Quick Start Guide
for Portal, Sentinel, or C-Start

Before You Begin:

You must have the following items:

- Laptop with a CAT5 cable
- Merchant ID number (if using Mercury Credit Processing)
- POS Test Cable

You must verify the following items:

- Verify that the DRB-supplied router has been installed. Site must have static IP address and ports 9810, 9830 and 8080 open (to allow remote access)
- Verify that CAT5 cables are connected from the DRB entry units to the router. The cables must be terminated with RJ45 connectors per Ethernet standard 568B
- Verify Internet service is active at the site.
- For C-Store sites, verify the DRB-supplied POS interface module is on site and connected to the POS register and DRB router.

The following basic settings must be configured to make the site operational.

Once your laptop is connected to the DRB entry unit and Sierra Management Application you must:

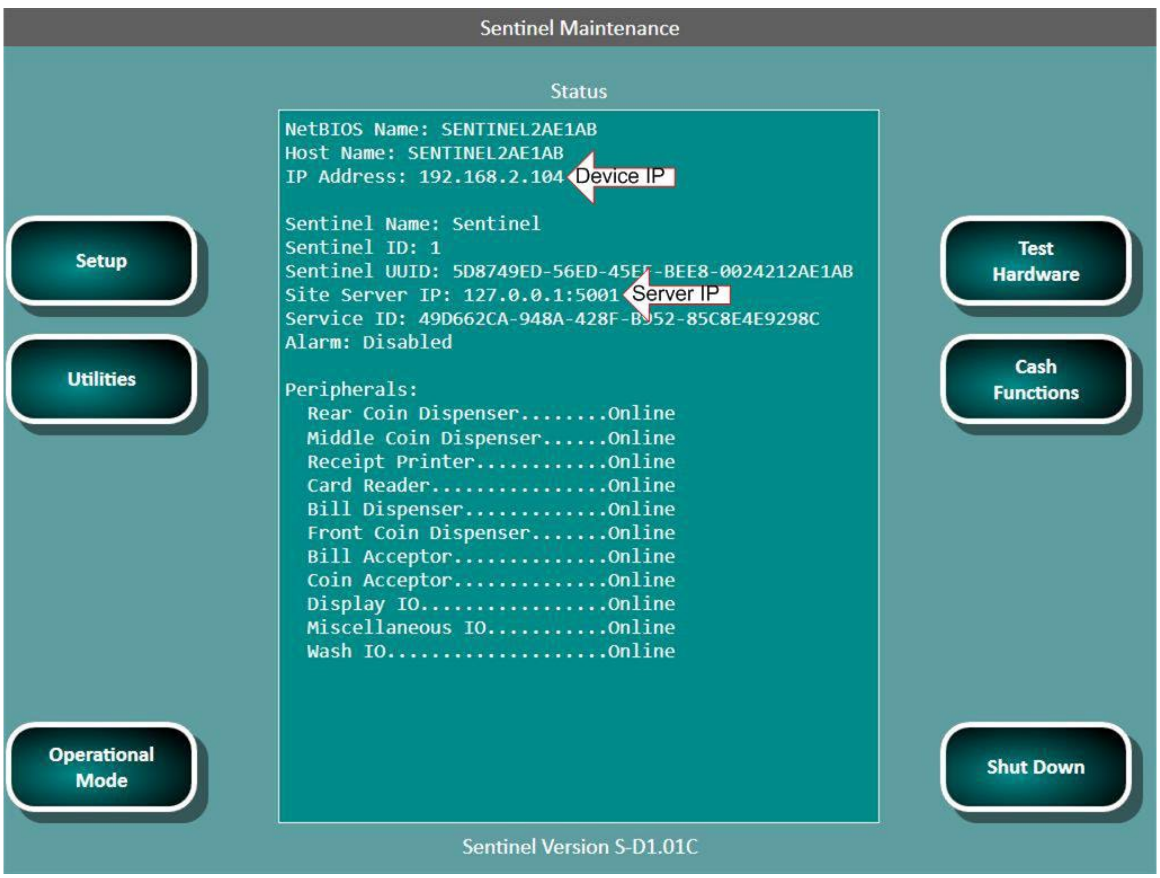
1. Set up credit processing
2. Enter site information
3. Set up the wash products
4. Update the factory default configuration
5. Set up the interface to the POS register (for C-store sites only)

Additional details on programming features can be found in the *Sierra Management Application Programming Manual,* which is available at www.drb.com.

