



Citea

Maintenance Manual

TU50.2062.00 03 02

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Product management parking

Version 11.2017

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We reserve the right to make changes to technical details in the descriptions, specifications, and figures contained in this document.

Support & Hotline

HelpDesk

The HelpDesk system is used to assist our support team and offers you quick and uncomplicated assistance for requests.

Tickets Each support request will be input as a so-called "Ticket" in the HelpDesk system.

- Your benefits**
- **Clarity**
Each request will receive its own ticket number. This helps to view the details to your request at any time and to refer to the number in case of queries.
 - **Fast help**
Online requests are passed on directly and with all information required to the responsible technician.
 - **Transparency**
The HelpDesk system guarantees the transparency of running and completed processes at any moment – even when the technician processing your case should be unavailable.

How is a ticket generated?

Online The ideal way is generating a ticket via our online HelpDesk system, which can be reached comfortable via our homepage (**Service ▶ Helpdesk**). After the initial creation of a user account you can immediately start to create requests.

Detailed information on the use of the online HelpDesk system is available. You can also download the instructions in the member area of our homepage. Click **Member ▶ (business unit) Parking ▶ HelpDesk**

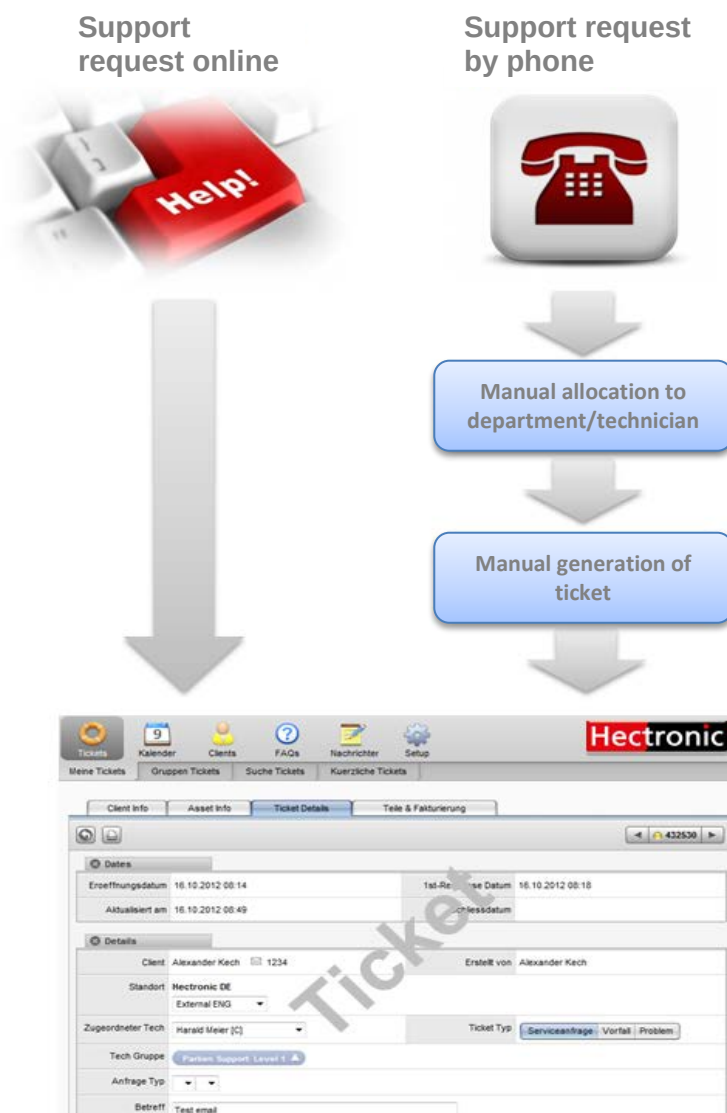
By phone Certainly, you can also reach our technicians by phone. However, kindly note that tickets generated online ensure safe and efficient processing. Requests by phone first have to be generated and assigned manually by our technicians. This may partly influence our response times.

Hotline number: +49 (0) 77 03 / 93 88 – 996

Kindly help us by specifying the following information in the ticket:

- CityLine client data
- Serial number of the machine in question
- HecApp/HecSys version
- Firmware version
- Precise description of the problem or error message
- Report, config, tariff and statistics printout (DiskC for HecApp version V1, logs for HecApp version V3)

Procedure:



CHANGE HISTORY

Date	Revision	Chapter	Description
01.02.2012	00		First issue
16.12.2013	01	3 4 6 7	Display (differentiation old/new) Service routines added Point 6.2 added Point 7.1 added
13.05.2016	02	All	General revision
30.11.2017	03	4	Service routines added

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1 General safety instructions and operating instructions

1.1 Safety instructions

The following general rules must be observed when carrying out service and maintenance work:

ESD note



Under everyday conditions persons and objects can become charged with electrostatic energy, which can have voltages of several thousand volts. When touching a conductive object, such as an electronic component, this potential discharges. The compensating current created and the connected electromagnetic fields can destroy electronic components.



Thus avoid any contact with the electronic components of the machine. Electrostatic discharge (ESD) can lead to malfunctions or destruction.

Keep dry

To not endanger the function of the machine, it must be ensured that the electrical and electronic components are protected from moisture and water when carrying out maintenance work.

Prior to opening the electronic unit you must thus ensure that:

- there is no more moisture on the top cover/hood of the machine; if needed, soak up moisture.
- an appropriate protection from wetness is guaranteed in case of adverse weather conditions (rain, snow, etc.).

Replacement of hardware components

The following torques must be observed when replacing components at the door of the electronics compartment:

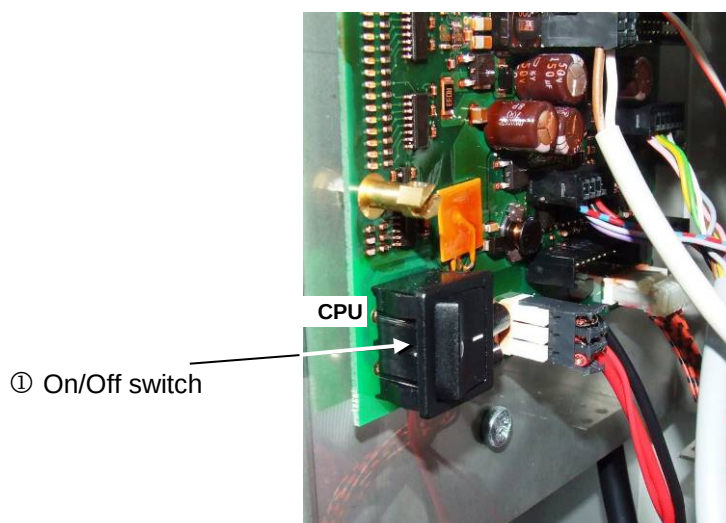
Keyboards:	0.6 Nm
All other components	max. 1.6 Nm

If the nuts are tightened too much, the bolts can tear off. Furthermore, the stability and responsiveness of the keypad modules is no longer given.

Risk of cutting! – Sharp edges

Please note that some sheet metal parts can have sharp edges due to their processing.

1.2 Switch on/switch off the Citea



1.2.1 Switch off Citea

1. Open the electronics compartment.
2. Set the On/Off switch ① to "0".

⇒ The Citea is switched off and the display inactive.

1.2.2 Switch on Citea

3. Open the electronics compartment.
4. Set the On/Off switch ① to "1".



Depending on the HecApp version, the boot process may last up to 2 minutes for the HecApp version V1 and up to 3 minutes for the HecApp version V3. The boot process for the touch display version takes about 5 minutes.

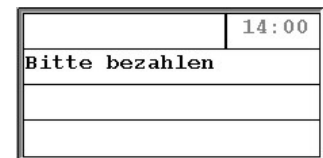
⇒ The Citea is switched on and the display shows

	14:00
Bitte bezahlen	

1.2.3 Switching on when in “out of operation” mode

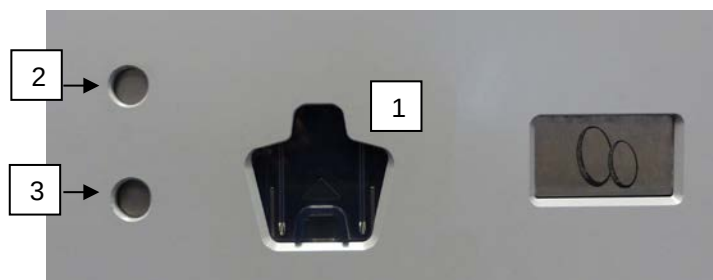
5. Open the electronics compartment.
6. Set the On/Off switch ① to “0”.
7. Wait until the display is blank.
8. Set the On/Off switch ① to “1”.

⇒ The Citea is switched on again and the display shows



1.3 Opening the electronics compartment

The electronics compartment must be opened for some maintenance work.



- 1 Ticket output tray
- 2 Upper keyhole
- 3 Bottom keyhole

Proceed as follows:

1. Push the lever at the upper left side in the ticket output compartment upwards.
2. Put the cruciform key into the upper keyhole. The groove on the key must be at the bottom.
3. Turn the key 90° to the left (anti-clockwise).
4. Open the door of the electronics compartment.



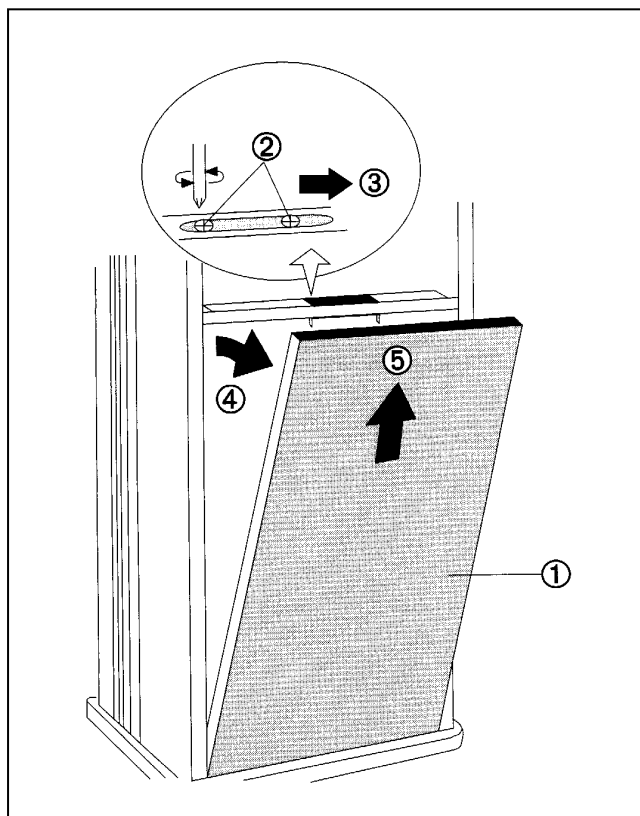
*Every opening of the electronics compartment is logged in the service logbook. As soon as the electronics area is opened, the machine switches to **service mode**. The service routines are carried out in this mode.*



Do not interfere with the electronics. Hectronic does not accept any liability or warranty for damage caused by improper handling of the electronics.

1.4 Open/close the safe/power supply compartment

To work at the power supply or to replace the accumulator, you have to open the safe compartment first.



Components

- 1 Door of the power supply compartment
- 2 Phillips screws
- 3 Locking mechanism

Open the door of the power supply compartment

1. Open the door of the power supply compartment ①:
Loosen the two Phillips screws with a matching Phillips screwdriver ② and push the locking mechanism ③ to the right.
2. Fold the door of the power supply compartment ① towards the front ④ and slightly lift it ⑤, to completely take it off its hinge.

Close the door of the power supply compartment

1. Place the power supply compartment door in the hinge at the bottom and push the locking mechanism to the right so that the supply compartment door can be closed.
2. Close the door of the power supply compartment. Push the locking mechanism ②/③ to the left and tighten the Phillips screws.
3. At the end close the safe door and press firmly until the door engages.

2 Service check list



Regular functional checks must be carried out to ensure a correction function and a long service life of the parking ticket machine.

	To do...	Done
1	Check housing	☐
2	Display / Information in service mode	☐
3	Check the service printouts	☐
4	Check voltage supply	☐
5	Check and clean coin slot	☐
6	Check and clean coin validator	☐
7	Check and clean escrow	☐
8	Check display	☐
9	Check parking ticket request	☐
10	Check parking ticket, printout complete?	☐
11	Check safe compartment	☐



For security reasons, the coin box must be replaced only in the presence of public and responsible persons.

2.1 Details on the check list

2.1.1 Housing

Check sturdy and perpendicular installation (spirit level). Check for damage to the paintwork or other mechanical damage. Check fit and operability of the locks and doors.

→ Inspection interval: at least once a year

2.1.2 Display / Information in service mode

All information must be clearly legible on the display. Using service routine 4, the characters on the display can be checked with the numbers 0-9. Also check the current time, the date, the calculated parking time, correct illumination (if available and programmed).

→ Inspection interval: at least once a year

2.1.3 Service printout

Request a statistics and test printout via the service routines 0 and 1.0. Check date and time. If error codes are printed, eventual further measures must be taken.

→ Inspection interval: every time the technician is at the machine

2.1.4 Power supply

Measure the battery voltage. An intact, charged accumulator has a nominal voltage of 12.7 V. An empty accumulator has a nominal voltage of < 11.8 V.

→ Inspection interval: at least once a year

2.1.5 Coin validator

The following tasks should be carried out every 20.000 tickets or when needed:

- Clean all contacts as well as the sliding surfaces for the coins
- Check, whether the flap of the coin slot opens and closes easily

→ The inspection interval depends on the number and the state of the inserted coins and the environmental conditions.

2.1.6 Escrow

Check the function by inserting coins. Also check both flaps (cash and return) for operability. The coin channels "return and cash" below the escrow must be in the correct position so that the coins are guided correctly.

→ Inspection interval: at least once a year

2.1.7 Printer

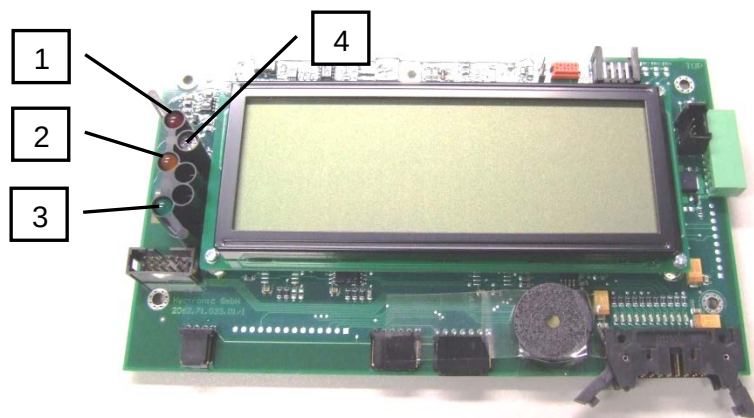
Request the ticket by pressing the button. Check the ticket; check for correct and clearly legible print. Check half cut and full cut. If required, readjust the cutting mechanism.

The following tasks should be carried out every 20.000 tickets or when needed:

- Clean the printer head with a cotton bud.
- Remove dust from the printer and the cutting mechanism

3 Service LEDs

3.1 LCD display until May 2012 (item no. 2062.45 40 05 01/ 2062.45 40 05 06)



The display window has three integrated diodes (LED). These show the maintenance personnel the following states of the parking ticket machine:

1 Out of service (red)

The red LED signals that the parking ticket machine is out of service. The user will also see on the display the message: "OUT OF SERVICE".

2 Battery warning (orange)

If the orange LED flashes, the battery (accumulator) should be replaced as soon as possible. After the first flashing of the orange LED the parking ticket machine will go into "OUT OF SERVICE" mode (after 24 hours/100 tickets at the latest).

3 End of paper message (green)

On the reverse side of the paper roll there is a strip that is optically scanned. As soon as a black marking is detected, the LED signals lack of paper. This message will be triggered with 34 metres of paper remaining. This results, depending on the parking ticket programming, in another max. 400 parking tickets.



If the paper should be printed with advertisement on the reverse, a left margin of at least 11 mm must be left empty. Otherwise the end of paper message will no longer work.

4 Light sensor

The light sensor controls the illumination of the PIN pad and the display.

3.2 LCD display (item no. 2062.45 40 20 00)



The display window has three integrated diodes (LED) and 1 sensor. These show the maintenance personnel the following states of the parking ticket machine:



Display without labelling strip



Display with labelling strip



If you use one of the options "internal illumination" on the Citea, please ensure that the brightness sensor is not covered when using labelling strips! If the strip is above the sensor, the machine switches to continuous illumination.

Out of service (red) (1)

The red LED signals that the parking ticket machine is out of service. The user will also see on the display the message: "OUT OF SERVICE".

Battery warning (orange) (2)

If the orange LED flashes, the battery should be replaced as soon as possible. The parking ticket machine will go into "OUT OF SERVICE" mode by the latest 24 hours/100 tickets after the first flashing of the orange LED.

**End of paper
message (green)**
(3)

On the reverse side of the paper roll there is a strip that is optically scanned. As soon as a black marking is detected, the LED signals lack of paper. This message will be triggered with 34 metres of paper remaining. This results, depending on the parking ticket programming, in another max. 400 parking tickets.

3.2.1 Use of labelling strips

Brightness sensor

If you use one of the options “internal illumination” on the Citea, please ensure that the brightness sensor is not covered when using labelling strips together with the display item no. 2062.45 40 20 00.



*Display with labelling
strips without perforation
for brightness sensor*



*Display with labelling
strips with perforation
for brightness sensor*

4 Service routines

The service routines are also part of the maintenance of the parking ticket machine. Using these programmes you can carry out different functions on the parking ticket machine. The following table shows you at a glance which service routines are available.



Please keep in mind that, depending on the configuration, some service routines might not be available!

4.1 Overview service routines HecApp version V1

Service routine			Programme	Description
0			Print test ticket	Print test ticket
1			Statistics menu	Statistics menu
	1.0		Print statistics	Print statistics
		1.0.0	Simple statistics	Print simple statistics
		1.0.1	Full statistics	Print full statistics
	1.1		Print report	Print report ticket
2			Set date time	Set date/time
	2.0		Manual time set	Manual time set
	2.1		ITU time set	Setting for internet time update
3			Sleep mode test	Sleep mode test
4			Display test	Display test
5			Config menu	Configuration menu
	5.0		Print tariffs	Print tariffs
	5.1		Print configuration	Print configuration
		5.1.0	Print flags config	Print flags configuration
		5.1.1	Print cards config	Print cards configuration
		5.1.2	Print comms config	Print communication configuration
		5.1.3	Print softw. config	Print software configuration
		5.1.4	Print hardw. config	Print hardware configuration
		5.1.5	Print files config	Print files configuration
	5.2		Print fin. events	Print financial events
	5.3		Print serv. events	Print service events
6			Card reader and modem	Card reader and modem
	6.0		File transfer	Transfer files

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Service routine			Programme	Description
		6.0.0	Manual file transfer	Manual data transfer
		6.0.1	File transfer info	File transfer info
	6.1		Online clearing	Online clearing
		6.1.0	Clearing	Start clearing
		6.1.1	Clearing information	Online clearing status
	6.2		Do Collection /Chipknip/	Chipknip clearing
	6.3		Get Collection time /Chipknip/	Time of the Chipknip clearings
	6.5		Test online host	Test online host
	6.6		Artema service menu	Artema service menu
	6.7		Thales service menu	Thales service menu
	6.9		Register modem	Register modem
	6.14		Test CNP host	Test connection to CNP host
7			Copy data	Copy data
	7.0		Create data backup	Create data backup
	7.1		Copy backup	Copy data backup
	7.2		Clear backup	Clear data backup
	7.3		Batch copy	Copy batch
	7.4		Copy disk	Copy disk
	7.5		Merge tracking files	Merge tracking files in flash file
	7.7		Additional import	Additional import
8			Settings	Settings
	8.0		Choose language	Language settings
	8.1		Master reset	Reset to factory settings
	8.2		Close PA machine	Shut down Citea
	8.4		Delete log files	Delete log files
	8.5		Reset ticket counter	Reset ticket counter

4.2 Overview service routines HecApp version V3

Service routine			Programme	Description
0			Print test ticket	Print test ticket
1			Statistics menu	Statistics menu
	1.0		Print statistics	Print statistics
		1.0.0	Simple statistics	Simple statistics
		1.0.1	Full statistics	Full statistics
		1.0.2	Separate statistics	Separate statistics
		1.0.2.0	Coin statistics	Coin statistics
		1.0.2.1	Note statistics	Bank note statistics
		1.0.2.2	Other means stats	Other means of payment statistics
	1.1		Print report	Print report
	1.2		Print service log	Print service log
2			Set date time	Date/time configuration
	2.0		Manual time set	Manual time configuration
	2.1		ITU time set	Internet time update configuration
3			Sleep mode test	Sleep mode test
4			Display test	Display test
5			Config menu	Configuration menu
	5.0		Print tariffs	Print tariffs
	5.1		Print configuration	Print configuration
		5.1.0	Print flags	Print flag configuration
		5.1.1	Print cards	Print card configuration
		5.1.2	Print comms	Print communication configuration
		5.1.3	Print software	Print software configuration
		5.1.4	Print hardware	Print hardware configuration
		5.1.5	Print files config	Print files configuration
	5.3		Print service events	Print service events
6			Card reader and modem	Card reader and modem
	6.13		Maintenance call	Card reader software/configuration update, transaction data transfer to card issuer
	6.14		Test CNP server	Test connection to CNP server

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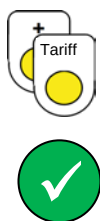
Service routine			Programme	Description
	6.15		Card reader report	Card reader report
		6.15.4	Supervisor report	Supervisor report
		6.15.5	Maintenance report	Maintenance report
	6.20		Test O.V. Ticket Host	Test connection to violation ticket host
7			Modem menu	Modem menu
8			Copy data menu	Print data menu
	8.0		CityLine	CityLine online synchronisation
		8.0.0	Synchronise	Synchronise
		8.0.1	Status	Status
	8.1		CityLine offline	CityLine offline synchronisation (USB stick)
	8.2		Files backup	Files backup
		8.2.0	General backup	General backup
		8.2.1	Database backup	Database backup
		8.2.2	ServiceEvents backup	Service events backup
		8.2.3	Payment events backup	Payment events backup
		8.2.4	Transactions backup	Transactions backup
		8.2.5	Statistics backup	Statistics backup
		8.2.6	EmvData backup	Emv data backup
	8.4		Getting logs	Copying of CPU (previously DiskC)
9			Settings menu	Settings
	9.0		Choose language	Language settings
	9.1		Application reset	Delete payment data
	9.3		Application close	HecApp restart
	9.4		Execute diagnostics	Execute troubleshooting
	9.5		Application update	Application update

4.3 Starting the service routines

Citea automatically switches to service mode as soon as the electronics compartment is opened.

