

Swipe @ The Bay Web Utilities Manual



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Swipe @ The Bay Software Operational Guide

This portion of the manual will cover the Swipe @ The Bay software that resides on the server. The software controls functions related to accounting, system logs, and maintains site information, all within the server database. Lets start by covering items that will be repeated throughout the document. Many times, you will be asked to provide a time and date to retrieve specific information from reports. The process is the same in every instance. Start by selecting the time you wish to begin the report. The field will appear as **Fig. 1.1**

You will need to type it in the given format and select the correct morning or evening setting to get the correct information you are trying to obtain. Next, you will need to select a date for the report you are going to generate. This is done by typing in the date in its correct format or clicking on the drop down calendar next to the field. See **Fig. 1.2**

Next, you will want to select the Ending Time and Ending Date. These work in the same manner as the Starting Time and Starting Date. You will need to input the time and date in the same format as above: hh:mm and mm/dd/yyyy. **Fig. 1.3** and **1.4** show these fields.

Other information may be required to complete the desired report. Some fields may request a time frame such as Today, Week to Date, Month to Date, and Year to Date as Seen in **Fig. 1.5**. By clicking the dropdown arrow, you can select the report you need.

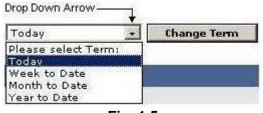


Fig. 1.5

Main Menu and Sub Menu

We will now cover the Main Menu and Sub Menu sections of the interface. The Main Menu is located at the top of the screen and is surrounded by a blue border. It contains five headings: Dashboard, Reports, Utilities, Setup and Logout. Logout will only appear if you are in the server from a remote location (i.e. your home or office computer via the internet). Logout does exactly what it infers...to disconnect you from the site. Again, logout will only appear if you access the site remotely. The Main Menu is shown in **Fig. 1.6**

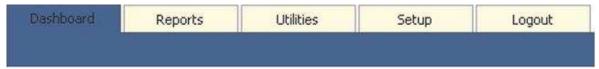


Fig. 1.6

Dashboard

The Dashboard was designed to give a snapshot of the overall heath of the system.

Network Status Bar

Network Status Bar indicates the status of the connection to the Internet. This will determine if the server can process cards or not (i.e. the bays and vacs). A red or yellow status bar means there is no connection or there is an error in the connection. You will need to determine where the connection is blocked. This issue could stem from the Internet Service Provider loosing connection, to the local router not being setup properly. A green bar indicates the connection is working correctly.

Device Status

Device Status gives you an overall view of the each individual bay and its status on the server.

Device Title

Device Title explains what number the device is programmed to (e.g. Wash Bay 1).

Last Boot

Last Boot indicates the last time the device communicated with the server.

Status

Status indicates if the device is communicating with the server. A red status indicates the device is offline. You will need to determine why the device is not communicating to the server at this point. This could range from a bad cable or grounding to the programming of the timer. A green status indicates the timer is functioning and communicating properly to the server. To the left of the Green Status Bar is the Last Boot Time. The time that is indicated should read 3:00:00 AM with on a variance of a few seconds unless the bay has been manually restarted or the site has lost power. At the bottom of the page is an overview of the incoming sales data per device. These totals reflect sales for that day.

Refresh Button

Refresh Button is located at the bottom of the screen. This will force the server to display the current status of each device, otherwise the site will refresh every 60 seconds. See **Fig. 1.7** for the dashboard.



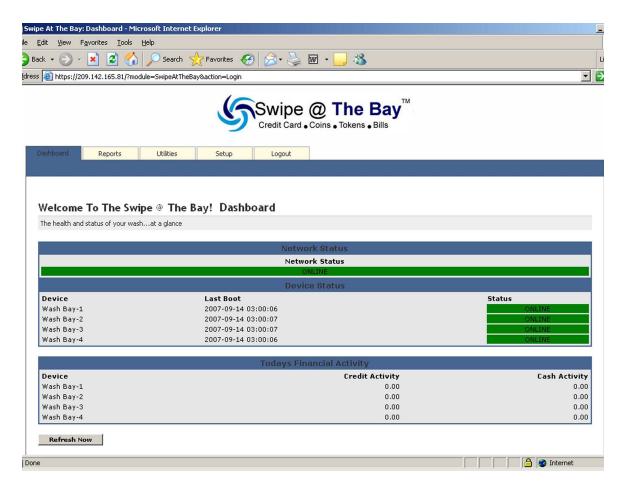


Fig. 1.7

Reports

The Report heading is located next on the Main Menu. By clicking Reports, you can access all of the Sub Menus under Reports. The Reports tab contains the following Sub Menus: Report Summary, Earnings By Date, Device Usage, and Credit Transactions. Start by clicking the desired report located in the dark blue bar. See **Fig. 1.8**



Fig. 1.8

Report summary

Report Summary gives a quick overview of the system's total income. From the dropdown arrow, you can make four selections that will provide different summaries. They are Today, Week to Date, Month to Date, and Year to Date. Select the report needed and click the button to the right of the dropdown box labeled Change Terms. This will display the report and it will have a graph that will accompany the report. See **Fig. 1.9** and **1.9a** for the report and the graph.





