



# **AxesPOS NET**

## **USER'S MANUAL**



V3.3 rev 1

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## 1. Terminal Power up

To turn on the Reader, press the Green '**Power/<Enter>**' key.

## 2. Functions Screen

This is the main menu. To select an option, press the corresponding number. If the menu has more than one page, you could go to next page by pressing the '**<Enter>**' key. If the menu index has two numbers (example: 02. MENU NAME), you should enter both numbers to access the menu.

This is the default screen, it can be modified using the web interface to include or exclude various functions:

FUNCTIONS	
1.REMOVE VALUE	
2.CARD INFO	
3.QUERIES	
2008/04/04 10:37	

### 2.1 REDEEM transaction

The redeem transaction is a powerful new feature introduced in version 3.3. Available only to online terminals, it allows you to choose pre-defined products from a list instead of simply typing a value in using REMOVE VALUE. The list is managed using the web interface and can be used to manage an inventory. Refer to section 5, Web Interface, for more information about list management. The products can have fixed values or 0 which means the user has to enter an amount.

You must insert a USER CARD.

REDEEM
INSERT CARD

Here's an example of a redeem window:

REDEEM	
01. Category 1	>
02. Category 2	>
03. Category 3	>
04. Product 01	
05. Product 02	
06. Product 03	
12. Empty Category	!

The product list can be divided in categories and products. A category is identified by the symbol on the right side of the screen. There are 2 possible symbols : ">" for a valid category and "!" for an empty category. Selecting a category will refresh the screen to show its content. Lists can have up to 3 levels.

After selecting a product, you will either be prompted to enter a value or receive a confirmation screen, this depends on how that specific product is configured in the web interface.

This is the amount prompt. You will now see the Balance of the USER CARD and be prompt to enter the amount you want to remove from the card. Press <ENTER> to confirm the amount. "Product 01" is a placeholder where the name of the selected product will appear.

REDEEM	
CURRENT BALANCE :	
\$	100.00
Product 01	
AMOUNT :	
	\$0.00

This is the confirmation screen. Press <ENTER> to confirm. Any other key, removing the USER CARD or waiting 10 seconds will cancel the transaction. "Product 01" is a placeholder where the name of the selected product will appear.

REDEEM	
CONFIRMATION	
Product 01	
\$	1.00
NEW BALANCE :	
\$	99.00
Press <ENTER>	

## 2.2 UNDO REDEEM Transaction

The undo redeem transaction uses the same procedure than the redeem transaction except that the amount is transferred back to the card and the quantity in the inventory is increased. This should be used if a product is returned for a refund. Should the product in question require an amount to be entered; we highly recommend that you enter the same amount than the original transaction.

## 2.3 REMOVE VALUE Transaction

You must insert a USER CARD.

REMOVE VALUE
INSERT CARD

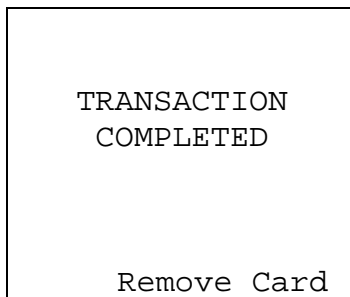
You will now see the Balance of the USER CARD and be prompt to enter the amount you want to remove from the card. Press <ENTER> to confirm the amount.

REMOVE VALUE
CURRENT BALANCE :
\$ 100.00
AMOUNT :
\$0.00

After a valid amount is entered, you will see a confirmation screen.

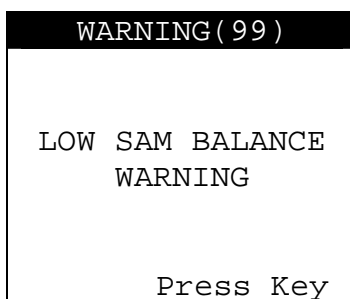
REMOVE VALUE
CONFIRMATION
AMOUNT :
\$ 1.00
NEW BALANCE :
\$ 99.00
Press <ENTER>

Press <ENTER> to confirm. Any other key, removing the USER CARD or waiting 10 seconds will cancel the transaction.

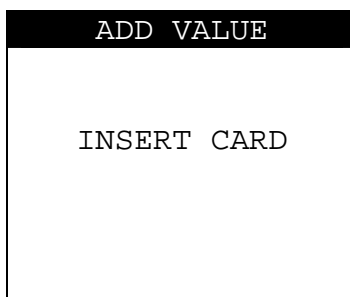


## **2.4 ADD VALUE Transaction**

If the Low SAM Balance Warning threshold is reached, this warning message will pop up. You should inform the Manager to load the terminal with the BANK CARD.



You must insert a USER CARD.



You will now see the Balance of the USER CARD and be prompt to enter the amount you want to add to the card. Press <ENTER> to confirm the amount.

