

QW-5962Q Cashless Quest Credit Card Enabled Wash Entry System With Contactless Payment



Instruction Manual



Phone +64 3 338-3139
Anztec Ltd, 7C Birmingham Drive, Christchurch 8024, New Zealand
www.anztec.com email sales@anztec.com

Serial #

Key #

Software Ver.

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Warning

Warning

Never remove, unplug, or replace any components inside this machine without first turning off the mains power. Failure to comply may result in damage to your machine and void your warranty.

While every effort has been made to ensure that the information contained in this literature is accurate, Anztec Ltd reserves the right to amend the size and specifications of this machine in line with its policy of continuing improvement and development.

Contents

CONTENTS	3
SECURITY	5
INSTALLATION	6
CABLING TO THE QW ENTRY SYSTEM	6
<i>Power Cable</i>	6
<i>Ethernet Cable</i>	6
<i>Multicore Signal Cable</i>	6
ESCROW CONNECTION	6
WASH START CONNECTIONS	6
NETWORK CONNECTION	7
WASH OPEN INTERFACE UNIT CONNECTION	8
MALFUNCTION ALARM OUTPUT CONNECTIONS	9
<i>Output 1</i>	9
<i>Outputs 2, 3, + 4</i>	9
<i>Output 2</i>	9
<i>Output 3</i>	10
<i>Output 4</i>	10
SET UP	11
OVERVIEW	11
<i>Startup</i>	11
<i>Service Mode</i>	11
<i>Attendant Mode</i>	11
<i>Web Interface</i>	11
SERVICE MODE MENU 1	12
RESET SYSTEM	12
VIEW TIME	12
VIEW DATE	13
VIEW WASH NAMES	13
SERVICE MODE MENU 2	14
SET UP CORPORATE MODE	14
VIEW PRICING MENU	14
SET UP ESCROW	15
SERVICE MODE MENU 3	16
SET PULSE	16
SET UP COIN MECH FOR TOKENS	16
SET START MODE	17
SERVICE MODE MENU 4	18
RESTORE DEFAULT SETTINGS	18
SET START DELAY	18
NOTE VAL	18
SERVICE MODE MENU 5	19
SET NOTE ACCEPTANCE	19
ADJUST THE CREDIT LIMIT	19

SET SECURITY LEVEL.....	19
SERVICE MODE MENU 6.....	20
VALUE TOKENS.....	20
TERMINAL ENABLE	21
RETURN TO NORMAL OPERATION	21
ATTENDANT MODE.....	22
OVERVIEW	22
PRINT REPORTS.....	22
FILL HOPPERS	23
RECORD HOPPER REFILLS	23
ADD COINS.....	23
WASH OPEN INTERFACE UNIT	24
WASH INTERFACE UNIT SOFTWARE SETUP	24
WEB INTERFACE	25
ACCESSING THE WEB INTERFACE.....	25
LOGIN SCREEN.....	26
CONFIGURATION	27
<i>Configure Network</i>	28
<i>Configure Network</i>	28
<i>Configure Washes</i>	30
<i>Configure Clock</i>	31
<i>Configure System</i>	32
<i>Configure Site</i>	33
<i>Configure Pushover</i>	34
<i>Configure Reports</i>	34
<i>Configure Receipt</i>	35
<i>Configure Ecommerce</i>	37
<i>Configure Hardware</i>	38
METERS.....	39
<i>Short Term Meters</i>	39
<i>Long Term Meters</i>	39
<i>Historical Turnover Meters</i>	39
LOGS	40
ECOMMERCE STATUS	41
ALERTS	42
USER	43
PASSWORD	43
NETWORK STATUS DISPLAY.....	44
BUTTON FUNCTIONS	44
PRINTER PAPER REFILL.....	45
UNLOADING PAPER	45
LOADING PAPER.....	46
QW STAND	47
QW SURFACE MOUNT STAND	48
SPECIFICATIONS – QW-5962Q.....	49

Security

As with any piece of cash handling equipment security is paramount to ensure the theft of money, tokens, credit card details etc does not occur.

Once a machine or component is delivered to a distributor or end user it is their responsibility to ensure that the machine or component is kept secure at all times.

Opening the secure cabinet to perform cash clearance, refills, and routine maintenance may expose the machine to security compromises. The distributor or end user must manage security issues using their own documented security procedures.

Anztec accepts no responsibility for security compromises caused by lapses or deficiencies in distributor or end user security procedures or controls.

While by no means a comprehensive list, the following are some suggested guidelines to help keep the machine secure:

Track and Log

- Location of the machine.
- Who opened a machine, for what reason, and when.
- Components removed from machine for repair or replacement.

Inspection

- Check exterior of the machine regularly for tampering.
- Check for installations that are unsecured or substandard. This includes associated equipment such as cables and network routers/modems.
- Look regularly for non standard items fitted to the exterior such as card skimming devices.
- Look regularly for non standard items fitted to the interior.

Monitor

- Have the machine within view of the attendant.
- Make sure the machine is in a well illuminated area.
- Use video surveillance to monitor the machine in unattended areas.

Personnel

- Ensure your employees are familiar with the operation of the machine.
- Check your employees are suitably qualified and authorized for any cash handling and maintenance work that is required.
- Limit and monitor access to cabinet keys to reduce the chance of theft or tampering.
- Monitor third parties who access the machine for any reason.

The fitting of machine components not directly supplied by Anztec may result in security being compromised. Anztec accepts no responsibility if this situation occurs.

Installation

Cabling to the QW Entry System

To ensure that all features in the QW entry system can be accessed it is recommended that the following cables be run up through the base during installation of the site services.

Power Cable

A fixed single phase mains cable allowing power to be supplied to the machine, this is connected to the mains junction box inside the unit.

Ethernet Cable

A Cat5 ethernet cable to allow the entry system to be connected to the site router or modem.

An RJ45 connector is crimped onto the end of this cable to plug into the Ethernet connection inside the machine.

Multicore Signal Cable

For all Alarm, Wash Start, Escrow, and Wash Open Interface signals a multicore cable consisting of 20 cores (10 pairs) is required.

The pairs are allocated as follows, depending on site specific requirements a reduced number of cores may be used.

- 4 Wash Start signals – 8 cores (4 pairs)
- 4 Alarm signals - 8 cores (4 pairs)
- 1 Escrow signal – 2 cores (1 pair)
- 1 Wash open Interface signal - 2 cores (1 pair)

Escrow Connection

This 24-volt AC or DC signal informs the entry system when a car is in the wash. Connect the escrow signal to the grey twin tru-rip. The escrow signal should be on when a car is in the wash and should drop out when the car leaves. This signal is debounced by the QW-5962Q.

Wash Start Connections

There are four normally open wash start relay contact outputs. The selected output will close for a user-defined pulse width in order to start the next wash. They are terminated as follows:

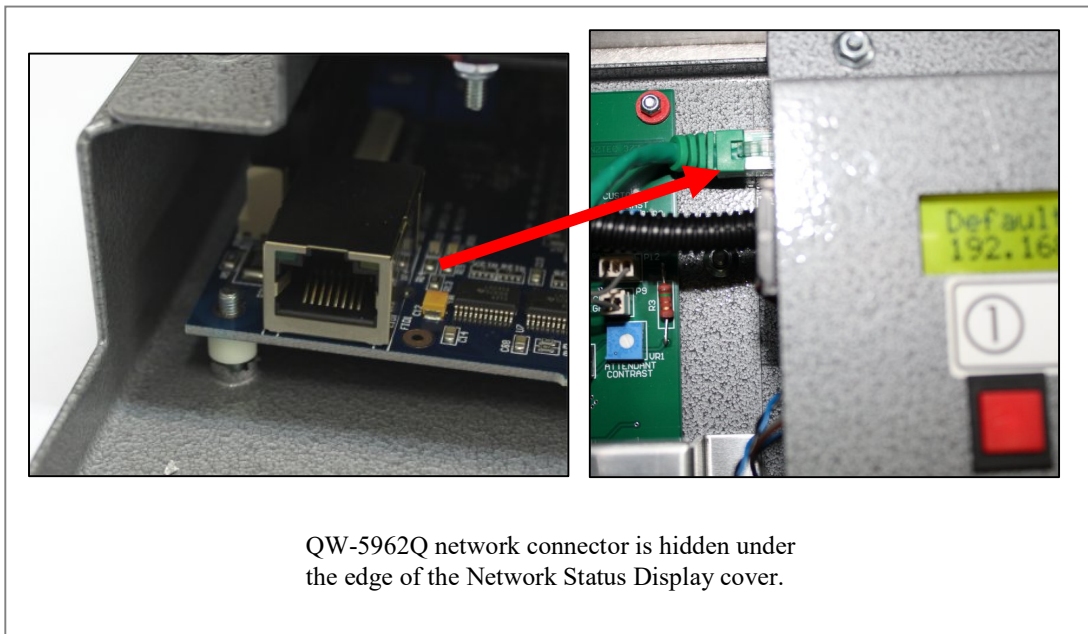
- Wash 1 - Black + Yellow
- Wash 2 - Black + Brown
- Wash 3 - Black + Pink
- Wash 4 - Black + Blue



Network Connection

An Ethernet connection is required to enable the credit card acceptance system.

