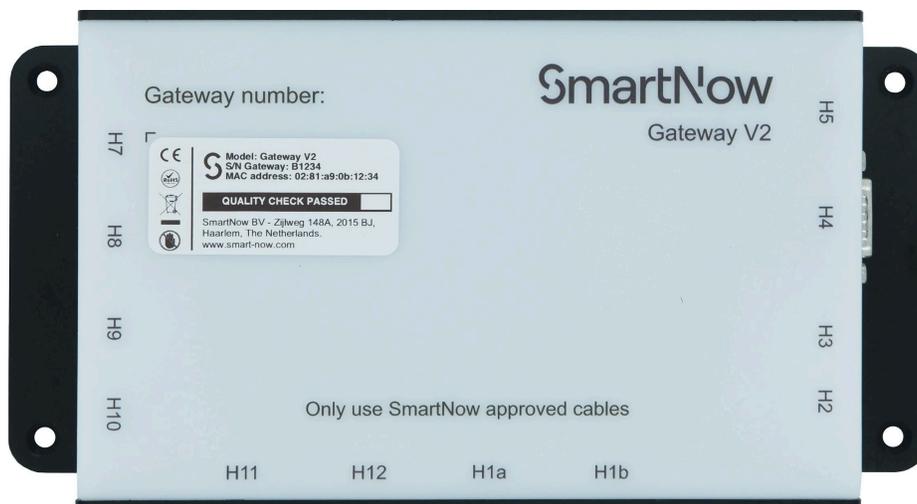


Product Manual

# SmartNow Gateway V2

Maximize the potential of your SmartNow Gateway with this detailed guide to its features and operation.



SmartNow

# About

The SmartNow Gateway V2 manual provides a comprehensive overview of the device's instructions. No rights can be derived from this manual. Before installing this device, please check the Terms and Conditions and read this manual carefully.

A version of the latest updated manual is available online; see [smart-now.com/manuals](https://smart-now.com/manuals). Please keep this manual for future reference during the lifetime of this device.

## SmartNow©

Zijlweg 148A  
2015 BJ Haarlem  
The Netherlands  
[smart-now.com](https://smart-now.com)

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# 1 Introduction

This chapter provides all the necessary information before the customer installs the SmartNow Gateway V2.

## 1.1 Contact details

General address	Return address
SmartNow B.V. Zijlweg 148A 2015 BJ, Haarlem The Netherlands	SmartNow B.V. Att: Support department Zijlweg 148A 2015 BJ, Haarlem The Netherlands

For support and operational questions refer to:

- The help function on the SmartNow portal (<https://portal.smart-now.com>);
- Send an e-mail to [support@smart-now.com](mailto:support@smart-now.com);
- Call +31 (0)208943777 (Business Days between 09:00 and 17:00 CET).

For general questions, comments or remarks refer to:

- The contact page on the SmartNow website (<https://www.smart-now.com>).

The Terms and Conditions are available on the SmartNow website (<https://www.smart-now.com>).

## 1.2 Explanation of symbols used

The following symbols are used in the manual:

Symbol	Explanation
	The SmartNow Gateway V2 bears this symbol, meaning the device complies with the essential requirements and other relevant Directive 2014/35/EU provisions. See Chapter 3 for more details.
	The SmartNow Gateway V2 bears this symbol, meaning the device complies with the essential requirements and other relevant Directive 2014/30/EU provisions. See Chapter 3 for more details.
	The SmartNow Gateway V2 bears this symbol, meaning it must be handled pursuant to Directive 2011/65/EU to be recycled or dismantled to minimise its environmental impact. See Chapter 3 for more details.

	Indicates a hazardous situation that, if not avoided, will or could result in minor injury and/or device malfunction.
	Notify people not to perform specific actions. Failure to follow this rule will or could make the warranty void of the SmartNow Gateway V2 and other linked peripherals.
	Notifies people of necessary installation, operation or maintenance information that is not hazard-related.
	Signals explanatory information like instructions and procedures.

Table 1.1. Explanations signal words and symbols

## 1.3 Content received package

The package received will contain at least a SmartNow Gateway V2, power supply and cord, and CAT5E cable, depending on the purchase. Other items are optional.

The package contains:

1. SmartNow Gateway V2;
2. Sunny power supply & power cable;
3. CAT5E cable (2 meters);
4. One data cable to connect to the vending machine (optional);
5. Optional peripherals:
  - a. Scanner (optional);
  - b. Coin changer (optional);
  - c. Payment terminal (optional);
    - MDB Y cable;
    - CAT5E cable (0.5 meters).

Images of the devices

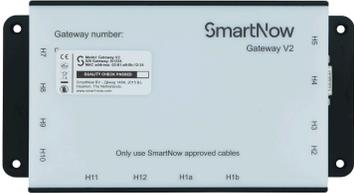
 <p>Gateway number: SmartNow Gateway V2 Only use SmartNow approved cables</p>		
		
		

Image 1.1. SmartNow Gateway V2

Image 1.2. Terminal MDB Y-cable

Image 1.3. CAT5E cable

Image 1.4. MDB Data cable

Image 1.5. Newland scanner

Image 1.6. Valina payment terminal

Image 1.7. Sunny power adapter and EU power cable

Symbols	Explanation
 <b>CAUTION</b>	Do not open the enclosed devices. Failure to follow this rule may result in minor injury and/or device malfunction.
 <b>CAUTION</b>	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
 <b>CAUTION</b>	Do not use cables other than the enclosed ones. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not use a power supply other than the enclosed one. Using another power supply could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	Do not use cables other than the enclosed ones. Using other wires could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	Do not open the enclosed devices. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
<b>NOTICE</b>	The images of the "data cable vending machine", "scanner", and "payment terminal" are examples. They may differ depending on the equipment ordered. See Appendix 1 for more images.
<b>NOTICE</b>	The package can contain different peripherals ordered via SmartNow. For example, it could include 2-D scanners, payment terminals, and/or coin changers from various suppliers.
<b>NOTICE</b>	Manuals of the enclosed peripherals can be found on the supplier's website.
<b>NOTICE</b>	The enclosed scanner, payment terminal and coin changer comply with Directives 2014/35/EU, 2014/30/EU, and 2011/65/EU.
<b>GENERAL SAFETY</b>	If the packaging is severely damaged, please contact SmartNow support before continuing the installation.
<b>GENERAL SAFETY</b>	If the enclosed devices show external damage, do not continue the installation. Please contact SmartNow support.
<b>GENERAL SAFETY</b>	If components or cables are missing, do not continue the installation. Please contact SmartNow support.
<b>GENERAL SAFETY</b>	Ensure to read the Terms and Conditions before installing the SmartNow Gateway V2.

Table 1.2. Explanations signal words and symbols

## 1.4 Description of system configuration

The SmartNow Gateway V2 enables the connection of vending machines and peripherals (coin changer, payment terminal, scanner, printer, etc.) to the internet. It supports processes like scanning and paying and collects and sends data to support the operation of the connected devices and the remote management of the machines.

