Entry Wizard

PREFACE

Congratulations! You have just purchased one of the most revolutionary entrance controller/coin boxes on the market today. The Entry Wizard is a reflection of the way Jim Coleman Company approaches the customer needs. Reliability, functionality, and economics played heavily on the design of the Entry Wizard. We feel that you will see the Entry Wizard to be superior to other designs on the market because of its simple design, economical operation, and adaptability to many rollover and brush washes available. By buying from Jim Coleman Company you not only get a great product, but a company that has established itself in the market place by treating all of its customers fair and equally. The full line of equipment that Jim Coleman Company offers integrates, in a seamless fashion, the Entry Wizard, the Swipe N Clean, and third party product POS 4000, by Unitec. Below are a few of the features that you have purchased:

- Stainless Steel Euro Design
- Mars Bill Acceptor ($1, $5, $10, $20)
- Micro Coin UL Coin Acceptor ($.25, $1.00, Token(s))
- Neuron Credit Card Swipe
- Sunlight Readable Touch Screen
- Nema 4 Keypad
- Visual Instruction as well as Written
- Swipe N Clean Ready
- POS 4000 Ready
- High Security Door
- Medico Locks
- Colorful Decal

Jim Coleman Company wishes to thank you for your purchase and hopes it meets or exceeds your expectations.

COPYRIGHTS AND DISCLAIMERS

The Entry Wizard™, Entry Wizard 2.0™, and Swipe N Clean™ are designed equipment and software for interfacing with a new or existing carwash providing credit card, code, and or cash acceptance for the operation of carwash equipment. It is completely developed and designed by the Jim Coleman Company. Any un-authorized use of it is strictly forbidden without written permission from the Jim Coleman Company. No alteration of its systems or their operating procedures is allowed. For more information concerning this system contact:

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LIMITED WARRANTY

The Manufacturer warrants any component or part of the Jim Coleman Company Entry Wizard equipment to be free from defects in material and workmanship for a period of one (1) year from date of shipment, with the exception of such parts as are commonly recognized to be subject to wear in normal usage. Such as:

Locks, Acceptor Belts, Bearings, and Rollers

However, should any defects in material and/or workmanship appear within the first ninety (90) days of this one (1) year period, Jim Coleman Company shall, upon notification, correct such defects in materials and/or workmanship. Defects will be corrected at company's option, either by repairing defective equipment or parts or by replacing defective equipment or parts. During this first ninety (90) day period, Jim Coleman Company or its distributor shall be responsible only for parts and labor. Purchaser shall be responsible for any additional costs including freight, travel, and reasonable living expenses, if such costs are incurred by Jim Coleman Company. During the remainder of the one (1) year warranty period Jim Coleman Company is responsible for the repair or replacement of warranted equipment or part. Purchaser is responsible for freight costs and labor, if incurred. Any and all equipment and/or parts returned to Jim Coleman Company shall be accompanied by a ***Returned Goods Authorization*** **(RGA)** and must include serial number of unit in which equipment and/or parts was removed.

Components or equipment sold by Jim Coleman Company but manufactured by others shall carry that manufacturers warranty, which shall not be less than Jim Coleman Company limited warranty.

The Jim Coleman Company shall not be responsible for repairs, replacements, or adjustments to equipment or any costs of labor performed by purchaser or others without Jim Coleman Company's prior written approval. This warranty does not apply to components or parts which have been misused, altered, neglected, not installed, adjusted, maintained, or used in accordance with applicable codes and ordinances and in accordance with Jim Coleman Company's recommendations as to such factors. Jim Coleman Company does not warrant loss of income, should there be any, during such time repairs, replacements or adjustments are being made.

This warranty does not apply to damage resulting from improper operation or abuse, exceeding the rated capacities of the unit, improper installation or maintenance, operational neglect, neglect of manufacturers recommended maintenance, customer strike damage, nuisance calls, or acts of God.

This warranty is in lieu of all warranties, express or implied, of either Jim Coleman Company or seller. Jim Coleman Company makes no warranty against infringement of the like, makes no warranty of merchantability, makes no warranty of fitness for a particular purpose, and makes no other warranty, express or implied, including implied warranty arising from course of detailing or usage of trade.

Compliance with any local governmental laws or regulations relating to the location, use or operation of the equipment, its use in conjunction with other equipment, shall be the responsibility of the purchaser. The rights and obligations of the parties shall be governed by the state of Texas.

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1. EQUIPMENT PLANNING AND ARRANGEMENT

1.1 Unpacking The Equipment

Before any operation can be carried out there must be a time of planning. This is no different for the installation of the **ENTRY WIZARD**. Carefully plan the **ENTRY WIZARD** layout and setup before starting the installation process.

Thoroughly inspect each component for visible damage. Uncrate the equipment **only if there is no damage**.

> **NOTE: Carefully inspect and evaluate the freight upon arrival. If there is damage to any boxes or crates immediately report it to the freight carrier.**

1.2 Using Suggested Installation Procedures

This manual contains a suggested installation procedure. Located in the back are electrical schematic and layout drawings. They should be used in assistance of equipment hook-up.

Completely read through this manual **prior** to beginning installation. This will ensure a proper understanding of the system and its installation procedures.

The installation of this equipment involves high and low voltage electrical connections. Only qualified and trained personnel should be used in it's hook-up.

This equipment's circuit protection is located in the main electrical panel of the building supplying power to this device. Ensure that this protection is in place and rated according to the guidelines set forth on the equipment not to exceed 15 amps.

2. SAFETY INSTRUCTIONS

2.1 Important Safety Instructions

Extreme caution should be exercised when working with high voltage and the operation of this equipment.

Do not throw away these important safety instructions. The instructions pertain to risk of fire, electrical shock, and or injury to persons.

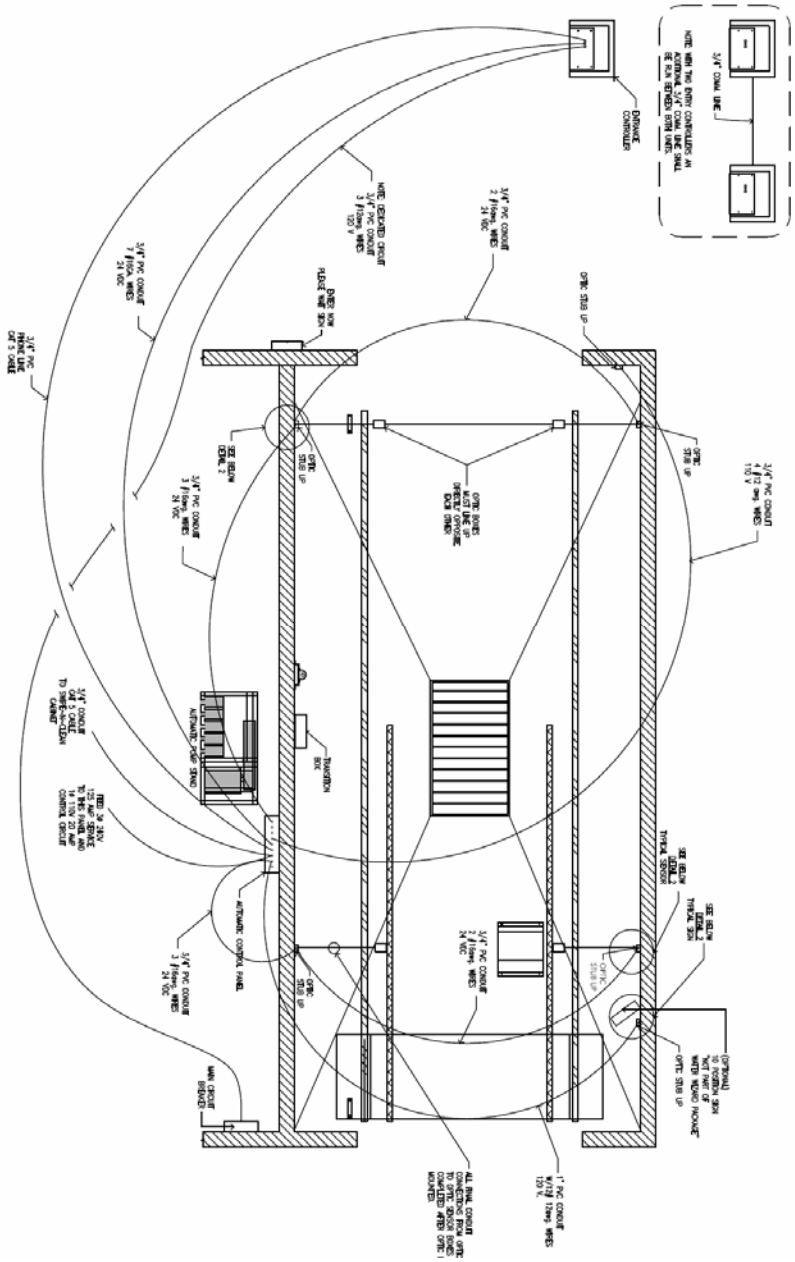
- Read all instructions before using this product.
- STAY ALERT- Always give complete attention to your actions.
- Do not operate this product when fatigued or under the influence of alcohol or drugs.
- Keep operation area clear of all persons.
- Do not attempt to reach over equipment or stand on any unstable support. Keep good footing and balance at all times.
- Disconnect all power before installing or servicing this equipment. If the power disconnects are out of sight, lock it in the open position and tag it to prevent unexpected application of power. Failure to do so could result in fatal electrical shock.
- A qualified electrician should install all wiring according to local, state, and federal electrical codes.

3. INSTALLATION GUIDELINES

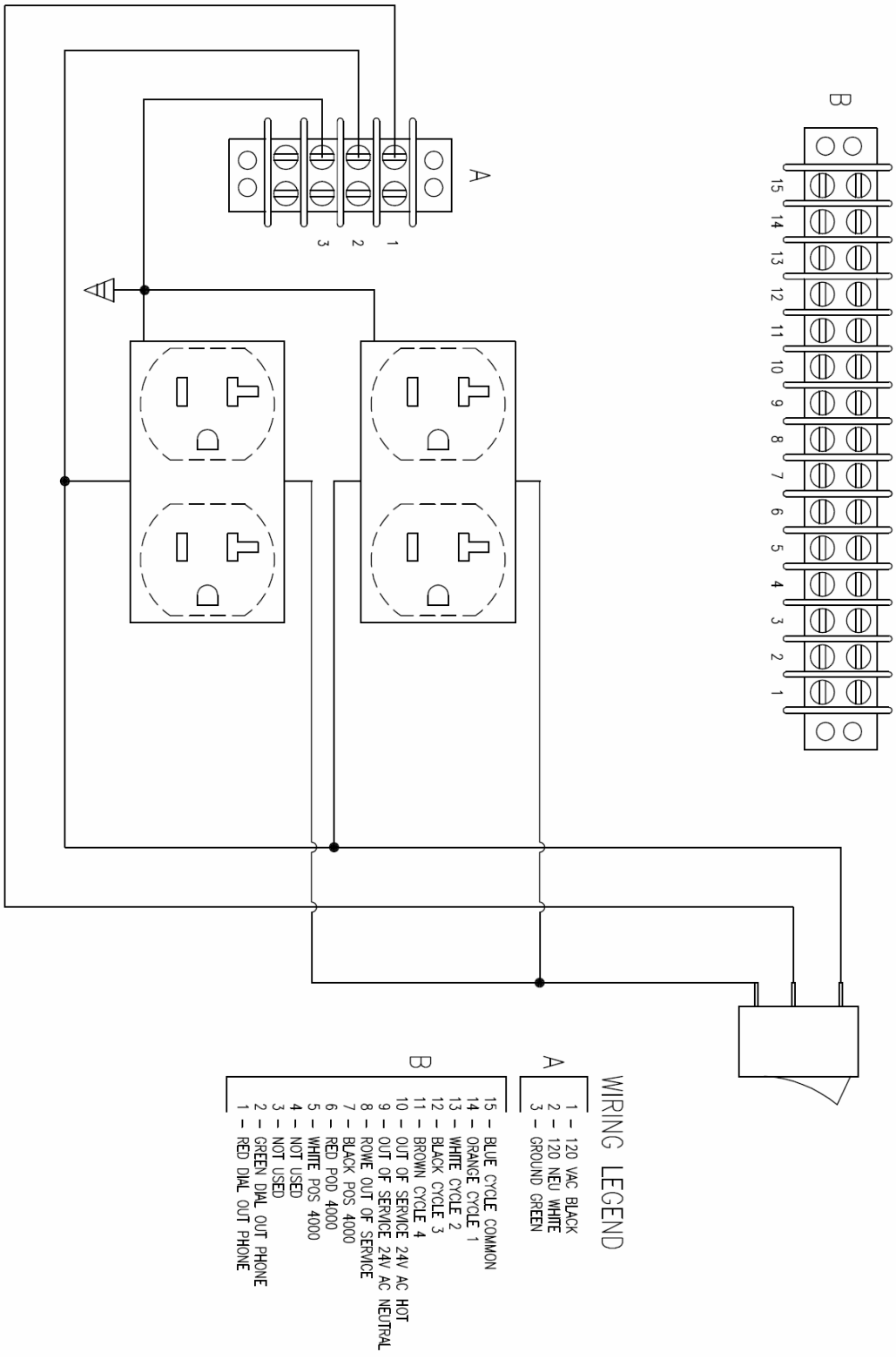
3.1 Pre-Installation Planning

3.1.1 Technical Drawings

Entry Wizard Conduits



Entry Wizard Electrical Wiring Schematic



3.1.2 Pulling the Electrical Cables

- 1 – ¾" conduit for 110VAC power and control cable
  - o Pull in three 12 Ga. wires for the 110VAC.
- 1 – ¾" conduit for communication, telephone, Swipe N Clean, and/or POS 4000
  - o Pull in one 7 conductor 22 Ga. control cable for Water Wizard control.
  - o Pull in one 2-pair phone cable and **if a POS 4000 will be used** pull in one 3 wire shielded cable for it.
- 1 - ¾ conduit for optional 4 pair 24 Ga. Cat 5 communication cable for high speed connection to Swipe N Clean.

3.2 General Installation

> **NOTE: Please use the following outlined order for proper installation.**

3.2.1 Mounting

- The Entry Wizard is comprised of 2 main components: the Base **(Figure 3.2.A)** and the Cabinet. **(Figure 3.2.B)**

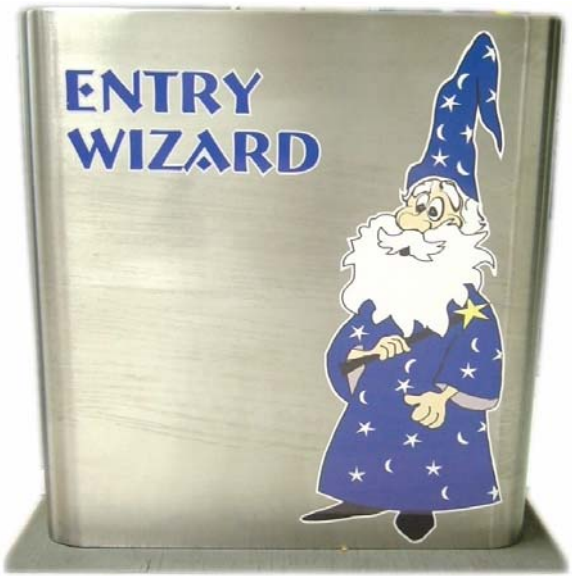


Figure 3.2.A

Figure 3.2.B

- Mount the base to the concrete over the electrical stub-ups using ½" concrete bolts. **(Figure 3.2.C)**

Figure 3.2.C

- After locating the exact position of the base, put base in place and mark the mounting holes. Remove the base and drill each hole to accommodate the mounting bolt that will be used, insuring that all drilling dust is cleaned away from the drilled hole.

- Re-position the base over the drilled holes with the decal facing the front (**Figure 3.2.D**) and hammer in the mounting bolts insuring that they fit into the holes. Allow room for the threads to be used for final tightening. Tighten down the nuts on the mounting bolts securing the base.

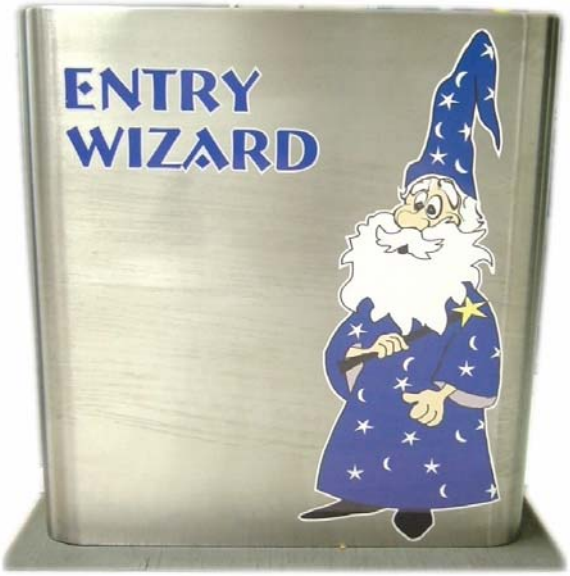


Figure 3.2.D

The installation of this equipment involves high and low voltage. Only qualified electrical personnel should be used in it's hook-up.

- Have a qualified electrician to terminate the 2 – ¾" conduits to the base by extending the electrical stub ups with Liquitite or other waterproof electrical conduit.
- Pull the electrical cables as previously indicated in section 3.1.2 observing the separation as indicated. **(☞ Note: Do not include any communication cables in the high voltage conduit.)** Be sure and pull at least 36" of cable past the termination point on the base. **(Figure 3.2.E)**

☞ <u>NOTE</u>: Termination point is referenced to top of base.

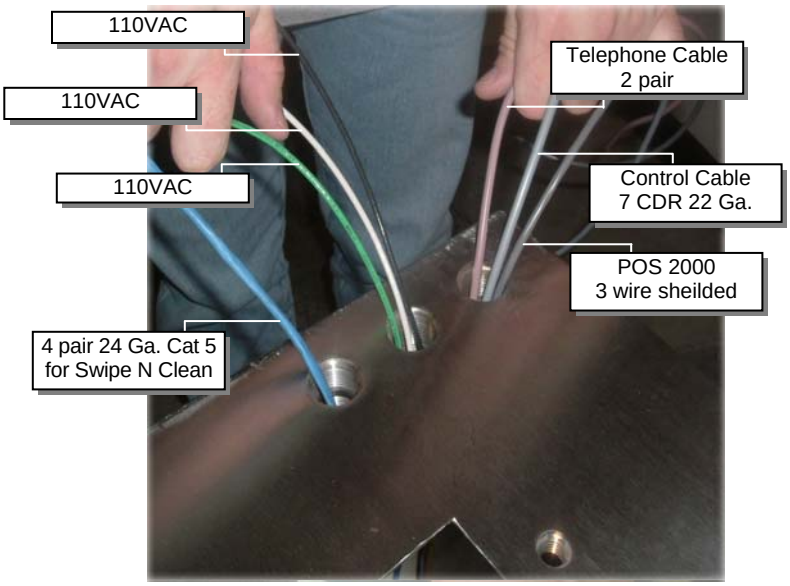


Figure 3.2.E

✓ This completes mounting the base.

- Open the door on the Entry Wizard cabinet. Remove all packing material, manuals, mouse, and keyboard.
- Remove the coin hopper by securing properly (**Figure 3.2.F**) and lifting coin hopper latching bracket. (**Figure 3.2.G**)

Figure 3.2.F

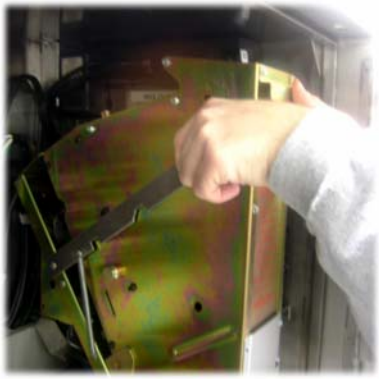


Figure 3.2.G

- Pull coin hopper forward and lift out.(**Figure 3.2.H).** Remove the 7/16" bolt from the coin hopper bracket. **(Figure 3.2.I**)

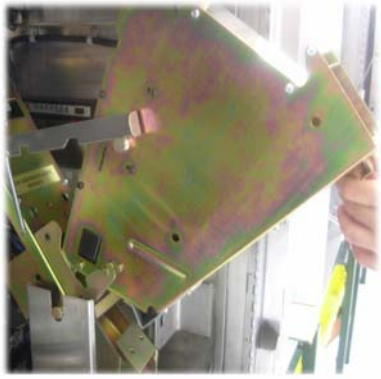


Figure 3.2.H

Figure 3.2.I

- Pull the coin hopper bracket forward and remove. **(Figure 3.2.J)** Remove the cover from the electrical trough. **(Figure 3.2.K)**

Figure 3.2.J

Figure 3.2.K

- If a POS 4000 will be used you need to remove the cover on the small electrical trough located on the left side panel. **(Figure 3.2.L)** The POS 4000 3 wire shielded cable is inside the trough. You will need to strip the wires back, place the cable back in the trough, leaving the end exposed, and replace cover. You are now ready to connect the cable to the POS 4000.

Figure 3.2.L

The installation of this equipment involves heavy lifting. Take extreme care when lifting and placing the equipment. Ensure adequate help is available and use proper lifting techniques.

- With the assistance of at least one person, carefully lift the Entry Wizard cabinet up to base height. Guide the previously pulled electrical cables up through the electrical holes in the cabinet. Carefully lower cabinet to base. **(Figure 3.2.M)** Keep wires together according to section 3.1.2.

Figure 3.2.M

NOTE: Be careful to not pinch the cables between the cabinet and base.

- The base and the cabinet will need to be positioned in place. When aligned, locate the four bolts used for mounting the cabinet to the base. Put some type of lubricant on the bolts, such as **AntiSieze,** to prevent the bolts from galling up on the stainless. Locate the four holes in the cabinet for the insertion of the bolts. Snug the bolts down tightly. **(Figure 3.2.N)**

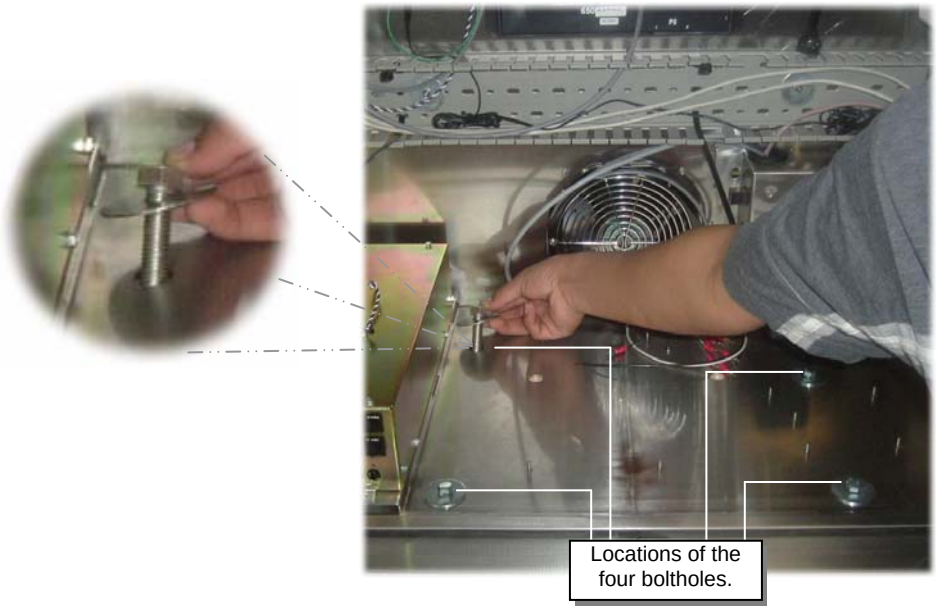


Figure 3.2.K

3.2.2 Electrical Hookup

The installation of this equipment involves high and low voltage. Only qualified electrical personnel should be used in it's hook-up.

