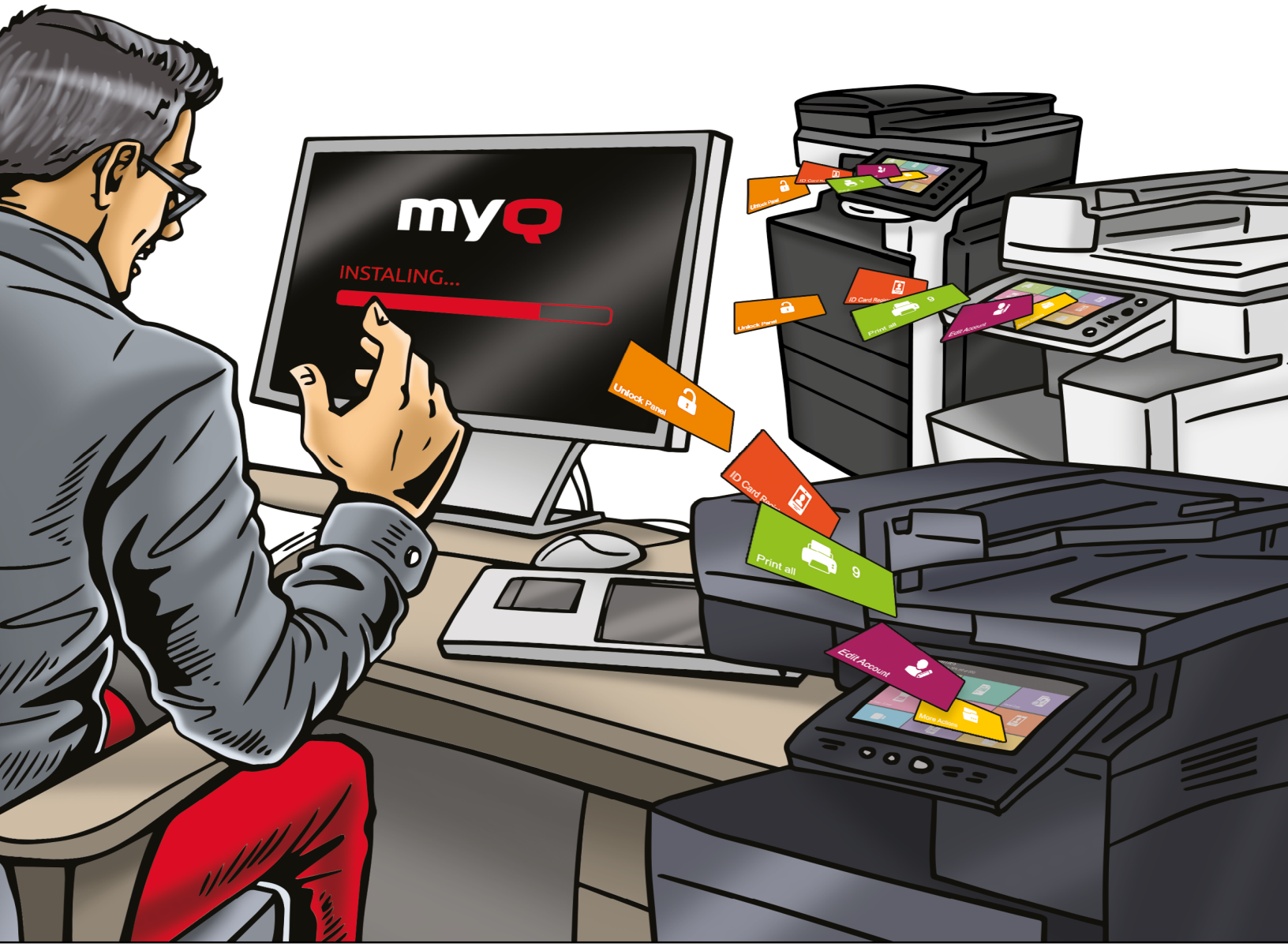
MyQ Recharge Terminal Guide

for Administrators

REVISION 3



MyQ Recharge Terminal 7.3.0.6+
MyQ Server 7.2+
January 2020

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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 administrator through the setup and administration of the MyQ Recharge Terminal. The first part of the manual shows how to initialize and configure the MyQ Recharge Terminal. The second part describes the administration of the terminal, such as the restart and update of the application.

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

1.2.1. Safety notes

WARNING: Do not place the MyQ Recharge Terminal in a dusty environment or near to water and heat sources.

WARNING: Do not expose the MyQ Recharge Terminal to rain. Do not allow any liquids inside the MyQ Recharge Terminal.

WARNING: Install and use the MyQ Recharge Terminal only in places that meet the environmental criteria mentioned in the section *"Operating conditions"* on the facing page.

WARNING: Connect the MyQ Recharge Terminal to power source according to the section *"Power input"* on the facing page. Keep the safety regulations and standards.

WARNING: To prevent overheating, make sure that there is sufficient space around the MyQ Recharge Terminal for venting. Do not cover the venting openings of the MyQ Recharge Terminal.

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

1.2.2. Server requirements

- MyQ server 7.2 and higher
- MyQ server with a BusinessPro license.
- The Credit feature must be enabled on the MyQ server.
- Recharge terminal must be enabled as a payment provider on the MyQ server.

1.2.3. Operating conditions

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

1.2.4. Power input

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

1.3. Changes to previous version

Compared to the previous version the following changes have been made:

Place in document	Change
"User" on page 7	Section updated

2. Setup

This chapter provides the reader with information about the initialization, login and configuration of the MyQ Recharge Terminal.

2.1. Starting the MyQ Recharge Terminal

NOTICE: Before starting the MyQ Recharge Terminal, make sure that the power cord and the net cable are connected.

