

Automatic Pay Station Manual

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Important Safeguards and Warnings

Be sure to read this manual! Please carefully read the entire contents of this manual and pay attention to the warnings and contents of this manual.

Be sure to fully understand the mode of operation, the meaning of the display, and be careful to avoid hurt.

Terms and Conditions
◆ Do not allow wet hands to touch the internal structure and the circuit board, in order to avoid leakage caused by injury or equipment damage.
◆ The internal equipment replacement shall be carried out by a trained professional technician. It is forbidden to disassemble or change the internal structure without the agreement of manufacturer to avoid damage to the equipment.
◆ When open and close the door of cabinet, please pay attention to the hand.
◆ Prohibited touch the internal structure freely since the operating temperature of some parts is too high, which will cause burns. Part of the equipment working speed is high, causing scratches on the human body.
◆ When the device appears smoke, odor or abnormal high temperature, immediately cut off the power supply, keep the status, identify abnormal points and notify the equipment maintenance personnel or manufacturers.
◆ When opening the door in rainy weather, please be careful to avoid rain water immersion inside the equipment, which may cause equipment power supply short circuit or damage to electronic components.
◆ During the software update, please make sure the updated files are correct, the adapter is installed correctly, the components are set normal before update.
◆ Before plugging in, make sure the voltage of the equipment and the voltage of the socket are the same, so as not to damage the equipment.
◆ System software installation and setting person should have relevant knowledge. It is prohibited that non-professionals operate without authorization.

1. General Introduction

1.1 Product Overview

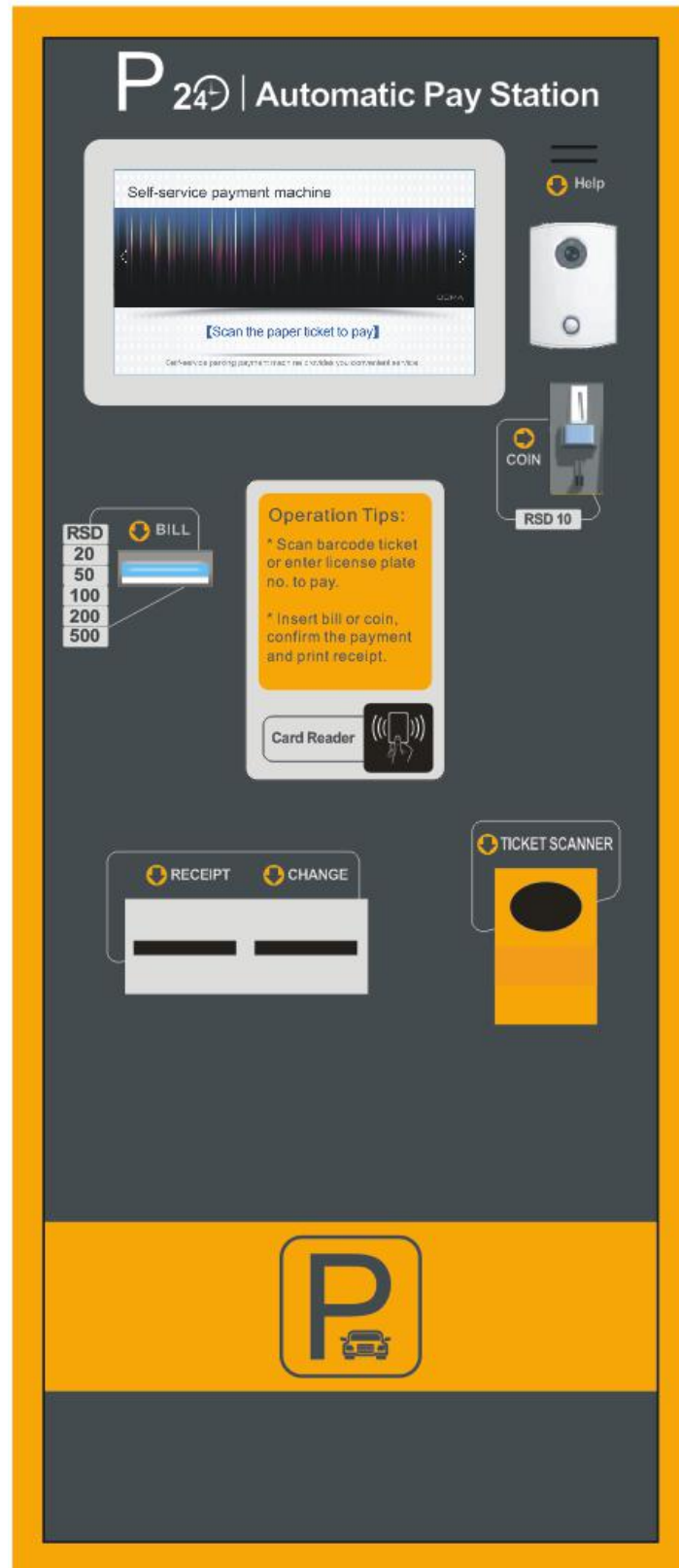
Auto Pay station is usually put in the place where drivers have to pass through or other location convenient for parking payment, for example: near elevator. The auto pay station is connected with the parking management system. The driver insert bills or coins into the machine, then the auto pay station will work automatically and a payment receipt will be printed, can provide automatic, safe and friendly use.

1.2 Features:

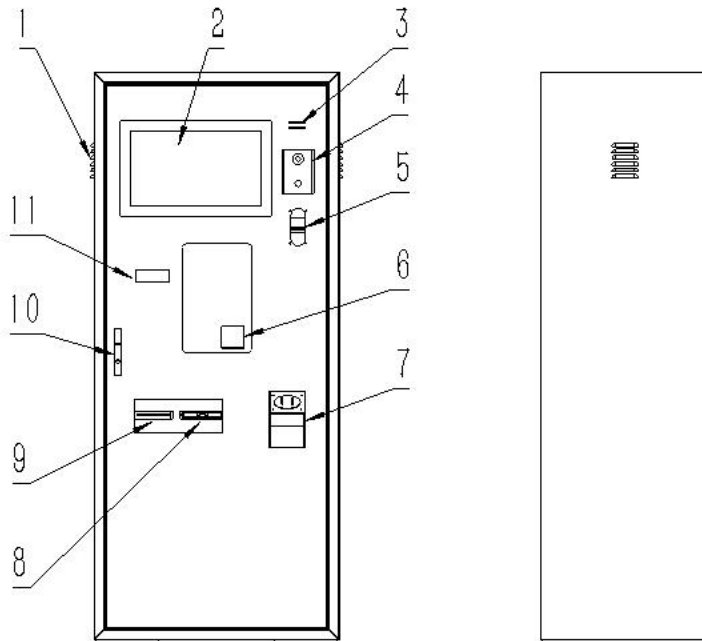
- Accept local multiple domination of coin and bill, and receiving domination can be customized by administrator from software.
- Scan ticket or input license plate no.to pay, support to inquire entry and exit time, parking time, and fuzzy search.
- Support fast receipt printing, network cable connection, long distance transmission, integrated with LPR
- UPS provides 10 minutes power after power off.
- Safety: 2 mechanical locks and 3 password locks are included. Password lock provide especial protection for each cash module.
- Reasonable design: Rear door for maintenance only and front door for take out cash.
- Humanized reminder: system can notify management center by sending message if paper or change is lack, or cash receiving module is almost full.

