QC-6600

Instruction Manual

| Serial # | Key # | Software Ver. |

Contents

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.

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 reserves the right to amend the size and specifications of this machine in line with its policy of continuing improvement and development

Installation

Overview

To prepare your **QC-6600** for use, you need to:

- Connect the machine to a power source.

- Connect the machine to the internet and configure.

- Reset the system. (PIN number required)

- Load the tokens and enter the refill amount in the Refills menu.

The following installation start up instructions tell you how to do this.

Using the Menu System

When in the attendant menu you are able to select the required options using two methods.

1. Where there is an arrow pointing to the top item of a menu pressing the **#** key will enter that menu. Use the **A** and **B** keys to scroll up and down through all menu options.

```
        ATTENDANT MENU
A=Up    B=Down
 ▶1:Event Log
  2:Accountancy
```
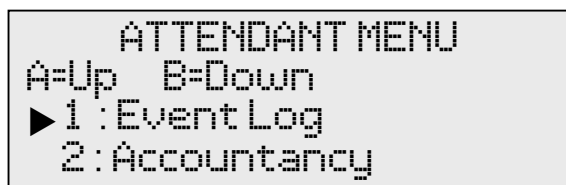
2. If you know the menu number or can see it on the display just press the appropriate number key on the alpha numeric keypad to access it directly. For the example above just press number 2 to enter the Accountancy menu.

When entering information into the unit the following keys have the functions below.

- The **A** key deletes a character.
- The **0** key inserts a space.
- Pressing the **B** key changes to uppercase followed by lowercase (Abc), all uppercase (ABC), or all lowercase (abc).
- The letter **Z** is after the letter Y but is not shown on the keypad.

Start Up

To start the machine:

1. Unpack and install the equipment supplied.

2. Open the Main Door of the machine.

3. Plug the **QC-6600** power cord into the internal three pin socket. Plug the other end into a mains supply outlet. Use the P-clip supplied to strain relief the power cord.

4. Plug your network cable into the RJ45 network socket. **Note:** Credit card functionality will need to be setup using the Credit Card Transaction Controller instructions in this manual.

5. Remove the Transit Screw from the printer.
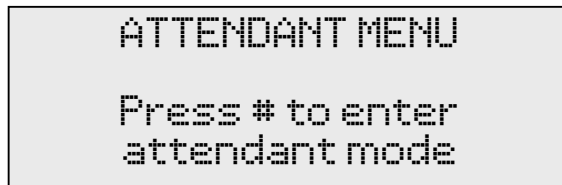
6. Switch the unit on using the Mains Switch on the Power Supply Front Panel

7. Fit printer paper if not pre-loaded. (See section in this manual)
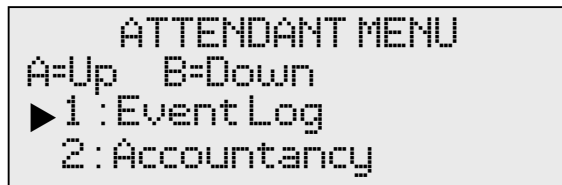
Reset Meters and Events to zero

To reset the meters and events to zero:

1. Apply power to the **QC-6600**

2. Open the front door.

3. To enter the Attendant Menu on the attendant LCD inside the machine press the # key.

```
        ATTENDANT MENU

       Press # to enter
       attendant mode
```

```
        ATTENDANT MENU
 A=Up    B=Down
 ▶1 : Event Log
   2 : Accountancy
```

4. Using the A and B buttons scroll up and down through the Attendant Menu until you see the System Reset option, option 9, and then press button 9 to enter.

```
        RAM CLEAR
 Enter PIN

 #=Ok           *=Cancel
```

5. Enter your PIN number and press the **#** button to clear the meters and events. (Contact your supplier to obtain the PIN number)

   The machine will automatically reset and return to the initial attendant menu.

6. Check and set the date time using the Set Date Time options in attendant menu 6. (see page 13)

   The machine has now been reset to zero and is ready to accept currency.