The display shows the serial number, the date and the time.

Selecting the service routine



Press the special tariff button to browse the programme numbers.

As soon as you have reached the desired programme, press the ticket request button (green).

The selected service programme is started. Kindly also use the yellow special tariff buttons to browse the subprogrammes.

4.4 Overview service routines HecApp version V1

4.4.1 Print test ticket (service routine 0)

Service routine 0

After a paper roll replacement or a tariff and parameter transfer, a test ticket must be printed to check the function of the machine. The machine switches to service mode once the electronic unit is opened and the programme number **0** is already selected.



Press the ticket request button.

Sample printout:

```

Parkschein von aussen
auf lesbar hinter die
Windschutzscheibe lesen.
Musterstrasse 1234567890
Nr. 0000 11:05 31.03.16
Parkzeitende
TP 00:00
01.01.70
EUR 0.00
MuSt 19% EUR 0.00
--- DEVICES ---
Display Standard OK
Printer Mps OK
CoinVal Uh UNK
--- ERRORS ---
Software update error
--- WARNINGS ---
--- DATA ---
ACCU level: 13.7U
Tickets Printed: 100
Tickets left: UNK
Coins to full: 3178
Coins in box: 22
--- FILE TRANSFER ---
Result: 0x00000000
LastConn: 31.03.16 10:18
NextConn: 31.03.16 21:59
App Version: 1.0.40.8
Sys Version: 1.0.9.18
FLASH Total: 14811136
Free: 13029376 (87.97%)
TMP Total: 15802368
Free: 14155276 (89.58%)
    
```

Printing a test ticket with chip

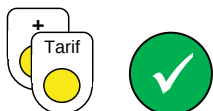
With a chip/test coin you can print a test ticket without having to open the electronic unit of the parking ticket machine. Insert a chip into the coin slot for the printout. The chip falls into the coin tray after the printout. If required, pending service notes will be included in the printout:

- “Battery or coin box pre-warning” and
- “end of paper roll warning”

4.4.2 Printout of a statistics ticket (service routine 1.0)**Service routine 1.0**

A simple statistics ticket is printed automatically after each coin box replacement.

With service routine 1.0.0 a simple statistics ticket without coin box replacement can be printed, with service routine 1.0.1 an extended statistics.



1. Select programme **1.0** and confirm with the ticket request button.

3. Select with the tariff button if you want a simple statistics (1.0.0 “simple statistics”) or an extended statistics (1.0.1 “full statistics”) and confirm again with the ticket request button.

Example of simple statistics ticket (1.0.0):

```

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe legen.

Musterstrasse 1234567890

st.2.0
- S T A T I S T I C S -
31.03.2016 12:35:41

Nr. 00000101 EUR -2 0
0014

1 00000005      87,25
3      0,00      0,00
5      0,00      0,00
7 00000039 00000000

9 00004 00000 00000
12 00000
-13-
0000 0000 0000 0000
0000 0000 0000 0000
0000 0003 0003 0003
0003 0003 0003 0000

29      11,55      0,00
31      0,00
32      0,00      0,00
34      0,00      0,00
36      0,00      0,00
38      0,00      0,00

40      11,55

41 31.03.16 12:31:29
42 00011 00000 00000
45 00000
-46-
0000 0000 0000 0000
0000 0000 0000 0000
0000 0005 0005 0005
0005 0005 0005 0000

62      19,25      0,00
64      0,00
65      0,00      0,00
67      0,00      0,00
69      0,00      0,00
71      0,00      0,00

73      19,25

74 31.03.16 12:21:58
-75-
0000 0000 0000 0000
0000 0000 0000 0000
0000 0000 0000 0001
0000 0000 0000 0000
0000 0000 0000 0000
0000 0000 0000 0000
99 31.03.16 09:26:07

```

Ticket header

Location

Version statistics ticket

Date/ time of the printout

Terminal no. / currency / decimal places / 0=DDMMYY, 1=MMDDYY

Ticket number

- 1 Number of clearances / removals in total
- 3 Amount prepaid card debits / credits / **Cancel Tickets**
- 5 Allowances chip/credit cards
- 7 Parking tickets / chip card credit receipts / **Cancel Tickets**
- 9 Number of parking tickets standard tariff / special tariff 1 / special tariff 2
- 12 Number of receipts chip card credits / **Cancel Tickets**
- 13 Number of coins sorted according to value
- Channel 0 / 1 / 2 / 3
- Channel 4 / 5 / 6 / 7
- Channel 8 / 9 / 10 / 11
- Channel 12 / 13 / 14 / 15
- 29 Amount standard tariff / special tariff 1
- 31 Amount special tariff 2
- 32 Prepaid card debit standard / special tariff 1
- 34 Prepaid card debit special tariff 2 / chip card credit / **Cancel Tickets**
- 36 Allowances prepaid cards standard tariff / special tariff 1
- 38 Allowances prepaid cards special tariff 2 / credit cards / electr. wallet
- 40 Total amount cash earnings
- 41 Date / time of the last clearing
- 42 Data of the last clearing (like line 9 et seq.)
- 74 Date / time of the penultimate clearing
- Overview occupancy rate
- 99 Date / time of the last programming

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Example of extended statistics (1.0.1):

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe legen.

Musterstrasse 1234567890

st.2.0
- STATISTICS FULL -
31.03.2016 12:45:25

Nr. 00080131 EUR -2 0
0016

000 31.03.16 12:31:29
001 31.03.16 09:26:07
002 31.03.16 09:26:07

003 5
--- COINS [0001] ---
004 87,75 87,75
006 0,00 0,00
008 14,06 14,06
010 0,00 0,00
012 0,00 0,00
014 0,00 0,00
016 0,00 0,00

018 39 39
020 0 0
022 0 0
--- Tickets [0001] ---
024 39 0
026 0 0
028 0 0

-516-
0000 0000 0000 0000
0000 0000 0000 0000
0000 0025 0025 0008
0025 0025 0025 0000

-532-
0000 0000 0000 0000
0000 0000 0000 0000
0004 0003 0003 0011
0000 0000 0000 0000
0000 0000 0000 0000
0000 0000 0000 0000

Ticket header

Location

Version statistics ticket
Date / time of the printout

Terminal no. / currency / decimal places / 0=DDMMYY, 1=MMDDYY
Ticket number

000 Date / time of the last master reset
001 Date / time of the last parameter programming
002 Date / time of the last tariff programming

003 Number of clearings
Coins [0001]
004 Total amount / standard tariff
006 Total amount special tariff 1 / special tariff 2
008 VAT total / standard tariff
010 VAT special tariff 1 / special tariff 2
012 Total amount chip card credits/debits
014 VAT total chip card credits/debits
016 Amount incomplete payments / VAT incomplete payments
Bank notes [0002]
018 Total amount / standard tariff
020 Total amount special tariff 1 / special tariff 2
022 VAT total / standard tariff
024 VAT special tariff 1 / special tariff 2
026 Total amount chip card credits/debits
028 VAT total chip card credits/debits
030 Amount incomplete payments / VAT incomplete payments

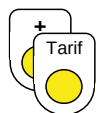
032 Number all tickets / standard tariff
034 Tickets special tariff 1 / special tariff 2
036 Tickets card load / **Cancel Tickets**
--- Tickets BNA [0002] ---
038 Number of tickets standard tariff / special tariff 1
040 Number of tickets special tariff 2 / card load
042 Cancel Tickets
--- Tickets mixed [0001] + [0002] ---
043 Number of tickets standard tariff / special tariff 1
045 Number of tickets special tariff 2 / card load
047 Cancel Tickets
--- Tickets BNA [0001] ---
048 Number of tickets standard tariff / special tariff 1
050 Number of tickets special tariff 2 / card load
052 Cancel Tickets

516 Number of coins sorted according to value
Channel 0 / 1 / 2 / 3
Channel 4 / 5 / 6 / 7
Channel 8 / 9 / 10 / 11
Channel 12 / 13 / 14 / 15

532 Overview occupancy rate

4.4.3 Print report ticket (service routine 1.1)

Service routine 1.1



1. Select the programme **1.1**.



2. Confirm with the ticket request button.

Sample ticket

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

-- SERVICE LOG REPORT --
31.03.2016 12:50:23

Nr. 00080131 EUR -2 0
0099

-- DOOR OPENINGS --

3003161701 0002 SAFE
3003161701 0003 ACCU
3003161704 0004 SERVICE
3003161704 0002 SAFE
3003161704 0003 ACCU
3003161705 0003 ACCU
3003161715 0004 SERVICE
3003161741 0003 ACCU
3103160925 0004 SERVICE
3103160925 0002 SAFE
3103160925 0003 ACCU
3103160944 0002 SAFE
3103161008 0002 SAFE
3103161009 0003 ACCU
3103161022 0004 SERVICE
3103161022 0002 SAFE
3103161022 0003 ACCU
3103161046 0004 SERVICE
3103161108 0002 SAFE
3103161201 0004 SERVICE
3103161202 0002 SAFE
3103161202 0003 ACCU
3103161202 0001 COINBOX
3103161205 0004 SERVICE
3103161205 0003 ACCU
3103161205 0002 SAFE
3103161205 0001 COINBOX
3103161209 0004 SERVICE
3103161209 0003 ACCU
3103161209 0002 SAFE
3103161209 0001 COINBOX
3103161221 0004 SERVICE
3103161221 0003 ACCU

Ticket header

Location

Version statistics ticket
Date / time of the printout

Terminal no. / currency / decimal places / 0=DDMMYY, 1=MMDDYY
Ticket number

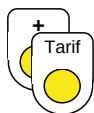
DOOR OPENINGS: Door openings
Date (DDMMYY), time (HHMM), code, designation

Code	Designation	Description
0001	COINBOX	Coin box removed
0002	SAFE	Safe door open
0003	ACCU	Door of the power supply compartment open
0004	SERVICE	Door of the electronics compartment open

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4.4.4 Manual time input (service routine 2.0)

Service routine 2.0 Using this service routine you can set the date and time when needed.



1. Select the programme **2.0**.



2. Confirm with the ticket request button.
The first digit of the date flashes:

25.11.00 11:00



3. Effect the required changes

Increase with special tariff button 2.
Decrease with special tariff button 1.



4. Confirm with the ticket request button.
The second digit of the date flashes:

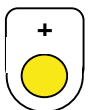
25.11.00 11:00

5. Proceed as described above for the other details.



Back

6. Confirm the ticked request button once again to save date and time.



By pressing the debit button you can go back by one input field.

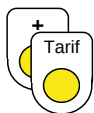
Cancel the service routine



This service routine can be terminated at any time by pressing the cancel button. Already changed values are not saved.

4.4.5 ITU Time Set (service routine 2.1)

Service routine 2.1 Using this service routing you activate the internet time update for the machine.



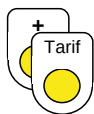
1. Select the programme **2.1**.



2. Confirm with the ticket request button.

4.4.6 Sleep mode test (service routine)

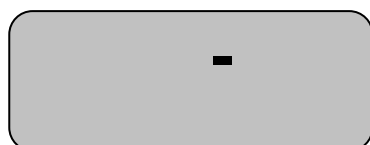
Service routine 3 Using this programme you can check if the machine returns to normal operating mode after switching to sleep mode.



1. Select the programme **3**.



2. Confirm with the ticket request button.
The display shows:



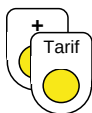
At the latest after one minute or after pressing a random button the machine returns to service mode. Furthermore, the correct function of the coin slot barrier can be checked by inserting a coin.

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4.4.7 Display test (service routine 4)

Service routine 4 During the display test the function of all segments and pictograms is tested. Carry out this programme if you suspect a defect in the display.

The display is fully functional if all segments and pictograms are shown completely.



1. Select the programme **4**.



2. Confirm with the ticket request button.

⇒ The display shows in all lines:

```

000000000000....
then 1111111111....
then 2222222222....
then 3333333333....
etc.
until 9999999999.....

```

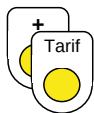
Cancel the service routine



This service routine can be terminated at any time by pressing the cancel button.

4.4.8 Print tariff ticket (service routine 5.0)

Service routine 5.0 The tariff times saved in the device are printed on the tariff ticket.



Select the programme **5.0** and confirm with the ticket request button.

⇒ The tariff ticket is printed.

Sample printout:

```

Parkschein von aussen
sichtbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

tarifv3.0
---- T A R I F F ----
31.03.2016 14:46:49

Nr. 00080131 EUR -2 0
0029

-1-
T0+
Mo 08:00 18:00 1
Di 08:00 18:00 1
Mi 08:00 18:00 1
Do 08:00 18:00 1
Fr 08:00 18:00 1
Sa 08:00 18:00 1
So 08:00 18:00 1
T1+
Mo 00:00 24:00 2
Di 00:00 24:00 2
Mi 00:00 24:00 2
Do 00:00 24:00 2
Fr 00:00 24:00 2
Sa 00:00 24:00 2
So 00:00 24:00 2
T2+
Mo 00:00 24:00 3
Di 00:00 24:00 3
Mi 00:00 24:00 3
Do 00:00 24:00 3
Fr 00:00 24:00 3
Sa 00:00 24:00 3
So 00:00 24:00 3
-2-
TNo.1: 100 10080 0
TNo.2: 200 10080 0
TNo.3: 300 10080 0
-3-
Mo 00:00 23:59
Di 00:00 23:59
Mi 00:00 23:59
Do 00:00 23:59
Fr 00:00 23:59
Sa 00:00 23:59
So 00:00 23:59
S1 00:00 23:59
-4-
01.01.16 06.01.16
25.03.16 28.03.16
01.05.16 05.05.16
16.05.16 03.10.16
26.11.16 25.12.16
-5-
-6-
2016: 27.03 30.10
2017: 26.03 29.10
2018: 25.03 28.10
2019: 31.03 27.10
2020: 29.03 25.10
2021: 28.03 31.10
-7-
add time : 15
add time 2: 0
-8-
T0
T1
T2

```

Ticket header

Location

Ticket type (service routine)

Date / time of the printout

Terminal number / currency / decimal (after point) / 0=DDMMYY, 1=MMDDYY

Ticket no.

T0 = standard tariff

Weekday / chargeable time / tariff block number

...

T1 = special tariff 1

Weekday / chargeable time / tariff block number

...

T2 = special tariff 2

Weekday / chargeable time / tariff block number

...

Tariff blocks:

Tariff block number / amount/ duration / flat rate 0= no flat rate

1= flat rate

...

Opening hours:

Weekday 1/ opening block 1

" / opening block 2

...

Special days 1

Date (YY.MM.DD)

Special days 2

Date (YY.MM.DD)

Switch summer/winter time

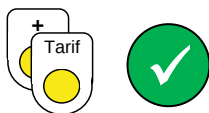
Date (YYYY: MM.DD)

Additional time (if programmed)

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4.4.9 Print flag-config ticket (service routine 5.1.0)

Service routine 5.1.0 The flags config ticket lists all functions activated on this machine.



Select programme **5.1.0** and confirm with the ticket request button

The configuration ticket is printed.

Sample ticket:

Parkschein von aussen gut lesbar hinter die Windschutzscheibe legen.	Ticket header
Musterstrasse 1234567890	Location
Pa.1.0 -- C O N F I G -- 31.03.2016 14:52:20	Ticket type (service routine) Date / time of the printout
Nr. 00080131, EUR -2 0 0154	Terminal no./ currency/ decimal places/ 0= date DDMMYY and 1= date MMDDYY Ticket number
***CARDREADER**	CARD READER: Card reader information
***DATA TRANS** transfer enabled PACS : LAN FTP : LAN ITU : LAN Global Med: LAN no DNS checking persistent PPP PACS CityLine JSON Single entries clearing	DATA TRANS: Data transfer
***PAYMENT** over: normal procedure money: ticket bn blocked BNA	PAYMENT: Payment
***TICKET** print start date statistic count: 1 vat enabled net and gross values print BNA cancel ticket print supervision ticket	TICKET: Ticket
***KEY DISPLAY** illum: permanent ext. illum: in opening	KEY DISPLAY: Keyboard
***CONFIG** permanent power language choice	CONFIG: Configuration
***APPLICATION** Logo printing	APPLICATION: Application
***SECURE** card reader data transmission FTP BNA VAT mobile payment barcode scanner keyboard	

```

**VALUES**
country code:      49
coin unit :        -2
timeout norm:      10
timeout pay :      30
escrow max :       30
coinbox max :     1600
clearing :        00000
value2 :          0000
value3 :          0000
vat rate :         19%
customer key:    10000000
location id :      0
ITU offset :       60
coinbox warn:     70%
ticket pause:      0
value9 :          35
value10 :          1
ExtValue1 :      34528
ExtValue4 :         5
Location cnf:
Location cf2:
Location cf3:     90;90

```

VALUES: Parameter
Country code
Currency
Timeout time
Timeout payment
Intermediate cash box maximum
Coin box maximum

VAT rate

```

**COIN CHANNELS**
[ 0] 0.00 [ 8] 0.00
[ 1] 5.00 [ 9] 2.00
[ 2] 10.00 [10] 1.00
[ 3] 20.00 [11] 0.50
[ 4] 50.00 [12] 5.00
[ 5] 0.00 [13] 10.00
[ 6] 0.00 [14] 20.00
[ 7] 0.00 [15] 50.00

```

COIN CHANNELS: Coin channels

```

**STAT. TIMES**
[ 0] 06:00
[ 1] 12:00
[ 2] 18:00
[ 3] 24:00
[ 4] 00:00
[ 5] 00:00

```

STAT. TIMES: Statistics times

```

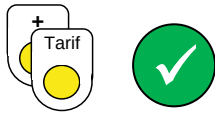
**STAT. DURATIONS**
[ 0] 00.00.15
[ 1] 00.00.30
[ 2] 00.01.00
[ 3] 00.02.00

```

STAT. DURATIONS: Statistics durations

4.4.10 Print cards config (service routine 5.1.1)

Service routine 5.1.1 The cards configuration ticket lists all settings relevant to card processing.



1. Select programme **5.1.1** and confirm with the ticket request button.
2. The configuration ticket is printed.

Sample ticket:

```

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

Pa.1.0
-- C O N F I G --
31.03.2016 15:00:02

Nr. 00080131 ELR -2 0
0156

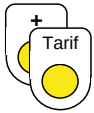
**CARD DATA-HECTRONIC**
-max recharge:      0,00
-country code:      0
-customer ident:    000000
-magic: 0000000000000000
-rec. recharge:     0
-max amount:        0,00
-min amount:        0,00
-tariff kind:       0
-decrements:
[ 0]  0,00 [ 1]  0,00
[ 2]  0,00 [ 3]  0,00
[ 4]  0,00
-subgroup codes:
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000
0000 0000
-card fee          :      0,00

**CARD DATA-PURSE1**
-max recharge:      0,00
-country code:      0
-customer ident:    000000
-magic: 0000000000000000
-rec. recharge:     0
-max amount:        0,00
-min amount:        0,00
-tariff kind:       0
-decrements:
[ 0]  0,00 [ 1]  0,00
[ 2]  0,00 [ 3]  0,00
[ 4]  0,00
-subgroup codes:
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000
0000 0000 0000 0000 0000

```

4.4.11 Print comms config ticket (service routine 5.1.2)

Service routine 5.1.2 The comms config ticket lists all communication settings that were stored in this machine.



