

# **SERVICE INFORMATION**

## **M162.0**

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

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

**Revised:** 1/3/2019

### **RE: Setting the Price for selections**

Price setting can be done either by individual selection, or by setting one price for the whole machine at one time. The activation of mug discounts can also be accessed here, as well as an informational listing for the highest and lowest prices currently set into the machine.

#### **ACCESS THE PRICE SETTING FUNCTIONS**

1. Open the door of the machine and after about a 5 second delay, a screen will be displayed asking for the entry of a PIN code. 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.
2. Press the button labeled 1 four times to enter the default code. A pound sign will be displayed for each digit entered.
3. Press the button labeled OK to accept the entered code once it has been correctly entered. A screen will come up displaying the main service menu.
4. Press the button labeled Price to bring up a screen listing the accessible pricing related functions.
5. From the list, press the desired function, either individual or whole machine pricing.

#### **A. INDIVIDUAL PRICING**

1. Press the button labeled Individual Price to bring up a screen listing the available drinks. The list can be larger than one screen. Use the Next Page and Previous Page buttons to scroll thru the entire list.
2. Press the button labeled for the drink which is to be re-priced, and a screen will be displayed showing function buttons and the currently set price for that drink.
3. Press the numerically labeled function buttons on each side of the screen to enter the desired price. The new price setting will be displayed on the screen.
4. Press the labeled function buttons below the screen to continue with the action. There are three choices;
  - A. Cancel – Exits the function without making any changes.
  - B. Save – Saves the new setting and completes the action.
  - C. Reset – Resets the entered price setting to \$0.00 to correct a mistake in entry.
6. Press the save button to complete the action and exit the screen. The list of available drinks will return. To begin another price change, press another button to select a drink.
7. When finished, press the Up One Level button to return to the main menu.

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## **B. WHOLE MACHINE PRICING**

Pricing the whole machine at one time is accomplished using basically the same method as described above with the exception of the screens showing the drink list, which is not needed.

1. Press the button labeled Whole Machine and a screen will be displayed allowing the entry of a price for all the drinks at one time.
2. Press the numeric buttons to enter the desired price. The new price setting will be displayed on the screen.
3. Press the labeled function buttons below the screen to continue with the action. There are three choices;
  - A. Cancel – Exits the function without making any changes.
  - B. Save – Saves the new setting and completes the action.
  - C. Reset – Resets the entered price setting to \$0.00 to correct a mistake in entry.
4. Press the save button to complete the action and exit the screen. The display will return to the Price setting menu.
5. When finished, press the Up One Level button to return to the main menu.

## **RELATED FUNCTIONS**

**MUG DISCOUNT** – Allows for a discount, on any drink, when the customer chooses to use their own mug. This is an “Across the Board” discount, it is the one amount applied equally for all the drinks in the machine.

1. Press the button labeled Mug Discounts and a screen will be displayed allowing the entry of an amount to be applied as the discount.
2. Press the numeric buttons to enter the amount. The amount will be displayed on the screen.
3. Press the labeled function buttons below the screen to continue with the action. There are three choices;
  - A. Cancel – Exits the function without making any changes.
  - B. Save – Saves the new setting and completes the action.
  - C. Reset – Resets the entered price setting to \$0.00 to correct a mistake in entry.
4. Press the save button to complete the action and exit the screen. The display will return to the Price setting menu.
5. When finished, press the Up One Level button to return to the main menu.

**HIGH/LOW PRICE** – This is an informational function only. There is no action to be taken here.

The function allows for the lowest price set into the machine, and, the highest price set into the machine, to be viewed at the bottom of the labeled screen icon.

**UP ONE LEVEL** – Press this button to exit the price setting functions and return to the main menu.