



Quick installation guide

Basic step by step cloud and box manual

ver.2.7 date: 10.08.2018.

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1 Revision history

Version	Date	Author(s)	Change
2.4	14.09. 2017	Nikola Runjavec	BDV protocol connection
2.5	13.12.2017	Romana Rožić	Antenna types description
2.6	29.06.2018	Vedran Plavec	Enhanced LED behavioral
2.7	10.08.2018	Nikola Runjavec	

2 Cloud log in

Log in to the cloud with given credentials. Recommended browsers are Google Chrome or Mozilla Firefox.

- Link: <http://televendcloud.com/en/login>
- Username: your e – mail
- Password: your given password

3 Input basic data to cloud

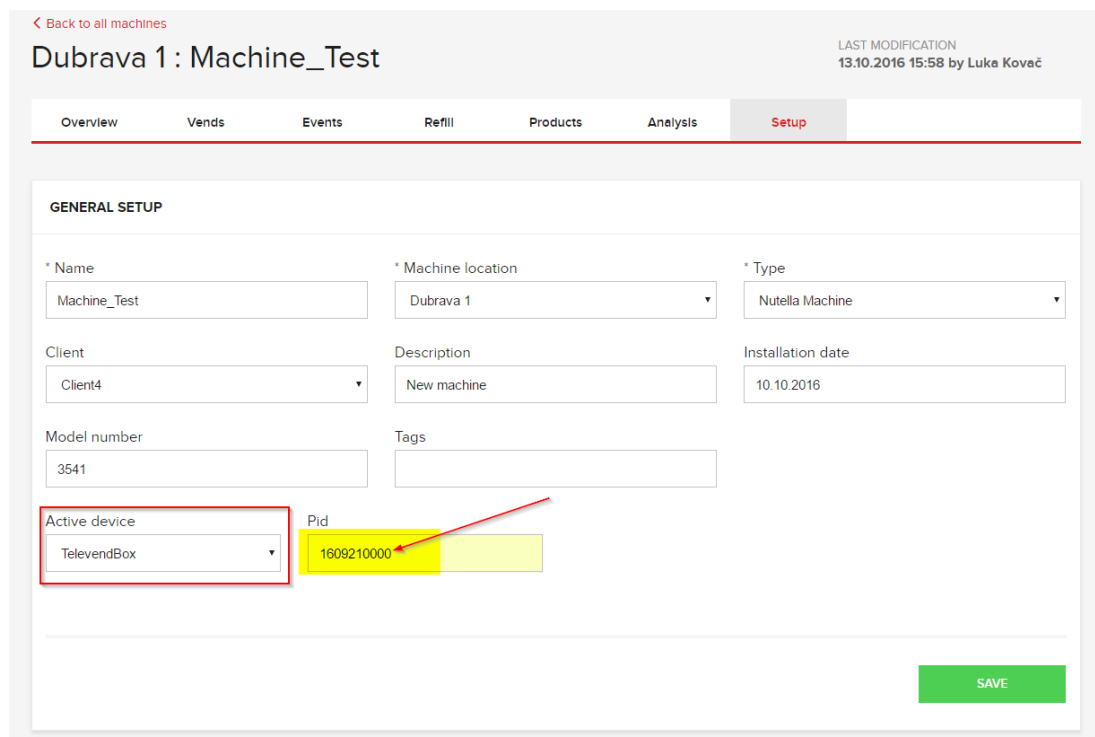
When logged in go to “ADMINISTRATION” and create the following in this order > Region, Location, Tax Rate, Products.

If you have a coffee product first create Components – for example Sugar, Cups, Coffee beans etc. When creating a coffee product click “Add recipe”.

4 Create machine on cloud

Before connecting the box to the machine create the machine on cloud in Administration > Machines > “Add new machine”.

In machine settings PID is the serial number printed on the Televend box.