### Overview of the hardware configuration

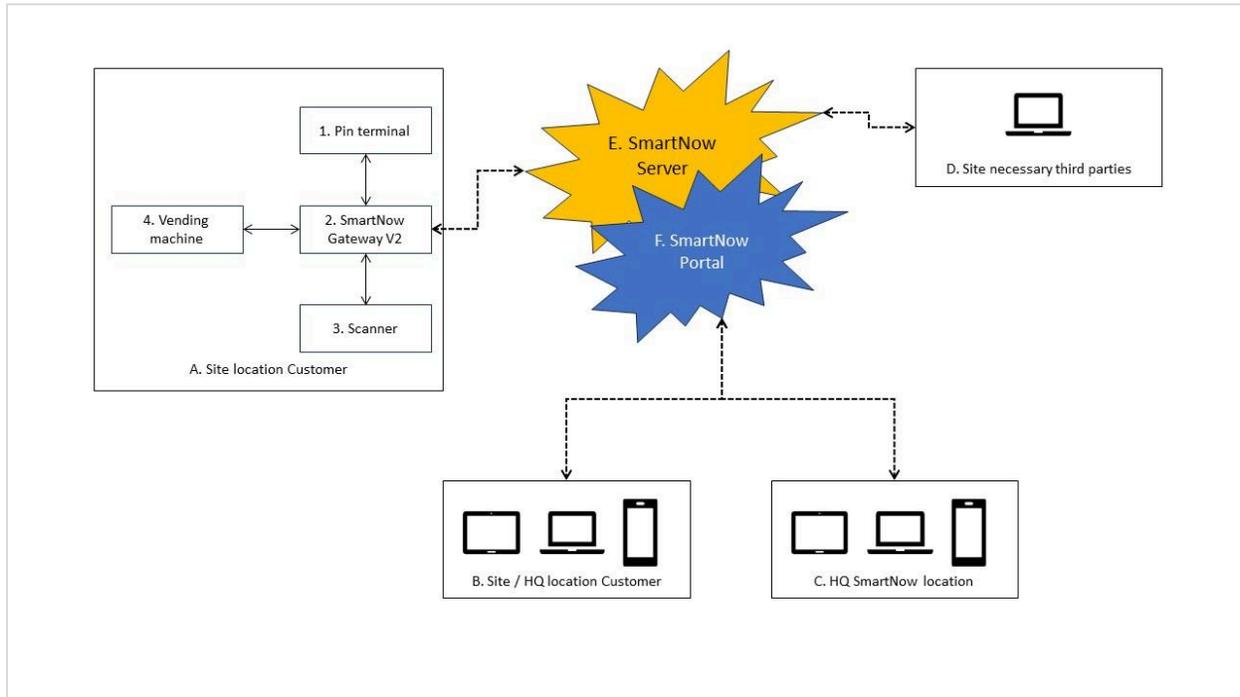


Image 1.8. Configuration of the hardware

## Explanation of the parties mentioned in image 1.8

### Site location customer

The vending machine, SmartNow Gateway V2, and peripherals (like the payment terminal and scanner) are located at the site. The SmartNow Gateway V2 supports the vending machine's operation and collects all data from the connected devices, which is regularly sent to the SmartNow server via the internet. The SmartNow Gateway V2 is connected to the internet via a LAN or an external modem and linked with the SmartNow server.

### HQ / Site Location customer

Data is accessible to the customer via the SmartNow Portal application. The application allows a dedicated group of customer users to access the data. Each user can access the information based on the granted permissions. The information can be viewed on a computer, tablet or mobile device.

## HQ SmartNow location

Data is also accessible to a dedicated group of SmartNow users for support and financial purposes.

## Site necessary third parties

If the customer uses a payment terminal, the payment information is guided to the acquirer to approve the payments and a terminal supplier to approve the technical information exchange. For this, the customer needs a contract with an acquirer and terminal supplier.

## SmartNow Server

Data processed on the SmartNow Gateway V2 is stored on the SmartNow Server.

## SmartNow Portal

The SmartNow Portal is an application on top of the SmartNow database that makes data available to relevant stakeholders. The stakeholders are customers and SmartNow employees who can view the information based on the permissions granted.

Symbols	Explanation
	The SmartNow Portal is accessible 24/7.
	The SmartNow Server is accessible by a LAN or 4/5 G modem.
	The SmartNow Portal is only accessible with a "user ID" and "password," which are personal and may not be shared.
	Depending on the client's wishes, using the "2-Factor Authorisation" is possible.

Table 1.3. Explanations signal words and symbols

## 1.5 Technical information

This Chapter provides technical details and dimensions-mass of the SmartNow Gateway V2. The lifetime of the SmartNow Gateway V2 is at least one year. When the SmartNow Gateway V2 no longer works, please return it to SmartNow BV or process it according to Directive 2011/65/EU.

Properties SmartNow Gateway V2	Value			Unit
	Min	Max	Uses	
Input voltage	7	36	24	Volt
Current	0.15	2	0.15	Ampere
H1a/ b: 34 data in/output port.	5	25	30	Volt
H2: MDB Slave in/output port. H3: MDB Master in/output port.	-	-	24 24	Volt Volt
H4: Serial data in/output port.	-	0.5	-	Ampere
H5: 2-Way power input port.	-	-	24	Volt
H11: 3-Way power input port.	-	-	5	Volt
H7: RJLAN-45 data in/output port. H9: RJLAN-45 data in/output port. H12: RJLAN-45 data in/output port	-	0.5	-	Ampere
H8: Two USB A ports	-	0.5	-	Ampere
H10: Micro USB port	-	0.4	-	Ampere

Table 1.4. Technical details SmartNow Gateway V2

Mass dimensions			
Length	width	Height	Weight
260 mm	110 mm	30 mm	350 gr

Table 1.5. Mass dimensions

Average energy and data usage per year	
Energy usage	Data usage
80 KWH	2.0 GB

Table 1.6. Consumption

## 1.6 Operational information

Before installing the SmartNow Gateway V2, read this Chapter carefully.

### Contractual information

1. To use the solution of which the SmartNow Gateway V2 is a part, a signed contract must be in place or concluded between the customer and SmartNow BV.
2. If the company uses a payment terminal, the customer must have or conclude a contract with an acquirer and a payment terminal supplier.
3. The connected payment terminal must be certified by SmartNow BV on brand and type level.
4. The connected coin changer must be certified by SmartNow BV on brand and type level.
5. The connected vending machine must be certified by SmartNow BV on brand and type level.
6. The SmartNow Gateway V2 can only be used by business customers.

### Information on the SmartNow Gateway V2

Reading and understanding the information provided and printed on the SmartNow Gateway V2 is essential for properly operating the device.

