crane CONVENIENCE

Installation Guide

Smart7

Cashless Reader, Generation 7

44072IG0101EN v1.0

Published by

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CPI® Smart7 cashless reader Installation Guide for service technicians, service partners or CPI-trained and authorized personnel.

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Compliance

Smart7 cashless reader has been evaluated and is compliant with UL/CSA/IEC 62368-1, audio/video, information, and communications technology equipment – Part 1: Safety requirements.

Supply Input: 12–40 V DC
Power: 3W

Directives applied USA FCC ID: QP8SMART7
Canada IC: 1297A-SMART7

"This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation."

Document Data

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1 Version history

Revision	Change	Chapters Concerned	Editor	Date
44072IG0101EN_.._V1.0	First official version		W. Renner D. Garz K. Roese	May 20, 2021

2 About this installation guide

This chapter is intended to help the reader navigate easily within this guide.

This guide is meant for qualified technicians or CPI-trained and authorized personnel and describes the firmware and configuration installation and set-up procedures of the Smart7cashless reader with an MDB VMC interface or with an RS-232 coin changer interface. It considers the basic differences between the previous reader generations in terms of set-up, operating and testing procedures. Afterwards, chapter 6 describes all relevant status and error messages and LED codes. Whereas chapter 7 explains how to provide diagnostic and statistical data in case, technical support is needed. Installation of the cashless reader is depicted in chapter 8.

The appended "Index" reduces the search for specific explanations.

For more information on how to configure the cashless reader using the GEN7 Configurator online tool please refer to the training videos on the CPI website.

2.1 Text conventions

Read these text conventions to become familiar with the terms, abbreviations, and symbols used in this installation guide.

2.1.1 Terms and abbreviations

The knowledge of these terms and abbreviations is taken for granted in the following chapters of this installation guide:

Term/Abbreviation	Definition
G7	Generation 7. Seventh generation of a product.
MDB	Multi-Drop-Bus. The abbreviation defines a serial interface specification for an internal communication protocol for vending machines. For further information on the MDB interface, please refer to the MDB specification (www.namanow.org).
VMC	Vending Machine Controller.

Table 1: Terms and Abbreviations

2.1.2 Symbols

The following symbols are used throughout this installation guide to call attention to safety messages and important information related to the cashless reader.

Caution indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

Notice is used to address practices not related to physical injury, such as property damage.

Special notes intended to facilitate the use of the product.

Short guide that summarizes a chapter and provides links to subsections.

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3 Safety instructions

Before installing and setting up the Smart7 cashless reader, please read this guide and in particular the safety instructions carefully at least once. This is to ensure that the contents of this guide have been understood and the reader knows how to install and set up the cashless reader.

⚠ CAUTION

Risk of injury

- **Turn off the power to the machine before installing or removing the cashless reader.**

NOTICE

- **The installation work described in this guide may only be carried out by qualified technicians or CPI-trained and authorized personnel.**

Risk of damage to the cashless reader

- **The cashless reader PCB is fitted with components that can be damaged by electrostatic discharge. Please observe the handling instructions for components exposed to the risk of electrostatic discharge.**
- **The cashless reader must not be operated in the presence of flammable gases, fumes, or water.**
- **Never pull the connecting cable of the cashless reader from the machine when a voltage is applied.**
- **Keep water and other liquids away from the cashless reader. It is not suitable for use in areas where there could be direct contact with water jets.**
- **When transporting the device only use its original packaging. It is only in this way sufficiently protected.**

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Please dispose of the device correctly at the end of its service life. Do not dispose of any part of the cashless reader by incineration. Details regarding the return and recycling of used units and consumables can be obtained from your local branch office.

We reserve the right to make technical modifications to the device which are not covered by this guide!

4 Smart7 cashless reader models

The Smart7cashless reader is available in different models:

- Cashless reader with MDB VMC interface
  - With display
  - Without display
- Cashless reader with RS-232 coin changer interface
  - With display
  - Without display

Irrespective of the optional display, both models only differ in the interface to an MDB machine or a coin changer with RS-232 interface.

4.1 Smart7 cashless reader with MDB machine interface

The pictures below shows the front of the Smart7 MDB cashless reader with display on the left and without display on the right-hand side:

Fig. 1: Smat7 MDB with Display, Front

Fig. 2: Smart7 MDB, Rear Side

Fig. 3: Smart7 MDB without Display, Front

As shown on the center picture above, the devices have two physical interface connectors on their rear side:

- G7 MDB socket to connect to the VMC with the G7 MDB cable that comes with the package
- type C USB socket for installation and maintenance (service interface)

4.2 Smart7 cashless reader with RS-232 coin changer interface

The RS-232 cashless readers also have two physical interface connectors on their rear side:

- G7 RS-232 socket to connect to a coin changer with the G7 RS-232 cable supplied with the coin changer
- type C USB socket for installation and maintenance (service interface).

Fig. 4: Smat7 RS-232 with Display, Front

Fig. 5: Smart7 RS-232, Rear Side

Fig. 6: Smart7 RS-232 without Display, Front

5 Configuration

This chapter describes how to use the GEN7 Configurator online tool to:

- Assign a Smart7 cashless reader to a customer or location
- Configure a cashless reader
- Change default cashless reader parameters
- Update a cashless reader using a configuration file

The last sub-chapter summarizes the cashless reader's set-up and configuration

Unlike previous generation 6 devices, the G7 reader configurations will only be managed via the GEN7 Configurator online tool, which also provides the most recent firmware versions for the hardware.

An additional tool, like the Generation 6 MDSmanager software, is neither required nor supported anymore in generation 7. This also means no backward compatibility to G6 configurations.

In G7, the firmware of the reader is automatically updated to the "latest" version when the reader configuration is changed or updated. Both files, firmware and configuration are contained in an archive with encrypted files included. The archive file has to be downloaded to the reader.

If the reader receives an archive, it unzips the file and verifies the integrity of its content. The reader then performs the firmware update to the latest version in the archive file before applying the new configuration parameters in the archive file.

5.1 Using the GEN7 Configurator online tool

Since configurations and firmware updates are managed via the GEN7 Configurator online tool only, an account with corresponding login data is required.

