# QC-6601Q



# **Instruction Manual**



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Serial #		Key#		Software Ver.
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While every effort has been made to e reserves the right to amend the size	nsure that the information contained and specifications of this machine improvement and development	I in this literature is accurate, Anztec in line with its policy of continuing

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# **Security**

As with any piece of payment equipment security is paramount to ensure the theft of tokens or 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 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.

# Configuration

The QC-6601Q is configured to customer or distributor specifications prior to leaving Anztec's production facility.

Configuration includes items such as the designation of hoppers as coin or token, the value of those coins or tokens, and additional bonus payout features. The Accountancy meters that are available are also dependant on configuration.

If you require further information on the configuration of the equipment you have received please contact your supplier.

# Installation

# Initial Start Up

To prepare your QC-6601Q for use, you need to:

1. Unpack the equipment supplied. Open the cabinet door and remove the 2 square head screws that hold the machine to the pallet, these are located in the front right hand corner and rear left hand corner of the base of the machine looking in from the rear. Use a magnetic screwdriver to avoid dropping the screw and washer into the bottom of the machine.





- 2. After feeding the power cord through the cable entry in the base of the machine plug the cord into the internal three pin socket on the power supply. Plug the other end into a standard mains supply outlet. Use the P-clip supplied to strain relief the power cord.
- 3. Plug your network cable into the RJ45 network socket after feeding through the cable entry in the base of the machine as above.



- 4. Switch the unit on using the Mains Switch on the Power Supply Front Panel
- 5. Fit printer paper if not pre-loaded. (See section later in this manual)
- 6. Reset the Long and Short term meters through the Configure System option in the Configuration Menu accessed via the web interface. (See section later in this manual)
- 7. At the machine load tokens via the Refills option in the machine Attendant display menu. (See section later in this manual)

# **Attendant Menu Management**

#### **Overview**

Once you have installed the QC-6601Q, you can enter the Attendant Menu to perform the following functions when required:

- Access Event Log
- Print Accountancy
- Manage Refills
- Clear Short Term Meters

## **Entering The Attendant Menu**

To enter the Attendant Menu on the QC-6601Q, 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 : Refills

2 : Print Accy

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. Refills
- 2. Print Accountancy
- 3. Clear Short Term Meters
- 4. Event Log
- 5. Hopper Count
- 0. Status

To exit the Attendant Menu close the main door.

#### Refills

To refill a Token hopper:

- 1. Insert your tokens or coins 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 1.
- 3. The Refills Hopper menu will appear.

```
REFILLS-HOPPERS

1 : $X.XX
2 : $X.XX
```

- 4. Press Button 1.
- 5. Enter the number of tokens for the selected hopper and press #.

```
Hopper 1 - $X.XX
Enter value to add
$X.XX coins
#=ok *Cancel
```

6. Press # to confirm or \* to cancel.

```
Refill hopper
Hopper 1: $X.XX
Add xxx coins (X)
#=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.

# **Print Accountancy**

The QC-6601Q has the ability to print meter information while in the Attendant Menu.

The following information will be printed:

- Current Hopper Levels
- Hopper Refills
- Purchases
- Hopper Payouts
- Totals
- 1. Press button 2 to enter Print Accountancy Menu.

#### ACCOUNTANCY

- 1: Short Term Meters
- 2: Long Term Meters
- 3: User Defined
- 2. Press button 1 to print Short Term Meters, 2 to print Long Term Meters or 3 to print User Defined meters.
- 3. To exit this menu and return to the Attendant Menu, press the \* button

#### Clear Short Term Meters

The QC-6601Q has Short Term Meters which you can clear while in the Attendant Menu.

1 Press button 7 to enter Clear Short Meters Menu.

```
RAM CLEAR
Enter PIN
#= Clear *Cancel
```

- 2 Enter the PIN and press the # button clear the Short Term Meters.
- To exit this menu and return to the Attendant Menu, press the \* button.

# **Event Log**

The QC-6601Q has the ability to display recent events while in the Attendant Menu.

- 1. Press Button 4 while in the Attendant Menu to enter the Event Log.
- 2. Using the A and B buttons scroll up and down through the events to view.

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

## **Hopper Count**

The QC-6601Q 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 5 while in the Attendant Menu to enter the Hopper Count Menu.

