

# JetTouch<sup>®</sup>

## Workstation

Operating Guide



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## About This Guide

This guide covers basic and some advanced features of the JetTouch® workstation, which is a touch-screen PC terminal that runs JetTouch casino settlement software. The versatile workstation communicates with JetScan® and JetScan iFX® scanners, as well as JetSort® coin sorters, to provide a comprehensive back-office solution.

For assistance with advanced workstation setup and configuration, **please contact a Cummins Allison representative.**

## Specifications

Please follow the operating guidelines below:

Operating Guidelines	
<b>Temperature range</b>	50°F–90°F
<b>Humidity range</b>	20%–80%, without condensation
<b>Ventilation</b>	Allow at least 1 inch of air clearance from ventilation holes on the PC terminal. Air must flow freely around the terminal at all times.
<b>Power supply</b>	The customer must provide a single-phase, dedicated power line that meets the machine's power rating(s). Use a properly grounded circuit breaker in compliance with applicable local electrical code.

# Diagrams

This section outlines features of the JetTouch workstation.

## PC Terminal



## Port Panel

The port panel is located under the display, as shown below.



Communication options include:

- **Four RS-232 serial communication ports.** Ports 3 and 4 need an adapter harness. The port labeled COM4 is pre-configured for a printer and requires one of the harnesses for connection. Two harnesses are included with every purchase.
- **Six USB ports.** Four are located under the display, and two are located in the panel on the left side of the display near the power switch.
- **An external VGA port.** The port can be used for a security camera video feed or an external display.

# UPS Battery

If power failure occurs, the UPS battery gives users the opportunity to perform a controlled system shutdown, which reduces the risk of hard-drive failure. The battery is located on the bottom of the unit, as shown at right.

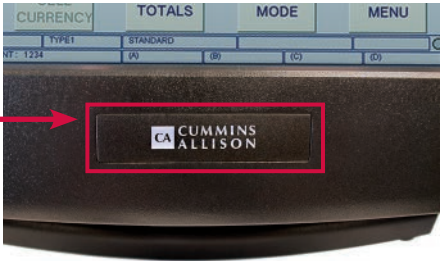


## NOTICE

Lithium battery installed.  
 Only replace battery with battery of same type.  
 Follow local environmental protection laws and regulations when discarding used batteries.

# LED Indicator

The LED indicator below the touch screen communicates important information about the machine's power status. Indicator statuses are described in the following chart.



Indicator Status	System Status	External Power	UPS Battery	Powering Up
<b>Off</b>	Off	Off	Present	Not allowed
<b>Green</b>	Off	On	No influence	Allowed
<b>Blue</b>	On	On	No influence	Not required
<b>Blue/flash</b>	On	Off	Activated	Not required
<b>Green/ rapid flash</b>	On	Off	Running at low capacity	Not required

# Getting Started

This section outlines basic features and functions of the JetTouch workstation.

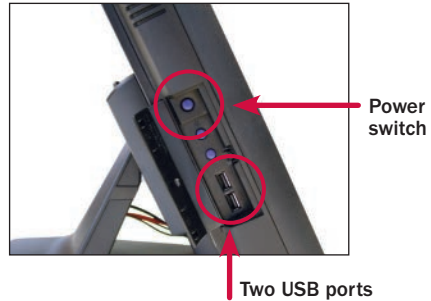
## Powering ON

To turn the unit **ON**:

- Ensure the power cord is firmly plugged into a grounded outlet.
- Press the **power switch**.

The system performs a confidence-test routine and prompts the *SYSTEM START* screen.

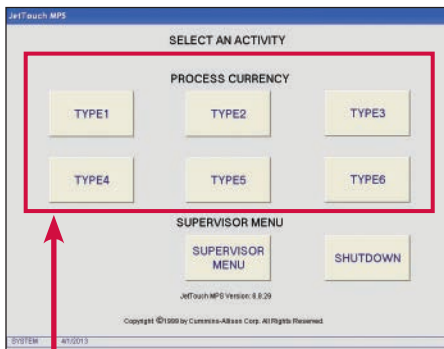
Left side view



## Signing ON the System

To sign onto the system and begin processing notes:

1. Select a processing type on the *SYSTEM START* screen.



Default processing types



Customized processing types created in **SETUP**

2. The *SYSTEM SIGN-ON* screen appears. Enter the operator or supervisor ID using the numeric keypad and press **ENTER**.



