

Technical Manual

PROGRAMMING



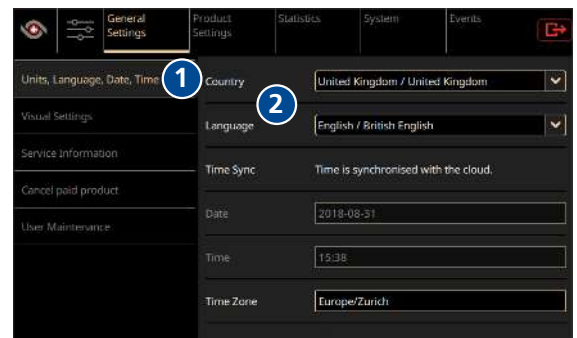
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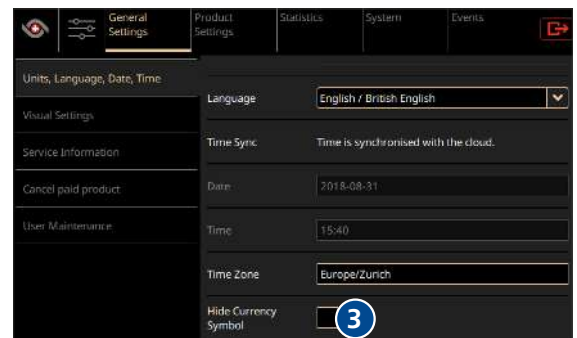
1 General settings

1.1 Regional settings

- ▶ Select *General Settings > Regional Settings* (1).
- ▶ Make regional settings (2).

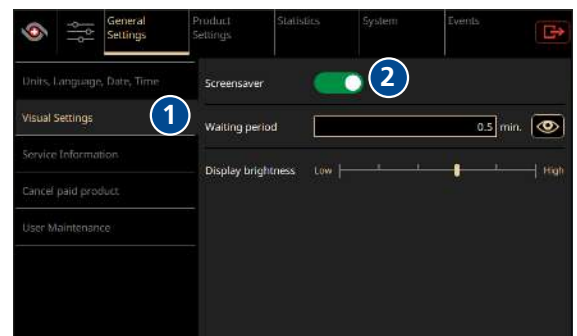


- ▶ Select *Hide Currency Symbol* (3) if you don't want the currency symbol next to the product price.
- ▶ Tap the *Logo* symbol to return to the product screen or to make other settings.

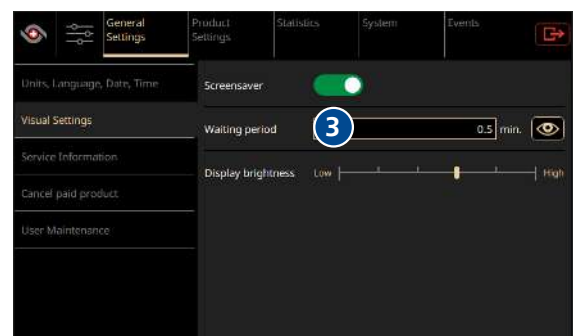


1.2 Configuring Screen Saver

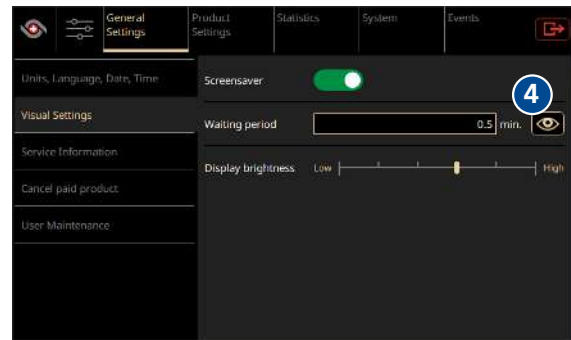
- ▶ Select *General Settings > Screen Settings* (1).
- ▶ Switch on screen saver with slider (2).



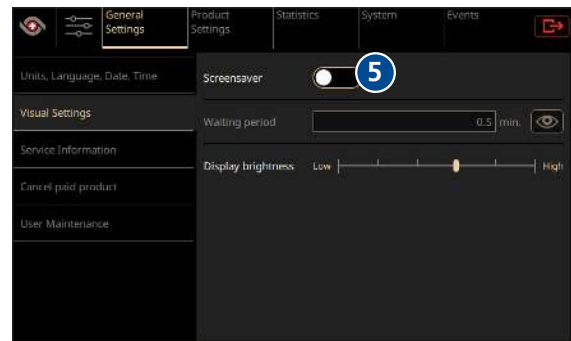
- ▶ For *wait time* (3) specify the time (min) after which the screensaver will be activated.



- Select *preview* (4) to test the screensaver.



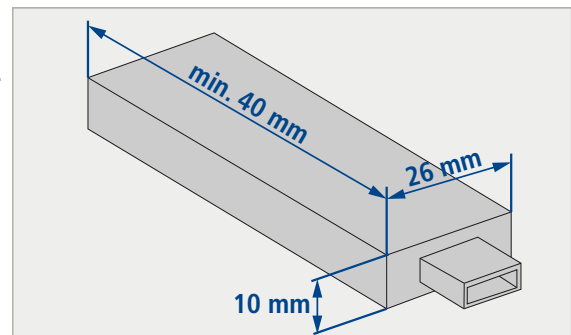
- Switch off screen saver with slider (5).



1.2.1 Installing your own Screen Saver

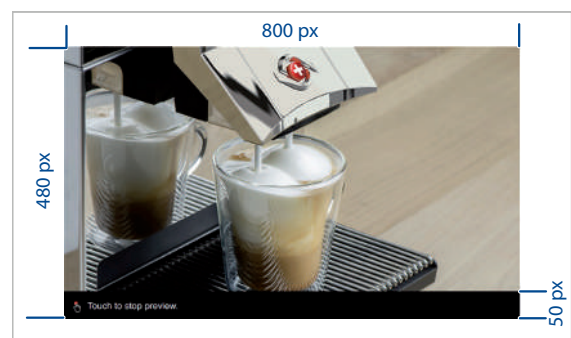
USB stick requirements

- Purchase branded goods.
 - ⇒ Dimensions: Max. 10 mm x 26 mm, length min. 40 mm.
 - ⇒ Memory space: Max. 32 GB.
- Format FAT32 (before use).



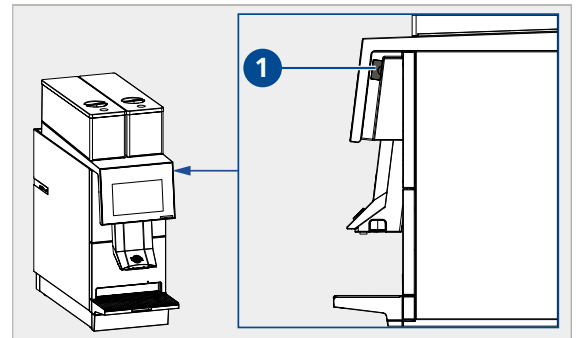
Photographic material requirements

- Size: 800x480 pixels, 50 px reserved for information bar.
- Format: JPG
- < 5 MB

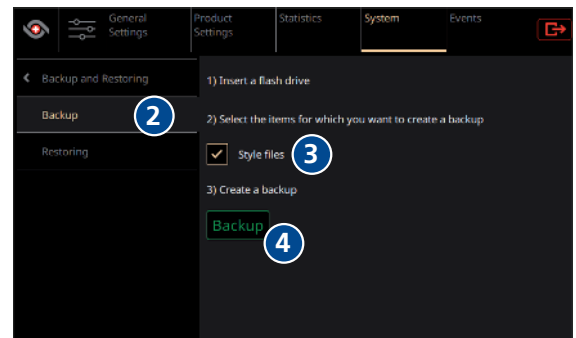


Installing screen saver

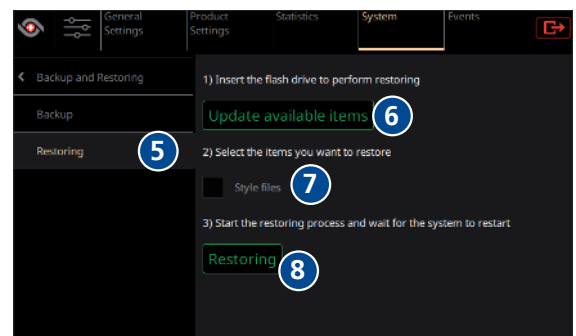
- ▶ Remove the USB cover (1).
- ▶ Insert empty USB stick.



- ▶ Select *System > Data backup and recovery* (2).
- ▶ Select *Style files* (3).
- ▶ Tap the *Data backup* symbol (4).
⇒ Screen saver graphics are backed up.

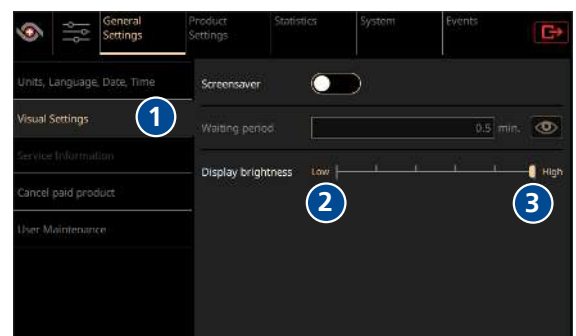


- ▶ Remove the USB stick.
- ▶ Open directory ...\Backup\Style\ScreenSaver on the USB stick.
- ▶ Replace or supplement the graphics in the directory with your own graphics.
⇒ **Attention:** The ScreenSaver folder must not be larger than 5 MB, otherwise it cannot be uploaded to the machine.
- ▶ Insert the USB stick into the coffee machine again.
- ▶ Select *System > Backup and Restoring > Restoring* (5).
- ▶ Tap the *Update available items* symbol (6).
- ▶ Select *Style files* (7).
- ▶ Tap the *Restoring* symbol (8).
⇒ The screen saver is installed.



1.3 Adjusting screen brightness

- ▶ Select *General Settings > Visual Settings* (1).
- ▶ Adjust the screen brightness with the slider: To the left (2) = darker, to the right (3) = brighter.



1.4 Service information

- ▶ Select *General settings* > *Service information* (1).
- ▶ Tap on field (2) to store the contact information of the partner.

1.5 Cancel paid product

If the coffee machine is operated in the self-service mode and with a payment system, a message can be displayed if a paid product abort occurs.

- ▶ Select *General settings* > *Paid Product Abort* (1).
- ▶ Enable the dialogue with the slider (2).
- ▶ Tap on the text field (3) to adapt the text of the message.