```
Hopper Count

1: Hopper 1 - $X.XX
2: Hopper 2 - $X.XX
```

- 2. Select either, Hopper 1, Hopper 2, or Hopper 3.
- 3. The Hopper will begin to pay out tokens or coins.

```
Hopper Count
Hopper 1: 0
$X.XX
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
$X.XX
Completed
```

6. To exit this menu and return to the Attendant Menu, pres the \* button.

#### **Status**

The QC-6601Q has a Status menu which you can view while in the Attendant Menu.

1 Press button 0 while in the Attendant Menu.

SYSTEM STATUS
QC7611
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
- 4 To exit this menu and return to the Attendant Menu, press the \* button

# Web Interface

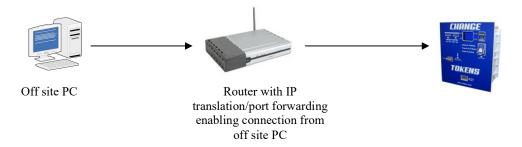
The web interface provides a convenient means of configuring and managing the QC-6601Q. Anztec recommend using Mozilla Firefox when accessing the QC-6601Q via the web interface but most browsers will work equally as well.

## Accessing the Web Interface

If accessing the QC-6601Q 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 QW5961P 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 QC-6601Q static. This will ensure that the DHCP server does not assign a different IP address to the QC-6601Q 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.



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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.



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



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.

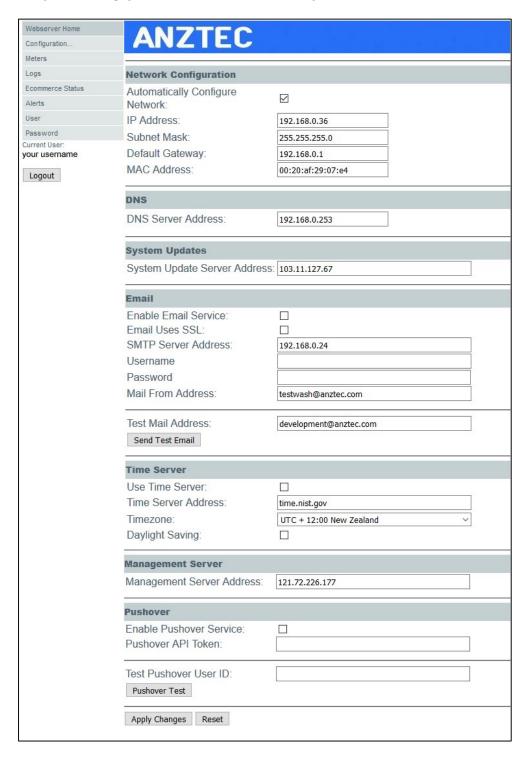
The following options are available:

- Configure Network
- Configure Card Values
- Configure Clock
- Configure System
- Configure Site
- Configure Pushover
- Configure Reports
- Configure Receipts
- Configure Ecommerce
- Configure Hardware



## **Configure Network**

The Configure Network page contains all network related settings.



#### **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 QC-6711P 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, <a href="https://www.pushover.net">www.pushover.net</a>.

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 Card Values**

