# ccTalk Flow Hopper Product code "XXXX-USE SERNR"

Model: 18-USE\_SERNR-ID Product Manual Version 1.8 / April 2013





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#### 1. Introduction

The Flow hopper is a new and innovative addition to the Suzo-Happ range of hoppers. This through hole hopper has been re-engineered and the result is an improvement over existing hoppers in its performance. The Flow hopper is suitable for many application such as: Vending, Parking, Change, Amusement and Gaming machines. Made from extremely strong, wearing resistant plastics in combination with state of the art electronics resulting in low cost of ownership.

The Flow hopper is available in two interfaces. Standard parallel interface or ccTalk serial interface.

Supplied with standard quick-fit and release plate.

#### Features:

- Compatible with other popular hopper devices.
- One configuration for euro coins. From €0,20 to €2.00 coins.
- Disk can reach a payout speed of 7 coins per second for euro's.
- 3 different cup extensions. Medium, intermediate and large.
- · Reliable through hole coin disk design.
- Clean design no external wires run for level sensors.
- Integrated fall tube for simple dual hopper cabinet construction.
- CcTalk compatible. Encrypted modes.
- Power supply 12 or 24V.
- Full bridge Mos-Fet motor drive.
- Pulse Width Modulated (20kHz) motor control giving:
  - constant pay out speed control.
  - low motor start-up current, prevents systems power-dips.
- Continuous opto sensor check.
- · High sensitive opto sensor
- Anti-jam operation prevents hopper blocking.
- Low level sense are standard on the Flow hopper.
- Hi level sense in three positions adjustable are standard on the Flow hopper.
- CcTalk interface and standard 10pin connector.
- Competitively priced.

# **WARNING!**

Hazardous moving parts.
Keep fingers and other body parts away.

Always turn power off before removing or installing the hopper in order to prevent any damage due to surge currents!

# 2. Change hopper for different coin sizes

The hopper is configured to accept most Euro coins ((from €0,20 to €2.00). For special situations there are other disks available adapt the hopper to other coins. Changing configuration requires removing the cup and changing two parts, the payout disk and the insert plate. For correct parts for you coin see the following two tables.

	Payout discs						
Mark	Diameter (mm)	Thickness (mm)	Part no	Currency			
0	15.50-18.99	1.30-1.45	18-0020-03	\$0.10(Dime) 1 Grosz			
1	16.00-18.99	1.50-2.09	18-0020-13	€0.01 €0.02			
3	19.00-21.99	1.50-2.09	18-0020-14	€0.05 €0.10 20p			
5	22.00-28.49	1.50-2.09	18-0020-15	50p			
7	28.50-32.00	1.50-2.09	18-0020-16				
2	16.00-18.99	2.50-3.20	18-0020-23				
4	19.00-21.99	2.50-3.20	18-0020-24				
6.	22.00-28.49	2.50-3.20	18-0020-25	£1 £2			
8	28.50-32.00	2.50-3.20	18-0020-26				
9.	22.00-28.49	2.10-2.49	18-0020-35	€0.20 €0.50 €1.00 €2.00			

**Table 1: Payout discs** 

	Coin insert plates						
Mark	Diameter (mm)	Part no	Currency				
3	15.50-18.99	18-0010-3	€0.01 €0.02 1Grosz				
4	19.00-21.99	18-0010-4	€0.05 €0.10 20p				
5	22.00-28.49	18-0010-5	€0.20 €0.50 €1.00 €2.00 50p £1 £2				
6	28.50-32.00	18-0010-6					

Table 2: Coin insert plates

### 2.1. Hopper disassembly

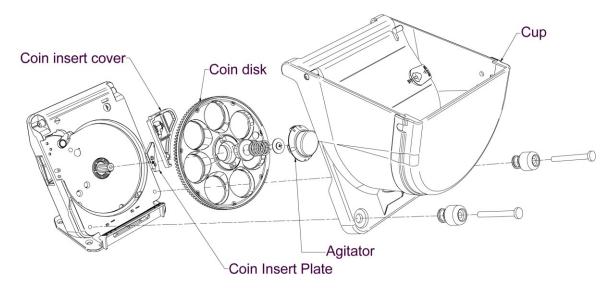


Fig. 1: Hopper disassembly

- 1. Remove the two screws at the bottom of the cup.

- You can now lift the cup of the hopper.
   Use a flat screw driver to remove the agitator.
   You can now loosen the screw and remove the coin disk.
   The coin insert cover can now be removed.
- 6. You can now switch the coin insert plate.

To reassemble place the correct coin insert plate and disk. Then follow the above steps in reverse order.

# 3. In-Line configuration

Two hoppers can be placed next to each other for optimal use of space inside a cabinet. The hopper has a fall tube integrated in the rear of the housing.

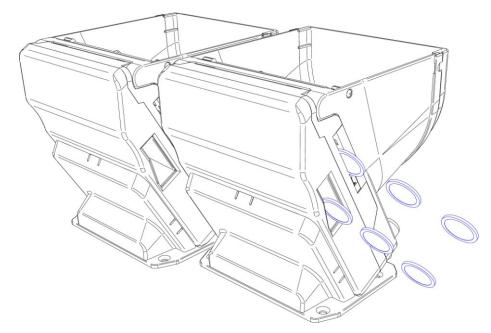


Fig. 2: Hopper in-line configuration Platform placement

See the following figure for the optimal placement of the hopper brackets in your cabinet.

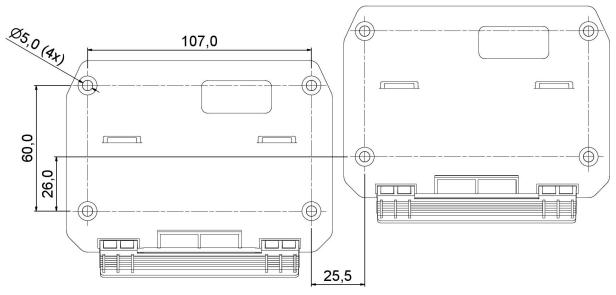
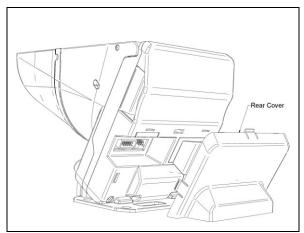
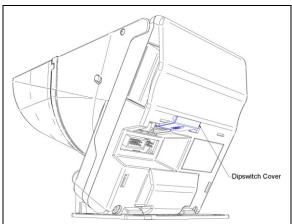


Fig. 3: Hopper mounting bracket

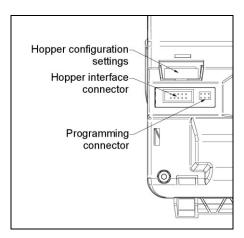
#### 4. Protocol selection

You can select between two ccTalk protocols for compatibility with existing machines. There is an 8 way dipswitch at the rear of the hopper where the protocol can be selected. First remove the rear cover to access the connector area. Next remove the dipswitch cover.