To start the MyQ Recharge Terminal, do the following:

1. Unlock and open the door of the MyQ Recharge Terminal.

FIGURE 2.1. Opening the MyQ Recharge Terminal

2. Turn on the nanoPC using the "On" button ⏻.

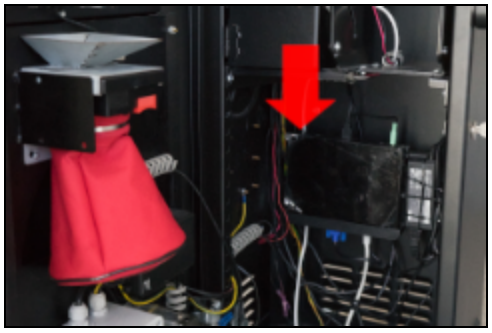

FIGURE 2.2. Turning the nanoPC on

3. Close and lock the door of the MyQ Recharge Terminal, and then wait for the system to initialize.

2.2. Login to the MyQ Recharge Terminal

To be able to configure the MyQ Recharging Terminal, you have to enter the Administrator mode.

To enter the Administrator mode, tap the MyQ logo at the top of the screen. Enter the administrator's PIN (1087 by default — it can be changed on the *"Management"* on page 10 tab), and then tap **Log in**. Alternatively, you can first enter the administrator's PIN on the login screen, and then tap the MyQ logo.

The administration screen opens.

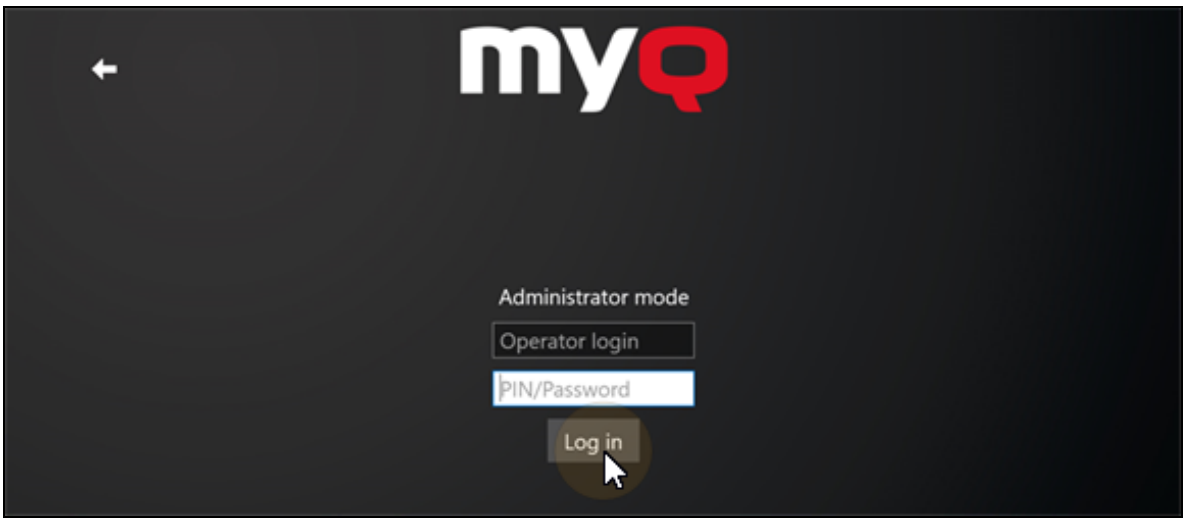

FIGURE 2.3. Entering Administrator mode

2.3. Configuration of the MyQ Recharge Terminal

On the tabs of the screen in the Administrator mode, you can configure 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 settings, tap **Log out** to leave the Administrator mode.

FIGURE 2.4. Leaving the Administrator mode

The tabs are described in the following sections.

2.3.1. Server

On the **Server** tab, you can configure the connection to the MyQ server:

- Enter the IP address of your server. To check the availability of the server you may use the **Test connection** button.
- Set the **HTTP** and **HTTPS** ports (8080 and 8090 by default).
- Enable or disable the secured connection by turning the **SSL** on or off.
- Paste the **Client ID** and **Client Secret** from MyQ Web Interface (see FIGURE 2.22 on page 13).

FIGURE 2.5. Administrator mode - the **Server** tab

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

FIGURE 2.6. Saving the settings

2.3.2. Log in

On the **Log in** tab, you can provide users with the following login options:

- Username and password
- PIN
- ID card

To enable registration of new users, turn on **User registration**.

NOTICE: To be able to register new users, credit accounting must be enabled for all users in MyQ.

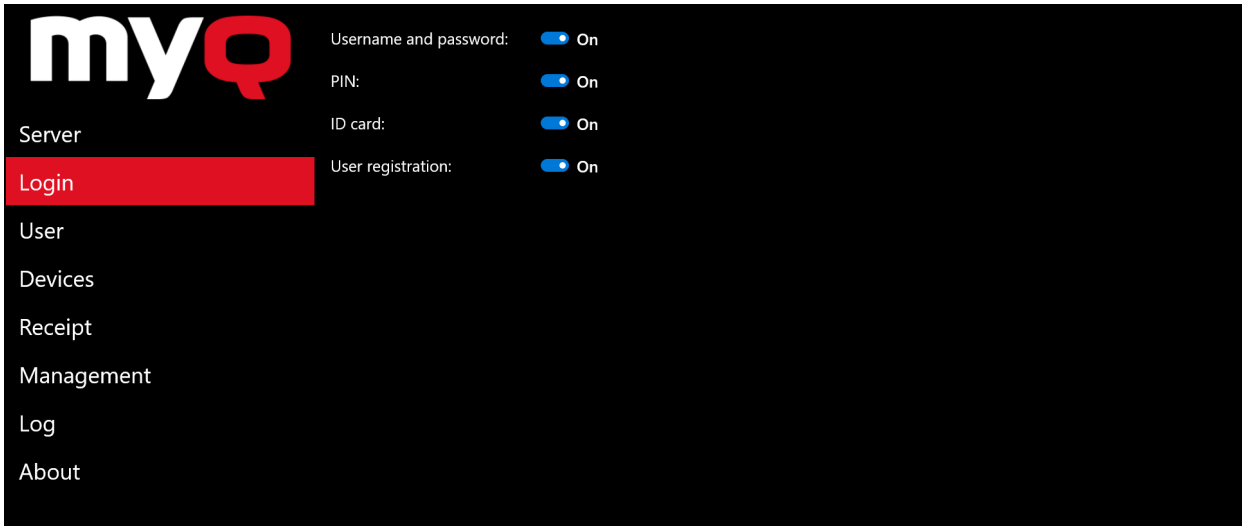

FIGURE 2.7. Administrator mode - the **Log in** tab

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

FIGURE 2.8. Saving the settings

2.3.3. User

On the **User** tab, you can perform the following actions related to the user session:

- Set the minimum credit required to dispense an ID card.
- Set the inactivity logout time.
- Set the system language of the MyQ Recharge Terminal.
- Enable or disable the possibility to register an ID card in user sessions by turning the **Allow user to register their card** on or off.
- Enter the information about supported coins and bank notes, that will be displayed during the user sessions.

