



MARMON
Foodservice
Technologies

Digital Management Suite

Getting Started Guide

Self-Serve Onboarding Instructions

R2.0 11/25/2020

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Thank you for choosing DMS!

This guide will walk you through the complete onboarding process for connecting your IDC Pro unit to DMS.

Please note, you can click on the links in the overview to quickly jump to different sections of the instructions.



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DMS Onboarding Overview

ON SITE/IT - Install Pre-Onboarding

- Confirm Connectivity Requirements with IT are met
- Request configuration file, if needed
- Confirm which software version you using (2.X or 1.X)
- Locally, load latest software version via USB (for 2.x it is 2.0.4, for 1.x it is 1.11.5)
- Locally, install configuration file, if needed
- Locally, update unit's clock

ON SITE – Wi-Fi now available Onboarding

- Connect IDC Pro to network
- Perform network test
- Pull access key from unit

Online Onboarding

- Create DMS account (if you don't already have one)
- Claim the unit on your account using the access key from the unit
- Fill out the prompts, select service plan
- Add users and notifications to the unit, as desired

Online DMS Usage

- Add newly claimed units to "All Units" Group and any other groups, as desired.
- You are all set!



Pre-Onboarding

Steps taken before you can onboard a unit

- **Confirm Connectivity Requirements are met with IT ([click here](#))**
- **Request configuration file, if needed ([click here](#))** (Please allow 2 working days to receive requested files)
- **Make sure you have a working USB loaded with:**
 - Latest software (for 2.x it is 2.0.4, for 1.x it is 1.11.5)
 - Software can be found here: <https://www.cornelius.com/resources/> Click on Tech Service Support → Software Update
 - Configuration file, if needed (these are unique files. Do not use the same file on more than one unit)

NOTE:

TO AVOID UNECESSARY SECOND TRIPS, PLEASE COMPLETE
THESE STEPS BEFORE HEADING TO SITE



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Connectivity Requirements

Connectivity Options

- Wi-Fi
 - 802.11 B&G, supports encryptions WEP, WPA, WPA2 using pass keys; Supports hidden and non-hidden SSIDs
- Ethernet
- Cell Modem Compatible (but not included)

Enable Traffic on Ports

- 8883 (Secure MQTT – IoT Data/Telemetry Transport)
- 80, 443 (HTTP, HTTPS – Digital Content Management)
- 123 (NTP – network time)

White-listing Info Needs

- marmonim.com (production server)
- www.marmonim.com (an alias to marmonim.com)
- a1u0ne27rnnqid.iot.us-east-1.amazonaws.com (production endpoint for us-east-1 region)
- *.channelvalet.com (CDN)
- *.rackcdn.com (CDN)
- Prod.corneliusdms.com (OTA Updates)
- .ubuntu.pool.ntp.org, ntp.ubuntu.com (Time Server)

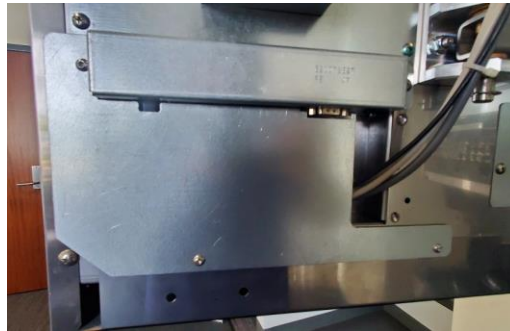


Plugging in USB and Accessing Service UI

1. Plug in the USB stick into any USB port on the back of the door. Two potential doors:

Back of IDC Pro Screen

(Remove cover, then temporarily unplug one of the USB cables).



Back of IDC Pro Screen

(temporarily unplug one of the USB cables).



2. Enter the Service UI by touching four corners of the top screen. Then enter the password (default password is “3333”).





Checking your software version

NOTE:

WE HAVE TWO DIFFERENT SOFTWARE VERSIONS 1.X AND 2.X! INSTRUCTIONS VARY A BIT.



Choose Your Path

Click below for the proper instructions:

1.0 Software

2.0 Software

2.0 Software Instructions



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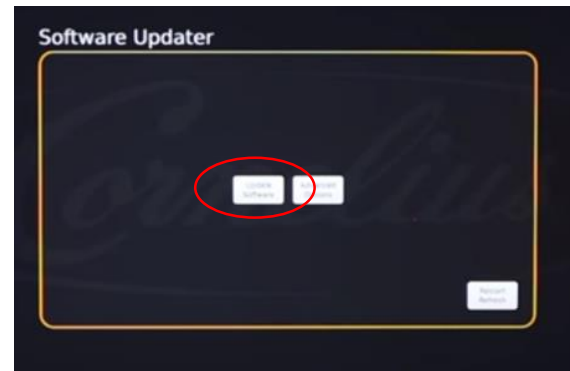
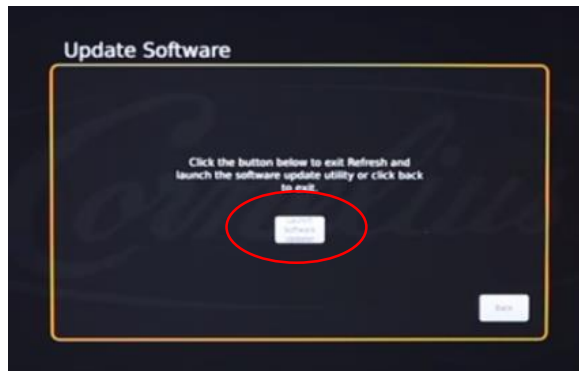
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Local Update of Latest Software

1. Select **Update Software**.



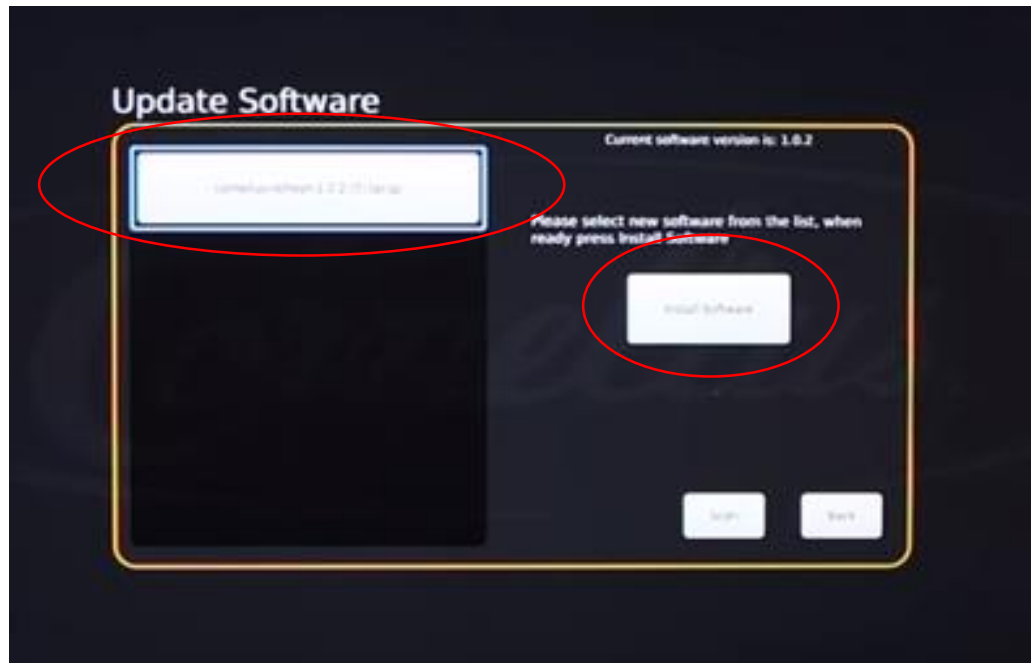
2. Press **Launch Software Updater**, then **Update Software**.



3. Choose latest software version downloaded earlier to your USB drive (2.0.4 as of November 2020) and press **Install Software**.




Note:

After successful update, the machine will restart.



