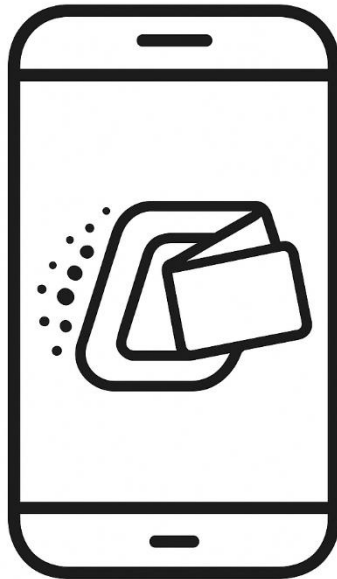




PayRange App
Training Manual



Introduction

This manual provides step-by-step instructions for using the PayRange mobile app during BluKey installations. It covers logging in, registering devices, editing devices and pricing profiles, and activating coupon codes for test transactions.

Before Getting Started Requirements

- ❑ **Smartphone** with the **PayRange app** installed
- ❑ Technician **login credentials** (username and password)
- ❑ **Stable internet connection** (Wi-Fi or cellular data)
 - PayRange service requires an active data connection on the mobile device.



Logging into the PayRange App

1. **Download** or update the PayRange app from the app store.
 - a. Ensure it is the most **current version**.
2. **Launch the app** and **sign in** using technician credentials.
 - a. *Operator access is required for device registration.*
 - b. If you do not have operator access, request it from your PayRange supervisor.

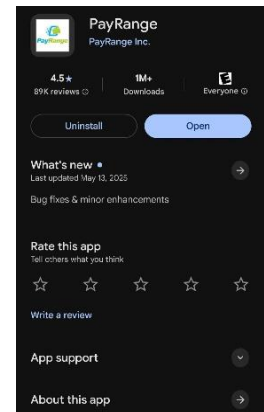


Figure 1

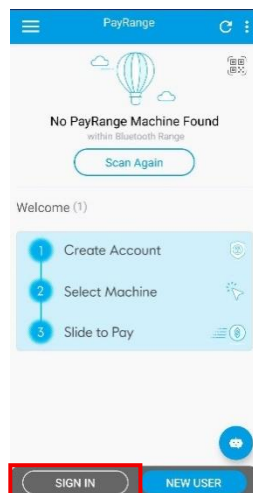


Figure 3

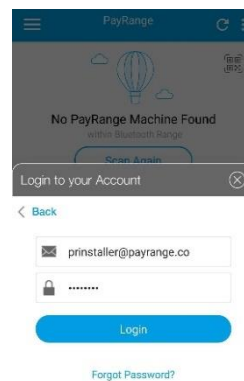


Figure 2

- Once logged in, if you are not near any active devices the home screen will look like **Figure 4**.

Register Device

- Tap the **menu icon (☰)** in the top-left corner. (see the **red box** in **Figure 4**).
- Under your username, confirm the mode is in **Operator Mode** and/or you see **Register Device** as one of the menu options (**Figure 7**).
- If you are in **Consumer Mode**:
 - Tap inside the **red boxed** area seen in **Figure 5**.
 - A new menu will appear that will allow you to change user modes (**Figure 6**).

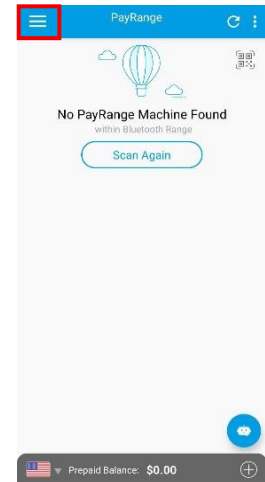


Figure 4

- There are different levels of access. You may not be assigned as an owner. However, if you have access to **Register Device**, you will be able to proceed with the next steps.

- Back on the main menu, select **Register Device (Figure 7)**.
 - The **Device Information** page will populate (**Figure 9**).

