XY VENDING MACHINE MANUAL

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About the MANUAL

The manual is for XY client.

As a operation guide, the photos, graphics, charts and illustrations in the manual is only for explanation and discription purpose, there may be differentces with your machine, pls refer to you vendingmachine. XY vending will update the manual of there is any new version fo the software, if you require the updated manual, pls login www.xyvending.com .

XY vending recommend you use the manual under technician's guide.

Treademark statement

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· You will take the risks by yourself if you connect the machine via internet, the machine may be suffered to network attacks, Hackers attacks, virus infections ect, XY vending won't take the responsibility of the malfuctions,data leakage and other issues caused by this. But XY vending will provide the technicial support in time.

·When you use the machine, please follow the laws strictly. XY vending won't take any responsibility if you use the machine infringe the rights of third parties or other improper purpose.

·Please follow laws if there is any conflicts with the laws in the manual.

Introduction

Thanks for your trust XY vending!

In order to make you operate the machine easily, we would like to provide you the manual, you can get the operation guide in the manual. Please read the manual carefully before you operate the machine!

We are trying our best to offer you the most completed and reliable information. However, it may have errors and omissions. We are warmly welcome for your sugesstions. Please feel free to call us if you found any problems, thanks for your support and coperation!

Notice

Please read the notice carefully before installation the machine：

- Cause there is a refrigeration system in the machine, please make sure make it vertically when shipment. Please connect power after 2 hours unpacking.
- Please check the machine body, window, foot and spare parts are well.
- It’s metal steel machine, please ask the professional persopn for installation to avoid personal injury and machine damage.
- The ground must be hard and flat. Poor installation may cause tilt, electric shock, fire or burns.
- Please choose a suitable ground to install this equipment. The equipment should be kept in a vertical state during operation. The maximum inclination of the front and back and lateral directions is 5% (~2°)
- The location must be moisture-proof and rain-proof, and prevent water seepage from causing short circuits and burning circuit boards.
- The location must be protected from direct radiation from the heat source and ensure good ventilation and heat dissipation to make sure the cooling effect of the machine.
- Make sure the machine is not affected by moisture, dust, dirt ect. No any obstructions.
- Please keep space with wall at least 50cm, machine distance 20cm if there are several machines in a line, the openning angle of the door is 135°at least to make sure the machine function well and easy to full load the products.
- Don’t disassembly, revise the machine without any factory technician’s guide.
- The location should be with the stable voltage, with accordingly power plug type. It cannot be grounded through gas pipes, water pipes, telephone lines, and lightning rods. The grounding resistance of the grounding terminal should be less than 4Ω.

·Before connecting to the power source, make sure that the power source

characteristics are consistent with those of the machine.

- The power socket should be installed properly to facilitate the disconnection of the machine from the power source.
- Don’t use damaged power cords and power strips to prevent leakage of power and personal safety.
- If there is any damege of the power cable（Y connection), it should be replaced by the manufacturer or after-sales service or similar qualified personnel to prevent danger.
- The power supplier should be stable, otherwise it will affect machine function.
- Don’t put flammable materials in the machine to prevent fire or explosion
- If there is any abnormal burning smell, smoke or fire, please unplug the power plug immediately and contact professional maintenance.
- Please offer machine picture, serual number, model name to after sales technician if the machine cann’t work well so that the technician can serve you well in time.
- Please power off the machine when you need replace the spare parts or clearning the machine to prevent electric shock or damage.
- Frequent cleaning can prevent malfunctions and extend the service life of the machine.
- Please use pure water to clean the machine, Don’t use concentrated products to clean the machine (it may corrode the paint and change the color).
- When cleaning electronic equipment, Don’t use wet towels to clean the equipment to prevent the equipment burned.
- Please wear gloves when cleanning the condenser, use a long-bristled brush to clean the aluminum area to prevent scratches.
- Please power off compreesor when you upload products to reduce the water vapor in the outside air from entering the machine to liquefy, prevent water leakage on the back and frosting and blockage of the compressor aluminum sheet. If the water in the evaporator is full, please pour it in time.

Catalogue

1 TERMINOLOGY

2 PRODUCT OVERVIEW

2.1PRODUCT INTRODUCE
2.2OPERATION PRINCIPLE INTRODUCE
2.3FUNCTION MODULE INTRODUCE
2.3.1TEMPERATURE CONTROL SYSTEM INTRODUCE
2.3.2 ELEVATOR SYTSEM INTRODUCE
2.3.3 TRAY MODULE INTRODUCE

3 INSTALLATION&OPERATION GUIDE

3.1VENDING MACHINE INSTALLATION
3.2 VENDING MACHINE OPERATION PROCEDURE

4 ANDROID OPERATION INTERFACE INTRODUCE

4.1ANDROID SYTEM & APP INTRODUCE
4.2PURCHASE INTRODUCE
4.2.1PURCHASE INTERFACE INTRODUCE
4.2.2PAYMENT INTERFACE INTRODUCE
4.3 APP FUNCTION MANAGEMENT SETTING INTRODUCE
4.3.1REPLENISHMENT & COMMODITY MANAGEMENT
4.3.2SELECTION MANAGEMENT
4.3.3 SYSTEM SETTING
4.3.4PAYMENT SYSTEM SETTING
4.3.5 COOLING&HEATTING SETTING
4.3.6FAULT DIAGNOSIS
4.3.7 ELEVATOR SYSTEM
4.3.8APP SETTING

5 MACHINE MAINTAIN

6 FAQ

7 TROUBLE SHOOTING

1.Technical term

Technical terms details as follow:

Android board：Circuit board for running Android system and Purchase APP.
Motherboard: Vending machine control board, circuit board that controls payment system, selection , etc.
Touch screen: 11.6 inches, 21.5 inches, 32 inches, 49 inches, etc
Purchase app: XY APP for selling products on Android board
Safe app: To restart, monitor and guard the Purchase APP, to make sure the Purchase APP is running normally.
Touch screen All-in-one Computer Options：Integrate the Android board with the touch screen
Upper computer:Android board (Android system and Purchase APP)
Lower computer:VMC (Vending machine control board and software on it)
Temperature Controller: A control circuit board that adjust the temperature
Power box：Motherboard, drive board, Android and Touch screen all-in-one part, lift system,compressor, etc.
Compressor：cooling system.
PTC：heating system.
Evaporator fan ：.Make cool air or hot air circulate in the machine.
Cooling fan：A large fan below the back of a vending machine used to cool the heat out of the condenser.
Temperature Controller sensor：temperature sensor。
Drop sensor：The drop sensor include drop sensor receiver and drop sensor sender , which detects whether objects (products) have passed through.

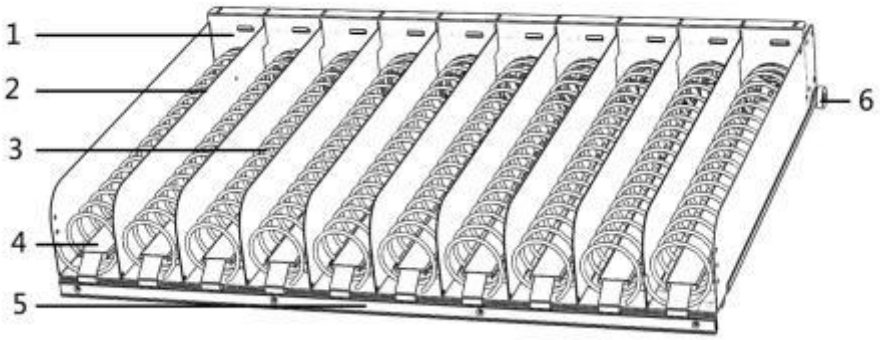
2. PRODUCT OVERVIEW

2.3.1.1 Components

Compressor+PTC+Evaporator fan+Cooling fan+Temperature controller etc.
Temperature controller control compressor refrigeration PTC heating .frost.

2.3.3.2 Spiral layer

2.3.3.2.1 Components



1. selection motor 2. divider 3. spiral 4. support bar 5.Product belt pallet

6. Wheel

2.3.3.2.2 Spiral selection Operating logic

The motor drives the spring to rotate, and the products are pushed forward along the direction of the spring rotation. The spring rotates once and then all the products can be pushed out. The support bar can make the irregular and small products that are not easy to put out more easily

2.3.3.3 Belt layer

2.3.3.3.1 Components

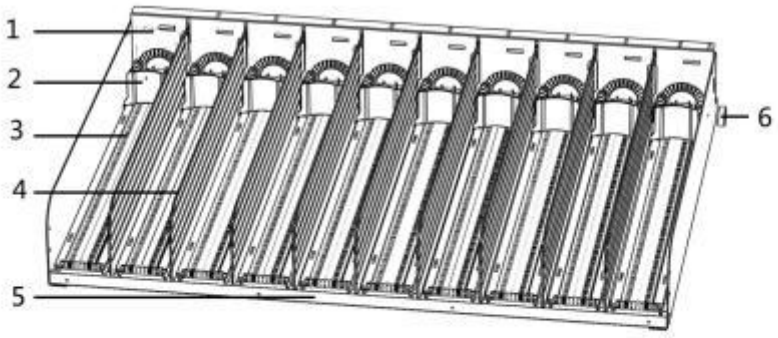
2.3.3.3.2Belt selection Operating logic

The products belt motor drives the belt to rotate, and the products are transferred from the products belt. Multiple belt belts can be linked together to sell large products, and push the products board can assist the transfer of products

The vending machine controls the spinning time of the belt by setting the belt timeout and stop time

2.3.3.3 Belt tray

2.3.3.3.1 Component



1. Selection motor
2. Pushing plate
3. Belt
4. Selection bulkhead
5. Tray pallet
6. Wheel

2.3.3.3.2 Belt tray working instruction

Tray motor drive the belt rotate, deliver the commodities form selection, and a couple of selections can coupling together to deliver large size commodities, and the pushing plate can help the delivery.

The vending machine through setting the over time and the stop time to control the belt rotate time.

3 Installation and usage procedure

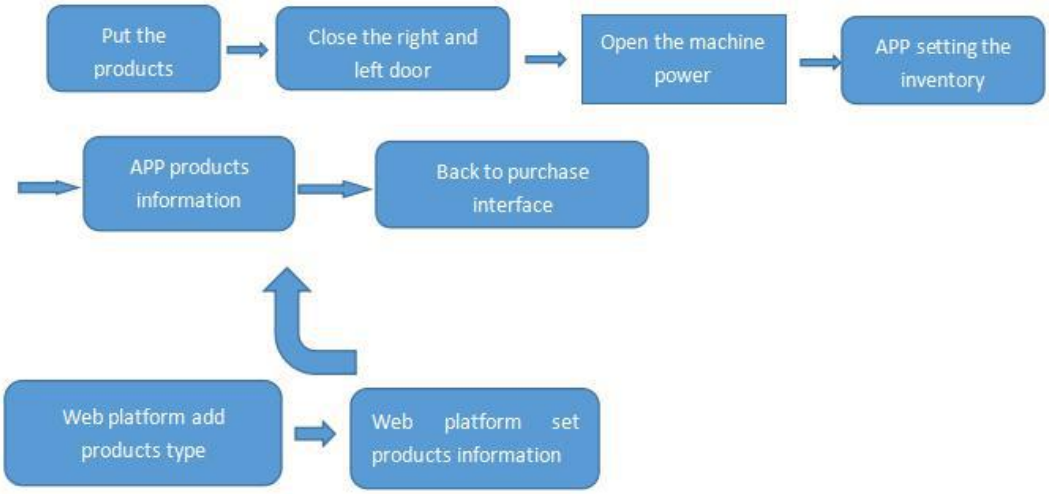
3.1 Vending machine installation.

When the vending machine is installed, the distance between the rear side and the wall is not less than 50cm, the distance between multiple machines is not less than 20cm, and the angle of opening of the door is at least 135°, which ensures the good performance of the machine and the convenience of loading .The placement ground must be hard and flat, and the equipment should be in a vertical state during operation, the maximum inclination of the front and back and transverse is 5%(~2°), poor installation may lead to tilt, electric shock, fire or burn, and the place must be

moisture-proof and rain-proof to prevent the seepage of the circuit lead to short circuit and burn out the circuit board.

