

Piaf System / Guide of reloading with Internet

Version : 1.0

Updated : 6. February 2013



Index

1.	Introduction	3
2.	Supported configurations	3
2.1	Windows PC.....	3
2.2	Macintosh.....	3
3.	Connexion to mijnpiaf.be.....	3
2.3	Account creation	3
4.	Piaf Reloading	5
4.1	Preliminaries.....	5
4.2	Executing the Java applet	5
4.3	Piaf Reading	10
4.4	Choice of reloading.....	11
4.5	Secured Payment.....	11
	Secured Payment on the bank website	12
4.6	Credit Transfer to Piaf	13
4.7	Printing a receipt	14
	Contact us	15
	Annex A : Installation of Piaf driver	16
A.1	Driver for Windows.....	16
A.2	Driver for Macintosh.....	16
A.3	Piaf still not detected.....	17
	With Windows.....	18
	With Macintosh.....	18
	If Piaf detection fails	18
	Annex B : Make Java run.....	19
B.1	When Java works	19
B.2	Java components	19
B.3	Java installation.....	20
B.4	Activating Java for the browser	20
B.4.1	Internet Explorer 9.....	20
B.4.2	Internet Explorer 7 et 8.....	21
B.4.3	Google Chrome	21
B.4.4	Mozilla Firefox.....	23
B.4.5	Safari (Mac).....	23
B.5	Authorize execution of application.....	24
	Annex C : Document history	27

1. Introduction

This guide describe the steps to reload a Piaf through the website www.mijnpiaf.be and provides solutions to the difficulties that you may encounter.

You need your Piaf and the cable provided to connect the Piaf to your computer.

2. Supported configurations

To reload your Piaf, you need a computer with Windows or a Macintosh. The reloading relies on the Java technology which you will probably need to install on your computer.

Other computers or platforms are not supported : Linux, Ipad and other tablets, Smart Phones, ...

2.1 Windows PC

Supported Operating Systems : Windows XP, Vista, Seven

Supported Internet Browsers : Internet Explorer, Mozilla Firefox, Google Chrome.

Java : version 7 recommended, version 6 is supported from update 27.

Notes :

1. *Windows 8 support is under development.*
2. *It's recommended to use the latest released version of your browser*
3. *It is strongly recommended to update Java to the latest version available. Go to www.java.com to download it.*

2.2 Macintosh

A recent Apple Macintosh is necessary to reload a Piaf.

Operating Systems : Mac OS X 10.7 (Lion) and following

Internet Browsers : Safari, Mozilla Firefox

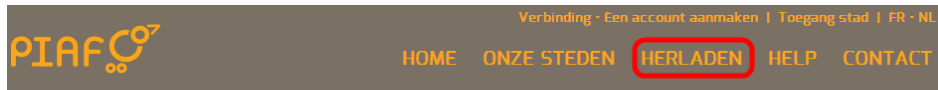
Note : *Google Chrome is not supported because it is a 32 bits browser, not compatible with Java 7.*

3. Connexion to mijnpiaf.be

2.3 Account creation

You need to create an account on the site www.mijnpiaf.be before reloading your Piaf.

Connect to www.mijnpiaf.be, choose the menu *Herladen*, the press button *Een account openen*.



Verbind u, om een Piaf te herladen !

Gebruikersnaam

Wachtwoord

[Verbinding](#)

[Paswoord vergeten?](#)

[Een account openen](#)

Informatie

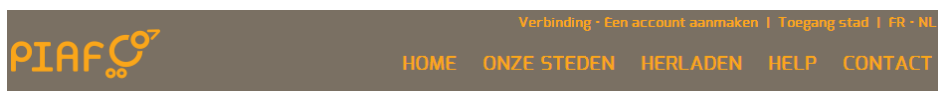
Er is een account nodig om te kunnen herladen.

[Een account openen](#)

You need to define an identifier (*Gebruikersnaam*) and a password, an email address and a few complementary informations used for statistical purposes.

You are then connected to the site.

On your next connection, enter your identifier (*Gebruikersnaam*) and your password, then click on the button *Verbinding*.



Verbind u, om een Piaf te herladen !

Gebruikersnaam

Wachtwoord

[Verbinding](#)

[Paswoord vergeten?](#)

[Een account openen](#)

Informatie

Er is een account nodig om te kunnen herladen.

[Een account openen](#)

4. Piaf Reloading

Piaf reloading is performed in several steps :

1. Execution of the Java applet and Piaf detection
2. Choice of the city then reloading amount or subscription
3. Payment by credit card on a secured site
4. Return to www.mijnpiaf.be for crediting the Piaf.

We will guide you through the process.

4.1 Preliminaries

Before anything, plug the Piaf to your computer. The Piaf must be switched off and display the message *USB*.

Connect to the site and choose *Een Piaf toevoegen* in your account or *Herlaad een PIAF*. Follow the on-screen instructions.



The screenshot shows the PIAF website interface. At the top, there is a navigation bar with the PIAF logo on the left and user information on the right: 'Gebruiker (philippe) - Uit-Loggen | Toegang stad | Admin | FR - NL'. Below this is a main navigation menu with links for 'HOME', 'ONZE STEDEN', 'HERLADEN', 'HELP', and 'CONTACT'. A secondary navigation bar contains 'Mon Espace', 'Mijn Piaf', 'Mijn rekening', 'Hulp', and 'Uit-loggen'. The main content area displays a personalized welcome message: 'Welkom Philippe Fremy,' followed by 'U hebt 0 Piaf in uw account.' A prominent green button labeled 'Een Piaf toevoegen' is circled in red. At the bottom, a footer contains a list of links: 'Gebruiker • De Piaf steden • Particulieren • Ondernemingen • Help • Contacteer ons • In verband met Pax'.

