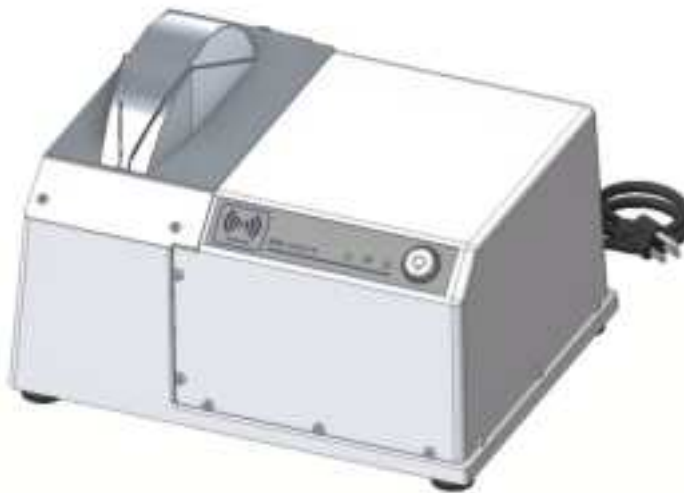




User's Guide

MSK-SM901W Sharpening Machine

Wi-Fi Mundial Sharpening Machine



E1000

First Edition

January 2021



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Federal Communications Commission (FCC) Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:—Reorient or relocate the receiving antenna.—Increase the separation between the equipment and receiver.—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.—Consult the dealer or an experienced radio/TV technician for help.

FCC ID: 2A2VKMSM-SM901W

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Product warranty or service will not be extended if: (1) the product is repaired, modified or altered, unless such repair, modification or alteration is authorized in writing by MUNDIAL; or (2) the serial number of the product is defaced or missing.

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1. Getting to know your sharpening machine

1.1 Welcome!

Thank you for subscribing to Mundial Smartknives Sharpening Service. We are happy to supply you with your unique **MSK-SM901W Sharpening Machine!**

The compact and sturdy MSK-SM901W is the most advanced compact sharpening machine featuring a 2.4GHz band connection allowing you to permanently monitor your knife sharpening process and consumption. As you will see, the advanced connected sharpening service developed by Mundial will redefine the way you manage knives in your kitchen.

1.2 Safety information

Safety warnings



WARNING: Install the machine near an AC outlet. The AC power cord is your machine's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your system has a grounded plug. Always use the power cord with a properly grounded wall outlet to avoid the risk of electrical shock.



WARNING: Your system is provided for use in a 115 VAC power system.



WARNING: The power supply is not user serviceable.



WARNING: Ensure that the knives are sanitized before use on Smartknives Sharpening Machine. The use of dirty knives can result in loss of efficiency and damage to the machine.



PROHIBITED: It is prohibited to sharpen the spine of the knife. The sharpening must be performed on the cutting edge only.



PROHIBITED: The use of any object, scissors or other blade is prohibited. Only Mundial Smartknives knives are allowed to be sharpened on the machine.

1.3 Package contents

- MSK-SM901W Sharpening machine
- Sharpening wheel
- Quick Start Guide

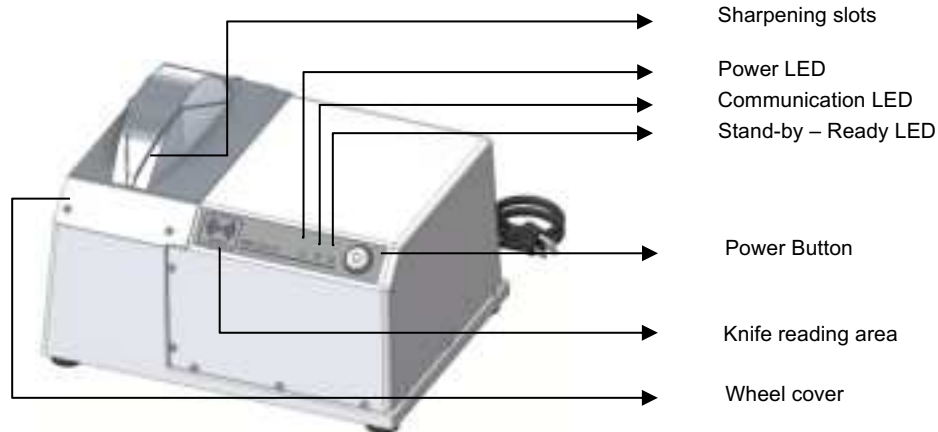
NOTES:

