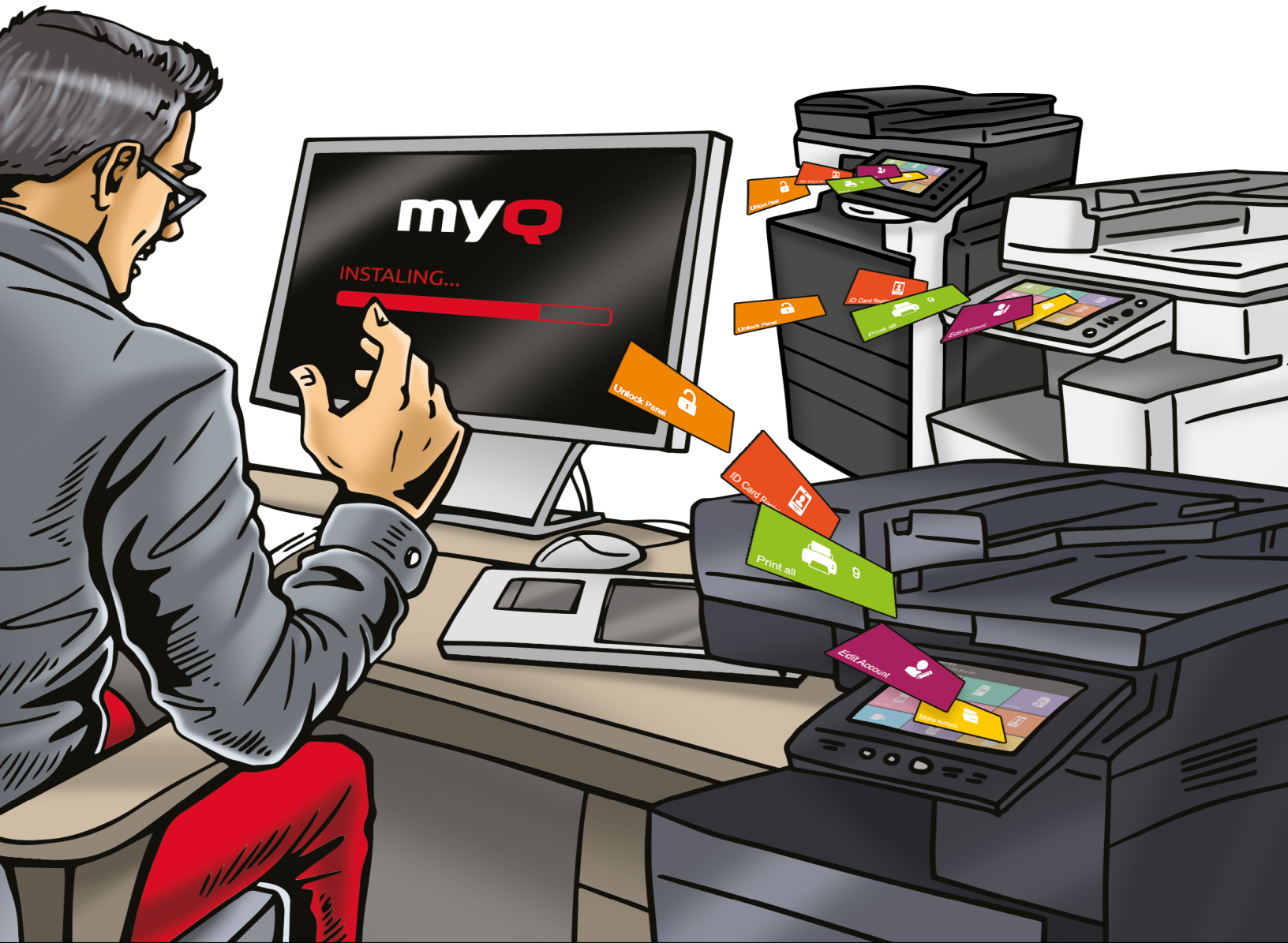




# MyQ Recharge Terminal Guide

for Operators

REVISION 3





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## **0.1. Changes to previous version**

Compared to revision 2 the following changes have been made:

<b>Place in the document</b>	<b>Change</b>
<i>"User"</i> on page 6	Section updated
<i>"Appendix I: CE Conformity Declaration"</i> on page 15	Added CE Declaration

# 1. About

## 1.1. About this manual



**NOTICE:** Pictures in this manual are illustrative. The real appearance of the MyQ Recharge Terminal may differ in details and color.

