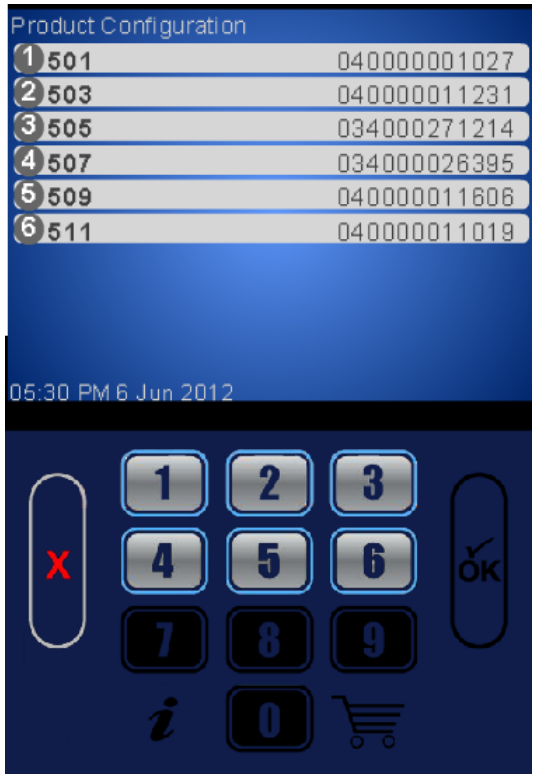


Product Configuration
Universal Product Code

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



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



Continued →

Product Configuration
Universal Product Code

•For a UPC code to be valid, The UPC Code must have been on you Flash drive when the Planogram was uploaded to the machine.

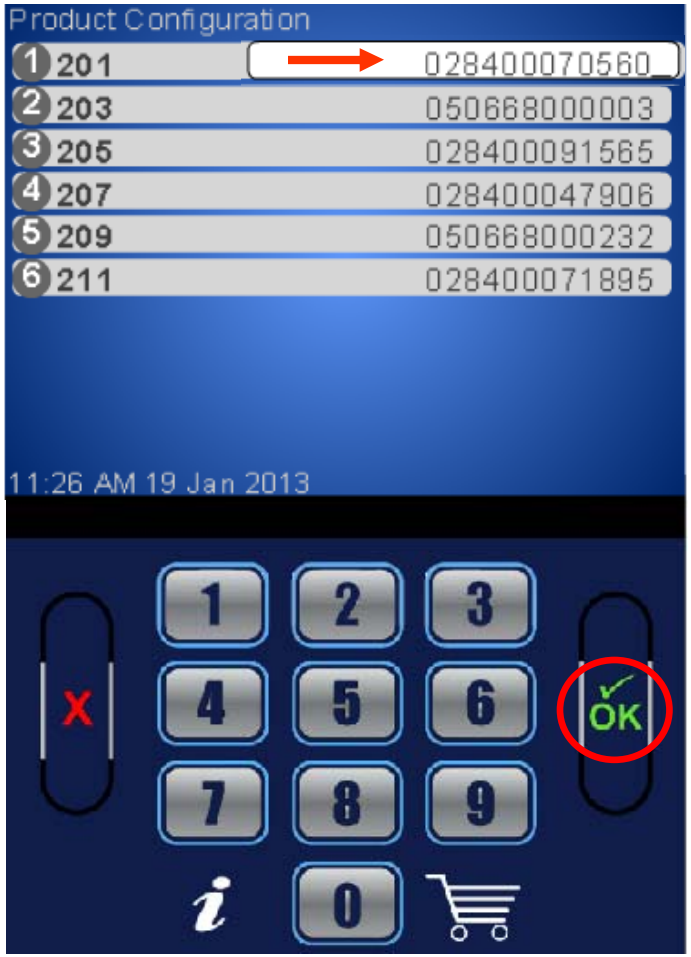
•Deleting a UPC Code will cause that selection to show a generic picture on the display and no nutritional information will be available for that selection.

•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 enter the 12 digit UPC code you wish to add.

•The shopping cart on the bottom right serves as a backspace key.

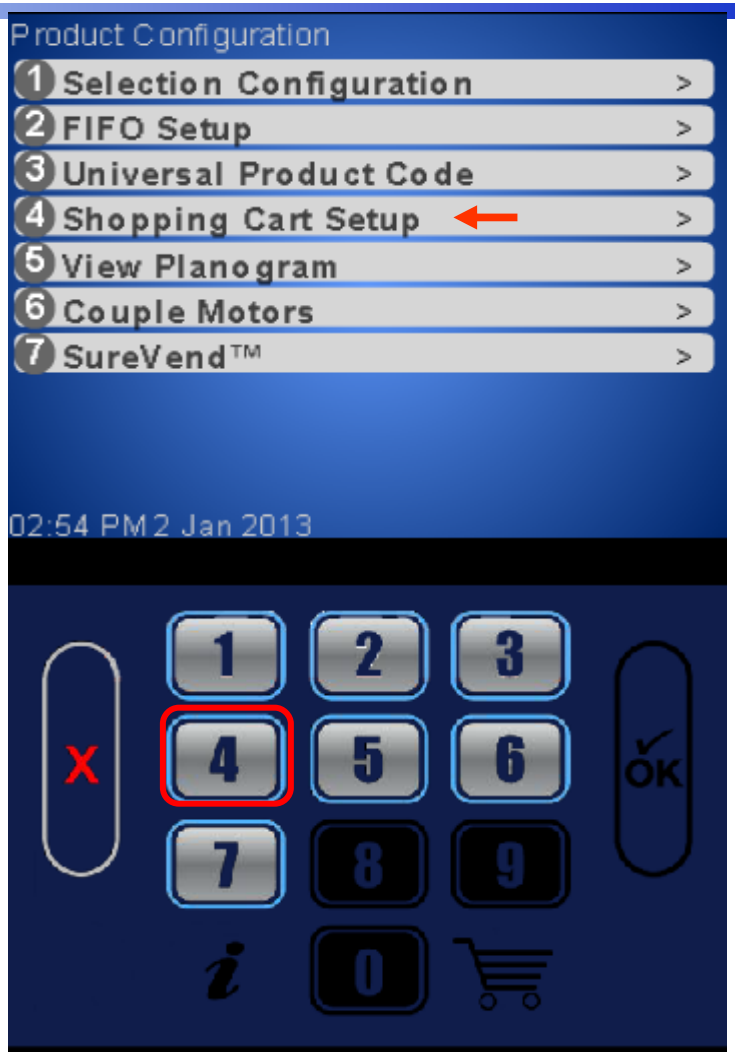
•Press OK to save.



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 to purchase them using a single financial transaction.
- Recommended Shopping Cart size is 3 items.
- The Maximum Shopping cart size allowed is 3 on the Keypad version.
- Max Fund amount can be roughly calculated by multiplying the highest vend price in the machine times the Shopping Cart size.

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



Continued

Product Configuration
Shopping Cart Setup

Select 1 to change the maximum number of items in the cart, 3 is recommended. Press X to exit

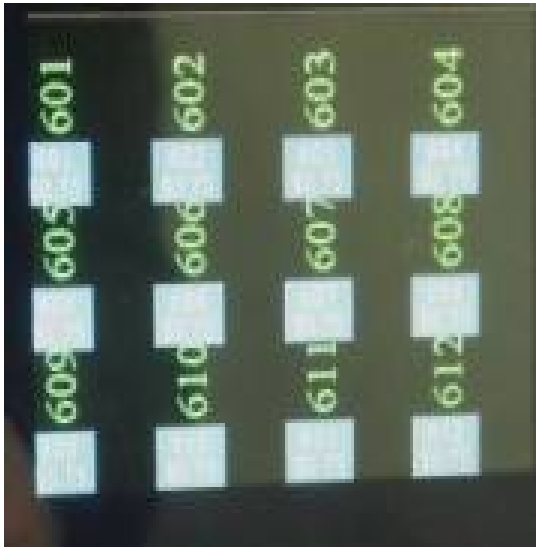
Select 2 to change the maximum amount of funds in the cart, We recommend the cart size times the highest vend price. Press X to exit

Product Configuration
View Planogram

To View the existing Planogram Press 5

Select a tray to view the existing Planogram

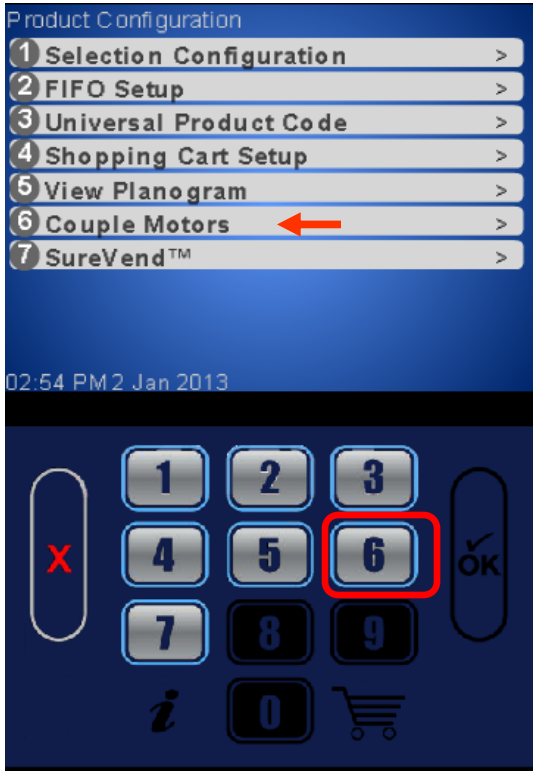
If a Planogram has been loaded into the machine, a picture of the product for each selection will be shown



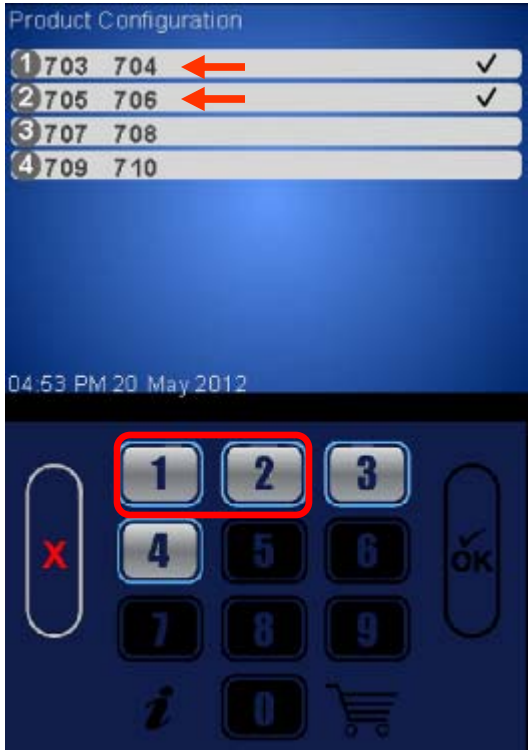
Product Configuration
Couple Motors

Press 5 to enter the Product Configuration Menu.

Press 5 to enter the Couple Motors Menu.

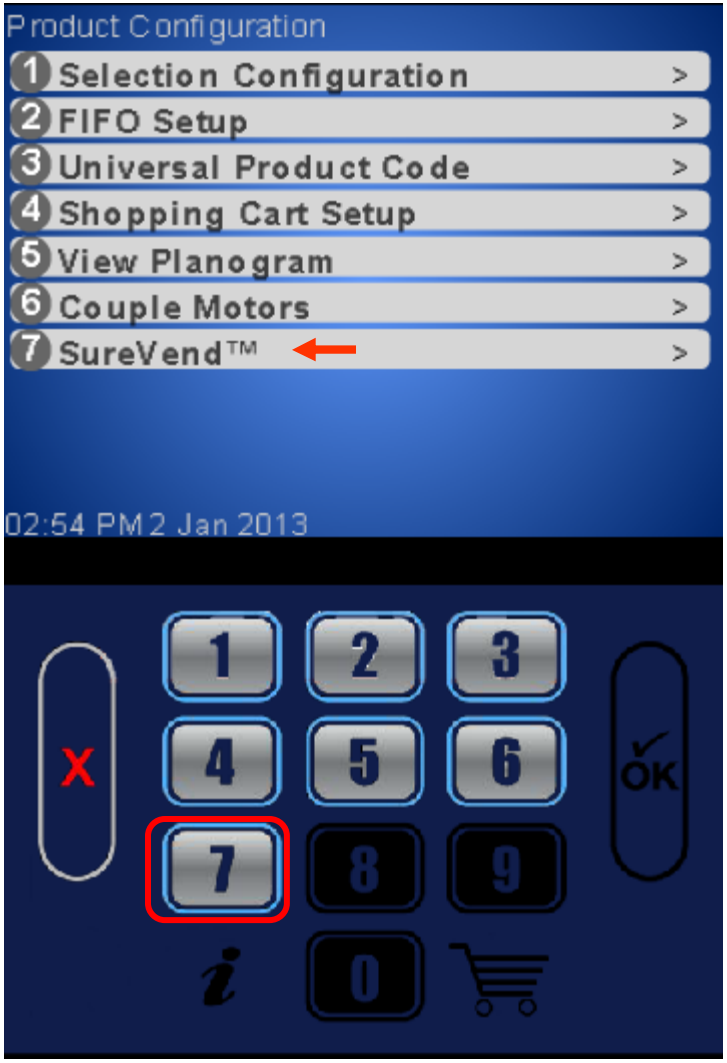


All available selections that can be coupled are shown. Use the keypad to add a checkmark to the selections to be coupled.



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 up to two (default setting) 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™

Press 1 to toggle the current state between on and off.

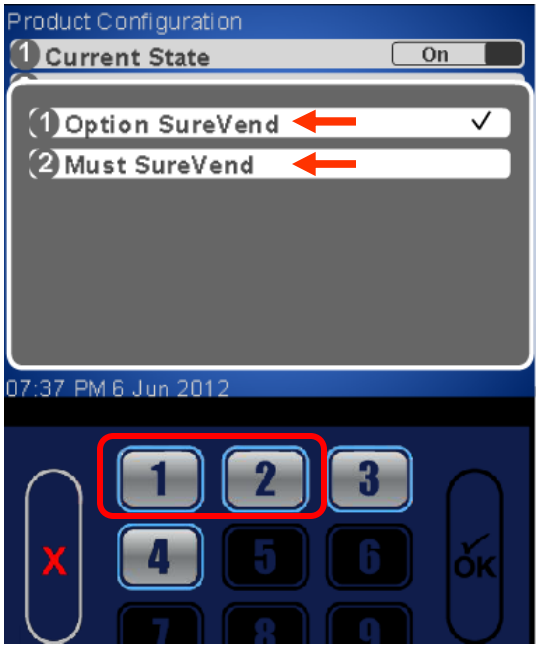
Continued →

Product Configuration
SureVend™

Press 2 to toggle between Must Surevend and Optional SureVend™

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

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



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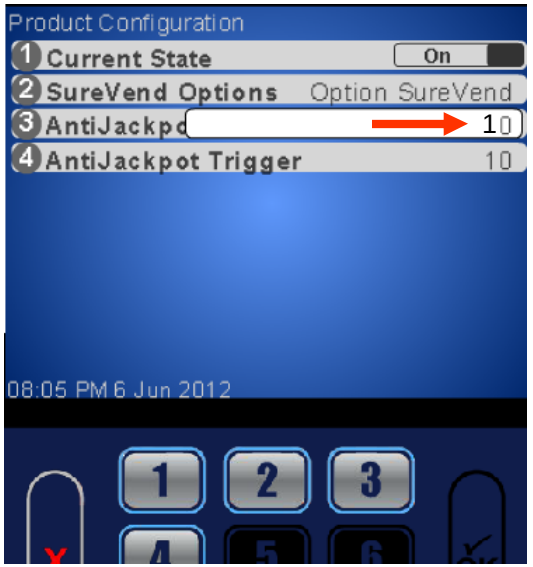
Product Configuration
SureVend™

Press 3 to change the Anti-Jackpot timer, the default time is 10 minutes

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

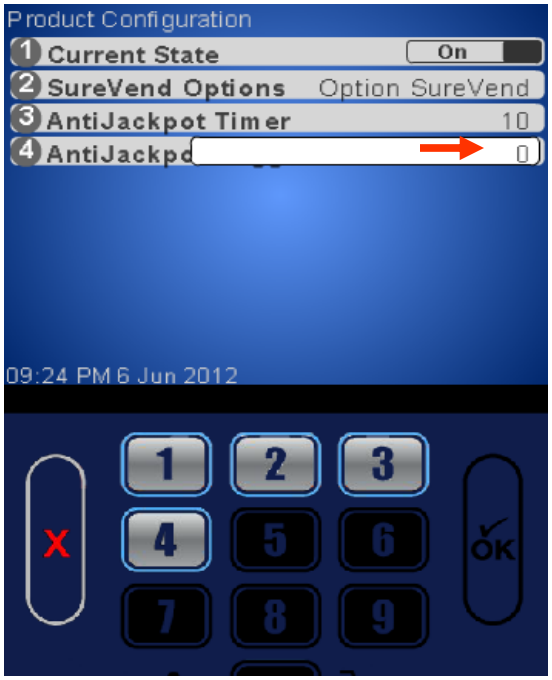


Continued

Product Configuration
SureVend™

Press 4 to change the Anti-Jackpot Trigger, the default is 2.

The Anti-Jackpot Trigger is how many additional turns the spiral makes if a product is not seen by the SureVend™ sensors on the first turn. The default setting is 2. Use the keypad to enter the new setting and press OK.



CRANE MERCHANDISING SYSTEMS
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Special Vend Modes

Special Vend Modes provides access to:

- **Free Vend**
- **Winner Mode**
- **Combo Vend**
- **Token Enable**
- **Rapid Vend**

Special Vend Modes
Free Vend

Free Vend

- Press 1 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).
- The display will prompt the customer that they are a winner.
- The frequency of a winner is programmable.

Special Vend Modes
Winner Mode

By choosing 1-4 on the keypad you can:

1 – Add a Group

2 – Delete a Group

3 – Edit a Group

4 – 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 Group you must first set the Parameters 2-4 and the choose the selections that are to be part of the group. Once selections are set, press 1 to add a new group.

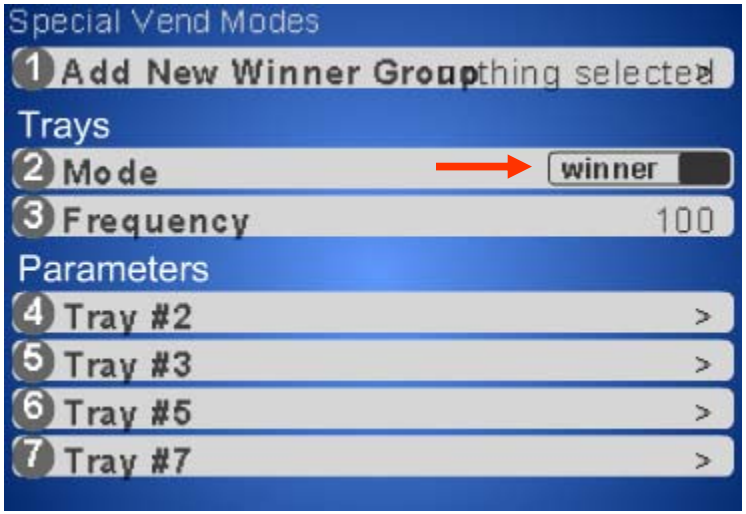
Note: You will not be allowed to add a new group without setting selections first.

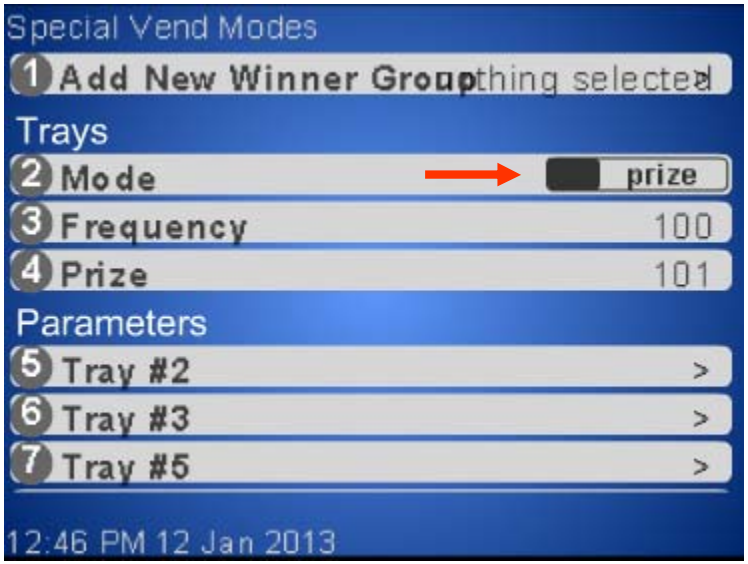
Continued

Special Vend Modes
Winner Mode – Add a Group

Press 2 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 (4) will appear on the display. This is where you will choose the item the customer will win based on the frequency set.



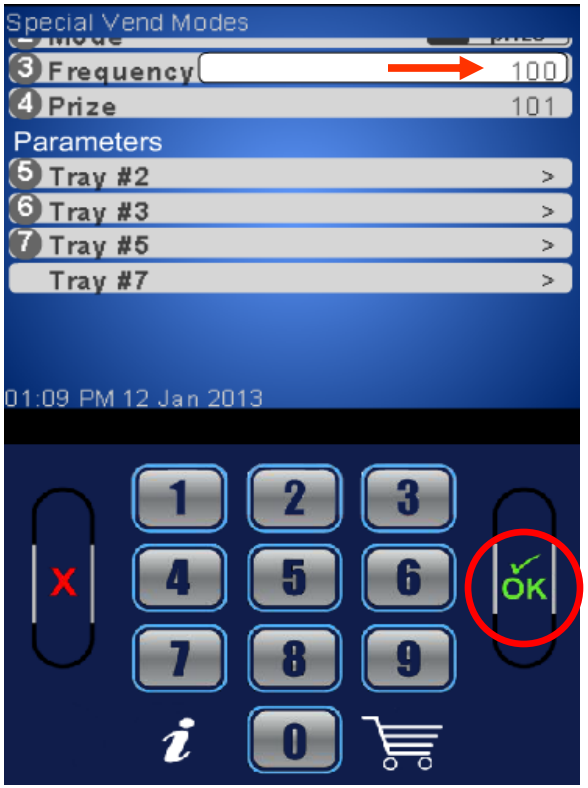


Continued

Special Vend Modes
Winner Mode – Add a Group

Choose number 3 to choose how often a customer will be a winner.

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

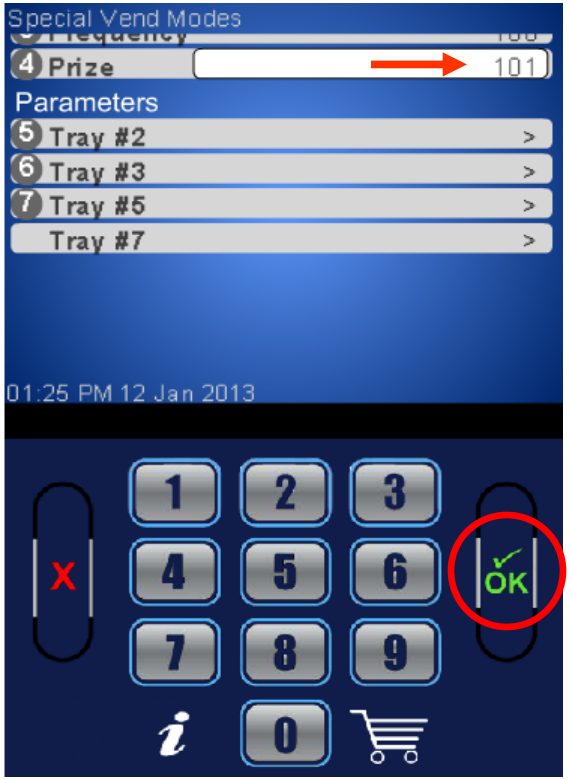


Continued

Special Vend Modes
Winner Mode – Add a Group

Select 4 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 OK.

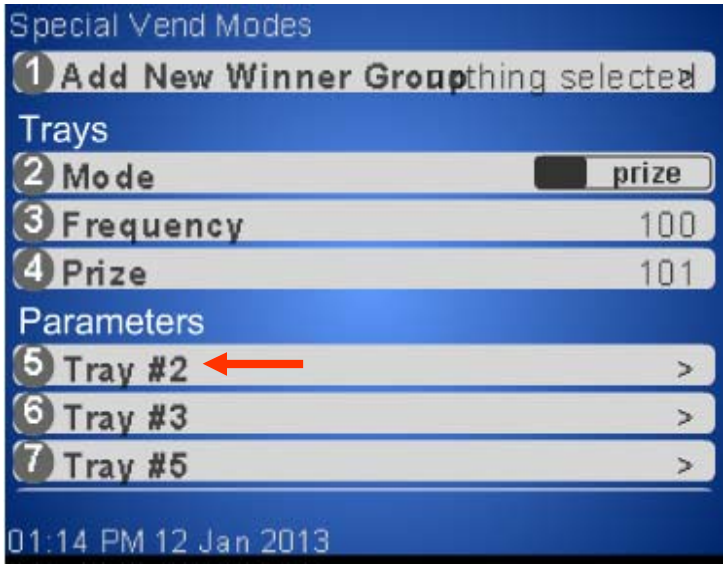


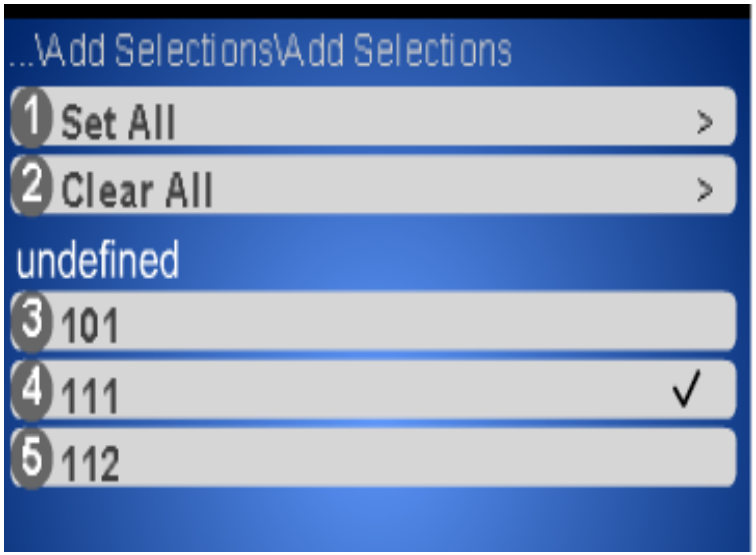
Continued

Special Vend Modes
Winner Mode – Add a Group

Select the tray you wish to assign selections to work with Winner Mode.

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





Special Vend Modes
Winner Mode – Add a Group

Save your work!

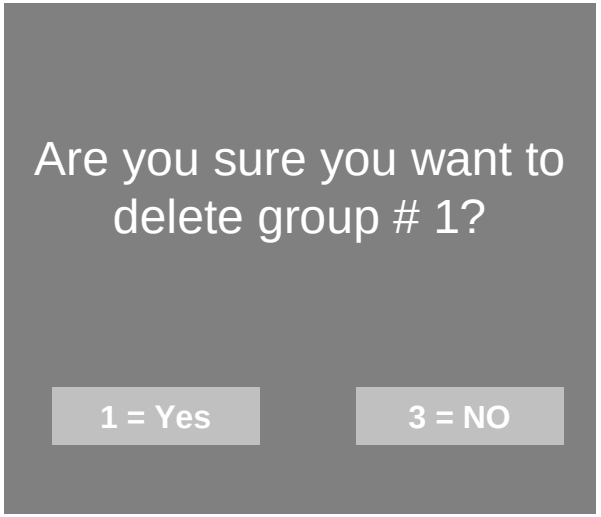
After entering your Parameters and selections for Winner Mode you must choose 1 to Add New Winner Group. If you do not press 1 before exiting, your settings will not be saved!

Special Vend Modes
Winner Mode – Delete a Group

Select 2 on the Keypad to Delete a Group

Select the group to Delete and press OK

Press 1 to confirm or 3 to cancel



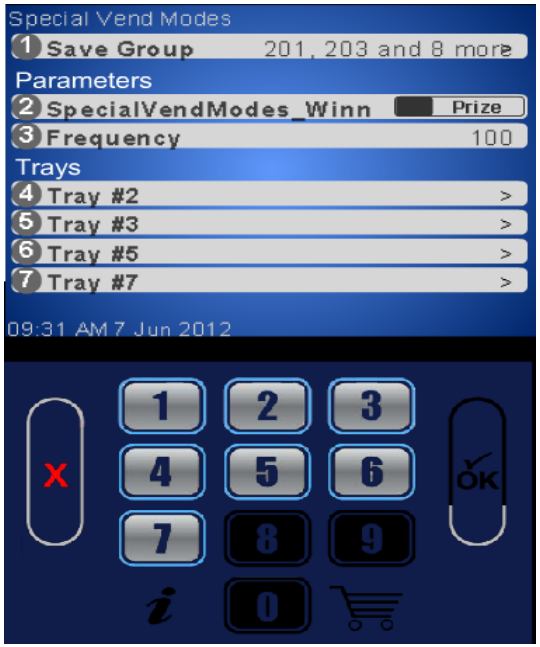
CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Special Vend Modes
Winner Mode – Edit a Group

Select 3 on the Keypad to Edit a Group

Select the group to Edit and press OK

Use the keypad to Select the item you wish to Edit and press OK. Save the changes when you are done Editing by pressing 1.

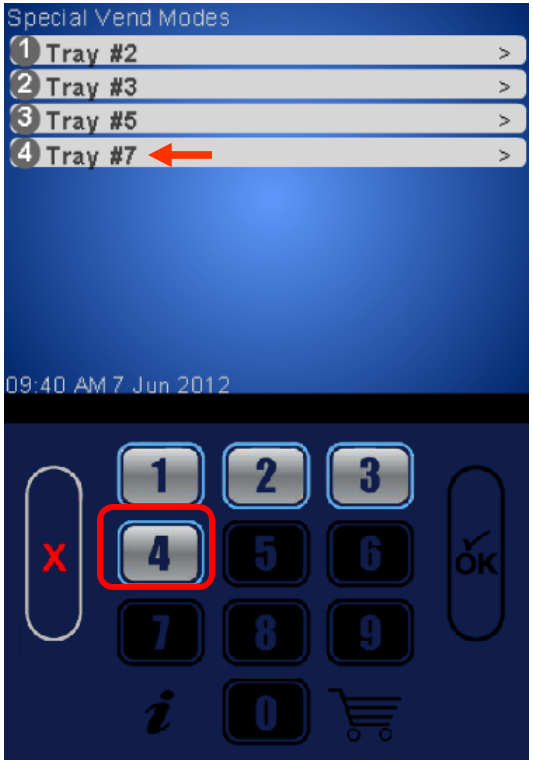


Special Vend Modes

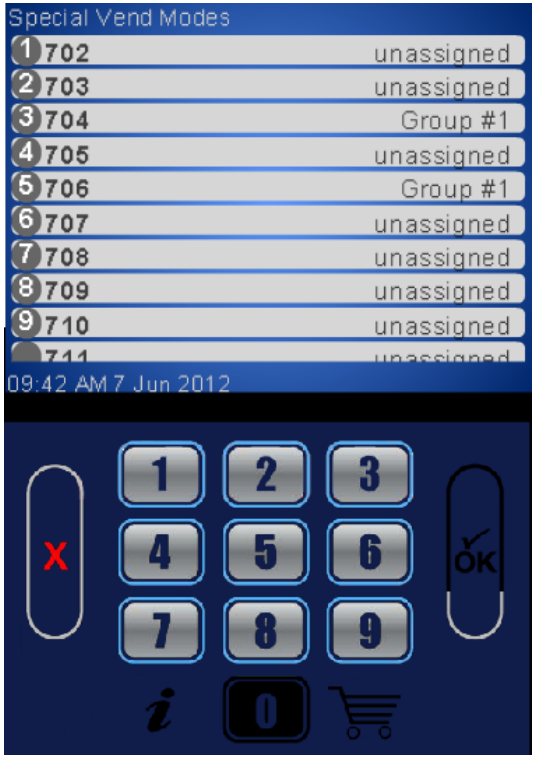
Winner Mode – Winner Selections Assigned

Select 4 on the Keypad to view selections currently assigned to Winner Groups

Select the tray you wish to View



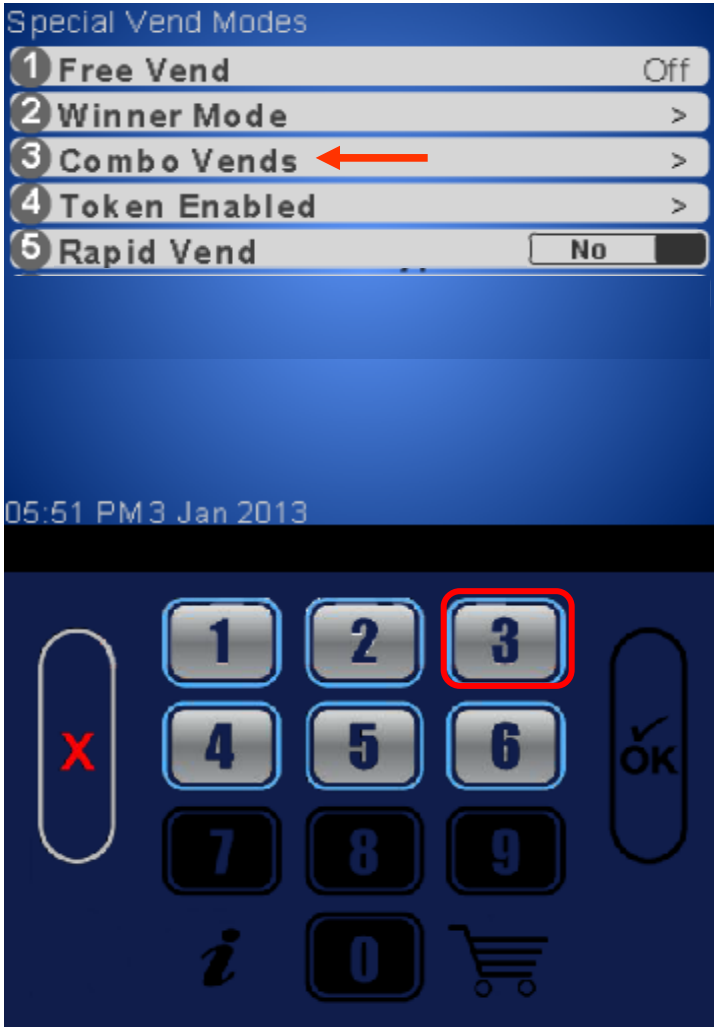
The display will show you what groups each selection on the tray is assigned to



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.
- Press 3 to access the Combo Vend set up mode.