If any of the items are damaged or missing, contact MUNDIAL for technical inquiries and support, Refer to the MUNDIAL Support Hotline list at the back of this user manual.

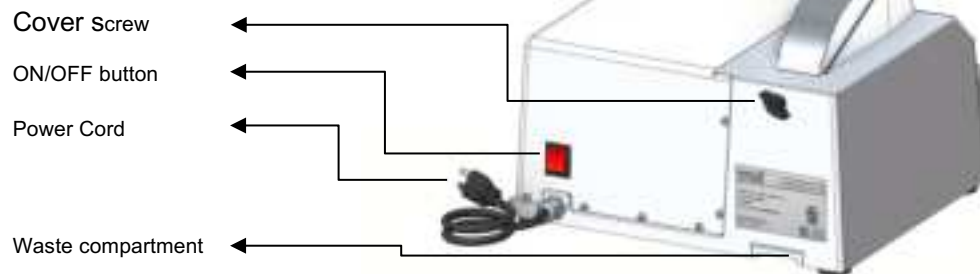
Keep the original packaging material in case you would need future warranty services such as repair or replacement.

1.4 Your sharpening machine

Front view



Back view



LED 1: Power

Power On (Energized): Solid Green

Power Off = Off

Green LED Blinking fast: reading knives. If the knife is not recognized, the LED blinks RED once and turns solid green again

Blinking GREEN slowly: sharpening wheel is running

**LED 2: Communication**

Searching network: GREEN (blinking slowly)

Network OK: Solid GREEN

Uploading Sharpening/machine data: Green (blinking fast)

**LED 3: Stand-by Ready**

Status Active: Solid GREEN

Status NOT Active: Solid RED (machine doesn't start)

Searching status: LED off

Wi-fi configuration mode: all LEDs Blinking Green.

1.5 Positioning your machine

For the best sharpening position, place your machine on a countertop not higher than 40 inches. Make sure there is nearby an AC outlet and nothing is covering the machine in order to assure best wireless signal transmission between the sharpening machine and your network to which your machine will be connected.

Keep the device away from metal obstructions and away from direct sunlight.

To prevent signal interference or loss, keep the device away from 802.11g or 20MHz only Wi-Fi devices, 2.4GHz computer peripherals, Bluetooth devices, cordless phones, transformers, heavy-duty motors, fluorescent lights, microwave ovens, refrigerators, and other industrial equipment.



To avoid possible interference and occasionally improper charges, be sure to keep other knives, which are not being sharpened, 1 foot away from any side of the machine.

1.6 Setup Requirements

Be aware that the Mundial Smartknives Machine uses your internet connection to download and upload data.

To set up your sharpening machine you must have access to a wireless network (Wi-Fi), you need a computer or a smartphone with access to the internet.

You will also need a Web browser such as Microsoft Edge, Firefox, Safari, or Google Chrome.

1.6.1 Sharpening Machine Setup

IMPORTANT!

The wireless configuration has to be performed only the first time the machine is installed or if you change your network's password.

Before setting up your MUNDIAL sharpening machine, do the following:

If you are replacing an existing sharpening machine, disconnect it from your network.

Disconnect the cables from your existing sharpening machine.

Reboot your cable modem and computer (recommended).

NOTES:

If your computer does not have built-in wireless capabilities, you may install an IEEE 802.11a/b/g/n/ac WLAN adapter to your computer to connect to the network.



Your sharpening machine only supports 2.4GHz wireless signal.

