

c-WashPal™

## Installation & Operations Manual

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DRB In-Bay

443-561-1200 • [www.drb.com](http://www.drb.com)



## C-WASHPAL™ INSTALLTION AND OPERATIONS MANUAL

In this manual, we discuss in detail the components and operations of the c-WashPal.

If further assistance is needed, please contact the distributor from whom the C-WashPal was purchased.

When calling for assistance, you must have the following information available:

c-WashPal Serial Number: \_\_\_\_\_

Distributor Name: \_\_\_\_\_

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### **D E C L A R A T I O N   O F   C O M P L I A N C E**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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# **1 C-WashPal Overview**

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## **1.1 Introduction**

The c-WashPal is a panel PC that provides compact local access to the Sales screens of the Sierra management software and is used as a Point of Sale (POS) inside your convenience store (C-Store) or your site office.

Onsite employees use the c-WashPal to issue wash codes, check and void codes, issue rewash codes, sell and reload house accounts and gift cards, and print reports.

## **1.2 Hardware Overview**

The c-WashPal is a 7.5" x 5.5" panel PC with a 6" x 3.5" touch screen interface. The power supply, printer, and network cables plug into the USB ports of the unit. A keyboard is not needed because you may use the touch screen on the c-WashPal to enter all configuration information.

When you purchase the c-WashPal option, you will receive the following components:

- c-WashPal with touchscreen tablet, card reader and mounting plate
- Power Supply
- Receipt Printer (Optional)
- USB Printer Cable (Optional)
- Spare Paper Roll and Ribbon (Optional)

A USB keyboard and USB mouse can be connected to the USB ports on the back of the c-WashPal.

## 2 Hardware Installation Procedures

Installation of the c-WashPal consists of connecting the Power Supply and the Receipt Printer, then connecting the c-WashPal to the network router.

### 2.1 Requirements

The c-WashPal requires the following items:

LAN - The c-WashPal can only be used if you have the DRB kiosk connected to a Local Area Network (LAN).

Ethernet Cable – You must have sufficient Ethernet cable to reach from the c-WashPal location to the LAN/Router (this length cannot exceed 294ft).

### 2.2 Installation Procedures

Refer to Figure 1 during installation for identification of the ports on the back panels of the unit.

