

**PHILIPS**



**GAGGIA**  
MILANO



EPSC

Espresso Philips Service Center

Quick start guide

# Espresso Philips Service Center

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## Espresso Philips Service Center

### Introduction

EPSC is a tool for Full Auto Espresso machine developed in order to:

- upgrade the software on the machines
- Run the machine diagnostic on the appliances for a more effective repair
- Check and Download the technical documentation (Exploded view/Service manuals/ Quality instructions in case of machines fault/improvements)

To be able to use EPSC the only device needed is our Serkit programmer that is available on the Flex portal. The code to be ordered is the 996530009845. The download and installation of the EPSC SW is free of charge.

### Compatibility

The Espresso Philips Service Center is compatible with system:

- 32-bit;
- 64-bit.

### Prerequisites

To use the Espresso Philips Service Center you must comply with these requirements:

- A computer running Microsoft Windows Vista, 7, 8, 8.1, 10
- Microsoft .NET Framework 4.0 or later installed.
- Internet connection (for software registration, download, update)
- At least one USB port free on the computer

The Espresso Philips Service Center is compatible with the following browser/operating systems:

- **Chrome** (windows 7, 8 e windows 10);
- **Edge** (windows 10);
- **Firefox** (windows 7,8 e windows 10);
- **Internet explorer** (windows 7,8 e windows 10).

### Notes on Microsoft .NET Framework

Microsoft .NET Framework is a Microsoft Windows component that provides runtime services to applications.

Espresso Philips Service Center requires version 4.0 or later installed to work correctly.

Microsoft .NET Framework 4.0 comes preinstalled on Windows 8 or later and can be installed on all Windows versions starting from Vista. Probably you have it already installed as it is a component used by many application. However EPSC installer will check for a compatible version before starting and showing the instructions for the installation., if needed.

For download and install instruction please check:

<http://www.microsoft.com/en-US/download/details.aspx?id=17718>

For more information please check these documents from Microsoft support:

[http://msdn.microsoft.com/en-us/library/bb822049\(v=vs.110\).aspx](http://msdn.microsoft.com/en-us/library/bb822049(v=vs.110).aspx)

[http://msdn.microsoft.com/en-us/library/hh925568\(v=vs.110\).aspx](http://msdn.microsoft.com/en-us/library/hh925568(v=vs.110).aspx)

<http://support.microsoft.com/en-us/help/318785/how-to-determine-which-versions-and-service-pack-levels-of-the-microsoft-.net-framework-are-installed>

## Espresso Philips Service Center

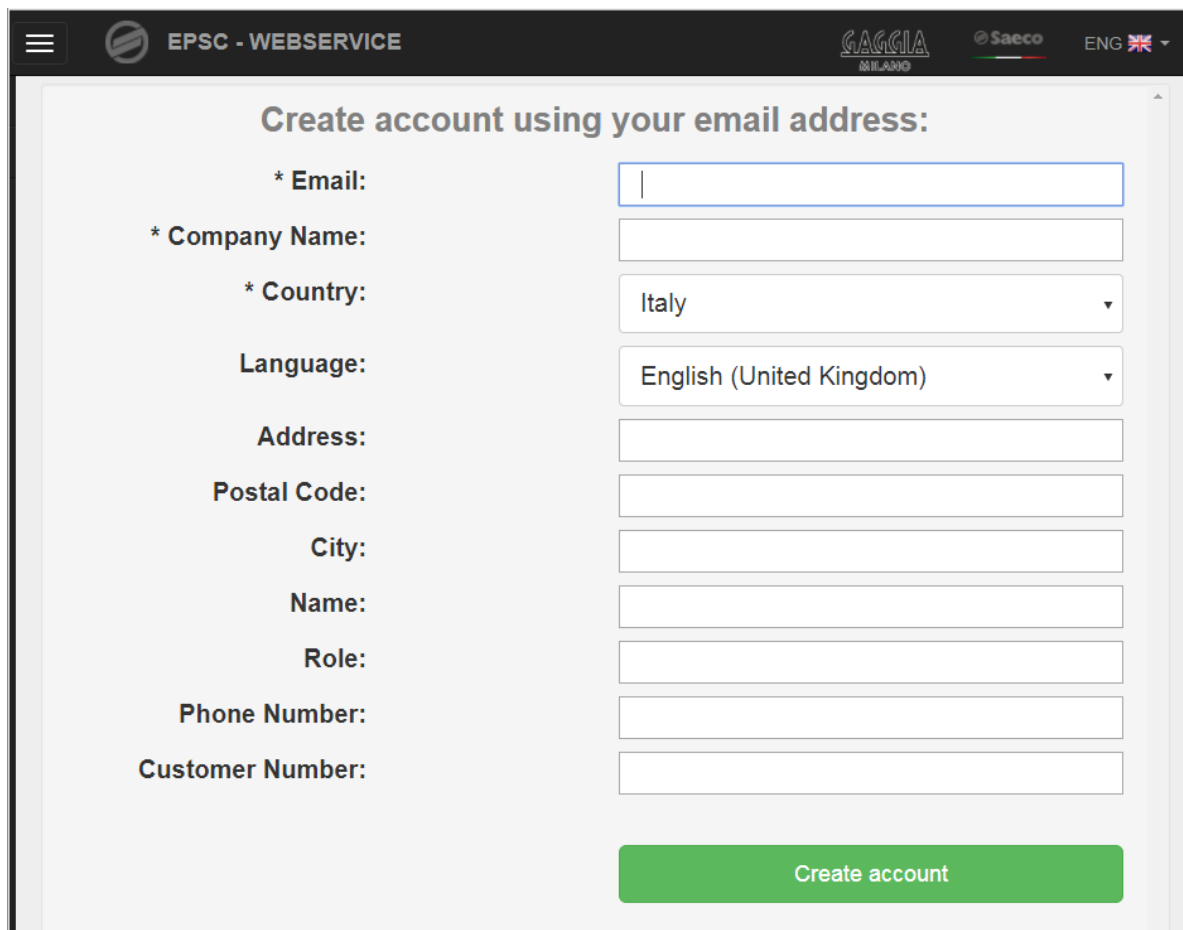
### Software Registration

Before start using the EPSC tool you must register at <https://www.epsc.versuni.com/ServiceCenterPortal>

This registration must be done only the first time, if you are already registered please skip this step and proceed further.

By click on **Create account** in the Insert Credentials window, or on the right of the upper bar, you can start the registration form.

Fields marked with a star are mandatory and should be filled careful because they could not be modified after registration is submitted.