To exit this menu and return to the Attendant Menu, press the ***** button.

Load Tokens
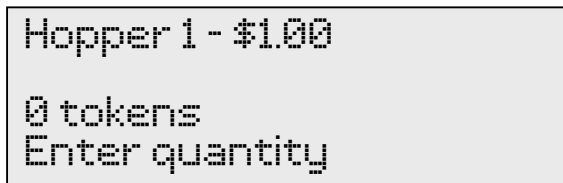
To refill the Token hopper:

1. Insert your tokens into the appropriate hopper, while it is in situ, taking care to ensure you know the number of inserted tokens.

2. Enter the Attendant Menu and using the A and B buttons scroll up and down through the Attendant Menu until you see the Refills option, and then press button 8.

3. The Refills Hopper menu will appear.

```
     REFILLS-HOPPERS

1: $1.00
2: $1.00
```

4. Press Button 1.

5. Enter the number of tokens for the selected hopper and press #.

```
Hopper 1 - $1.00

0 tokens
Enter quantity
```

6. Press # to confirm or * to cancel.

```
Refill hopper
Hopper 1: $1.00
Add xxx coins
#=ok            *=cancel
```

7. Repeat steps 5 to 7 to refill the other hopper denominations.

8. To exit this menu and return to the Attendant Menu, press the * button.

9. Close the front door of the QC-6600. The Anztec QC-6600 should now be ready for use.

Daily Management

Overview

Once you have installed the **QC-6600,** you can enter the Attendant Menu to perform the following functions when required:

- Access Event Log

- Access Accountancy Menu

- Print Events and Meters

- Manage Refills

- Clear Short Term Meters
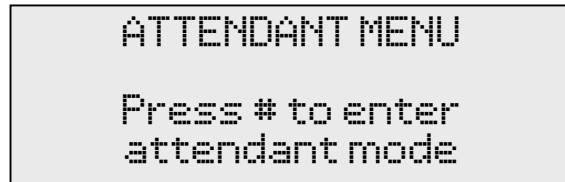
The following daily management instructions show you how to do this.
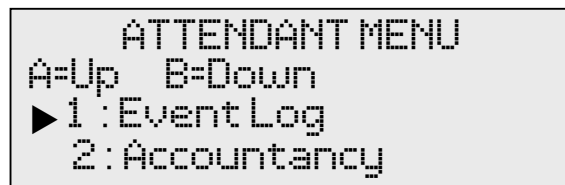
Entering The Attendant Menu

To enter the Attendant Menu on the **QC-6600,** unlock and open the main door, and then press the # key.

```
ATTENDANT MENU

Press # to enter
attendant mode
```

Once this is done the Attendant Menu will appear on the attendant LCD inside the machine.

```
      ATTENDANT MENU
A=Up    B=Down
 ▶1 : Event Log
   2 : Accountancy
```

Use the **A** and **B** buttons on the keypad scroll up and down through the Attendant Menu.

Press the number button on the keypad that corresponds to the Attendant Menu sub-menu you wish to enter.

A list of the sub menus is as follows:

1. Event Log
2. Accountancy
3. Site Config
4. Set Date Time
5. Printing
6. Hopper Count
7. Clear Short Term Meters
8. Refills
9. System Reset
0. Status

To exit the Attendant Menu close the main door.

Event Log
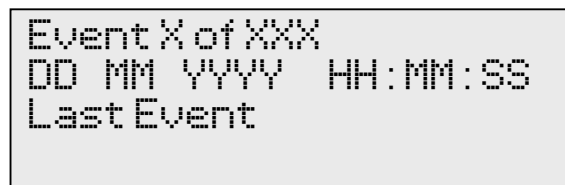
The **QC-6600** has an Event Log which is accessible while in the Attendant Menu.