Connect your Ethernet cable to the RJ45 network socket on the interface board inside the QW-5962Q.



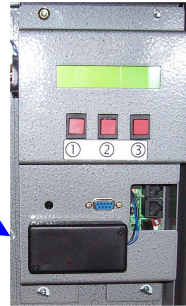
Wash Open Interface Unit Connection

The Wash Open Interface Unit is able to detect the 'Wash Open' state of the Car Wash.

If the Car Wash is NOT supplying the correct 'Wash Open' signal to the Entry System, the Entry System will enter a disabled mode, and not accept any further transactions.

Locate the Wash Open Interface Unit. It is attached to the Network Status Display cover in the top right hand corner of the Quick Wash.

With the power off, remove the plastic cover to expose the connector terminal.



Feed the 24VAC wash start signal lines from your car wash through the hole in the Wash Open Interface Unit

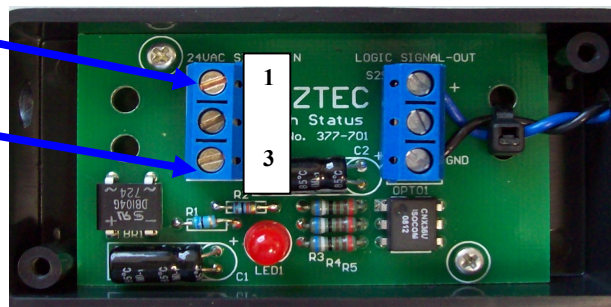
Optional – remove the pcb from its box by removing the two securing screws – this may make fitting the cable easier in some circumstances



Connect 24VAC wash start signal lines from your car wash into connections 1 and 3 on connector S1 in the Wash Open Interface Unit

Cable tie the signal lines to the PCB using the holes supplied

Refit the cover.



Refer to Wash Open Interface Unit instructions later in this document for configuration.

Malfunction Alarm Output Connections

There are four relay outputs that may be used to inform an external dialler or security system of the status of the machine. To accommodate the maximum number of possible installation requirements, both normally open and normally closed outputs are supplied. The four outputs are labelled 1 through 4 and each comprises of a black common, one blue output and one pink output. If your dialler only has one input channel then you should connect it to output 1 as this channel activates when any error condition occurs.

On the other hand, if you require more specific error reporting, outputs 2, 3 and 4 allow you to activate a different message for each individual error.

Details of the individual alarm outputs are as follows:

Output 1

When the machine is operating normally, the hoppers have coins and the note validator has not reported a fatal error, the black common is shorted to the blue output line. Should a hopper run out of coins, the validator report a fatal error or the power fail, the black common will be shorted to the pink output wire.

The output will return to its no-fault status as soon as the relevant error condition is remedied.

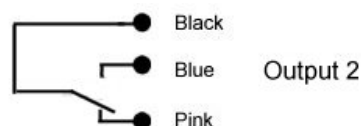


Outputs 2, 3, + 4

These outputs work in the opposite sense to output 1. That is to say, they have the black common shorted to the pink output wire when there is no error and they switch over to the blue output to report a fault condition. Details of the individual outputs are listed below.

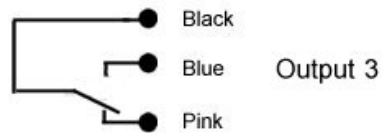
Output 2

This will connect the black and blue lines only when the validator reports a fatal note error. This condition will be reset when the main cabinet door is opened. When the validator is operating normally, the black and pink outputs will be connected. Note that a validator error will also cause output 1 to activate.



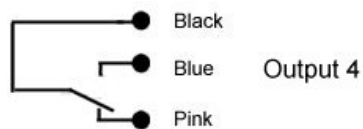
Output 3

This is the hopper status output. If a hopper runs empty, then the black and blue lines will be shorted. Otherwise, black and pink will be connected. Like output 2, this alarm will be reset when the main cabinet door is opened. Also like output 2, a hopper empty condition will cause output 1 to activate.



Output 4

This is the door open alarm. When the main cabinet door is closed the black common and the pink line will be shorted. This will swap over to the black and blue lines when the door is opened.



Set Up

Overview

When installing the QW-5962Q as part of an automatic wash, there are several configuration parameters that must be set up in order for the machine to operate as intended. Configuration functions are either accessed through one of the service mode menus or via the web interface.

Startup

To start the machine:

Unpack and install the equipment supplied.

Open the Main Door of the machine.

Connect the mains supply, alarm and wash outputs and the Ethernet cable.

Switch the unit on using the Mains Switch on the Power Supply front panel.

Service Mode

To activate Service Mode, insert the service mode key into the keyswitch located on the power supply tray and turn.

Once in service mode, pushing the “D” key will cycle you through the five service mode menus.

To exit service mode at any time, return the key to the upright position and withdraw it from the keyswitch.

Attendant Mode

To activate Attendant Mode open the machine door and press any key on the internal keypad.

In Attendant Mode you can print accountancy reports and carry out hopper refills.

To exit Attendant Mode close the machine door.

Web Interface

The Web Interface is accessed via a web browser using the IP address of the machine.

Network parameters, date and time settings, wash configuration, alerts, and receipt details are some of the features that are set via this interface.

Logs and meter information is also accessed via the Web Interface.

See the Web Interface section of this manual for further details.

Service Mode Menu 1

Immediately upon turning the service key, service mode 1 will be displayed, as shown:

```
SERVICE MODE MENU 1  A> SYSTEM RESET
B> TIME/DATE         C> WASH NAMES      D> MENU 2
```

Reset System

To reset the event log, and return the long term and short term accountancy meters to zero:

In Service Menu 1 press button A on the keypad.

```
****<<      SYSTEM RESET      >>****
ENTER PIN NUMBER TO PROCEED
```

Enter the machine's PIN number on the keypad.

```
TO RESET, RETURN KEY TO OFF POSITION
```

Turn the Service Key to the OFF position to reset the system.

```
TO RESET, RETURN KEY TO OFF POSITION
****<<      SYSTEM RESET      >>****
```

If you entered the PIN number incorrectly, turn off the Service Key switch and repeat the entire procedure.

View Time

Note that this function is read only. The time is set using the web interface, see later section of this manual.

To view the time, in Service Menu 1 press button B on the keypad to select set time/date.

```
VIEW CURRENT TIME AND DATE MENU
A> TIME  B> DATE  C> EXIT
```

Press button A to view the time.

```
CURRENT TIME->12:55:23 PM
PUSH D TO EXIT
```

Press button D to exit

View Date

Note that this function is read only. The date is set using the web interface, see later section of this manual.

To view the date, in Service Menu 1 press button B on the keypad to select set time/date.

```
SET TIME AND DATE MENU
A> TIME  B> DATE  C> EXIT
```

Press button B to view the date.

```
CURRENT DATE->WED 15/12/03
PUSH D TO EXIT
```

Press button D to exit

View Wash Names

Note that this function is read only. The wash configuration is performed using the web interface, see later section of this manual.

To view the wash names in Service Menu 1, press button C on the keypad.

```
SERVICE MODE MENU 1  A> SYSTEM RESET
B> TIME/DATE         C> WASH NAMES      D> MENU 2
```

Select a wash to display its name

```
WASH NAMES - SELECT 1-4 OR D TO EXIT
```

An example of Wash 1 with name displayed

```
WASH NAME - SELECT 1-4 OR D TO EXIT
WASH 1 NAME ->[      WASH1      ]
```

Press Button D to exit

Service Mode Menu 2

```
SERVICE MODE MENU 2  A> CORP MODE
B> PRICING  C> ESCROW  D> MENU 3
```

Set Up Corporate Mode

This menu sets the way a wash can be purchased.

CORP - a wash can only be bought with a corporate token.

To set up corporate mode:

In Service Menu 2 press button A on the keypad.

```
SELECT NEW SETTINGS OR HIT D TO EXIT
1> NORM  2> NORM  3> NORM  4> CORP
```

The settings for each of the four washes are displayed. Use keys 1 to 4 to toggle the washes between Norm and Corp modes.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

View Pricing Menu

Note that this function is read only. The wash configuration is performed using the web interface, see later section of this manual.