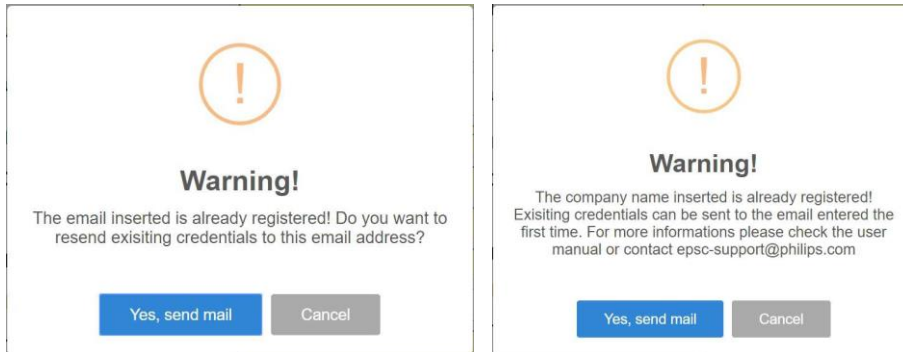
The screenshot shows the 'EPSC - WEBSERVICE' registration page. The header includes a menu icon, the service name, and logos for Gaggia Milano and Saeco, along with a language selector set to 'ENG' with a UK flag. The main heading is 'Create account using your email address:'. The form contains several input fields: a mandatory email field (marked with an asterisk), a mandatory company name field (marked with an asterisk), a mandatory country dropdown (marked with an asterisk, currently set to 'Italy'), a language dropdown (currently set to 'English (United Kingdom)'), and optional fields for address, postal code, city, name, role, phone number, and customer number. A green 'Create account' button is positioned at the bottom right of the form.

|                  |   |
|------------------|---|
| * Email:         | <input type="text"/>                                  |
| * Company Name:  | <input type="text"/>                                  |
| * Country:       | <input type="text" value="Italy"/>                    |
| Language:        | <input type="text" value="English (United Kingdom)"/> |
| Address:         | <input type="text"/>                                  |
| Postal Code:     | <input type="text"/>                                  |
| City:            | <input type="text"/>                                  |
| Name:            | <input type="text"/>                                  |
| Role:            | <input type="text"/>                                  |
| Phone Number:    | <input type="text"/>                                  |
| Customer Number: | <input type="text"/>                                  |

Create account

## Espresso Philips Service Center

These fields identify a service center. If you insert an email or a company name already existing you will receive a warning:

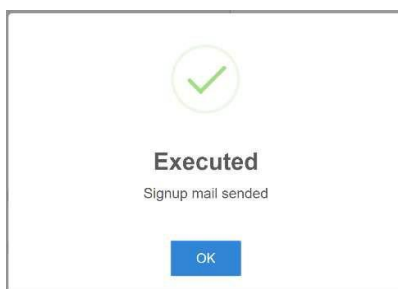


By click on the **Yes, send email** button the existing credential can be resend to the email address already registered in the system. By click on the **Cancel** button you can return to the registration form.

For security reasons the email address already registered cannot be shown at this point. If you think your company name is being abused please contact your country representative or [epsc-support@versuni.com](mailto:epsc-support@versuni.com)

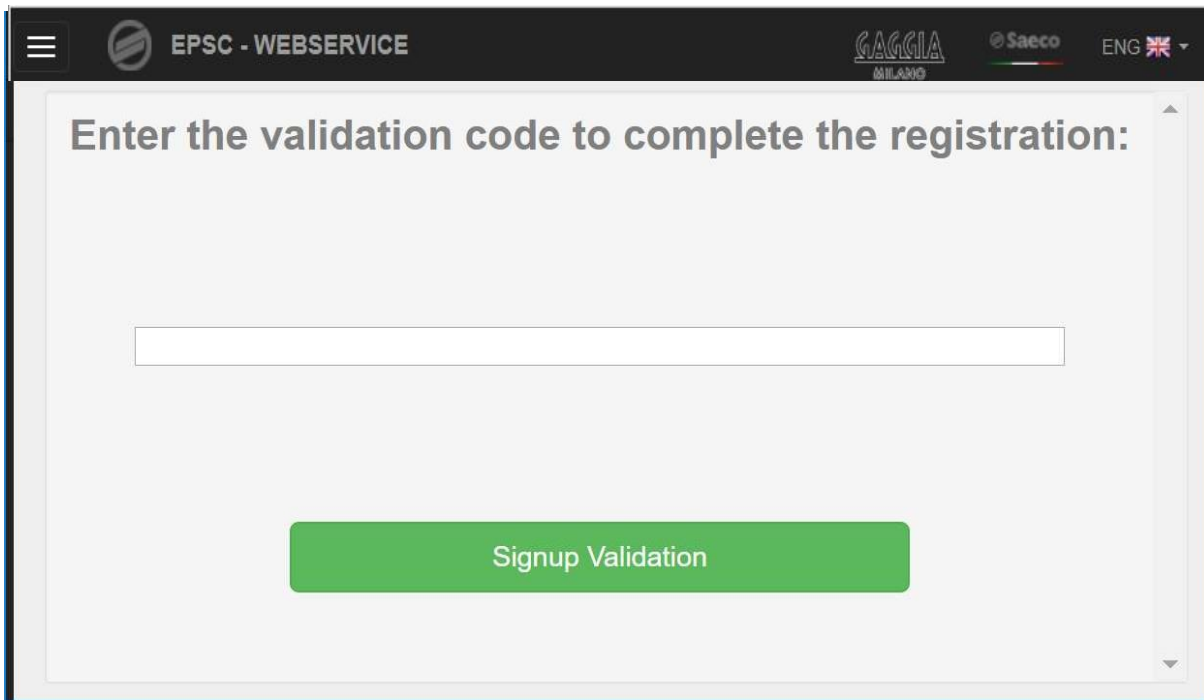
After filling all the fields click on the signup button. An email containing your unique Service Center key will be sent to the provided address.

A pop-up confirms the registration request and sending of the key by email.

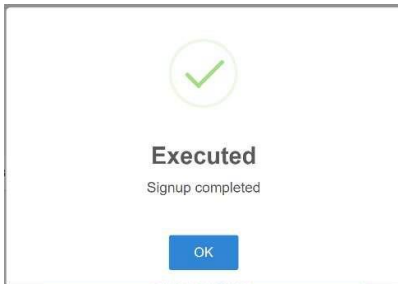


## Espresso Philips Service Center

Pressing **OK** you are requested to enter the registration key just received by email to confirm registration.



Insert your registration key in the text box and click on **Signup Validate** to complete the registration process



A last pop-up confirm that all registration step have been completed successfully.

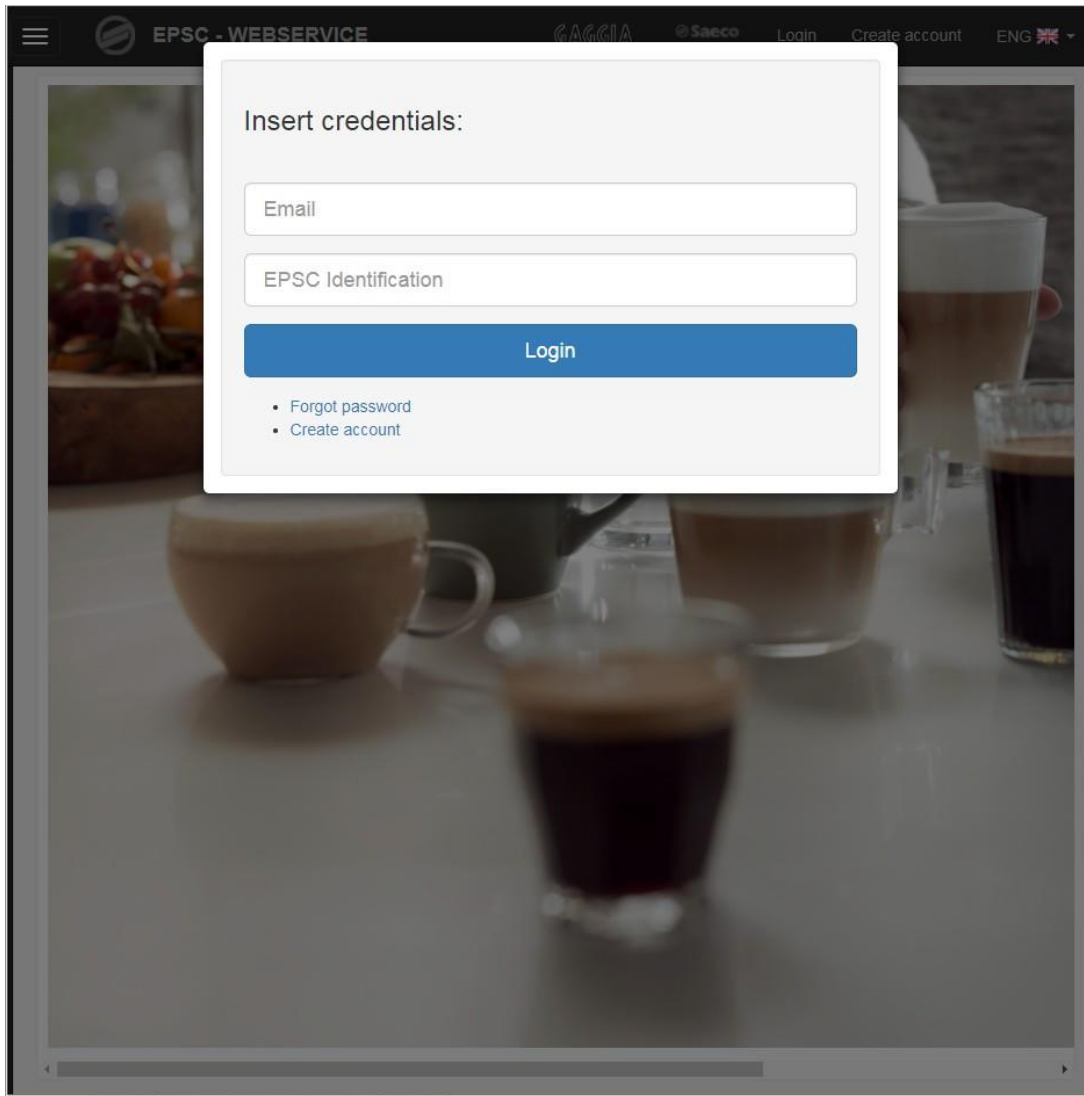
If you do not have completed the validation step in the previous form you can do it by clicking the link provided in the email the system sent you.

