LANCER®

TouchPoint

User Guide

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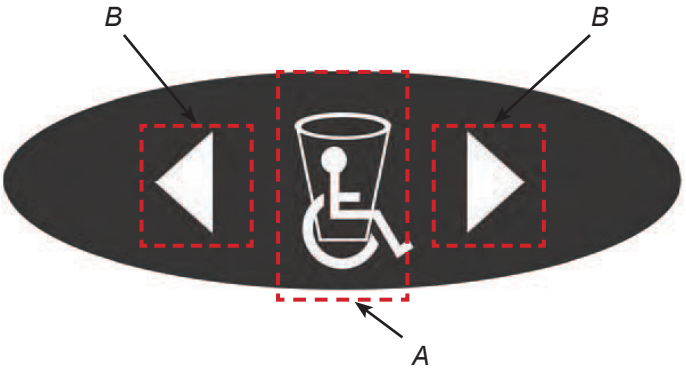
Introduction:

This User Guide is meant to guide the manager through Lancer's TouchPoint touch screen software. This guide will inform and educate the manager on all of the features and functions associated with the TouchPoint unit software. If a complete Operations Manual is required, please refer to the Lancer web site (lancercorp.com) or for your convenience, scan this QR code with a mobile device (app required) for immediate access. Contact Lancer Customer Service if any assistance is required.

ADA Keypad

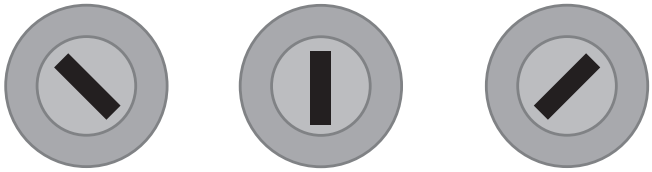
For users that cannot reach the touch screen, an ADA keypad is located on the splash plate. The user can cycle through the selections using the arrows and make their selection using the select button.



A. Select - Performs the highlighted task
B. Navigation Arrows - Scrolls left and right

Modes of Operation

The key switch gives access to: Disable Dispense Mode, Run Mode, and Service Mode.



"Valve OFF" Position Touch Screen Disabled

"Run" Position Normal Operation Mode

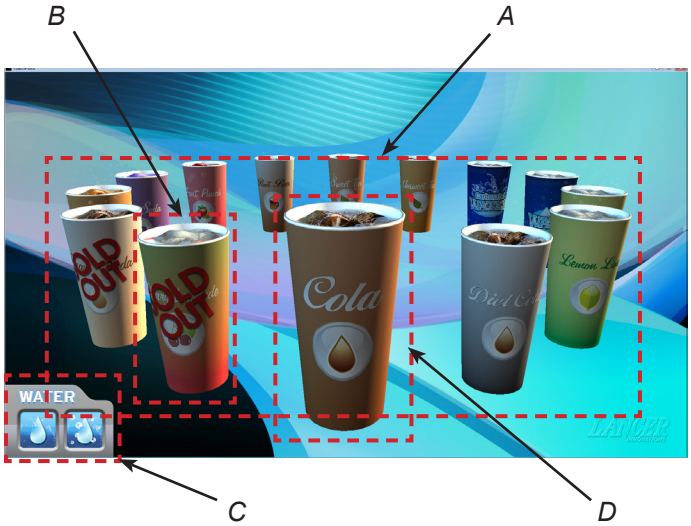
"Service" Position Service Mode Main Menu Screen

1. To operate insert the key provided into the key switch located on left side of the unit.
2. Turn the key switch to the position labeled above.

NOTE

DO NOT leave the key in the key switch while not in use.

Selection Screen



A. Cup Carrousel - Displays available beverages
B. Sold-Out Cup - Beverage tagged sold-out
C. Water Selection - Plain/Carb water dispense
D. Selected Cup - Beverage to be dispensed

