



TROUBLESHOOTING



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WHAT TO DO IF ...

1- The led of the Zip reader is not working.

a) Possible reason: the cables are not connected.

Solution: check the connection of the cables (Zip reader and cpu, cpu and MDB power supply cables).

b) Possible reason: lack of power supply.

Solution: check that the 24 power supply MDB cables of the Zip system are connected correctly to the machine.

2- The led of the Zip reader flashes green/red

a) Possible reason: lack of communication between the Zip system and the machine.

Solution:

- Check the MDB connecting cables between Zip system and machine.

- Check the programming of the menu MACHINES (PROGRAMMING / MACHINES).

b) Possible reason: the Maxi Box module is connected to a Zip system without the optional Ram expansion.

Solution: install the Ram expansion and initialise the system (menu: PROGRAMMING / OTHER PARAMETERS / INITIALISATION).

3- The led of the Zip reader flashes 2 red and 1 green

a) Possible reason: errors in the programming of the parameters.

Solution: check the programming of the Zip system.

b) Possible reason: the machine has been switched off with the Programmer connected to the Zip system.

Solution: confirm with Enter any parameter.

4- The led of the reader flashes 4 red and 1 green

Possible reason: error in the statistics when the parameter STATISTICS = ON (Menu: PROGRAMMING / OTHER PARAMETERS / STATISTICS).

Solution: collect statistics using Data Box, Maxi Key, Data Key or program the parameter STATISTICS = OFF.

5- The led of the Zip reader is green. Inserting the key in the reader, the key is not read and the reader flashes green/red.

a) Possible reason: the Zip system is wrongly programmed.

Solution: check that the credit of the key is lower than the MAXIMUM CREDIT (Menu: PROGRAMMING / OTHER PARAMETERS / MAXIMUM CREDIT).

b) Possible reason: the codes programmed in the Zip system do not match the ones programmed in the key (Menu: PROGRAMMING / CODES).

Solution: check that the codes programmed in the Zip system do match the ones programmed in the key.

c) Possible reason: the key is in the Black List.

Solution: connect the Programmer and check that the key number is not in the Black List (PROGRAMMING / BLACK LIST).

6- The led of the Zip reader is green. Inserting the key in the reader, the led is green instead of flashing red and the key is not read.

a) Possible reason: the Zip reader and the cpu could be damaged.

Solution: replace the Zip reader or the cpu.

b) Possible reason: key working with 3 purses inserted in a Zip reader working with 1 purse or vice versa.

Solution: check the key using the Key Card software.

c) Possible reason: key wrong programmed.

Solution: re-program the key using the Key Card software.

7- The value of coins and/or bills is not displayed in the machine.

a) Possible reason: the coin mech or the bill acceptor is not working.

Solution: check that the coin mech or the bill acceptor works without the Zip system.

b) Possible reason: wrong programming of the menu COINS / BILLS or MACHINES (menu: PROGRAMMING / COINS / BILLS / MACHINES).

Solution: check the programming of the menu COINS / BILLS / MACHINES.

8- Bonus, Reward and Promotions do not work

Possible reason: the optional Ram is missing or it was not mounted correctly.

Solution: check the optional Ram and check the programming of the menu RAM SETUP.

9- Data Key and Setup Key are not read

Possible reason: keys wrong programmed.

Solution: check the Data Key or the Setup Key using the Key Card software.