

PC software



Manual for importing and exporting VMD/VMC data using the USB Audit Stick, airbox or an audit key

04.11 DAI/Roe
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HB.AM-EN



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1 About ...



This chapter should provide a general overview of the advantages and options regarding the PC software Audit Manager. The first section, however, is designed to help you navigate easily within this manual.

About this manual

This manual provides all relevant information for

- retrieving the audit data from a VMD (Vending Machine Device) using a USB Audit Stick or a currenza clip/audimax audit key
- installing & starting the Audit Manager
- connecting the audit data carrier to PC (including driver installation)
- presetting the data import & export
- importing audit data using
 - USB Audit Stick
 - currenza airbox
 - currenza clip/audimax audit key
- managing audit data:
 - Displaying them
 - Printing them
 - Exporting them
 - Deleting and restoring them
- monitoring a c² airport e.g. via text messages or e-mails
- solving an
 - Audit Manager problem
 - USB Audit Stick problem

Text conventions

To make it easier for you to navigate within this manual and to operate the devices, the following accentuations were made in the text:



Safety instructions, which you must observe in order to protect operators and equipment.



Special notes, which are to facilitate the use of the program and devices.



At the beginning of a chapter you will find a short "guide", which summarises the content of the chapter.

1 2 3 ... Requests to perform an action are numbered in another typeface.

[Fig. 4/2] Reference to a figure. The number before the slash refers to the figure number, the number behind the slash to the item number within the figure.

Protocol: **DISPLAY TEXTS** are set in small capitals.



BUTTONS and **MENU ITEMS** are shown in bold capitals.

Additional technical documentation

Apart from the manual you already have, there is further documentation for the NRI payment systems. All product descriptions are available as PDF at www.nri24.com (⇒ Download).

About the Audit Manager

The Audit Manager is used to

- import EVA-DTS/printer audit data communicated with different protocols such as DDCMP, DEX/UCS, IrDA and using different readout devices
 - USB Audit Stick for any VMDs und VMCs communicating using the above-mentioned protocols
 - currenza airbox for currenza c² airport and the airstation stand-alone telemetry system
 - audit key for currenza clip and currenza audimax
- export audit data as .xls, .txt, or pure .eva files

- set up the c² airport monitoring (alarm function)
- monitor a currenza c² airport by reading out its status and error messages (also in text message)
- export text messages

The Audit Manager application may be downloaded from the NRI website (www.nri24.com) as freeware.



For software installation you will need a password which is put at your disposal by our sales staff upon request.

Accessories for ...

In addition to the software you will need one of the following readout devices depending on the payment system/VMC to be read out:

... reading out NRI coin changers with telemetry system

- currenza airbox including USB PC connecting cable (order no. 32304)



We do not recommend any other modem and do not support its configuration or maintenance.

- Mobile phone card (SIM) for currenza airbox
 - ID-000 format
 - CSD (Circuit Switched Data) transmission (configuration & readout) or GPRS/3G (General Packet Radio Service/ 3rd generation mobile telecommunications) (only for c² monitoring via e-mail)
 - contract with favourable telephone charges depending on call frequency



... reading out NRI coin changers with 9-pole D-Sub plug

USB Audit Stick standard (order no. 32743)

... reading out MEI coin changers with 15-pole D-Sub plug

- USB Audit Stick standard (order no. 32743)
- Adapter cable 15-pole D-Sub on 9-pole D-Sub (order no. 27503)

... reading out DEX/UCS supported VMDs with jack plug

- USB Audit Stick battery (order no. 32742)
- Adapter cable 1/4 inch jack plug on 9-pole D-Sub (order no. 27561)



... reading out VMDs with IrDA EVA-DTS interface

USB Audit Stick battery (order no. 32742)

... reading out a currenza clip/audimax

- using an audit key
 - yellow data key (order no. 30059)
 - currenza clip Desktop Reader (order no. 29619)
to import the audit key data
Virtual COM port driver necessary (www.nri24.com → Download → Accessories)



Please refer to the audimax manual to learn how to program a data key as audit key.



- using a USB Audit Stick
 - USB Audit Stick battery (order no. 32742)
 - Adapter cable 1/4 inch jack plug on 9-pole D-Sub (order no. 27561)
 - DEX connecting cable for clip/audimax system (order no. 32166)

System requirements

The Audit Manager software specifies the following minimum hardware and software requirements:

- Operating system Windows® XP and higher
- Microsoft® .NET Framework v.2.0
- USB port

2 Safety instructions



The connectors of the USB Audit Stick may be damaged by electrostatic discharge. Protect them by means of the cap and the slider, do not contact them, and please observe the handling instructions for components exposed to the risk of electrostatic discharge.

Please decide in favour of one readout system before reading out audit data from NRI changers for the first time: MDE (mobile data retrieval unit) or printer, since the changer is automatically programmed so that it will accept MDEs for reading out audit data only, once the audit data has been read out from an NRI changer using an MDE. That means for the use of the USB Audit Stick and Audit Manager that you must decide in favour of a particular data communication protocol, since the USB Audit Stick does not only work as an MDE, but can also simulate the conventional printer function along with Audit Manager and if a certain protocol is selected.



If the readout devices are no longer required or batteries are low, please dispose of them correctly.

Before installing the program or using the USB Audit Stick for the first time, please read these operating instructions carefully at least once.

We reserve the right to make technical software modifications that are not included in this manual.

3 Installation



This chapter describes how to

- install the Audit Manager and the Microsoft® .NET Framework
- install a VCP driver
(for currenza clip Desktop Reader connection only)
- connect the
 - USB Audit Stick
 - currenza airbox
 - currenza clip Desktop Reader for audit key applications
- start & exit the Audit Manager

Installing Microsoft® .NET Framework

If you do not have the Microsoft® .NET Framework v.2.0 required to manage the execution of the Audit Manager program installed on your PC, it is advisable to install it before installing the Audit Manager PC software (disk space requirements: 280 MB (x86), 610 MB (x64)):



*To check whether the correct version of the .NET Framework is installed, open the Windows **CONTROL PANEL** and select **SOFTWARE**.*

- 1** Open the Download Center and search for "dotnetfx.exe" on the Microsoft® website (www.microsoft.com).
- 2** Download the dotnetfx.exe software framework.
- 3** Follow the installation instructions on the screen.
The software framework is stored on the hard disk of your PC. Now the Audit Manager software can be executed.

Installing VCP driver (for currenza clip Desktop Reader connection only)

- 1 Open the NRI website (www.nri24.com).
- 2 Call up the **DOWNLOAD** page for **ACCESSORIES**.

Download		General Sales force Products Download News Order Internal	
Home » Download » Accessories			
Software			
WinSPT Serial Payment system Tester Test software for serial payment systems	Type: EXE Size: 1.2 MB Date: 01/2010	Download	
ccTalk-Demo-Software for PC-based applications of ccTalk coin validators	Type: EXE Size: 276 KB Date: 05/2010	Download	
Driver for NRI devices with USB interface (CP210x module)		Hyperlink	
HENRI Flash PC software for updating the HENRI and c ² firmware	Type: EXE Size: 3.4 MB Date: 02/2010	Download	
Audit Manager PC software to import and export the NRI coin	Type: EXE Size: 1 MB		

- 3 Select **HYPERLINK** for the **DRIVER FOR NRI DEVICES WITH USB INTERFACE (CP210X MODULE)** in the category **SOFTWARE**.
Now you are on Silabs download page.
- 4 Download the **VCP DRIVER KIT** and save the driver in a desktop folder.
The downloaded file is a self extracting archive.
- 5 After double clicking the driver's .exe file Windows starts the installation wizard automatically.
- 6 To ensure proper installation, follow the installation wizard.
- 7 Restart your PC.



You may remove the archive and the files extracted manually after driver installation and successful driver load for the Desktop Reader. Doing this the Desktop Reader should not be connected.

Installing Audit Manager



For the Audit Manager installation you need administrator rights.

To install the NRI Audit Manager software on the hard disk of your PC, you first of all have to download the freeware from the NRI website:

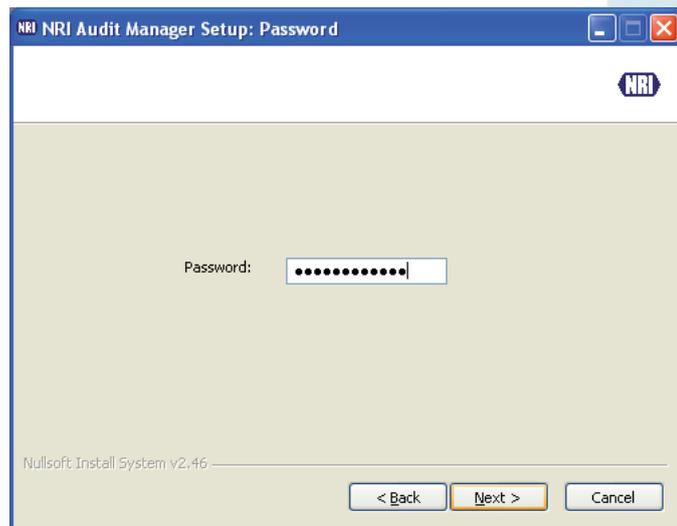
Download	General Sales force Products Download News Order Internal											
<ul style="list-style-type: none"> Technical News Validator currenza f² Validator G-13 Validator G-18 Validator G-40 Validator v² eagle Coin changer currenza c² Coin changer E-66/A-66 Coin changer G-46 Hopper currenza h² Card system currenza clip Bill validators Payment Manager Heartbeat WinEMP Accessories RoHS Certificate Protected download 	<h3>Software</h3> <table border="1"> <tr> <td>WinSPT Serial Payment system Tester Test software for serial payment systems</td> <td> Type: EXE Size: 1.2 MB Date: 01/2010 Download </td> </tr> <tr> <td>ccTalk-Demo-Software for PC-based applications of ccTalk coin validators</td> <td> Type: ZIP Size: 18 KB Date: 08/2006 Download </td> </tr> <tr> <td>Driver for ccTalk coin validators with USB interface (CP210x module)</td> <td> Hyperlink </td> </tr> <tr> <td>HENRI Flash PC software for updating the HENRI and c² firmware</td> <td> Type: EXE Size: 3.4 MB Date: 02/2010 Download </td> </tr> <tr> <td>Audit Manager PC software to import and export the NRI coin changer and currenza clip audit data by means of the USB Audit Stick, the currenza airbox or an audit key</td> <td> Type: EXE Size: 1 MB Date: 05/2010 Download </td> </tr> </table> <p>Note: The Audit Manager replaces the PC applications WinAirport and WinData. For software installation you will need a password which is put at your disposal by our sales staff upon request.</p>		WinSPT Serial Payment system Tester Test software for serial payment systems	Type: EXE Size: 1.2 MB Date: 01/2010 Download	ccTalk-Demo-Software for PC-based applications of ccTalk coin validators	Type: ZIP Size: 18 KB Date: 08/2006 Download	Driver for ccTalk coin validators with USB interface (CP210x module)	Hyperlink	HENRI Flash PC software for updating the HENRI and c ² firmware	Type: EXE Size: 3.4 MB Date: 02/2010 Download	Audit Manager PC software to import and export the NRI coin changer and currenza clip audit data by means of the USB Audit Stick, the currenza airbox or an audit key	Type: EXE Size: 1 MB Date: 05/2010 Download
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Audit Manager PC software to import and export the NRI coin changer and currenza clip audit data by means of the USB Audit Stick, the currenza airbox or an audit key	Type: EXE Size: 1 MB Date: 05/2010 Download											

- 1 Open the NRI website (www.nri24.com).
- 2 Call up the **DOWNLOAD** page for **ACCESSORIES**.
- 3 Select the **AUDIT MANAGER** software in the category **SOFTWARE** and **DOWNLOAD** it onto the hard disk of your PC by clicking **SAVE**.
- 4 Open Windows Explorer and use a double-click to start the installation file "setupNRIAuditManager.x.x.x_pw.exe" in the directory you downloaded it beforehand.

5 Select your language.



6 Enter the password you received from our sales staff.



7 To ensure proper installation, follow the instructions on the screen. The program is stored on the hard disk of your PC, and the Audit Manager icon is saved on the PC desktop as well as in the Start menu, so that you can start the program easily.

Connecting audit data carrier

The Audit Manager software is able to import audit data from the USB Audit Stick, currenza airbox or an audit key belonging to a currenza clip or audimax system. Please read in the following sections how to connect the devices to the PC.

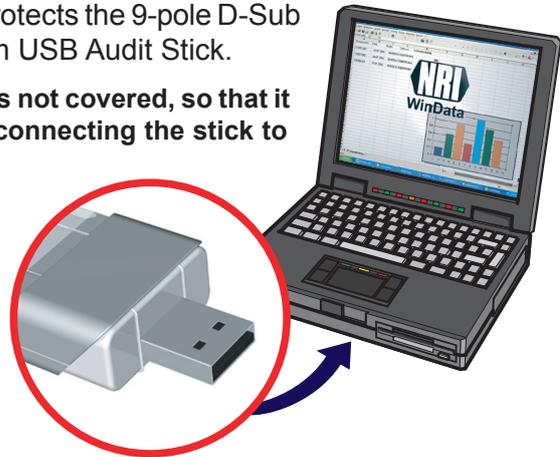
Installing USB Audit Stick

- 1 Make sure, that the grey slider protects the 9-pole D-Sub plug, then remove grey cap from USB Audit Stick.



If the 9-pole D-Sub plug is not covered, so that it can be contacted when connecting the stick to the PC, there is a risk of electrostatic discharge.

- 2 Plug USB Audit Stick into a USB port on your PC. The Audit Stick's green LED lights up. It is ready for data exchange.
- 3 Specify data communication protocol etc. (cp. "Basic settings for USB Audit Stick", p. 29).



Installing currenza airbox

- 1 Remove the airbox from its packaging, screw on the antenna and connect the USB cable to it.
- 2 Insert the SIM card into the "SIM card" interface [1/1] of the airbox (with the chip to the bottom and missing corner to the left). The card must click in.
- 3 Use the enclosed USB cable to connect the airbox ("USB interface" [1/2]) to the PC (any USB port). If the PC is running all three airbox LEDs [1/3] are on.
- 4 If necessary, wait until the yellow and red LEDs on the airbox go out and only the green one is on. Windows starts the installation wizard for the airbox driver:



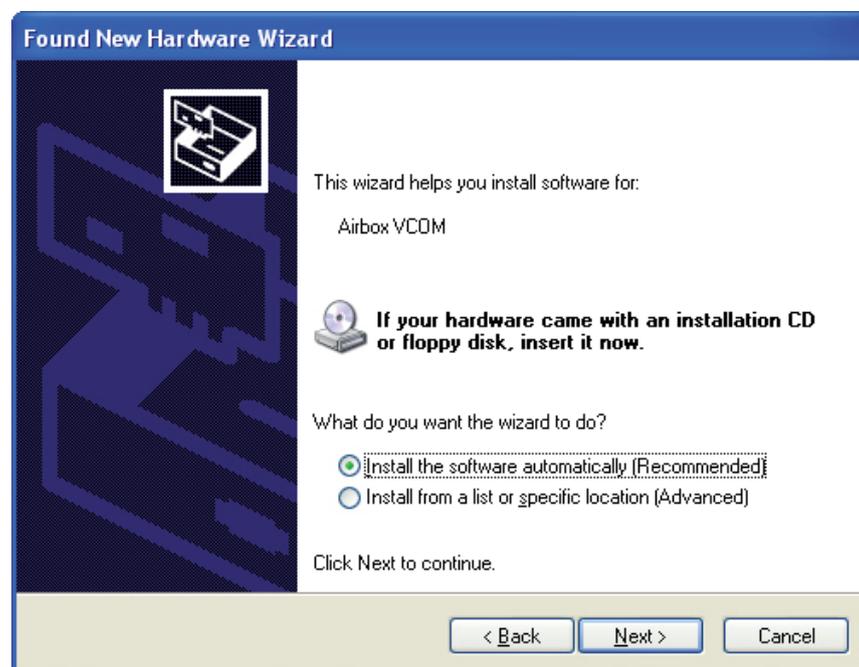
Fig. 1: Airbox interfaces



Windows 7 installed the driver automatically.



5 Select **NO, NOT THIS TIME** and then **NEXT**.



6 Select **INSTALL THE SOFTWARE AUTOMATICALLY** and then **NEXT**, as the airbox driver has already been installed along with the Audit Manager software.



7 Select CONTINUE ANYWAY.



If the CONTINUE ANYWAY button is missing, please refer to section "What to do in case of airbox driver installation problems?", p. 81.



8 Select FINISH to complete installation.
The currenza airbox is ready to operate.

Installing currenza clip Desktop Reader for audit key



Connect the currenza clip Desktop Reader to a USB port of your PC using its USB cable.

The green status LED is on and the Reader is ready for data exchange.



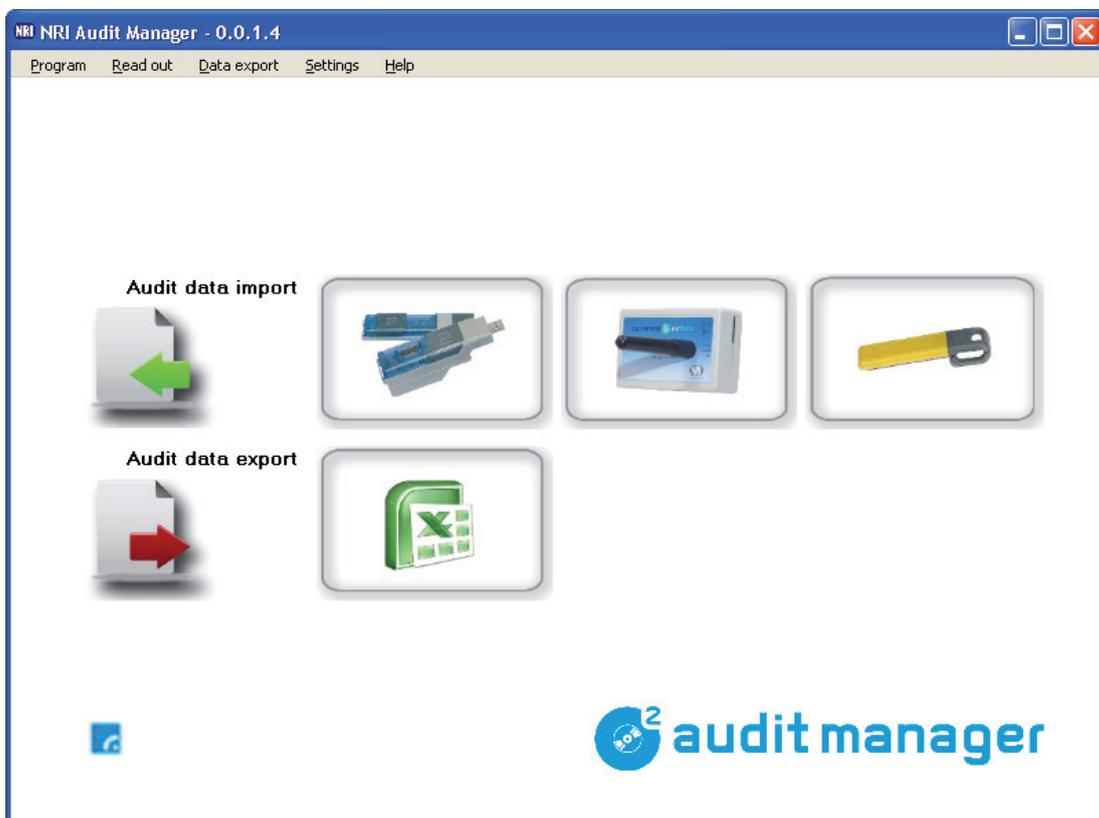
For this USB connection you need a VCP driver. If you have not installed the driver yet (cp. "Installing VCP driver (for currenza clip Desktop Reader connection only)", p. 13), please use the driver installation assistant for new hardware popping up.

Starting Audit Manager

The easiest way to open the program is

- by double-clicking on the Audit Manager icon on the desktop or your PC or
- via the Windows **START** menu, **(ALL) PROGRAMS** and **NRI AUDIT MANAGER**.

You will go to the start screen of the software.