Configuration Files

In order for us to identify each unique unit, we require a configuration file. This file will also provide the unit with it's unique DMS Access Key. Newer units should come with this configuration file pre-loaded. Here's how to find the Access Key:

Step 1	Step 2	Step 3
		
Provide the Password and press Enter	Select "About" Option from the Service UI	You can find DMS Access Key

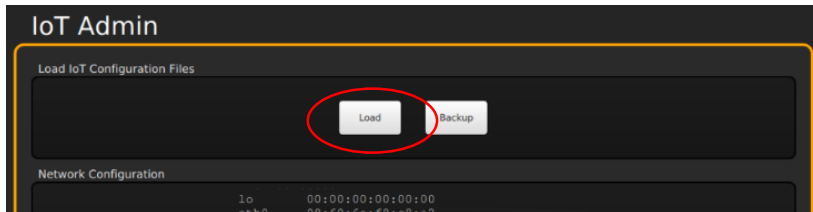
- If your unit has an access key, you can skip to updating the time clock by [clicking here](#).
- If your unit doesn't have an access key, or was built before June 2018 (26th week of 2018, you will need to load a configuration file. **Configuration files are unique per unit.**
 - To check age of equipment, find the 12-digit serial number, and note the 4th, 5th, 6th, and 7th digits. These digits represent the year and week the unit was manufactured. For example, the serial number 62A1830RP123 was manufactured the 30th week of 2018 and should have a pre-loaded configuration file/access key.
- If you require a configuration file, please email corneliushelp@marmonlink.com. When saving the file, please ensure the file name ends with ".tar.gz". Please allow 2 business days to receive the file.

Loading a Configuration File

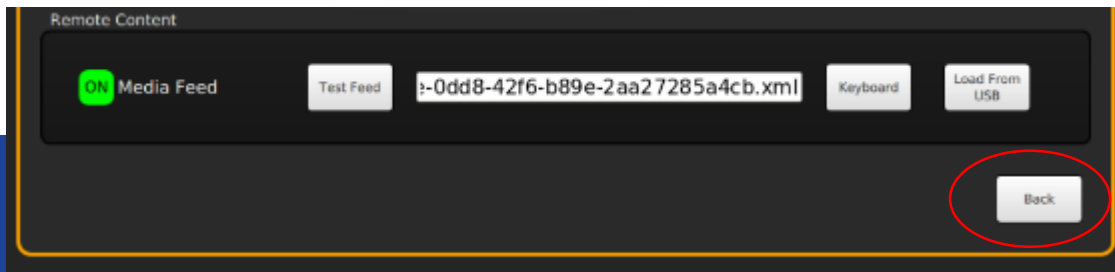
1. If you need to upload a configuration file, please have the USB with the unique configuration file loaded to it inserted into the unit and Select **IoT Admin**.



2. Press **Load** and choose the appropriate folder from your USB drive.
3. Select and load “device-config.tar.gz” file.



4. Click **back** when done.

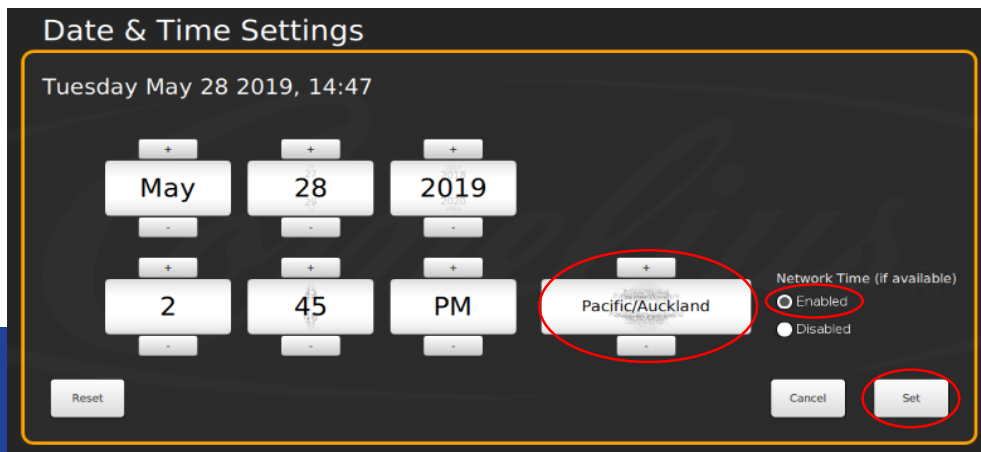


Local Update of Clock and Time Zone

1. Press **System Settings** and then press **Date & Time Settings**.



2. Ensure that the time zone is set to proper time zone and network time is set to **Enabled**. Then press the **Set** button.

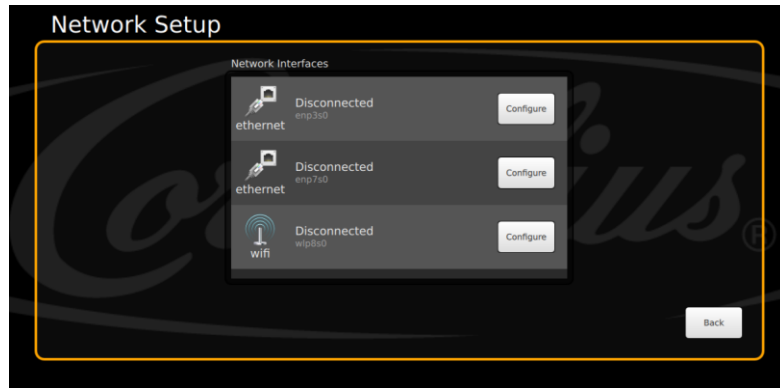


Local Network Setup

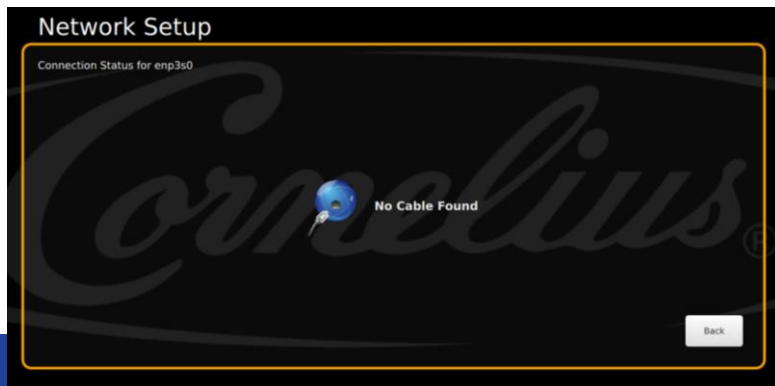
1. Re-enter Service UI and press **Network Setup**.



2. You'll see network options (ethernet/Wi-Fi). Click **Configure** for the desired network.



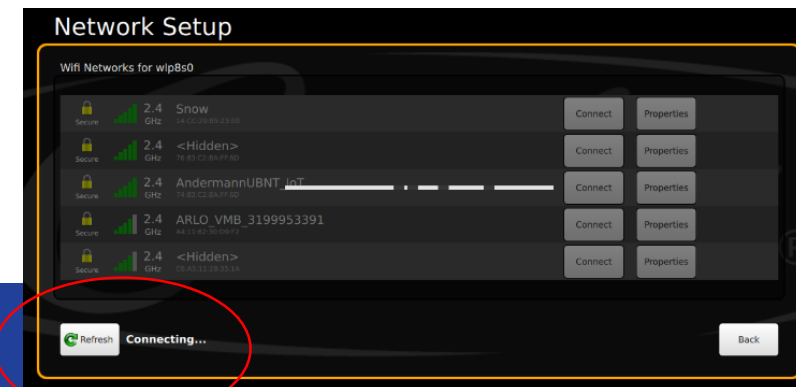
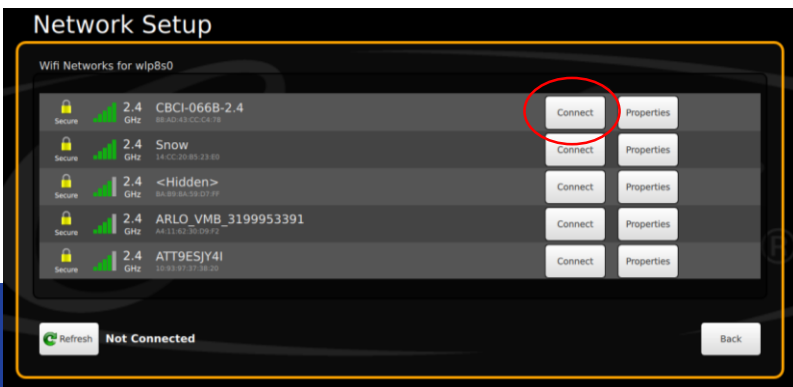
3. For Ethernet, you'll see a notice if Ethernet is connected. If "No Cable Found", reconnect Ethernet Cable and ensure proper connectivity to the unit.