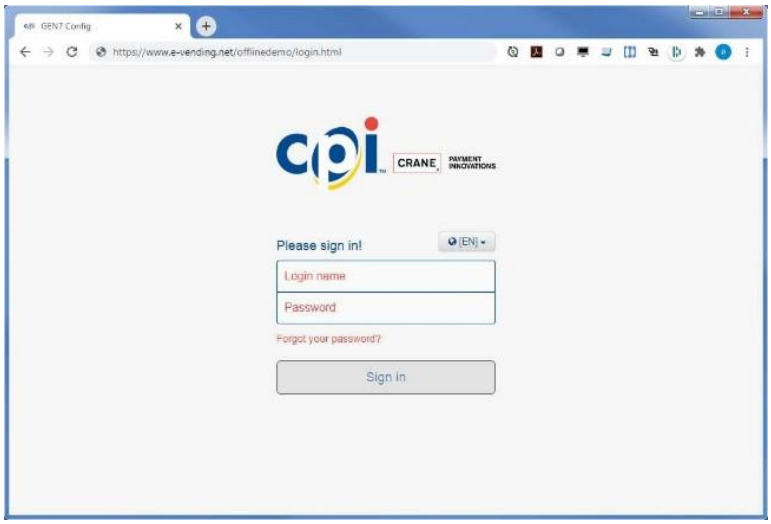


Fig. 7: Website to Login to GEN7 Configurator

5.1.1 Assigning Smart7 cashless readers to customers or locations

Once logged into your GEN7 Configurator online tool account, cashless readers can be assigned to customers or locations. Customers and locations are just a means to organize your readers and to treat the readers that belong to the same customer or location in a similar way.

To be able to assign readers to a customer you first have to create a customer:

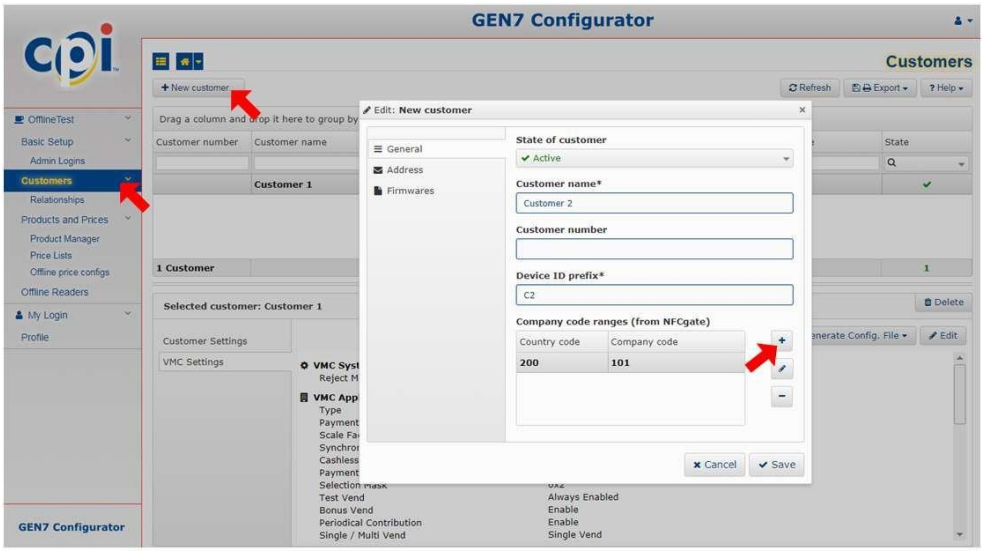


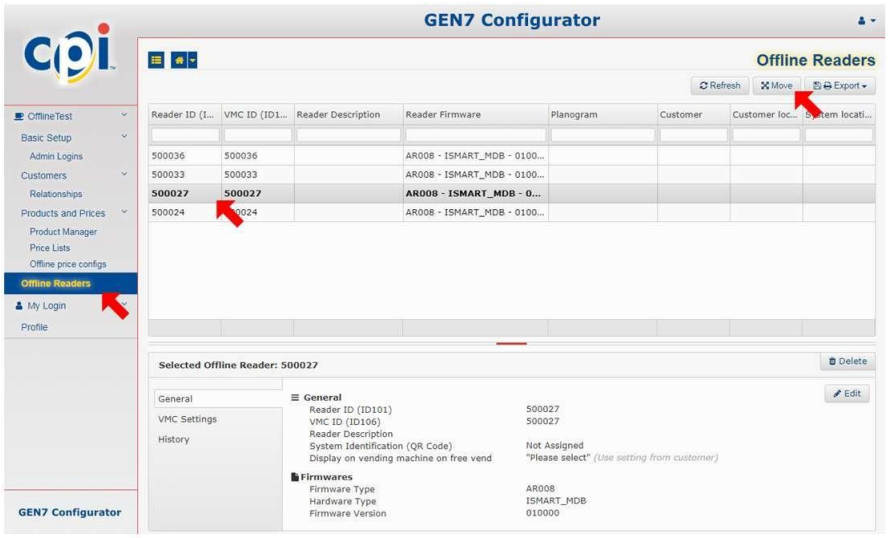
Fig. 8: GEN7 Creator – Creating a New Customer

1 Navigate to the Customers section.

2 Click New customer button.

3 In the New Customer dialog box enter Customer name, Device ID prefix and select the Country/Company Code Range(s) that should be available for the new customer by clicking the "+" button.

4 Click Save to create the new



customer. Now you can assign

readers to the customer:

Fig. 9: GEN7 Configurator – Selecting Cashless Reader to be Assigned to a Customer

1 Navigate to the Offline Readers section.

2 Select the reader you want to assign from the upper field.

3 Click the Move button.
The Move Offline Readers dialog box opens. The selected reader is already marked to be moved.

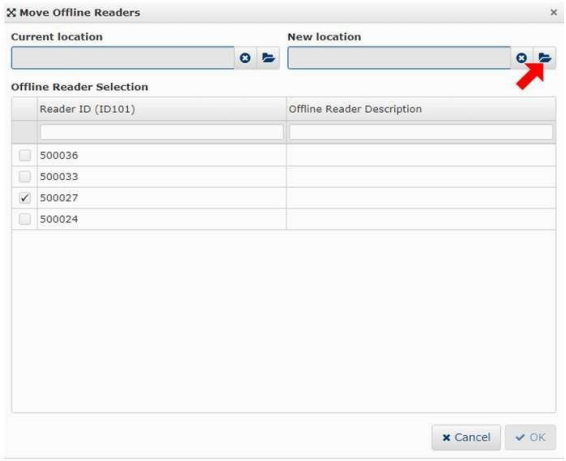


Fig. 10: GEN7 Configurator – Assigning Cashless Readers to a Customer

4 If necessary, tick further readers to be assigned.

5 Click the Folder button in the right-hand New Location field to go to the list of customers/locations available.

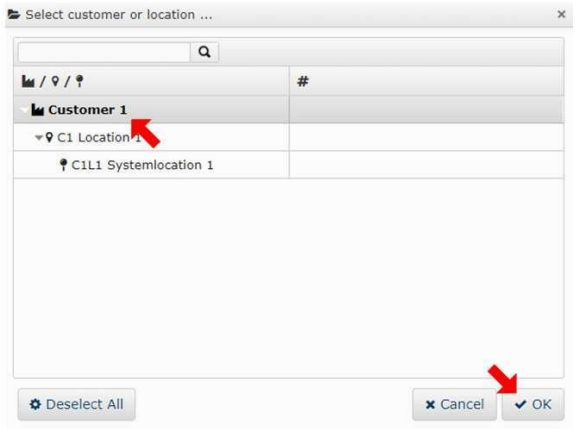


Fig. 11: GEN7 Configurator – Selecting Customer/Location to be Assigned to Reader

6 Select the Customer/Location you want to assign the reader to from the list and click the OK button. The selected customer now appears in the New Location field.