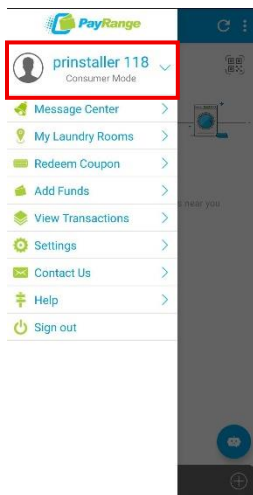


Figure 5

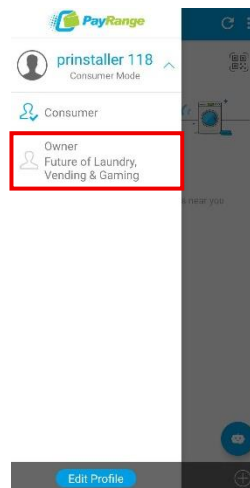


Figure 6



Figure 7

5. Type or use the camera icon to scan the **Serial Number** on the back of the BluKey (see **Figure 8 & 9**).
6. Fill out the rest of the data on the Device Information page.
 - a. **PIN**- This should automatically populate. If it does not, manually enter the 4-digit PIN printed on the back of the BluKey label.
 - b. **Machine ID**- A unique identifier for the machine. Requirements may vary depending on the operator or property.



Figure 8

- For this manual, we will use the same value as the **Position** number (example: 1). See **Figure 9**.

- c. **Position**- Each machine is assigned a position number based on its physical placement in the room.

Use these guidelines when assigning machine numbers and placement decals:

- a. Number machines **left-to-right** and **top-to-bottom** to help customers easily locate machines.
- b. For stacked machines requiring two devices, the top machine receives the lower number.

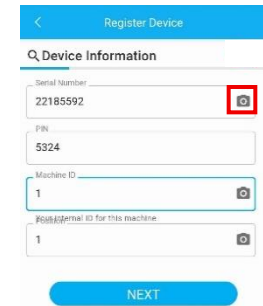


Figure 9

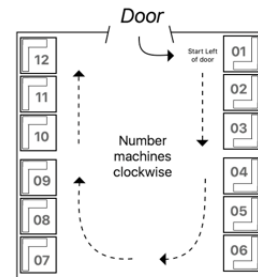


Figure 10



Figure 11

7. Tap **Next**

- a. The **Machine Information** page will populate (**Figure 12**).

8. Make the following selections as needed:

- a. **Category**- Should be set to **Laundry**.
- b. **Subcategory**- Select the appropriate machine type: *Washer, Dryer, Combo, or Stack*, depending on the equipment you are installing on.
- c. **Harness**-Choose the correct harness that matches the machine model.
 - *Incorrect harness selection will download the wrong firmware and cause incompatibility between the machine and BluKey.*
- d. **Protocol**- Choose **Serial** or **Pulse**.
 - Selection must correspond to the machine’s communication type.
 - Refer to the specific harness installation manual for protocol guidance.
- e. **Service Location**- Select the appropriate environment.
 - Common laundry selections include **Laundromats** or **Housing**.
- f. **Machine Display Name**- This is what customers will see displayed in the app. To maintain consistency, use the format:
 - **Machine Type + two-digit position number** (use a leading zero for positions below 10).
 - Washer in position 1 → **Washer 01**
 - Dryer in position 2 → **Dryer 02**
 - Combo washer/dryer in position 10 → **Combo 10**
- g. **Scan to Pay ID**-Must align with the machine’s position for proper functionality.
 - This field automatically populates once the Position is entered on the Device Information page.
 - Scan to Pay ID format: **100 + two-digit position number**.

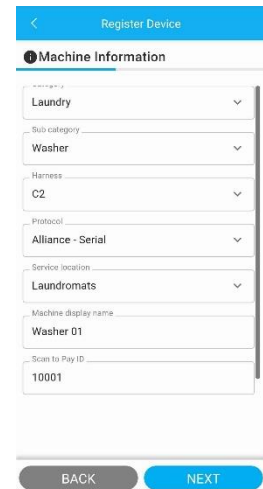


Figure 12

- Washer in position 1 → **10001**

9. Press **Next**

- The Location Information page will appear (**Figure 13**).

10. Enter the **Location Name** and **Address** for the installation site.

- You may **manually type** the information, or press **Use Current Location** to have the app automatically populate the fields.
 - **Always double-check** that the auto-filled details are accurate when using the *Use Current Location* feature.

11. Press **Next**.

12. The **Device Preview** page will display the machine number that will be displayed to the customer in the app.

- If correct, now is a good time to affix the correct decal on the machine (**Figure 14**).

