Navy Cash Training
Sales Unit 3:
Maintenance Procedures

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Objectives

- Discuss basic maintenance and troubleshooting procedures on a MT-280

- How to access the ITC CAD Diagnostic Menu

- Discuss basic troubleshooting procedures on an ITC CAD

- Explain procedures to add or remove a Vending Machine

- Discuss replacement of ITC CADs

Maintenance and Troubleshooting Procedures

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Preventive Maintenance

- **Weekly**
  - Clean card readers on the MX-925 (Fixed POS in Disbursing), MT 280, KIOSK, and CADs
    - » Use card reader cleaners

- **Basic Troubleshooting**
  - NC SOP
  - Maintenance Videos

- **Technical Support**
  - Phone: Navy Cash CSU – 1-866-662-8922
  - E-mail: navycashcenter@frb.org

Troubleshooting NC Equipment

- Communication Troubleshooting
  - Communications Troubleshooting Guide
    » Appendix S of NC SOP
- Basic Troubleshooting
  - NC SOP
  - Maintenance Videos
- Technical Support
  - Phone: Navy Cash CSU – 1-866-662-8922
  - E-mail: navycashcenter@frb.org

MT-280 Troubleshooting Procedures

Troubleshooting MT 280

- Rebooting the MT 280 should always be the first step in troubleshooting
- Clean or replace SAM chip
- Replace SD card
- Replace any faulty MT 280 with a new unit. Each ship is issued several spares.

Troubleshooting MT 280

- Error Messages:
  - *Error Initializing SAM*
    - » May occur during MT 280 initialization because SAM is not present
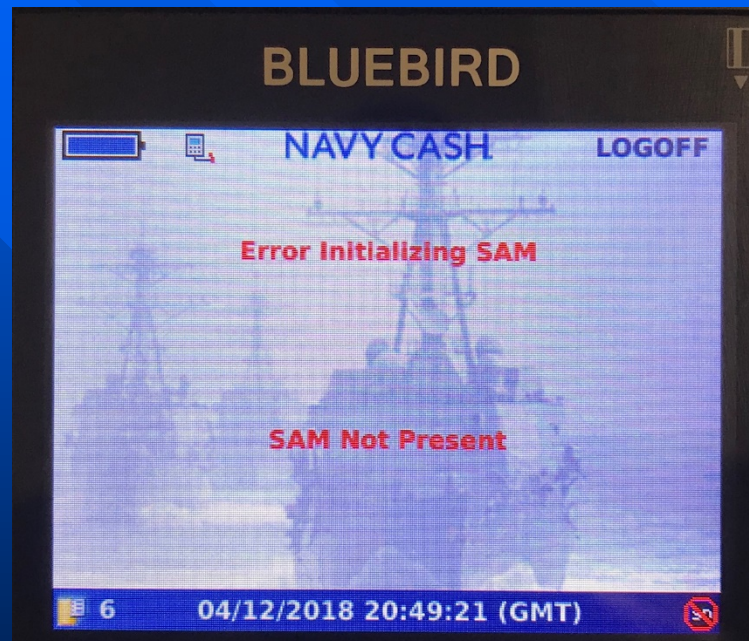   - Action: Install SAM in MT 280 device
  - *Error Authenticating Card*
    - » Card is blocked
      - Action: Have cardholder report to Disbursing

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Troubleshooting MT 280

– Error Initializing SAM screen

# Troubleshooting MT 280

■ Error Messages (cont)

– Examples:

» *SD Card Error* – SD card is not present or SD card message queue is full

■ Action: Install SD card or if MT 280 is offline and SD card is full, plug MT 280 into network connection point

» *SAM Error* – SAM needs to be replaced

■ Action: Clean SAM or replace SAM

» *Boot up Errors* (various) – occur when starting MT 280

■ Action: Insert good SAM or SD Card, or reboot MT 280

CAD Diagnostic Screens

CAD Diagnostic Groups

➢ *Provide tools that can be helpful in managing, diagnosing, and solving problems with the CAD*