The settings are accessible above the hopper interface connector and the programming connector.



#### 4.1. Device Address

The hopper models are equipped with a DIP-switch located inside the hopper (Hopper configuration settings). With DIP-Switches 1-4, the hopper address can be set. See Table 1: Address Dipswitch settings.

All Flow Hoppers leave the factory with address 3

The address can be changed with serial commands. Unless you have an application requiring more than one Flow hopper on the serial bus, it is strongly recommended you leave the address alone. The default addresses for coin acceptors and bill validators have been made different and will not clash with the Flow hopper. DIP-Switch 6 is used to select the address mode.

When the hopper is powered up or reset, the hopper will always revert back to the DIP-Switch 1-4 address when DIP-Switch 6 is ON. When DIP-Switch 6 is OFF, the address will revert to the address saved in EEProm. If the EEProm address is 0 or 255, the hopper address is taken again from DIP-Switches 1-4, otherwise the hopper address wil be set to the EEProm address. Other addresses can be set and stored in EEprom by commands.

Dip Switch 1	Dip Switch 2	Dip Switch 3	Dip Switch 4	Dip Switch 6	Address
OFF	OFF	OFF	OFF	OFF	3
ON	OFF	OFF	OFF	OFF	4
OFF	ON	OFF	OFF	OFF	5
ON	ON	OFF	OFF	OFF	6
ON	ON	OFF	OFF	OFF	7
-	-	-	-	-	-
ON	ON	ON	ON	OFF	18
X	X	X	Х	OFF	Hopper address is set to EEprom if EEprom address is not equal to 0 or 255. If EEprom address is set to 0 or 255 Hopper address will always be set according to DIP-Switch1-4
Х	Х	Х	Х	ON	Hopper address will always be set according to DIP-Switch1-4

Table 1: Address Dipswitch settings

#### 4.2. Setting mode

DIP-Switch 5 is used to reduce the motor speed, so that it can feed coin acceptors.

Speed	Dip Switch 5
Normal speed	OFF
Low speed	ON

Table 2: Payout speed setting

DIP-Switch 7 is reserved

DIP-Switch 8 is used to select the type of ccTalk protocol.

Mode	Dip Switch 8
SCH2_USE SERINR	OFF
SFH1 USE SERIAL	ON

Table 3: ccTalk protocol selection settings

Pin 10

### 5. CcTalk implementation on Suzo Flow Hopper

9600 baud, 1 start bit, 8 data bits, no parity, 1stop bit +12V or +24V nominal supply +5V data pull-up supply sink slave device 8-bit addition checksum

#### 5.1. ccTalk Connector Pin out

Connector type: TYCO AMP-LATCH series (partnr:1-1634688-0) or similar(10 pins (2x5) of 2.54mm). Be careful with the pin numbering of the connector, because not all manufacturers start numbering from the same pin.

Pin 2

Pin	Function	Tol 2	- J6 10 ISP_JP2
1	DATA		
2		ccTalk connector	PROPERTY
3			
4	0V		
5		a licit	verel providence of the second
6		<b>2 2 3 3 3 3 3 3 3 3 3 3</b>	TANK DE PROPERTO
7	+Vs		
8	0V	Pin 1	Pin 9
9			1 111 0
10	+Vs		

Table 4: Hopper connector pin out

Pins 4 and 8 are linked together and pins 7 and 10 are linked together, and can be used to daisy-chain the power wires from hopper to hopper.

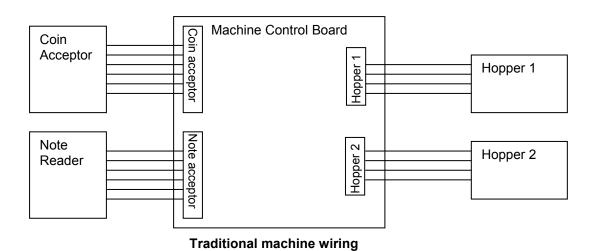
#### 6. Serial Communication: Why and how to use it

This section describes some differences between a conventional build machine and a machine using a network like ccTalk.

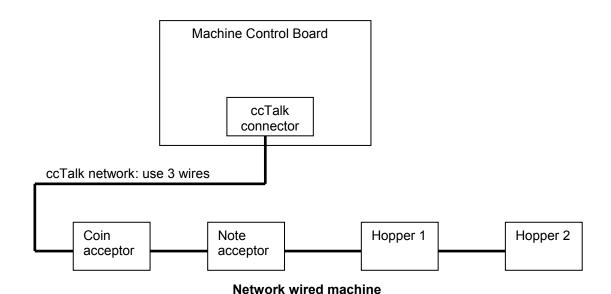
#### 6.1. Serial Communication: One (cheap) network cable does it all

Traditional build machines have a central control board that controls all attached devices. Each hopper is connected to the board with its own 4 wire cable and connectors.

Money acceptors are connected to the board using flat cables of 10 wires or more with their own connectors.



You can be seen that you need often 3 different cables (1 coin acceptor, 1 note acceptor and 2 hoppers) in order to build a system. This is a quite expensive system.



shows how a system looks if a ccTalk network is used.

As can be, a networked solution is much simpler, because only 1 long cable consisting of 3 wires (power, data, and ground) connect all devices to the control board. Each device would typically use the same connector.

#### 6.2. Serial Communication: More control over the devices

The machine controls the devices by sending data over the network, just like the famous RS232 communication network. The data consists of bytes that are grouped together to form ccTalk messages. Each device has its own set of command messages and has its own unique ccTalk address. If the machine sends a message to a hopper, its will put the hopper's address into the message and send it over the network to the hopper. The ccTalk protocol defines all messages that are used to communicate with all devices. There are messages to start the hopper, stop the hopper, return coin level, etc. So much more control over each device is achieved by using device control messages.

#### 6.3. Serial Communication: Fraud elimination?

The traditional way of hopper fraud would be to drill a hole into the machine cabinet and put 24V on the proper wire of the hopper cable.

With a network, each device is controlled using serial data communication. Now you need a PC and knowledge about the ccTalk command messages to start a hopper.

In order to make hopper fraud very difficult, some hopper manufacturers use sophisticated encrypted pin codes in their commands in order to start a hopper. Others use simple codes in their commands to start a hopper.

#### 6.4. Serial Communication: Hopper responsibilities

Each ccTalk hopper is equipped with a microcontroller implementing the ccTalk protocol. You have to define exactly what the hopper should do when it receives a command. If the hopper receives a payout command, the hopper should start a payout only if the pin code is correct. When it has paid the requested amount of coins it should stop automatically. It is the responsibility of the hopper to stop when the requested amount of coins is paid.