Use the drop down menus in the Configure Card Values window to set the Credit Card Token payout amount for each front panel button. These are initially called "Wash" as the default name but can be renamed if necessary by using the Selection Name box to change the name.

To retrieve the settings for a particular button, set the drop-down Selection Number box to the desired button number. Note the front panel button numbering as shown below.



Button number 4 must be set to a zero value if your configuration has this button set to be the Cancel button.

Change any settings and then hit the Apply Changes button. The changes will be reflected in the Card Transaction Value table.



The set transaction value is the value required to purchase the tokens exclusive of any credit card surcharge that may be applied.

# **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.



#### **Configure System**

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

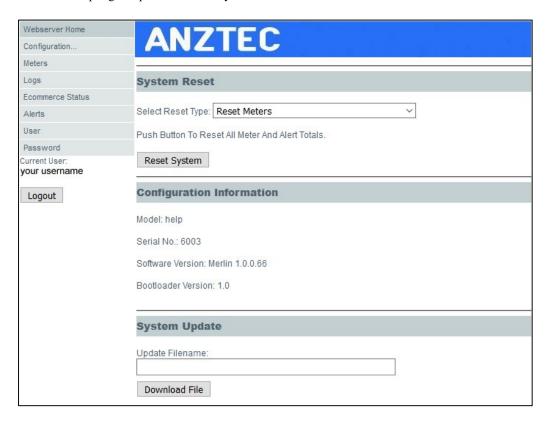
**Reset Meters:** Clears the contents of all meters (short + long term).

**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 opting and press the Reset System 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.



## **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.

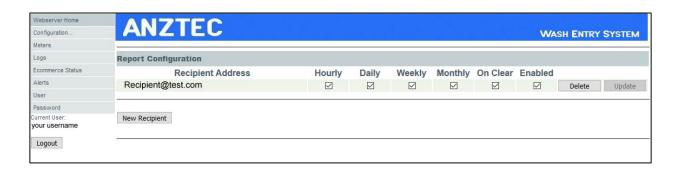
Click on the Apply Changes button to implement the changes.



#### **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 and 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.



## **Configure Receipt**

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



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**

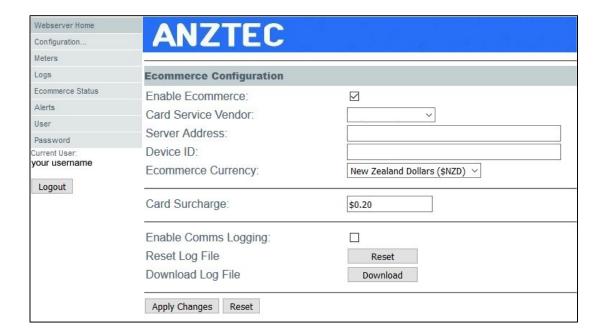
Tick the Enable Ecommerce checkbox to enable Ecommerce and allow card payment functionality.

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.



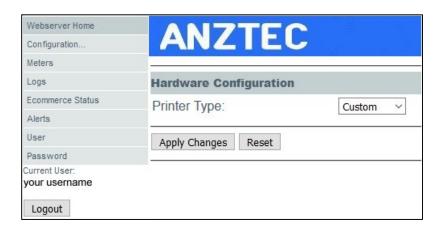
To enable ecommerce communications logging, make sure the Comms Logging box is checked.

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.



#### 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
- Short Term Hopper Refills
- 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