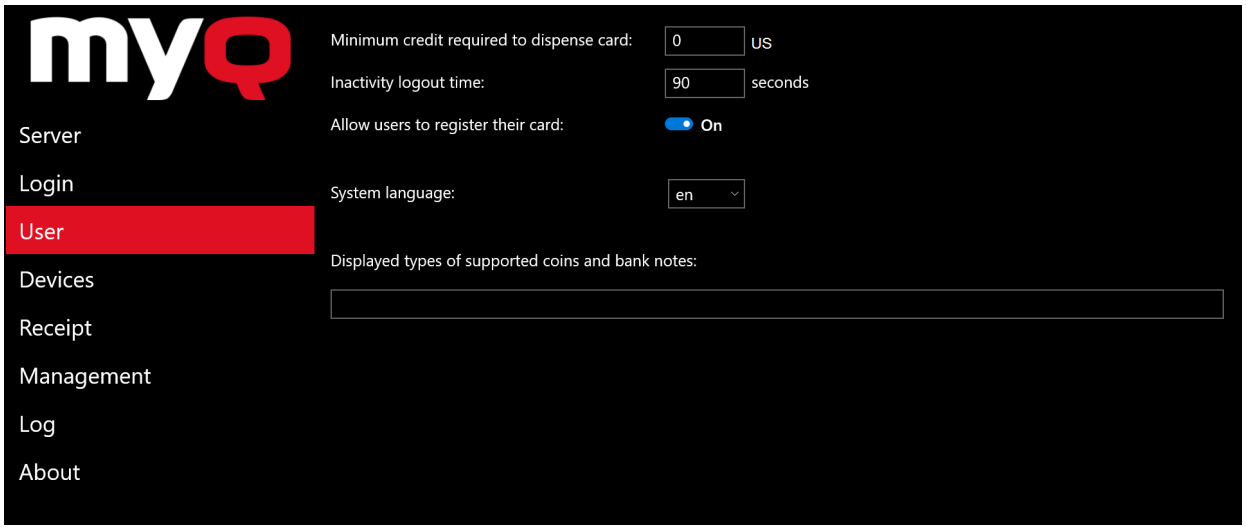

FIGURE 2.9. Administrator mode - the **User** tab

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

FIGURE 2.10. Saving the settings

2.3.4. Devices

On the **Devices** tab, you can enable or disable the optional hardware of the MyQ Recharge Terminal.

Also, you can set the COM Ports of the optional hardware devices according to the COM port values found in **Start → Control Panel → Device Manager → Ports**.

In the last two fields **Coin acceptor currency code** and **Bill reader currency code**, you can set the currency of the specific hard ware.

NOTICE: The **Coin acceptor currency code** and **Bill reader currency code**values are linked to the hard ware's firmware. Be sure to set the currency on your MyQ server in accordance with this two fields. The currency setting of the MyQ server is used in reports and is displayed during the user sessions.

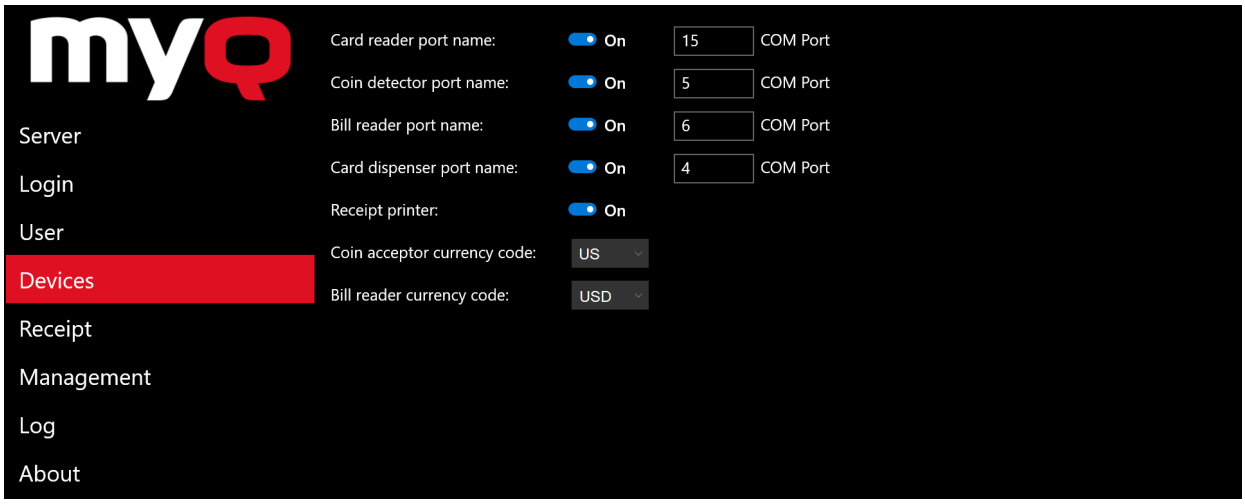

FIGURE 2.11. Administrator mode - **Devices** tab

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

FIGURE 2.12. Saving the settings

2.3.5. Receipt

On the **Receipt** tab, 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 click **Open**. If you want to restore the default MyQ logo, tap **Reset logo**.