Continued

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.

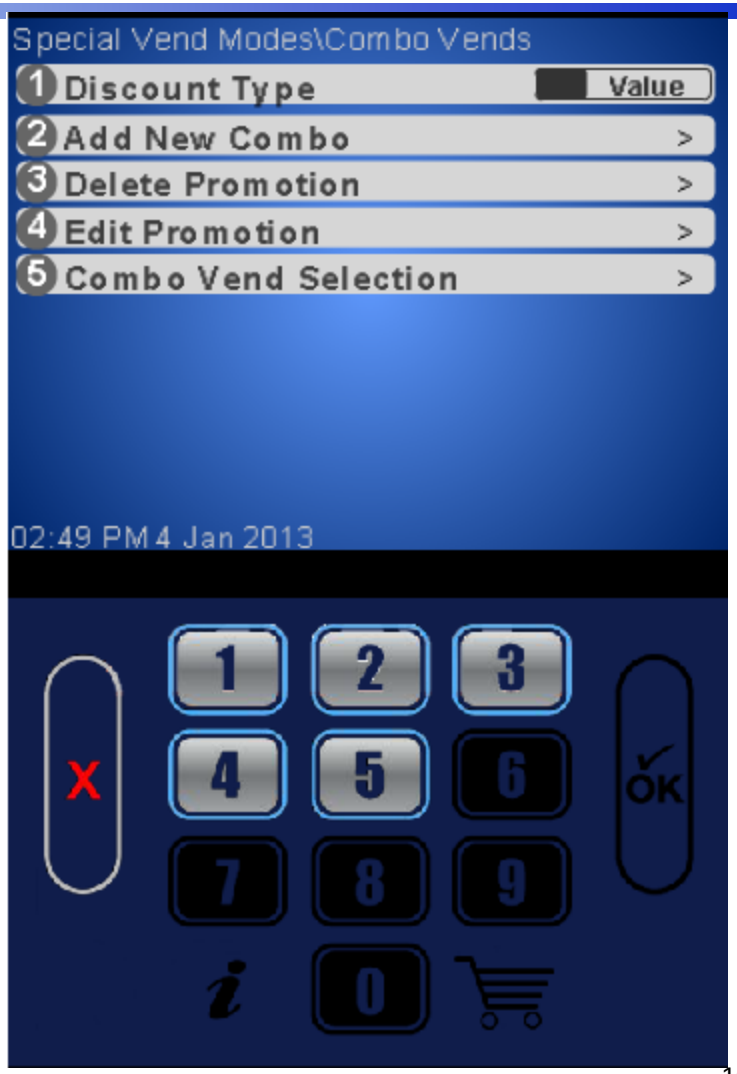
Rules for setting up Combo Vend

- 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.

Continued

Combo Vend

1. Press 1 to toggle the discount type between value and percentage.
2. Press 2 to add a new Combo Vend.
3. Press 3 to delete an existing promotion.
4. Press 4 to edit an existing promotion.
5. Press 5 to view the existing selection set for a Combo Vend promotion.



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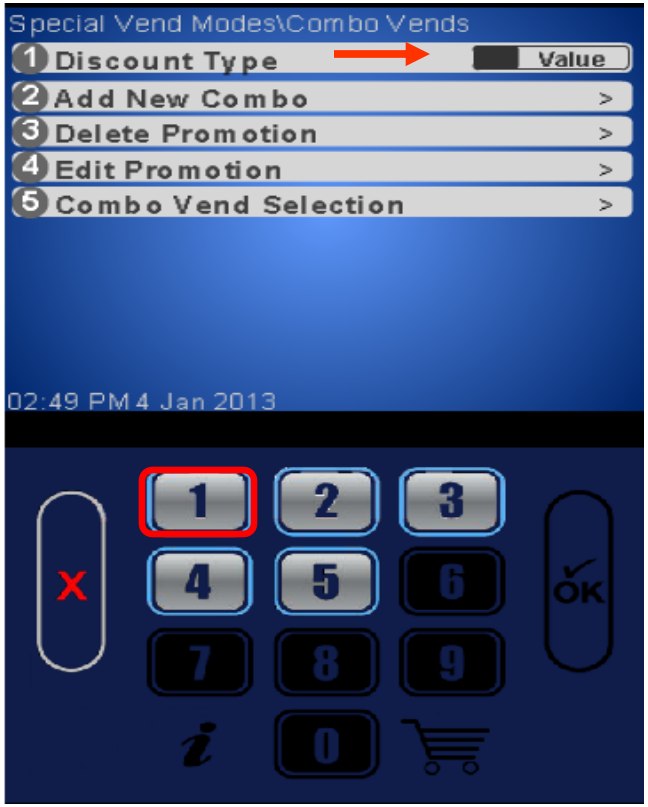
Special Vend Modes
Combo Vend – Discount Type

Discount Type

•Press 1 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.



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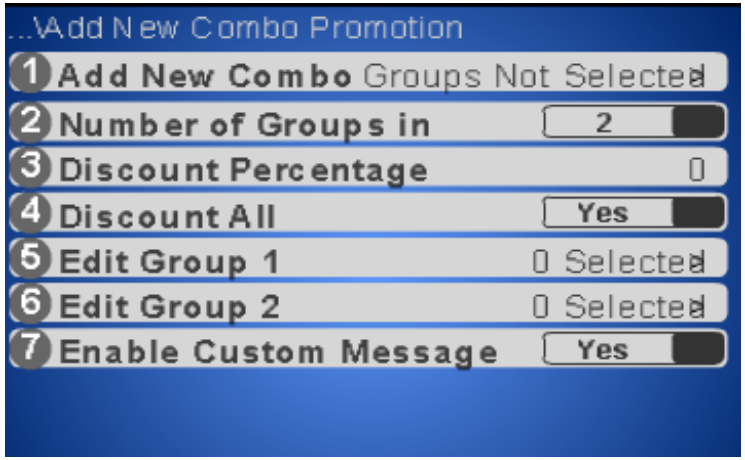
Special Vend Modes

Combo Vend – Add a New Combo Vend

Press 2 to Add a new Combo vend promotion

Note: You must set up your combo vend options 2-7 before you can save them by choosing 1 to add a new group. See step by step instructions on the following pages.



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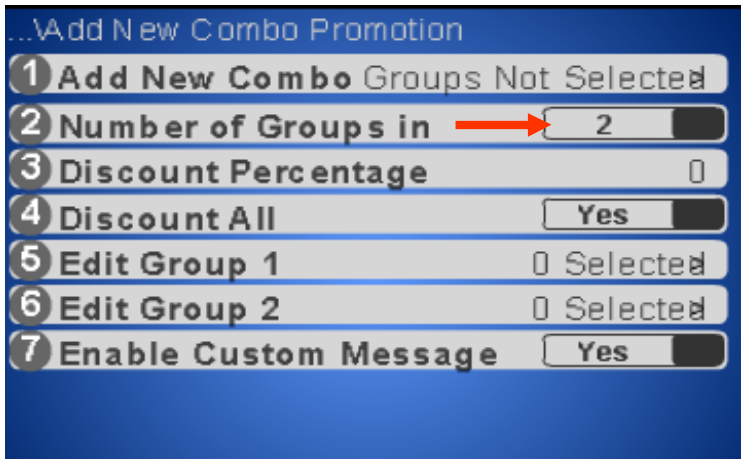
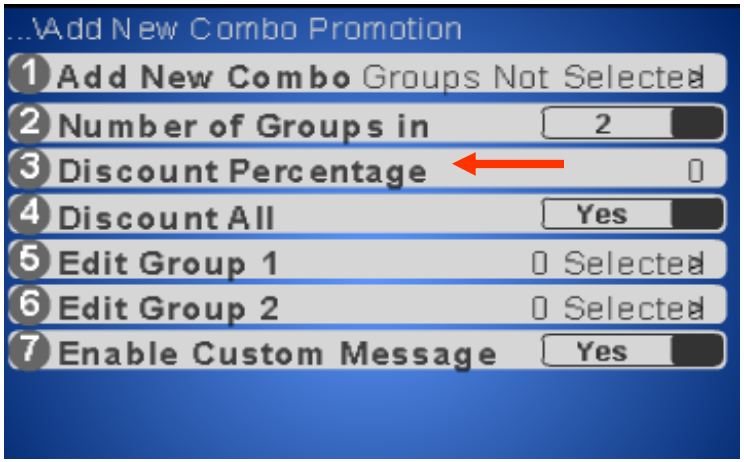
Special Vend Modes

Combo Vend – Add a New Combo Vend

Choose number 2 to toggle the number of items in the combo vend group. Your can choose to have 2 or 3 selections as part of a combo vend group. If you choose 3, the customer must buy three items that are part of the group for the discount to apply.

Choose number 3 to set the value or percentage of the discount. The screen will say either discount or value based on you choice of discount type in the previous menu

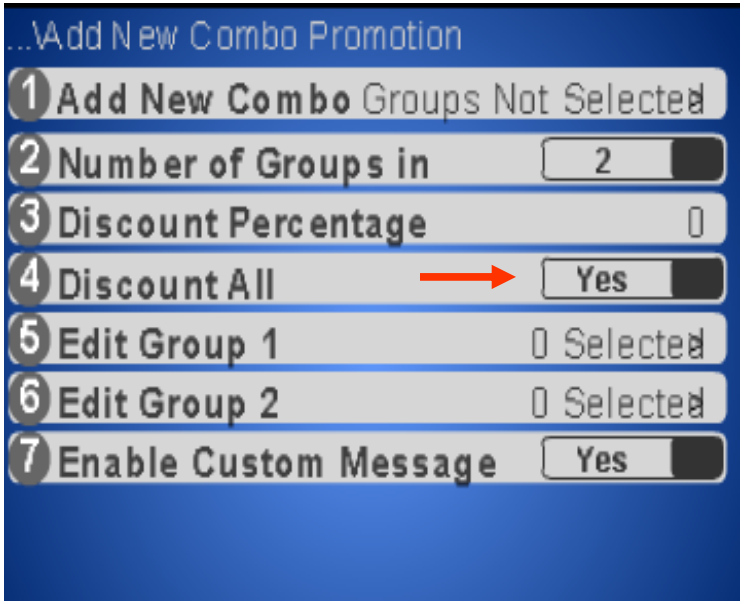




Continued

Discount All

- Choose number 4 to toggle discount all 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.



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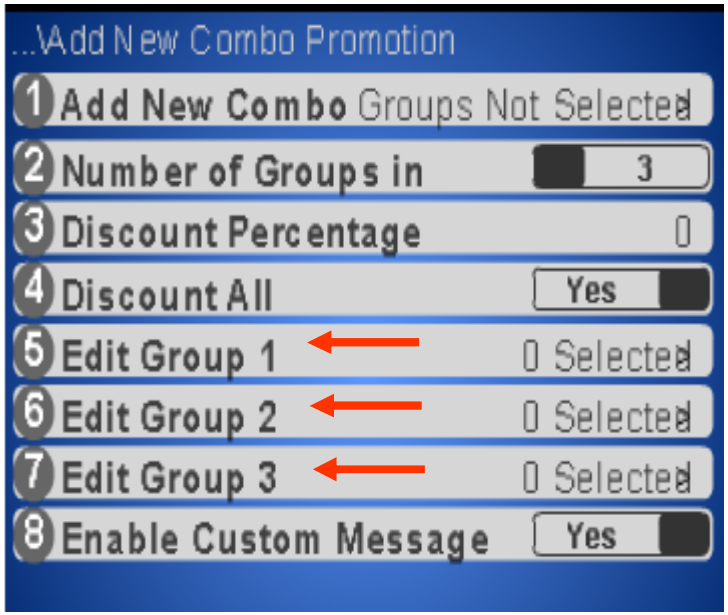
Special Vend Modes

Combo Vend – Add a New Combo Vend

Choose number 5 to set selections for group one, number 6 for group two and number 7 for 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.

Continued

Special Vend Modes

Combo Vend – Add a New Combo Vend

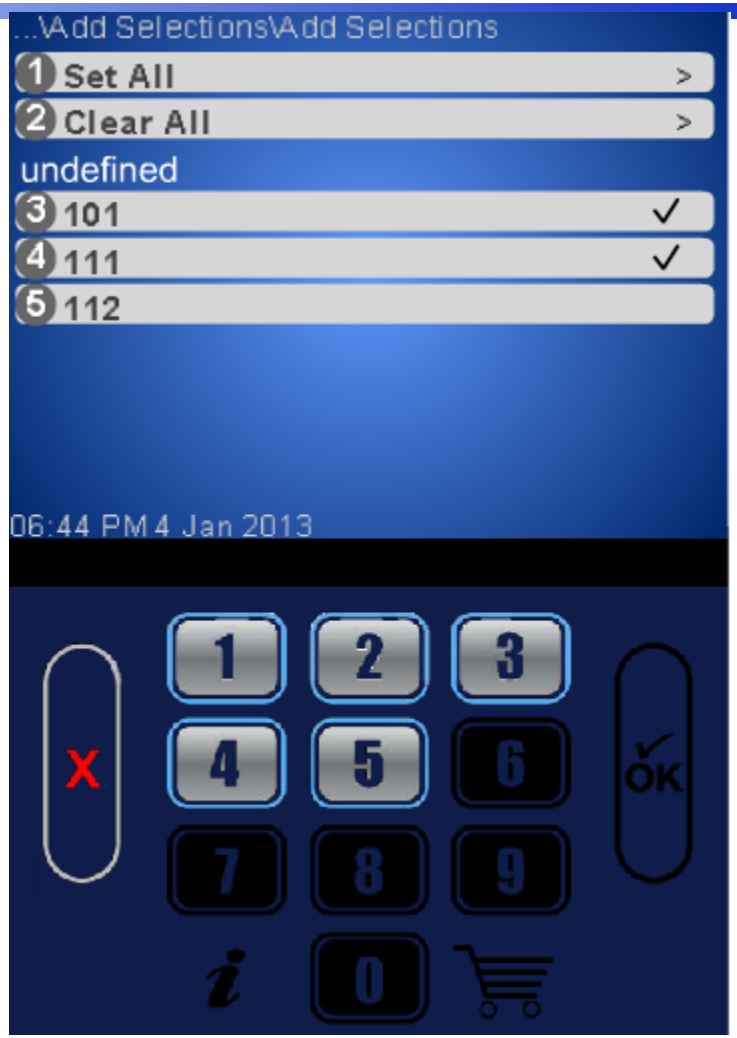
Press 1 to add all selections on the tray to the group.

Press 2 to remove all selections on the tray from the group.

Press the index number in front of 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 the bottom half of the OK button will be lit, pressing when lit will allow you to scroll down to additional selections on the shelf that do not fit on the screen.

Press the X key to exit and choose another tray to add selections to if desired.



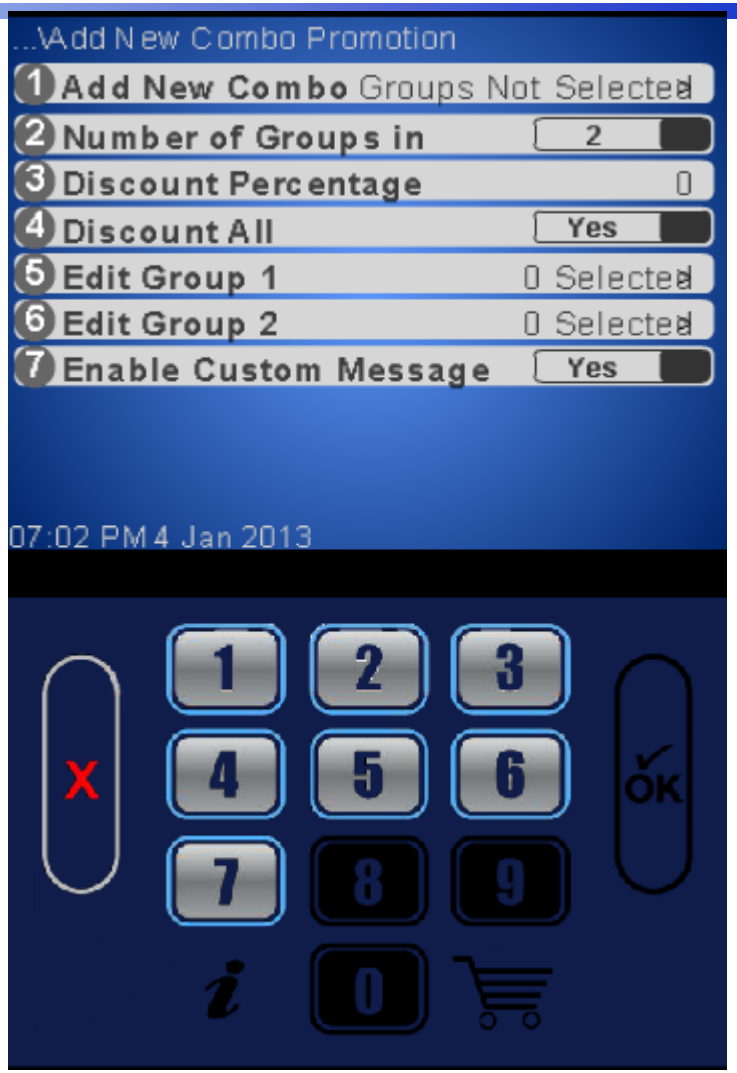
Special Vend Modes

Combo Vend – Add a New Combo Vend

After entering all selections for all groups Press the X 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 pressing 1. If you do not press 1 before exiting, your settings will not be saved! You must have selections added into all groups before you can save by pressing 1.

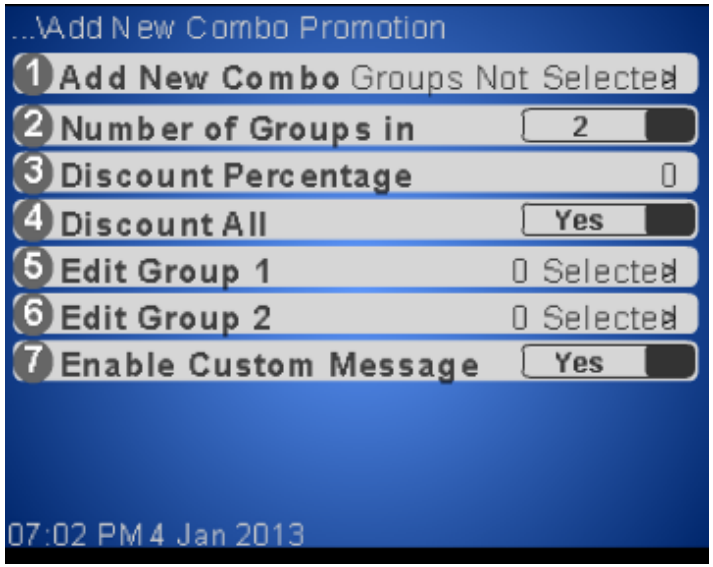


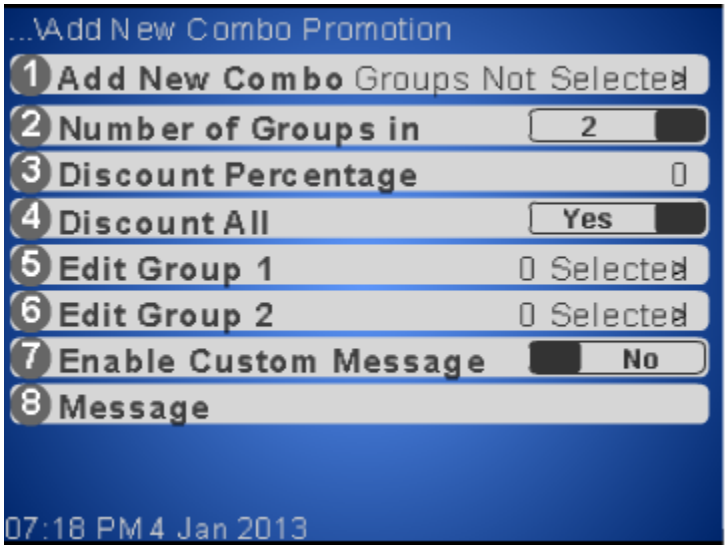
Special Vend Modes

Combo Vend – Enable Custom Message

Press 7 to toggle Enable Custom Message to Yes to set a custom message. This message will be displayed when Combo Vend is active.

An additional menu item will appear, choose 8 to create the Custom Message



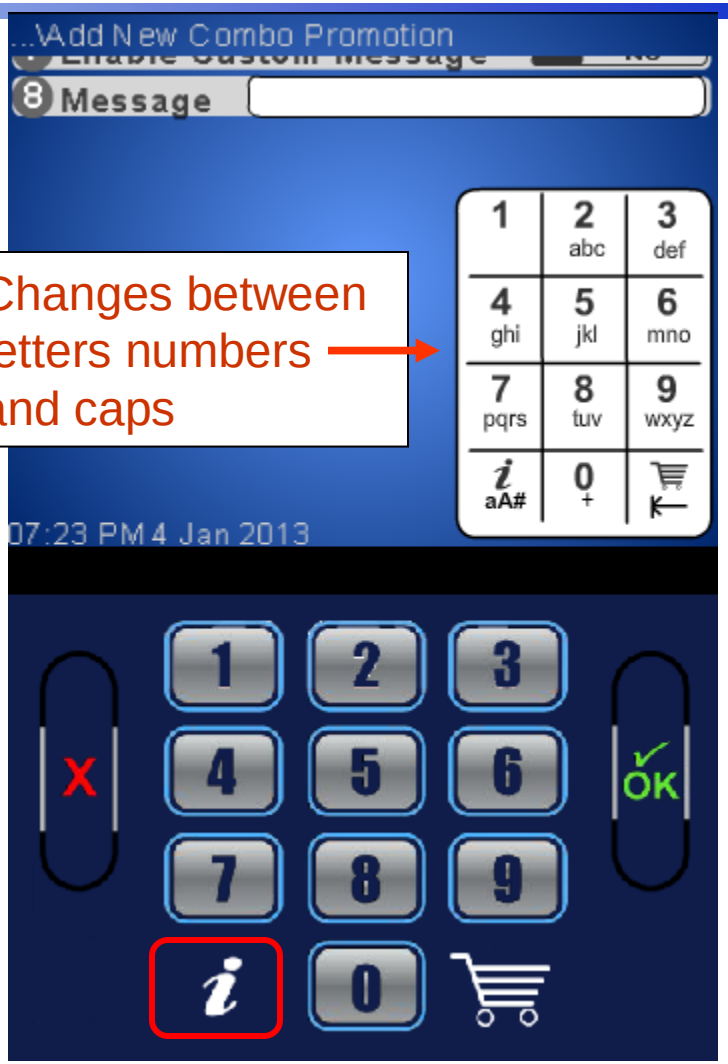


Continued

Special Vend Modes

Combo Vend – Enable Custom Message

- A numeric box will appear as a reference for the numbers to push on the keypad.
- As an example, if you want to enter the letter b you would press button 2 twice.
- Pressing on the keypad will change the reference box between numbers letters and caps.
- The is the backspace key.
- Once the message is entered press OK.

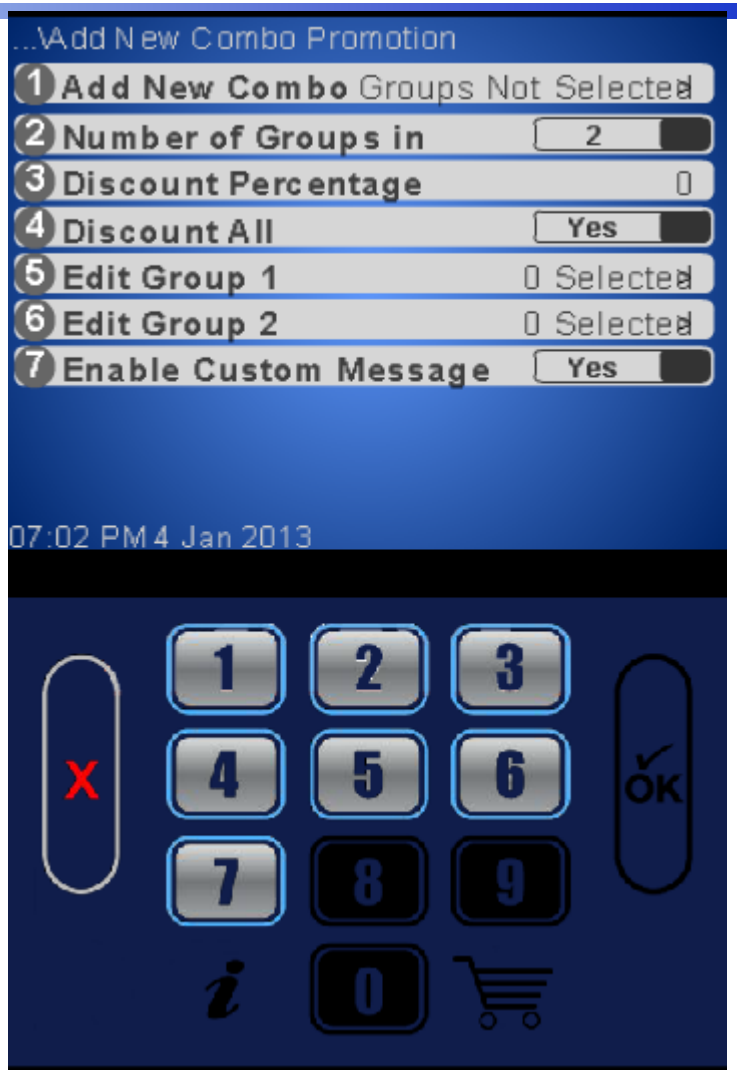


Continued

Special Vend Modes
Combo Vend – Enable Custom Message

After entering your custom message, press the X key back to the screen on the right.

Important: Save your Combo Vend settings by pressing 1. If you do not press 1 before exiting, your settings will not be saved!

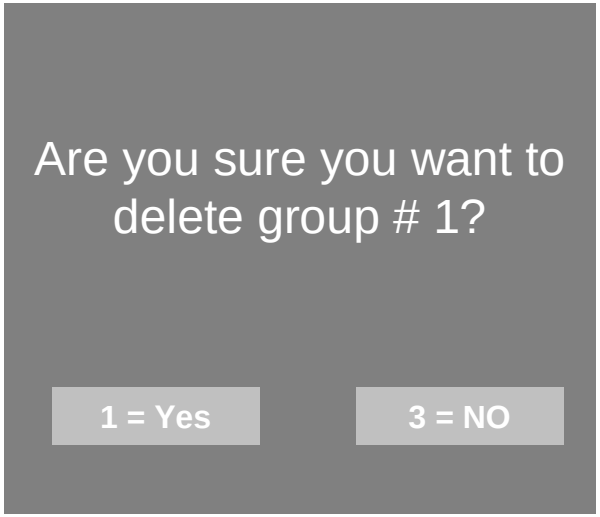


Special Vend Modes
Combo Vend – Delete Promotion

Select 3 on the Keypad to Delete an existing promotion

Select the promotion to Delete and press OK

Press 1 to confirm or 2 to back out



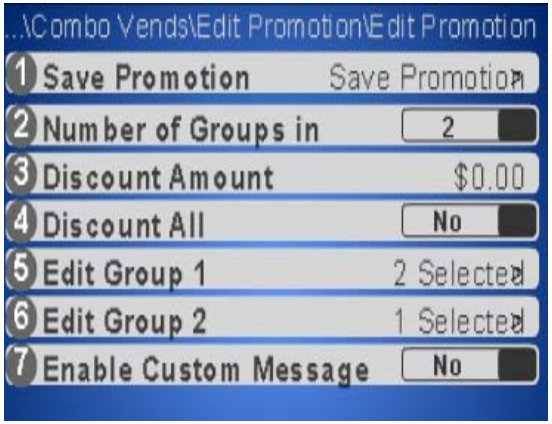
CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Special Vend Modes
Combo Vend – Edit Promotion

Select 3 on the Keypad to Edit a Group

Select the promotion you want to Edit.

Use the keypad to Select the item you wish to Edit. Save the changes when you are done Editing by pressing 1.



CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Continued

Special Vend Modes

Combo Vend – View Assigned Selections

Select 5 on the Keypad 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.

CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Special Vend Modes
Token Enable

Token Enable

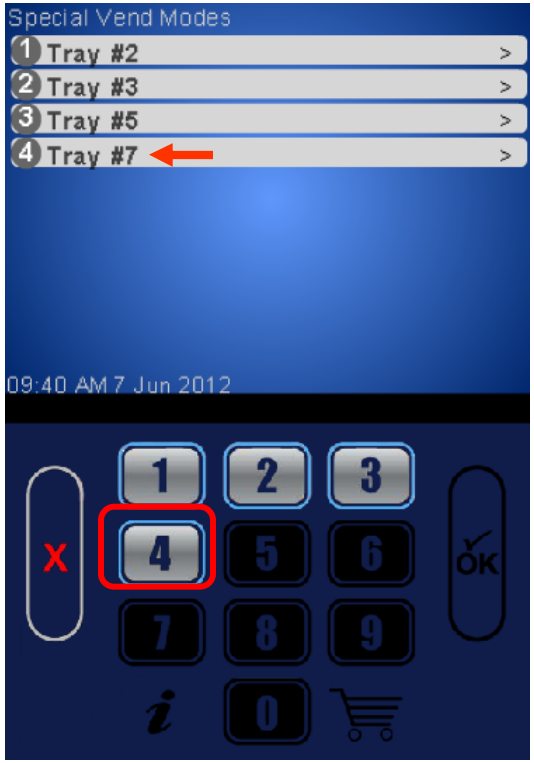
- This Menu allows you to choose the selections the customer is permitted to purchase with Tokens or Coupons.
- *Note*: Tokens must be enabled in the Monetary menu under Bill Acceptance for Tokens or Coupons to work.
- Your Coin Mechanism or Bill Acceptor must be tuned and/or configured to accept your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

Continued

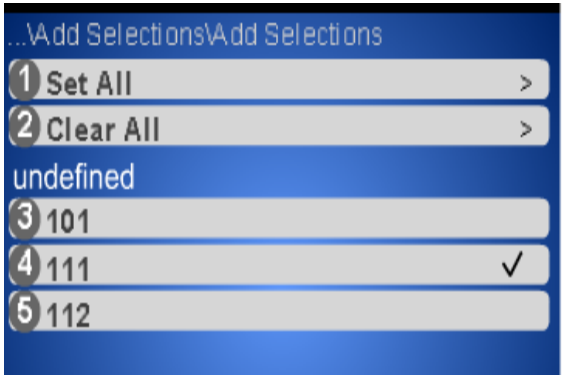
Special Vend Modes
Token Enable

Select 4 on the Keypad to assign to selections to work with Tokens/Coupons

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



Use the keypad to select all, clear all or add a checkmark to the selections to work with a Token/Coupon



Special Vend Modes
Rapid Vend

Rapid Vend Mode

- Rapid Vend Mode when set to yes causes the machine to be set up as single vend only merchandiser.
- The product will vend of a product as soon as a selection is made without pressing OK.
- Press 5 to toggle Rapid Vend between Yes and No

Note: The shopping cart is automatically disabled when Rapid Vend is turned on.

