ACTIVA
VIRTUAL ATTENDANT

POWERED BY **INTELiO**
Remote Workplace Management™

Please Touch The Screen To Begin

Operation Manual

Rev 2 Paul S. Beatty, Sep. 2008

This manual contains operation, diagnostic and maintenance procedures for the *Activa*™ *Activation system*.

ATTENTION SERVICE PERSONNEL! Discuss ALL areas of operation with the Owner/Operator during the SETUP and TESTING of the Activa Activation Unit.

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Section 1-Introduction

The Activa™ is a Windows-based Activation Unit-device designed for use by car wash operators and their customers. With a sturdy and attractive casement that is pedestal mounted, the Activa presents a car wash menu on an easy-to-use, interactive, color touch-screen display. This system accepts a customer's pre-purchased wash code, coins, bills or credit cards to arm/activate the car wash equipment.

The Activa also offers a variety of features specifically created for the car wash owner/operator. The touch-screen display allows the operator quick access to convenient menu screens pertaining to equipment configurations, security settings, diagnostic information, and printable reports. In addition to configuring the Activa to operate with the wash equipment, programmable settings also allow the operator to create and store special promotional menus and pricing that is easy to access and implement as desired.

Standard Features

The standard features of the Activa are:

- 15" Full Color Interactive Touch-Screen
- Stereo PC Speakers
- Photoelectric Vehicle Detection
- MS Windows – Embedded XP Operating System Software
- Interactive Video Operation
- Keyed and Programmable Security
- Cooling and Heating
- Battery Back-up UPS System
- Bill Acceptor
- Coin Acceptor
- Coin Dispenser
- Intercom System
- Magnetic Stripe Card Reader
- Receipt Printer
- Alarm System

Section 2-Customer Interface

The Activa Virtual Attendant is designed to operate by light touches on the display screen.

The basic information presented in this manual is pertinent to most locations, however, the messages and screen displays may not appear exactly as described. Both the messages and the screens displayed are subject to minor changes depending on the wash equipment installed at the location, the Activa program version, options installed, and the system settings entered at the location.

2.1- Vehicle Detection

A photo-eye transmitter and receiver are mounted in the Activa pedestal. The transmitter sends out an infrared beam, which strikes an object (generally this will be a vehicle pulling up in front of the Activa) and then bounces back to the receiver. If the beam reaches the receiver, the object or vehicle is detected. Once the vehicle is detected, the software starts a timed countdown to start the "Welcome" video. This "timed countdown" is configurable and is set to 4 seconds as a default. **Note:** In the event vehicles are not detected as described, adjustments may be required (see section 4.2.5-Cleaning the Photo-eye).

2.2- Customer Interaction Screens
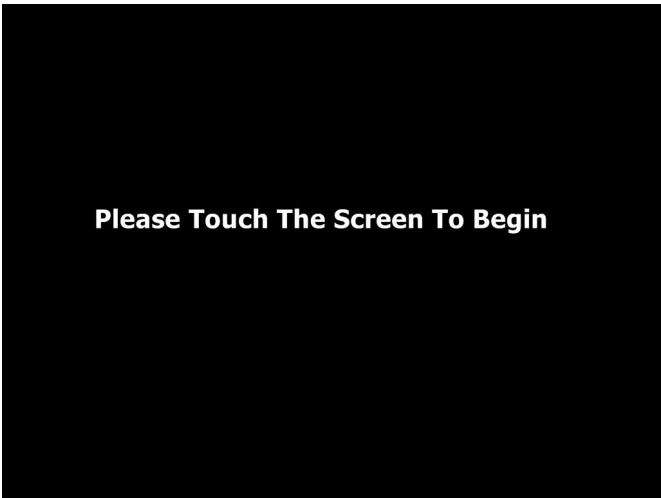
The following information is pertinent to most locations. Depending on the options installed and the Activa configuration, both the messages and the screens displayed are subject to minor changes.

Initial Screen	
The **Initial Screen** displays while the system is idle. Once the photo-eye has detected a vehicle, the photo-eye timeout begins to elapse. This is one of the many configurable settings in the Software Setups menu. If for some reason the photo-eye has malfunctioned the screen can also be touched. Both of these will cause the **Welcome Video** to appear.	**Please Touch The Screen To Begin**

Welcome Video

The **Welcome Video** displays after a vehicle is detected or the customer has touched the screen.

> This is a short video that is played thanking the customer for using the car wash. There is a "**Skip**" button in the lower right hand corner of the screen that the customer may use if they would not like to watch the Video.
>
> Once the "**Skip**" button is touched or the video plays through, the customer will be presented with the **Payment Type Screen**.

Payment Type Screen

At this time the customer may choose one of the following payment options (if more than one option is offered).

- Code
- Cash
- Card

If "**Code**" is touched, the **Enter Code** screen will appear. If "**Cash**" is touched, the **Wash Selection** screen will appear. If "**Card**" is touched, the **Insert card** screen will appear.

NOTE: The following will be a step-by-step view of the screens presented for each payment type. These screens may vary with specific site configurations.

2.2.1-   The Customer Selects "Code"

If the customer touches the "**Code**" button, the following will happen;

Enter Code Screen	
The **Enter Code Screen** displays when the customer touches the "**Code"** button. Using the on-screen keypad the customer may do one of the following: • Enter a 5-digit wash code followed by the "**Enter"** key. • Enter a Intelio Marketing code followed by the "***"** key. • Enter a Passcode, including the leading "***"** and trailing "**#"** keys. The code is then validated and if upgrades have been enabled and are available, the **Wash Upgrade** screen displays. If the code entered is invalid, the **Invalid Code Screen** will appear.	
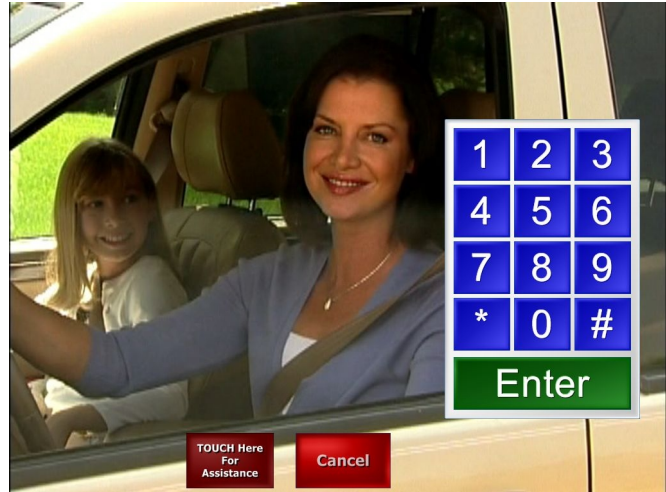
Invalid Code Screen	
The **Invalid Code Screen** displays only if the code entered is invalid. A code is invalid when: • The code was improperly entered. • The number of days the code is valid for has expired. • The code number has already been used to issue a wash. • The code number entered has not yet been assigned.	
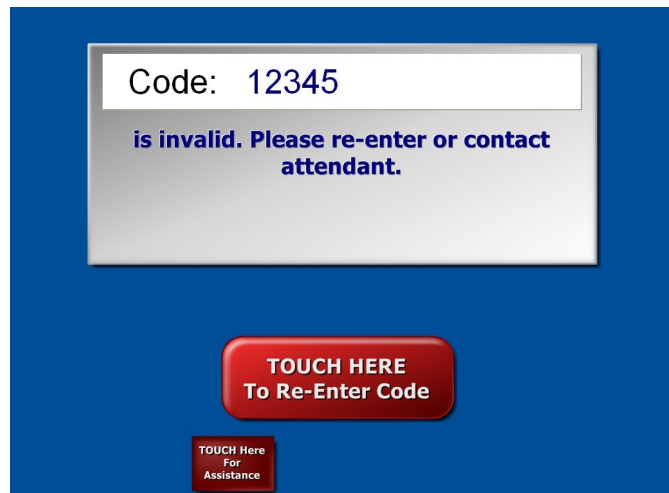
Wash Upgrade Screen

The **Wash Upgrade Screen** displays after the customer's code has been validated.

The wash package that is highlighted in *orange* is the package that the code is valid for. If the customer wants to upgrade the wash package they need to touch one of the other wash packages.

	Any wash package of lower value than the code will not be a selection. If the code is for the highest value wash, this screen will not appear.

The customer touches the desired upgrade. If none, touch on the highlighted wash package.

If Additional Services are configured and available, the next screen to appear will be the **Select Additional Service(s) Screen**.

Select Wash Package

Ultimate Wash — Presoak / Double-Wash / Dry
$9.00

Deluxe Wash — Double-Wash / Dry
$5.00

Super Wash — Double-Wash
$2.00

Express Wash — Wash
No Additional Payment Required

Select Additional Service(s) Screen

The **Select Additional Service(s) Screen** displays if the wash package selected contains any additional services.

If there are two additional services available for the customer to select and the customer decides they want to purchase only one or neither of the services, they will have to touch the "**Next**" button to get past this screen.

If there is a video about the specific additional service included, then the "**TOUCH HERE To Learn More"** button will be visible for each additional service. This option is configurable in the **Software Setups.**

The Customer selects the desired Additional Services. If none, touch "Next".

If the system is configured to prompt for receipts and payment for Upgrades and/or Additional Services are needed, the **Prompt for Receipts Screen** will appear next. If the system is configured to not give receipts, the **Confirmation Screen** will appear.

Prompt For Receipt Screen

The **Prompt For Receipt Screen** may display if any of the settings are set to *Prompt* under the Receipts tab of the Software Setups screen.

The customer selects Yes or No.

Next, the **Select Payment Type Screen** will appear.
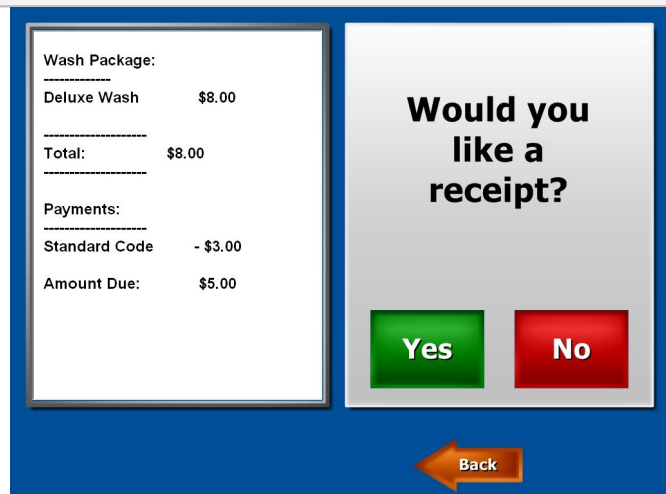
Confirmation Screen

Note: The confirmation screen will only display if the system is configured not to print receipts.

The **Confirmation Screen** presents the customer with a picture of the receipt and asks that they confirm their selection before continuing with their purchase. If the customer realizes that they have selected something they did not want, they can go back and change it.

The customer touches OK.

Next, the **Select Payment Type Screen** will appear.

Wash Package:

Deluxe Wash $8.00

Total: $8.00

Payments:

Standard Code   - $3.00

Amount Due: $5.00

Please Confirm Your Selections

Press "OK" to continue

OK

Back
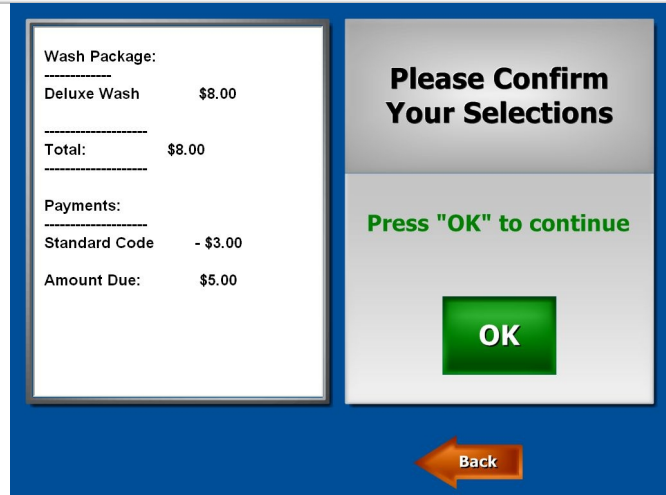
Select Payment Type Screen

The **Select Payment Type Screen** displays if it is determined that additional payment is required for the wash package and/or additional service.

The customer selects Cash or Credit Card.

If the Cash button is touched, the **Enter Payment (Cash) Screen** appears.

If the Credit Card button is touched, the **Enter Payment (Card) Screen** will appear.

Select Payment Type

Cash

Credit Card

TOUCH Here For Assistance   Cancel
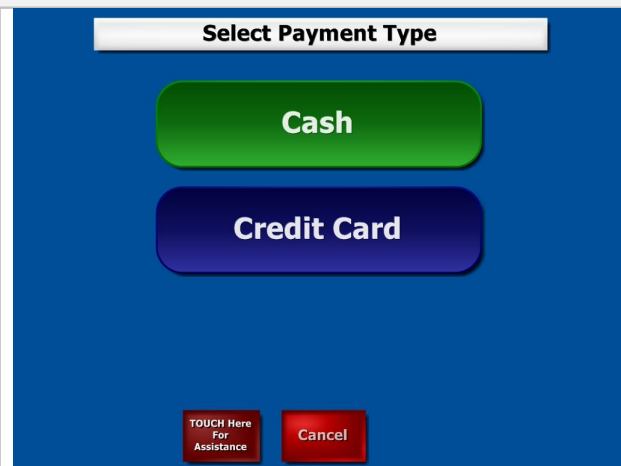
Enter Payment (Cash) Screen

The **Enter Payment (Cash) Screen** displays after "**Cash**" has been touched. At this point, money needs to be deposited.

The Customer deposits money.

Once cash has been deposited, the appropriate change will be returned (if change is due) and a receipt will be printed (if selected to do so).

Next, the **Enter Wash Screen** will appear (unless the wash is currently busy). In this case the **Escrow Wash Screen** will appear until the wash is no longer busy.

Wash Package:

Deluxe Wash $8.00

Total: $8.00

Payments:

Standard Code   - $3.00

Cash Tendered   - $0.00

Amount Due: $5.00

Please Deposit Money

Amount Due:

$5.00

Back

Enter Payment (Card) Screen

The **Enter Payment (Card) Screen** displays after "**Credit Card**" has been touched. At this point, a credit card needs to be swiped in the card reader.

The Customer swipes their credit card.

Once card has been validated, a receipt will be printed (if selected to do so).