- ▶ Enter the desired text (4).
- ▶ Confirm the entry (5).

1.6 User settings

1.6.1 User groups

User group	Permissions	Comment
Self-service	<ul style="list-style-type: none"> • Serving product 	The user menu is disabled when serving the product.
Barista	<ul style="list-style-type: none"> • Product serving/cancellation • Cleaning/rinsing • Display product statistics • Display machine statistics • Display events 	If the barista is not set as a standard user the user menu can be accessed as barista using a password.
Manager	<ul style="list-style-type: none"> • Product serving/cancellation • Cleaning/rinsing • Make regional settings, such as time, date, language • Perform screen settings • Set up screen saver • Specify standard user • Display product list • Carry out product modifications • Modify product prices • Define/adapt views • Display product statistics • Display machine statistics • Display events 	If the manager is not set as a standard user the user menu can be accessed as manager using a password.
Service	<ul style="list-style-type: none"> • Product serving/cancellation • Cleaning/rinsing • Make regional settings, such as time, date, language • Perform screen settings • Set up screen saver • Store service information • Specify standard user • Display product list • Add/remove products • Perform product changes (including recipes) • Modify product prices • Define/adapt views • Display/delete product statistics 	

	<ul style="list-style-type: none"> • Display/delete machine statistics • Carry out machine settings • Perform machine test • Display/delete events 	
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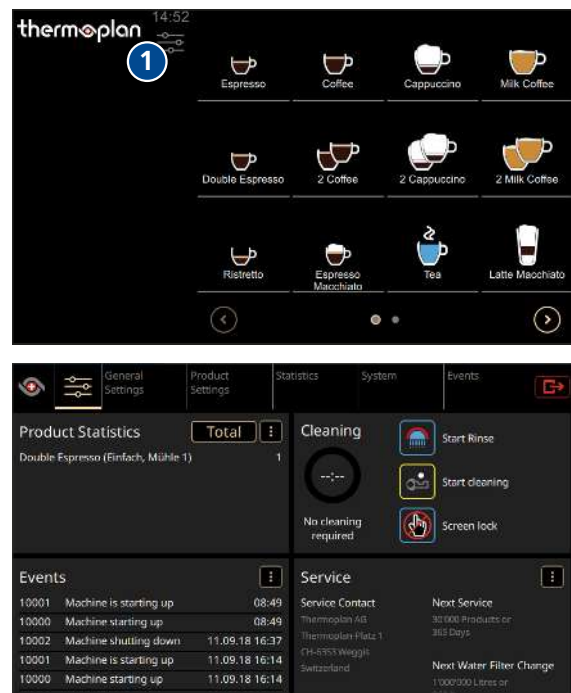
1.6.2 Passwords

User group	Password
Self-service	-
Barista	222222
Manager	933339
Service	514415

1.6.3 Login service

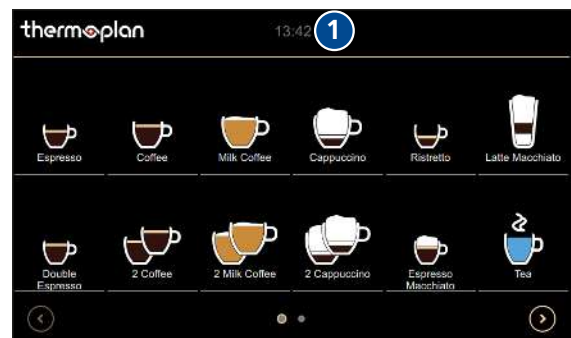
Variant 1: barista/manager active

- ▶ Tap and hold the *user menu* symbol (1).
- ▶ Enter and confirm the service code (514415) in the login window.
 - ⇒ The dashboard is displayed.



Variant 2: self-service active

- ▶ Tap and hold *time* (1) until the login window appears.
- ▶ Enter and confirm the service code in the login window.
 - ⇒ The dashboard is displayed.





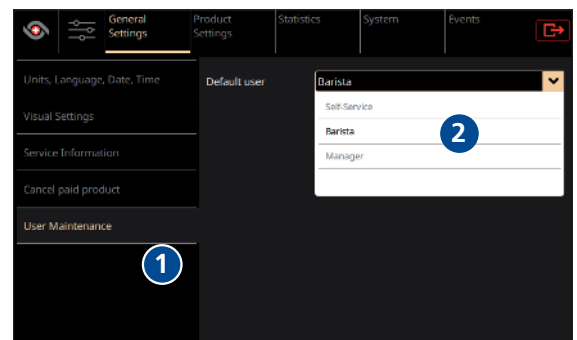
1.6.4 User logout



- ▶ Tap the *logout* symbol to logout the active user.
- ⇒ After logout the user group set as standard user is automatically active.

1.6.5 Setting standard user

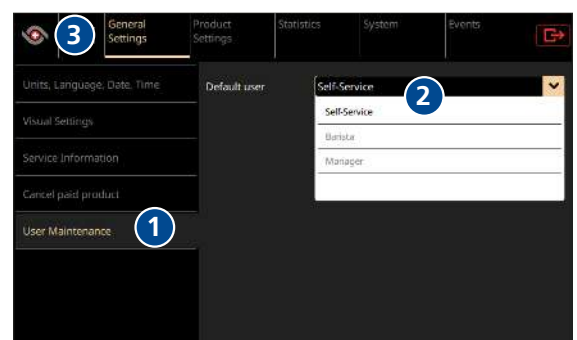
- ▶ Select *General Setting > User Maintenance* (1).
- ▶ Select standard user (2) from the list.



- ▶ Save selection.

1.6.6 Activating and deactivating self-service mode

- ▶ Select *General Settings > User Maintenance* (1).
- ▶ Change the standard user (2) to self-service.
- ▶ Tap the symbol *Logo* (3) to return to the product screen).
 - ⇒ Products will be distributed over the entire screen.
 - ⇒ Self-service mode also remains active while logging off or restarting the machine.



2 Product settings

2.1 Pre-set product categories

Product category	Product parameters	Sequence
Espresso, Double Espresso,	Coffee	-
Flavour	Syrup	-
Flavoured Espresso, Flavoured Double Espresso	Coffee, syrup	Simultaneously
Ristretto	Coffee	-
Flavoured Ristretto	Coffee, syrup	Simultaneously
Coffee	Coffee	-
Flavoured coffee	Coffee, syrup	Simultaneously
Tea	Water	-
Flavoured tea	Water, syrup	Simultaneously
Hot milk	Milks	-
Flavoured hot milk	Milk, syrup	Simultaneously
Cold milk	Milks	-
Flavoured cold milk	Milk, syrup	Simultaneously
Hot milk foam	Milks	-
Flavoured hot milk foam	Milk, syrup	Simultaneously
Cold milk foam	Milks	-
Flavoured cold milk foam	Milk, syrup	Simultaneously
Cappuccino	Coffee, milk	Coffee first then milk.
Cappuccino (milk first)	Coffee, milk	Milk first then coffee.
Cappuccino (Time Optimized)	Coffee, milk	Coffee and milk are dispensed simultaneously. The flow time of the product is shortened.
Flavoured Cappuccino	Coffee, milk, syrup	Coffee and syrup first then milk.
Flavoured Cappuccino (milk first)	Coffee, milk, syrup	Milk first then coffee and syrup.
Flavoured Cappuccino (time optimised)	Coffee, milk, syrup	Coffee, milk and syrup are dispensed simultaneously. The flow time of the product is shortened.
Milk Coffee	Coffee, milk	Coffee first then milk.
Milk Coffee (Milk First)	Coffee, milk	Milk first then coffee.
Milk Coffee (Time Optimized)	Coffee, milk	Coffee and milk are dispensed simultaneously. The flow time of the product is shortened.
Flavoured milk coffee	Coffee, milk, syrup	Coffee and syrup first then milk.
Flavoured Milk Coffee (Milk First)	Coffee, milk, syrup	Milk and syrup first then coffee.
Flavoured milk coffee (time optimised)	Milk, coffee, syrup	Everything is dispensed simultaneously. The flow time of the product is shortened.

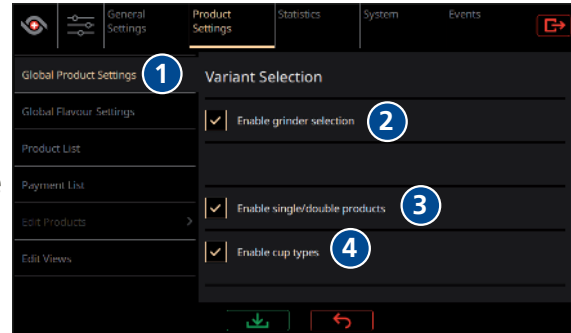
Product category	Product parameters	Sequence
Espresso Macchiato	Coffee, milk	Coffee first then only milk foam (before and after the product, milk foam is rinsed in the drain for an extended time).
Flavoured Espresso Macchiato	Coffee, milk, syrup	Coffee and syrup first then milk.
Latte Macchiato	Coffee, milk	Milk first and milk foam, then the Macchiato waiting time takes place after which the coffee is dispensed.
Americano	Coffee, water	Coffee first then water.
Flavoured Americano	Coffee, water, syrup	Coffee and syrup first then water.
White Americano	Coffee, milk, water	Coffee first, then water, then milk.
Flavoured White Americano	Coffee, milk, water, syrup	Coffee and syrup first, then water, then milk.
Hot chocolate	Milk, water, chocolate powder	Water first and chocolate powder, then milk.
Flavoured hot chocolate	Milk, water, chocolate powder, syrup	Water first, chocolate powder and syrup, then milk.
Mocha	Coffee, milk, water, chocolate powder	Water first and chocolate powder, afterwards coffee and milk.

2.2 Global Product Settings

The settings in the *Global Product Settings* apply to all stored products. After that, the respective settings for the desired product must be stored individually using the *Edit Products* menu. The settings in the *Global Product Settings* menu can no longer be changed afterwards. All products must first be deleted in order to carry out changes.

