



# Interactive Video Display System Install Guide



# IVDS

MEI 3222 Phoenixville Pike, Suite 200, Malvern, Pa. 19355

meigroup.com

V 1.3

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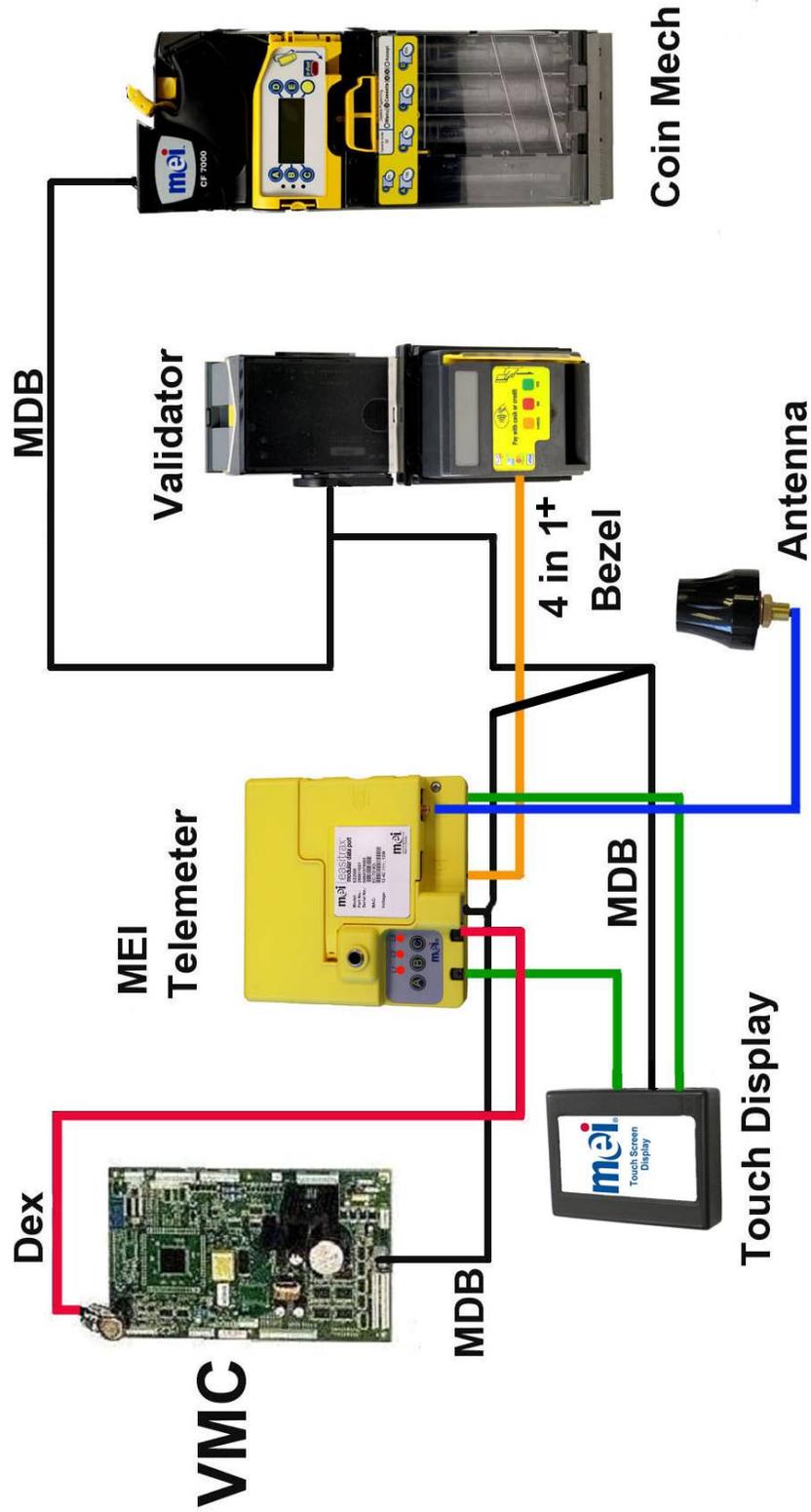
Contact MEI Technical Support @ 1-800-345-8172  
with any questions.

MEI 3222 Phoenixville Pike, Suite 200, Malvern, Pa. 19355  
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"This device can be expected to comply with part 15 of the FCC Rules provided it is assembled in exact accordance with the instructions provided with this kit. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesirable operation."

Install Overview

# MEI Telemeter and Touch Screen Layout



# Mounting Plate Reference Chart

MEI Interactive Video Display System Mounting Hardware Configurations																
Kit Part Number	Individual Part Number	Description / Suggestion	Availability	Mfg Model	Royal				Dixie			Vendo				
					660 / 804 Chameleon	660 / 804 Landscape	660 / 804 Marketing	3 D V/s	CCV	500	2161 / 501E / 601E		3000 / 5000	3800 / 5800	720P / 504P / 448P / 640P	
				Door												
				Screen Type												
1	250633003	Large Mounting Plate	Included in Base Screen Kit		X	X		X	n/a	X			X			
2	250635002	Large Stud Plate	Included in Base Screen Kit		X	X			n/a							
3	250624109	Large Gasket	Included in Base Screen Kit		X	X		X	n/a	X						
4	250631004	Small Mounting Plate	Accessory						n/a			X				
5	250629110	Small Gasket	Accessory						n/a			X				
6	250067030	Picture Frame Mounting	Accessory					X	n/a			X				
7	217996001	Antenna Extension for Dixie GFV	Accessory						n/a			X				

## Tools Required

- Hand Drill
- 1/2" Drill bit
- 5/8" Drill bit
- Utility Knife
- Step Ladder
- #2 Phillips Screwdriver
- Wire Cutters
- 11/32" Nut Driver
- 8" Cable Ties
- Adhesive, Cable Tie Anchors
- Service Tech Card
- Driver Card