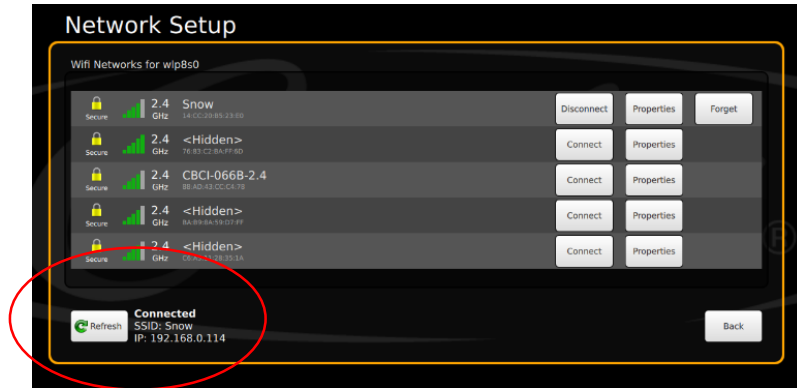
4. If you need to enter Advanced Specifications for your Ethernet network, click on the properties button. Here you can enter DNS information or toggle to the Static IP to enter IP, Netmask and Gateway.



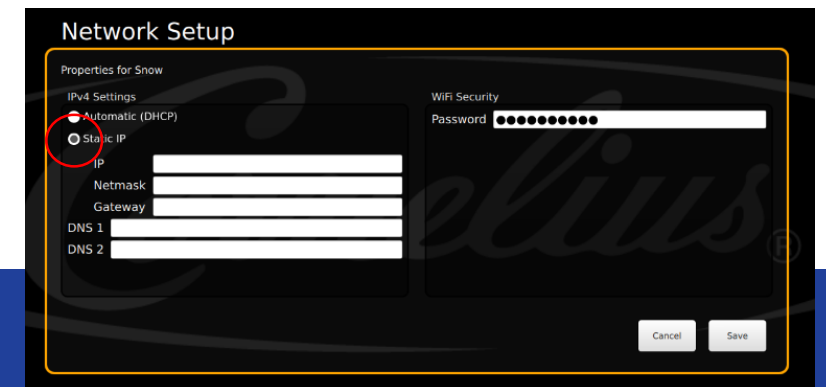
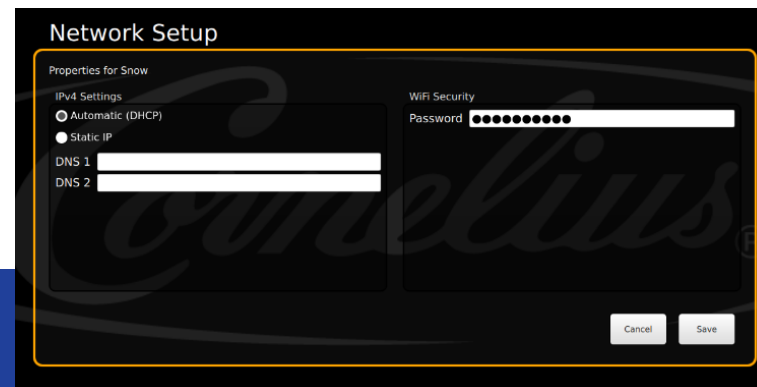
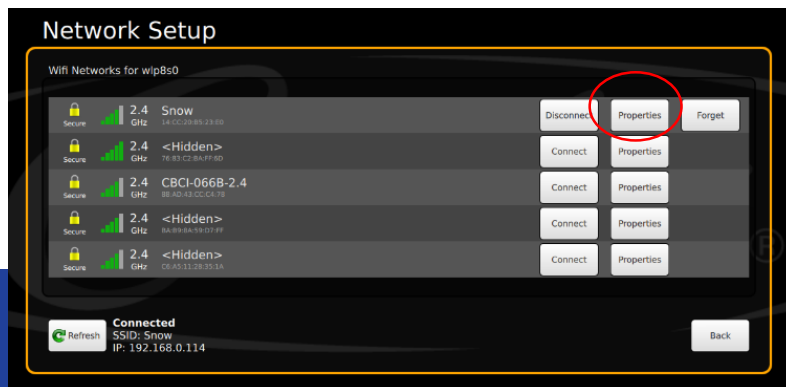
5. For Wi-Fi, you'll see a list of available networks. Click **Connect** and enter the Wi-Fi password, click **Enter**. You'll see the unit try to connect to the Wi-Fi



6. If properly connected, you'll see it states "Connected".



7. If you need to enter Advanced Specifications for your Wi-Fi network, click on the properties tab. Here you can enter DNS information or toggle to the Static IP to enter IP, Netmask and Gateway.





8. Reboot the machine by clicking **Shutdown** and selecting **Reboot** option.
9. Unplug your USB drive and plug the USB cable back in.

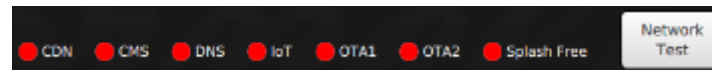
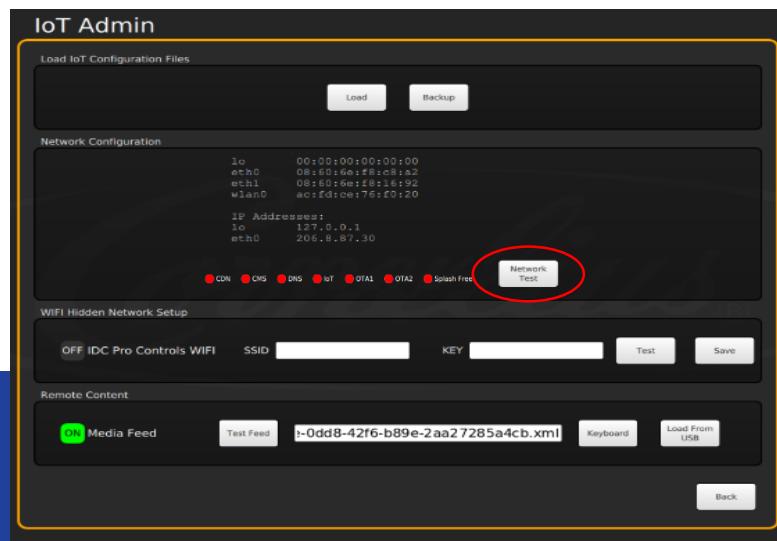


Performing a Network Test

5. Enter the Service UI again and select **IoT Admin**.






6. Tap the **Network Test** button and wait for the red dots to turn green. If the dots do not turn green, see the [Network Test section](#) of this document.



7. Tap the **Back** button

8. Find the unit's Access key and write it down (you'll need it to claim the unit on DMS). Note, the access key is unique to each unit.

Step 1	Step 2	Step 3
		
Provide the Password and press Enter	Select "About" Option from the Service UI	You can find DMS Access Key

8. Tap the **Back** and **Logout** button. You should now see the screen return to the normal operation screen (where you can dispense drinks).