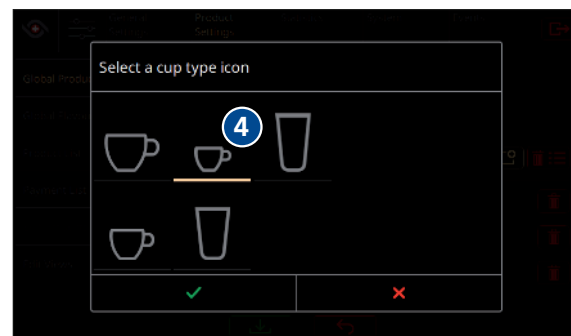
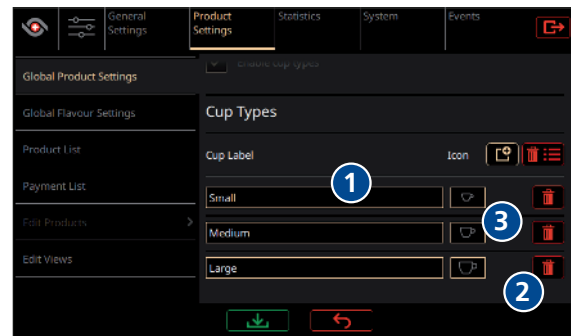
Carrying Out Global Product Settings

- ▶ Select *Product Settings > Global Product Settings* (1).
- ▶ Enable *Grinder selection* (2) to enable the second grinder.
- ▶ *Enable single/double choice* (3) to enable the single or double product choice.
- ▶ Select *Enable cup size* (4) to enable the choice between the cup sizes.
 - ⇒ The names for the cup sizes can be given individually.
- ▶ Save settings.
 - ⇒ Products can be created.

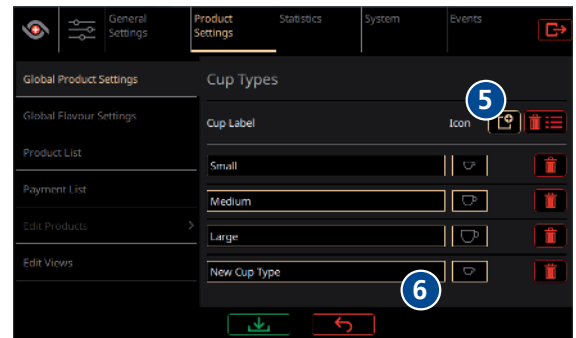


Adapting Cup Types

- ▶ Select *Product Settings > Global Product Settings*.
- ▶ Scroll to the cup types menu item.
- ▶ Tap on the cup name field (1) to change the name.
- ▶ Tap on delete (2) to delete cup type.
- ▶ Tap on cup symbol (3) next to the cup name to select another symbol for the cup type.
- ▶ Select the desired symbol (4).



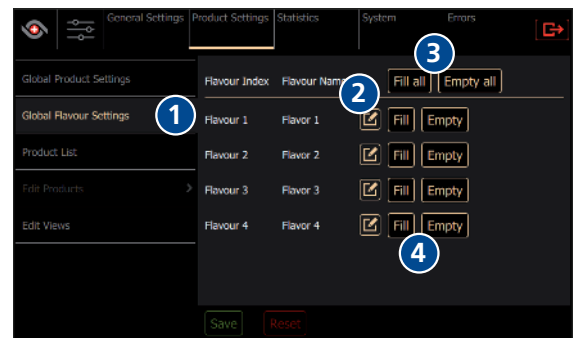
- ▶ Select add (5) to create a new cup type.
- ▶ Adapt new cup type (6) as desired.



2.3 Global Flavour Settings

The settings for the different syrup flavours can be set in the Global Flavour Settings menu.

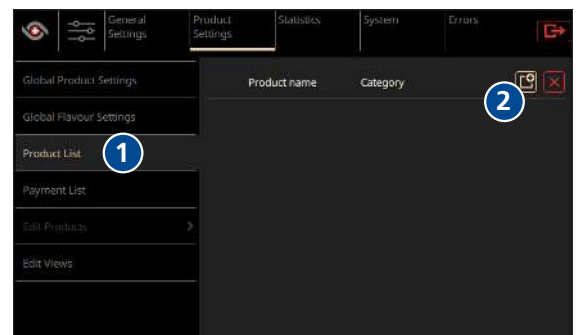
- ▶ Select *Product settings > Global Favour Settings* (1).
- ▶ The flavour index numbers (2) correspond to the position numbers of the syrup bottles.
- ▶ Select *Fill all/Empty all* (3) to fill/empty the suction hoses of all flavours.
- ▶ Select *Fill/Empty* (4) to fill/empty the suction hose of a specific flavour.
- ▶ Edit *Flavour Name* (5) to change the name of the flavour.
- ▶ Assign flavour name (6).



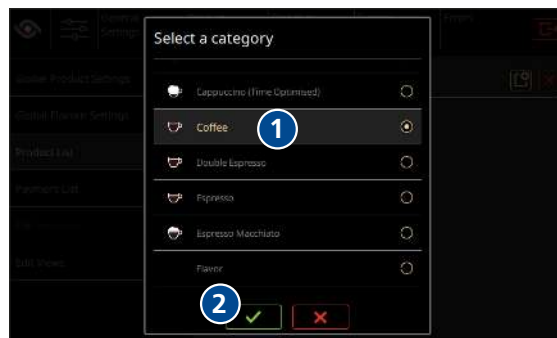
2.4 Creating products

Before a product can be created, the [\[Global Product Settings ▶ 12\]](#) must be carried out.

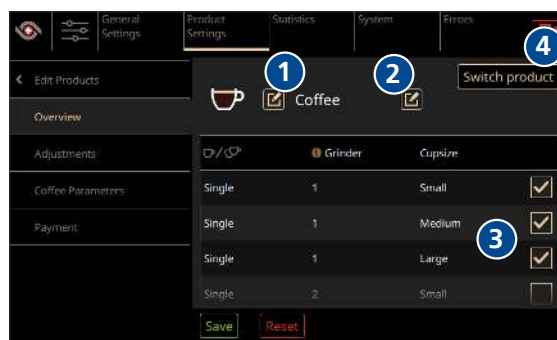
- ▶ Select *Product list* (1).
- ▶ Add a new product (2).



- ▶ Select product category (3) and confirm selection (4).
- ⇒ The edit product menu is invoked.



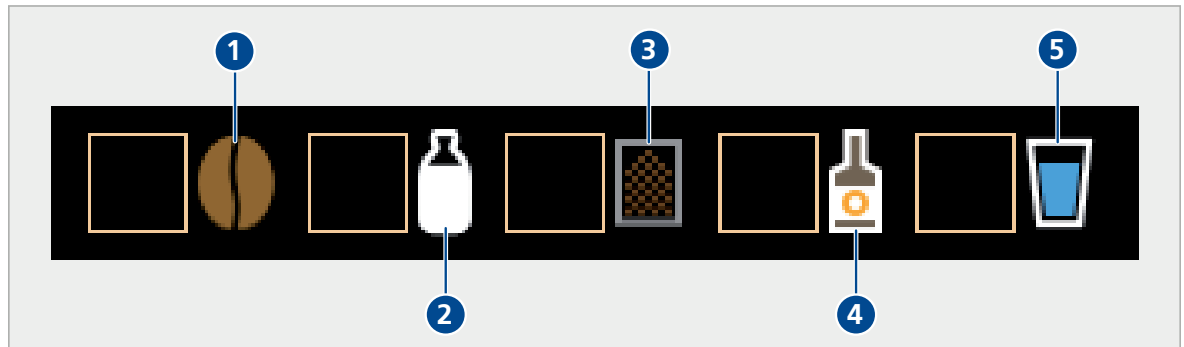
- ▶ Adapt product image (5).
- ▶ Adapt product name (6).
- ▶ Enable the different product options (7).



2.5 Filtering product categories

The list of product categories can be filtered for better clarity.

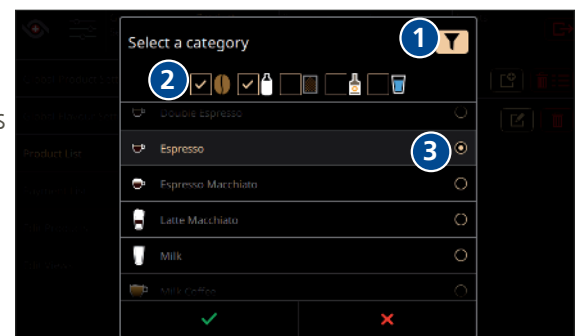
Overview of filter symbols



- | | | | |
|---|---|---|---|
| 1 | Products with coffee | 4 | Products with syrup (only with BW4c-CTM-F and BW4c-CTM-P-F) |
| 2 | Products with milk | 5 | Products with water |
| 3 | Products with chocolate (only with BW4c-CTM-P and BW4c-CTM-P-F) | | |

2.5.1 Using filters

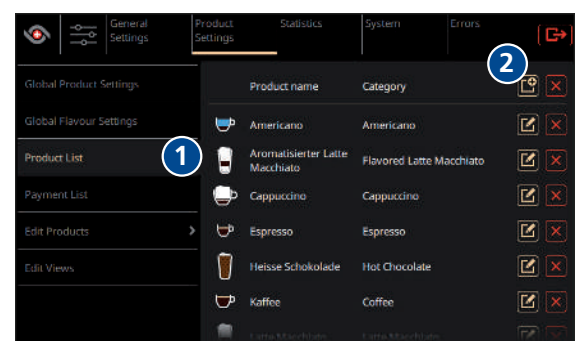
- ▶ Tap on the *Filter* (1) symbol.
- ▶ Select the desired filter (2).
 - ⇒ The products to which one or more of the filters apply are displayed.
- ▶ Select the desired product (3).



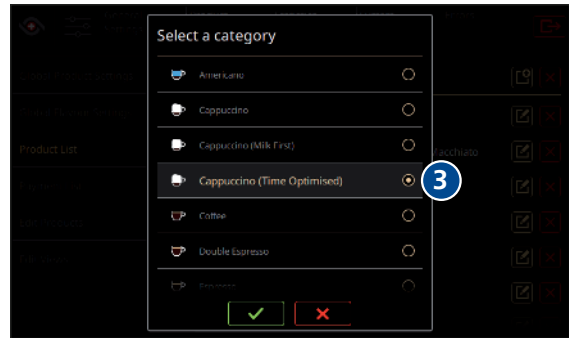
2.6 Creating Time-Optimised products

Coffee and milk are dispensed simultaneously for the Cappuccino (Time Optimised) and Milk Coffee (Time Optimised) products. This shortens the flow time of the product categories.

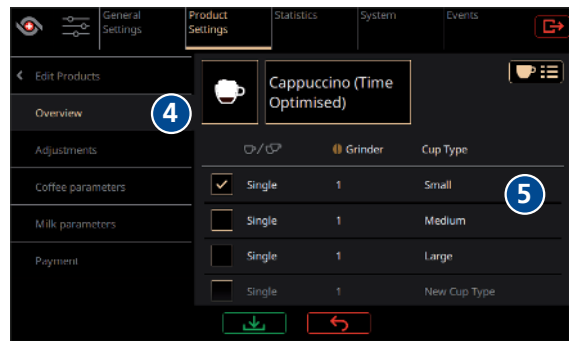
- ▶ Select *Product Settings* > *Product List* (1).
- ▶ Add a new product (2) to the list.