# Install Picture

## Base Hardware Set-Up for all Machine Models

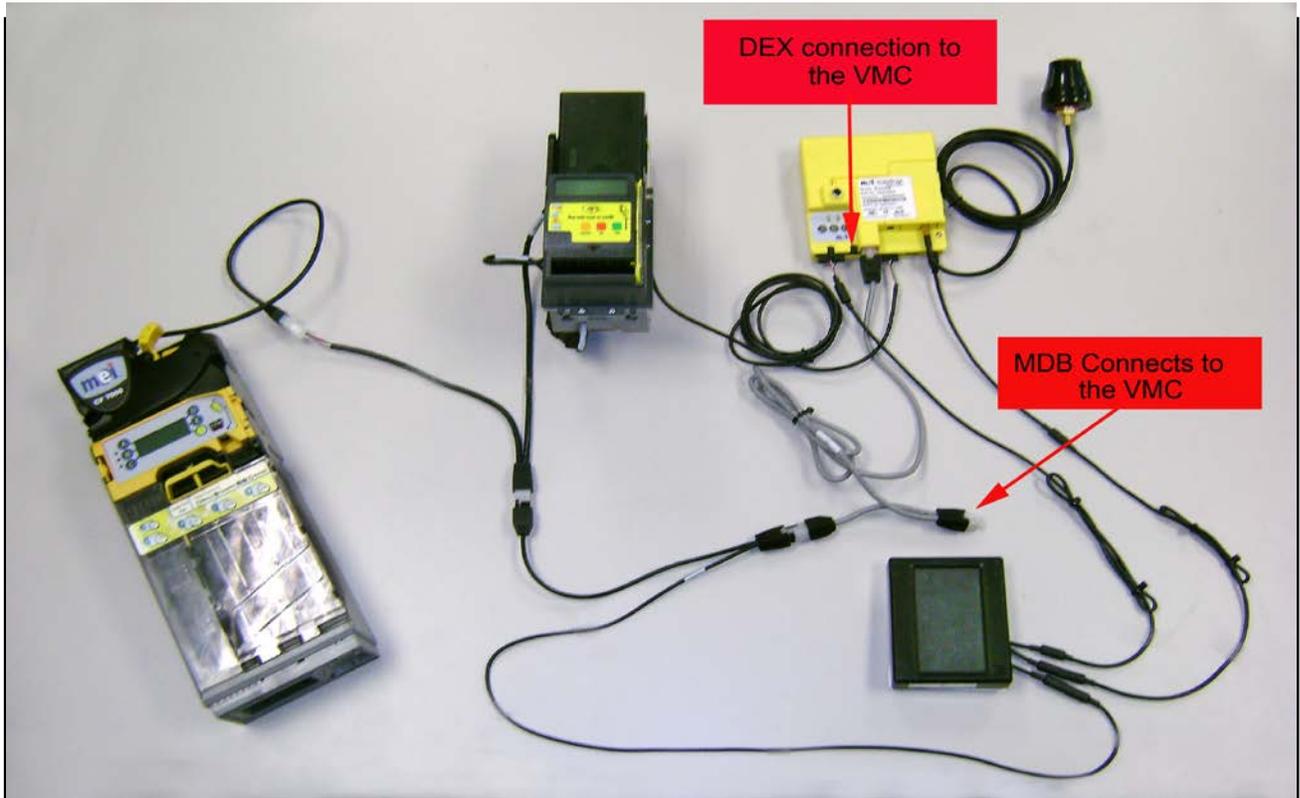


Figure 1: MEI IVDS Cable Connections

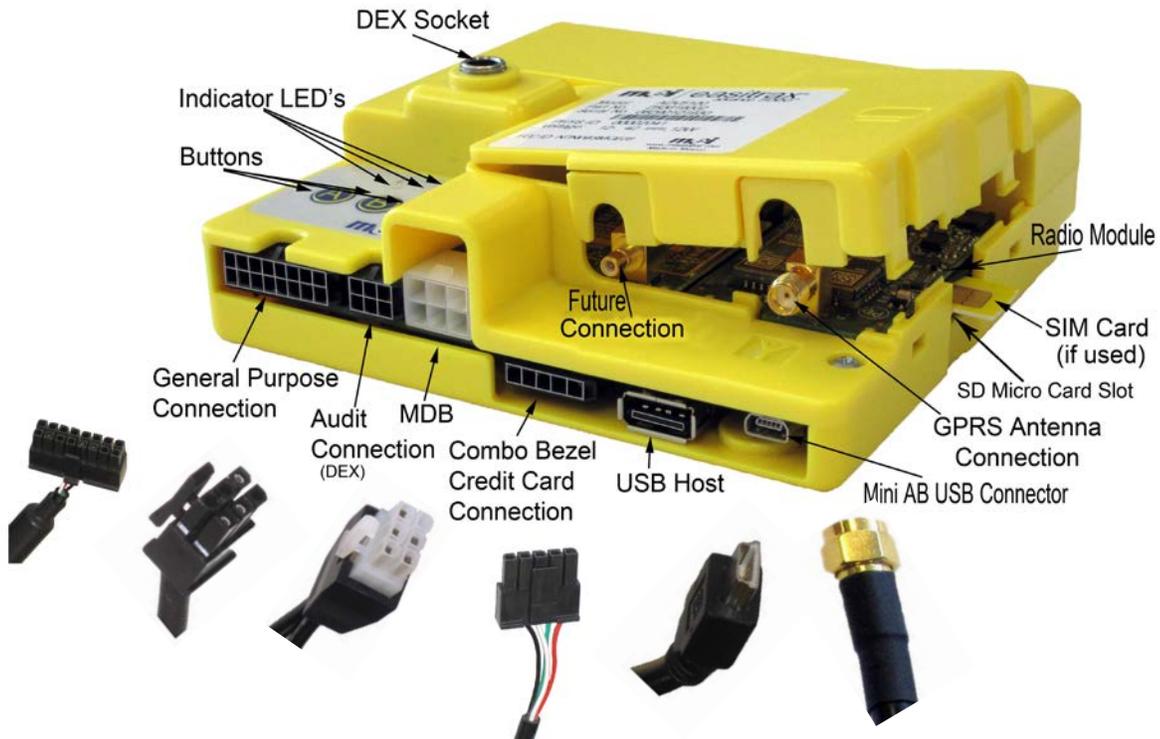


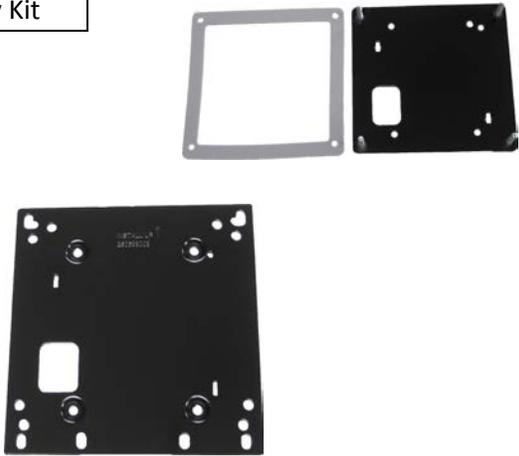
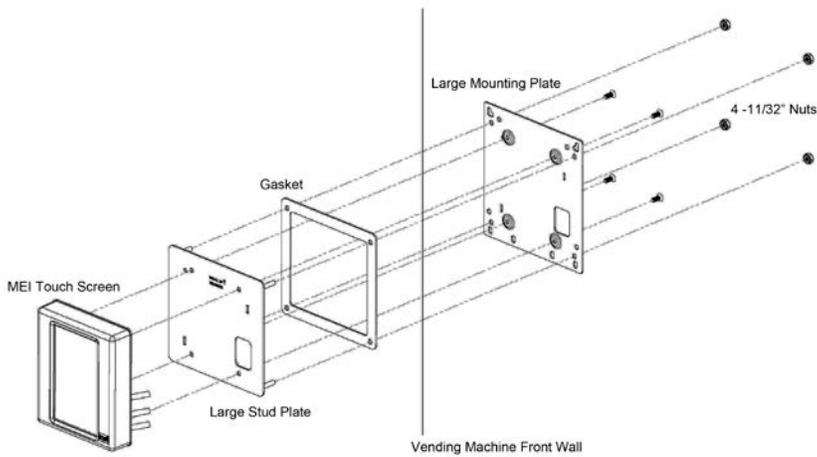
Figure 2: A5K connections

## Touch Screen Mounting Kits

(There are 2 kits) Reference Compatibility Chart on Page 4

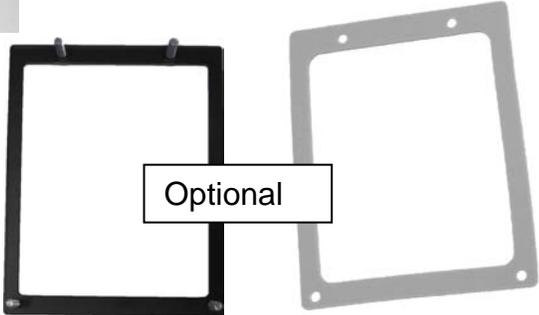
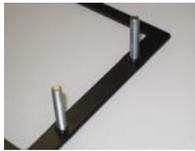
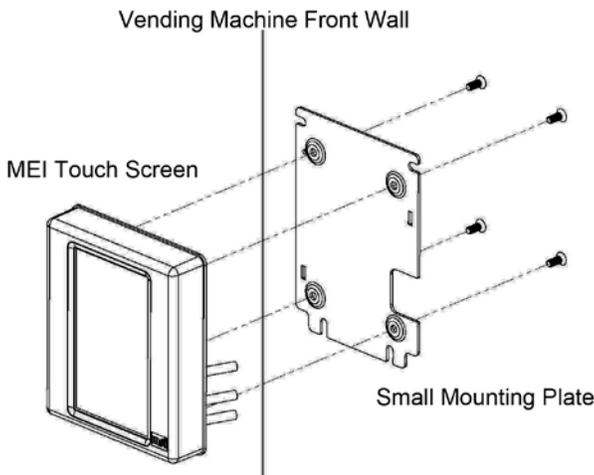
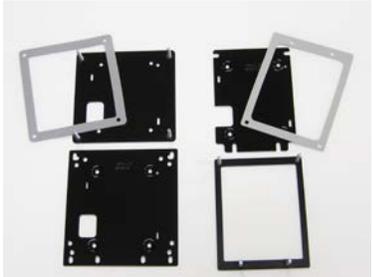
Every Display kit will come with a mounting kit that fits most models of machines. **(Royal 660/804 Landscape/3D Vis/500 Glassfront & Dixie 3800/5800).**

<u>Part Number</u>	<u>Description</u>	<u>Availability</u>
250633003	Large Mounting Plate	Included in Display Kit
250635002	Large Stud Plate	Included in Display Kit
250624109	Large Gasket	Included in Display Kit



The second Mounting kit is sold as an accessory and it used on **Royal 660/804 Marketing Doors & Dixie 3000/5000 Glassfront.**

<u>Part Number</u>	<u>Description</u>	<u>Availability</u>
250631004	Small Mounting Plate	Accessory
250629110	Small Gasket	Accessory
250067030	Picture Frame Mounting	Accessory



## Scan the Telemeter into Inventory

The Advance 5202 must be scanned into the warehouse inventory using the **RED BRICK** before the technician goes into the field.

In the field, the technician will scan the Advance 5202 three (3) more times on his **CF19** computer.

### Step 1.

Check RSSI BEFORE INSTALLATION. If antenna signal strength is not available or weak, DO NOT install this equipment. The Received Signal Strength Indicator (RSSI) range is 0-32. **8 or higher is recommended.**

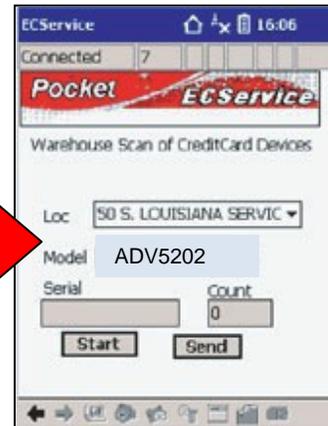
**Note:** It is required that you scan the Telemeter Serial Number bar code three times during the Installation process in order to have a successful Installation.



### Step 2.

Click on the red Coke can at the bottom of the screen.

**Note:** If the red Coke can is not activated (Red), contact your FSS to have inventory scanning program pushed out to your handheld.



### Step 3.

Choose location (**LOC**) and correct Model "ADV5202" from the drop down menus.

### Step 4.

Scan the Serial Number Bar Code as shown.

**Note:** The Serial Number can be added manually in the event the Bar Code is not scannable.



**Note:** You can also scan the barcode on the outside of the telemeter box.



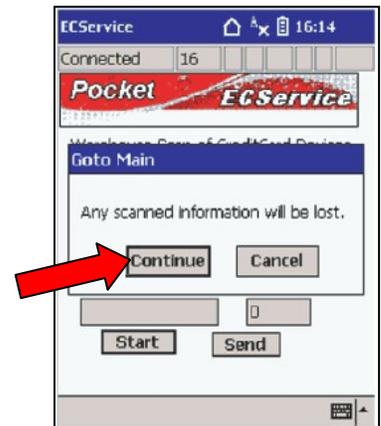
## Step 5.

The quantity of Serial #'s scanned will appear in the "Count" box. When finished, press "**Send**".



## Step 6.

This screen will appear. Press "**Continue**" to go to Main Screen.



# Begin Service Call

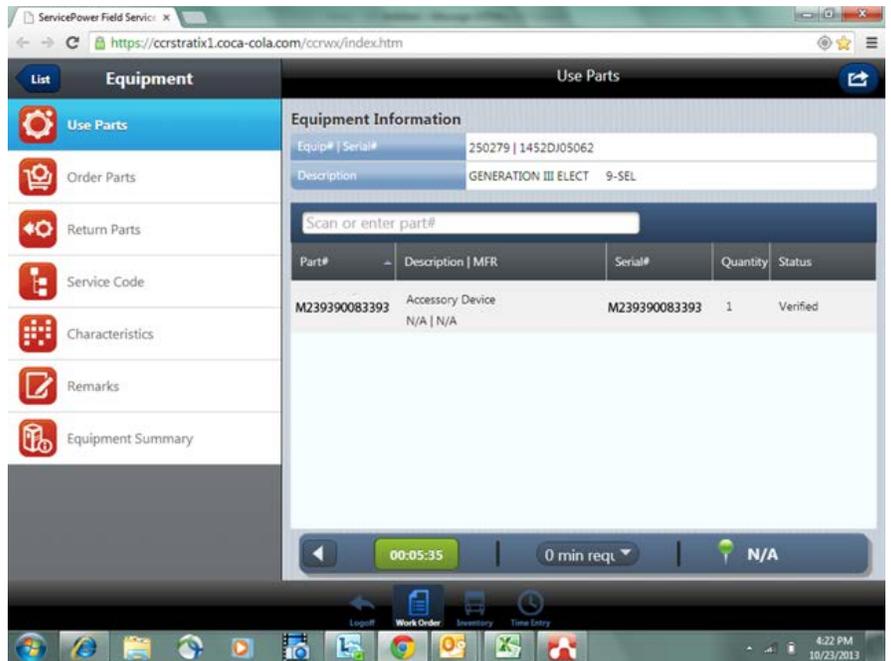
**Step 1.**

Verify that you have the Asset # on the handheld for the vendor.  
If the call is other than a 770, 771 or 765, check the box beside “Card Reader Trouble”. Click on the “Next” arrow

- 770 = Install
- 771 = Removal
- 765 = Swap

**Step 2.**

In the “Scan Card Reader” field, scan the Serial Number on the ADV5202 Telemeter.



**Step 3.**

The ADV Telemeter Serial Number will appear in the field.

If you enter the Serial Number manually, click “Add”.

Click the “Next” arrow. 

## Step 4.

Open the vending machine and clear all errors from the VMC - Vending Machine Controller board.

### Note:

1. Ensure that prices, even on inactive selections, are not set to a price higher than the highest priced selection.
2. Make sure configuration 9 is set to single vend.



## Step 5.

Confirm that the vending machine is operational by vending a beverage.

## Vending Machine Preparation for Installation

### REMOVE EXTERNAL DEX JACK (IF PRESENT)

#### Step 1.

Remove power from the vending machine.

#### Step 2.

Permanently remove the external DEX jack if present. It may be in the delivery chute. Unplug the other end of the cable from the vending machine controller board and discard it.



#### Step 3.

If you see a DEX jack that is mounted pointing towards the inner door, it needs to be relocated. Relocate it to a spot that is

1. accessible by the MEI Advance 5xxx Telemeter DEX cable
2. where the jack and plug will not be compressed by the closing of the door.

