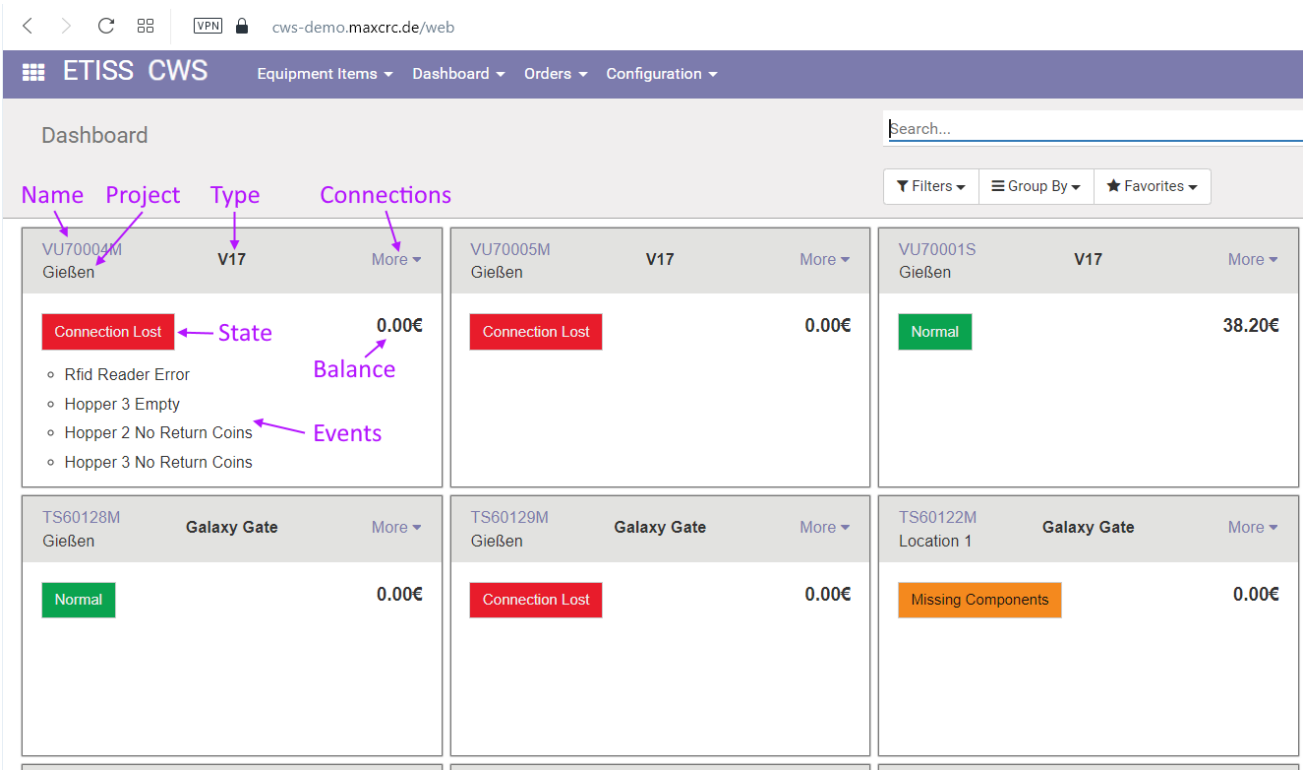
Benutzerhandbuch/en

Inhaltsverzeichnis

DASHBOARD

Main elements description

The dashboard is designed to give user a convenient way of managing and controlling equipment items registered in the system. Each dashboard item represents a physical device and consists of the following elements:

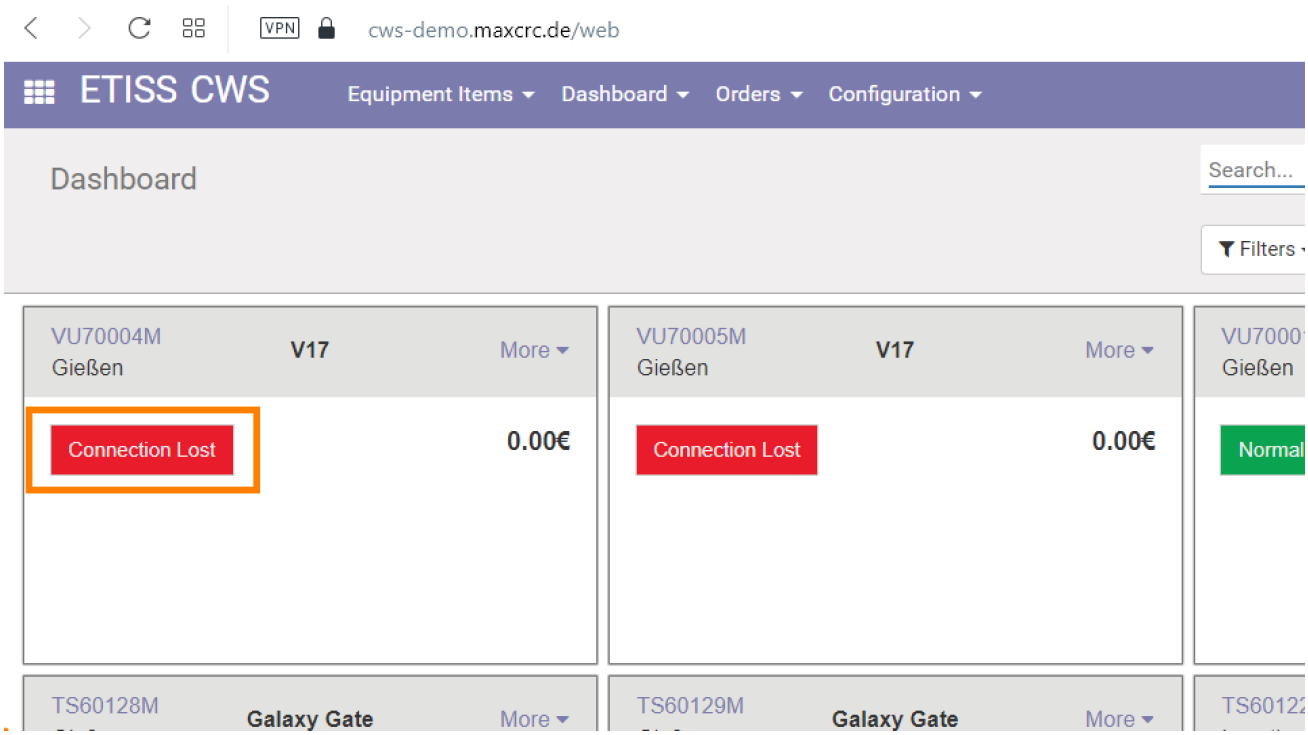


- **Name**: Equipment item name
- **Project**: A project to which this equipment item belongs
- **Type**: Equipment item type. In case of Vending Units, this can be either V21 or V7, or other modifications
- **Connections**: This link allows to quickly connect ot the item either with ssh, or VNC and check the status.
- **Balance**: In case of VU, shows the current amount of money in the Vending Unit.
- **Events**: Shows the list of events that have happened recently

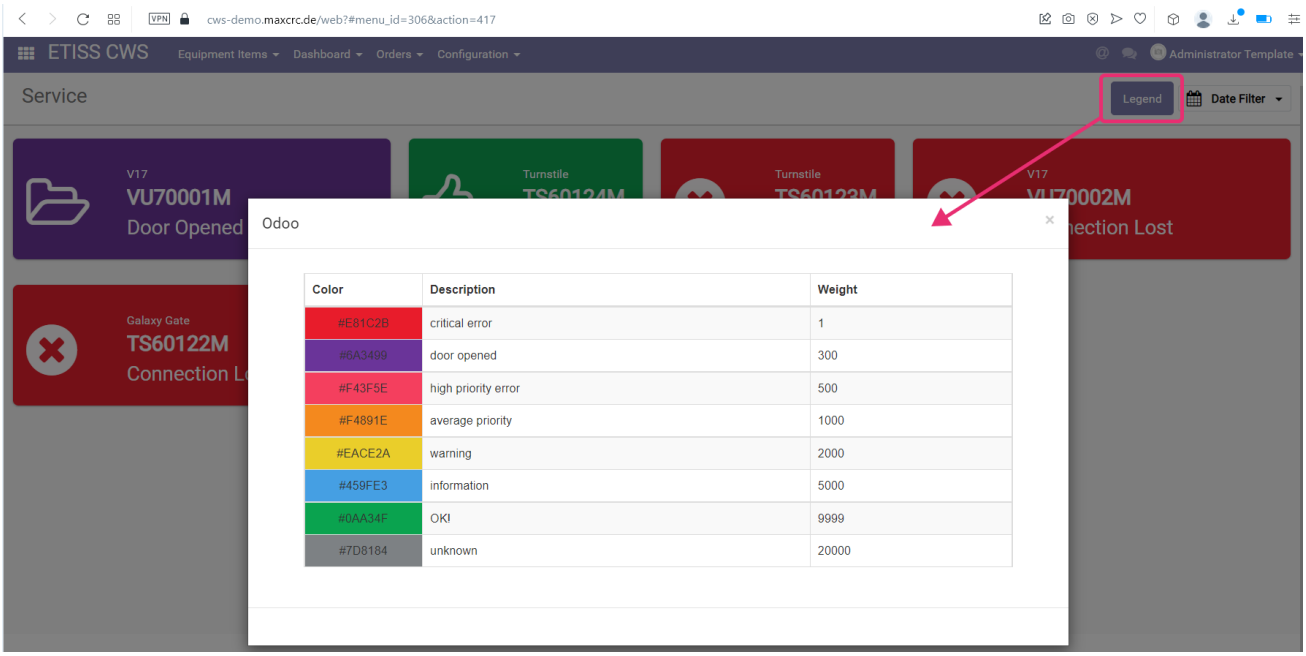
- **State**: Displays current state of the equipment item

VU state and events

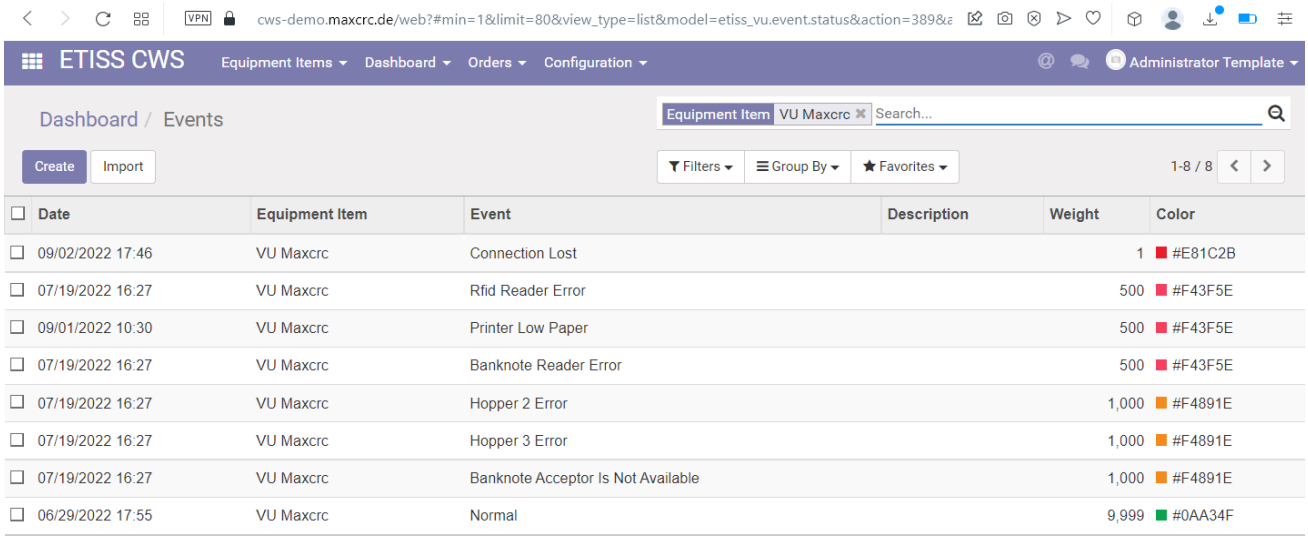
When something happens with Vending Unit or other equipment, it sends an event to the server. You can view current status of the unit and events that happened earlier by pressing a button on the dashboard:



Each event in the list is color-coded and has different weight. More reddish colors have bigger weight and need to be checked immediately. You can see detailed colors description by pressing on the **Legend** button.

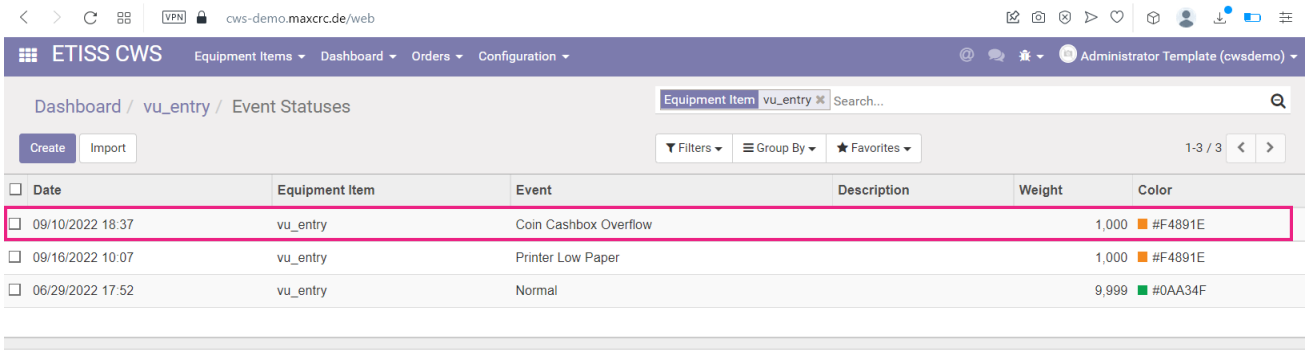


The events list can be sorted by date, weight, color, etc.

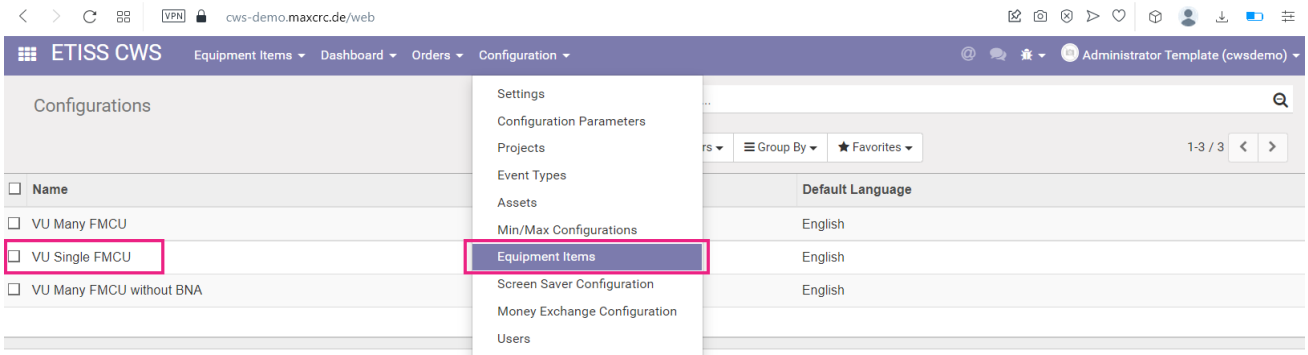


Muted events

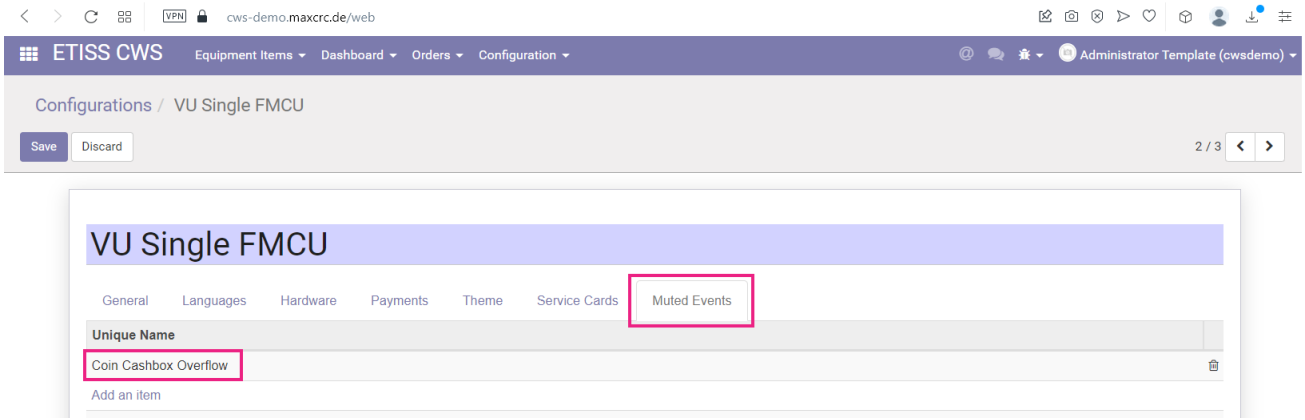
Sometimes you don't want to see a particular event in the list of current events and you want to simply hide it. The ETISS ERP system allows to do that. Let's say that we know that our coin cashbox is in overflow state and we don't want to see this event in the list.



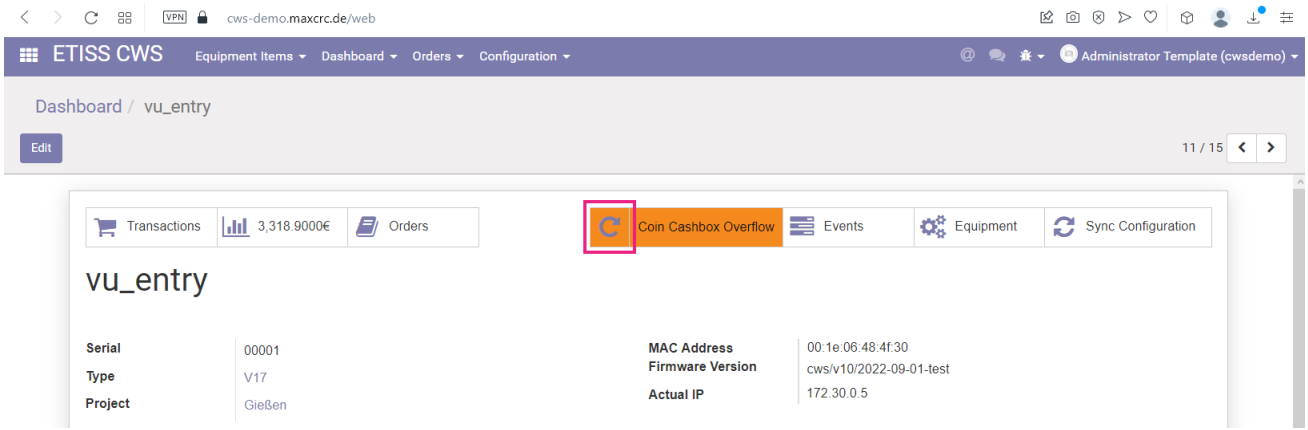
To do this, first, open the **VU - FMCU** configuration by going into: **Main menu**/**ETISS CWS**/**Configuration**/**Equipment items** and select a configuration that your vending unit is currently using. For example, we'll take **VU Single FMCU** configuration.



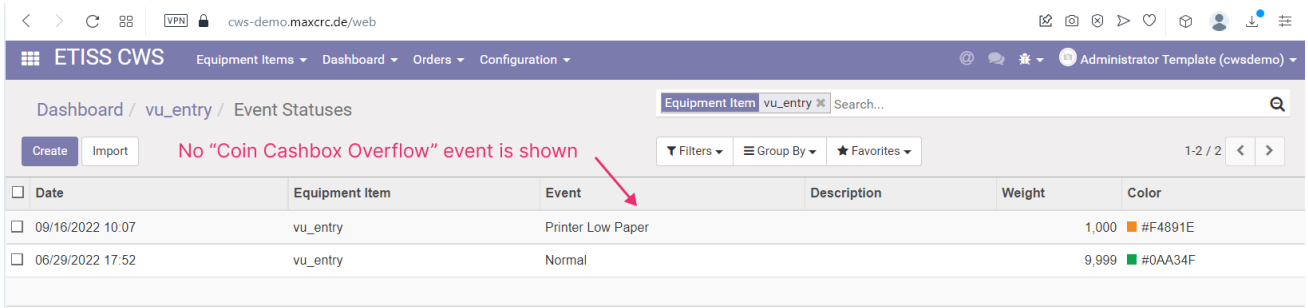
In the configuration navigate to the **Muted events** tab and add an event or a group of events that you don't want to see in the list of current events.



Save the configuration and reload events on the VU instance.

