MyQ Recharge Terminal

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1 About MyQ Recharge Terminal 8.2 LTS

The MyQ Recharge Terminal is a device with a welded metal construction (2mm thick steel) that is used as an extension to 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-color 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

This guide walks the MyQ administrator through the setup and administration of the MyQ Recharge Terminal, the operator through the setup and management of the MyQ Recharge Terminal, and the MyQ user through the usage of the MyQ Recharge Terminal.

> 🗎 All changes compared to the previous version are listed in the **release notes**.

2 Release Notes

MyQ Recharge Terminal 8.2

2.1 **8.2**

Improvements

- **NEW FEATURE** It is not necessary creating "Client-ID and Client Secret" for communication.
- **NEW FEATURE** After registration, the card is redirected to the main menu window.
- **NEW FEATURE** Possible to dispense a number of cards per user during the time period.
- **NEW FEATURE** "Price of ID card" for dispensing cards.
- **NEW FEATURE** External Payment Provider for communication with MyQ Central Server.

Changes

- EULA updated.
- Change name of transactions in the user session.

Bug Fixes

- Message for disabled External payment provider.

3 Safety Notes

You are advised to observe the safety information during the operation, maintenance, and repair of the MyQ Recharge Terminal.

- Do not place the MyQ Recharge Terminal in a dusty environment or near water and heat sources.
- Do not expose the MyQ Recharge Terminal to rain. Do not allow any liquids inside the MyQ Recharge Terminal.
- Install and use the MyQ Recharge Terminal only in places that meet the environmental criteria: temperature > 5 to 35 degrees Celsius, and relative humidity > 30 to 80%.
- Connect the MyQ Recharge Terminal to a power source with 230 V AC/ 50 Hz. Keep the safety regulations and standards.
- To prevent overheating, make sure that there is sufficient space around the MyQ Recharge Terminal for ventilation. Do not cover the ventilation openings of the MyQ Recharge Terminal.
- Do not insert any objects into any MyQ Recharge Terminal openings. Doing so may result to damage to installed devices, shock hazard, fire or failure of the MyQ Recharge Terminal.
- Do not place any objects on the MyQ Recharge Terminal.
- Maintenance and replacement of hardware components should be performed by trained and qualified personnel only.
- Movable parts. Risk of injury for the personnel or damage to the MyQ Recharge Terminal.
- Do not touch the parts marked with the high voltage sign.
- Keep all devices inside the MyQ Recharge Terminal clean. Before cleaning the MyQ Recharge Terminal, disconnect the power supply.
- Regularly check the vent openings of the MyQ Recharge Terminal. In case of dust or any contamination, clean the openings to prevent overheating.

4 Specifications

4.1 Server Requirements

- MyQ Server 7.2 and higher.
- MyQ Server with an Enterprise license.
- The Credit feature must be enabled on the MyQ Server.
- External Payment Providers must be enabled as a payment provider on the MyQ Server.

4.2 Hardware Overview
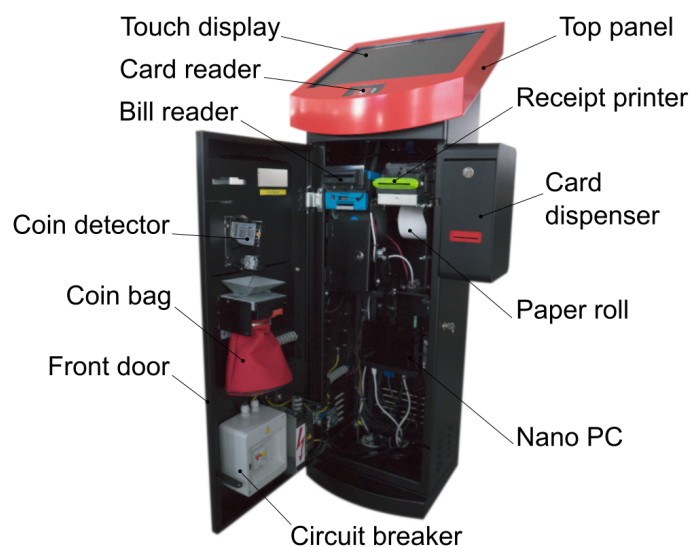
- **Dimensions** - 1200 (H) x 420 (W) x 350 (D) mm.
- **Weight** - 60 kg.
- **Floor** - Floor mount ready.
- **Security** - Security rod lock.
- **Power input** - Voltage: 230 V AC / 50 Hz. Arc fault detection device: 10A/1N/C/003.
- **Touch display** - 19" LCD with 3 mm thick glass; 1280 x 1024 mm.
- **Card reader** - ELATEC/PCPROX readers via virtual COM port connection for user login.
- **Bill reader** - Model: JCM UBA-10-SS; Note capacity 500.
- **Coin detector** - Model: WH berlin EMP 850.14 v6 (user manual).
- **Coin bag** - Lockable cash bag.
- **Circuit breaker** - A circuit breaker is an automatically operated electrical switch designed to protect an electrical circuit from damage caused by excess current from an overload or short circuit. Its basic function is to interrupt the current flow after a fault is detected.
- **Nano PC** - 4x 1.6GHz core processor - Celeron, 4GB RAM, 275GB/250GB HDD, Windows 10 IoT Enterprise LTSB 2016 Entry.
- **Paper roll** - 80mm paper discs; can be adjusted to customer needs.

- **Card dispenser** - Model KYT-2124; Supported card thickens - 0.22 mm up to 1.00 mm. Capacity - 200 pcs (with - 0.76 mm).
- **Receipt printer** - Model: CUSTOM – TG2480-H (80mm paper discs).