Please store the received registration key in a safe place as it will be needed for subsequent access to the Service Center Portal, software download and installation.

## Espresso Philips Service Center

### Access to the portal


You can access the Service Center Portal at <https://www.epsc.versuni.com/ServiceCenterPortal>



Your credential are the email address inserted and the key you have received during the registration procedure.

If you have lost your registration key, insert the email address used during the registration procedure and click on **Forgot password** to get your key resend by email.


If you are not yet registered click on **Create account** to register a new account, please refer to the previous chapter for more details.

Once you are logged in your email is shown in the upper right of the screen and clicking on the icon  on the left opens the functions menu showing you the available functionalities.

If the you are not yet authenticated and the Insert Credential window does not show you can recall it by click on **Login** on right side of the upper bar.

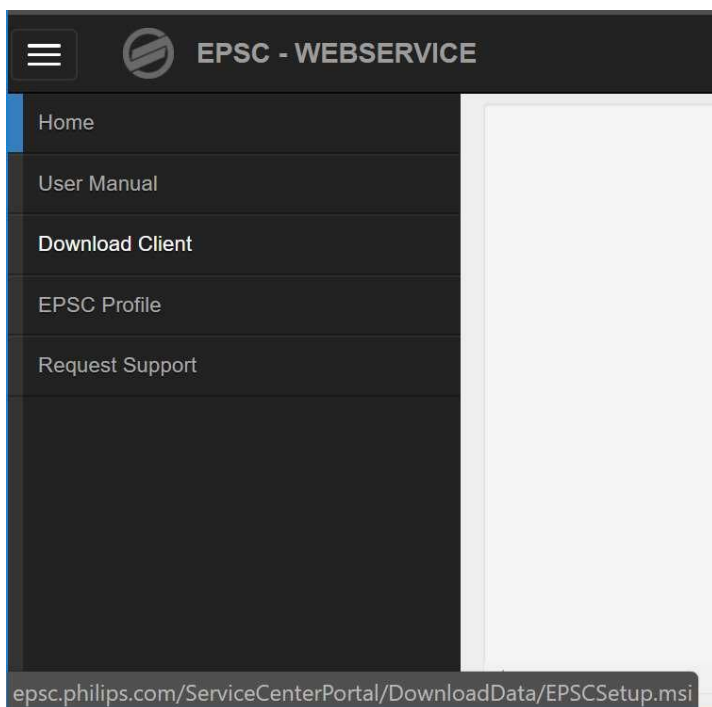
## Espresso Philips Service Center

### Software download

Once logged in the Service Center Portal, click on the icon  on the left of the upper bar to open the functions menu.

By clicking **Download Client** you can start the download of the msi installer package for the Service Center Interface.

Depending on your system settings you can be prompted to save the **EPSCSetup.msi** file or it can be started automatically.



If you choose to run the installer directly you may be prompted for confirmation:



Please proceed to next chapter for step-by-step installation procedure.



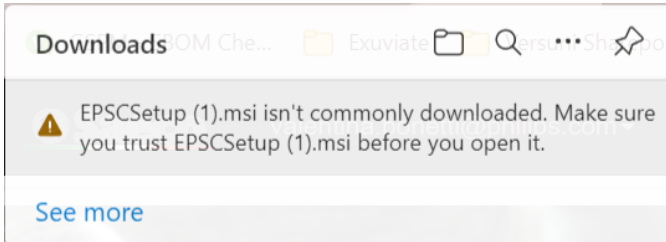
## Espresso Philips Service Center

### Software Installation

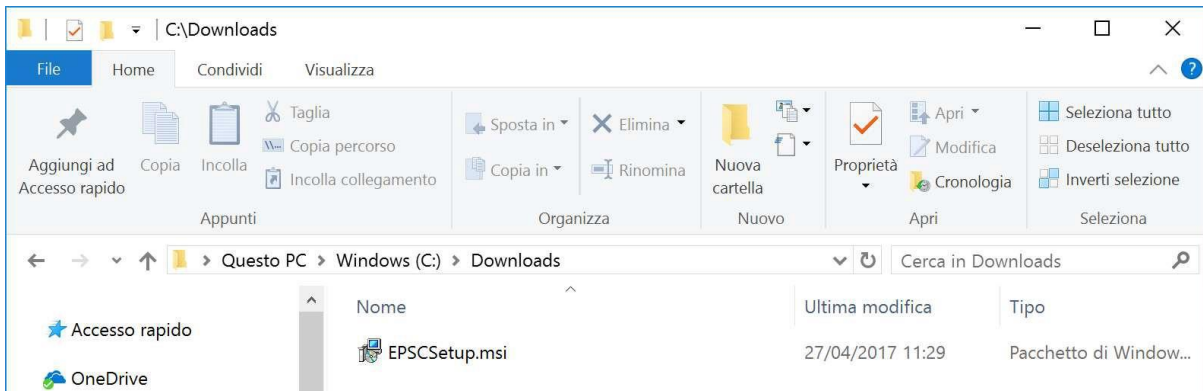
Keep ready your registration key as it will be requested during the procedure.

If your web browser asked you to save the installer file, go to the folder where you have downloaded the installer **EPSCSetup.msi** and double click on it. If your browser started the installation automatically please proceed to next step.

If your web browser blocks the download and you see the following pop-up:

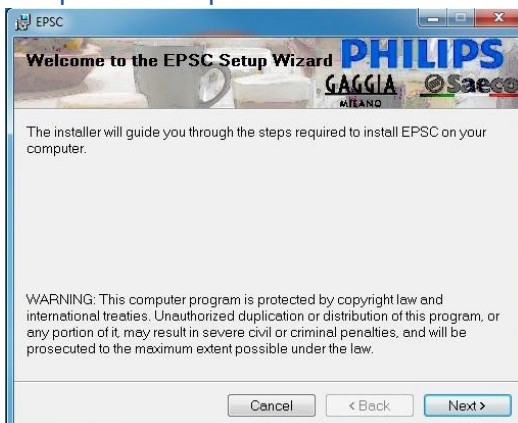


Please rename the downloaded file to **EPSCSetup.msi** in your Downloads folder.