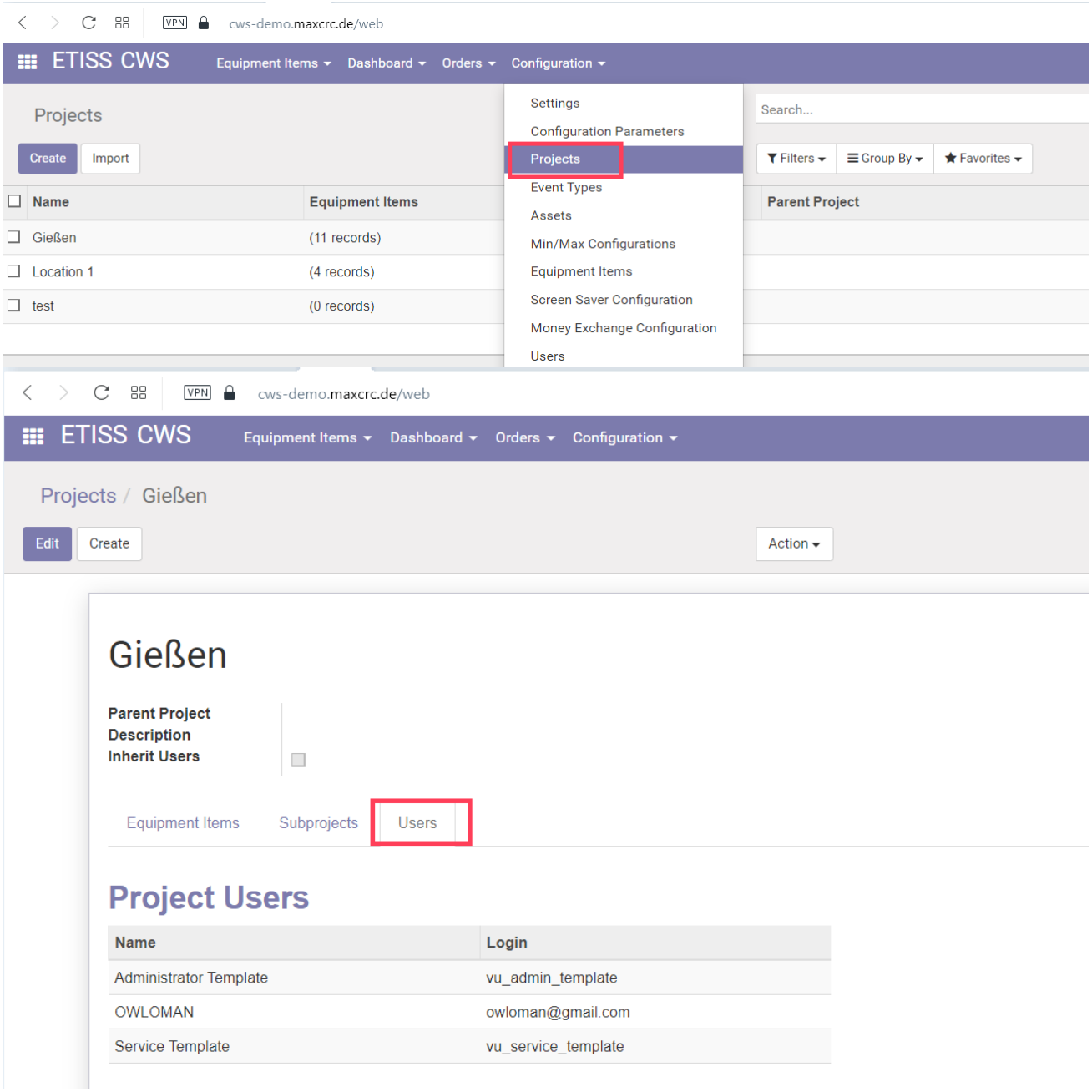


The event will disappear from the dashboard and current events list.

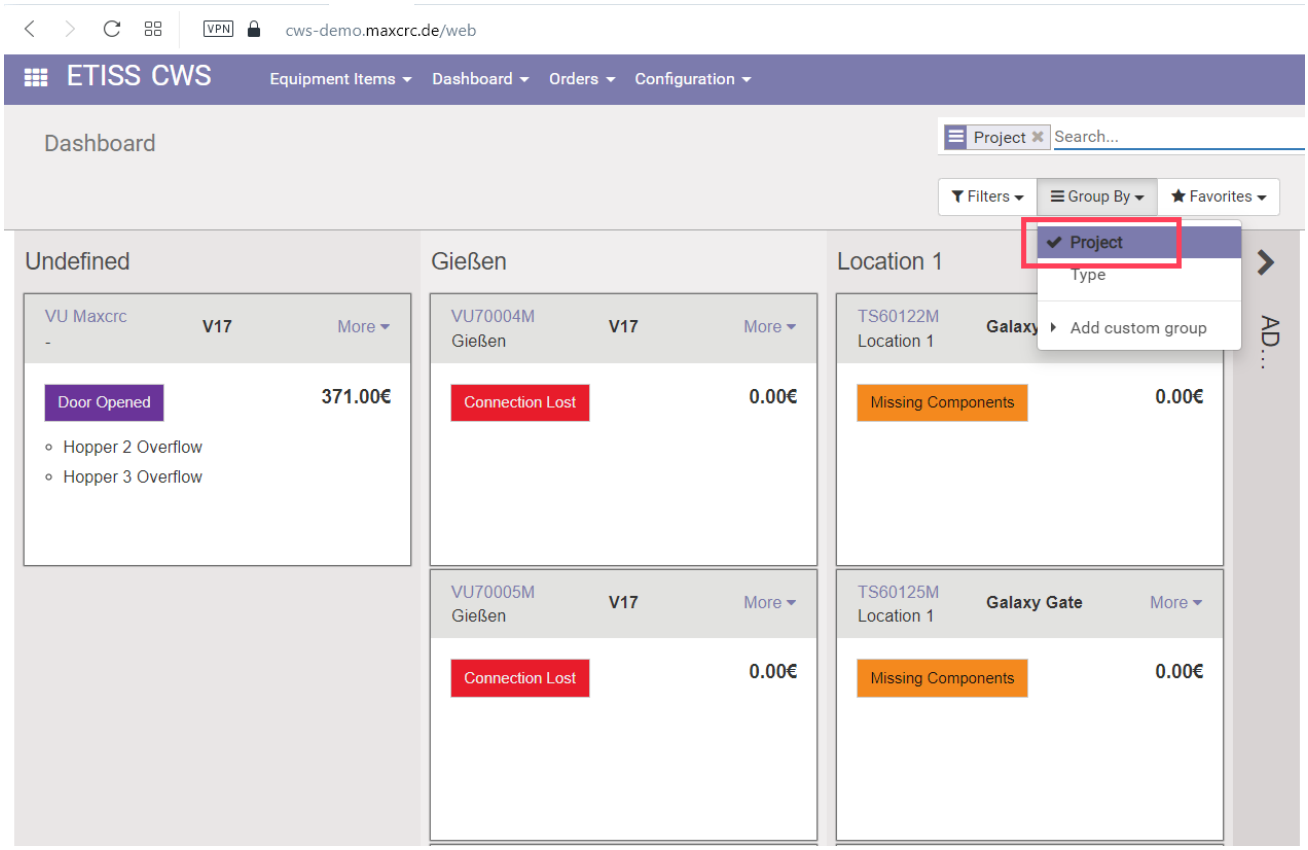


Projects

Each equipment item can belong to a certain project. You can configure projects in **Etiss CWS** -> **Configuration** -> **Projects** menu. Once you add an item to a project, you can limit visibility of the project items for certain users by assigning a user to the project. After that, each user will be able to see and work only with equipment items that belong to a certain project.



There's also a nice ability to group equipment items by their project or type.



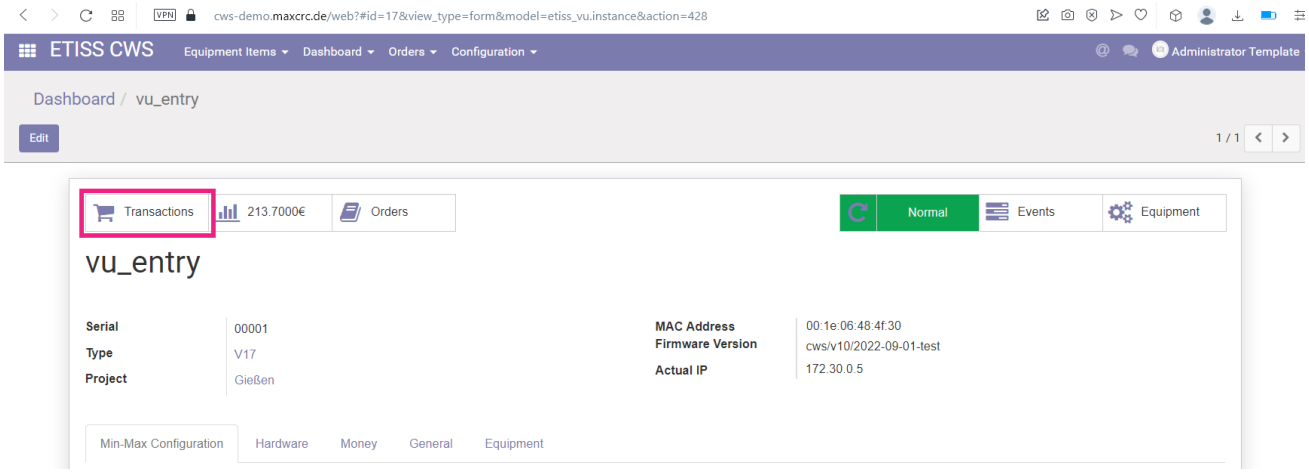
VU TABS AND PROPERTIES

When you click on Vending Unit from the dashboard, you'll see a tabbed page with it's detailed properties. At first you'll see the most common properties of the VU such as:

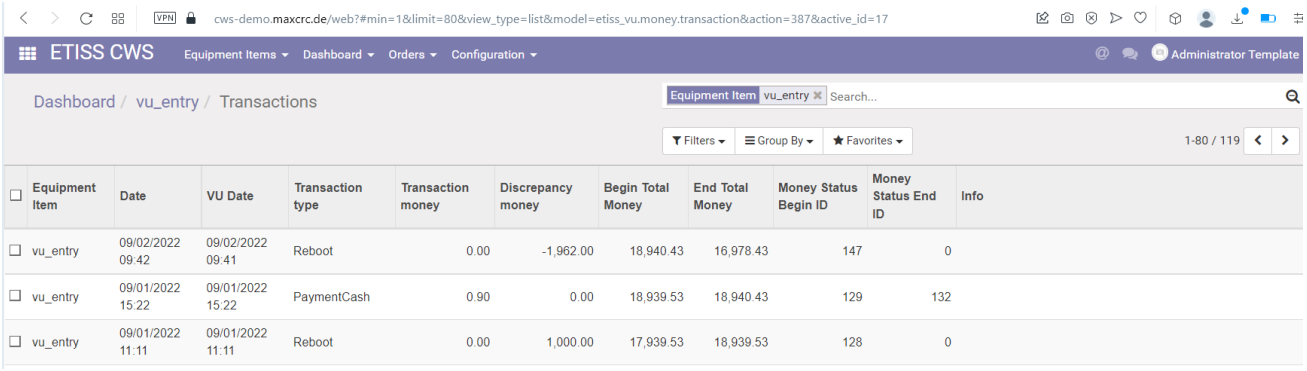
- **Serial**: VU serial number
- **Type**: The VU type. There are number of various VU types such as V17, V21, etc.
- **Project**: Project to which this VU is assigned
- **MAC Address**: MAC address of the VU
- **Firmware version**: This shows the current firmware version of the device
- **Actual IP**: If the device has a real network IP address, it will be displayed here

Transactions button

This buttons shows all transactions that happened on the VU.

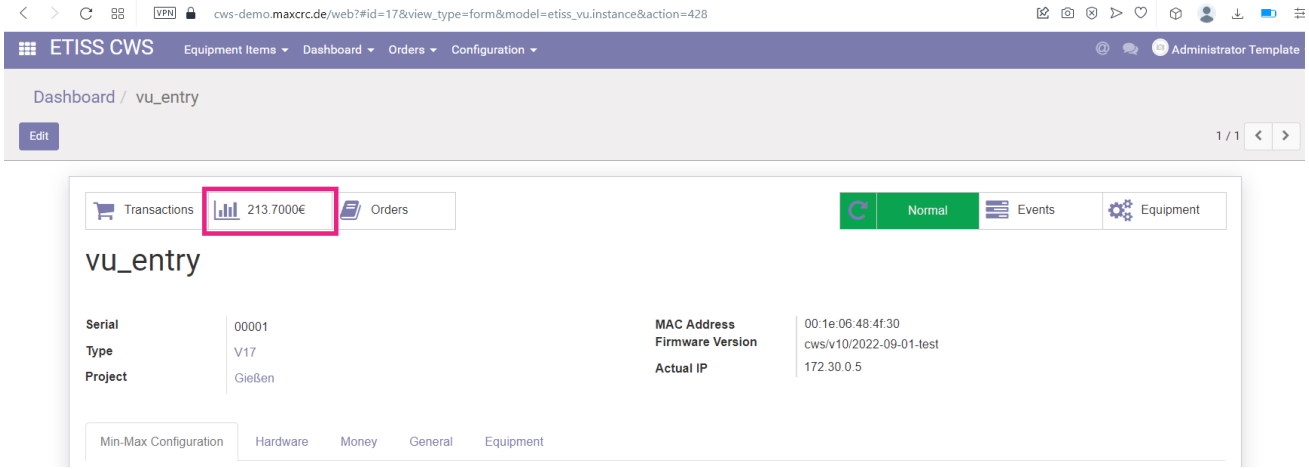


You can see here the type of transaction, related money status and other information.

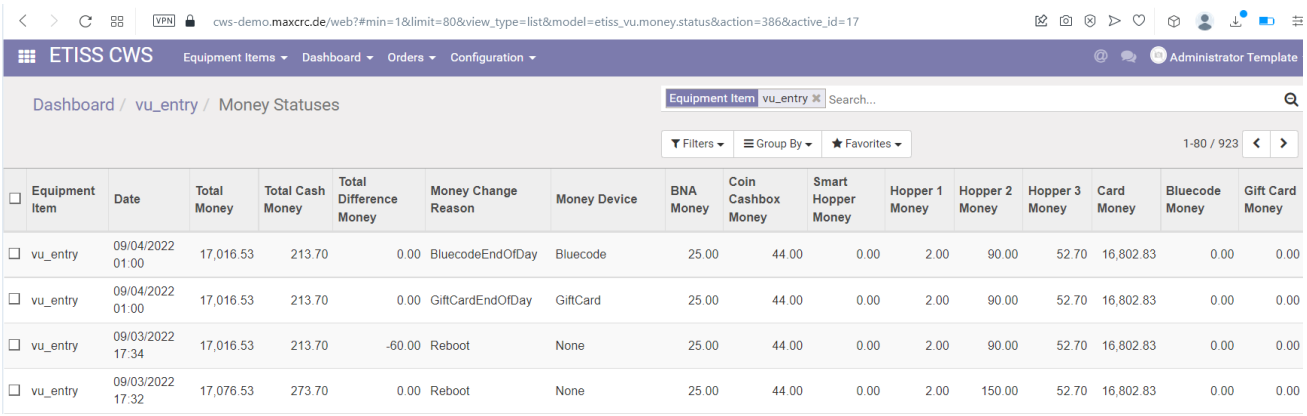


Money statuses button

If you press this button, you'll be presented with the detailed information about money in the VU.



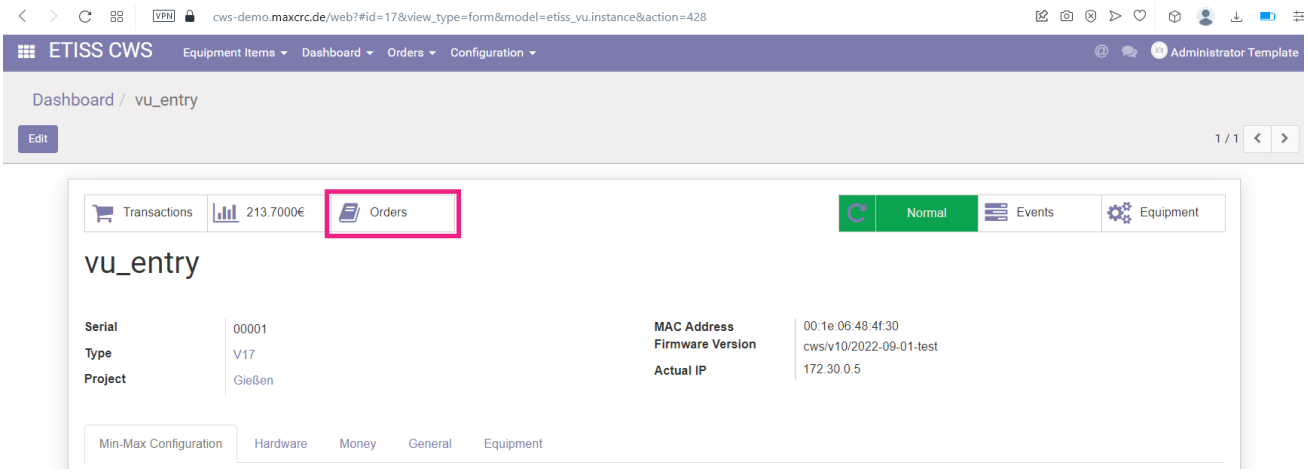
If money amount changes on VU a record is added here, so you won't miss any money-related event on this VU.



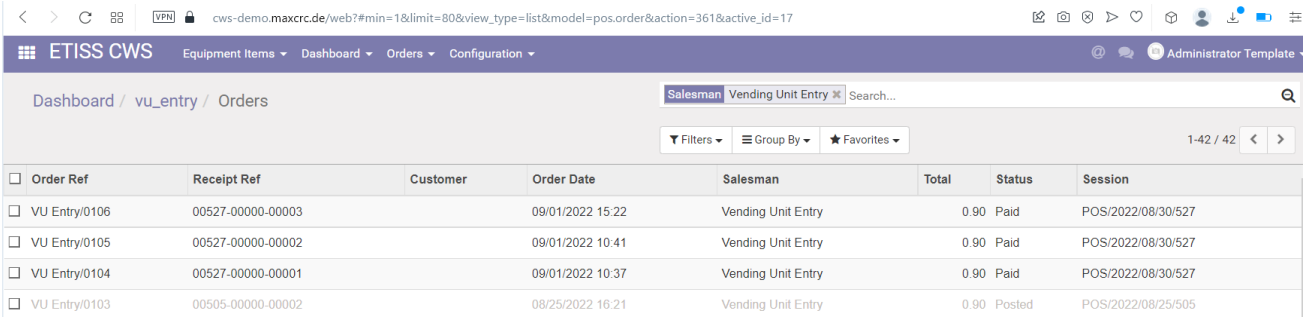
Equipment Item	Date	Total Money	Total Cash Money	Total Difference Money	Money Change Reason	Money Device	BNA Money	Coin Cashbox Money	Smart Hopper Money	Hopper 1 Money	Hopper 2 Money	Hopper 3 Money	Card Money	Bluecode Money	Gift Card Money
vu_entry	09/04/2022 01:00	17,016.53	213.70	0.00	BluecodeEndOfDay	Bluecode	25.00	44.00	0.00	2.00	90.00	52.70	16,802.83	0.00	0.00
vu_entry	09/04/2022 01:00	17,016.53	213.70	0.00	GiftCardEndOfDay	GiftCard	25.00	44.00	0.00	2.00	90.00	52.70	16,802.83	0.00	0.00
vu_entry	09/03/2022 17:34	17,016.53	213.70	-60.00	Reboot	None	25.00	44.00	0.00	2.00	90.00	52.70	16,802.83	0.00	0.00
vu_entry	09/03/2022 17:32	17,076.53	273.70	0.00	Reboot	None	25.00	44.00	0.00	2.00	150.00	52.70	16,802.83	0.00	0.00

Orders button

This button displays a table with the list of orders that were created on the VU.



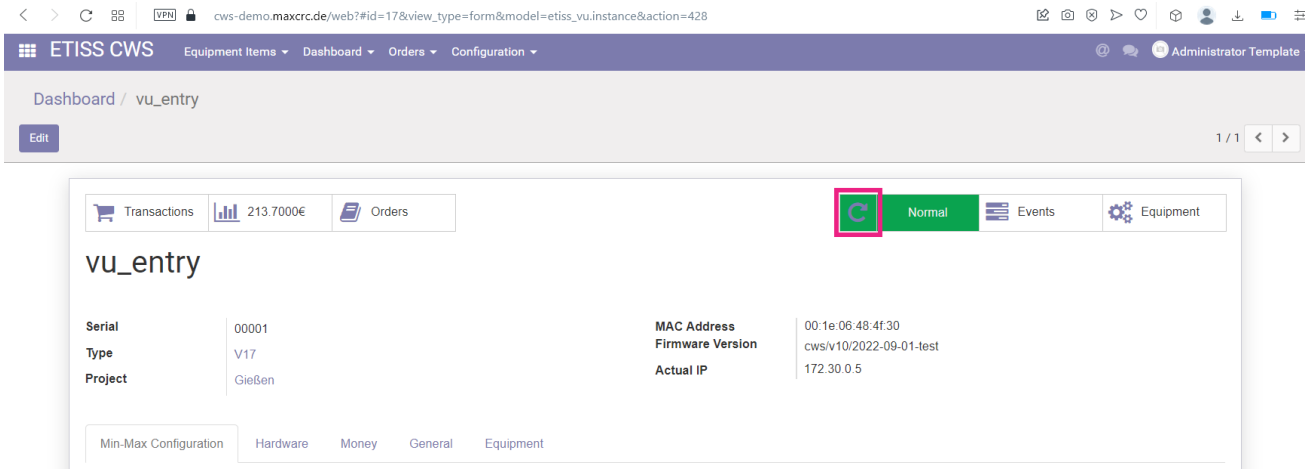
If you open any order here, you'll get detailed information about it such as date, amount of money paid, etc.



