

QC-5604



Instruction Manual



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Serial #

Key #

Software Ver.

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Warning

Never remove, unplug, or replace any components inside this machine without first turning off the mains power. Failure to comply may result in damage to your machine and void your warranty.

While every effort has been made to ensure that the information contained in this literature is accurate, Anztec reserves the right to amend the size and specifications of this machine in line with its policy of continuing improvement and development

Security

As with any piece of cash handling equipment security is paramount to ensure the theft of money, tokens, credit card details etc does not occur.

Once a machine or component is delivered to a distributor or end user it is their responsibility to ensure that the machine or component is kept secure at all times.

Opening the secure cabinet to perform cash clearance, refills, and routine maintenance may expose the machine to security compromises. The distributor or end user must manage security issues using their own documented security procedures.

Anztec accepts no responsibility for security compromises caused by lapses or deficiencies in distributor or end user security procedures or controls.

While by no means a comprehensive list, the following are some suggested guidelines to help keep the machine secure:

Track and Log

- Location of the machine.
- Who opened a machine, for what reason, and when.
- Components removed from machine for repair or replacement.

Inspection

- Check exterior of the machine regularly for tampering.
- Check for installations that are unsecured or substandard. This includes associated equipment such as cables and network routers/modems.
- Look regularly for non standard items fitted to the exterior such as card skimming devices.
- Look regularly for non standard items fitted to the interior.

Monitor

- Have the machine within view of the attendant.
- Make sure the machine is in a well illuminated area.
- Use video surveillance to monitor the machine in unattended areas.

Personnel

- Ensure your employees are familiar with the operation of the machine.
- Check your employees are suitably qualified and authorized for any cash handling and maintenance work that is required.
- Limit and monitor access to cabinet keys to reduce the chance of theft or tampering.
- Monitor third parties who access the machine for any reason.

The fitting of machine components not directly supplied by Anztec may result in security being compromised. Anztec accepts no responsibility if this situation occurs.

Installation

Overview

To prepare your **QC-5604** for use, you need to:

- Connect the machine to a power source.
- Reset the system
- Load the coins and enter the refill amount in the Refills menu.

The following installation instructions show you how to do this.

Start Up

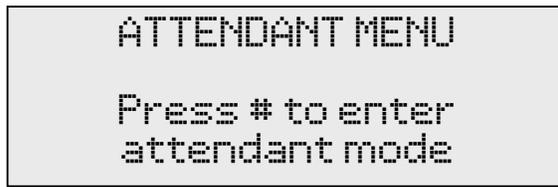
To start the machine:

1. Unpack and install the equipment supplied.
 2. Open the Main Door of the machine.
 3. Plug the **QC-5604** power cord into the internal three pin socket.
 4. Strain relief the mains cable using the P-clip supplied in the machine.
 5. Plug the power cord into a mains supply outlet.
 6. Switch the unit on using the Mains Switch on the Power Supply Front Panel.
-

Reset Meters and Events to zero

To reset the meters and events to zero:

1. Apply power to the **QC-5604**
2. Open the door
3. To enter the Attendant Menu on the attendant LCD inside the machine press the # key.



```
ATTENDANT MENU
Press # to enter
attendant mode
```



```
ATTENDANT MENU
A=Up B=Down
1 : Refills
2 : Event Log
```

4. Using the A and B buttons you can scroll up and down through the Attendant Menu until you see the System Reset option, and then press button 8.



```
RAM CLEAR
Enter PIN
#=Ok          #=Cancel
```

5. Enter your PIN number and press the # button to clear the meters and events. (Contact your supplier to obtain the PIN number)
6. Check and set the date time using the Set Date Time options in attendant menu 6. (see page 15)

The machine has now been reset to zero and is ready to accept currency.

To exit this menu and return to the Attendant Menu, press the * button.

Load Coins

The QC-5604 dispenses two denominations of coins.

To refill the coin hoppers:

1. Identify the hopper you wish to refill.
2. Insert your coins into the correct hoppers taking care to ensure you know the value of the inserted coins.
3. Enter the Attendant Menu and using the A and B buttons scroll up and down through the Attendant Menu until you see the Refills option, and then press button 1.
4. The Refills – Coin menu will appear.

```
REFILLS - HOPPERS
1 : $1.00
2 : $2.00
```

5. Press either button 1 or 2 depending on the denomination of the hopper you have filled.

```
HOPPER 1 - $1.00
Enter value to add
$0.00 coins
#=Ok          #=Cancel
```

6. Enter the \$ value of the coins for the selected denomination and press #.
7. The following confirmation screen will appear, press the # key to accept.

```
Refill Hopper
Hopper 1: $1.00
Add $0.00
#=Ok          #=Cancel
```

-
8. Repeat steps 5 through 7 to refill any other hopper denominations.
 9. To exit this menu and return to the Attendant Menu, press the * button.
 10. Close the door of the QC-5604. The Anztec QC-5604 should now be ready for use.

