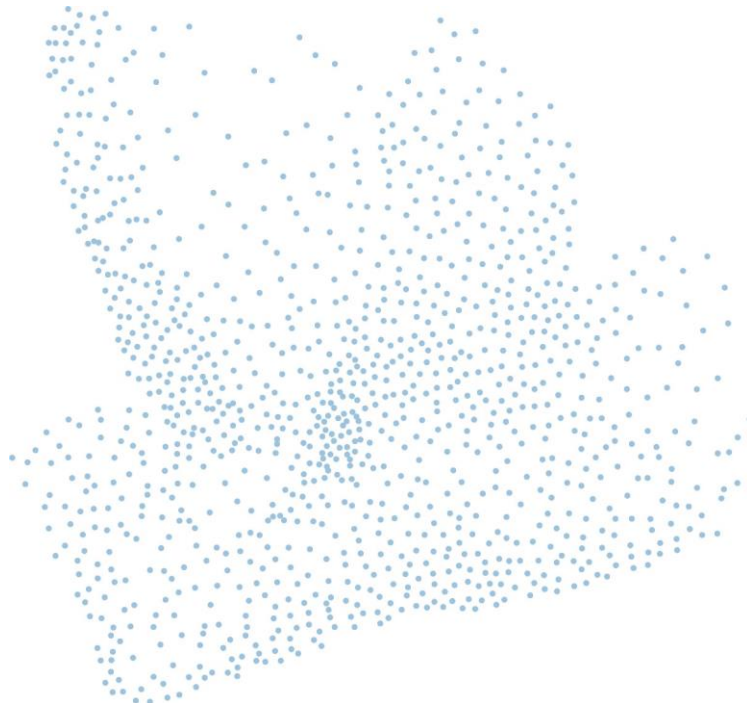


Globalcom external Pay Unit user guide

For ARCHIPEL_GC.DLL 3.1.0.10 and later
Available for CWT 4.18-0 and later





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For ARCHIPEL_GC.DLL 3.1.0.10 and later for CWT 4.18-0 and later
Issue 10,
Published: 2020-07-15.

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1 Commissioning and pairing

Before a card reader, with or without a pin-pad, can be used, it has to be activated using a commissioning process.

1. For a card reader this is indicated on the front led which is then flashing red or yellow depending on the type of commissioning/pairing that is needed.
2. For the pin-pad this is indicated on the display as an error code.

See [Device states](#)^[27] for a description of the states a device can be in.

The same procedure is used regardless of whether there is a pin-pad connected or not. If the card reader is commissioned and later a pin-pad is added, the commissioning must be executed again.

The contact-less card reader may need to be paired. If the service menu item Get Contactless Kit Status signals "paring needed", the Contact-less unit needs to be paired. Use the service menu item "Commissioning and pairing – Contactless" to pair the Contact-less antenna.

You may have access to the <https://unlock-my-m1000.parkeon.com/index.php> page to generate the unlock code yourself.

If so make sure to have the page up and running and that you are logged in before you continue.

You must then do the steps where it reads commissioning operator yourself. See [HSM Unlock](#)^[26] for a description of the HSM Unlock page.

Warning:

The challenge code, coming from the card reader, is only valid for 90 sec.

Commisioning and Pairing

Commissioning and pairing is started from the CWT Service Menu and is executed in the following way:

1. Open the CWT door and from the Service Menu select ExternalPayUnitDlls
2. Select archipel_gc.dll
3. Select Turn ON 12V
4. Select Commissioning and Pairing

Do not confirm with OK yet

5. Call the the Flowbird First Line Support for your region for commissioning and ask the commissioning operator to stand by for the challenge code coming from the card reader.
6. Select OK to start the commissioning and pairing.



Challenge screen in a CWT Touch

7. Read out the challenge code shown on the CWT screen to the commissioning operator.

On the CWT screen where the commissioning process is shown there is a countdown timer for keeping track of how long the challenge code is valid.

8. Enter the unlock code, 10 digits, given by the help desk commissioning operator and select OK
9. A pop-up window with the message Commissioning Succeeded shall be shown.

The commissioning process can be restarted at any time in case the challenge code gets invalid because of the time limit.