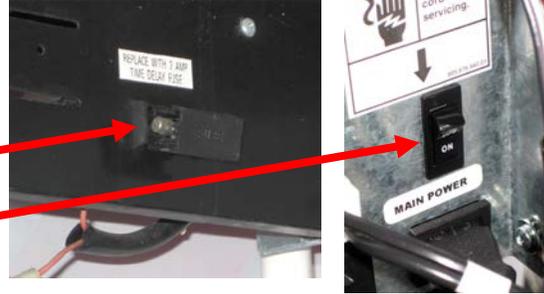
**If the Dex jack is plastic, it must be replaced by a metal jack.**



# REMOVE BILL VALIDATOR

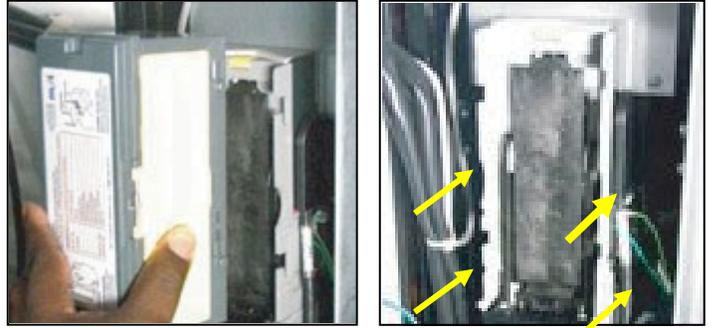
**Step 1.**  
Remove power from the vending machine.

Fuse Holder (Open)  
or  
Power Switch (Off)



**Step 2.**  
Remove the 4 - 11/32" nuts holding the Bill Validator in place.  
Remove existing Bill Validator.

**Note:**  
You can remove the bill cassette from the bill validator for easier access to the 4 - 11/32" mounting nuts.



**Step 3.**  
Disconnect the Bill Validator from the MDB power source.



**Step 4.**  
Remove the Validator and set it aside.



## Mounting Location for the Touch Screen Display

On (round front) **Landscape GIII** or **Chameleon** machines remove the “POS” plate. 4 - 11/32” nuts



## Installing the MEI Touch Screen Display in a Royal 660/804, 500, 3D Vis



Turn **OFF** the power

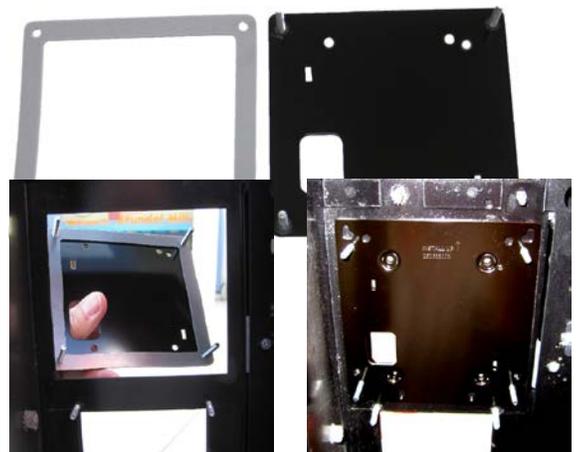


Remove the POS knockout plate



**Step 1.**  
Use the Large Stud Plate, #250635002.  
Place the “gasket” #250624109 over the studs on the large mounting stud plate.

**Step 2.**  
Install the Stud Plate Pn#250635002 through the front of the POS window, with the screw studs facing into the vending machine.  
Note the “**Install Up** ↑” engraved on the mounting plate. Also note the small rectangle opening for the cables will be to the bottom right when looking at it from the front of the vending machine.



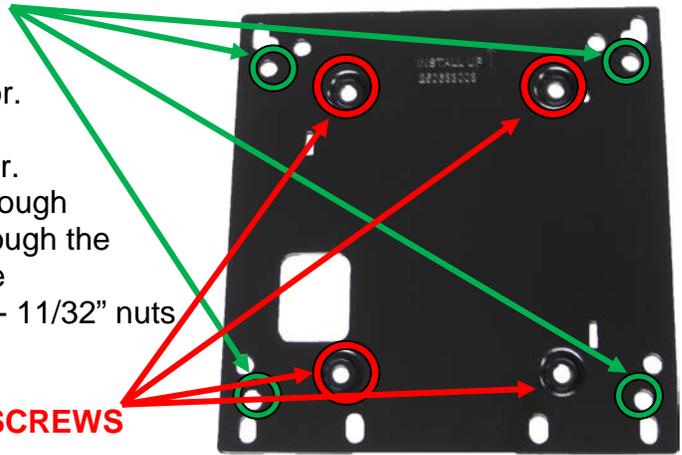
If the machine already has studs installed, do not use the large stud mounting plate.  
Place the gasket over the studs and the large back mounting plate over the gasket and firmly tighten the 4 - 11/32” nuts to hold the plate securely.

**STUDS USE 11/32" NUTS**

**Step 3**

Insert the large mounting plate from the rear of the door. Notice the "Install UP ↑" engraving.

Line up the two rectangular openings over one another. The screw studs from the front mounting plate stick through the back plate just below the "L" shaped holes and through the middle holes of the bottom set of holes. Place the large mounting plate over the studs and firmly tighten the 4 - 11/32" nuts to hold the plate securely.



**DISPLAY FLAT HEAD SCREWS GO HERE**

**Step 4**

From the front of the vending machine, thread the 3 Touch Display cables through the rectangular hole.



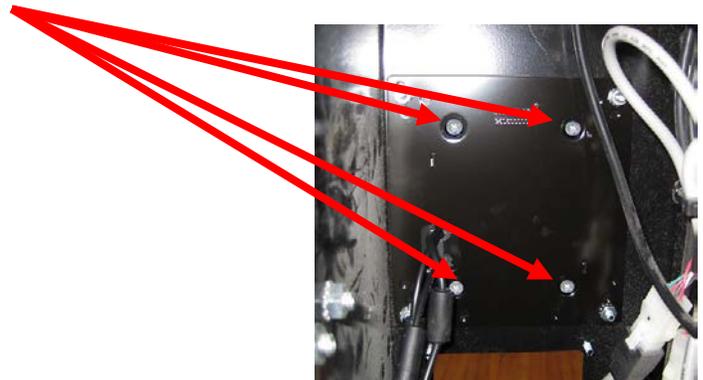
**Step 5**

While holding the display in place, use the 4 flathead phillips screws that came with the display to secure it to the mounting plate.

You **MUST** use the screws that come with the screen. Make **NO** substitutions.



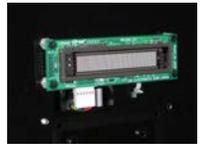
The flat head screws are set in the indented holes.



# Installing the MEI Touch Screen Display in a Dixie 3000/5000



Remove the mounting screws, lift up and tilt the fascia forward and remove the display board. Lift off the fascia and install the new fascia with the cut out.



Note:  
The LED display board may be mounted on the door in some models.

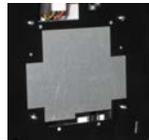
Mount the A5K here (Close to the front edge)



Screws (8 screws)



Remove the Blocker Plate (save the 4 screws)



The display is sometimes mounted here, depending on the model.



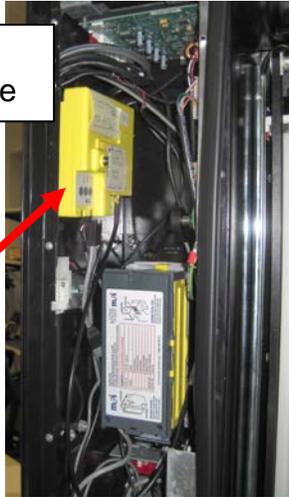
Use the screws removed from the Blocker Plate to install the IVDS Touch Screen Large mounting plate.



- Install the IVDS Touch Screen.
- Install the new fascia.
- Replace the Bill Validator bezel with the 4 in 1+ Bezel.
- Route and secure all cables.
- Test

## Installing the MEI Touch Screen Display in a RVV 500

Shut **OFF** power to the vending machine



The A5K mounts here. (Close to the front edge)

Plug in the DEX cable.



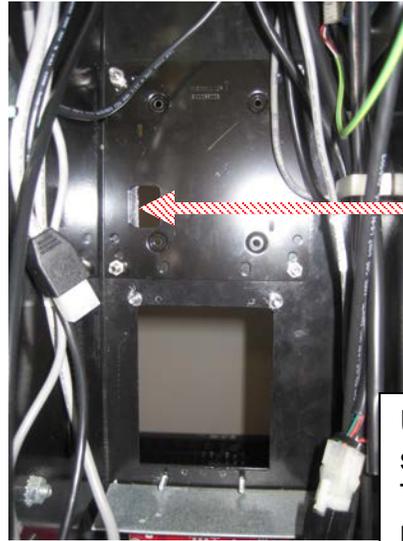
Remove the Bill Cassette

Remove the 4 – 11/32” nuts that hold the Validator in place.

Install the Touch Screen mounting plate



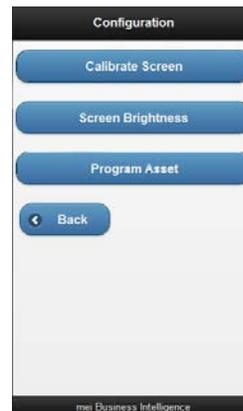
Note: On this particular install, the hole in the mounting plate is partially blocked by the vending machine wall.



Using the 4 enclosed screws, mount the Touch Display to the mounting plate. Thread the cables through the hole

Re-install the Validator. Power **ON** the vending machine.

Configure the Touch Screen.



## Installing the MEI 4 in 1+ Bezel in a vending machine without a validator



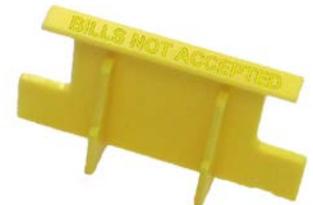
### Step 1.

If the vending machine already has a cashless payment system installed, remove the 4 – 11/32” nuts holding it in place and discard it.

Unpack the 4 in 1+ Bezel. Included in the kit are the Bezel with its' cable, the Back Plate, the Bill Path Blocker, and a bag of four screws.

### Step 2.

From the front of the Bezel, insert the Bill Path Blocker into the bezel with two of the plastic rails facing down and the single rail facing up.



### Step 3.

Place the Back Plate on the back of the bezel, ensuring the bezel cable strain relief is held down by the cut out. Secure with the enclosed 4 screws.



### Step 4.

Attach the 4 in 1+ Bezel to the vending machine using the 4 - 11/32” nuts you removed earlier.

### Step 5.

Thread the Bezel cable through the vending machine and plug it into the Advance 5202.



## Install the 4 in 1+ Bezel on an MEI Bill Validator

### Step 1.

Install the MEI 4 in 1+ bezel onto the MEI Bill Validator with the hardware supplied with the bezel. ( 4 screws)



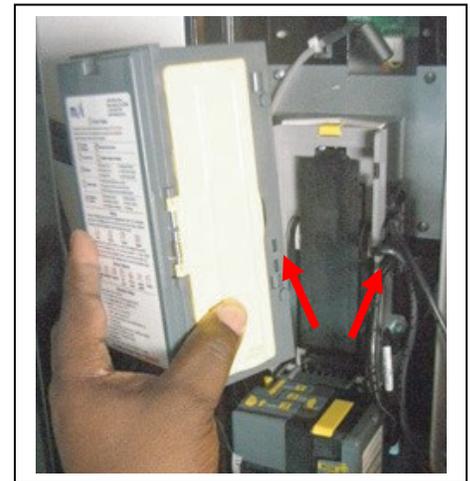
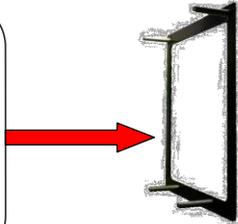
### Step 2.

You may remove the bill cassette to make the Bill Validator installation easier.

### Step 3.

Attach the Bill Validator/card reader to the vendor using the 4 - 11/32" nuts.

**Note:** Installing the Bill Validator with a 4 in 1+ Bezel may require the Picture Frame Mounting Bracket on GIII Vendors.



If installing an MEI Recycler, first install the top two nuts to hold the Bill Validator in place.

### Step 4.

Remove Recycler by pulling the yellow lever forward.