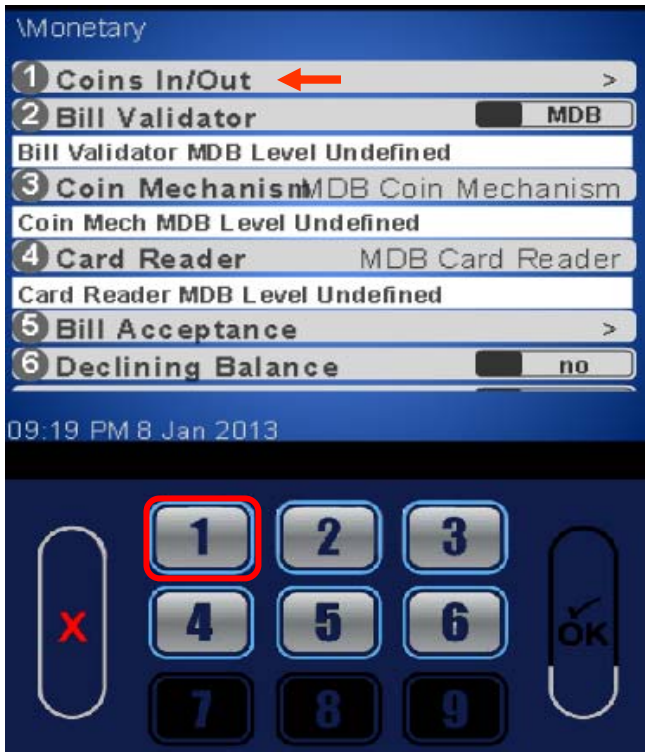
Monetary Menu

Monetary Menu Icon

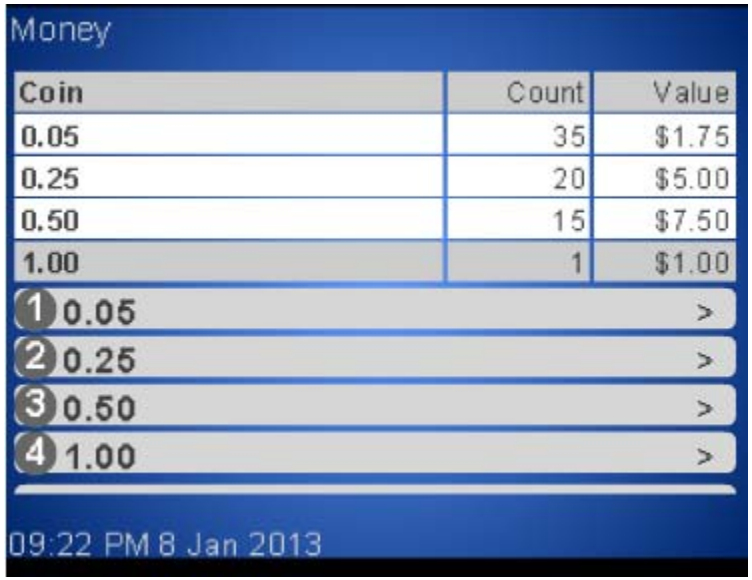
- Allows the programming of settings for all credit devices and related functions.
- Press number 7 on the keypad to enter the Monetary Menu.

Money Menu
Coins In/Out

Press number 1 to enter Coins In/Out menu.



The display will show the coin tube values and coin counts. This menu can also be used to dispense coins from coin mechanism by pressing the number on the keypad next to the value of the coin.



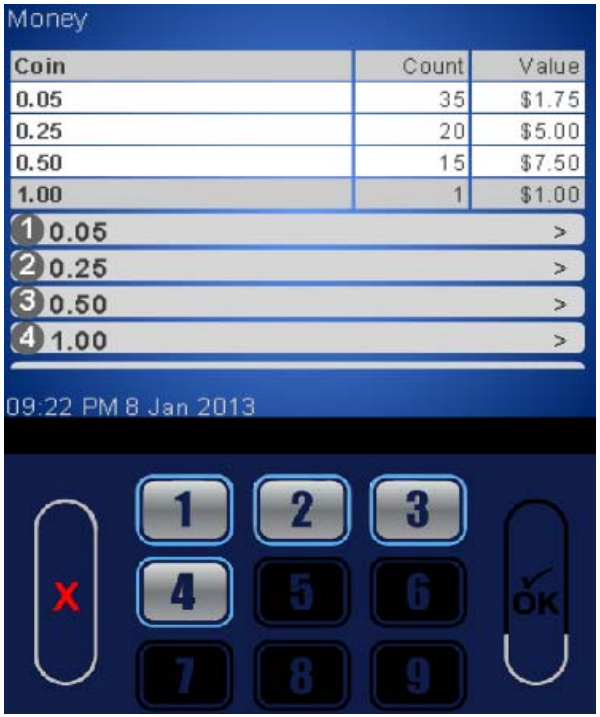
CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Continued

Monetary Menu
Coins In/Out

Press the bottom of the OK button to Set or View coin channels in the coin mechanism.

To set up the channels in your coin mechanism press 2. This setting is not typically changed from the default of auto detect.



Continued

Monetary Menu
Coins In/Out

Press 1 to turn off Auto Detection for the coin tubes (not recommended). This will enable the menu that allow you to turn the coin mechanism channels on and off independently

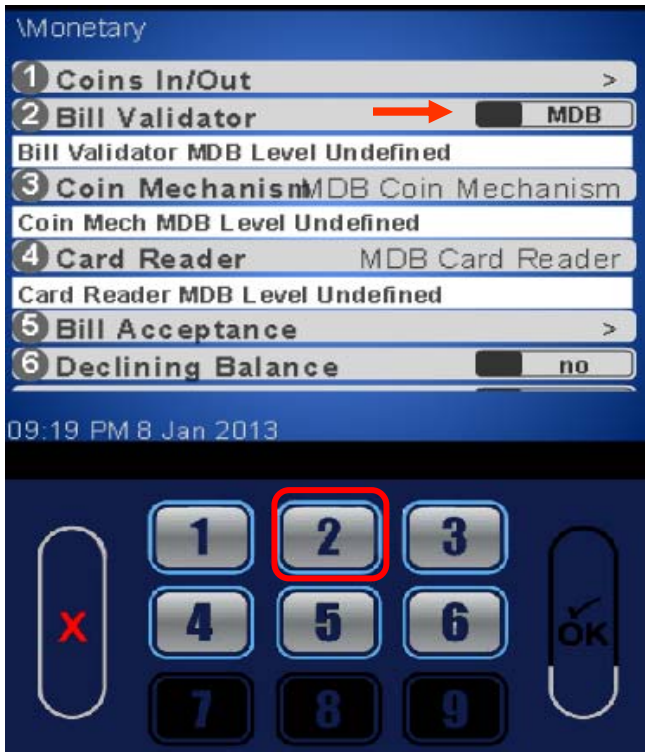
Use the keypad to add or remove checkmarks from the channels. Removing a checkmark from a channel will disable the coin tuned to that channel.

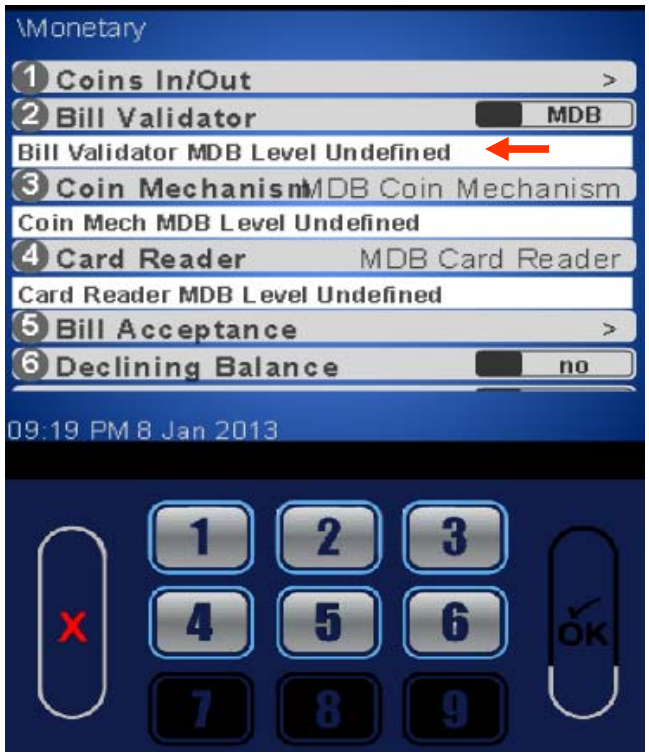
Press the bottom of the OK button to scroll to the remaining of the 16 channels.

Monetary Menu
Bill Validator Enable

Press number 2 on the keypad to toggle between **MDB** or **No Bill** validator.

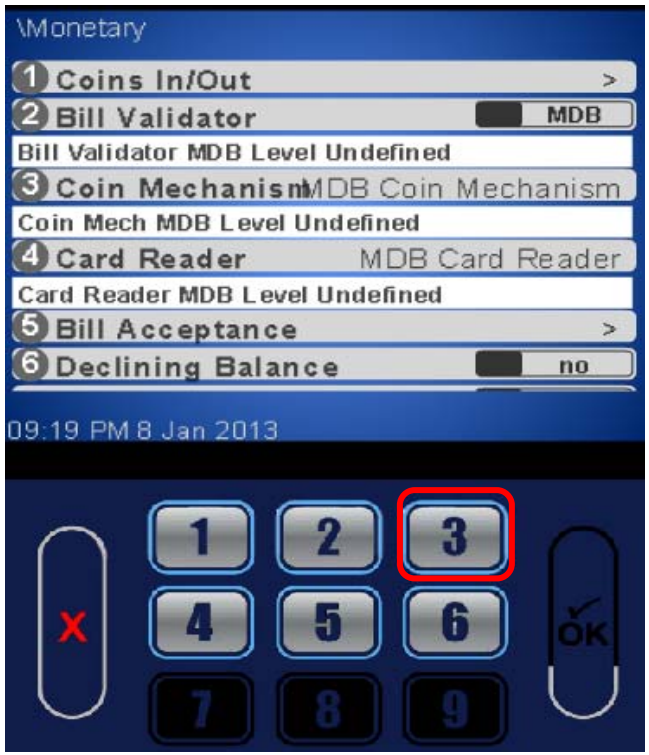
Once communication is established the communication level of the Bill Validator will be shown





Monetary Menu
Coin Mechanism Enable

Press number 3 on the keypad to choose the coin mechanism type. The current setting is shown without entering the menu.

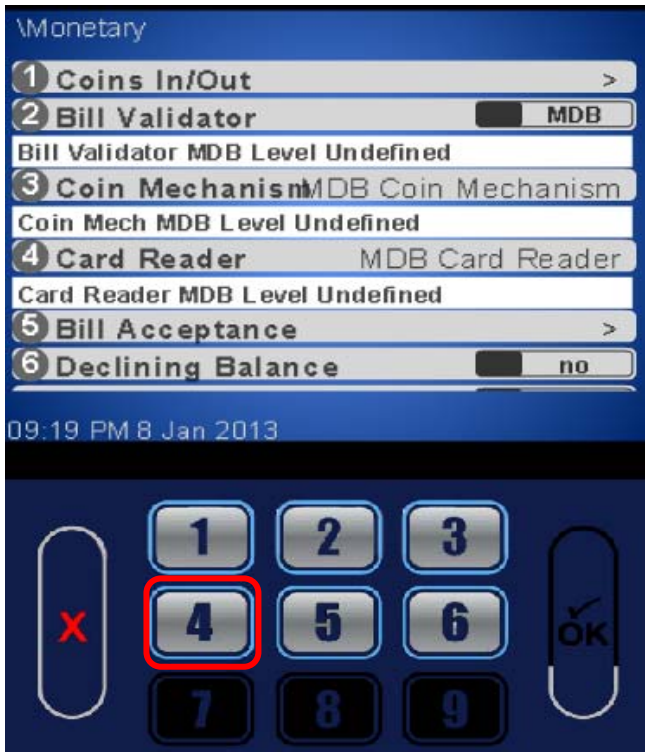


Choose your Coin Mechanism option and press OK.

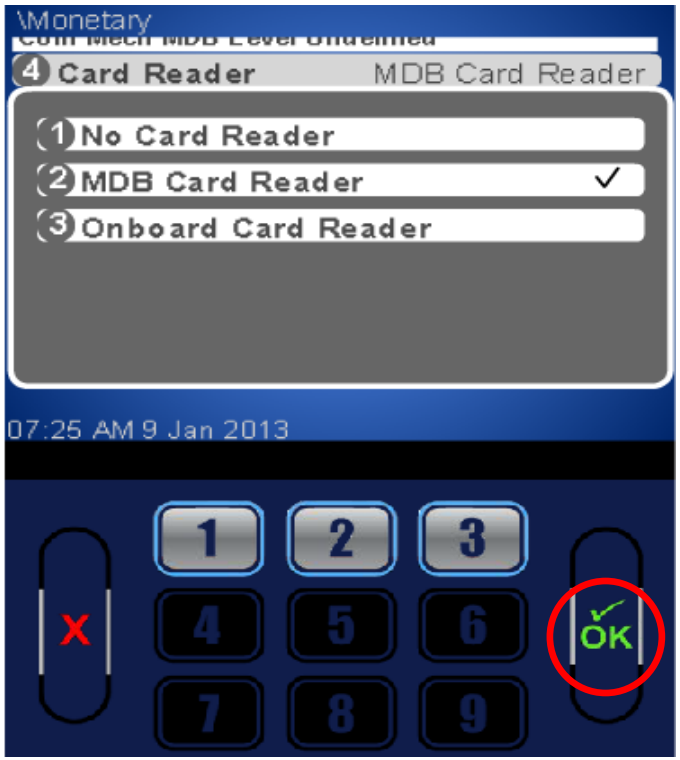
Note: Exec is not used in the US.

Monetary Menu
Card Reader

Press number 4 on the keypad to choose your card reader option. The current setting is shown without entering the menu.

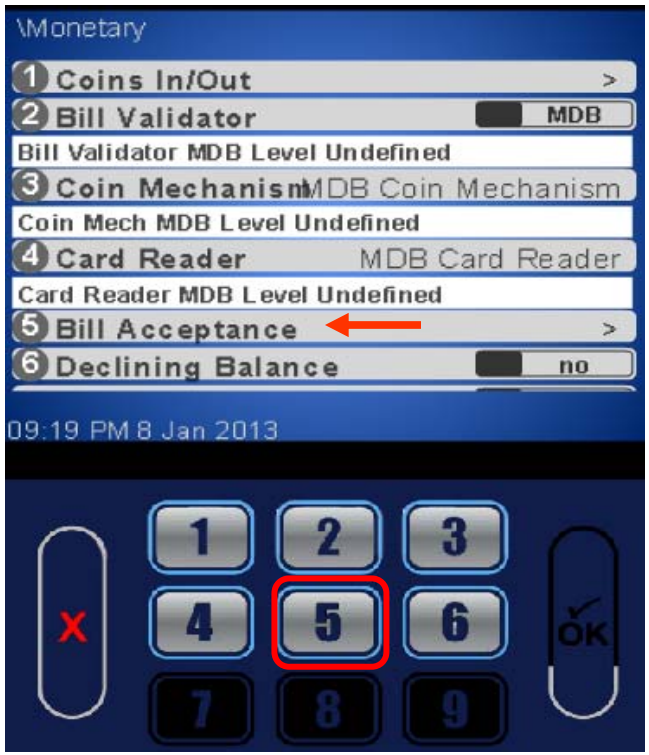


Choose your Card Reader option and press OK. Onboard is a swipe built into the front of the machine all other will be MDB Card Reader.



Monetary Menu
Bill Acceptance

Press 5 on the keypad to enter into the Bill Acceptance menu. All denominations enabled by the Bill Validator will be shown



Press the corresponding number on the keypad to select or unselect the bill 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.

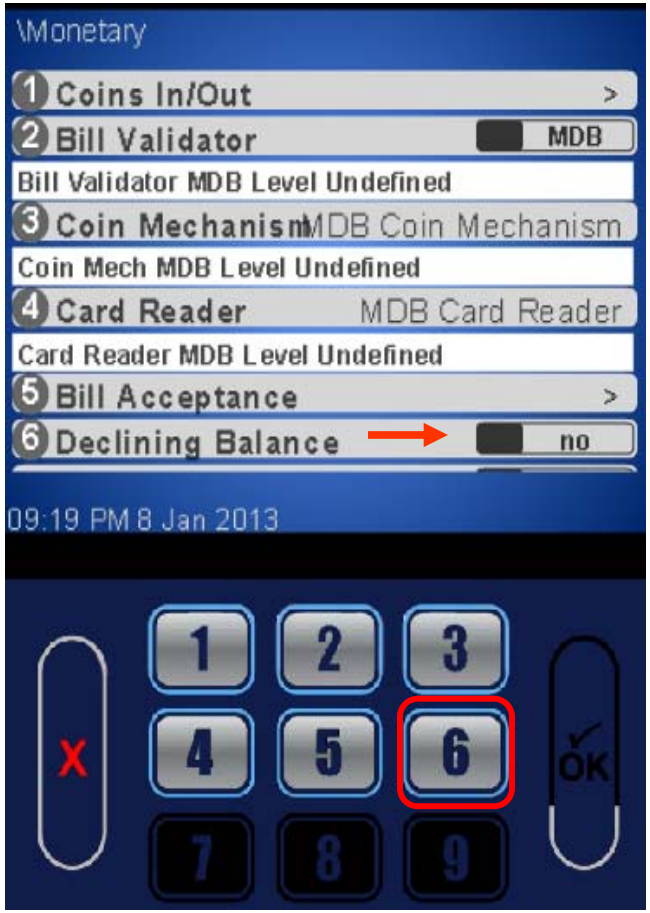
Monetary Menu
Declining Balance

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 press the coin return or X button to return remaining credit.*

- Press number 6 button on the keypad to toggle between Yes and No.
- Press the **X** button to exit this menu mode.



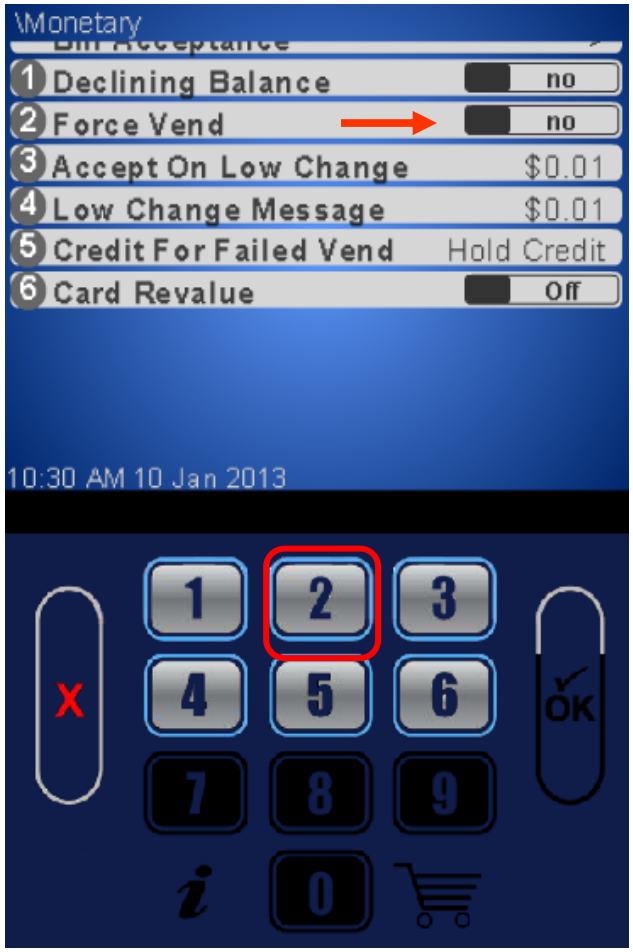
Force Vend

When Force Vend is set to No:

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

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

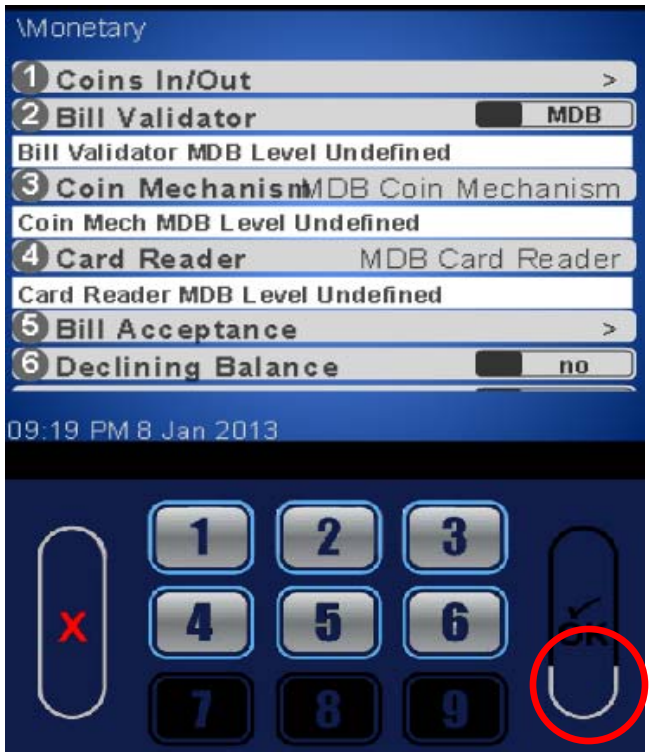
- The established credit meets or exceeds the minimum price of the selections in the machine
- Any bills are stacked in establishing credit
- Any non-tube coins are inserted in establishing credit
- A “No Change Without Purchase” message will be displayed when a consumer attempts to return credit.



Continued

Monetary Menu
Force Vend

Press the highlighted lower half of the OK button to scroll down to Force Vend



Press 2 to toggle Force Vend between Yes & No

Monetary Menu
Accept on Low Change

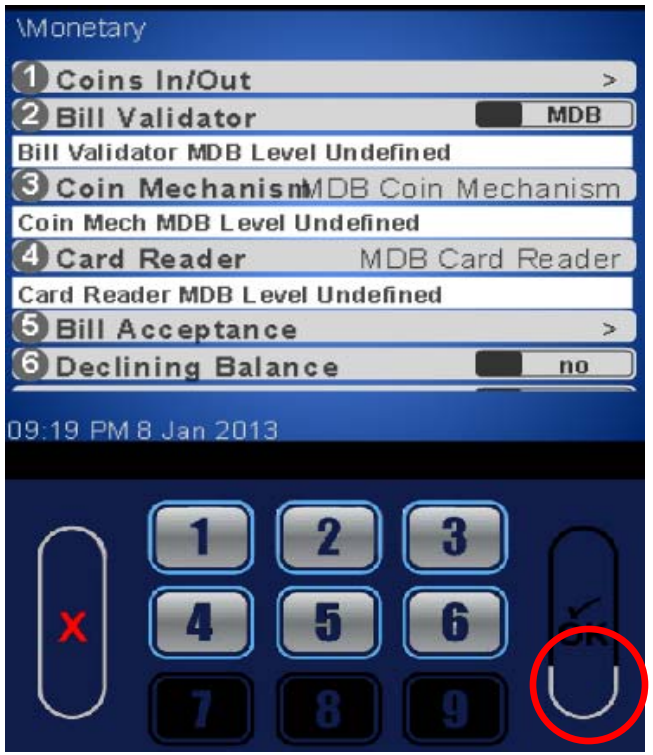
Accept On Low Change

- 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 mech 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).

Continued

Monetary Menu
Accept on Low Change

Press the highlighted lower half of the OK button to scroll down to Accept on Low Change



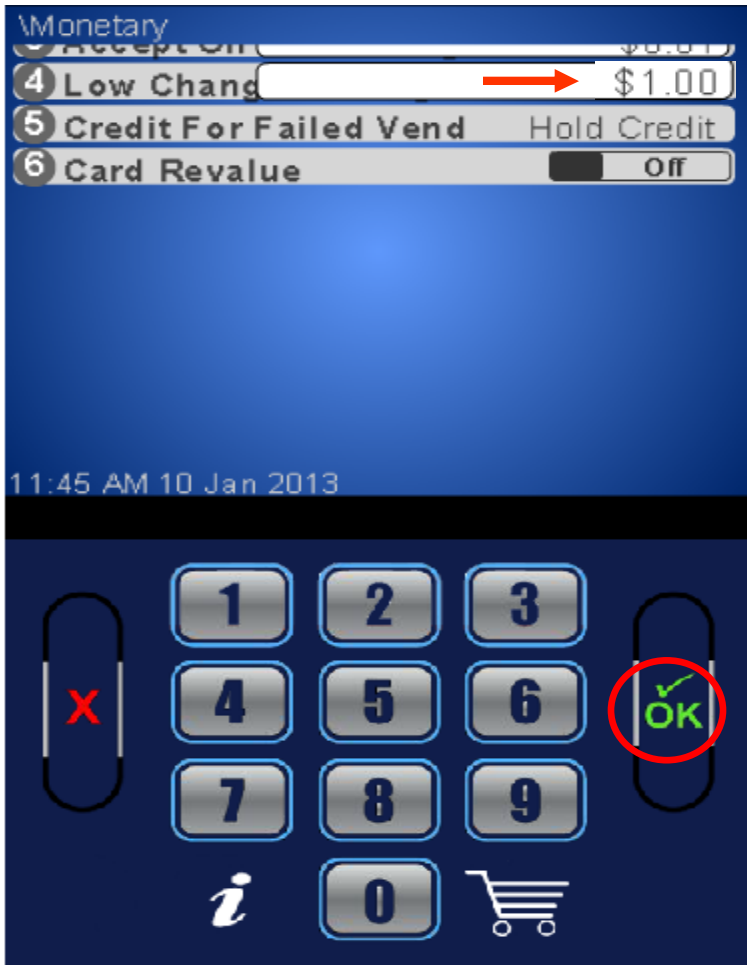
Press 3 to enter the value of money you wish to accept when no change is available. Setting this to any other than $0.00 may cause the customer to get short changed. Press OK to save

CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Monetary Menu
Low Change Message

Low Change Message

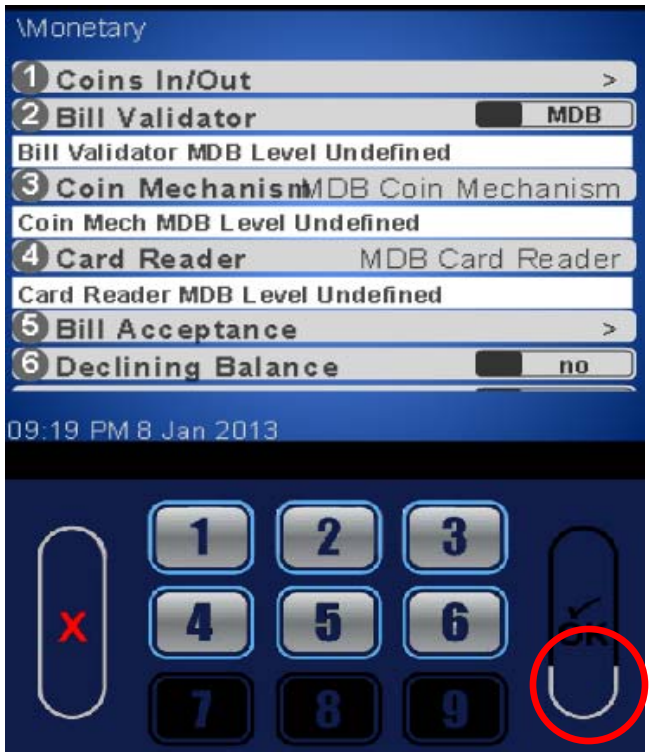
- Used to set the lowest amount registered in the coin mechanism before the display shows “USE EXAXT CHANGE”
- Press the number 4 button on keypad then enter lowest value on corresponding line above (default setting of $1.00 recommended)
- Press the **OK** button when lit to lock in setting.
- Press the **X** button to exit this menu mode.



Continued

Monetary Menu
Low Change Message

Press the highlighted lower half of the OK button to scroll down.



Press the number 4 button on keypad then enter lowest value on corresponding line above (default setting of $1.00 recommended)
Press OK to save

Credit For Failed Vend

- Press the down button
  to view lower screen
- Used to determine credit for a failed vend
- Press the number 3 button 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 OK to save
- Press the **X** button to exit this menu mode.

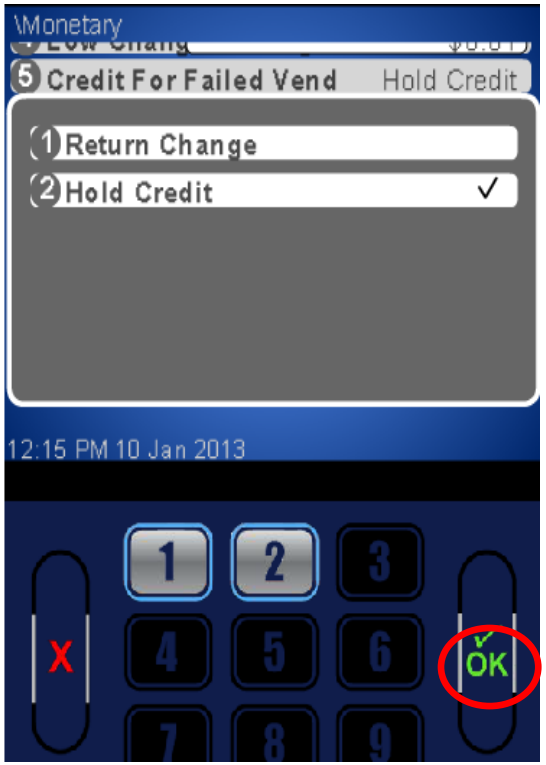
Continued

Monetary Menu
Credit for Failed Vend

Press the highlighted lower half of the OK button to scroll down.

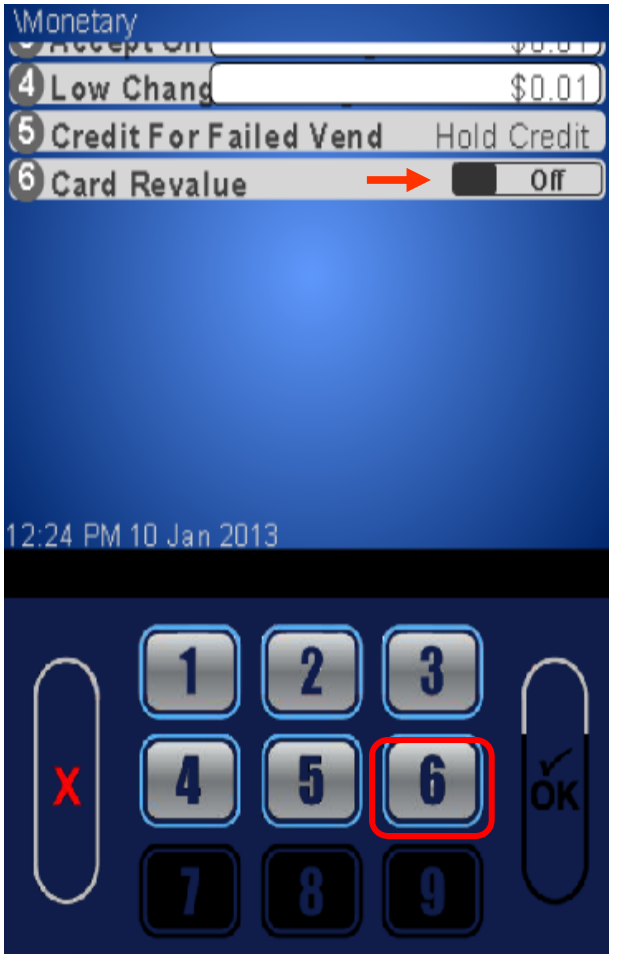
Press the number 5 on the keypad to advance to the next screen

Choose 1 or 2 to Return Change or Hold Credit after a failed vend. Press OK to save.



Card Revalue

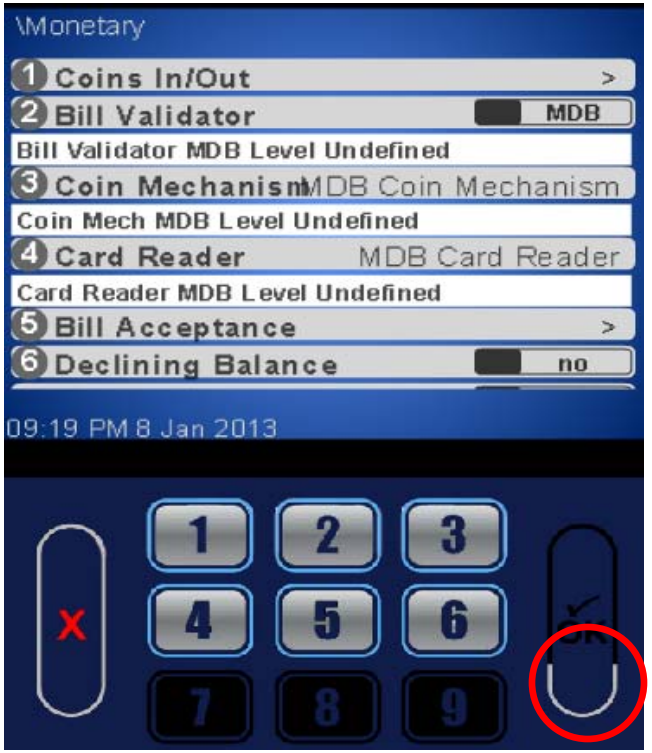
- Used when the machine is equipped with a card reader or other monetary device that is capable of having value added.
- Press the number 6 on keypad to toggle the setting between Off and On.
  - **Off** = Credit cannot be transferred.
  - **On** = Allows credit be transferred.
- Press the **X** button to exit this menu mode.