13. Press **Register**

14. The **Device Firmware** page will now begin downloading (**Figure 15**).

- Wait until the **Status** indicator turns **green** and displays: **Up to date**.
- The Current Firmware's 5-digit number should match the Assigned Firmware.
 - A common reason for **firmware failure** is selecting the wrong harness or protocol type for the machine.
 - If changes are needed, see the **Edit Device** section for instructions on updating the selection.

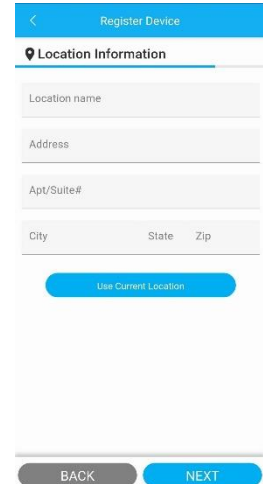


Figure 13



Figure 14

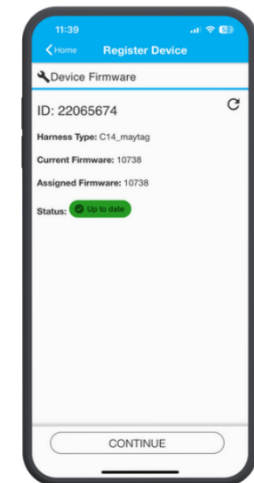


Figure 15

15. Press **Continue**

16. The app will attempt to push the pricing profile from the app to the machine (**Figure 16**).

- a. If the page does not look like it started the progress automatically tap **"Send Pricing to Machine"** and wait for the progress to complete.
- b. Once Successful, the **Status** will update in the app, and pricing will display correctly on the machine.
 - If you are installing using **Pulse** protocol you may **skip** this section.

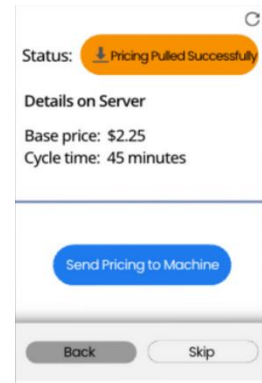


Figure 16

17. Congratulations, registration was successful.

- a. It is recommended that you press **No** to the final step in **Figure 17**.
- b. Pressing **Yes** will duplicate all the settings to the next registration, including harness type and subcategory type (washer or dryer).

18. **Repeat** the registration steps for all machines.

- a. After registration, perform a test transaction to confirm proper operation.



Figure 17

Test Transaction

1. On the main screen in the PayRange App, select the machine you wish to test (**Figure 18**).
2. Slide the green arrow to the right to send a test transaction to the machine.
3. Verify the machine's display shows the PayRange balance or value of free purchase code (**Figure 19**).
 - If you received a **coupon code** to fund your account, proceed to the **Redeem Coupon** section for more information.

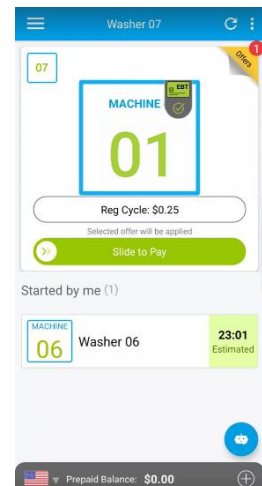


Figure 18



Figure 19

Redeem Coupon

There may be times when funds are required to send a test transaction. In these cases, PayRange may provide a coupon code that can be redeemed for a set number of transactions.

1. From the main menu, switch to **Consumer Mode**.
 - a. Refer to Step 4 in the **Register Device** section for instructions on switching to Consumer Mode.
2. Press **Redeem Coupon (Figure 20)**.
3. Enter the coupon code you were provided.
4. Press **Submit**.
5. On the **Success** screen press **Okay**.



Figure 20

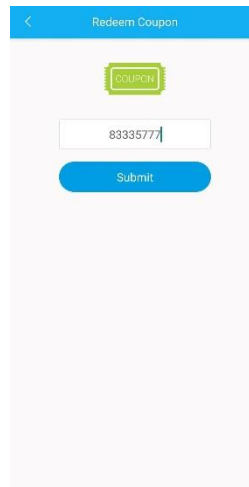


Figure 21

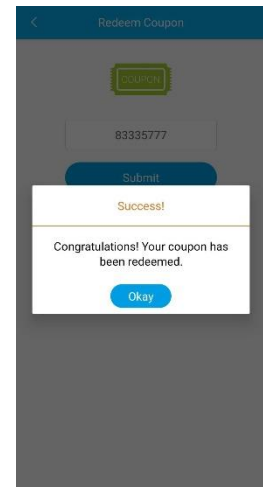


Figure 22

Edit Device

After registration, a device can be edited to update machine information, device information and device pricing.