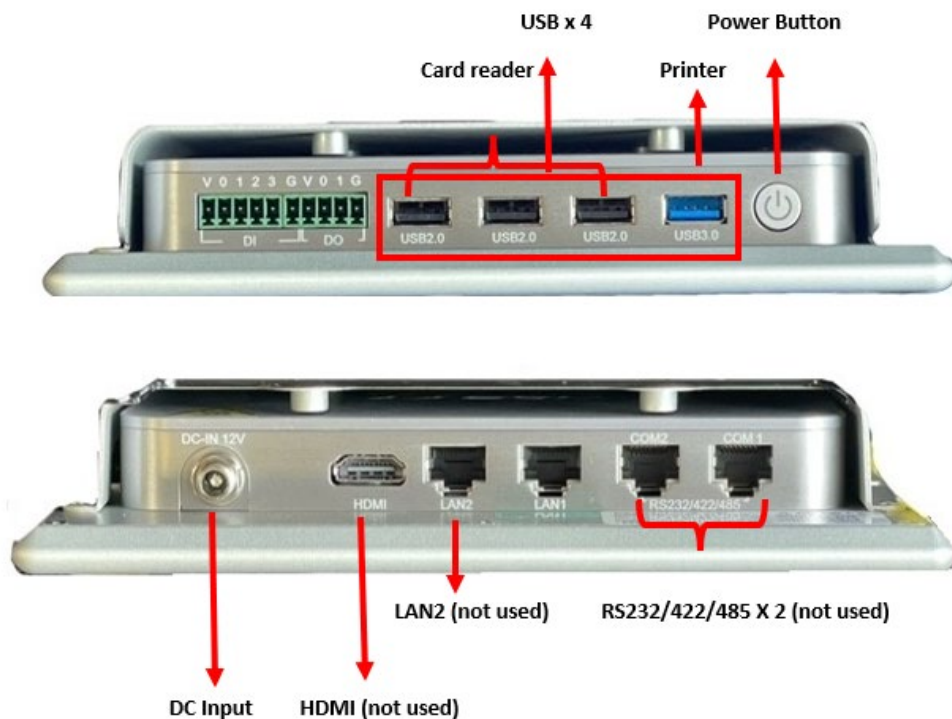


Figure 1. c-WashPal Connection Locations

1. Connect the Ethernet cable to the Ethernet Port.
2. Connect the other end of the Ethernet cable to the LAN/Router.
3. Connect the Power Supply to the DC Input Port.
4. Plug in the power supply.
5. Connect the USB cable into an available USB port on the c-WashPal.
6. Connect the other end of the USB cable into the USB port on the receipt printer.
7. Plug in the Receipt Printer power cable.

NOTE: The card reader will already be connected to an available USB port.

### **2.2.1 Keyboard and Mouse Installation Procedures**

The USB keyboard and mouse can optionally be connected to the c-WashPal.

1. Plug the trackball/mouse USB connector into either of the USB ports located on the back of the c-WashPal.
2. Plug the keyboard USB connector into the remaining USB port located on the back of the c-WashPal.

## **3 Configuration Procedures**

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Now that the c-WashPal has been installed, you will need to configure it to communicate with your DRB entry unit.

### **3.1 Requirements**

In order to properly configure the c-WashPal, you will need the computer name of the primary DRB kiosk. The name is displayed in the Status box on the Maintenance Screen. You may also the IP address from the Sierra site server.

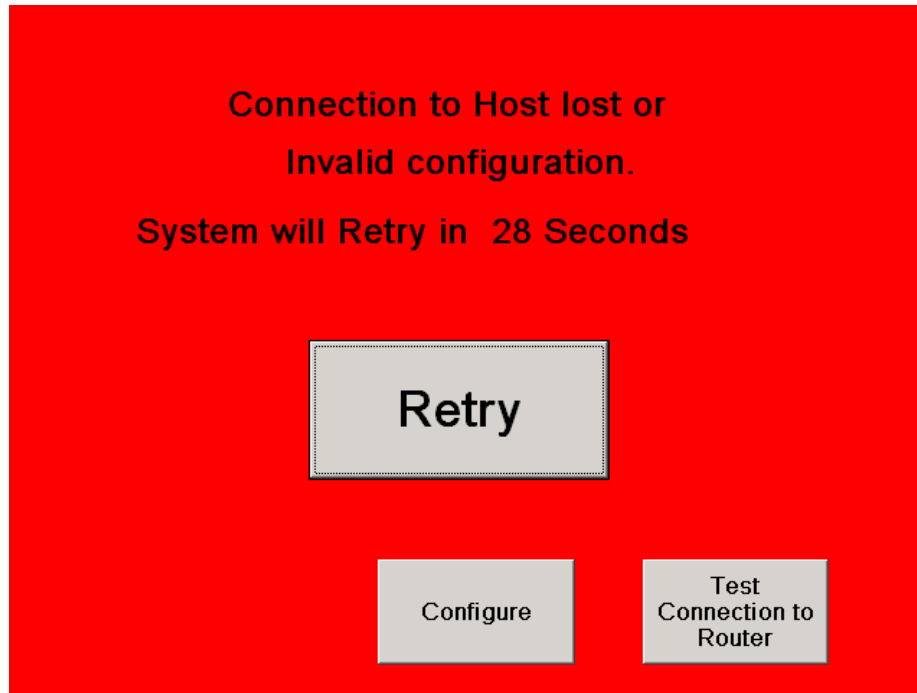
### **3.2 Configuration Procedures**

The following procedures should only be performed by qualified IT professionals.

1. With the DRB entry unit connected to the network and powered on, power on the c-WashPal.

NOTE: The first time you boot up the c-WashPal after installing new software, the unit will run the gray screen program, which performs a series of self-configuration procedures. DO NOT INTERRUPT THESE PROCEDURES.