Network Connectivity Status Online/Offline
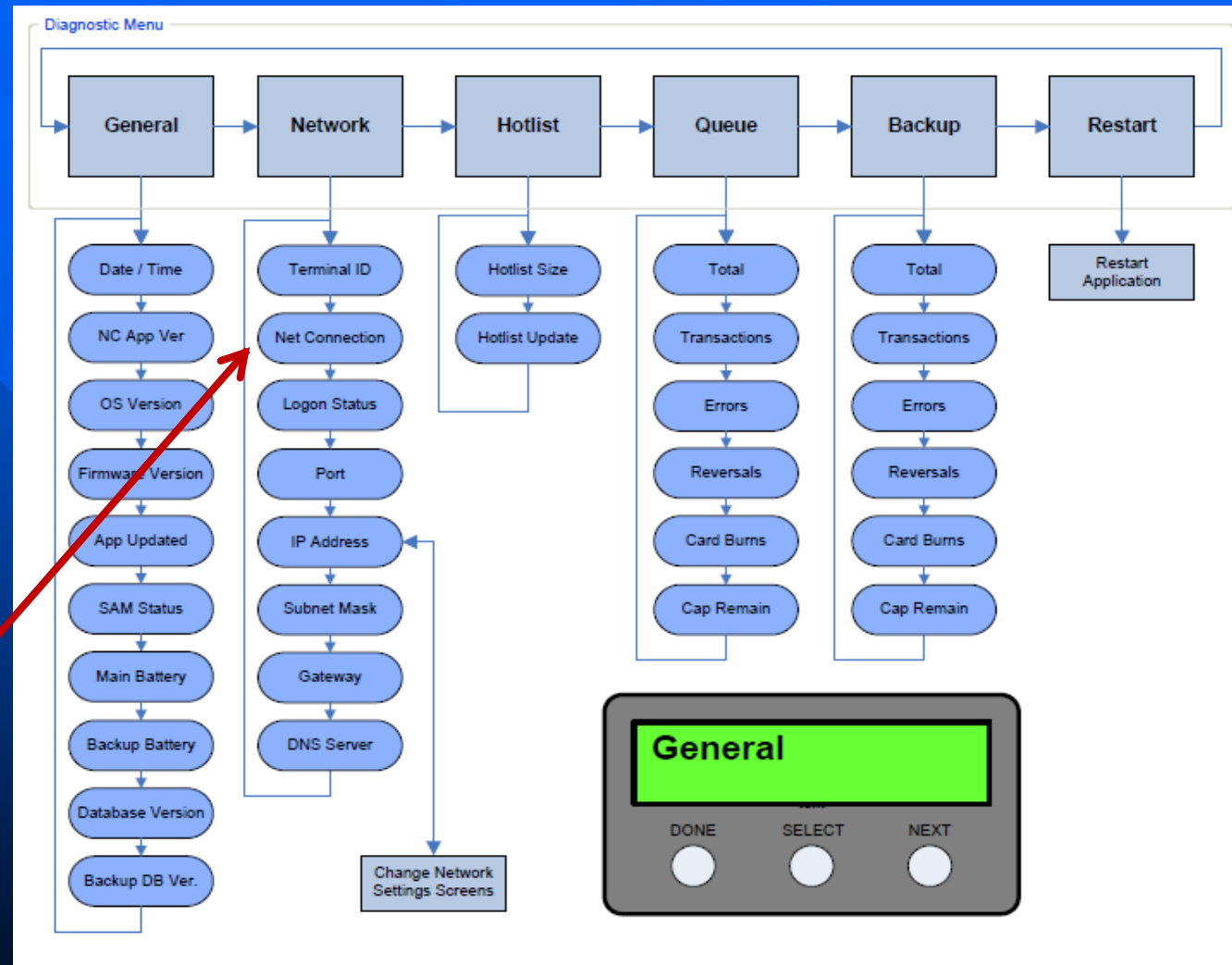
CAD Diagnostics Navigation

- *To access the CAD Diagnostic Screen, press the left button for @ least 3 seconds*

- *Buttons are located below the screen and above the card reader.*

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CAD Diagnostics Navigation

CAD displays the "CAD Diagnostics" screen

Select "Start" by pressing the middle button to continue to the first diagnostic group

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CAD Diagnostics Navigation

CAD displays the first diagnostic group, i.e. *"General"*

Press the right (Next) button until the desired diagnostic group is displayed
Example:
Press the right button 4 times to access the "Queue" group

CAD Diagnostics Navigation

"Queue" group is displayed

*Press "Select" to view the Total number of messages
Then, press "Select" or "Next" button to view the
total Transactions in the queue*

CAD Diagnostics Navigation

The total number of "Transactions" should read "zero"