1. Select programme **5.1.2** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```
Parkschein von aussen
auf lesbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

pa.1.0
-- C O N F I G --
31.03.2016 15:03:55

Nr. 00080131 EUR -2 0
0159

**CONNECTION TIME**
Collection: 010170 00:00
TMS call : 311269 23:59
Next conn : 010416 03:41
PACS time : 03:31
Backup : 310316 16:00

**FSC DATA - COMMON**

**FSC DATA - FT**
URL:citelineft.hectronic
.com
TCP Port: 49751

**FSC DATA - PACS**
URL:citelinelm.hectronic
.com
TCP Port: 49750

**FSC DATA - SERVER**

**FSC DATA - GPES**
Provider:internet.t-mobi
le
UID: t-mobile
Plid: tm
DialNo: *99**1#

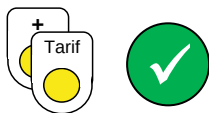
**FSC DATA - MAIN**
OEMID: 0

**ITU HOSTS**
188.64.61.210:13
128.138.140.44:13
129.6.15.30:13
64.113.32.5:13
24.56.178.140:13

**PPP CONFIG**
send LCP echo : 0
LCP echo interval: 300
LCP echo failure: 0
ppp idle : 0
usefeerdns : 1
send PING : 0
```

4.4.12 Print software config ticket (service routine 5.1.3)

Service routine 5.1.3 The software config ticket lists all settings concerning the software and the file handling of the machine.



1. Select programme **5.1.3** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```

Parkschein von aussen
sichtbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

Pa.1.0
-- C O N F I G --
31.03.2016 15:11:07

Nr. 00000131 EUR -2 0
0161

**SOFTWARE VERSIONS**
App Version: 1.0.40.8
31.03.2016 10:47:26

Sys Version: 1.0.9.18
**EXTERNAL DLLS**
openssl, crypto: OpenSSL
0.9.8a 19 Oct 2007

vicframe: 1.14.002 vicfr
ame.dll Feb 10 2016 08:1
4:39 (c) Quality Equipme
nt BU

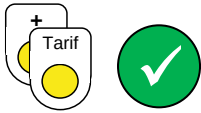
json: json-c 0.9

**DEBUG**
Level: 0x000000FF
Number of days : 3
Export : N

**DATA FILES**
Mirror : Y
No SRAM : Y
--PAYMENT EVENTS
Backup : Y
Zip backup : Y
Backup days : 5
Max count : 5000
--SERVICE EVENTS
Backup : Y
Zip backup : Y
Backup days : 5
Max count : 5000
--CARD TRANSACTIONS
Backup : N
Zip backup : N
Backup days : 30
Max count : 1000
--STATISTIC
Backup : Y
Zip backup : Y
Backup days : 3
  
```

4.4.13 Print hardware config ticket (service routine 5.1.4)

Service routine 5.1.4 The hardware config ticket lists all hardware components installed in the Citea.



Select programme **5.1.4** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```
Parkschein von aussen  
gut lesbar hinter die  
Windschutzscheibe lesen.
```

Ticket header

```
Musterstrasse 1234567890
```

Location

```
Pa.1.0  
-- C O N F I G --  
31.03.2016 15:14:00
```

Version number of the config application
Ticket type (service routine)
Date / time of the printout

```
Nr. 00080131 EUR -2 0  
0162
```

Terminal no./ currency/ decimal places/ 0= date DDMMYY and 1= date
MMDDYY
Ticket number

```
**GLOBAL**  
Max backlight : 4  
Brightness thrs.: 512  
Contrast offset : 0
```

GLOBAL: Global settings
Background illumination
Brightness
Contrast

```
**DEVICES**  
--CARD READERS  
+ /dev/ttyS2 Sm1/Sm2  
--PRINTER  
/dev/ttyS0 Mcs h16  
--DISPLAY  
/dev/ttyS4 Standard  
--BNA  
--COINS ACCEPTOR  
/dev/ttyS3 Wh  
--MODEM  
/dev/ttyS1 GSM  
--BARCODE SCANNER  
--KEYBOARD
```

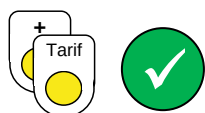
DEVICES: Devices
- - CARD READER: Card reader
/dev/interface type
- - DISPLAY: Display
/dev/interface type
- - PRINTER: Printer
/dev/interface type
- - BNA: Banknote reader
/dev/interface type
- - COINS ACCEPTOR: Coin validator
/dev/interface type
- - MODEM: Modem
/dev/interface type
- - BARCODE SCANNER: Barcode scanner
- - KEYBOARD: Keyboard

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4.4.14 Print file system (service routine 5.1.5)

Service routine 5.1.5 Using the service routine 5.1.5 you can request a printout of all loaded files with the date of the upload.

You can check if the desired file was uploaded correctly.



Select programme **5.1.5** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```

Parkschein von aussen
auf lesbar hinter die
Windschutzscheibe legen.

Musterstrasse 1234567890

Pa.1.0
-- C O N F I G --
31.03.2016 15:18:41

Nr. 00080131 ELR -2 0
0165

**FILE SYSTEM**

-----CONFIG DATA-----
* citeacfg.xml
  3 238 B
  31.03.2016 14:08:30
* pasesdeu.hlm
  1 714 B
  15.06.2009 16:12:28
* pasesflk.hlm
  1 721 B
  15.06.2009 16:12:28
* Printer.cfs
  64 B
  31.03.2016 09:43:02
* Restart.dat
  1 024 B
  31.03.2016 15:18:39

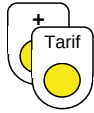
-----PROCESS DATA-----
* masks.dat
  40 012 B
  31.03.2016 14:40:48
* parameters2.dat
  3 023 B
  31.03.2016 14:40:47
* paymentevents2.dat
  4 357 B
  31.03.2016 14:47:11
* PINF0.IAT
  20 B
  31.03.2016 14:47:10
* recriddoors.dat
  3 760 B
  31.03.2016 14:46:44
* serviceevents2.dat
  13 504 B
  31.03.2016 15:18:40
* statistic2.dat
  74 860 B
  31.03.2016 14:40:54
* tariffs.dat
  2 796 B
  31.03.2016 14:40:47

**DATA FILES STATS**
p.events:      39
s.events:     128
transactions:   0
mobile.trans:   0
mobile.ent:     0

```

4.4.15 Print transactions (service routine 5.2)

Service routine 5.2 Using service routine 5.2 you can get a printout from the machine about the transactions for a particular time period.



1. Select the programme **5.2**.

2. Select the time period:

From 16.07.13
Up to 16.07.13
dd.mm.yy



3. Confirm with the ticket request button.

The following data will be printed on the printout:

- Date and time of the payment in the format DDMMYYHHMM
- Payment code as code
- Amount

Sample ticket

```

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

Pe.2.0
-- PAYMENT EVENTS --
31.03.2016 15:42:12

Nr. 00080131 EUR -2 0
0001

3103161159      B      0.25
3103161200      B      0.50
3103161200      B      1.00
3103161201      B      4.00
3103161201      B     11.00
3103161203      B     12.00
3103161203      B      6.00
3103161204      B      1.20
3103161204      B      0.60
3103161205      B      0.30
3103161207      B      4.00
3103161207      B      3.00
3103161207      B      2.00
3103161208      B      0.25
3103161208      B      0.25
3103161209      B      0.30
3103161218      B      2.05
3103161218      B      2.05
  
```

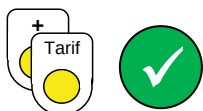
Payment type	Code
Bank note	A
Coin	B
Hectronic chip card	C
Credit card	D
Mobile phone	E
Wallet	F
Load chip card	G
Bonus HecChip card	H
Bonus credit card	I
Free parking	J
Mifare	K
Mifare HecChip card	L
Mifare wallet	M
Module system	N
Purse1 Time Bonus	O
Traffic fine	P
Barcode	Q
Extended TVM	R
With barcode printout	S
Authorisation via card	T
Cancellation	U

4.4.16 Print service events (service routine 5.3)

Service routine 5.3

Using service routing 5.3 you can request a printout of all service events and error messages.

You can set a time period.



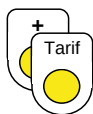
Select the programme **5.3** and confirm with the ticket request button.

The ticket is printed.

4.4.17 File transfer (service routine 6.0)

Service routine 6.0

This service routine must be started for a connection via modem. Otherwise you do not have remote access to the data of the machine.



1. Select the programme **6.0**.

2. Confirm with the ticket request button.

3. Select the sub routine 6.0.0 with the tariff button (manual file transfer) and confirm with the ticket request button.



Using the sub routine 6.0.1 you can view the last transfer, or check, if the connection started with 6.0.0 has been established. In the last case, you will see "in progress..." in the connection data on the display.

4.4.18 Online clearing (service routine 6.1)

Service routine 6.1

If the machine works with an electronic wallet, this function must be activated.



1. Select the programme **6.1**.



2. Confirm with the ticket request button.

3. Select the sub routine 6.1.0 (clearing) with the tariff button and confirm with the ticket request button.

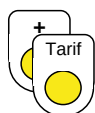


Using the sub routine 6.1.1 you can view the last transfer, or check, if the connection started with 6.1.0 has been established. If the connection was established, you will see "in progress...." below the connection data on the display.

4.4.19 Test online host (service routine 6.5)

Service routine 6.5

This function is used to test the connection to the online host in case of online authorisation of credit cards with SM1/2 readers.



1. Select the programme **6.5**.

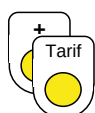


2. Confirm with the ticket request button.

4.4.20 Register modem (service routine 6.9)

Service routine 6.9

With this service routine the modem tries to access the network.



1. Select the programme **6.9**.



2. Confirm with the ticket request button.

4.4.21 Test CNP host (service routine 6.14)

Service routine 6.14 With this service routine you can test the connection to the CNP host.



1. Select the programme **6.14**.



2. Confirm with the ticket request button.

If the connection was established, the display will show "SUCCESS". In case of an error, the error code "200C3..." will be shown.

4.4.22 Create data backup file (service routine 7.0)

Service routine 7.0 In the same way you can transfer tariffs and parameters to the parking ticket machine, you can also save them again from the machine back to a USB stick. In addition you can also save statistics and event files on a USB stick.

This service routing creates a data backup file.



Data from the machine can only be transferred to the USB stick, if previously the respective fields have been activated in the file fbc.xml using the CiteaDataFilesEditor.



An event file includes the last 500 parking processes for which the payment type and the times were saved.



1. Select the programme **7.0**.



2. Confirm with the ticket request button.

⇒ The file is created.

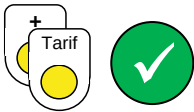
4.4.23 Copy data backup file (service routine 7.1)

Service routine 7.1

Using this service routine you can copy the data backup file previously created with routine 7.0 to a USB stick.



Data from the machine can only be transferred to the USB stick, if previously the respective fields have been activated in the file fbc.xml using the CiteaDataFilesEditor.



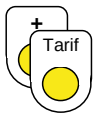
Select the programme **7.1** and confirm with the ticket request button.

⇒ The file is copied.

4.4.24 Delete backup file (service routine 7.2)

Service routine 7.2

Using this service routine you can delete the data backup file previously created with routine 7.0.



1. Select the programme **7.2**.



2. Confirm with the ticket request button.

⇒ The file is deleted.

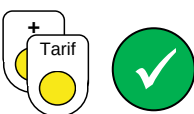
4.4.25 Batch copy (service routine 7.3)

Service routine 7.3

Using this service routine, you can copy the batch files to the Citea/from the Citea to the USB stick.



Data from the machine can only be transferred to the USB stick, if previously the respective options have activated for the download in the file fbc.xml.



Select the programme **7.3** and confirm with the ticket request button.

⇒ The file is created.

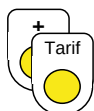
4.4.26 DiskC copy (service routine 7.4)

Service routine 7.4

This service routine creates a DiskC.tar file and copies it to a USB stick.



Data from the machine can only be transferred to the USB stick, if previously the respective fields have been activated in the file fbc.xml using the CiteaDataFilesEditor.



1. Select the programme **7.4**.



2. Confirm with the ticket request button.

⇒ The file is created and copied.

4.4.27 Additional import (service routine 7.7)

Service routine 7.7

As an alternative to the AutoUSB function, you can use the service routine 7.7 to upload additional configuration files from a USB stick to the Citea.



The files must be stored in the root directory of the USB stick, certificates for card readers in the folder "/ssl", data for CityLine in the folder "citylinecfg.json".



1. Select the programme **7.7**.

2. After accessing the service function the display will show:

Insert device for
FBC and press green
button

Insert the USB stick with the files into one of the USB ports on the AC-ARM9 controller



4. Confirm with the ticket request button. The upload is started.

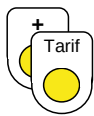
As soon as the upload is finished, the display will return to the menu.
The machine creates an import report. Newly uploaded files are marked with a "+"-

```
-- ADD. IMPORT REPORT --  
31.03.2016 14:52:20  
  
- Nr. 00105999 € -2 0  
0014  
  
USB -> PA  
+ citeacfs.xml  
- cardpaycfs.xml  
- cardreader.ctr  
- *.hlm  
- marsectkeys.dat  
- citylinedfs.json  
- citeadevcfs.txt
```

4.4.28 Choose language (service routine 8.0)

Service routine 8.0

Using this service routine you can select or change the language in which the service routines are shown.



1. Select the programme **8.0**.



2. Confirm with the ticket request button.

3. Select the desired language using the tariff buttons and confirm again with the ticket request button.

4.4.29 Master reset (service routine 8.1)

Service routine 8.1

A master reset deletes all transaction data such as the statistics in the Citea. These data cannot be restored again.



Carry out this service routine only, if this is absolutely necessary (e.g. during initial commissioning).



A master reset deletes the statistics file and resets all counters to "0"!

Therefore: replace the money box prior to a master reset!

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1. Select the programme **8.1**.



2. Confirm with the ticket request button.

(by pressing the "cancel" button you can still cancel the process here)



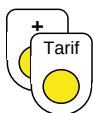
3. Confirm with the security prompt with the ticket request button.

⇒ The master reset will be carried out.

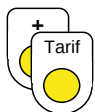
4.4.30 Close PA machine (service routine 8.2)

Service routine 8.2

Using this service routine will restart the operating system of the Citea.



1. Select the programme **8.2**.



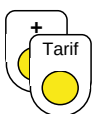
2. Confirm by pressing the button for special tariff 1 (third button from left).

⇒ The operating system is restarted.

4.4.31 Reset ticket counter (service routine 8.5)

Service routine 8.5

With service routine 8.5 you can reset the ticket counter e.g. after a paper roll replacement.



1. Select the programme **8.5**.



2. Confirm with the ticket request button.

⇒ The ticket counter is reset.

4.5 Overview service routines HecApp version V3

4.5.1 Print test ticket (service routine 0)

Service routine 0 After a paper roll replacement or a tariff and parameter transfer, a test ticket must be printed to check the function of the machine. The machine switches to service mode once the electronic unit is opened and the programme number **0** is already selected.



Press the ticket request button.

Sample printout:

ACCU level: Battery level in Volt
Modem: has been configured since...
IMEI: Modem identification no.

NETRSSI: Field strength

```

Parkschein von aussen
auf lesbar hinter die
Windschutzscheibe legen.
Musterstrasse 1234567890
Nr. 0027 13:38 29.03.16
Parkzeitende
TP 00:00
01.01.70
EUR 0.00
MwSt 19% EUR 0.00
ACCU level: 12.44
Modem: 29.03.16 13:32
IMEI: 356613021119342
NETNAME: Telekom.de
NETSTATE: Ready
NETTYPE: GPRS
NETRSSI: 13
    
```

Printing a test ticket with chip

With a chip/test coin you can print a test ticket without having to open the electronic unit of the parking ticket machine. Insert a chip into the coin slot for the printout. The chip falls into the coin tray after the printout. If required, pending service notes will be included in the printout:

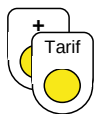
- "Battery or coin box pre-warning" and
- "end of paper roll warning"

4.5.2 Printout of a statistics ticket (service routine 1.0)

Service routine 1.0 A simple statistics ticket is printed automatically after each coin box replacement.

With service routine 1.0.0 a simple statistics ticket without coin box replacement can be printed, with service routine 1.0.1 an extended statistics.

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1. Select programme **1.0** and confirm with the ticket request button.
2. Select with the tariff button if you want simple statistics (1.0.0 "simple statistics") or extended statistics (1.0.1 "full statistics") and confirm again with the ticket request button.

Example of simple statistics ticket (1.0.0):

Parkschein von aussen gut lesbar hinter die Windschutzscheibe legen.		Ticket header
Musterstrasse 1234567890		Location
- S T A T I S T I C S - 30.03.2016 10:56:25		Version statistics ticket Date/ time of the printout
SN: 00080130 EUR -2 Ticket no. 14		Terminal no / currency / decimal places Ticket number
- T O T A L S -		<i>TOTALS:</i> Total since terminal installation
Coinbox exchanges: 2		<i>Coinbox exchanges:</i> Coinbox exchanges
Others exchanges: 1		<i>Incomes:</i> Incomes since terminal installation
----- Incomes ----- Coins: 312,25		
Parking tickets: 62		<i>CURRENT:</i> Current
- C U R R E N T -		Number of parking tickets <i>T0</i> = standard tariff / <i>T1</i> = special tariff 1 <i>T2</i> = special tariff 2
Parking tickets: T0 0000008 T1 0000001 T2 0000006		
Coin channels		<i>Coin channels:</i> Coin revenue divided into coins: e.g. € 0.05 to € 2.00
0,00 0000 0,00 EUR		
2,00 0010 20,00 EUR		
1,00 0010 10,00 EUR		
0,50 0010 5,00 EUR		
0,20 0010 2,00 EUR		
0,10 0010 1,00 EUR		
0,05 0010 0,50 EUR		
Note channels		<i>Note channels:</i> Bank note revenue divided into coins: e.g. €5 to €50
50,00 0000 0,00 EUR		
20,00 0000 0,00 EUR		
10,00 0000 0,00 EUR		
5,00 0000 0,00 EUR		
Coins income		Total revenue Divided into individual tariffs 0 to 2
T0 23,10 T1 3,85		
T2 11,55		
Cash income: 38,50		<i>Cash income:</i> Total income
- E X C H A N G E S -		<i>EXCHANGES:</i> Exchanges
Coinbox exchange		<i>Coinbox exchange:</i> Coinbox exchanges
29.03.16 14:05		
Notebox exchange		<i>Notebox exchange:</i> Bank note box exchanges
Never		
Other means exchange		
21.03.16 10:33		

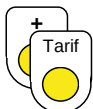
Example of extended statistics (1.0.1):

Parkschein von aussen gut lesbar hinter die Windschutzscheibe legen.		Ticket header
Musterstrasse 1234567890		Location
-- FULL STATISTICS --		Version statistics ticket
30.03.2016 11:01:44		Date/ time of the printout
SN: 00080130 EUR -2		Terminal no / currency / decimal places
Ticket no. 2		Ticket number
Empties: 0		Number of clearances / removals
Coins [0001] 0		
A : 312,25 V: 49,94		
RF: V:		
RT: V:		
C : 0,00 V: 0,00		
FX: 0,00 V: 0,00		
Tickets		
A : 62 F : 0		Number of overpayments
R : 0 C : 0		
FX: 0		
T0: 55 T1: 1		
T2: 6		
Tickets [0001]		
R : 0 C : 0		Number of credit card payments
FX: 0		
T0: 53 T1: 1		
T2: 6		
Tickets [0256]		
R : 0 C : 0		Number of parking tickets standard tariff / special tariff 1 / special tariff 2
FX: 0		
T0: 2		
Coin channels		
0 00000000 9 00000015		
10 00000040 11 00000015		
12 00000015 13 00000033		
14 00000015		
Note channels		
0 00000000 1 00000000		
2 00000000 3 00000000		
Ticket allocations		
00000 00000 00000 00000		
00000 00000 00000 00000		
00000 00000 00000 00000		
00000 00000 00000 00000		

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4.5.3 Print report ticket (service routine 1.1)

Service routine 1.1



1. Select the programme **1.1**.



2. Confirm with the ticket request button.

Sample ticket

```
Parkschein von aussen  
gut lesbar hinter die  
Windschutzscheibe legen.  
Musterstrasse 1234567890  
-- SERVICE LOG REPORT --  
30.03.2016 11:21:53  
SN: 00080130 EUR -2  
Ticket no. 3  
-- DOOR OPENINGS --  
1603301023 0002 DOOR1  
1603301023 0003 DOOR2  
1603301025 0004 SERVICE  
1603301025 0002 DOOR1  
1603301025 0003 DOOR2  
1603301029 0004 SERVICE  
1603301029 0002 DOOR1  
1603301029 0003 DOOR2  
1603301031 0004 SERVICE  
1603301031 0002 DOOR1  
1603301031 0003 DOOR2  
1603301044 0004 SERVICE  
1603301044 0002 DOOR1  
1603301044 0003 DOOR2  
1603301050 0004 SERVICE  
1603301050 0002 DOOR1  
1603301050 0003 DOOR2  
1603301055 0003 DOOR2  
1603301055 0002 DOOR1  
1603301055 0004 SERVICE
```

Ticket header

Location

Version ticket

Date / time of the printout

Terminal number / currency / decimal places

Number of the current entry (ring memory, max. 50 entries)

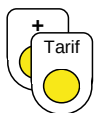
DOOR OPENINGS: Door openings

- Date (YYMMDD), time (HHMM), code, designation

Code	Designation	Description
0001	COINBOX	Coin box removed
0002	DOOR1	Safe door open
0003	DOOR2	Door of the supply compartment open
0004	SERVICE	Door of the electronics compartment open

4.5.4 Manual time setting (service routine 2.0)

Service routine 2.0 Using this service routine you can set the date and time when needed.



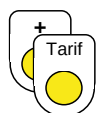
1. Select the programme **2.0**.



2. Confirm with the ticket request button.

The first digit of the date flashes:

25.11.00 11:00



3. Effect the required changes

Increase with special tariff button 2.

Decrease with special tariff button 1.



4. Confirm with the ticket request button.

The second digit of the date flashes:

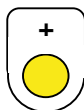
25.11.00 11:00

5. Proceed as described above for the other details.



6. Confirm the ticket request button once again to save date and time.

Back



By pressing the debit button you can go back by one input field.

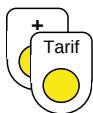
Cancel the service routine



This service routine can be terminated at any time by pressing the cancel button. Already changed values are not saved.

4.5.5 ITU Time Set (service routine 2.1)

Service routine 2.1 Using this service routing you activate the internet time update for the machine. Further information on the settings can be found in chapter 7.



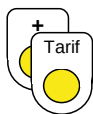
1. Select the programme **2.1**.



