

DRB - XPT MAINTENANCE MODE

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INTERVIEW

The maintenance mode of the XPT can be used by site employees to perform numerous tasks. Maintenance mode screens can be used to do things such as:

- Check the current status of the terminal
- Enable, disable, and test hardware devices
- Perform an audit of the money in the terminal
- Check or change the terminal profile

Help screens are available on the XPT when it's in maintenance mode. The physical Help button on the XPT opens a help screen that describes the contents of the current maintenance mode screen. A Status Help button appears on some of the maintenance mode screens and opens a help screen for the status message shown for the hardware device.

QUICK STATUS SCREENS

Quick status screens allow an attendant to easily view the status of the terminal or complete basic tasks, such as rebooting the terminal, without a key.

1. Press and hold the Help button until the quick status screen appears.
 - a. The center of the screen shows general information as well as any problems with connections or hardware devices.
 - b. Buttons:
 - i. Reboot Terminal: Opens a confirmation screen that allows you to reboot the terminal.
 - ii. Change Profile: Changes the profile of the XPT.
 - iii. Test Touch: Opens a screen used for testing the touch screen.
 - iv. Calibrate Touch: Opens a touch calibration utility on the screen.
 - v. Attn Msg Off (press to show) / Attn Msg On (press to hide): Used to display or hide the Attention message dialog box in the bottom center of the screen.
 - vi. Maintenance Mode: Opens a security login screen. After the user logs in to security, the Main Status Screen appears.
 - vii. Exit: Returns the system to the screen that was displayed before the quick status screen was accessed.



MAINTENANCE MODE

1. Press the Maintenance Mode button on a quick status screen or unlock the XPT main door, but do not open it. A security login screen appears.
2. Log in to security. The Main Status Screen appears.
 - a. The status of the XPT connections and hardware devices is shown in the center of the screen.
 - i. Green: Connections or devices are working properly.
 - ii. Gray: Inputs that are not currently being used.
 - iii. Violet: Warning that there is a problem that may cause the terminal to go out of service, or a hardware device has been disabled.
 - For example, if the Receipt Printer is reporting "Paper Low", a new roll of paper should be placed in the unit. If a backup peripheral is not configured for the receipt printer, the XPT will go out of service if the receipt paper runs out.
 - iv. Red: Connection or hardware device is experiencing a critical failure and has caused the terminal to go out of service. The problem needs to be resolved, or related hardware needs to be disabled, before the terminal can return to normal operation.
 - b. Buttons:
 - i. Reboot Terminal: Opens a confirmation screen that allows you to reboot the terminal.
 - ii. Change Profile: Changes the profile of the XPT.
 - iii. Test Touch: Opens a screen used for testing the touch screen.
 - iv. Calibrate Touch: Opens a touch calibration utility on the screen.
 - v. Play Test Audio: Plays an audio file that can be used for testing and adjusting the XPT volume.
 - vi. Enable & Test Hardware: Opens the Enable & Test Hardware screen. This screen provides access to additional maintenance mode screens for each XPT hardware device or set of hardware.
 - vii. Empty Coin Hoppers: Opens the Empty Coin Hoppers screen. This screen is used to empty a specific coin hopper completely so that an audit can be performed.
 - viii. Standard Colors (press to change): Changes the color scheme used on the maintenance mode screens to one that may be easier to see in bright sunlight.
 - ix. Exit or Lock Door to Express:  Pressing the Exit button or locking the XPT main door typically returns the system to the screen that was showing when maintenance

mode was entered.