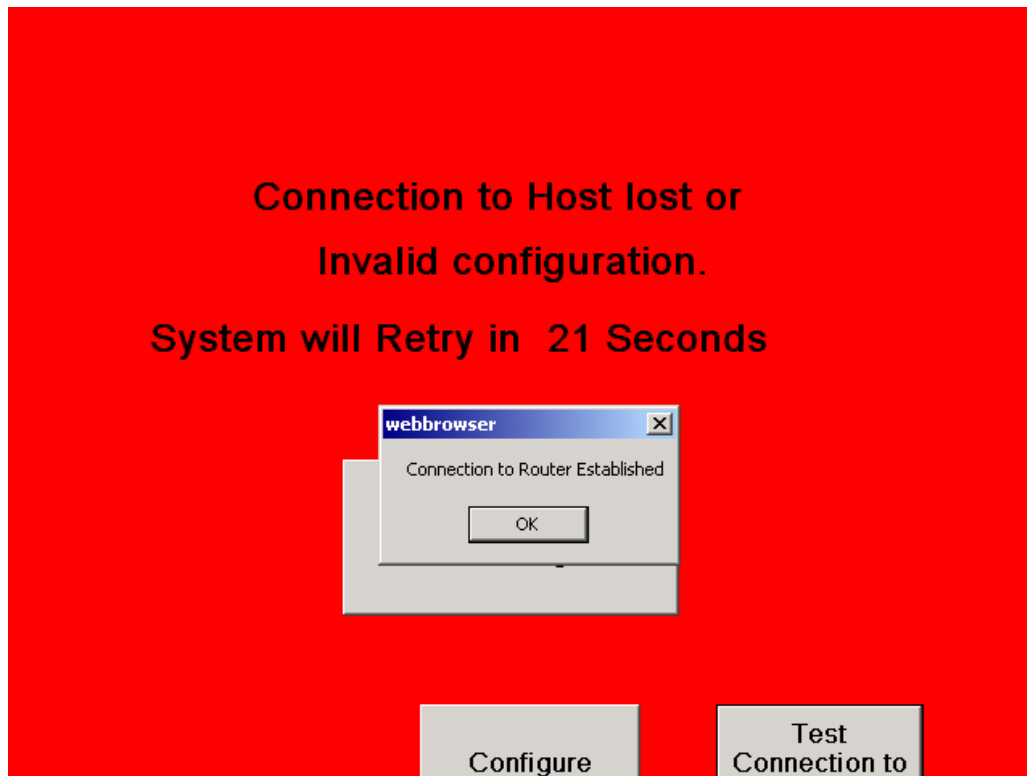
2. When the c-WashPal completes the boot process (when installing new software only), it will display the following screen:



**Figure 2. Red Connection Failed Screen**

3. Press the "Test Connection to Router Button" on the touch-screen to make sure the c-WashPal can detect the router.
4. If router is detected, the following screen will appear:

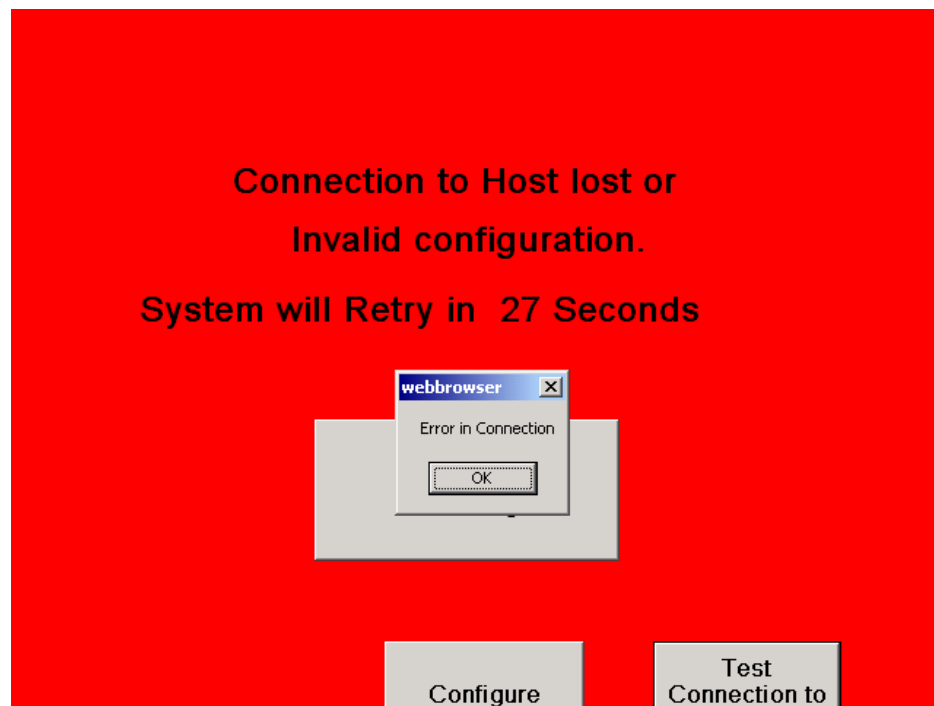




**Figure 3. Router Test Successful**

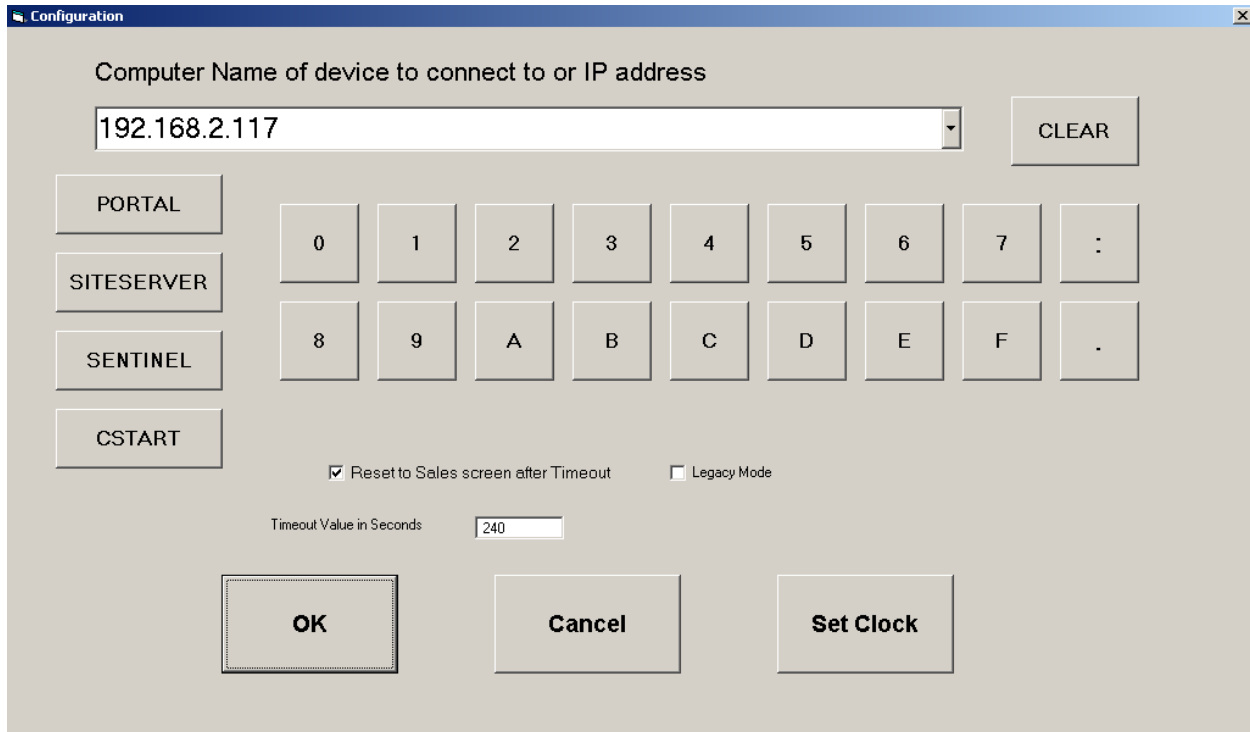
5. If the router is not detected, the following screen will appear: Check your router connections and perform the test again.

NOTE: If the c-WashPal cannot establish communications with the kiosk, the red screen will re-appear. Verify the Computer Name settings and click Retry. If there are still no communications, contact DRB for additional support.