2. Confirm with the ticket request button.

4.5.6 Test of the “sleep” mode (service routine 3)

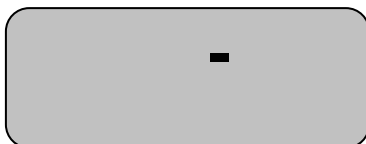
Service routine 3 Using this programme you can check if the machine returns to normal operating mode after switching to sleep mode.



1. Select the programme **3**.



2. Confirm with the ticket request button.
The display shows:

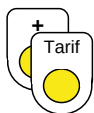


At the latest after one minute or after pressing a random button the machine returns to service mode. Furthermore, the correct function of the coin slot barrier can be checked by inserting a coin.

4.5.7 Display test (service routine 4)

Service routine 4 During the display test the function of all segments and pictograms is tested. Carry out this programme if you suspect a defect in the display.

The display is fully functional if all segments and pictograms are shown completely.



1. Select the programme **4**.



2. Confirm with the ticket request button.

⇒ The display shows in all lines:

```

000000000000....
then 1111111111....
then 2222222222....
then 3333333333....
etc.
until 9999999999.....
    
```

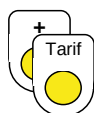
Cancel the service routine



This service routine can be terminated at any time by pressing the cancel button.

4.5.8 Print tariff ticket (service routine 5.0)

Service routine 5.0 The tariff times saved in the device are printed on the tariff ticket.



Select the programme **5.0** and confirm with the ticket request button.

⇒ The tariff ticket is printed.

CITEA - MAINTENANCE MANUAL

Sample printout:

```

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen

Musterstrasse 123

-- T A R I F F --
Tariff
15.02.2016 16:06:16

SN: 00080135 EUR -2
Ticket no. 13

-1- Profiles >>
T0:
-----Mo-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

-----Di-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

-----Mi-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

-----Do-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

-----Fr-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

-----Sa-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

-----So-----
- Variant: 0
O:00:00 00:00
P:08:00 0d10h0m 0
Payment next day enabled
Next day start: 00:00

SDG: 0
- Variant: 0
O:00:00 00:00

-2- Tariffs >>
- Tariff: 0
0 Linear 7d0h0m 336.00

-3- Special days >>
SDG: 0
s.day r: 1 1
s.day: 27.03.2016
s.day: 28.03.2016
per: 25.12.2016 25.12.2016

-4- Summer/Winter >>
2015: 29.03 25.10
2016: 27.03 30.10
2017: 26.03 29.10
2018: 25.03 28.10
2019: 31.03 27.10
2020: 29.03 25.10
2021: 28.03 31.10

-5- Valid amounts >>
T: 0
0.00

```

Ticket print key

Location

Ticket type

Date / time of the printout

SN: Serial number / currency / ..decimal digit (after comma)

Ticket no.

Profiles: Here the individual tariffs are listed in days

T0: Standard tariff / T1: Special tariff 1 / T2: Special tariff 2

Mo: Monday (weekday)

O: Opening time

P: Payment time

Start 08:00 end 0d10h0m (d:days – h: hours – m: minutes)

Payment next day enabled: Payment next day enabled

Next day start: Next day starts at...

Tariffs: Tariffs

0 = Linear

Opening hours: 7d0h0m (7 days, 0 hours, 0 min) amount (€ 336.00)

Special days: Special days for special tariffs

s.day r: Repetition special days

List of special days

Per: from...to

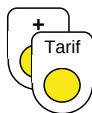
Summer / Winter: Summer / winter time settings

Year: Start summer time start winter time

Valid amounts: Permitted amounts (here the permitted tariffs are listed)

4.5.9 Print flags config ticket (service routine 5.1.0)

Service routine 5.1.0 The flags config ticket lists all functions and settings activated on this machine.



Select programme **5.1.0** and confirm with the ticket request button

The configuration ticket is printed.

Sample ticket:

Parkschein von aussen gut lesbar hinter die Windschutzscheibe lesen.		Ticket header
Musterstrasse 1234567890		Location
--- C O N F I G ---		Ticket type
30.03.2016 11:51:24		Date / time of the printout
SN: 00080130 EUR -2		SN: Serial number / currency /.decimal digit (after comma)
Ticket no. 9		Ticket no.
*** CARDREADER ***		CARDREADER: Card reader
TMS host 1:		
Name :		
Port : 0		
TMS host 2:		
Name :		
Port : 0		
mifare bus id: 1		
Antenna rep. tout: 20000		
suppressed masks		
nachbuchungen		
zahlungserfolgt		
*** DATA TRANS ***		DATA TRANS: Data transfer
network: GPRS		
no DNS checking		
persistent PPP		
remote statuses		
boundary signal: 7		
*** BNA ***		BNA: Banknote reader
rejects limit: 3		
*** PAYMENT ***		PAYMENT: Payment
over: normal procedure		
money: ticket bn blocked		
amount pres. channels:		
[0] 0.10 [1] 1.00		
[2] 5.00		
duration pres. channels:		
[0] 10 [1] 100		
[2] 500		
free parking enabled		
FreeParking host:		
FreeParking port: 0		
ext.card dec: 0		
*** TICKET ***		TICKET: Ticket
Print start date		
statistic count: 1		
note statistic count: 1		
vat enabled		
multi. tickets count:		
net and gross values		
print back offset: 90		
print channel values		
runoff pause: 0		
move before printout		
move bef. purchase time		
Emv dem. below: 0		

```

*** KEY DISPLAY ***
illum: during Payment
ext. illum: permanent
ext. illum valid hours:

```

KEY DISPLAY: Keyboard

-5
-6
-7
-8
-9
-10
-11
-12
-13
-14
-15
-16
-17
-18
-19
-20
-21
-22

```
3 keys decrement
alpha 12 keys
alpha USB keyboard
alpha stream length: 20
language choice
```

```
Media tariffs:
disable
tariff for coins: -1
tariff for notes: -1
tariff for chipcards: -1
tariff for credits: -1
tariff for purse: -1
```

CONFIG: Configuration

```

autotime format:          hh:mm
autotime pos X: 15
autotime pos Y: 0
coin rejects limit: 3

```

```

** PRINTER **
printer sensor L
poll repeat: 5
tick, drop repeat: 2
P. warn. level: 15
P. warn. tick. cnt: 400
cut offset: 162

```

PRINTER: Printer

```

** ITU **
ITU hosts:
- 188.64.61.210:13
- 128.138.140.44:13
- 129.6.15.30:13
- 64.113.32.5:13
- 24.56.178.140:13
- :0
offset: 60

```

ITU: ITU settings

XX APPLICATION XX

APPLICATION: Application

```

** COINBOX **
coinbox max:          3200
coinbox warn:         80%
min. coin no:         0
max. coin no:         15

```

COINBOX: Coin box

```

** NOTEBOX **
min. note no:      0
max. note no:      15
notebox exchange timeout

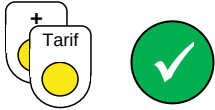
```

NOTEBOX: Bank note box

...

4.5.10 Print cards config ticket (service routine 5.1.1)

Service routine 5.1.1 The cards configuration ticket lists all settings relevant to card processing.



1. Select programme **5.1.1** and confirm with the ticket request button.
2. The configuration ticket is printed.

Sample ticket:

```
Parkschein von aussen  

    put lesbar hinter die  

    Windschutzscheibe legen.  

Musterstrasse 123+567890  

-- C O N F I G --  

30.03.2016 11:55:37  

SN: 00000130      EUR -2  

Ticket no. 2  

**CARD DATA-HECTRONIC**  

-max recharge:      500.00  

-country code:      49  

-customer ident:    000000  

-rec. recharge:      0  

-max amount:         0.00  

-min amount:         0.00  

-tariff kind:        1  

-decrements:  

 [ 0 ]      0.10  

 [ 1 ]      1.00  

 [ 2 ]      5.00  

-subgroup codes:  

 0  

 0  

 0  

 0  

 0  

 0  

 0  

-card fee:           0.00  

card fee percent:enabled  

-bonus ranges:  

 1:      0  

** CARD DATA-PURSE1 **  

-max amount:         15.00  

-min amount:         0.20  

-tariff kind:        1  

-decrements:  

 [ 0 ]      0.10  

 [ 1 ]      1.00  

 [ 2 ]      5.00  

-subgroup codes:  

 0  

 0  

 0  

 0  

 0  

 0  

 0  

-card fee:           0.00  

card fee percent:enabled  

**CARD DATA-CREDIT**  

-max amount:         0.00  

-min amount:         0.00  

-tariff kind:        1  

-decrements:  

 [ 0 ]      0.10  

 [ 1 ]      1.00  

 [ 2 ]      5.00  

-subgroup codes:  

 0  

 0  

 0  

 0  

 0  

 0  

 0  

-card fee:           0.00  

card fee percent:enabled
```

Ticket header

Location

Ticket type

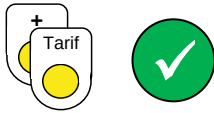
Date / time of the printout

SN: Serial number / currency / decimal digit (after comma)

Ticket no.

4.5.11 Print comms config ticket (service routine 5.1.2)

Service routine 5.1.2 The comms config ticket lists all communication settings that were stored in this machine.



1. Select programme **5.1.2** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```
Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen.

Musterstrasse 1234567890

-- C O N F I G --
30.03.2016 11:58:37

SN: 00000130   EUR -2
Ticket no. 2

** CONNECTION TIME **
Next sync: 31.03.16 00:00
Last sync: 30.03.16 10:19
Last result: Success

** CLEARING TIME **
Next clr : 01.01.20 00:00
Last clr : 01.01.20 00:00
Last result: Unknown

** DATA - COMMON **
PIN:

** DATA GPRS **
APN: internet.t-mobile
UID: t-mobile
PND: tm
DialNo: *99**1#

** MODEM **
modem rings: 3
min ring tout: 1000
max ring tout: 10000

** ITU HOSTS **
188.64.61.210:13
128.138.140.44:13
129.6.15.30:13
64.113.32.5:13
24.56.178.140:13
:0

** PPP CONFIG **
send LCP echo : 0
LCP echo interval: 300
LCP echo failure : 0
PPP idle : 0
dontusepeerdhs : 0
send PING : 1
PING interval : 300
PING failure : 0
PING host: 188.64.61.210
```

Ticket header

Location

Ticket type

Date / time of the printout

SN: Serial number / currency / decimal digit (after comma)

Ticket no.

CONNECTION TIME: Connection time to synchronisation (*Next*: Next synchronisation, *Last*: last synchronisation, *Last result*: last synchronisation result)

CLEARING TIME: Clearing settings

DATA – COMMON: Data transfer general

DATA GPRS: Data transfer via GPRS

MODEM: Data transfer via modem

ITU HOSTS: ITU hosts

PPP CONFIG: Point-to-Point Protocol

Network protocol to establish a connection via dial-up lines

```

** CityLine **
host: cityline.hectronic
.com
user: acarm9

pass: hec

destination:
source:
software update:
sync repeat:
sync add time:
sync time: 0
sync timeout:
offline sync keep files
synchronization files:
- /mnt/jffs2/data/storage
e/paymentevents.data.zip
- /mnt/jffs2/data/storage
e/serviceevents.data.zip
- /mnt/jffs2/data/storage
e/transactions.data.zip
- /mnt/jffs2/data/storage
e/emvdata.zip
- /mnt/jffs2/data/storage
e/*.statistic.zip

**CR NET CONFIG**
-----
terminal
Card reader IP settings:
IP : 10.1.1.100
Netmask: 255.255.255.0
Gateway 1 : 10.1.1.1
Gateway 2 :
DNS 1 : 208.67.222.222
DNS 2 : 208.67.220.220
Host :
Port : 0
terminal ID:
-----
Payment host -----
P: 193.142.211.17:22000
S: 193.142.211.18:22000

**NETWORK SETTINGS**
-----
LAN
MAC: 00:15:90:00:6D:99
Ipaddr : 10.3.3.130
Broadcast : 10.3.3.255
Mask : 255.255.255.0
Gateway : 10.3.3.255
DNS 0 : 10.74.210.210
DNS 1 : 10.74.210.211
-----
PPP
Ipaddr : 10.19.249.69
Mask : 255.255.255.255
DNS 0 : 10.74.210.210
DNS 1 : 10.74.210.211

```

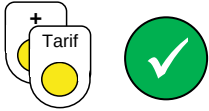
CityLine: CityLine settings

CR NET CONFIG: Card reader

NETWORK SETTINGS: Network

4.5.12 Print software config ticket (service routine 5.1.3)

Service routine 5.1.3 The software config ticket lists all settings concerning the software and the file handling of the machine.



1. Select programme **5.1.3** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen.
Musterstrasse 1234567890
-- C O N F I G --
30.03.2016 12:04:33
SN: 00080130   EUR   -2
Ticket no. 2
**SOFTWARE VERSIONS**
App Version:
3.17.4-39245-20160317
18.03.2016 16:20:52
Sys Version: 2.0.4.8
**LOADED MODULES**
stateandconfigurationser
3.17.4-38836-20160317
hecbeventservice
3.17.4-38836-20160317
hecserialio
3.17.4-38837-20160317
hectemplateservice
3.17.4-39568-20160317
diagnosticsservice
3.17.4-38836-20160317
hecpio
3.17.4-39227-20160317
hecbdestandard
3.17.4-39271-20160317
hectariffservice
3.17.4-39246-20160317
hecmodemdevice
3.17.4-39584-20160317
pppservice
3.17.4-39437-20160317
hecctyline-service
3.17.4-39242-20160317
hecpowermanagement-service
3.17.4-39245-20160317
hecstatistic-service
3.17.4-39557-20160317
hecprinter-dreyer
3.17.4-39583-20160317
hecmain-tenance-service
3.17.4-39584-20160317
hec-task-service
3.17.4-39582-20160317
hec-co-in-box-device
3.17.4-39369-20160317
hec-co-in-shutter-device
3.17.4-39479-20160317
hec-co-in-val-idator-device
3.17.4-38841-20160317
hec-s-crow-device
3.17.4-39272-20160317
hecusb-keyboard
3.17.4-38983-20160317
**EXTERNAL DLLS**
QT Version: 4.8.3

```

Ticket header

Location

Ticket type

Date / time of the printout

SN: Serial number / currency / decimal digit (after comma)

Ticket no.

SOFTWARE VERSIONS: Software versions

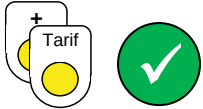
App Version: HecApp-Version used

Installed on...

Sys Version: HecSys version used

4.5.13 Print hardware config ticket (service routine 5.1.4)

Service routine 5.1.4 The hardware config ticket lists all hardware components installed in the Citea.



Select programme **5.1.4** and confirm with the ticket request button.

The configuration ticket is printed.

Sample ticket:

```
Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe lesen.
Musterstrasse 1234567890
-- C O N F I G --
30.03.2016 12:10:09
SN: 00080130 EUR -2
Ticket no. 2
** DEVICES **
-- CoinValidator.WH
PortId: 3
Enabled: true
Loaded: true
-- HID.BDE
PortId: 4
Enabled: true
Loaded: true
-- Input.USBKeyboard
Enabled: true
Loaded: true
Info: Stern Engineering
Keyboard USB
-- Modem.Universal
PortId: 1
Enabled: true
Loaded: true
Info: Cinterion,EGS3,REV
ISION 02.004
-- Printer.MCS
PortId: 0
Enabled: true
Loaded: true
Info: 'h'MCSPrinter'v'h1
4'd'25112009'c'0'P'F-FTP
624
```

Ticket header

Location

Ticket type

Date / time of the printout

SN: Serial number / currency / decimal digit (after comma)

Ticket no.

DEVICES: Devices

Coin Validator: Coin validator

Interface

HID.BDE

Interface

Input.USB keyboard

Modem.Universal

Interface

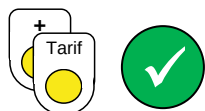
Printer.MCS: Printer

Interface

4.5.14 Print file system (service routine 5.1.5)

Service routine 5.1.5 Using the service routine 5.1.5 you can request a printout of all loaded files with the date of the upload.

You can check if the desired file was uploaded correctly.



Select programme **5.1.5** and confirm with the ticket request button.

The ticket is printed.

Sample ticket:

```

Parkschein von aussen
heut lesbar hinter die
Windschutzscheibe legen.
Musterstrasse 1234567890
-- C O N F I G --
30.03.2016 12:14:47
SN: 00080130 EUR -2
Ticket no. 5
**CONFIG TIME**
Last update:30.03 10:45

```

Ticket header

Location

Ticket type

Date / time of the printout

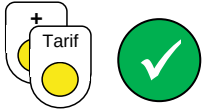
SN: Serial number / currency / decimal digit (after comma)

CONFIG TIME: Last set configuration on...

4.5.15 Print service events (service routine 5.3)

Service routine 5.3 Using service routing 5.3 you can request a printout of all service events and error messages.

You can set a time period.

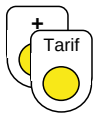


Select the programme **5.3** and confirm with the ticket request button.

The configuration ticket is printed.

4.5.16 Test CNP host (service routine 6.14)

Service routine 6.14 With this service routine you can test the connection to the CNP host.



1. Select the programme **6.14**.

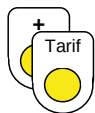


2. Confirm with the ticket request button.

If the connection was established, the display will show "SUCCESS". In case of an error, the error code "200C3..." will be shown.

4.5.17 CityLine online synchronisation (service routine 8.0)

Service routine 8.0 Using this service routine you can carry out a CityLine online synchronisation.



1. Select the programme **8.0**.



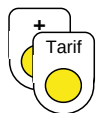
2. Confirm with the ticket request button.

3. You can choose between the programmes 8.0.0 "Synchronise" and 8.0.1 "Status".

4.5.18 CityLine offline synchronisation (service routine 8.1)

Service routine 8.1

Using this service routine you can carry out a CityLine offline synchronisation. The offline synchronisation is done via a USB stick.



1. Select the programme **8.1**.

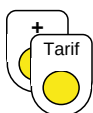


2. Confirm with the ticket request button.

4.5.19 File backup (service routine 8.2)

Service routine 8.2

Using this service routine you create a file backup of the Citea.



2. Select the programme **8.2**.



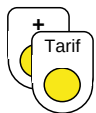
2. Confirm with the ticket request button.

⇒ The operating system is restarted.

4.5.20 Reset ticket counter (service routine 8.5)

Service routine 8.5

With service routine 8.5 you can reset the ticket counter e.g. after a paper roll replacement.



1. Select the programme **8.5**.

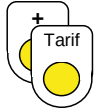


2. Confirm with the ticket request button.

⇒ The ticket counter is reset.

4.5.21 Carry out diagnostics (service routine 9.4)

Service routine 9.4 Using service routine 9.4, you can carry out operation diagnostics for all installed components.



1. Select the programme **9.4**.



2. Confirm with the ticket request button.

⇒ The ticket counter is reset.

Sample ticket:

Parkschein von aussen
gut lesbar hinter die
Windschutzscheibe legen.

Musterstrasse 1234567890

-- DIAGNOSTIC LOG --
30.03.2016 12:59:53

SN: 00080130 EUR -2
Ticket no. 2

Operation diagnostic log

2016-03-30 12:59:47.790
BDE component: Test 1 -
device port configured -
PASS

2016-03-30 12:59:47.800
BDE component: Test 2 -
BDE device present - PAS
S

2016-03-30 12:59:47.808
Tariff component: Test 1
- Configuration test -
PASS

2016-03-30 12:59:47.818
Modem component: Test 1
- device port configured
- PASS

2016-03-30 12:59:47.831
Modem component: Test 2
- Modem active - PASS

2016-03-30 12:59:47.849
Modem component: Test 3
- Modem registered to ne
twork - PASS

2016-03-30 12:59:47.862
PPP component: Test 1 -
Modem device present - P
ASS

2016-03-30 12:59:47.873
PPP component: Test 2 -
Required Configuration t
est - PASS

2016-03-30 12:59:47.880
PPP component: Test 2 -
Recommended Configuratio
n test - PASS

2016-03-30 12:59:47.889
PPP component: Test 3 -
Recommended Configuratio
n test - PASS

2016-03-30 12:59:47.900
PrinterDriver component:
Test 1 - device port co
nfigured - PASS

Ticket header

Location
Ticket type

Date / time of the printout

SN: Serial number / currency / decimal digit (after
comma)

Operation diagnostics log: Operation diagnostics

Date/time of diagnostics execution

Devices

Type of diagnostics

Result: *PASS (passed = ok)*

5 Error codes

This chapter describes errors, which appear in the log file or which can be shown on the display.

