

9550 Series

**Bill, Coin and
Card Vending**

Network Enabled

Admin Manual



Jamex - “The Payment Method People”

Since 1981, Jamex has developed vending technology for a variety of applications. We look forward to assisting people like you with ongoing innovations in revenue generation through vending. Jamex is a manufacturer who believes in service. Should you have any questions concerning your Jamex 9550 Series Vend Station or other Jamex Vending Systems, please call your authorized Jamex dealer, or Jamex customer service at 800-289-6550, or visit our web site at www.jamexvending.com.

Your Partner For 40 + Years

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Introduction

Thank you for choosing a Jamex system for your vending needs. This manual provides instructions for operating and maintaining your Jamex Model 9552/9557/9557-70. Please review this manual completely before beginning to set up and operate the system. Please keep this manual available for you and your technician to refer to. If you need further assistance contact Jamex Customer Support at 800-289-6550 or email us: support@jamexvending.com

Features of Your Jamex Model 9552/9557/9557-70

Jamex Vending Systems are sturdy, compact units designed to allow you to create and monitor a revenue stream using your existing office equipment. Your Jamex Vending System includes the following features:

- Accepts any combination of nickels, dimes, quarters, and dollar coins as well as \$1, \$5, \$10, and \$20 bills (depending on model).
- Cash deposits up to \$999.95 can be held in escrow. This varies based on hardware/firmware restrictions.
- Cash price is adjustable in \$0.05 increments up to \$999.95.
- Card price is adjustable in \$0.01 increments up to \$655.00.
- Electronic coin validation for detection of slugs and foreign coins.
- Jamex's "Change Checker™" technology feature that guarantees enough change will be available to return the full escrow amount in coins when bills are used. Can be disabled if a changer is not installed.
- Over \$30 in self replenishing change storage.

More change storage available with optional high capacity changer.

- Bypass key switch to give staff and service technicians copier access without needing cash.
- Enhanced bypass mode to set a cash value or time limit that keeps the vend station in bypass without leaving the key in the bypass lock.
- Two line display that gives instructions and credit balance to the patron and provides reconciliation data to the administrator.
- Sturdy steel housing with quartz white textured powder-coat epoxy finish.
- Programmable features can include: price per copy, scan, fax, print, custom messages, maximum allowable deposit (escrow), maximum allowed bill, and maximum card value. (Based on the vendible options available for the copier connected.)
- USB ports for the importing/exporting of meters and settings.
- Network connection used for firmware updates, optional Jamex Automated Reporting Software, and advanced diagnostics.

Optional Features

- Extended warranty and support
- USB JPC interface for connection to a host PC for interfacing with vending software
- The 7800 card reader that accepts Jamex Copy Cards, maintaining the highest level of security.
 - Cards can be programmed with values up to \$599.99
 - Cards can be used to track activity for up to four user groups (site codes).
 - Card price is programmable in \$0.01 increments up to \$80.00.
- High capacity changer for even greater coin payout capacity
- International currency capability (call for availability)
- Optional Lane 3600 Credit Card Reader
- CS-1 Support: Mounting system providing security for front cassettes, work area for the patron, and a small footprint
- 57 Base: Free-standing base

Note: Units ordered with the base will arrive with the base already attached for easier installation on site

- Jamex Automated Reporting Software: Emails meter and event reports to programmed email addresses

All Jamex products come with:

- One year of technical support
- One year warranty that covers repair or replacement of parts
- Overnight shipment of warranty parts

Note: Return shipping is not included

The full family of Jamex products includes:

- Multi copy coin only systems
- Multi copy coin & bill vending systems
- Multi copy coin, bill and stored value card vending systems
- Netpad Touch Credit Card Solution
- Lane 3600 Credit Card Solution
- True Count remote digital copy counter
- Print vending systems for computers and computer networks
- System 7000 Stored-Value magnetic stripe card system
- 8200 Series Card Dispenser/Revalue Stations
- Compatible mounting systems and stands
- Copy Card Admin Software (CCAS)

Additional information available at **jamexvending.com**

Installation and Setup

Unpacking The Vend System

The following equipment is included in your Model 9552/9557/9557-70 shipment:

- Model 9552/9557/9557-70 vending unit
- Quick Start Guide, Admin Manual, User Manual
- Copier connection guide (if applicable)
- Power supply
- 6 keys; 2 keys each for the door, bypass lock, and cash drawer.
- Interface cable (if applicable)
- USB cable for Jamex's JPC connection (if applicable)
- Management card set (if applicable)
- Sample cleaning cards (if applicable)

Physical Mounting

Your Jamex Vend System may be mounted on one of the available stands manufactured exclusively for Jamex or it can be mounted to a wall, or cabinet. If securing to a wall or cabinet, route all the cabling through the cabinet through the back of the vend station or through the area at the bottom of the housing next to the hinge.