5 Admin Setup

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

5.1 Initial Setup

- In the MyQ web administrator interface, go to **MyQ, Settings, Credit**.
  - In the **General** section, make sure **Credit** is enabled. If not, enable it and click **Save**.
  - In the **Payment providers** section, select **External Payment Providers** and click **Enabled** (or right click and select **Enabled**).
- Download the MyQ Recharge Terminal installer from the MyQ Community portal, and install it on your server.
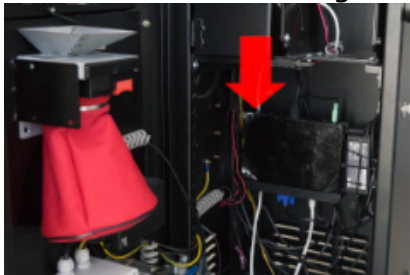
5.2 Starting the MyQ Recharge Terminal

Before starting the MyQ Recharge Terminal, make sure that the power cord and the network cables are connected.

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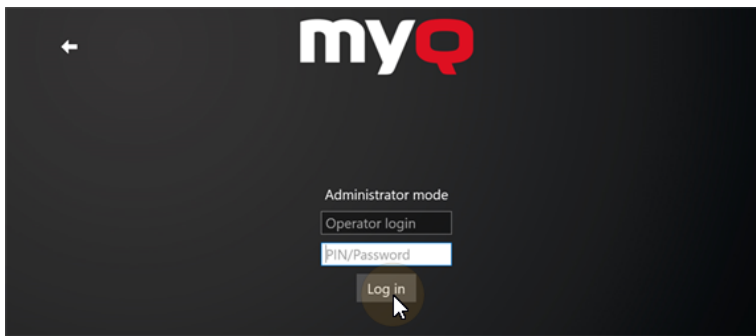

2. Turn the NanoPC on using the "**Power**" button.

3. Close and lock the door, and then wait for the system to initialize.

5.3 Admin Login

In order to configure the MyQ Recharge Terminal, you have to use 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 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.
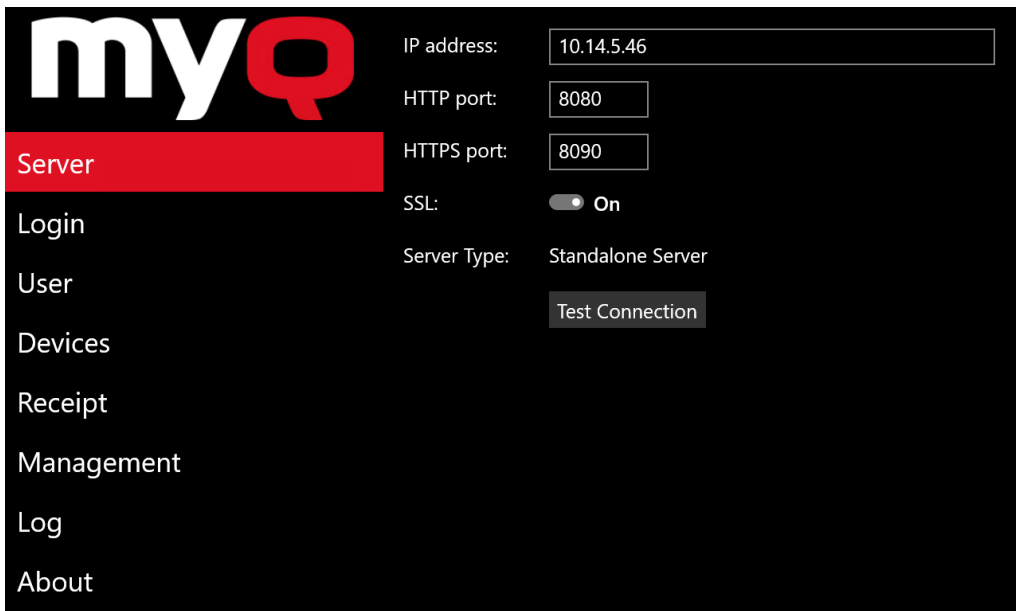
5.4 Configuration

Once logged in in the Administrator mode, you can configure the MyQ Recharge Terminal. You can switch between the settings tabs using the menu on the left side of the screen.

Tap **Log out** to leave the Administrator mode.

5.4.1 Server tab

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

- **IP address** - Enter the IP address of your server.
- **HTTP port** - Set the HTTP port (*8080* by default on a Print Server, *8083* on a Central Server).

- **HTTPS port** - Set the HTTPS port (*8090* by default on a Print Server, *8093* on a Central Server).
- **SSL** - Enable or disable a secure connection by turning SSL *On* or *Off*.
- **Server Type** - Shows the MyQ Server type (*Standalone Server, Central Server*).

To check the availability of the server you can use the **Test Connection** button.

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

5.4.2 Login tab

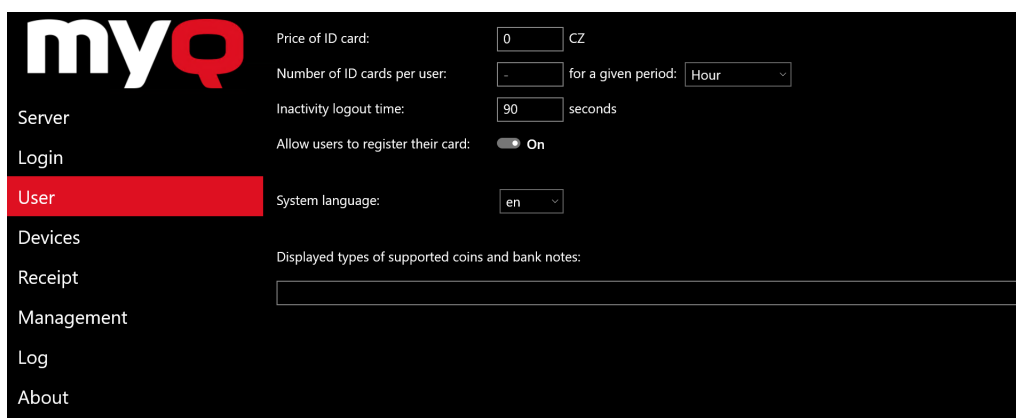On the **Login** tab, you can provide users with the following login options:
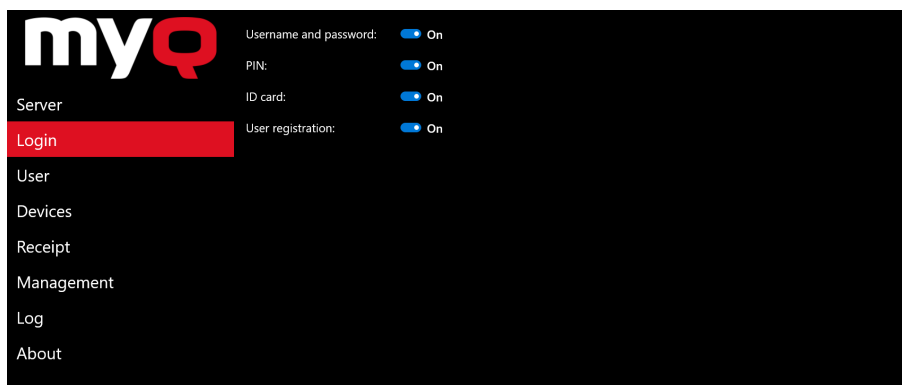
- Username and password
- PIN
- ID card