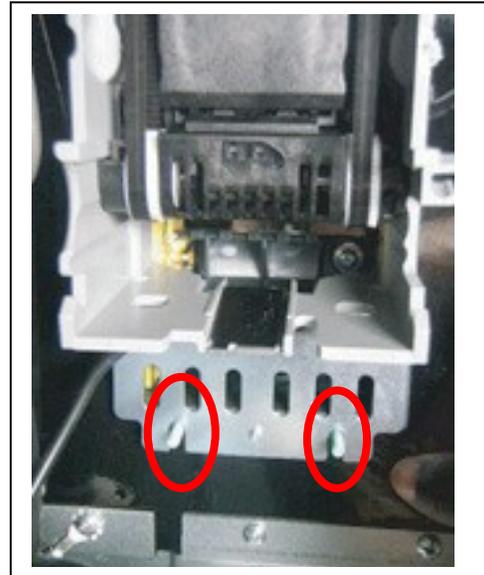


## Install the 4 in 1+ Bezel on an MEI Bill Validator

### Step 5.

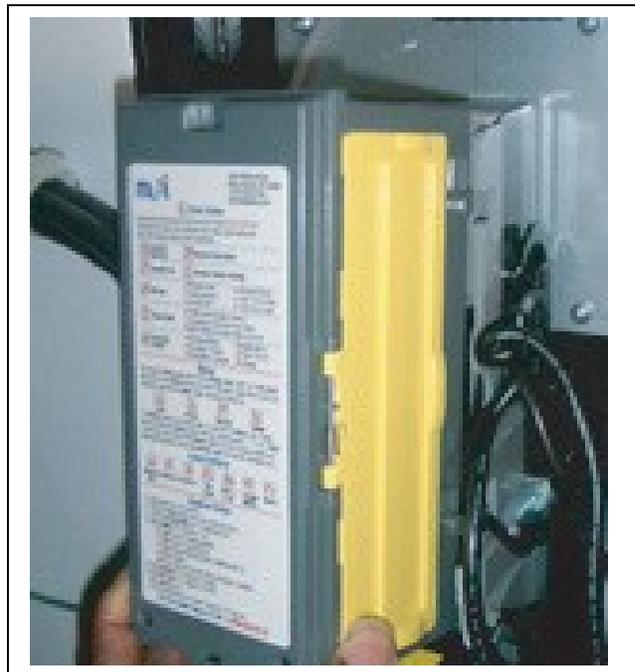
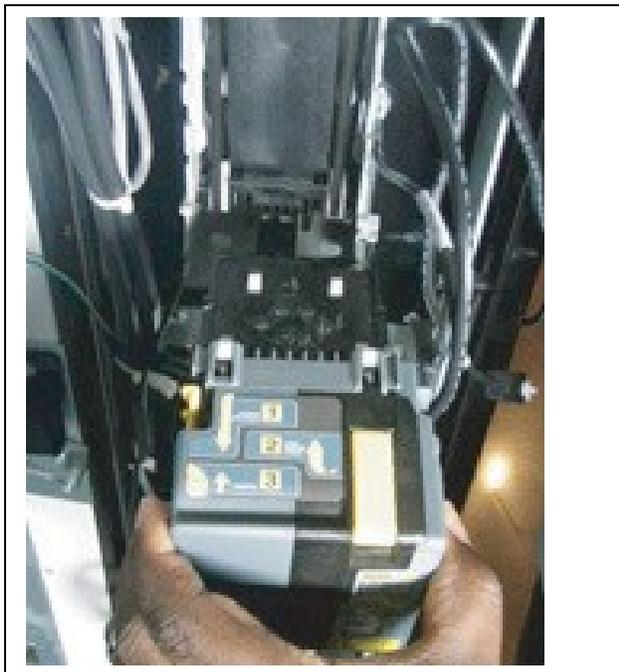
Install 2 – 11/32” nuts located at the bottom of the bill validator.

 **DO NOT OVER TIGHTEN THE NUTS.**



### Step 6.

Install the recycler module back into the bill validator and the magazine.



The Recycler must hang freely, not pressing on any machine supports or cables.  
Pressure on the Recycler may cause poor operation.

## Install the Antenna

**Note:** Antennas shall be installed so that a separation distance of 20cm (8 inches) is maintained from individuals and other antennas during normal use. Ensure that the antenna cable is not damaged by the opening and closing of the vending machine door.

**Do not coil excess antenna cable.**

 Only the antenna supplied with this device is to be used. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Step 1.

Find a suitable metal location for mounting the antenna on the outside of the vendor.

**Note:** It is recommended that all antennas be installed outside of the vending machine.

In most cases, it is best if the antenna is installed in the top center of the door. Keep the antenna cable away from any electronics such as transformers, ballasts or fluorescent lighting.

Be sure there is enough antenna cable to reach the MEI A5K Telemeter before drilling a hole! Drill a 1/2" hole in the top of the vendor door to attach the antenna on the outside of the vendor.

**Royal 660 and 804**



**DN5000**



**RVV 500**



### Step 2.

#### **For Dixie Narco Glassfronts**

Drill 5/8" hole in top/center of electronics /service compartment. The 5/8" hole is needed for the extension bushing.

Route antenna cable through the hole to the Telemeter.

Feed the antenna cable through the threaded end of the extension bushing and then slide extension up into hole.

Screw the antenna into the antenna extension bushing.



## For Other Vending Machines

Drill 1/2" hole in top/center of vending machine door.  
Route antenna cable through the hole to telemeter.

Note: It is recommended that all antennas be installed outside of the vending machine.



**Remember:** The RSSI **MUST BE 8 or above.**

## Install the A5K Telemeter

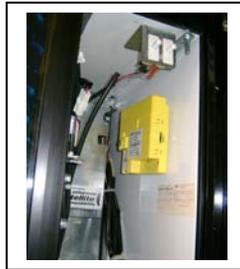
Reference Figure 1 on page 4 for all cable connections.

**Step 1.**  
Locate appropriate position for the telemeter inside the vending machine. Below are the recommended locations per vending machine model.

Royal 660/804



DN5800



DN5000



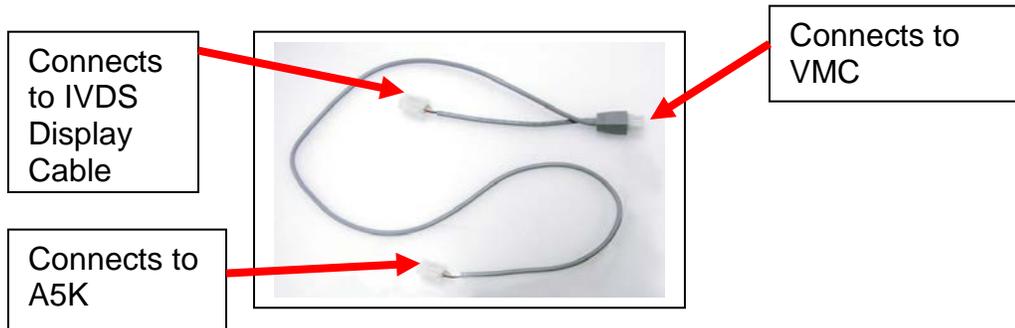
RVV 500



**Step 2.**  
Use an alcohol wipe to clean surface where telemeter will be mounted. Wait for the alcohol to dry.

**Step 3.**  
Remove plastic film from the back of the velcro on the Telemeter and secure the A5K to the machine.

**Step 4.**  
Install the A5K MDB Cable:



## Step 5.

Connect the MDB cable to the A5K.



## Step 6.

Plug in the cashless credit card bezel cable (5 pin) from the 4 in 1+ Bezel into the A5K.



## Step 7.

Plug in the DEX cable (6 pin plug with 3 wires) from the A5K to the DEX socket on the VMC.



## Step 8.

Screw the WAN antenna cable into the radio module.

Make it finger tight.



## Step 9.

Connect the IVDS Display mini USB cable to the A5K Telemeter.

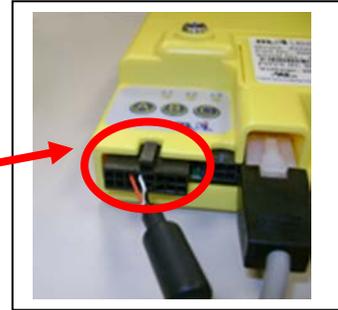


## Step 10.

Connect the 16 pin connector from the IVDS Touch Screen Display to the A5K telemeter as shown



16 Pin plug from the Touch Screen



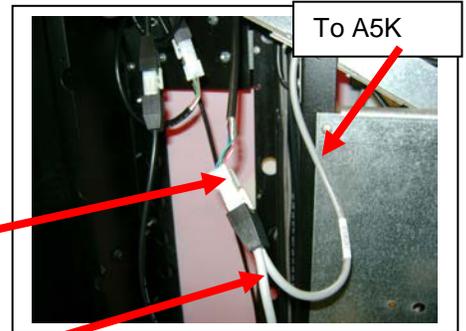
## Step 11.

After the A5k is mounted, connect all of the MDB cables following the drawing in **Figure 1**.

1<sup>st</sup> connect the "Y" cable from the A5K to the VMC cable.

VMC Cable

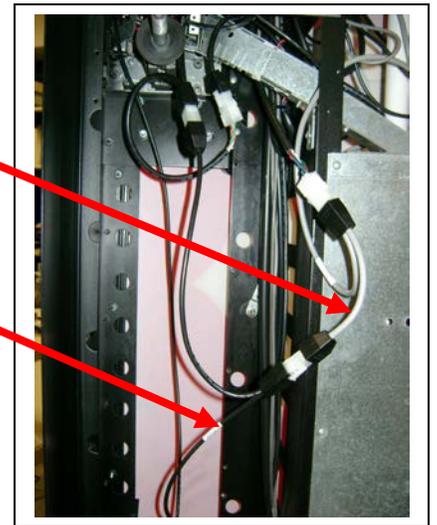
A5K MDB "Y" cable



2<sup>nd</sup> Connect the other end of the A5K cable to the IVDS Display 'Y' cable.

A5K MDB "Y"

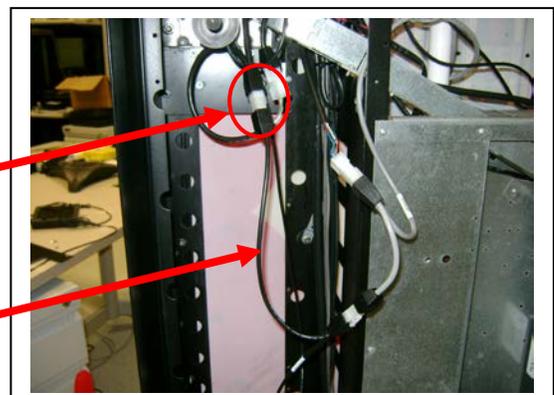
Black cable is the IVDS Touch Screen MDB 'Y' cable.



3<sup>rd</sup> Connect the other end of the IVDS 'Y' cable to the Bill Validator "Y" cable.

Bill Validator 'Y' cable

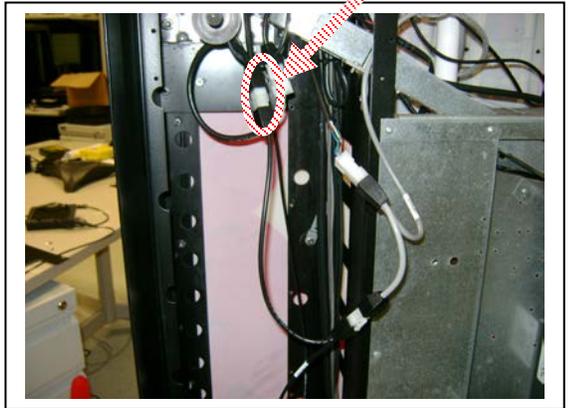
Black cable is the Display 'Y' cable



4<sup>th</sup> Connect the 'Y' end of the bill validator cable into the coin changer.