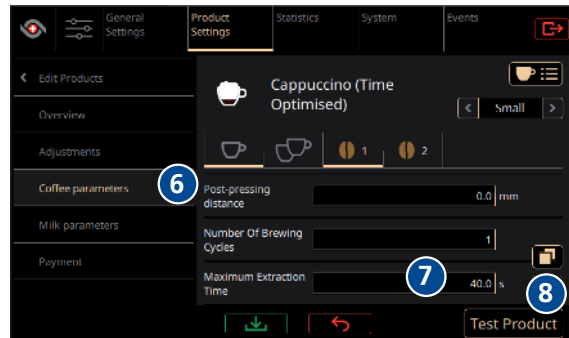
- ▶ Select pre-set time Time-Optimised-Product (3) and confirm selection.



- ▶ Select *Overview* (4).
- ▶ Enable product as required (5).

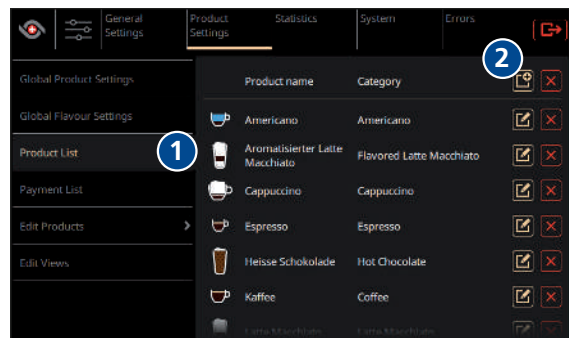


- ▶ Select (6) *coffee parameters*.
 - ▶ Set *Maximum Extraction Time* (7) parameter to maximum + (40s).
 - ▶ Serve multiple test products (8) and measure the flow time of the coffee.
 - ▶ Enter the highest measured value in the parameter *Maximum Extraction Time* (7).
 - ▶ Save changes.
- ⇒ The Time-Optimised-Product is set correctly.

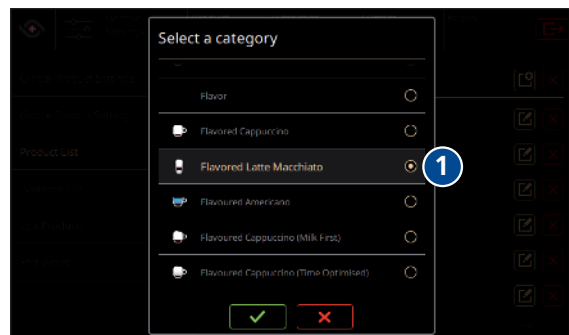


2.7 Creating Syrup Products (CTM-F/CTM-P-F)

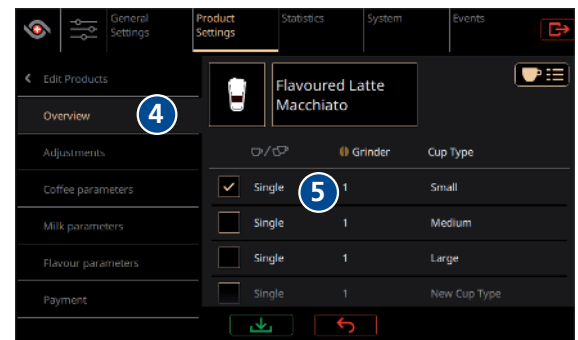
- ▶ Select *Product Settings* > *Product List* (1).
- ▶ Add new product (2).



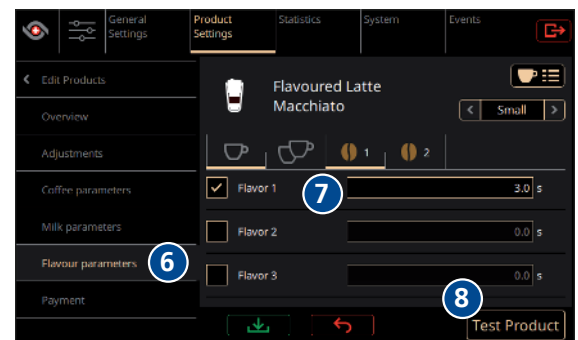
- ▶ Select flavoured product (3) from the list of preset products.



- ▶ Select *Overview* (4).
- ▶ Enable product as required (5).

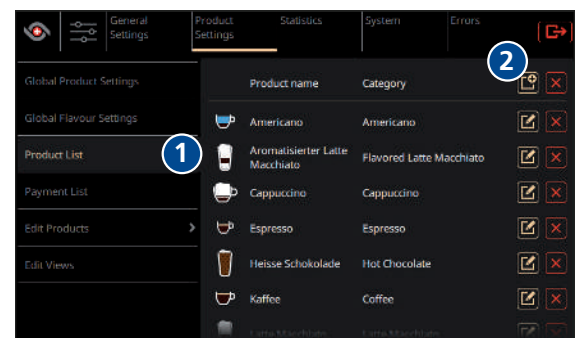


- ▶ Select *Flavour parameters* (6).
- ▶ Select flavour for the product and specify the flow time (7).
- ▶ Serve test product (8) in order to test the settings.
- ▶ Save settings.
⇒ Syrup product can now be served.

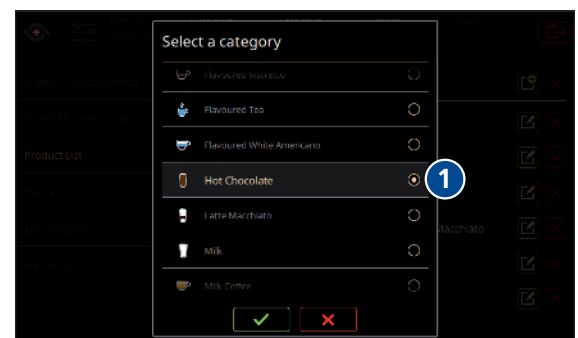


2.8 Creating Chocolate Products (CTM-P/CTM-P-F)

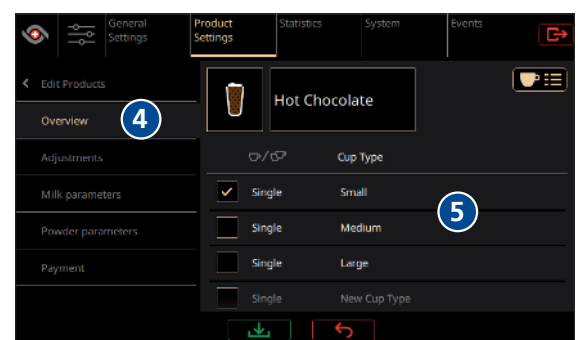
- ▶ Select *Product Settings > Product List* (1).
- ▶ Add new product (2).



- ▶ Select product with chocolate content (3) from the list of preset products.



- ▶ Select *Overview* (4).
- ▶ Enable product as required (5).



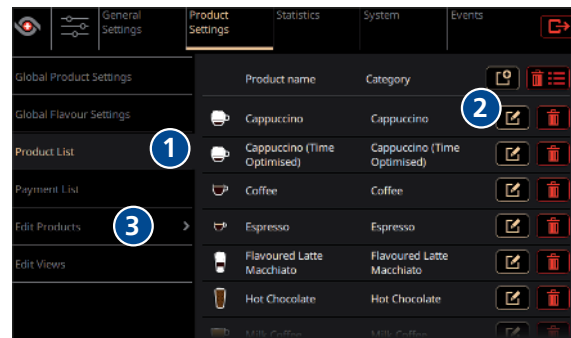
- ▶ Select *powder parameter* (6).
 - ▶ Specify the flow time (7) for the chocolate product.
 - ▶ Specify the powder intensity (8) for the product.
 - ▶ Serve *test product* (9) in order to test the settings.
 - ▶ Save settings.
- ⇒ The chocolate product can now be served.



2.9 Editing and configuring products

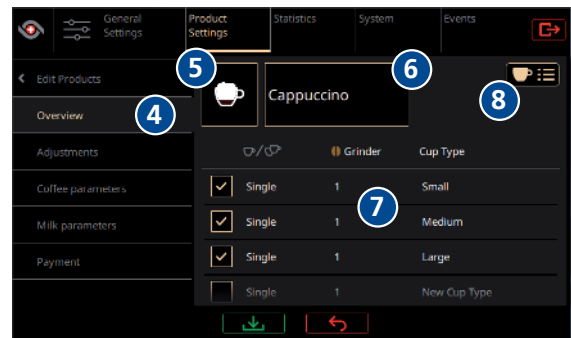
Products can be edited in two different ways:

- ▶ Select *Product list* (1) and tap on the Edit symbol (2) behind the corresponding product or
- ▶ Select *Edit products* (3).



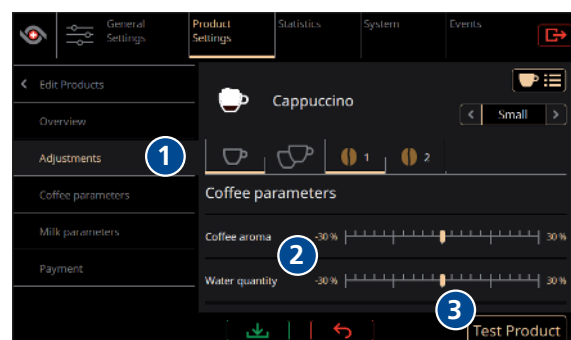
In the *overview* (4), the following changes can be made:

- ▶ Change product image (5)
- ▶ Change product name (6)
- ▶ Enable product options (7):
 - ⇒ If no product options are enabled, the product cannot be prepared. Different combinations between single/double products, grinders and cup sizes are possible.
- ▶ Tap on *Change product* (8) to edit another product.



Quick Adjustment of the Coffee Parameters

- ▶ Select modifications (1).
- ▶ Use the slider to increase or decrease (2) the coffee flavour as a percentage.
- ▶ Serve test product (3).



