CRIND®

Encore® 700 S Electronics CRIND BIOS Configuration Interface Manual

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Approvals

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UL File#	Products listed with UL
MH1941	All Gilbarco pumps and dispensers that bear the UL listing mark.
MH8467	Transac System 1000 and PAM 1000
E105106	Dell DHM Minitower
E165027	G-SITE and Passport Systems

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Executive Order #	Product
G-70-52-AM	Balance Vapor Recovery
G-70-150-AE	VaporVac

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CoC#	Product	Model #	CoC#	Product	Model #
02-019	Encore	Nxx	02-036	Legacy	Jxxx
02-020	Eclipse	Exx		G-SITE Printer (Epson)	PA0307
02-025	Meter - C Series	PA024NC10		G-SITE Distribution Box	PA0306
	Meter - C Series	PA024TC10	02-037	G-SITE Keyboard	PA0304
02-029	CRIND	—		G-SITE Mini Tower	PA0301
02-030	TS-1000 Console	—		G-SITE Monitor	PA0303
	TS-1000 Controller	PA0241		G-SITE Printer (Citizen)	PA0308
	Distribution Box	PA0242	02-038	C+ Meter	T19976
	Meter - EC Series	PA024EC10	02-039	Passport	PA0324
	VaporVac Kits	CV	02-040	Ecometer	T20453
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1 – Introduction

Purpose

This manual describes the functions offered in the Encore® 700 S electronics CRIND® Basic Input/Output System (BIOS) configuration and serves as a diagnostic tool for Gilbarco®-Authorized Service Contractors (ASCs).

Scope

This manual describes the following functions:
- Entering and exiting a diagnostics session
- Configuring CRIND devices
- Configuring auto-pay devices, such as cash acceptor, TRIND® device, card reader, and printer
- Network configuration
- Data storage

Hardware Requirements

The following tools are required to use the Encore 700 S Electronics CRIND Configuration Interface:
- Working Display
- Card Reader
- FlexPay™ Encrypting PIN Pad (EPP)
- CRIND Diagnostics Card (Q12534-170)
- MARS Series 2000 Note Acceptor Calibration Slip (M02892B001)
  Note: Applicable only to units equipped with a cash acceptor.
- Hub Interface PCB (HIP) Board (M07895A001)

Starting and Stopping Diagnostics Mode

The diagnostics session for each side of the dispenser must be initiated separately. The diagnostics session activity on one side does not disrupt the activity of the other side of the dispenser.

In case of an emergency, do not enter diagnostics mode when the unit is in the middle of a transaction. The CRIND device must be idle.

Starting Diagnostics Session

A CRIND diagnostics session is started by inserting and removing the Gilbarco CRIND Diagnostics Card (Q12534-170) at the CRIND device.

Note: For Encore 700 S, in Major Oil Companies (MOC) CRIND operating mode [used for Gilbarco-branded Point of Sale (POS) Systems], both sides of the pump must be idle (that is, the handle must be down) before a diagnostics session starts.

In Generic CRIND, MOC Kiosk, or Generic Kiosk modes, a diagnostics session may be started at any time.

In MOC CRIND mode, there are two opportunities to start a diagnostics session: during the startup screen or during the CRIND retail application. Inserting the card during the startup screen will interrupt the CRIND BIOS before it initiates the retail application. The retail application will not run.

Figure 1-1 shows the proper time to insert and remove the diagnostics card in MOC CRIND mode.

Figure 1-1: Inserting and Removing Diagnostic Card

Card reader not active.	**Card reader active for 15 seconds.**	Card reader not active.	**Card reader active.**
CRIND rebooting. Gilbarco/Veeder-Root® splash screen is displayed.	Encore 700 S startup screen is displayed: "Warmstart," "Coldstart," or "Please Program CRIND Mode." **You may insert and remove card ONE TIME during this phase.**	Encore 700 S screen is displayed: "Starting Application" CRIND retail application initiates if no card was previously inserted and removed.	CRIND retail application running. **If you did not insert and remove the card during startup phase, do so now.**

Note: When inserting the card during the startup screen, it is important to only insert and remove the card ONE TIME; inserting the card twice will cause the CRIND device to reboot.

IMPORTANT INFORMATION

You must press **Enter** after each numeric key entry on the FlexPay EPP.

Exiting Diagnostics Session

You may exit a diagnostics session, either by menu selection or by inserting and removing the CRIND diagnostics card. Both these actions will cause the CRIND BIOS to reboot.

Keypad Layout

Use of the configuration interface requires a FlexPay EPP and optionally, the CRIND soft keys. This manual refers to the individual keys by name, not by position. However, not all customers and/or keypad graphic layouts are consistent with key names.

FlexPay EPP Layout

Figure 1-2 shows the layout of the FlexPay EPP.

Figure 1-2: FlexPay EPP Layout

QZ 1	ABC 2	DEF 3	YES RECEIPT
GHI 4	JKL 5	MNO 6	NO
PRS 7	TUV 8	WXY 9	CANCEL
CLEAR	0	Enter OK	HELP
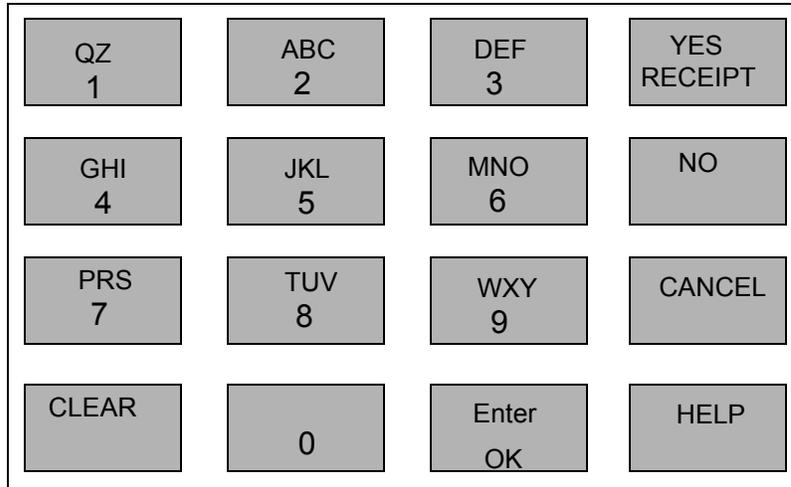
Diagnostics Startup

The Diagnostic Startup Menu is displayed after a diagnostic session has been started.

Figure 1-3: Diagnostic Startup Menu

```
            Diagnostic Startup Menu
1. Main Menu
2. Exit Diagnostics




Keypad is Default
BIOS Version              V02.1.80
CRIND MIP Version         V02.0.00
```
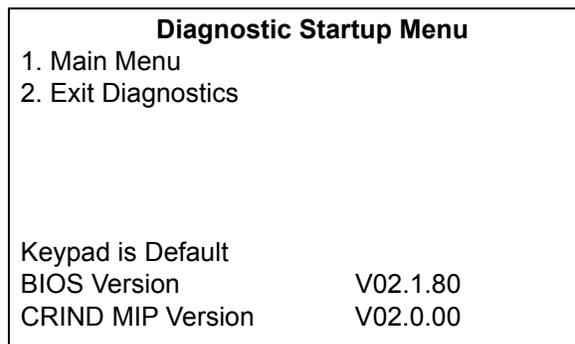
Note: The version numbers provided in Figure 1-3 are examples only.

Main Menu

From the Diagnostic Startup Menu, press **1** > **Enter**. The Main Menu is displayed.

Figure 1-4: Main Menu

```
                    Main Menu

   1.   CRIND Config
   2.   Device Config
   3.   Network Config
   4.   Data Storage
   5.   Print System Health Report
   6.   Parameters
   7.   Smart Merchandising*

   Cancel = Exit
```
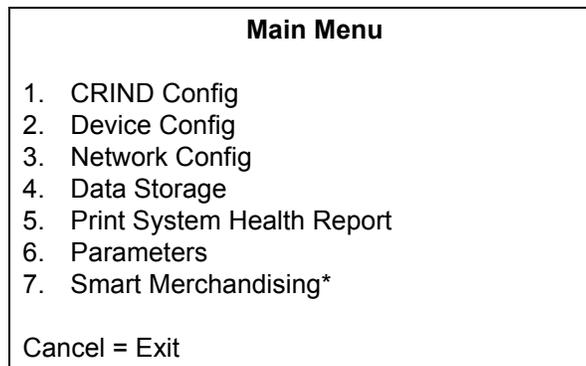
Configuration for Applause™ Media System must be performed choosing **Smart Merchandising menu option on the screen.*

Printing System Health Report

You can print the System Health Report by pressing **CLEAR** on the FlexPay EPP and by swiping a CRIND diagnostics card within 30 seconds.

Exiting Diagnostics

From the Diagnostic Startup Menu, press **2** > **Enter** to exit the diagnostics mode and reboot the CRIND device node. No other hardware components of the system are restarted if the CRIND device node self-reboots.

Feature Currently Unsupported Screen

The Unsupported Feature screen is displayed as shown in Figure 1-5, when a selected menu option is currently not implemented.

Figure 1-5: Unsupported Feature Screen

```
                 Unsupported Feature

   Feature Currently Unsupported
```

Related Documents

Document Number	Title	GOLDᔆᴹ Library
MDE-4925	Encore 700 S Personality Guide	• CRIND and TRIND • Encore and Eclipse®
MDE-5314	Insite360™ Encore Remote Management Installation, Start-up, and Service Manual	• Encore and Eclipse • Service Manual
Service Bulletin 2825	Launch Bulleting for Insite360 Encore Hardware	N/A
Service Bulletin 2835	FlexPay II and FlexPay IV CRIND Networking Settings with a DCM2.1 and Applause Media System	N/A
Service Bulletin 2839	IP Settings for Sites with Mixed DCM2.1, DCM2.0, and Applause Media System	N/A

Abbreviations and Acronyms

Term	Description
ADA	Americans with Disabilities Act
AIM	Association for Automatic Identification and Mobility
ASC	Authorized Service Contractor
BIOS	Basic Input/Output System
CIM™	Customer Interface Module
CRIND	Card Reader in Dispenser
CPP	Cloud Connection Processor
eMMC	Embedded MultiMediaCard
EPP	Encrypting PIN Pad
GSM	Gilbarco Security Module
HIP	Hub Interface PCB
IP	Internet Protocol
ISO	International Organization for Standardization
LED	Light Emitting Diode
LON	Local Operating Network
LRC	Lockable Removable Cassette
MOC	Major Oil Companies
NGP	Next Generation Payment
NVSRAM	Non-volatile Static Random Access Memory
PCB	Printed Circuit Board
PCN	Pump Control Node
PIP	Peripheral Interface PCB
POS	Point of Sale
PPU	Price per Unit
RF	Radio Frequency
SCR	Secure Card Reader
SM	SMART Merchandising
SPOT	Secure PIN Pad for Outdoor Terminal

Term	Description
SPP	Secure Payment PCB
TRIND	Transmitter/Receiver in Dispenser
UPC	Universal Product Code
USB	Universal Serial Bus

2 – Main Menu

Menu Tree

Figure 2-1 shows the options that are available from the Main Menu.

Note: *For Encore 700 S CRIND, CRIND must be separately programmed on each side of the dispenser. That is, side 1 must be programmed by inserting the CRIND diagnostics card on side 1. Side 2 must be programmed by inserting the CRIND diagnostics card on side 2.*

Figure 2-1: Menu Tree - 1

Main Menu
1. CRIND Config
2. Device Config
3. Networking Config
4. Data storage
5. Print System Health Report
6. Parameters
7. SMART Merchandising

CRIND Config
1. CRIND IDs
2. CRIND Mode
3. POS Comm Config
4. Force BIOS Code Start*
5. Force App Coldstart*
6. Set Date/Time

Device Config
1. Display Settings*
2. Audio Setting
3. Cash Acceptor
4. TRIND
5. Card Reader
6. Printer
7. Barcode Scanner
8. Keypad
9. Proximity*
0. Coin Sys*

CRIND IDs
1. CRIND ID - Side 1

CRIND Mode
1. MOC
2. Generic

Cash Acceptor
1. Cash Acceptors Enable/Diable
2. Show Statistics
3. Reset Statistics Counters
4. Show Device Details
5. Calibrate Cash Acceptors
6. Test Cash Acceptors
7. Check Cassette/Door Switches

TRIND Menu
1. TRIND Enable/Disable
2. Show Details
3. Disable/Enable Wireless Sync Option
4. Test TRIND

Card Reader Menu
1. Show Card Counts
2. Reset Card Counts
3. Test Radio Frequency (RF) Cards

Printer Menu
1. Print Test
3. Set Country Code
4. Change Printer Font Size
5. Set Printer Font Type
6. Printer Restart Timeout
7. Printer Driver Reload

Barcode Scanner
1. Scanner Enable/Disable
2. Show Device Details
3. Setup Scanners
4. Test Scanners

Keypad Menu
1. Test Keypad
2. Select Americans with Disabilities Act (ADA) Keys
3. Reset ADA Keys

* Feature currently unavailable.

Figure 2-2: Menu Tree - 2

Main Menu
1. CRIND Config
2. Device Config
3. Network Config
4. Data storage
5. Print System Health Report
6. Parameters
7. SMART Merchandising

Network Config
1. Reset to Default IPs
2. Set IP Addresses
3. Apply Network Settings
4. View Network Settings
5. Hide Network Settings
6. Network Settings (Hidden)

Set IP Addresses
1. Set CRIND Side A IP
2. Set CRIND Side B IP
4. Set Smart Merchandising Server IP
5. Set Netmask Address
6. Set Gateway Address

Data Storage
1. Flash Filesystem*
2. Persistent Storage
3. Embedded
   MultiMediaCard
   (eMMC) Storage

Flash Filesystem
1. Format

Persistent Storage
1. Purge

eMMC Storage
1. Format

Parameters
1. Display Manager
2. Secure Screen Sequence Predictor
3. System Health Config
4. Uptime Restart Config
5. Secure PIN Pad for Outdoor Terminal
   (SPOT) Config

Display Manager Menu
1. Set default Personality
2. Video playback setting
3. Scheduled Restart
4. Communication timeout
5. Fork Failure Restart

Secure Screen Sequence Predictor
1. Disable/Enable Predictor

SPOT Config
1. Connection Config

SMART Merchandising
1. Set Terminal IDs
2. Simulate SM Session Menu
3. Troubleshoot SM Connectivity
4. Set Gross SM Session Timeout

Set Terminal IDs
1. Terminal ID - Side 1
2. Disable Term IDs Automatic Mode

Simulate SM Session Menu
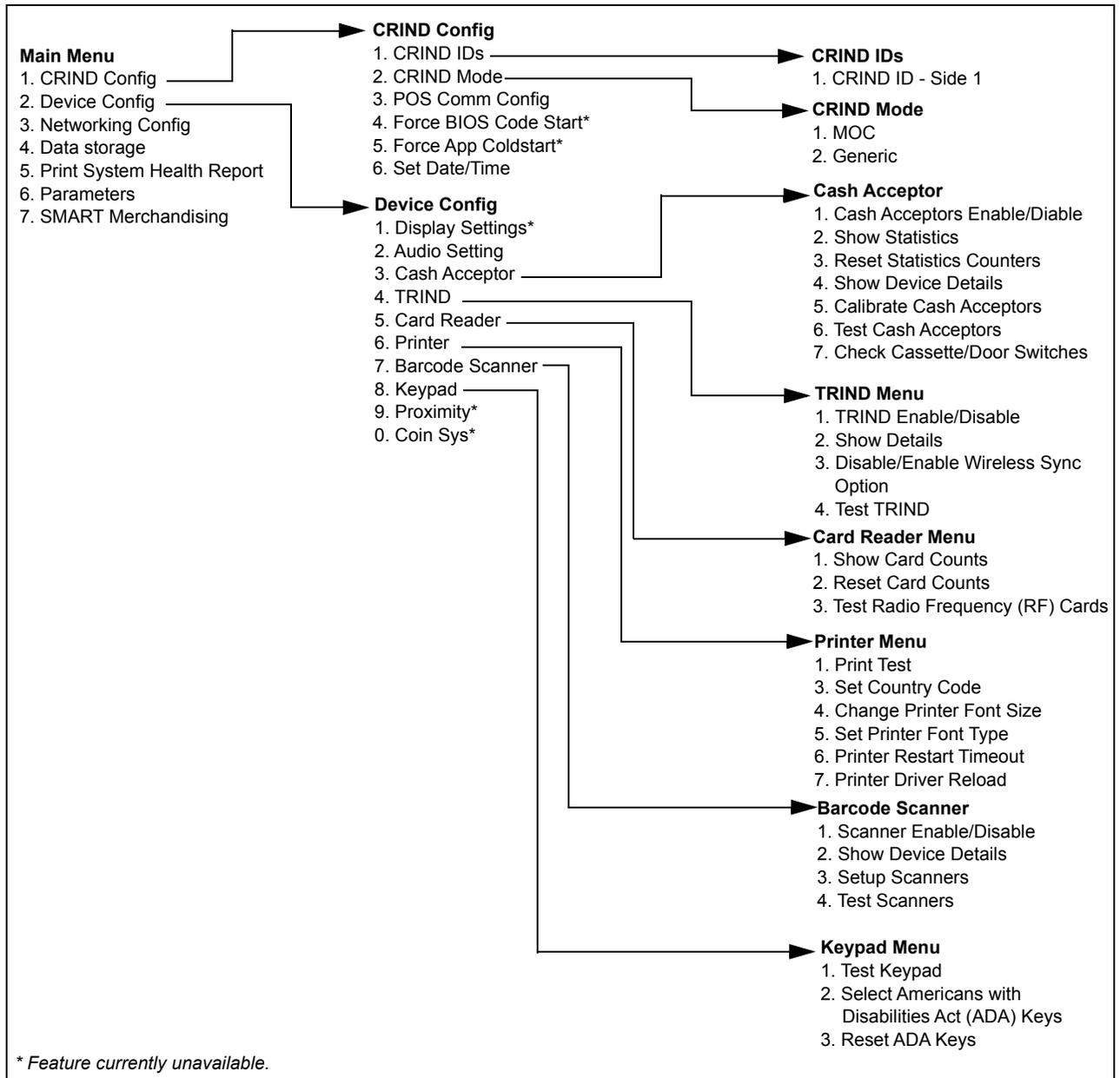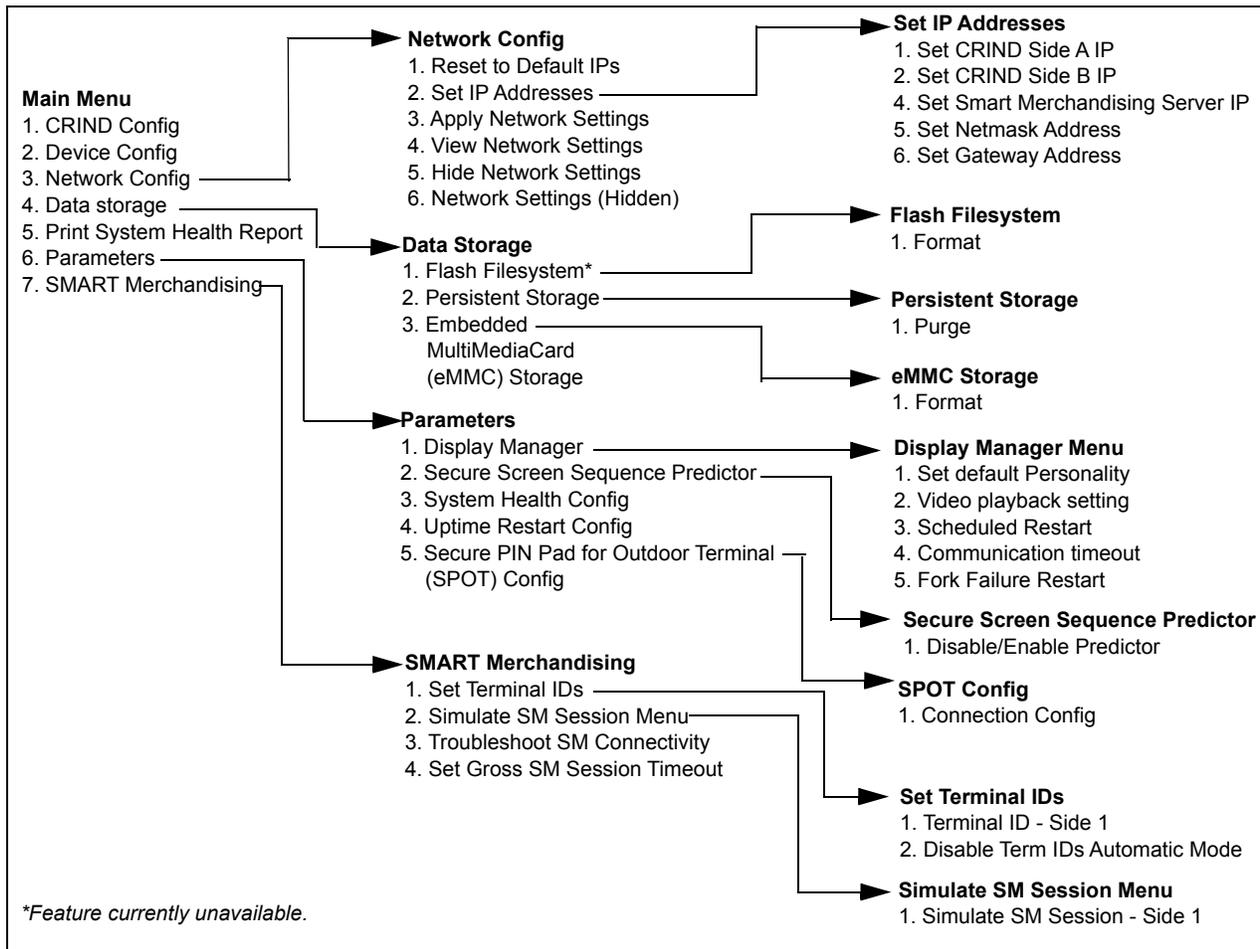1. Simulate SM Session - Side 1

Feature currently unavailable.
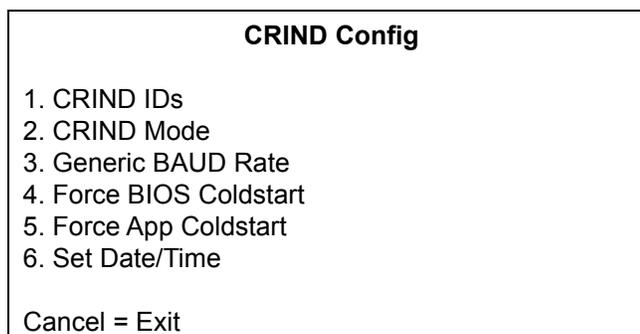
CRIND Configuration

From the Main Menu, press **1** > **Enter**. The CRIND Config Menu is displayed.

