

# **washMaster module Installation Guide**

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## 1 Short description

To wash with the washMaster module, you need a user card – as with the CRM. In addition each customer has an online account. The credit is no longer stored on the card, but online. The account is updated when the machine is online.

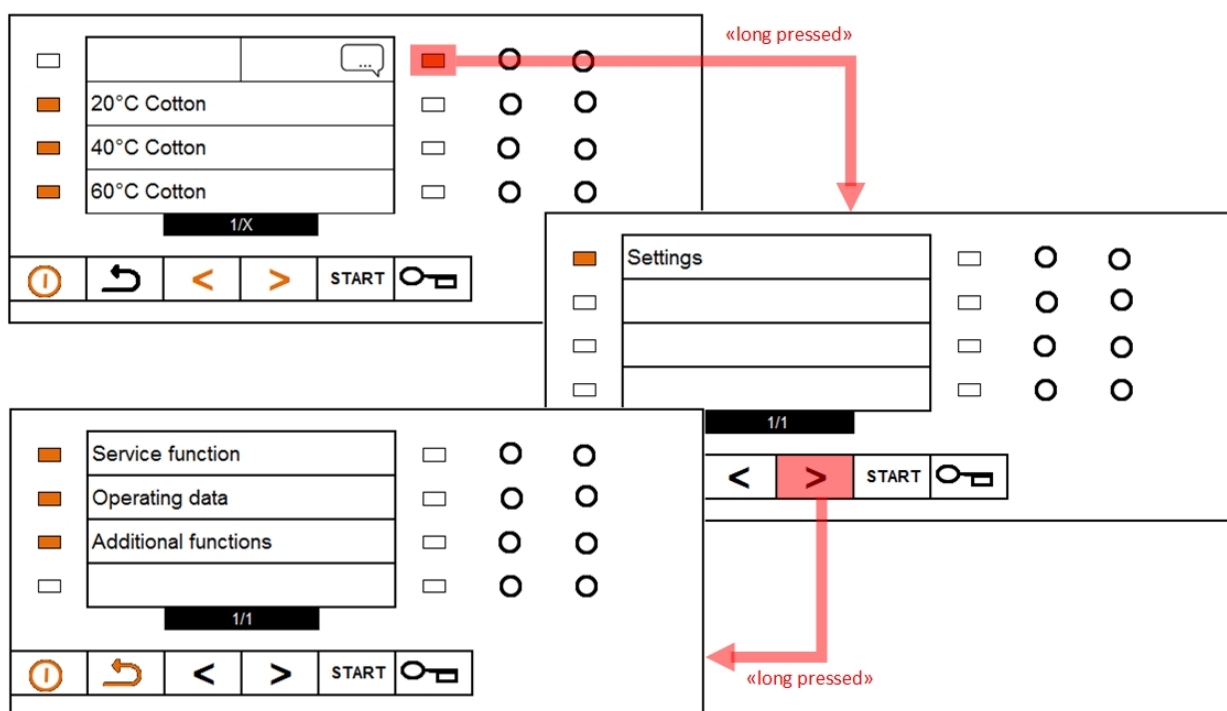
washMaster module	Instruction no.	539 671
washMaster ID Reader	Instruction no.	539 702
Retrofit set washMaster from september 2018	Product no.	51 076
Retrofit set washMaster up to september 2018 WA	Product no.	51 077
Retrofit set washMaster up to september 2018 WT	Product no.	51 078

## 2 Setting of machine parameters

Activate the washMaster module in the “Machine parameters” menu. Further settings can then be made under **“Additional functions”**.

Access the “Settings” menu by a long press on the red highlighted bar (5 seconds).

Call the “Service functions” and “Additional functions” by long press (5 seconds) on the arrow button “Forward”.



### 2.1 Machine parameters

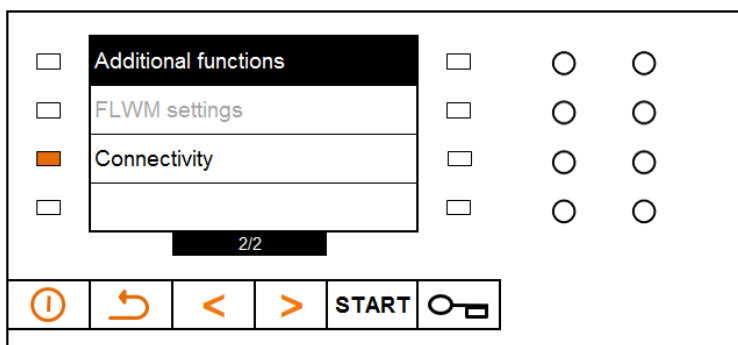
Set the parameter “Interface” to “Connectivity” and the parameter “Payment systems” to “Card”. The exact procedure can be found in the service manual.