#### 6.5. Serial Communication: Bookkeeping

Some hoppers also count the number of coins paid and the number of coins unpaid and even have short term and long term running counters. However is it practical to store all these numbers into the hopper? The machine itself also has its own copy of all running counters. How do you maintain hopper data and machine data consistent? What happens with the data during a system reset or a power down event? In general only the number of coins paid is the one that is most practical. If the hopper is commanded to pay 10 coins and a power down event occurs, then after the power has returned, the host machine should check how many coins the hopper has paid just before the power failed. The machine should check this number with its own records and take appropriate action. During a power down, use the Emergency Stop command to stop the hopper if possible. This command returns the number of unpaid coins for the current payout. Store this result in the memory of the machine. For hopper maintenance, the total number of coins dispensed during its life would also be a useful number.

# 7. Commands

The following ccTalk commands are currently implemented in the ccTalk Flow hopper.

Header	Data bytes	Response (default)	Description		
254	<none></none>	ACK	Simple poll		
253	<none></none>	{variable delay} [slave address]	Address poll		
252	<none></none>	<pre>{variable delay} [slave address]</pre>	Address clash		
251	[new address]	ACK	Address change		
250	<none></none>	ACK	Address random		
247	<none></none>	[current_limit] [motor stop delay] [payout timeout] [max current measured] [supply voltage] [connector address]	Request variable set		
246	<none></none>	"Suzo Int (NL)"	Request manufacture id		
245	<none></none>	"Payout"	Request equipment category id		
244	<none></none>	Dipswitch 8 = off "SCH2-USE_SERNR" Dipswitch 8 = on "SFH1-USE_SERNR"	Request product code (Response depends on factory settings)		
242	<none></none>	[serial 1- LSB] [serial 2] [serial 3 – MSB]	Request serial number		
241	<none></none>	"STC2010-VX.XX-Payout"	Request software version		
236	<none></none>	[opto state] (bit 7 + bit 0 set: path blocked)	Read opto status		
219	[PIN1] [PIN2] [PIN3] [PIN4]	ACK	Enter new PIN number		
218	[PIN1] [PIN2] [PIN3] [PIN4]	ACK	Enter PIN number		
217	<none></none>	[level status] (bit 0 set: low level)	Request payout level status		
192	<none></none>	"Lev Lo"	Request build code		
172	<none></none>	[payout coins remaining]	Emergency stop		
171	<none></none>	ua	Request hopper coin		
169	<none></none>	[address mode]	Request address mode		
168	<none></none>	[nr coins 1 – LSB] [ nr coins 2] [nr coins 3 – MSB]	Request hopper dispense count		
167	[sec 1] [sec 2] [sec 3] [sec 4] [sec 5] [sec 6] [sec 7] [sec 8] [N coins]	[event counter]	Dispense hopper coins		
166	<none></none>	[event counter] [payout coins remaining] [last payout: coins paid] [last payout: coins unpaid]	Request hopper status		
165	[current limit] [motor stop delay] [payout TO] [max current measured] [supply voltage] [connector address]	ACK	Modify variable set		
164	[enable code]	ACK	Enable hopper		
163	<none></none>	[hopper status register1] [hopper status register 2]	Test hopper		
161	[rnd 1] [rnd 2] [rnd 3] [rnd 4] [rnd 5] [rnd 6] [rnd 7] [rnd 8]	ACK	Pump RNG		
160	<none></none>	[key 1] [key 2] [key 3] [key 4] [key 5] [key 6] [key 7] [key 8]	Request cipher key		
004	<none></none>	[ccTalk level] [major revision] [minor revision]	Request comms revision		
003	<none></none>	ACK	Clear comms status variables		
002	<none></none>	[rx timeouts] [rx bytes ignored] [rx bad checksums]	Request comms status variables		
001	<none></none>	ACK	Reset device		

Table 5: Hopper ccTalk commands

A detailed explanation of all commands follows in the next sections.

#### 7.1. Command / Response frame format

Dest. Addr	Nr Data Bytes	Source Addr	Header	Data 1		Data N	Checksum	
------------	---------------	-------------	--------	--------	--	--------	----------	--

The destination address (host address) is usually 1.

The source address (hopper address) starts from 3.

Most responses from the slave have a ACK Header byte followed by zero or more data response bytes. If a command cannot be executed, a NAK Header (Hex 5) will be returned. For example the hopper dispense command which may return a NAK (Hex 5) if the dispense procedure could not be done (for example hopper disabled, busy, pin code not correct, opto error, etc).

The ACK byte in the responses has value 0.

The Checksum is calculated such that the 8-bit addition (modulus 256) of all bytes in the message from the start to the checksum itself is zero. If the hopper receives an invalid message (wrong checksum), the message will be discarded after a receive timeout of 50 ms.

#### 7.2. Hopper Setup and Initialization commands

Before the hopper can be used, a number of initialization steps have to be done.

#### **Check communication**

Transmit the SIMPLE POLL command to the hopper to check if it is responding with an ACK message:

#### Simple Poll (header 254)

Command : 03 00 01 FE FE Response: 01 00 03 00 FC

Here a normal ACK is received. Device at address 3 is communicating ok.

If no response is received then check the hopper address by sending the ADDRESS POLL command:

#### Address Poll (header 253)

Command: 00 00 01 FD 02 Response: 03

The command is sent with the destination address of 0

From the response can be seen that there is only 1 device on the bus with address 3.

This command returns all device addresses of the devices on the ccTalk bus. If each device has an unique address, then no communication clashes will occur. If a clash occurs, then some devices share the same address. (Address clashes should not occur after power up, since each device will revert to its default address, which should be unique for every device used). Use the ADDRESS CLASH command (header 252) to check which address clashes. If an address clash occurs, the devices that clashes can be given a random address by using the ADDRESS RANDOM (header 250) command. Send the ADDRESS CLASH again to resolve any other address clashes. Once every device has an unique address, the addresses can be optionally changed to new addresses using the ADDRESS CHANGE (header 251) command.

Once communication is ok, device details can be requested. For your reference all commands are listed below. Most of the commands are not mandatory to operate the hopper.

#### Request comms revision (header 004)

```
Command: 03 00 01 04 F8
Response: 01 06 03 00 31 33 32 2D 49 54 96
```

The 6 bytes (31 33 32 2D 49 54) in the response have the following meaning: [ccTalk level] [major revision] [minor revision] [configuration]. In our example: 1 3 2 – I T (dipswitch 8 OFF, MC encrypted) and 1 3 2 - M C (dipswitch 8 ON, ITA serial).

#### Request comms status variables (header 002)

```
Command: 03 00 01 02 FA
Response: 01 03 03 00 00 00 00 F9
```

The 3 data bytes (00 00 00) in the response have the following meaning: [rx timeouts] [rx bytes ignored] [rx bad checksums]

This data can be used to test the quality and load of a ccTalk network.

#### Clear comms variables (header 003)

```
Command: 03 00 01 03 F9 Response: 01 00 03 00 FC
```

This command is used to reset the comms status variables to 0.