1. Press button 1 while in the Attendant Menu. The number in brackets shows the number of events in the system.

```
       EVENT LOG   (XXX)
  ----------------------------------
  Last Event
  Last Event
```

2. Press button A to scroll up or B to scroll down through the events.

3. Press the **#** button to display more detail of the event at the top of the event list.

```
  Event X of XXX
  DD MM YYYY  HH:MM:SS
  Last Event
```

4. Press the * button to return to the main event list.
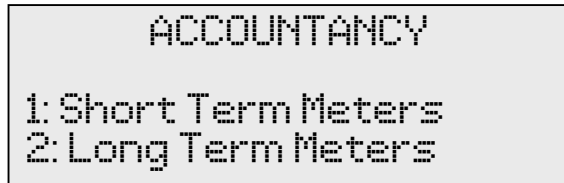
To exit this menu and return to the Attendant Menu, press the * button.

Accountancy

The **QC-6600** has meters which are accessible while in the Attendant Menu.

1. Press button 2 to enter Accountancy Menu.

```
         ACCOUNTANCY

1: Short Term Meters
2: Long Term Meters
```

2. Press button 1 to view Short Term Meters or 2 to view Long Term Meters.

```
      SHORT TERM METERS
Credit Card
Qty   : 0
Value: $0.00
```

```
       LONG TERM METERS
Credit Card
Qty   : 0
Value: $0.00
```

3. Press button A to scroll up or B to scroll down through the meters.

4. The meters available are:

- Last Reset
- Button 1
- Button 2
- Button 3
- Credit Card
- Hopper 1 Out
- Hopper 2 Out
- Total Tokens Out
- Hopper 1 Level
- Hopper 2 Level
- Hopper 1 Refill
- Hopper 2 Refill

To exit this menu and return to the Attendant Menu, press the * button.

Site Config

The **QC-6600** allows you to set the site configuration while in Attendant Menu.

1. Press button 3 while in the Attendant Menu.

```
        SITE CONFIG
  ▶1:Show Current
    2:Site Name (Line 1)
              ✳=Main Menu
```
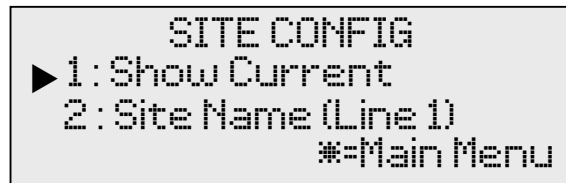
2. Press button 1 to show current site name and other site details.

3. Press buttons 2 to 9 to set more site details. The following are the corresponding details to numbers on the keypad. Alternatively use the A and B buttons to scroll up and down through the selections to view.

> 2. Site Name (Line 1)
> 3. Site Name (Line 2)
> 4. Address (Line 1)
> 5. Address (Line 2)
> 6. GST or ABN Number (Type selected in option 8 of this menu)
> 7. Receipt Message
> 8. Tax Number Type, GST or ABN
> 9. Purchase Value

4. Use the alpha numeric keypad to on the power supply to enter details into each category as required, see further instructions below.

- The **A** key deletes a character.
- The **0** key inserts a space.
- Pressing the **B** key changes to uppercase followed by lowercase (Abc), all uppercase (ABC), or all lowercase (abc).
- The letter **Z** is after the letter Y but is not shown on the keypad.
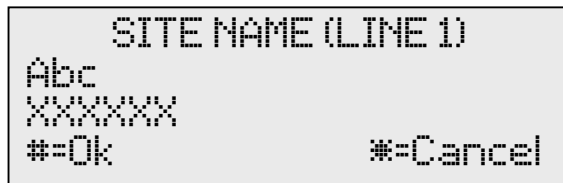
Site Name

To set the site name use the alpha numeric keypad.

Press the # key once completed.

Repeat for line two if required
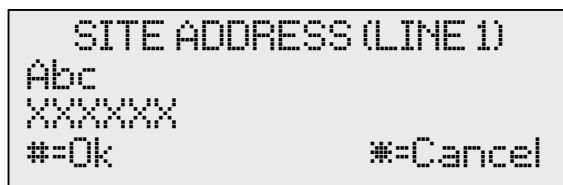
```
      SITE NAME (LINE 1)
Abc
XXXXXX
#=Ok              *=Cancel
```

Site Address

To set the site name use the alpha numeric keypad.