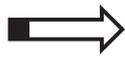


Exiting Audit Manager



If you have imported and exported all audit data, and you now want to close the Audit Manager, simply select item **PROGRAM** in the main menu and then **EXIT** or click .

4 Overview & navigation

 This chapter gives a short overview of the navigation through the Audit Manager menus and screens.

Start screen

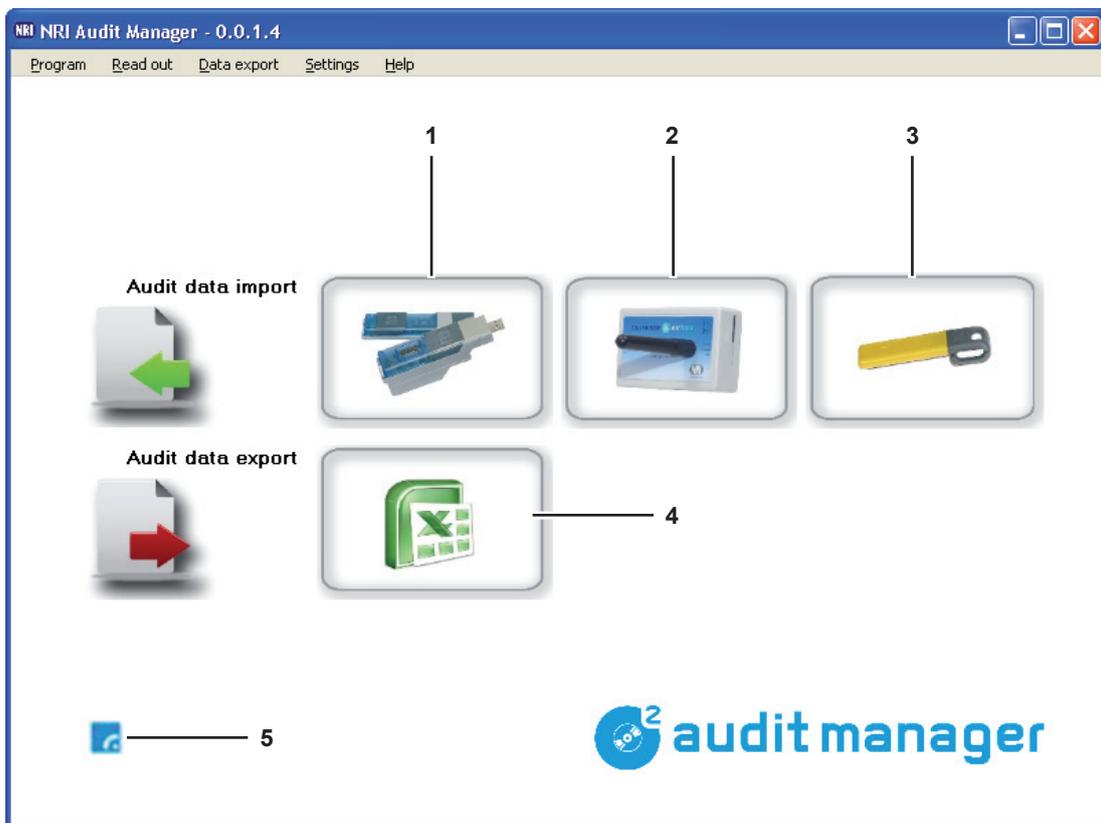


Fig. 2: Start screen options

- 1 Shortcut "Audit data import from USB Audit Stick"
- 2 Shortcut "Audit data import via airbox GSM modem"
- 3 Shortcut "Audit data import from audit key"
- 4 Shortcut "Audit data .xls export"



These shortcuts are intended for quick audit data import & export after having configured the basic settings for import & export.

- 5 Modem status icon

Basic settings

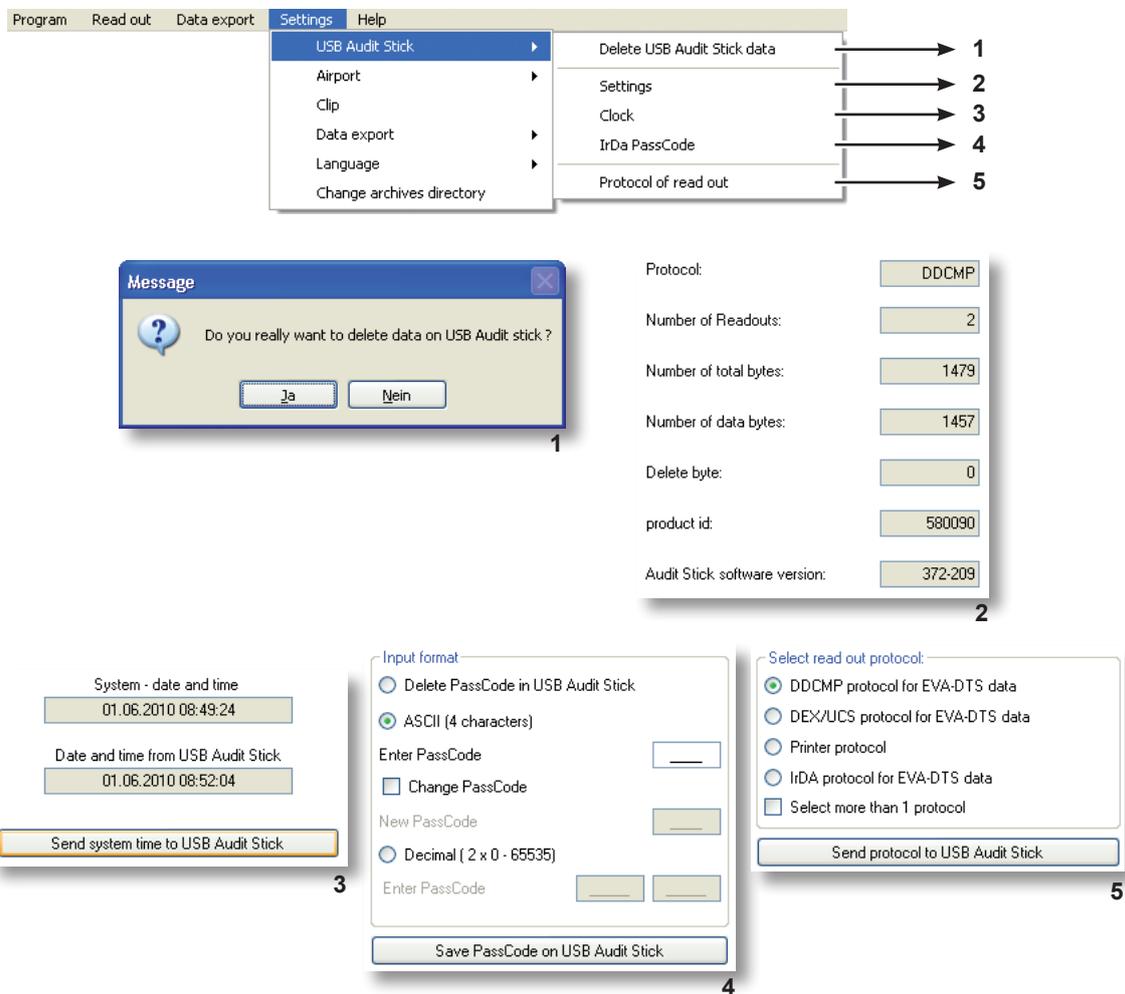


Fig. 3: Basic settings for USB Audit Stick and erasure of Audit Stick data

- 1 Delete data from USB Audit Stick before next readout
- 2 Display of USB Audit Stick data and settings
- 3 Set date and time of USB Audit Stick
- 4 Delete, enter, change IrDA passcode
- 5 Select readout protocol

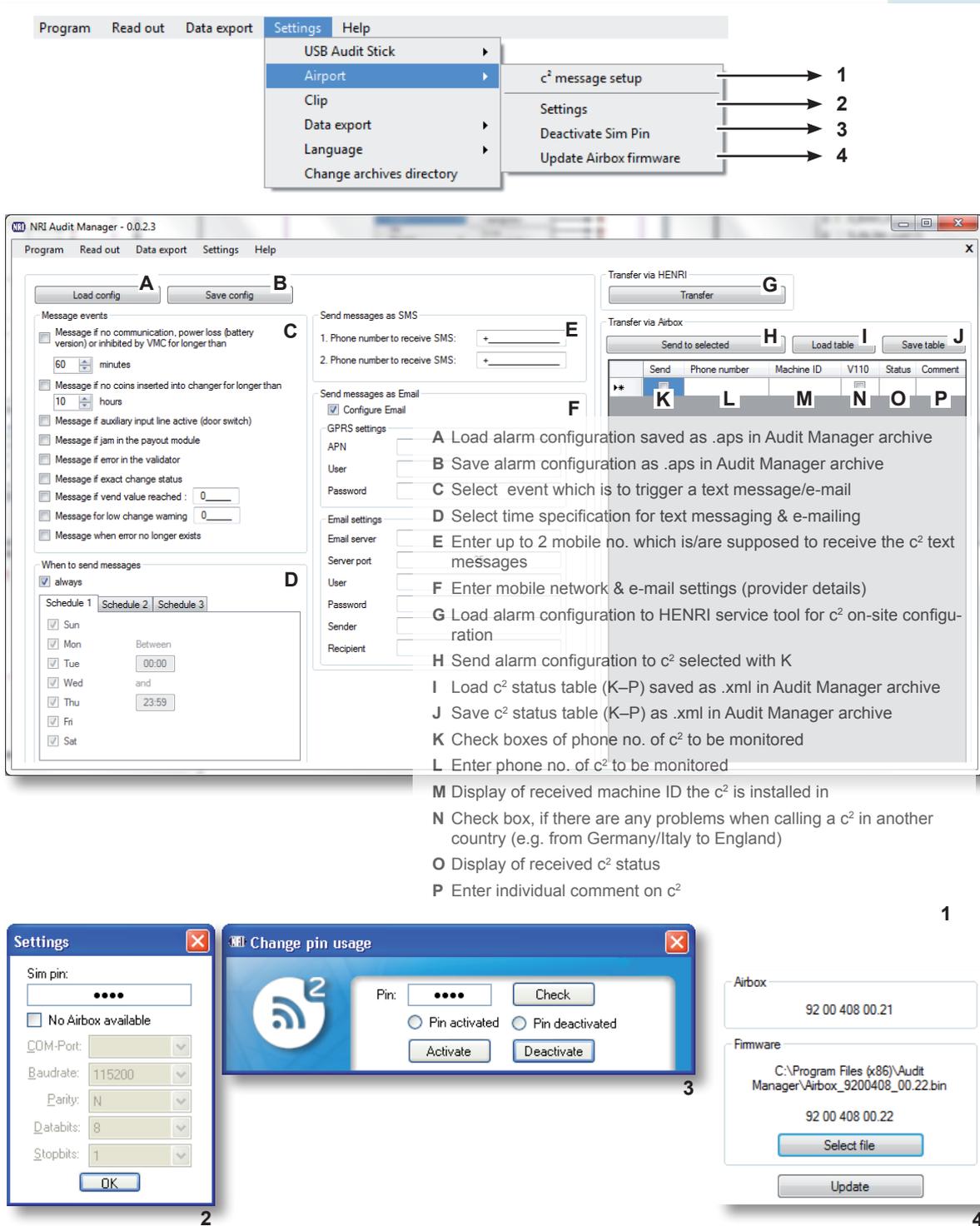


Fig. 4: Basic settings for currenza airbox or other modem/airbox firmware update

- 1 Set up c² monitoring via text messages and/or e-mails
- 2 Enter airbox SIM card PIN or specify parameters of another modem
- 3 Deactivate/reactivate SIM card PIN of currenza c² airport for sending text
- 4 Update airbox firmware

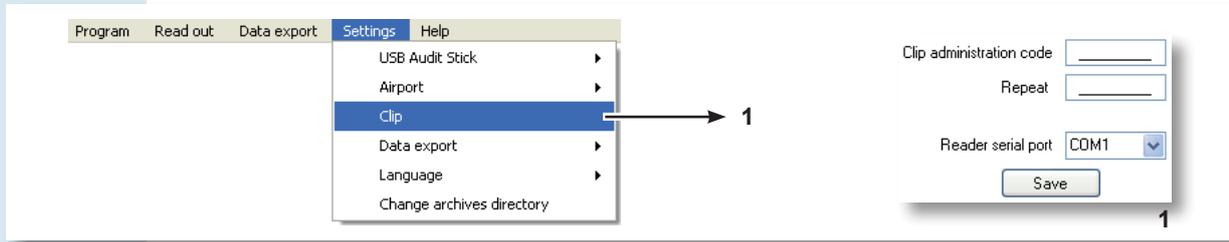


Fig. 5: Basic settings for currenza clip Desktop Reader & audit key

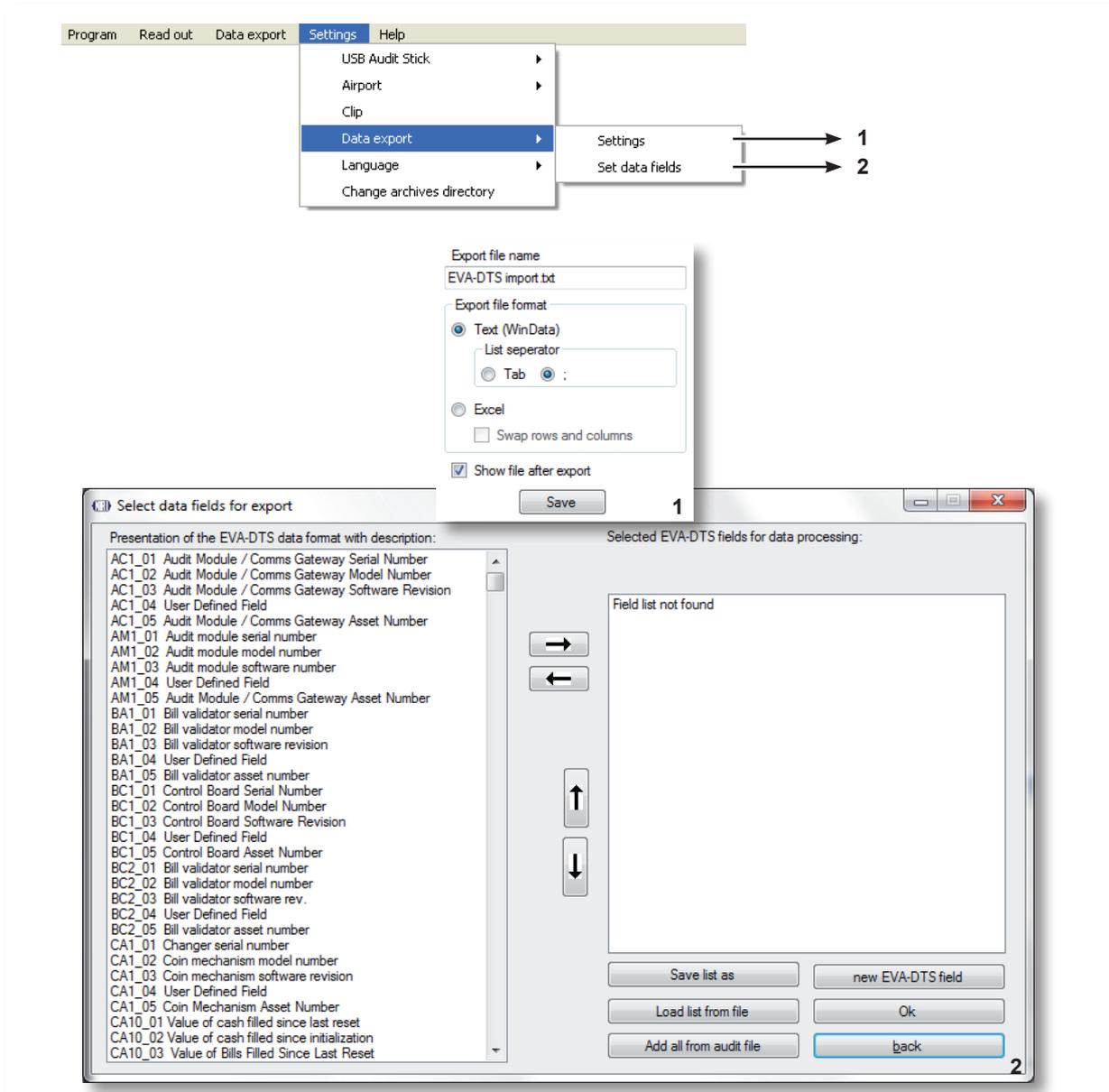


Fig. 6: Basic settings for audit data export

- 1 Specify name & format of audit data export file
- 2 Specify EVA-DTS data fields for audit data export table



Fig. 7: Language setting

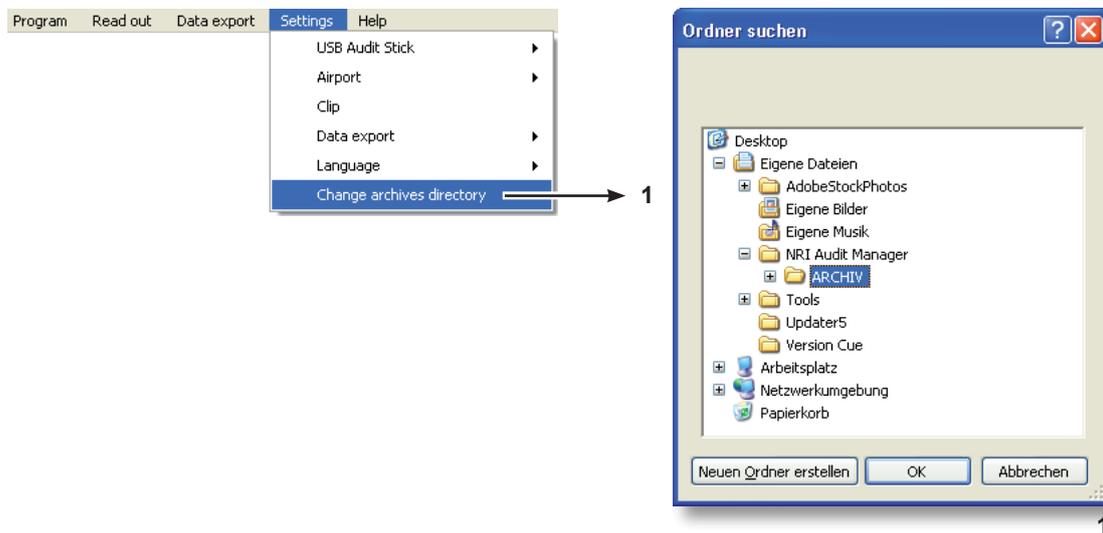


Fig. 8: Selecting/creating an Audit Manager Archives folder

Import



Fig. 9: Importing audit data from USB Audit Stick as .sta/.pri & .eva files
(= shortcut on start screen)

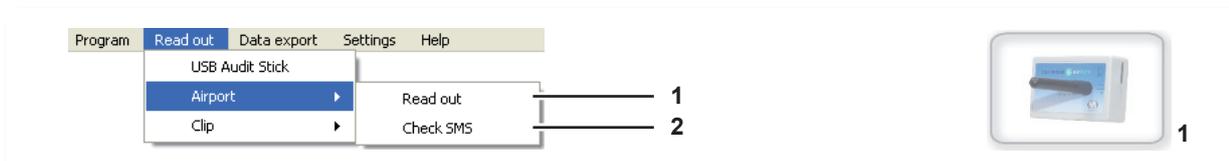


Fig. 10: Importing data using currenza airbox

- 1 Importing audit data via airbox GSM modem as .sta & .eva files
(= shortcut on start screen)
- 2 Importing c² text messages via airbox GSM modem

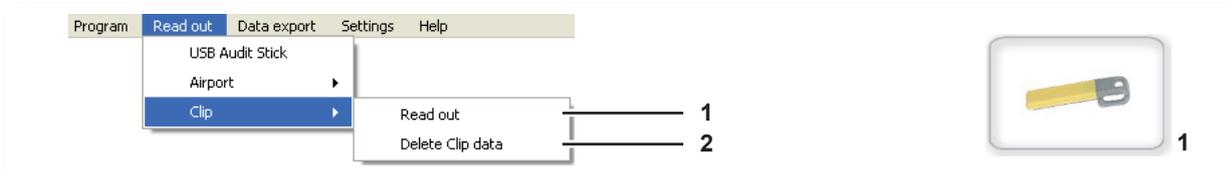


Fig. 11: Managing audit key data

- 1 Importing audit data from currenza clip/audimax audit key as .sta & .eva files
(= shortcut on start screen)
- 2 Deleting audit key data

Display & erasure of archives files

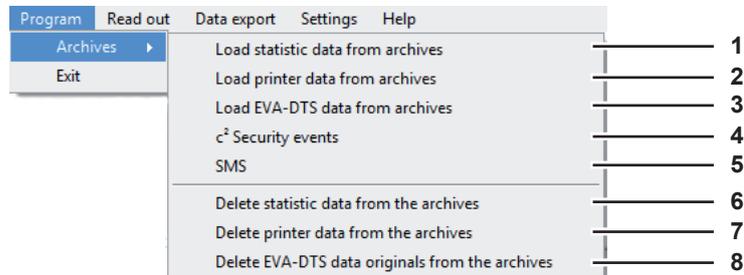


Fig. 12: Loading & deleting Audit Manager archives files

- 1 Display & print .sta files (audit data) from Audit Manager "Archives" folder
- 2 Display & print .pri files (audit data) from Audit Manager "Printer" folder (in receipt layout)
- 3 Display & print .eva (audit data) files from Audit Manager "Originals" folder
- 4 Display & print .cse (c² security event) files from Audit Manager "Archives" folder
- 5 Display & print .sms files (text messages) from Audit Manager "SMS" folder
- 6 Delete all .sta files saved in the Audit Manager "Archives" folder
- 7 Delete all .pri files saved in the Audit Manager "Printer" folder
- 8 Delete all .eva files saved in the Audit Manager "Originals" folder

Export

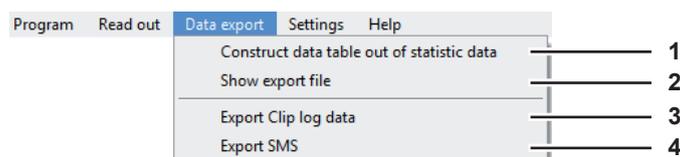


Fig. 13: Exporting audit data

- 1 Export .sta files as .xls or .txt file according to EVA-DTS data field selection
- 2 Open .xls file or .txt file exported last in Microsoft® Excel or Editor
- 3 Export currenza clip/audimax .log file as .xls file to Archives folder
- 4 Export text messages (.sms) als .xls file to Archives folder

5 Basic settings



This section describes settings which only need to be made once and are then saved as presets for audit data import and export:

- Selecting menu language
- Basic settings for USB Audit Stick
- Basic settings for currenza airbox
- Basic settings for currenza clip/audimax Desktop Reader & audit key
- Selecting archives directory for audit data import & export
- Composing statistical audit data table to be exported
- Specifying name and format for export files

Selecting menu language

The Audit Manager software is available in

- English
- German
- Spanish
- French
- Italian.