#### Reset device (header 001)

```
Command: 03 00 01 01 FB Response: 01 00 03 00 FC
```

After the hopper receives this command, the hopper takes the following actions:

- first, send an ACK message to the host
- then, save all counter data in EEProm (if data has changed, this will take up to 90ms)
- finally, perform a software reset (about 5 ms)

During software resetting (can take up to 100ms) the hopper will not respond to commands.

⇒ After sending a reset command, wait at least 100ms before generating a receive timeout (followed by a retransmission). The ACK from the hopper may be delayed for 90ms in case data has to be saved. For all other commands the receive timeout is 25 ms.

After the reset, all hopper variables (including status flags) will be reset to their default values.

#### Request Manufacturer id (header 246)

```
Command : 03 00 01 F6 06
Response: 01 13 03 00 53 75 7A 6F 20 49 6E 74 20 28 4E 4C 29 E8
```

The data bytes in the response ( $7A\ 6F\ 20\ 49\ 6E\ 74\ 20\ 28\ 4E\ 4C\ 29$ ) give the manufacturer: "Suzo Int (NL)". Remember that the header byte in the response, here 00, means that an ACK is received.

#### Request Equipment Category id (header 245)

```
Command: 03 00 01 F5 07
Response: 01 06 03 00 50 61 79 6F 75 74 74
```

The data bytes in the response (50 61 79 6F 75 74) stand for "Payout".

#### Request Product Code (header 244)

Command : 03 00 01 F4 08
Response: 01 0E 03 00 53 43 48 32 2D 55 53 45 5F 53 45 52 4E 52 DB

The data bytes in the response (53 43 48 32 2D 55 53 45 5F 53 45 52 4E 52 DB) mean "SCH2-USE\_SERNR", meaning the Flow Hopper with "SCH2-USE\_SERNR" id when dipswitch 8 is off (see section 4.2 Setting mode).

#### Request Serial Nr (header 242)

Command : 03 00 01 F2 0A Response: 01 03 03 00 4E 46 05 60

The 3 data bytes are the serial number (hex): 4E 46 05. This is decimal 345678.

The least significant bytes are transmitted first.

be sure to send this serial number along with the dispense command in order to start a payout. See also Dispense Hopper coins (header 167).

#### Request Software Revision (header 241)

Command : 03 00 01 F1 0B Response: 01 13 03 00 53 54 43 32 30 31 30 2D 56 31 2E 31 49 E6

The response data byte (53 54 43 32 30 31 30 2D 56 31 2E 31 49) mean "STC2010-V1.11".

#### Read Opto Status (header 236)

Command: 03 00 01 EC 10 Response: 01 01 03 00 81 7A

When the coin sensor is interrupted, the value of the data byte is 81 (hex).

When the coin sensor is not interrupted, the value of the data byte is 0.

#### Request build code (header 192)

```
Command : 03 00 01 C0 3C
Response: 01 08 03 00 4C 65 76 20 48 69 4C 6F 41
```

The data bytes in the response (4C 65 76 20 48 69 4C 6F 41) mean "Lev Hilo". There is only one option on the Flow hopper: this is the device assembly code.

#### Request address mode (header 169)

```
Command: 03 00 01 A9 53
Response: 01 01 03 00 4A B1
```

This command is used to determine how the hopper address is handled. See next table.

Bit nr	Description		
B0	Address is stored in ROM		
B1	Address is stored in RAM		
B2	Address is stored in EEProm or battery-backed RAM		
B3	Address selection via interface connector		
B4	Address selection via PCB links		
B5 Address selection via switch			
B6	Address may be changed with serial commands (volatile)		
B7	Address may be changed with serial commands (non-volatile)		

#### Table 6: Address mode

In our example 4A is returned, meaning that the address in stored in RAM, with a selection via the interface connector and the address may be changed with serial commands.

#### **Enter PIN number (header 218)**

```
Command : 03 04 01 DA 31 32 33 34 54 Response: 01 00 03 00 FC
```

The 4 bytes (31 32 33 34) transmitted along with the command are the PIN numbers. Here PIN number "1234" is transmitted. Correct pin codes are immediately acked. Wrong pin codes are delayed (235 ms) acked, causing a receive timeout at the host. If the pin mechanism is active (different to 0), all commands implemented in the Flow hopper, except the header 253 "Address Poll" are protected. If the PIN number is activated and the command doesn't have the correct PIN, there will be no answer from the Flow hopper. It must be sent after every "power off" and "reset". A factory fresh hopper will have the pin code mechanism disabled (check with Test Hopper command). To activate the PIN mechanism, send an ENTER NEW PIN CODE command:

#### **Enter New PIN number (header 219)**

```
Command : 03 04 01 DB 31 32 33 34 53 Response: 01 00 03 00 FC
```

The 4 bytes (31 32 33 34) transmitted along with the command are the new PIN numbers. In our example "1234" is entered.

To save the PIN code you can for example scramble it and store it in Block 0 of the EEProm. Modifying the PIN number to 0, will deactivate the protection with PIN numbers.

#### Modify variable settings (header 165)

Command: 03 04 01 A5 14 00 64 01 DA

Response: 01 00 03 00 FC

The 4 bytes (14 00 64 01) transmitted with the command have the following meaning:

<current limit, motor stop delay, payout timeout, single coin mode>

In this example the hopper is set in single coin mode.

(0 = multi coin mode (default), 1 = single coin mode)

In single coin mode, only 1 coin at a time can be dispensed.

⇒ This mode can only be set to multi coin mode again by resetting the hopper.

A hopper reset will set all variable settings to their default values.

#### Request variable settings (header 247)

Command: 03 00 01 F7 05

Response: 01 06 03 00 20 00 4B 34 61 00 FC

The 6 data bytes in the response (20 00 4B 34 61 00) have the following meaning:

Item	Valu	e N	Scaling and Units	Physical	Default
iteiii	Hex	Dec	Scaling and Onits	value	value
Motor Current Limit	20	32	N / 15.1 Amp	2.1 A	2.1 A
Motor Stop Delay	00	0	N ms	0 ms	0 ms
Payout Timeout	4B	75	N * 0.333 sec	25 sec	25sec
Peak current measured	34	52	N / 15.1 Amp	3.4 A	
Supply voltage	61	97	0.2 + N * 0.127 V	12.5 V	
Connector address	00	0	N + 3	3	3

Table 7: Hopper variable settings

#### [Motor current limit]

If the current through the motor is above the threshold level (2.1 A) during 160 ms, the motor will reverse for 250 ms to clear the blocking.

#### [Motor stop delay]

This is the time delay after the last coin is paid out before stopping. This should ensure a clean coin exit.

#### [Payout Timeout]

This is the total time each coin is allowed to leave the hopper, including some reverse time in jam situations. If the hopper is empty, the motor will stop after 25 sec (default value).

#### [Peak current measured]

This is the maximum motor current measured, and gives you an idea about the peak current your power supply must handle. Start and stop currents in the Flow hopper are software controlled and do not have steep slopes (about 0.5 Amp/ms). If the peak current exceeds the Absolute Maximum Current Level (6.3 Amp) after a delay of 2 seconds then the hopper will return a NAK response on a Start Payout command, because the bit B0 in the Hopper Status Reg1 will be set. A Reset command will clear the error.