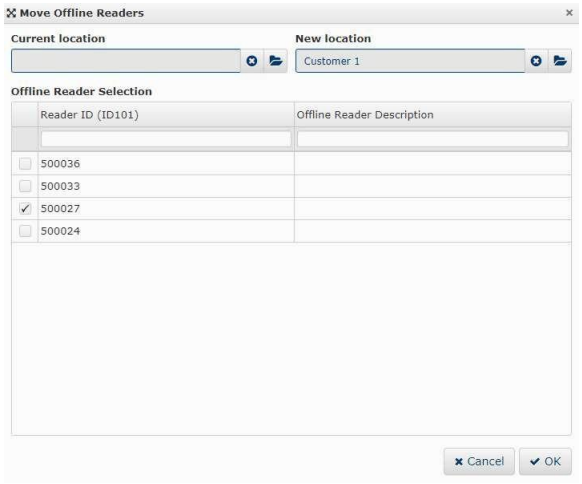


Fig. 12: GEN7 Configurator – New Customer/Location to be Assigned Selected

7 Click OK to assign the reader to the new customer/location.

5.1.2 Configuring Smart7 cashless reader

Once a reader is assigned to a customer or a location, you have several options to create reader configurations.

There is a VMC Settings tab available on each of the following configuration levels, where the reader settings can be configured accordingly:

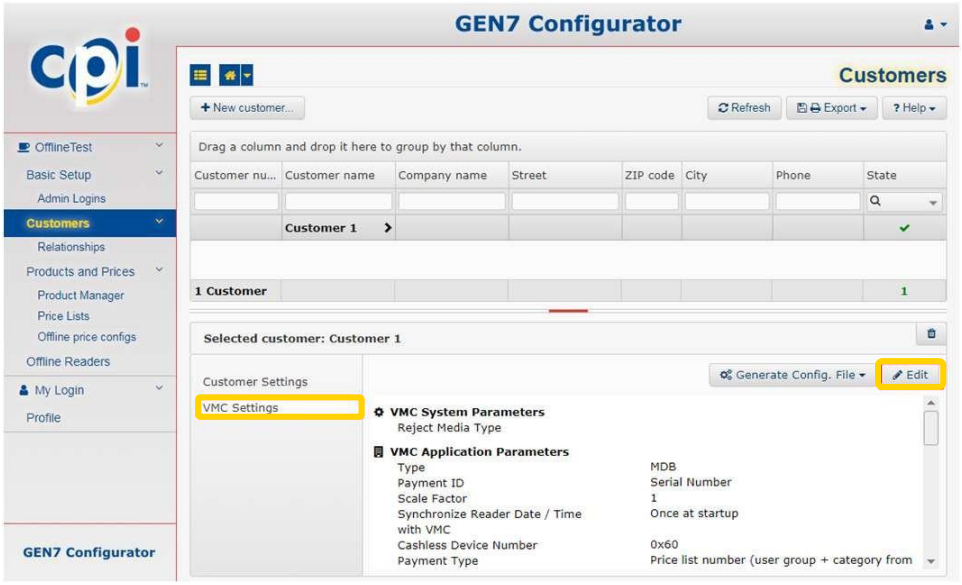


Fig. 13: GEN7 Configurator – Configuring Reader according to VMC Settings

- Customer – Configuration is applicable to all readers of the customer
- Customer Location – Configuration is applicable to all readers at this customer location
- System Location – Configuration is applicable to all readers at this system location
- Offline Reader – Configuration applies to this particular reader only

5.1.3 Default configuration

Each reader is supplied with a default configuration. Unless it requires editing, the default configuration can be downloaded with the Generate Config. File button to the computer and then be transferred to the reader, either directly or via USB flash drive.

Each new Smart7 cashless reader is supplied from the factory with a default configuration with the country/company code set to 0/0. These
are not valid values for country and company codes and therefore a reader will show "ERROR – Not Configured" when powered up. The correct country and company codes values must be assigned in a new reader configuration.

5.1.4 Setting Smart7 cashless reader parameters (example: Country and Company Code)

This section describes how to configure reader parameters to adapt them to specific requirements and needs using the example of the cashless reader's country and company code.

To set the country and company code:

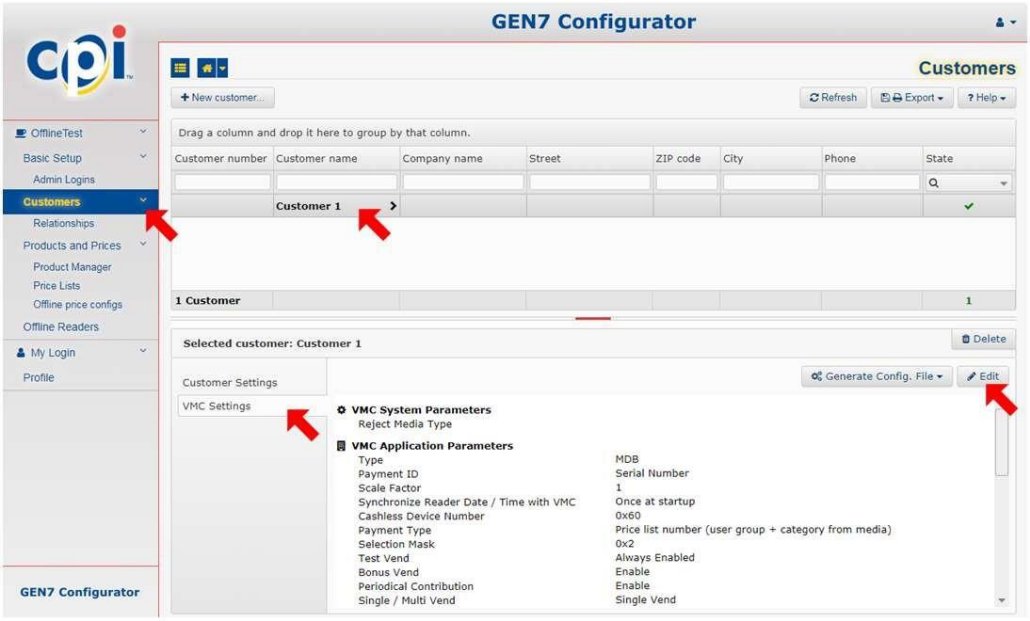


Fig. 14: GEN7 Configurator – Selecting VMC Settings Dialog Box

1 Navigate to the Customers section.

2 Select the Customer you want to create a reader configuration for

A reader configuration created on customer level will be applicable to all the readers that are assigned to that customer.

