



## Frequently Asked Questions (FAQ)



This document provides answers to common installation, configuration, and troubleshooting questions for PayRange BluKey devices.

## Which harness should I use for this machine?

The correct harness depends on several factors, including:

- The type of machine
- The control board (e.g., MDC, ACA)
- The existing payment system (e.g., coin-slide, ESD card reader)

Refer to **Table 1: Common Harness Recommendations by Machine Type** below to help determine the correct harness. For more detailed installation instructions, see the harness-specific training manuals available at:

<https://payrange.com/support/installation-manuals/>.

### Important Guidelines for Harness Selection

#### ESD Machines

When selecting the harness type in the PayRange app for ESD machines, you must choose the base harness-ESD option:

- C1-ESD
- C2-ESD
- C3-ESD

**Important:** Selecting a generic harness such as K21, K22, or K23 will cause the incorrect firmware to download, which will result in incompatibility.

**Table 1**

<b>Common Harness Recommendations by Machine Type</b>		
<b>Machine Type / Board</b>	<b>Recommended Harness(es)</b>	<b>Notes on Configuration</b>
Maytag	C3 Harness C23 Harness	Maytag machines typically use the C3 or C23 harness. For a Maytag stacks, only one harness/BluKey is required per stack because the machine shares a control board.
Maytag with ESD Card Reader	C3 + R5 Maytag Card Adapter	When registering in the PayRange app, select the <b>C3-</b>

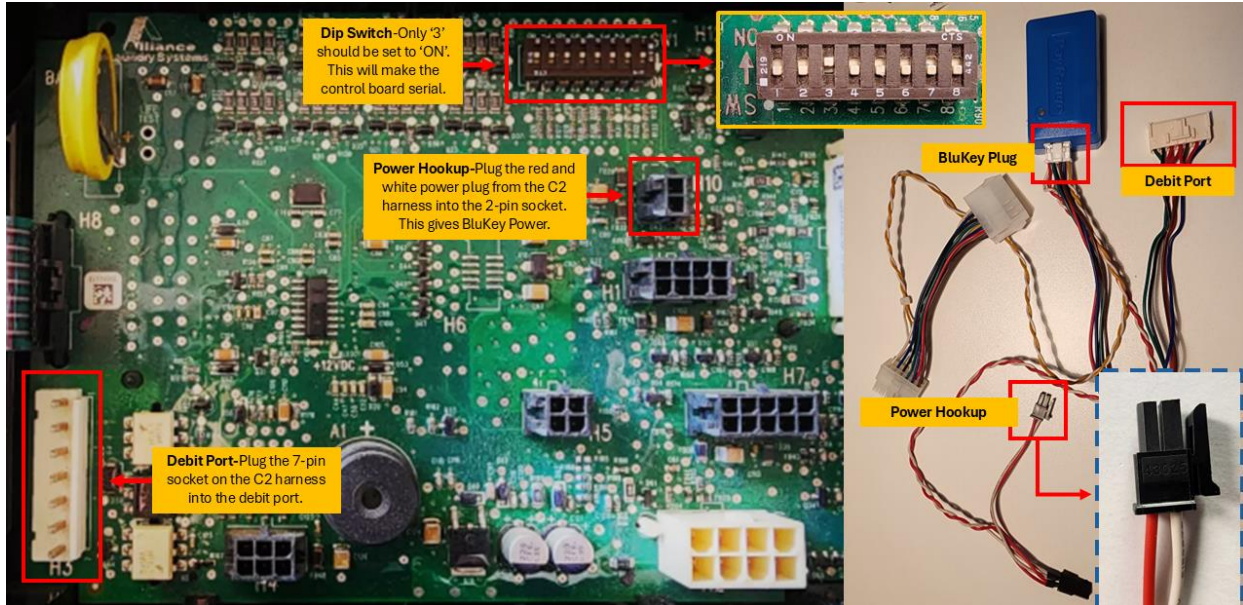
		<b>ESD + Maytag/Whirlpool</b> harness type.
Alliance / Speed Queen (MDC board)	C1 Harness	MDC boards typically require a C1 harness. Ensure a <b>serial jumper is installed</b> if the board needs to run serial protocol.
Alliance / Speed Queen (ACA board)	C2 Harness  C18 Harness	<b>Pre 2021</b> boards use the C2 harness. <b>Post 2021</b> boards typically use the C18.
Alliance / Speed Queen (ESD)	C1 + R5 MDC Card Adapter  C2 + R5 ACA Card Adapter	When registering in the PayRange app, select the <b>C1-ESD + Alliance</b> or <b>C2-ESD + Alliance</b> harness type.
Electronic Coin Slide Machine	K18-Relay Harnesses	Electronic coin slides require a relay module. Relay harnesses are <b>not compatible with mechanical coin mechanisms</b> .
LG Washer	C5 Harness (pulse)  C15 Harness (serial)	The C5 harness is used for machines that will be set to pulse.  The C15 harness is used for machines set to serial.
Laundrylux/Wascomat	C19	Serial mode is not supported at this time. When registering in the PayRange app, select the <b>C19 Pulse option</b> .
Dexter C-Series	C11 Dexter Laundry Harness	Serial mode is <b>not currently supported</b> . When registering in the PayRange app, select the <b>K31 Pulse option</b> .



