



Navy Cash Training

Sales Unit 3:

Maintenance Procedures

Objectives

- Discuss basic maintenance and troubleshooting procedures on a MT-280
- How to access the ITC CAD Diagnostic Menu
- Discuss basic troubleshooting procedures on an ITC CAD
- Explain procedures to add or remove a Vending Machine
- Discuss replacement of ITC CADs

Maintenance and Troubleshooting Procedures

Preventive Maintenance

■ Weekly

- Clean card readers on the MX-925 (Fixed POS in Disbursing), MT 280, KIOSK, and CADs
 - » Use card reader cleaners

■ Basic Troubleshooting

- NC SOP
- Maintenance Videos

■ Technical Support

- Phone: Navy Cash CSU – 1-866-662-8922
- E-mail: navycashcenter@frb.org

Troubleshooting NC Equipment

- Communication Troubleshooting
 - Communications Troubleshooting Guide
 - » Appendix S of NC SOP
- Basic Troubleshooting
 - NC SOP
 - Maintenance Videos
- Technical Support
 - Phone: Navy Cash CSU – 1-866-662-8922
 - E-mail: navycashcenter@frb.org

MT-280 Troubleshooting Procedures

Troubleshooting MT 280

- Rebooting the MT 280 should always be the first step in troubleshooting
- Clean or replace SAM chip
- Replace SD card
- Replace any faulty MT 280 with a new unit. Each ship is issued several spares.



Troubleshooting MT 280

■ Error Messages:

– *Error Initializing SAM*

» May occur during MT 280 initialization because SAM is not present

■ Action: Install SAM in MT 280 device

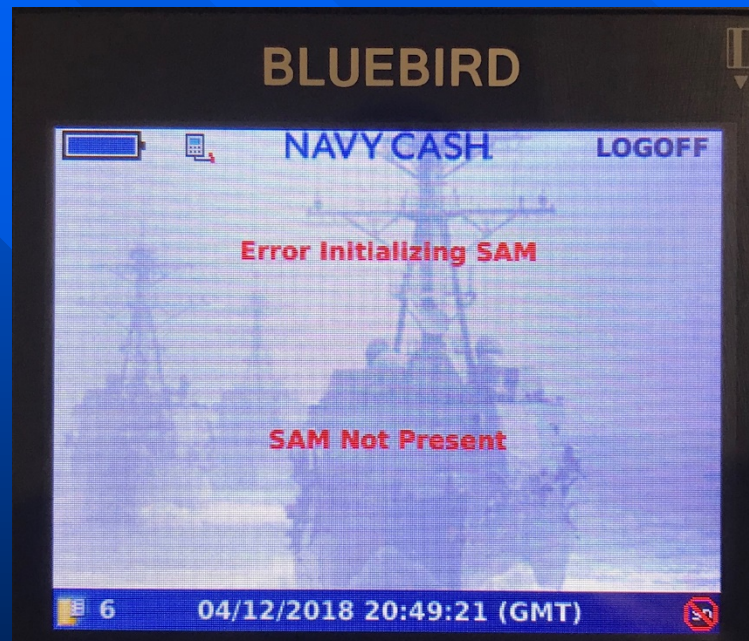
– *Error Authenticating Card*

» Card is blocked

■ Action: Have cardholder report to Disbursing

Troubleshooting MT 280

– *Error Initializing SAM screen*



Troubleshooting MT 280

■ Error Messages (cont)

– Examples:

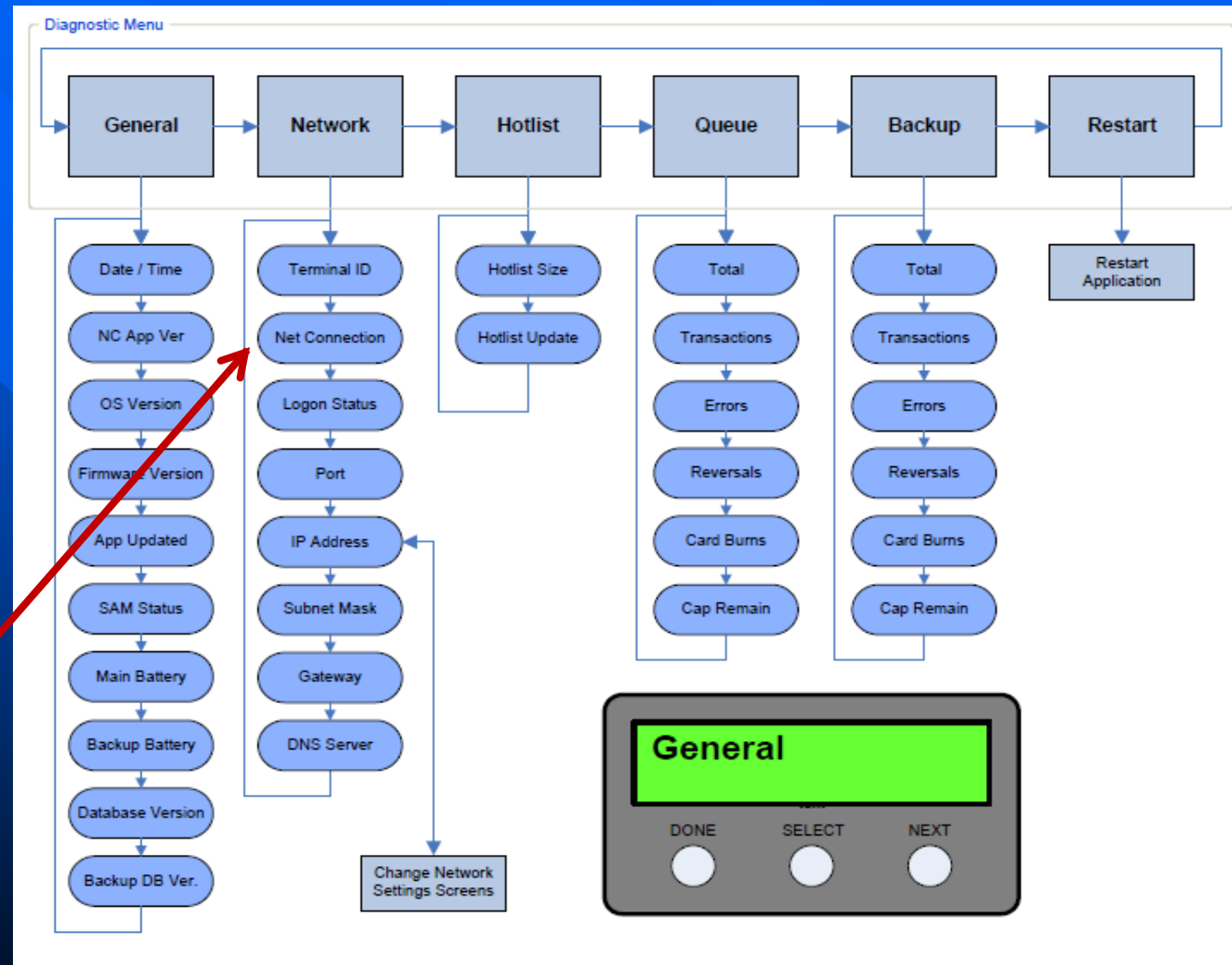
- » *SD Card Error* – SD card is not present or SD card message queue is full
 - Action: Install SD card or if MT 280 is offline and SD card is full, plug MT 280 into network connection point
- » *SAM Error* – SAM needs to be replaced
 - Action: Clean SAM or replace SAM
- » *Boot up Errors (various)* – occur when starting MT 280
 - Action: Insert good SAM or SD Card, or reboot MT 280

CAD Diagnostic Screens

CAD Diagnostic Groups

- Provide tools that can be helpful in managing, diagnosing, and solving problems with the CAD