FIGURE 2.13. Administrator mode - the **Receipt** tab

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

FIGURE 2.14. Saving the settings

2.3.6. Management

On the **Management** tab, you can perform the following actions related to login and access rights:

Change the admin PIN.

Change the username, password and ID card for the operator.

Enable or disable access to the **Log in**, **User** and **Receipt** tabs in the Operator mode.

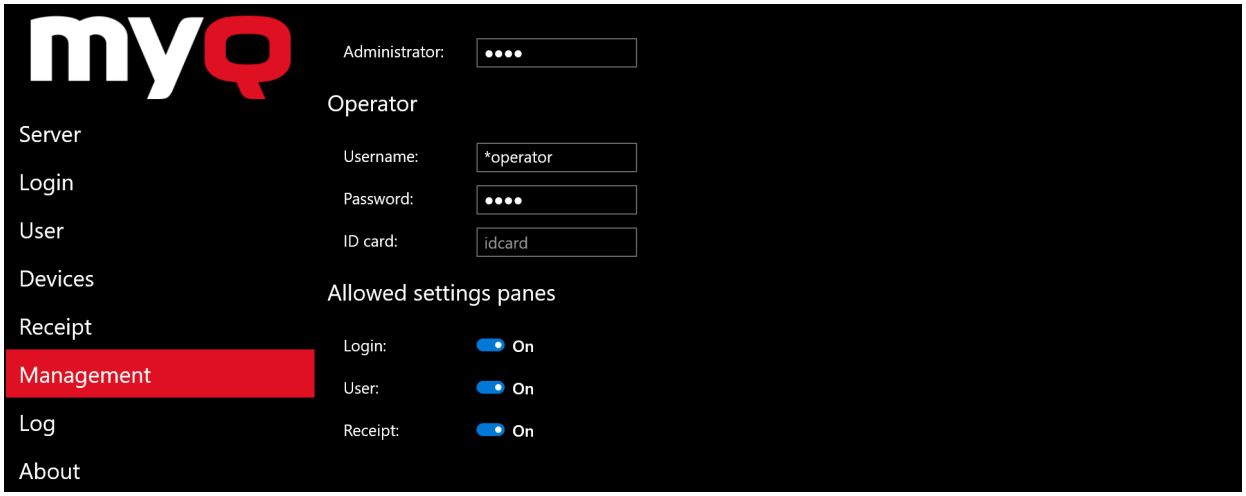

FIGURE 2.15. Administrator mode - the **Management** tab

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

FIGURE 2.16. Saving the settings

2.3.7. 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.

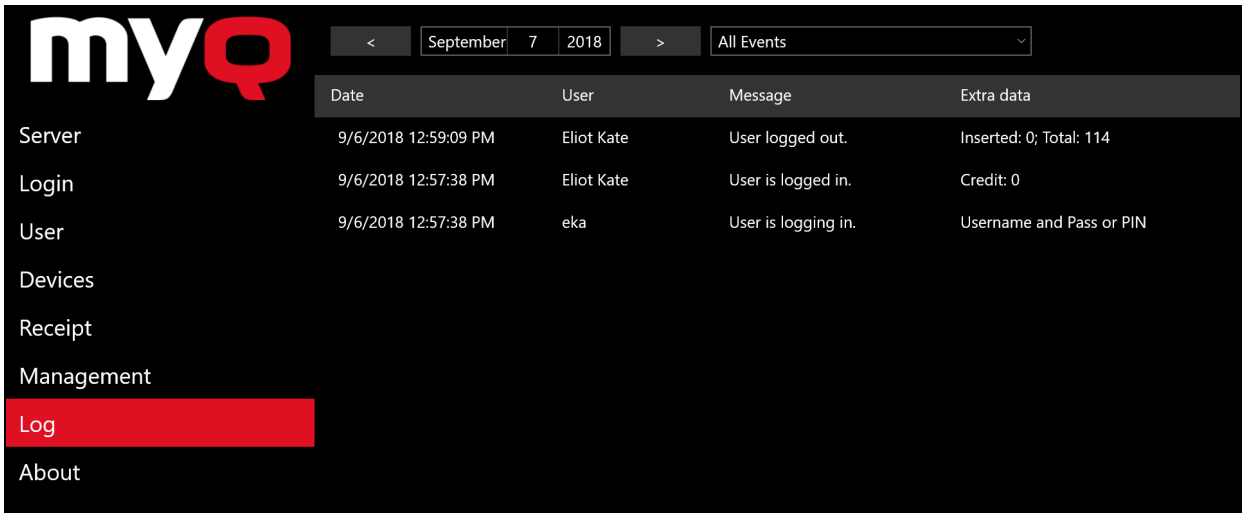

FIGURE 2.17. Administrator mode - the **Log** tab

To show a more detailed log, you may turn the **Log debug info** on.

FIGURE 2.18. The **Log debug info** setting

You can find the logs on the local drive of the nanoPC.

To log in to the nanoPC, you can use the Remote Desktop application in Microsoft Windows (see *"Remote desktop connection"* on page 15). Alternatively, you can connect a keyboard to the nanoPC, and then press **Ctrl** + **Alt** + **Delete**. In both cases, the username for the login is "Admin" and the password is "Admin00".

Once you are logged in to the nanoPC, you can find the logs under the following path:
C:\Users\Recharge Terminal\AppData\Local\Packages\RechargeTerminal_0gx9rkgqv5gz0\LocalCache\Recharge Terminal

The text log can be found under the following paths:

for versions older than 6.0.3.27:
C:\Program Files (x86)\MyQ Recharge Terminal 6.0\Service\log

for version 6.0.3.27 and newer:
C:\Program Files (x86)\MyQ\MyQ Recharge Terminal 6.0\service\log

2.3.8. About

On the **About** tab, you can overview the general information about the MyQ Recharge Terminal.

Also, you change or reset the logo graphic displayed on the MyQ Recharge Terminal. To change the logo, tap **Select log**, then select your image in the browser, and finally tap **Open**. If you want to restore the default MyQ logo, tap **Reset logo**.