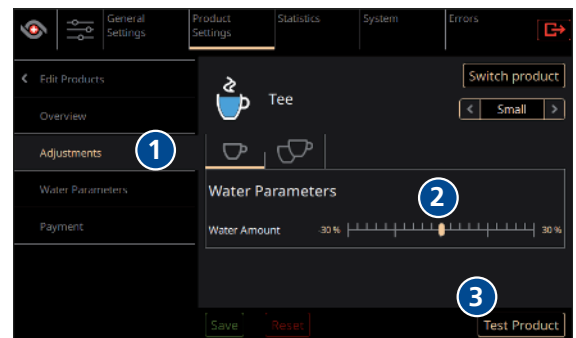
Quick Adjustment of the Milk Parameters

- ▶ Select modifications (1).
- ▶ Use the slider to increase or decrease the amount of milk and foam as a percentage (2).
- ▶ Serve test product (3).



Quick Adjustment of the Water Parameters

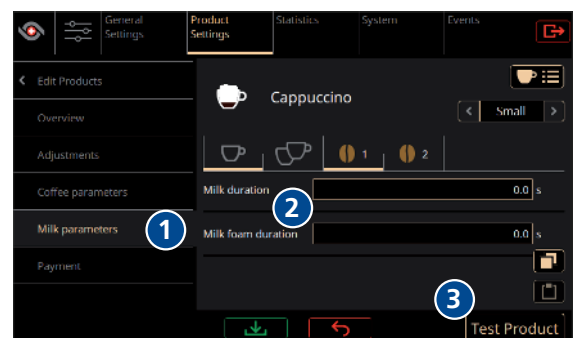
- ▶ Select modifications (1).
- ▶ Use the slider to increase or decrease (2) the amount of water as a percentage.
- ▶ Serve test product (3).



Performing extended general modifications

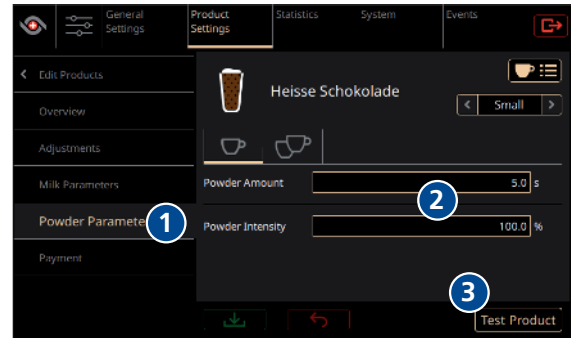
All product options can be customised by adjusting additional parameters.

- ▶ Select *coffee parameters* (1) and make the following settings:
 - Coffee amount (in grams)
- ▶ Tap on grinder symbol (3) to grind the powder quantity (for checking purposes).
- Water amount (in millilitres)
- Powder pressing (in percent)
- Pre brew amount (in millilitres)
- Rest time (in seconds)
- Post press distance (in millimetres)
- Number Of Brewing Cycles
- ▶ After each change, serve test product (4) in order to control the settings.
- ▶ Select *Milk parameters* (1) and make the following settings:
 - Milk outlet time (in seconds)
 - Milk foam outlet time (in seconds)



Adjusting powder parameters (CTM-P/CTM-P-F)

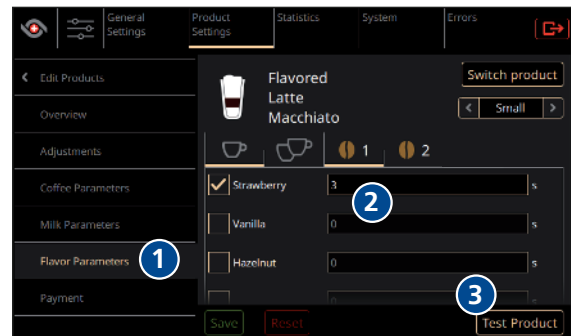
- ▶ Select *Powder parameters* (1) and make the following settings:
 - Powder quantity (in seconds) defines how long powder is mixed with water and conveyed.
 - Powder intensity (in percent) defines how quickly the motor turns for conveying the powder.
- ▶ Serve test product (3).



Adjusting flavour parameters (CTM-F/CTM-P-F)

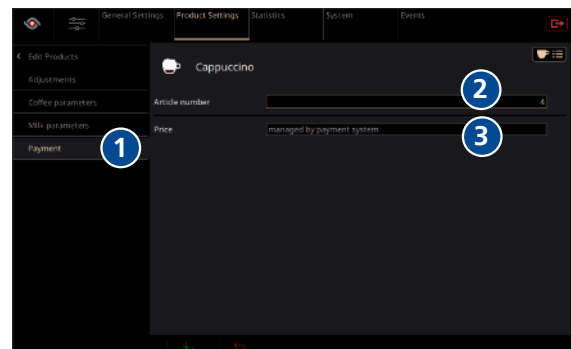
Select *Flavour parameters* (1) and make the following settings:

- Select flavour (2) – If several flavours are selected, these are dispensed simultaneously.
- Flow time (in seconds) (2)
- ▶ Serve test product (3).



Storing product prices

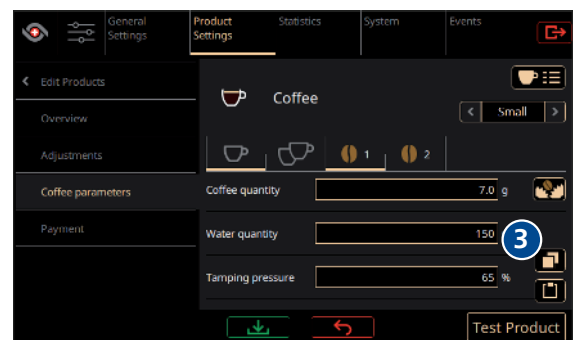
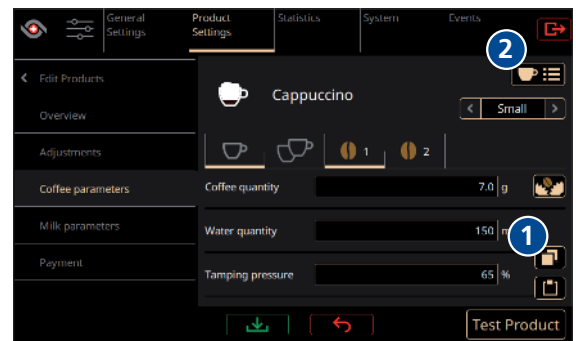
- ▶ Select *Payment* (1).
- ▶ Assign article number (2).
- ▶ Enter price (3) for the product.



2.10 Copying Product Parameters

It is possible to copy coffee parameters and milk parameters which are already set for another product.

- ▶ Navigate to the coffee parameters or milk parameters of the desired product.
- ▶ Select copy (1).
- ▶ Select *Change product* (2) and product, for which the coffee parameters or milk parameters are to be copied.
- ▶ Select *Paste* (3).
- ▶ Save settings.

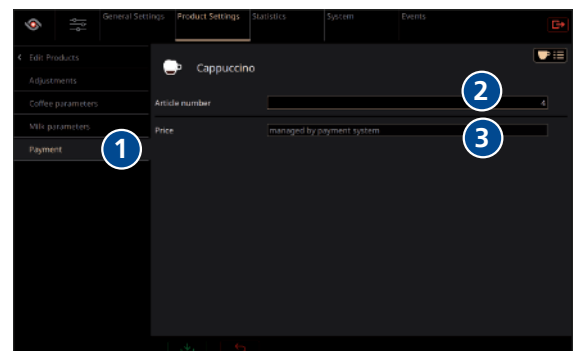


2.11 Storing product prices

A payment system must be connected and activated in order to use the product prices.

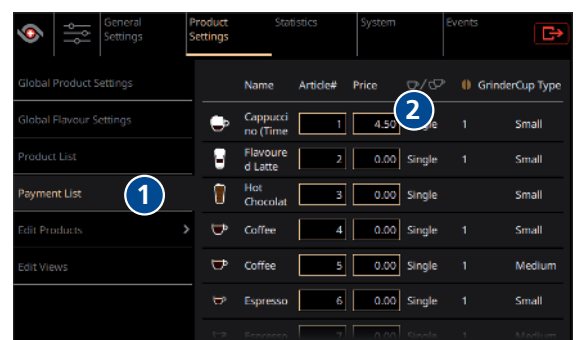
Directly at the Product

- ▶ Select *Payment* (1).
- ▶ Assign article number (2).
 - ⇒ If the article number is included in the payment list, it is applied for the product.
- ▶ Enter price (3) for the product.



In the payment list

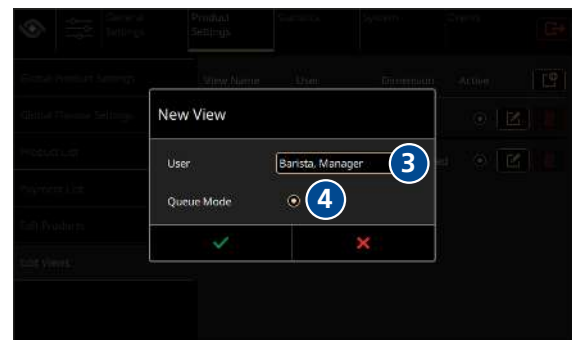
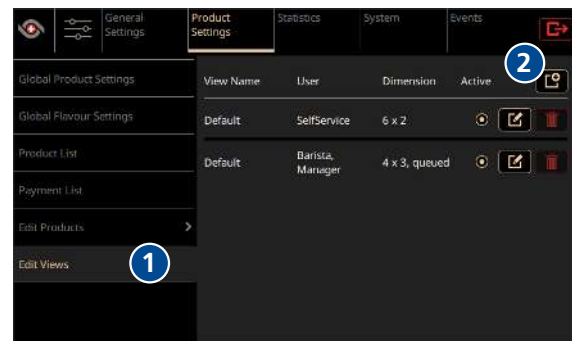
- ▶ Select *Product Settings > Payment List* (1).
- ▶ List with all available products together with article numbers and prices are displayed.
- ▶ Enter individual article numbers and prices (2) for the products.
 - ⇒ Use article numbers only once!



2.12 Creating and Editing Views

Create new product screen

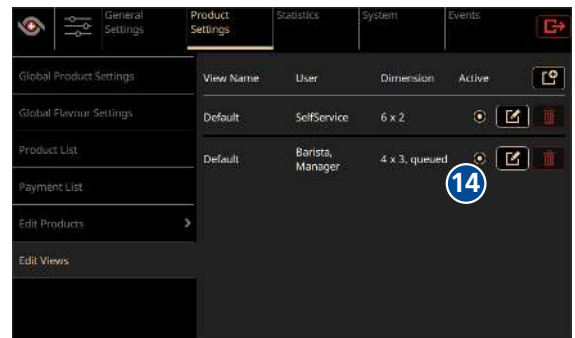
- ▶ Select *Product Settings* > *Edit Views* (1).
- ▶ Tap the symbol *add* (2) to add a new product screen.
- ▶ Select the desired user group (3).
- ▶ Activate or deactivate queue mode (4) (queue mode active: In the product screen the product queue is displayed).
- ▶ Confirm selection.
- ▶ Click the symbol *Edit* (5) to adapt the created product screen in the views editor.
- ▶ Click the symbol *delete* (6) to delete the product screen.
- ▶ Adapt the name (7) in the views editor.
- ▶ Select dimensions (8).