#### [Supply voltage]

This is the measured supply voltage the hopper runs on.

#### [Connector address]

The address of the hopper after a power up or reset is equal to this address + 3

#### 7.3. Hopper Dispense coins procedure

Dispensing coins using a ccTalk hopper requires some extra command steps before the actual dispense command can be executed successfully.

#### Test Hopper (header 163)

Command: 03 00 01 A3 59
Response: 01 02 03 00 C0 80 BA

First of all, check if any error flags are set in the status bytes.

This can be checked by sending a hopper TEST command. Two status bytes are returned in response. See Hopper Status Register 1 and and Hopper Status Register 2.

Hopper Status Register 1					
Bit nr	Description	Default value after power up			
В0	1 = Absolute maximum current exceeded	0			
B1	1 = Payout timeout occurred	0			
B2	1 = Motor reversed during last payout to clear a jam	0			
В3	1 = Opto fraud attempt, path blocked during idle	0			
B4	1 = Opto fraud attempt, short-circuit during idle	0			
B5	1 = Opto blocked permanently during payout	0			
B6	1 = Power-up detected	1			
B7	1 = Payout disabled	1			

#### **Hopper Status Register 1**

Hopper Status Register 2				
Bit nr	Description	Default value after power up		
B0	1 = Opto fraud attempt, short-circuit during payout	0		
B1	1 = Single coin payout mode	0		
B2	1 = Checksum A error	0		
B3	1 = Checksum B error	0		
B4	1 = Checksum C error	0		
B5	1 = Checksum D error	0		
В6	1 = Power fail during NV Memory write	0		
B7	1 = Pin number mechanism enabled	0 or 1		

#### **Hopper Status Register 2**

If any error flags are set, solve the problem by inspecting the hopper and issue a RESET command. If the hopper is build in the machine, inspecting the hopper may be difficult. There may be a coin stuck in the coin exit port, due to a heavy jam followed by a reset, or due to a power failure during a payout. The "Opto fraud attempt, path blocked during idle" flag is then set. These flags can be cleared again with a Reset command but is set again 333ms after the Reset command, due to the opto-test during idle (done 3x per second). If an Opto error flag is set, no payout can be started. However, if the dispensing commands are transmitted within 333ms after receiving the ACK response from the Reset command, the opto-flags will be cleared and the hopper may be started again to start a new payout.

In our example the first status byte (C0) indicates that a power up is detected and the hopper is disabled. The second byte (80) tells us that the PIN number mechanism is enabled. To unlock the hopper, a pin code must be send to the hopper:

If no opto-error flags are set, the hopper enable command may be issued.

After a power up or a reset the hopper is disabled. Check the status bytes again. The first data byte contains the status of the hopper. If bit B7 is set, payout is disabled.

After checking the hopper status bytes, check if any residual (uncompleted) payout is pending. This can occur if a previous payout was aborted due to a power failure, a coin jam or hopper ran out of coins. Transmit the REQUEST HOPPER STATUS command to check the status:

#### Request hopper status (header 166)

```
Command: 03 00 01 A6 56
Response: 01 04 03 00 00 00 01 00 F7
```

The 4 data bytes (00 00 01 00) in the response have the following meaning: [event counter] [payout coins remaining] [last payout: coins paid] [last payout: coins unpaid]

#### [event counter]

After each valid (no communication errors) Dispense coins command, this counter is incremented. Only after a hopper reset it is set to 0. This counter should be checked each time a dispense command is transmitted, to check if the command has been received by the hopper. This should prevent sending too many or too less payout commands resulting in wrong payouts. If the hopper status event counter in incremented, then check the payout results by checking the coin counters.

#### [payout coins remaining]

After receiving a hopper dispense command, this counter is set with the number of coins to pay. Each time a coin is paid, this counter is decremented.

If the payout operation completes successfully or abnormally, this counter will be set to 0. The Host software should always check this counter if it has become 0. If it has become 0 and the coins unpaid counter is non-zero, then the dispense procedure has been aborted before all coins were dispensed. Check with the Hopper Test command if the hopper has timed-out (due to jams or empty).

#### [last payout: coins paid]

After receiving a hopper dispense command, this counter is set to 0.

Each time a coin is paid, this counter is incremented.

If the payout operation completes successfully, this counter will be equal to the number of coins paid since the last payout.

#### [last payout: coins unpaid]

This counter holds the number of coins that failed to payout after the hopper aborted the payout operation. Since the [payout coins remaining] counter is set to 0 after abnormal termination, this counter will hold the number of coins unpaid. During a payout, this counter will be set to 0. CoinsUnpaid is only saved if the power is lost during a payout (abnormal termination). If the hopper stops due to a payout timeout or emergency stop (normal terminations), then CoinsUnpaid is cleared. The host machine is responsible for remembering the nr coins unpaid.

#### **Emergency Stop (header 172)**

Command : 03 00 01 AC 50 Response : 01 01 03 00 00 FB

This command may be used to abort the current payout.

The data byte in the response holds the number of unpaid coins since the dispensing was aborted by the Emergency Stop command. Store this result in the machine's non-volatile memory for use after power recovery.

If the hopper is running and a power failure occurs, this command can be used to stop the hopper motor and save the hopper status in case of a power failure. Note that a coin may be stuck in the coin exit port if the power fails just before a coin enters the coin exit port. Since the power is gone, the hopper will not be able to eject this coin. After power up, transmit a dispense command within 333ms after a reset command to eject this coin, before the opto-sensor generates an opto-blocked error again.

⇒ Sending this command during a power down may be difficult to implement. Ensure that the ccTalk interface is still operating during a power down and that there is enough communication time to send the command. If this is not possible or impractical, do not use the command.

If the hopper was running during a power failure and the emergency stop command could not be issued, then the hopper will stop and save it's status as soon as the power dips below 8V during 20ms when the power supply is 12V and below 18V during 20ms when the power supply is 24V.

The time to save all coin counters in EEProm memory may take up to 90ms. If a coin is ejected during this EEProm update moment (possible, because the coin can already be in the coin exit port if the power fails), then this coin will not be saved in EEprom. The result will be an overpay of 1 coin. Therefore, if possible, use the Emergency Stop command to stop the hopper during a power failure, before the hopper stops due to it's own power failure detection mechanism.

In order to be sure that no payout fraud will be possible by unplugging the power of the machine during a payout, it may be wise to decrement the number of coins to be paid by 1 after power recovery.

Transmitting the Emergency Stop command during normal operation (e.g. no power down), the hopper will stop as soon as possible in a controlled way. The hopper will stop when the next coin (not the coin that is being paid) is ejected fully. After transmitting the Emergency Stop command, always retrieve the nrCoinsPaid and nrUnPaid counters with the Request Hopper Status command to get the actual number of coins paid since the hopper motor stopped.