If installing an MEI Recycler, use the MDB cable labeled with the **YELLOW TAG** to connect the Validator Recycler to the Coin Mech.

Coin Changer



Connect to the Coin Mech



Connect to MDB

**MACHINE INSTALLATION NOTE:**

The 4 in 1+ Bezel does NOT fit on a VN2700R Validator in a Stack Vender machine.

# Power Up the Machine

**Step 1.**  
On the first Power Up, the display will show the following screens: (approx. 2 minutes)



MEI Interactive Vending Display System      SYSTEM screen      CONFIGURATION screens      Coke Thirsty? screen

**Step 2.**  
During the power up initialization, the unit will attempt to switch to Coca-Cola’s private network carrier (credit card processor) and will display the message:

“Switching Connections” and returns: “Connection Success” or “Connection Failed”

**Step 3.**  
If “Connection Success”, the display will continue with Coca-Cola’s marketing message.

“Please Pay Now” means the system is ready to accept both cash and credit.

“Cash Only” is displayed if the Connection Failed.



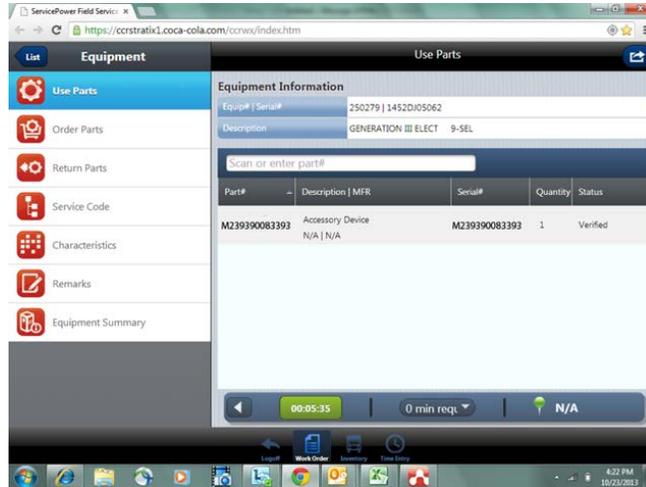
## Close Service Call

**Step 1.**

On the CF19 (Tough Book), confirm that the Problem Code is **770** for the new install. Use Code **765** for replacement/upgrades to Swipe or VCE/Loyalty.

**Step 2.**

Type "CR Install" in CF19 comments box and scan the A5K Telemeter serial number one last time.



**Step 3.**

Close the call. (Phone beeps when activity is sent)



**Step 4.**

Place the appropriate sticker on the bill acceptor.



**Step 5.**

Pack up supplies and tools and clean up around the vending machine.

**Note:** 3 minutes must pass between closing the call and swiping the tech card for a call to close out in BASIS.

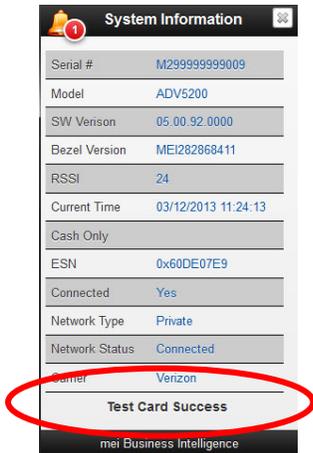
# Testing the System



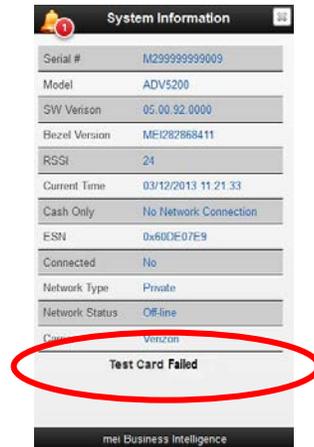
Step 1.

## “Swipe Service Tech Card”

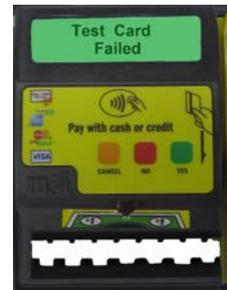
Display shows System Information. It must show “Test Card Success” at the bottom.



Swipe Success



Swipe Failed



**Note:** If “Cash Only” is shown at the bottom of the display screen, press the card reader’s “Cancel” button 5 times or swipe the “Service Technician Card” to see if the problem could be one of the following:

- Terminal Not Set Up
- No Private Network
- Connected To Tower

- Disabled by VMC
- RSSI (Signal Strength)
- Network Status



**Testing the System, continued**

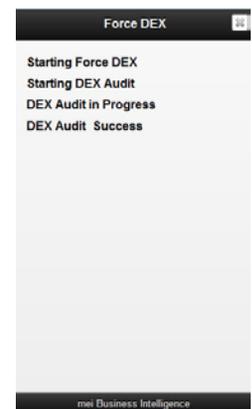
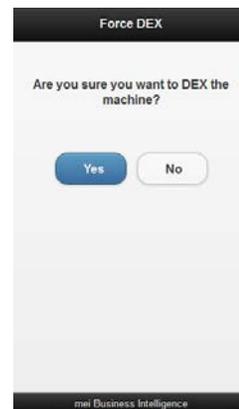
**Step 2.** Test the Telemeter for receiving and processing data from the VMC.

When the Service Test card is swiped you will see the “**System Information**” screen.   
 → Using a stylus or your finger, TAP anywhere on the “**System Information**” screen once.   
 The “**Service Technician Menu**” appears. Perform each test by tapping the appropriate button on the screen.



**Press “FORCE DEX”**

Checks connection between the Telemeter and the VMC. (downloads DEX data from VMC to Telemeter)



**Press “Force Fill”**

Checks communication between the Telemeter and Server. (downloads DEX data from Telemeter to Easitrax server)

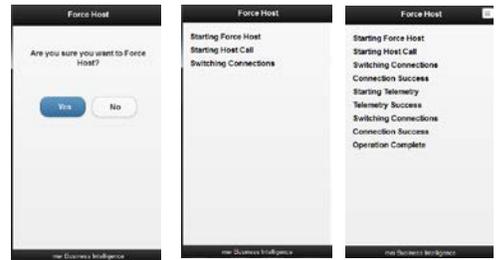


**Testing the System, continued**

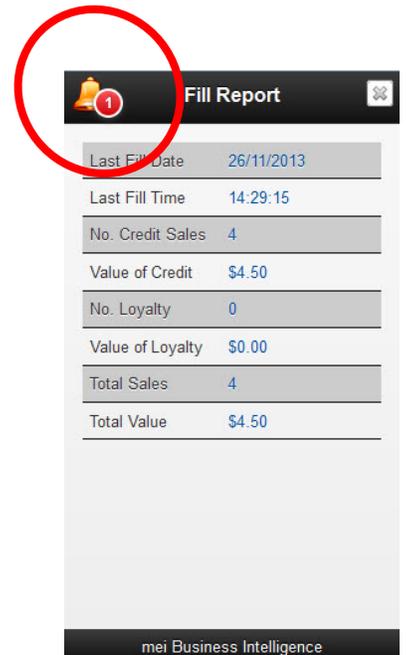
**Press “FORCE HOST”**

Ensures the Driver Fill or Force HOST function is operating properly. (executes both the Force DEX and Audit Call)

**Note:** The display will show “**Operation Complete**” for each test. These tests take only seconds to complete. Check the DEX cable harness connections if any of these tests fail.



**ALARMS**



Swipe the “**Service Tech Card**”. The “System information” appears. TAP the screen anywhere once. The Service Technician Menu will appear. The fifth item on the list is Alarms. The number in the red circle is the number of alarms on the vending machine.

Swiping the “**Driver Card**” shows the Fill Report screen. If the Alarm Bell shows in the upper left corner of the screen, it means there are alarms on the vending machine. The number in the red circle is the number of alarms on the vending machine.

Correct the physical condition in the machine that resulted in the alarms and clear the alarms from the vending machine.

**Examples of Alarms are:**

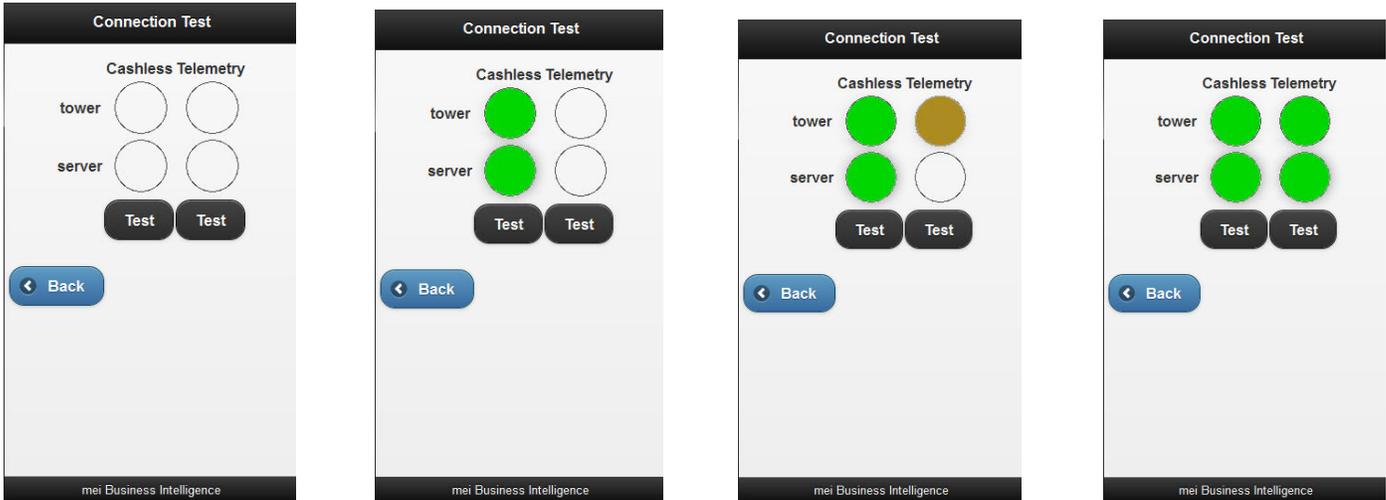
- Compressor Failure
- Door Open
- Column Jam
- Column Out of Product
- Tube Sensor

- No Vend
- Firmware Update
- Sold Out
- Sold Out in Priority Flavor

- Driver Card
- No Call In
- Space to Sales Error

**Testing the System, continued**

**CONNECTION TEST**



Use this test to check that the A5K connects to the Tower and to the Server. Tap the TEST button at the bottom of the Cashless column. When the test is complete, TAP the test button at the bottom of the Telemetry column. Amber circles indicate a test in progress. Green circles indicate a successful test. Check the Antenna, cable harness connections, and perform normal troubleshooting procedures if any of these tests fail.