9. **Now your unit is ready to claim on DMS!** [Click here](#)

1.0 Software Instructions



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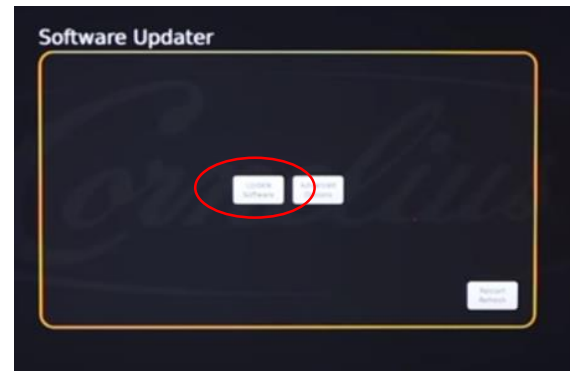
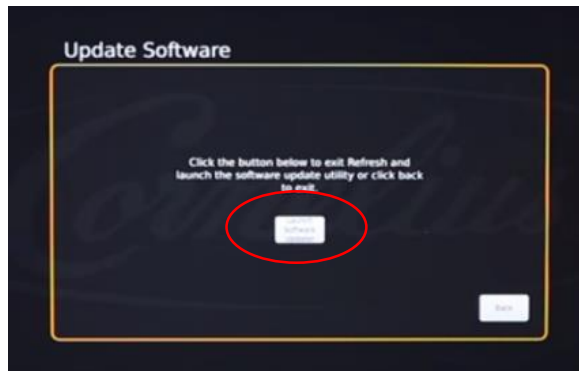
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Local Update of Latest Software

1. Select **Update Software**.






2. Press **Launch Software Updater**, then **Update Software**.



Configuration Files

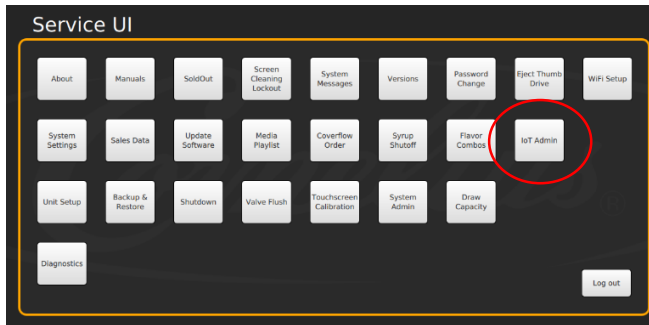
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- If you require a configuration file, please email corneliushelp@marmonlink.com. When saving the file, please ensure the file name ends with ".tar.gz". Please allow 2 business days to receive the file.

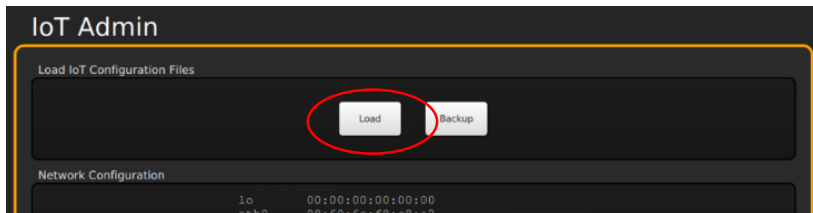
Loading a Configuration File

1. If you need to upload a configuration file, please have the USB with the unique configuration file loaded to it inserted into the unit and Select **IoT Admin**.