This document guides the operator through the setup and management of the MyQ Recharge Terminal. The first part of the manual shows you how to manage the terminal on its touch display. The second part describes the terminal's hardware and its maintenance.

## 1.2. About the MyQ Recharge Terminal

The MyQ Recharge Terminal is a device designed as an extension of the MyQ credit accounting. The device provides MyQ users with the option to view and increase their credit balance.


In the basic version, the MyQ Recharge Terminal is equipped with a 19-inch full-colour touch display and a nanoPC. The MyQ Recharge Terminal can be equipped with the following optional hardware:


- card reader
- coin detector with a self-locking coin bag
- bill reader
- card dispenser
- receipt printer





## 1. About - 1.2. About the MyQ Recharge Terminal

### 1.2.1. Safety notes


 **WARNING:** Maintenance and replacement of hardware components can be performed by trained and qualified personnel only.


 **WARNING:** Do not insert any objects into openings of the MyQ Recharge Terminal. Risk of damage to installed devices, shock hazard, fire or failure of the MyQ Recharge Terminal.


 **WARNING:** Movable parts. Risk of injury for the personnel or damage to the MyQ Recharge Terminal.


 **WARNING:** Do not touch the parts marked with the high voltage sign during the service and maintenance.

 **WARNING:** Do not place any objects on the MyQ Recharge Terminal.

 **INFO:** Check the function and cleanliness of the ventilators inside the MyQ Recharge Terminals.

 **INFO:** Regularly check the vent openings of the MyQ Recharge Terminal. In case of dust or any contamination, clean the openings to prevent overheating of the MyQ Recharge Terminal.

 **INFO:** Keep all devices inside the MyQ Recharge Terminal clean.

 **WARNING:** Before cleaning the MyQ Recharge Terminal disconnect the power supply.

### 1.2.2. Operating conditions

Temperature	5 to 35 degrees C
Relative humidity	30 to 80 percent

### 1.2.3. Power input

Voltage	230 V AC/ 50 Hz
Arc fault detection device	10A/1N/C/003

## 2. User interface

This chapter shows the operator how to use, configure and manage the MyQ Recharge Terminal.

### 2.1. Login to the MyQ Recharge Terminal

To access the management options, you need to log into Administrator mode via the operator's credentials.