Please see Section-2.2.3 for additional credit card validation screens.
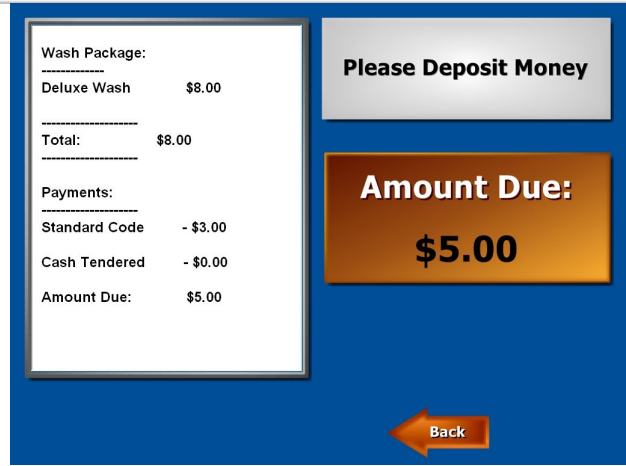
Next, the **Enter Wash Screen** will appear (unless the wash is currently busy). In this case the **Escrow Wash Screen** will appear until the wash is no longer busy.

Wash Package:

Super Wash $5.00

Additional Services:

Rain-X $2.00

Total: $7.00

Payments:

Standard Code   - $3.00

Amount Due: $4.00

Please Insert Your Credit Card

Amount Due:

$4.00

Back

Enter Wash Screen

The **Enter Wash Screen** displays once the wash equipment has been armed.

The Customer follows the instructions presented and enters the wash.

There may be a "**TOUCH HERE If Your Vehicle Has a Bug Deflector"** button on the screen. This option is for Ryko Equipment ONLY and must be configured in the System setups. This button allows the customer to indicate that a bug deflector is installed on their vehicle. When touched, equipment operation alters to avoid contact with the bug deflector.

Wash In Use Screen

The **Wash In Use Screen** displays when the wash equipment is in use and the current wash is in escrow.

The **Enter Wash Screen** (above) will display once the equipment is available to wash the next car.

2.2.2-   The Customer Selects "Cash"

If the customer touches the "**Cash**" button, the following will happen;

Wash Selection Screen	
The **Wash Selection Screen** appears when the customer has touched "**Cash**". **The customer selects the desired wash package.** Next, if Additional Services are configured and available, the next screen to appear will be the **Select Additional Service(s) Screen**.	

Select Additional Service(s) Screen

The **Select Additional Service(s) Screen** displays if the wash package selected contains any additional services.

📋	If there are two additional services available for the customer to select and the customer decides they want to purchase only one or neither of the services, they will have to touch the "**Next**" button to get past this screen.

If there is a video about the specific additional service included, then the "**TOUCH HERE To Learn More"** button will be visible for each additional service. This option is configurable in the **Software Setups.**

The Customer selects the desired Additional Services. If none, touch "Next".

If the system is configured to prompt for receipts and payment for Upgrades and/or Additional Services are needed, the **Prompt for Receipts Screen** will appear next. If the system is configured to not give receipts, the **Confirmation Screen** will appear.

Select Additional Service(s)

Rain Shield
$1.00
TOUCH HERE To Learn More

Wax
$1.00
TOUCH HERE To Learn More

Back   Next

Prompt For Receipt Screen

The **Prompt For Receipt Screen** may display if any of the settings are set to *Prompt* under the Receipts tab of the Software Setups screen.

The customer selects Yes or No.

Next, the **Enter Payment Screen** will appear.

```
Wash Package:
-------------
Deluxe Wash        $8.00

--------------------
Total:             $8.00
--------------------

Payments:
--------------------
Standard Code      - $3.00

Amount Due:        $5.00
```

Would you like a receipt?

Yes   No

Back

Confirmation Screen

Note: The confirmation screen will only display if the system is configured not to print receipts.

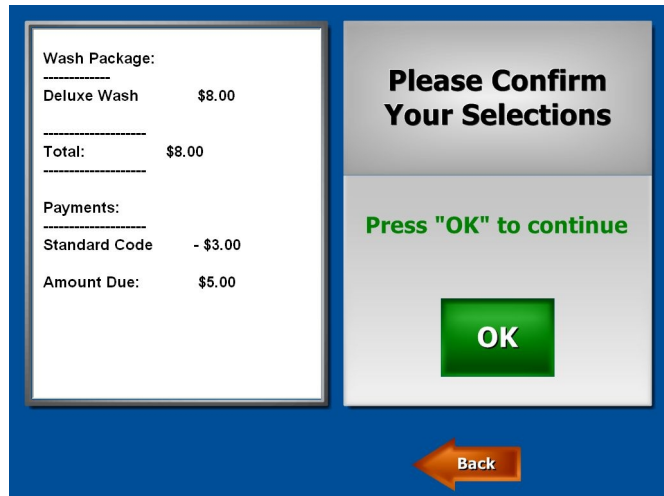The **Confirmation Screen** presents the customer with a picture of the receipt and asks that they confirm their selection before continuing with their purchase. If the customer realizes that they have selected something that they did not want, they can go back and change it.

The customer touches "OK".

Next, the **Enter Payment Screen** will appear.

```
Wash Package:
-------------
Deluxe Wash          $8.00

--------------------
Total:          $8.00
--------------------

Payments:
--------------------
Standard Code        - $3.00

Amount Due:          $5.00
```

Please Confirm Your Selections

Press "OK" to continue

OK

Back

Enter Payment Screen

The **Enter Payment Screen** displays. At this point, money needs to be deposited.

The Customer deposits money.

Once cash has been deposited, the appropriate change will be returned (if change is due) and a receipt will be printed (if selected to do so).

Next, the **Enter Wash Screen** will appear (unless the wash is currently busy). In this case the **Escrow Wash Screen** will appear until the wash is no longer busy.

```
Wash Package:
------------
Deluxe Wash          $8.00

--------------------
Total:          $8.00
--------------------

Payments:
--------------------
Standard Code     - $3.00

Cash Tendered     - $0.00

Amount Due:          $5.00
```

Please Deposit Money

Amount Due:

$5.00

Back

Enter Wash Screen

The **Enter Wash Screen** displays once the wash equipment has been armed.

The customer follows the instructions presented and enters the wash.

	There may be a "**TOUCH HERE If Your Vehicle Has a Bug Deflector**" button on the screen. This option is for Ryko Equipment ONLY and must be configured in the System setups. This button allows the customer to indicate that a bug deflector is installed on their vehicle. When touched, equipment operation alters to avoid contact with the bug deflector.

Wash In Use Screen

The **Wash In Use Screen** displays when the wash equipment is in use and the current wash is in escrow.

The **Enter Wash Screen** (above) will display once the equipment is available to wash the next car.
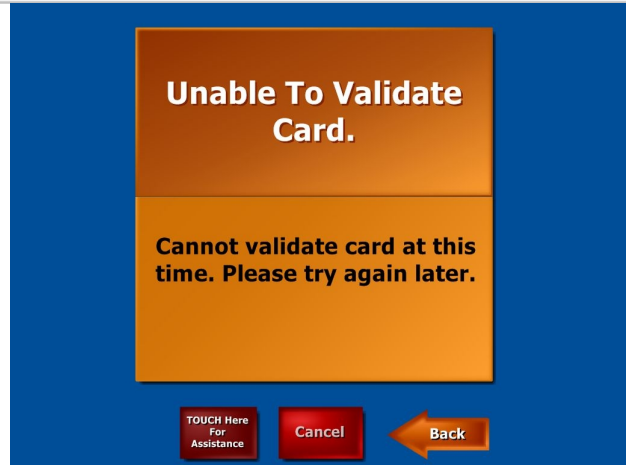
2.2.3-   If the Customer Selects "Card"

If the "Card" Button is touched, the following will happen;

Insert Card Screen	
When "**Card**" is touched, the **Insert Card Screen** appears and the customer is prompted to swipe their card. If the system detects partial swipes or bad card reads, the system will add some tips for properly swiping a card to this screen. **The Customer swipes a card.** Next, the **Validating Card Screen** will appear.	Please Insert Your Card Quickly. Back

| Validating Card Screen	
The **Validating Card Screen** appears if the Activa software is attempting to get approval for the card that was swiped. If there is a problem validating the card, either the **Card Validation / Authorization Timeout Screen** or the **Card Denied Screen** (next table) may appear. If the card is approved, the **Wash Selection Screen** will appear.	Validating Card. PLEASE WAIT... TOUCH Here For Assistance Cancel

Card Validation / Authorization Timeout Screen

The **Card Validation / Authorization Timeout Screen** appears if the Activa software cannot communicate with the EPI Server or the EPI Server isn't able to communicate with the card processing software.

Unable To Validate Card.

Cannot validate card at this time. Please try again later.

TOUCH Here For Assistance   Cancel   Back

Card Denied Screen

The **Card Denied Screen** appears as a result from validation / authorization response because of an invalid credit card type or possible issue with customer's account.

Card Denied.

TOUCH Here For Assistance   Back
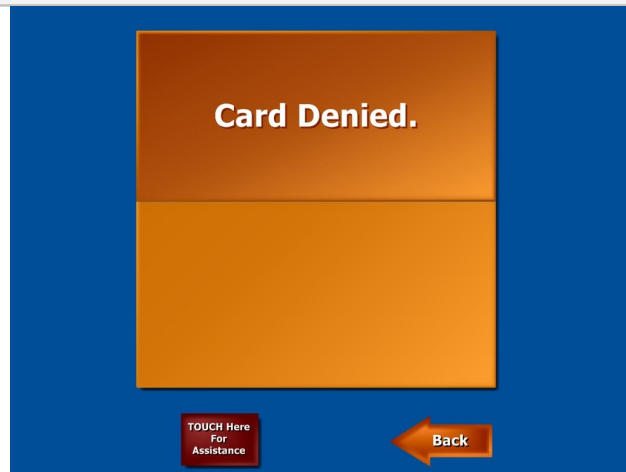
Wash Selection Screen

The **Wash Selection Screen** displays after the customer's card has been validated.

The customer selects the desired wash package.

If Additional Services are configured and available, the next screen to appear will be the **Select Additional Service(s) Screen**.

Select Wash Package

Ultimate Wash   Presoak   Double-Wash   Dry
$12.00

Deluxe Wash   Double-Wash   Dry
$8.00

Super Wash   Double-Wash
$5.00

Express Wash   Wash
$3.00

Back

Select Additional Service(s) Screen

The **Select Additional Service(s) Screen** displays if the wash package that was selected contains any additional services.
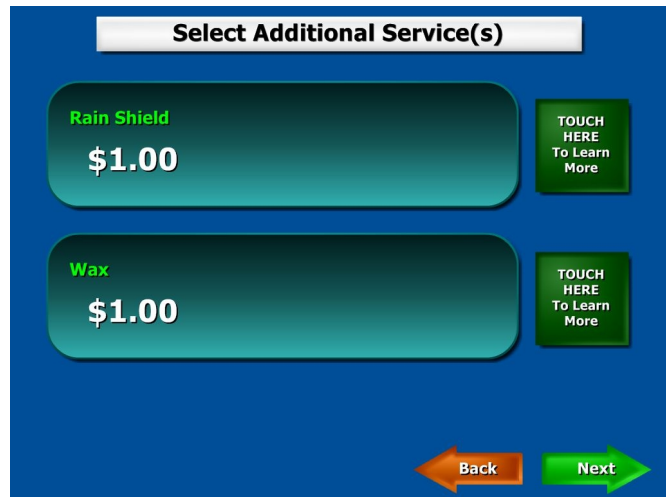
	If there are two additional services available for the customer to select and the customer decides they want to purchase only one or neither of the services, they will have to touch the "**Next**" button to get past this screen.

If there is a video about the specific additional service included, then the "**TOUCH HERE To Learn More"** button will be visible for each additional service. This option is configurable in the **Software Setups.**

The Customer selects the desired Additional Services. If none, touch "Next".

If the system is configured to prompt for receipts and payment for Upgrades and/or Additional Services are needed, the **Prompt for Receipts Screen** will appear next. If the system is configured to not give receipts, the **Confirmation Screen** will appear.
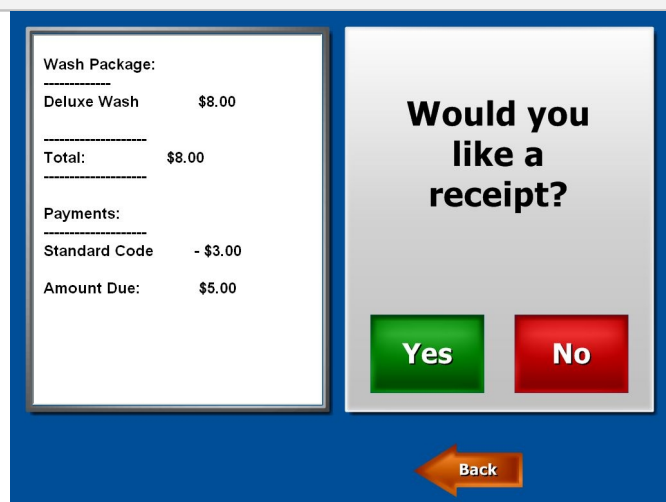
Select Additional Service(s)

Rain Shield
$1.00
TOUCH HERE To Learn More

Wax
$1.00
TOUCH HERE To Learn More

Back   Next

Prompt For Receipt Screen

The **Prompt For Receipt Screen** may display if any of the settings are set to **Prompt** under the Receipts tab of the Software Setups screen.

The customer selects Yes or No.

Next, the **Authorizing Card Screen** will appear for a moment while the final authorization takes place. It will then be followed by the **Enter Wash Screen**.
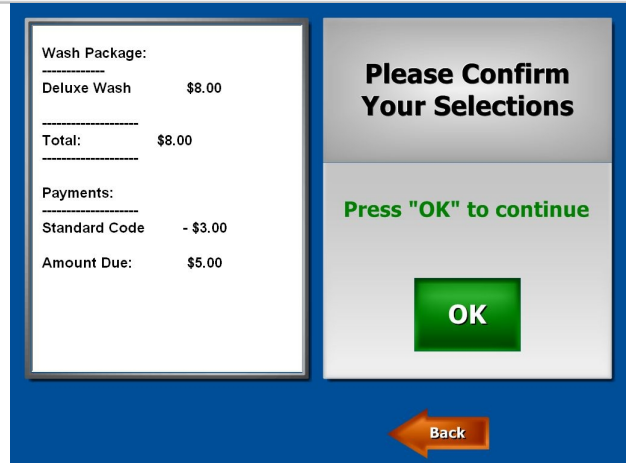
Wash Package:

Deluxe Wash $8.00

Total: $8.00

Payments:

Standard Code   - $3.00
Amount Due: $5.00

Would you like a receipt?

Yes   No

Back

Confirmation Screen

Note: The confirmation screen will only display if the system is configured not to print receipts.

The **Confirmation Screen** presents the customer with a picture of the receipt and asks that they confirm their selection before continuing with their purchase. If the customer realizes that they have selected something that they did not want, they can go back and change it.

The customer touches "OK".

Next, the **Select Payment Type Screen** will appear.

Wash Package:	
Deluxe Wash	$8.00
Total:	$8.00
Payments:	
Standard Code	- $3.00
Amount Due:	$5.00

Please Confirm Your Selections

Press "OK" to continue

OK

Back

Enter Wash Screen

The **Enter Wash Screen** displays once the wash equipment has been armed.