To select the required language, you simply need to select the menu item **SETTINGS** and **LANGUAGE/ EINSTELLUNGEN** and **SPRACHE/ CONFIGURACIÓN** and **IDIOMA/ PARAMÉTRAGE** and **LANGUE/ CONFIGURAZIONE DATI** and **LINGUA**

and then your preferred language.

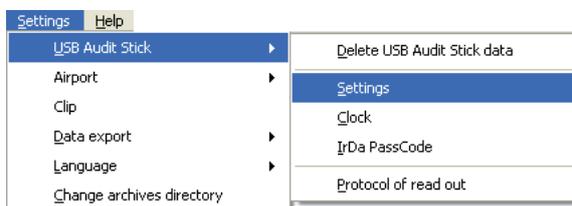
The software texts will be displayed in the selected language.

Basic settings for USB Audit Stick

Before using the USB Audit Stick for the first time to read out audit data you have to configure some basic settings, e.g., loading the appropriate data communication protocol for your VMD.

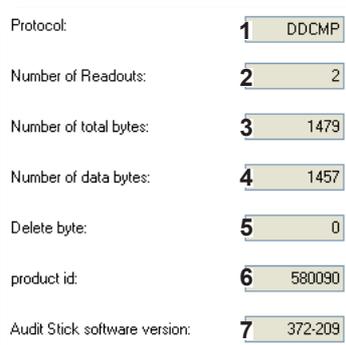
Displaying USB Audit Stick data

To display all device data currently programmed in the USB Audit Stick:



1 In the main menu, select item **SETTINGS, USB AUDIT STICK** and then **SETTINGS**.

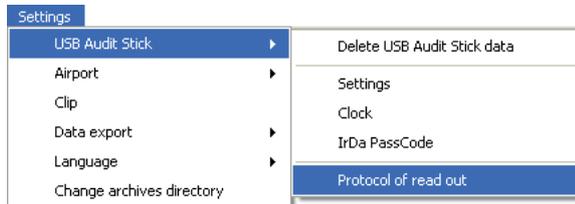
An info box opens with all important USB Audit Stick data:



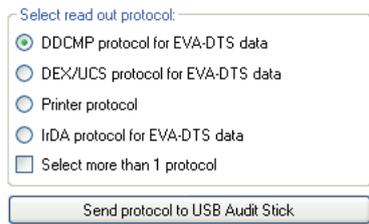
- 1** Data communication protocol for VMD readout
- 2** Audit records stored in the stick
- 3** Total of memory bytes used
- 4** Memory bytes used for storing audit data
- 5** 0 = Audit data will not be deleted,
1 = Audit data will be deleted before reading out the next VMD
- 6** USB Audit Stick ID
- 7** USB Audit Stick firmware version

Specifying data communication protocol

To select the communication protocol for USB Audit Stick readout:



- 1 In the main menu select item **SETTINGS**, **USB AUDIT STICK** and then **PROTOCOL OF READOUT**.



- 2 From the dialog box select required protocol.



The old NRI G-26 coin changer can only be read out using the printer protocol, it does not support EVA-DTS.

SELECT MORE THAN 1 PROTOCOL if you would like to read out VMDs with different protocols, e.g. an old G-26 with printer protocol and another VMD. However, using two USB Audit Sticks programmed with a particular protocol each is much more fail-safe.



Once the audit data of an NRI changer has been read out using an EVA-DTS protocol, the changer is automatically configured so that it can no longer be read out using the printer protocol or a printer, but only using an EVA-DTS protocol or another MDE (mobile data retrieval unit) in future.

So if you would like to read out audit data for printer receipts, you must select the printer protocol.

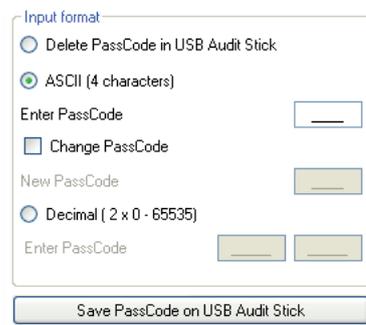
- 3 Click button **SEND PROTOCOL TO USB AUDIT STICK**.
- 4 Confirm info box with **OK**.

Specifying IrDA passcode

If you have selected the IrDA protocol and the machine to be read out calls for a passcode to prevent the audit data from being read out by unauthorised persons:



- 1 In the main menu select item **SETTINGS**, **USB AUDIT STICK** and then **IRDA PASSCODE**.



- 2 Enter passcode (4-digit ASCII or 10-digit decimal).



Only some machines enable you to change the 4-digit passcode. For this enter the current as well as the new passcode.

- 3 Click button **SEND PASSCODE ON USB AUDIT STICK**.

- 4 Confirm info box with **OK**.

If the passcode saved in the Stick corresponds to the machine IrDA passcode, you may now read out data using the IrDA interface.

Setting date and time



USB Audit Sticks with the ordering code 27174 have not been fitted with a clock module.

The USB Audit Stick is equipped with a clock module which guarantees that every readout is given an explicit date and time, even if the VMD to be read out does not provide any system time. The Audit Manager automatically adapts date and time of the USB Audit Stick to the system time of your PC when reading the USB Audit Stick:

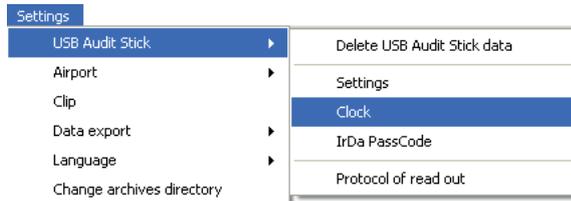


The Audit Manager displays an error message if the clock module battery is low or empty. In this case contact your service technician to change the battery. Then use the Audit

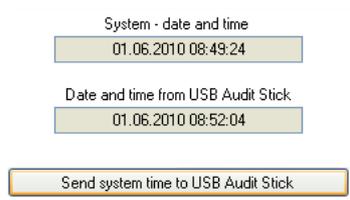


Manager to set the Audit Stick clock (see below). As from now the time is set whenever the Audit Manager reads the Audit Stick data.

To set the USB Audit Stick time manually:



- 1 In the main menu select item **SETTINGS, USB AUDIT STICK** and then **CLOCK**.



The upper field in the dialog box shows the system time of your PC, the lower field shows the time programmed in the USB Audit Stick.

- 2 If necessary, correct PC system time in the control panel. The new time is adapted by the Audit Manager.
- 3 If necessary, click button **SEND SYSTEM TIME TO USB AUDIT STICK**.

Checking coin changer printer settings (for printer protocol only)

Please check the printer settings configured in the coin changer, so that the USB Audit Stick is able to set up communication with the changer:

Changer	Menu/Function	Setting
currenza c²	Main menu > E = Settings > Audit module > Configure printer interface > Start button on printer	(Start button) "NOT EXISTS"
E-66/A-66	PRO 04 13 PRO 04 03 (only with firmware up to version 92 00 330-006)	0000 00000000
G-46	PRO 04 03	0000 00000000
G-26	PRO 16	0000 00000000



Note for E-66/A-66, G-46 and G-26 settings:

The fourth printer setting from the right is provided for display purposes only and cannot be altered.

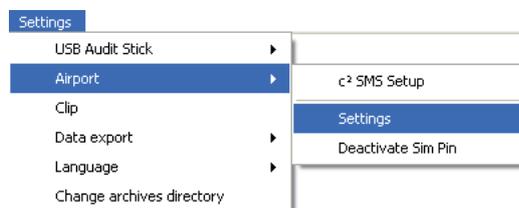
If this place is programmed to "1", the audit data of this changer has been read out using an MDE (mobile data retrieval unit) and not using a printer yet. This changer can only be read out using an MDE also in future. That means for the use of the USB Audit Stick that audit data must be read out using the EVA-DTS and not the printer protocol (cp. "Specifying data communication protocol", p. 30).

Basic settings for currenza airbox

Before using the airbox modem for the first time you have to set the SIM card PIN of the airbox. In order to be able to monitor a currenza c² airport via text messages some more basic settings are required.

Setting airbox SIM card PIN

To enter the personal identification number of the airbox SIM card:



- 1 In the main menu select item **SETTINGS, AIRPORT** and then **SETTINGS**.



- 2 Under SIM PIN enter the 4-digit PIN of the airbox SIM card.
- 3 Confirm your entry with **OK**.
The Audit Manager is now able to dial using the airbox.

Specifying modem settings (not for airbox)

If you do not use the currenza airbox but another modem, the following parameters must be set to provide communication between PC and coin changer:

- PC COM port used for modem
- Transmission baud
- Parity bit as error detecting code for data transfer
- Number of data bits
- Number of stop bits

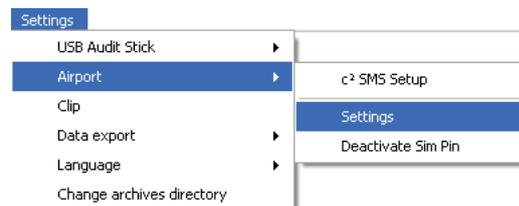


The Audit Manager wants the modem to connect automatically to the phone network.

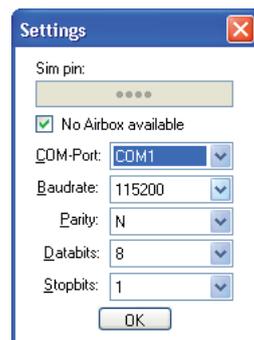


In order to avoid installation or operation problems due to incorrect modem settings, that NRI cannot support, we recommend the currenza airbox guaranteeing proper operation.

To set the modem parameters mentioned above:



1 In the main menu select item **SETTINGS**, **AIRPORT** and then **SETTINGS**.



2 Select **NO AIRBOX AVAILABLE**.

3 Select the required parameter setting from the pull-down menus.

4 Confirm your entry with **OK**.

With the correct settings and the modem connected to the PC, you may now read out the required c² airport data.

Setting up c² monitoring via text messages/e-mails

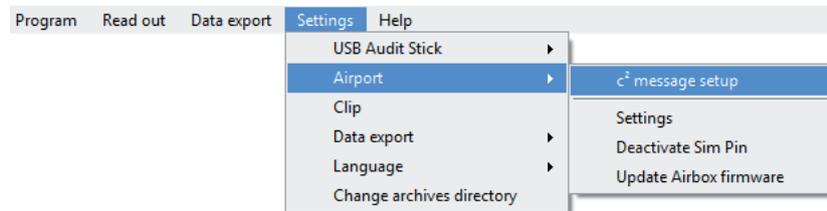
If a currenza c² airport is supposed to send the status and error messages as text messages and/or e-mails, there are some basic settings as well as optional settings to be made in the Audit Manager:



The most important text message settings can also be made in the coin changer itself (cp. separate c² airport short reference guide).

The settings are different depending on whether the c² airport is supposed to send text messages or e-mails.

Setting up coin changer/machine events triggering a c² message



1 In the main menu select item **SETTINGS**, **AIRPORT** and then **c² MESSAGE SETUP**.

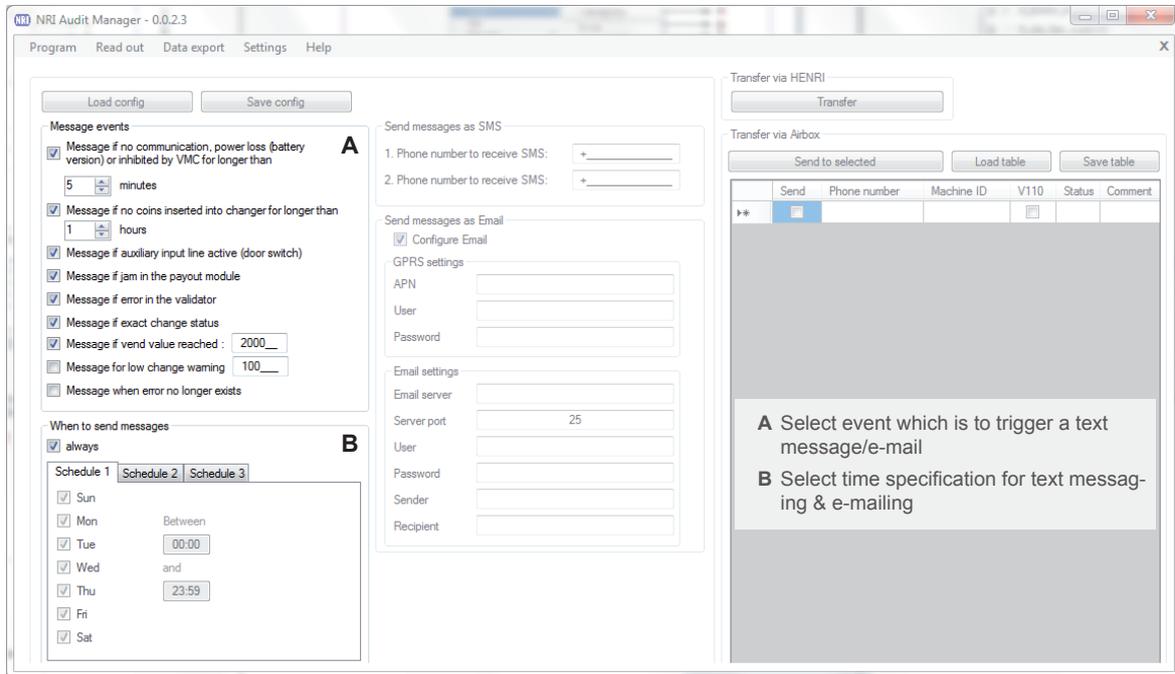


Fig. 14: Selecting c²/machine event time specification

2 Select c² event(s) which is/are to trigger a text message [Fig. 14/A]:

- no communication for longer than x minutes
- coin acceptance inhibited in machine for longer than x minutes
- no coin inserted/validated for longer than x hours
- machine door open (or other event depending on the c² auxiliary input line connection)
- failure in coin validator module
- jam in payout module
- minimum change amount x
- no change, insert exact money
- transaction volume x reached/exceeded
- power supply interrupted for longer than x minutes (only battery version)
- error has been fixed

3 If necessary, specify time period for text messaging [Fig. 14/B].

4 Please continue with the next section.

Setting phone number for text message reception/Audit Manager readout

You may set up to two international mobile numbers which are supposed to receive the c² text messages, e.g., the airbox phone number, in case the messages are to be checked in the back office using the Audit Manager.

phone number format:

International call prefix | Country calling code | Phone number (dropping the prefix 0)

Example [EN]: + | 44 | 0xxxxxxx

1 Open the c² message setup box (cp. "Setting up coin changer/machine events triggering a c2 message", p. 36).

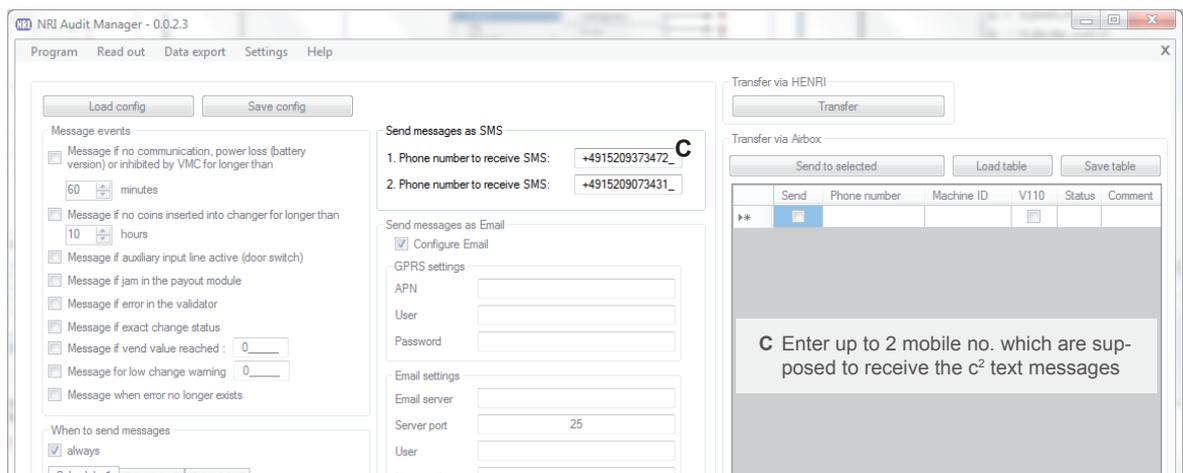


Fig. 15: Setting phone no. for text message reception

2 Enter up to 2 mobile no. which are supposed to receive the c² text messages or the airbox phone number [Fig. 15/C].

Setting up e-mail communication

- 1 Open the c² message setup box (cp. "Setting up coin changer/machine events triggering a c2 message", p. 36).