Press the # key once completed.

Repeat for line two if required
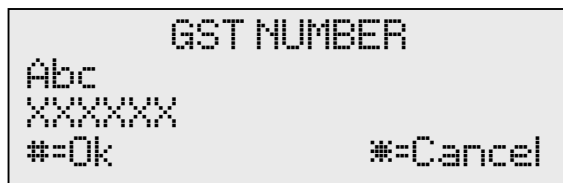
```
      SITE ADDRESS (LINE 1)
Abc
XXXXXX
#=Ok              *=Cancel
```

GST and ABN Number

To set the GST or ABN number, use the alpha numeric keypad.

Press the # key once completed.

```
           GST NUMBER
Abc
XXXXXX
#=Ok              *=Cancel
```

Receipt Message

To set the site name use the alpha numeric keypad.

Press the # key once completed.

```
        RECEIPT MSG
Abc
XXXXXX
#=Ok              *=Cancel
```

Tax Number Type, GST or ABN

To set the tax number type use the alpha numeric keypad.

Select 1 for GST, 2 for ABN. The current selection is shown.

Press the # key once completed.

```
       SELECT TAX TYPE
1 - GST (Current)
2 - ABN
#=Ok              *=Cancel
```

Purchase Value

To set the purchase value use the alpha numeric keypad.

Restore defaults or select the front panel button you want to change the value of, Button 1, Button 2, or Button 3.

Factory default settings are button 1, $50, button 2, $20, and button 3, $10.

```
       PURCHASE VALUE
▶1: Restore Defaults
  2: Button 1 - $XX.XX
#=Select          *=Cancel
```

```
  Edit Button
▶3: Button 2 - $XX.XX
  4: Button 3 - $XX.XX
#=Select          *=Cancel
```

Enter the value you want to assign to that button.

```
              Button 1

$X.XX
#=Ok              *=Cancel
```

Confirm that value by pressing the # key.

```
          PURCHASE VALUE

# = Set to $XX.XX
* = Cancel
```

Change the value of any other buttons

Press the # key once completed.

Carry out a **system reset** (see *System Reset*) to make ensure the accountancy will match the new purchase values.

To exit this menu and return to the Attendant Menu, press the *** button.

Set Date And Time

The **QC-6600** has a Date and Time feature which you can set while in the Attendant Menu.

      1   Press button 4 while in the Attendant Menu.

```
SET DATE AND TIME

08-06-09   14:22:01
dd mm yy   hh:mm:ss
```

      2   Enter the Date and Time values using the keypad. Use the **C** button to move the left and the **D** button to move to the right to select individual values to adjust.

      3   Press the **#** button to save or the ***** button to cancel the entry.

To exit this menu and return to the Attendant Menu, press the ***** button.

Printing

The **QC-6600** has a Print function which is accessible while in the Attendant Menu.
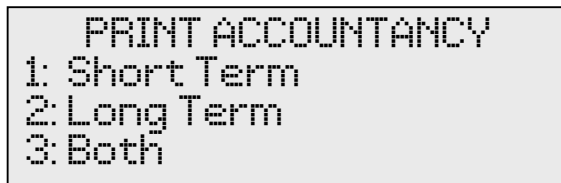
From the Print Menu you can print copies of the Long Term and Short Term Meters, Events, and a test page.