Order Ref	Receipt Ref	Customer	Order Date	Salesman	Total	Status	Session
VU Entry/0106	00527-00000-00003		09/01/2022 15:22	Vending Unit Entry	0.90	Paid	POS/2022/08/30/527
VU Entry/0105	00527-00000-00002		09/01/2022 10:41	Vending Unit Entry	0.90	Paid	POS/2022/08/30/527
VU Entry/0104	00527-00000-00001		09/01/2022 10:37	Vending Unit Entry	0.90	Paid	POS/2022/08/30/527
VU Entry/0103	00505-00000-00002		08/25/2022 16:21	Vending Unit Entry	0.90	Posted	POS/2022/08/25/505

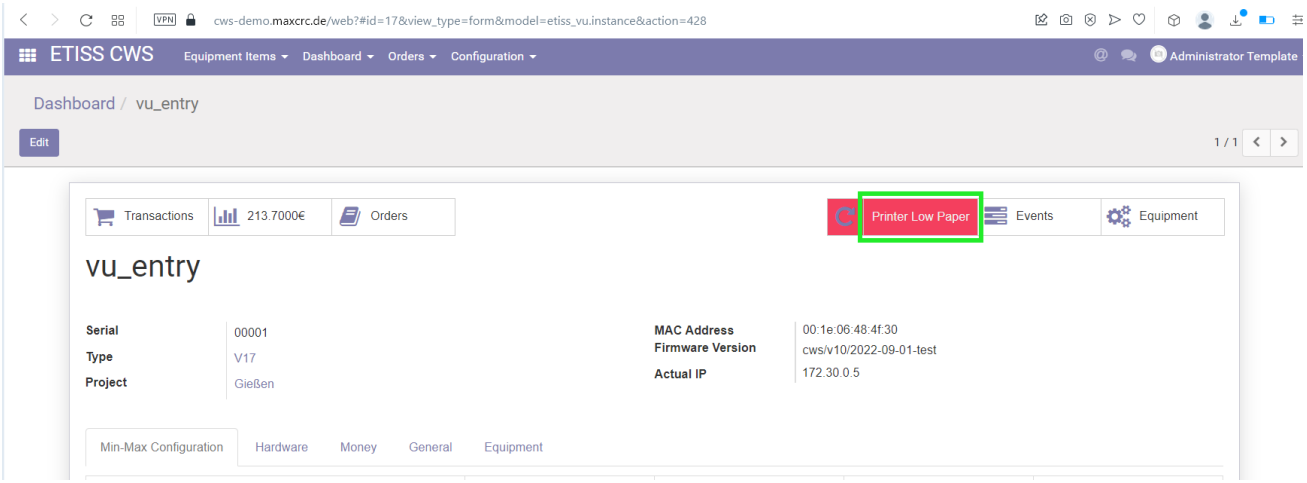
Reload events button

Sometimes a situation can occur when a Vending Unit displays wrong information about it's current state. You can press this button and the system will re-request current information about Vending Unit status and events.

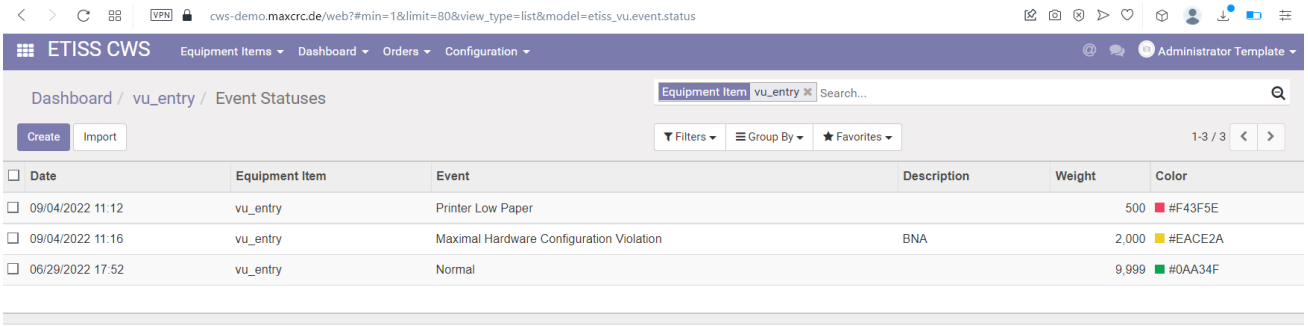


Current events button

When something happens with the VU, you'll see most significant problem displayed on this button.

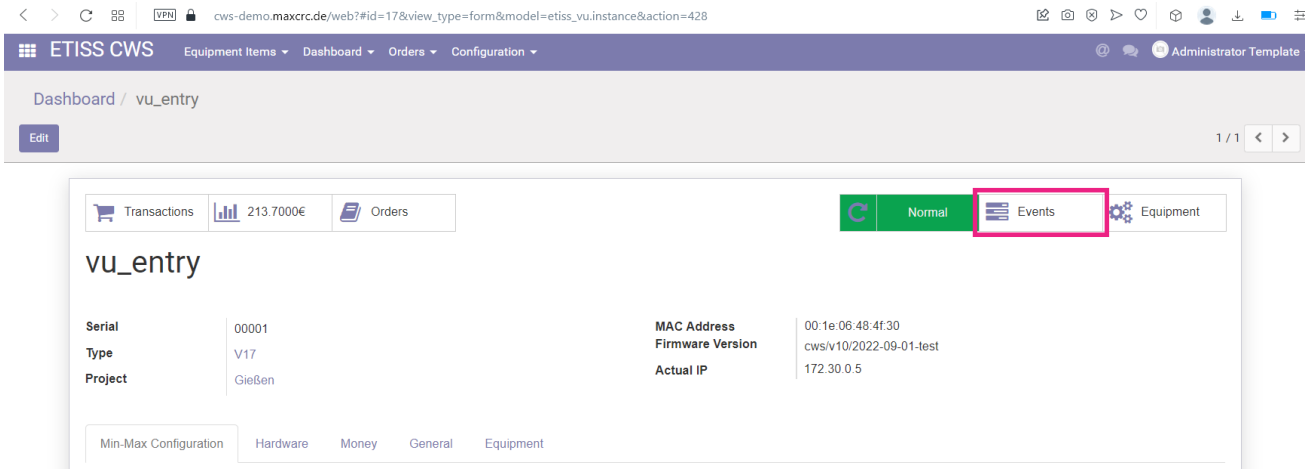


After pressing this button you'll see a list of current events that happened on the VU and they will be ordered by their weight.

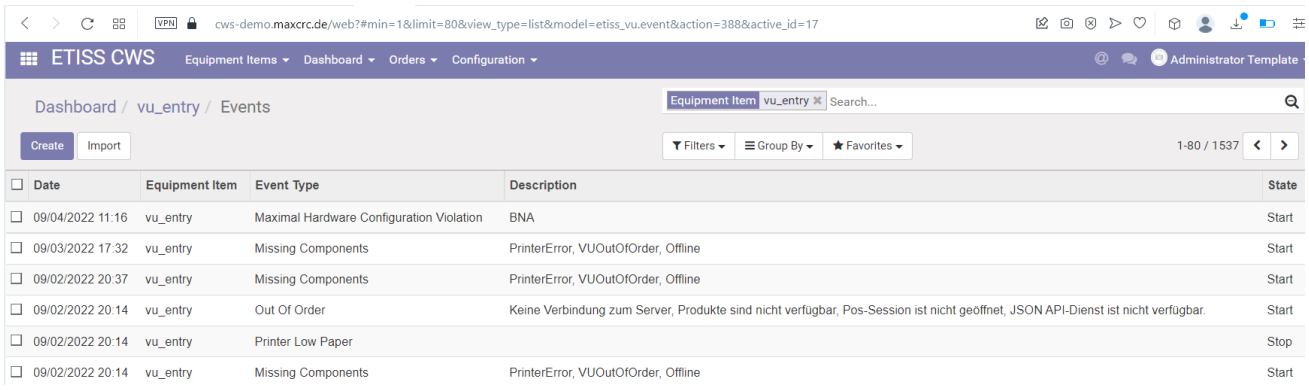


Events button

This button shows the complete history of events that happened on the particular VU.

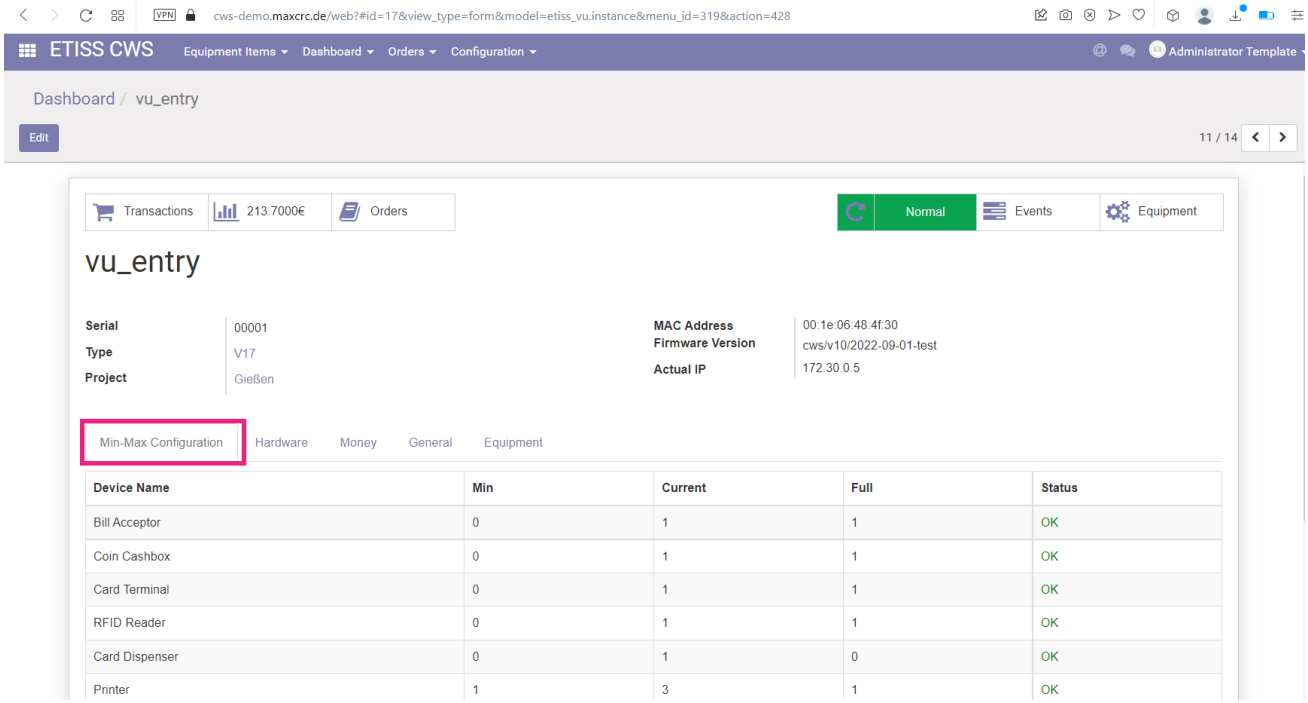


If, for example, some error has a recurring character, you can find it in the list and see detailed information about it and when it happened before.



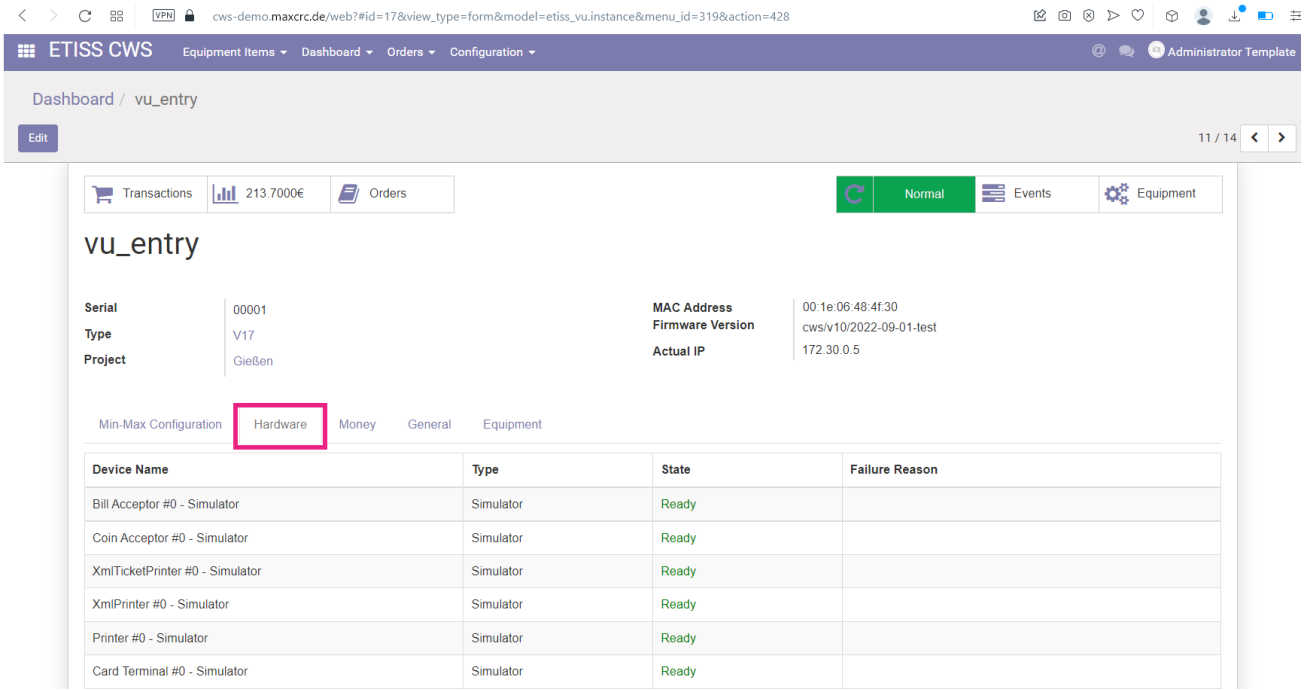
Min-Max configuration tab

This tab shows the minimal, current, and maximal amount of the equipment that can be installed on VU.



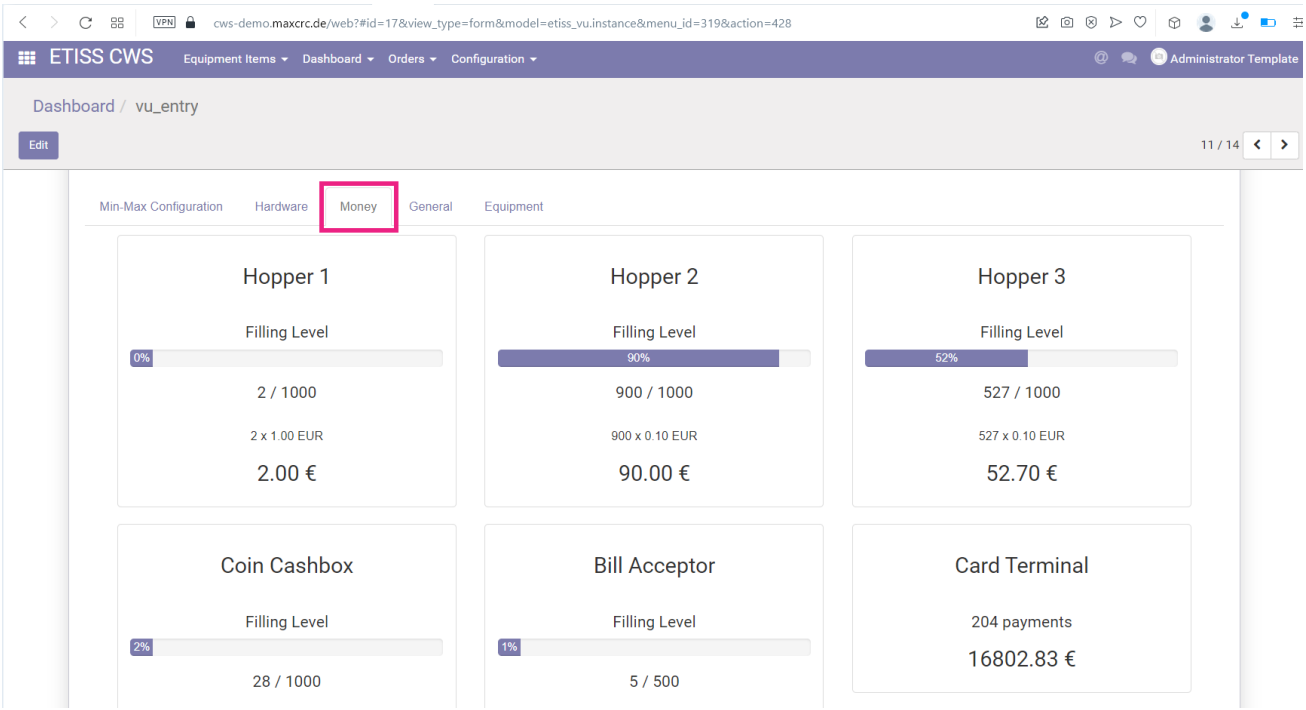
Each line represents a group of devices. For example, line **Hopper - | 1 | 3 | 3 |** says that in order to operate properly, this system needs minimum 1 hopper installed. Currently it has 3 hoppers and the maximum amount of hoppers it supports - 3. To the right you can also see a coulumn which shows the current state of the device.

Hardware tab



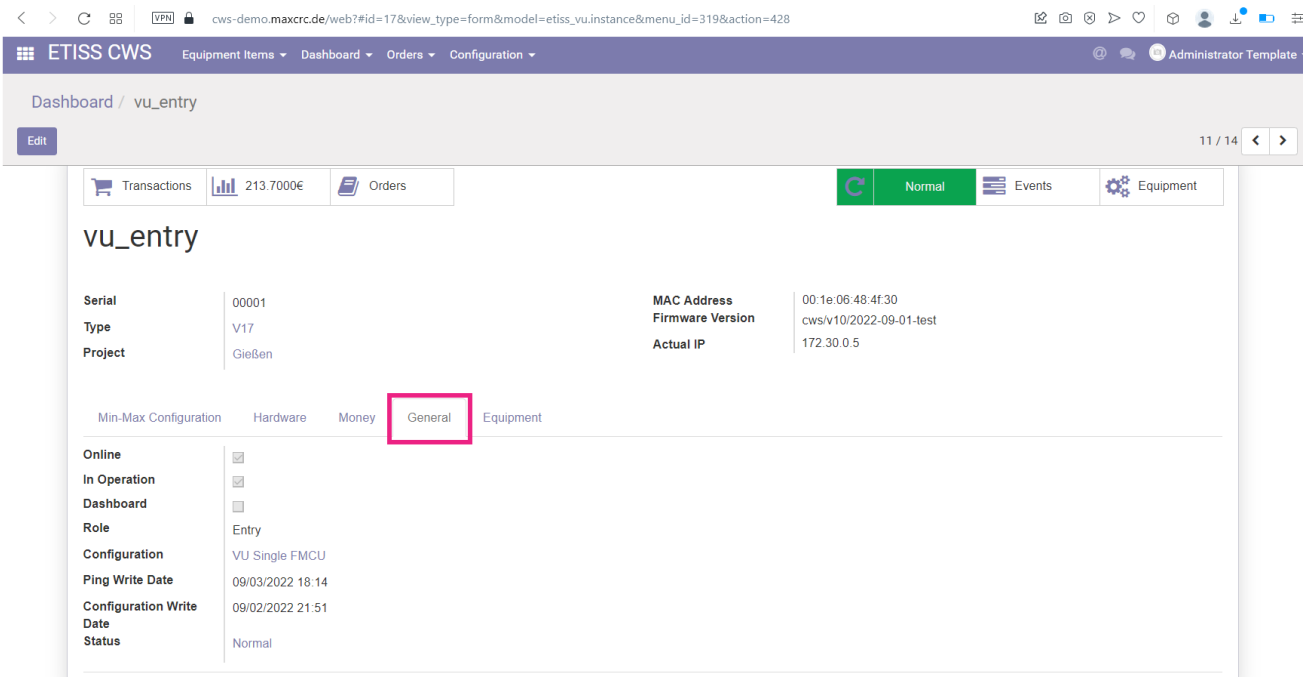
This tab shows the list of available hardware devices each on a separate line. Here you can see whether the given device is a simulator or a real device, state of each device and failure reason in case something happens with it.