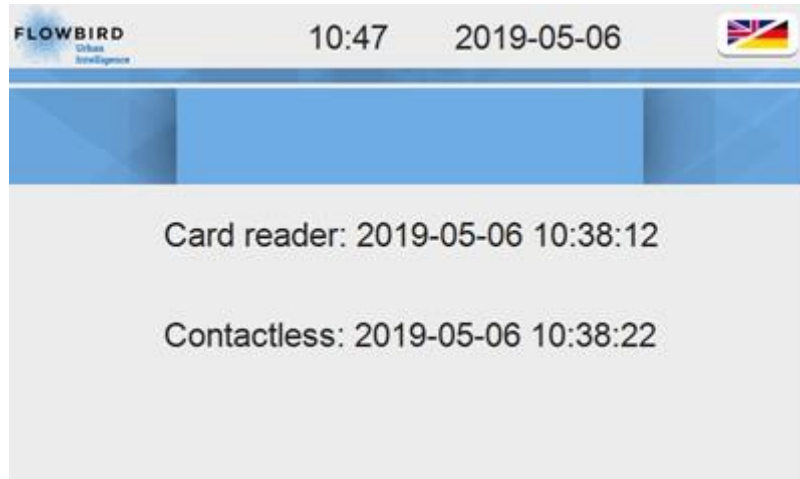
After Commissioning you must do a TMS Update

TMS Update

10. Reboot the CWT
11. Open the CWT door and from the Service Menu select ExternalPayUnitDlls
12. Select archipel_gc.dll
13. Select TMS Update.
14. Close the door!

The TMS Update will only start when the door is closed!

- a. After about 2 minutes the terminal will go out of order or in partial error (Terminal Status LED blinks Yellow)
- b. After about 3 more minutes the terminal will come back online (Green status LED)
15. Open the Door
16. Select TMS Status from the archipel-gc.dll menu and confirm the selection
17. the display shall show the Date and time of the TMS Update for each Globalcom card reader



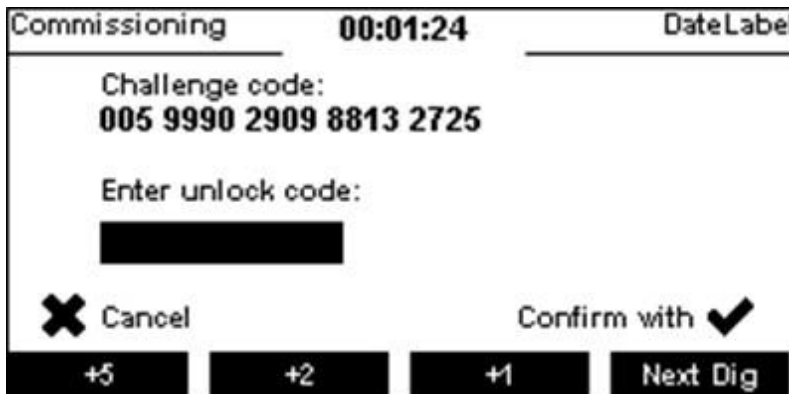
TMS Status after a TMS Update

If no date and time are displayed you must redo the TMS Update. restart from point 11

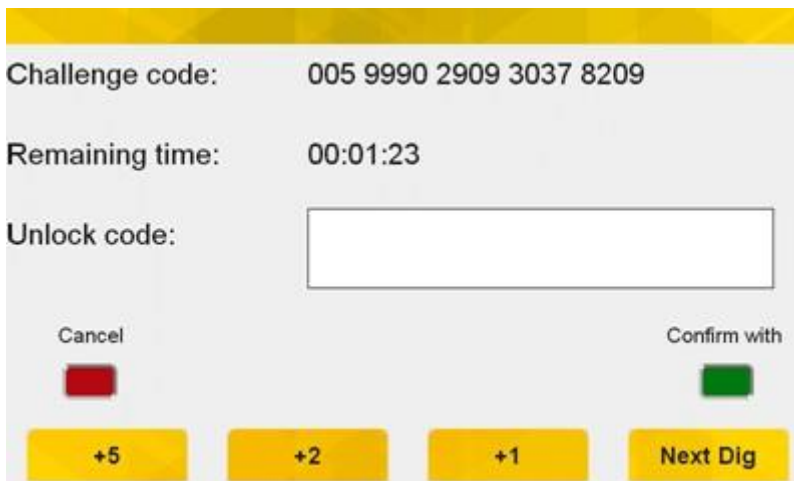
The Card reader(s) are now ready for use.

