



# READ FIRST



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## **Service Technician** **Things you should know about iX**

- Always perform iXCAT Diagnostic self test before continuing with detailed troubleshooting or replacing any device.
- iGEM Function **20** pump control is set to **4** for Current Loop in all iXCAT applications.
- USB Thumb drive must be authenticated. The iXCAT Support CD automatically authenticates the USB drive without any actions by user when loading the iXCAT software from the CD to the USB drive.
- Use the PNY USB Flash drive of **256MB** or less. Some USB drives may not have drivers loaded in the iX Operating System. If no driver is loaded for the USB drive that you are using, you will not be able to load the iX Software onto the iX board.
- Always use **FAT** (FAT16) file formatting to format the SD Card. Do not use FAT32 or NTFS.
- **NK.BIN** and **eBOOT.ROM** files are required to be present on a freshly formatted SD Card to be able to load the iX Software from a USB Flash drive.
- Make sure that the POS is configured properly before capturing prompts. If changes are made to the POS after prompts have been captured, prompt mappings may not work properly.
- Always consult with your content provider before making programming changes on your POS system. Changing prompts, adding functionality, or upgrading your POS may cause your content to stop working or cause the prompts to not map properly.
- Always use the iXCAT Support CD to Install or Upgrade iX Software on 3/Vista, qVGA and VGA Ovation Dispensers. Do Not attempt to load files manually onto an SD Card. This may cause operation problems as well as possibly making the iXCAT inoperative.
- For any reason, if the iXCAT software has to be reloaded, you will be required to download the content again. All content will be lost if iXCAT software is reloaded.
- Before using the iXCAT Support CD, make sure you have all of the IP Address information from the customer, such as CAT's, iXGateway, etc. if other than the defaults of 192.168.1.xx.
- On the Wayne Linksys Switch, use **Port 22** for Technician Laptop, **Port 23** for Ix Gateway connection, and **Port 24** for the Wayne Linksys Router.
- Read all manuals before proceeding with an iX Installation or Upgrade.