= Testing

= Successful

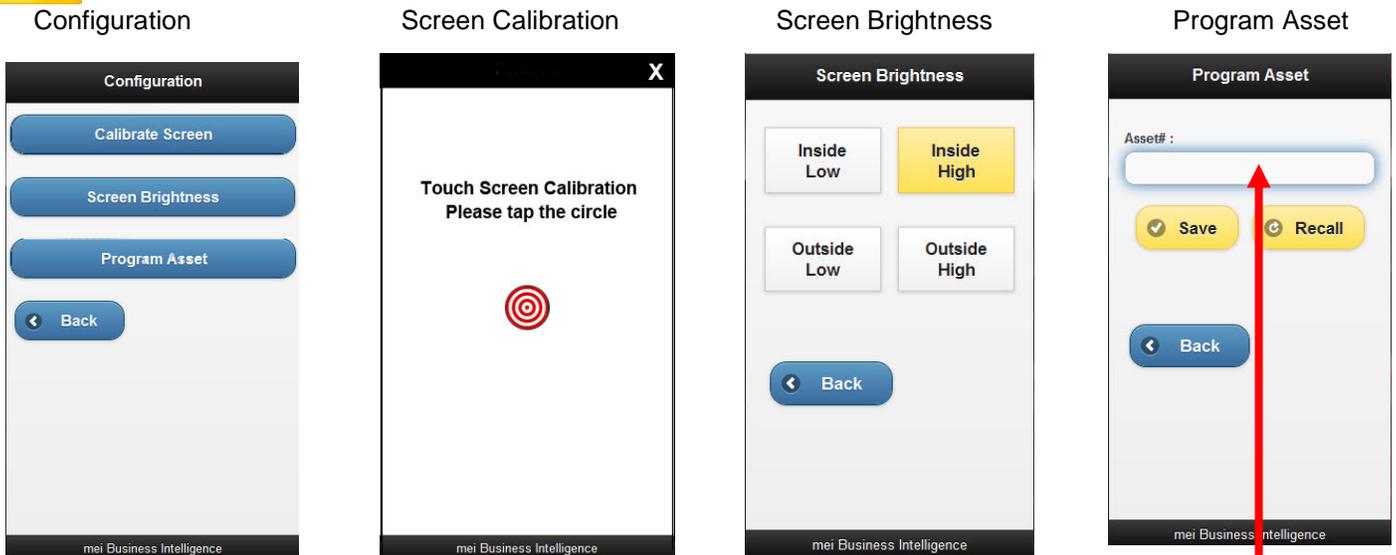
= Failed

**CONFIGURATION**

This screen appears on the first power up. Also, when you swipe the “**Service Tech Card**”, TAP the screen and the Service Technician Menu will appear. The last item on the menu list is Configuration. The Touch Screen will **rarely** need to be calibrated. MEI recommends using an R touch stylus for calibration.



**DO NOT INTERRUPT the POWER to the vending machine during configuration.**

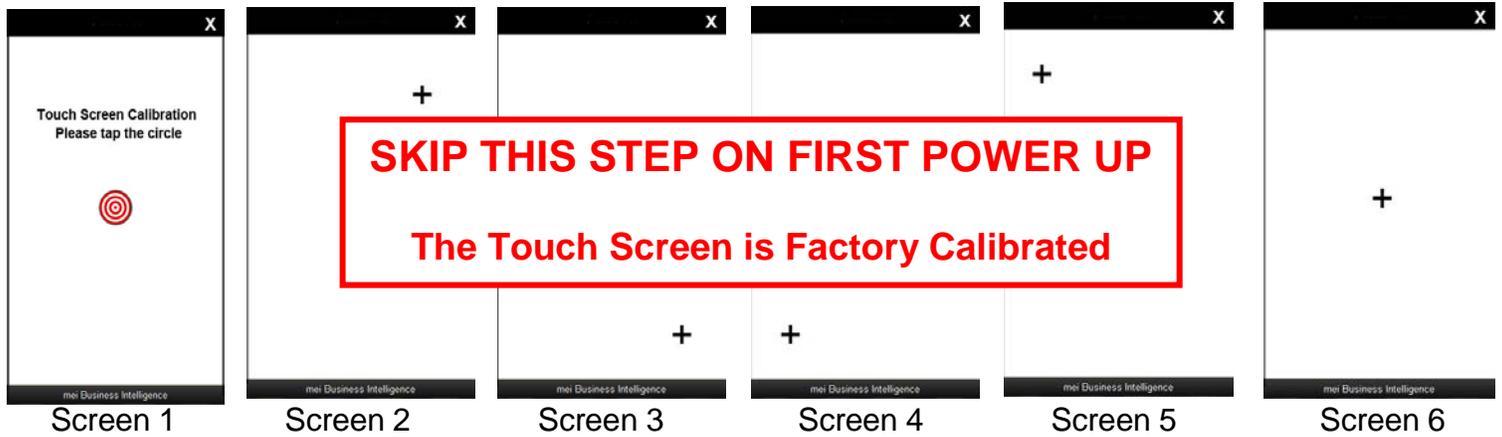


Tap in the black Asset window to make a keyboard appear.

# TOUCH SCREEN CALIBRATION – Step #1

At first power on to the machine, the Configuration menu appears. The first item of Configuration is calibration of the touch screen. Tap “**Calibrate Screen**”, then TAP the red target with your finger or a stylus to calibrate the display.

Starting at Screen 1, touch inside the red circle, then touch on the cross hairs as shown below. Be as precise as you can. MEI recommends using an R touch stylus for calibration. The Touch Screen will **rarely** need to be re-calibrated.



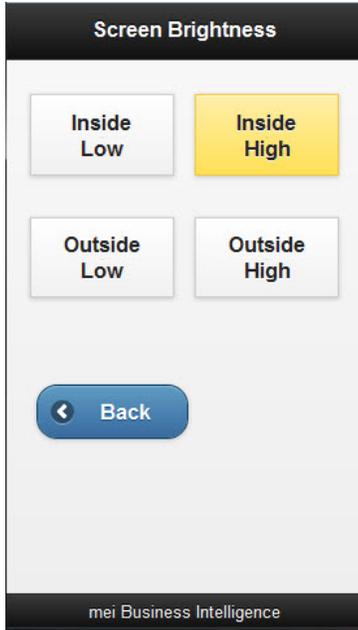
Screen 7

The screen then returns to the “**Configuration Screen**”.

Tap “**Screen Brightness**”.

## TOUCH SCREEN BRIGHTNESS- Step #2

The brightness of the Touch Screen display is adjustable through this window. MEI recommends an “**Inside Low**” setting for machines inside buildings and an “**Outside Low**” setting for vending machines located out of doors.

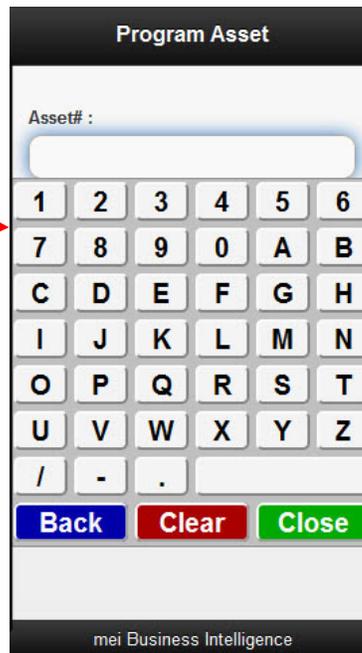
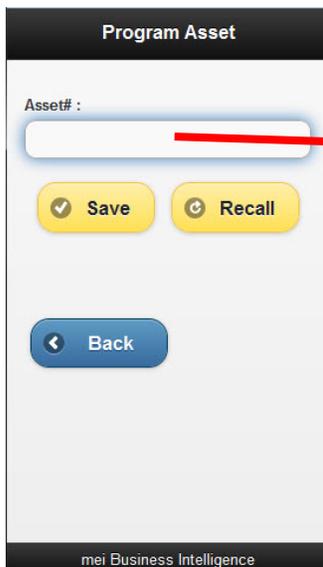


Tap the setting you desire. Your chosen setting will turn yellow, then Tap “**Back**”.



*Extended operation at the **Outside High** setting may shorten screen life.*

## SET ASSET NUMBER – Step #3



Tap in the **Asset** window to make a keyboard appear. Tap each button of your Asset Number, Tap “**Close**”. Tap “**Save**”, then Tap “**Back**”

**View "System Information" Screen**

Press the "Cancel" button on the Card Reader **5** times.

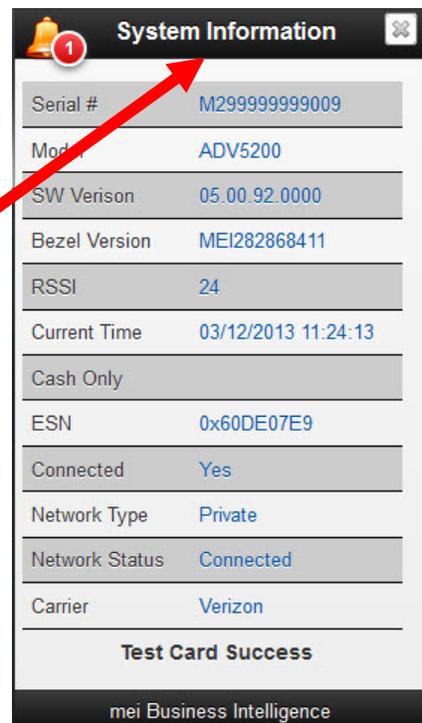
The MEI 4 in 1+ Bezel will show four pieces of information:

- A5K Phys Id
- A5K Firmware Rev.
- Radio module ESN
- Last RSSI



The MEI Touch Screen will display the "System Information" screen.

Swiping the "Service Tech Card" opens the System Information screen.



## Using the “Audit” Card

Swipe the “**Audit Card**” and the following screen will appear:

Audit Information	
Last Fill Date	26/11/2013
Last Fill Time	14:29:15
No. Cash Sales	0
Value of Cash	\$0.00
No. Credit Sales	4
Value of Credit	\$4.50
No. Loyalty	0
Value of Loyalty	\$0.00
Total Sales	4
Total Value	\$4.50

mei Business Intelligence

This screen is the same information that is shown when you swipe a “Driver Card”, plus the cash sales. The “Audit Card” **does not** RESET the numbers to zero as the “Driver Card” swipe does.



1. Last Fill date
2. Number and \$ value of Cash Sales.
3. Number and \$ value of Credit Card sales.
4. Number and \$ value of Loyalty Card sales.
5. Number and Total \$ value of all sales.

## Using the “Driver Fill” or “Force Host” Card

Swipe the “**Driver Fill Card**” and the following screen will appear:

Fill Report <span style="float: right; font-size: 1.2em;">✕</span>	
Last Fill Date	26/11/2013
Last Fill Time	14:29:15
No. Credit Sales	4
Value of Credit	\$4.50
No. Loyalty	0
Value of Loyalty	\$0.00
Total Sales	4
Total Value	\$4.50

mei Business Intelligence

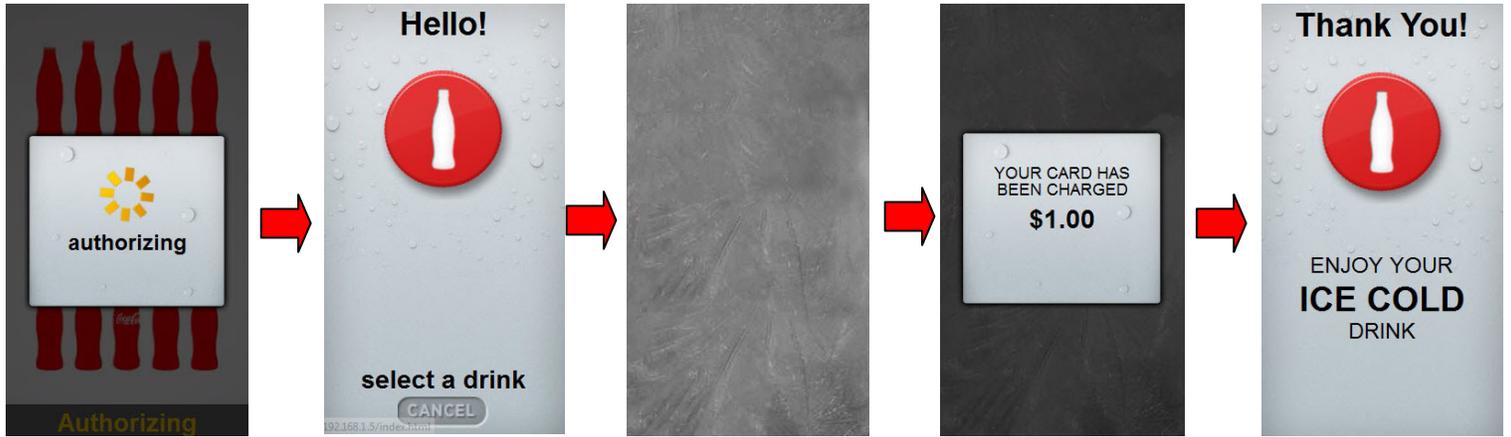
This screen shows the sales totals since the last time a “**Driver Card**” was swiped. The totals **RESET** to zero after this screen closes.