Other Commissioning screens

The commissioning screen differs slightly between the different displays that can be used with the CWT, but the process and concept is the same.



Challenge screen in a CWTC STN



Challenge screen in a CWTC TFT

- click the [calculate] button.

After clicking the [calculate] button the page is updated below this button with the unlock code.



2 Troubleshooting

External (anti removal) sensors

If any part of the Pay Unit gets tampered with the CWT will turn off the 12V supply to the Pay Unit and will not turn it on when the upper door is opened.

If a service technician wants to check which sensor is tampered: pinpad or cardreader, the dll-service sub menu from the CWT service menu offers a "Turn ON 12V" alternative to turn on the 12V supply to the reader.

The following status will be displayed:

Current Status	released status	action
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off = not tampered now	off = not tampered before	No action
off = not tampered now	on = was tampered before	needs commissioning

Internal sensors

Internal sensors details in service menu is not implemented yet.

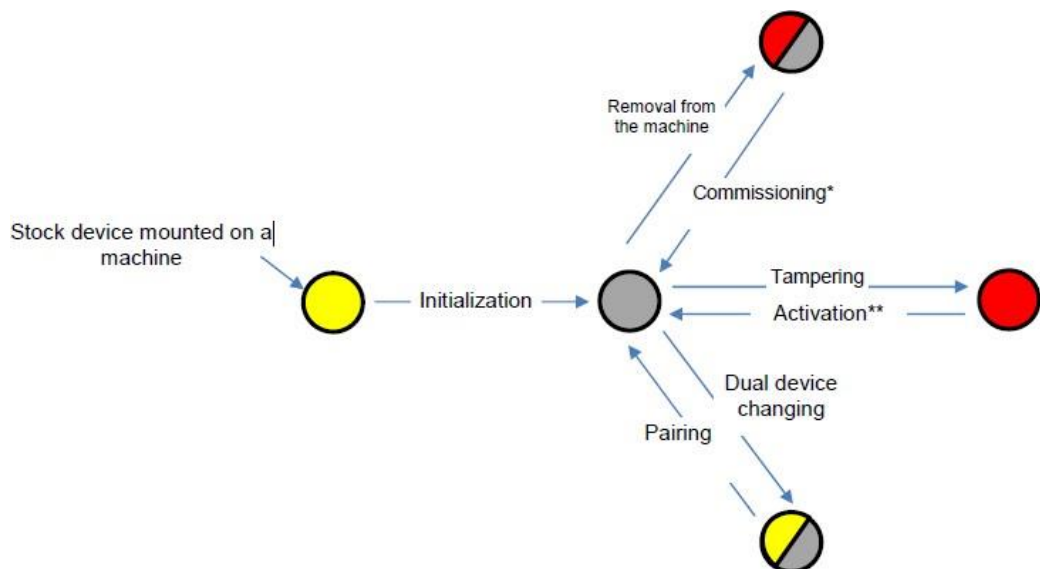
A device may be deactivated for various reasons:

- Internal battery voltage is too low.
- External temperature is not on the -30°C to 70°C range.
- Frequency is too low or too high.
- Internal connection issue.
- Keys cyclic redundancy check is incorrect.
- The casing was tampered (broken, pierced, opened).

2.1 Device states

The state diagram below describes the actions / operations that makes the device change its state.

The pictograms give the reader state, but the same state diagram is applicable for pin-pad.