The system default supervisor ID and password is **1111**.

This ID may be deleted once a new supervisor is created. Press **PASSWORD MAINTENANCE** on the *SUPERVISOR MENU* to add, change or delete IDs and passwords.

3. Enter the password using the numeric keypad and press **ENTER**. The password appears as asterisks (\*\*\*\*) in the password field.
4. Once a valid operator or supervisor ID and password are entered, the main-processing screen appears.

To return to the *SYSTEM START* screen without signing on, press **CANCEL**.

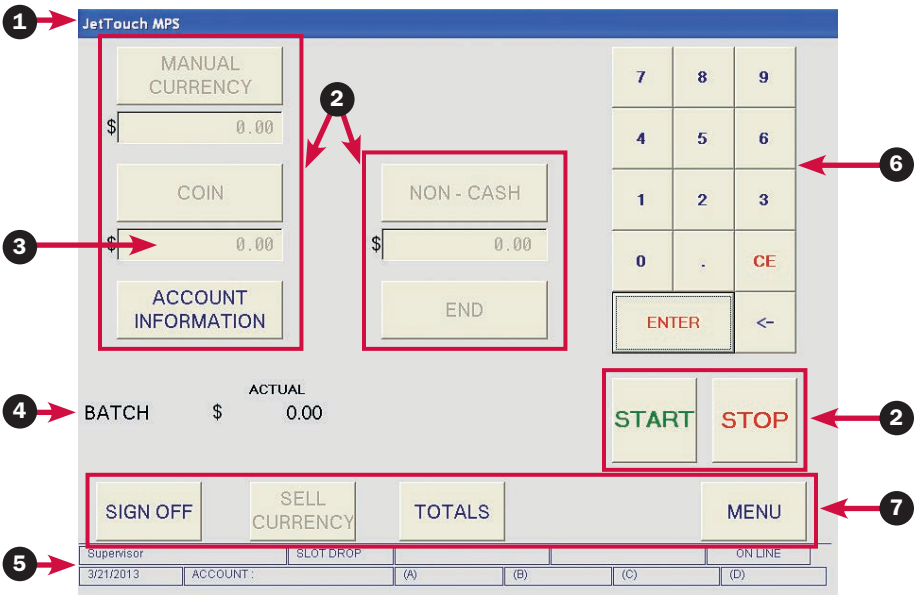
## Powering OFF

To turn the unit **OFF**, press the **power switch**.

If necessary, remove the power cord once the PC terminal is **OFF**.

## Main-Processing Screen

Most transaction-processing functions are performed on the main-processing screen.



Main-Processing Screen	
1. Active title bar	5. Status bar
2. Processing activity buttons	6. Numeric keypad
3. Value fields	7. Function buttons
4. Current batch totals	

# Processing Activity Buttons

Processing activity buttons are described in the following chart. With the exception of **START**, **CONT** and **STOP**, active buttons are blue, and inactive buttons are gray.

Button	Description
<b>MANUAL CURRENCY</b>	Press to manually input currency totals and add them to JetScan or JetScan iFX processing totals. The total currency amount – including manual entries and scanner processing totals – appears in the value field directly below the <b>MANUAL CURRENCY button</b> .
<b>COIN</b>	Press to input coin amounts by total or denomination. The coin total appears in the value field directly below the <b>COIN button</b> . Coin entry is activated in <b>SET UP</b> .
<b>ACCOUNT INFORMATION</b>	Press to input account information for the current sub-batch/batch. Account information is activated and defined in <b>SET UP</b> .
<b>NON-CASH</b>	Press to input media such as checks, coupons and tickets. Non-cash entry is activated and defined in <b>SET UP</b> . If one non-cash item is activated in <b>SET UP</b> , the <b>NON-CASH button</b> converts to the active non-cash item.
<b>END OF BATCH</b>	Press to: <ul style="list-style-type: none"> <li>• End the current batch.</li> <li>• Transfer batch totals to the day total register.</li> <li>• Reset batch totals for the next transaction.</li> </ul>
<b>END OF SUB-BATCH</b>	Press to: <ul style="list-style-type: none"> <li>• End the current sub-batch.</li> <li>• Transfer sub-batch totals to the current batch total register.</li> <li>• Reset sub-batch totals for the next transaction.</li> <li>• Prepare for processing another sub-batch or ending the current batch.</li> </ul>
<b>START</b>	Press to: <ul style="list-style-type: none"> <li>• Start the transaction.</li> <li>• Prompt the first data-entry field, if enabled.</li> </ul>

Button	Description
<b>CONT</b>	This button is not functional.
<b>STOP</b>	This button is not functional.