ADD VALUE	
CURRENT BALANCE :	
\$	100.00
AMOUNT :	
	\$0.00

After a valid amount entered, you will see a confirmation screen.

ADD VALUE	
CONFIRMATION	
AMOUNT :	
\$	1.00
NEW BALANCE :	
\$	101.00
Press <ENTER>	

Press <ENTER> to confirm. Any other key, removing the USER CARD or waiting 10 seconds will cancel the transaction.

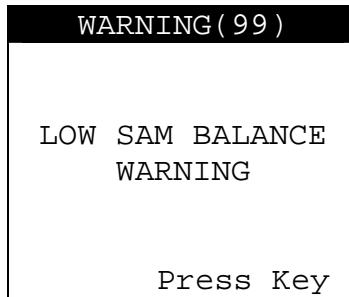
TRANSACTION COMPLETED	
Remove Card	

## 2.5 *PROMO Transaction*

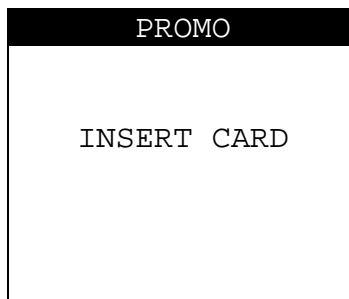
The PROMO transaction allows the cashier to put “promotional money” into a separate purse. All the balance of this purse will be transferred into the gaming machine as soon as the card is inserted in the card reader. This is ideal for the match-play concept: you match the cash that a player gives you with play money. In that case, since the money is transferred automatically to the gaming machine, the player will have to play this money and could not ask for redemption without playing first. You could limit to one promotion per day or not by changing the terminal’s configuration.



If the Low SAM Balance Warning threshold is reached, this warning message will pop up. You should inform the Manager to load the terminal with the BANK CARD.



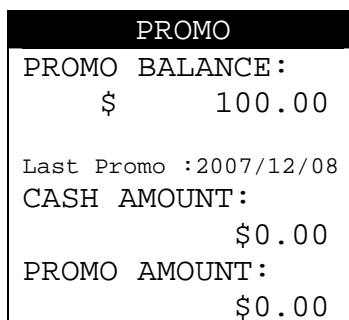
Next, you have to insert the USER CARD.



You will now see the Balance of the USER CARD and prompt to enter the CASH AMOUNT and the PROMO amount. The CASH AMOUNT is the cash that the player gives you to put on his/her card and the PROMO AMOUNT is the amount that you give him/her to play. At least, one of the amounts should be higher than 0.00 but you could put any amount that you want. They are not linked together.

The Last Promotion Date is displayed to help you taking a decision if you want or not to give him a promotion. If the card didn't receive any promotions or if the last promotion was reversed (in case of an error or by the cashier), the Last Promotion Date will indicate 2000/01/01.

If the AxesPOS Configuration limits to one promotion per day, an error message will be shown to indicate you that limit.



After a valid amount entered, you will see a confirmation screen.

PROMO	
CONFIRMATION	
CASH: \$	10.00
PROMO:\$	5.00
TOTAL:\$	15.00
NEW PROMO BAL:	
\$	115.00
Press <ENTER>	

Press <ENTER> to confirm. Any other key, removing the USER CARD or waiting 10 seconds will cancel the transaction.

PROMO COMPLETED	
Remove Card	

## 2.6 CARD INFO

Card Info menu return basic information on a card inserted in the reader. This is useful to know the balance of a card without starting an Add Value or Remove Value Transaction.

### 2.6.1 User Card without Promotion purse

CARD INFO	
Card#:	000000002
Type:	01-USER
Op # :	2
Bal:\$	100.00
Press key	

## 2.6.2 User Card with Promotion purse

CARD INFO	
Card#:	000000002
Type:	01-USER2
#1: \$	500.00
#2: \$	115.00
PROM:	2007/12/06
Press key	

#1 : Balance of the Standard Purse

#2 : Balance of the Promotion Purse

PROM : Last Promotion Date

## 2.6.3 Admin Card

CARD INFO	
Card#:	000000002
Type:	02-ADMIN
Press key	

## 2.6.4 Bank Card

CARD INFO	
Card#:	000000002
Type:	08-BANK
Tr # :	2
Bal:\$	100.00
Press key	

## 2.7 QUERIES

This feature allows you to execute some live requests directly from a list on your POS device. The administrator could add or remove queries on demand.

For example, a request could be to print out the last 10 transactions of a User or to print out the list of the active players currently sitting at a gaming machine and their balance.

All those queries are upgradeable at distance. If you have any new needs, please feel free to contact your supplier.