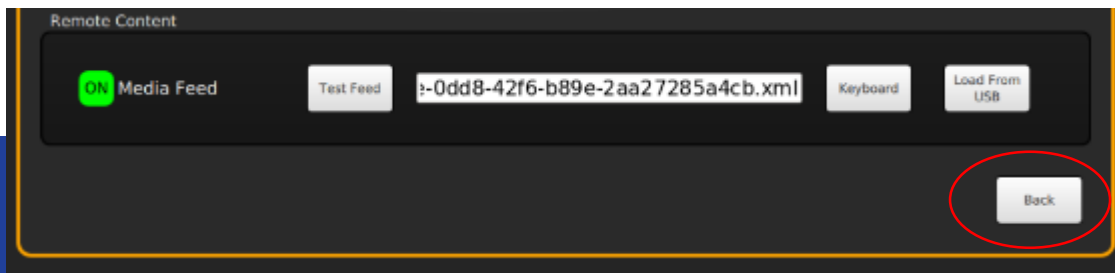


2. Press **Load** and choose the appropriate folder from your USB drive.

3. Select and load “device-config.tar.gz” file.

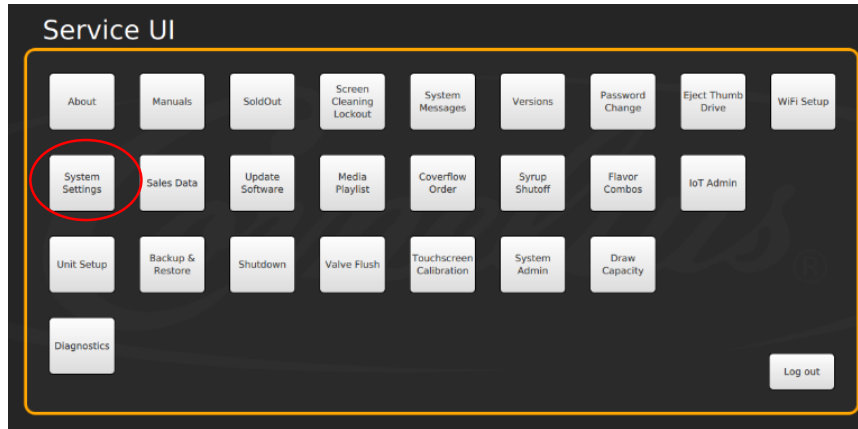


4. Click **back** when done.

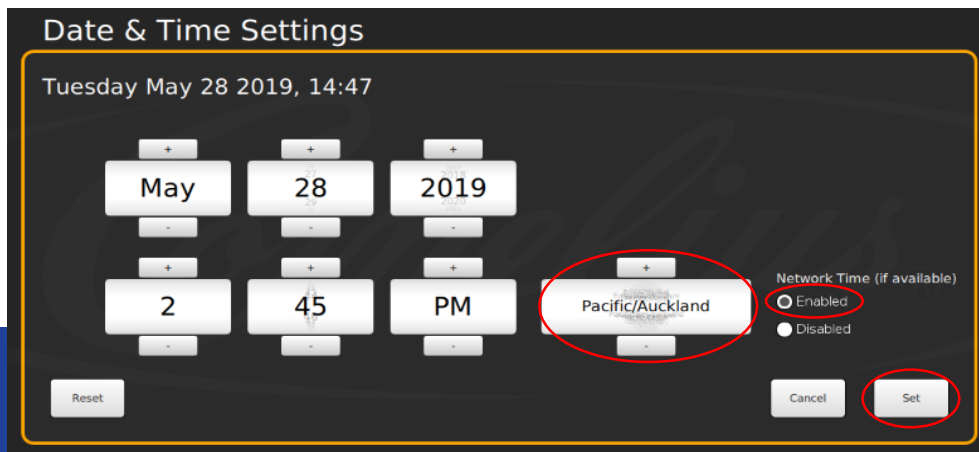


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Local Network Setup

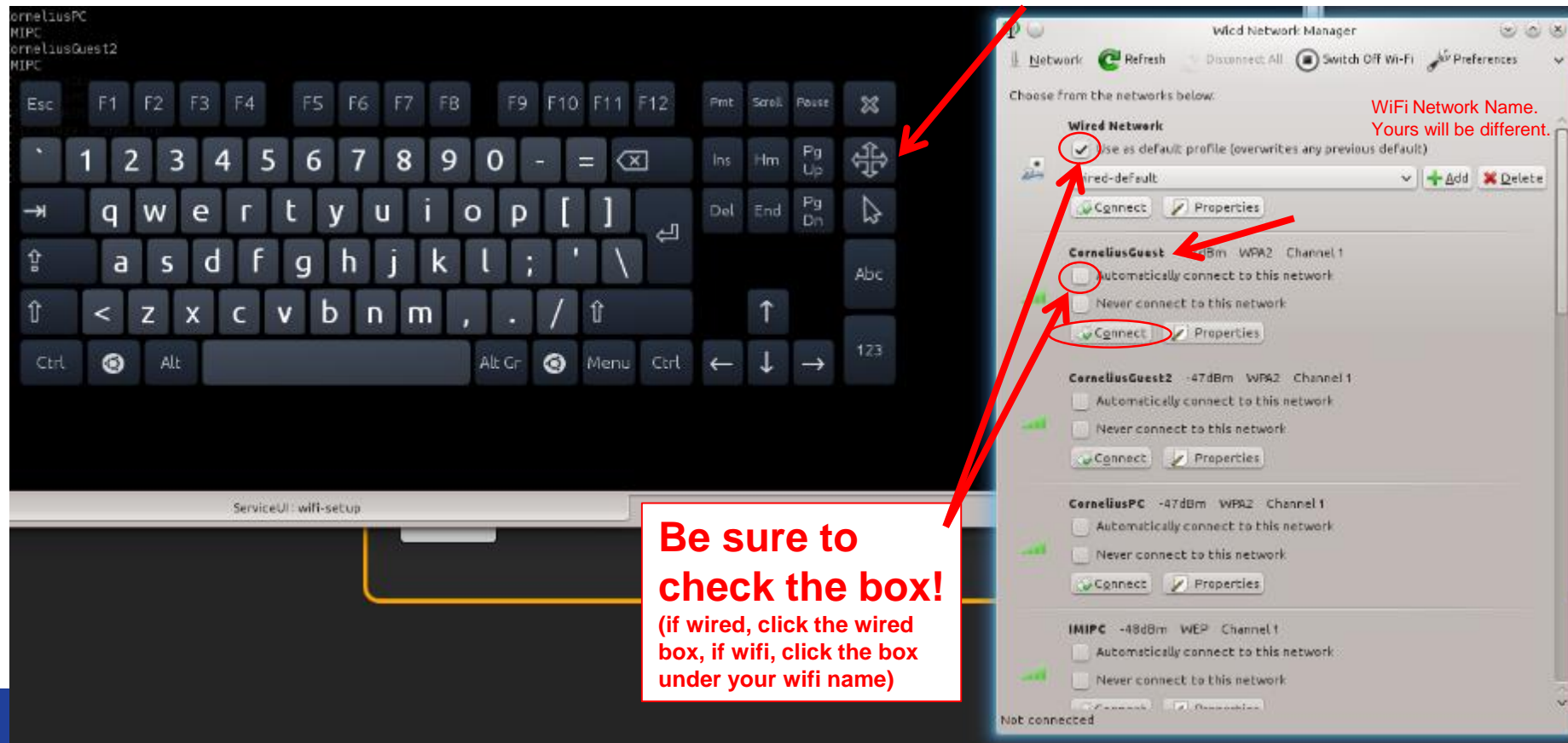
1. Re-enter Service UI and press **Wi-Fi Setup**.





2. Locate the name of your WiFi network. Check “Automatically connect to this network”. Click **Connect**.

Tap and drag this button to
move the keyboard if needed.





3. If the WiFi network requires a password, you will be prompted to enter it. Click the **Key** text field at the bottom and enter the password using the on screen keyboard. Then click **OK** at the bottom.

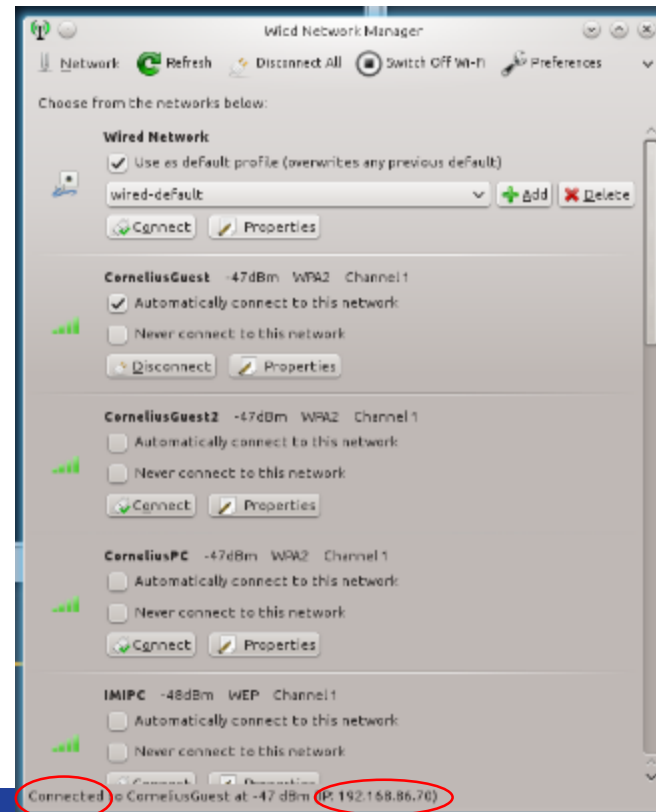
The screenshot shows a device screen with a terminal window at the top displaying network names: corneliusPC, MIPC, corneliusGuest2, and MIPC. Below the terminal is a large on-screen keyboard with a red border. A red arrow points from the keyboard to the 'ServiceUI : wifi-setup' bar. To the right, the 'Wicd Network Manager' window is open, showing the 'CorneliusGuest - Properties' tab. The 'Key' field at the bottom is highlighted with a red circle and a red arrow. The 'OK' button at the bottom right is also highlighted with a red circle and a red arrow.

2. Enter WiFi password using this keyboard

1. Tap here so you see a blinking cursor

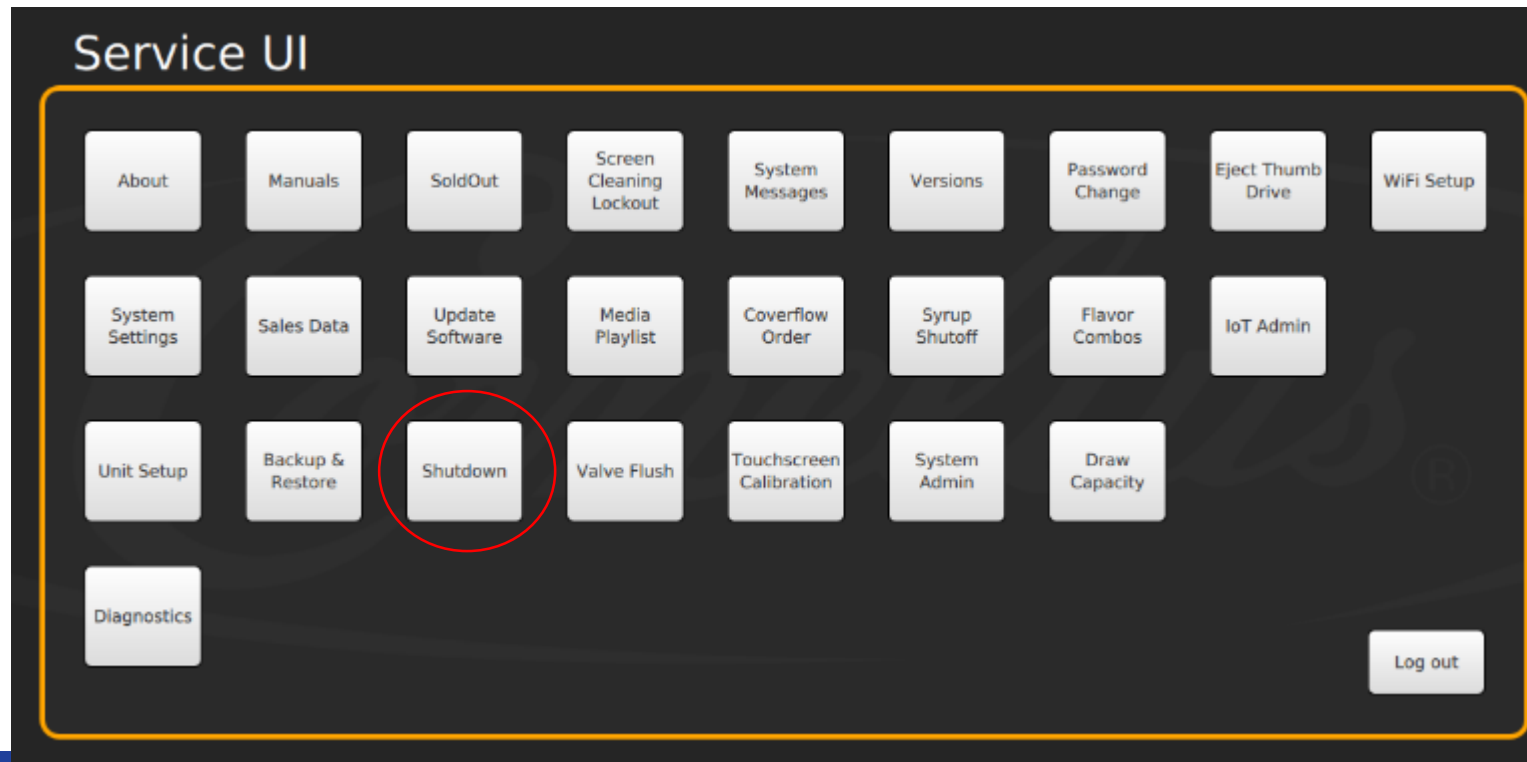
3. Tap this button

4. Ensure the connection was successful by observing bottom-left corner of the Wicd Network Manager screen. **“Connected”** message along with the **IP** address should be displayed as shown below.
5. Close the Wicd Manager and on-screen keyboard (click on X in upper-right corners).