The customer follows the instructions presented and enters the wash.

There may be a "**TOUCH HERE If Your Vehicle Has a Bug Deflector**" button on the screen. This option is for Ryko Equipment ONLY and must be configured in the System setups. This button allows the customer to indicate that a bug deflector is installed on their vehicle. When touched, equipment operation alters to avoid contact with the bug deflector.

1. Turn OFF radio to LOWER power antenna
2. Roll UP Windows
3. Leave Wipers OFF
4. Enter Wash Slowly

Enter the Carwash

TOUCH Here For Assistance

Wash In Use Screen

The **Wash In Use Screen** displays when the wash equipment is in use and the current wash is in escrow.

The **Enter Wash Screen** (above) will display once the equipment is available to wash the next car.

PLEASE WAIT.

The Carwash Is In Use.

TOUCH Here For Assistance

2.2.4-   Additional Screens that may display…

The screens below are displayed in special circumstances, such as error conditions, when special cards are used, for specific or optional equipment, or when specific conditions are met or occur during operation. They are not always part of the normal operating displays

Start Wash Screen **(Conveyor Systems Only)**	
The **Start Wash Screen** displays with some conveyor style systems where the Activa is in such a position the car is already on the conveyor and ready to be pulled in by a roller. Touch the "**Touch HERE To Start**" button to activate the conveyor/pop a roller and follow the instructions presented on the screen. Once the "**Touch HERE To Start"** button has been touched, the **Wait For Conveyor Screen** is displayed.	

Wait For Conveyor Screen **(Conveyor Systems Only)**	
The **Wait For Conveyor Screen** displays when the "**Touch HERE To Start"** button.	

Select Wash Type Screen
(Ryko Mfg. Select-A-Wash Systems Only)

The **Select Wash Type Screen** displays only if the Activa is set for Ryko Select-A-Wash operation. This screen is displayed after the **Wash Upgrade Screen** or **Wash Selection Screen**.

- Touch the "**Touch Free"** button to select a High Pressure touchless wash.
- Press the "**FoamBrite**" button to select a wash with the FoamBrite brushes.

Select Your Wash Type

Touch Free

FoamBrite

TOUCH Here
For
Assistance

Carwash Initializing Screen

The **Carwash Initializing Screen** is displayed when the Activa Program is booting and making contact with the carwash equipment.

PLEASE WAIT

THE CARWASH IS INITIALIZING.
WE'LL BE READY MOMENTARILY

Wash Closed Screen

The **Wash Closed Screen** displays if the wash equipment has been disabled for service or other reasons. It indicates loss of machine control power, loss of network or "Carwash Closed" by the Activa Site Controller.

This screen also has the ability to display the *wash status* and the Activa *status*. Displaying the wash status depends on whether **Display Wash Status** is turned ON in the setups.

SORRY

THE CARWASH IS
TEMPORARILY
CLOSED. PLEASE
TRY AGAIN LATER

Wash Status: Wash Inoperative   Cbx Status: I/O hardware initialized

Section 3-System Configuration and Diagnostics

3.1- Usage

The Activa allows the operator to set operations for both the inner workings of the Activa and the display used by the customer. Setup screens allow the operator to choose to enable or disable options as desired for operation and to input equipment settings best suited for their location. Diagnostic screens are also accessible for reviewing operation information and performing equipment tests. The operator can also set system security by designating separate user login identities with the ability to set permissions to give each user access to specific screens. In this way equipment settings are protected from accidental override and site personnel can be assigned appropriate levels of access to system information.

3.1.1- The Basics

Some Activa menu screens are designed to provide information for viewing only. Others, such as system setups, require input or selections. The system uses various methods of presenting information used to set or diagnose equipment operation. These methods are described below.

3.1.2- Buttons

Menu topics presented on the screen in box-type "buttons" (see Screen Example 1) are touch sensitive. Touch the desired button to open additional screens available for the topic.
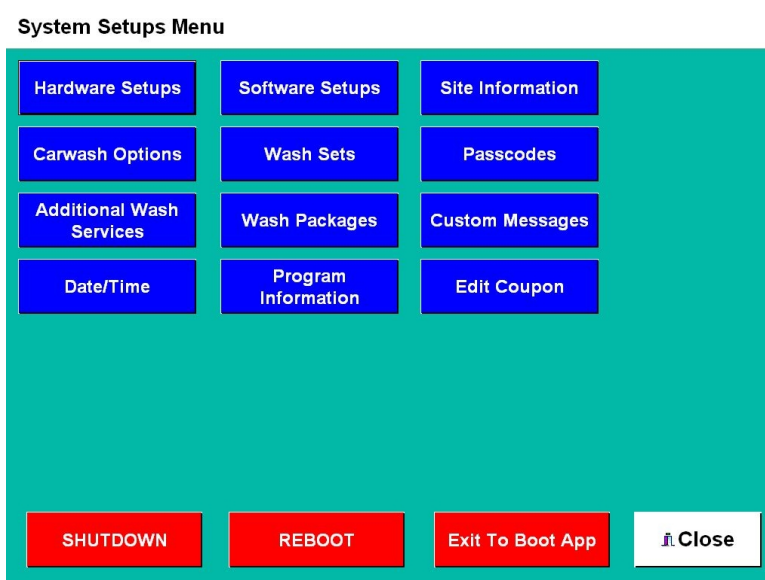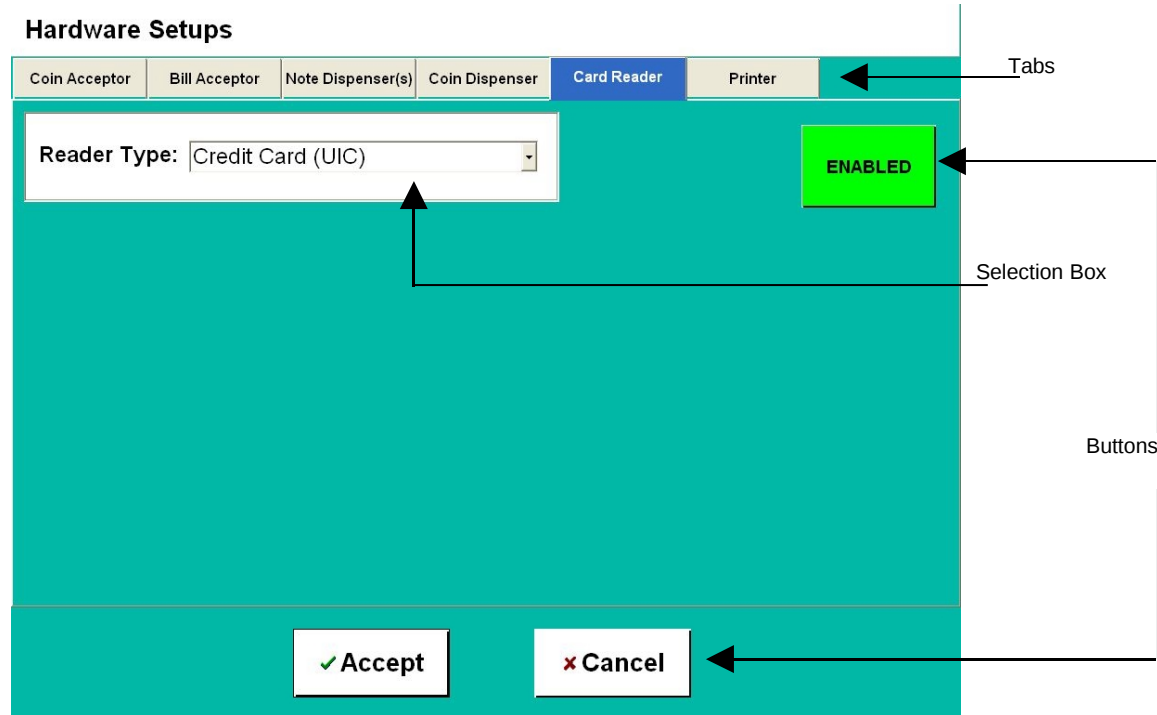

Screen Example 1

A **Close** button is provided on screens requiring no selections or settings. Press **Close** to exit the current screen and return to the previous menu.

3.1.3- Tabs

When more than one screen is necessary to view all information about a particular topic, the screen may be presented in a "tab" format. At the top of the screen in the Screen Example 2 are what appear to be tabs similar to those on folders in a filing cabinet. By touching a tab, a "folder" or "sub-menu" will display the additional information contained in that tab. In Screen Example 2, the Card Reader tab is displayed. Take note that the Card Reader tab is highlighted and a different color from the other tabs. When another tab is touched, for example the Bill Acceptor tab, the highlighting switches to the new tab and the display changes to show the information contained in that tab.

Hardware Setups

| Coin Acceptor | Bill Acceptor | Note Dispenser(s) | Coin Dispenser | Card Reader | Printer |

← Tabs

Reader Type: Credit Card (UIC)

ENABLED ←

Selection Box

Buttons

✓ Accept   ✗ Cancel ←

Screen Example 2

Two confirmation buttons are available on setup screens where setting selections may be entered. These are the **Accept**, and the **Cancel** buttons (See Screen Example 2).

- Touch the **Accept** button to accept the setup selections as they appear on each setup screen, including any changes that have been made. Changes to equipment settings take effect once the Maintenance/Diagnostics screen is closed and the Activa returns to normal operation, unless otherwise noted.

- Touch the **Cancel** button to exit a setup screen without accepting any new selection changes that may appear on the screen. Previously selected and accepted settings remain enabled. This button allows you to view setup alternatives without disturbing settings that are currently working satisfactorily.

Additional buttons may also appear on a setup screen that may alter how the entered selections are affected or how equipment operation is affected. For example, in Screen Example 2, the **Enabled** button is green. This means the selections have been accepted for equipment settings. Pressing the **Enabled** button again will change the button to **Disabled** and the color to red, indicating that the feature is disabled.

Occasionally additional buttons not mentioned here have been added to screens to assist you. These buttons and their purpose(s) are described in the appropriate menu information.

3.1.4-   Selection Boxes

On several of the setup screens you will notice selection boxes similar to the illustrations below. These selection boxes contain a list of the setup selections that may be used in this field.

Selection Boxes	
In this example, touching the down-arrow to the right of a selection box presents a drop-down menu containing the available selections. When a new selection is touched, it will appear in the selection box pane until another selection is chosen.	General Arming Thrust-Pro Select-A-Wash Wash Type: Generic ? Help ✔ Accept ✖ Cancel

Selection Boxes	
This is another example of a selection box. There are up and down arrows that are used to increase or decrease the value in the selection box pane.	System Options Bill / Coins Environment Card Reader Printers Serial Number: 123455 123... RykoNet Node ID: 1 ? Help ✔ Accept ✖ Cancel

Whatever selection appears in the selection box pane is the setting that is enabled when the settings on the screen are accepted by touching the **Accept** button.

	Important!
	All of THE SELECTIONS provided in the selection boxes are not appropriate for every location or all equipment. Choosing a selection that is inappropriate for the equipment or options installed or that is not compatible with other setup selections can cause equipment to malfunction.
	For more detailed information, refer to the System Setups Menu and Diagnostics Menu information in this manual.
	If you need assistance, contact your local service center.

3.1.5-   Accessing the Onscreen Keyboard and Numeric Keypad

Some screens require entry of numbers or letters. A numbered or lettered "button" follows these selection panes as shown below.

Coin Value   0.25   123...   Numeric Keypad

~OR~

User :   ABC...   Onscreen Keyboard

Touching the **ABC...** button displays a keyboard and allows you to enter letters, numbers, and common symbols. Touching the **123...** button displays a numeric keypad that allows you to enter numbers only.

Using the Numeric Keypad	
After touching the **123...** button, touch the desired numbers and/or decimal point. The values entered appear in a pane at the top of the keypad.	
Touch the **C** key to clear the entry, if desired.	
When the desired value is showing, touch the ✔ key. This will confirm the entry and save it.	
To exit and restore the original value, touch the ✖ key.	

0.25

1	2	3	
4	5	6	
7	8	9	✗
0	C	.	✔
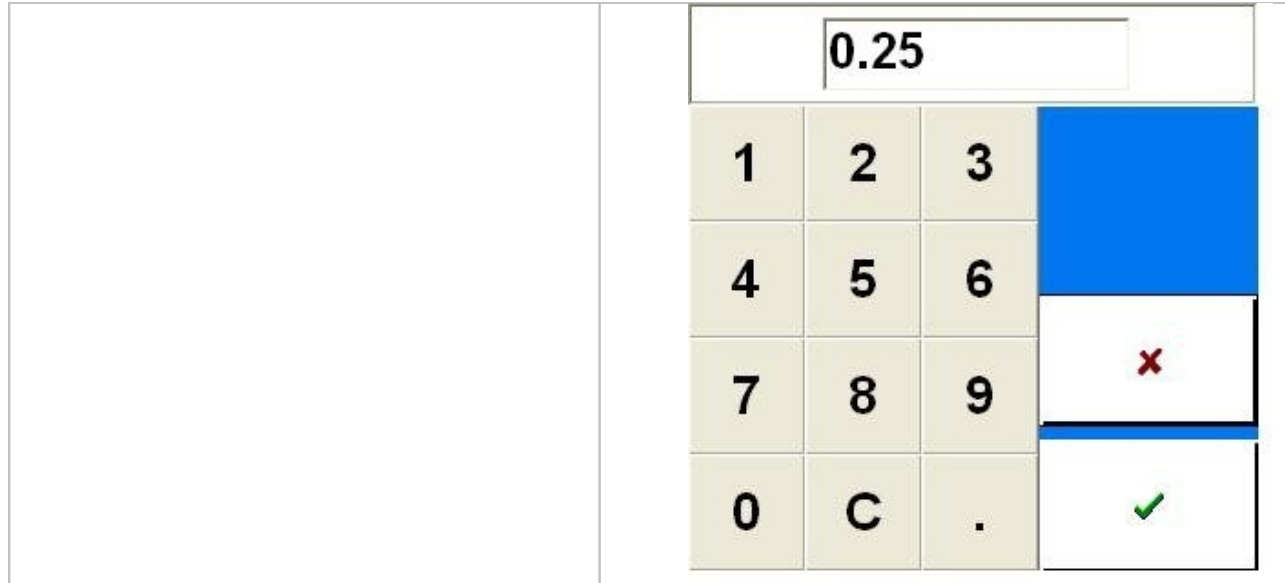
Using the Onscreen Keyboard
After touching the **ABC...** button, the Onscreen Keyboard will appear
Touch the keys to produce the letters, numbers, or symbols for the desired entry.
The characters you touch appear in a pane at the top of the keyboard.
Touch the cursor keys **<<** and **>>**, to move the vertical bar cursor and change the editing point.
To delete the character before the cursor, touch the ← key.
To delete the character after the cursor, touch the **DEL** key.
To enter capital letters and to access more symbols, touch the ⬆A (shift-lock) key.
Touch the desired keys to enter the letters and/or symbols, and then release the shift-lock by touching it (the ⬆A key) again.
When the desired value or entry is complete, touch the ✔ key
To exit and restore the original value or entry, touch the ✗ key.

