

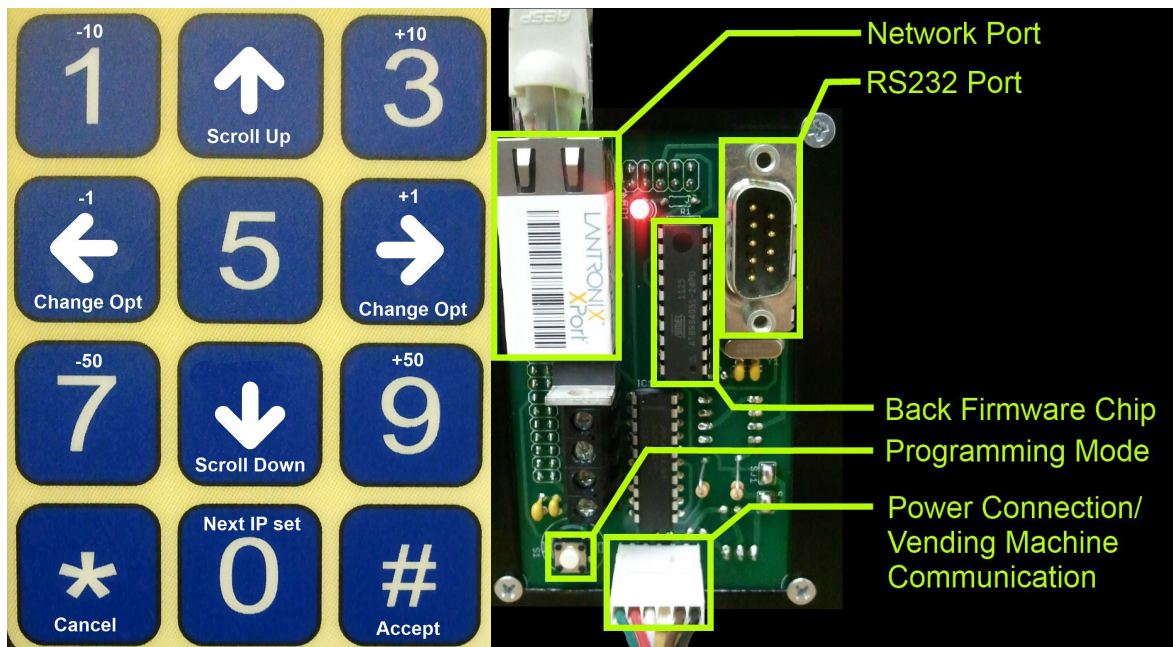
VendConnect 1.0

Installation Guide

Description: This guide is designed to help with new VendConnect installations and explains how to navigate the programming menu as well as providing a description of menu options available. In order to install a VendConnect reader you will require some familiarization with the product before we get started. This guide utilizes both text and images to explain the process of installing a new VendConnect Reader. Attached below are two important images that explain the key components on the VendConnect Reader, as well as give a visual representation how the keypad will react in Programming Mode.

Requirements: This guide assumes that you have a Vending Machine that is compatible with the MDB protocol (MDB version 2.0+). You will need to be able to attach the VendConnect Reader to the vending machine's MDB and have an Internet connection hooked up to the VendConnect Reader. It would also be beneficial to have a computer with Internet connectivity and the ability to browse to <http://www.VendIT.ca>.

Figure 1:



To enter Programming Mode, locate the square white button on the back of the VendConnect Reader (See Figure 1 on Page 1). Press the button once and there should be an audible 'beep' and the message on the front of the Reader will change. On the VendConnect Reader LCD you should see 'Options Menu'.