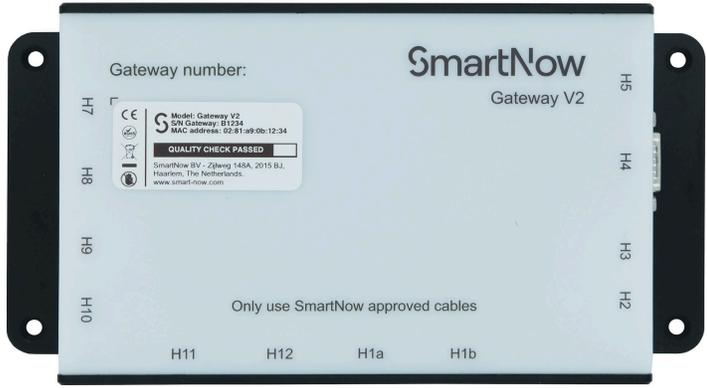
<p><b>Index:</b></p> <p>H1a/b: 34 data in/output port.  H2: MDB Slave in/output port.  H3: MDB Slave in/output port.  H4: Serial data in/output port.  H5: 2-Way power input port.  H7: RJLAN-45 data in/output port.  H8: Two USB A ports.  H9: RJLAN-45 data in/output port.  H10: Micro USB port.  H11: 3-Way power input port.  H12: RJLAN-45 data in/output port.</p> <p>Every sold SmartNow Gateway V2 carries a product label, holding the following information:</p> <ul style="list-style-type: none"> <li>• CE mark;</li> <li>• Rohs mark;</li> <li>• Disposal mark;</li> <li>• SmartNow serial number;</li> <li>• MAC address;</li> <li>• Quality check mark;</li> <li>• Address details.</li> </ul>	 <p>The image shows the top view of the SmartNow Gateway V2 device. It is a rectangular, light-colored unit with two black mounting brackets on the sides. The front panel features several ports labeled H1 through H12. A central label contains the following information: Gateway number, SmartNow logo, Gateway V2, Model: Gateway V2, SN Gateway: B1234, MAC address: 02:81:a9:0b:12:34, a 'QUALITY CHECK PASSED' status bar, and contact details for SmartNow BV (Zijlweg 140A, 2015 BA Haarlem, The Netherlands, www.smart-now.com). Below the label, it says 'Only use SmartNow approved cables'. The ports are labeled H11, H12, H1a, H1b at the bottom, and H7, H8, H9, H10 on the left side, and H5, H4, H3, H2 on the right side.</p>
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Image 1.9. Top view SmartNow Gateway V2

## Ports on the SmartNow Gateway V2

Understanding the SmartNow Gateway V2 ports is essential for proper installation.

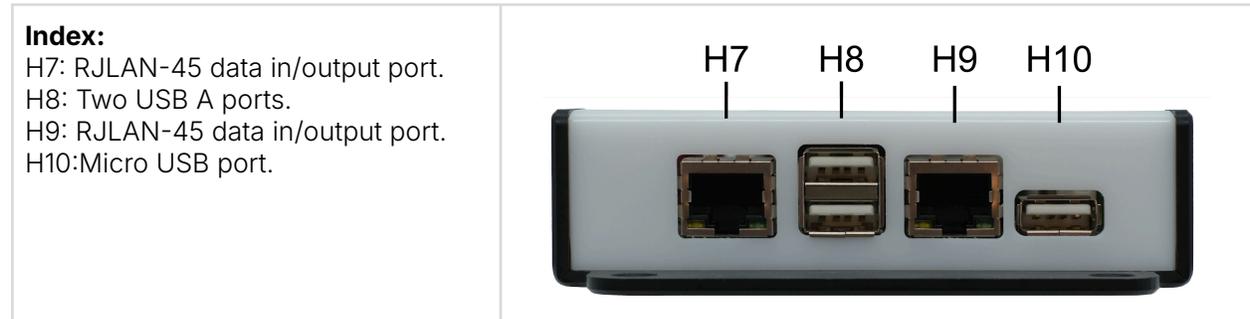


Image 1.10. Left side view SmartNow Gateway V2

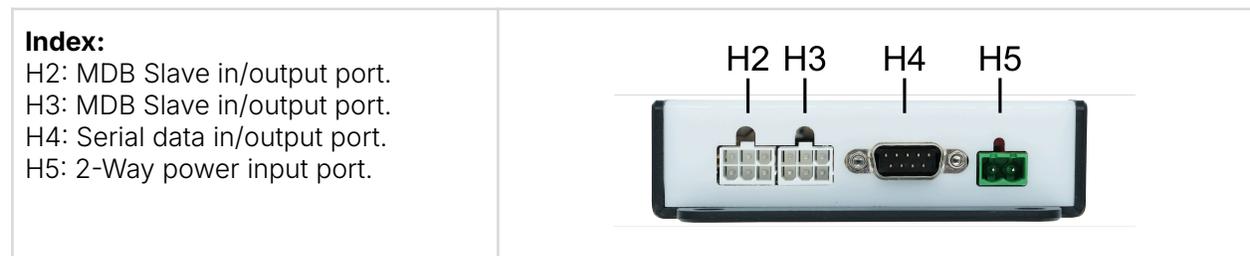


Image 1.11. Right side view SmartNow Gateway V2



Image 1.12. Long side view SmartNow Gateway V2

## Visible signals SmartNow Gateway V2

The SmartNow Gateway V2 shows two different visible signals to indicate that the device is operational:

1. Visible signals on the SmartNow Gateway V2;
2. Visible signals on the RJLAN 45 in/output port (H7; H9; H12).

### Ad. 1. Visible signals on the SmartNow Gateway V2

The visible signal is clearly visible and shining through the housing within the red circle.

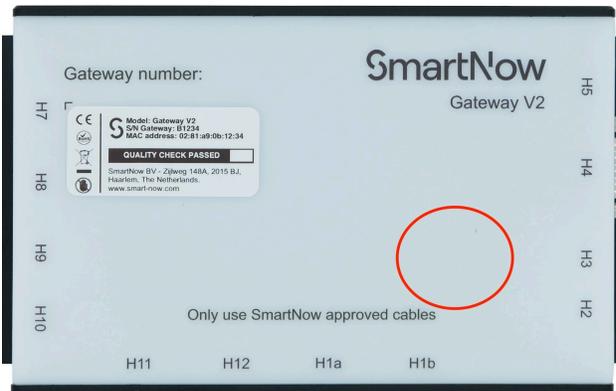


Image 1.13. SmartNow Gateway V2 visible signals

Explanation visible signals on the SmartNow Gateway V2			
Color	Action	Explanation	Comments
Green	Blink	Normal operations.	
Red	Blink	No internet.	See chapter 2.6 Troubleshooting.
	Constant	Software error.	Contact Support department SmartNow BV.
White	Constant	Microcontroller error.	Contact Support department SmartNow BV.
Violet	Short	Data overflow.	Contact Support department SmartNow BV.

Table 1.7. Description status LEDs on the SmartNow Gateway V2

**Ad. 2. Visible signals RJLAN 45 in/output port (H7; H9; H12)**

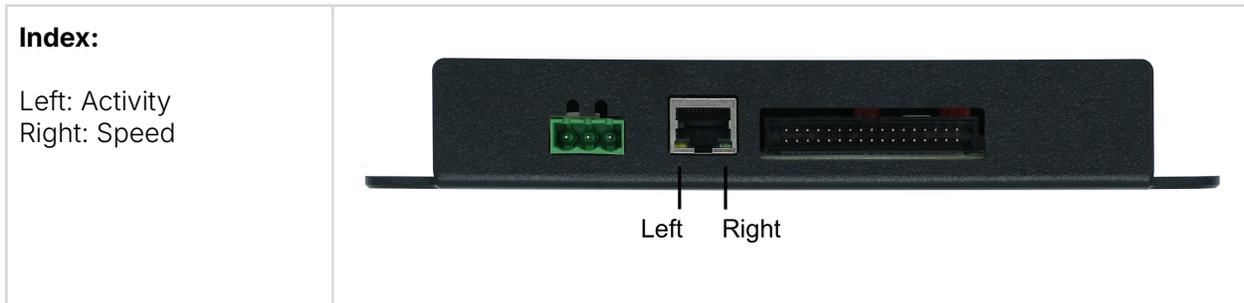


Image 1.14. Visible signals on RJLAN 45 in/output port

Left led (Activity)			Right led (Speed)		
#	Status	Description	#	Status	Description
1	Blinking	Data transmission or receiving is occurring.	1	Green	2.5 Gbps data rate
2	On	No data transmission or receiving is occurring.	2	Orange	1.0 Gbps data rate
			3	Off	100 Mbps data rate

Table 1.8. Description status LEDs on RJLAN 45 in/output port

## Operational working conditions

The ideal working conditions for the SmartNow Gateway V2 are:

- Temperature: -20°C<sup>1</sup> to +50°C / -4°F<sup>2</sup> to +122°F;
- Humidity: 60%rH - 85%rH<sup>3</sup>;
- Do not expose the SmartNow Gateway V2 and the peripherals to sunlight.