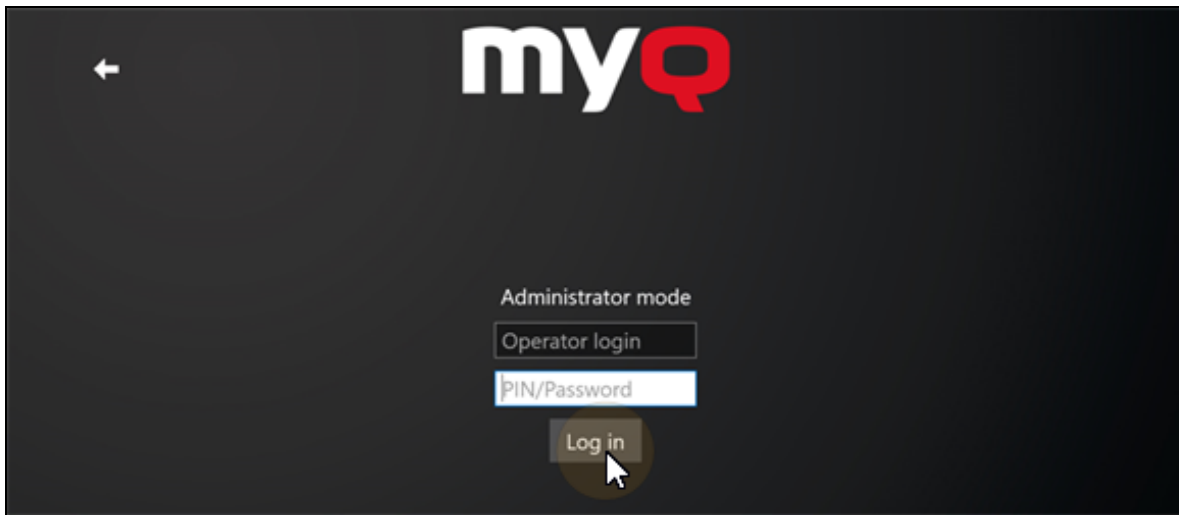


FIGURE 2.1. Login screen

On the login screen, tap the MyQ logo at the top of the screen. Enter the operator's login and PIN, and then tap **Log in**.



**INFO:** The default username is **\*operator**, the default PIN is **0000**. Both can be changed by the administrator.

The terminal management screen opens.



## 2.2. Management of the MyQ Recharge Terminal

On the tabs of the terminal management screen, you can manage several features of the MyQ Recharge Terminal. You can switch between the tabs using the menu at the upper-left side of the screen.

Once you are finished with the changes, tap **Log out** to leave the terminal management screen.



FIGURE 2.2. Leaving the terminal management screen

The management tabs are described in the following sections.

### 2.2.1. Money

On the **Money** tab, you can reset the amount and value of inserted coins and bank notes after withdrawing the money from the MyQ recharge terminal.

To do so, tap **Reset**.

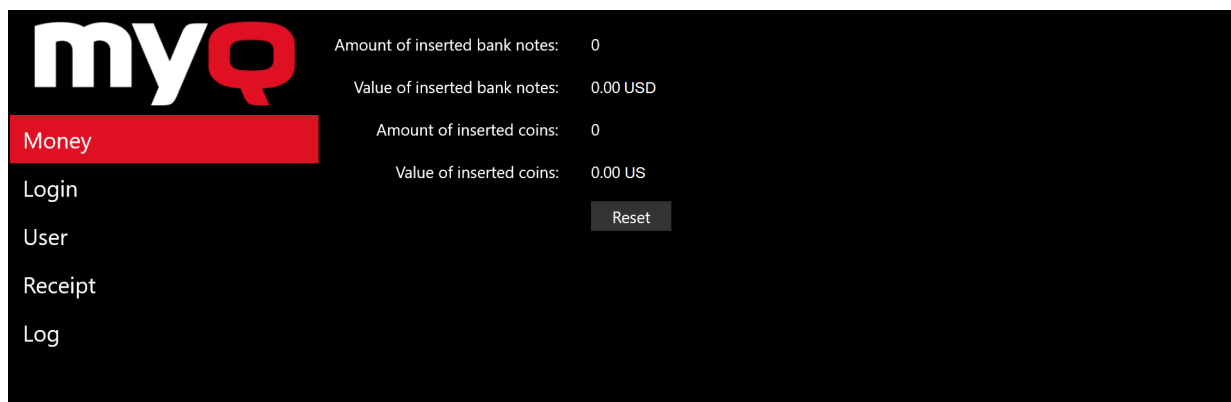


FIGURE 2.3. The **Money** tab of the terminal management screen

### 2.2.2. Log in

If this tab is enabled by the administrator, you can set the login options for the users of the MyQ Recharging Terminal. You can and also enable or disable the icon for registration of new users, which is displayed on the login screen.