5.1 Error codes driver - Applications

Error code	Description
20000001	Empty queue
20000002	Queue record too large
20000003	Queue not enough free space
20000004	Queue buffer too small
20000005	Queue init incorrect
20000006	Queue enter timeout
20000007	Critical section enter timeout
20000008	Critical section null event
20000010	Init memory allocation failed
20000011	Init i/o init failed
20000012	Init start thread failed
20000013	Init queue allocation failed
20000014	Creating mutex failed
20000015	Creating event failed
20000101	Handle
20000102	Timeout
20000103	Get comm port
20000104	Set comm port
20000105	Set timeout
20000106	Write
20000107	Read
20000108	Read timeout
20000109	Overlapped
2000010A	Start thread
20000201	Timeout
20000202	Disconnect
20000203	Wrong parameter

5.2 Error codes driver - Printer

Error code	Description
20000301	Init failed
20000302	Function not fixed
20000303	Wrong parameter
20000304	Found bad status
20000305	Memory allocation failed
20000306	Already opened
20000307	Unknown printer type
20000308	Invalid state
20000309	Status timeout
2000030A	Null parameter
2000030B	Wrong size
2000030C	Logo too big
2000030D	Not connected
2000FFFF	Not implemented

5.3 Error codes driver - Banknote acceptor (BNA)

Error code	Description
20000401	Init failed
20000402	Function not fixed
20000403	Already opened
20000404	Wrong parameter
20000405	Found bad status
20000406	Cashbox missing
20000407	Cashbox full
20000408	Technical problem
20000409	Do command not possible
2000040A	Unknown command
2000040B	Banknote in escrow
2000040C	Unknown bna type
2000040D	Acceptor jam
2000040E	Cashbox jam
2000040F	Communication failed
20000410	Cheated
20000411	Timeout
20000412	Escrow empty
200004FF	Unknown
2000FFFF	Not implemented

5.4 Error codes driver – Card reader

Error code	Description
20000501	Only accept Euro
20000502	Does not accept Euro
20000503	Already opened
20000504	Reply message code unexpected
20000505	Call parameter
20000506	Reply message bad parameter
20000507	Property range
20000508	Icc illegal operation
20000509	Reply message integrity
2000050A	Reply message length
2000050B	Reply message unknown parameter
2000050C	Reply message missing parameter
2000050D	Negative debit amount
2000050E	Zero debit amount
2000050F	Wrong parameter
20000510	Null parameter
20000511	Wrong purse
20000512	Wrong size
20000513	Max handles
20000514	Invalid handle
20000515	Wrong handle
20000516	Unknown card reader type
20000517	Not init
20000518	Not e-purse card
20000519	Transaction cancelled by reader
2000FFFF	Not implemented

5.5 Communication module - General

Error code	Description
20000601	Init failed
20000602	Not initialized
20000603	Driver already opened
20000604	Modem inactive
20000605	Hang-up failed
20000606	Modem answer timeout
20000607	GPRS not supported
20000608	No APN
20000609	No receiver number
2000060A	No host
2000060B	No port
2000060C	Wrong SIM PIN length
2000060D	Incorrect parameter
2000060E	Create critical section failed
2000060F	Wrong connection type
20000610	Create socket failed
20000620	File empty
20000621	File too large
20000622	File transfer memory allocation failed
20000623	File transfer read file failed
20000624	File transfer write file failed
20000625	Modem not recognized
20000626	Registration to GSM failed
20000627	Signal too low
20000628	Wrong PIN
20000629	Wrong SIM status
2000062A	Bad modem answer
2000062B	Registration to GPRS failed
2000062C	SIM blocked
2000062D	Wrong host name
2000062E	Resolve name failed
2000062F	Modem init timeout

5.6 Communication module - Modem

Error code	Description
20000630	E2SMSRI command failed
20000631	CPMS command failed
20000632	WSTR command failed
20000633	E2IPA command failed
20000634	AT command failed
20000635	CSQ command failed
20000636	CREG command failed
20000637	ATD command failed
20000638	E2IPO command failed
20000639	CMGL command failed
2000063A	CNMI command failed
2000063B	ATE command failed
2000063C	CGDCONT command failed
2000063D	CMGF command failed
2000063E	AT&F command failed
2000063F	AT&D command failed
20000640	AT&S command failed
20000641	E2RS232 command failed
20000642	E2IPI command failed
20000643	E2IO command failed
20000644	E2IPS command failed
20000645	IFC command failed
20000646	NO CARRIER found
20000647	Command not fixed
20000648	Power save not supported
20000649	Modem busy
2000064A	PPP timeout
2000064B	Received not all files listed in PINFO
2000064C	CBST command failed
2000064D	No files to send or to clear found
2000064E	Voice not supported

5.7 Communication module - Online payment

Error code	Description
20000680	Key request failed
20000681	Answer timeout
20000682	Different station id
20000683	Different ticket number
20000684	Different message counter
20000685	Rejected
20000686	Wrong parameter
20000687	Null parameter
20000688	Received global error
20000689	Wrong message type
2000068A	Wrong response length
2000068B	Null pointer to CGSM
2000068C	Payment type mismatch
2000068D	Message flow
2000068E	Ccall - no transaction to cancel
2000068F	Ccall - not specified
20000690	Transaction message response timeout
20000691	Cancel message response timeout
20000692	Status message response timeout
20000693	MS invalid answer, e.g. CRC error
20000694	MS logon – returned AES key id should be incremented, then next logon should be done
20000695	Wrong length of krypto key
20000696	AES key is not available
20000697	Wrong status of OLP module, for Txt-a-Park
2000FFFF	Not implemented

5.8 Communication module - Bay server

Error code	Description
200006B0	Buffer too small
200006B1	Wrong message length

5.9 Communication module - Online error

Error code	Description
200C0XXX	MS / FlexPark errors
200C1XXX	Credit Call errors
200C2XXX	MS / FlexPark errors
200C3XXX	Connection problems with CNP Host
200B0XXX	Bays Server

5.10 BDE error

Error code	Description
20000701	Driver already opened
20000702	Not initialized
20000703	Wrong parameter
20000704	Null parameter
20000705	Date time conversion
20000706	Answer too short
20000707	Null pointer
2000FFFF	Not implemented

5.11 Application - General

Error code	Description
30000001	Operation timeout has been reached
30000002	Operation was cancelled
30000003	Operation was finished
30000004	Unexpected system failure
30000005	Coin1 error detected
30000006	Coin2 error detected
30000007	Coin3 error detected
30000008	Error during opening/closing return flap
30000009	Error during opening/closing encash flap
3000000A	Received synchronization time exceed allowed limit
3000000B	Number of coins in coin-box has reached warning limit

Error code	Description
3000000C	Number of coins in coin-box exceed allowed limit
3000000D	Ticket was not printed since some defined warning time
3000000E	System start exception (not critical)
3000000F	System stop exception (not critical)
30000010	Signalled when application exits standby mode
30000011	Accumulator voltage is below warning level
30000012	It was not possible to set system time
30000013	Using of specified feature is not allowed (no secure application flag set)
30000014	No mounted devices have been found
30000015	Machine's state needs to be restarted
30000016	There is no free space left on stack
30000017	It is not possible to get current time from system
30000018	Specified module is not loaded at the moment
30000019	Specified module is already loaded at the moment
30000020	An unexpected error during system initialization
30000021	Event handling function is not assigned
30000022	Operation or type is not supported
30000023	Wrong or NULL pointer
30000024	Invalid handle
3000001A	Resources file can not be loaded
3000001B	There is no country abbreviation for specified ISO defined
3000001C	Licence table can not be created
3000001D	SMS message processing failed
3000001E	Event object creation failed
3000001F	Mutex object creation failed

5.12 Coin channel error

Error code	Description
30000100	An unrecognized escrow error
30000101	Error during coins accepting
30000102	Coin slot could not be unlocked

5.13 Card reader error

Error code	Description
30000200	No card reader configured in system
30000201	No card in card reader
30000202	No card decrement configured
30000203	No active card reader selected in system
30000204	No card's Track2 data available
30000205	Card seems to be left in card reader
30000206	Card reader collection is already in progress
30000207	Card reader needs to be collected
30000208	Card has expired
30000209	Card is refused

5.14 Service mode error

Error code	Description
30000250	Electronic rack door open
30000251	Cashbox door open
30000252	Accumulator door open
30000253	Cashbox taken out from box
30000254	Electronic rack door closed
30000255	Cashbox door closed
30000256	Accumulator door closed
30000257	Cashbox already inside
30000258	Number of coins in escrow exceeded warning level

5.15 Payment process error

Error code	Description
30000300	Payment was properly finished
30000301	Amount is not valid (and process was cancelled because of 'MoneyBackOnTicketReturn')
30000302	Payment event cannot be notified
30000303	Specified online payment type is not implemented
30000304	FlexPark logon card handling
30000305	Number of stored events exceeded an allowed maximum
30000306	Number of stored card transactions exceeded an allowed maximum
30000307	No bay information found for specified bay number
30000308	No car plate information found for specified plate number
30000309	An unrecognized FlexPark error
3000030A	Payments confirmation failure
3000030B	Payments acceptance failure
3000030C	FlexPark ticket print request but no FlexPark flag specified
3000030D	Specified currency is not valid
3000030E	Number of stored service events exceeded an allowed maximum
3000030F	Delay between escrow resetting and coin event is too short. Cheating possible.
30000310	TDES key for Flexpark doesn't exist, cannot be read or is corrupted.

5.16 Sleep mode error

Error code	Description
300003A0	Machine exits IDLE state and goes to Payment state
300003A1	Payment is not allowed
300003A2	There was a card insertion recognized in IDLE state

5.17 Card handling error

Error code	Description
30000400	Machine exits Card Recharge state and goes to Payment state
30000401	Card debiting failure
30000402	Card is not valid
30000403	No card in reader
30000404	Card is in reader but is not readable
30000405	Card payment is not possible
30000406	Only German cards allowed
30000407	Card checksum is over BLZ and KTO limits
30000408	Card is denied (black/white list processing)
30000409	Card offline payment is not allowed
3000040A	Card offline payment allowed
3000040B	There is no credit left on card
3000040C	Debiting Artema card failure
3000040D	Luhn of the card is not valid
3000040E	Rule of the card is not valid
3000040F	Wrong customer ID
30000410	Cancel button was pressed during GpiRead (Mifare only)
30000411	Card object is removed from reader
30000417	Debiting Artema card cancelled by reader

5.18 Blacklist error

Error code	Description
00000000	Card allowed regarding to blacklist
300004A0	Card denied (blacklisted) regarding to blacklist
300004A1	Blacklist file does not exist
300004A2	Blacklist file has expired
300004A3	Blacklist file is not valid (corrupted)

5.19 Whitelist error

Error code	Description
00000000	Card allowed regarding to whitelist
300004B0	Card number is not on whitelist
300004B1	Whitelist file does not exist
300004B3	Whitelist file is not valid (corrupted)

5.20 Parking bay management

Error code	Description
300004C0	Specified bay number has not been found on list
300004C1	Printing parking bays range failure
300004C2	There is no specified plate number on list
300004C3	Wrong parking bays range defined (Upto above From)

5.21 Template file

Error code	Description
300004D0	Specified mask entry id cannot be found

5.22 File error

Error code	Description
30000600	Wrong CRC
30000601	Wrong file size
30000602	Wrong file pointer (possible that file has wrong size)
30000603	File read error
30000604	Too less of read data
30000605	File write error
30000606	Too less of written data
30000607	Max number of allowed entries reached
30000608	File delete error
30000609	File open error
3000060A	No more entries in file
3000060B	Directory create error
3000060C	File is not valid (wrong format or corrupted)
3000060D	Specified file does not exist
3000060E	Drive information cannot be obtained
3000060F	Wrong drive serial number obtained
30000610	File header write error

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30000611	File create error
30000612	Wrong file type
30000613	File header update error
30000614	Copy backup is not allowed
30000615	Data mirror creation error
30000616	No CF card inserted
30000617	No FBC file found
30000618	No USB drive inserted
30000619	Invalid file handle
3000061A	File header read error
3000061B	Function is not implemented
3000061C	File merge error
3000061D	There is a difference between number of files for FBC and processed files
3000061E	Wrong export ID
3000061F	File backup error
30000620	Clear statistic error
30000621	Data in file are corrupted
30000622	Wrong data format in file
30000623	No FBC file found
30000624	Disc collecting not allowed
30000625	File copy error
30000626	File truncate error
30000627	No Config file found
30000628	There was nothing copied during batch copy because no configuration for certain PA serial number was found
30000629	GC Clearing not allowed
30000630	There is no card reader device for GC clearing
30000631	There is not enough free space left on disk
30000632	Cannot add new entry
30000633	Update data files entry failure
30000634	Clear data file error
30000635	GT Clearing not allowed
30000636	There is no card reader device for GT Clearing
30000637	Data file exporting general error
30000638	TVM Config file batch copy not allowed
30000639	Invalid entry handle
30000640	Wrong file structure
30000641	Entry not found
30000642	Out of date
30000643	Entry already exists
30000644	Data module is locked (used by other process)

5.23 Printer error

Error code	Description
30000500	Paper warning detected
30000501	No paper in printer
30000502	Paper jam detected
30000503	Printer cut error
30000504	An unrecognized printer error
30000505	Marked paper not found
30000506	Printer header up detected
30000507	No specified printer data passed to function
30000508	Problems with feeding ticket, number of retries exceeded

5.24 Thales Artema

Error code	Description
30000750	Artema card reader timeout reached

5.25 Means of payment

Error code	Description
30000700	No valid medium specified
30000701	File transfer general error
30000702	PINFO file cannot be loaded
30000703	Modem is not owned by PA and cannot be used
30000704	Artema payment is in progress

5.26 mPark

Error code	Description
30000790	Wrong mPark request structure
30000791	mPark registering error
30000792	Signature calculation error for mPark
30000793	Incoming mPark message is too old
30000794	Wrong signature in message
30000795	No free space to store entry in card transaction file

5.27 General error

Error code	Description
30000800	Action already in progress
30000801	Action is not defined (unknown)
30000820	Parity check failed
30000821	Decrypting failed – perhaps wrong key used
30000900	General RFC failure

6 Cleaning

6.1 Cleaning of aluminium housings



The aluminium housing is an older housing model of the Citea. Since 2012, the Citea housing is delivered with power coating.

In order to maintain the neat appearance and to reduce any chemical attack, it is recommended to clean the anodised aluminium housing regularly.

Detergent

- Neutral detergents (e.g. water with washing-up liquid)
- Detergent for anodised surfaces
- 3M Scotch Brite hand pad no. 98

Lightly soiled parts

- Clean parts with a washing-up liquid solution
- Dry with a soft cloth
- Using a soft cloth, apply a thin layer of detergent for anodised surfaces
- Polish with a clean, soft cloth

Heavily soiled parts

- Apply detergent for anodised surfaces on a soft cloth and apply with powerful, circular movements to the soiled aluminium parts.
- In case of heavily soiled parts, use the 3M Scotch Brite hand pad no. 98 or Schleifix.
- Polish with a dry, soft cloth to obtain a smooth, streak-free surface. Do not use any additional detergent for anodised surfaces.

Please note!

Following cleaning agents are **NOT** recommended under any circumstances:

- Wire brushes, steel wool and emery paper
- Acidic or alkaline detergents
- Abrasive cleaners

Acids, lyes, lime water or similar agents destroy the anodised finish.



It is important not to use steam or high-pressure cleaners. Any water vapour entering could cause damage to the electronics.

6.2 Cleaning of powder-coated housings

The use of a suitable detergent depends on the respective powder-coating of the parking ticket machine. For units with an anti-graffiti powder-coating you require a different detergent than for a machine without anti-graffiti powder-coating.



Use only detergents suitable for the respective powder-coating of the unit! The powder-coating may suffer damage if an unsuitable detergent is used!

6.2.1 Without anti-graffiti powder coating

Our recommendation We have tested several detergents and recommend the following detergents:

Tanex Sprinter Power

Manufacturer: tana Chemie GmbH
Rheinallee 96
55120 Mainz
<http://wmprof.com>

Product information More information about the product can be found at:
http://wmprof.com/de/de/products/TI_DE_TANEX_power_64697.html?cat=141&subCat=148&subSubCat=169

Safety data sheet Kindly also pay attention to the safety data sheet:
https://sdb.werner-mertz.com/ehswww/pdfs/P_LANGU=D&P_SYS=9&C101=GHS_DE&C888=PROFOPEN&C200=TRUE&C001=MSDS&C002=DE&C003=D&C005=500000001337&C013=712746.pdf

Basically, the following must be observed when cleaning the anodised housing:

Lightly soiled parts Apart from Tanex Sprinter Power you can also use neutral detergents with a pH value between 5 and 8 for lightly soiled parts.

Heavily soiled parts Soak parts with Tanex Sprinter Power and then wipe off with a soft cloth.



It is important to follow the manufacturer's instructions on use and safety!

Please note!

Following cleaning agents are **NOT** recommended under any circumstances:

- Wire brushes, steel wool and emery paper
- Acidic or alkaline detergents
- Abrasive cleaners



Never use any steam or high-pressure cleaners! Any water vapour entering could cause damage to the electronics.

6.2.2 With anti-graffiti powder coating

Our recommendation We have tested several detergents and recommend the following detergents:

ELO3 Remover

Manufacturer: Euro Guardian
Steenkamp 8
NL-9461 VC Gieten
www.guardit.net

You can also order the detergent under the product name **Graffiti Remover EVO3** (item no. 9832) following this link:

<http://www.antigraffiti-shop.de/graffiti-remover-evo3>

Technical data sheet

Instructions for use and the notes on safety can be found in the technical data sheet:

http://www.antigraffiti-shop.de/WebRoot/Store13/Shops/62693013/MediaGallery/Remover_Datenblaetter/TD_EuroGuardian-Remover-EVO3_pdf.pdf



It is important to follow the manufacturer's instructions on use and safety!

Please note!

Following cleaning agents are **NOT** recommended under any circumstances:

- Wire brushes, steel wool and emery paper
- Acidic or alkaline detergents
- Abrasive cleaners

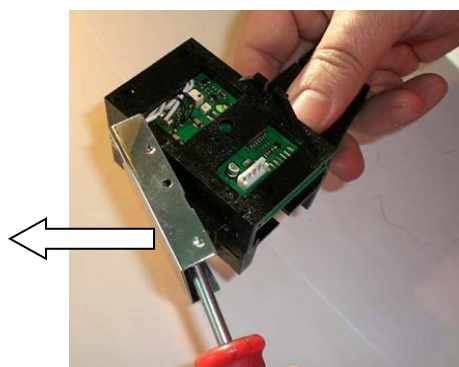


Never use any steam or high-pressure cleaners! Any water vapour entering could cause damage to the electronics.

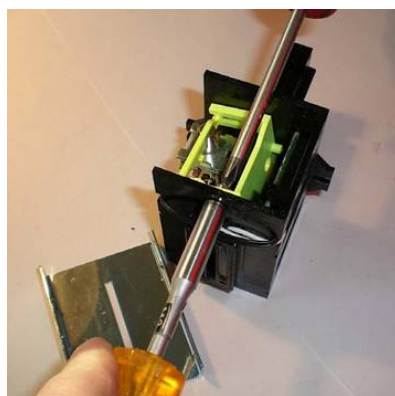
6.3 Cleaning of coin shutters

The coin shutters should be cleaned at regular intervals (at least 1x per year), especially if the machine is exposed to a high concentration of dust or other contamination.

- (1) Remove the coin shutter from the machine as described under point 7.4. Remove the front panel.



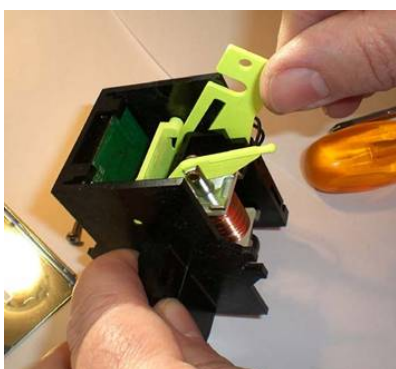
- (2) Remove the screw, nut, washer and the lock washer.
Make sure not lose any of these parts!



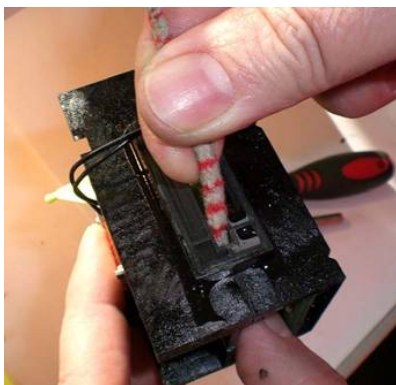
Loosen the T-bar from the shutter pendulum.



Remove the shutter pendulum and clean it. Do not use any scouring agents or solvents, which may affect the plastic.



Now clean the coin channel, e.g. with a pipe cleaner. Do not use any abrasive agents or solvents, which could damage the plastic.



The moving parts must be neither oiled nor greased!

Reassemble the coin shutter.

6.4 Cleaning of card readers

To ensure failure-free operation of the Citea, the card reader must be cleaned at regular intervals, depending on the frequency level of the parking ticket machine, however **at least once a week**.

Cards

Cards are data storage devices and therefore require special handling:

- ☞ Clean storage in a protective sleeve
- ☞ Sorting out of defective cards
- ☞ Avoid sunlight or heat over 65 °C
- ☞ Do not expose IDs to magnetic or inductive fields

Order numbers

The cleaning card

2002.39.105.00

can be used for all device variants.

6.4.1 Cleaning card

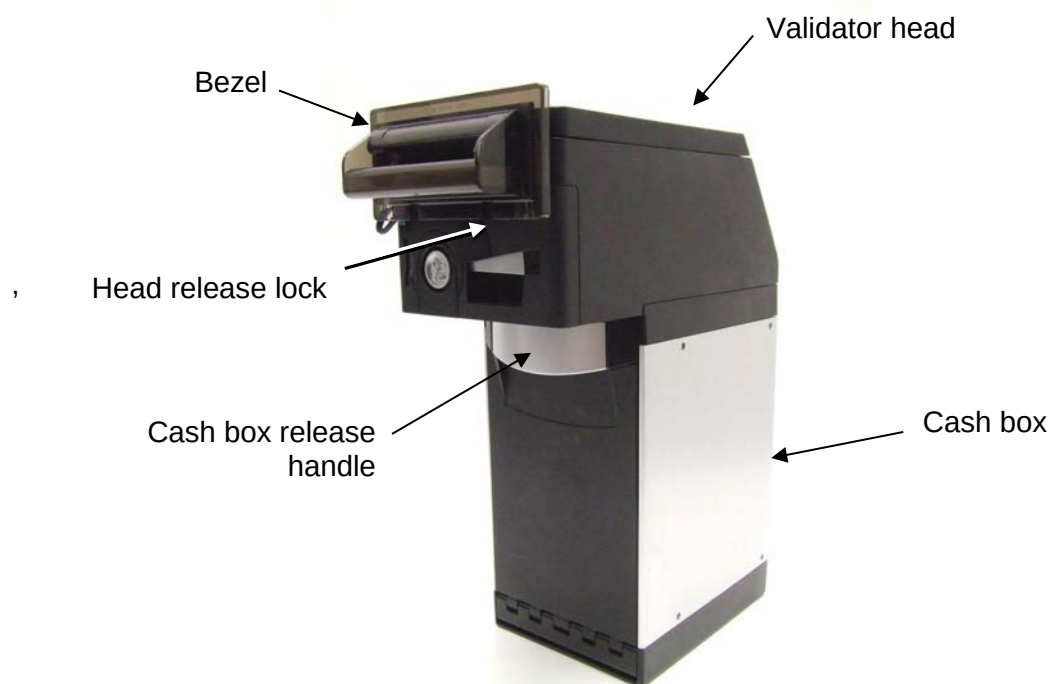
Procedure

1. Open the bag and take out the cleaning card.
2. Push the cleaning card several times into the card reader and pull it out again.
3. Wait at least for 3 minutes until you insert another chip card.
4. Check the function of the magnetic card reader with a chip card.