*Network
Connectivity Status
Online/Offline*



CAD Diagnostics Navigation



- *To access the CAD Diagnostic Screen, press the **left** button for @ least 3 seconds*
- *Buttons are located below the screen and above the card reader.*

CAD Diagnostics Navigation



CAD displays the “CAD Diagnostics” screen



Select “Start” by pressing the middle button to continue to the first diagnostic group

CAD Diagnostics Navigation



CAD displays the first diagnostic group, i.e. “General”



*Press the right (**Next**) button until the desired diagnostic group is displayed*

Example:

Press the right button 4 times to access the “Queue” group

CAD Diagnostics Navigation



“Queue” group is displayed



*Press “Select” to view the Total number of messages
Then, press “Select” or “Next” button to view the
total Transactions in the queue*

CAD Diagnostics Navigation



The total number of “Transactions” should read “zero”

Note:

If other than zero, STOP and investigate. Do not close machine until number of transactions shows zero or open a case number with CSU for assistance



*Press the left (**Done**) button twice to exit*

CAD Troubleshooting Procedures

Troubleshooting CAD

- Verify if ship's network is up
 - If network is down, do not cycle power
 - CAD can operate in offline mode
- Verify if routers are powered on
- Check the cables from the CADs to the routers
- Cycle power to the vending machine (turn off and turn on vending machine)
- Clean SAM chip or Replace SAM chip
- Check SD card
- Replace CAD from stock

Troubleshooting CAD

- For Technical Assistance
 - Contact Navy Cash Central Support Unit (CSU)
 - CSU will assign a case number that will be used to track the trouble call
 - CSU will handle trouble call directly or forward it to the proper person
 - Use Navy Cash Trouble Call Worksheet

Troubleshooting CAD

■ Failed CADs

- When directed to return CAD to NC Depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet
- Include Case # assigned by CSU and equipment serial number

■ Stuck transactions

- When directed, CADs with stuck transactions are sent to Cogent Systems
- Record the traceable tracking number and date ship on the Trouble Call Worksheet
- Include Case # assigned by CSU and equipment serial number
- Sales retain copy of Trouble Call Worksheet with monthly report

Troubleshooting CAD

■ Card Readers

- Proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read a Navy Cash Card

■ Shipboard Network or NC Server down for extended period

- Revert to accepting cash (if authorized by CO)
- Replace CAD with a dollar bill validator and/or turning on the coin changer

Troubleshooting CAD

- Error Messages are displayed if :
 - SD Card is not present
 - CAD is disabled
 - Vending Machine is out of stock
 - System Error
 - Examples:
 - » *Out of Service-SD* – no SD card in the CAD
 - Insert SD card
 - » *CAD Disabled* – no communications between CAD and MDB interface

Add/Remove Vending Machine and Changing CAD

Vending and Ship's Store Screen

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
Vending and Ship's Store

Display Status for Period: 07/2010

Merchants and Vending Machines.

- 80000007954 - VENDING SODA - 07/15/10 15:18:49
 - VMSODA000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 07/15/10 15:18:43
 - VMSODA000000005 - Torpedo Tube #3 - CAD # 0000004E0EF0000 - 07/15/10 15:18:43
- 80000006464 - VENDING STORE ITEMS - 07/15/10 15:19:28
 - VMCANDY000000001 - Infirmary - CAD # 0006F001C050000 - 07/15/10 15:19:01
 - VMCANDY000000001 - Infirmary - CAD # 0000017935A90000 - 07/15/10 15:19:01
 - VMCANDY000000001 - Infirmary - CAD # 00231C01060A0000 - 07/15/10 15:19:01
 - VMCANDY000000006 - Infirmary - CAD # 0000012349870002 - 07/15/10 15:19:24

