



Manage: Creating Rooms & Assigning Devices for Live Availability

## Training Manual

Parent SOP: Manage: System Overview & Basics | Estimated Time 15-20 minutes



## 1. Objective

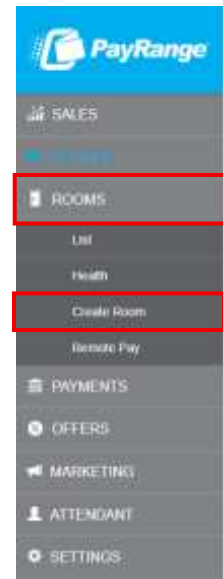
The purpose of this training manual is to guide Operators through the process of creating Rooms in the PayRange Manage platform, assigning devices and kiosks to those Rooms, and utilizing Room-based features such as Live Availability, Remote Pay, and Room Health monitoring.

By the end of this training, Operators will be able to:

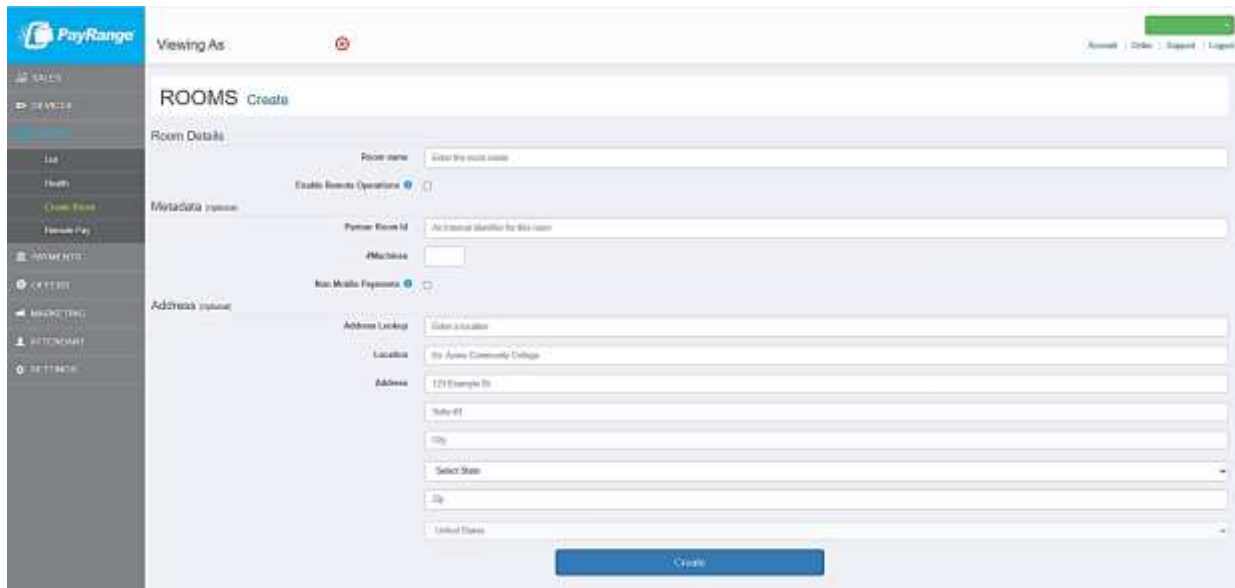
- Create and configure Rooms in Manage
- Assign machines and kiosks to a Room
- Enable and use Remote Pay functionality
- Monitor device connectivity and status using the Room Health dashboard

## 2. Creating a New Room

1. Open a web browser and navigate to:  
<https://manage.payrange.com/#/login/>
2. Log into your Manage account.
3. Click “Rooms” on the left sidebar (see **Figure 1**).
4. Select “Create Room” from the sub-menu.
5. Enter a Room Name and fill out the “metadata” and address” information as needed (see **Figure 2**).
6. Optional: Click on the “Enable Remote Operations” box to activate this feature (see Section 4 for more details on this feature).