3.2- User Login

The User Login screen identifies who is entering the system and recognizes the authorities and access that have been assigned to that user by the location owner or operator. Not all users have all-inclusive access to the Activa.

To access the Login Screen:
From the Activa's idle "Please touch the screen to begin" screen: • Touch the screen to view the welcome video. • Touch the **Skip** button to skip the video. • Touch the **Code** button.
Enter the following series of characters: **# 2 7 2 3 ***
If the "Sorry, Car Wash Closed" screen is displaying, touch the blue area in the upper left-hand corner of the screen 2-3 times rapidly (like a computer's double click) to display the login screen.
Next, the User Login screen displays.
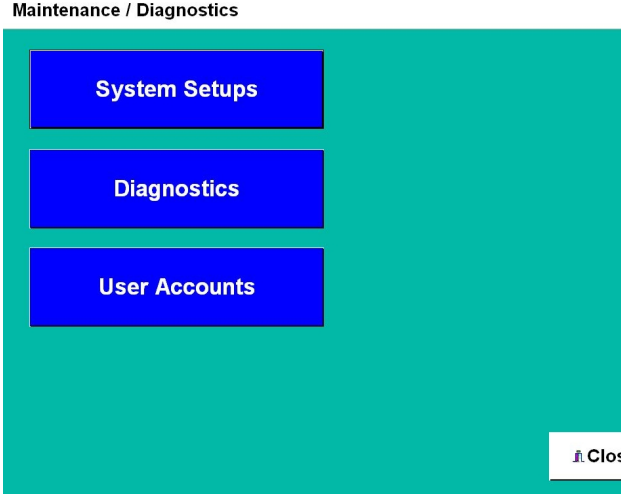
User Login Screen Usage

Press the **ABC...** button beside the User field.

Touch the letters on the keyboard to enter the User name.

When the name appears correctly in the pane at the top of the keyboard, touch the ✔ key.

Press the **ABC...** button beside the Password field.

Touch the letters and/or numbers on the keyboard for the password. For security reasons, the entry will appear as *'s (asterisks).

When the password has been entered correctly, touch the ✔ key.

Touch the **Login** button on the screen.

Next, the Maintenance / Diagnostics Menu will appear.

User Login

| User : | | ABC... |
| Password: | | ABC... |

Login

Cancel

Every system has an 'owner' user name and password generated at the factory and assigned to the Activa Virtual Attendant unit.

The factory generated owner's password is for initial use to access the menus. The location owner/manager should select and program a new password for the Owner's user name before the Activa is placed into operation to protect equipment settings, limit access to confidential information, and **prevent others from dispensing cash** from the Diagnostics tools.

The Owner's Login is as follows:

- Username: *owner* (all lower case)
- Password: *12345*

Additional users may be assigned user names and passwords with access and authority to information the operator determines is appropriate.

Refer to "User Accounts Menu" for information on how to create users and **how to change the owner password**.

3.3- Maintenance/Diagnostics Menu

The **Maintenance/Diagnostics Menu** is a directory of the screens used to enter system settings and access diagnostic information. Named "buttons" on the menu describe the general topics that are available. Touch the button that best describes the information and screens you wish to access. There are three selections:

Maintenance/Diagnostics Menu

The **System Setups** Menu contains the screens used to configure the Activa's operation and coordinate its communication and operation with other site equipment. Screens on the Systems Setups Menu also: ▪ Configure the way in which information is presented to the customer on the display, coupons, and receipts. ▪ Configure the wash packages, additional wash services, wash menus, and pricing. ▪ Determine how purchases will occur on the Activa. (Will it accept coins, bills, credit or wash cards? Will it dispense coins or bills?) Configure operation of the Activa with credit and marketing cards.	**Maintenance / Diagnostics** [System Setups] [Diagnostics] [User Accounts] ⬆ Clos
The **Diagnostics** Menu is used to perform equipment testing.	
The **User Accounts** Menu contains the security settings that allow operators to select and limit access to Activa screens and reports per user and block unauthorized access to confidential information and sensitive programming.	

3.4- System Setups Menu

Touching "**System Setups**" on the **Maintenance/Diagnostics Menu** accesses the **System Setup Menu**. The **System Setup Menu** is used to configure settings for the system's operation. The System Setup selections are displayed as blue "buttons" on the touch-screen. When pressed, each of these System Setup buttons presents a screen or screens used to complete system configurations. There may be multiple additional submenus and/or screen selections within a System Setup selection. Each System Setup selection and the additional submenu information are discussed in this section. (Depending on the permissions assigned to the current login account, not all buttons may appear.)

System Setups Menu

The **System Setups Selection** Buttons are all of the blue buttons on this screen. Touching one of these will bring you to screens that allow you to do a wide range of system configurations.	**System Setups Menu** Hardware Setups Software Setups Site Information Carwash Options Wash Sets Passcodes Additional Wash Services Wash Packages Custom Messages Date/Time Program Information Edit Coupon
When the **Shutdown** button is touched, a signal is sent to the operating system to "Shut Down" the Panel PC. This will safely shut down the software and turn off the hardware. It is much the same as clicking on "Shutdown" on a home computer. **NOTE: ALWAYS use this button before removing power from the system.**	
When the **Reboot** button is touched, a signal is sent to the operating system to "Reboot" the panel PC. This will safely shut down the software and restart it. It is much the same as clicking on "Reboot" on a home computer.	SHUTDOWN REBOOT Exit To Boot App Close
When the **Exit to Boot App** is touched, the system closes the Activa program and exits to the Activa Boot Application.	
When the **Close** button is touched, the System Setups Menu is closed and the Maintenance/Diagnostics Menu returns.	

3.4.1- Hardware Setups Menu

There are six sub-menus or "tabs" within the Hardware setups menu. Each tab represents a different piece of peripheral hardware. These six peripherals are:

- Card Reader
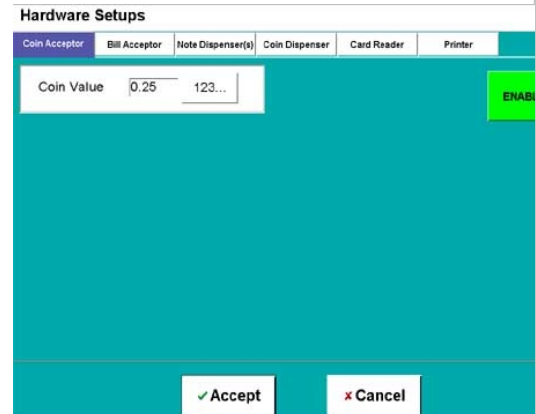- Bill Acceptor
- Note Dispenser(s)
- Card Reader
- Printer

Each of the peripherals can either be enabled or disabled (turned on or off). The following is an explanation of the additional values that can be configured in this menu

Coin Acceptor Tab:

The value of coins being accepted is set here. As an example, if the system will be accepting quarters, use the onscreen numeric keypad to set in a value of "0.25".

NOTE: If the coin value is changed from the default (US quarters), the coin acceptor itself **MUST** to be reprogrammed to accept the new coins.

Bill Acceptor Tab:

The type of bills accepted is configured here. The system can be configured to either accept or not accept $1, $5, $10, or $20 bills.

For example; If a site is only dispensing quarters and no bills, the owner may decide not to accept $20 bills to avoid giving large amounts of quarters at one time. In this case, $1, $5 and $10 bills would be enabled and $20 bills would be disabled.
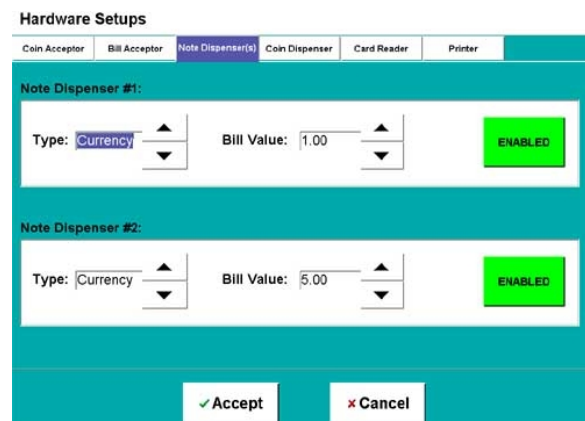
Note Dispenser(s) Tab:

This is where the value of the bills being dispensed is configured.

The system currently supports a "**Type**" of **Currency** only.

The **Bill Value** can be set to dispense $1, $5, or $10 U.S. Bills.

NOTE: When configuring/loading bills, Dispenser #1 is on the left side of the dispenser tray (closest to the coin dispenser) and Dispenser #2 is on the right. The Default configuration is set to dispense $1 bills in Dispenser #1 and $5 bills in Dispenser #2.

Coin Dispenser Tab:

The value of the coins being dispensed is configured here.

The system currently supports a "**Type**" of **Currency.** This is the default and should not be changed.

Set the Coin Value to the value of the coin being dispensed and touch Accept.

The coin dispenser can be configured to dispense either U.S. $1 coins or quarters.

Card Reader Tab:

The system currently supports only one type of card Reader. Credit Card (UIC) is the default configuration and should not be changed.

Printer Tab:

There are no additional configurations for the printer.

3.4.2-   Software setups Menu

Use the Software Setups Menu to configure software parameters for proper operation.

[clipboard icon]	**Important-**Do not change default settings unless you are certain the default needs to be changed. Contact Intelio Customer Service with questions

RykoNet Tab:	
This selection identifies the node used in the network system to connect various components with one another so that they will communicate correctly. Note: RykoNet is a network communication protocol used in some car wash industry equipment, including the Activa Virtual Attendant and Activa Site Controller. These settings apply no matter what brand of car wash is used on the site.	

General Tab Fields:	**Setup/Description**
Node ID	Values: 1 to 8 To operate correctly, each Activa on the site must be assigned its own Node ID number. The first bay should have ID 1, the second bay ID 2, and so on. Use the arrows to the right of the pane to scroll the number up or down until the correct number is highlighted and appears in the pane.
Connect to:	Values: Any local IP address — Default = localhost Set to the IP address or name of the on-site computer that acts as the RykoNet server. The default values allow the Virtual Attendant itself to be its own server. The IP address or name of the Activa Site Controller is often used instead. This value should be set at installation and not changed.

Options Tab:

Press the button next to the Option to toggle between selections.

There are many configurable settings on this tab. They all are described in the table below

Options Field	Description
Escrow-(Stacking)	Set to ON to allow customers to select and purchase a wash while the car wash is busy washing another vehicle.
Upgrades	Set to ON to allow the customer to purchase upgrades to wash codes by adding additional money at the Virtual Attendant. This option must also be ON to enable Additional Wash Services.
Play Digits	When set to ON, the prerecorded audio number messages will play when the numbered keys are pressed ("1", "2", "3", etc.).
Display Digits	When set to ON, the display will show the digits entered on the Enter Code screen.
Display Time/Temp	When set to ON, the time and outside temperature is displayed at the bottom in the middle of the touch screen.
Display Wash Status	Displays the wash status in the "Sorry Car Wash Closed" screen.
Intercom	Set to ON if an intercom is installed per installation manual.
Display Custom Logo	Set to ON to display a logo (image) in the lower left corner of all available screens. The image must meet the following requirements: ▪ In order for the image to be displayed it MUST be located in the directory C:\Program Files\Ryko\Activa\Bitmaps ▪ The image MUST be named **logo** ▪ The image type can be a bitmap, JPEG, or a user-defined graphic ▪ The image height should be no more than 100 pixels and the width should be no more than 250 pixels
Attended Site	Set to ON if site personnel will be available to assist customers. "Contact Cashier" screens will display during operation when appropriate. Set to OFF if the site will be unattended.
Return Change On Cancel	Set to ON if you want the customer to receive their cash back if they choose to cancel their transaction. If selection is set to OFF, a refund receipt will be printed if the customer chooses to cancel their transaction. Keep in mind that setting this value to "ON", the device can behave like a change machine and security could be an issue
Display Current Wash Speed	This selection only appears when the Activa is connected to certain Ryko brand car washes that support it. This selection sets the display of the wash speed in the lower left corner of the

Options Tab:

	animation screen using the following indicators: • VWS = L (Low) • VWS = N (Normal) • VWS = H (High)
Self Serve Devices on Site	This selection only appears when the Activa is connected to Ryko equipment. Set to ON if the arming type is "Network WEI" and if there are Ryko self-serve devices installed at the location.

Adjustable Timers Tab:

Use the up and down arrows beside the field to increase or decrease the number of seconds allotted. Values are incremented or decremented by a factor of 1, 10 and 15 depending on the field.

There are many configurable settings on this tab. They all are described in the table below

Adjustable Timers Fields	Description
Wash Upgrade Timeout (Sec)	Values: 0 to 240 — Default: 60 sec. This field determines how much time is allotted for the customer to select a wash package after a wash code has been entered on the touch-screen. When the specified seconds have elapsed the option to upgrade is no longer available and the wash package that the wash code is good for is automatically selected. Values are incremented or decremented by a factor of 15.
Photoeye Timeout (Sec)	Values: 0 to 240 — Default: 30 sec. This setting determines how long after the photoeye is unblocked at the Activa that the transaction is automatically canceled. Upon cancellation any money that has been deposited is either returned (if the 'Return Change On Cancel' option is enabled) or a refund receipt is printed. Values are incremented or decremented by a factor of 15. Once the photoeye has remained unblocked for 10 seconds, this timeout begins to decrement.
Validation Timeout (Sec)	Values: 0 to 120 — Default: 15 sec. This setting determines how much time will be allotted for the credit card or

Adjustable Timers Tab:

	marketing card/code validation to be completed before the transaction will be canceled. Values are incremented or decremented by a factor of 15.
Authorization Timeout (Sec)	Values: 0 to 120 — Default: 30 sec. This setting determines how much time will be allotted for the credit card or marketing card/code authorization to be completed before the transaction will be canceled. Values are incremented or decremented by a factor of 15.
Intercom Timeout (Sec)	Values: 0 to 120 — Default: 120 sec. This setting determines how long the audio is muted (and the button on the screen states 'TOUCH HERE to Restore Audio') once the attendant inside the store responds to the customer. Each time the attendant speaks or presses the talk button inside the store the timeout value is reset to this value. Values are incremented or decremented by a factor of 10.
Photoeye Delay (Sec)	Values: 0 to 10 — Default: 4 sec. This setting determines how much time will be allotted for the software to react to the vehicle detection photoeye being blocked or unblocked. Values are incremented or decremented by a factor of 1.