## 2.8 <FUNC>

The <FUNC> key calls the login screen; you will be asked for your secret code. Unlike previous versions, this applies to all types of users like cashiers, supervisors and managers. This new login screen removes the need to ask for a password for the REMOVE VALUE and ADD VALUE transactions. If a password is required for REMOVE VALUE and ADD VALUE, those functions should simply be excluded from the main screen.

Online systems have access to advanced user management options using the web interface. Please refer to section 5, Web Interface, for more information about user and main menu management. The new user system allows more flexibility than the previous Cashier/Supervisor/Manager system; groups can be assigned to users to change their access level. As a side effect, this change removes the possibility to modify users on the terminal itself while it's connected to the network. However, all users will be the same for a given location, eliminating the need to create multiple copies of the same user for locations with multiple POS terminals.

Offline systems can modify their local users by using the 3 menus: Add User, Remove User and Edit User. Templates based on the previous Cashier/Supervisor/Manager system allow system managers to create users with known rights but while the description and secret can be changed, the rights are fixed.

Cashier template:

FUNCTIONS
1.REDEEM
2.REMOVE VALUE
3.CARD INFO
4.QUERIES

Supervisor template:

FUNCTIONS
1.REDEEM
2.REMOVE VALUE
3.ADD VALUE
4.PROMO
5.CARD INFO
6.QUERIES
<Enter>: Next Page

**FUNCTIONS**

7.REPORTS  
8.UNDO PROMO  
9.UNDO REDEEM

Manager template:

**FUNCTIONS**

01.REDEEM  
02.REMOVE VALUE  
03.ADD VALUE  
04.PROMO  
05.CARD INFO  
06.QUERIES  
<Enter>: Next Page

**FUNCTIONS**

07.REPORTS  
08.UNDO PROMO  
09.UNDO REDEEM  
10.LOAD SAM  
11.UNLOAD SAM  
12.SAM INFO  
<Enter>: Next Page

**FUNCTIONS**

13.SET DATE/TIME  
14.ADD USER  
15.REMOVE USER  
16.EDIT USER  
17.EDIT IP CFG  
18.IP STATUS  
19.ASK FILE

## 2.9 Reports

Three types of reports are available.

REPORTS
1.AUDIT
2.AUDIT BY USER
3.SAM CARD

### 2.9.1 Audit Report

This report gives you the period meter, period number of transactions, total meters and total number of transaction for ADD VALUE, REMOVE VALUE and PROMO TRANSACTIONS and this, since the beginning of the reader operation.

The terminal will prompt you to CLEAR METERS. To do it press <ENTER>. Any other keys or a timer elapsed will CANCEL the reset.

The last line indicates the number of time that the terminal has been reset.

COMPANY NAME		
AUDIT REPORT		
2006/03/06 13:03:15		
Terminal #0000000722-001		
Transaction #000000001		
ADDED VALUE		
Period:	\$	100.00
Period #:		00000001
Total:	\$	500.00
Total #:		00000010
REMOVED VALUE		
Period:	\$	100.00
Period #:		00000001
Total:	\$	1000.00
Total #:		00000005
PROMO		
Period - CASH:	\$	100.00
Period - PROMO:	\$	50.00
Period #:		00000001

Total - CASH:	\$	1000.00
Total - PROMO:	\$	500.00
Total #:		00000005

LAST TOTAL CLEAR DATE  
2006/03/06 12:00:00

**\*\* TOTALS NOT CLEARED \*\***  
**or**  
**\*\* TOTALS CLEARED \*\***

Clear Counter: 0000000002

### 2.9.2 Audit Report by User

This report gives you the period meter, period number of transactions, total meters and total number of transaction for ADD VALUE, REMOVE VALUE and PROMO TRANSACTIONS and this, for each User.

**Note: Since the User is identified by the AxesPOS device by his/her Secret Code, if no Secret Code is required for a type of transaction (ADD VALUE, REMOVE VALUE or PROMO), those transactions will be logged into the DEFAULT USER'S meters.**

The Period Meters are reset by the previous AUDIT REPORT.

COMPANY NAME		
AUDIT REPORT BY USER		
2006/03/06 13:03:15		
Terminal #0000000722-001		
Transaction #000000001		
<hr/>		
USER: 0001		
ADDED VALUE		
Period:	\$	100.00
Period #:		00000001
Total:	\$	500.00
Total #:		00000010
REMOVED VALUE		
Period:	\$	100.00
Period #:		00000001
Total:	\$	1000.00
Total #:		00000005

PROMO		
Period - CASH:	\$	100.00
Period - PROMO:	\$	50.00
Period #:		00000001
Total - CASH:	\$	1000.00
Total - PROMO:	\$	500.00
Total #:		00000005
<hr/>		
USER: 0002		
...		

### 2.9.3 Sam Report

This report gives you the Balance of the SAM CARD and the last deposit information.