4.2 Executing the Java applet

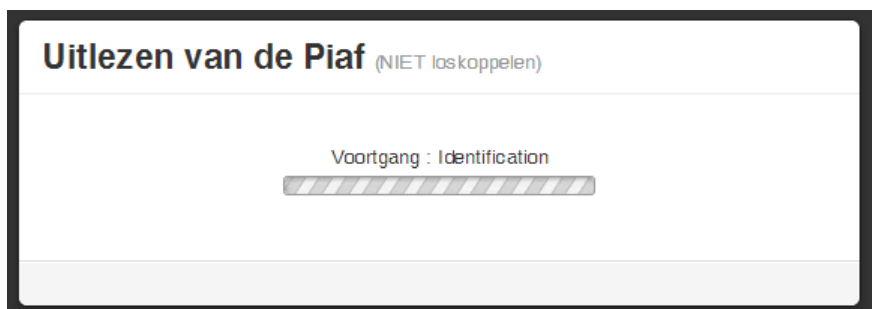
To reload the Piaf, your browser executes a Java applet which communicates with the Piaf.

The site displays *De java-applet laden...* during the execution of the applet, which may takes 10 to 30 seconds the first time.



After execution, here is what you should do according to the displayed message :

1. *Uitlezen van de Piaf* : Java is working and Piaf is detected. Proceed to next chapter.



2. *Piaf nicht gevonden* : Java is working but the Piaf is not detected. Proceed to [Annex A : Installation of Piaf driver](#)



3. *Java is vereist voor deze website* : Java is not installed or not working. Proceed to

[Annex A : Installation of](#) Piaf driver

At this step, Java applet runs, the site displays *Een Piaf opzoeken...* for ten seconds and then displays *Piaf nicht gevonden* .

- First, check that your Piaf is off, connected to your computer and displays *USB*.
- If your Piaf number (on the front) is above 8150000, you don't need any driver, just proceed to step A.3 Piaf
- If your Piaf number is below 8150000, you need to install a software driver to make it communicate. Read the next paragraph.

A.1 Driver for Windows

Click on the link proposed by the site *Installeer het stuurprogramma monpiaf*.

This will install the driver « Silicon Labs CP210x USB to UART Bridge » for Windows. When installation completes, Windows displays several notifications. After the last message *Your device is ready to use*, unplug your Piaf and plug it back then click on *Retry* to read the Piaf.

You should now see the message *Uit Lezen von de Piaf* and can go back to chapter [4.3 - Piaf Reading](#).

If that's not the case, proceed to next chapter.

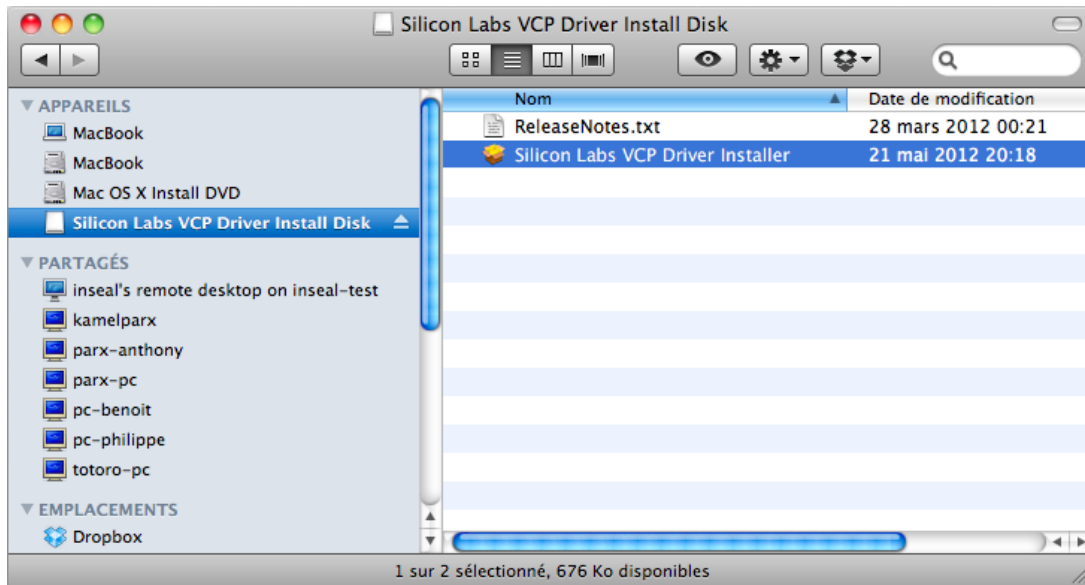
A.2 Driver for Macintosh

Click on the link proposed by the website *Installeer het stuurprogramma monpiaf* .

Follow the steps :

1. Download and execute the dmg file.
2. Go to the *Finder*, menu *Devices*

3. Go to the menu *Silicon labs...*



4. Double-click on installer of driver.
5. After the installation the Macintosh restarts.

After the restart, return the minpiaf website, you should see the message *Uit Lezen von de Piaf* . If not, proceed to next chapter.

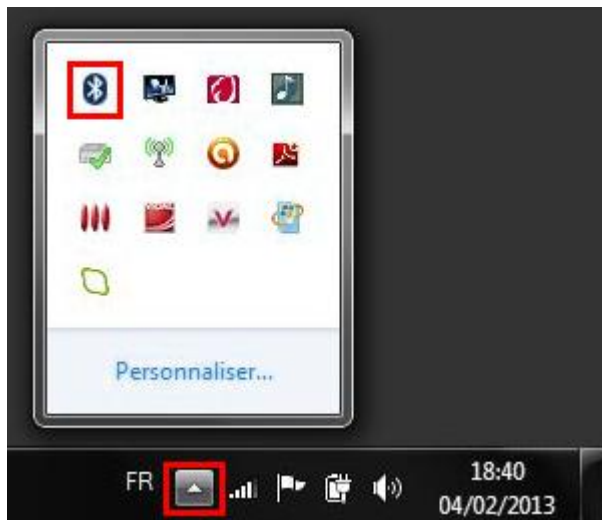
A.3 Piaf still not detected

If you have Bluetooth devices on your computer, it can prevent the computer from finding the Piaf.