1. Press button 5 while in the Attendant Menu to display the main Print Menu.
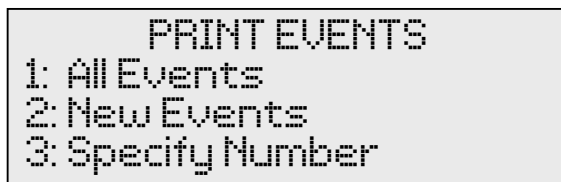
```
        PRINTING
1: Accountancy
2: Events
3: Test Page
```

2. Press button 1, Accountancy, to print out Short Term meters, Long Term meters or both.

```
    PRINT ACCOUNTANCY
1: Short Term
2: Long Term
3: Both
```

3. Or press button 2 on the main Print Menu to print All Events, New Events, or a Specified number of events. New Events are events that have occurred since the last event printout.

```
       PRINT EVENTS
1: All Events
2: New Events
3: Specify Number
```

4. Or press button 3 on the main Print Menu to print a test page.

To exit this menu and return to the Attendant Menu, press the ***** button.
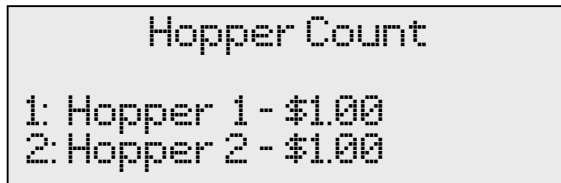
Hopper Count

The **QC-6600** has a Hopper Count function which is accessible while in the Attendant Menu.
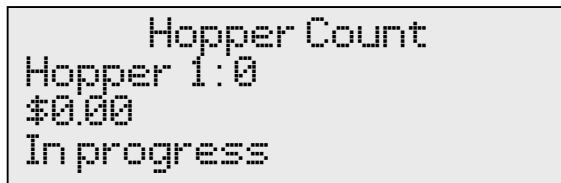
This allows the hoppers to run and count the remaining coins as they are ejected.

1. Press button 6 while in the Attendant Menu to enter the Hopper Count Menu.

```
          Hopper Count

1: Hopper 1 - $1.00
2: Hopper 2 - $1.00
```
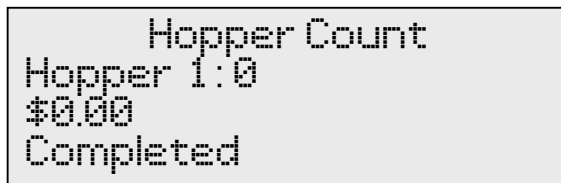
2. Select either Hopper 1 or Hopper 2.

3. The Hopper will begin to pay out tokens.

```
          Hopper Count
Hopper 1:0
$0.00
In progress
```

4. Press * to stop the count and then **#** to cancel or * to resume.

5. The Hopper count will show Completed when hopper is empty. It is advisable to manually check the hopper is completely empty.

   Note: Care must be taken when re-inserting hoppers after removal to avoid damage to the hopper connection pins in the machine

```
          Hopper Count
Hopper 1:0
$0.00
Completed
```

To exit this menu and return to the Attendant Menu, press the * button.

Clear Short Term Meters

The **QC-6600** has Short Term Meters which you can clear while in the Attendant Menu.

1   Press button 7 to enter Clear Short Meters Menu.

```
     CLEAR S.T. METERS
    Confirm Clear Meters


#=Clear             *=Cancel
```

2   Press the **#** button clear the Short Term Meters.

To exit this menu and return to the Attendant Menu, press the ***** button.

Refills
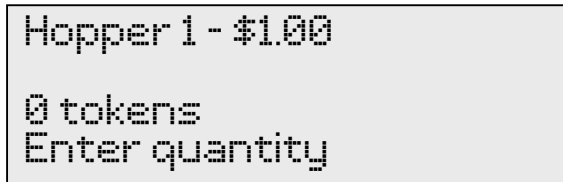
To refill the Token hopper:

1. Insert your tokens into the appropriate hopper, while it is in situ, taking care to ensure you know the number of inserted tokens.

2. Enter the Attendant Menu and using the A and B buttons scroll up and down through the Attendant Menu until you see the Refills option, and then press button 8.

3. The Refills – Hopper menu will appear.

```
     REFILLS-HOPPERS

1 : $1.00
2 : $1.00
```

4. Press button 1.

5. Enter the number of tokens for the selected denomination and press #.

```
Hopper 1 - $1.00

0 tokens
Enter quantity
```

6. Press # to confirm or * to cancel.

```
Refill hopper
Hopper 1: $1.00
Add xxx coins
#=ok              *=cancel
```

7. Repeat steps 5 to 7 to refill the other hopper denominations.

8. To exit this menu and return to the Attendant Menu, press the * button.

System Reset

The **QC-6600** has a System Reset feature which you can set while in the Attendant Menu.