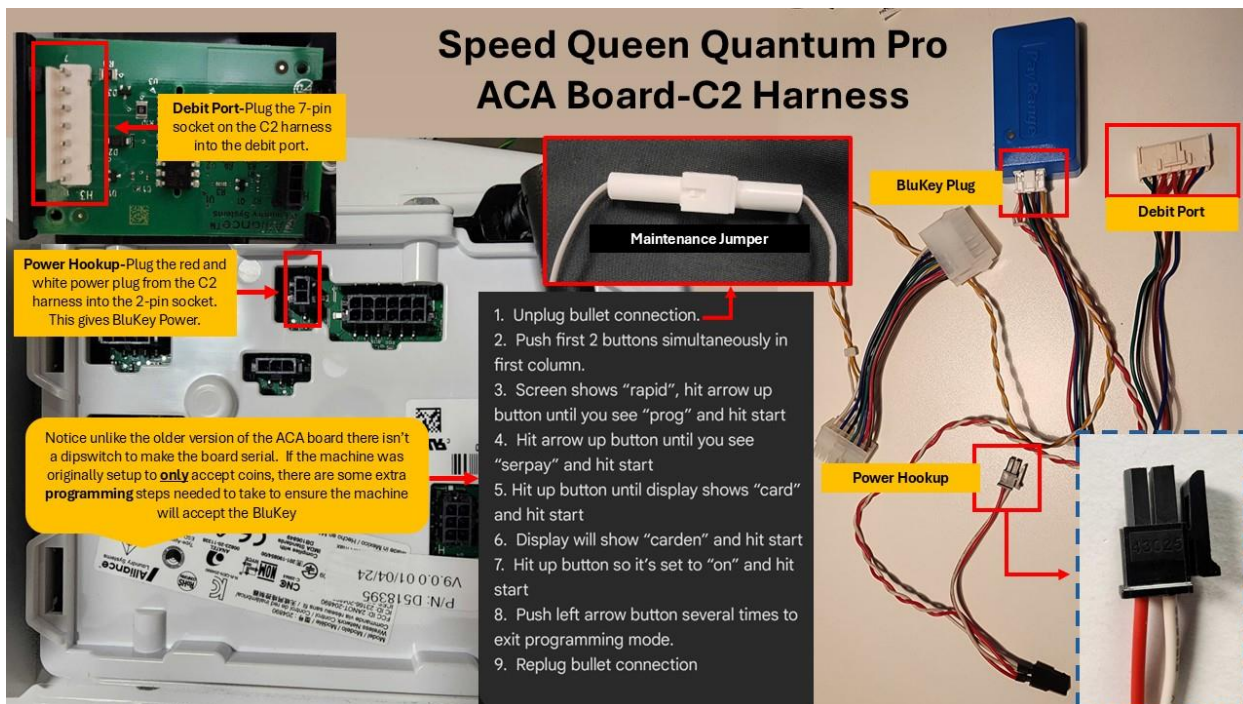
- The power connection on the ACA board is a **2-pin power port (H10)**.

