

merchant
MEDIA

Quick Start Guide

7" Touchscreen



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 Crane Way, Williston SC 29853, USA

- **DATE OF MANUFACTURE:**

- Date of manufacture can be determined by viewing the Manufacturing Date on the Serial Number decal, located on the top left rear corner of the back of the machine cabinet.

- **PERMITTED & NON PERMITTED USES OF THIS MACHINE**

- This machine is designed to dispense pre-packaged food, candy, beverage, snack and similar products. Use of unwrapped food products is not permitted.
- It is not permitted to use this machine outdoors, or in an environment where flammable or explosive vapors are present.
- This machine is not designed, nor should it be used to dispense flammable or explosive items, nor any other item that could not be safely dispensed by dropping it into the delivery bin.
- This machine is not suitable for installation in an area where a water jet could be used.
- The appliance is not to be used by persons (including children) with a reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. Children must be supervised not to play with the appliance.

- **Nutritional Content Information**

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

Compliance Requirements

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

- International (CE) Approvals to meet or exceed the below listed standards:
 - 2006/95/EC Low Voltage Directive
 - 2004/108/EC EMC Directive
 - EN 55022, Class A Limits
 - EN 61000-4-2, Electrostatic Discharge (ESD)
 - EN 61000-4-3, Radiated Immunity
 - EN 61000-4-4, Fast Transient Burst (EFT)
 - EN 60335-1, Safety of household and similar electrical appliances.
 - EN 60335-2-75 Particular requirements for commercial dispensing appliances and vending machines
 - EN 60335-2-24 Particular requirements for refrigerating appliances (when applicable)
 - EN 61000-4-5, Surges
 - EN 61000-4-6, Conducted Immunity
 - EN 61000-4-11, Voltage Dips and Interruptions
 - EN61000-3-2, Harmonics
 - EN61000-3-3, Flicker
 - EN55022, Conducted & Radiated Emissions
 - EN55014-1, Continuous Disturbance, 4.1.1
 - EN55014-1, Disturbance Power, 4.1.2
 - EN55014-1, Discontinuous Disturbance, 4.2
- Machines built for the US Market meet or exceed the requirements for UL751 for ambient machines, and UL541 for chilled machines, and have also been reviewed and passed the NAMA Construction Standard, and are permitted to bear the NAMA Mark.

Specifications

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

Specifications

186 & 187 Ambient Snack

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

Specifications

471 & 472 Combo

Specifications	Model 471 Domestic 4 wide Combo	Model 471 Export 4 wide combo	Model 472 Domestic 6 wide Ambient	Model 472 Export 6 wide Ambient
Height	72 inches	183 cm	72 inches	183 cm
Width	32.8 inches	83.312 cm	45.5 inches	115,57 cm
Depth	32.5 inches	82.55 cm	32.5 inches	82.55 cm
Floor Space	7.4 Sq ft	.69 Sq Meter	10.3 Sq ft	.96 Sq Meter
Container Size	44.4 Cu Ft.	1.26 Cu Meter	61.6 Cu Ft.	1.75 Cu Meter
Shipping Weight	629 lbs	285 kg	729 lbs	330 kg
Voltage (AC)	120V	230V	120V	230V
Running Amperes	8A	4A	8A	4A
Refrigerant Charge (R134A)	7.5 oz	.213 kg	9.8 oz	.278 kg
Compressor size	1/3 hp	1/3 hp	Super 1/3	Super 1/3
High Side Test Pressure	250 psi	17.24 bar	250 psi	17.24 bar
Low Side Test Pressure	105 psi	7.24 bar	105 psi	7.24 bar

Cautions & Definitions

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



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



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



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



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



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

Cautions & Definitions



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



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



CAUTION: Procedures marked with this symbol throughout this manual require the use of tools, and should only be completed by a trained technician or operator.



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.

Daily Cleaning

Daily Cleaning

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

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

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

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



Preventative Maintenance

Cashless Devices

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



Preventative Maintenance

SERVICE AT EACH INTERVAL LISTED X WEEKS OR VENDS WHICHEVER COMES FIRST	Weeks Vends	1 500	2 1000	4 4000	13 15000	26 25000	52 50000
REFRIGERATION SYSTEM – Combo Only							
AIR INLET SCREEN – SEVERE CONDITIONS	CLEAN						
AIR INLET SCREEN & CONDENSOR COIL		INSPECT	CLEAN				
AIR OUTLET SCREEN			INSPECT		CLEAN		
EVAPORATOR DRAIN TUBE				INSPECT	CLEAN	SANITIZE	
EVAPORATOR DRAIN PAN				INSPECT	CLEAN	SANITIZE	
CONDENSER COIL			INSPECT		CLEAN		
PRODUCT DELIVERY SYSTEM							
DELIVERY BIN AREA	CLEAN						
DELIVERY BIN LINKAGES & HINGES			INSPECT		LUBRICATE		
MACHINE GLASS	CLEAN						
LAMP COVER	CLEAN						
TRAYS & SPIRALS	INSPECT				CLEAN		
MAIN DOOR SEALS			INSPECT				
MISCELLANEOUS							
CABINET DOORS	CLEAN						
DOOR HINGE					INSPECT	LUBRICATE	
LOCK HANDLE				INSPECT		LUBRICATE	
PAYMENT SYSTEMS	FOLLOW MANUFACTURER'S RECOMMENDATIONS						
THIS SCHEDULE SHOULD BE FOLLOWED IN ADDITION TO THE "EACH VISIT" CLEANING RECOMMENDED IN THE SERVICE SECTION OF THIS MANUAL.							
CLEAN	CLEAN WITH APPROPRIATE CLEANER, DRY						
INSPECT	INSPECT FOR WEAR, PRODUCT BUILT UP OR BROKEN PART. AFTER INSPECTION- CLEAN, REPAIR, Lubricate OR REPLACE, as required						
LUBRICATE	SHOULD BE CLEANED, INSPECTED, AND REPAIRED BEFORE LUBRICATION. RECOMMENDED LUBRICATE IS A LIGHTWEIGHT FOOD GRADE GREASE.						
SANITIZE	USE A DILUTED BLEACH SOLUTION TO SANITIZE COMPONENTS						

Inspection and Unpacking

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

- **Shipping Damage:** Thoroughly inspect the exterior of the carton for damage which may have occurred during shipment. Report any damage to delivering carrier and follow their instructions.
- Remove the remainder of the packing material. On machines shipped with the lock in place, the keys are taped inside the coin return.
- Removal of shipping boards: There are 2 methods available for removal of the shipping boards on the bottom of the machine, and they are dependent upon the style of packaging used: 2 flat shipping boards (Style A), or 2 L shaped assemblies (Style B).
- **Style A**
 - 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, OR
 - 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.
- **Style B**
 - a) Each of the 4 legs has a hex head screw securing the leg to the wooden pallet. Remove the screw from each leg, then using either a motorized lifting device, or a pallet jack, raise the machine sufficiently to slide the 2 assemblies out from under the machine and lower it to the floor.
- **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

Is there any shipping screws in the
classic bin?

Attention!

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

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

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

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



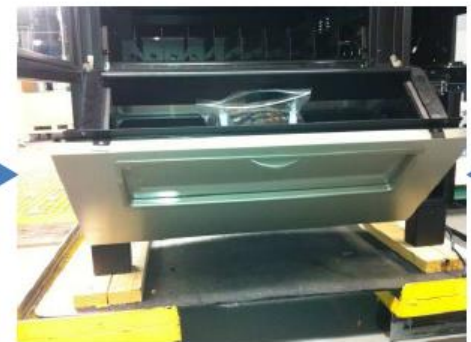
Bin Latch Locations



View of shipping bolt
(2 shipped per bin)

Shipping Location

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



Bin pulled out to access bolts

Moving the merchandiser through a narrow doorway

Note: If necessary, this Merchandiser can be moved through an opening as narrow as 30 inches (77 cm) by removing the panels at the top and bottom of the cabinet.

Step 1- Remove the top Panel

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

Note: This only applies to an Ambient machines.

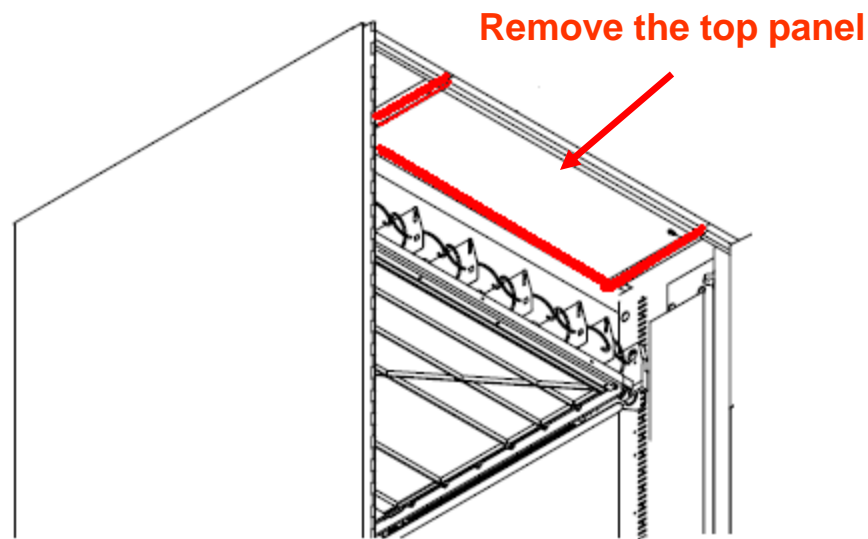


Figure 1



CAUTION: This procedures requires the use of tools, and should only be completed by a trained technician or operator.

Moving the merchandiser through a narrow doorway

Step 2

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

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

NOTE

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

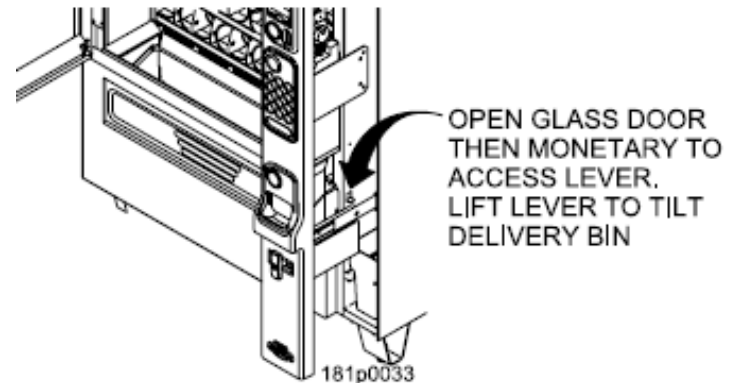


Figure 2

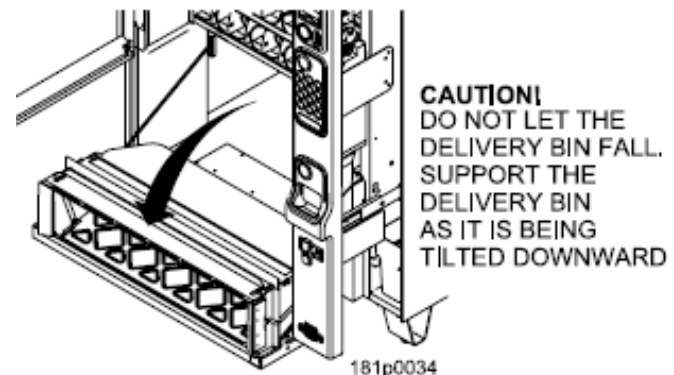


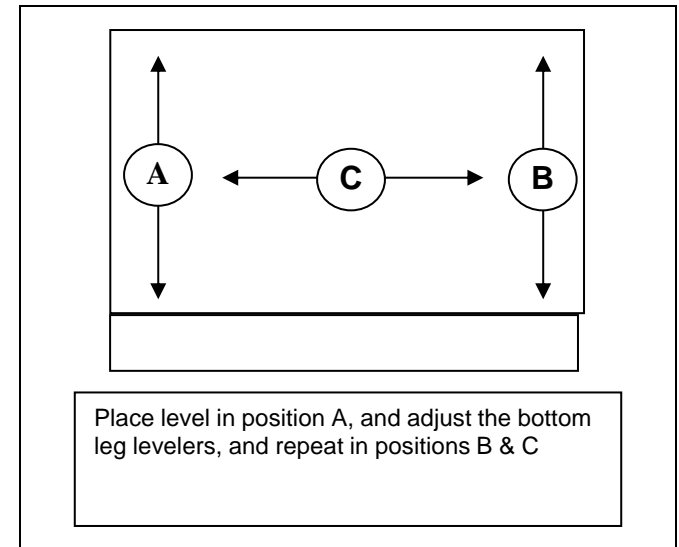
Figure 3

Installation

Leveling the unit

- **Leveling the Machine**

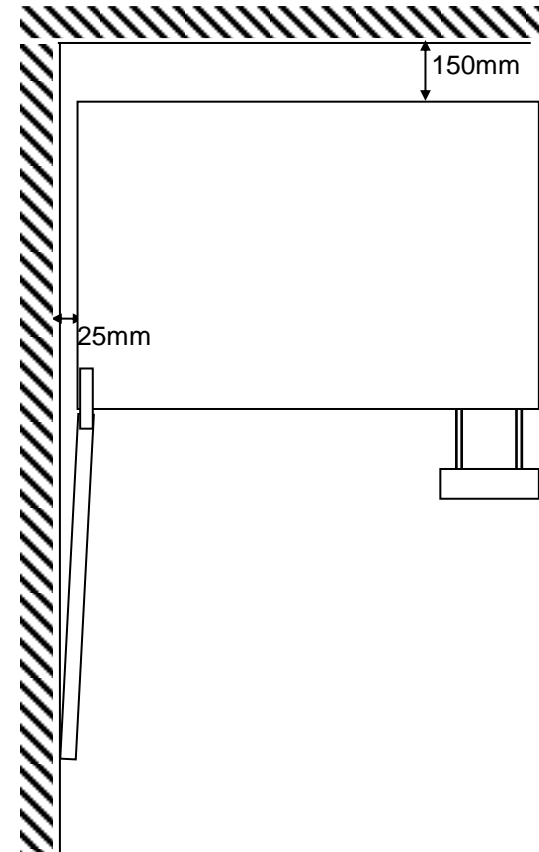
- Leveling the machine on location is important for the proper function of the machine. There are four leveling screws in the legs of the machine to make any necessary adjustments. After positioning the machine, level it from front to rear and right to left directions. After leveling, turn front right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



CAUTION: This procedures requires the use of tools, and should only be completed by a trained technician or operator.

- **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. 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 the warranty. Each machine should have it's own circuit, and that circuit should be protected with a circuit breaker or fuse to conform to local regulations.
 1. **Voltage Check** - Place the leads of the voltmeter across the Line and Neutral sockets of the wall receptacle. The voltmeter should indicate a stable voltage in a range of 110 to 130Vac for 120V 60Hz locations, or 220 to 240Vac for 230V 50Hz locations.
 2. **Polarity Check** - Place the leads of the voltmeter across the Line and Ground sockets of the wall receptacle. The voltmeter should indicate a stable voltage in a range of 110 to 130Vac for 120V 60Hz locations, or 220 to 240Vac for 230V 50Hz locations.
 3. **Noise Potential Check** - Place the leads of the voltmeter across the Neutral and Ground sockets of the wall receptacle. The voltmeter should indicate zero voltage. A measurement greater than 1.5V could result in operational issues for the merchandiser's electronics caused by electrical noise.

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



CAUTION: This procedures requires the use of tools, and should only be completed by a trained technician or operator.