- Remove the two 5/16" nuts on the inside of the cabinet. **(Figure 3.2.O)** Remove the electrical cover from the outside of the cabinet. **(Figure 3.2.P)**

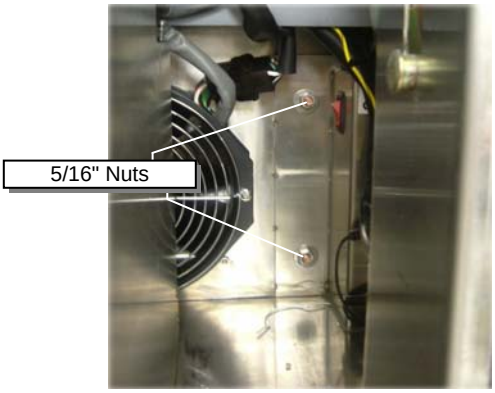


Figure 3.2.O

Figure 3.2.P

- After opening the electrical cover in the cabinet, extend the wires that have been previously pulled into the electrical trough through the holes in the electrical panel and out the side of the cabinet. **(Figure 3.2.Q)**

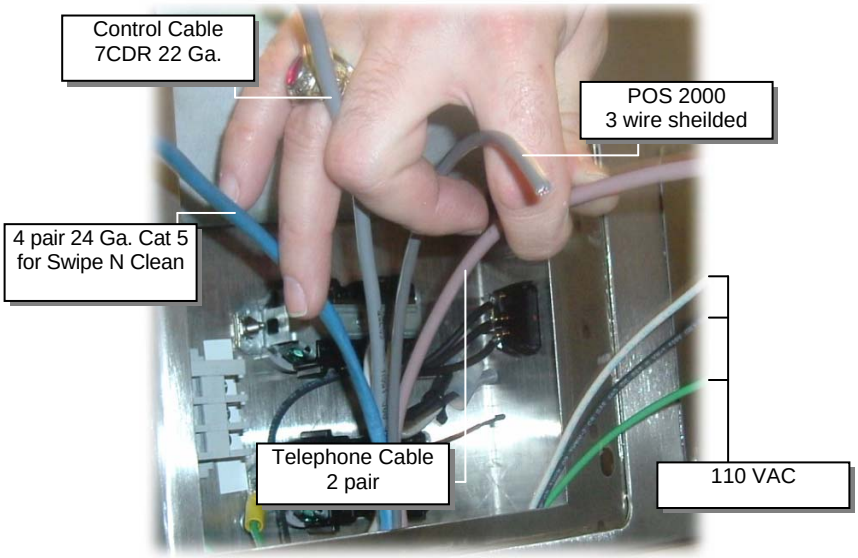


Figure 3.2.Q

- Connect the electrical wires to the cabinet using the Electrical Wire Schematic as a guideline. **(Figure 3.2.R)**

Entry Wizard Electrical Wire Schematic

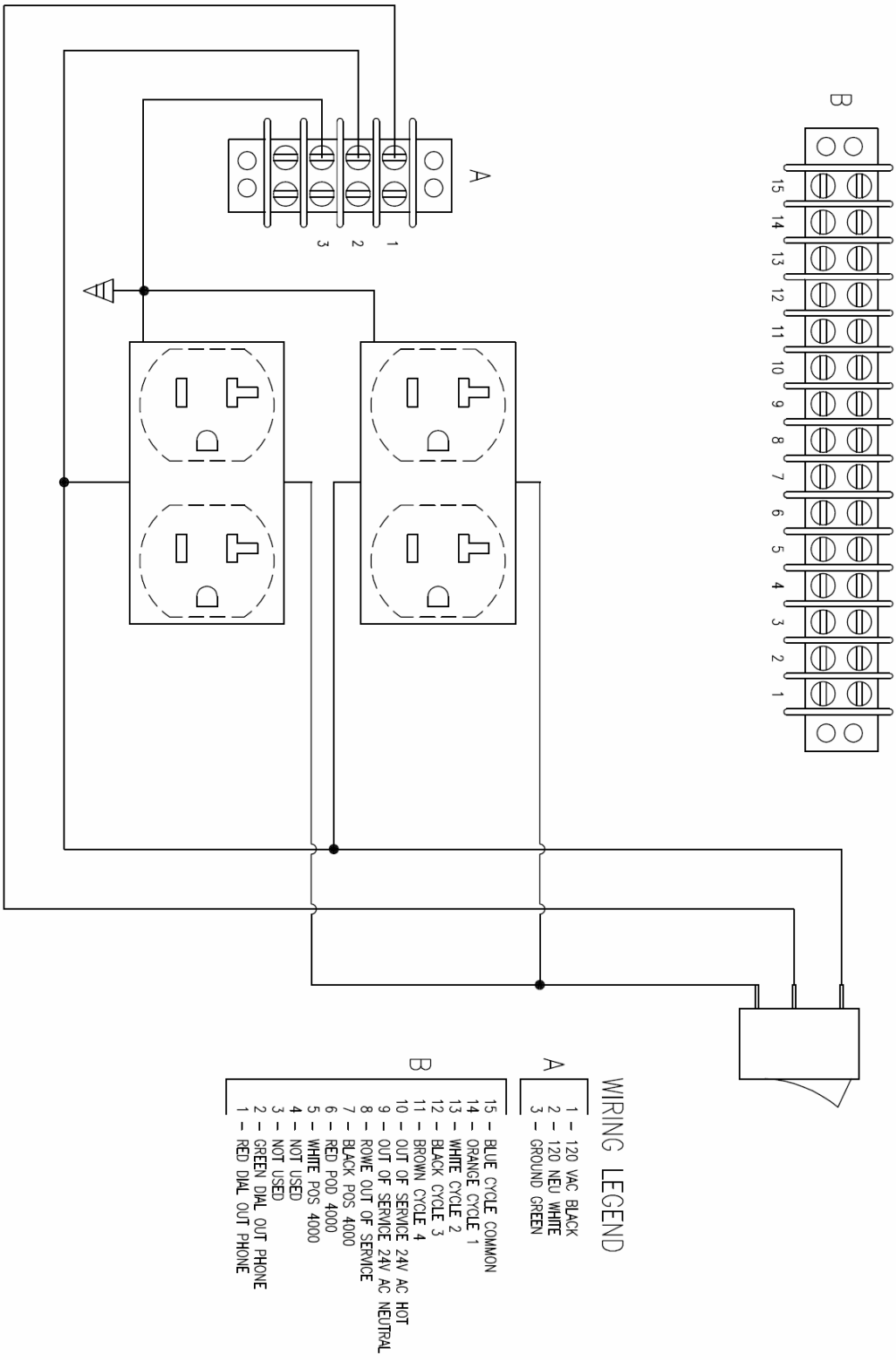


Figure 3.2.R

- This unit requires a dedicated 120-volt circuit. Pull Three 12 gauge wires into Entry Wizard electrical box. The wires should be color coded as follows: Black 120 volt hot, White 120 volt neutral and Green (ground).

- Connect the electrical wires to the three position terminal strip located on the left hand side of the electrical box. Connect the Black wire to terminal one (top position), Connect the White wire to terminal two, and connect the Green wire to terminal three. **(Figure 3.2.S)** Also, see the Electrical Schematic. **(Figure 3.2.R)**

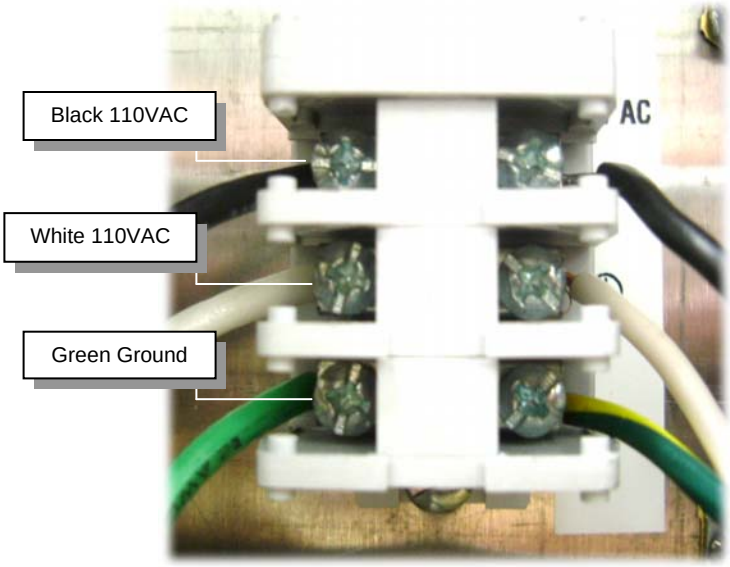


Figure 3.2.P

- **Grounding The Equipment**
  - A 12-gauge equipment-grounding conductor (green in color) must be run with the circuit conductors and connected to the *equipment-grounding terminal*. **(Figure 3.2.T)**

  - The equipment-grounding terminals are located inside the electrical terminal box on the backside of the Entry Wizard. **(Figure 3.2.T)**

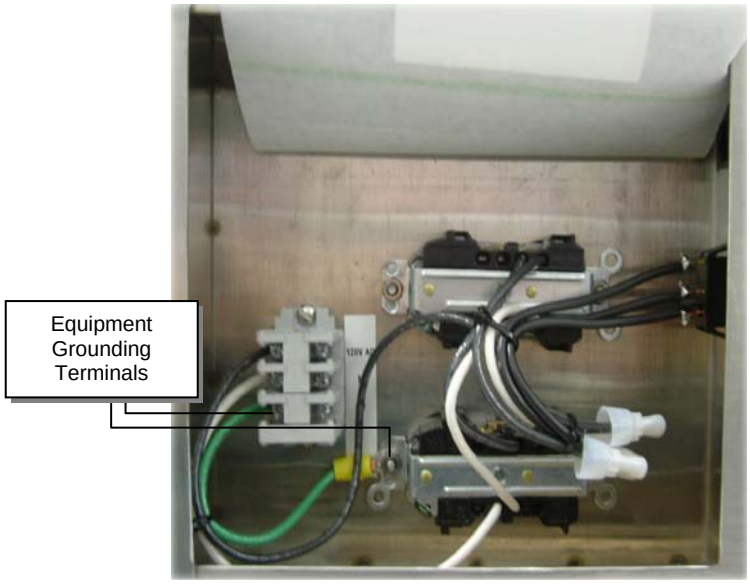


Figure 3.2.T

  - Use copper conductors only.

  - A qualified electrician must complete this connection. This equipment is intended for general public use only. It is not to be used in potentially dangerous locations such as flammable, explosive/chemically-laden areas.

The following section will guide you through the LOW VOLTAGE control and communication hookup. The terminal is found on the outside (top right) of the Entry Wizard behind the cover. **(Figure 3.2.U)**

Figure 3.2.U

- Pull in communications cables
  - o One Phone cable to phone connections. **(Figure 3.2.V)**

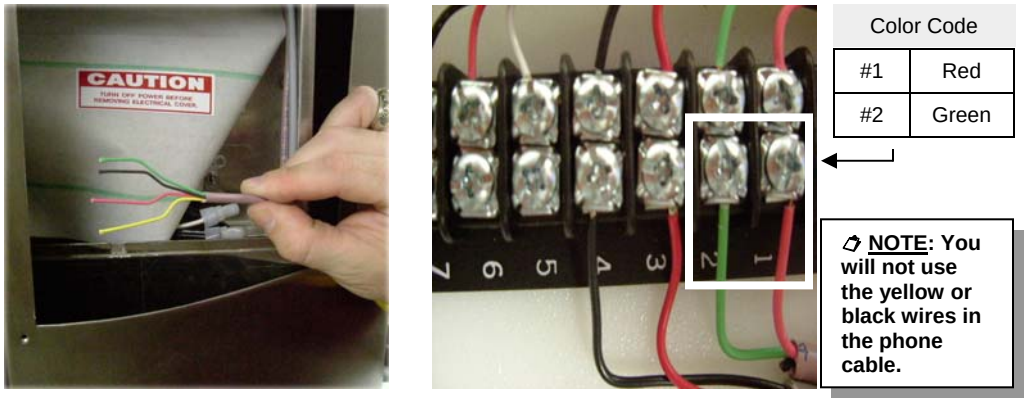
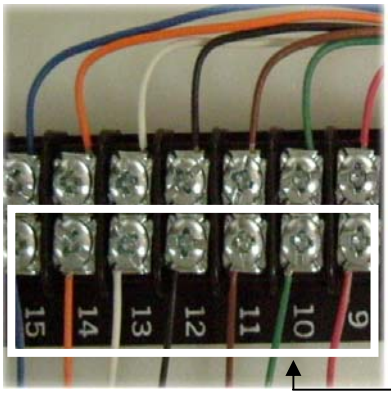


Figure 3.2.V

- One Control cable from auto control cabinet in equipment room. **(Figure 3.2.W)**

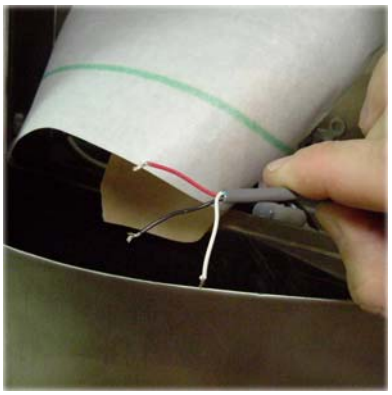


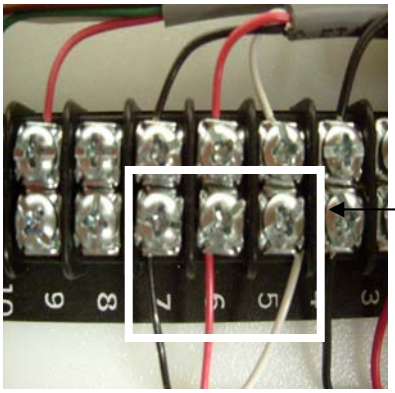
Color Code	
#9	Red
#10	Green
#11	Brown
#12	Black
#13	White
#14	Orange
#15	Blue

Figure 3.2.W

- Connect control cable to terminal strip located in the top of the electrical box. (See electrical schematic **Figure 3.2.R)** Control cable wires connect to #'s 9-15 on the terminal. **(Figure 3.2.W)**
  - One Return Signal from auto control. (Water Wizard 24VDC) (#15)
  - Four Cycle control wires. (#'s 11-14)
  - Two Inhibit *Clear to Send* wash wires. (Water Wizard 10VAC) (#'s 9,10)

- Optional POS 4000 cable with three wires (white, red, and black) will be used to connect to the POS 4000. They are connected to #'s 5,6,7 on the terminal strip. **(Figure 3.2.X)**





Color Code	
#5	Red
#6	Green
#7	Brown

Figure 3.2.X

- The 4 pair 24 Ga. Cat 5 for Swipe N Clean snaps into the side of the electrical box. **(Figure 3.2.Y)**

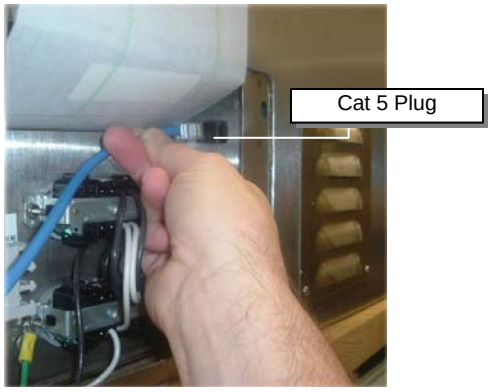


Figure 3.2.Y

- Replace the electrical box cover by setting the cover back into place **(Figure 3.2.Z)** and tightening the nuts on the inside of the cabinet. **(Figure 3.2.A1)**

Figure 3.2.Z

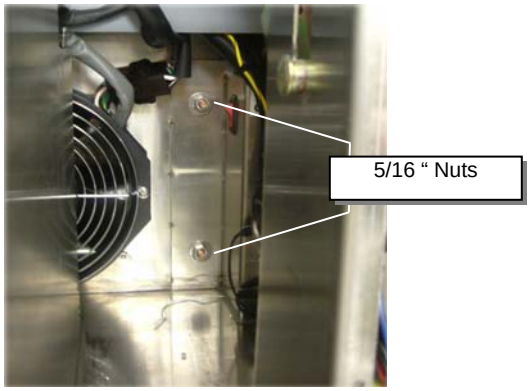


Figure 3.2.A1

- Replace the covers on the electrical troughs located in the cabinet. **(Figures 3.2.B1 and 3.2.C1)**

Figure 3.2.B1

Figure 3.2.C1

- Replace the coin hopper bracket and tighten the bolt to secure it back into the cabinet as illustrated. **(Figures 3.2.D1 and 3.2.E1)**

Figure 3.2.B1

Figure 3.2.C1

- Replace the coin hopper by placing it in the groves and pushing back into place. **(Figure 3.2.D1)** Once in place you need to lock it with the locking arm. **(Figure 3.2.E1)**

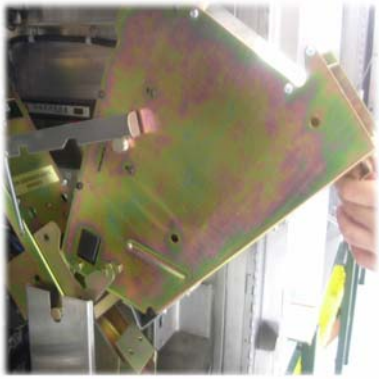


Figure 3.2.D1

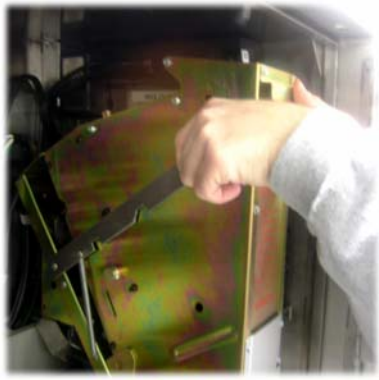


Figure 3.2.E1

NOTE: At this point put coins to be dispensed into the Coin Hopper (shown in figures 3.2.D1 and 3.2.E1). Approximately $250.00 in quarters should be placed into the Coin Hopper for maximum storage.

3.3 Testing the Cycle Control Board

- Locate the Cycle Control board mounted against the back wall of the Entry Wizard. **(Figure 3.3.1)**

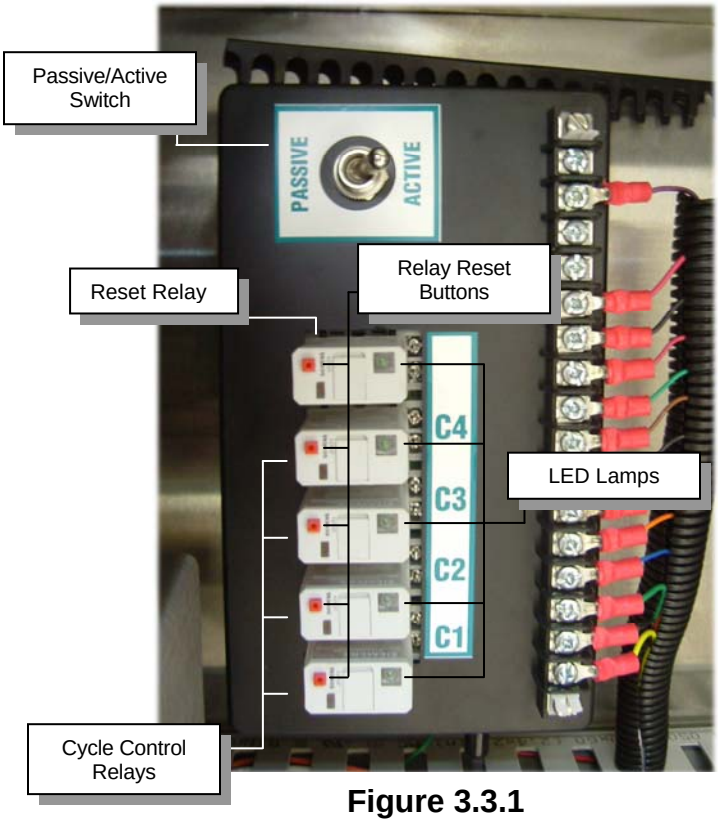


Figure 3.3.1

- Upon pressing the cycle 1 Push Button Switch the following should happen:
  - The relay should close its contacts.
  - The light inside the relay should come on.
  - The Automatic should also turn on its number one cycle.
  - If the Automatic does not come on then you need to check the wiring between the Entry Wizard and the Automatic.

- Upon pressing the cycle 2 Push Button Switch the following should happen:
  - The relay should close its contacts.
  - The light inside the relay should come on.
  - The Automatic should also turn on its number two cycle.
  - If the Automatic does not come on then you need to check the wiring between the Entry Wizard and the Automatic.
- Upon pressing the cycle 3 Push Button Switch the following should happen:
  - The relay should close its contacts.
  - The light inside the relay should come on.
  - The Automatic should also turn on its number three cycle.
  - If the Automatic does not come on then you need to check the wiring between the Entry Wizard and the Automatic.
- Upon pressing the cycle 4 Push Button Switch the following should happen:
  - The relay should close its contacts.
  - The light inside the relay should come on.
  - The Automatic should also turn on its number four cycle.
  - If the Automatic does not come on then you need to check the wiring between the Entry Wizard and the Automatic.

3.4 Normal Operation

The Entry Wizard normal operation is as follows:

- Customer drives up to Entrance Controller and is greeted by music and active screen.
- Customer can touch screen and receive on-screen instructions or review the menu of car wash services available.
- Customer can deposit money in the form of dollar bills or coins until the correct amount is received or swipe a Credit card for payment.
- Customer can touch the screen to select the desired wash.
- The Entry Wizard will send out a signal to the Automatic Car wash to turn on the desired wash.
- When the Automatic Car wash is finished washing a car the Automatic needs to send out a Clear to Send signal to tell the Entry Wizard that the wash is complete and it is ready to accept a new wash signal.
- If a Customer drives up to the Entry Wizard before the Automatic Car wash sends the Clear to Send signal then. The Entry Wizard will allow the customer to purchase a wash package but will not send the signal to the Automatic Car wash until it receives a Clear to Send signal from the Automatic Car Wash that the first wash is complete.

3.5 Clear to Send Signal

- The Automatic Car wash is required to send out a Clear to Send Signal to tell the Entry Wizard that the Car Wash is ready to wash a car. The Entry Wizard comes standard with the capability to accept an 24 vdc signal. If the Clear to Send signal is a different voltage then the relay on the Cycle Control Board needs to be changed out to match the voltage of the signal.
- The Clear to Send signal should only be sent to the Entry Wizard if the automatic is ready to accept another wash signal. This signal should be longer than 2 seconds and shorter than 9 seconds. We recommend a 3 second Clear to Send signal. If the Clear to Send signal last longer than 10 seconds then the Entry Wizard will go Out of Service.
- The Water Wizard sends out a Clear to Send signal for 3 seconds after the unit is completely through washing the car and the car has exited the bay. When the Water Wizard sends out the Clear to Send signal it is ready to receive another wash package. The Water Wizard also will send a Clear to send signal if the car fails to enter the bay within a predetermined time or leaves the bay before the wash is complete. You can press the Reset switch on the Electrical panel on the Water Wizard and it will send out a Clear to send Signal for 3 seconds. The Water Wizard will tell the Entry Wizard to go Out of Service any time the Water Wizard detects a fault condition that prevents it from washing a car safely. This is accomplished by sending out a continuous signal longer than 10 seconds. Once the problem is corrected on the Water Wizard and the Clear to Send signal is removed then the Entry Wizard will go back into Service.

3.6 Clear to Send Switch

- Located on the cycle control board is a switch that controls the way the Entry Wizard handles the clear to send signal. The switch can be put in two different positions depending on how the Automatic Car wash equipment sends a signal. If you are connecting to a Water Wizard set the switch to the Passive Mode. The Automatic car wash needs to send out a signal to tell the entrance controller that it is ready to wash a car. This signal should be longer than 2 seconds and shorter than 9 seconds. We recommend a 3 second Clear to Send signal.

    - **PASSIVE MODE:** Signal is usually off and only comes on when your automatic car wash equipment sends out a signal to tell the Entrance controller that the wash is complete.
    - **ACTIVE MODE:** Signal is on at all times and only goes away when the Automatic is ready to receive a new wash package.

3.7 Printer Installation (Axiohm) (Figure 3.7.A)

Figure 3.7.A

3.7.1 Installing The Paper

Installing the paper for the Axiohm Printer is an easy four-step process.

- **Open The Printer Door.**

  To open the door, simply pull the top of the door out. The door is held closed by a spring-loaded latch that latches onto the black roller at the top of the door**. (Figure 3.7.B)**

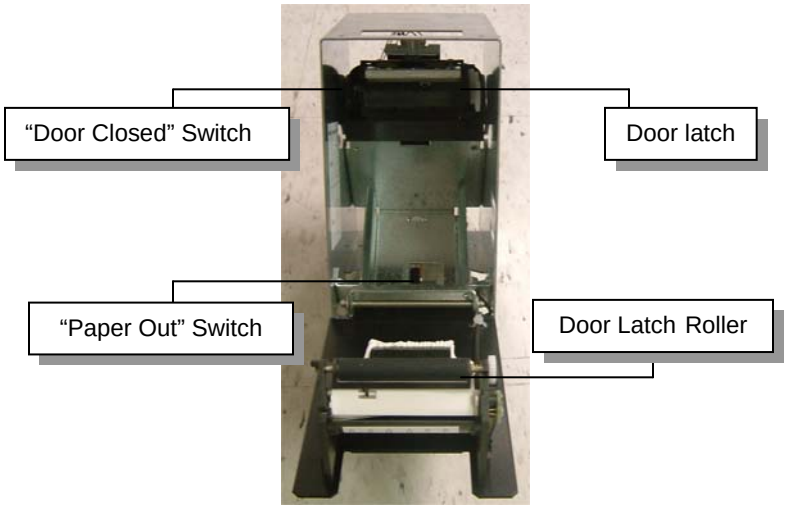


Figure 3.7.B

- **Install the paper**

  After you open the door, you will see the paper tray in the bottom of the printer. In the middle of the paper tray, you will see a black pressure switch, which is the *paper out* switch. Place paper in slot as indicated on diagram inside printer door. (**Figure 3.7.C**)

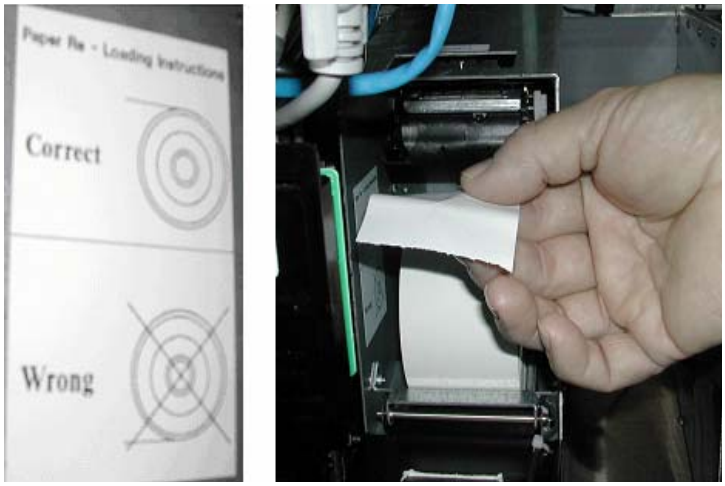


Figure 3.7.C

- **Feed the paper into the head of the printer**

  Feed the end of the paper into the slot identified by the label “FEED PAPER HERE”. After feeding the paper into the slot, you should see the paper through the window just underneath the “FEED PAPER HERE” label. Insert the roll of paper into the tray with the paper feeding from the top of the roll. **(Figure 3.7.D)**

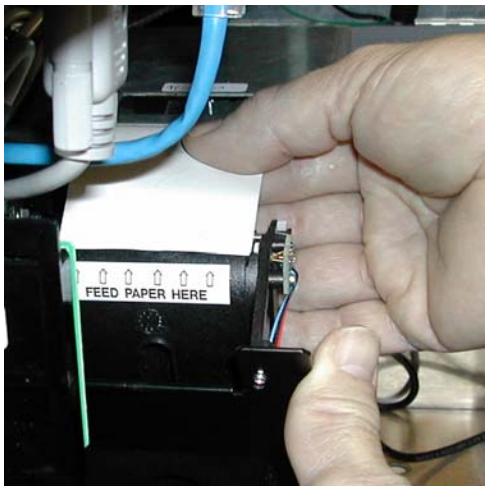


Figure 3.7.D

If the paper is fed properly, you will see the paper through the window on the “feed paper here” plate. (**Figure 3.7.E**)

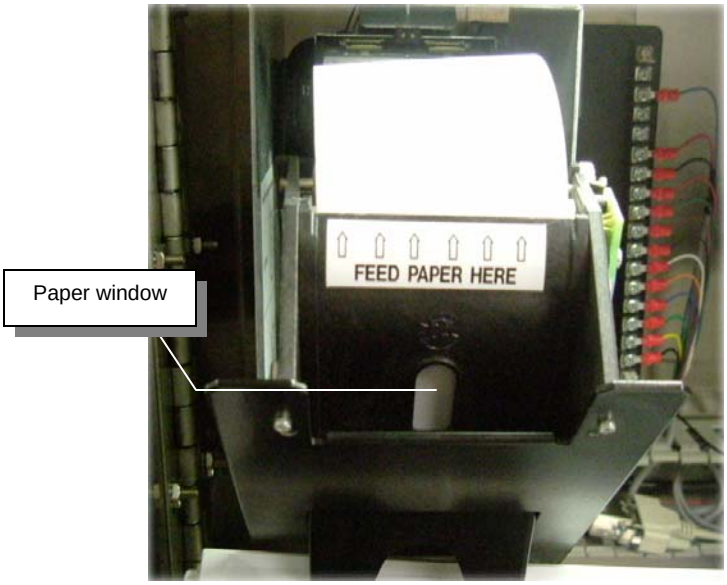


Figure 3.7.E

- **Close the printer door**

  Once you have the paper properly routed through the slot you are ready to close the door. As you close the door, you will feel a slight resistance as the latch slides onto the black roller. When the door is closed, the door-closed switch is engaged. This triggers a print out confirming the paper is loaded successfully. **(Figure 3.7.F)**

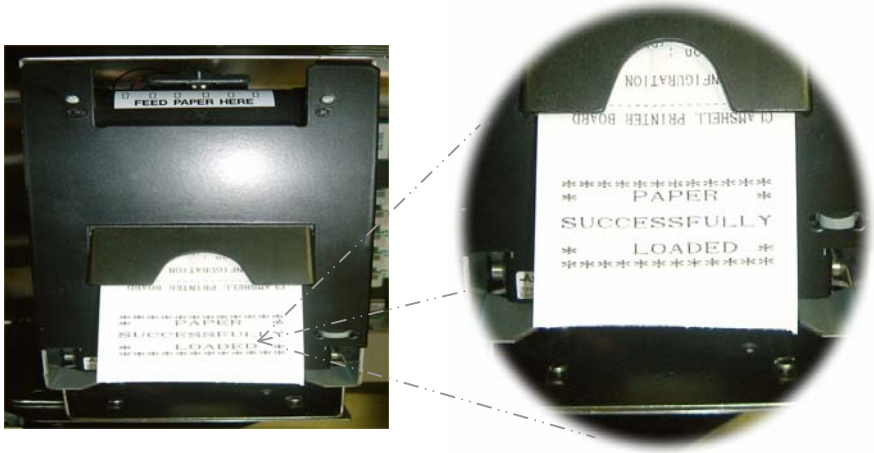


Figure 3.7.F

It also prints a configuration report as well as a sample ASCII Code print out and some black lines at the bottom. (**Figure 3.7.G**)

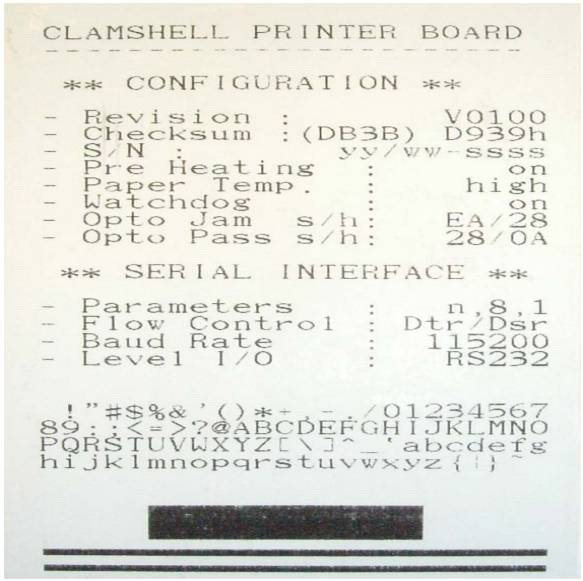


Figure 3.7.G

This portion intentionally left blank.