To enable the registration of new users, turn **User registration** *On*.

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

5.4.3 User tab

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

- **Price of ID card**- Set the price required to dispense an ID card.

- **Number of ID cards per user__ for a given period__** - Set a limit for the number of ID cards a user can dispense, for a given time period (select the time period from the list).
- **Inactivity logout time** - Set the inactivity logout time, in seconds.
- **Allow users to register their card** - If enabled (*On*), users will be able to register their ID card.
- **System language** - Select the system language for the MyQ Recharge Terminal.
- **Displayed type of supported coins and bank notes** - Enter the information about the supported coins and bank notes, that will be displayed during the user sessions.

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

5.4.4 Devices tab

On the **Devices** tab, you can enable or disable the optional hardware of the MyQ Recharge Terminal.
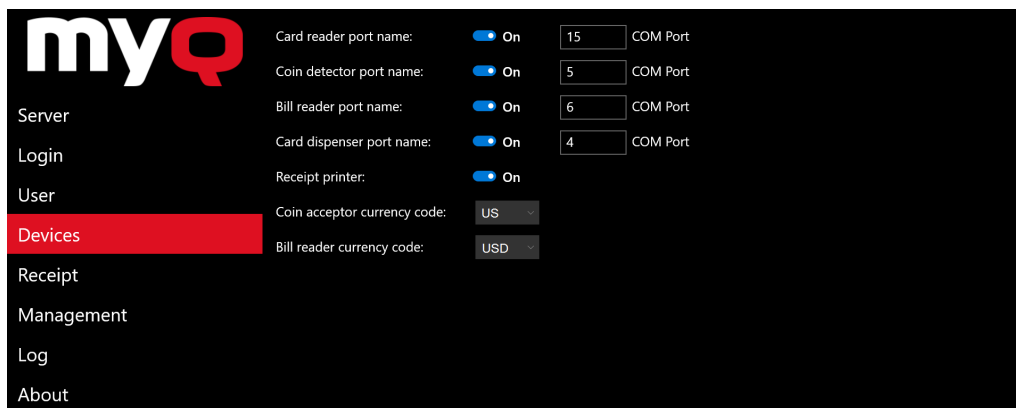
You can also set the **COM Ports** of the additional hardware devices according to the COM port values found in **Start → Control Panel → Device Manager → Ports**.

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

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

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

5.4.5 Receipt tab

On the **Receipt** tab, you can configure the data to be displayed on the receipt.

The following options can be configured:

- Company name
- Company street
- Company city
- Company ZIP code
- Company IC
- Company DIC
- TAX rate
- Date and time
- VAT payer

You can also change the **Default logo** printed on the receipt. To do so, tap **Select logo**, select the file with the new logo, and then click **Open**. If you want to restore the default MyQ logo, tap **Reset logo**.

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

5.4.6 Management tab

On the **Management** tab, you can modify settings related to login and access rights.
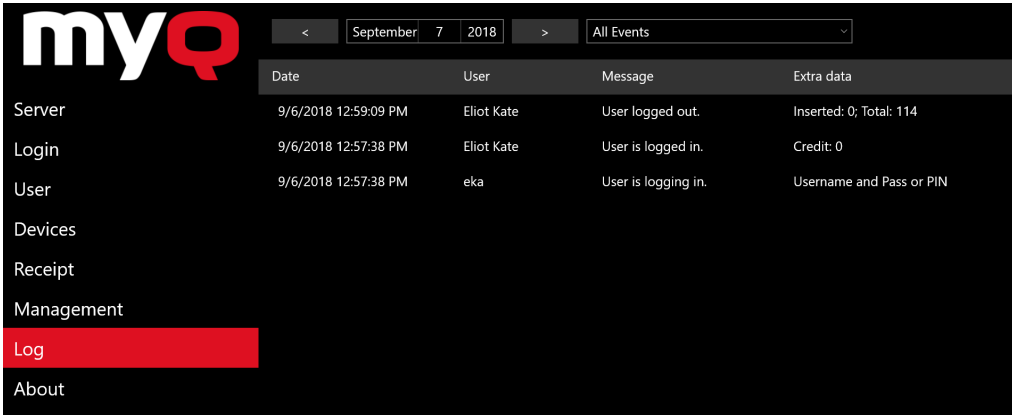
- **Administrator** - Change the admin PIN.
- **Operator** - Change the **Username**, **Password** and **ID card** for the operator.
- **Allowed settings panes** - Enable or disable access to the **Log in**, **User** and **Receipt** tabs when in the Operator mode.

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

5.4.7 Log tab

On the **Log** tab, you can see a log of the 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 a specific kind of events.

To view a more detailed log, you can turn the **Log debug info** *On*.