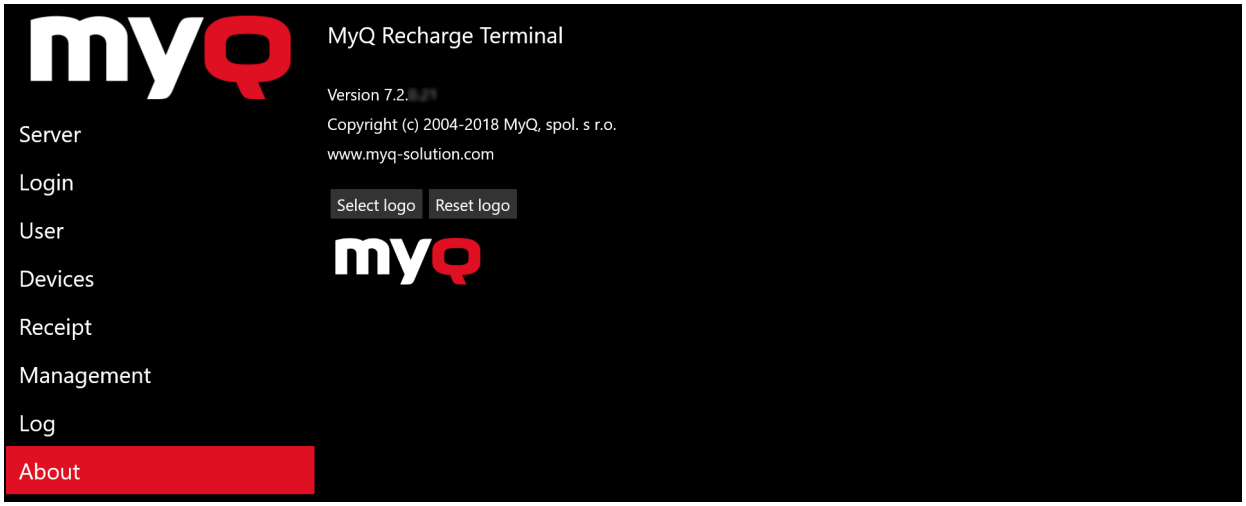

FIGURE 2.19. Administrator mode - the **About** tab

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

FIGURE 2.20. Saving the settings

2.4. Configuration on the MyQ Web Interface

This section describes the necessary configuration on the MyQ Web Interface. To provide users the possibility to recharge their credit via the MyQ Recharge Terminal, you have to add the terminal to the list of external systems and enable it as a payment provider.

To add the MyQ Recharge Terminal to the list of external systems, do the following:

1. Open the **External Systems** settings tab (click the **MyQ** icon, then click **Settings**, and finally click **External Systems**). Click **Add new External System**. The **External system** window appears.

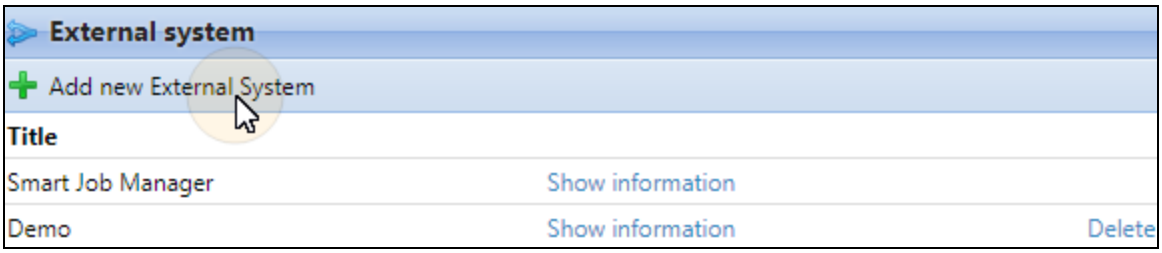

FIGURE 2.21. Adding a new External System

2. In the window, in the **Title** field, enter the name of the new external system.

   Copy the **Client ID** and **Secret** to paste it into fields on the **Server** tab in Admin menu of the MyQ Recharge Terminal (see FIGURE 2.4 on page 5).

   In the **Scope** field, click the black arrow on the right side to open a drop-down list. Add the **users**, **user.session** and **credit** from the list. Click **OK**. The new external system appears on the tab.

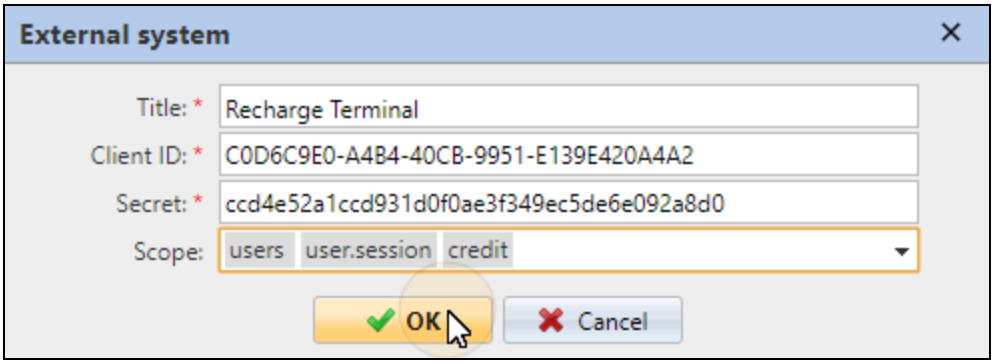

FIGURE 2.22. Configuring the new External System

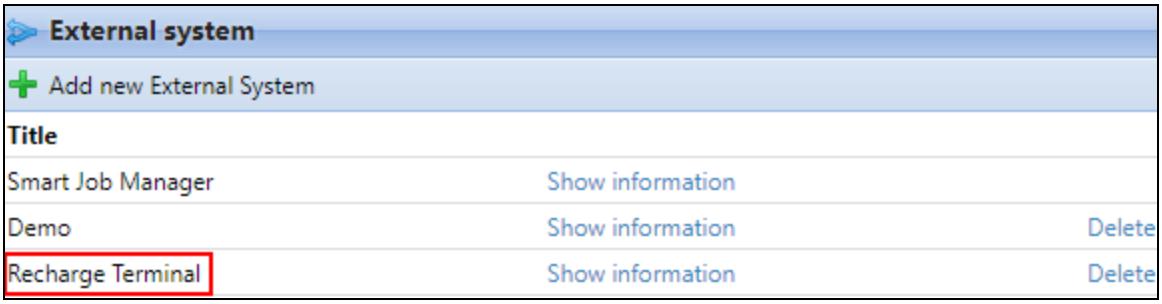

FIGURE 2.23. Added External System

To enable the MyQ Recharge Terminal as a payment provider, do the following:

1. Open the **Credit** setting tab (click **MyQ** icon, then click **Settings**, and finally click **Credit**).

2. On the tab, under **Payment providers**, select **Recharge terminal**, and then click **Enabled**. Alternatively you can right-click **Recharge terminal** and select **Enabled** on the pop-up menu.

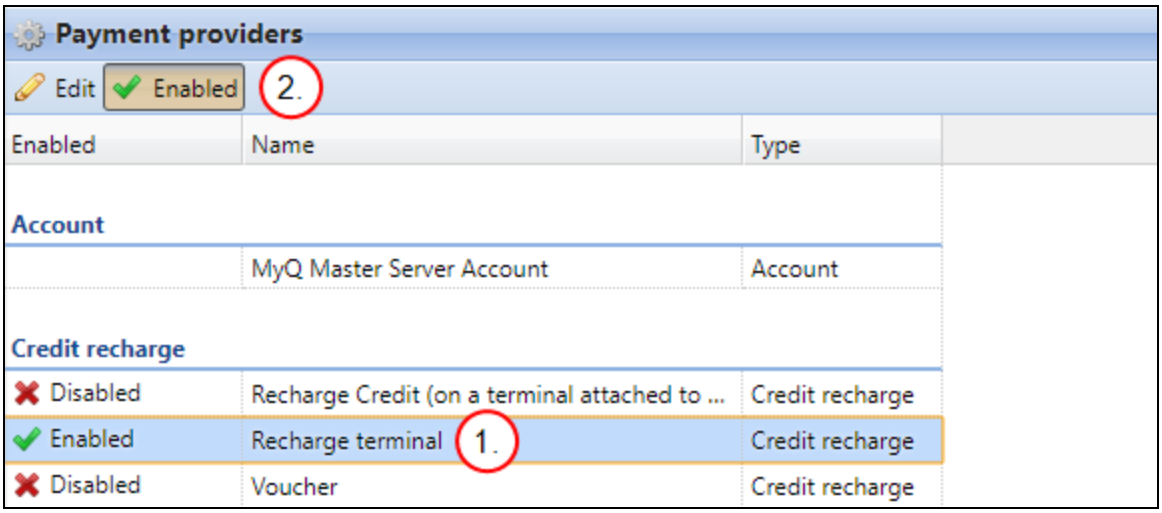

FIGURE 2.24. Enabling the credit for the MyQ Recharge Terminal

3. Administration

This chapter describes management of the MyQ Recharge Terminal. The following sections provide the information about the remote connection, restart and update of the application.

3.1. Remote desktop connection

As the MyQ Recharge Terminal is based on the Microsoft Windows operation system, you may access and manage the settings via Remote Desktop.

Turn on the terminal, wait for the application to initialize, and then connect via Remote Desktop.

3.2. 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 3.1. Restarting the MyQ Recharge Terminal

3.3. Update of the application

To update the MyQ Recharge Terminal application, you have to log in to the nanoPC as the administrator. To do so, connect a keyboard to the nanoPC, then press **Ctrl**+**Alt**+**Del**, and finally enter the username (Admin) and password (Admin00).

Once you are in Microsoft Windows, you have to change configuration of the **Recharge Terminal** account, so that it does not start in the kiosk mode. To do so, follow the steps below.

1. Go to **Family & other people** tab (**Start → Settings → Accounts**), and then tap **Set up assigned access**. The **Set up assigned access** tab opens.