**Figure 4. Router Test Failed**

6. Press the Configure button on the touch-screen to display the c-WashPal Configuration screen. You may also press F1 on the keyboard.



The image shows a software configuration window titled "Configuration". It contains a text field for "Computer Name of device to connect to or IP address" with the value "192.168.2.117" and a "CLEAR" button. Below this are four buttons: "PORTAL", "SITESERVER", "SENTINEL", and "CSTART". To the right of these buttons is a numeric keypad with digits 0-9, letters A-F, and symbols like colon and period. At the bottom, there are two checkboxes: "Reset to Sales screen after Timeout" (checked) and "Legacy Mode" (unchecked). Below the checkboxes is a "Timeout Value in Seconds" field with the value "240". At the very bottom are three buttons: "OK", "Cancel", and "Set Clock".

**Figure 5. c-WashPal Configuration Screen**

7. In the Computer Name field, enter the Computer Name of the from the Status box of the Maintenance page at the primary kiosk, or the IP address of the Sierra server.  
For example, if your Portal TI Computer Name is PORTAL94df4c, the Computer Name field should read **PORTAL94df4c**.
8. Click OK to continue.

The c-WashPal Configuration screen allows you to configure the following settings:

**Reset to Sales screen after Timeout** – This checkbox determines the screen that will be displayed when the c-WashPal times out. Check this box to return to the Sales screen at timeout. Leave this box unchecked to return to the Management screen at timeout.

**Timeout Value in Seconds** – This value determines how many seconds the c-WashPal will wait for input during a transaction before returning to either the Sales screen or the Management screen (depending on the Reset configuration setting selected above).

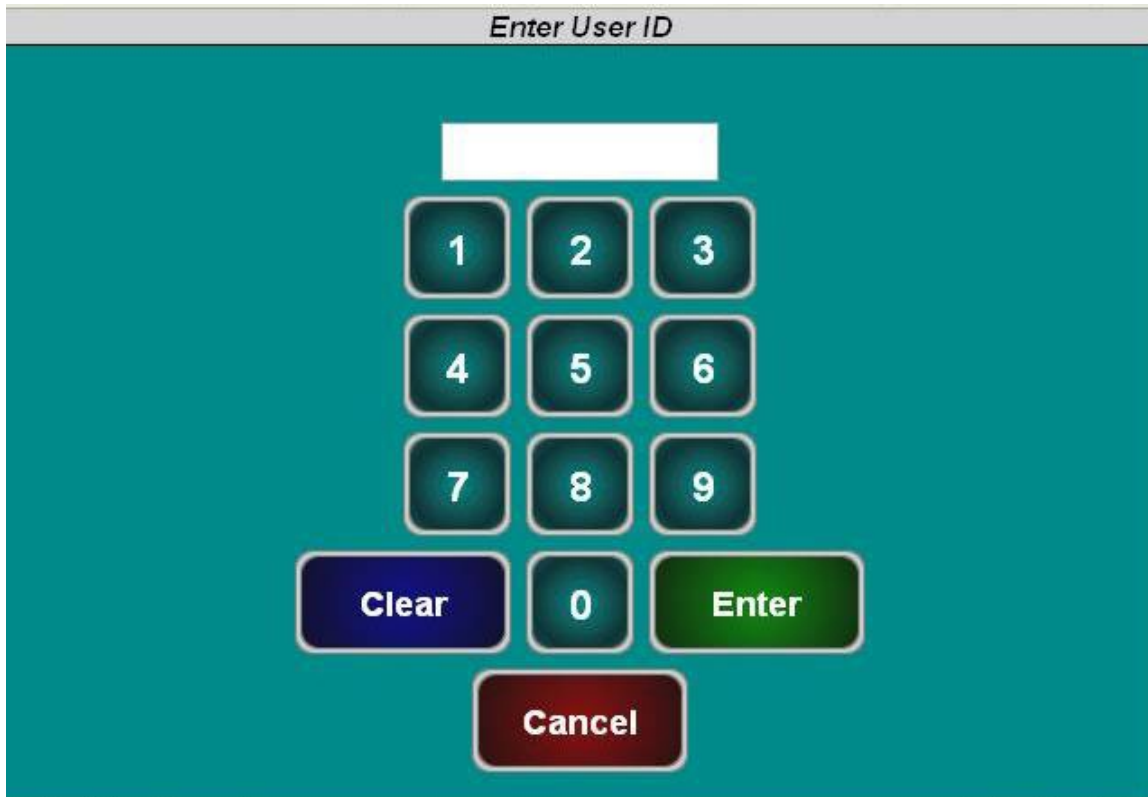
**Set Clock** – Click this button to set the clock on the c-WashPal.



