

1.0 Opal Top Up & Single Trip Ticket Machine

Overview

Opal Top Up & Single Trip Ticket Machines allow customers to purchase single trip tickets and top up Opal Cards. Customers can top up or purchase tickets with cash or card.

There are two types of machines in production. Both allow customers to top up Opal Cards and purchase Single Trip Tickets. Both machines can produce Single Trip Tickets and paper receipts.

The differences are in the payment types each machine accepts. These differences mean maintenance processes vary between the machines.

This Quick Reference Guide provide instructions for Frontline staff performing First Line Maintenance on Opal Top Up and Single Trip Ticket machines.



The **Galexio** machine allows customers to pay with credit and debit cards. When servicing this machine, technicians and CSA's should note the Galexio Machine:

1. Customers use the touch screen display (1) to input commands to top up Opal Cards or purchase Single Trip Tickets
2. The Opal Card reader (2) holds a customer's Opal Card when making transactions
3. Tickets & paper receipts are dispensed in the receipt/ticket return tray (3)
4. Is accessed via a single lock (4) lock on the front of the machine
5. The lock is protected by a key guard, which is released using a latch in the ticket return tray (5)
6. Payment facilities (card only) are on the right hand side (6)
7. A Status indicator light (7) alerts technicians/CSA's to the machine's operating status – Green (fully operational), Amber, (degraded, but able to perform customer functions), Red (out of service)



The **Astreo** machine allows customer to use both cash and credit or debit cards.

When servicing this machine, technicians should note the Astreo machine:

8. Allows for payment by coin (8)
9. Allows for payment with notes (9)
10. Has a 'top lock' (10), which partially unlocks the door and in doing so, triggers the maintenance software
11. The 'bottom lock' fully unlocks the door and allows the machine to be opened (11)

1.1 Cleaning the Exterior

Assess Cleaning needs	The requirement to clean the exterior of each machine is the same. <ol style="list-style-type: none">1. Complete a visual check of the exterior of the machine for any dust or grime
Clean the Machine	<ol style="list-style-type: none">1. Clean dust with a cleaning cloth2. Clean grime with antistatic cleaning foam spray as per manufacturer's instructions

1.2 Log in to Opal Top Up & Single Trip Ticket Machine

Overview

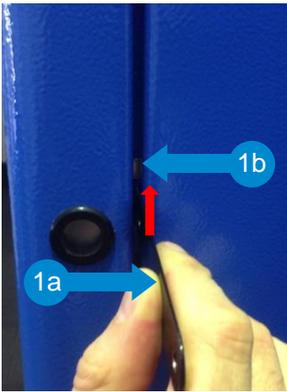
To perform maintenance technicians/CSA's must first log in to the machines. Technicians/CSA's can log in to the machine using the touch screen display. The display will switch from sales mode (normal operations) to maintenance mode when the machine key is inserted in the lock and turned ninety degrees.

Note: This will not unlock the machine or allow it to be opened.

As each machine has different locks, there are unique log on processes for each machine.

Log in to Astreo machine

1. Use the latch lifting tool (1a) to raise top latch (1b) on the machine
2. The key guard will raise as you raise the latch and the keyhole will appear



3. Insert the black key (see inset)



4. Turn key to the left (anti-clockwise) 90 degrees





5. Enter your 4-digit **Agent Number**/User ID
Note: The number positions are dynamic – they move each time a digit is pressed.
Note: Do not share this User ID.



6. Enter your 4-digit **Secret Code**/PIN
Note: The number positions are dynamic – they move each time a digit is pressed.
Note: Do not share this PIN.



7. The Opal Top-up Machine will display a **Servicing – Maintenance is starting...** Message screen

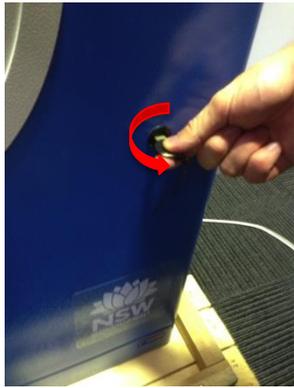


8. The **MAINTENANCE Software** screen (home screen or main menu) is displayed – you are logged in to the Astreo machine
Note: If you're unsuccessful at any stage, turn the key back to fully locked and restart.