### Status Bar

Supervisor	SLOT DROP			ON LINE
3/21/2013	ACCOUNT: 1234	(A) 854	(B) 852	(C) 456
				(D) 987

No.	Name	Description
1.	<b>Supervisor/ operator ID</b>	This screen name is associated with the operator or supervisor currently signed onto the system.
2.	<b>Current system date</b>	This is the system date which is controlled by the operating system. To adjust the date, <b>contact a Cummins Allison representative.</b>
3.	<b>Current processing type</b>	This is the current processing type selected by the user.
4.	<b>Account number for current batch in process</b>	This number was entered on the <i>ACCOUNT INFORMATION</i> screen.
5.	<b>Labels (A, B, C and D) for the current batch in process</b>	These fields were populated on the <i>ACCOUNT INFORMATION</i> screen.
6.	<b>On-line status indicator</b>	<p>This field indicates three statuses, as outlined below:</p> <ul style="list-style-type: none"> <li>• <b>ON-LINE:</b> The workstation is on-line serially with the JetScan or JetScan iFX scanner.</li> <li>• <b>OFF-LINE:</b> The workstation is off-line serially with the JetScan or JetScan iFX scanner.</li> <li>• <b>DISCONNECTED:</b> The workstation is disconnected from the JetScan or JetScan iFX scanner. Ensure the scanner has power. <b>Contact a Cummins Allison representative</b> if connection cannot be restored.</li> </ul>



# Function Buttons

Button	Description
<b>SIGN OFF</b>	Press to sign the current operator or supervisor off the system and prompt the <i>SYSTEM START</i> screen.
<b>SELL CURRENCY</b>	Press to perform an accounting function that allows currency to be debited and sold from workstation totals.
<b>TOTALS</b>	<p>Press to prompt the <i>TOTALS MENU</i>, which is used to view or print reports of system totals. The following reports are available:</p> <ul style="list-style-type: none"> <li>• <b>Account.</b> Shows totals for one or all accounts.</li> <li>• <b>Current batch.</b> Shows totals for the current and incomplete batch.</li> <li>• <b>Day.</b> Shows cumulative totals since the last system clear.</li> <li>• <b>LIST2 breakdown.</b> Shows all items entered into the LIST 2 field for the current processing session.</li> <li>• <b>LIST2 lookup.</b> Prompts a screen that is used to find a previously processed item in the LIST2 field. LIST2 must be <b>ON</b> in <b>SET UP</b> for this feature to work.</li> <li>• <b>Operator ID.</b> Shows totals for one or all operators.</li> <li>• <b>Previous batch.</b> Shows totals for the previously completed batch.</li> <li>• <b>Sell currency.</b> Shows totals for all previously sold currency.</li> <li>• <b>Sub-batch.</b> Shows totals for the previously completed sub-batch.</li> </ul>
<b>MENU</b>	Press to prompt the <i>OPERATOR MENU</i> or <i>SUPERVISOR MENU</i> . Credentials entered on the <i>SYSTEM SIGN ON</i> screen determine which screen appears.

# How to Process a Transaction

Follow the steps below to process a transaction on the JetTouch workstation:

1. Press **START** on the workstation main-processing screen.
2. Place currency in the hopper on the JetScan or JetScan iFX scanner. Allow the scanner to process the currency.
3. If prompted, enter data on the *ACCOUNT INFORMATION* screen.
4. Remove processed currency from all pockets on the scanner. Currency totals are automatically transferred to the workstation *MANUAL CURRENCY ENTRY* screen.
5. Enter coin and non-cash items – such as checks, tickets, coupons, etc. – on the workstation.

## How to End a Sub-Batch

Follow the steps below to end a sub-batch:

1. Complete the transaction for the current sub-batch.



The current sub-batch cannot be ended until data is entered on the *ACCOUNT INFORMATION* screen. If the text on the **END OF SUBBATCH** button is gray, then account information has not been entered. Enter account information to proceed.

2. Press **END OF SUBBATCH** on the main-processing screen. The button changes to **END OF BATCH**.
3. Start a new sub-batch or end the current batch.

