



inDEX Online

Software

Users

Manual

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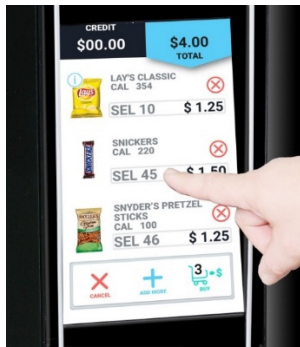
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About inDEX

The *inDEX* product planogramming web application is the back end system for providing content to the iCart Touch Screen hardware system equipped on vending machines.

Features

- Provides product information to your customers so they can make informed purchasing decisions
- Draws attention and promotes sales with advertising and consumer targeted information
- Simple interface allows quick creation of planograms for multiple machines with product nutritional information and pricing
- Web-based application securely served on Amazon cloud
- Browser friendly (Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari)
- Local and global product database flexibility for national brands as well as regional favorites
- Supports iCart browse feature for standalone product lookup by category
- Promotional screens for up to 3 rotating image or video clips
- Combo sales feature allows promotion of up to five different combinations
- Allows for preset of common machine settings
- Optimized for FLEX controlled 10.1" and 7" iCart touch screens with support for legacy 7" iCart touch screen



10.1" FLEX Controlled Display



7" FLEX Controlled Display



Legacy 7" GVC Controlled Display

Please Note

The inDEX planogramming web ware creates planograms to download to machine touch screens and identifies **individual** planograms by Touch Screen serial number.

If your machines are equipped with the **FLEX** controller you may use a universal code for installing planograms explained in the *Machine Setup* section of this manual. However if you intend to load machine specific planograms you will need to obtain the Touch Screen serial number. *(See the Machine Setup Section of this manual for instructions on locating the Touch Screen serial number for you FLEX controlled machines.)*

If your machine has a Legacy **GVC** controller you will need to obtain the Touch Screen serial number. *(See the Machine Setup Section of this manual for instructions on locating the Touch Screen serial number for you GVC controlled machines.)*

Helpful Tip

inDEX creates machine planograms based on the products you will be selling. It is helpful before utilizing this tool to identify the machine(s) for which you will be creating the planograms for and record the selection numbers inside the machine. inDEX contains a database of existing products but may not hold some products. It is recommended you be prepared with the products names, UPC (Universal Product Codes) AKA Bar Codes, and the product calorie information for each product if you wish to display this information with the product.

- When using inDEX for the first time you will receive a Welcome to inDEX email. *(See figure 1)* Using the “click here” link in this email you will be taken to the password reset screen. *(See figure 2)* Here you will setup your password to go with your account login.
- After you have reset your password you will be asked to now Proceed to login. Once clicked you will be taken to the inDEX login screen (<https://index.wittern.com/>). Your account login (Username) is the email address that the welcome email was sent to, and your password you just set. *(See figure 3)*
- Once you have successfully logged in you will have to first accept the End User License Agreement. After acceptance of the EULA (End User License Agreement) you will be taken to the default machine screen. *(See figure 4)* From here you will begin to create machines which will be done in the next section.



Your Name, Welcome to inDEX!

inDEX empowers you to manage your vending machine infrastructure anywhere and any time via our unified web interface.

To complete your registration, please [click here](#) and set up your account password.

Once you have completed your registration, you will be able to log in and begin using inDEX.

-inDEX Development Team
--Powered by Wittern



Figure 1

The screenshot shows the inDEX web interface for password reset. At the top, the inDEX logo is displayed. Below it, the heading "Reset your password" is centered. There are three input fields: the first contains the email address "youmamexz@gmail.com" with an envelope icon on the right; the second is labeled "Password" with a lock icon; the third is labeled "ConfirmPassword" with a lock icon. A blue "Reset" button is positioned below the input fields.

Figure 2

The screenshot shows the inDEX web interface for login. At the top, the inDEX logo is displayed. Below it, the heading "LOG IN" is centered. There are two input fields: the first contains the email address "youmamexz@gmail.com" with an envelope icon on the right; the second contains masked characters "*****" with a lock icon. Below the input fields, there is a "Remember Me" checkbox which is checked, and a blue "Sign In" button. A link "Forgot Your Password?" is located at the bottom left of the form area.

Figure 3

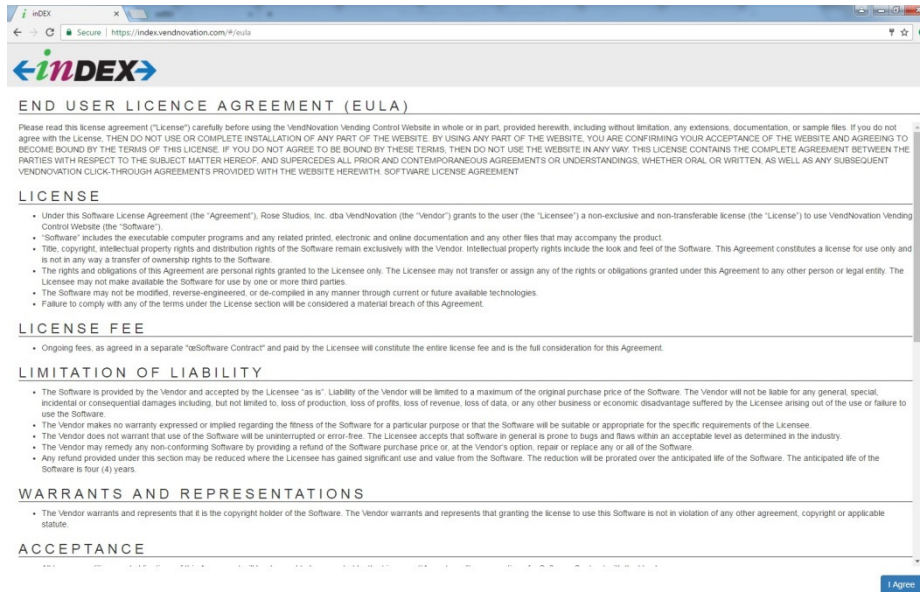


Figure 4

iDEX Dashboard and Navigation

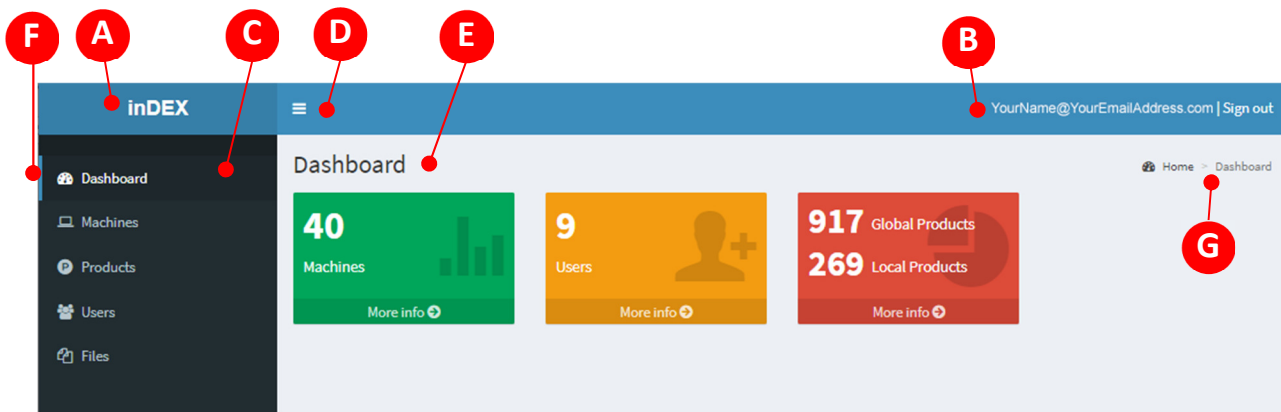


Figure 5

After accepting the EULA you will see your inDEX dashboard where you can quickly access your Machines, inDEX Users and Machine Products (*figure 5*). The main areas are color coded for easy recognition and show the quantity of items in each category. These are direct links to the areas.

Your main screen also consists of the standard inDEX home page link in the top left corner of the top bar **(A)**. Click here at any time to return to the inDEX dashboard.

To the far right of the bar you'll note your login email and the link to Sign Out of the inDEX application and return to the Login Screen **(B)**.

The main menu side bar to the left of your interaction screens is a constant **(C)**. You may change menu areas by clicking on any of the menu sections. This menu may be minimized by clicking the menu icon located on the top bar **(D)**. You can visually see which menu area you have selected by the title in the interaction area **(E)** as well as a visual cue of a vertical bar next to the title in the side bar **(F)**. You may also track where you are from the page path shown to the far right **(G)**.

Interaction pages include listings of Machines, Products and Users that vary somewhat from content however lists columns may be reordered alphabetically and greatest to smallest by clicking on the reorder icons next to the headings to aid in organization and searching (figure 6).

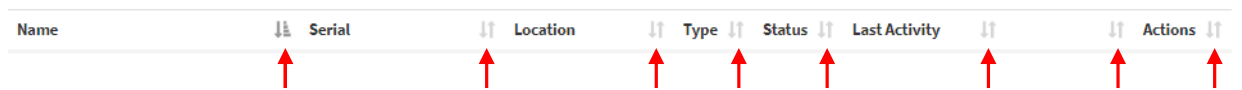


Figure 6

Within the Machines and Products areas are interactive links that lead to settings.

Creating a Machine: Machine Information

Creating a machine must be done before creating a planogram.

- To create a machine you will go to **“Machines”** on the left side bar menu and then click **“Add”**. You will be presented with the General Machine Information Tab where you will configure your first machine’s setting that identify the machine, it’s type, location, screen interface size, support information and preliminary product configuration template settings. (See figures 7 through 9)

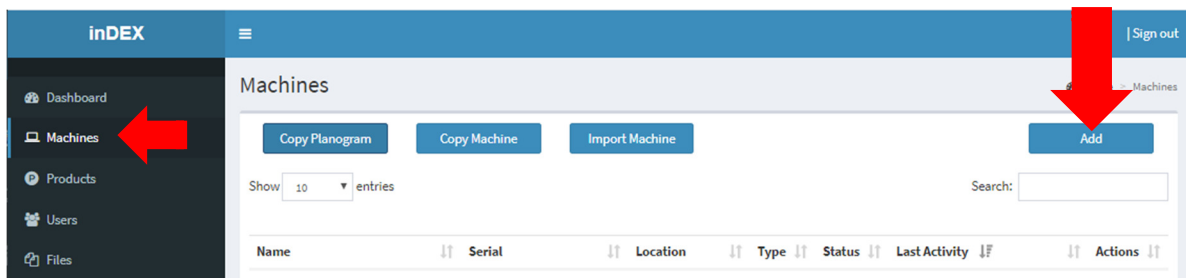


Figure 7

Add Machine ×

General

Serial <input type="text" value="Serial"/>	Name <input type="text" value="Name"/>
Screen Type <input type="text" value="FLEX 7 & 10.1 Inch"/>	Location <input type="text" value="Location"/>
Model <input type="text" value="Model"/>	Asset <input type="text" value="Asset"/>
Route <input type="text" value="Route"/>	Placement <input type="text" value="Placement"/>
Support Name <input type="text" value="Support Name"/>	Support Phone <input type="text" value="Support Phone"/>
Template <input type="text"/>	

Figure 8

Machine: Machine General Settings

Setting the machine specific configuration.

- On the **General** machine settings tab you will have machine specific data to enter. This Includes:

Touch Screen Serial Number: The serial number of the **touch screen** on the machine goes here.

Locating Touch Screen Serial Number on Your Machine.

FLEX Control Board Equipped Machine:

(Please Note: If this is a FLEX control board equipped machine this has to be the serial number displayed on the About screen in service mode.

The about screen is accessed by entering the machine **service mode** by pressing the blue button located inside the machine on bottom of the control board.

Then on the touch screen use your finger to scroll down the menu and press the **Help selection**. Then press the **About** menu selection. You will find the touch screen serial number starting with – **WTN422..**) (See figure 9). Record this number and enter it in the Serial field of the Machine General tab.

Alternatively you may enter the universal code **SBC_GlobalDB** for **two** digit selection FLEX controlled machines or **SBC_GlobalDB_3D** for **three** digit selection FLEX controlled machines in place of the serial number. These universal codes are used for installing the same planogram across multiple machines.

Note: These universal codes are not valid for use on Legacy GVC controlled machines.

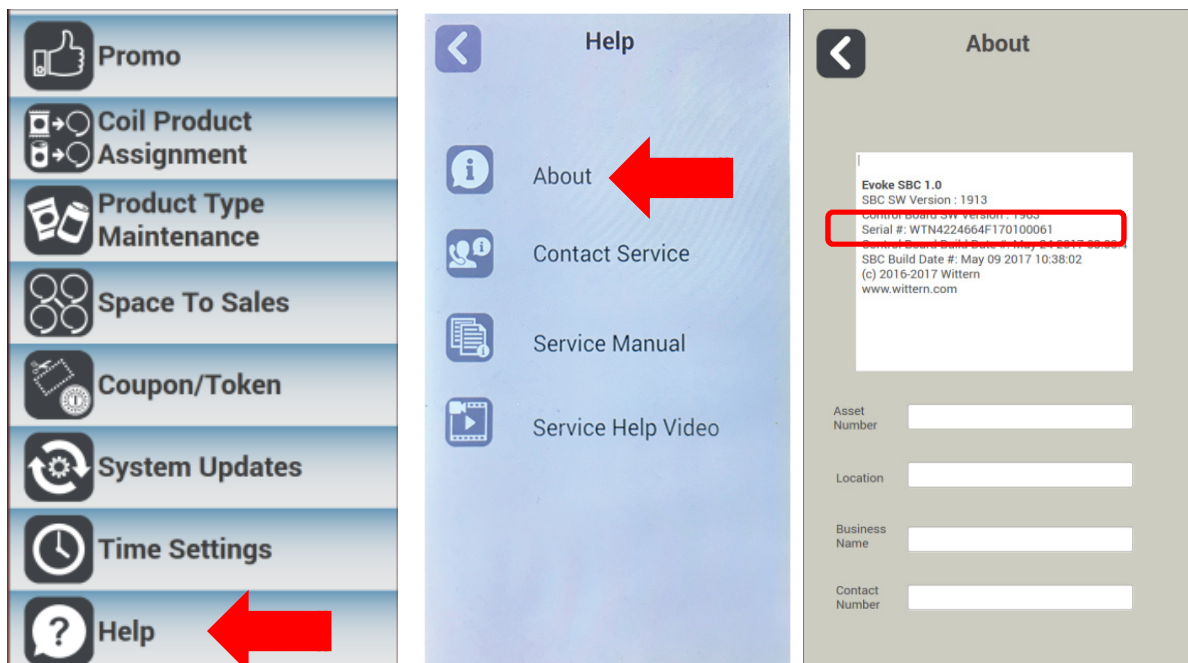


Figure 9

Legacy GVC Control Board Equipped Machine:

If you have a legacy GVC Controlled 7 inch touch screen your serial number will be located on the Support Menu. (See figure 10)

NOTE: If you wish you may enter any serial number into the Serial field and export the planogram using this number, however you will **need to change the touch screen serial number at the machine level** to this number before attempting to upload the planogram. Follow steps below to the support menu and choose Change Serial Number to alter the touch screen serial number.

To access the Support Menu. Open the machine door and locate the Service Mode Button located on the machine control board. Typically located on the upper door.

On the touch screen, press the **iCart Menu** bar that appears above the service mode keypad and enter the Administrative Pass Code: **1359**

Press the **Support** button and you will see the information screen. Locate the serial # and record it.