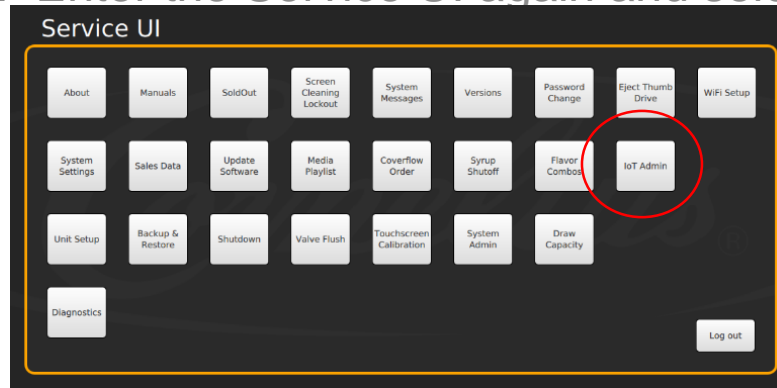


6. Reboot the machine by clicking **Shutdown** and selecting **Reboot** option.
7. Unplug your USB drive and plug the USB cable back in.

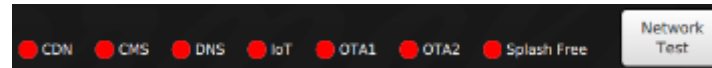
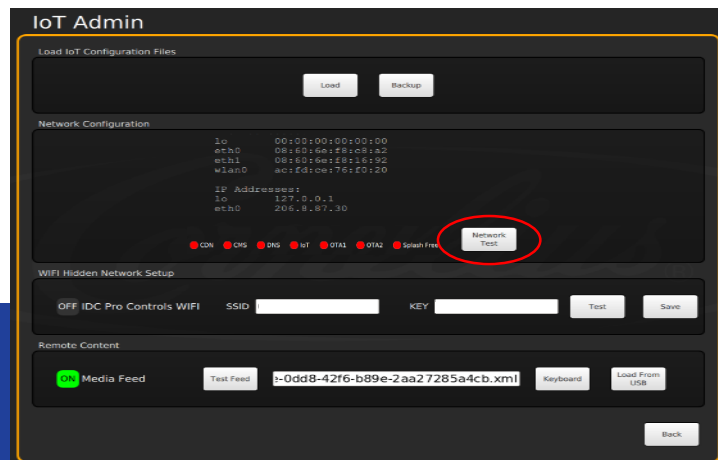


Performing a Network Test

5. Enter the Service UI again and select **IoT Admin**.






6. Tap the **Network Test** button and wait for the red dots to turn green. If the dots do not turn green, see the [Network Test section](#) of this document. **Please note, for software version 1.0– the CMS dot will remain red. That is okay.**



7. Tap the **Back** button

8. Find the unit's Access key and write it down (you'll need it to claim the unit on DMS). Note, the access key is unique to each unit.

Step 1	Step 2	Step 3
		
Provide the Password and press Enter	Select "About" Option from the Service UI	You can find DMS Access Key

8. Tap the **Back** and **Logout** button. You should now see the screen return to the normal operation screen (where you can dispense drinks).

9. **Now your unit is ready to claim on DMS!** [Click here](#)

Network Testing Section



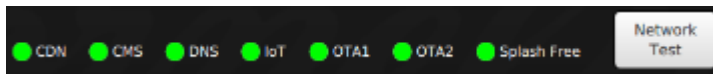
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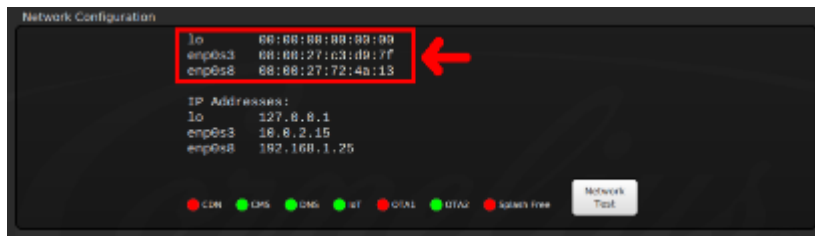
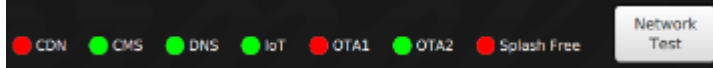
Network Test Section

A Network Test can be run from the IoT Admin menu in the Service UI. This test is used for checking if the unit can reach the required services needed by Cornelius DMS. It can be used to confirm connectivity or help troubleshoot connection issues.

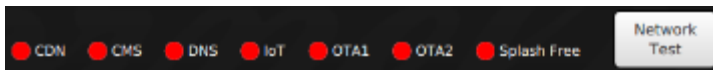
Full Connectivity



Partial Connectivity



No Connectivity



If all of the dots are green, you have full network connectivity. **Please note, for software version 1.0– the CMS dot will remain red. That is okay.**

If some of the dots are green, there is a firewall and the customer's IT department is blocking some connectivity. Collect the MAC addresses for the device and share them with the IT department so they can whitelist the equipment. See the screenshot on the left for where to find the MAC addresses.

If none of the dots are green, there is no network connectivity.

For WiFi networks, go back to the Service UI, click "Setup WiFi", and make sure it says connected at the bottom of the grey window. The most common issue is forgetting to check the “Automatically connect to this network” checkbox ([see page 7](#)).

Claiming the unit on the DMS website Instructions

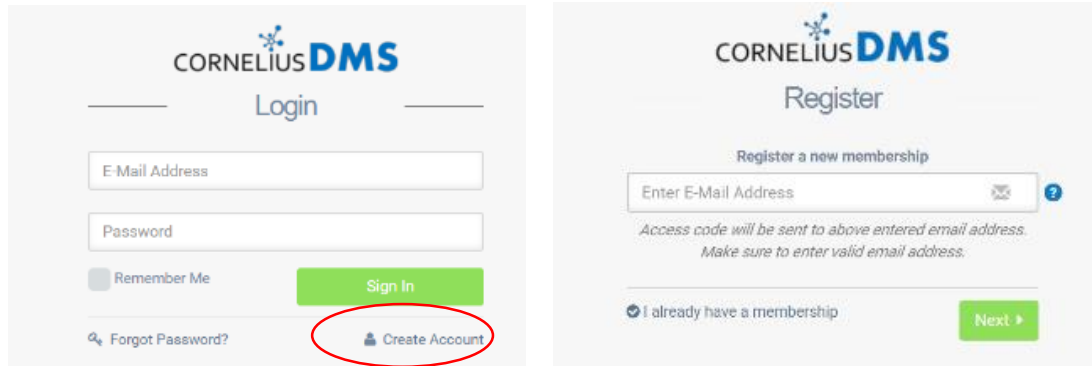


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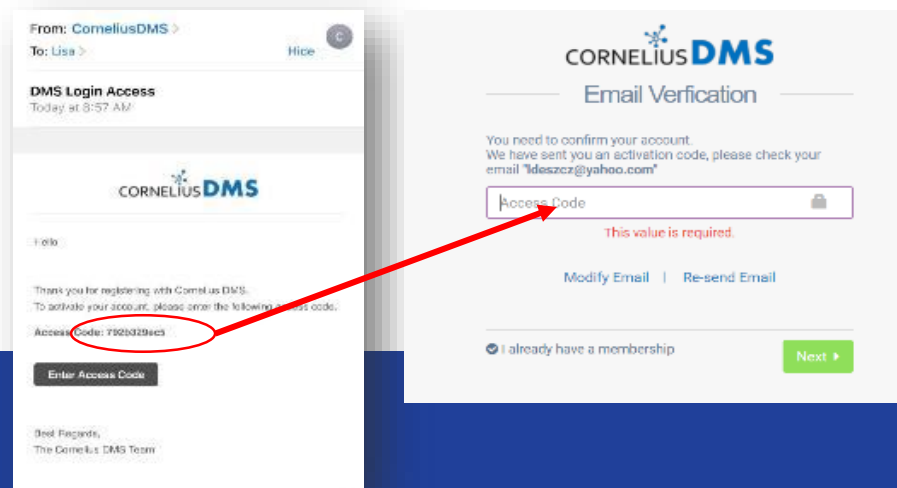
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Logging into DMS

1. Visit <http://www.corneliusdms.com/> and click the “Login” button in the upper right hand corner. If you already have an account, click here.
2. Click “Create Account” in the bottom right of the login page. Enter the email you’d like registered with the account.