Connecting to the Management Program

The management program for DRB products is accessed through the WEB browser of the laptop (or PC). The laptop and DRB entry units should be connected to the DRB router (see Appendix A for more information). You will need to determine the IP address for accessing the Sierra management application as follows:

1. At the DRB entry unit, enter code 4401. When prompted, enter 00 for both the User ID and Password to access Maintenance mode.
2. Locate the Server IP address on the main maintenance screen. If this starts with 192, record the address and return to the PC. However, if it starts with 127, use the device IP address instead (see illustration below). If the server address shows all zeros, the unit is not communicating to the router.



3. Return to your laptop/PC and open your browser application. Enter the IP address (from step 2) followed by/WEB in the following format HTTP://xxx.xxx.x.xxx/WEB).
4. Once connected to the Sierra management application, the log-in page will appear. Enter 00 for both the User ID and Password.

DRB

Edit the Site Information

Once logged in to the management application, you will be on the Summary tab. Select the SETUP tab from the functions displayed across the top menu bar. The home page of the set-up function will display the default site name in a table. Click on the EDIT button in the table to access the site info page. The Factory default settings to edit include:

1. Site Name - This will be shown on reports)
2. Site ID – This will appear in text messages or e-mails sent from the unit and should be set to something that will clearly identify the site (particularly if the owner has more than one site).
3. Enable Daylight Savings – If site is in an area where daylight savings applies
4. Notifications e-mail address – Required if e-mail notifications will be used. The 'sent from' address for notifications needs to be in a form that will be recognized as a valid mail address (e.g. site001@verizon.net).

To set up credit processing, click on the EDIT CREDIT/GIFT button.

5. If a Dial Tran or IP Tran device is to be used for credit processing, select dial as the type. If processing will be through Mercury Payment Systems, select Internet as the type and enter the Merchant ID number that was provided to the customer.
6. Check the boxes for each card type to be accepted.
7. If the customer is also accepting Mercury Gift Cards, enable that feature and enter the Merchant ID # provided for their Gift Card account. Click on the Save button to return to the prior page and click on the Save button again to return to the main Set Up page.

   (**Note**: you will need to restart the software before credit processing is active. This procedure is described under the 'Set Date and Time' section later in this document)

Product Set-Up

From the main Setup page, select PRODUCTS from the menu options shown on the left. You will most likely need to change the names and prices of the factory default wash packages and added services. To do so, click on the EDIT button for the 1st product. Use the ADD NEW PRODUCT button if additional products need to be configured. Edit the following settings:

1. Product Name – this is the name which will appear on reports
2. Price
3. Display Name – this is the name that will appear on the user display. It's usually the same as the product name.
4. If the unit will be connected to the Site Lynx (off site) server, check the Site Lynx checkbox and enter the corresponding product ID# for the SKU. In C –store applications, enter discounts if washes will be sold for a discounted value.
5. Click on the Save button to return to the product list and select the next product.

Repeat the steps described above for each Wash Package and Added Service. Once the product set-up is complete, click on the Save button to save changes and return to the main set-up page.

Edit Equipment Settings

All units are shipped with factory default equipment settings, which may need to be edited at start up. To do so, select the DEVICES option from the set up menu and determine the name of the device configuration profile which has been assigned (as shown in the device list). Next, select Device Profiles from the set up menu, and click on the edit button for that device profile.