## 2.2 Additional functions

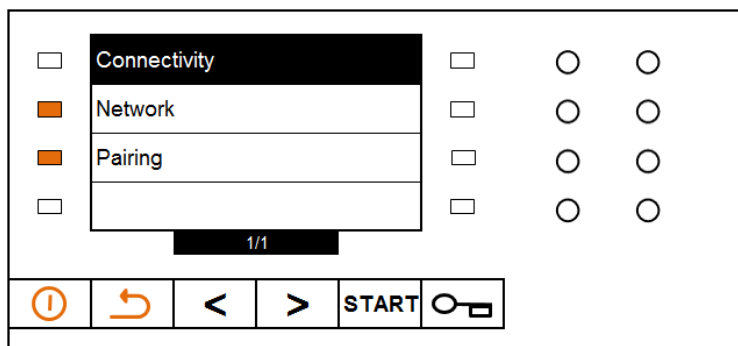
To make specific settings after activating the Connectivity module, press the light bar next to **“Additional functions”**.

Enter the code **29 / 05 / 17** (field test: 03 / 04 / 05).

The **Additional functions** menu appears.



Select **“Connectivity”**.

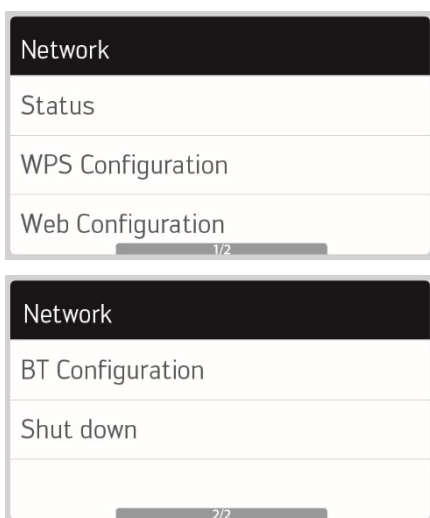


Network settings can be made and pairing functions can be performed here:

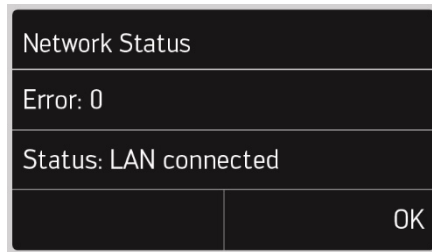
- Select the menu item **Network** to check the connection status and make various configurations.
- Select the menu item **Pairing** to configure the link between the machine and an account.

### 2.2.1 Network

The following options can be selected in the network settings:



## Status



The status shows how the machine is connected to the network:

Display	Description
Switched off	The WLAN connection is switched off.
Waiting for user	The machine waits for an input or action from the user.
Connect ...	An attempt is made to establish a connection or a link.
LAN connected	The machine is connected to a wired network.
WLAN connected	The machine is connected to a WLAN network
LAN/WLAN connected	The machine is connected to both wired and wireless networks.
Not connected	No connection available, neither by cable nor with WLAN.
Bugs	An error has occurred.
Timeout	The time for establishing a connection or pairing has been exceeded.

If an error occurs, an error code is displayed. The exact error description can be found in the table:

No.	Cause of error	Error eradication
408	Configuration failed	Please try again.
409	Timeout for network configuration via Bluetooth	Set the network parameters via Bluetooth (Mobile App).
410	Timeout for network configuration via the Web page	Set the network parameters as described under "Web configuration".
411	Timeout for network configuration via WPS	The machine has not received any network parameters via WPS. Call the WPS function on the machine and the WiFi router.
412	WPS configuration failed	Configure WPS again or set the network parameters via Web configuration.
413	The network configuration was aborted by the user	

## WPS Configuration

This option is currently not available.

## Web configuration

To establish the connection to the web, proceed as follows:

- Select **Web Configuration**. The machine starts a hotspot.  
The SSID on the device is called "SMAG\_Config\_xxxxx". The 5-digit number is part of the MAC-Address. The associated WiFi password is shown on the display.
- Connect the tablet or smartphone to the hotspot and enter the password.
- In the browser, open page 192.168.4.1
- Enter the SSID and password of the WiFi router/Access Point in the input fields in the laundry facility.
- Confirm the entry with "Submit".  
The status should then change to "Connected WLAN".



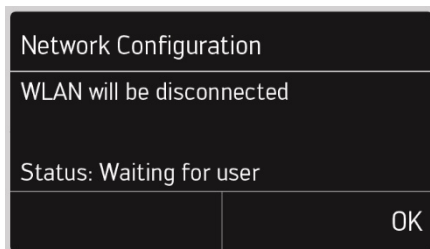
If an error occurs, an error code is displayed. The exact error description can be found in the table under "Status".

## BT Configuration

This option is not available.

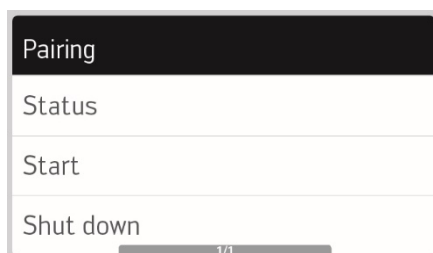
## Shut down

The WLAN connection is switched off.