Indicate End of Period for Vending Merchant

Vending Machine ID: VMCANDY000000006

Machine Location: Infirmary

CAD Terminal ID: 0000012349870002

Update Vendor

Procedure

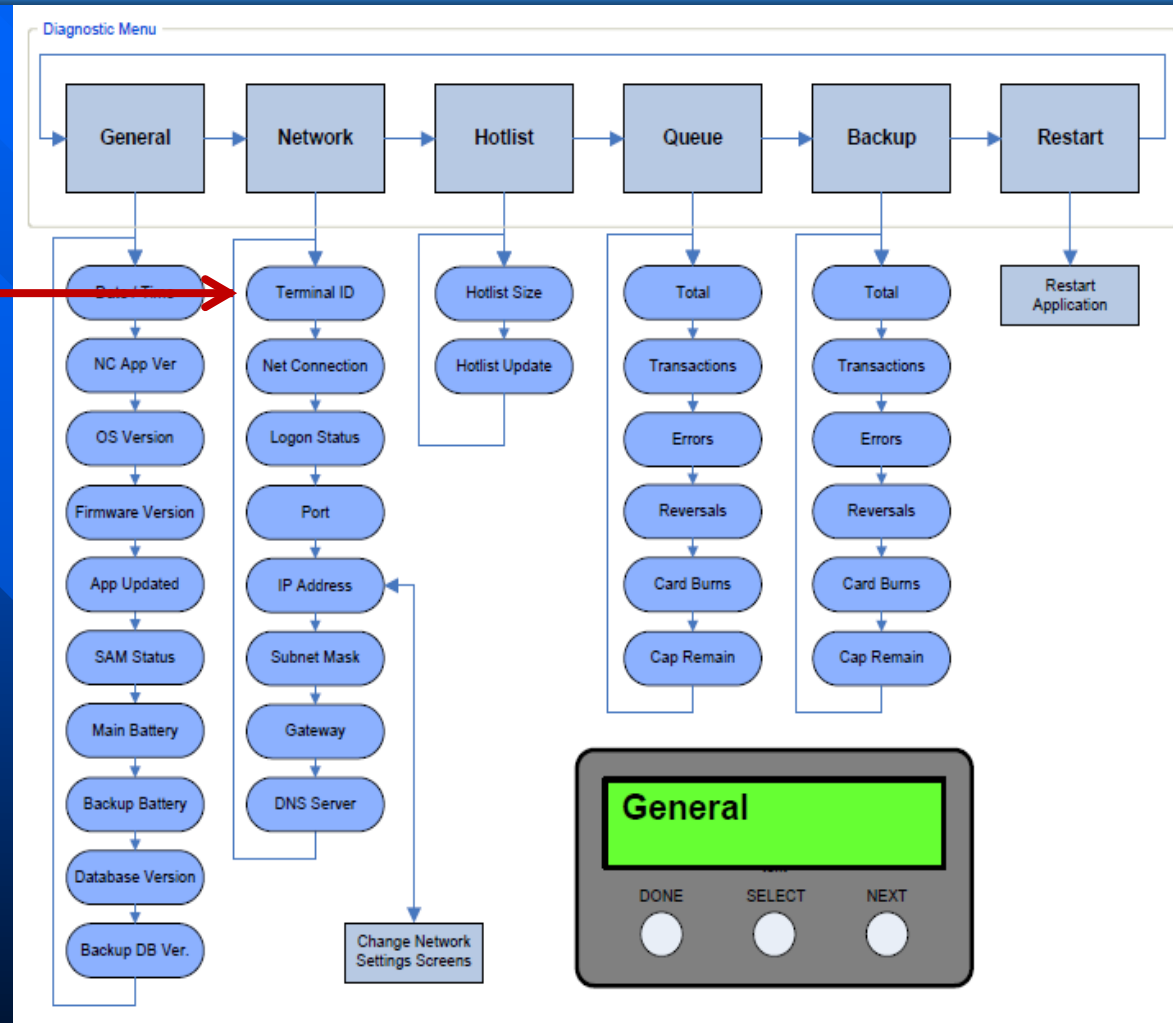
- One or more of the following vending machines have indicated their EOP for 0000012349870002
- Merchant: This merchant is ready for its EOP.
Vending Machine: This vending machine is ready for its EOP.
- This merchant and all of its vending machines, if any, have indicated their EOPs.