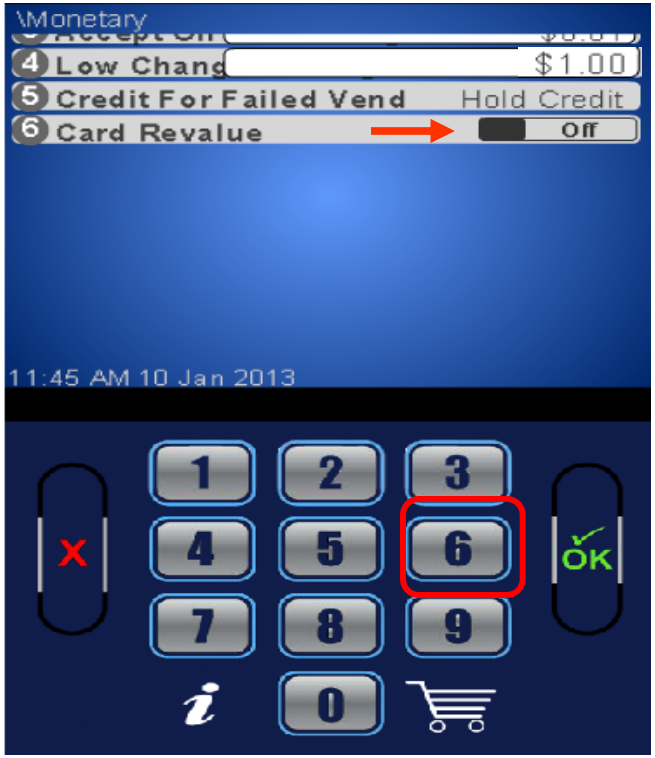
Continued

Monetary Menu
Card Revalue

Press the highlighted lower half of the OK button to scroll down.



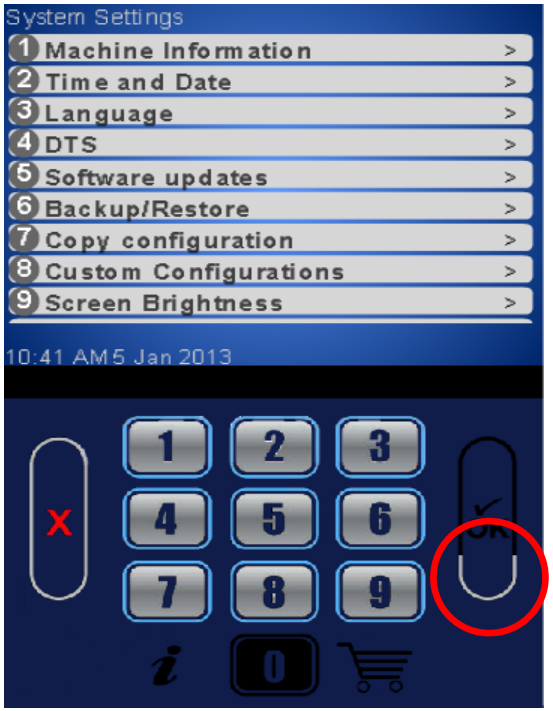
Press 6 to toggle Card Revalue between Off and On.



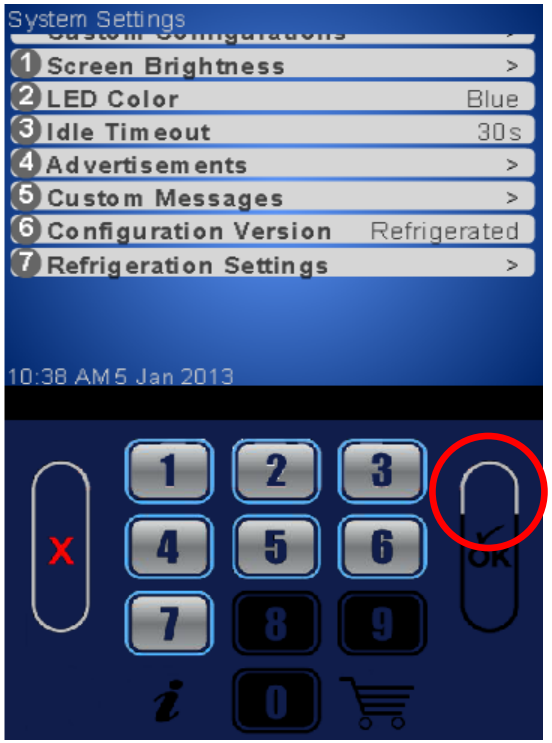
System Settings

System Setting Menu - Pressing 8 from the main menu will take you to the System Settings Menu.

Press the bottom of the OK button to scroll to the next menu

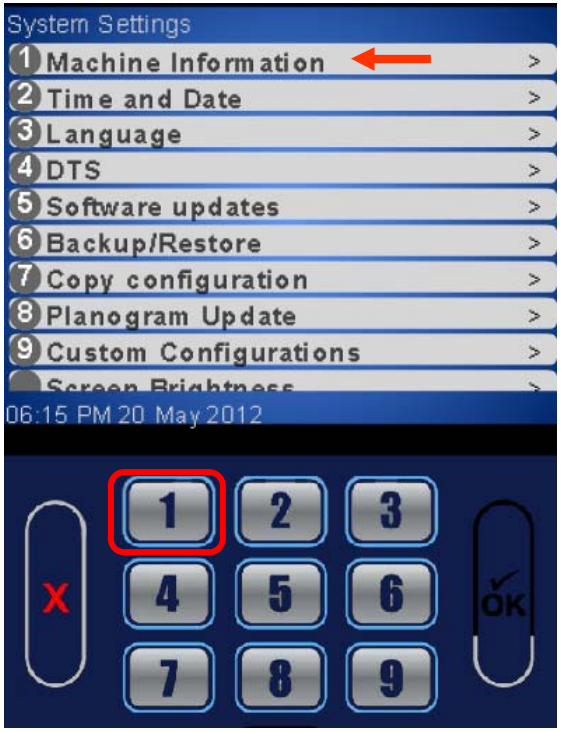


Press the top of the OK button to return to the previous menu

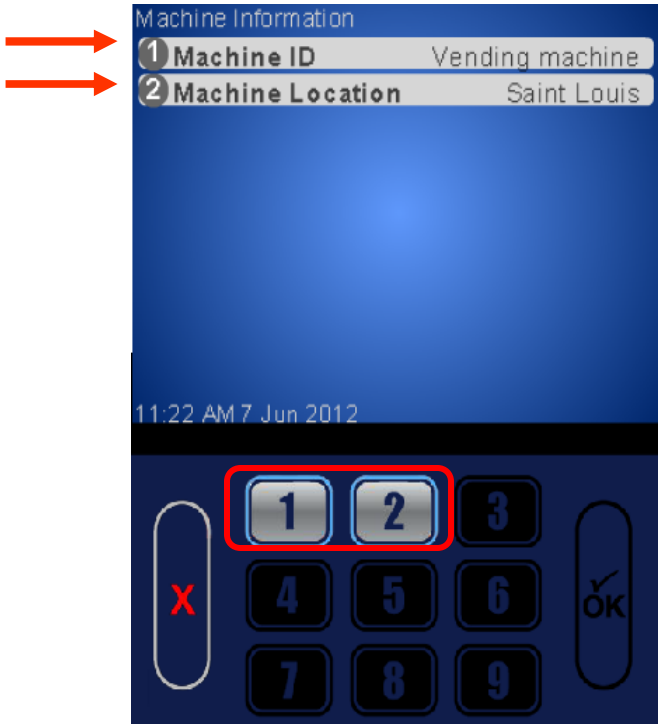


System Settings
Configuration Version (Machine Type)

Pressing 1 from the System Settings menu will take you to the Machine Information Menu.



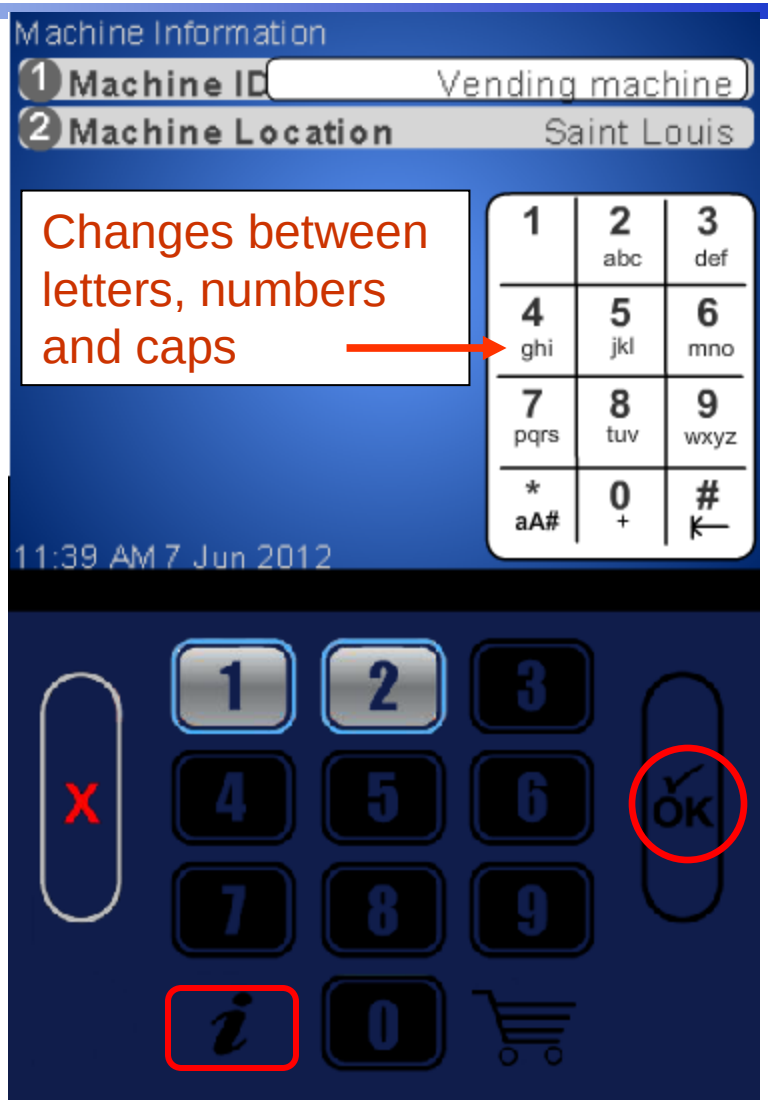
Press 1 or 2 to assign or change the Machine ID or Location ID. This ID can be text, numeric or a combination both.



Continued

System Settings
Configuration Version (Machine Type)

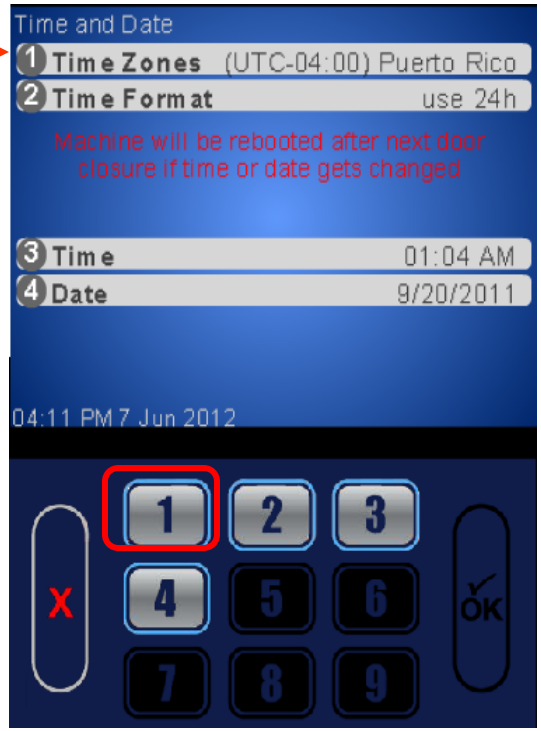
- A numeric box will appear as a reference for the numbers to push on the keypad.
- As an example, if you want to enter the letter b you would press button 2 twice.
- Pressing on the keypad will change the reference box between numbers letters and caps.
- The is the backspace key.
- Once the message is entered press OK.



System Settings
Time and Date

Press 2 to access the Time and Date Menu.

Press 1 to set your Time Zone

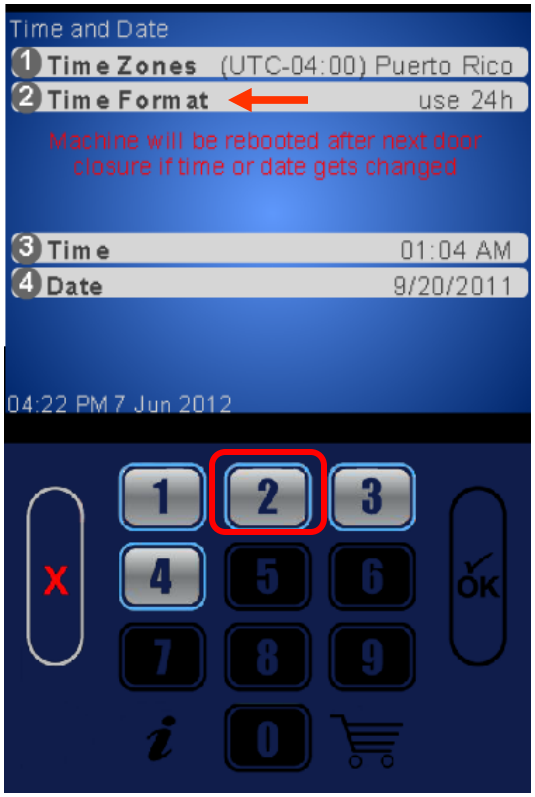


Press the number on the keypad for your Time Zone followed by OK

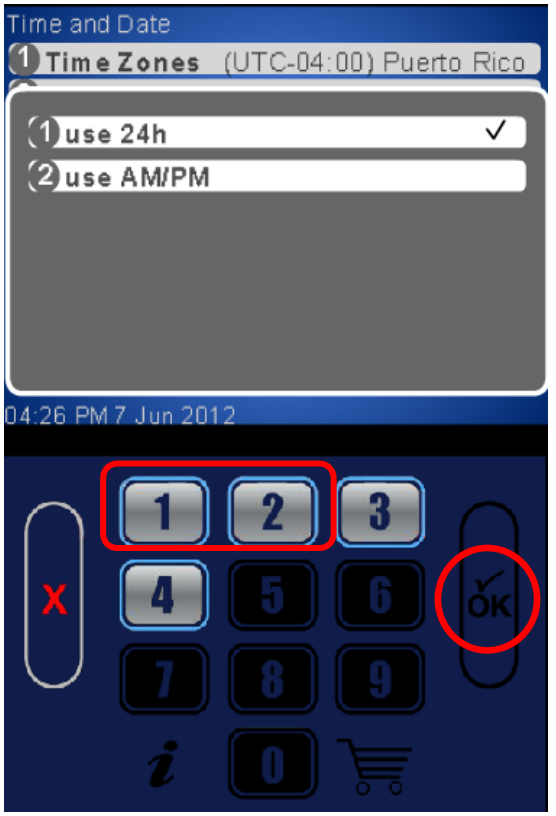
Continued

System Settings
Time and Date

Press 2 to change the Time Format between 24 hours and AM/PM.



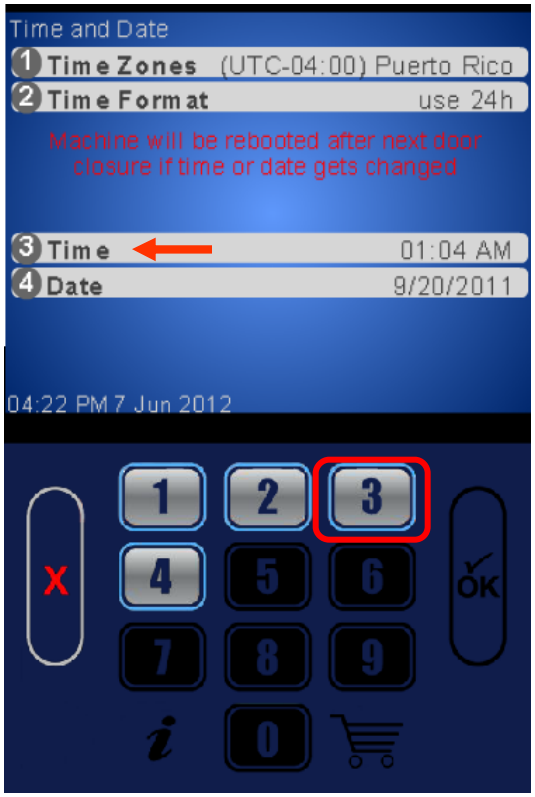
Press 1 or 2 to on the keypad to select your format. Press OK to save



Continued

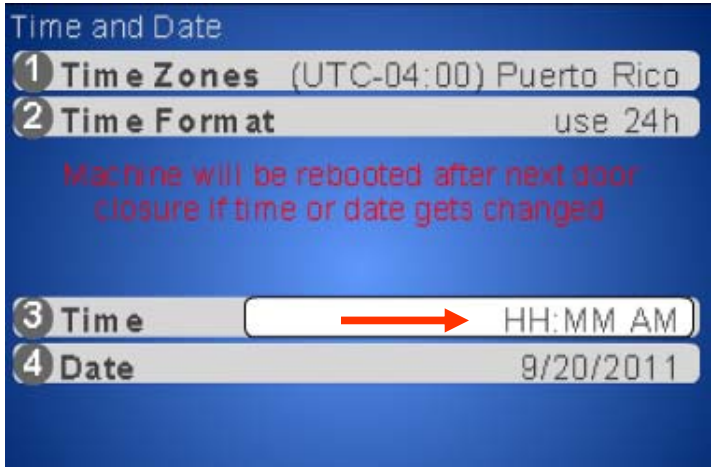
System Settings
Time and Date

Press 3 to change the current time .



Enter the time using the keypad, use the *i* button to toggle between AM/PM.

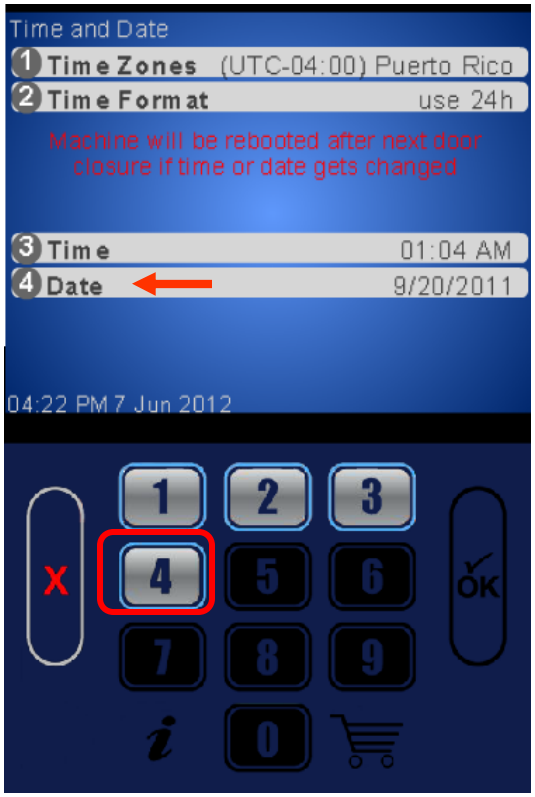
Press OK when finished. Press the door switch after setting the time and/or date, this will cause a reboot and ensure the Time & Date are saved



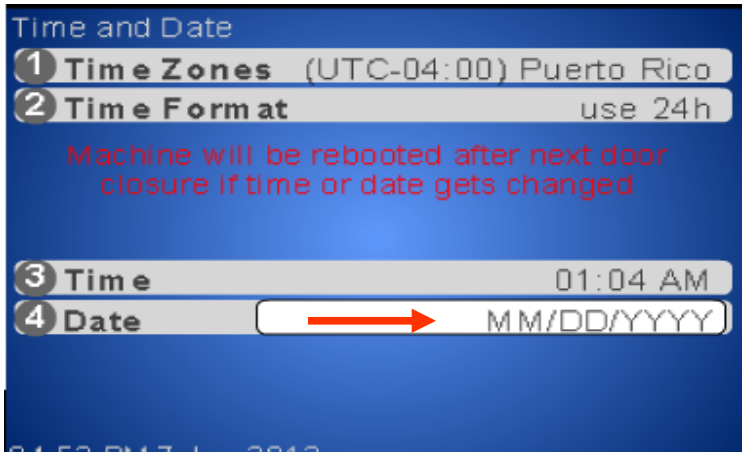
Continued

System Settings
Time and Date

Press 4 to change the Current Date .



Use the keypad to enter the Date using the numeric format shown, Press OK 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

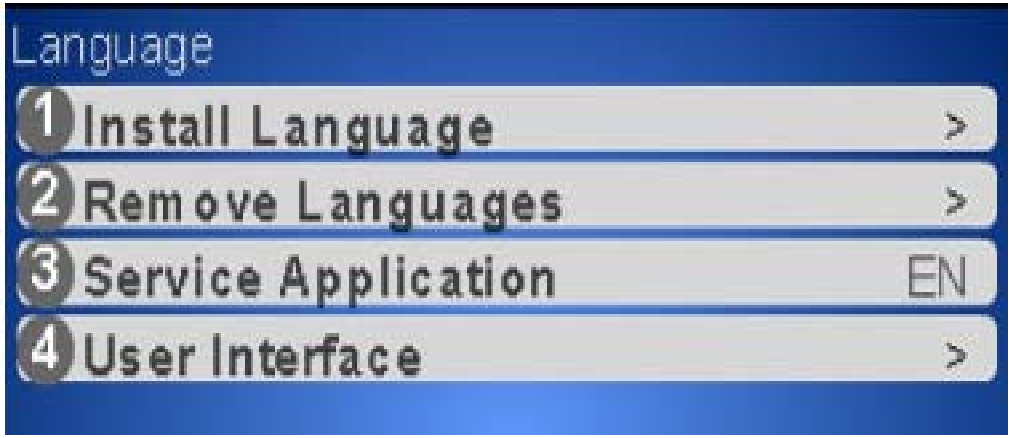
Press 3 to access the Language Menu.

Press 1 to install a Language

Press 2 to remove a Language

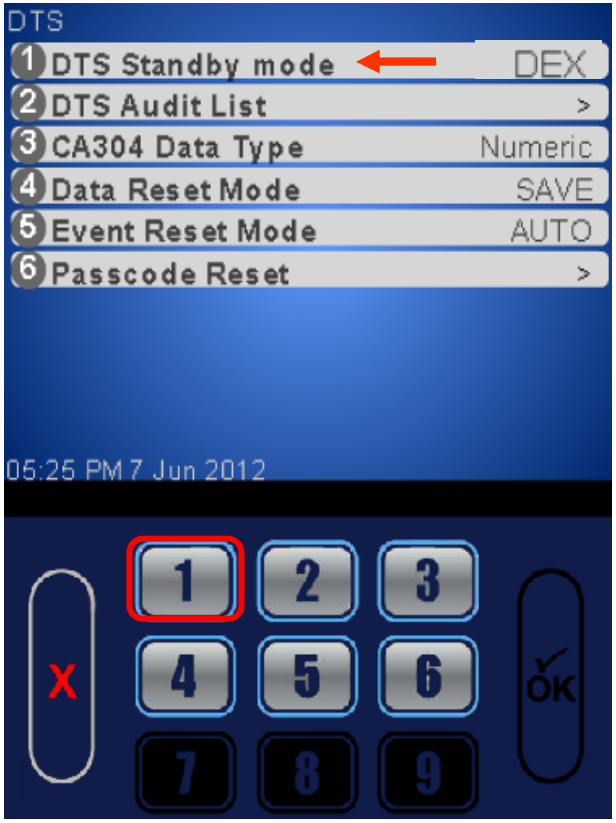
Press 3 to apply a Language to Service Applications

Press 4 to apply a Language to the user interface



System Settings
Data Transfer Standard "DTS"

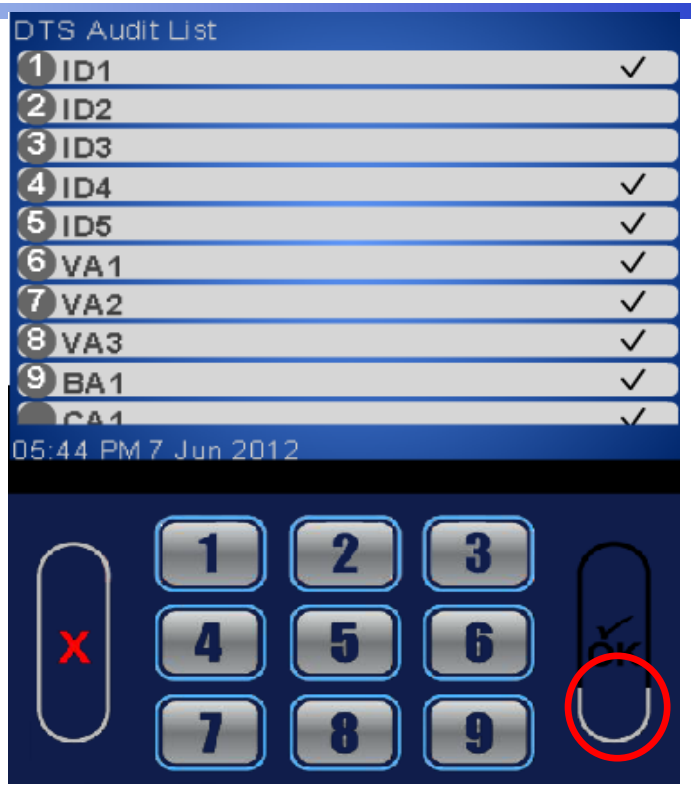
Press 1 to access the DTS Mode or Type.



Press 1 or 2 on the Keypad followed by OK

System Settings
Data Transfer Standard "DTS"

Press 2 to access the DTS Mode or Type.



Use the keypad 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. Press the bottom of the OK button to scroll through the Audit List

System Settings
Data Transfer Standard "DTS"

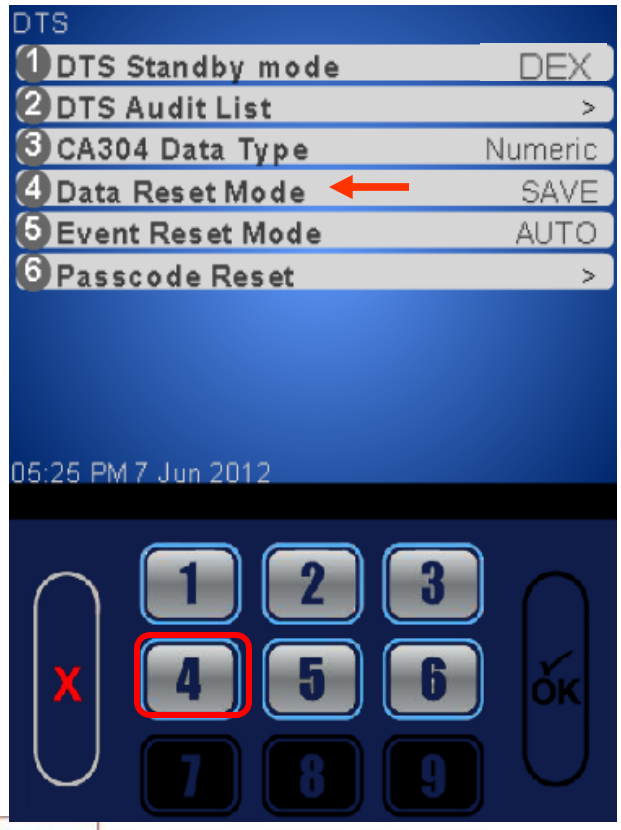
Press 3 to access the CA304 Data Type **Menu.**

Press 1 for bills to be reported as currency (value of bills) or press 2 to report number of bills, press OK to save.

CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

System Settings
Data Transfer Standard "DTS"

Press 4 to access the Data Reset Menu.



Press 1 for Auto, Press 2 for Save followed by OK

System Settings
Data Transfer Standard "DTS"

Press 5 to access the Event Reset Menu.

Press 1 for Auto, Press 2 for Save followed by OK

System Settings
Software Updates – Planogram

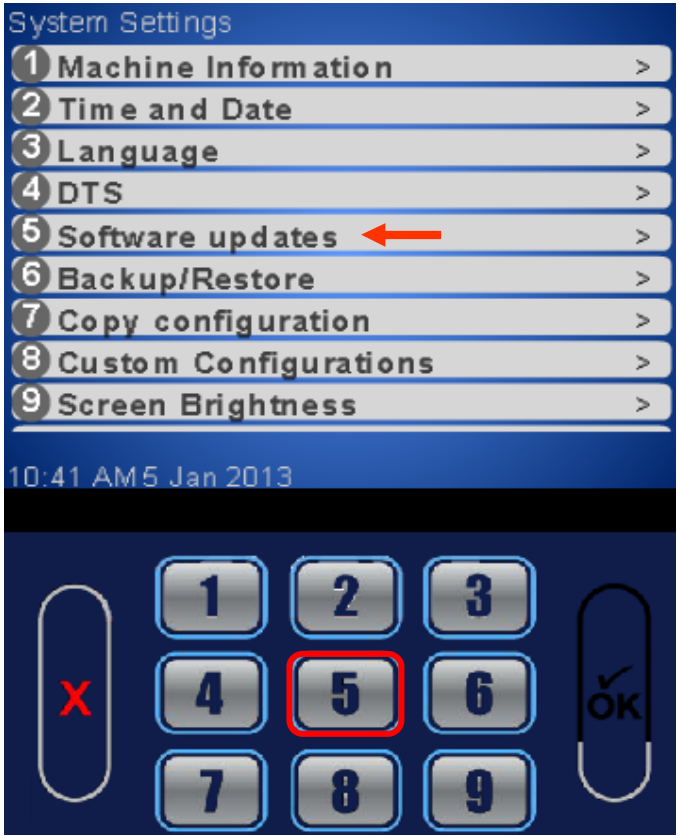
Loading a Planogram into the machine using a memory stick

(Planogram Updates)

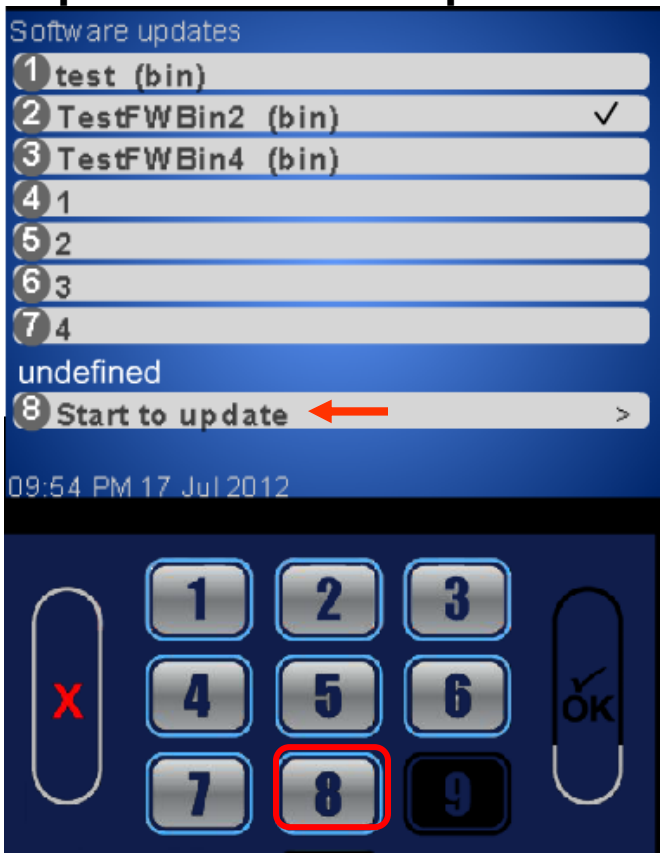
- Before attempting to load a Planogram (POG) you must create a folder on your USB flash drive named atlas. Copy your POG file into the Atlas Folder.
- Plug a flash drive in to the control board on USB3 (The bottom one all by itself).
- You can have multiple Planograms in the atlas folder.
- Press Button 5 on the keypad to enter software update menu.