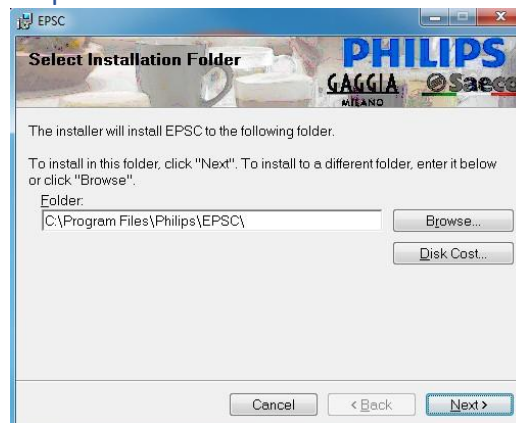


This will start the installation procedure, click next to start and go through the process.

#### Step 1 – Startup

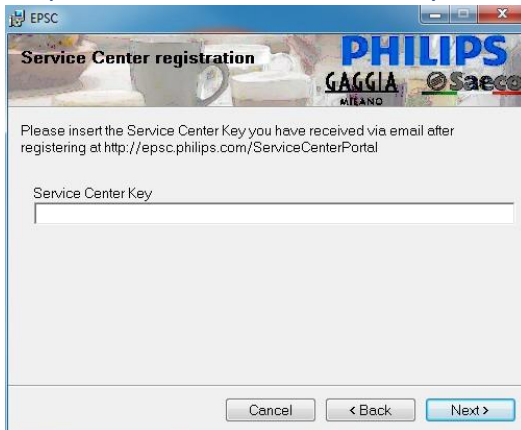


#### Step 2 – Folder Selection

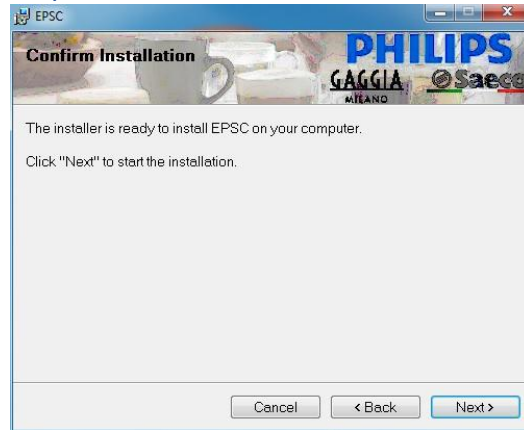


## Espresso Philips Service Center

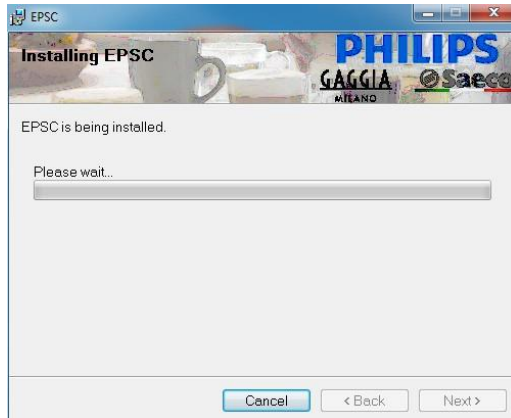
### Step 3 – Insert Service Center Key



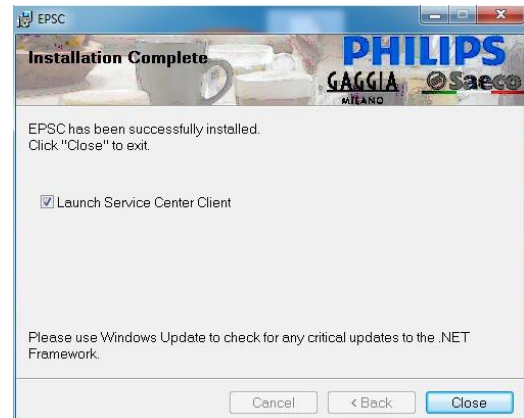
### Step 4 – Confirm Installation



### Step 5 – Installation Progress

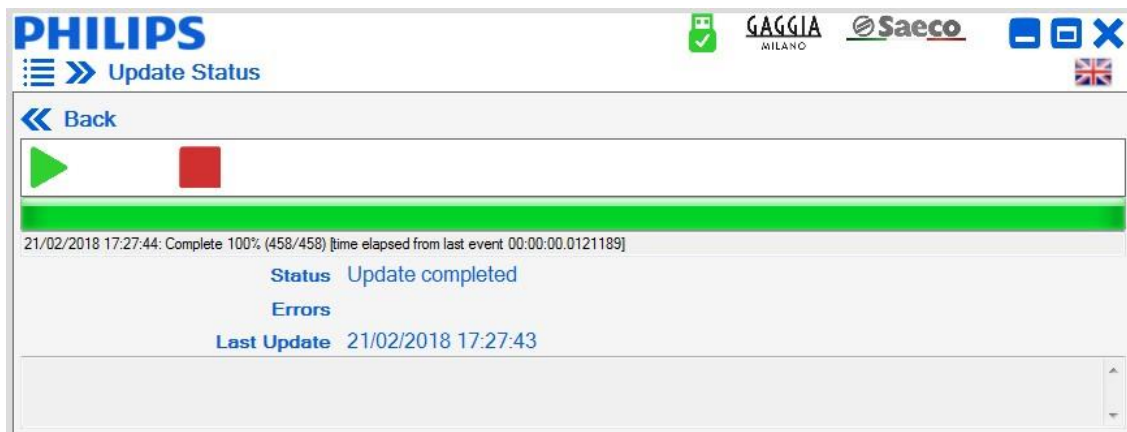


### Step 6 – Installation Completed



If you check **Launch Service Center Client** on the last step (default option) the application is started automatically. Otherwise please refer to next chapter on how to start the application.

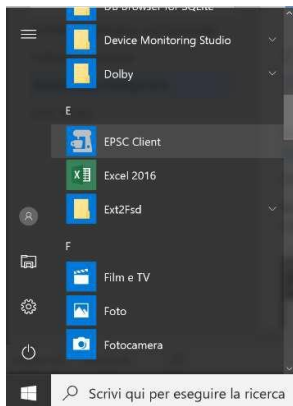
At the first start the application must connect to the server to download the full machines database: you will be redirected to the Update screen as this operation could last as long as 10 minutes depending on your internet connection speed.



## Espresso Philips Service Center

### Start the Service Center Interface

Once installed you will find the **EPSC Client** icon in your Start Menu



By click on it you can start the Service Center Interface



At each startup the application connects to the server to check for updates. Normally this is done in background and notified by an icon in the upper bar. At the first start the application must download the full machines database: you will be redirected to the Update screen as this operation could last as long as 10 minutes depending on your internet connection speed.

## Espresso Philips Service Center

### Status Bar

On the top part of the client window you can find status information about the application.



### Update in progress



When the icon is shown, communication with the server for update of repository or upload of diagnostics data is in progress. Updates are done in background, anyway is a good practice to wait until update is finished to be sure of working with latest information available.

### Programming Interface



The red icon means no USB programming interface detected. The green icon means that USB programming interface has been detected.

If the USB programming interface is not detected automatically by the pc, click the link below to install: <http://www.silabs.com/products/development-tools/software/usb-to-uart-bridge-vcp-drivers>

### Functions menu



By clicking on this icon you can open the functionalities menu. Please refer to the next chapter for further details.


