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How to perform a factory reset on the controller

At times it may be necessary to perform a factory reset on the controller if abnormal machine operation occurs. This typically occurs in summer months when power failures or fluctuation in voltage can corrupt the firmware on the controller. In winter months static electricity is almost always the culprit. inOne boards have the ability to erase the current firmware and then overwrite it with a fresh copy similar to getting a brand new board. If you experience odd behavior such as wrong motors spinning, garbled characters on the display or erratic operation of the machine, these are all good indications that a factory reset will fix your problem.

We have two models boards currently in service. The original VMC board and our newer RVMC board. RVMC boards have a small red switch block with 6 white switches, the older VMC board does not. The procedure to clear ram is different for both models so please follow the appropriate procedure below.

The procedure to perform a factory reset on our newest **RVMC controller** is done to overwrite the existing firmware with a fresh copy of the firmware. Here's how to perform:

1. Turn Machine Off
2. Press and hold in the service mode button while turning power onto the machine
3. The display should say "clearing data" and the board will emit a loud beeping sound
4. Once data is cleared you can release the service mode button
5. Now press the service mode button again to configure your machine like a new installation. At this point in time, if software was corrupted the machine should now be working correctly. If not, you may have a defective controller which should be replaced. We offer a trade in program for cases like this. Please call inOne to request a replacement board.

The procedure to perform a factory reset on our **VMC controller** is done to overwrite existing firmware with a fresh copy of the firmware. The VMC controller has jumper pins that must be used to clear firmware. For all model boards except LCM, look for J13 jumper with “HW TEST” to the right of the MDB socket. For LCM boards, look for J11 “TEST POINTS”, pins 1 & 2. Figure 1 shows the location of the jumper pins on the Automatic Products and National boards. Figure 2. Shows the location of the jumper pins on LCM boards.



Fig. 1

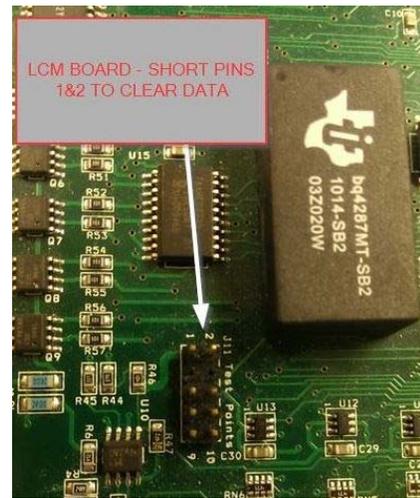


Fig.2

Here's how to perform a factory reset:

1. Turn Machine Off
2. Figure 1. shows the location of J13 “HW TEST” points for AP and National. Figure 2. shows the location of J11 “TEST POINTS” for LCM.
3. Look an inch to the right of the MDB socket for 2 bare pins protruding from the bottom of the board labeled “J13 HW Test”
4. Using a small screwdriver or jumper, short both pins together and power up machine. The display should say RAM CLEAR or NV RAM CLEAR
5. Once you get confirmation of Ram clear you can remove the screwdriver and leave the machine powered up.
6. Hit the service mode button and reconfigure your settings.
7. Power cycle machine and perform a test vend to ensure machine operates as expected.