**For specific wiring details, see:**

- **Diagram 2** - Pre-2021 board
- **Diagram 3** - Post-2021 board



**Diagram 3**



**Diagram 2**

## Maytag Boards (C3 Harness or C23)

- No separate power connection is required. Power is supplied automatically when the harness 6-pin debit connector is plugged into the 6-pin debit port on the control board.

## Wascomat (C19 harness)

- Disconnect the **P/N 11-02330-00 harness adapter** (see **Figure 2**)
- Connect the red and white power adapter to the light blue machine harness located on the right side of the machine, as shown in **Figure 1**.
- If the power connector does **not** match the machine harness shown in **Figure 1**:
  - Leave the adapter attached to the harness (see **Figure 3**)
  - Proceed with the power connection.

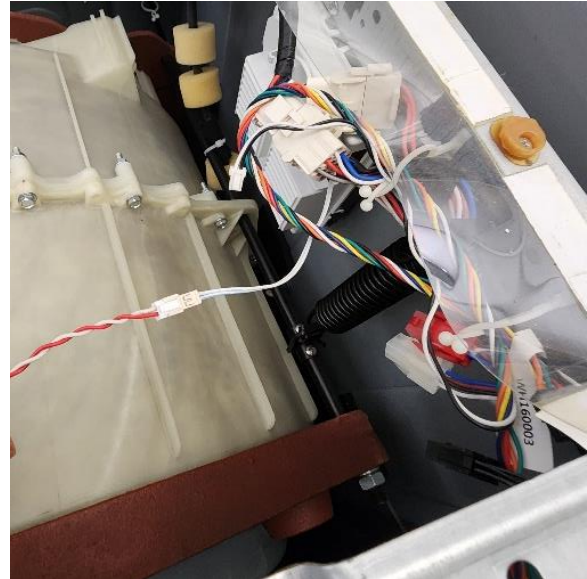


Figure 1

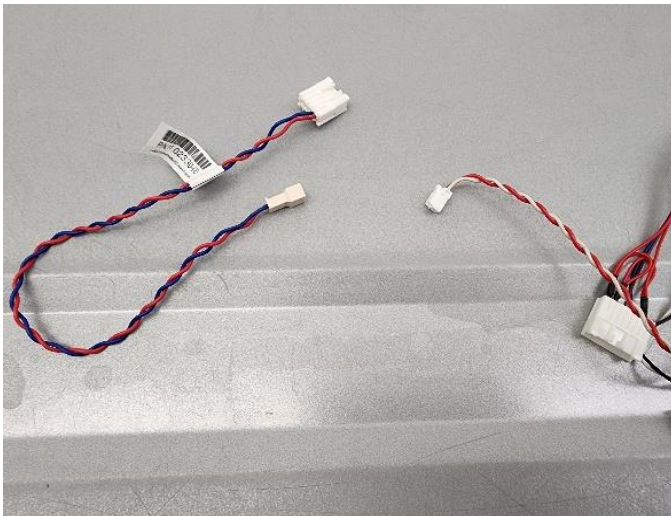


Figure 2

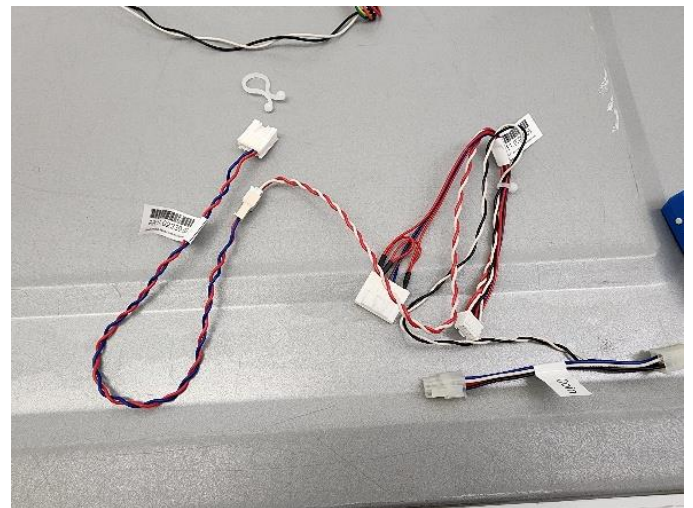


Figure 3

## Can I change the machine number on my end?

Yes. You can update a machine's display name and position directly in the **PayRange app**.