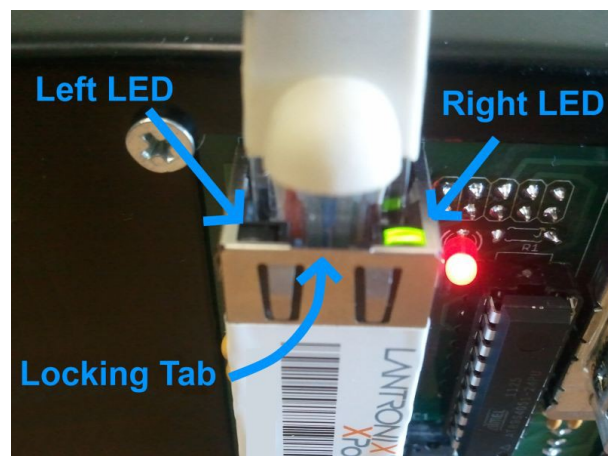


Ensure network cable and MDB link are connected and there is no damage

After verifying that the reader has properly entered the 'Programming Mode' and the proper 'Options Menu' is displayed, the next step is to ensure all of the connections in the machine are proper before moving on. There are two main connections for the VendConnect Reader the MDB Communication/Power, and the Cat5e Network Cable. The MDB cable is located on the rear of the VendConnect Reader in the lower middle position (See Figure 1 on Page 1) and the Network cable plugs into the top left. You will also want to ensure that the Cat5e network cable is securely plugged into the Network Port on the top of the VendConnect Reader (Shown below). There should be an audible 'click' when the network connection is fully seated in the port. Also ensure that the other end of the network cable is plugged into a network enabled port to connect the Vending Machine to the end users network.

Check for LED status on network Jack

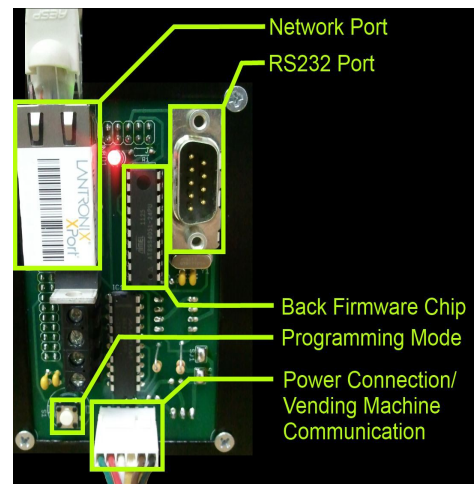
After connecting the network cable, you should notice there are two LED lights, one on either side of the locking tab. These two lights indicate the status of the connection to the end users network. If no lights are lit up after plugging in the network cable, and if the VendConnect Reader is powered, there is no physical connection to another network enabled device. It is also important to note that the Right LED will remain solid on when connected to a network, and the left LED will flash to indicate communication on the network.



If you are not getting any link lights when connecting the network cable, try checking that there is no physical damage to the cable itself and trace the wire back feeling the jacket of the cable to ensure there are no nicks, cuts or severe kinks in the cable. Also ensure that the cable is connected securely into the end users provided network jack.

Check Network Programming in the Reader

The final thing you will want to ensure is that the VendConnect reader is properly programmed to communicate with the 'POS' server. In order to verify this information you will need to access 'Programming Mode' on the VendConnect Reader. To enter 'Programming Mode' you will need access into the inside of the vending machine. Once you have the vending machine door open, on the back of the PIN Pad/Reader there is a square white button located on the bottom left corner while looking at the back of the PIN Pad/Reader. Press the button once and there should be an audible beep. Now if you look at the front of the PIN Pad/Reader the screen should read something like "Options Menu". You are now ready to navigate the PIN Pad and modify programming values.



2 and 8 will navigate up and down the menu options

4 and 6 will change the value

* = Cancel / Go back to previous menu

= Accept / Enter selected menu item

NOTE: To exit programming mode at any time press

++#

NOTE: In order for the Static IP programming options to be available for display DHCP needs to be set to "N" under IP Menu.

Programming IP information

After pressing the square white 'Programming Mode' button on the back of the VendConnect Reader, press the '8' key until you reach 'IP Menu' and press '#' to access the menu option.



When looking at the IP address information, on the bottom of the display screen on the reader you will see one of three options. Server IP1:XXX / Static IP1:XXX / Gateway IP1:XXX. You may also notice that the IP address is divided into 4 sections 1.2.3.4 (xxx.xxx.xxx.xxx). Each section divided by decimals, corresponds to the IPX (Where X = 1,2,3,4 for what section of the IP address you are programming). If you want to adjust the value in each section you can use the following key combinations to modify the values.

Example: On the Server IP1:192 screen the top value shows 192.168.1.1 and needs to be changed to xxx.xxx.xxx.xxx (Your 'POS' Server IP).

Step 1: Follow the diagram above to increase or decrease to the desired IP # (Example, 3 on the pin pad will increase the IP # by +10, 1 on the pin pad will do the opposite and -10 from your IP#, 9 = +50 and 7= -50 etc.)