Log in to Galexio machine

1. Open the receipt/ticket return tray
2. On the right hand side there is a latch, slide the latch down (2) on right hand side of receipt tray



3. Insert the black key
4. Turn key to the left (anti-clockwise) 90 degrees



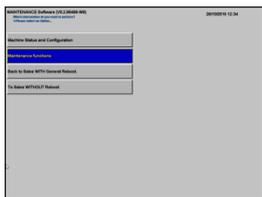
5. Enter your 4-digit **Agent Number**/User ID
Note: The number positions are dynamic – they move each time a digit is pressed.
Note: Do not share this User ID.



6. Enter your 4-digit **Secret Code**/PIN
Note: The number positions are dynamic – they move each time a digit is pressed.
Note: Do not share this PIN.



7. The Opal Top-up Machine will display a **Servicing – Maintenance is starting...** Message screen



8. The **MAINTENANCE Software** screen (home screen or main menu) is displayed – you are logged in to the Galexio machine
Note: If you're unsuccessful at any stage, turn the key back to fully locked and restart.

1.3 Check the Status of Consumables

Overview

The maintenance software refers to the paper receipt and Single Trip Ticket stock as consumables. Opal Top Up & Single Trip Ticket Machines can hold enough stock to print more than 4,500 paper receipts and up to 3,600 single trip tickets. Frontline staff can determine remaining stock levels for paper receipts and Single Trip Tickets using the maintenance software while the door is closed.



Access status screen – paper receipt

From the **MAINTENANCE Software** screen select the following options:

1. Select **Maintenance Functions**
2. Select **Maintenance of Iml 5 Printer** (this is the paper receipt printer)
3. Select **View Status (1)**



Receipt status is listed.

Note a full roll contains approx. 400m of paper (400,000mm) approx. 4672 receipts. Low status is determined to be 30m. Replace the roll as required.

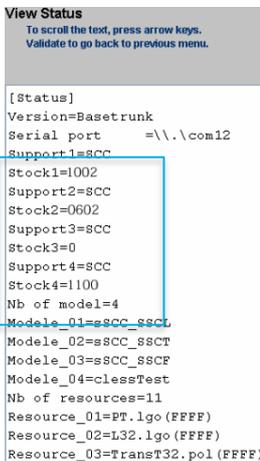
4. Touch the screen anywhere to return to the previous screen
5. Select **Previous Menu** twice to return to the main menu (**MAINTENANCE Software** screen)



Access status screen – Single Trip Tickets

From the **MAINTENANCE Software** screen, select the following options:

1. Select **Maintenance Functions**
2. Select **Maintenance of Ims Printer** (this is the Single Trip Ticket printer)
3. Select **View Status**



Single trip ticket status is listed for each stock loader.

Note a full box contains 1200 fan-folded Single Trip Tickets. The numbers list the number of remaining, unprinted tickets. Guidelines for replacing tickets are:

Galexio - there are 4 slots of Single Trip Tickets, of which only 2 are used. If either slot is empty, the Single Trip Tickets must be replenished.

Astreo - there are 4 slots of Single Trip Tickets, of which only 3 are used. If any slot is empty, the Single Trip Tickets must be replenished.

Only replace a box that is empty.

4. Tap the screen to return
5. Select **Previous Menu** until you return to the main menu

1.4 Open Opal Top Up & Single Trip Ticket Machine

Overview



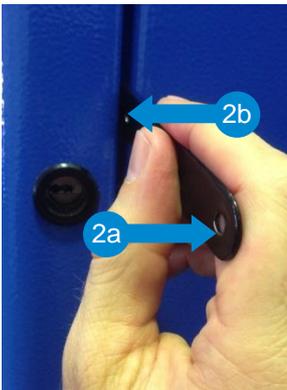
Once logged in to the maintenance software, each machine can be unlocked and opened.