- ▶ Tap the symbol *Add* (9) to place a product at the desired location.
- ▶ Tap the symbol *delete* (10) to delete a product.
 - ⇒ Products can be moved through "drag&drop": Select product and drag to the desired position (11).
 - ⇒ Products can be found more quickly with the aid of the [\[filter function ▶ 15\]](#).
- ▶ Tap the symbol *add* (12) to add a new page.
- ▶ Tap the symbol *close* (13) to accept the changes and return to the *product settings*.

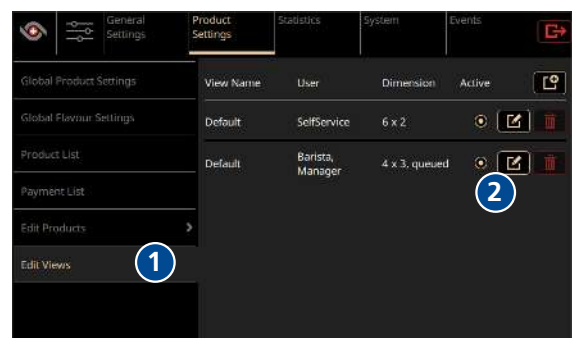


- ▶ Activate the new product screen (14).



Edit views

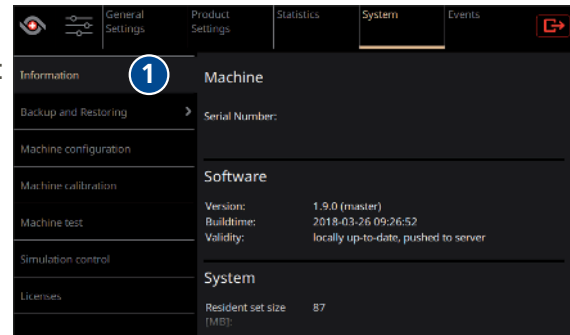
- ▶ *Select Product Settings > Edit Views* (1).
- ▶ Click the symbol *Edit* (2) to adapt the created product screen in the views editor.
- ▶ Carry out the desired changes as described above.



3 System Settings

3.1 Information

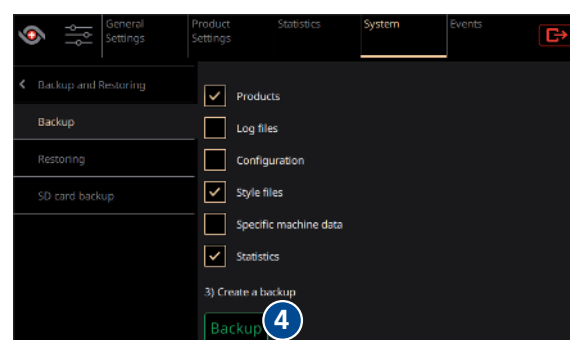
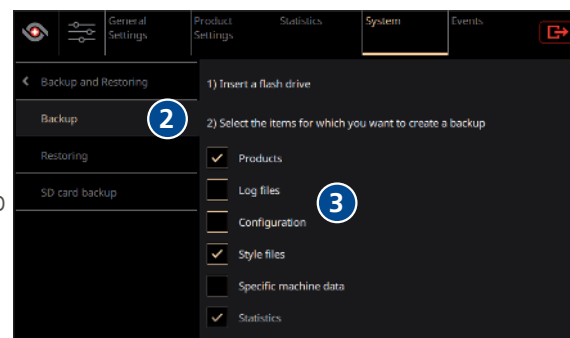
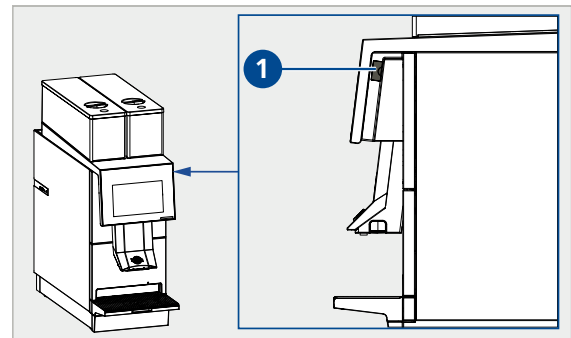
- ▶ Select *System > Information* (1).
- ⇒ The following machine information is displayed:
 - Serial number of the coffee machine
 - Software Version
 - System and hardware information



3.2 Data Backup and Recovery

3.2.1 Backup (USB)

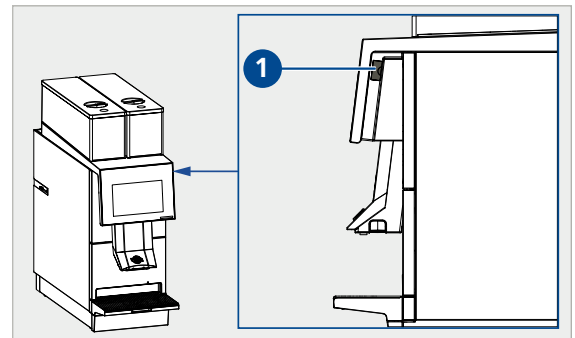
- ▶ Remove the USB cover (1).
- ▶ Insert an empty USB flash drive into the USB port.
 - ⇒ Attention: Old backups and data of other machines will be overwritten.
 - ⇒ USB flash drive requirements: see *Software-Update* in the chapter *Maintenance* of the the technical manual.
- ▶ Select *System > Data Backup and Recovery > Data Backup* (1).
- ▶ Select data (2) that should be backed up.
- ▶ Select *Data Backup* (3).
 - ⇒ Data backup is completed once the button is no longer highlighted in green.



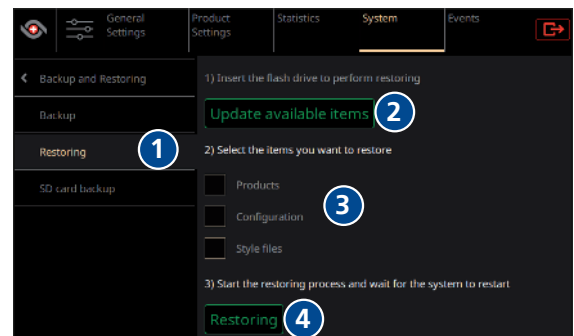
- ▶ Remove the USB flash drive and keep in a safe place.
- ▶ Close USB cover.

3.2.2 Restoring (USB)

- ▶ Remove the USB cover (1).
- ▶ Insert USB-flash drive with the backup data.



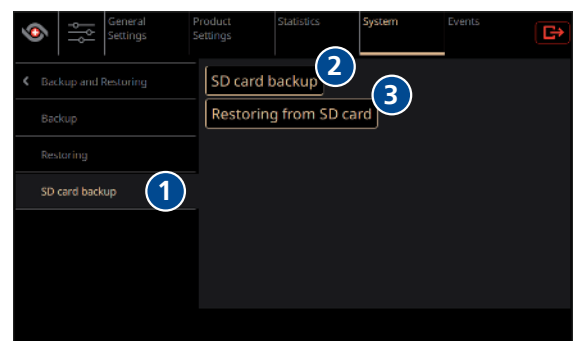
- ▶ Select *System > Data Backup and Recovery > Recovery* (1).
- ▶ Select *Update available articles* (2).
 - ⇒ Data carrier is checked while the button is highlighted in green.
- ▶ Select available elements (3) that are to be restored.
- ▶ Select *Recovery* (4).
 - ⇒ Recovery is completed once the button is no longer highlighted in green and an automatic restart of the application has been performed.
- ▶ remove the USB flash drive.
- ▶ Close USB cover.



3.2.3 SD-Card Backup

Data backups can be saved manually on the SD card of the coffee machine at any time and loaded from the SD card to the coffee machine.

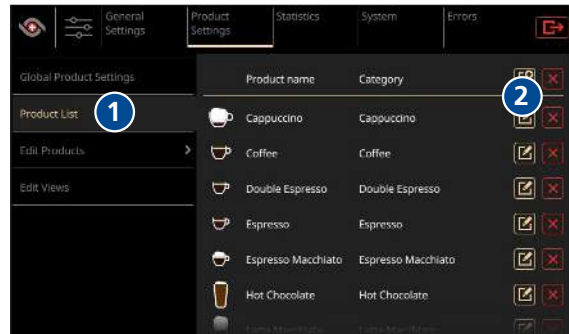
- ▶ Select *System > Data Backup and Recovery* (1).
- ▶ Select save data backup on SD card (2) to create a data backup.
- ▶ Select *Recover from SD card* (3) to transfer the data back to the coffee machine.



3.3 Machine Configuration

3.3.1 Boiler temperatures

- ▶ Select *System > Machine Configuration*.
- ▶ Scroll to *Boiler temperatures* (1):
 - ⇒ *Coffee boiler release temperature* (2): Temperature at which the coffee boiler is ready for operation.
 - ⇒ *Coffee boiler target temperature* (3): Optimum operating temperature.

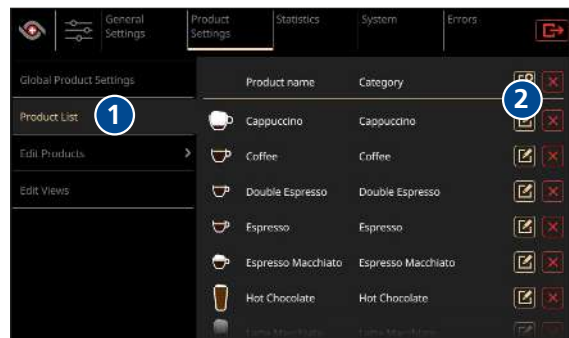


3.3.2 Cloud Connection

These parameters are not yet active.