System Settings
Software Updates – Planogram

Press 5 to access Software Updates (Planogram Updates)



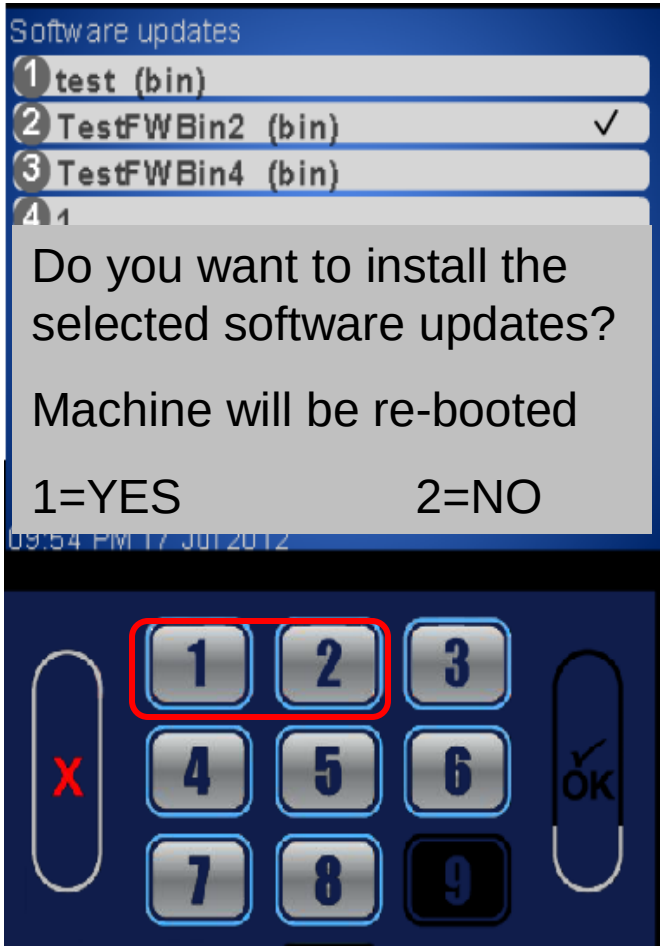
Choose the file you wish to upload to the machine and press 8 to start update.



Continued

System Settings
Software Updates – Planogram

- A conformation box will appear if you choose to update the POG
- The machine will re-boot if you choose Yes.
- The re-boot will take 5-7 minutes.
- It is a good idea to create a backup once the POG file is loaded.



Backup / Restore

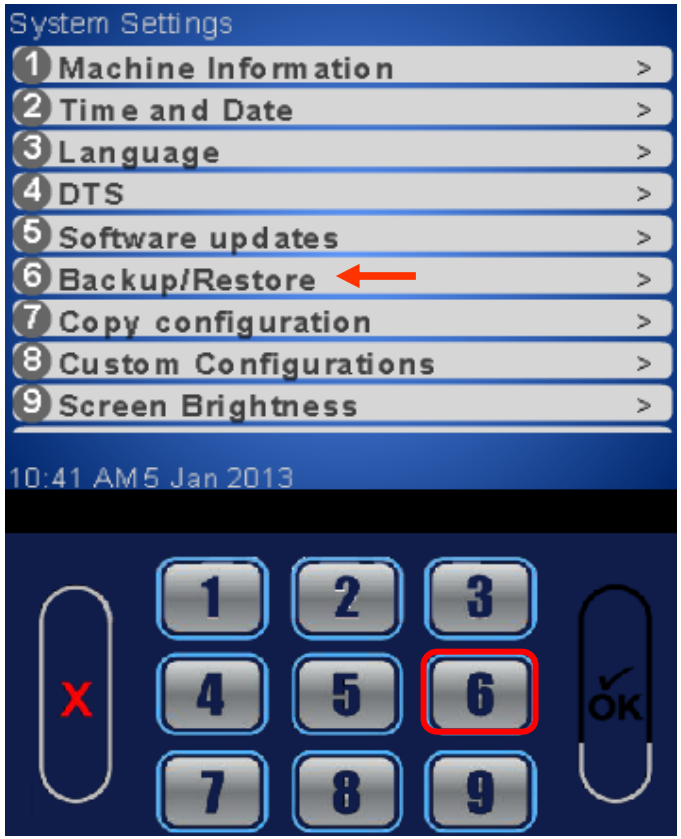
•Allows you to backup your current Configuration for recovery later if needed.

•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.

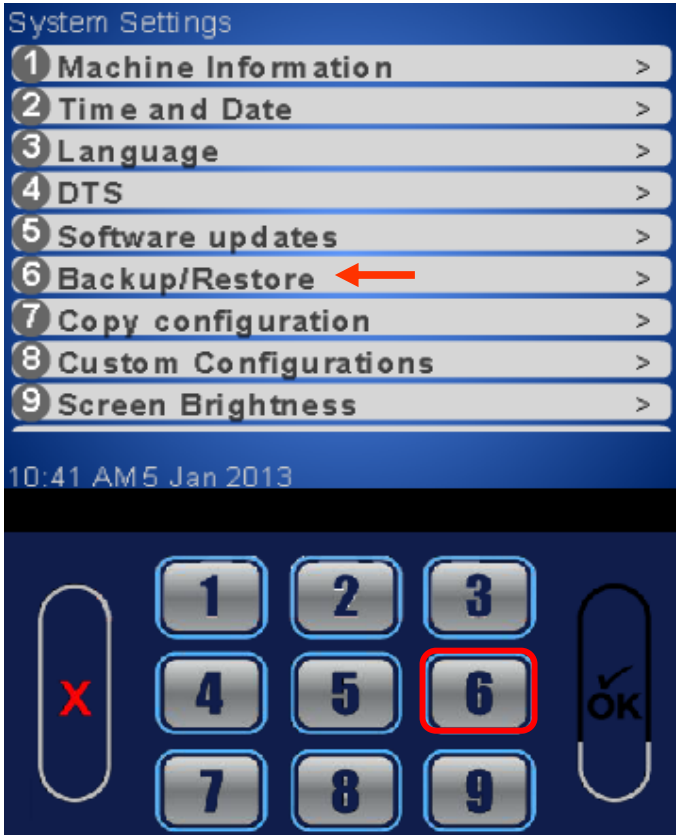
•Backups are stored on the controller, not removable media.



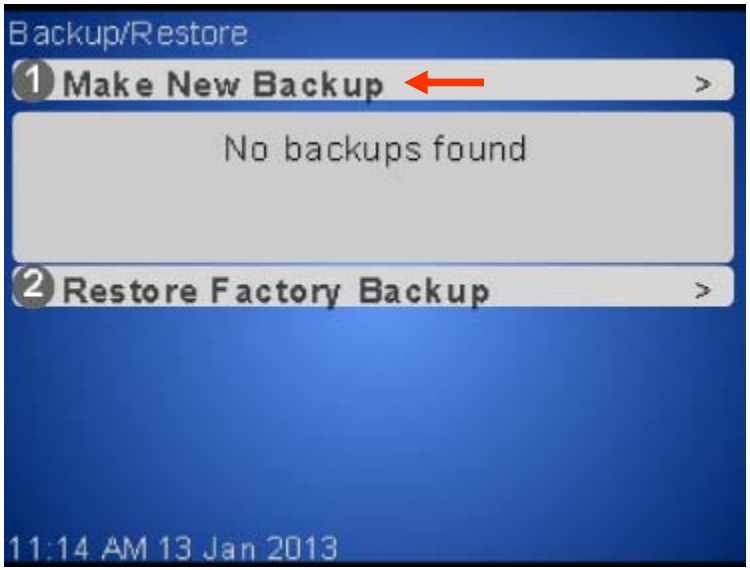
Continued

System Settings
Backup / Restore

Press 6 to access Backup / Restore



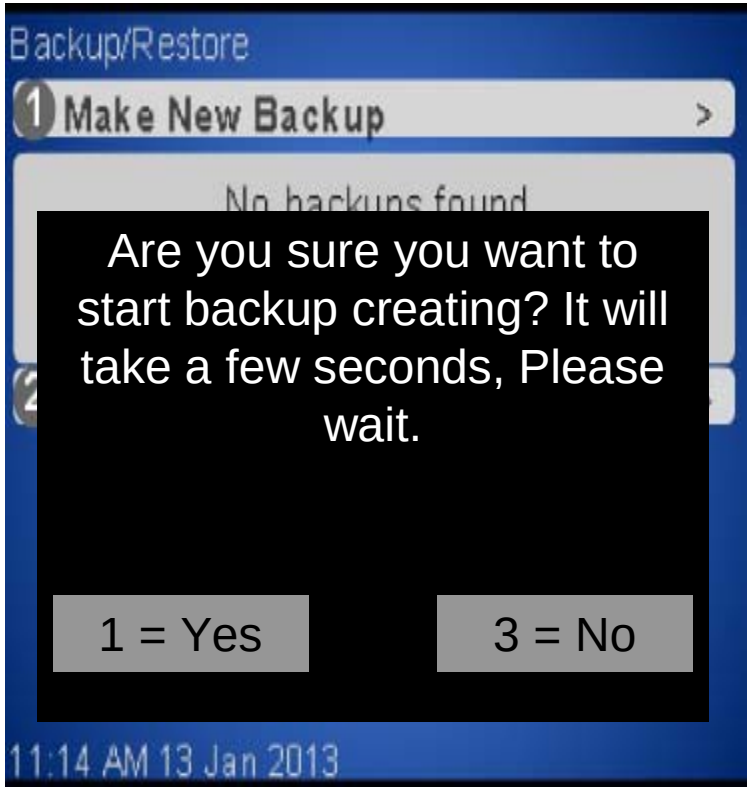
Press 1 to backup your current Configuration for recovery later. All previous backups will be listed. Choose a number on the keypad associated with the backup you want to restore or choose to Restore to the Factory Backup. Press OK to Continue. In this case we are choosing 1 to make a new backup.



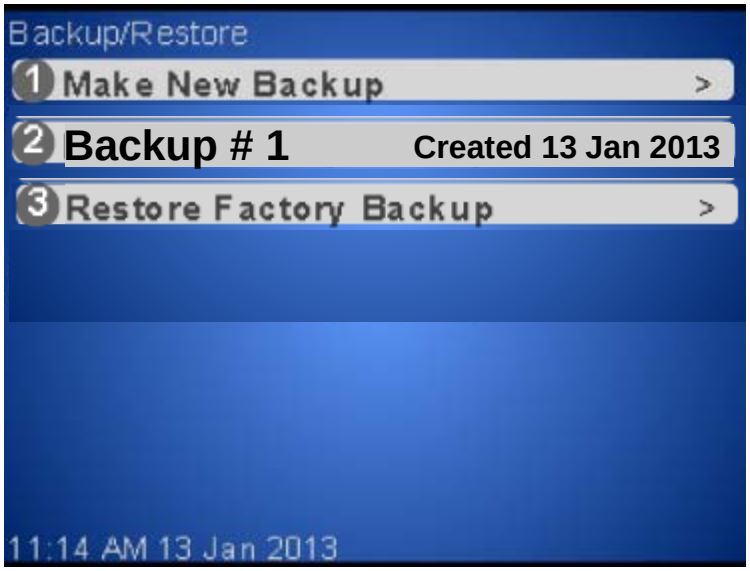
Continued

System Settings
Backup / Restore

The display show a conformation screen. Choose 1 to continue and 2 to back out.



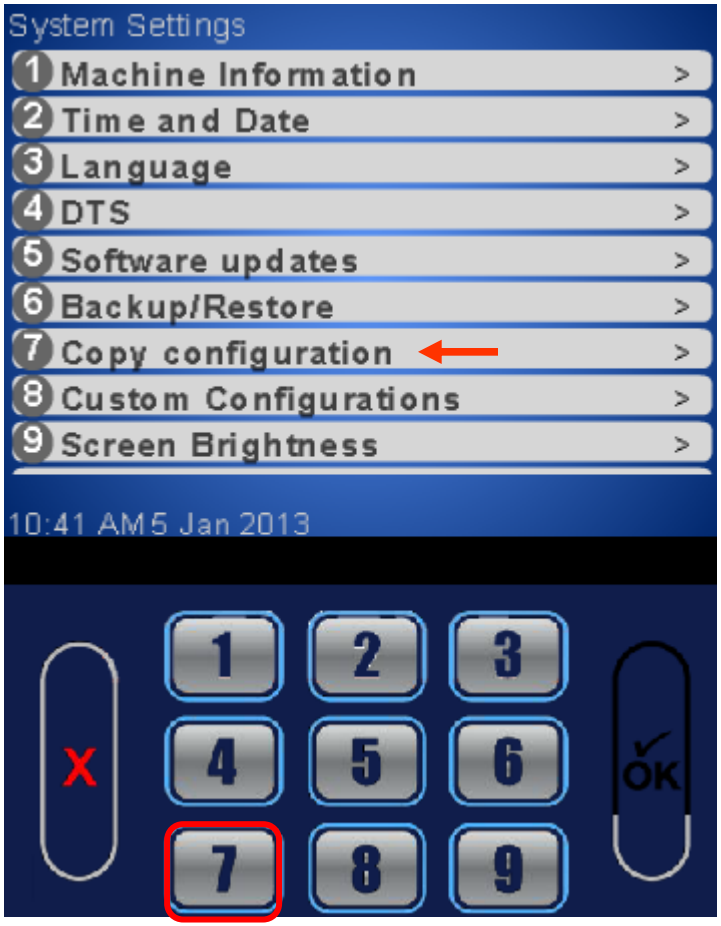
Choosing 1 for yes will update the display with the new backup file including the time and date of the backup. This file can be selected at a later date if you want to restore you machine to this backup file.



System Settings
Copy Configuration

Copying an existing Configuration

- This menu allows you to copy a machine that has been set up and save the file on a flash drive.
- 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
- Before attempting to clone an existing machine Configuration you must create a folder on your USB flash drive named atlas.
- You can have unlimited configurations in the atlas folder.
- Plug a flash drive in to the control board on USB3 (the one on the bottom all by itself).



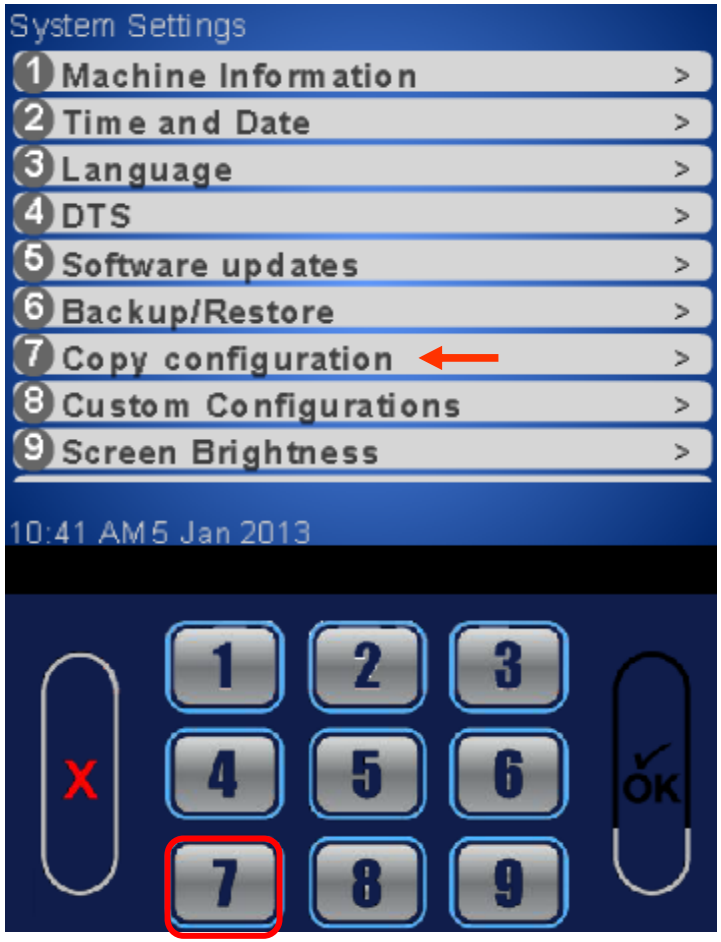
Continued

System Settings
Copy Configuration

Preparing the Flash drive

The files size is less than 80kb so you can use any size flash drive.

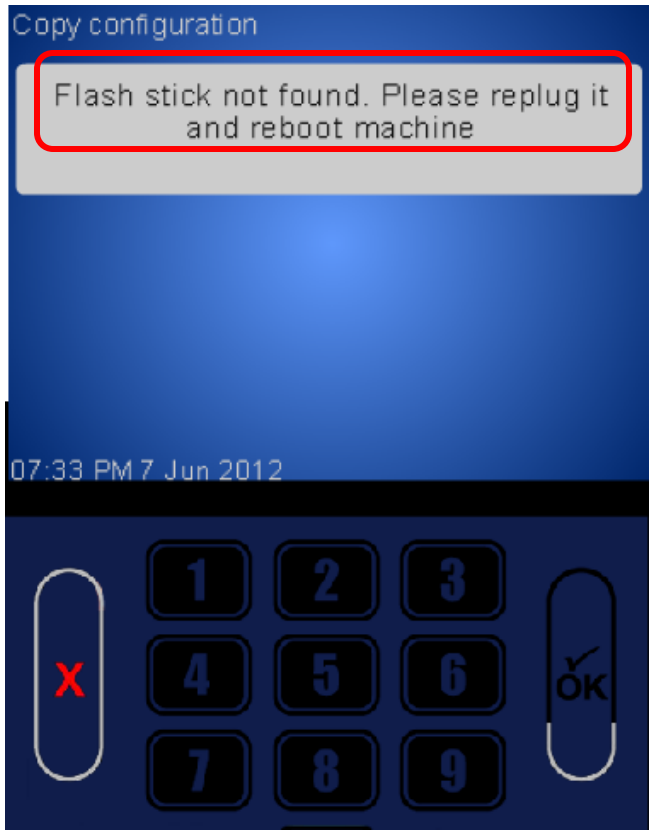
1. Using you computer, create a folder on your flash drive named atlas.
2. Insert the flash drive into USB port number 3 on the control board (bottom one all by itself).
3. Power cycle or reboot the machine with the flash drive installed.
4. Enter PIN 3333
5. Press 8 for system settings, the 7 for copy configuration.



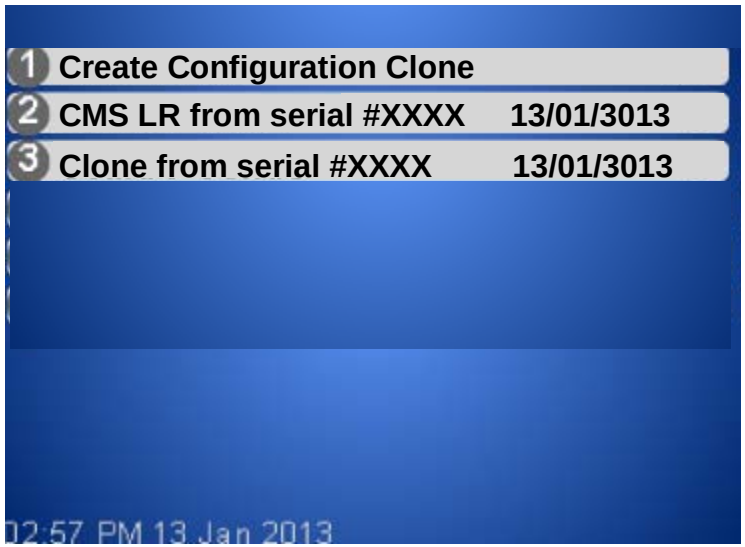
Continued

Copy Configuration – Create Configuration Clone

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



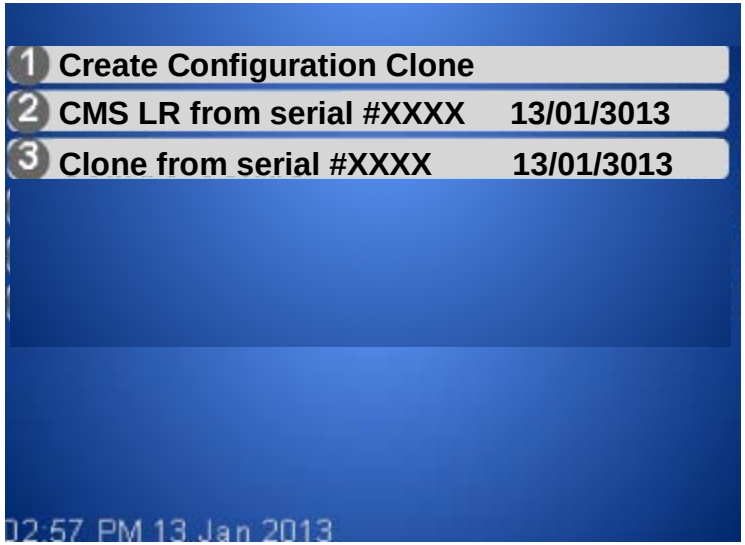
Choose 1 to Create a Configuration Clone (from the control board to the stick). If there are existing clone file on the flash drive they will show up below Create Configuration clone and can be chosen to be uploaded to the machine.



Continued

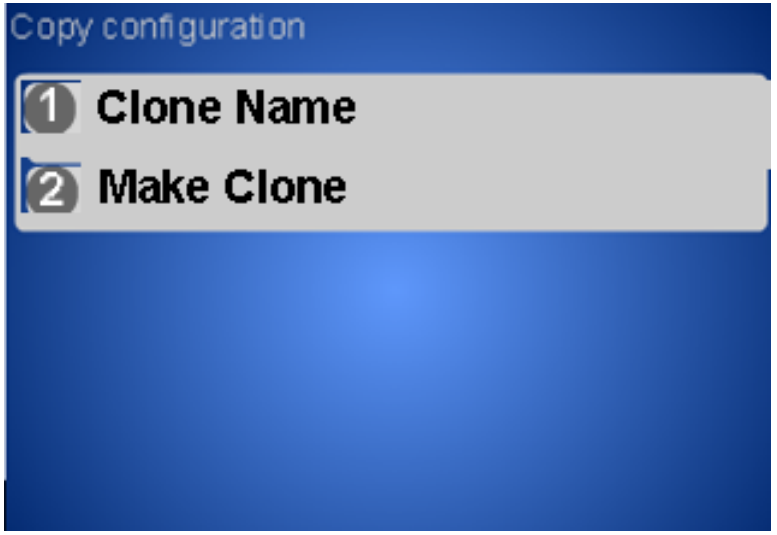
Copy Configuration – Create Configuration Clone

Press 1 to create a clone file on the stick that can be copied to another machine



Select 1 to name the configuration. Naming the configuration is optional.

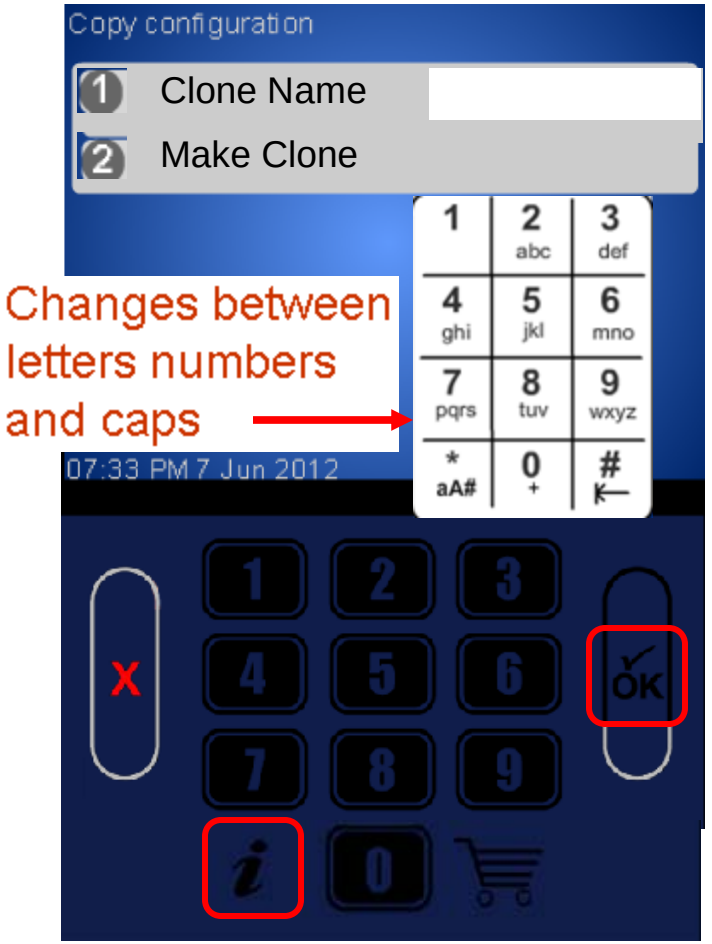
Select 2 to copy without naming



Continued

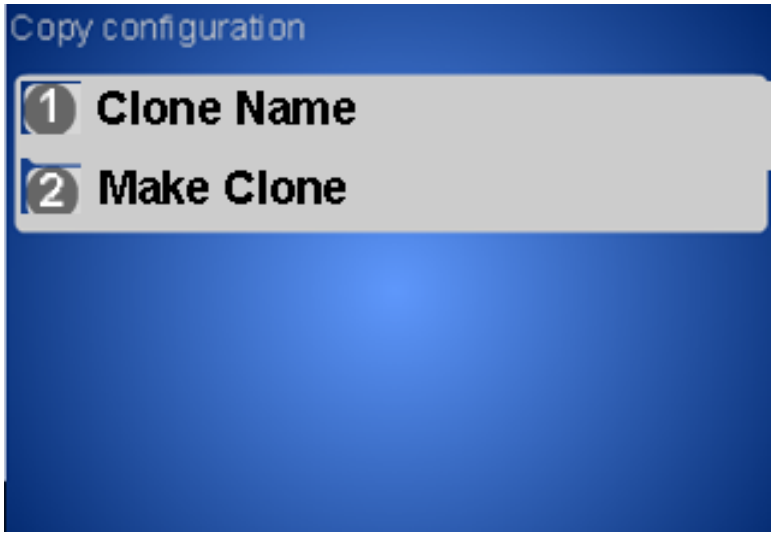
System Settings
Copy Configuration

- A numeric box will appear as a reference for the numbers to push on the keypad.
- As an example if you want to enter the letter b you would press button 2 twice.
- Pressing on the keypad will change the reference box between numbers letters and caps.
- The is the backspace key.
- Once the message is entered press OK.

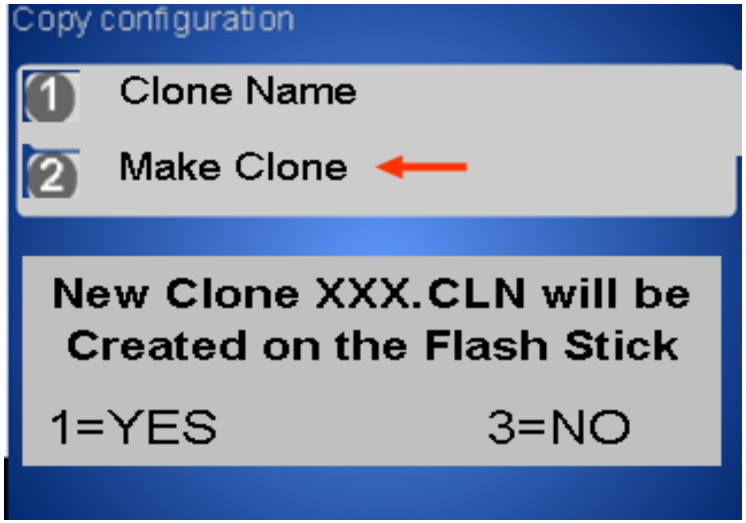


System Settings
Copy Configuration

Press 2 to make clone, a conformation box will appear



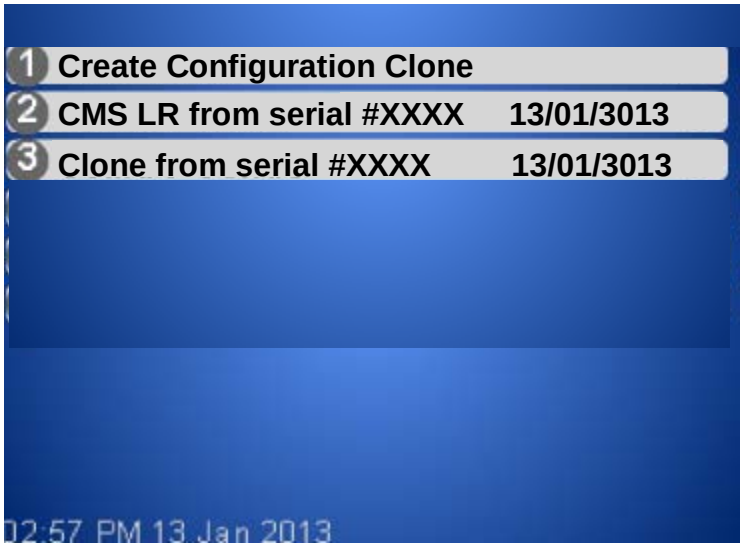
Press 1 to continue or 3 to cancel



Continued

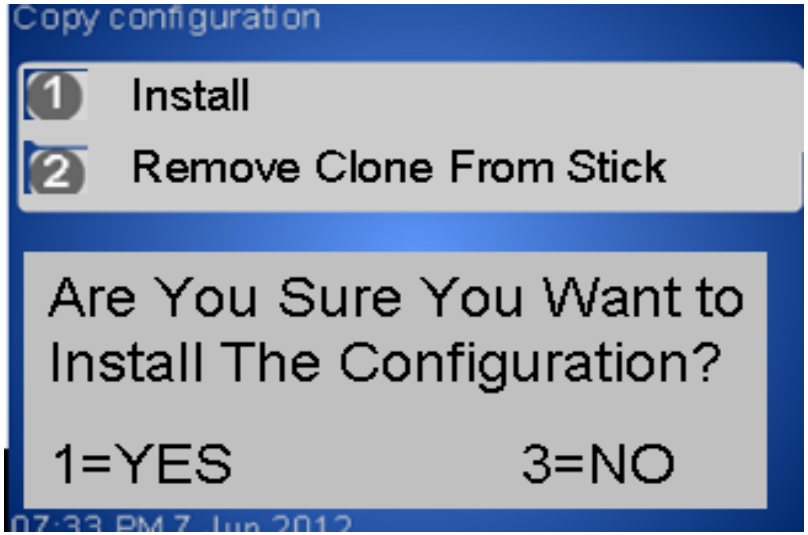
System Settings
Copy Configuration – Uploading from a Flash

All files listed below Create Configuration Clone are valid configurations that can be copied from the flash stick to the control board. Press an index number to upload or delete the file.



Press 1 to install the file or 2 to delete the file from the Flash.

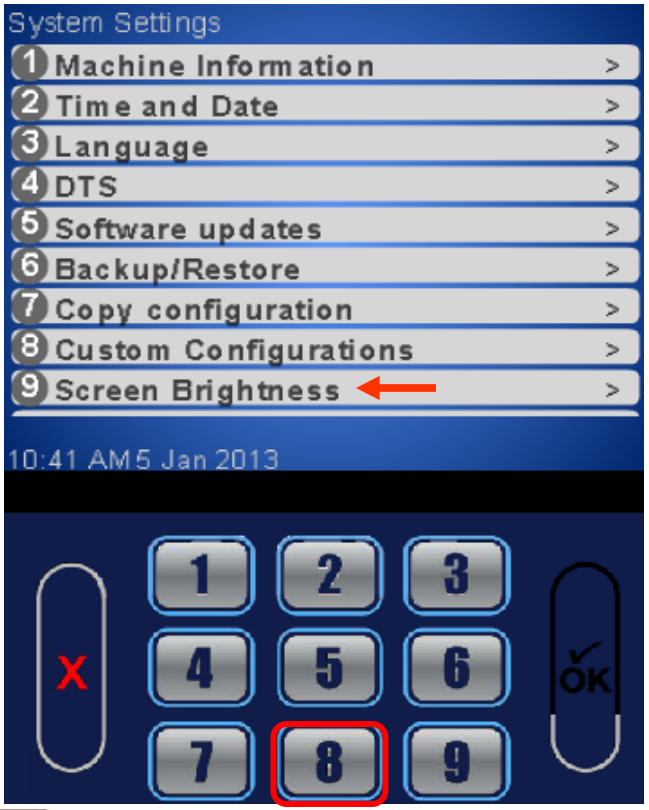
A confirmation box will appear verifying you want to install or delete the file, press 1 to continue or 2 back out.

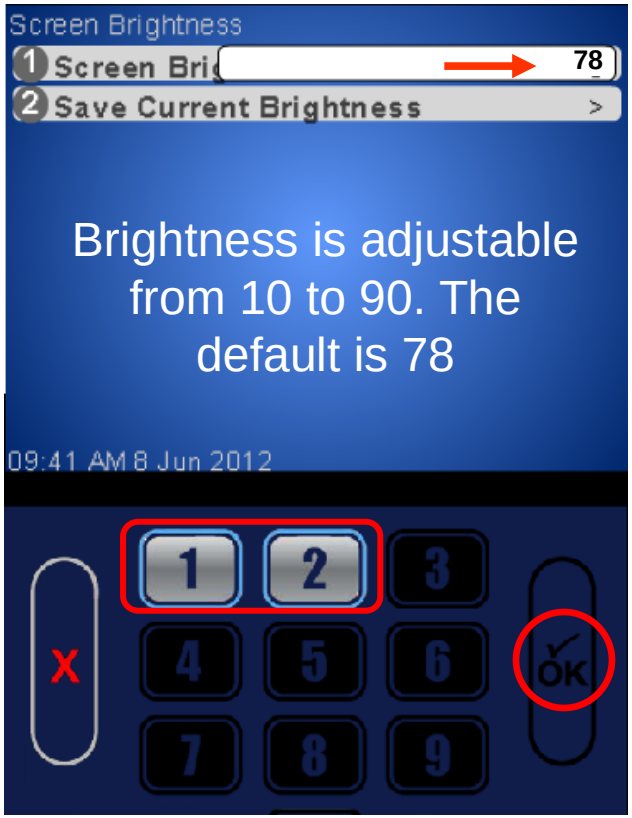


System Settings
Screen Brightness

Press 2 to set the Screen Brightness

Press 1 to change the Brightness, the higher the number the Brighter the screen. Enter a number and press OK. Followed by 2 to save.