### 2.2.2 Pairing

The following options can be selected in the pairing settings:



The status of the respective pairing screens can assume the following states:

Display	Description
Switched off	Machine is not assigned to an account
Request pairing ID	The pairing ID is requested by the Schulthess portal
Waiting for confirmation	The pairing ID must be entered in the Schulthess portal
Pairing ...	An attempt is made to connect the machine to the account.
Paired	The machine has been successfully assigned to an account
Bugs	A pairing or network error is present
Timeout	A timeout has occurred <ul style="list-style-type: none"> <li>- No network connection available</li> <li>- Internet connection not possible</li> <li>- No connection to the Schulthess portal</li> <li>- The pairing ID was not entered on the Schulthess portal</li> </ul>

Prerequisites for pairing:

- Machine is connected to the local network
- The local network provides an Internet connection
- A property management has been created in the backend
- The laundry facility is configured
- Machine is not paired (an existing pairing can be disabled in the Schulthess portal or on the machine with "Pairing" -> "Switch off")

## Status

Current errors and the pairing status are displayed under "Status".

A detailed description of the errors can be found in the table.



Error:

No.	Cause of error	Error eradication
304	Internal pairing error	Please try again
305	Machine is already assigned to a laundry facility	Remove the machine from the laundry facility in the Schulthess portal or via "Pairing" -> "Switch off". Perform the pairing again.
306	Machine is already paired	Remove the machine from the laundry facility in the Schulthess portal or via "Pairing" -> "Switch off". Perform the pairing again.
307	Pairing timeout	A timeout has occurred <ul style="list-style-type: none"> <li>- No network connection available</li> <li>- Internet connection cannot be established</li> <li>- No connection to the Schulthess portal</li> <li>- The pairing ID was not entered on the Schulthess portal (see section "Prerequisites")</li> </ul>
308-311	Internal unpairing error	Please try again

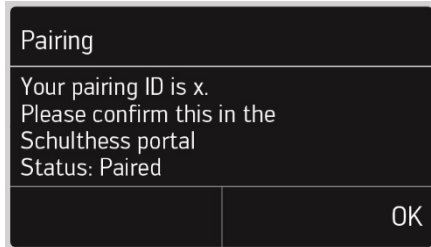
**Start**

A pairing ID is shown on the display.

Pairing is described in detail in the section "Online settings".

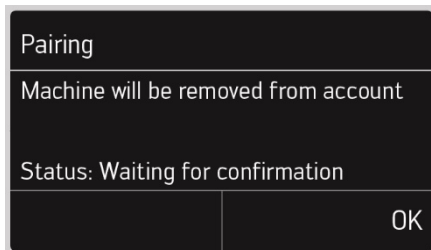
The pairing ID can be entered in the Schulthess portal. The machine is then assigned to the account and to the selected laundry facility.

The pairing status should then be shown on the display with "Paired".

**Shut down**

If a machine is removed from the laundry facility, e.g. if it needs to be replaced, it can be deleted from the Schulthess portal account.

The pairing status should then be shown on the display with "Shut down".



### 3 Online settings for administrators

#### 3.1 Configure backend

##### 3.1.1 Create / change price list

Select the menu  **Configurations** . You now have two options:

- Either select the function “New price list”:

You can manage your configurations:



New Price list

- Or click on the “Edit” symbol  of an existing price list:

Price lists			
Name	Version	Type	
Preise Trocknen	1	WT_Std	

Enter a new name for the price list or change the existing name.  
 Select the type of price list: “Washing machine (standard)” or “Dryer (standard)”  
 Copy the standard prices or change them if required.  
 Press “Send configuration” to save the price list.

A new price list or a new version of an existing price list is created. In both cases, the price list is not yet used, but only when a corresponding configuration has been assigned to a laundry group.

##### 3.1.2 Create/change configuration

Select the menu  **Configurations** . You now have two options:

- Either select the option “New configuration”


You can manage your configurations:



New configuration



- Or select the “Edit” icon  of an existing configuration.

Name	Version	Currency	Created	
Konfiguration 01	8	CHF	2018-08-29T11:12:44.024	



A window for creating or changing a configuration opens.

Enter the desired name.

Currently only the currency "CHF" is available.

Select an existing price list for "Standard washing machine" and "Standard dryer".

Select "CreditCard.Prepaid" and "ESR.Prepaid" as payment methods (the remaining payment methods are not yet available).

### Calendar enabled

The use of the calendar can be switched on or off.

No reservations can be made by users when the calendar is switched off. It is still possible to lock the machines for maintenance.

### Notifications enabled

The property management can activate the use of "Push notifications".

### Offline limit

If the machine is offline (no connection to the backend), no programmes can be executed because the credits and the calendar cannot be checked.

To enable offline use, the number of programme executions permitted in the offline state can be configured here.

The configured number of debits is now stored locally on the machine and transferred when reconnecting to the back end.

### Important:

In the case of offline use, conflicts may arise with reservations made in the calendar. A user's balance may be negative when running programmes offline.