6.5 Cleaning of banknote acceptors (BNA)

6.5.1 Comestero banknote acceptor

6.5.1.1 Components



6.5.1.2 LEDs

If the BNA detects an error that is preventing normal operation, the bezel LEDs will indicate the cause of the problem by flashing in a certain sequence as shown in the table 5 below. The LEDs will first flash red to indicate the general area of the problem, and then flash blue to give a more exact cause.

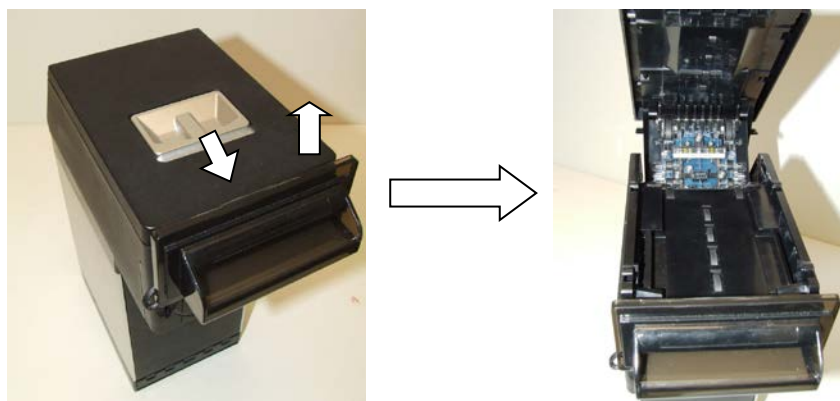
Number of RED flashes	Number of BLUE flashes			
	1	2	3	4
1	Note path open	Bank note jam in the note path	Device not initialised	
2	Cash box removed	Bank note jam in the cash box		
3	Firm ware check sum error	Interface check sum error	EEPROM check sum error	Data set check sum error
4	Power supply insufficient	Power supply too high	Card not formatted	

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6.5.1.3 Access to the transport unit

To clean, pull the top cover release latch forward and lift the upper cover. The note path is now exposed for cleaning.

To close, push the cover down again until it clicks into place.

**6.5.1.4 Cleaning the lenses / transport rollers**

To ensure smooth working of the banknote acceptor, it is important to clean the note path, the rollers and the lenses at regular intervals of **at least 4 months**.

Carefully wipe the surfaces with a soft lint free cloth that has been dampened with a water and mild detergent solution (i.e. household washing up liquid). Take particular care around all the sensor lenses, ensuring they are clean and dry.



Do not use solvent based cleaners such as alcohol, petrol, methylated spirits, white spirit or PCB cleaner. This will result in permanent damage to the BNA. Only use mild detergents!

Cleaning material

It is best to use a fibre-free cloth and a mild cleaning agent, such as washing-up liquid diluted with water for cleaning. The lenses are made from sensitive material and must be handled with corresponding care. Repeat the cleaning process as needed until the note path is free from dirt.

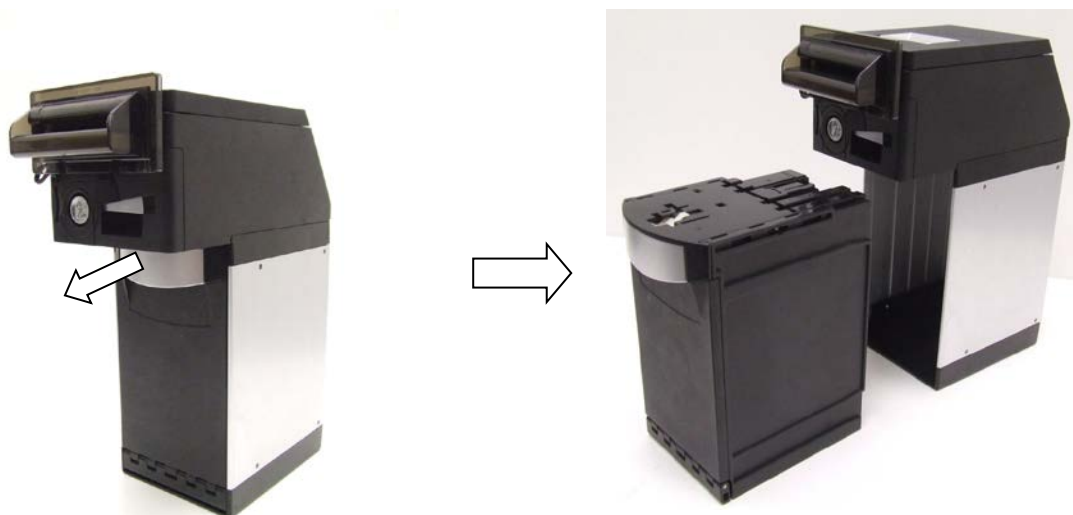


Check the lenses after cleaning, if they are still flush to the note path and have not been misaligned.

6.5.1.5 Replacing the cash box

To remove the cash box from the BNA, first unlock the head release lock. Pull the silver cash box release handle. The cash box will slide forward for removal.

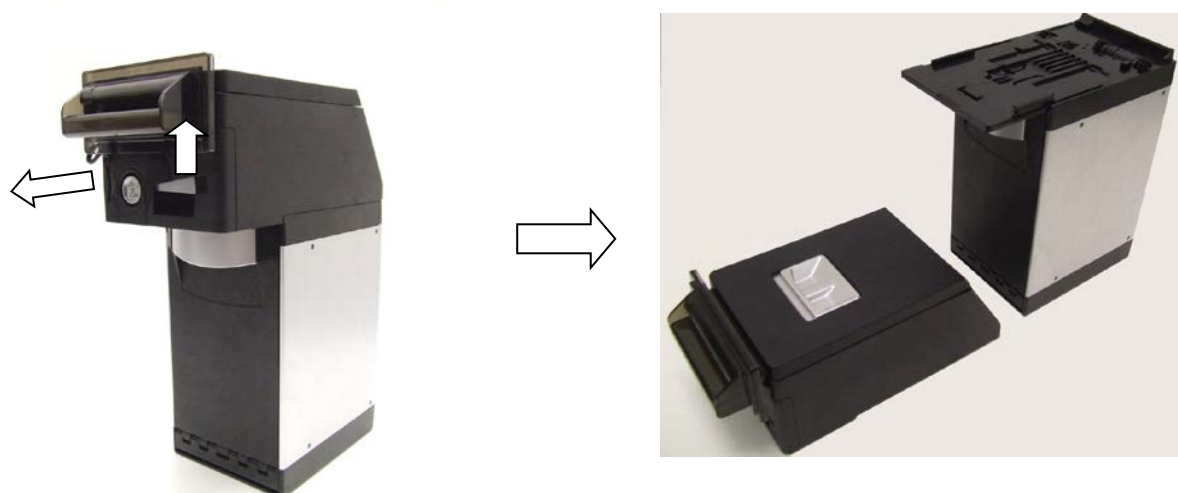
To replace the cash box, simply slide it into the chassis and push until it clips into place



6.5.1.6 Removing the head unit

To remove the head unit, first unlock the head release lock. Lift the silver head release latch located on the front of the BNA, slide the head unit forward and lift up away from the chassis.

To replace the head unit, align the lugs on the chassis with the groove on the underside of the head assembly and slide the head assembly backwards until it clicks securely into place



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6.5.2 CashCode banknote acceptor

Dust and particles of dirt can accumulate on the sensors and rollers during normal operation, negatively impacting the performance of the device (both speed and acceptance rate).



*Clean the banknote acceptor at regular intervals, however **at least every six months!** In adverse conditions (high humidity, dusty environment, temperature) increase the frequency of cleaning!*

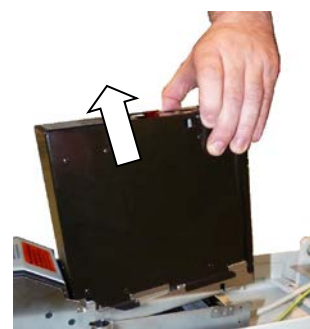
Cleaning material

You will need following material to clean the CashCode banknote acceptor:

- Compressed air
- Plastic scraper
- Cotton swabs
- tweezers
- Soft moist cloth
- Water and, if needed, isopropyl alcohol in case of extremely contaminated rollers and rubber o-rings

Cleaning procedure

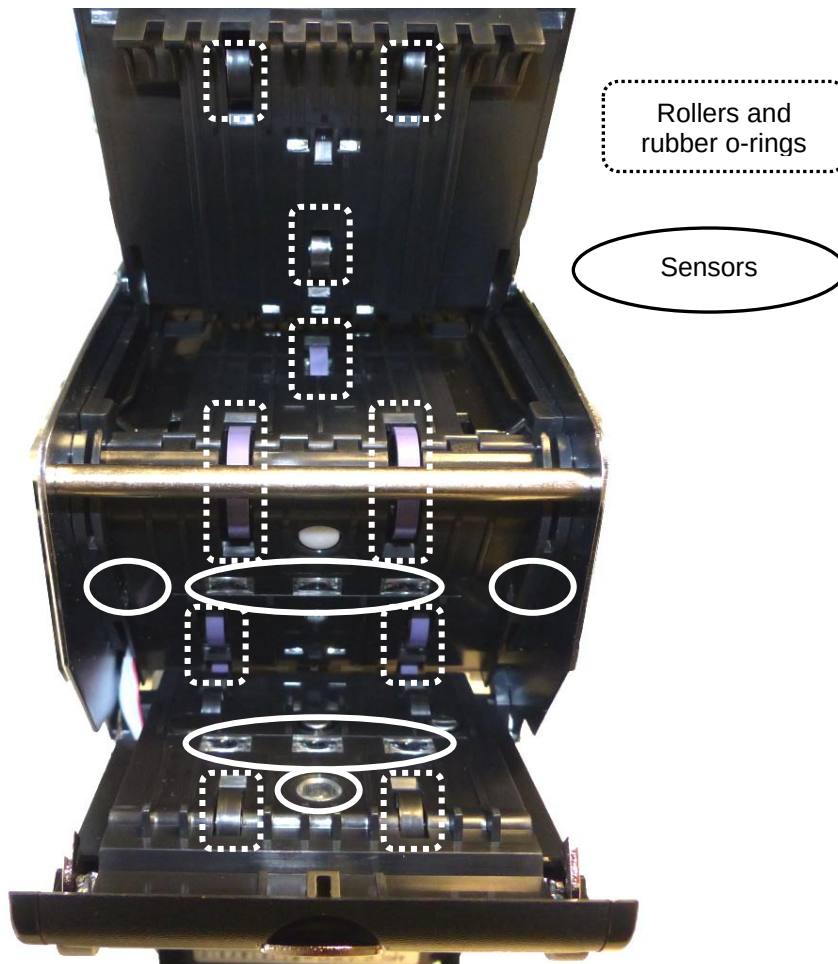
Unlock the cash box and remove the cassette from the banknote acceptor.



Open the banknote acceptor. Push the release button to open the clamshells to expose the note path and sensors.



Open the guides. Now you can access the sensors and transport drive mechanism.



- First blow entire note path with compressed air to remove all fine dust and loose particles. Pay special attention to wheels and rollers
- Moisten a soft cloth with clean water (only!) and use it to remove contaminants still remaining
- Moisten a cotton swab and carefully clean the sensors.
- In the case of extremely contaminated rollers and rubber o-rings, use the cloth with isopropyl alcohol.
- Leave the device to dry for about 3 minutes **while it is open**.



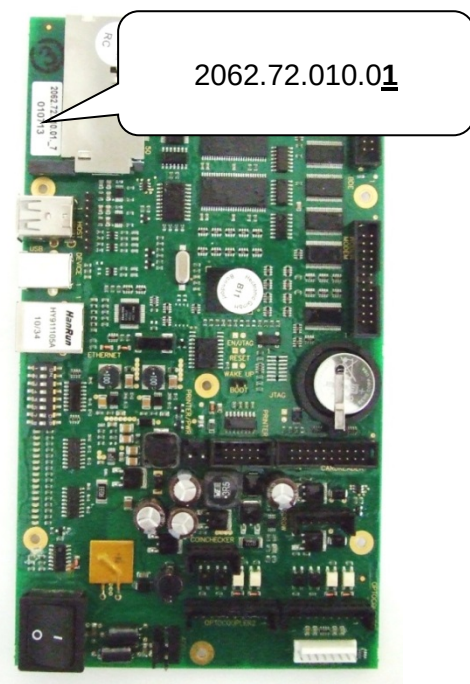
Do not use acetone or mineral oil based solvents as they will damage the lenses and plastic details!

7 Replacement of components

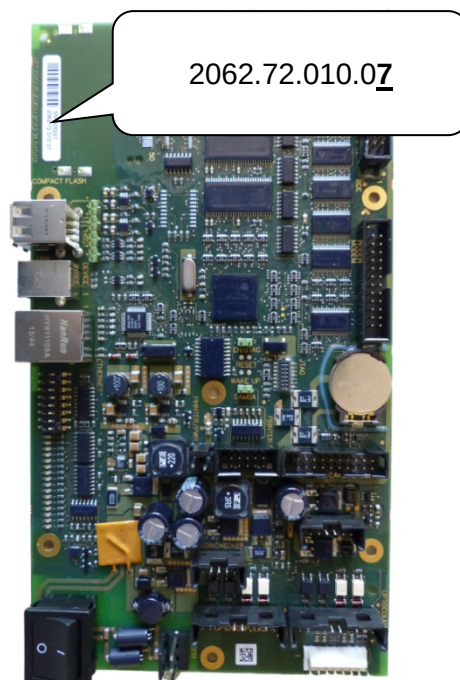
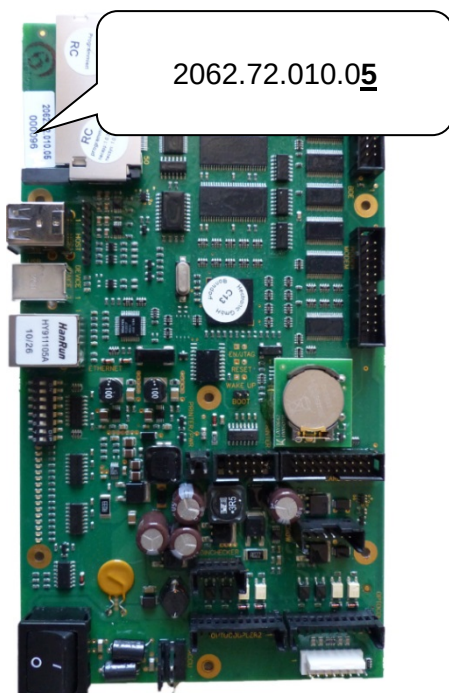
7.1 Replacement of ARM9 controller boards

The Citea machine can be equipped with two versions of ARM9 controller boards: The ARM versions 1 (item no. 2062.72.010.01 / item no. 2062.72.010.05) and 2 (item no. 2062.72.010.02 / item no. 2062.72.010.07). The versions are best distinguished by their item number on the adhesive label located at the slot for the CompactFlash card:

Version 1



Version 2



Depending on the version, the AC-ARM9 board is generally equipped with the following (installed) firmware:

ARM Version	ARM Version 2	ARM Version 1
Item number	Item no. 2062.72.010.02 Item no. 2062.72.010.07	Item no. 2062.72.010.01 Item no. 2062.72.010.05
Hecsys Version	Version 2 $\geq$ 2.0.4.8	Version 1 < 1.0.9.18
HecApp-Version	Version 3 $\geq$ 3.x.x	Version 1 < 1.0.40.3

7.2 Replacement of accumulators



Make sure to switch off the unit before replacing the accumulator!

If the orange LED in the display flashes, the accumulator must be replaced as soon as possible.

If the red LED flashes, the accumulator must be replaced immediately.

In general, the following **rules** must be taken into consideration:

- + Do only use accumulators that have been approved by Hectronic for this purpose.
- + The machine must be switched off for the accumulator replacement.
- + Do only use completely charged accumulators!
- + Pay attention to the instructions/safety instructions for charging accumulators.



Warning! Risk of electric shock!

Prior to replacing the accumulator, it is important to switch off the machine!

Works at the mains connection itself must be carried out only by an authorised trained electrician!

Works, which require the opening of the mains connection box, must be carried out only by trained staff!

7.2.1 Instructions for the safe handling of accumulators



Use exclusively accumulators approved by Hectronic. We do not assume any responsibility when accumulators/batteries of other manufacturers are used!

Service life

The capacity of an accumulator and its service life largely depends on the fact whether the accumulator has been properly

- Charged and
- stored.

Rules

- + **Immediately recharge an empty accumulator!**
- + **Store accumulators only when they are fully charged!**
- + **Accumulators also discharge even when they are not being used! Stored accumulators should be recharged every 8 months at an average storage temperature of 20-25°C.**
- + **Completely recharge accumulators prior to use!**

Charger

We recommend an electronically controlled battery charger with charging voltage and current indication, which has a thermal overload, short-circuit and reverse polarity protection. A control displays is also advantageous as it informs you about the state of the charger and the connected batteries.

Hectronic offers a suitable battery charger. It can be ordered using the item number

2062.90 05 03 00



Accumulators with a residual voltage of less than 10.4V are completely discharged.

Accumulators are damaged and must no longer be used, if their capacity is below 80%, or if they can no longer be fully charged.

7.2.2 Replacing the accumulator in solar-powered units



- ① Connector accu connection cable
② Unit block

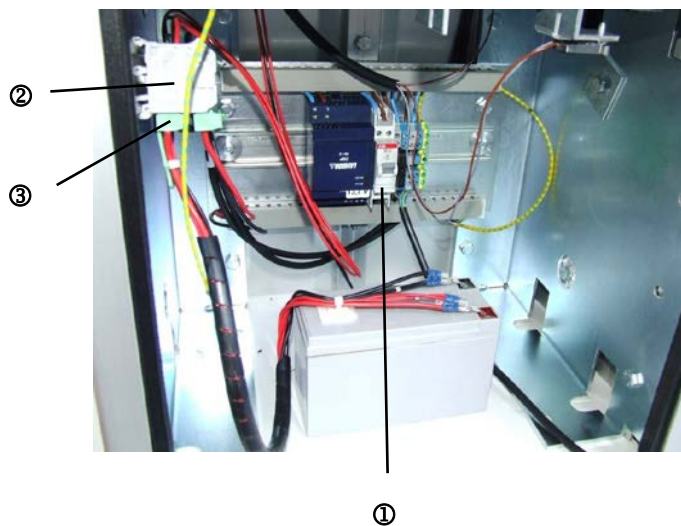
1. Open the electronics compartment (see point 1.3)
2. Turn off the machine:
On/Off switch on the controller to "0".
3. Open the power supply compartment.
4. Disconnect the discharged accumulator.
Remove the connector ① of the accumulator connection cable ② and mark the accumulator as "empty".
5. Insert the new accumulator into the power supply compartment.
6. Connect the new accumulator:
Connect the 6-pole connector ① of the accu connection cable to the terminal block ②.
7. Close the power supply compartment.
8. Switch the CITEA back on:
On/Off switch on the controller to "I".
9. Close the electronics compartment.

Order number

A suitable accumulator (12 V / 75 Ah) for solar operation can be ordered from Hectronic using the item number:

2062.45 11 02 00

7.2.3 Replacing the accumulator in main-powered units



- ① Circuit breaker
- ② Terminal block
- ③ Connector accu connection cable

1. Open the electronics compartment.
2. Turn off the Citea:
On/Off switch at the controller to "0".
3. Open the power supply compartment.
4. Undo the four screws at the cover of the power supply unit and open the cover (only for older models).
5. Turn the On/Off switch ① of the power supply to "0".
6. Remove the connector of the accumulator connection cable ③ from the terminal block ② and mark the accumulator as "empty".
7. Insert the accumulator into the supply compartment.
8. Connect the 6-pole connector of the accumulator connection cable ③ to the terminal block ②.
9. Turn the On/Off switch ① of the power supply to "I".
- (10.) Put on the cover of the power supply unit and tighten the screws (only for older models).
11. Turn the Citea back on.
12. Close the electronics compartment

Order number

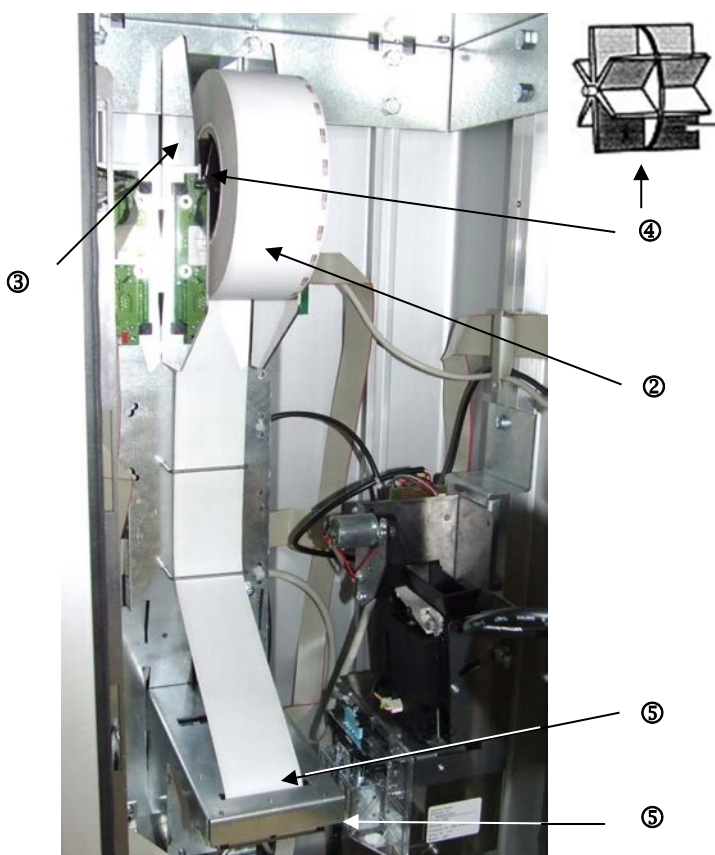
A suitable accumulator (12 V / 7 Ah) for mains-powered devices can be ordered from Hectronic using the item number:

2062.45 11 01 00

7.3 Replacement of paper rolls



If the unit is in "OUT OF SERVICE" mode, it must be switched on prior to the paper roll replacement so that the unit can recognise the process of the paper roll replacement!