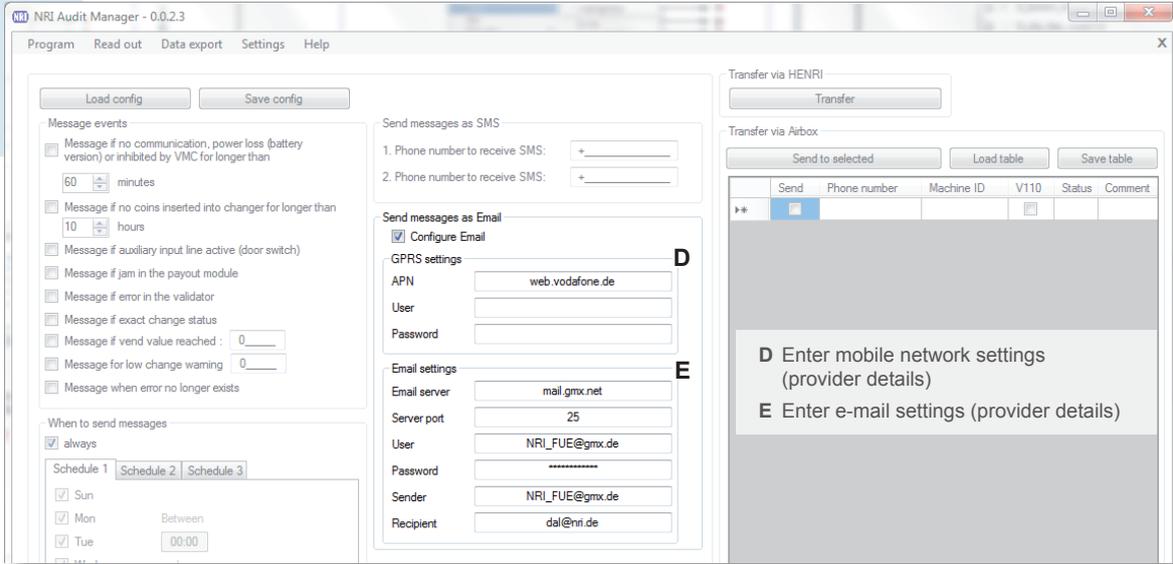


Fig. 16: Setting up e-mail communication

- 2 Contact your phone card provider and ask for the mobile network and e-mail settings suitable for your mobile phone contract/tariff [Fig. 16/D]:

- **APN**
Access Point Name. Name/address typically allowing a user's computer to access the internet using the mobile phone network. Each mobile network operator has its own APN profile (settings). Please use correct spelling!
- **User & Password for APN**
Not always necessary

The following table lists some APN examples of important network providers:

Country	Network	APN	User	Password
England	VODAFONE (Contract)	internet	web	web
	VODAFONE (Prepaid)	pp.vodafone.co.uk	web	web
France	ORANGE (Mobicard)	orange	orange	orange
	SFR	websfr		
	BOUYGUES TELECOM	eBouygTel.com		

Country	Network	APN	User	Password
France	ORANGE (Mobicard)	orange	orange	orange
	SFR	websfr		
	BOUYGUES TELECOM	eBouygTel.com		
Germany	T-MOBILE	internet.t-mobile	t-mobile	tm
	VODAFONE (Contract)	web.vodafone.de		
	VODAFONE (Prepaid)	event.vodafone.de (Websession)		
	O ₂ (Contract)	internet		
	O ₂ (Prepaid)	pinternet.interkom.de		
	E-PLUS	internet.eplus.de	eplus	internet
Italy	TIM	ibox.tim.it		
	VODAFONE	web.omnitel.it		
	WIND	internet.wind		
	TRE	tre.it	guest	guest
Spain	TELEFONICA (MOVISTAR)	movistar.es	movistar	movistar
	VODAFONE	ac.vodafone.es	vodafone	vodafone
	ORANGE	internet		
	YOIGO	internet		
	MASMOVIL	internetmas		
USA	AT&T (with acceleration)	ISP.CINGULAR	ISPDA@CINGULARGPRS.COM	CINGULARI
	AT&T (NO acceleration)	ISP.CINGULAR	ISP@CINGULARGPRS.COM	CINGULARI
	AT&T (iPhone)	phone	guest	guest
	AT&T (non-contract)	WAP.CINGULAR	WAP@CINGULARGPRS.COM	CINGULARI
	Edge Wireless	ISP	guest	guest
	T-Mobile (Internet)	internet2.voicestream.com	guest	guest
	T-Mobile (VPN)	internet3.voicestream.com	guest	guest
T-Mobile (non-contract)	wap.voicestream.com	guest	guest	



This table only lists untested examples and is subject to change. We assume no liability for being complete, correct and/or up-to-date. Please contact your phone card provider at any rate for correct data.

- 3** Set up your e-mail client. For these data please also contact your phone card provider [Fig. 16/E]:
- **E-mail server** examples:
mail.gmx.net,
smtp.web.de
 - **Server port**
 - **User & Password for e-mail account**
 - **Sender & Recipient e-mail address**

Saving/Loading c² monitoring configuration in/from Archives directory

For future applications you may save the left-hand side of the monitoring configuration (all settings except for the transfer settings) as .aps in the Audit Manager Archives folder.

- 1** Open the c² message setup box (cp. "Setting up coin changer/machine events triggering a c2 message", p. 36).

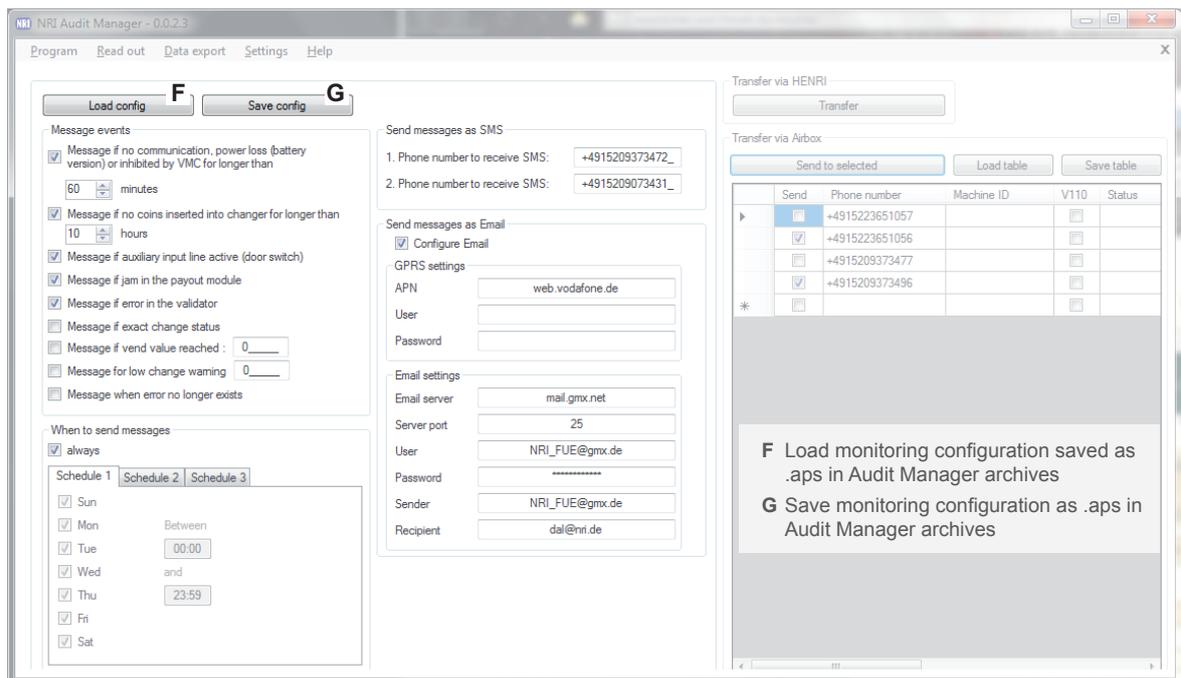


Fig. 17: Saving/loading c² monitoring configuration in Archives directory

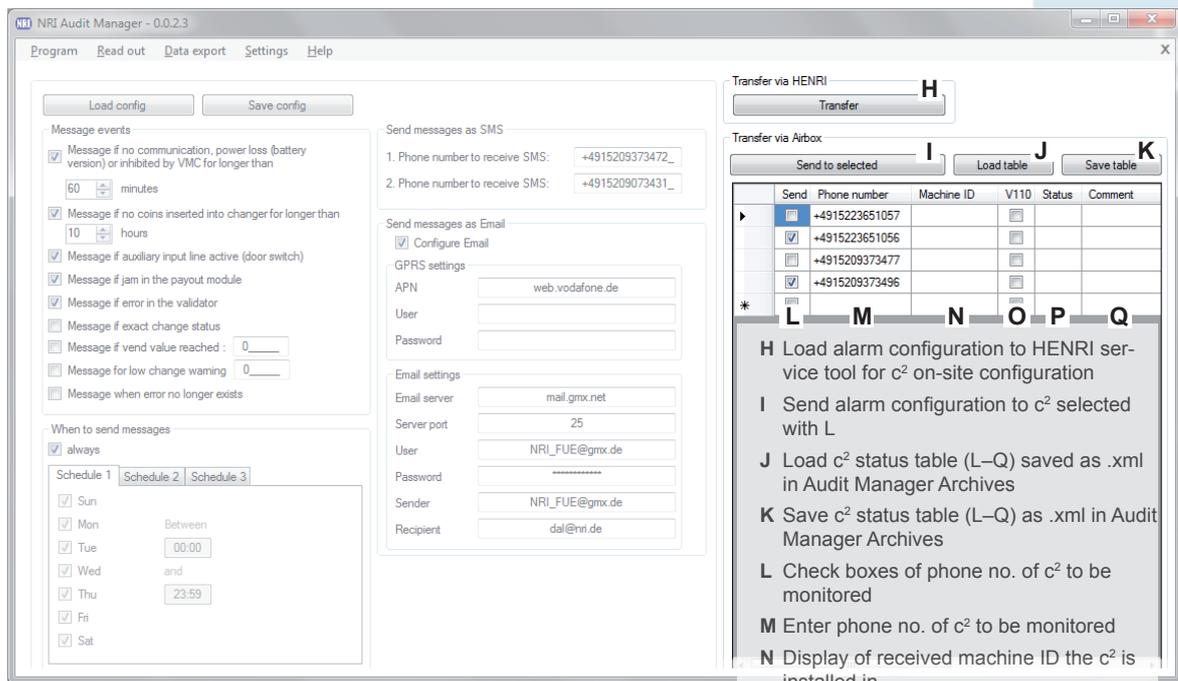
- 2** To save the configuration as .aps file in the Archives directory click the **SAVE CONFIG** button [Fig. 17/G]. To load a saved .aps file from the Archives directory click the **LOAD CONFIG** button [Fig. 17/F].

Sending c² monitoring configuration to coin changers



To be able to send the configuration to the coin changers the currenza airbox needs a mobile phone card (SIM) supporting CSD (Circuit Switched Data) transmission.

- 1 Open the c² message setup box (cp. "Setting up coin changer/machine events triggering a c2 message", p. 36).



- H** Load alarm configuration to HENRI service tool for c² on-site configuration
- I** Send alarm configuration to c² selected with L
- J** Load c² status table (L–Q) saved as .xml in Audit Manager Archives
- K** Save c² status table (L–Q) as .xml in Audit Manager Archives
- L** Check boxes of phone no. of c² to be monitored
- M** Enter phone no. of c² to be monitored
- N** Display of received machine ID the c² is installed in
- O** Check box, if there are any problems when calling a c² in another country (e.g. from Germany/Italy to England)
- P** Display of received c² status
- Q** Enter individual comment on c²

Fig. 18: Sending c² monitoring configuration to coin changer(s)

- 2 Enter international PHONE NO. of c² coin changers to be monitored (+.0..) and optional COMMENTS line by line [Fig. 18/M + Q].
- 3 Check boxes of phone no. of c² coin changers to be monitored [Fig. 18/L].



If you want to call a c² airport in another country, e.g., from Germany/Italy to England, there might be a problem with the interworking with other mobile phone networks. If so, check the box in the "V110" column [Fig. 18/O] and try again.

V.110 is an ITU protocol recommendation for bitrate adaption between transmitter and receiver (ITU = International Telecommunication Union).

4 Select **SEND TO SELECTED** button [Fig. 18/I].

For the Audit Manager, it may take a time to call the coin changers selected and send the monitoring configuration.

From now on the c² coin changers selected will send a status text message [Fig. 18/P] and/or an e-mail to the specified phone number in the event of a coin changer error/status selected.



*If you want to use the status table again, you may **SAVE** the **TABLE** as .xml file in the Audit Manager folder and open the saved table with the **LOAD TABLE** button later on.*

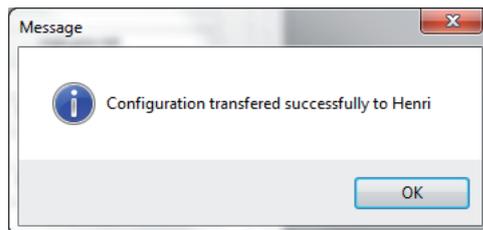
Loading c² monitoring configuration in HENRI for on-site upload



To be able to send the configuration to the HENRI service tool the currenza airbox needs a mobile phone card (SIM) supporting CSD (Circuit Switched Data) transmission.

If for any reason you cannot transfer the configuration using the airbox, it is possible to upload the configuration to the HENRI service module for later on-site configuration at the machine:

- 1 Connect the HENRI service tool to a USB PC port using the USB cable.
- 2 If necessary, open the c² message setup box (cp. "Setting up coin changer/machine events triggering a c2 message", p. 36).
- 3 Click the **TRANSFER** button in the TRANSFER VIA HENRI field [Fig. 18/H]. Upon completion, a dialog box will appear confirming completed data transfer.



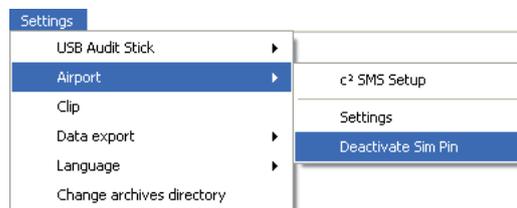
4 Close box with **OK**.

The c² airport coin changers can now be configured on site using the HENRI service tool (cp. separate c² airport short reference guide).

Deactivating SIM card PIN of c² airport

In order that the c² airport is able to send text messages without the need for cumbersome activation of the SIM card after every switch-off, you should deactivate the personal identification number of the c² airport SIM cards using the airbox and Audit Manager:

- 1 Disconnect airbox from PC.
- 2 If necessary, remove SIM card from airbox and insert c² airport SIM card (cp. "Installing currenza airbox", p. 16).
- 3 Connect airbox to PC (cp. "Installing currenza airbox", p. 16).
- 4 If necessary, wait until the yellow and red LEDs on the airbox go out and only the green one is on



- 5 In the main menu select item **SETTINGS, AIRPORT** and then **DEACTIVATE SIM PIN**.



- 6 Enter 4-digit PIN of the SIM card inserted.
- 7 Select **CHECK** button.
The Audit Manager displays whether the PIN is deactivated or activated.
- 8 Select **DEACTIVATE** button.
The SIM card PIN is deactivated.
- 9 Repeat steps 1–8 for all c² airports to be monitored.
- 10 Disconnect airbox from PC.
- 11 Remove c² airport SIM card from airbox and reinsert airbox SIM card (cp. "Installing currenza airbox", p. 16).
- 12 Reconnect airbox to PC (cp. "Installing currenza airbox", p. 16).

Basic settings for currenza clip/audimax Desktop Reader & audit key

Before using the audit key and Desktop Reader for the first time to import audit data you have to set the COM port for PC communication and the administration code.

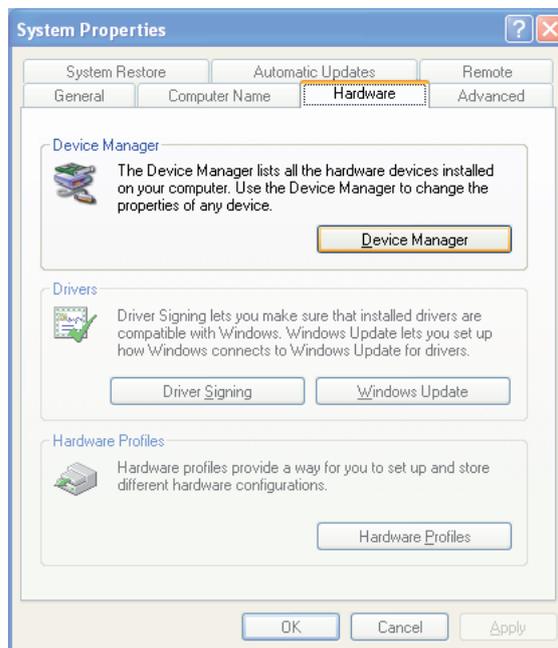


Please use the ClipManager PC configuration software and online help or the currenza audimax manual to program a currenza data key as audit key.

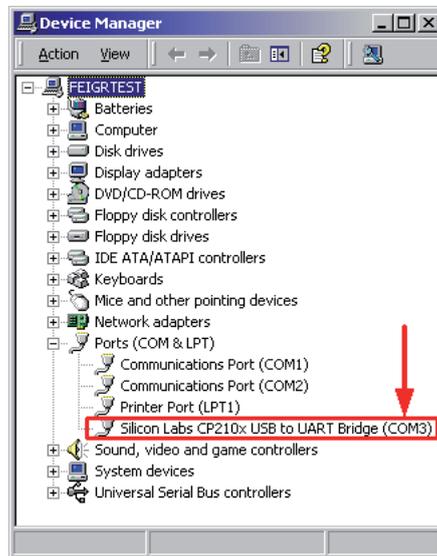
Setting COM port for currenza clip Desktop Reader

To check the COM port the Desktop Reader is connected to, please open the SYSTEM PROPERTIES dialogue box:

- 1 Select **START** and then **CONTROL PANEL** to open the Windows control panel.
- 2 Select **SYSTEM**.



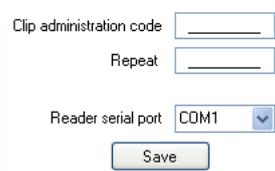
- 3 Select **HARDWARE** tab and then the **DEVICE MANAGER** button. The dialogue box **DEVICE MANAGER** opens.



- 4 Open the **PORTS** tree. If the Desktop Reader is correctly installed, you will find the entry **SILICON LABS CP210x USB TO UART BRIDGE (COMXYZ)**. xyz (here: 3) is the COM port number to be set in the Audit Manager.



- 5 In the Audit Manager main menu select item **SETTINGS** and then **CLIP**.

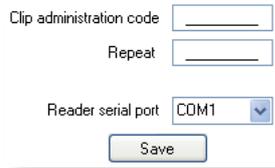


- 6 Behind **READER SERIAL PORT** select the COM port number checked in the device manager from the pull-down menu.
- 7 Confirm setting with **SAVE**. Now the Audit Manager has found the Desktop Reader connected.

Entering administration code



1 In the main menu select item **SETTINGS** and then **CLIP**.

A screenshot of the 'CLIP' administration settings screen. It features three input fields: 'Clip administration code' (a text box), 'Repeat' (a text box), and 'Reader serial port' (a dropdown menu currently showing 'COM1'). Below these fields is a 'Save' button.

2 Behind **CLIP ADMINISTRATION CODE** enter the max. 9-digit administration code of the clip/audimax system to be read out.

3 Behind **REPEAT** enter the same administration code again.

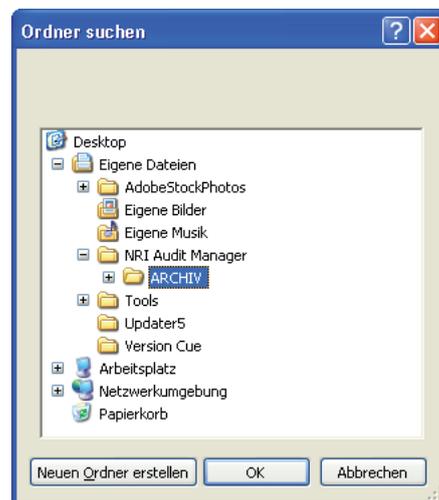
4 Confirm setting with **SAVE**.

Selecting archives directory for audit data import & export

If you do not want the Audit Manager to save the audit data files imported and exported in a My Documents folder automatically created, you can create an individual directory:



- 1 In the main menu select item **SETTINGS** and then **CHANGE ARCHIVES DIRECTORY**.