You can find the logs on the NanoPC's local drive. To log in to the NanoPC, you can use the **Remote Desktop** application in Microsoft Windows. 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\MyQ Recharge Terminal 6.0\Service\log
- for versions 6.0.3.27 and newer:
  C:\Program Files\MyQ\MyQ Recharge Terminal 6.0\service\log

5.4.8 About tab

On the **About** tab, you can view the general information about the MyQ Recharge Terminal.
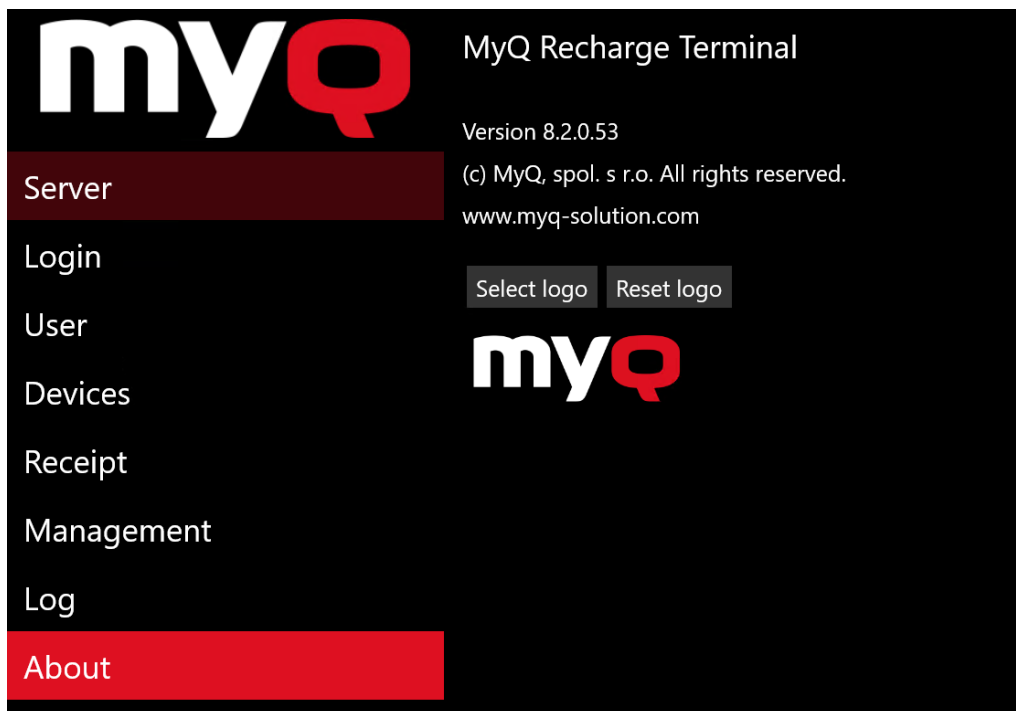
You can also change or reset the logo displayed on the MyQ Recharge Terminal. To change the logo, tap **Select logo**, then select the new logo, and finally tap **Open**. If you want to restore the default MyQ logo, tap **Reset logo**. Tap **Save** at the bottom of the screen to save your changes.

5.5 Remote Connection

As the MyQ Recharge Terminal is based on the Microsoft Windows operating system, you can access and manage its settings via the **Remote Desktop** Windows app.

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

Log in as the administrator. The username is "**Admin**" and the password is "**Admin00**".

You can now remotely manage (restart, shutdown, etc.) the MyQ Recharge Terminal.

5.6 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:

1. Go to the **Family & other people** tab (**Start → Settings → Accounts**), and then tap **Set up assigned access**. The Set up assigned access tab opens.
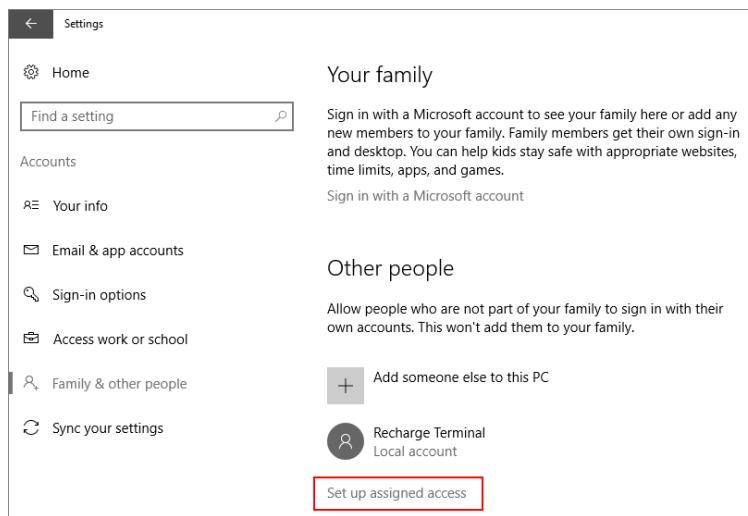
2. On the tab, under **Choose which app this account can access**, tap **Recharge Terminal**. The Choose an app window opens.
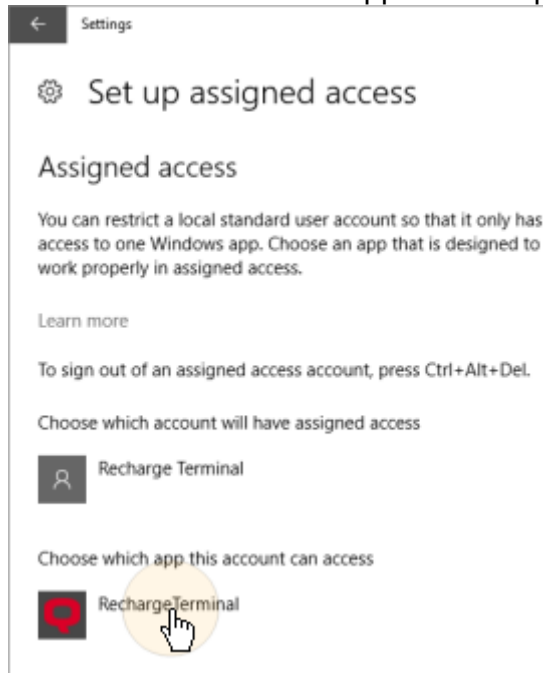
3. In the window, tap **Don't start an app when the account is signed in**. The Recharge Terminal app disappears from the Set up assigned access tab.
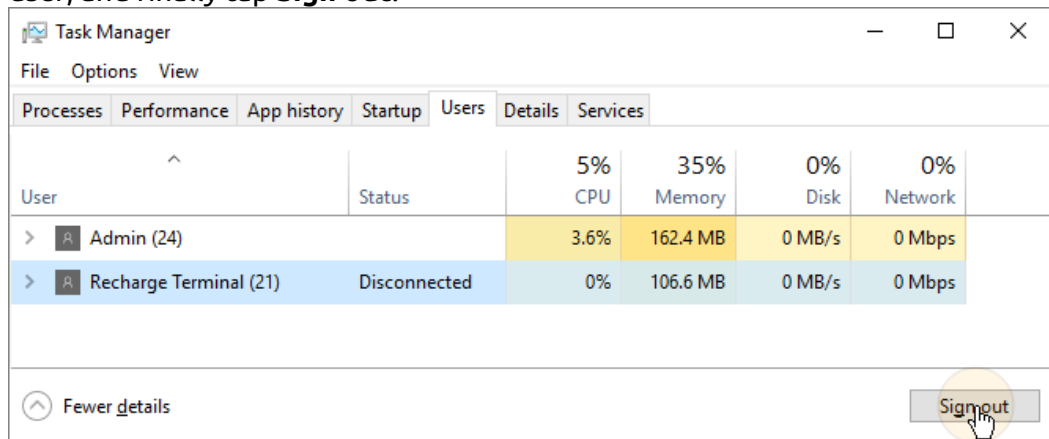
Choose an app