COMPANY NAME		
SAM CARD REPORT		
2006/03/06 13:03:15		
Terminal #0000000722-001		
BALANCE:	\$	10000.00
Revalue #:		00000001
LAST DEPOSIT:	\$	10000.00
DEPOSIT DATE:		2006/06/01 12:00:00

### 2.10 UNDO PROMO Transaction

The UNDO PROMO function allows the cashier to reverse the last PROMO transaction done on a USER CARD by this AxesPOS device. To be able to reverse a PROMO transaction, the card itself should not have been used between the time the PROMO transaction occurred and the time you want to reverse it. So, after a given promotion, if the player inserts his/her card into a game card reader, you will not be able to undo that PROMO transaction because the funds would have been already transferred to the game.



You must insert a USER CARD.

PROMO
INSERT CARD

If the AxesPOS device finds a PROMO transaction to reverse for this card, you will see a confirmation screen.

UNDO PROMO
CONFIRMATION
CASH: \$ 10.00
PROMO:\$ 5.00
TOTAL:\$ 15.00
NEW PROMO BAL:
\$ 115.00
Press <ENTER>

Press <ENTER> to confirm. Any other key or removing the USER CARD will cancel the transaction.

UNDO PROMO COMPLETED
Remove Card

The Last Promotion Date will be reset, so you will be able to do another PROMO transaction if required. Also, the Period and Total Meters for the Cashier who made the Promotion will be updated to reflect the reverse.

***Note: Resetting the Period Meters in the AUDIT REPORT will also reset the PROMO List. So, after a Meters Reset, no previous PROMO transactions could be reversed and a new PROMO Transaction List will be used.***

## 2.11 Load SAM

You must insert a BANK CARD.

LOAD
INSERT CARD

You will now see the SAM Balance and be prompted to enter the Load amount to be transferred from the BANK card to the SAM.

LOAD
SAM BALANCE:
\$ 100.00
LOAD AMOUNT:
\$0.00

After a valid amount entered, you will see a confirmation screen.

LOAD
CONFIRMATION
LOAD:
\$ 1.00
NEW SAM BALANCE:
\$ 99.00
Press <ENTER>

Press <ENTER> to confirm. Any other key or removing the BANK CARD will cancel the transaction.

LOAD COMPLETED
Remove Card

## 2.12 Unload SAM

You must insert a BANK CARD.

UNLOAD
INSERT CARD

You will now see the SAM Balance and be prompted to enter the Unload amount to be transferred from the SAM to the BANK card.

UNLOAD
SAM BALANCE:
\$ 100.00
CREDIT AMOUNT:
\$0.00

After a valid amount entered, you will see a confirmation screen.

UNLOAD
CONFIRMATION
UNLOAD:
\$ 1.00
NEW SAM BALANCE:
\$ 101.00
Press <ENTER>

Press <ENTER> to confirm. Any other key or removing the BANK CARD will cancel the transaction.

UNLOAD COMPLETED
Remove Card

### 2.13 SAM INFO

The INFO SAM option allows you to see the SAM Balance.

SAM INFO	
Card#:	000000002
Type:	07-SAM P
Tr # :	2
Bal:\$	100.00
Press key	

### 2.14 Set Date/Time

This function allows you to set the DATE & TIME of your reader.

**Note:** When the AxesPOS device is connected to the network, the Date & Time will be overwritten by the date of our server.

SET DATE/TIME
FORMAT: [YYYYMMDDHHMMSS]
NEW DATE/TIME : 20060601120000

DATE/TIME CHANGED
Press Key

### 2.15 Add User (OFFLINE ONLY!)

User Management Information

For offline systems:

You have a maximum of 15 users for a reader. You should have one user of each of the three types of USER (CAHSIER, SUPERVISOR, MANAGER). The remaining 12 users could be use depending of your needs.

**For online systems:**

The users are managed by the web interface, you can create as many users as you want but only the first 14 users (the main menu is the 15<sup>th</sup>) will be sent to the terminals. Any users created locally using the following menus will be lost, including their counters. Please refer to section 5, Web Interface, for more information about user management.

ADD USER
1 . CASHIER
2 . SUPERVISOR
3 . MANAGER

### 2.15.1 Cashier

This function adds a user based on the Cashier template in the User List.

Operation Successful
Press Key

### 2.15.2 Supervisor

This function adds a user based on the Supervisor template in the User List.

Operation Successful
Press Key

### 2.15.3 Manager

This function adds a user based on the Manager template in the User List.

```

      Operation
    Successful

      Press Key
  
```

### 2.16 Edit User

This function Edit a Cashier in the User List.

```

      SELECT USER
    1.          0001
    2.          NEW02
  
```

Select the User to Edit

```

      NEW 02
    1.      NEW02
    2. USER SC
  
```

You could change the Description of the user for the ADD VALUE, REMOVE VALUE and PROMO receipt, and for the AUDIT REPORT BY USER.