Note:

If other than zero, STOP and investigate. Do not close machine until number of transactions shows zero or open a case number with CSU for assistance

Press the left (Done) button twice to exit

CAD Troubleshooting Procedures

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Troubleshooting CAD

- Verify if ship's network is up
  - If network is down, do not cycle power
  - CAD can operate in offline mode
- Verify if routers are powered on
- Check the cables from the CADs to the routers
- Cycle power to the vending machine (turn off and turn on vending machine)
- Clean SAM chip or Replace SAM chip
- Check SD card
- Replace CAD from stock

Troubleshooting CAD

- For Technical Assistance
  - Contact Navy Cash Central Support Unit (CSU)
  - CSU will assign a case number that will be used to track the trouble call
  - CSU will handle trouble call directly or forward it to the proper person
  - Use Navy Cash Trouble Call Worksheet

Troubleshooting CAD

- **Failed CADs**
  - When directed to return CAD to NC Depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet
  - Include Case # assigned by CSU and equipment serial number
- **Stuck transactions**
  - When directed, CADs with stuck transactions are sent to Cogent Systems
  - Record the traceable tracking number and date ship on the Trouble Call Worksheet
  - Include Case # assigned by CSU and equipment serial number
  - Sales retain copy of Trouble Call Worksheet with monthly report

Troubleshooting CAD

- ## Card Readers
  - Proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read a Navy Cash Card

- ## Shipboard Network or NC Server down for extended period
  - Revert to accepting cash (if authorized by CO)
  - Replace CAD with a dollar bill validator and/or turning on the coin changer

Troubleshooting CAD

- Error Messages are displayed if :
  - SD Card is not present
  - CAD is disabled
  - Vending Machine is out of stock
  - System Error
  - Examples:
    - *Out of Service-SD* – no SD card in the CAD
      - Insert SD card
    - *CAD Disabled* – no communications between CAD and MDB interface

Add/Remove Vending Machine

and

Changing CAD

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Vending and Ship's Store Screen