If the selected account is currently signed in, you must sign out and sign in again to apply the changes.

Don't start an app when the account is signed in

RechargeTerminal

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

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 (run the MyQ Recharge Terminal installation file).

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:

1. Go to the **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.
3. In the window, tap **Recharge Terminal**. The Recharge Terminal app appears on the Set up assigned access tab again.
4. Restart the NanoPC. The MyQ Recharge Terminal will now start in the kiosk mode.
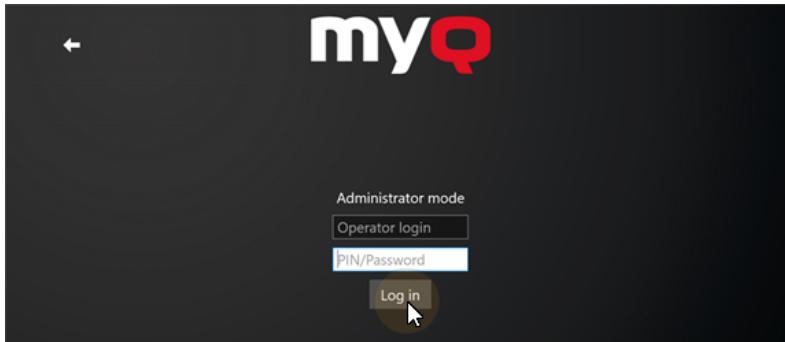
No settings are changed and all your data are maintained after the update, so there is no need for further configuration.

6 Operator Setup

An operator is responsible for setting up and maintaining the MyQ Recharge terminal.

To access the management options, the operator needs to log in the Administrator mode, using the operator's credentials:

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**.

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

Depending on the rights given by the administrator, the following tabs are available in the operator mode:

- Money
- Login (visible only if enabled by the administrator)
- User (visible only if enabled by the administrator)
- Receipt (visible only if enabled by the administrator)
- Log
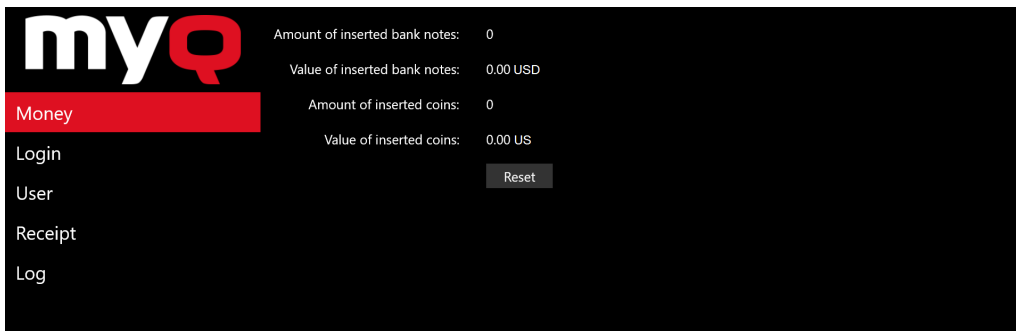
You can switch between the tabs by using the left-hand menu.

At the bottom of the screen, there are **Log out, Save, Restart**, and **Shutdown** options.

6.1 Money tab

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**.

6.2 Hardware Management

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

6.2.1 Coin Detector

The coin detector is an optional hardware component that provides users with the option to insert coins in the MyQ Recharge Terminal.

The inserted coins are recognized by the coin detector and fall through the funnel into the self-locking coin bag.

> In case of an issue with new coins or banknotes, report to MyQ Support to be provided with new firmware to solve the issue.

> The Euro minimum accepted coin is 10 cents. Information about other currencies is available upon request.

Replacing the self-locking coin bag

To replace the self-locking coin bag:

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.

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

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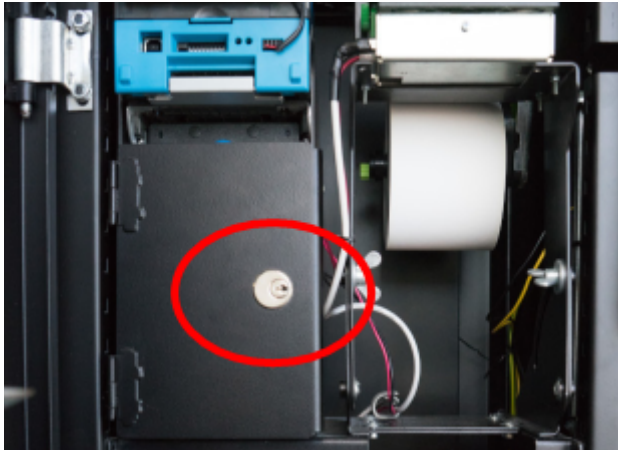7. Close and lock the front door of the MyQ Recharge Terminal.