Symbols	Explanation
	Only a SmartNow BV-certified vending machine can be connected to the SmartNow Gateway V2. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not use cables other than the enclosed ones. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not insert objects other than the enclosed cables into the ports of the SmartNow Gateway V2 when it is under power. Failure to follow this rule may result in minor injury and/or device malfunction.
	Using the SmartNow Gateway V2 is strictly prohibited without express permission from SmartNow BV. Failure to follow this rule will incur subscription and usage costs.
	Do not connect a vending machine not certified by SmartNow BV to the SmartNow Gateway V2. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	Do not connect a non-CE-certified vending machine to the SmartNow Gateway V2. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	Never insert objects other than the enclosed cables into the ports of the SmartNow Gateway V2. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	The SmartNow Gateway V2 may only be used by business customers who have signed a contract with SmartNow. Private individuals or parties without a contract cannot derive rights from our Terms and Conditions.
	The customer is responsible for setting up a contract with the payment terminal supplier and the acquirer. Card payments are only possible with both contracts in place.

<sup>1</sup> C: Celsius

<sup>2</sup> F: Fahrenheit

<sup>3</sup> rH; Relative Humidity

Symbols	Explanation
	The vending machine or payment terminal must be certified by SmartNow BV in advance. Non-certified vending machines, payment terminals and coin changers will not work with the SmartNow Gateway V2. Contact SmartNow BV for more information about the required SmartNow BV certifications.
	The SmartNow Gateway V2 should not be operated by minors or persons with reduced physical, sensory or mental capabilities.

Table 1.9. Explanations signal words and symbols

## 2 Instructions

This Chapter contains information on how to unpack, repack, store, install, and test the SmartNow Gateway V2.

### 2.1 Unpacking, repacking and storage

#### Unpacking instructions

- Please check the label to ensure the quality inspection has been passed (✓).
- Please compare the packing slip with the package's contents to ensure that the SmartNow Gateway V2 and ordered peripherals are enclosed.
- Please check the SmartNow Gateway V2, the cables and the peripherals for external damage.
- The cables are correctly connected to the peripherals to facilitate the installation. Please check if that is the case.
- Save all the packing material until all products work as desired.
- The packaging can be processed as waste paper. Plastic waste must be processed separately.
- For the return address, see chapter 1.1.

#### Repacking

If it is necessary to return one or more items, please use by preference:

- The original packing material;
- Filler material to absorb the shocks during dispatch;
- A "Fragile" sticker to indicate the vulnerability of the package;
- Take the carrier's packing instructions into account;
- In the event of returning the SmartNow Gateway V2, please also return the power supply and the Cat5E cable;
- If returning the peripherals, please also return the provided and attached cables.

## Storage

If the product is to be stored, please take the following guidelines into account:

- Temperature:  $-20^{\circ}\text{C}^4$  to  $+50^{\circ}\text{C}$  /  $-4^{\circ}\text{F}^5$  to  $+122^{\circ}$ ;
- Humidity: 60%rH - 85%rH<sup>6</sup>;
- Do not expose the SmartNow Gateway V2 and the peripherals to sunlight.

Symbols	Explanation
<b>GENERAL SAFETY</b>	If items are missing or damaged on arrival, please contact SmartNow support.
<b>GENERAL SAFETY</b>	If the label is missing or the quality check passed box is not checked, please contact SmartNow support.
<b>GENERAL SAFETY</b>	If the cables for the peripherals are not connected to the ports, please contact SmartNow BV support before continuing the installation.
<b>GENERAL SAFETY</b>	If the SmartNow Gateway V2, peripherals or cables are damaged, the installation should not continue.

Table 2.1. Explanations signal words and symbols

<sup>4</sup> C: Celsius

<sup>5</sup> F: Fahrenheit

<sup>6</sup> rH; Relative Humidity

## 2.2 Installation SmartNow Gateway V2

### Preparation for the installation

Before installing, it is recommended to:

- Ensure a clean and dry environment.
- Use a stable table to display the SmartNow Gateway V2 and peripherals.
- Make sure that there is a wall outlet and network connection nearby.
- When using a modem, ensure it can establish at least a 3G connection.
- First, test the hardware configuration before installing it in the vending machine or cabinet.

### Install the SmartNow Gateway V2



Image 2.1. Scanner, plug 1

Image 2.2. Payment terminal plug 2&3

Image 2.3. Power supply, plug 4

Image 2.4. Power supply, plug 5

Image 2.5. CAT5E cable (2 meters)

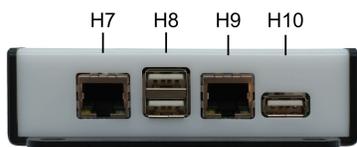
#	Action	View of the ports on the SmartNow Gateway V2
1	Connect the CAT5E cable (plug 6, image 2.5) to port H12 to establish the internet connection.	 <p>Image 2.6. View long side SmartNow Gateway V2</p>
2	Connect the CAT5E cable (plug 3, image 2.2) from the payment terminal to port H7.	 <p>Image 2.7. View left side SmartNow Gateway V2</p>
3	Connect the USB cable (plug 1, image 2.1) from the scanner to the H8 upper port.	
4	Connect the MDB cable (plug 2, image 2.2) from the payment terminal to port H3.	
5	Connect the vending machine data cable (plug 5, image 2.4) to port H2 or H4, depending on the kind of data cable (serial or MDB).	 <p>Image 2.8. View right side SmartNow Gateway V2</p>
6	Connect the 2-way plug (plug 4, image 2.3) from the power supply to port H5.	
7	Connect the cable from H12 to the LAN (plug 7, image 2.5).	
8	Connect the power cable to the wall outlet.	
9	Switch on the vending machine.	
10	Standard configuration	 <p>Image 2.9. Standard setup SmartNow Gateway V2</p>

Table 2.2. Installation steps

Symbols	Explanation
	Always approach the vending supplier to consult which serial or MDB port to use on the vending machine. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not open the SmartNow Gateway V2. Failure to follow this rule may result in minor injury and/or device malfunction.
	Only a SmartNow BV-certified vending machine can be connected to the SmartNow Gateway V2. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not use a power supply other than the enclosed one. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not use cables other than the enclosed ones. Failure to follow this rule may result in minor injury and/or device malfunction.
	Do not insert objects other than the enclosed cables into the ports of the SmartNow Gateway V2 when it is under power. Failure to follow this rule may result in minor injury and/or device malfunction.
	Connect the SmartNow Gateway V2's power supply cable with a grounded wall outlet. Failure to follow this rule may result in minor injury and/or device malfunction.
	Using the SmartNow Gateway V2 is strictly prohibited without express permission from SmartNow BV. Failure to follow this rule will incur subscription and usage costs.
	Do not connect a vending machine not certified by SmartNow BV to the SmartNow Gateway V2. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	Do not connect a non-CE-certified vending machine to the SmartNow Gateway V2. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	Never insert objects other than the enclosed cables into the ports of the SmartNow Gateway V2. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	The SmartNow Gateway V2 may only be used by business customers who have signed a contract with SmartNow. Private individuals or parties without a contract cannot derive rights from our Terms and Conditions.
	Always follow the directions of the vending machine supplier concerning the ports used on the vending machine. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.