Note: The Astreo machine differs from the Galexio machine in that it has 2 locks, mounted on the right hand side of the door. The key guard protects these locks. The lifting tool (pictured) is required to lift the guard before the key can be inserted.

Given the machine has been logged in to maintenance status, the key should already be in the top lock.

Unlock and open the Astreo machine

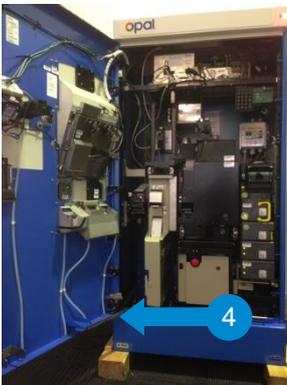
1. Unlock the top lock and remove the key
2. Use the lifting tool (2a) to lift latch (2b) on bottom lock



3. Insert the key (3) and turn fully to the left (anti-clockwise)



4. Open the door until the bracket (4) clicks into place
5. Remove and secure the key





Unlock and open the Galexio machine

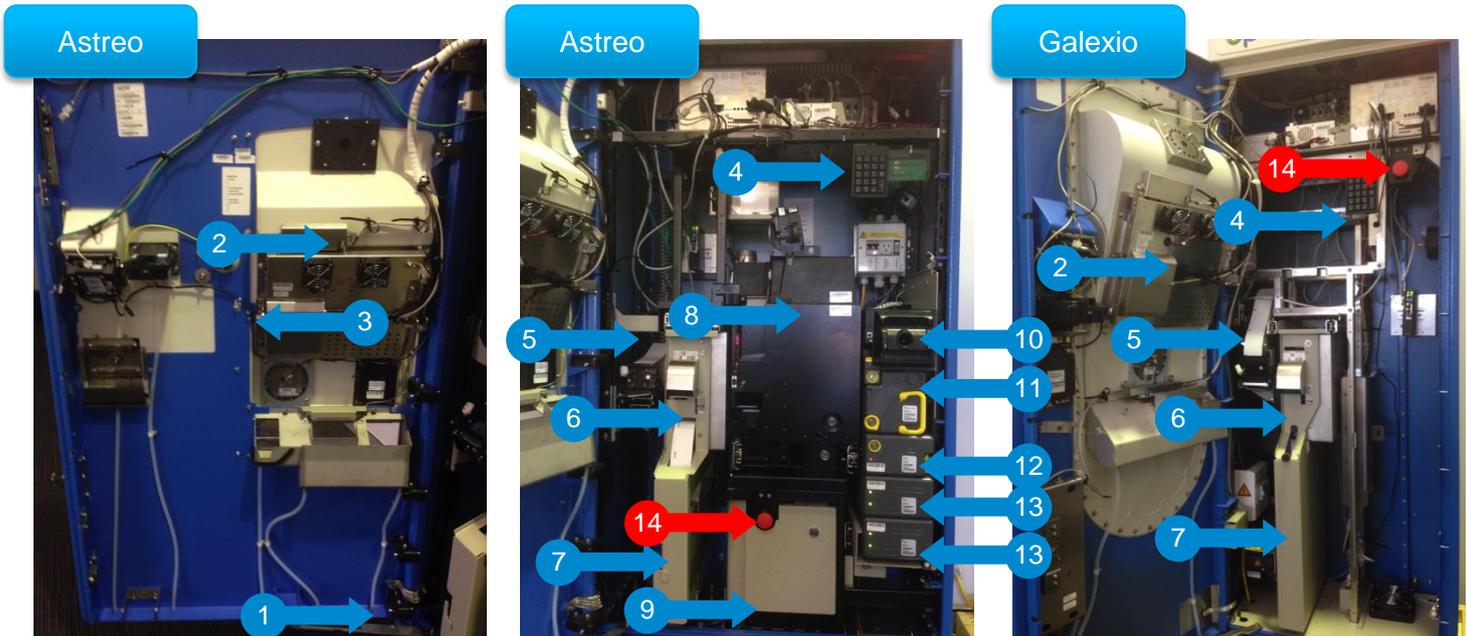
1. Insert key into lock
2. Turn the key (2) fully to the left (anti-clockwise) 90 degrees