1. Last Fill date
2. Number and \$ value of Credit Card sales.
3. Number and \$ value of Loyalty Card sales.
4. Number and Total \$ value of all sales.



# Using Credit Cards

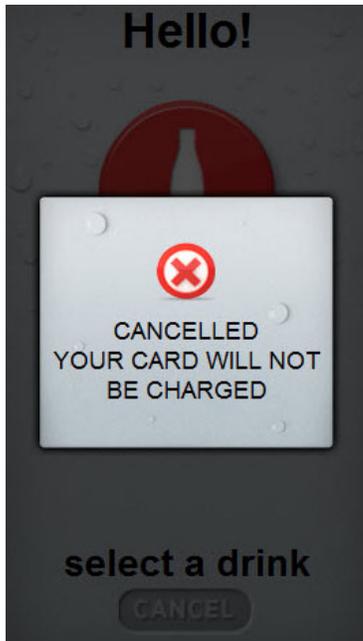
Swipe a credit card and the following screens will appear:



Vending a product

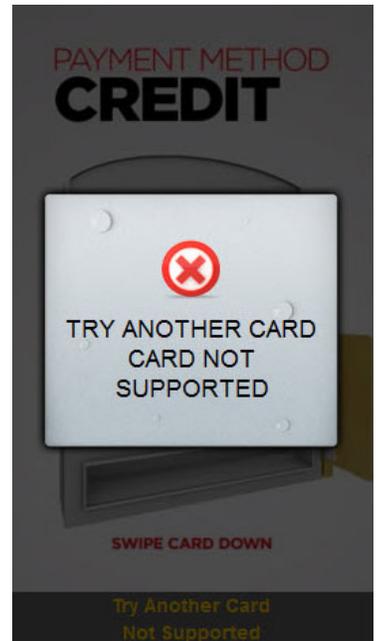


### Cancel a Credit Card transaction

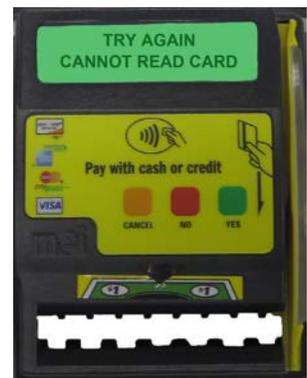
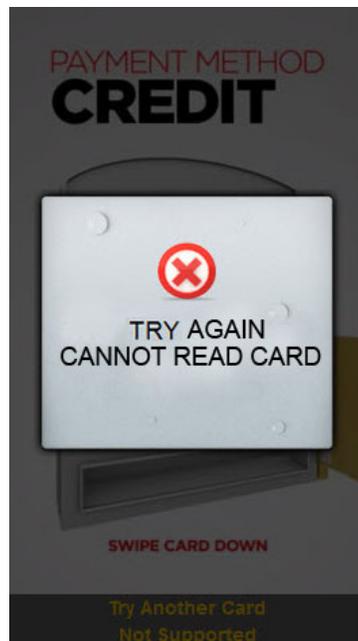


If you cancel the credit card sale, this display will appear.

### No Read or Mis- Read of card



Caused by swiping a card too fast, card not square in the reader during the swipe, or swiping a card not accepted by the vending machine.



### ISIS Phone Payments

If you use your cell phone to make a purchase from a vending machine, open the app. on your phone to the credit card you are going to use and the “Ready to Pay” window.

Hold your phone with the screen of the phone facing you, and bring it close to the MEI 4 in 1+ bezel. (About 1 inch for 2 seconds)

You will hear a “BEEP” when the bezel reads the phone and the MEI Touch Screen display will show the same screens illustrated for using the Tap Card.

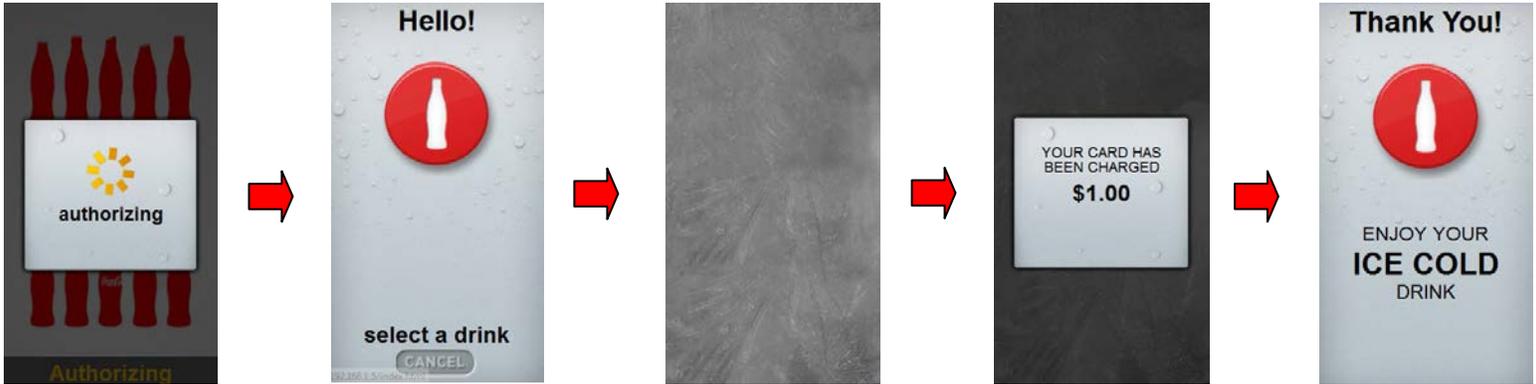
Your phone will ask you to “Please Confirm” with cashier or terminal’.



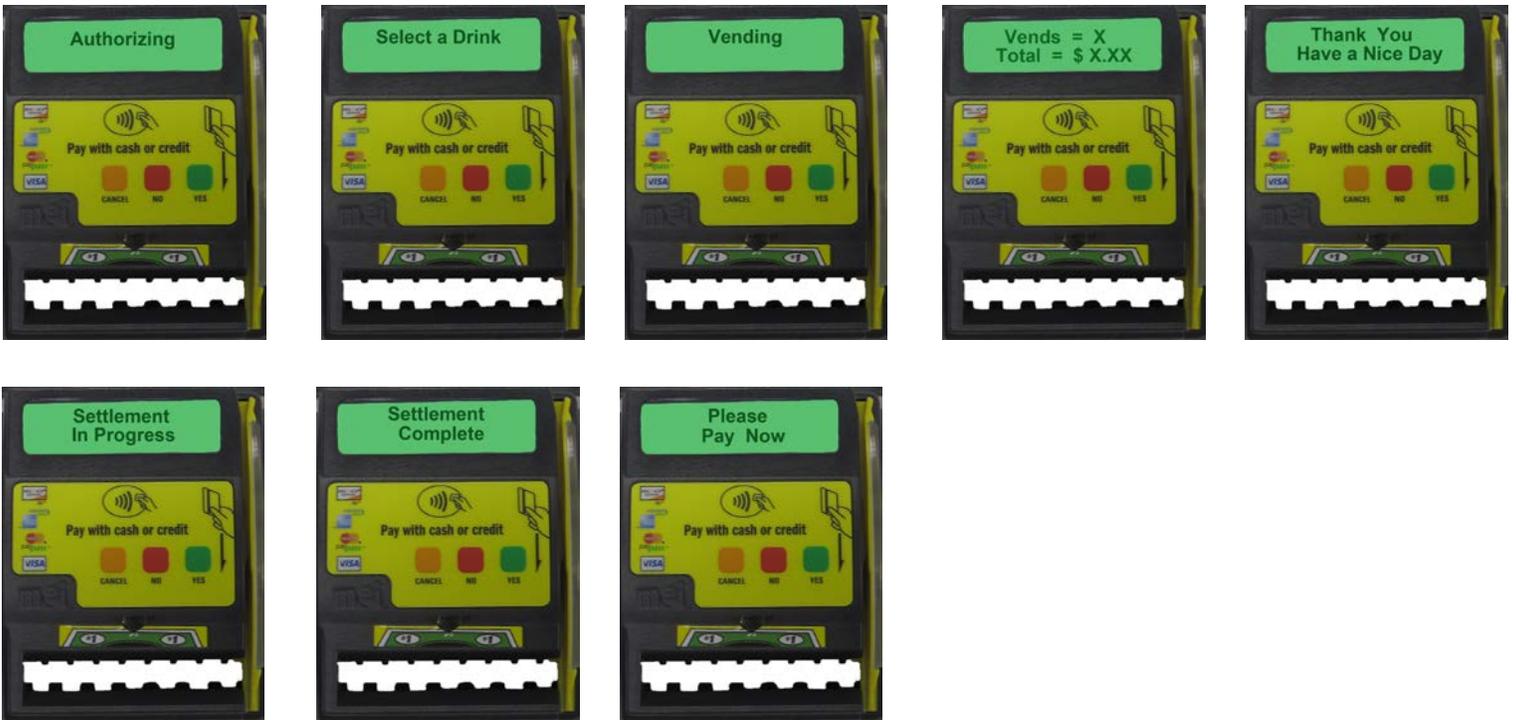
# Contactless Card Payments



The MEI 4 in 1+ Bezel accepts payment using **Tap & Go** (Contactless) credit cards. There is no need to swipe a Tap & Go card. Simply hold your card close to or on the MEI bezel. (about 1"). When you hear the "BEEP", your card has been recognized.



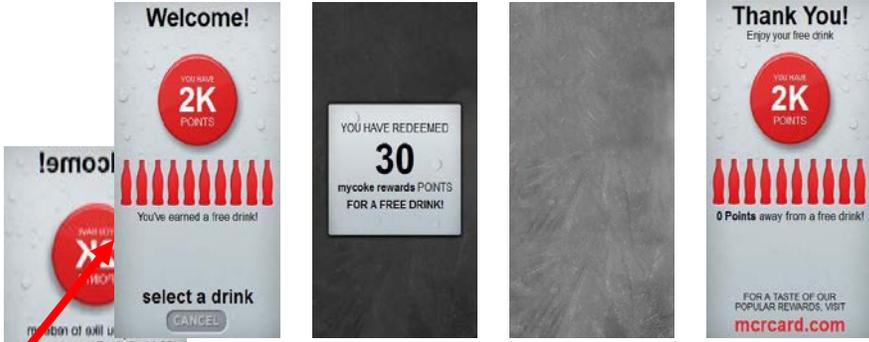
Vending a product



## Using a Coke MCR Loyalty Card - (Registered Card)

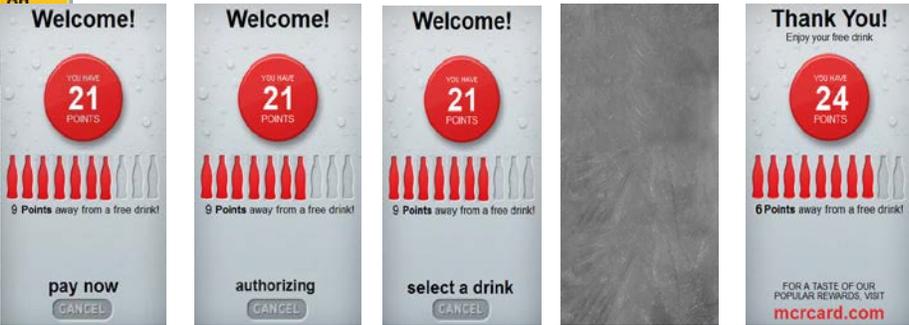
Swipe your registered Coke Loyalty card and these screens will appear. If you have enough points, it will ask you if you wish to use your points or another form of payment to make your purchase. Answer **YES** and use 30 of your points, or answer **NO** and use another form of payment.