You could also change the User Secret Code. The minimum length is 4 digits and it cannot start by 0.

## 2.17 Delete User

This function deletes a user in the User List.

**Note: Deleting a USER will also erase all their Total and Period meters in the AUDIT REPORT BY USER but will not affect the AUDIT REPORT.**

SELECT USER	
1.	0001
2.	NEW02

Operation  
Successful

Press Key

## 2.18 Edit IP CFG

IP CONFIG
1.DHCP
2.IP STATIC
3.MASK STATIC
4.GW STATIC
5.DNS1 STATIC
6.HOST

### 2.18.1 DHCP

Choose between STATIC or DYNAMIC Addressing (DHCP):

0: Static

1: Dynamic

### 2.18.2 IP STATIC

If STATIC Addressing mode, configure the IP Address of the device

### 2.18.3 MASK STATIC

If STATIC Addressing mode, configure the IP MASK of the device

### 2.18.4 GW STATIC

If STATIC Addressing mode, configure the IP Gateway of the device

### 2.18.5 DNS1 STATIC

If STATIC Addressing mode, configure the DNS of the device

### 2.18.6 HOST

Configure the HOST address. Format XXX.XXX.XXX.XXX. The entry is alphanumerical (Cell phone type). The '.' is obtain by pressing repetitively the <1> key.

## 2.19 IP Status

IP STATUS 1/1	
NbTr:	00000
DHCP: 1	R: 000
CONN ADDR:	
192.168.000.120	
192.168.000.012	
Status:1-130()	
Press Key	

**NbTr:** Number of transaction to send to the Server

**DHCP:** 1- DCHP or 0- STATIC

**R:** Communication retries

**CONN ADDR:** Connexion address followed by device address

**Status:** Communication Status

## 2.20 Ask File

This function forces AxesPOS device to retrieve the latest configuration files.



### 3. Receipts

#### 3.1 REMOVE VALUE Receipt

<b>COMPANY NAME</b>		
<b>TRANSACTION RECEIPT</b>		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
Card ID# 0000000002		
Card OpCounter: 1-00002		
Old Balance	\$	100.00
Amount	-\$	1.00
New Balance	\$	99.00
** Customer's Copy **		
<b>OR</b>		
** Merchant's Copy **		

In case of Double Receipt Enabled, the first copy will be marked be “Costumer’s Copy” and the second by “Merchant’s Copy”. Between the two printings, the reader will give you 10 second to tear off the receipt. You could accelerate the second printing in pressing any key.

### 3.2 ADD VALUE Receipt

<b>COMPANY NAME</b>		
<b>TRANSACTION RECEIPT</b>		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
Card ID# 0000000002		
Card OpCounter: 1-00002		
Old Balance	\$	100.00
Debit	+\$	1.00
New Balance	\$	101.00
** Customer's Copy **		
<b>OR</b>		
** Merchant's Copy **		

### 3.3 Load Receipt

<b>COMPANY NAME</b>		
<b>LOAD RECEIPT</b>		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
Card ID# 0000000002		
Card OpCounter: 1-00002		
Old SAM Balance	\$	100.00
Load	-\$	1.00
New SAM Balance	\$	99.00

### 3.4 Unload Receipt

COMPANY NAME		
UNLOAD RECEIPT		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
SAM ID# 0000000002		
Bank Card#: 0000000100		
Card OpCounter: 1-00002		
Old SAM Balance	\$	100.00
Unload	-\$	1.00
New SAM Balance	\$	99.00
BANK CARD Balance	\$	1900.00

### 3.5 REDEEM Receipt

COMPANY NAME		
TRANSACTION RECEIPT		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
Card ID# 0000000002		
Card OpCounter: 1-00002		
Old Balance	\$	100.00
Product 01	-\$	1.00
New Balance	\$	101.00
** Customer's Copy **		
OR		
** Merchant's Copy **		

### 3.6 UNDO REDEEM Receipt

<b>COMPANY NAME</b>		
<b>TRANSACTION RECEIPT</b>		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
Card ID# 0000000002		
Card OpCounter: 1-00002		
Old Balance	\$	100.00
Product 01	+\$	1.00
New Balance	\$	101.00
<b>** Customer's Copy **</b> <b>OR</b> <b>** Merchant's Copy **</b>		

### 3.7 PROMO Receipt

<b>COMPANY NAME</b>		
<b>PROMO RECEIPT</b>		
2006/03/06 13:03:15		
Transaction #000000001		
Terminal #0000000722-001		
Cashier: 0001		
Card ID# 0000000002		
Card OpCounter: 2-00002		
Old Promo Balance	\$	100.00
Cash	+\$	10.00
Promo	+\$	5.00
New Promo Balance	\$	115.00
<b>** Customer's Copy **</b>		