Symbols	Explanation
	The SmartNow Gateway V2 and peripherals should not be installed in a humid environment. Failure to follow this rule could void the warranty of the SmartNow Gateway V2 and other linked peripherals.
	The vending machine only communicates with the SmartNow Gateway V2 if appropriately configured. Please ask the vending machine supplier for the correct configuration.
	The customer is responsible for setting up a contract with the payment terminal supplier and the acquirer. Card payments are only possible with both contracts in place. (If applicable)
	The vending machine or payment terminal (If applicable) must be certified by SmartNow BV in advance. Non-certified vending machines will not work with the SmartNow Paystation. Contact SmartNow BV for more information about the required SmartNow BV certifications.
	Minors or persons with reduced physical, sensory, or mental capabilities should not install the SmartNow Gateway V2.
	If disconnecting the cables from the peripherals is necessary, the customer should check in advance which ports the cables are connected to.
	Before connecting the vending machine to the SmartNow Gateway V2, switch off the vending machine.
	Always use a grounded wall outlet to connect the power supply cable of the SmartNow Gateway V2.

Table 2.3. Explanations signal words and symbols

## 2.3 Test of the hardware configuration

This chapter contains the basic test procedure to check if the SmartNow Gateway V2 and enclosed peripherals are operating correctly. If something is not working, please read chapter "2.6 Troubleshooting" before contacting SmartNow support.

#	Action	Comments
1	Set up an assortment.	See Appendix 3.3
2	Switch on the SmartNow Gateway V2.	Plug the power plug into the wall outlet.
3	Switch on the vending machine.	
4	Check on the SmartNow Portal if the SmartNow Gateway V2 is online.	See Appendix 3.3
5	Check on the SmartNow Portal to see if the peripherals, like the scanner and/or payment terminal, are connected.	See Appendix 3.3
6	Select a product on the vending machine.	
7	Use a payment card to finish the test.	The selected product is served.
8	Select a product on the vending machine.	
9	Use a payment voucher to finish the test.	The selected product is served.
10	Check the SmartNow Portal to view the events and payments.	See Appendix 3.3

Table 2.4. Steps test plan

Symbols	Explanation
<b>NOTICE</b>	Requesting a SmartNow Portal training before testing the hardware configuration is recommended.
<b>NOTICE</b>	Copy the assortment details from the vending machine into the SmartNow Portal.
<b>NOTICE</b>	Please be aware that the PLU's in the assortment details in the SmartNow Portal must be the same as those in the vending machine.
<b>NOTICE</b>	A contract with an acquirer and payment terminal supplier must be in place before a card payment is possible.

Symbols	Explanation
	A campaign must be active and a voucher must be issued before a voucher payment is possible.

Table 2.5. Explanations signal words and symbols

## 2.4 Placement of the SmartNow Gateway V2

The SmartNow Gateway V2 should be placed on a flat surface, mounted on a wall or inside a vending machine with enough space to operate and connect the required cables. When placing the SmartNow Gateway V2 in a vending machine or cabinet, take the following considerations into account:

- The location must be close to a power and network connection (minimum of 1 free socket per SmartNow Gateway V2);
- Place the SmartNow Gateway V2 so that the:
  - LED signals are visible when the SmartNow Gateway is operational;
  - The label and text on the SmartNow Gateway are readable.
- Mounting the SmartNow Gateway V2 is preferable at eye level, but in the case of vending machines that hold liquids, please mount the SmartNow Gateway V2 above the liquids to avoid potential contact with liquids;
- To facilitate removing and installing the plugs on the ports, maintain a workspace of at least 15 cm between the object and the long and two short sides of SmartNow Gateway V2 (see image 24.);
- To guarantee the operational working conditions, provide adequate ventilation.

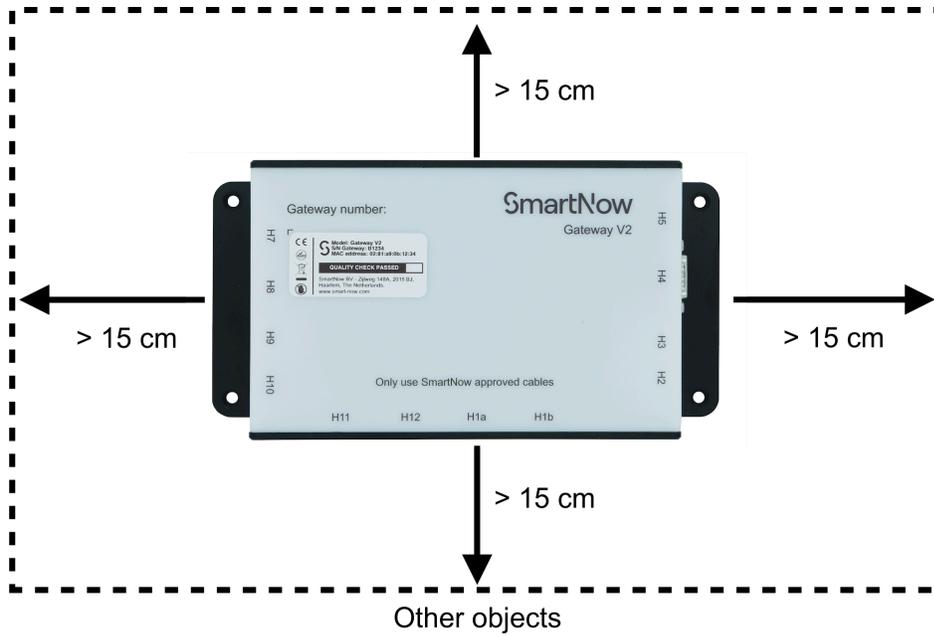


Image 2.10. Placement instructions SmartNow Gateway V2

Symbols	Explanation
<b>NOTICE</b>	If the SmartNow Gateway V2 is connected to installed peripherals, the cables should be freely accessible.
<b>NOTICE</b>	If the SmartNow Gateway V2 is connected to the LAN network, the cables should be freely accessible.