Money tab



On this tab you can see the state of money devices that deal with money directly, such as Hoppers, Coin Cashboxes, Bill Acceptors, Card Terminal. Each box represents a device. Here you can monitor filling levels, limits, and money denominations that are accepted by each device. From this tab you can't change anything, just see the current state of each device.

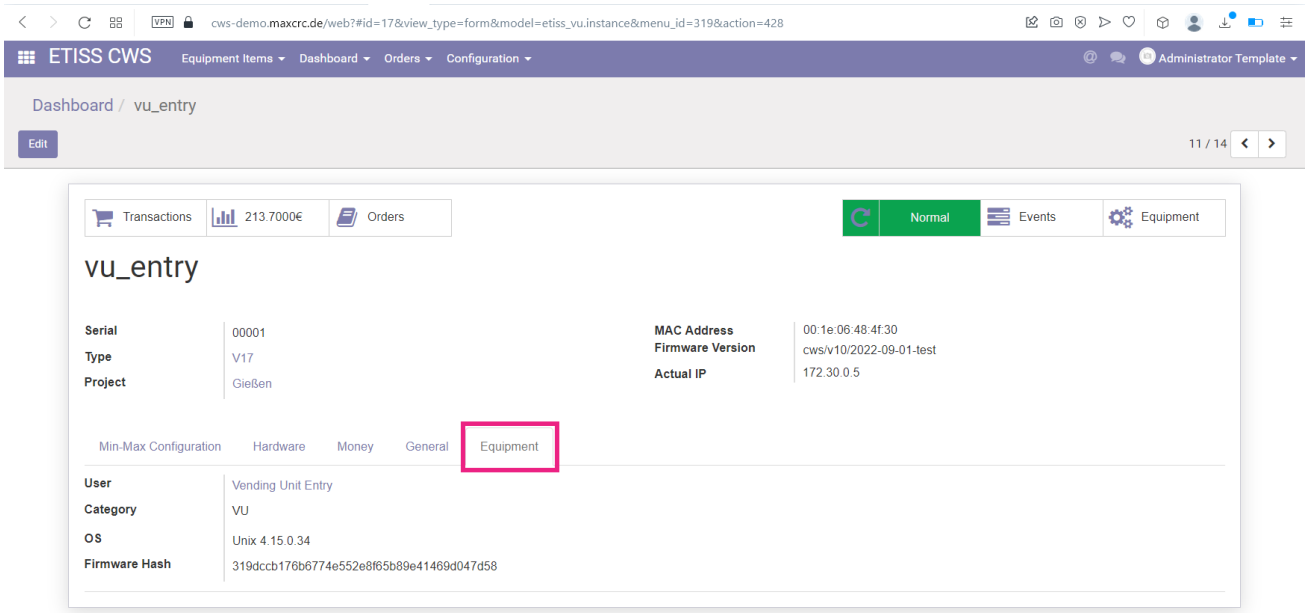
General tab



On this tab you can see general information about the given Vending Unit such as:

- **Online**: Current network status of the VU (Online/Offline)
- **In Operation**: Currently this parameter is not user. Left here for compatibility
- **Dashboard**: If checked, creates a dasboard when VU is created
- **Role**: This determines whether this vending unit is located at an entrance or exit respectively (Entry/Exit)
- **Configuration**: A VU configuration
- **Ping Write Date**: The last time when VU sent ping to the Odoo server
- **Configuration Write Date**: The last time when VU configuration has been changed
- **Status**: Current status of the VU

Equipment tab

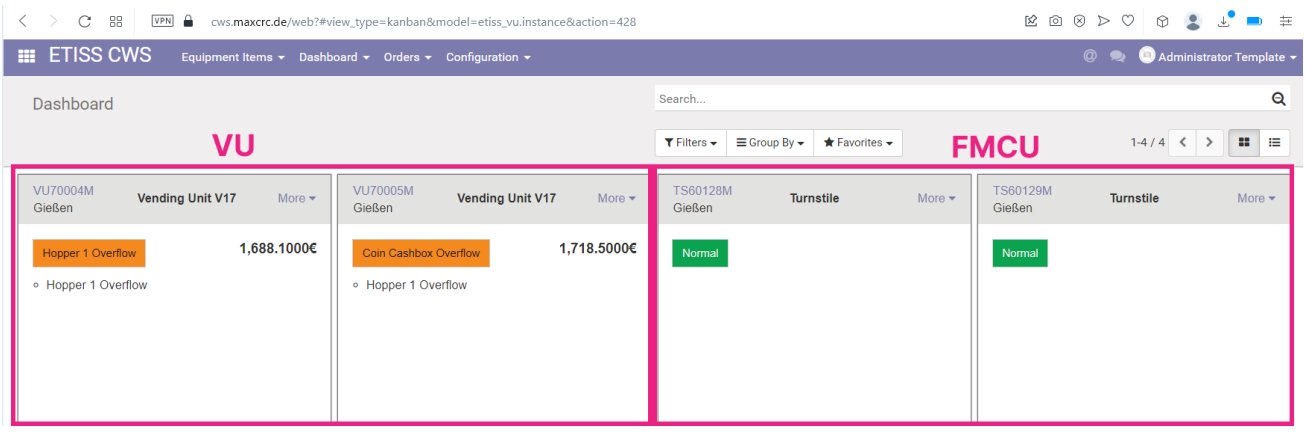


This tab shows equipment-related information such as:

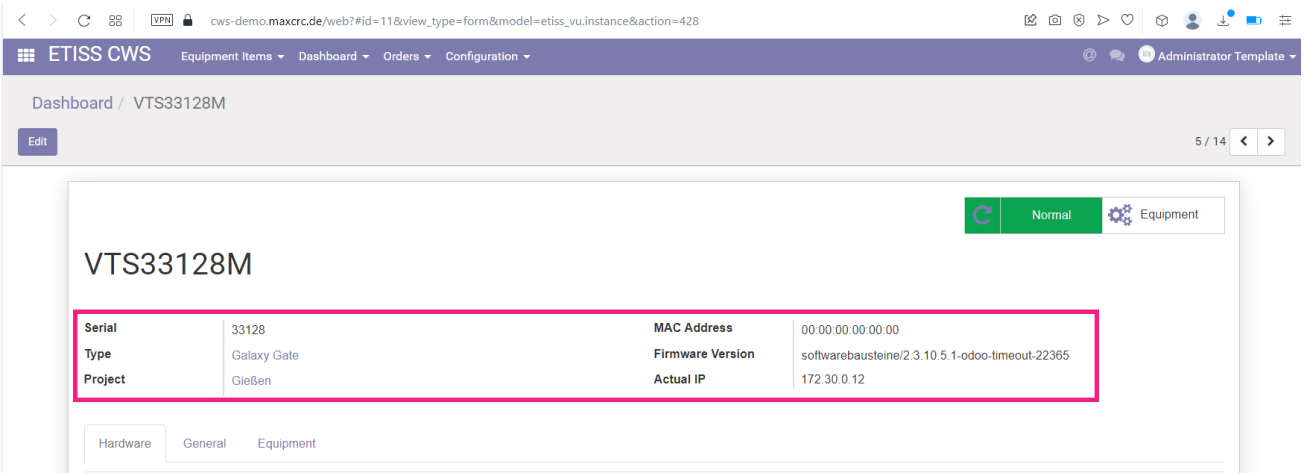
- **User**: A related user that is used for VU authentication
- **Category**: The device category. Can be a VU or a Turnstile
- **OS**: Operation System of the device
- **Firmware Hash**: The hash of the sofware version that is currently installed on the device

FMCU TABS AND PROPERTIES

Unlike VU, FMCU has different set of tabs and additional button. They're typically named as **TS...** which means (turnstile).



When you click on FMCU from the dashboard, you'll see a tabbed page with it's detailed properties. At first you'll see the most common properties of the VU such as:

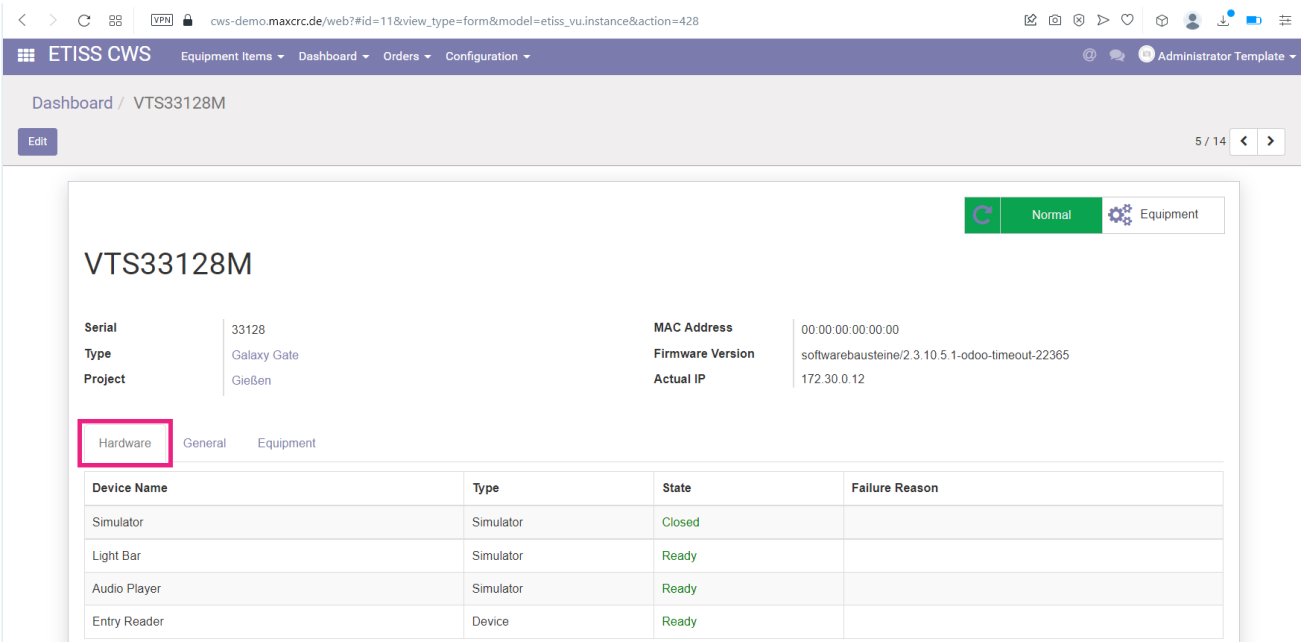


- **Serial**: FMCU serial number
- **Type**: The FMCU type. There are number of various FMCU types such as Turnstile...
- **Project**: Project to which this FMCU is assigned
- **MAC Address**: MAC address of the FMCU
- **Firmware version**: This shows the current firmware version of the device
- **Actual IP**: If the device has a real network IP address, it will be displayed here

When you open FMCU properties, you'll notice that it has less tabs than VU. It has only the following tabs: **Hardware**, **General** and **Equipment**. Below is a description of each of these tabs.

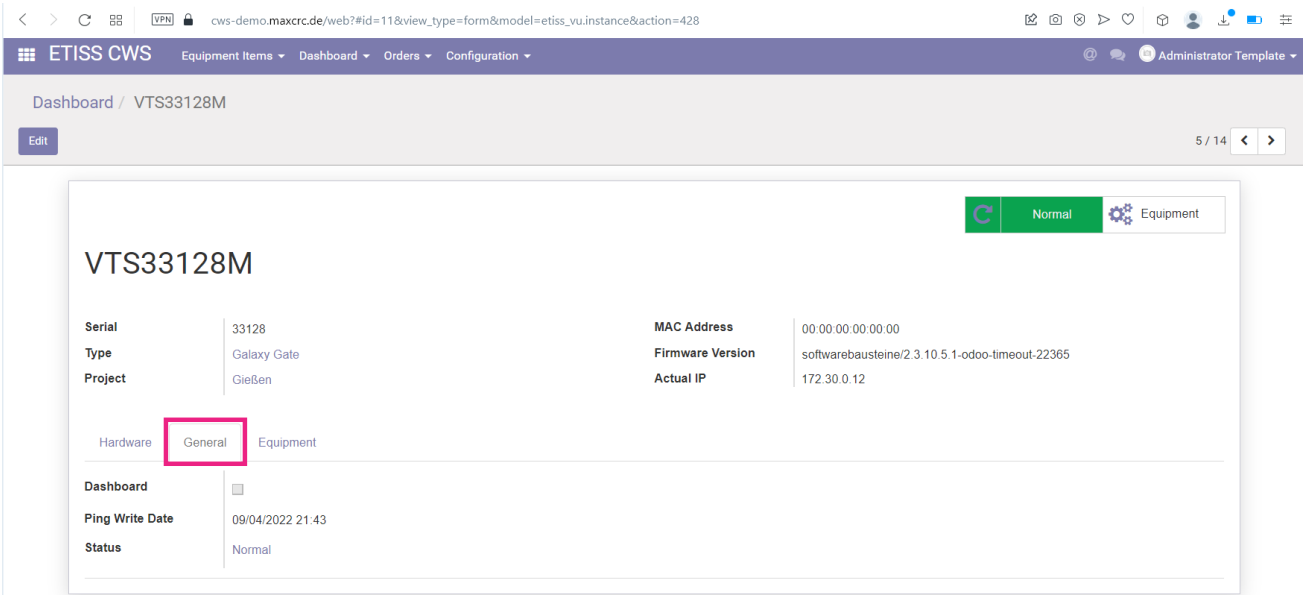
Hardware FMCU tab

This tab lists hardware devices that are installed on the FMCU. Here you can see whether the given device is a simulator or a real device, state of each device and failure reason in case something happens with it.



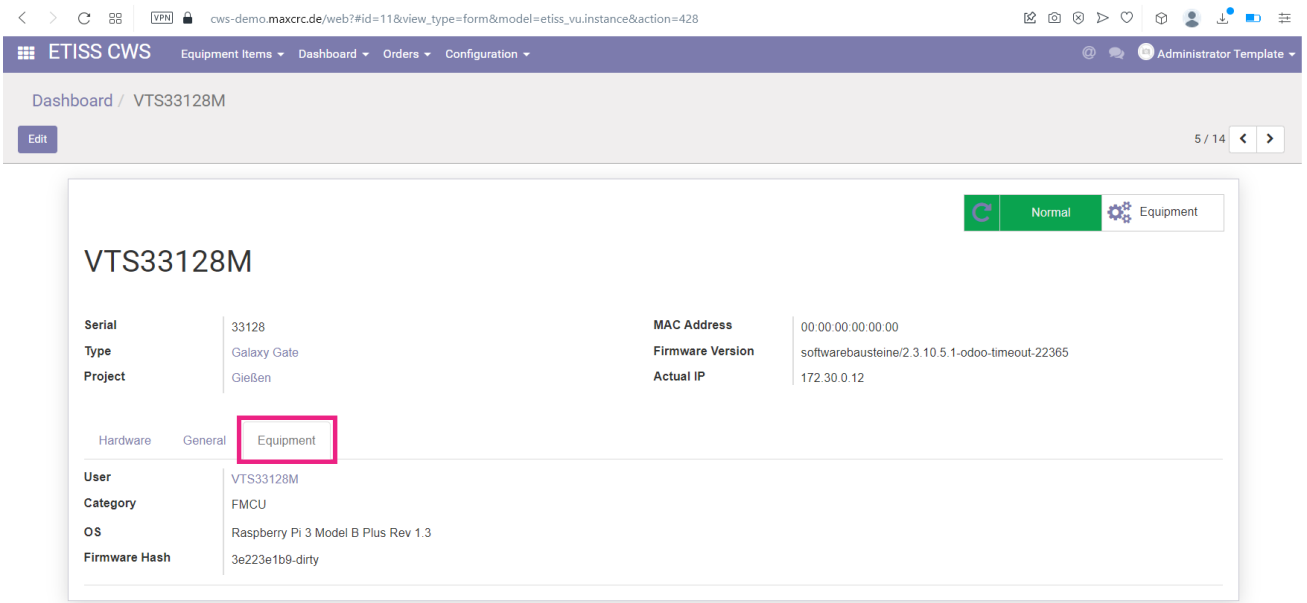
General FMCU tab

On this tab, same as on VU's tab you can see general device parameters such as **Status** and **Ping write date**.



- **Dashboard**: If checked, creates a dasboard when FMCU is created
- **Status**: Current status of the FMCU
- **Ping write date**: The last time when FMCU sent ping to the Odoo server

Equipment FMCU tab

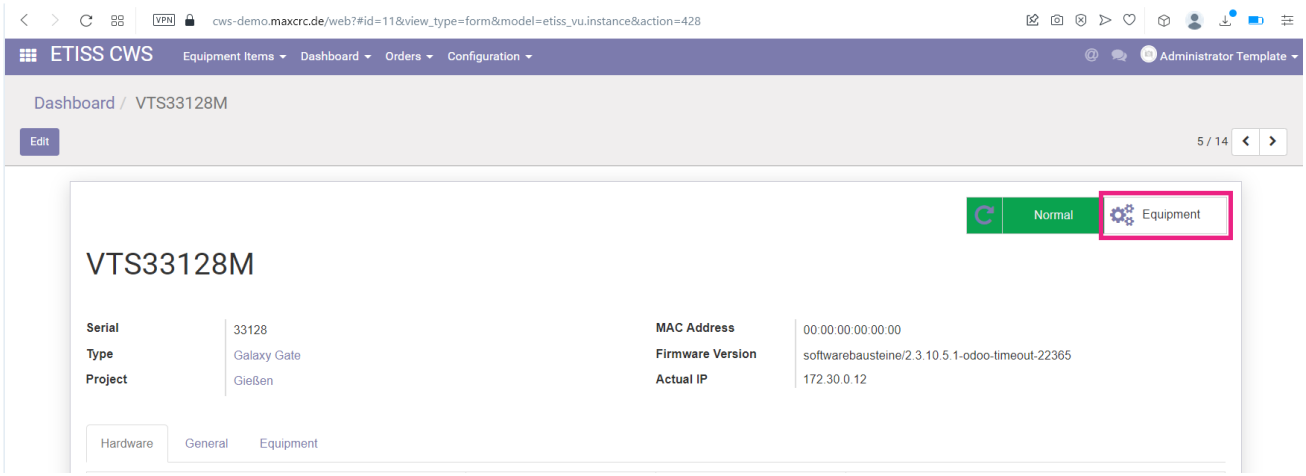


This tab shows equipment-related information of FMCU such as:

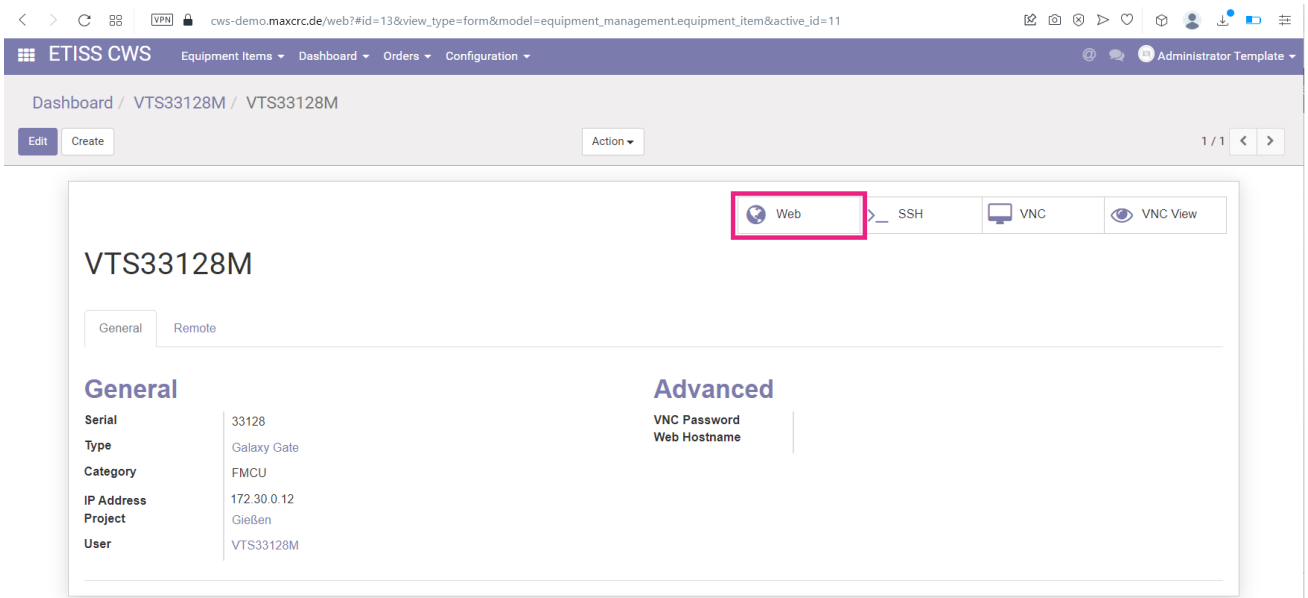
- **User**: A related user that is used for FMCU authentication
- **Category**: The device category. Can be a VU or a FMCU
- **OS**: Operation System of the device
- **Firmaware hash**: The hash of the sofware version that is currently installed on the device

Equipment FMCU button

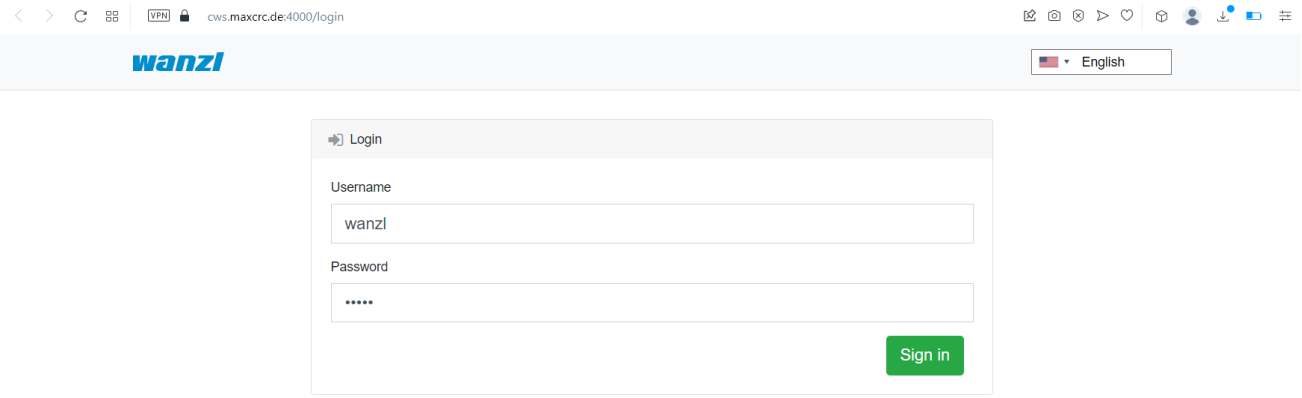
To work with the device remotely you can press **Equipment** button.