**Figure 1**

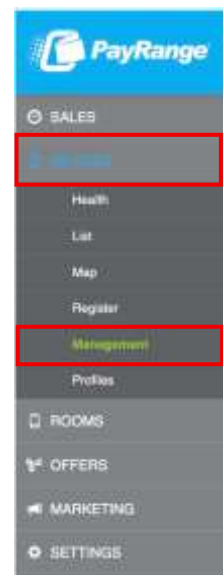


**Figure 2**

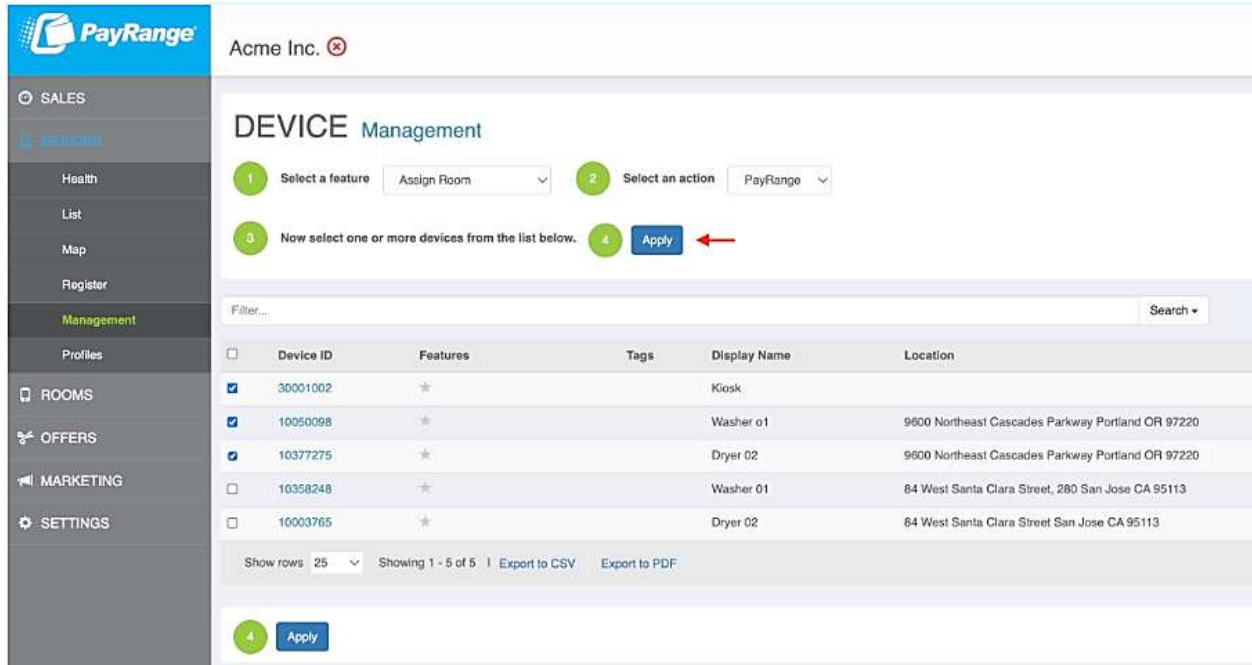
### 3. Device Management (Adding Devices to Room)

Creating a room is only the first step. Devices must be assigned to the room to group machines together and enable Live Availability. This allows customers to view real-time machine status in the PayRange app.

1. Click "Devices" at the left sidebar.
2. Select "Management" in the sub-menu (see **Figure 3**).
3. From the dropdown menu at the top of the screen, select: (see **Figure 4**)
  - a. Select a feature: "Assign Room"
  - b. Select an action: choose the room you want to add devices to.
4. Select the checkboxes of the appropriate PayStation and devices to be assigned to the room.
5. Click "Apply"



**Figure 4**



**Figure 5**

## 4. Remote Payments

By enabling “Remote Payments”, Operators can process payments from any location without being within Bluetooth range of their machines. This feature supports off-site management and improves operational efficiency, particularly for Laundromat Operators.

To set up Remote Payments, Operators must have the following:

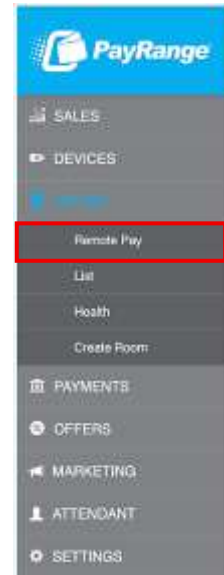
- A Room created with the “Enable Remote Payments” option selected (see **Figure 5**).
- A BK Connect installed at the location and connected via Ethernet or Wi-Fi.
- The BK Connect registered and installed on the Operator’s account.
- The BK Connect and all devices must be assigned to the Room in Manage (see Section 3).