6.2.2 Bill Reader

The bill reader is an optional hardware component that provides users with the option to insert bank notes. The inserted bank notes are recognized by the bill reader and stored in the cash box.

Replacing the cash box

To replace the cash box:

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

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

4. Now you can either replace the cash box, or withdraw the money from it. If you just replace the cash box, 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.

6.2.3 Card Dispenser

The card dispenser is an optional hardware component needed to dispense the ID cards.

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 supported card thickness is 0.22 mm up to 1.00 mm. The capacity is 200 cards, if one card has a 0.76 mm. thickness.

Refilling the ID card dispenser

To refill the ID card dispenser:

1. Unlock and tilt the card dispenser.
   WARNING: Heavy parts may swing down. Risk of injury or breaking the key in the door's lock below the card dispenser. Be careful when opening the card dispenser.
2. Remove the weight on the chain and insert new cards.
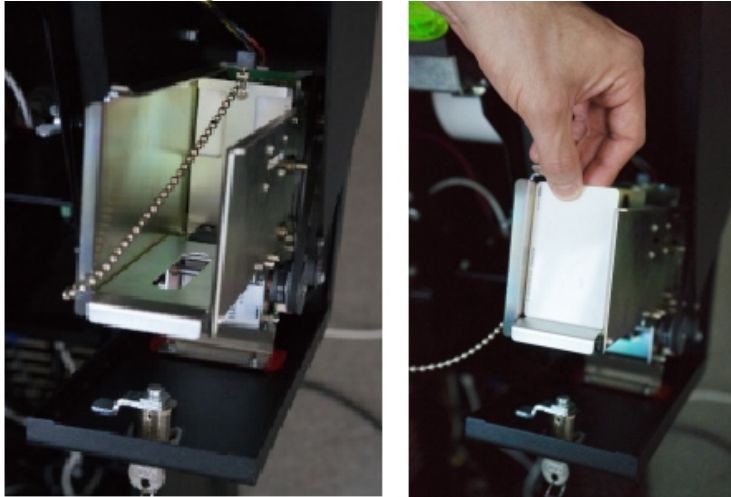
3. Place the weight on the inserted cards.
4. Push the card dispenser back in.
5. Lock the card dispenser.
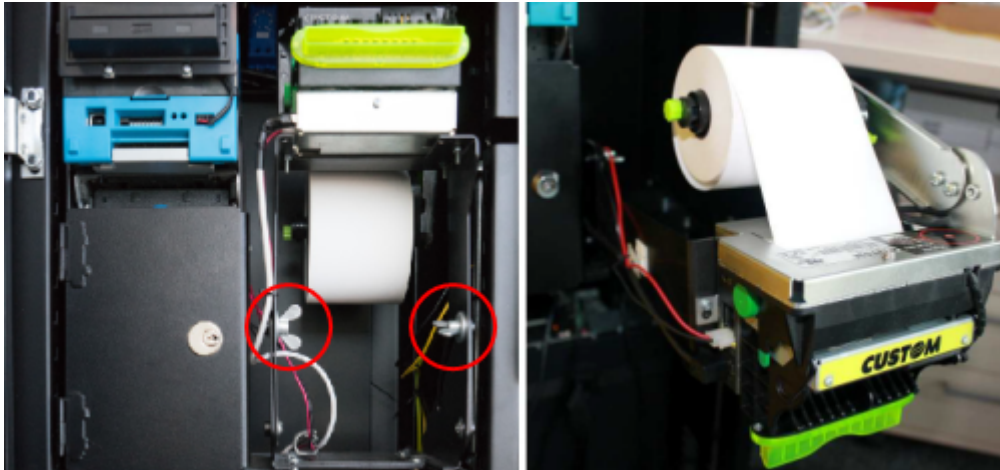
6.2.4 Receipt Printer

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.

Replacing the paper roll

To replace the paper roll:

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.

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 it's 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.

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

7 User Guide

This chapter guides the user through the features of the MyQ Recharge Terminal. It shows how to log in to the MyQ Recharge Terminal, how to register as a new user, how to obtain and register an ID card, and how to manage their credit.