- Long Term Hopper Refills
- Long Term Purchases
- Long Term Hopper Payouts
- Long Term Totals

#### **Historical Turnover Meters**

Currently, Historical Turnover Meters are not enabled

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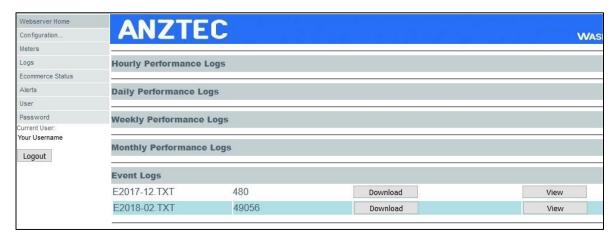
#### Logs

Use this menu item to access performance and event logs.

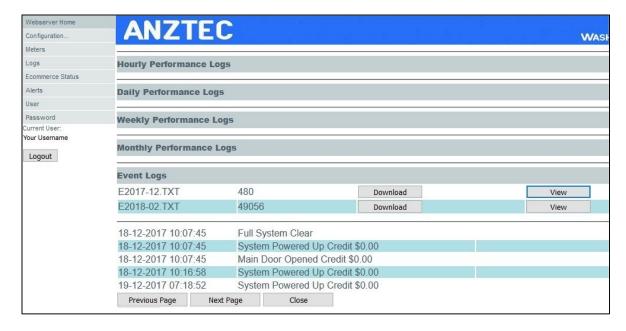
Currently, only the Event Log functionality is enabled.

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.



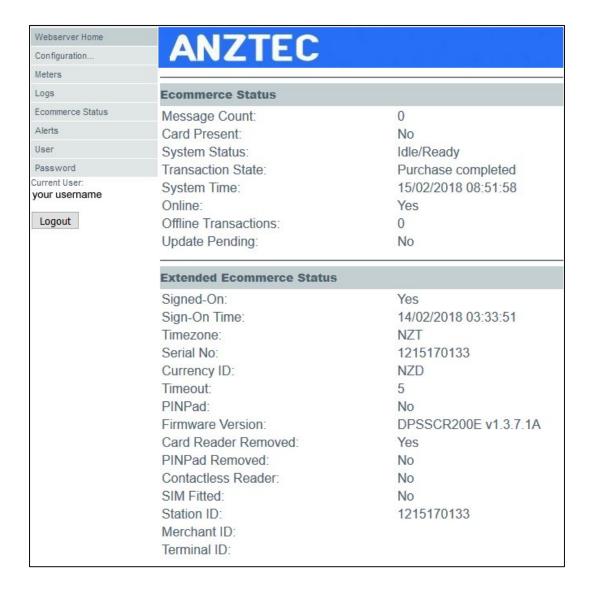
To view the log without downloading press the View button and use the previous and next page button to scroll through the log.



#### **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.



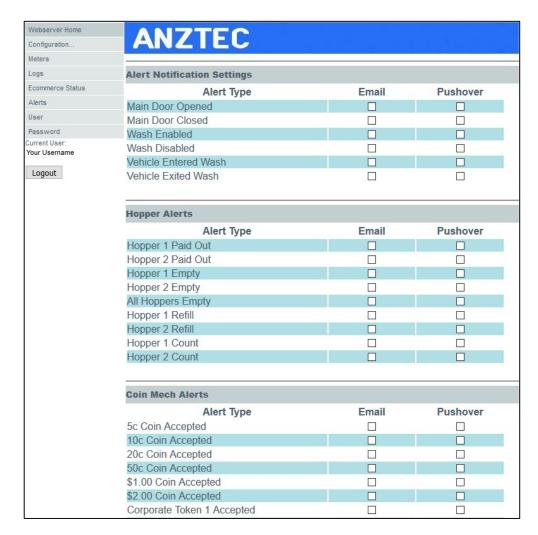
#### **Alerts**

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
- System Alerts
- Purchase Alerts
- Ecommerce Alerts

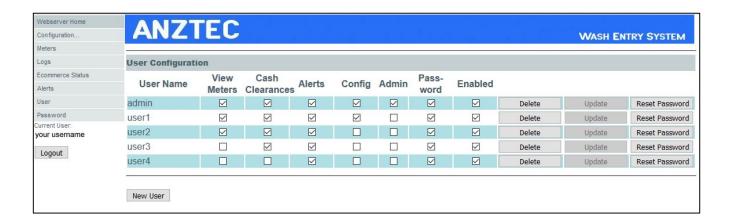


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#### User

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.



#### **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.



# **Installing Printer Paper**

# Loading paper – Auto Load

The printer in the QC-6601Q has an auto loading system for the paper.

With the machine power on insert the paper as shown into the back of the printer, it will automatically feed into the printer once the paper is sensed.

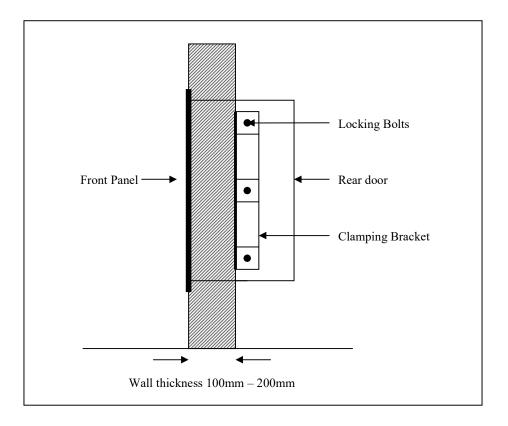
**Note:** The printer can accept standard thermal paper rolls 58mm to 60mm in width and up to 100mm in diameter.



# **Mounting Guide**

#### To install the unit:

- Remove the angle clamping brackets from the cabinet.
- Push unit through the aperture from the outside until the front panel is hard against the wall.
- Re-bolt the clamping brackets loosely to the cabinet.
- Push the clamping brackets up against the wall and tighten the bolts on the cabinet to lock it into place.
- The forward facing bolts on the clamping brackets can be adjusted for extra tension.
- Plug power cord into power supply, switch on and the unit is installed.



# Recommended Wall Cutout