Swipe a registered Loyalty Card



Vending a product

Answer **YES** or **NO** by tapping on the Touch screen.



Vending a product

After completing the vend, the Touch screen will display the remaining points in your account.

**Note:** Over 1000 points shows as 1K, 2K, etc.  
Swipe an MCR Loyalty card.



YES

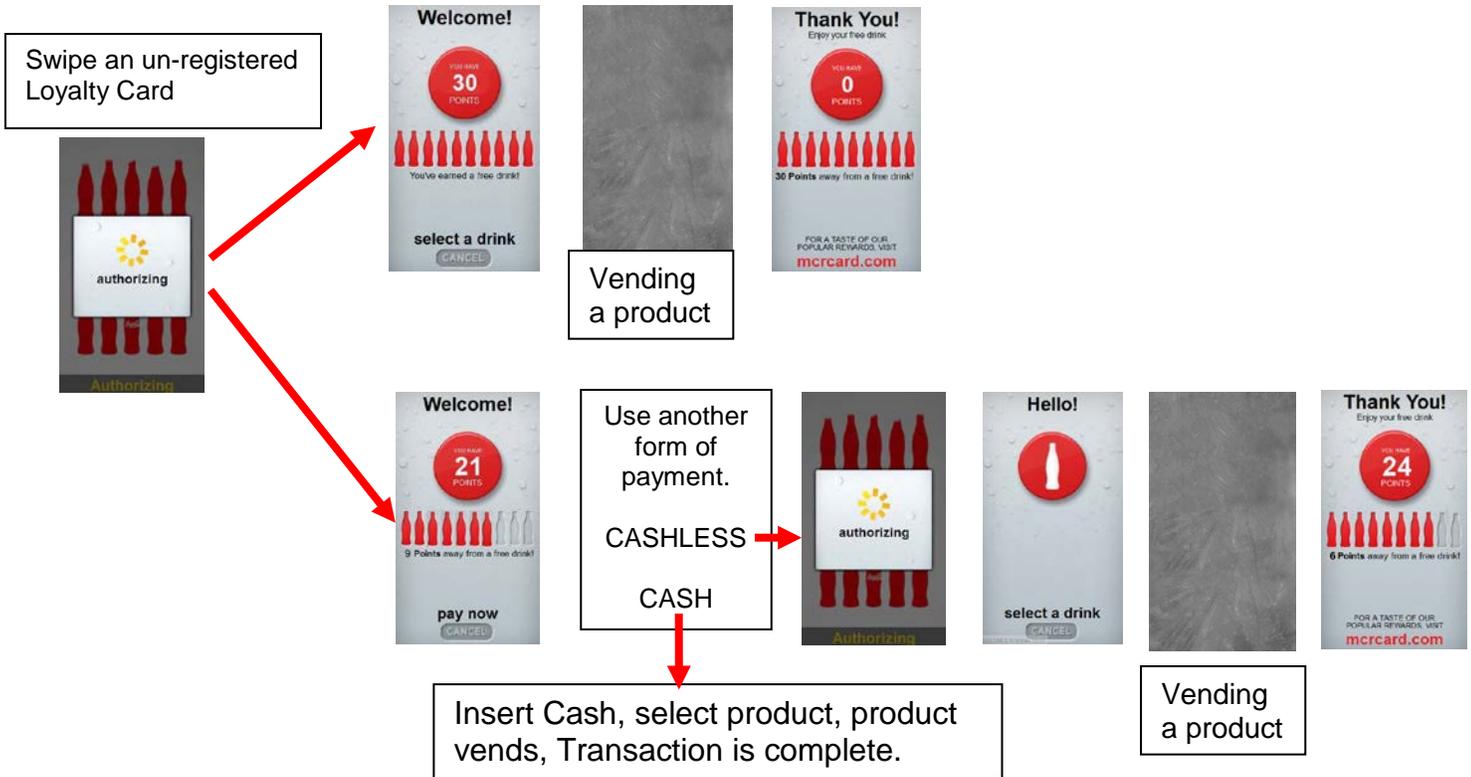
Answer **YES** or **NO** by pressing the button on the 4 in 1+ Bezel.



NO

## Using a Coke MCR Loyalty Card - (Un-Registered Card)

Swipe your un-registered Coke Loyalty card and these screens will appear. If you have 30 points, it will tell you to make a selection. If you have less than 30 points, it will ask you to use another form of payment to make your purchase.



Swipe an un-registered Loyalty Card



**NO, You have less than 30 points.**



## MEI A5K "Cashless Messaging"

**"Authorizing"** – Card is being validated. Should only be in this state anywhere from a few seconds to a minute (depending on configuration setting).

**"Cancelled your card will not be charged"**- The transaction has been cancelled and you will not be charged.

**"Cash Only"** – Credit Card purchases are not accepted.

**"DEX in Progress"** - Provides confirmation that a DEX read is in progress, (no card transaction can take place). This process should return "Success" or "Failure" after a short period of time (e.g. 30 seconds - 1 minute), otherwise may indicate some other issue.

**"Make Another Selection"** (Needed in multivend mode) - Same as Make Selection.

**"Please Pay Now"** – Normal operation, ready to accept both cash and credit cards. Can be in this state indefinitely, until some other action occurs.

**"Select a drink"** – Card was validated to purchase a product. Will be in this state until a selection is processed.

**"Terminal Not Setup"** – The cashless device has not been setup in the Coke system yet.

**"Thank You."** – Card transaction is completed. Message will go away after a few seconds.

**"Transmit Error"** – The system failed to validate the card. Could be due to weak signal (RSSI too low).

**"Try again cannot read card"**- The card reader did not read the card. Swipe it again more carefully.

**"Try another card card not supported"**- The card reader does recognize that card as accepted by the vending machine.

**"Vends = xx; Total = \$ x.xx "** – Provides customer a summary of charges for the purchase. Message will go away after a few seconds.

**"Vending"** – Provides customer notification that the selection is being delivered. Length of time the "Vending" message would be displayed is dependent on individual machine vend time.

# MEI A5K TROUBLESHOOTING GUIDE

Trouble	Possible Causes	Remedy
<b>ANTENNA</b>		
Antenna RSSI is "O"	Antenna not plugged in. Defective Antenna. A5K making a call.	<ol style="list-style-type: none"> <li>1 Check antenna connection to telemeter. Turn antenna ¼ turn.</li> <li>2 Replace antenna. 3. Wait until the A5K completes the call.</li> </ol>
Antenna RSSI is "8" or below	Poor location. Defective Antenna. Defective Telemeter.	<ol style="list-style-type: none"> <li>1 Not enough signal in from tower or in a dead spot.</li> <li>2 Check or replace antenna.</li> <li>3 Make sure antenna wire is not coiled, bundled or looped.</li> <li>4 Replace Telemeter.</li> </ol>
Antenna RSSI is "99"	SIM Card not installed or defective. SIM Card not activated. Defective Telemeter.	<ol style="list-style-type: none"> <li>1 Verify SIM Card is installed. Verify the SIM Card is activated. Verify the CDMA radio is registered.</li> <li>2 Clean SIM Card contacts.</li> <li>3 Replace SIM Card. 4. Replace the Telemeter.</li> </ol>
<b>TELEMETER</b>		
"Terminal Not Setup"	Telemeter serial number needs to be in Coke's ACI portal, possibly not set up yet.	<ol style="list-style-type: none"> <li>1 Swipe the "Service Tech Card" to initiate communication with ACI portal. If the ACI responds, this will clear the "Terminal Not Setup" message. "Terminal Not Setup" means the telemeter is successfully communicating with the ACI server, but the ACI server response back to the card reader is this device is not currently setup in the ACI Swipe portal.</li> <li>2 Make sure the telemeter's S/N is registered with Coke's ACI server.</li> </ol>
"Cash Only"	Telemeter not set-up in Coke's ACI portal. No or low RSSI number. Coke portal down.	<ol style="list-style-type: none"> <li>1 Swipe the "Service Tech Card" to initiate communication with ACI portal. If the ACI responds, this will clear the "Cash Only" message.</li> <li>2 If "Cash Only" is still displayed, wait a couple of hours and swipe "Tech Card" again.</li> <li>3 Press "Cancel" 5x to see other reasons that would cause "Cash Only".</li> <li>4 Check RSSI signal.</li> </ol>
"VMC Disabled" appears on display	Vending Machine Controller does not recognize telemeter. Telemeter may be defective. Vendor out of stock.(red light ON)	<ol style="list-style-type: none"> <li>1 Update the VMC software or replace the VMC.</li> <li>2 Replace Telemeter.</li> <li>3 Restock vendor.</li> </ol>
"Transmit Error" appears after a card swipe	The system failed to validate the card.	<ol style="list-style-type: none"> <li>1. Possible RSSI is too low.</li> </ol>
"Temporarily Busy" or "Busy" appears after a card swipe.	The unit is trying to communicate with Coke's ACI server and the server is not responding.	<ol style="list-style-type: none"> <li>1. Reset Power.</li> <li>2 This message will time out after 10-30 minutes unless the ACI server responds during the retry attempts.</li> </ol>
"Firmware Downloading"	Telemeter firmware is being updated.	<ol style="list-style-type: none"> <li>1. Wait. Depending on the size of the file update, this process could take anywhere from a few seconds to an hour.</li> </ol>
<b>CARD READER</b>		
"Re-swipe Card" appears after a card swipe	Card swipe was not read.	<ol style="list-style-type: none"> <li>1 Retry card.</li> <li>2 If this happens excessively, it could be an issue with the card reader.</li> </ol>
Nothing happens when card is swiped	Card Reader not plugged in. Defective Card Reader.	<ol style="list-style-type: none"> <li>1 Check the Card Reader connection to the Telemeter.</li> <li>2 Check for pinched or cut wires.</li> <li>3 Replace the Card Reader.</li> </ol>
<b>DISPLAY</b>		
Screen is either all black or white, but rest of the system is working ok, such as coins, bills, cards etc.	Telemeter needs to be reset. Display is not functioning or is defective.	<ol style="list-style-type: none"> <li>1 Reset Power.</li> <li>2 Check for and straighten any bent pins on cable connectors in the Display or Telemeter.</li> <li>3 Replace cable.</li> <li>4 Replace display.</li> <li>5 Replace telemeter.</li> </ol>
<b>MEI BILL VALIDATOR</b>		
No dollar bill acceptance	Bill acceptor not plugged in. Bills are not turned on.	<ol style="list-style-type: none"> <li>1. Make sure the bill validator is plugged in and the red LED on the back of the bill validator is ON solid.</li> <li>2 Make sure the bills are enabled (turned on) in the bill validator.</li> <li>3 Check the amount of coins in the coin changer's coin tubes. Fill as needed.</li> </ol>