3. Open the door until the door bracket (3) clicks in place
4. Remove and secure the key

1.5 Hardware Components of the Opal Top Up & Single Trip Ticket Machine

<p>Overview</p>	<p>The hardware components of the two machines differ slightly to allow the Astreo to fit the cash handling components.</p>
<p>Refer to the pictures below</p>	<ol style="list-style-type: none"> 1. Door Bracket Secures the door in the open position on all machines 2. The display (see detail below) can be detached from the door for use while the machine is open – When the screen is detached, the touch screen will no longer work, hence you must use the key pad to navigate the screen 3. The latch holds the display in place 4. The keypad is used to navigate the display – use the arrows to move up or down menu items and the enter key to execute commands 5. The receipt printer is on the left hand side in both machines 6. The Single Trip Ticket Printer sits next to the receipt printer in both machines 7. Ticket stock is fed to the printer via 4 slots under the printer 8. At the top of the coin module site the coin hopper – this dispenses change to customers 9. Coins entered into the coin receiver are kept in the coin vault 10. The note accepter and validator receives and reads notes fed into the machine 11. Notes are fed directly into the note vault 12. Note loaders are used to replenish notes (typically these will be kept with the cash collection agency and not stored in the machine) 13. Note recyclers store notes to be dispensed as change 14. The duress alarm is for use in case of burglary or assault threat Note: The alarm will ring for nine minutes or until a technician is able to reset the alarm



1.6 Replenish Receipt Roll

Overview

Paper receipts are issued in 2 circumstances:

1. Customer requests a paper receipt when:
 - a. the customer has topped up with a debit/ credit card or paid by cash
 - b. the customer has purchased a STT with a debit/credit card

Note: Customers have a choice of whether to print the receipt.

2. Paper receipts are printed to confirm or validate cash replenishment and collection

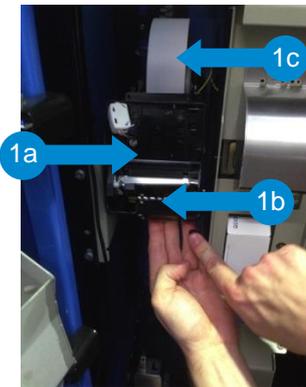
When the receipt roll is empty a new roll must be inserted. To successfully change the paper receipt roll technicians/CSA's must first enter the correct commands in the maintenance software, before physically changing the receipt roll. The process differs slightly between machines.



Replenish Paper Receipt Roll on the Astreo machine

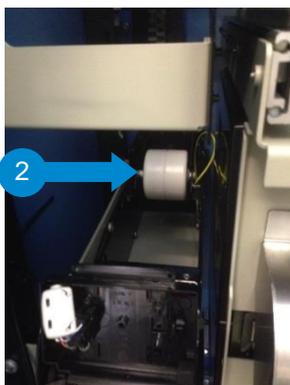
Use the display and keypad to access the paper receipt printer maintenance screen

1. Select **Maintenance Functions** from the maintenance software menu
2. Select **Maintenance of the ImI5 printer** (this is the paper receipt printer)
3. Select **Reload Paper**
4. Select **Support Receipt (RECEIPT)**

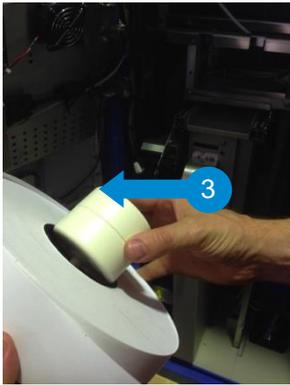


Replenish paper receipt on the Astreo machine

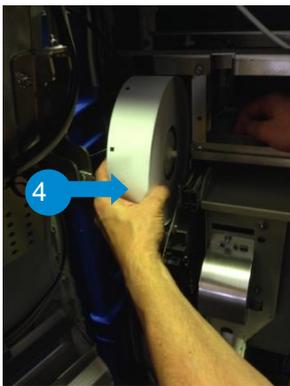
1. Pull the lever (1a) out to lower the printer head (1b) and allow access to the spindle (1c)