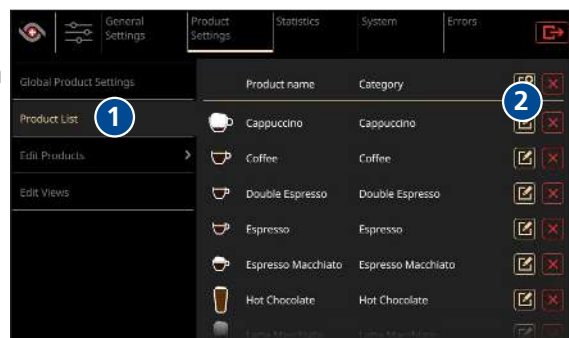
3.3.3 Grounds container filling quantity

- ▶ Scroll to *grounds container filling quantity* (1):
 - ⇒ *Error* (2) defines the quantity from which coffee grounds are displayed, indicating that the grounds drawer is full (products are disabled until the grounds drawer is emptied).
 - ⇒ *Warning* (3) defines the quantity from which coffee grounds are displayed, indicating that the grounds drawer is almost full (product can still be prepared).



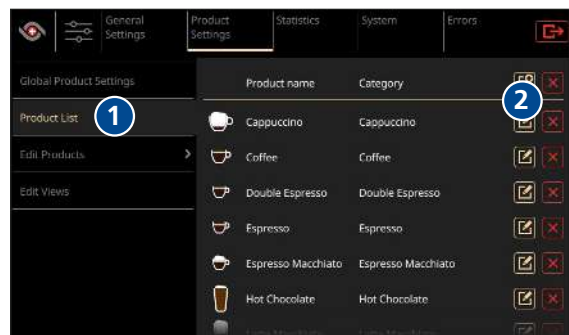
3.3.4 Latte Macchiato Waiting Time

- ▶ Scroll to *Latte Macchiato* (1).
- ▶ *Waiting Time* (2) defines the time in seconds, which should elapse between the dispensing of the milk and the dispensing of the Espresso during the production of a Latte Macchiato.



3.3.5 Operation Mode

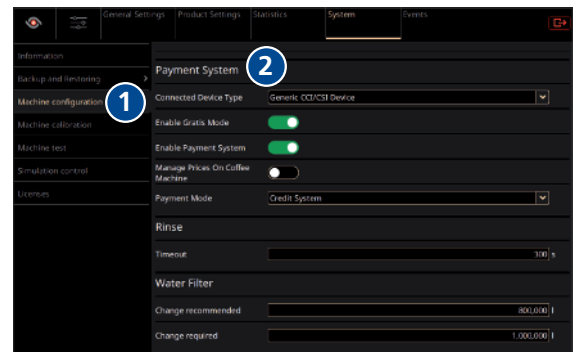
- ▶ Scroll to *Operation Mode* (1).
- ▶ Activate *Milk level low disables milk products* (2) in order to disable milk products as soon as the low milk level is detected and not only when there is no more milk in the container.
 - ⇒ As a result, the risk of an unwanted cancellation due to insufficient milk when serving the product is minimised.



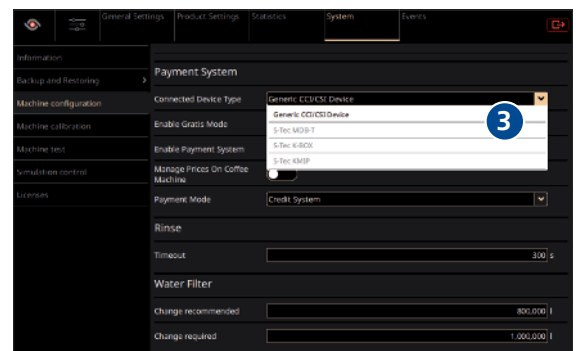
- ▶ Activate *Tank usage* (3) if a water tank is used for operating the coffee machine.

3.3.6 Payment System

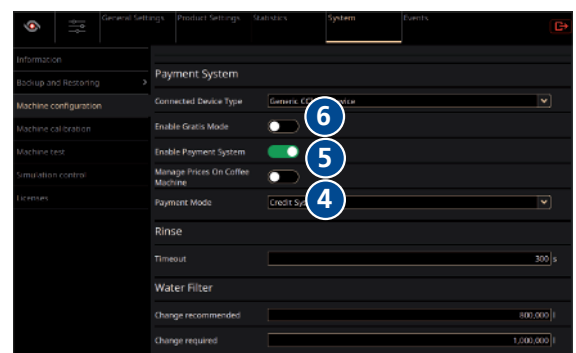
- ▶ Scroll to *Payment System* (1).



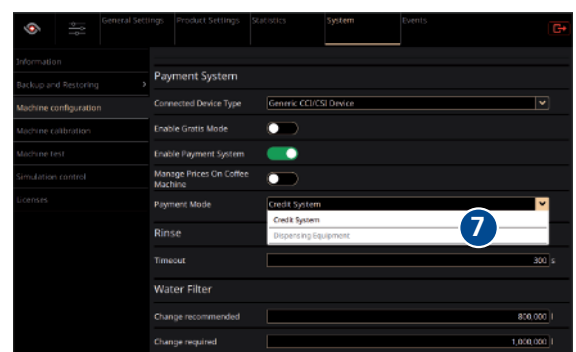
- ▶ Select connected device type (2).



- ▶ Enable payment system (3).
- ▶ Activate *Manage prices on the coffee machine* (4) if the product prices are not managed directly via the payment system.
- ▶ Switch on *Activate free mode* (5) to dispense products temporarily without charging them.

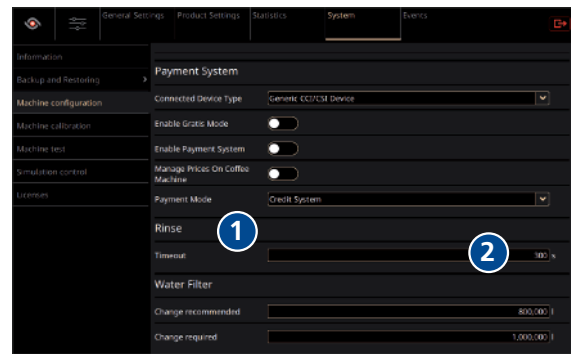


- ▶ Select desired payment mode (6):
 - Credit System
 - Dispensing Equipment



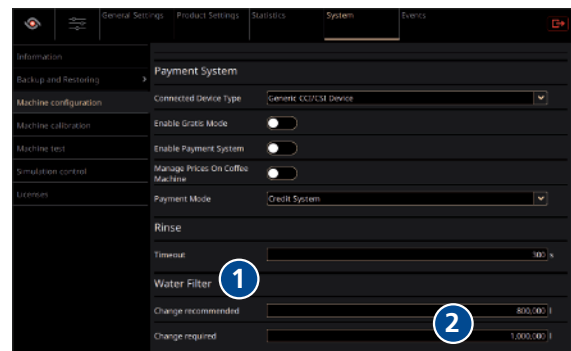
3.3.7 Rinsing

- Scroll to *Rinsing* (1).
- Specify time (in seconds) (2), which must elapse after serving a product until a short rinsing of the system is performed.



3.3.8 Water Filter

- Scroll to *Water Filter* (1).
- Set the number of litres that should run through the water filter until a warning message for changing the filter appears.
- Set the number of litres that should run through the water filter until the water filter must be changed.



3.4 Machine Calibration

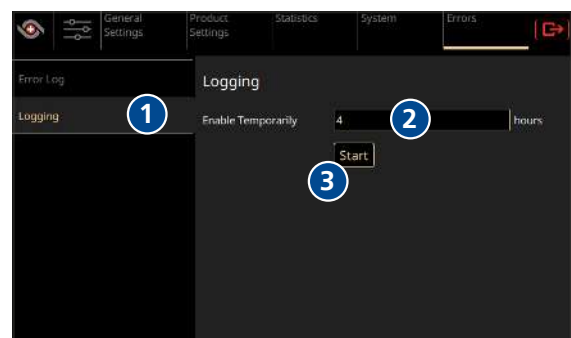
See *Calibrating the coffee machine* in the chapter *Installation* of the technical manual.

3.5 Machine Tests

See *Performing Machine Tests* in the chapter *Troubleshooting* of the technical manual.

3.6 Licenses

- Select *System > Licenses* (1).
⇒ All licenses are displayed (2).
- Press *Up* (3) to return to the top of the page.

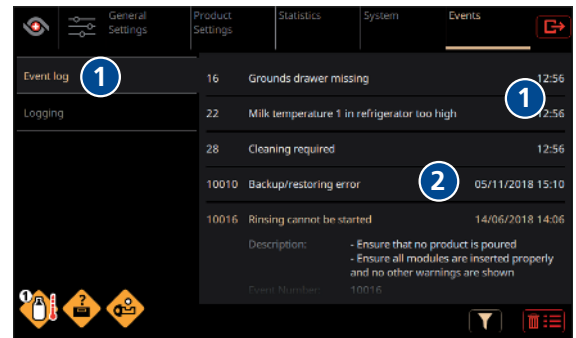


4 Events

The event log provides an overview of all the events which have occurred (past and present). If the solution in the chapter Warning and Error Messages is not sufficient, retrieve the corresponding event details in the event log to access other possible solutions.

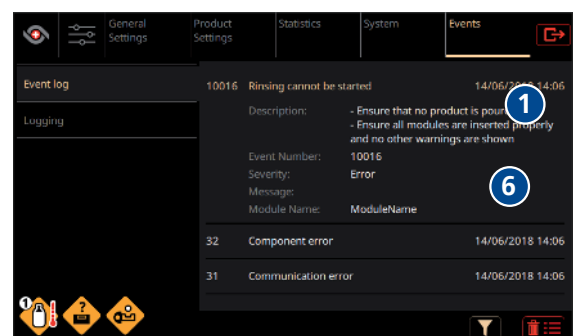
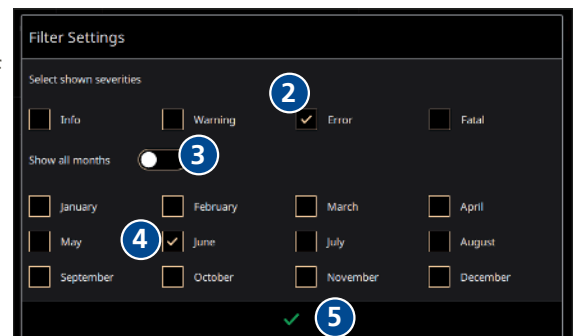
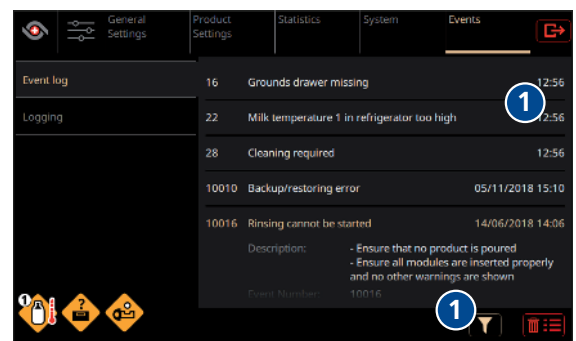
4.1 Event Log

- ▶ Select *Event* > *Event Log* (1).
- ⇒ All previous events and their details (2) will be displayed.