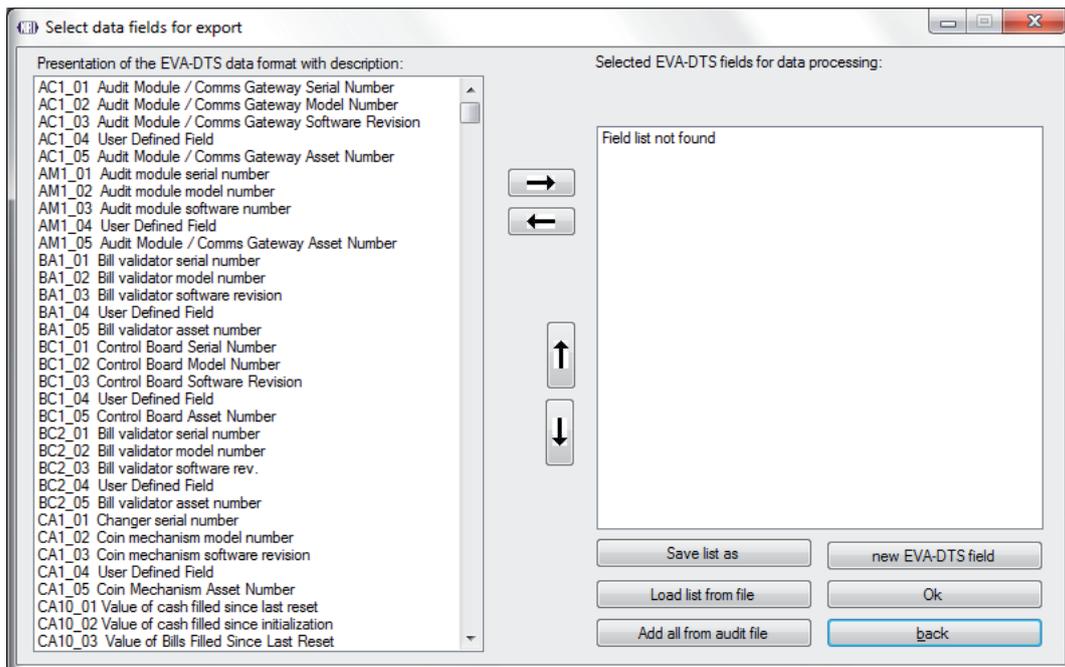
- 2 In the dialog box **SEARCH FOLDER**, either
 - cut and paste an already existing **NRI AUDIT MANAGER** folder using the right mouse button or
 - select the desired directory and use the **MAKE/CREATE NEW FOLDER** button to create and name a new folder for the audit data archives.
- 3 Close dialog box with **OK**.
The imported and exported audit files will now be saved in this directory.

Composing statistical audit data table to be exported

The Audit Manager enables you to select those EVA-DTS data you want to process and archive in the statistical table, so that you do not have to export all of the EVA-DTS audit data. Each data field selected will form a separate table column:



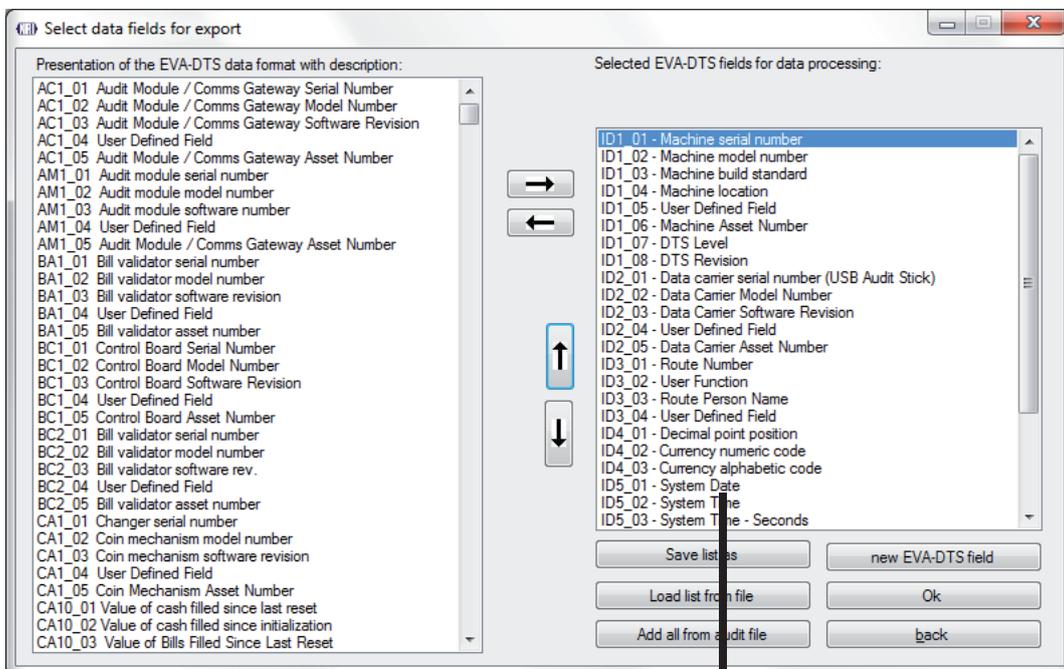
- 1 In the main menu select item **SETTINGS**, **DATA EXPORT** and then **SET DATA FIELDS**.



The left-hand box lists the EVA-DTS data format with all data fields. The right-hand box is to be equipped with individually selected data fields which are supposed to be part of the table.

- 2 Arrange the right-hand box according to your requirements:
 - Mark those data fields in the left-hand list you want to have in the table and use the upper arrow button to transfer them in the right-hand list.
 - Mark those data fields in the right-hand list you do not want to have in the table and use lower arrow button to delete them.

- Click **NEW EVA-DTS FIELD** to name and add a new data field for an individual table column.
 - Click **ADD ALL FROM AUDIT FILE** to load all data fields from an imported .sta file saved in the Audit Manager Archives folder.
 - Double-click a data field in the right-hand box to change its name and ID.
 - Click **SAVE LIST AS** to save the right-hand list as .def file in the Audit Manager folder.
 - Click **LOAD LIST FROM FILE** to load all data fields from an already saved .def file in the Audit Manager folder.
- 3 Select the **OK** button if you want to save the data field arrangement. The statistical table will have the new layout defined.



Microsoft Excel - EVA-DTS import_Roe.xls

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	ID1_01	ID1_02	ID1_03	ID1_04	ID1_05	ID1_06	ID1_07	ID1_08	ID4_01	ID4_02	ID4_03	ID7_01	ID7_02	ID7_03	ID7_04	ID7_05	ID7_06	ID7_07
2	Machinenseriennummer	Machinenmodellnummer	Machinenbaustandard	Gerättestandort	User Defined Field	Machine Ass	DTS Level	DTS Revision	Dezimalpunkt	Telefon-L	ndesAlphabetisch	Payment sys	Payment sys	Manufacturer	Serial No.	Model	Software revis	Status
4	9373477	-	0-	-	-	9373477	6	0	2	1978-	-	-	-	-	-	-	-	-
5	9373477	-	0-	-	-	9373477	6	0	2	1978-	-	-	-	-	-	-	-	-
6	979899	-	0-	-	-	979899	6	0	2	1978-	-	-	-	-	-	-	-	-

EVA-DTS import_Roe.txt - Editor

ID1_01	ID1_02	ID1_03	ID1_04	ID1_05	ID1_06	ID1_07	ID1_08	ID4_01	ID4_02	ID4_03	ID7_01	ID7_02	ID7_03	ID7_04	ID7_05	ID7_06	ID7_07
Machinenseriennummer			Machinenmodellnummer			Machinenbaustandard		Gerättestandort	User Defined Field		Machine Asset Number	DTS Level					
9373477	-	0	-	-	9373477	6	0	2	1978	-	-	-	-	-	-	-	-
9373477	-	0	-	-	9373477	6	0	2	1978	-	-	-	-	-	-	-	-
979899	-	0	-	-	979899	6	0	2	1978	-	-	-	-	-	-	-	-

Fig. 19: Examples for exported audit files as .xls or .txt

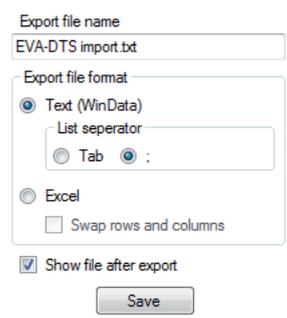
Specifying name and format for export files

The Audit Manager can export the audit data and text messages of an c² airport as .xls or .txt file. By default the audit data file name is EVA-DTS IMPORT.XLS/.TXT. The file name of an exported .sms file is SMS.XLS/.TXT and can only be changed after the export.

To select the file format and name the file:



- 1 In the main menu select item **SETTINGS, DATA EXPORT** and then **SETTINGES**.



- 2 If necessary, overwrite EVA-DTS IMPORT with an individual file name for exported audit data.
- 3 In the EXPORT FILE FORMAT field, select **TEXT** for the .txt or **EXCEL** for the .xls format.



Select a list separator (tabulator or semicolon) when you want the Audit Manager to export a .txt file.

Select SWAP ROWS AND COLUMNS when you want the Audit Manager to put the EVA-DTS data fields of an .xls file in lines one below the other and not side by side in colums.

- 4 Select **SHOW FILE AFTER EXPORT** if you want the Audit Manager to start the export file in Microsoft® Excel or an editor automatically after the audit data has been exported.

6 Audit data retrieval from VMDs using ...



The Audit Manager software is able to import audit data from the USB Audit Stick or an audit key belonging to a currenza clip or audimax system. Please read in the following two sections how to use the USB Audit Stick and audit key to read out the audit data from a vending machine device (VMD).

Audit data retrieval from VMDs using USB Audit Stick

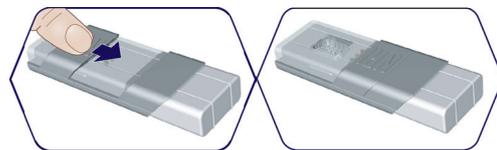
After having stored the required communication protocol in the USB Audit Stick and having checked the system time you can now use the stick to read out audit data from a VMD.

Depending on the readout interface you will need either an Audit Stick "Standard" or "Battery" and additional adapter cables (cp. "Accessories for ...", p. 9).

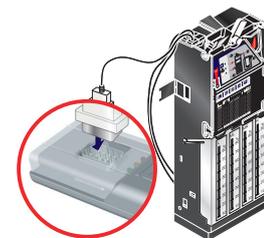


Infrared and also DEX connection must be started using the white button on the bottom side of the "Battery" stick.

- 1 Push the grey Audit Stick slider forward, so that you can access the 9-pole D-Sub plug.



- 2 – Connect the Audit Stick to the VMD (e.g. NRI coin changer) using its serial printer cable (9-pole D-Sub socket) or another serial cable with an 9-pole adapter (and for DEX connection press the button) (cp. "Accessories for ...", p. 9).
Or:



- Hold the the Audit Stick "Battery" in the direction of the infrared interface or adapter of the VMD (not more than 1m distance) and press and hold the white button on the bottom side of the Stick until an LED on the USB Audit Stick is on.

First

- the green LED flashes briefly = Stick is ready for data transfer, then
- the yellow LED is on = Stick has found VMD and attempts to read out audit data, finally
- the green LED is on = Stick has stored all data successfully.

- 3 Disconnect USB Audit Stick from VMD.



If the Audit Stick's red LED lights up, please refer to Chap. "12 Troubleshooting", p. 77.

Audit data retrieval from VMDs using currenza clip/audimax audit key



Please use the ClipManager PC configuration software and online help or the currenza audimax manual to program a currenza data key as audit key.

- 1** Insert key laterally into the holder of the antenna.



Fig. 20: Audit key in antenna holder

The blue LEDs (connected in parallel) are on. The key has been found and audit data is being read out.

- 2** Wait until the LEDs start flashing (1s on, 4s off).

Data transfer to the key is completed. Now VMC and audit data is only saved in the audit key and has been deleted in the currenza clip/audimax.



If the LEDs flash evenly (1s on, 1s off), data transmission has not been successful. If so: Repeat procedure or check data key configuration. The key has possibly the wrong administrator code (cp. ClipManager online help or clip/audimax manual).

- 3** Remove key from the antenna holder.

7 Audit data import using ...

After having made all basic settings for the audit data import and relevant readout device you may now import the audit data to the PC.

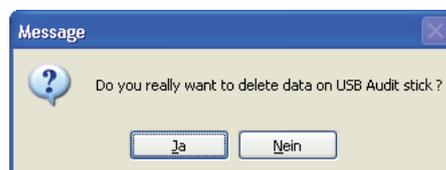
Audit data import using USB Audit Stick

To import the audit data from the USB Audit Stick:

- 1 Connect USB Audit Stick (cp. "Installing USB Audit Stick", p. 16).
The Audit Stick's green LED lights up. It is ready for data transfer.
- 2 Open the Audit Manager (cp. "Starting Audit Manager", p. 19).



- 3 In the main menu select item **READOUT** and then **USB AUDIT STICK**.
The audit data will be transferred to the PC.
The Audit Manager reports all imported data and saves each new record transferred as statistic file [Fig. 21/8] and/or as printer file [Fig. 21/10] in the Audit Manager Archives directory.



- 4 We recommend to delete the Audit Stick data after having transferred them to the PC by confirming the query with **YES**.

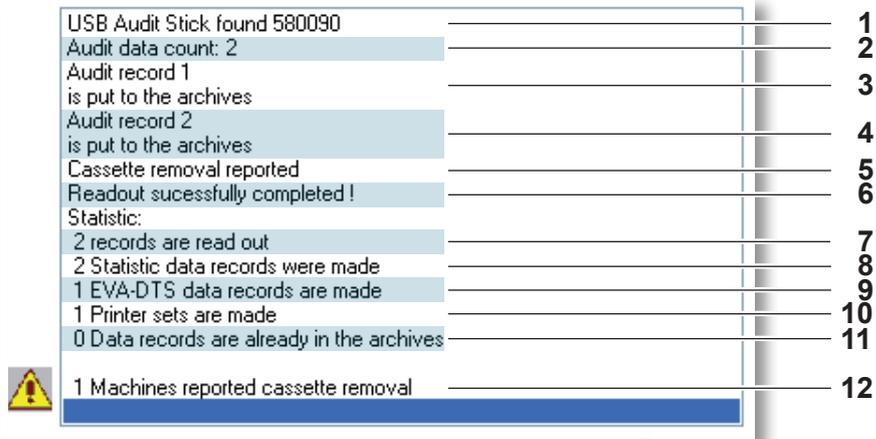


Fig. 21: Data import report

- 1 USB Audit Stick ID
- 2 How many data records were on the Stick?
- 3 First data record archived
- 4 Second data record archived, etc.
- 5 Status & error messages
- 6 Import status
- 7 How many data records have been read out?
- 8 How many .sta files have been saved in the Archives folder?
- 9 How many back-up .eva files have been saved in the Originals folder? (Used to restore .sta files)
- 10 How many .pri files have been saved in the Printer folder (only if printer protocol selected)?
- 11 How many data records have already been in the Archives folder before data transfer?
- 12 Special status & error messages sent by a c² airport security and saved as .cse file in the Archives folder



If "0 EVA-DTS/statistic data records" have been stored, the same audit data were probably transferred twice, or there are no audit data stored in the USB Audit Stick.

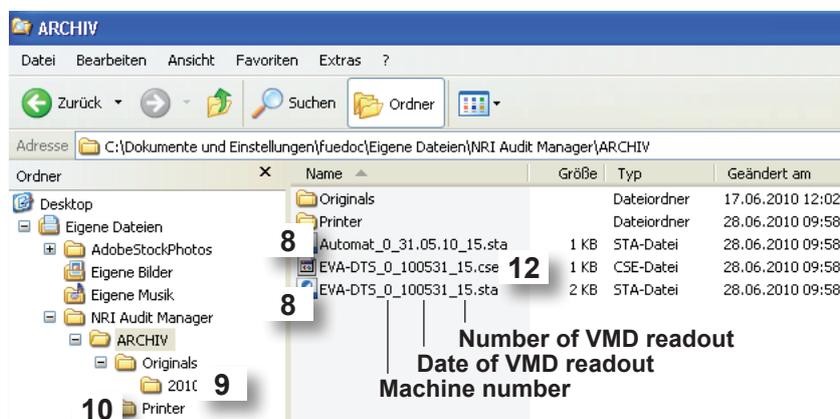


Fig. 22: Audit data files saved in the Archives folder

Audit data import using currenza airbox

If the airbox is connected to the PC and the SIM PIN has been entered cp. Chap. "3 Installation", p. 12 and Chap. "5 Basic settings", p. 28, you may read out all EVA-DTS data:

- status & error messages from currenza c² airport coin changers
- audit data from currenza c² airport coin changers
- data from machines connected to a currenza c² airport using DEX cable (e.g. currenza clip/audimax system)



1 In the main menu select item **READOUT**, **AIRPORT** and then **READOUT**.



If you have already entered and selected some changers in the Text Message Setup box, these will be displayed automatically (cp. "Setting up c² monitoring via text messages/e-mails", p. 36).

Read out	Phone number	Machine ID	Last readout	Dex Download	Service download	V110	Status
<input type="checkbox"/>	+4915209373477			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	+4915223651057	979899	26.04.2010 09:47:39	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ok
<input type="checkbox"/>	+4915223651056	000000002251	21.05.2010 14:27:57	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ok
<input checked="" type="checkbox"/>	+4915209373477			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2 Enter the phone number of all c² airport coin changers you want to read out in the column **PHONE NUMBER** (line by line).

3 Tick all phone numbers of coin changers you want to read out in the column **READOUT**.

If you would only like to monitor a c² airport and retrieve its status & error messages, but real audit is done on site at the machine:

4 Check the box in the column **SERVICE DOWNLOAD** (readout and reset counters will remain unaffected).

If you would like to readout the machines connected to a c² airport using a DEX cable, but not the c² airport itself:

5 Check the box in the column **DEX DOWNLOAD**.

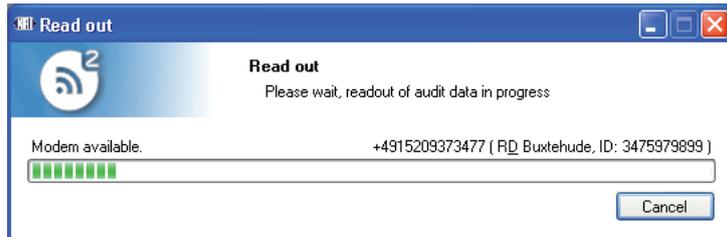


*To complete the table you may also **LOAD** an **.xml c² TABLE** you have already saved in the **NRI Audit Manager** directory when reading out a c² airport the last time.*

6 To save table configuration for future readouts click the **SAVE TABLE** button and save the table as .xml file under an unambiguous name in the NRI AUDIT MANAGER directory.

7 Click **READ OUT**.

A status bar is displaying the readout process.



8 Wait until the status bar disappears.

All EVA-DTS data is transferred to the Archives directory (Fig. 23). The Audit Manager displays on the one hand MACHINE ID and date and time of the readout (under LAST READOUT) and on the other hand the changer/ machine STATUS.

Read out	Phone number	Machine ID	Last readout	Dex Download	Service download	V110	Status
<input type="checkbox"/>	+4915223851057	979899	26.04.2010 09:47:39	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ok
<input type="checkbox"/>	+4915223851056	00000002251	21.05.2010 14:27:57	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ok
<input checked="" type="checkbox"/>	+4915209373477	3475979899	17.06.2010 12:02:55	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Minzprüfer entnommen (security sensor), Geldkassette entnommen (security sensor), Tü...

Usually the STATUS is OK. If not, the STATUS is highlighted in red and the c² error message is displayed. Please try to remedy the malfunction by means of the table in section "c² airport troubleshooting" in this chapter.



When exiting the screen you are asked if you would like to save possible changes made to the table. The data would be saved as .xml file in the NRI AUDIT MANAGER directory and could be opened again as table by selecting **LOAD TABLE** (cp. step 6).



If you want to call a c² airport in another country, e.g., from Germany/Italy to England, there might be a problem with the interworking with other mobile phone networks. If so, check the box in the "V110" column and try again.



V.110 is an ITU protocol recommendation for bitrate adaption between transmitter and receiver (ITU = International Telecommunication Union).

