

Introduction

Purpose

This document serves as a checklist guide to perform successful installation of Applause™ Media System.

Intended Users

This manual is intended for Gilbarco®-certified Authorized Service Contractors (ASCs) who are trained on Encore® dispensers and Applause Media System.

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Related Documents

| Document Number | Title | GOLD Library |
|-----------------|---|---|
| FE-363 | Field Wiring Diagram for Encore 500 (M07555 Power Supply Only) | <ul style="list-style-type: none"> • Encore and Eclipse® • Encore and Eclipse Installer |
| MDE-4246 | Dispenser Network Connectivity Kit for Monochrome Encore 500, Encore S, and Eclipse Installation Instructions | <ul style="list-style-type: none"> • Applause Media System • Encore and Eclipse • SMART Connect™ |
| MDE-4574 | High-Speed Isolation Box Kit (PA03760000 and PA03770000) Installation | <ul style="list-style-type: none"> • Applause Media System • CRIND® and TRIND® • Smart Connect |
| MDE-4699 | Applause Media System Installation, Service, and Parts Manual | <ul style="list-style-type: none"> • Encore and Eclipse • SMART Connect |
| MDE-4703 | Enhanced Bezel Color Screen Upgrade Kit Installation Instructions for Encore S Series | Encore and Eclipse |
| MDE-4917 | FlexPay™ Connect Distribution Box Installation Manual | FlexPay Connect |

Abbreviations and Acronyms

| Term | Description |
|-------------|-----------------------------------|
| ASC | Authorized Service Contractor |
| BRCM | Back Room Communication Module |
| CAT | Card Activated Terminal |
| CCN | CRIND Control Node |
| CRIND | Card Reader IN Dispenser |
| DNS | Domain Name Server |
| DSL | Digital Subscriber Line |
| ISP | Internet Service Provider |
| LRE | Long Range Ethernet |
| POS | Point Of Sale |
| TAC | Technical Assistance Center |
| TRIND | Transmitter/Receiver IN Dispenser |
| WAN | Wide Area Network |

BEFORE YOU GO TO THE SITE

- Confirm Certification:** You must be Applause Media System-certified to perform Installation/Warranty services. The Applause Media System web training (GLATWUS10-100) must be completed before attempting to perform a site installation. **Technical Assistance Center (TAC) will not assist those who are not certified.**

- Take Inventory:** Do you have all the parts required to complete the installation, including not just the correct hardware, but also correct and compatible versions of CRIND software or firmware and site server software?

- Tools Required:** Confirm that you have the tools required to complete this installation. In addition to standard tools, **you must have a laptop, Crossover Cables, and standard CAT-5 Cables.**

- Download the Documentation:** Ensure that you have the latest versions of the MDE-4699 Applause Media System Installation, Service, and Parts Manual, FE-363 Field Wiring Diagram for Encore 500 (M07555 Power Supply Only), and MDE-4917 FlexPay Connect Distribution Box Installation Manual. Other helpful documents include MDE-4246 Dispenser Network Connectivity Kit for Monochrome Encore 500, Encore S, and Eclipse Installation Instructions, MDE-4574 High-Speed Isolation Box Kit (PA03760000 and PA03770000) Installation, and MDE-4703 Enhanced Bezel Color Screen Upgrade Kit Installation Instructions for Encore S Series.

- Obtain Required Internet Information:** To complete a successful installation of the Applause Media System, you must have access to the customer's onsite broadband internet connection. Confirm that the site has broadband in place before attempting installation.

If possible, obtain IP addresses ahead of time and try to have the name and contact information of a customer IT person who can answer questions on firewalls and other security that might be in place. (If customer does not know this information, follow directions listed in **"IF CUSTOMER CANNOT SUPPLY IP ADDRESS INFORMATION"** on [page 6](#)).

- Confirm Content:** If possible, verify in advance that your customer has programmed and scheduled at least one promotion to the dispensers through their Control Center so that you have content to test.

If customer contact is unknown, send an email to applause.request@gilbarco.com at least one full business day in advance of the installation. Gilbarco will confirm if the content for testing is available.

PRE-INSTALLATION CHECKLIST

- Verify Electrical Connections:** All Applause Media System equipment must be on an isolated grounded outlet and on the same electrical phase as the other Gilbarco equipment.
- Confirm Dispenser Compatibility:** Confirm that dispensers are Encore 500 Series. If the dispensers are more than a few years old, confirm that the CRIND Node is CCN 2 or later/CCN 3 if USB printers are used.
- Inspect the Wiring:** Confirm that the required number of twisted-pair or CAT-5E Cables are in place, and that the wire meets all current Gilbarco standards. Ensure that seal-offs are poured for the conduit wiring in the store and dispensers.