OR  
\*\* Merchant's Copy \*\*

## 4. Error Messages

ERROR (##)
<div style="text-align: center; font-family: monospace;">Error message</div> <div style="text-align: center; margin-top: 50px; font-family: monospace;">Press key</div>

#	Display	Meaning	Action
1	WRONG SITE	Invalid Sitecode	Contact Supplier
2	BAD CARD TYPE	Invalid Card Type	Card type supported (USER and ADMIN)
3 47 49 51	READING CARD PROBLEM	Read error	An error has occurred while reading the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
4	READING SUPPORT PROBLEM	Read SAM error	An error has occurred while reading the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
5	READING PURSE PROBLEM	Read SAM error	An error has occurred while reading the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
6	READING CONFIG PROBLEM	Read SAM error	An error has occurred while reading the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
7	READING SAM PROBLEM	Read SAM error	An error has occurred while reading the SAM card. Try again. If the error persists, contact the system administrator.

8 48 50 52	WRITING CARD PROBLEM	Write error	An error has occurred while writing the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
9	WRITING SUPPORT PROBLEM	Write error	An error has occurred while writing the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
10	WRITING PURSE PROBLEM	Write error	An error has occurred while writing the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
11	WRITING CONFIG PROBLEM	Write error	An error has occurred while writing the card. Try again. If the error persists, make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder. If this error occurs with all the card, the card reader could be defective. Please contact your supplier.
12	WRITING SAM PROBLEM	Write SAM error	An error has occurred while writing the SAM card. Try again. If the error persists, contact the system administrator.
13	INSUFFICIENT FUND	Not enough fund to complete transaction	Use a smaller amount depending on the remaining card balance
14	BAD CHECKSUM	Data possibly corrupted	Try again. If the error persists, the system administrator will need to issue a new card to the cardholder.
17	NO CARD	No card has been inserted in the reader before the end of the timeout value	Try again. If the error persists with a card fully inserted in the card reader the card reader could be defective. Please contact your supplier.
18	SAM PROBLEM	Problem accessing SAM	An error has occurred while reading the SAM card. Try again. If the error persists, contact the system administrator.
19	OPERATION ABORTED	Current operation has been aborted by the operator by removing the smart card or pressing <CLR> or <X>	No specific action to do.
20	AMOUNT TOO HIGH PURSE LIMIT: \$ 999.99	Amount entered is too high	Choose an amount less or equal to Purse Limit.

21	LOAD TOO HIGH SAM LIMIT: \$ 999.99	Load amount entered is too high	Choose an amount less or equal to Sam Limit.
22	AMOUNT TOO HIGH SAM LIMIT: \$ 999.99	Amount entered is too high	Choose an amount less or equal to Sam Limit.
23	SAM EMPTY  USE BANK CARD TO RELOAD IT	The SAM is empty	Contact the Manager to reload it with the BANK CARD
24	PRINTER ERROR #0020	The printer has generated an unknown error code	Note this error code and if it's come back again contact your supplier with the error code number.
25	PAPER OUT	The printer is out of paper	Be sure that the printer enclosure is closed and full of paper.
26	VALUE OUT OF RANGE	Value out of range	Choose a value between the MIN and MAX value indicated (inclusive)
27	STRING EMPTY NOT ALLOWED	String null not accepted	Enter a non-NULL string
28	MAXIMUM NUMBER OF ITEMS REACHED	The maximum number of items is reached	The actual list is full. Delete or edit an existing item
29	UNABLE TO ACCESS P_RAM	Unable to read or write the protected memory	Contact tour supplier
30	WRONG PASSWORD	Invalid password	Try again. For security purpose. if the 4 bad attempts is done, the password will be lock and unusable for a few minutes.
31	DIFFERENT PASSWORD	The 2 passwords entered were different	Try again.
32	PASSWORD TOO SHORT OR BEGINNING WITH 0	The password entered is too short or beginning with a zero.	Choose a longer password.
33	PASSWORD RESERVED BY THE SYSTEM	Password reserved	Choose an other password
34	SAM LOW BALANCE WARNING	Warning that indicate a low balance SAM. Level configurable.	Recharge the SAM card by a BANK CARD or increment low level warning threshold
35	SAM MAXIMUM BALANCE REACHED	No more value in the SAM CARD.	You could Credit user card but not Debit. Recharge the SAM card by a BANK CARD
36	BAD SAM LICENSE TERMINAL LOCKED	Bad SAM	Contact Supplier
37	DIFFERENT SAM LICENSE PLEASE REBOOT	Different SAM	Contact Supplier
38	WRONG AUTH KEY	Invalid key	An error has occurred while presenting the authentication key to the card. Make sure the type of card is usable in this system. If so, the system