Before connecting to the power supply, ensure that the power supply characteristics are consistent with the machine, should be suitable to install the power outlet, so that the machine could disconnect from the power supply conveniently , do not use damaged power cord and plug wire row, prevent leakage and crisis personal safety, if the power cord damage, should be replaced by the manufacturer or after-sales service or similar qualified personnel to prevent danger, the wiring of the power supply must be firm and stable, poor connected cord will affect the performance of the machine.

3.2 Vending machine usage procedure



1. After receiving the vending machine, arrange the vending machine correctly according to the notice and installation instructions.
2. Take off the key from the power cord of the rear side of the equipment, insert the key into the front door lock core, if the equipment uses the threaded lock, the lock can be opened by rotating the lock handle counterclockwise after the lock handle pops up, if the equipment uses the crank lock, the lock handle can be opened by turning down the lock handle after the lock handle pops up.
3. After opening the gate, check whether the trays are properly placed, whether elevators and incoming doors are normal, cut off the straps on both sides of the front of the tray (two sides of the front of each layer of trays are secured with straps to ensure safety in transit), so that the trays can be pulled outwards ,convenient to place goods.
4. Open the right door, check whether the line connection is normal, whether the wiring port is loose, whether the antenna is placed correctly, whether the delivery door is normal, and whether the motor of microwave and fretting switch normal.

5. When the belt tray and pushing tray place or replace the goods in the first time, please do purchase test first, adjust the optimal stop time and timeout time of the belt. The detailed test method please see below answer.
6. After test is completed, put the goods on the track correctly, the location of the goods should not exceed the edge of the track, the pushing board on the track should be placed at the end (note: box lunch machine goods cannot use black outer packaging).
7. Close the gate, turn on the power supply (this machine uses 16A power plug, and use 16A socket to meet), open the main power switch, electronic control box power switch, microwave power switch, temperature control switch, close the right side door.
8. In the app interface please first setting the inventory of commodities g, then enter the function management setting interface to select "replenishment and commodity management "->" inventory setting ", set the real inventory number of the selection .
9. When setting up the commodity information, we need to add the type of goods in the web management platform, and set up the goods information under this vending machine.
Add Item Types: login in website: www.xynetweb.com, enter the username and password assigned to you by sale or after sale, select "My Item" in the menu bar on the left, click "Add" at the top of the right page, fill in the item information you need to sell, click Save after setting up.
Selection Commodity Settings: select "My vending machine" in the menu bar on the left side of the web platform, find the vending machine under this ID in "Management" - "Commodity Settings" on the page on the right, and select the real goods in selection, click Save after the setting is completed.
Detailed operation steps reference to web platform right corner show "please click download operation manual ".
10. When setting up commodity information on the web management platform, you can bind the user's collection account at the same time, the collection methods are include: WeChat, Alipay, UnionPay and so on. the steps of the binding account refers to the top right corner of the web platform web page "please click download operation manual ".
11. In the selling app function management interface," restocking and commodity management "menu bar under the" commodity settings "click on" commodity one-click settings "to download or update the commodity information.
12. Sell app back to purchase interface and do purchase test.

4 Android and operation interface introduction

4.1 Android system and APP instruction

The selling app is based on android and can be used to purchase, pay and set up vending machines. In the Android interface, can set resolution, networking, fonts and so on.
This selling APP is applicable to all selling machines of the Company, covering the functional setting of all products. When setting up the selling machine, it can be set according to the actual hardware of the selling machine.

4.2 Purchase introduction

4.2.1 Purchase interface introduction



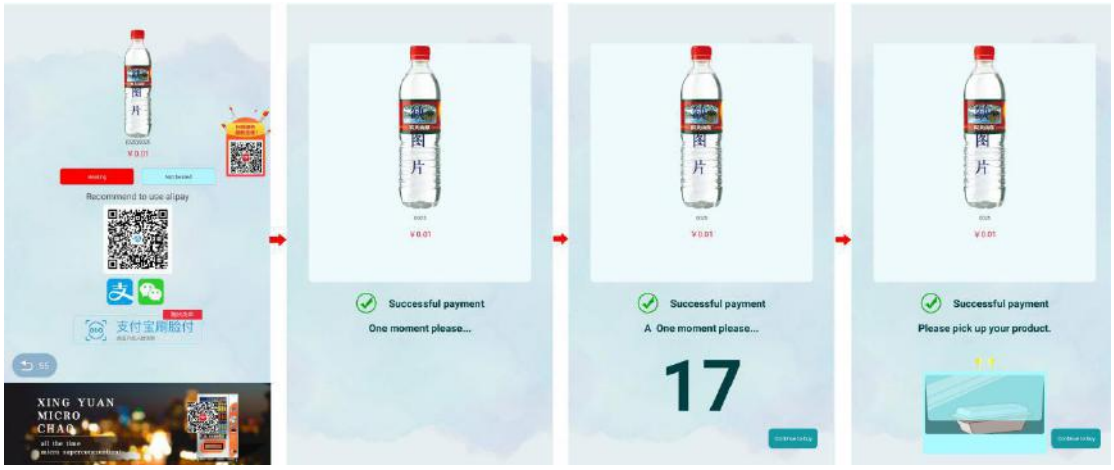
1、network signal
2、machine number
3、video advertising
4、pick up code
5、commodity display
6、tempreture
7、time
8、APP version
9、select selections
10、more product displays

Replacement the ad video or picture: insert the u-disk that holds the video or picture to be played into the usb port of the android touch integrated machine or

android board, in the pop-up new window interface to choose to open the u-disk, copy the video or picture to the local disk-> xyshj-> avfile folder.

4.2.2 Payment interface instructions

After selecting the required goods, you can choose the payment method on the payment interface, after the payment is successful, prompt is shipping, if the shipment successful will prompt pick up the goods, if the shipment failure will prompt the cause of failure.

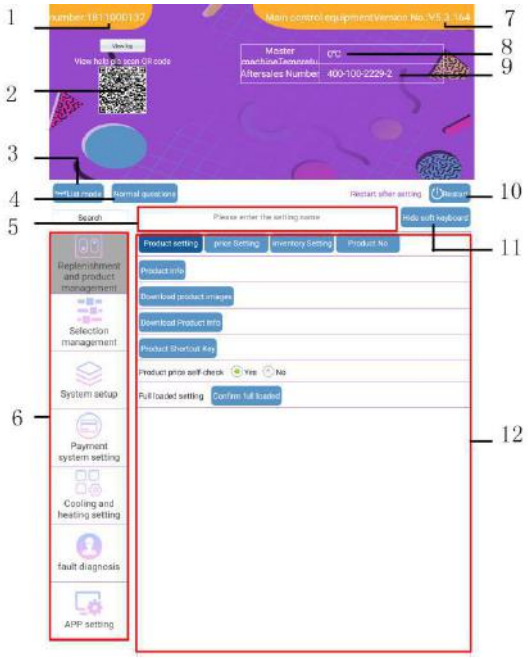


4.3 APP function management setting instructions

The app function management setting page is equivalent to the menu function of selling app, all the function settings need to go to this page to do the operation, the way to enter this page:
Way 1: insert the u disk behind the android screen, and select the "settings (one-click settings)" button on the pop-up window interface to enter the app management settings interface.
Way 2: Open the right side door of the vending machine, press the red button of the main board, and enter the app management setting interface after the "drop" sound.



The app function management settings page includes''Replenishment and product management.”Selection management ”,”System setup”,”Payment system setting”,”Cooling and heating setting”,”Fault diagnosis”,”Lifting system setting”,”APP setting”and other settings menu bar.
To ensure that the vending machines are in the best working condition, click on the query and fine-tune the value.

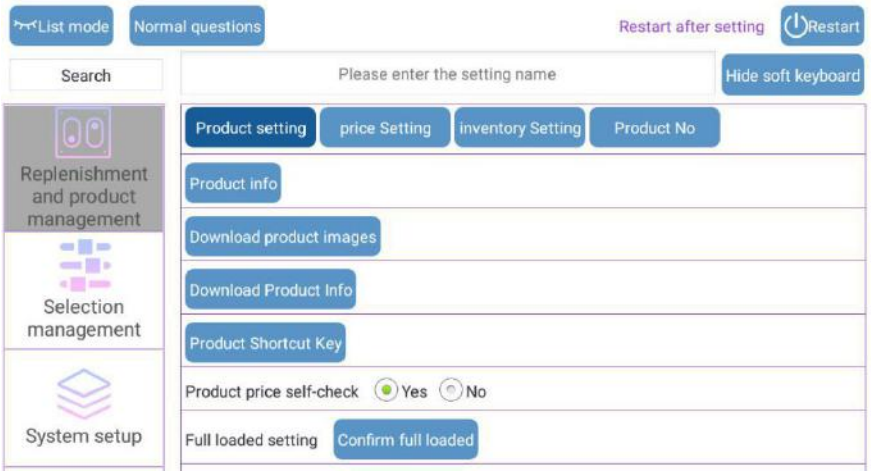


1、machine number
2、QR code
3、list mode
4、normal questions
5、quick search
6、menu bar
7、control equipment ver
8、machine temperature
9、aftersale number
10、restart
11、hide soft keyboard
12、setup interface

4.3.1 Replenishment and Commodities management

There are many options in the replenishment and commodity management column, such as commodity setting, price setting, inventory setting, commodity coding, etc., which can be set according to commodity demand.

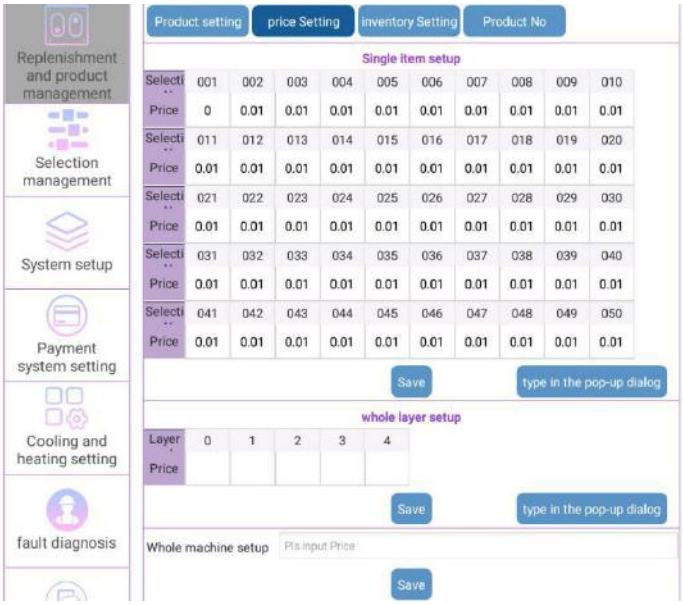
4.3.1.1 Product Setting



Synchronize the product information configured in the cloud system, product type and product price to the vending machine, the vending machine needs to synchronize the commodity information in here when replacing the selling commodities. In this setting, you need to add products in the cloud system, vending machine trays settings, the detailed process refer to the web platform web page in the top right corner "please click download manual ".

When the product price check is open, each time the app is opened, the price of the products saved by the main board of the machine is compared with the price of the products saved in the cloud system. Any exception will prompt for price changes.