You have a button on your laptop to deactivate Bluetooth, use it while reloading the Piaf. If not, follow the instructions :

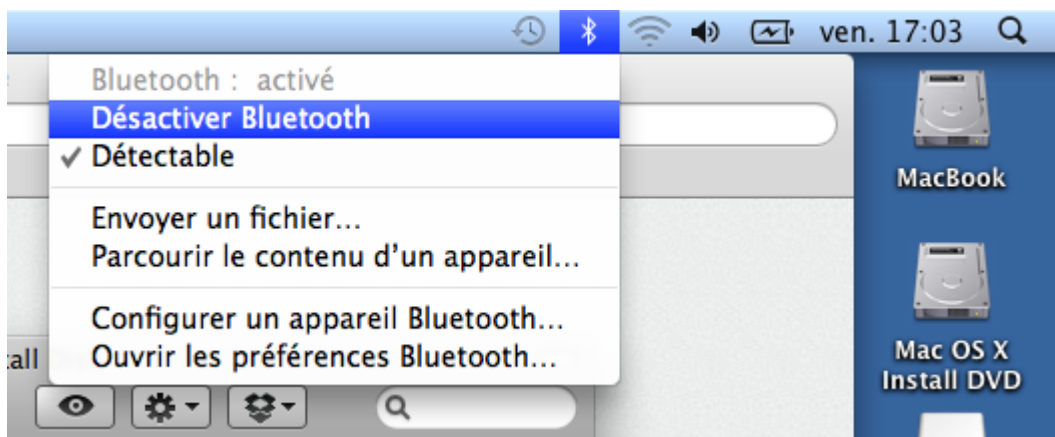
With Windows

Deactivate Bluetooth using the *Bluetooth Manager*. You should see a Bluetooth icon at the bottom right of your screen . Select the manager , enter the menu and choose *Schakel alle apparaten* :



With Macintosh

Select the Bluetooth icon and choose *Schakel Bluetooth uit* :



If Piaf detection fails

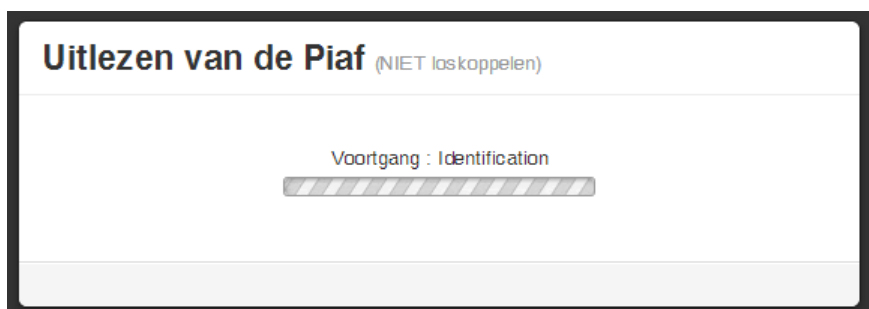
If it still does not work, recheck the previous chapters then contact our support : [Contact us](#)

4. Annex B : Make Java run



4.3 Piaf Reading

At this step, Java is working, the Piaf is detected and read by the system :



When reading the Piaf, the system performs the following operations : update time, configuration, maintenance and Piaf update. Do not unplug the Piaf during the reading phase.

Note : sometimes, the Piaf software must be updated, to fix a bug or propose new functionalities.

In this case, you see the message « Piaf Update » during several minutes and your Piaf displays messages such as INIT or IAP.

This is a one-time operation; the next time, reading the Piaf will take a couple of seconds.

If your Piaf is in the following case :

- Error during Piaf reading or Piaf software update
- Piaf displays IAP, INIT or SERVICE
- Piaf displays E then letters and number (for example E15A1)

Just restart the Piaf reading process with the button *Retry* to put back the Piaf in correct state.

4.4 Choice of reloading

After reading the Piaf, you enter the reloading process :

- **Choice of the city** : click on the city that you want to reload. Use the menu *Mijn Piaf / Mijn steden beheren* to add more cities.
- **Crediting a Piaf** : you see the current credit for the chosen city. Click on *Creditieren* then choose the amount to reload.
- **Buying a subscription** : if your city proposes subscriptions (monthly, residents, professional, ...) and your Piaf is eligible, click on *Koop een abonnement*.
 - a. The list of subscriptions already bought is displayed, along with validity date
 - b. Choose the subscription to buy
 - c. Choose start date, the end date is computed automatically

Note on subscriptions :

Be careful to choose the right starting date, if you buy your subscription in advance (do not choose the current month if you are buying for the next month).

If your subscription starts in the future, it won't be visible on your Piaf before the actual starting date.

Proceed then to next step

4.5 Secured Payment

A confirmation screen summarizes the current payment items : Piaf number, amount, validity date, ...

Choose your credit card, validate the General Selling Conditions then click on *Beveiligde betaling* :

Mon Espace
Mijn Piaf
Mijn rekening
Hulp
Uit-loggen

Bevestiging vóór betaling

U bent bezig met het uitvoeren van de volgende betaling:

Stad	Gent
Krediet Piaf	25 €
PIAF	8057208 (Philou)
Referentie	929

Keuze betalingsmiddel

VISA
 MasterCard
 Maestro

Aanvaard de Algemene verkoopsvoorwaarden

Beveiligde betaling

Terug

4.5.1 Secured Payment on the bank website

You are redirected to the secured PayBox website to proceed to the payment. Enter your credit card information and push *Valideren* :

The screenshot shows a web browser window with the URL <https://tpweb.paybox.com/cgi/MYpagepaiement.cgi>. The page title is "Betaling van 25.00 EUR aan MOBILITEITSBEDRIJF STAD GENT". The form includes the following fields:

- Kaartnummer:
- Vervaldatum (MM/JJ):
- Visuele cryptogram in : de 3 laatste cijfers op de achterzijde van de kaart(2):

Below the form are two buttons: "<< ANNULEREN" and "VALIDEREN >>". The page also features the Maestro logo on the left and the PayBox logo on the right. At the bottom, there is a section for exchange rates titled "Prijs van uw aankoop in valuta's. Laatste update van de wisselkoers op 10/02/2013" with a table of rates for various currencies.

