

Hamilton Manufacturing Corporation

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Programming Instructions for the CRC Hand-held Remote

MAIN MENU

F1 REPORTS
F2 CREDIT MENU
F3 SET UP
LAST POST MM/DD/YYYY

NOTE: BEFORE DISCONNECTING THE HAND-HELD FROM THE MACHINE, THE DISPLAY MUST SHOW THE MAIN MENU SCREEN OR THE CRC WILL NOT ACCEPT CREDIT CARDS.

□ HOW TO SET THE CURRENT DATE AND TIME

1. To set the current date and time, start at the Main Menu and press the following keys on the CRC Hand-held Remote:
 - **F3 Setup**
 - **F1 Set Date/Time**

The time should be entered in military time. For example, 9:00 AM = 09:00, 12:00 PM = 12:00, 9:00 PM = 21:00, and 12:00 AM = 24:00.

2. Make changes using the arrow keys and the number pad with the following format:

13:30 06/07/1999

3. Press F1 to save, and F4 to return to the Main Menu.

NOTE: ALL TIMES MUST BE ENTERED IN MILITARY TIME

□ HOW TO DO A CREDIT CARD TRANSACTION

1. With the Welcome Prompt displayed, swipe the credit card with the magnetic strip to the top and to the left in the card reader. If using an Autocashier, the display should read "Card swipe detected/ Please select wash". If using a Token Vendor with the optional display, the message will immediately go to "Checking Credit...". If using a Token Vendor without a display, the machine will pay out if the card was accepted or the Out of Service light will flash if the card was not accepted.
2. Select a wash and the display will read "Checking Credit". This should take about 30 seconds, but it can take up to 1 ½ minutes. The message should then read "Credit accepted, please drive ahead".

□ HOW TO DO A MANUAL SALE

1. From the Main Menu, press the following on the hand-held:

- **F2 Credit Menu**
 - **F3 Sale**
2. Enter the credit card number and press “Y” for yes.
 3. Enter the expiration date, by month and year (0499) and press “Y” for yes.
 4. Enter the amount of the sale in cents. \$20.00 would be entered as 2000 and press “Y” for yes.
 5. The Hand-held will then say “Charge \$XXXX to account #(card number). If this is correct, press “Y”.
 6. The display will then read either “Sale Approved” or “Sale Not Approved”. Press F4 to return to the Main Menu.

NOTE: MAXIMUM SALE OR CREDIT IS \$100.00 AT A TIME

□ HOW TO CREDIT A CARD

1. To credit a card, start at the Main Menu and enter the following on the CRC Hand-held Remote:
 - **F2 Credit Menu**
 - **F1 Credit**
2. Enter the card #, and press “Y” for yes.
3. Enter the expiration date by month and year (0499), then press “Y” for yes.
4. Enter the amount to credit in cents (for example, to credit \$6.00, enter 600), then “Y” for yes.
5. The display will ask “Credit \$xx.xx to (card number)”. If this is correct, press “Y” for yes.
6. The display will either read “Credit Applied” or “Unable to Credit”. In an “Unable to Credit” situation, there could be an error in entered information. Press F4 then try the procedure again.
7. Press F4 to return to the Main Menu.

□ HOW TO ENTER THE FAX #

1. To enter a new FAX #, or change the existing FAX #, start at the Main Menu and enter the following on the CRC Hand-held Remote:
 - **F3 Setup**
 - **F3 Set Phone #'s**
 - **F1 Fax**

The following will appear on the display:

ENTER PHONE NUMBER

OLD: 5555555

NEW:

F1 SAVE

F4 EXIT

2. Enter the FAX number where it says “NEW”, and then press F1 to save. (If the fax number is a local number, do not enter the “1” or the area code unless required in your area.)
3. Press F4 once to return to the previous menu, or three times to return to the Main Menu.

