Quick CHANGE

QC-5502

Through-the-Wall Coin Change Machine

Instruction Manual

ANZTEC

Features

- Accepts up to 5 denominations of bank notes

- Accepts up to 6 denominations of coins

- Dispenses 2 denominations of coins

- Large customer information LCD

- Internal operator LCD

- 16 key operator keypad

- Optional internal printer

- 20 fixed meters

- 20 resettable meters

- 3000 event log time and date stamped

- 4 malfunction alarm outputs

- Electronically monitored doors

- 3 mm stainless steel front panel (total 5mm frontal thickness)

- 2 mm heavy duty steel cabinet

- 3 mm heavy duty steel door

- Double T-handle locking system

- 3 spare serial ports

Contents

Installation

Overview

To prepare your **Quick Change** for use, you need to:

- Connect the machine to a power source

- Reset the system

- Set the time

- Set the date

- Set the printer (if installed)

- Load coins

The following installation instructions show you how to do this.

Make sure that you know the machine's service mode PIN number before starting. This is a four digit number supplied by the manufacturer. Keep this number secure at all times.

Start Up

To start the machine:

1. Unpack and install the equipment supplied.

2. Open the Main Dorr of the machine.

3. Plug the **Quick Change** power cord into the internal three pin socket. Plug the other end into a mains supply outlet.

4. Switch the unit on using the Mains Switch on the Power Supply Front Panel.

5. Reset the system.

Reset System

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

    1. Open the Main door.

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

    2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

    3. Press button A on the keypad.

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

    4. Enter the machine's PIN number on the key pad.

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

    5. 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.

Set Time

To set the time:

1. Open the Main Door

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

2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

3. Press button B on the key pad.

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

4. press button A on the key pad.

```
        CURRENT TIME->12:55:23 PM
          NEW TIME->  0:00:00 AM
```

5. On the key pad, enter the hour, e.g. 09, and press #.

6. Enter the minute, e.g., 34, and press #.

7. Enter the seconds, e.g., 23, and press #

8. Toggle between AM and PM by pressing any key, then press # to confirm you selection.

```
          NEW TIME->  9:34:23 AM
        IS THIS CORRECT? A=YES B=NO
```

9. If this is not the correct time, press button B on the key pad and return to step 5.

10. If this is the correct time, press button A on the key pad.

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

11. When you have finished, press button B on the key pad to set the date, or button C to return to service mode.

Set Date

To set the date:

1. Open the Main Door

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

2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

3. Press button B on the key pad.

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

4. press button B on the key pad.

```
     CURRENT DATE->WED 15/12/03
         NEW DATE->???  0/ 0/00
```

5. On the key pad, enter the day of the week by pressing a number between 1 (= Sunday) and 7 (= Saturday), and press #.

6. Enter the day, e.g., 04, and press #.

7. Enter the month, e.g., 02, and press #.

8. Enter the year, e.g., 03, and press #.

```
        NEW DATE->TUE   4/2/03
     IS THIS CORRECT? A=YES B=NO
```

9. If this is not the correct date, press button B on the key pad and return to step 5.

10. If this is the correct date, press button A on the key pad.

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

11. When you have finished, press button A on the key pad to set the date, or button C to return to service mode.

Select Printer

Follow these instructions only if you wish to use your own printer.

If a printer was supplied with your **Quick Change** machine it has already been set up and you can disregard these instructions.

1. Open the Main Door.

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

2. Insert the Service Key and turn it to the ON position.

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

3. Press button C on the key pad.

```
         CURRENT PRINTER TYPE > FT190
    A> 80 COL   B> 40 COL   C> FT190   D> EXIT
```

4. Pres the button that suits your printer requirement.

5. Press button D to exit.

6. Return the Key Switch to the off position and remove the key.

Set Coin Acceptance Channels

1. Open the Main Door.

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

2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

3. Press button D on the key pad.

```
SERVICE MODE MENU 2  A> REST DEFAULTS
 B> COIN MECH  C> NOTE VAL   D> MENU 3
```

4. Press button B on the key pad.

```
USE A, B, *, # TO SELECT OR HIT D TO EXIT
```

   - Press button A to reduce values.