4.3.1.2 Price setting



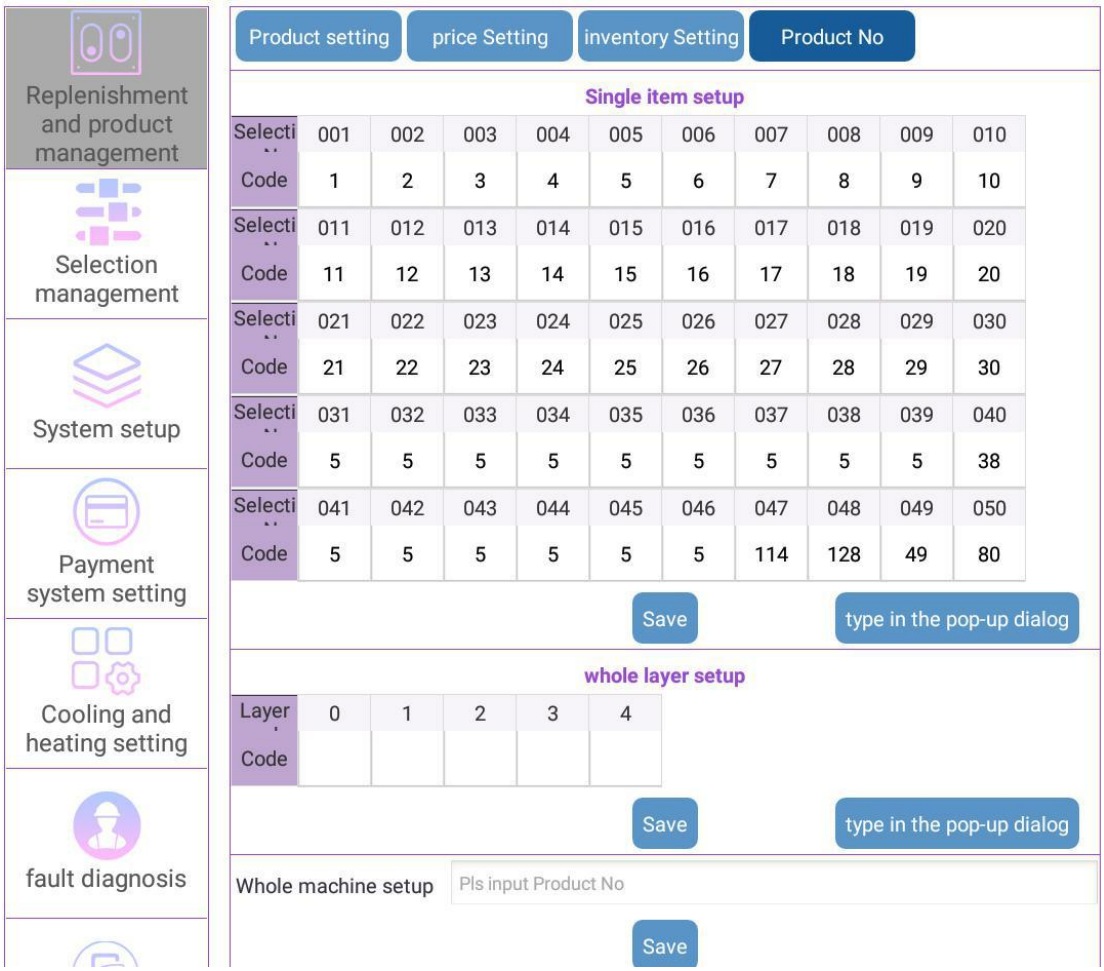
This function is limited to the price setting of this vending machine. The price change will not affect the price of the same kind of products in other vending machines. If it has been configured in cloud system, there is no need to set the price.
This function can set the price of the individual selection commodity, the whole tray products and the whole machine products.

4.3.1.3 Inventory setting



After the vending machine replenishment, need to do the inventory setting, the inventory setting can set the stock of the individual selection product, the entire layer product and the entire machine product setting, after all selections fills up the products can do the one-click full cargo setting.

4.3.1.4 Product No.

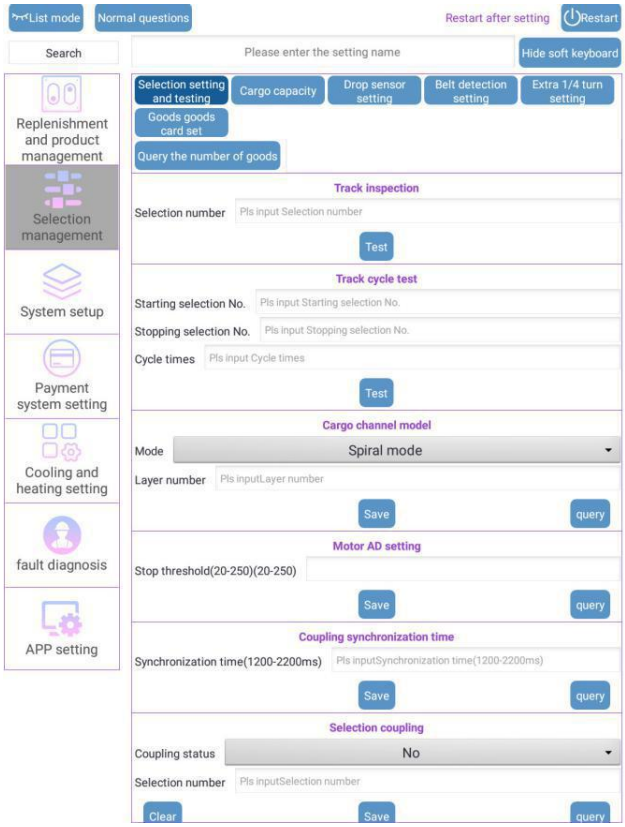


The same No. for the same product can be put into different selections, the products on the purchase interface are displayed according to the product No., if different selections place the same product, only show one picture of this product , and when purchase this No. of product , the products are randomly shipped from the placed selections, and when the product No. is setted 0 in one selection, then the product will not display in this purchase interface, if the products are configured in the cloud system, there is no need for the product No. setting.

4.3.2 Selection management

There are selection setting and testing,cargo capacity, drop sensor detection, belt detection setting, selection jam setting in the selection management column. And can do related setting and testing

4.3.2.1 Selection setting and testing



Query the number of goods: you can query the number of normal selections and the number of short circuit motor, if the number of selections is less than the actual number of selections, maybe exist short circuit selections, you can test the selection to check the invalid selections.

Track inspection: To test a individual selection, you can see if the selection is working properly. Enter the selection No. you need to test. Click on the test to see how the selection working.

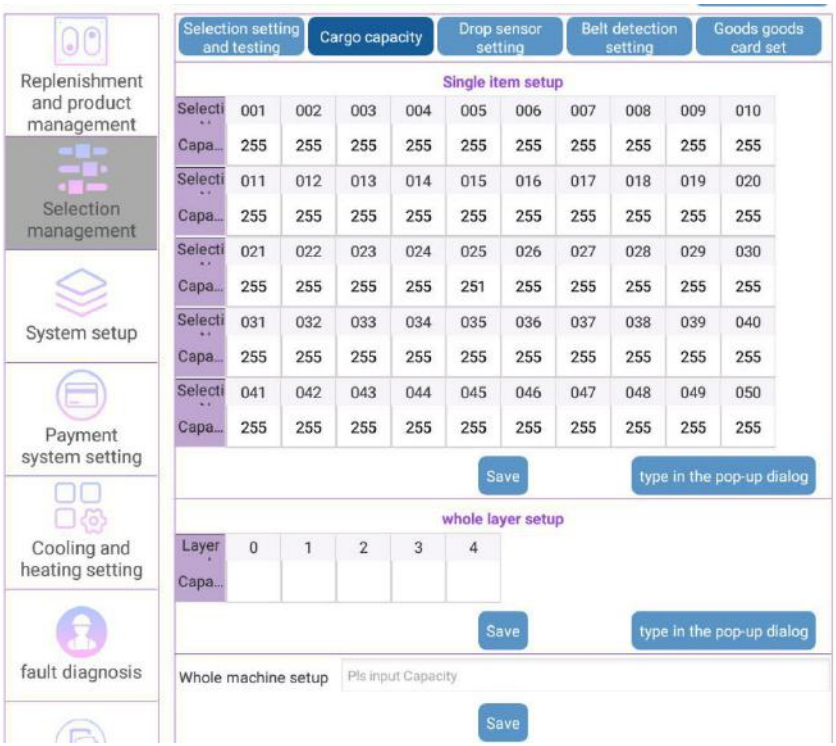
Track cycle Test: Cycle test the selections setted in a interval selection No., such as set selection 1 to selection 10, cycle 2 times, then the machine will do test from selection 1, when it finished ,selection 2 will start, like this to selection 10,and test like this 2 times.

Cargo channel model: according to the actual situation can be set to Spiral mode, belt mode, in spiral mode no need to set the belt timeout, stop time setting.

Selection coupling: the belt or spiral controlled by a single motor is called a selection, for some goods need several selections to be placed, at this time need to set up selection coupling, make two or three selections turn at the same time, and the new selection No. is the first selection No..

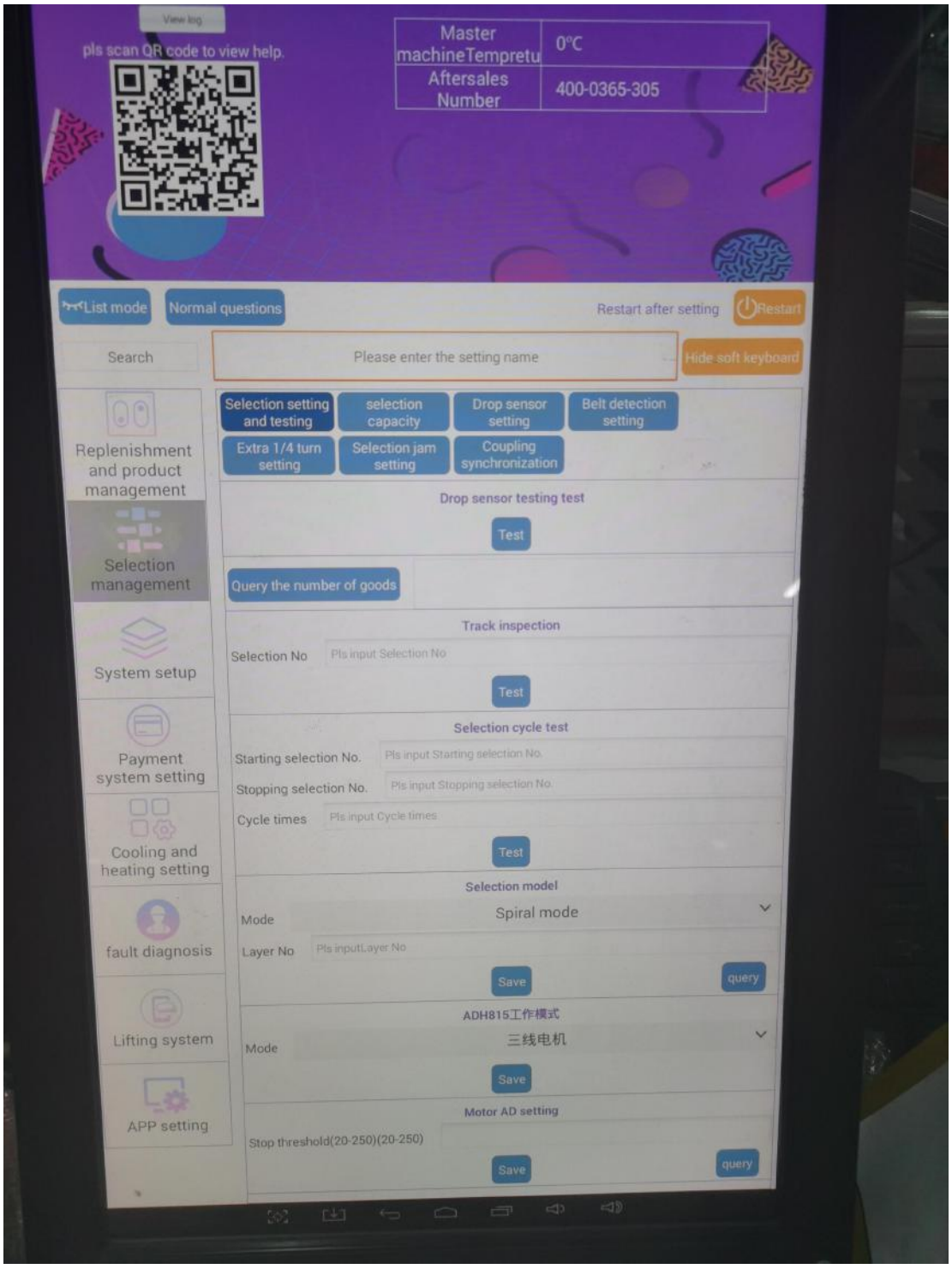
When setting the Selection coupling , enter the selection number, and select the coupling state (such as 2 selections ,3 selections ,4 selections need coupling, then enter the selection number ,and select the coupling state,then coupling.