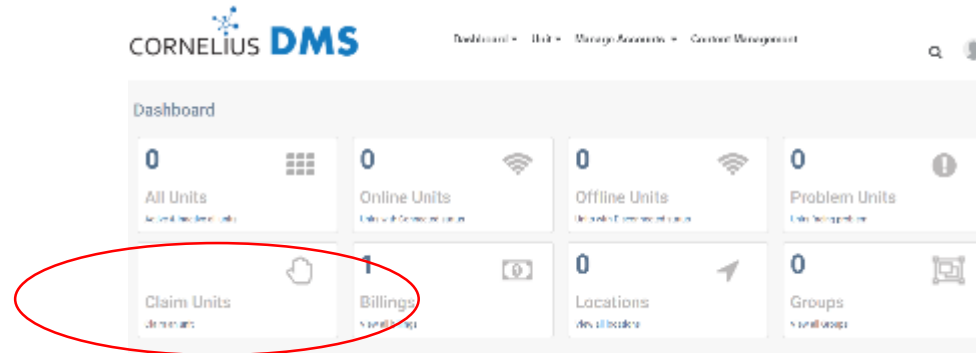
3. Use the access code sent to your email to confirm your account



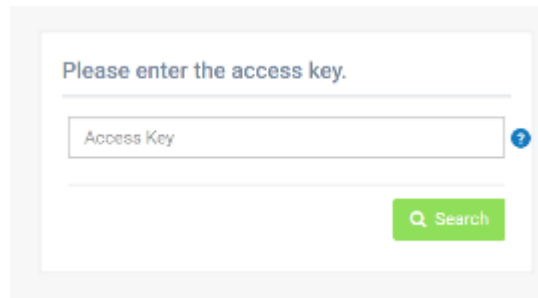
4. Fill out all the prompts.

Claiming a Unit

1. On the dashboard, click “Claim Units”



2. Enter the access key for the unit you are looking to claim. (Access key instructions found [here](#))

The image shows a form titled 'Please enter the access key.' with a text input field labeled 'Access Key' and a green 'Search' button. A help icon (?) is next to the input field.

3. If it doesn't automatically populate, please enter in the unit's serial number. This serial number is found on the physical label attached to the unit.

* For IDC Pro: There is a label behind the screen and on the unit's right side panel (bottom right)

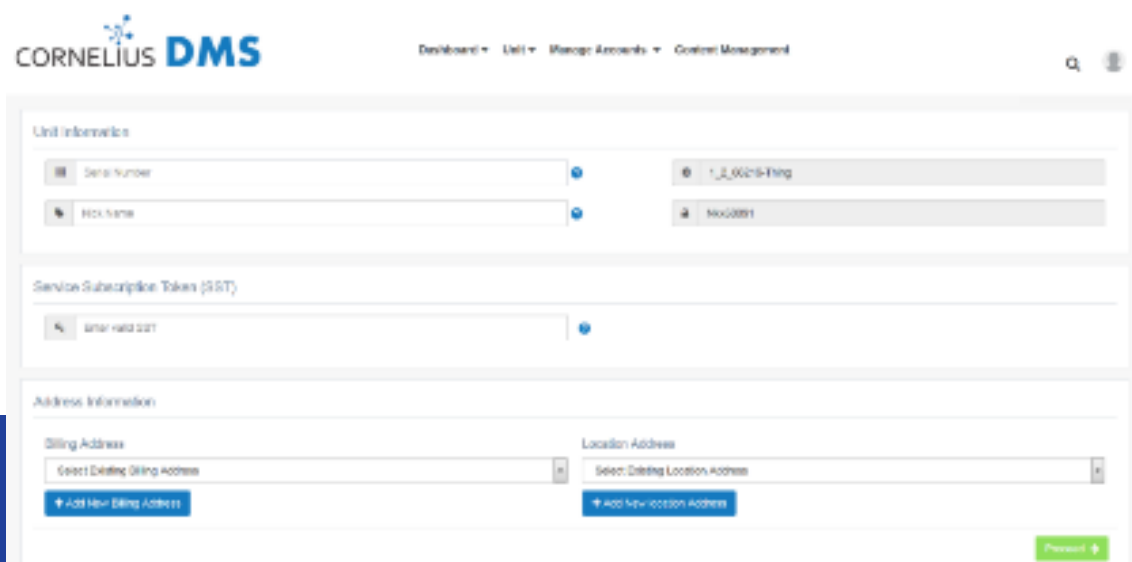
4. Enter a nickname for the unit so it is easier to identify. For Example:

STORE# Store Position (example "1481 RHS" is store 1481, Right Hand Side unit")

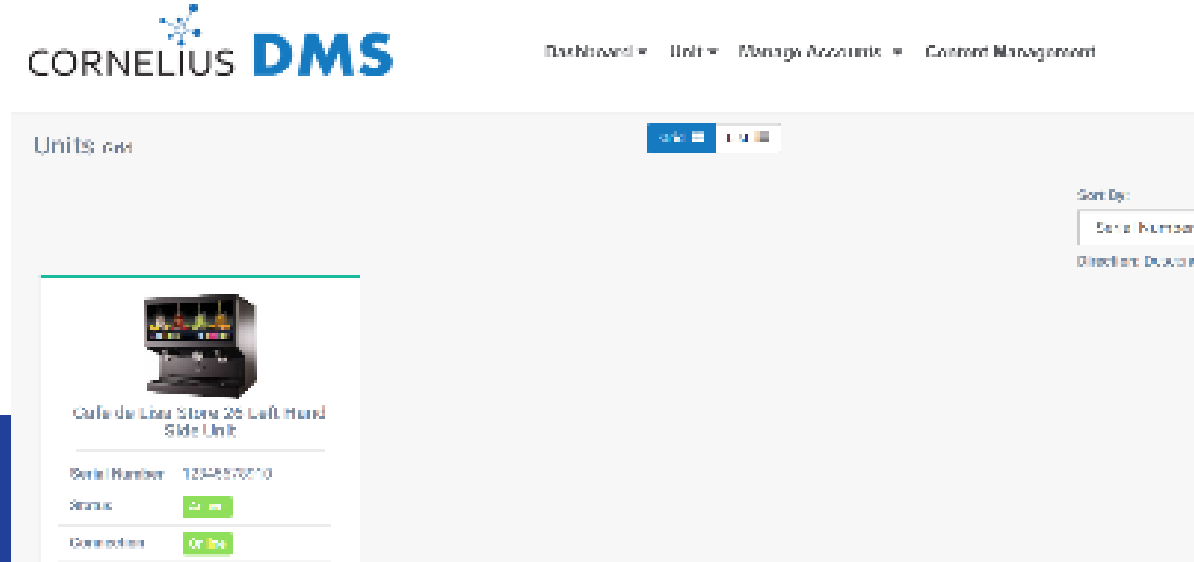
5. Follow prompts for location and store details. (ignore the Service Subscription Token (SST) box)

6. Choose/Enter the billing and location information for this unit. If it doesn't exist, you'll need to add it.

7. Choose your desired plan and any promo codes. You've claimed a unit!



The screenshot shows the 'Unit Information' form in the CORNELIUS DMS interface. The form has several sections: 'Unit Information' with fields for 'Serial Number' (containing '1_2_0026-Flag') and 'Nick Name' (containing 'MO0001'); 'Service Subscription Token (SST)' with a field for 'enter valid SST'; and 'Address Information' with 'Billing Address' and 'Location Address' dropdowns, each with an 'Add New' button. A 'Preview' button is at the bottom right.