Initial Setup

Key Steps

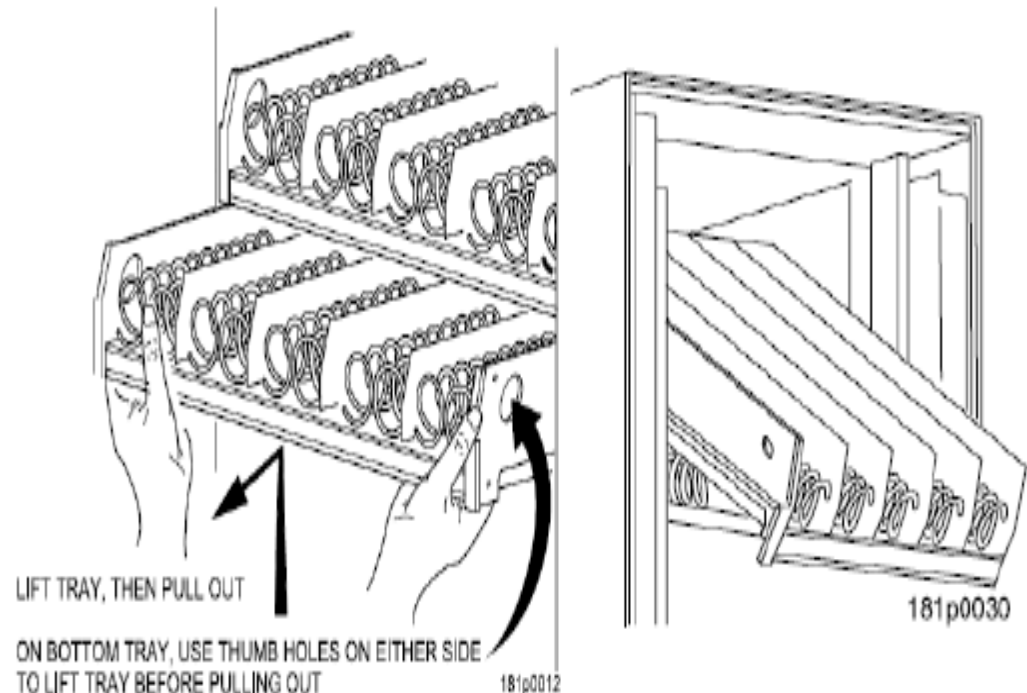
- After unpacking and installing the machine on location the Key steps to setting up the machine the first time are:
 1. Load a change fund into the coin mechanism.
 2. Set the selection prices in the machine.
 3. Test vend at least one selection on each shelf to verify:
 - a. Pricing is correct, and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

Filling the Machine

Loading the Machine

- 1) Lift the front edge of the shelf and pull the shelf forward until it stops
- 2) Insert products into spirals
- 3) Once the shelf is loaded, push the shelf back into the machine until you feel front edge raise up over the ramp.

Note: If tall product hits the shelf above when restoring the shelf to the normal vend position, raise the upper shelf to provide clearance



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 remove payment peripherals in the future.
- If your payment peripherals were installed at the factory they should already be enabled in the electronics, but you should verify that the notes you wish to accept are enabled.
- 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.
- Please refer to the instructions that came with payment systems for set up and installation, and maintenance.
- See the service modes section of this document for information on enabling or disabling different bills and/or additional peripherals.
- Dependent upon the firmware version in use, currency symbols may change, based on the country of destination.

Initial Start Up

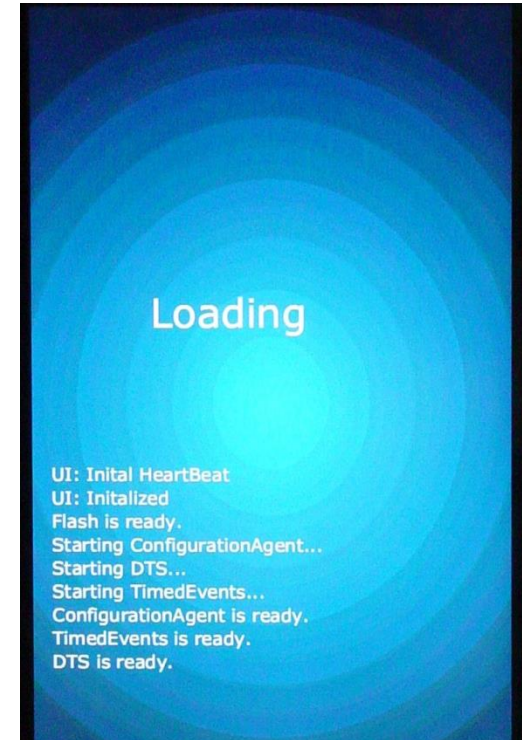
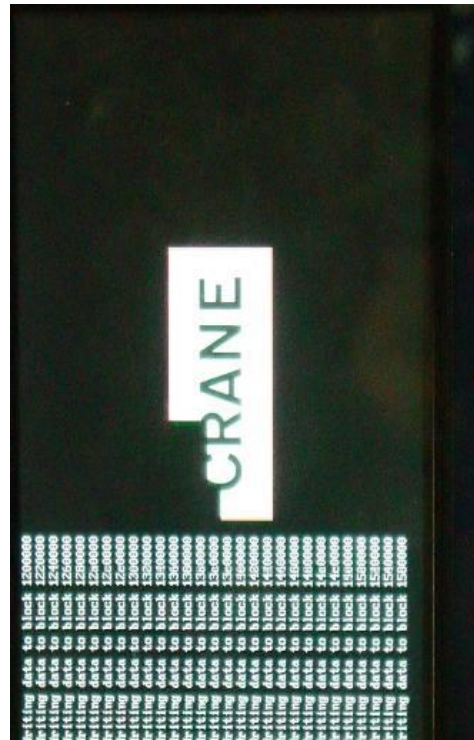
Powering up the machine

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



Power Switch

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



Initial Start Up

Programming tips

- This Programming Guide is based on software version 10.8.1
- The software version is shown on the bottom right of the display anytime you are in the Service mode. The software version can also be displayed by pressing the Firmware Information icon in the service mode and reading the LE board information.
- Earlier or later versions of software may not contain all the same menus and/or options. Some Menu items may also be in different places within the menus & program differently.
- This programming guide is specific about what icons or menu bars to touch within the Modes. When certain Menu items are enabled and disabled additional menu items may appear or disappear. Most of the time this guide will be correct but rely on the display for the correct icons or menu bars to touch.

Initial Start Up

Quick Start Tips

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

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

Initial Start Up

Quick Start Tips

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

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

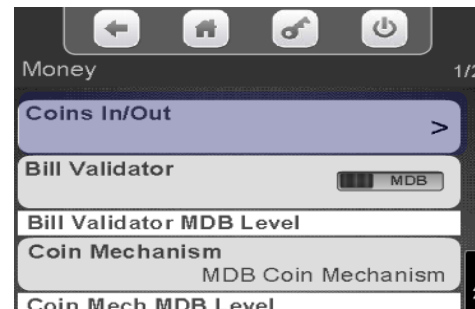
Initial Start Up

Quick Start Tips – Loading the Coin Mechanism

Prior to placing the machine in service, you must add an initial amount of change to the coin mechanism to prevent a “Use Correct Change” condition. Initial loading of coins should be done through the menu provided to insure the coin mech accurately counts all change available for payback to the customer. *Recommended minimum amount is 20 each of the different tube coins.* This minimum amount of change should remain in the machine at all times. The currency symbol on the display will change as required by the country of destination.

Adding Initial Change Load

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



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

The Selection Process

The Main Menu

Main Menu Screen

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

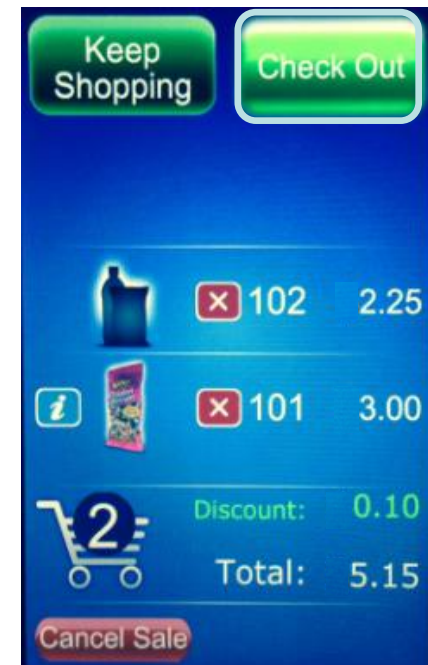
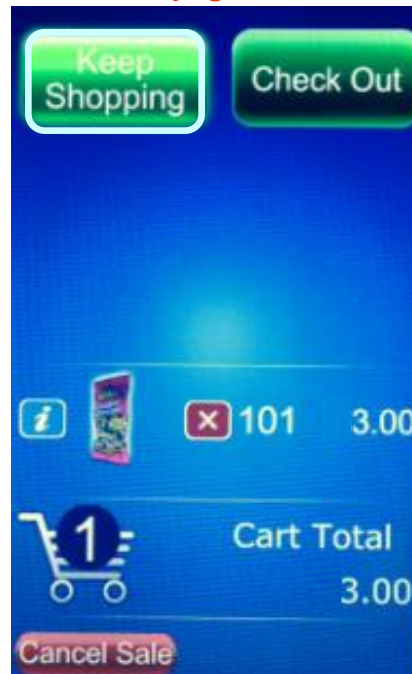


The Selection Process

Making Selections and Navigating the Shopping Cart

Use the Keypad to make a selection. Your selection will be placed in a shopping cart. The Keep Shopping and Checkout Icons will start flashing. Choose Keep Shopping to add additional selections (maximum of 3) to your cart. Press Check Out when finished.

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



The Selection Process

Making Selections and Navigating the Shopping Cart

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



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



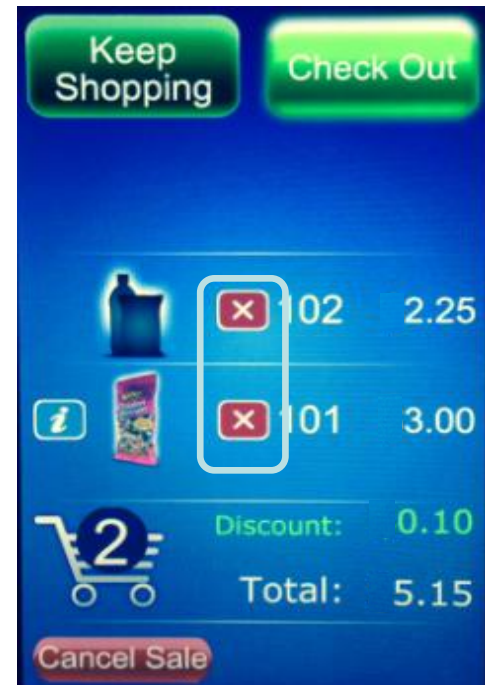
The Selection Process

Making Selections and Navigating the Shopping Cart

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



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



The Selection Process

Making Selections and Navigating the Shopping Cart

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



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



The Selection Process

Making Selections and Navigating the Shopping Cart

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



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



Accessing the Service Modes

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

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



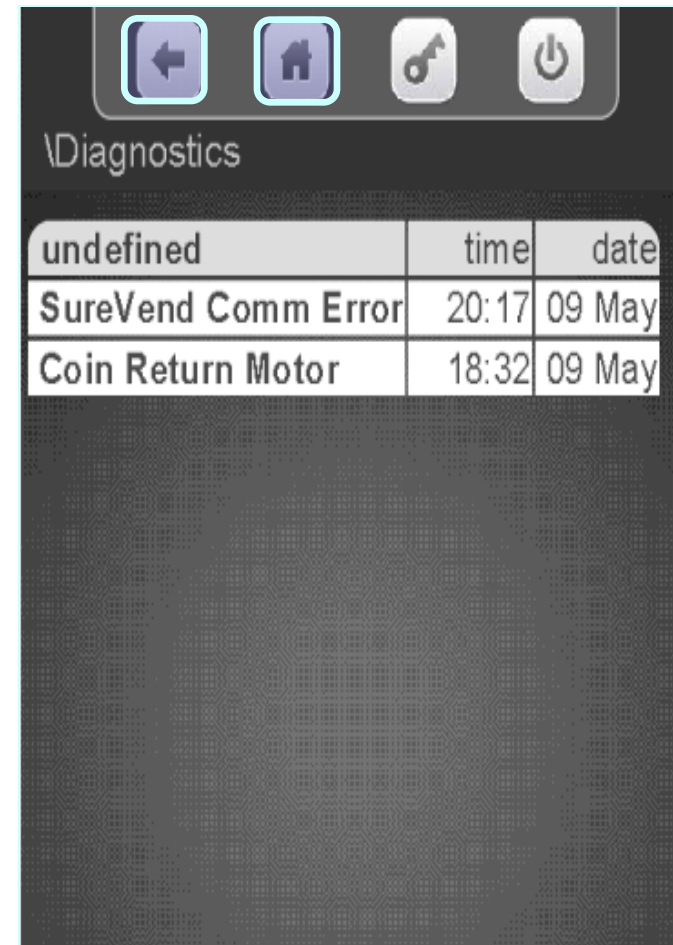
Service Modes

Initial Screens

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

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

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



The screenshot shows a mobile application interface for diagnostics. At the top, there is a navigation bar with four icons: a back arrow, a home icon, a key icon, and a power icon. Below the navigation bar, the title "Diagnostics" is displayed. The main content area contains a table with error information.

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

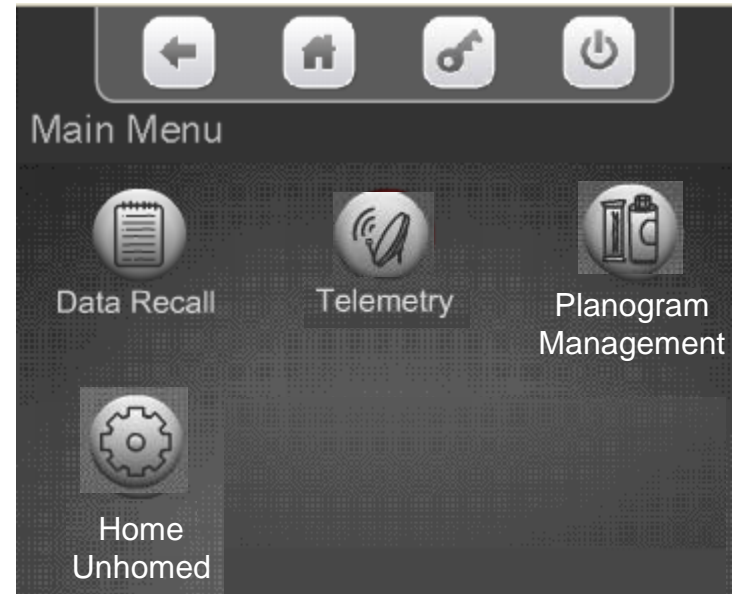
How Do I Access the Service Modes?

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

Driver access allows you to:

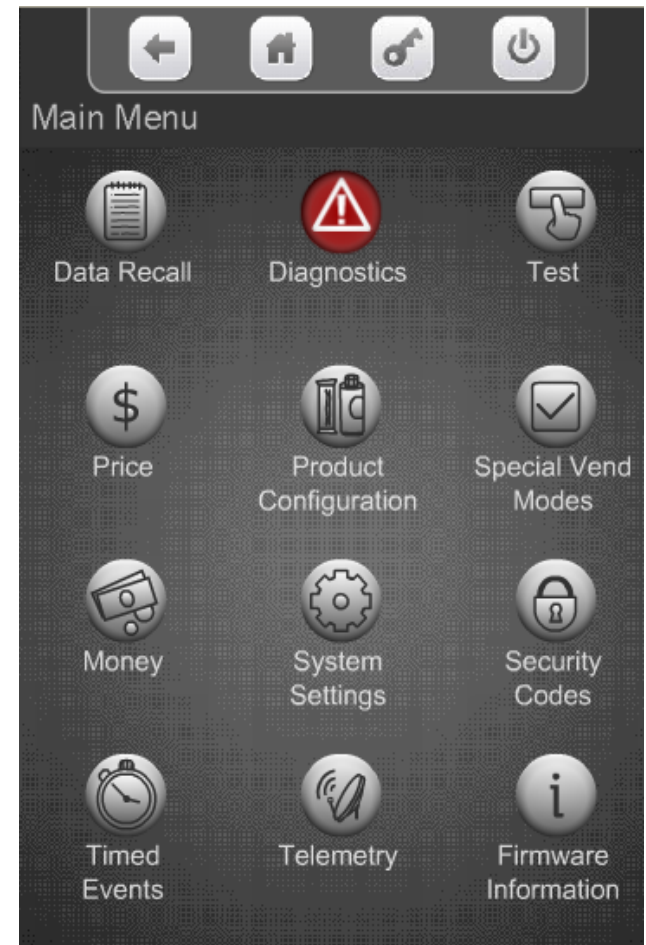
- View Resettable and Non Resettable sales data.
- Send a wireless DEX read.
- Manage or Audit the existing Planogram.
- Home all Un-homed Motors.