Figure 2-3: CRIND Config Menu

CRIND Config

1. CRIND IDs
2. CRIND Mode
3. Generic BAUD Rate
4. Force BIOS Coldstart
5. Force App Coldstart
6. Set Date/Time

Cancel = Exit

*Note: Pressing **Cancel** from most screens will return to the previous screen.*
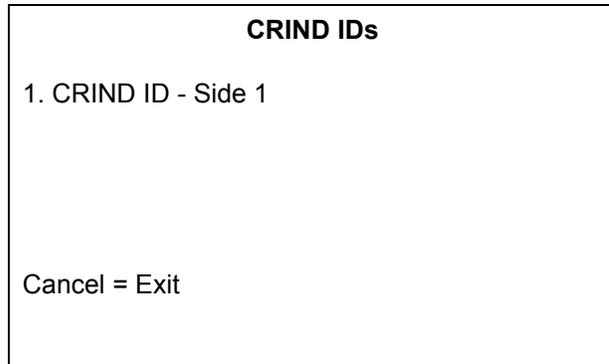
CRIND IDs

The CRIND IDs function allows you to choose the side of the dispenser for which IDs must be programmed.

To choose the side of the dispenser for which IDs must be programmed, proceed as follows:
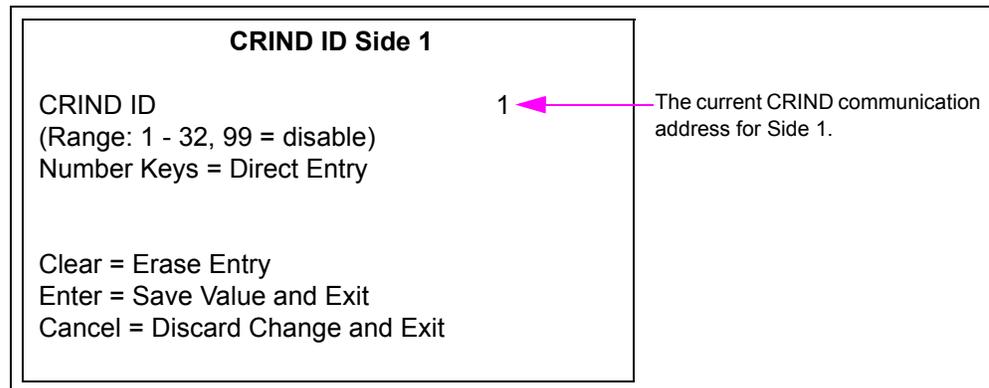
1   From the CRIND Config Menu, press **1** > **Enter**. The CRIND IDs Menu is displayed.

Figure 2-4: CRIND IDs

```
                    CRIND IDs

    1. CRIND ID - Side 1




    Cancel = Exit

```

2   Press **1** > **Enter** to enter the CRIND ID Side 1 screen. The CRIND ID Side1 Menu is displayed.

Figure 2-5: CRIND ID Side1

```
              CRIND ID Side 1

    CRIND ID                          1 ◄──────  The current CRIND communication
    (Range: 1 - 32, 99 = disable)              address for Side 1.
    Number Keys = Direct Entry


    Clear = Erase Entry
    Enter = Save Value and Exit
    Cancel = Discard Change and Exit
```

3   Press the numeric keys to enter one-digit or two-digit CRIND ID. Legal values for this field are 1-32 and 99. Setting the value as 99 configures the side not to answer polls on the CRIND communication loop. This is useful for field troubleshooting and diagnostic purposes.
*Note: To select 12, press **1** > **Enter** and **2** > **Enter**.*

4   Press **Enter** to save the edited CRIND ID and exit. The CRIND IDs Menu is displayed.
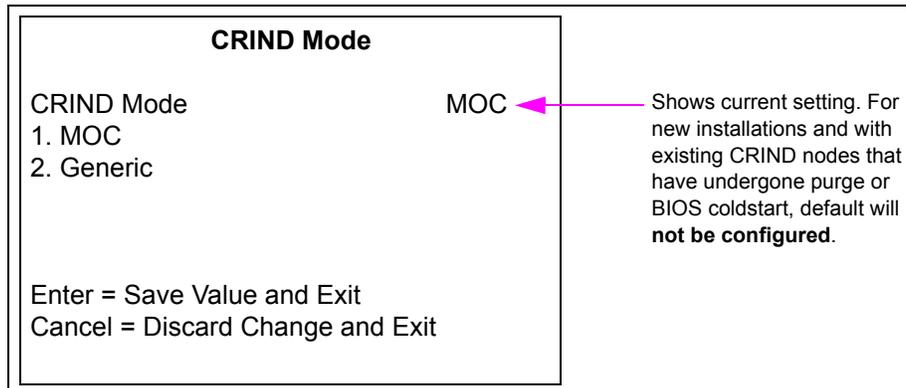
~ OR ~

Press **Cancel** to discard changes and exit. The CRIND IDs Menu is displayed.

CRIND Mode

To change the current CRIND mode setting, proceed as follows:

1 From the CRIND Config Menu, press **2** > **Enter**. The CRIND Mode Menu is displayed.

Figure 2-6: CRIND Mode

```
┌─────────────────────────────────────────┐
│              CRIND Mode                  │    Shows current setting. For
│                                          │    new installations and with
│  CRIND Mode                    MOC ◄──────── existing CRIND nodes that
│  1. MOC                                  │    have undergone purge or
│  2. Generic                              │    BIOS coldstart, default will
│                                          │    not be configured.
│
│
│  Enter = Save Value and Exit
│  Cancel = Discard Change and Exit
│
└─────────────────────────────────────────┘
```

2 Press the following numeric keys to change the current CRIND mode setting:
  • **1** causes the unit to operate in MOC CRIND Advantage - compatibility mode
  • **2** causes the unit to operate in Generic CRIND Advantage - compatibility mode

3 Press **Enter** to save the changes and exit. The CRIND Config Menu is displayed.

~ OR ~

Press **Cancel** to discard the changes and exit. The CRIND Config Menu is displayed.
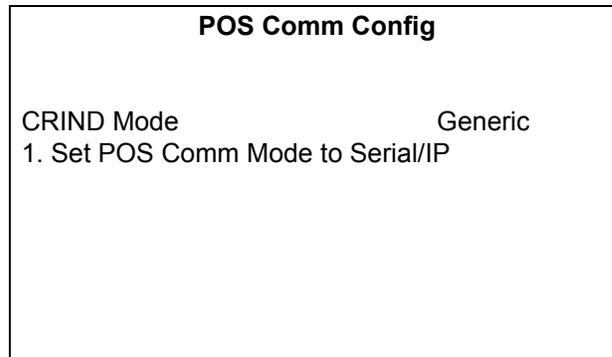
POS Comm Config

To configure the POS Comm in Generic mode, proceed as follows:

1 From the CRIND Config Menu, press **3** > **Enter**. The POS Comm Config Menu is displayed.
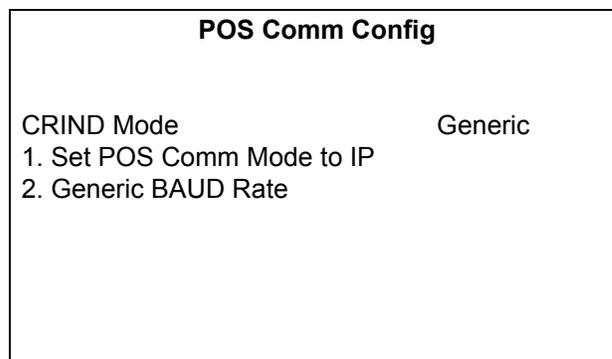
This menu allows you to configure the communication with the POS to Serial or Internet Protocol (IP).

Figure 2-7: POS Comm Config - Serial/IP

```
                    POS Comm Config


CRIND Mode                      Generic
1. Set POS Comm Mode to Serial/IP
```

If POS Comm mode is set to Serial, Figure 2-8 is displayed.

Figure 2-8: POS Comm Config - Serial

```
                    POS Comm Config


CRIND Mode                      Generic
1. Set POS Comm Mode to IP
2. Generic BAUD Rate
```

If POS Comm mode is set to IP, Figure 2-9 is displayed.

Figure 2-9: POS Comm Config - IP

```
                    POS Comm Config


CRIND Mode                      Generic
1. Set POS Comm Mode to IP
```
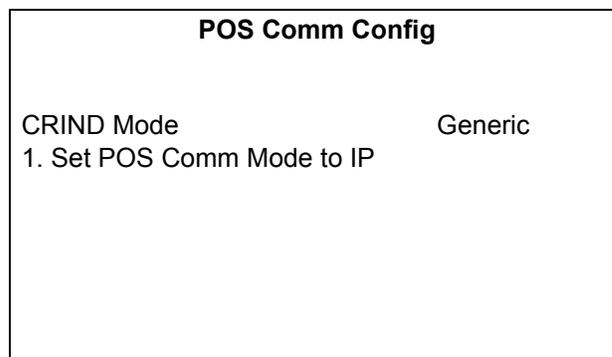
To set the communication configuration to IP in MOC mode, change the CRIND mode to MOC through menu options and then enable Signed GKA.

Figure 2-10: POS Comm Config (MOC)

```
                         POS Comm Config


CRIND Mode                         MOC

1. Set POS Comm Mode to IP
2. Generic BAUD Rate
3. Enable/Disable Signed GKA


```

Generic BAUD Rate
To set the Generic BAUD Rate, proceed as follows:

Figure 2-11: Generic BAUD Rate

```
                       Generic BAUD Rate

1. Set Automatic BAUD Detection
2. Set 4800 BAUD Rate
3. Set 9600 BAUD Rate
4. Set 19200 BAUD Rate

Note: BAUD rate change will not be applied until
CRIND is rebooted.

Cancel = Discard Changes and Exit
```

2 Select the required BAUD rate and press **Enter**. To save the BAUD rate, press **Enter** again. For example, to set 4800 BAUD rate, press **2** > **Enter** > **Enter**.

3 Press **Cancel** to discard the changes, if any, and exit.

Force BIOS Coldstart

This option is currently disabled. From the CRIND Config Menu, press **4** > **Enter**.
The Unsupported Feature screen is displayed.

Force App Coldstart

This option is currently disabled. From the CRIND Config Menu, press **5** > **Enter**.
The Unsupported Feature screen is displayed.

Set Date/Time

To set date and time, proceed as follows:

1 From the CRIND Config Menu, press **6** > **Enter**. The Set Date/Time screen is displayed.

Figure 2-12: Set Date/Time

```
┌─────────────────────────────────────────┐
│              Set Date/Time               │
│                                          │
│            MM-DD-YYY hh:mm               │
│                                          │
│  Current Setting: 01-17-2012 21:10       │
│  Use leading zeroes in each field if     │
│  necessary. Time is a 24-hour clock.     │
│                                          │
│                                          │
│  Enter = Save Value and Exit*            │
│  Cancel = Discard Changes and Exit       │
└─────────────────────────────────────────┘
```
Appears only after last digit of time is entered.

2 Enter the current date and time in the format shown on the screen, by entering each digit and pressing **Enter**. Months 1-9 require a leading zero. For example, to enter the month as September, press **0** > **Enter** > **9** > **Enter**.

3 After entering the new date and time, press **Enter** to save the value and exit.

The new date and time will appear on the screen for five seconds before returning to the CRIND Config Menu.

Device Configuration

From the Main Menu, press **2** > **Enter**. The Device Config Menu is displayed.
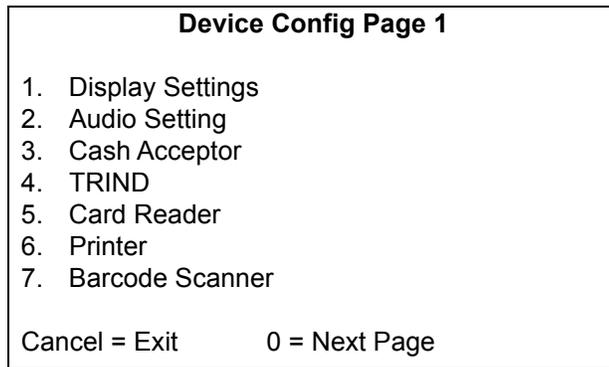
Figure 2-13: Device Config Page 1

```
                 Device Config Page 1

       1.   Display Settings
       2.   Audio Setting
       3.   Cash Acceptor
       4.   TRIND
       5.   Card Reader
       6.   Printer
       7.   Barcode Scanner

       Cancel = Exit          0 = Next Page
```

Figure 2-14: Device Config Page 2

```
                 Device Config Page 2

       8.   Keypad
       9.   Proximity
       10. Coin Sys




       Cancel = Exit
```

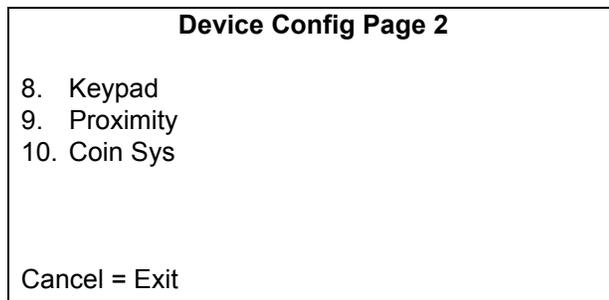## Display Settings

Since modifying display contrast will not be allowed, the option to configure the display settings function is currently unavailable. If you press **1** > **Enter** from the Device Config Menu, the Unsupported Feature screen is displayed.

Figure 2-15: Unsupported Feature Screen

```
                  Unsupported Feature


       Feature currently unsupported.
```

Audio Setting

From the Device Config Menu, press **2** > **Enter** to set the audio and press **1** > **Enter** for Side 1.

Figure 2-16: Audio-Volume

```
                    Volume-Side1
                                                    20
Volume (range: 1-99)                            Test >
Number Keys = Direct Entry
Clear = Erase Entry                              Up >
Enter = Apply Entry
Cancel = Exit                                    Down >
```

Audio must be set on all units. The recommended starting value is "80". Value must be adjusted depending on the ambient noise in the forecourt. Audio must be set for Applause Media System and for log collection.

Cash Acceptor

The Cash Acceptor Menu allows the user to configure and test operation of the cash acceptors.

From the Device Config Menu, press **3** > **Enter**. The Cash Acceptor Menu is displayed.

Figure 2-17: Cash Acceptor

```
              Cash Acceptor

Cash Acceptor Enabled ◄──────────────── Indicates the status of Cash Acceptor

1. Disable Cash Acceptors
2. Show Statistics
3. Reset Statistics Counters
4. Show Device Details
5. Calibrate Cash Acceptors
6. Test Cash Acceptors
7. Check Cassette/Door Switches
```

Cash Acceptors Enable/Disable

To access a cash acceptor function in diagnostics mode, proceed as follows:

1 From the Cash Acceptor main menu, press **1** > **Enter** to toggle between enabling and disabling the cash acceptors.

After the cash acceptors are enabled, the cash acceptor software is started when a function such as the Show Statistics option is chosen that requires the software to be running.

The Cash Acceptor screen is displayed the first time you attempt to access a cash acceptor function in diagnostics mode.

Figure 2-18: Cash Acceptor

```
                       Cash Acceptor

 Cash Acceptor Enabled

 Cash Acceptor Software Ready




 Enter = Continue
```
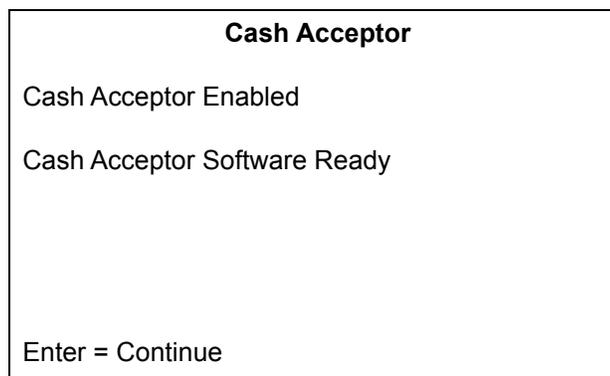
2 Press **Enter** to continue to the screen option you selected.

3 Press **Cancel** to exit the screen.

Show Statistics

This function allows you to view the cash acceptor events statistics for the unit. Cash acceptor statistics are collected for all cash acceptor activity, regardless of whether the cash acceptor events occur in the course of normal transactions or during a diagnostics session.

To view the Cash Acceptor events statistics for a unit, proceed as follows:

1 From the Cash Acceptor main menu, press **2** > **Enter**. The following screen is displayed.

Figure 2-19: Cash Acceptor - Statistics

```
                    Cash Acceptor

Statistics
Insertions                 000000
Rejects                    000000
Escrows                    000000
Jams                       000000
Stacks                     000000
LRC Removals               000000


Enter = Next Screen
Cancel = Exit
```

The Cash Acceptor statistics appear on the first screen.

2 Press **Cancel** to exit. The Cash Acceptor main menu is displayed.

Reset Statistics Counters

This function allows you to reset Cash Acceptor event statistics for the unit. Statistics will also be cleared each time persistent storage is cleared/purged through the Persistent Storage Menu.

To reset Cash Acceptor event statistics for a unit, proceed as follows:

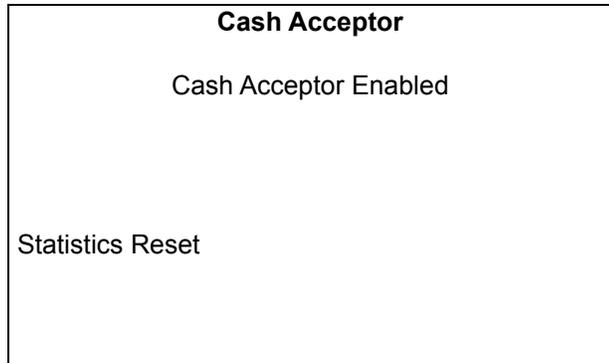**1** From the Cash Acceptor main menu, press **3** > **Enter**. The following screen is displayed.

Figure 2-20: Cash Acceptor - Reset Statistics

```
                    Cash Acceptor

              Cash Acceptor Enabled

1. Reset Statistics






Cancel = Exit
```

2   To reset Cash Acceptor statistics, press **1** > **Enter**. The following screen is displayed to
    confirm that the statistics have been reset.

Figure 2-21: Cash Acceptor - Statistics Reset

```
┌─────────────────────────────────────────────┐
│                Cash Acceptor                 │
│                                              │
│            Cash Acceptor Enabled             │
│                                              │
│                                              │
│                                              │
│                                              │
│  Statistics Reset                            │
│                                              │
│                                              │
│                                              │
│                                              │
└─────────────────────────────────────────────┘
```

3   The Cash Acceptor Reset Statistics screen is displayed after a few seconds. Press **Cancel** to
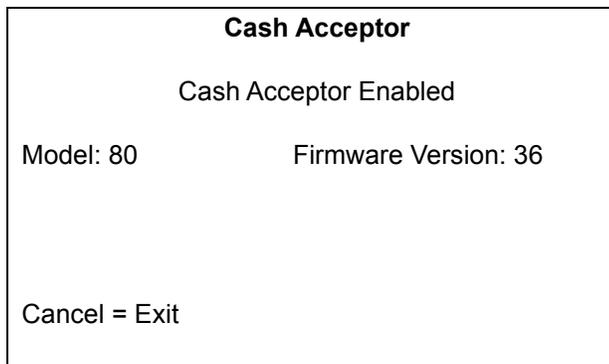   return to the Cash Acceptor main menu.

Show Device Details
This screen allows you to query the firmware version(s) installed on each of the Cash
Acceptor units in the system.

To query the firmware version(s) installed on each of the Cash Acceptor, proceed as follows:

1   From the Cash Acceptor main menu, press **4** > **Enter**. The following screen is displayed.

Figure 2-22: Cash Acceptor - Device Details

```
┌─────────────────────────────────────────────┐
│                Cash Acceptor                 │
│                                              │
│             Cash Acceptor Enabled            │
│                                              │
│   Model: 80              Firmware Version: 36│
│                                              │
│                                              │
│                                              │
│                                              │
│   Cancel = Exit                              │
│                                              │
└─────────────────────────────────────────────┘
```
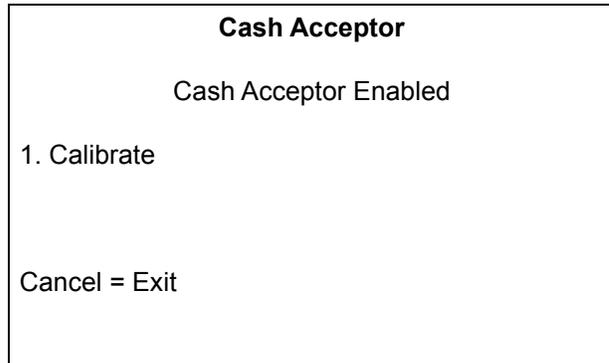
2   Press **Cancel** to return to the Cash Acceptor main menu.