#### **Enable Hopper (header 164)**

Command: 03 01 01 A4 A5 B2 Response: 01 00 03 00 FC

Transmit the ENABLE HOPPER command with data byte 1 set to 165 (= A5 Hex) to enable payout. The hopper can be disabled by sending the ENABLE HOPPER command with data byte 1 set to any value other then 165. After transmitting the ENABLE HOPPER command the TEST HOPPER command can be issued again to check if the payout is enabled.

⇒ The hopper remains enabled until the hopper is reset or is disabled by command.

Once the hopper is enabled (and not blocked by a pin code) the payout can be started.

- If the hopper Product Code is "SCH2", then the DISPENSÉ COINS command needs an 8-byte security code from the hopper in order to start a payout. Get the security code from the hopper by transmitting the REQUEST CIPHER KEY command. Optionally the PUMP RNG command may be transmitted prior to the Request Cipher Key command to randomize the security code from the hopper even more.
- If the hopper Product Code is "SCH2-NOENCRYPT", then the DISPENSE COINS command still needs an 8-byte code, but the value of the code does not matter.
- If the hopper Product Code is "SCH2-USE\_SERNR", then the DISPENSE COINS command needs it's 3-byte serial number sent along with the command to enable a payout.

#### Pump RNG (header 161)

```
Command : 03 08 01 A1 5B DA AA 6F 9A 5D C5 06 43 Response: 01 00 03 00 FC
```

The 8 bytes transmitted with the Pump RNG command are random numbers generated by the host. These random numbers are used by the hopper to generate a random cipher code.

#### Request Cipher Key (header 160)

```
Command : 03 00 01 A0 5C
Response: 01 08 03 00 69 EE 8F 1C 25 FA AB 08 20
```

The Request Cipher Key returns 8 security bytes: (69 EE 8F 1C 25 FA AB 08). Once the security key from the hopper is received, the payout can be started by transmitting the DISPENSE HOPPER COINS command together with the (encrypted) security bytes and the number of coins to payout.

#### Dispense Hopper coins (header 167)

The dispense command would look like follows:

Command : 03 04 01 A7 DF D7 0A 01 90

Response: 01 01 03 00 01 FA

The 3-byte serial nr (DF D7 0A) in the command string is followed by the nr of coins to pay (01).

The format of the serial number is explained in Request Serial Nr (header 242).

A NAK response is returned in the following situations (check with HOPPER TEST command):

- The hopper is not enabled
- PIN code not transmitted
- Cipher key not requested
- Nr coins is not 1 in single coin mode
- A Hopper Dispense command was sent when the hopper was already dispensing.

When the payout is started, all hopper status counters are updated:

- [event counter] is incremented (also when a NAK is received)
- [payout coins remaining] is set to nr coins to pay
- [coins paid] is set to 0
- [coins unpaid] is set to 0

During payout the counters are updated as follows:

- [payout coins remaining] is decremented each time a coin is paid
- [coins paid] is incremented a coin is paid
- [coins unpaid] is set to 0

After the payout operation has stopped normally or abnormally, the counters are updated as follows:

- [coins unpaid] is set to [payout coins remaining], except if a Emergency stop occurred due to power being lost. In this case coins unpaid is set to 0, and the host machine should store the number of coins still unpaid (which is returned by the Emergency stop command).
- [payout coins remaining] is set to 0.

This counter should always be checked during the coin dispensing. If it reached 0, the host software should check if the payment is completed or aborted by checking the coins paid and coins unpaid counters.

If a power reset occurred during a payout, all counters are saved in EEProm. These values can be used to finish the pending payout if the power is back again.

During a payout, the coin counters can be retrieved using the REQUEST HOPPER STATUS command. It is recommended to poll the hopper status each 100 ms during payout. Any display of the counter values can be monitored real-time.

If the host receives no reply to the REQUEST HOPPER STATUS command, it will be retransmitted 50ms later again.

#### Request Payout high/low status (header 217)

Command: 03 00 01 D9 23 Response: 01 01 03 00 10 EB

The returned data byte is the levelstatus.

The bits of levelstatus have the following meaning:

Bit nr	Description
0	Low Level status (1 = low level)
1	High Level status (1 = high level)
2	not used
3	not used
4	Low Level sensor is fitted
5	High Level sensor is fitted
6	not used
7	not used

#### Table 3: LevelStatus bit definition

In our example the low level sensor in fitted and the level status is normal.

The High Level sensor is fitted bit will however always be low, and cannot be used to check if the high level sensor is present.

#### Request Hopper dispense count (header 168)

Command: 03 00 01 A8 54 Response: 01 03 03 00 2E 02 00 C9

The 3 data bytes  $(2E\ 02\ 00)$  represent the 3 byte total dispense counter: 558 (LSB first). This counter in incremented each time a coin is paid, and is not reset before any new payout. The counter is erased with a reset. Power off will not reset the counter

#### Summary dispense coins example:

1. Check the hopper status by sending the TEST command:

```
Command: 03 00 01 A3 59
Response: 01 02 03 00 80 80 FA
```

The hopper is disabled and the pin code mechanism is enabled.

- 2. If the pin code mechanism is enabled and the pin code is not yet transmitted, transmit the pin-code.
- 3. Enable the hopper by sending the ENABLE command:

```
Command: 03 01 01 A4 A5 B2 Response: 01 00 03 00 FC
```

Optionally a new TEST command can be issued to verify the status of the hopper.

4. Start the payout of 3 coins by sending the DISPENSE COINS command together with the serial nr:

```
Command: 03 04 01 A7 DF D7 0A 03 90 Response: 01 01 03 00 01 FA
```

The 3-byte serial nr (DF D7 OA) in the command string is followed by the nr of coins to pay (03). The format of the serial number is explained in Request Serial Nr (header 242).

The data byte in the response is an event counter. Each time the DISPENSE COINS command is issued, the event counter is incremented.

7. During the payout, the number of remaining coins can be checked with the REQUEST HOPPER STATUS command:

```
Command: 03 00 01 A6 56
Response: 01 04 03 00 02 00 03 00 F3
```

From the response can be seen that 2 dispense commands have been sent, 0 coins are remaining, 3 coins have been paid and 0 coins are unpaid. Check the Hopper Status each 200ms during payout. Once [Nr Coins Remaining] is 0, the polling may be stopped and the payout can be verified.

8. Check the hopper status by sending the TEST command:

```
Command: 03 00 01 A3 59
Response: 01 02 03 00 00 80 7A
```

From the status bytes can be seen that no payout timeout, opto blockings or coin jams have occurred.

9. Optionally the payout can be verified by checking the coins paid, coins unpaid and total dispense counters using the REQUEST HOPPER STATUS (header 166) and REQUEST HOPPER DISPENSE COUNT (header 168) commands.