    1   Press button 9 while in the Attendant Menu.

```
                RAM CLEAR
      Enter PIN


      #=Ok              *=Cancel
```

    2   To clear all Short Term and Long Term Meters and all Events enter your PIN number and press the **#** key. (Contact your supplier to obtain the PIN number)

          The machine will automatically reset and return to the initial attendant menu.

          Site ID, Purchase Values, and Number of Power-ups are not reset.
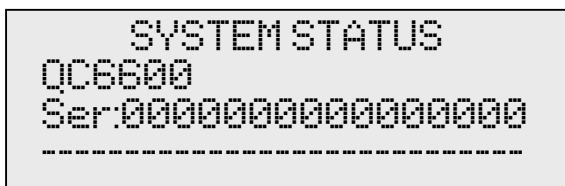
To exit this menu and return to the Attendant Menu, press the ***** button.

Status

The **QC-6600** has a Status menu which you can view while in the Attendant Menu.

1   Press button 0 while in the Attendant Menu.

```
        SYSTEM STATUS
   QC6600
   Ser:0000000000000000
   ---------------------------------
```

2   The initial screen shows the machine type and serial number.

3   Use the A and B buttons to scroll up and down through this menu to show the status of:

- Hop 1 Ready
- Hop 2 Ready
- Printer Enabled
- Card Connected

To exit this menu and return to the Attendant Menu, press the * button.

Credit Card Transaction Controller

Overview

The Anztec Credit Card Transaction Controller is a web based application designed to enable you configure your Anztec carwash credit card system, access transaction history, and manage transaction issues.

Accessing The Credit Card Transaction Controller

The Anztec Credit Card Transaction Controller configuration is accessed via your web browser.

For installations where your PC is on the same side of your router as the carwash system simply enter the default IP address below into your browser. The transaction controller uses port 85.

```
http://192.168.1.254:85
```

If you are entering off site through a router you will need to ensure translation between outside IP address access and the internal IP address is enabled.

192.168.1.254

Off site PC   Router with IP translation enabling connection from off site PC
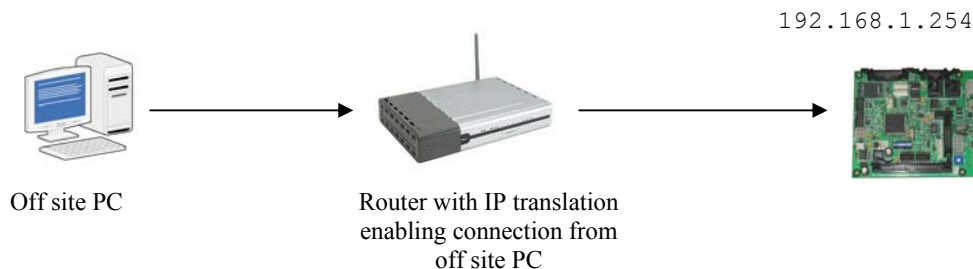
After successful connection through your browser the Anztec Credit Card Transaction Controller login screen will appear.
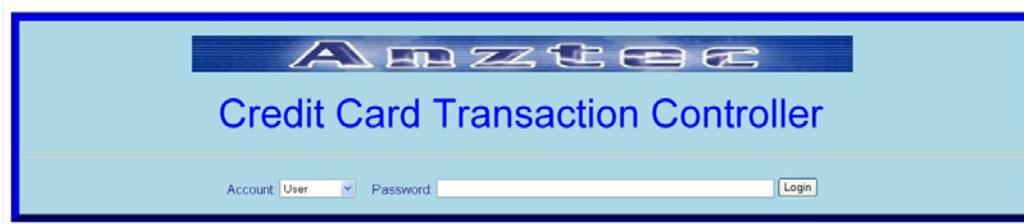
Menu Access

Access to the configuration features of the Anztec Credit Card Transaction Controller system are controlled by password protected login.