□ HOW TO DO A MANUAL POST

1. To do a manual post, start at the Main Menu and enter the following on the CRC Hand-held remote:
 - **F2 Credit Menu**
 - **F2 Post**
2. The display will read “Are you sure (Y/N)”. Press “Y” for yes. The Hand-held will then say “Sending Post, Please Wait”. This usually takes about 45 seconds or more. If the CRC is programmed to fax the credit report immediately following a post, it will do so at this time. This may take approximately 2-3 minutes depending on the size of the report. When it is done faxing, it will return to the Main Menu and should show today’s date as the last post date at the bottom of the display on the Hand-held.
3. If the post was unsuccessful, the display will read “Post did not finish”. Press F4 to return to the Main Menu. The Main Menu will then show “Last Post Error” at the bottom of the display.
4. If there has not been any card activity, the Hand-held will say “Nothing to Settle”. Press F4 to continue. When you press F4 it will then say “Auto Report Busy Faxing, Please Wait”. It should then fax a statement showing there is nothing to settle. It will then return to the Main menu and the last post date will not change.

NOTE: If the post was unsuccessful, the display will read “Post did not finish”. In this situation, the CRC ignores further card swipes until a successful post occurs. The CRC will attempt to auto-post every hour after a failed attempt, until the post is successful. A manual post can be attempted at any time. However, it is important to note that a manual failure does not initiate the repeat posting sequence.

□ HOW TO PROGRAM THE CRC TO AUTO POST

1. To set the Auto Post time, start at the Main Menu and enter the following on the CRC Hand-held Remote:

- **F3 Setup**
- **F2 Config Auto Post**
- **F1 Set Post Time**

The following will appear on the display:

AUTO POST TIME

OLD: 2330

NEW:

F1 SAVE

F4 EXIT

2. The CRC should already be set to Auto Post at 2330 (Military time for 11:30 PM). If this is an acceptable time, press F1 to save and F4 to return to the previous menu.

If you wish to program the CRC to fax at a different time, enter the time where it says “New”. Press F1 to save, and F4 to return to the previous menu.

□ HOW TO SET FAX CREDIT REPORT

1. To program the CRC to fax a copy of the Credit Report each night after it settles with VITAL®, from the Main Menu press:

- **F3 Setup**
- **F2 Config Auto Post**
- **F2 Fax Credit Report**

The following will appear on the display:

CREDIT REPORT

F1 ON

F2 OFF

F4 EXIT

2. Turning this feature ON will automatically fax the report after the CRC Auto Settles with VITAL®. Press F4 to return to the Main Menu.

□ HOW TO SET FAX AUDIT REPORT

1. To program the CRC to fax a copy of the audit report immediately following the Credit Report, from the Main Menu press:

- **F3 Setup**
- **F2 Config Auto Post**
- **F3 Fax Audit Report**

The following will appear on the display:

AUDIT REPORT

F1 ON
F2 OFF
F4 EXIT

2. Turning this feature ON will automatically fax the report after the credit report. Press F4 to return to the Main Menu.

NOTE: THE AUDIT REPORT IS THREE ADDITIONAL PAGES EVERY NIGHT. Receiving the Audit Report nightly does not zero out the totals in the ACW Controller. This has to be done manually.

□ HOW TO GENERATE A HISTORY REPORT OR AN AUDIT REPORT

1. To generate a Credit Card Transaction History Report or Audit Report, start at the Main Menu and enter the following on the CRC Hand-held Remote:

- **F1 Reports**
- **F3 History/or F2 Audit (then go to step 2)**
- **F1 for Current Month or F2 for a Previous Month (up to 3 months back)**

2. The Hand-held will then say “Generating Report, Please Wait”.

3. After the report is generated, the display will show:

F1 PRINTER PORT
F2 FAX
F4 EXIT

4. Select the desired element to have the report printed to. It will ask you to please wait and then return to the Main Menu when finished.

NOTE: WHEN CHOOSING THE ‘PRINTER PORT’ OPTION, THE PRINTER MUST BE CONNECTED TO THE EIC BEFORE INITIATING THE REPORT. FAILURE TO DO SO WILL CAUSE CONTROLLER TO LOCK UP IN “PRINTING REPORT” AND WILL REQUIRE A SHUTDOWN TO CORRECT IT.

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