2. Getting Started

2.1 Connecting to your wireless network

To set up your sharpening machine via wireless connection:

1. Plug your sharpening machine's AC cord into AC wall outlet.



WARNING: The power supply is pre-set for the country/region in which you purchased your subscription. If you move, please contact MUNDIAL hotline support for technical inquiries and support.

2. Check if all 3 (three) LEDs on the machine are blinking slowly in GREEN. If not, press the power button until the 3 (three) LEDs start blinking.
3. In your computer or smartphone, access the WIFI networks and connect to the machine hotspot.
 - a. The hotspot generated by your machine has the following SSID: "SM_" + the activation key¹.
 - b. The default password of machine's hotspot is the machine model: **MSK-SM901W**.
4. Open your web browser and type the following IP address: <http://192.168.254.1>
 - a. If you are using your Smartphone, some devices may show the message "Wi-Fi has no internet access". In this case you must choose "Keep Wi-Fi connection".
5. You will see the machine's configuration page which will allow you to configure your network settings. Choose your available WIFI hotspot that will be used by the machine. Be aware that in order to function, the machine has to be connected to our servers.
6. Type your WIFI password and click on save button.
7. The system will check each step to connect the machine, password validation, IP number and connection to Mundial's server. Wait for the connection confirmation page. If the configuration page doesn't show up, please repeat steps 2 to 7.
8. Please take note of the IP address at your screen. This information can be necessary for a firewall setting.

¹ Examples: SM_SDE940, SM_SDE334

9. Please take note of the machine's activation key at your screen. The activation key is necessary to activate your machine on the website.
10. Disconnect from the machine WIFI hotspot and connect to your regular WIFI hotspot.
11. Check if the second LED from the left – Communication is solid GREEN. If not, turn off the machine and turn it on again. The second LED should be solid GREEN, if not, please repeat the entire process.

2.2 Setting up firewall settings

If your business uses a Firewall Software or filter navigation by IP Address, is necessary to set up the machine's IP address at your network. The Smartknives Machine needs access to the website <http://www.mundialsmartknives.net>. Check the step 7 (seven) of the WIFI configuration, as it is essential that you grant your machine full access to the internet.

If you don't know how to do it, we recommend you contact your IT support team.

2.3 Activating your sharpening machine

If you are using your machine for the first time, you will have to activate it.

Once your machine is connected to our servers, follow these steps:

1. Check if the LED 2 – Communications is solid GREEN and LED 3 – Ready is solid RED. This means that the machine is connected but was not activated yet.
2. In your computer or smartphone, access the Smartknives Platform at www.mundialsmartknives.net with your user and password.
3. Click on **My Machine** menu.
4. Click on **Activate a Machine**.
5. Type the Machine **Activation Key** and confirm the location where the machine will be located.
6. Click on **save** button.
7. Check if the LED 3 – Ready is solid GREEN. If all LEDs are solid GREEN, your machine was successfully activated, and it is ready to use. If it is still solid RED, check the activation key and repeat the process. If not, please, call Mundial Smartknives support.
8. After all LEDs are GREEN, it might be necessary to refresh the webpage on your phone or computer as you need to check if the machine is activated on the Smartknives Platform.

Every time the machine is switched on, it will perform the following tests:

1. Wireless connectivity test: To assure you have internet access to connect to our servers
2. Account Clearance test: To confirm your account is current and properly configured

2.4 Setting up Alternative Connections

In rare occasions you may have problems with your Internet service provider. To avoid being locked off your machine, you can temporarily connect to our servers using your cellphone data plan. Please bear in mind that data charges will apply! Follow the steps below to connect your machine to our servers using your cellphone's data connection. **Be aware that this is a temporary solution and that you will have to reconfigure your network settings once your internet service is working again.**

2.4.1 Using 3G/4G/5G Cellular data connection

In case you need to use your cellphone as a “hotspot”, configure your device to connect to the internet and follow these steps:

1. Activate your hotspot on your phone according to its instructions.
2. Create a network and write down the password you created.
3. Execute the **Connecting to your wireless network process** described in point 2.1
 - a. You can't set up the machine through the same device that you are using as a hotspot.