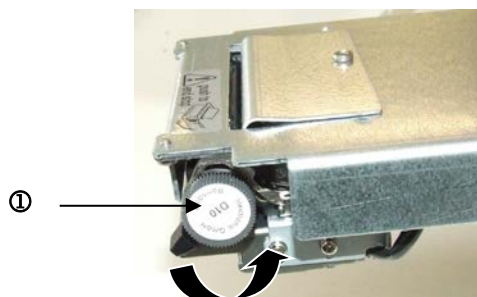
1. Open the electronics compartment.
2. Press the clamping lever ① on the side of the printer backwards and pull the paper out of the printer.
3. Remove the paper roll ② from the holder ③.
4. Remove the reel ④ from the old paper roll and put it into the new one.
5. Unwind the first two paper layers so that no glue residue gets into the printer.
6. Place the paper roll with the reel correctly into the paper roll holder.
7. Press the clamping lever ① back into the original position and insert the paper into the paper feed ⑤ of the printer.

The printer now automatically feeds in the paper.



If this is not the case, press the left button on the printer to start feeding the paper manually.

- ① Clamping lever
- ② Paper roll
- ③ Holder
- ④ Reel
- ⑤ Paper feed



8. Press the ticket request button (green).
⇒ The printer prints a test ticket
9. Close the electronics compartment.

Order numbers thermal paper

Suitable thermal paper can be ordered from Hectronic using the following item numbers:

Paper roll with Hectronic print:
(225 mm Ø, 400 m long)

2057.90 02 00 01

Unprinted paper roll
(225 mm Ø, 400 m long)

2062.90 02 00 00

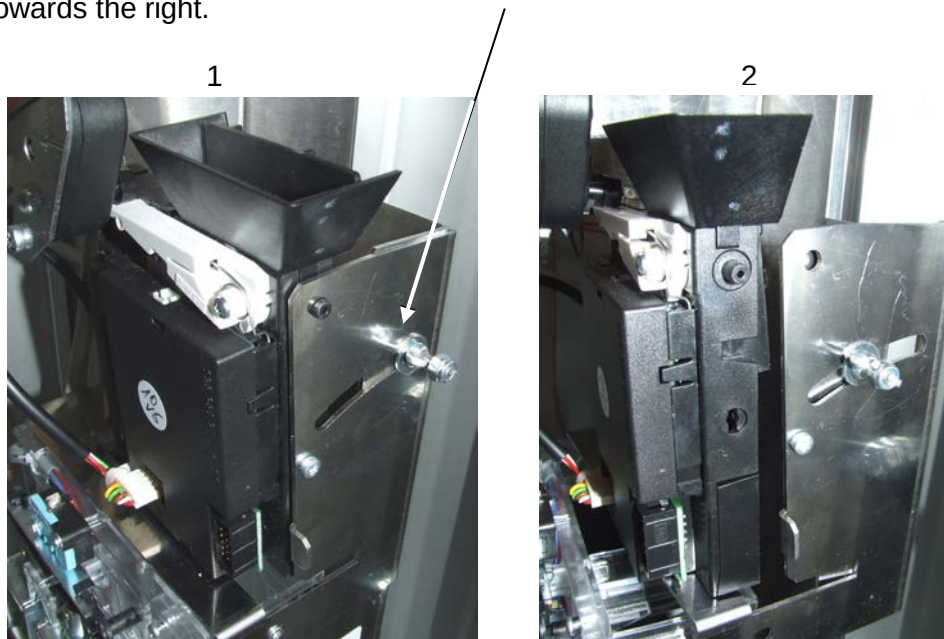


We can only guarantee perfect functionality of the printer module, if you use the paper specified by Hectronic!

7.4 Replacement of coin validator equipment

Procedure

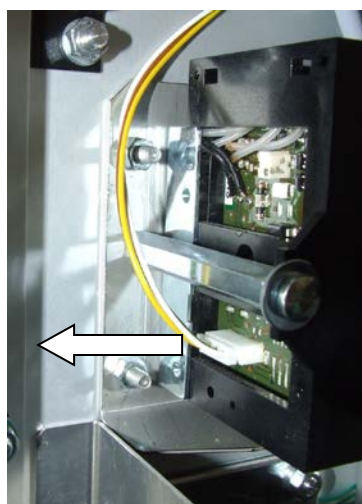
To replace the coin validator, open the wing nut and push the metal cover towards the right.



Now you can easily remove the coin validator.

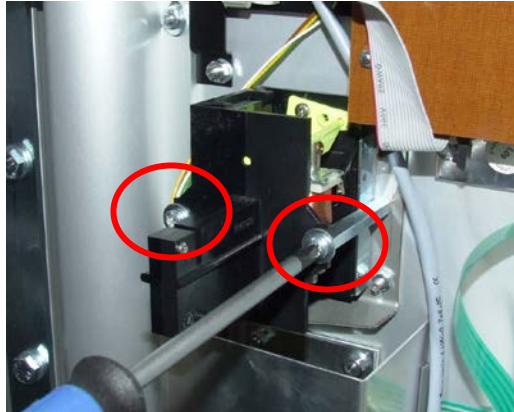
7.5 Replacement of coin shutters

- (1) Open the door of the electronics compartment. Switch off the machine and remove the white connector from the coin shutter.



Remove the white connector on the left side of the coin shutter

- (2) Remove the two screws and washers from the spacer bolts. Ensure that you do not lose the parts!



Remove screws and washers

- (3) Remove the coin shutter.

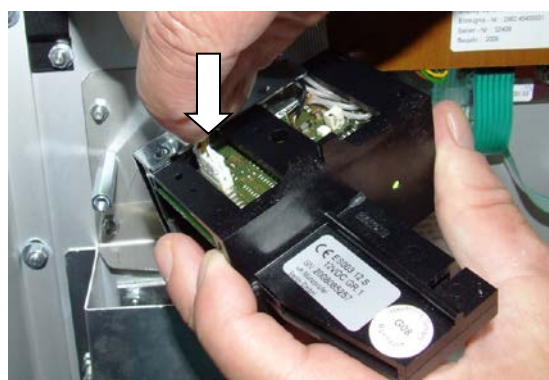


Removal of the coin shutter



Coin slot without coin shutter

- (4) Take the new coin shutter and connect the white connector of the connection cable to the socket.



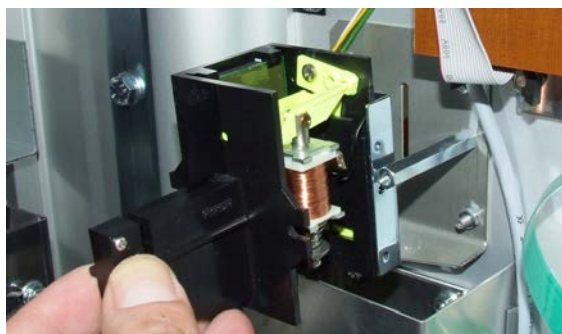
Connection of the connection cable

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- (5) Position the new coin shutter on the bolts and insert the washers and screws. Tighten the screws lightly. You must still be able to move the coin shutter slightly to and fro.



The coin shutter is installed correctly, if the coin exit slot points downwards and the connection cable is on the left when viewed from the rear.



Place the coin shutters onto the bolts



Tighten the screws lightly

- (6) The coin shutter must be aligned correctly so that coins can be inserted without any problems. If you look onto the front, the coin shutter should not be visible behind the coin slot.



Coin shutter's position is correct



Coin shutter reaches into the coin slot on the right

We therefore recommend inserting a coin as thick as possible into the coin slot and then tighten the screws.



- (7) Check again from both sides if the coin shutter is positioned correctly.
- (8) Switch on the machine and close the electronics compartment.
- (9) As soon as the display shows "Payment required" (or similar, depending on the settings), make a test payment using a service chip or a coin to check the correct functioning of the machine.

7.6 Replacement of keyboard modules

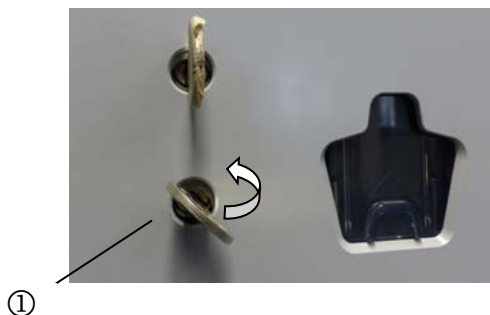


When replacing the keyboard module you should ensure that the screws are tightened with 0.6 Nm. This guarantees that the keys respond in a uniform manner.

7.7 Opening the safe/ Replacement of the coin box

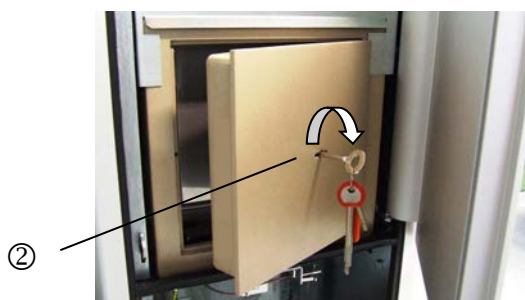


If the machine is in the "out of service" mode, it must be switched on prior to replacing the coin box so that it recognises the replacement.



①

1. Insert the cruciform key ① into the bottom key hole of the electronics compartment door and turn it to the left. Press against the door of the safe compartment so that it opens.
2. Insert the double cruciform key ② with the marking pointing to the left into the safe lock and turn it to the right.
3. Open the safe door.
4. Pull the coin box at the handle ③ out of the safe.
5. Insert the empty coin box (the release lever inside the box must be pulled out).



②



*Do not pull the coin box out again!
This would lock the box so that it cannot be inserted any more.*

⇒ The statistics ticket is printed and the device returns to operation mode.

IMPORTANT: Remove the ticket immediately so that the device does not detect a paper jam!



③

6. Lock the safe and remove the key.
7. Close the door of the safe compartment (press hard).



Always deliver the coin box and the statistics ticket together! If you lose a key, you can only order a new key against sending another original key. It might take some weeks until the replacement key is available.

7.8 If you lose the key

The safe is equipped with a changeable security key-lock. If you ever have to re-programme an already programmed lock, proceed as follows:

1. Open the safe with an original factory key (marked with "WS") and remove the key again from the lock.
2. Insert the "activator" key (marked with "A") into the lock of the open safe key and turn it to the left as far as it will go.
3. Remove the "activator" key from the lock.
4. Insert the factory key again and turn it by 180°.
5. Remove the factory key.
6. Insert the customised key into the lock and lock the safe.

⇒ The safe lock is now programmed to the customised key.

The same steps must be carried out when re-programming a lock.



The safe door must remain always open during the programming process. Otherwise you will have to crack the safe!



Kindly note that the only keys to open the safe are the ones that you have ordered. Always keep these keys under lock!!!

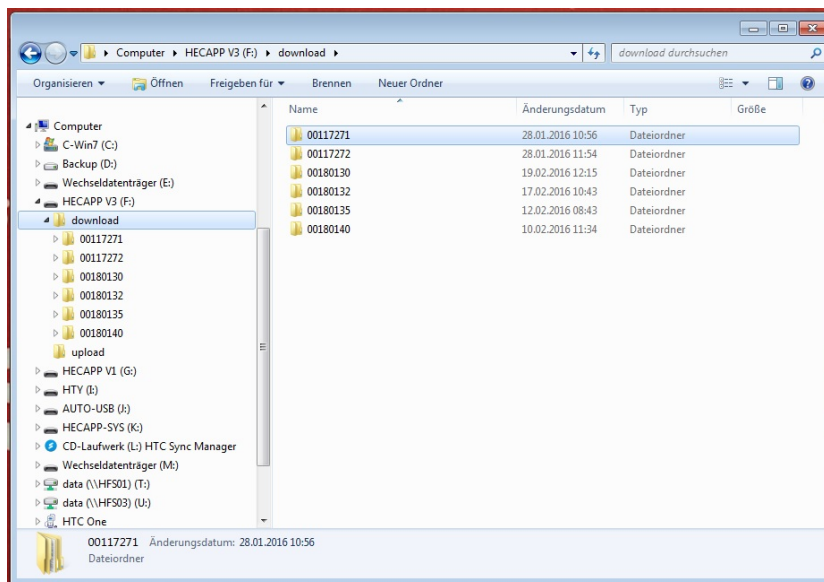
8 Initial setup HecApp V3

The following accessories are required for the initial setup of the HecApp version V3 with an USB stick:

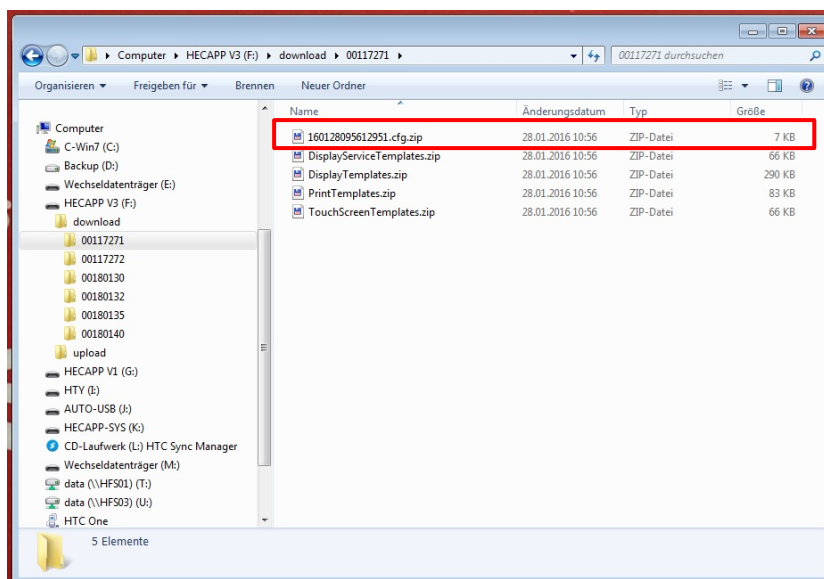
- **1 USB stick**
- **Data exported from CityLine**

8.1 USB stick

Unpack the data exported from CityLine (tariffs, display texts...) and store them in the **Download** folder. Copy them to your USB stick.



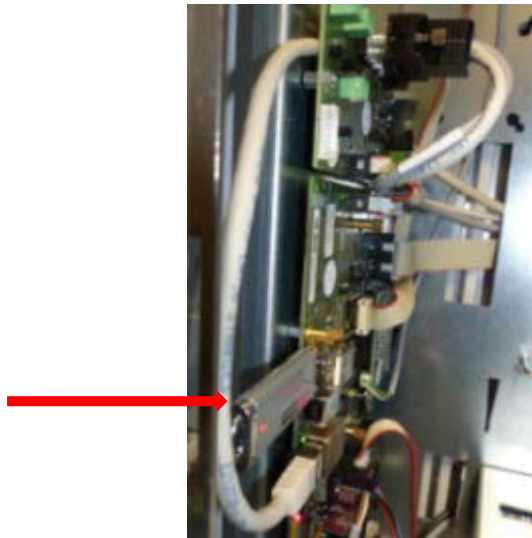
The serial number ZIP-file in the **Download** folder contains all data required for the initial setup.



8.2 Procedure

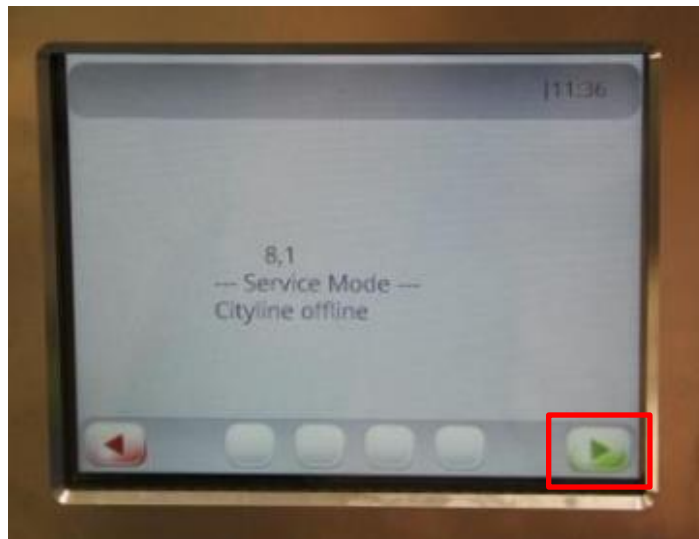
Connect USB stick

Connect the USB memory stick to an USB port of the CPU. It doesn't matter which of the two USB ports you use.



Press the green button

Press the green button on the display. The setup process will now start automatically.



*The setup takes several minutes to complete.
Please wait until the setup process will be finished*

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Printout

Once the setup is finished, the following check printout will be printed:

```

Abell Point Marina
ABN: xx yy zzz xvx
Fee includes 10% GST
Warschau Centro
-- CITYLINE REPORT --
19.02.2015 11:07:14
SN: 00116487 EUR -2
Ticket no. 1

Files copied from USB
150219095955495.cfe.zip
DisplayServiceTemplates.
zip
DisplayTemplates.zip
- 150219095955495.cfe.zip
- 150219095955495.cfe
+ DisplayServiceTemplate
.zip
+ DisplayTemplates.zip
Files copied to USB
1502191102507.1.serviceev
ents.data.zip
150219110250246.29.statu
stic.zip
150219110649497.30.statu
stic.zip
150219110650.1.serviceev
ents.data.zip
  
```

„-“ (minus) = the setup process was not successful, the software was not installed

„+“ (plus) = the setup process was successful, the software was installed

Remove USB stick

Remove the USB memory stick from the USB port.

Close the electronic compartment door. The machine now switches into operational mode and the control panel is shown on the display.

9 Upgrade/downgrade Citea firmware Hecsys/HecApp

the firmware versions Hecapp V1 and V3 can be upgraded or downgraded as needed. A downgrade may be reasonable under certain circumstances: e.g. a customer receives a parking ticket machine equipped with a V3 version. Now he needs a special application, which he didn't request in his order, but really needs to operate the machine. With the downgrade option, the customer can now install the V1 version. He can therefore use the special application he needs until it has been implemented on version V3.



In the case of ARM9 boards with item numbers 2062.72.010.02 and 2062.72.010.07, we urgently recommend that you do not downgrade to Hecapp version <V1.0.38.x! Should you perform the downgrade with DIP switch 2 and 4 anyway, this may result in the irrevocable destruction of the ARM9 board!