Calibrate Cash Acceptors
To calibrate Cash Acceptors, proceed as follows:

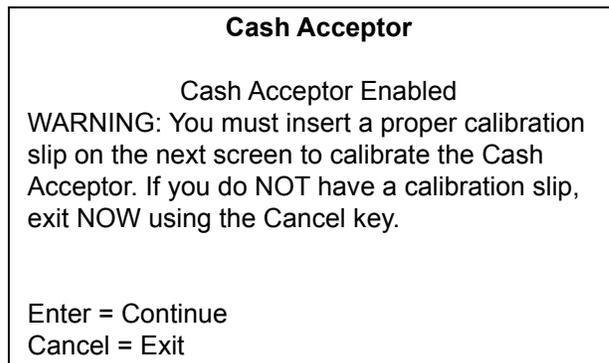**1** From the Cash Acceptor main menu, press **5** > **Enter**. The following screen is displayed.

Figure 2-23: Cash Acceptor - Calibrate

```
                    Cash Acceptor

                Cash Acceptor Enabled

    1. Calibrate



    Cancel = Exit

```

2 Press **1** > **Enter** to calibrate. The following screen is displayed.

Figure 2-24: Cash Acceptor - Warning

```
                    Cash Acceptor

                Cash Acceptor Enabled
    WARNING: You must insert a proper calibration
    slip on the next screen to calibrate the Cash
    Acceptor. If you do NOT have a calibration slip,
    exit NOW using the Cancel key.


    Enter = Continue
    Cancel = Exit
```
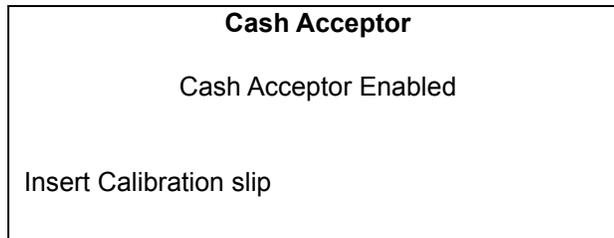
3 Press **Enter** to continue with the calibration and go to the next screen.

~ OR ~

Press **Cancel** to stop the calibration process and return to the Cash Acceptor main menu.

4 If you press **Enter**, the following screen is displayed.

Figure 2-25: Cash Acceptor - Inserting Calibration Slip

```
┌─────────────────────────────────────────────┐
│              Cash Acceptor                    │
│                                               │
│          Cash Acceptor Enabled                │
│                                               │
│                                               │
│  Insert Calibration slip                      │
│                                               │
│                                               │
└─────────────────────────────────────────────┘
```
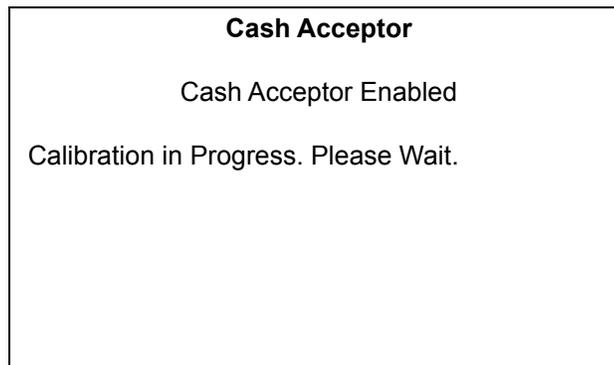
The two green "arrow" lights on the Cash Acceptor bezel will blink rapidly, indicating that the device is in calibration mode and ready to accept a calibration card.

A reference slip of calibration paper, about the size of U.S. paper currency, is required to perform this operation.
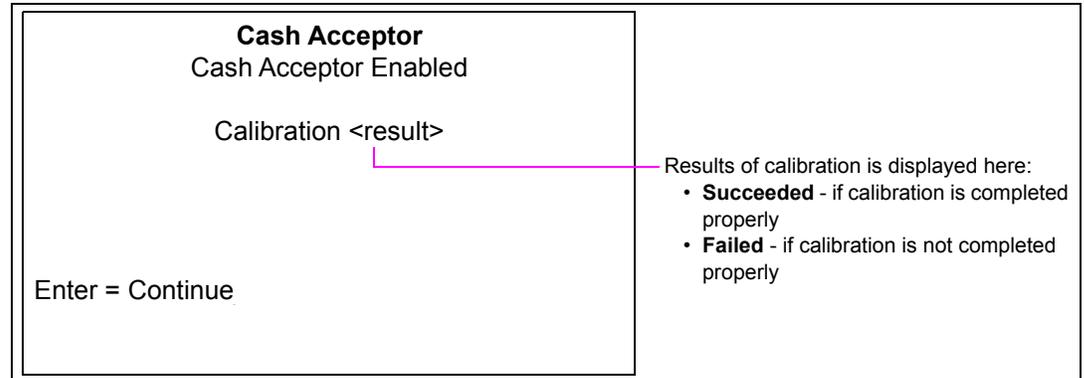
5 Insert the calibration slip. The following screen is displayed.

Figure 2-26: Cash Acceptor - Calibration in Progress

```
┌─────────────────────────────────────────────┐
│              Cash Acceptor                    │
│                                               │
│          Cash Acceptor Enabled                │
│                                               │
│  Calibration in Progress. Please Wait.        │
│                                               │
│                                               │
│                                               │
│                                               │
│                                               │
└─────────────────────────────────────────────┘
```

The cash acceptor calibrates itself to the content it received from the calibration slip. The following screen is displayed after the cash acceptor has completed calibration. The operator's result is displayed.

Figure 2-27: Cash Acceptor - Calibration Result

```
┌─────────────────────────────────────────┐
│              Cash Acceptor                │     Results of calibration is displayed here:
│           Cash Acceptor Enabled           │        • Succeeded - if calibration is completed
│                                           │          properly
│           Calibration <result>            │        • Failed - if calibration is not completed
│                                           │          properly
│                                           │
│         Enter = Continue                  │
│                                           │
└─────────────────────────────────────────┘
```

6 Press **Enter** to return to the Cash Acceptor calibration menu.

Test Cash Acceptors

This function allows you to execute specific diagnostic tests on the cash acceptor. The following functions can be performed:
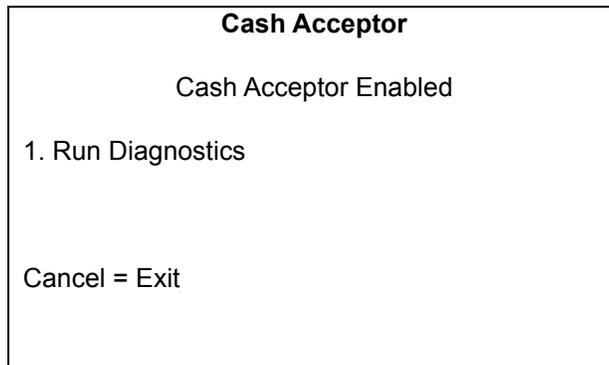
- Inserting a bill and reading/escrowing the bill if not rejected by the cash acceptor
- Returning a bill from the escrow position
- Returning a bill from the escrow position and exiting diagnostics mode
- Stacking a bill from the escrow position (if a test cassette is installed)

Note: A second test cassette is required to stack bills during diagnostics mode. The CRIND BIOS must see a set of cassette removed/cassette replaced events to allow bill stack testing. Otherwise, the "stack bill" option will not be provided from the Cash Acceptor Interactive Diagnostics Menu.

To run diagnostic tests, proceed as follows:

1   From the Cash Acceptor main menu, press **6** > **Enter**. The following screen is displayed.
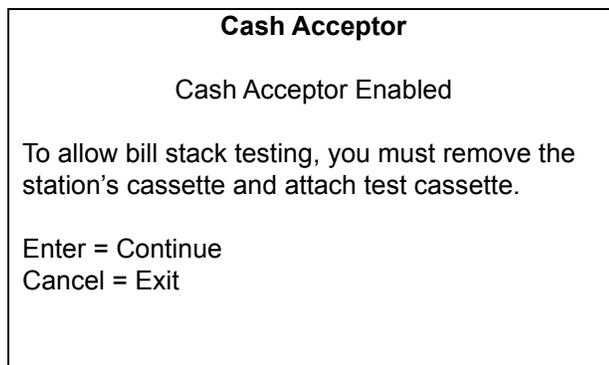
Figure 2-28: Cash Acceptor - Run Diagnostics

```
┌─────────────────────────────────────────────┐
│                Cash Acceptor                 │
│                                              │
│             Cash Acceptor Enabled            │
│                                              │
│  1. Run Diagnostics                          │
│                                              │
│                                              │
│                                              │
│  Cancel = Exit                               │
│                                              │
│                                              │
└─────────────────────────────────────────────┘
```

2   To start diagnostic tests, press **1** > **Enter**.

The message, "Please Wait..." appears and then the The following screen is displayed.

Figure 2-29: Cash Acceptor - Prompt Message

```
┌─────────────────────────────────────────────┐
│                Cash Acceptor                 │
│                                              │
│             Cash Acceptor Enabled            │
│                                              │
│  To allow bill stack testing, you must remove the │
│  station's cassette and attach test cassette.     │
│                                              │
│  Enter = Continue                            │
│  Cancel = Exit                               │
│                                              │
│                                              │
└─────────────────────────────────────────────┘
```
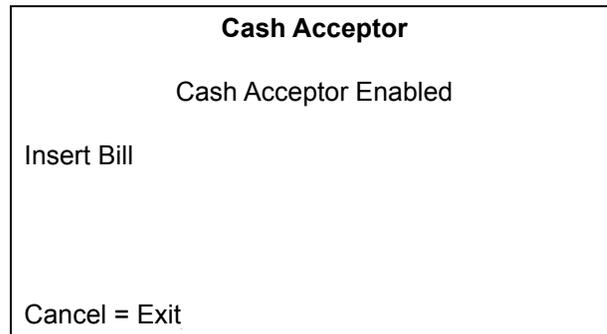
Note: If the CRIND BIOS detects a pair of cassette removed/cassette replaced events as some time earlier in the current diagnostics session, this screen will not appear.

3   Remove the station cassette and replace it with another similar cassette to be used for testing purposes.
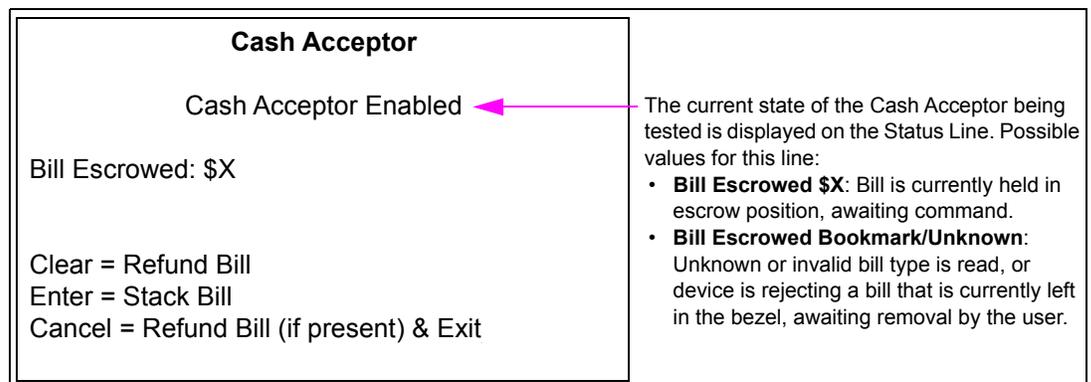
4   Press **Enter**. The Cash Acceptor Insert Bill screen is displayed.

Figure 2-30: Insert Bill

```
┌─────────────────────────────────────────┐
│              Cash Acceptor               │
│                                          │
│            Cash Acceptor Enabled         │
│                                          │
│  Insert Bill                             │
│                                          │
│                                          │
│                                          │
│                                          │
│  Cancel = Exit                           │
└─────────────────────────────────────────┘
```

5   Insert a bill into the cash acceptor (on the side selected in the Cash Acceptor Diagnostics Menu) to initiate diagnostics tests. The following screen is displayed.

Figure 2-31: Bill Status

```
┌─────────────────────────────────────────┐
│              Cash Acceptor               │      The current state of the Cash Acceptor being
│                                          │      tested is displayed on the Status Line. Possible
│          Cash Acceptor Enabled  ◄───────│      values for this line:
│                                          │      •  **Bill Escrowed $X**: Bill is currently held in
│  Bill Escrowed: $X                       │         escrow position, awaiting command.
│                                          │      •  **Bill Escrowed Bookmark/Unknown**:
│                                          │         Unknown or invalid bill type is read, or
│  Clear = Refund Bill                     │         device is rejecting a bill that is currently left
│  Enter = Stack Bill                      │         in the bezel, awaiting removal by the user.
│  Cancel = Refund Bill (if present) & Exit│
└─────────────────────────────────────────┘
```

6   Press one of the following keys:
 • **Clear** - Instructs Cash Acceptor to return the bill in escrow.
 • **Enter** - Instructs Cash Acceptor to stack the escrowed bill in the test cassette.
   Note: This option is only available if the CRIND BIOS previously detected a cassette swap.
 • **Cancel** - Instructs Cash Acceptor to return the bill in escrow. You are asked to replace the station's cassette and then must press **Enter**. The Cash Acceptor Run Diagnostics screen is displayed.

7 When ready to exit screen, press **Cancel**. The following screen is displayed.

Figure 2-32: Cash Acceptor - Replacing Station's Cassette

Cash Acceptor

Cash Acceptor Enabled

Please replace the station's cassette. ◄——— You must press **Cancel**
to exit this screen.

Enter = Continue
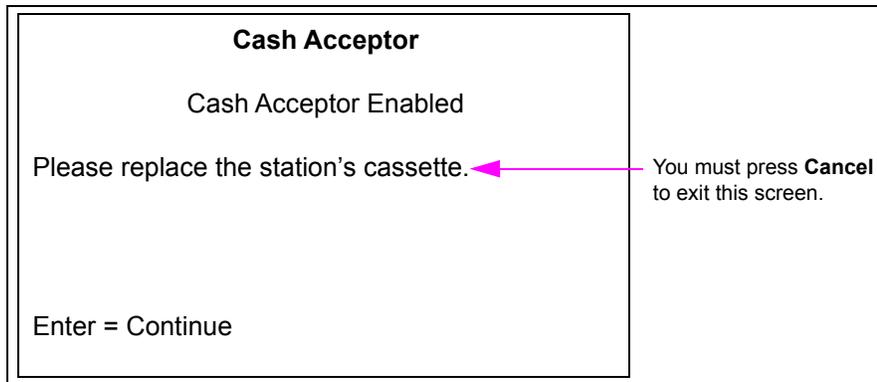
8 Remove the test cassette and return the station's cassette. This operation must be performed by the manager so that the vault can be locked when the station cassette is restored.

9 Press **Cancel** to return to the Cash Acceptor Diagnostics Menu.

Check Cassette/Door Switches

Use the following functions to test the operation of the three switches that govern cash acceptor operation:
- **Cassette switch** - changes state whenever cash acceptor cassette is removed or replaced
- **Vault switch** - changes state whenever the cash acceptor vault is opened or closed
- **Door switch** - changes state whenever the main Encore CIM door is opened or closed

To check cassette/door switches, proceed as follows:

1 From the Cash Acceptor main menu, press **7** > **Enter**. The following screen is displayed.

Figure 2-33: Check Switches

Cash Acceptor

Cash Acceptor Enabled

1. Check Switches

Cancel = Exit
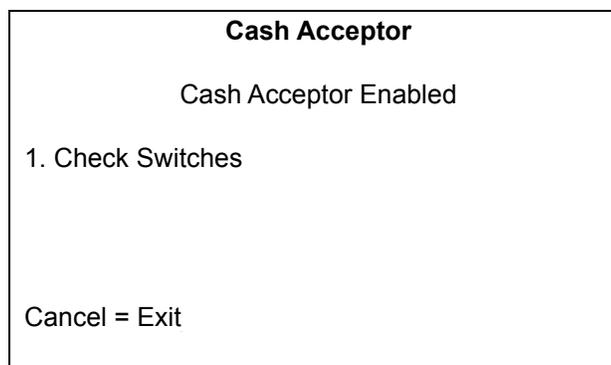
2 To start the switch testing procedure, press **1** > **Enter**. The following screen is displayed.

Figure 2-34: Switch Status

```
┌─────────────────────────────────────────┐
│              Cash Acceptor               │
│                                          │
│          Cash Acceptor Enabled           │
│                                          │
│   Cassette Switch: Closed                │
│   Vault Switch: Open                     │
│   Door Switch: Open                      │
│                                          │
│                                          │
│   Cancel = Exit                          │
│                                          │
└─────────────────────────────────────────┘
```
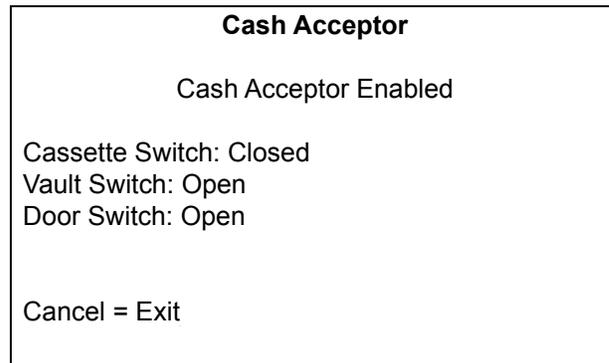
- Press **Enter** to continue with the previously selected Cash Acceptor task.
- Press **Cancel** to return to the Cash Acceptor main menu.

3 Press **Cancel** to return to the Cash Acceptor Test Switches Menu.

TRIND Menu

The TRIND Menu option allows the CRIND BIOS support for TRIND device hardware to be enabled or disabled.

To enable/disable CRIND BIOS support for TRIND device, proceed as follows:

1 From the Device Config Menu, press **4 > Enter**. The TRIND Menu is displayed.

Figure 2-35: TRIND Menu
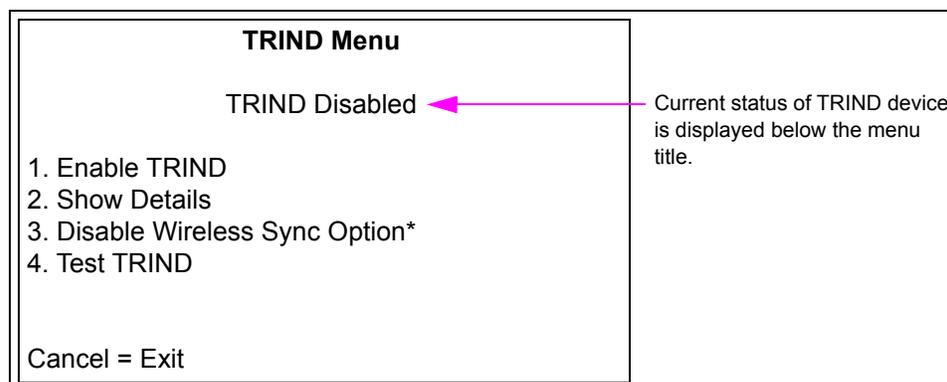
```
┌─────────────────────────────────┐  ┌──────────────────────────┐
│           TRIND Menu            │  │                          │
│                                 │  │ Current status of TRIND device
│         TRIND Disabled  ◄───────┼──┤ is displayed below the menu
│                                 │  │ title.                   │
│  1. Enable TRIND                │  │                          │
│  2. Show Details                │  └──────────────────────────┘
│  3. Disable Wireless Sync Option*│
│  4. Test TRIND                  │
│                                 │
│                                 │
│  Cancel = Exit                  │
└─────────────────────────────────┘
```
Option 3 is for internal (Gilbarco) use only.

2 From the TRIND main menu, press **1** > **Enter** to enter the TRIND Enable/Disable screen. The following screen is displayed.

Figure 2-36: TRIND - Enable/Disable
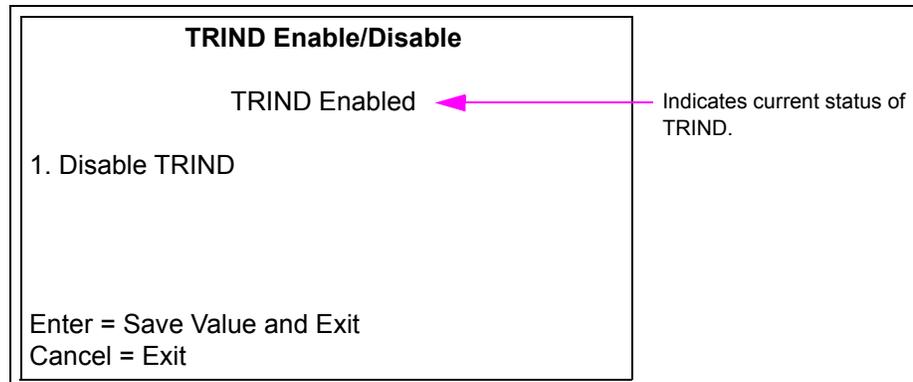
- Press **1** to toggle the status of the TRIND status.
- Press **Enter** to save current TRIND status and return to the TRIND Menu.
- Press **Cancel** to revert to the original TRIND state and return to the TRIND Menu.