When you access the Credit Card Transaction Controller web application you will be prompted to enter a login password for the level you wish to enter.
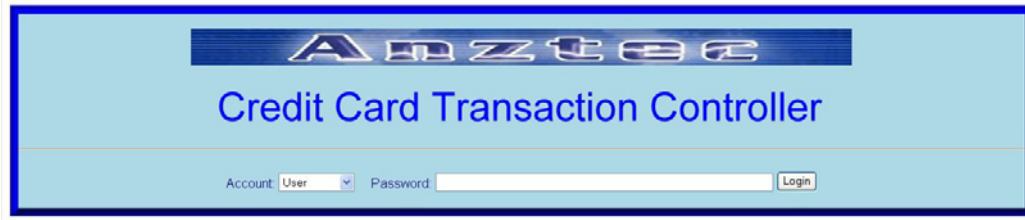
The table below outlines the features accessible from each login level

Menu Item	User		Attendant		Supervisor		Update	
	View	Edit	View	Edit	View	Edit	View	Edit
System Status	Yes	No	Yes	No	Yes	No	Yes	No
View Event Log	Yes	No	Yes	No	Yes	No	Yes	No
Refund Purchase			Yes	No	Yes	Yes	Yes	Yes
Configure Network			Yes	No	Yes	Yes	Yes	Yes
Configure E-Commerce			Yes	No	Yes	Yes	Yes	Yes
Configure Email Alerts			Yes	No	Yes	Yes	Yes	Yes
Miscellaneous Configuration			Yes	No	Yes	Yes	Yes	Yes
Set Clock			Yes	No	Yes	Yes	Yes	Yes
Update System							Yes	Yes

The Factory access level is used exclusively by Anztec.

Menu Options

System Status

Enter the System Status menu to view the following information:

- Last Transaction
- Transaction Status
- Network Status
- Net Registry Status
- Entry system Status
- System Clock
- System Information

View Event Log

Enter the Event Log to find a list of all events from the most recent to the oldest.

Refund Purchase

Enter the Refund Purchase menu to refund a purchase.

Enter the transaction reference number and value for the refund by looking through the Event log for the required information.

Manual Purchase

Enter the Manual Purchase menu and enter credit card details to complete a manual purchase.

Test Transaction

To perform a test transaction click on the Perform Test Transaction button.

Last Transaction Response

Enter the Last Transaction Response menu to obtain details of the last transaction.

Configure Network

Enter the Configure Network menu and enter the following information:

- Network Interface settings
- System update settings
- Email Alert settings.
- Web interface settings.

Default factory settings are:

IP address   : 192.168.1.254
Subnet Mask   : 255.255.255.0
Default Gateway: 192.168.1.1

Once the fields are complete click on the apply button.

Click the Restart Network button to enable the new settings to take effect.

To return to the previous settings click on the cancel button.

Note: When changing the IP address from its default setting to your own, you must ensure you have the address recorded, as this will be the address you need to use for your browser on the next login.

Configure E-Commerce

Configure the E-Commerce features by entering Connection and Security information.

Once the fields are complete click on the apply button.

To return to the previous settings click on the cancel button.

Configure Email and Alerts

Select Event Alerts that are to be emailed as they occur.

Choose to have the Event log emailed when it has reached a user defined percentage of its total capacity.

Once the fields are complete click on the apply button.

To return to the previous settings click on the cancel button.

Card Reader

Select the port on the Anztec interface board the credit card reader is attached to.

Click on the update button so save the changes.

Update System

To update the system software, enter the update filename and click on the update system button.

The file update bar will appear and the system will begin to update

Once the update is completed you must go to the System Status page and restart the board in order for the changes to take effect.

The board will now restart. To access the Credit Card Transaction Controller you will need to log in again.