3 Machine Operation and Maintenance

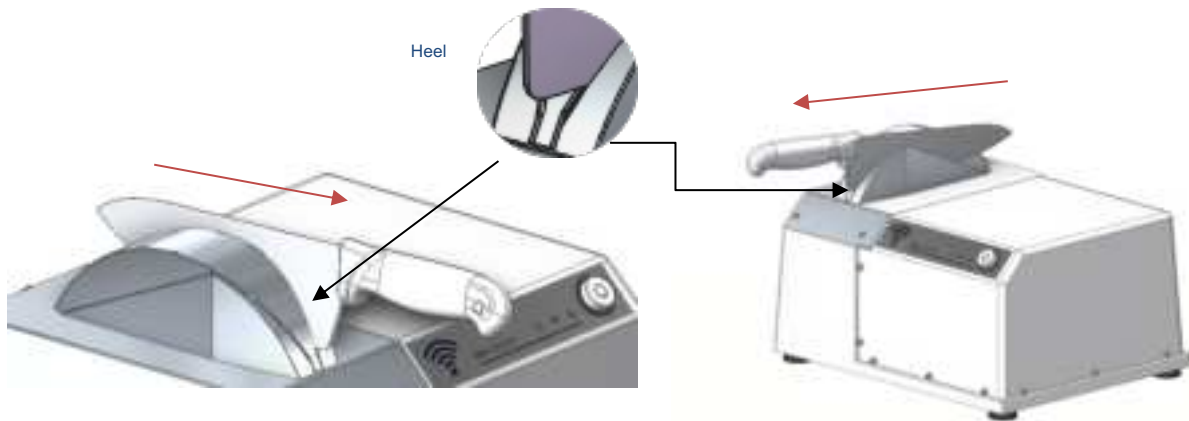
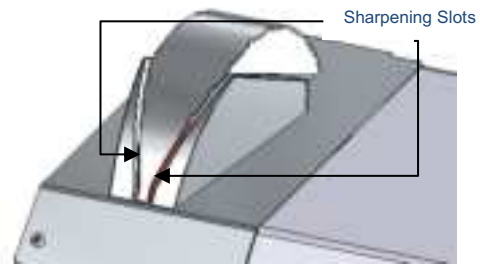
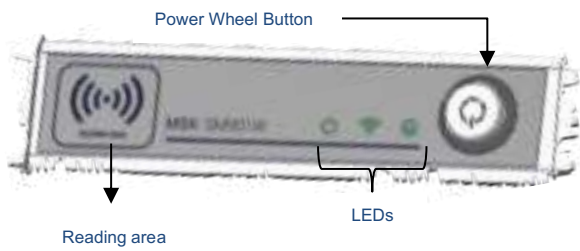
3.1 Operation Mode

3.1.1 Switching your machine ON



3.1.2 Sharpening your knives

- Once your machine is turned ON and connected (all LEDs are green) you can start sharpening your knives
- Just press the POWER button and bring the knife handle to the READING  AREA until the sharpening wheel starts
- Insert the knife in the SLOT heel fist and pull parallel to the base until the tip
- Make sure you insert the knife all the way to the end before applying a little downward pressure
- Sharpen you knife by PULLING it out of the machine TWICE on each side of the blade.
- The sharpening angle is fixed and has been adjusted for excellent cutting performance



To avoid undue charges please keep any knife **that is not being sharpened** at least 1 (one) foot away from any side of your Sharpening Machine.



WARNING: Ensure that the knives are sanitized before sharpening them on Smartknives Sharpening Machine. The use of dirty knives can result in loss of efficiency and damage to the machine.



