**Hot Drink Center Programming Guide**

**Programming the Hot Drink Center**

**I. Getting Around**

Getting around the Hot Drink Center software is pretty easy once you know the features that are available to you, and how to use them. The three main parts you will use are the SERVICE KEYPAD, the SELECTION SWITCH PANEL, and the DISPLAY.

**The SERVICE Keypad**

For most of your programming jobs, you will be using the service keypad, conveniently located on the monetary panel. The service keypad has 16 keys. The three columns on the left are the MODE keys. The right hand column contains the MOVEMENT keys.

**The SELECTION SWITCH Panel**

The selection switch panel is also located on the monetary panel. Unlike the service keypad, it is accessible when the cabinet door is closed. These are the keys the customer will use to make selections. You can also use these keys during programming procedures.

**The DISPLAYS**

The 10-character display performs two functions, and is referred to in this guide as the DISPLAY. It shows the customer’s selection and how much credit is in the machine, as well as the ready, service, and time of day messages. It also provides information and feedback to the service person during maintenance.

**The FUNCTION KEYS**

The keys on the control panel can be used for up to three things. Each key is labeled with a number, a primary purpose, and a secondary purpose. For example, the function key with the number 5 in the upper left-hand corner will also be labeled DATA RECALL across the center of the key, and be labeled DELETE in the bottom right-hand corner of the key.

1. **The Number.** You might be asked to enter a numerical value. Pressing the DATA

RECALL key will enter the number 5.

1. **The Primary Purpose.** This is the main job of the key. From the standby message, it will allow you to enter a programming mode. For example, pressing the DATA RECALL key allows you to view stored sales data.
2. **The Secondary Purpose.** This is the key’s second job. For example, the DELETE key can be used to delete a character when you are editing custom messages.

**Other Keys**

The MOVEMENT keys on the control panel let you move inside a mode, and back and forth between modes.

1. **UP and DOWN** **ARROW**. These keys are your legs, which let you move up and down the list of tasks. They let you continue from one step to the next in programming procedures.
2. **EDIT**. This is your “activate” or “choose” key. It opens a door to additional information and allows you to begin a programming task once you are inside of a mode. Sometimes, it is used as a toggle switch to show you your choices during a programming task.
3. **TEST**. This key can be used before running a function, or to choose ALL in a multiple selection.
4. **EXIT**. This is your “end” key. Pressing it one or more times will move you back to the start of the mode, or all the way back to the standby message.

**II. Programming Procedures**

All programming procedures assume that you are starting with the standby message showing in the display. If not, just press EXIT until you get there.

**III. Control Panel Switch Functions Explained**

**PRICE -** Press this button to put your machine into the Price Setting mode. You can see maximum and minimum machine prices, and change prices for entire machine, entire tray, or individual selection.

**FREE VEND** - Press this button to set up how the Free Vend mode will operate.

**F1** - Press this button to view the water tank temperature, software version number, machine and accessory configuration, and active selection status.

**MACHINE CONFIG.** - Press this button to perform any of the following functions:

- Select display language

- Select coin mechanism and options

- Select card reader and options

- Select monetary options

- Select bill validator and options

- Set winner feature

- Set mug discount option

**DATA RECALL** - Press this button to:

- View total sales and vends by whole machine, selection, or drink size

- Clear resettable data

- View or set machine ID

**F2** - Press this button to:

- Download data into your portable data collection device (PDCD)

- Set printer baud rate, depending upon which device you are using

**PRODUCT CONFIG. -** Press this button to:

- Set machine configuration

- Set which trays are active

**TIME OF DAY** - Press this button to:

- Set time of day

- Set day, month, year

- Setup time of day intervals for inhibit, free vend, and discount vending

- Select display messages

- Edit messages

- Set message scrolling speed

**PAY** - Press this button to pay one or more coins from the coin mechanism.

**DIAGNOSTICS** - Press this button to see any fault or condition that may place the machine out of service

**TEST** - Press this button to:

- Perform TEST VENDS

- Test machine functions

- Test displays

- Fill the water tank

**CODE -** Press this button to:

- Enter the SUPERVISOR mode

- Change the SUPERVISOR access code

- Lock and unlock access to functions

- Set free vend code

**IV. Sure Vend**

Sure Vend ensures that a cup is always available in the cup station before any money is collected or product delivered. The sensing system is a beam of infrared light across the cup station which is broken by the cup when it falls into position.

The Sure Vend software monitors the cup station sensor during the time the cup ring is cycled and for three seconds afterward. If a cup is not detected, the software will first determine if a second cup ring with the same size cups exists and will then try to drop a cup from the second ring. If the second ring also fails to drop a cup or is not usable, the software will repeat the attempt from the first cup ring to attempt to clear any jams in the cup delivery area. Each ring will be tried up to two times. If a cup is still not detected by the infrared sensor then several things happen:

- Any ring that failed twice in a row is placed temporarily out-of-service for a length of time that is determined by the user,

- The customer’s credit is either restored for another vend attempt or is returned automatically,

- Three beeps are sounded and the message SELECT ANOTHER SIZE is flashed if another size cup ring is available, or the message INSERT MUG is flashed in the event that no other cups are available. The customer may always get his money back by pressing the coin return button.

**Note:** INSERT MUG is the default message. You may customize this message if desired.

*(See EDIT CUSTOM MESSAGE, page 27)*

Special rules exist to protect both the customer and the operator from loss. First and foremost, the customer is protected because no drink is spoiled nor money lost because a cup fails to fall to the cup station. The customer is given every chance to get his original choice of cup size by trying at least twice per ring to eject a cup. If two rings are available with the same cup size, the system will alternately try to vend a cup from each ring until the cup is delivered or both rings are placed out-of-service.

The operator is protected by the anti-jackpot program of the system. It is conceivable that a customer could prevent cups from reaching the sensing area of the cup station in order to steal the cups and then get his or her money back for the vend. Under the Sure Vend Anti-Jackpot system, the operator can lose no more than two cups in a row per ring. Then that ring is temporarily placed out-of-service both to protect the customer and to discourage theft. The amount of time that the cup ring is out-of-service is programmable from 0 to 99 minutes. After the time has elapsed, the cup ring will return to service but the count of the two failures is kept. If the previous problem was theft, then the next vend attempt from that ring will be successful and the count of the two previous failures will be erased. If the problem is an actual system failure, then the third failure will permanently place that cup ring out of service until a service technician visits the machine.

Alternate cup vends and mug vends still work as before. If a cup ring is out of service due to Sure Vend the alternate vend will only be from a selected large cup to a small cup at the small cup price. An induced Sure Vend failure cannot cause an alternate vend from a selected small cup to a large cup at the small cup price. This protects the operator from customers trying to get large cup drinks at a small cup price. Sure Vend will not automatically switch to a different cup size in mid-vend because it cannot be ensured that correct change will be returned for the new price.

Sure Vend can be turned off if desired. *(See TURN SUREVEND ON OR OFF, page 22)*

**V. The Supervisor Mode**

The supervisor is allowed to do things that a normal user cannot, like controlling access to certain modes. The supervisor can lock out any of the programming modes to anyone who does not have the right “key”. Once a supervisor enters the proper code, he or she will be able to:

- Change the supervisor access code

- Lock out any or all of the service keypad modes

- Set whether data is cleared with the CODE key or after being downloaded into a portable data

collection device

- Grant or deny access to data items during DATA RECALL

- Modify the machine configuration

**Gain Access to the SUPERVISOR Mode**

1. Press the CODE key. The display shows: ENTER CODE. You must enter the four-digit supervisor code within 6 seconds to gain access.

**Note:** Anew machine has a factory-set supervisor code of 0000.

1. When you have entered the right code, you will hear two beeps and see UNLOCKED in the display.

**Enter a New SUPERVISOR Code**

1. Follow the steps in Gain Access to the SUPERVISOR Mode
2. Press the CODE key. The display shows SUPER XXXX. The X’s represent the current supervisor code. Use the number keys to enter a new code.

**Important:** If you enter a new code, be sure to keep a written record of it. There is no

other way to access the SUPERVISOR mode.

**Enter a FREEVEND Code**

1. Follow the steps in Gain Access to the SUPERVISOR Mode
2. Press the CODE key, then the DOWN ARROW key until the display shows FREE XXXX. The X’s represent the current freevend code. Use the number keys to enter a new code. If the code is anything other than 0000, it must be entered after the key lock is turned in order to enable free vends.

**Enter a New DATA RECALL Mode**

If the proper non-zero code is entered, sales and non-resettable sales data can be viewed without opening the machine’s door.

1. Follow the steps in Gain Access to the SUPERVISOR Mode
2. Press the DOWN ARROW key until the display shows NR XXXX. The X’s represent the currently entered code. Use the number keys to enter a new code, if desired.

**Note:** A code of 0000 disables this feature.

**Usage:** With the machine in ready mode, enter the 4-digit code. When the correct code is entered, the non-resettable sales total is displayed. This display will remain active for 9 seconds, or until another key is pressed.

**LOCK or UNLOCK Mode or Payout Keys**

1. Follow the steps in Gain Access to the SUPERVISOR Mode
2. Press the DOWN ARROW key until the display shows either # LOCKED or # UNLOCKED. To see if a key is locked or unlocked, press that key.
3. Press the EDIT key to change between locked and unlocked. When anyone other than the supervisor tries to enter a locked mode, the display shows LOCKED.

**Example:** Press the DATA RECALL key, then press the EDIT key to lock the function. Now, non-supervisory users can NOT view any sales data. If you want non-supervisory users to view data but not be able to clear data, leave the DATA RECALL key unlocked, but do lock CODE .

**Note:** The following mode keys cannot be locked out: F1 and DIAGNOSTICS

**Select Printer BAUD RATE** (Printer Mode Only)

**Baud Rate:** The speed of data transfer, expressed in bits per second. Your printer can

receive data at a certain rate, and you must tell the machine what that rate is.

1. Press the F2 key. One of the following is displayed:

BAUD 1200 BAUD 2400 BAUD 4800 BAUD 9600

1. Press the EDIT key until the correct baud rate for your printer is displayed.

**Select Display Language**

1. Press the MACHINE CONFIGURATION key. The current LANGUAGE is shown in the display.
2. Press the EDIT key to choose the desired language. Your choices are: ENGLISH, DEUTSCH, FRANCAIS, ESPANOL, PORTUGUES, NEDERLANDS, or SWEDISH.

**Set Talker Mode**

1. Follow the steps in Gain Access to the SUPERVISOR Mode
2. Press the CODE key, then the DOWN ARROW key until the display shows TALK ON or TALK OFF.
3. Press the EDIT key to turn the talker option ON or OFF.

**Note:** Talker hardware must be installed for this to work.

**Select Coin Mechanism**

1. Press the MACHINE CONFIGURATION key, then press the DOWN ARROW key until the current COIN MECHANISM is shown in the display. Press the EDIT key to choose the desired coin mechanism. Your choices are: DUMB MECH, MDB MECH, EXEC MECH, or NO MECH
2. Proceed to SELECT MONETARY OPTIONS to customize your coin mechanism choice.

**Note:** Depending upon your choice of coin mechanisms, some displays may not appear.

**Select Bill Validator**

1. Press the MACHINE CONFIGURATION key, then press the DOWN ARROW key until one of the following is displayed:

**NO DBV** - No bills will be accepted or there is no bill validator installed (you can exit the function).

**SER.1.2.5.10.20** - The serial bill validator is selected and will accept $1, $2, $5, S10, and $20 bills. Use the BILL SELECTION METHOD below to change the bills which will be accepted.

**MDB.1.2.5.10.20** - A standard MDB bill validator is selected. It will accept $1, $2, $5, $10 and $20 bills. Use the BILL SELECTION METHOD below to change the bills which will be accepted.

**BILL SELECTION METHOD:** The standard $1, $2, $5, $10 and $20 bills are enabled by pressing the 1, 2, 5, 6, or 7 key(s), respectively, to display which bill(s) will be accepted.

**MDB. <\*>** - An MDB bill validator which accepts coupons or non-standard bills (normally

used for non-U.S. currency) is connected and operating. Press the TEST key to enter list of

bills. *(See BILL LIST OPERATION, page 9. See INITIAL SETUP OF NON-STANDARD*

*BILL VALIDATOR, page 9)*

**INITIAL SETUP OF NON-STANDARD BILL VALIDATOR:** Connect the bill

validator, select MDB in the bill validator selection screens. The standard

MDB.1.2.5.10.20 screen will appear first. Exit the bill validator setup by pressing the

EXIT key. Bill information is now collected from the validator. Re-enter the bill validator

selection screen and the non-standard screen MDB.<\* > will appear.

1. **1.00 ON**

BILL LIST OPERATION:

- Use the DOWN AND UP ARROW keys to scroll through the list of bills.

- Use the EDIT key to turn the bill acceptance ON or OFF

- Use the EXIT key to move up to the top level screen.

1.1.00 ON l.= Bill validator channel 1, each bill has its own channel

1.00=Bill value

ON = $1.00 bill will be accepted

1.1.00 OFF OFF = $1.00 bill will not be accepted

TKN Token bills (same as coupon bills)

**PULSE DBV** - The pulse bill validator will accept $1 bills.

1. Press the EDIT key to choose the desired option.
2. Proceed to SELECT MONETARY OPTIONS to customize your bill validator choice.

**Note:** Depending upon your choice of bill validator, some displays may not appear.

**SELECT CARD READER**

1. Press the MACHINE CONFIGURATION key, then press DOWN ARROW key until the current card reader is shown in the display. Press the EDIT key to choose the desired card reader.
2. Your choices are: NO CARD, DUMB CARD, or MDB CARD.
3. Proceed to SELECT MONETARY OPTIONS to customize your card reader choice.

**Note:** Depending upon your choice of card reader, some displays may not appear.

**SELECT MONETARY OPTIONS**

Certain options can be selected, depending upon which monetary devices you have selected. This function lets you:

- Set change returning criteria

- Set overbuy options

- Set declining balance

- Set last bill stacking options

- Set currency acceptance on low change

- Set card reader revalue options

1. Press the MACHINE CONFIGURATION key, then press the DOWN ARROW key until the display shows CHANGE X.XX.

X.XX represents the largest denomination coin or bill that will be changed without a

purchase. Any non-zero value here will return all escrowed coins. (Each coin denomination

for which the coin mech has a tube is called an ESCROWED coin because it can be

returned.) When the coin return button is pressed, all coins inserted will be returned provided

there is a coin mech tube for each of those coins, EXCEPT in the forced vend mode.

**Some examples:**

- CHANGE 0.00 - Forced vend; NO change returned without a purchase.

- CHANGE .25 - Returns change for all escrowed coins. For international coin sets, this

would also provide change for any non-escrowed coins less than or equal to 25.

- CHANGE 1.00 - Bills and non-escrowed coins less than or equal to 1.00 will be changed

without purchase. All escrowed coins are returned.

1. Press the DOWN ARROW key until one of the following is displayed:
2. **ACC<$$ X.XX** – Accept any bill of value $X.XX or less, regardless of available change.

Hold the last bill which meets or exceeds maximum price in escrow. (This setting is normally

used.)

1. **ACC.STRX.XX** – Accept any bill of value $X.XX or less, regardless of available change.

Immediately stack the last bill.

1. **Example:** If setting is ACC.STK 1.00 and maximum price is $1.50. This setting will

immediately stack the second $1.00 bill inserted.

1. Press the EDIT key to display the desired choice.
2. The value of X.XX has two purposes:
   1. The value of X.XX tells the machine how big a bill or coin to accept even though there is not enough change in the coin mech to cover all possible paybacks.

**Example:** Entering 1.00 tells the machine to take a dollar bill or coin even though there is less than $1.00’s worth of change. Entering 5.00 tells the machine to take a five even though there is less than $5.00’s worth of change, and so forth.

**Note:** This could cause a customer to be short-changed.

Entering 0.00means that bills or coins not held in escrow or in a tube will only be accepted if there is enough change to cover them.

* 1. The value of X.XX tells the machine how much the customer is allowed to overbuy a product. The customer will be short-changed when an overbuy occurs.

**Example:** For a value of $0.25: if there is no change in the machine and the customer inserts a $1.00 bill. The customer can purchase a product for $0.75 even though the change cannot be paid back. The customer will be short-changed. Normally a purchase will not be approved unless all change can be paid. Entering 0.00 means that the vend will only be approved when the correct change can be returned (overbuy disabled).

1. Press the DOWN ARROW key until the display shows: LOW.MSG X.XX**.**

The display will show USE EXACT CHANGEwhen the amount of available change in the coin mechanism falls below the value of X.XX. Enter a value with the number keys.

**For example**, if LOW.MSG 1.00 is displayed, the USE EXACT CHANGE message is displayed when less than a dollar’s worth of change is in the coin mechanism.

**Declining Balance:** Once credit is established, multiple vends may occur until

the coin return is pressed.

1. Press the DOWN ARROW key until one of the following is displayed:
2. **DECLINE.ON** – More than one vend is allowed, with a declining balance.
3. **DECL1NE.0FF** – A declining balance is not allowed.
4. Press the EDIT key to display the desired choice.

1. Press the DOWN ARROW key until one of the following is displayed:
2. **REVALUE.ON** – Allows credit to be transferred onto the card
3. **REVALUE.OFF** – Credit cannot be transferred to the card
4. Press the EDIT key to display the desired choice.

**SET UP WINNER MODE**

**Winner:** At preselected intervals, a customer may receive a refund for a selection. You

can select the interval and qualifying selections.

1. Press the MACHINE CONFIGURATION key, then press the DOWN ARROW key until one of the following is displayed:

**WINNER OFF** - Winner function is disabled.

**WIN XXX** - Winners are allowed at certain intervals, represented by XXX.

Press the EDIT key to display the desired choice.

If you selected WINNER OFF, you can exit the function.

1. The display shows WIN XXX.

XXX represents the number of vends which must occur per each winner vend. For example,

an interval number of 50 means that a winner can happen any one time during the next 50

vends. Using the number keys, enter an interval number between 10 and 9999.

1. Press the DOWN ARROW key. The display shows \*---------. The dashes in the display represent which selections are allowed winners. Press the appropriate letter key to enable a selection, press the key again to disable it.

**Example:** Pressing A, C, and E will cause the display to look like this: A - C - E ----\_,

meaning that all A, C, and E selections can have a winner.

**ADVANCED OPTIONS:**

- Press the TEST key to enable all selections.

- Press the CODE key to deactivate all selections.

- Press 0 or 1 to set winner selections by cup size.

**Note:** If displaying WINNER by selection, press the EXIT key once to redisplay wildcard

(\*, ABC....) selections.

**Example:** You want to enable winners on all selections except E and F. Do the following:

1. Press TEST. The letters A through J appear in the display instead of the dashes.
2. Press E and F. The letters E and F in the display are replaced by dashes.

**Note:** This is a two-part screen. Press the EDIT key to display selections

**SET UP MUG DISCOUNT**

You can establish a discount for customers who use their own mug.

1. Press the MACHINE CONFIGURATION key, then press the DOWN ARROW key until the display shows MUG DSC .00.

This example shows the existing discount amount is zero.

1. Enter a discount amount. This will be in cents, for example press the DATA RECALL key or 5 to enter a discount amount of 5 cents.

**SET THE MACHINE CONFIGURATION CODE** (SUPERVISOR MODE ONLY)

Press the PRODUCT CONFIGURATION key, then press the DOWN ARROW key until the display shows D+J+ WXYZ.

- D is the automatic delivery door status.

- A plus sign (+) means the door is on

- A dash (-) means the door is off. Toggle this setting by pressing the EDIT key.

- J is the whip per setting. Toggle a plus sign (+) or a dash (-) with the J key.

*(See WHIPPER OPTIONS, page 16 for more information.)*

- WXYZ is the machine configuration code.

W represents the machine type

X is the 6th product configuration

Y is the brewer configuration

Z is canister mapping.

The following tables give the possible values for each of the four numbers. Enter the appropriate configuration code for your machine.

**Table Dl Machine Type Configuration**

Entry for W and Definition

1 – Hot Drink Center

2 – Reserved for alternate use

**Table D2 6th Product (Selection C) Configuration**

Entry for X and Definition

1 – No 6th product

2 – 6th product present, but receives no condiments

3 – 6th product present, may receive condiments

4 – Water only

**Note:** SINGLE BREW: A machine with only one brewed selection (the second selection is freeze dried). Uses a single barrel brewer.

DUAL BREW**:** A machine with two brewed selections. Uses either a dual or single barrel brewer.

DUAL CONDIMENT: A machine with two separate sets of condiments (lightener/sugar) to avoid cross-flavoring. Normally used with a dual barrel brewer.

**Table D3 Brewer Configuration**

Entry for Y, Coffee Mix, Number of Brewers, and Condiment Sets

1 – Single Brew Mix, One Brewer, Single Condiment Set

2 – Dual Brew Mix, One Brewer, Single Condiment Set

3 – Dual Brew Mix, Two Brewers, Single Condiment Set

4 – Single Brew Mix, One Brewer, Dual Condiment Sets

5 – Dual Brew Mix, Two Brewers, Dual Condiment Sets

6 – Freeze Dry Mix, No Brewer, Single Condiment Set

7 – Freeze Dry Mix, No Brewer, Dual Condiment Set

**DISABLE SELECTIONS IN THE MERCHANDISER**

1. Press the PRODUCT CONFIGURATION key, then press the DOWN ARROW key until the display shows something like this:

LK. ABCDEFGH This display means that all regular size selections (A - H) are not

available for vending. An available selection has its letter replaced by a dash (-)

1. Press the appropriate letter to toggle the display on or off.

**Note:** Press the TEST key to lock all selections; press the CODE key to unlock all

selections. Press the EDIT key to display the second screen.

**SET UP CUP SIZES**

Make sure the cup sizes you select agree with the cups you have actually loaded during setup.

1. Press the PRODUCT CONFIGURATION the display shows X. Y. OZ.

X is the currently selected drink size for the cups in turret 2 (normally large cups)

Y is the currently selected drink size for the cups in turrets 1A and 1B (normally regular cups).

1. Press PRICE to change the #1 cup ring size; press FREE VEND to change the #2 cup ring size.
2. Any changes made to the cup sizes must be locked in. There are two ways to do this:
3. If you are keeping some cup sizes the same, or putting the cups in different cup rings, press and hold TEST . The display momentarily shows CLEARING, two beeps sound, then shows FINISHED. This will reassign the old throw times to the new cup ring, if possible.

1. If you are loading all different size cups, or want to load all new default times, press and hold CODE. The display momentarily shows CLEARING, two beeps sound, then shows FINISHED. This will reload the factory default times for all cup sizes, clearing any custom throw times you have established. (See the tables on the following pages for the factory default times.)

**ASSIGN CUP SIZES TO SELECTIONS** (SUPERVISOR MODE ONLY)

You can load up to two different sizes of cups in your machine *(see SET UP CUP SIZES, page 14).* You may not always want a certain selection to use all of the cup sizes in your machine.

**For example,** espresso is normally served in regular cups, so you probably will not want it to be available in large or jumbo cups.

1. Press the PRODUCT CONFIGURATION key, then press the DOWN ARROW key until the display shows something like this:

0. ABCDEFGH. This display means that the smaller of the two cup sizes (0) is available for all selections (A - H).

Press the TEST key to display all selections; press the CODE key to clear all selections.

1. Press the EDIT key to display remaining selections (0 X\_2\_ \_ \_ \_ ). In this display, the X represents the 7th product, and the 2 represents the cup only selection.

**Note:** If you have only one cup size in your machine, you will not see the next display.

1. Press the DOWN ARROW key. The display shows something like this:

1. ABCDEFGH. This display means that the larger of the two cup sizes (1) is available for all selections (A - H).

1. Press the appropriate letter to toggle the display on or off. A selection that doesn’t vend the displayed size cup has its letter replaced by a dash (-).

**Note:** Press the TEST key to display all selections; press the CODE key to clear all selections.

1. Press the EDIT key to display remaining selections (1 X\_2\_ \_ \_ \_). In this display, the X represents the 7th product, and the 2 represents the cup only selection.

To vend a cup only, press 1, 2, 3 (large size) or 2, 3 (regular size).

**SET UP A HOT DRINK**

Be sure that the cup sizes you set in SET UP CUP SIZES agree with the cup sizes actually in your machine. All procedures for setting up the hot drinks are similar, so this example will demonstrate how to set up the A selection, regular size fresh brew coffee.

1. Press the PRODUCT CONFIGURATION key, then press the DOWN ARROW key until the display shows SETUP - \*. The star (\*) represents the selection (A, B, etc.). The dash (-) represents the size of the selection.
2. Press A. (If you were setting up the A selection for the large size drink, you would press 1 first, then A.) The display shows WAT. A 8.25. This means that the currently set water throw time for the A selection is 8.25 seconds. Enter a new time if desired.
3. Press the DOWN ARROW key. The display shows DRY. A .60. This means that the currently set dry product throw time for the A selection is .60 seconds. Enter a new time if desired.
4. Pressing the DOWN ARROW key after each display will cause the following screens to

appear:

DRY A+ View and change the settings for an extra strong drink

SUG. A View and change the settings for the sugar throw time

SUG A + View and change the settings for extra sugar throw time

LIT. A View and change the settings for the lightener throw time

LIT. A + View and change the settings for extra lightener throw time

SUB. A View and change the settings for the sugar sub throw time

SUB. A + View and change the settings for extra sugar sub throw time

STP. A View and change the steep time

STP. A + View and change the steep time for an extra strong drink

AIR. A View and change the air compressor running time

**WHIPPER OPTIONS**

WHP. A XXX - Press the EDIT key to view and change the whipper settings as follows:

ON- The last 3 seconds of the drink is always whipped

ON+ The whole drink is always whipped

OFF The drink is never whipped

OPT See below

If J+ is selected *(see SET THE MACHINE CONFIGURATION CODE, page 13)*

OPT- The last 3 seconds of the drink is whipped only when the J key is

pressed

OPT+ The whole drink is whipped only when the J key is pressed

If J- is selected *(see SET THE MACHINE CONFIGURATION CODE, page 13)*

OPT- The last 3 seconds of the drink is whipped unless the J key is pressed

OPT+ The whole drink is whipped unless the J key is pressed

**DIFFERENCES:** Some selections will not show all of these items. The E selection will have some additional selections:

WA.2 E – View and set the water throw time for the cappuccino second product

(chocolate)

DR.2 E – View and set the chocolate throw time for cappuccino

PCT.E – To automatically compute new times for cappuccino, enter a percentage,

then press the TEST key. This percentage represents the amount of chocolate product in cappuccino, versus that in a normal chocolate drink. This time and the normal coffee settings will compute the new cappuccino time.

**OPTIONS:**

1. At any of the preceding displays, you can press the TEST key to test throw that item.
2. At any of the preceding displays, you can press \* or # (on the selection switch panel) to step through a list of that item’s throw times for other selections where that item is active. For example, pressing # at the WAT. A display will show the throw time for WAT. B. This is a handy way to move from one selection to another without going to the SETUP screen first.

**NOTE:** If you try to set up a selection that is not configured, the SETUP screen will remain in the display.

**COLLECTING DRY PRODUCT GRAM THROWS**

Measuring the gram throw allows you to get the right amount of dry product or condiment into your hot drink. To do this, you need a container to catch the product throw and an accurate gram scale to measure its weight.

1. Make a measuring container by cutting down a paper cup until it fits under the canister spout as shown.
2. Weigh the measuring cup and zero the gram scale accordingly.
3. Make 5 test throws as instructed in the programming steps.
4. Weigh each test throw, then add all 5 weights together and divide by 5 to get an average weight.
5. If necessary, adjust the throw time and repeat steps 3 and 4 until you get the correct product or condiment weight.

Tables Dl and D2 show the factory default settings for the various dry products sold by the merchandiser. They are good starting points for you to use in setting up your machine. In the end, the amount of dry product or condiments you use in your drinks depends upon taste and manufacturers’ recommendations. Recommended weights and times are for guidance only, and you do not have to adhere to them.

**Note:** Tables D1 and D2 are not listed here.

**COLLECTING HOT WATER THROWS**

National Vendors recommends the factory default times be used for hot water throws to ensure proper mixing. Table W1 gives the factory default water throw times for the various size cups and product selections.

**Warning:** This water is HOT! Be careful.

For a non-brewed selection, collect the water throws as follows:

1. Place a cup in the cup delivery station.
2. Ensure the merchandiser is using the factory defaults for the cup sizes *(see SET UP CUP SIZES, page 14)*
3. Initiate the water throw for a selection.
4. Remove the cup and pour the water into a graduated cylinder.
5. Refer to table Wl for the correct volume of water.
6. Adjust the throw time for that selection *(see SET UP A HOT DRINK, page 16)* and repeat steps 3 through 5 until the correct volume of water is thrown.
7. If you are unable to get the desired amount of water, reset the throw time to the factory default, then adjust the water valves. You may then readjust the throw times to fine-tune your water throws.

For a brewed selection, collect the water throws as follows:

1. Remove water supply hose from the brewer as shown on the next page.
2. Place the end of the hose in a graduated cylinder.
3. Initiate the water throw for a selection.
4. Remove the cup and pour the water into a graduated cylinder.
5. Refer to table Wl for the correct volume of water.
6. Adjust the throw time for that selection *(see SET UP A HOT DRINK, page 16)* and repeat steps 3 through 5 until the correct volume of water is thrown.
7. If you are unable to get the desired amount of water, reset the throw time to the factory default, then adjust the water valves. You may then readjust the throw times to fine-tune your water throws.
8. Replace the water supply hose on the brewer.

**Note:** Table W1 is not listed here.

**RECIPES**

**Cappuccino**

Cappuccino is made with various ratios of chocolate to coffee, according to taste. Lightener (E timer) is also used for cappuccino. Table D2 shows numerous different ways to make cappuccino for each size of cup in your machine.

**Note:** Table D2 is not listed here.

**Hint:** To “fine tune” your Cappuccino drink to your exact taste, set a ratio close to what you like (between 5% and 50%), then turn ratio OFF. Adjust the individual timers until you are satisfied. You may find it necessary to cut down on the amount of sweetener available to a cappuccino drink with a high ratio of chocolate, as the chocolate contains sweetener of its own.

**Caffe Latte**

Caffe Latte has a rich, robust coffee flavor. It is a full-bodied hot beverage with extra creamer, whipped to frothy perfection, with sugar optional. Try this recipe to expand your gourmet product selections and increase premium pricing opportunities.

**ENTER THE SUPERVISOR CODE:**

Press the CODE key. The display shows: ENTER CODE. You must enter the four-digit supervisor code within 6 seconds to gain access.

**Note:** A new machine has a factory-set supervisor code of 0000.

When you have entered the right code, you will hear two beeps and see UNLOCKED in the display.

**SET THE MACHINE TO VEND A LARGE “D” SELECTION:**

**Note:** Ensure that your machine has been configured for two separate cup sizes, and that the larger size is 12 oz. *(See SET UP CUP SIZES, page 14).*

1. Press the following keys: PRODUCT CONFIGURATION, then the DOWN ARROW until the display shows 1. ABCDEFGH.

Make sure the “D” is displayed. If not, press “D” on the selection switch panel to display the “D”.

1. Press EXIT twice to return to the standby message.

**SET UP YOUR SELECTION:**

1. Set up the ID selection as follows *(see SET UP A HOT DRINK, page 16):*
2. Coffee: 17 grams
3. Sugar: 2.5 grams
4. Lightener: 5 grams
5. Water: 6 ounces (about 177 ml)
6. Steep time: 12.5 seconds
7. Whip: ON +

**Note:** To get these measurements, See *COLLECTING DRY PRODUCT GRAM THROWS, page 17*, and perform test throws of the dry ingredients.

See *COLLECTING HOT WATER THROWS, page 18* and perform test water throws.

**European Cappuccino**

Introducing a great new blended drink called EUROPEAN CAPPUCCINO: First, a portion of cappuccino topping mix (or lightener) is dispensed, then layered on top is a small serving of strong coffee.

1. Replace product in the soup (or international coffee) canister with the lightener or cappuccino topping mix.
2. Press the CODE key. The display shows: ENTER CODE.

You must enter the four-digit supervisor code within 6 seconds to gain access.

**Note:** A new machine has a factory-set supervisor code of 0000. When you have entered the right code, you will hear two beeps and see UNLOCKED in the display. Press EXIT.

1. Reconfigure the machine:
2. Press the PRODUCT CONFIGURATION key, then press the DOWN ARROW

until the display shows D- J+ WXYZ

1. WXYZ is the current configuration code, where

W = the machine type

X = 6th product configuration

Y = brewer configuration, and

Z = canister mapping.

*(See “Set the Machine Configuration Code”, page 13).*

You will be changing the number represented by X. The only way to do that is to change all four numbers, so at this time write down your configuration code so you will know where to start if you make a mistake.

1. Replace ”X” as follows:

If your current value of X is: 1 Change it to: 5

If your current value of X is: 2 Change it to: 6

If your current value of X is: 3 Change it to: 7

If your current value of X is: 4 Change it to: 8

**For example:** If your current configuration code is W 2 Y Z, you will enter the numbers W 6 Y Z. Your new drink will be selected with the H key. Valid selections are H3 (black) and H4 (with sugar). After the reconfiguration, timers for the topping mix or lightener are under the H selection as DR.2, and the timers for the coffee serving are under the H selection. Now, you need to alter the water throw times for the two selections. Consult Table Wl for suggestions for a starting point for your new drink.

**VIEW OR SET THE HOT WATER TANK TEMPERATURE**

1. Press the PRODUCT CONFIGURATION key, then the DOWN ARROW until the display shows SET202 °F.

**In this example**, 202° is the water tank temperature set point in degrees Fahrenheit. If a decimal point appears next to the “F”, the heater is on.

1. If desired, enter a new set point in the accepted range of 149° - 205° F (65°

- 96° C).

**Note:** The lower limit for vending is 20° below set point, up to a maximum of 180° F (82° C).

1. To change display units (replace the “F” with a “C” for Celsius), press the EDIT key.

**SET THE AUTOMATIC BREWER RINSE TIME** (Brewer equipped machines only)

The brewer will be automatically rinsed by one of two methods: You can specify a set time of day when the brewer is rinsed, or you can specify that rinsing takes place a set time after the last brewed selection is vended.

1. Press the PRODUCT CONFIGURATION key, then the DOWN ARROW until the display shows one of the following:

SAN.TIM 4.5 The time of day (in hours and tenths of hours) the machine rinses the brewer. In this example, brewer rinse takes place each day at 4:30 am. Range: 0.0 - 23.9 in .1 hour (6 minute) increments.

SAN.HRS 2.5. In this example, brewer rinse takes place 2.5 hours after the last

vend. Range: 2.0 - 12.5 hours, in .1 hour (6 minute) increments.

**Note:** If 24 hours passes without a vend, no rinsing will take place. This eliminates unnecessary rinsing over a weekend or holiday.

1. Whichever one of the two choices is displayed is the method by which the brewer will be rinsed. Press the EDIT key to switch between these two displays.

Enter a new time, if desired.

**SET THE BOWL RINSE TIME**

Mixing bowl(s) can be automatically rinsed by one of two methods: You can specify a set time of day when the bowl is rinsed, or you can specify that rinsing takes place a set time after the last selection is vended.

1. Press the PRODUCT CONFIGURATION key, then the DOWN ARROW until the display shows one of the following:

RIN.HRS 2.5 This is how soon the machine rinses the bowls after a vend. In this

example, bowl rinse takes place 2.5 hours after the last vend. Range:

2.0 - 12.5 hours, in .1 hour (6 minute) increments.

RIN.TIM 4.5 The time of day (in hours and tenths of hours) the machine rinses the

bowls. In this example, bowl rinse takes place at 4:30 am. Range: 0.0 - 23.9 in .1 hour (6 minute) increments.

**Note:** If 24 hours passes without a vend, no rinsing will take place. This eliminates unnecessary rinsing over a weekend or holiday.

RlNSE OFF No bowl rinse takes place.

1. Press the EDIT to switch between these options, and the number keys to enter new values.

**TURN SUREVEND ON OR OFF**

1. Press the PRODUCT CONFIGURATION key, then the DOWN ARROW until the display shows one of the following:

SURE.V OFF: None of the Sure Vend functions are available. Use this if the Sure Vend

system is not installed, or there is some reason you do not want to use it (for example in a high cup theft situation).

SURE.V ON. The Sure Vend system is operative. All of the Sure Vend functions are

available.

1. Press the EDIT key to switch between the two choices.

**OPTIONAL OR MANDATORY SUREVEND**

1. Press the PRODUCT CONFIGURATION key, then the DOWN ARROW until the display shows one of the following:

OPT’N SURE.V: The machine reverts to home switch operation of the ring motors if the

Sure Vend system cannot operate normally because of an obstruction in the cup station or for any other reason.

MUST SUREV: The vending machine is operational only if the Sure Vend system is

determined to be working. Otherwise, the machine will go temporarily out of service until the blockage or other error is corrected.

1. Press the EDIT key to switch between the two choices.

**SET UP THE SUREVEND ANTI-JACKPOT TIMER**

1. Press the PRODUCT CONFIGURATION key, then the DOWN ARROW until the display shows AJP.TMR XXM.

XX represents how many minutes Sure Vend will be disabled for either cup

ring. The same value applies to the two timers (one on each ring).

1. Enter a number using either keypad.

If any cup ring motor fails to deliver a cup on two consecutive attempts, the cup ring goes out of service. After the time set in step 2 has elapsed, the cup ring goes back in service and is given one more chance to deliver a cup. If cup delivery is again unsuccessful, the ring goes out of service until the machine is serviced. A successful delivery on any cup ring will reset the failed attempts for that particular cup ring. If both cup rings perform three consecutive failed attempts (and the Sure Vend sensor is determined to be working), the entire machine goes in the “mug only” mode until the machine is serviced. If either cup ring performs three consecutive failed attempts with the other cup ring in anti-jackpot timer mode, the entire machine will be in “mug only” mode (assuming Sure Vend is working) until the preset time elapses (one more attempt will be made to deliver a cup) or the machine is serviced by a route operator.

**Note:** A setting of 00 will disable this feature. A setting of 99 will disable the ring until the next service call.

**Conditions:** If the cup sizes are the same, the machine alternates ring motor cycles until either a cup is detected or both rings reach two consecutive failed attempts. If the cup sizes are different, the selected ring is cycled up to two times before returning credit. If the customer selects a large size drink and that ring is out of service, the customer gets a small drink (if in service) and receives change.

**VIEW SOFTWARE VERSION**

Press the F1 key, and press the DOWN ARROW until the display shows

VER XXXXXX.

XXXXXX represents the current software version number.

**SET THE TIME OF DAY**

1. Press the TIME OF DAY key. The display shows TIME HH.MM.

HH.MM is the time of day in 24-hour format.

1. Enter the current time using the number keys.

**Note:** 9:00 am is entered with a leading zero, like this: 0900; 9:00 pm is entered as 2100.

**SET THE DAY OF THE WEEK**

1. Press the TIME OF DAY key, and press the DOWN ARROW until the display shows

@ SMTWTFS.

The letter representing the currently set day of the week will be flashing.

1. Press the EDIT key until the correct day of the week is flashing.

**SET MONTH, DATE, AND YEAR**

1. Press the TIME OF DAY key, and press the DOWN ARROW until the display shows MM/DD YY.

MM is the month, DD is the date, YY is the year.

1. Enter the current month, date, and year using the number keys.

**For example**, press the following keys to enter February 15, 2002: 0, 2, 1, 5, 0, 2

1. Press the EDIT key to switch between MM/DD and DD/MM formats

**SET TIME-OF-DAY INHIBIT VENDING**

Vending can be inhibited up to four times a day.

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows INHIB .
2. *See TIME INTERVAL EDITING, page 25* for an example of how to set up time-of-day inhibited vending.

**SET TIME-OF-DAY FREE VENDING**

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows FREEV
2. *See the TIME INTERVAL EDITING, page 25* for an example of how to set up time-of-day free vending.

**SET TIME-OF-DAY DISCOUNT VENDING**

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows DISCT . .
2. *See TIME INTERVAL EDITING, page 25* for an example of how to set up time-of-day discount vending.

**TIME INTERVAL EDITING**

You can select up to four times of day for each special vending period.

**Note:** If two or more of these time periods overlap, the interval with the highest priority will overrule the other(s). This order of precedence is:

INHIBIT

FREEVEND

DISCOUNT

**For example**, if a DISCOUNT time period is scheduled for a certain area before the end of an INHIBIT time period, DISCOUNT does not begin until the INHIBIT interval has ended for that area.

The time interval editing procedure is almost the same for the INHIBIT, FREEVEND, and DISCOUNT intervals. There is one difference for the DISCOUNT time interval, so we will use it in our example.

Assume you just finished the SET TIME-OF-DAY DISCOUNT VENDING procedure.

Step 1 picks up where you left off...

1. The display shows DISCT . Press the number of the time interval you want to edit, or the EDIT key to edit time interval 1 (we’ll use interval 1 for this example).
2. The display shows 1.DISCT On or 1.DISCT OFF This display tells you whether your time interval (represented by 1) is on or off. Press the EDIT key to change the condition of the time interval.

**Note:** If you turn an interval ON, it must be edited. You can edit a time interval now, then turn it OFF until another time.

1. Press the DOWN ARROW key. The display shows 1.DSCT X.

X represents the discount percentage for this period. Enter a discount percentage of 25 with the number keys. (Discount percentages of from 0 to 99 are permitted.) The machine will apply a 25% discount to each price, rounding up to the nearest nickel (or whatever is the smallest coin accepted by the coin mechanism).

1. Press the DOWN ARROW key. The display shows 1.STRT X.XX.

X.XX is the currently set start time. Enter a new start time (24-hour format) for this interval. To enter the time for 3:30 pm, enter 1530.

1. Press the DOWN ARROW key. The display shows 1.STOP X.XX.

X.XX is the currently set stop time. Enter a new stop time (24-hour format) for this interval. To enter the time for 6:00 pm, enter 1800. You have now established a 25% discount that starts at 3:30 pm and ends at 6:00 pm.

1. Press the DOWN ARROW key. The display shows 1.@ - - - - - - -.

The dashes represent the days that this time interval is active. Pressing number keys 1 through 7 switches the days on/off.

For example, press 2, 4, and 6. The display now shows 1.@ - M-W-F-. This discount interval is only active on Monday, Wednesday, and Friday.

1. Press the DOWN ARROW key. The display shows \* - - - - - - - - -.

The dashes represent the trays affected by this time interval. Press the appropriate letter key to enable a tray, press the key again to disable it.

For example, pressing A, C, and E will cause the display to look like this: A-C-E - - - \_, meaning that all A, C, and E selections are affected by this interval.

Press the TEST key to turn on all levels; press the CODE key to turn all levels off.

1. Press the DOWN ARROW key. The display shows 1.MESG OFF or 1.MESG X.

OFF means there is no custom message selected, and X represents the custom message number set for this interval. Press the number key of the message (1 through 8) you want displayed. To edit this message, press the EDIT key and follow the procedure given in EDIT CUSTOM MESSAGE. Press 0 to turn the message OFF for this time interval.

**STANDBY MESSAGE:**

The message that is displayed during normal vending periods when there are no out-of-service faults on the machine.

**SELECT A STANDBY MESSAGE**

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows STANDBY XX.

XX represents the current message number selected for the standby message. Two dashes mean that the factory-set message is selected.

1. To select a message, just press the corresponding number (1 through 8). To display the factory-set message, press 0.
2. The selected message (except the factory-set message) can be edited. To do this, press and follow the procedure given in EDIT CUSTOM MESSAGE.

**SELECT AN OUT-OF-SERVICE MESSAGE**

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows SERVICE XX.

XX represents the current message number selected to display when the machine is out-of-service. Two dashes mean that the factory-set message is selected.

1. To select a message, just press the corresponding number (1 through 8). To display the factory-set message, press 0.
2. The selected message (except the factory-set message) can be edited. To do this, press and follow the procedure given in EDIT CUSTOM MESSAGE.

**SELECT A FREEVEND MESSAGE**

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows FREEV XX.

XX represents the current message number selected for the message that displays when the machine is in the freevend mode. Two dashes mean that the factory-set message is selected.

1. To select a message, just press the corresponding number (1 through 8). To display the factory-set message, press 0.
2. The selected message (except the factory-set message) can be edited. To do this, press and follow the procedure given in EDIT CUSTOM MESSAGE.

**EDIT CUSTOM MESSAGE**

1. Press the TIME OF DAY key, then press the DOWN ARROW until the display shows EDIT MSG’S.

Press the number of the message you want to edit. MESSAGE X is displayed (X represents the message number you pressed).

**Note:** Custom message 8 represents the INSERT MUG message.

1. Press the EDIT key. The message text is displayed with the first character flashing.
2. To view the message, press the TEST key. The message scrolls across the display.

To stop the scrolling, press the EDIT key.

1. When the character you want to change is flashing, either enter it directly, or use the F1 key and F2 key to step through the character set until the desired character is displayed.

Use the arrow keys to highlight different characters. See the section on the next page for an explanation of special keys and the character set.

**Shortcut:** Instead of stepping through the whole character set to enter a letter that is not on your keypad, enter one close to the one you want, then step to it.

**Example:** If you want to enter an L, first press the PRICE key, then press the F2 key six times. Your L should now be displayed.

**THE END OF MESSAGE CHARACTER**

This is the most important character in your message, because it tells the machine when the message is ended. If you don’t use this character, your message will be followed by a bunch of zeros. This character can be selected either from the character set or by a direct key entry. (*See ENTERING YOUR MESSAGE, page 28)*

**Note:** Visually, This character looks like a star within a box.

**ENTERING YOUR MESSAGE**

Most of the keys on the control panel have a special purpose to help you create and edit your messages:

**- PRICE:** Inserts an R at the flashing character.

**- MACHINE CONFIGURATION:** Inserts an S at the flashing character.

**- PRODUCT CONFIGURATION:** Inserts a T at the flashing character.

**- TIME OF DAY:** Repeats the letter to the left of the flashing character

**- FREE VEND:** Inserts a space at the flashing character.

**- DATA RECALL:** Deletes the current character and closes up the space.

**- CODE:** Deletes the current character and leaves the space.

**- PAY:** Enters the special “end of message” character, which denotes the end of the

message.

**- EDIT:** “Pages” through the message, ten characters (one screen) at a time.

**- DOWN ARROW AND UP ARROW:** Steps forward and backward through the

message, one character at a time.

**- F1 AND F2**: Steps forward and backward through the character list, one character at a

time.

**VIEW WATER TANK TEMPERATURE**

1. Press the F1 key. The display shows XXX °F.

XXX is the current water tank temperature.

° F means that the temperature is displayed in degrees Fahrenheit (may be shown in degrees Celsius, depending upon your choice.

*See VIEW OR SET THE HOT WATER TANK TEMPERATURE, page 21*

1. A decimal point shown in the display indicates that the tank heater is operating.

**VIEW MACHINE CONFIGURATION SETTING**

1. Press the F1 key, then press the DOWN ARROW until the display shows D- J- PQRS.

P, Q, R, and S represent settings specific to your machine.

*See SET THE MACHINE CONFIGURATION CODE, page 13* for an explanation of this display.

1. Press the DOWN ARROW. The display shows 0. ABCDEFGH.

This shows the active selections for the regular size drink (0).

**Note:** Press the EDIT key to display the remaining selections: 0 X - - - 2 - - - -

**Note:** If you have only one cup size in your machine, you will not see the next display.

1. Press the DOWN ARROW. The display shows 1. ABCDEFGH.

This shows the active selections for the large size drink (1).

**Note:** Press the EDIT key to display the remaining selections: 1 X - - - 2 - - - -

**VIEW CUP SIZES ASSIGNED TO SELECTIONS**

1. Press the F1 key, then press the DOWN ARROW until the display shows 0. - - C - - - G -.

**This example** shows that regular size cups are assigned to selections C and G.

**Note:** If you have only one cup size in your machine, you will not see the next display.

1. Press the DOWN ARROW. The display shows 1. ABC- - FGH.

**This example** shows that large size cups are assigned to selections A thru C and F thru H.

**PAYOUT COINS**

1. Press the PAY key. If a dumb mech was selected, the display shows NDQ=123.

If an MDB mech was selected the display shows PAY 123.

1. Press the PRICE key. A dumb mech pays out one nickel; an MDB mech pays a coin from tube 1.

Press the FREE VEND key. A dumb mech pays out one dime; an MDB mech pays a coin from tube 2.

Press the F1 key. A dumb mech pays out one quarter; an MDB mech pays a coin from tube 3.

1. To continuously pay out coins, hold down the appropriate key.

**SET PRICES**

1. Press the PRICE key. The display shows \* \* 2.50 .25.

This display shows the maximum and minimum prices set in the machine.

**In this example,** the maximum price is $2.50 and the minimum is $0.25.

1. Enter prices using one of the following methods:

**SET ENTIRE MACHINE TO ONE PRICE**:

- Press the EDIT key. The display shows \* \* X.XX.

- Enter a price using the number keys.

- All selections in the machine are now set to this price**.**

**SET THE PRICE OF AN INDIVIDUAL SELECTION:**

- Press the number of the selection to be priced.

**Example:** 1 A. The display shows 1A X.XX. Enter a price using the number keys. The

selection is now priced.

- Press another letter key, or the DOWN ARROW to price another selection.

**VIEW NON RESETTABLE SALES AND VEND DATA**

1. Press the DATA RECALL key. The display shows NRS XX.XX.

XX.XX is a dollar and cents figure showing the total of all sales in the machine. This is a running total, and is not resettable.

1. Press the DOWN ARROW. The display shows NR X.

X is the total number of vends made by the machine. This is a running total, and is not resettable.

**VIEW DATA THREE DIFFERENT WAYS**

Paid sales and vends can be viewed three different ways: By whole machine, by selection, and by drink size within the selection. The first screen of the data item shows its machine total.

1. To view the data by selection, press the letter of the selection you want to see. You can then press the UP ARROW and DOWN ARROW to see data for all the active selections.
2. To view the data by drink size:

a. Press 0 for regular size drinks or 1 for large size drinks.

b. Press the letter of the selection you want to see.

**For Example:** To view the data for a large A selection, press 1A. The data will be displayed.

1. You can then press theUP ARROW and DOWN ARROW to see data for all the active selections of that size.

**VIEW TOTAL PAID SALES**

1. Press theDATA RECALL key, then press the DOWN ARROW until the display shows

\* \*$ XX.XX.

XX.XX is a dollar and cents figure showing the total of all PAID sales in the machine (as opposed to unpaid sales like winner and free vends). This is the total since the last time it was cleared.

1. If desired, view this data by individual selection or drink size.

**VIEW TOTAL PAID SALES BY PRICE LINE**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows

\* \*$ XX.XX.

1. Press the PRICE key. The display shows .30’3430.50.

**This is an example** of a price line for items priced at $0.30.

The amount following the apostrophe (’), is the total dollar amount of the sales for this amount.

**In this example,** there was total sales of $3,430.50 for the $0.30 item.

1. Press the DOWN ARROW repeatedly to view all price lines.

**VIEW TOTAL PAID VENDS**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows \*\* XX.

XX is the total number of paid vends for the entire machine.

1. If desired, view this data by individual selection or drink size.

**VIEW TOTAL PAID VENDS BY PRICE LINE**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows \* \* XX.
2. Press the PRICE key. The display shows 3D’ 11H35.

**This is an example** of a price line for items priced at $0.30. The amount following the apostrophe (’), is the total number of sales for this amount. In this example, there was a total of 11,435 sales of the $0.30 item.

1. Press the DOWN ARROW key repeatedly to view all price lines.

**CLEAR ALL RESETTABLE DATA**

1. Press the DATA RECALL key . The display shows NRS XX.XX.

This is a running total, and is not resettable.

1. Press and hold the CODE key. Two beeps sound and the display shows CLEARING momentarily, and then changes to FINISHED. All data is cleared.

**CLEAR PAID SALES DATA ONLY**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows

\* \*$ XX.XX.

XX.XX is a dollar and cents figure showing the total of all PAID sales in the machine (as opposed to unpaid sales like winner and free vends). This is the total since the last time it was cleared.

1. Press and hold the CODE key. Two beeps sound and the display shows CLEARING

momentarily, and then changes to FINISHED. All paid sales data is cleared; other data is not cleared.

**VIEW AMOUNT IN COIN BOX** (NOT SHOWN IF ZERO)

Press the DATA RECALL key, then press the DOWN ARROW until the display shows

CBX XX.XX.

XX.XX is the dollar and cents amount in the coin box.

**VIEW AMOUNT IN VALIDATOR** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows DBV XX.XX.

XX.XX is the dollar amount in the bill stacker.

1. Press the EDIT key to show the quantities of bills in the stacker.

**For example,** the display shows $0120, meaning that there are 20 dollar bills in the bill stacker. Press the EDIT key again to show the quantities of other bills, such as$5s, $10s, or$20s.

**VIEW FREEVEND SALES BY TIME INTERVAL** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows

-OS XX.XX.

1. Press the EDIT key, then press the DOWN ARROW until the display shows 1. FRV .00. This is the total sales for freevend interval 1, shown even if zero.
2. Press the DOWN ARROW to view intervals 2 through 4.

**VIEW DISCOUNT SALES BY TIME INTERVAL** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows

\* \*$ XX.XX

1. Press the EDIT key. The display shows 1.DSC .00.

This is the total sales for discount interval 1.

1. Press the DOWN ARROW to view intervals 2 through 4.

**VIEW FREE VENDS**

1. Press the DATA RECALL key, then the DOWN ARROW until the display shows

-OS XX.XX

1. Press the EDIT key, then press the DOWN ARROW, until the display shows

FRV XX.XX.

XX.XX is the total machine-wide free vends, shown even if zero.

**VIEW WINNERS**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows

-0$ XX.XX.

1. Press the EDIT key, then press the DOWN ARROW until the display shows

WIN XX.XX.

XX.XX is the total machine-wide winners, shown even if zero.

**VIEW TIME DATA**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows TIME DATA.
2. Press the EDIT key. The following message scrolls across the display:

MAIN.1 237M 01/30 10.13

**This example** shows the latest time interval the main (machine) door was open (1). It was open for 237 minutes, and was opened on January 30 (01/30) at 10:13 am (10.13).

Press the DOWN ARROW. If applicable, similar displays will appear for intervals 2, 3, and 4. Otherwise, go to the next step.

1. Press the DOWN ARROW. The following message scrolls across the display:

LAST POWER 01/30 13.51 FOR 00. 023

**This example** shows that the last time the machine lost power was on January 30 (01/30) at 1:51pm (13.57) for zero days, zero hours, and 23 minutes (00.023).

1. Press the DOWN ARROW. The following message scrolls across the display:

L0NGS.T POWER 01/30 10.58 FOR 00. 2.47

**This example** shows that the longest time the machine was without power was on January 30 (01/30) at 10:58am (10.58) for zero days, 2 hours and 47 minutes (00. 2.47).

1. Press the DOWN ARROW. The following message scrolls across the display:

FULL CLEAR 01/30 8.58

**This example** shows that the last time resettable sales was fully cleared was on January 30 (01/30) at 8:58am (8.58).

1. Press the DOWN ARROW. The following message scrolls across the display:

TIME SET 01/30 9.15

**This example** shows that the last time the time or date was set was on January 30 (01/30) at 9:15 am (9.15).

1. Press the DOWN ARROW. The following message scrolls across the display:

PRICE SET 01/30 9.42

**This example** shows that the last time prices were set was on January 30 (01/30) at 9:42 am (9.42).

**Note:** Refer to VIEW DATA THREE DIFFERENT WAYS to view the date and time of the last vend of that selection.

**VIEW TOTAL UNPAID SALES** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press DOWN ARROW until the display shows

.O$ XX.XX.

XX.XX is the total unpaid sales (free vends, winner vends, 100% discounts, zero

price vends) for the entire machine.

1. If desired, view this data by tray and individual selection.

**VIEW TOTAL UNPAID VENDS**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows .0 XX.

XX is the total number of unpaid vends for the entire machine.

1. If desired, view this data by tray and individual selection.

**VIEW NUMBER OF TEST VENDS (NOT SHOWN IF ZERO)**

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows TST X.

X is the number of test vends.

1. If desired, view this data by tray and individual selection.

**VIEW NUMBER OF MUG VENDS** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows MUG X.

X is the number of mug vends.

1. If desired, view this data by tray and individual selection.

**VIEW MACHINE ID NUMBER**

1. Press the DATA RECALL key, then press the DOWN ARROW or UP ARROW or until the display shows ID. XXXXXX .

The X’s represent the 6-digit machine ID number.

1. You can edit the machine ID number if the supervisor access code has been previously entered *(see GAIN ACCESS TO THE SUPERVISOR MODE, page 5).*

**VIEW CUP RING CYCLES RELATED TO SURE VEND** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows SV.TOT XX.

XX represents the number of vends during which more than one ring cycle was required to successfully dispense a cup.

1. Press the CODE key to clear the count.

**VIEW NUMBER OF TIMES NO CUP WAS DETECTED AFTER A CUP RING CYCLED** (NOT SHOWN IF ZERO)

1. Press the DATA RECALL key, then press the DOWN ARROW until the display shows SV.FL 1 XX.

XX represents the number of times a cup was not detected after ring 1 cycled. Check the cup ring adjustment (see the Operator’s Guide), or the cup stack for damage if the count is excessive.

1. Press the CODE key to clear the count.
2. Press the DOWN ARROW key until the display shows SV.FL2 XX.

XX represents the number of times a cup was not detected after ring 2 cycled. Check the cup ring adjustment (see the Operator’s Guide), or the cup stack for damage if the count is excessive.

**VIEW HOME SWITCH USAGE RELATED TO SUREVEND** (NOT SHOWN IF ZERO)

Press the DATA RECALL key, then press the DOWN ARROW key until the display shows WO.SV XX.

XX represents the number of times home switches were used due to OPT’N SURE.V selected but not working.

**TEST VEND SELECTIONS AND VERIFY CREDIT ADDED**

Press the TEST key. The display shows TEST .00.

You may now test vend selections. If you insert money into the machine, the zeros in the display will be replaced with the amount of the credit. After the item vends, your money will be returned.

**Notes:** Sure Vend is not operational during a test vend.

You may make one more test vend if you close the door while still in TEST VEND mode.

**TEST THE DISPLAY**

1. Press the TEST key, then press the DOWN ARROW key until the display shows

DSPLY TEST. The DRINK BEING SERVED lamp is lighted (if so equipped), and remains lighted until you leave this function.

1. Press the TEST key to light all display segments; press the CODE key to turn them off.
2. Pressing a NUMBER KEY on the control panel causes all segments to display that character.

**TEST DROP A CUP**

1. Press the TEST key, then press the DOWN ARROW until the display shows CUP TEST.
2. Press the TEST key to drop a cup.

**TEST THE WHIPPER(S)**

1. Press the TEST key, then press the DOWN ARROW until the display shows

WHIP TEST.

1. Press the number key that corresponds to the whipper you want to test. It will run for one cycle.

**TEST THE GRINDER(S)**

1. Press the TEST key, then press the DOWN ARROW until the display shows

GRIND TEST.

1. Press the number key that corresponds to the grinder you want to test. It will run for one cycle.

**TEST THE AUTOMATIC DELIVERY DOOR**

1. Press the TEST key, then press the DOWN ARROW until the display shows

DOOR TEST.

1. Press the TEST key. The automatic delivery door operates.

**TEST THE AIR COMPRESSOR**

1. Press the TEST key, then press the DOWN ARROW until the display shows

AIR TEST.

1. Press the TEST key to run the air compressor.

**TEST THE BREWER**

1. Press the TEST key, then press the DOWN ARROW until the display shows

BREW TEST.

**Note:** Keep away from the brewer mechanism while it is operating. Coming into contact

with moving parts could injure you.

1. Press to test each brewer position:

BREW’R BREW=The brewer is in the BREW POSITION.

BREW’R FLIP=The brewer is in the FLIP position.

BREW’R HOME=The brewer is in the HOME position.

**RINSE THE MIXING BOWLS**

1. Press the TEST key, then press the DOWN ARROW until the display shows

BOWL RINSE.

1. Press the TEST key to rinse the mixing bowls. The display shows RINSING until the operation is complete.

**RINSE THE BREWER**

1. Press the TEST key, then press the DOWN ARROW until the display shows

BREW RINSE.

1. Press the TEST key to rinse the brewer. The display shows RINSING until the operation is complete.

**TEST SWITCHES OR SENSORS**

1. Press TEST key, then press the DOWN ARROW until the display shows IN.MKPHL12.
2. Actuate each switch or sensor to test its function:

M = mug/cup sensor (if equipped)

K = freevend keyswitch

P = waste pail switch

H = high water tank level switch

L = low water tank level switch

1 = ring 1 cup sensor switch

2 = ring 2 cup sensor switch

As you actuate each input, the display element representing that switch blinks on. Releasing the switch causes that element to blink off again.

**VIEW SUREVEND LAST RECORDED CALIBRATION VALUE**

Press the TEST key, then press the DOWN ARROW until the display shows

CAL.LST XXX.

XXX can be any number from 0 to 255, and represents the most recent value read from the sensor. The lower the number the greater the sensor blockage. A number of 255 means that there is a fatal problem with the Sure Vend interface board. Ensure the Sure Vend interface PCB is properly connected to the main controller PCB.

**VIEW SUREVEND AVERAGE CALIBRATION VALUE**

Press the TEST key, then press the DOWN ARROW until the display shows

CAL.AVE XXX.

XXX represents the average sensor calibration value (should be between 50 and 255 for

proper sensor operation - i.e. 51 through 254). Although this number could go as low as

20, the Sure Vend system will be inoperative in this condition.

**CLEAR TANK ERRORS AND FILL THE TANK**

1. Press the TEST key, then press the DOWN ARROW until the display shows

TANK FILL.

1. Press the TEST key. This clears any tank error and starts filling the tank, if necessary. If it is taking a long time to fill the tank AND THERE ARE NO LEAKS, you may see TANK ERR in the diagnostic list again. Just press the TEST key again after making sure there are no other problems, such as a restriction in the water inlet line or a clogged water filter.

**VIEW DIAGNOSTIC MESSAGES**

1. Press the DIAGNOSTICS key. The display shows any of the following diagnostic messages, depending upon any fault(s) present:

NO ERRORS None of the following errors are detected:

KEYPAD XY Key(s) x, y stuck.

ROM ERROR Error in the programming EPROM. Machine will not operate.

RAM ERROR RAM is not initialized or is not compatible with the currently

loaded software. If this message appears, initialize your RAM by performing the following procedure:

**Note:** Initializing RAM will erase all your data and drink settings. Be sure you have written this information down before continuing.

Press AND HOLD the CODE key until two beeps are heard, and the display shows FINISHED.

KEYSWITCH The keyswitch input is active and configured as an inhibit.

D\*J\*WXYZ Configuration error; displays the machine configuration screen. **Note:** This is the actual config screen. You may enter the correct config number directly on this screen without further action.

TANK ERR Tank failed to fill or refill.

RING 1. 2 The cup ring is jammed

MTR 1A1B2X Cup turrets are jammed

NO CUPS 1.2 Out of cups.

BREW JAM The brewer is jammed.

WASTE PAIL The waste pail is full.

LOW WATER The water level in the tank is low.

COLD WATER Water in the tank is too cold to vend.

NO SENSOR Temperature sensor failed or missing.

NO FLOAT Float sensor failed or missing.

WHIP 1 2 3 4 Whipper motor failure (motor 1, 2, 3, 4, 5).

DOOR JAM The automatic delivery door is jammed.

NO MECH Coin mech not detected - machine will not operate if configured

for coin mech.

MECH COMM Incomplete coin mech communications — check harness

MECH.SENSOR Coin mech reporting a bad tube sensor — replace mech.

MECH ROM Replace the coin mechanism.

MECH.ACCEPT Coin mechanism acceptor section is unplugged from the main

body of the coin mech. Connect the cable and cycle machine power OFF and then ON.

MECH JAM One or more coin tubes are jammed. Pay a coin from each tube

until the jam is cleared.

DEBIT CARD Card reader reporting error — machine will not operate if

configured for DEBIT ONLY.

CHECK DBV Bill validator reporting error — machine will not operate. Empty

stacker, clear jams, etc.

DBV COMM Incomplete bill validator communications — check harness.

DBV MOTOR One of the motors has failed. The unit will disable itself until the

error is corrected. Check for bill stuck in the acceptance path. If no bill is present, replace the validator. Cycle machine power OFF and then ON.

DBV SENSOR One of the sensors in the bill validator has failed. The unit will disable itself until the error is corrected. Check for bill stuck in the acceptance path. If no bill is present, replace the validator. Cycle machine power OFF and then ON.

DBV JAM A bill is jammed in the acceptance path. The unit will disable itself until the error is corrected. Remove bill stuck in the acceptance path. Cycle machine power OFF and then ON.

DBV STACKER The stacker is open or removed. The unit will disable itself until the error is corrected. Install the stacker correctly.

CHK PRICE Price error detected and changed to maximum - check prices.

NONE READY All selections are reported out of service.

SV.ERR CUP 1 Cup ring 1 is out of service due to a Sure Vend error.

SV.ERR CUP 2 Cup ring 2 is out of service due to a SureVend error.

SV.ERR PCB SureVend is ON but not working. The last calibration sample was

255. Check that the SureVend PCB is present at J34.

SV.ERR SNSR SureVend is ON but not working. The last calibration sample was

<=50. Check for a blocked sensor or disconnected harness.

AJP.TMR1 XX SureVend is active and ring 1 anti-jackpot timer is ON. XX is a

value between 1 and 99 in minutes.

AJP.TMR2 XX SureVend is active and ring 2 anti-jackpot timer is ON. XX is a

value between 1 and 99 in minutes, and represents the amount of time left on the anti-jackpot timer for this cup ring.

**DOWNLOAD DATA TO A PDCD**

1. Connect your portable data collection device (PDCD) in accordance with its operating instructions.
2. Press F2. Data is downloaded into your PDCD.

**Note:** Depending upon the setting selected in SET DEX OPTIONS, page 9, data may be cleared after the download is complete.

**SET FREEVEND OPTIONS**

1. Press the F2 key, then press the DOWN ARROW until one of the following is displayed:

FREE OFF Normal vending mode. No items are on freevend. (A closure on the

optional keyswitch input causes the machine to go out of service.)

FREE ON All items are on freevend. The credit display shows

NO MONEY REQUIRED.

**Note:** A closure on the optional key switch causes the machine to go out of service.

FREE W/KEY All items are freevended while there is a closure on the optional

keyswitch input. Normal cash sales are supported when the optional keyswitch input is open.

FREE ONCE A closure on the optional keyswitch input causes only the next item to be

freevended. Coin mechanism errors are ignored, this state is designed for card or token systems where one item is vended per token. Normal cash sales are also supported.

1. Press the EDIT key until the option you want is displayed.
2. If you selected FREE W/KEY, press the DOWN ARROW. The display shows \*ABC... .

This display represents the selections which may get free vends. Enable the selections by pressing the appropriate letter key.