3 From the TRIND Menu, press **3** > **Enter**. The current status of Wireless Sync Option is displayed with the functional state of the hardware.

Figure 2-37: TRIND - Enable Wireless Sync Option
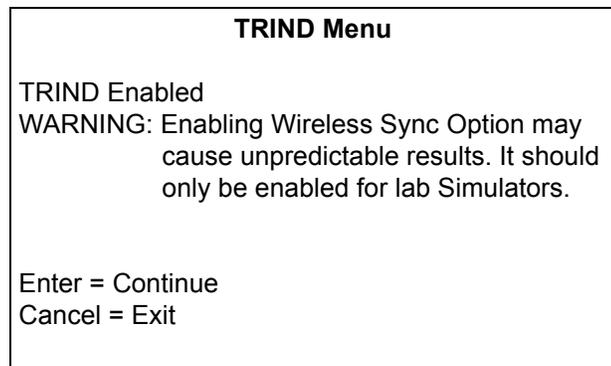
> # IMPORTANT INFORMATION
>
> In Encore 300/500 (square bezel) Next Generation Payment (NGP) retrofit applications, "Enable Wireless Sync Option" should be set to "Enabled". For more information, refer to "Appendix B: FlexPay II CRIND Retrofit TRIND Settings" on page B-1.

4 From the TRIND Menu, press **4** > **Enter** to test the TRIND.

Figure 2-38: Test TRIND

```
                        TRIND Menu

TRIND Enabled
State: Dead
Side 1 Data            Good Read 1




Cancel = Exit
```
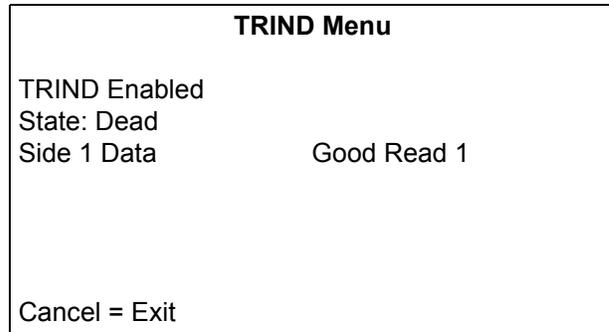
5 From the TRIND Menu, press **2** > **Enter** to view the TRIND device details.

Figure 2-39: TRIND Menu - Details

```
                        TRIND Menu

TRIND Enabled
State: Dead      Side 1
Firmware         v41.1.20
Error Count      0
Tags Read        0

1. Reset Error Counts
2. Reset Tags Read
Cancel = Exit
```
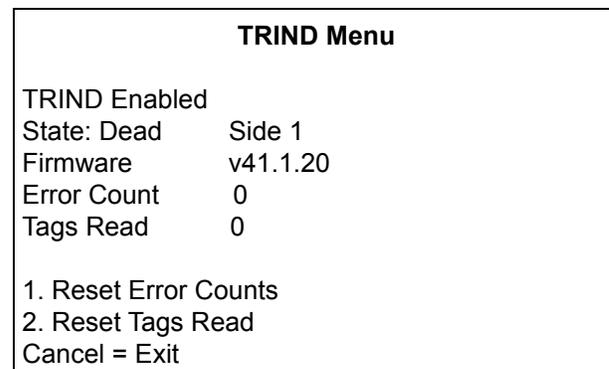
The current status, functional state of hardware (dead/alive), firmware version, error count (communication errors) and tags read since last reset (count preserved across warm starts) are shown in Figure 2-39. Press **1** > **Enter** to reset the error counts. Press **2** > **Enter** to reset the tags read.

6 Press **Enter** to save the current setting and return to the Device Config Menu.

~ OR ~

Press **Cancel** to discard the current setting and return to the Device Config Menu.

Card Reader

This menu allows a technician to manage the card reader statistics (counts) that have been collected since the last time the card reader statistics have been cleared. Card reader counts are collected both during the course of normal transactions as well as during a diagnostics session.

From the Device Config Menu, press **5** > **Enter**. The Card Reader Menu is displayed.

Figure 2-40: Card Reader Menu

```
              Card Reader Menu

1. Show Card Counts
3. Reset Card Counts
4. Test RF Card




Cancel = Exit

```
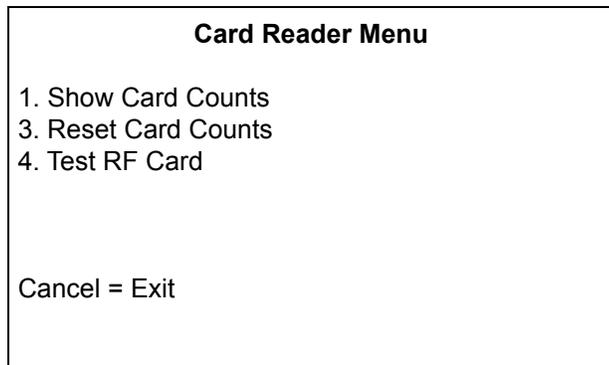
Show Card Counts

When this screen is displayed, you will not be able to exit diagnostics mode using the CRIND diagnostics card. This feature allows you to use the diagnostics card on this screen to interactively test the card reader without inadvertently exiting the configuration interface session.

To test the card reader without exiting the configuration interface session, proceed as follows:

1   From the Card Reader Menu, press **1** > **Enter**. The Card Reader screen is displayed.

Figure 2-41: Card Reader Counts

```
                      Card Reader
                 Track 1      Track 2      Track 3
Good Reads         21           7            0
Bad Reads
Left Reads with Data
Right Reads with Data
Reads with No Data

Cancel = Exit
```

Note: International Organization for Standardization (ISO) magstripe cards support up to three tracks (sets) of data storage. The data must follow a certain format and contains a checksum to guarantee against data corruption on the track.

The screen reports the current totals for each of the supported card reader statistics
(see Figure 2-40 on page 2-22):
- **Track 1 Good Reads** - count of card insertions with good track 1 data
- **Track 1 Bad Reads** - count of card insertions with bad track 1 data
- **Track 2 Good Reads** - count of card insertions with good track 2 data
- **Track 2 Bad Reads** - count of card insertions with bad track 2 data
- **Track 3 Good Reads** - count of card insertions with good track 3 data
- **Track 3 Bad Reads** - count of card insertions with bad track 3 data
- **Left Reads with Data** - count of upper-left card insertions with at least some valid data on at least 1 track
- **Right Reads with Data** - count of upper-right card insertions with at least some valid data on at least 1 track
- **Reads with No Data** - count of card insertions with no valid data present

Note: Only the least significant 6 digits are displayed for each counter. If 1,000,000 reads or more occur on any of the counters, the displayed count will wrap around to zero.

2 Press **Cancel** to return to the Card Reader Menu.

Reset Card Counts
This function allows the technician to reset card reader counts for the unit.

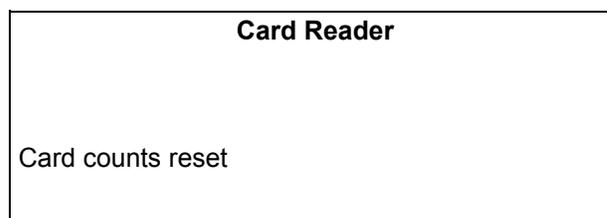To reset card reader counts for the unit, proceed as follows:

1 From the Card Reader Menu, press **3** > **Enter**. The following screen is displayed.

Figure 2-42: Card Reader - Reset Counts

```
                    Card Reader


1. Reset Counts



Cancel = Exit
```
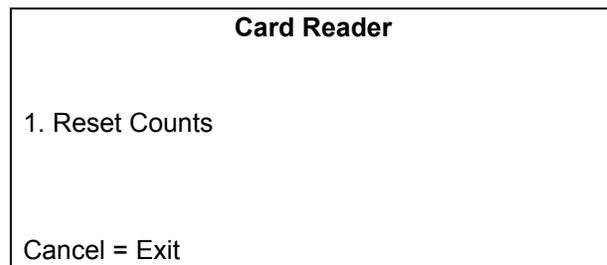
2 To reset the card reader counts for both the standard and RF card reader counts, press **1** > **Enter**. The following screen is displayed.

Figure 2-43: Card Reader - Card Counts Reset

```
                    Card Reader



Card counts reset
```

This screen is displayed for several seconds and then the Card Reader reset Menu appears.

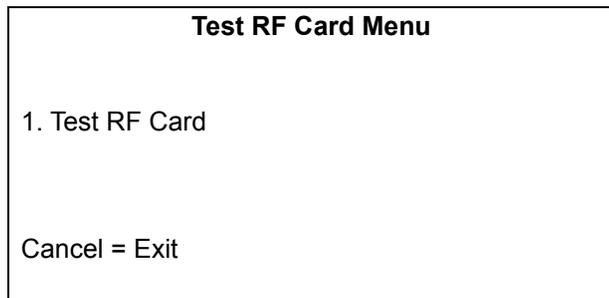**3** Press **Cancel** to return to the Card Reader Menu.

Test RF Card Menu
This screen checks an RF card and reports health of an RF card.

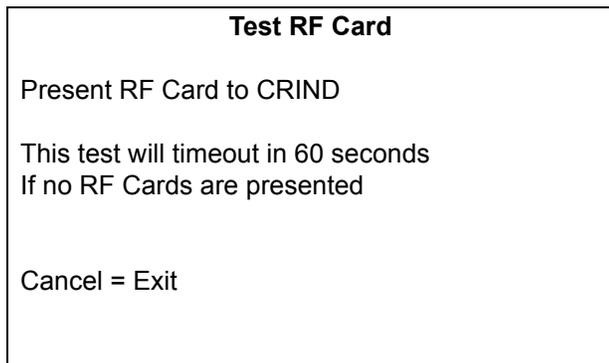To check an RF card and report the health of an RF card, proceed as follows:

1 From the Card Reader Menu, press **4** > **Enter**. The Test RF Card Menu is displayed.
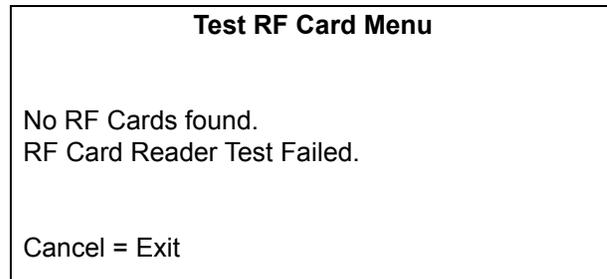
Figure 2-44: Test RF Card Menu

```
            Test RF Card Menu


1. Test RF Card



Cancel = Exit

```

2 From the Test RF Card Menu, press **1** > **Enter**. The following screen is displayed.

Figure 2-45: Test RF Card - Present RF Card to CRIND

```
               Test RF Card

Present RF Card to CRIND

This test will timeout in 60 seconds
If no RF Cards are presented


Cancel = Exit

```

If display RF Card is not swiped at the CRIND device within 60 seconds, the session times out and the following screen is displayed.
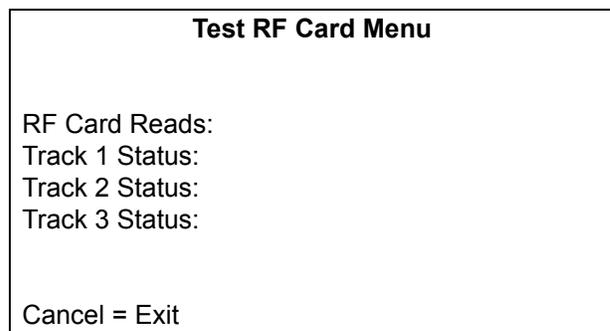
Figure 2-46: Test RF Card - Session Timeout

```
              Test RF Card Menu


No RF Cards found.
RF Card Reader Test Failed.



Cancel = Exit
```

3 Press **Cancel** to return to the Test RF Card screen.

If the display RF card is swiped at the CRIND device and the card is successfully processed, the following screen is displayed.

Figure 2-47: Test RF Card - Processed

```
              Test RF Card Menu


RF Card Reads:
Track 1 Status:
Track 2 Status:
Track 3 Status:



Cancel = Exit
```
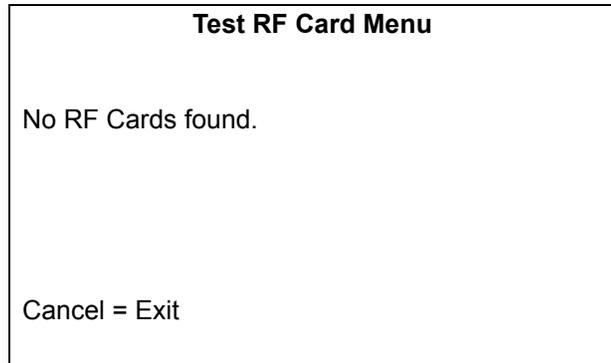
Note: The CRIND device processes each track of the RF card. One of the following status is displayed against each track:
- *Good*
- *No Data*
- *Lockable Removable Cassette (LRC) Error*
- *Parity Error*
- *Unknown*

If the card is not processed correctly, the following screen is displayed.

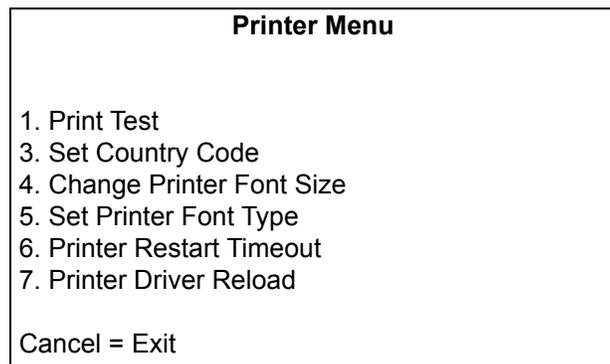**Figure 2-48: Test RF Card - Processing Failed**

```
                    Test RF Card Menu


  No RF Cards found.




  Cancel = Exit

```

4 Press **Cancel** to return to the Test RF Card screen.

Printer

The Printer Menu allows you to perform certain configuration and diagnostics tasks on the printers.

From the Device Config Menu, press **6** > **Enter**. The Printer Menu is displayed.

Figure 2-49: Printer Menu

```
                    Printer Menu


  1. Print Test
  3. Set Country Code
  4. Change Printer Font Size
  5. Set Printer Font Type
  6. Printer Restart Timeout
  7. Printer Driver Reload

  Cancel = Exit

```

Print Test

From the main Printer Menu, press **1** > **Enter** to print a test receipt for that particular side. The following screen is displayed.

Figure 2-50: Printer Testing

```
                        Printer Menu


Sending Printer Test Job
Please Wait...



```
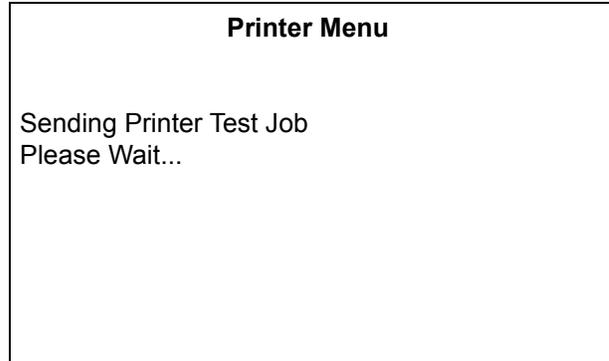
After five seconds, the diagnostics session will return to the main Printer Menu and a sample receipt will be printed on the printer located on the side undergoing the diagnostics.
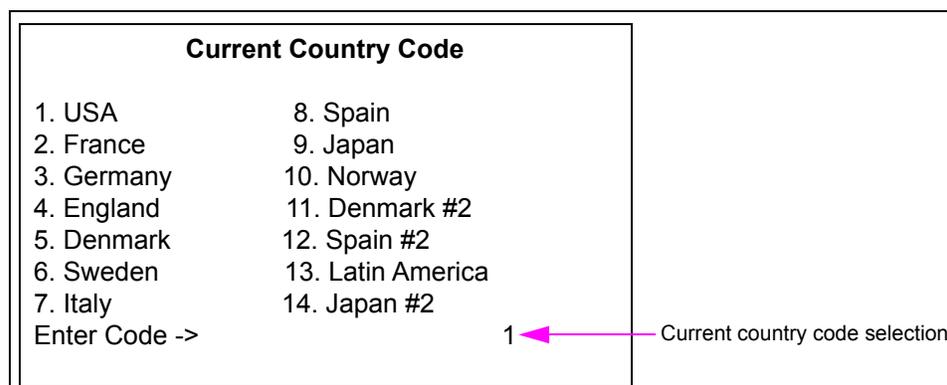
Note: Starting with BIOS V02.1.60, the test receipt will include a sample Universal Product Code-A (UPC-A) barcode, printed horizontally, at the bottom of the test receipt. If barcode scanner hardware is present, this barcode must be scannable from the CRIND diagnostics session. For a description of how the barcode must be scanned, refer to "Test Scanners" on page 2-38.

Set Country Code

To set the country code, proceed as follows:

1 From the Printer main menu, press **3** > **Enter**. The Current Country Code screen is displayed.

Figure 2-51: Current Country Code

```
                 Current Country Code

   1. USA              8. Spain
   2. France           9. Japan
   3. Germany         10. Norway
   4. England         11. Denmark #2
   5. Denmark         12. Spain #2
   6. Sweden          13. Latin America
   7. Italy           14. Japan #2
   Enter Code ->                    1  ◄——— Current country code selection
```

2 Press numeric keys to enter a one-digit or two-digit country code. The default setting is 1 (USA). Values range from 1-14.

3 Press **Enter** to commit the code entered into persistent storage on the CRIND node. If you enter a number incorrectly and wish to delete it, press **Clear**.
Note: If the setting you enter is out of range, "Value Out of Range" is displayed in this field for few seconds and then the field will return to previous setting.
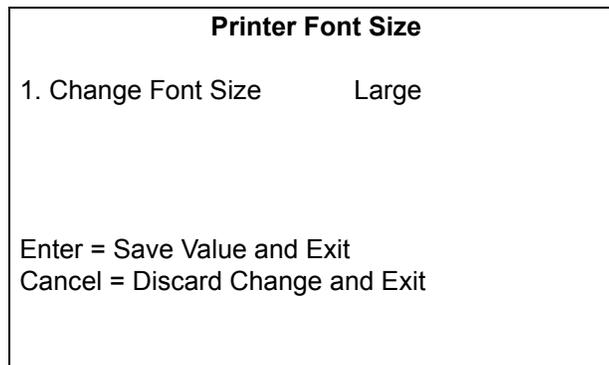
~ OR ~

Press **Cancel** to return to the Printer main menu.

Change Printer Font Size
To change the printer font size, proceed as follows:

1 From the Printer main menu, press **4** > **Enter**. The Printer Font Size screen is displayed.

Figure 2-52: Printer Font Size

```
┌─────────────────────────────────────────┐
│            Printer Font Size              │
│                                           │
│  1. Change Font Size         Large        │
│                                           │
│                                           │
│                                           │
│                                           │
│  Enter = Save Value and Exit              │
│  Cancel = Discard Change and Exit         │
│                                           │
│                                           │
└─────────────────────────────────────────┘
```

2 Press **1 > Enter** to cycle through the available font sizes: small, medium, and large. The size selected is displayed on the right side.
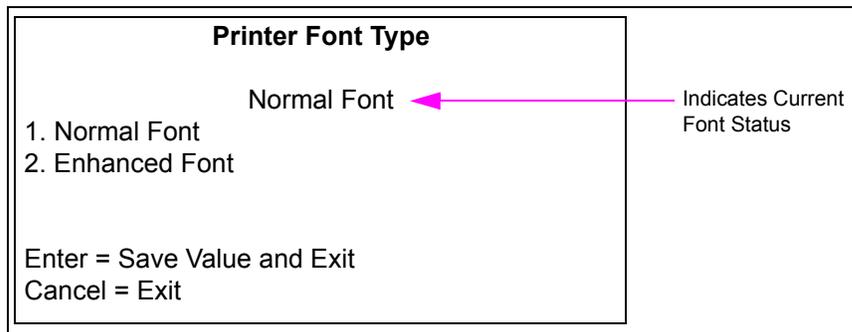
Set Printer Font Type

To set the printer font type, proceed as follows:

Note: On some printers, the number zero looks like the letter 'o', so the Enhanced Font has been added to address this issue.

1 From the Printer main menu, press **5 > Enter**. The Printer Font Type setup screen is displayed.

Figure 2-53: Printer Font Type Setup

```
┌─────────────────────────────────────────────┐
│              Printer Font Type               │
│                                              │
│              Normal Font    ◄──────────────  Indicates Current
│   1. Normal Font                             Font Status
│   2. Enhanced Font                           │
│                                              │
│                                              │
│   Enter = Save Value and Exit                │
│   Cancel = Exit                              │
│                                              │
└─────────────────────────────────────────────┘
```

2 Select any of the following option:
   • Press **1 > Enter** to select the Normal Font type.
   • Press **2 > Enter** to select the Enhanced Font type.

3 Press **Enter** to save the current setting and return to the Printer Menu.

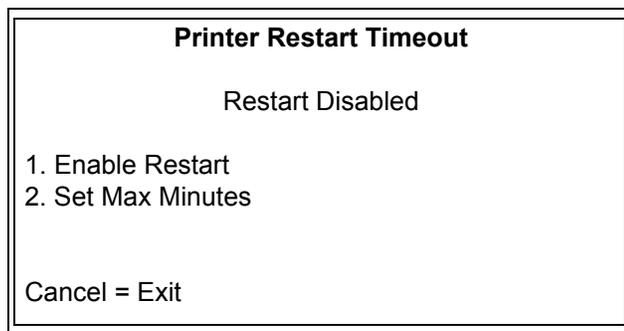**4** Press **Cancel** to revert to the original value and return to the Printer Menu.