Fig.1.9

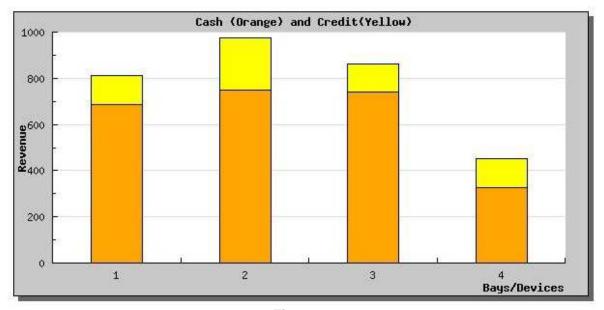


Fig. 1.9a

Earnings by Date

Earnings by Date sub menu gives a more specific overview of total income. By selecting the drop down arrow, you can select to view all devices together or each device individually. Next, you will need to provide a time and date for both start date and end date as explained in the beginning of this document. After entering the correct information, locate the Generate report button at the bottom of the selection screen and click it. The report will be displayed in the selected format. The example given displays a report of Wash Bay 1 only. You may select any single device or all devices together to gather information on sales totals. **See Fig. 2.0**



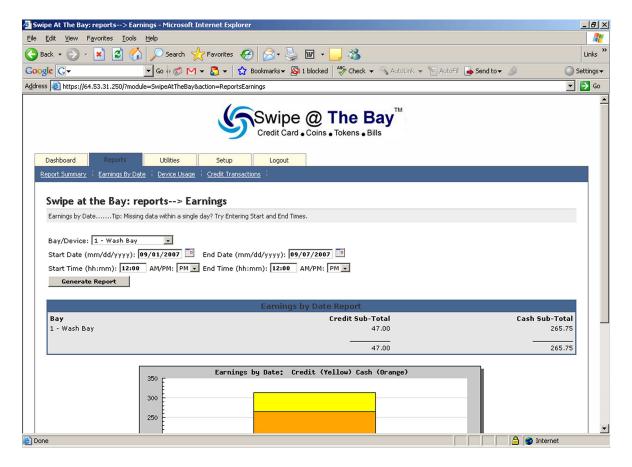


Fig. 2.0

Device Usage

Device Usage report will list in a percentage format, the amount of time each bay is used. Again, use the date/time format to select the desired timeframe and click the generate report button. The results will be posted beneath the Device Usage heading. The report shows the device number, percentage of usage, and total time used. See **Fig. 2.1**



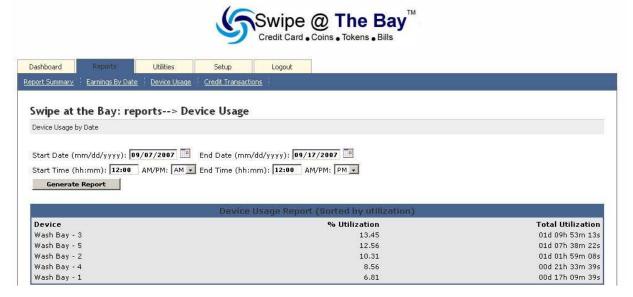


Fig.2.1

Credit Transaction

Credit Transaction report will display each individual credit card transaction and the accompanying details. Select the desired time/date format and click the Generate Report after all of the information has been placed in the correct fields. The report will display several items pertaining to each transaction, such as; bay number, customer name, last four digits of the customer credit card, the amount used in dollars, and the start/stop time. This detailed report is used specifically for credit card totals and will not report any cash sales. See **Fig. 2.2** for a sample report.



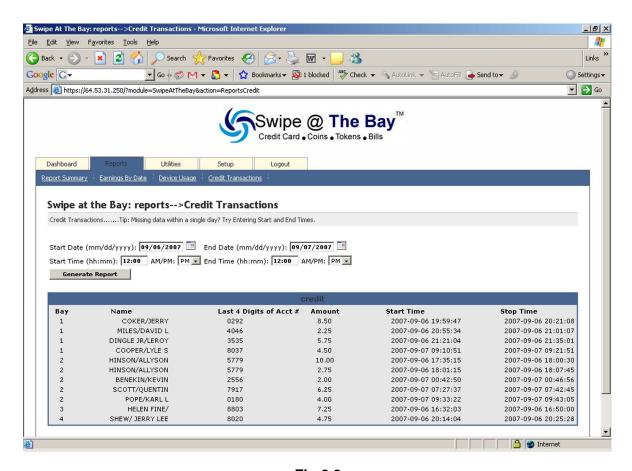


Fig.2.2

Utilities

The Utilities provide control over certain functions within the Swipe @ The Bay server such as what credit card holders are allow to use the site to various error and system logs that can diagnose possible issues. The Sub Menus under Utilities are; Utilities, Manage Credit Card Holders, Logs, and Remote DB Backup.

Lets start with the Utilities Sub Menu. This screen contains only two features, the Reboot SATB server button and Force ConFig.uration Changes Button. The Reboot SATB Server button will do exactly what it denotes, and that is to reboot the server. Clicking this button will shut down the application and restart the computer from BIOS. The application will automatically start after the computer has finished its boot process. Next is the Force ConFig.uration Changes button. This button will force changes that you may have made to the system. For instance, if you add or remove a bay for the device table, you will want to click this button to make the change take effect. See **Fig. 2.3** for the Utilities sub menu.