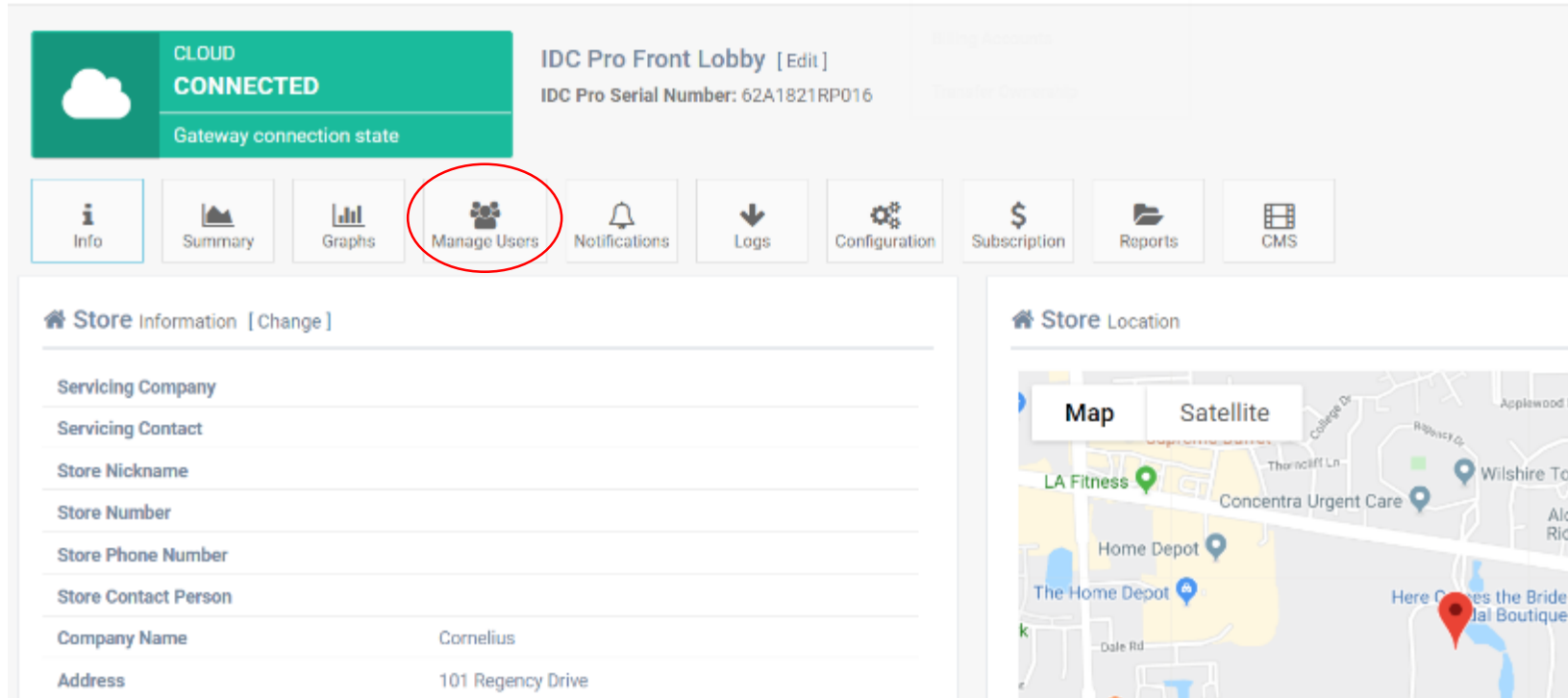
The screenshot shows the 'Units List' page in the CORNELIUS DMS interface. It features a table with unit details. The first row shows a unit with a coffee machine icon, the name 'Coffee Machine Store 26 Left Hand Side Unit', and the following details:

Serial Number	Status	Connected
1234567890	Online	Online

On the right side of the page, there are filters for 'Sort By' (Serial Number) and 'Direction' (Descending).

Adding Users to a Unit

1. Click on the desired unit, then click on “Manage Users”



The screenshot displays the MARMON Foodservice Technologies dashboard for a unit named "IDC Pro Front Lobby". The unit's serial number is 62A1821RP016. The dashboard includes a "CLOUD CONNECTED" status bar and a "Gateway connection state" indicator. A navigation bar contains several icons: Info, Summary, Graphs, **Manage Users** (circled in red), Notifications, Logs, Configuration, Subscription, Reports, and CMS. Below the navigation bar, the "Store Information" section is visible, showing fields for Servicing Company, Servicing Contact, Store Nickname, Store Number, Store Phone Number, Store Contact Person, Company Name (Cornelius), and Address (101 Regency Drive). To the right, the "Store Location" section displays a map with various location markers, including LA Fitness, Home Depot, The Home Depot, Concentra Urgent Care, Wilshire Town, Alder Ridge, and Here Comes the Bride.



2. Click on “Add New Member” and enter the email of the person you’d like to have access to this unit.

The screenshot shows the MARMON Cloud Connected interface. At the top, there's a green status bar with a cloud icon and the text 'CLOUD CONNECTED' and 'Gateway connection state'. Below this, the unit name 'IDC Pro Front Lobby [Edit]' and its serial number 'IDC Pro Serial Number: 62A1821RPD16' are displayed. A breadcrumb trail shows 'Home / Units / Member'. A navigation bar contains icons for Info, Summary, Graphs, Manage Users (which is highlighted), Notifications, Logs, Configuration, Subscription, Reports, and CMS. Below the navigation bar, the 'Member Info' section is visible, featuring a green '+ Add New Member' button. At the bottom, a table header is shown with columns: User Name, Email Address, Role, CMS Role, and Action.

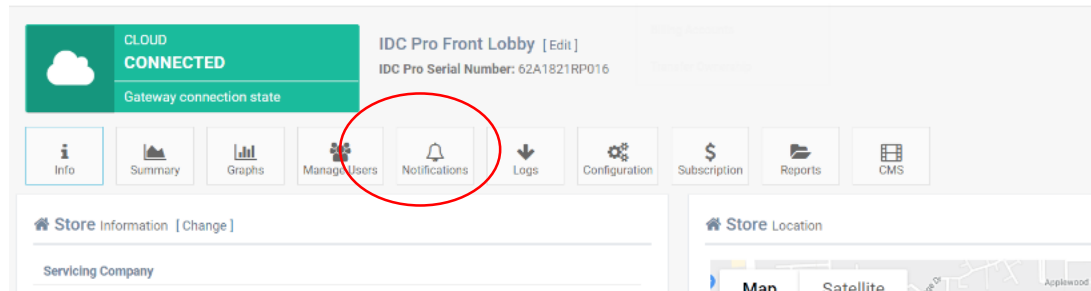
3. Check the “Allow Group Control” button to allow them to be able to view the unit in group view. Please note, any groups you create, you’ll need to add this user access to as well if you’d like them to view.

· Add New Member To Unit

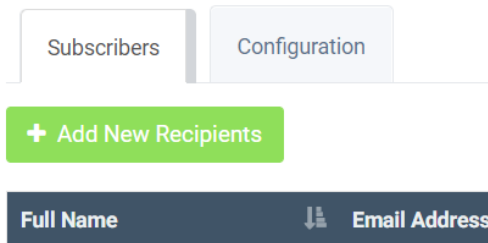
The screenshot shows the 'Add New Member To Unit' form. It has a text input field for 'Email *' with the placeholder text 'Email'. Below it is a dropdown menu for 'Select Role' with 'Admin' selected. A checkbox labeled 'Allow Group Control' is highlighted with a red circle. To the right of the checkbox is a blue question mark icon. At the bottom, there are two buttons: 'Cancel' and 'Add Member'.

Creating Notifications

1. Click on the desired unit, then click on “Notifications”



2. Click on “+ Add New Recipients”



3. Check the box and select drop down for desired notifications.



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