Daily Management

Overview

Once you have installed the **QC-5604**, you can enter the Attendant Menu to perform the following functions when required:

- Access Event Log
- Access Accountancy Menu
- Print Events and Meters (with optional printer)
- Manage Refills
- Clear Short Term Meters

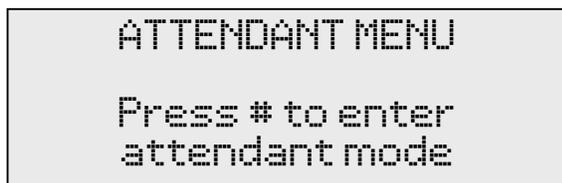
The following daily management instructions show you how to do this.

Entering Attendant Menu

To enter the Attendant Menu on the **QC-5604**, unlock and open the main door.

Press the # key to enter attendant mode.

Once this is done the Attendant Menu will appear on the attendant LCD inside the machine.



ATTENDANT MENU
Press # to enter
attendant mode



ATTENDANT MENU
A=Up B=Down
1 : Refills
2 : Event Log

Use the **A** and **B** buttons on the keypad scroll up and down through the Attendant Menu.

Press the number button on the keypad that corresponds to the Attendant Menu sub-menu you wish to enter.

A list of the sub menus is as follows:

1. Refills
2. Event Log
3. Accountancy
4. Printing
5. Hopper Count
6. Clear Short Term Meters
7. Set Date Time
8. System Reset
0. Status

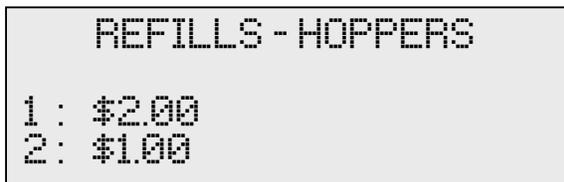
To exit the Attendant Menu close the main door.

Refills

The QC-5604 dispenses two denominations of coins.

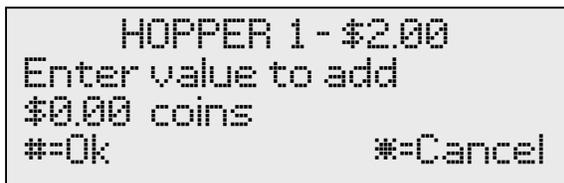
To refill the coin hoppers:

1. Identify the hopper you wish to refill.
2. Insert your coins into the correct hoppers taking care to ensure you know the value of the inserted coins.
3. Enter the Attendant Menu and using the A and B buttons scroll up and down through the Attendant Menu until you see the Refills option, and then press button 1.
4. The Refills – Coin menu will appear.



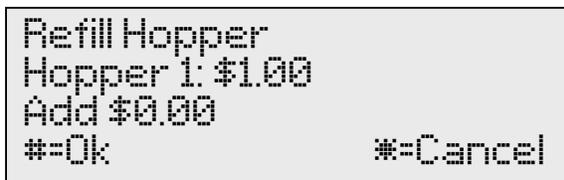
```
REFILLS - HOPPERS
1 : $2.00
2 : $1.00
```

5. Press either button 1 or 2 depending on the denomination of the hopper you have filled.



```
HOPPER 1 - $2.00
Enter value to add
$0.00 coins
#-Ok          *-Cancel
```

6. Enter the \$ value of the coins for the selected denomination and press #.
7. The following confirmation screen will appear, press the # key to accept.



```
Refill Hopper
Hopper 1: $1.00
Add $0.00
#-Ok          *-Cancel
```

8. Repeat steps 5 through 7 to refill any other hopper denominations.
9. To exit this menu and return to the Attendant Menu, press the * button.