3.8 Voltage Testing

- The Entry Wizard is now ready to be tested for proper voltage.
  - Locate the master power switch inside the Entry Wizard cabinet (mounted to the side of the electrical terminal box) and make sure it is in the **"off"** position. **(Figure 3.8.A)**

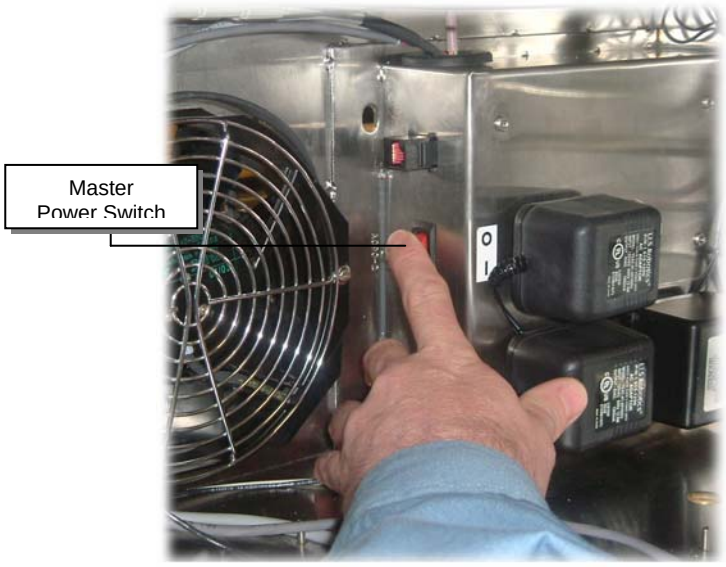


Figure 3.8.A

  - Turn the electrical source on and check the voltage with a voltmeter. The voltage should register between 110-130 volts. If voltage falls within the proper range it is safe to turn on the master power switch inside the Entry Wizard cabinet. **(Figure 3.8.B)**

Figure 3.8.B

3.9 Entry Wizard POS 4000 Operation (optional)

The Entry Wizard is compatible with the Unitec POS 4000™. This is a purchased option separate from the standard Entry Wizard. This option provides access to the petroleum/c-store, multiple units, and additional fleet capabilities. You must have the following equipment to have this functionality:

- **Entry Wizard with Entry Wizard with Software ver. 1.1.6 or higher**
- **RS 485 Communications Interface**
- **Unitec POS 4000 System with Software ver. 7.40 or higher with EWZ (Entry Wizard Configuration)**

The features of the POS 4000 will perform according to the documentations provided by the Unitec system. The Entry Wizard will perform normally with the added functionality of the POS 4000. Any Entry Wizard in the field can be upgraded to operate with the POS 4000.

For complete operation and setup of the POS 4000 see the POS 4000/V2 Operating Manual included in the POS 4000 equipment.

> **NOTE: Ensure that the Entry Wizard and POS 4000 are not powered up during the installation of either or the connection of the two.**

3.9.1 Setting Up the Entry Wizard and the POS 4000

- **RS485 Communications Interface**
  The RS485 Com Interference provides the link between the Entry Wizard and the POS 4000. **(Figure 3.9.A)**

Figure 3.9.A

Remove the protection for the double-sided tape on the interface and mount it in the Entry Wizard cabinet on the upper left hand side. Orientate the LEDs on the interface to the top. **(Figure 3.9.B)**

Figure 3.9.B

Connect the cables from the interface box to the CUP Controller. **(Figure 3.9.C)**

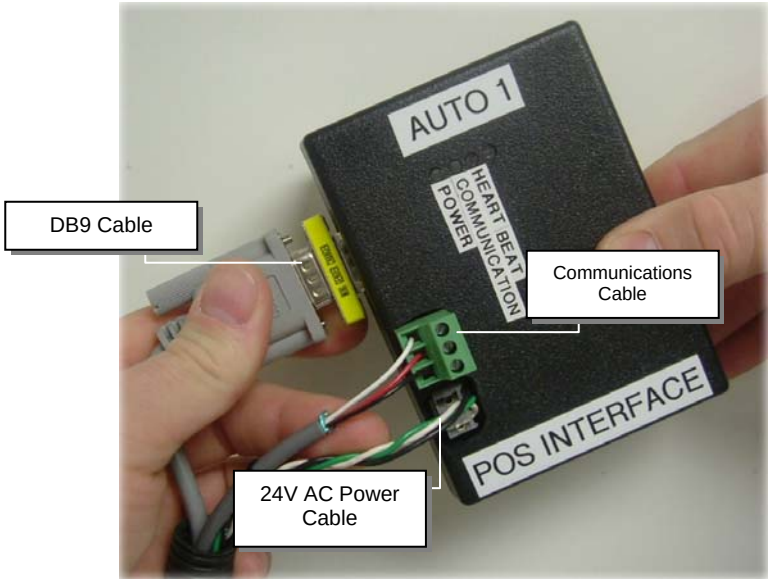


Figure 3.9.C

- **Communications cable**
  Use the following guidelines to connect the wires to the green connector:

Entry Wizard	POS 4000
Pin 1 – White	Pin 1 – White
Pin 2 – Red	Pin 2 – Red
Pin 3 – Black	Pin 3 – Black
Shield – Connect to ground point	Shield – Not connected

- **Final Hook-Up**
  Connect the terminated communications cable, with the green connectors to the RS485 Communications Interface of the Entry Wizard. Connect the other end of the communications cable to the POS 4000.

- **Initial Communications Testing**
  Turn the power to the Entry Wizard on. Once the unit is up and running the left most LED on the interface should be on steady. Power up the POS 4000. The display of the POS 4000 should be on the Date/Time screen upon completion of self-test sequence. The second LED on the interface should now be blinking. The third

Led on the interface will be blinking rapidly at this time. This is normal operation and means that the Entry Wizard and the POS are now communicating. Touch the screen on the Entry Wizard and select Code on the Choice Screen. When the keypad comes on the screen you should see “POS Enabled” on the upper left corner of the keypad. If the units are not communicating the “POS Disabled” will be displayed on the keypad when selected. Recheck wiring connections for correct polarity.

- **Final Testing**
  Configure the POS 4000 according to the POS 4000/V2 Operating Manual instructions. Get a code for one of the washes from the POS 4000. At the Entry Wizard input the code followed by the # key. The Entry Wizard will now function normally, taking the customer to the Wash Menu screen for their wash selection.

- **Reports**
  The Entry Wizard and the POS 4000 has a complete compliment of reports for reconciliation. See page 37 of this manual. For reports generated by the POS see the POS 4000 Operating Manual.

3.10 Powering up the machine

- Push the Battery backup switch down into the “on” position. **(Figure 3.10.A)**

Figure 3.10.A

- Push the Rowe Power Center button up to the “on “ position. **(Figure 3.10.B)**

Figure 3.10.B

- **Connecting the mouse and keyboard**

  Before turning the computer on you must connect the mouse and keyboard supplied with the Entry Wizard.

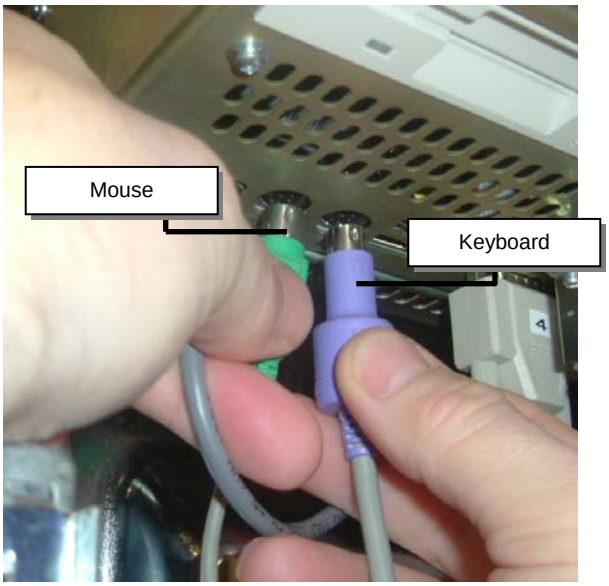


Figure 3.10.C

✓ THIS COMPLETES THE ENTRY WIZARD INSTALLATION AND CONNECTION.

4. SETUP/CONFIGURATION

4.1 Unit Turn-On

Congratulations! You have made it to the point of turning on your new Entry Wizard and start offering to the motoring public and your customer the most advanced entry system ever conceived.

> **NOTE: Following the steps below in the sequence suggested is very important. This will properly activate and initialize your system.**

Installation Review:

You should have completed the following list of tasks at this point:

- ✓ Received and unpacked the Entry Wizard, noting any damage that may have occurred in shipping.
- ✓ Installed the slanted Entry Wizard base.
- ✓ Mounted the Entry Wizard on the Entry Wizard base.
- ✓ Completed the electrical hook ups and connections as specified in the Installation Manual.
- ✓ Covered and secured any electrical wires and covers.
- ✓ Installed paper into the receipt printer.
- ✓ Installed at least $250.00 in coins into the coin-dispensing hopper.
- ✓ Turned on the 120VAC power source to the Entry Wizard.

4.1.1 On/Off Switches

- Due to the modular nature of the Entry Wizard there are several switches that need to be turned on at this time. In the future only one will need to be used for operation and shutdown. Open the Entry Wizard door and locate the main power switch located at the back lower right hand side of the cabinet. **(Figure 4.1.A)**

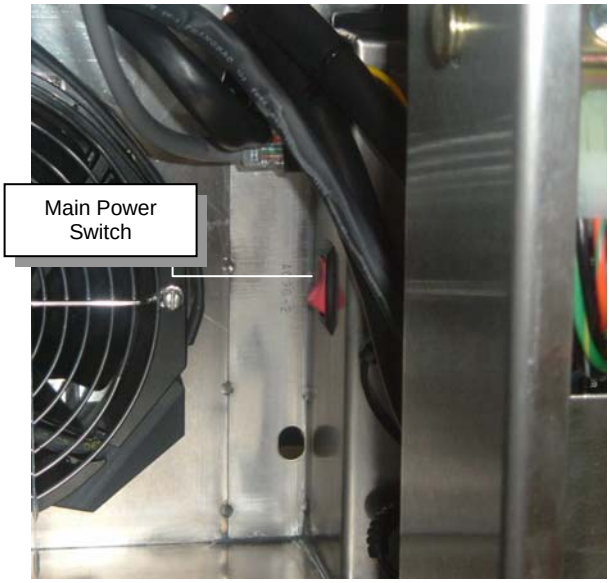


Figure 4.1.A

- Turn this switch to the ON/1 position. This is a lighted switch in the lower back of the machine. If it fails to power the unit you should refer to the trouble-shooting guide at the end of this manual. By turning on this switch you have turned on the main power to the cabinet.

- The second switch to turn on is located on the upper right of the cabinet on the ups/battery backup. **(Figure 4.1.B)** Turn this switch to the ON/1 position.

Figure 4.1.B

> **NOTE: The primary goal of the battery backup is not to be able to operate the unit if no power is available, but to protect sensitive computer components from electrical surges. The unit will only operate for approx. 7 minutes without a main power supply.**

- The third switch to turn on is located on the lower left hand side of the cabinet. This switch is on the Rowe power center and should be turned to the ON/1 position. **(Figure 4.1.3)**

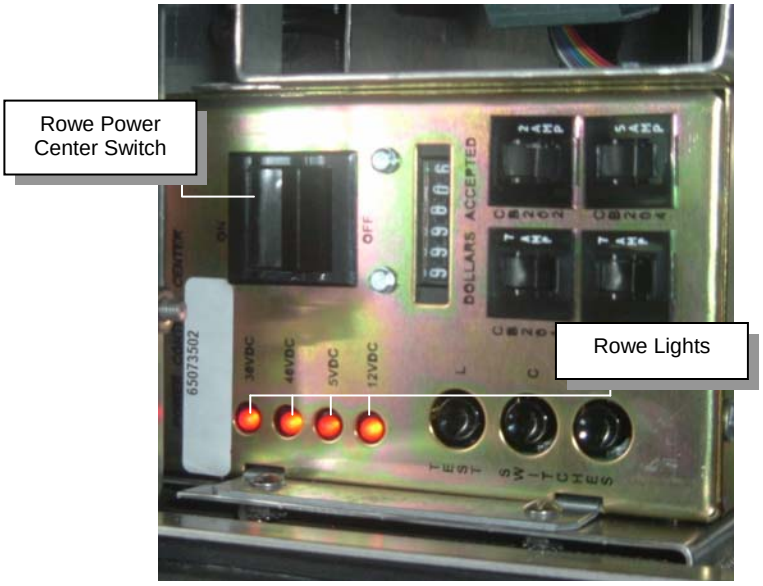


Figure 4.1.3

- This will power up all of the Rowe components. You will see the four red lights of the power center come on at this point. **(Figure 4.1.3)**

- The remaining switch to turn on is located on the CPU Controller mounted on the cabinet door. It is located on the bottom right hand side of the controller. **(Figure 4.1.4** Push this switch in until it is seated. The CPU Controller will now power up and come on.

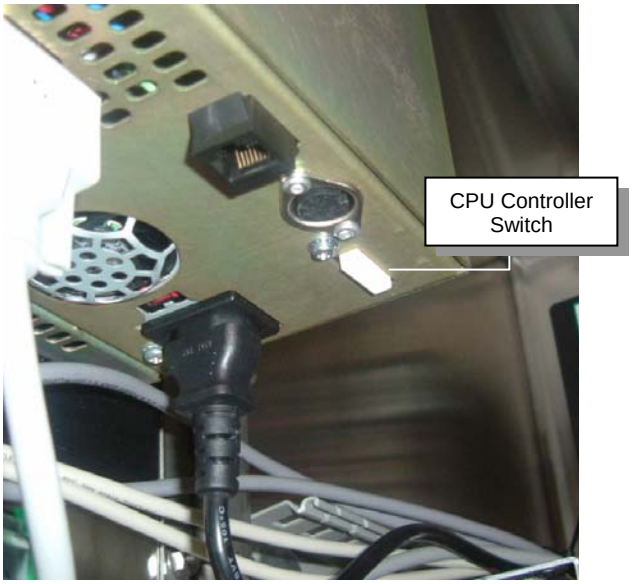
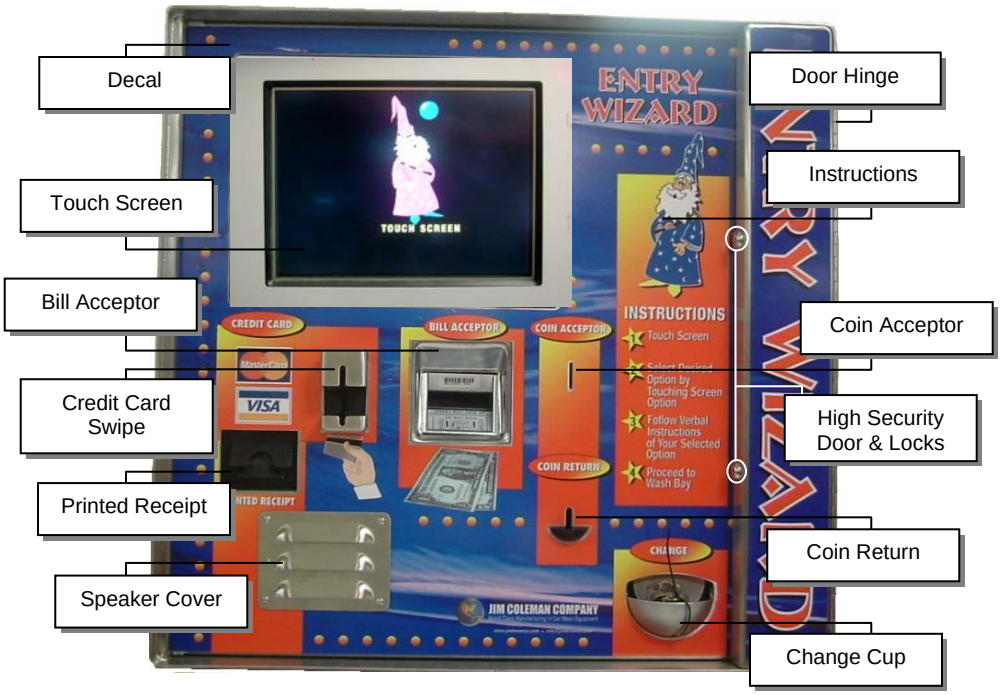


Figure 4.1.4

✓ **This completes the unit turn on.**

4.2 System Initialization And Setup

It is now time to initialize the Entry Wizard. Upon completion of this section the system will be up and operating. Before beginning, you will need to become familiar with the following items:

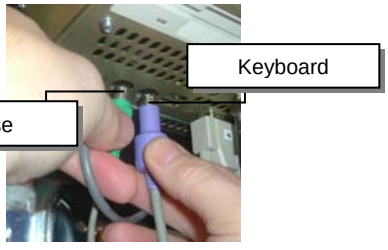


Front Of Entry Wizard

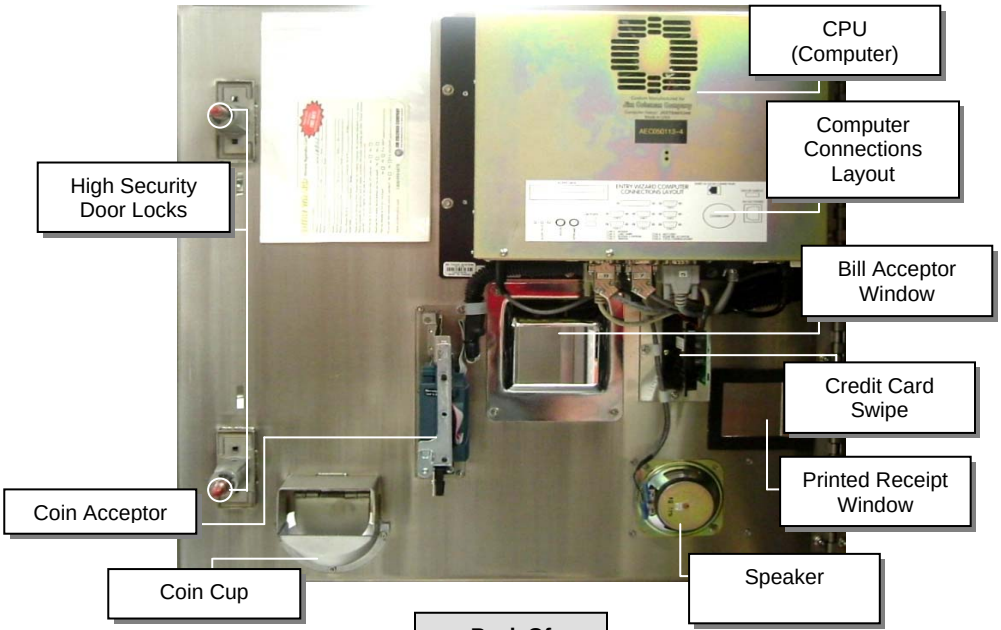
You should be specifically familiar with the following items to complete the utilities setup. A descriptive parts list is available on page ?? of this manual.

Touch Screen (#)

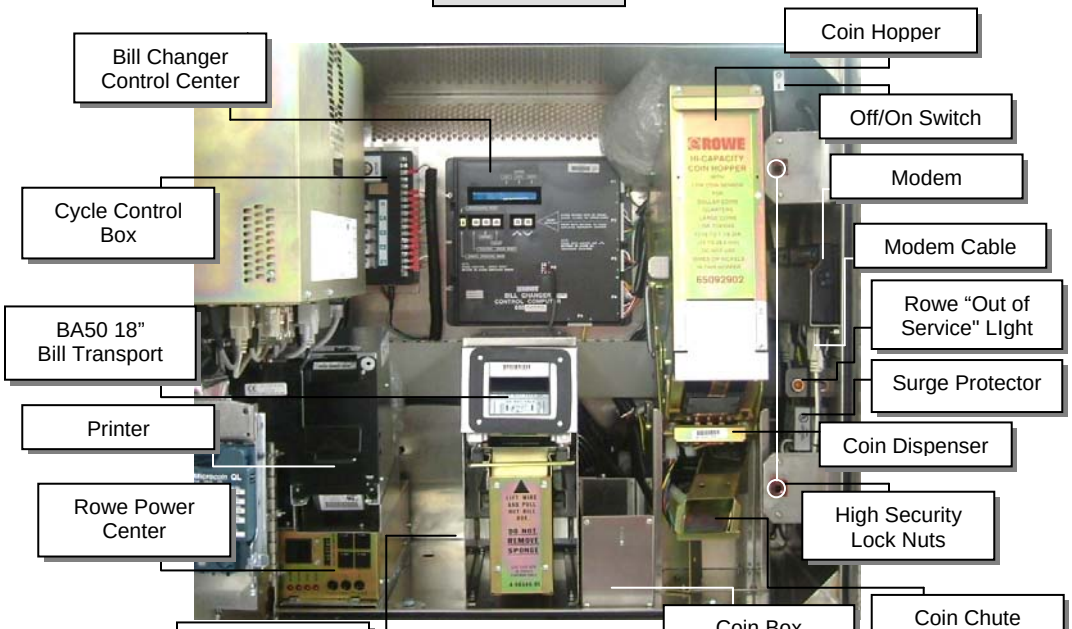
Keyboard and Mouse Ports



Keyboard (included in cabinet)



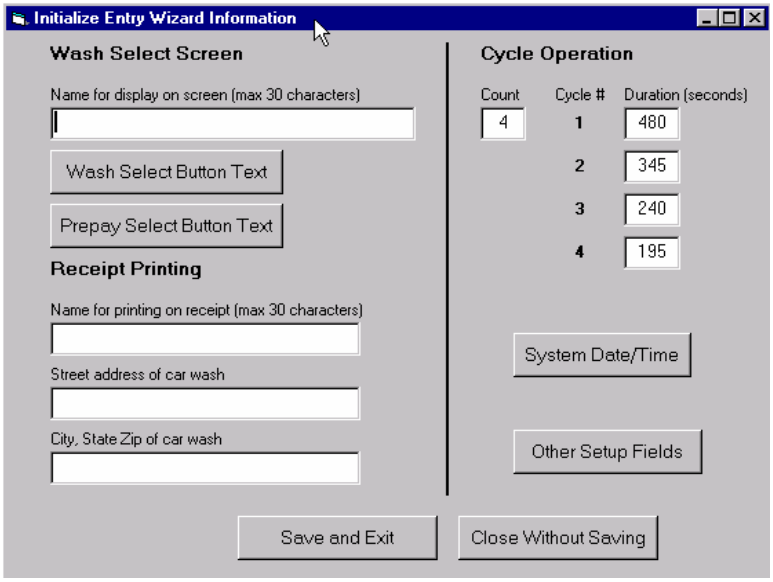
Back Of Entry Wizard Door



Inside Of Entry Wizard Cabinet

4.2.1 Initialize Entrance Controller Information

Once the Entry Wizard is powered up it will display the following screen for proper initialization:



Each field (blank) must be filled in for proper startup. Each field is discussed individually in the pages that follow.

NOTE: Fields can be revised after filling them in. However, once Save and Exit is selected, only certain fields can be edited without a complete re-initialization of the system.

- **Name of Car Wash**

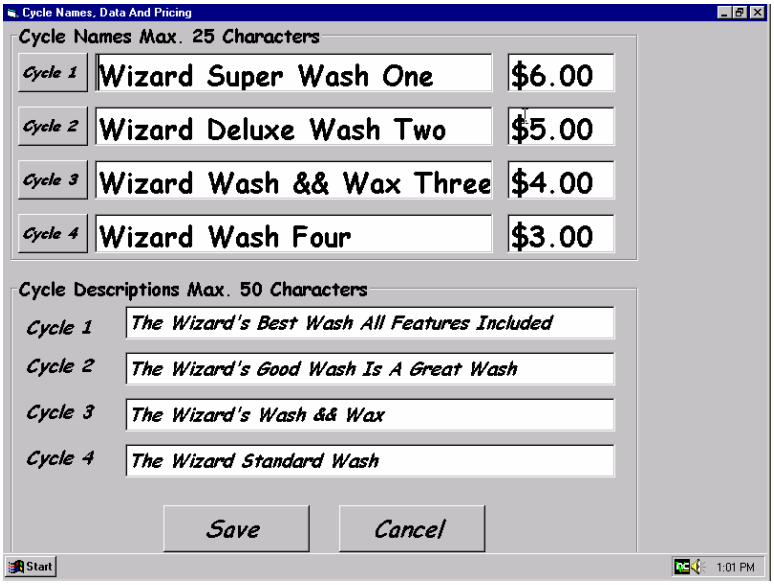
  Fill in the

field with the name of the car wash. This name will be displayed on the wash menu screen. (Max. 30 Characters)

- **Wash Select Button Text**

  Press the

button to display the following screen.



This screen allows you to input the names of each of your cycles, the cycle descriptions, the price, launches you to the screen used to list all of the functions provided for each wash, and saves and returns you to the main setup screen.

- **Cycle Names**

Complete each of the

boxes on the screen. (Max. 25 characters) If you are not using all 4 cycles then leave the ones not used blank. You can add them later if you like. (If the Optional POS 4000 is being used Cycle 1 of the Entry Wizard is the same as Wash 1 on the POS 4000.)