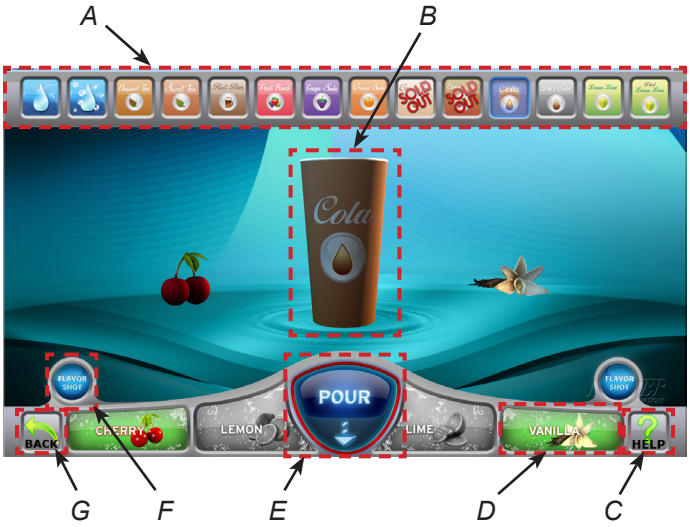
The selection screen give the consumer the option to:

1. Swipe right-to-left to rotate the cup carrousel clock-wise.
2. Swipe left-to-right to rotate the cup carrousel counter clockwise.
3. Touch any cup in the carrousel to make it selectable.
4. Touch the selected cup to dispense.
5. Touch water icons to dispense Plain or Carbonated water.

NOTE

Brands that have been tagged sold-out cannot be selected.

Pour Screen



A. Drink Selection Bar - Displays available beverages
B. Cup - Beverage to be dispensed, Dispense beverage
C. Help - Demonstrates how to navigate screen
D. Bonus Flavor - Allows blending (when enabled)
E. Pour - Dispenses the selected beverage
F. Flavor Shot - Allws dosing (when enabled)
G. Home - Returns to the selection screen

The pour screen gives the consumer the option to:

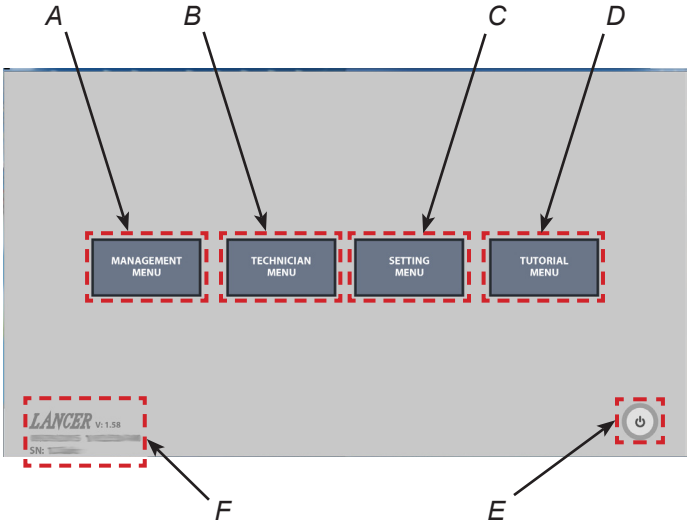
1. Blend: Select up to two bonus flavors to blend into their selected beverage.
2. Dose: Add a dose of a bonus flavor to their selected beverage.
3. Pour: Pour their selected beverage.

NOTE

Blending and dosing can be disable in the Management Menu.

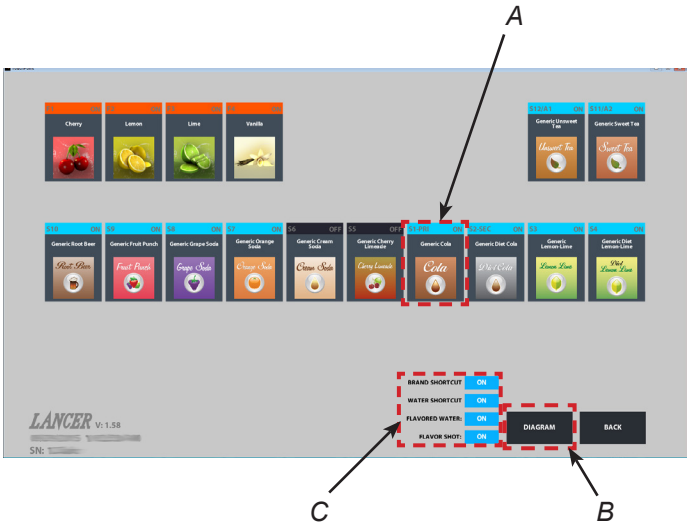
4. Select the question mark for a demo of how to interact with the unit.
5. Select the up arrow to return to the selection screen.