#### Host program example (only used for protocol explanation) in pseudo code

```
/* Initialize communication */
For each Hopper with HOPPER ADDRESSx in machine do
   if (SimplePoll(HOPPER ADDRESSx)) != ACK)
       // resolve any device address problems
       While ( AddressClash (HOPPER ADDRESSx) )
                                                   // more devices share HOPPER ADDRESSx ?
                                                    // give each device a new random address
   RandomizeAddresses(0);
   DeviceList = AddessPoll(0);
                                                    // store all received address in list
   While (DeviceList not empty)
       address = GetNextAddressFromDeviceList();
                                                   // check device type
       RequestEquipmentCategory(address);
       ChangeAddress (address, DEVICE ADDRESS);
                                                  // change address to DEVICE ADDRESS
}
// SimplePoll(HOPPER ADDRESSx) returned ACK. Communication Ok!
if (RequestEquipmentCategory(HOPPER ADDRESSx) != "Payout")
   ShowMessage("DEVICE IS NOT A HOPPER!");
}
else
   Hopper[x].PhysicalAddress = RequestVariableSettings(PHYSICAL ADDR,
                                                           HOPPER ADDRESSx);
   Hopper[x].SerialNr = RequestVariableSettings(SER NR, HOPPER ADDRESSx);
   // Optional the following items may be retrieved
   Hopper[x].ManufacturerID = ...
   Hopper[x].ProdCode = ...
   Hopper[x].SoftwareRev = ...
   Hopper[x].CommsRev = ...
   Hopper[x].HopperCoin = ...
   Hopper[x].BuildCode = ...
   }
}
// Product Configuration details
// Check for pending Payout after a power fail recovery
// Dispense Coins from HOPPER_ADDRESSx
HopperAddress = HOPPER ADDRESSx;
HopperType = RequestProductCode(HopperAddress);
                                                           // get hopper type
HopperStatus = TestHopper(HopperAddress);
                                                           // get hopper status bytes
if (HopperStatus & PAYOUT ERROR FLAGS) == 0)// no opto errors, max current exceeded, etc?
   if (HopperStatus & RESET OCCURRED)
                                           // after a reset, send pin code if necessary
       // Pin Number Unlocking
       if (HopperStatus & PIN NUMBER REQUIRED)
       {
               SetPinNumber(PinCode, HopperAddress);// unlock hopper (required a after reset)
       }
   }
   if (HopperStatus & HOPPER DISABLED)
       EnableHopper(HopperAddress);
                                                    // enable hopper
   SecurityBytes = RequestCipherKey(HopperAddress);// ReqCipherKey, not needed for ITA
                                                   // serial
   if (HopperType == "MC encrypted" )
                                                           // use security bytes?
       DispenseCoins (HopperAddress, SecurityBytes, NrCoinsToPay);
   else if (HopperType == "ITA serial")
                                            // use dummy bytes? (security disabled)
       DispenseCoins(HopperAddress, DummyBytes, NrCoinsToPay);
```

```
DispenseCoins(HopperAddress, SerialNr, NrCoinsToPay); // serial number already
requested during initialization
   }
}
     // hopper errors
else
   ResetHopper();
                         // send reset command (set receive timeout to 100 ms)
   // in case of opto errors, send dispense commands within 333 ms after receiving ACK
   // from Reset command
// Check hopper status during payout
do
{
   \ensuremath{//} request hopper status each 100ms for real-time display of count values
   while (HopperCounters.NrCoinsRemaining > 0)
// Verify Dispense procedure (may be extended of coarse)
HopperStatus = TestHopper(HopperAddress);
                                                    // get hopper status bytes
if (HopperCounters.NrUnPaidCoins > 0)
                                                    // payout completed ?
   if (HopperStatus & PAYOUT TIMEOUT OCCURED)
                                                    // no, hopper timeout ?
   {
      ShowMessage("Hopper Timeout occurred");
   }
   if (HopperStatus & JAM OCCURED)
                                                    // hopper jammed during payout ?
   {
      ShowMessage("Hopper probably jammed");
}
// Check Hopper Levels
HopperLevel = RequestHopperCoinLevel(HopperAddress);
if (HopperLevel & LOW LEVEL)
   ShowMessage("Hopper nearly empty");
// Check Total Dispense counter, etc
```

#### 7.4. 3.4 Coin Jams during payout

During a payout, a coin may block the hopper (for example if the hopper is loaded too heavily, or a wrong coin has slipped into the hopper). In this case the motor current will rise quickly. A fully blocked hopper motor will draw peak currents up to 6 Amp. When the power supply is not able to deliver this peak current, the voltage on the hopper will drop.

If the motor current is greater than approx 3A during 500-800 ms, the motor will start reversing in order to un-jam the hopper. During anti-jamming, the current my rise to levels of 6 Amp peak.

If no coins are ejected during 20 seconds of anti-jamming, the hopper will abort (preventing hopper

damage) and will set an error code.

We recommend the following power supply types from Suzo:

- 42PP0520 (dual supply: 5VDC and 12VDC)
- 42PP0530 (dual supply: 5VDC and 24VDC)

#### 7.5. 3.5 Power failures

If the voltage drops below the POWER\_FAIL\_TRESHOLD during 10ms, the hopper will stop immediately if it was running. If the power recovers to its normal level (power dip) and the start condition is still present, the hopper will restart automatically again. If the power fails for more than 1 sec during payout, the hoppers aborts the payout and saves all counters (CoinsPaid, CoinsUnpaid) in non-volatile memory.

If the power returns again, the host software must retrieve the hopper status and take appropriate action if there are, for example, unpaid coins left.

If the host machine has early-power down notification, the host machine may send an 'Emergency Stop' command to the hopper so that the hopper will stop and save all data.

The NrCoinsRemaining is transmitted back to the host. The host machine must ensure that this value is stored in its own non-volatile memory.

See also command Emergency Stop (header 172)

.

# 8. Electrical, Timing and Environmental Specifications

Parameter	Min	Typ @ 12V	Тур @ 24V	Max	Units
Supply voltage (3.0A Min)	11	12	24	26	Vdc
Idle current		30	30		mA
Motor_start current		1200	850		mA
Motor_running_current		0.6	0.5		Α
Vtrip (Power fail threshold)		8.0 during 10ms	18.0 during 10ms		Vdc
Motor_current_reverse level		2.3 A* during 500 ms	1.9 A* during 500 ms		Α
Thermal fuse protected		_	_		

\*Advised Power Supply 5A

Table 8: Electrical specifications

Parameter	Description	Value	Units
Brate	Serial communication speed	9600	baud
Trxout	Receive data timeout	25	ms
TPinit	Power up initialization time	200	ms
TSinit	Software reset init time	100	ms
PWMFreq	Motor drive PWM frequency	20	kHz
TMreverse	Motor reverse time	500	ms
Ifuse	Fuse trip time @ 4.0 A	10	sec
Tlevdeb	Level sensor debounce time	100	msec
TEESave	EEProm write time per byte	5	ms
TEESave- PowerDown	Save time hopper status at power down	20 - 90	ms
TResetAck	ACK delay after receiving a reset command	max 5	ms
TResponse	Command response time (except for command headers 1, 253, 252)	min 2	ms

**Table 9: Timing specifications** 

Print this on A5 paper for correct size.