Network Status Display

The Network Status Display is used to display basic system settings and status, run a test transaction, and reset the system to its default IP address.

The Network Status Display is found inside your QC-6600 behind the hoppers. It consists of an LCD display and three selection buttons.

Under normal operation the information display will cycle Ecommerce Online, Terminal Online, and the current time and date.

Reset to Default IP Address

At some point you may wish to reset the IP address of the machine to its original factory default, to do this follow the steps below.

1. Ensure the machine is powered off.

2. Hold down buttons 1 and 3 and turn the machine on.

3. Release buttons 1 and 3 and press button 2 at the prompt.

Card Test Transaction

Press Button 1 to run a test transaction, swipe your card at the prompt.

```
Card Swipe Test
Swipe Card Now
```

Once the card is swiped the first and last four numbers on the card will be displayed if the swipe is successful.

```
Card Swipe Test
XXXXXXXXXXXXXXXXX
```

Network Status

Press Button 2 to display network status, this forces a network status check. Ecommerce Online, Terminal Online, and the current time and date will be shown in an automatic sequence as per normal operation if the network is functioning correctly.

```
Checking Network
Please Wait........
```

Network Settings

Press Button 3 to display network settings, these are shown in an automatic sequence.

```
IP Address
XXX.XXX.X.XX
```

```
Default Gateway
XXX.XXX.X.X
```
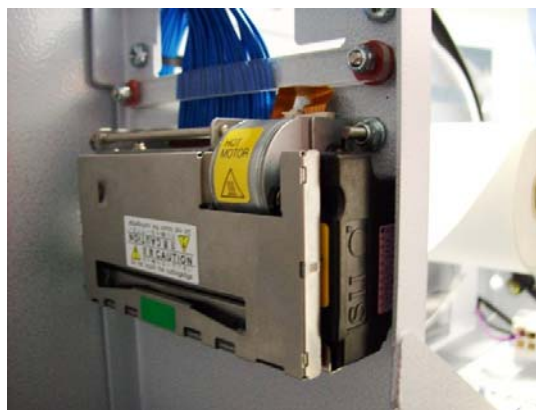
```
Subnet Mask
XXX.XXX.XXX.X
```

Installing Printer Paper

Loading paper – Auto Load

1. The Seiko printer has an auto loading system for the paper. To begin turn the machine power off.

2. Slide the printer frame back and place your new roll of paper on the roll holder.

3. Make sure the cutter unit and platen are in a closed state as shown below.

4. Insert the new paper into the paper slot in the back of the printer mechanism making sure it is square, see below.

5. Push the printer back into its normal operating position. This enables the paper to feed out through the receipt slot in the front panel.

6. Turn on the machine power the paper should automatically feed into the printer.

7. If the paper doesn't automatically feed into the printer, turn off the power and try re-inserting the paper.

8. Use the reverse and feed buttons on the printer to move the paper back and forward so it is flush with the front of the printer.

Unloading paper

1. With the machine on, slide the printer frame back and use the reverse button on the printer to eject the paper, alternatively follow the instructions below.

2. Turn the machine power off.

3. Slide the printer frame back.

4. Press the green release lever on the side of the printer down, the platen unit should open up as shown below.

5. Gently pull the paper back through the printer from behind.

6. Push the cutter and platen units back together by pushing on the green labelled areas as shown by arrows in the diagram below. When the platen unit is closing it may stop midway depending on the gear meshing. In such cases open the platen unit by using the green release lever and then close it again.

Platen unit   Cutter unit
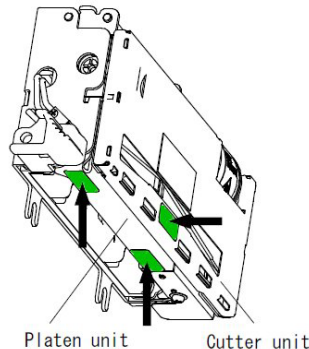
Note: The paper will have to be fully re-inserted if the cutter unit has been opened up, otherwise the paper will bunch up behind the cutter unit.

Notes