## 2. User interface - 2.2. Management of the MyQ Recharge Terminal

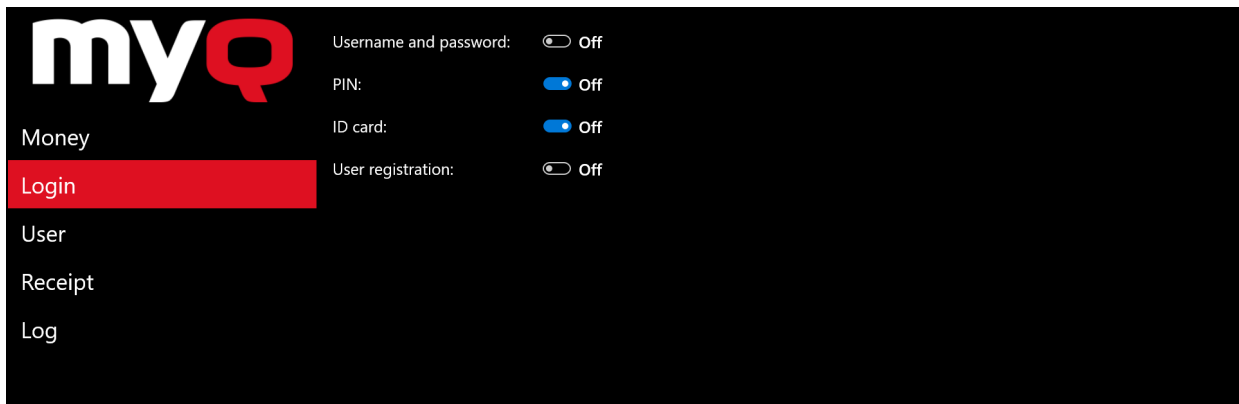


FIGURE 2.4. The **Log in** tab of the terminal management screen

After setting the options, tap **Save** at the bottom part of the screen.



FIGURE 2.5. Saving the settings

### 2.2.3. User

If this tab is enabled by the administrator, you can set the minimum credit needed to dispense the ID card, the inactivity logout time, enable or disable the possibility to register an ID card in user sessions, and set the system language of the MyQ Recharge Terminal.



FIGURE 2.6. The **User** tab of the terminal management screen

After setting the options, tap **Save** at the bottom part of the screen.



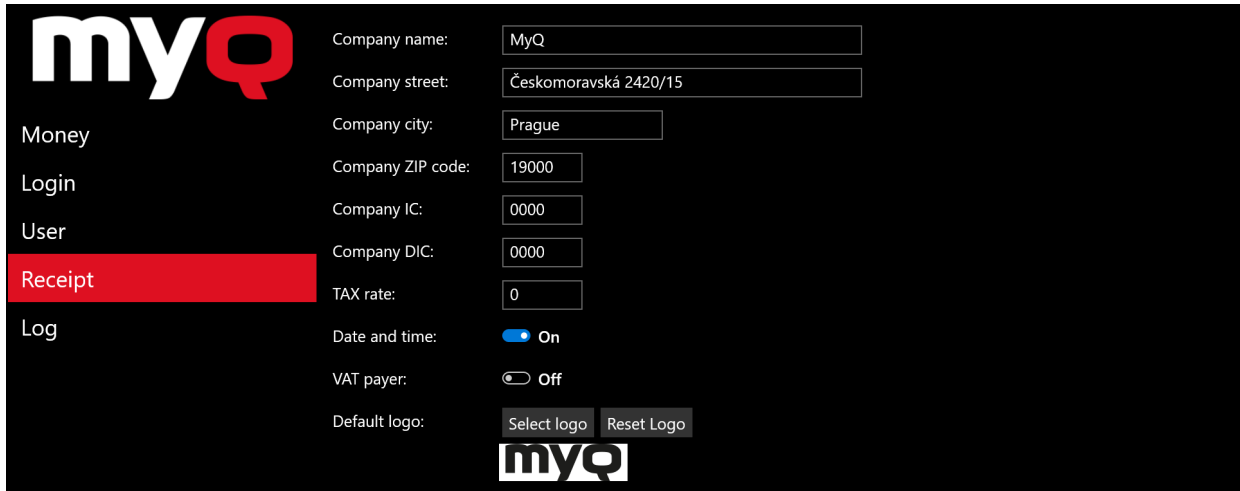
FIGURE 2.7. Saving the settings

## 2. User interface - 2.2. Management of the MyQ Recharge Terminal

### 2.2.4. Receipt

If this tab is enabled by the administrator, you can configure the data displayed on the receipt, such as the company name, address, etc.