Table 2.6. Explanations signal words and symbols

## 2.5 Maintenance instructions

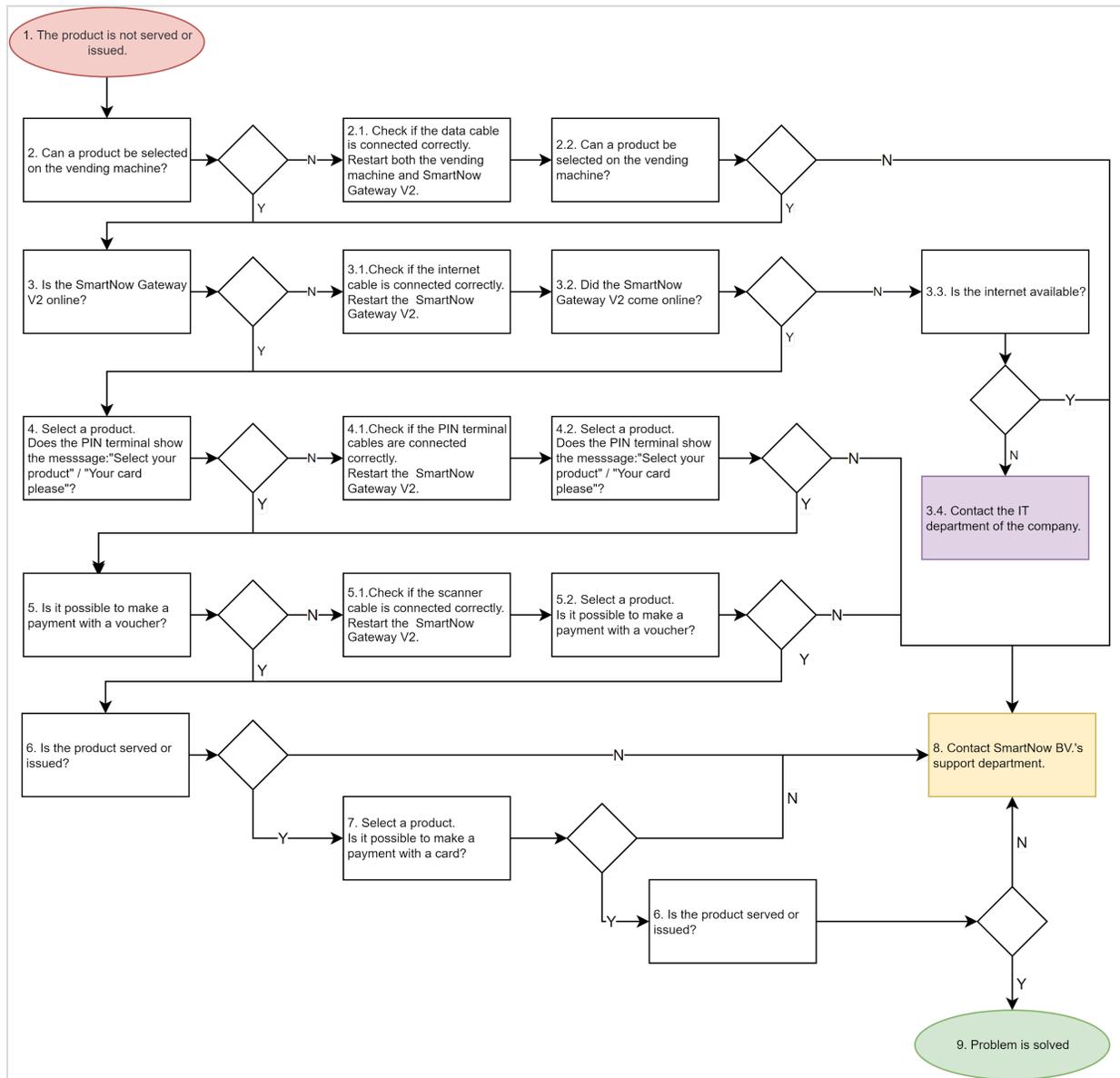
- Before cleaning, disconnect the power supply and data cable.
- If required, clean the SmartNow Gateway V2 with a damp cloth. Do not use liquid or spray products.
- To ensure consistent and optimal scanning performance, regularly wipe the scanner window with lens tissue or other material suitable for cleaning optical materials such as eyeglasses.
- Refer to the peripheral manuals for cleaning instructions.

Symbols	Explanation
	Do not maintain or clean the SmartNow Gateway V2 or peripherals when operational. Failure to follow this rule may result in minor injury and/or device malfunction.
	The manuals of the peripherals can be found on the websites of the suppliers of the peripherals.
	Maintenance may only be carried out by adults.
	Minors or persons with reduced physical, sensory, or mental capabilities should not maintain or clean the SmartNow Gateway V2.

Table 2.7. Explanations signal words and symbols

## 2.6 Troubleshooting

If the set-up does not issue or serve the products, please follow the next steps before contacting the Support department of SmartNow BV.



Flowchart 2.1. Troubleshooting, Y (Yes) or N (No)

#	Actions	Comments
1.	The product is not served or issued.	
2.	Can a product be selected on the vending machine?	The answer is N (No) if the complete menu is inactive.
2.1.	Check if the data cable is connected correctly. Restart both the vending machine and SmartNow Gateway V2.	Perform the check on the vending machine and ports H4 or H2 of the SmartNow Gateway V2.
2.2.	Can a product be selected on the vending machine?	The menu should be active.
3.	Is the SmartNow Gateway V2 online?	This must be checked on the SmartNow portal. The column network status has a symbol (⚠).
3.1.	Check if the internet cable is connected correctly. Restart the SmartNow Gateway V2.	Perform the check on port H12 of the SmartNow Gateway V2.
3.2.	Does the SmartNow Gateway V2 come online?	This must be checked on the SmartNow portal. The column network status has a symbol (✓).
3.3.	Is the internet available?	This can be checked by linking another computer to the LAN cable from the company or the router.
3.4.	Contact the IT department of the company.	
4.	Select a product. Does the payment terminal show the message "Select your product" or "Your card please"?	Depending on the payment terminal, it may show the message "Select your product" or "Your card, please."
4.1.	Check if the payment terminal cables are connected correctly. Restart the SmartNow Gateway V2.	Perform the check on the payment terminal and ports H7 or H9 and H3 on the SmartNow Gateway V2.
4.2.	Select a product. Does the payment terminal show the message "Select your product" or "Your card please"?	
5.	Is it possible to make a payment with a voucher?	A voucher payment can only be made if a campaign has been set up. For more information, please refer to the help function on the SmartNow Portal.

#	Actions	Comments
5.1.	Check if the scanner cable is connected correctly. Restart the SmartNow Gateway V2.	Perform the check on the scanner and port H8 on the SmartNow Gateway V2.
5.2	Select a product. Is it possible to make a payment with a voucher?	
6.	Is the product served or issued?	
7.	Select a product. Is it possible to make a payment with a card?	
8	Contact SmartNow support.	Send an e-mail to <a href="mailto:support@smart-now.com">support@smart-now.com</a> , or call +31 (0)208943777 (Business Days between 09:00 and 17:00 CET)
9	Problem is solved	

Table 2.8. Explanation actions troubleshooting

# 3 Appendix

## 3.1 Appendix 1: Images of additional equipment

 <p>Image 3.1. Data cable vending machine Melitta coffee machine</p>	 <p>Image 3.2. Data cable vending machine Franke coffee machine</p>	 <p>Image 3.3. Data cable vending machine Cimballi coffee machine.</p>
 <p>Image 3.5. MDB power cable</p>	 <p>Image 3.6. Coin Changer</p>	

## 3.2 Appendix 2: Views SmartNow Portal

### Machine assortment

An assortment has to be set up before starting the test. Depending on the agreements, the assortment is pre-filled. If it has not been set up, it is up to the client to fill it out.

