

# CRANE MERCANDISING SYSTEMS

# SERVICE INFORMATION

## M155.0

**MODELS AFFECTED:** All Crane Voce Coffee Machines.

**MODEL NUMBERS:** VOCE 603,605,607

**Revised:** 1/3/2019

### RE: Restore Factory Default Settings

The machine currently has no “RAM CLEAR” function or other programming method to restore the original settings to the board. This means that to reset the board to the original settings, the machine will need to have a Full Update performed.

This will require that two memory sticks, each with an atlas folder that has the proper files inside, be set up in advance.

1. The first will have 2 files, the version file, such as (rootfs\_arm9-voce\_2.4.0.cjffs2), and a file called “update full”. This will cause “ALL” old data to be wiped out and a fresh load to be replaced in the memory.
2. The second will contain the configuration files for the various cup sizes available, currently 9 and 12 ounce cups. The desired set will need to be chosen from the available list.

It should be noted that **all data means ALL DATA**, and if any sales numbers or special drink settings need to be saved, they should be written down before this process is done.

### TO RESET THE MACHINE

1. Open the door of the machine and turn off the power at the main On/Off switch.
2. Locate the USB ports on the atlas control board and insert the first USB memory stick into any available port.
3. Restore power to the machine by turning on the main power switch. The machine will see the memory stick and begin a check for updates. Then, it will perform a full update.
4. Watch the process move forward on the screen and, when prompted, remove the first memory stick from the USB port on the atlas board. The machine will complete the process and display a screen asking for a PIN code.
5. Insert the second memory stick in any available port on the atlas board. The default code for a service technician is four one's.
  - A. The buttons on each side of the screen are assigned as numeric buttons to be used for the entry of the PIN code.
  - B. The buttons below the screen are assigned as an OK button used to accept the entered code, and a reset button to start over if a mistake is made.
6. Press the button labeled 1 four times to enter the default code. A pound sign will be displayed for each digit entered.

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7. Press the button labeled *OK* to accept the entered code once it has been correctly entered. A screen will display the main service menu.
8. Press the button labeled *SYSTEM SETTINGS*, to display a menu of the system settings functions.
9. Press the button labeled *SOFTWARE UPDATES*, to display the available configurations. Both sets can be loaded into the machine at this time;
  - A. Press the button labeled US Configuration, to load the settings for 12 ounce drinks.  
Press the button labeled *CONTINUE* to confirm the choice.
  - B. Press the button labeled US Configuration 9 oz, to load the settings for nine ounce drinks.  
Press the button labeled *CONTINUE* to confirm the choice.
10. With both configurations loaded into the machine, press the button labeled *UP ONE LEVEL* to return to the system settings menu.
11. Press the button labeled *NEXT PAGE*, to display the second page of the system settings functions.
12. Press the button labeled *CUSTOM CONFIGURATIONS*, to display a list of the available configurations previously loaded into the machine in step 11.
13. Press the labeled button for the desired configuration to be used in the machine. The machine will display a screen asking for a confirmation.
14. Press *CONTINUE*, to confirm that the configuration is to be used in the machine. Currently the version is 3.0.40, and the machine will install the configuration for use.
15. The machine will reboot itself after the installation is complete. Remove the second memory stick from the atlas board after the machine has completed the re-boot process.
16. The machine will be asking for a PIN number to be entered. Press the button labeled *1* four times to display the main service menu.
17. Press the button labeled *SYSTEM SETTINGS*, to display the system settings menu.
18. Press the button labeled *MACHINE CONFIGURATION ID*, There may also be an error displayed here.

Pressing the button will display four choices, none of which are highlighted at this point, causing the error to be displayed.

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| A. S 51 Hazelnut<br>B. S 51 Caramel<br>C. S 52 Hazelnut<br>D. S 52 Caramel | The S 51 options are chosen for FRESH BREW machines.<br><br>The S 52 options are chosen for BEAN GRINDER machines. |
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19. Press the labeled button for the desired machine type to highlight the choice.
20. Press the button labeled *UP ONE LEVEL*, to return to the system settings menu. The highlighted setting will be displayed, replacing the previously listed error.
21. Press the button labeled *UP ONE LEVEL*, to return to the main service menu.
22. Power down the machine and re-start to boot the machine up with the new settings, and clear any errors that have been created, then test as needed for function.

The machine is now ready to be set up for use as needed.