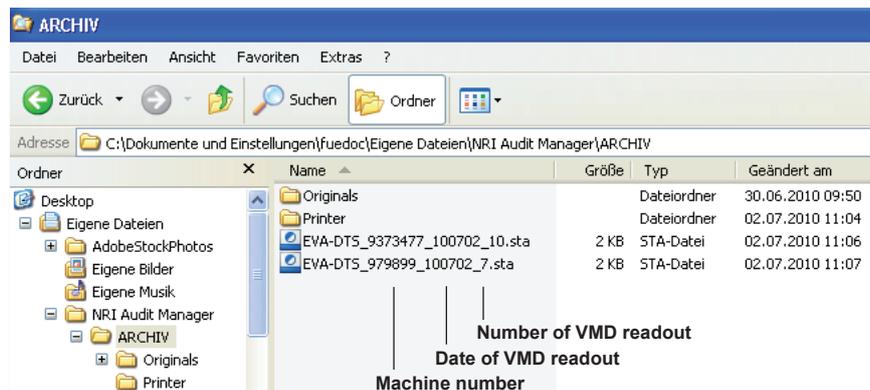


Fig. 23: Audit data files saved as .sta files in the Archives folder.



Each new data record will be compared with the records already saved in the Archives folder. Identical records are only saved once. The Audit Manager then reports *AUDIT RECORD IS ALREADY IN THE ARCHIVES*.

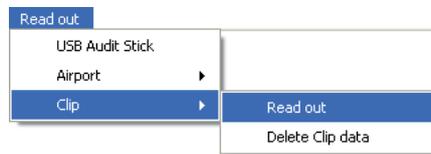
c² airport troubleshooting

Message	Possible causes	Remedy, hints
TUBE CASSETTE REMOVED	Coin cassette <ul style="list-style-type: none"> • removed • not engaged correctly 	<ul style="list-style-type: none"> • Reinstall coin cassette • Reinsert cassette straight in and down, until it clicks in position
SORTING OPEN	<ul style="list-style-type: none"> • Sorting area open • Sorter cover not engaged correctly 	<ul style="list-style-type: none"> • Close sorter cover using the blue latch on the right-hand side of the coin validator • Latch sorter cover correctly
COIN JAM IN MEASUREMENT MODULE	Coins or foreign objects got stuck in the coin validator	Open flight-deck at the insert funnel and remove coins or foreign objects
COIN JAM IN SORTING MODULE	Coins or foreign objects got stuck in the lower sorting area of the coin validator	Open sorter cover using the blue latch on the right-hand side of the coin validator, remove coins or foreign objects and latch sorter cover again
SIZING OPTICS FAILURE	Inserted coin not recognised, since light sensors are <ul style="list-style-type: none"> • effected by external light • defective 	<ul style="list-style-type: none"> • Mount coin validator cover • Exchange light sensors (service case)
TUBE JAM	Coins got stuck in the coin cassette	Remove coin cassette using the blue latch at the top of the cassette, eliminate jam and latch cassette again
NO COMMUNICATION WITH VENDING MACHINE		<ul style="list-style-type: none"> • Check connecting cable/connection between coin changer and VMC
NO COMMUNICATION WITH BILL RECYCLER		<ul style="list-style-type: none"> • Check bill recycler • Check connecting cable/connection between coin changer and recycler • Set up communication in coin changer (SETTINGS → PERIPHERAL → BILL RECYCLER → active)
INHIBITED BY VENDING MACHINE (LONGER THAN 60 SECONDS)	Vending machine empty/defective	Check vending machine

Audit data import using currenza clip/audimax audit key & Desktop Reader

After having set the Desktop Reader COM port and administration code of the clip/audimax system (cp. "Basic settings", p. 28) you may now import the EVA-DTS data from the audit key:

- 1 Connect Desktop Reader to the PC (cp. "Installing currenza clip Desktop Reader for audit key", p. 19).
- 2 Open the Audit Manager (cp. "Starting Audit Manager", p. 19).



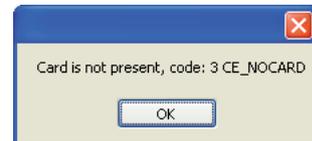
- 3 In the main menu select item **READOUT**, **CLIP** and then **READOUT**.



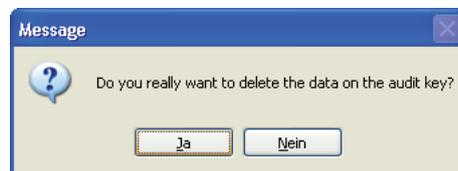
- 4 Place the audit key with the audit data to be imported onto the lower third of the Desktop Reader and confirm with **OK**.
The audit data will be transferred to the PC.



If the audit key is not placed correctly, the Audit Manager displays an error message. Close message with OK, slightly move the audit key on the Reader and try again.



The Audit Manager reports all imported data and saves each new record transferred as statistics file [Fig. 24/2]/[Fig. 25/2] in the Audit Manager Archives directory.



- 5 We recommend to delete the audit key data after having transferred them to the PC by confirming the query with **YES** if the data import report does not show any errors.

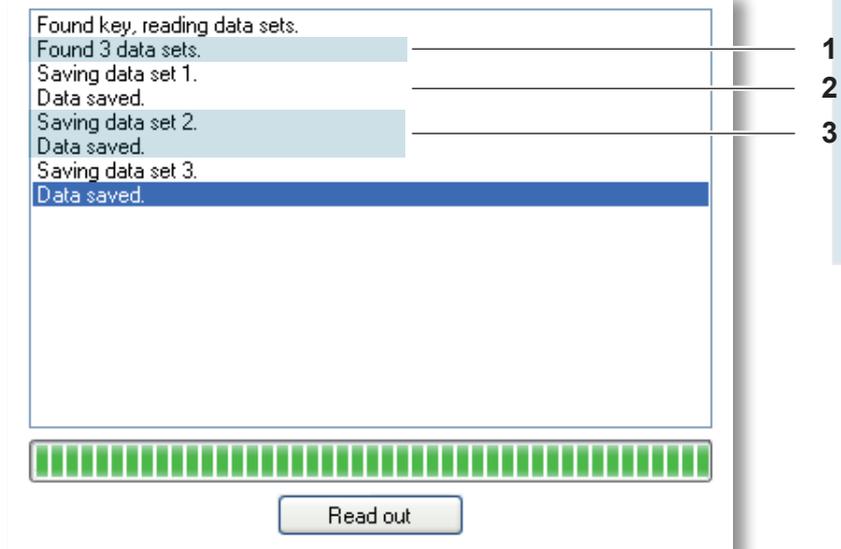


Fig. 24: Data import report

- 1 How many data records were on the audit key?
- 2 First data record archived as .sta file in the Archives folder and as back-up .eva file in the Originals folder
- 3 Second data record archived as .sta file in the Archives folder and as .eva file in the Originals folder, etc.

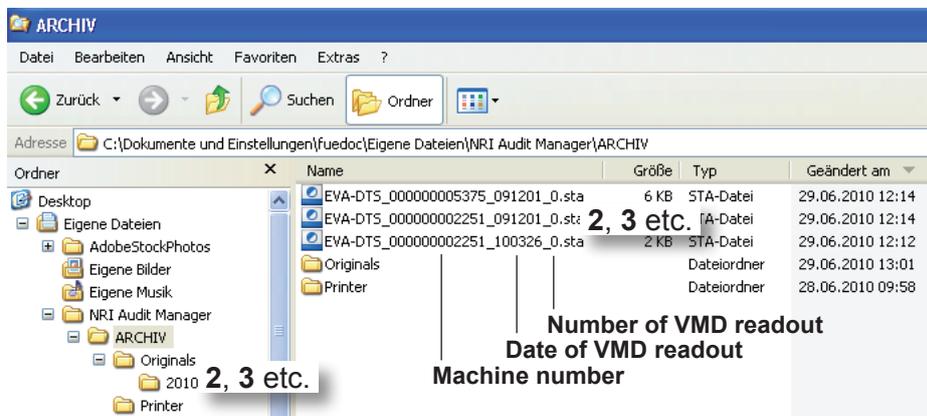


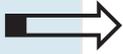
Fig. 25: Audit data files saved in the Archives folder



Each new data record will be compared with the records already saved in the Archives folder. Identical records are only saved once. The Audit Manager then reports AUDIT RECORD IS ALREADY IN THE ARCHIVES.

- 6 To import further data from other audit keys place the relevant audit key and click the **READ OUT** button.

8 Audit data management



Once imported the audit data, you may

- display,
- print,
- export,
- delete and restore them.

Displaying and printing audit data

Selecting the PROGRAM ⇨ ARCHIVES menu item and then LOAD ... you can display any eva., .sta, .pri and .cse file saved in the Audit Manager ARCHIVES and PRINTER directory, e.g. for printing or checking a particular file:

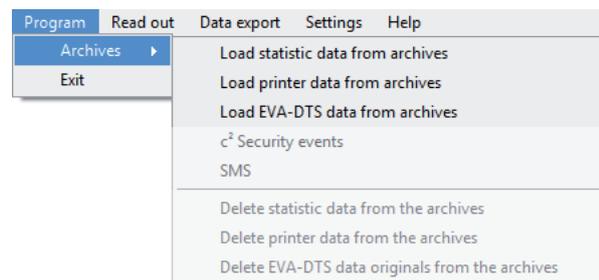
- Load statistic data from archives:
Display of .sta-files saved in the Audit Manager ARCHIVES directory
- Load printer data from archives:
Display of .pri-files saved in the Audit Manager PRINTER directory



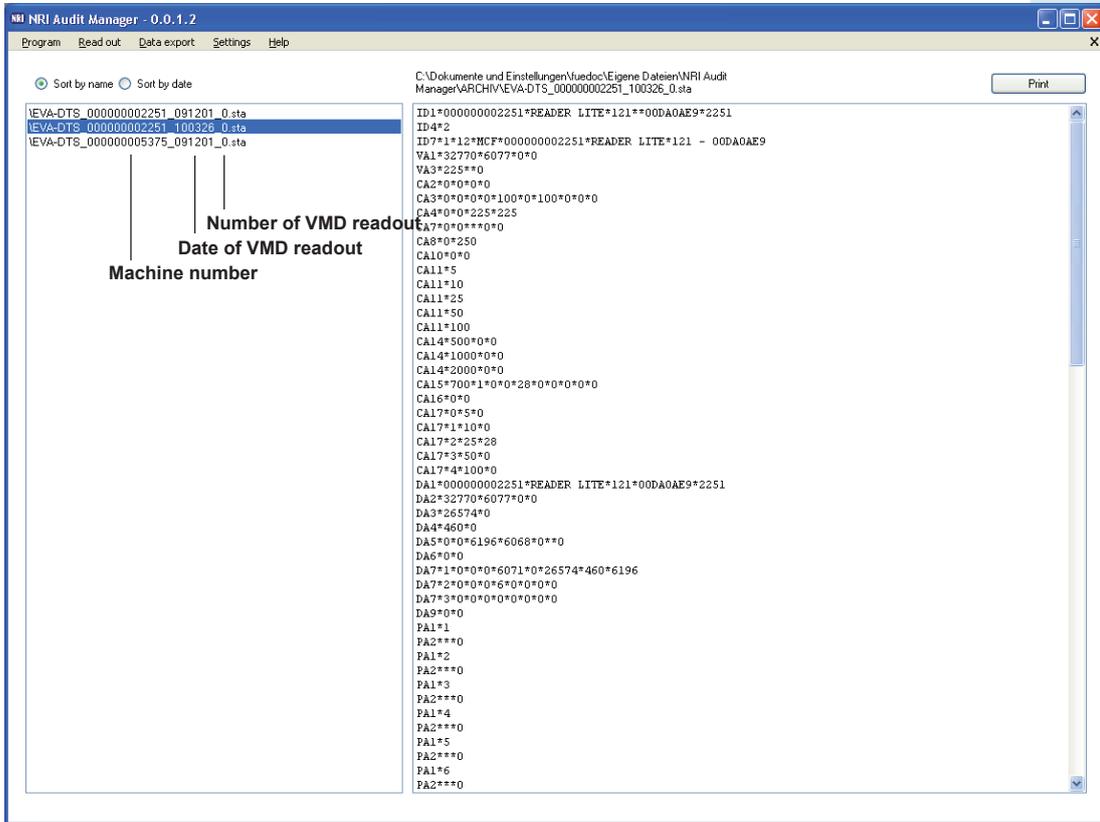
These are files read out using the printer and not the EVA-DTS protocol.

- Load EVA-DTS data from archives:
Display of .eva files saved in the Audit Manager ORIGINALS directory
- c² security events:
Display of .cse files saved in the Audit Manager ARCHIVES directory

To display a file:



- 1 In the main menu select item **PROGRAM, ARCHIVES** and then **LOAD ...** (e.g. statistic data from archives)/**C2 SECURITY EVENTS**.



- 2 If necessary, **SORT** the files in the left-hand column **BY NAME** or **BY DATE**.
- 3 Select required file characterised by machine number, date and number of VMD readout by double-clicking the file.
The (e.g. statistic) audit data is displayed in the right-hand field.
- 4 Select the **PRINT** button if you want to print this data.



The data will be printed as displayed: EVA-DTS data in common editor layout and printer data as clearly laid out receipt.

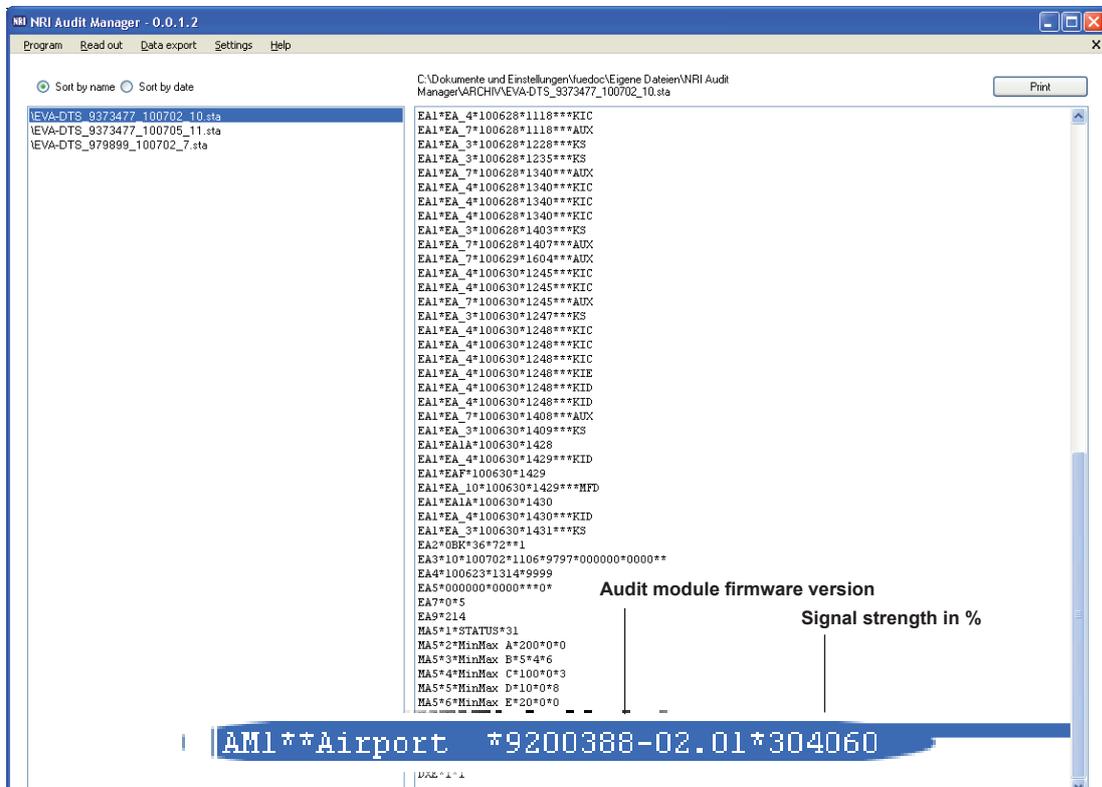
Checking signal strength of c² airport coin changers



Only for coin changers with an audit module firmware 9200388_02_01.aud and higher.

If you have problems with the reception and positioning the antenna of a c² airport, the Audit Manager can help you check the signal strength with the machine door closed. Just check EVA-DTS field AM1:

- 1 Do a SERVICE DOWNLOAD (cp. "Audit data import using currenza airbox", p. 55).
- 2 Display relevant .sta file (cp. "Displaying and printing audit data", p. 60).
- 3 Check EVA-DTS field AM1:

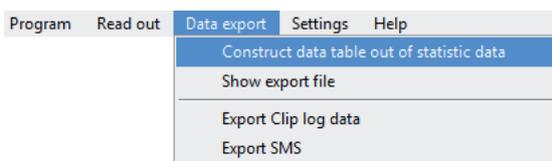


- Digits 1 and 2 = Lowest signal value (here: 30%)
- Digits 3 and 4 = Current signal value (here: 40%)
- Digits 5 and 6 = Highest signal value (here: 60%)

- 4 If the current signal value is lower than 30% the signal strength is insufficient, and the antenna has to be repositioned.

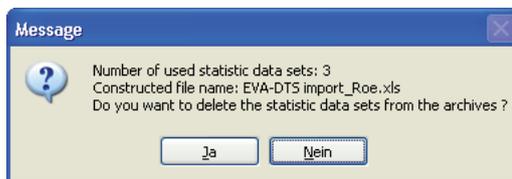
Exporting statistical audit data table

If you have determined the table layout and export format (cp. "Basic settings", p. 28), you can now export all audit statistics .sta-files as a .xls or .txt.-file:



- 1 In the main menu, select menu item **DATA EXPORT** and then **CONSTRUCT DATA TABLE ...**

The Audit Manager converts all .sta files (here: 3) and saves the .xls or .txt file in the Audit Manager Archives directory (along with a back-up file).



- 2 We recommend to delete the .sta-files from the Audit Manager Archives directory after having exported them by confirming the query with **YES**. If activated, the exported file will be started automatically in Microsoft® Excel, Microsoft® Office Excel Viewer or an Editor (cp. "Specifying name and format for export files", p. 50).

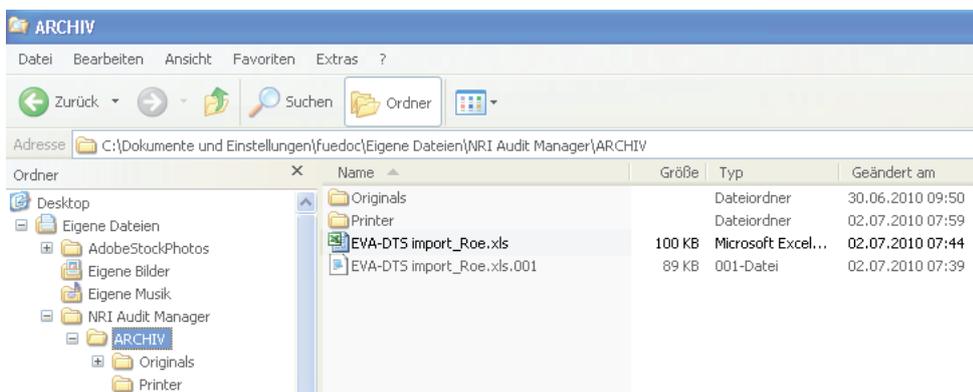


Fig. 26: Exported .xls file in the Archives

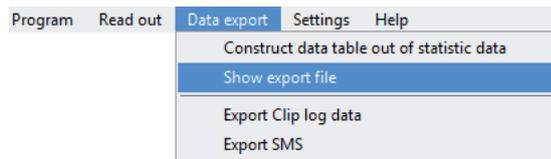


When exporting further EVA-DTS statistics as .xls file the Audit Manager will generate a new file and add a .001/.002.. to the file-name extension.

Each further txt export will be added to the existing .txt file as a new line, when exporting the statistics file, unless you changed the export file name.