## How to End a Batch



The process of ending a batch cannot begin until an active sub-batch is ended first. Follow the steps above.

Follow the steps below to end a batch:

1. Complete the transaction for the current batch.



The current batch cannot be ended until data is entered on the *ACCOUNT INFORMATION* screen. If the text on the **END** button is gray, then account information has not been entered. Enter account information to proceed.

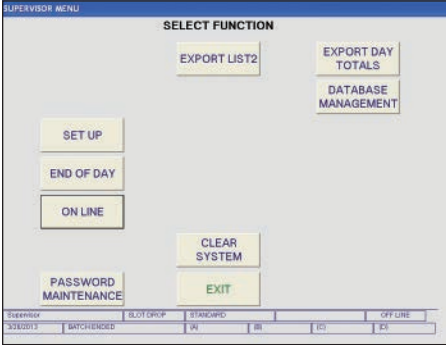
2. Press **END OF BATCH** on the main-processing screen.
3. Start a new batch.

# How to Use the Supervisor Menu

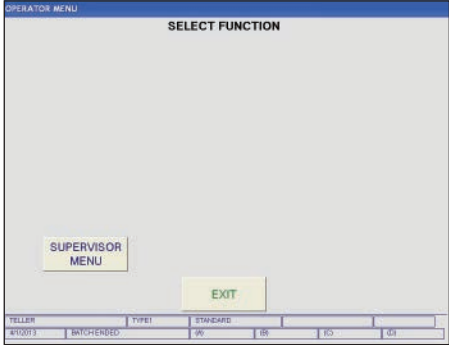
The *SUPERVISOR MENU* shown below appears when:

- **MENU** is pressed on the main-processing screen and a supervisor-level user signs onto the system.
- **SUPERVISOR MENU** is pressed on the *SYSTEM START* screen and a valid supervisor password is entered.
- **SUPERVISOR MENU** is pressed on the *OPERATOR MENU* by a supervisor.


## Supervisor Menu





## Operator Menu







Supervisor Menu	Description
<b>EXIT</b>	Press <b>EXIT</b> to return to the main-processing screen.
<b>SET UP</b>	Press <b>SET UP</b> to configure workstation settings.

Supervisor Menu	Description
<p><b>END OF DAY</b></p>	<p>Press <b>END OF DAY</b> to prompt the <i>END OF DAY</i> screen below. When all processing for the session or day is complete, end-of-day procedures must be performed to properly close out the system.</p> <div data-bbox="491 326 941 668" data-label="Image"> </div> <p><b>Follow the end-of-day procedures below to ensure system files are properly closed:</b></p> <p> Pressing <b>CANCEL</b> exits the <i>END OF DAY</i> screen without executing end-of-day procedures and prompts the <i>SUPERVISOR MENU</i>.</p> <ol style="list-style-type: none"> <li>1. At PRINT DAY REPORT, press <b>YES</b> to print a second day report after the system is cleared.</li> <li>2. At CLEAR SYSTEM, press <b>YES</b> to clear the system. Processed totals are cleared from memory and data tables are reset to zero balances.</li> <li>3. Press <b>END</b> to automatically begin the end-of-day procedures. Once procedures are complete, the <i>SYSTEM START</i> screen appears.</li> </ol>
<p><b>ON LINE</b></p>	<p>Press <b>ON LINE</b> to connect or disconnect serial-port communications to the JetScan or JetScan iFX scanner.</p> <p><b>To place the workstation in the on-line status:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>ON LINE</b>. The active button is yellow, and the workstation is ready to transmit and receive data.</li> <li>2. Press <b>EXIT</b> to return to the main-processing screen.</li> </ol>