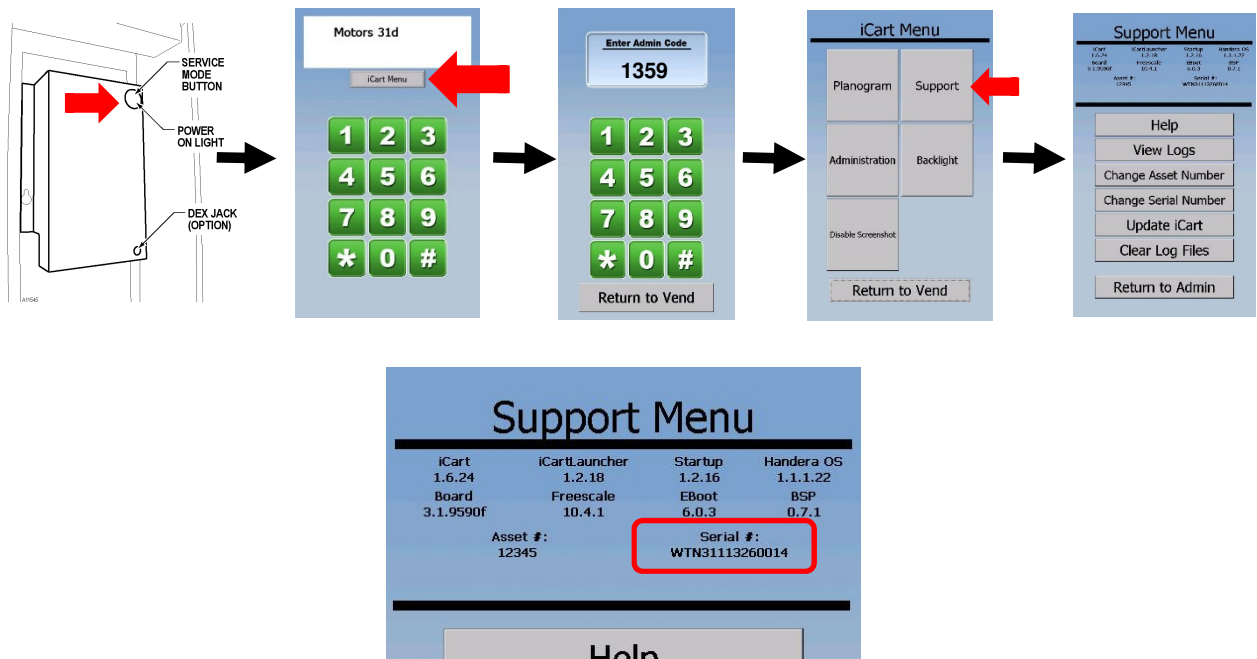


Figure 10

Machine Name: Name of the machine.

Screen Type: Choose between 7 inch and 10 inch depending on which machine you are configuring.

- Select Screen size as **FLEX 7 & 10.1 Inch** for FLEX Control board equipped machines
- Select Screen size as **GVC 7 inch** for legacy GVC Control board equipped machines

Location: Where the machine is at. (Example: Building 1 Floor 5)

Model Number: Model number of the machine. (Example: 3605)

Asset Number: If your organization has multiple machines with specific asset numbers assigned to them, enter that number here. [FLEX 7 & 10.1 only]

Support Name: If your organization has a support individual or company that you would like displayed on screen, enter it here.

Support Phone Number: If your organization has a support telephone number that you would like displayed on screen, enter it here.

Template: This can be used to make entering a machine easier and quicker. Depending on the type of machine you are configuring you can use the template to have the specific selection configuration entered as soon as you save the machine instead of having to enter the selections manually. (See figure 11)

NOTE: This is a required field to continue with setup. If you do not want to use one of the configurations you will still need to select “**Blank**” from the drop down menu.

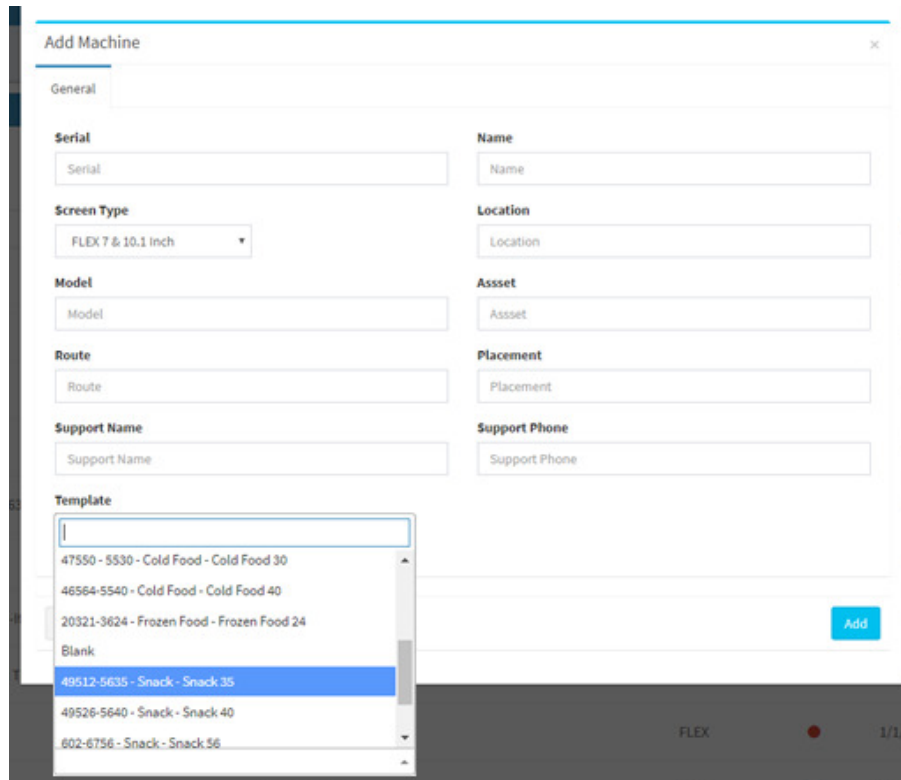
The image shows a mobile application window titled "Add Machine". The window contains several input fields for machine configuration: "Serial", "Name", "Screen Type" (a dropdown menu currently showing "FLEX 7 & 10.1 Inch"), "Location", "Model", "Asset", "Route", "Placement", "Support Name", and "Support Phone". At the bottom, there is a "Template" dropdown menu that is open, displaying a list of options: "47550 - 5530 - Cold Food - Cold Food 30", "46564 - 5540 - Cold Food - Cold Food 40", "20321 - 3624 - Frozen Food - Frozen Food 24", "Blank", "49512 - 5635 - Snack - Snack 35", "49526 - 5640 - Snack - Snack 40", and ".602-6756 - Snack - Snack 56". The "Blank" option is currently selected and highlighted in blue. A blue "Add" button is located in the bottom right corner of the form area. The bottom of the screen shows a dark navigation bar with the text "FLEX" and "1/1/1".

Figure 11

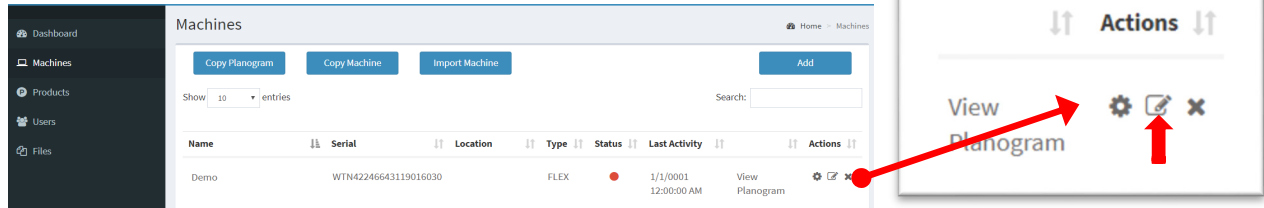
After all of your machine information is entered, click the Add button in the lower right of the window. Your machine will then be added to the machine list and you can proceed with configuring other machine settings.

Machine: Settings Tab Configuration

Setting machine specific settings.

Once your machine General information is entered you can then configure many settings that are typically set at the machine level. This helps eliminate on-site setup time. Remember to click the **Submit** button at the very bottom to save your changes. (See figures 12 through 19)

To access the machine **Settings** tab select the **Machines** area from the side bar menu and clicking the Edit icon in the Actions column.



NOTE: The **Settings** tab is only applicable to **FLEX** controlled Machines. Ignore these settings for Legacy GVC controlled machines.

Available settings include:

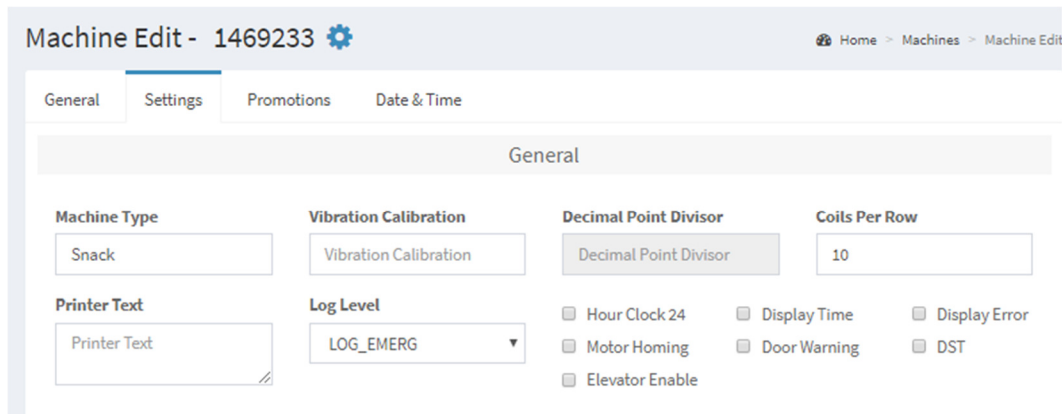


Figure 12

Machine Type: Choose between Snack, Cold food, Frozen food, Cold drink and other.

Vibration Calibration: Used in dedicated drink machines for drop sensitivity. Normally set to three.

Decimal Point Divisor: Not Used

Printer Text: Not Used

Log Level: Leave as default.

Coils Per Row: Value for how many motors/coils are on each row. Default setting is 10. If your machine is a high capacity model it may have 12 motors/coils on each row in which case you would enter 12.

24 HR Clock: Display the Clock time in 24 hour increments instead of 12.

Display Time: Displays time on the idle screens.

Display Error: Upon door opening, the current errors are displayed.

Motor Homing: With the Motor Homing feature set to ON every time the door of the machine is opened all motors not at the home position will be moved to the home position. This feature requires the machine to have a door switch assembly.

Door Warning: When checked the machine beeps every 30 seconds if the door is left open.

DST: When checked the clock automatically adjusts upon daylight savings time.

Elevator Enable: If machine is equipped with Elevator Delivery this item should be checked.

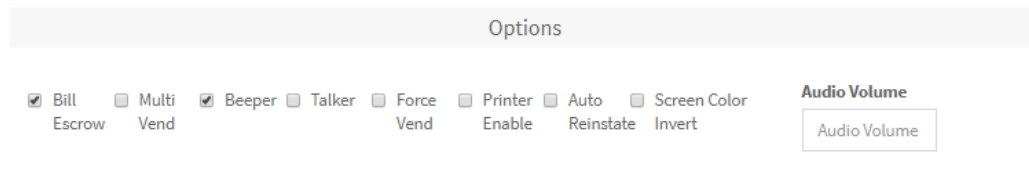


Figure 13

Bill Escrow: This option allows the last bill accepted to be returned, provided the bill acceptor is capable of such a feature.

Multi Vend: This option allows the customer to purchase more than one product if enough credit has been deposited. When this option is active, any credit remaining after a vend attempt is not automatically returned. At this point the customer has the option of making another selection if there's enough credit, depositing more money if required to complete the purchase or pressing the coin return to receive any remaining credit.

Beeper: Use this option to choose whether a sound is heard when buttons are pressed.

Talker: Enables the talker. Talker assists the vision impaired to service the machine. A special device must be hooked up to the machine and this option must be turned on in order for it to work.

Force Vend: This option forces the customer to complete a purchase once they have deposited money of any form.

Free Vend: This option allows you to set the whole machine to free vend. With free vend enabled, every product is vended at no cost to the customer, no money is accepted by the machine and the message "Free On Us" is displayed.

Printer Enable: This option allows receipt printing when a compatible printer is installed.

Auto Reinstater: Normally, when an empty selection is detected during an attempted vend, that selection is recorded as inoperative and requires resetting before it can be vended again. A selection reset with AutoReinstatement OFF requires a door switch to open or to go into the controller Service Mode. Programming a machine range of selections with Auto-Reinstatement eliminates the necessity of manually resetting the controller after re-loading a selection that is in a Sold Out condition.

IMPORTANT NOTE: If iVend® Optical System is installed, then all selections are set to auto-reinstater "ON". This is the recommended setting for glass front vendors.

Screen Color Invert: Used to increase contrast between text and background for sight impaired users.

Audio Volume: This option allows volume adjustment when a compatible speaker is installed.

Advanced Options

Type: Shopping Cart

Dex Type: Tiny

Interface: Keypad

Language: English

Currency Symbol: Dollar - \$

Read Account Reset

Figure 14

Type: Drop down items allow you to select between three vend interface modes.

1. Shopping Cart – Allows up to 3 items to be selected and dispensed with one transaction. Requires supporting payment systems.
2. Non-Shopping Cart – Provides for one item to be purchased with one transaction.
3. Free Vend - This option allows you to set the whole machine to Free Vend.

DEX Type: Drop down menu allows you to choose the DEX Report file type. (Short is standard)

1. Tiny – Minimum number of fields for most VMS's
2. Short – File is shortened to fields required for machine sales and accounting, along with active machine error messages.
3. Full – All stored data is transmitted.

Interface: Drop down menu allows you to choose between Keypad item selection mode and One Touch item selection mode. (Keypad is standard).

Language: Drop down menu allows you to choose what language the machine is in. Current options available include English, French and Spanish.

Currency Symbol: Adjust to current country currency symbol.

Read Account Reset: If checked the resettable DEX fields are reset upon successful DEX transmission.

Cash Options

Exact Change: Exact Change

Max Change: Max Change

Uncond Accept Pennies: Uncond Accep

Free Vend Rate: Free Vend Rate

Use Max Change

Figure 15

Exact Change: Sets the coin tube value that will trigger the display of the Please Use Exact Change message. Example: If Exact Change is set to \$5.00. The Please Use Exact Change message will come on when the total of change available (nickels, dimes and quarters) in the coin tubes is at or below \$5.00.

Max Change (In Pennies): This option prevents change from being returned to the customer until the amount of credit has been reduced to a value less than or equal to the programmed maximum change limit.

Uncond Accept Pennies: - Sets the unconditional acceptance value. All cash box coins or bills equal to or less than this set value will be accepted even if the changer cannot return an equal amount of change. When set to "0.00" all changer tube coins are accepted. Bills are accepted once there is enough change in the changer to pay back the bill type. The Unconditional Acceptance set value is adjustable but the maximum value is equal to the largest denomination of currency or coin accepted by the changer or validator.

Use Max Change: Sets the maximum allowed change paid back for a vend.

Free Vend Rate: Enter a number from 0-255. This will set the number of paid vends between free vends. Example: If set at 5; every 5th vend will be free (*figure 15*).

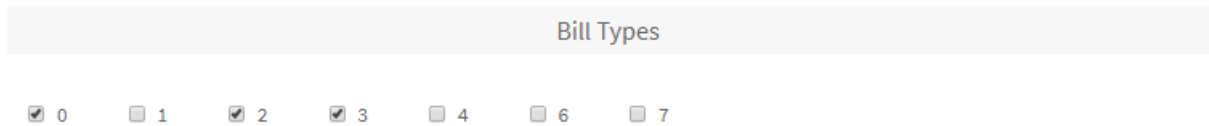


Figure 16

Bill Types: Depending on the currency and denomination of your country and the features of the bill acceptor installed in your machine, the bill acceptance programming is set for the lowest denomination your bill acceptor takes to the highest as compared to your currency with zero being the smallest and seven being the largest (*See example below*).

USD Dollar	MXN Peso
0 = \$1	0 = \$20
1 = \$2	1 = \$50
2 = \$5	3 = \$100
3 = \$10	
4 = \$20	

Idle Screen Settings: When machine is setting idle for 5 seconds the machine defaults to displaying several idle screens in rotation based on several settings (*figure 17*).

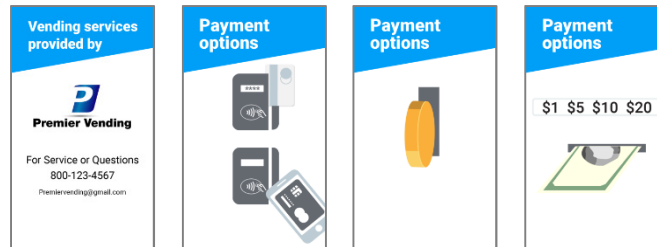


Figure 17

- **Contact Us:** When selected displays support name and support contact set in general tab.
- **Cashless Display:** When selected displays cashless acceptance graphic if equipped with reader.
- **Exact Change Display:** When selected displays Insert Exact Change graphic.
- **Promo Displays 1, 2 and 3:** When selected displays graphic or video clip in positions 1, 2, or 3. Requires content added in Promotions Tab. Maximum of 3. (*Refer to Machine: Promotional Settings*)
- **Coin Mech / Bill Val Display** - When selected displays Coin and Bill Acceptance graphics.
- **Promo 1, 2 and 3 Rate** – Sets the duration at which the promotion screens remain on display.