### Update card content

When the card content is activated, the current credit is stored on the user's card. When used offline, the credit value on the card is checked and programme execution may be refused.

### Important:

The actual credit is always managed in the backend system. The credit value on the card may be outdated and is used only as a guide in offline mode.

### Time buffer for making reservations after the machine use

When the programme is selected, the machine reports the expected machine running time. An entry is created in the calendar for this runtime. This prevents another user from making a reservation within the machine runtime. To give the user enough time to unload the machine at the end of the machine runtime and before the next reservation, the desired time can be added in this field.

Save the configuration with "Send configuration".

### 3.1.3 Create laundry group

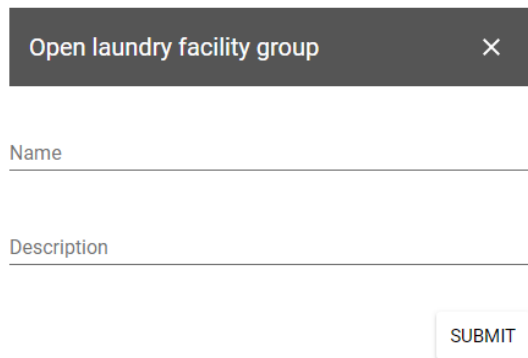
The laundries are organized in groups. The same configuration applies to all laundry facilities of one laundry group. A configuration is accordingly assigned to an entire group and not to individual laundry facilities.

Select the menu.  **Laundries**

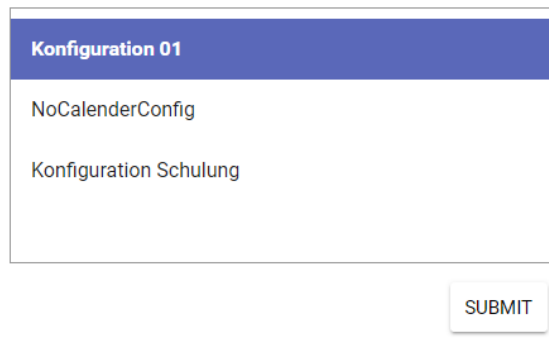
Click the **+** button to create a new laundry group:



The following window appears:

The image shows a dialog box titled 'Open laundry facility group' with a close button (X) in the top right corner. Below the title bar are two input fields: 'Name' and 'Description'. At the bottom right of the dialog is a 'SUBMIT' button.

Enter a name and description for the group and press “Submit”.

The image shows a window with a blue header bar labeled 'Konfiguration 01'. Below the header is a list of configurations: 'NoCalenderConfig' and 'Konfiguration Schulung'. At the bottom right of the window is a 'SUBMIT' button.

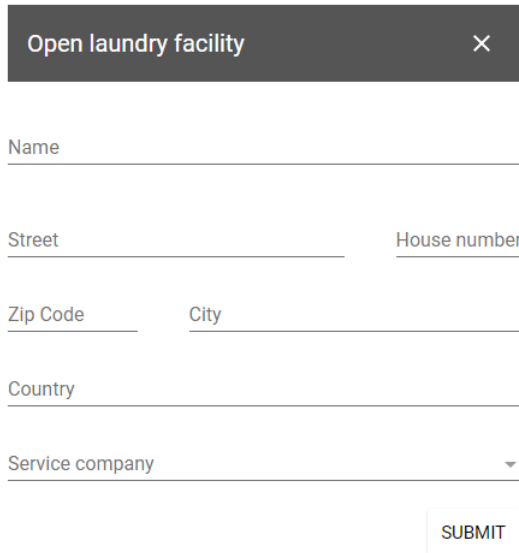
Select an existing configuration and confirm with “Submit”.

### 3.1.4 Create a laundry facility

Click on the **+** button to create a new laundry facility:



The following window appears:



Open laundry facility ×

Name \_\_\_\_\_

Street \_\_\_\_\_ House number \_\_\_\_\_

Zip Code \_\_\_\_\_ City \_\_\_\_\_

Country \_\_\_\_\_

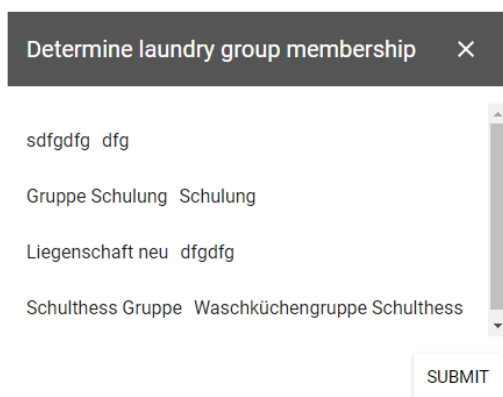
Service company \_\_\_\_\_

SUBMIT

Enter a name and address for the laundry.

Optionally, a service company can be selected for the laundry. In case of critical error messages, it will be automatically informed by e-mail.

Press “Submit”.



Determine laundry group membership ×

sdfgdfg dfg

Gruppe Schulung Schulung

Liegenschaft neu dfgdfg

Schulthess Gruppe Waschküchengruppe Schulthess

SUBMIT

Select an existing laundry group and confirm with “Submit”.