### Language Selection

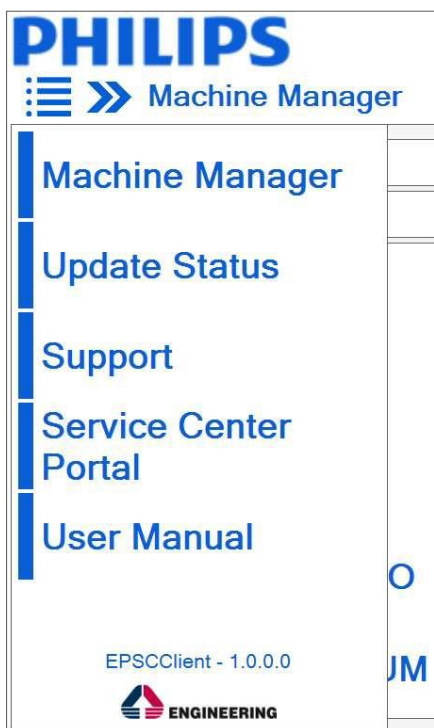


By clicking on the flag icon you can open a list where you can select from available localizations of the interface. The default selection is configured on the Service Center Portal.

## Espresso Philips Service Center

### Functions Menu

By clicking on the icon  on the upper left of the screen you can open the functionalities menu. Here you can choose which function of the Service Center Interface use.

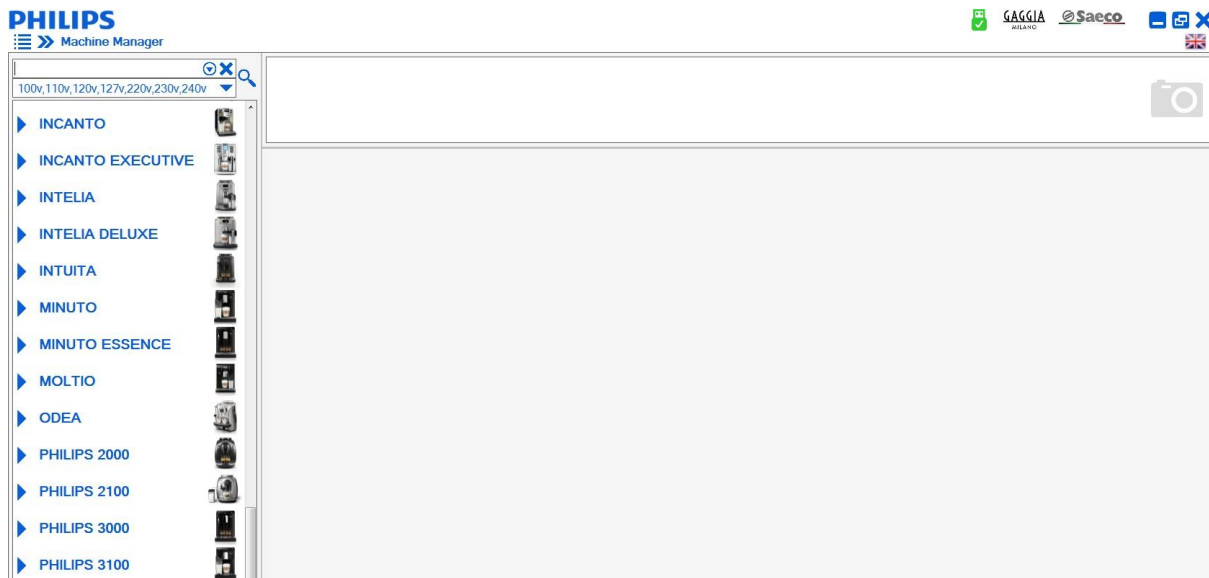


Please refer to next chapters for further details on each functionality.

By clicking on **Service Center Portal** you will open a new web browser at the Service Center Portal address.

## Espresso Philips Service Center Machine Manager

This is the main functionality of the Service Center Interface. Here you can search for a coffee machine, obtain information about it, made diagnostics reads or firmware updates.



### Search for a Coffee Machine



In the left part of the window you can find the controls to search for coffee machines. You can navigate through various families and models in the tree.

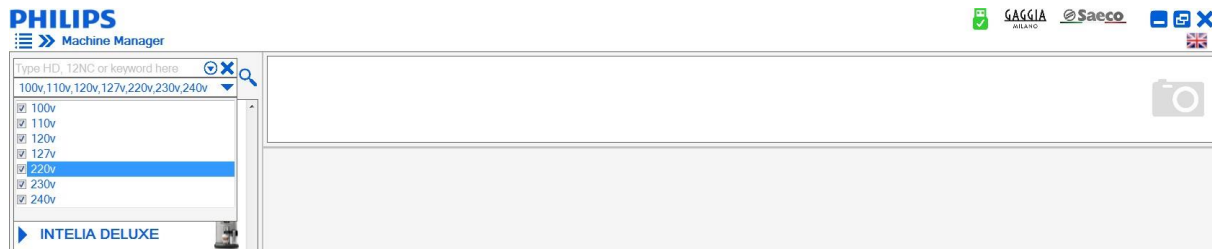
A search can be done typing keywords in the text box. The search is performed on description, HD code and 12NC code of the machine. HD code and 12NC code can be read from a label on the machine or on its original box. You can also read these codes with a barcode scanner, please refer to the dedicated chapter later in this manual for detail on supported scanners and how to configure.

### Select voltage

Machines can also be filtered out based on them working voltage. Default voltages filter can be configured on the Service Center Portal, but also set in the "Select Voltage" window.



## Espresso Philips Service Center



**Note\_1:** The application remembers the settings chosen by the technician also when it is restarted.

**Note\_2:** The selected settings will be replicated on all applications installed with the same Service Center key.

### Coffee Machine headlines

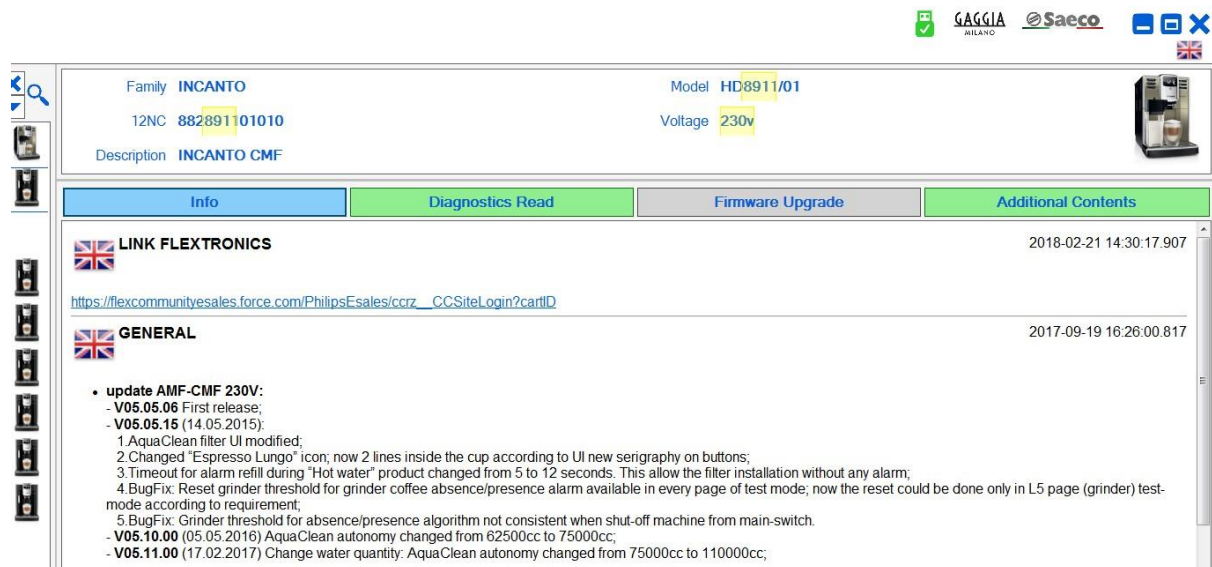


When a Coffee Machine family or model is selected in the tree, brief headlines are shown in the upper part of the screen.