Service Mode Menu



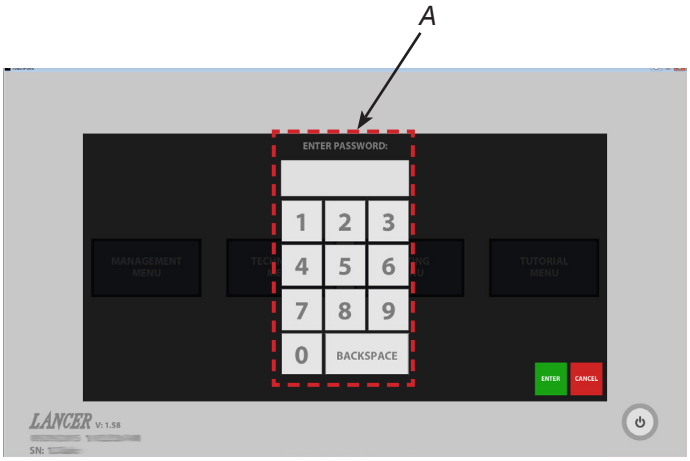
A. Management Menu - Basic functions
B. Technicians Menu - Service related functions (limited)
C. Setting Menu - Hardware and Software functions
D. Tutorial Menu - Service related ho-to videos (limited)
E. Power Options - Shutdown and restart
F. Unit Information - Software version, time, date, serial #

Management Menu



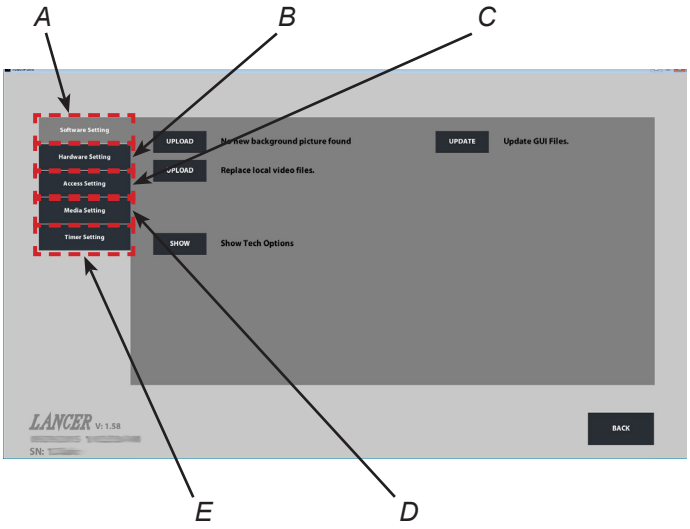
A. Sold Out - Manually disable a product from being dispensed
B. Diagram - Displays usage data
C. Enable/Disable - Dosing, flavor shot in water, water shortcut, and brand shortcut