To view the wash prices:

In Service Menu 2 press button B – Pricing on the keypad.

```
ENTER PRICE TO CHANGE OR HIT D TO EXIT
1> $1.00  2> $2.00  3> $3.00  4> $4.00
```

The current prices for each of the four washes are displayed.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Set Up Escrow

"Escrow" refers to the number of cars that can be queued up for the car wash, including those waiting to pay and those that have paid.

To determine the escrow setting, count the number of car spaces between the entry booth and the wash. Count the space beside the entry booth too. If, for example, the entry booth is right outside the wash and the customer drives straight in after making a purchase then the escrow setting should be 1. If a customer purchases a wash and then enters a driveway long enough for two vehicles, the escrow setting should be 3.

To set escrow:

In Service Menu 2 press button C on the keypad.

```
CURRENT ESCROW SETTING -> 1 CARS  
SELECT NEW SETTING OR HIT D TO EXIT
```

If the current escrow setting is correct, press button D on the keypad to exit, or return the Service Key Switch to the OFF position.

If the current escrow setting is NOT correct, type in the escrow value you want (you can select up to 5 cars), and exit.

Service Mode Menu 3

```
SERVICE MODE MENU 3  A> PULSE SETUP  
B> COIN MECH  C> START MODE  D> MENU 4
```

Set Pulse

You can set the width of the wash start pulse that the entry system sends to the carwash. It is set in 1/60th second units, e.g., a setting of 60 = 1 second, 30 = 1/2 second.

To set the pulse:

In Service Menu 3 press button A on the keypad.

```
CURRENT START PULSE WIDTH -> 0  
PRESS A TO CHANGE OR D TO EXIT
```

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Set Up Coin Mech For Tokens

In coin mech mode you can set up the coin definitions for the coin mech channel. The terminal needs to know which denomination coin or token the coin mech is indicating when it toggles one of its output lines. A coin mech has 6 individual output lines. Each output line may be set up as 5 cents, 10 cents, 20 cents, 50 cents, \$1, \$2, one of four corporate tokens CT1, CT2, CT3, or CT4 or one of four value tokens VT1, VT2, VT3, or VT4.

To set up the coin mech:

In Service Menu 3 press button B on the keypad.

```
USE A, B, *, # TO SELECT OR HIT D TO EXIT  
1> 10C  2> 20C  3> 50C  4> $1  5> $2  6> 5C
```

The current settings for the six coin mech channels are displayed. The cursor will be by channel 1. Use the * and # keys to move the cursor to the other channels as required. Use the A and B keys to change the channel settings.

You can set a coin channel to CT1, CT2, CT3, or CT4 for corporate mode tokens 1 to 4. If a channel is set to CT1, for example, a pulse from the coin mech on this channel will cause the entry terminal to register a corporate token 1 input and start wash 1.

When a corporate token is accepted, the entry terminal will display "corporate mode" on the LCD. The LED beside the correct corporate mode wash will illuminate and the machine will wait for the customer to press the correct button.

Corporate customers cannot select change after inserting their token to be paid out in cash, nor can they select a different (cheaper) wash and be paid the difference.

When you configure the coin mech channels, you may find it useful to know which channel a currently accepted coin is programmed on. The coin mech is enabled when the terminal is in coin mech set up mode, so if you drop a coin through the mech the cursor will position itself beside the relevant coin mech channel. Use the A and B buttons on the keypad to enter the correct setting for that channel. Move the cursor to the correct channel manually using the * and # keys.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Set Start Mode

You can set start mode to Auto or Manual. In Manual mode the customer inserts their currency and chooses from the available menu. In Auto mode, no choices are available to the customer. Once the customer has inserted enough money Wash 1 will start automatically and any change will be given.

To set the start mode:

In Service Menu 3 press button C on the keypad.

```
CURRENT START MODE -> MANUAL START
PRESS A TO TOGGLE SETTING OR D TO EXIT
```

Press button A on the keypad to toggle between Manual and Auto.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Service Mode Menu 4

```
SERVICE MODE MENU 4  A> REST DEFAULTS
B> START DELAY  C> NOTE VAL  D> MENU 5
```

Restore Default Settings



Caution: Resetting the factory default settings will reset (clear) ALL of the configuration options detailed this guide. It does NOT clear short or long term meters or event log.

To reset the default settings:

In Service Menu 4 press button A on the keypad.

```
REST DEFAULT SETTINGS  ARE YOU SURE?
A> YES  B> NO
```

Press button A on the keypad to restore default settings or press button B to leave settings as they are and exit Menu 4.

```
PLEASE WAIT
RESTORING OPTIONS TO DEFAULT SETTINGS
```

Set Start Delay

You can set a start delay of between 1 and 10 seconds. Some carwashes cannot accept a start pulse immediately after completing the previous wash. This option can delay the next start pulse to give the carwash time to reset. It will not be necessary for most carwashes.

To set a start delay:

In Service Menu 4 press button B on the keypad.

Use button A to increment and B to decrement the start delay.

```
CURRENT START DELAY -> 0 SEC
USE A AND B TO SELECT OR HIT D TO EXIT
```

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Note Val

This option is no longer used and has been disabled.

Service Mode Menu 5

```
SERVICE MENU MODE 5  A> NOTE ACCEPTANCE
B> CREDIT LIMIT  C> SECURITY  D> MENU 6
```

Set Note Acceptance

You can set the denominations of notes the machine can accept.

In Service Menu 5 press button A on the keypad.

```
USE KEYS 1 - 5 TO TOGGLE - HIT D TO EXIT
$5 ON $10 ON $20 ON $50 ON $100 ON
```

Each denomination is assigned a number key. 1 = \$5, 2 = \$10, 3 = \$20, 4 = \$50, 5 = \$100.

Press the number key assigned to each denomination to toggle it ON or OFF.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Adjust the Credit Limit

You can adjust the credit limit. Once the limit you set has been reached, the machine will not accept any more money until after a wash has been purchased, or change paid out.

To adjust the credit limit:

In Service Menu 5 press button B on the keypad.

```
CURRENT CREDIT LIMIT -> $20
HIT A TO ADJUST OR D TO EXIT
```

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Set Security Level

You can select either a Normal or High security level.

In Service Menu 5 press button C on the keypad.

```
VALIDATOR SECURITY MODE: NORMAL
PRESS A TO TOGGLE SETTING OR D TO EXIT
```

Press button A on the keypad to toggle between Normal or High security.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Service Mode Menu 6

```
SERVICE MENU MODE 6      A> VALUE TOKENS
B> TERMINAL ENABLE       D> MENU 1
```

Value Tokens

This menu sets the value of each Value Token.

To set up the pricing menu:

In Service Menu 6 press button A – Value Tokens.

```
ENTER TOKEN TO CHANGE OR HIT D TO EXIT
1> $1.00  2> $2.00 3> $3.00 4> $4.00
```

The current prices for each of the four tokens are displayed.

To change a token value, press the token number on the keypad. A screen will show the current price and invite you to enter the new price.

```
CURRENT VAL TOKEN 1 VALUE -> $1.00
ENTER NEW VALUE ->$0.00
```

Type in the new price and press the # key when you have finished.

The new price confirmation screen will appear select A if the pricing is correct and B to return to the current pricing screen.

```
NEW VAL TOKEN 1 VALUE ->$1.00
IS THIS CORRECT?  A> YES      B> NO
```

If you select A, the token value screen will display again with the new price showing.

Change the other token values as required.

Note: You must return to the *setup coin mech* section and assign the Value Tokens to channels in the coin mech in order to implement Value Tokens.

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Terminal Enable

The Terminal Enable setting allows the Wash Open Interface Unit to operate.

In Service Menu 6 press button C on the keypad.

To allow the Wash Open Interface Unit to operate set the terminal enable input to ON.

```
TERMINAL ENABLE INPUT -> OFF  
PRESS A TO TOGGLE SETTING OR D TO EXIT
```

When you have finished, press button D on the keypad to exit, or return the Service Key Switch to the OFF position and remove the key.

Return to Normal Operation

To leave Service Mode and return to Normal Operation Mode:

Turn the Service Key to the OFF position and remove it.

```
PUSH ANY KEY TO ENTER ATTENDANT MODE  
TOTAL CREDITS $0.00
```

You can now either shut the door, or leave it open and monitor transaction progress on the display.

Remember to remove the Service Key before attempting to close the Main Door.

Attendant Mode

Overview

To activate Attendant Mode open the machine door and press any key on the internal keypad.

Once in Attendant Mode you can perform the following functions at the machine whenever required.

Fill the hoppers and record hopper refills,
Print the short term and long term or user defined accountancy meters.

When the QW-5962Q is in Attendant Mode, it does not accept notes or coins.

