**MAX Meter** Inbound or Field Service Call  **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **Time:** \_\_\_\_\_\_\_ AM / PM

**Service Tech:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client:** \_\_ Indy \_\_ St. Pete Beach \_\_ Yonkers **Caller:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ client\_\_ patron\_\_

\_\_ Berkeley \_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Phone #:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell\_\_ Wk. \_\_

**Meter ID**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Location** (Street/area): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Which LED Indicators are flashing?** \_\_\_None \_\_\_Yellow \_\_\_Blue \_\_\_Green (\_\_L, \_\_R, or \_\_Both)

Note: Yellow indicates a meter alarm (coin cup full, low battery, card failure, etc.). Blue indicates a 3G communications issue. This may be caused by pressing a button while a meter is transmitting data with CWO2. Or, it may be due to poor com signal or high mobile traffic volume in the area.

1. **Is top mounted correctly?** (vertically flush with meter, not overlapping front panel) Y N

Note: If top tabs don’t align with meter’s PCB contacts, com failure occurs, preventing transmission of data and terminal jobs. If not correctly mounted, see back of this page.

1. **What was observed on display upon approach?**

\_\_\_ Normal Welcome screen \_\_\_ Blank display \_\_\_ Time remaining shows for 1 or both spaces

\_\_\_ Frozen screen (Time remaining shows but doesn’t tick down or midst of card transaction)

\_\_\_ Terminal Registration screen (Indicates programming loss; needs to be re-registered on CWO2).

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Note: Despite a report of communications failure in CWO2, a meter may still be accepting coin and card transactions. However, if com fail persists, transmission of data and terminal jobs is prevented, which may lead to meter failure. Repeated communication attempts over an extended period may cause batteries to drain. Abnormal displays typically indicate a reduction in, or loss of, power, which leads to communication failure with CWO2.

1. **Are buttons working?** (do they beep and/or operate the meter)Y N
2. **Is there a coin jam?** Y N
3. **What are battery voltage levels?** Main batteries (6.2v norm): Top\_\_\_\_ Bottom\_\_\_\_

Backup batteries (3.6v is norm): Left\_\_\_\_ Right\_\_\_\_

1. **PM:** \_\_\_ Crimp loose battery wire terminals\_\_\_ Clean top from solar obstruction \_\_\_ Clean any corrosion on batteries \_\_\_ Clean spring contact tabs under top \_\_\_ Clean contacts on top of meter \_\_\_ Check antenna connection \_\_\_ Ensure SIM is fully seated in card holder \_\_\_ If necessary, replace main batteries \_\_\_ If necessary, replace backup batteries \_\_\_ If necessary, lubricate housing locks

**NOTES:**

(For reference, troubleshooting tips are on the back of this page)

**Troubleshooting the MAX**

Meters may experience com failure (blue flashing LED) as a result of low battery voltage or a patron interrupting communications by pressing a button. After com fail, a meter will repeat attempts to communicate with CWO2. If communications are unsuccessful:

1. **Make sure Top is correctly mounted:**

If a top is incorrectly mounted, extending over a meter’s front panel like an ‘over-bite’, contact tabs will misalign, causing com failure. Remove top. Check voltage levels. Replace batteries, if needed. Reboot the meter, and replace the top. To mount properly, from the front, angle the top on over the meter. Then, position it vertically, and slide the top straight down while flush against the right of the meter’s front panel. Make sure wires are safely tucked inside. With hands on both sides, and fingers on lower back of the top, pull top down against slight pressure from spring tabs until flush to top of meter and right of meter’s front panel. Then, slide top horizontally right into place. Turn key to lock top on housing.

1. **Force a Heartbeat**

Enter Service menu with access card or code: Go to “System Menu”; enter OK. Navigate to “System Setting”; enter OK. Highlight “Comm. Settings”; enter OK. Select “Force Heartbeat”, then “Force a Heartbeat”. A communication attempt will occur upon exiting to welcome screen. When a meter attempts to communicate, letters appear at top left of display, typically in this sequence:

w (waiting to connect)

T (transmitting)

R (Receiving)

P (Processing or programming)

d (done)

s and / or S (Setting up)

Note: If the ‘w’ goes straight to a ‘d’ or ‘s’, then no data or jobs have been transmitted.

1. **Reboot Meter**

If a forced heartbeat fails, reboot the meter by powering it off, waiting 10-15 seconds and powering it back on. Be sure to place the top on right away and before the modem begins set up. “Set Up Modem OK” should display after 11 dots appear, with the last dot ending up under the “M” in Modem. Wait, and do not press any buttons while data transfers between meter and CWO2.