Printer Restart Timeout

If the printer is reporting EAGAIN errors continually, enabling the printer restart will initiate a system restart after the Max Minutes value to attempt to correct the printer and avoid a service call.

To enable a printer restart, proceed as follows:

From the Printer main menu, press **6** > **Enter**. The Printer Restart Timeout screen is displayed.

Figure 2-54: Printer Restart Timeout

```
┌─────────────────────────────────────────┐
│           Printer Restart Timeout        │
│                                          │
│              Restart Disabled            │
│                                          │
│  1. Enable Restart                       │
│  2. Set Max Minutes                      │
│                                          │
│                                          │
│  Cancel = Exit                           │
└─────────────────────────────────────────┘
```

- Press **1** > **Enter** to toggle between the restart being enabled or disabled.
- Press **2** > **Enter** to set the maximum number of minutes before attempting a restart. The valid range is 0-120. The default is 5.
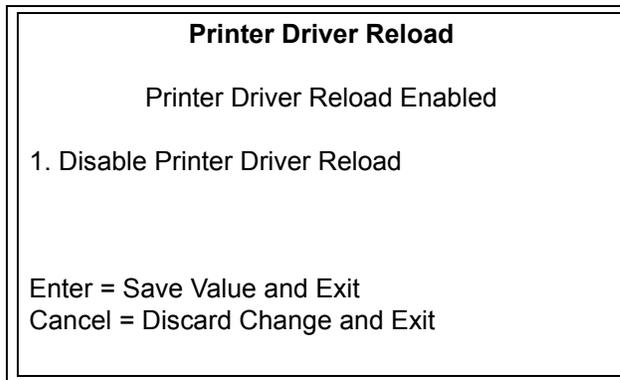
Printer Driver Reload

If the printer reports an EAGAIN error, the system will attempt to reload the printer driver in an attempt to correct the printer error and avoid a service call.

To reload the printer driver, proceed as follows:

1 From the Printer main menu, press **7** > **Enter**. The Printer Driver Reload screen is displayed.

Figure 2-55: Printer Driver Reload

```
┌─────────────────────────────────────────────┐
│                                              │
│             Printer Driver Reload            │
│                                              │
│          Printer Driver Reload Enabled       │
│                                              │
│    1. Disable Printer Driver Reload          │
│                                              │
│                                              │
│                                              │
│    Enter = Save Value and Exit               │
│    Cancel = Discard Change and Exit          │
│                                              │
└─────────────────────────────────────────────┘
```

2 Press **1** > **Enter** to toggle between the printer driver reload being enabled or disabled.

Barcode Scanner

The Barcode Scanner Menu allows you to configure and test barcode scanner operations.

To configure and test barcode scanner operations: proceed as follows:

1 From the Device Config Menu, press **7** > **Enter**. The Barcode Scanner screen is displayed.
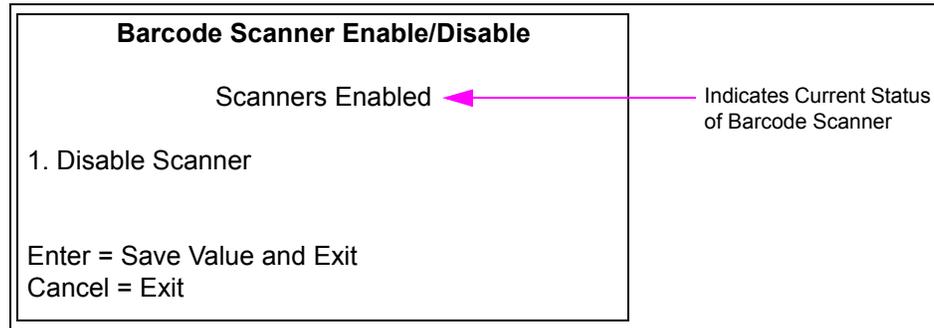
Figure 2-56: Barcode Scanner Setup

```
┌────────────────────────────────┐
│                                │           Indicates status of
│          Barcode Scanner       │           barcode scanner
│                                │
│         Scanners Enabled ◄──────┼───────
│   1. Enable Scanners           │
│   2. Show Device Details       │
│   3. Setup Scanners            │
│   4. Test Scanners             │
│                                │
│                                │
│   Cancel = Exit                │
│                                │
└────────────────────────────────┘
```
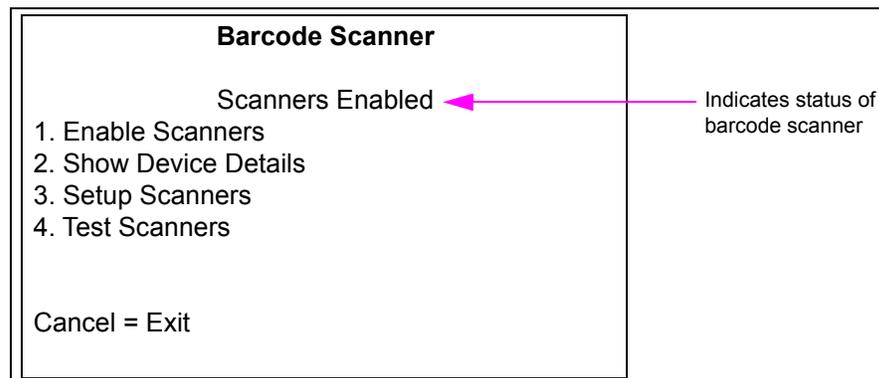
2 Use numeric keys to select any option from the menu.

3 Press **Enter** to save the changes and return to the Device Config Menu.

4 Press **Cancel** to discard any changes and return to the Device Config Menu.

Scanners Enable/Disable

To enable/diable a barcode scanner, proceed as follows:

1 From the Barcode Scanner Menu, press **1** > **Enter** to toggle between disabling and enabling the scanner.

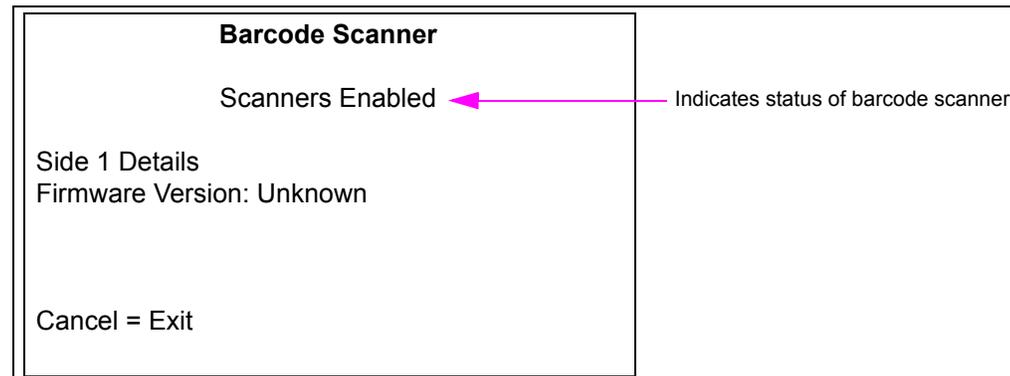**Figure 2-57: Barcode Scanner Enable/Disable**

Barcode Scanner Enable/Disable

Scanners Enabled ◄——————————— Indicates Current Status of Barcode Scanner

1. Disable Scanner

Enter = Save Value and Exit
Cancel = Exit

2 Press **1** to toggle the barcode scanner status from disabled to enabled or enabled to disabled.

3 Press **Enter** to save current barcode scanner status and return to the Barcode Scanner Menu.

4 Press **Cancel** to revert to the original barcode scanner state and return to the Barcode Scanner Menu.

Show Device Details

To view the device details of a scanner, proceed as follows:
From the Main Menu, press **2** > **Enter** to see the device details of the scanner.

Figure 2-58: Barcode Scanner Device Details

Barcode Scanner

Scanners Enabled ◄——————————— Indicates status of barcode scanner

Side 1 Details
Firmware Version: Unknown

Cancel = Exit

Setup Scanners
Use this function to adjust the barcode scanner settings.

From the Barcode Scanner Menu, press **3** > **Enter**. The following menu is displayed.

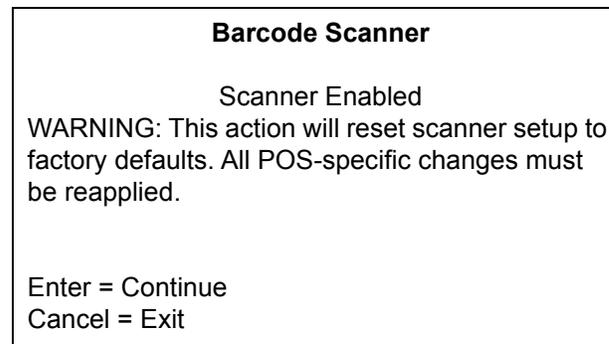**Figure 2-59: Barcode Scanner - Setup**

```
                   Barcode Scanner

                   Scanner Enabled

  1. Reset to Factory Defaults
  2. View/Change POS Scanner Settings
  3. Send POS Settings to Scanner



  Cancel = Exit
```
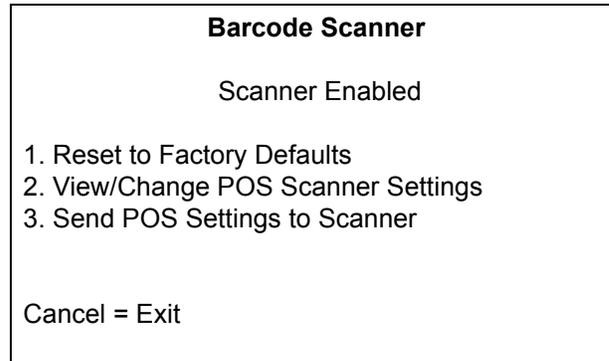
Reset to Factory Defaults
This function resets the scanner to its default settings. Any required POS-specific settings must be reapplied. Resetting scanners affects both sides automatically.

To reset a scanner to its default settings, proceed as follows:

1 From the Barcode Scanner setup menu, press **1** > **Enter**. The following warning screen is displayed to remind the technician that all scanner settings will be reset if the technician proceeds.

Figure 2-60: Barcode Scanner - Warning

```
                   Barcode Scanner

                   Scanner Enabled
  WARNING: This action will reset scanner setup to
  factory defaults. All POS-specific changes must
  be reapplied.



  Enter = Continue
  Cancel = Exit
```

2 Press **Enter** to advance the session to begin the process of resetting the scanners to their default settings. All scanner settings will be reset.

~ OR ~

Press **Cancel** to return to the Barcode Scanner setup menu without resetting the scanners to their default settings.

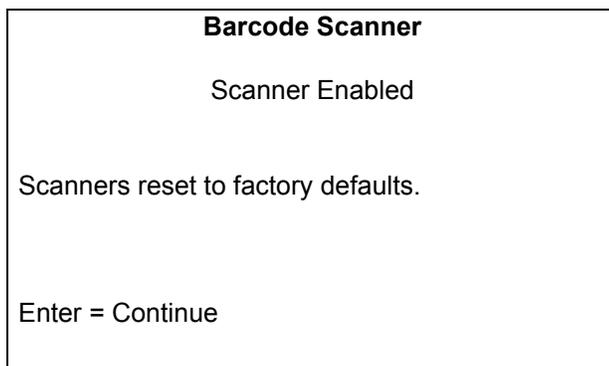**3** Press **Enter**. The following screen is displayed.

Figure 2-61: Barcode Scanner - Warning

```
┌─────────────────────────────────────────────┐
│             Barcode Scanner                  │
│                                              │
│             Scanner Enabled                  │
│                                              │
│ Resetting scanners to Factory defaults       │
│ Programming Side: 1                          │
│ Please Wait...                               │
│                                              │
│                                              │
└─────────────────────────────────────────────┘
```
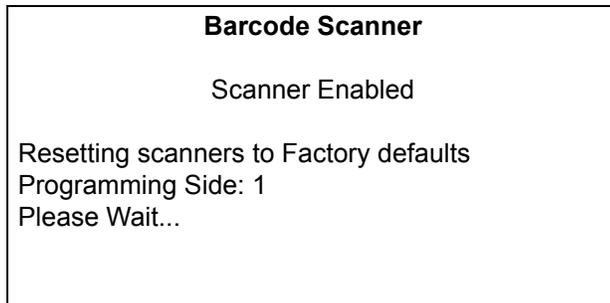
The configuration commands are currently sent to the scanners that will reset them to their default operating parameters.

When the reset operations are complete, the following screen is displayed.

Figure 2-62: Barcode Scanner - Reset

```
┌─────────────────────────────────────────────┐
│             Barcode Scanner                  │
│                                              │
│             Scanner Enabled                  │
│                                              │
│                                              │
│ Scanners reset to factory defaults.          │
│                                              │
│                                              │
│                                              │
│ Enter = Continue                             │
│                                              │
└─────────────────────────────────────────────┘
```

4 Press **Enter** to return to the Barcode Scanner setup menu.

View/Change POS Scanner Settings

This function allows you to enable or disable Association for Automatic Identification and Mobility (AIM) Codes and each of the supported barcode formats. Configuration changes will not be automatically sent to the scanner after the configuration is complete. All settings must be sent to the scanner at the same time using the "Send POS Settings to the Scanner" function on page 2-37.

To view/change POS Scanner settings, proceed as follows:

1   From the Barcode Scanner setup menu, press **2** > **Enter**. The following screen is displayed.

Figure 2-63: Barcode Scanner Setup

```
┌─────────────────────────────────────────┐
│              Barcode Scanner             │
│                                          │
│             Scanner Enabled              │
│                                          │
│   1. AIM Code            Enabled         │
│   2. Laser Scanning Mode  Cyclonic       │
│                                          │
│                                          │
│   0 = Next Screen          Page 1/4      │
│                                          │
│   Cancel = Exit                          │
│                                          │
└─────────────────────────────────────────┘
```
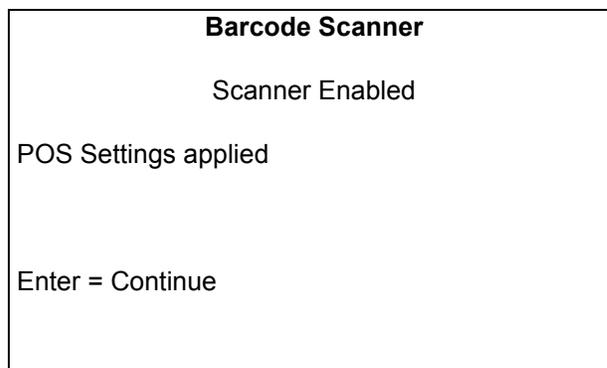
You can toggle the AIM Code option between enabled/disabled state. The Laser Scanning mode toggles between Cyclonic and Raster.

2   Press **0** > **Enter** to go to the next screen. The following screen is displayed.

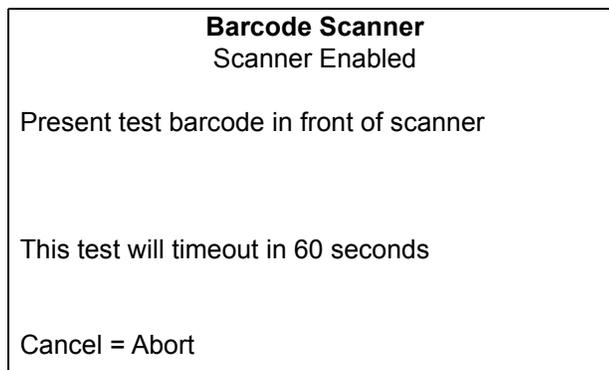**Figure 2-64: Barcode Scanner - Toggling between Codes**

```
┌─────────────────────────────────────────┐
│              Barcode Scanner             │
│                                          │
│             Scanner Enabled              │
│                                          │
│   1. UPC A                Enabled        │
│   2. UPC E                Enabled        │
│   3. EAN 8                Enabled        │
│                                          │
│                                          │
│   0 = Next Screen          Page 2/4      │
│   Cancel = Exit                          │
└─────────────────────────────────────────┘
```

Each of the three codes can be toggled between enabled/disabled states.

3 Press **0** > **Enter** to go to the next screen. The following screen is displayed.

Figure 2-65: Barcode Scanner - Scanner Enabled

```
                    Barcode Scanner

                    Scanner Enabled

    1. EAN 13                Enabled
    2. Code 39              Enabled
    3. Code 128            Enabled


    0 = Next Screen              Page 3/4

    Cancel = Exit
```

4 Press **0** > **Enter** to go to the next screen. The following screen is displayed.

Figure 2-66: Barcode Scanner - Configuration

```
                    Barcode Scanner

                    Scanner Enabled

    1. UCC EAN 128        Enabled
    2. Interleaved 2 of 5    Enabled


    0 = Next Screen          Page 4/4

    Cancel = Exit
```

5 Press **Cancel** to exit without saving any changes.

Send POS Settings to the Scanner
Use this function to send the changes made to the scanner settings to the scanner device.

To sen changes made to the scanner settings, proceed as follows:

1 From the Barcode Scanner setup menu, press **3** > **Enter**. The following screen is displayed.
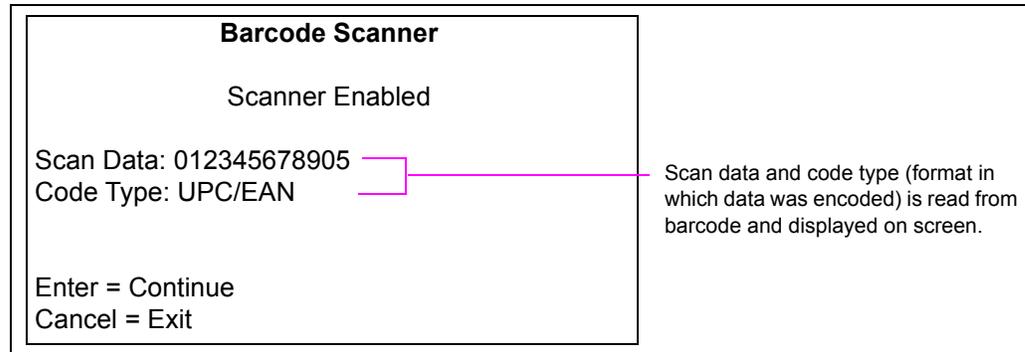
Figure 2-67: POS Settings to Scanner

```
┌─────────────────────────────────────────┐
│            Barcode Scanner               │
│                                          │
│             Scanner Enabled              │
│                                          │
│                                          │
│                                          │
│                                          │
│   Sending POS settings to scanners       │
│   Programming Side: 1                     │
│   Please Wait...                          │
│                                          │
└─────────────────────────────────────────┘
```
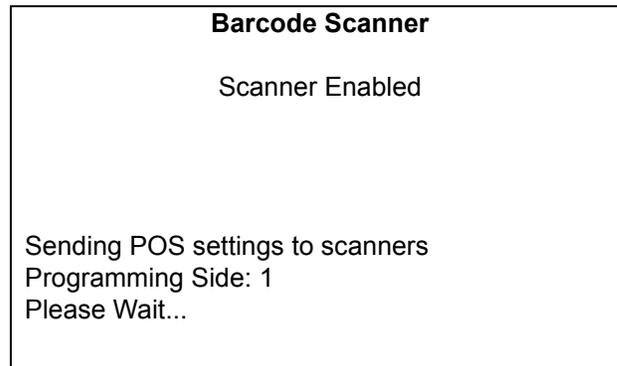
When programming is complete, the following screen is displayed to notify the technician that all settings from the four-page Barcode Scanner settings menu have been applied.

Figure 2-68: POS Settings - Notification

```
┌─────────────────────────────────────────┐
│            Barcode Scanner               │
│                                          │
│             Scanner Enabled              │
│                                          │
│   POS Settings applied                    │
│                                          │
│                                          │
│                                          │
│   Enter = Continue                        │
│                                          │
│                                          │
└─────────────────────────────────────────┘
```

2 Press **Enter** to return to the Barcode Scanner setup menu.

Test Scanners

This function enables the technician to run interactive scanner tests.

To run interactive scanner tests, proceed as follows:

1 From the Barcode Scanner setup menu, press **4** > **Enter**. The following screen is displayed.

Figure 2-69: Test Scanner

```
              Barcode Scanner

             Scanner Enabled

Test Scanner - Side 1
Test Scanner - Side 2


Cancel = Exit
```
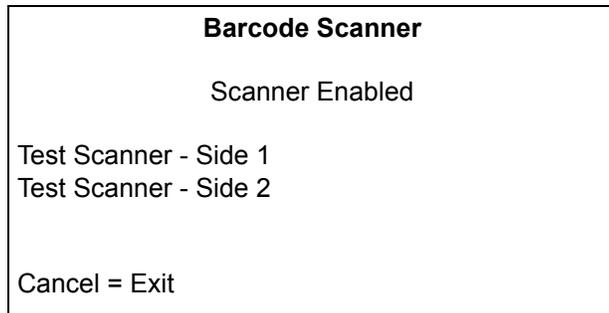
2 Press **1** > **Enter** to display the Barcode Scanner interactive test screen. This screen enables the barcode scanner for the selected side and allows the technician to present barcodes to be read.