This button has all basic functionality as for VU, but additionally it has a **Web** button.

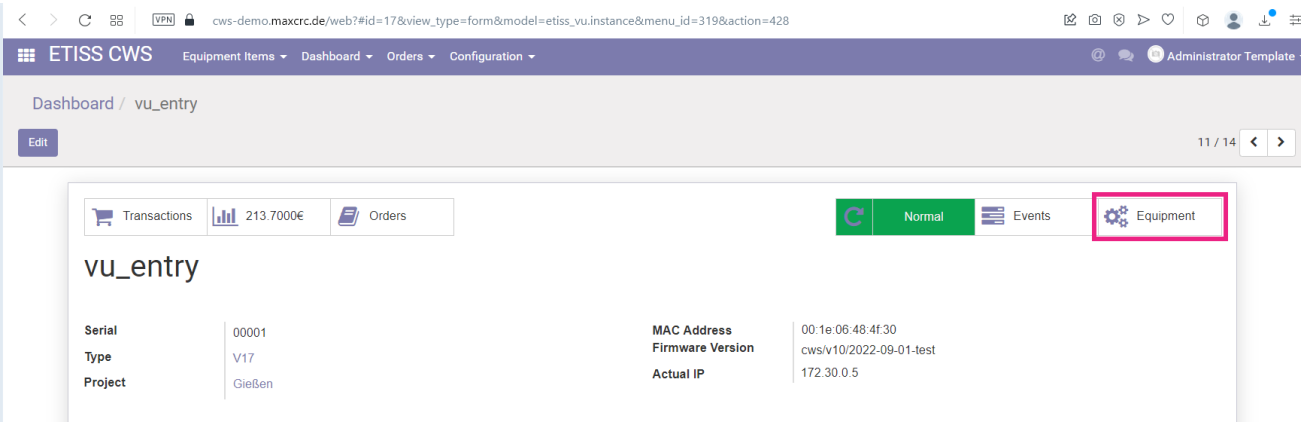


Pressing it will lead you to the login dialog to the FMCU software backend, where you'll be able to set and monitor various aspects of the FMCU software.



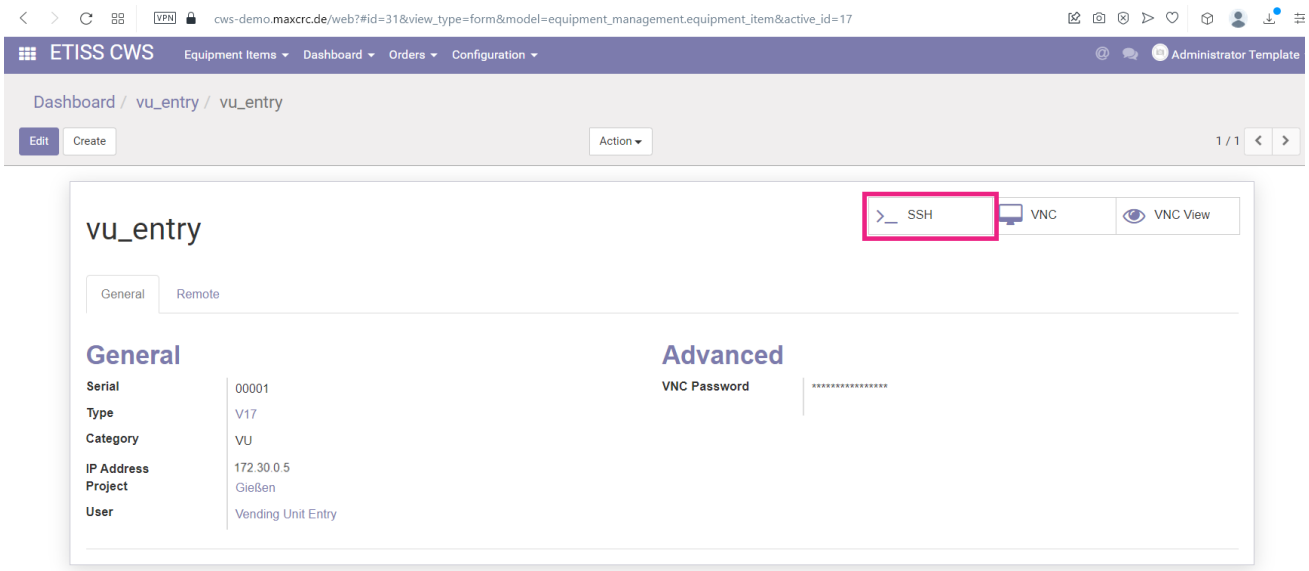
REMOTE MONITORING AND CONTROL

There's a possibility to remotely monitor and access Vending Units listed on dashboard. You can connect to a particular unit via SSH, View or remotely control it with VNC. To do this, click on a Vending Unit and press **Equipment** button at the right side of the screen.



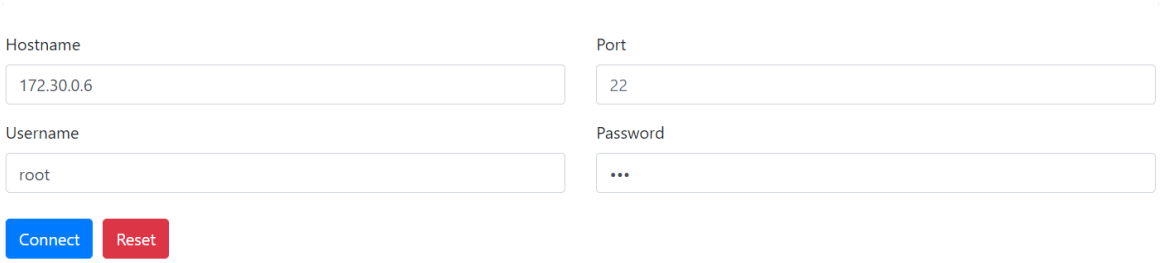
SSH

SSH button allows you to connect to particular Vending Unit using SSH protocol.

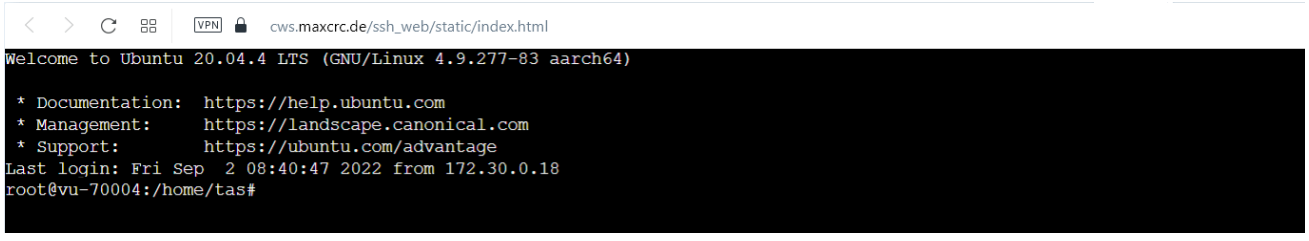


After you press this button, you'll need to enter the following parameters and press **Connect**:

- **Hostname**: IP address or domain name of the Vending Unit to which you're connecting
- **Port**: SSH port
- **Username**: A user that's used for SSH connections
- **Password**: User's password

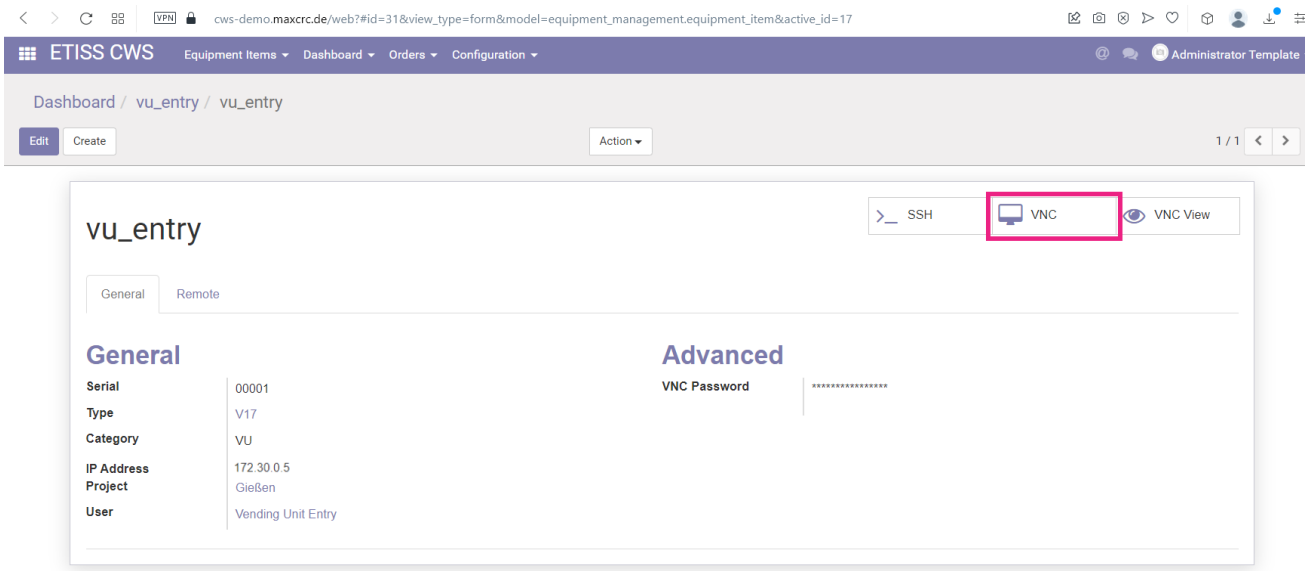


When connection is successfully established, you'll be securely logged in to the Vending Unit via command line.

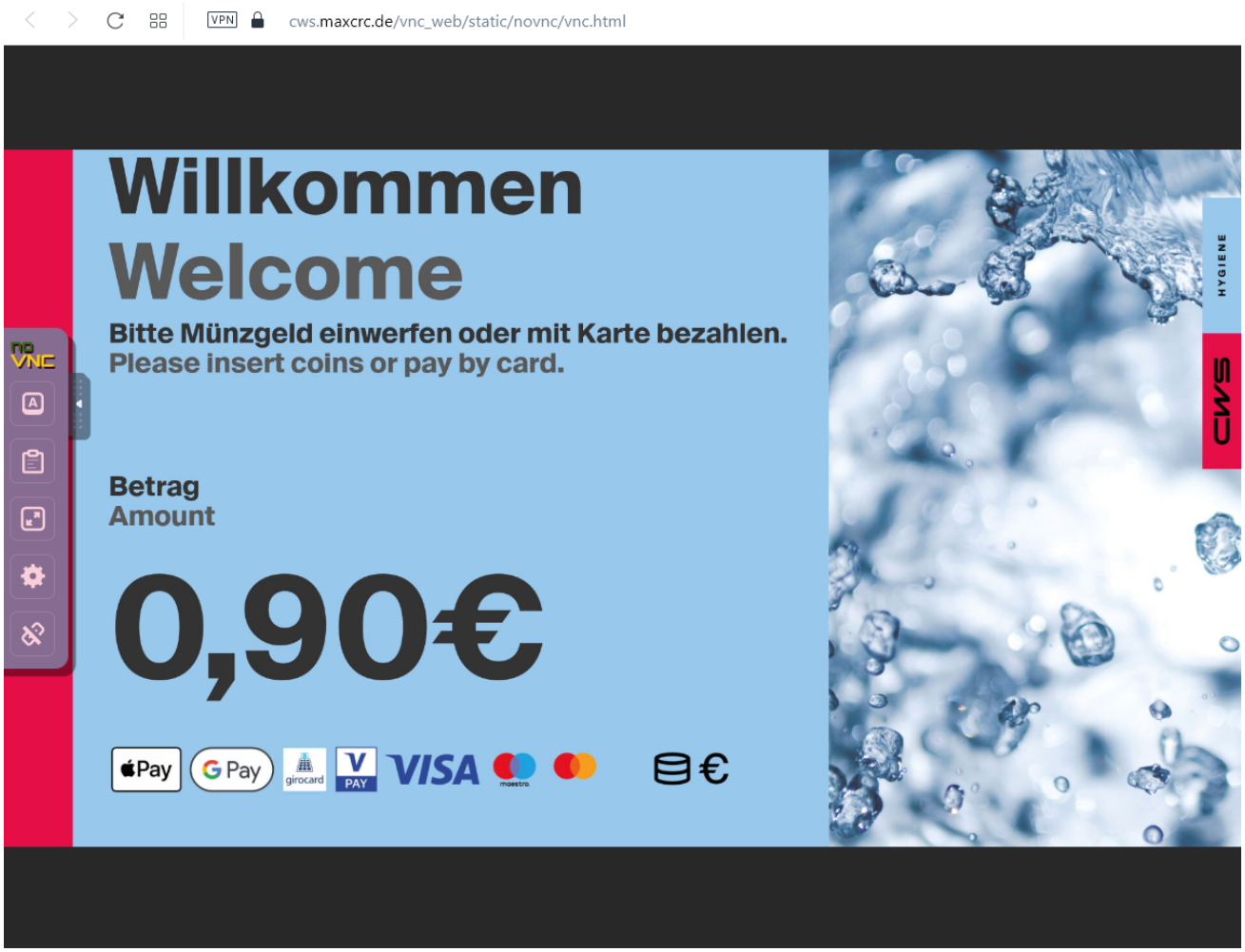


VNC

VNC button allows you to view and control the Vending Unit's screen via VNC protocol interactively. It allows to simulate buttons press, navigation and other aspects of the software.

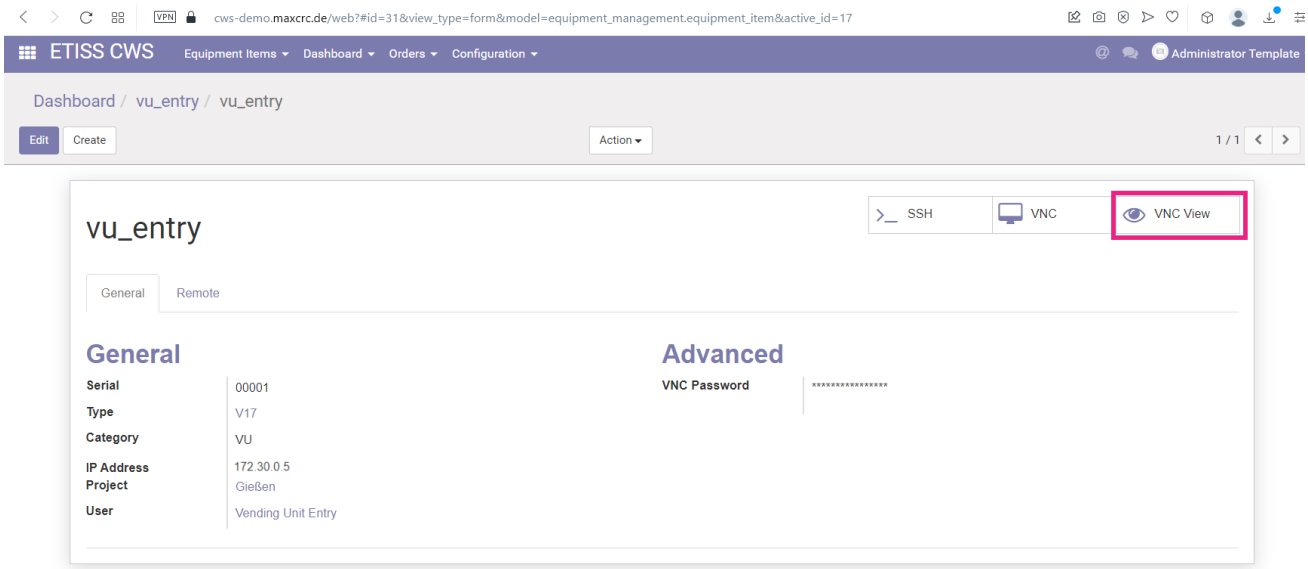


To do this, typically you don't need to enter any additional data. Just press the button and you'll see VU's screen in a separate browser tab. After that you can perform necessarry operations.



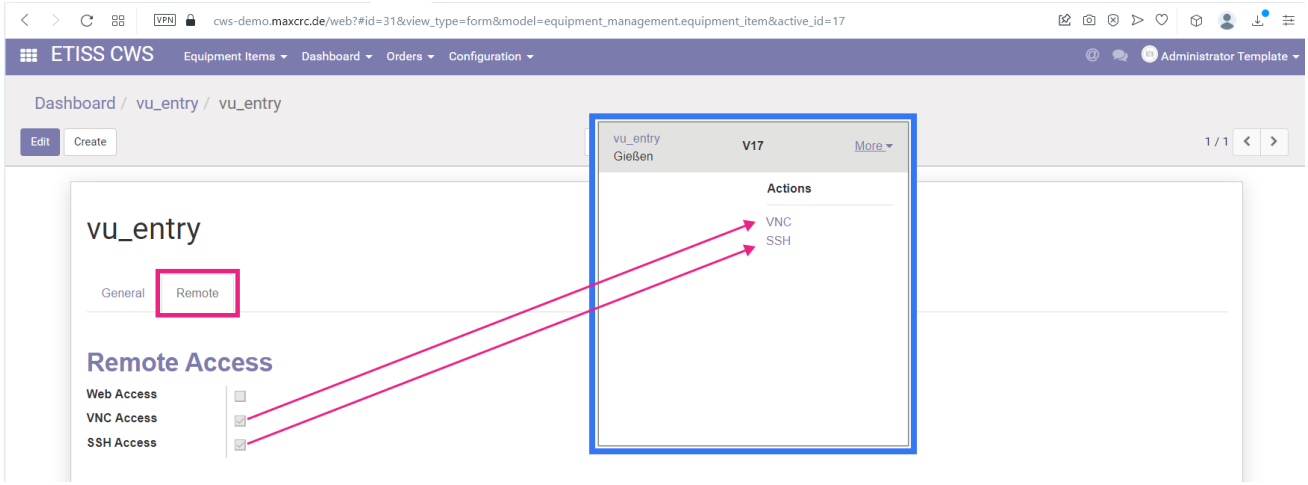
VNC View

This is basically the same as VNC only in view-only mode. You won't be able to simulate navigation or press any buttons. Use this if you want to safely observe what's happening on the VU's screen.



Remote tab

On this tab you can control which remote control buttons are displayed on the VU instance block.