Step 2: Press 0 to goto IP2: xxx

Step 3: Again, Use the diagram above to increase or decrease to the desired IP #

Step 4: Press 0 to goto IP3: xxx

Step 5: Again, Use the diagram above to increase or decrease to the desired IP #

Step 6: Press 0 to goto IP4: xxx

Step 7: Again, Use the diagram above to increase or decrease to the desired IP #

Step 8: Press # to Save

Step 9: Press * + * + # to exit programming.

Subnet Mask Programming:

The programming is different for subnet masks and only the 4 and 6 keys are used to cycle through possible subnet masks.

Common Issues

Sometimes even after making sure everything is setup correctly the VendConnect Reader will still be unable to communicate with the 'POS' Server. The most common issue that affects the VendConnect Reader is behind end user firewalls and white/black lists. Typically in these cases you will need to work with the end user IT department in order to ensure the reader has unrestricted access to the 'POS' Server. You will usually need to provide the IT department with the MAC address of the VendConnect Reader (Located on the network port on the reader), as well you may be asked to setup the reader on a static IP.

Ping Test

The VendConnect Reader comes with a built in test in order to determine if the Reader is capable of communication with the 'POS' Server. In order to perform this test you will need to

enter 'Programming Mode' by pressing the white square button on the rear of the Reader. Press '8' until you have scrolled to 'Technical Menu'. The first option should be to 'Press 0 to Read IP and Gateway', press '8' until you reach 'Press 0 to PING 'POS' server then press '0'. After no more than 30 seconds the reader will respond with 'resp time <time>ms' or 'unreachable'. If you have checked everything else and all settings appear to be correct, you will need to get in touch with the end users IT department to determine if anything on the end user network is causing the reader to be blocked from communication with the 'POS' Server.

Reader Menu Items and Built-in Configuration Settings

When first entering the reader menu you must choose one of the three submenus in order to change the configuration. To scroll through the submenus you can use either the '2' key or the '8' key to scroll up and down respectively. To select a submenu you first scroll to the desired submenu and then hit the '#' key. The three submenus are Options Menu, Technical Menu, and IP menu. The Options Menu contains the most frequently changed configuration options. The Technical Menu contains network diagnostic tools along with settings that should rarely need to be changed. The IP Menu contains all the necessary network settings for configuring the device on your local area network. To change an actual configuration item that is non-numerical (changing from yes to no) you would use the '4' or '6' key.



Options Menu

- Show PIN Numbers
- Show Balance
- 232 Card Reader
- Pin Required
- Use Birthdate
- Use Short Birthdate
- Use Transaction #
- Extend Remove Message
- Emulate CoinMech
- Enter Meal Number

Technical Menu

Press 0 to Read IP and Gateway
Press 0 to Read MAC Address
Press 0 to Ping Server
Pin Length That Autosends
Allow MDB Disable
Send All Enables
Start Disabled
Debug Rx Data ON

IP Menu

'POS' Server IP
Server Port
Machine Name
Use DHCP
**Static IP
**Gateway
**Subnet Mask

Exit

** - These options are only available if 'Use DHCP' is set to 'N'

• Options Menu:

Show PIN numbers:

When set to 'Yes' the reader will show the PIN as entered on the reader display. When set to 'No' the reader will show star characters on the display in place of the numbers entered, so that observers cannot see their PIN.

Show Balance:

When set to 'Yes' the reader will show the customer's balance on the display. When set to 'No' the reader will display star characters instead of the actual balance. Each number in the balance will be replaced with a *, so 1.00 would appear as *.* and 22.00 would appear as *.*. Even if this setting is 'No', when a transaction is completed, and the balance is below \$10.00, the balance will be displayed on the reader so that customers will see a low balance.

232 Card Reader:

When set to 'Yes' the reader expects a compatible barcode or card reader to be attached. Set this to 'No' if there is no card reader connected to the vending reader.

Pin Required:

When set to 'Y', the VendConnect reader will require you to enter a 'Pin' on the reader pin pad before using any media (example, ekeys, RFID, etc). If a 'Pin' number is not entered on the pin pad, the VendConnect reader will not go into session.