2. Remove the empty receipt roll (2)

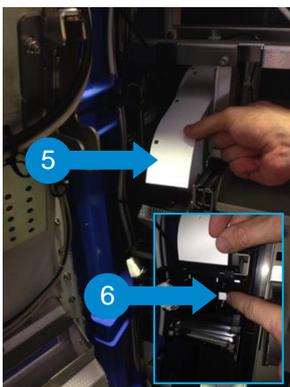


3. Place the spindle in the new roll (3) – ensure any tape/glue is removed from roll by removing the first layer of receipt paper



4. Place the new roll in the cradle (4)

Note Ensure the loose end of the roll is facing toward the front of the machine and hanging down.



5. Insert the receipt paper (5) as far as possible into the printer

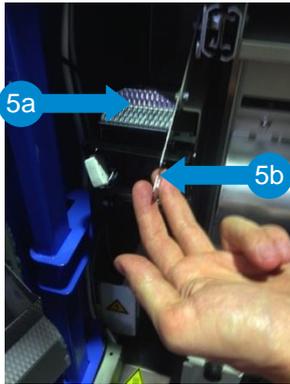
6. Ensure the paper has entered the guidance window (6)



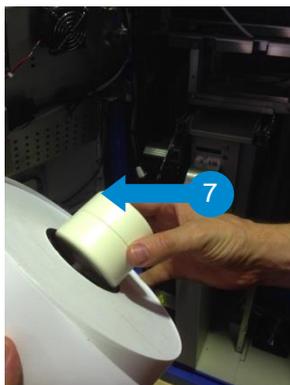
Replenish Paper Receipt Roll on the Galexio machine

Use the display and keypad to access the paper receipt printer maintenance screen.

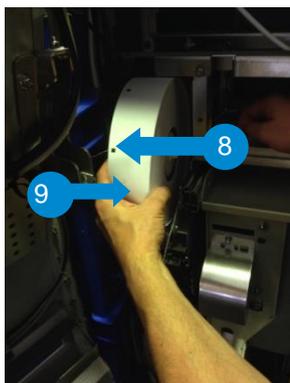
1. Select **Maintenance Functions** from the maintenance software menu
2. Select **Maintenance of the Iml5 printer** (this is the paper receipt printer)
3. Select **Reload Paper**
4. Select **Support Receipt (RECEIPT)**



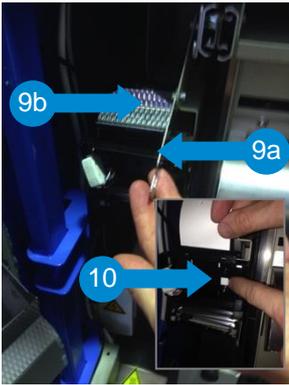
5. Lift the metal guide (5a) and lower the bracket (5b)
6. Remove the empty receipt roll and discard



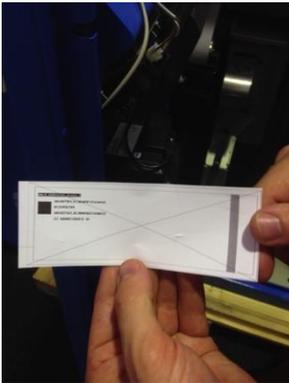
7. Place the spindle into the new roll (7) – ensure any tape/glue is removed from roll by removing the first layer of receipt paper



8. Place roll in cradle (8)
- Note** Ensure the loose end of the roll (9) is facing toward the front of the machine and hanging down.