Temperature Settings: Sets machine for pre-set temperature settings based on type and product. Works in conjunction with temperature sensors when equipped based on model and product dispensing temperature, effects alerts and health safety features (*figure 18*).

Figure 18

- **Refrigeration Settings:** Drop down menu allows you to select machine type.
- **Temp:** Sets the machine temperature.

- **UZ Temp:** Sets the machine upper zone temperature.
- **Temperature – C/F:** Changes temperature display readout between Celsius and Fahrenheit.

Coinbox LED Light Color Settings: Controls light color on coin insert area and down lighting on capable models including Blue, Green, Red, White and Multi.

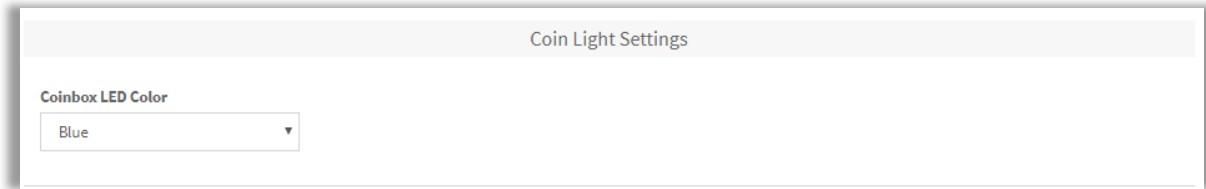


Figure 19

- **Remember to click the Submit button in lower right corner to save your changes.**

Machine: Promotional Settings

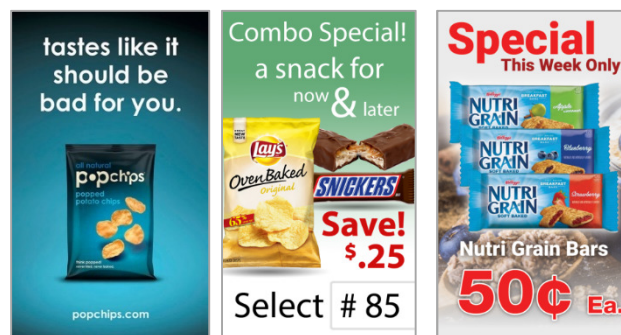
Setting promotional images or video clips for your machine.

On the promotional tab you can select up to 3 images or video clips which will be displayed on your machine. These idle images or videos rotate pending setting you've made in the **Idle Screen Settings** of the **Setup** tab.

- **Promotional Images**

Promotional image can be any image you wish to display that rotate between the standard idle screen including ads for products, promotions for the combo sales you may set up or even location specific information messaging.

- Recommended file size for your image to fill the screen is **(600 pixels wide x 1024 pixels high)**. Resolution is recommended at 72 pixels per inch and color space is to be RGB format.
- You may drag and drop promotion images from their location on your computer to one of the three promo positions in the web browser window shown (*See Figure 20*)
- Images must be in **.png** (Portable Network Graphic) file format
- To remove the image from the position, click the "Remove file" text below the clip



Promotional Image Examples

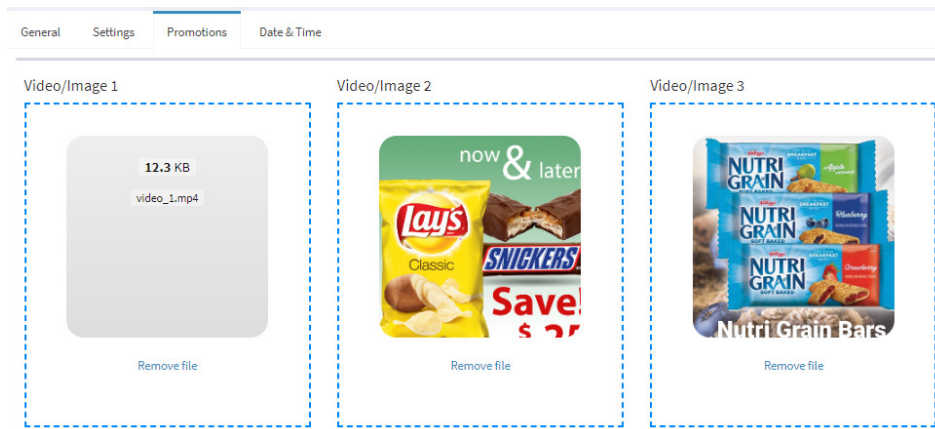


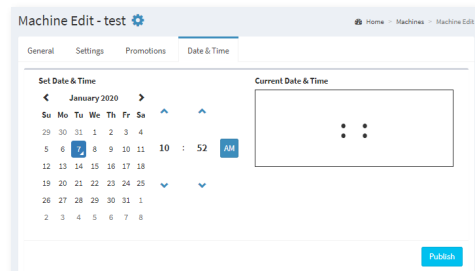
Figure 20

- **Video Clips**
 - You may drag and drop video from their location on your computer to one of the three promo positions in the web browser window shown (See Figure 20)
 - Note that video clips are not currently saved within the inDEX library and you will need to source them from their saved location on your PC.
 - Video clips run time is a recommended length of 10 second or shorter (4 seconds is optimum) and must meet the following parameters
 - Each video file name **must** be labeled to meet the promotion position and be labeled either: **video_1, video_2 or video_3** depending on its promotion position. Videos will play in this order. File names must be all lower case.
 - Videos must be in **.MP4** file format.
 - Best display of videos are files that have been formatted for displaying in Portrait orientation. Landscape formatted videos will play in a reduced boxed area.
 - When outputting your planogram, the original video files must be in saved in the **sbk** folder you create on your USB drive (Refer to section *Exporting a Planogram*)
 - To remove the video from the position, click the “Remove file” text below the clip
- **Remember to click the Publish button in lower right corner of window to save your changes.**

Machine Date & Time Edit

How to edit the date and time on your machine.

1. Select the Machines category from the side bar menu.
2. Find the machine you want to edit and click the Edit icon in the Actions column.
3. Select the Date & Time tab.
4. Select the month and day from the calendar.
5. Select the hour and minutes by clicking on the up or down arrows or clicking on the numbers themselves.
6. Click the Publish button in lower right of the window to save your changes.



Product Databases

How to use Global database and create your own Local database.

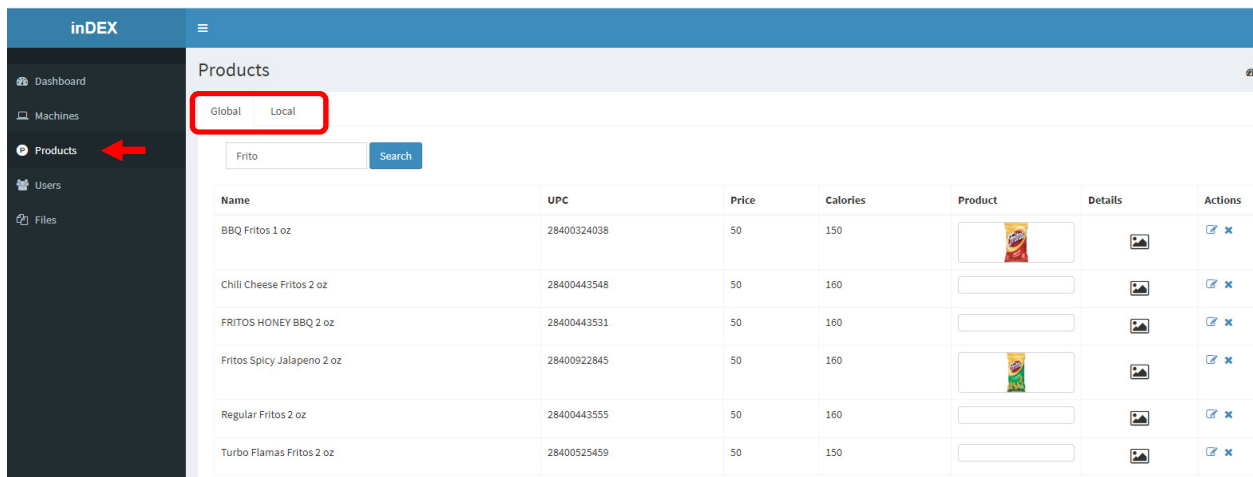
inDEX provides an existing **Global** database of products you can choose from to populate your machine planograms. However you will more than likely need to add or subtract your own products based on regional items, new items or old items no longer available.

It is advisable before creating or populating your machine planograms to first review the global products to confirm if the items you are selling are pre-existing. If they are not in the Global database you will be able to create your own **Local** database of products.

The product database can be viewed by selecting **Products** from the menu side bar.

You notice two tabs at the top. Global and Local. The Local database will be empty.

A search area is provided so you may type in keywords for your products and click the **Search** button to review availability of products. Results will be displayed with UPC code, Price (set at \$50.00), Product image (if available), and Detail Image (if available).



The screenshot shows the inDEX interface. On the left is a dark sidebar with a menu: Dashboard, Machines, Products (highlighted with a red arrow), Users, and Files. The main content area is titled 'Products' and has two tabs: 'Global' (selected and highlighted with a red box) and 'Local'. Below the tabs is a search bar with the text 'Frito' and a 'Search' button. A table displays product information:









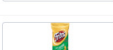



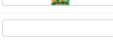











Name	UPC	Price	Calories	Product	Details	Actions
BBQ Fritos 1 oz	28400324038	50	150			 
Chili Cheese Fritos 2 oz	28400443548	50	160			 
Fritos HONEY BBQ 2 oz	28400443531	50	160			 
Fritos Spicy Jalapeno 2 oz	28400922845	50	160			 
Regular Fritos 2 oz	28400443555	50	160			 
Turbo Flamas Fritos 2 oz	28400525459	50	150			 

Figure 21

As mentioned above if the products you wish to sell are not within the Global database you will need to add them. Before we get to item creation you'll need to confirm whether you will wish to display a product image with the selection.

Product Images

The iCart / inDEX system features a primary image and a secondary image to be displayed on the screen when a customer chooses a selection. An image is not necessary but adds to the purchase experience and aids in product identification before purchase.

If you don't have access to your product's image via your supplier or from the supplier's website. You may wish to photograph the product from your stock. We suggest placing the product on a white background and with as much natural light as possible taking the shot from above.

Save your photos and name them appropriately so you may easily identify them later. (Example Lay's 1.25 oz.)

Calorie Display

This system also provides for displaying calorie counts for the package to meet regulatory statues for disclosure before the sale. Be sure to check the package and record the calorie count when you are taking your photos or if you are making a list of your products.

Uploading a New Image

How to upload a new image for your local database.

It is recommended to upload any new images of products not held in the Global database first. This way you can assign them to new products for your local database and then when you add products to your planogram you won't need to back up a step to do so.

In this section you will learn how to upload a **New Image**. As mentioned above the images are optional but provide a better experience for your customer if they are available.

- You should use the **Upload Images** area to upload **primary product images; secondary or detail images** as well as **promotional image(s)** or static advertising images you will be displaying on your machine when it is not in use otherwise called idle images.
- **Product image** specifications are **600 pixels high x 600 pixels wide at 72 ppi**. The file type must be in **.PNG** format.
- **Promotional image** specifications are **1024 pixels high x 600 pixels high at 72 ppi**. Image must be in **.PNG** format.
- From the main side bar menu choose **Files**. This will display the different file management tabs including **Planogram, Firmware, Products and Images**. Your screen will look like (*figure 22*).
- Select the **Images** tab (*figure23*).

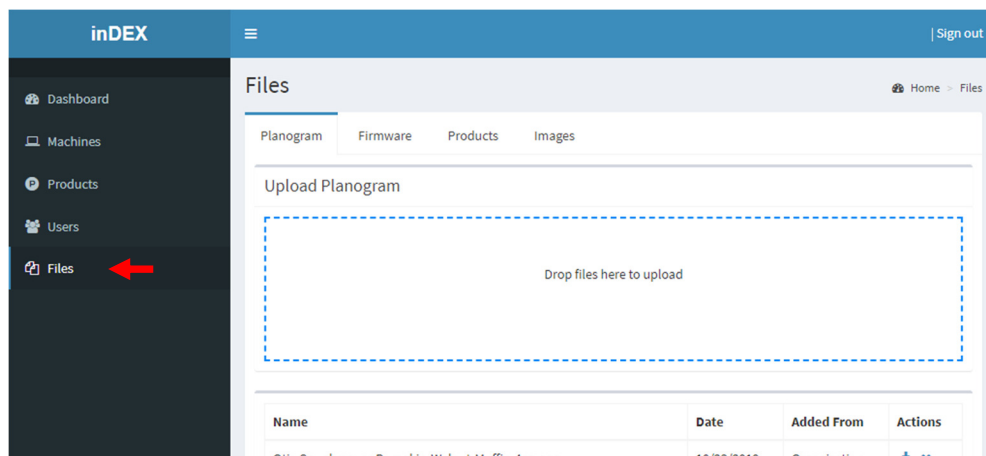


Figure 22

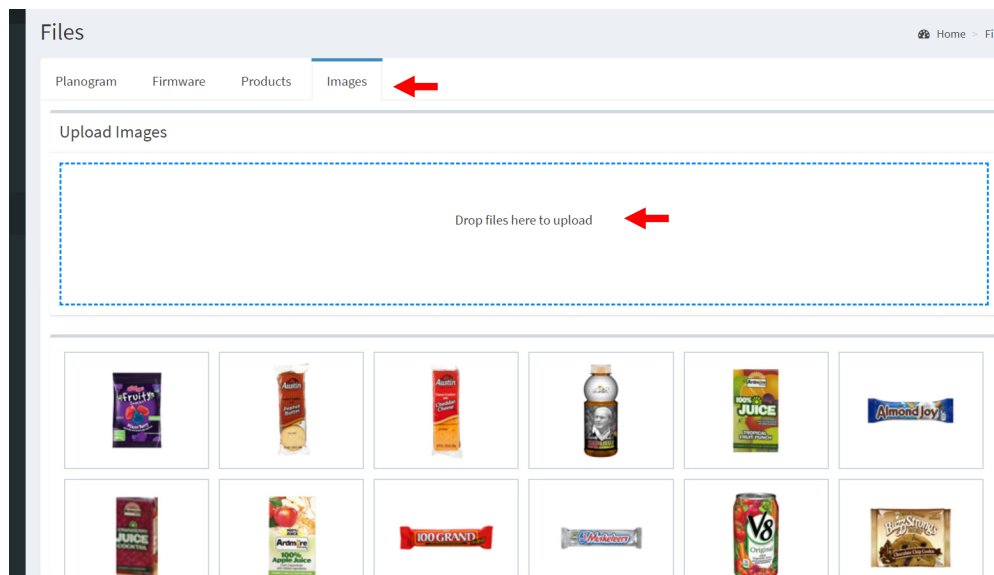


Figure 23

- From here you can choose between two methods to upload your Image(s).
 - You can click in the **“Drop files here to upload box”** and explore to the locations of your files.
 - Or you can drag and drop images into the box to be uploaded all at once. Once uploaded you should then be able to see thumbnails of your successfully uploaded images.

Editing an Uploaded Image

How edit an uploaded image.

inDEX provides some basic image editing tools for cropping, sizing, rotating, flipping and positioning images in order to present the best image possible to the customer.

- From the sidebar menu choose **Files** and then click on the **Images** tab (see figures 22 & 23). On this screen you can find and hover over the image that you would like to edit and click the **blue edit icon** button (figure 24).



Figure 24

- Your image will be presented in an editing screen with the different editing features buttons below it (figure 25).

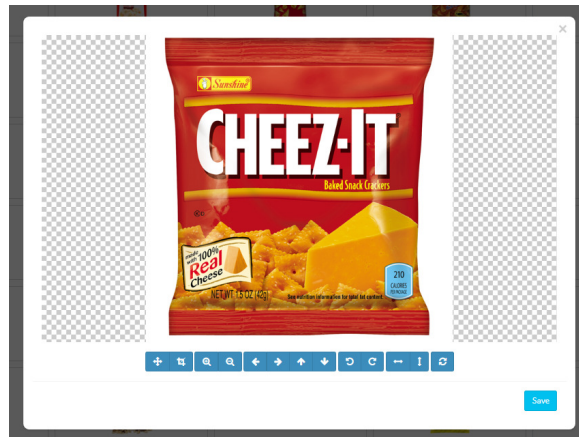


Figure 25

- **Move:** This allows you to free hand move the image in any direction.
 - **Crop:** If you have extra white space or parts of the image you do not want to show you can click and drag your cursor around the image are you want to crop and click the crop button.
 - **Zoom In & Zoom Out:** You can increase or decrease the size of the image by clicking these buttons.
 - **Move Left/Right, Up/Down:** Incrementally move the image on an x and y axis.
 - **Rotate Left/Right:** Allows you to rotate the image in 90 degree increments to left or right.
 - **Flip Horizontal/Vertical:** Flips image horizontally or vertically.
 - **RESET:** Resets the image to state before you applied an edit feature.
- To save your edited image click the **SAVE** button.
 - To exit without saving click the **X** in the upper right corner.