This gives the laundry the configuration and price lists assigned to the group.

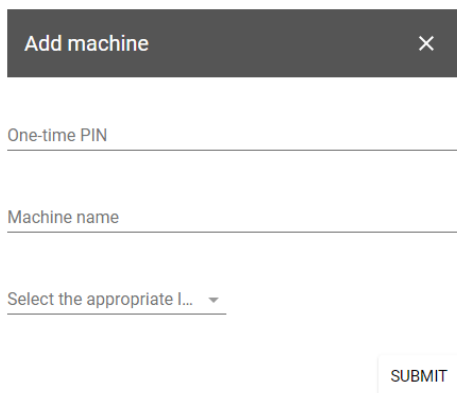
### 3.1.5 Assigning the machine to another laundry facility

#### Prerequisites

Laundry facility, laundry group, configuration and price list have been created and assigned


#### Procedure

- In the browser, open the page <http://workspace.washMaster.ch>.
- Log on to the portal with a PM user.
- Open the menu "Machines".  **Machines**
- Call up the "Connect machine" function in the menu **Connect machine** 
- Start pairing at the machine as described in "Starting the pairing".



- Enter the PIN as shown on the machine.
- Enter the desired name of the machine.
- Select the laundry facility. Configuration and price list are now sent to the machine and updated automatically.

### 3.1.6 Delete configurations and price lists




To delete a configuration or price list, select the Edit  icon. A pop-up window for editing with a "Delete" button is displayed.

Deleted configurations and price lists are no longer displayed in the overview for the PM user and can no longer be assigned to a group or configuration.

Already assigned configurations and price lists are, however, still used; when new laundries and machines are added, they are still transmitted to the machines. Deleting configurations and price lists prevents them from being used when configuring new laundries and groups. This means that the deletion has no effect on existing laundries and groups.

### 3.1.7 Delete laundries

A laundry facility can be deleted by clicking the  button.

Croset - Konfiguration: Standard 	
buanderie 2 (rue du stand 22)	 

Deletion is only possible, however, if no machine is assigned to the laundry facility.

### 3.1.8 Removing the machine from the laundry facility

A machine can be removed from a laundry facility by clicking the  button.

#### Assigned

Machine name	
buanderie 2 (rue du stand 22)	
lave linge	
seche linge	

The machine is then assigned a default configuration. It is not possible to run a programme or query credit afterwards.

An unassigned machine can be reassigned to a laundry facility without pairing.

### 3.1.9 Unpairing of machines

A machine without an assigned laundry facility can be removed from the property management account.

Unassigned
------------


The machine can then be assigned to the same or a different property management. A remote machine must be re-paired for it to be reused.

#### Attention:

Re-pairing can only be carried out on the machine.









Unpairing can also be performed directly at the machine. This is necessary if there is no access to the previous property management account, e.g. after the purchase of a used machine.

### 3.1.10 User overview

In the “Users” menu  **Users** you can see which RFID cards are in use by users of a property management company.

The cards are visible as soon as they have been used for the first time to execute a programme or to query the credit balance.

If users have registered online, their name and e-mail address will be displayed.

Laundry facility users							×
Name	Email	ESR reference	Account blocked	Card number	Issue Date	Card blocked	
		00000000619087		10000271	2018-08-17		BOOK
		00000000738242		10000272	2018-08-17		BOOK
		00000000624108		10000201	2018-08-17		BOOK
		00000000573087		10000203	2018-08-17		BOOK

### 3.1.11 Deactivate card

A card can be deactivated, e.g. in case of loss.

Find the card in the user overview and block it with the switch under “Card blocked”.

Card blocked



### 3.1.12 Deactivate account

An account can be deactivated, for example, when a tenant moves out. In this case, the assigned card can no longer be used.

Account blocked



Search for the account in the user overview and block it with the button under “Account blocked”.

If a user has requested an account closure, his account will be automatically blocked.

### 3.1.13 Adjust balance manually

You can change the balance of an account manually. In this way, for example, you can set the initial credit.

Find the card in the user overview and click on the “Book” button.

You can change the balance of an account manually. In this way, for example, you can set the initial credit.

To do this, search for the card in the user overview and click on the “Book” button.

**BOOK**

A window appears showing the current account balance and an amount can be loaded or debited.

## Book user credit adjustment

: CHF55.50


Amount

0

☒ debit / ☐ credit

BOOK

### 3.1.14 Locking machines

In the  **Maintenance** menu, machines can be reserved for maintenance purposes. To do this, select the start time for locking the machine in the calendar.

The desired lock duration can be entered in the popup window.

Create new maintenance reservation


Facility

buanderie 2 (rue du stand 2 ▾)

Machine

lave linge ▾

Date selected

7/18/2018 × 

reservations.form.start

08:30

Duration (hours)

6

CANCEL

CREATE


### 3.1.15 Unlock the machine

A planned or current machine lock can be deleted by clicking on the “Cancel” button after the respective entry.