1. Press the **menu icon (☰)** at the top-left corner of the screen to bring up menu options (**Figure 23**).
2. Select **Edit Device (Figure 24)**.
3. Enter the **serial number** or **position sequence** of the device you want to edit.



Figure 25

4. Press **Next**.
5. The **Device Information** page will populate (**Figure 26**). If you need to make any changes to the **Machine ID** or **Position**, follow these steps:
 - a. Tap the field you wish to change.
 - b. Delete the existing information.
 - c. Enter the new information.
6. Press **Next**.

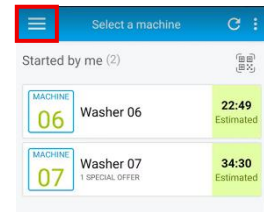


Figure 23

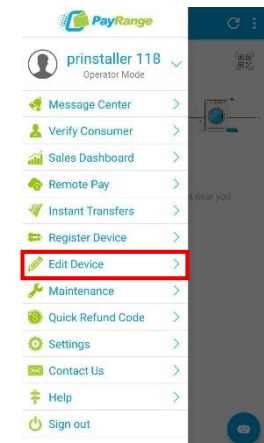


Figure 24

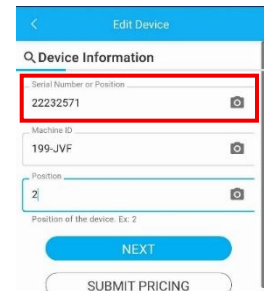


Figure 26

7. The **Machine Information** page will appear (**Figure 27**). Here you can make changes to following fields:
 - a. **Pricing** - See the **Edit Pricing** section below.
 - b. **Category**-should be **Laundry**
 - c. **Subcategory**- Washer, Dryer, Combo, or Stack.
 - d. **Harness**- Select the correct harness for the machine.
 - e. **Protocol**- Select the appropriate protocol (Serial or Pulse).
 - f. **Service Location**- Choose the most fitting option (commonly Laundromats or Housing).

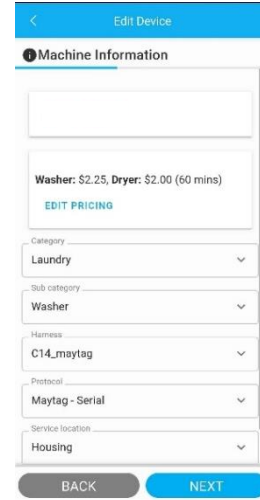


Figure 27

Edit Pricing

Serial Mode Pricing:

When registering a machine using the **Serial** protocol, the PayRange app will attempt to retrieve the required pricing profile automatically. The **Serial** protocol must be selected for the pricing to successfully push to the machine. If the auto-filled pricing appears incorrect, adjustments can be made in the app during registration or after registration by editing the device.

1. On the **Machine Information** Page, tap Edit Pricing (**Figure 28**)

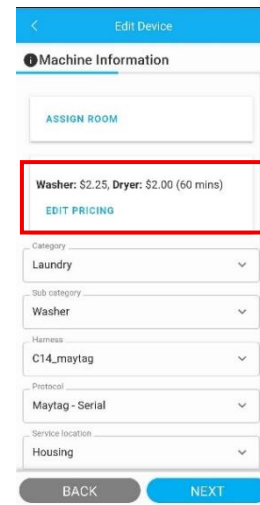


Figure 28

2. On the **Device Pricing** page (**Figure 29**) you can adjust:
 - **Washer settings:** Base price and add-on amounts (*temperature, cycle, soil*).
 - **Dryer settings:** Base price, top-off amounts, and cycle time.
 - It is recommended to set electric dryer's cycle time to 60 minutes and gas dryers to 45 minutes.
3. Tap **Save**, then **Next** on the Machine Information page.
4. If a **Warning message** appears asking to confirm Serial mode, select "**Yes, it's Serial**" (if the protocol is intended to be Serial).