Currency	Rate
25.00 EUR	30.69 CHF
33.41 USD	3098 JPY
208.20 CNY	21.14 GBP
33.49 CAD	

At the bottom, there is a link for "Veiligheidsinformatie SSL" and a disclaimer: "Indien uw bank voor betalingen het beveiligingsprogramma Verified by Visa of SecureCode Mastercard gebruikt, zult u, nadat u op 'VALIDEREN/CONTROLE' heeft geklikt, een nieuw scherm zien waarin u wordt verzocht u te authenticeren met een andere code dan 'de vertrouwelijke code van uw kaart'."

Note for Maestro cards : *if the card has 3 digits on the back, enter them, else just leave the cryptogram field empty.*

To check your identity (system 3D Secure), you will be redirected to your bank website where you need to enter one personal information (birth date, code received by SMS, ...). You will then be redirected to PayBox website.

Follow the link *Terug Naar Handel* to return to the site minpiaf.be and receive your credit :

CARTE BANCAIRE	<p style="text-align: center;">U heeft nu betaald Wij danken u voor uw vertrouwen.</p> <p>Dit is een afbeelding van de elektronische bon die u per e-mail wordt toegestuurd.</p> <p style="text-align: center;">TERUG NAAR HANDEL</p>
le 10/02/2013 à 22:23	
TEST PAYBOX 1	
1999888	
111122----- 1501	
86 099 2709112 M DEBIT @	
AUTO: XXXXXX	
MONTANT = 1.00 EUR	
POUR INFORMATION 6.56 FRF	
1 EUR = 6.55957 FRF	
TICKET A CONSERVER	

Important note: it is very important to follow the link "Terug Naar Handel" else your credit will not be transferred to your Piaf.

4.6 Credit Transfer to Piaf

Once the payment is validated by the bank, your Piaf must receive the credit. Check that the Piaf is still connected and click *Doorgaan*.

Update van de Piaf

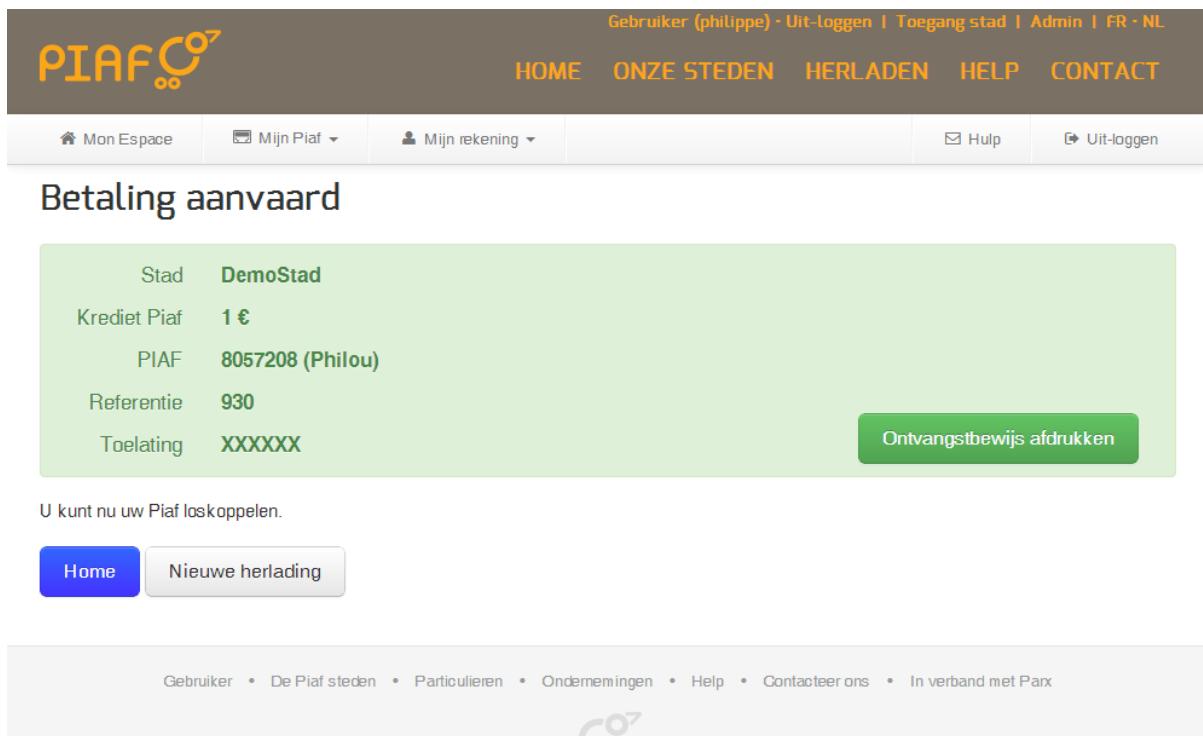
Assurez vous que le Piaf 8057208 est branché avant de continuer

The Java applet runs once again to update the Piaf.

If the applet does not launch, your browser is probably asking for some kind of authorization that you must confirm in a dialog.

4.7 Printing a receipt

Once the Piaf is reloaded, a summary of the operation is displayed and you can press the button *Ontvangstbewijs afdrukken* to print a receipt :



The screenshot shows the Piaf website interface. At the top, there is a dark header with the Piaf logo on the left and user information on the right: "Gebruiker (philippe) - Uit-loggen | Toegang stad | Admin | FR - NL". Below this is a navigation menu with "HOME", "ONZE STEDEN", "HERLADEN", "HELP", and "CONTACT". A secondary navigation bar contains "Mon Espace", "Mijn Piaf", "Mijn rekening", "Hulp", and "Uit-loggen". The main content area is titled "Betaling aanvaard" and features a green box with the following details:

Stad	DemoStad
Krediet Piaf	1 €
PIAF	8057208 (Philou)
Referentie	930
Toelating	XXXXXX

To the right of these details is a green button labeled "Ontvangstbewijs afdrukken". Below the green box, the text reads "U kunt nu uw Piaf loskoppelen." and there are two buttons: "Home" (blue) and "Nieuwe herlading" (grey). At the bottom of the page, a footer contains a list of links: "Gebruiker • De Piaf steden • Particulieren • Ondernemingen • Help • Contacteer ons • In verband met Parx".