   - Press button B to increase values.

   - Press * to change channel to the left.

   - Press # to change channel to the right.

5. After making any changes press D on the key pad and return to Menu 2.

6. Return the Key Switch to the OFF position and remove the key.

To confirm any changes insert coins into coin validator and confirm that the cash increment is correct.

Select Number of Bank Note Validators Installed

1. Open the Main Door.

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

2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

3. Press button D on the key pad.

```
  SERVICE MODE MENU 2  A> REST DEFAULTS
   B> COIN MECH  C> NOTE VAL  D> MENU 3
```

4. Press button C on the key pad.

```
   CURRENT NUMBER OF VALIDATORS → 1
      SELECT 1, 2 OR HIT D TO EXIT.
```

5. Press button 1 or 2 to choose the number of bank note validators installed.

6. After making any changes press D on the key pad and return to Menu 2.

7. Return the Key Switch to the OFF position and remove the key.

Select Bank Notes to be Accepted

1. Open the Main Door.

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

2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

3. Press button D on the key pad.

```
SERVICE MODE MENU 2  A> REST DEFAULTS
  B> COIN MECH  C> NOTE VAL  D> MENU 3
```

4. Press button D to enter Menu 3.

```
MENU 3 A NOTE ACCEPTANCE
      D MENU 1
```

5. Press button A on key pad

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

6. After making any changes press D on the key pad to exit.

7. Return the Key Switch to the OFF position and remove the key.

Restore Default Settings

1. Open the Main Door.

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

2. Insert the Service Key into the Service Key Switch and turn it to the ON position.

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

3. Press button D on the key pad.

```
   SERVICE MODE MENU 2  A> REST DEFAULTS
    B> COIN MECH  C> NOTE VAL  D> MENU 3
```

4. Press button A on the key pad.

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

5. Press button A on the key pad to restore default settings or press button B to leave settings as they are and exit Menu 2.

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

6. On completion, The LCD will return automatically to Menu 3.

7. Return the Key Switch to the OFF position and remove the key.

Return to Normal Operation

To leave Service Mode and return to Normal Operation Mode:

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

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

2. 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.

Daily Management

Overview

Once you have installed the **Quick Change,** you can enter Attendant Mode to perform the following functions when required:

- Fill the hoppers and record hopper refills,

- Print reports, including the event log and accountancy.

- Access Event Log, and

- Access the accountancy meters.

The following daily management instructions show you how to perform these functions.

Fill Hoppers

To fill the hoppers, you need to:

- Record the value of the refills, and

- Add coins to the hoppers.

Record Hopper Refills

Note that you can cancel this procedure at any time by shutting the Main
Door. To record the value of the refills:

1. Open the Main Door.

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

2. Press any key on the key pad.

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

```
   SELECT A FUNCTION:   A>  PRINT REPORTS
 B>  REFILL  C>  ACCOUNTANCY  D>  EVENT LOG
```

3. Press button B on the key pad.

```
            ****<<REFILL MODE>>****
      ENTER THE HOPPER NUMBER TO BE REFILLED
```

4. Enter the number of the hopper you want to refill (1 or 2).

```
            REFILL HOPPER 1->$0.00
       ENTER THE REFILL AMOUNT IN DOLLARS
```

5. Enter the value of the refill, e.g., 1000.00

```
           REFILL HOPPER 1->$1,000.00
      PUSH THE # BUTTON TO ENTER THE VALUE
```

6. Press #.

```
         REFILL HOPPER 1 WITH $1,000.00
            IS THIS CORRECT? A=YES B=NO
```

7. If this is not the correct refill value, press button B on the key pad
   and return to step 5.

8. If this is the correct refill value, press button A on the key pad.

```
            ****<REFILL RECORDED>****
```

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

```
   SELECT A FUNCTION:   A>  PRINT REPORTS
 B>  REFILL  C>  ACCOUNTANCY  D>  EVENT LOG
```