### To edit a device:

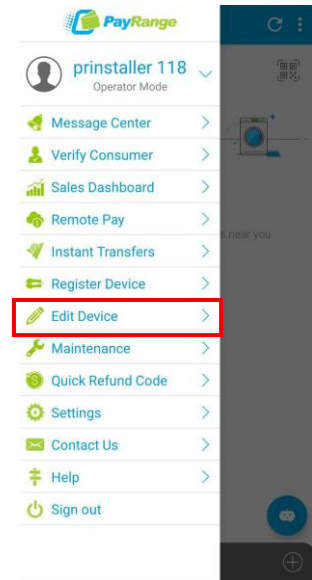
1. Open the PayRange app.
2. On the home screen, tap the three horizontal lines in the upper-left corner to open the menu.
3. Select **Edit Device** (see **Figure 4**).
4. Either enter or scan the serial number of the device you want to edit.

### Tip:

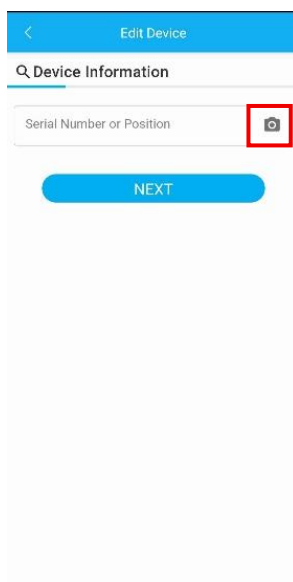
- To scan the barcode on the device, tap the **camera icon** (outlined in red in **Figure 5**).
- You may also enter the **machine position** instead of the BluKey serial number.

**Please note:** If multiple serial numbers are assigned to the same position and need to be resolved, it is recommended to enter the serial number instead.

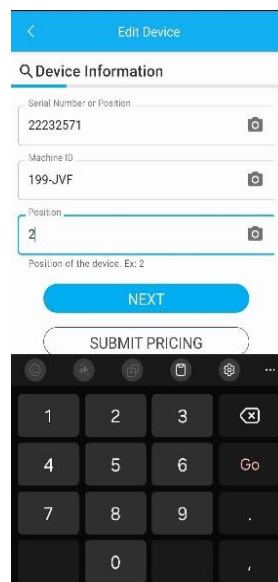
5. Tap the blue **Next** button to open the **Device Information** screen (**Figure 5**).
6. Update the **position** you want the device to be associated with.
7. Tap **Next** again to open the **Machine Information** screen (**Figure 6**).



**Figure 4**



**Figure 5**



**Figure 6**



**Figure 7**



8. Edit the **Machine Display Name**, which is what customers see in the PayRange app when selecting a machine.

It is important to keep names consistent for a clear customer experience.

**Examples:**

- Washer in position 2 → **Washer 02**
- Dryer in position 2 → **Dryer 02**

Each machine/device should have a unique position and display name within the location.

If multiple rooms exist at the same address, it is recommended that position numbering continue sequentially from the previous room.

9. Tap **Next** until you return to the **Edit Device** page to confirm your changes have saved.

10. If the machine and BluKey were originally configured as **Serial**, tap **Yes, it's Serial** to the message:

**"This operation is not reversible. Are you sure this is a Serial machine?"**

11. The next page will display **Location Information**. If no updates are needed, tap **Next**.

12. On the **Device Preview** page, verify the display number is correct, then tap **Save**.

13. You do not need to update firmware again unless the harness type has changed.

- Tap **Continue** to skip firmware updates.
- If the app requires the update before proceeding, it is okay to allow the firmware update to run again.

The final page will prompt you to **Push Pricing**.

- You may **Skip** this step unless pricing-related settings were changed.

14. Once finished, you will see the **Updated Successfully** page confirming your changes were saved.

15. Tap **Continue** to return to the **Edit Device** page or use the **back arrow** to return to the **Home Screen**.

## Should I unplug anything before installing?

Yes. Safety is important when working with machines that use electricity.

Always power off the machine before opening or installing any components. The recommended best practice is to disconnect power from the wall outlet before beginning any work.

## How can Operators identify devices that are offline or require attention? (Verify device status before traveling to location.)