For access to all other service modes use PIN # 3333



How Do I Access the Service Modes?

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



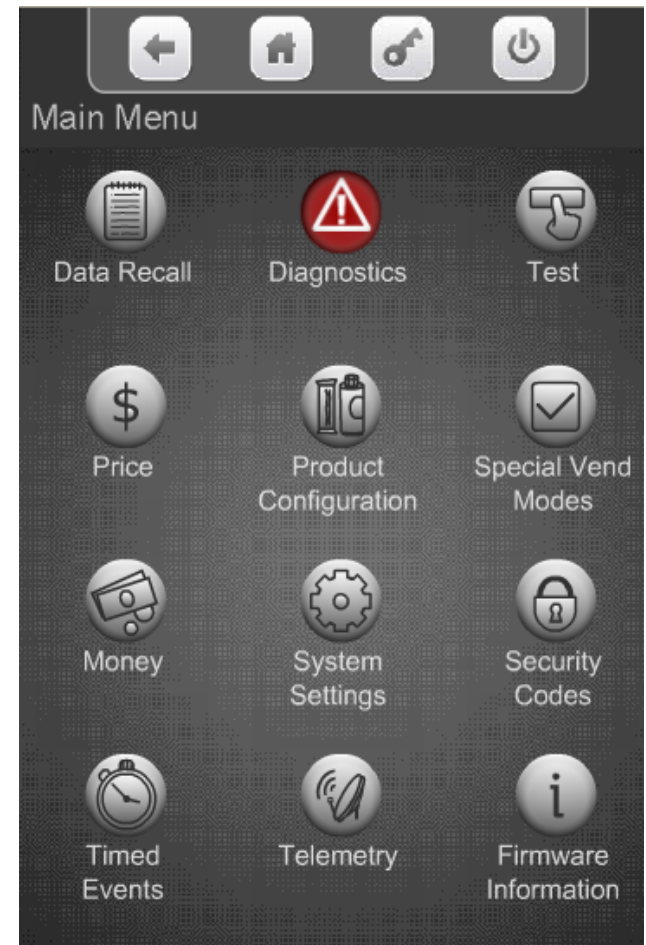
How Do I Access the Service Modes?

- For Programming purposes, the Merchant Media platform uses the 7" LCD touch screen and a series of icons to provide access to the Service Modes.
- Touching an icon will take you to the top level menu for that Service Mode.
- The concept of the touch screen and the use of icons is similar to many devices that feature touch screen technology.
- A successful touch of an icon will change the color of the icon, and sound a beep to acknowledge acceptance of the touch on the screen before proceeding to the selected menu.
- **Note:** An audible response (beep) will occur anytime the display is touched, and may not reflect successfully choosing an icon.



How Do I Access the Service Modes?

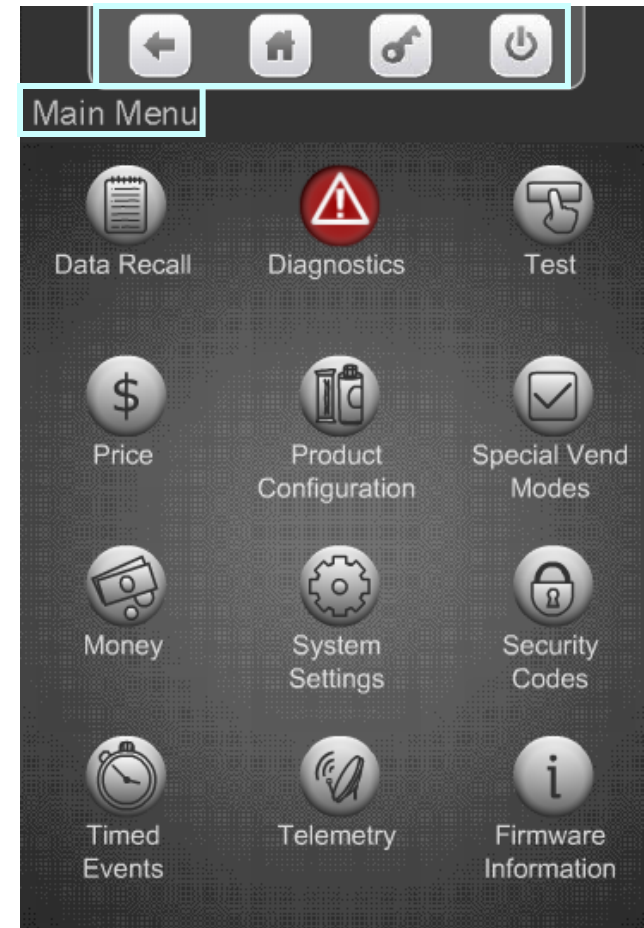
- If PIN **3333** is entered and **No Errors Exist**, the home screen for the programming menu appears allowing access to the service Icons.
- Each of the icons on the screen represent a tiered menu that provides access to the menus under the corresponding heading.
- Pressing an Icon on the screen provides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



How do I use the keypad in the Service Mode?

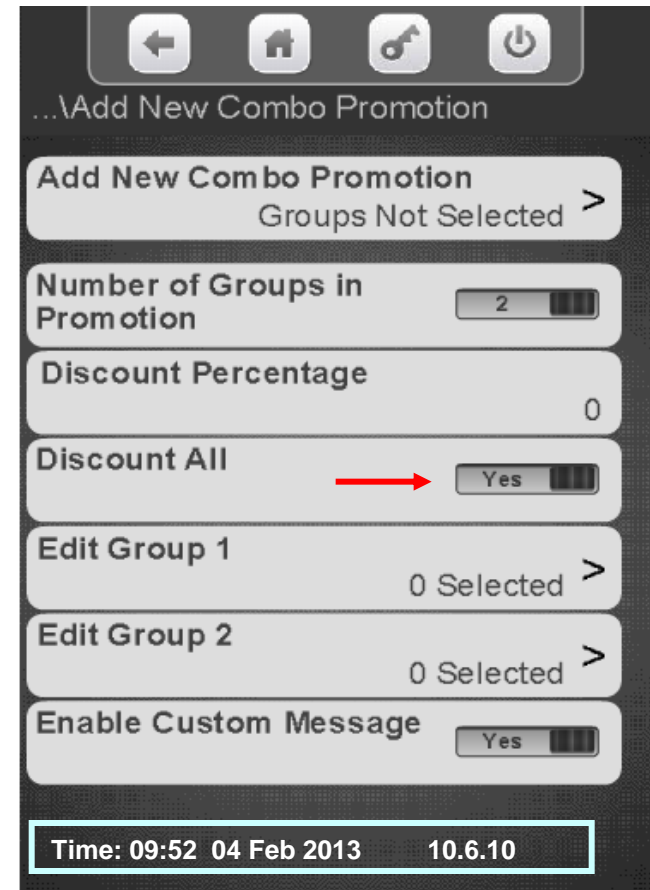
Main Menu

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



How do I use the Touch Screen in the Service Mode?

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



Menu Chart

Service Mode Menu Chart

Full details on all Service Modes can be found in the full User's Guide, available at www.cranems.com

Menus 1 to 6

Data Recall	Diagnostics	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		Refrigeration System
		MagTeck Head Test
		Cashless System Test
		Health Control Test
		SureVend Calibration
		Motor Test Summary
		Detailed Motor Test
		Lighting Relay
		Keypad Test
Price	Product Configuration	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	MultiVend Discount
	SureVend	Skip Main Menu
	Browse All Products	

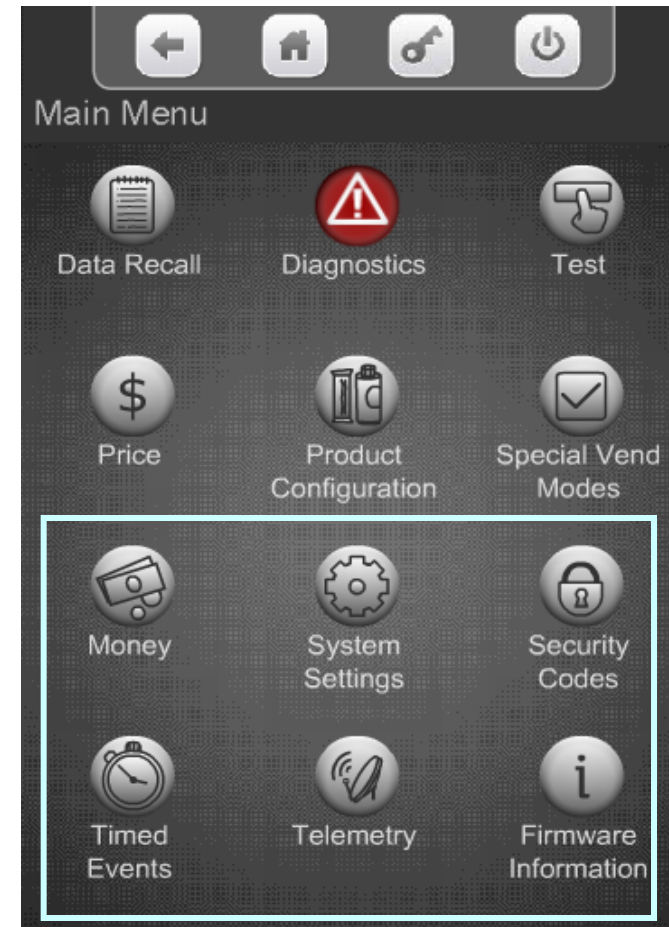
Main Menu		
Data Recall	Diagnostics	Test
Price	Product Configuration	Special Vend Modes
Money	System Settings	Security Codes
Timed Events	Telemetry	Firmware Information

Menu Chart

Service Mode Menu Chart

Menu 7 to End

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





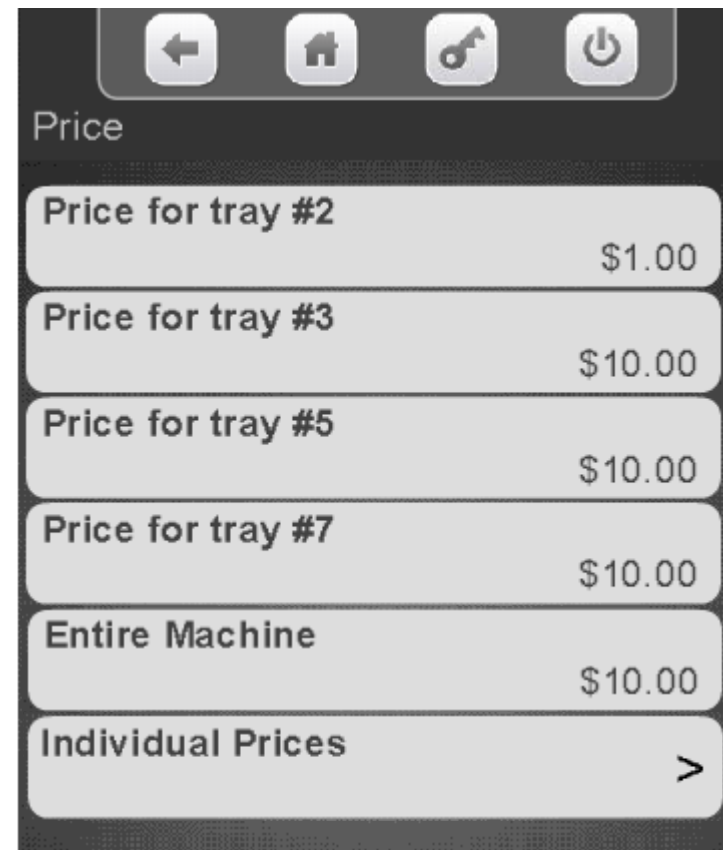
Price Menu

Price Menu

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

There are three options for setting prices:

- By Tray
- Entire Machine
- Individual Prices

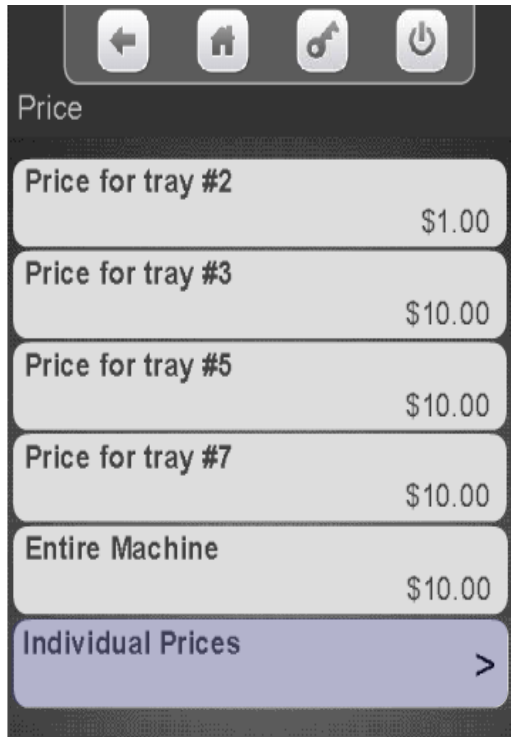




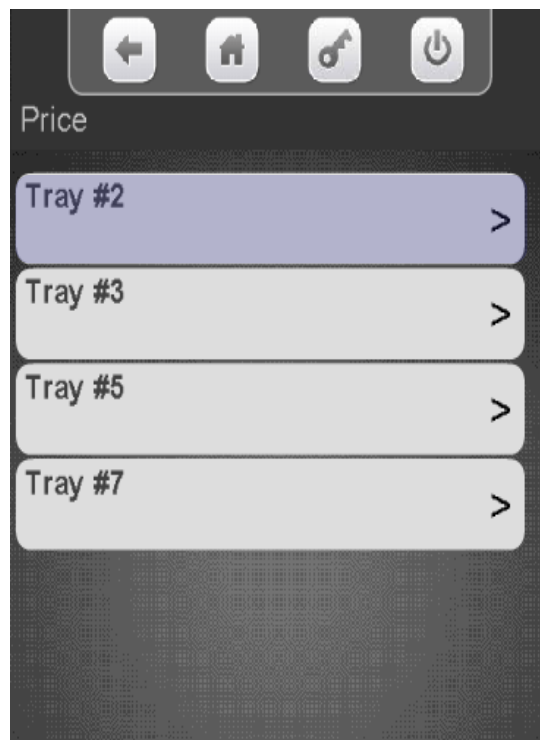
Price Menu

Setting Individual Prices

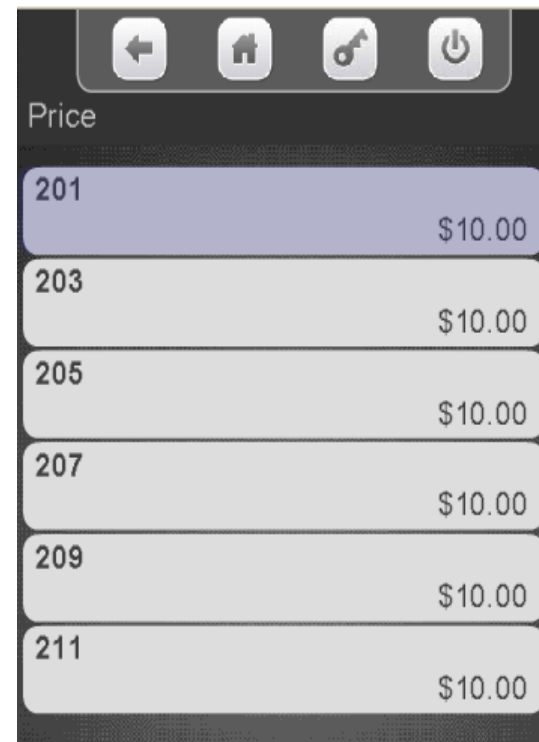
Step 1 –
Touch Individual Prices



Step 2 –
Touch a Tray



Step 3 –
Touch a Selection





Price Menu

Setting Individual Prices

Setting Individual Prices

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

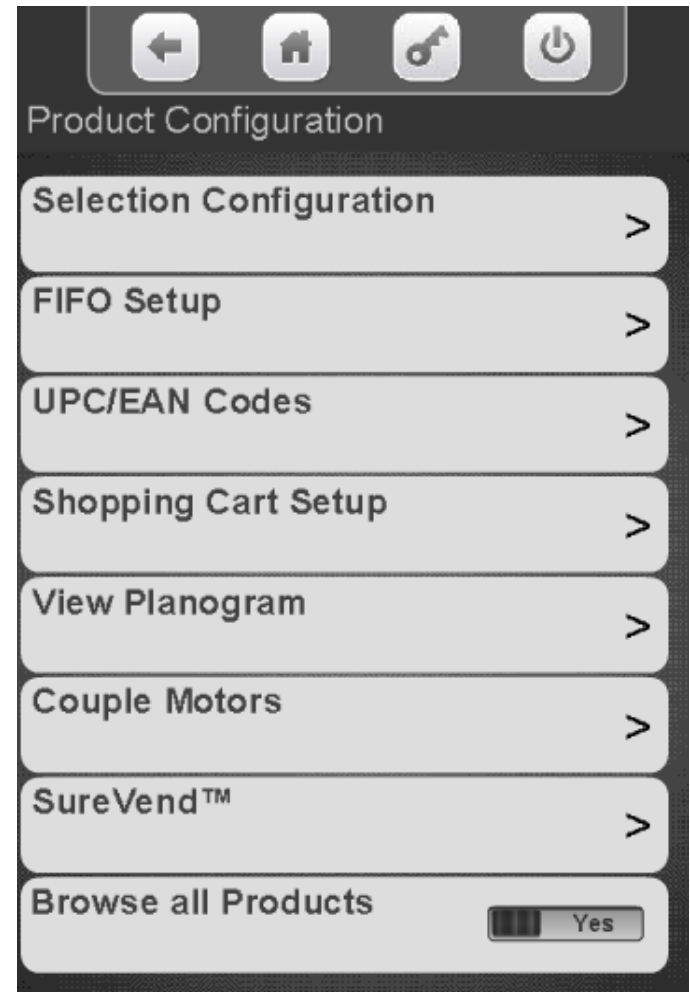
The screenshot shows a mobile application interface for setting prices. At the top, there is a navigation bar with four icons: a back arrow, a home icon, a key icon, and a power icon. Below the navigation bar, the word "Price" is displayed. A list of items is shown, each with a numeric input field and a price label. The items are 201, 203, 205, 207, and 209. The price for each item is currently set to \$10.00. A numeric keypad is visible at the bottom of the screen, with buttons for digits 1 through 9, 0, a backspace key (left arrow), a delete key (X), and a Done button.

Item	Price
201	\$10.00
203	\$10.00
205	\$10.00
207	\$10.00
209	



Product Configuration

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





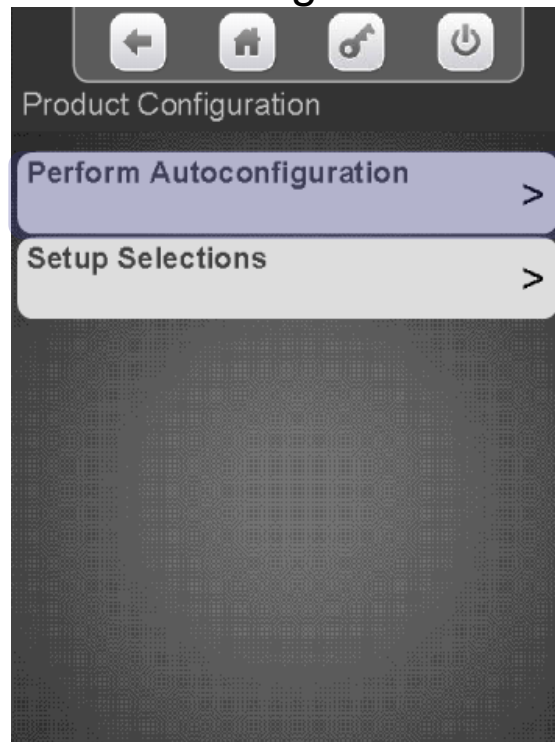
Product Configuration

Selection Configuration - Autoconfiguration

Touch Selection Configuration to enter the menu.



To automatically configure the motors
Touch Perform Autoconfiguration .



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





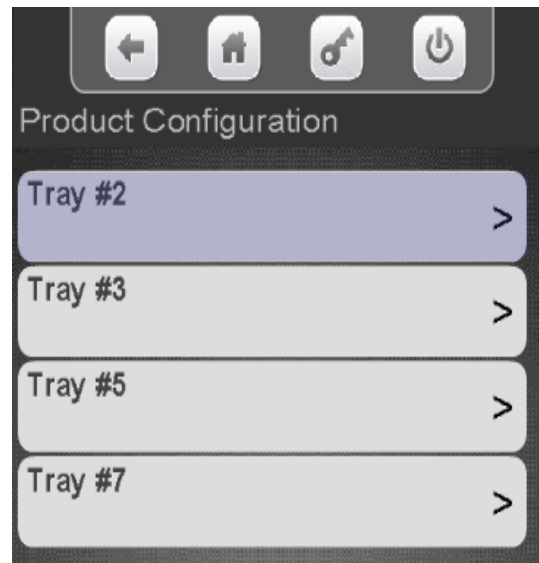
Product Configuration

Selection Configuration - Autoconfiguration

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

Choose a Tray to view results .

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



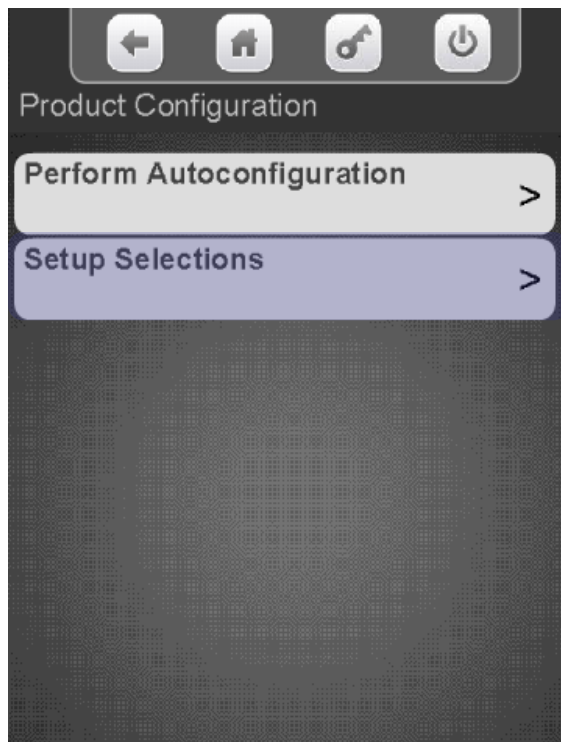
Caution: Performing an **Autoconfiguration** on a machine will reset all prices to the factory default of \$99.95, and remove any existing coupled motors!



Product Configuration

Selection Configuration – Set Up Selections

Touch Setup Selections to manually configure selections.



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



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



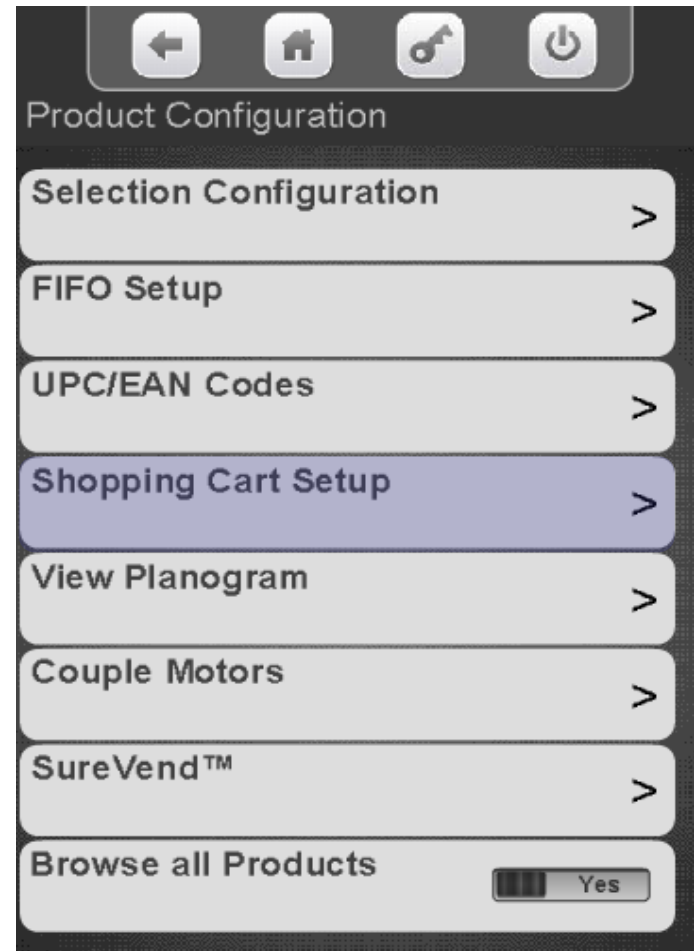


Product Configuration

Shopping Cart Setup

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

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





Product Configuration

Shopping Cart Setup

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

Product Configuration

Shopping cart size

Max Fund Amount \$0.00

1 2 3
4 5 6
7 8 9
0

123 Done

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

Product Configuration

Shopping cart size 3

Max Fund Amount

1 2 3
4 5 6
7 8 9
0

123 Done



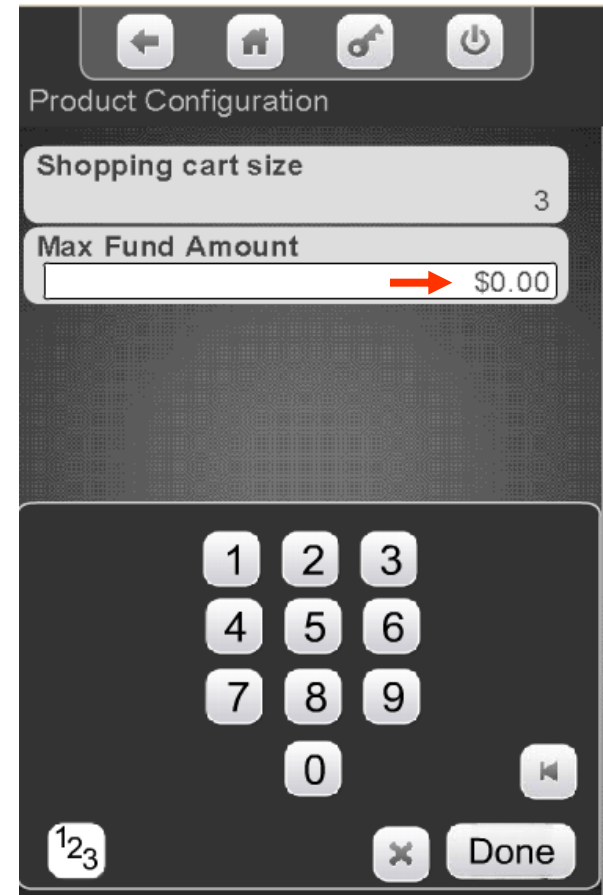
Product Configuration

Shopping Cart Setup

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

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

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

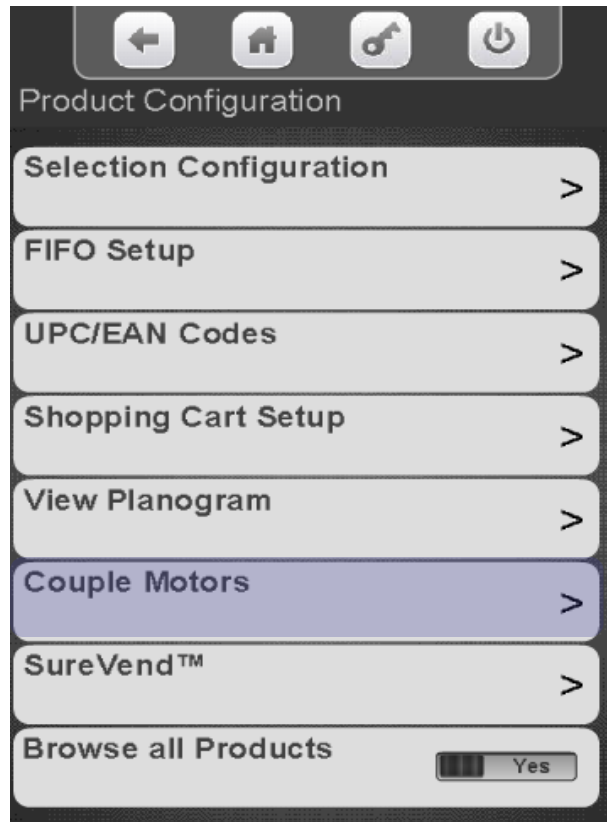




Product Configuration

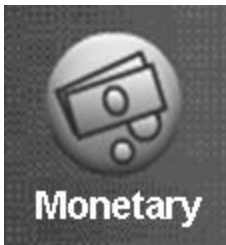
Couple Motors

Touch Couple Motors
to enter the Menu.