4.3.2.2 Cargo capacity



Cargo capacity means the maximum number of the placed goods, and the maximum number of goods in stock is equal to the cargo capacity, can set capacity for individual selection, whole tray selection and the whole machine.

4.3.2.1 Selection setting and test



Query selection quatntity: You can query normal selections quantities and short-circuit motors quantities of the whole machine. If selection quantities queried is less than the actual selections quantities of the whole machine, or there are selections

with motor short-circuits, can check invalid selections by selection test.

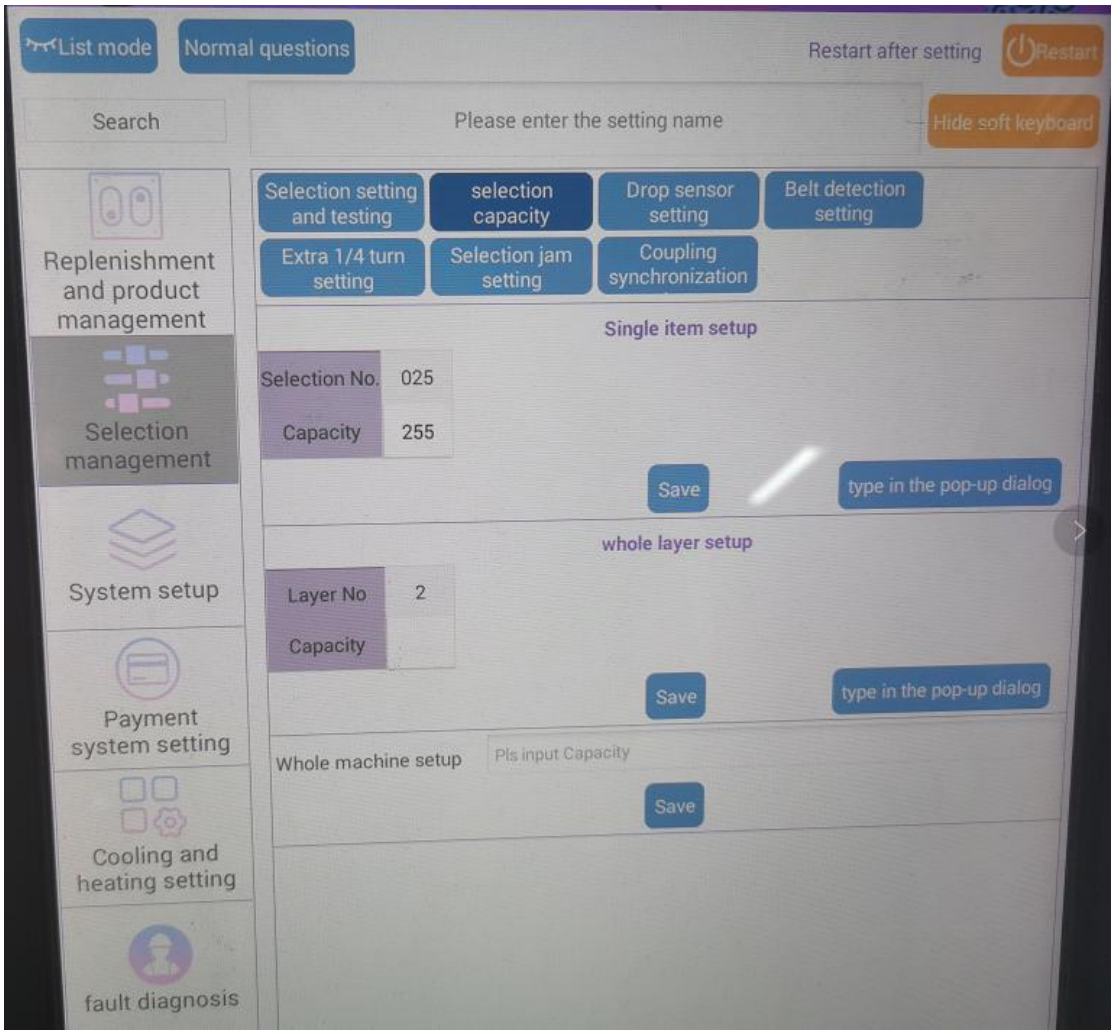
Selection test: You can test each selection, to check if each selection is working normally, just enter selection number which need to be tested, and click test to check selection working situation.

Selection cycling test: Cyclically test selections in an interval, for example, testing from selection number 1 to selection number 10, Cyclically testing for twice, the selection number 1 start,after selection number 1 finished testing, the selection number 2 will start to test automatically,like this, running to the selection number 10, and this action will circulate twice.

Selection mode: According to the actual situation, you can set spiral mode or belt mode for selection. Under spiral mode, no need to set timeout and stop time for belt.

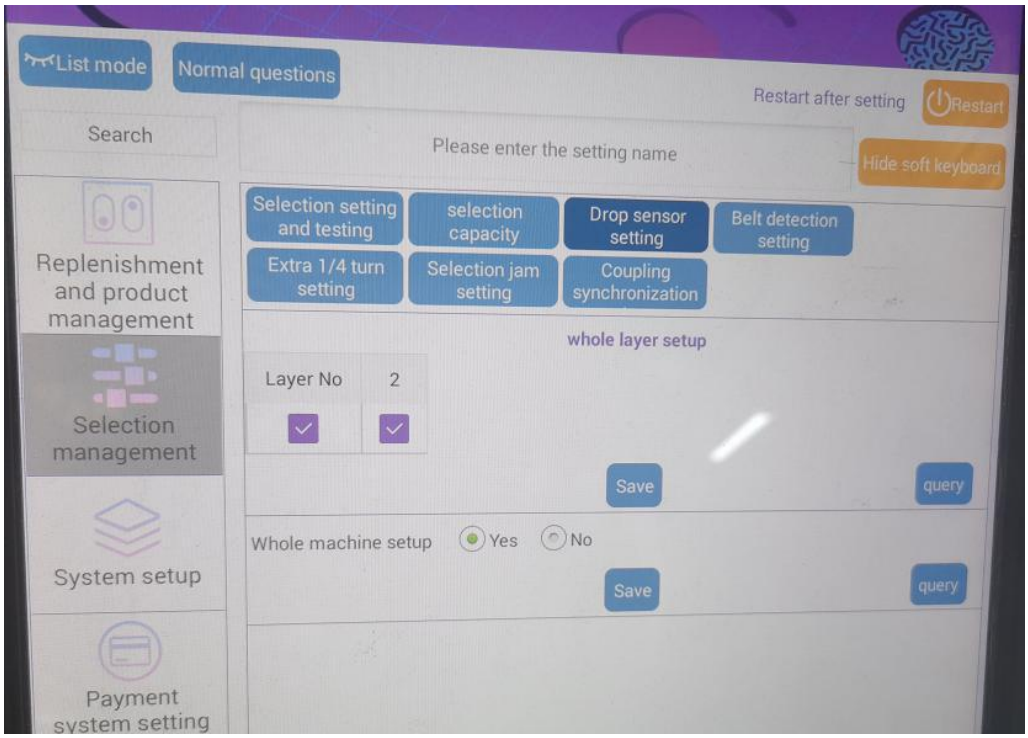
Selection coupling: a belt or spiral under the control of one motor is called a selection. For some commodities, need more wider selection to be placed. then, you need to set selection coupling to make two or three selections working at the same time , after setted selection coupling, the selection number is the first selection munber in this group. When setting coupling, input the selection number that needs to be coupled, then choose the coupling number (for example, selection number 2, selection number 3, and selection number 4 need to be coupled, just input the selection number 2,then choose 3 coupling).

4.3.2.2 Selection capacity



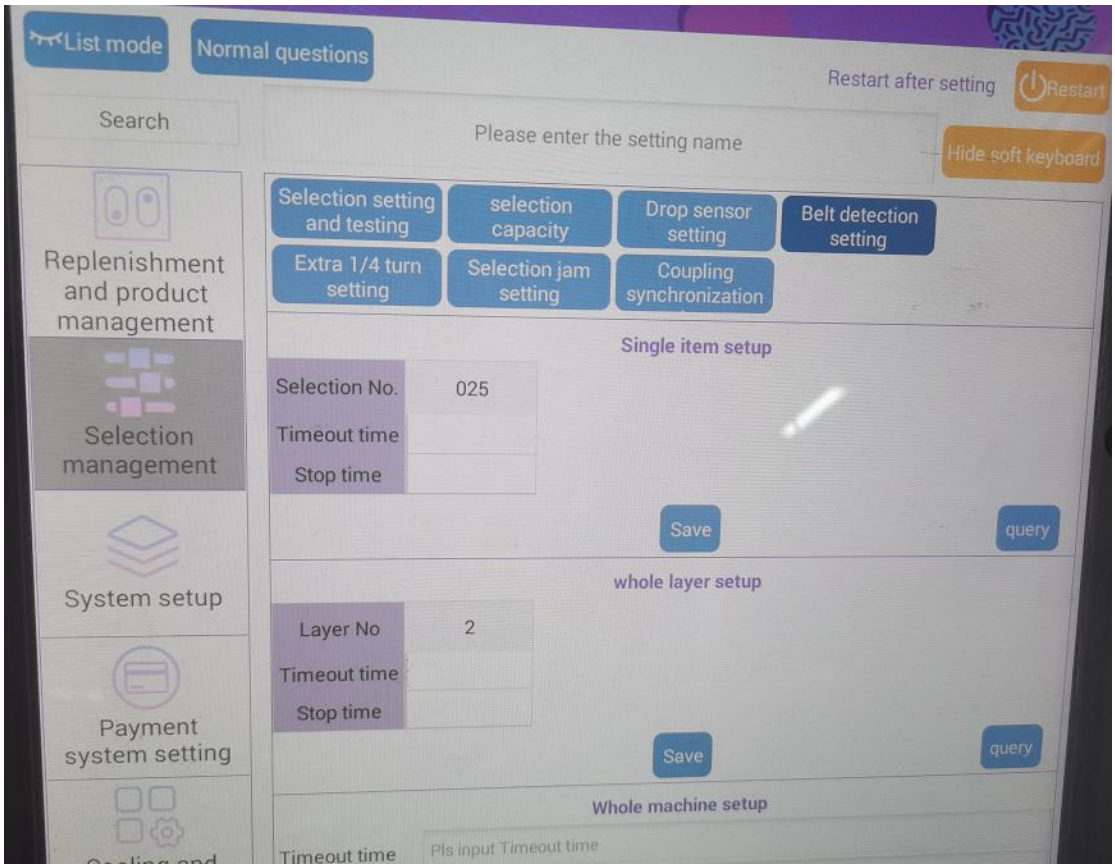
Selection capacity refers to the maximum goods quantity that can be stored in selection. The maximum inventory is equal to selection capacity. you can set the selection capacity for single selection, whole layer selection, and entire machine selection.