Technician Menu



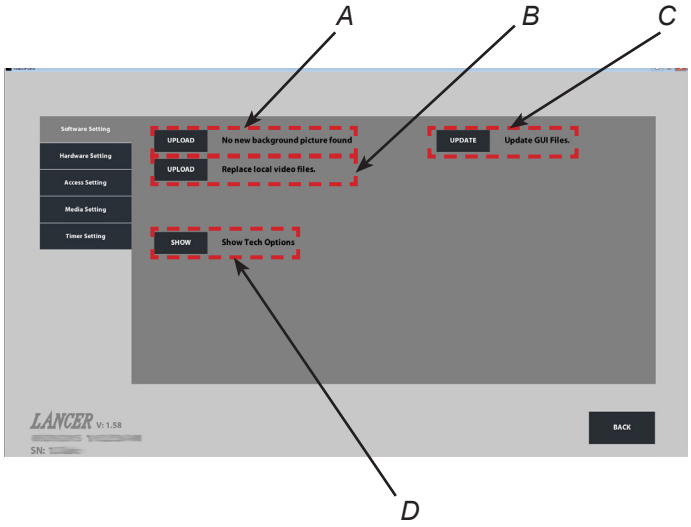
A. Passcode Keypad

Settings Menu



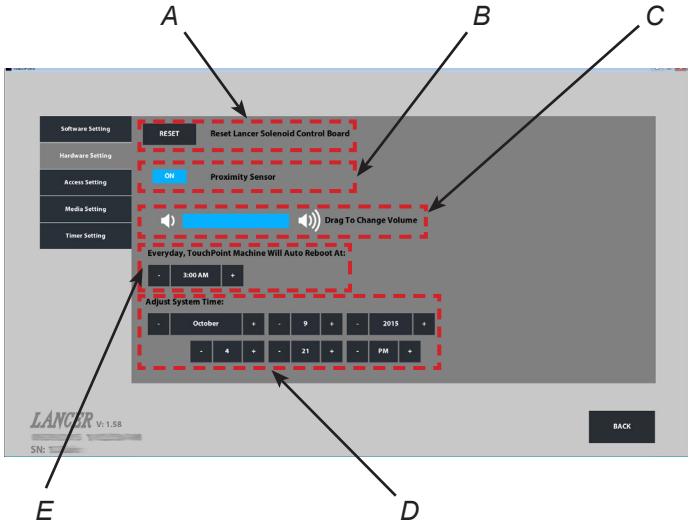
A. Software Settings
B. Hardware Settings
C. Access Settings (limited)
D. Media Settings
E. Video Settings

Software Settings



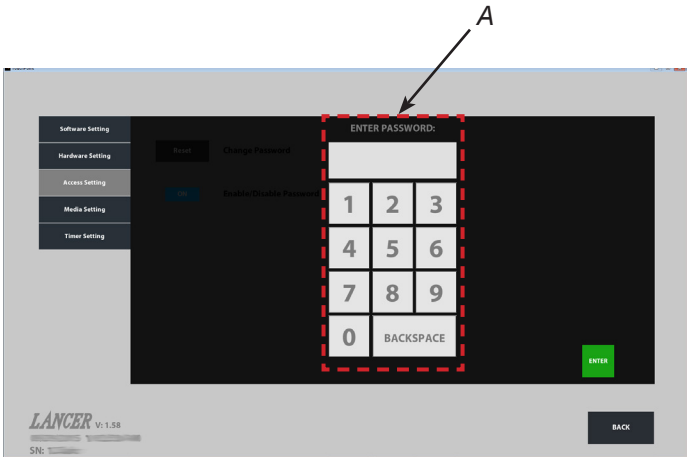
A. Replace background picture
B. Replace local video files
C. Update GUI files
D. Show Tech options (limited)

Hardware Settings



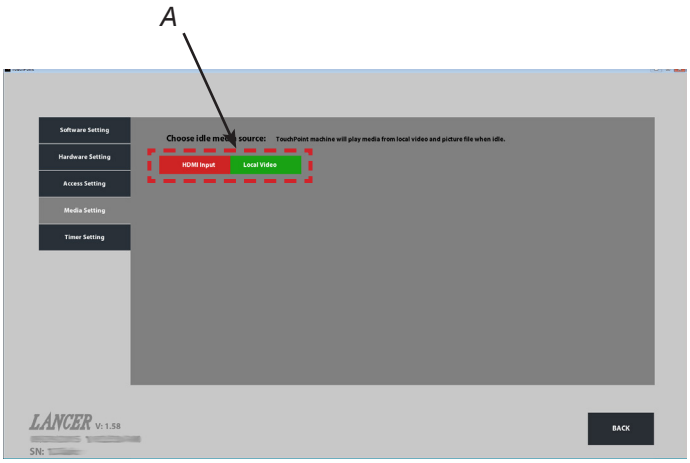
A. Valve Board Reset
B. Proximity Sensor - Enable/Disable proximity sensor
C. Volume - toggle volume
D. Date/Time
E. Auto-Reboot (Default: 3:00 AM)