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





Monetary Menu

Monetary Menu Icon

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



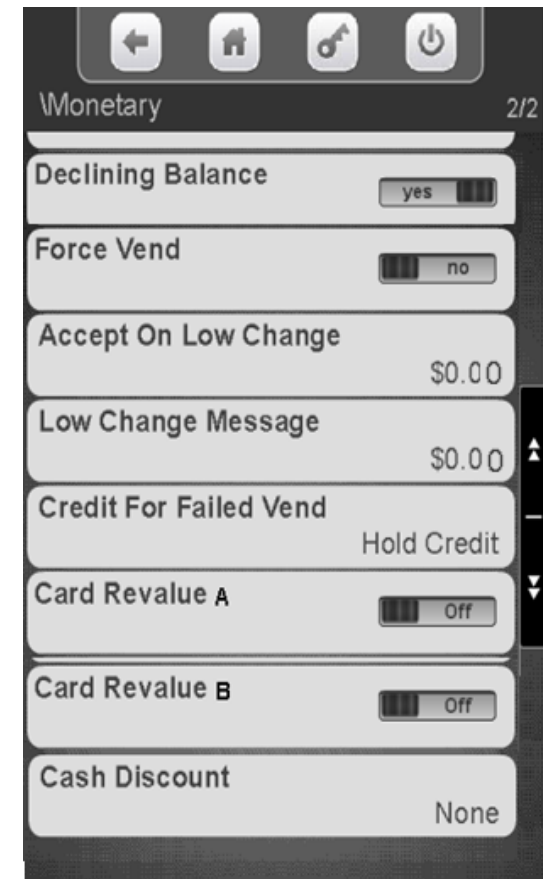
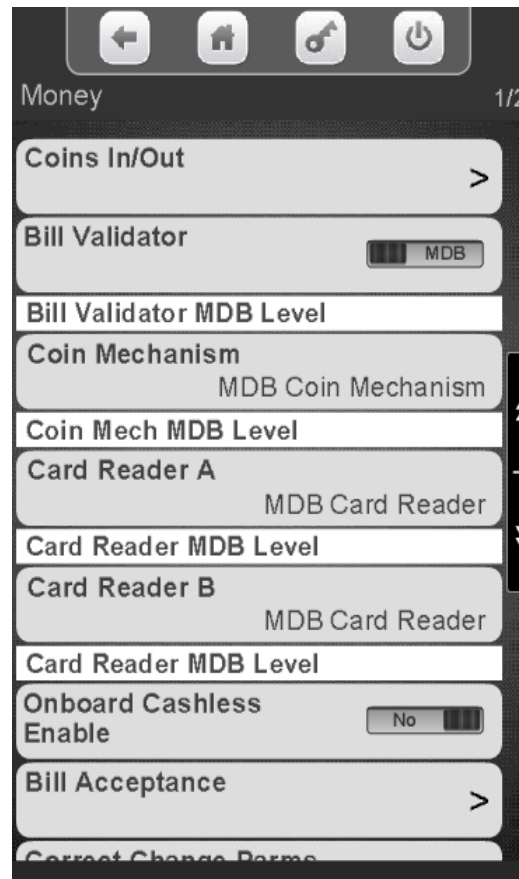


Monetary Menu

The Monetary Menu

provides access to the following Menus:

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

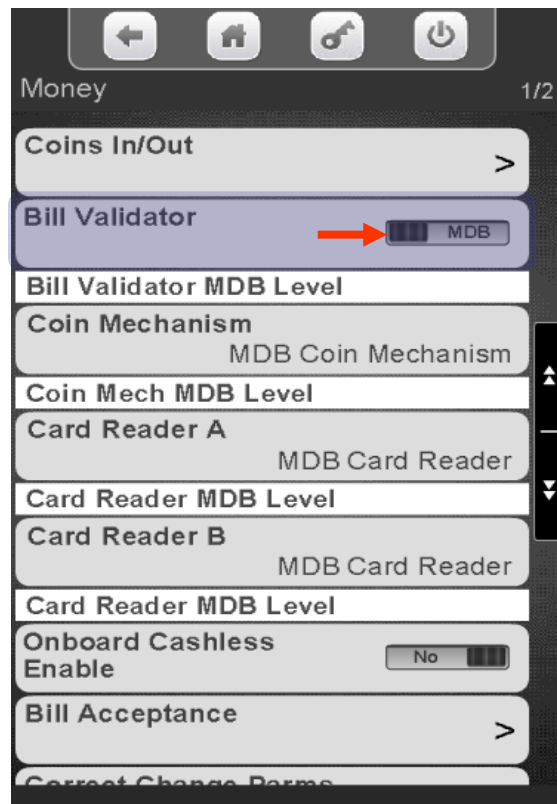




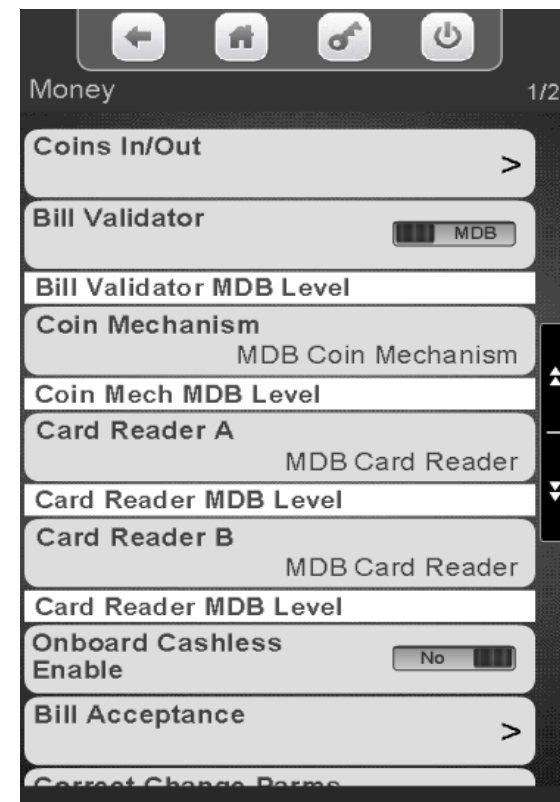
Monetary Menu

Bill Validator Enable

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



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





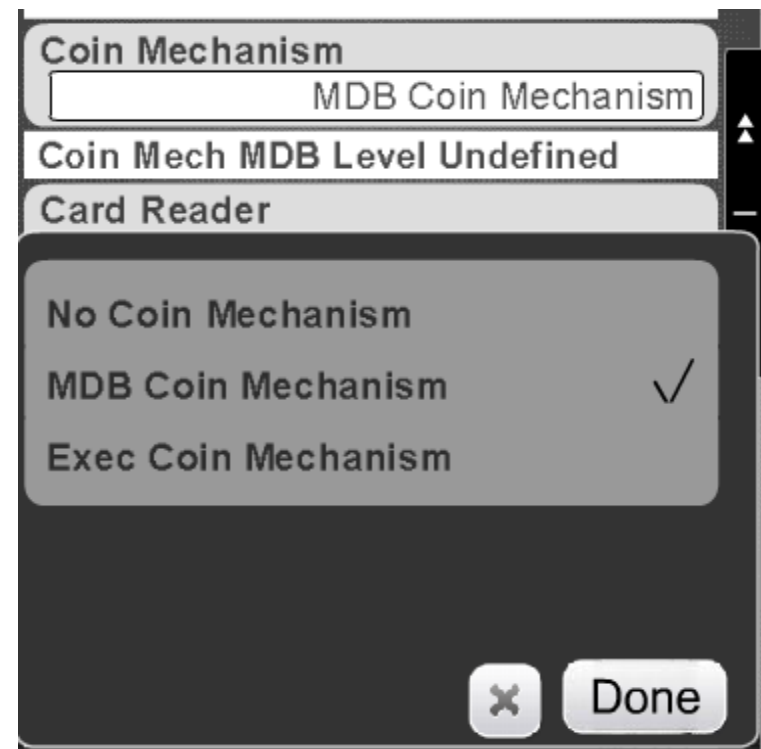
Monetary Menu

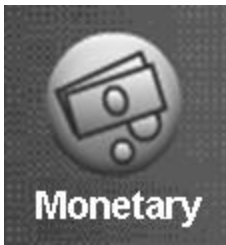
Coin Mechanism Enable

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



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



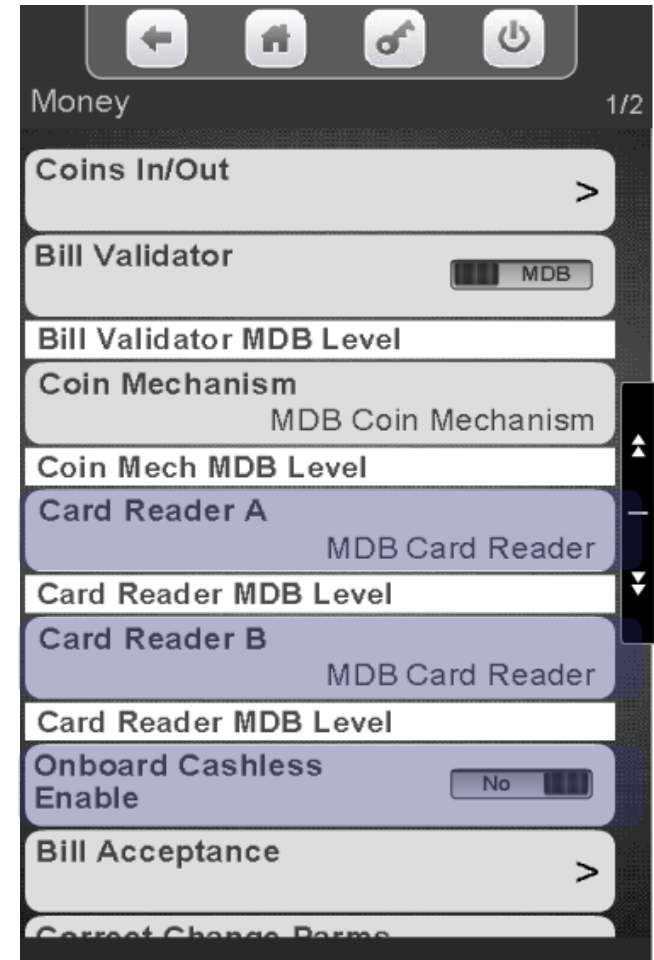


Monetary Menu

Card Reader Enable

Card Reader / Cashless Options

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

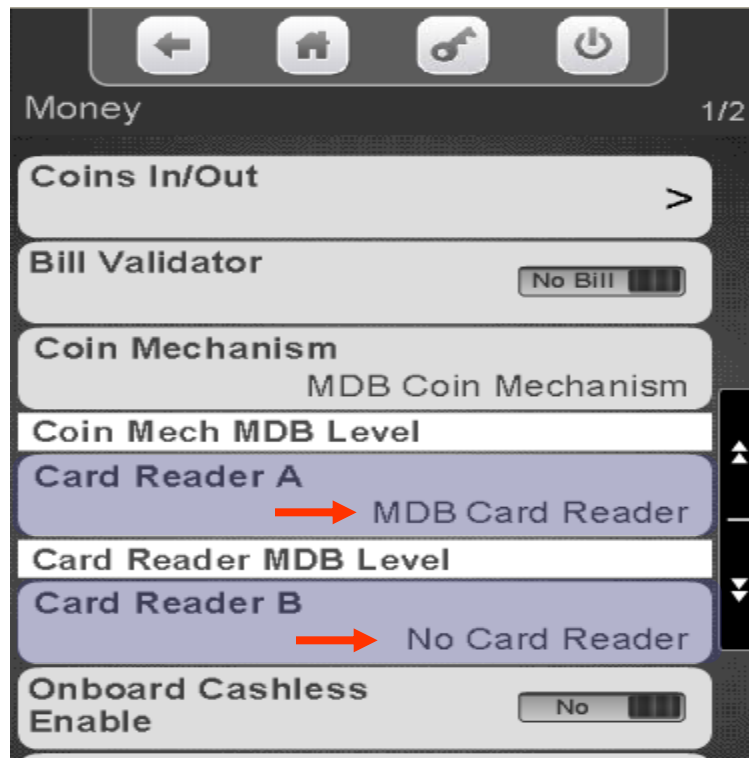




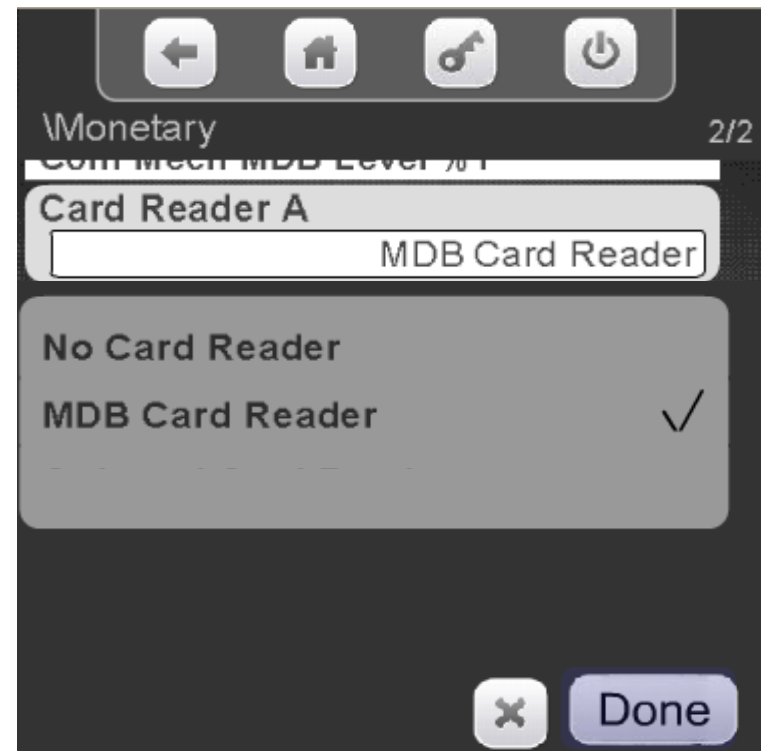
Monetary Menu

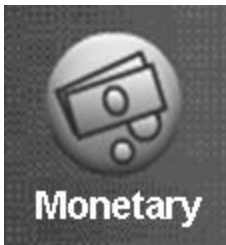
Card Reader Enable

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



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

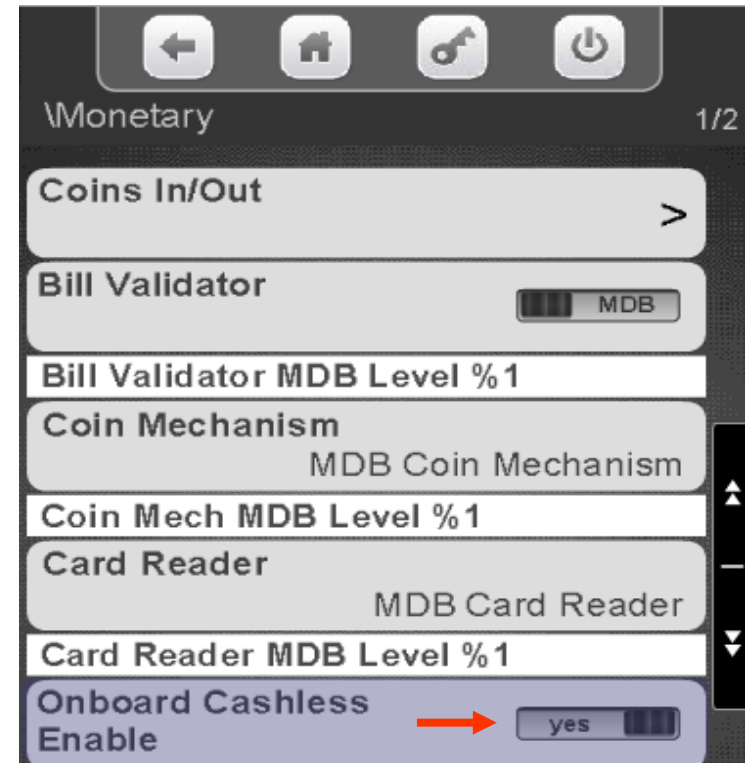




Monetary Menu

Onboard Cashless Enable

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

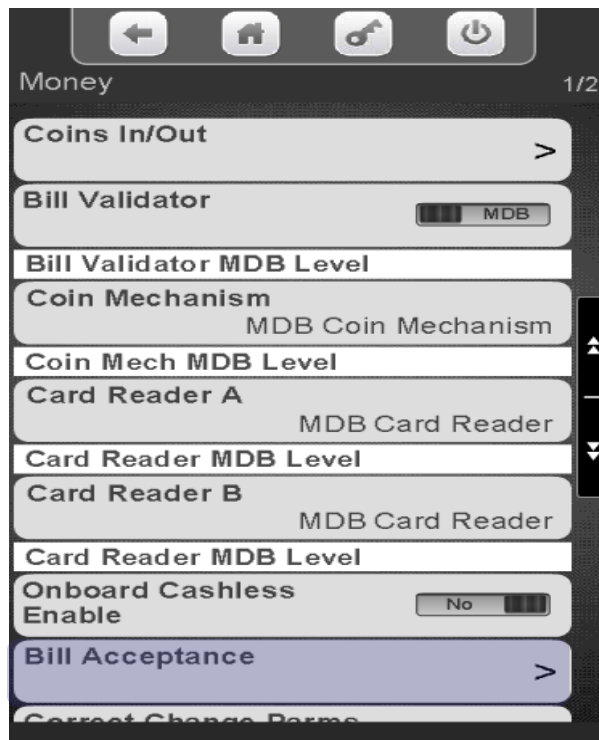




Monetary Menu

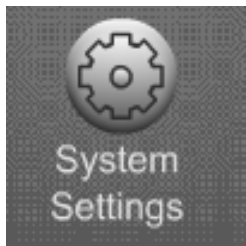
Bill Acceptance

Touch Bill Acceptance to enter the menu. All denominations enabled on the Bill Validator will be shown. Notes shown will change based on the country of destination.