Supervisor Menu	Description
<p style="text-align: center;"><b>PASSWORD MAINTENANCE</b></p>	<p>Press <b>PASSWORD MAINTENANCE</b> to prompt the <i>PASSWORD MAINTENANCE</i> screen below. This screen is used to add, change or delete IDs and passwords.</p> <div data-bbox="491 296 941 638" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center; font-size: small;">SUPERVISOR MENU - PASSWORD MAINTENANCE</p> <p style="text-align: center;"><b>PASSWORD MAINTENANCE</b></p> <p style="text-align: center;">SELECT TO ADD, CHANGE OR DELETE</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; width: 150px;">ADD NEW OPERATOR</div> <div style="border: 1px solid gray; padding: 5px; text-align: center; width: 150px;">CHANGE OPERATOR</div> <div style="border: 1px solid gray; padding: 5px; text-align: center; width: 150px;">DELETE OPERATOR</div> </div> <div style="text-align: right; margin-top: 20px;"> <div style="border: 1px solid gray; padding: 5px; text-align: center; width: 60px;">OK</div> </div> </div> <p><b>There are two user groups:</b></p> <ul style="list-style-type: none"> <li>• Operators, who have basic user rights.</li> <li>• Supervisors, who have basic user rights plus the ability to use the <i>SUPERVISOR MENU</i>, <b>SET UP</b> and <b>DIAGNOSTICS</b>; make overrides; and more. At least one supervisor must be active.</li> </ul> <p><b>Follow the steps below to add a new operator or supervisor:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>ADD NEW OPERATOR</b> to prompt the <i>ADD NEW OPERATOR</i> screen.</li> <li>2. The OPERATOR ID field is highlighted. Enter an operator ID number up to 12 characters in length. Press <b>ENTER</b>.</li> <li>3. The OPERATOR PASSWORD field is highlighted. Enter an operator password number up to nine characters in length. Press <b>ENTER</b>.</li> <li>4. The CONFIRM OPERATOR PASSWORD field is highlighted. Enter the operator password number again. Press <b>ENTER</b>.</li> <li>5. The NAME field is highlighted. Enter an operator name up to 15 characters in length. Press <b>ENTER</b>. The SUPERVISOR field is highlighted.</li> </ol>

Supervisor Menu	Description
<p><b>PASSWORD MAINTENANCE</b> (Continued)</p>	<p>6. Do one of the following:</p> <ul style="list-style-type: none"> <li>• If the new operator will not have supervisor-level access, go to Step 7.</li> <li>• If the new operator will have supervisor-level access, press the box next to SUPERVISOR. A check mark appears in the box. Go to Step 7.</li> </ul> <p>7. Do one of the following:</p> <ul style="list-style-type: none"> <li>• Press <b>OK</b> to save entries and return to the <i>PASSWORD MAINTENANCE</i> screen. Press <b>OK</b> again to return to the <i>SUPERVISOR MENU</i>.</li> <li>• Press <b>CANCEL</b> to return to the <i>PASSWORD MAINTENANCE</i> screen without saving entries.</li> </ul>
<p><b>EXPORT LIST2</b></p>	<p> <b>IMPORTANT</b></p> <p>A variety of data file formats are available. A file format must be selected in <b>SET UP</b> for <b>EXPORT LIST2</b> to work. <b>Consult a Cummins Allison representative</b> to select a file format for a specific application.</p> <p>If the <b>LIST2</b> button is renamed in <b>SET UP</b>, the new name appears on the button instead of <b>LIST2</b>.</p> <p><b>Press EXPORT LIST2 to:</b></p> <ul style="list-style-type: none"> <li>• Export data to a specific local or network location. The IT system administrator must give the workstation access rights to the network.</li> <li>• Prompt the following screen which shows the file name, file size and target directory.</li> </ul> <div data-bbox="491 1078 941 1421" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>EXPORT COMPLETE OF LIST2</p>  <p>FILE NAME : 13032604 FILE SIZE (BYTES) : 20 COPIED TO : C:\Test\</p> <p>OK</p> </div>

Supervisor Menu	Description
<p><b>EXPORT LIST2</b> (Continued)</p>	<p>When a file with the same name already exists in the target directory, the following screen appears. The previously exported file may not have been removed from the target directory.</p>  <p><b>Do one of the following:</b></p> <ul style="list-style-type: none"> <li>• Press <b>APPEND</b> to add information from the current file to the existing file in the target directory.</li> <li>• Press <b>OVERWRITE</b> to overwrite the existing file in the target directory with the new data.</li> <li>• Press <b>CANCEL</b> to return to <i>SUPERVISOR MENU</i> without exporting data.</li> </ul>
<p><b>CLEAR SYSTEM</b></p>	<p>Press <b>CLEAR SYSTEM</b> to prompt the warning screen below. This screen is used to clear all processed totals from memory and reset data tables to zero balances. This function should be performed at the end of a processing day or shift.</p> 