Details matching the search keywords are highlighted in yellow.

### Coffee Machines details and actions

#### Info



In the **Info** section you can find details about the machine, service notes and support history.

Clicking on the links, they are open in a separate web browser window. If the requested service require authentication you will be asked for your credentials.

# Espresso Philips Service Center

## Diagnostics Read

This functionality is available only when the USB programming interface is connected.

Moreover you are requested to enter the serial number of the machine, the system will automatically select the production range corresponding.

**Note: The application remembers the serial number for three days to avoid reading the parameters again (after repair) to update the software.**

Serial number can be read from the label on the machine. You can read it also with a barcode scanner, please refer to the dedicated chapter later in this manual for detail on supported scanners and how to configure.

[illegible]

**12NC** If more 12NC codes are related to the selected model you are requested to select the correct code from the list.

**Worksheet number** here you can insert the worksheet number for the current repair work.

**Customer name** here you can insert the name of the customer to have it shown in the subsequent report.



## Espresso Philips Service Center

**Switches** this is the schema of how to set the switches on the programming interface.

**Cable** this is the cable to use to connect the programming interface to the machine.



clicking on this icon starts the diagnostics read directly.



clicking on this icon starts a procedure that will guide you through the diagnostics read process.



clicking on this icon stops the diagnostics read.



Clicking on this icon displays a preview of the customer diagnostic report, where you can:

1. Print the report;
2. Export the report in PDF format;
3. Export the report to the Excel format.



Clicking on this icon displays a preview of the service center diagnostic report, where you can:

1. Print the report;
2. Export the report in PDF format;
3. Export the report to the Excel format.

## Espresso Philips Service Center

### Firmware Upgrade

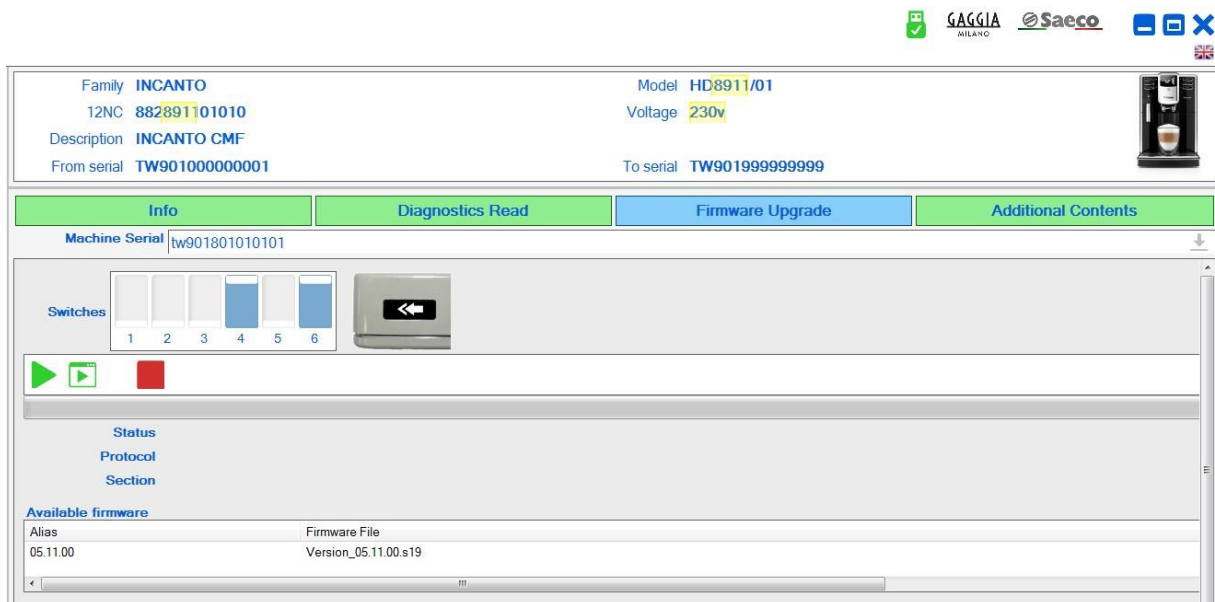
This functionality is available only when the USB programming interface is connected.

Moreover you are requested to enter the serial number of the machine, the system will automatically select the production range corresponding.

Serial number can be read from the label on the machine. You can also read it with a barcode scanner, please refer to the dedicated chapter later in this manual for detail on supported scanners and how to configure.

Diagnostics read is mandatory so you must have performed at least one diagnostics read on the machine before you can access the firmware update functionality

**Note: The application remembers the serial number for three days to avoid reading the parameters again (after repair) to update the software.**



**Switches** this is the schema of how to set the switches on the programming interface.

**Cable** this is the cable to use to connect the programming interface to the machine.



clicking on this icon starts the firmware upload directly.



clicking on this icon starts a procedure that will guide you through the firmware upload process.

## Espresso Philips Service Center



clicking on this icon stops the firmware upload.

**Status** shows the current status of the firmware upload.

**Section** shows the current section being upload for multi-section firmware files.

**Protocol** shows if the current machine uses standard or extended protocol.

**Available firmware** shows a list of firmware files available for the current machine.

### For Philips EP selected models:

Several software availability in EPSC for Main and UI for EP series running at 230v

EPSC tool has been improved in order to select multiple software versions within the same machine model.



The selection can be done by clicking on the software needed and press the icon

Family PHILIPS EP CMF SERIES  
12NC 882871110010 882871110300 88287111050...  
Description PHILIPS EP CMF SERIES  
From serial TW901900000000

Model EP2220/10  
Voltage 230v  
To serial TW902599999999

Info
Diagnostics Read
Firmware Upgrade
Additional Contents

Machine Serial Number tw90211111111

Switches

1

2

3

4

5

6

Cable

Status  
Protocol  
Section

Available firmware

| Alias  | Firmware File                                   |
|--|---|
| MAIN 42194501797x UI 42194505557x                      | MAIN_01.07.05_UI_QFN_Entry_P_00.00.03.s19       |
| MAIN 42194501797x or MAIN 42194131196x UI 42194131202x | MAIN_01.07.05_UI_Entry_P_01.04.02.s19           |
| MAIN 42194505560x UI 42194131202x                      | MAIN_MKE14_02.00.05_UI_Entry_P_01.04.02.s19     |
| MAIN 42194505560x UI 42194505557x                      | MAIN_MKE14_02.00.05_UI_QFN_Entry_P_00.00.03.s19 |

For more information please refer to SDA\_115422

## Espresso Philips Service Center

### Additional Contents

|  |   |                  |                     |
|--|---|------------------|---------------------|
| <p>Family <b>INCANTO</b></p> <p>12NC <b>882891101010</b></p> <p>Description <b>INCANTO CMF</b></p> <p>From serial <b>TW901000000001</b></p>  | <p>Model <b>HD8911/01</b></p> <p>Voltage <b>230v</b></p> <p>To serial <b>TW901999999999</b></p> |                  |                     |
| Info   | Diagnostics Read  | Firmware Upgrade | Additional Contents |
| <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <b>ERROR CODE</b> </div> <div style="text-align: right;">22/02/2018 09:31:18</div> </div> <div style="border: 1px solid #ccc; height: 150px; margin-top: 10px;"></div> |   |                  |                     |