**Note:**

If the c-WashPal cannot establish communications with the kiosk, the red screen will re-appear. Verify the Computer Name settings and click Retry. If there are still no communications, contact DRB for additional support.

When it has completed connecting to the DRB kiosk, the following screen will appear:



The login screen has a teal background. At the top, a grey header bar contains the text "Enter User ID". Below this is a white rectangular input field. A numeric keypad is centered on the screen, consisting of buttons for digits 1 through 9, 0, a "Clear" button (dark blue), and an "Enter" button (green). Below the numeric keypad is a single "Cancel" button (dark red).

**Figure 6. c-WashPal Login Screen**

## 4 Daily Operations

In order to use the c-WashPal, you must first configure the Sales screen through the Sierra Management Application pages. Refer to the *Sierra Management Application Programming Manual* on [www.drb.com](http://www.drb.com) for more detailed instructions.

Once the Sales screen is configured, login to the c-WashPal using the default administrator username and password used for the Sierra login, then press Enter.

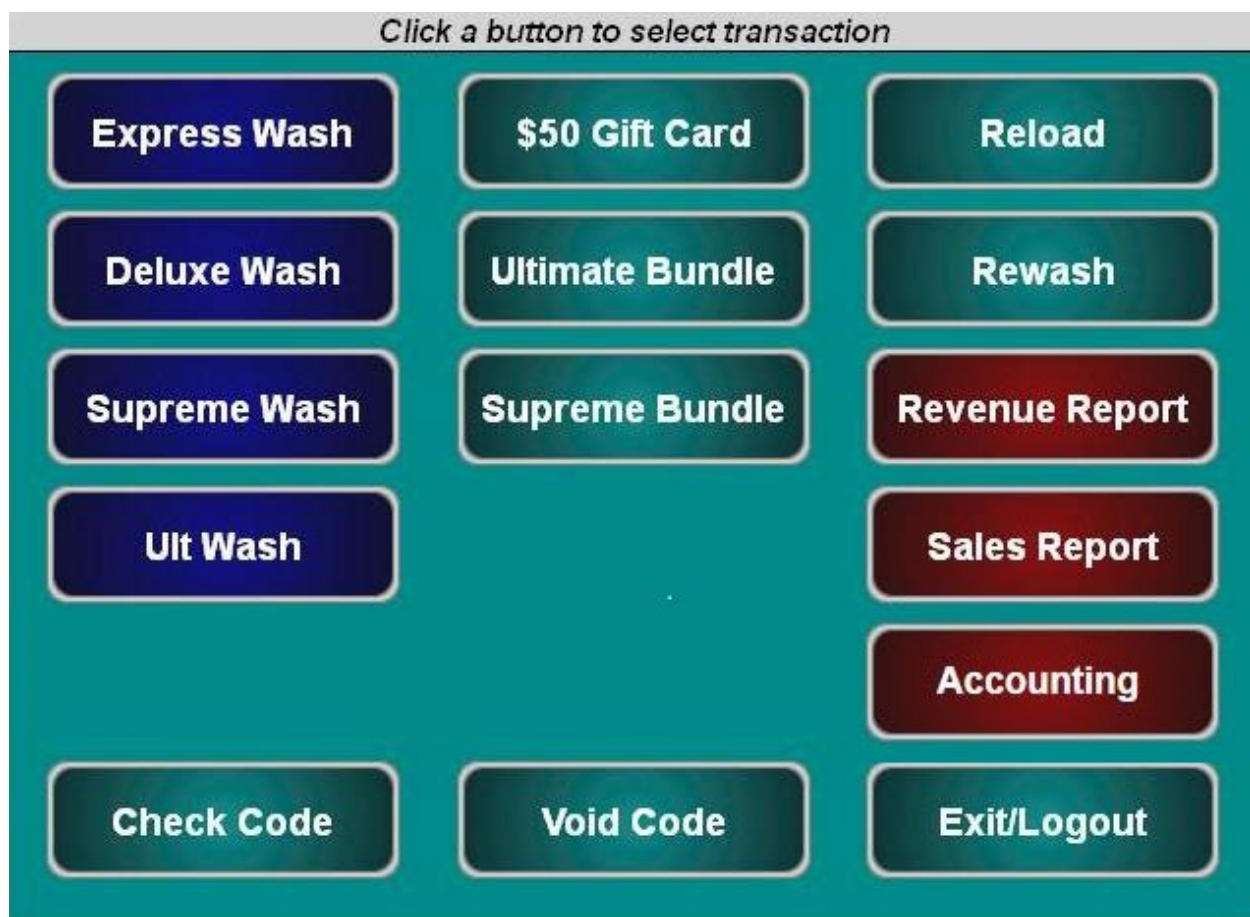


Figure 7. Main Screen

The main c-WashPal screen function keys are color-coded. Washes are blue and reports are red. Account, reloads, rewashes and the check and void code functions are teal.

To purchase a wash package, select one of the washes then click Purchase.



Select *PURCHASE* to generate a code

**PURCHASE**

**CANCEL**

Code:

Product: *Ultimate Wash*

Expires:

Price: *\$8.00*

Figure 8. Purchase Wash Package Screen

A code will be generated and displayed on the screen. You may then print the code from the POS printer or from the print function of your PC.



Select *DONE* when finished

**DONE**

Code:

Product: *Express Wash*

Expires: *03 Feb 2012*

Price: *\$5.00*

Figure 9. Wash Purchased Screen

To purchase a new account, click on the account:

Select the redemption method

CARD CODE

CANCEL

Number:

User Name:

Account Program: *Ultimate Pack*

Expires:

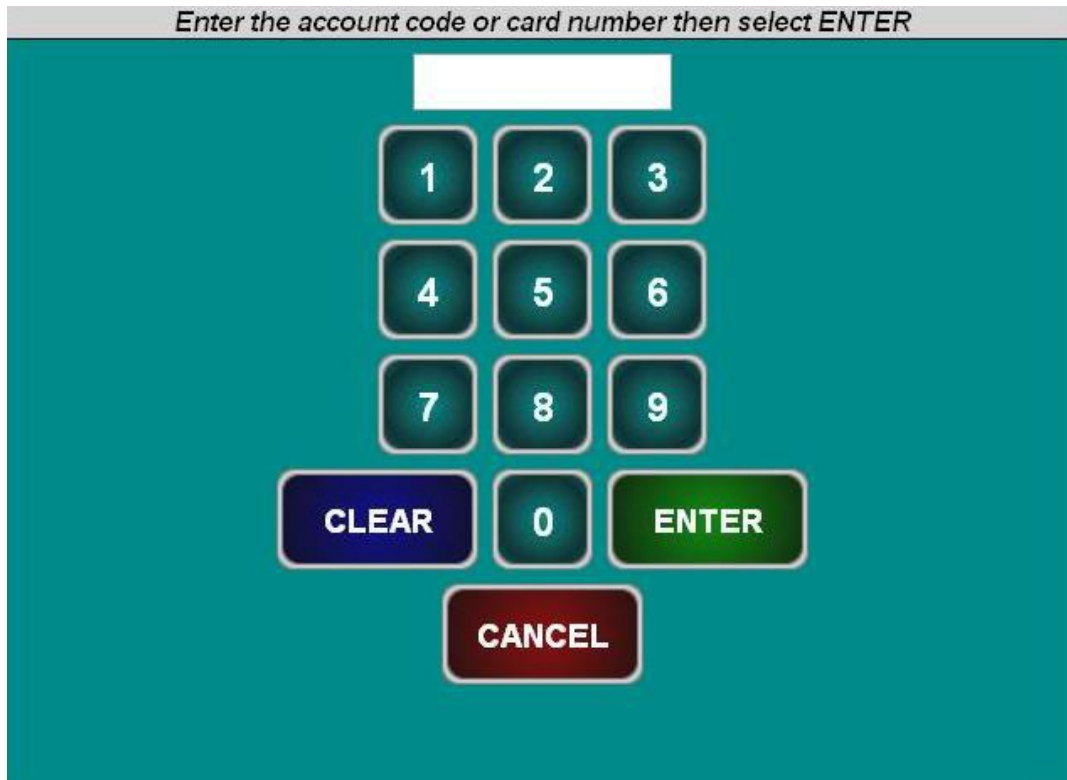
Price: \$5.00

Balance: 2 (uses)