4.3.2.3 Drop sensor



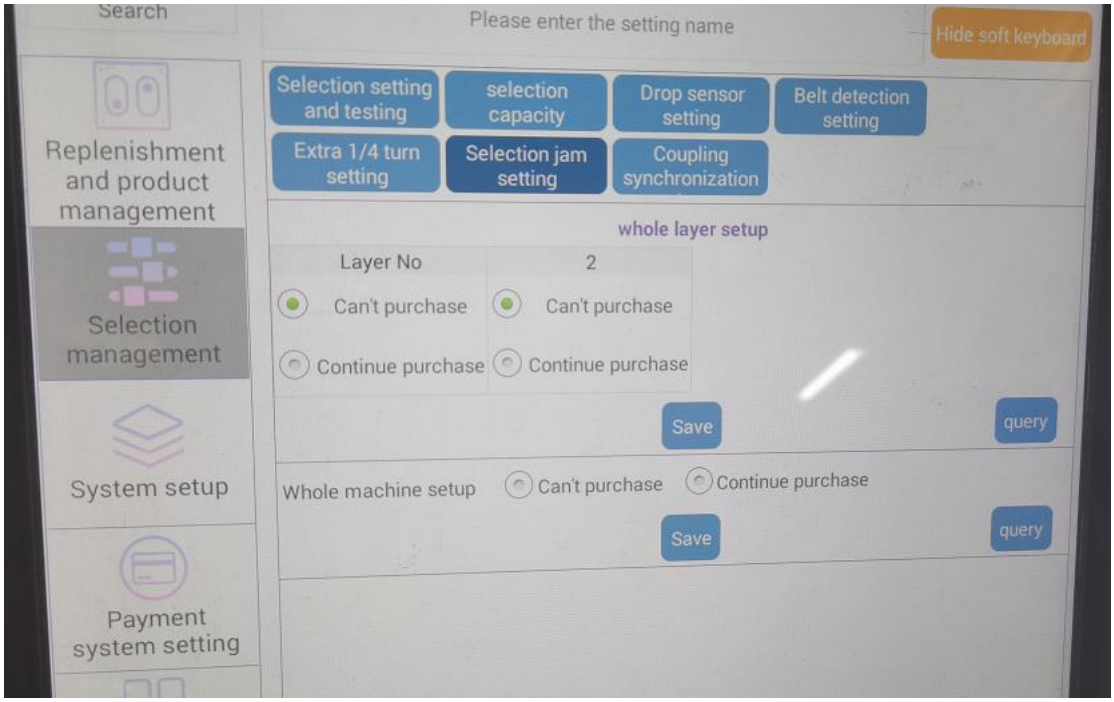
When opened the drop sensor, it will detect if have commodities when dispensing, if detected no commodities, will show vending failed. when closed the drop sensor, it will not detect commodities when dispensing, it is default to vending successed.

4.3.2.4 Belt setting



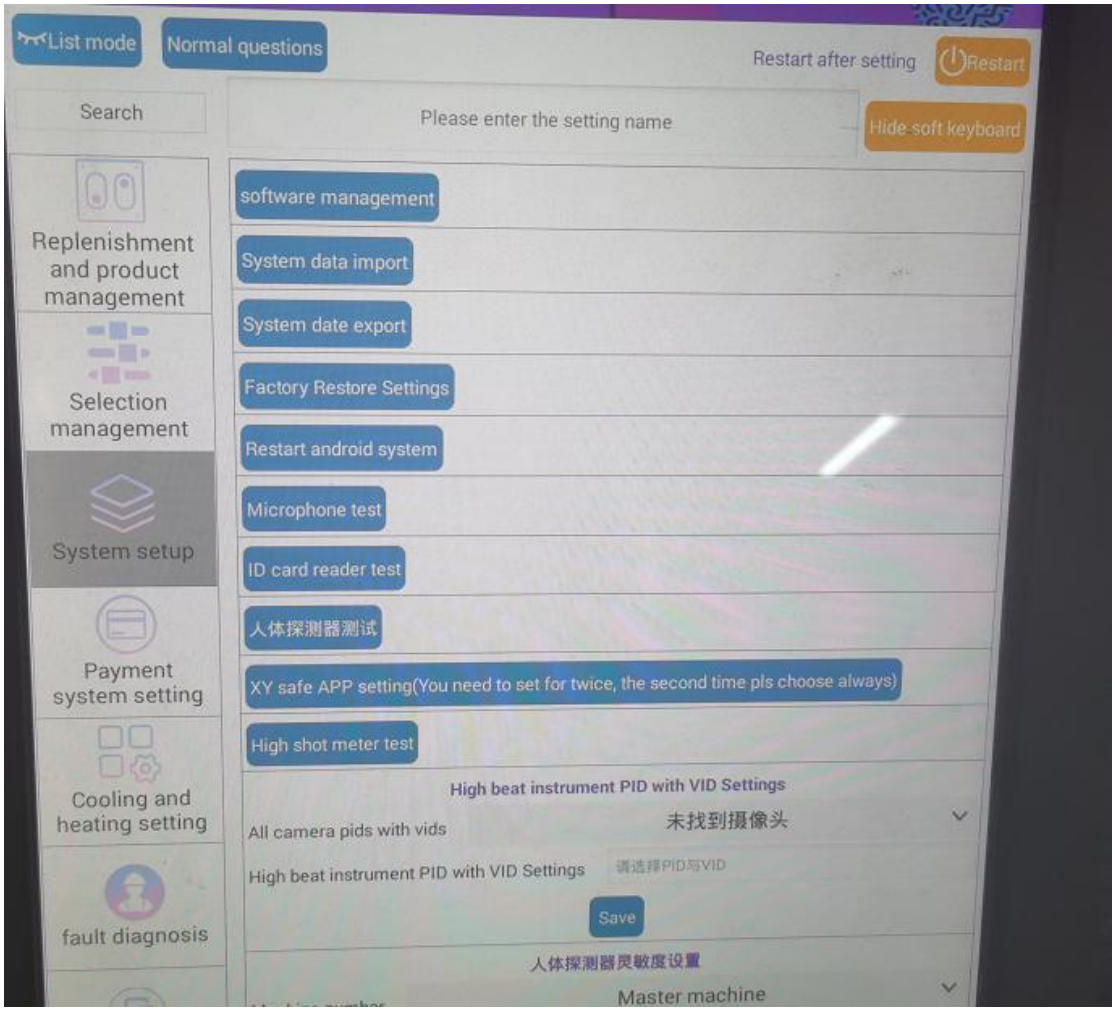
For the belt detecting setting,Timeout setting refers to when drop sensor not detected commodities,the selection working time,reference time is 9000,basing on the actual commodities to set the specify time;the stopping time refers to when drop sensor detected commodities,the selection working time,reference time is 1000, basing on the actual commodities to set the specify time;this belt detecting setting is used to confirm the position of commodities dispended to the elevator system.

4.3.2.5 Selection jammed setting



This selection jammed setting refers to when commodities are jammed, the buyers if can go on purchasing. You can set for the entire layer or the whole machine, but it is default that can't to purchase after jammed.

4.3.3 System setting

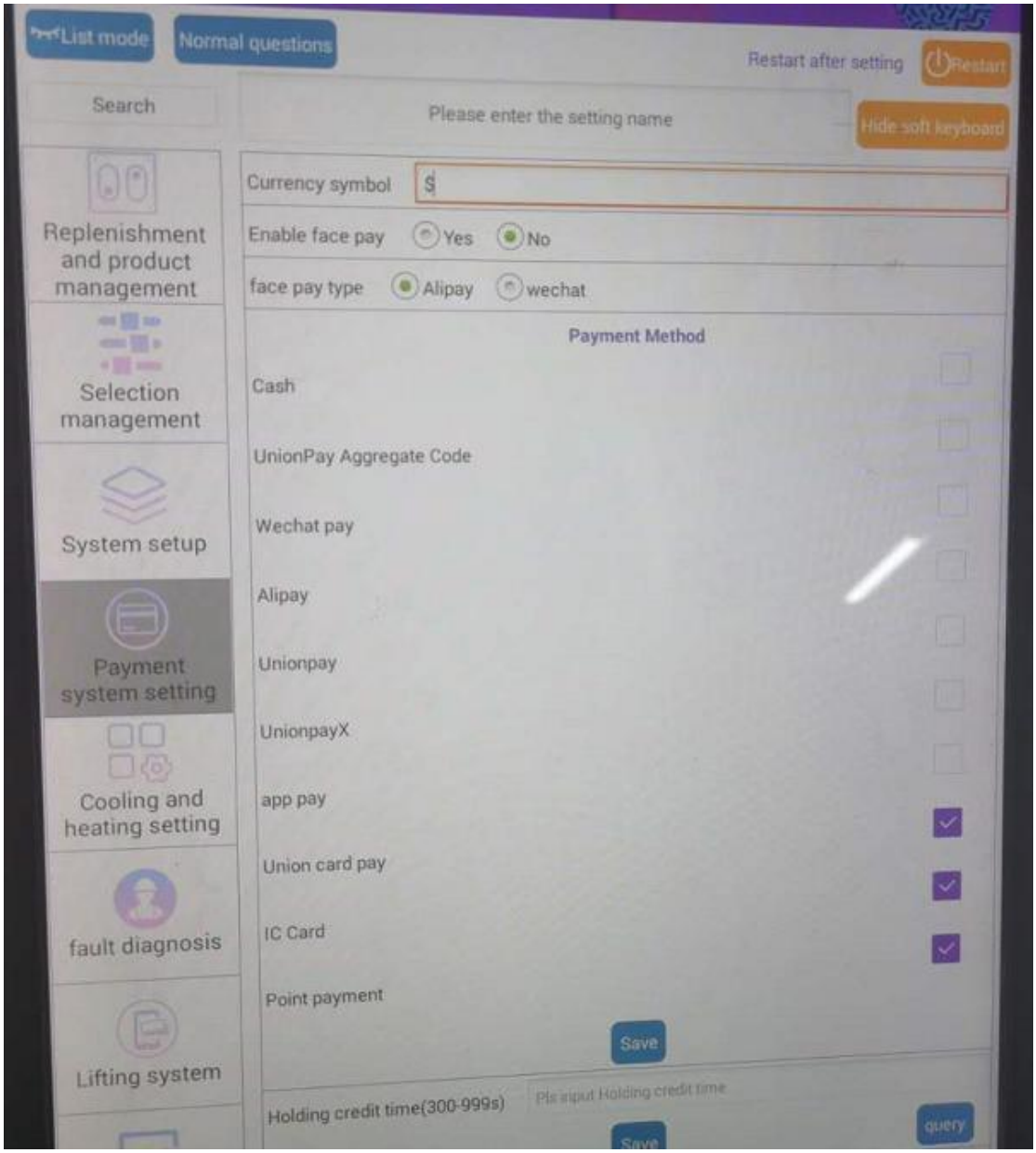


In software management, can choose required software to download, install or delete.

Restore the factory settings, means clearing all the setting of machine, just reserve advertising and product image information, after restore the factory settings, need reset machine.

In the master control device setting(here refer to mainboard and android board), the serial port address refers to the communication address between the upper computer and the lower computer. The upper computer and the lower computer can communicate only when the serial port address is correct. When the device changes the serial cable or the serial port wiring port, it needs to be here Set the correct serial port number to ensure normal communication between the upper computer and the lower one.

