

Service Mode Screen Maintenance Procedures

This Quick Reference (QR) guide explains how to access and manage operation on a kiosk's *Service Mode Screen*. Access *Service Mode* to perform an initial fill, perform a drop/partial drop, add additional fill(s), balance the kiosk, along with performing routine maintenance and diagnosing/troubleshooting malfunctions.

NOTE: Follow the property's procedures for handling printed reports generated from kiosk's printer along with soft and hard currency.

CAUTION: Follow the property's instructions for Personal Protective Equipment (PPE) and safe equipment handling.



UXC Service Mode Screen

To enter *Service Mode*, open the main door and insert the service card or input employee service mode credentials.

- 1 – **Cassettes** (soft currency) & **Hoppers Inventory** (coins, if applicable)
- 2 – **Errors and Warning Flags**
- 3 – **Device and Error Status** (touch red scroll arrow to toggle)
- 4 – **DXC/TXC/ATM Operation** [turn on/off bill breaking (DXC), ticket redemption (TXC), and/or ATM functionality (ATM)]
- 5 – **Last 6 hours of transactional activity**

- 6 – **Inventory Action Buttons** (drops, fills, clear)
- 7 – **Piece/Currency Count Toggle Switch**
- 8 – **Number Pad**
- 9 – **Diagnostics Button** (Last 35, EPRN, Cass Ver, Diag, and Support buttons)
- 10 – **Print Button**
- 11 – **Controls Button**

Diagnostics Button

For troubleshooting, select the **Diagnostics** button or enter one of the corresponding service codes in the *Service Mode Screen* and press **OK**. Within Diagnostics is the ability to see the Last 35 transactions, perform a Cassette Verification, customize a transaction search, download a Support file, and perform other diagnostic activity.



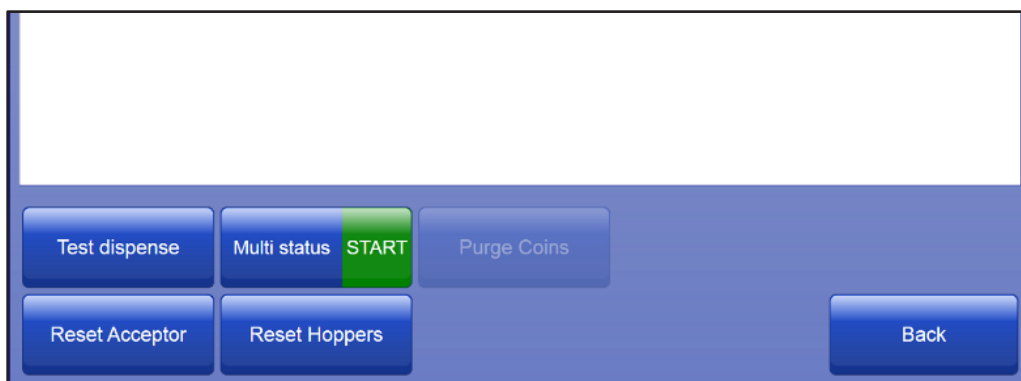
Diagnostics Features

- **Last 35** – Displays detailed information about the last 35 transactions on the unit.
- **EPRN** – Displays Electronic Journal activity, normally set to retain transaction records for 30 to 90 days. Use scroll buttons to select time-period to view/print. EPRN can also be accessed by entering code **9988**.
- **CassVer** – Displays the Cassette Verification screen, see below. When selected, dispenses one bill from selected cassette that must be inserted into unit's bill validator/acceptor. Also, access by entering code **9998**.
- **Diag** – Displays Diagnostic Mode, see below. Also, can be accessed by entering code **9999**.
- **Support** – Displays Log File Retrieval screen. Use arrow buttons to select date range, then select **Show files**. Select **Copy files** to save a zip file to C:/UXC ServiceMode/SupportPackage on the kiosk's PC.

NOTE: Only one zip file may be in the SupportPackage folder at a time. Save zip file to another location or external USM drive, if needed. Each new inquiry will overwrite the existing zip file.

Diagnostic Mode

Select the **Diag** button while in **Diagnostics** to perform a test dispense, check the placement and contents of the cassettes, reset the bill acceptor/validator, reset the hoppers, an/or purge coin.



- **Test Dispense:** Select a cassette to test for proper cassette operation. One note will be dispensed from each selected cassette into the reject bin. If no errors are found, the screen will display a **No Errors** message.
- **Multi Status:** View the status and placement of each cassette and denomination into kiosk pockets.
- **Purge Coins:** Dispense coins from coin hoppers.

NOTE: Hopper will purge up to 100 coins each time it is selected.

- **Reset Acceptor:** Reset bill validator(s)/acceptor(s). Error(s) will be displayed if identified.
- **Reset Hoppers:** Reset coin hoppers. Error(s) will be displayed if identified.

Print Button

To display the Print Menu, select the **Print** button from the *Service Mode Screen*.

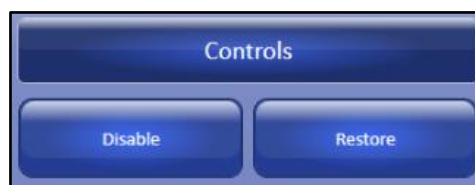
- **GCB:** Prints the non-resettable meters.
- **Currency Balance:** Prints the current cassette, stacker, and hopper balances; as well as, dispensed and rejected note counts.
- **Last Voucher:** Prints last failed voucher request.
- **Last Trans:** Prints last transaction.
- **Last Receipt:** Prints last short pay receipt issued.
- **Short Pay:** Prints last voucher or short pay receipt issued. This operation does not require a card swipe.



Controls Button

To display the Control Menu, select the **Controls** button from the *Service Mode Screen*.

- **Disable:** Turns off all functionality on kiosk.
- **Restore:** Turns on previously selected functionality on kiosk.



Inventory Action Buttons

The four large buttons in the center of the *Service Mode Screen* are used to manage kiosk currency inventory.



- **Last Fill:** Select when removing existing inventory from kiosk and adding new inventory to kiosk. Can be conducted for a full or partial fill. Input total of added cassette(s) into number pad.
- **Clear:** Select to clear the inventory totals for specific or all denomination(s).
- **Add Fill:** Select when adding additional inventory to existing kiosk inventory. Most often, this is done when adding coin to the unit.
- **Rollover:** Select to clear bill validator totals when removing stacker(s) from the unit.

How to Perform a Cassette Verification

Perform a Cassette Verification to verify the cassettes are loaded with the proper currency and to verify dispenser operation.

Complete the following steps for Cassette Verification:

1. Select **CassVer** from the **Diagnostics** button to display the Cassette Verification screen or enter code **9998** and press **OK**.
2. Select a cassette, one bill is picked from the selected cassette and dispensed.
3. Insert dispensed bill into bill acceptor/validator. Failure to insert dispensed bill will cause the kiosk to lock up, Everi Support must be contacted for the unlock code (code of the day).
4. Press Back to exit.