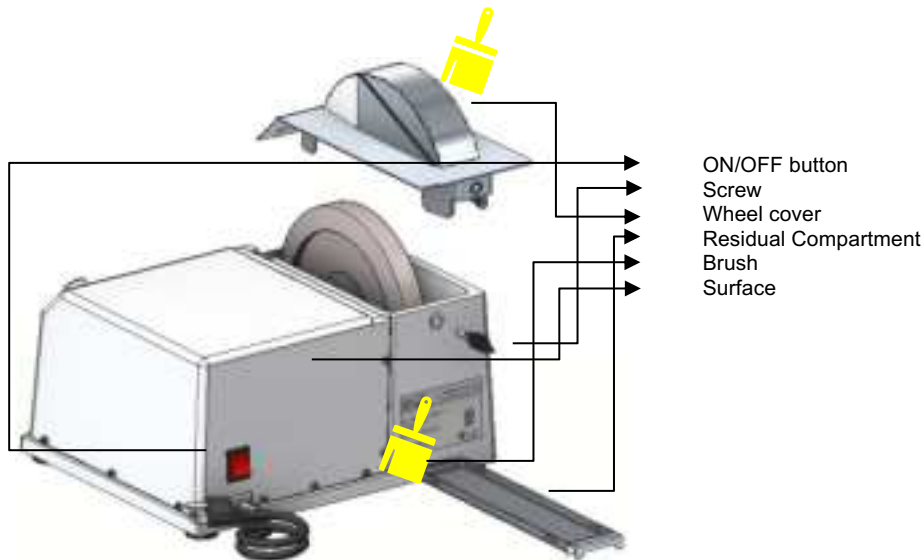
It is recommended to sanitize the knife after the sharpening process. If you use a dishwasher, be sure that the edge doesn't come in touch with other objects.

3.1.3 Cleaning the SmartKnives Sharpening Machine

Over time your sharpening wheel may fill with steel residuals which may eventually compromise its sharpening performance. It is necessary to clean the specific compartment located at the back of the machine and the wheel cover too.

You will have to follow the cleaning procedure set forth below:

1. Turn OFF the machine.
2. Remove the wheel cover by loosening the screw that secures the cover in place.
3. Withdraw the residual compartment and wheel cover and use a brush to remove the steel residual. It is recommended to clean once a month.
4. Attach the wheel case again and tighten the screw.
5. To clean the surface use damp cloth.
6. Turn the machine back ON and wait for all LED indicators to turn GREEN.



3.1.4 Grinding Wheel replacement

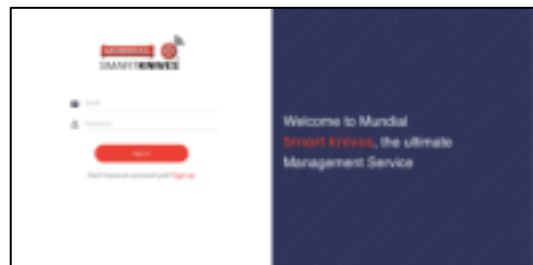
1. Although your machine was designed to last thousands of sharpening cycles, eventually you may need to replace the grinding wheel.
2. Please call Mundial SmartKnives Support so we can arrange a technician to perform the replacement.

4 Managing your Account

4.1 Accessing your account

You can access your account by logging on to our website www.mundialsmartknives.net, using your account credentials. Your account is accessible by any internet capable device with a web browser.

There are several transactions that can be done and reports that can be generated to follow your knife



consumption, the charges you are incurring, your current and previous invoices, etc.

4.2 Activate your Machines

To activate your new Mundial SmartKnives Sharpening Machine, logon to your account and select **My Machine** from the menu on the left hand-side. Select **Activate a Machine** on top right-side and inform the machine activation key and choose the correct address.

The activation key can be found on the back-side of the machine.

You can use this feature to see the data of all of your machines. You can also click in one of them to check out the sharpening log.



4.3 Creating a user account

To create a user account, logon to your account and select **Users** from the menu on the left hand-side

On the upper right corner, click on **Add User** and fill the fields accordingly. Save the form after it is complete



4.4 Assigning a user to each knife

To assign a knife to a specific user, logon to your account and select **Users** end the left-hand side menu. To do so, click **add**  and choose a knife for the select user.