You will also receive by email a notification of the payment, sent directly by the banking site.

Contact us

The support service for Piaf is here to help you resolve the problems that you may encounter with your Piaf.

Open : Monday to Friday, 9am to 6pm

Email : support@mijnpiaf.be

Annex A : Installation of Piaf driver

At this step, Java applet runs, the site displays *Een Piaf opzoeken...* for ten seconds and then displays *Piaf nicht gevonden* .

- First, check that your Piaf is off, connected to your computer and displays *USB*.
- If your Piaf number (on the front) is above 8150000, you don't need any driver, just proceed to step A.3 Piaf
- If your Piaf number is below 8150000, you need to install a software driver to make it communicate. Read the next paragraph.

Technical Note

Piaf with number above 8150000 are seen by the computer as HID devices.

Piaf with number below 8150000 are seen by the computer as virtual COM ports with indication « Silicon Labs CP210x USB to UART Bridge ».

A.1 Driver for Windows

Click on the link proposed by the site *Installeer het stuurprogramma monpiaf*.

This will install the driver « Silicon Labs CP210x USB to UART Bridge » for Windows. When installation completes, Windows displays several notifications. After the last message *Your device is ready to use*, unplug your Piaf and plug it back then click on *Retry* to read the Piaf.

Technical Note

When the Piaf is correctly recognised by the computer, it appears in the device manager under section « Ports (COM and LPT) », with title « Silicon Labs CP210x USB to UART Bridge »

Windows sometimes installs a driver « CP2102 » which is not functional. You need to uninstall the device before installing the provided Piaf driver.

You should now see the message *Uit Lezen von de Piaf* and can go back to chapter [4.3 - Piaf Reading](#).

If that's not the case, proceed to next chapter.

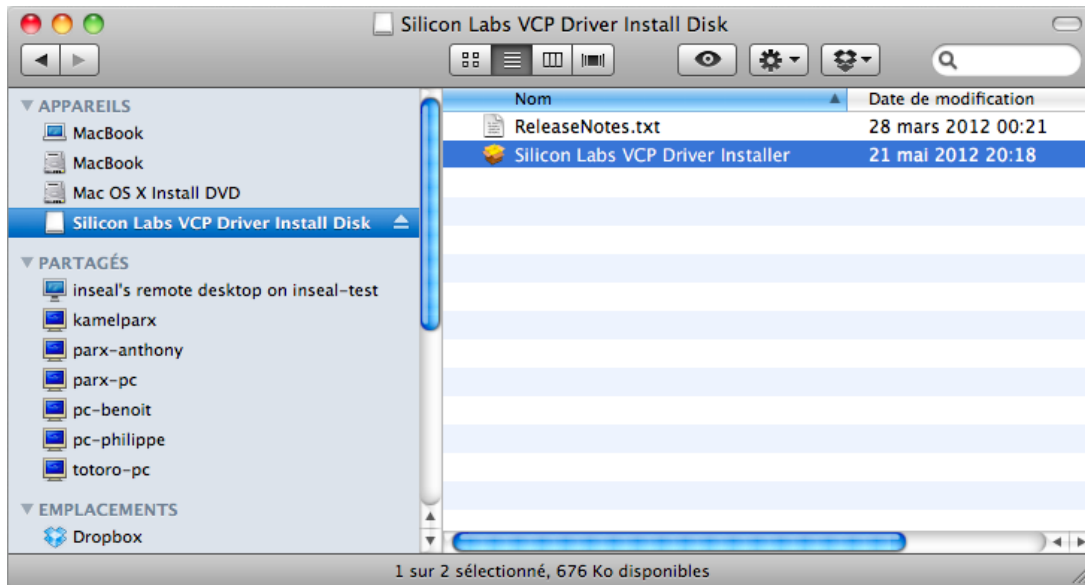
A.2 Driver for Macintosh

Click on the link proposed by the website *Installeer het stuurprogramma monpiaf* .

Follow the steps :

6. Download and execute the dmg file.
7. Go to the *Finder*, menu *Devices*

8. Go to the menu *Silicon labs...*



9. Double-click on installer of driver.

10. After the installation the Macintosh restarts.

After the restart, return the minpiaf website, you should see the message *Uit Lezen von de Piaf*. If not, proceed to next chapter.

A.3 Piaf still not detected

If you have Bluetooth devices on your computer, it can prevent the computer from finding the Piaf.

You have a button on your laptop to deactivate Bluetooth, use it while reloading the Piaf. If not, follow the instructions :

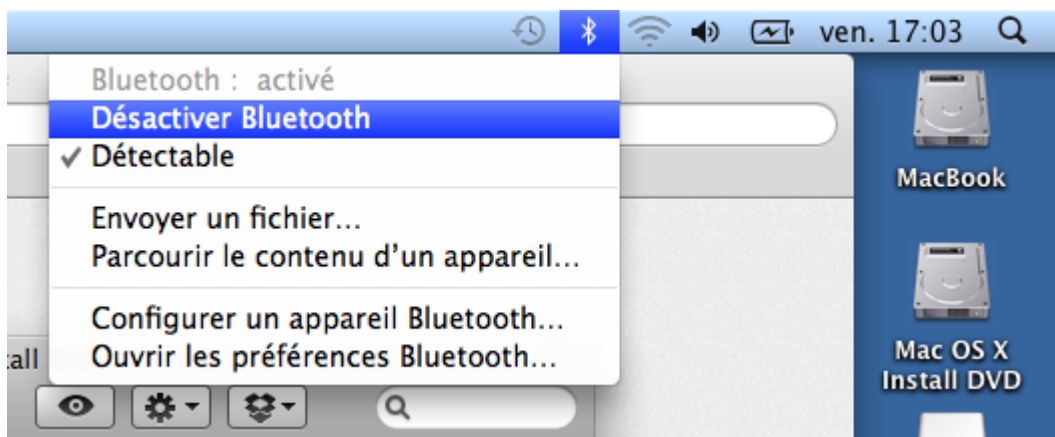
With Windows

Deactivate Bluetooth using the *Bluetooth Manager*. You should see a Bluetooth icon at the bottom right of your screen . Select the manager , enter the menu and choose *Schakel alle apparaten* :