9. If you want to refill the other hopper, repeat from step 3 above.

10. When you have finished recording hopper refills, select another
    function, or close the Main Door.

Add Coins

To add coins to the hopper:

1. Check that there are no rubber bands, coin bags, or other foreign bodies in with the coins.

2. Check that you are placing the correct denomination of coins into the correct hopper.

3. Pour the coins into the hopper.

Print Reports

You can print out a full range of reports. Before printing, check that the printer is connected to the **Quick Change,** and plugged into a power supply. Refer to *Start Up* on page 4, for more details.

Note that you can cancel this procedure at any time by shutting the Main Door. To print a report:

1. Open the Main Door.

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

2. Press any key on the key pad.

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

```
    SELECT A FUNCTION:    A>  PRINT REPORTS
  B>  REFILL  C>  ACCOUNTANCY  D>  EVENT LOG
```

3. Press button A on the key pad.

```
      WHICH REPORT DO YOU WANT TO PRINT?
  A>ACCOUNTANCY    B>EVENT LOG    C>EXIT
```

Accountancy Report

1. To print the accountancy report, press button A on the key pad at step 3 in *Print Reports*. The **Quick Change** will print a full accountancy report containing both short and long term meters.

```
        PRINTING ACCOUNTANCY REPORT
```

When the printer has finished printing.

```
    SELECT A FUNCTION: A>PRINT REPORTS
    B>REFILL   C>ACCOUNTANCY   D>EVENT LOG
```

2. Select another function or close the Main Door to exit.

Event log

1. To print the event log, press button B on the key pad at step 3 in
   Print Reports to move the following screen:

```
SELECT EVENTS TO PRINT  A>ALL EVENTS
   B>NEW EVENTS  C>ENTER #  D>EXIT
```

- If you want to print a complete event log of up to 3000 events,
  press button A on the key pad to start printing.

- If you want to print all events since the last report was printed,
  press button B on the key pad to start printing.

- If you want to print a specific number of events, press button C
  on the key pad.

```
        EVENTS TO PRINT->0
  ENTER THE NUMBER OF EVENTS TO PRINT
```

2. On the key pad, enter the number of events you want to print.

```
        EVENTS TO PRINT->10
  PRESS THE # BUTTON TO ENTER THE VALUE
```

3. Press # to start the printer. When the printer has finished printing:

```
SELECT A FUNCTION:   A>  PRINT REPORTS
 B> REFILL  C> ACCOUNTANCY  D> EVENT LOG
```

4. When you have finished printing reports, select another function, or
   close the Main Door to exit.

Access Event Log

The **Quick Change** event log records the last 3000 events, along with the date and time they occur. For example, the event log records when:

- The door is opened or closed,

- Notes or coins are inserted,

- Change is dispensed,

- Power is turned on,

- Any hopper is refilled, and

- The note box is removed.

You can access the event log by opening the Main Door (the **Quick Change** continues to monitor machine functions while in this mode). Note that you can exit the event log at any time by shutting the Main Door. To access the event log:

1. Open the Main Door.

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

2. Press any key on the key pad.

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

```
  SELECT A FUNCTION:    A> PRINT REPORTS
 B> REFILL  C> ACCOUNTANCY  D> EVENT LOG
```

3. Press button D on the key pad.

```
        --<<EVENT LOG MODE>>--
```

The **Quick Change** displays the most recent event, for example:

```
    EVENT LOG  TUE 4/2/03  10:05:48 PM
 $20 NOTE ACCEPT      - CREDIT -> $20.00
```

4. Tap the * and # buttons on the key pad to view each event in the event log (or press and hold down either of these buttons to autoscan):

* button: to move backwards through the event log.
# button: to move forwards through the event log.