Print Reports

Note: Report Printing using the procedure below has yet to be implemented.

Note that you can cancel this procedure at any time by shutting the Main Door.

To print a report:

Open the Main Door and press any key on the keypad, the Attendant Mode screen will display briefly before options are displayed.

```
<<ATTENDANT MODE>>
```

```
SELECT A FUNCTION:  
A> PRINT REPORTS  B> REFILL
```

Press button A on the keypad.

```
WHICH REPORT DO YOU WANT TO PRINT?  
A> ACCY FULL  B> ACCY USER  C> EXIT
```

To print accountancy reports, on the keypad press either button A for a full report (both long and short term meters) or B for a user defined report.

```
PRINTING ACCOUNTANCY REPORT
```

When the printer has finished printing:

```
SELECT A FUNCTION:  
A> PRINT REPORTS  B> REFILL
```

Select another function or close the Main Door to exit.

Fill Hoppers

Not available in this model

Record Hopper Refills

Not available in this model

Add Coins

Not available in this model

Wash Open Interface Unit

The Wash Open Interface Unit is a printed circuit board housed in a plastic case mounted inside the QW-5962Q Entry System. This interface detects the operational status of the car wash and prevents the entry system from selling a wash in the event the wash is disabled for any reason.

Wash Interface Unit Software Setup

Open the door of the Entry System and turn the attendant key on the power supply.

This will enter Service Mode. You will see the following screen:

```
SERVICE MODE MENU 1    A> SYSTEM RESET  
B> TIME / DATE      C> RECEIPT  D> MENU 2
```

Press D five times, to get to Menu 6. You will see the following screen:

```
SERVICE MODE MENU 6    A> VALUE TOKENS  
B>PRINTER  C>TERMINAL ENABLE D>MENU 1
```

Press C on the keypad to enter the Terminal Enable setting menu. You will see the following screen:

```
TERMINAL ENABLE INPUT -> OFF  
PRESS A TO TOGGLE SETTING OR D TO EXIT
```

The Terminal Enable Input setting is OFF by default (ie. ignore Wash Open signals from the car wash)

To enable the Wash Open/Closed operation (ie. respond to Wash Open signals from the car wash) , press A on the keypad.

The terminal enable setting will now be ON (as shown on the top line of the display.)

```
TERMINAL ENABLE INPUT -> ON  
PRESS A TO TOGGLE SETTING OR D TO EXIT
```

Once the Press D to exit. You will be returned to SERVICE MODE MENU 6 Screen.

Switch off the attendant key and close the Entry System door to return to normal operation.

Web Interface

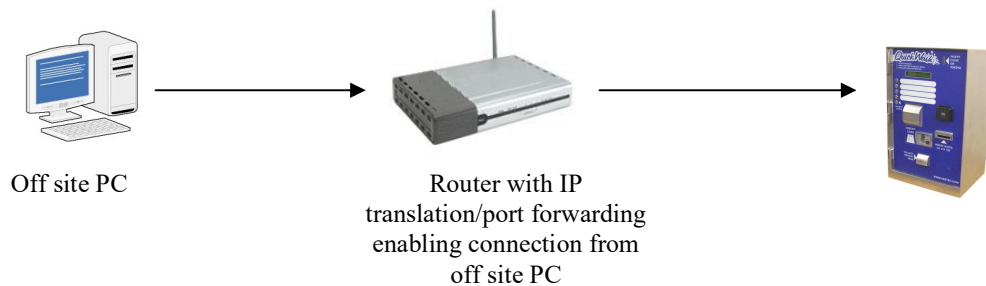
The web interface provides a convenient means of configuring and managing the QW-5962Q. Anztec recommend using Mozilla Firefox when accessing the QW-5962Q via the web interface but most browsers will work equally as well.

Accessing the Web Interface

If accessing the QW-5962Q from the same local area network as the host PC, simply enter the machine's IP address into the browser address bar. The IP address is displayed on the Network Status Display panel inside the machine.



If accessing the QW-5962Q from an off-site location through a router you will need to ensure translation between the outside IP address and the internal IP address is enabled – this is often referred to as ‘port forwarding’. In this case, you will need to enter the external IP address of the site into the browser address bar. Note that when using this configuration, it is a good idea to make the IP address of the QW-5962Q static. This will ensure that the DHCP server does not assign a different IP address to the QW-5962Q and prevent login from an external location. For instructions on how to make the IP static, see the network configuration section of this manual. If in doubt about any of the configuration instructions detailed here, seek the guidance of a competent IT professional.



After successful connection through your browser the login screen will appear.

Login screen

To access the login screen, follow the instructions above in the section titled ‘Accessing The Web Interface’. Once connected, the initial login screen will be displayed as shown below.



The screenshot shows a web browser window titled 'Anztec Wash Entry'. The address bar displays 'XXX.XXX.XXX.XXX'. The page features a blue header with the 'ANZTEC' logo and 'WASH ENTRY SYSTEM' text. Below the header, the page is titled 'Anztec Wash Entry' and includes a welcome message: 'Welcome To The Anztec Wash Entry System'. On the left side, there are input fields for 'Username:' and 'Password:', followed by a 'Login' button. At the bottom, a copyright notice reads '© Anztec Ltd. 2017. All Rights Reserved'.

Enter your user name and password and click on the Login button.



The screenshot shows the dashboard after a successful login. On the left, a sidebar menu lists various options: 'Websaver Home', 'Configuration...', 'Meters', 'Logs', 'Ecommerce Status', 'Alerts', 'User', 'Password', and 'Current User: your username'. A 'Logout' button is located at the bottom of the sidebar. The main content area features the 'ANZTEC' logo and the title 'Anztec Wash Entry', followed by the welcome message 'Welcome To The Anztec Wash Entry System'. At the bottom of the main area, there is a large empty rectangular box.

Once logged in you will be presented with a range of options accessible through the menu sidebar.

Configuration

Click on the configuration button on the left hand side menu to display the configuration options.

The following options are available:

- Configure Network
- Configure Washes
- Configure Clock
- Configure System
- Configure Site
- Configure Pushover
- Configure Reports
- Configure Receipts
- Configure Ecommerce
- Configure Hardware

Webserver Home		
Configuration...	Configure Network	
Meters	Configure Washes	
Logs	Configure Clock	
Ecommerce Status	Configure System	h Entry System
Alerts	Configure Site	
User	Configure Pushover	
Password	Configure Reports	
Current User:	Configure Receipt	
your username	Configure Ecommerce	
Logout	Configure Hardware	

Configure Network

The Configure Network page contains all network related settings.

Webserver Home	ANZTEC	
Configuration...		
Meters		
Logs		
Ecommerce Status		
Alerts		
User		
Password		
Current User: your username		
Logout		
Network Configuration		
Automatically Configure Network: <input checked="" type="checkbox"/>		
IP Address:	<input type="text" value="192.168.0.36"/>	
Subnet Mask:	<input type="text" value="255.255.255.0"/>	
Default Gateway:	<input type="text" value="192.168.0.1"/>	
MAC Address:	<input type="text" value="00:20:af:29:07:e4"/>	
DNS		
DNS Server Address:	<input type="text" value="192.168.0.253"/>	
System Updates		
System Update Server Address:	<input type="text" value="103.11.127.67"/>	
Email		
Enable Email Service:	<input type="checkbox"/>	
Email Uses SSL:	<input type="checkbox"/>	
SMTP Server Address:	<input type="text" value="192.168.0.24"/>	
Username	<input type="text"/>	
Password	<input type="password"/>	
Mail From Address:	<input type="text" value="testwash@anztec.com"/>	
Test Mail Address:	<input type="text" value="development@anztec.com"/>	
Send Test Email		
Time Server		
Use Time Server:	<input type="checkbox"/>	
Time Server Address:	<input type="text" value="time.nist.gov"/>	
Timezone:	<input type="text" value="UTC + 12:00 New Zealand"/>	
Daylight Saving:	<input type="checkbox"/>	
Management Server		
Management Server Address:	<input type="text" value="121.72.226.177"/>	
Pushover		
Enable Pushover Service:	<input type="checkbox"/>	
Pushover API Token:	<input type="text"/>	
Test Pushover User ID:	<input type="text"/>	
Pushover Test		
Apply Changes Reset		

Network Configuration

If the Automatically Configure Network checkbox is ticked, DHCP is enabled and the on-site router will automatically assign network parameters at startup. Should you want to assign static network parameters to the machine, untick the Automatically Configure Network checkbox, enter the desired values and then click the Apply Changes button at the bottom of the page.

The MAC Address is set factory set and cannot be altered by a user or administrator.