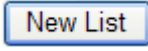

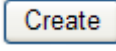

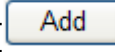

			administrator will need to issue a new card to the cardholder.
39	CARD LOCKED	Key Retry counters elapsed. The card is locked and unusable	The card is unusable. The system administrator will need to issue a new card to the cardholder.
40	PRAM BAD CRC	Protected RAM possibly corrupted	Contact supplier.
43	ACCESS CARD NOT AUTHORIZED	Invalid authentication	An error has occurred while presenting the authentication key to the card. Make sure the type of card is usable in this system. If so, the system administrator will need to issue a new card to the cardholder.
55	BAD SIM CARD TYPE	Bad SAM	Contact Supplier
56	KEYS NOT INITIALIZED	Bad SAM	Contact Supplier
57	UNLOAD TOO HIGH BANK LIMIT: \$ 999.99	Unload Amount entered is too high	Choose an amount less or equal to Bank Limit.
58	AMOUNT TOO HIGH BANK CARD LIMIT: \$ 999.99	Amount entered is too high	Choose an amount less or equal to Bank Limit.
59	PRINTER BUFFER EMPTY	No Receipt to Re-Print	No Specific Action to do.
60	WRONG CUSTOMER SITE	Wrong Customer Code	Contact Supplier
61	TOO MANY ATTEMPTS SECRET CODE LOCKED	Terminal Locked	Wait for the retry delay expiration and try again.
62	DELETE DENIED MINIMUM ONE USER REQUIRED	You cannot delete the last USER of this type	No Specific action to do.
73	INVALID IP FORMAT	Wrong IP Address Format	Format 123.123.123.123
74	UNABLE TO LOG TRANSACTION [BUFFER FULL]	Transaction log full. The network is not working properly.	Verify your network link and the IP configuration.
75	UNABLE TO LOG BLACKLIST [BUFFER FULL]	Black List too big.	Contact your Supplier
76	BLACKLISTED CARD	Card has been blacklisted by the administrator and is no more useable on this site	Remove it from the blacklist on the web access or give a new card
77	INVALID CONFIG FILE	The config file received is not supported	Contact your Supplier
78	AXESPOS DISABLED	The device is not more	Contact your Supplier

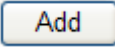

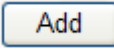

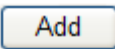






		active	
79	NETWORK DISABLED	The network communication is not activated	Contact your Supplier
80	TRANSACTION FILE PROBLEM Call Service	A problem occurred with the transaction file	Contact your Supplier
81	PURSE CLOSE	The accessed purse is close	Contact your Supplier
82	WRONG MAPPING	Card not supported	Contact your Supplier
83	PROMO ALREADY DONE One Promotion per Day	Configuration of the device limit the promotion to one per day and the card already received one.	If there was an error on the last promotion entry, you could try to reverse it with <FUNC> + 1.SUPERVISOR + UNDO PROMO  You could change you configuration by contacting you supplier
84	TRANSACTION FILE EMPTY	The transaction log is empty.	Contact your Supplier
85	RECORD NOT FOUND	When UNDO PROMO, the device didn't find any promotion that match this card.	Nothing to do.
86	CARD ALREADY MODIFIED UNABLE TO UNDO PROMOTION	The card has been used since the last promotion. Unable to reverse it.	Nothing to do.
87	EMPTY LIST	No item in the list	Check the list in the web interface.
88	LOGOUT ERROR	Error during the logout	Nothing to do.
89	UNABLE TO CREATE LIST	Unable to generate the Redeem list.	Check the list in the web interface.
90	NO DEFAULT USER	No default user found	Check the users list in the web interface.
91	USERS LIST PROBLEM	Unable to retrieve the users list from the memory of the AxesPOS	Check the users list in the web interface.

## 5. Web Interface

### 5.1 Tutorial : List management



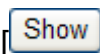
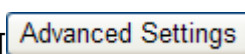


1. To access the lists manager page, select “Lists” [] under “Manage Inventory” [].
2. You need to select a location for which the list will be created. . If necessary, use the combo box to select another location.
3. You can click on “New List” [] to create a new one. If you want to modify an existing list, select it in the combo box and click on “Show” [] to display the selected list. (If you have selected an existing list, go to #4)
  - a. Type a Description for the new list. This field is required.
  - b. Type some Notes for the new list. This field is optional.
  - c. When you are ready, click on “Create” [] and the new list will be created.
4. To add a new product, check “New Product” [ **New Product**].
  - a. Type the Access Code of the new product. The Access Code will be used to access the item on the POS. This field is required.
  - b. Type a Description for the new product. This field is required.
  - c. Enter the Value of the product. If you set it to 0, the value will be prompted on the POS at the transaction. This field is required.
  - d. Enter the quantity of this product you have in Stock. This field is for information purposes only. This field is required.
  - e. Type some Notes for the new product. This field is optional.
  - f. When you are ready, click on “Add” [] and the product will be added to your list at the current level.
5. To add a new category, check “New Category” [ **New Category**].
  - a. Type the Access Code of the new category. The Access Code will be used to access the item on the POS. This field is required.