Also you can change the company logo printed on the receipt. To do so, tap **Select logo**, select the file with new logo in the browser, and then tap **Open**. If you want to restore the default MyQ logo, tap **Reset logo**.



The screenshot shows the 'Receipt' tab selected in a sidebar menu. The main area contains configuration fields for company information and receipt settings. The fields are as follows:

Field	Value
Company name:	MyQ
Company street:	Českomoravská 2420/15
Company city:	Prague
Company ZIP code:	19000
Company IC:	0000
Company DIC:	0000
TAX rate:	0
Date and time:	<input checked="" type="checkbox"/> On
VAT payer:	<input type="checkbox"/> Off
Default logo:	Select logo   Reset Logo

At the bottom of the form, there is a preview of the MyQ logo.

FIGURE 2.8. The **Receipt** tab of the terminal management screen

After setting the options, tap **Save** at the bottom part of the screen.



FIGURE 2.9. Saving the settings

### 2.2.5. Log

On the **Log** tab, you can see the log of events on the MyQ Recharge Terminal. At the top of the tab, you can change the date and select one of the filters to show only specific kind of events.

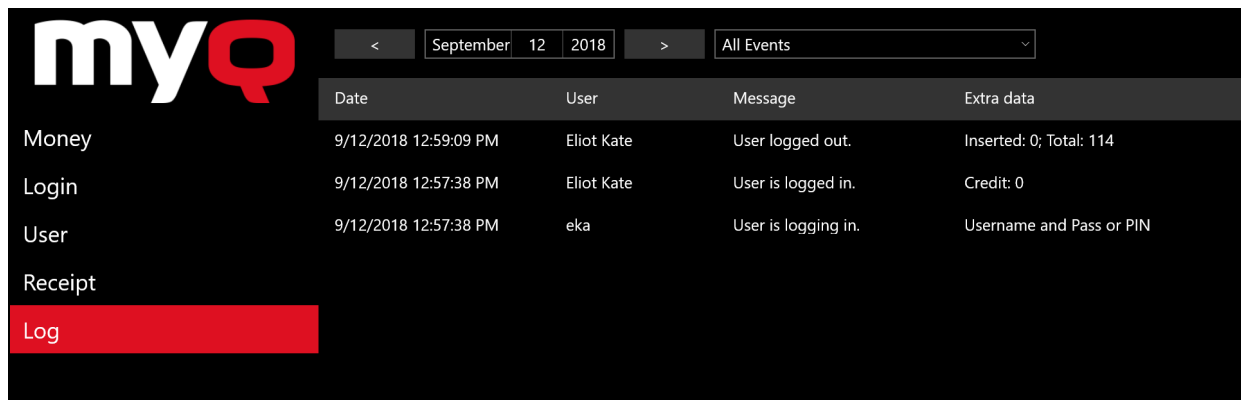


FIGURE 2.10. The **Log** tab of the terminal management screen

To show debug information in the log, enable **Log debug info**.



FIGURE 2.11. The **Log debug info** setting

To submit changes of the **Log debug info** setting, tap **Save** at the bottom part of the screen.



FIGURE 2.12. Saving the settings

## 2.3. Restart of the application

To restart the MyQ Recharge Terminal, log in as the administrator or the operator, and then tap **Restart** in the lower-left corner of the screen.



FIGURE 2.13. Restarting the MyQ Recharge Terminal

## 3. Management of hardware components

This chapter describes the hardware components of the MyQ Recharge Terminal. It guides the operator through maintenance tasks, such as withdrawing money, refilling ID cards and replacing the paper roll in the receipt printer.

### 3.1. Coin detector

The coin detector is an optional hardware component needed to provide users with the option to insert coins into the MyQ Recharge Terminal.



**INFO:** The euro acceptance is 10 cents and up. Other currency information is available upon request.



**INFO:** In case of an issue with new coins or banknotes, report this issue to Support to be provided with new firmware to solve the issue.