4.5 Verifying your knife consumption

Using our smartknives technology you can have access to your knife sharpening activity in real time. Just log on to your account and you will be able to monitor each individual knife you have ordered as well as how many times it has been sharpened.



To do so, click on **My Smart Knives** on the menu on the left hand-side. This will show all knife models you have in use. If you want to see the sharpening log for each knife, just click on the downward arrow at the end of each line.

You may also monitor your sharpening charges by knife and total charges incurred in each billing cycle.



4.6 Verifying knife consumption by user

If you created an account for each individual user and assigned each user one or more knives, you can monitor their consumption and check how often each knife has been sharpened.

Your charges, however, are only available for your account and will not be broken down by user.



4.7 Ordering additional knives or machines

Should you decide to order additional knives or machines you can do so by logging on to your account and following the **order** instructions on the left hand-side menu



4.8 Dashboard

You can have an overview about your Smart Knives system, like the number and models of knives, active machines and users assigned.



5 Troubleshooting

5.1 Basic Troubleshooting

This chapter provides solutions for issues you may encounter with your sharpening machine. If you encounter problems that are not mentioned in this chapter, call MUNDIAL Smartknives support at: 1-888.415.4455 for more product information and contact details of MUNDIAL Technical Support.

If you are having problems with your sharpening machine, try these basic steps in this section before looking for further solutions.

5.1.1 The machine engine doesn't start

- Check out if all the LEDs are off
- If yes, make sure that the outlet has energy, and the power cord is correctly plugged into the machine
- If you are sure that the machine is energized but the LEDs are still off, then please contact us at Mundial Smartknives Support numbers



WARNING: Don't open the machine cabinet.
If the machine doesn't work, call Mundial support.



5.1.2 LED 2 – Connection is blinking

- Be sure that your WIFI connection is ok, and you are able to access the Smartknives platform. If it's not working, check your WIFI router and your internet link.
- Turn OFF the machine.
- Wait for 5 seconds and back on.
- If LED 2 is still blinking, then keep pressing the power button until all LED starts to blink green.
- Execute the "Connecting to Your Wireless Network" process described in point 2.1.

5.1.3 LED 3 – Ready is blinking RED

It means that some problem happened with your account. In this case, call the Smartknives support for further instructions.

5.1.4 Appearance of metal waste outside of the machine

Probably the residual compartment is full. It is necessary to clean it as set forth in section

3.1.3

- Turn OFF the machine.
- Remove the grinding wheel cover by loosening the screw that secures the cover in place.

- Withdraw the residual compartment and use the brush provided to remove the steel residual. It is recommended to clean once a month.
- Attach the wheel case again and tighten the screw.
- To clean the surface use damp cloth.
- Turn the machine back ON and wait for all LED indicators to turn GREEN.

5.1.5 All LEDs are blinking RED

It means that your machine may have some hardware issues, so you will have to call Mundial Smartknives support.

5.1.6 All LEDs are solid RED

This error occurs in two situations:

- 30 days have passed without server communication
- More than 4.000 sharpening were made in offline mode

In this case, follow these instructions:

- Turn off the machine.
- Wait for 5 seconds and turn on again
- Press the power button until all LED starts to blink GREEN.
- Execute the “Connecting to Your Wireless Network” process described in section 2.1.
- Turn off the machine.
- Wait for 5 seconds and turn on again

If the problem persists, please call Mundial Smartknives support.

Appendices

Notices

Federal Communications Commission Statement

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Underwriters Laboratories – UL

This equipment has been tested and found to comply with the UL 763 - Standard for Motor-Operated Commercial Food Preparing Machines - Edition 4 - Revision Date 2017/11/02

This equipment has been tested and found to comply with the CSA C22.2 NO. 195 - Motor-Operated Food Processing Appliances (Household and Commercial) - Edition 2 - Issue Date 2016/06/01

This equipment has been tested and found to comply with the NSF/ANSI 169 - Special Purpose Food Equipment and Devices - Edition 2016 - Issue Date 2016/12/11

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