Use Birthdate:

This option on the VendConnect reader allows you to use a birthdate oppose to a 'Pin' on the pin pad. When set to 'Y', the VendConnect reader will require you to use a birthdate instead of a pin number. When set to 'N', the display should say 'Vend-Connect Enter PIN' unless using media, in which case the display would say 'Vend-Connect Swipe ID Card'. However, with the 'Use Birthdate' set to 'Y' your reader display will say 'Enter Birthdate MMDDYYYY' allowing you to enter a birthdate to put the reader in session.

Use Short Birthdate:

This option of the 'VendConnect' reader relates to the 'Use Birthdate' option. When using the 'Use Birthdate' option as explained above allows you to enter a birthdate oppose to a 'Pin' number on the pin pad. When 'Use Short Birthdate' is set to 'Y', the VendConnect reader will require you to enter MMDDYY oppose to MMDDYYYY. (only using the last 2 digits of the year, example: 1990 if using 'Use Short Birthdate' becomes 90)

Use Transaction #:

This option of the VendConnect reader is used to keep track of the number of transactions and or attempted transactions since the reader has been powered up. Being that it only keeps track of transactions while powered up, when losing power it will therefor reset your transaction log. (Please contact VendConnect support and your IT department before activating)

Extend Remove Message:

This option in your VendConnect reader is related to the message displayed on the reader after a purchase has been made. After making a purchase on your VendConnect reader, the reader will display a message simply saying 'Please remove your selection, Thank You, Enjoy your day!'. If you feel this message is displayed too quickly, by setting 'Extend Remove Message' to 'Y' it will extend the length of time in which the message is displayed.

Emulate CoinMech:

The 'Emulate CoinMech' option in your VendConnect reader is used when the machine you are providing a reader with requires a CoinMech, however there is not one present. By setting the 'Emulate CoinMech' option to 'Y' the reader will then 'act' as a CoinMech allowing you to make

purchases through your reader. (via Pin, SwipeCards, Ekeys, etc) Being That there is no CoinMech, you will not be able to make purchases using cash.

Enter Meal #:

In this setting of your VendConnect reader you may chose if you would like the customer's to simply enter theyre 'Pin' # on the VendConnect 'Pin' pad or if you would like them to enter other options such as, 'Meal #'s' for schools and or any other locations using the 'Meals' program and or 'Student ID' in locations where ID's are in use. 4 and 6 on the pin pad will allow you to scroll through the available options ('Enter Pin Then #', 'Enter Meal Number Then Press # key', 'Enter Student ID'). You will notice that for example, if you set it to 'Enter Student ID' the reader will still display 'Vend-Connet Enter Pin' however, when you start to enter your 'ID' on the 'Pin' pad the message on the reader will then change to 'Enter Student Id'

Technical Menu:

Press 0 To Read IP And Gateway:

This is a diagnostic tool that will display the reader's current IP address and the local area network's gateway IP address. Once the '0' key is pressed the display will show the reader's current IP address on the first line prefixed with an 'I' and the network gateway on the second line which is prefixed with a G.

Press 0 To Read MAC Address:

This is a diagnostic tool that will display the reader's media access control (MAC) address. Once the '0' key is pressed the display will show the reader's MAC address prefixed with MAC.

Press 0 to PING Server:

This tool is used for checking network connectivity between the reader and the server that it is supposed to be communicating with. The second line of the title should display the server IP address as set in the IP menu. When you press the '0' key the display will either give you the response time or tell you that the server is unreachable. If the server is unreachable you should check that your network settings are configured properly or talk to your local network administrator.

Pin Length That Autosends:

This option in your VendConnect reader is used to set the number of digits you would like for your PIN. For example, if 'Pin Length That Autosends' is set to 4, then the amount of digits used in your pin must be 4 (1234) (1212) etc.

Allow MDB Disable:

When this is set to 'Yes' the reader will allow the vending machine to disable it, and show 'Reader Disabled' on line 2 of the reader display until the vending machine re-enables it. The MDB protocol of the vending machine will disable the reader periodically under certain conditions. For example, if your vending machine was having power issues, problems refrigerating, or any other potential issues, the vending machine would then disable the VendConnect reader to prevent any purchases and or damage to the VendConnect reader. Caution, if this setting is set to No, it is possible for a customer to initiate a transaction with the server, and have the vending machine ignore the start session request. This will result in credit being displayed on the reader, but not on the vending machine, and the user will not be able to make a purchase. Simply hitting the '*' key on the reader keypad will cancel this. (speak to your IT department before using this setting as it has been known to cause some problems in particular machines)

Send All Enables:

This option in your VendConnect reader is more of a 'silent' working function. It is used so that the machine is able to tell the reader when any additional component is hooked up to the machine. For example, if you were to install a 'coin mech' into your machine, the machine would then tell the reader so that the reader does not receive any unexpected traffic.