If a CAT-5E Cable is used, it must only be installed in non-AC conduit (spare or intercom) for runs of less than 280-feet.

INSTALLATION CHECKLIST

- Verify Phone-line Integrity:** Although rarely used, use of common phone line interface for internet communications is **allowed for monochrome screen dispensers only**. This line must not be shared with any other modem-enabled device. For example, ATM, Fax machines, and security systems. Installation of a Polnet® device is highly recommended and the installer must confirm that the unit is operational for incoming and outgoing calls.
- Pre-program Routers and Switches:** If connection is through a DSL or WAN connection, all affected routers and switches must be installed and programmed before attempting installation (support from customer IT resource might be required).
- Check Software Versions and Configurations:** Ensure that the CRIND, Pump, and Site Server programming and configuration are performed correctly and that the latest compatible software versions are used.
- Secure Cable Connections:** Check all cables to eliminate loose connections and confirm that the equipment is installed in such a way that power cords and other cables are not hanging freely.
- Confirm Dispenser Communications:** Ensure that all dispensers are communicating with the Point Of Sale (POS) system.
Note: Applause Media System is independent of the POS system.

COMMISSIONING AND NETWORK CONNECTION CHECKLIST

- Collect Serial and Model Numbers:** Ensure that you have the model and serial number for all major components of the Applause Media System equipment [this will include not just the Applause Media System - site server, but also the Cisco® Long Range Ethernet (LRE), or Back Room Communication Module (BRCM), where required]. This information is required for product registration with the Gilbarco Claims Department.
- Retrieve Pass Code from Gilbarco:** When programming the Site Server, you will be asked to call Gilbarco to obtain a Pass Code. Provide the cookie number provided in the setup programming to receive the Pass Code.
- Identify IP Addresses:** Ensure that IP addresses are known before commissioning (verify if they are different from the default addresses). Record these IP addresses for future use.
- Register Equipment/Get Connection Information:** Call the Claims Department of the Support Center at 1-888-800-7498 and request the Support Center specialist to register all components. At this time, you will be given the final information required to complete the task of hooking the on-site server to the Applause Media System network.

Required Connection information will include the following:

Control Center Host Name: _____
 Control Center Port Number: _____
 Retail Store Location ID: _____

If the site has monochrome only and uses a phone line for installation:

Dialup Username: alki001@earthlink.net
 Dialup Password: 30bf4dee
 Dialup Local Number: _____
 Dialup Local Number (2): _____
 Dialup Local Number (3): _____

EarthLink Phone Numbers are available at the following link:
<https://myaccount.earthlink.net/cam/accessnumber.jsp>

- Enter Connection Information:** To complete the Applause Media System installation, you must enter this information into the Applause Media System server, save the changes, and restart the server.

BEFORE YOU LEAVE THE SITE

- Confirm Content:** Manually inspect each dispenser to ensure that the system-generated content appears. You must initiate a transaction at each dispenser to confirm the content.
- Adjust Audio:** If the dispensers are equipped with color screens and audio, check the volume at each fueling position. Dispensers close to the street/highway or other source of noise may need to be adjusted to higher volume. Check the volume level with manager.

IMPORTANT NUMBERS AND CONTACT INFORMATION

GILBARCO HELP DESK: 1-800-800-7498

GILBARCO CLAIMS DEPARTMENT: 1-888-800-7498

Note: This number is for Applause Server Registration.

GILBARCO TAC DEPARTMENT: 1-800-743-7501

Note: Only Applause Media System-certified Technicians will be serviced through TAC.

FOR APPLAUSE MEDIA SYSTEM END USER TRAINING AND SET-UP:

E-mail: applause.service@gilbarco.com

applause.request@gilbarco.com

IF CUSTOMER CANNOT SUPPLY IP ADDRESS INFORMATION

If customers do not know their own IP addresses, proceed as follows:

- 1 Connect to the router connected to the Internet Service Provider (ISP) or cable modem with CAT-5 Cable.
- 2 Set your browser to OBTAIN IP automatically.
- 3 From START menu, select **RUN**.
- 4 Type **cmd**. Press **Enter**. A Command Prompt Window appears.
- 5 Type **ipconfig/all**. Press **Enter**.
- 6 Record the following information:
 - Default Gateway
 - DNS Servers (you only require the first two)

If these DNS servers do not work, the Applause Media System can also be configured to use either of the following public DNS server addresses:

- 4.2.2.1
- 4.2.2.2

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