Merchants and Vending Machine Menu Tree

- Expand (+)
- Collapse (-)

CAD Diagnostic Information

Terminal ID



Adding a Vending Machine

■ Ship's responsibility

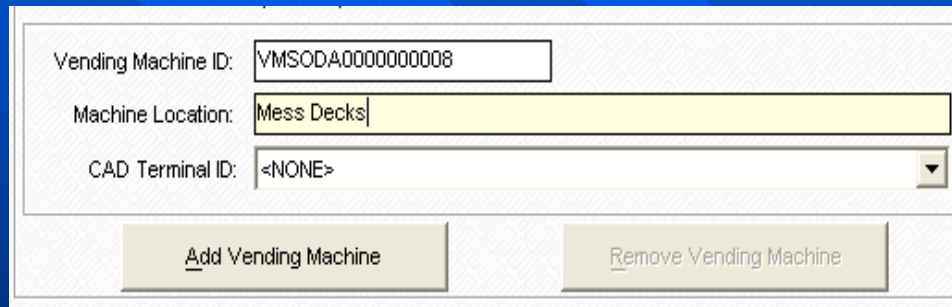
- To add a vending machine and CAD
- Contact Navy Cash CSU
- Pull cabling from nearest Navy Cash router
- Hook up new machine
- Set up new machine in the Navy Cash System Configuration
- may contact NC Depot for assistance (any costs will be borne by the ship)

■ No transactions can occur

- CAD must be associated with the Vending Machine in the Disbursing Application

Adding a Vending Machine - cont.

- Log in to the Navy Cash Disbursing Application
- Select “*Vending and Ship’s Store*” link
- Expand the Merchants and Vending Machines menu tree
- Enter the New Vending Machine ID and location



The screenshot shows a web form with three input fields and two buttons. The first field is labeled 'Vending Machine ID:' and contains the text 'VMSODA0000000008'. The second field is labeled 'Machine Location:' and contains the text 'Mess Decks'. The third field is labeled 'CAD Terminal ID:' and is a pull-down menu showing '<NONE>'. Below the fields are two buttons: 'Add Vending Machine' and 'Remove Vending Machine'.

- Select the *CAD Terminal ID* from the pull down menu
- Click on “*Add Vending Machine*” button

Removing a Vending Machine

- Log in to the Navy Cash Disbursing Application
- Select “*Vending and Ship’s Store*” link
- Expand the Merchants and Vending Machines menu tree
- Highlight the appropriate Vending Machine
- Click on “*Remove Vending Machine*” button
- Keep the Navy Cash Ethernet and MDB cables
 - » Use the same cables when adding a new vending machine
- ***Note: When removing a CAD, ensure all transactions have been downloaded.***

Changing a CAD

- Log in to the Disbursing App
- Click on “*Vending and Ship’s Store*” link
- Expand the Merchants and Vending Machines menu tree
- Highlight the appropriate Vending Machine
- Select the appropriate *CAD Terminal ID* from pull down menu
- Click “*Update Vending Machine Data*” button

Vending Machine ID: VMCANDY0000000006

Machine Location: Infirmary

CAD Terminal ID: 0000012349870002

Update Vending Machine Data

Procedure

One or more of the following are not complete EOP for 0000012349870002

<NONE>
0000012349870004
0000012349870005
0070C20588010000
02005EAC2DCE0000
0748204500000000
0000012349870002

Pull-down Menu

- **Note:** When changing/removing a CAD, verify that all transactions have been downloaded to the Navy Cash Server.

Questions