Deleting an Uploaded Image

How to delete an uploaded image.

In this section you will learn how to delete an image that was previously uploaded and you no longer need.

- From the sidebar menu choose **Files** and then click on the **Images** tab (see figures 22 & 23).
- Hover your mouse over the image you would like to delete and a trashcan should pop up. Click this trashcan and a confirmation box will appear asking if you are sure you want to delete the image. Select “Yes, Delete the image” and your image will be removed, otherwise select No and your image will remain in the uploaded image (figure 26).



Figure 26

Creating a New Local Database Product

How to create a new product.

If you've determined that your product is not available from the Global database you can create a new product in your own Local database.

- Click **Products** from the main side bar menu. You will see the Global database of products.
- Click the **Local** tab to get to your local database and then click the **Add** button (figure 27 & 28).
- You'll be presented with your new product details screen. Here you will add items that will communicate what the product is to the customer and data to help you sort and find the product more easily in your database.
- Complete each field for best functionality. Some fields are required for proper function.

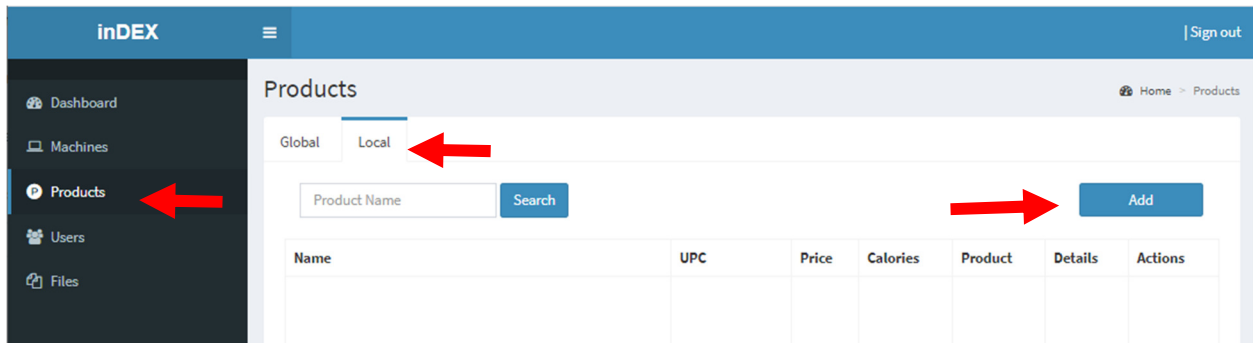


Figure 27

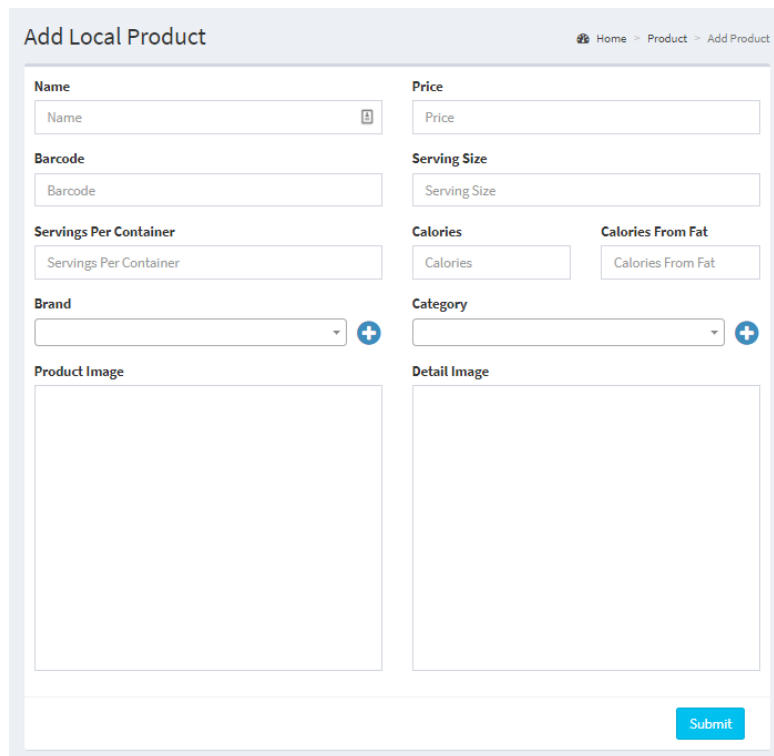
The screenshot shows the 'Add Local Product' form. The form is titled 'Add Local Product' and has a breadcrumb trail: Home > Product > Add Product. The form contains several input fields and dropdown menus. The fields are: Name (with a lock icon), Price, Barcode, Serving Size, Servings Per Container, Calories, Calories From Fat, Brand (with a plus icon), and Category (with a plus icon). There are also two large image upload areas labeled 'Product Image' and 'Detail Image'. A blue 'Submit' button is located at the bottom right of the form.

Figure 28

- **Product Name (Required):** You should use a naming convention that both describes the product in as few of characters is needed to communicate it to the customer as well as a name that helps you search easily when you have a growing list of products.
 - It is recommended to use a multi-part description that tells the name of the product, the flavor/type and the package size (as products generally are available in several volumes). Example: **Lays's Classic 1.25oz**
- **Price (Required):** Enter a sale price for the product. If you don't have a sale price determined yet you can enter \$1.00.
- **Barcode (Required):** Enter the bar code or UPC (Universal Product Code) for the product to help in searching for same name products. If you don't have access to the barcode you may enter a catalog number of your choice and you may enter the real code at a later date.
- **Serving Size:** Enter the whole package size.
- **Servings Per Container:** Typically package nutritional information is set for the entire package therefore serving size is **1** as a standard.
- **Calories:** If you choose to show the calorie count for a product enter the calorie count for the entire package here. The calorie count for the product will be displayed on the screen after the product name when the product is selected (*figure 29*).

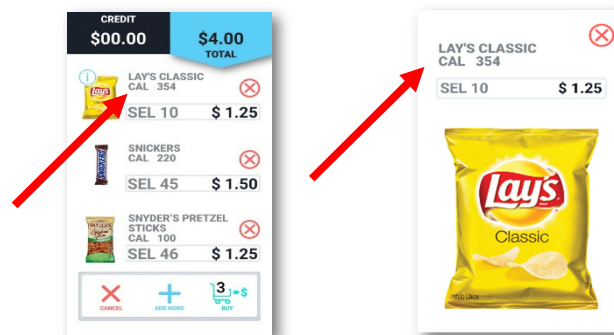


Figure 29

- **Calories From Fat:** (Not used in this inDEX build and may be left blank.)
- **Brand:** To aid in product search you may create a product Brand name by clicking the blue plus button. For subsequent items added for that brand they will be available in a drop down list (*figure 30*).

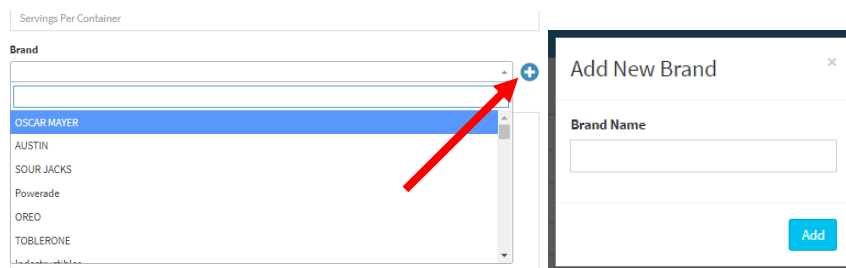


Figure 30

- **Category (Required):** Items are sorted by category. The iCart touch screen features a Browse Mode in which products and their information including calorie counts may be displayed before the sale (*figure 31*).

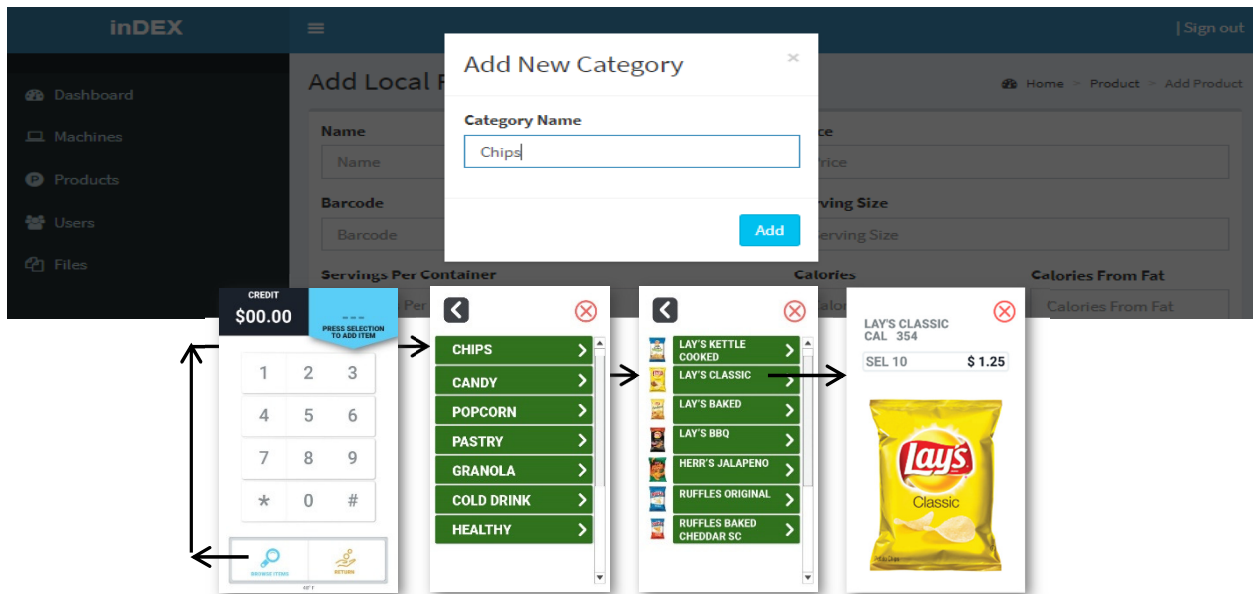


Figure 31

- Several standard categories are provided via the drop down menu however you can add custom categories for any type of product including non-food items by clicking the **blue add button**.
- **Product Image:** If you choose to display a main product image for the item hover your mouse over this area.
 - If you've already loaded your product image to the data base (See **Uploading a New Image File** in previous section) you can click on the **Select from Library** button. Your image library will be displayed and you can select the image and press the **Select** button. Your product image will then be set for the main display (*figure 32*).
 - If your image does not yet exist in the library, select blue Upload button and browse to the image. Select the image file and click Open. The file will then be uploaded to your Library and placed in the Product Image area.

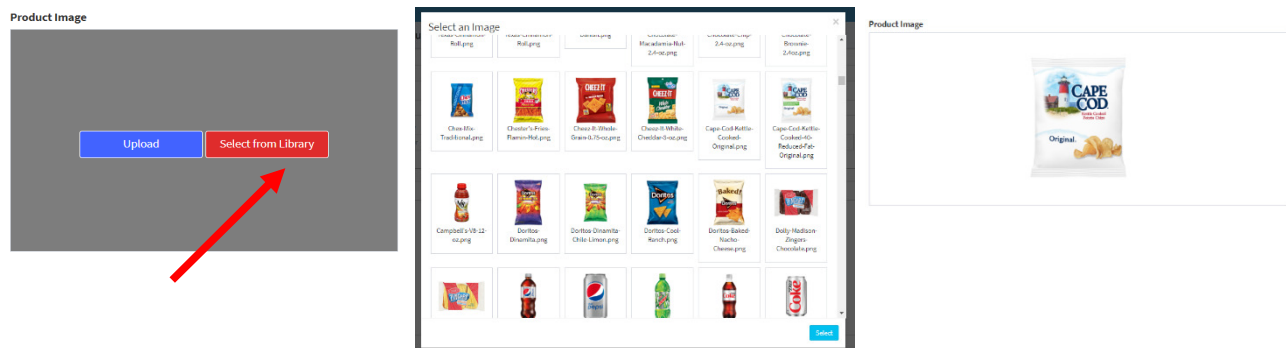


Figure 32

- **Detail Image:** inDEX lets you set a secondary or detail image to communicate more information to the customer. This can be more nutritional information, another product image or even marketing data.
 - In the Browse feature, this image is displayed as a viewing option after the Primary image.

- In standard vend mode (without credit on the machine) the image is displayed as a viewing option after the Primary image is show.
- In Cart mode, the image is noted to the customer via an **Information icon** next to the small Primary product image. When this icon is pressed the detail image is displayed (figure 33).



Figure 33

After completing the fields and adding images click the Submit button and you've completed your first item. Repeat these steps for your next items.

Deleting a Product

How to delete a product from your local database.

- To delete a product from your local database. Select **Products** from the side bar menu and find the product you wish to delete.
- Click the **X** or delete button from the Actions column at the far right.

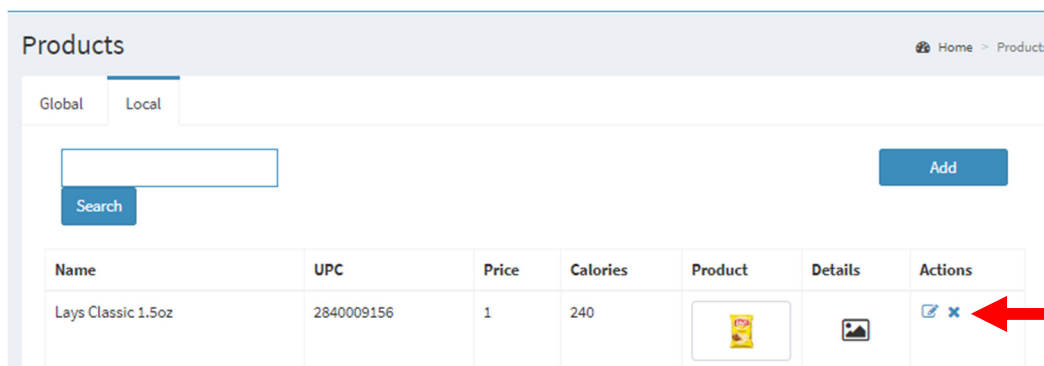


Figure 34

Importing a List of Products

How to import a pre-formatted list of products.

inDEX uses a preformatted file for adding multiple products. You may request an example file type from the manufacturer with which you may then modify with your list of products.

- The file format must be either a **.CSV** or **.PSV** file formatted for the inDEX platform.
- From the main menu select **Files** and then select the **Products** tab (figure 36).
- Next either drag and drop your file to the box or click in the box and explore to you file.
- The file will be imported and Products added to your product list.
- If you wish to add product images you will need to edit them individually after upload.

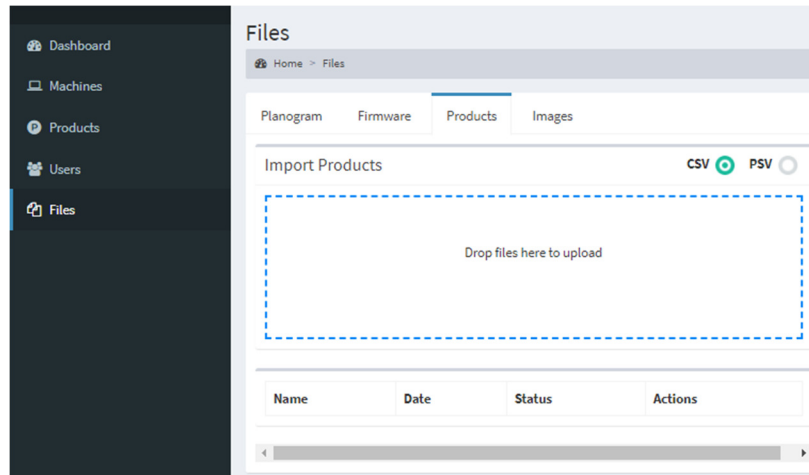


Figure 35

Creating a Planogram: Using a Template

How to create a planogram using a blank template.