> **NOTE: To insert any special character a "&" must proceed that character. Example: "Wash & Wax" would read "Wash && Wax".**

- **Cycle Descriptions**

Complete each of the cycle descriptions. This allows you to customize your menu screen to your own wash names. (Max. 50 characters) If you are not using all 4 cycles then leave the ones not used blank. You can add them later if you like.

- **Cycle Prices**

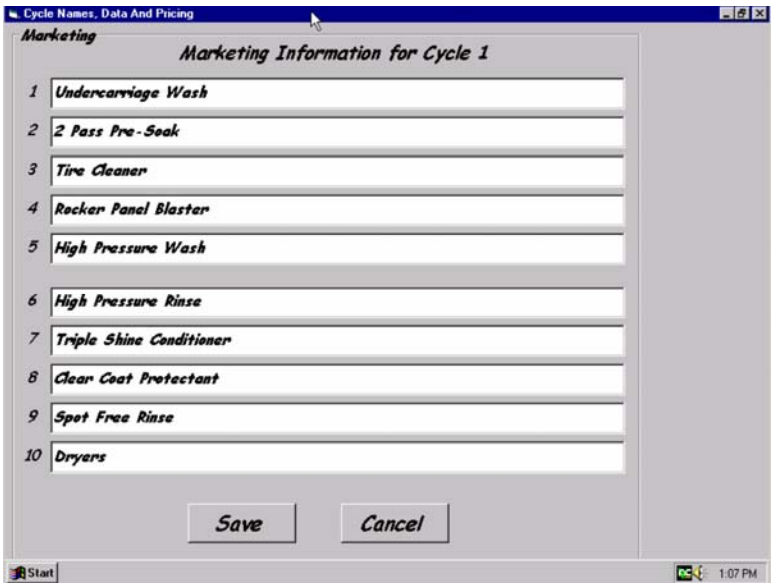
Input each Cycle Price. Pricing can be from $0.01 - $99.99. This value will be used to collect for washes bought.

> **NOTE: The wash cycles are connected to the main wash controller in the equipment room. When a signal is passed from the cycle control box to the automatic it will activate that wash. Cycle 1 can be your most expensive or least expensive wash. It does not affect the Entry Wizard. Care will have to be used to ensure the correct wash is coming on for the correct price.**

- **Marketing Menu**

By selecting the

button the following screen will appear:



This screen allows you to input and show each function that the customer will receive on the particular wash. (Max. 30 characters) After completing this screen with the marketing data for Cycle 1 select the save button to save the marketing data screen. You will then return to the Cycle Names, Data, and Pricing screen. Complete these steps for each cycle.

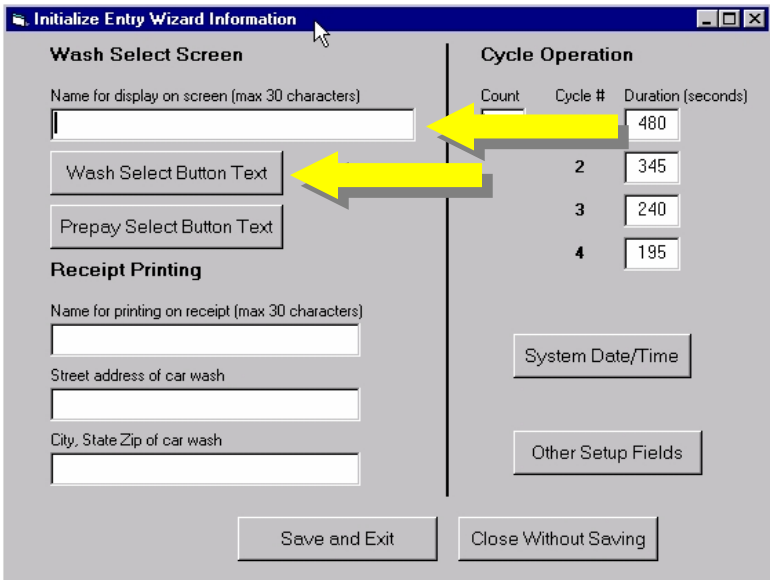
- **Saving The Data**

  After completing the marketing screens and returning to the main Cycle Names, Data, and Pricing screen, verify that all of the data is correct and complete, remembering not to exceed any of the fields with more characters than allowed. Once you are satisfied with the data display press the save

button. You will now return to the main initialization screen.

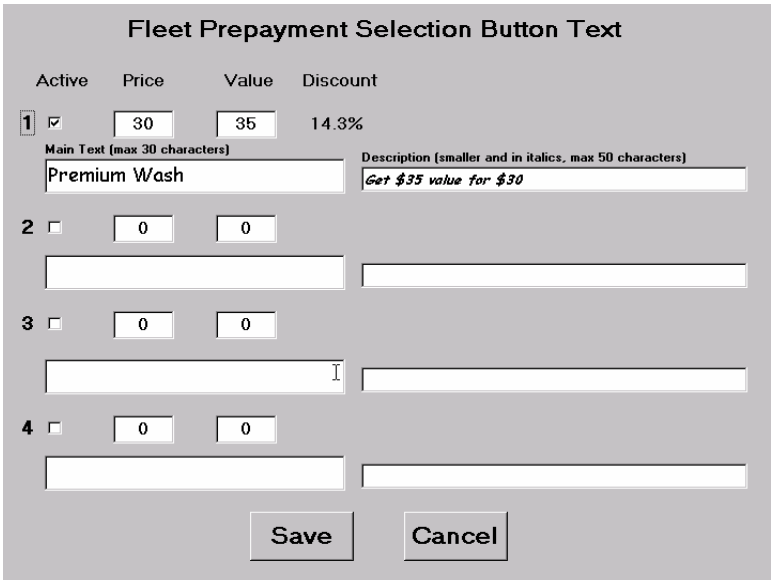
This portion intentionally left blank.

This is the main initialization screen. The items marked with arrows should be complete.



- **Prepayment Selection ButtonText**

  By pressing the Prepay Select Button Text button the following screen will be on your monitor:



  This screen allows you to setup a discount for customers who want to prepay for washes. The following explanations will be helpful in the setup of this option, if chosen:

  - **Active:** By checking this box you will activate the discount entered in the price and value boxes beside that particular number.

  - **Price:** Enter the price the customer will actually pay in this box.

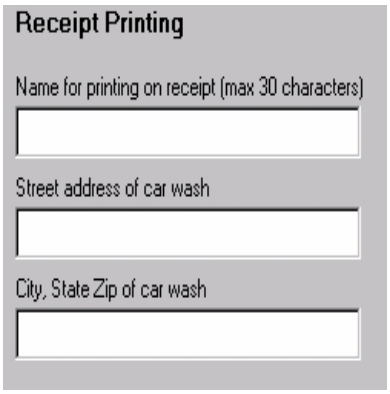
  - **Value:** Enter the amount the customer will actually receive in value. (For example: Price could be $30 and value $35. This means that the customer will receive $35 in washes for only paying $30.) This is a 14.3% discount.

  - **Main Text:** This is where you name the discount. (For example: *Premium Wash*).

  - **Description:** This describes the wash in more detail. (For example: *Get $35 value for $30*).

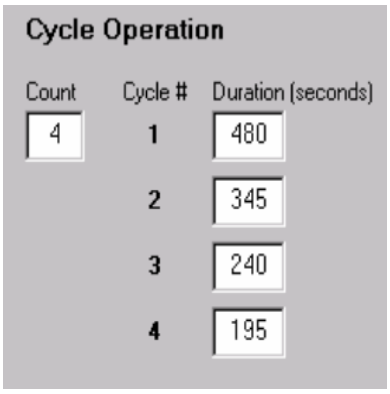
Complete each of the four options that you want available for prepay users. You may use one, two, three, or all four. When finished make sure you check the **active** box to make it available. Press Save and return to the main screen.

- **Receipt Printing Setup**



By filling in the following three fields you will provide the information needed to print the header on the top of the printed receipt. You should use the name that your merchant account was setup under. The information the customer sees on their credit card statement will then match what is shown on the printed receipt received by the customer.

- **Cycle Operation Data**
  The cycle operation data is used to setup the screens viewed by the customer.



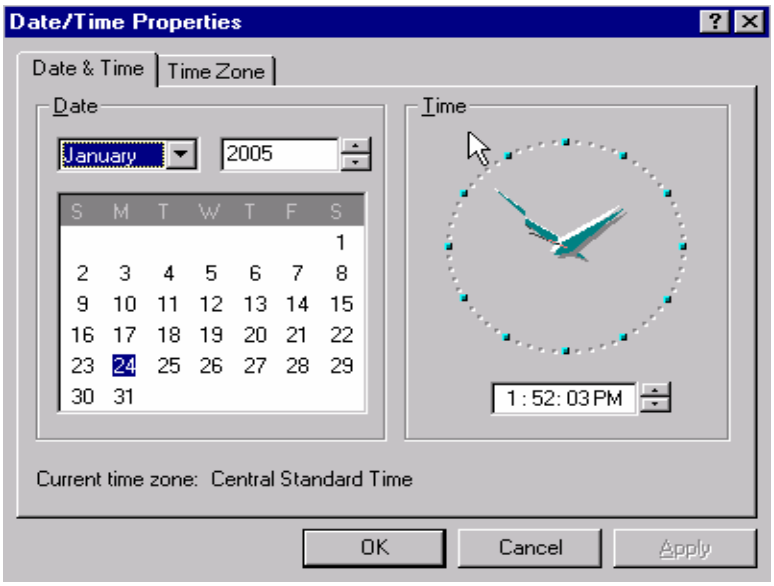
  - o Cycle count should the number of cycles that you setup in the Cycle Data screens.

- Durations in seconds are used to inform the customer of how long they have to wait before the wash is available for use.

- Each cycle should be timed after setup to determine this time. The time is reflected in seconds and is only displayed when a customer is in escroll or has already paid for their wash and waiting for the previous wash to complete.

- **System Data and Time**

  By choosing the System Date/Time button the following screen will appear:

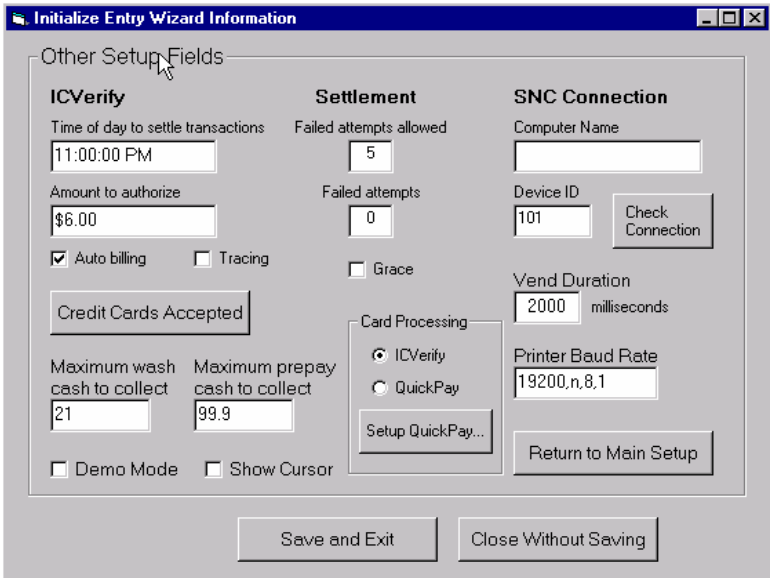


  Use the system date and time function to ensure that the proper time zone, time, and date has been setup. Upon completion of system date and time select to return to the main setup screen.

> **NOTE: System Date and Time is a very important setup function that must be completed. The Entry Wizard depends on these setting for proper accounting and logging of activities such as credit card uses.**

- **Other Setup Fields**

  Choose the Other Setup Fields button to display the following screen.

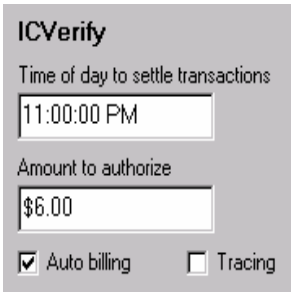


The **Other Setup Fields** page continues with some setup requirements for the system. The following will be discussed and explained:

- ✓ *ICVerify*
- ✓ *Credit Cards Accepted*
- ✓ *Card Processing*
- ✓ *Settlement*
- ✓ *SNC Connection*

- **ICVerify**

The ICVerify section will be used to setup how your credit cards will work. There are 4 areas that need to be setup.



- **Time of day** to settle transactions is the time that the credit cards used that day will be submitted to your bank via the processor. This can be set at any time during the day that you wish.

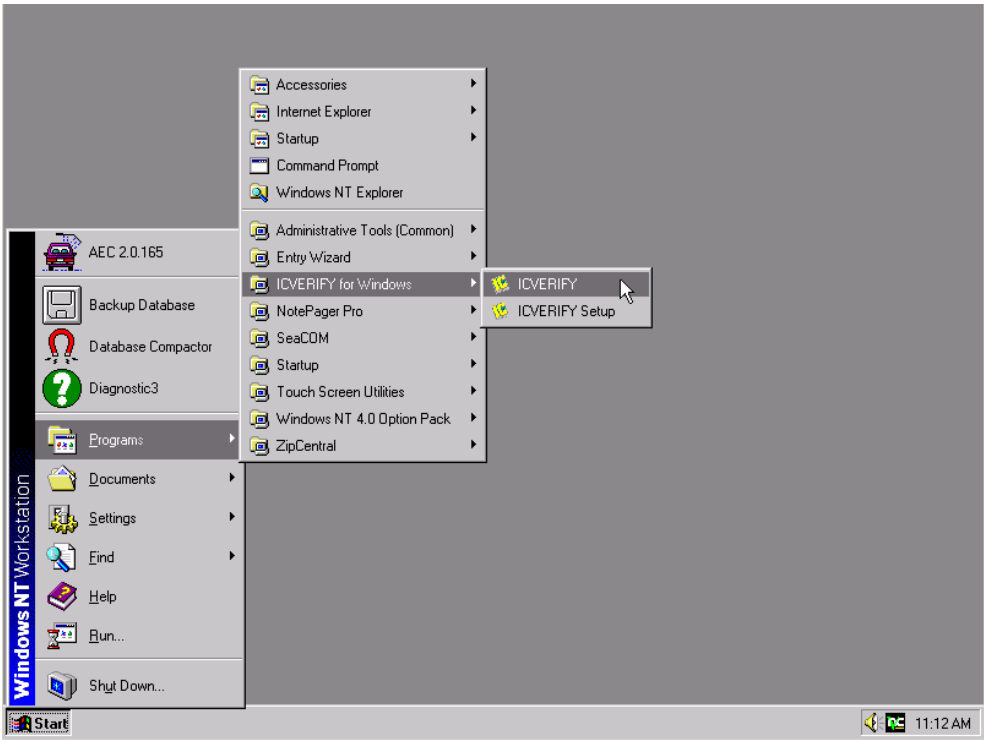
- **Amount to authorize** should be set at what you think would be an average transaction at your wash. This will keep you from being penalized with additional fees from the processor for not settling within 20% of the approved amount.

- The **Auto billing** box must be checked for automatic billing and settlement of credit cards. Failure to do so will prevent the system from submitting your credit card transactions to the processor.

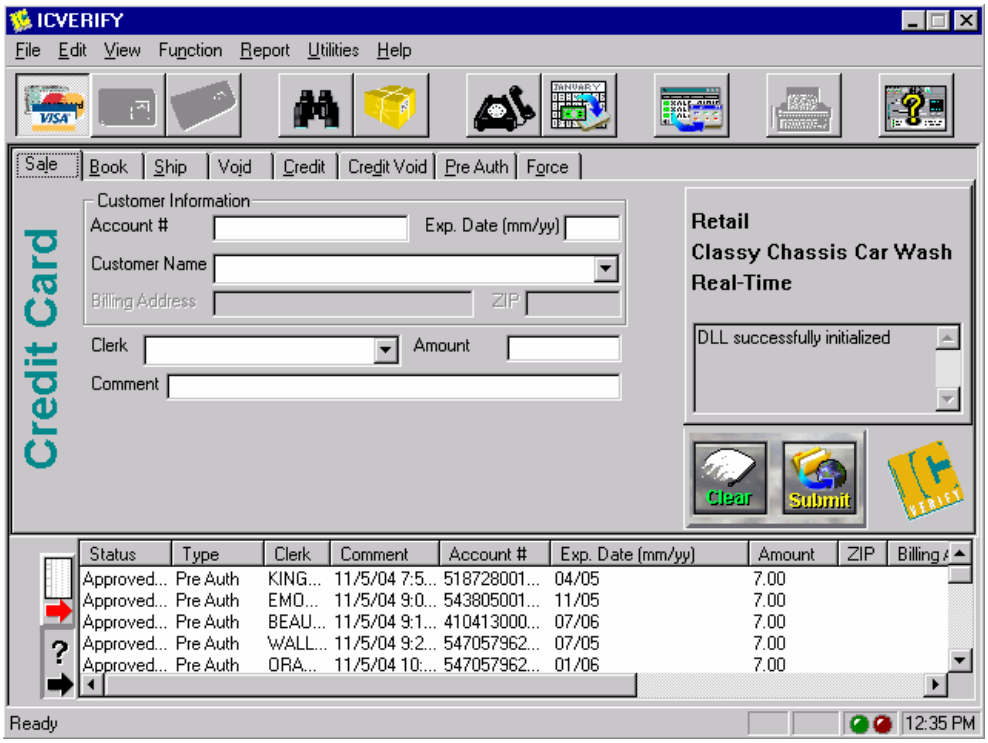
- The **Tracing** box should be checked when using Jim Coleman technical support. When this box is checked it allows the technician to trace computer activity and analyze problems for more effecient repair.

NOTE: The following section will explain how to manually insert customer information in the ICVerify software installed on the computer.

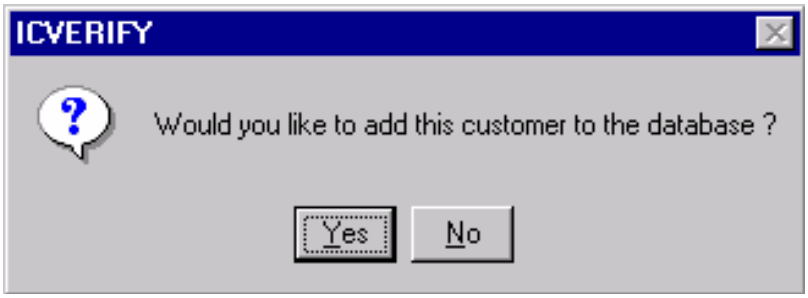
This information WILL NOT be entered into the Swipe-N-Clean/ Entry Wizard data base!



Go to Start on the computer desktop and click it with the left mouse button. Go up to Programs and then over to ICVERIFY for Windows You should see ICVERIFY. Click with the left mouse button. The next screen should appear:



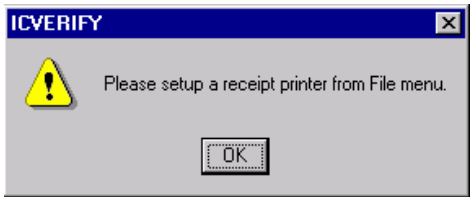
You may now enter the information for a specific customer. When finished, find the button and click it with the left mouse button. This will submit the information for approval. The following screen should appear:



You can select either yes or no. When you have selected one or the other you may see the following screen:

If you see this screen you should make sure your modem is properly plugged in and the power is on.

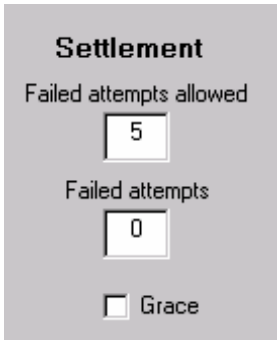
The following screen is what you should see if the modem is working properly:



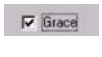
This prompt should be ignored. Press the button and you will see the following screen:

This verifies that you have successfully submitted the card usage and it has been approved.

- **Settlement Attempts**



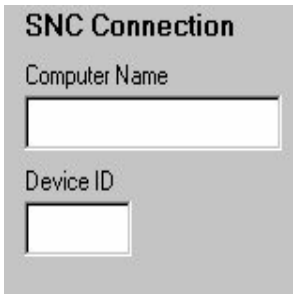
Settlement attempts are used to alert you that there is a problem settling your credit card transactions.

The failed attempts is set to alert the system that there is an impending problem. This should not be set greater than 5. When 5 failed attempts to settle are reached the unit goes into a grace period of an additional 5 attempts. You will have to acknowledge the fact that the system is going into a failure mode and then contact the Jim Coleman Company. In the event that your grace period of 5 additional attempts is reached the system will shut down and have to be reset with a dial in function from the Jim Coleman Company. The failed attempt display shows how many times the system has failed to settle and gives you an idea that there is a potential problem. At the time the failed attempts allowed number is reached the Grace box will be checked  and the failed attempts box will be cleared.

NOTE: It is the users responsibility to Ensure that correct and daily deposits are being made into their accounts. Some processors disallow any transaction that is greater than 10 days old. It is imperative that if you are not seeing your settlements for you to contact Jim Coleman Company for assistance to your problem.

- **Swipe N Clean Connection**

  In the event that a Swipe N Clean system is connected to your Entry Wizard the following must be completed:



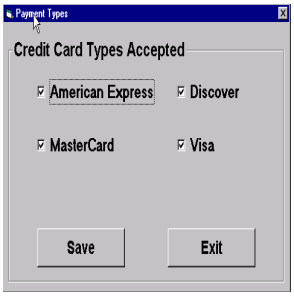
  - The Swipe N Clean **Computer name** must be included in the listed box. This name can be found on the back of the Swipe N Clean computer. It must be put in exactly or the accounting will not work. There is also a user setup that must be done on the Swipe N Clean. (See the Swipe N Clean procedure).
  - The **Device ID** will be put into the Device ID box. The Device ID will be 101 for auto1, 102 for auto2, 103 for auto3, etc.

- **Check Connection**

  Once you have entered the computer name and the device ID you may press the Check Connection button to make sure the Entry Wizard communicates with the Swipe N Clean. If it doesn't you should make sure you are properly connected with the Cat 5 cable.

- **Credit Cards Accepted**

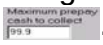
  Press the Credit Cards Accepted button to select the type/s of credit cards you want to accept. Check the boxes next to each card you will accept payment from.



- **Maximum Cash to Collect**

  The maximum cash to collect is related to the control of the Bill Acceptor. This box should always be set $1.00 greater than the largest bill that you are setup to accept. In the box you see 21 for this machine $20.00 would be the largest bill accepted. When this amount is exceeded, such as a $20.00 bill input followed by a $5.00 for a total of $25.00, the unit acts like a changer and will automatically dispense $25.00 in coins.

- **Maximum Prepay Cash to Collect**

  The maximum prepay cash to collect is the total amount a customer can prepay. Since the machine will not accept bills larger than $20, the maximum prepay cash amount should be $99.99  .

- **Printer Baud Rate**

  The printer baud rate is used to setup the printer. The Entry Wizard will come with the default setting . In the event that a change is made on the printers then this would be the area the new data would need to be put into.

- **Vend Duration**

  The vend duration setting is used to control the length of time the signal from the Entry Wizard is sent to the automatic to activate the wash. Refer to your automatics setup procedure to find this out. This figure is normally shown in milliseconds (seconds x 1000) . If the time is not in milliseconds calculate the amount and put it in this box.

- **Demo Mode**

  The demo mode selection is only used during setup and testing or on rare occasions if your credit card system is failing it can be used to allow approval of all cards. Normal setting would be for the box to be unchecked

.

- **Return to Main Menu**

  Press

to return to the main setup screen.

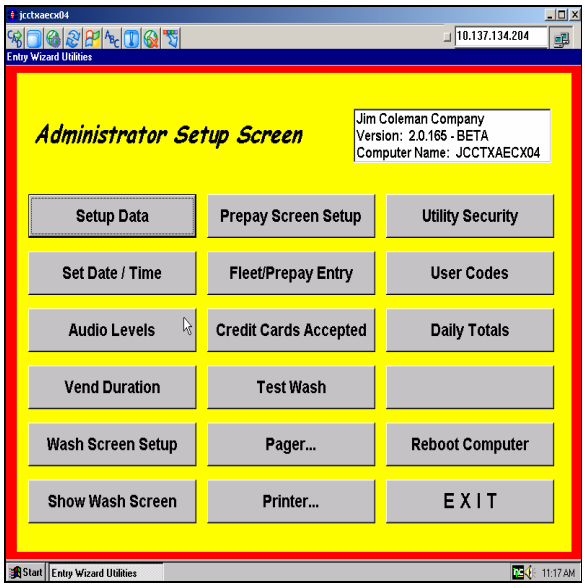
- **Save and Exit**

  Upon returning to the main setup page verify that all the data is correct. Ensure the following is complete:

  - ✓ *Display Name*
  - ✓ *Each Cycle Name, Price, Description and Marketing data*
  - ✓ *Receipt Data*
  - ✓ *Cycle Count*
  - ✓ *Each Cycle Duration*
  - ✓ *System Date/Time*
  - ✓ *Time of Day to Settle Transactions*
  - ✓ *Amount to authorize*
  - ✓ *Auto billing checked*
  - ✓ *Settlement Failed Attempts*
  - ✓ *Failed Attempts = 0*
  - ✓ *Grace unchecked*
  - ✓ *SNC Computer Name (if applicable)*
  - ✓ *SNC Device ID (if applicable)*
  - ✓ *Maximum Cash to Collect*
  - ✓ *Printer Baud Rate*
  - ✓ *Vend Duration*
  - ✓ *Demo Mode unchecked*

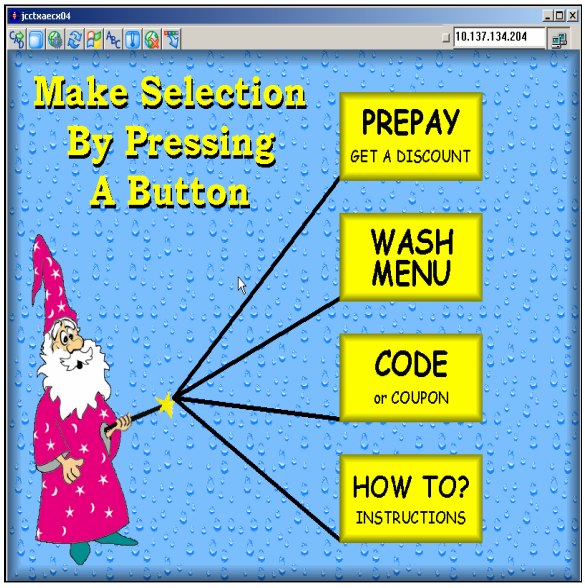
  When satisfied with the data you have input select the

button. This will take you back to the following screen:

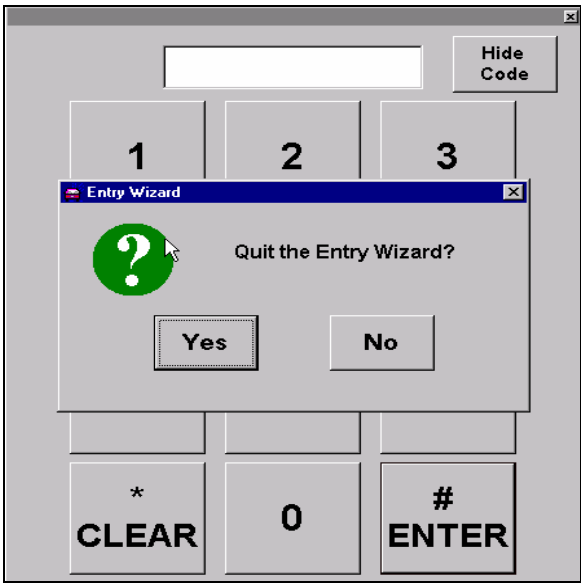


Now you need to press the EXIT button. This will take you to the ***Make Selection By Pressing A Button*** screen.