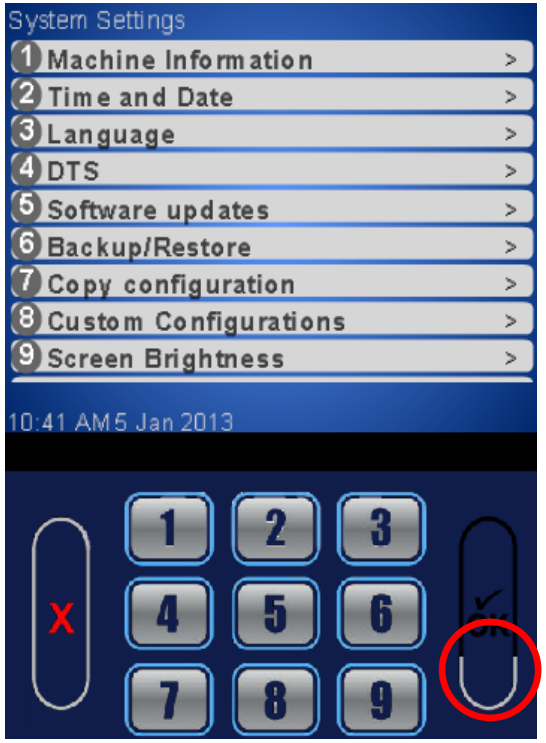


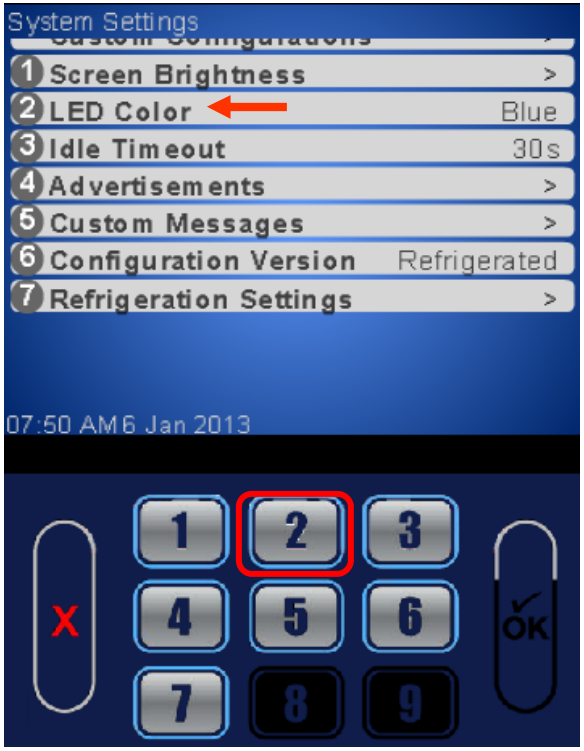
System Settings
LED Color

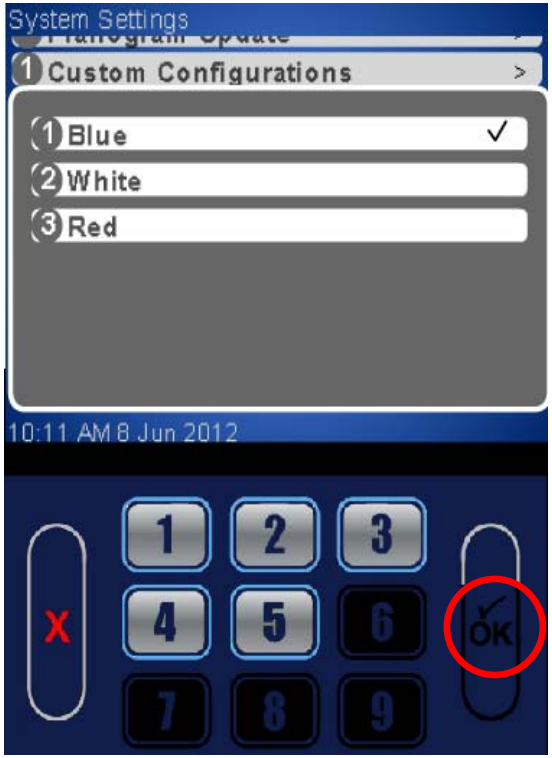
Press the highlighted lower half of the OK button to scroll down to LED Color

Press 3 to change the LED Color. This Menu allows you to change the standby color of the pill surround and payment devices?

Press 1,2 or 3 on the keypad to change the color, followed by OK.



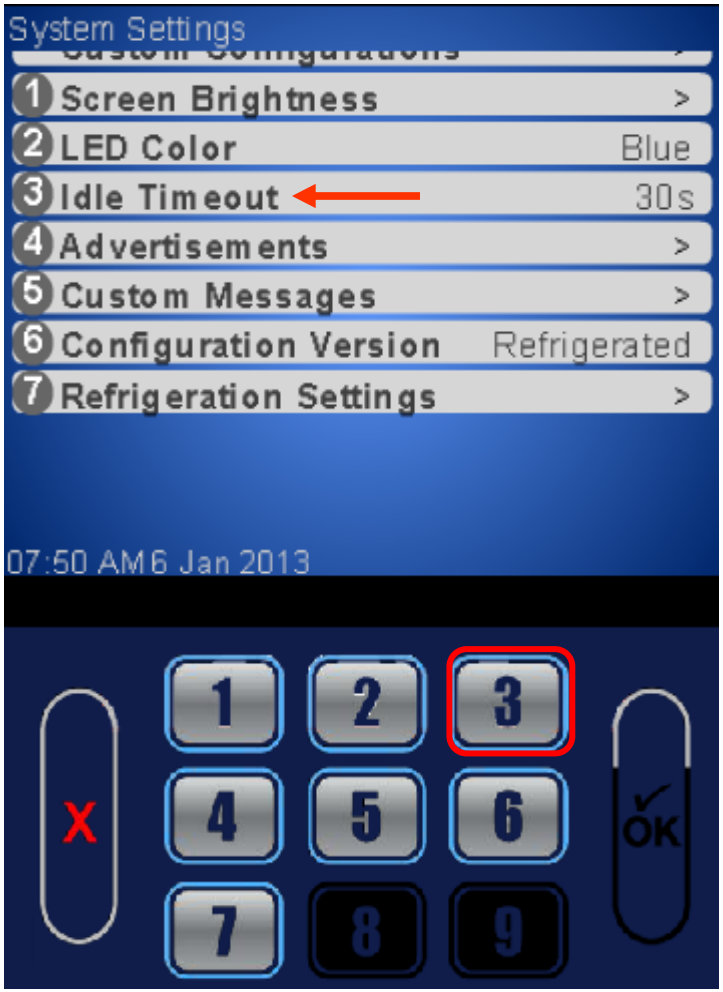




System Settings
Idle Timeout

Idle Timeout

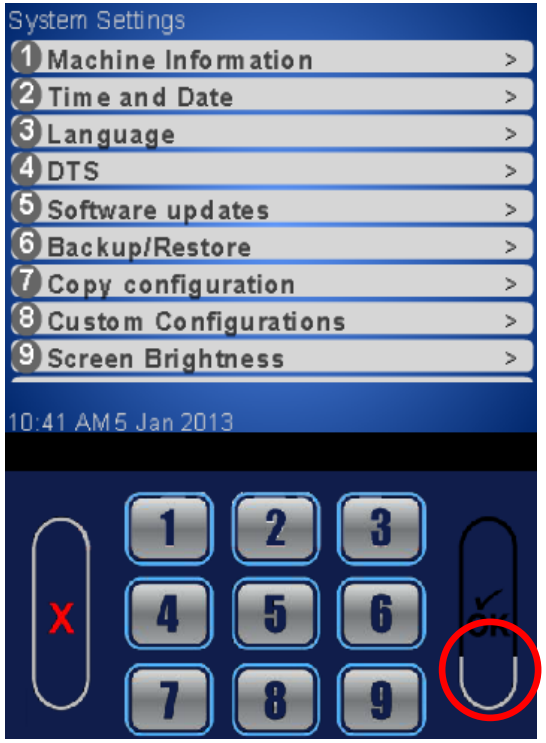
- If a person starts a transaction on the machine and walks away without pressing the X key, the idle timeout is the amount of time until the machine goes back to it's standby message routine.
- The Idle Timeout is settable from 15 to 180 seconds.
- The factory default for the Idle Timeout is 30 seconds.



Continued

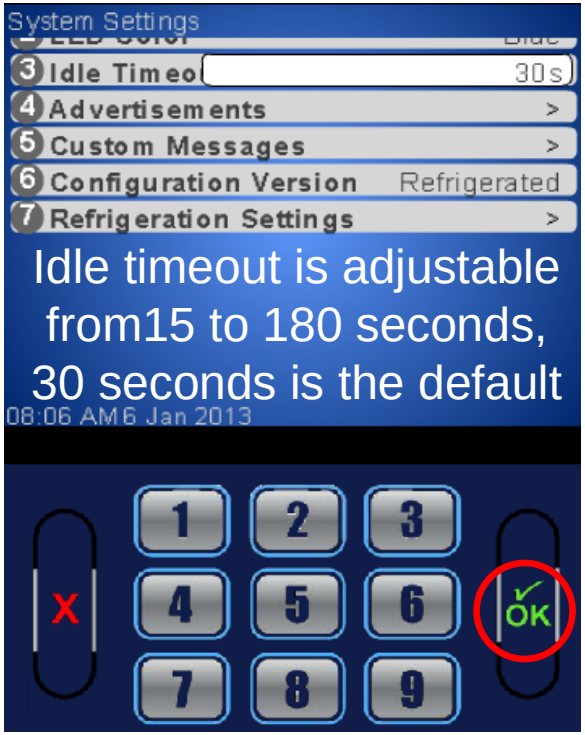
System Settings
Idle Timeout

Press the highlighted lower half of the OK button to scroll down to LED Color



Press 3 to change Idle message timeout. The default is 30 seconds

Use the numeric keypad to enter a new time followed by OK



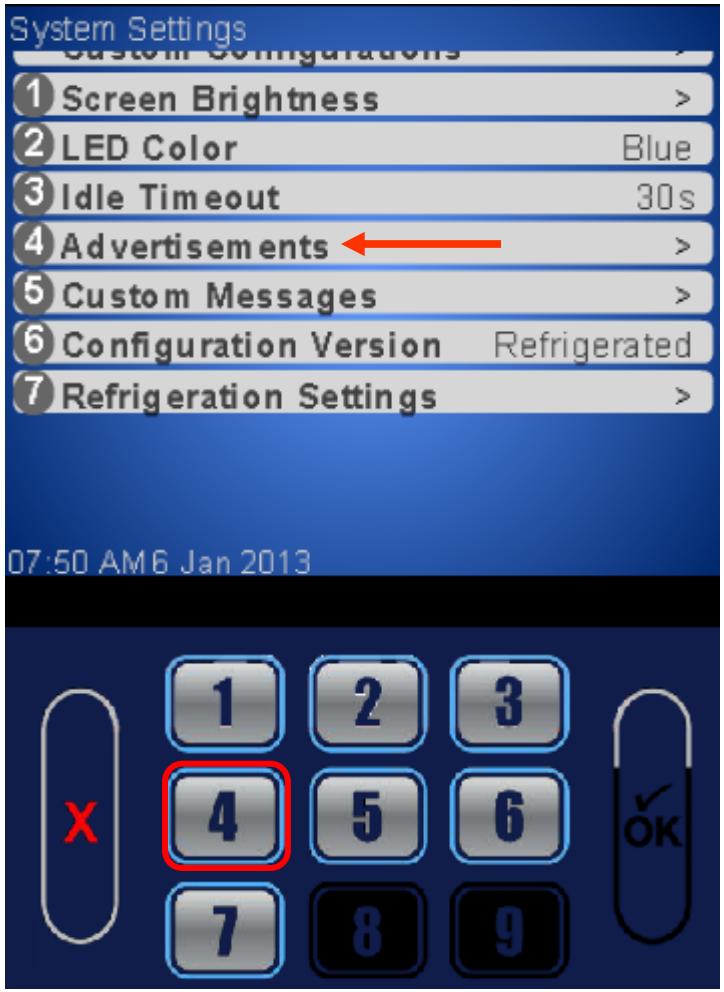
Advertisements

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

The messages that can currently be turned on and off are:

- Selection Information
- Money
- Cards

- This Menu also allows you to choose what credit cards logos are displayed as available for use on the idle message screen.

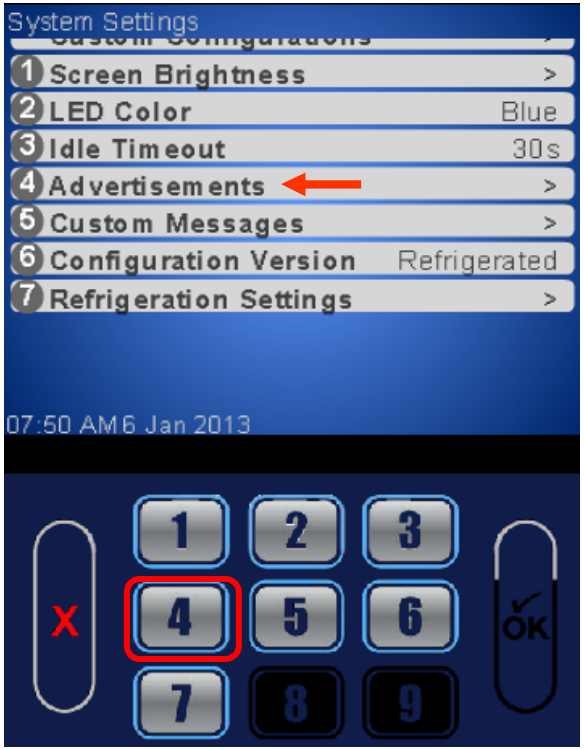


Continued

System Settings
Advertisements

Press the highlighted lower half of the OK button to scroll down to LED Color

Press 4 to modify messages shown on the idle screen loop.

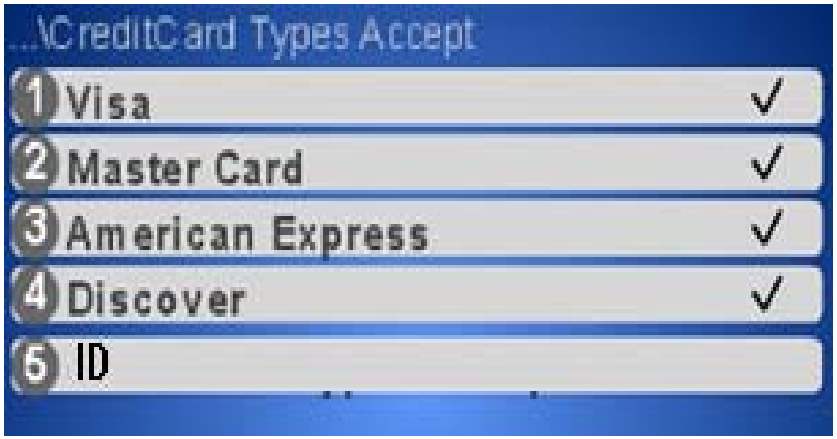


Continued

System Settings
Advertisements

Press 1- 4 to on the keypad to add or remove a checkmark. Items with a checkmark will be shown on the Idle Screen Loop. Select 5 to go to the next screen for credit card types accepted

Press 1- 4 to on the keypad to add or remove a checkmark. Items with a checkmark will be shown on the Idle Screen Loop. Selecting 5 will show a generic picture of a credit card in the idle loop.



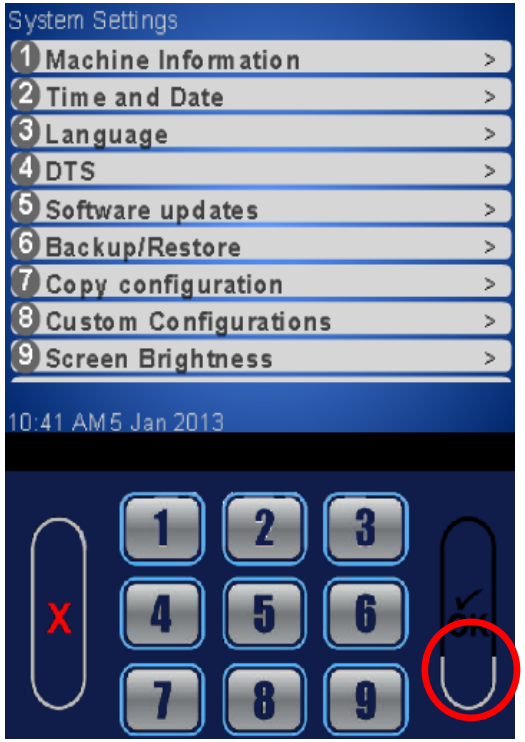
Custom Messages

- 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 Text or numeric based.

Continued

System Settings
Custom Messages

Press the highlighted lower half of the OK button to scroll down to LED Color



Press 5 to create, change or assign a Custom Message

Continued

System Settings
Custom Messages

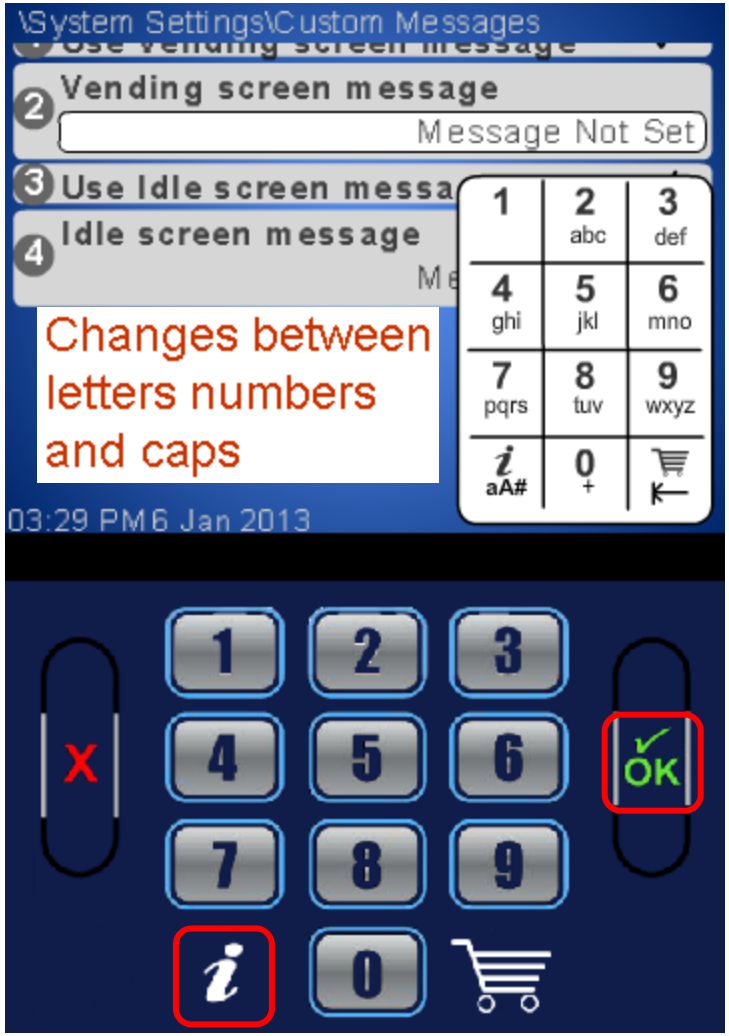
Press 1 or 2 add a checkmark to turn on a custom message. Adding a checkmark will automatically bring up the next screen →

Press 2 or 4 to edit or create your Custom Message. See the details on the next slide

Continued →

System Settings
Custom Messages

- A numeric box will appear as a reference for the numbers to push on the keypad.
- As an example, if you want to enter the letter b you would press button 2 twice.
- Pressing on the keypad will change the reference box between numbers letters and caps.
- The is the backspace key.
- Once the message is entered press OK.



Continued

System Settings
Configuration Version

Setting the Machine Type

- Your choices are Ambient, refrigerated, non Perishable or chilled in the Configuration Version Menu for the Refrigeration Settings Menu to appear in the System Settings Menu.
- Ambient will always be selected when a refrigeration unit is not present.
- When Refrigerated Merchant is chosen the temperature is settable from 33-38°F (1-3°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

Pressing 8 from the main menu will take you to the System Settings Menu. Press the bottom of the OK button to go to the next menu

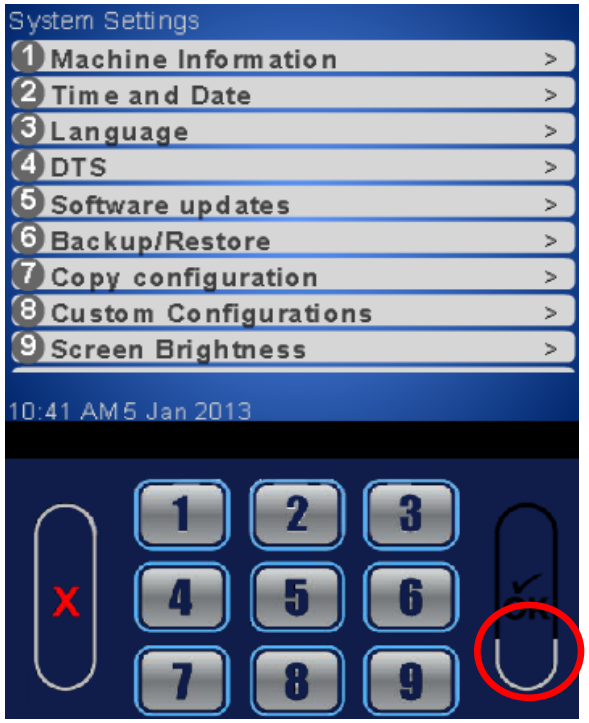
Press 6 to go to Configuration Version

Press 1- 5 to select the desired Configuration Setting. Do not use # 3 in the US. You must press OK to save changes.

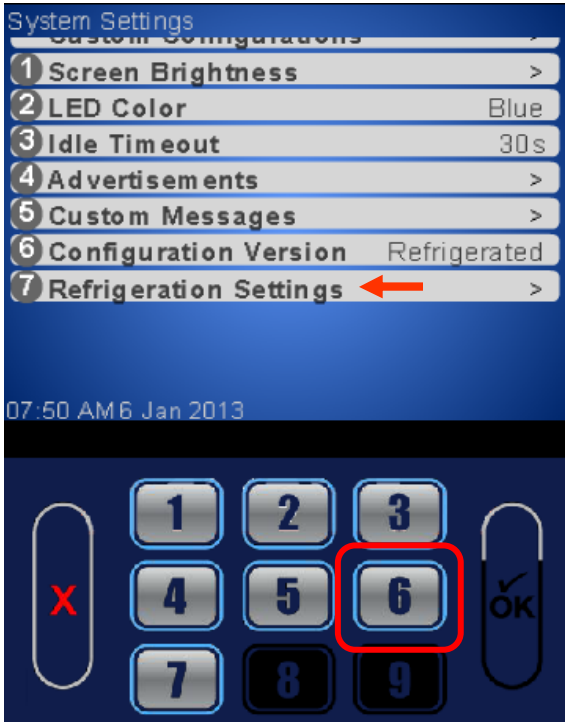
CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

System Settings
Refrigeration Settings

Pressing 8 from the main menu will take you to the System Settings Menu. Press the bottom of the OK button to go to the next menu



Press 6 to go to Refrigeration Settings, this menu will not appear when the Configuration setting is Ambient.



Press 1- 5 to set the Refrigeration Settings. This menu should already be set from the factory.

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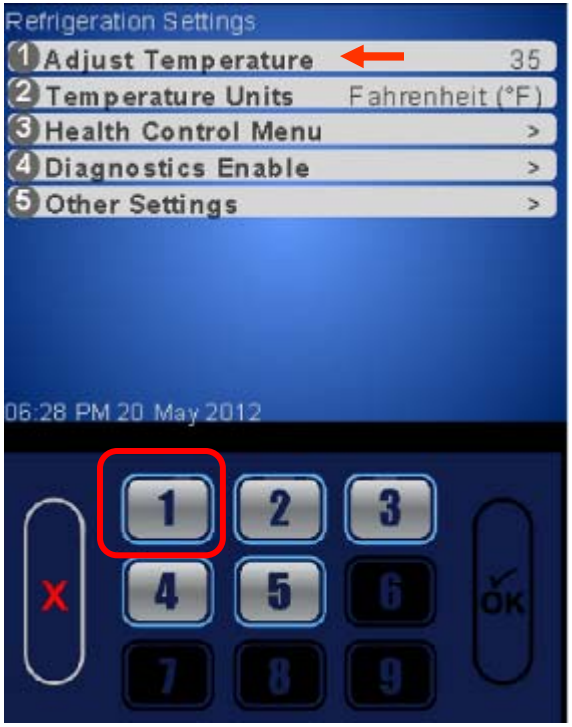
Continued

System Settings
Refrigeration Settings – Adjust Temperature

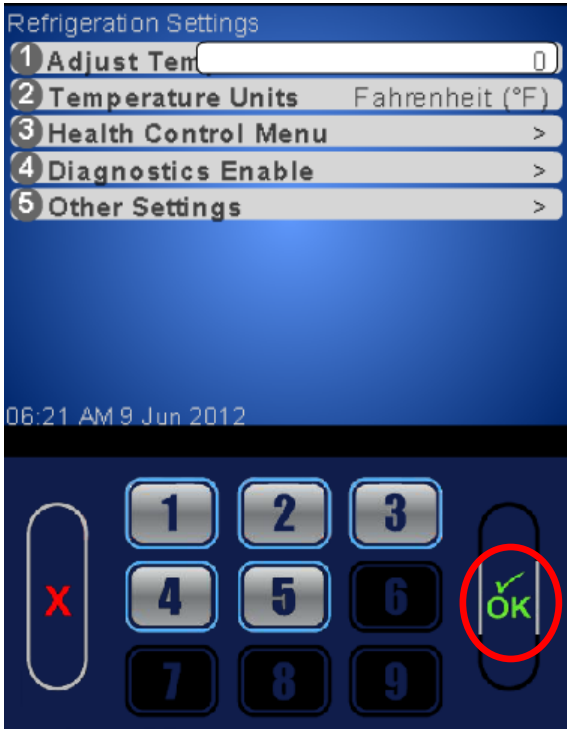
Setting the Temperature Range

- **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 be not available.**
- **Chilled temperature range is from 49-69°F (9-21°C) and the health control menu will <u>not</u> be available.**

Press 1 on the keypad to Adjust the Temperature



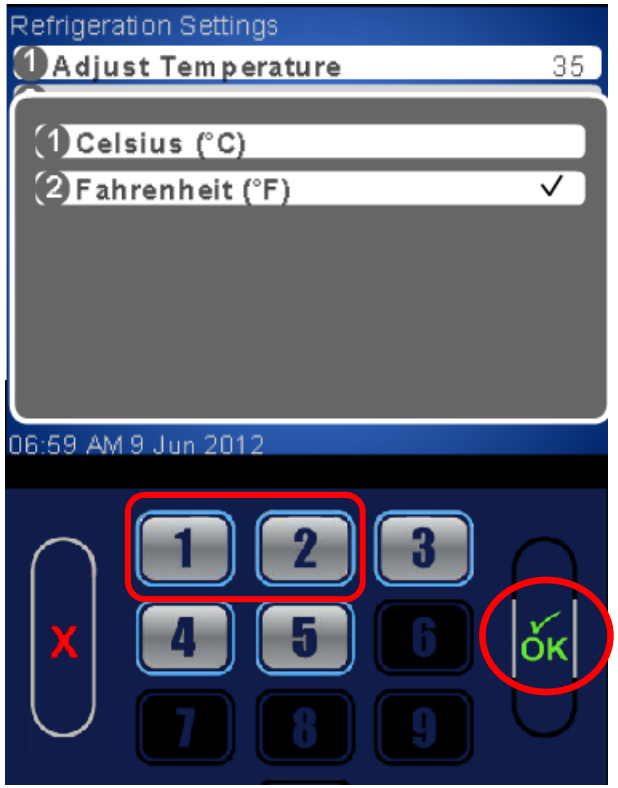
On the keypad enter the desired Temperature followed by OK



System Settings
Refrigeration Settings – Temperature Units

Press 2 on the keypad to change the viewable Temperature between Fahrenheit and Celsius

On the keypad press 1 for Fahrenheit 2 for Celsius, followed by OK



System Settings

Refrigeration Settings – Health Control

Press 3 on the keypad to access the Health Control Menu

On the keypad press the tray number you wish to view or change

All available selections are shown. Use the keypad to add a checkmark to the motors that are active for Health Control.

System Settings
Refrigeration Settings – Diagnostics enable

The Diagnostic Enable menu allows you to turn on or off the 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

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 125F for the 30 MINUTES.**
- **Error: If the Condenser Outlet Sensor is greater than 150F 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 10F 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 (10F) in more than 5 minutes, but less than 75 minutes after a previous defrost cycle.**
- **Error:, If the unit goes into Low-Temp Defrost (10F) in less than 5 minutes after a previous defrost cycle, cooling is disabled. The error will need needs to be manually reset.**

Continued

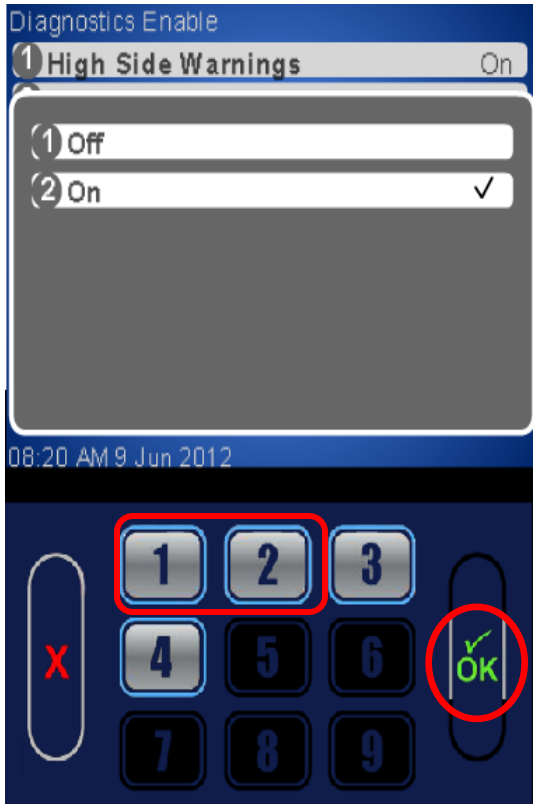
System Settings

Refrigeration Settings – Diagnostics Enable Menu

Press 4 on the keypad to Access the Diagnostics Enable Menu

Each Warning or Error can be turned off individually by selecting 1- 4 on the keypad

On the keypad enter 1 for Off or 2 for On, followed by OK



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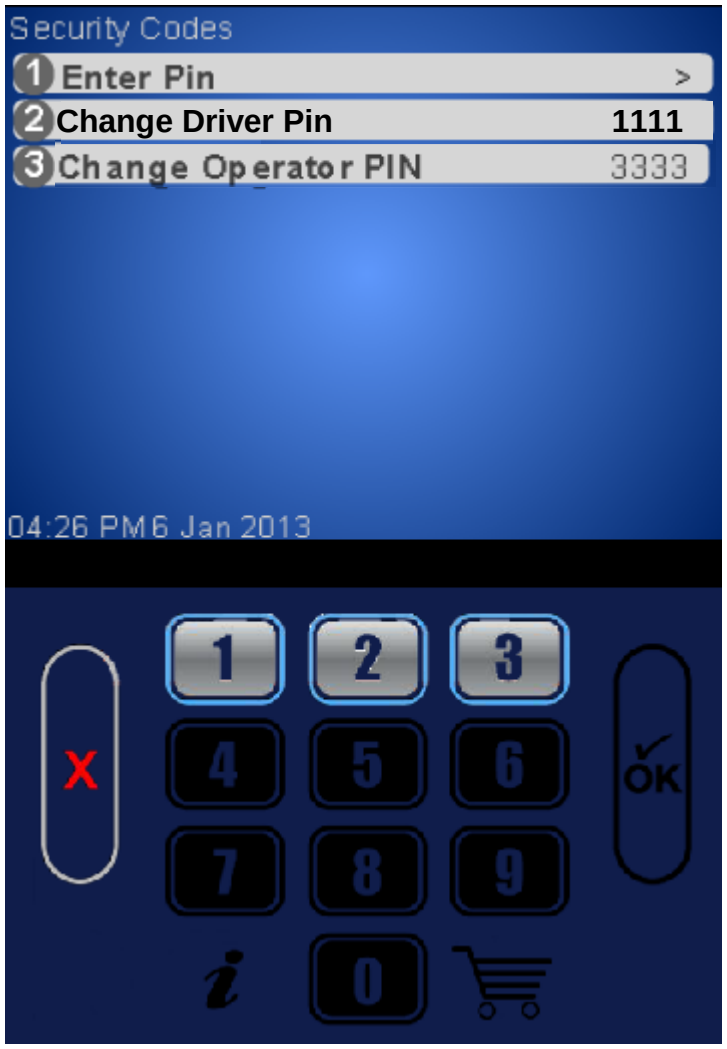
Security Codes

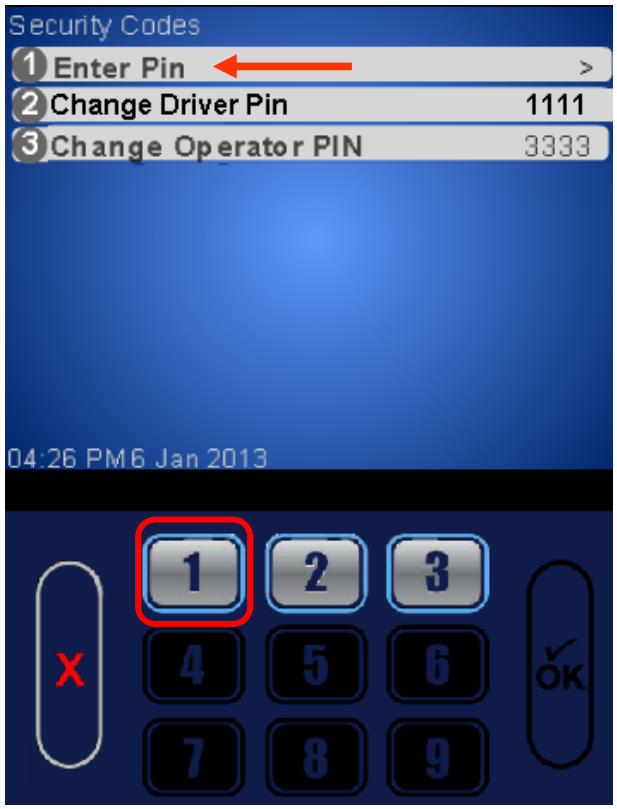
The Security code menu

- The first menu item allows you to enter an existing Pin number.
- 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 menu's.