9. Return bracket (9a) and metal guide (9b) into original position
10. Feed paper (10) into the roll as far as possible
11. Validate the paper has entered the *guidance window*



Print test receipt (process applies to both machines)

1. Select **Paper Guiding** on the monitor
2. Select **New Roll** on the monitor (if roll is being re-used, select **Old Roll**)
3. Test ticket prints
4. Collect test ticket and validate printing has been successful



5. Select **Previous Menu** on the display until you return to the MAINTENANCE Software main menu.

1.7 Replenish Single Trip Ticket Stock

Overview

Opal Top Up & Single Trip Ticket Machines can issue up to 3600 tickets from the Single Trip Ticket printer. Cash machines (Astreo machines), being larger than the non-cash Galexio machines can hold more tickets (3600 compared to 2400). Tickets are fed into the printer by one of four stock feeders. When replenishing tickets, care needs to be taken to ensure the correct feeder is selected.

With a larger ticket holding capacity, the process for changing tickets differs slightly on the Astreo Machine.



For both machines, it is necessary to enter the correct commands into the Maintenance software display before replenishing tickets. As the machine is open, you will need to use the keypad to operate the display.

Note: Care should be taken to ensure the display does not come into contact with the printer.

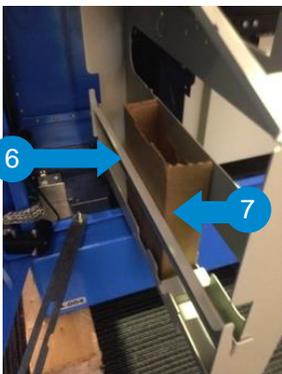
To access the **ticket maintenance screen**:

1. Select **Maintenance Functions** from the MAINTENANCE Software menu
2. Select **Maintenance of the lms printer** (this is the Single Trip Ticket Printer)
3. Select **Support SCC (SCC)**
4. Select **Reload Paper**, then select stock to reload



Replenish Single Trip Tickets – Astreo machine

5. Pull the Single Use Ticket printer (5) toward you



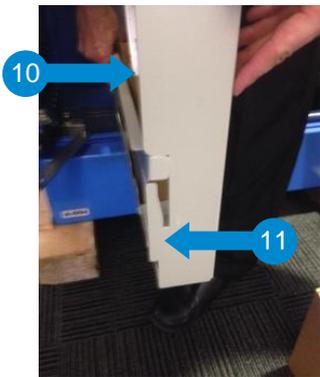
6. Lift and remove the guard (6)
7. Remove the empty box (7) and discard



8. Open a new ticket box (8a) by tearing along the perforated lines (8b)



9. Load the box into the feeder tray (9) ensuring the Opal Logo is on the left hand side at the bottom of the ticket (see inset)

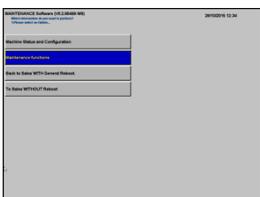


10. Replace the guard rear section first (10)
11. Push down to lock in place (11)



Feed ticket stock into printer

12. Select **Paper Advance** on the display
13. Feed stock through appropriate slot (13)
14. Select **New Roll** and test ticket is automatically printed
Note: If a box of tickets is being re-used, select **Old Roll**
15. Check for correct printing (see inset)
16. Repeat steps 11-14 for any additional boxes, then slide printer back into machine



17. Select **Previous Menu** on the display until you return to the MAINTENANCE Software main menu

1.8 Empty Rejected Tickets

Overview

When Single Trip Tickets fail to print or encode correctly they are sent to the reject bin. The reject bin (sometimes referred to as the **sequestration bin**) is the same in both the Astreo and Galexio machines. The capacity to hold tickets is limited to 30 Single Trip Tickets, it is therefore recommended the reject bin be checked and emptied every time the machine is opened for maintenance.