3 Click the VMC Settings tab.

4 Click the Edit button.
The Edit VMC Settings dialog box pops up.

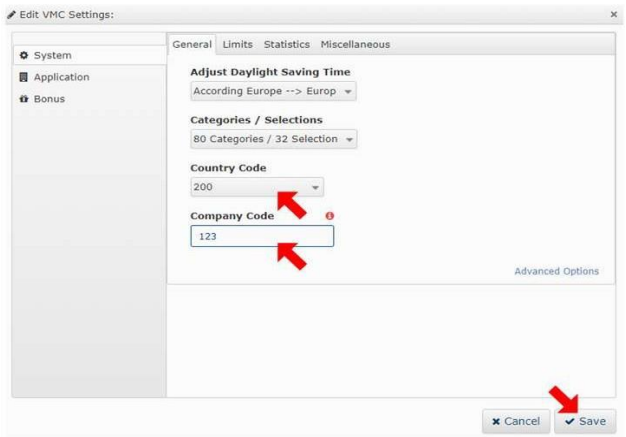


Fig. 15: GEN7 Configurator – Setting Country and Company Code

5 Select System tab.

6 Select the desired Country Code from the Country Code drop-down list.

The list contains only country codes, which are available for this customer.

7 Enter a valid Company Code, that matches the country company code ranges assigned to this customer.

8 Click Save to save the configuration on the server and switch back to the previous screen.

5.1.5 Updating Smart7 cashless reader using a configuration file

The configuration of a cashless reader can be updated using a configuration file, which is generated in the GEN7 Configurator update tool and loaded onto the reader using either a PC's File Explorer or a type C USB flash drive. The configuration file is included in an archive file.

5.1.5.1 Configuration archive file structure

The configuration file is not downloaded to the reader directly but is included in an archive file that is downloaded to the reader. It comes within a compressed *.tar archive, including 5 encrypted *.fcon files. This configuration file is an encrypted archive containing the necessary hashes for integrity checks, the configuration file and eventually an updated version of the firmware.

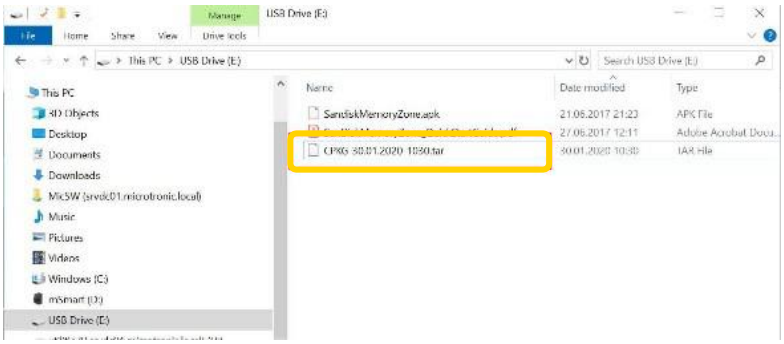


Fig. 16: *.tar Archive File including Configuration File

Before copying the configuration file to the appropriate location, the reader unpacks the archive and verifies the integrity of its content.

5.1.5.2 Generating configuration file

Clicking the Generate Config. File button creates a new configuration file.

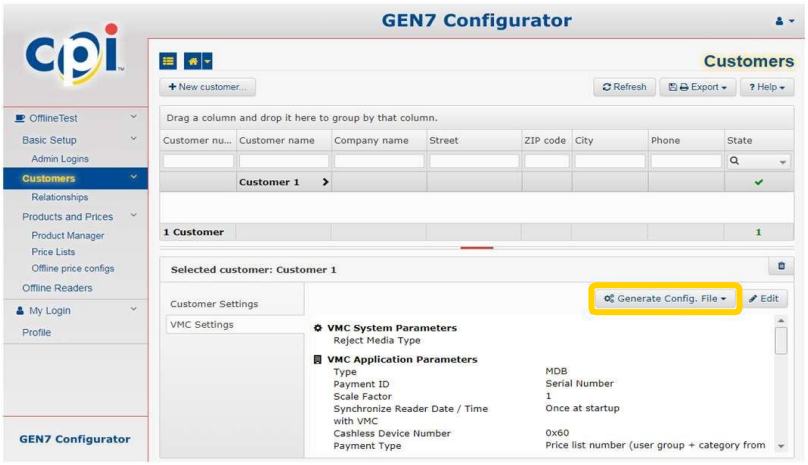


Fig. 17: GEN7 Configurator – Generating a Configuration File

5.1.5.3 Loading configuration file onto cashless reader

The configuration file can be copied to the Smart7 cashless reader either from the PC using a File Explorer or from a type C USB flash drive:

1 Connect type C USB flash drive to PC.

2 Copy configuration file to USB flash drive.

3 Connect reader to its host using the MDB or RS-232 connection to power it up.

4 Plug USB flash drive into the reader's USB port.
The reader

- switches to the service mode and stops MDB communication.
- display shows service mode and the orange LED is flashing.
- automatically copies the configuration file from the USB flash drive (installation/update process) and then performs a reset to apply the new configuration.
- deletes configuration file which confirms installation was successfully completed.
- restarts as soon as USB flash drive is removed

If the configuration archive file is corrupt or does not include the right keys, the cashless reader does not delete it, but rather leaves it where it is.

Finally, the VMC resends the MDB set-up commands to the cashless reader.

Fig. 18: Loading Configuration File onto Reader

Transferring the configuration file from a PC's File Explorer directly is similar: After the cashless reader has been connected to the PC using its USB interface, the configuration file can be dragged and dropped from the PC's File Explorer to the reader.

5.2 Summary of Smart7 cashless reader set-up and configuration

The following sections summarize the installation process of the Smart7 cashless reader.

5.2.1 Setting up configuration

1 Start web browser.

2 Login to the portal of the GEN7 Configurator online tool.

3 Create a customer.

4 Assign the reader to the customer created.

5 Set at least the correct country and company codes. Adapt further reader parameters as option.

6 Save configuration.
The server of the GEN7 Configurator online tool generates a configuration setting as described in Chap. 5.1.2 "Configuring Smart7 cashless reader", p. 5 and Chap. 5.1.3 "Editing configuration", p. 5.

5.2.2 Generating configuration file

1 Start web browser.

2 Login to the portal of the GEN7 Configurator online tool.

3 Select customer, customer location, system location or reader.

4 Download configuration file to PC.
The server of the GEN7 Configuration online tool generates a configuration archive file as described in Chap. 5.1.5 "Updating Smart7 cashless reader using a configuration file", p. 7.