7.1 User login

To log in to the MyQ Recharge Terminal, you can type your username and password, PIN, or swipe your ID card (depending on the admin settings).
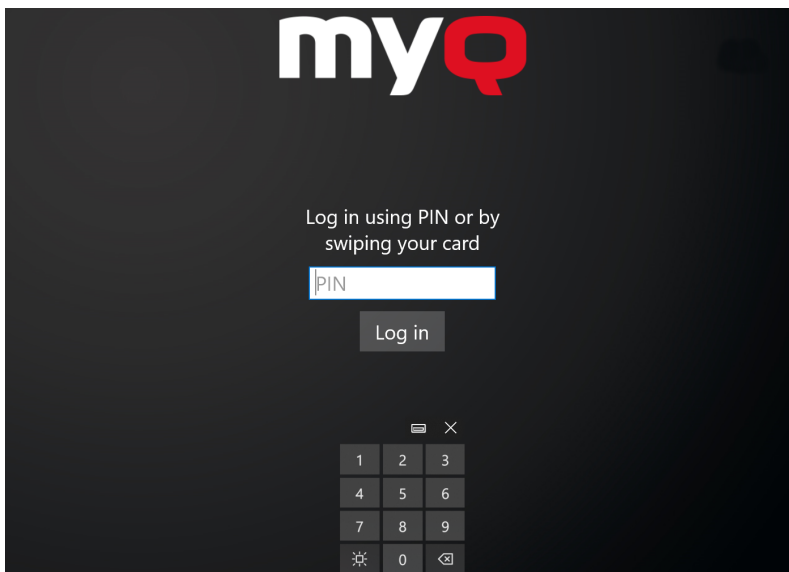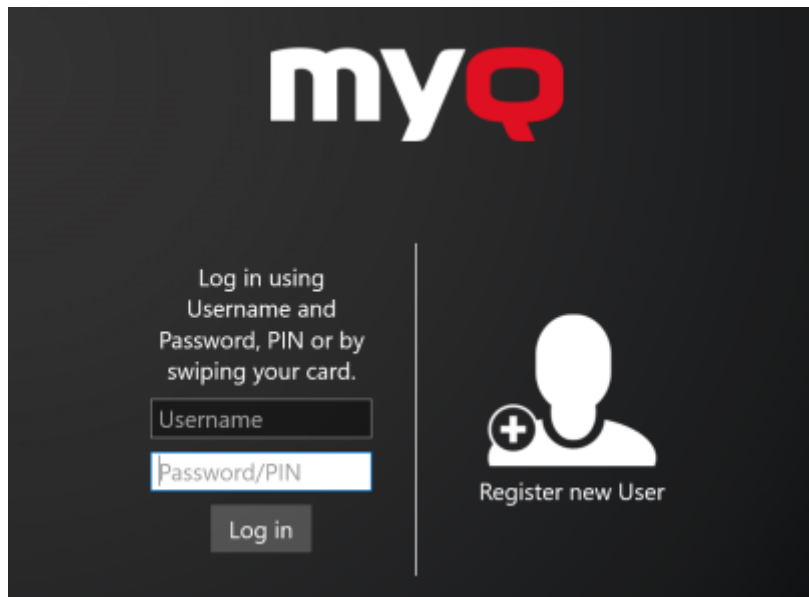

7.2 Registering a new user

If this option is enabled by the administrator, you can register as a new user on the MyQ Recharge Terminal, simply by entering your username and a valid e-mail address.
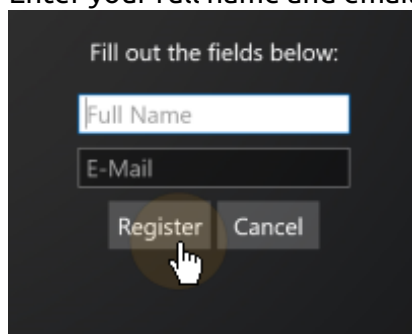
To register:

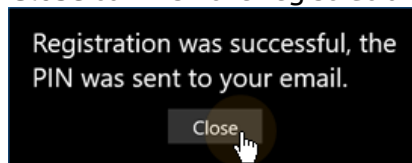1. Tap the **Register new User** icon on the login screen.

2. Enter your full name and email address, and then tap **Register**.

3. The registration is done and your PIN is sent to your email address. An information window appears. Tap
Close to finish the registration.

4. You are automatically logged in, and can start using the MyQ Recharge Terminal.

7.3 User Interface

This chapter describes the user interface of the MyQ Recharge Terminal and information about the individual features available to users.

Once a user logs in to the MyQ Recharge Terminal, they can:

- Recharge their credit (by inserting coins or bank notes according to the particular configuration of the MyQ Recharge Terminal).
- Check the credit inserted within the current session.

- Check their total credit.
- Dispense and register a new ID card.
- View their transaction history.
- Print out a receipt and log out, or log out without printing a receipt.

7.3.1 Home Screen

At the upper-right corner of the home screen, the logged user's full name is displayed. In the middle of the screen, there are the terminal's features buttons. In the lower part of the screen, there is information about the accepted values of coins and bank notes. There is also a warning at the bottom of the screen, saying that the terminal does not return money.
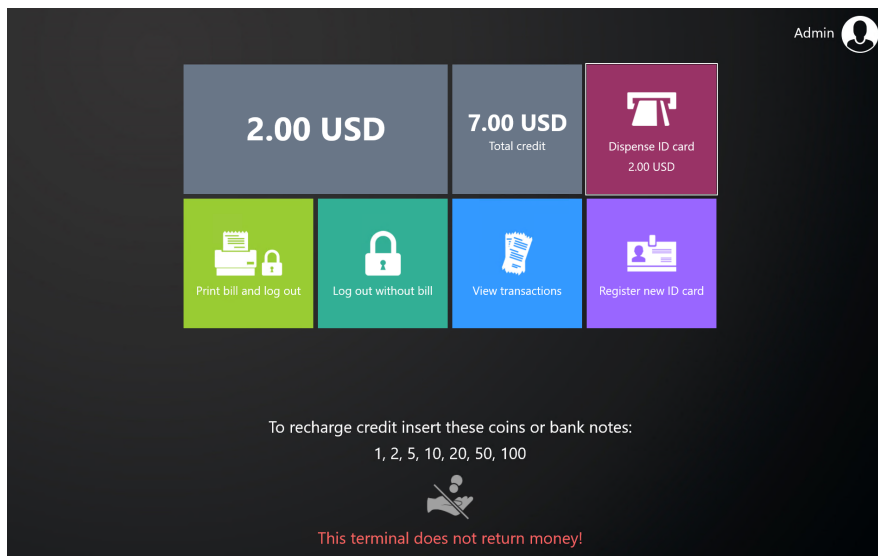

> The actual combination of features that can be seen on the terminal, depends on the admin setup and the hardware configuration of the MyQ Recharge Terminal.