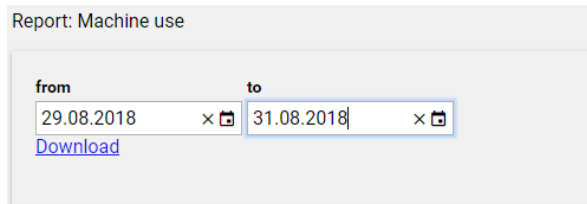
Upcoming maintenances			
Machine name	From	To	Duration
WA Schwetz	2018/09/02 03:00	09:00	360 min
			<div>CANCEL</div>

If the lock is active, the end of the lock is set to the current time. A future scheduled lock will be completely removed from the calendar.

### 3.1.16 Reporting

The  **Reporting** menu allows you to create various types of reports.

Select the start and end time for the desired report type in the popup and select “Download”.



A report file is generated which can be viewed and edited in Excel.  
The data can be sorted and filtered in Excel.

#### Machine utilization

Start Time	Start of the action, e.g. start of programme execution, construction of a laundry facility or addition of a machine.
End Time	End of the action, for example, end of programme execution, extinguishing a laundry facility, removing the machine.
Processing Time	Processing time in the backend.
Online Mode	The bookings are processed immediately.
Offline Mode	The bookings are processed at a later time.
Use Type	Use allowed    Valid debit Reversal        Reverse posting if a programme is aborted Use denied      Programme was not released, e.g. because of low balance Availability of machines, laundries and groups
Online	Indicates whether a posting was made in online or offline mode.
Property Manager Id	ID of the property management
Property Manager Name	Name of the property manager
Laundry Group Id	ID of the laundry group
Laundry Group Name	Name of the laundry group
Laundry Facility ID	ID of the laundry facility
Laundry Facility Name	Name of the laundry facility
User ID	ID of the user
User Name	Name of the user
Machine Name	Internal name for the machine
Machine Display Name	Name assigned to the machine
Amount	Debited or reversed amount
Card ID	Card number



## 4 Self-test

The service technician has the opportunity to check the machine and its successful integration into the network and Internet availability. For this purpose, the service card is inserted into the card slot in the basic screen.

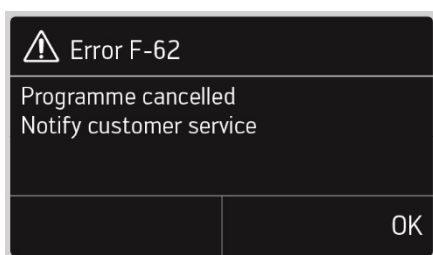
If the machine was able to establish a connection to the server, the message “Service card: test OK” is displayed.

If no connection is possible, the message “Service card: test failed” is displayed.

## 5 Error messages

There are error messages that are displayed in plain text for the user (H messages) and messages that are coded and intended for the service (F error).

Error messages are displayed on a pop-up screen.



### 5.1 Error messages F

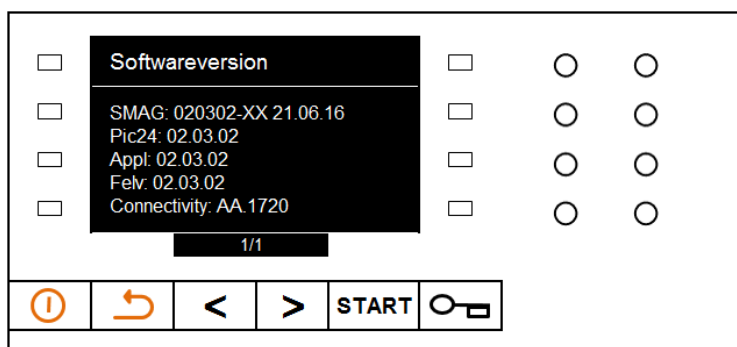
Error	Error messages	Cause of error	Reaction of the machine
F-50	No connection to the washMaster module	washMaster module is defective or cable from the washMaster module to the power unit disconnected	The machine cannot establish a connection to the washMaster module. As long as the error message is displayed, no programme can be selected.
F-51	Error in programming	No washMaster module has been given parameters, but a Connectivity module is attached.	The machine is identifying a washMaster module, but it has not been given parameters. As long as the error message is displayed, no programme can be selected.
F-56	Error in programming	No washMaster module has been given parameters, but a Connectivity module is attached.	The machine is identifying a washMaster module, but it has not been given parameters. As long as the error message is displayed, no programme can be selected.
F-62	No connection to the washMaster module	washMaster module is defective or cable from the washMaster module to the power unit disconnected	The machine cannot establish a connection to the washMaster module. As long as the error message is displayed, no programme can be selected.