Receipts Tab

There are four different types of receipts that can be printed on this system. They are; Cash, Credit Card, WashMAX and Code Upgrade Receipts. All four fields are configurable to one of the following three settings:

- "Never Print" will disable receipt printing.
- "Always Print" will print a receipt for every customer.
- "Prompt" will ask if the customer if they wish to receive a receipt.
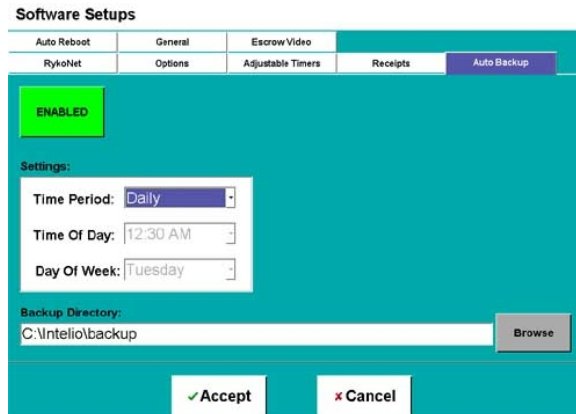
Configure each receipt type to the desired setting.

The default setting for all receipts is set to "Prompt".

Auto Backup Tab

The Activa has the capability to automatically backup the database which contains all settings and transaction history. Use this tab to enable automatic backup as well as to define the time period, time of day, day of week, and the directory for the backup.

Set to ENABLED to allow the Activa to automatically backup the database. Press the button to toggle between selections.

The following table contains the configurable settings for this tab;

Auto Backup Field	Setup/Description
Time Period	Values: Hourly, Daily, Weekly Use this selection to specify how often the database is backed up. Set to: • Hourly to backup the database every hour • Daily to backup the database each day • Weekly to backup the database once a week
Time of Day	Values: 12:30 A.M. to 7:00 A.M. Use this selection to specify at what time of the day the database is backed up. When Time Period is set to Hourly, this setting is disabled
Day of Week	Values: Any day of the week Use this selection to specify which day of the week the database is backed up. When Time Period is set to Hourly or Daily, this setting is disabled
Backup Directory	Values: Any valid path. To set this, press **Browse** and navigate to the location of where the backup file will reside. The default value is C:\Intelio\backup. Making your backups to this location allows Intelio to automatically copy your backup safely off-site to the Intelio servers A USB flash drive inserted into the Activa will appear as drive E. This is a good choice for securing your data in the event that the PC malfunctions.

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Auto Reboot Tab

This tab allows you to set the systems Auto Reboot feature. Nightly reboots are recommended to keep the Activa's operating system running at optimal performance.

Set to ENABLED to allow the Activa to automatically reboot the system once a day. Press the button to toggle between selections.

The following table contains the configurable settings for this tab;
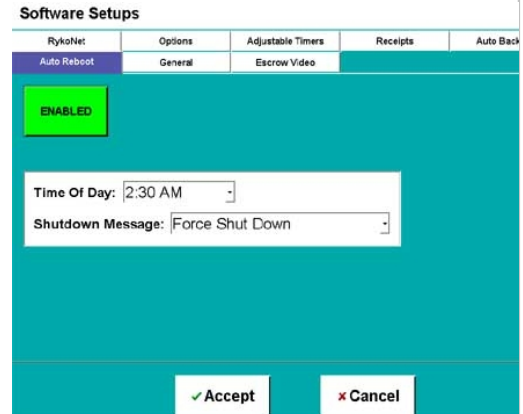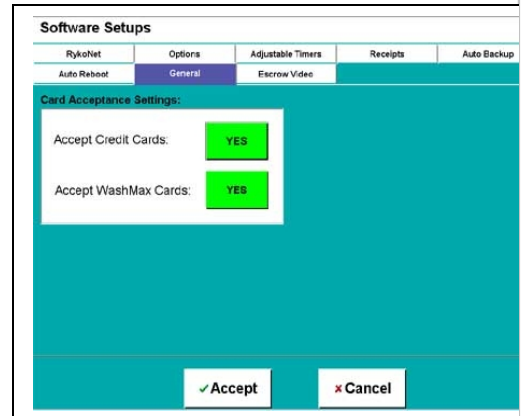
Auto Reboot Field	Setup/Description
Time Period	Values: 12:30 A.M. to 7:00 A.M. - Default: 2:30
	Use this value to specify at what time of the day the system is rebooted.
	This setting is invisible when Auto Boot is disabled.
Shutdown Message	Value: Ask Programs to Shut Down or Force Shutdown.
	This value is used to determine how the Activa informs other programs running on the system that the system is rebooting. To ensure the system does not get hung up during reboot set to Force Shut Down.
	This setting is invisible when Auto Boot is disabled.

General Tab
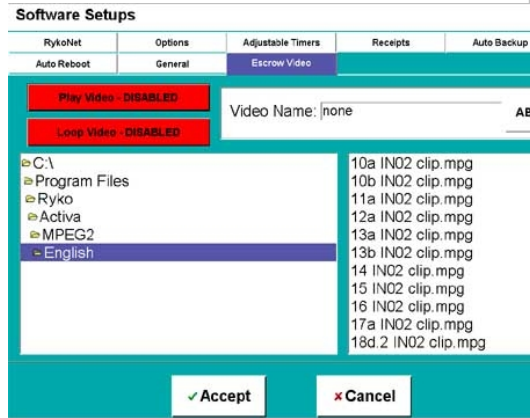
This tab contains options that apply to non-cash payment methods.

The configurable fields are described in the table below:

General Tab Fields:	Setup/Description

General Tab

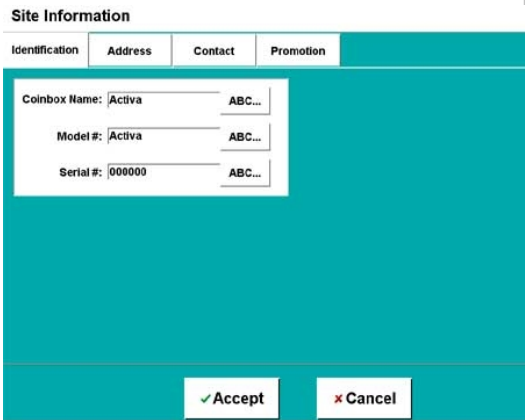| Accept Credit Cards	Values: Yes or No. Press the button to toggle between selections.
	Electronic Payment Interface (EPI) software and an Intelio edge MUST be configured on the Site Controller in order for credit cards to be validated and authorized
Accept WashMAX Cards	Values: Yes or No. Press the button to toggle between selections.
	Electronic Payment Interface (EPI) software and an Intelio edge MUST be configured in order for WashMAX Marketing cards to be validated and authorized
Accept Touch N Go Codes	Values: Yes or No. Press the button to toggle between selections.
	This option only appears if the Activa is connected to Ryko equipment.
Register Credit Cards	Values: Never Register, Always Register, Prompt. Use the Drop Down menu to select one of the following; "Never Register" to never issue a code "Always Register" to always issue a code "Prompt" Displays the question "Do you want a code for other self-serve items?"
	This option only appears if the Activa is connected to Ryko equipment.

Escrow Video Tab

The **Escrow Video** plays on the Activa screen after a customer has made a purchase and is waiting for a busy car wash to become available.

   The default settings are disabled.

The configurable fields are described in the table below:

General Tab Fields:	Setup/Description
Play Video	Set to ENABLED to allow the video to be played while the customer waits for the wash to complete.
Loop Video	Set to ENABLED to allow the video to be continuously played in a loop.

Escrow Video Tab

Video Name	This setting identifies the electronic file name of the video that is played while the customer waits for the wash to complete.
	Touch the **ABC...**button beside the field to access the on-screen keyboard and type in the full name of the video file including the extension.
	[icon] Supported video types are: MPEG, AVI, WMV, MOV

3.4.3- Site Information Menu

The information provided for the Site Information provides a description of the car wash site. Most of this text appears on printed receipts provided to the user.

Site Information

This menu contains fields that need to be filled in with the information specific to each individual installed unit. Use the onscreen keyboard to fill in the fields. Some fields in this menu are printed as headers/footers on the receipts.	[screenshot: Site Information dialog with Identification, Address, Contact, Promotion tabs. Coinbox Name: Activa, Model #: Activa, Serial #: 000000, with Accept and Cancel buttons]

Site Information Tabs:	Field:	Setup/Description
Identification Tab	Coinbox Name:	Type in a description that uniquely identifies this Activa versus other equipment at the site (if any). It will appear in the header of receipts, and may be left blank if not needed.
	Model #	The unit model number. This is not displayed or printed.
	Serial #	The unit serial number. This is not displayed or printed. The serial number can be found on the lower front right side of the unit opposite the photo-eye.
Address Tab	All Fields	Enter the site address in the fields of this tab. This text will print as part of the header on receipts.
Contact Tab	All Fields	Enter contact information pertaining to the site into the fields of this tab. This text will print as part of the header on receipts.

Promotion Tab	All Fields	Any text entered here will be printed as part of the receipt footer.

3.4.4-   Carwash Options Menu

The Activa works with a variety of car wash systems. The selections on screen define how to communicate with the car wash. These selections are configured by the installation technician and don't normally require any changes thereafter.

Carwash Options

The Default system configuration has the "Arming Option" set to "Activa Direct". This is the setting that is required to arm all carwash equipment other than a Ryko car wash that is network armed or a site that has an Intelio controlled gate system.

Configuration options may vary by manufacturer. A description of the different arming options is provided in the table below

---

Carwash Options

Carwash Options	Field:	Setup/Description
Activa Direct (Default)	(Description)	Use Activa Direct arming to control the car wash through a direct wired connection to the Activa's I/O terminals.
	Out-of-Service when	Selections: "Controller Power Off", "Controller Power On", "Busy Signal Blink", "Busy Signal Blink or Power Off". This setting defines what kind of signal from the car wash indicates that it is out of service. Set according to the recommended value as given in the equipment-specific wiring diagram.
	Out-of-Service Delay	Range: 1 second – 2 minutes – Default: 10 sec This is the amount of time that the Out-Of-Service condition must remain in effect before the "Carwash is Closed" screen appears on the Activa.
	Hold Arming signal	Range: 1 second – 15 minutes – Default: 2 sec This is the amount of time to keep the arming outputs on to activate a car wash. The outputs signals will be dropped when this time expires or the car wash begins.
Activa Direct (cont…)	Wait for Wash to begin	Range: 1 minute – 60 minutes – Default: 15 min If the car wash does not begin within this time, the Activa will stop waiting for the customer to enter the wash and go back to idle. This should be set to match the car wash's timeout.

Carwash Options

Carwash Options	Field:	Setup/Description
RykoNet (**Ryko Equipment ONLY**!)	(Description)	Use the "RykoNet" setting to control a Ryko brand car wash utilizing RykoNet to communicate to the car wash PLC. This setting will reveal 3 additional menu tabs across the screen. These tabs are explained below;
	General Tab	Selections: Generic, VT2000, Select-a-Wash, US2001 OHD • Conveyor wash system, select VT2000 • Select-a-Wash vehicle wash system, select Select-A-Wash • US2001 OHD, select US2001 OHD. • All other wash equipment, select Generic
	Free Standing Drier Tab	**Display Bug Shield Prompt**- This setting determines if a message will display asking the customer if they wish to disable the follower drop to avoid interference with exterior vehicle accessories. Touch on the button to toggle between selections. Set to "On" for a message and a selection to display on the "Enter Carwash" Screen.

	Select-A-Wash Tab	Configure the special behavior when arming a Ryko Select-A-Wash car wash.
		
		Level options (1-4)- Selections: Customer Choice, TouchFree, FoamBrite, Combination.
		
		  - This selection determines the wash the customer will receive if wash package Levels 1-4 are selected.
		
		Other Wash Option- Selections: Customer Choice or No Choice
		
		  - This selection determines the wash the customer will receive if the wash is other than the washes programmed for Level 1, 2, 3, or 4.

WEI and Network WEI	N/A	The system no longer supports the WEI and Network WEI settings. The "Activa Direct" setting has replaced the need to use these settings.

3.4.5-   Wash Sets Menu

A Wash Package Set is a grouping of up to four wash packages that are presented together as a wash menu on the customer interface. The Activa allows for multiple Wash Package Sets to be created and stored in memory for use as needed. However, only one Wash Set may be active at any given time.
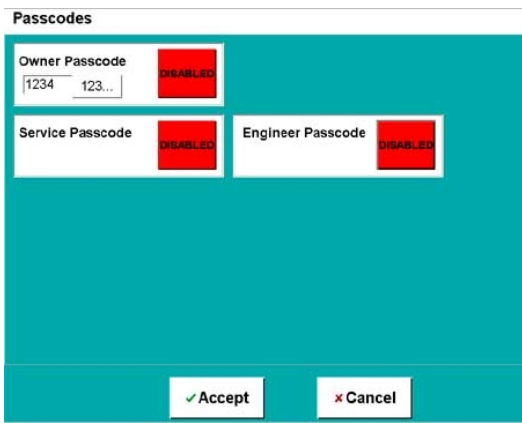
Here is an example of using different wash sets: One day a week the ABC Car Wash offers a "Dollar Off Day" promotion – all washes are offered for $1.00 less than the usual price. With the promotion's Wash Package Set created ahead of time and stored in the database, a few simple setting changes on these screens can present customers with the new wash menu showing the promotion's wash package pricing and arm the vehicle wash according to the promotional pricing. During the promotion, the standard Wash Package Set with the regular pricing is disabled and ready to be restored when the promotion is over.

Wash Sets

The Wash Sets menu lets you create different sets of up to four wash packages and choose which wash set to use.	**Wash Package Sets - WASHSET1** **WASHSET1** Packages — Display Name — Price WASHPKG1 — Express Wash — $3.00 WASHPKG2 — Super Wash — $5.00 WASHPKG3 — Deluxe Wash — $8.00 WASHPKG4 — Ultimate Wash — $12.00 ◀ ▶ EDIT Make Current New — Delete Clo

Buttons:	Description:
Left and right arrow	These buttons in the upper right of the screen are used to scroll through and display the wash package set selections. As new wash package sets are created, they are added to this listing and are accessed by the scroll. • **CAW -** Indicates a wash set that was created on the Activa Site Controller. • **Default** - The Default setting is a preprogrammed wash package set containing four washes that may be enabled or edited for use at a location. See instructions for the **Edit** button. • **SS Terminal** - Not in use at this time • **Washset 1** – Will show the four wash packages currently programmed in to the Activa
	Important! Touching an action button (**Edit**, **Delete**, or **Make Current**) will directly affect the wash package set that is shown on the display. Be sure the correct selection is on the display when pressing an action button.
Edit	This button is used to edit an existing wash package set and its contents. • Use the left and right arrow buttons in the upper right of the screen to scroll to the display the desired wash package set. Press the **Edit** button to access the setting screens pertaining to the displayed set. (See next page.)
Make Current	This button is used to enable a wash package set for active use. • Use the left and right arrow buttons in the upper right of the screen to scroll until the desired wash package set is shown on the Activa display. • Press the **Make Current** button to enable the set. The displayed set now appears as the wash menu that is presented to the customer.
New	Touch this button to create a new wash set. Complete the information on all tabs (screens) to create a new wash package set.
	For more information on the screens that are displayed see "**Editing Wash Sets**"
Delete	Touch this button to remove the displayed Wash Package Set.
	Important! Be sure that the correct wash is displayed before pressing this button. It cannot be undone!