USER MANAGEMENT

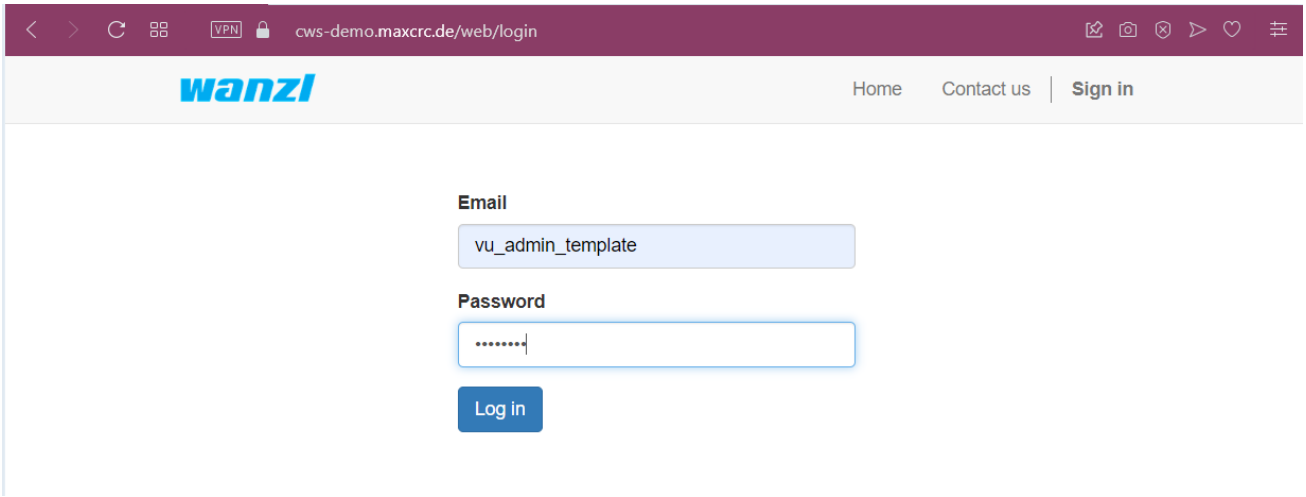
Available access levels

The system has 3 access levels:

- **Cashier - vu_cashier_template**: Works with money, has limited access to other funcitons of the system.
- **Service - vu_service_template**: Maintains the equipment and can control it's various aspects.

- **Administrator - vu_admin_template**: Has admin privileges and addess to all functions of Etiss CWS system.

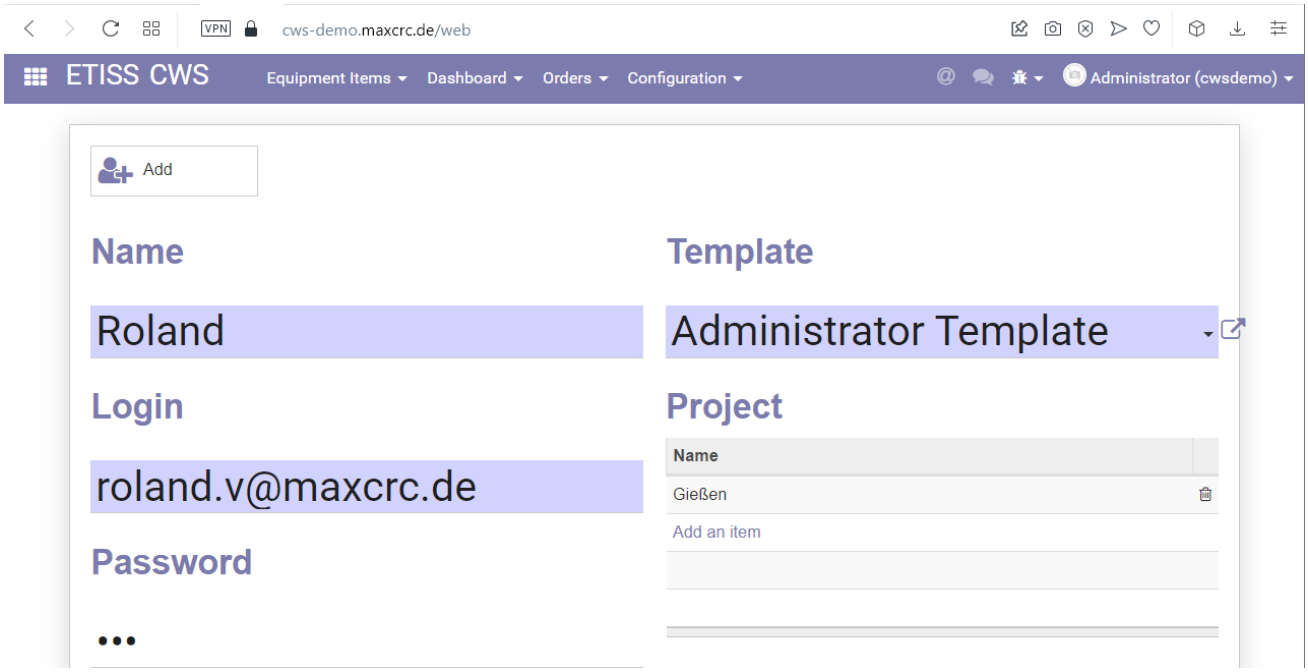
To login into the system using any of these roles, open the login page, enter desired user login (email), eneter password and click **Login**.



Creating a new user

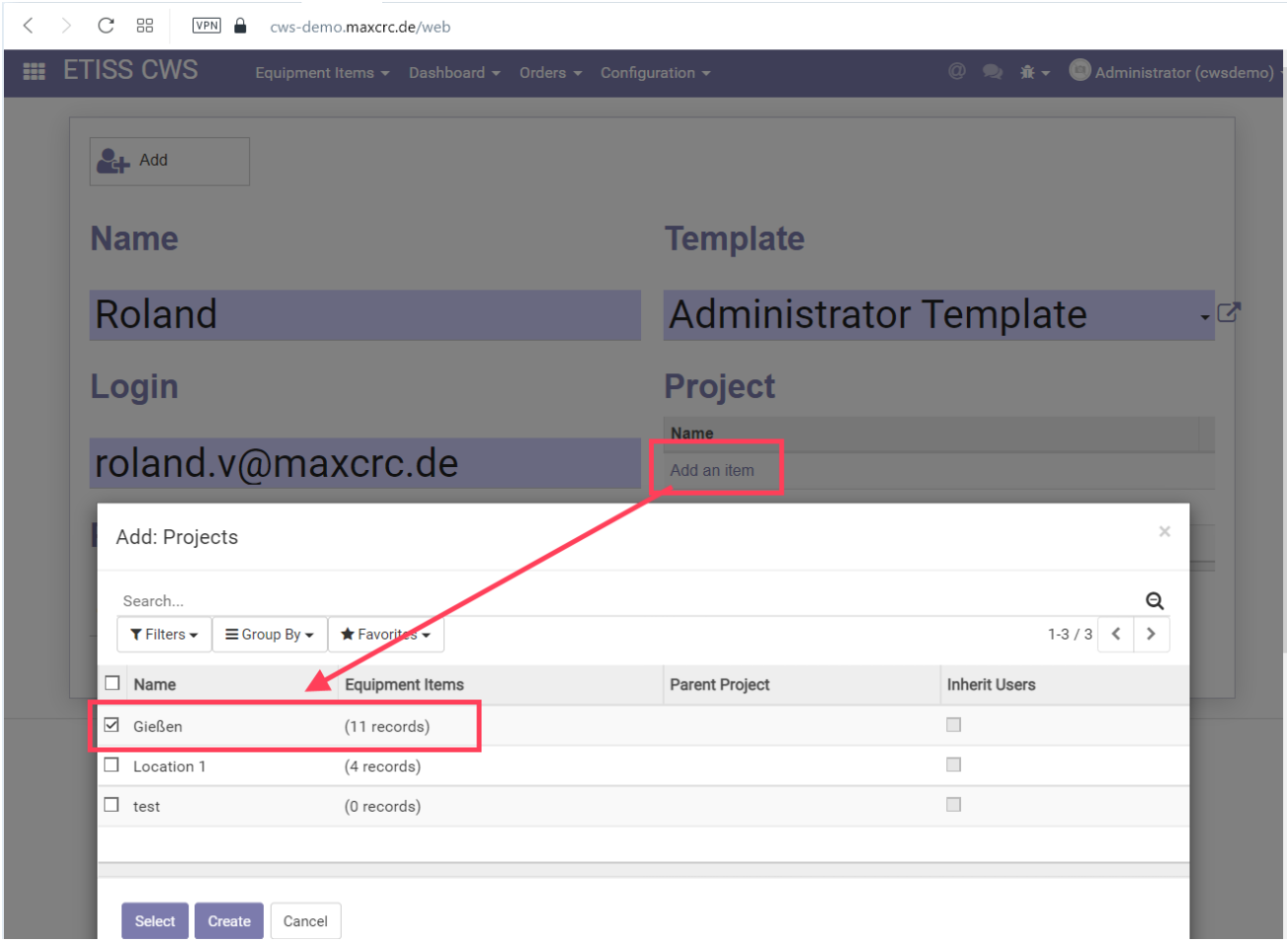
To create a new user navigate to **Etiss CWS** -> **Configuration** -> **Partner registration** menu and fill in following fields:

- **Name**: User's name
- **Login**: A login which is going to be user to log in to the system.
- **Password**: User's password
- **Template**: Access level template (**Cashier template** - only works with money, **Service template** - takes care of the Units, **Administrator template** - Local GOD.)
- **Project**: User will see and be able to work only with equipment items that belong to selected here projects.



Assigning a project to a user

To assign a project while creating a new user, in the **Project** area click **Add item** and select the required project and click **Add** button. If you've already created a user, you can open a project where you'd like to add the user, then select **Users** tab and add a user there.

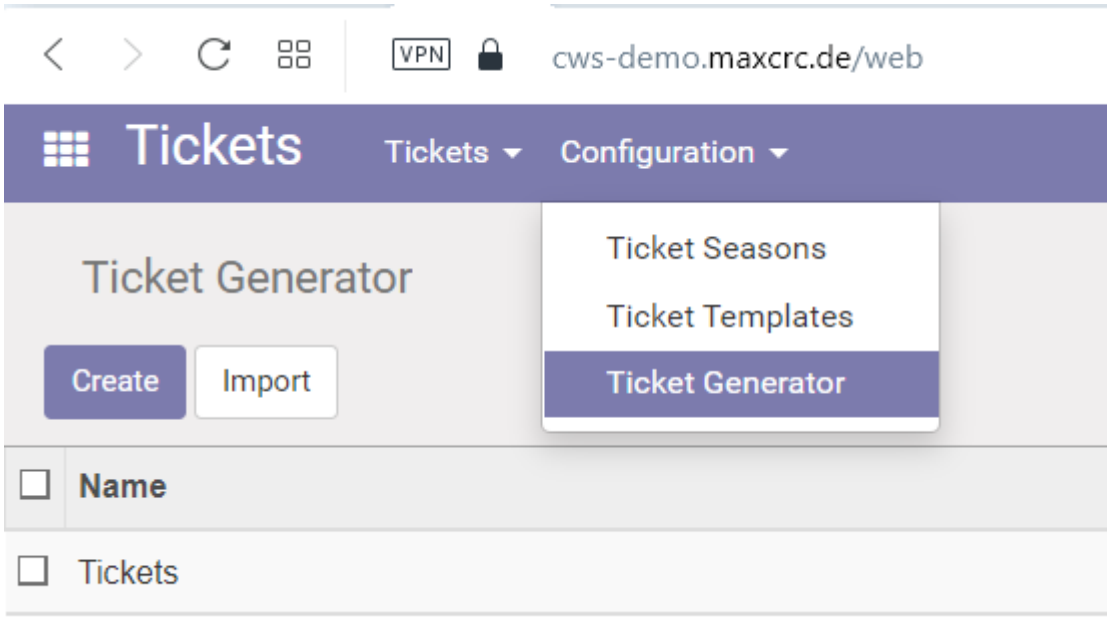


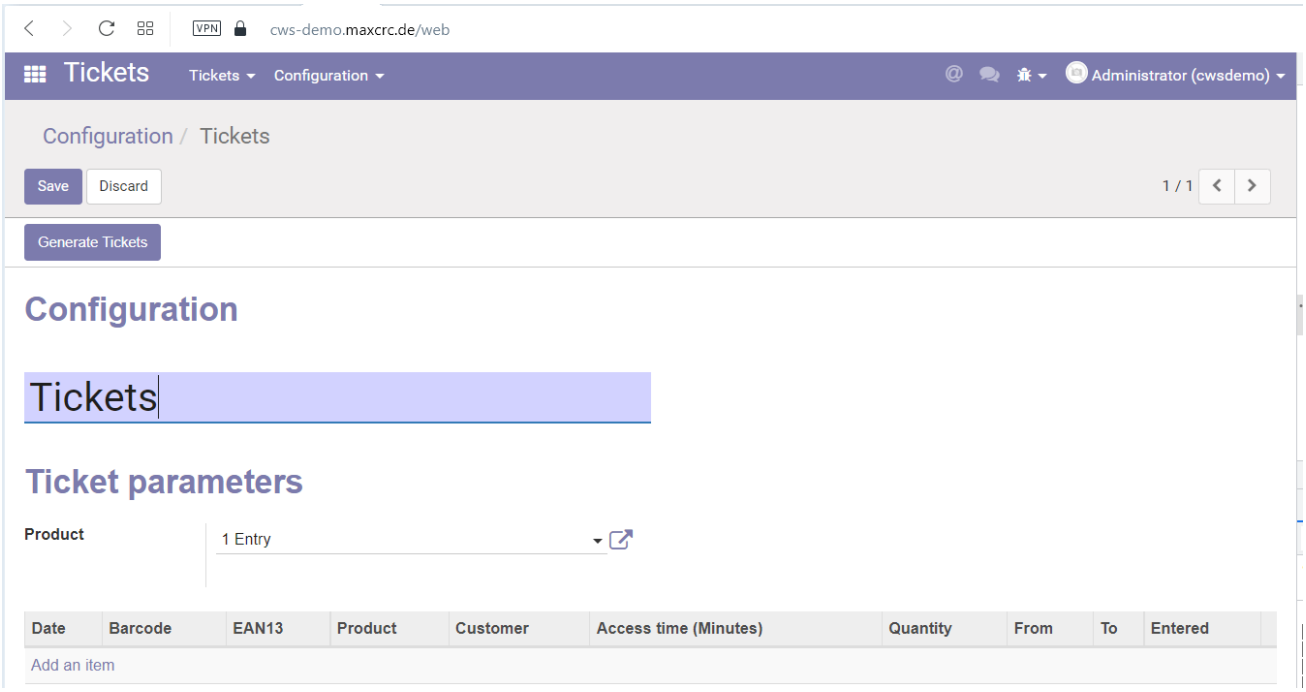
TICKETS

Ticket generator

Ticket generator allows to generat a specified number of tickets and print them out if needed. This feature can be used, for example, in case if you need to create a lot of free tickets and give them to people.

To open ticket generator, navigate to **Main menu** -> **Tickets** -> **Configuration** -> **Ticket generator**

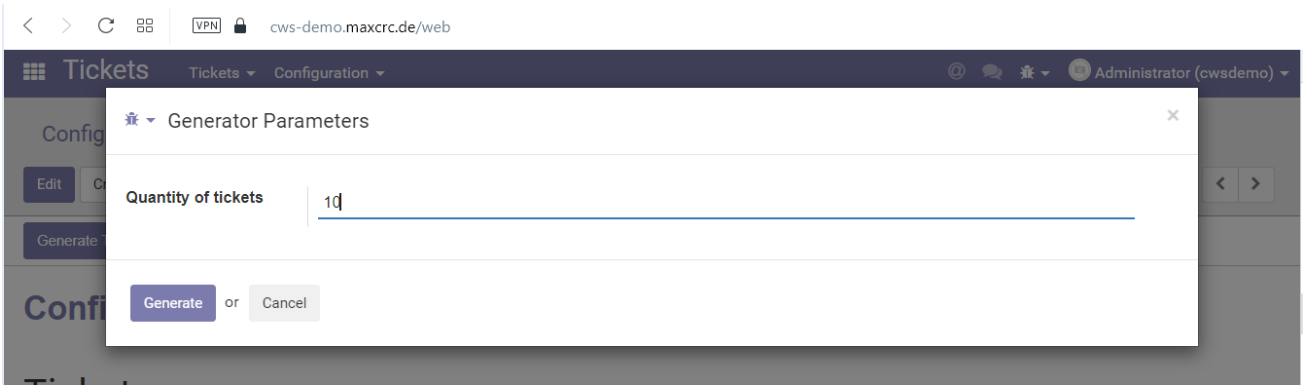




Next, fill in the following fields:

- **Name**: The name of the generated tickets (not printed anywhere, just a display name)
- **Product**: The product based on which tickets will be generated. (Ex: to generate free tickets, you need to select free product here)

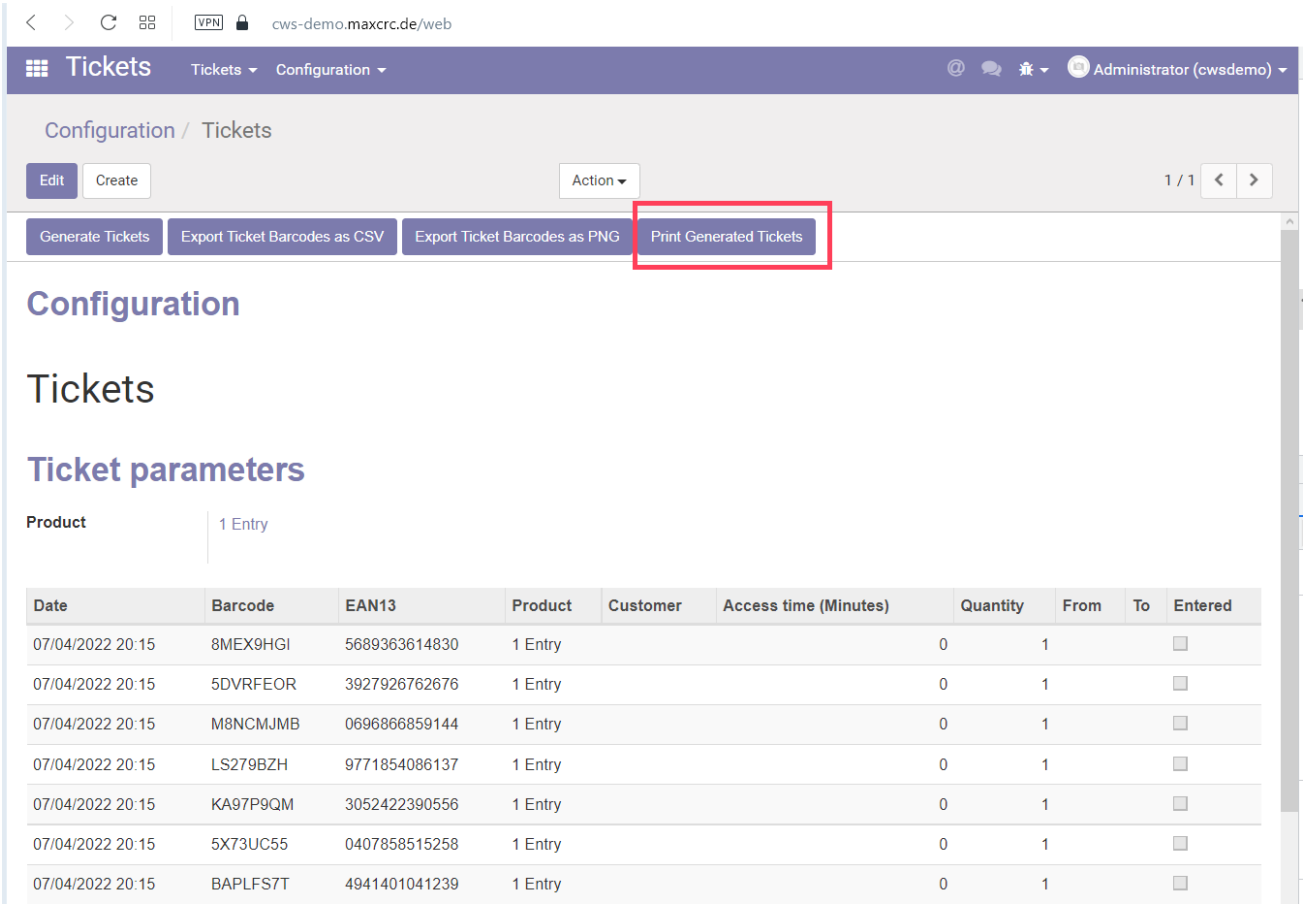
click **Save**, and after that click **Generate tickets** button.



Select the number of tickets to generate and click **Generate**

Printing generated tickets

Once tickets were generated, you can print them out by pressing **Print generated tickets** button.

