ecash

Return to operations – ecash equipment

As we plan for the gaming industry to return to operations following Covid19 restrictions, it is important that your ecash equipment is powered up and tested prior to the resumption of operations. The following procedures are recommended before a venue with ecash equipment plans to re-open, so that any technical issues can be rectified.

ecash pospoint cash out services
- Power up modem. Please note power point and switch button on the modem
- Power up the main dispenser unit. Please note the power switch on inside right of vault enclosure
- Check operation of the combination lock. If lock will not open or beeps continuously when code is entered, then the battery may require replacement. If the battery requires replacement please remove the small screw below the keypad (where fitted), and push keypad upwards to dislodge. Replace battery in keypad casing with a quality brand alkaline 9V battery. Refit and test
- Power up the PAX terminal. Press and hold power button to power up, log on will be established
- Power up the patron tablet. Press and hold button on side of the tablet until the device powers on
- Power up the attendant tablet. Press and hold button on the side of tablet until the device powers on

ecash CRT
- Check operation of the combination lock. If the lock will not open, or beeps continuously when code entered, then the battery may require replacement. If the battery requires replacement, remove the small screw below the keypad (where fitted), and push keypad upwards to dislodge. Replace the battery in keypad casing with a quality brand alkaline 9V battery. Refit and test
- Power up the CRT. This can be done from the power point or switch inside vault on right hand side
- CRT will boot into windows, and then CRT program will start.
- Go to diagnostics menu, and check each device is in a "ready" state (green). For any errors please check as follows:
  - Check cabling to the wall outlet is connected.
  - Check all the network devices and server PCs have been powered up correctly
  - With some systems, the CCU will need to also be powered up.
  Where applicable please ensure equipment such as the site controller software is running, the cash drawer open, and services restarted if necessary. You may need to contact your relevant host provider for these actions.
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- Please ensure all cash cassettes have been filled and inserted correctly into equipment
- Please ensure all coin hoppers have been filled and positioned correctly. If equipment indicates "hopper removed" error, please check for coins jammed at the exit point of the hopper.
- Please ensure the note/ticket stacker is in the correct position and properly secures to the bank note acceptor.
- Please ensure that there is sufficient paper loaded in the ticket printer

ecash Minicashier and PubPay
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- Power up main dispenser unit. This can be done from the power point or switch inside vault on right hand side
- Power up recycler modules (where fitted). This can be done from the switch inside front door of each device
- The device will boot into windows, and then the relevant program will start.
- For products connected to a host for cashier payments, please ensure the relevant cashier program has been started and logged on
- For the recyclers, it will also be necessary to start the 'ecashdesk' program on the cashier PC
- For some hosts, it may be necessary to contact your host provider to ensure the cashier dispense interface services have been restarted correctly
- Check diagnostics menu for any faults

Recommended hygiene practices for ecash equipment
- For the protection of both staff and patrons, it is recommended that best practice is implemented to keep surfaces of equipment clean. Please check with the relevant government authority or industry bodies.
- ecash suggests using IPA impregnated wipes, or IPA spray and cloth to regularly clean high contact surfaces such as the touchscreen, validator and printer bezels and card reader surround. It is important to pay particular attention to the note/coin tray which should be cleaned regularly.
- ecash recommends the placement of hand sanitiser stations in close proximity to ecash terminals

If any issues are encountered during power up and test, please contact us at support@ecash.com.au.