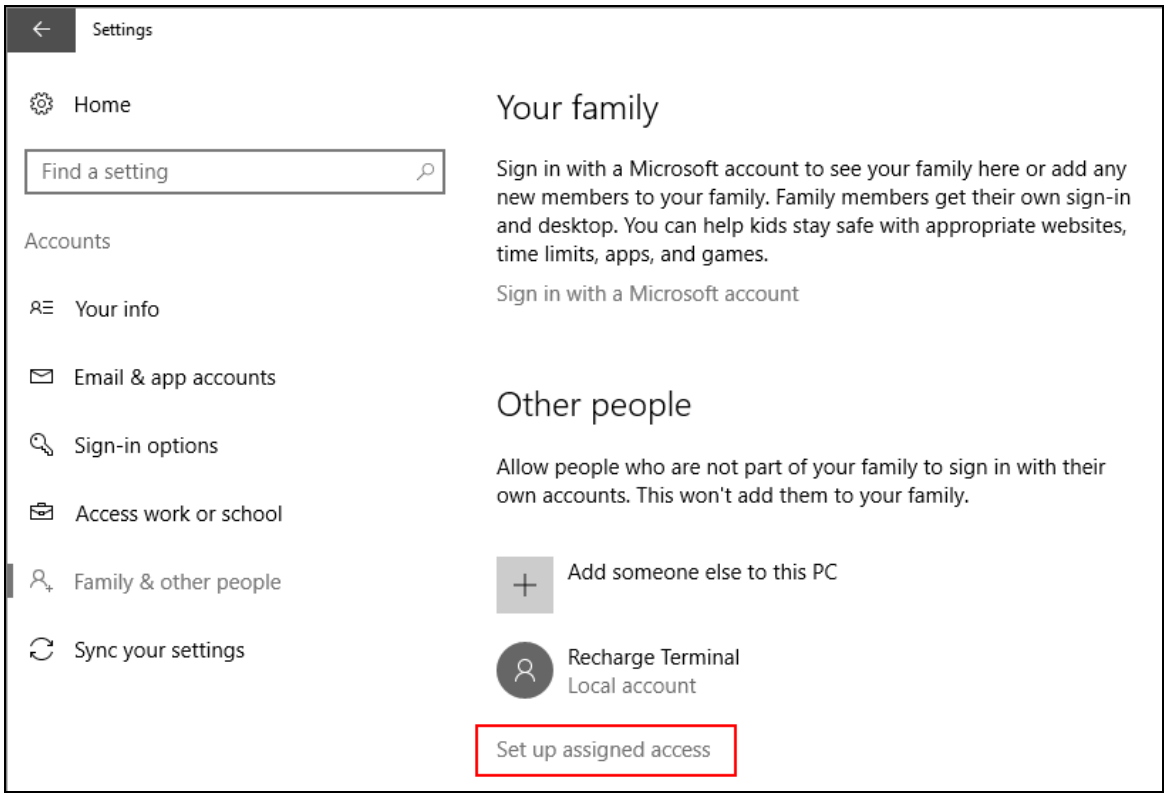

FIGURE 3.2. The **Family & other people** tab

2. On the tab, under **Choose which app this account can access**, tap **Recharge Terminal**. The **Choose an app** window opens.

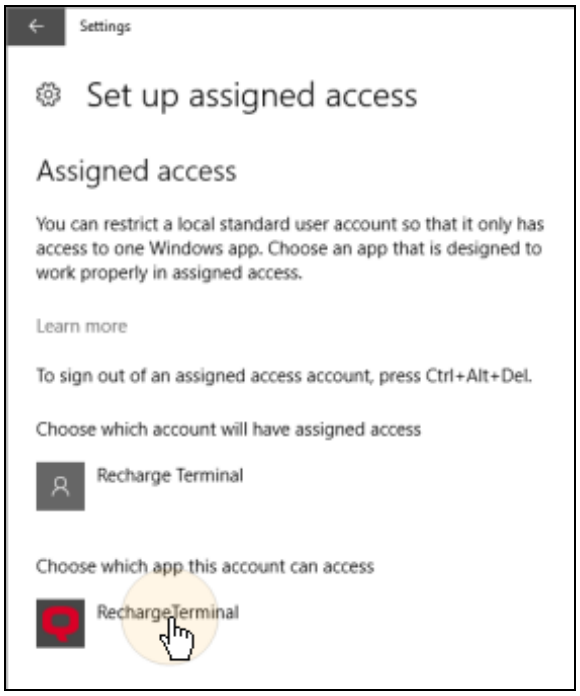

FIGURE 3.3. The **Set up assigned access** tab

3. In the window, tap **Don't start an app when the account is signed in**. The **Recharge Terminal** app disappears from the **Set up assigned access** tab.