Supervisor Menu	Description
<p><b>CLEAR SYSTEM</b> (Continued)</p>	<p><b>To clear the system:</b></p> <p> <b>Performing this step clears all system totals.</b> Make sure there is intent to perform this function. Things to consider before performing this step include: Is processing complete? Have the totals balanced? Have reports been printed?</p> <p>To return to the <i>SUPERVISOR MENU</i> <u>without</u> clearing the system, press <b>CANCEL</b>.</p> <ol style="list-style-type: none"> <li>1. Press <b>CLEAR</b>.</li> <li>2. When an export file format is selected in <b>SET UP</b>, and day totals are not exported before pressing <b>CLEAR</b>, the following screen briefly appears:</li> </ol> <div data-bbox="492 600 941 944" data-label="Image"> </div> <p>Once the screen clears, return to the <i>SUPERVISOR MENU</i> to export day totals before attempting to clear the system again.</p>
<p><b>EXPORT DAY TOTALS</b></p>	<p> <b>IMPORTANT</b></p> <p>A variety of data file formats are available. A file format must be selected in <b>SET UP</b> for <b>EXPORT DAY TOTALS</b> to work. <b>Consult a Cummins Allison representative</b> to select a file format for a specific application.</p> <p><b>Press EXPORT DAY TOTALS to:</b></p> <ul style="list-style-type: none"> <li>• Export data to a specific local or network location. The IT system administrator must give the workstation access rights to the network.</li> <li>• Prompt the following screen which shows the file name, file size and target directory.</li> </ul>



Supervisor Menu	Description
<p><b>EXPORT DAY TOTALS</b> (Continued)</p>	<div data-bbox="491 204 941 548" data-label="Image"> </div> <p>When a file with the same name already exists in the target directory, the following screen appears. The previously exported file may not have been removed from the target directory.</p> <div data-bbox="491 699 941 1043" data-label="Image"> </div> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Press <b>APPEND</b> to add information from the current file to the existing file in the target directory.</li> <li>• Press <b>OVERWRITE</b> to overwrite the existing file in the target directory with the new data.</li> <li>• Press <b>CANCEL</b> to return to <i>SUPERVISOR MENU</i> without exporting data.</li> </ul>
<p><b>DATABASE MANAGEMENT</b></p>	<p>This is an advanced function. <b>Please contact a Cummins Allison representative</b> for more information.</p>

# Stopping Conditions and Recovery Steps

The following conditions cause the JetTouch workstation to stop and require action by the user.

## About to Clear System

**Condition** ▶ **CLEAR SYSTEM** was pressed on the *SUPERVISOR MENU*.

**Action** ▶ Do the following:

- Press **CLEAR** to clear the system.
- Press **CANCEL** to return to the *SUPERVISOR MENU*.



## Export Day Totals

**Condition** ▶ **CLEAR SYSTEM** was pressed on the *SUPERVISOR MENU* prior to exporting day totals. The system and totals cannot be cleared until the day totals file is exported.

**Action** ▶ Do the following:

1. Press **EXPORT DAY TOTALS** on the *SUPERVISOR MENU*.
2. Press **CLEAR SYSTEM** on the *SUPERVISOR MENU*.



## Totals Have Already Been Exported

**Condition** ▶ **EXPORT DAY TOTALS** was pressed on the *SUPERVISOR MENU*, and the day totals file had already been exported earlier that day.

**Action** ▶ Do the following:

- Press **OK** to export day totals again.
- Press **CANCEL** to return to the *SUPERVISOR MENU*.



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## Value Too Large

**Condition** ▶ The number of characters entered into a field exceeded the limit.

**Action** ▶ Press **OK** and enter a valid number.



## Daily Cleaning Procedures for the PC Terminal

### Recommended Cleaning Materials

#### **CAUTION**

Simple Green, the recommended cleaning agent, can be an eye irritant. Avoid eye contact.

If eye contact occurs, flush eye(s) with cool water for 5 minutes – remove contact lenses if present – continue flushing eye(s) with cool water for 15 more minutes. If irritation persists, consult physician.

Individuals with sensitive skin should rinse hands after using.

- **Microfiber towels.** (Part number: 022-2223-00.)

A dry or pre-moistened microfiber towel may be used.

If using Simple Green concentrate, dilute to: 1 ounce of Simple Green per 8 ounces of water. For material-safety-data sheets, see [simplegreen.com](http://simplegreen.com).

### Daily Cleaning

1. Wipe the PC terminal's touch-screen display with a dry or pre-moistened microfiber towel.
2. Wipe the PC terminal's exterior surfaces with a dry or pre-moistened microfiber towel.



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