Depending on the version, the AC-ARM9 board is generally equipped with the following (installed) firmware:

ARM Version	ARM Version 2	ARM Version 1
Item number	Item no. 2062.72.010.02 Item no. 2062.72.010.07	Item no. 2062.72.010.01 Item no. 2062.72.010.05
Hecsys Version	Version 2 $\geq$ 2.0.4.8	Version 1 $<$ 1.0.9.18
HecApp-Version	Version 3 $\geq$ 3.x.x	Version 1 $<$ 1.0.40.3

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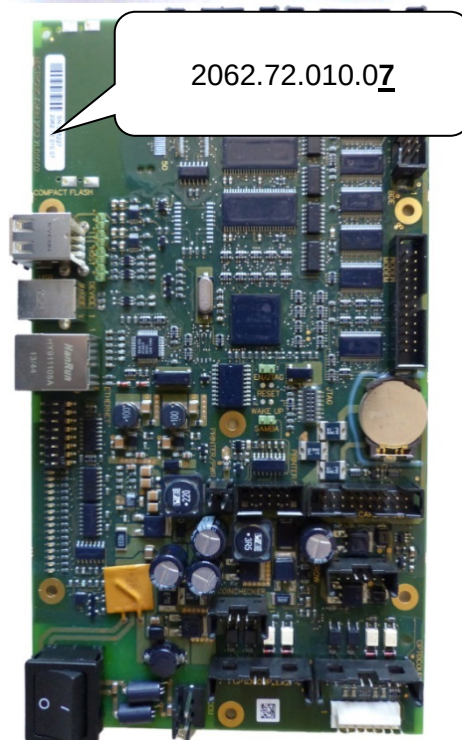
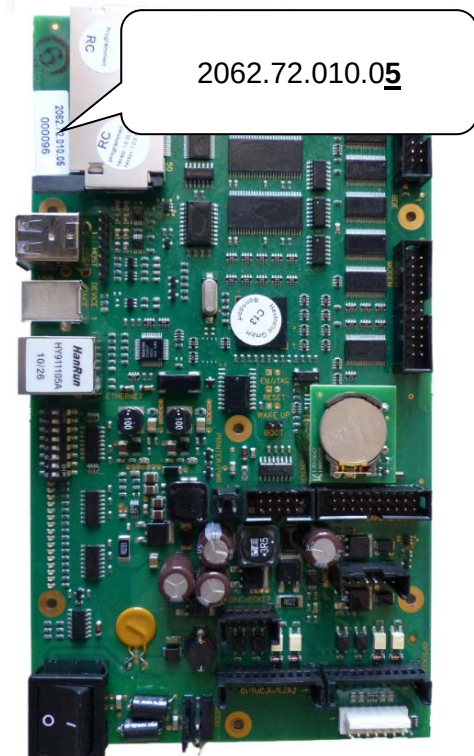
9.1 AC-ARM9-Board Versions 1 and 2

Both versions are best distinguished by their item number on the adhesive label located at the slot for the CompactFlash card:

Version 1



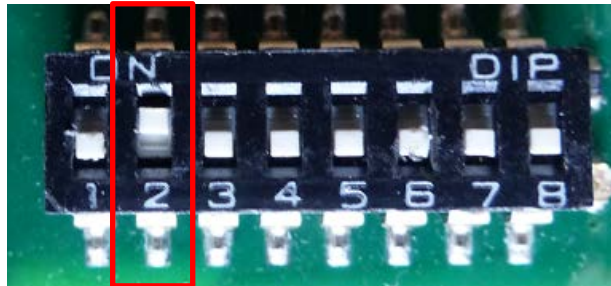
Version 2



9.2 Firmware upgrade

Proceed as follows to perform a firmware upgrade:

- (1) Open the electronics area and turn the machine off.
- (2) Switch **DIP switch 2** on the AC-ARM9 board to **ON** (= system update mode):



- (3) Stick the USB memory stick into one of the USB ports on the AC-ARM9 board.
- (4) Turn the machine on.
- (5) CITEA starts loading the files.



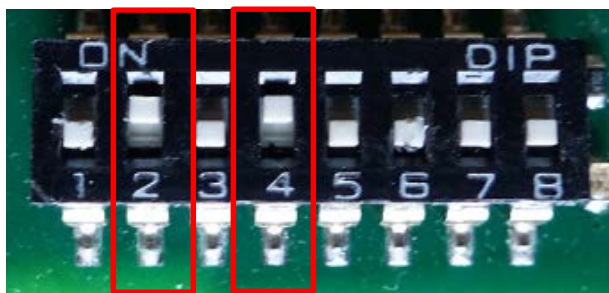
The upgrade may last up to 8 minutes. It is completed, when the following notice is displayed: "Service Routine 0.0 Print Test Ticket".

- (6) Turn the machine off.
- (7) Remove the USB memory stick from the AC-ARM9 board.
- (8) Switch **DIP switch 2** back to **OFF**.
- (9) Turn the machine back on and wait until it has fully booted.

9.3 Firmware downgrade

Proceed as follows to perform a firmware downgrade:

- (1) Open the electronics area and turn the machine off.
- (2) Switch **DIP switch 2 and 4** on the AC-ARM9 board to **ON** (= system update mode):



- (3) Stick the USB memory stick into one of the USB ports on the AC-ARM9 board.
- (4) Turn the machine on.
- (5) CITEA starts loading the files.



The upgrade may last up to 8 minutes. It is completed, if the following screen appears on the display: "Service Routine 0.0 Print Test Ticket".

- (6) Turn the machine off.
- (7) Remove the USB stick from the AC-ARM9 board.
- (8) Switch **DIP switch 2 and 4** back to **OFF**.
- (9) Turn the machine back on and wait until it has fully booted.



In the case of ARM9 boards with item numbers 2062.72.010.02 and 2062.72.010.07, we urgently recommend that you do not downgrade to Hecapp version <V1.0.38.x! Should you perform the downgrade with DIP switch 2 and 4 anyway, this may result in the irrevocable destruction of the ARM9 board!

10 Touch display

In order to install the touch project (graphic data for the touch display) on the Citea, you require:

- 1 SD memory card (2 GB)
- 1 USB memory stick
- Touch software



*The graphic data for the touch display (touch project) will be send to you on request to the email address supplied! Kindly contact our customer support. Make sure your memory card is an SD card! **Do not use SDHC memory cards, as the update does not work with an SDHC card!***

10.1 SD Card

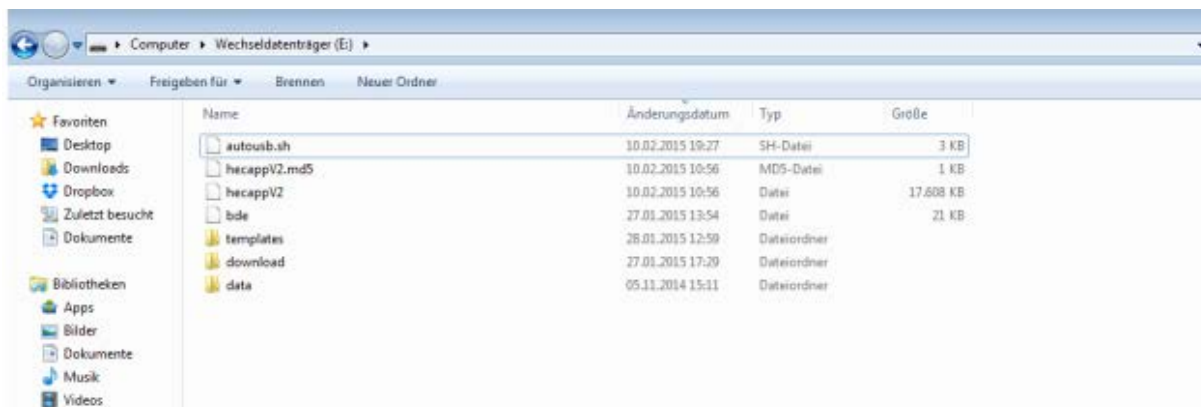
Following data must be saved on the SD memorycard:

Name	Änderungsdatum	Typ	Größe
Delt_SD_Card.zip	10.02.2015 19:28	WinRAR-ZIP-Archiv	20.263 KB
TouchProject.bde	10.02.2015 19:21	BDE-Datei	14.814 KB
bde.app	11.11.2014 15:25	APP-Datei	147 KB
bde_1_2_0.app	11.11.2014 15:25	APP-Datei	147 KB
bbexec.sh	06.11.2014 17:28	SH-Datei	2 KB
rootfs_v1_0_13.ubifs	06.11.2014 17:26	UBIFS-Datei	23.932 KB
6350_BDE_v1_0_11.obb	06.11.2014 16:59	DTB-Datei	23 KB
kernel_v1_0_11.bin	06.11.2014 16:59	BBN-Datei	2.792 KB
bde_0_2_0.app	02.10.2014 12:30	APP-Datei	832 KB
bde_0_1_8.app	25.08.2014 09:11	APP-Datei	792 KB
bde_0_1_5.app	11.07.2014 10:23	APP-Datei	717 KB
barebox_v1_0_7.bin	14.02.2014 10:48	BBN-Datei	250 KB
update_error.png	04.12.2013 15:25	PNG-Bild	23 KB
remove_sdcard.png	04.12.2013 15:23	PNG-Bild	24 KB
update_in_progress.png	04.12.2013 14:13	PNG-Bild	20 KB
at91bootstrap_v1_0_3.bin	04.12.2013 13:22	BBN-Datei	11 KB
u-boot.bin	20.11.2013 11:25	BBN-Datei	251 KB
boot.bin	17.10.2013 16:15	BBN-Datei	15 KB

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10.2 USB stick

Save the following data on your USB stick:



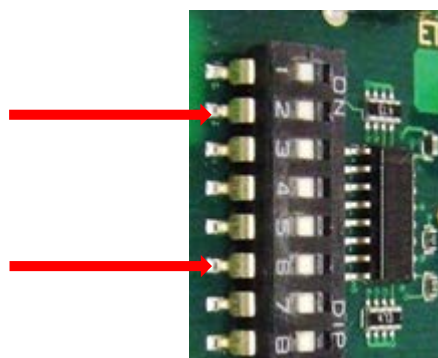
10.3 Procedure



Switch off the machine prior to transferring the data!

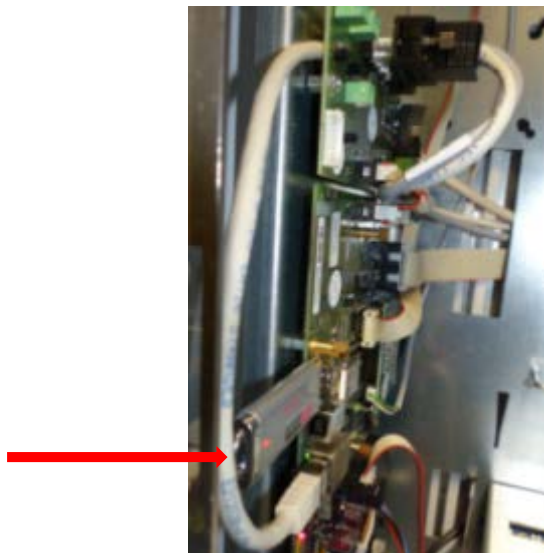
DIP switch

Put the **DIP switch 6** into position **ON** on the CPU.



Connect USB stick

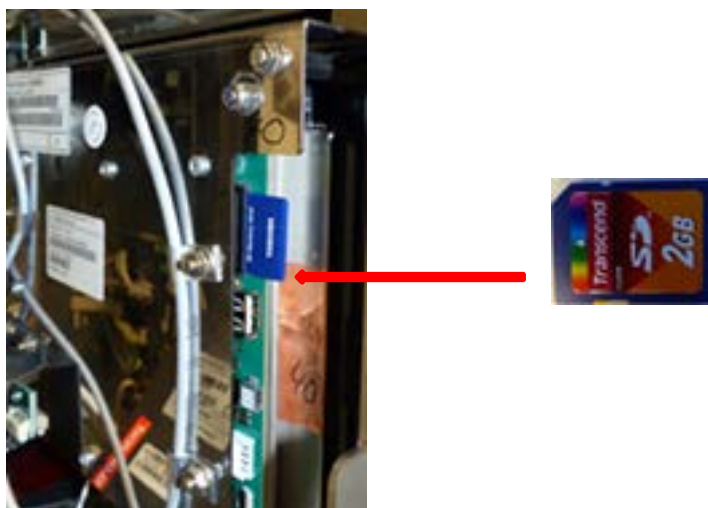
Connect the USB stick to an USB port of the CPU. It does not matter which of the two USB ports you use.

**Switch Citea on**

Turn the machine on and wait until **Starting System** is displayed on the screen, before you insert the SD memory card.

Insert SD memory card

Insert the SD memory card into the SD card slot at the display. Make sure that the card's gold contacts face backwards. Carefully push the card into the slot. Do not use force under no circumstances.



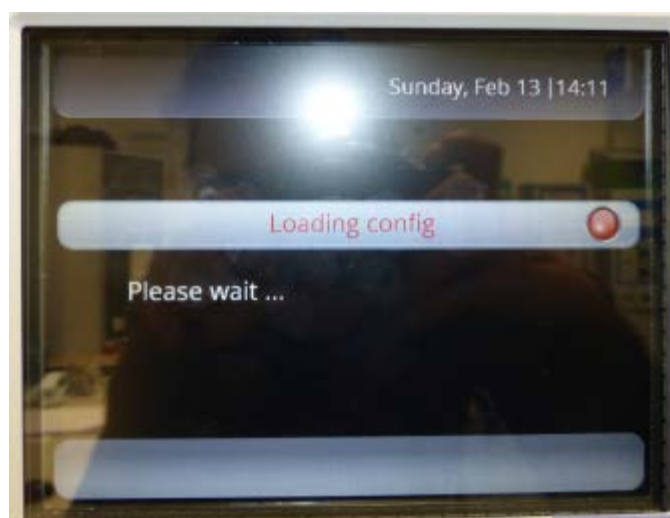
Make sure the card you use is a SD memory card! Do not use SDHC memory cards, as the update does not work with an SDHC card!

Update process

While the USB stick is being read, the LED on the USB stick will flash and a signal tone can be heard. The update process will now start automatically.



Subsequently **Loading config Please wait...** is displayed on the screen.



The process takes several minutes. Kindly wait until the update process has been fully completed.

As soon as the process has been completed, the display will show that the machine is in service mode.

Switch Citea off Turn off the machine.

Remove USB stick and SD card Remove the SD memory card from the card slot. Remove the USB stick from the USB port.

DIP switch Switch the **DIP switch 6** back to **OFF**.

Switch Citea on Turn the machine back on.

Close the electronic compartment door. The machine now switches to operational mode and the control panel is shown on the display.

11 Fallback system

When using the Hecapp version V1 it can happen that the file system of the ARM9 controller becomes corrupted due to an overload of the flash memories.



This workaround must only be used for ARM9 controllers with item nos. 2062.72.010.02 and 2062.72.010.07!

11.1 Create USB stick

Connect the USB stick to the USB port of your computer.



The USB stick must have at least 1 GB storage capacity! Kindly keep in mind that all data stored on the USB stick will be deleted!

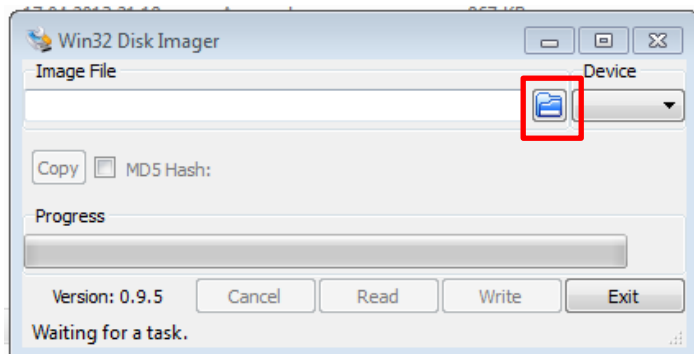
The ARM9 controller reset software is available for download on the Hectronic homepage under **Support ▶ Member Downloads ▶ Technicians ▶ Software ▶ Software Parking ▶ ARM9 Controller Reset**.

Save the ZIP-file to your computer and unpack it. Now open the folder **Win32DiskImager-0.9.5-binary ▶ Program**:

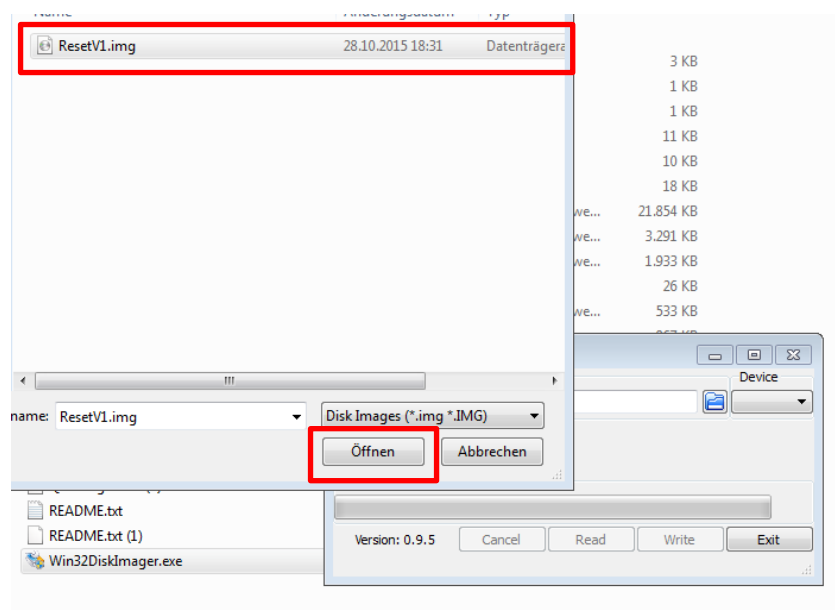
Name	Änderungsdatum	Typ	Größe
platforms	22.04.2015 14:34	Dateiordner	
Changelog.txt	19.03.2014 17:25	Textdokument	3 KB
diskimager_cn.qm	15.02.2014 08:11	QM-Datei	1 KB
diskimager_en.qm	15.02.2014 08:11	QM-Datei	1 KB
diskimager_it.qm	15.02.2014 08:11	QM-Datei	11 KB
diskimager_pl.qm	15.02.2014 08:11	QM-Datei	10 KB
GPL-2	05.01.2013 08:08	Datei	18 KB
icudt51.dll	22.04.2013 19:03	Anwendungserwe...	21.854 KB
icuin51.dll	22.04.2013 19:03	Anwendungserwe...	3.291 KB
icuuc51.dll	22.04.2013 19:03	Anwendungserwe...	1.933 KB
LGPL-2.1	05.01.2013 08:08	1-Datei	26 KB
libgcc_s_dw2-1.dll	17.04.2013 21:18	Anwendungserwe...	533 KB
libstdc++-6.dll	17.04.2013 21:19	Anwendungserwe...	967 KB
libwinpthread-1.dll	17.04.2013 20:26	Anwendungserwe...	73 KB
License.txt	20.01.2014 18:55	Textdokument	45 KB
Qt5Core.dll	05.02.2014 02:40	Anwendungserwe...	4.497 KB
Qt5Gui.dll	08.12.2013 19:03	Anwendungserwe...	4.514 KB
Qt5Widgets.dll	08.12.2013 19:08	Anwendungserwe...	6.134 KB
Qt5Widgets.dll (1)	08.12.2013 19:08	Datei	6.134 KB
README.txt	19.03.2014 17:23	Textdokument	3 KB
README.txt (1)	19.03.2014 17:23	Datei	3 KB
Win32DiskImager.exe	01.03.2014 23:55	Anwendung	136 KB

Click **Win32DiskImager.exe**. When the “User account control” dialog box appears, click **Yes** to continue

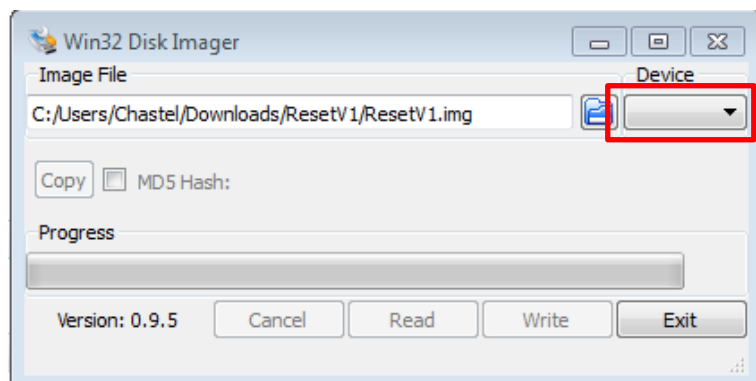
The following window opens:



Click . Open again the unpacked folder **Win32DiskImager-0.9.5-binary** and click **ResetV1.img** and then **Open**.

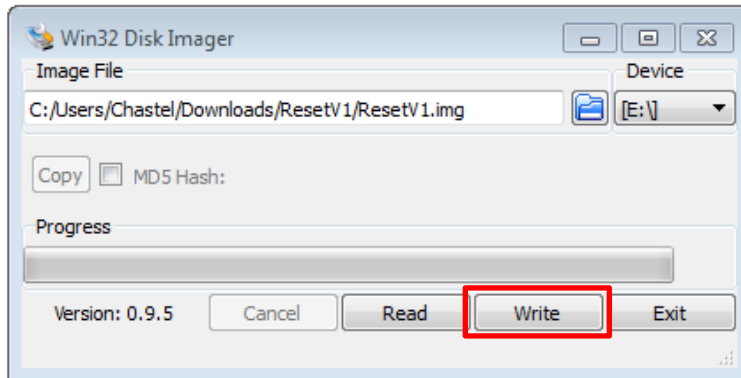


Under **Device** open the dropdown menu and select the USB stick connected to the computer.



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Now click on **Write**, to transfer the image file to the USB stick.



Subsequently remove the USB stick from the USB port.

11.2 Delete damaged files on the ARM9 controller

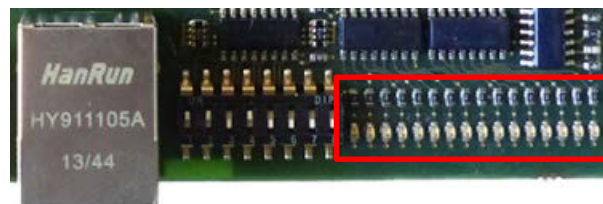
Switch off the Citea by setting the On/Off switch to "0".

Set the DIP switches **1 and 6** on the ARM9 controller to **ON** and connect the USB stick with one of the USB ports of the ARM9 controller.

Switch the Citea back on by setting the On/Off switch to "1".

As soon as the USB stick is read, the LED flashes on the USB stick.

During the process the LEDs on the controllers are on.



Subsequently, the terminal switches to standby mode and **All done** is shown on the display.



This process takes about 8 minutes. Kindly wait until the LEDs on the ARM9 controller are no longer active to ensure that the transmission process has been completed.

Switch off the machine, set the DIP switches **1 and 6** to **OFF** and remove the USB stick from the USB port of the controller.

Turn on the machine and wait until it has booted.

11.3 Carry out service routines

After the fallback all data on the CPU are deleted. The serial number is also reset to 000000 and the payment data and the configuration were also removed.

In conclusion, you therefore have to carry out the HecApp-V1 service routines **7.3** (batch copy) for the parameters and **7.7** (additional import) for the configuration.

The workaround has now been completed and the Citea is again ready for operation!