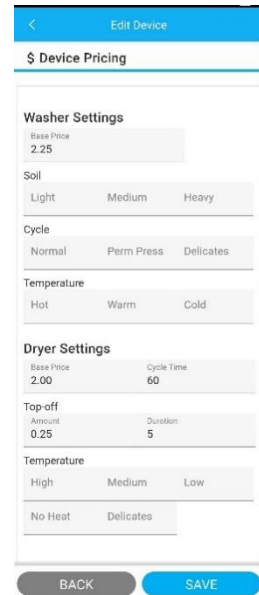


Figure 29



Figure 30

5. Continue through **Location Information**, **Device Preview** and **Device Firmware** pages.
6. The **Device Pricing** will update on the final screen.
 - a. Wait for the status to complete and turn **green** to confirm success.
7. The new pricing should now appear in both the **PayRange** app and on the machine display (when compatible).

ESD Machines and Price Discrepancies:

If you are upgrading a machine that previously used an **Electronic Start Device (ESD)**:

- The machine display price may **not change** even if pricing is registered successfully in the PayRange app. This is a known issue caused by the ESD reader reverting the prices if left connected.
- The temporary solution is to revert the pricing in the **PayRange** app to match the price currently displayed on the machine (the price programmed in the

ESD reader) until the ESD reader is removed or reprogrammed to accept the new pricing profile.

Pulse-Based Pricing:

The Pulse protocol is used when coin operation is required to run in parallel with the PayRange hardware. During device registration, select the appropriate base harness and confirm the **Pulse** protocol.

During registration the **Device Pricing** page (**Figure 31**) will populate. To set the profile:

1. Delete the bottom profile labeled **2. Description**, by pushing the trash can icon outlined in red in **Figure 31**.
2. There are a few things to consider when setting the #pulses and amount:
 - a. If the machine is a **coin-slide**, multiple quarters are pushed in at the same time.
 - i. Ensure the **Description** selected is **Reg Cycle**.
 - ii. The **Amount** will be the total cost for the washer/dryer cycle.
 - iii. **#Pulses** set to 1 (**Figure 32**)

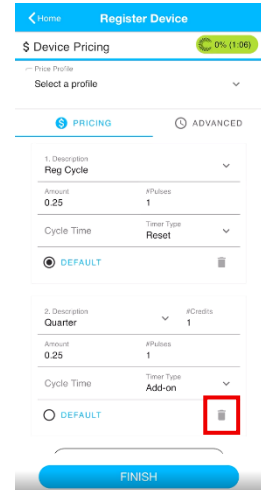


Figure 31

- The machine will start once all the quarters are placed in the slots in the slide. one slide=one pulse
- Be sure that the price set in the app matches an amount the machine can accept. For example, if the machine's coin slide has only four slots, the configuration shown in **Figure 32** would not be compatible.

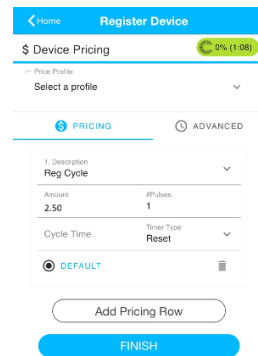


Figure 32

- b. If the machine is a **coin-drop**, one quarter is inserted in the slot at a time.
 - i. Ensure the **Description** selected is **Reg Cycle**

- ii. The **Amount** will be the total cost for the washer/dryer cycle.
- iii. **#Pulses** refers to the number of coins needed to start the machine.

- Most machines are configured to accept quarters, so the pulse amount is usually set to **0.25**.
- In the example in **Figure 33**, the total cycle cost is \$2.50, therefore the machine will expect 10 pulses (or 10 quarters).

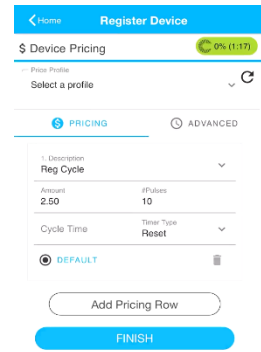


Figure 33

2. Tap **Finish**.
3. Update the **Firmware** for Pulse
4. **Skip** the **Push Pricing** step. Pricing will not push to the machine and will display as a failure in the app—this behavior is normal.