Operators can review device connectivity and status using the **Room Health Dashboard** in their **PayRange Manage account**.

The Room Health Dashboard provides a high-level overview of facility connectivity, allowing Operators to quickly identify devices that are **offline or require attention**.

### Access the Room Health Dashboard

1. Navigate to the **Rooms** section in the left sidebar.
2. Select **Health** from the sub-menu (see **Figure 8**).

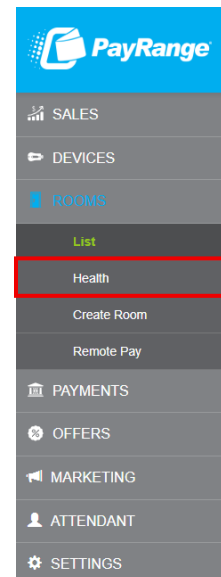
### Review Alerts:

- The dashboard is divided into tabs (see **Figure 9**).
- The default view is the **ALERTS** tab.
- Review this list for any devices flagged by the system that may require troubleshooting.

### Analyze Device Status

Pay attention to the following columns:

- **Last Active**  
Shows the last time the device communicated with the server. A generic or outdated timestamp may indicate a connectivity issue.
- **Suggestions / Actions**  
These columns provide recommended troubleshooting steps based on the detected issue.



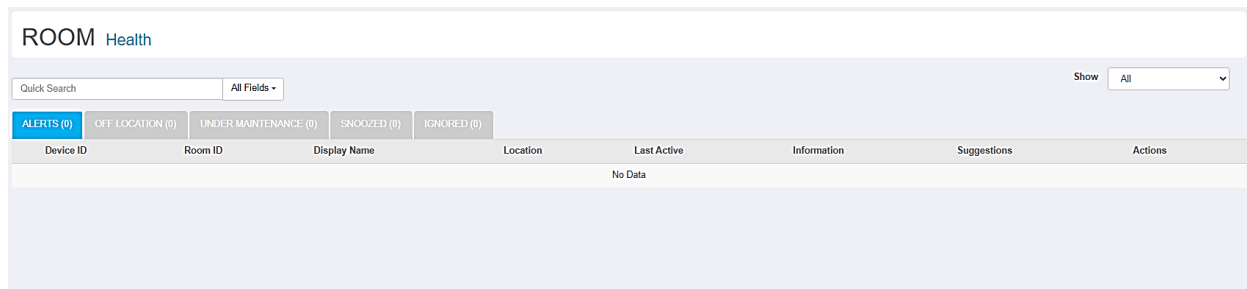
**Figure 8**

### Filter Devices by Status

Additional tabs allow Operators to filter devices by status category, including:

- **OFF Location**
- **Under Maintenance**
- **SNOOZED**
- **IGNORED**

These filters help quickly identify devices that may need service or inspection.



**Figure 9**

## What do I put for a machine ID for the BK Connect?

A **machine ID** in the PayRange system is an internal identifier assigned by the operator to the machine where a PayRange device is installed. It is not a fixed code found on the hardware, but rather a custom label used for tracking and management within the PayRange Manage console.

When registering a **BK Connect**, the best practice is to select the machine ID of the machine closest to where the BK Connect is physically installed.

For example, if the BK Connect is installed behind the machine with ID **BCKLFT-01** selecting that machine ID will make it easier for technicians to locate the BK Connect in the future.

Choosing a **machine ID** within the same room also helps associate the BK Connect with the correct location in the PayRange back-end system.

## Are these coin slides mechanical or electronic? (K18 Relay Harness Related Question)

Machines that use a coin slide mechanism like the one shown in **Figure 10** may be compatible with a **K18 relay harness**, which allows the payment system to be upgraded. However, not all coin slide mechanisms are supported.

### Electronic Timer Coin Slides

Coin slides that use an electronic timer typically have a switch located behind the slide mechanism (see **Figure 11**).

These electronic timer coin slides are compatible with the K18 relay harness and can be upgraded.

### Mechanical Timer Coin Slides

If the coin slide uses a mechanical timer, like the example shown in **Figure 12**, the K18 harness is not compatible.

Machines with mechanical timer coin slides cannot currently be upgraded with PayRange.