The **PREPAY** option is showing because this was made active in the example. If you do not activate this option you will not see this box.



Press the CODE or COUPON button and input 123123. The following screen will appear.



Press Yes. This will take you back to the computer desktop. Go to start and move the mouse to AEC 2.0.165 and click the left mouse button. **(Figure 4.2.A)**

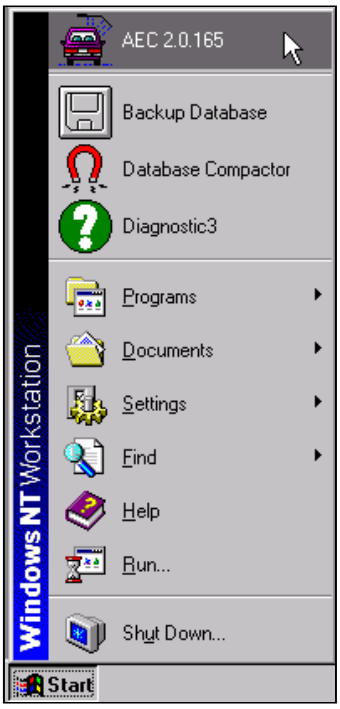


Figure 4.2.A

Congratulations you have now completed the Setup of the Entry Wizard. The unit is now ready for use and should be displaying the following screen in the normal operations mode.

This portion intentionally left blank.

4.3 Standard Operation

The following section will outline the standard or normal operations of the Entry Wizard beginning with a brief description of the components and their functions. The flow of a normal wash purchase will be discussed with as many scenarios that are needed.

4.3.1 Customer Interface

The customer interface is the complete usage of all components presented to the customer on the front of the Entry Wizard.

- **Touch Screen**

The touch screen is an industrial rated touch screen. The screen will perform in all conditions being hot dry, humid wet, raining wet, cold, snow/ice cold, and others. It will perform the duties required with high reliability and the UL1950 Safety rating. The screen used to display data to the customer is a usable format allowing them to see their monetary or physical inputs. It will also provide them with directions on when to proceed, input more money, or take a receipt.

> **NOTE: If the touch screen fails to work, it will require a complete CPU Controller replacement. There are no serviceable parts to be repaired in the field.**

- **Credit Card Reader**

Front View

Inside View

The credit card reader provides the customer a means of using their credit card. Their card is input into the reader and taken out. The credit card processor will then be contacted for approval.

> **NOTE: The customer must have a merchant number prior to being able to process credit cards. Assistance with a processor can be provided by Jim Coleman Company or the customer can provide their own.**

- **Rowe Bill Acceptor**

Front View

Inside View

The bill acceptance in the Entry Wizard is provided by Rowe International. These components will provide reliable and consistent operation for bill handling as proven by other products Rowe has in the

market place. You can accept $1, $5, $10, and $20 bills. A bill stacker and bill box is provided. The bill box will hold 1000 bills of mixed denominations. All bills will be orientated in the same direction, neatly stacked. Bill acceptance is high but secure allowing the customer to input bills in different conditions that they may have.

NOTE: A complete service manual is included with the Entry Wizard for issues and service with the Rowe components.

- **Coin Acceptor**

Front View

Inside View

Coin acceptance is provided with an industry standard coin acceptor. This acceptor comes default setup with $.25 and $1.00 coin acceptance. Upon request other coin acceptors can be provided. Tokens are not recommended at this time and may be available in the future.

- **Coin Return Cup**

Front View

Inside View

A change return cup is provide for the ability to give change to the customer that only has a large bill. Change will be available automatically when the customer inputs a higher monetary amount than is required to purchase the wash. Upon choosing the wash the correct amount will be dispensed into the change cup with an announcement to take the change.

- **Printed Receipt**

A printed receipt will be provided to the customer upon their request. This receipt will be available for either cash or credit. Upon satisfying the cost of the wash a prompt on the screen will allow the customer to get their receipt.

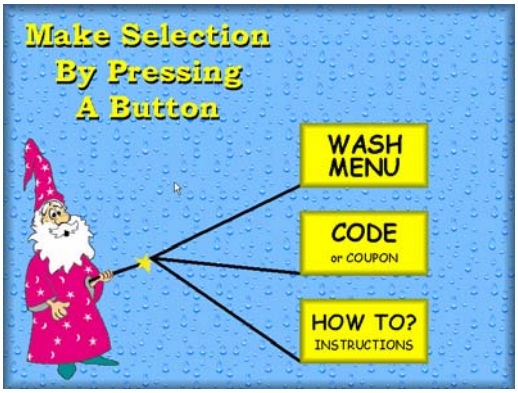
4.3.2 Operation

By the time you get to this stage of the Entry Wizard you should be well aware of it's basic operations and components. If you are not you should review the installation and setup process again to get this knowledge.

- **Getting Started**

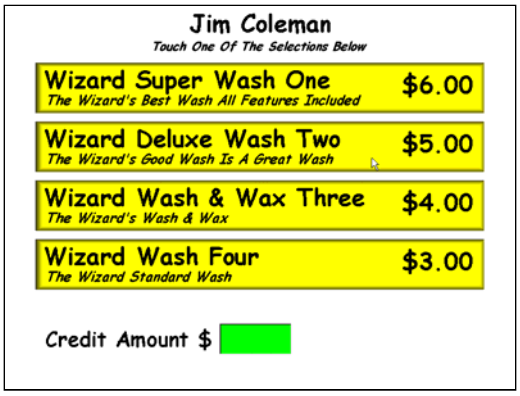
When the customer approaches the Entry Wizard they see a neat, high tech piece of equipment. Every effort has been made to provide easy and understandable use of the unit. The first thing that greets the customer is friendly and lively music being played out the speaker of the system. They then see the screen saver moving about the screen with the instructions to touch the screen. This touch will launch the next screen for additional actions.

- **Choice Screen**



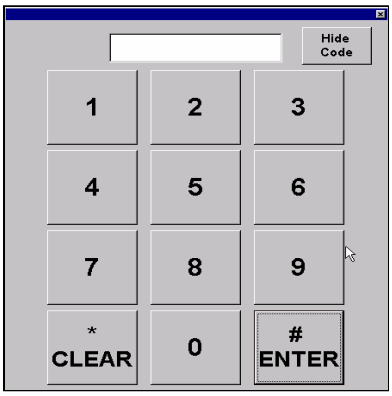
The choice screen will provide the customer with their listed function being displayed on the touch screen. The user now has 3 selections to choose from. Each selection is activated by touching the screen on that option.

- **Wash Menu**



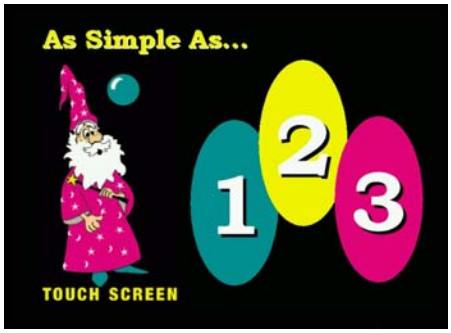
By selecting the wash menu the customer will view the washes setup in the initial setup of the system. This screen may or may not have the same image as yours. It depends on the dollar amount you set for each wash.

- **Code Entry**



Code Entry provides a customer input for fleet codes, operator, utilities, and program exit control.

- **How To Instructions**

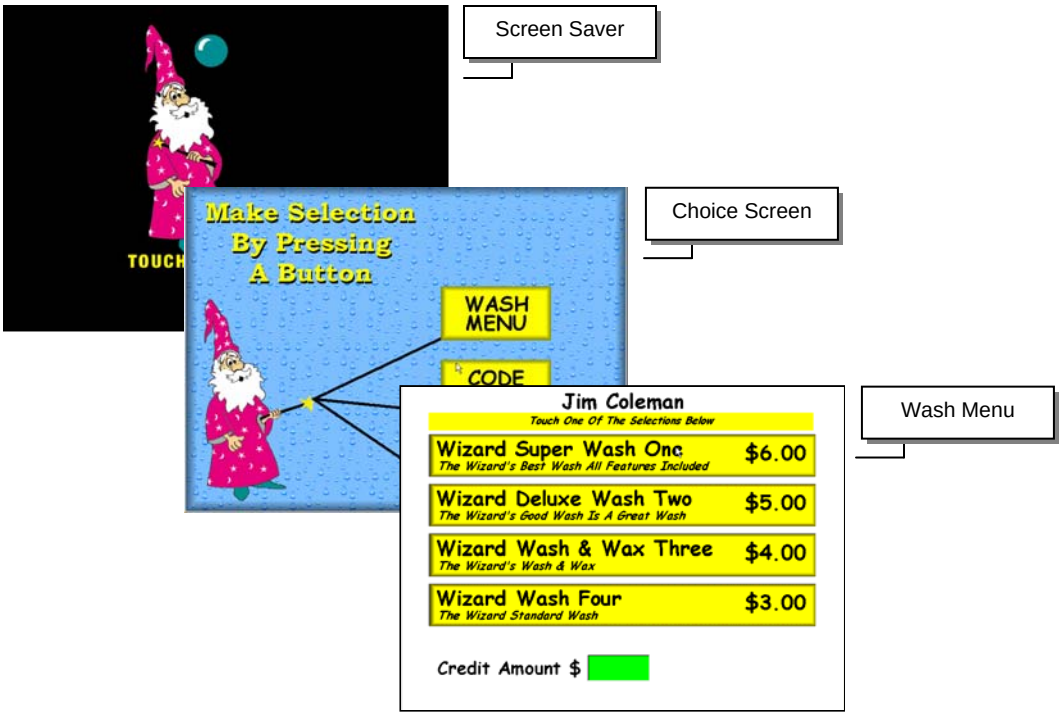


The How To? Instructions allows the development of detailed instructions on how to use the services at the wash.

o **Selecting A Wash**

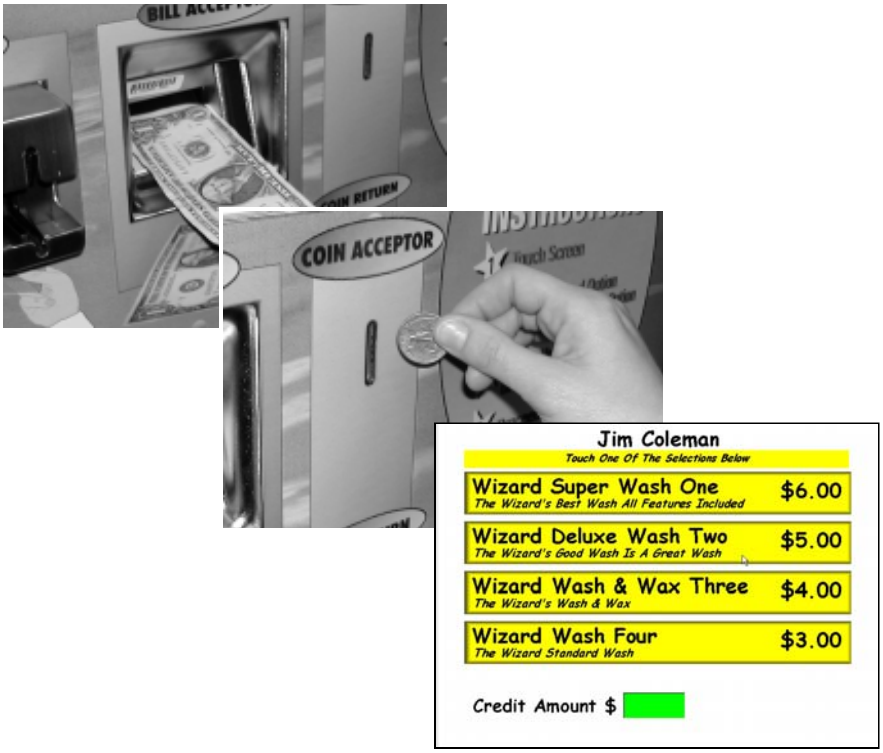
Once the customer gets to the Entry Wizard they will want to access the Wash Menu, which can be done in several ways, allowing them to select and pay for the wash of their choice.

✓ They may touch the **Screen Saver** screen to see the **Choice Screen** and then choose the **Wash Menu** button to see the Wash Menu screen.

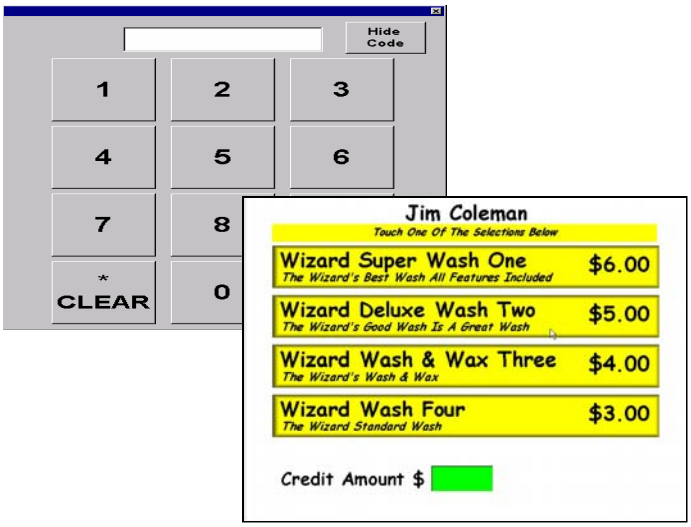


- ✓ They may wish to use their credit card by swiping the card in the credit card acceptor; this will then present the Wash Menu screen.

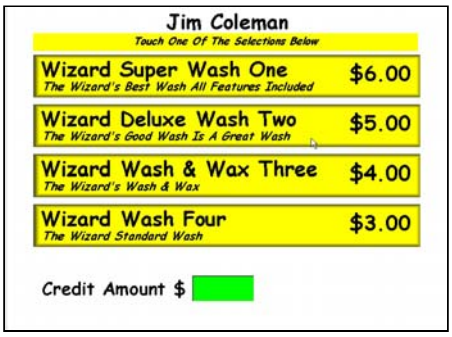
- ✓ They may start inserting bills in the bill acceptor or coins in the coin acceptor and bring up the Wash Menu screen.



✓ They may input a code on the Code Input screen that will then go to the Wash Menu screen.



- **Wash Menu Screen**



The Wash Menu screen now displays. The customer may now choose the wash they would like to have by touching that menu selection. The Wash Menu screen provides other data to the user: name of wash, pricing, feature description, credit amount and refund/cancel capability.

- **Credit Amount**

Credit Amount displayed on the screen shows the user how much money has been paid. This amount will change as additional monies are deposited.

- **Paying For The Wash**

  The customer has several options of paying for a wash. The flexibility and advancement of the Entry Wizard allows this to happen.

  ✓**Cash Purchase** – The cash purchase is made by either first selecting a wash, accepting the wash, and then satisfying the price with coins or currency. The other option is by putting in cash until their selected wash amount is satisfied and making the selection and accepting it. Either method works fine.

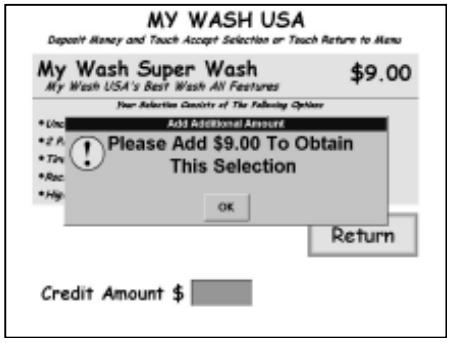
  ✓**Credit Card Purchases** – Credit card purchases are made by the user first swiping their card in the credit card acceptor, selecting the wash, from the menu and the approval for the wash being received from the processor.

  ✓**Code Purchase** – Code purchases are made by selecting the Code Button from the Choice Menu. They then input their 6-digit code, followed by the pound key, a predetermined credit amount will display in the Credit Amount window. This amount may be enough to satisfy the cost of a wash or an amount that would need more money deposited to receive a wash. Cash can be added at this time. If the Refund button is pressed the system will return to the screen saver.

  ✓**Combination Purchase** – Wash purchase may be made using a combination of monetary inputs. Part of the value may come from a code, part from coins, or part from currency.

  If the selected wash price is satisfied then the Entry Wizard will send the wash to the automatic, it will display a screen and audio bit telling the customer to pull forward, and it will display the Print Receipt button for those customers wanting a receipt.

If the selected wash price is not satisfied the unit will prompt the user with the additional amount required to select their wash. The user can then input money to satisfy the requested amount, return to the Wash Menu screen and choose another wash or press the refund button on the Wash Menu screen for a refund.

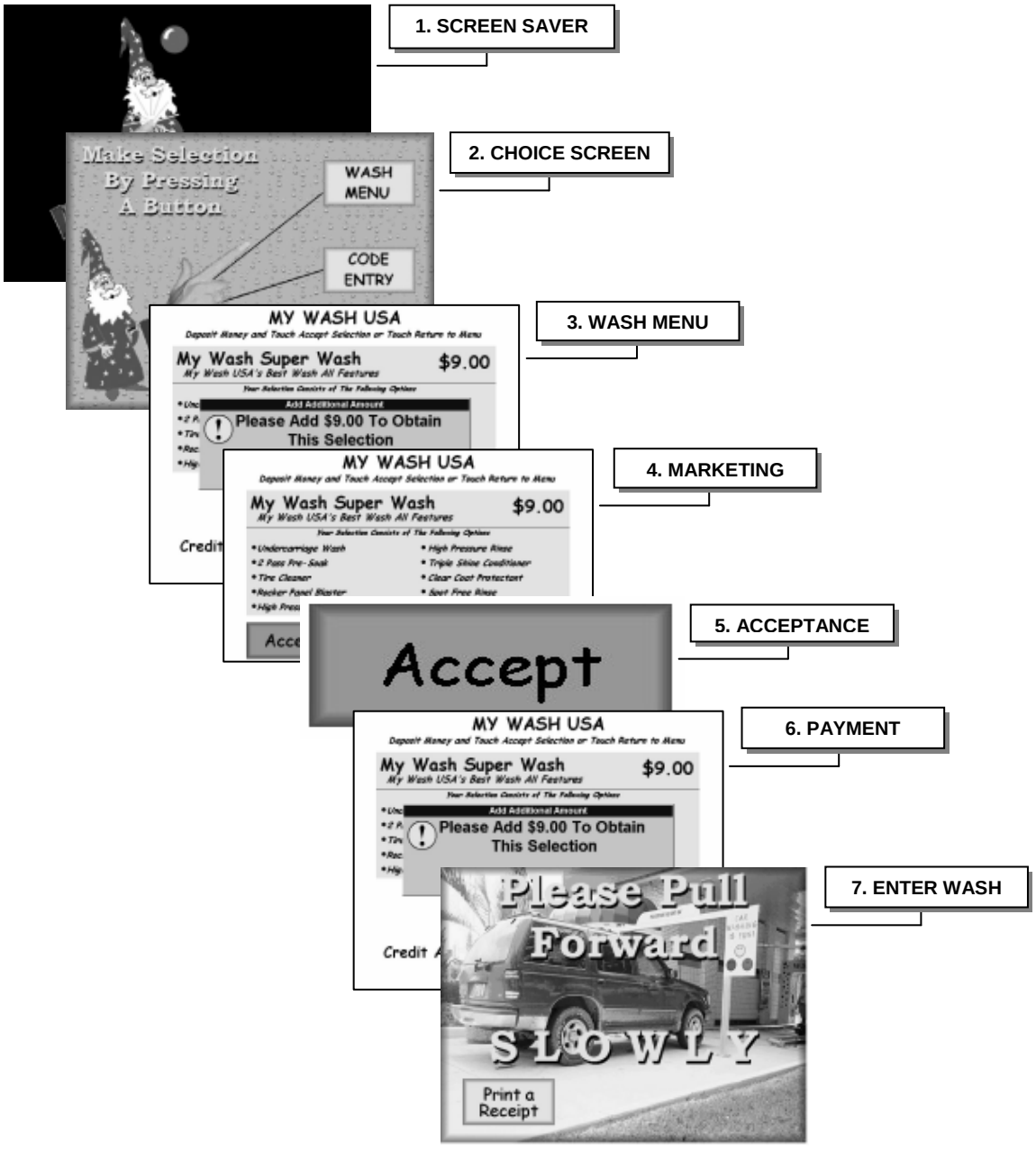


Choosing the Return button returns the user to the Wash Menu screen for additional choices of wash.

This portion intentionally left blank.

- **Wash Selection and Purchase Sequence**

  Below is a graphical view of the wash selection sequence. This will help you to understand the basic user operation of the Entry Wizard.



- **Escrowed Wash**

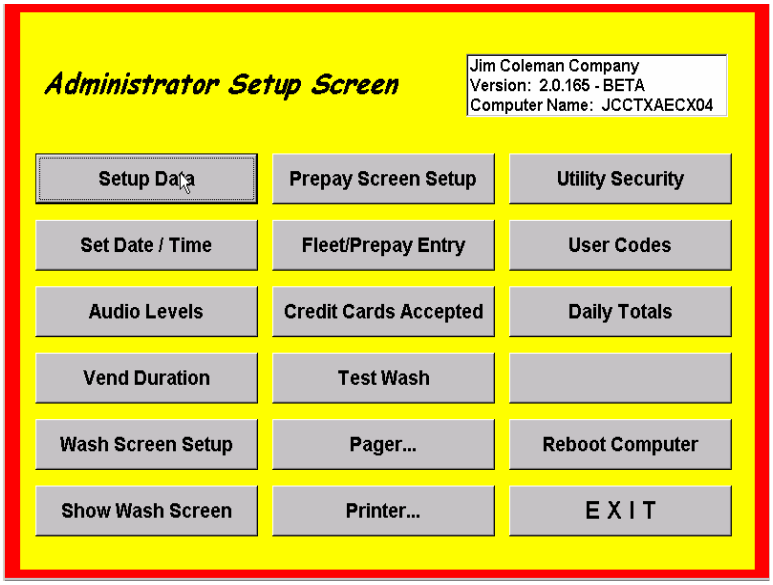
  The Entry Wizard allows 1 escrowed wash. When there is a car washing in the Automatic and the next car pulls to the unit and pays for their wash they are now in an escrowed position. The Busy screen will now display showing how much time is remaining before their wash is processed. This screen also shows the Print A Receipt button for those customers wanting a receipt.

- **Out Of Service Screen**

  The Out of Service Screen is displayed to the user whenever an error condition occurs to the unit. This out of service condition is normally sent by the automatic. This prevents a user from purchasing a wash when there is an error condition. When this condition corrects itself the Out of Service Screen will go away and normal operations will resume.

4.4 Entry Wizard Setup Utility Screen

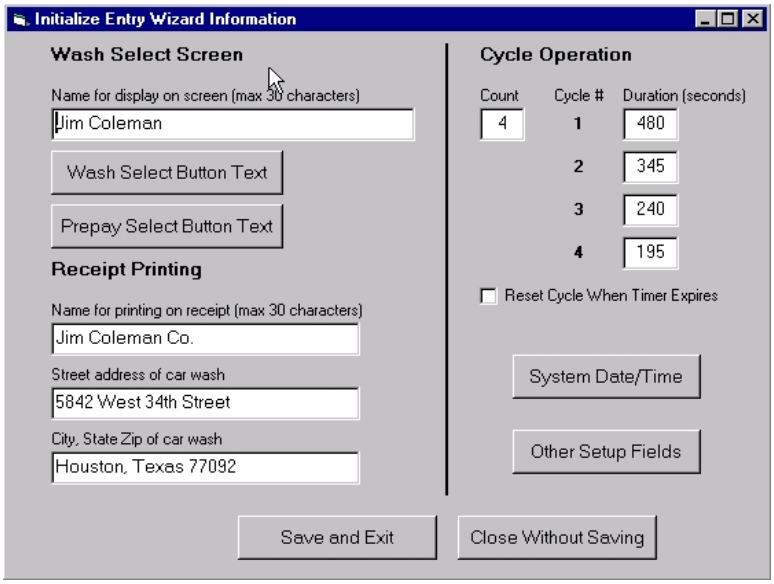
The Setup Utility screen is used to access, modify, or add data to the Entry Wizard. It can be accessed by touching the screen, selecting code, inputting “911911”(default) followed by the # key. The following screen will display:



The Utility screen gives you access to each component listed. It also displays the version of software that is running on the Entry Wizard. This is important information to know or know how to get. In the event that a troubleshooting effort has to be done one of the first questions that will be asked of you will be what version of software is being used.

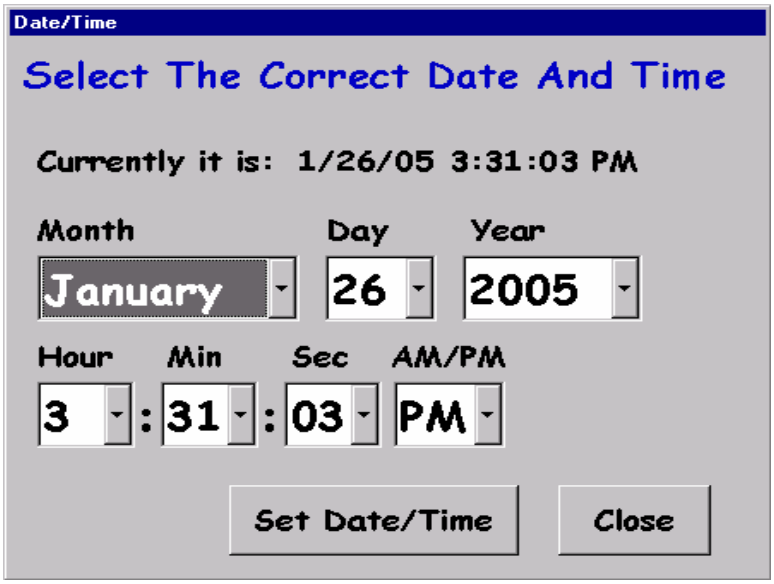
Note: The utility area of the Entry Wizard is the most dynamic. It gives the operator the ability to interface with the modes and operations of the unit. It also changes on a regular basis. Some functions listed will be expanded in the future with ongoing development of the unit. Customer input also drives and changes this section. In the event a section is not performing the way you would like to see it then contact Jim Coleman Company and your suggestion will be evaluated for integration.

4.4.1 Setup Data



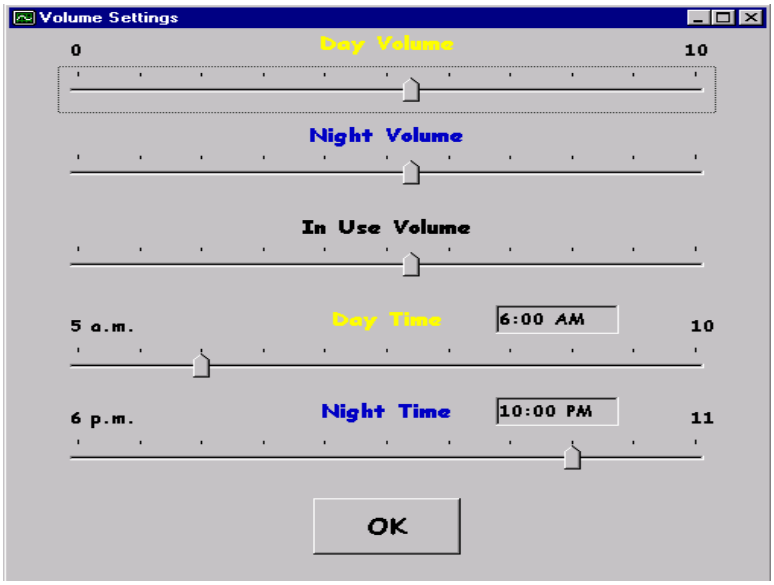
The **Setup Data** button allows you to have access to the screens you used to setup the system earlier in the System Initialization and Setup section. Refer to the setup section **(4.2.1)** for detailed information on the setup items.

4.4.2 Set Date / Time



This is the same functionality of the system clock. It can be used to adjust the system time without having to open the unit and connecting a mouse and keyboard. Open the screen and change the data using the touch screen and drop down boxes on the screen.

4.4.3 Audio Levels



There are 5 settings you should set:

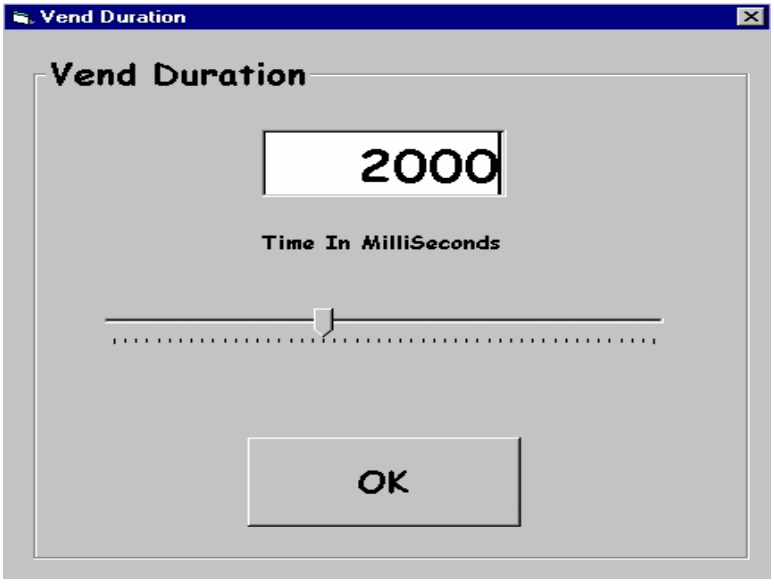
- Day Volume – The day volume is normally set where people can hear it around the wash. It will attract attention to the Entry Wizards.

- Night Volume – Night volume should be set lower than day volume. This will allow the system to lower its volume when the car wash is not as noisy. It is controlled by the Day Time/Night Time settings.

- In Use Volume – This volume is what the customer will here while interfacing with the unit. It should be set between the day and night settings. If the time is during the day the volume will be lowered and if it is night the volume will be raised.

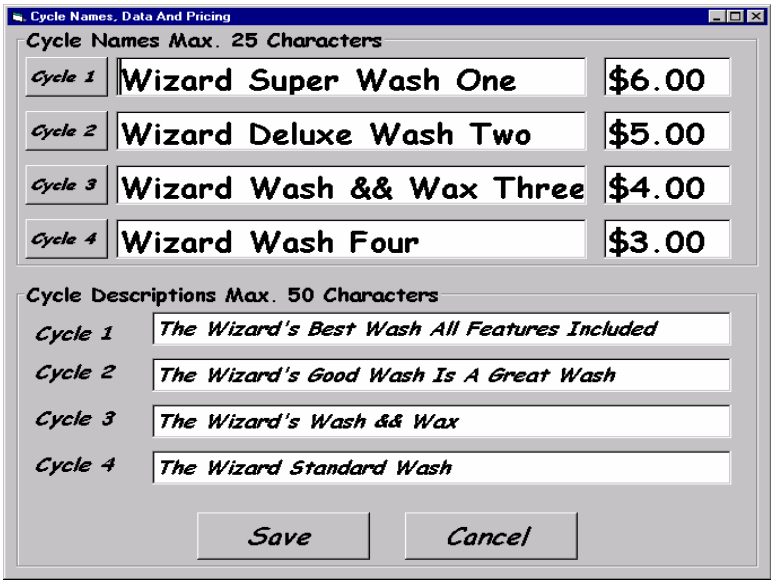
- Day/Night Time Settings – These setting are set to control the actions of the audio volume. Set them to your preference. All settings are set using the slide bars on the screen.

4.4.4 Vend Duration

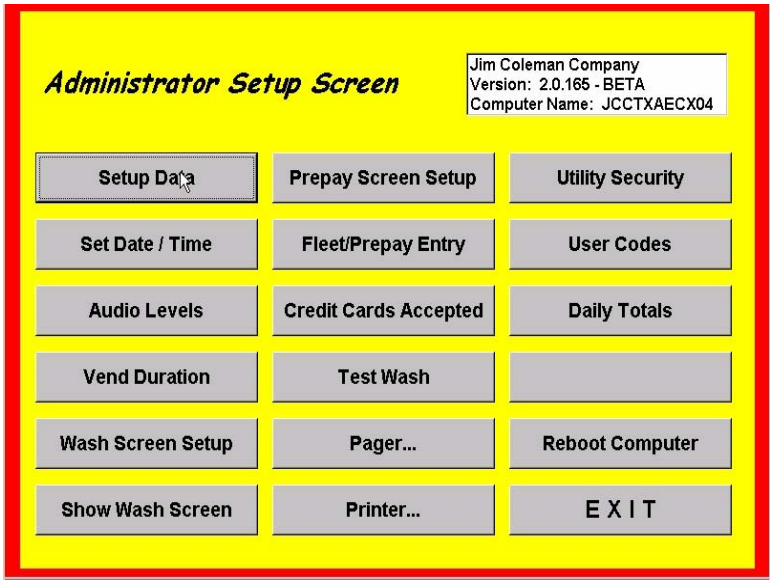


The vend duration is set according to the required time the automatic need the wash signal sent to it. It is set in milliseconds. (1sec = 1000ms) Consult the automatic manufacture for this setting. Use the slide bar on the screen to change this setting.

4.4.5 Wash Screen Setup

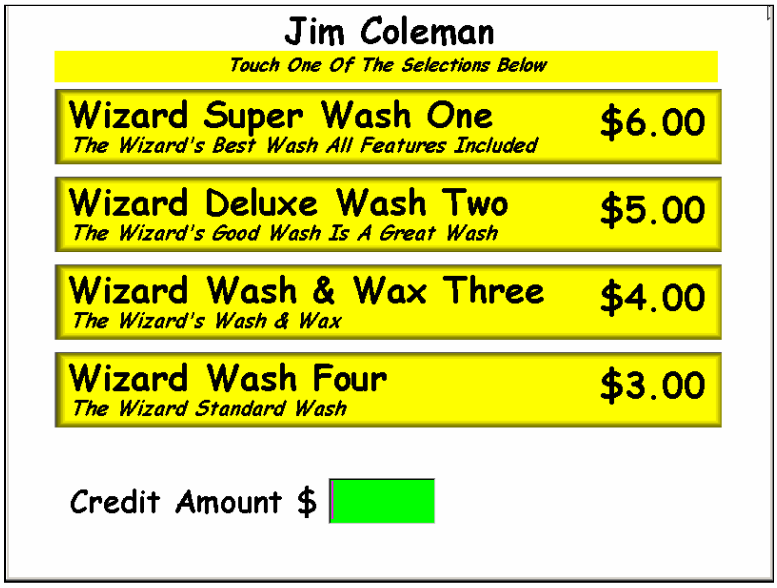


The Wash Screen Setup option allows you to edit the cycle windows with the information you want the customer to read. This includes the Name of each cycle, the price of each cycle, and a description of each cycle. When finished, press the Save button and return to the following screen:

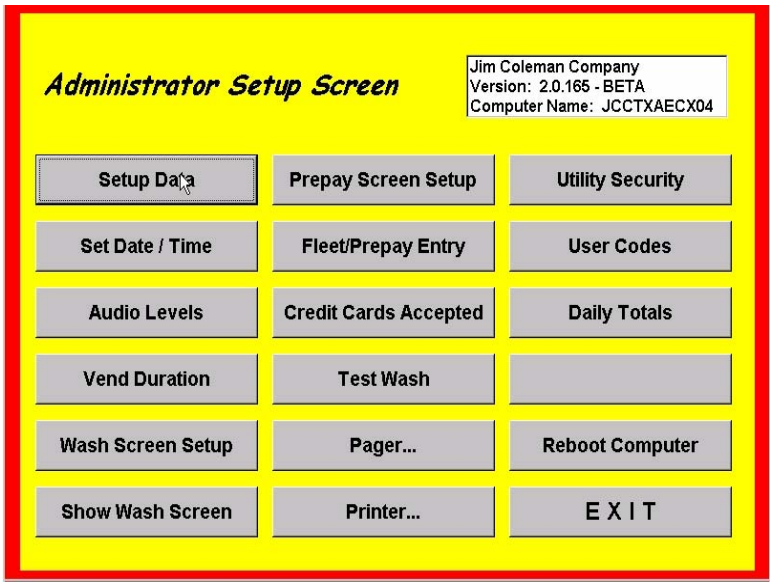


Next, press the Show Wash Screen button to bring up the next screen:

4.4.6 Show Wash Screen

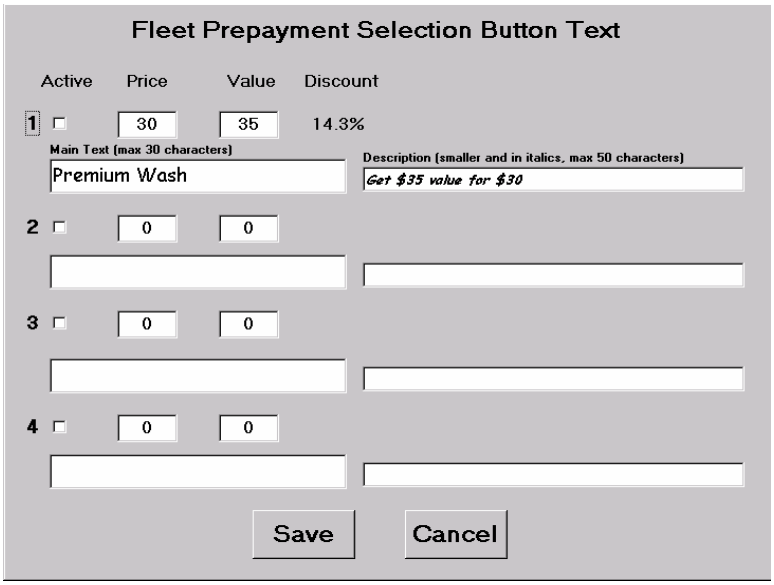


This option allows you to view the wash screen as your customers will view it. You may press any of the four price options and se the detailed description of each one. In order to return to the previous screen you must wait for the screensaver to come on. Touch the screen and re-enter your code (default is 911911#). This will take you back to the Administrator Setup screen.



Next, press Prepay Screen Setup to bring up the following screen:

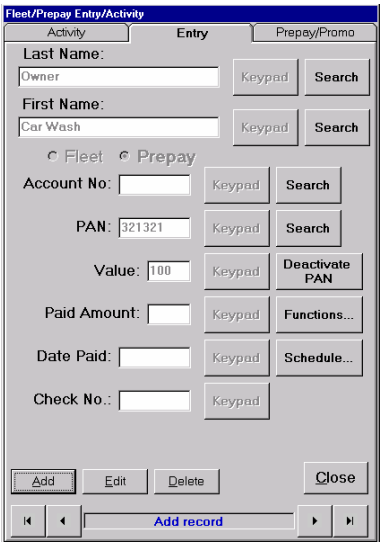
4.4.7 Prepay Screen Setup



This option allows you to setup the different discount packages for those who wish to prepay. After you enter all information you may check the box under “active” to activate the discount. You may enter only one or all four. If you need to edit this screen you may do so at any time by going to the Administrator Setup screen and pressing the Prepay Screen Setup button. When you are finished you should press the Save button. This will take you back to the Administrator Setup screen.

Next, press the Fleet/Prepay Entry and go to the following screen:

4.4.8 Fleet Prepay Entry



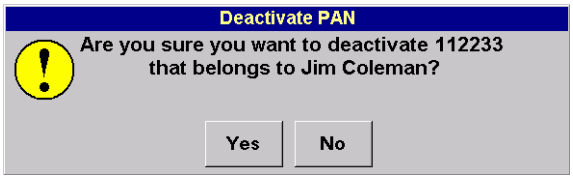
NOTE: Press the Keypad beside each box and input the information. You may also use your keyboard.

- ✓ **Add**: Allows you to enter data using your keyboard.
- ✓ **Last Name and First Name:** You can use personal names or other names here such as a company name.
- ✓ **Account No.:** This will allow the system to sort this data for accounting purposes. The Account ID can be any number not exceeding 10 digits.
- ✓ **PAN**: The personal access number for a user. It must be 6 numbers only. Accounts may have more than one PAN number associated with them.
- ✓ **Value**: This amount reflects the total value the customer can use before the account has to be adjusted with a new value. When this value gets to “zero” the account is unusable until the customer pays for additional service.

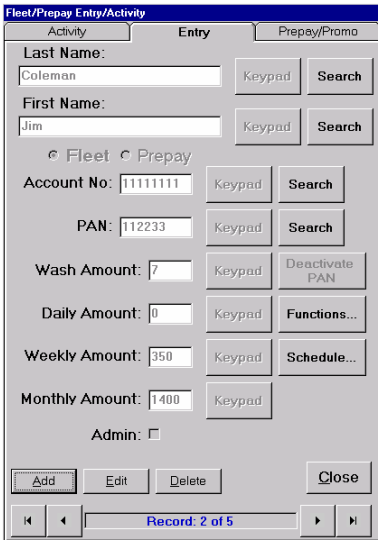
- ✓ **Paid Amount**: This amount is what the fleet user actually pays for the value. (*Example: Paid amount is $80. Value is $100. In other words, the customer paid $80 to get $100 worth of service.*)
- ✓ **Date Paid:** This is the date the customer paid for the service.
- ✓ **Check No.:** This is the number of the check written to pay for the service.

NOTE: After selecting the Add button on the screen the options change to Update/Cancel. Select Update at this time. The fleet user is now ready based on the criteria setup. Fleet users can now use their pan number and activate the Wash Menu with the Credit Amount reflecting the amount entered during setup.

- ✓ **Deactivating the PAN:** Press the Deactivate PAN button to deactivate the six number personal access number of the company or individual that you have open in the *"Fleet/Prepay Entry/Activity"* screen. The following prompt will come up.



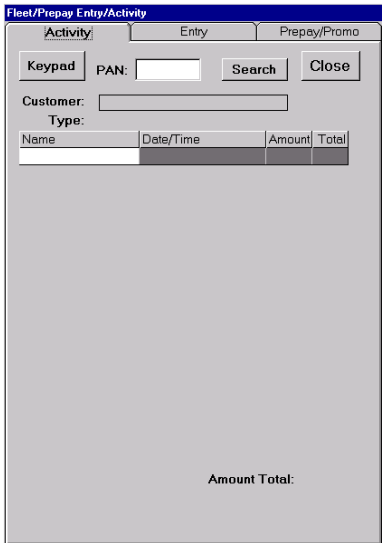
This option allows you to deactivate the particular PAN associated with the specific customer. Press either yes or no and return to the following screen:



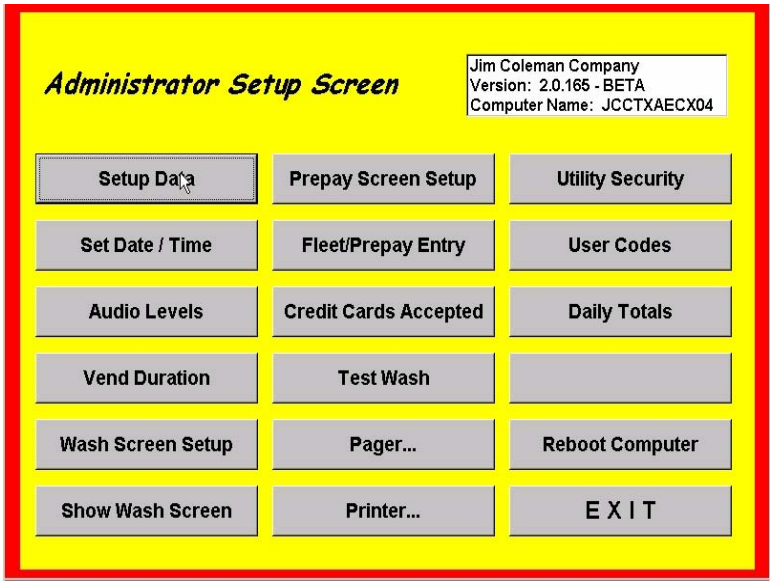
> **NOTE: Notice the "Deactivate PAN" button is grayed out. This account is no longer activated! In order to activate it again you must press "Edit" and activate it.**

Next, press the Activity button to bring up the following screen:

4.4.9 Activity

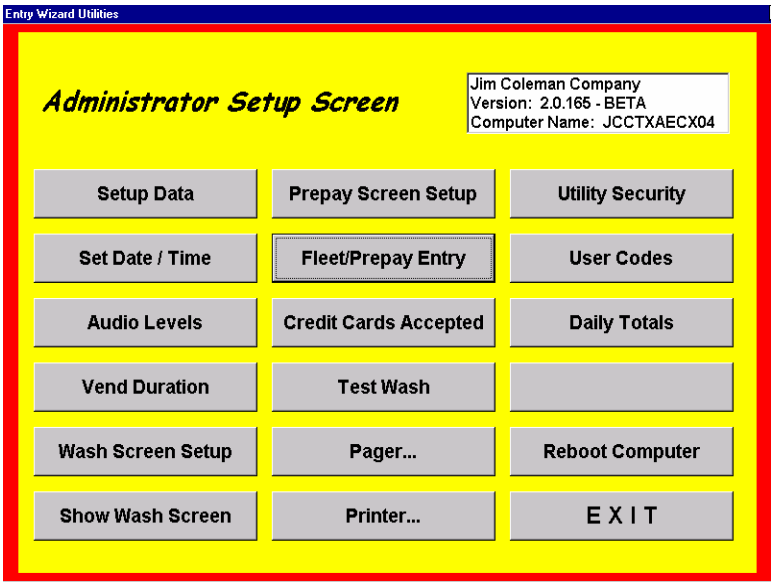


This option allows you to view the activity of any customer by using the PAN assigned to that particular account. You may use the keypad or keyboard to enter the number. Press Search and the information will appear on the screen. When finished press the Close button and return to the Administrator Setup screen.



4.4.10 Credit Cards Accepted

This option allows you to select which credit cards you will accept for payment. Check each box beside the credit card you will accept. When finished you may press the Save button and return to the Administrator Setup screen.



4.4.11 Test Wash

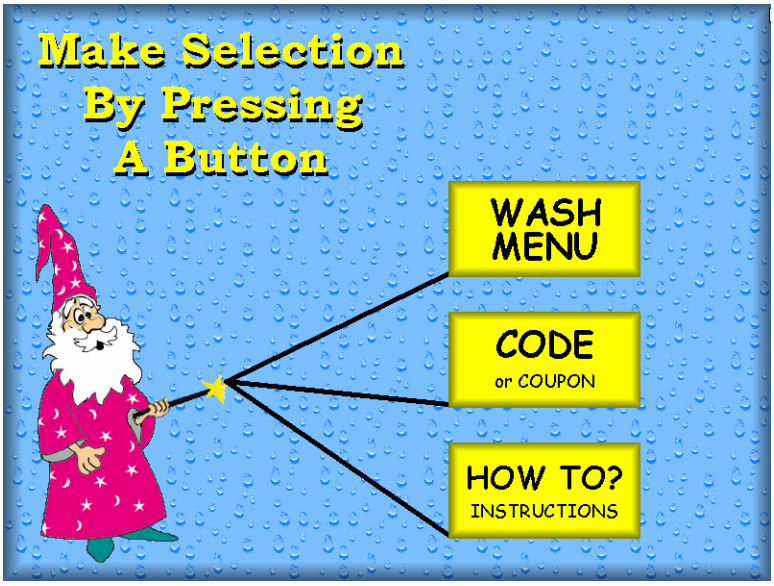
Press the Test Wash button to bring up the following screen:

Next, press the OK button and the following screen will appear:

You now can select one of the four price options. The screen below comes up when the $6.00 wash is selected:

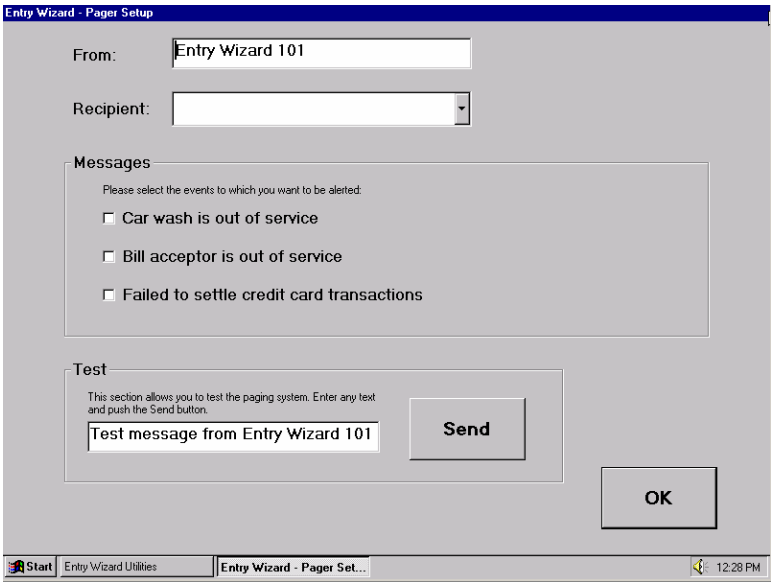
This screen shows the various options this wash offers. You may now press the Accept button and test the signal to the automatic. If the system is working correctly you will hear a click and the automatic will activate the wash. You may perform this test on each of the four wash options and the same action will occur. When you

are finished, touch the screen or click the left mouse button on the red TESTING!!! button. This will take you to the following screen. If you want to access the Administrator Setup Screen you must now press the CODE button and enter the code (default is 911911#).



4.4.12 Pager Setup

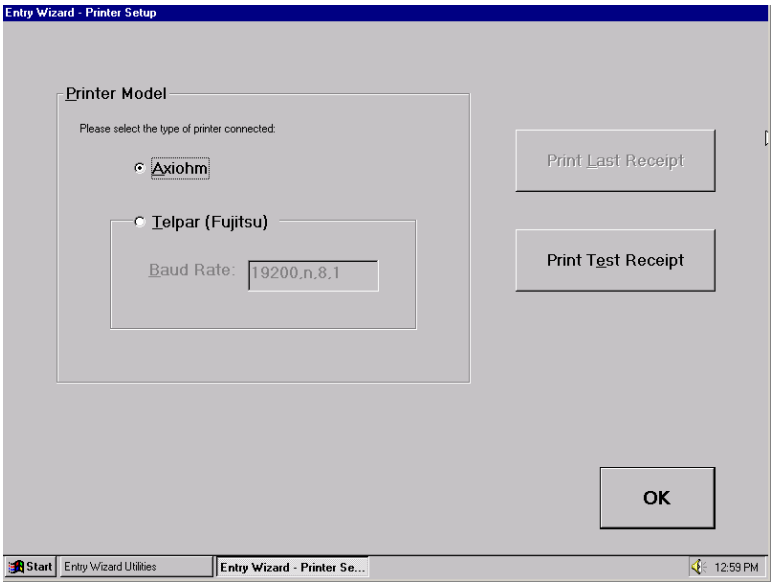
From the Administrator Setup Screen press the Pager... button to bring up the following screen:



This option allows you to send a pager when any of the three events listed happen. This allows you to respond quicker. You will need to enter information for the computer to contact. To test the action you should enter a message and press the Send button. When you are finished, check the options you want to be paged for and press the OK button. This will return you to the Administrator Setup Screen.

4.4.13 Printer

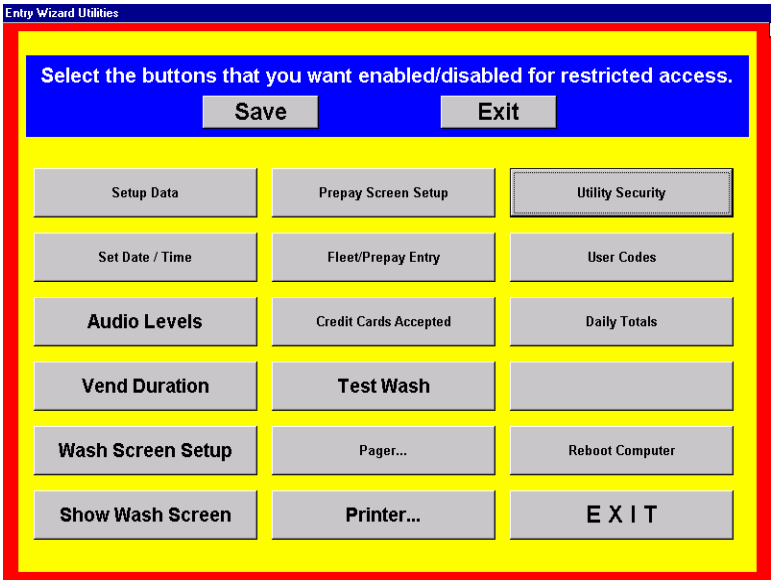
Press the Printer... button to bring up the following screen:



This option allows you to setup the type of printer you are using in the Entry Wizard. Once you have selected your printer you may print a test receipt by pressing Print Test Receipt. When finished, press the OK button to return to the Administrator Setup Screen.

4.4.14 Utility Security

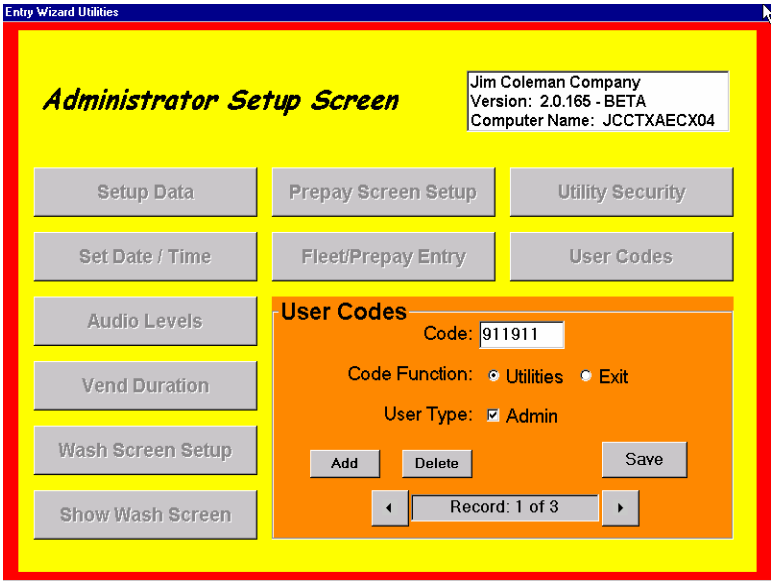
Press the Utility Security button to bring up the following screen:



Select the various options you want the user to have access to by clicking the left mouse button. Those selected will have black letters as opposed to gray. When finished, press the Save button. This will take you back to the Administrator Setup Screen.

4.4.15 User Codes

Press the User Codes button to bring up the following screen:



Enter a six-digit number in the Code: 911911 box. Then select the following options you want activated with the code:

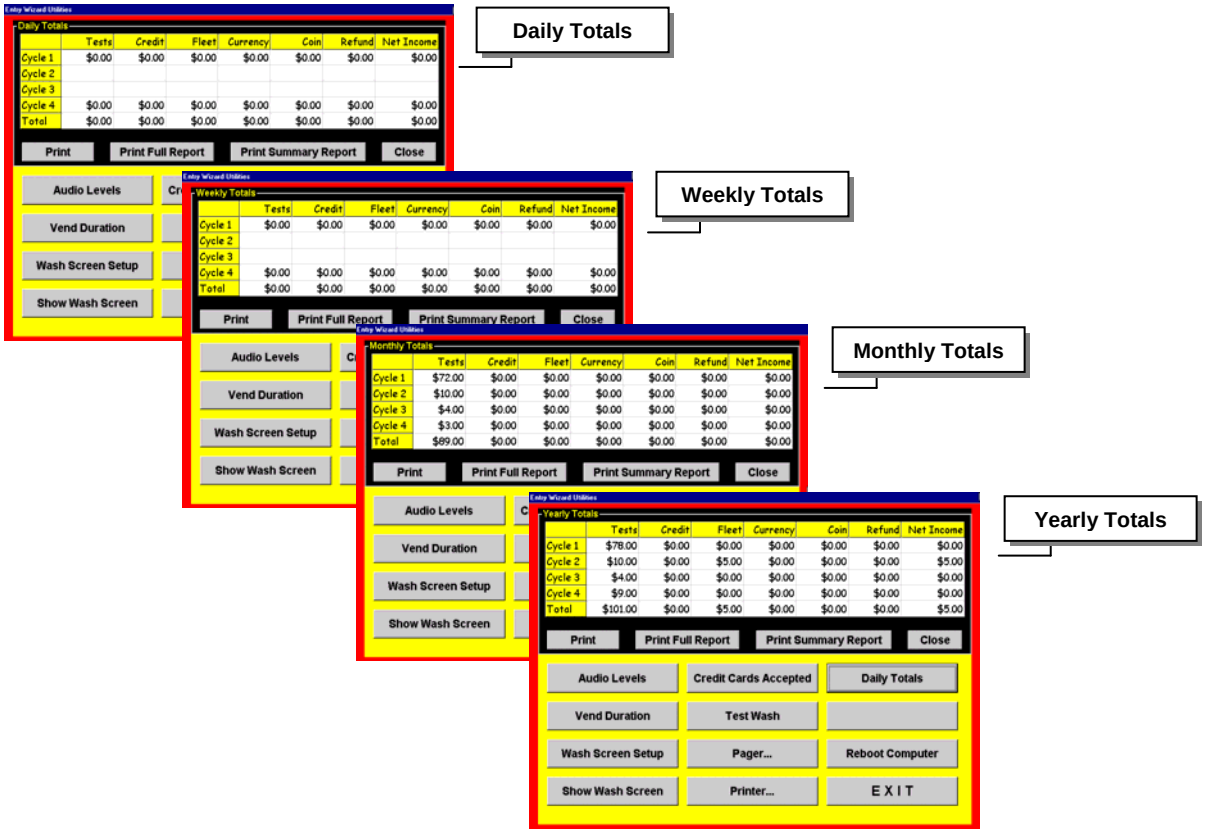
- **Code Function**: Select the appropriate function you want this code to work with. The “utilities” option will allow the user to access only the utilities related buttons. Selecting “exit” will exit out of the Administrator Setup Screen when the code is entered.

- **User Type**: Check the box if you want the user of this code to have administrative privileges. Administrative rights will allow this person to have full access to the setup screen. If this box is not checked the code will only allow the user to access the utilities or exit. When finished, press the Save button to return to the Administrator Setup Screen.

Be careful to keep at least one code that DOES NOT have the “exit” button selected. If all are selected you will not be able to enter the Administrator Setup Screen. You will have to call Jim Coleman technical support and have the configuration reset to access the Setup Screen.

4.4.16 Weekly Totals

At the Administrator Setup Screen press the Weekly Totals button. The following screens should appear as you select them:



Each screen will give you the following options:

Print : This option allows you to print the displayed report.

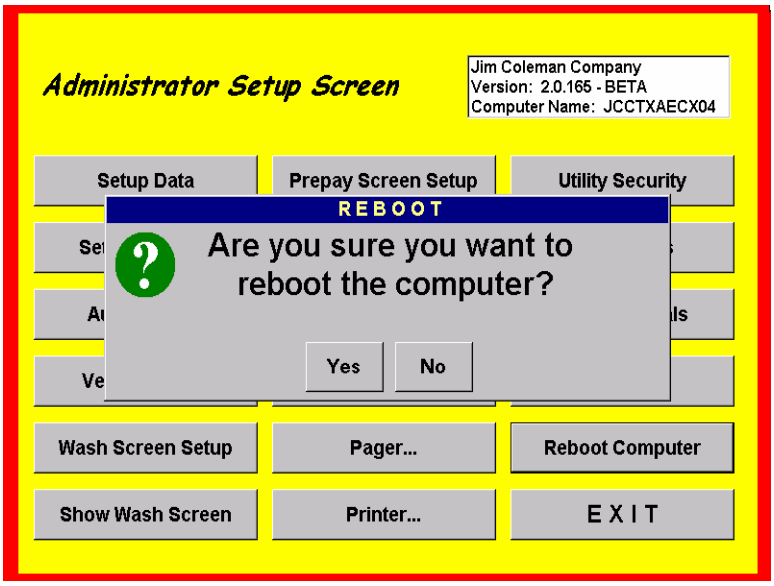
Print Full Report : This option allows you to print a full, detailed report of all the totals.

Print Summary Report : This option allows you to print the displayed cycle summary (*net income*) without the details.

Close : This option allows you to close the screen and return to the Administrator Setup Screen.

4.4.17 Reboot Computer

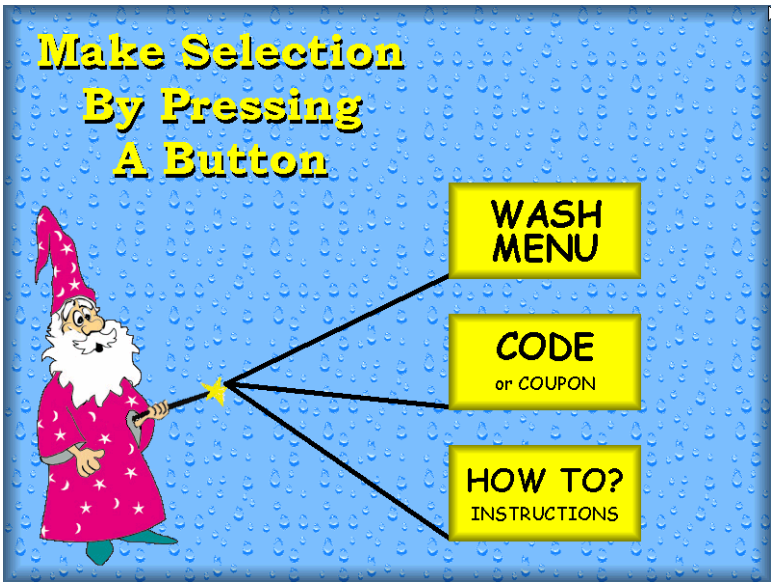
Press the Reboot Computer button to bring up the following screen:



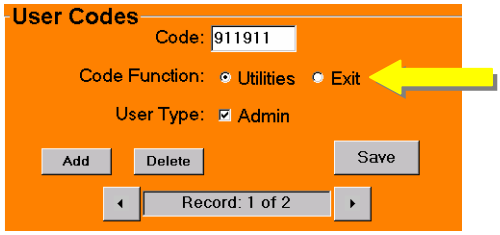
If you are ready to reboot the computer press the Yes button. If you don't want to reboot the computer press the No button and return to the Administrator Setup Screen.

4.4.18 Exit

By pressing the EXIT button you will return to the following screen:



NOTE: If you mistakenly select the exit box for all user codes (see arrow below)



you will not be able to enter the Administrator Setup Screen. You will need to call Jim Coleman Company technical support to reset the configuration for entry.

4.5 Additional Utilities

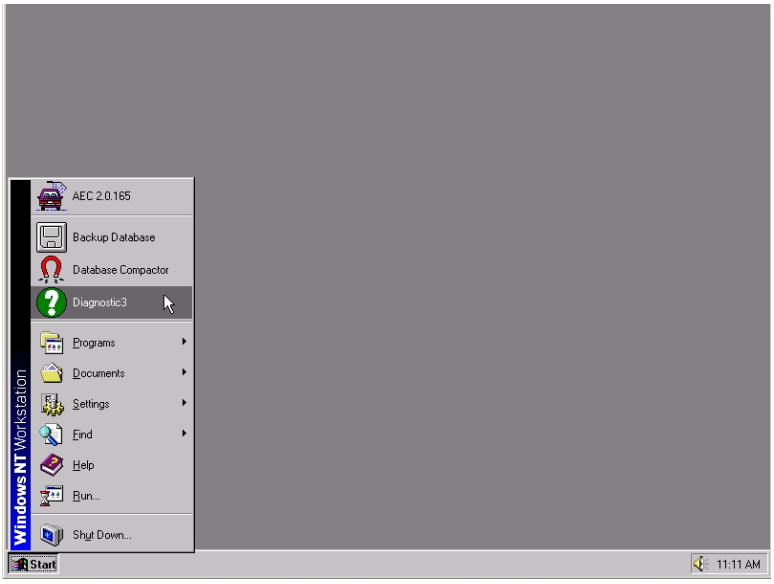
There are three utility options you need to be familiar with:

- ✓ Diagnostic 3
- ✓ Database Compactor
- ✓ Backup Database

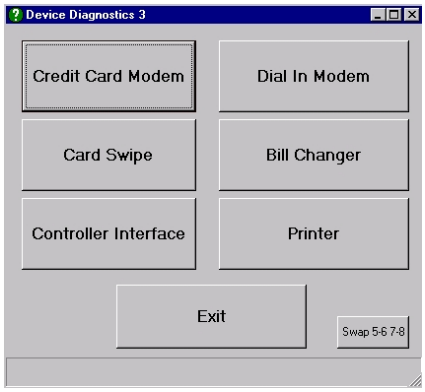
In order to use the functions you will need to be exited out of the AEC 2.0.165 program. You will begin at the main desktop screen.

4.5.1 Diagnostics 3

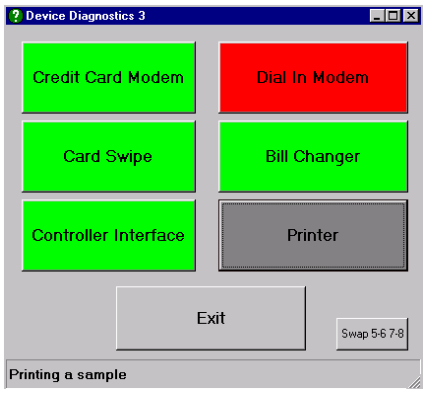
Press the Start button and go up to Diagnostic3 as shown below:



Once you have highlighted Diagnostic3 press the left mouse button to bring up the next screen:



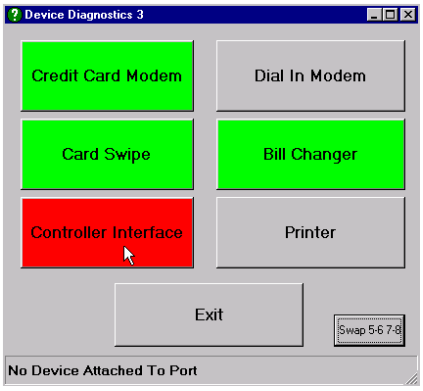
The screen below shows the diagnostics working properly. The **Dial In Modem** button will show an error and become red when pressed. This is normal and shouldn't concern you. All others should be green with the exception of the **Printer** button which will turn dark gray and print a sample out through the printer window.



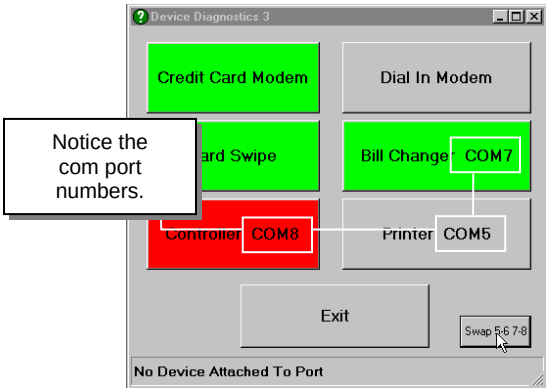
You will notice the

button on the lower right hand portion of the previous screen. This button assists you in determining whether or not you have a faulty com port. For example, if your **Controller Interface** is not giving you a green light you may want to swap com ports with one that is green. If you have a green light for the **Controller Interface** after you swap the ports then you know your original port is faulty.

For this example let's say the **Controller Interface** button is not green.



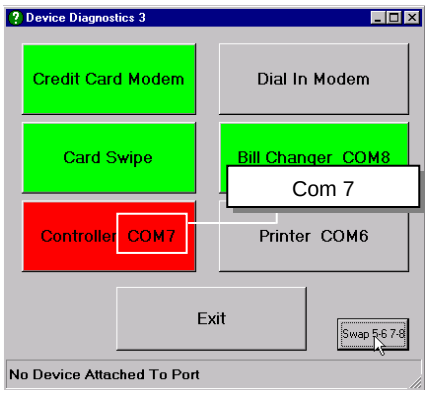
Press the Swap 5-6 7-8 button. The following screen appears:



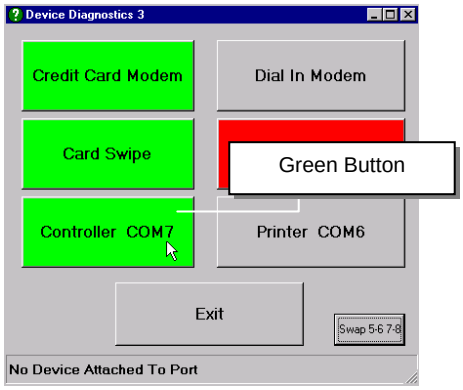
Open the cabinet and manually plug the **Controller Interface (com 8)** cable into one that is working. For example, the **Bill Changer (com 7)** is working because the light is green. Plug the **Controller Interface** cable **(com 8)** into where the **Bill Changer** cable is **(com 7)**. The cables are located on the bottom of the touch screen on the backside of the door. **(Figure 4.5.A)**

Figure 4.5.A

Once you have plugged the **Controller Interface** into **com 7** you must press the Swap 5-6 7-8 button until the **Controller Interface** button has **com 7** on it.



Go back to the diagnostic screen and retry the **Controller Interface**. If you get a green button you know **com 8** is bad.

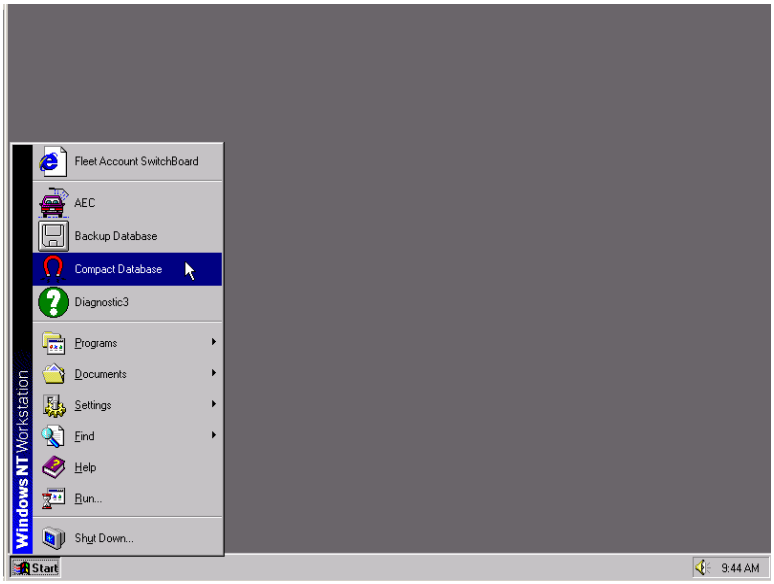


In this case, you need to call Jim Coleman Technical Support. If the button for the **Controller Interface** does not turn green after you switch com ports, you need to check the cable on both ends to ensure proper connection. If you still get a red button, you need to call Jim Coleman Technical Support.

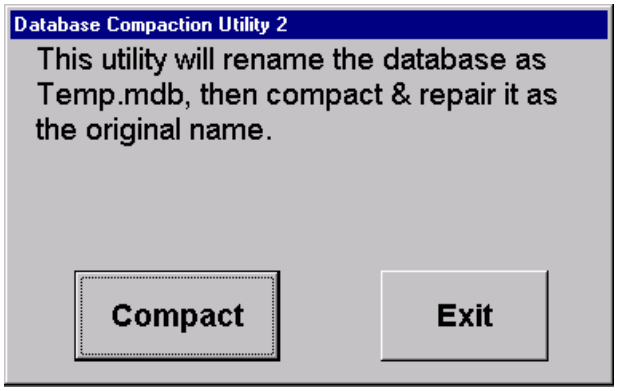
Press the Exit button to return to the main screen.

4.5.2 Compact Database

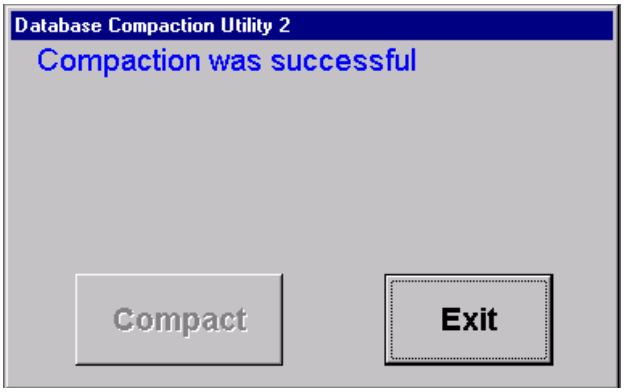
At the main screen press the Start button and go up to Compact Database as shown below:



Once here press the left mouse button to bring up the following screen:



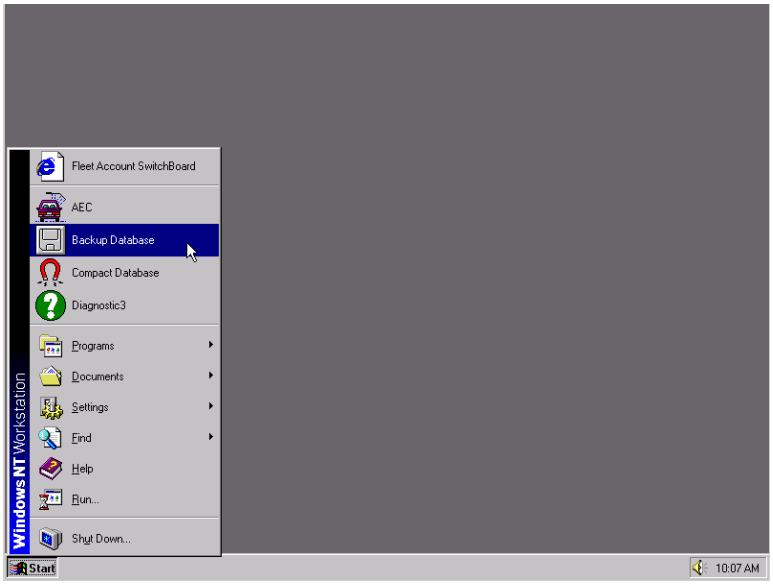
You have the option of compacting or exiting. You should choose this option periodically to repair and reorganize the database more compactly on the hard drive. Press the Compact button. This will bring up the following screen:



Press the Exit button to exit out to the main screen.

4.5.3 Backup Database

At the main screen press the Start button and go up to the Backup Database button as shown below:



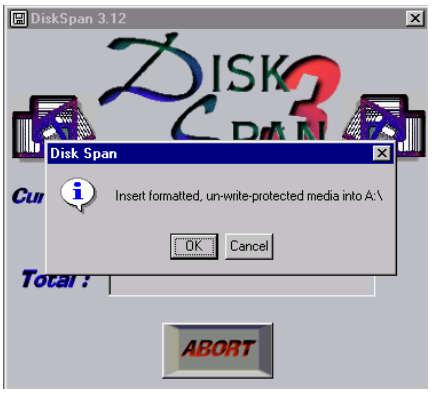
Once here press the left mouse button to bring up the following screen:

This screen gives you four options:

- ✓ Go
- ✓ Options
- ✓ Switch to Clear Copy
- ✓ Exit

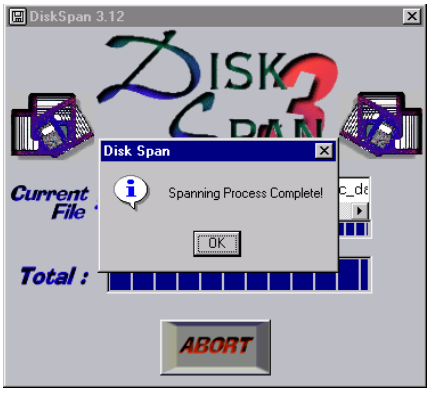
You will only need to be concerned with the first one.

Press the button to bring up the following screen:



Place a 3.5 inch floppy into the slot located on the bottom of the touch screen as indicated above and press .

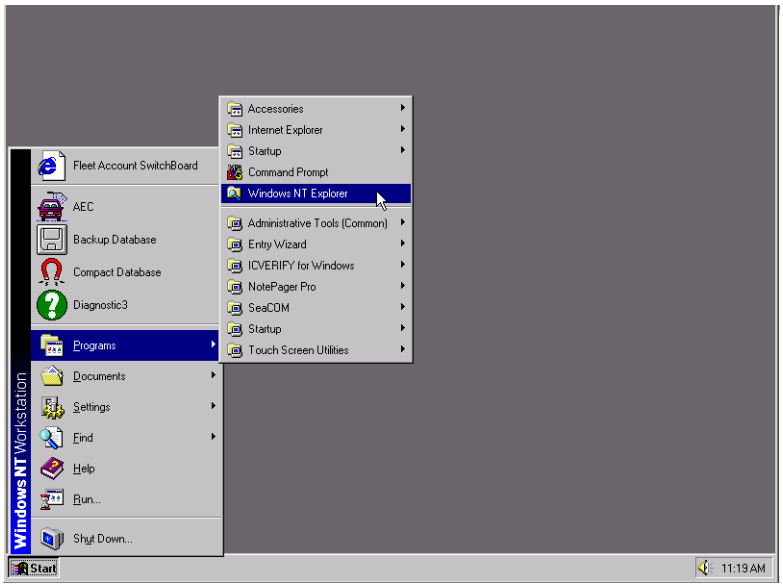
Once the information has been successfully spanned the following screen will appear:



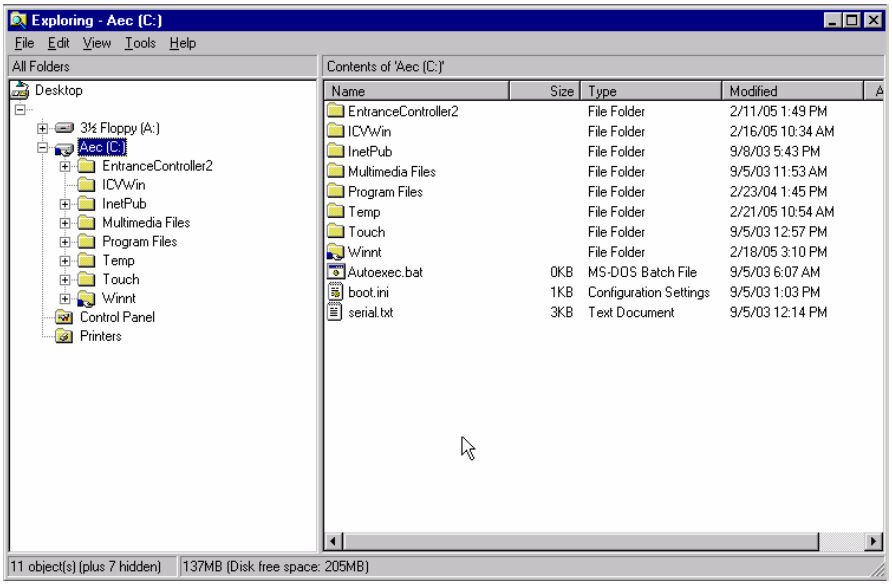
Press the OK button to return to the main screen.

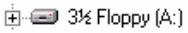
NOTE: Once back at the main screen you should double check and make sure your information was backed up. Follow the steps below to accomplish this.

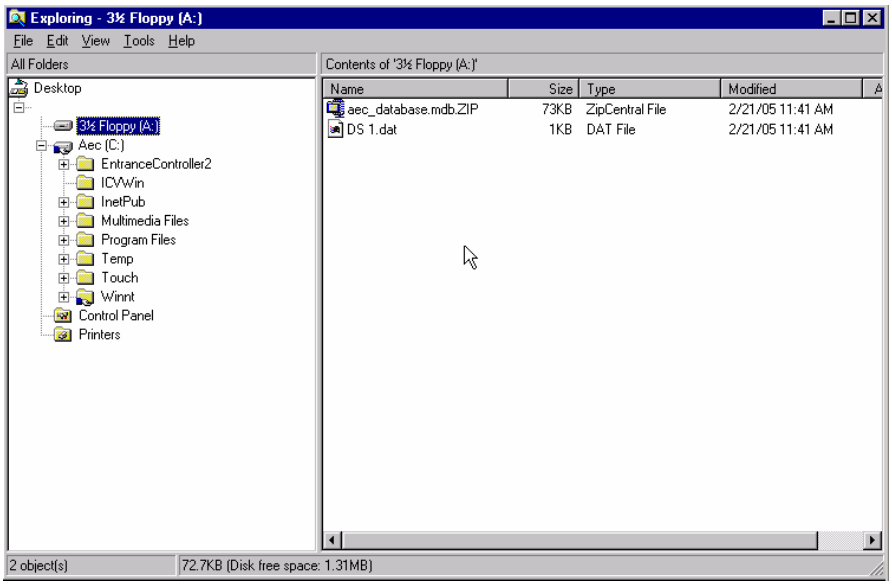
From the main screen press the Start button and go up to Programs. From there move the mouse to Windows NT Explorer and press the left mouse button as indicated below:



The following screen will appear:



Move the mouse cursor to  and press the left button. The file you just backed up should appear on the right side as indicated in the following screen:



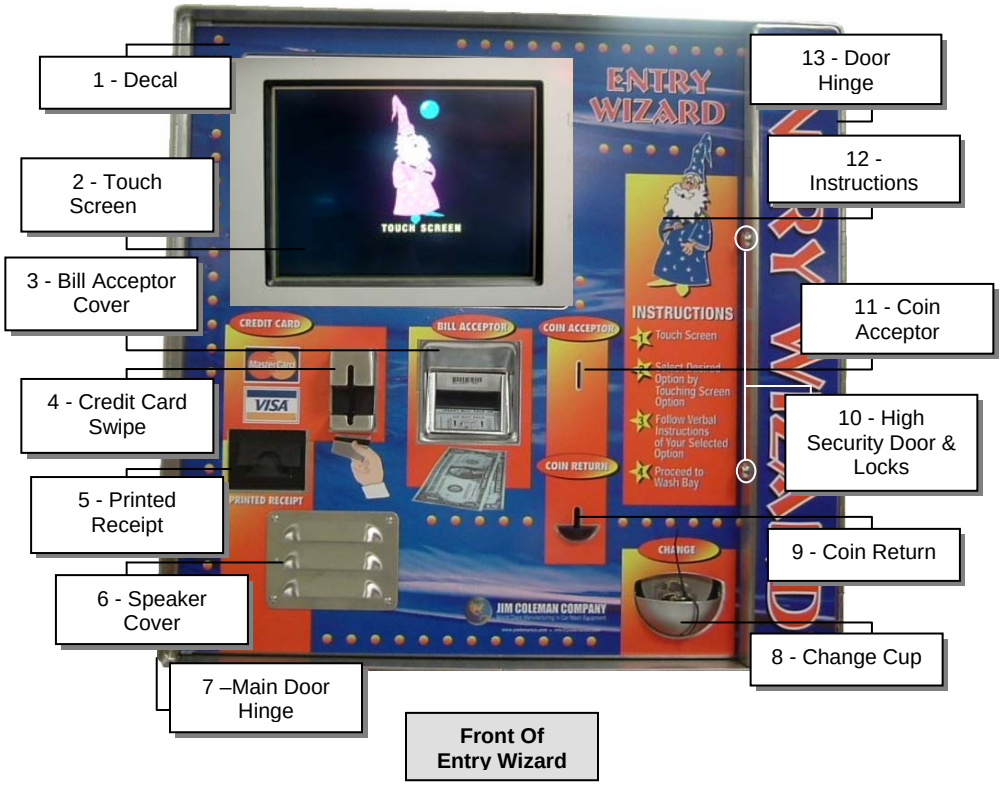
The information has been successfully backed up. You may now close out the screen by pressing the button located on the top right of the open window. You will now be back at the main computer screen. From the button go up to and press the left mouse button for normal operational mode.

5. TROUBLESHOOTING

Symptom	Equipment	Solutions
Cannot print Receipt	Printer	1. Is power switch in the “on” position (Telpar only)? 2. Does printer have paper? 3. Will paper advance using MODE button? 4. Is printer head switch on? 5. Do self-printer test. 6. Call JCC customer support.
Credit Card Will Not Work	Card Reader	1. Make sure the magnetic strip is clean. 2. Is there 5V AC at Card Swipe? 3. Check connection to the computer. 4. Reboot the computer. 5. Call JCC customer support.
Modem Does Not Dial Out	Modem	1. Check phone line. 2. Check I/O cable for M1 & M2. 3. Make sure CS light lit on M1 & CS/TR light lit on M2. 4. Call JCC Customer support.
Bill acceptor not Accepting money	Bill Acceptor	1. Clean Bill Acceptor with cleaning pad. 2. Check service manual for Rowe components. 3. Power down the computer and the Entry Wizard system and power it back on. 4. Call JCC Customer Support.
Sound not working	Speaker	1. Check speaker connection 2. Reconnect speaker. 3. Call JCC Customer support.
Coin Accpetor Rejecting Coins	Coin Acceptor	1. Ensure coin acceptor is installed properly 2. Check wiring connections 3. Check for 24VAC on CCC box 4. Check for coin jams 5. Lost Programming. Reprogram. 6. Call JCC Customer support

Symptom	Equipment	Solutions
Entry Wizard Not Accepting Codes Issued by POS 4000	Entry Wizard, POS 4000	1. Turn Entry Wizard on. 2. Verify Software ver. 1.1.6 or higher is installed by looking at the utility screen data box. 3. Test Codes by inputting Utility Code. 4. Call JCC Customer Support
Entry Wizard Working Correctly but not accepting codes issued by POS 4000	Entry Wizard, POS 4000	1. Turn POS on. 2. Verify Software ver. 7.40 or higher is installed by observing the display screen while powering up. 3. Is POS 4000 screen at Date and Time Display? 4. Call JCC Customer Support.
Entry Wizard and POS 4000 working correctly but codes issued by POS 4000 don't work	Entry Wizard, RS485 Communica-tions Interface, POS 4000	1. Verify cable between Entry Wizard and POS 4000 has not been damaged and is connected. 2. Verify that Entry Wizard RS485 Communications Interface is on and connected to Entry Wizard CPU controller by observing the left most LED being on. 3. Replace RS485 Communications Interface. 4. Call JCC Customer Support.

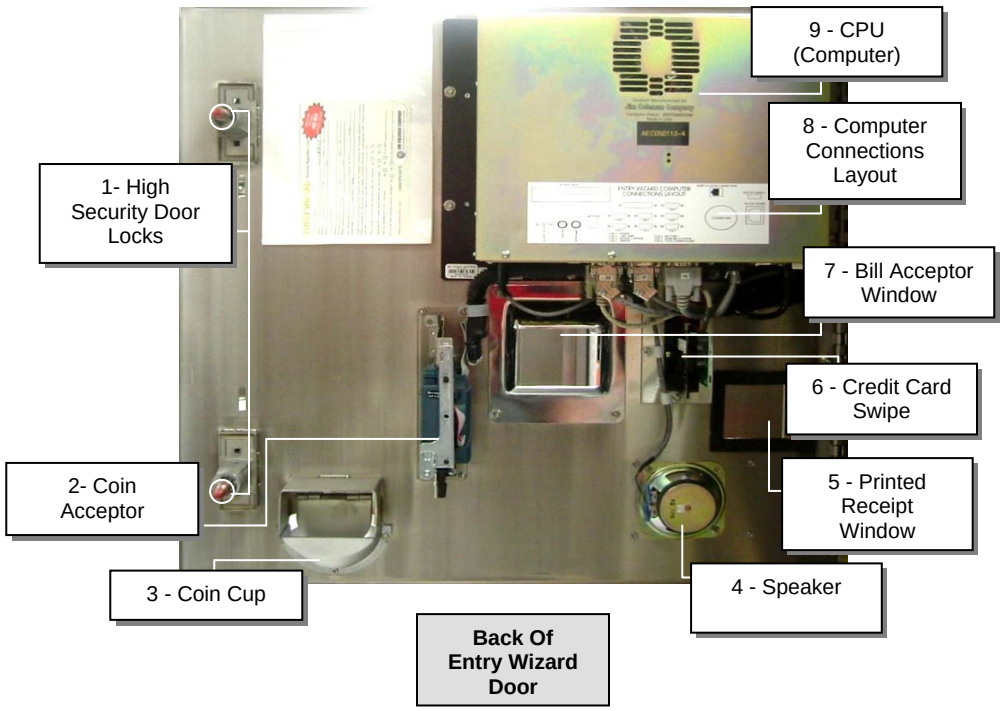
6. PARTS LIST



Front Of Entry Wizard

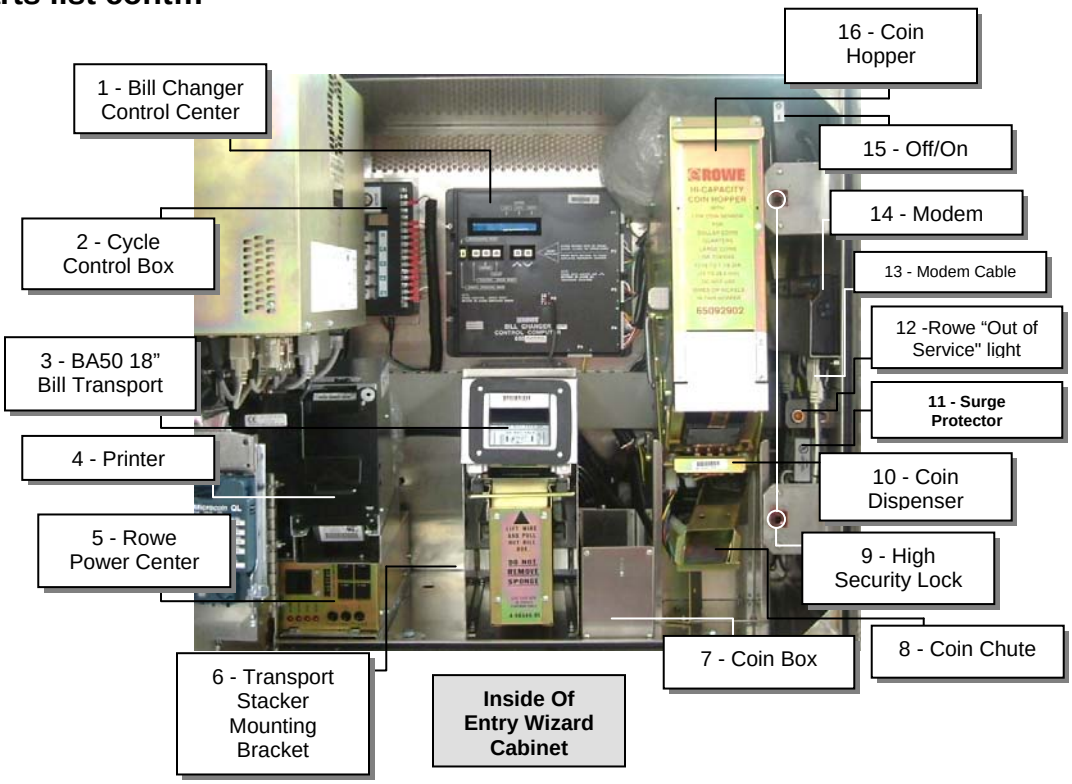
NO.	PART NUMBER	DESCRIPTION
1	36571, 36572	Entry Wizard Decals (package)
2	8600	Touch Screen
3	A0133-15	Bill Acceptor Cover
4	75825-2	Credit Card Swipe
5	08646-01	Printer Paper
6	75822	Speaker Cover
7	59917	Main Door Hinge
8	17-35003201	Change Cup
9	N/A	Coin Return
10	A090-1 24074	High Security Door High Security Locks
11	26259	Coin Acceptor
12	N/A	Instructions
13	59918	High Security Door Hinge

Parts list cont…



NO.	PART NUMBER	DESCRIPTION
1	24066-EW	High Security Door Locks
2	26259	Coin Acceptor
3	17-35003201	Coin Cup
4	75864	Speaker
5	N/A	Printed Receipt Window
6	75825-1	Credit Card Swipe
7	N/A	Bill Acceptor Window
8	N/A	Communications Layout
9	8614	CPU (computer)

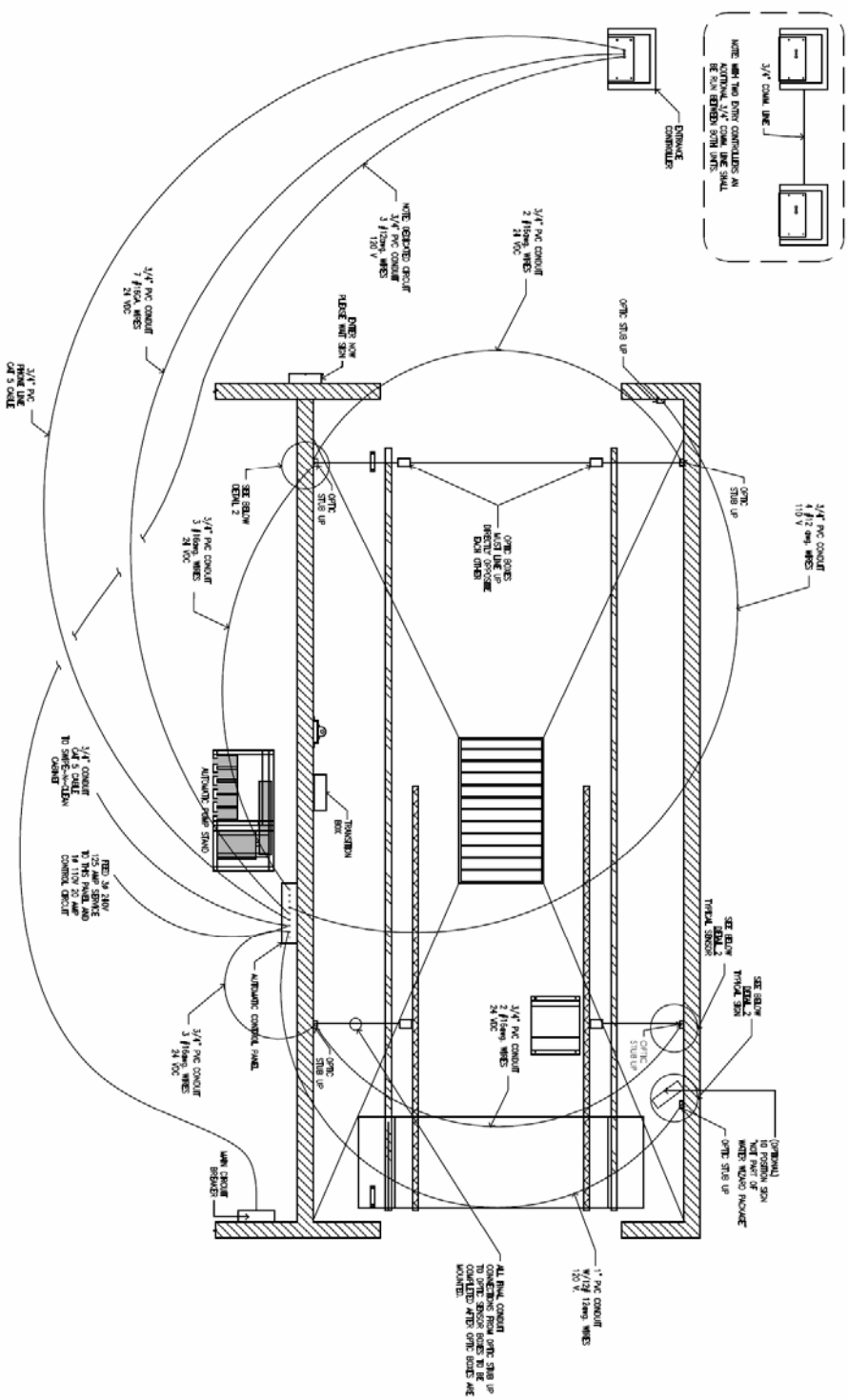
Parts list cont…



NO.	PART NUMBER	DESCRIPTION
1	17-65082506	Bill Changer Control Center
2	08657	Cycle Control Box
3	17-65068501	BA50 18" Bill Transport
4	08646-00	Axhiom Printer
5	17-65073502	Rowe Power Center
6	17-35023307	Transport Stacker Mounting Bracket
7	A0133-18	Coin Box
8	17-35065807	Coin Chute
9	A079-3	High Security Lock Nut
10	17-65094805	Coin Dispenser
11	75815	Surge Protector
12	17-25191301	Rowe "Out of Service" light
13	08687	Modem Cable
14	33570	Modem
15	40039	Off/On Switch
16	17-65092902	Coin Hopper
-	08648	POS 4000 B&B Optic Repeater (optional)
-	24095	Heating Pad (optional)
-	68120	Thermostat (optional)
-	08511	Heater Kit (optional)

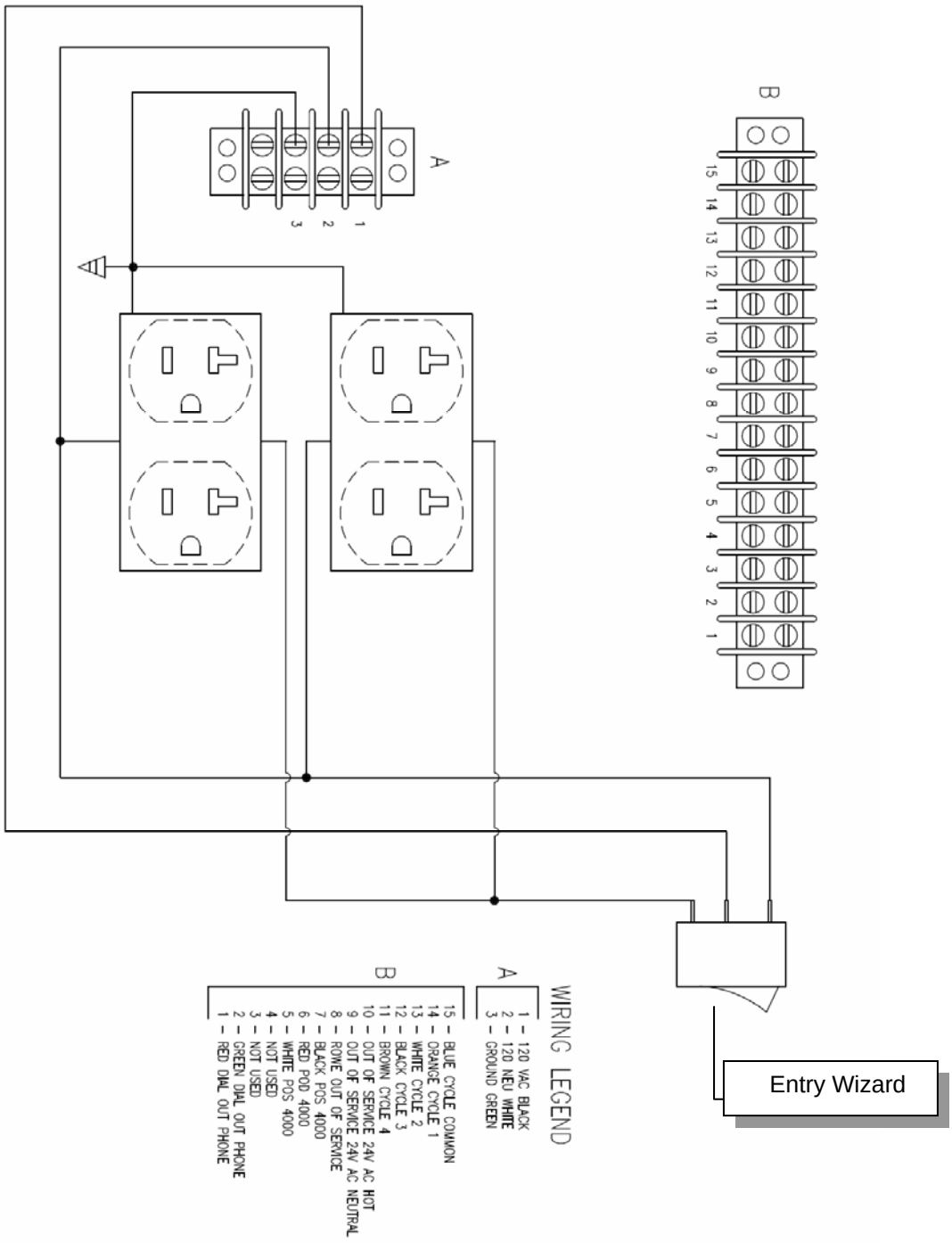
7. ENTRY WIZARD TECHNICAL DIAGRAMS

Conduits Diagram

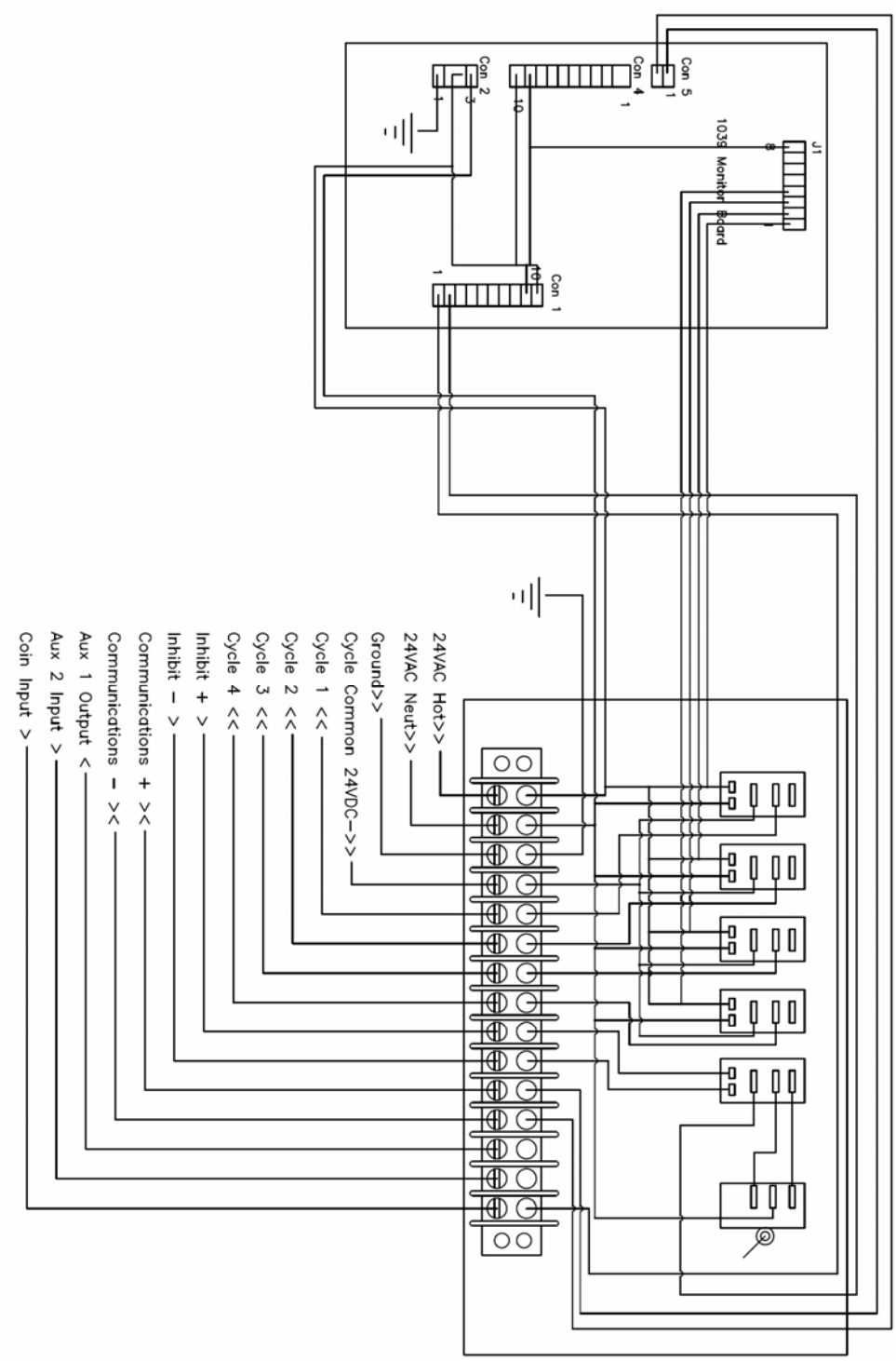


Entry Wizard Position Diagram

Terminal Strip Diagram

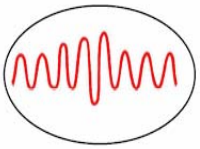


Cycle Control Box Diagram



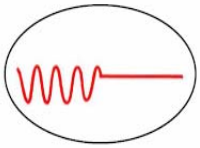
Types of Power Disturbances

The following are types of power disturbances:



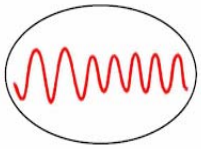
Voltage Surges or Swells

A line swell, also called a voltage surge, is a temporary rise in the voltage level lasting at least one half cycle. Voltage swells can be caused by high-power electric motors, switching off, and the normal cycling of HVAC systems.



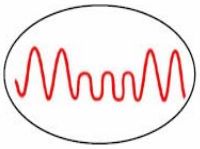
Blackouts

During a blackout, all power is lost, ranging from milliseconds to hours, or even longer. To keep critical equipment running, a new power source must be provided either from stored energy (Uninterruptible Power Supplies) or from a mechanical generator.



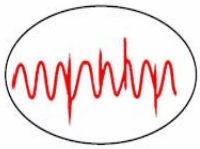
Brownouts

During periods of high power demand, the power utility may intentionally reduce line voltage by up to 15%. Brownouts can last up to several days and create many forms of abnormal equipment behavior.



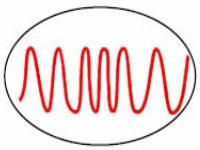
Voltage Sags

A line sag, sometimes called a voltage dip, is a temporary decrease in the voltage level lasting at least one half cycle. Sags are usually caused by sudden nearby increases in the electrical load and can degrade equipment performance for several seconds at a time.



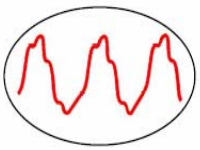
Voltage Transients or Spikes (Impulses)

Sudden massive increases in voltage, such as those caused by lightning striking a power line or the nearby ground, can cause a damaging voltage pulse to enter electronic equipment and destroy sensitive solid-state circuitry. Lasting only a few milliseconds, storm-induced voltage transient spikes are responsible for huge losses every year.



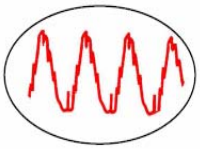
Frequency Variations

Rare in utility power, frequency variations are most common with back-up power systems such as standby generators. Many UPS's cannot handle frequency problems, which can cause system crashes and equipment damage. And, of course, it can negate the value of having back-up capability.



Harmonics

Non-linear loads such as personal computers, office equipment, variable-frequency drives and solid-state electronics use switch-mode power supplies to generate DC voltage, sometimes causing currents that are out of phase with voltage. These harmonics destory voltage waveforms, and can cause overheating, nuisance tripping, and the loosening of electrical connectors.



Electrical Noise

Random electrical disturbances can be caused by distant lightning, switching power supplies, electronic circuits, poor brush contacts on motors, utility switching and many other sources. These random noise signals are superimposed on voltage waveforms, and can cause computer bugs, glitches, and other problems that are difficult to diagnose.

Entry Wizard

SPECIFICATIONS

- Size (Base and Cabinet)
  - Height - 54”
  - Diameter - 24”
  - Weight - 270 lbs.
- Electrical Requirements
  - Three 12 Ga. wires for the 110VAC.
  - One 4-pair 24 Ga. Cat 5 cable for connection to Swipe N Clean.
  - One 7-conductor 22 Ga. control cable for Water Wizard control.
  - One 2-pair phone cable.
  - One 3-wire shielded cable (POS 4000).
- Coin Capacity
  - Coin Box - $75.00 (300 quarters)
  - Coin Hopper – $250.00 (1000 quarters)
- Bill Capacity - 350 Bills
- Credit Card Reader - Magnetic Strip
- Printer - Axiohm Thermal Head
- Modem - 56K