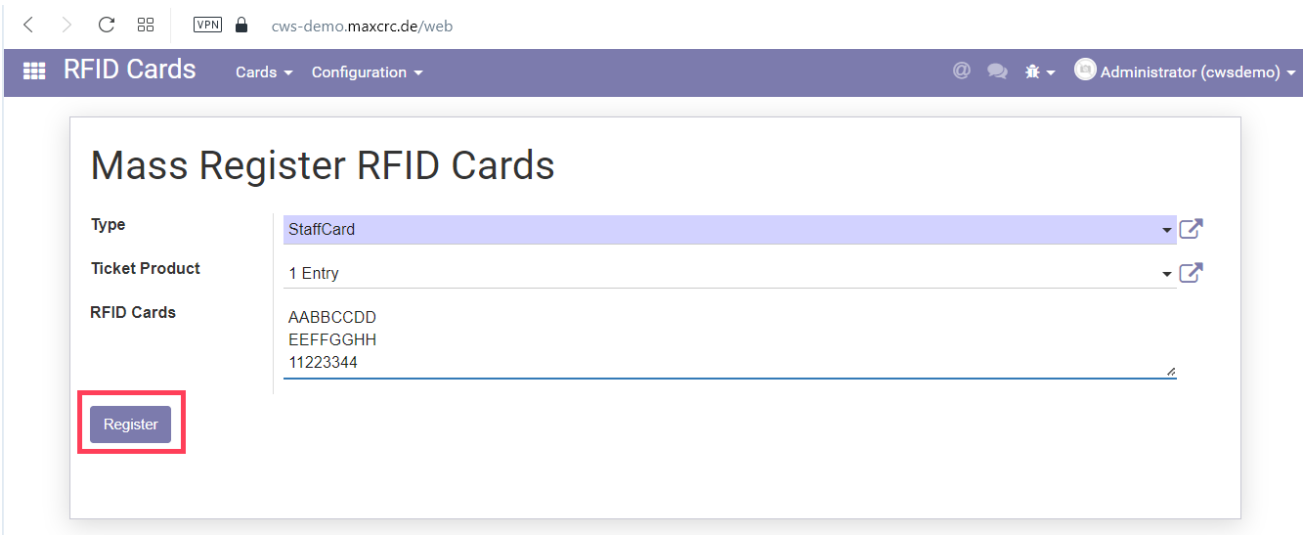


RFID CARDS

RFID cards generator

RFID card generator can be used with reader to mass register RFID cards. An operator scans the card with the reader, these cards then being added to the list of cards separated by the line break, space, comma, or semicolon. And finally, after selecting the card type, these cards then can be registered in the system in one click.

Generating RFID cards



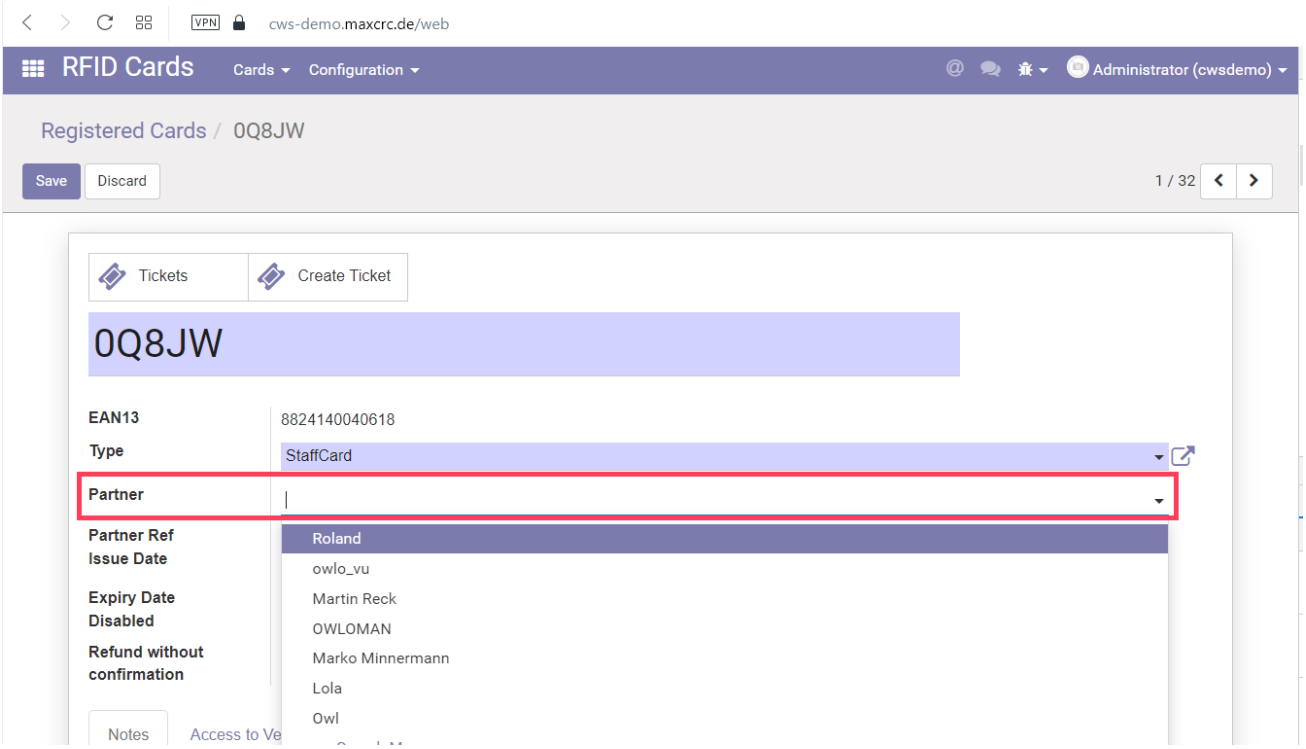
To use RFID cards generator go to **RFID cards** -> **Configuration** -> **Mass register** and fill in the following fields:

- **Type**: The type of RFID card to be registered
- **Ticket product**: The product on which the linked ticket will be based
- **RFID cards**: An array of RFID cards to be registered. These can be obtained from card reader or pasted via clipboard manually. The system understands the following card separation symbols: **line break**, **space**, **comma**, or **semicolon**.

Assigning a partner to generated card

After all necessary cards were successfully generated you can assign a previously created partner to them. This can be done by opening a card and selecting a partner.

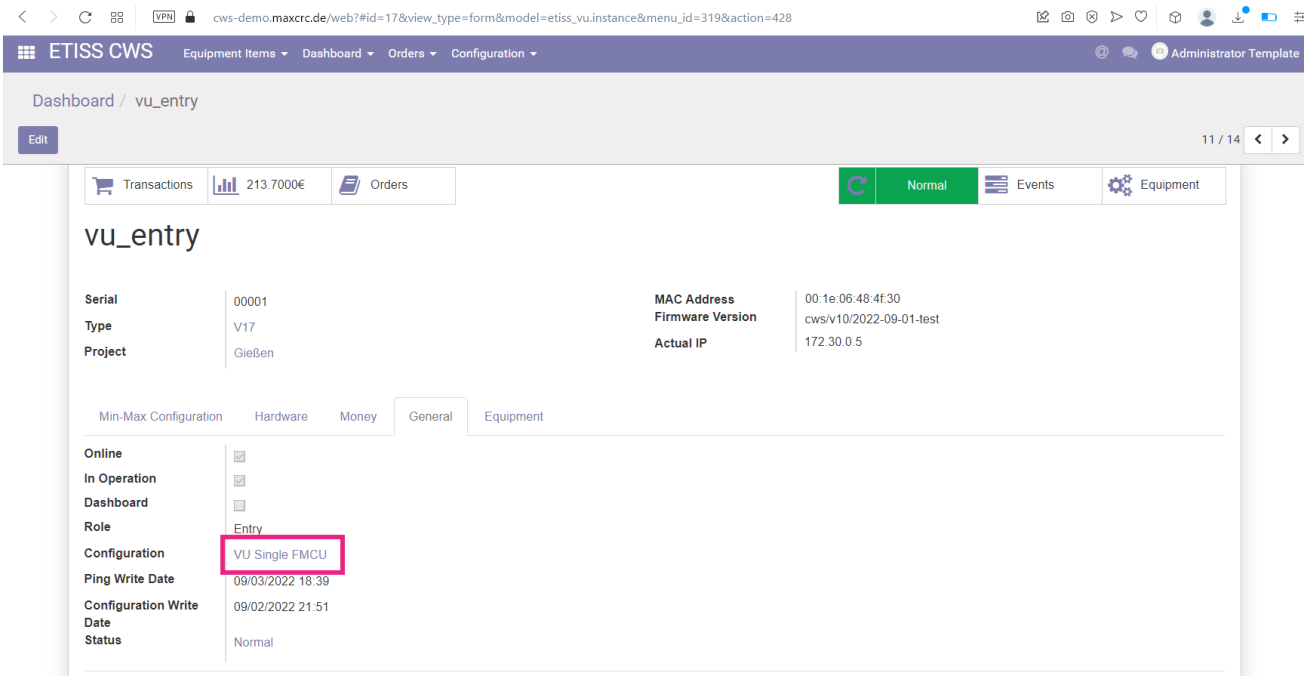
From the menu **RFID cards** -> **Cards** -> **Registered cards** open any card, click **Edit** and in the **Partner** field select desired partner.



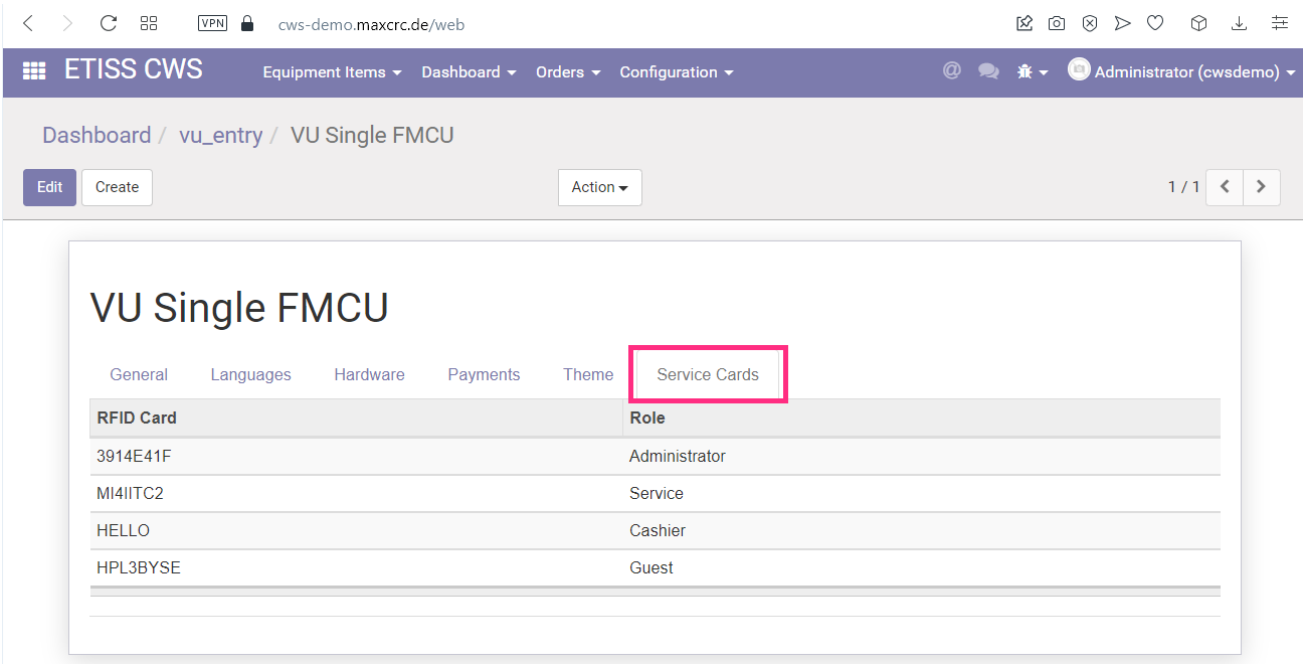
Now this card is associated with a partner.

Assigning a card to Vending Unit

After assigning a partner to a card, this card can be linked to the vending unit with a specified access level. To do this, login as Administrator, find and open a vending unit to which you need to link a card, and click on it's configuration settings. In this case it's **VU Single FMCU** link.



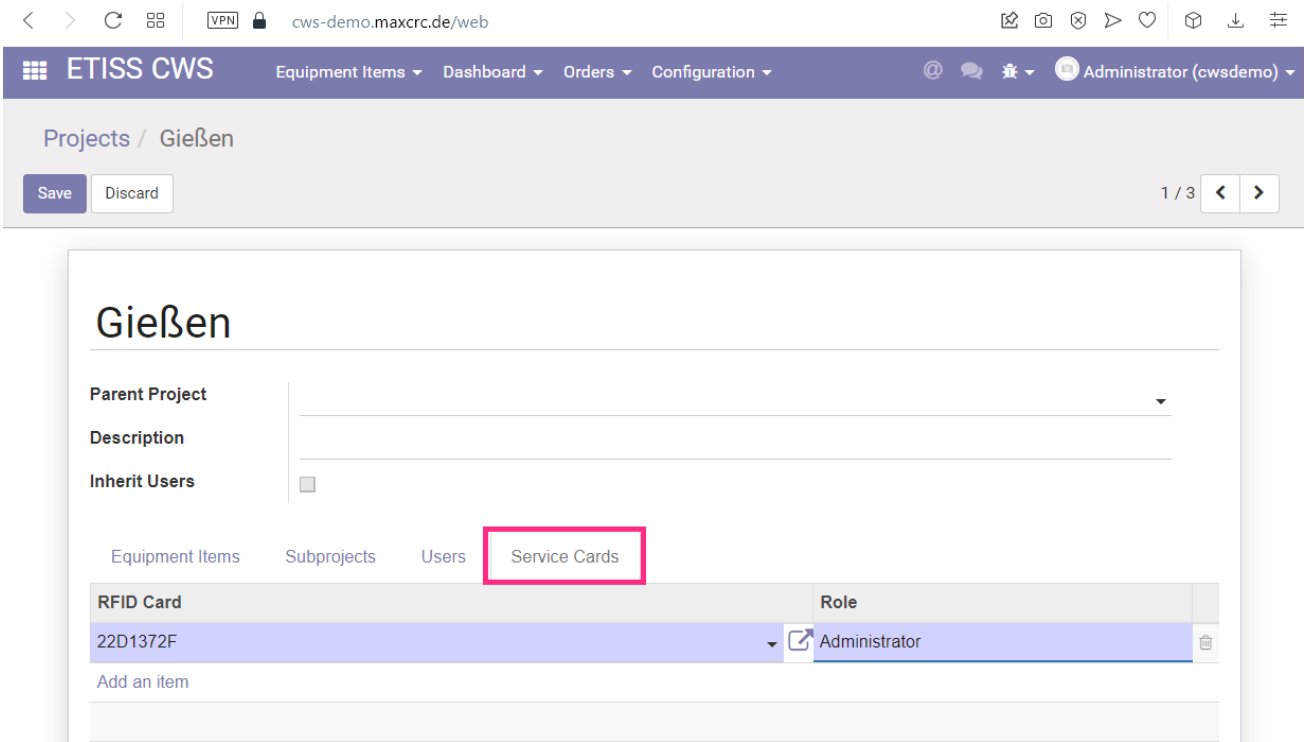
On the **Service cards** tab you can add cards and specify their corresponding access level.



Assigning a card to project

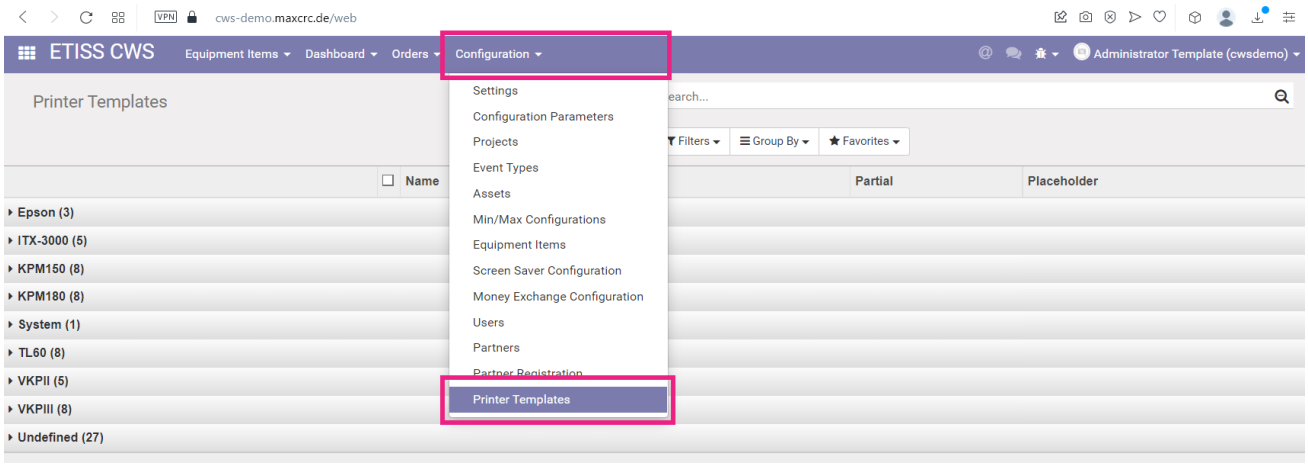
The card also can be linked to a project. But you have to keep in mind that assigning a card to a particular VU configuration has precedence over assigning it to the project.

To assign a card to a project, go to the **Etiss CWS** -> **Configuration** -> **Projects** menu, select a project and on the **Service cards** tab link a card with corresponding access level.



PRINTING TEMPLATES

CWS Administrator has access to and can edit all printing templates for supported printers. To open the list of templates navigate to the **ETISS CWS**/**Configuration**/**Printer templates** menu:

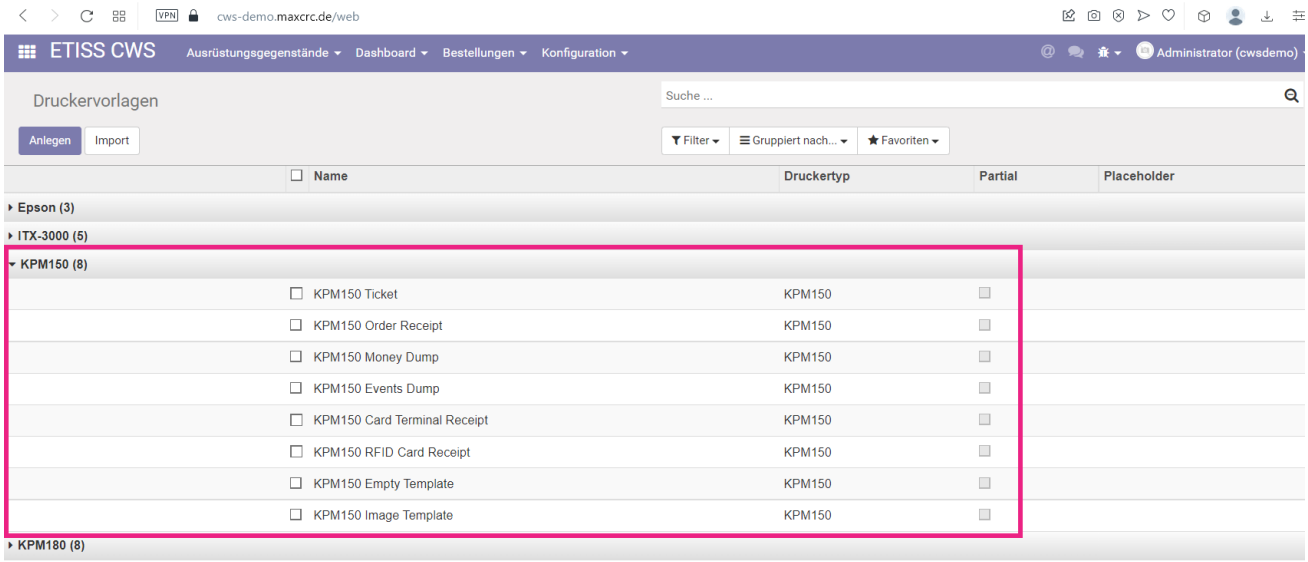


This menu displays all available priniting templates in the system. All templates are groupped by the printer type.