Starting statistical audit data table

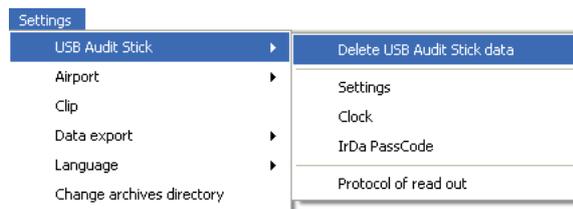
If the autorun function is deactivated, you may start the exported file in the Audit Manager:



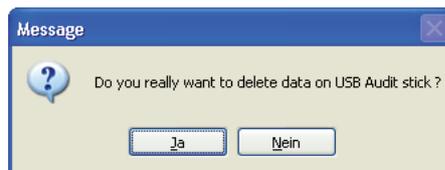
Deleting audit data ...

If you do not have deleted those audit data already processed, you can do so now.

Deleting audit data from USB Audit Stick



- 1 In the main menu, select item **SETTINGS**, **USB AUDIT STICK** and then **DELETE USB AUDIT STICK DATA**.

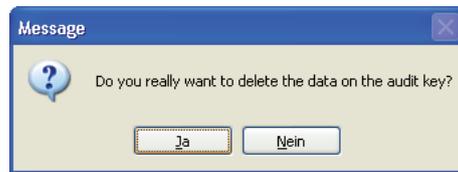


- 2 Confirm query with **YES** and info box with **OK**, if you want the USB Audit Stick to delete all its audit data before reading out new data from a VMD.
- 3 If necessary, check deleting byte in the USB Audit Stick (cp. "Displaying USB Audit Stick data", p. 29).

Deleting audit data from audit key



- 1 In the main menu, select item **READOUT**, **CLIP** and then **DELETE CLIP DATA**.



- 2 Confirm query with **YES**, if you want to delete all audit data on the key.



- 3 Place the audit key with the audit data to be deleted onto the lower third of the Desktop Reader and confirm with **OK**. All audit data will be deleted.



If the audit key is not placed correctly, the Audit Manager displays an error message. Close message with OK, slightly move the audit key on the Reader and try again.

Deleting audit data from Audit Manager archives

Selecting the **ARCHIVES** menu item you can delete any audit file saved in the Audit Manager Archives directory:

- Delete statistic data from archives:
Deletes all .sta files saved in the Audit Manager **ARCHIVES** directory
- Delete printer data from archives:
Deletes all .pri files saved in the Audit Manager **PRINTER** directory



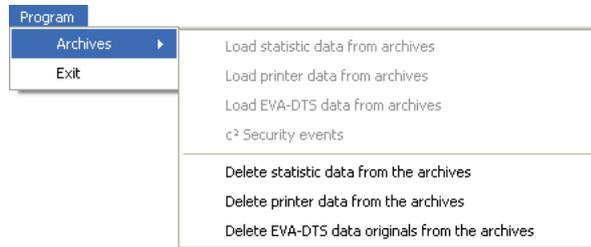
These are files transferred using the printer and not the EVA-DTS protocol.

- Delete EVA-DTS data originals from archives:
Deletes all .eva back-up files saved in the Audit Manager **ORIGINALS** directory

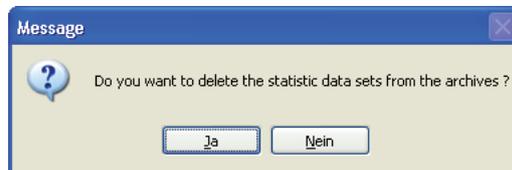


Important!
Assumed that you have deleted a file you still need, these files could be used to restore .sta files.

To delete a file from the Archives:



- 1 In the main menu select item **PROGRAM, ARCHIVES** and then **DELETE ...** (e.g. statistic data from the archives).



- 2 Confirm query with **YES**, if you want to delete all .sta/.pri/.eva files (here: .sta files) from the Audit Manager Archives.
- 3 Close info box with **OK**.
The audit files have been deleted.

Restoring audit files

If you have unintentionally deleted an imported statistic file from the Archives:

- 1 Just copy the back-up .eva file in the Originals folder and paste it in the Archives folder.
- 2 Re-name the .eva file as .sta file.

9 Quick import & export using ...

On the start screen the Audit Manager provides shortcuts to import and Excel export the audit data.

Requirements: All basic settings have been made (cp. "Basic settings", p. 28)

For import and export details please refer to Chap. "7 Audit data import using ...", p. 53 and section "Exporting statistical audit data table", p. 63.

Quick import & export using USB Audit Stick

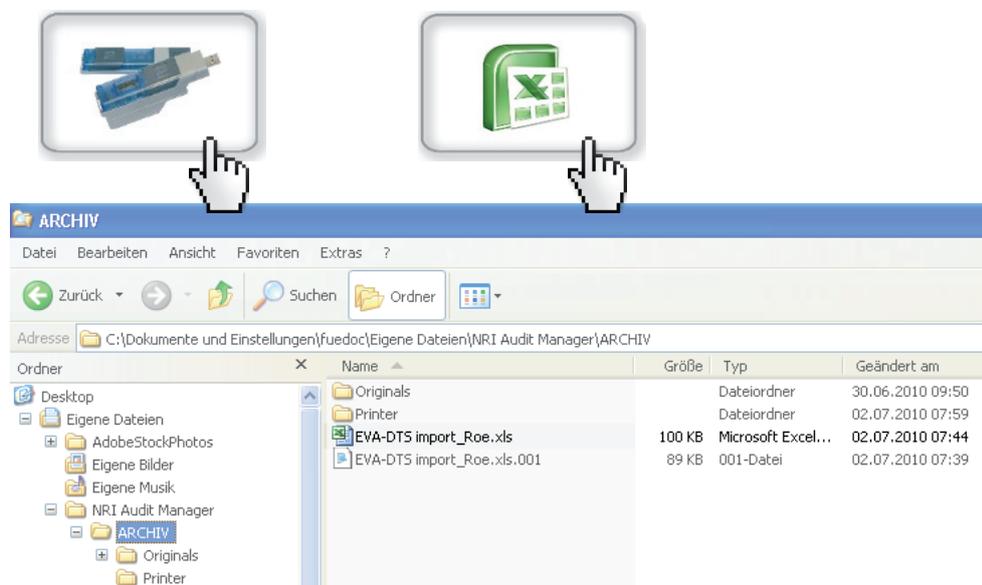


Fig. 27: Exported .xls file in the Archives

Quick import & export using currenza airbox



Read out Load table Save table

	Read out	Phone number	Machine ID	Last readout	Dex Download	Service download	V110	Status
	<input type="checkbox"/>	+4915209373477			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	+4915223651057	979899	26.04.2010 09:47:39	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ok
	<input type="checkbox"/>	+4915223651056	000000002251	21.05.2010 14:27:57	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ok
	<input checked="" type="checkbox"/>	+4915209373477			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

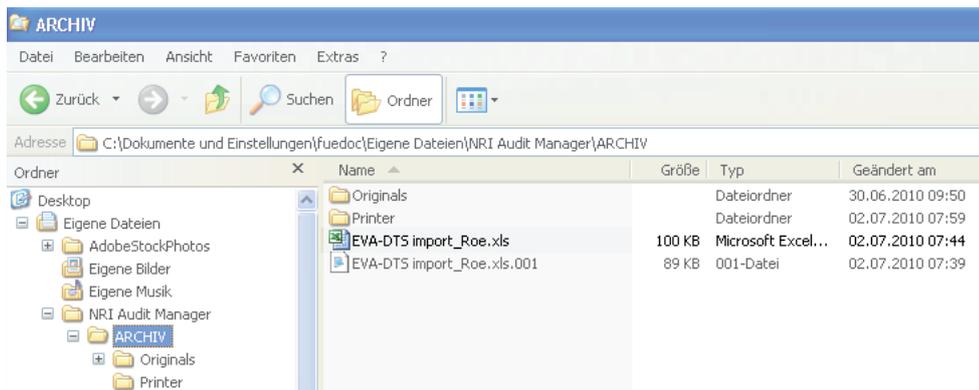


Fig. 28: Exported .xls file in the Archives

Quick import & export using currenza clip audit key

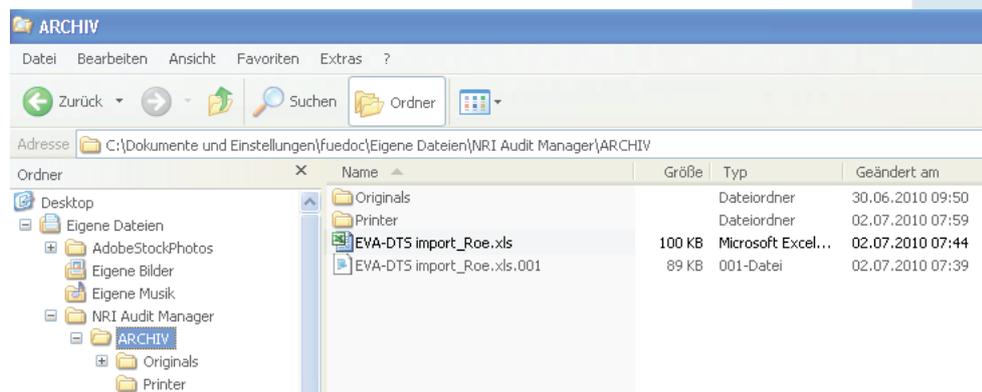
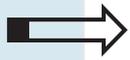


Fig. 29: Exported .xls file in the Archives

10 currenza c² airport monitoring via text messages/e-mails



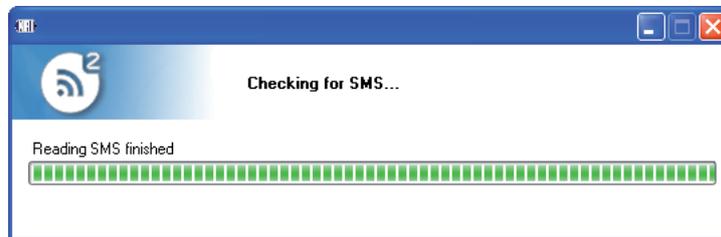
After having set up the text message monitoring for currenza c² airport coin changers you either receive c² text messages on your mobile phone, c² e-mails in your in-box or you may check the c² messages on the PC using the Audit Manager (requirement: airbox phone number set in the alarm configuration (cp. "Setting up c2 monitoring via text messages/e-mails", p. 36)).

Beyond that you may display the c² messages checked in the Audit Manager and export the text messages as .xls or .txt.

Reading out text messages



- 1 In the main menu select item **READOUT**, **AIRPORT** and then **CHECK SMS**.



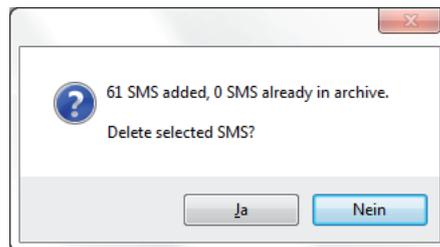
After a while all text messages received will be displayed:

Select	New	Number	Reception time	Message text	Comment
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	17.03.2011 08:38	0000000001: EAR: No communication, Inhibited by VMC	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 11:39	0000000001: EAF: Payout jam in changer	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 11:33	0000000001: OAB: Inspecting and Service	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 11:24	0000000001: OAB: Inspecting and Service	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 11:22	0000000001: OAB: Inspecting and Service	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 11:18	0000000001: OAB: Inspecting and Service	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 10:57	0000000001: OAB: Inspecting and Service	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373490	16.03.2011 10:51	0000000001: OAB: Inspecting and Service	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373496	15.12.2010 05:36	0000000010: EAA: Long time no coin acceptance	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373494	15.12.2010 01:38	1625439361: EAA: Long time no coin acceptance	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373496	14.12.2010 18:46	0000000010: ECA: Power supply interrupted	
<input type="checkbox"/>	<input type="checkbox"/>	+4915209373496	14.12.2010 17:36	0000000010: EAW: Err: "EAR: No communication, Inhibited by VMC" not longer exist	



The **NEW** column indicates the text messages read out for the first time.

- 2 Check the **SELECT** box in the lines of the text messages you want to archive as .sms file for later export or the **SELECT ALL** box.
- 3 Click the **ARCHIVE SELECTED** button to save the text messages selected in the Audit Manager SMS directory.
The text messages will be saved, ordered by year of reception. The Audit Manager starts an individual .sms file for each c² airport (machine number)(Fig. 30). These .sms files may be displayed (cp. "Displaying text messages", p. 73) or exported as .xls (cp. "Exporting text messages", p. 74) later on.



- 4 Confirm query with **YES** if you want to delete the text messages archived from the airbox SIM card. Or
- 5 Check the **SELECT** box in the lines of the text messages you do no longer want to save on the airbox SIM card and
- 6 Click the **DELETE SELECTED** button to delete these text messages from the airbox SIM card.
- 7 Wait for the status bar to disappear.
The text messages are no longer available.

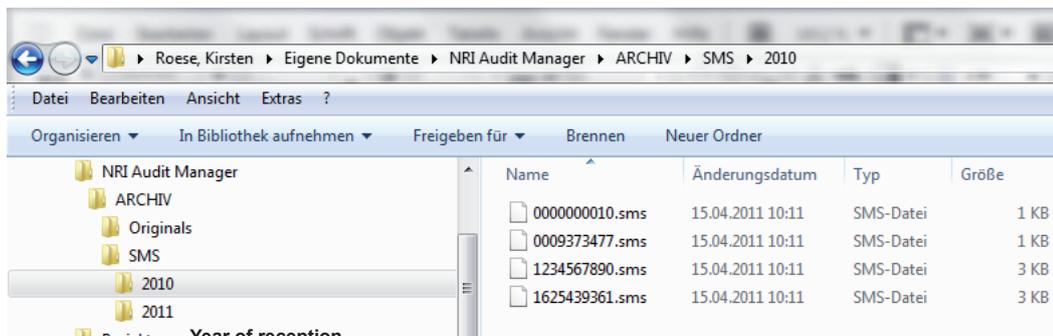


Fig. 30: c² text messages saved as .sms files in the SMS folder.

The table in the next section lists all status/error text messages and offers solutions.

c² airport troubleshooting

The text messages sent by a c² airport coin changer point to a problem to be solved on site by a service technician in order to minimise machine down time.

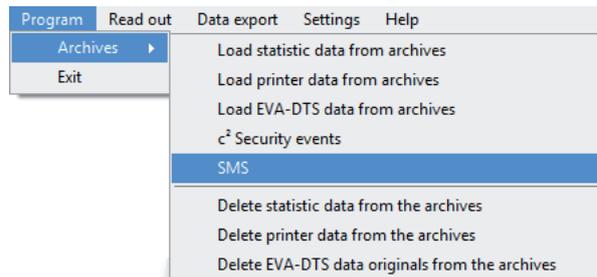
Each text message starts with the 10-digit machine number saved in the coin changer followed by a 3-digit EVA-DTS error code:

EVA-DTS Error Code	Text Message	Meaning
EAA	LONG TIME NO COIN ACCEPTANCE	No coin inserted/validated for a long time (cp. c ² event which is to trigger a text message, section "Setting up c ² monitoring via text messages/e-mails", p. 36)
EAD	FAILURE IN THE VALIDATOR MODULE	Coin validator signals any error
EAF	PAYOUT JAM IN CHANGER	Coin changer has problems to payout coins
EAR	NO COMMUNICATION/INHIBITED BY VMC	<ul style="list-style-type: none"> No communication Coin acceptance inhibited in machine (cp. c² event which is to trigger a text message, section "Setting up c² monitoring via text messages/e-mails", p. 36)
ECA	POWER SUPPLY INTERRUPTED	Only for battery application: Power supply interrupted for a configured period (cp. c ² event which is to trigger a text message, section "Setting up c ² monitoring via text messages/e-mails", p. 36)
EGS	DOOR OPEN	Machine door has been opened (meaning can change in case something else than the door is connected to the c ² line)
OAB	INSPECTING AND SERVICE	Inspecting and service work done
OBC	VEND VALUE REACHED	Configured transaction volume reached/exceeded (cp. c ² event which is to trigger a text message, section "Setting up c ² monitoring via text messages/e-mails", p. 36)
EA_L	LOW CHANGE WARNING	Tube change equals or goes below configured change amount (cp. c ² event which is to trigger a text message, section "Setting up c ² monitoring via text messages/e-mails", p. 36)
OBK	EXACT CHANGE	No change available, customer has to insert exact money
EAW	"..." NO LONGER EXISTS	"..." error has been fixed, coin changer gives the all-clear, e.g.: "No communication, Inhibited by VMC" no longer exists

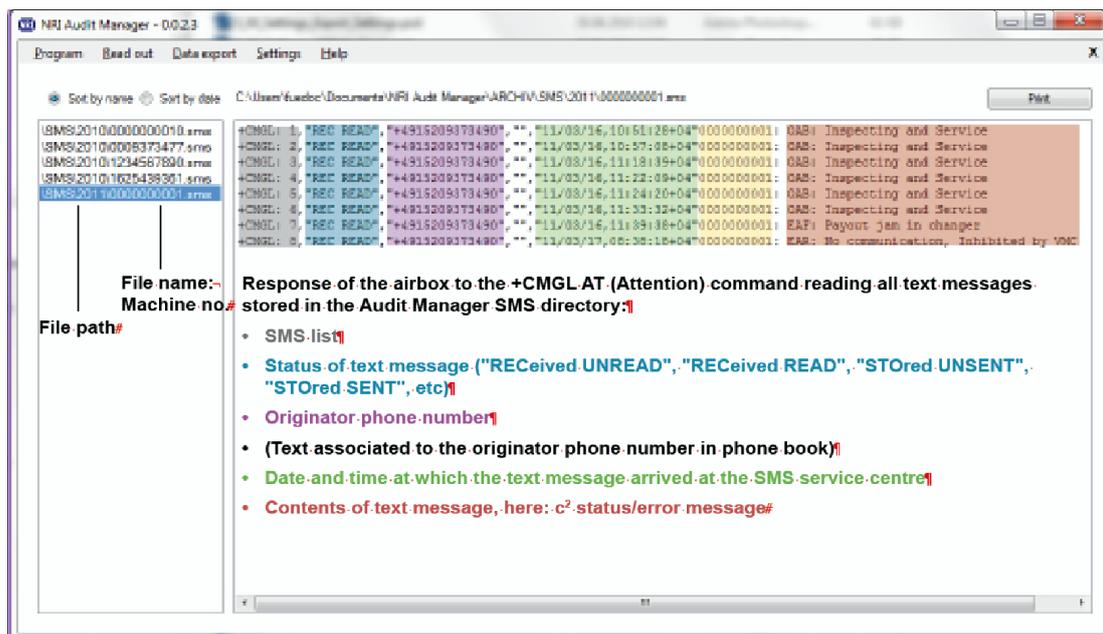
Displaying text messages

Selecting the PROGRAM ⇒ ARCHIVES menu item you cannot only display any audit data file saved in the Audit Manager ARCHIVES and PRINTER directory, but also all text messages saved as .sms file in the Audit Manager SMS directory:

To display the text messages checked/read out with the Audit Manager:



1 In the main menu select item **PROGRAM, ARCHIVES** and then **SMS**.



2 If necessary, **SORT** the files in the left-hand column **BY NAME** or **BY DATE**.

3 Select required sms file characterised by the machine number by double-clicking the file.

The text message files sent from the machine/changer selected in the year selected will be listed in the right-hand field.

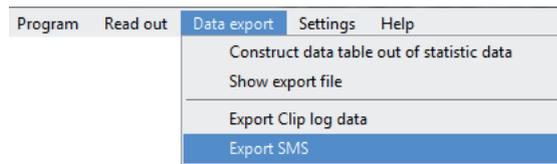
4 Select the **PRINT** button if you want to print this data.



The data will be printed as displayed.

Exporting text messages

If you have determined the export format (cp. “Specifying name and format for export files”, p. 50), you can now export all c² text message .sms files as a .xls or .txt.-file:



- 1 In the main menu, select menu item **DATAEXPORT** and then **EXPORT SMS**. The Audit Manager converts all .sms files and saves the .xls or .txt file in the Audit Manager Archives directory. If activated, the exported file will be started automatically in Microsoft® Excel, Microsoft® Office Excel Viewer or an Editor (cp. “Specifying name and format for export files”, p. 50).