The PLU and price are crucial for a successful test. The PLU number registered in the SmartNow portal must be the same as that in the vending machine, and the price should be at least 1 cent. Please contact the vending machine supplier for more information about the PLU numbers in the vending machine.

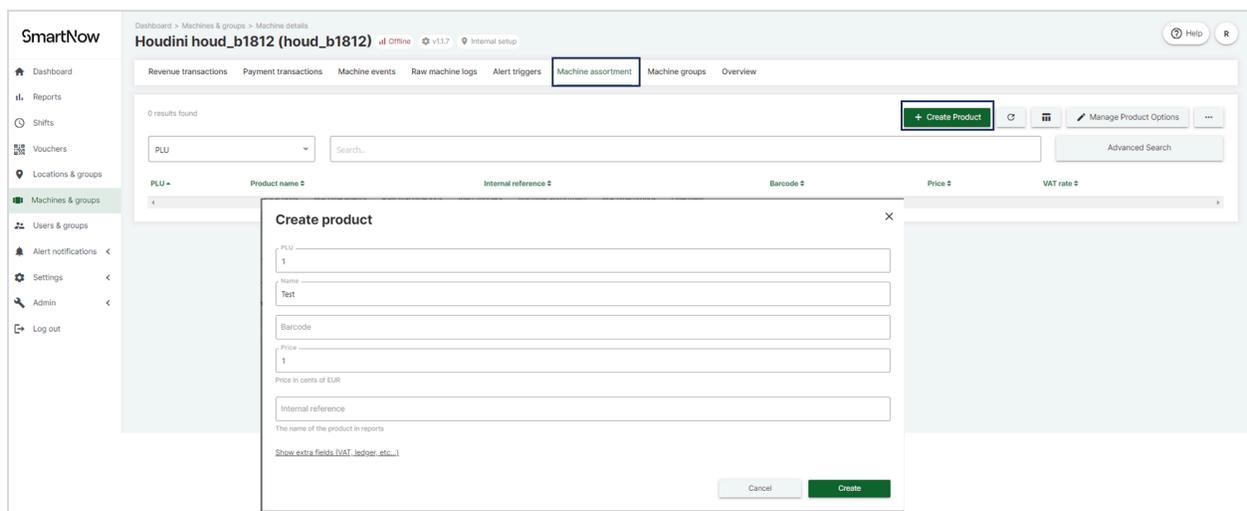


Image 3.7. Actions to set up an assortment

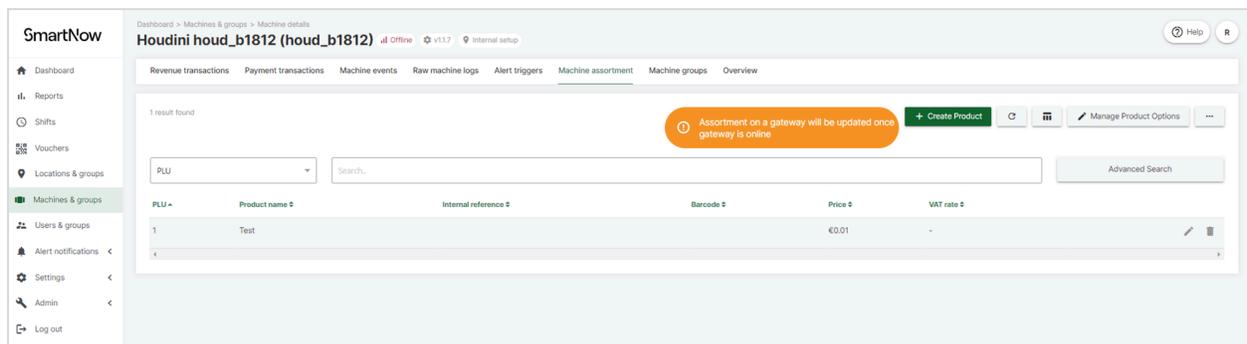


Image 3.8. Results of setting up an assortment

#	Actions	Comments
1	Go to the view machine assortment.	
2	Click on the button "Create product".	
3	Fill out the PLU number.	It must be equal to the one in the vending machine.
4	Fill out the name of the product.	
5	Fill out the price of the product.	The price must be at least 1 cent.

Table 3.1. Action step to set up the assortment

## Network status

The SmartNow Portal allows you to check the network status, which indicates whether there is an internet connection.

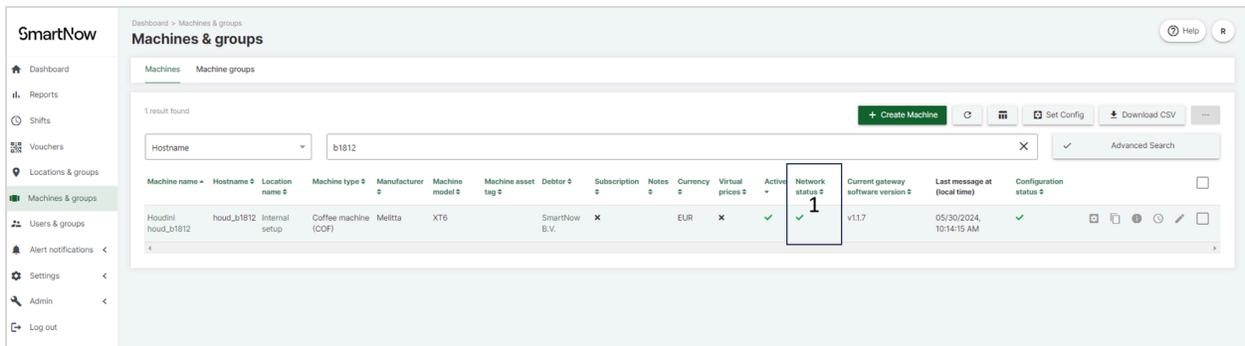


Image 3.9. Network status

Indication	Description	Symbols
1	The network status indicates if there is a network connection.	<p>✔ Indicates that an internet connection has been established.</p> <p>⚠ Indicates that an internet connection has not been established.</p>

Table 3.2. Explanation signals and symbols SmartNow Portal

## Machine events

The SmartNow Gateway V2 registers all linked peripherals and vending machine events. Image 3.10 shows if a peripheral or vending machine is (dis)connected from/to the SmartNow Gateway V2.