Event Log

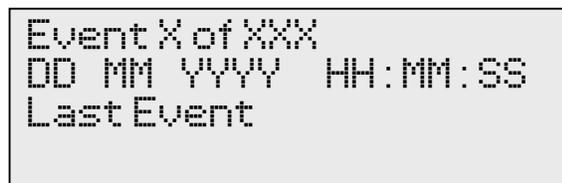
The **QC-5604** has an Event Log which is accessible while in the Attendant Menu.

1. Press button 2 while in the Attendant Menu.



```
EVENT LOG (XXX)
-----
Last Event
Last Event
```

2. Press button A to scroll up or B to scroll down through the events.
3. Press the # button to display more detail of the event at the top of the event list.



```
Event X of XXX
DD MM YYYY HH:MM:SS
Last Event
```

4. Press the * button to return to the main event list.

To exit this menu and return to the Attendant Menu, press the * button.

Accountancy

The **QC-5604** has meters which are accessible while in the Attendant Menu.

1. Press button 3 to enter Accountancy Menu.

```
ACCOUNTANCY
1: Short Term Meters
2: Long Term Meters
```

2. Press button 1 to view Short Term Meters or 2 to view Long Term Meters.

```
SHORT TERM METERS
$1.00 Hopper Level
Qty : 0
Value: $0.00
```

```
LONG TERM METERS
$1.00 Hopper Level
Qty : 0
Value: $0.00
```

3. Press button A to scroll up or B to scroll down through the meters.

To exit this menu and return to the Attendant Menu, press the * button.

Printing

The **QC-5604** has a Print function which is accessible while in the Attendant Menu.

From the Print Menu you can print copies of the Long Term and Short Term Meters, Events, and a test page.

1. Press button 4 while in the Attendant Menu to display the main Print Menu.

```
          PRINTING
1: Accountancy
2: Events
3: Test Page
```

2. Press button 1, Accountancy, to print out Short Term meters, Long Term meters or both.

```
    PRINT ACCOUNTANCY
1: Short Term
2: Long Term
3: Both
```

3. Or press button 2 on the main Print Menu to print All Events, New Events, or a Specified number of events. New Events are events that have occurred since the last event printout.

```
    PRINT EVENTS
1: All Events
2: New Events
3: Specify Number
```

4. Or press button 3 on the main Print Menu to print a test page.

To exit this menu and return to the Attendant Menu, press the * button.

Hopper Count

Hopper Count allows you to fully or partially empty the hoppers in order to ascertain the value and number of coins in each hopper.

1. Enter the Attendant Menu and using the A and B buttons scroll up and down through the Attendant Menu until you see the Hopper Count option, and then press button 5. The Hopper Count menu will appear.

```
HOPPER COUNT
1 : Hopper 1 - $2.00
2 : Hopper 2 - $1.00
```

2. Press either button 1 or 2 depending on the denomination of hopper you would like to empty.

```
HOPPER COUNT
Hopper 1: 5
$10.00
In progress
```

3. The hopper will begin to empty, the number of coins and their value will be shown. At any stage press the * button to stop the count. The following menu will then appear.

```
HOPPER COUNT
Hopper 1: 10
$20.00
#-Cancel          *-Resume
```

4. Press # to cancel the count or * to resume.

To exit this menu and return to the Attendant Menu, press the * button.

Clear Short Term Meters

The **QC-5604** has Short Term Meters which you can clear while in the Attendant Menu.

1. Press button 6 to enter Clear Short Meters Menu.



```
CLEAR S.T. METERS
Enter PIN
#=Clear          *=Cancel
```

2. Enter the PIN number. (Contact your supplier to obtain PIN number)
3. Press the **#** button clear the Short Term Meters.

To exit this menu and return to the Attendant Menu, press the ***** button.

Set Date And Time

The **QC-5604** has a Date and Time feature which you can set while in the Attendant Menu.

- 1 Press button 7 while in the Attendant Menu.



- 2 Enter the Date and Time values using the keypad. Use the **C** button to move the left and the **D** button to move to the right to select individual values to adjust.
- 3 Press the **#** button to save or the ***** button to cancel the entry.

To exit this menu and return to the Attendant Menu, press the ***** button.

System Reset

The **QC-5604** has a System Reset feature which you can set while in the Attendant Menu.

1. Press button 8 while in the Attendant Menu.



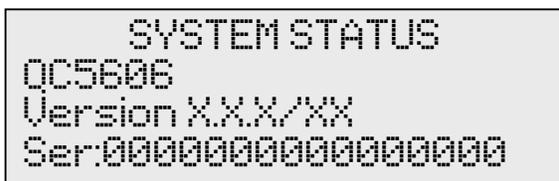
2. To clear all Short Term and Long Term Meters and all Events enter your PIN number and press the # key. (Contact your supplier to obtain PIN number)

To exit this menu and return to the Attendant Menu, press the * button.