## 5.2 Plain text messages

Error type	Cause of error	Remedy
Balance too low Please top up account	The account balance is too small for the selected programme.	Top up your account with a paying-in slip or online
Card blocked Please check the status of your card and your account.	The card or account cannot be accessed (possibly blocked by the administrator).	Check the online account or the status of the card
Invalid or unknown card	A wrong or unknown card is used.	Use only the card shown above.
Machine was not configured correctly	The machine is not compatible with the card.	Use a different card or contact the card issuer
Machine is reserved for another user. Please check calendar or use other machine.	Machine is occupied by another user.	Check calendar or use another machine.
The machine is currently blocked and cannot be used.	The machine is blocked, e.g. by maintenance or unauthorized payments.	If possible, use another machine.
Security or system error	The machine has an error.	Please contact the caretaker.
The current programme was paid by Mobile payment.	The programme was successfully paid for.	The machine starts automatically.
Programme price will be settled at a later date.	The machine is offline and cannot access the server.	If the machine is offline, the amount cannot be debited. This will happen later when the machine is back online.
Wrong laundry facility number	The laundry facility number of the machine does not match the card number.	Use another card or machine

## 6 Operating data

The version of the washMaster module is displayed in the operating data.



## 7 Installing the washMaster module

The work may only be carried out by a specialist!

Opening the machine and removing the cover is described in the service manual.

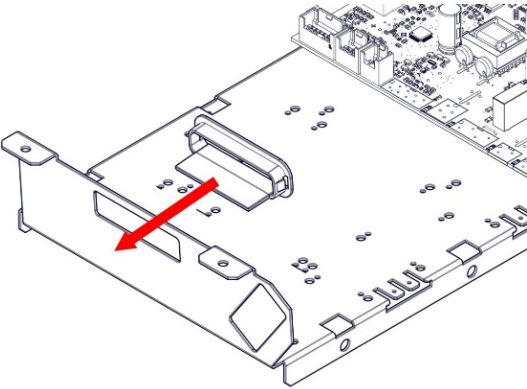
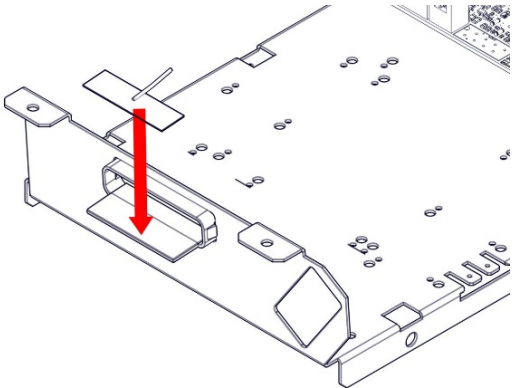
### 7.1 Procedure for appliances with machine number > 0xxxx 18 38 xxx

#### 7.1.1 Installing the WashMaster ID Reader

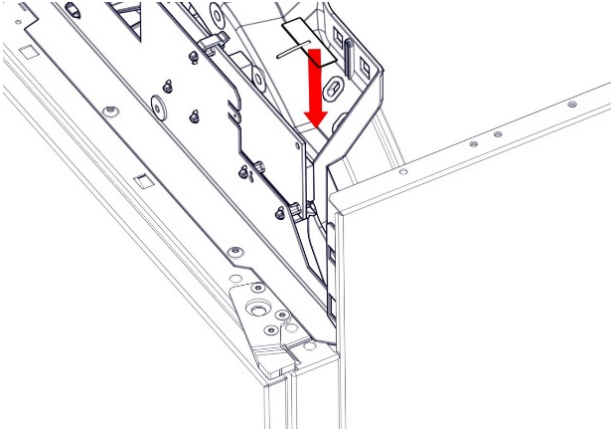
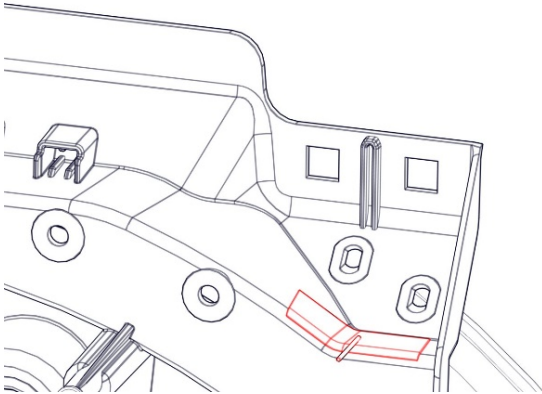
The installation of the washMaster ID Reader (539 462) in the machine is described in the Service Manual (see section "Removing / Installing an additional panel").