Security Codes
Enter Pin

Press 1 on the keypad to Enter the existing pin

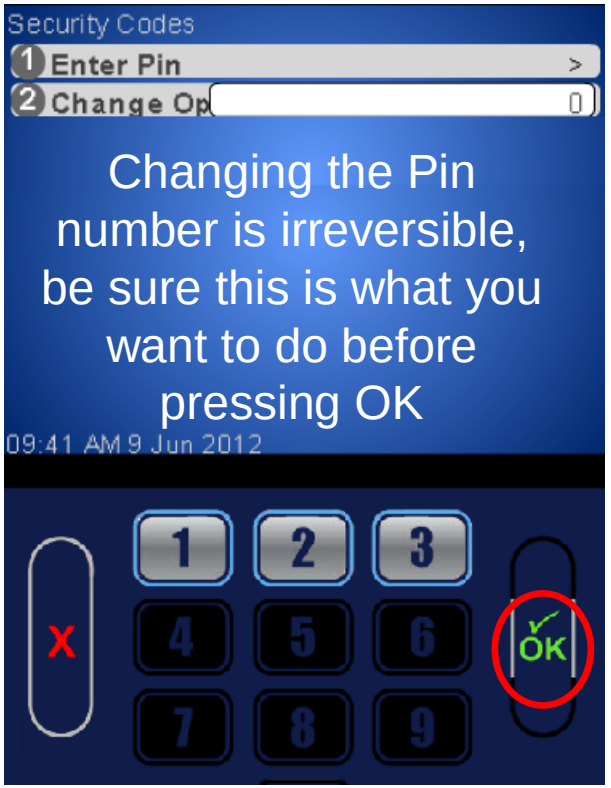


The Pin screen will appear, enter your existing PIN followed by OK

Security Codes
Change Driver or Operator Pin

Press 2 or 3 on the keypad to change the existing PIN number

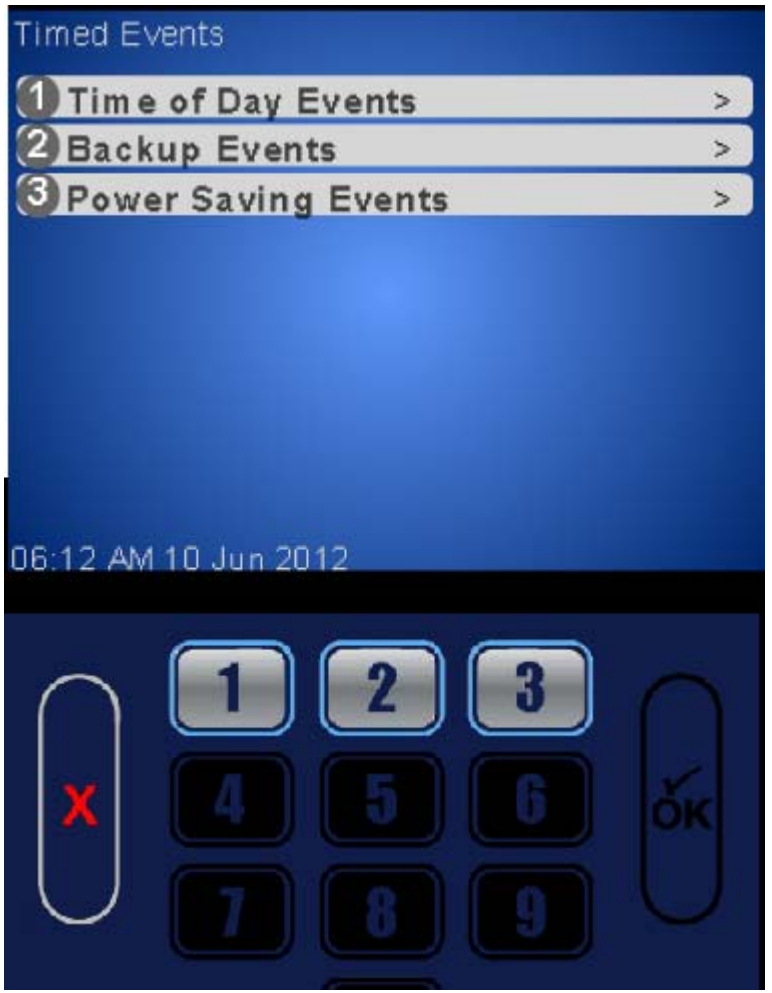
Enter your new Pin Number on the keypad, followed by OK



Timed Events

In the Timed Events Menu you to can:

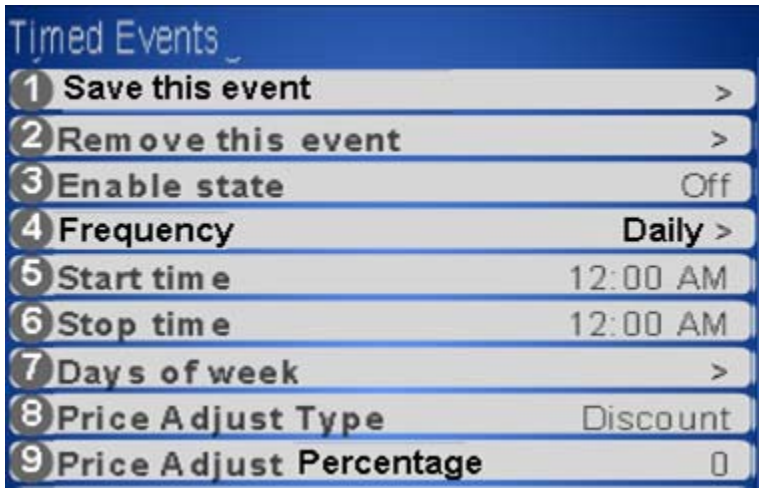
- Create Time of Day Events
- Backup your Current Events
- Create Power Saving Events

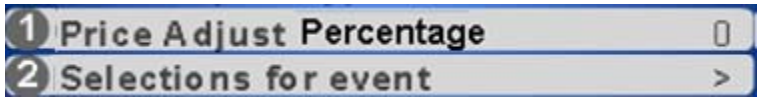


Timed Events
Time of Day Events

Timed of Day Events

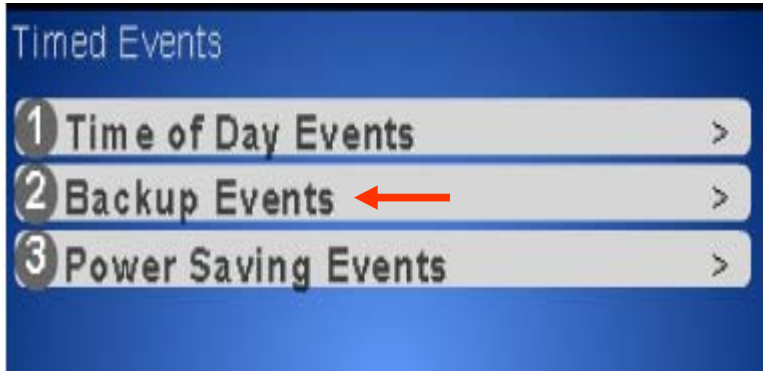
- There are 3 different time of day events
  - Price Adjust
  - Free Vend
  - Inhibit
- Price Adjust has two menus not used in other events, those menus are are:
  - Price Adjust Type
  - Price Adjust Percentage





Backup Events

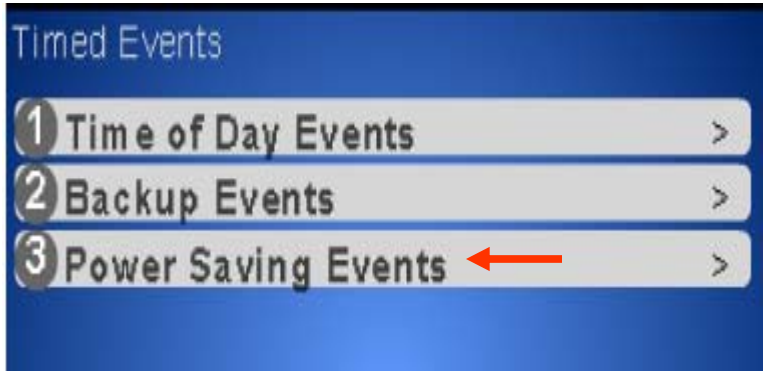
- The backup Events Menu allows you to create backups of the events you have created.
- This Menu allows you to program the time and day or days you wish to back up the Events



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.
- The is one additional feature that is only in the Power Saving Events Menu. This feature allows you to set the minutes of inactivity before the machine goes into Power Saving Mode.
- Inactivity minutes are settable from 1 to 600.



Timed Events
Power Saving Events

Helpful Hints

- 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.
- Because all events don't have the same number of menus, this manual may say press 3 and it may be 4 in your event. Go by the number on your display.
- Because Events are settable by the day of the week they 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 feature as # 1 on the menu. This is used to save the event after you have set all the other menus in an event. SAVE OFTEN!
- If your event has a large menu that continues on to a second screen, use the upper half of the OK button to scroll back up to the first screen to save. If you use the exit key you will be starting over.

Timed Events
Create New Event

Choose the Type of event you wish to Create

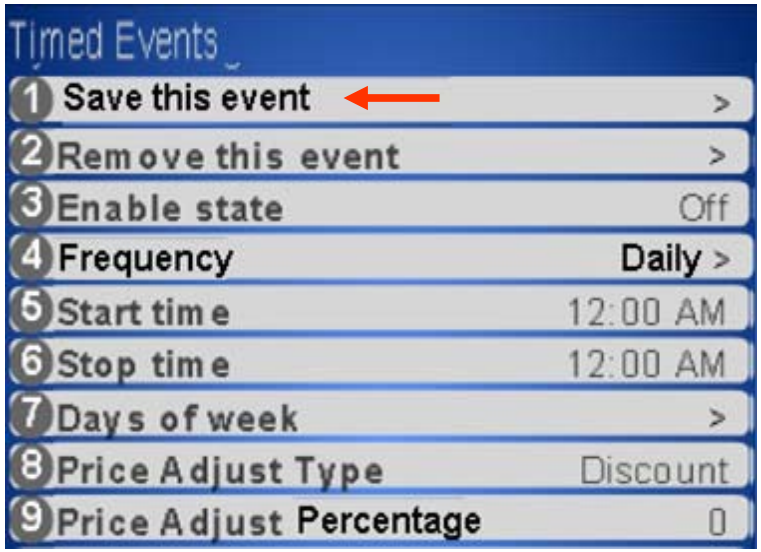
On the Keypad press 1 to create a new event or select an existing event to modify.

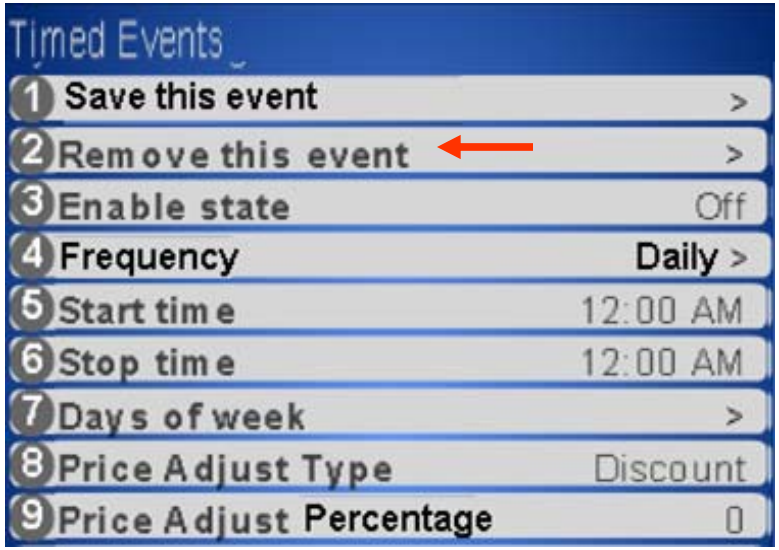
Continued

Timed Events
Create New Event

Saving an event is something you will want to do frequently. After programming 3-9 choose 1 to save or your work will be lost.

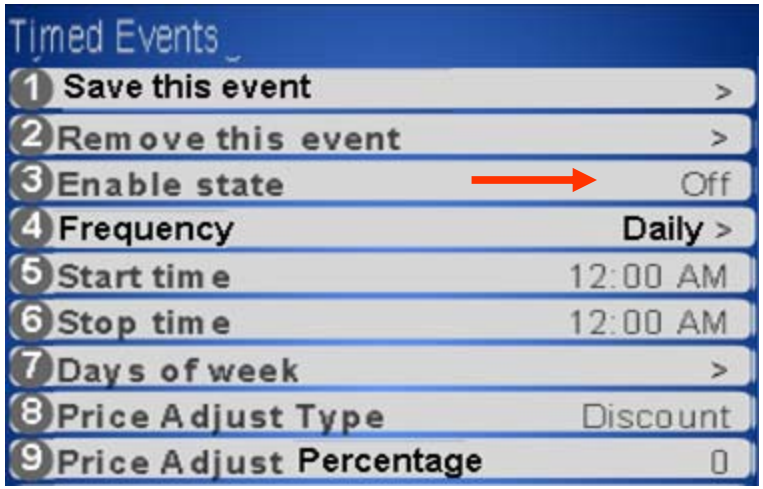
Choose 2 to remove an existing event you are working on. Be aware if you remove event 1 and you have multiple events, what was event 2, now will become event 1. Also there is no conformation screen for removing an event so be careful!



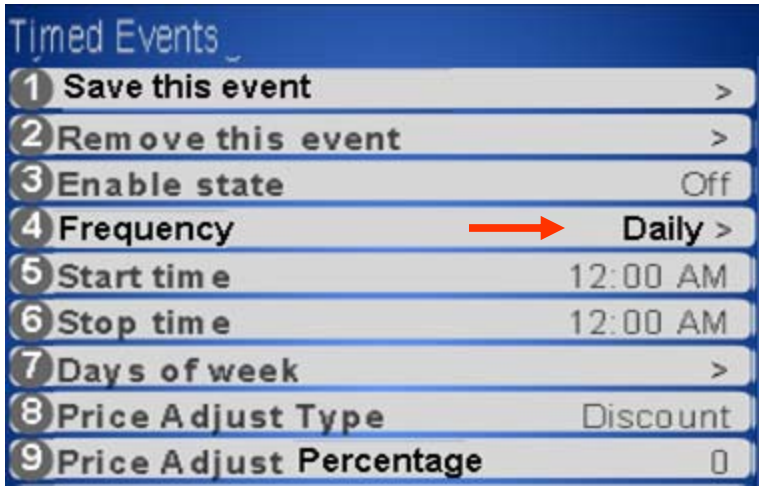


Timed Events
Enabling & Frequency of the Event

Press 3 on the keypad 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.

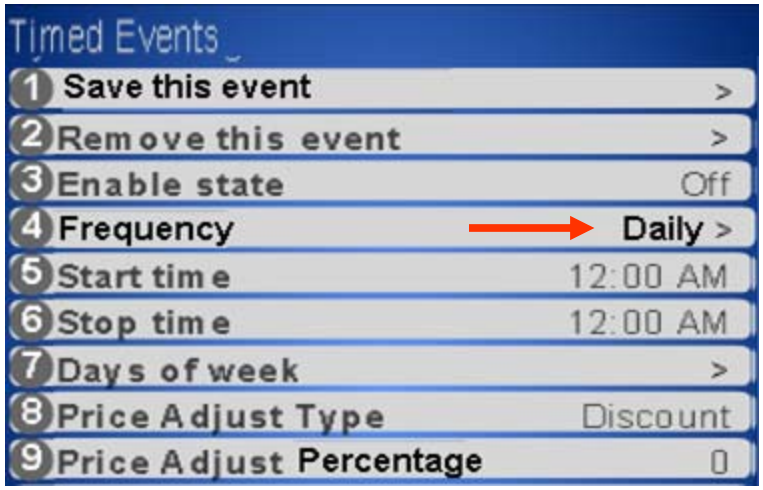


Press 4 on the keypad to toggle the Frequency of the event between Daily and Weekly.

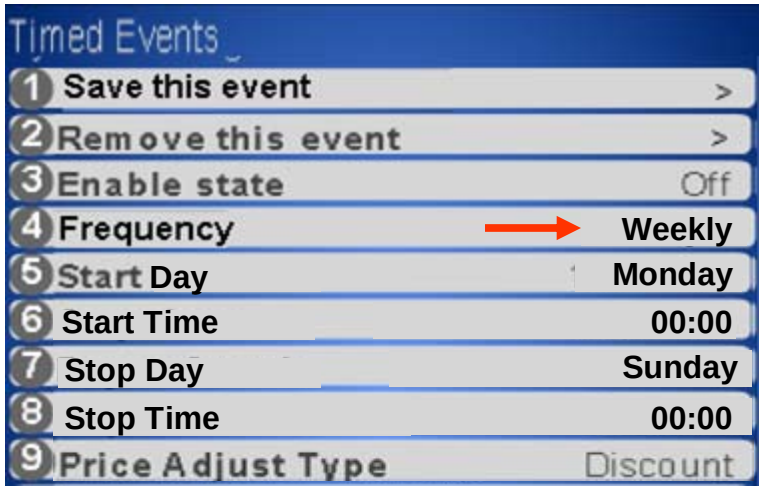


Timed Events
Frequency of the Event

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

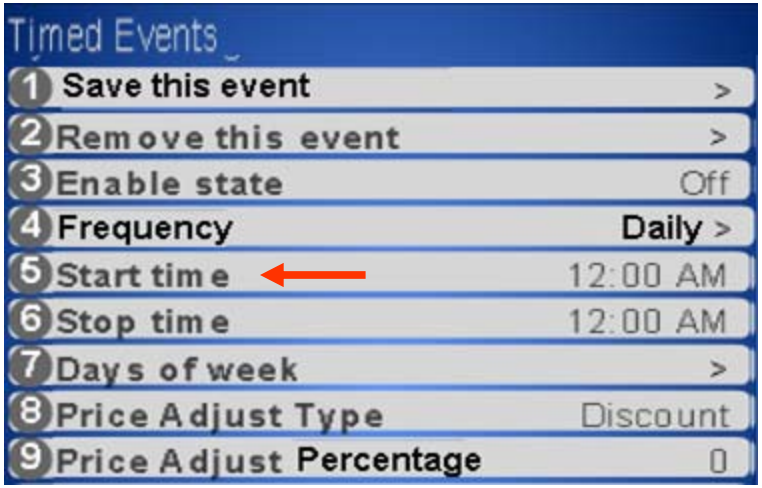


Note: **When you choose Weekly you have a choice of a start day, start time, end day & stop time. Because there is one additional menu, Price Adjust has moved down.**



Timed Events
Setting Start Time

Press 5 on the keypad 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.

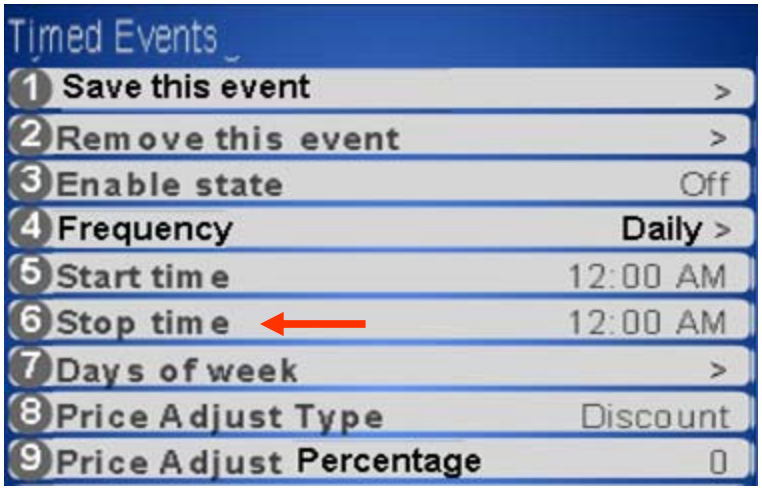


Use the Keypad to enter the start time for the event. The I button on the bottom left corner of the keypad will toggle between AM and PM if the time setting is not set for a 24 hr clock in system settings. Press OK when finished.

Continued

Timed Events
Setting Stop Time

Press 6 on the keypad to enter the time you want the event to stop. As an example, if this is an inhibit event set for all selections this is the time the machine will start accepting money.

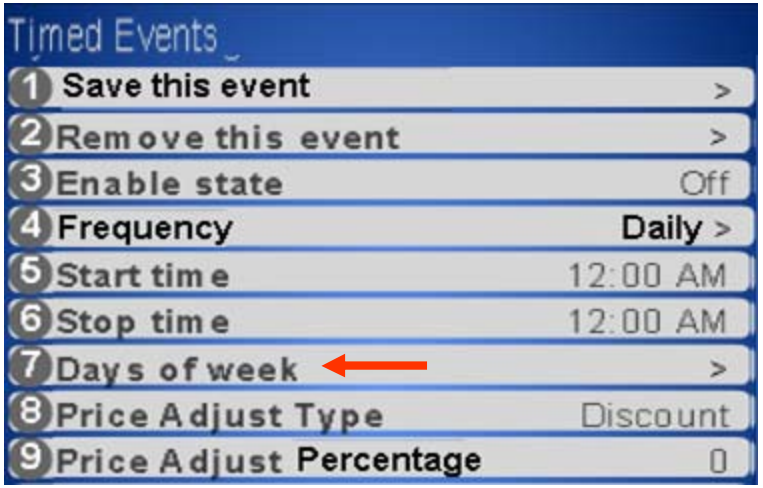


Use the Keypad to enter the stop time for the event. The I button on the bottom left corner of the keypad will toggle between AM and PM if the time setting is not set for a 24 hr clock in System Settings. Press OK when finished.

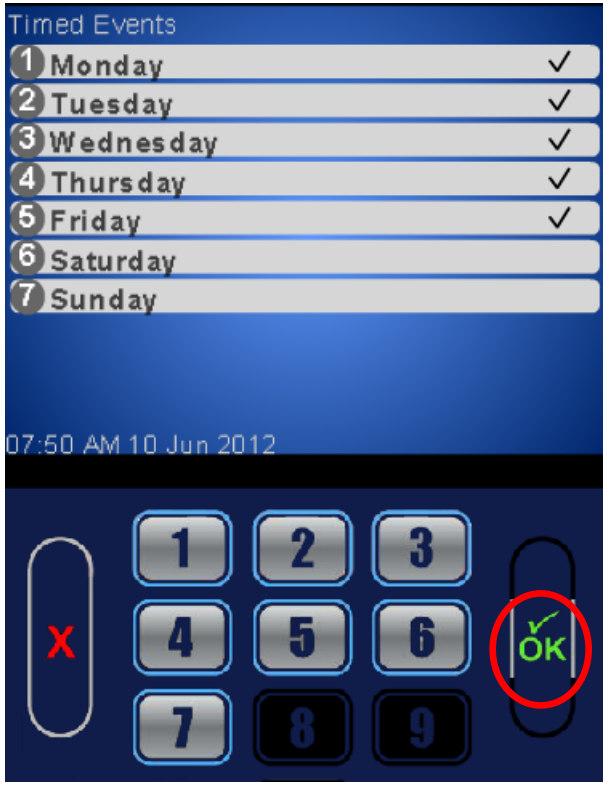
Continued

Timed Events
Days of the week

Press 7 on the keypad to choose the days of the week for the event



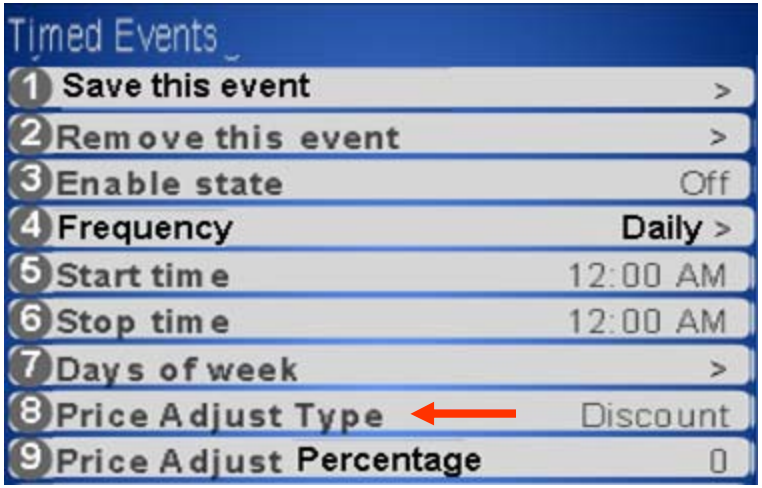
Use the Keypad to add or remove a checkmark to the days of the week you want the event to be active. Press OK when finished. In this example M-F are active.



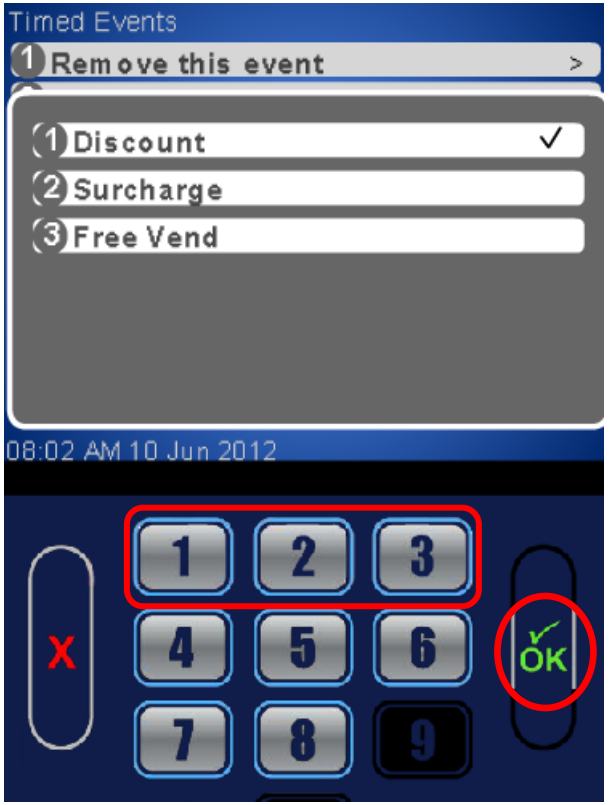
Continued

Timed Events
Price Adjust Type

Press 6 on the keypad to choose the Price Adjust Type. This menus item is only available for a Price Adjust event.



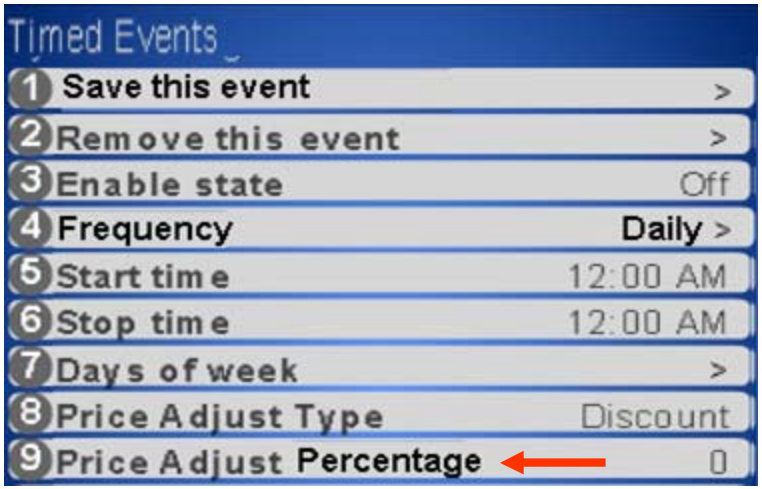
Use the Keypad select the Price Adjust type for this event. Press OK when finished..



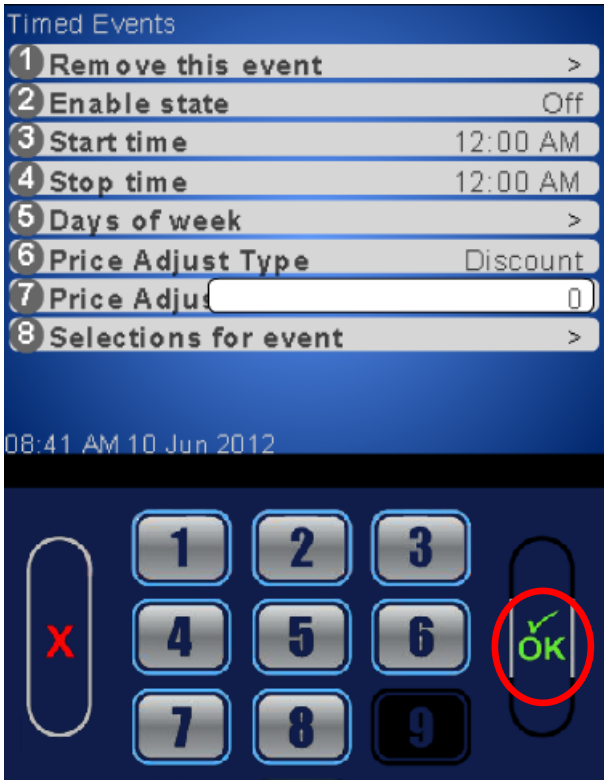
Continued

Timed Events
Price Adjust Value

Press 9 on the keypad to choose the Price Adjust Value. This menus item is only available for a Price Adjust event.



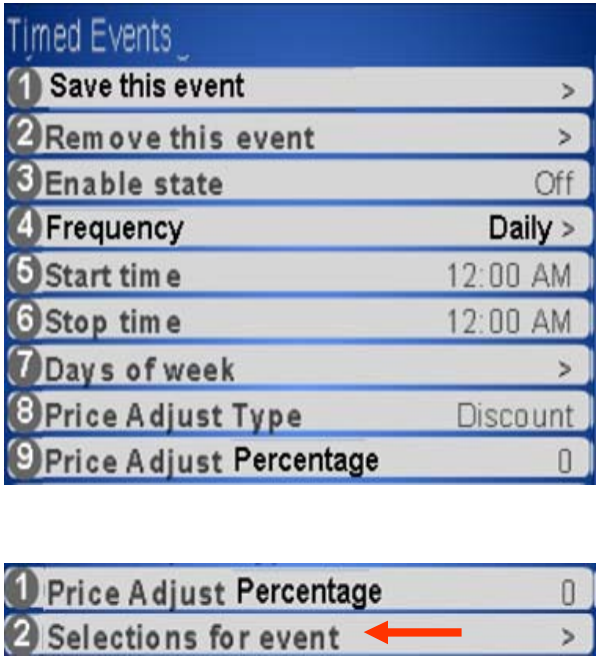
Use the enter the percentage of the discount or surcharge. Press OK when finished.