In this section you will learn how to create a planogram using an existing but blank planogram from one of the template options. As you may recall from the Machine configuration section, you were given a template option on the Machine tab after creating a New Machine (See Figure 11). Which template you decide to use will depend upon which machine you are configuring your planogram for.

Current available template options include:

Snack 56: Trays 1-3 are configured for a product that requires 2 selections/coils, with 6 selections per tray total. Trays 4-5 are configured for a single selection/coil configuration with 12 selections per tray total. Tray 6 is configured for 2 selections/coils with 6 selections total. Tray 7 is configured for 4 - 2 selections/coils and 4 single coil selections for a total of 8 selections. total. Total number of trays is 7.

Snack 35: Trays 1-3 are configured for a product that requires 2 selections/coils, with 5 selections per tray total. Trays 4-5 are configured for a single selection/coil configuration with 10 selections per

tray total. Tray 6 is configured for 2 selections/coils with 5 selections total. Total number of trays is 6.

Snack 40: Trays 1-3 are configured for a product that requires 2 selections/coils, with 5 selections per tray total. Trays 4-5 are configured for a single selection/coil configuration with 10 selections per tray total. Tray 6 is configured for 2 selections/coils with 5 selections total. Total number of trays is 6.

Snack 36: Trays 1-3 are configured for a product that requires 2 selections/coils, with 4 selections per tray total. Trays 4-5 are configured for a single selection/coil configuration with 8 selections per tray total. Total number of trays is 5.

Snack 28: Trays 1-4 are configured for a product that requires 2 selections/coils, with 4 selections per tray total. Tray 5 is configured for a single selection/coil configuration with 8 selections per tray total. Tray 6 is configured for 2 selections/coils with 4 selections total. Total number of trays is 6.

Snack 24: Trays 1-3 are configured for a product that requires 2 selections/coils, with 3 selections per tray total. Trays 4-5 are configured for a single selection/coil configuration with 6 selections per tray total. Tray 6 is configured for 2 selections/coils with 3 selections total. Total number of trays is 6.

Snack 21: Trays 1-4 are configured for a product that requires 2 selections/coils, with 3 selections per tray total. Tray 5 is configured for a single selection/coil configuration with 6 selections per tray total. Tray 6 is configured for 2 selections/coils with 3 selections total. Total number of trays is 6.

Cold Food 35: Trays 1-4 are configured for a product that requires 2 selections/coils, with 5 selections per tray total. Tray 5 is configured for a single selection/coil configuration with 10 selections per tray total. Tray 6 is configured for 2 selections/coils with 5 selections total. Total number of trays is 6.

Cold Food 30: Trays 1-3 are configured for a product that requires 2 selections/coils, with 5 selections per tray total. Trays 4-5 are configured for a single selection/coil configuration with 10 selections per tray total. Tray 6 is configured for 2 selections/coils with 5 selections total. Total number of trays is 6.

Cold Food 40: Trays 1-2 are configured for a product that requires 2 selections/coils, with 5 selections per tray total. Trays 3-5 are configured for a single selection/coil configuration with 10 selections per tray total. Total number of trays is 5.

Frozen Food 24: Trays 1-2 are configured for a product that requires 2 selections/coils, with 3 selections per tray total. Trays 3-4 are configured for a single selection/coil configuration with 6 selections per tray total. Trays 5-6 are configured for 2 selections/coils with 3 selections per tray total. Total number of trays is 6.

Cold Drink 10: Bottle Machine accepting up to 10 bottles.

Cold Drink 6: Bottle Machine accepting up to 6 bottles.

- If you've selected a template your planogram will already be populated with selection numbers.

- To view your planogram, click on the Machines menu and find your machine, then click on the **“View Planogram”** text shown in *(figure 36)*.

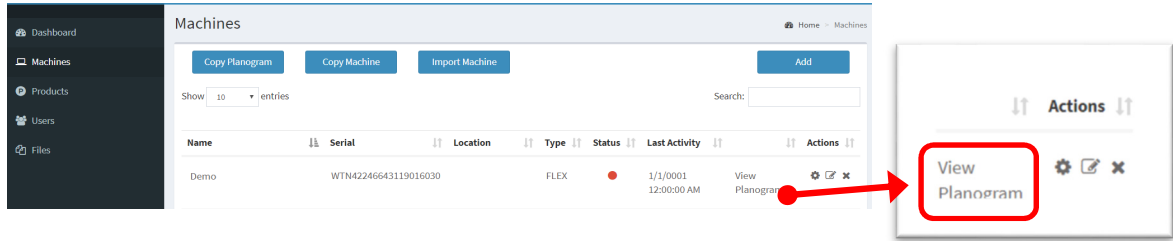


Figure 36

- You should see your planogram in one of two selectable views. The first view shows the selections as they would appear in the machine by row *(figure 37)* and by list as in *(figure 38)*.
- You will also note that the selection numbers correspond to the selections as they would appear in the machine.
- There is no product in the selection and the price is automatically set at \$50.00.

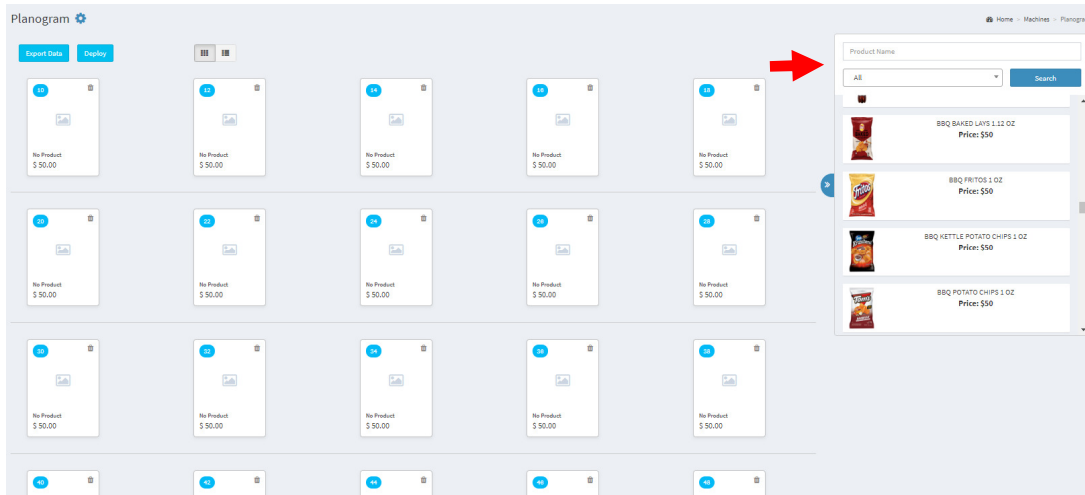


Figure 37

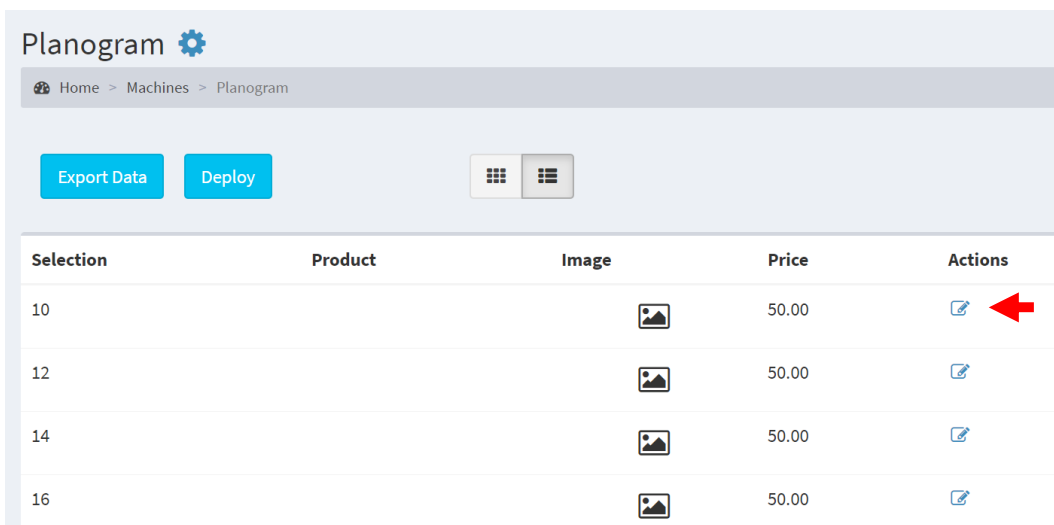


Figure 38

- You can now edit each selection to assign products and change the pricing to your vend price.
- If you are in the row display view you can search for products via the product window provided to the right as in *figure 37*.
- If you are in list view you can click the **edit** icon in the Actions column to the right of the price (*figure 38*).
- Refer to **Editing a Planogram** section later in this document.

Creating a Planogram: Without Using a Template

How to create a planogram without using a template.

- In this section you will learn how to create a planogram without using a template. As you may recall in the previous section on the New Machine screen under the **Machine** tab you had an option to select a template to use. If you chose the **Blank** option, your machine planogram should be empty. So when you are on the Machines section and click the **View Planogram** text as in (*figure 36*), your Planogram will be empty as shown in (*figure 39*).
- In this case your Planogram is raw and is ready to add selections based on the configuration of your machine. At this point you should already have recorded or mapped the selections of your machine so you can enter the correct selection numbers by clicking the **Add Selection** button.

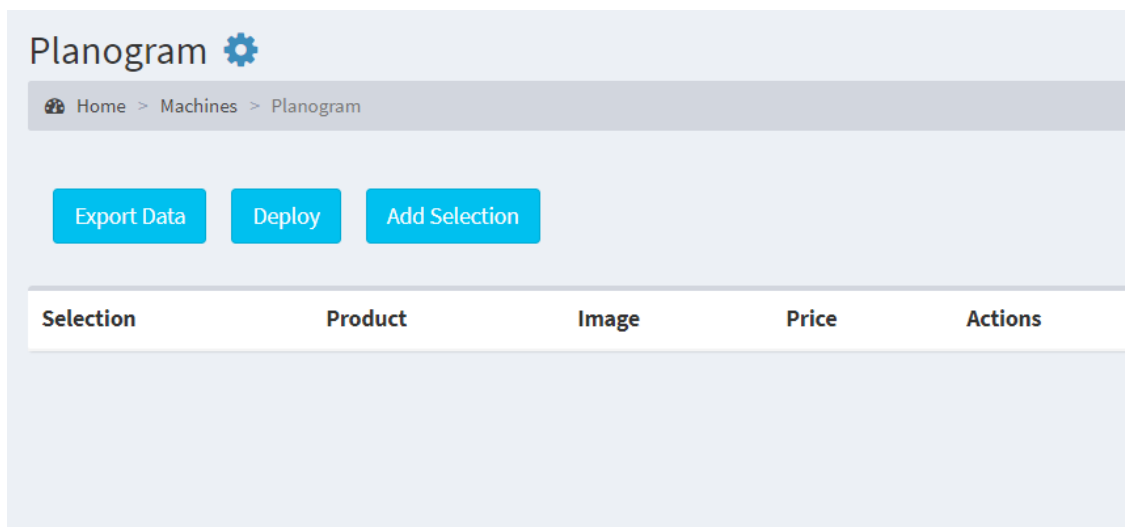


Figure 39

Creating a Selection

How to create a new selection without a template.

- In this section you will learn how to create a new selection. In the previous section you created a machine without using a template, now we will create a selection to go with this blank machine. From where we left off in the previous section select **Add Selection**.
- On the Add Selection screen

- Enter the first selection number in your machine in the **Selection** field.
- Enter the sale price of the first item. **(This is a required field)**. Even if you will be changing prices later this field still needs a price entered.
- Now click the Product field. You can type a product name in this search field. The search function will present matching products to your key word (*see figure 40*). Or you can scroll until you find the product you want to place in this selection.

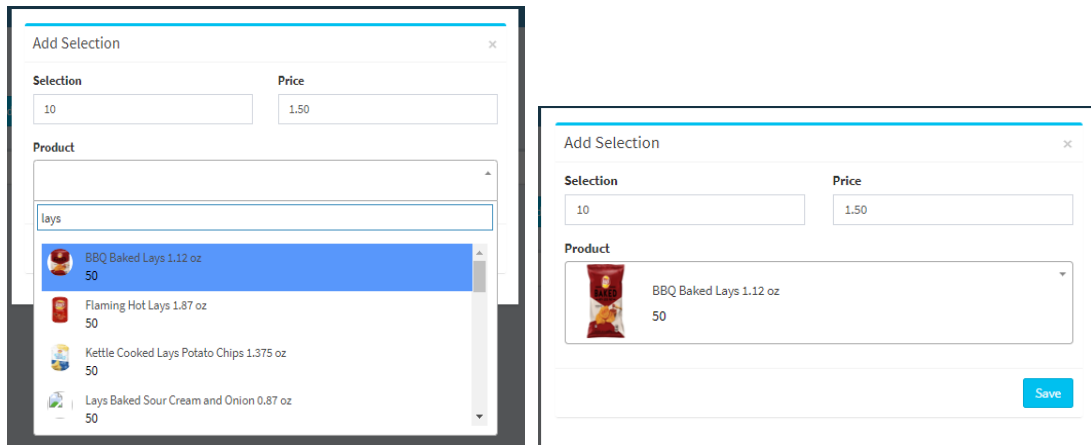


Figure 40

- Click the Save button to save your selection. You should now see your first selection in the Machine (*figure 41*). Continue this process until all remaining selections have been entered into the machine.

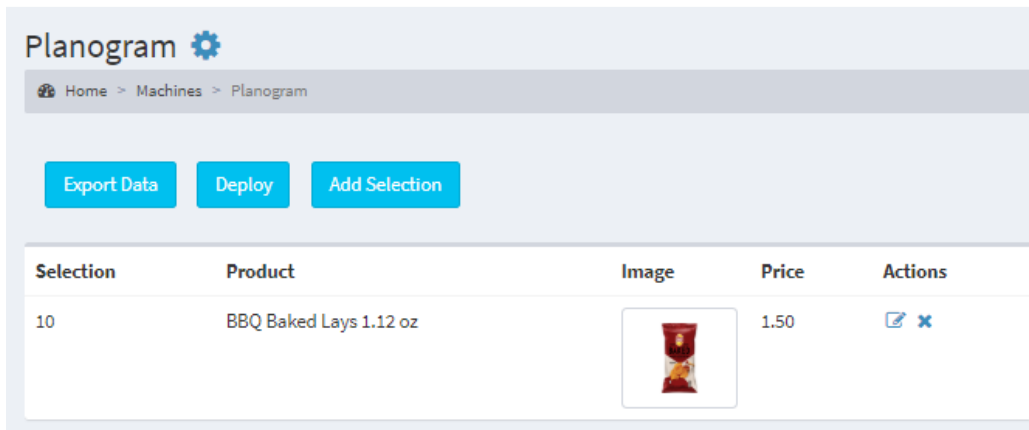


Figure 41

Editing a Planogram

How to edit an existing Planogram.

In this section you will learn how to edit an existing Planogram.

- From the Managing menu select Machines if you are not already on this screen.
- From here select “**View Planogram**” text next to the machine that you would like to edit (*figure 42*).
- To edit the details of an item click the **edit icon** under the Actions column of the product (*figure 43*).
- From here you can also delete a selection that needs to be removed by clicking the **X** icon.