< Back to all machines

Dubrava 1 : Machine_Test

LAST MODIFICATION
13.10.2016 15:58 by Luka Koveč

Overview Vends Events Refill Products Analysis **Setup**

GENERAL SETUP

* Name: Machine_Test * Machine location: Dubrava 1 * Type: Nutella Machine

Client: Client4 Description: New machine Installation date: 10.10.2016

Model number: 3541 Tags:

Active device: TelevendBox Pid: 1609210000

SAVE

5 Add Televend configuration & Choose payment systems

In Televend configuration select wanted Televend operation mode Brain, MDB brain, EXE brain etc.

TELEVEND CONFIGURATION

General Show advanced options

Operation Mode

MDB Brain

Off

Brain

MDB Brain

Executive Brain

Cashless

Executive Sniffer

Price Mode

Price Hold

Vend Type

Single Vend

Max credit

0

Failed Vend Refund

Return Credit

Scroll below to choose active payment systems:

Payment system Show advanced options

Coin Charger Mode

Vend and recharge

Maximum change

20.00

Tube level warning

7

Bank Note mode

Vend and recharge

Enable Escrow

☒

Cashless 1 Mode Eg. key system

Vend only

Recharge limit

0

Cashless 2 Mode Eg. Credit card reader

Disable

Recharge limit

0

T-wallet

Disable

Use pin

On

Recharge limit

0

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6 Add products to machine

Add products which you have created in the first step to the machine in products tab. Note: column numbers must match the selections (button numbers) defined on the machine. For example:

Overview

Vends

Events

Refill

Products

Setup

COLUMNS

NOTIFICATIONS

+

ADD NEW COLUMN

COL	PRODUCT	RECIPE	TAGS	MIN. PICKUP	CAPACITY	NOTIFICATION QTY	DEFAULT FILL QTY	PRICE	ACTIONS
1.	Kratka kava - espresso	Default		-	-	-	-	0.00	
2.	Duga kava - espresso	Default		-	-	-	-	2.00	
3.	Macchiato - espresso	Default		-	-	-	-	3.00	
4.	Cappuccino - espresso	Default		-	-	-	-	3.00	
9.	Macchiato	Default		-	-	-	-	3.00	
10.	Cappuccino	Default		-	-	-	-	3.00	

7 Antenna types

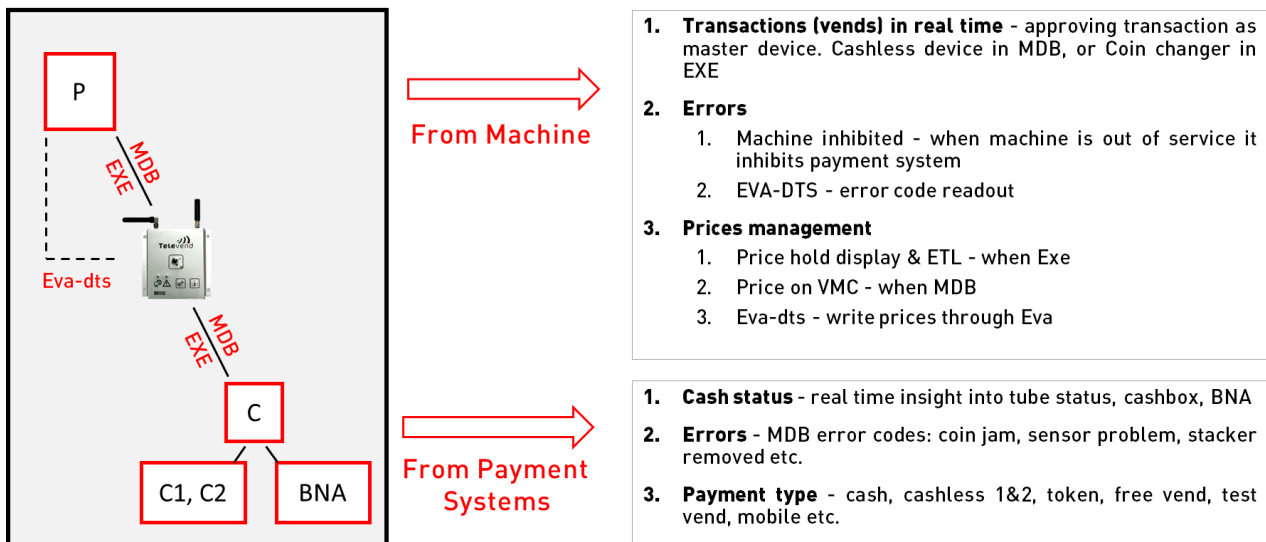
There are four antenna types that can be delivered with the Televend box set :