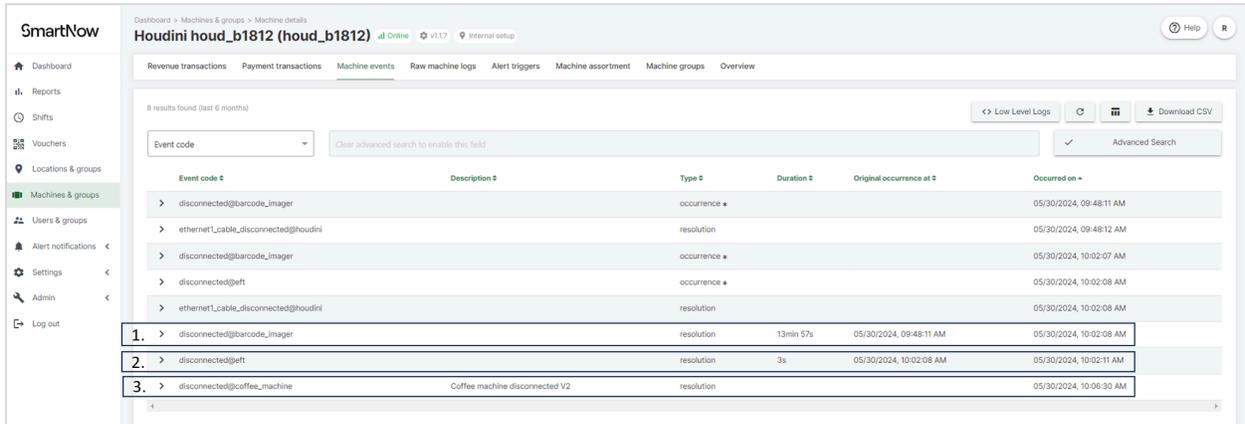


Image 3.10. Overview of the critical machine events

Explanations of the possible event codes and types of the peripherals.

#	Event code	Type	Occurred on	Peripheral is:
1	disconnected@barcode_imager	Resolution	Timestamp	Connected.
		Occurrence	Timestamp	Disconnected.
2	disconnected@eft	Resolution	Timestamp	Connected.
		Occurrence	Timestamp	Disconnected.

Table 3.3. Overview of the peripheral machine events

Explanations of the possible event codes and types of the vending machine.

#	Event code	Type	Occurred on	Vending machine is
3	disconnected@coffee_machine	Resolution	Timestamp	Connected.
		Occurrence	Timestamp	Disconnected.

Table 3.4. Overview of the vending machine events

## Machine events products served

The SmartNow Gateway V2 registers all successful and failed events, like connections between the gateway and the peripherals, sales and payments. Images 3.11 and 3.12 show the sequence of events for a card and voucher payment.

### A. Product paid by card

Event code	Description	Type	Duration	Original occurrence at	Occurred on
4	vend_sucsess@coffee_machine	Sale	occurrence		05/30/2024, 10:06:52 AM
3	vend_approved@houdini		occurrence		05/30/2024, 10:06:52 AM
2	payment_approved@eft		occurrence		05/30/2024, 10:06:52 AM
1	vend_request@coffee_machine		occurrence		05/30/2024, 10:06:45 AM

Image 3.11. Machine events products served and paid by card

Explanations of the event codes and types of card payments.

#	Event codes	Explanation
1	vend_request@coffee_machine	Selection of a product on the vending machine.
2	payment_approved@eft	Payment approved by the bank.
3	vend_approved@houdini	Purchase approved at the SmartNow Gateway V2.
4	vend_sucsess@coffee_machine	Selected product served.

Table 3.5. The sequence of events card payment

### B. Product paid by code

Event code	Description	Type	Duration	Original occurrence at	Occurred on
6	vend_sucsess@coffee_machine	Sale	occurrence		05/30/2024, 10:49:47 AM
5	vend_approved@houdini		occurrence		05/30/2024, 10:49:47 AM
4	code_redemed@houdini		occurrence		05/30/2024, 10:49:47 AM
3	code_approved@houdini		occurrence		05/30/2024, 10:49:45 AM
2	code_scanned@barcode_imager		occurrence		05/30/2024, 10:49:44 AM
1	vend_request@coffee_machine		occurrence		05/30/2024, 10:49:43 AM

Image 3.12. Machine events products served and paid by voucher

Explanations of event codes and types of voucher payments.

#	Event codes	Explanation
1	vend_request@ coffee_machine	Selection of a product on the vending machine.
2	code_scanned@barcode_imager	Voucher scanned.
3	code_approved@houdini	Voucher approved at the SmartNow Gateway V2.
4	code_redeemed@houdini	Voucher withdrawn.
5	vend_approved@houdini	Purchase approved at the SmartNow Gateway V2.
6	vend_succes@coffee_machine	Selected product served.

Table 3.6. The sequence of events voucher payment

The "Revenue transaction" and "Payment transactions" view reports when and how a product has been checked out against what price.

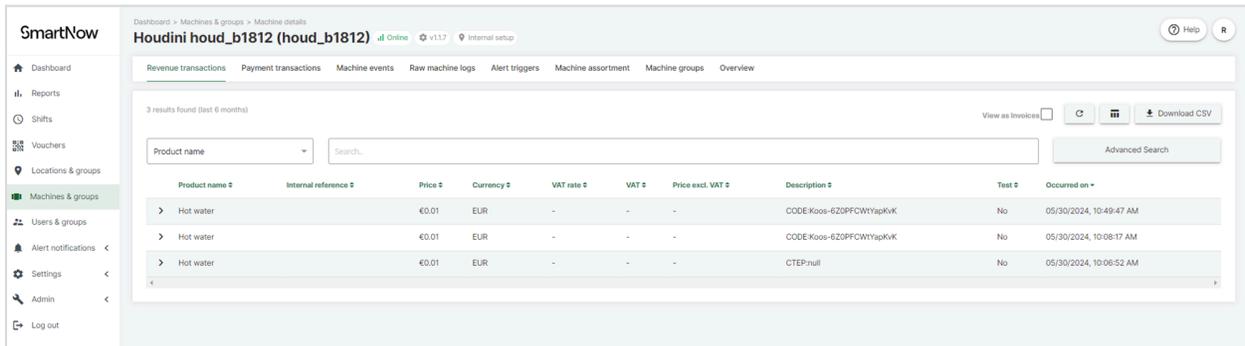


Image 3.13. Revenue transaction view

### 3.3 Appendix 3: Declarations of conformity SmartNow Gateway V2

**EU DECLARATION OF CONFORMITY (No. 2023/1137)**  
*This Declaration of Conformity is issued under the sole responsibility of the manufacturer:*

**MANUFACTURER**

<b>Company name</b>	SmartNow
<b>Full address</b>	Zijlweg 148-A 2015 BJ Haarlem
<b>Country</b>	The Netherlands

**IDENTIFICATION OF ELECTRICAL EQUIPMENT**

<b>(Commercial) name</b>	SmartNow Gateway V2
<b>Function/intended use</b>	Input and output board for use to integrate and control devices used in dispensing machines.
<b>Type/model</b>	Input / output board
<b>Batch/serial</b>	Abbbb (where A represents a letter from A to Z and b represents a value from 0 to 9)



*The object of the Declaration described above is in conformity with all relevant provisions of:*

**Low Voltage Directive 2014/35/EU ; EMC Directive 2014/30/EU; ROHS Directive 2011/65/EU**

*In conjunction with the following relevant harmonised standards or technical specifications:*

EN 62368-1:2014;  
 EN 301 489-1:2019; EN 55032:2015; EN 55035:2017;  
 EN IEC 63000: 2018

*Signed on behalf the manufacturer by:*

<b>Place of issue:</b>	Haarlem,	<b>Identity:</b>	Mr. Ron Sedney	Mr Duke Prins
<b>Country:</b>	The Netherlands	<b>Function:</b>	Head of Operations	CEO
<b>Date of issue:</b>	30th July 2024	<b>Signature:</b>		

Image 3.14. EU Declaration of Conformity (No.2023/1137) SmartNow Gateway V2

### 3.4 Appendix 4: Manual version control

Version	Changes	Date
1.0	Original	01-12-2024

Table 3.7. Version control