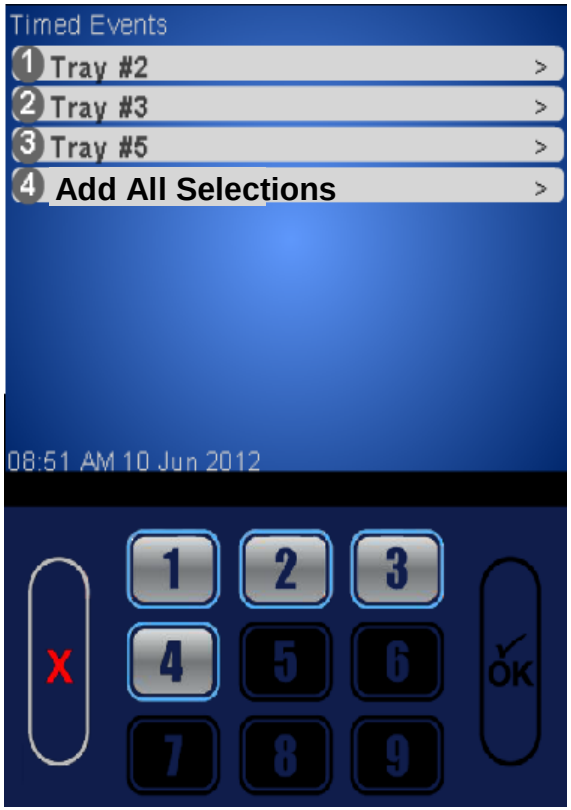
Continued

Timed Events
Adding/Removing Selections

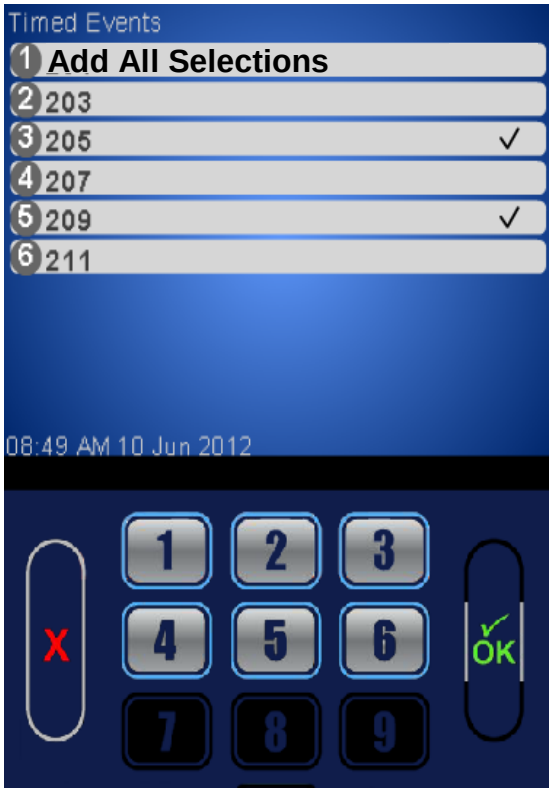
Press the bottom of the OK button to scroll to selections. Press 2 on the keypad to choose the selections for this event.



On the keypad to choose tray where selections are located that you want to add to this event or choose add all.



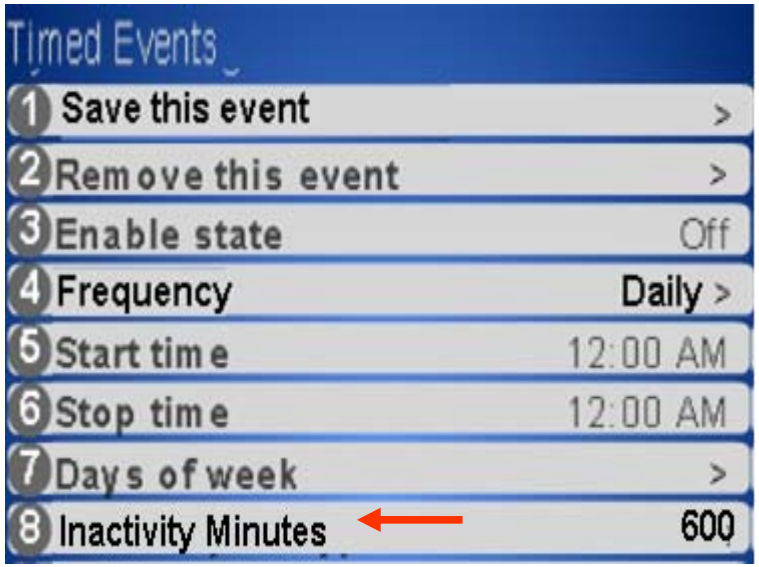
Use the keypad to add or remove a checkmark to the selections you want associated with this event.



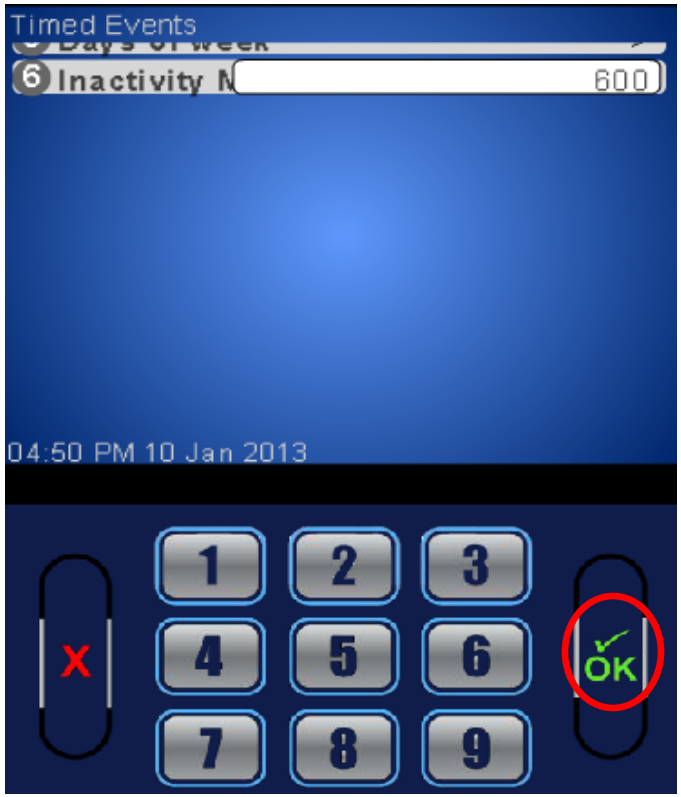
Continued

Timed Events
Inactivity Minutes

Press 9 on the keypad to set the Inactivity Minutes. This menu item is only available for a Power Saving event.



Enter from 1 to 600 the number of minutes of inactivity before the machine goes into Power Saving Mode.



Telemetry

The Telemetry Menu is used to set up your:

- Intergraded 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 Heartland Payment Systems and Crane Streamware. All of the information and Applications are included in the Welcome packet the came with the machine. If you have any questions, contact your Crane Sales Person.

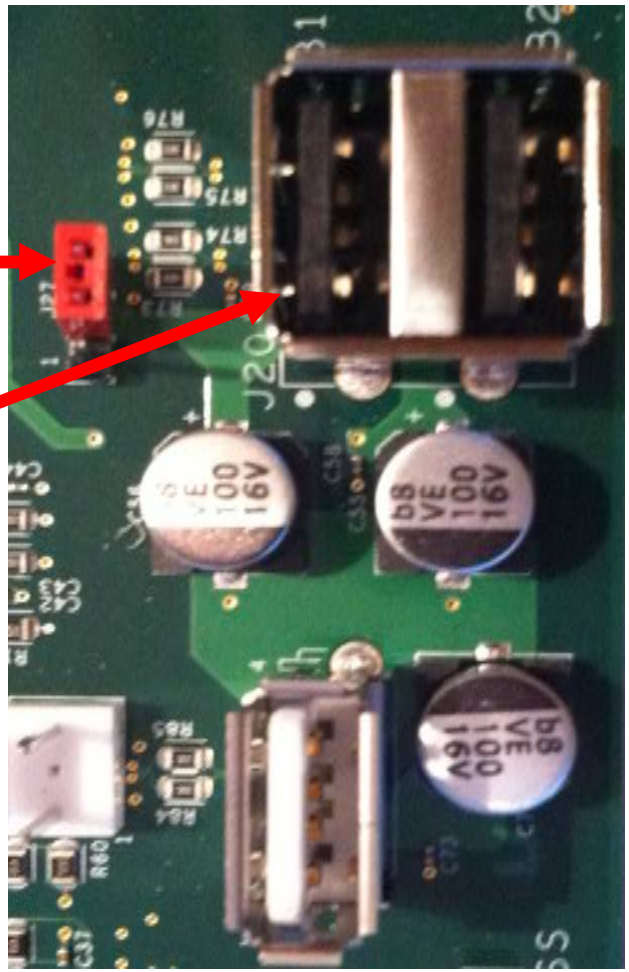
- When the customer account is established, Crane Streamware will email the customer configuration file for uploading and assigning the Merchant Media.
- Create a folder on your USB flash drive named atlas. Copy your VixConfigData.cfg file to this folder.

Continued

Telemetry
Assigning Unit

Power the machine off, remove the board cover and verify the jumper on J27 is installed on pins 2-3 to enable high power operation on USB1 (the upper two pins).

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. Replace the board cover and power up the machine.

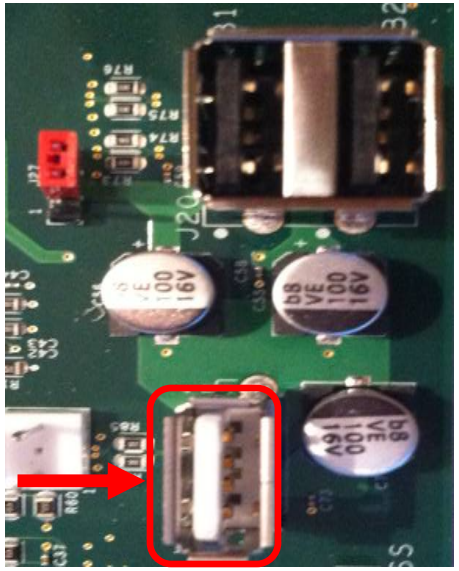


Continued

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



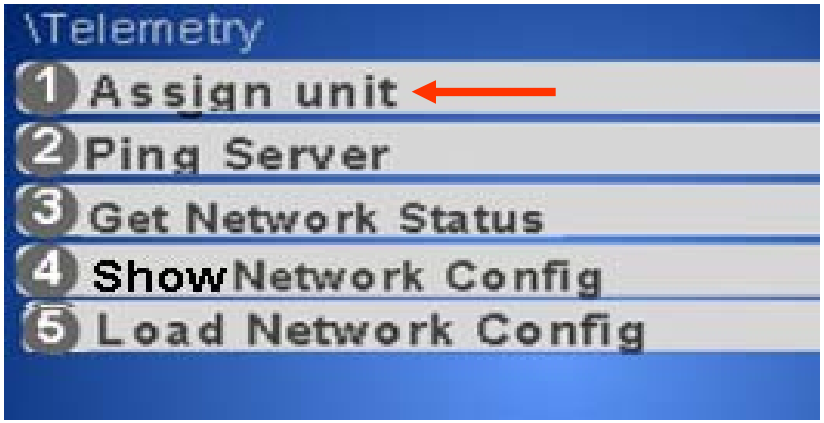
Press 0 on the keypad for Telemetry

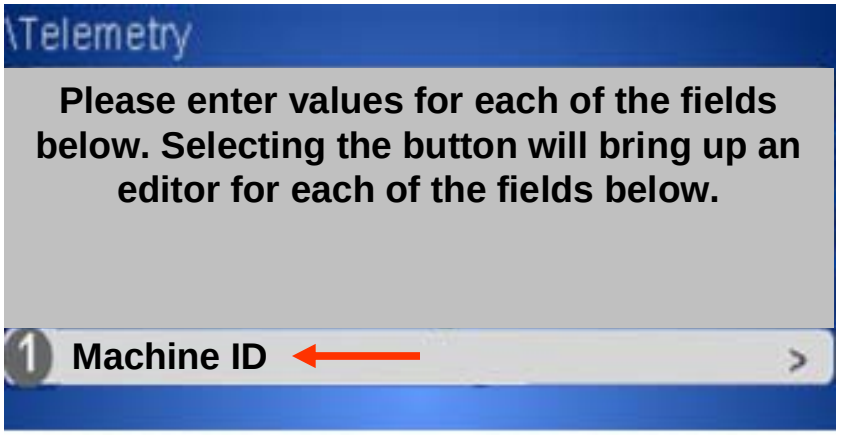
Continued

Telemetry
Assigning Unit

Press 1 on the keypad to Assign the 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. Press 1 to enter a Machine ID number

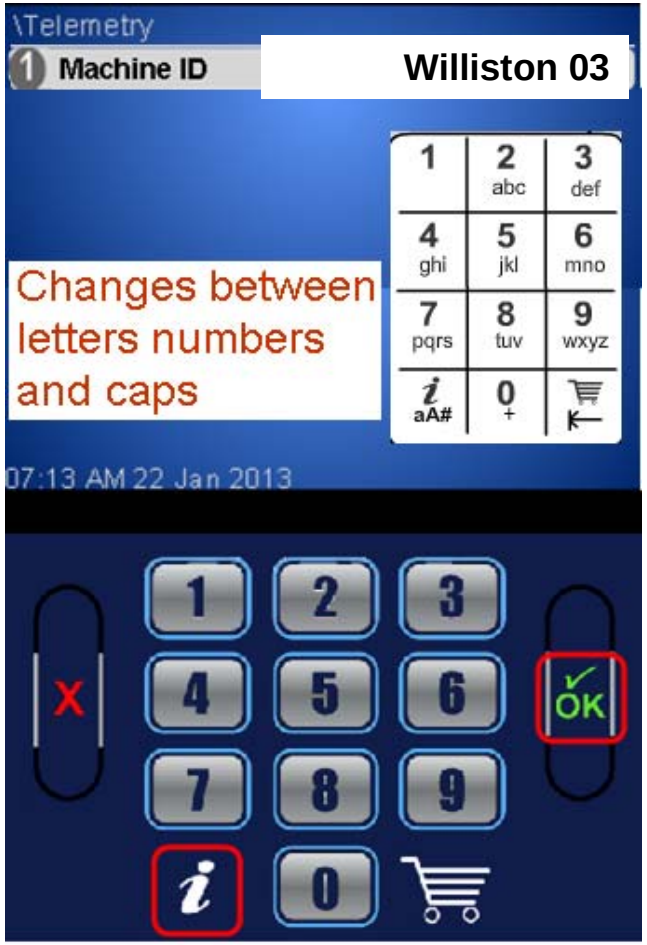




Continued

Telemetry
Assigning Unit

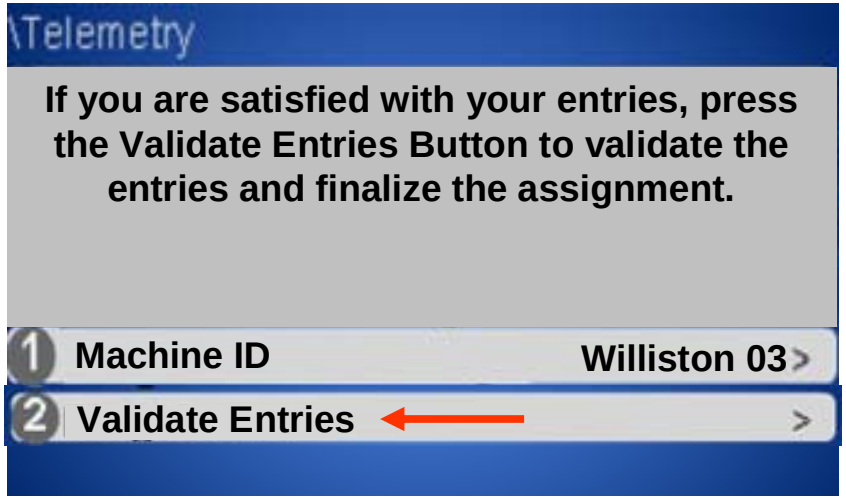
- A numeric box will appear as a reference for the numbers to push on the keypad.
- As an example, if you want to enter the letter b you would press button 2 twice.
- Pressing on the keypad will change the reference box between numbers letters and caps.
- The is the backspace key.
- Once the message is entered press OK.



Continued

Telemetry
Assigning Unit

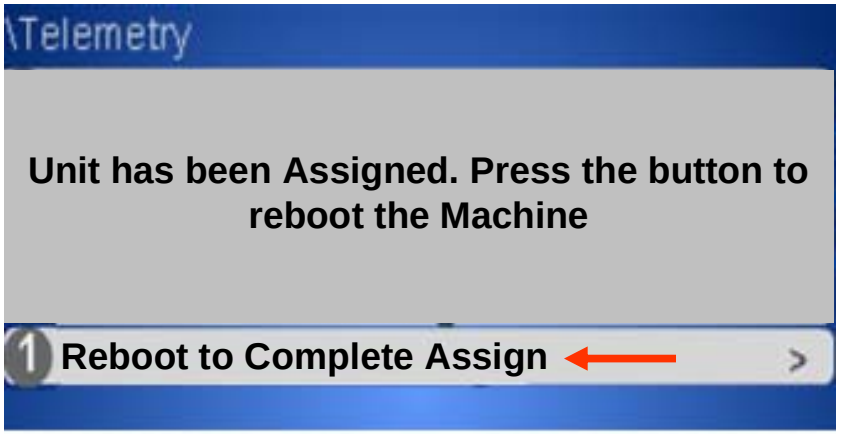
After pressing OK the following screen should appear with the ID number in the right hand corner. To Validate Entries press 2



The display will prompt Validating Entries followed by Finalizing Assignment.

Telemetry
Assigning Unit

Press button 1 to Reboot the machine and complete the assignment process. Once the reboot process is complete remove the flash drive from the USB port and test. Button 1 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.



Send Dex

- Once Telemetry is assigned number 1 on the menu will change to Send Dex.
- Send Dex is also available in the route drive access menu by entering PIN 1111 and selecting Telemetry.
- Press 1 on the keypad to send a Dex file when servicing the machine.

Telemetry
Ping Server

Press button 2 to Ping the Server.

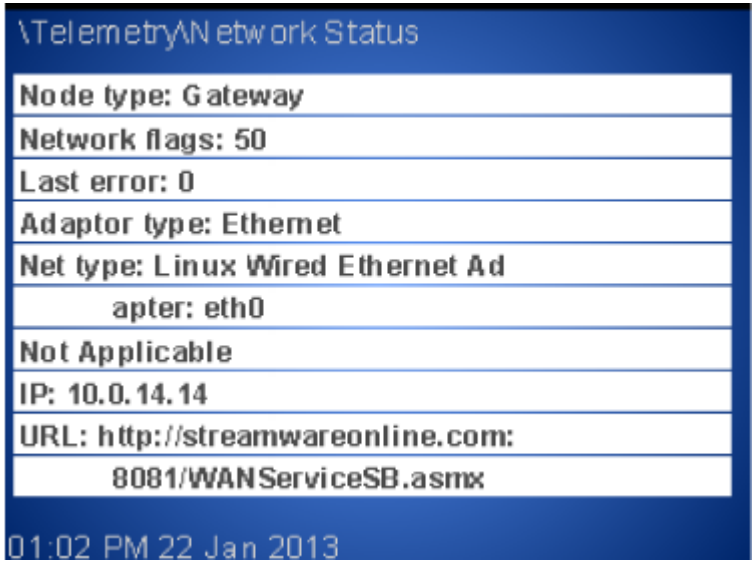
The yellow LED on the radio should illuminate and the screen below will show up until Pinging is complete

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

Telemetry
Get Network Status

Press button 3 to Get the Network Status.

The screen below will show the current network Status.



Telemetry
Get Network Status

Press button 4 to Show Network Configuration

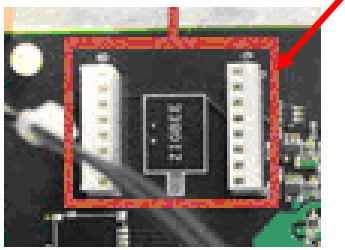
Press button 5 to Load Network Configuration

Mesh Networking - CCM

- Is a proprietary wireless network that CMS uses for Mesh communication.
- This network is used for Telemetry device, Client to Gateway communication.
- Mesh allows machines in a area with bad cell service to send information to a host machine with a radio, the Host machine becomes a Gateway to send the information.
- Mesh can also communicate with any machine that has Navigator installed.
- The CCM is mounted on the top left corner of the Atlas Controller.

CCM Module

Mounting on Atlas board



Continued

Mesh Networking

- Once the CCM and radio are installed you will have an option to Enable Mesh.
- Make sure the antenna used with the Zigbee has a silver connector. Gold connectors are for the radios only.
- Choose Enable Mesh with the keypad.
- A new menu will appear allowing you to choose between Gateway and Client.
- Gateway units should always be set up first.

Unassign Unit

- It is important that at anytime you change a control board or remove a machine from a location that you Unassign the unit. This will free up that terminal ID number to be used again.
- On the keypad select Unassign unit and a conformation box will appear.
- Once confirmed the unit will be Unassigned.

Firmware Information

Choosing Firmware on the keypad brings up a information screen that shows you 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.

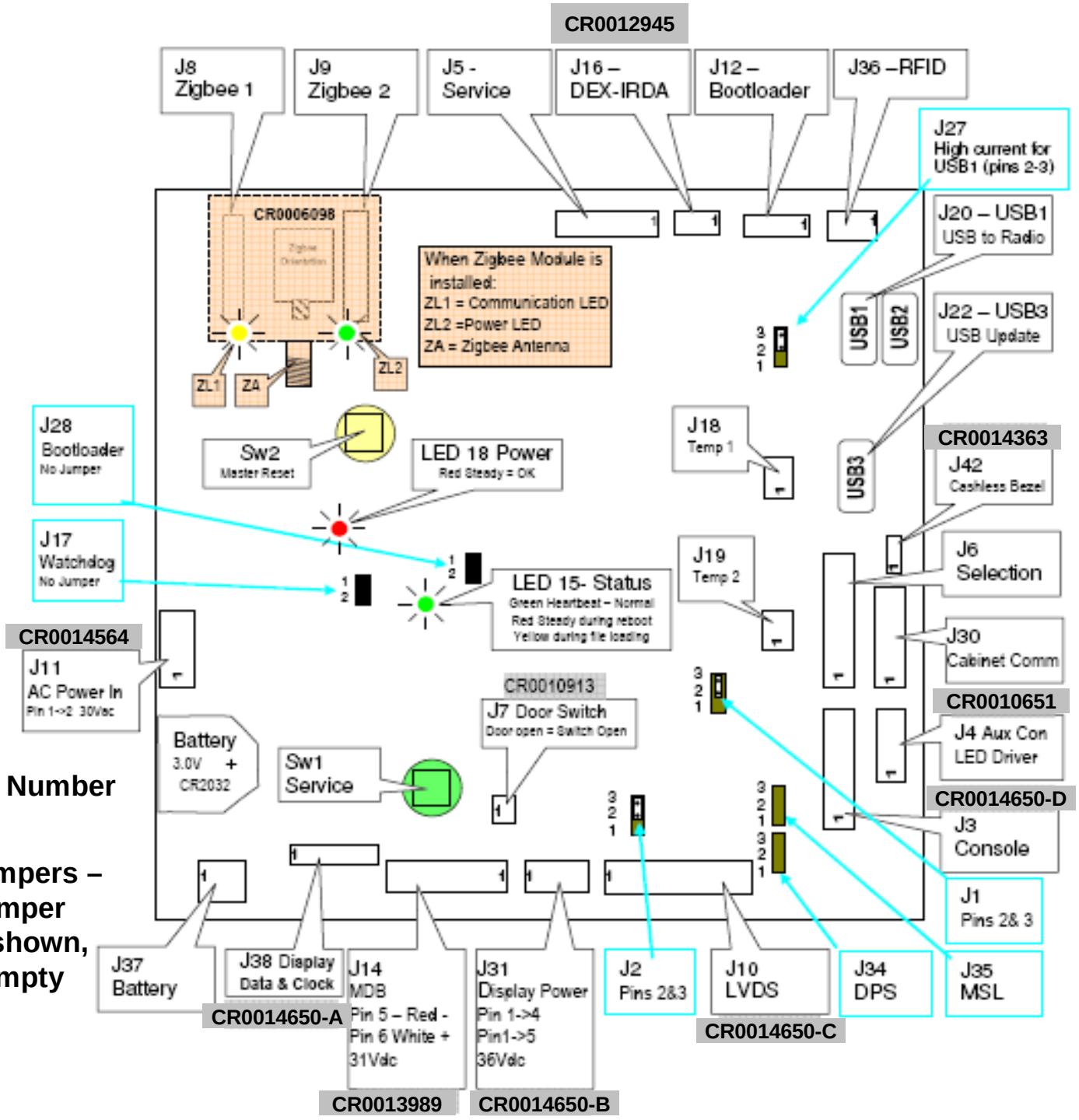
Misc

- For information on setting up the machine with Product Mapping, Nutritional information, and wireless options see additional information in the bag assembly that came with the machine.

Atlas Controller

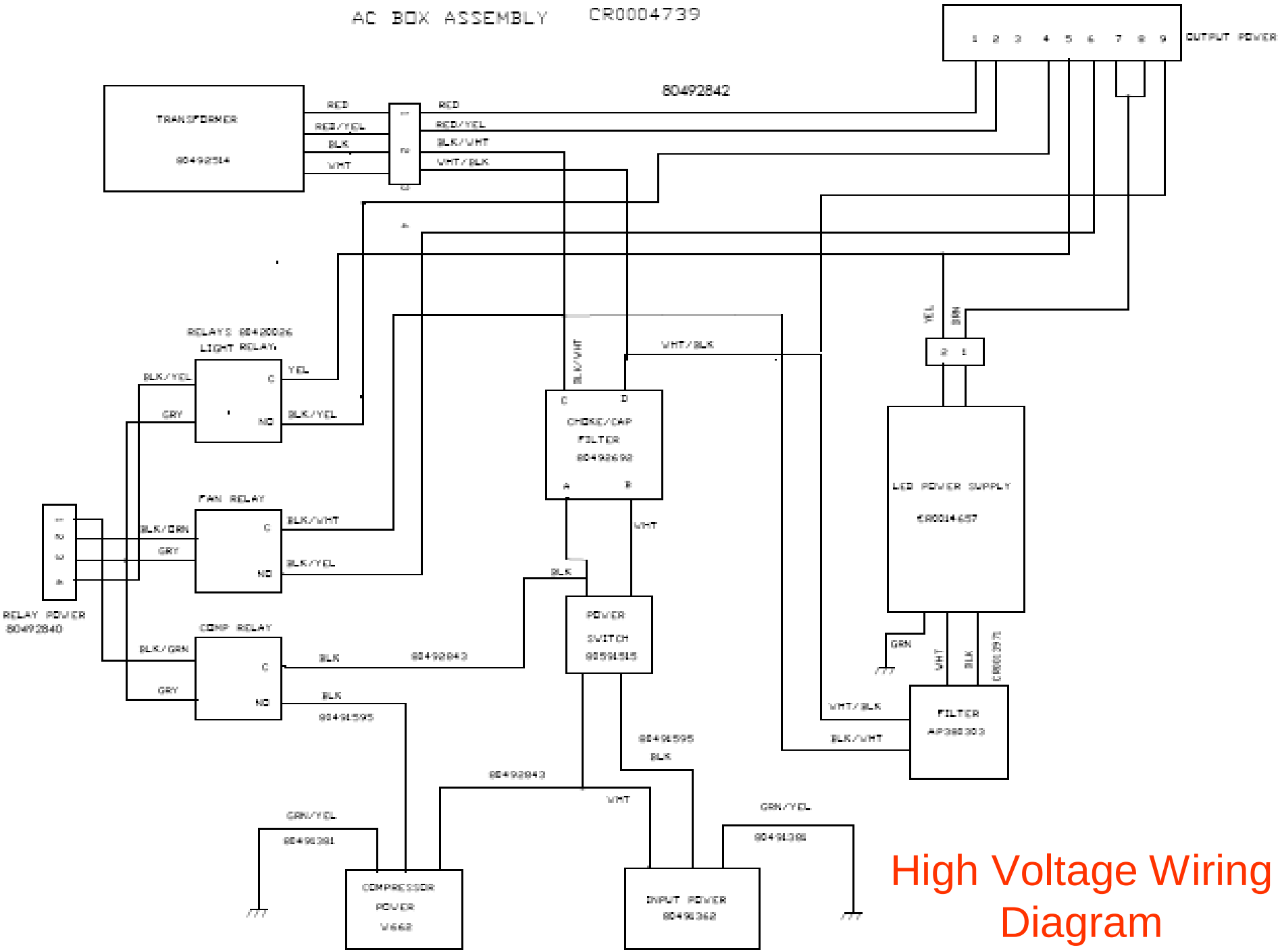
Atlas Controller with Merchant Keypad Software:

Part # CR0020294



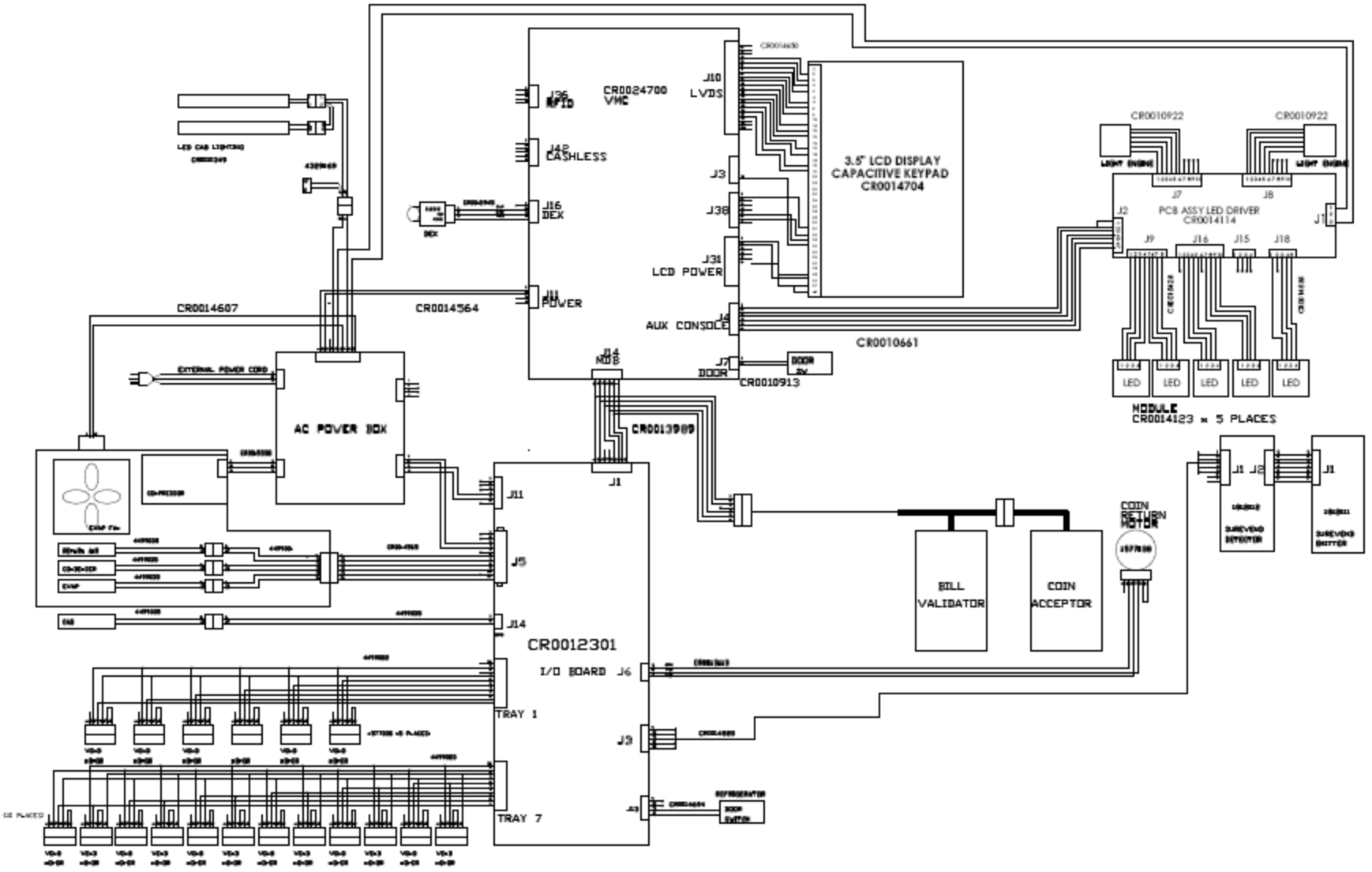
CR00XXXXX **Harness Part Number**

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



High Voltage Wiring Diagram

Low Voltage Wiring Diagram Keypad



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