System Updates

The System Update Server Address determines the location that the QW5961P will query in order to download online software updates. This is preset by Anztec but can be changed by the user if the server address changes.

Email

If email reports or alerts are enabled, details of a valid SMTP mail server must be entered into this section. Current versions of software do not support SMTP servers that use SSL to encrypt their communications. This feature will be added at some time in the future.

Time Server

The system can get its current time by either having it manually set or by retrieving it from a time server. To have the clock automatically set at startup, check the Use Time Server box and enter a time server address. Select a time zone and check the Daylight Saving box if required.

Click on the Apply Changes button to implement any changes you have made.

Pushover

To receive Pushover notifications from the Anztec Wash Management System you must obtain a User Identifier Code and an Application API Token from Pushover, www.pushover.net.

To obtain the User Identifier code you install the Pushover app on your device as detailed in the information contained on the Pushover website. There is a seven day free trial period however long term use requires purchasing the application.

You also need to register the Wash Management System at Pushover to obtain an Application API Token, registration is free.

Once you have the API token, enter this value into the Pushover API Token box and tick the Enable Pushover Service checkbox to obtain notifications. It will also be necessary to enter individual or group pushover IDs into settings on the Configuration->Pushover page.

Click on the Apply Changes button to implement any changes you have made.

You can send a test Pushover by pressing the Pushover Test button.

Configure Washes

Use the drop down menus in the Wash Configuration window to set the wash parameters. To retrieve the settings for a particular wash, set the drop-down Wash Number box to the desired wash number. Change any settings and then hit the Apply Changes button. The changes will be reflected in the Enabled Washes table.

The Wash Name field is used to display the selected wash on the LCD display. Due the limited dimensions of this display, the wash name must not be longer than 20 characters. The wash name is also displayed on the receipt if this is printed.

The wash price is the value required to purchase the wash exclusive of any credit card surcharge that may be applied.

The Select setting details the wash start button that is used to purchase the wash.

The Mode setting determines how a wash may be purchased. When set to Corporate, a wash may only be purchased by a corporate token. This allows a wash type to be reserved for the exclusive use of corporate customers. When set to Normal, a wash may be purchased by either cash/card or corporate token.

The Output setting determines which output relay will be activated when the wash is purchased.

Webserver Home Configuration... Meters Logs Ecommerce Status Alerts User Password Current User: your username Logout	ANZTEC						WASH
	Enabled Washes						
	No.	Wash Name	Price	Select	Mode	Output	
	1	Wash 1	\$1.00	1	Normal	1	
	2	Wash 2	\$2.00	2	Normal	2	
	3	Wash 3	\$3.00	3	Normal	3	
	4	Wash 4	\$4.00	4	Normal	4	
	Wash Configuration						
	Wash Number:	1	Wash Name:	Wash 1		Wash Price:	\$1.00
	Wash Mode:	Normal	Wash Select:	1	Wash Output:	1	Enable Wash: <input checked="" type="checkbox"/>
Apply Changes Reset							

Configure Clock

The current date and time can be set by completing the relevant fields on this page. Time is represented in 24-hour format.

Click on the Apply Changes button to implement the changes.

Webserver Home	ANZTEC
Configuration...	
Meters	
Logs	
Ecommerce Status	
Alerts	Current Date/Time
User	Date: <input type="text" value="12"/> . <input type="text" value="02"/> . <input type="text" value="2018"/>
Password	Time: <input type="text" value="10"/> : <input type="text" value="22"/> : <input type="text" value="08"/>
Current User: your username	<input type="button" value="Apply Changes"/> <input type="button" value="Reset"/>
<input type="button" value="Logout"/>	

Configure System

System Reset allows one of the following options to be selected from the drop down menu:

Reset Meters: Clears the contents of all meters (short + long term).

Reset All Configuration Apart From Network: Resets the machine configuration to default but leaves your current network settings intact.

Reset All Configuration: Resets the machine configuration to default including network settings.

Reset Everything: Resets all machine configuration to default and clears all meters.

Select the desired option and press the Reset System button.

The screenshot displays the ANZTEC web interface. On the left is a sidebar menu with links: Webserver Home, Configuration..., Meters, Logs, Ecommerce Status, Alerts, User, Password, Current User: your username, and a Logout button. The main content area has a blue header with the ANZTEC logo. Below the header, there are three sections: 1. 'System Reset' which includes a 'Select Reset Type:' dropdown menu currently set to 'Reset Meters', a text prompt 'Push Button To Reset All Meter And Alert Totals.', and a 'Reset System' button. 2. 'Configuration Information' which lists system details: Model: help, Serial No.: 6003, Software Version: Merlin 1.0.0.66, and Bootloader Version: 1.0. 3. 'System Update' which features an 'Update Filename:' text input field and a 'Download File' button.

Configuration information displays the model, serial number and software version of the Merlin Interface Board along with its bootloader version.

System Update allows you to update the Merlin board software. Enter the update file name in the box provided and press the Download File button. Once the file has downloaded, the Program File button will become visible. When you press this button, the Merlin board will start the reprogramming process starting with erasing the flash memory and followed by the actual programming of the now blank memory. Progress can be followed on the internal LCD display. Care should be taken not to interrupt the power prior to the completion of reprogramming.

Configure Site

Use the text boxes provided to details of the host site.

Click on the **Apply Changes** button to store the changes.

Webserver Home	<h1>ANZTEC</h1>
Configuration...	
Meters	
Logs	
Ecommerce Status	
Alerts	
User	
Password	
Current User:	
your username	
Logout	
<h2>Site Configuration</h2>	
Site Name:	<input type="text"/>
Address:	<input type="text"/>
	<input type="text"/>
State:	N/A ▾
Postcode:	<input type="text"/>
Country:	New Zealand ▾
Phone:	<input type="text"/>
Mobile:	<input type="text"/>
Email:	<input type="text"/>
Contact Name:	<input type="text"/>
<div>Apply Changes Reset</div>	

Configure Pushover

Pushover User or Group IDs may be entered into the text boxes in order to send the corresponding reports or notifications to recipients via the Pushover system. Only entries with valid user/group IDs entered will be sent to the Pushover dispatch queue.

Click on the Apply Changes button to implement the changes.

Webserver Home	ANZTEC	
Configuration...		
Meters		
Logs	Configure Pushover	
Ecommerce Status	Enter Pushover User Or Group IDs To Receive Corresponding Notifications	
Alerts	Hourly Total:	<input type="text"/>
User	Daily Total:	<input type="text"/>
Password	Weekly Total:	<input type="text"/>
Current User:	Monthly Total:	<input type="text"/>
your username	Clearances :	<input type="text"/>
<input type="button" value="Logout"/>	Alerts:	<input type="text"/>
	<input type="button" value="Save Changes"/>	<input type="button" value="Reset"/>

Configure Reports

Use this menu to enter recipients for the various email reports that may be generated. Up to 10 recipients may be specified. When adding a new recipient or editing an existing one, it is necessary to click the Update button to save the changes.

The check boxes adjoining the recipient address determine which report(s) the recipient will receive. The Enabled checkbox can be used to temporarily disable transmission of all reports to the respective recipient address.

Webserver Home	ANZTEC							WASH ENTRY SYSTEM	
Configuration...									
Meters									
Logs	Report Configuration								
Ecommerce Status	Recipient Address	Hourly	Daily	Weekly	Monthly	On Clear	Enabled		
Alerts	Recipient@test.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Delete"/>	<input type="button" value="Update"/>
User									
Password									
Current User:									
your username									
<input type="button" value="Logout"/>									

Configure Receipt

The receipt configuration page allows all aspects of the receipt configuration to be specified.

Webserver Home	ANZTEC	
Configuration...		
Meters		
Logs	Receipt Enable	
Ecommerce Status	Enable Receipt Printing: <input checked="" type="checkbox"/>	
Alerts		
User	Receipt Configuration	
Password		
Current User: your username		
<input type="button" value="Logout"/>		
	Site Name:	<input checked="" type="checkbox"/> <input type="text" value="Test Site"/>
	Address:	<input checked="" type="checkbox"/> <input type="text" value="123 Test Street"/>
		<input checked="" type="checkbox"/> <input type="text" value="Test Town"/>
	Phone:	<input checked="" type="checkbox"/> <input type="text" value="123 456 789"/>
	Email:	<input checked="" type="checkbox"/> <input type="text" value="test@test.com"/>
	Website:	<input checked="" type="checkbox"/> <input type="text" value="www.testwash.com"/>
	ABN/GST No.:	<input checked="" type="checkbox"/> <input type="text" value="98765432100"/>
	Tagline:	<input checked="" type="checkbox"/> <input type="text" value="Thanks For Washing"/>
		<input checked="" type="checkbox"/> <input type="text" value="With Us"/>
	Jurisdiction:	<input type="text" value="New Zealand"/> ▾
	<input type="button" value="Apply Changes"/> <input type="button" value="Reset"/> <input type="button" value="Print Test Receipt"/>	

To enable Receipt Printing check the Enable Receipt Printing box.