Status

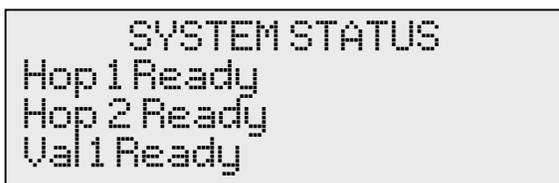
The **QC-5604** has a Status menu which you can view while in the Attendant Menu.

1. Press button 0 while in the Attendant Menu.

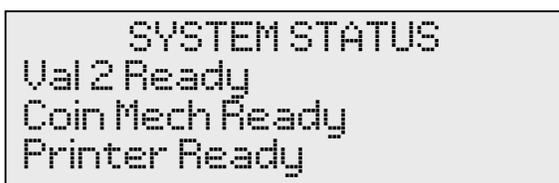


```
SYSTEM STATUS
QC5606
Version X.X.X/XX
Ser:000000000000000000
```

2. The initial menu screen shows the machine type, software version, and serial number.
3. Use the A and B keys to navigate up and down through the machine device list to check on device status.



```
SYSTEM STATUS
Hop 1 Ready
Hop 2 Ready
Val 1 Ready
```



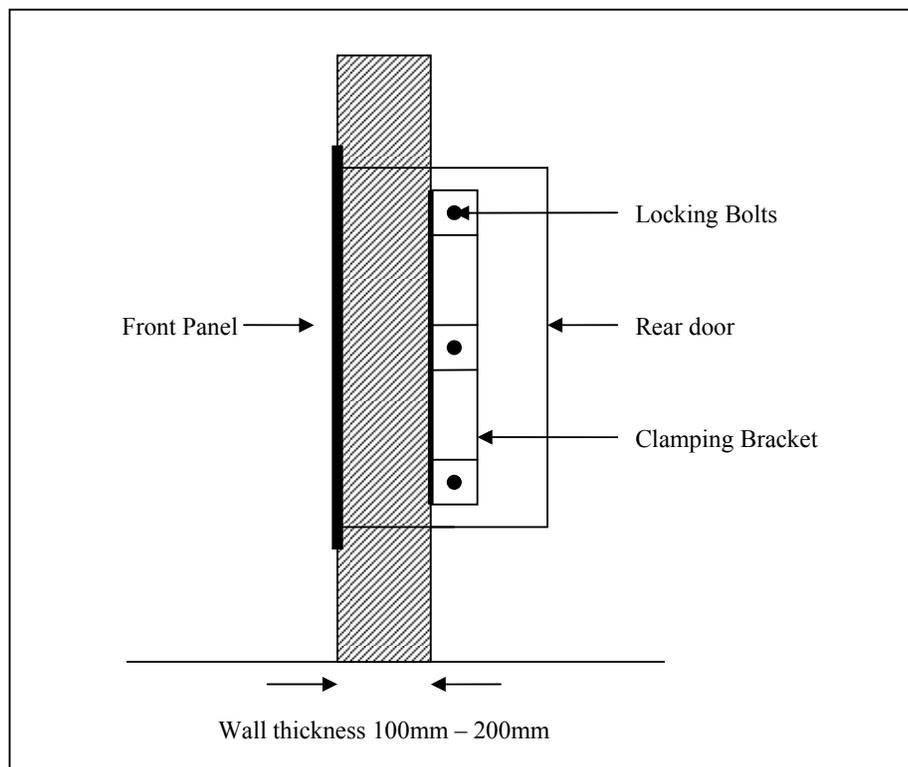
```
SYSTEM STATUS
Val 2 Ready
Coin Mech Ready
Printer Ready
```

To exit this menu and return to the Attendant Menu, press the * button.

Mounting Guide

To install the unit:

- Remove the angle clamping brackets from the cabinet.
- Push unit through the aperture from the outside until the front panel is hard against the wall.
- Re-bolt the clamping brackets loosely to the cabinet.
- Push the clamping brackets up against the wall and tighten the bolts on the cabinet to lock it into place.
- The forward facing bolts on the clamping brackets can be adjusted for extra tension.
- Plug power cord into power supply, switch on and the unit is installed.



Recommended Wall Cutout