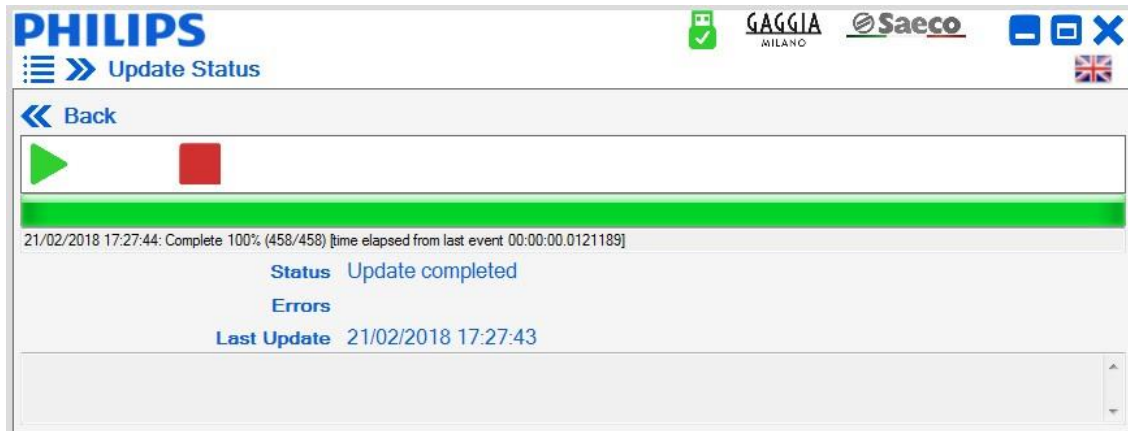
In the **Additional Contents** section you can find document with relevant information regarding the current machine.

By clicking on the document title it will be opened with the associated application as configured on your workstation.

## Espresso Philips Service Center

### Update Status

Using this functionality you can check details about the updates to the system.



At each startup the application connects to the server to check for updates. Normally this is done in background and notified by an icon in the upper bar. At the first start the application must download the full machines database: you will be redirected to the Update screen as this operation could last as long as 10 minutes depending on your internet connection speed.



clicking on this icon starts manually a check for updates on the server.



clicking on this icon stops the upgrade progress.

By click on **Back** you can return to the **Machine Manager** screen.

## Espresso Philips Service Center

### Application lock

In some cases you will be forced to the Update screen because immediate actions are required.

**Your Service Center Key has been disabled, please contact your country representative or [epsc-support@philips.com](mailto:epsc-support@philips.com)**



Your Service Center Key may be locked out of the system because of abuse or other actions not complying with system policies. Please contact your country sales representative or [epsc-support@versuni.com](mailto:epsc-support@versuni.com). The application is locked on update screen until your activation status is restored.

**Informations in your database may be obsolete, you must run the database update**



Application database must be updated to avoid working with obsolete information. The application is locked on update screen until internet connections is available and the update procedure is done.

**Please run the database update to obtain latest informations**



You are working without an internet connection available to perform updates for too much time. Data in the application database is becoming obsolete. You can exit from the update screen and continue working, but you must perform the update procedure as soon as possible. If you do not update in the next few days you will be locked as for the previous point.

## Espresso Philips Service Center Request Support (Service Center Interface)

This functionality allows you to send request directly to the support team at [epsc-support@versuni.com](mailto:epsc-support@versuni.com)

The screenshot shows a web interface for sending support requests. At the top, there are logos for Philips, Gaggia, and Saeco. Below the logos, there is a navigation bar with a 'Back' button and a 'Support' link. The main form area is titled 'Contact the support team'. It contains a 'Subject' field, a 'Message' text area, and a 'Send' button. Below the message area, there is a section for attaching files, labeled 'Attach files to the message', with a magnifying glass icon for file selection and an 'X' icon for removing attachments.

**Subject:** this will be the subject of the mail sent, a brief description of the problem you are experiencing.

**Message:** here you can explain in detail the problem. Please add as many details as possible to better identify the root cause.

**Attach files to the message:** here you can add attach files to better explain the problem.



clicking on this icon you can choose a file to attach to the message



selecting an attached file and clicking on this icon you can remove an attached file from the message

After you have filled the fields with all the detail click on **Send** button to send the support request email.

By click on **Back** you can return to the **Machine Manager** screen.

If you wish to attach a screenshot to the message please note that it could not be pasted directly to the message. Instead you need to paste it to a tool like Microsoft Paint and save as a file. Microsoft Paint is a free tool bundled with Microsoft Windows, you can find it under start menu in the Windows Accessories group.

## Espresso Philips Service Center

### Barcode Scanners

A barcode scanner can be used to speed up operation where typing long codes like serial number or 12NC is required.


In order to be used with Service Center Interface, barcode scanners must meet these criteria:

- Support for keyboard emulation
- No trailing headers o footers added to the code read
- Support of **Code 128** symbology for serial numbers read
- Support of **ITF** (Interleaved 2 of 5) symbology for 12NC read

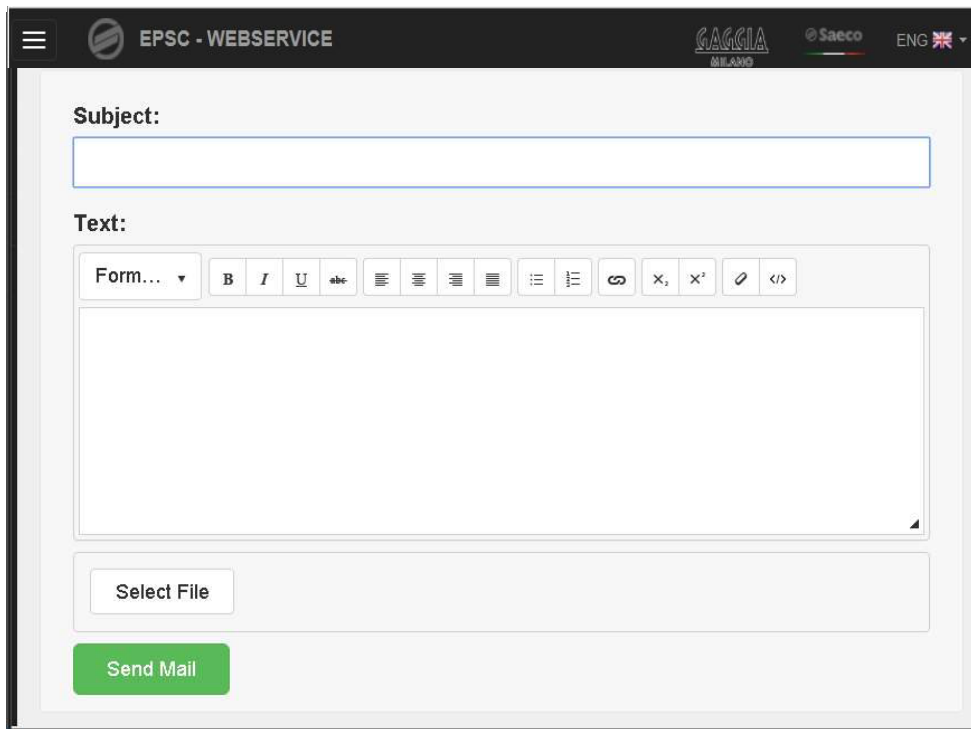


## Espresso Philips Service Center

### Request Support (Service Center Portal)

Once logged in the Service Center Portal, click on the icon  on the left of the upper bar to open the functions menu.