The inserted coins are recognized by the coin detector and fall through the funnel into the self-locking coin bag. The following section shows how to replace the self-locking cash bag and withdraw money from the bag.

#### 3.1.1. Replacing the self-locking coin bag

To replace the self-locking coin bag, do the following:

### 3. Management of hardware components - 3.1. Coin detector

1. Unlock and open the front door of the MyQ Recharge Terminal.
2. Slide the button to release the self-locking cash bag from the funnel. The coin bag locks shut.



FIGURE 3.1. Releasing of the self-locking coin bag

3. Now you can either replace the bag for an empty one, or withdraw money from the bag. If you just change the bags, skip to the step 6.
4. To withdraw money from the self-locking cash bag, unlock and remove the lid. Now you can take out the coins from the self-locking cash bag.



FIGURE 3.2. Unlocking the lid

5. Install the lid and lock the self-locking cash bag.
6. Slide the empty self-locking cash bag back into the funnel.
7. Close and lock the front door of the MyQ Recharge Terminal.

## 3.2. Bill reader

The bill reader is an optional hardware component needed to provide users with the option to insert bank notes. The inserted bank notes are recognized by the bill reader and stored in the cash box. The following section shows how to replace the cash box and withdraw money from the box.

### 3.2.1. Replacing the cash box

To replace the cash box, do the following:

1. Unlock and open the front door of the MyQ Recharge Terminal.
2. Unlock and open the door under the bill reader.

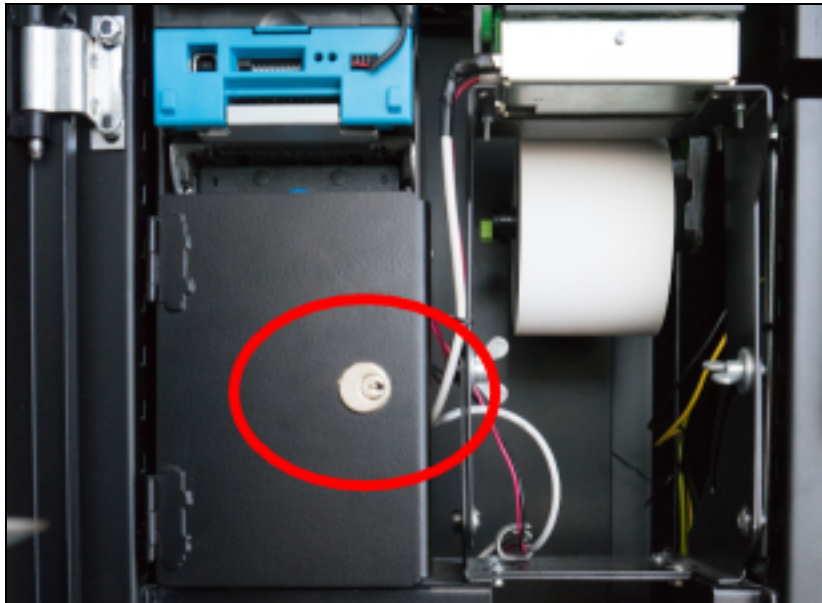


FIGURE 3.3. The locked door under the bill reader

### 3. Management of hardware components - 3.3. Card dispenser

3. Use the handle to pull out the cash box.



FIGURE 3.4. Pulling out the cash box

4. Now you can either replace the cash box, or withdraw money from the cash box. If you just change the cash boxes, skip to the step 7.
5. Unlock the cash box and take out the money.
6. Close and lock the cash box.
7. Slide the cash box into the slot under the bill reader. The bill reader will recalibrate.
8. Close and lock the door of the bill reader.
9. Close and lock the front door of the MyQ Recharge Terminal.

### 3.3. Card dispenser

If the specified criteria are met (for example if the minimum credit for dispensing an ID card is required), the users can get and register an ID card. The card dispenser is an optional hardware component needed to dispense the ID cards.



**INFO:** The supported card thickness is 0.22 mm up to 1.00 mm. The capacity is 200 cards if the card has a 0.76 mm. thickness.