With Macintosh

Select the Bluetooth icon and choose *Schakel Bluetooth uit* :



If Piaf detection fails

If it still does not work, recheck the previous chapters then contact our support : [Contact us](#)

Annex B : Make Java run

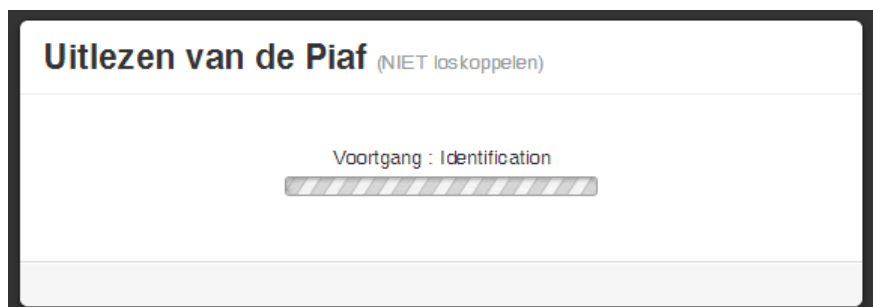
The reloading of Piaf depends on the Java technology. The site works with version 7 and with version 6 (update above 27).

B.1 When Java works

If you see the message *Piaf introuvable*, Java is correctly installed but the Piaf is not detected. Proceed to [Annex A : Installation of Piaf driver](#)



If you see the message *Uitlezen van de Piaf*, Java is working and the Piaf is detected. You can proceed back to step [4.3 Piaf Reading](#)



Else, proceed to next paragraph.

B.2 Java components

For Java applet to work, you need :

1. Java must be successfully installed in your computer
2. Your browser must detect Java installation
3. Java must be allowed by your browser
4. Java applet must be authorized by your browser

B.3 Java installation

If Java is not installed or detected, the website proposes a button *Java Instaleren*. Click on that button to download Java or go directly to the website www.java.com :



If Java is installed but the site continue to propose installation :

1. You may need to authorize Java for your browser : proceed to next paragraph
2. Other versions of Java are installed and are in conflict with the new installed version. First remove every prior versions of Java, then reinstall the last version.

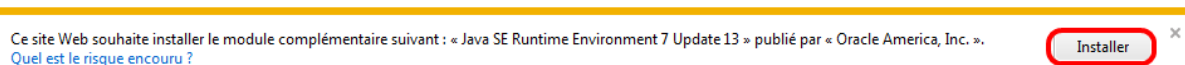
B.4 Activating Java for the browser

When Java is correctly installed, your browser may ask for an authorization to launch the Java applet.

B.4.1 Internet Explorer 9

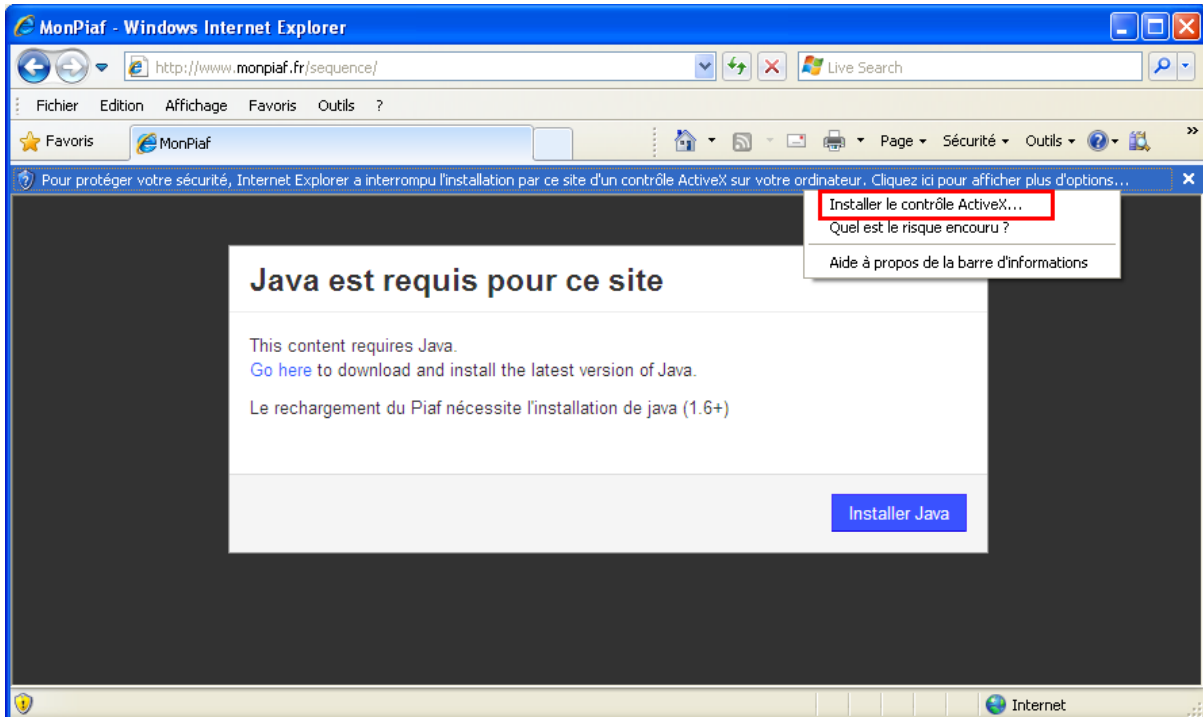
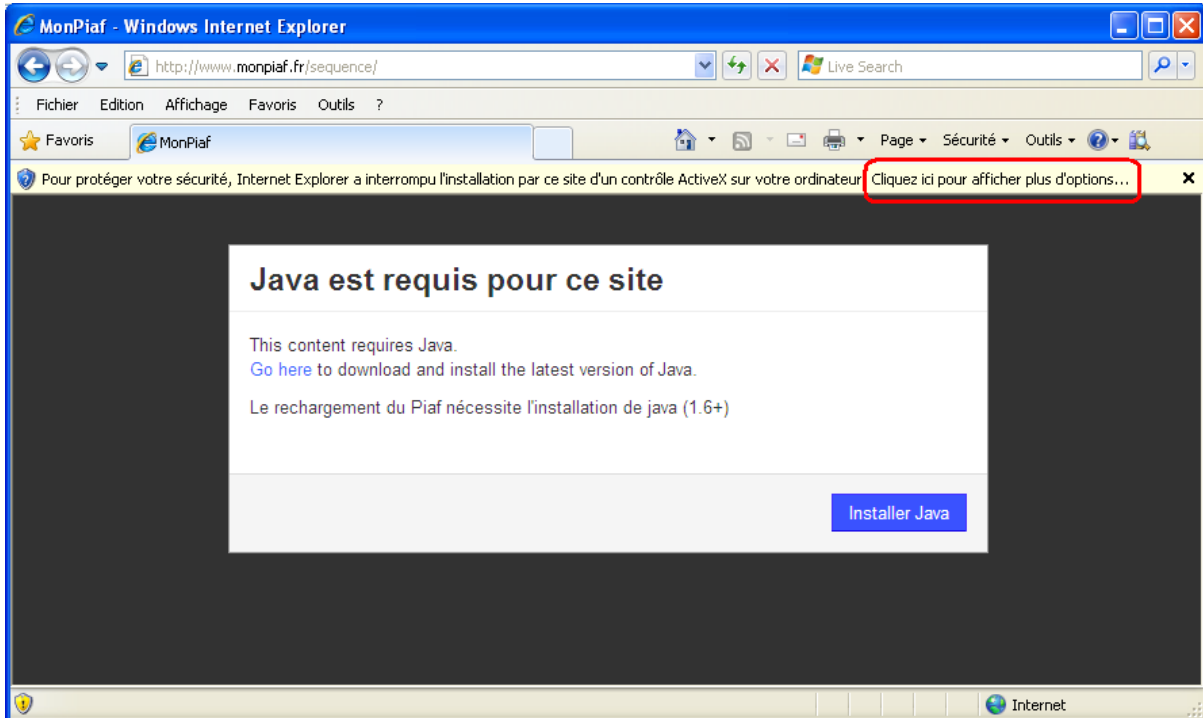
An horizontal yellow bar at the bottom of the screen indicates *This website wants to install the plugin "Java SE Runtime Environment 7" update 13.*