Merchants and Vending Machine Menu Tree
- *Expand (+)*
- *Collapse (-)*

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CAD Diagnostic Information

Terminal ID

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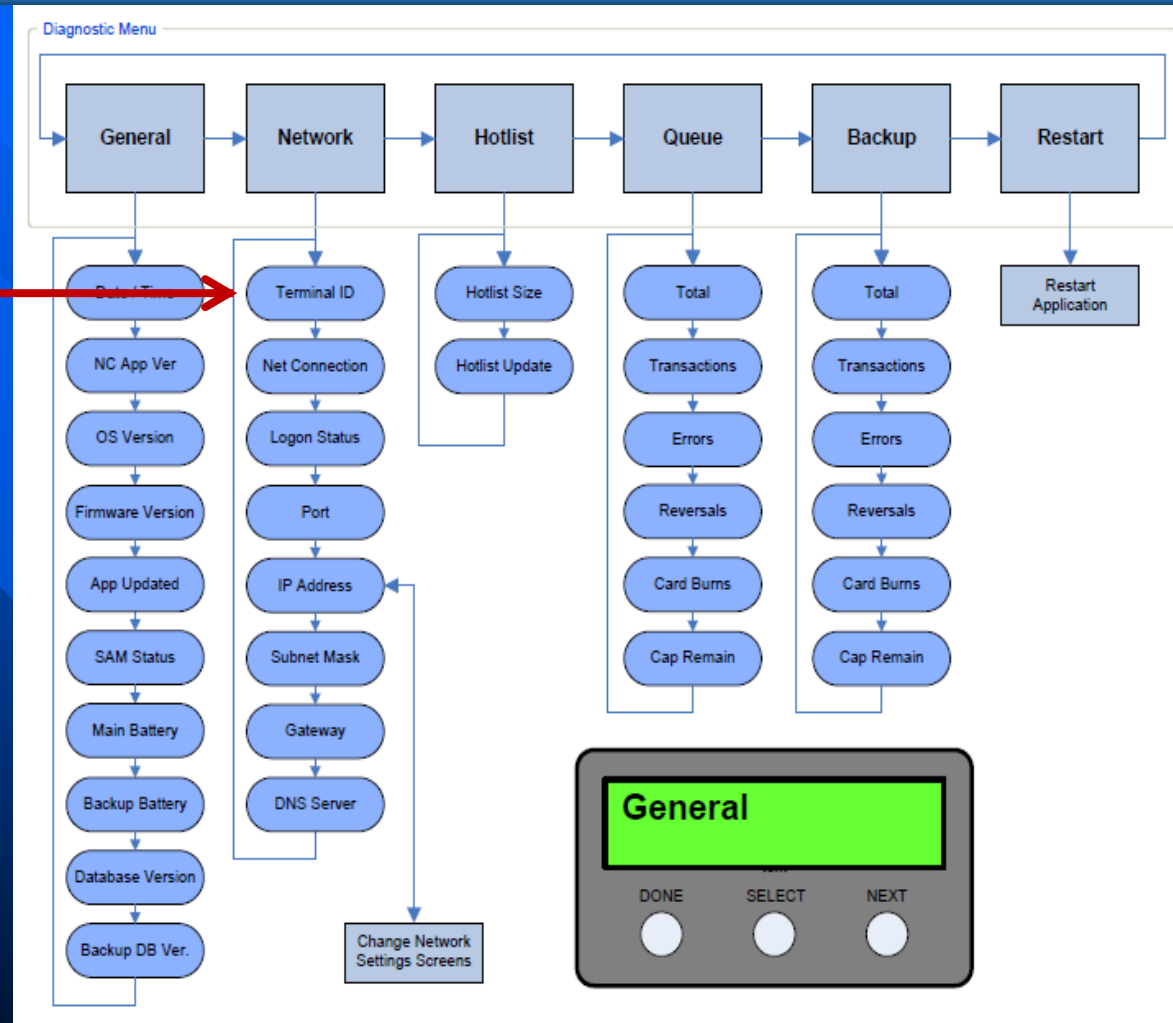
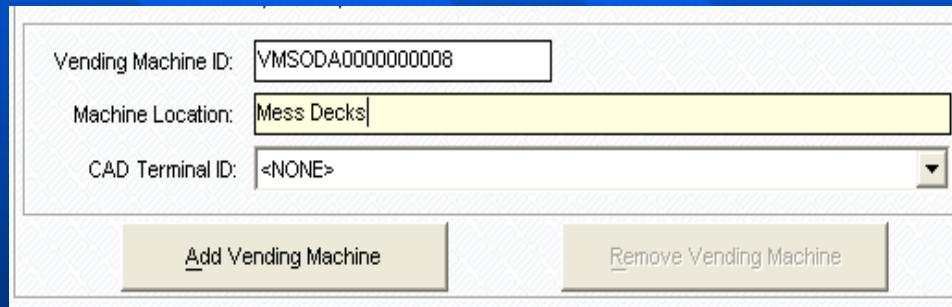# Adding a Vending Machine

- **Ship's responsibility**
  - To add a vending machine and CAD
  - Contact Navy Cash CSU
  - Pull cabling from nearest Navy Cash router
  - Hook up new machine
  - Set up new machine in the Navy Cash System Configuration
  - may contact NC Depot for assistance (any costs will be borne by the ship)
- **No transactions can occur**
  - CAD must be associated with the Vending Machine in the Disbursing Application

Adding a Vending Machine - cont.

- Log in to the Navy Cash Disbursing Application
- Select *"Vending and Ship's Store"* link
- Expand the Merchants and Vending Machines menu tree
- Enter the New Vending Machine ID and location

- Select the CAD *Terminal ID* from the pull down menu
- Click on *"Add Vending Machine"* button

Removing a Vending Machine

- Log in to the Navy Cash Disbursing Application
- Select *"Vending and Ship's Store"* link
- Expand the Merchants and Vending Machines menu tree
- Highlight the appropriate Vending Machine
- Click on *"Remove Vending Machine"* button
- Keep the Navy Cash Ethernet and MDB cables
  » Use the same cables when adding a new vending machine

- *Note: When removing a CAD, ensure all transactions have been downloaded.*

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Changing a CAD

- Log in to the Disbursing App
- Click on "*Vending and Ship's Store*" link
- Expand the Merchants and Vending Machines menu tree
- Highlight the appropriate Vending Machine
- Select the appropriate CAD *Terminal ID* from pull down menu
- Click "*Update Vending Machine Data*" button

Pull-down Menu

- *Note: When changing/removing a CAD, verify that all transactions have been downloaded to the Navy Cash Server.*

Questions