Editing Wash Sets

While editing wash sets, the screen is presented with two tabs; "**General**" and "**Wash Packages**". These tabs are described in the table below

Edit Wash Set

| General | Wash Packages |

Name   WASHSET1   ABC...

Packages   4

✓ Accept   ✗ Cancel

Edit Wash Set Tabs:	Field:	Setup/Description:
General	Name	To change the name of the wash package set, touch the **ABC...** button to the right of the pane and use the on-screen keyboard to edit the name.
	Packages	Selections: 1-4 This is where the number of wash packages in the wash set is determined. Use the arrow buttons to select the desired number. Example: If the site is using only three wash packages on the menu, set the number of packages to 3. When finished making changes on this screen, you may either press **Accept** or continue to the Wash Packages tab to change the actual wash packages in the wash package set.
		When finished making changes on this screen, you may either press **Accept** or continue to the Wash Packages tab to change the actual wash packages in the wash package set.

Edit Wash Set Tabs:	Field:	Setup/Description:
Wash Packages	Package 1 Package 2 Package 3 Package 4 (Tabs)	On each of these tabs, select one of the Wash Packages that you want to include in the Wash Set. A list of available wash packages is provided on this screen. Use up and down arrows to the right of the list to move the highlighting selection bar to the desired package.
	Edit Wash Package	Touch this button to access the screens that are used to edit the currently selected wash package in the wash package set. To edit the package: - Touch the **Edit Package** button. - After you exit the Edit Package screen, you will be returned to where you left off on the Wash Set screen. - When finished with making changes on this screen, press **Accept.** For more information see Section 3.4.8-Wash Package Menu.

3.4.6- Passcodes Menu

Passcodes are created to allow the owner/operator to generate a wash instantly by entering a specific code that they have programmed for that purpose. The operator may also program a Passcode specifically for the service technician so that he or she can perform test washes during maintenance visits. For convenience, Passcodes may be programmed once and retained in the Activa memory for regular use by specific personnel. To prevent unauthorized use, the codes may be changed, enabled, or disabled at any time at the operator's discretion.

Passcodes	

Touch the **Enabled/Disabled** button to toggle between setting selections until the desired setting shows on the button. Only the owner login may toggle this.
 	
    Press the **123...** button to display the numeric keypad. Enter the owner Passcodes by touching the appropriate number keys. Touch ✔ when the code is entered.
 	
    The code itself can only be changed when the user who is assigned to it is logged in.	

🗒	Passcodes are not enabled when the Activa leaves the factory. Passcodes do not report properly to WashMax.com, appearing as cash transactions instead. WashMAX Fleet Codes are recommended for use instead. Only the "owner" login account can enable and disable Passcodes. All Passcodes begin with an asterisk (*) and end with the pound sign (#). For example: *1234#

3.4.7- Additional Wash Services Menu

The Additional Services menu contains the information that defines each additional service. This includes: name, price, whether there is a video associated with it and text descriptions of the benefit that the additional service provides. All of this information appears on the actual button that the customer can select when/if prompted during their wash purchase.

Additional Wash Services

The Additional Services screen shows the current settings for each additional service. To view the settings for each service, use the left and right arrow buttons to scroll through the additional service numbers. While scrolling, notice that the number in the SERVICE # field changes. The other information displayed on the screen also changes to show the current settings for the service number displayed.

Press the "**Edit**" Button to edit the selected Additional Wash Service.

Edit Additional Wash Service

The following table gives an explanation of the fields and tabs within this screen;
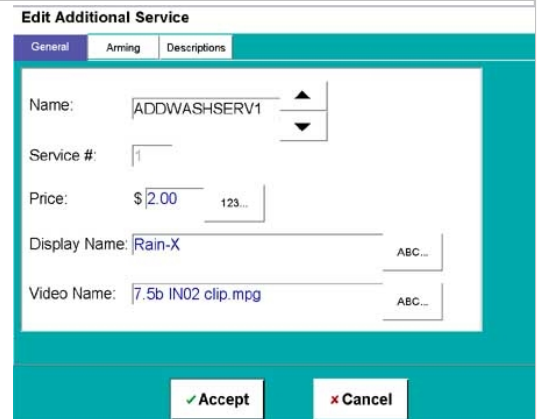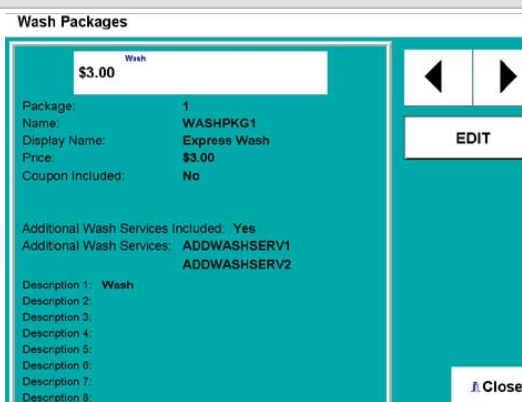
Tab:	Fields:	Setup/Description
General	Name	This is used as the internal name of the service. It does not need to be changed.
	Price	This setting determines the price of the service.
	Display Name	Use this field to edit the name of the additional service as it appears on the customer interface screen.
	Video Name	Enter the name of the video file to play when the customer touches the "Learn More" button next to the service description. Set this blank and the Learn More button will not be displayed.

Edit Additional Wash Service

Arming	Arming options	This screen is used to determine the arming signals to use to tell the car wash to arm this additional service. These signals will be raised *in addition to* the arming signals for the selected wash package. • Use the up and down arrow buttons on the right of the screen to scroll through the list of arming signals. • Touch the selections you wish to include until a check mark appears beside all of the outputs included in the wash package. Press **Accept** if this is the last change being made
		To unselect an arming signal, touch the name again. The check mark disappears.
Description	Desc 1-4	These fields are used to enter descriptive names/phrases for the additional service. These descriptions will appear on the actual button that is selected by the customer and should describe the functions and benefits of the additional service to customers.

3.4.8-   Wash Packages Menu

The Wash Packages menu contains the information used to define the wash packages, values, and text descriptions of the benefit that the wash package provides. All this information will appear on the actual button that the customer selects in order to purchase a wash. The packages also define what outputs will be raised to arm the car wash.

Wash packages

The Wash Packages screen shows the current settings for each wash package. You can view the settings for each package by using the left and right arrow buttons to scroll through the package numbers. Scrolling changes the number in the Package field, and displays the current settings for the package number displayed.

Press the "Edit" button to edit the settings for the displayed wash package.

The following table describes how to edit a wash package;

Edit Wash packages

This is where the wash packages are configured (Names, prices, outputs, etc...) The tabs and fields used to edit a wash package are described below;	

Tab:	Field:	Setup/Description
General	Name	This field is used only for internal purposes and does not need to be changed.
	Display Name	This field determines the wash package name that will display on the menu the customer uses when selecting a wash.
	Price	This field determines the price of the wash package.
Wash Arming	Wash Arming	This screen is used to determine the output signals to use to tell the car wash to arm this wash package. • Use the up and down arrow buttons on the right of the screen to scroll through the list of arming signals. • Touch the selections you wish to include until a check mark appears beside all of the signals included in the wash package. • Press **Accept** if this is the last change being made. To unselect an arming signal, touch the name again. The check mark disappears.
Wash Description	Desc 1-8	This screen is used to enter the descriptive text shown to customers on the wash menu screen. Touch the **ABC...** button next to each line to use the onscreen keyboard to edit the description.

Edit Wash packages

Additional Services	(Description)	This tab displays the additional services selections associated with the wash package. Use this option to edit, add, or remove an additional service
	Left & Right Buttons	The left and right arrow buttons in the upper right of the screen are used to switch between the additional service selections, when two have been assigned to the wash package.
	Add Button	This button is used to add an existing additional service to the wash package. Press the Add button to access the setup screens pertaining to the displayed additional service. Use the up and down arrows next to the service name to select a service, and then touch the **Accept** button. Only two Additional Services may be added to a wash package.
Additional Services Cont......	Edit Button	This button is used to edit the displayed additional service settings. See the Additional Services section for details.
	Remove Button	This button is used to remove an additional service from the wash package. ▪ Use the left and right arrow buttons in the upper right of the screen to scroll to the display the desired additional service. Touch the **Remove** button.
Add-Ons		This feature is not currently supported. All settings should be left at the default setting of "NO".

3.4.9- Date/Time Menu

This menu sets the date and time on the Activa. This is normally only done at installation. Additional adjustment may be required on occasion if the Virtual Attendant lacks an Internet connection.
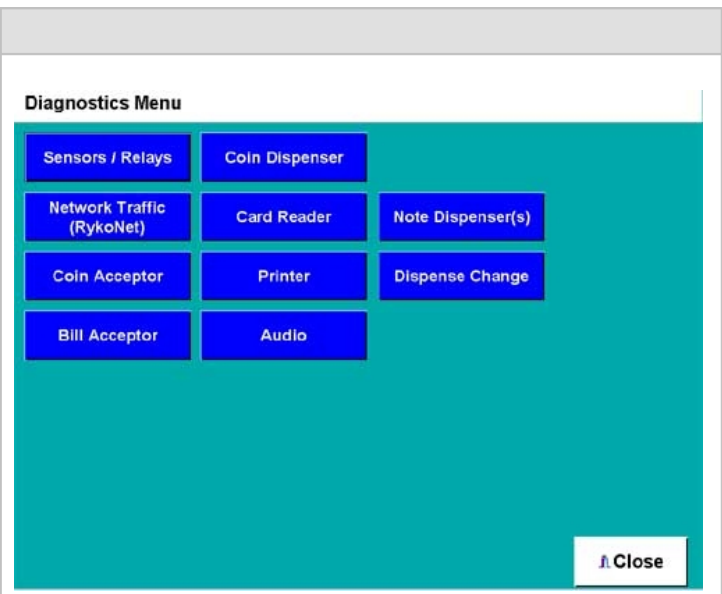
Date/Time

Touch the down arrow to the right of the date to access the drop down calendar. The current date setting will be circled in red. Select the correct current date and the drop down calendar will disappear. Use the up and down arrows to set the correct time (hours, minutes and seconds). The Time Zone shown on this screen reflects the time zone setting on the PC's control panel. To change the time zone, plug in a keyboard and mouse and access the PC Control Panel. Click on Date/Time and then click on the Time Zone tab.	

3.4.10- Program Information

This screen displays program information such as what software version and revision the system is currently running. There are no configurable settings on this screen.

3.5- Diagnostics Menu

Selecting **Diagnostics** on the Main Menu accesses the tools used to monitor operations and to perform system tests.

Diagnostics Menu	
The Diagnostics Menu screen is shown at right and each of the system diagnostic tools are explained in detail in the information below.	

3.5.1- Sensors and Relays Tool

There are two tabs on the Sensors and Relays Menu, the Inputs/Sensors tab and the Outputs/Relays tab. These are both explained in detail in the table below;

Inputs/Sensors Tab

This tab shows the current state of the analog and digital input sensors.

A detailed description of each field is given in the table below;

Analog Sensor Fields:	Description/Usage
I/O Module Voltage	This reading indicates the incoming voltage of the 12VDC power supply used for the I/O board.
Outside Temperature	This reading refers to the ambient temperature outside the Activa cabinet.
Inside Temperature	This reading refers to the ambient temperature inside the Activa cabinet.

Firmware Version Field:	Description/Usage:
Firmware Version	This is the version of software that is programmed into and running the I/O Board.

Digital Input Fields:	Description/Usage:
Security System Disarmed	If the handle inside the printer door is released and turned, the circle to the right will be red. This indicates that the security system has been disarmed. Once the security system has been disarmed, the alarm will no longer sound.
Security Loop Open	There are three points where the security loop is tied to. • The main door switch, which is a button in the upper right hand corner of the main door frame (not the door itself). • The lower pedestal door switch, which is located on the bottom of the air intake box on the upper left side of the door frame. • The (optional) Activa Removal loop (terminals #236 and #238) that connects the Activa's body to an anchor bolt or a ground rod. This wiring is used to detect removal of the Virtual Attendant from the site. Installation of the security loop is optional. The Activa is shipped with these terminals wired together. When the any of these points within the loop are broken, the circle to the right will be red and if the security system is not disarmed, the alarm will sound and report to the site controller.
Printer Door Open	When the printer door is open, the circle to the right is red.
Shock Sensor Activated	If the Virtual Attendant is exposed to any excessive force, the circle to the right will be red.

Inputs/Sensors Tab

Wash Control Power	If this input is wired (terminal #721), this indicates the power status of the wash equipment. If power is applied, the circle to the right is red.
Wash Is Busy	If this input is wired (terminal #720), this indicates whether the wash equipment is currently busy. If this is the case, the circle to the right is red.
Photoeye	When the Virtual Attendant photo-eyes are blocked, the circle to the right is red.
Intercom	When the intercom is active, the circle to the right is red.

Outputs/Relays Tab

When this tab is selected the buttons are represented as to their state from the I/O board's perspective.

Green represents ON and *red* represents OFF. Touch each button to toggle it on or off.

Several relays on this screen, such as temperature control (fans, heater, etc...), are under the control of the I/O module and any attempt to change them here will immediately revert. Those buttons are displayed mainly for informational purposes.

Outputs changed will be restored to their previous power state upon exiting this screen.

Sensor and Relay Diagnostics

Inputs / Sensors   Outputs / Relays

Arm Wash 1	Arm Option 1	Start	Heater	Coin Dispenser Power
Arm Wash 2	Arm Option 2	Backup	Inlet Fan	Bill Dispenser(s) Power
Arm Wash 3	Spare 1	Alarm 1	Exhaust Fan	Coin Acceptor Power
Arm Wash 4	Spare 2	Alarm 2	Keypad Power	Bill Acceptor Power
Arm Wash 5	Spare 3	Intercom	Printer Power	RFID Power
Arm Wash 6	Spare 4			

Close

Usage:

This screen can be used for a variety of different system tests. Some examples would be;

- Using "Arm" buttons (i.e. Arm Wash 1), in the first two columns on the left, to test that the communication wiring is correct and the proper relays are firing to the PLC. Listen to hear the relay turn ON and OFF.
- Using the buttons in the last two columns to the right to power cycle the peripherals. Listen to hear the relay turn ON and OFF.
- Using the "Intercom" button to test whether the intercom system in the store receives the page. Listen to hear the relay turn ON and OFF.

3.5.2-   Coin Dispenser Tool

Coin Dispenser Tool

The Coin Dispenser diagnostics tool is used to test current operation. Refer to the Hardware Setups section for instructions on how to configure Coin Dispenser operations.

Important:

Must be logged in as "owner" in order to dispense any change.