2. Framework:

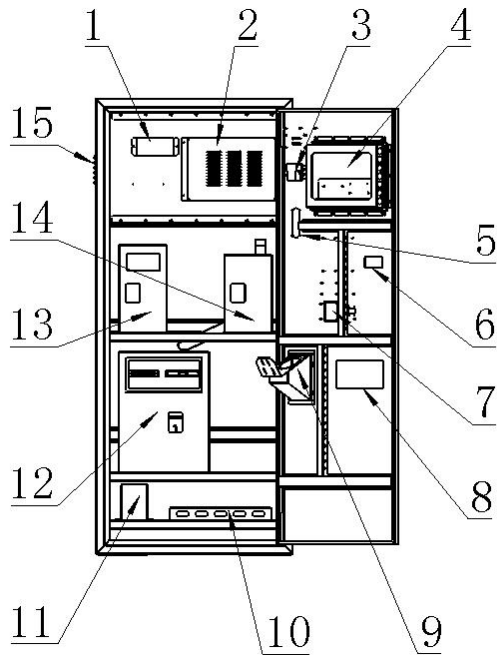
2.1 Product Appearance:



2.2 APS Structural Illustration

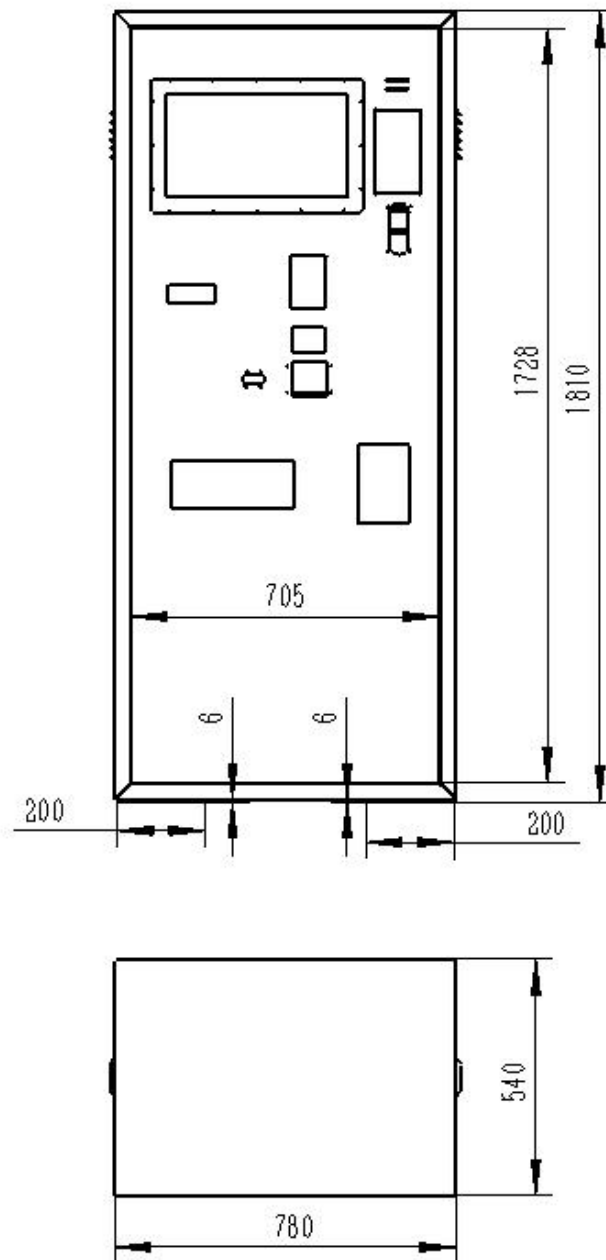


No.	Item	Description
1	Fan ventilation holes	Air outlet to reduce temperature inside machine
2	Touch screen	Display transaction information and function operation
3	Speaker	Provide voice prompt
4	Visual intercom	Can talk to management center
5	Coin receiver	Accept coin domination RSD 10
6	Card reader	Support to read non-contact card information
7	Ticket scanner	Scan barcode and QR code ticket
8	Change given	Coin and bill change given
9	Receipt	Print receipt after payment is made
10	Lock	To lock front door, can open front door to refill cash or take cash out
11	Bill receiver	Accept bill domination RSD20, RSD50, RSD100, RSD200, RSD500



No.	Item	Description
1	Switch	8 ports
2	Industrial PC	APM system running host
3	Visual Intercom	Can talk with management center
4	Touch screen	Display transaction information and function operation
5	Coin receiver	Accept coin domination RSD 10
6	Bill receiver	Accept bill domination RSD20, RSD50, RSD100, RSD200, RSD500
7	Card reader	Support ID card, can read management card
8	Slot	Receipt& change given slot
9	Ticket scanner	Scan barcode and QR code ticket
10	Power box	DC power supply module, 12V, 24V DC voltage provided
11	UPS	Can provide power for 10 minutes after power off.
12	Printer &Change given	Receipt printing, coin and bill change given

2.3 Dimension



Dimension 1 : 780*540*1810mm (without wheel)

Dimension 2: 780*540*1900mm (with wheel)

3. Hardware Description

3.1 Display screen

① Voltage: DC12V

② Communication Interface: VGA

③Parameter:

Screen size: 18.5 Inch	Resolution: 1920*1080
Panel brightness: 250cd/m ²	Contrast ratio: 1000:1
Response time: 5ms	Viewing angle: 80/80/80/80
Lamp type: WLED	

3.2 Touch screen

①Voltage: DC5V

②Communication port: USB2.0

③Parameter:Max.resolution:4096*4096

3.3 Industrial controller

①Voltage: AC220V

②Communication port : TCP/IP

③Parameter: CPU: Intel(R) Celeron (R) CUP J1900@1.99GHZ, RAM:4.0GB

Hard disk: SSD 64G

Main board: 6 ports,4 USB ports

3.4 Printer

①voltage: DC24V

②communication port: USB/RS232

③Parameter: Thermal printer; with automatic cutter, sensor detector of little paper; COM port/ USB;

Print paper width: 80mm; Print speed: 150mm / sec

3.5 Bill receiver

①voltage: DC12V

②communication port: RS232

③Parameter: Bill receiver with different denomination/ change. Bill canister capacity: 1000 pieces.