Access Settings



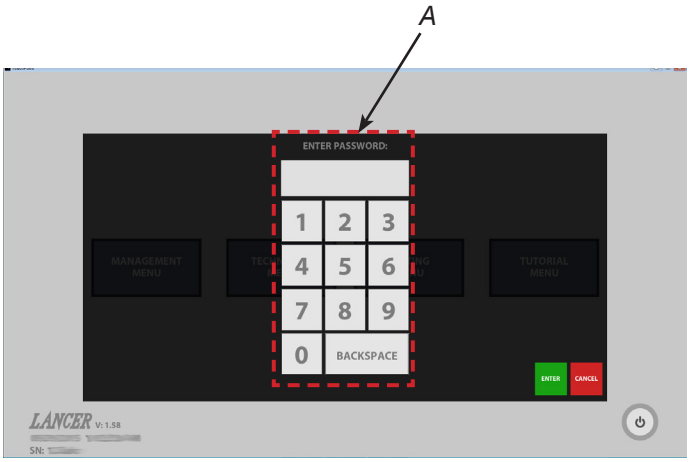
A. Passcode Keypad

Media Settings



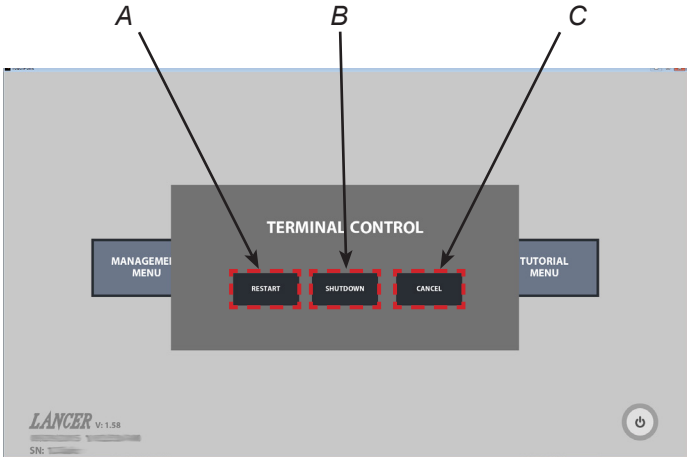
A. Video Input (Default: Local Video)

Tutorial Menu



A. Passcode Keypad

Power Options



A. Restart
B. Shutdown
C. Cancel

Auto Reboot Feature

TouchPoint is capable of running overnight. The auto reboot feature will ensure proper functionality. The default setting is 3:00 am and will only require less than a minute to complete. To change the time:

1. Access the Settings Menu.
2. Select the Hardware Settings Tab.
3. Select “+” or “-” to change the time at which rebooting will take place.
4. Switch to service mode.

Shutting Down

To properly shutdown:

1. Switch to Service Mode.
2. Select the power icon in the lower right hand corner.
3. Select Shutdown.
4. Unplug the unit.

To power up, either unplug and plug in the power cord or remove the merchandiser and press the red power button located behind the touch screen on the left side of the control box.

Sold-Out Feature

When no product is available that beverage can be manually switched to sold-out to prevent the consumer from dispensing. To switch a product to sold-out:

1. Access the Management Menu.
2. Select the beverage that is sold-out to change the state to Off.
3. The cup on the selection screen will now be labeled “Sold-Out” and cannot be selected.
4. Select Save.

NOTE

If no bonus flavors are to be used, set them to sold-out to hide the bonus flavor buttons in the pour screen.

Flavor Blending Feature

This allows the consumer to blend up to two bonus flavors with a selected brand (ex. Cola with vanilla, Lemon-Lime with cherry and vanilla). The factory default is set to enable flavor blending. To disable flavor blending:

1. Access the Management Menu
2. Set the bonus flavors to sold-out to change the state to Off.
3. The bonus flavors will be hidden in the pour screen.
4. Select Save.

Flavored Water Feature

This allows the consumer to blend up to two bonus flavors with plain or carbonated water (ex. Plain water with lemon, carbonated water with cherry). The factory default is set to enable flavored water. To disable flavored water:

1. Access the Management Menu
2. Select Flavored Water to change the state to Off.
3. The bonus flavors will be hidden in the pour screen for plain and carbonated water only.
4. Select Save.

Flavor Shot Feature

This allows the consumer to add an additional dose of bonus flavoring to any beverage (ex. Cherry, vanilla, lemon, etc.) without dispensing more beverage syrup or water (bonus syrup only). The dispense time is limited to 2.5 second but can be repeated. The factory default is set to enable flavor shots. To disable flavor shot:

1. Access the Management Menu
2. Select Flavored Shot to change the state to Off.
3. The flavor shot button will be hidden in the pour screen for all beverages.
4. Select Save.