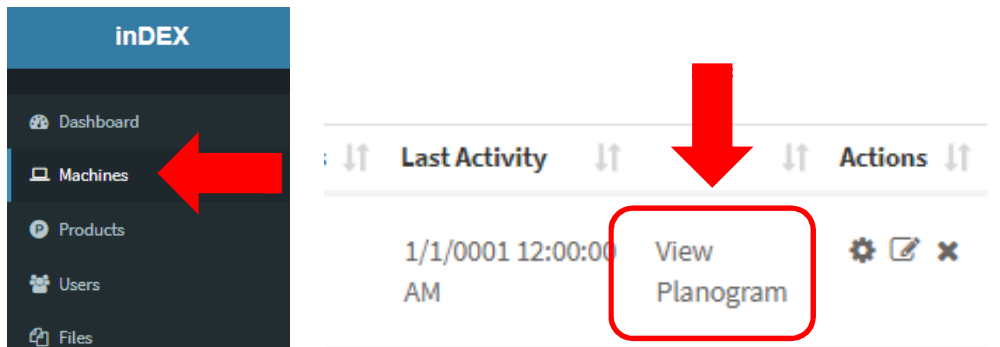


Figure 42

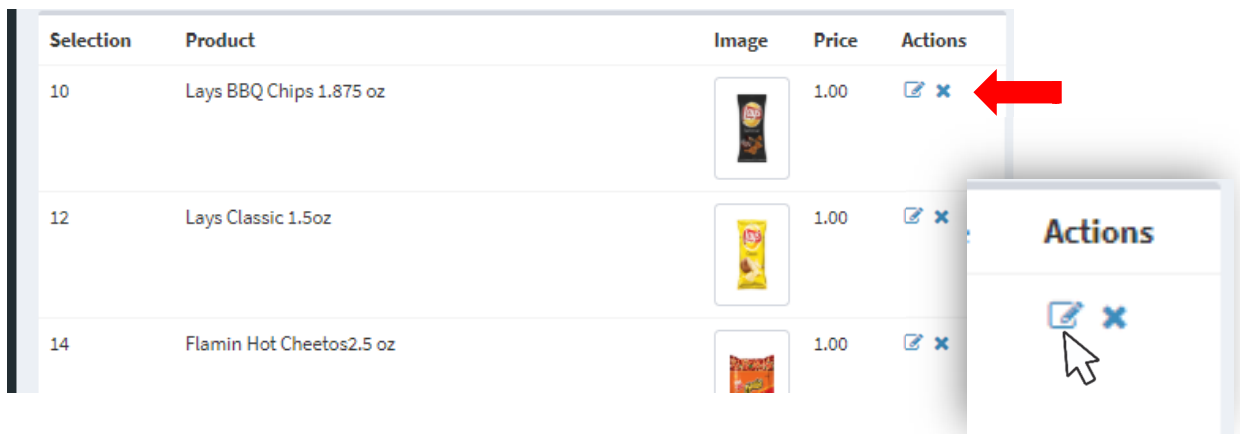


Figure 43

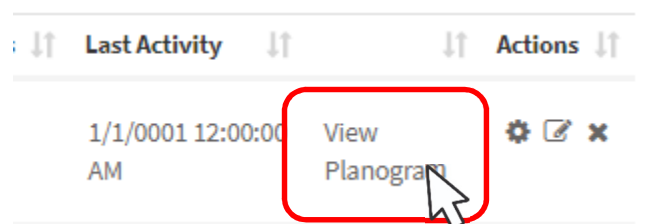
Exporting a Planogram

How to export a planogram for your machine.

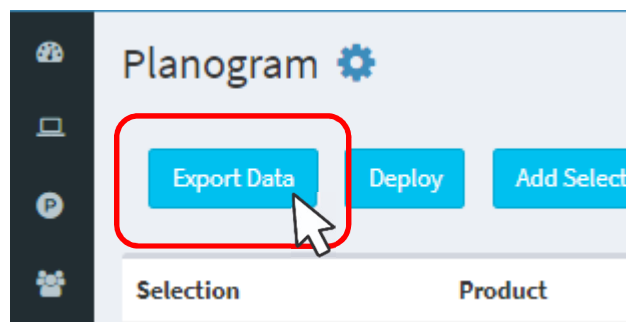
In this section you will learn how to export the planogram so that you can upload it to your Machine.

FLEX Controller Equipped Machine:

- In order to export the planogram for the FLEX control board equipped touch screens complete the following steps:
 1. From the **Machines** screen, find the machine you wish to export the Planogram for and then click the “**View Planogram**” text for that machine. This will take you to the Planogram screen for that machine.



2. Click the **Export Data** button. Depending on your Planogram size you may have to wait 30 seconds to a minute before the save box populates to save the export. Depending on how your web browser settings for saving are configured you will either get a pop up window asking where you want to save your file or your browser will automatically start saving the export data to your “**Downloads**” folder.



3. Click ok to save the exported file if you are presented with a window.
4. Once the file has been saved to your pc you will need to move the file to a flash drive or USB data drive. The file you are looking for should typically look like one of the following:

WTN000000000000.index with the 0's being replaced by the serial number of the **touch screen** on the machine you are exporting this planogram to. (*Refer to Locating Touch Screen Serial Number on Your Machine in section Locating Touch Screen Serial Number on Your Machine.*) This file will load to only the machine with the serial number.

SBC_GlobalDB.index for a **two** digit selection number FLEX Controlled machine only. This file will load to any FLEX Controlled machine regardless of screen serial number.

Used when you want machine planograms to all be the same.

SBC_GlobalDB_3D.index for a **three** digit selection number FLEX Controlled machine only. This file will load to any FLEX Controlled machine regardless of screen serial number. Used when you want machine planograms to all be the same.

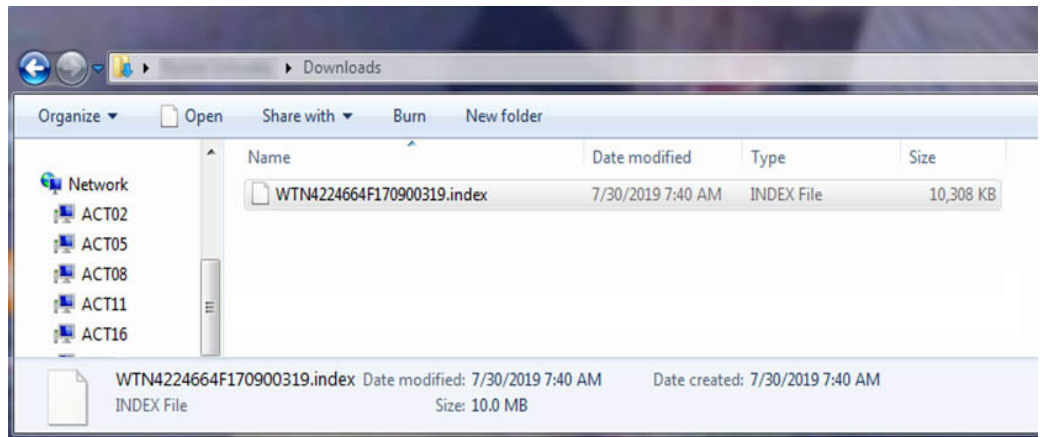


Figure 44a

5. Once the file has been moved to the flash drive you will then need to create a new folder within the flash drive that is labeled as **sbc**. Once the folder is created move the .index file into the folder (See figure 44b).

If you would like to use the same Planogram in multiple machines you can rename the **WTNXXXXXXXXXXXX.index** file to **SBC_GlobalDB.index** for FLEX controlled machines up to 5 snack selections (10 motors/coils) per tray. (Note the name is case sensitive. Failure to name exactly will produce a loading error).

OR

SBC_GlobalDB_3D.index for FLEX controlled machines with 6 snack selections (12 motors/coils) per tray. (Note the name is case sensitive. Failure to name exactly will produce a loading error).

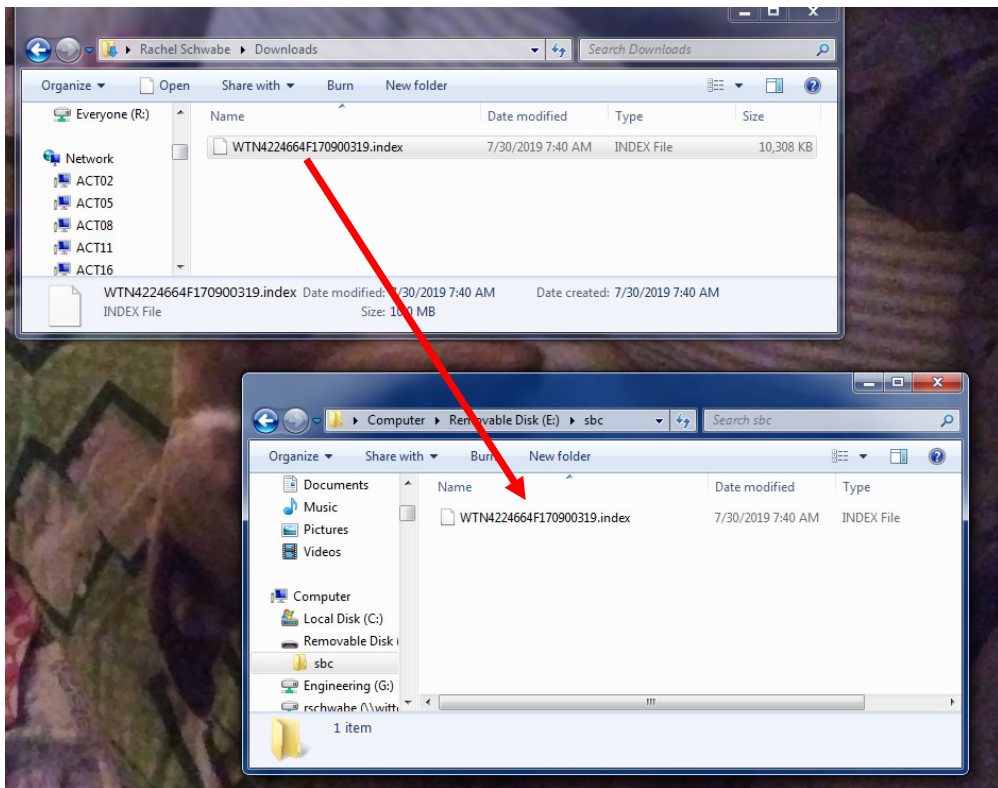


Figure 44b (Final folder must be named SBC)

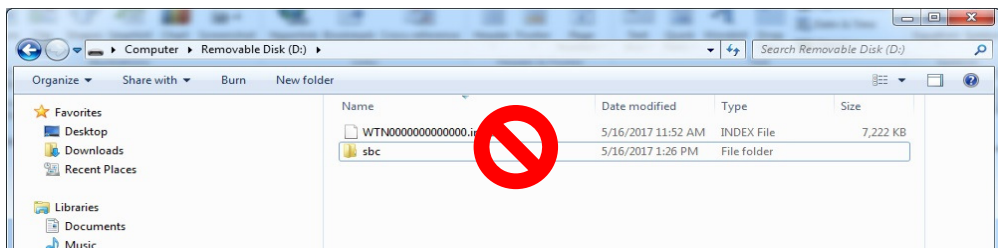


Figure 44c (.index file must be located within the sbc folder)

- If you have included video clips into one or more positions of your Promotions slots you will also need to copy the files to the **sbc** folder. Remember that the file names must be all lower case **video_1**, **video_2** or **video_3** depending on their position in the tab. The file types must also be **.MP4** (See figure 45).

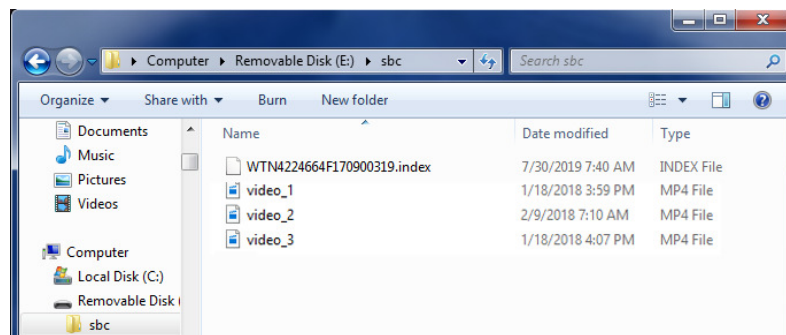
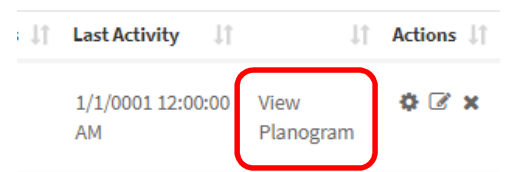


Figure 45

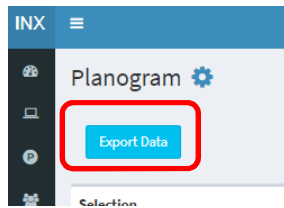
Legacy Machine (GVC Control Board Equipped):

Once a planogram has been created by the inDEX program, it can be saved to a computer or USB flash drive. A USB drive with an **iCART** folder containing a file with the serial or asset number of the machine and the correct extension can then be loaded into the iCART screen planogram.

- In order to export the planogram for the Legacy (GVC 7 inch) display complete the following steps:
 1. From the Machines screen, find the machine you wish to export the Planogram for and then click the “View Planogram” text for that machine. This will take you to the Planogram screen for that machine



2. Click the Export Data button. Depending on your Planogram size you may have to wait 30 seconds to a minute before the save box populates to save the export. Depending on how your web browser settings for saving are configured you will either get a pop up window asking where you want to save your file or your browser will automatically start saving the export data to your “**Downloads**” folder.



3. Click ok to save the exported file if you are presented with a window.
4. Once the file has been saved you will need to move the file to a flash drive. On the flash drive you will need to create a new folder titled **icart**. (See Figure 46) The file you are looking for should typically look like this: WTN0000000000000.index with the 0’s being replaced by the serial number of the **touch screen** on the machine you are exporting this planogram to. Move the file into the icart folder. (See Figure 47) NOTE: Failure to title the folder **icart** and not moving the file into the icart folder will result in an upload error.
5. If you wish to use the same planogram across multiple machines you may rename the file to a generic number **HOWEVER** you will need to change Touch Screen Serial Number via the machine Service Mode of each machine to the same generic number.
6. Open the machine door and locate the **Service Mode** Button located on the machine control board. Typically located on the upper door.
7. On the touch screen, press the **iCart Menu** bar that appears above the service mode keypad and enter the Administrative Pass Code: **1359**
8. Press the **Support** button then press **Change Serial Number** button. You can then change the serial number to the screen.

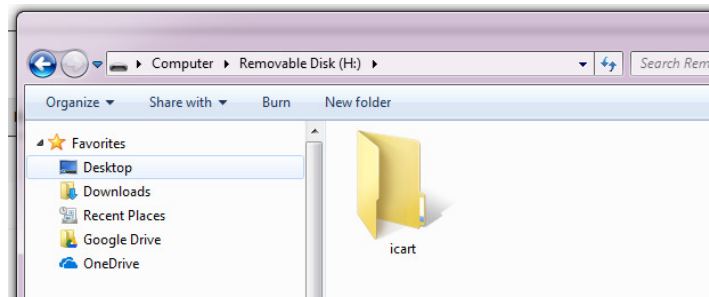


Figure 46

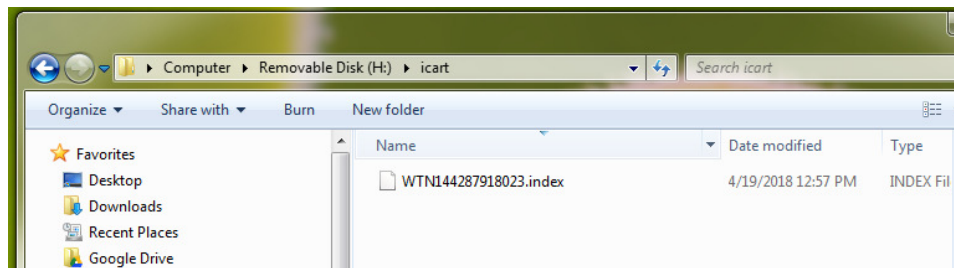


Figure 47

Once this is complete you can choose to eject or safely remove the flash drive from your computer to import the flash drive into your machine. To eject the flash drive simply right click the drive from the open explorer window and select eject. To safely remove the drive left click the usb icon with the green check mark next to it and select eject mass storage. (See Figure 48 or 49.)