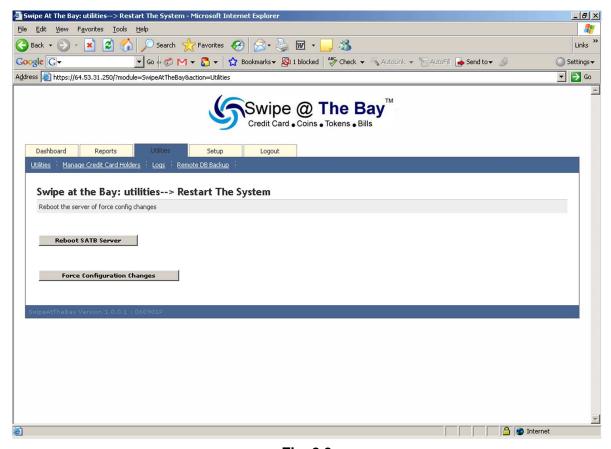


Fig. 2.3

Manage Credit Card Holders

This menu will allow you to add credit card holders that contest charges from your account. Placing a credit card number in this list will deactivate that card and the customer will no longer be able to use that card on the site. This process can also be reversed. Locate the button labeled Add Credit Card Number to Invalid List and click it. See **Fig. 2.4**



Fig. 2.4



After clicking the button, a new window will appear on the screen containing options to add the credit card number to the invalid list. Find the Card Number and type the full credit card number in the provided field. Next, click the Add Card Number button to left of the of the Card Number field. This card will no longer activate any of the devices connected to the SATB server. If there are more cards to add to the list, click the Reset Form button. This will clear the current information from the field and allow another card to be added. When all cards have been added, click the Finish button at the bottom of the screen. See **Fig. 2.5**



Fig. 2.5

After clicking the Finish Button, a new window will appear displaying the credit card numbers that are invalid. To remove a credit card number from the invalid list, locate the delete link to the right of the invalid card number and click it. A menu will appear and ask for conformation of the delete action. Click the Finish button to confirm the deleted number and the card will be active again. See **Fig. 2.6**



Fig. 2.6



Logs

The Logs menu performs multiple functions. Under the Type dropdown box are four options, Transaction, Device Status, Errors, and Actions. Two of these options are inert, Device Status and Actions. They will be programmed for other features in later updates of the software but serve no purpose for now. The first option in the list is Transactions. Select this option from the list in the Type drop down box. Next, locate the Bay/Device drop down box and select the desired option from the list (e.g. all devices or Bay #). Now you will need to select the correct Time/Date for start and stop times and click the Generate Report button located beneath the information fields. A report will be generated for the selected data. See **Fig. 2.7**



Fig. 2.7

Error report

By selecting the drop down arrow, click the Error tab. Next locate the Bay/Device drop down box and select the desired option from the list (e.g. all devices or Bay #). Now you will need to select the correct Time/Date for start and stop times and click the Generate. This will now generate a log for error codes with the devices on site. You can contact technical support with any issues located in the Error log for resolution of the problem.

Remote DB Backup

This feature will allow you to remotely store your database in case of catastrophic failure to the Swipe @ The Bay server. By clicking the DB Backup button on the left side of the menu, you will be prompted to confirm your selection to backup the database. Click the OK button of the window. Next you will see a File download window appear. Find the Save button at the bottom of that window and click it. This will start the download process. See **Fig. 2.8**





Fig. 2.8

Next, you will be prompted for a download location or where you are going to save the file. On the left hand side of the window, locate the Desktop Icon and click it. This will be the location that we are saving the database, at the bottom of the window, is the filename of the saved file. Leave the name in place without changing it. Locate the Save button in the bottom right corner of the window and click it. A window will appear displaying the progress of the file downloading, wait for this window to complete at 100% and click the close button. The database download is complete. See **Fig. 2.9**



Fig. 2.9



Setup

This menu contains all of the data pertaining to the site such as the site address, merchant info, attached devices, and local area network information. The Setup Menu has six sub menus which are; Site Information, Remote Users, Merchant Account, Networking, Test Accounts, and Devices. Each sub heading completes one area that comprises the site information as a whole. It is important to note that for the site to operate and run correctly the data contained in these fields has to be accurate.

Site Information

The first portion of this sub menu is fairly strait-forward. In the section listed for Business Information, fill out the corresponding fields with the correct information. You will need the following information to complete this portion on the setup; Name (Name of the Business), Address, City, State, Zip, and Phone. If there is no phone number for the site then provide "0" for a ten-digit phone number (e.g. 000-000-0000). Below the Business Information is the site setup information. This sets the credit card start and stop price for the bays. The first field is port count. This number will always be 8 because that is the number of ports on a 1035 board. Next is the starting and stopping price for each type of device that can be connected to the Swipe @ The Bay server. These counts are in quarter (25 cent) increments. Provide the correct price to start and stop price to each corresponding device that is connected to the server. An example would be Bay Start 4 and Bay Stop 8. This would mean that it takes \$1.00 to start the device and it will stop when \$2.00 is reached on the timer. Apply this logic to each device on the site. If the device is not on site, for example there are no Shampoo Vacuums on the site, then the value amount is irrelevant and the default integer is acceptable. Last is the Date and Time field and this should be filled out in Military format for time. When all information is filled out correctly, click the Update Site Setup button located at the bottom of the window. Changes or correction may be made to the site information by simply inputting the correct information and clicking the Update Site Setup button again. See Fig. 3.0