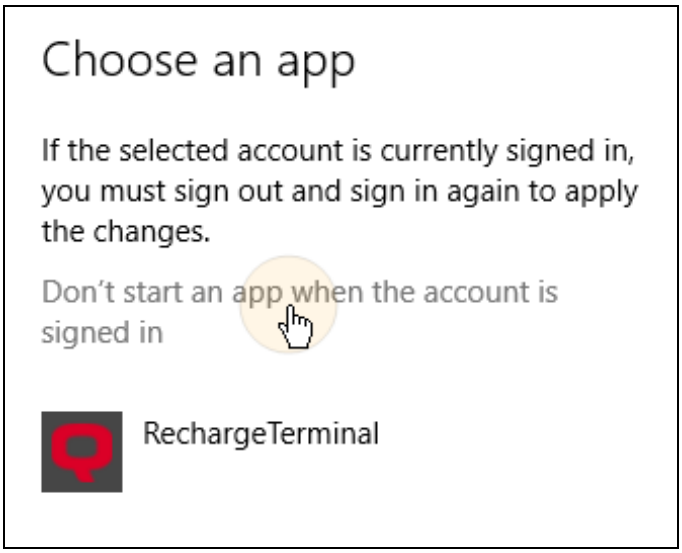

FIGURE 3.4. The **Choose an app** window

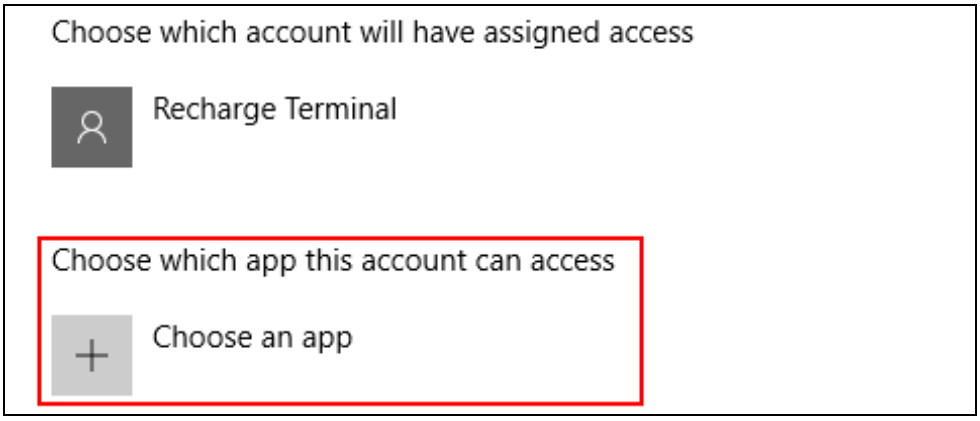

FIGURE 3.5. The **Set up assigned access** tab

4. Open Task Manager, go to **Users** tab, then select the **Recharge Terminal** user, and finally tap **Sign out**.

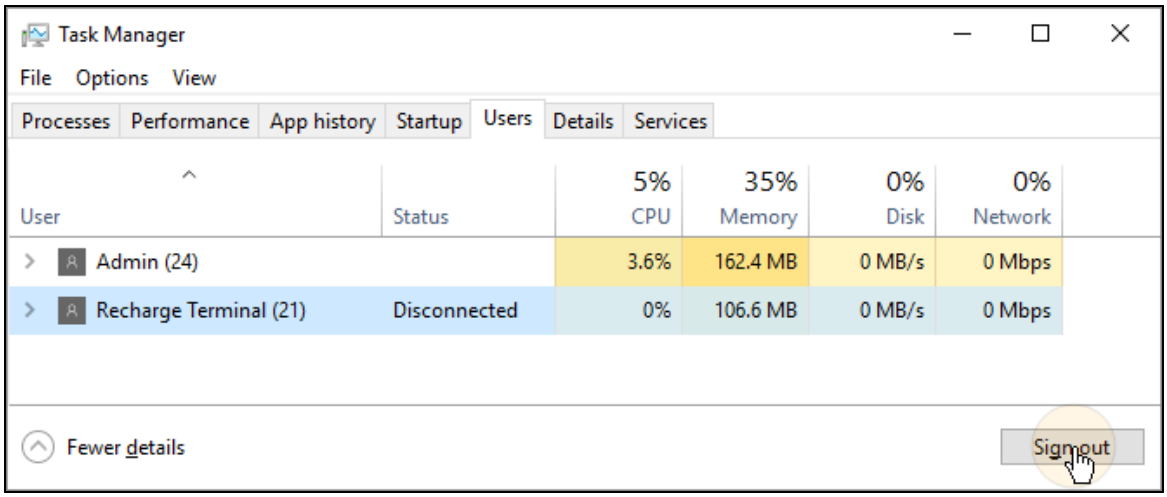

FIGURE 3.6. Signing out the Recharge Terminal user

5. Now you can log out from the **Admin** account and log in to the **Recharge Terminal** account.

6. On this account, update the MyQ Recharge Terminal by installing the new version of the application (To do this, just run the MyQ Recharge Terminal installation file.)

> **INFO:** No settings are changed and all data is kept after the update so there is no need for further configuration.

After the installation, log out of the **Recharge Terminal** account, and then log in to the **Admin** account. Now you have to change configuration of the MyQ Recharge Terminal, so that it starts in the kiosk mode again. To do so, follow the steps below.

1. Go to **Family & other people** tab (**Start → Settings → Accounts**), and then tap **Set up assigned access**. The **Set up assigned access** tab opens.

2. On the tab, under **Choose which app this account can access**, tap **Choose an app**. The **Choose an app** window opens.

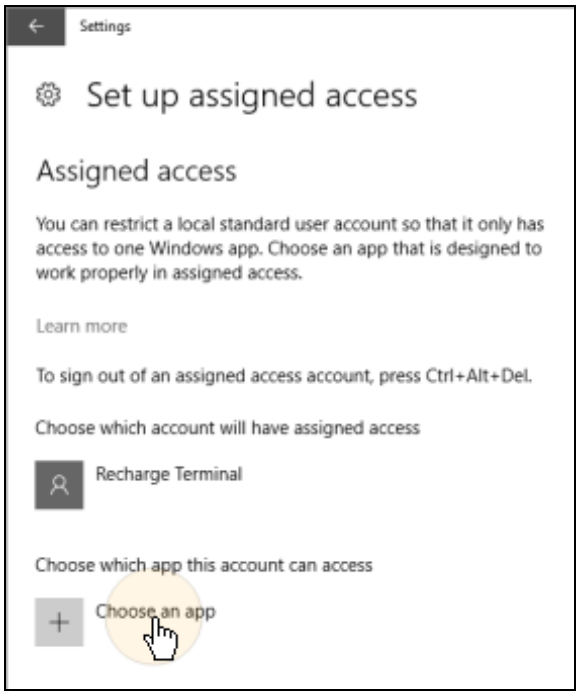

FIGURE 3.7. The **Set up assigned access** tab

3. In the window, tap **Recharge Terminal**. The Recharge Terminal app appears on the **Set up assigned access** tab again.

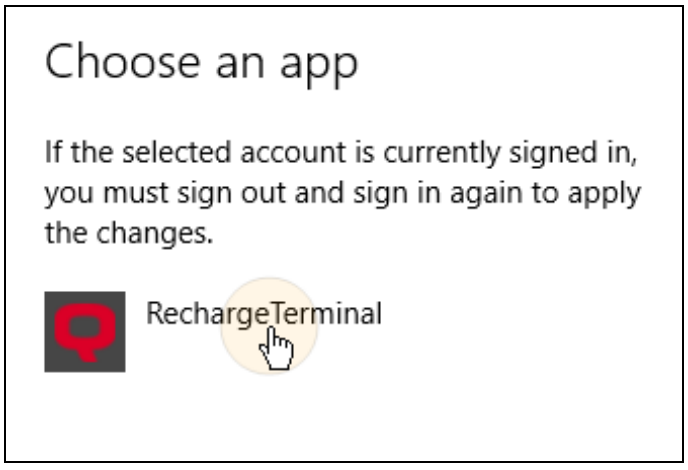

FIGURE 3.8. The **Choose an app** window

4. Restart the nanoPC. The MyQ Recharge Terminal will start in the kiosk mode.

3.4. Shutting down the nanoPC

If there is a need to turn off the MyQ Recharge Terminal, shut down the nanoPC first. To do so, you can use Remote Desktop connection or connect a keyboard to the PC and directly log in to the system.

Shutting down the nanoPC via Remote Desktop

- Connect to the nanoPC via Remote Desktop application.
- Log in as the administrator. The username is "Admin" and the password is "Admin00".
- Shut down the PC (**Start → Power → Shut down**).

Shutting down the nanoPC using keyboard

- Unlock and open the front door of the MyQ Recharge Terminal.
- Connect a keyboard to the PC.
- Press **Ctrl**+**Alt**+**Delete** to log in to the system as the administrator. The username is "Admin" and the password is "Admin00".
- Shut down the PC (**Start → Power → Shut down**).

4. Business Contact

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