5. When you have finished reading the event log. Press button D on the key pad.

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

```
   SELECT A FUNCTION:  A > PRINT REPORTS
 B > REFILL  C > ACCOUNTANCY  D > EVENT LOG
```

6. Select another function, or close the Main Door.

Event List

The following is a list of the events recorded by the event log. (along with time and date stamp)

Doors	Main door opened
	Main door closed

Hoppers	Hopper 1 empty
	Hopper 2 empty
	All hoppers empty
	Hopper 1 refill
	Hopper 2 refill

Coins In	Coin in channel 1
	Coin in channel 2
	Coin in channel 3
	Coin in channel 4
	Coin in channel 5
	Coin in channel 6

Notes In	Note in channel 1
	Note in channel 2
	Note in channel 3
	Note in channel 4
	Validator cheated
	Note jammed
	Validator faulty

Coins Out	Coins out hopper 1
	Coins out hopper 2

System	Machine powered up
	System clear
	Short term meter clear
	Accountancy report printed
	System time set
	System date set

Access Accountancy Menu

The **Change Mate** has 16 electronic meters which you can access while in Accountancy Mode. This mode overrides all functions other than Service Mode.

In Accountancy Mode, you can zero all the short term accountancy meters. To reset the long term meters, refer to *Reset Meters and Events to Zero* on page 5.

To print the accountancy report, which contains all meter reading, refer to *Print Reports* on page 16.

Note that you can exit the accountancy meters at any time by shutting the Main Door, or by pressing button D on the key pad.

View Long or Short Term Meters

To view the long or short term accountancy meters:

1. Open the Main Door.

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

2. Press any key on the key pad.

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

```
    SELECT A FUNCTION:   A> PRINT REPORTS
   B> REFILL   C> ACCOUNTANCY   D> EVENT LOG
```

3. Press button C on the key pad.

```
        ————<<ACCOUNTANCY MODE>>————
```

```
    SELECT LONG TERM OR SHORT TERM METERS
         A> LONG TERM   B> SHORT TERM
```

4. Select the type of meter you want to view by pressing either button A or B on the key pad.

```
    SHORT TERM METER 1 —>HOPPER 1 LEVEL
            0 COINS          $0.00
```

5. For either long or short term meters, use the * and # buttons on the key pad to view meters 1 to 20

   * button: to move backwards through the 20 meters
   # button: to move forwards through the 20 meters.

To exit, press D on the key pad and return to Select a Function screen (in step 2)

Reset Short Term Meters

You can only reset short term meters when you are in short term meter mode.

1. To reset all short term meters except the hopper level meters to zero, press button A on the key pad.

```
      CLEAR SHORT TERM METERS?
          A > YES  B > NO
```

2. To clear short term meters, press button A on the keypad.

```
      ***<SHORT TERM METERS CLEARED>***
```

Leave Accountancy Mode

1. When you have finished viewing the accountancy meters, press button D on the key pad.

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

```
      SELECT A FUNCTION:   A> PRINT REPORTS
      B> REFILL  C> ACCOUNTANCY  D> EVENT LOG
```

2. Select another function, or close the Main Door.

Accountancy Meter List

	Meter No	
Hopper levels:	1	Hopper level 1
	2	Hopper level 2
	3	Hopper 1 refills
	4	Hopper 2 refills
Number and value of coins in	5	10c
	6	20c
	7	50c
	8	$1.00
	9	$2.00
Value of total coins in:	10	Total coins
Number and value of notes in:	11	$5.00
	12	$10.00
	13	$20.00
	14	$50.00
	15	$100.00
Value of total notes in:	16	Total notes
Total value in:	17	Grand total in
Payout:	18	Hopper 1 paid out
	19	Hopper 2 paid out
Total value out:	20	Grand total out

Hopper Count

Hopper Count allows you to empty the hoppers, either as a continuous stream of coins, or in groups of 50 coins, and count the contents of each hopper.

Note: This function is only available with software release 3.10G or above.