5.2.3 Loading configuration file onto the Smart7 cashless reader

5.2.3.1 From PC to the Smart7 cashless reader

1. Connect reader to PC via USB.
2. Open reader using Windows Explorer for instance.
3. Drag and drop configuration file to the reader.

5.2.3.2 From USB flash drive to the Smart7 cashless reader

1. Connect type C USB flash drive to PC.
2. Copy configuration file to USB flash drive.
3. Connect reader to its host using the MDB or RS-232 connection to power it up.
4. Plug USB flash drive into the reader's USB port.

6 Quick diagnostics using display messages and Status LEDs

The display models of the Smart7 cashless reader provide status, operation, and maintenance information on the on-board display (cp. Chap 6.1 “Display Messages”, p. 10) whereas the Smart7 cashless reader models without display provide device status and error signals via status LEDs (cp. Chap 6.2 “Status LED”, p. 10)).

6.1 Display messages (cashless reader with display only)

The display messages below have the following meaning. Simultaneously, the status LEDs indicate the device status as well, (cp. Chap. 6.2 “Status LED”, p. 10).

Reader connected to VMC and ready to operate

Reader starting up, connection to VMC

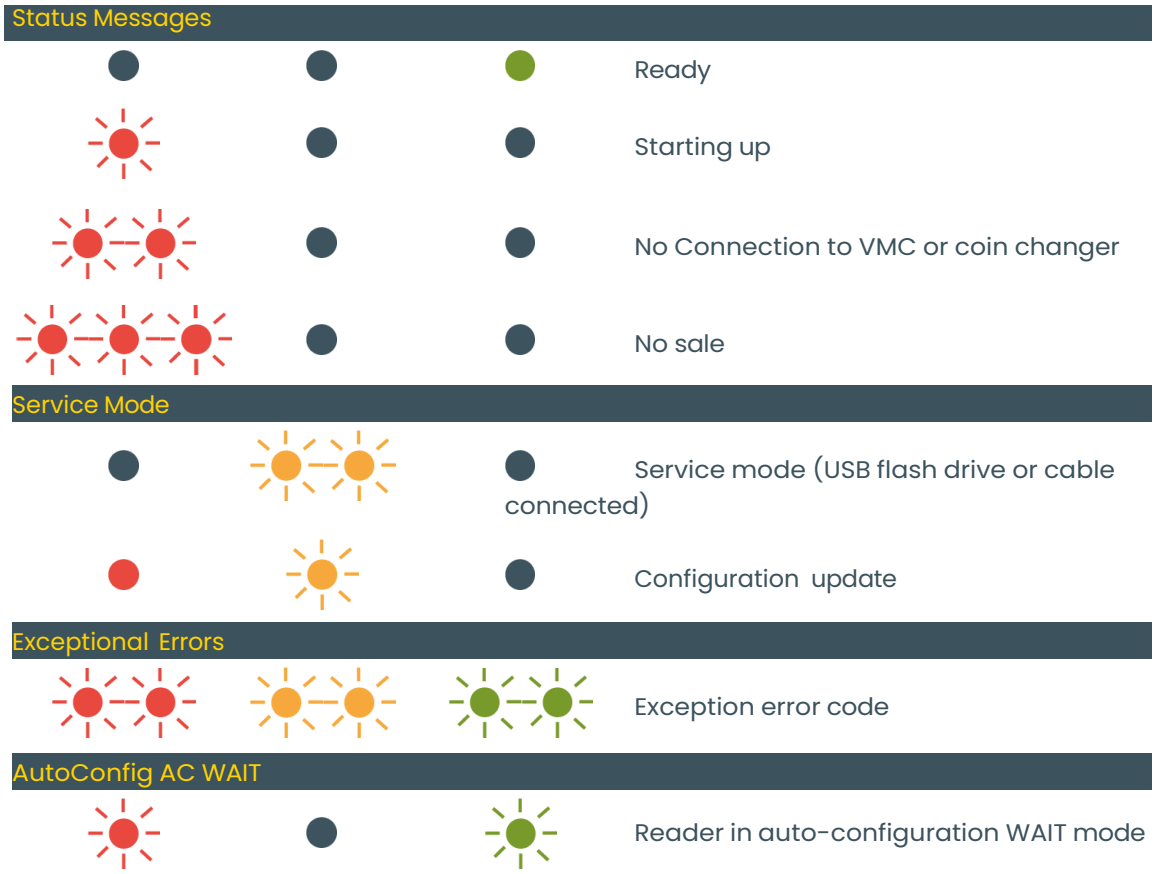
Reader not connected to VMC

Reader connected to USB flash drive or cable and in service mode

Fig. 19: Display Messages

6.2 Status LEDs

Three LEDs on the front show the cashless reader status or an error:



7 Support packages

If a USB flash drive is connected to the cashless reader, it switches to the service mode and a service package will be created and copied to the USB flash drive. When the USB flash drive is removed again, the reader performs a reset.

As soon as a USB cable is connected, a service package will be created. This is included in a SPK.tar file and can be copied to the PC. For technical support, it can be uploaded to the GEN7 Configurator online tool or sent to the CPI support e-mail account: support@cranepi.com.

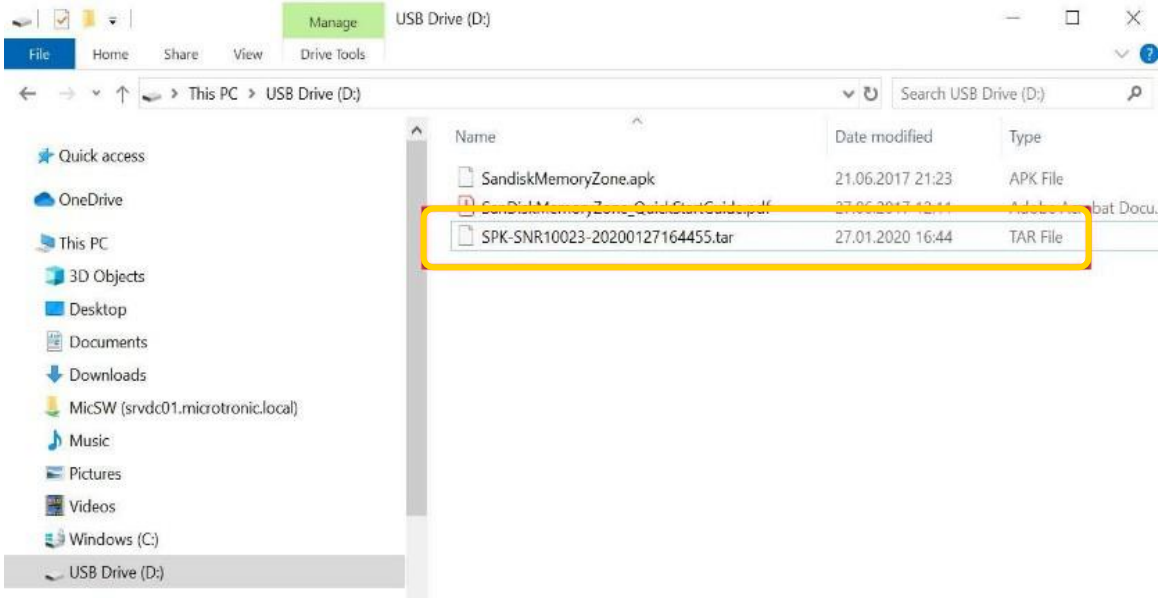


Fig. 20: *.tar Archive File including Configuration File

The SPK-SNRxxxx-xxxxx.tar support package archive includes all relevant reader information within a folder scheme as given below. Data can be either opened or encrypted as file type ".enc":