**Figure 10. Account Purchase**

1. Select code or card.
1. Enter the account number.
2. Enter the account holder's name.
3. Click Purchase to finalize the account purchase.

To reload an account, click Reload and enter the account number.



**Figure 11. Reload Account Screen**

Ensure the account holder's information is correct, then click Reload.



Select RELOAD to reload the account

**RELOAD**

**CANCEL**

Card Number: 12753322

User Name: Smith, John

Account Program: \$10 Card

Remaining Balance: \$8.00

Reload Value: \$10.00

Reload Price: \$7.00

Figure 12. Reloaded Account Screen

To issue a rewash code, click Rewash then select the wash to issue the code:

Select a wash

**Express Wash**

**Deluxe Wash**

**Supreme Wash**

**Ultimate Wash**

**CANCEL**

Code:

Product:

Expires:

Figure 13. Rewash Selection Screen



Figure 14. Rewash Code Issued Screen

To print a report, select the report type. If you would like to select a date other than the current day, select Change Dates. You may select the current day, select the previous day, or select a date range, then click Done, then Print Report. **NOTE:** The Report functions on the Sales page are for c-WashPal users **ONLY**.

*Specify the start/end dates then select DONE*

|                             |                              |
|-----------------------------|------------------------------|
| <b>Current Business Day</b> | <b>Previous Business Day</b> |
| <b>Specify Start Date</b>   | <b>Specify End Date</b>      |

Start Date: 23 Jan 2012  
End Date: 23 Jan 2012

|             |               |
|-------------|---------------|
| <b>Done</b> | <b>Cancel</b> |
|-------------|---------------|

Figure 15. Report Date Selection Screen

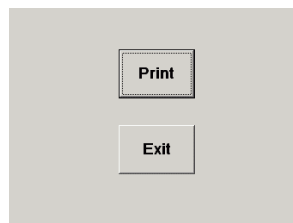
## 5 Diagnostics

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The c-WashPal software allows you to configure Settings and to test the Printer and Card Reader. NOTE: In order to access the following screens, you must have the keyboard connected to the c-WashPal.

### 5.1 Printer Test

To test the receipt printer, press the F3 key on the keyboard. When you do, you will see the following screen:

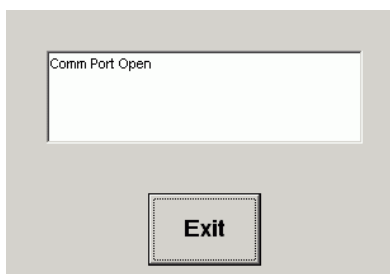


**Figure 16. c-WashPal Printer Test Screen**

Click the Print button to test the printer.

### 5.2 Card Reader Test

To test the receipt printer, press the F4 key on the keyboard. When you do, you will see the following screen:



**Figure 17. c-WashPal Card Reader Test Screen**

Swipe a card to see the data being read by the card reader.

## 6 Maintenance

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The c-WashPal is designed to require minimum maintenance.

### 6.1 Cleaning

Clean the touch screen interface using non-abrasive cleaners. Spray the screen cleaner onto a soft, lint-free cloth, and then wipe the touch screen. Do not spray any cleaner directly onto the touch screen.

### 1.1 Verifying Ethernet Communications

Next to the Ethernet port are two LEDs. When connected, at least one of the LEDs should be ON. If neither LED is lit, verify that the cable is connected on both ends, and that the network router is powered on and operating correctly.

### 6.2 c-WashPal Power Specifications

The c-WashPal must be powered by the supplied Limited Source Power Supply only.

#### R A T I N G :

12V  1.5A

3.3V  1.5A