- **Inserted credit** - This field shows the amount of credit inserted within the current session.
- **Total credit** - This field shows the total amount of credit on your MyQ account.
- **Dispense ID card** - The ID card is connected to your MyQ account and can be used to log in to MyQ embedded terminals. If set by the administrator, the ID card's price is also displayed on the button. To dispense an ID card:
  - Tap the **Dispense ID card** button. A message pops-up warning you that the amount for the card's cost will be deducted from your credit.
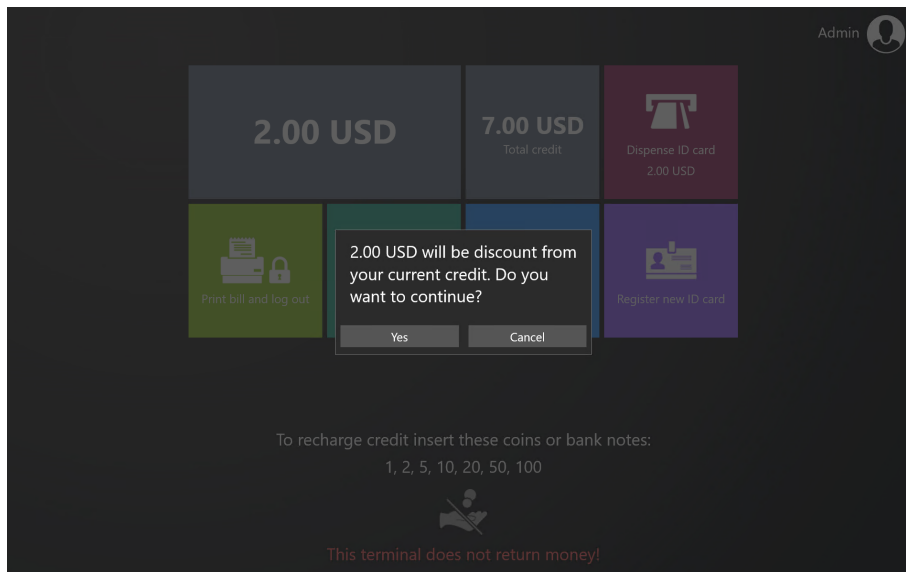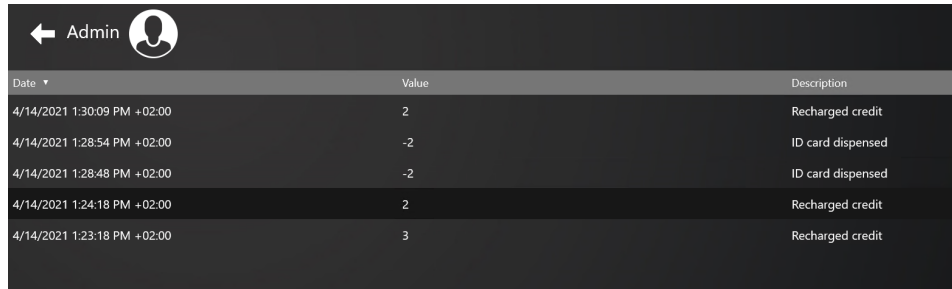
If you click **Yes** on the pop-up, the ID card is dispensed.
- ◦ The dispensed ID card has to be registered. Tap the **Register new ID card** button, and swipe the new ID card over the attached card reader. The ID card is registered to the logged user's account and is ready to be used.
- ◦ If you have reached the limit of ID cards, the "*You have reached the limit of cards. Please contact the administrator for more information.*" message is displayed on the screen. Tap **Close** to close it.
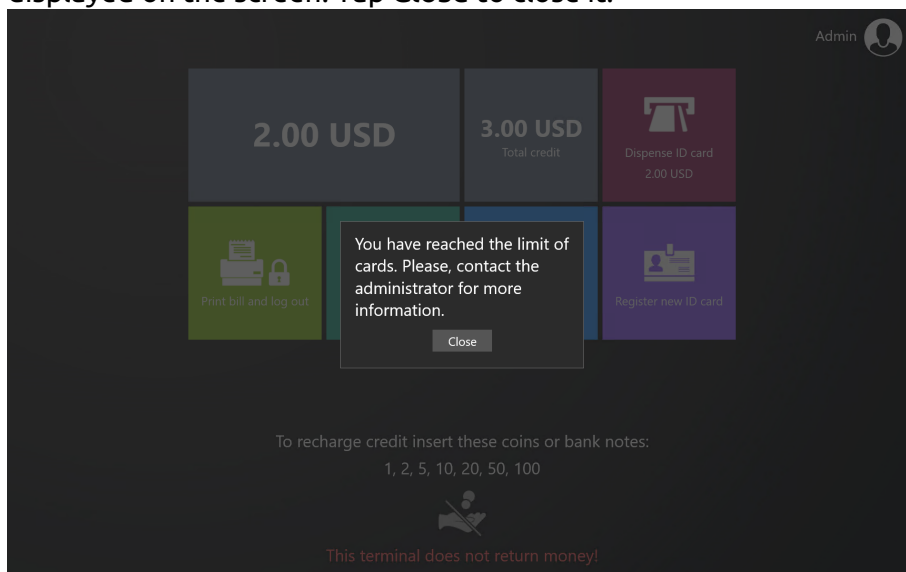
- **Print bill and logout** - At the end of your session, you can print a receipt with details about the transaction information within the session. To print the bill and log out, tap the **Print bill and logout** button. The bill is printed and you are logged out of the MyQ Recharge Terminal.
- **Log out without bill** - By tapping the **Log out without bill** button, you can log out of the MyQ Recharge Terminal without printing a bill.
- **View transactions** - You can display an overview of all your transactions by tapping the **View transactions** button. The overview shows the recharge date,

the value, and the transactions description (Recharged credit and ID card dispensed) of every action done via the MyQ Recharge Terminal. To return to the user home screen, tap the white arrow in the upper-left corner of the screen.

Date ▼	Value	Description
4/14/2021 1:30:09 PM +02:00	2	Recharged credit
4/14/2021 1:28:54 PM +02:00	-2	ID card dispensed
4/14/2021 1:28:48 PM +02:00	-2	ID card dispensed
4/14/2021 1:24:18 PM +02:00	2	Recharged credit
4/14/2021 1:23:18 PM +02:00	3	Recharged credit

8 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
DIC: CZ03339246

Tomáš Páv
Sales and Technical Director
POWER kiosk a.s.

9 Business Contacts

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Technical support	support@myq-solution.com
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