Enable or disable the details required in your receipt by checking the boxes adjacent to each line.

Enter receipt details into the text boxes relating to each line on the receipt.

After entering the details press the Apply Changes button to save any new or altered details.

Receipt details can be confirmed by printing a test receipt. Press the Print Test Receipt button and a receipt will be printed by the QW entry system.

Below is an example of a test print of a receipt.

Test Site 123 Test Street Test Town
Phone: 123 456 789 Email: test@test.com ABN: 98765432100 Tax Invoice No: 0000031
Transaction Details 09:32:54 12/02/2018 Purchase: Wash 3
Total: \$3.00
Paid: \$5.00 Cash
Thanks For Washing With Us
www.testwash.com

Configure Ecommerce

Tick the Enable Ecommerce checkbox to enable Ecommerce and allow card payment functionality.

Enter appropriate Card Service Vendor, Server Address and Device ID information.

Enter any card surcharge you need to apply to card transactions. The surcharge will be added to all card transactions and printed on the transaction receipt. It is important that if a surcharge is to be charged, then this fact must be advertised externally on installation signage.

It is important that the Ecommerce Currency dropdown box is correctly set. If this is not set a message reading “EC Currency Not Set” will appear on the Network Status Display located on the back wall of the machine.

Click on the Apply Changes button to implement the changes.

Webserver Home	ANZTEC	
Configuration...		
Meters		
Logs		
Ecommerce Status	Ecommerce Configuration	
Alerts	Enable Ecommerce:	<input checked="" type="checkbox"/>
User	Card Service Vendor:	<input type="text"/>
Password	Server Address:	<input type="text"/>
Current User: your username	Device ID:	<input type="text"/>
<input type="button" value="Logout"/>	Ecommerce Currency:	New Zealand Dollars (\$NZD) <input type="text"/>
	Card Surcharge:	<input type="text" value="\$0.20"/>
	Enable Comms Logging:	<input type="checkbox"/>
	Reset Log File	<input type="button" value="Reset"/>
	Download Log File	<input type="button" value="Download"/>
	<input type="button" value="Apply Changes"/> <input type="button" value="Reset"/>	

To enable ecommerce communications logging, make sure the Comms Logging box is checked.

The Comms Logging function creates a log file of all communications with the card hardware. This file can be used in order to debug card operation or to look at transaction detail for a particular period of time. Comms Logging is not intended to be enabled permanently but rather used as an analysis tool when it becomes necessary.

Configure Hardware

Use this menu to configure any alternative hardware devices that the machine may be configured for. In the case below, the only configurable machine option is the printer type.

Once all options are set correctly, click on the Apply Changes button to store the changes.

Webserver Home	ANZTEC	
Configuration...		
Meters		
Logs	Hardware Configuration	
Ecommerce Status	Printer Type:	Custom ▾
Alerts		
User	Apply Changes Reset	
Password		
Current User: your username		
Logout		

Meters

From the Meters menu you can view short term, long term and historical meter information. Short term meters may be reset periodically as desired by the operator. A time/date stamped event is recorded in the event log whenever the short term meters are reset.

Short Term Meters

The Short Term meter groups viewable via this function are:

- Current Hopper Levels
- Current Cash Levels
- Short Term Hopper Refills
- Short Term Cash Clearances
- Short Term Coins In
- Short Term Corporate Token In
- Short Term Value Tokens In
- Short Term Notes In
- Short Term Purchases
- Short Term Hopper Payouts
- Short Term Totals

The Short Term Meters can be reset by pressing the Reset Meters button located at the bottom of the page.

Long Term Meters

The Long Term meter groups viewable via this function are:

- Current Hopper Levels
- Current Cash Levels
- Long Term Hopper Refills
- Long Term Cash Clearances
- Long Term Coins In
- Long Term Corporate Token In
- Long Term Value Tokens In
- Long Term Notes In
- Long Term Purchases
- Long Term Hopper Payouts
- Long Term Totals

Historical Turnover Meters

Currently, Historical Turnover Meters are not enabled

.

Logs

Use this menu item to access performance and event logs.

Currently, only the Event Log functionality is enabled.

Each log file contains one month's log entries. For example, the file E2018-01.TXT contains the log entries for January 2018. Log files may be viewed on the browser or downloaded and saved on the host PC.

Press the Download button to download and save the log file in .TXT format. This type of file is best viewed with Microsoft Word Pad or similar text file viewing software.

The screenshot shows the ANZTEC Webserver interface. On the left is a navigation menu with items: Webservice Home, Configuration..., Meters, Logs, Ecommerce Status, Alerts, User, Password, Current User, Your Username, and a Logout button. The main content area has a blue header with 'ANZTEC' and 'WAS' on the right. Below the header are sections for 'Hourly Performance Logs', 'Daily Performance Logs', 'Weekly Performance Logs', and 'Monthly Performance Logs'. The 'Event Logs' section contains a table with two rows: 'E2017-12.TXT' with a size of 480 and 'E2018-02.TXT' with a size of 49056. Each row has 'Download' and 'View' buttons.

Log File	Size	Download	View
E2017-12.TXT	480	Download	View
E2018-02.TXT	49056	Download	View

To view the log without downloading press the View button and use the previous and next page button to scroll through the log.

This screenshot shows the 'View' page for the log file E2018-02.TXT. The interface is similar to the previous one, but the 'View' button for E2018-02.TXT was clicked. The log entries are displayed in a table with columns for date/time and description. The entries are: '18-12-2017 10:07:45 Full System Clear', '18-12-2017 10:07:45 System Powered Up Credit \$0.00', '18-12-2017 10:07:45 Main Door Opened Credit \$0.00', '18-12-2017 10:16:58 System Powered Up Credit \$0.00', and '19-12-2017 07:18:52 System Powered Up Credit \$0.00'. At the bottom are 'Previous Page', 'Next Page', and 'Close' buttons.

Date/Time	Description
18-12-2017 10:07:45	Full System Clear
18-12-2017 10:07:45	System Powered Up Credit \$0.00
18-12-2017 10:07:45	Main Door Opened Credit \$0.00
18-12-2017 10:16:58	System Powered Up Credit \$0.00
19-12-2017 07:18:52	System Powered Up Credit \$0.00

Ecommerce Status

View the current Ecommerce and Extended Ecommerce Status.

The status information displayed is generated by the installed Payment Express card readers. The information in the Ecommerce Status section is updated in real time (every 3 seconds) but the Extended Ecommerce Status is only refreshed at power-up.

Webserver Home	ANZTEC	
Configuration...		
Meters		
Logs	Ecommerce Status	
Ecommerce Status	Message Count:	0
Alerts	Card Present:	No
User	System Status:	Idle/Ready
Password	Transaction State:	Purchase completed
Current User:	System Time:	15/02/2018 08:51:58
your username	Online:	Yes
<input type="button" value="Logout"/>	Offline Transactions:	0
	Update Pending:	No
	Extended Ecommerce Status	
	Signed-On:	Yes
	Sign-On Time:	14/02/2018 03:33:51
	Timezone:	NZT
	Serial No:	1215170133
	Currency ID:	NZD
	Timeout:	5
	PINPad:	No
	Firmware Version:	DPSSCR200E v1.3.7.1A
	Card Reader Removed:	Yes
	PINPad Removed:	No
	Contactless Reader:	No
	SIM Fitted:	No
	Station ID:	1215170133
	Merchant ID:	
	Terminal ID:	

Alerts

Note that alert functionality is not currently included in the current software release. The information presented below is forward-looking and details how the alert system will function once implemented.

To send an alert via Email and/or Pushover when the corresponding event occurs, click on the appropriate checkbox. Click the Apply Changes button at the bottom of the page to store the new configuration.