Finding your printer model

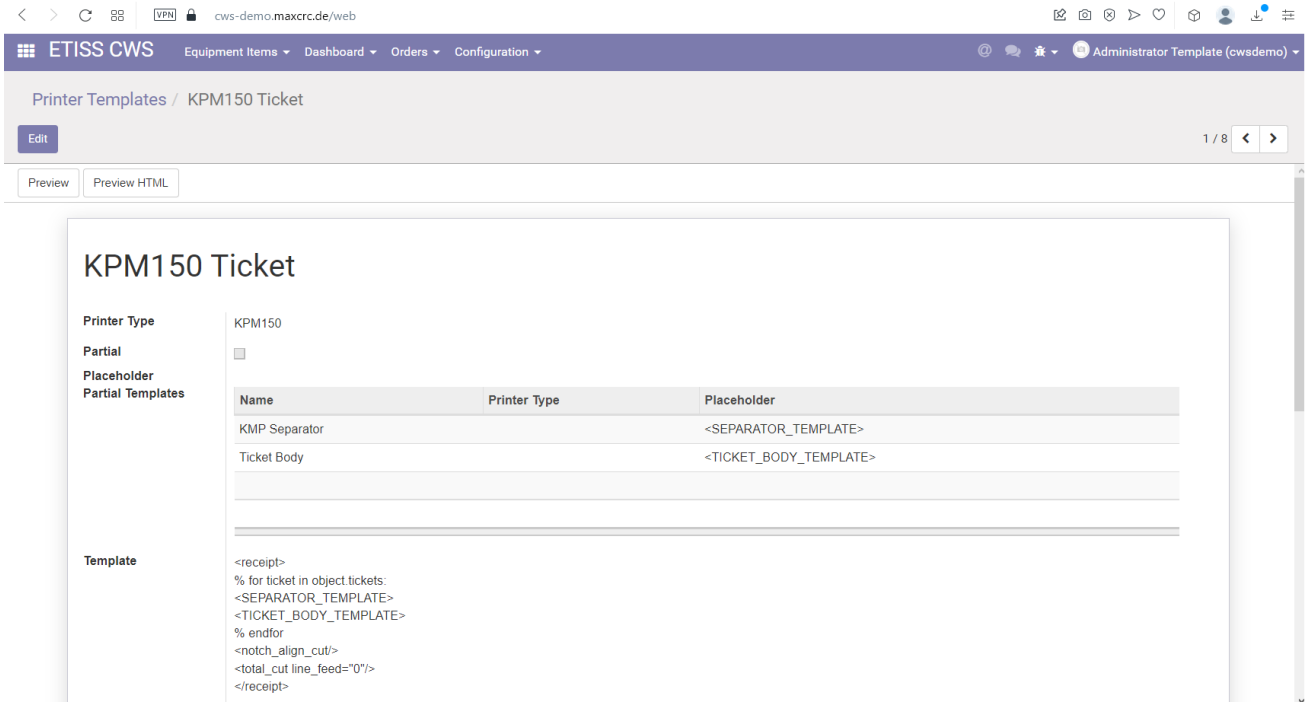
If you need to change something in one of the printing templates, you need to understand which printer model is being used in your Vending Unit. Typically a Vending Unit is assigned one printer model and it can't be changed from backend. So, you need to look at the hardware for finding which printer model is used.

Once you've found out which printer model is used for the particular VU, you can find all printing templates in corresponding section of the template list. For example, if your printer model is **KPM 150**, all reports that you can change are located in **KPM 150** section:



Template structure

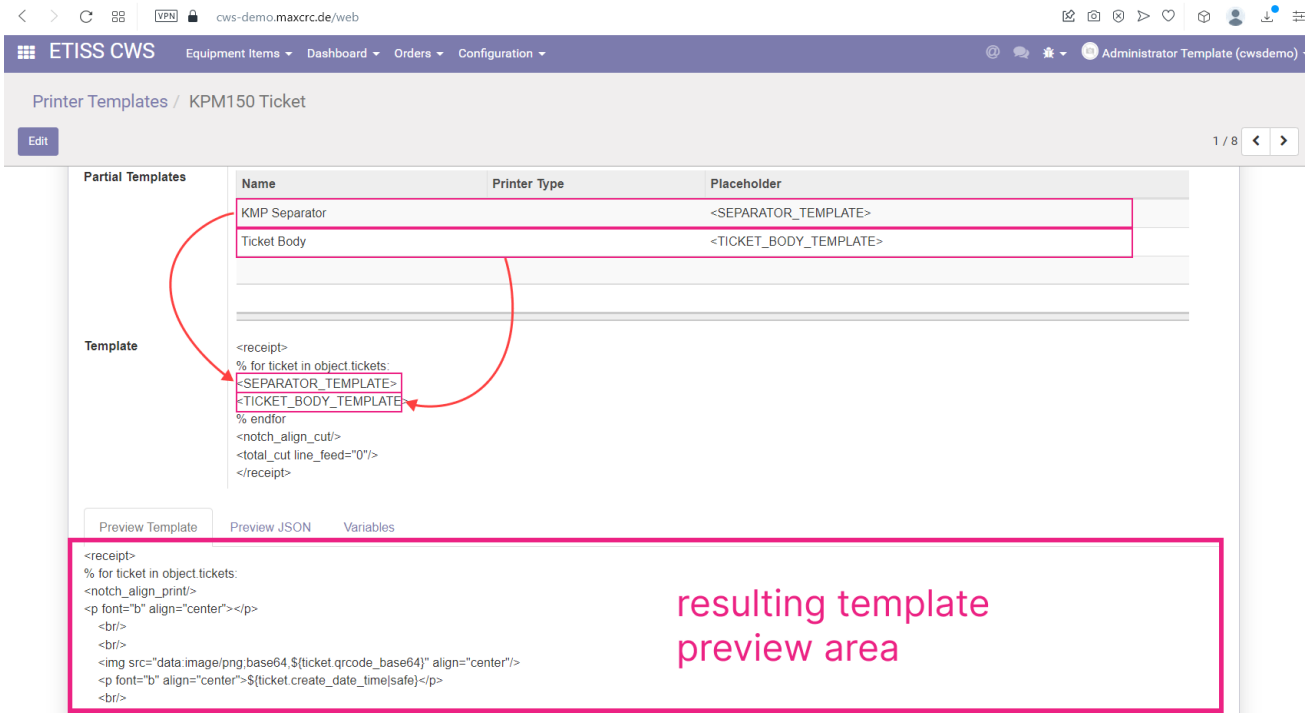
Let's look at the typical printing template. As an example we'll take **KPM 150 Ticket** template. We'll use **KPM 150** printer model throughout this section of documentation.



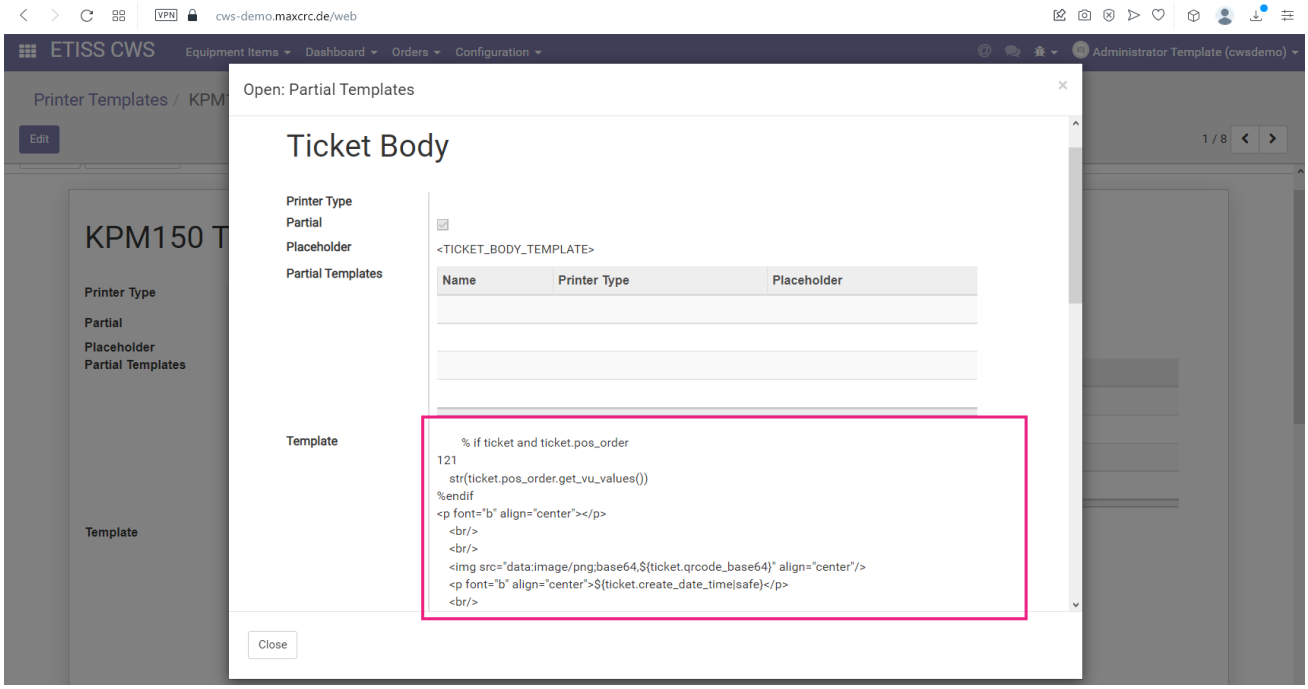
Each template has a set of properties such as:

- **Printer type**: The type of the printer to which this template applies
- **Partial**: This indicates whether this template is a part of another template or not
- **Placeholder**: A string of text that will be used as a placeholder for insertion of this template into another one
- **Partial templates**: A list of another templates which are inserted into current one
- **Template**: The template body

Some of the templates such as **Ticket body** are used in multiple places across different reports because it's a common part of the template.

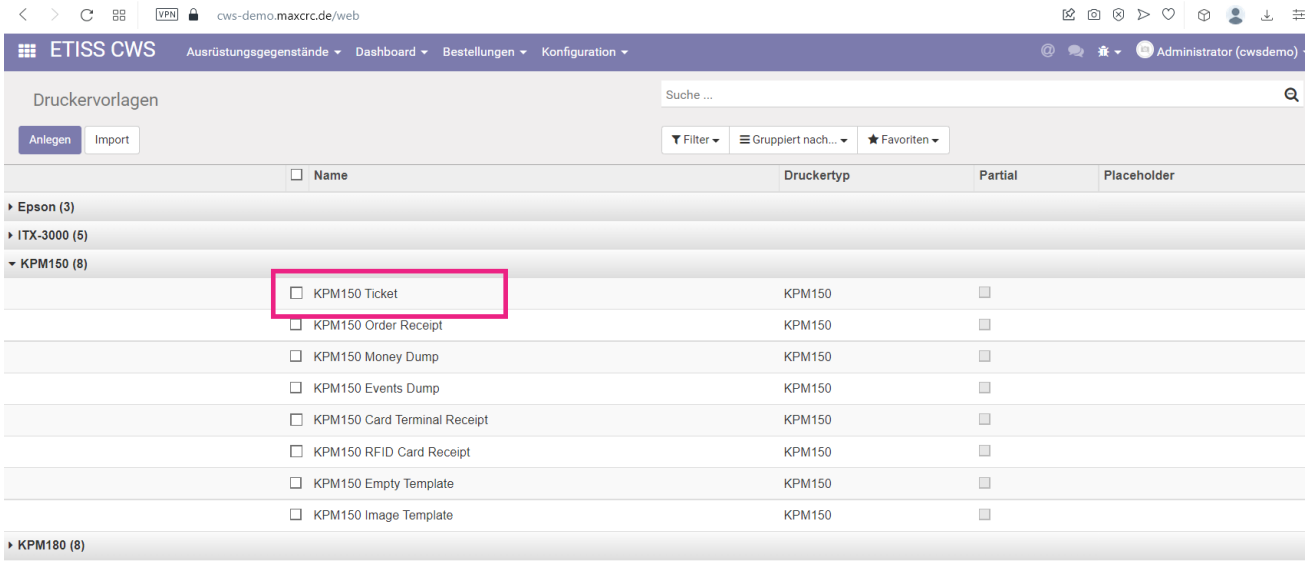


Probably the one template area that's changed most frequently depending on project requirements is ticket body. To change something there, open the ticket body template and in the **Template** area make necessary chages, then save the template - your changes will be applied.



Ticket template

One of the most frequently used templates is a **Ticket template**. It's used for ticket printing during the purchase process.



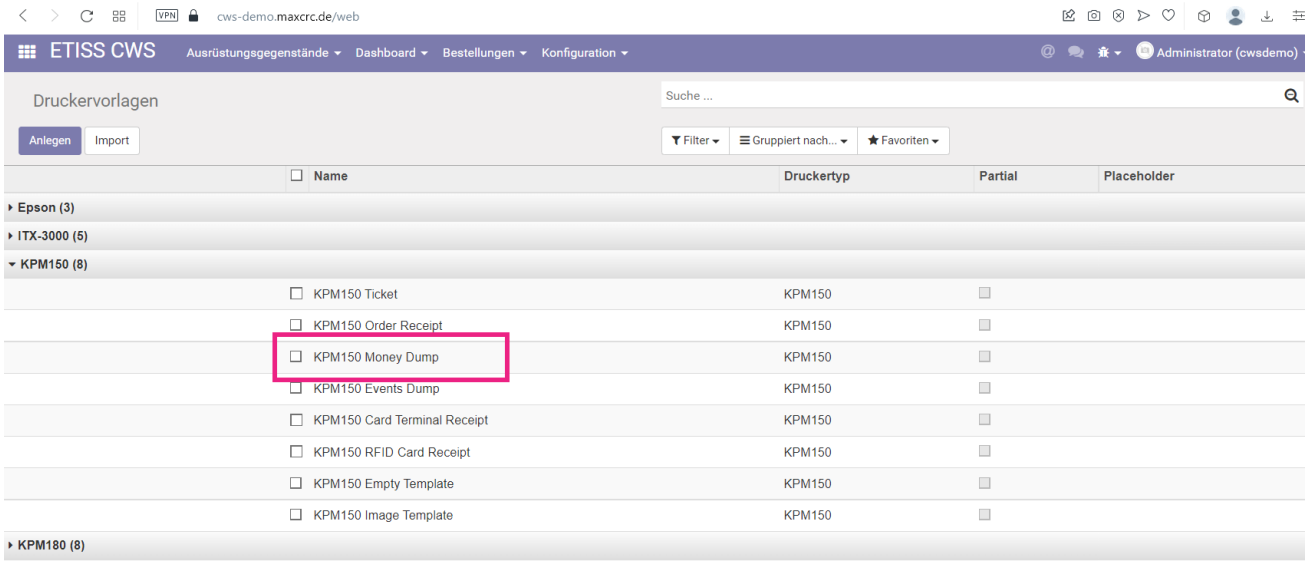
Here's how it looks:

Order Receipt template

If the customer wants to print a receipt of their purchase, the **Order Receipt template** is used in this case. In the CWS project order receipts are not used.

Money Dump template

There's a feature of receipt printing when VU door was opened. The **Money Dump** template is used in this case.



Here's how this template looks on the simulator:

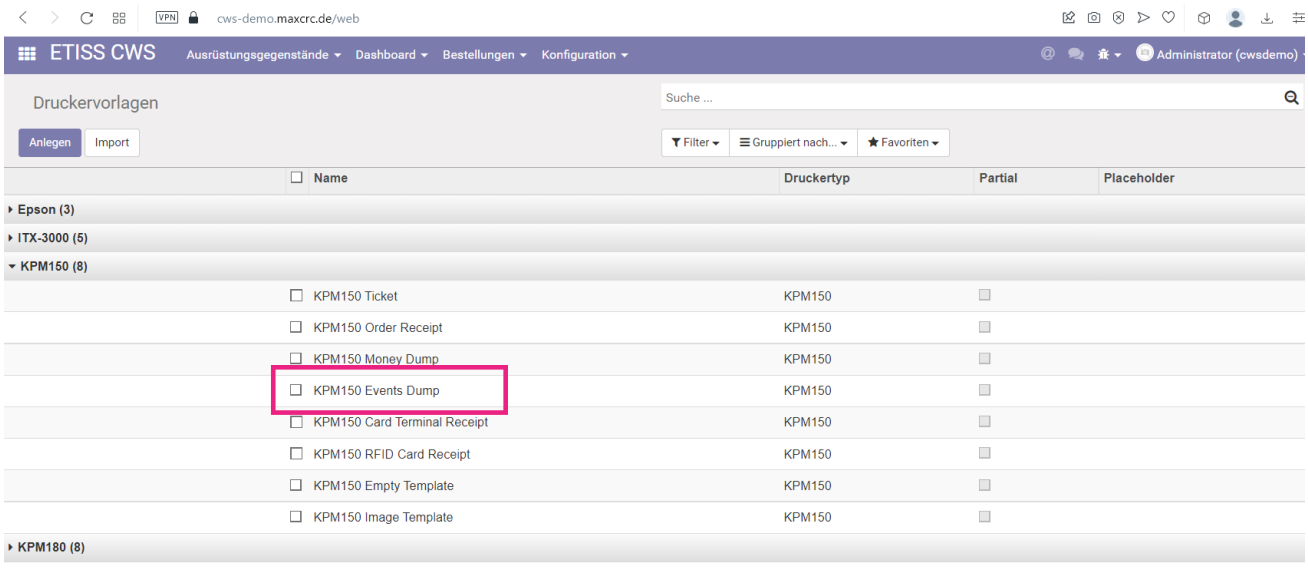
VU Serial Number: 00001
Receipt Number: 1473
Date: 09.09.2022
Time: 09:46
BillBox
3x5,00 EUR
Gesamt
15,00 EUR
BillPayout
10x5,00 EUR
Gesamt
50,00 EUR
CoinCashbox
1000x2,00 EUR
11x0,50 EUR
2x0,10 EUR
Gesamt
2005,70 EUR
Hopper1
1x1 EUR
Gesamt
1 EUR
Hopper2
1000x0.1 EUR

Gesamt
100,0 EUR
Hopper3
1005x0,1 EUR
Gesamt
100,5 EUR

Gesamt
2272,20 EUR

Events Dump template

This template is used to print out all current events that happened on the Vending Unit.



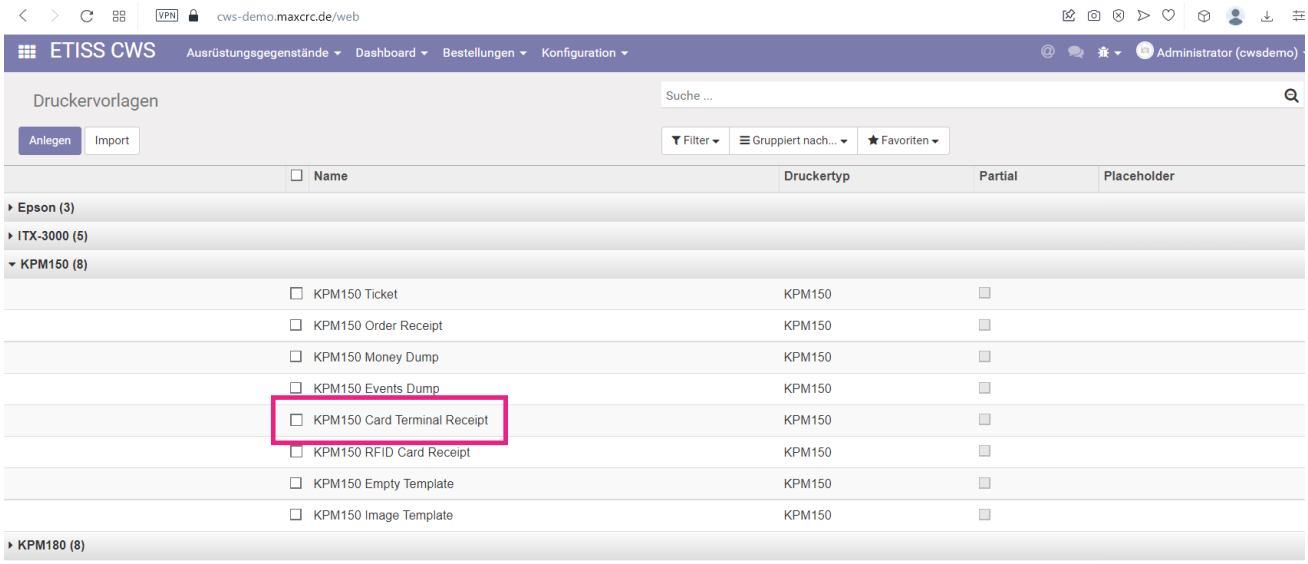
Here's how this template looks on the simulator:


Ereignisse
* 09.09.2022 10:00:38
Administrator
Depot außer Betrieb - Ende
* 09.09.2022 10:00:38
Administrator
Unbefugte Türöffnung - Ende
* 09.09.2022 10:00:38
Administrator
Login
* 09.09.2022 10:00:32
Bezahlfunktion deaktiviert
* 09.09.2022 10:00:32
Depot außer Betrieb - Start
* 09.09.2022 10:00:32
Unbefugte Türöffnung - Start
* 09.09.2022 10:00:32
Automaten-Türe wurde geöffnet

```
* 09.09.2022 10:00:23
Bezahlfunktion aktiviert
* 09.09.2022 10:00:22
Logout
* 09.09.2022 10:00:22
Administrator
Bezahlfunktion deaktiviert
* 09.09.2022 10:00:22
Administrator
Login
```

Card Terminal Receipt template

If the customer wants to print a receipt of their purchase when paying through card terminal, the **Card Terminal Receipt template** is used in this case. In the CWS project card terminal receipts are not used.



Additional service templates

Templates such as **RFID Card Receipt**, **Empty Template**, **Image Template** are used only in special cases for specific projects. They mostly help creating other templates quickly without changing too much code. We won't go in too much detail about them.