Start Disabled:

This option in your VendConnect reader is used if you want your VendConnect reader to start up 'Disabled', or in other words 'Out of Service'. When set to 'Y', the machine will start up and go through all boot processes required by the machine. When the machine is up and running, it will then enable the reader and allow purchases to be made. In order to use this option, 'Allow MDB Diable' must also be set to 'Y' as it is the MDB that will put the reader in service.

Debug Rx Data On:

This option in your VendConnect reader is used as a trouble shooting tool. It is used to determine if the VendConnect reader is responding properly with the server. (Please see your IT department before using this tool in your VendConnect reader.

• IP Menu:

Please note the special key navigation instructions for changing the IP address. Server: This is the IP Address of the computer running the server software. Ask your local network administrator for this value. This is usually the static IP address of the computer server at your location. It is also possible to connect to a remote server over the Internet, however local network security may block this. In this case you will have to make arrangements with the IT personnel responsible for the location to allow the required port to be opened, and any firewalls to be configured. Note the unique way to cycle through the menu's IP settings. The '0' key will cycle through each segment of the IP address. The '1' key will decrease by 10, the '4' key will decrease by 1, and the '7' key will decrease by 50. The '3' key will increase by 10, the '6' key will increase by 1, and the '9' key will increase by 50. Use the '8' key to continue to the 'PORT' menu item.

Server IP:

This is the menu of your VendConnect reader in which you will need to point the reader to your server and or 'POS' system. Please see your IT department to know what information should be entered here (a.k.a the IP address of your server and or 'POS' system). Please note the special key navigation instructions for changing the IP address.

Server PORT:

Number of the TCP port that the server software is listening to. Ask your local network administrator for the proper information to put here. The '1' key will decrease by 10, the '4' key will decrease by 1, and the '7' key will decrease by 50. Key 3 increase by 10, key 6 increase by 1, key 9 increase by 50. Use the 8 key to go to menu item 'PORT'.

Use DHCP:

When set to Yes the reader will use the available DHCP server on the network to obtain an IP address for its use. When set to No, the reader will have the static IP set in the next menu item and a subnet mask of 255.255.255.0

Static:

If DHCP above is set to No then the reader will use the static IP Address set in this menu item. Ask your local network administrator for a valid static IP for use. The subnet mask cannot be set. The subnet mask is 255.255.255.0 Contact us if that is a problem. Note the unique way to cycle through the menu's IP settings. The '0' key will cycle through each segment of the IP

address. The '1' key will decrease by 10, the '4' key will decrease by 1, and the '7' key will decrease by 50. The '3' key will increase by 10, the '6' key will increase by 1, and the '9' key will increase by 50. Use the '8' key to continue to the next menu item.

Gateway:

If DHCP above is set to No then the reader will use the Gateway IP Address set in this menu item to connect through a gateway to the internet or another part of your network. Ask your local network administrator for the correct Gateway IP for use. Note the unique way to cycle through the menu's IP settings. The '0' key will cycle through each segment of the IP address. The '1' key will decrease by 10, the '4' key will decrease by 1, and the '7' key will decrease by 50. The '3' key will increase by 10, the '6' key will increase by 1, and the '9' key will increase by 50. Use the '8' key to continue to the next menu item. NOTE: if you change any IP settings, when you exit the menu, the reader will write the settings and reboot. Successful writing of the data is indicated by the message 'Saved OK' or a failed write as 'Save Settings Error'. If there is an error you will need to go into the IP menu again and make a change and exit again. The easiest way to do this is to go to the DHCP setting and cycle the Yes No and set it again to what you need. This will flag the reader to save the IP changes on exit.

• Exit

Press the star key (*) once or twice, depending on whether you are in a submenu or not, until you see 'Exit' on the display. You then press the '#' key to exit the menu and return to standby [ready] and save any changes you made above. Note: It is very important that you exit the menu when done to prevent unauthorized or inadvertent changing of the reader settings by customers.