Storage temperature	-20° C to +70° C		
Operating temperature	0° C to +50°C		
Storage humidity	10% to 95% non-condensing		
Operating humidity	10% to 75% RH		
General	Keep coin exit clear from any obstacles		
MCBF	1.000.000		

**Table 10: Environmental specifications** 

# 9. Coin cup

There are four hopper models with different capacities, see specifications.

	Coins						
Cup Type	€0.05	€0.10	€0.20	€0.50	€1.00	€2.00	
	21,25x1,67mm	19,75x1,93mm	22,25x2,14mm	24,25x2,38mm	23,25x2,33mm	25,75x2,20mm	
Medium (154mm)	775	775	600	375	425	325	
Intermediate (189mm)	975	975	775	525	600	475	
Large (228mm)	1100	1100	975	700	750	650	

**Table 13: Coin cup specifications** 

#### 10. Warranty

We thank you for the purchase of this Suzo product. If you require warranty for this product you can contact Suzo International. Before contacting Suzo we advise to carefully read the product manual.

#### 10.1. Your warranty

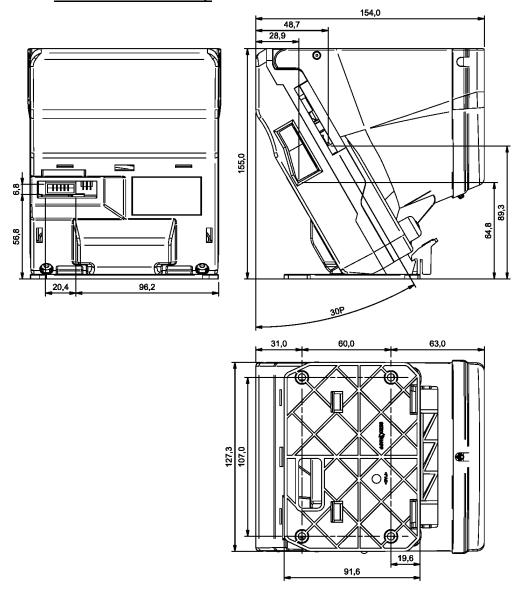
Suzo guaranties that the product for the period of ONE YEAR from the original purchase date will be free of material or fabrication errors. When material or fabrication errors do occur (as judged by Suzo) within the warranty period, Suzo will replace or repair the defective parts without labour or parts cost. The following restrictions apply. All replaced products or parts become property of Suzo International.

#### 10.2. Conditions

- 1. Warranty can only apply when the original invoice (with model number and purchase date) together with the defective product is presented within the warranty period.
- 2. Suzo is under no obligation to perform warranty when invoice is not present or unreadable.
- 3. Warranty does not apply when model number of serial of product are changed, removed or made unreadable.
- 4. Warranty does not cover the risk to the product during transportation to and from Suzo International
- 5. Warranty does not cover:
  - a. Regular maintenance or replacement of parts due to normal wear.
  - Damage of defects caused by operation or treatment of the product not considered as normal use.
  - c. Damage or adaptations to the product caused by faulty operation or use that is not within the machines original capabilities.
- 6. Warranty is only performed at the Suzo Technical office unless other official agreements apply for instance as agreed upon in a maintenance contract.

# 11. Dimensions

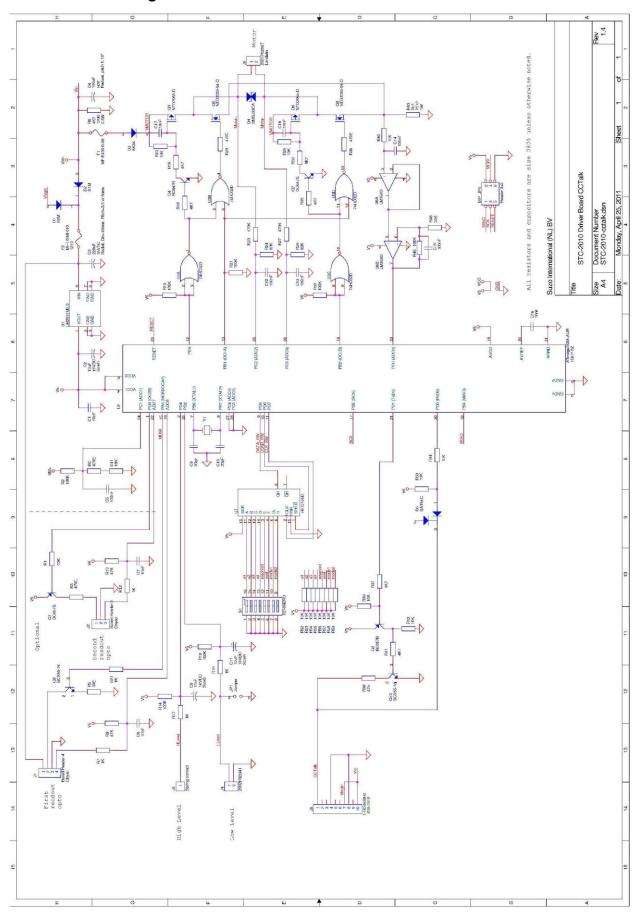
### 11.1. <u>Dimensions medium cup</u>



### 11.2. <u>Intermediate and large Extensions</u>



# 12. Schematic diagram



# 13. Revision history

Revision	Date	Comment	Ву
0.1	09 Jul 2010	Pre release	E.S.
0.4	29 Sept 2010	Drawings and exploded views	M.M.
0.5	29 Nov 2010	Update manual	M.M.
0.6	16 Feb 2011	Update commands	E.S. R.T.
1.0	9 March 2011	Cup capacity	E.S.
1.1	1 Jul 2011	Disk numbers	E.S.
1.2	6 Jul 2011	Cup rename and schematic diagram	E.S.
1.3	1 Sept 2011	Specs	E.S.
1.4	12 Oct 2011	Delete small	E.S.
1.5	27 March 2012	Corrections in some table's	E.S.
1.6	27 April 2012	Current corrections	E.S.

Design and specifications are subject to change without notice.

Wijzigingen in ontwerp en technische gegevens voorbehouden, zonder kennisgeving.

La conception et les spécifications sont modifiables sans préavis.

El diseño y especificaciones están sujetos a cambios sin previo aviso.

This manual is intended only to assist the reader in the use of this product and therefore Suzo International shall not be held liable for any loss or damage whatsoever arising from the use of any information or particulars in, or any omission from this manual or any incorrect use of the product.

# Warning!

Failure to observe the interface requirements specified in this technical manual may result in miscounts, damage to the electronics and the motor of the hopper or create unacceptable voltage drops, affecting other units depending on the same power supply.