By clicking **Request Support** you can open a page to send a support request to the customer support at [epsc-support@versuni.com](mailto:epsc-support@versuni.com).



The screenshot shows a web browser window with the title "EPSC - WEBSERVICE". The page has a dark header bar with the Philips logo, the GAGGIA MILANO logo, the Saeco logo, and a language dropdown set to "ENG". The main content area is a light gray box containing a "Subject:" label above a text input field. Below this is a "Text:" label above a rich text editor. The rich text editor has a toolbar with buttons for bold (B), italic (I), underline (U), bulleted list, numbered list, link, unlink, source code, and other formatting options. Below the text editor is a "Select File" button and a green "Send Mail" button.

**Subject:** this will be the subject of the mail sent, a brief description of the problem you are experiencing.


**Text:** here you can explain in detail the problem. Please add as many details as possible to better identify the root cause. In this box you can also paste screenshots or other relevant data.

**Select file:** by clicking on this button you can add attach files to better explain the problem.

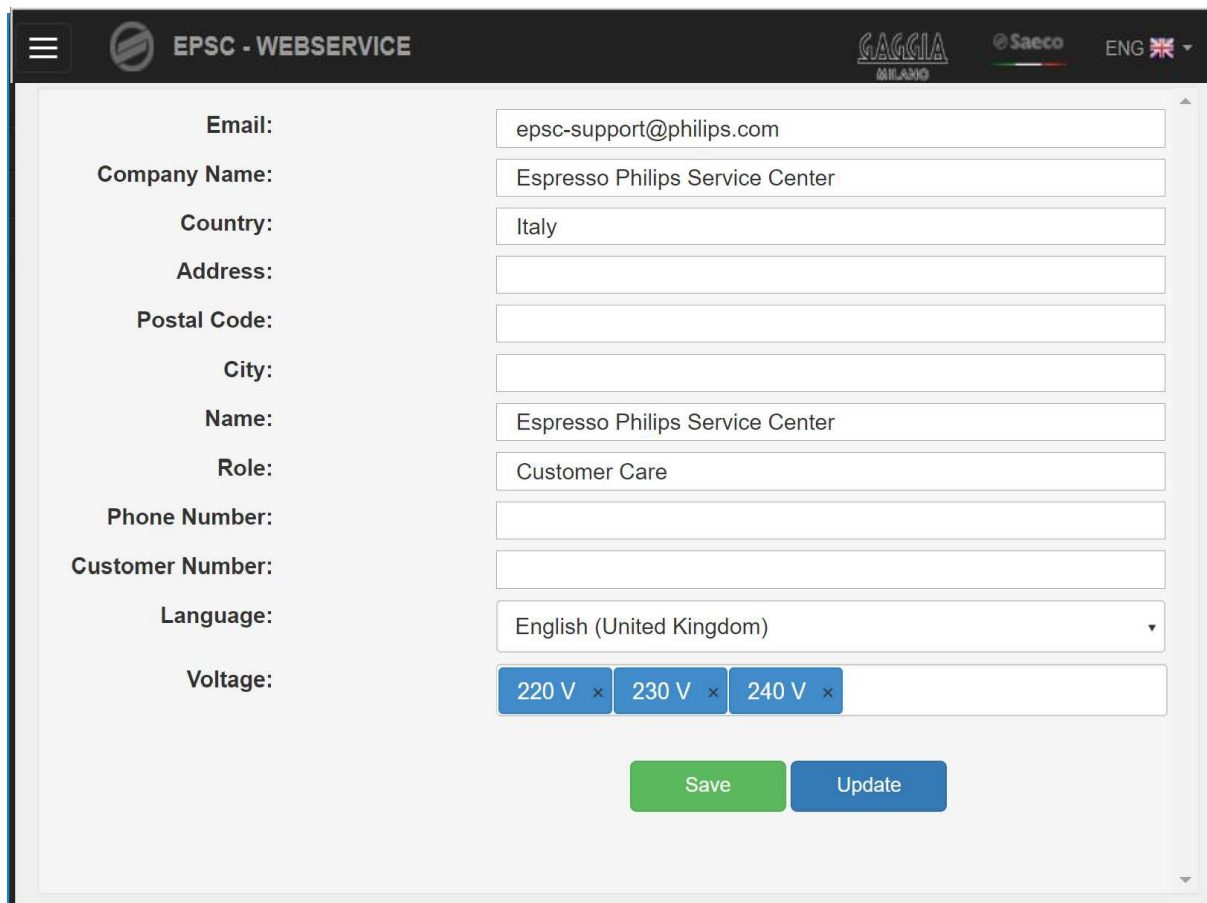
After you have filled the fields with all the detail click on **Send Mail** button to send the support request email.

## Espresso Philips Service Center

### EPSC Profile

Once logged in the Service Center Portal, click on the icon  on the left of the upper bar to open the functions menu.

By clicking **EPSC Profile** you can open a page to manage your Service Center profile.



The screenshot shows the 'EPSC - WEBSERVICE' profile management interface. The header includes the Philips, Gaggia, and Saeco logos, along with the language 'ENG' and a dropdown arrow. The form contains the following fields and values:

- Email:** epsc-support@philips.com
- Company Name:** Espresso Philips Service Center
- Country:** Italy
- Address:** (empty)
- Postal Code:** (empty)
- City:** (empty)
- Name:** Espresso Philips Service Center
- Role:** Customer Care
- Phone Number:** (empty)
- Customer Number:** (empty)
- Language:** English (United Kingdom) (dropdown menu)
- Voltage:** 220 V x 230 V x 240 V x (checkboxes)

At the bottom of the form, there are two buttons: 'Save' (green) and 'Update' (blue).

Other than the contact information please take care of these two fields:

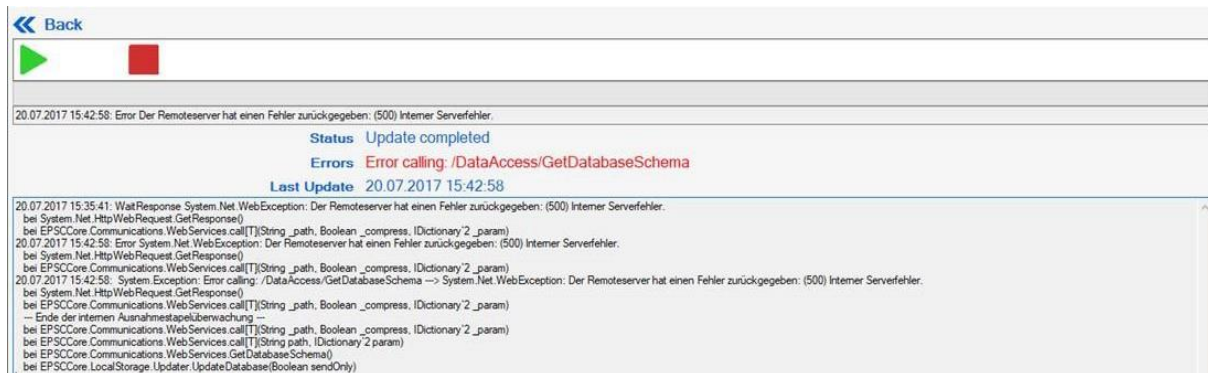
**Language** this is the default language at startup for the workstations associated to your service center

**Voltage** those are the default voltages used as filter in coffee machine search on workstations associated to your service center

# Espresso Philips Service Center

## Error


In some cases the application at the time of the first installation may show error 500



This error is not blocking and the application might:

1. Complete the installation without any problems;
2. The installation may block.

In case installation block:

1. Force data download by pressing the icon  ;
2. If the error continues, please contact [epsc-support@versuni.com](mailto:epsc-support@versuni.com).