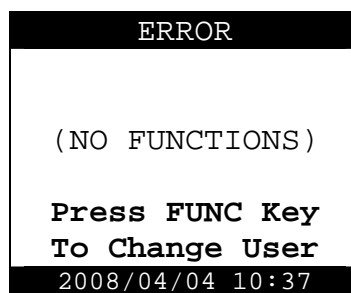
- b. Type a Description for the new category. This field is required.
  - c. When you are ready, click on “Add” [] and the category will be added to your list at the current level.
6. To add an existing product, check “Existing Product” [ Existing Product]. This option will be only enabled if at least one product exists. This option copies the description, the stock, the price and the notes of the original product, the information of both products will be linked.
  - a. Type the Access Code of the product. The Access Code will be used to access the item on the POS. This field is required.
  - b. Select an existing product in the combo box.
  - c. When you are ready, click on “Add” [] and the product will be added to your list at the current level.
7. To add an existing category, check “Existing Category” [ Existing Category]. This option will be only enabled if at least one category exists. This option copies the description and the notes of the original category.
  - a. Type the Access Code of the category. The Access Code will be used to access the item on the POS. This field is required.
  - b. Select an existing category in the combo box.
  - c. When you are ready, click on “Add” [] and the category will be added to your list at the current level.
8. To view items that are under a category, click on the expand icon [].
9. Click on the pencil [] to edit the information. You can modify the products, the categories and the list. The edit interface is similar to the add interface. **Be careful, if you modify an item, all occurrences of that item will be modified as well. (i.e. If you have added existing items.)**
10. To remove a product or a category from the current level, click on the remove icon []. You will be asked if you are sure to remove the selected item of the current level.
11. To delete a list, click on the red “X” []. You will be asked if you are sure to delete the list.


NB: Please take note that the maximum number of items by level is 12, and the maximum numbers of level is 3. Also, the maximum Value for a product is 10000 \$, and the quantity in Stock must be between -2147483648 and 2147483647.

If you have any questions or suggestions, please contact us.

## 5.2 Tutorial : Configure POS main menu

1. To configure the main menu of a POS, select "Update Reader Info" [  ] under "Card Readers" [  ].
2. You need to select the location where the POS device is. If necessary, use the combo box to select another location.
3. Select a POS in the combo box and click on "Show" [  ] to display the selected POS.
4. Click on "Advanced Settings" [  ], to view more settings.
5. Configure the main menu by adding or removing groups. To do so, select a group in the "Available Group(s)" list box. Use the add button [  ] to assign the selected group to the main menu of the POS device. To remove a group, select a group in the "Assigned Group(s)" list box, and click on the remove button [  ]. The POS device can have no group for its main menu which will result in a window like this :



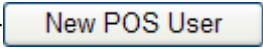








6. When you are finished, click on "Save" [  ] and the new main menu will be saved. The changes will be effective at the next synchronization.

NB: Take in consideration that if you have many groups, the main menu will get the rights of all groups.

If you have any questions or suggestions, please contact us.

### 5.3 Tutorial : User management

1. To access the POS User manager page, select “POS Users” [] under “POS Management” [].
2. You need to select a location for which the POS User will be created. If necessary, use the combo box to select another location.
3. You can click on “New POS User” [] to create a new one. If you want to modify an existing POS User, select it in the combo box and click on “Show” [] to display the selected POS User.
  - a. Type a Description for the new POS User. This field is required.
  - b. Type a PIN for the new POS User. This field is required.
  - c. Assign the new POS User to a group. To do so, select a group in the “Available Group(s)” list box. Use the add button [] to assign the POS User to the selected group. Use the remove button [] to remove the POS User from the group selected in the “Assigned Group(s)” list box. The POS User must be in at least one group.
  - d. Type some Notes for the new POS User. This field is optional.
  - e. When you are ready, click on “Save” [] and the new POS User will be created, or the existing POS User will be saved.
4. To remove a POS User, select the POS User in the combo box and click on “Show” []. The information about the POS User will be displayed. Then, click on “Delete” []. A confirmation will be necessary to complete the deletion process.

NB: Please take note that the maximum number of POS Users by location is 14 and the maximum number of characters for the description is 14. Also the PIN must be a number with 4 digits minimum and 7 digits maximum.

NB': Take in consideration that if you have many groups, the POS User will get the rights of all groups.