1. Open the Main Door.

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

2. Press any key on the key pad.

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

```
   SELECT A FUNCTION:    A> PRINT REPORTS
   B> REFILL   C> ACCOUNTANCY   D> EVENT LOG
```

3. Press button C on the key pad.

```
      -----<<ACCOUNTANCY MODE>>-----
```

4. Select the type of meter you want to view by pressing either button A or B on the key pad.

5. For either long or short term meters, use the * and # buttons on the key pad to view meters 1 to 20

* button: to move backwards through the 20 meters
# button: to move forwards through the 20 meters.

To exit, press D on the key pad and return to Select a Function screen (in step 2)

Normal Operation

Overview

The **Quick Change QC-5502** model dispenses coins automatically in one or two denominations. The combination of coins dispensed is pre-set at the factory. Token options are also preset at the factory.

Change Currency

To change currency, customer should:

1. Insert notes and / or coins into the validator / coin slot.

The **Quick Change** automatically pays out your change.

If there is a part credit remaining, insert further coins to allow payment.

Specifications – QC5502

Technical Specifications

Electrical Specification	Nominal Mains Input Voltage:	110/240 V AC
	Frequency:	50/60 Hz
	Mains supply current (max.):	1.6A
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):	800 x 440 x370
	Front panel dimensions (mm) (H x W)	900 x 540
	Weight (kg):	70
	3 mm stainless steel front plate.	
	Main Door has dual locking mechanism.	
	Secure coin presentation mechanism.	
	Monitored main door.	
	Compact footprint.	
Hoppers	Two Coin Controls Universal MKII Hoppers.	
	Payout speed:	12 coins per second
	Capacity (21 mm coins):	6000
Operator Display	Two line x 40 character wide, back-lit LCD (Liquid Crystal Display).	
	Two line 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.	
Note Validator	GBA II Bank Note Validator (accepting up to five bank notes).	
Operator Control	16 button alphanumeric key pad for entering all refills, PIN numbers etc.	
Printer	Optional parallel printer.	
Communications	Four serial ports available for communication with devices such as monitoring systems, printers, validators, bonus prize systems, smart/swipe card reader/writers and camera security systems.	
	Each serial port can be configured with either TR 232 or RS 485 / 422 drivers.	
	One parallel port available (normally used by optional printer).	

Real Time Clock	Teal time clock supplies time / date stamp information for various logging functions.
	Battery back-up maintains time in the absence of mains supply, for more than three months
Security	Switch detection of opening or closing of the:

- Main Door
- Optional ESM (Extra Security Module) is available, which detects and time/ date-stamps the following events when the power is disconnected:
- Door opens
- Note Box door opens

Software Specifications

Refills	Refills are either variable or fixed value (determined at set-up).
	All refills time / date-stamped and recorded in a log which can be printed or downloaded to the monitoring system at any time.
	For high security applications, the system can require a PIN number to record a refill and re-activate the machine.
Event Log	Full regression analysis: all transaction details such as notes / coins in, and coins out, are logged, so that a full audit trail is available to the operator. The log can store up to 3000 customer transactions, refill details, door opens, note box opens, etc. All events are time / date-stamped.
	If the optional ESM (Extra Security Module) is used, all these events are logged even when the machine is turned off.
PIN Security	In high security applications, individual operators can have their own operator identification number and corresponding PIN number. When the PIN Security feature is enabled, operators must enter their PIN number when attending to the machine (to re-activate transaction mode). The system records the operator identification number against the time / date-stamped event, so that full accountability is assured.
Metering	The system features two full sets of meters for short and long term totals. There is a meter for each individual coin and note denomination, as well as summarised totals and current hopper level indicators.
	Short term meters can be cleared daily, weekly, or as required.
	Meters can be read on the LCD or printed out.
Applications	Various software implementations are available to cover a full range of applications. Software versions are available for gaming, amusement, and vending installations. Custom software can be supplied on request.
Remote Monitoring	The event log and all meter activity data can be sent to a PC or other monitoring system for remote monitoring.
Malfunction Alarm Outputs x 4	Connect to an external dialler via security system to inform the operator of the status of the machine.

Please note that the manufacturer reserves the right to change the specification and features of the **Quick Change** without notice.