Alerts can be selected from the following categories:

- Alert Notification Settings
- Hopper Alerts
- Coin Mech Alerts
- Note Validator Alerts
- System Alerts
- Purchase Alerts
- Ecommerce Alerts

Webserver Home	ANZTEC		
Configuration...			
Meters			
Logs	Alert Notification Settings		
Ecommerce Status	Alert Type	Email	Pushover
Alerts	Main Door Opened	<input type="checkbox"/>	<input type="checkbox"/>
User	Main Door Closed	<input type="checkbox"/>	<input type="checkbox"/>
Password	Wash Enabled	<input type="checkbox"/>	<input type="checkbox"/>
Current User:	Wash Disabled	<input type="checkbox"/>	<input type="checkbox"/>
Your Username	Vehicle Entered Wash	<input type="checkbox"/>	<input type="checkbox"/>
Logout	Vehicle Exited Wash	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper Alerts		
	Alert Type	Email	Pushover
	Hopper 1 Paid Out	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 2 Paid Out	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 1 Empty	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 2 Empty	<input type="checkbox"/>	<input type="checkbox"/>
	All Hoppers Empty	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 1 Refill	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 2 Refill	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 1 Count	<input type="checkbox"/>	<input type="checkbox"/>
	Hopper 2 Count	<input type="checkbox"/>	<input type="checkbox"/>
	Coin Mech Alerts		
	Alert Type	Email	Pushover
	5c Coin Accepted	<input type="checkbox"/>	<input type="checkbox"/>
	10c Coin Accepted	<input type="checkbox"/>	<input type="checkbox"/>
	20c Coin Accepted	<input type="checkbox"/>	<input type="checkbox"/>
	50c Coin Accepted	<input type="checkbox"/>	<input type="checkbox"/>
	\$1.00 Coin Accepted	<input type="checkbox"/>	<input type="checkbox"/>
	\$2.00 Coin Accepted	<input type="checkbox"/>	<input type="checkbox"/>
	Corporate Token 1 Accepted	<input type="checkbox"/>	<input type="checkbox"/>

User

Use the User Configuration menu to add or remove user logins and control access to the various web pages within the wash entry system. Each user can be allowed access to a different subset of the available pages depending on their privilege level. After making alterations to a user, click on the update button to save the settings.

Webserver Home Configuration... Meters Logs Ecommerce Status Alerts User Password Current User: your username Logout	ANZTEC										WASH ENTRY SYSTEM		
	User Configuration												
	User Name	View Meters	Cash Clearances	Alerts	Config	Admin	Pass-word	Enabled					
	admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete	Update	Reset Password		
	user1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete	Update	Reset Password		
	user2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete	Update	Reset Password		
	user3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete	Update	Reset Password		
	user4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete	Update	Reset Password		
	New User												

Password

Using this menu option, the currently logged in user is able to change their password.

To do this, enter the current and new password, repeat the new password to confirm and press the change password button.

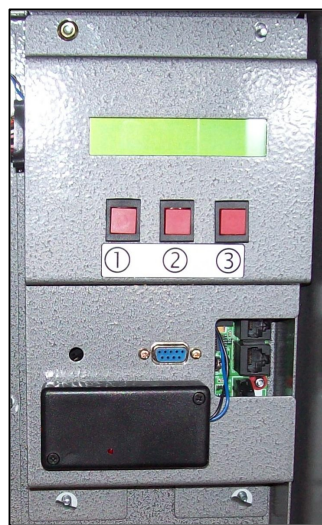
Webserver Home Configuration... Meters Logs Ecommerce Status Alerts User Password Current User: your username Logout	ANZTEC	
	Change Currently Logged-In User's Password	
	Current Password:	<input type="text"/>
	New Password:	<input type="text"/>
	Repeat New Password:	<input type="text"/>
	Change Password	

Network Status Display

The Network Status Display is used to display basic system settings.

The Network Status Display is found inside your QW-5962Q wash entry system. It consists of a LCD display, 9 pin debug port, and three selection buttons.

Under normal operation the information display will show the machine's Merlin board software version and Ethernet settings.



Button Functions

Button 1 – Currently inactive

Button 2 – Currently inactive

Button 3 – Currently inactive

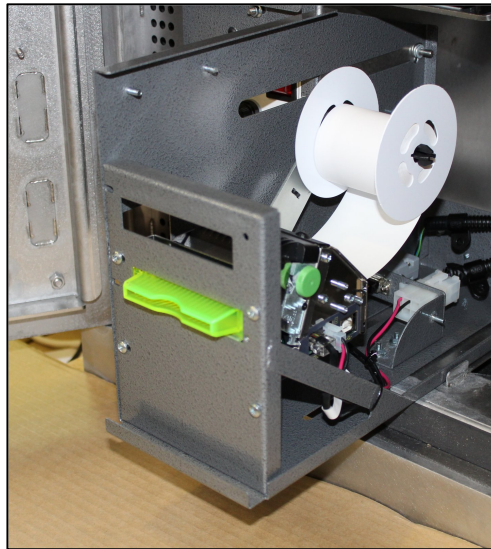
Printer Paper Refill

The Custom TG2460H thermal printer fitted to the QW Entry System accepts standard 60mm thermal paper rolls up to 100mm in diameter.

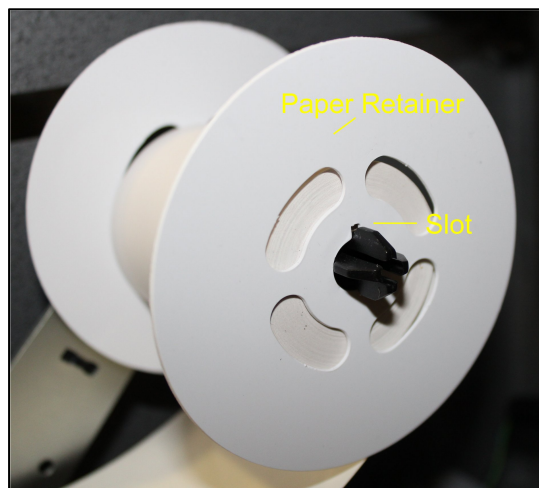
Unloading Paper

Turn the machine power off and slide the printer frame forward.

Turn the green manual feed knob on the side of the printer in an anticlockwise direction to eject the paper.



Align the slot on the paper retainer with one of the four retaining fins on the paper roll shaft.



Press the fins together and pull off the paper retainer.

Remove the paper roll.

Loading Paper

After following the paper unload procedure, slide a new paper roll onto the printer shaft with a paper in the orientation as shown below.



Press the paper retainer back onto the shaft.

Turn on the machine power

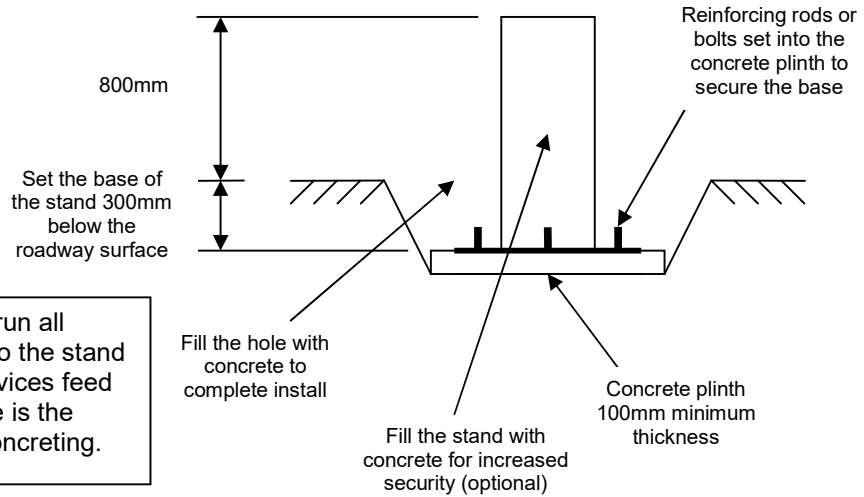
Gently feed the paper into the printer, yellow arrows indicate the feed path.

The auto feed mechanism should grab the paper and feed it through, this may require a number of attempts.