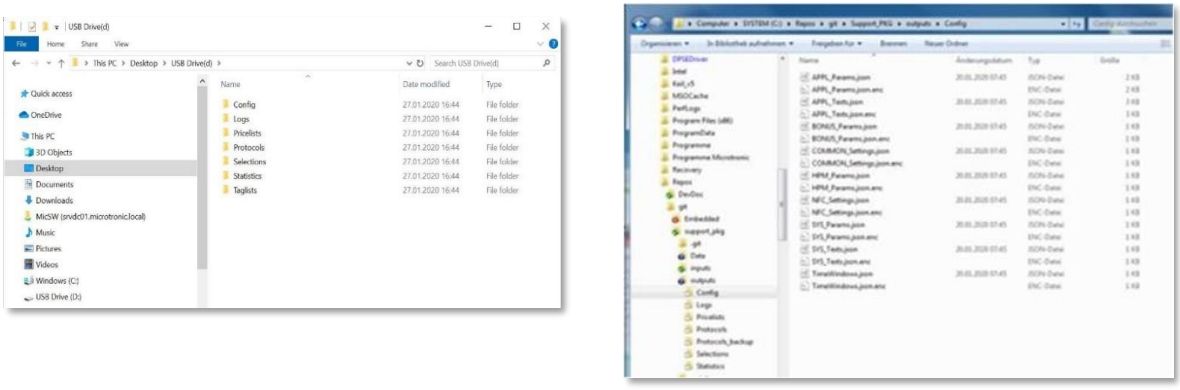


Fig. 21: Support package folders (LH) and Config folder files (RH)

7.1 Configuration data and settings (Config folder)

The Config folder contains all configuration data and settings for this particular reader:

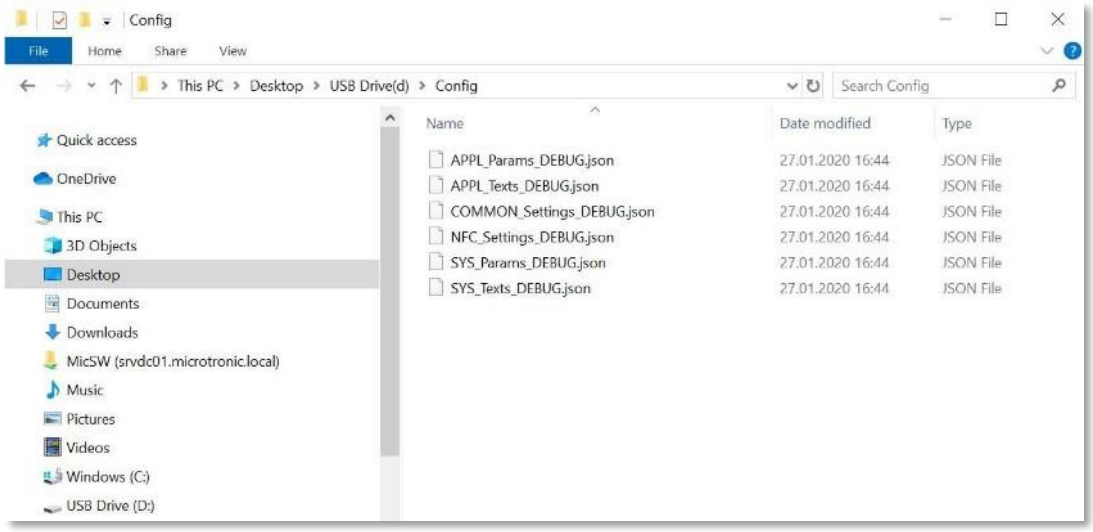


Fig. 22: Reader's Configuration Data and Settings in Config Folder

The .json raw data can be viewed in the Notepad application or in a JSON viewer:

https://jsonformatter.org/json-pretty-print

7.2 Logs

The Logs folder includes the configuration and error log files ...

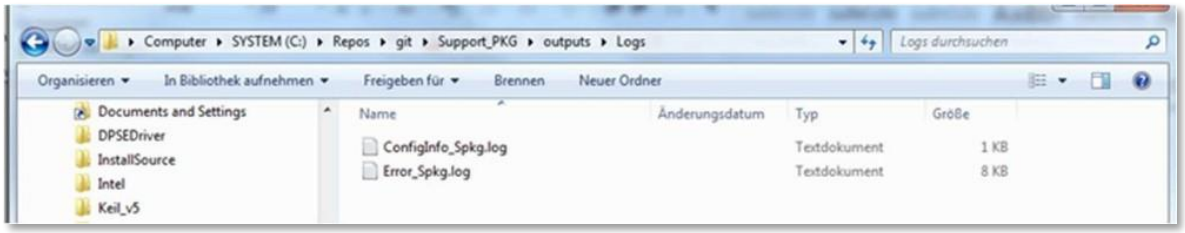


Fig. 23: Configuration and Error Log files

... which can be viewed in the Microsoft Notepad text editor:

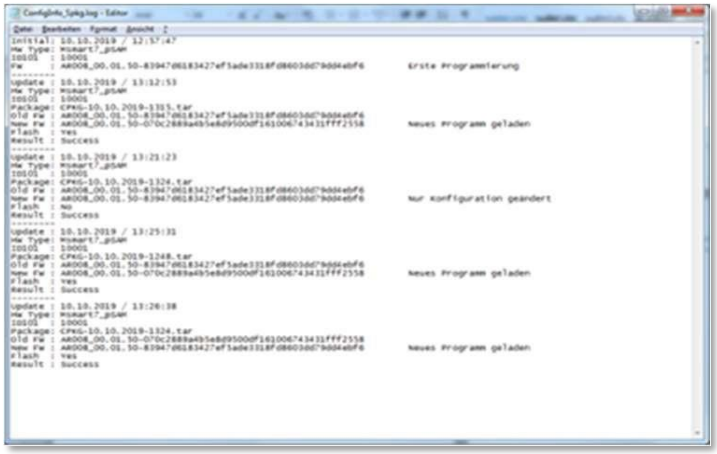


Fig. 24: Log Files Shown in the Notepad Application

7.3 Protocols

The protocols are in .pco format and can only be viewed in the CPI FileExplorer software, respectively by CPI support staff.