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

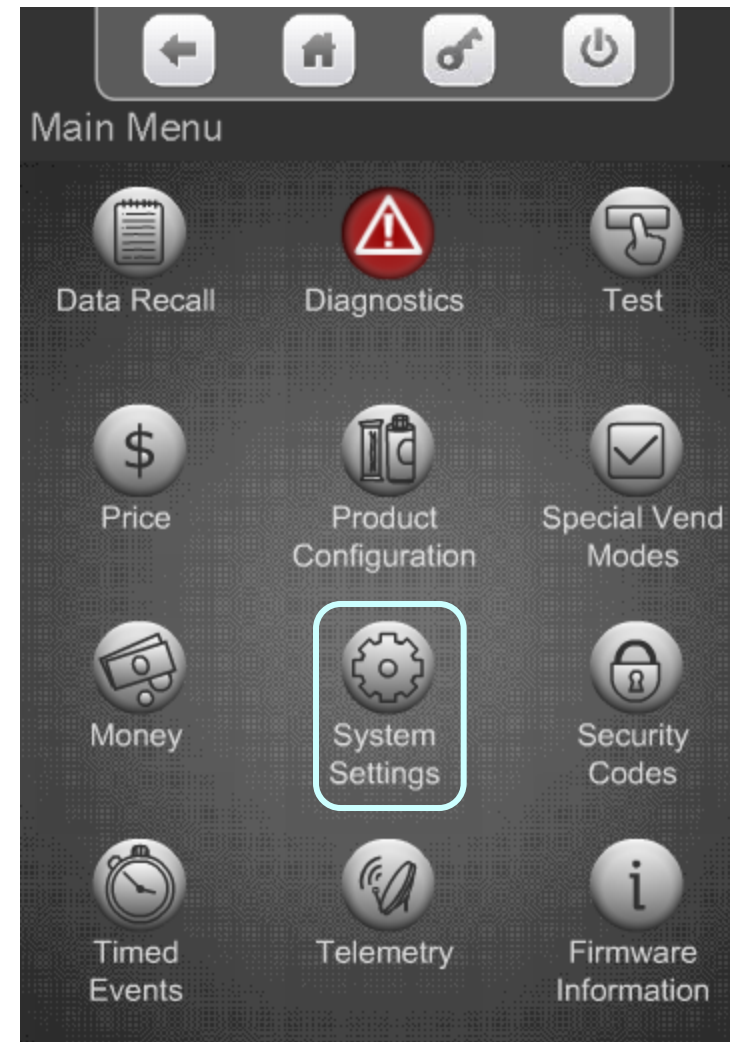


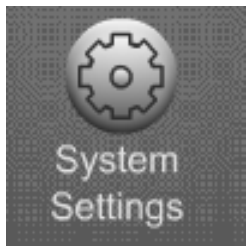


System Settings

Systems Settings Menu Icon

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

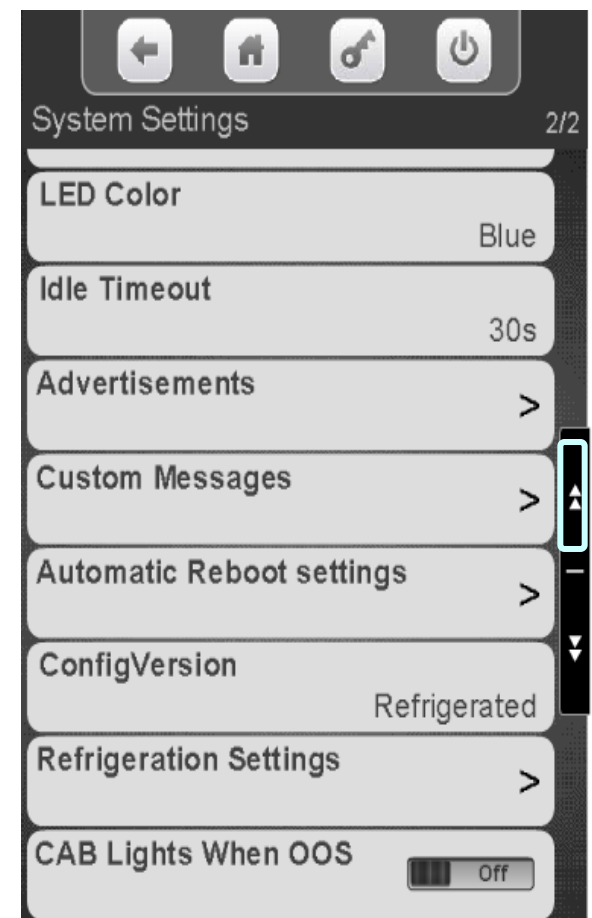
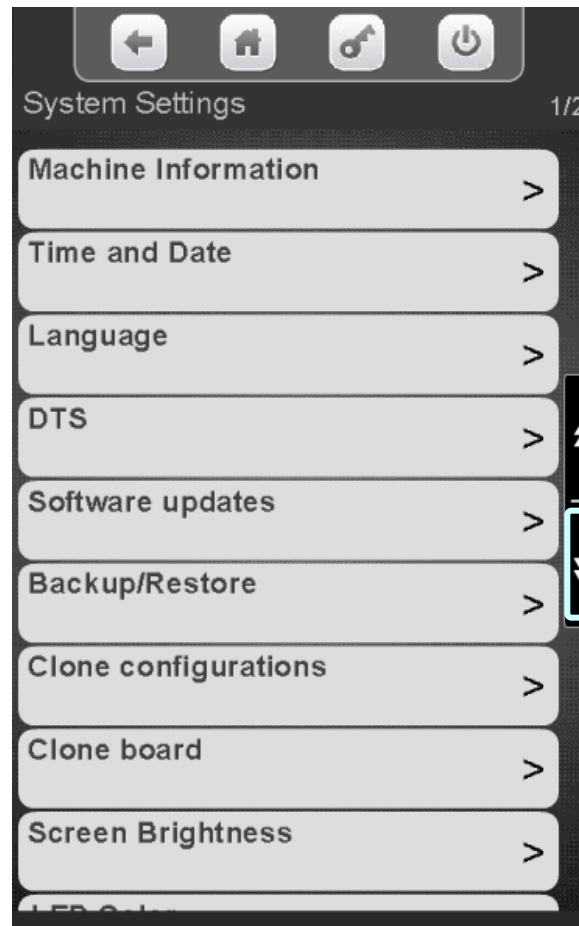




System Settings

System Settings

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

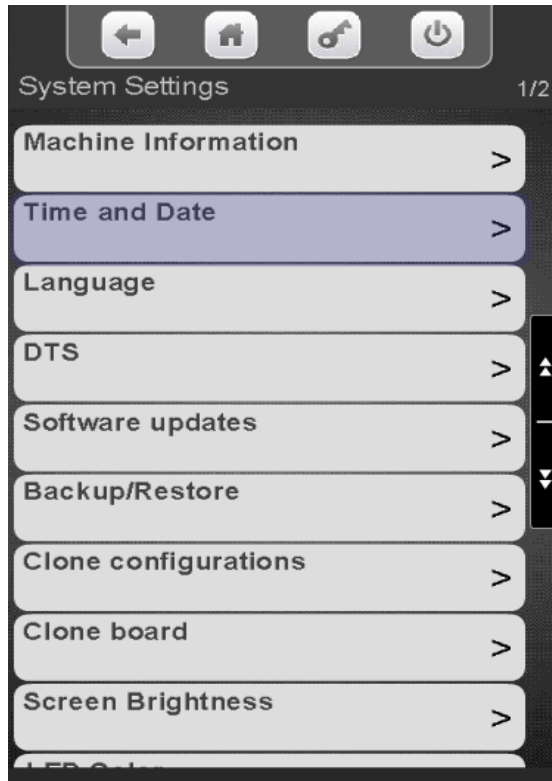




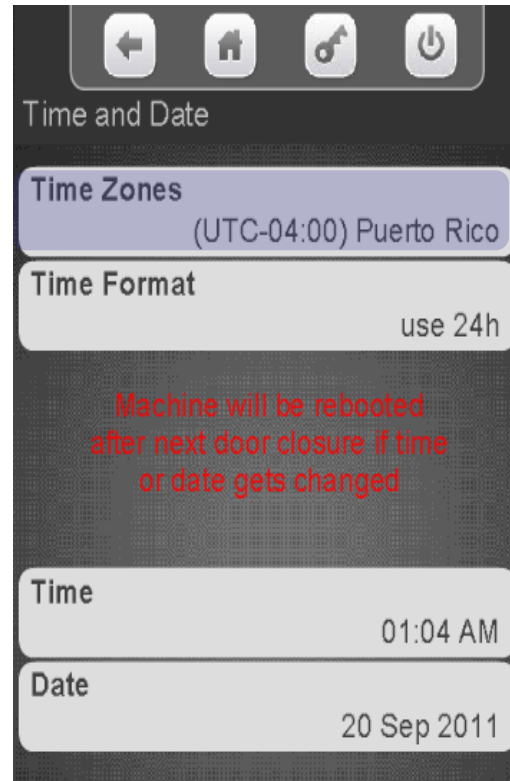
System Settings

Time and Date

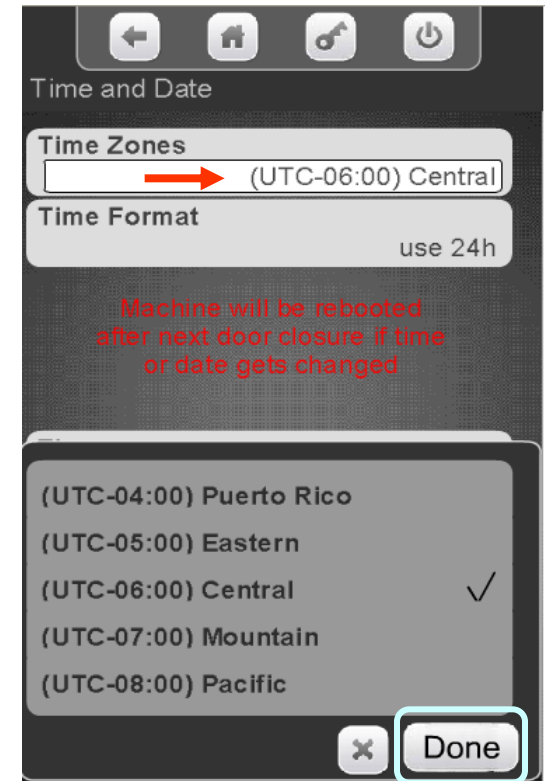
Touch the Time and Date menu bar to access the Time and Date Menu.



Touch to set your Time Zone



Touch your Time Zone followed by Done.

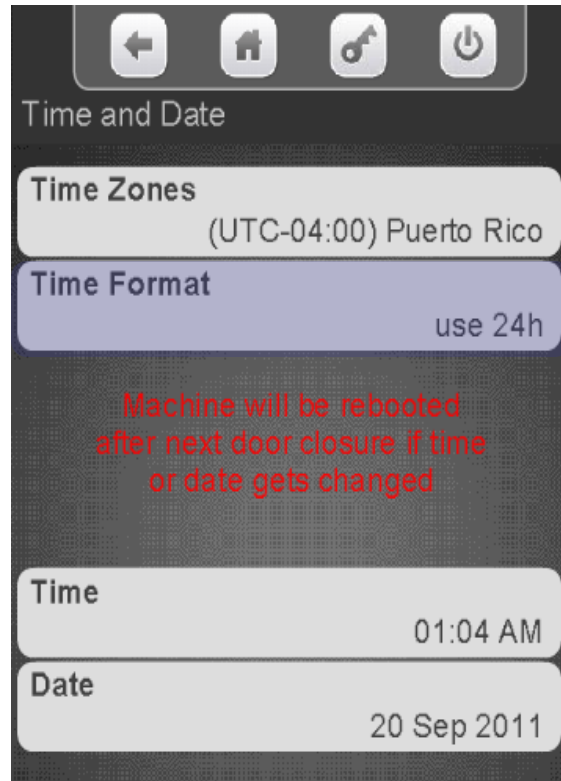




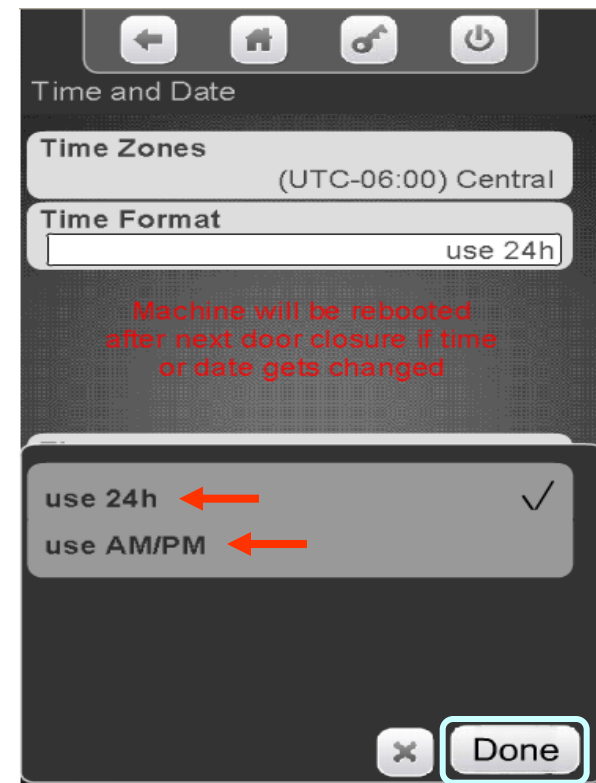
System Settings

Time and Date

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



Touch your desired format.
Touch Done to save.

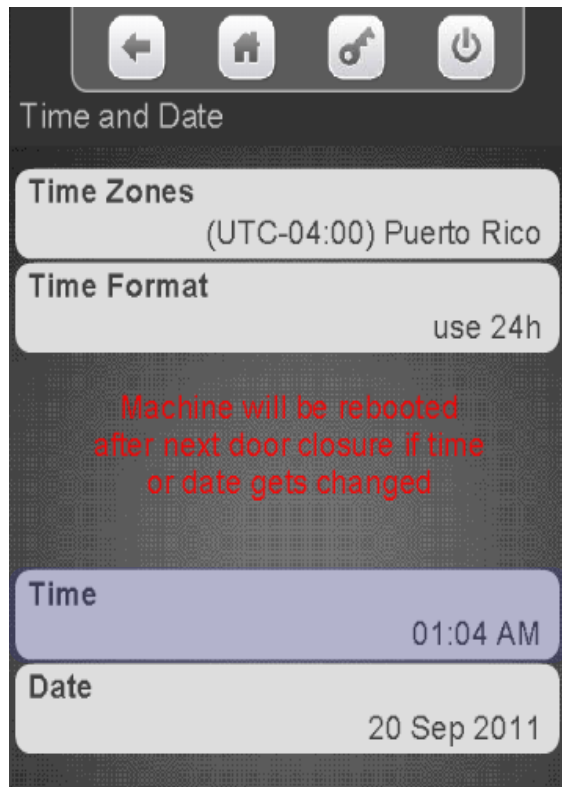




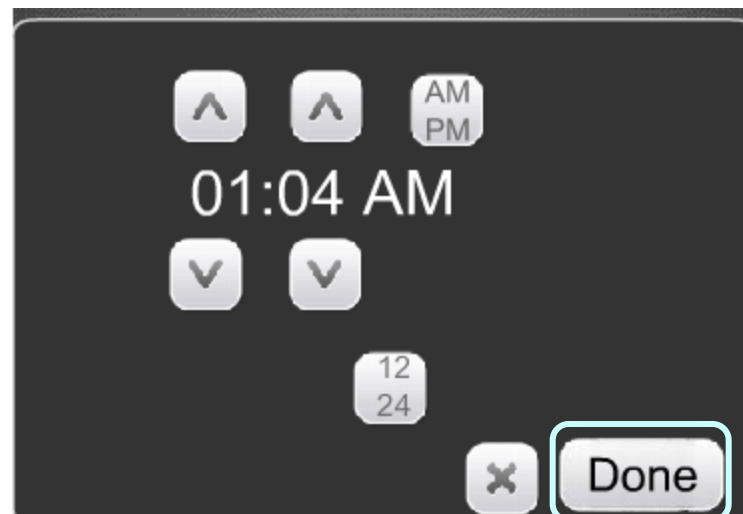
System Settings

Time and Date

Touch the Time menu bar to change the current time .



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

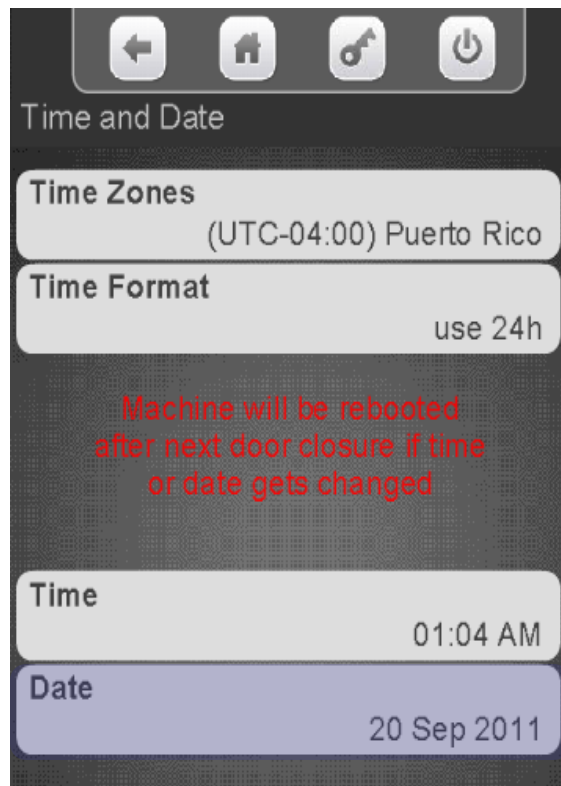




System Settings

Time and Date

Touch the Date menu bar to change the Current Date .



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

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





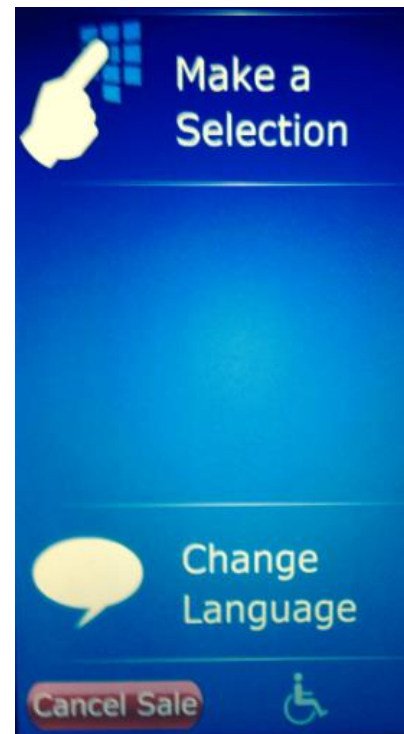
System Settings

Language

The Language Menu allows you to:

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

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

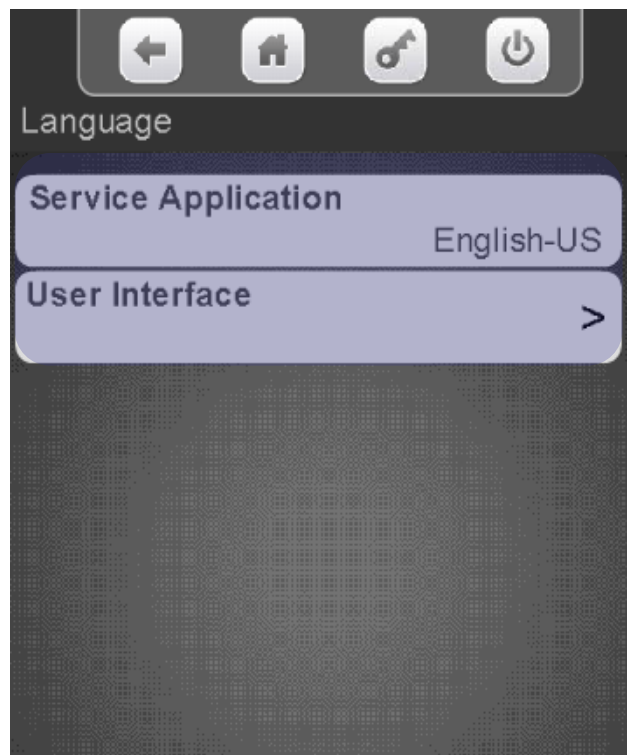




System Settings

Language

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



Touch a Language and Press Done to apply that Language as a default for the Service Menus. Repeat this process for the User Interface Messages, as required.





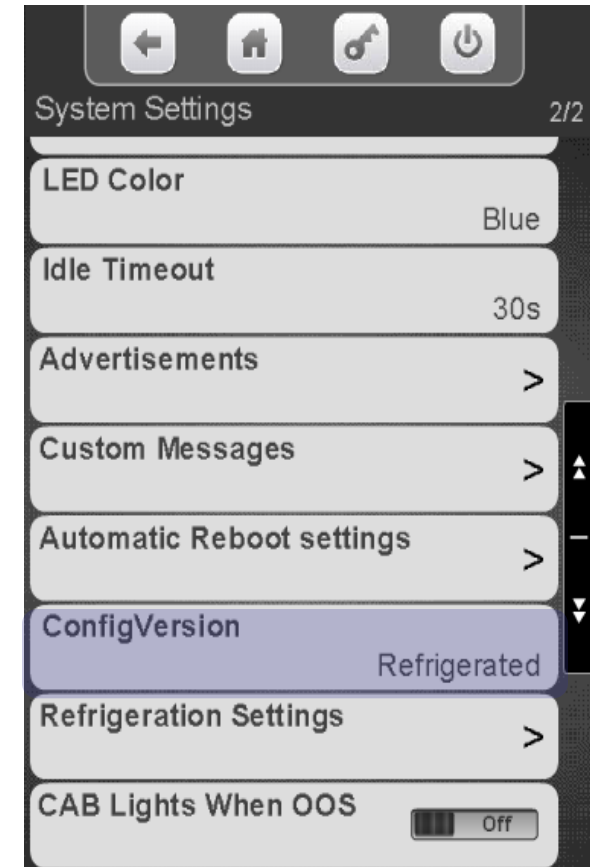
System Settings

Configuration Version

Setting the Machine Type

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

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





System Settings

Configuration Version

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



Touch Configuration Version to enter the menu.



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

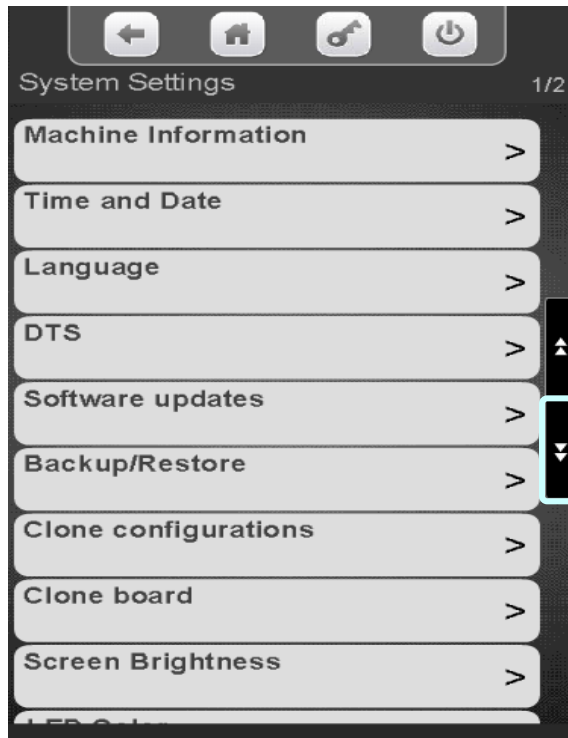




System Settings

Refrigeration Settings

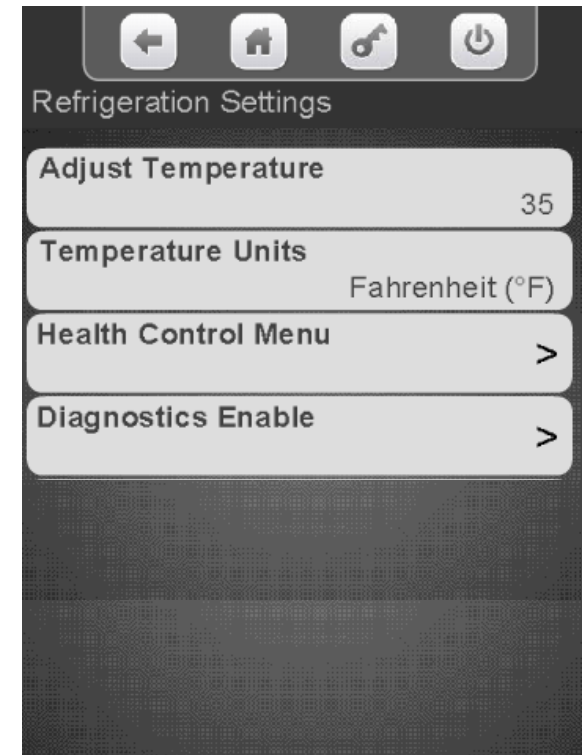
Touch the down arrow on the right side of the display to scroll down to Refrigeration Settings



Touch Refrigeration Settings to enter the menu.



Touch a menu bar below to set the Refrigeration Settings.





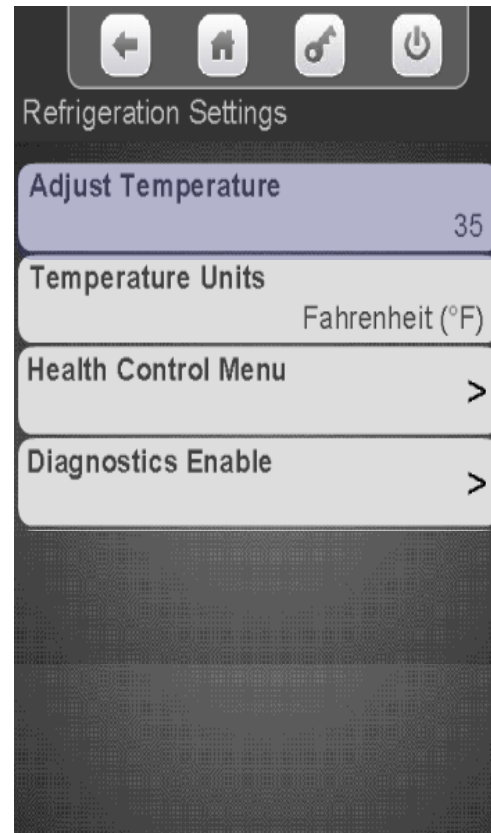
System Settings

Refrigeration Settings – Adjust Temperature

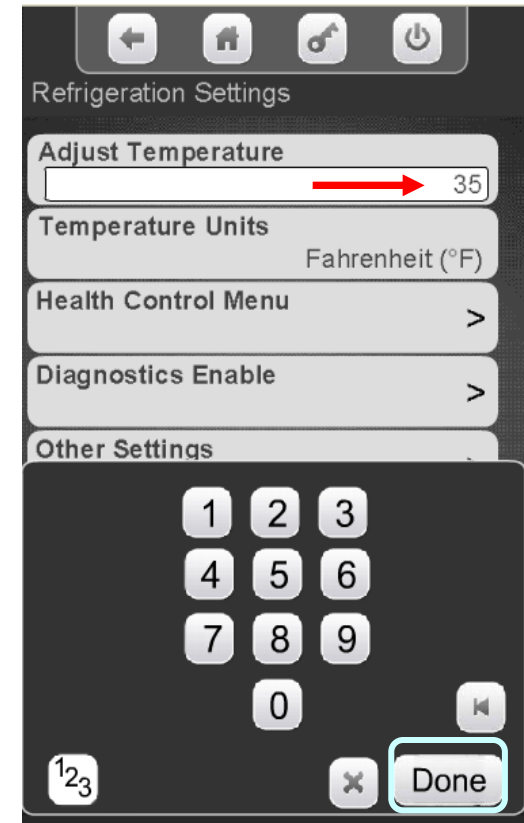
Setting the Temperature Range

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

Touch Adjust Temperature



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

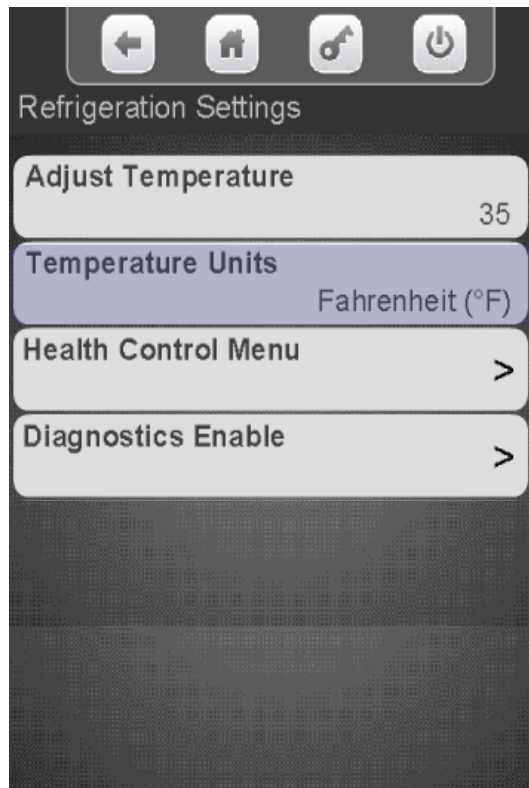




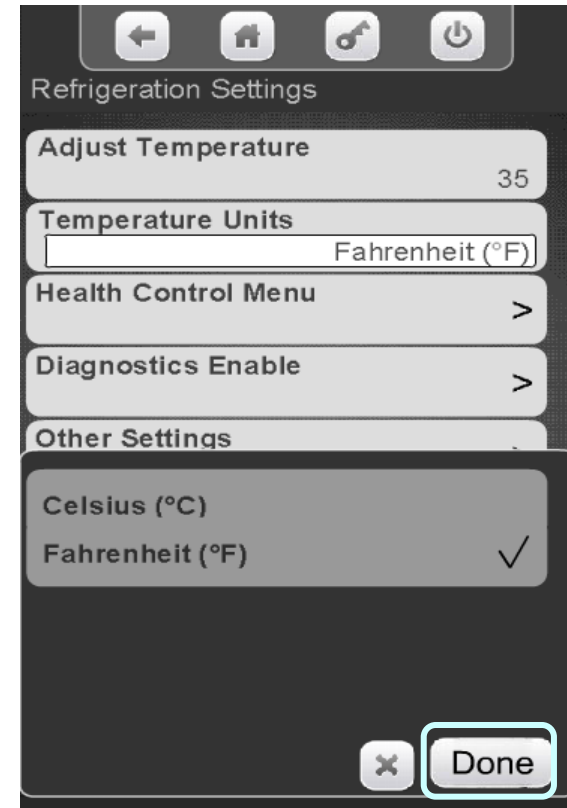
System Settings

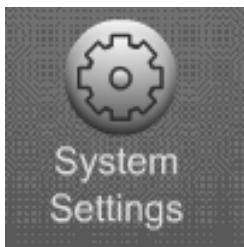
Refrigeration Settings – Temperature Units

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



Touch Fahrenheit or Celsius. Touch Done to save!

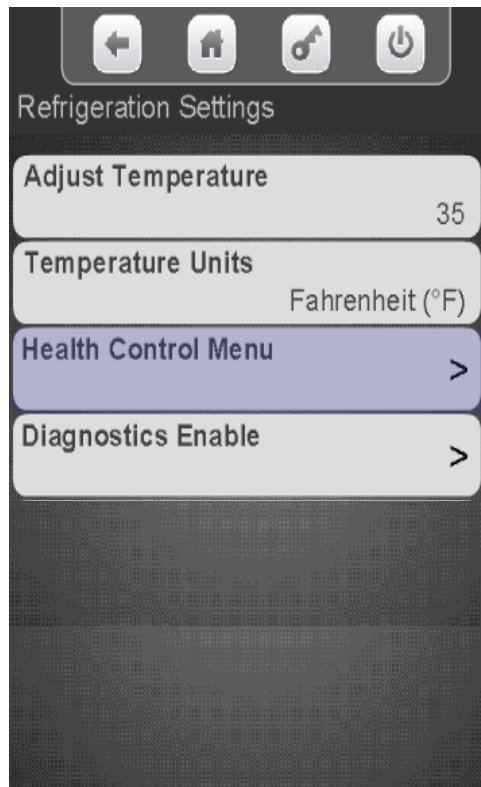




System Settings

Refrigeration Settings – Health Control

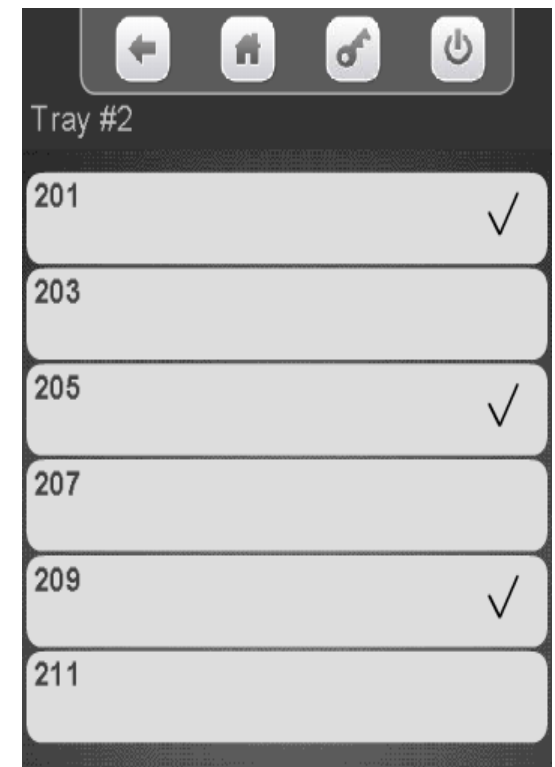
Touch Health Control to enter the Menu



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



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





System Settings

Refrigeration Settings – Diagnostics enable

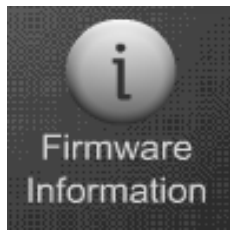
The Diagnostic Enable menu allows you to turn on or off the warning and errors reported by the evaporator sensor and condenser sensor. These errors are reported when the door is opened if they exist. The default is on for both warnings & errors, and an Error is more severe than a Warning.

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

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

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

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



Firmware Information

Firmware Information

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

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

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

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

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

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

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

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

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

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

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

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

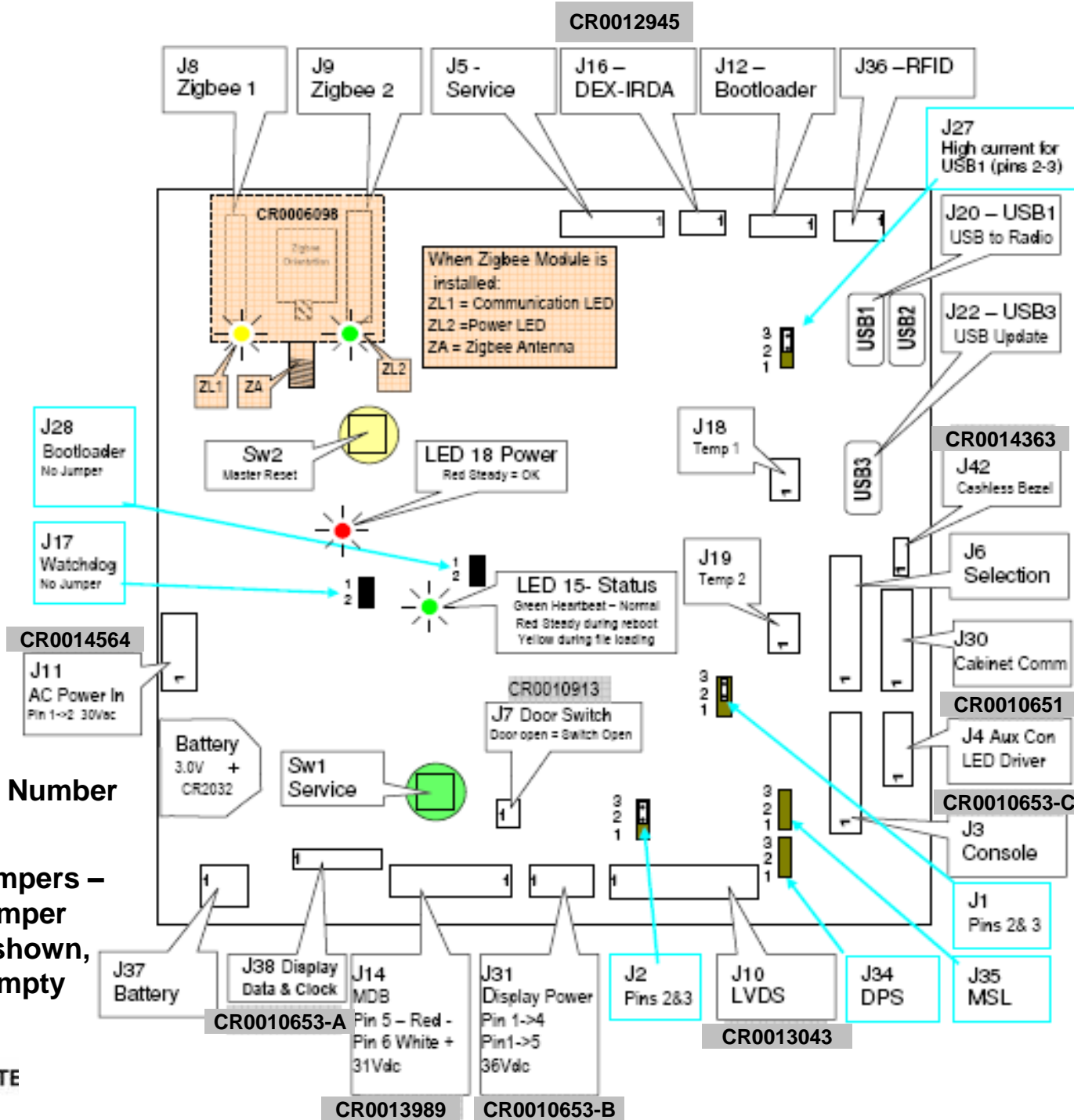
Atlas Controller

Atlas Controller with
Merchant Touch
Software:

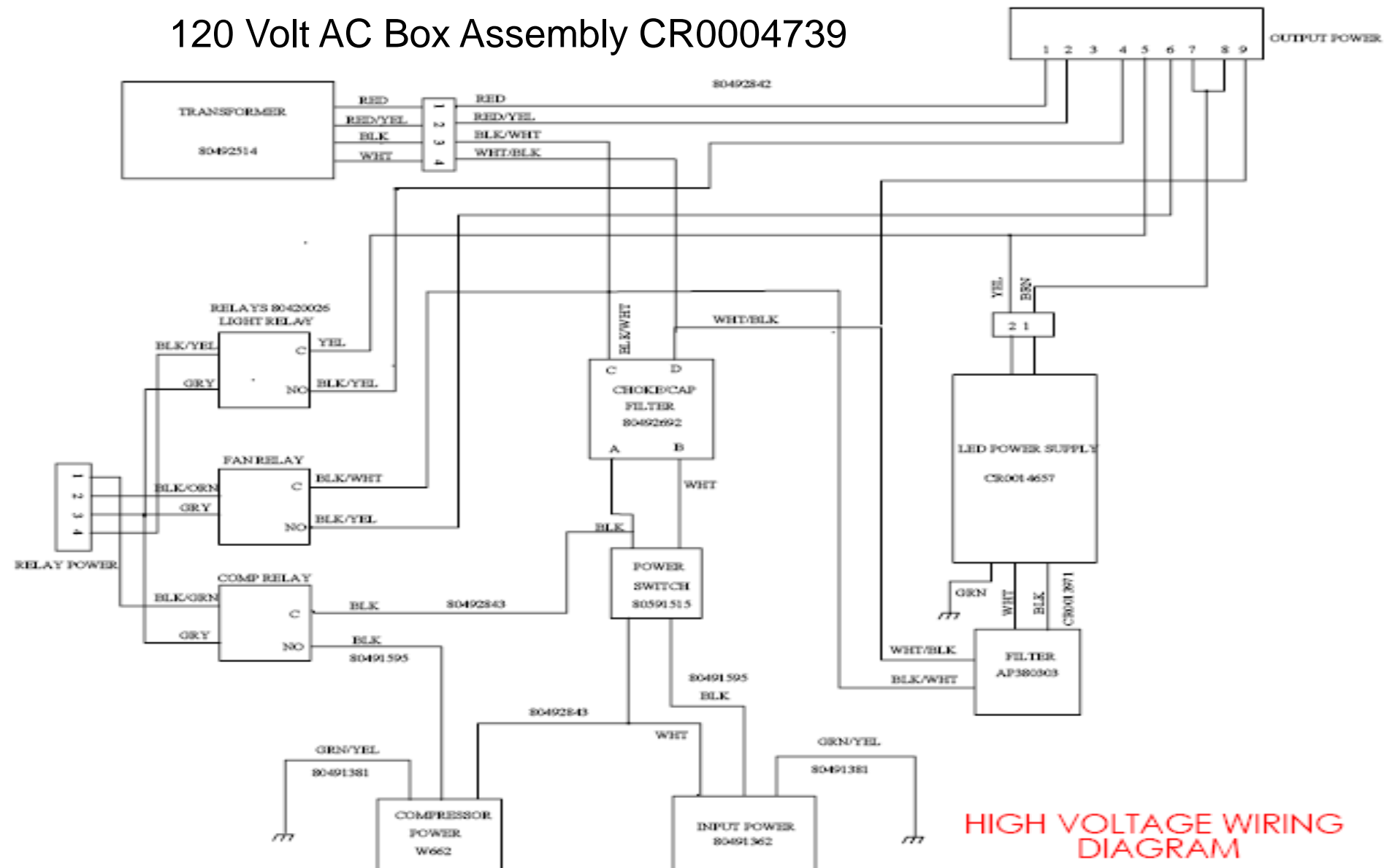
Part # CR0020293

CR00XXXXX Harness Part Number

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

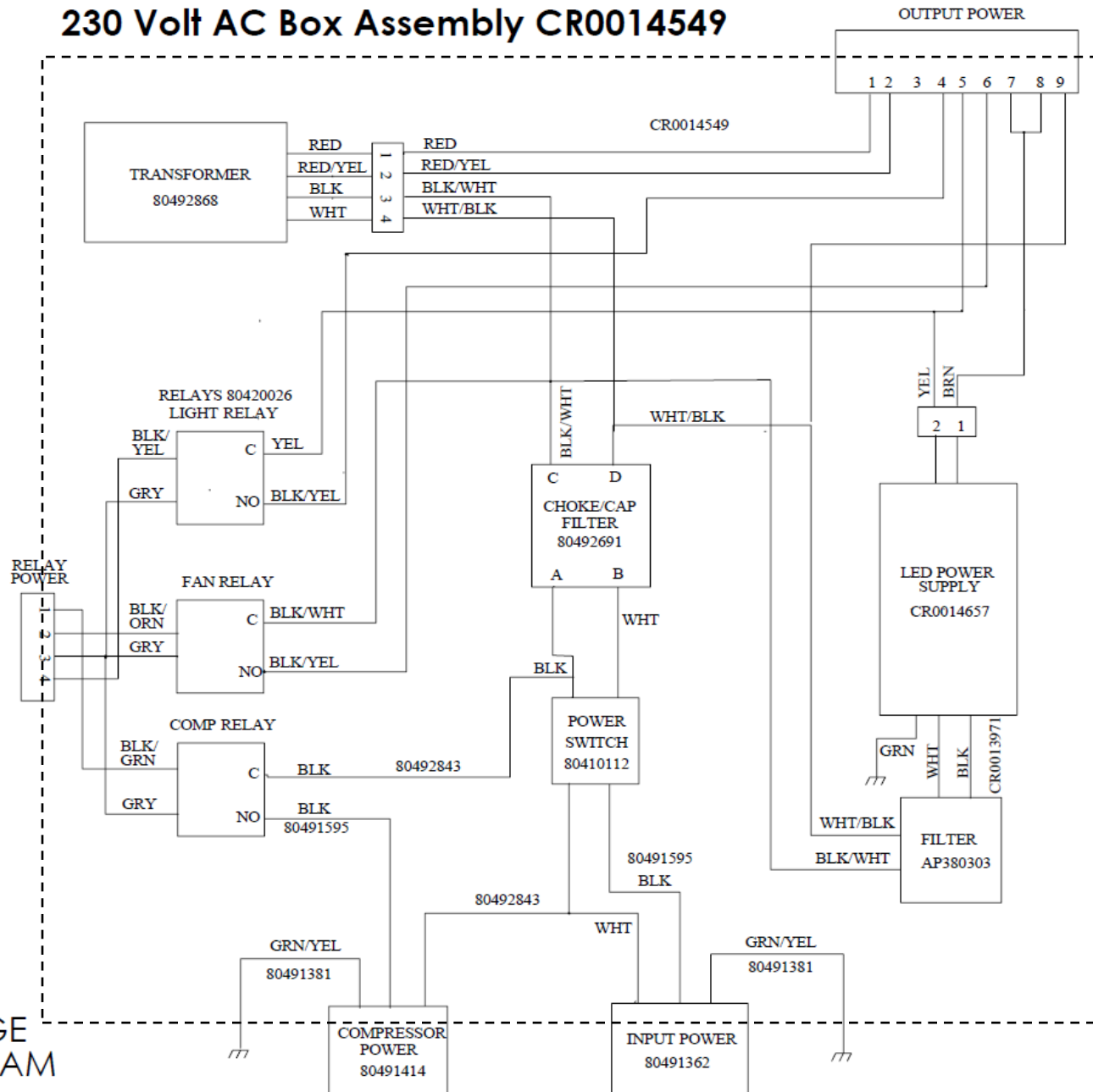


120 Volt AC Box Assembly CR0004739



**HIGH VOLTAGE WIRING
DIAGRAM**

230 Volt AC Box Assembly CR0014549



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Version 2, June 1991

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