A detailed description of each field is given in the table below;

Coin Dispenser Diagnostics

Dispenser Testing:

Coins To Dispense

0 ▲ ▼

Dispense

Status Information:

Com Port #:   1
Com Port Status: Open
Status: Ready
Level: EMPTY
Value: 0.25
Last Dispense: Unknown
Coins Dispensed: 0

Clear History

Progress History
Enabled

Device Information:

Model #:   Not Available
Serial #:   Not Available
Firmware Version: Not Available

⚠ Close

Fields:	Description/Usage
Status Information	The information in this field indicates the device's current and recent operating conditions.
Com Port #	Indicates which COM port is currently being used.
Com Port Status	Indicates the *state* of the COM port.
Status	Indicates the device's current operating condition. **Offline** means the coin acceptor is not communicating.
Level	Indicates the supply of coins in the dispenser. There is NOT an indicator for LOW.
Value	Indicates the value of the coin being dispensed.
Last Dispense	Indicates the status for the last dispense of coins for the current test.
Coins Dispensed	Incremented based on the number of coins dispensed for the current test.
Progress History	This field lists recent coin dispenser operation events.
Clear History (button)	Press this button to erase information in the Progress History field.
Coins to Dispense	Use the arrows to set the number of coins to dispense for a test.
Dispense (button)	Press this button to dispense the number of coins indicated in Coins To Dispense. In order for this button to be enabled, the operator must be logged into the Activa under the **owner** user name and password.
Device Information	The information in this field indicates specific information about the device.

Coin Dispenser Tool

Model #	Indicates the model number of the device (if available).
Serial #	Indicates the serial number of the device (if available).
Firmware Version	Indicates the firmware version of the device (if available).

3.5.3-   Network Traffic (RykoNet) Tool

This selection accesses the Network Traffic Diagnostics screen that shows all of the equipment currently connected via the RykoNet protocol. Each component type (Carwash, Coinbox, WEI, EPI Server) is listed separately on the screen and indicates the current condition of the component and what or if it is communicating to the network. Note that each component type may list more than one piece of equipment. Each square displayed represents one pocket of information being sent by the listed device.

Note: RykoNet is a network communication protocol used by some car wash industry equipment, including the Activa Virtual Attendant and Activa Site Controller. Therefore some RykoNet devices will appear here no matter what brand of car wash is used on the site.

Note: When using Activa Direct or Intelio Indirect wash arming, the car wash status will display on this screen as a "Network WEI". The car wash appears this way because the I/O module is communicating to the Activa program and the Activa Site Controller program via RykoNet "Network". The "WEI" part stands for "Wash Equipment Interface" as it is the interface to the Car Wash PLC.

Network Traffic (RykoNet) Tool

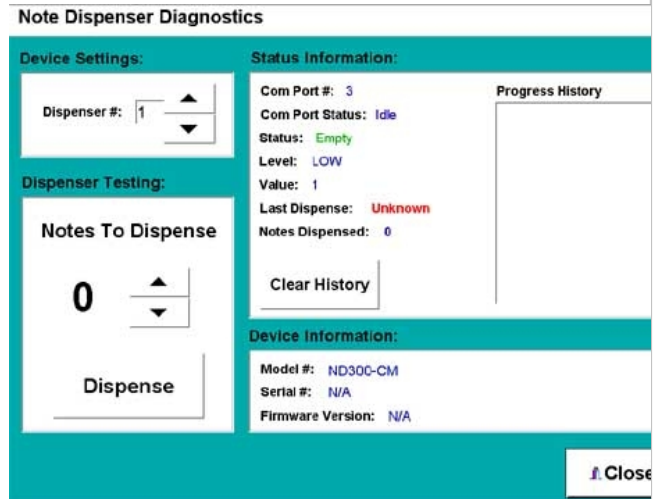|	
This tool shows the network traffic Activity and Status for every node attached to the system. Press the blue button in the lower right corner of the screen to toggle between Status and Activity.	

3.5.4-   Card Reader Tool

Card Reader Tool

The Card Reader diagnostics tool is used to test current operation of the Magnetic Strip Card Reader. Refer to the Hardware Setups section for instructions on how to configure Card Reader operations.

A detailed description of each field is given in the table below;

Card Reader Diagnostics

Status Information: Diagnostic details:

Comm Status: ONLINE
Reader Status: Idle
Card Position: None
Card Type: None

Mag Track 1: None
Mag Track 2: None

Firmware Version:
28001111 20-Feb-2006

Close

Fields:	Description/Usage
Status Information	The information in this field indicates the device's current operating conditions.
Com Status	Indicates if the card reader is online or offline.
Reader Status	Determines the state of the reader (e.g., idle, inserted, etc.). Status changes as card reader activity changes.
Card Position	Indicates Inserted or None.
Card Type	Indicates Mag Card or None.
Mag Track 1	Displays OK or None. Indicates if card reader was able to read track 1 on the magnetic strip on the last attempt.
Mag Track 2	Displays OK or None. Indicates if card reader was able to read track 1 on the magnetic strip on the last attempt.
Firmware Version	Indicates the firmware version of the device (if available)
Diagnostic details	Presents a scrolling log of detailed activity about/from the Card Reader for troubleshooting.

3.5.5- Note Dispenser (s) Tool

Note Dispenser (s) Tool

The Note Dispenser diagnostics screen is used to test current operation of the note. Refer to the Hardware Setups section for instructions on how to configure Note Dispenser operations.

A detailed description of each field is given in the table below;

Note Dispenser Diagnostics

Device Settings:
Dispenser #: 1

Dispenser Testing:
Notes To Dispense
0
Dispense

Status Information:
Com Port #: 3
Com Port Status: Idle
Status: Empty
Level: LOW
Value: 1
Last Dispense: Unknown
Notes Dispensed: 0
Clear History

Progress History

Device Information:
Model #: ND300-CM
Serial #: N/A
Firmware Version: N/A

Close

Fields:		Description/Usage
Device Settings	Dispenser #	Indicates the device that is currently being tested.
		Note Dispenser #1 dispenses to the **middle** of the change tray. Note Dispenser #2 dispenses on the **left side** of the change tray.
Dispenser Testing	Notes to dispense	Use the arrows to set the number of notes or bills to dispense for a test.
	Dispense (button)	Press this button to dispense the number of bills indicated in Notes To Dispense.
		In order for this button to be enabled, the operator must be logged onto the Activa under the **owner** user name and password.
Status Information	Com Port #	Indicates which COM port is currently being used.
	Com Port Status	Indicates the state of the COM port.
	Status	Indicates the device's current operating condition. Offline means the note dispenser is not communicating.
	Level	Indicates the supply of notes or bills in the dispenser. If this value indicates LOW, then the note dispenser needs to be refilled.
	Value	Indicates the value of the bills being dispensed.
	Last Dispense	Indicates the status for the last dispense of notes or bills for the current test.
	Notes Dispensed	Incremented based on the number of notes or bills dispensed for the current test.
	Progress History	This field lists recent notes or bills operation events.
	Clear History (Button)	Press this button to erase information in the Progress History field.

Note Dispenser (s) Tool

Device Information	Model #	Indicates the model number of the device (if available)
	Serial #	Indicates the serial number of the device (if available)
	Firmware Version	Indicates the firmware version of the device (if available)

3.5.6- Coin Acceptor Tool

Coin Acceptor Tool

This screen is used for diagnostic and testing purposes only. Refer to the Hardware Setups section for instructions on how to enable/disable coin acceptor operations.

The "Coin Total" reading indicates the number of coins inserted during the current test. Upon closing this screen the total is reset.

Coin Acceptor Diagnostics

Coin 1 Total: 0

3.5.7- Printer Tool

Printer Tool

The Printer Diagnostics Tool is used to test and adjust printer functions.

A detailed description of each field is given in the table below;

Printer Diagnostics

Reset   Print Test
Cut Paper
Line Feed

Fields:	
Reset	Press this button to reset the printer if the printer appears to be operating incorrectly. When the button is pressed you should hear a sound from the printer.
Print Test	Press this button to test current print quality. A short report prints and tests all functions.

Cut Paper	Press this selection to test the paper cutter and verify that the cutter head is operating properly.
	⚠️ WARNING! TO AVOID RISK OF PERSONAL INJURY, TURN OFF THE PRINTER POWER BEFORE SERVICING THE CUTTER. THE CUTTER EDGE IS SHARP AND MAY MOVE INADVERTENTLY IF POWER IS ON.
Line Feed	Press this selection to advance the printer paper.

3.5.8-   Dispense Change Tool

Dispense Change Tool

The Dispense Change Diagnostics screen is used to test all the dispensers as a whole. The COM port status, status, dispenser level, value of item dispensed, the amount dispensed out of each dispenser and whether there was a failure on the last dispense.

The program will determine which dispensers to use to dispense the requested amount, just as it does during normal operations.

A detailed description of each field is given in the table below;

Fields:	Description/Usage
Dispenser Statistics	This is the same information explained in the "Note Dispenser(s) Tool" and "Coin Dispenser Tool" sections
Amount To Dispense	Use the arrows to set the number of bills and coins to dispense for a test.
Dispense (Button)	Press this button to dispense the number of bills and coins requested for the test.
	📋 In order for this button to be enabled, the operator must be logged onto the Activa under the **owner** user name and password.
Progress History	This field lists recent notes or bills operation events.
Clear History (Button)	Press this button to erase information in the Progress History field.
Reset Hardware (Button)	Removes and reapplies power to the enabled dispensers (hard reset)

3.5.9-   Bill Acceptor Tool

Bill Acceptor Tool

The Bill Acceptor diagnostics tool is used to test current operation. Refer to the Hardware Setups section for instructions on how to configure Bill Acceptor operations.

A detailed description of each field is given in the table below;

Bill Acceptor Diagnostics

Status Information:

Com Port #: 2
Com Port Status: Open
Status: Enabled
Last Bill: None
Last Error: None

Bill Disposition: REJECT

Clear History

Progress History
Enabled

Settings:

Accept $1: YES
Accept $5: YES
Accept $10: YES
Accept $20: NO

Device Information:

Model #: Not Available
Serial #: Not Available
Firmware Version: Not Available

Close

Fields:	Setup/Description
Com Port #	Indicates which COM port is currently being used.
Com Port Status	Indicates the *state* of the COM port.
Last Bill	Indicates the device's current operating condition. Offline means the bill acceptor is not communicating.
Last Error	Indicates the last bill denomination inserted during the current test.
Bill Disposition (Button)	Indicates whether bills are to be stacked or rejected. Press button to toggle between selections.
Clear History	Press this button to erase information in the Progress History field.
Progress History	This field lists recent bill acceptor operation events.
Device Information	The information in this field indicates specific information about the device.
Model #	Indicates the model number of the device (if available)
Serial #	Indicates the serial number of the device (if available)
Firmware Version	Indicates the firmware version of the device (if available)
Settings Window	All Fields in this window indicate the current equipment settings. These settings are configured in the "Software setups" section.

3.5.10- Audio Tool

The Audio button does not open a new diagnostics screen. Each time the button is pressed, the Activa emits a *bonk* sound effect. This can be used to test that the audio system is functioning and its volume level.

3.6- **User Accounts**

Selecting **User Accounts** on the Main Menu accesses the **User Setups** screen where secure login user names are added and edited, and permission is designated to view selected Activa menus, screens, and tabs. A User name must be set up on the User Configuration screen for each person who will log into the Activa menu screens and operate the site equipment. Logging into the system allows personnel to perform routine duties that may require access to menu screens and also provides the operator with a record of user access.

| User Setups	
To add a User to the User's list, touch the Add button. The User Configuration screen (below, next table) will appear. To edit a user that is currently on the User's lists, touch the up or down arrows until the desired name is highlighted. Then press Edit and the User Configuration screen (below, next table) will appear. The "owner" must be logged in to Edit Other user accounts. To edit the settings of the current user, touch the "Edit Your Settings" button at the bottom of the screen. The User Configuration screen (below, next table) will appear. To exit from this Menu, Press "Close".	
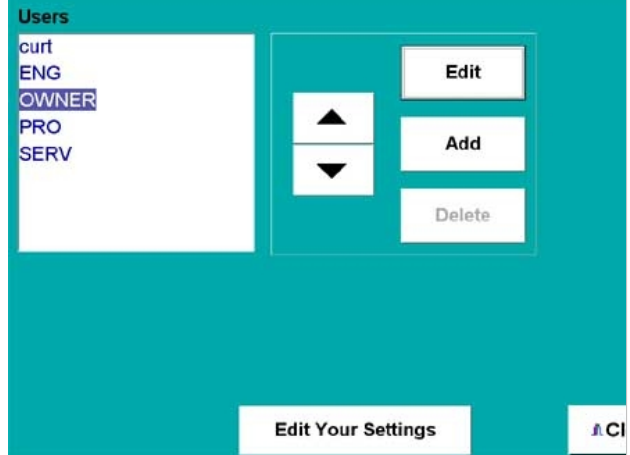
User Configuration	
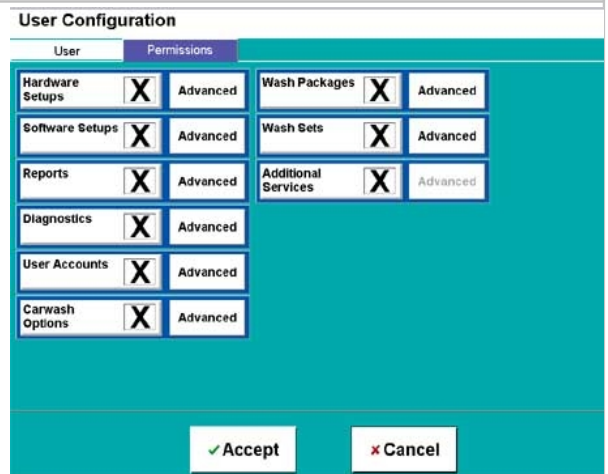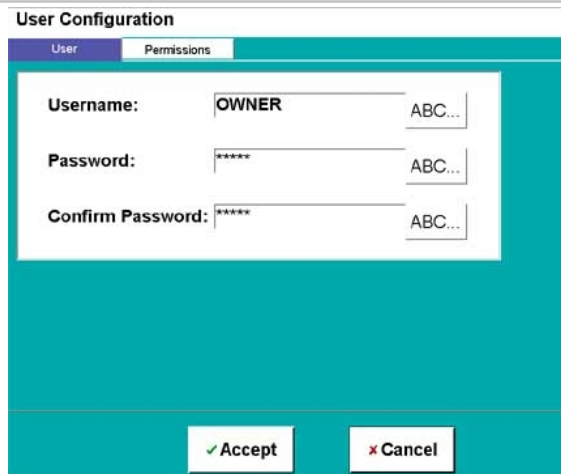
Tabs:	Description/Usage:
User (Above, Left)	Fill in the Username, Password, and Confirm Password fields using the onscreen keyboard.
Permissions (Above, Right)	This section sets permission to access different screens within the System Configuration and Diagnostics Menus. This gives the user creating or editing the account the ability to enable or revoke permission to access all of the menus listed.