- AN01-BT- 2,1 dBi external antenna type, mounted directly on Televend box, next to GSM antenna, can be used for offline data collection or Wallet
- AN02-2,1 dBi the so called inner antenna, should be placed on plastic surface inside of the machine
- AN03- 5,0 dBi external antenna type, used in places with very bad signal strength
- AN03S- 2,2 dBi external antenna type, used in places with lower signal strength



8 Plug in the box to machine and payment system

Explanation of connection scheme possible functionalities



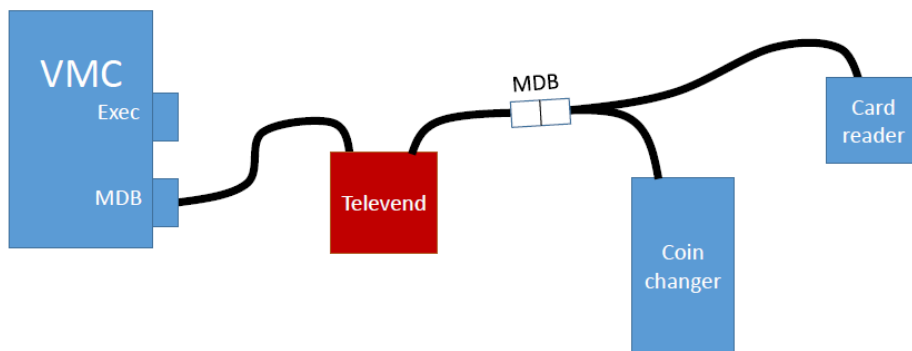
P - machine processor (controller)

C – coin changer

C1,C2 – cashless devices (address 1, address 2)

BNA – banknote acceptor

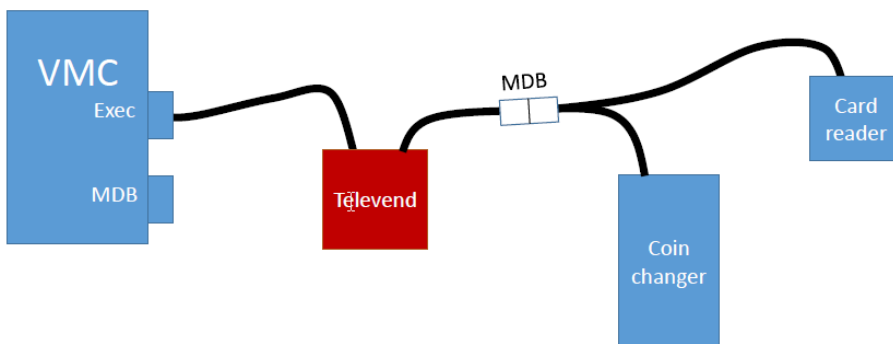
MDB brain:



Recommended settings of machine and box:

- Make sure machine and payment systems are set to MDB
- In this configuration machine recognizes Televend box as cashless device – make sure cashless is enabled in the machine settings
- Recommended price setting of Televend box is “Price on VMC”

BRAIN:



NOTE! – AC CABLE (power supply) also needed in this configuration

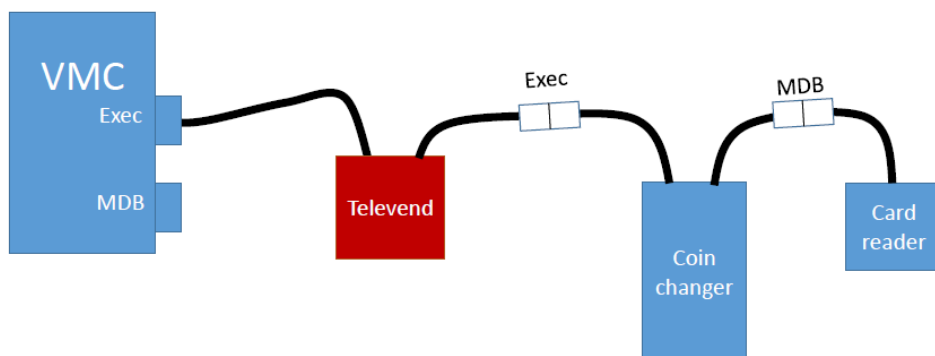
Recommended settings of machine and box:

- Make sure machine is set to EXE and payment systems are set to MDB
- In this configuration machine recognizes Televend box as a coin changer – make sure coin changer is enabled in machine settings
- Recommended price setting of Televend box is “Price hold display”

NOTE: In EXE brain and BRAIN configuration, in some machines prices and selection numbers need to be defined like following in order to control prices over cloud and dial selections:

Selection	- Pricelist num.	Pricelist num.	- Price
1	1	1	0.01
2	2	2	0.02
Etc...	Etc..	Etc...	Etc..

EXE brain

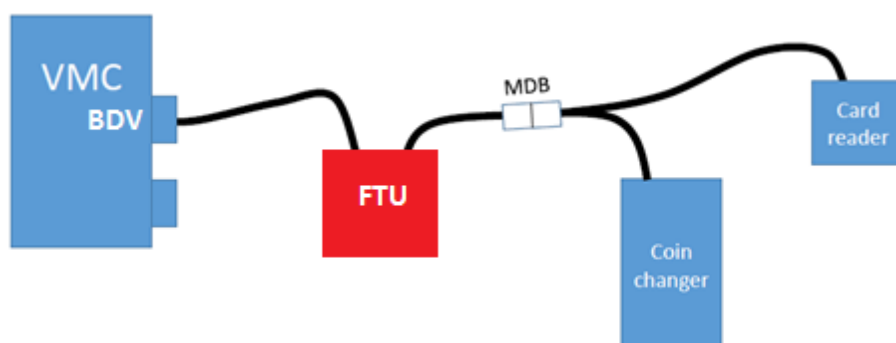


NOTE! – AC CABLE (power supply) also needed in this configuration

Recommended settings of machine and box:

- Make sure machine and payment systems are set to EXE
- In this configuration machine recognizes Televend box as a coin changer – make sure coin changer is enabled in machine settings
- Recommended price setting of Televend box is “Price hold display”

BDV BRAIN:



Recommended settings of machine and box:

- Make sure machine is set to BDV and payment systems are set to MDB
- In this configuration machine recognizes FTU as a coin changer – make sure coin changer is enabled in machine settings

Recommended price setting of FTU is “Price hold display”

IMPORTANT!

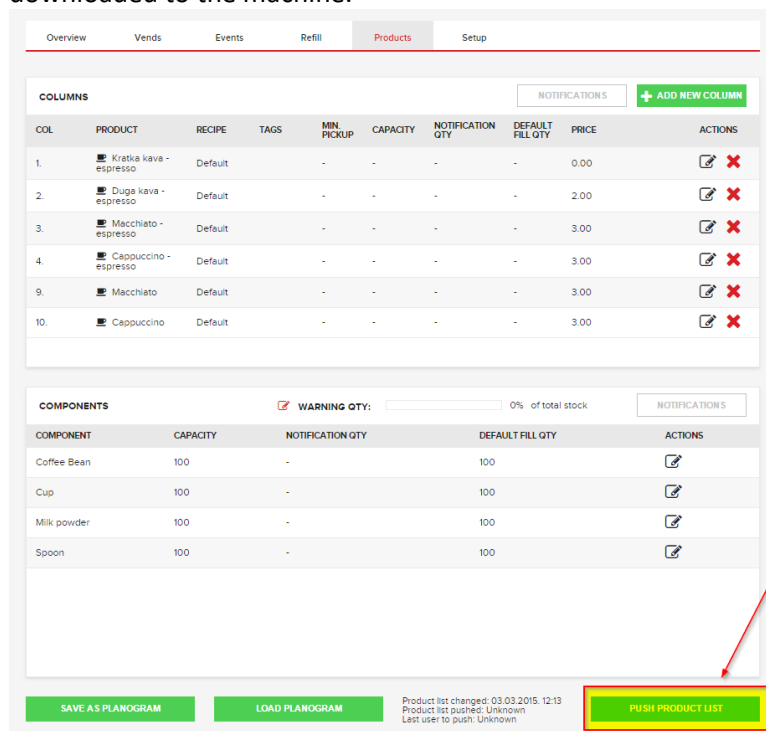
MECHANICAL PROTECTION NOTES:

Take care of mechanical stability, avoid placement near heat sources, enable free air flow, protect box and cables from dripping liquids, ensure that box is galvanically isolated from all metal parts of the machine and from other devices, arrange cable traces to avoid any stress to cables, find position for antenna which is distanced from metal parts as much as possible and ensure proper mechanical stability, **cables connection and disconnection must be done only in power-off** condition of the cables.

If box is used with AC power supply be sure that power supply has overcurrent protection while otherwise use Televend-cable with built-in overcurrent protection.

9 Machine Online – push product list

When you get online status on the cloud & the blue lamp on box is stabile blue – go to the machine in cloud in „PRODUCTS“ and push product list. Check in events when the product list is successfully downloaded to the machine.



Overview Vends Events Refill **Products** Setup

COLUMNS NOTIFICATIONS + ADD NEW COLUMN

COL	PRODUCT	RECIPE	TAGS	MIN. PICKUP	CAPACITY	NOTIFICATION QTY	DEFAULT FILL QTY	PRICE	ACTIONS
1.	Kratka kava - espresso	Default		-	-	-	-	0.00	
2.	Duga kava - espresso	Default		-	-	-	-	2.00	
3.	Macchiato - espresso	Default		-	-	-	-	3.00	
4.	Cappuccino - espresso	Default		-	-	-	-	3.00	
9.	Macchiato	Default		-	-	-	-	3.00	
10.	Cappuccino	Default		-	-	-	-	3.00	

COMPONENTS ☒ WARNING QTY: 0% of total stock NOTIFICATIONS

COMPONENT	CAPACITY	NOTIFICATION QTY	DEFAULT FILL QTY	ACTIONS
Coffee Bean	100	-	100	
Cup	100	-	100	
Milk powder	100	-	100	
Spoon	100	-	100	

SAVE AS PLANOGRAM LOAD PLANOGRAM Product list changed: 03.03.2015. 12:13 Product list pushed: Unknown Last user to push: Unknown **PUSH PRODUCT LIST**

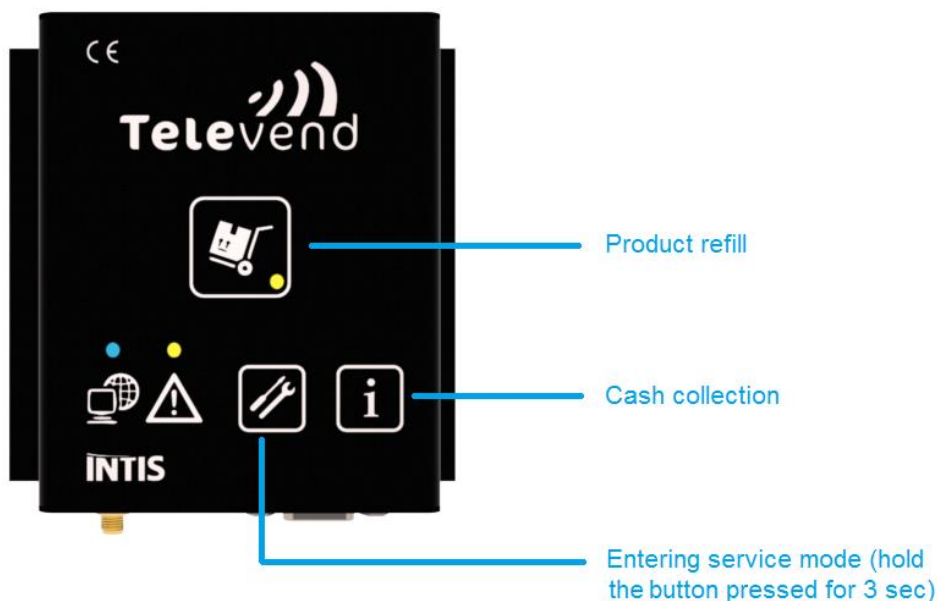
10 Basic test check

- Sales – buy something on machine and check vend list on cloud.
- Cash collection – create cash collection route on the cloud and check Cash flow on cloud after pressing “i” button on the box
- Create refill route and fill the machine
- Events – check event list on cloud.

11 Televend buttons

11.1 Selling (normal) mode – confirmation of visit actions

Button functions



11.1.1.1 Cloud Prekitting or Real time routes:

IMPORTANT NOTE! In this model button press is taken into account and visit confirmed only if route on cloud is created. Outside route presses won't be taken into account.



- **Machine refill** – refill if refill route only; refill and cash collection if combined route



- **Cash collection** – Cash collection if cash collection route only; refill and cash collection if combined route

11.1.1.2 Mobile routing or no routes:

IMPORTANT NOTE! In this model button press is taken into account every time it is pressed.



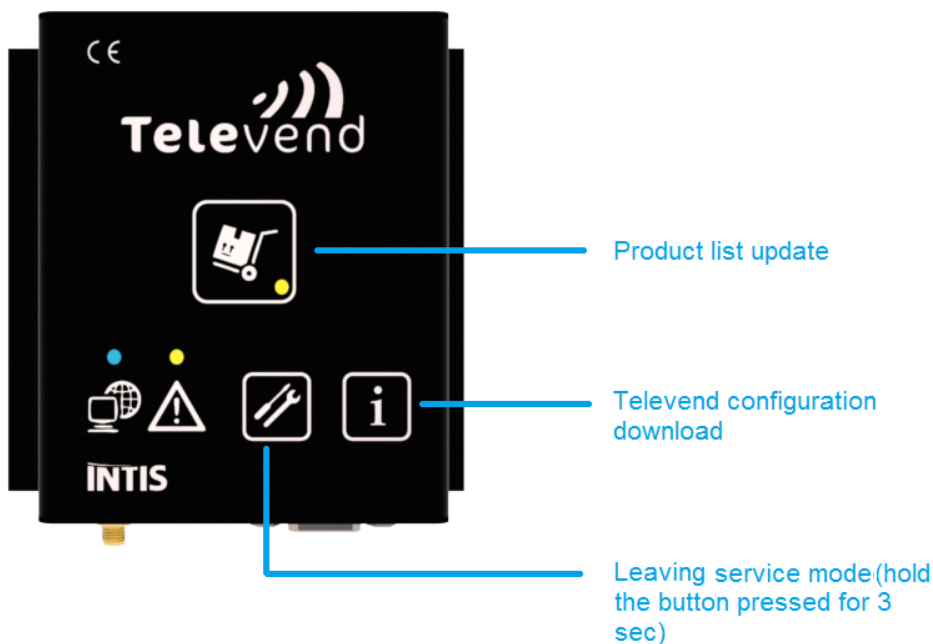
- **Machine refill** – refill confirmed




- **Cash collection** – cash collection confirmed

11.2 Button functions in Service mode

Button functions - Inside Service mode



To enter or exit the service mode, button  has to be held for 3 seconds. While in service mode, the Service mode LED is blinking, and the buttons have different actions

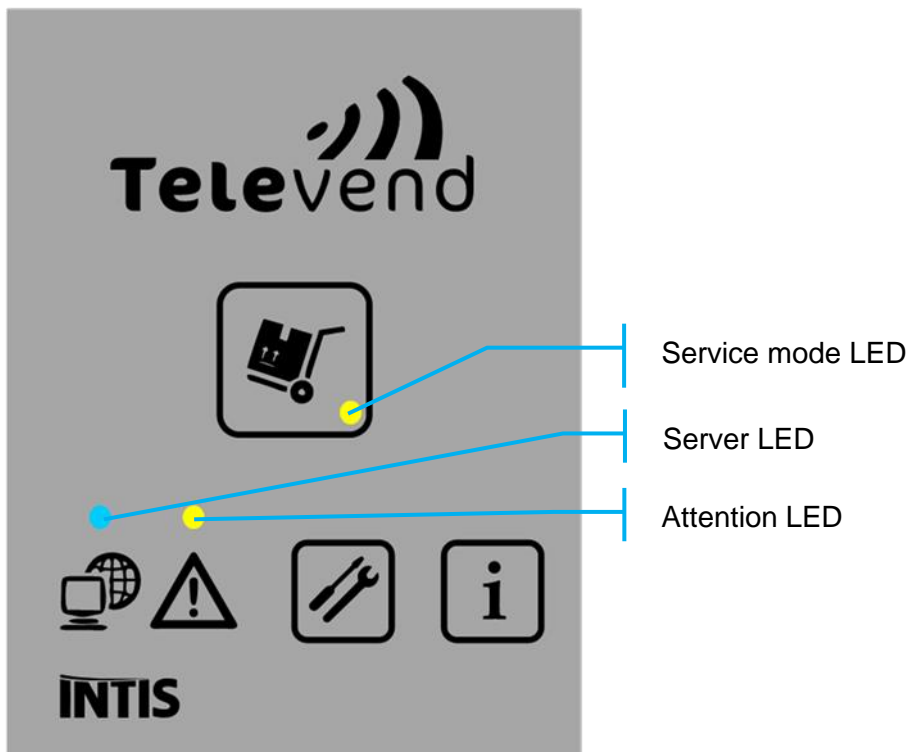


- **Configuration download** – then exit service mode (3 sec again) NOTE: restart of the box will also pick up the configuration from the cloud.



- **Product list download** – then exit service mode (3 sec again) NOTE: it is also possible to push product list online.

11.3 LEDs



11.3.1.1 Server LED

Server LED gives the status of GSM and GPRS connection. There are 5 statuses:

1. Modem is off

OFF



Check if the cables are properly connected (chapter 8) and that the box has power. If everything is connected properly and still no blinking, please contact Televend support team and prepare PID number.

2. Connecting to the GSM network

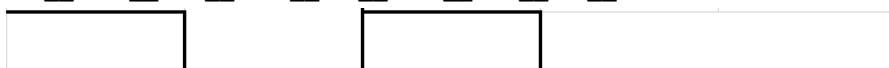
ON __1sec__ OFF __1sec__



If this status lasts for more than 5 minutes, please check have you properly connected antennas (chapter 7). If you have ordered AN03 or AN03S antenna types, try to connect those. If status persists, please contact Televend support team and prepare PID number.

3. Connecting to the GPRS

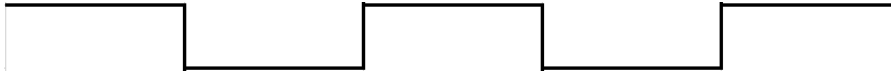
ON __0.5sec__ OFF __0.5sec__ ON __0.5sec__ OFF __1sec__



The modem is connecting to APN and can take some time till it connects. If the status persists, please contact Televend support team and prepare PID number.

4. Connecting to Cloud

ON __0.5sec__ OFF __0.5sec__



The box is trying to connect to the Cloud (servers) and to map with the predefined machine. If the status continues for more than 5 mins, please connect to cloud application (<https://televendcloud.com>), log into the correct company and find the machine with the same PID as the one on the box. If the status persists, please contact Televend support team and prepare PID number.

5. Connected to Cloud

ON



The box has successfully connected to the cloud.

11.3.1.2 Attention LED

LED blinking fast – Televend sends data, keyboard input is disabled

LED blinking slow - Televend waiting for Cloud response, keyboard input is disabled

11.3.1.3 Service mode LED

Blinking while Televend is in service mode