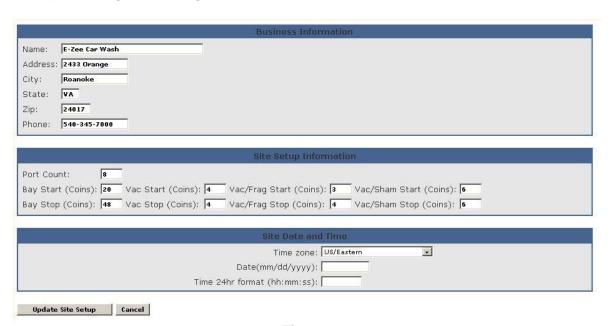


Fig. 3.0



Remote User

This menu will change the User ID password. There are two separate users listed in the menu. The first is the Admin ID and the second is the Attendant ID. Both users have full permissions to the unit in the current version of software but this should change in later updates of software. The default ID's are acceptable for purposes of using the site so it is optional to change the User Name and password to the system. If viewed remotely, the system does not offer the ability to change the password in the system, only name and email. When viewed on the actual Swipe @ The Bay server, a field for entering and re-entering the password will be available at the bottom of the screen. When all changes are complete, click the Update button below the corresponding user. The Fig.ure provided is from a remote view and not the server so the password fields are not viewable. See **Fig. 3.1**



Fig. 3.1

Merchant Setup

This menu contains the credit card information that is unique to each site. It is very critical that this information be correct. If it is incorrect, then issues will range from the bays and vacuums not taking credit cards to another merchant account receiving funds that are intended for your account. YOU ARE RESPONSIBLE FOR MAKEING SURE THAT YOUR ACCOUNT IS RECIVING THE CORRECT CREDIT. You may check the account by contacting the merchant provider and/or the banking establishment that is holding the account. Jim Coleman Company will have your merchant information available for the initial site setup. This information will not change so it is best that this field be left alone after the site has been setup. If you need further assistance with your merchant information, please contact the Jim Coleman Company Help Desk. See **Fig. 3.2** for the layout of the Merchant account setup.





Fig. 3.2

Network

This table contains all networking information pertaining to the site and allows the server to process credit cards over the high-speed connection. The Swipe @ The Bay server is only compatible with a high-speed connection. This means that you will need an incoming DSL or cable modem connection directly to the site and ran through our preconFig.ured Netgear FVS-318 Router. The network settings are as follows; IP address, Network Mask, Gateway Address, DNS Address 1, DNS Address 2, and DNS Address 3. Again this information will be placed into the system at setup and should not be changed. If you have any questions about the Network settings, please contact the Jim Coleman Company Help Desk. See **Fig. 3.3** for the network settings menu.



Fig. 3.3



Test Accounts

This menu is used for the testing of devices on site for credit card acceptance. By placing a credit card number in the correct fields, the operator can test the credit card system without his card being billed. Start by selecting the menu and clicking Add Test Account button on the primary screen. This will bring up a new window containing the fields Add Card Number and Reset Form. Place the credit card number in the Add Card field and click the add button located at the bottom of the window. This credit card will now be in the database as a card that will not be charged. The account will be visible under the Test Accounts menu. To delete the account, find the link labeled Delete next to the account number and click it. The card will now be active and will be charged the next time the user swipes the card. See **Fig. 3.4** for the Test Account menu.



Fig. 3.4

Device

This menu allows you to add and remove devices from the Swipe @ The Bay Server. Start by clicking the Devices menu at the top of the screen. Next Click the Add a new Device button located at the bottom of the screen. See **Fig. 3.5**

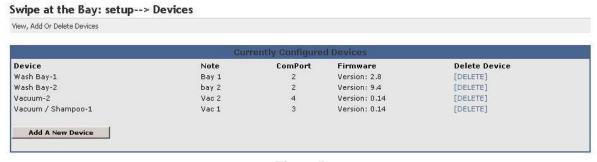


Fig. 3.5

This will bring up a new window to add the specifics of the device that you will be adding. Four fields will need to be filled out to complete the first part of adding a device; Device Function: which is the device type (e.g. Wash Bay or Vacuum); Com Port: which is the position on the 1035 Board located in the Swipe @ The Bay Server; Device Note: which is a self proscribed description; and Address: which will be the number that the timer is set to. See **Fig.. 3.6** for the menu.