Ensure that the cables cannot be caught or pinched.

Electrical Installation

Always connect the power supply to the vend station first before connecting the power supply to the wall. There is a round four pin DIN connector which connects to its mating plug. If the vend station is mounted on a base, the mating plug is located under the base. If the base is not attached, the mating plug is located inside the door of the vend station. Next connect the other end of the power cable to an 110 VAC grounded outlet. International power supplies ship with connections specific for your region's voltage.

Attention: A poorly grounded or overloaded outlet will severely impact the vend systems performance. A dedicated outlet is recommended.

Please refer to the Point-to-Point Wiring Diagram, included with your vend station, for the details on connections to your specific copier.

Setting Display Contrast

The contrast of the 2-line display on the top of the vend station can be adjusted. Let the unit fully boot before adjusting. Locate the contrast trim pot near the six button array on the main board. See pages 47 and 48 for the exact location. Turn the trim pot clockwise to adjust the display darker and counter clockwise to adjust the display lighter.

Network Requirements

If your site has purchased the Jamex Automated Reporting Software, your site will need a full time network connection to the vend station. Otherwise you'll only need a network connection when you're:

- Downloading a firmware update
- Performing advanced diagnostics with Jamex engineering
- Firmware Reconfiguration. (A purchased service to reconfigure/upload new firmware when adding an option or changing copier models.)

Note: When networking your vend station, Your site will need to allow inbound and outbound TCP traffic to Jamex's servers on ports 22, 80, and 443. If using the Jamex Automated Reporting Software, add your email server's port. If you're using the Jamex email server, it uses port 587.

Connecting To A Network

- Locate the network port connector hanging inside the Jamex vend station beneath the main board (page 47) and connect a network cable to this port, then connect the other end to one of your network ports.
- The MAC address may not be displayed until a live connection is made. Navigate through the service modes to "Network Settings" to view the MAC address if needed by IT. See pages 7 and 48 for details.
- The Jamex 9550 series Vend Station has DHCP set to "ON" by default. If your site is using a DHCP server, no other settings are required. If manual configuration is needed, the IT staff should review the "Using the Web Tool" and "CSV import/export" on pages 5 and 6. Those steps describe how to import the desired network settings.
- An alternate connection can be made by tethering a cell phone to a USB port. Not all Android phones support this and the vend station is not compatible with iPhone. Data rates may apply.
- Verify that the vend station has network access by starting and stopping a Remote Support Session.
- Locate the remote support button's pin hole on the right side of the main board's cover pan (see page 47). Press and release the button using a pen or paperclip. A "Support Session ID" is shown. Push it again to end. If this fails, Consult with your IT staff to be sure the vend station can send and receive TCP traffic to the internet on ports 22, 80 and 443. Inbound traffic to port 22 often blocked by default. Your IT staff should double check this to be sure it's allowed. If blocked, a session ID will still be displayed but Jamex support will not be able to connect to the unit.

Remote Support Session: 1234

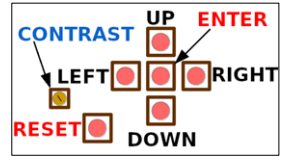
Programming Your Vend Station

Most settings are programmed directly but some need to be imported through a configuration file. Create the file using the Web Tool or use export/import (page 6) to generate a configuration file with all your settings. This file can be used to program several vend stations.

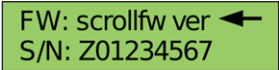
Using the “Web Tool” To Program The Vend Station

An instructional video titled “Using The 9550 Web Tool” is available in the support section at jamexvending.com.

- To find out your firmware version, Open the vend station, quickly press and release the “Enter” (center) button on the board.



- The Jamex display will scroll the current firmware type and version as well as the board's serial number. Note the firmware and press “Enter” again.

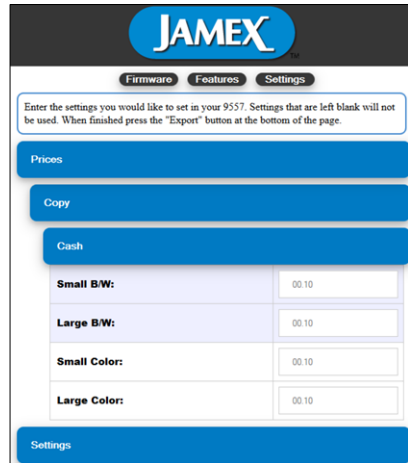


- Connect a FAT 32 formatted USB drive to a PC.

- Go to jamexvending.com. In the support section and select “9550 series Web tool”.

- Click on your firmware and select the set of features from the list, click “Next”. An option not purchased can not be enabled here.

- If you already have an exported config file, you can drop it at the bottom of the page for editing.



- