



## Cashflow STS V4.00

Support & Test Systems for MEI Cashflow Products

MEI Systems Engineering

### USER MANUAL

**MEI Cashflow® STS User Manual**

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# Installation Procedure

## Introduction

This Support Tool is for use with the MEI Cashflow SC Series Bill Acceptor, Cashflow 9500 Coin Acceptors, Cashflow 7000 Coin Changers and Cashflow 690 Coin Changers.

This software, together with the Cashflow Programming Module handheld devices CPM (HII) & CPM (USB) supports Cashflow products both in the field and the Workshop.

### The functionality enabled will depend on your license, but this may include:

- Handhelds – Allows you to manage Handheld Devices, downloading files for devices, changing Audit settings and upgrading of Handheld firmware.
- Configuration – Allows you to load and save configuration to or from a file, and also a connected Bill Acceptor, CF9500, CF690, CF7000 or Handheld device.
- Audit – allows you to view stored, and retrieve new audit data from Bill Acceptor devices. Handhelds will automatically save retrieved audits to the database on connection.
- CRC – allows you to perform CRC checks on a connected Bill Acceptor device.
- Diagnostics – for demonstration purposes – displays and runs various tests on a connected Bill Acceptor device.

## Installing

Insert the CD and if the installation does not start automatically, Double-Click on Setup.Exe in the CD directory and follow the on-screen instructions.



## Device Drivers

Leave the CD-ROM in the drive after installation and on first connection with the Bill Acceptor device or Cashflow Programming Module, Windows will pop up a window “New Hardware Found”.

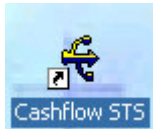
In the “Add New Hardware” wizard, ensure the CD-ROM drive is included for a search for the best driver.

The driver MeiUsb.drv will be located and installed.

If Windows has a problem locating the driver automatically, the driver can be located manually on the installation CD-ROM.

## Launching the Cashflow STS Software

Double-click on the Cashflow STS icon on the desktop or select it from the Start menu to launch the application.



## Set License Key

Each customer or copy of Cashflow STS has a unique License Key.

This will normally be found on your CD cover.

When starting the application - if the license key has not been set or it is invalid, the License Key window is displayed:



License Window

Enter your License Key and click **OK** to continue.

If the license is invalid, you will be prompted to try again.

If you have an existing License Key stored, the license key will be displayed on this screen:

Current License: 123456-789ABC-DEF012-345678-9ABCDE-F01234-56789A-BCDEF0

An Administrator can also launch this window from the Admin menu. You may need to enter a new license to enable new features.

## Logon

The Logon screen will be shown on start-up:



Logon Window

Enter your Login Id and Password and click **OK** to proceed.

If enabled, the user may click on “*Remember my Login Id and Password and log me in automatically*”:

Remember my Login Id and Password and log me in automatically.

This will save your username and password on this computer and log you in automatically next time you run the application.

The administrator can disable this facility from the [User Manager](#) screen.

### Initial Installation

When the system is first installed the only user will be “**admin**” with an empty password.

You will be prompted to [Change Password](#) and can then set up new users with the [User Manager](#) screen.

## Change Password

If your password has been reset, or at any time from the user menu, you can change your password on the Change Password screen:



Change Password Window

Type in your old password (if set) and enter a new password that is at least 6 characters, but less than 16 characters long.

Enter the new password again in the Confirm Password text box.

Click on **OK** to finish.

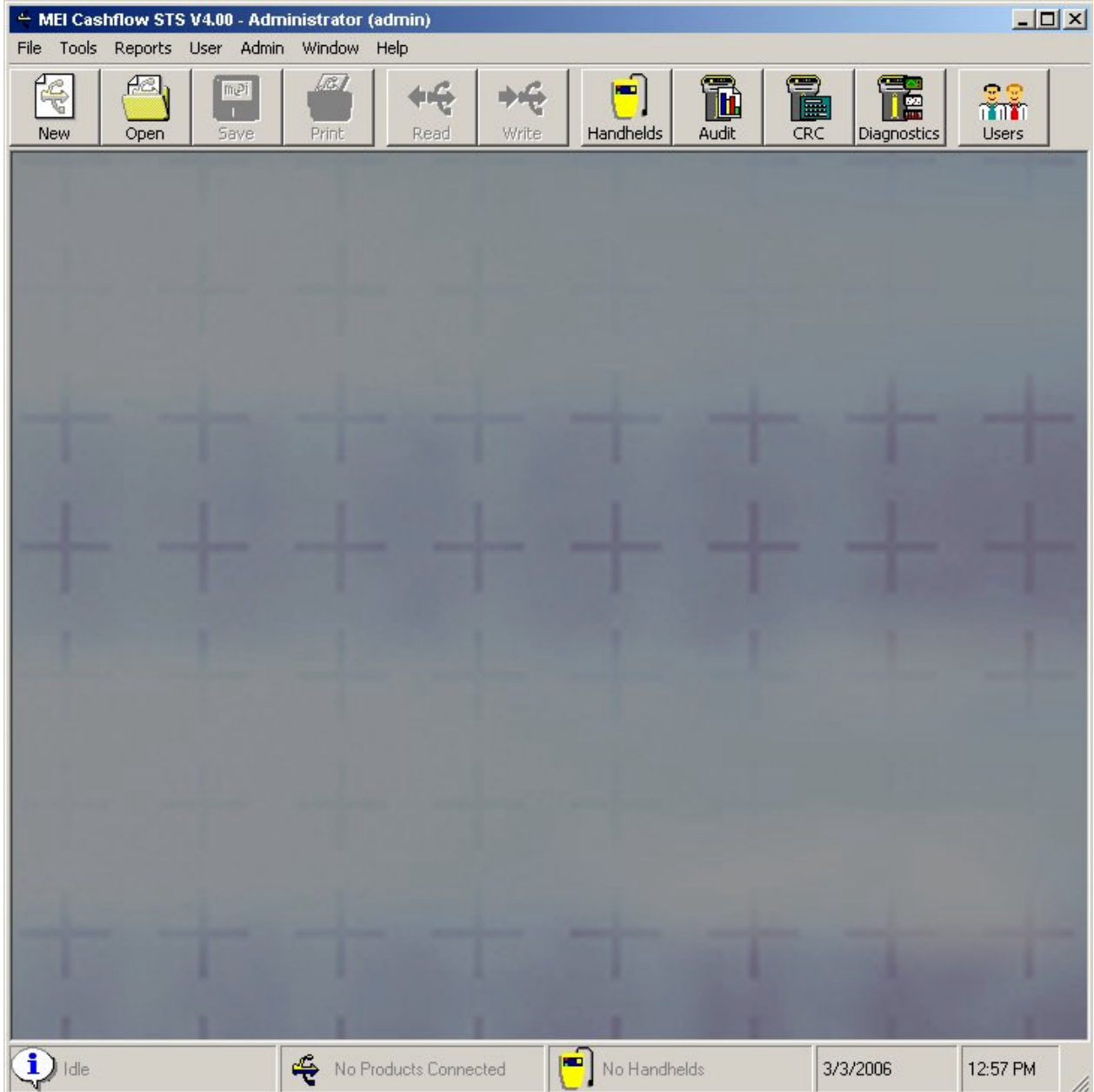
**Note:** Passwords are case sensitive.



## Main Window

After start-up the main window is displayed.

**IMPORTANT:** The options available to you will depend on your License and User permissions:








Main Window

## Configuration Controls

The Main Configuration Controls are as follows:

 <p>New</p>	<p>Creates and opens a New Configuration for a Cashflow Product in a new Summary Window.</p>
--	--


 Open	<p>Allows you to select a Configuration File and loads it into a new Configuration Summary Window.</p>
 Save	<p>Allows you to select a directory and filename and saves the selected Configuration to that location.</p>
 Print	<p>Sends the summary of the selected Configuration to the Printer. Print Preview is also available from the File menu.</p>
 Read	<p>Reads the current Configuration from a connected Device into a new Configuration Summary Window.</p>
 Write	<p>Writes the selected Configuration to a connected Device. Only settings that have Include/Change Setting checked will be written. These appear as bold on the Configuration Summary Window.</p>

You can also access these through the File Menu:

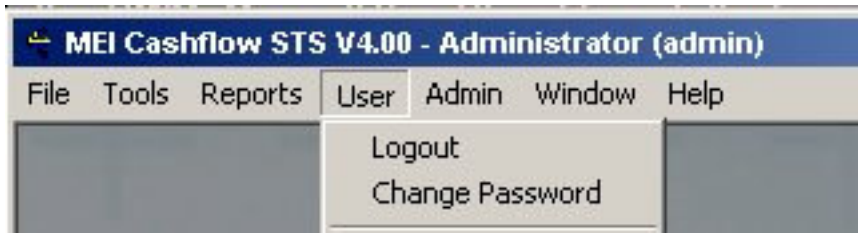


## Handhelds

Handheld devices can be used to configure your products remotely:

 Handhelds	<p>Brings up the <u>Handheld</u> window. Used for naming, organising and controlling settings and downloading files to Handhelds. Also allows you to update Handheld firmware.</p>
--	--

## User Functions



The currently logged on user name is shown in the title bar as *User Name (Login Id)*.

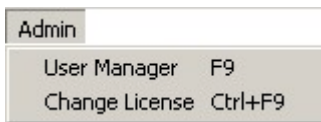
The **U**ser menu contains user management controls for all users.

Select **L**ogout to log the current user out and show the **L**ogon screen.

Select **C**hange **P**assword to change the password for the current user – on the **C**hange **P**assword screen.

Select **A**uto **L**ogin to toggle automatic logon on and off see the **L**ogon screen for more details.

## Administration Functions



An Administration user will have access to the **A**dmin menu and will also have the User Manager icon on the toolbar:

<p>Users</p>	<p>Brings up the <b>U</b>ser <b>M</b>anager window. This allows the administrator to Add and Remove users, change Login Ids and User Names and also turn on or off the ability to log in automatically.</p>
--------------	---

Select **C**hange **L**icense to load the Set License Key window. You may need to use this to upgrade your license to enable new features.

## Status Bar

The **S**tatus **B**ar has the following sections:

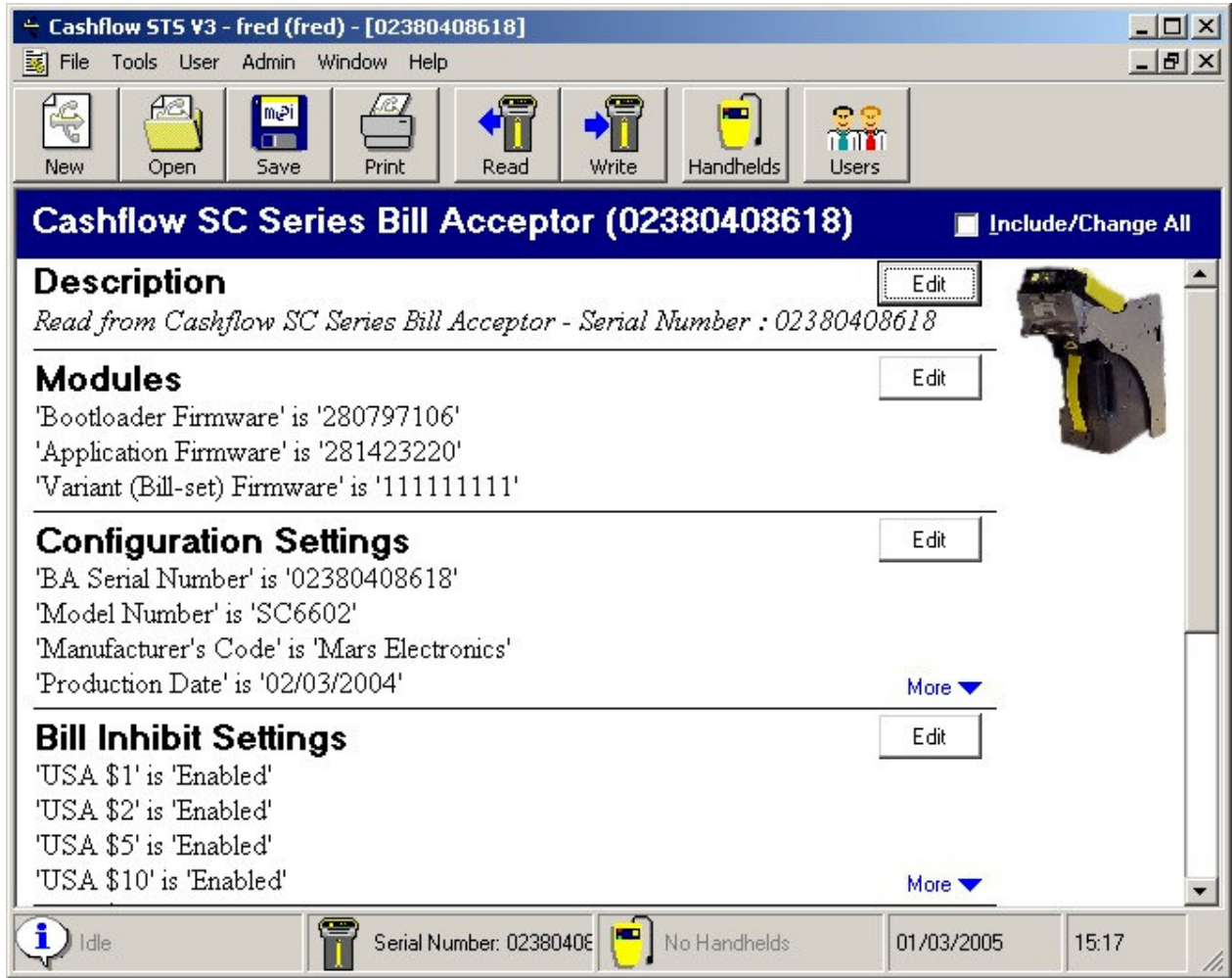
<p><b>System Status</b> Indicates the status of the system.</p>	
<p><b>Product Connection</b> Indicates the number of products connected, or the Serial Number if there is exactly one connected.</p>	
<p><b>Handheld Connection</b> Indicates the number of Handheld Devices Connected or displays “No Handhelds”.</p>	
<p><b>Local Date and Time</b></p>	

See also Main Window - SC Series, Main Window - CF9500, Main Window – CF7000, Main Window – CF690

## Main Window - SC Series

For an SC Series Bill Acceptor you may have other options available.




**IMPORTANT:** The options available to you will depend on your License and User permissions:




Main Window

## Configuration

Configuration Icons reflect the products connected and licensed:




 <p>Read</p>	<p>Reads the current Configuration from a connected Bill Acceptor.</p>
 <p>Write</p>	<p>Writes the selected Configuration to a connected Bill Acceptor.</p>
 <p>Write</p>	<p>Writes the selected Configuration to a connected Cashflow Programming Module (USB).</p>

Status shows the product connected:

 Serial Number: 123456789	Shows the Serial Number of the connected Bill Acceptor if there is only one connected.
--	--

## Tools

Additional tools available for the SC Series Bill Acceptor include:

 Audit	Brings up the <u>A</u> udit window. Allows you to retrieve audit from a connected Bill Acceptor and save it to the database or load and view previous audits retrieved from a Bill Acceptor or by a Handheld.
 CRC	Brings up the <u>C</u> yclic Redundancy Check (CRC) window. This allows Regulators or other users to perform CRC checks directly on a connected Bill Acceptor.
 Diagnostics	Brings up the <u>D</u> iagnostics window. This allows you to perform Self-Tests on a connected Bill Acceptor.

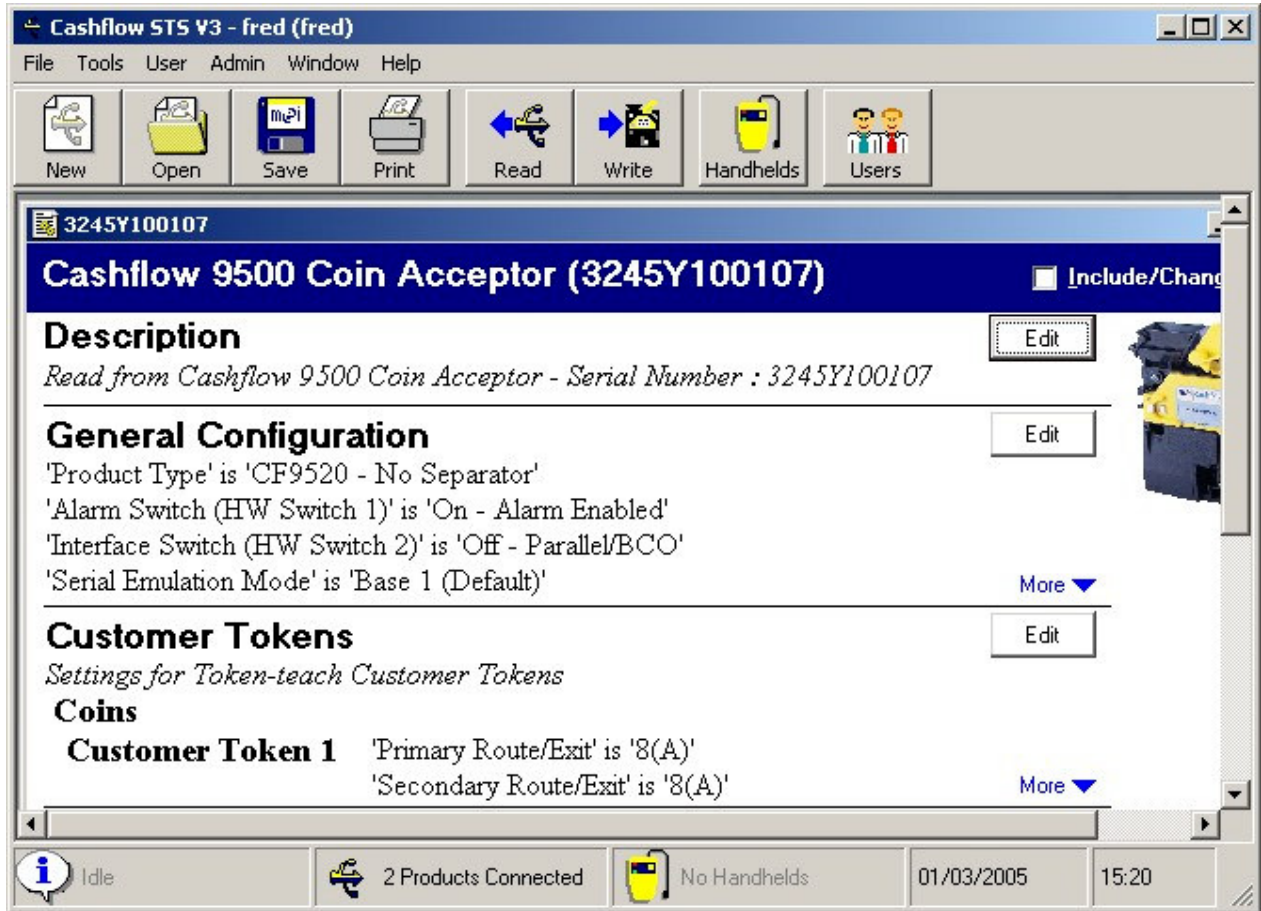
You can also access these through the Tools Menu.

Tools	
Handhelds	F2
Audit	F3
Diagnostics	F4
Calculate CRC	F5

## Main Window - CF9500

After reading from a CF9500 Coin Acceptor the Main Window will look as follows:




IMPORTANT: The options available to you will depend on your License and User permissions:




Main Window

## Configuration

Configuration Icons reflect the products connected and licensed:

	Reads the current Configuration from a connected CF9500.
	Writes the selected Configuration to a connected CF9500.
	Writes the selected Configuration to a connected Cashflow Programming Module (HII).

Status shows the product connected:

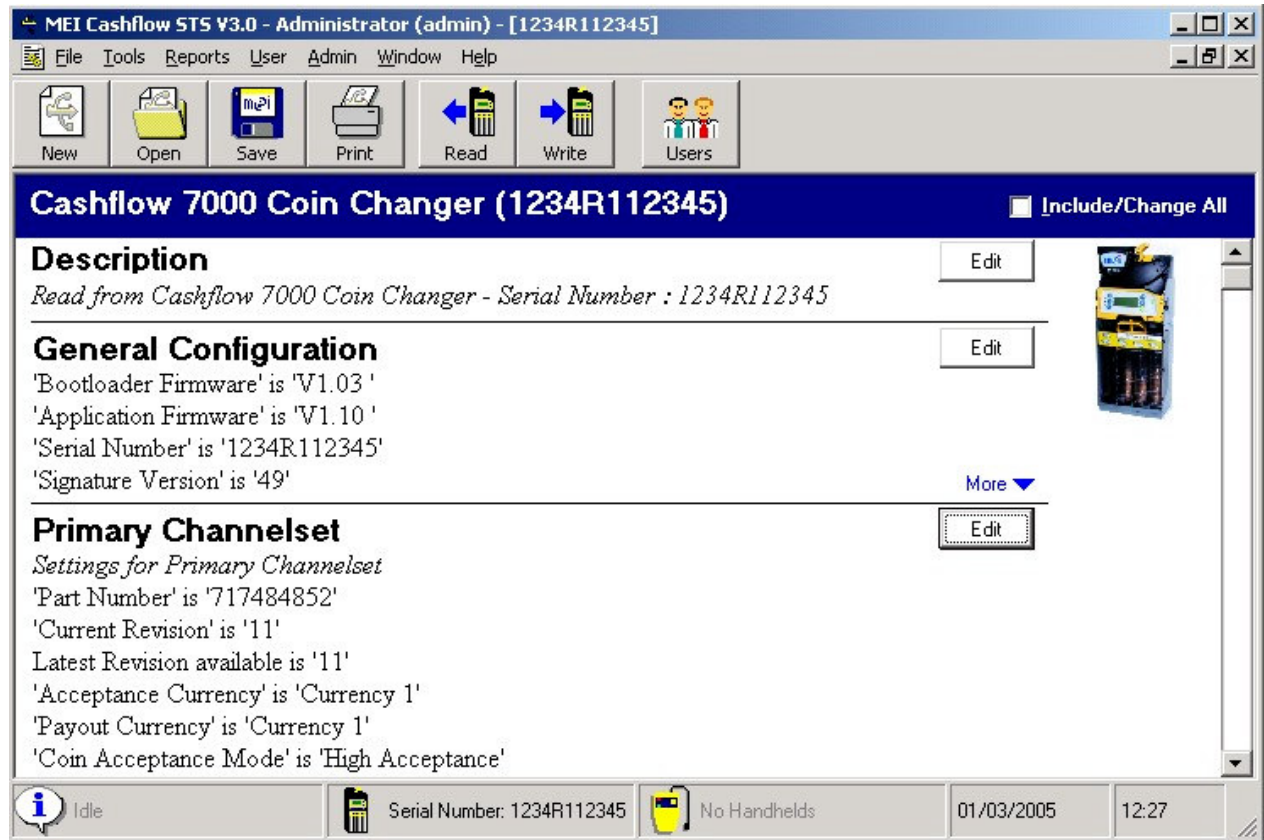
 Serial Number: 452r6456356	Shows the Serial Number of the connected Coin Acceptor if there is only one connected.
--	--



## Main Window - CF7000

After reading from a CF7000 Series Coin Changer the Main Window will look as follows:




IMPORTANT: The options available to you will depend on your License and User permissions:



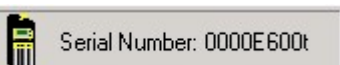
Main Window

## Configuration

Configuration Icons reflect the products connected and licensed:

 <p>Read</p>	<p>Reads the current Configuration from a connected CF7000.</p>
 <p>Write</p>	<p>Writes the selected Configuration to a connected CF7000.</p>
 <p>Write</p>	<p>Writes the selected Configuration to a connected Cashflow Programming Module (HII).</p>

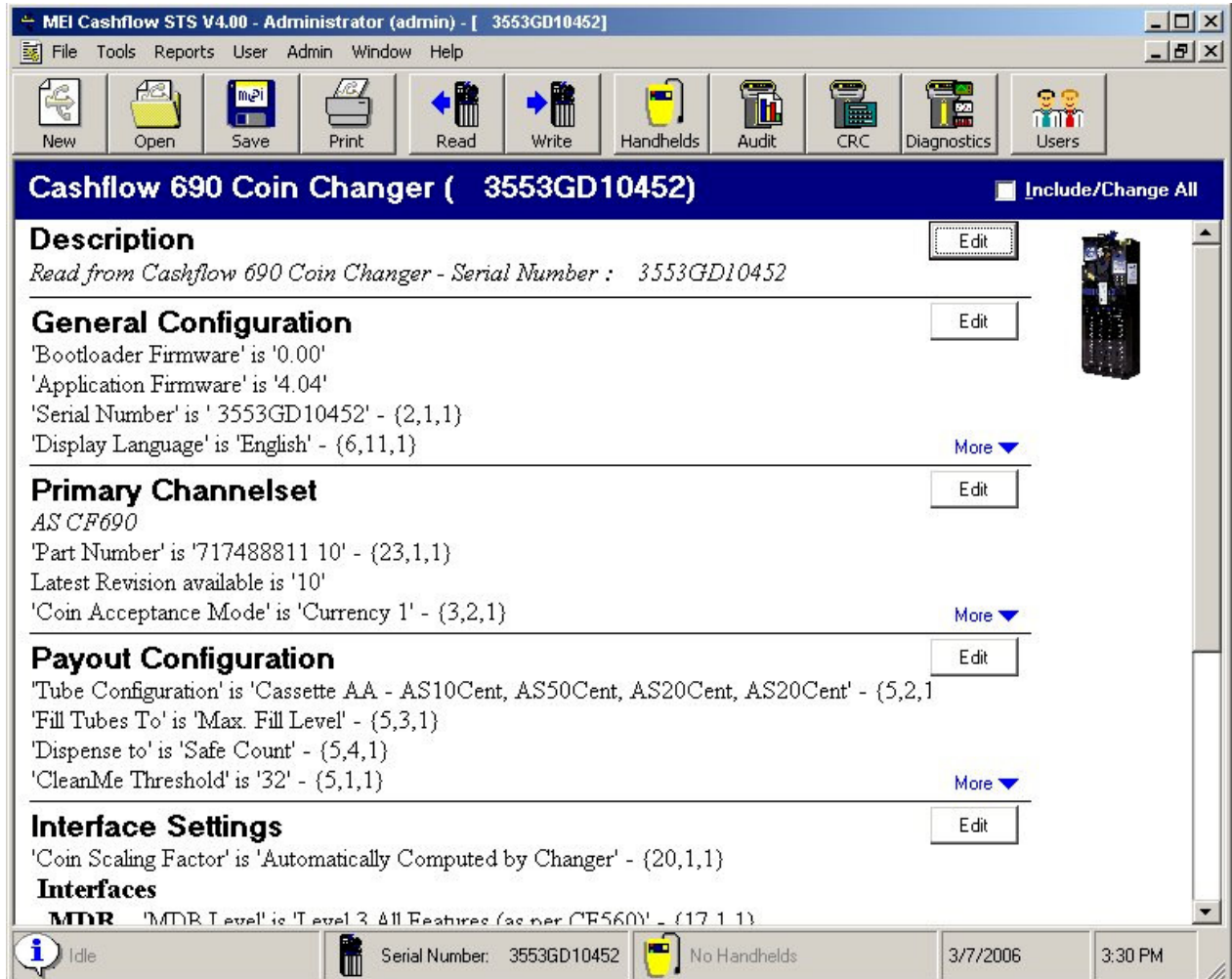
Status shows the product connected:

	<p>Shows the Serial Number of the connected Coin Changer if there is only one connected.</p>
---	--

## Main Window - CF690

Cashflow STS V4.00 introduced support for the CF690 Series Coin Changer. After reading from a CF690 Changer the Main Window will look as follows:




**IMPORTANT:** The options available to you will depend on your License and User permissions:



Main Window

## Configuration

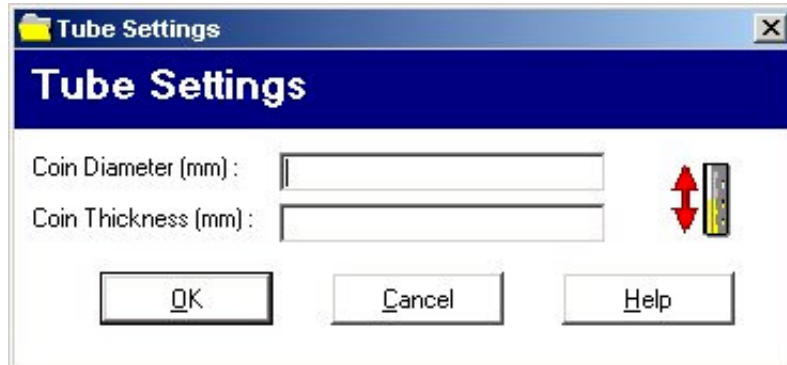
Configuration Icons reflect the products connected and licensed:

 <p>Read</p>	<p>Reads the current Configuration from a connected CF690.</p>
 <p>Write</p>	<p>Writes the selected Configuration to a connected CF690.</p>
 <p>Write</p>	<p>Writes the selected Configuration to a connected Cashflow Programming Module (HII).</p>




## Tube and Designator Calculator

This function allows the user to calculate the tube size and designator size for a relevant coin, thus enabling them to create their own specific payout configurations. The required input parameters are coin diameter and coin thickness.



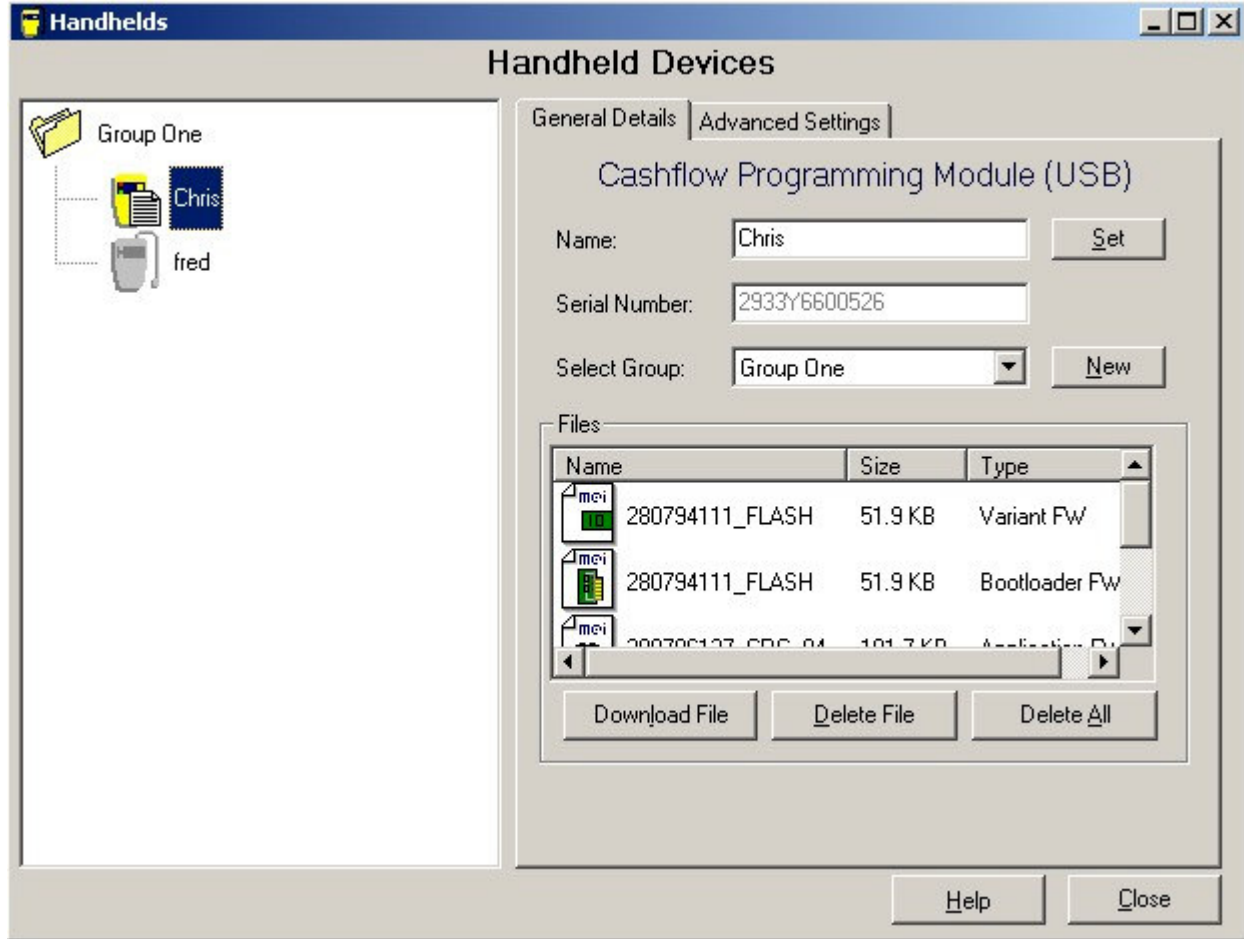
Status shows the product connected:

 Serial Number: 3553GD10452	Shows the Serial Number of the connected CF690 if there is only one connected.
--	--

## Handhelds

Click on the Handhelds button to launch the Handheld Devices window.

The Handheld Devices window will be displayed:



Handheld Devices Window

The Handheld Devices Window contains the [Handheld Tree View](#) together with tabs containing [General Details](#) and [Advanced Settings](#) on the selected handheld device.

## Handheld Tree View

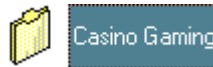
The Handheld Tree View shows all the Handheld devices that have been registered to this installation or database:



It allows you to organise your handheld devices into meaningful Groups.

## Groups

Double-click on a group to open or close the group folder:



Click into a selected group name to edit the name in the tree:



See the Groups section in [General Handheld Details](#) for moving devices and creating new Groups.

## Handheld Devices

There are two types of Handheld devices: CPM (USB) and CPM (HII) they are distinguished by the type of icon used for their display.

All Handheld devices that have been connected to this installation or database are shown on the screen whether they are connected or not.

This allows you to check the settings and downloaded files that were remembered from the last time the device was connected.

The icons in the tree view are as follows:

For CPM (USB)

	Device not Connected		Connected with no file		Connected with files		Connected and Busy
--	----------------------	--	------------------------	--	----------------------	--	--------------------

For CPM (HII)

	Device not Connected		Connected with no file		Connected with files		Connected and Busy
--	----------------------	--	------------------------	--	----------------------	--	--------------------

The right hand frame shows details of the selected Handheld Device.

Click on a selected Handheld to change the device's name in the tree:



You can change a name whether the device is connected or not and this will update the name on the device next time it is connected.

### **Status Bar**

The progress bar shows the progress being made of any action on a Handheld Device:



## General Handheld Details

General Details | Advanced Settings


Cashflow Programming Module (USB)

Name:

Serial Number:

Select Group:

Files

Name	Size	Type
 280794111_FLASH	51.9 KB	Variant FW

This tab contains General Details about the handheld, including the Name, Serial Number, Group and Files.

### Name

Name:

This displays a user-assigned name for the Handheld. This could be the name of the Handheld user or another Id.

Type in the text box and click Set or change the name in the tree view.

Changing the name is valid whether connected or not, if not connected the name will be updated on the device the next time it is connected.

### Serial Number

Serial Number:

This displays the serial number of the unit – whether connected or not.

### Group

Select Group:

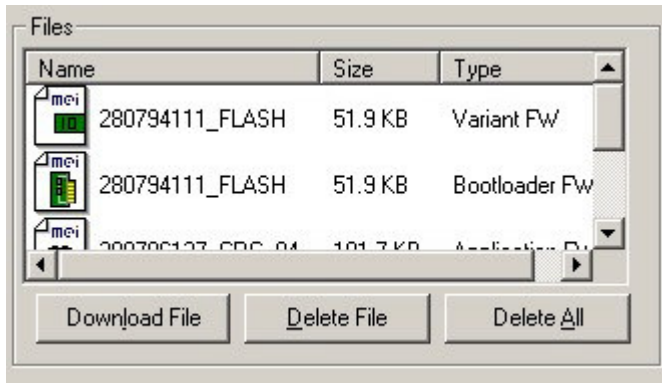
- Casino Gaming
- Retail
- Parking

This displays and allows you to change the group to which the Handheld is assigned.

Changing the group is valid whether the Handheld is connected or not, as this information is only stored in the Support Database.

Click on New to create a new group.

**Files**




This frame shows all the Files currently loaded onto a Handheld whether it is connected or not.

The icons for CPM (USB) are as follows

	Bill Acceptor Bootloader Firmware		Bill Acceptor Application Firmware		Bill Acceptor Variant Firmware		Bill Acceptor Configuration Settings
---	---	---	--	---	--------------------------------------	---	--

The icon for CPM (HII) is as follows

	Configuration files
---	---------------------

When connected click on **Download File** to locate files to download. The following file formats are accepted:

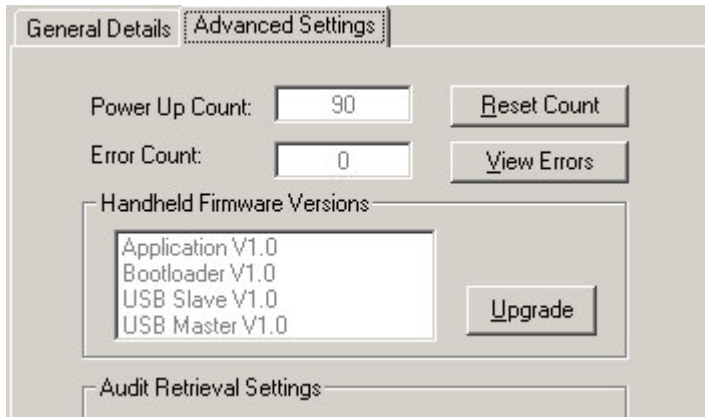
Extension(s)	Type	Description
*.XCF, *.XML, *.XPS	XML Configuration Files	This may contain Firmware, Currency and Configuration data - created using the main configuration controls.
*.BIN	SC Series Firmware	Allows you to download Bill Acceptor firmware on to a Cashflow Programming Module (USB)

Click on **Delete File** to delete the currently selected file.

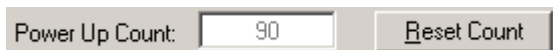
Click on **Delete All** to delete all the files on the handheld.

## Advanced Handheld Settings

The second tab contains Advanced Details and Tools, including Power-Ups, Errors, Firmware Versions and Audit Settings.



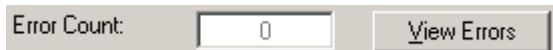
### Power Up Count



Shows the number of Power-Ups or Usage count since it was last reset.

Click on **Reset Count** to reset this number to zero.

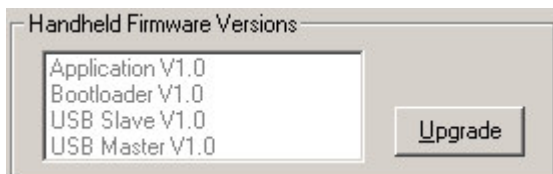
### Error Count



Shows the number of Errors that occurred on the Handheld since they were last cleared.

Click on **View Errors** to show the [Error Log](#) window.

### Firmware Versions



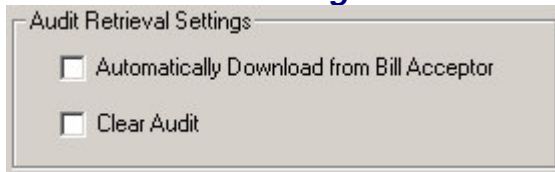
This displays the current firmware versions on the Handheld device.

Separate Firmware blocks exist for Application, Bootloader, USB Slave and USB Master.

Click on **Upgrade** to locate a “\*.cfu” or “\*.cfh” firmware file which can be downloaded to the Handheld.

The file names will contain “app” for Application, “sb1” for secondary Bootloader, “util1” for USB Slave and “util2” for USB Master.

### Audit Retrieval Settings



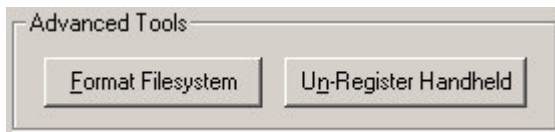
This allows you to change settings for automatic audit retrieval.

Set *Automatically Download from Bill Acceptor* to make the Handheld retrieve audit data from a Bill Acceptor when it connects – this audit data will automatically be retrieved from the Handheld and saved to the Audit database.

Set *Clear Audit* to make the Handheld clear audit information from a Bill Acceptor after it finishes any other tasks.

This frame is not displayed for CPM (HII) devices as it is not applicable.

### Advanced Tools



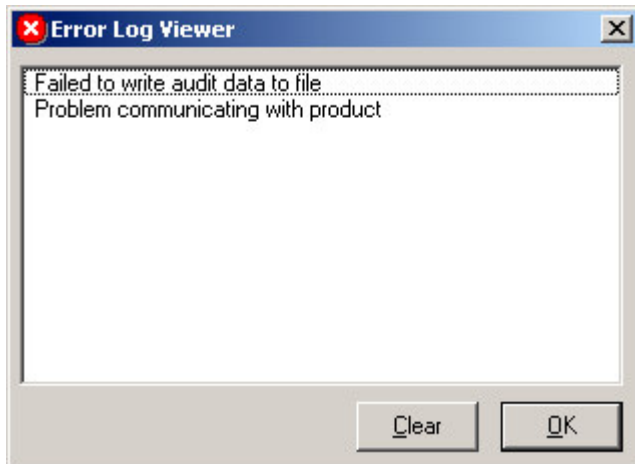
**Un-Register Handheld** allows you to unregister a connected Handheld device.

This removes the device from the database and releases the Handheld so another licensed customer can use it.

**Format Filesystem** formats and checks the file system of a connected Handheld device.

### Handheld Error Log

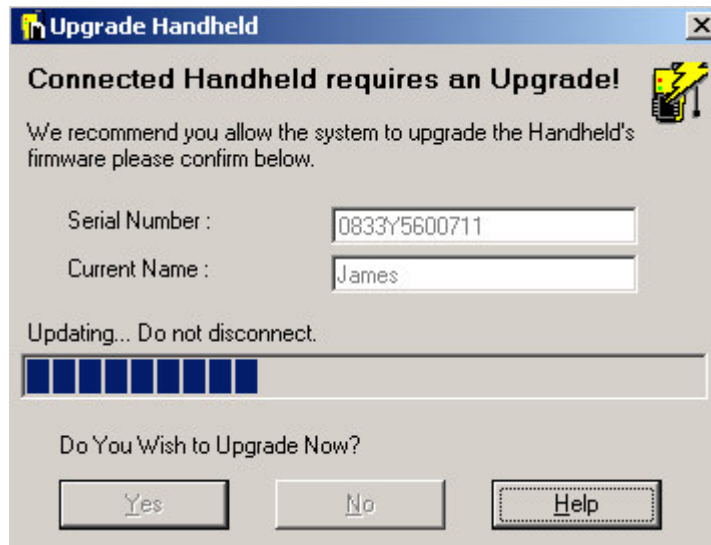
The Handheld Error Log Viewer shows any errors that may have occurred on the Handheld since the log was last cleared:





## Upgrade Handheld

This window will be displayed when the system detects that a handheld upgrade is available.



Upgrade Handheld Window

The Serial Number and Name of the handheld requiring an upgrade is displayed.

If you select Yes then a firmware upgrade will be initiated.

A progress bar will be displayed indicating the download status.
















You can select No to defer this operation although it is generally recommended to perform updates when available.

## Cashflow Programming Module

Cashflow™ Programming Module is a Handheld device that can be programmed with Firmware and Configuration Files and used to collect audit from Bill Acceptors.

The Handheld connects to the PC and Bill Acceptor via a USB cable.

The device gives feedback through two LED's when communicating to the product, the following table can be used to interpret the codes:

		CPM ON
		CPM BUSY
		UPDATE COMPLETE
		BATTERY LOW
		NO FILES FOR CONNECTED PRODUCT
		BILL ACCEPTOR ERROR
		CPM ERROR
		PROGRAMMING ERROR

## Configuration

Using Configuration Controls, configurations can be created as:

- [New](#) documents.
- [Read](#) from a Bill Acceptor, CF9500, CF690 or CF7000
- [Opened](#) from a saved file.

Once a configuration has been loaded it is displayed as a Configuration Summary document. The document can be edited and can then be:

- [Saved](#) as a file
- [Written](#) to a device.

## Configuration Summary

The configuration settings are displayed in the Configuration summary window:



The first four items from each group are displayed, click on the More button to see the complete list of items in that group.

## Edit Configuration Settings

### Editing Text Items

To set the value, click on Include/Change Setting and type in the edit box.

Model Number   Include/Change Setting

### Selecting From a Range

To set the value, click on Include/Change Setting and then type in a number, or click on the Spin buttons to select desired value.

Trigger Discount   Include/Change Setting

### Selecting From a Drop-Down List

To set the value, click on Include/Change Setting and then click on the Down button to display the list of options.

Click on the option you wish to select:

Display Language   Include/Change Setting

English UK

---

Undefined

English US

Canadian French

American Spanish

English UK

German

French

Dutch

### Extendable Lists

Some lists may not be fully populated until Channelsets are loaded:

Channel Maps to Coin   Include/Change Setting

Customer Token 1

---

Customer Token 1

Customer Token 2

Not Set

After loading a channelset may become:

Channel Maps to Coin   Include/Change Setting

Customer Token 1

---

Customer Token 1

Customer Token 2

Not Set

GB 5 PENCE

GB 10 PENCE

GB 20 PENCE

GB 50 PENCE

GB 1 POUND

## Descriptive Lists

Other list may become more descriptive once a channelset is loaded:

Tube Configuration

Include/Change Setting

After loading a channelset may become:

Tube Configuration

Include/Change Setting

This detail is also shown in the summary window:

**Set 'Tube Configuration' to 'Cassette AC - EU 5 Cent, EU 10 Cent, EU 50 Cent, EU 20 Cent, EU 1 Euro'**

## Selecting From a List Control

To set the value, click on Include/Change Setting and then click on the option you wish to select.

Build Standard

Include/Change Setting

## Editing Binary Coded Values

To set the value, click on Include/Change Setting and then click on the values you wish to set.

Binary Coded Outputs (BCO)

A(1) B(2) C(4) D(8) E(16) F(32) =

Include/Change Setting

The BCO value will be re-calculated on each value click.

This detail is also shown in the summary window:

**Set 'Binary Coded Outputs (BCO)' to 'A(1) & C(4) & D(8) & E(16)'**

## Selecting From a Combination Control

A combination control allows you to select a from number of predefined values or set a value within a certain range.

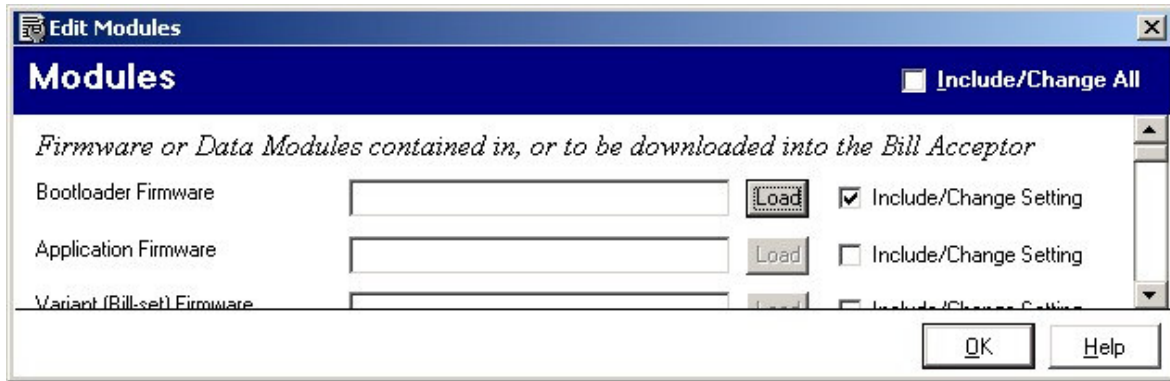
Click on Include/Change Setting and then either click on the option you wish to select, type in a value or use the Spin buttons to set to the number required.

Price 1

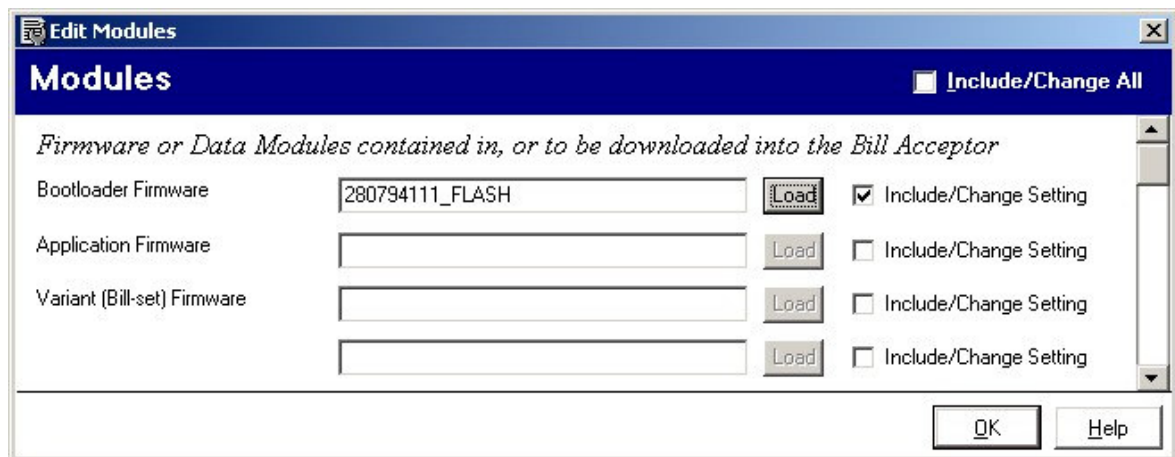
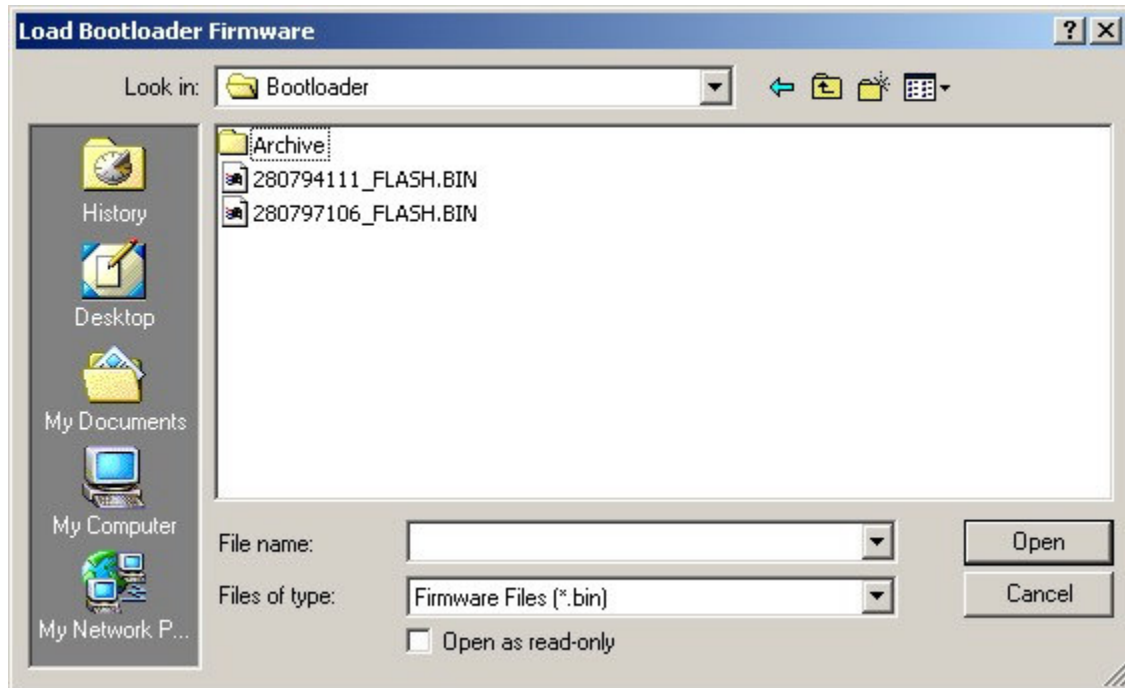
Include/Change Setting

## Selecting From a Firmware Control

A firmware control allows you to select a firmware file to be downloaded to a connected unit.



Click on Include/Change Setting and then click on the Load button, a file dialog will appear to allow you to navigate to the firmware file of your choice.





## Bill Acceptor Audit

Click on the Audit tool bar button to launch the Audit window.

The Bill Acceptor Audit window will be displayed:

**Bill Acceptor Audit Data**

Audit Details

Number of Audits: 1      Audit Date / Time: 24-Nov-05 17:13:15

Variant Part number: 490053240      Unit Serial Number: 05580623576

Summary | General | QP Measures | Failures | Bill Audit

Calculated Details

Number of Inserted Notes: 4057      Number of Inserted Barcodes: 656

Number of Rejected Notes: 40      Number of Rejected Barcodes: 197

Number of Accepted Notes: 4017      Number of Accepted Barcodes: 459

Audit Acceptance Rate for Notes: 99.01%      Audit Acceptance Rate for Barcodes: 69.97%

Main Summary

Total Docs Reached Escrow Position: 4713      Total Value of Notes Stacked: 87190

Total Documents Stacked: 4467      QP Rate: 1.07

Overall Customer Acceptance Rate: 94.96%

Read from Device: Retrieve Audit, Reset Audit

Audit Database: Load Audit, Save Audit

Help, Close

Bill Acceptor Audit Window

### Read from Device

Use the Read from Device controls to Read and Reset Audit data on an attached unit.



Click on **Retrieve Audit** to read from a connected Bill Acceptor.

Click on **Reset Audit** to re-initialise the non-lifetime audit values on the Bill Acceptor.

The Cashflow Handheld device can be set up to retrieve audit automatically.

This Audit Data will be retrieved from the unit and saved to the database on connection.

## Audit Database

Use the Audit Database controls to Load and Save Audit to and from the Database.



Click on **Save Audit** to save a Retrieved Audit to the Database.

Click on **Load Audit** to launch the Select Audit(s) window:



Select date from which, you require Audits.

Select Unit Serial Number from the list of audits available.

Click on *Select Historic Audits* to list all audits retrieved for that unit:

Unit Serial Number	Audit Date & Time
123654789	08/21/03 13:43:48
123654789	09/01/03 16:00:39
123654789	09/01/03 16:03:03

Select more than one audit from the list if you wish to combine the results:

Unit Serial Number	Audit Date & Time
1234567890123456789	09/15/03 17:31:29
123654789	09/01/03 16:03:03
51280406123	07/10/03 11:32:20

When Recent or Historical selection made, click **OK** to load the audit required.



## Export Audit

You can select one or more audits in the list and click Export.

Then if you select a directory/filename - it will save the selected audits to a file in the directory - e.g. "123456789 (1).xaf".

It will use the serial number of the unit as the main filename, and if there are more than one, but with different dates it will number them.

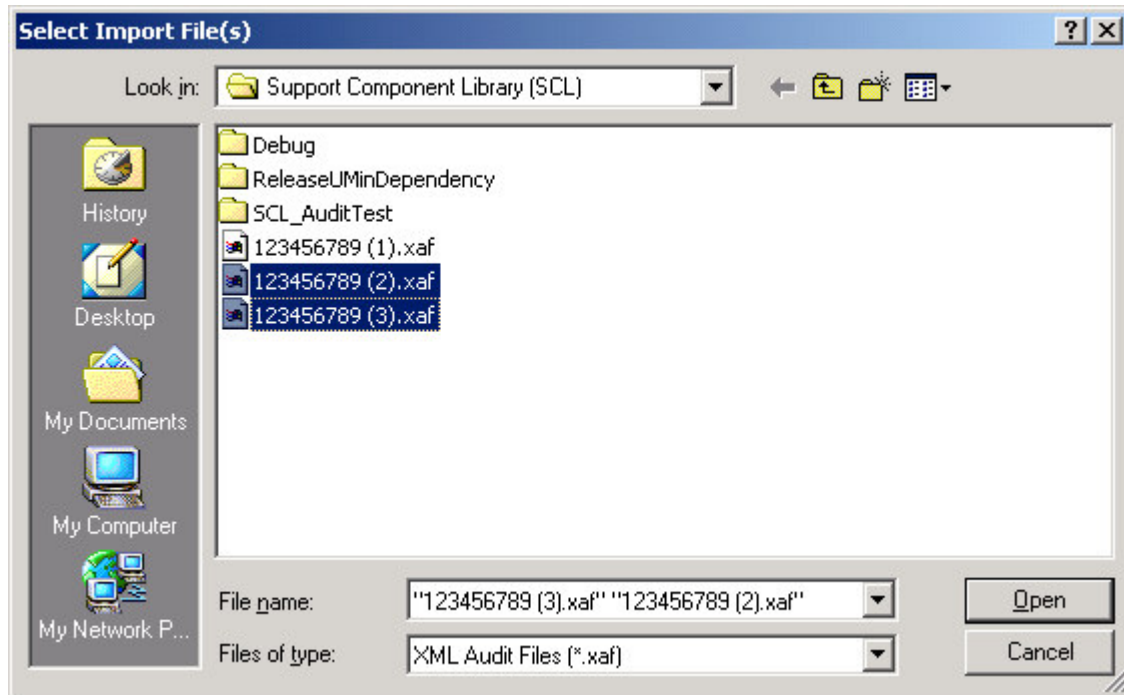


## Import Audit

If you click on Import you can select any number of files to import into the database:

If the audit record already exists in the database (i.e. there is a record with the same Serial Number and Date and Time) then you will be told it is not unique.

Otherwise the records will be added to the database and you can view and analyse them in the normal way.



## Delete Audit

If you right click on any selected audits in the list - you can select Delete Audit.

After you confirm the deletion these audits and associated values will be removed from the database permanently.

## General Audit

General audit values are separated into separate audit tabs:

Summary tab contains Calculated or Derived values.

General, QP Measures and Failures tabs contain other values stored by and retrieved from the Bill Acceptor.

Summary	General	QP Measures	Failures	Bill Audit
Calculated Details				
Inserted Quantity for Bills	<input type="text" value="0"/>	Inserted Quantity for Barcodes	<input type="text" value="0"/>	
Rejected Quantity for Bills	<input type="text" value="0"/>	Rejected Quantity for Barcodes	<input type="text" value="0"/>	
Acceptance Quantity for Bills	<input type="text" value="0"/>	Acceptance Quantity for Barcodes	<input type="text" value="0"/>	
Audit Acceptance Rate for Bills	<input type="text" value="100%"/>	Audit Acceptance Rate for Barcodes	<input type="text" value="100%"/>	

For more help on the audit item definitions, please refer to the Cashflow STS help.

## Bill Audit

The Bill Audit tab shows the notes with their descriptions and audit values retrieved or calculated from the Bill Acceptor data.

Bills 1 - 10	Bills 11 - 20	Bills 21 - 30	Bills 31 - 40	Bills 41 - 50			
	Bills Recognised	Passed Validation	Bills Stacked	% of Total	Total Value	% of Takings	Audit Accept Rate
GBP 5 (PA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
GBP 10 (PA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
GBP 20 (PA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 1 (AA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 5 (AA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 5 (CA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 5 (DA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 5 (EA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 10 (CA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>
ECO 10 (DA)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="0"/>	<input type="text" value="100%"/>	<input type="text" value="100%"/>

**Quantity Accepted** – shows the actual number of notes accepted.

**% Of Total** – shows the number of bills accepted as a percentage of all notes accepted.

**Total Value** – shows the total value of this quantity of notes.

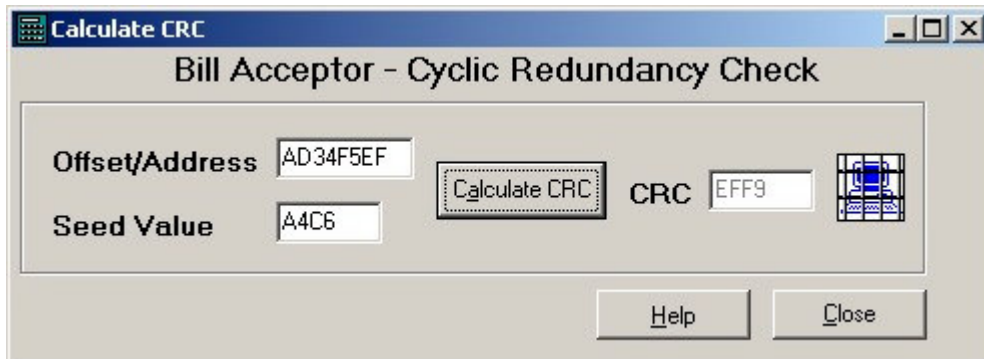
**% Of Taking** – shows the value of each bill type shown as a percentage of the overall value of notes accepted.

**Audit Accept Rate** – is based on the number of notes recognised vs. the number stacked.

## Cyclic Redundancy Check (CRC)

Click on the CRC toolbar button to launch the Cyclic Redundancy Check window.

The CRC window will be displayed:



Bill Acceptor CRC Window

Regulators can use this window to perform a CRC check on a connected Bill Acceptor device.

Enter an 8 character hex value 0-FFFFFFFF into the Offset/Address text box.

Enter a 4 character hex value 0-FFFF into the Seed Value text box.

Click on the **Calculate CRC** button.

The Bill Acceptor is interrogated and the CRC value is displayed in the window.

## Bill Acceptor Diagnostics

To launch the Diagnostics window, click on the Diagnostics toolbar button.






The Bill Acceptor Diagnostics window will be displayed:



Bill Acceptor Diagnostics –

The Bill Acceptor Diagnostics window allows you to run basic tests on a connected Bill Acceptor Device.

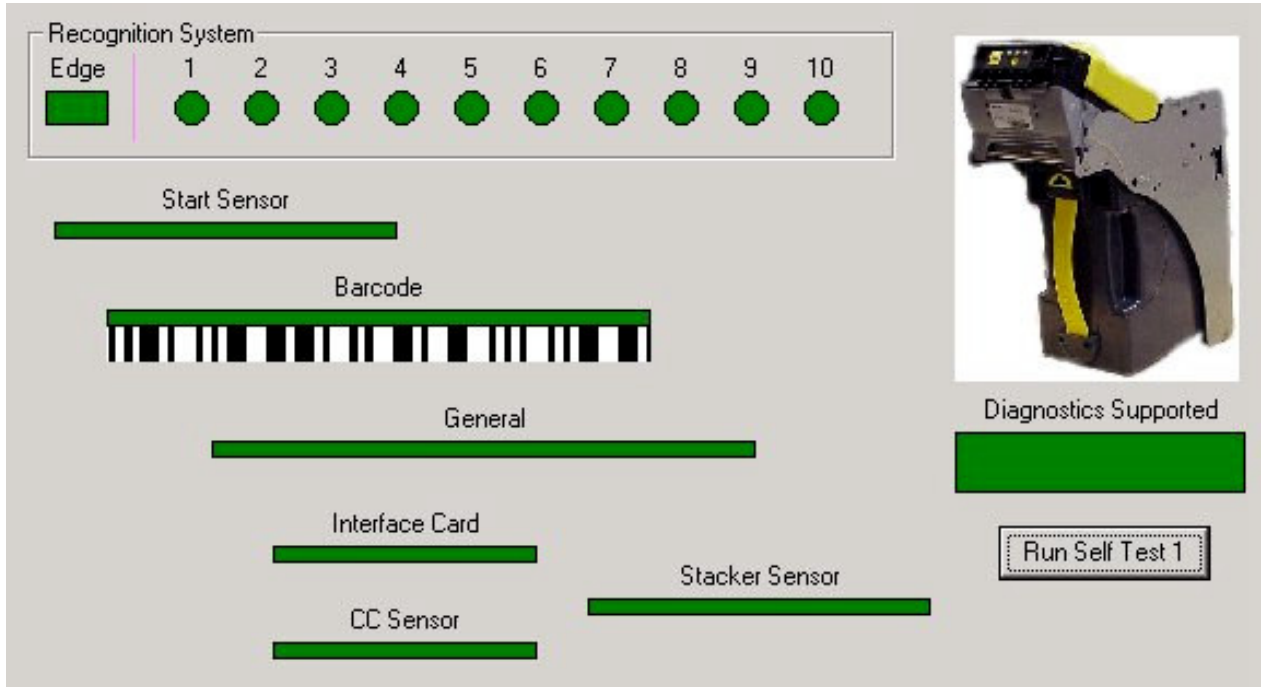
The diagnostic toolbar contains the following options:

 <p>Run All</p>	<p>Runs all tests: Self-Test 1, Self-Test 2 and also reads the Current Configuration.</p>	 <p>Print</p>	<p>Prints the test report shown on the Test Report tab.</p>
 <p>Load Results</p>	<p>Loads test results from a file.</p>	 <p>Save Results</p>	<p>Saves test results to a file.</p>
 <p>Clear Results</p>	<p>Clears results.</p>		

### Self-Test 1

This runs the basic self-test on the Bill Acceptor and shows the results on the screen.

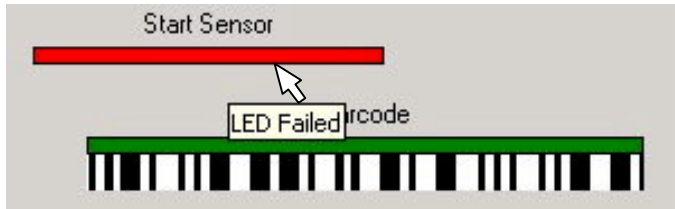
Click Run to run test on the connected Bill Acceptor device.



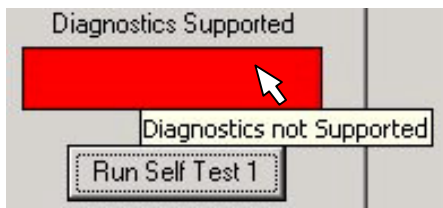
### Test Results

A pass result is indicated by a Green display.

A negative result is shown in Red.

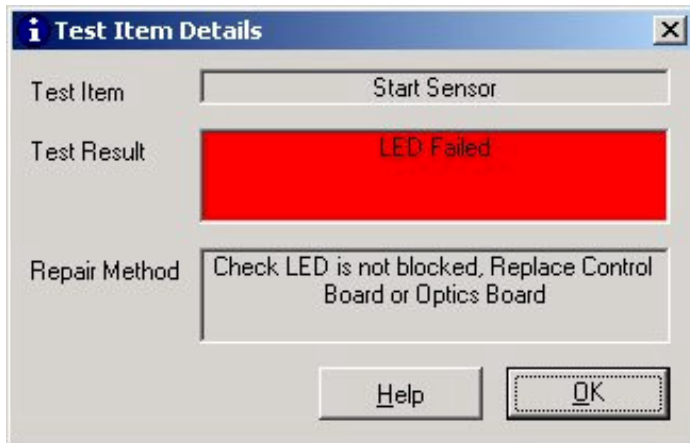


If your Bill Acceptor has a version of Software that does not support Diagnostics - this will be indicated:



### ***Test Item Details***

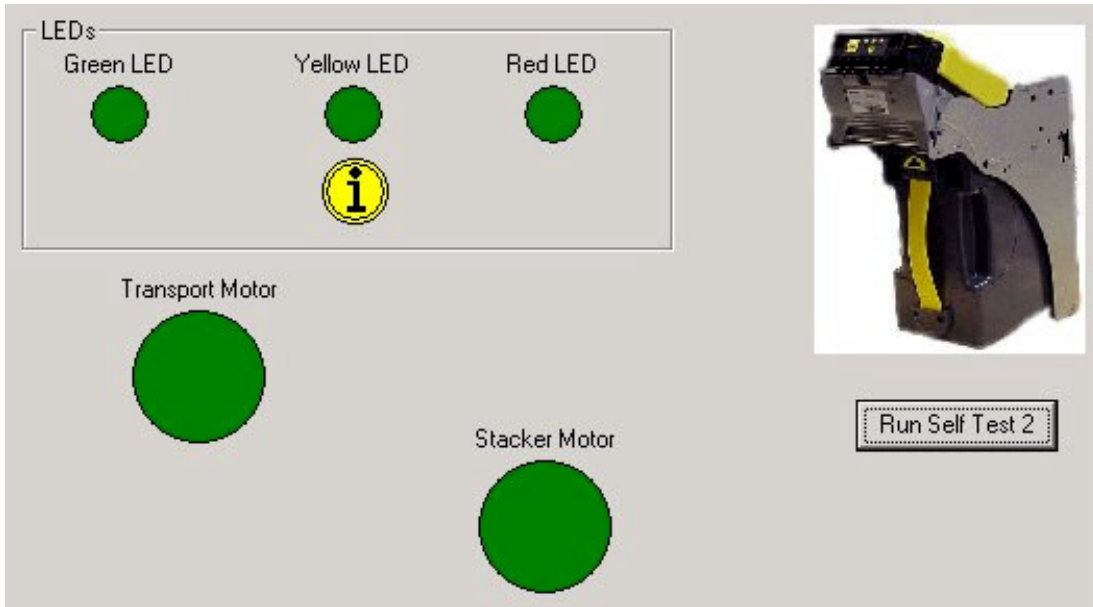
Double-click on any test item to show test item details:



Double-click on any test item to show test item details:

## Self Test 2

This runs a Built in self-test on the Bill Acceptor, but requires user instructions, actions and/or user confirmation:



Bill Acceptor Diagnostics –Self Test 2

### User Confirmation

The user is asked to initiate and confirm certain events.



Event

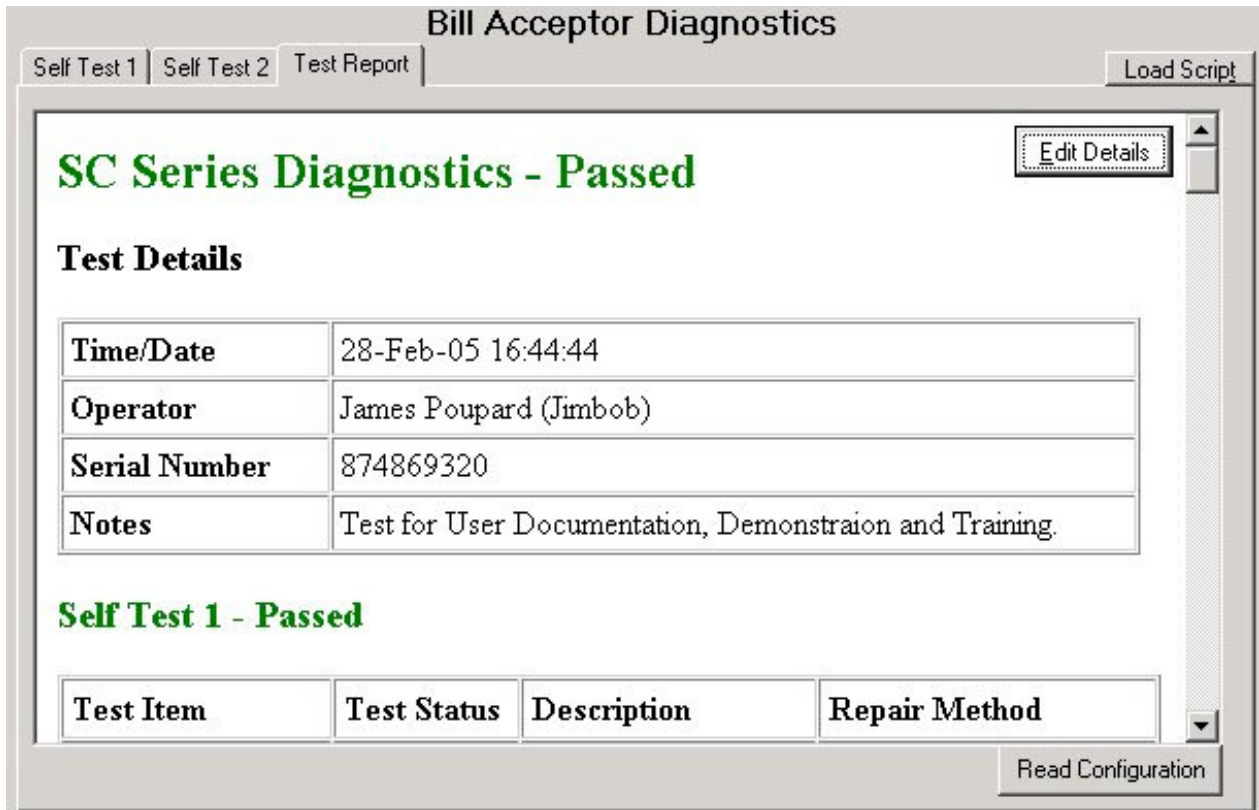


Event Confirmation



## Test Report

The Test Report tab allows you to view the details of the current test.



Bill Acceptor Diagnostics – Test Report

## Test in Progress

If the test has not completed then this is indicated at the top of the report:

## SC Series Diagnostics - In Progress

Grey sections indicate any untested parts:



Click on "Read Configuration" to load the current configuration from the Bill Acceptor.

**Test Failures**

If there are any failures this is indicated at the top of the report:

**SC Series Diagnostics - Failed**

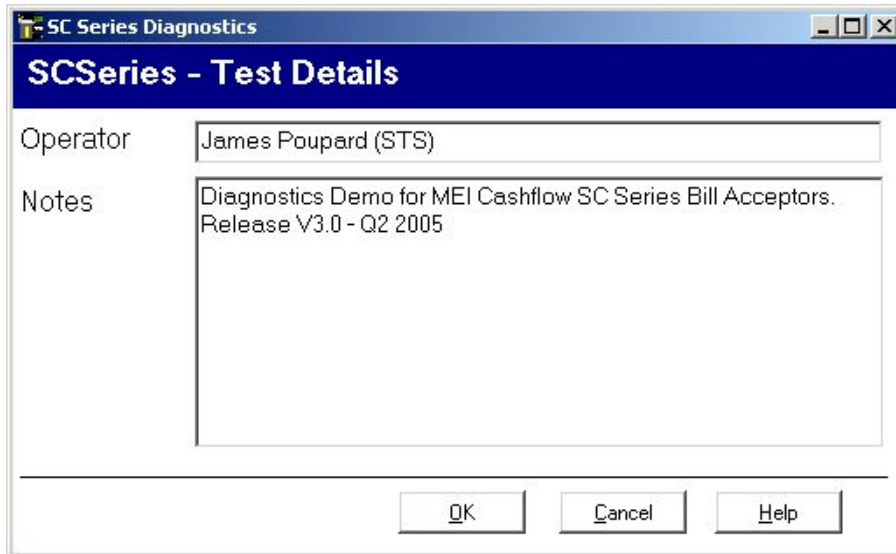
Red sections give details of failures:

**Self Test 1 - Failed**

Test Item	Test Status	Description	Repair Method
Diagnostics Supported	Passed	-	-
Start Sensor	Failed	LED Failed	Check LED is not blocked, Replace Control Board or Optics Board

**Test Details**

Click on  to edit operator name and enter any operator notes:

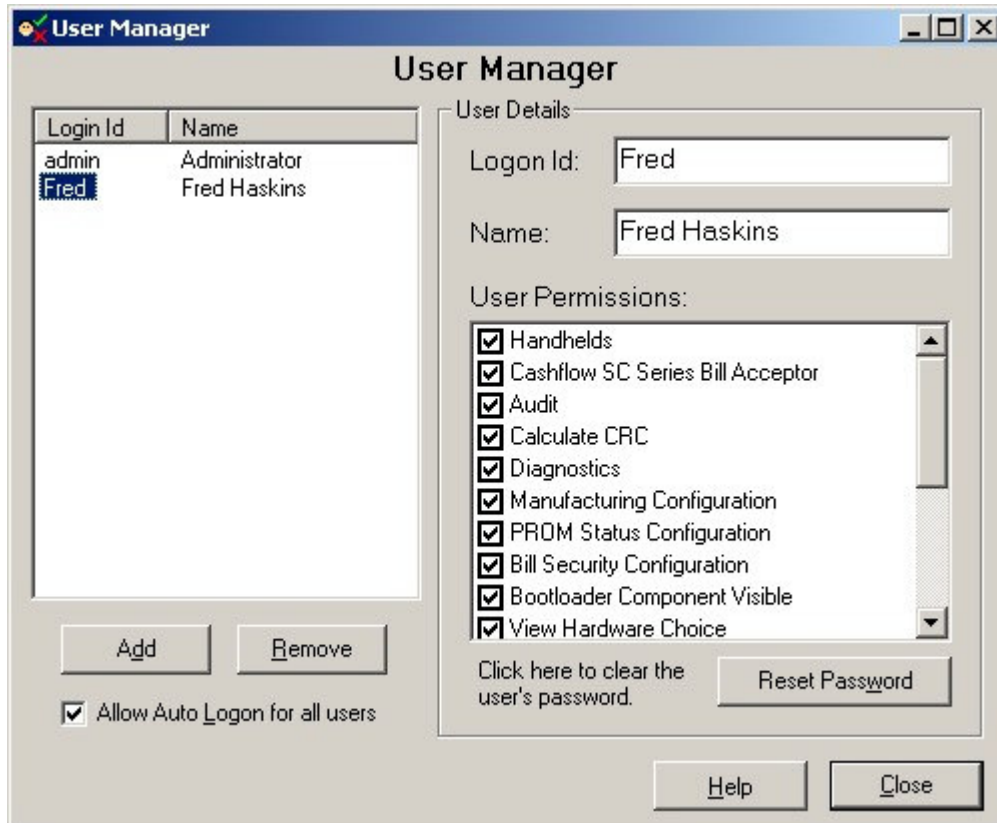


## User Manager



Click on the Users button to launch the User Manager window.

The User Manager window will be displayed:



User Manager Window

The User Manager window allows an administrator to control a user's access to the system.

To add a new user click on the **Add** button.

The *Logon Id* and *Name* of a selected user can be changed in the boxes situated to the top right of the window:

Logon Id:	<input type="text" value="Fred"/>
Name:	<input type="text" value="Fred Haskins"/>

The *User Permissions* for a selected User can be changed in the User Permissions view – this allows the administrator to Enable/Disable different features for a particular user:



**Note:** The features displayed will depend on your license permissions.

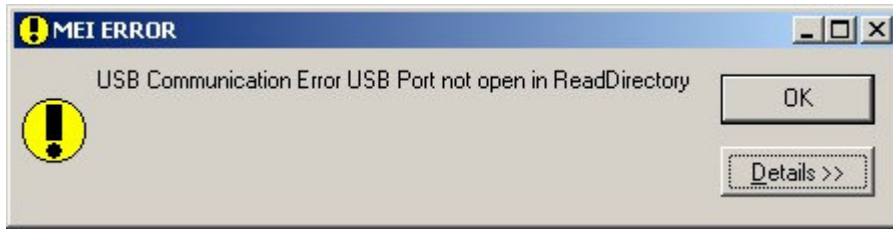
Click on **Reset Password** to clear the selected user's password this will result in the user being asked to set a new password the next time they logon. This feature enables the administrator to recover if a user forgets their password.

To delete a user from the system click **Remove**. This will permanently remove the user from the system.

Checking *Allow Auto Logon for all users* will allow all users to select Auto Logon – so their machine will remember their User Name and Password and log them in automatically next time they run the system.

## Error Handling

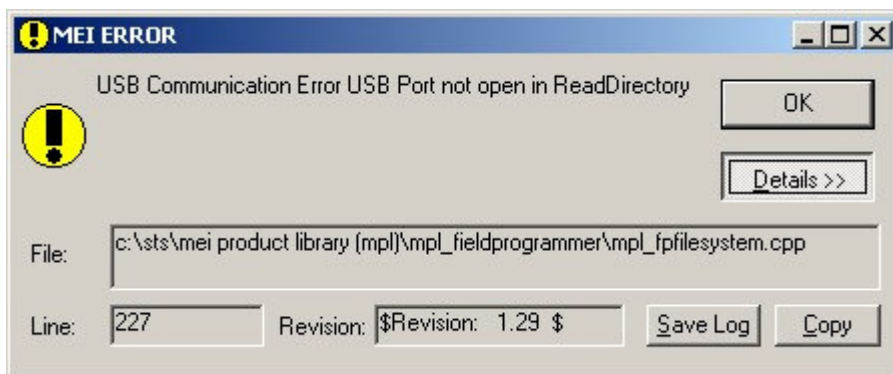
If an Error occurs - the Error window will be shown:



The user can cause this kind error by disconnecting the Bill Acceptor, while trying to read data from it.

For non-user errors - Click on **D**etails >> to show details of the Error.

This can be fed back to MEI if the problem persists.



Click on **S**ave Log to create a text file containing all errors, warnings and messages generated since the application started.

Click on **C**opy to paste errors, warnings and messages to the clipboard.

## Help/About

Select About from the Help menu to display the About window:



### About Window

This displays the Support Tool version and MEI part numbers of all of the components used for this software.

Click **S**ystem Info... to display standard Windows system information.

This information can be saved to a file and sent to MEI for analysis.

This is helpful in diagnosing system faults.

Contact MEI Technical Support on 1-800-345-8172 or visit <http://www.meigroup.com> for more information, help or support.