**Figure 10**



**Figure 11**



**Figure 12**

## Why can't I push pricing to the machine?

If a pricing profile fails to push, check the following common causes.

### Verify Harness Selection

Ensure the correct harness was selected during device registration, including the Serial option.

Refer to the **Common Harness Recommendations by Machine Type (Table 1)** to confirm the correct harness is being used.

### Verify Firmware Version

Confirm the BluKey Pro is running the correct firmware version.

If changes are required, you can update the BluKey configuration using the **Edit Device** function in the PayRange app (see **Figure 13**).

### Confirm the Correct Protocol

Pricing can only be pushed to machines that use the Serial protocol.

If the device is configured using the Pulse protocol, a pricing profile can still be created in the app, but the pricing will not push to the machine and the push attempt will fail in the app. This behavior is expected when Pulse protocol is selected.

### Additional Troubleshooting Steps

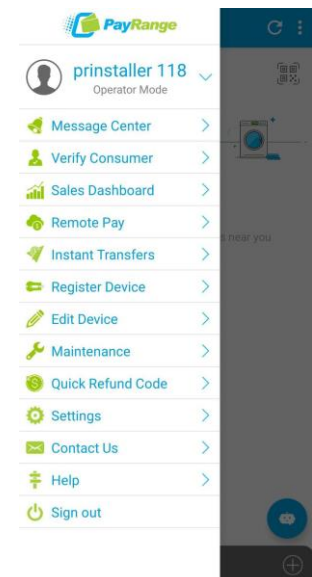
If the harness, firmware, and protocol settings are correct but pricing still will not push, try the following:

- Power cycle the machine
- Rapid cycle the machine to zero
- Rapid cycle the machine to the last cycle period and allow the machine to run out of time

### ESD Machines and Price Discrepancies

When upgrading machines that previously used an Electronic Start Device (ESD), the machine display price may not update, even if pricing is successfully registered in the PayRange app.

This occurs because the ESD reader can revert the machine's pricing if it remains connected.



**Figure 13**



## Temporary Workaround

Set the pricing in the PayRange app to match the price currently displayed on the machine (the price programmed in the ESD reader).

This should remain in place until the ESD reader is removed or reprogrammed to accept the new pricing profile.

## Why is the BluKey not connecting and showing a red light?

A red LED on the BluKey typically indicates a connection, configuration, or hardware issue. Use the LED behavior below to help identify the cause.

### Solid Red LED:

This may be caused by incorrect firmware being uploaded or the protocol not being set to Serial mode.

### Resolution

- Verify that the firmware matches the machine and harness type.
- Confirm that the protocol is set to Serial mode in the PayRange app.
- Ensure the machine supports Serial communication. Some machines may need to be programmed to enable Serial mode.

For additional details, refer to the machine-specific training manual.

### Slow Flashing Red LED:

A slow flashing red LED indicates the machine has temporarily disabled the BluKey. This can occur if:

- The machine is currently running a cycle
- There is a communication error with the card reader

### Resolution

- If the machine is running a cycle, allow the cycle to finish or rapid cycle the machine to zero.
- If there is a communication error with the card reader, connect the coin input and/or power cycle the machine.

### Fast Flashing Red LED:

A fast flashing red LED indicates a hardware error with the BluKey.

### Resolution

Replace the BluKey with a new unit.

**Table 2**

LED Behavior	Meaning	Action
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Solid Red	Firmware or protocol issue	Verify firmware and Serial mode
Slow Flashing Red	Communication or active cycle	Wait for cycle or check card reader
Fast Flashing Red	Hardware error	Replace BluKey

## What Should I Do If a Location Has Connectivity Issues?

Connectivity problems at a location can disrupt the installation process, prevent firmware updates, and stop pricing from being pushed to machines.

Before beginning an installation, verify that your phone has a usable network connection.

### Check Your Signal

Signal bars can be used as a quick reference, but they are not always reliable indicators of connectivity. To test the connectivity:

1. Close all apps except the **PayRange app** and your **browser**.
2. Open **YouTube** in your browser.
3. Attempt to load a video.
  - If the video **loads quickly**, you can proceed with the installation.
  - If the video **loads slowly or fails to load**, address the connectivity issue before continuing.