	To change permission to access a menu, touch on the box to the right of the Menu Name. An "X" means "Yes, this user can access this menu". No "X" means that access has been revoked. To give access to certain screens within a menu, click on the "Advanced" button. This menu is the same as the main permissions menu. To change permission to access a menu, touch on the box to the right of the Menu Name. An "X" means "Yes, this user can access this menu". No "X" means that access has been revoked.
Accept (Button)	Touch "Accept" to save the settings and exit to the User Setups Menu.
Cancel (Button)	Touch "Cancel" to exit without saving the changes.

Section 4-System Maintenance

Regular maintenance is advised to ensure proper operation and prolong the life of this equipment.

⚠️	**Warning! Electrical Shock Hazards!** Components of this equipment provide sufficient voltage to shock severely. Disconnect all power supplies to the equipment before performing service.
⚠️	**Warning!** **Before interrupting power to the Activa, shut down procedures must be completed to ensure the operation programs are protected. Removing power before completing shutdown procedures may cause equipment to malfunction or fail to restart.**

4.1- Accessing the Activa for Maintenance

4.1.1- Security Keys

There are four different types of keys that lock the doors and various components of the Activa.

- The first key allows the large security bar to be removed. It is a unique double bladed key that is very hard to duplicate.

- The second key is a round barrel key and locks and unlocks the printer door.

- The third key is a flat key that locks the main door deadbolt lock that is inside the printer door.

- The fourth key is a round barrel key that locks and unlocks the access panels to the various money compartments inside the Activa.

   Two keys for each lock type are supplied with each Activa. It is suggested that two separate key ring sets be made by the site owner. One set is used for daily operation, and the other set is kept in a safe and secure location, in case the primary set is lost or misplaced.

	Important!
	The owner/manager must keep close account of the coin box keys at all times!! The key number for the key that allows access to the Activa must be recorded by the owner/manager in case duplicates are needed.

4.2- Maintenance Schedule

Frequency	Description
Daily	• Check the paper supply and replenish as needed. Refer to "**Replacing the Receipt Printer Paper"** in this section of the manual. • Check the change hopper to ensure the coin supply is sufficient to make change for the day. • Remove cash from the coin acceptor hopper and bill acceptor. • Check the bill and coin levels in all dispensers. Refer to the "**Loading the Bill Dispenser(s)"** information in this section of the manual for directions on how to load the dispensers.
Weekly	• Clean the internal components of the bill acceptor. • Clean the touch-screen display. Refer to "**Cleaning the Display Screen**" information in this section of the manual.
Monthly	• Clean the Card Reader head with the cleaning card. Refer to "**Cleaning the Card Reader**" information in this section of the manual.

4.2.1- Read this before removing power!

	Warning!
	Before interrupting power to the Activa, shut down procedures must be completed to ensure the operation programs are protected. Removing power before completing shutdown procedures may cause equipment to malfunction or fail to restart.

When removing power to the Activa you must:

Step 1	Go to the System Setup Menu: [a] Access the Login Screen [b] On the Enter Code screen, enter: #2723* [c] Enter "System Setups" menu The System Setups Menu displays
Step 2	Press the Shut Down button

Step 3	Wait for the message that indicates all programs have closed properly and the panel PC to turn off
Step 4	Remove power

4.2.2- Replacing the Printer Paper

The Activa receipt printer Receipt printer requires 57mm (2 ¼") thermal printer paper.
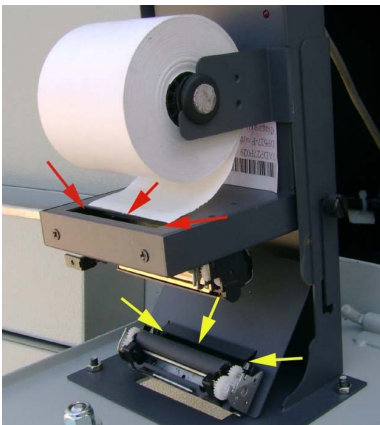
Replacing the printer paper

Step 1

After opening the printer door, loosen the thumb screws (red arrows) on either side of the printer.

Step 2

Once loose, lift the printer body up and secure it in the upper rest notches (green arrows). Locate the small lever on the lower left side of the printer body (yellow arrows). Press up on the lever (red arrows) to expose the rollers.

Step 3

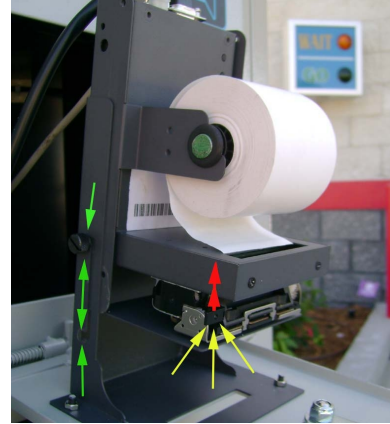
There are two slots in the printer body that the paper must be fed through. One is in the main body of the printer (red arrows) and the other is on the roller door (yellow arrows).

Step 4

Place a new roll of paper on the spindle with the thermal side facing out (while feeding the paper, the thermal side will be facing back toward the printer body). Feed the paper as shown above.
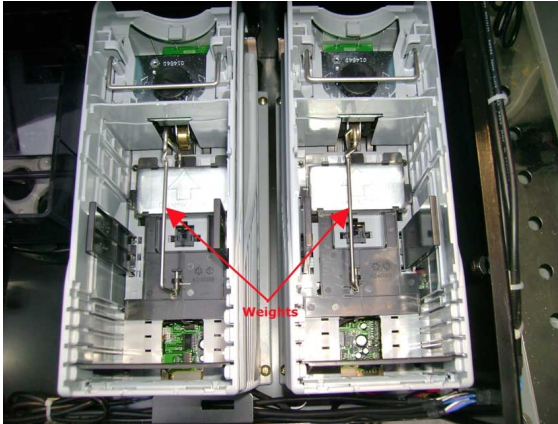
Step 5

Step 6

4.2.3- Loading the Bill Dispenser(s)

For security reasons (i.e., possible vandalism or theft) consider using a staggered and irregular schedule when removing money.

Loading the Bill Dispenser(s)
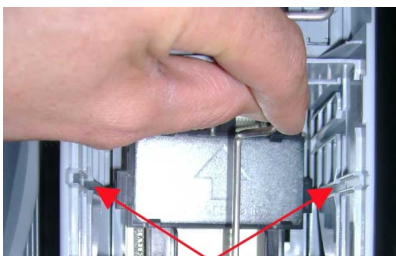
Step 1

Unlock and remove the lid to the dispenser tray and remove the weights and any existing bills from the dispensers.
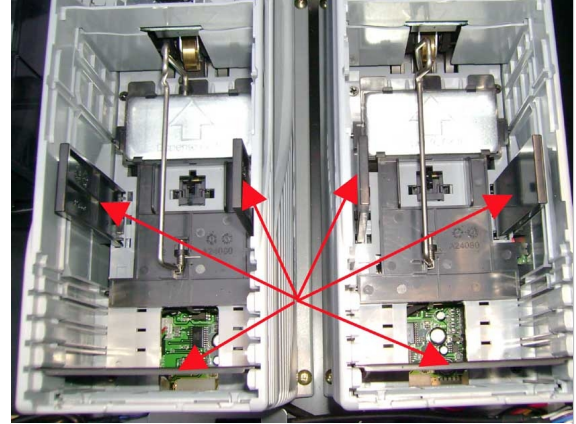
Step 3

Place the bills in their correct dispenser. Load the bills into the dispenser as shown with the bills being placed down in the back of dispenser first, then lowering them to the front.

Step 5

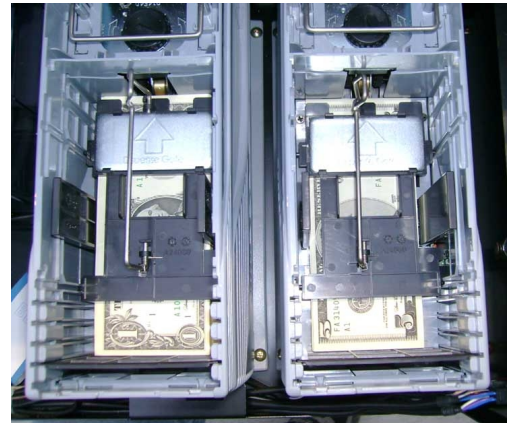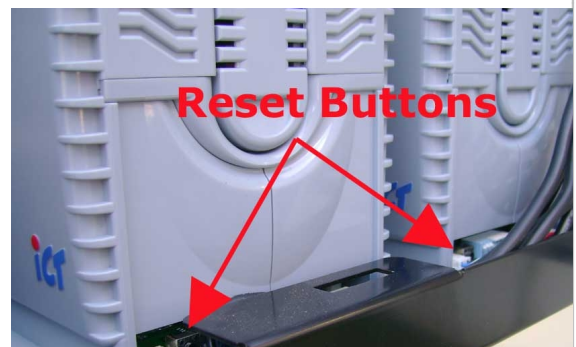**Step 2**

Check to see that the bill sizing tabs are aligned for the bills that you are using. They will come pre-sized for U.S bills.

Step 4

The default configuration is set to have $1.00 bills on the left and $5.00 bills on the right.

Step 6

Reset Buttons

4.2.4-   Cleaning the Display Screen

In order for the instructions and menus on the Activa display window to remain legible, it is necessary to clean the screen regularly. Approximately once a week clean the display window using either a clean cotton cloth or lens paper and a standard ammonia based glass cleaner (i.e., Windex).

4.2.5-   Cleaning the Photo-eye

The photo-eyes used to detect vehicles arriving at the vehicle wash area work in conjunction with the Activa and provide information that helps to determine the timing of several Activa functions such as audio messages and change dispensing.

Important!

Do not re-adjust the photo-eye after initial installation unless it is malfunctioning. Adjustment may adversely affect communication with the Activa and cause operation faults.

The photo-eye transmitter and receiver are mounted in the coin box pedestal or in the wall beneath the Activa unit. The transmitter sends out an infra-red beam which strikes an object (generally this will be a vehicle pulling up in front of the coin box) and then bounces back to the receiver. If the beam reaches the receiver, the object or vehicle is detected. Locate the photo-eye relay module.

Adjusting the Photo-eye	
Step 1	Open the main Activation Unit door.
Step 2	Release the latches that hold the lower panel closed. Remove the lower panel.
Step 3	The photo-eye is mounted in the top left corner of the cabinet area near the lower pedestal door.
Step 4	Clean the photo-eye lenses with a soft cloth and a mild detergent solution if necessary. Rinse with fresh water and dry the lenses.
Step 5	There is only one adjustment screw on the photo-eye. Using a very small flat bladed screwdriver, turn this screw clockwise to increase the sensitivity, and counterclockwise to decrease the sensitivity.
Step 6	Check the On/Off condition of the photo-eye: • Access the Inputs/Sensors tab of the Sensors and Relays tool in the Diagnostics Menu. • Watch the screen while moving an object, such as a hand, in front of the sensor. The screen indicates the On/Off condition of the photo-eye with a red dot next to

Adjusting the Photo-eye

	the "photo-eye" field.
Step 7	Adjust the screw to achieve reliable photo-eye activation at a distance of approximately 3 feet from the Activation Unit. Reading a person walking in front of the Activation Unit at approximately 3 feet will provide a solid operation for vehicles. Check the distance, turn the screw: • Using your body, starting about 8 feet away from the Activation Unit, and in front of the Activation Unit and walk slowly towards the Activation Unit. • Adjust the screw until the photo-eye signal on the screen changes from OFF to ON. This may take a number of tries to get the proper distance.
Step 8	Finish up: • Re-install the lower pedestal panel, making sure the latches are secure. • Close and lock the upper cabinet door securely.

4.2.6- Cleaning the Card Reader

Monthly cleaning of the Card Reader head is recommended to eliminate reading errors and prolong the head life. A card reader cleaning card, inserted a few times into the card mechanism like any credit or wash card, removes contaminants from the head safely and effectively in moments. Follow the instructions on the package. Five cleaning cards are supplied with each new Activation Unit.

To reorder:

Item	Intelio Part #
Card Reader Cleaning Card	24056-000

Section 5-Parts And Warranty Information

Replacement Parts Information

Below is a listing of replaceable parts in the Activa Activation Unit. This includes the basic assemblies and individual parts.

Replacement Part	Part #
ACTIVA Activation Unit, Complete	27576-000
ACTIVA Display Bezel	27576-010
Panel PC Complete	27576-050
Coin Acceptor Mechanism	27576-060
Bill Acceptor Mechanism	27576-070
Magnetic Stripe Card Reader Mechanism	27576-080
Printer Mechanism	27576-090
Coin Change Hopper Assembly	27576-100

Replacement Part	Part #
Bill Dispenser Assembly (2 Required)	27576-110
Echelon Interface / USB	27244-000
Power Supply 12 VDC	27576-120
Power Supply 24 VDC	27576-121
Cable Assembly / Bill Dispenser, Serial	27576-170
Cable Assembly / Coin Hopper, Serial	27576-171
Cable Assembly /Card Reader, Serial	27576-172
Cable Assembly / USB-to-USB, 1 Meter (2 Required)	27576-174
Cable Assembly / Printer, Serial	27576-175
I/O Board, PC Board Assembly	27576-130
Shock Sensor Assembly	27576-140
Door Switch Assembly	27576-141
Siren Assembly	27576-142
Strobe Light Assembly	27576-143
Speaker Assembly (3 Required)	27576-144
Power Supply / Panel PC	27576-145
Power Cord / 110 VAC Panel PC	27576-146
Fan Assembly (3 Required)	27576-147
Camera System (USB)	27576-148
Photo-Eye Assembly	27576-149
Relay / Heater Control, 12 VDC	27576-150
Heater Assembly, 110 VAC, 100 Watt	27576-151
Temperature Sensor Cable Assembly (2 Required)	27576-152
Security Bar / Stainless Steel, Polished	27576-153
Change Tray Assembly	27576-154
Door Assembly, Pedestal	27576-155
UPS System w/ Watchdog Timer System, Complete	26533-034

Warranty Information

All *INTELIO* machines and accessories are built for longevity and reliability. Engineering designs are thoroughly tested and only the highest quality parts and components are used in the manufacture of *INTELIO* equipment. Occasionally, however, a part, or component may prove defective. If a part on your Activa coin box should fail under the conditions set forth in the *INTELIO* Activa Limited Warranty, it should be returned.

If your equipment was installed by an *INTELIO* distributor, return the part freight prepaid to your authorized distributor. If you are located in the factory-direct sales and service area, return the part prepaid to *INTELIO*. Be sure to contact the distributor or factory before returning any part to insure correct procedure is followed to receive a replacement part.

An *INTELIO* Return Material Tag must be completely filled out and attached to each part returned.
Several of these tags are included with the Activation Unit, and additional tags are available upon request.