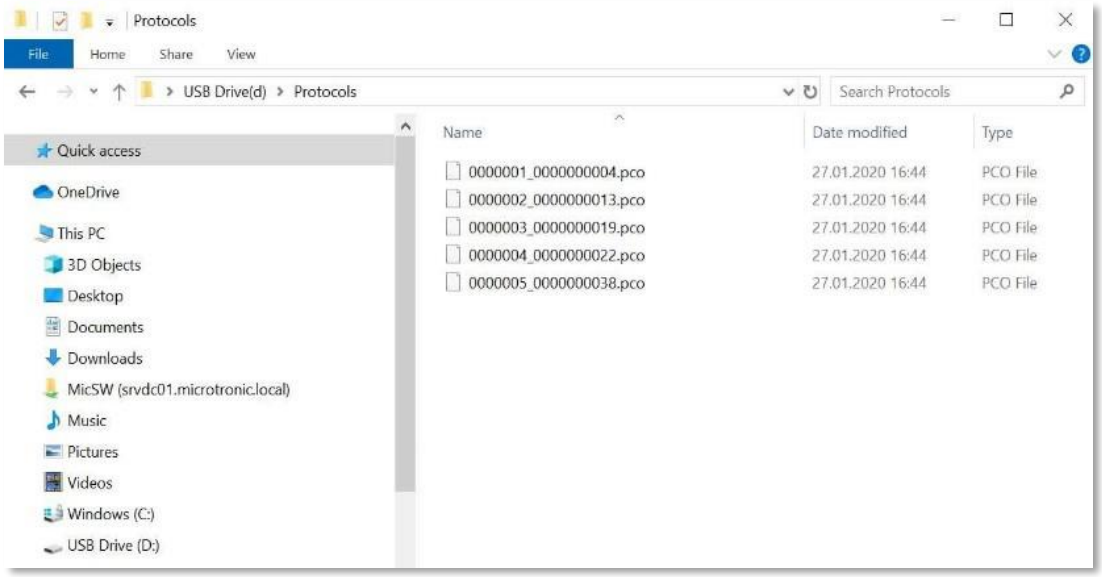


Fig. 25: Archive's Protocol Folder

7.4 Selections

Selection list is also in .json format and can be read in the viewer or in the Notepad application.

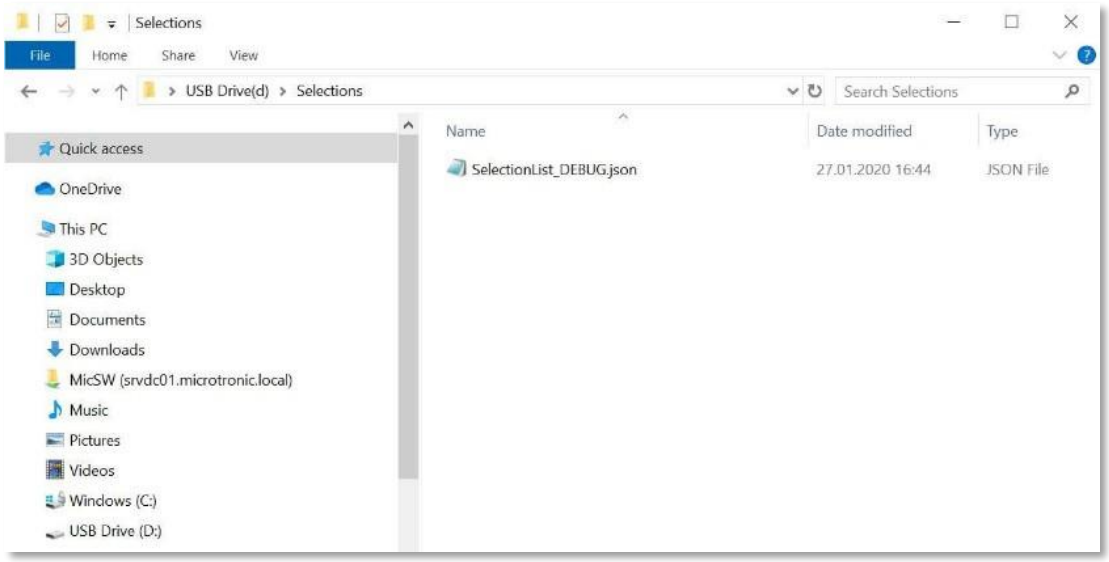


Fig. 26: Archive's Selections Folder

7.5 Statistics

The cashless reader's statistics is provided in .DTS text format like with the previous generation 6 cashless readers:

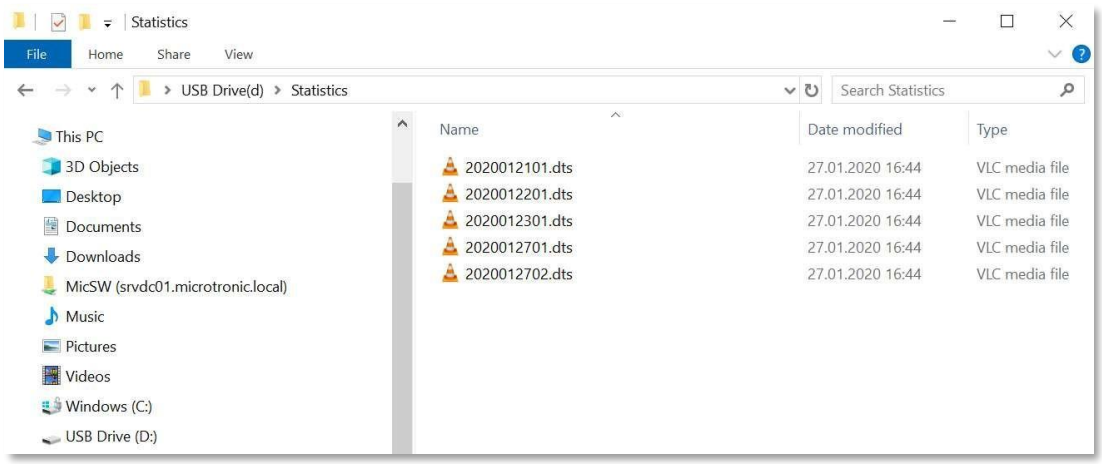


Fig. 27: Archive's Statistics Folder

It can be read in MDSview:

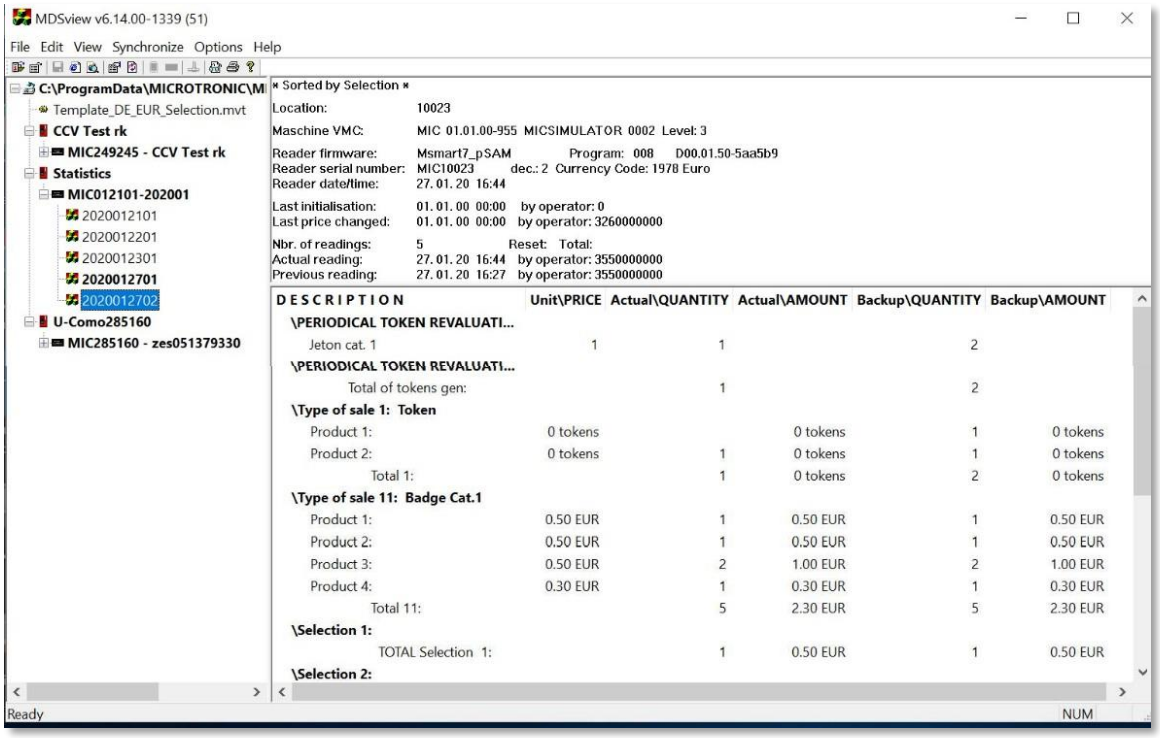


Fig. 28: Reader's Statistical Values shown in MDSview Software

7.6 Tag list

The Tag list includes a system information file, which is always encrypted.

8 Installation

For all installation work on the cashless reader or the machine, please observe the following safety instructions:

⚠ CAUTION

Risk of injury

- **Turn off the power to the machine or coin changer before installing or removing the cashless reader.**
- **The installation work described in this guide may only be carried out by qualified technicians or CPI-trained and authorized personnel.**
- **Do not connect the cashless reader if the device or its cable are damaged.**

NOTICE

Risk of damage to the cashless reader

- **The cashless reader is not suited for outdoor use.**
- **Make sure that the correct supply voltage is connected (see label).**
- **Never pull the connecting cable of the cashless reader from the machine when a voltage is applied.**

Use the M4 x 5 screws supplied in the box with the product and the following installation drawing to mount the Smart7 cashless reader:

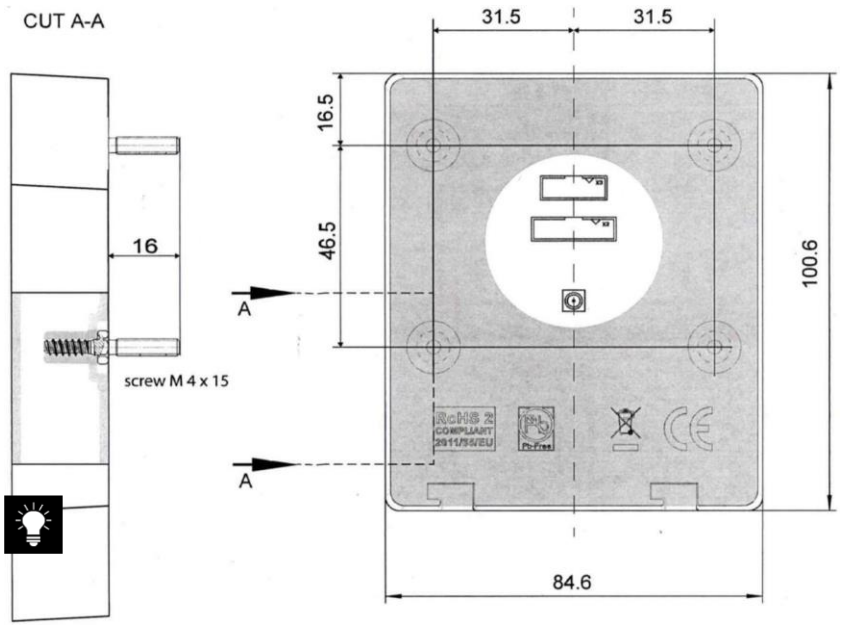


Fig. 29: Installation Dimensions and Drilling Scheme

A separate drilling scheme can be printed in 1:1 scale to drill the screwing holes precisely.

Owner's Responsibility

Upon request, owner must show proof of purchase when submitting equipment for service during the warranty period. Owner will assume all freight charges for shipment of equipment to an authorized service center while under warranty, and to and from the service center when outside the warranty period. Owner is responsible for out-of-warranty repair expenses, chargeable at prevailing rates set by authorized service centers. Complete written information must be supplied to the authorized service center for all items returned, including serial and model number, and a description of the malfunction.

CPI Responsibility

During the warranty period, Crane Payment Innovations (CPI) will repair or replace any parts which fail to function properly because of defects in material or workmanship. CPI shall not be liable for any consequential damages as a result of defects in material or workmanship.

Damage due to electrical overload, negligence, accidents, misuse, abuse, vandalism, or an act of God is not covered by CPI warranty. Any alteration of the product after manufacture voids the warranty in its entirety.

The product to be repaired under warranty must be delivered to an authorized service center. Repairs or installation at the owner's location are not included in the warranty. During the warranty period, CPI will assume freight charges for return of the owner's equipment from the closest authorized service center via UPS or common carrier.

Service

For service information, contact CPI or any CPI authorized service center. Parts and labor that are CPI responsibility will be provided without charge. Other service is at owner's expense.

For service information, or the name of the authorized service center nearest you, contact:

Customer Service and Technical Support Contact Options

Go to this web page to find a resource near you: cranepi.com/support

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CONTACT US

Crane Payment Innovations

Corporate HQ

3222 Phoenixville Pike, Suite 200

Malvern, PA 19355

USA

support@cranepi.com

cranepi.com/support