Figure 2-70: Barcode Scanner Interactive Test Screen

```
              Barcode Scanner
             Scanner Enabled

Present test barcode in front of scanner



This test will timeout in 60 seconds


Cancel = Abort
```

3 Present a readable barcode in a format currently enabled on the scanner. The following screen is displayed.

Figure 2-71: Readable Barcode

```
┌────────────────────────────────────────────┐     ┌──────────────────────────────┐
│              Barcode Scanner                │     │                              │
│                                             │     │                              │
│            Scanner Enabled                  │     │                              │
│                                             │     │                              │
│  Scan Data: 012345678905                    │     │  Scan data and code type     │
│  Code Type: UPC/EAN                         │─────│  (format in which data was   │
│                                             │     │  encoded) is read from       │
│                                             │     │  barcode and displayed on    │
│  Enter = Continue                           │     │  screen.                     │
│  Cancel = Exit                              │     │                              │
│                                             │     │                              │
└────────────────────────────────────────────┘     └──────────────────────────────┘
```

4 Press **Enter** to return to the Barcode Scanner interactive test screen. Press **Cancel** to return to the initial Barcode Scanner test menu.

Barcode Scanner Test Failure Screen

The following screen is displayed when the barcode scanner interactive test operation times out after waiting 60 seconds for valid barcode data. The screen informs the technician that the scanner laser must be off and that the scan session has been stopped.

In case, barcode scanner test failure screen is displayed, proceed as follows:

Figure 2-72: Test Failure Screen

```
┌────────────────────────────────────────────┐
│              Barcode Scanner                │
│              Scanner Enabled                │
│                                             │
│                                             │
│                                             │
│  Test scan failed                           │
│                                             │
│                                             │
│  Enter = Continue                           │
│  Cancel = Exit                              │
│                                             │
└────────────────────────────────────────────┘
```
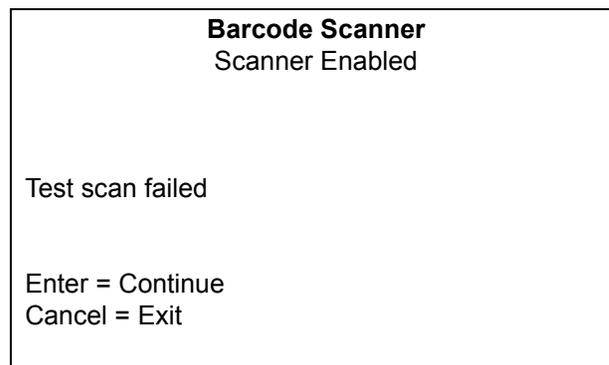
- Press **Enter** to return to the Barcode Scanner test menu.
  ~ OR ~
- Press **Cancel** to return to the Barcode Scanner main menu.

Keypad Menu

Options for the keypad is displayed in the Keypad Menu.

To view options for a keypad, proceed as follows:

1   From the Device Config Menu, press **8** > **Enter**. The Keypad Menu is displayed.

Figure 2-73: Keypad Menu

```
                      Keypad Menu

        1. Test Keypad
        2. Select ADA Keys
        3. Reset ADA Keys



        Cancel = Exit
```
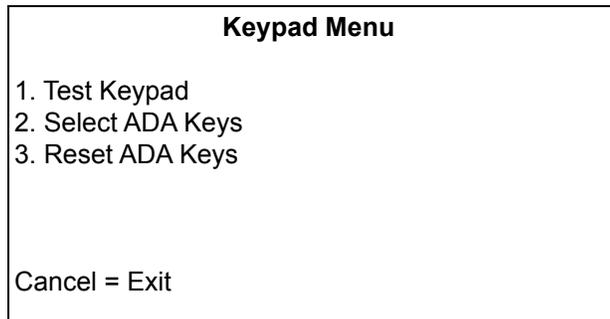
2   From the Keypad Menu, press **1** > **Enter** to test keypad. This can also be used to test the soft keys.

Figure 2-74: Test Keypad Option

```
                      Keypad Menu

        Press A Key
        Spot Code              Dec: 49-ASCII:1
        Key Pressed            R1 C1

        Cancel = Exit
```
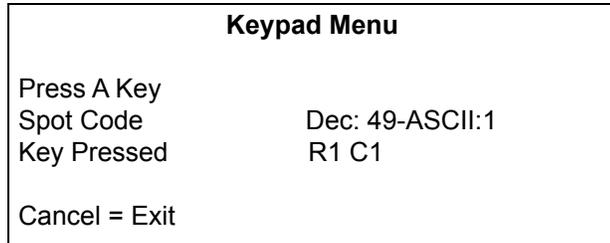
A unique code is displayed in this menu in real-time for each key that is pressed. For more details, refer to "Keypad Layout" on page 1-2.

3   Press **2** > **Enter** to set the ADA keys to be used during SMART Merchandising.

Figure 2-75: Set ADA Keys

```
                    Set ADA Keys Menu

        Press a key to be stored as ADA key
        A maximum of 5 keys are allowed

        Key stored:

        ENTER = Save - Cancel = Exit
```
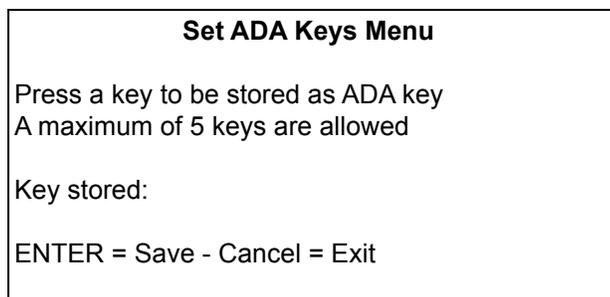
4   Press **3** > **Enter** to reset the ADA keys.

Proximity

This option is currently not supported.

Figure 2-76: Unsupported Feature

```
                    Unsupported Feature


  Feature Currently Unsupported


```
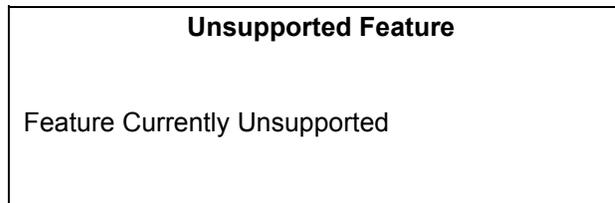
Coin Device Test

This option is currently not supported.

Figure 2-77: Unable to Run Coin Device Test

```
                    Coin Device Test

 Coin Device Not Enabled




 Cancel = Exit

```
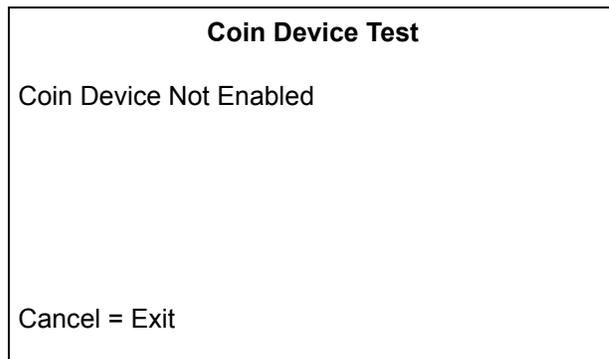
Networking Configuration

First, identify whether the dispenser that you are configuring has DCM2.1 [Cloud Connection Processor (CCP) with SSoM] or DCM2 or earlier (without SSoM). The hardware affects the instructions for assigning IP addresses.

Identifying the DCM2.1

Note: The M15399A001 DCM2.1 is easily identifiable by looking for the SSoM. Only the DCM2.1 will have a visible SSoM. The SSoM should not be confused with the GSoM, which mounts to the front of the DCM2.1.

Figure 2-78: Back of the DCM2.1
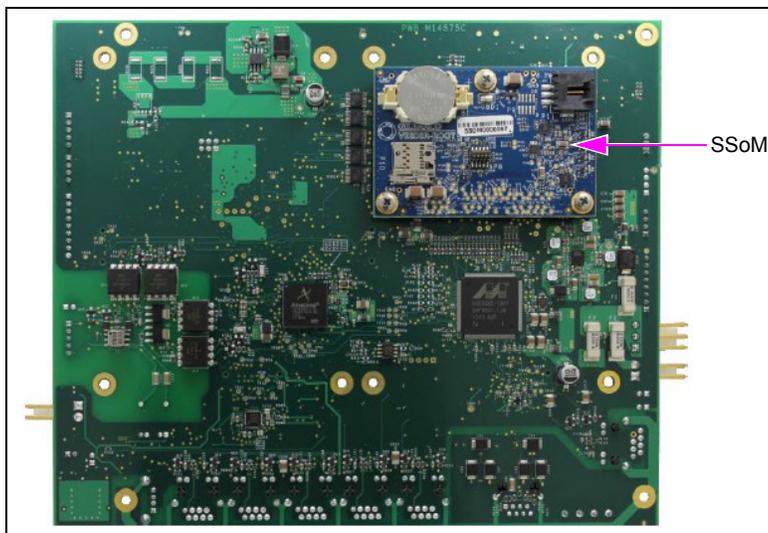
Figure 2-79: B Side of the DCM2.1
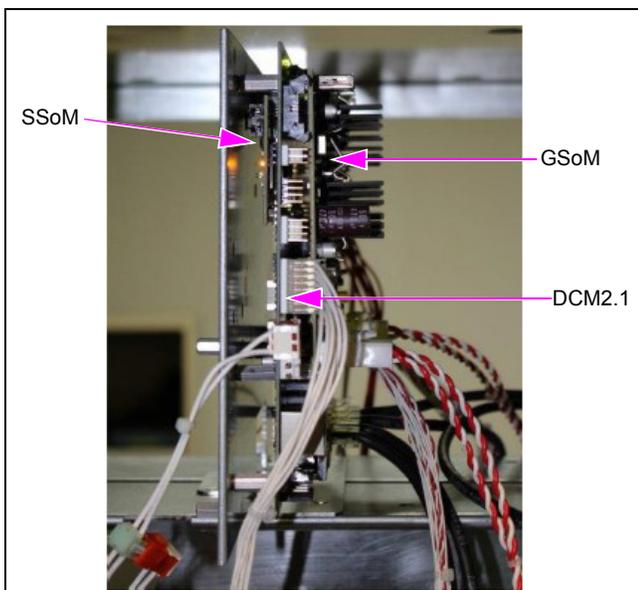
CRIND IP Addresses for Units With SSoM (DCM2.1)

The following tables provide details to select an appropriate IP address for the associated fueling position. For more information, refer to *MDE-5314 Insite360 Encore Remote Management Installation, Start-up, and Service Manual.*

IP Scheme FlexPay II/FlexPay IV				
Fueling Position	Side	CRIND IP Address	SSoM Internal IP Address	Secondary DNS
1/2	A	172.16.100.1	172.16.100.254	8.8.8.8
	B	172.16.100.3	172.16.100.254	8.8.8.8
3/4	A	172.16.100.1	172.16.100.254	8.8.8.8
	B	172.16.100.3	172.16.100.254	8.8.8.8
5/6	A	172.16.100.1	172.16.100.254	8.8.8.8
	B	172.16.100.3	172.16.100.254	8.8.8.8
7/8	A	172.16.100.1	172.16.100.254	8.8.8.8
	B	172.16.100.3	172.16.100.254	8.8.8.8
9/10	A	172.16.100.1	172.16.100.254	8.8.8.8
	B	172.16.100.3	172.16.100.254	8.8.8.8
11/12	A	172.16.100.1	172.16.100.254	8.8.8.8
	B	172.16.100.3	172.16.100.254	8.8.8.8
	Etc.	Etc.	Etc.	Etc.

Note: The table shows IP addresses that will be used for all FlexPay II and FlexPay IV units.These IP addresses should never be changed.

IP Scheme FlexPay II/FlexPay IV					
Fueling Position	Side	SSoM External IP Address	Backroom Router IP Address	Subnet Mask	Primary DNS
1/2	A	10.5.55.71	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.72	10.5.55.1	255.255.255.0	10.5.55.1
3/4	A	10.5.55.73	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.74	10.5.55.1	255.255.255.0	10.5.55.1
5/6	A	10.5.55.75	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.76	10.5.55.1	255.255.255.0	10.5.55.1
7/8	A	10.5.55.77	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.78	10.5.55.1	255.255.255.0	10.5.55.1
9/10	A	10.5.55.79	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.80	10.5.55.1	255.255.255.0	10.5.55.1
11/12	A	10.5.55.81	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.82	10.5.55.1	255.255.255.0	10.5.55.1
.	Etc	Etc.	Etc.	Etc.	Etc.

Note: The table shows addresses that are subject to change with the site networking scheme. Values provided in the table are EXAMPLE ONLY. For example, if the site backroom Router is 10.5.48.1, the SSoM External IP addresses will have to be 10.5.48.71, etc. The primary DNS will likely be 10.5.48.1, etc.

CRIND IP Addresses for Units Without SSoM (DCM2.0 and earlier)

The following tables show the IP addressing scheme for the units without SSoM:

FlexPay II DCM1.0 and DCM2.0	
Unit	**Default IP Address**
Side A	10.5.55.71
Side B	10.5.55.72
Netmask	255.255.255.0
Default Gateway	10.5.55.1
SM Server	10.5.55.66
*IP Addressing	10.5.55.70 + CRIND ID

FlexPay IV DCM1.0 and DCM2.0	
Unit	**Default IP Address**
UPM A	10.5.55.71
UX 300 A	10.5.55.72
UPM B	10.5.55.73
UX 300 B	10.5.55.74
GSoM A	10.5.55.75
GSoM B	10.5.55.76
Default Gateway	10.5.55.1
Netmask	255.255.255.0
SM Server	10.5.55.66
*IP Addressing	10.5.55.70 + CRIND ID

IMPORTANT INFORMATION

CRIND side IP addresses must not be changed from factory default unless one of the
following two conditions apply:
  • The site requires a non-standard IP scheme.
  • The site is configured for non-standard CRIND IDs. For example, dispenser 1 is
    configured for CRIND IDs 1/4 instead of 1/2.
Any deviation from default IP scheme should be provided by site IT.

From the Main Menu, press **3** > **Enter**. The Network Config screen is displayed.

Figure 2-80: Network Config Menu

```
                    Network Config


1. Reset to Default IPs
2. Set IP Addresses
3. Apply Network Settings
4. View Network Settings
5. Hide Network Settings
6. Network Settings (Hidden)

Cancel = Exit
```
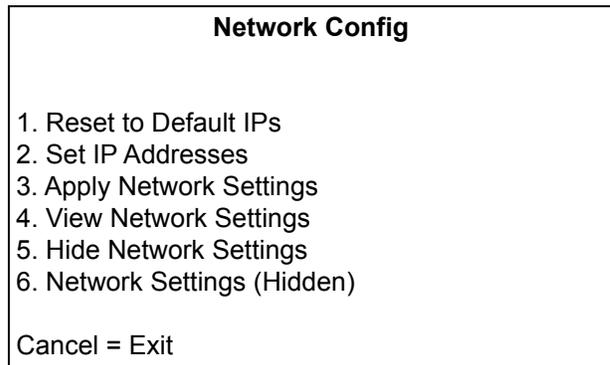
Reset to Default IPs

From the Network Config Menu, press **1** > **Enter**. This option resets all the IP addresses to the default value. The following warning message is displayed before resetting the values to factory defaults.

Figure 2-81: Reset to Default IPs

```
                Reset to Default IPs


Warning: This action will reset all IP address to
Gilbarco Factory Defaults.




Enter = Continue
Cancel = Exit
```
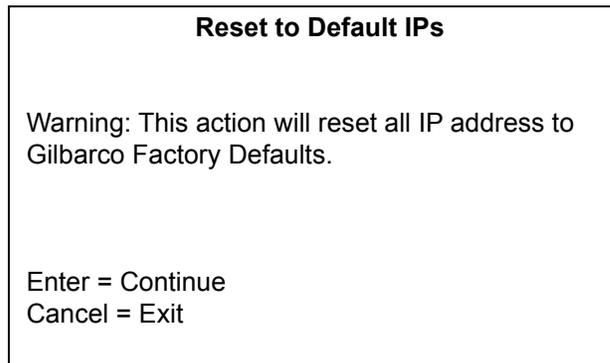
Set IP Addresses

From the Networking Configuration Menu, press **2** > **Enter**. The Set IP Addresses screen is displayed.

Figure 2-82: Set IP Addresses

```
                    Set IP Addresses
1. Set CRIND Side A IP
2. Set CRIND Side B IP
4. Set SMART Merch Server IP
5. Set Netmask Address
6. Set Gateway Address


Cancel = Exit

```

Note: If SMART Connect™ option is removed, then Set SMART Connect Server IP does not appear.

Set CRIND Side A IP

From the Set IP Addresses Menu, press **1** > **Enter**. The CRIND Side A IP screen is displayed.

Figure 2-83: CRIND Side A IP (Non-SSoM Example)

```
                    CRIND Side A IP
                 000 . 000 . 000 . 000
Enter number blocks using three digits each with
leading zeros if necessary.
IP block range: 000 – 255
Example: 010 . 005 . 055 . 071


Clear = Erase Entry
Enter = Save Value and Exit
Cancel = Discard Changes and Exit
```

To set Side A IP address, number block must be in the 000-255 range and must be completed with leading zeros.
- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result, if IP address is not valid the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses Menu.

Note: Set CRIND Side B IP to the IP of the other side of the dispenser. The CRIND Side B IP option is not visible on single-side units.

Set SMART Merchandising Server IP

From the Set IP Addresses Menu, press **4** > **Enter**. The SMART Merchandising IP screen is displayed.

Figure 2-84: SMART Merchandising IP

```
              SMART Merchandising IP
              000 . 000 . 000 . 000
Enter number blocks using three digits
each with leading zeros if necessary.
IP block range: 000 – 255
Example: 010 . 005 . 055 . 066


Clear = Erase Entry
Enter = Save Value and Exit
Cancel = Discard Changes and Exit
```

To set SMART Merchandising Server IP address, number block must be in the 000-255 range and must be completed with leading zeros.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result. If IP address is not valid, the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses Menu.

Set Netmask Address

From the Set IP Addresses Menu, press **5** > **Enter**. The Netmask Address screen is displayed.

Figure 2-85: Netmask Address

```
              Netmask Address
              000 . 000 . 000 . 000
Enter number blocks using three digits
each with leading zeros if necessary.
Netmask block range: 000 – 255
Example: 255 . 255 . 255 . 000


Clear = Erase Entry
Enter = Save Value and Exit
Cancel = Discard Changes and Exit
```

To set Netmask address, number block must be in the 000-255 range and must be completed with leading zeros, if required.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result, if IP address is not valid the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses Menu.

Set Gateway Address

From the Set IP Addresses Menu, press **6** > **Enter**. The Gateway Address screen is displayed.

Figure 2-86: Gateway Address

```
              Gateway Address
             000 . 000 . 000 . 000
Enter number blocks using three digits
each with leading zeros if necessary.
Netmask block range: 000 – 255
Example: 010 . 005 . 055 . 001


Clear = Erase Entry
Enter = Save Value and Exit
Cancel = Discard Changes and Exit
```

To set Gateway address, number block must be in the 000-255 range and must be completed with leading zeros.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result, if IP address is not valid the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses Menu.

Apply Network Settings

```
               IMPORTANT INFORMATION
To activate network settings, the required network settings MUST be applied.
```

From the Network Config Menu, press **3** > **Enter**. The Apply Network Settings screen is displayed.

Figure 2-87: Apply Network Settings

```
            Apply Network Settings

 Network settings applied




Cancel = Exit
```

View Network Settings

From the Networking Config Menu, press **4** > **Enter**. This option enables to view the currently applied network settings. The View Network Settings screen is displayed.

Figure 2-88: View Network Settings

```
              View Network Settings

CRIND Side A   010.005.055.071
CRIND Side B   010.005.055.072
SM Server      010.005.055.066
Netmask        255.255.255.000
Gateway        010.005.055.001

Cancel = Exit
```

The following network settings appear:
- Side A IP Address
- Smart Connect Server IP Address
- Smart Merchandising Server IP Address
- Network Mask
- Gateway Address

Notes: 1) For single side units, CRIND Side B IP address displays what is expected to be the IP address, not the real IP address.

2) If the Smart Connect option is disabled, then the SC Server IP address will no longer appear.

Hide Network Settings

From the Network Config Menu, press **5** > **Enter**. The Hide Network Settings screen is displayed before the Network settings are hidden.

Figure 2-89: Hide Network Settings

```
              Hide Network Settings

WARNING: Network settings cannot be changed
or viewed once hidden. The network settings will
be reset to factory defaults if it is decided to
unhide them later.



Enter = Hide and Exit
Cancel = Abort
```

Network Settings (Hidden)

From the Network Config Menu, press **6** > **Enter**. The following screen is displayed. This option enables you to unhide the applied network settings.

