

# SERVICE INFORMATION

## M156.0

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

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

**Revised:** 1/3/2019

### RE: Update Version of Software

To update the machine to the new software version is a 2-step process. 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 memory stick will have a folder named "atlas" which contains 2 files, the new version file, and a file called "update full".

Note - **Use of this stick will cause "ALL" old data to be erased** and a fresh load of the new version of software to be replaced in the memory. Any data that needs to be saved needs to be recorded before beginning the update process.

By default, when the first stick is used, the machine will be set up with U.K. settings which are not normally used in the U.S.

2. The second stick will have a folder named "atlas" that will contain the U.S. recipe configuration files for the available cup sizes. Currently, the files are set up for the machine to make use of 9 or 12 ounce cups, which can then be adjusted as needed.

**Note** - There are advantages to loading both sets of recipes during the update, but only one set will be used by the machine at a time.

### 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 on the control board.
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 stick from the USB port on the atlas board. The machine will then complete the process and reboot itself.
5. When the reboot has completed, the machine will display a screen asking for a PIN number to be entered in order to access the service menu.

The default PIN number is four one's. Enter the PIN number and press the button labeled OK to display the main service menu.

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6. Locate and press the button labeled *SYSTEM SETTINGS*, to display a menu of the system settings functions.
7. Insert the second memory stick into any available USB port on the Atlas control board.
8. Locate and press the button labeled *SOFTWARE UPDATES*, to display the available configurations on the memory stick. Both sets of the configuration files 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.
12. With both configurations downloaded into the machine, press the button labeled *UP ONE LEVEL* to return to the system settings menu. Remove the memory stick from the USB port.
13. Press the button labeled *NEXT PAGE*, to display the second page of the system settings functions.
14. Press the button labeled *CUSTOM CONFIGURATIONS*, to display a list of the available U.S. configurations which were previously loaded into the machine in step 11.
15. Press the labeled button for the desired set of recipe configuration files to be used in the machine. The machine will display a screen asking for a confirmation.
16. Press the button labeled *CONTINUE*, to confirm the choice, and the machine will configure itself for use with the chosen set of files. The machine will also reboot upon completion.
17. When the boot up has completed, enter the PIN number to display the main service menu again.
18. Locate and press the button labeled *SYSTEM SETTINGS*, to display the system settings menu.
19. Locate and press the button labeled *MACHINE I.D.* to display two options.
  - A. S 51 – Is the setting for a loose ground machine.
  - B. S 52 – Is the setting for a bean grinder machine.

Locate and press the labeled button to highlight the desired option.
20. Press the labeled button, “UP ONE LEVEL” to return to system settings.
21. Press the button labeled *MACHINE CONFIGURATION ID*, There may also be an error displayed here.

- A. S 51 Hazelnut
  - B. S 51 Caramel
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The S 51 options are chosen for FRESH BREW machines.

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- C. S 52 Hazelnut      The S 52 options are chosen for BEAN GRINDER machines.
- D. S 52 Caramel

21. Press the labeled button for the desired setting, either hazelnut or caramel, for the machine ID setting chosen in step 19.
22. 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.
23. Press the button labeled *UP ONE LEVEL*, to return to the main service menu.
24. 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.

Additional items that may need to be set;

- A. Set time and date – Correct time and date settings are important for telemetry functions.
- B. Set Oltre brewer – the preheat setting may be disabled if needed to slow waste water build up.
- C. Set rinse at home position – Product configuration, 2<sup>nd</sup> page, rinse at home set to “ENABLED”.
- D. Calorie counts may be set up to be displayed on the screen.