3.6 Bill change given module

①voltage: DC12V

②communication port: RS232

③Parameter: capacity: 500 pieces

3.7 Coin Receiver module

①voltage: DC12V

②communication port: RS232

③Parameter: capacity: 500 pieces

3.8 Coin change given module

①voltage: DC12V

②communication port: RS232

③Parameter: capacity: 500 pieces

3.9 ID card reader

①voltage: DC12V

②communication port: RS232

③parameter: ID card reading

3.10 Power amplifier

①voltage: DC12V

②communication port: Φ 3.5 audio port

③parameter: maximum 15W、TDA7294 digital amplifier

3.11 Fan

①voltage: AC220V

②communication port: none

③parameter: 120mm*120mm*25mm, 1800rpm

3.12 Power box

①voltage: AC220V

②communication port: none

③parameter: DC12V/350W (for most devices), DC12V/100W,(for industrial controller)

4. Cash Module Usage

4.1 Bill Receiver Module

How to take out bills? Please refer to below step and pictures.

Enter initial password “1111” to open coded lock



Pull out bill receiver



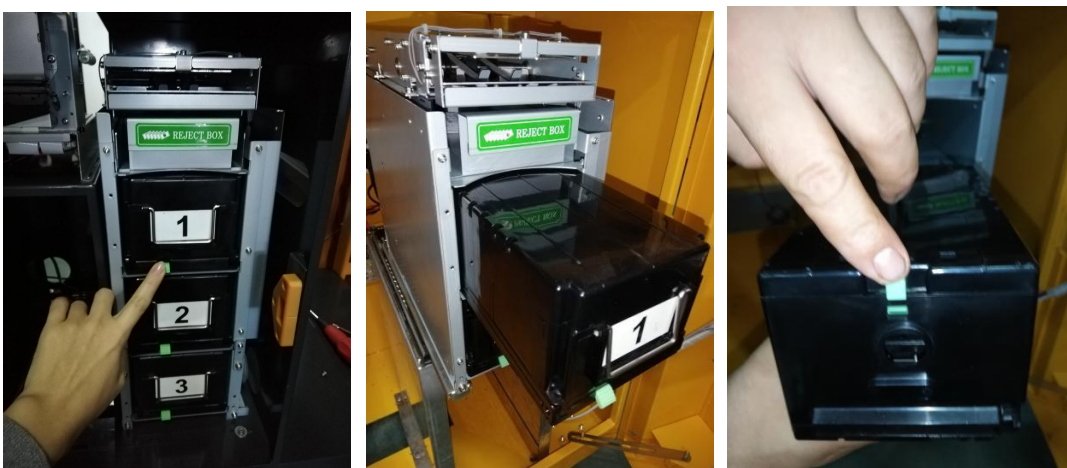
Press the button to open the hopper

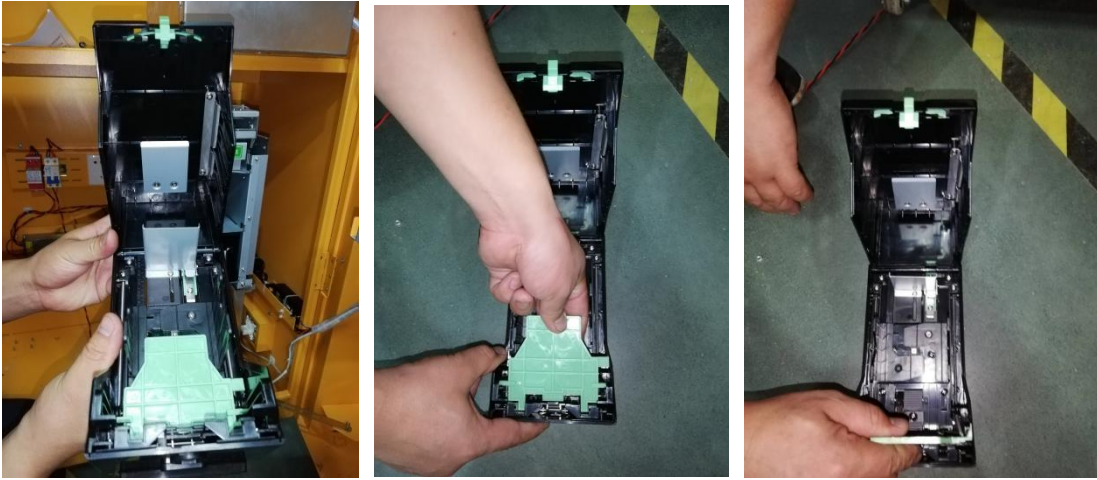


4.2 Bill Change Given Module

How to refill bills? Please refer to below step and pictures.

Enter initial password “1111” to open coded lock, press green button and pull out hopper. Turn the rear and press green button to open hopper, fill bill change.





4.3 Coin Receiver Module

How to refill coins?

Just simply put coins from metal conduit (Please see red circle in below picture)



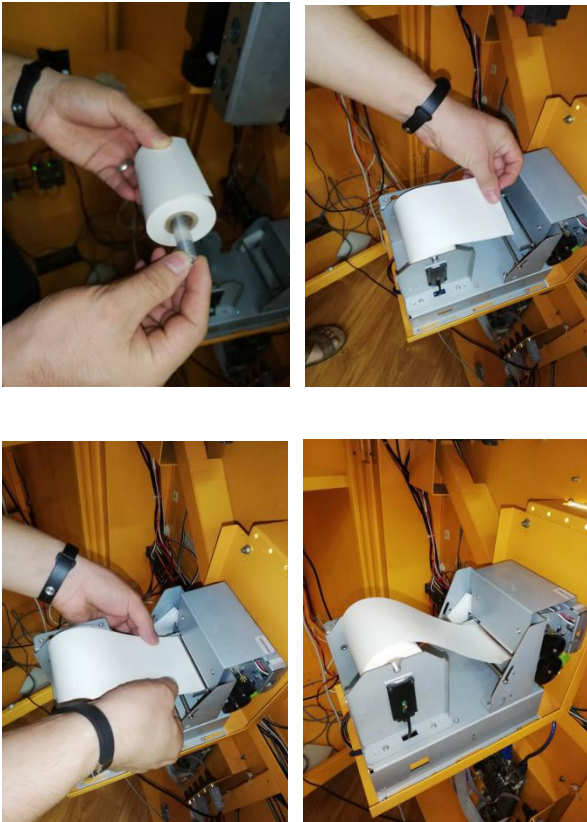
4.4 Coin Change Given

How to take out coins from coin receiver?