Figure 2-90: Network Settings (Hidden)

```
                        Network Config

Network settings hidden

1. Unhide Network Settings




Cancel = Exit
```
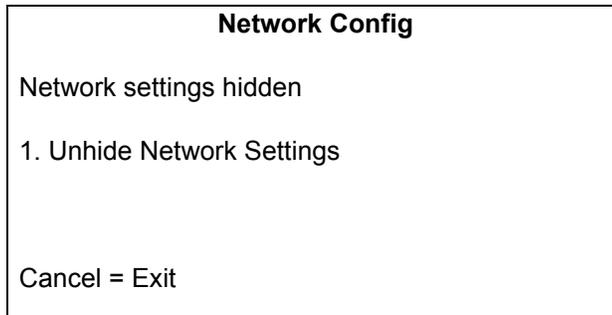
Press **1** > **Enter**. The following warning is displayed. Unhiding Network Settings will reset IP Addresses to factory values.
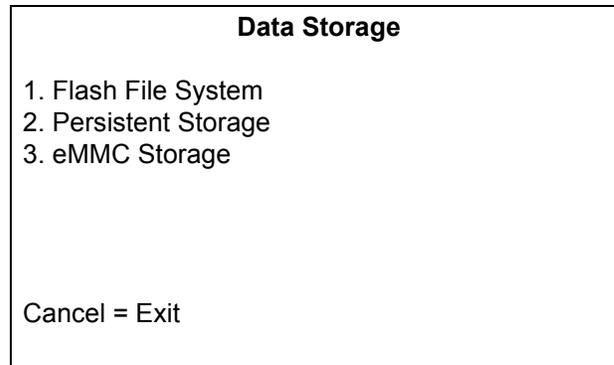
Figure 2-91: Unhide Network Settings

```
                   Unhide Network Settings

WARNING: Network settings are currently hidden.
If you unhide them the settings will be erased and
reset to factory defaults.



Enter = Unhide and Exit
Cancel = Abort
```
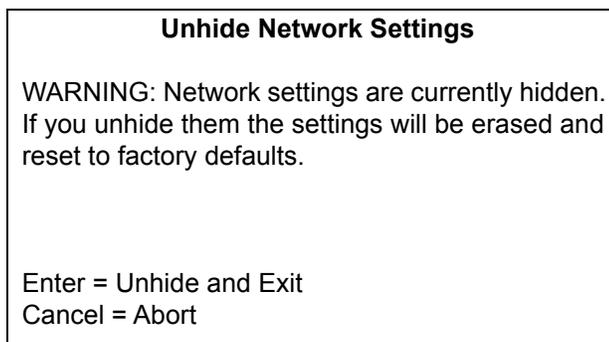
Data Storage

This function allows the user to **completely erase and reformat** the portion of flash memory used to store the downloaded content. For typical MOC and generic applications, this function is limited to monochrome screen definitions, graphic images, and fonts.

From the Main Menu, press **4** > **Enter**. The Data Storage screen is displayed.

Figure 2-92: Data Storage

```
┌─────────────────────────────────────────┐
│              Data Storage               │
│                                         │
│  1. Flash File System                   │
│  2. Persistent Storage                  │
│  3. eMMC Storage                        │
│                                         │
│                                         │
│                                         │
│                                         │
│  Cancel = Exit                          │
│                                         │
└─────────────────────────────────────────┘
```

Flash Filesystem

Flash Filesystem is not currently supported. Selecting the Format option has no effect on the system.

Figure 2-93: Flash Filesystem

```
┌─────────────────────────────────────────┐
│             Flash Filesystem            │
│                                         │
│  1. Format                              │
│                                         │
│                                         │
│                                         │
│                                         │
│  Cancel = Abort                         │
│                                         │
└─────────────────────────────────────────┘
```
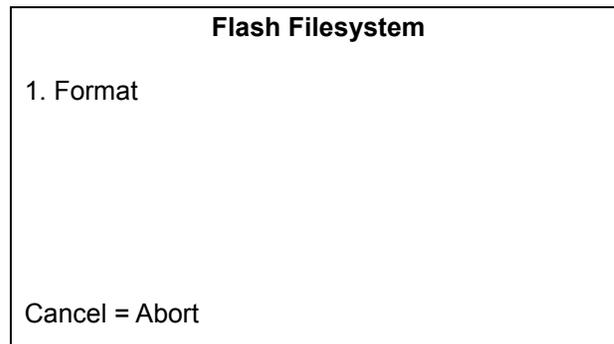
Persistent Storage

This menu allows the user to completely erase the portion of Non-volatile Static Random Access Memory (NVSRAM) used to store all persistent storage parameters. Exercising this feature renders the CRIND device inoperable until the next power-up. A reboot occurs automatically after purging persistent storage.

To erase portion of (NVSRAM), proceed as follows:

1 From the Data Storage Menu, press **2** > **Enter**. The Persistent Storage screen is displayed.

Figure 2-94: Persistent Storage

```
┌─────────────────────────────────────────┐
│            Persistent Storage            │
│                                          │
│  1. Purge                                │
│                                          │
│                                          │
│                                          │
│                                          │
│                                          │
│  Cancel = Abort                          │
│                                          │
└─────────────────────────────────────────┘
```
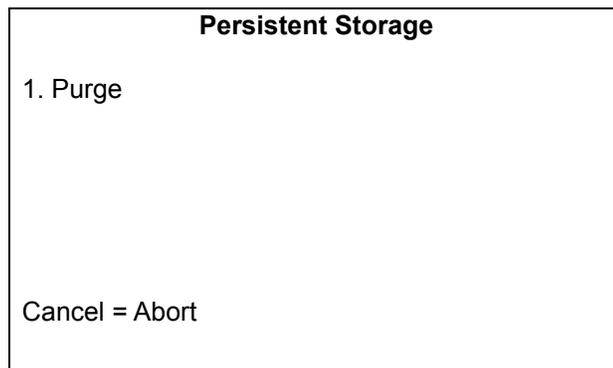
2 To cause the BIOS to purge or erase its nonvolatile memory, press **1** > **Enter**. All programmed settings are reset to their defaults and CRIND device application is erased (MOC CRIND or MOC Kiosk modes only).
Note: The CRIND device will display the message, "Rebooting System" when the system is rebooting.

~ OR ~

Press **Cancel** to exit from this screen without clearing persistent memory. The Data Storage Menu is displayed.

Note: For some third-party POS systems, you may have to perform "Purge Persistent Memory" on all dispensers and then a broadcast POS application download to all dispensers simultaneously to get a clean download/startup. This depends on the POS involved. For Passport systems, each dispenser can be individually purged and then a POS application download can be performed successfully.

eMMC Storage

This menu allows the user to format eMMC storage. Formatting eMMC may be required for certain recovery procedures. Contact the Gilbarco Help Desk before using this option.

Selecting this option will automatically reboot the dispenser and format eMMC.

To format eMMC storage, proceed as follows:

1 From the Data Storage Menu, press **3** > **Enter**. The eMMC Storage screen is displayed.

Figure 2-95: eMMC Storage

```
┌─────────────────────────────────────────────┐
│               eMMC Storage                   │
│                                              │
│  1. Format                                   │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│  Cancel = Abort                              │
│                                              │
└─────────────────────────────────────────────┘
```
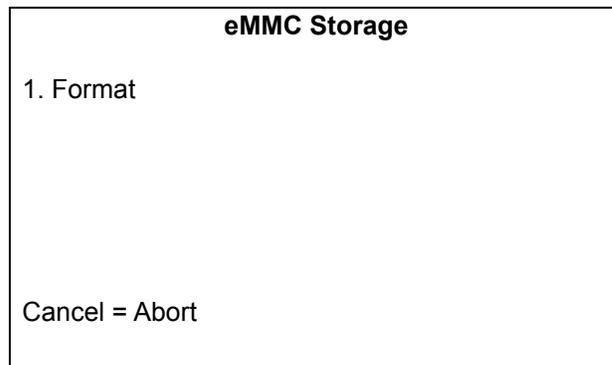
2 To format eMMC storage, press **1** > **Enter** and then proceed to the next warning screen. All contents on this storage will be erased once the CRIND reboots.

Figure 2-96: eMMC Storage - Warning

```
┌─────────────────────────────────────────────┐
│               eMMC Storage                   │
│                                              │
│  WARNING: This action will cause all eMMC    │
│  content to be erased. The CRIND will restart to │
│  complete the Format operation.              │
│                                              │
│                                              │
│  Enter = Continue                            │
│  Cancel = Abort                              │
│                                              │
└─────────────────────────────────────────────┘
```
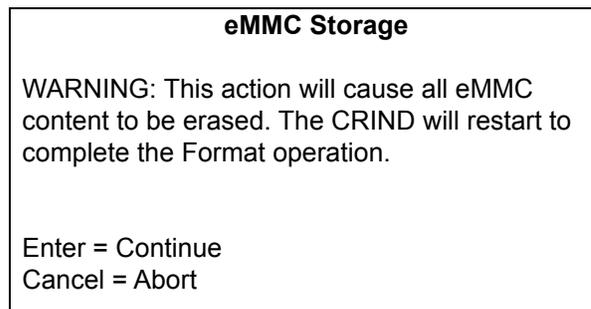
3 Press **Enter** to proceed with the eMMC format.

~ OR ~

Press **Cancel** to abort and return to the eMMC Storage screen.

Note: After the format process, any Applause content will be automatically re-downloaded to the CRIND.

Print System Health Report

This option enables you to print the system health report. From the Main Menu, press **5** > **Enter**. The Print Job screen is displayed when sending the system report to the printer.

Figure 2-97: Print System Health Report

```
                        Print Job

 Sending Print Job




 Please Wait…
```
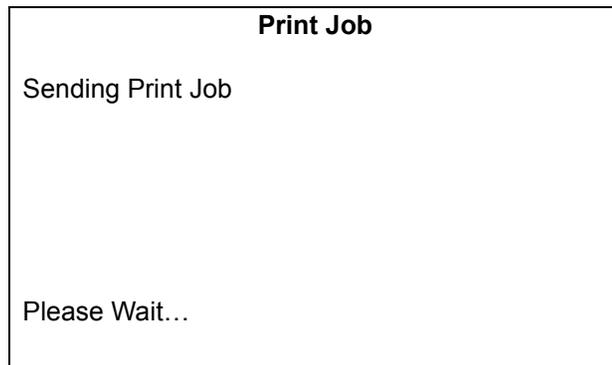
Parameters

From the Main Menu, press **6** > **Enter**. The Parameters Menu is displayed.

Figure 2-98: Parameters Menu

```
                    Parameters Menu

 1. Display Manager
 2. Secure Screen Sequence Predictor
 3. System Health Config
 4. Uptime Restart Config
 5. SPOT Config


 Cancel = Exit
```
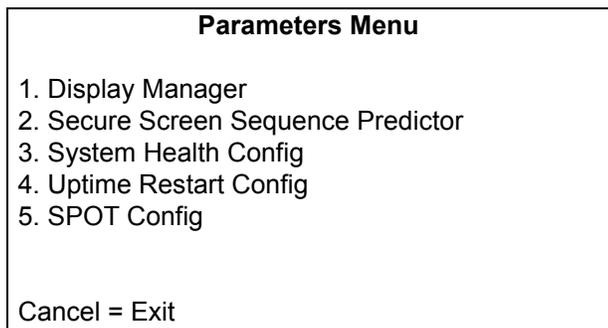
Display Manager Menu

To set personality, proceed as follows:

1 From the Parameters Menu, press **1** > **Enter**. The Display Manager Menu is displayed.

Figure 2-99: Display Manager Menu

```
                    Display Manager Menu

         1. Set Default Personality
         2. Video Playback Setting
         3. Scheduled Restart
         4. Communication Timeout
         5. Fork Failure Restart



         Cancel = Exit
```
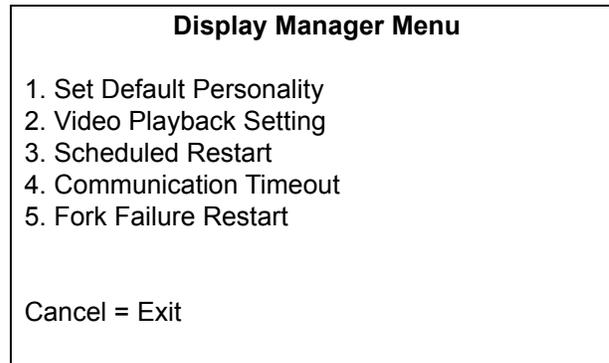
Note: Options 2-5 should not be accessed without specific request and authorization from Gilbarco support or engineering. Unauthorized access of these settings may have adverse effects on CRIND/site operation, and Gilbarco will not be responsible for the costs required to correct (for example, time, travel, parts, etc.).

2 From the Display Manager Menu, press **1** > **Enter**. The Set Personality screen is displayed.

Figure 2-100: Display Manager Menu - Set Personality

```
                    Display Manager Menu

         1. Blue
         2. Green
         3. *Tiger
         4. Red
         5. Sunset
         6. Eagle

         Enter = Next screen          Page 1/2
         Cancel = Exit
```
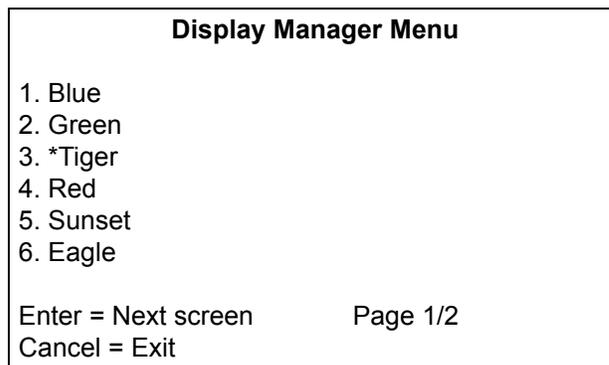
This menu shows a list of available personalities. Current default personality will appear with an '*' in front of its name. This list is dynamic and may have more options flowing across more than one screen. For information on how to create a custom personality, refer to *MDE-4925 Encore 700 Personality Guide*.

3 Press **Enter** to move to the next screen.

4 Press the required number to select the required personality.

5 Press **Cancel** to exit.

Secure Screen Sequence Predictor

The Secure Sequence Predictor is a feature that eliminates brief display of non-secure data entry prompts prior to display of corresponding secure prompts for some POS configurations. Consult Gilbarco support and the latest related field bulletins before adjusting this setting.

From the Parameters Menu, press **2** > **Enter**. The Secure Screen Sequence Predictor screen is displayed.

Figure 2-101: Secure Sequence Predictor

```
                Secure Sequence Predictor

                    Predictor Disabled

     1. Enable Predictor




     Cancel = Exit
```
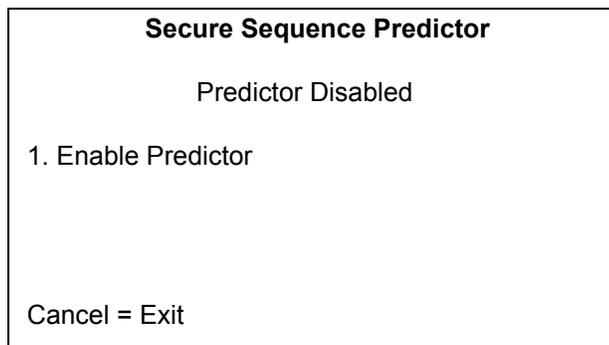
In Figure 2-101, the predictor is disabled. Press **1** > **Enter** to enable it.

System Health Configuration

1 From the Parameters Menu, press **3** > **Enter**. The System Health Config screen is displayed.

Figure 2-102: System Health Config

```
                 System Health Config

                    Restart Enabled  ◄──────── Restart Status
     1. Disable Restart
     2. Set Log Size
     3. Runtime Stats

     Cancel = Exit
```
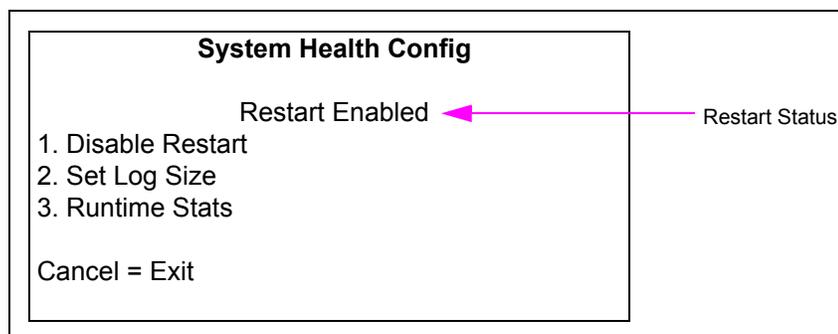
2 Select one of the following option:
   • Press **1** > **Enter** to toggle the restart status.
   • Press **2** > **Enter** to enter the Set Log Size Menu.
   • Press **3** > **Enter** to enter the Runtime Stats Menu.

3 Press **Cancel** to return the Parameters Menu.

Set Log Size
To set log size, proceed as follows:

1 From System Health Config Menu, press **2** > **Enter** to enter the Set Log Size screen.

Figure 2-103: Set Log Size

```
                    Set Log Size

     Press the number until you reach the desired size
     (12-300 MB).

     Current Selection : 20

     Accept = Enter

     Cancel = Exit
```

2 Press number > **Enter** to enter new log size value.
*Note: Value can only be entered one digit at a time. To enter value of 20, press **2** > **Enter** and*
      *0 > **Enter**.*

3 Press **Enter** to accept the new log size value and return to System Health Config Menu.

4 Press **Cancel** to return to the System Health Config Menu.

Runtime Stats
To set runtime statistics, proceed as follows:

1 From System Health Config Menu, press **3** > **Enter** for Runtime Stats Menu.

Figure 2-104: Runtime Stats Menu

```
                    Runtime Stats

     Max Uptime 13-10-22 3 H 26 M

     Min Free Mem 13-10-22 145952 KB

     Min Free NAND 13-10-22 449100 KB

     Max BIOS RSS 13-10-22 5952 KB

     Max DM RSS 13-10-22 21988 KB

     1 = Clear stats

     Cancel = Exit
```

2   Press **1** > **Enter** to clear the runtime stats.
    Note: Once this option is selected, a warning is shown to indicate that the stats will be erased and unavailable for up to one hour, and the stats screen will show unavailable for each stats.

3   Press **Cancel** to return to the System Health Config Menu.
    Note: All stats start with year (YY) - month (MM) - day (DD) format.

Uptime Restart Configuration

IMPORTANT INFORMATION
Settings in this diagnostics menu **should not be altered without specific request and authorization from Gilbarco support** or engineering. Unauthorized modifications to these settings may have adverse effects on CRIND/site operation, and **Gilbarco will not be responsible for costs required to correct** (e.g., time, travel, and parts).

From Parameters Menu, press **4** > **Enter** to enter the Uptime Restart Config Menu screen.

Figure 2-105: Uptime Restart Config Menu

SPOT Config

IMPORTANT INFORMATION

Settings in this diagnostics menu **should not be altered without specific request and authorization from Gilbarco support** or engineering. Unauthorized modifications to these settings may have adverse effects on CRIND/site operation, and **Gilbarco will not be responsible for costs required to correct** (e.g., time, travel, and parts).

From Parameters Menu, press **5** > **Enter** to enter the SPOT Config Menu screen.

Figure 2-106: SPOT Config Menu

```
┌─────────────────────────────────┐
│                                 │
│          SPOT Config            │
│                                 │
│                                 │
│  1.Connection Config            │
│                                 │
│                                 │
│  Cancel = Exit                  │
│                                 │
│                                 │
│                                 │
│                                 │
│                                 │
│                                 │
└─────────────────────────────────┘
```
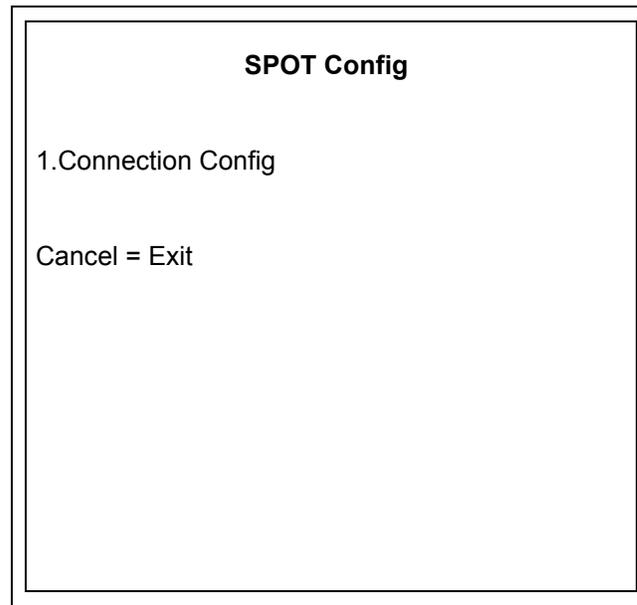
Connection Config

This menu will allow configuration of the connection to the SPOT.

Figure 2-107: Connection Config

```
Connection Config
Connection Recovery is Enabled


1.Disable Connection Recovery
2. System Restart Timeout


Cancel = Exit
```
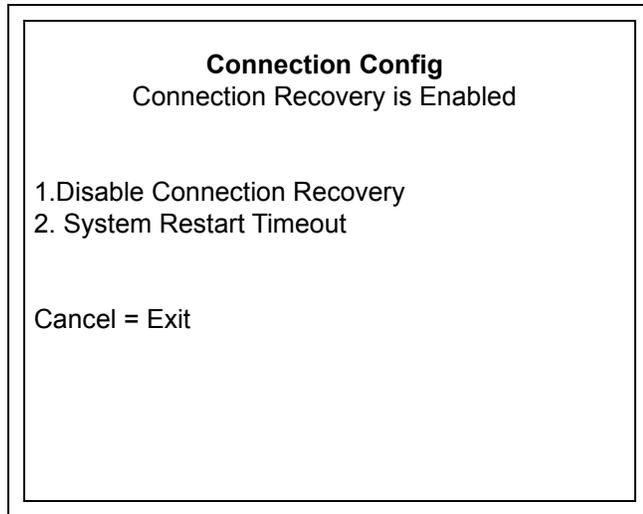
System Restart Timeout

This menu will set the number of seconds to wait after the connection to the SPOT is lost before a system restart will occur. (60 seconds is the default. A value of 0 means that no restart will occur).