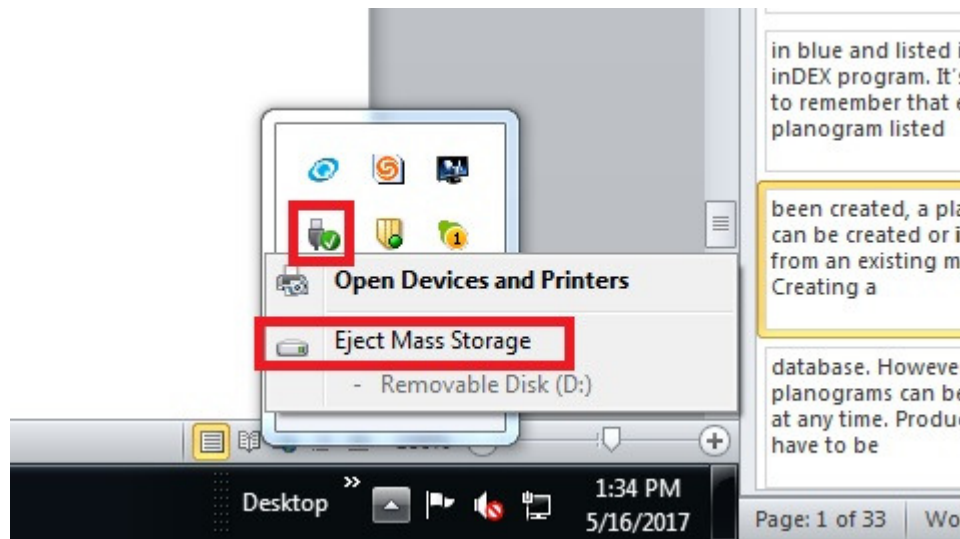


Figure 48

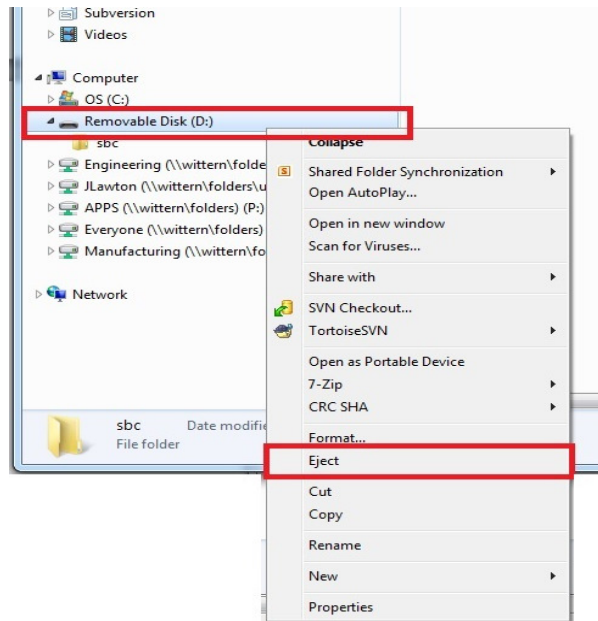


Figure 49

1. When the flash drive is safe to remove you will be prompted with a dialogue box indicating it can be removed. (See Figure 50.)



Figure 50

Importing a Planogram

How to import a planogram to your machine.

FLEX controller equipped machine:

- In this section you will learn how to import the planogram into your machine.
- In order to Import the planogram for the 10.1" display complete the following steps:
 1. Plug the USB Flash drive into a USB port on the SBC board inside your machine located high on the inside pull out door. (See Figure 51.)

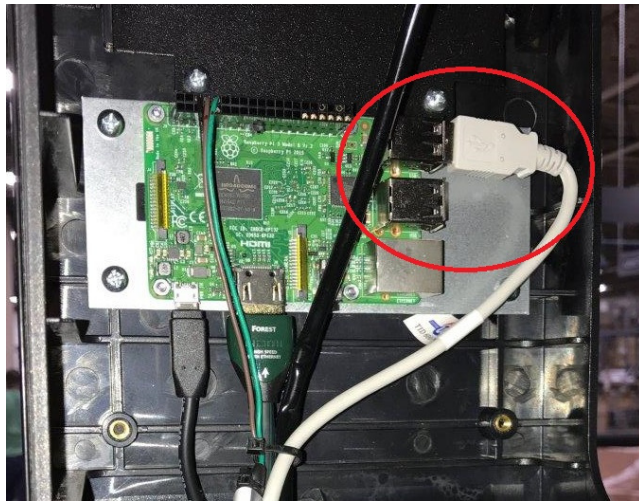


Figure 51

2. Next locate the Service Mode Button located on the main control board. Enter service mode on the machine by pushing the button. (See Figure 52.)

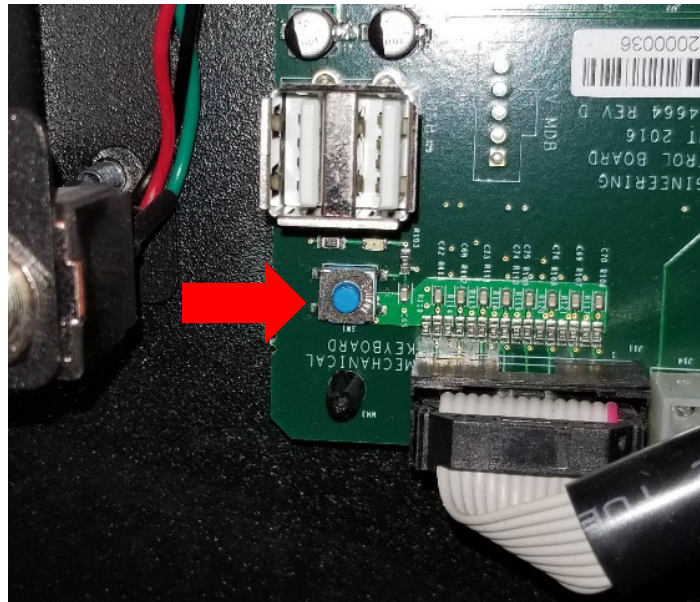


Figure 52

3. Once in service mode scroll down to **System Updates** on the touch screen (See figure 53.)

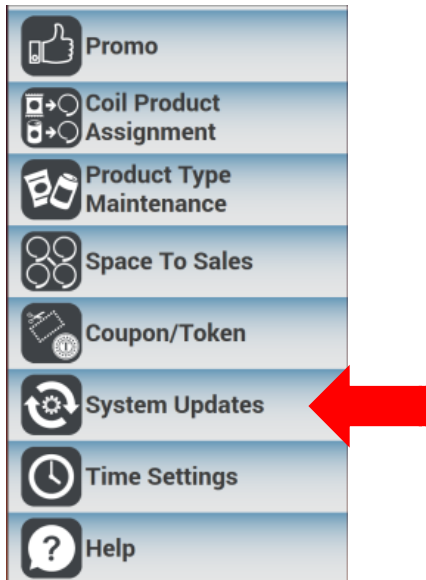


Figure 53

4. Select system updates and select **Clear Planogram**. (See figure 54.)

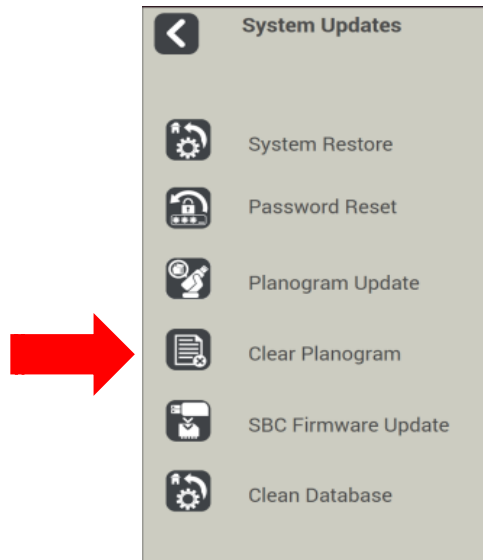


Figure 54

5. The system will clear the existing planogram on the machine.

6. Select **Planogram Update**. (See Figure 55.)

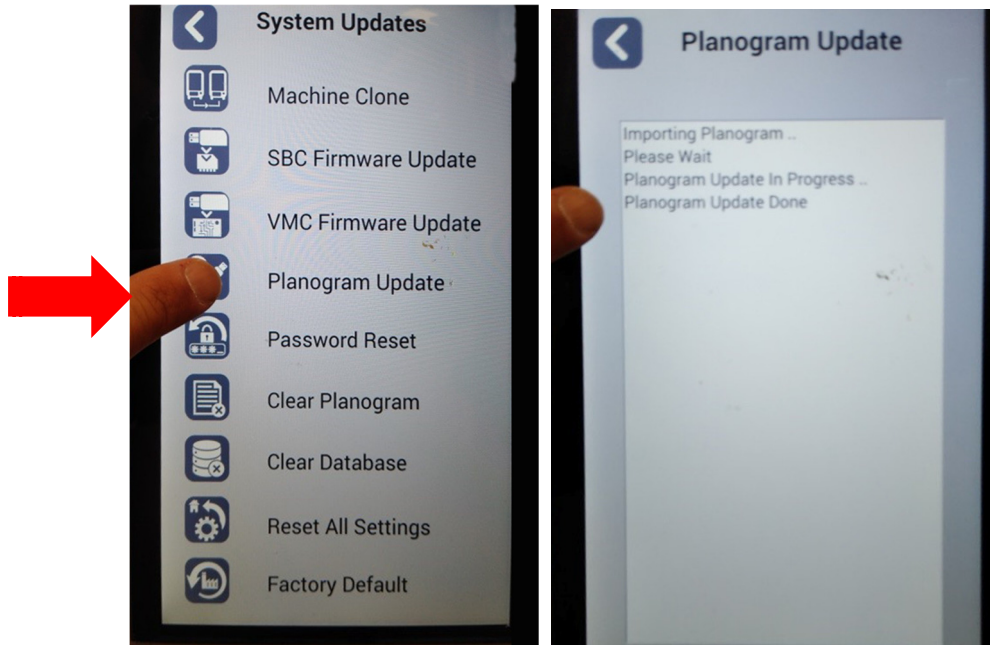


Figure 55

7. Once the update is complete you should see “Done” on the screen.
(See Figure 56.)

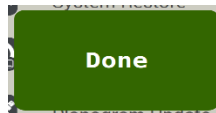


Figure 56

Legacy GVC controller equipped machine planogram update:

1. Open the machine door and locate the USB port on the back of the touch screen and insert the USB flash drive (See figure 57).
2. Once the USB drive is inserted find and press the Service Mode Button located on the machine control board. Typically located on the upper door.
3. On the touch screen, press the iCART menu bar that appears above the service mode keypad and enter the **Administrative Pass Code: 1359**
4. Press **Planogram** and then press **Import Planogram**. The machine will automatically find the correct inDEX file for the Serial #/Asset # of the machine and download the planogram. Please note that an asset number takes priority over serial numbers.
5. Any errors that are present will be displayed and the planogram will not be transferred. Typical reasons for an error are:

- a. Failure to create a folder titled **icart** and having the .index file saved within the file.
- b. Failure to have the correct touch screen serial number in the .index file name.

Renaming inDEX file for common planogram

6. If you will be using the same planogram across multiple machines you may rename the file to a generic number but you must change the touch screen serial numbers at the machine level to match the generic number.
 - a. While in Service Mode on the touch screen, press the **iCart Menu** bar that appears above the service mode keypad and enter the Administrative Pass Code: **1359**
 - b. Press the **Support** button then press **Change Serial Number** button. You can then change the serial number of the screen to the name that matches your common file name on the flash drive.
 - c. Execute step 4 above.

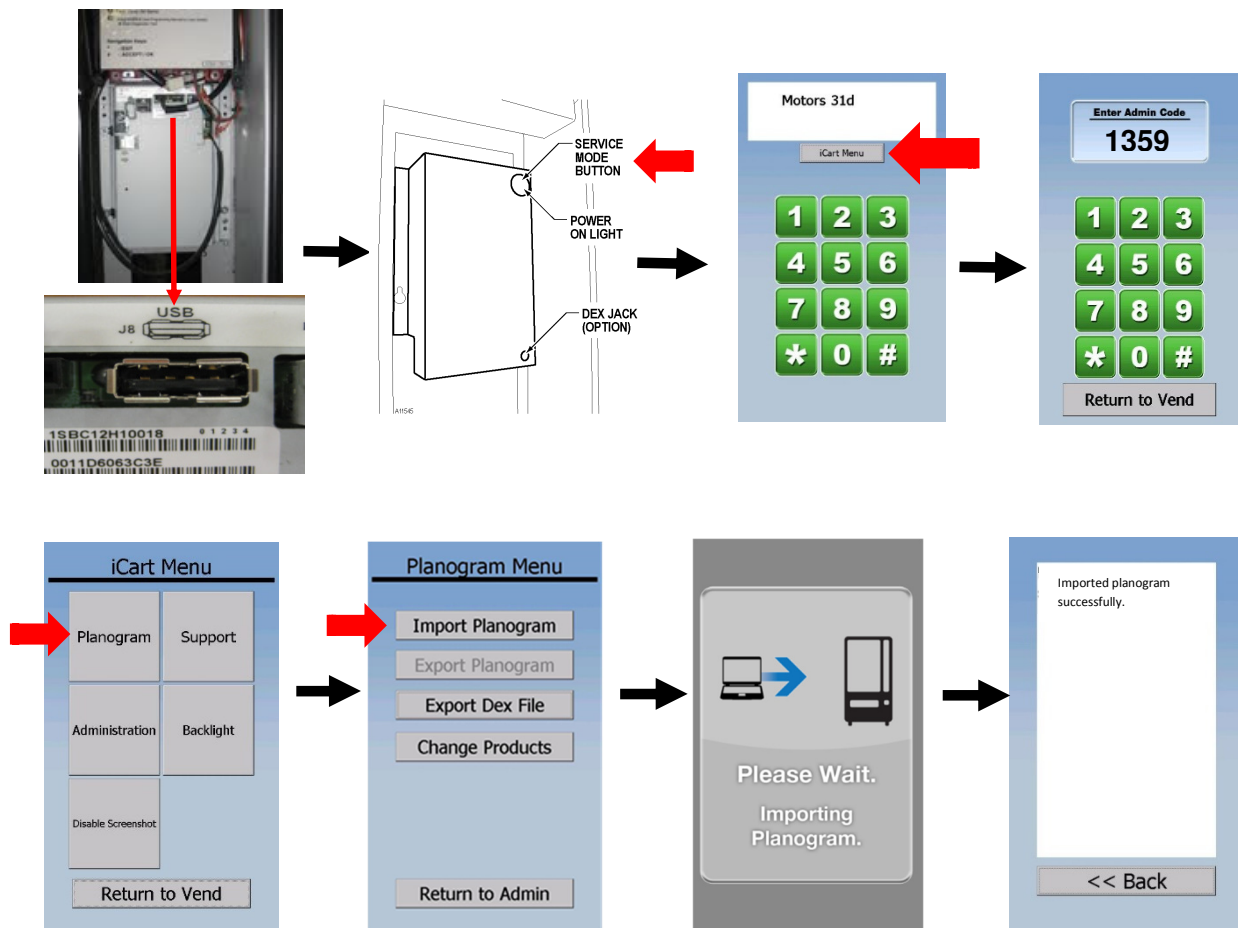


Figure 57

Copying a Planogram

How to copy a Planogram.

- In this section you will learn how to copy a Planogram.
- From the Manage menu go to machines.
- From the Machine screen select Copy Planogram (Note: When choosing to copy a Planogram from one machine to another, the machine that you would like to copy to must already be created you cannot copy from an old machine and copy to a new machine that is not yet created in the machine list)
- On the Copy Planogram screen you will select which machine you are copying from and which machine you are copying to, then click Copy Planogram.
- Once the planogram has been successfully copied you should be able to go into the machine that it was copied to and see the details of the copied planogram upon clicking View Planogram.

Copying Machine

How to copy a machine to save on setup time.

Setting up similar machines is easy with this function. This allows you to copy all the machine settings and current product planogram from one machine to a new machine.

- From the menu side bar choose Machines and then click the Copy Machine button (*See figure 58*).
- In the Copy Machine window select the machine you wish to copy in the drop down **From Machine** menu then enter a name for the new machine in the Name field and enter the serial number of the new machine in the Serial field (*See figure 59*) and click the Copy button. Your new machine will appear in the Machines field and you can then edit it accordingly.

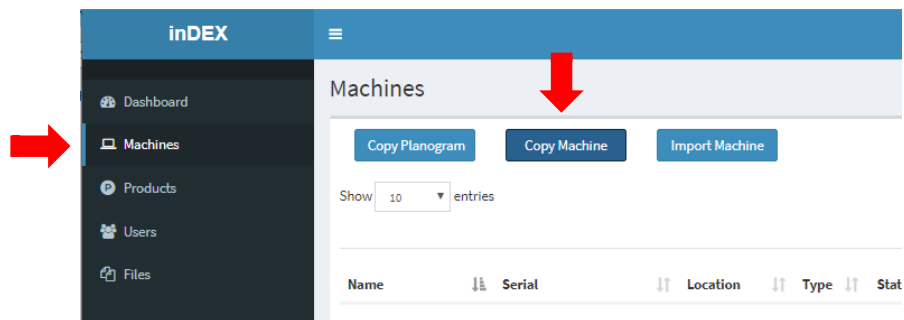


Figure 58

Figure 59

Importing Machine

Importing a machine file.