Click *Install* :



B.4.2 Internet Explorer 7 et 8

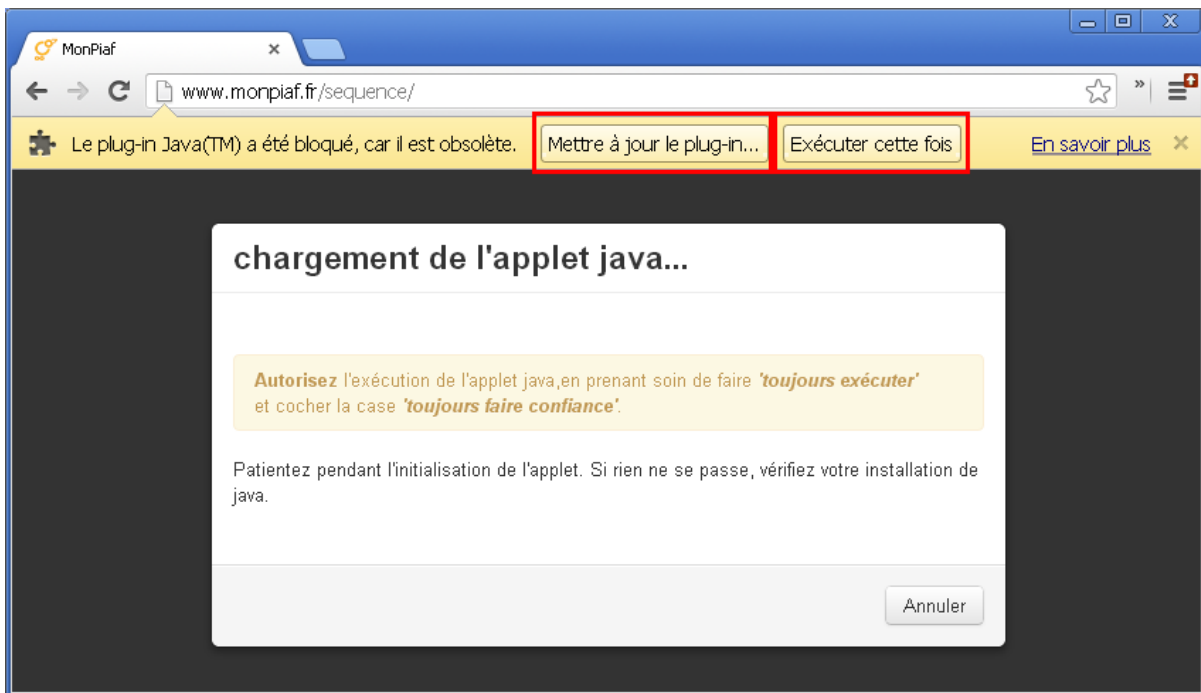
A grey horizontal bar on the top of the screen indicates *Internet Explorer has stopped the installation of an ActiveX*. Click on the bar and choose *Install ActiveX* :