Figure 2-108: System Restart Timeout

```
System Restart Timeout

Press the numbers until you reach the desired
secs (0-999 secs)

Current Selection: 60
0 = No timeout


Enter = Save Value and Exit
Cancel = Discard Change and Exit
```
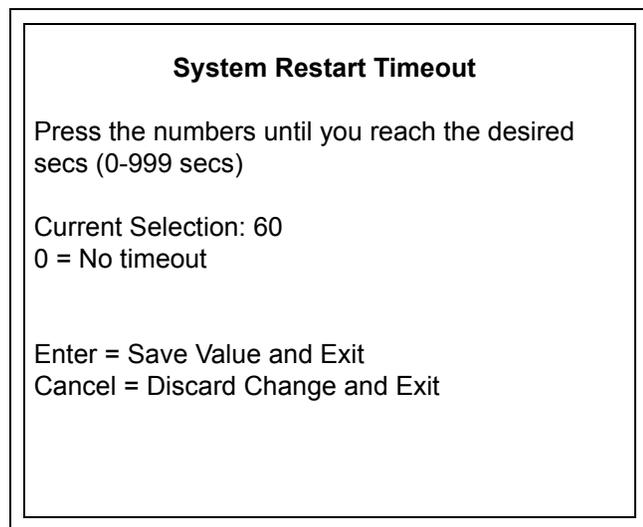
SMART Merchandising

From the Main Menu, press **7** > **Enter**. The SMART Merchandising Menu is displayed.

Figure 2-109: SMART Merchandising Menu

```
            SMART Merchandising Menu

1. Set Terminal IDs
2. Simulate SM Session
3. Troubleshoot SM Connectivity
4. Set Gross SM Session Timeout


Cancel = Exit
```
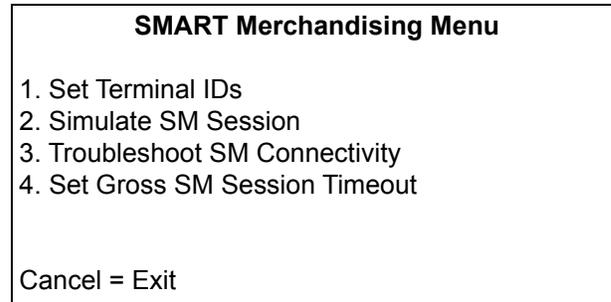
Set Terminal IDs

Terminal IDs are used to uniquely identify individual CRINDs to the Applause Server. By default, the Terminal ID automatically follows the CRIND ID, that is, when the CRIND ID is modified, the Terminal ID is automatically adjusted to match the CRIND ID.

To identify individual CRINDs to the Applause Server, proceed as follows:

1 From the SMART Merchandising Menu, press **1** > **Enter**. The Set Terminal ID Menu screen is displayed as shown in Figure 2-110.

Figure 2-110: Set Terminal ID Menu

```
            Set Terminal ID Menu

1. Terminal ID - Side 1
2. Disable Term IDs Automatic Mode



Cancel = Exit
```
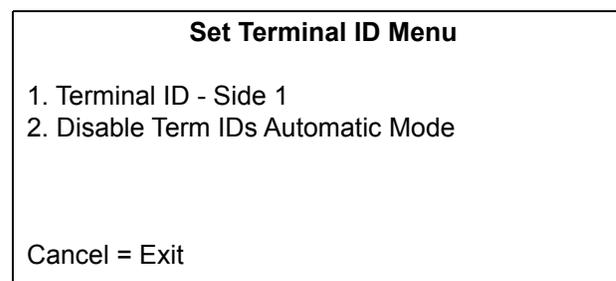
Terminal ID must only be modified in scenarios where multiple CRINDs with the same two-wire ID are present (each CRIND must have unique terminal ID). Manually setting the terminal ID disables Automatic Terminal ID mode (changes to the CRIND ID will no longer affect the Terminal ID).

2 To manually set the Terminal ID, from the Set Terminal ID Menu, press **1** > **Enter**. The Terminal ID screen is displayed.

Figure 2-111: Terminal ID

```
                    Terminal ID

Terminal ID
Range: (0 – 255)
Number Keys = Direct Entry


Clear = Erase Entry
Enter = Save Value and Exit
Cancel = Discard Change and Exit
```

If Automatic Terminal ID Mode is enabled (the default), the "Disable Term IDs Automatic Mode" option is available.

Figure 2-112: Set Terminal ID Menu with Automatic Term ID Mode Enabled

```
                Set Terminal ID Menu

1. Terminal ID
2. Disable Term IDs Automatic Mode



Cancel = Exit
```

3 To disable Automatic Terminal ID Mode, from the Set Terminal ID Menu, press **2** > **Enter**. The Terminal ID will not be modified. However, it will no longer track CRIND ID.

If Automatic Terminal ID Mode is disabled, the "Enable Term IDs Automatic Mode" option is available.

Figure 2-113: Set Terminal ID Menu with Automatic Term ID Mode Disabled

```
                Set Terminal ID Menu

1. Terminal ID
2. Enable Term IDs Automatic Mode



Cancel = Exit
```

4 To enable Automatic Terminal ID mode, from the Set Terminal ID Menu, press **2** > **Enter**. The Terminal ID will be modified to match the CRIND ID and will automatically be adjusted with any subsequent changes to the CRIND ID.

Simulate SM Session Menu

The Simulate SM Session Menu demonstrates an advertising session. However, it does not verify all connections. Advertising sessions must be tested by performing a fueling transaction and must be displayed during the fuel delivery porting of the transaction.

To start a simulated SMART Merchandising session, proceed as follows:

1 From the SMART Merchandising Menu, press **2** > **Enter**. The Simulate SM Session Menu is displayed.

Figure 2-114: Simulate SM Session Menu

```
┌─────────────────────────────────────────────┐
│          Simulate SM Session Menu            │
│                                              │
│  1. Simulate SM Session - Side 1             │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│                                              │
│  Cancel = Exit                               │
└─────────────────────────────────────────────┘
```
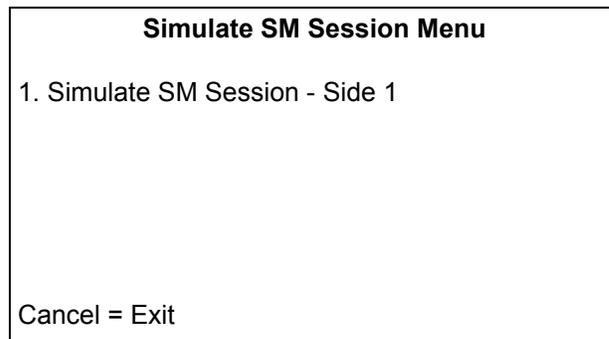
2 From the Simulate SM Session Menu, press **1** > **Enter**. The Simulate SM Session screen is displayed before beginning a SMART Merchandising simulated session.

Figure 2-115: Simulate SM Session

```
┌─────────────────────────────────────────────┐
│            Simulate SM Session               │
│                                              │
│  You are about to start a simulated SMART    │
│  Merchandising session. When your testing is │
│  complete, press Cancel on the keypad to end │
│  the session and return to the previous menu.│
│                                              │
│                                              │
│                                              │
│  Enter = Continue                            │
│  Cancel = Exit                               │
└─────────────────────────────────────────────┘
```
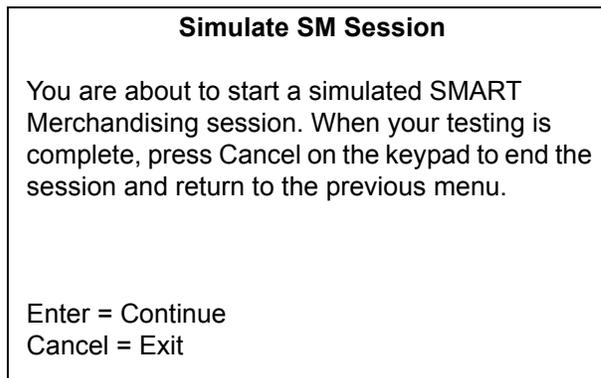
Troubleshoot SM Connectivity

This option helps you to detect problems with the SM Site Server Connection. From the SMART Merchandising Menu, press **3** > **Enter**. Before the SMART Merchandising test starts, the following message is displayed.

Figure 2-116: Troubleshoot SM Connectivity

```
            Troubleshoot SM Connectivity

The following test will check the SM Site Server
Connection. If a problem is detected, a detailed
report will be printed on this CRIND device's
receipt printer.



Enter = Continue
Cancel = Exit
```
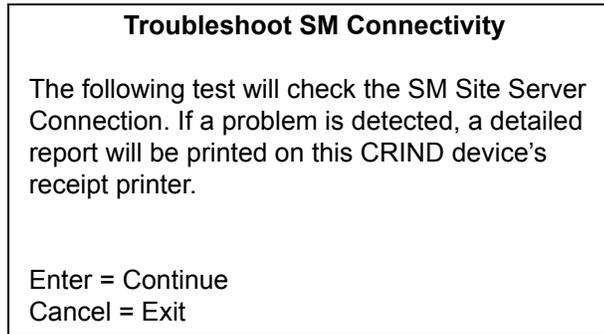
If the Merchandising test fails, the following message is displayed.

Figure 2-117: Merchandising Test Failure

```
            Troubleshoot SM Connectivity

Connectivity report printed
Connectivity Test Failed




Enter = Retest
Cancel = Exit
```
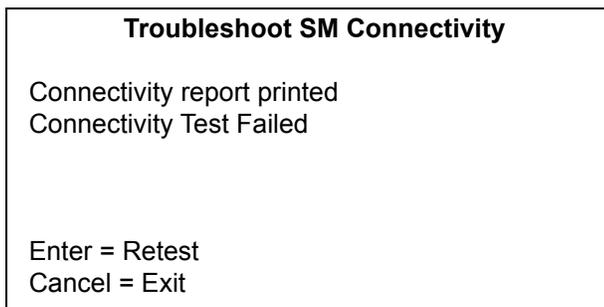
Set Gross SM Session Timeout

This option allows you to configure the maximum amount of time, in minutes, that a merchandising session will play. After the time value has expired, the merchandising session will be stopped even if the customer has not completed fueling.

To configure maximum amount of time for playing a merchandising session, proceed as follows:

1 From the SMART Merchandising Menu, press **4** > **Enter**. The Gross Merchandising Timeout screen is displayed.

Figure 2-118: Set Gross SM Session Timeout

```
┌─────────────────────────────────────────────┐
│        Gross Merchandising Timeout           │
│                                              │
│  The maximum length (in minutes)             │
│  allowed for merchandising sessions          │
│                                              │
│  Value:15*                    (0=No Timeout) │
│                                              │
│  Number Keys = Direct Entry                  │
│  Enter = Save Value and Exit                 │
│  Cancel = Discard Change and Exit            │
│                                              │
└─────────────────────────────────────────────┘
```

Default value must not be changed without contacting Gilbarco support.

2 Enter the timeout value in the format shown on the screen, by entering each digit and pressing **Enter**.

3 After entering the new timeout value, press **Enter** to save the value and exit.

Pump Parameters

To set pump parameters, proceed as follows:

1 From the Smart Merchandising Menu, press **5** > **Enter**. The Pump Parameters Side 1 screen is displayed.

Figure 2-119: Pump Parameters Side 1

```
┌─────────────────────────────────────────────────┐
│              Pump Parameters Side 1               │
│                                                   │
│   1. Set Pump Comm Timeout                        │
│   2. Set Pump ID Side 1                           │
│   3. Enable Pump ID Automatic Mode                │
│                                                   │
│   Cancel = Exit                                   │
│                                                   │
└─────────────────────────────────────────────────┘
```
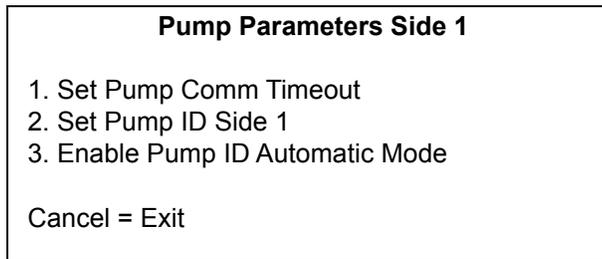
- Press **1** > **Enter** to enter the Set Pump Comma Timeout screen.
- Press **2** > **Enter** to enter the Set Pump ID Side 1.
- Press **3** > **Enter** to toggle Automatic Pump ID mode (only shown if Pump ID side 1 is manually set).

2 Press **Cancel** to return to the Smart Merchandising Menu.

Pump Communication Timeout

IMPORTANT INFORMATION

Settings in this diagnostics menu **should not be altered without specific request and authorization from Gilbarco support** or engineering. Unauthorized modifications to these settings may have adverse effects on CRIND/site operation, and **Gilbarco will not be responsible for costs required to correct** (e.g., time, travel, and parts).

To configure time limit for an Applause session if the CRIND does not monitor pump two-wire communication, proceed as follows:

1 From the Pump Parameters side menu press **1** > **Enter**. The Pump Comm Timeout screen is displayed.

This option allows the user to configure how long an Applause session will continue if the CRIND can no longer monitor pump two-wire communication. For example, if the value is set to 10, then the CRIND will abort its Applause session if there is no pump two-wire communication for 10 seconds.

Figure 2-120: Pump Comm Timeout

Pump Control Timeout
Stop Applause after this number of seconds of lost pump communication

Number of Seconds: 10 (10-60)

Number Key = Direct Entry Enter =
Save Value and Exit Cancel =
Discard Change and Exit

---

2 To enter the amount of time in seconds for the Applause and pump communication timeout, press a number > **Enter** (i.e., to enter 10 seconds press **1** > **Enter**, **0** > **Enter**). If the value is above 60 seconds, an invalid indication is displayed and clears the value entered.
Note: Setting the value 0 disables the Pump Comm Timeout.

3 Press **Enter** to save the current value of the Pump Comm Timeout and return to the Pump Parameters Menu.

4 Press **Cancel** to discard the change and return to the Pump Parameters Menu.

Pump ID

From the Pump Parameters side menu press **2** > **Enter**. The following screen is displayed.

Figure 2-121: Pump ID

```
+------------------------------------------------+
|              Pump ID - Side 1                  |
|                                                |
| Pump ID               1                        |
| (Range: 1 - 16)                                |
|                                                |
| Number Key = Direct Entry                      |
| Clear = Erase Entry                            |
| Enter = Save Value and Exit                    |
| Cancel = Discard Change and Exit               |
|                                                |
+------------------------------------------------+
```

This menu allows the user to configure the pump two-wire ID used by the CRIND for triggering Applause. By default, this value will match the CRIND ID so that CRIND ID X will monitor Pump ID X to start/stop Applause. If the user manually changes the Pump ID on this screen, it will retain that value until the user either manually changes it to another value or selects **Enable Pump ID Automatic** mode, which will cause the Pump ID setting to match the CRIND ID again.

Note: The Pump ID setting in this menu does not affect the actual two-wire ID of the pump used for POS communication and transaction purposes.

- To change the Pump ID number enter a number > **Enter** (i.e., to set a Pump ID of 10, press **1** > **Enter**, **0** > **Enter**).
- Press **Clear** to erase the entire Pump ID number.
- Press **Enter** to save the Pump ID and return to the Pump Parameters Menu.
- Press **Cancel** to discard the Pump ID and return to the Pump Parameters menu.

Appendix A: Encore 700 S CRIND Retrofit/Field Upgrade Checklist

Checklist

Before Installation

☐ If a Gilbarco Security Module (GSM) is used for Debit transactions, confirm that the installed GSM is a Type 7 Advanced GSM.

☐ Perform a $0.00 out last transaction before taking old pumps out of service (can also do this in standalone mode).

☐ Confirm that the POS software version supports Encore 700 S.
Note: For Gilbarco Passport POS, Encore 700 is supported on all versions 8.02 and later.

☐ Ensure that power supply has been upgraded.

☐ Verify if the latest software is installed on Pump Control Node (PCN).

☐ Verify if Applause Media System Server is installed with has the latest version of software.

During Installation

☐ Ensure that the main doors are installed correctly. Side A of the dispenser is always the side with the Calibration Switch. The side A door has Universal Serial Bus (USB) for the Local Operating Network (LON) Board and cable for z-modem to pump.

☐ Ensure that the snow shields (weather guard) are installed on the main door.

☐ Ensure that all graphics are installed (brand panel, Auxiliary overlays, totalizers, and so on).

☐ Ensure that the Price per Unit (PPU) positions match the brand panels.

☐ Ensure that all old CRIND hardware are removed.

☐ Ensure that all ground wires are installed [Secure Card Reader (SCR), and so on].

☐ Ensure that the totalizers are removed from the old door and installed on the new door.

☐ Ensure that the crown lighting connector pins on the door node are not present or clipped off (if present).

☐ Ensure that the Mailbox style USB printer assembly is installed.

☐ Ensure that the printer is plugged into the USB port P502 [right side of the Secure Payment PCB (SPP) board].

After Installation

Diagnostics Mode

☐   Program the CRIND Mode and IDs.

☐   Ensure that all CRIND keys function properly (including softkeys, and auxiliary keypad).

☐   Set the audio level.

☐   Run System Health Report (Press **Clear** and swipe the diagnostic card, verify Settings, and ensure that the pump and door node versions are displayed).

☐   Verify cash acceptor alarm switches and activate door alarms.

☐   Test video (if customer has Applause Media System).

Visual Checks and Transactions

☐   Perform a CRIND transaction (both Credit and Debit).

☐   Ensure that the CRIND Light Emitting Diodes (LEDs) are functioning properly.

☐   Ensure that the CPE/Long Range Ethernet® [LRE (turtle)] is powered up and operational.

☐   Ensure that the ADA functions properly (if present).

☐   Ensure that the auxiliary keypad functions properly.

☐   Ensure that the communication with the POS is proper.

☐   Ensure that the PPU does not blank out while dispensing.

☐   Verify CRIND prompting on the display, graphic quality, Applause Media System content are present (if applicable).

☐   TRIND: Verify the response obtained with the hand-held transponder tester.
Note: Verify that in Encore 300/500 (square bezel) NGP retrofit applications, "Enable Wireless Sync Option" is set to "Enabled". Without this option enabled, TRIND units can interfere with each other. For more information, refer to "Appendix B: FlexPay II CRIND Retrofit TRIND Settings" on page B-1.

*Notes: 1) Press **Enter** after every character (for example, to enter 10 as CRIND ID, type **1**, press **Enter**, type **0**, press **Enter**, and press **Enter** again).*
2) If the card reader is not responding, close the main doors to eliminate any outside light intrusion.

Setting Date and Time

To set the time/date, proceed as follows:

1   Enter the main configuration menu.

2   Select **1. SETUP MENU**.

3   Select **4. Date/Time**.

4   Select **1. SETUP MENU**.

5   Select **4. Date/Time**.

Automated Log Collection with USB Flash Drive

IMPORTANT INFORMATION

Log collection requires the flash drive to be formatted as FAT32 and the **/gvr/log** directory be included on the flash drive.

For automated log collection with a USB flash drive, proceed as follows:

1   Plug the USB flash drive into a PC and create the following directory structure from the root directory of the flash drive: **/gvr/log**.

2   Plug the USB flash drive into an available USB port [usually on the Peripheral Interface PCB (PIP)]. If there are no open USB ports, remove the printer USB cable from the SPP and use that port.

3   Wait and listen for the audible prompt that indicates that the USB log collection has begun.
Note: The audible prompt may not be triggered for several seconds after the USB drive is inserted.

4   Wait and listen for the audible prompt that indicates that the USB log collection has completed.
Note: This may take several minutes, depending on the amount of information on the unit. Therefore, listen carefully.

5   Remove the USB flash drive.

The logs are captured and zipped together in a file titled ".bz2" under the **/gvr/log** directory. The files are named with the CRIND ID and a time stamp that allows the logs to be uniquely identified.

Setting Default Personality

Note: For details, refer to "Display Manager Menu" on page 2-55.

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Appendix B: FlexPay II CRIND Retrofit TRIND Settings

Prior to installation of the FlexPay II CRIND Retrofit Kit, the TRIND utilizes a Gateway PCA (T20678-G3) to route the traffic of microreader communication with overlapping read fields.

The following installation of the FlexPay II CRIND Retrofit Kits,
* The Encore 700/FlexPay II CRIND does not utilize the T20678-GX Gateway PCA, but requires an additional programming of Encore 700 CRIND to ensure proper operation at instances when the read fields overlap.
* The TRIND may read tags erratically if the CRIND BIOS configuration is not correct.

Note: The Encore S E-CIM/700 S utilizes the Light and Inductor Assembly (M06143A00X) and does not require this setting to be changed as the read fields do not overlap except in lab simulators.

For proper operation of TRIND the "Enable Wireless Sync Option" must be enabled. To enable the option, proceed as follows:

1 Enter CRIND Diagnostics by swiping the CRIND diagnostic card.

2 Press **1** and **Enter** to access the Main Menu.

3 Press **2** and **Enter** to access the Device Config Menu.

4 Press **4** and **Enter** to access the TRIND Menu.

5 Verify that option 3 shows "Enable Wireless Sync Option". (If "Disable Wireless Sync Option" is shown, then the option is already enabled and no further action is necessary).

6 Press **3** and **Enter** to enable the Enable Wireless Sync Option.

7 Press **Enter** to continue.

Note: Ignore the message stating that this option should only be enabled for lab simulators.

8 Verify that option 3 now shows "Disable Wireless Sync Option".

9 Press **Cancel** four times then press **2** and **Enter** to exit diagnostics.

10 Perform the same operation on the opposite side of the unit.

11 Test the TRINDs on both sides to confirm proper operation.

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