4.3.4 Payment system setting

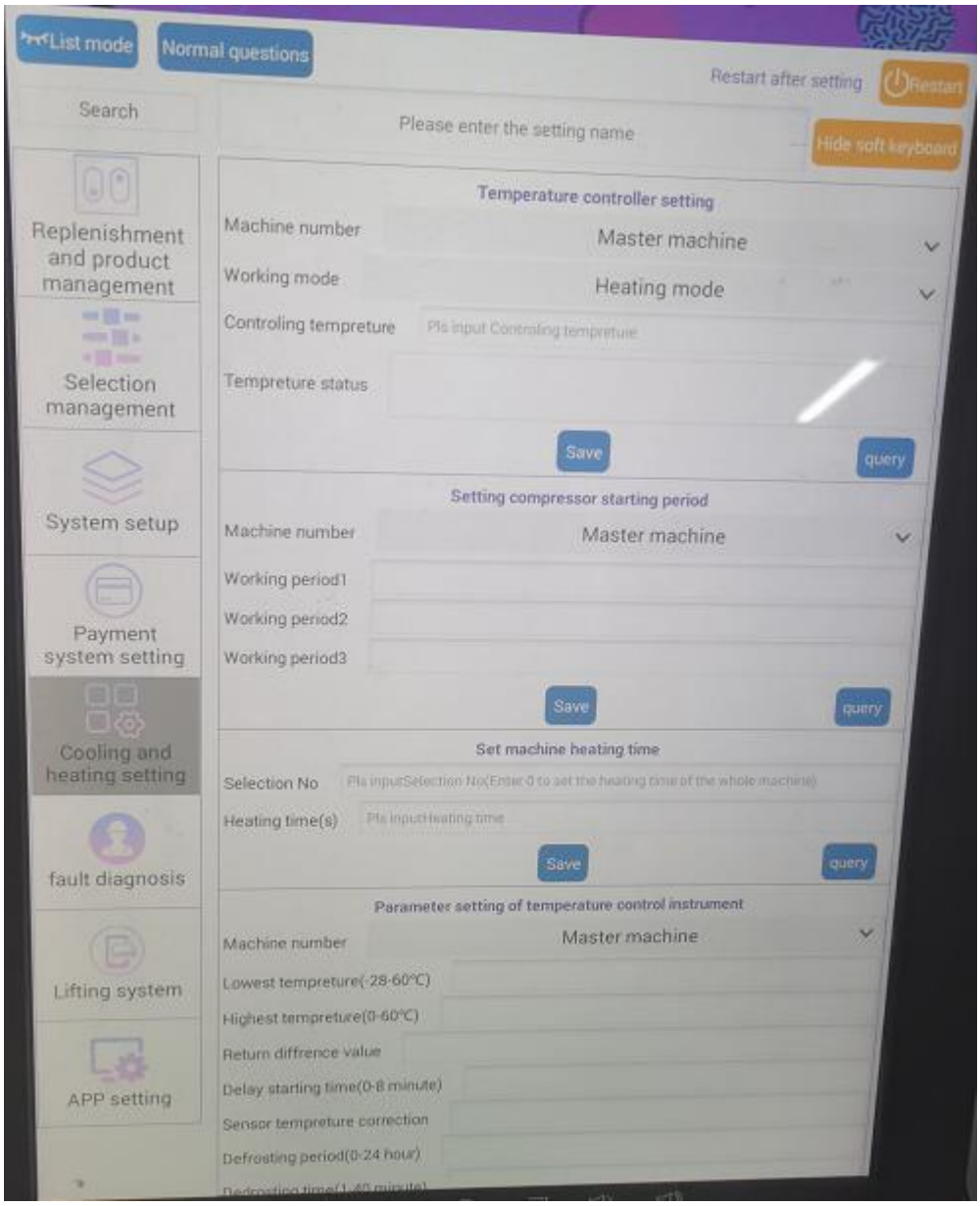


Currency symbol, basing the local currency to select currency symbol;

Face payment, if the machine installed face payment of camera, then can open this function, but this is used in china for now.

Other payment method, cash pay, union pay, wechat pay, Ali pay, etc. user can select suitable payment method basing on the actual requirement and if device hardware support.

4.3.5 Cooling and heating setting



Temperature control setting: When commodities have special temperature requirement, can control temperature by setting temperature controller. When setting, select the required working mode to control the temperature appropriately.

Compressor working period setting: Set the compressor working period.

Temperature controller parameter setting: In this setting, you can set defrost cycle and defrost time when machine stop working. It can avoid the freezing of the compressor condenser tube by defrost. This setting has been set by default at the factory, and the user does not need to modify it.

For now, we take another way for frozen machine refrigeration, this interface just

for temperature checking, if need set, please refer to 2.3.1, temperature control system introduction.

4.3.6 Fault diagnosis



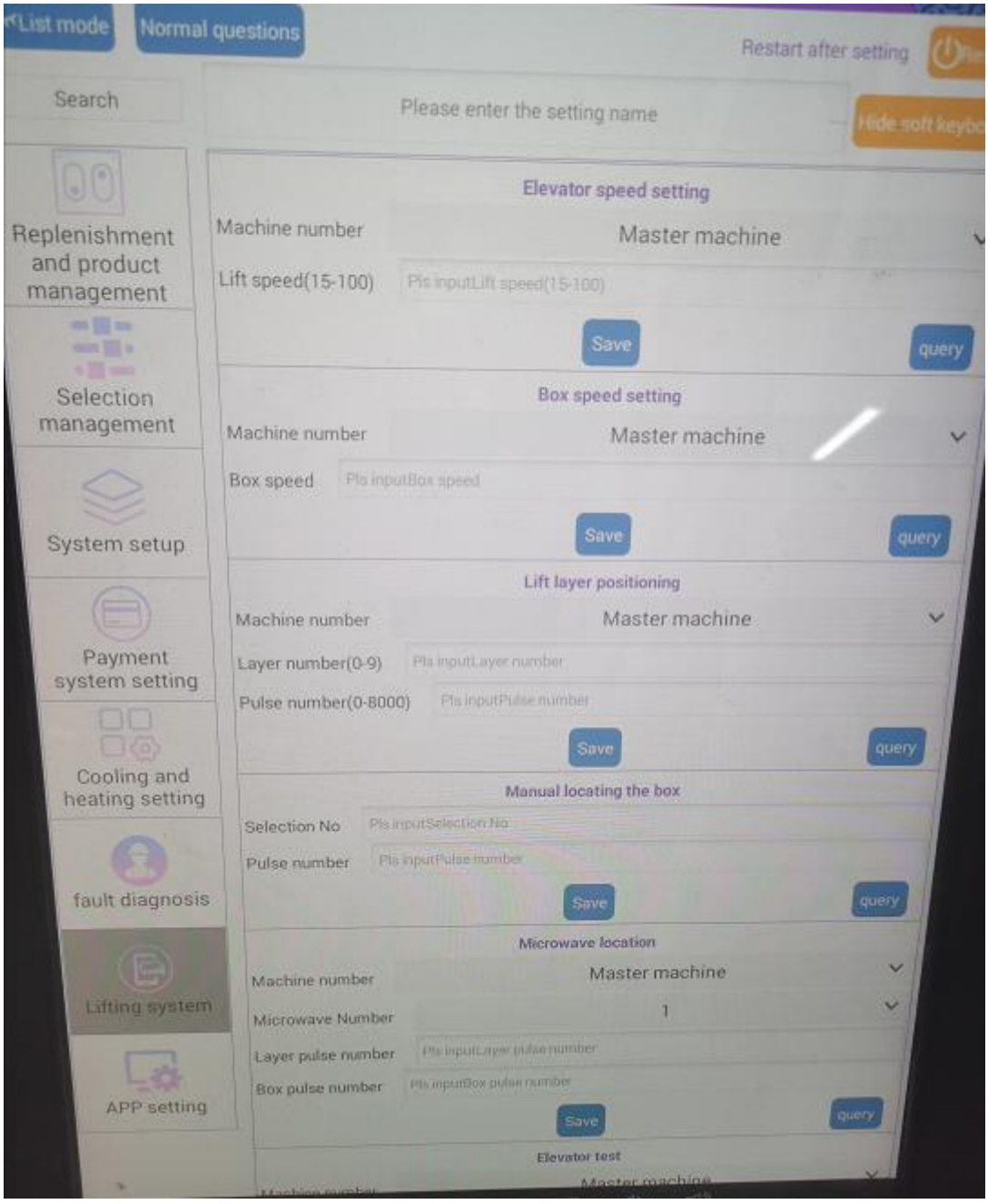
When dispensing commodity ,if drop sensor does't detect the commodity, vending machine will remind"this selection is jammed", administrator can clear the jammed at this page.

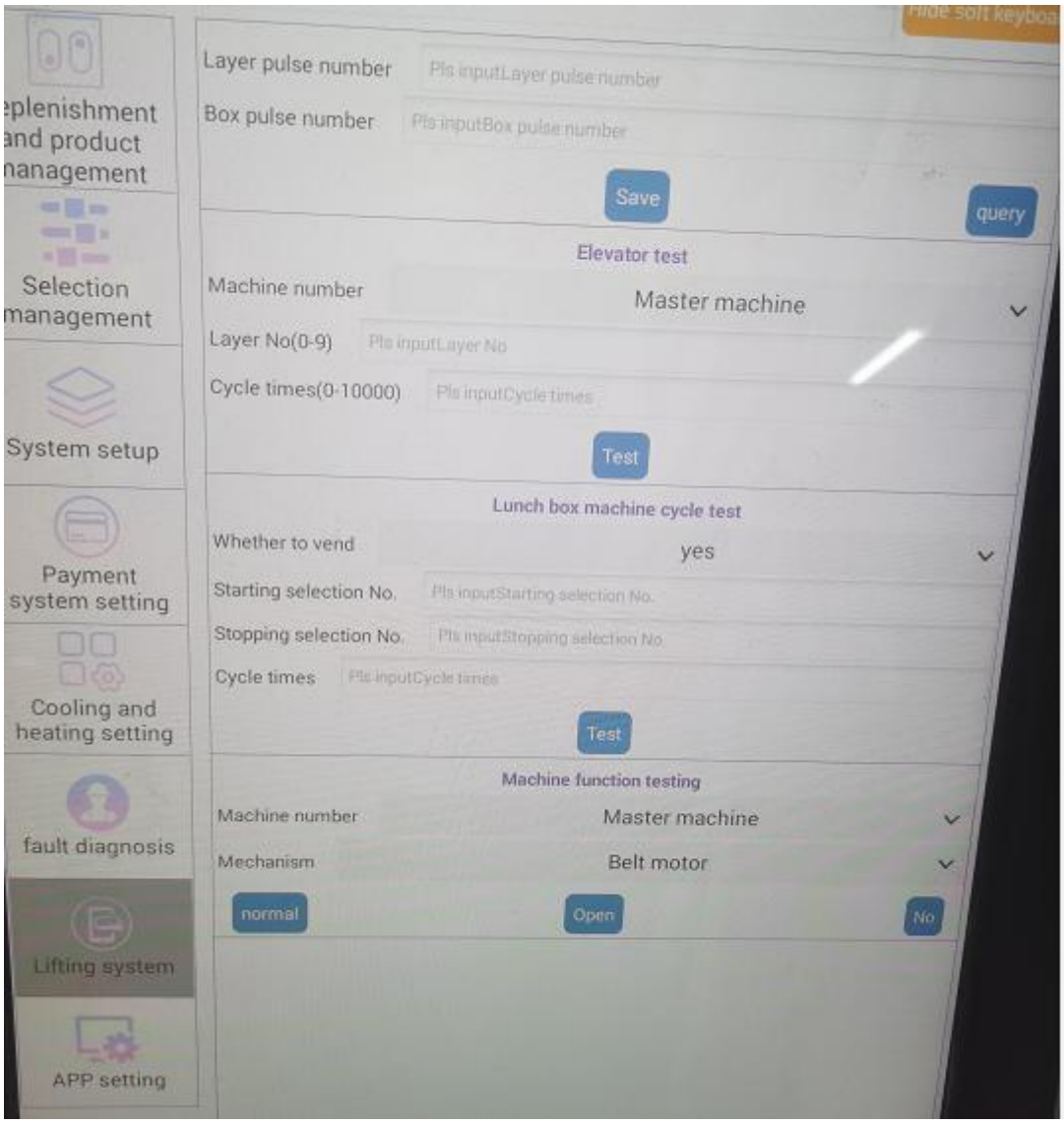
In the fault diagnosis, you can check if selections have fault first, then clear the faulty if have. After the fault is cleared, must restart the APP.

In checking sensor status, it can detect if the position of each micro switch is corresponded with the actual position. basing on the signal of micro switch sent out can judge the position of function part accordingly.

Network status can detect the situation of internet connecting.

4.3.7 Elevator system





In the elevator speed setting, the higher the elevator speed value, the faster the speed.