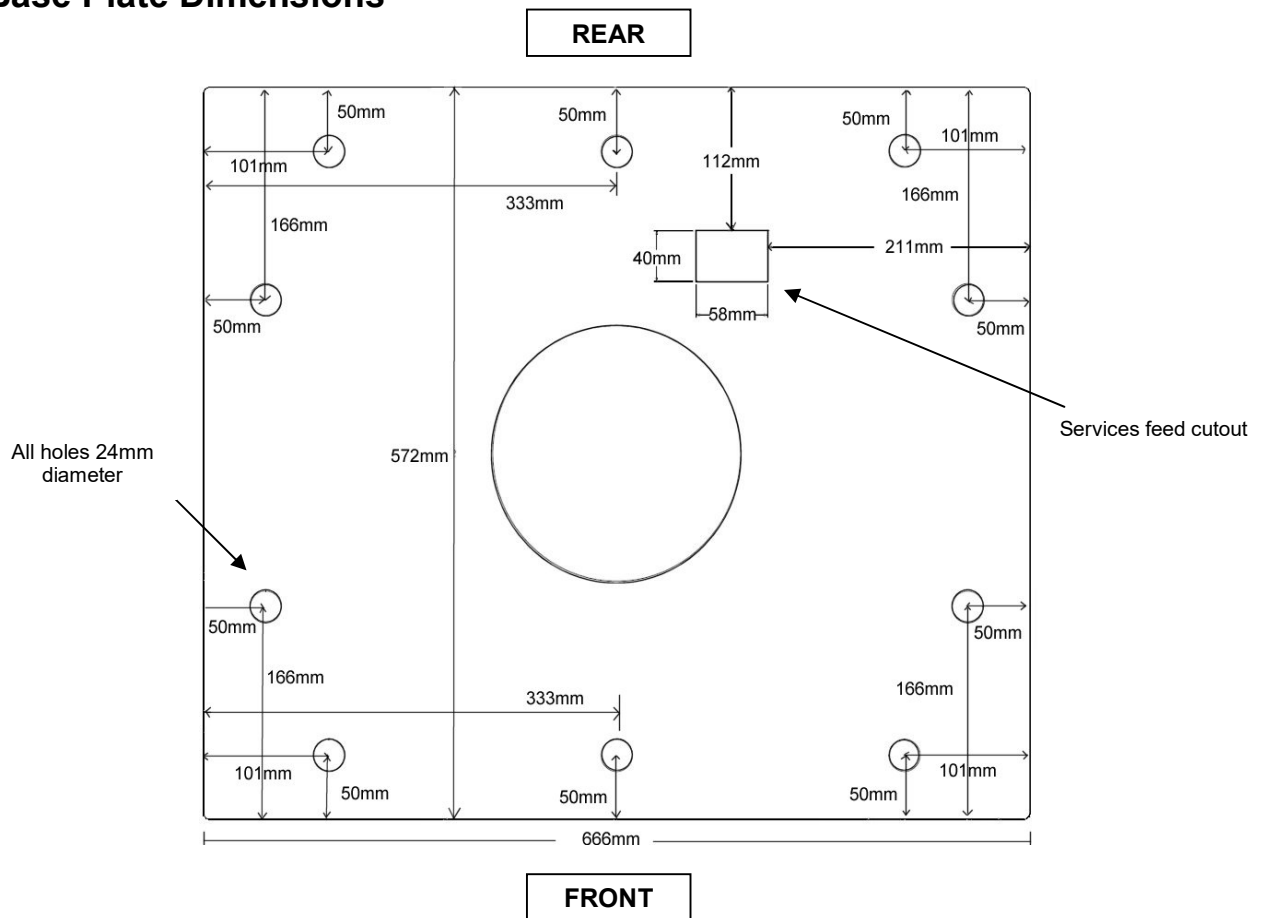
Slide the printer frame back into its normal position once the paper has loaded.

QW Stand



Note: Make sure you have run all services through the plinth to the stand and into the rectangular services feed cutout area. Check the base is the correct orientation before concreting.

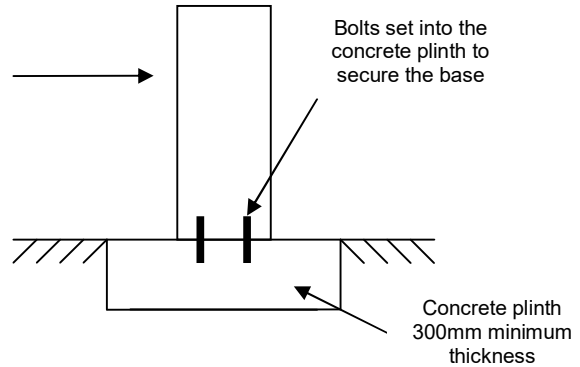
Base Plate Dimensions



QW Surface Mount Stand

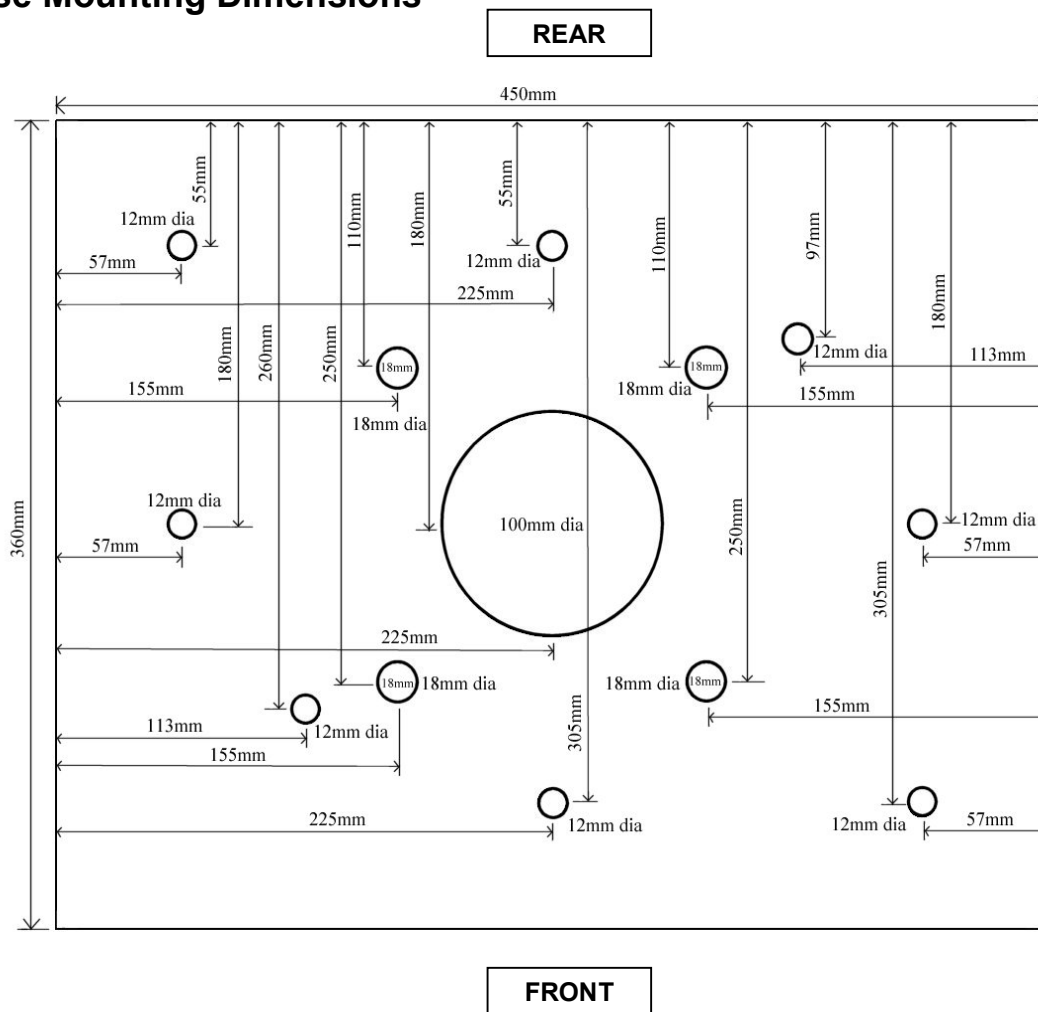


Fill the stand with concrete for increased security (optional)



Note: Make sure you have run all services through the plinth to the stand and into the circular services feed cutout area. Check the base is the correct orientation before concreting.

Base Mounting Dimensions



Specifications – QW-5962Q

Technical Specifications

Electrical Specification	Nominal Mains Input Voltage:	110/240 V AC
	Frequency:	50/60 Hz
	Mains supply current (max.):	1.6 A
Operating Environment	Minimum temperature:	0°C
	Maximum temperature:	50°C
	Relative humidity (min.):	10%
	Relative humidity (max.):	95%
Cabinet	Dimensions (mm) (H x W x D):	750 x 475 x 380
	Weight (kg):	90
	Total 8 mm stainless steel front door.	
	Multipoint locking mechanism.	
	Secure coin presentation mechanism.	
Contactless Payment	Monitored door.	
	Quest CT400 Contactless Payment Module	
Operator Display	Two lines x 40 character wide, back-lit LCD (Liquid Crystal Display).	
Customer Display	Two lines x 20 character wide, back-lit LCD (Liquid Crystal Display).	
Coin Acceptor	Standard unit includes a Microcoin QL electronic coin mechanism, accepting up to six denominations.	
Operator Control	16 button alphanumeric keypad for entering all refills, PIN numbers, etc.	
Printer	Custom receipt printer	

Stand Specifications

QW Stand	Dimensions (mm) (H x W x D), not including footplate:	1100 x 460 x 370
	Weight (kg):	40
QW Surface Mount Stand	Dimensions (mm) (H x W x D),	825 x 460 x 370
	Weight (kg):	30

Anztec reserves the right to change the specifications and features of the
Quick Wash without notice.