### Resolve Connectivity Issues

In some cases, improving connectivity may require installing a router or network equipment in the room, then retesting the connection on your phone before proceeding with installation.

## How do I edit pricing?

To edit pricing for a machine in the **PayRange app**, follow the steps below:

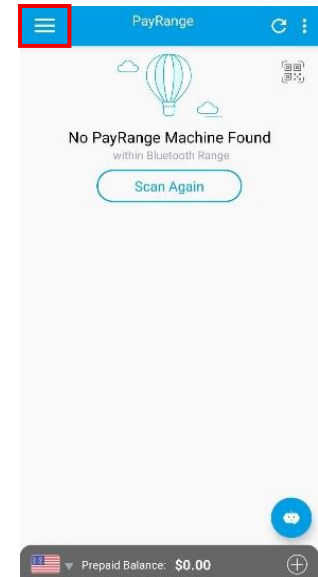
1. In the PayRange app, tap the **menu icon (☰)** (see the **red box** in **Figure 14**).
2. In the **Operator Mode Panel**, select **Edit Device**.
3. Enter the serial number or position sequence for the device you want to edit, then tap **Next**.
4. On the **Device Information** page, tap **Next**.
5. On the **Machine Information** page, select **Edit Pricing** near the top (see the **red box** in **Figure 15**).
6. Adjust Pricing Settings, see **Figure 16**:

### Washer Settings

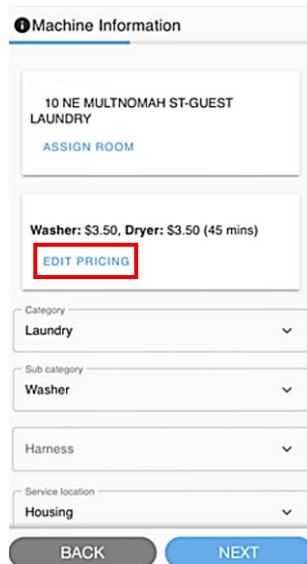
- Base price
- Add-on amounts (temperature, cycle, soil level)

### Dryer Settings

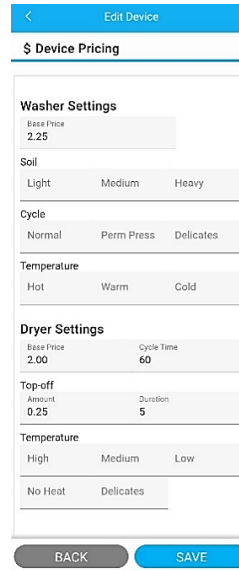
- Base price
- Top-off amounts
- Cycle time recommended settings:
  - Electric dryers: **60 minutes**
  - Gas dryers: **45 minutes**



**Figure 14**



**Figure 15**



**Figure 16**

7. Tap **Save**, then **Next** on the Machine Information page.
8. If a **warning message** appears asking to confirm Serial mode, select **Yes, it's Serial** (if the protocol is intended to be Serial).
9. Continue through the **Location Information, Device Preview** and **Device Firmware** pages.
10. On the final screen, the **Device Pricing** will update. Wait for the status indicator to **turn green**, confirming the update was successful.
11. The updated pricing should now appear in both the **PayRange app** and on the machine display (when compatible).

## Why Is the Machine Display Showing an EC19 or D16 Error Code?

These error codes typically indicate a communication issue between the control board and the card reader/BluKey device.

### Error Code Meanings

D16 (Maytag) - Indicates the control board is not receiving communication from the debit card reader.

EC19 (Speed Queen) - Indicates no card reader communication, meaning a communication failure has occurred.

### Troubleshooting Steps

1. Power off the machine



2. Confirm that the harness and all control board connections are securely connected.
3. Power the machine back on and check the BluKey LED status using the **BluKey Troubleshooting Light Codes** reference in **Table 3** below.
4. If the error persists, the issue may be caused by a faulty control board or card reader, which may need to be replaced.

**Table 3**

<b>LED Behavior</b>	<b>Meaning</b>	<b>Action</b>
Solid Red	Firmware or protocol issue	Verify firmware and Serial mode
Slow Flashing Red	Communication or active cycle	Wait for cycle or check card reader
Fast Flashing Red	Hardware error	Replace BluKey