Usage Diagram Feature

Displays the estimated volume (fluid ounces) dispensed. A new unit will not display any usage data until at least ten dispenses have occurred. To display the usage diagrams:

1. Access the Management Menu.
2. Select Diagram.
3. Select one of the options below:
    - *24 Hour Traffic:* Finished drink dispensed per hour over a seven day period.
    - *Daily Traffic:* Finished drink dispensed per day over a seven day period.
    - *Syrup Ranking:* Syrup, plain water, and carbonated water dispensed over a 30 day period.
    - *Combo Ranking:* Five most dispensed flavor shot combinations dispensed over a 30 day period.

Customization

To access these features the supplied USB drive must be used.

1. Remove Merchandiser.
2. Insert the USB drive into an unused USB port located on the left side of the control box behind the touch screen.

Background

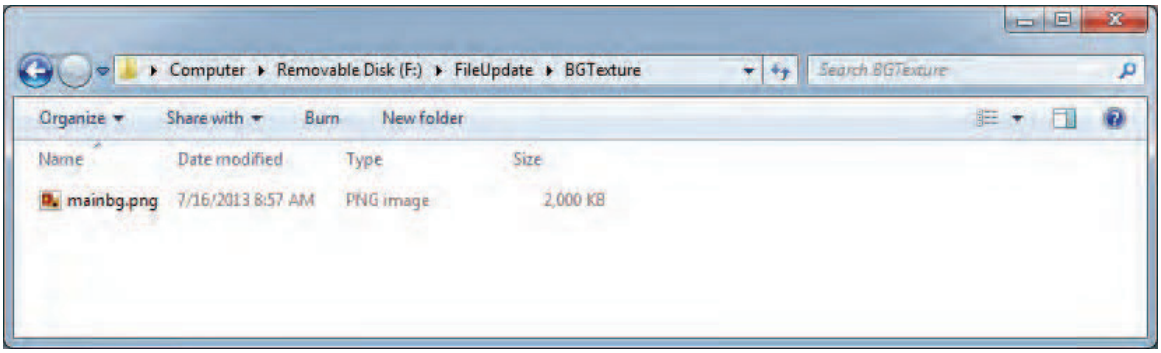
Ensure the background image is formatted accordingly:

- *File name:* mainbg
- *File format:* PNG image
- *Image size:* 1920 x 2540 px
- *Resolution:* 72 ppi
- Other sizes/resolutions will be scaled to fit and may be distorted.

Upload the image onto the USB drive folder FileUpdate--BGTexture.

To change the background image:

1. Access the Setting Menu.
2. Select Software Setting.
3. Select Upload/Replace Background Picture.
4. Allow a few seconds for the task to be complete.
5. Switch to user mode.



Videos

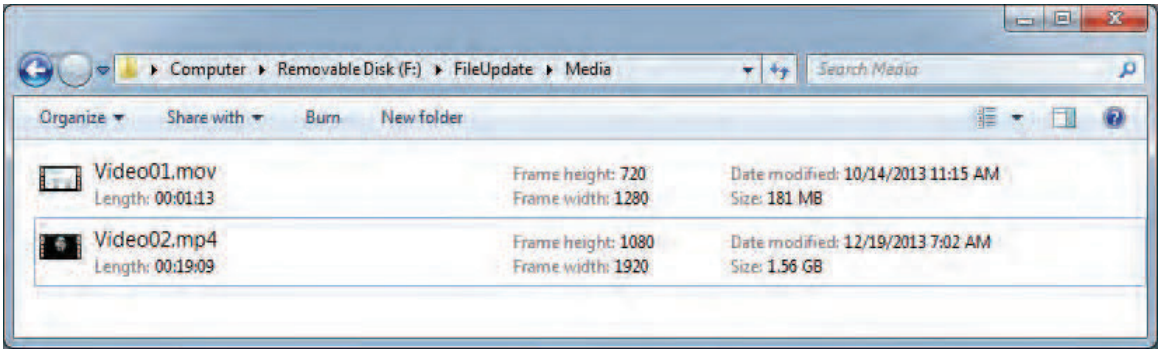
Ensure the videos are formatted accordingly:

- *Optimal resolution:* 720p or 1080p
- *Frame rate:* 30 FPS
- *Video codec:* MPEG-4 or H.264
- *Audio codec:* AAC
- *File format:* .MP4 or .MOV

Upload the videos onto the USB drive folder FileUpdate--Media.

To upload new videos:

1. Access the Setting Menu.
2. Select Software Setting.
3. Select Upload/Replace Local Video Files.
4. Allow a few seconds for the task to be complete.
5. Switch to user mode.



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