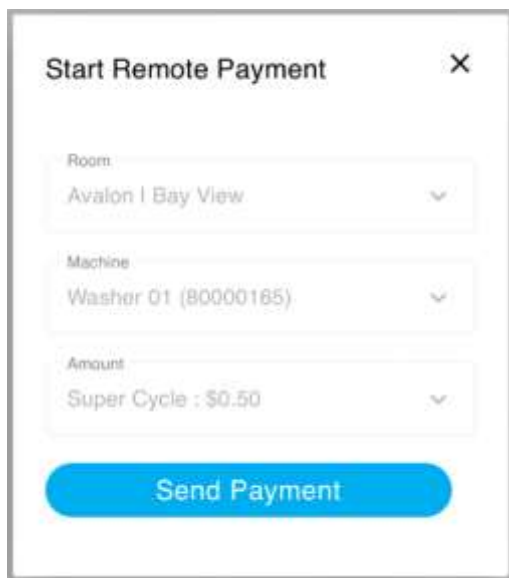
**Figure 6**

Remote Payments are available on both the Manage Console and through the Operator Mode in the PayRange app. Follow the steps below to complete a Remote Payment transaction:

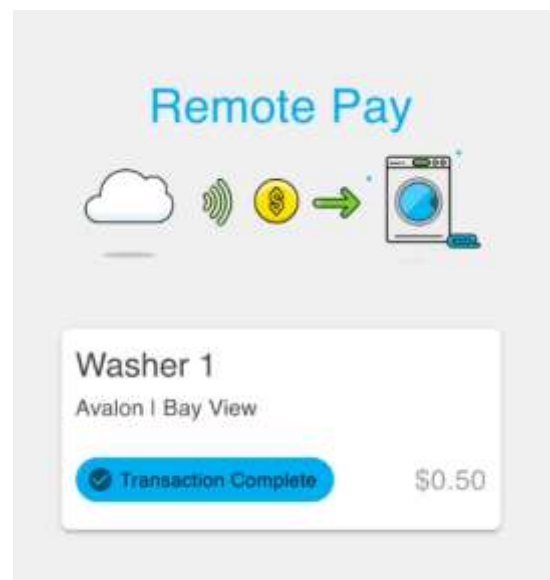
1. Click "Rooms" in the left sidebar.
2. Click "Remote Pay" in the sub-menu (see **Figure 6**).
3. Select the blue "+ Start Remote Payment" button.
4. Select the desired Room, Machine and Amount (cycle type) you wish to send payment to (see **Figure 7**).
5. Click "Send Payment"
6. Wait while the payment enters the "Payment Authorizing" stage.
7. Once the page displays "Transaction Complete", the consumer can start the machine (see **Figure 8**).



**Figure 7**



**Figure 7**



**Figure 8**

## 5. Rooms Health

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

### 1. Navigate:

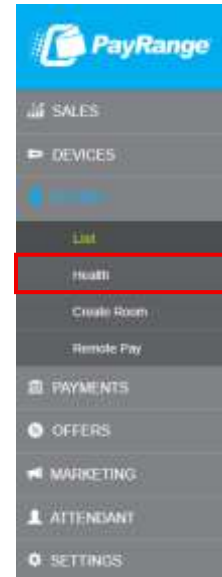
- Click “Rooms” at the left sidebar.
- Select “Health” in the sub-menu (see **Figure 9**).

## 2. Review Alerts:

- The dashboard is divided into tabs (see Figure 10). The default view is "ALERTS".
- Review this list for any devices flagged by the system.

## 3. Analyze Columns:

- **Last Active Column:** Indicates when the device last communicated with the server. A generic timestamp may indicate a connectivity issue.
- **Suggestions/Actions:** Follow the on-screen prompts in these columns to troubleshoot specific errors.



**Figure 9**

## 4. Filter Views:

- Select additional tabs (Off Location, Under Maintenance, etc.) to filter devices by status category.



**Figure 10**