# CRANE MERCHANDISING SYSTEMS

# SERVICE INFORMATION
## M163.0

**MODELS AFFECTED**: All Crane Voce Coffee Machines.
**MODEL NUMBERS:** VOCE 603,605,607
**Revised:** 1/3/2019

**RE:** Set-Up a Hot Drink

To "Set-Up" a hot drink, it may be necessary to adjust the drink settings to the customer's desired flavor level, cup fill level, or other motor/valve run times, to be either stronger or more mild, as needed.

For dry product, the use of a gram scale is preferred to set the amount of product delivered into a drink because the recommended gram throw can vary by manufacturer.
From within the service mode, pressing the 15 button on the service keypad can run the motor for a gram throw test.

For wet settings, the Voce machine should be set up with all the valves at the same flow rate because more than one valve may be used to create a drink, and consistency is needed from drink to drink.

Recommended – 2.7 fluid ounces per second flow rate on the valves. (20 MM per second) test runs for 4 seconds, = 80 MM or 10.80 ounces.

With the flow rates for all the valves the same, the run time can be adjusted to give the desired fill level.

SET-UP A HOT DRINK

1. Open the door of the machine and after about a 5 second delay, a screen will be displayed asking for the entry of a PIN code. The default code for a service technician is four one's.

    A. The buttons on each side of the screen are assigned as numeric buttons to be used for the entry of the PIN code.
    B. The buttons below the screen are assigned as an OK button used to accept the entered code, and a reset button to start over if a mistake is made.

2. Press the button labeled 1 four times to enter the default code. A pound sign will be displayed for each digit entered.
3. Press the button labeled OK to accept the entered code once it has been correctly entered. A screen will come up displaying the main service menu.
4. Press the *PRODUCT CONFIGURATION* button and a list of the related service functions will be displayed.
5. Press the button labeled *SELECTION TIMERS* and a list of the available drinks will be displayed.  The list may be larger than can be shown on one screen, use the *NEXT SCREEN* and *PREVIOUS SCREEN* buttons to locate and display the desired drink.
6. Press the labeled button for the desired drink and a list of folders containing the necessary settings to construct the drink will be displayed.
7. Press the labeled button for the folder containing the setting(s) and a list of the settings will be displayed.
8. Press the labeled button for the setting that is to be changed and a screen will come up which will allow for the entry of a new setting. The current setting will be displayed.
9. Press the numerically labeled function buttons on each side of the screen to enter the desired new setting. The new setting will be displayed on the screen.

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10. Press the labeled function buttons below the screen to continue with the action. There are two choices;

    A. Save – Saves the new setting and completes the action.
    B. Reset – Resets the entered price setting to $0.00 to correct a mistake in entry.

11. Press the save button to complete the action and return to the list of settings. The new setting will be displayed at the bottom of the icon on the screen.
12. Press another setting button to continue changing settings or press the *UP ONE LEVEL* button as needed to back out of the function.

RELATED DATA

At this time, there are no default settings loaded into the machine.

To reset the machine back to original settings, re-load the US configuration for the correct cup size back into the machine using a properly set up memory stick.

It could be wise to save or clone a copy of the configuration to a stick after it has been "dialed in". This would save the settings for future use, after a board replacement, or to set up another machine with the same settings.

Drinks with more than one strength setting need to have each level set up, they are not inter-related, mild, medium, and strong must be entered individually.

Post Dispense delay is used to set the length of time the "drink being made" message is displayed.

Pump Delay is the steep time setting, a longer setting can be used to extract more flavor from the same amount of product instead of adding more product.
(There are limits to this, the drink can become bitter if stretched too far.)

Jug Vend is the number of cup vends that need to be made to fill a jug. (This would be a pot of coffee.)

If the Jug Vends function is being used, Surevend functions should be turned off or the beam blocked before the process is started, the beam may not be blocked by the glass jug.