The 1st page of profile settings shown lists some general information. Once edits are complete on this page, click on the NEXT button to move to the next page and continue on until all settings are correct. Once this function is complete click on Save to save changes and return to the profile listing page. Repeat the process for any other devices, which will have different profiles.

Below is an explanation of required settings for each page along with other settings that you may want to edit.

Info Page- No edits are required but some items to consider are:

- Enable Help – select this if the site has an intercom that will allow a consumer to access through a help button (on the touch screen)
- Change Mode – Change anytime will allow change to be dispensed for the full amount entered. Change after purchase will only dispense change after a product is selected.

Operating Schedule – This is an optional setting which causes an 'out of service' message to be displayed when the site is closed. If the feature is enabled, you will need to enter open and close times for each day. The out of service message can be customized through the User Interface set up page.

Added Services – this feature must be programmed if customers will be offered added services once they've selected a wash package. These services are first configured through the Product Setup page (previously described) and enabled by:

1. Select the maximum # of services allowed in one transaction (1-4)
2. Select each service that will be offered from the drop down list and click on the Add to List button.
3. Once services are selected, click on the product settings button and:
   - Select the relay(s) that will provide the Input for this service (to the wash controller). If the controller requires a delay between the wash package input and service input, enter the delay period (up to 999 ms – the recommended value).
   - If tokens are to be dispensed with the service, select the quantity.
   - If the customer will need a receipt to redeem their service (e.g. flex/full serve) enable the receipt required check box.
   - Click on the save button
4. Repeat the steps above for each service.

Wash Dispensing – To edit the wash packages, click on the edit button in the wash types table and a list of currently assigned wash products will be displayed (these should be the products that were previously set up). The product at the top of the list will be the first displayed (top product on Portal display, left side product on Sentinel and C start). The display order of the products can be changed by clicking the arrows on the right side of the product table.

Click on the Product Settings button for each product to edit the following settings:

1. Base relay Pattern – check the output relay(s) which will be activated when this product is purchased.
2. Alternate relay pattern – this applies to combo/hybrid washes only and is set for the output relay(s) that will activate if the customer chooses an alternate wash type (e.g. touch free instead of soft touch). If this feature is to be used, the enable box must also be checked and the prompt provided to the customer may need to change (see user interface set-up).
3. Added Services – if added services will be offered for this wash, select the associated services from the drop down list.
4. Token dispensing – if tokens are to be dispensed with the purchase of this wash, select the qty to dispense.
5. Edit Details Text – the wash selection buttons on the Sentinel and C start have room to enter 7 lines of descriptive text (e.g. list of features/services in the wash). Click on this button to enter or edit this text.

Wash Interface – This page must be edited with settings to match the particular make/model of wash controller (as defined by the wash equipment manufacturer).

Peripherals – The factory defaults should not need to be changed. The bill acceptor settings will allow acceptance of $20 bills to be enabled if that's desired however.

User Interface – The User Interface settings will not need to be changed but some edits may be desirable to customize operation. These include:

- Theme – Select alternate themes from the drop down list to change the display appearance.
- Wash Closed Text – This is the message, which will be displayed when closed (if the Operating Schedule was enabled).
- Receipt text – Edit to customize the receipt header and footer messages.
- Wash Options text – Edit to set the wash options for combo wash applications (e.g. soft touch, touch free).

Once the profile changes are complete click on the Save button. Select Devices from the set up menu on the left and click on the download button to send the updated configuration profile to the associated devices. When the profile is downloaded, the car wash terminal should be operational.

Configure the POS Interface

In C-store applications, the interface to the C-store register (for code sales) will need to be configured. This will typically require assistance from someone capable of programming the C-store register.

Select POS Interface from the set up options on the left to access the POS interface setup page and click on the Edit button in the table. Review the settings and edit as necessary to match the settings of the POS register.