#### 7.1.2 Installing the antenna in the machine

##### Washing machine

	
Insert antenna holder	Glue the antenna

##### Dryer

	
Insert antenna	Glue the antenna

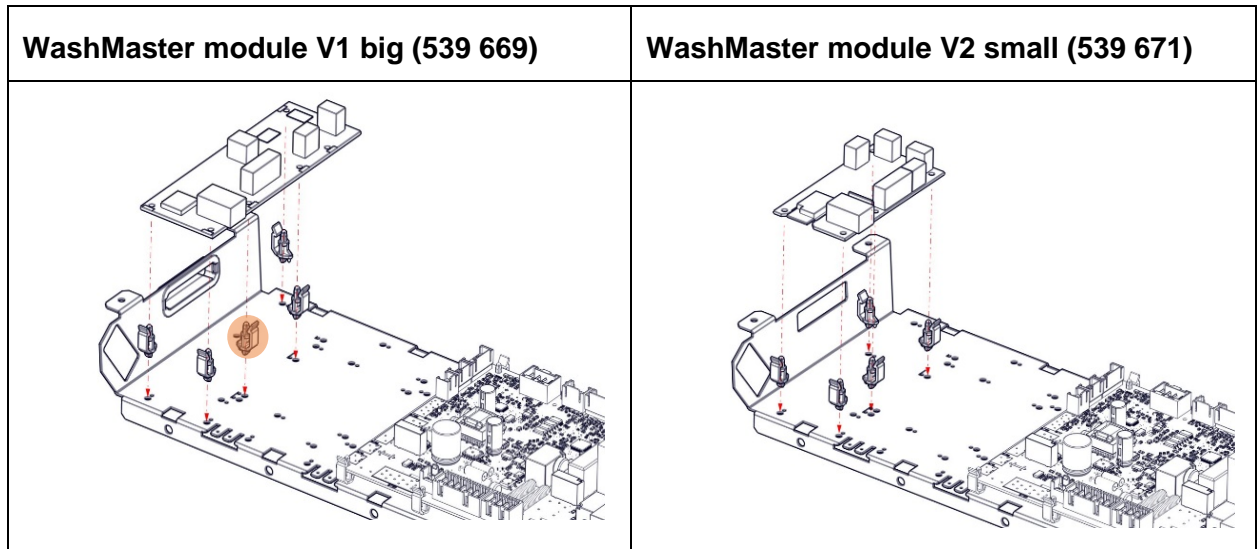
### 7.1.3 Positioning the washMaster module

Position the washMaster module with a spacer.

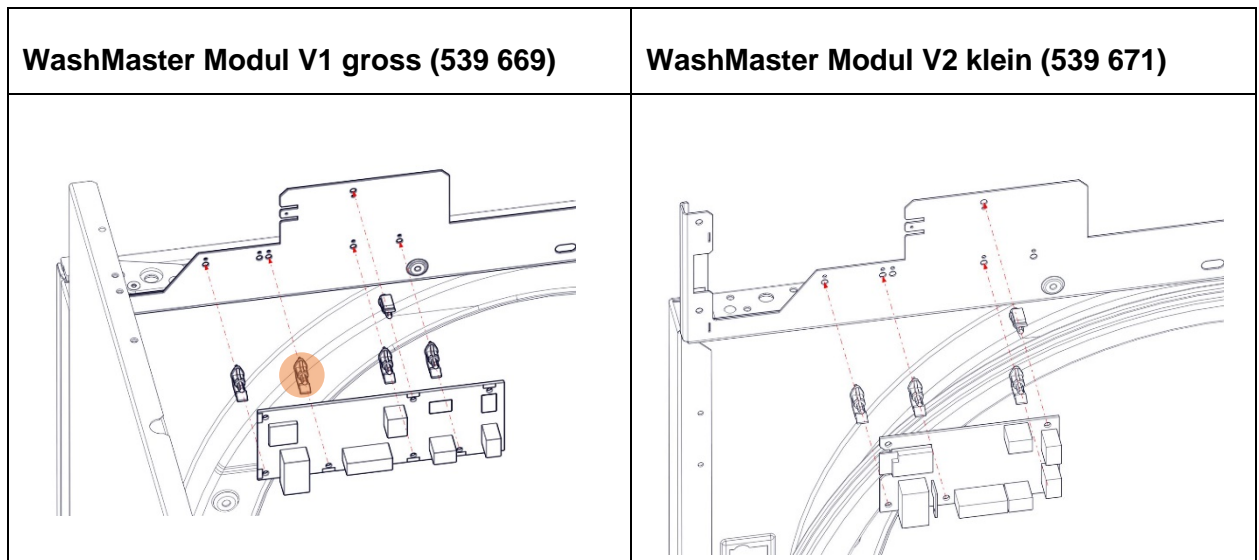
**Note:**

If a washMaster module **V1 big (539 669)** is replaced with a washMaster Modul **V2 small (539 671)**, a print fastening clip must be removed and refitted in washing machines as well as dryer (see illustrations).

#### Washing machine



#### Dryer



Then the antenna can then be plugged onto the washMaster module. Wiring must be carried out as described in the next chapter: "Connecting the washMaster module".

### 7.2 Procedure for appliances with machine number < 0xxxx 18 38 xxx

If the machine is older than the machine number described above, you must also replace the control and power unit as well as the crossbeam. After that you can proceed as described in the section above.

## 8 Connecting the washMaster module

Washing or drying device (WA14: ST33 / WT14: ST33) respectively (WA14: ST23 / WT14: ST3) connected.

The RFID reader for the cards can be connected to ST101.

Earth must be connected to MH1.

The network cable can be connected to ST100 if a cable-based connection is requested.