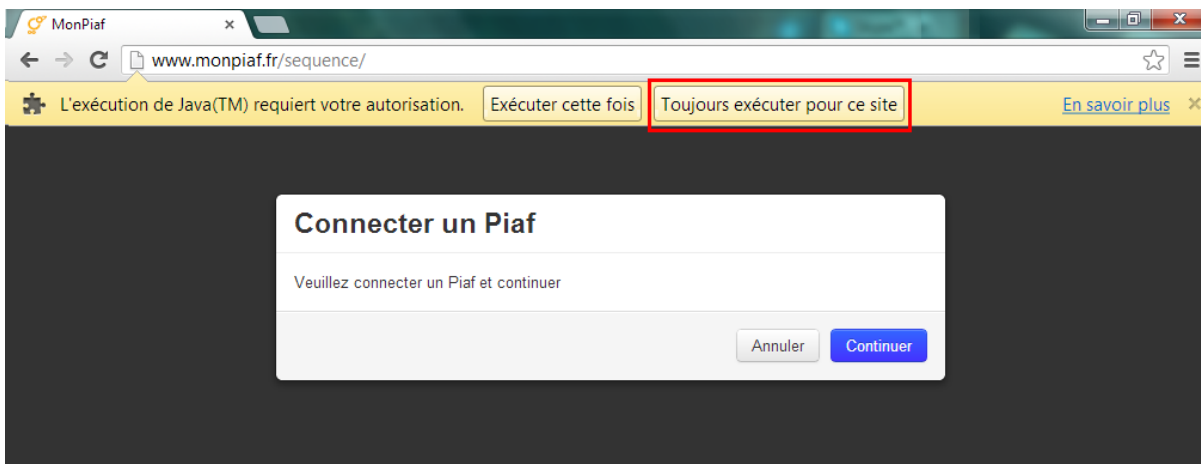
B.4.3 Google Chrome

A yellow bar on the top of the window asks for confirmation.

For the message *The plugin Java is obsolete : Update or Execute once*. Choose *Update* to get the latest version.

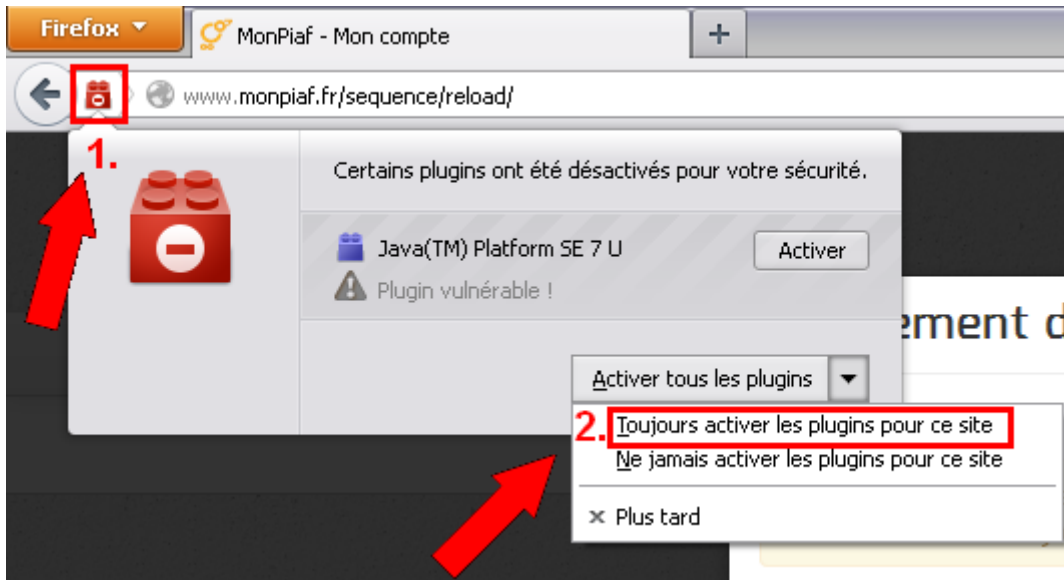


For the message *Execution of java requires your authorization*, choose *Always execute for this site* :



B.4.4 Mozilla Firefox

If nothing seems to happen, a red brick (looking like a LEGO) is visible on the top-left of your screen in the address bar. Click on it to open the panel indicating that Java is deactivated for security reasons, then click on the small arrow near *Activate all plugins* to open the menu and choose *Always activate plugins for this site* :



Note : If Firefox and Java are updated to their latest released versions, you won't need to perform this step.

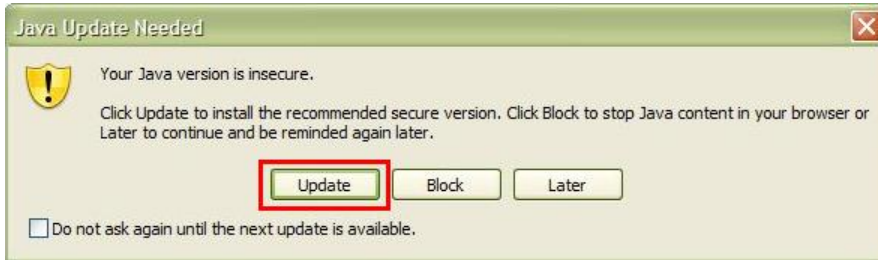
B.4.5 Safari (Mac)

Click on the message *Missing Plugin* and follow the instructions on screen :



B.5 Authorize execution of application

In addition to authorization of Java in the browser, you need to authorize the Java applet. If a message in English indicates *Java Update Needed*, you need to update your version of Java by clicking on the button *Update* or by downloading it from www.java.com :



A grey window then asks for authorization to execute Java applet. Check *Always trust the content from this editor* then click *Execute* :



You should now see :

- message *Uitlezen van de Piaf* : Java runs and the Piaf is detected, you can go back to step [Erreur ! Source du renvoi introuvable. - Piaf Reading](#)



- message *Piaf nicht gevonden* : Java is correctly installed, but the Piaf is not detected.
Proceed to [Annex A : Installation of Piaf driver](#)



If you followed all instructions but Java is still not working, contact our support :

[Contact us](#)

Annex C : Document history

Version	Date	Auteur	Description
1.0	06/02/13	B. Formet	Version initiale