1. Select the code length from the drop down menu. Your options are 5, 6 or 7 digits.
2. Enter the Expiration period, from 01 to 99 days.
3. Select either POS1 or POS2 for the POS interface protocol from the drop down menu. Consult C-Store POS manufacturer for proper setting.
4. Select either 1200, 2400. 4800, 9600, or 19200 for the Baud Rate of the register/pump interface from the drop down menu. Consult C-Store POS manufacturer for proper setting.
5. Select whether you want the entry unit to send code expiration and wash status to the C-Store register.
6. Select whether you want the entry unit to use hardware handshaking when communicating with the C-store POS register.
7. Click on Feature Map. You will need to know the configuration of the POS register to complete this step.
8. Determine wash #1 configured at the register and select that wash for feature key 1 from the drop down list.
9. If the POS register is configured with a different ID number when this wash is sold at the pump vs the POS register, select the appropriate device (register or pump), otherwise select pump as the default.
10. Repeat the steps above for all washes that are configured at the register and click done to return to the POS set up page.
11. Verify all settings are correct and click save.
12. Click on the Restart POS button to establish the connection to the POS register.

Restart the Server Software

1. Select the UTILITIES tab from the functions displayed across the top menu bar.
2. Verify the correct date and time are displayed or adjust as needed.
3. Click on the RESTART SERVER button at the bottom of the page to restart the software (this is required for certain programming changes to take affect). When the server restarts, your connection will be terminated so you will need to re-enter the User ID and password to access any management functions.

Other Considerations

Database Back Up

It's important to perform database back ups on a regular basis. Some operators may perform this function as part of their daily closing process. If the Operator doesn't follow such a process, its strongly recommended that the automatic database back up feature be enabled.

By default, back ups will be saved to the product's D Drive (compact flash card). As an option, a USB thumbdrive can be connected to a USB port on the main processor to serve as the back up device.   Automatic back ups are set up through the management application as follows.

1. Select 'Utilities' from the Management system menu and select 'Database' from the Utilities functions displayed on the left side.
2. To schedule Automatic backups, click on Edit Automatic Backup Settings.
3. Click Enable Automatic Backups, then select the location from the drop-down folder. The D drive shown in this folder is the flash card which runs the Portal application. If a USB thumbdrive is connected to the unit, it should appear as the E Drive.
4. Enter a time to perform the automatic backup. Click Save.

Notifications

Notifications are e-mails or text messages that are sent to alert the equipment owner of certain conditions and events. The feature can also be used to automatically distribute reports at the end of the day/week/month.   While Notifications need not be configured to start up a unit, you may want to set up this feature at this time.

Notifications are set up through the management application as follows.

1. Select 'Set Up from the Management system menu and select 'Users' from the set up functions displayed on the left side.
2. A list of current User accounts will be displayed and the Owner is the default Administrator account. Click edit next to Owner to edit the site owner's notifications.
3. Enter the owner's name, userid, password, and confirm password (factory defaults are 00/00).
4. Enter the user's email address. This allows the Sierra platform to email the user his password if it is forgotten, and for email notifications.
5. Enter the SMS address of your cell phone to receive text messages (for example, XXXXXXXXXX@vtext.com where x is your cell phone number) from the entry unit. Contact your wireless carrier for this information.
6. Click on Notifications. Select email and/or text message to receive notifications to these addresses. Select the alert categories and reports that are to be sent to this address (note: Accounting must be checked in order to select any reports). Click Save. Click save again to return to the main User screen.

If desired, other users can be set up to receive notifications and new user accounts can be created.

Appendix A: Networking

A typical networking set up is shown below. The POS interface is optional and would only be used in Convenience Store/Fueling applications. The DRB router model will vary and should have (4) "LAN" ports and (1) "WAN" port. The WAN port should be connected to the Internet Service Device (DSL or Cable Modem for example). The LAN ports are for DRB devices and a Laptop/PC that will be used to access programming and management functions.

If more than (4) devices will be connected, an Ethernet switch should be added to increase the number of available ports. The switch is connected to one of the LAN ports and devices can then be connected to the ports on the switch.