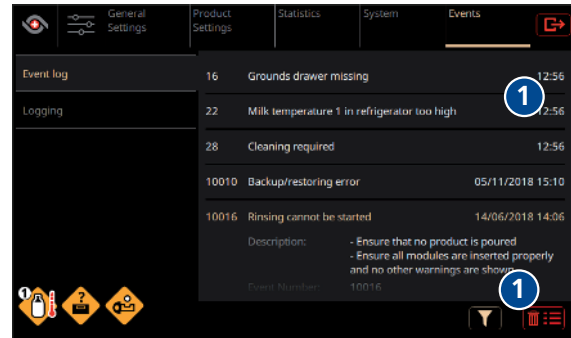
Filtering Events

- ▶ Select *Filtering* (1).
- ▶ Select the desired severity of the event (2).
- ▶ Select *Display all months* (3) to display the events of the whole year.
- ▶ Select one or several months (4) to limit the results.
- ▶ Use filter (5).
- ⇒ The results (6) are displayed.



Deleting Events

- Select *Delete* (1) to reset the event log.

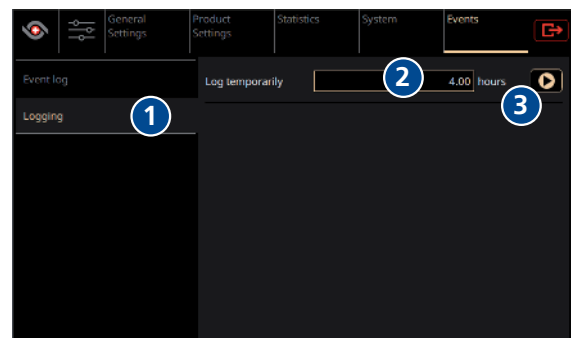


Attention: When deleting the event log, not only the filtered list but all entries will be deleted!

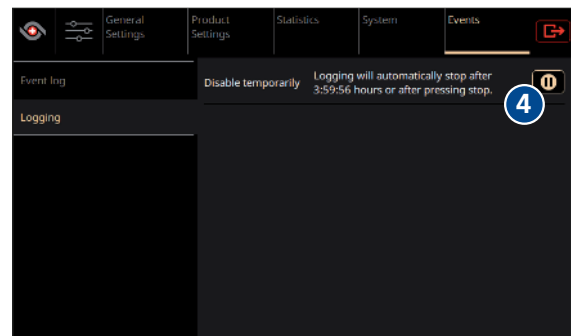
4.2 Recordings

The recordings menu allows you to record machine activities during a specific time period in order to evaluate these later.

- Select *Events > Recordings* (1).
- Enter the desired period (2), in which the machine activities should be logged.
- Start recording (3).



- Press *Stop* (4) to cancel the recording early.



- After the time has elapsed, the data can be saved via data backup (see [\[Data Backup and Recovery 24\]](#)).

5 Statistics

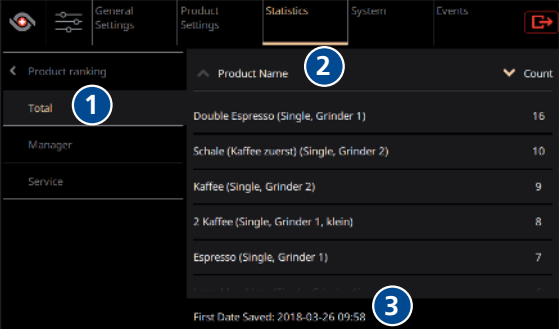
5.1 Product ranking list

The product ranking list is divided into three individual views:

- Total
- Manager
- Service

The product ranking lists of manager and service can be reset by the user service. The product ranking list total cannot be reset.

- ▶ Select *Statistics > Product Ranking List > Service* (1).
 - ⇒ All products since the last reset (3) will be displayed.
 - ⇒ The product ranking list can be sorted by product name or quantity (2).
- ▶ Select delete (4) to reset the statistics.

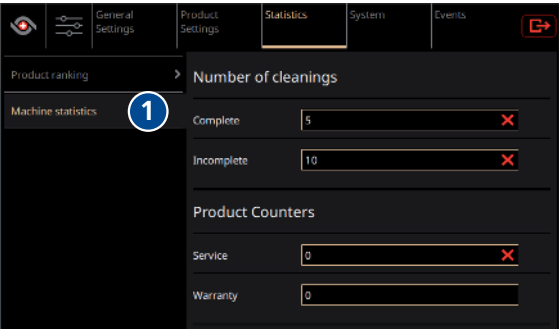


Product Name	Count
Double Espresso (Single, Grinder 1)	16
Schale (Kaffee zuerst) (Single, Grinder 2)	10
Kaffee (Single, Grinder 2)	9
2 Kaffee (Single, Grinder 1, klein)	8
Espresso (Single, Grinder 1)	7

First Date Saved: 2018-03-26 09:58

5.2 Machine counters

- ▶ Select *Statistics > Machine Counters* (1).
 - ⇒ The following counters will be displayed:
- Number of cleaning cycles:
 - Completed
 - Cancelled
- Product counter:
 - Service
 - Guarantee (cannot be reset)
- Water:
 - Water filter
 - Water total (cannot be reset)



Machine statistics	Number of cleanings
Complete	5
Incomplete	10

Product Counters	Value
Service	0
Warranty	0

6 Software Update

Note: Customer-specific settings and statistics must be saved by a complete backup before the software update (see chapter "7. Creating/ Loading Backup" in the Technical Manual).

After the update, the settings can be reloaded onto the coffee machine.



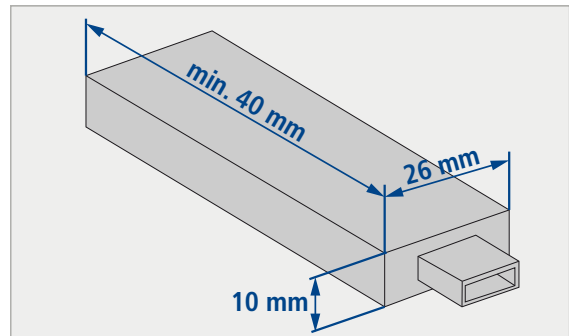
The statistics **cannot** longer be loaded onto the coffee machine and are only still available in the backup file (keep the backup file).

6.1 USB Flash Drive Requirements

USB Flash Drive Requirements

The backup and new software version can be saved on the same USB flash drive.

- ▶ Purchase branded goods.
 - ⇒ Dimensions: Max. 10 mm x 26 mm, length min. 40 mm.
 - ⇒ Memory space: Max. 32 GB.
- ▶ Format FAT32 (before use).

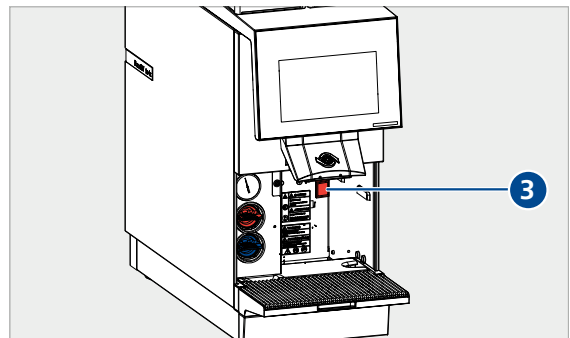


6.2 Downloading Software

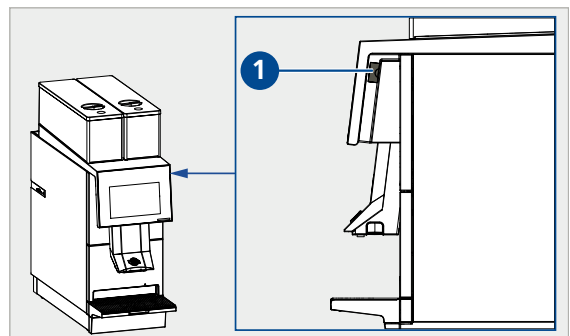
- ▶ Download the latest software version at www.online.thermoplan.ch.
- ▶ Unzip the .zip file locally and copy the folder 1:1 onto the USB flash drive (do not rename or move the folder and files).

6.3 Installing Software

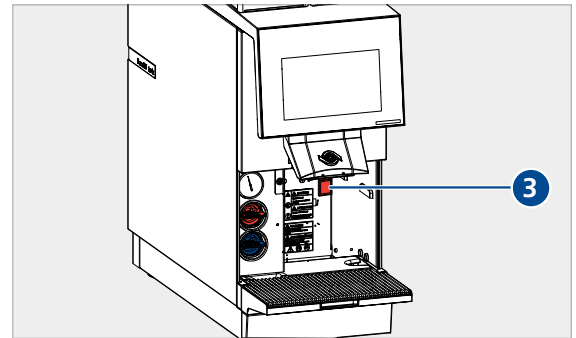
- ▶ Switch off the coffee machine using the main switch (1).



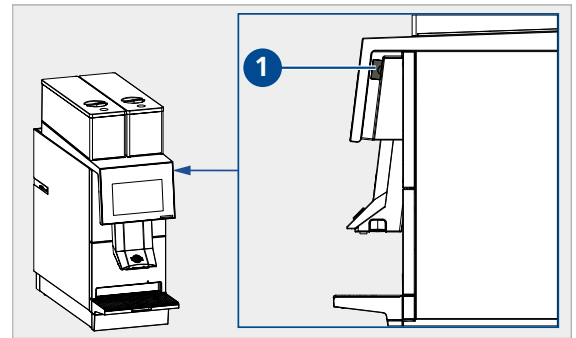
- ▶ Remove the USB cover (1).
- ▶ Insert the USB flash drive with the current system software in the USB port (if the flash drive is ultra-flat, make sure that it is inserted correctly).



- ▶ Switch on the coffee machine using the main switch (1).
- ⇒ The update is carried out automatically.
- ▶ Follow the instructions on the display.



- ▶ Remove USB flash drive as soon as the installation is completed and no more messages are displayed.
- ▶ Mount USB cover (1).



- ▶ Verify the correct software version (2) using the *User menu > System > Information* (1).
- ▶ Load the created backup onto the machine if necessary.
- ⇒ See *Data Backup and Recovery* in chapter *Programming* of the technical manual.





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