Elevator sensitivity setting: Elevator sensitivity refers to the ability of the elevator to resist resistance. The greater the sensitivity value, the easier to detect the resistance, and the elevator is easy to report overload. When the sensitivity is 0, the elevator can run even when meeting large resistance.

The elevator layer positioning: 1. Select the machine (such as master 1 or master 2…or slave 1, or slave 2…), 2. Select the layer number need to locate (the layer number is the second digit of the selection number, such as 001 selection, belonging to layer 0) 3. Click query ,to find the motor pulse number of the layer which is the elevator reached currently, if need to adjust the layer positioning of the elevator, revise it refering to this pulse number (if need the elevator go up, increase the number of pulses by 5 or 10, otherwise, reduce the number of pulses by 5 or 10 until it is suitable.).

Selection row positioning: 1. Select the selection number. 2. Click query ,to find the motor pulse number of this selection which is the elevator reached currently. If you need to adjust the selection row positioning, revise it refering to this pulse number (if need row positioning to the right, increase the number of pulses by 5 or 10, otherwise, decrease the number of pulses by 5 or 10 until it is suitable.) If the elevator is belt elevator, there is no need to set the selection row positioning.

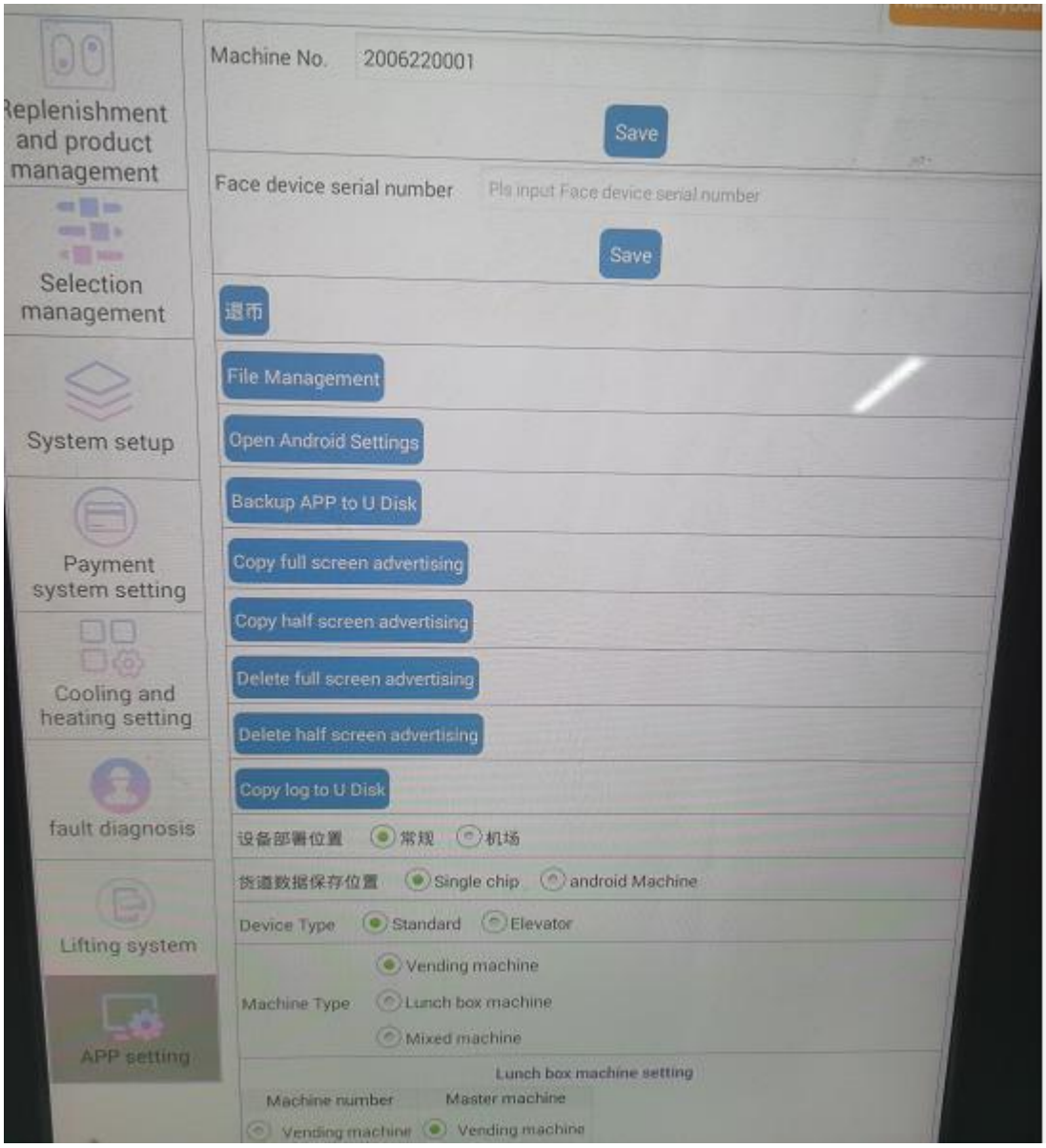
Delivery port positioning: 1. Select the serial number of delivery port. 2. Click Query, will know the layer pulse number of the current delivery port (layer pulse number is the height) and box pulse number (the box pulse number is the value of box positioned in the horizontal position, the leftmost is 0, the rightmost is 1350) 3. If you need to adjust the position of the delivery port, just change it under this pulse number (changing the pulse number is same as the elevator layer positioning), then select save. If the elevator is belt elevator, there is no need to adjust the box pulse number.

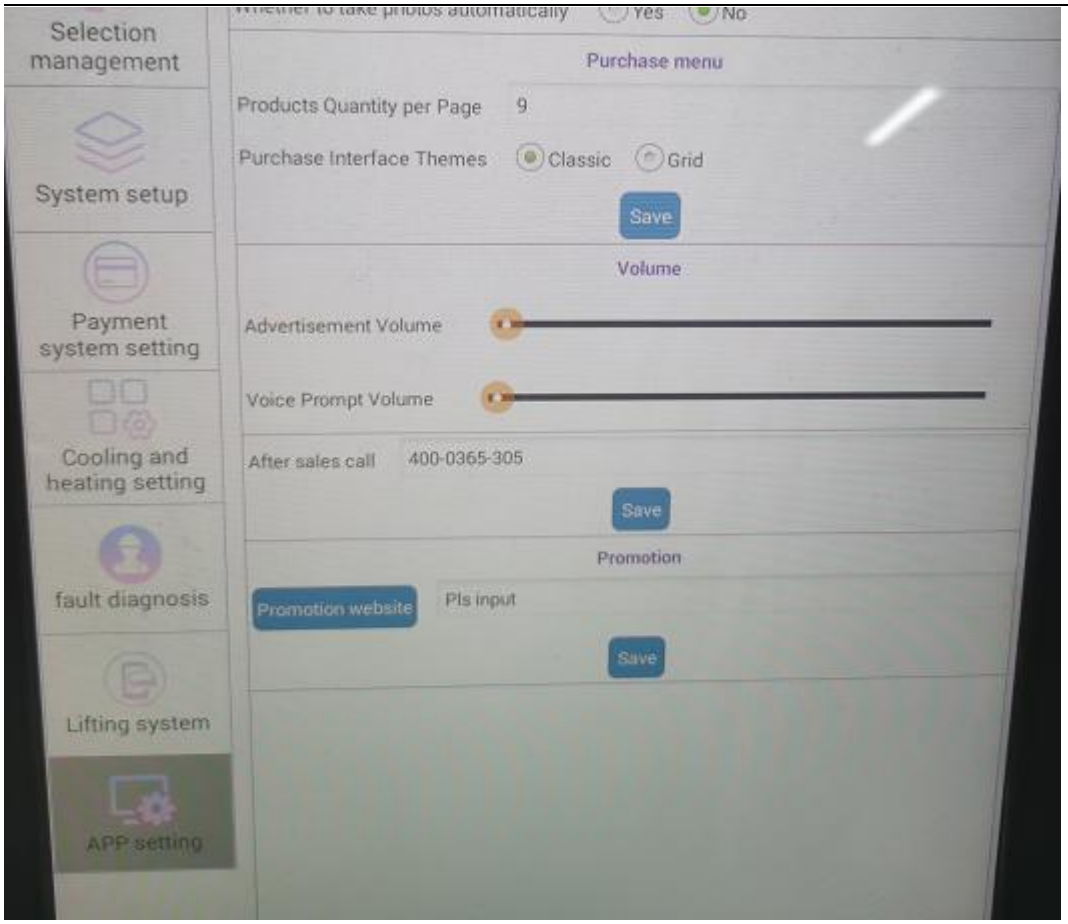
Elevator test: test if the elevator is running normally, input the layer number (the layer number is the second digit of the selection number ,such as 001 , belonging to layer 0), input the number of cycles required, and the elevator will run from the bottom to the entered lyaer , then return to the origin, and run by the cycle times like this.

Simulation cycle purchase test: Simulate purchase process of vending machine, which can carry out a cycle test of multiple selection, similar to selection cycle test, the lifting platform runs to selection, the tray conveyor belt runs, then the goods drop to the lifting platform, The lifting platform runs close to pickup box, then the goods are sent into pickup box, the delivery door is opened, then the lifting platform returns to the original point. This process is completed, the next purchase process is starting.

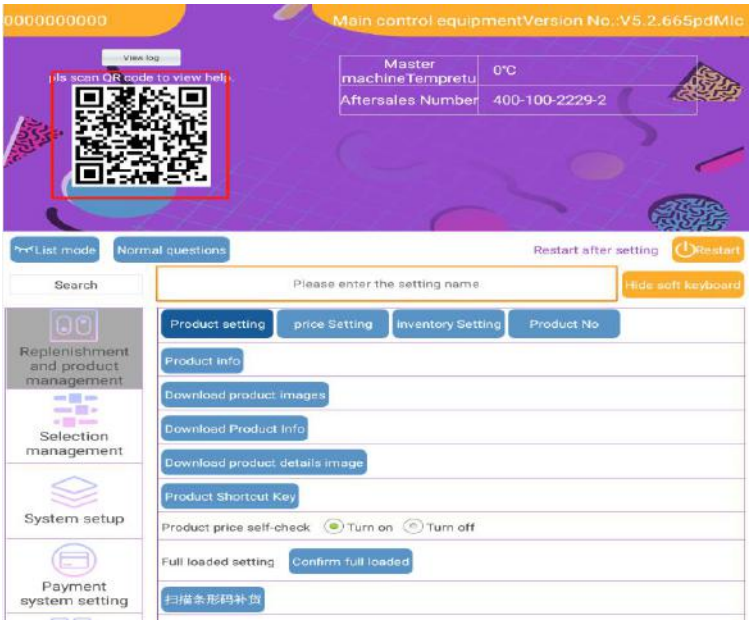
Mechanism function test: The mechanism function test is to test the situation of working individually for each mechanism of machine, including the front door of the microwave oven, the back door of the microwave oven, the belt motor, the push rod motor, the microwave oven control, and the fan. Before test, select to turn on, and select to turn off after tested.

4.3.8 APP setting





This setting include Android system settings, ES file browser, copy advertisement files, delete advertisement files, and backup APP to U disk.



When you click the QR code in the picture for 6 times quickly, it will appear the following dialog box:



In the dialog box, you can modify the menu bar according to your needs. It is default setting for the device attributes and basic user needs at the factory. Please do not change the machine ID, otherwise the machine will not be able to purchase and pay normally.

In android system settings, you can set the method of android internet connecting, resolution, font size.

The default Settings have been set for the device properties and the basic needs of users when leaving the factory. Please do not change the machine ID , otherwise the machine will not be able to run normally.

In Android Settings, you can set the android networking mode, resolution and font size.

5 machine maintenance

1. Appearance of the vending machine

When replenishing goods each time, the machine has dust, can use dry cloth to wipe.Dirty, then dip with warm water or neutral detergent cloth wipe clean.When decontamination, do not use diligent, volatile oil, solvent, strong alkaline detergent and other chemicals, otherwise the paint and plastic parts may be corroded or cracked.