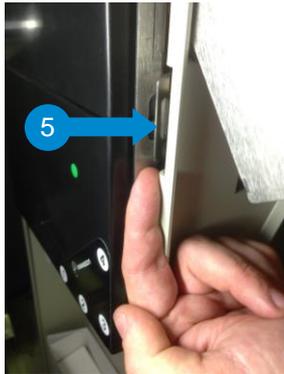


For both machines it is necessary to enter the correct commands into the Maintenance software display before replenishing tickets. As the machine is open, you will need to use the keypad to operate the display.

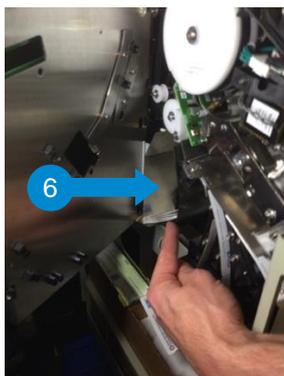
Note: Care should be taken to ensure the display does not come into contact with the printer.

To access the **ticket maintenance screen**:

1. Select **Maintenance Functions** from the MAINTENANCE Software menu
2. Select **Maintenance of the Ims printer** (this is the Single Trip Ticket printer)
3. Select **Empty IMS Reject bin**



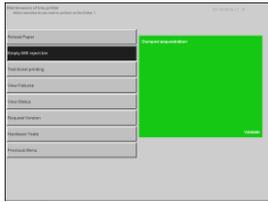
4. Pull out the printer (take care with the display)
5. Pull the latch (5) on the black printer door to open the printer



6. Remove any rejected tickets from the bin (6)
7. Close the IMS printer door ensuring the latch clicks
8. Push the IMS printer back into the machine



9. Press **Enter** on the keypad to **Validate** rejected tickets have been removed



10. Press enter to again validate, then select **Previous Menu** until you have returned to the MAINTENANCE Software main menu

1.9 Lock Opal Top Up Machine

Overview

Once maintenance duties have been completed, the door must be closed and locked and the machine must then be returned to Sales mode to allow customers to resume purchasing Single Trip Tickets or topping up Opal Cards.



1. Check the machine to ensure all hardware components are returned to their proper position
2. Lift the door bracket located at your feet (2)
3. Close door

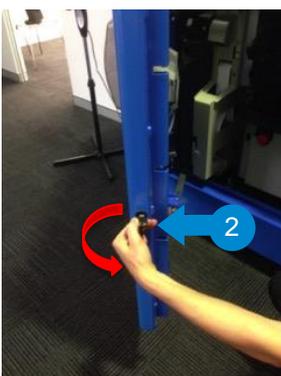


Note: The door will be ajar until you release locking bolts



Lock door – Astreo

1. Lift the bottom latch (1) and insert the black key



2. Turn the key fully left (anti-clockwise) to release the lock (2)
3. Hold the key in this position as you fully close the door



4. Release key – the key will automatically turn right (clockwise) and secure the bottom lock
5. Remove the key



6. Use the lifting tool (6) to lift the latch on the top lock
7. Insert the key and turn to the right (clockwise)



Lock door - Galexio

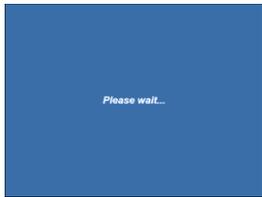
1. Check the machine to ensure all hardware components are returned to their proper position
2. Use your foot or reach down and to lift the door bracket (2)
3. Close door the door, leaving it slightly ajar



4. Insert the black key and turn fully to the left (anti-clockwise) to release the locking bolts (4)
5. Close door and release key – the key will automatically turn right (clockwise) and secure the lock
6. Remove the key



7. Select **Previous Menu** until you have returned to the maintenance menu
8. Select **To Sales WITHOUT reboot** on monitor, then select **Yes**



9. The screen will refresh (may take a few minutes)
10. The **Please wait** screen displays, followed by the **Closed** screen
11. The Customer home screen will display when the machine is ready for operation.



12. Observe the status alert to ensure the machine has returned to service:
 - a. Green (12a) - In service, all functions operational
 - b. Amber (12b) – In service, some functions not working
 - c. Red (12c) – Out of service