Select An "Address"	
Device Function: Wash Bay	
ComPort: 5	
Device Note: Bay 5	
Address: 8	
Next	

Fig. 3.6

To further explain how you determine what numbers you will use in the appropriate fields, we will need to cover some aspects of the physical media and how they work. Lets Start with the device address. This will be determined by the programming of the timer that this device is plugged to. We will use Bay 5 as our example. The timer that is in Bay 5 will be programmed as such, in other words, when we are programming the timer, the "*" portion of the timer programming is the Device Address Number. IT IS IMPARATIVE THAT EACH 2 WIRE CONNECTION IS LABLED FROM EVERY DEVICE. Next, you will need to know the Com Port number the device is attached to. This is determined by where the device is plugged on the 1035 board. The 1035 board is found on the inside of the server cabinet, mounted to the back of the case. It will have eight columns with three outlets in each one. The first column of three outlets starting from the left is considered Com 1. This means that all three plugs are related to Com 1 and when programming for the Com Port, they will be considered Com 1. The next row of three is considered to be Com 2 and any device attached to any of these outlets will be considered on Com 2. This trend follows all the way through to Com 8. The attached diagram in Fig. 3.7 will display each Com Port as they appear from left to right.

Com1 Com2 Com3 Com4 Com5 Com6 Com7 Com8

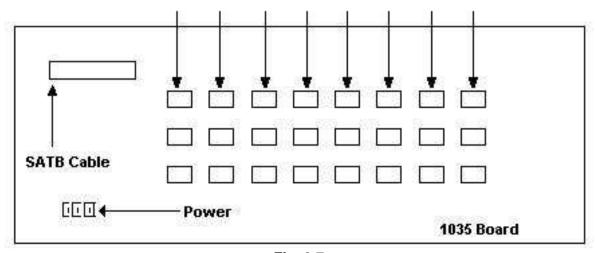


Fig. 3.7



Device Note

This number is equal to the Address number so following this logic Address number 5 would equate to Bay 5. So you would type Bay 5 in the field. After setting all of the numbers correctly, click the Next button and follow that by clicking the Finish button. The device has now been added to the unit. To ensure communication to the device, go back to the Utilities main menu and click the Force ConFig.uration button at the bottom of the screen. The device can be view in the Dashboard menu as online. To delete a device, locate the delete link to the right of the device in the Device menu. You will be asked to confirm the deleted device by clicking the finish button.

Logout

You will only receive this option if you are in the site remotely. By clicking the Logout link, you will end the session that you are currently in and the Login menu will appear. You may log back into the site from this point or close the browser completing the session.

This concludes the software portion of the Swipe @ The Bay Manual.



Programming the 1041 Timer

When in program mode, the SET button will allow you to toggle through the options for the specific step. Pressing MODE will enter your selection and take you to the next step.

1. Entering Program Mode:

- a. Hold MODE (est. 5 sec) or until display no longer scrolls.
- b. If holding **MODE** has no response, turn timer off.
 - i. While depressing the **MODE** button turn timer back on. This will automatically put you in PROGRAM MODE.

2. Function

- a. Enter the function you are using.
- b. ex: baY / vac / VENd / FVAC / SVAC / AUTO

3. Unit number: *

- a. This step is to determine which bay/vac/vend this unit is in
- b. Ex: *4 will indicate that this unit is installed in bay number 4

4. Nationality

a. **DOM** for domestic use, **AUS** for Australia, **INTR** for International

5. Swipe-N-Clean

- a. This step sets the timer for use with a vendor, if NOT using for a vendor, proceed to the step 6.
- b. **SNCY** for Swipe-N-Clean sites and **SNCN** for non Swipe-N-Clean sites

6. Tokens: T

- a. This option is ONLY used when the location has DUAL coin acceptors. If NOT using tokens, proceed to step 7.
- b. Set the value of one token equal to the number of quarters. If NOT using tokens go to step 7.
- c. **T 01 T 20** maximum value of 1 token= 20 quarters =\$5.00

7. Money: A

- a. This step should be set to how much it costs to start the primary service.
- b. Minimum value is A 0.25, Maximum value is A 9.75.

8. Time: B

- a. This step sets the amount of wash time for each guarter deposited.
- b. Ex: \$1.50 for **B4: 30**
- c. **SET** in this step will go from B **4**:00 to B 4:**3**0 to B 4:0**0**

9. Bonus: C

- a. This step sets the amount of wash time for each quarter deposited.
- b. Ex: deposit \$1.50 for 4:30 min bonus time = **C 0:45**
- c. **SET** in this step will go from B **4**:00 to B 4:**3**0 to B 4:0**0**
- d. If programming a BAY/VAC only it will take you to step 15.

10. Switching

- a. The next four steps only apply to combination vacuum units **FVAC/SVAC.** If not using these units, proceed to step 15.
- b. **NOSW** for no switching.
- c. **SW** for switching from shampoo/fragrance to vacuum and vice versa by recalculating the paid time at the different rates



11. Switch Time: S

- a. This option gives the customer an amount of time required before switching from vacuum to fragrance/shampoo.
- b. Ex: **S0: 10** ten seconds before customer can switch from vacuum to fragrance/shampoo or vice versa.

12. Money: D

- a. This step sets the amount of MONEY needed to start the second service, such as fragrance/shampoo.
- b. Ex: **D 0.75**

13. Time: E

- a. This step sets the amount of TIME for the second service.
- b. **SET** in this step will go from B **4**:00 to B 4:**3**0 to B 4:0**0**
- c. Ex: **E0: 45**

14. Bonus Time: F

- a. This step sets the time for EACH additional coin.
- b. **SET** in this step will go from B **4**:00 to B 4:**3**0 to B 4:0**0**
- c. Ex: \$0.75 for 0:45 seconds bonus time = **F 0:15**

15. Horn: H

- a. This step adjusts the length of time the horn will sound when the customer has less than 1 minute remaining on the service.
- b. Ex: **H 10** will set the horn to sound for 10 seconds when 1 minute remains.

16. Blow Out Cycle: I

a. I 03 determines the number of blowout cycles to prevent freezing.

17. Blow Out Time: J

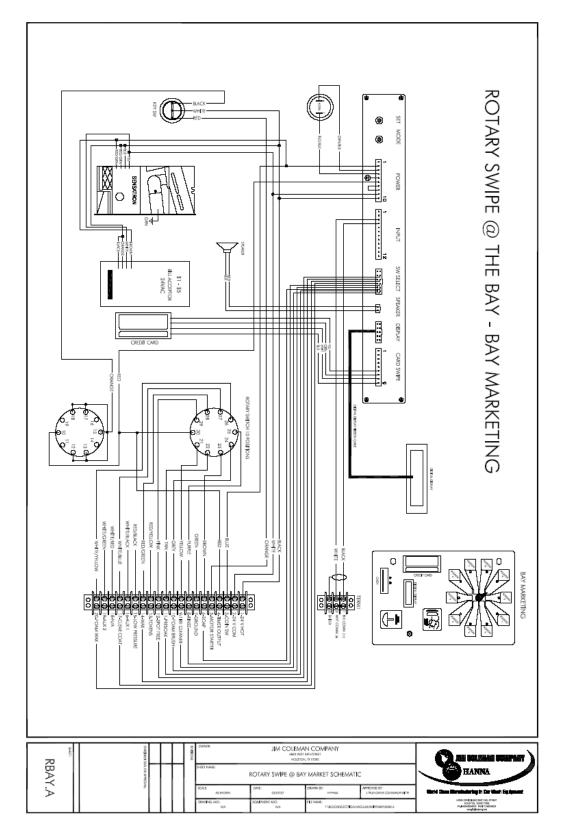
- a. **J1:00** determines the blowout weeping time in minutes and seconds.
- b. **SET** in this step will go from B **4**:00 to B 4:**3**0 to B 4:0**0**

18. Blow Out Rest: K

- a. **K1:00** determines the rest time between blowout weeps.
- b. **SET** in this step will go from B **4**:00 to B 4:**3**0 to B 4:0**0**

19. Place Time in Military format.







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Swipe @ The Bay

Receipt Printer Installation



NOTE: If your unit came with anything pre-assembled (i.e., the electrical box, plug, cover, and printer bracket), skip to the step that continues from that point.



Components:



Plug Cover



Printer Power Supply Cables



Card Swipe Power Supply



110 Plug



Plug Box



Printer Ribbon Cable



Print Server Power Supply



Paper Chute



Printer Retaining Clip



Lock Assembly



6-32" Screws/Nuts





Print Server



Printer



Printer Bracket



Print Server Bracket





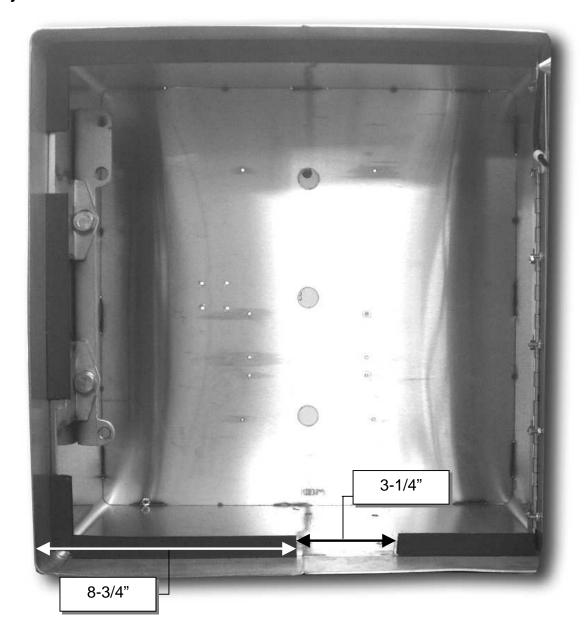
Card Swipe/Cable







Step 1: Using the following measurements, remove the section of the door jamb.



- Measure 8-3/4" from left inside of cabinet wall and make cut in door jamb
- Measure 3-1/4" from the above cut and make another cut in door jamb
- If door jamb piece doesn't fall out you will have to grind any spot welds

9-3/8" 8-3/8" 4-1/2" 5-9/16"

Step 2.: Measure location of electrical box to be drilled and tapped

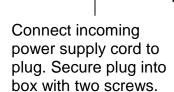
- Measure 4-1/2" from left inside of cabinet wall to top left hole
 - Measure 8-3/8" down from inside cabinet top to top left hole
 - Measure 5-9/16" from left inside of cabinet wall to bottom right hole
 - Measure 9-3/8" down from inside cabinet top to bottom right hole
 - Drill two holes and tap with 6-32" bit and tap



Step 3: Install Electrical Box, Plug, and Cover Plate



Secure box with two of the provided 6-32"x1/2" screws.

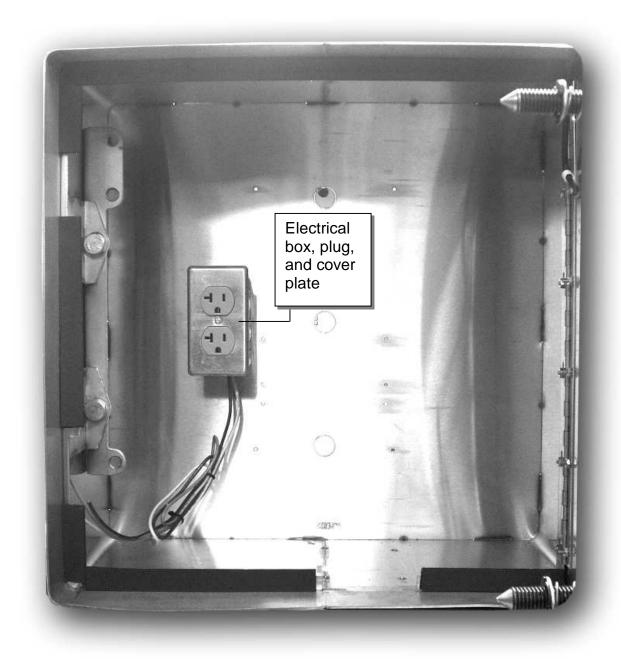






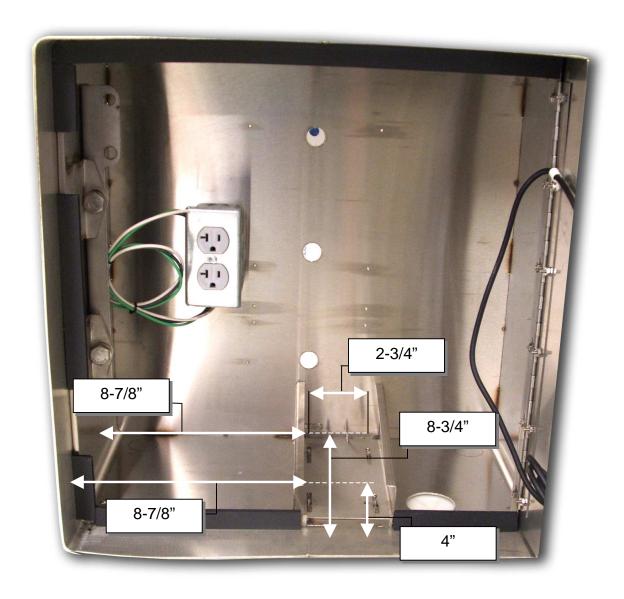






Completed installation of Electrical Box

Step 4: Measure holes for installing printer bracket



- Measure 8-7/8" from left inside of cabinet wall to left hole (front and back)
- Measure from left hole 2-3/4" and mark for right hole (front and back)
- Measure 4" and 8-3/4" from cabinet lip to center of holes
- These holes should be drilled and tapped with 6-32" bit and tap

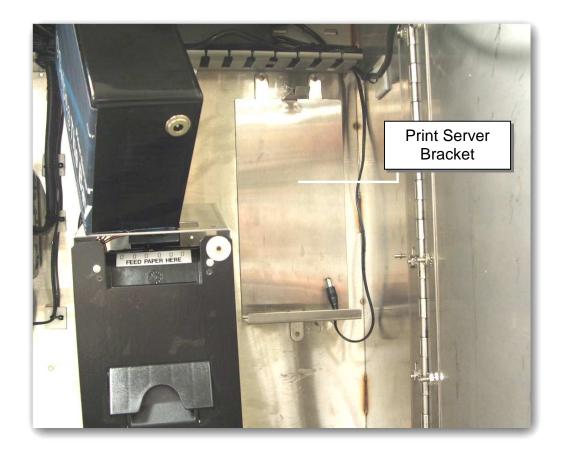
Step 5: Install the wire track



 Measure distance from top left to top right of inside cabinet and cut wire track to mount just below inside top. Use 3M double-stick tape to keep in place.



Step 6: Install the Print Server bracket



• With 3M double-stick tape, mount the print server bracket just below the 3" wire track on the far right of the cabinet.



Step 7: Plug in the Print Server



Plug the cable into the bottom of the Print Server



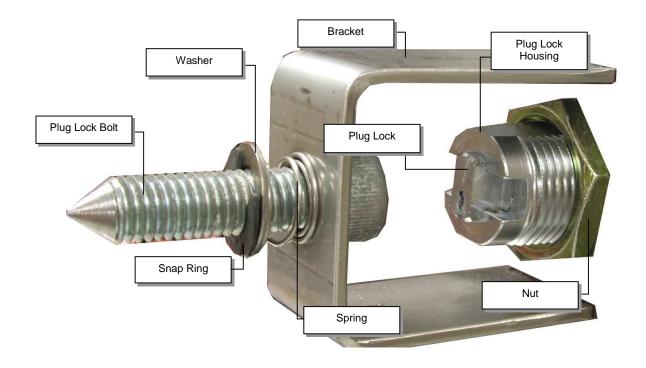
Step 8: Install Door



- Place door and hinge on existing screws
- Attach printer paper chute with two screws
- Secure plastic clamp around credit card swipe cable and over one of the screws
- Attach with six 6-32" nuts



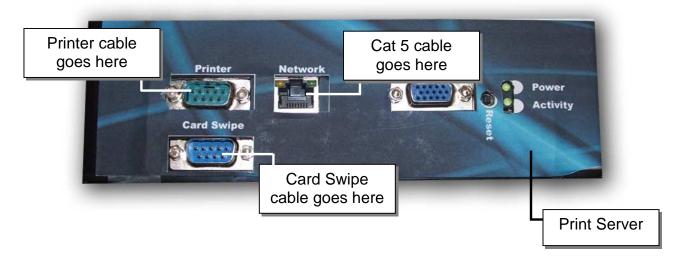
Step 9: Install locks onto door



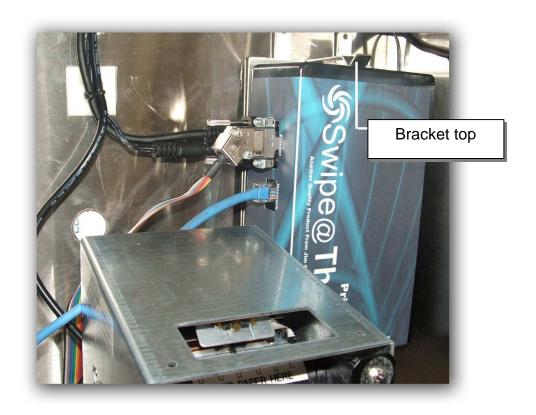
- Install the plug lock bolt through opening first
- Place spring over the bolt on the outside of the bracket
- Place washer onto the bolt and push until spring is about half as long
- Push the snap ring in place onto the threads against the outside of the washer
- Insert plug lock housing through hole from front of door
- Place nut over plug lock housing and tighten
- The plug lock will be inserted after the door is closed and plug lock bolt is tightened using the provided hex tool



Step 10: Connect Printer, Cat 5 Cable, and Card Swipe to Print Server

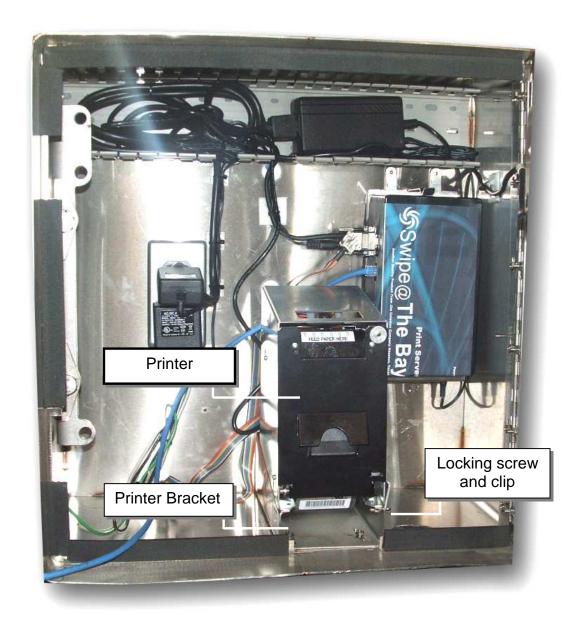


Step 11: Snap Print Server into bracket (bottom goes in first)





Step 12: Install printer onto printer bracket and secure

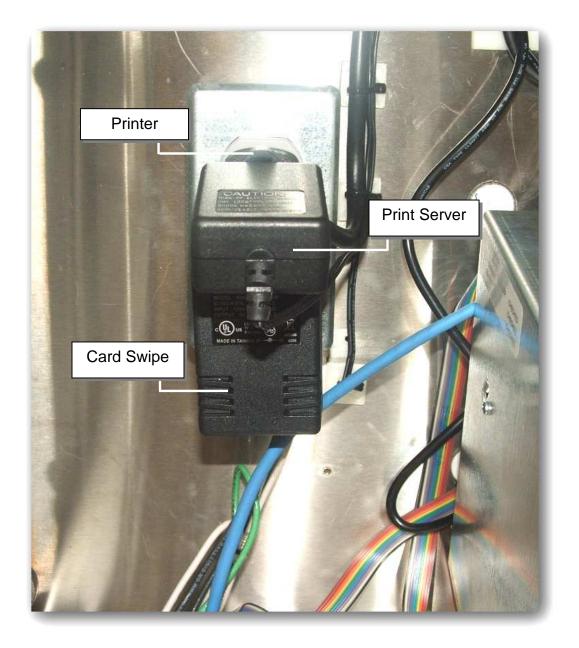


 After cables are connected from the print server to the printer, slide printer onto bracket and secure with supplied locking screw and clip.

NOTE: The Cat 5 cable for internet use connects to a router or the high speed box provided by your internet service.



Step 13: Plug the Card Swipe, Printer, and Print Server into the 110 Plug





Step 14: Snap wire track cover into place