2. Delivery Door

Each time the goods are replenished, please open the delivery door wipe the microwave oven clean with a rag. If it is dirty, wipe it clean with a cloth dipped in warm water or neutral detergent.

3. Cooling air outlets

Please pay attention to whether the cooling outlet at the back of the vending machine is unobtainable when replenishing the goods. Dust and dander should be cleaned in time, otherwise the cooling will be affected.

4. Inside the vending machine

Please clean the shelves after each loading. If the vending machine has been used for a long time, the smell on the shelves will be unpleasant, and bacteria may even grow on the shelves. Use a soft cloth, dip it in clean water or dish washing liquid, and then wipe off the dish washing liquid.

5. Tray Slides

To facilitate replenishment, lubricate the pulley and fixed shaft regularly to reduce friction resistance.

6. Motor transmission track

In order to make the sale smooth and prolong the service life, please add solid lubricant to the transmission track of the motor regularly to reduce friction resistance.

6 FAQ

Q: What is the password to enter the APP management setting interface?

A: The initial password to enter the APP setting interface is: "12345678".

Q: How do I connect to Wi-Fi ?
A: Method One:
1. Insert the U disk in the android board
2. Select the "Settings (Short-Cut Key Settings)" button on the popup window of the APP interface to enter the APP Settings Menu
3. Select "Open Android System Settings" from the menu bar of "APP Settings" on the management Settings interface.
4. On the Android setting interface open the Wi-Fi connection and select the correct Wi-Fi
Method 2:
1. Press the red button on the main board
2. Select the account in the pop-up window of APP interface and enter the password to enter the APP management setting interface
3. Select "Open Android System Settings" from the menu bar of "APP Settings" on the management Settings interface.
4. On the Android setting interface, open the Wi-Fi connection and select the correct Wi-Fi

Q: How to change the advertising video?
A: Method One:
1. Insert the USB flash drive of videos to be played into the USB port of the Android board
2. Select "Open USB flash disk" in a new window on the purchasing interface or "Open ES File Browser" in the menu bar of "APP Settings" in the management Settings interface.
3. Copy the video or picture to the local disk -> xyshj-> avFile folder
Method 2:
1. Press the red button on the main control panel
2. Select the account in the pop-up window of APP interface and enter the password to enter the APP management setting interface
3. Select "Open ES File Browser" from the menu bar of "APP Settings" in the APP function management Settings interface.

4. Copy the video or picture to the local disk -> xyshj-> avFile folder

Q: How to switch to Machine Settings from Sale UI?

A: There are two ways to switch Machine Settings from Sale UI, as follows;

Method 1: Insert a USB flash disk and select "Settings (Short-Cut Key Settings)" on the pop-up interface to enter the APP management Settings interface.

Method 2: Open the right door of the vending machine, press the red function button of the main board, and enter the APP management setting interface after it beeps.

Q: How does the purchase interface display the items to be sold?

A: 1. Add products: Log in www.xynetweb.com, enter the user name and password assigned to you by sales or after-sales, click "Add" at the top of the right page in the menu bar "My Products" on the left side of the cloud system, add the required product information, and click save after setting.

2. Product Selection Setting: Select "Goods aisle Management" from the "Vending machine" in the menu bar on the left side of the Web platform, and select "Goods aisle Management" from the vending machine under this ID on the right page. Select the goods aisle that is actually displayed, and click save after setting.

Please refer to the "Download operation Manual" at the top right corner of the Web platform page for detailed procedures.

3. On the APP of vending machine, select "Commodity Settings" in the menu bar of "Replenishment and Commodity Management" on the APP function management setting interface.

4. In the "Commodity Settings", select "Commodity short-cut key Settings" to complete the display of the corresponding goods in the corresponding aisle.

Q: How to set up the inventory of goods?

A: 1. Select "Inventory Setting" in the menu bar of "Replenishment and Commodity Management" in the APP function management setting interface.

In this setting, inventory setting can be carried out for single cargo lane, whole cargo lane and whole cargo lane.

2. Inventory can also be set up in the aisle management of the cloud system

Q: How to set commodity prices?

A: When modifying the commodity price on the cloud system, it is necessary to download the commodity information again on the vending machine. At this time, the commodity price corresponding to all channels of the commodity has been modified;If the price is set on the vending machine, only the aisle where the price is set is changed.The specific Settings are as follows:

Method 1: On the cloud system, select "my product" on the left menu bar, select "Modify" on the right side, modify the appropriate price on the new page, save and exit.Enter the functional management Settings page on the vending machine, and select "product Settings" -> "synchronization cloud system" -> "product short-cut key Settings" on the left side.

Method 2: Set the price on the vending machine, enter the functional management setting interface, and select "Price Setting" under the menu bar of "Replenishing and Commodity Management" to set the price of a single selection, the whole layer and the whole machine .

Q: How to set the payment method?

A: Select "Payment method" in the APP function management setting interface to set according to requirements. Hardware support is required to set cash and membership card payment.

If We-chat or alipay qr code scanning payment is required, the corresponding account shall be bound in the cloud system, log in www.xynetweb.com, enter the user name and password assigned to you by sales or after-sales, enter the "wealth manage-> collection Settings", and click modify.Set up payment accounts such as alipay and We-chat in this page, and refer to the "please click to download the operation manual" in the upper right corner of the page for details.

Q: How do I set the temperature?

A: Please refer to "2.3.1 Introduction to temperature Control System".

Q: The purchase interface shows "stop sale". How to clear it?

A: The purchasing interface shows that the goods are out of stock. The solution is as follows:

1. Select "Fault Clearance" in the APP function management setting interface, and select "Fault clearance" in the "fault clearance". If the card cargo channel number is displayed, the card cargo channel number can be cleared.
2. Check whether the selection has stock.If no stock, please replenish the goods in time.If there is stock on machine,however the APP shows no stock ,please set restock on the APP setting.

Q: How to set timeout time and stop time in belt or push cargo lane?
A: In the belt detection setting, the timeout time refers to the time drop sensor not detect goods , and the specific parameter value of 9000 is referenced and determined according to the goods;Stop time refers to the time when the motor moves after the drop sensor detects the goods. The reference value is 1000. The specific parameter value depends on the goods.The belt detection setting is used to determine the position of goods to be transferred to the lift platform.
When the goods size is larger, and stop for a short time, there may have the risk of dispensing the goods on half from the aisle, belt stop running, goods can't fall into the lift platform successfully, and detected by the drop sensor, successful delivery Settings should be modified when extended stop time right now, and then to buy test, adjust for suitable delivery stop time.
When the size of the goods is small and the stop time is long, more than one goods may be dispensed to the lifting platform. At this time, the stop time should be modified to make it shorter, and then the purchase test should be conducted to adjust the suitable stop time.
The price can be set to 0.01 yuan when purchasing the test. After the test is completed, the product information can be synchronized with one click in short-cut key on the Android setting menu.

7 common fault handling

1. The machineis not powered on

Failure reasons: 1) The power plug is not connected correctly;2) The power cord is broken;3) The circuit breaker switch is not closed.
1) Connect the power cord correctly;2) Replace the power cord;3) Turn on the circuit breaker.

2. Abnormal Dispensing

Failure reasons: 1) Gear box failure;2) Belt damage;3) Poor cargo channel contact.

Treatment method: 1) Replace the gear box;2) Replace the belt;3) Check the circuit;4) For other reasons, please call after-sales service.

3, the goods have been sent to the lift platform, but not dispensed, the elevator back to the start spot

Translation lifting platform:

Faulty reasons: 1) Black commodity packaging box;2) Reduced photoelectric detection sensitivity.

1) Change the outer packing color of the goods, do not use black;2) Adjust the sensitivity on the photoelectric panel button of the lifting platform, put the goods in the appropriate position of the lifting platform, and rotate the button until the electric panel light is on.

Belt type lifting platform:

Failure reasons: 1) The photoelectric detection frequency is not adjusted;2) High photoelectric detection sensitivity;3) Photoelectric detection plate is damaged;

1) open the APP function setting interface -> select system setting -> select delivery test frequency adjustment -> click adjust;2) open APP function setting interface -> select system setting -> select shipment detection sensitivity -> set is less than the current value;3) Replace the photoelectric detection board.

4. When the goods are delivered, the second goods will be delivered to the lifting platform or half of the second goods will be delivered. If the photoelectric detection finds the goods, the goods can be delivered

Cause of failure: Replacement of small-sized goods.

Solve method: selling commodities such as goods need to change different size, the need for belt test Settings, open the APP feature set aisle interface - > administration - > belt Settings, select the aisle, input the timeout time, stop time (time numerical reference for the similar goods aisle number) click save, the aisle into two or more than two need to change the goods, to buy the aisle, observe the goods transfer to the position of the lifting platform, according to the location of the transfer, to increase or decrease the stop time (500 as fine-tuning in order to increase or decrease) transmit more reduce the stop time, whereas increasing the stop time.

5. Purchase interface reminder CARDS

Failure reason: There was a cargo jam before this cargo lane.

Solution: open the APP function setting interface -> fault diagnosis -> query card -> click clear -> to restart the APP.

6. Poor refrigeration effect or no refrigeration

Failure reasons: 1) Refrigeration switch is not on;2) Incorrect setting of temperature controller;3) Poor ventilation;4) Direct sunlight.

Treatment method: 1) Start the refrigeration switch;2) Reset the temperature controller parameters;3) Change the location or promote ventilation;4) Change the location or avoid direct sunlight and heat source.

7. Network anomaly

Failure reasons: 1) The antenna is not placed well or the antenna is not plugged in well;2) The flow card fails;3) Incorrect setting of machine ID;4) Connect to abnormal WiFi;5) No automatic APN recognition.

Treatment method: 1) Replace the antenna placement position or check antenna wiring;2) Replace the flow card;3) Reset the machine ID number;4) Connect to valid WiFi;5) enter the machine android system Settings, check if APN exists in the setting APN, if not, then reconfigure APN, enter "android system Settings -> more -> mobile network -> access point name (APN)", click the button in the upper right corner, fill in APN name and APN, and in some cases also need to fill in MCC.When you're done, click Save in the top right corner.To determine APN and MCC, A simple method is to put the phone card into the phone. Check the APN and MCC in the system Settings of the phone.

If the machine can be connected to the Internet after power off and restarted, and cannot be connected to the Internet after a period of time, it is likely that the card and android card slot are in bad contact, or the card quality is not good, please replace the card.

8. The machine can connect to the Internet, but can not generate qr code fails

1) Whether the machine ID is wrong or not;2) Whether it is bound to the merchant;3) WeChat or alipay is not configured in the cloud system.

1) Check whether the machine ID is wrong;2) Log into the cloud system and check if can find this machine ID;3) log on to the cloud system and configure alipay and WeChat in the merchant management. Alipay and WeChat need real-name authentication.

9. The interface stops at "Loading vending machine data..."

Problem: Communication between the Android board and the main boardis not working.

How to handle : Check whether the connection between android board and main board is loose. Note: Cannot change the connection port between the Android board and the main board without technician guidance .

10. The list of goods on the machine cannot be updated after short-cut key setting

Failure reason: The goods in the cloud system do not correspond to the machine aisle correctly.

Handling method: Correctly configure commodity information in the cloud system.

11. The ads at the top of the sale UI not play

Cause of failure: Video file does not exist, or video file error.

1) Exit the selling APP and enter the local disk /xyshj/avFiles folder;2) Check whether the advertisement video or picture exists;3) If the video exists, click the video and open the video using the video player installed in Android system to see if it can play normally. If it cannot play, the video file may be damaged. Please copy the advertisement video again into Xyshj /avFiles folder;

12. The display screen interface is not in the sales interface, but has retreated to the main Android interface

Failure reasons: 1) "Xingyuan Security Startup Program" is not installed;2) It is not selected as the main screen.

1) Install "Xingyuan Security Startup Program";2) set -> on the android system home screen and select "xing yuan security startup program".