Swipe management card and click “settlement”, coins will come out automatically from change given module.

5. Paper Roller Installation & Warning for lack of paper

How to install paper roller? Please refer to below pictures:



6. Management Card Usage

Management card is especially for administrator to manage cash module and make settlement.

Swipe management card on card reader and below interface displays (For example).



The interface includes 6 sections:

6.1 Coin change given module setting (Section 1)

The left side is coin quantity, the right side is coin domination. For example, coin hopper 1 has 500 pcs of 5 domination. Coin hopper 2 has 500 pcs of 1 domination.

6.2 Bill change given module setting(Section 2)

The left side is bill quantity, the right side is bill domination. Bill type 1 matches bill box no. 1, bill type 2 matches bill box no.2. For example, bill box 1 has 500 pcs of 100 domination. Bill box 2 has 500 pcs of 50 domination.

Fill bill or coin in cash box, select each domination and quantity accordingly. Click “Initialize” to complete change given setting.

6.3 Warning setting for bill receiver (Section 3)

For example:

- a. The maximum receiving quantity is 500pcs. If exceed maximum quantity, bill receiver will refuse to accept bill.

b. When bill quantity reaches 450 pcs, management center will receive warning message. It Remind related staff to empty bill.

After setting is completed, click “save”

.....

6.4 Remaining Sum of Money (Section 4)

After APM works for certain time, we can see remaining sum of money in management interface.

.....

6.5 Chang Given Information(Section 5)

Shows total change given amount and change given for each domination.
.....

6.6 Registered Information (Section 6)

Registered information is set before shipment, no need for further setting.

Settlement

Click “ settlement” to print settlement list.

Take money out from receiver or fill money into change given module, closed the door, swipe management card and input quantity and domination, click “Initialize”, “restart money module”, it'll restart cash modules. Click” Home” or “ Close” to return to home page.

7. Charge Standard Setting

Charge standard setting must set in a server which install parking management system.

Enter the following link in the browser:

http://localhost:8000/SYSTEM_SET_EN.aspx

charging setting

Owned yard: <input type="text"/>		<input type="checkbox"/> Free time		Day only or whole day					
Charge everyday:	<input type="text" value="5000"/>	Free time:	<input type="text" value="15"/> minutes	Every:	<input type="text" value="60"/> minutes	charge:	<input type="text" value="8"/>	Maximum charge:	<input type="text" value="5000"/>
Nocturnal time:	<input type="text" value="20:00"/>	Nocturnal end time:	<input type="text" value="06:00"/>	Every night:	<input type="text" value="60"/> minutes	charging:	<input type="text" value="4"/>	Nocturnal maximum:	<input type="text" value="2500"/>

Night only, can null here

Found the “charging setting”

There are two places:

- #1 For day only or whole day(24 hours)if night is null
- #2 For night, if same charging standard, can set#1 only

#1 For day only or whole day

- Charge everyday: Max amount will be charge for whole day
- Free time: How much time will be given to driver to stay there without pay
- Every:? minutes: Charge interval time
- Charging: How much each interval time
- Maximum charge: Max for each charge

#2 For night

- Nocturnal time: Begin time for night parking
- Nocturnal end time: Stop time for night parking
- Every night: Charge interval time for night parking
- Charging: How much each interval time
- Nocturnal Maximum: The max amount will be charge for night parking

Please: “save” it after setting

We provide a test application to check the rate below the charging setting:

Test of charge standard

Owned yard:	<input type="text"/>	Start time:	2017-12-22 14:10	End time:	2017-12-22 15:30	Cost:	16
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Cost of calculat

8. Password Lock

8.1. Start

Start (“ * ” Same as “ C ” (Cancel) Key , ” # ” same as “ ↵ (Enter)” key)

- When use the code lock first time, there are two sets of “factory initial password.”
(**User password** : "1111" , **Administrator password** : "00000000")
- Enter the password (2~10 digit) you want, press the key “#” to confirm , “*” key is the cancel key.
- Green light will be light up when the password is right; Yellow light flashes when the password is wrong;
Please pull and open the door when the green light is on.

8.2 Password Modification:

The factory initial password set by manufacturer is for you to use to unlock it for the first time.

To ensure safety, please be sure to modify the factory initial password when you use it for the first time.

The specific modification method are as follows:

8.3 User Password

User password set by 2~10 digits, Long-term storage after power off, it can be modified by the user.

Modification method:

Press the “#” key twice continuously → Enter the old user password → Press the “#” key to confirm
→ Enter new user password → Press the “#” key to confirm → The green light flashes twice continuously →

When you hear two beeps sound → the password has been updated successfully

8.4 Administrator Password

Administrator password set by 2~10 digits, Long-term storage after power off, it can modified by the administrator.

Modification method:

Press and holding the “#” key until the green light is on→Enter the old Administrator password→Press the “#” key to confirm→Enter new Administrator password→Press the “#” key to confirm→The green light flashes twice continuously→When you hear two beeps sound→the password has been updated successfully

8.5 Password Protection

- When enter the wrong password , yellow light flashes four times and four beeps will sound at the same time

the lock’s motherboard program will lock for five minutes automatically,,any operation will not accept within five minutes, can prevent someone from maliciously attempt to break the password.