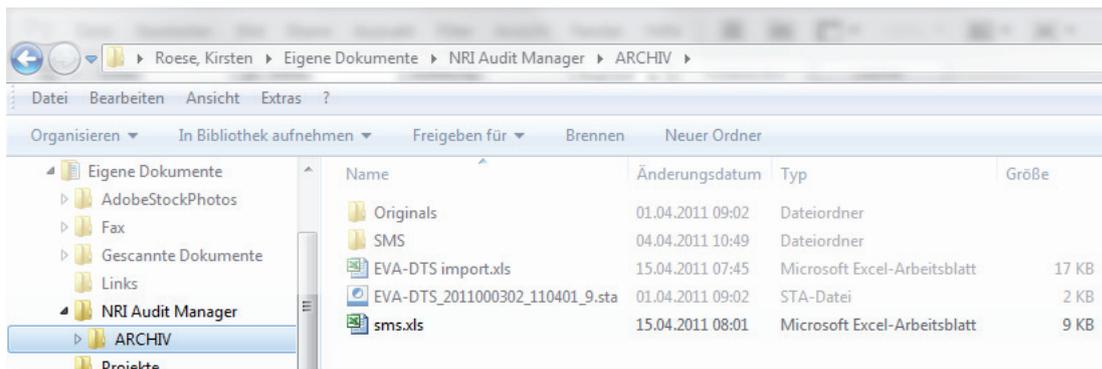
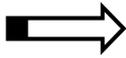


Fig. 31: Exported sms.xls file in the Archives



When exporting further text messages the .xls or .txt file will be replaced.

11 Updates



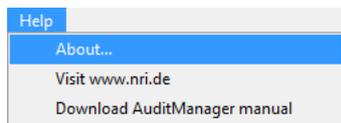
This chapter describes how to

- update the Audit Manager software
- update the firmware of the currenza airbox

Audit Manager update

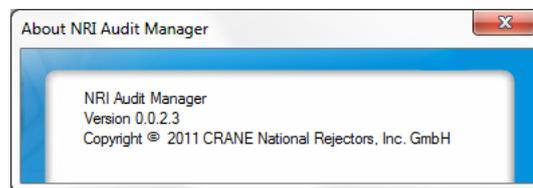
Displaying installed Audit Manager software version

To display the currently installed version of the Audit Manager software:



1 In the main menu, select item **HELP** and then **ABOUT ...**

An info box opens with the software version and information about the manufacturer:



2 Close info box with .

Downloading Audit Manager update

The latest version of the Audit Manager software is made available to you on the NRI website.

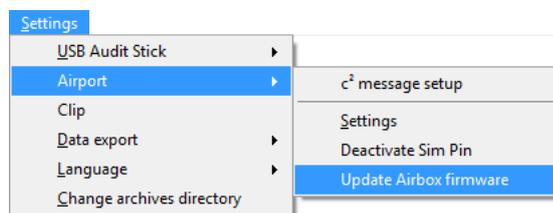
To download and install the current Audit Manager version please refer to section *“Installing Audit Manager”*, p. 14.

airbox firmware update

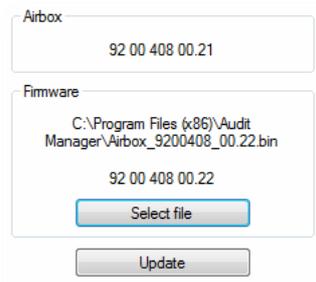
The Audit Manager 0.0.2.3 version along with an airbox 00.21 firmware version or higher (from the beginning of 2011) allow the airbox firmware to be updated. This is only a precaution option.

If for some reason the airbox firmware has to be updated, the firmware .bin file required is available on request.

To update the airbox firmware:



- 1 In the main menu select item **SETTINGS, AIRPORT** and then **UPDATE AIRBOX FIRMWARE**.



The current firmware installed in the airbox is displayed in the AIRBOX field.

- 2 In the FIRMWARE field, **SELECT .bin FILE**.
The file path is displayed.
- 3 Press **UPDATE** button and start firmware update.
The update process is displayed below the button. After the update has been completed, the airbox must be disconnected and connected again.
- 4 Confirm request with **OK**.
- 5 Disconnect and connect airbox again.

12 Troubleshooting

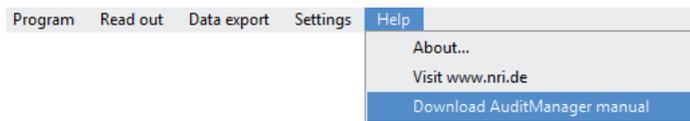


This chapter describes how to

- open/download Audit Manager manual
- remedy the cause of a USB Audit Stick error
- remedy the cause of an Audit Manager error
- solve problems during airbox driver installation

Opening/downloading Audit Manager manual PDF

The PDF of this manual can be started using the Audit Manager’s HELP menu provided that you have internet connection:



USB Audit Stick diagnosis using status LEDs

Problem	Possible causes	Remedy, hints
Red LED lights up, when connecting stick to VMD or PC	<ul style="list-style-type: none"> • Communication error • Hardware error 	<ul style="list-style-type: none"> • Try again (if necessary, several times) • Contact service technician
Red LED lights up after a data transfer attempt	<ul style="list-style-type: none"> • Communication error • Wrong printer setting in changer • Wrong communication protocol in Stick • Hardware error 	<ul style="list-style-type: none"> • Try again (if necessary, several times) • Correct setting (cp. “Basic settings”, p. 28) • Select correct protocol (cp. “Basic settings”, p. 28) • Contact service technician
Yellow LED lights up	Stick found VMD, attempts to read out data	No fault, if green LED lights up afterwards
Red, yellow, green LEDs light up	Stick memory full	Transfer audit data to PC and delete data on Stick (cp. “Audit data import using ...”, p. 53)/(cp. «Audit data management», p. 60)
LEDs almost off	Battery low	Change battery (cp. “Changing the battery”, p. 78)

Changing the battery

Tools: PZ 1 screwdriver
Battery: Lithium PP3 (9V)

If the battery is getting low and the LEDs of the USB Audit Stick are almost off, the battery must be changed:

- 1 Remove the screw on the bottom of the Audit Stick.
- 2 Open the bottom cover.
- 3 Remove the old battery carefully.
- 4 Fit the new battery.
- 5 Reassemble the bottom cover.



If the battery is flat, please dispose of it correctly.

Audit Manager status & error messages

Message	Possible causes	Remedy, hints
CANNOT ACCESS NRI AIRBOX	No connection between airbox and PC	<ul style="list-style-type: none"> • Wait until the yellow and red LED go out. The green LED must be on • Check USB connection between airbox and PC. The green LED on the airbox must be on
CANNOT OPEN <PORTNAME>	<ul style="list-style-type: none"> • Wrong COM port selected for modem • COM port selected in the Audit Manager is used by another program 	Check COM port setting in SETTINGS → AIRPORT → SETTINGS (cp. "Basic settings", p. 28)
MODEM DOES NOT RESPOND	Modem does not reply to PC commands	<ul style="list-style-type: none"> • If you use the airbox: Disconnect airbox and reconnect • If you use an alternative modem: Select correct COM port in SETTINGS → AIRPORT → SETTINGS (cp. "Basic settings", p. 28)
No SIM CARD AVAILABLE	No SIM card inserted into airbox	Insert valid SIM card (cp. "Installation", p. 12)
WRONG PIN	SIM card inserted into airbox does not accept PIN stored in Audit Manager	Change PIN in SETTINGS → AIRPORT → SETTINGS (cp. "Basic settings", p. 28)
MODEM FAILED TO CONNECT TO NETWORK	<p>With the SIM card inserted into the modem you cannot connect to the cellular network</p> <ul style="list-style-type: none"> • No cellular network for the provider • airbox cannot pick up any signal 	<ul style="list-style-type: none"> • Wait a second and try again • Ensure that the antenna is connected correctly

Message	Possible causes	Remedy, hints
NO REPLY INIT COMMAND	airbox/modem has not replied to initialization command	<ul style="list-style-type: none"> • If you use the airbox: Disconnect airbox and reconnect • If you use an alternative modem: It probably cannot understand the commands. Replace it with airbox
NO REPLY DIAL COMMAND	airbox/modem has not replied to dial command calling the c ²	Disconnect airbox and reconnect
NO CARRIER	c ² airport does not reply	Turn on the coin changer. It must report that it is dialed in
BUSY	c ² airport is being called by someone else	Wait a second and try again
CONNECTION FAILED	c ² airport did not respond within timeout period due to changer error or bad reception	<ul style="list-style-type: none"> • Try again • Check/improve reception quality of the c² airport (cp. "Checking signal strength of c² airport coin changers", p. 62) (cp. currenza c² airport short reference guide) • Correct c² airport error
LOGIN FAILED	Login data not accepted due to transmission error	Try again
LOGOUT/DISCONNECT FAILED	No valid c ² airport respond to logout	Ignore message as connection has been interrupted anyway
NO BYTES RECEIVED	Error during data transmission. No c ² airport data received	You cannot carry out a DEX DOWNLOAD if you call a c ² airport not supporting DEX
No USB AUDIT STICK FOUND	<ul style="list-style-type: none"> • No USB Audit Stick connected • USB Audit Stick defective 	<ul style="list-style-type: none"> • Connect USB Audit Stick, wait until green LED lights up • Check USB Audit Stick
ERROR DURING READOUT!	<ul style="list-style-type: none"> • USB Audit Stick memory could not be read out • USB Audit Stick defective 	<ul style="list-style-type: none"> • Unplug USB Audit Stick and connect it again, wait until green LED lights up • Check USB Audit Stick
ERROR DURING WRITING!	<ul style="list-style-type: none"> • Data could not be written in USB Audit Stick memory • USB Audit Stick defective 	<ul style="list-style-type: none"> • Unplug USB Audit Stick and connect it again, wait until green LED lights up • Check USB Audit Stick
ERROR! NO DATA COULD BE READ OUT OF USB AUDIT STICK!	<ul style="list-style-type: none"> • No audit data stored in the USB Audit Stick • Data transfer error • USB Audit Stick defective 	<ul style="list-style-type: none"> • Read out VMD first to be able to transfer audit data to PC (cp. "Audit data retrieval from VMDs using ...", p. 51) • Unplug USB Audit Stick and connect it again, wait until green LED lights up • Check USB Audit Stick
NO AUDIT DATA FOUND!	<ul style="list-style-type: none"> • Data transfer error • USB Audit Stick defective 	<ul style="list-style-type: none"> • Unplug USB Audit Stick and connect it again, wait until green LED lights up • Check USB Audit Stick

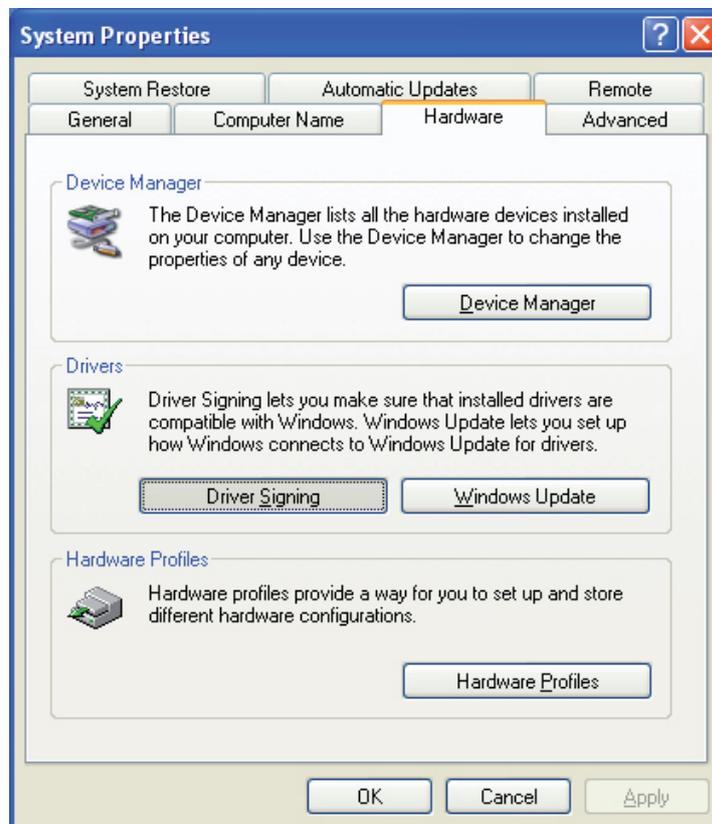
Message	Possible causes	Remedy, hints
FILE COULD NOT BE CREATED!	<ul style="list-style-type: none"> • Write access denied • Audit Manager error 	<ul style="list-style-type: none"> • Cancel write protection in Windows Explorer, try again • Exit Audit Manager and open it again • Update Audit Manager software (cp. "Installation", p. 12)
NO DATA IN THE ARCHIVES!	<ul style="list-style-type: none"> • No audit data imported to PC • Audit data has already been exported or printed and then deleted 	<ul style="list-style-type: none"> • Import audit data (cp. "Audit data import using ...", p. 53) • Restore .sta file (cp. "Audit data management", p. 60)
NO PRINTER CONNECTED!	No printer connected to your PC	Connect and setup printer and try again
NO DATA IS LOADED FROM THE ARCHIVES!	Audit file to be displayed/printed has not been selected	Load file and try again (cp. "Audit data management", p. 60)
NO RECORDS FOUND IN THE PRINTER FOLDER!	<ul style="list-style-type: none"> • No audit data imported to PC • Audit data has already been printed/exported and then deleted 	<ul style="list-style-type: none"> • Import audit data (cp. "Audit data import using ...", p. 53) • Restore .sta file (cp. "Audit data management", p. 60)
NO STATISTIC DATA SETS FOUND IN THE ARCHIVES!	<ul style="list-style-type: none"> • No audit data imported to PC • Audit data has already been exported or printed and then deleted 	<ul style="list-style-type: none"> • Import audit data (cp. "Audit data import using ...", p. 53) • Restore .sta file (cp. "Audit data management", p. 60)
NO PRINTER DATA SETS FOUND IN THE ARCHIVES!	<ul style="list-style-type: none"> • No audit data imported to PC using printer protocol • Audit data has already been printed/exported and then deleted 	<ul style="list-style-type: none"> • Import audit data (cp. "Audit data import using ...", p. 53) • Restore .sta file (cp. "Audit data management", p. 60)
No EVA-DTS DATA SETS FOUND IN THE ARCHIVES!	<ul style="list-style-type: none"> • No audit data imported to PC using a EVA-DTS protocol • Audit data has already been exported and then deleted 	<ul style="list-style-type: none"> • Import audit data (cp. "Audit data import using ...", p. 53) • Restore .sta file (cp. "Audit data management", p. 60)
ERROR: FILES COULD NOT BE DELETED!	File is write-protected	Cancel write protection in Windows Explorer
FILES COULD NOT BE DELETED!	<ul style="list-style-type: none"> • File(s) is/are write-protected • Audit Manager error 	<ul style="list-style-type: none"> • Cancel write protection in Windows Explorer • Exit Audit Manager and open it again • Update Audit Manager software (cp. "Installation", p. 12)
NO DATA FIELDS FOUND!	<ul style="list-style-type: none"> • No EVA-DTS data fields selected • Data processing error 	<ul style="list-style-type: none"> • Select EVA-DTS data fields for statistical table (cp. "Basic settings", p. 28) • Try again
NO APPLICATION IS ASSOCIATED WITH THE SPECIFIED FILE FOR THIS OPERATION.	Exported .xls file cannot be opened as no appropriate application is installed	Install Microsoft Office Excel or an Excel viewer and try to open the file again

What to do in case of airbox driver installation problems?



If you cannot complete the installation of the airbox driver, you have to change settings concerning the handling of unsigned driver software in the control panel:

- 1 Select **START** and then **CONTROL PANEL** to open the Windows control panel.
- 2 Select **SYSTEM**.
The dialogue box **SYSTEM PROPERTIES** opens.



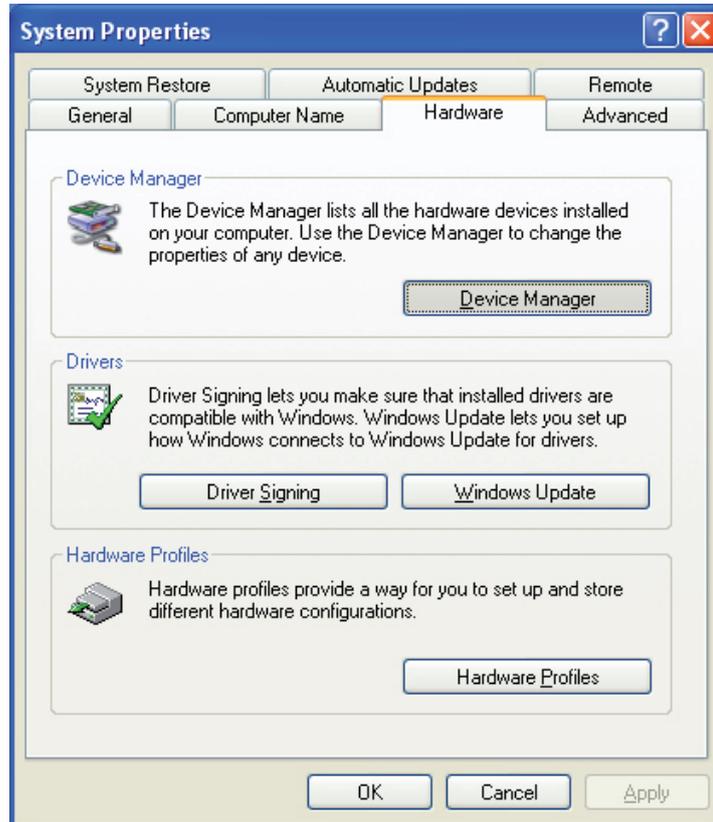
- 3** Select tab **HARDWARE** and then the **DRIVER SIGNING** button. The dialogue box **DRIVER SIGNING OPTIONS** opens.



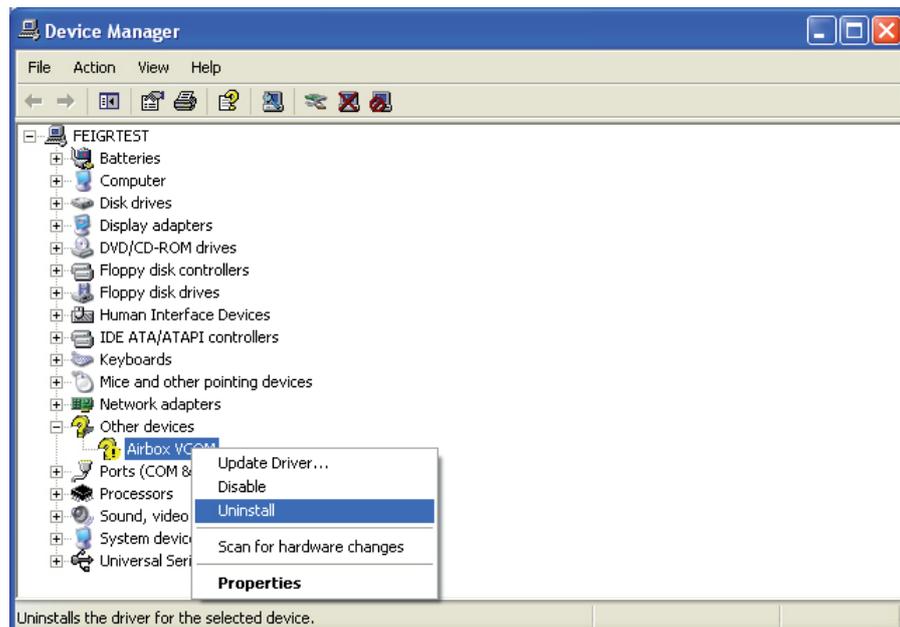
- 4** Select **WARN – PROMPT ME EACH TIME TO CHOOSE AN ACTION** and confirm setting with **OK**. The box closes.

In order that the driver can be installed the next time the airbox is connected, the airbox must now be uninstalled:

5 Select **DEVICE MANAGER**.



The dialogue box **DEVICE MANAGER** opens.



6 Right click on **AIRBOX VCOM** and select **UNINSTALL**.



7 Confirm uninstalling with **OK**.

8 Disconnect airbox and repeat airbox installation (cp. "Installing currenza airbox", p. 16).

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