### 3.3.1. Refilling the ID card

To refill the ID cards, do the following:

1. Unlock and tilt the card dispenser.

**WARNING:** Heavy parts may swing down. Risk of injury or breaking the key in the door lock below the card dispenser. Take care when opening the card dispenser.

2. Remove the weight on the chain and insert new cards.

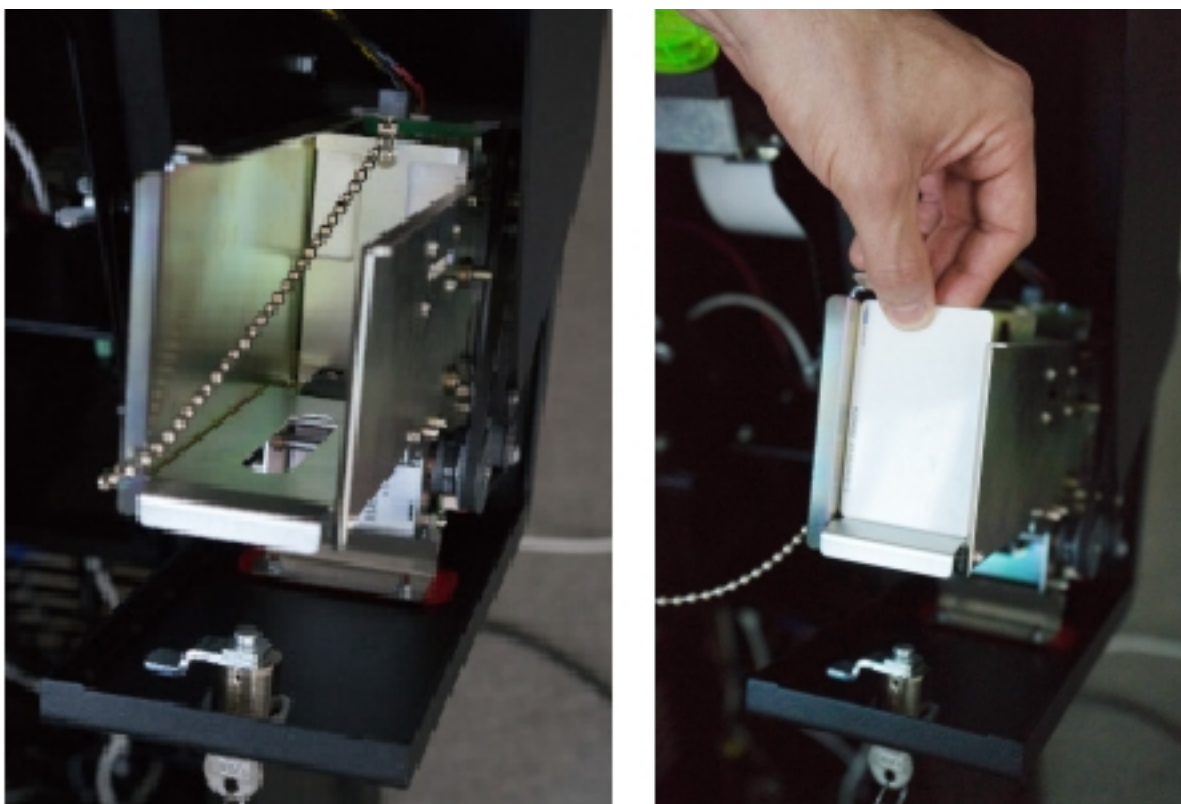


FIGURE 3.5. The weight and cards in the card storage bin

3. Place the weight on the inserted cards.
4. Push the card dispenser back in.
5. Lock the card dispenser.

### 3.4. Receipt printer



**INFO:** Check the function and cleanliness of the receipt printer. In case of dust contamination, clean the printer or contact an authorized service.

The receipt printer is an optional hardware component needed for printing bills. A bill is automatically printed each time the amounts and values of inserted money are reset. Also, users can print out a bill when logging out of their session.

#### 3.4.1. Replacing the paper roll

To replace the paper roll, do the following:

1. Unlock and open the front door of the MyQ Recharge Terminal.
2. Loosen the two winged nuts and tilt the receipt printer out of the MyQ Recharge Terminal.