To import a machine file containing a planogram and machine settings from, as an example, a machine in the field you made local changes to, be it setting or product/coil swaps and you need to update your files on the inDEX web.

- Choose **Machines** from the side bar menu and click the **Import Machine** button.
- Enter a Name for the machine and click the Browse button to find the file to import.
- Click the **Import** button.

Global Database: Managing products between machines

How to manage Global Database between machines.

In this section you will learn how to manage your Global Database so that you can have the same products available to view between multiple machines.

- From the manage menu go to products.
- From the products screen click the Global Products tab (*See Figure 60.*)

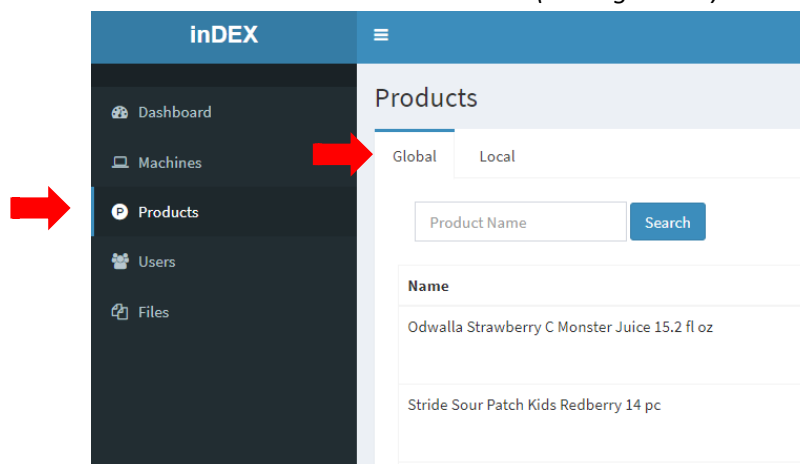


Figure 60

- From the Global Products screen click the **edit icon** under the Actions column (See Figure 61).
- You can easily select products that are commonly used between multiple machines by placing a check mark in the common check box located on the lower left corner of the Product Details screen for each product (See Figure 62).
 - All products checked as common will be included as additional product when Planograms are exported.
 - This allows these products to be loaded to the machine even though they are not actually products being sold.
 - Benefits of this action include:
 - The ability to change products out at machine level without having to first update the Planogram at your PC. You can swap products in and out of your planogram and then update your master planogram at a later date at your desktop.
 - All products and associated information including calorie counts can be previewed in the Browse mode.

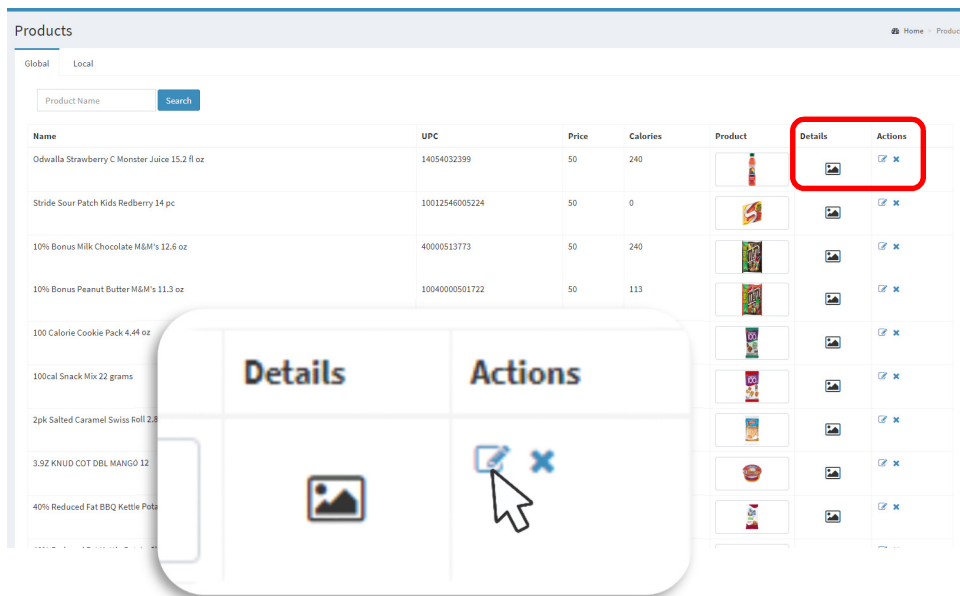


Figure 61

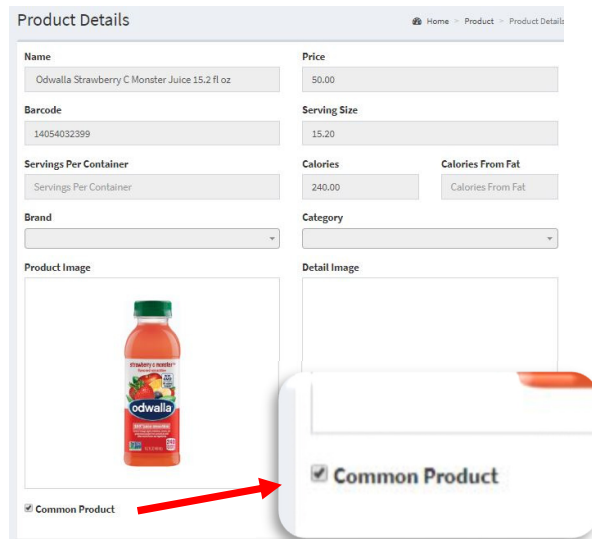


Figure 62

Managing Products from the Machine Level.

How to manage your products and planogram from the machine.

FLEX Controlled Machines:

In this section you will learn how to manage and update the products/planogram from the machine.

- In order to manage the products/planogram in the machine press the service mode button on the control board.
- From the service menu scroll down to Coil Product Assignment. (See Figure 63.)

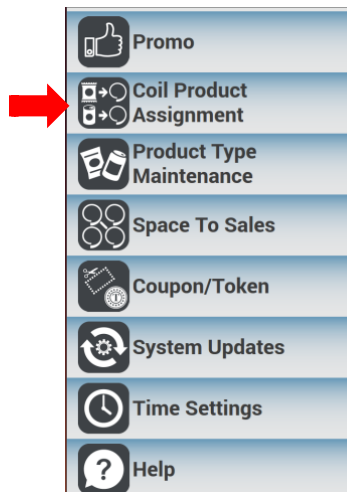


Figure 63

- From the Coil Product Assignment screen select a selection or if there is multiple selections that need to be changed to the same product select those selections as well. (See Figure 64.)

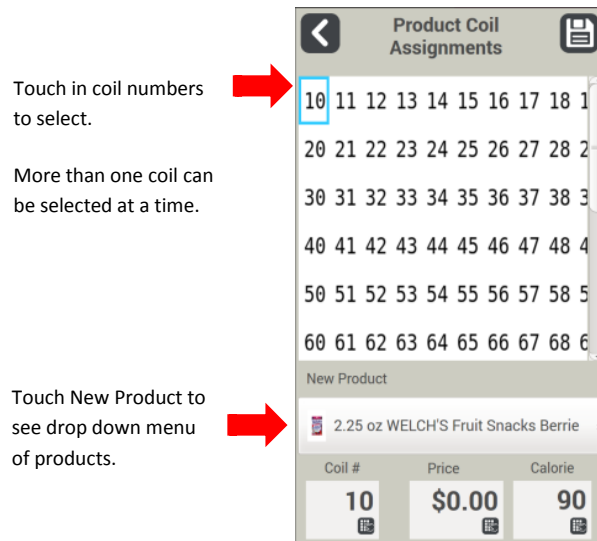


Figure 64

- Once selected, select the new product drop down and scroll through the list of available products to find the product you would like to change the selection(s) to (See Figure 65).

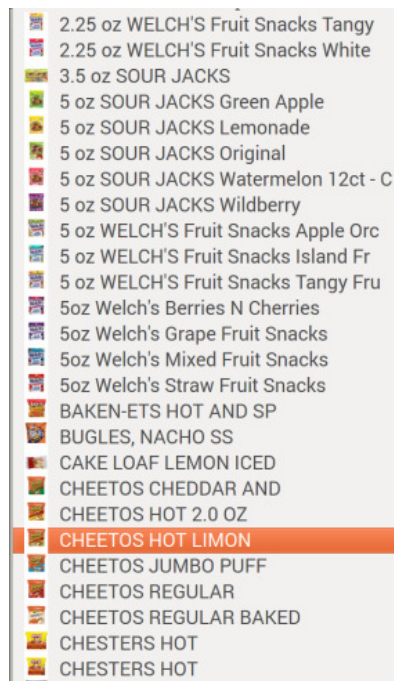


Figure 65

- Once the product is selected if needed you can change the pricing information and the calorie information. When this information is correct select the disk at the top of the screen to save the selected products to the changed product. (See Figure 66.) To change additional products repeat these steps again.

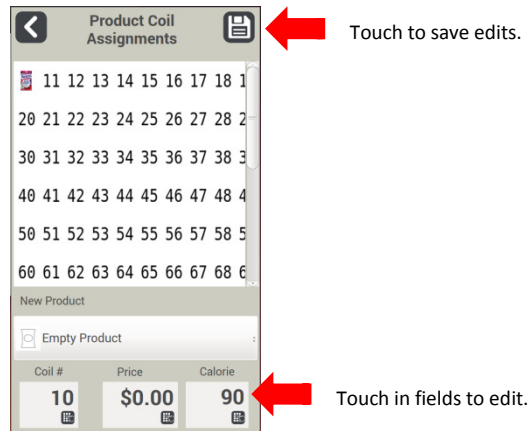


Figure 66

Legacy GVC Controlled Machines:

CHANGE PRODUCTS MENU

IMPORTANT NOTE: This feature requires a machine planogram that has been developed in the inDEX program, using products in the inDEX product database.

Use this menu to change the product for a coil or change to different products. Also adjust the price setting for each product loaded in the machine.

- Enter **Service Mode** and press the **iCart Menu** bar that appears above the service mode keypad and enter the **Administrative Pass Code: 1359**
- Press the **Planogram** button then press **Change Products** button.
- You can then select the **Coil to Change** from the drop down menu and then find the product you wish to change to in the **Change to Product** drop down menu.
- You may change the price by using the arrow keys.
- Press the Save button to save your change. You will see the Update in Progress screen.
- When updating is complete you will see your new product in the Select Coil to Change area.
- Press the Return to Admin button to exit to the iCart Menu.

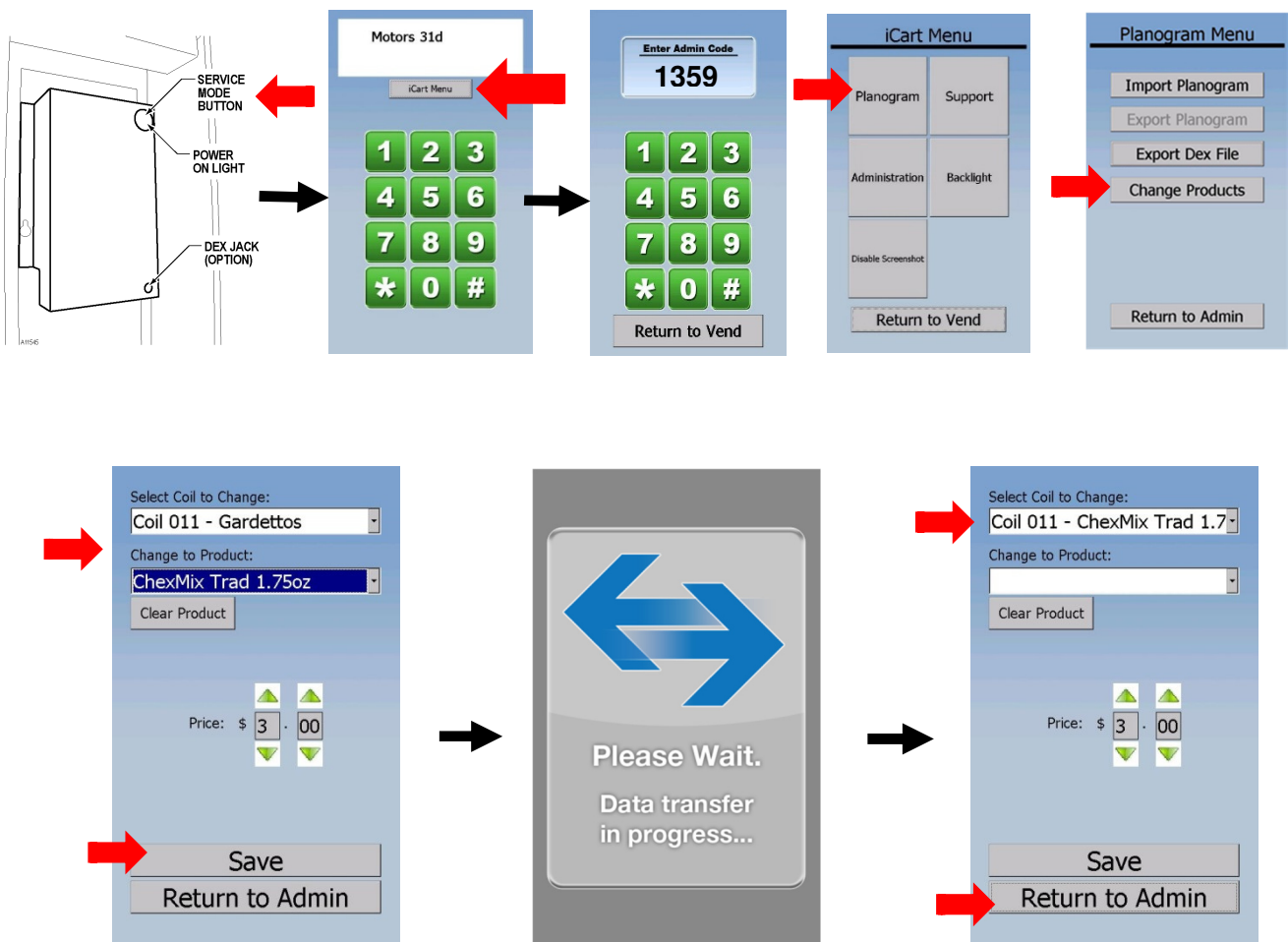


Figure 67

Managing inDEX Users

Add, remove and regulate inDex administration rights for users.

You may designate certain individuals within your organization to login to your inDEX account and grant them administration rights to create, modify and change information for your machines and products.

- From the main side bar menu select **Users**.
- Click the **Add button** and enter the new user **First** and **Last Name** as well as their **Email** address.
- If the user is to be granted administration rights, click the **Is Admin** box.
- The new user will receive an email from inDEX@Wittern.com with a link to complete their new user registration

Your Name, Welcome to inDEX!

inDEX empowers you to manage your vending machine infrastructure anywhere and any time via our unified web interface.

To complete your registration, please [click here](#) and set up your account password.

Once you have completed your registration, you will be able to log in and begin using inDEX.

-inDEX Development Team
--Powered by Wittern

- When they click the “click here” link they will be taken to the inDEX password reset screen where they can enter their unique password.
- They will then be taken to the inDEX login screen (<https://index.wittern.com/>). Their account login (Username) is the email address that the welcome email was sent to, and their password will be the password they just set. (See figure68)
- Once they have successfully logged in they will have to first accept the End User License Agreement. After acceptance of the EULA (End User License Agreement) they will be taken to the default machine screen. (See figure 69). From here they will be able to execute their inDEX functions.

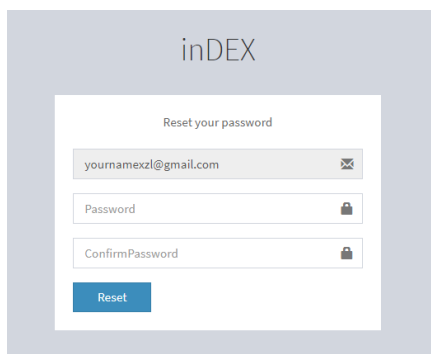


Figure 68

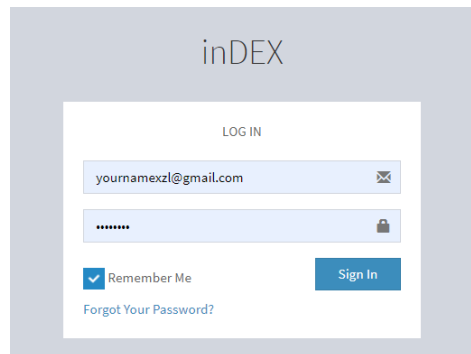


Figure 69