* commissioning and paring are done via the CWT service menu. see [Commissioning and pairing](#)²³

** Activation is done at Globalcom

2.1.1 M1000

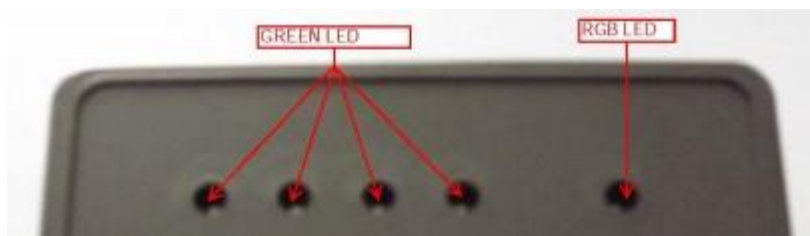
Error codes and status LEDs


Reader front LED status	Description	Action
	Reader: led off Status: ready (activated, paired and commissioned)	Nothing to do. Reader is operational
	Reader: red LED blinking Antiremoval sensor(s) violated Status: out of order.	Check mounting and then make a commissioning. If not successful return reader to factory for analysis with a "reader antiremoval SWx issue" notice
	Reader: red LED on Tampering sensor(s) violated Status: deactivated.	Use service menu to check sensor status. If it is violated return reader to factory for analysis with a "internal sensor violated notice" Note which one. Otherwise contact central support.
	Reader: yellow LED blinking Status: pairing violated.	Make a commissioning, even if there is no pinpad in the machine.






Reader front LED status	Description	Action
	Reader: yellow LED on Anti-removal and / or tampering sensors not initialized. Status: not initialized.	Return reader to factory for analysis with a "reader not initialized" notice.

2.1.3 A1000

The status is indicated with the RGB LED.

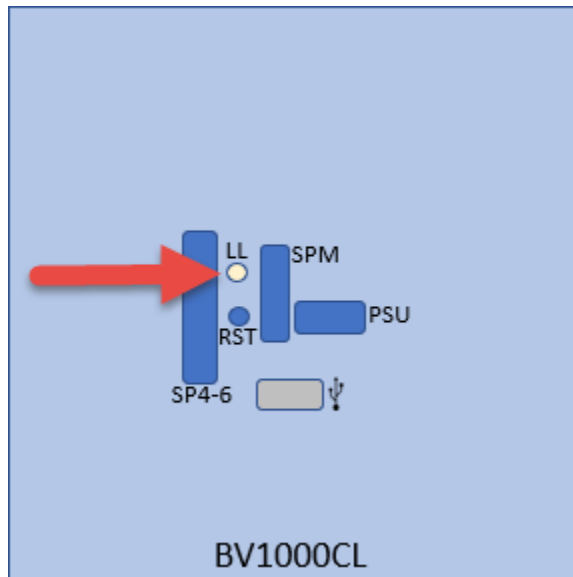


Reader front RGB LED status	Description
	Reader: Green Status: ready (activated, paired and commissioned)

	<p>Reader: Green blinking Status: Paid, remove card</p>
	<p>Reader: red LED blinking Error, Remove card - No Payment</p>
	<p>Reader: Red Status: Out of order.</p>
	<p>Reader: yellow LED blinking Status: Please make selection.</p>
	<p>Reader: Yellow Status: Processing transaction, please wait.</p>

[Error codes](#)

Link LED marked LL on the back of the contact-less reader:



Off	Contact-less reader not powered
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After the power on of the device the led indicates the status of the communications in the following way:

One Flash	Contact-less reader powered, contact-less reader violated
Two Flashes	Contact-less reader powered, M1000 connected
On	Contact-less reader powered, communication with the peripherals absent

Each series of flashes is separated with a second of led powered off. If one or two of the communications are missing the led will skip the related flashes

2.2 M1000 card reader not working

- Check the CWT power supply
- Check the LED on the reader. If it is lit or blinking check the [Device states](#) ²⁷ for the correct action.
- Check if power cable from the Globalcom Adapter board is correctly connected to the card reader
- Try removing and reconnecting the power cable
- Check all other cables if they are connected properly

2.3 M1000 card reader cannot read card

- Check the card for damage
- Try another card to determine whether the problem is caused by a defective card
- Make sure you swipe or insert the card correctly
- Clean the Card Readers with a cleaning card

- Is the Card Reader correctly connected to the Pin-pad? Check the cable between the two components, and make sure plugs are fitted correctly
- Is the LED on the Card Reader lit or blinking, or is a status indication displayed on the Pin-pad? The Pay Unit may have been tampered with.

2.4 A1000 contact-less reader cannot read card

- Check the card for damage
- Try another card to determine whether the problem is caused by a defective card
- Make sure you tap the card correctly
- Is the Card Reader correctly connected to the Pin-pad? Check the cable between the two components, and make sure plugs are fitted correctly