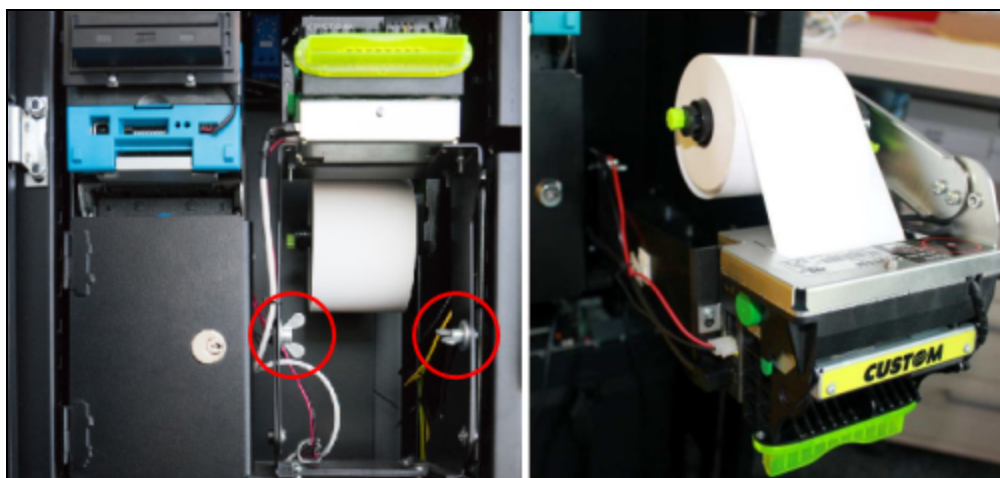


FIGURE 3.6. Winged nuts and tilted receipt printer

3. Replace the paper roll.
4. Feed the paper into the receipt printer. The paper will be automatically loaded by the receipt printer.
5. Return the receipt printer into its original position and tighten the winged nuts.
6. Make sure the front door of the MyQ Recharge Terminal can be closed without clashing with the receipt printer. If not, loosen the winged nuts and reposition the receipt printer to fit into the door opening.
7. Close and lock the front door of the MyQ Recharge Terminal.

## 4. Appendix I: CE Conformity Declaration

### CE Conformity Declaration

We, **POWER kiosk a.s.**  
Nad Kamínkou 1563  
156 00 Praha 5 - Zbraslav  
Czech Republic  
VAT number: CZ03339246

declare under our sole responsibility that

product: **Information kiosk**  
type: **HERON**  
rating: **220-240 V, 50-60 Hz, 2 A**  
manufacturer: **POWER kiosk a.s.**  
Nad Kamínkou 1563  
156 00 Praha 5 - Zbraslav  
Czech Republic

to which this declaration relate is in conformity with the following standards:

(for safety)  
EN 60 950-1 ed.2:06+A11:09+A1:10+A12:11 +A2: 44

(for EMC)  
EN 55 022 ed.2:2007 + A1:2008  
EN 55024:1999+A1:2002+A2:2003+Z1:2008  
EN 61000-3-2 ed.3:2006+A1:2010+A2:2010  
EN 61000-3-3 ed.2:2009

Prague. 01.04.2015

Stamp:

  
**POWER)KIOSK**  
Nad Kamínkou 1563  
156 00 Praha 5 - Zbraslav  
Czech Republic  
VAT number: CZ03339246  
Tomáš Páv  
Sales and Technical Director  
POWER kiosk a.s. ®

## 5. Business Contact

<b>MyQ® Manufacturer</b>	<p><b>MyQ® spol. s r.o.</b></p> <p>Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic</p> <p>MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842</p>
<b>Business information</b>	<p><a href="http://www.myq-solution.com">www.myq-solution.com</a></p> <p><a href="mailto:info@myq-solution.com">info@myq-solution.com</a></p>
<b>Technical support</b>	<p><a href="mailto:support@myq-solution.com">support@myq-solution.com</a></p>
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