8.6 Low Voltage Alarm

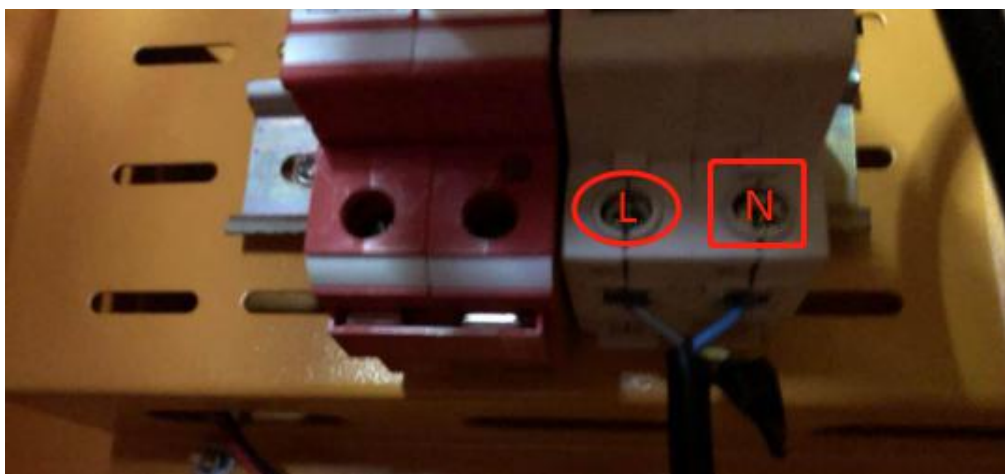
- When the voltage is too low, input password to unlock will see the red light to flash and have four alarm sounds.
- It propose to change the battery with new one as soon as possible.

8.7 Emergency Measure

- When user forgot their password, can unlock by using the Administrator password, after that, user password will be restored automatically to the” Factory initial password”.
- When the lock is in power shortage, it can be powered by connected external power supply which can be found with the goods.
- If an electronic fault occurs or the internal structure had been stuck, you can choose the key or destroy the panel to unlock it.

9. Wiring Diagram

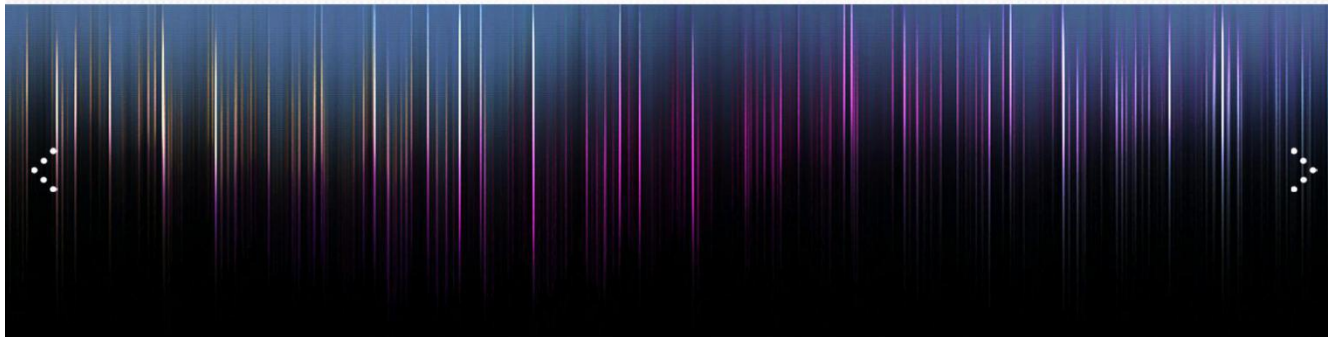
Refer to wiring diagram and see more details as below:



10. Payment Instruction

Make payment on APM, enter license plate or scan ticket, pay according to instruction, finish payment process, keep barcode ticket.

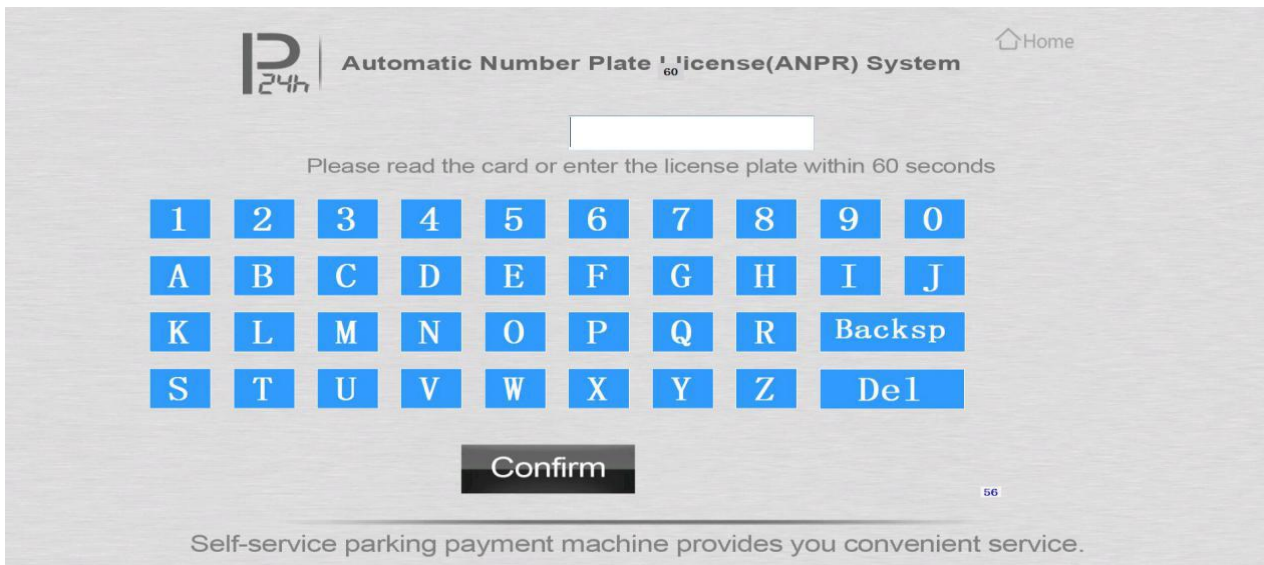
Self-service payment machine



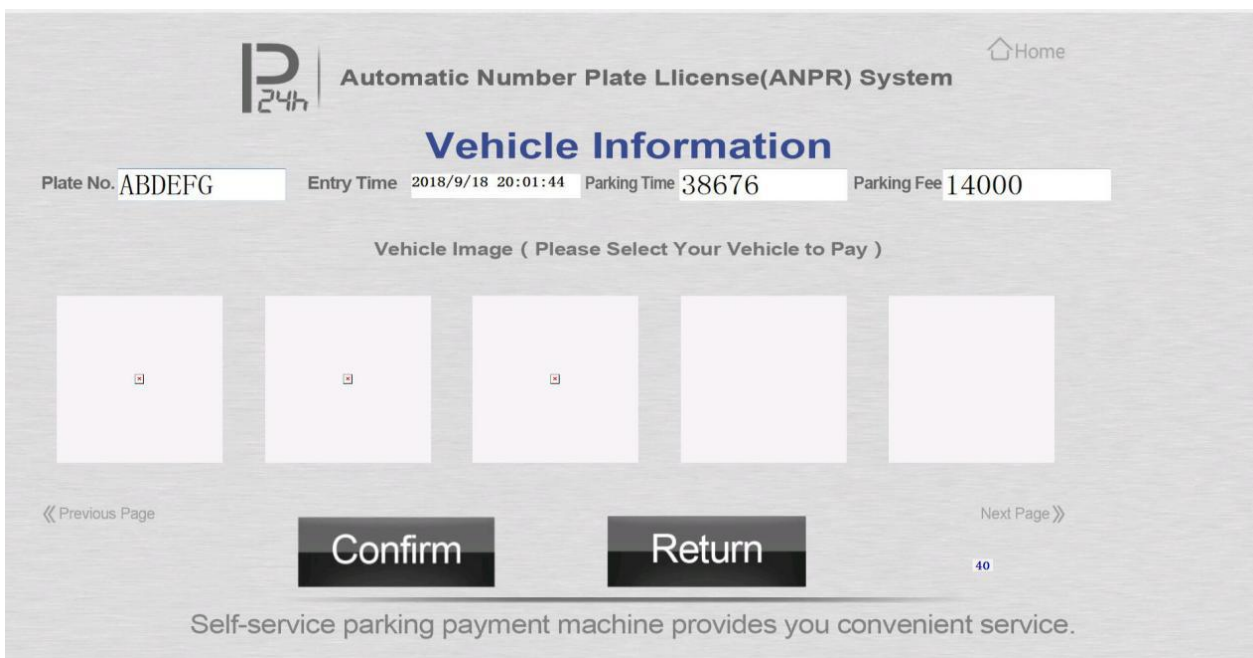
Input license plate to pay

Self-service parking payment machine provides you convenient service.

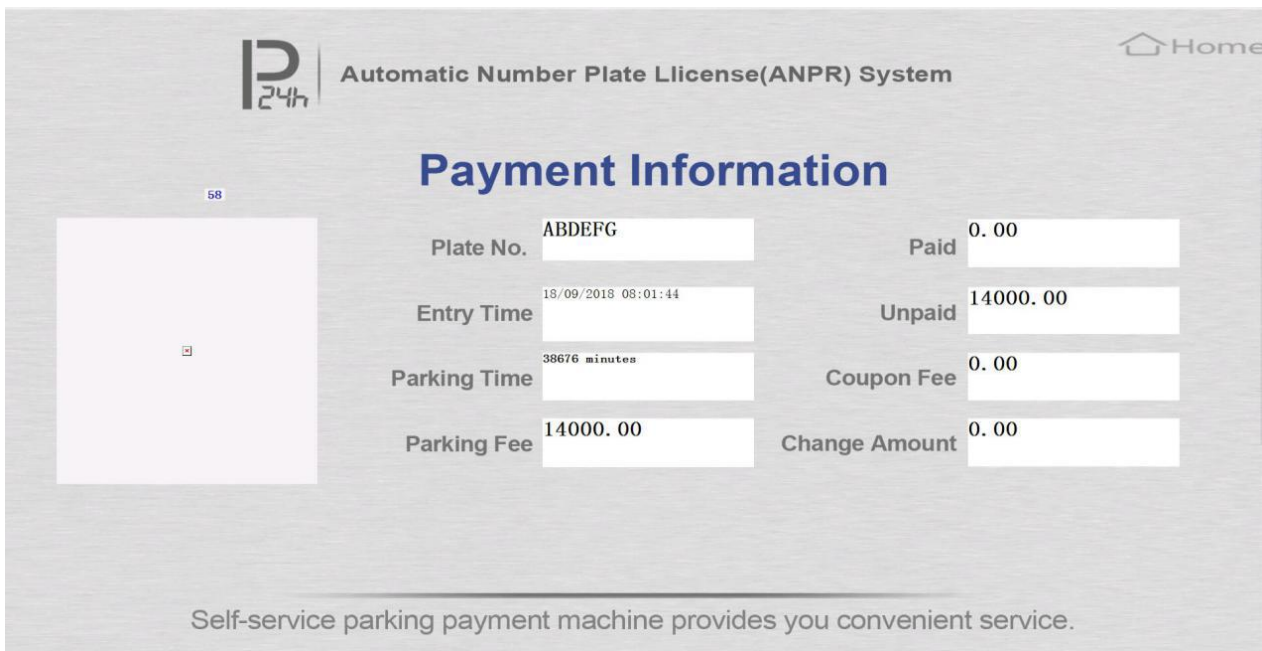
1. Enter license plate no. (support fuzzy search), if license plate is ABCDEF, you can enter ABC, BCD or DEF, it displays related license plate no., selects your plate no. and click “confirm” .



2. When enter partial plate no., it shows all related plate no., if your license plate no. can't be found in first page, click "previous page" or "next page" to look for. Select your license plate picture, click "confirm".



3. Payment information will display as below:



After payment is made, APM will give change and print a receipt. The driver must leave parking lot within grace time (Usually is 15 minutes grace time), if driver leave the lot exceed grace time, system will calculate parking fee again.

When payment is done, system will return to standby interface and waiting for next parker.

Also, you can go to manual payment station, hand over barcode ticket and pay parking fee.

11. FAQ

Display Failure

1) Display Power Failure

① Failure description: The back power light of the monitor is not lit.

Treatment methods and steps:

- a. Check the output of power DC12V normal or not
- b. If the DC12V output is normal, then check whether the monitor power cord is connected properly.

② Failure description: The back power light is on, but no image.

Treatment methods and steps:

Check the control board is on or not(indicator light is on or not).

- If the host is started properly, then check if the LVDS cable is connected well or not.
- If the signal cable is connected properly, then turn off the host and remove memory chip. Use an eraser to wipe memory chip. Or use a new memory chip in the slot and restart host.
- If above problems are excluded, the display still could not work properly, then it indicates that display output chip is damaged. And replace the main board and try again.

2) Display Error

① Failure description: When the host enters the system, the display shows error report with black base and white text.

Treatment methods and steps

- Turn off the host to check the hard drive signal line connection correct or not. If it is abnormal, please reconnect then reboot.
- If hard drive signal cable connection is no problem, the cause of the failure may be the system hard disk boot file error, please re-install the system.
- If the problem persists after system re-installation, the cause of the problem is the hard disk error, then replace it with new one and re-install the system.

3) Blue Screen Failure

① Failure description: after host enters the system, blue screen appears

Treatment methods and steps:

- The cause of the failure is mainly due to poor compatibility between memory and motherboard. It is recommended a replacement of new memory chip.

4) Black Screen Failure

① Failure description: after host enters the system, it shows black screen.

Treatment methods and steps:

- The cause of this failure is possibly that the resolution of host output does not match that of screen, or the screen is not set in LVDS mode. You can warm boot the host and enter motherboard BOSS setting. Change the resolution of output port of main board display signal to make it match with the screen

resolution or reset the screen to LVDS display mode.

Remarks: The display driver is tested OK. When it is the normal service condition, the probability of failure is very low. It can be excluded when doing the maintenance.

Host Failure

① Failure description: After the device is powered on, the power supply is normal, but the host machine does not start (host auto-start mode)

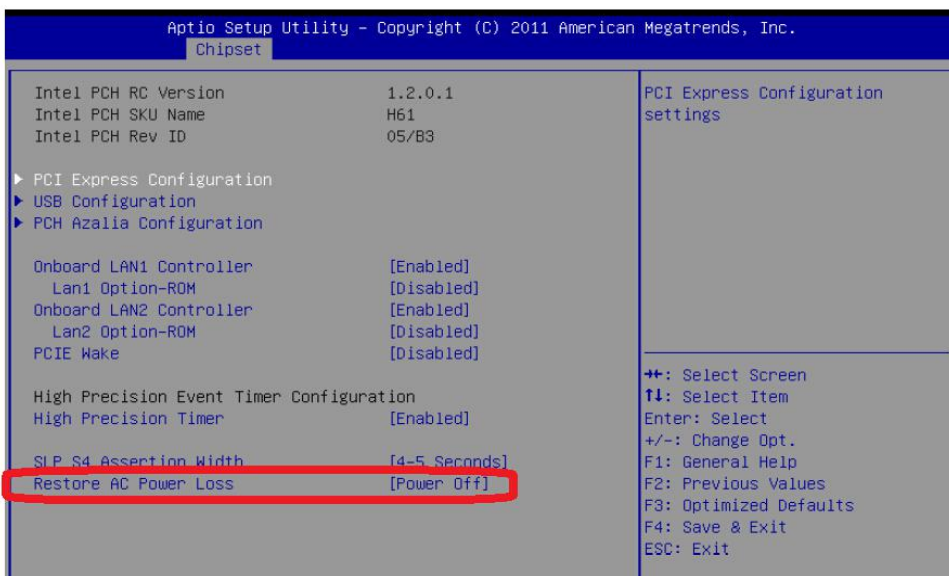
Treatment methods and steps:

- Check the connection between AC power output terminal (green terminal) on the power box and the power cable. If the connector is loose or poorly connected, unplug and plug the cable to make good connection

② Failure description: After the host is successfully started, system always loads the desktop interface.

Treatment methods and steps:

- It is mainly caused by too many processes running. Turn off unnecessary self-triggered program in the boot process and unload unnecessary running software. It is recommended to re-install the system.



Remarks: The start of YANYU motherboard can be set in BOSS.

Touch Screen Failure

① Failure description: the finger does not touch the screen, the screen shows it is touched.

Treatment methods and steps:

➤ The fault is that the touch screen is highly sensitive. It should be returned for new one or update the ROM program inside the screen for adjustment.

② Failure description: finger touches the button, the display interface shows no response or reaction is very slow.

Treatment methods and steps:

➤ The fault may be loose or poor connection cable, re-plug and try it again.

➤ The fault is that the touch screen is low sensitive. It should be returned for new one or update the ROM program inside the screen for adjustment

➤ The fault may be that mouth spring of USB port in main board is oxidized, so the touch is not good. It is recommended that you replace the USB and re-try.

➤ The fault is possibly caused by insufficient power supply in the main board USB port and low load capacity. It is recommended that you replace the main board and retry.

Printer Failure

1) Printer Power Supply Failure

① Failure description: The power light is not lit when the printer is turned on.

Treatment methods and steps:

➤ Check the printer whether is connected to the power, If the power supply is not connected or the connection is loose, and then reconnect the printer. If the printer power cord is connected OK, then use a multimeter to measure whether there is DC24V at the power connector.

➤ If the measurement shows no 24V, then check whether there is 24V output in the power supply 24V output terminal.

➤ If the power supply box 24V output is normal, then check the printer power connector and the power

cord for troubleshooting.

- If the output port voltage is abnormal in the power supply 24V output terminal, then check the power box output terminal connection is normal or not. If it is not connected well, then re-plug the power port and powered on again.
- If the above fault is excluded, the printer power supply is still not normal, please unplugged all devices that require 24 V power. Then check 24V output is normal or not in the measurement of switching power supply DC output. If the output is normal, it means small load capacity and power shortage of 24V switching power, and replace switch with larger power one. If the output is abnormal, it indicates that the switching power supply is damaged, replace it with a new one.

2) Printer Communication Failure

① Failure description: Under the circumstances of normal power supply and normal test page, the printer does not response upon the print command.

Treatment methods and steps:

- Verify that the printer's communication port settings are correct or not by printing the test page. If the printer communication port is selected wrongly, then change the printer communication mode and set the appropriate communication port parameters correctly and retry the printer. If the port selection is correct, you should check the signal connection cable between printer and host communication is normal or not. If the cable is not connected well or loose, then reconnect the cable and retry the printer.
- Eliminate the above failure, May be the printer communication port IC chip is burned, Replace the new printer control board and retry the printer.

3) Printer Paper Jammed Failure

① Failure description: After performing the print operation, The printed receipt is not sent to the exit.

Treatment methods and steps:

- Check if the paper exit and paper guiding slot are in the same horizontal position. If they are not in the

same horizontal position, adjust the position so that both are in the same horizontal position as far as possible.

- Open the paper guiding roll switch to check is there any stains, If so, clean the paper guide roll and close its switch, and then retry the printer.
- In addition to above problems, Possible causes of failure is the insufficient load capacity of guiding roll power motor. Replace the printer and retry the printer.

4) Printing Failure

Failure description: When the printer is under operation, printed text is incomplete

Treatment methods and steps:

- The cause of this failure is mostly due to insufficient current supplied by the printer power supply. Replace the DC power supply with a high current (greater than 2A) and retry the printer

5) Paper Cutting Failure

Failure description: The printer does not cut or cut as requirement after it has finished printing

Treatment methods and steps:

- The cause of this failure is mostly due to insufficient current supplied by the printer power supply. Replace the DC power supply with a high current (greater than 2A) and retry the printer. After the retry, If the problem persists, there is a problem with the paper cutter. It is recommended that you replace the printer head with a new one and retry.

Bill Receiver Failure

1) Bill Receiver Power Failure

Failure description: There is no self test after the device is powered on.

Treatment methods and steps:

- Check the bill receiver whether is connected to the power, If the power supply is not connected or the connection is loose, and then reconnect the receiver. If the cord is connected OK, then use a multimeter to measure whether there is DC12V at the power connector (the communication and power share the same cable).
- If the measurement shows no 12V, then check whether there is 12V output in the power supply 12V output terminal.
- If the power supply box 12V output is normal, then check the power connector and the power cord for troubleshooting.
- If the output port voltage is abnormal in the power supply 12V output terminal, then check the power box output terminal connection is normal or not. If it is not connected well, then re-plug the power port and powered on again.
- If the above fault is excluded, the printer power supply is still not normal, please unplugged all devices that require 12 V power. Then check 12V output is normal or not in the measurement of switching power supply DC output. If the output is normal, it means small load capacity and power shortage of 12V switching power, and replace switch with larger power one. If the output is abnormal, it indicates that the switching power supply is damaged, replace it with a new one.

2) Bill Receiver Communication Failure

Failure description: Under the condition of normal power supply, when the device is performing action of receiving bill, there is not reaction and the function indicator light is not on.

Treatment methods and steps:

- Check whether the communication port of the bill receiver is the same as the communication port connected to the host. If the wrong communication port is selected, then change the communication port number of the bill receiver or change the communication port connected to the host and set the relevant parameters correctly.
- If the communication port is selected correctly, it should be checked if the communication between the bill device and the host is properly connected. If the communication signal cable is not connected or the

connection is loose, please reconnect the signal cable and retry the bill receiver.

- Exclude a, b cause of the malfunction, the coin receiver still cannot work, you should replace it with a new communication cable.

3) Bill Jammed Failure

Failure description: Under the condition of normal power supply, when the device is performing action of receiving bill, the indicator light is on. When you input the bill, it is not accepted or accepted but error reporting (the indicator light is flashing)

Treatment methods and steps:

- The cause of this failure is mostly due to foreign matter in the bill passage, which blocks the friction of wheels. Open the bill receiver, clear the passage and retry.
- This failure is partly due to the failure of the bill receiver drive structure. Replace the bill identification head and retry.

4) Bill Returned Failure

Failure description: Under the condition of normal power supply, when the device is performing action of receiving bill, the indicator light is on. When you input the bill, it is accepted and verified, but then it is returned.

Treatment methods and steps:

- Insert bills with different denomination, old and new ones, if all the bills are not accepted, the reasons of failure is that the inside bill recognizing program does not match the bill to be recognized. Update the inside bill recognition program or change for a corresponding bill recognition device.
- If the bills with different denomination, old and new ones can be accepted, then the reason of failure is that recognition of inside bill recognition program is too high, change.

Remarks: If there is serious problem of returning bill, then the bill received should be washed and clean.

Coin Change Failure

1) Coin Change Power Failure

Failure description: When the device is charged, power light in the control board does not light.

Treatment methods and steps:

- Check if the coin changer is connected to the power supply or not. If it is not connected or loose, please reconnect it. If the cable connection is OK, then use a multimeter to check is there DC12V at the power connector.
- If no 12V shows in the meter, then check is there 12V output in the power supply box 12V output port.
- If the 12V output is normal, then check the power connector and cable of coin changer to find the failure.
- If output port voltage of 12V power supply part is abnormal, check if the power supply box output terminals are connected properly or not. If not, re-plug the power terminal and re-power up.
- If the above fault is excluded, the coin receiver supply is still abnormal, please unplugged all devices that require 12 V power. Then check 12V output is normal or not in the measurement of switching power supply DC output. If the output is normal, it means small load capacity and power shortage of 12V switching power, and replace switch with larger power one. If the output is abnormal, it indicates that the switching power supply is damaged, replace it with a new one.

2) Coin Receiver Communication Failure

Failure description: after power on, there is not action when it should implement the coin accept command

Treatment methods and steps:

- Check whether the communication port of the coin receiver is the same as the communication port connected to the host. If the wrong communication port is selected, then change the communication port

number of the coin receiver or change the communication port connected to the host and set the relevant parameters correctly.

- If the communication port is selected correctly, it should be checked if the communication between the coin device and the host is properly connected. If the communication signal cable is not connected or the connection is loose, please reconnect the signal cable and retry the coin receiver
- Exclude a, b cause of the malfunction, the coin receiver still cannot work, you should replace it with a new communication cable (communication pin OK). And re-try the device. If there is still not response, then there is something wrong with the control board of the coin receiver. Replace it with new control board and try it again.

Remarks: The types of coin accepted is previous set already.

Main Power Failure

①Failure description: Connect the external power supply through the power cord, turn on the power switch, the power switch green light is not on and the fan does not run.

Treatment methods and steps:

- Check the external power supply voltage is normal, if the voltage is not within the normal range, then check the external power supply circuit
- Check whether the external power cable connector is connected properly, Power inlet is inserted in place or loose or not. If it is not inserted well and loose, please re-plug the power cord.
- Exclude a, b caused by the failure, the problem is the protective tube is burnt, replace it with the back up tube inside the power socket.

Remarks: before the protective tube is energized after replacement, the cause of the burnt should be checked. Is it caused by the internal high-voltage part of the equipment short-circuit, leakage or by the surge current generated when the device is started. If it is internal short circuit or leakage, the internal high-voltage lines of the equipment should be checked. After troubleshoot problems, and then it can be recharged to try. If it is burnt by the surge current, just replace the tube with a suitable current rating.

Main Communication Failure

Failure description: The external network access is abnormal and the device can not connect to the server.

Treatment methods and steps:

- Please check whether the cable connection with the external network is normal or not. If the cable is loose, please re-plug and check it again.

- If the external network connection is normal and machine cannot be connected to server, then connect the industry control board to the external network. If the control board cannot connect to the server, please check the terminal signal in the external network is normal or not. If the connection between control board and server is normal, then it means there is problem with network adaptor. Please change the adaptor and retry the network connection.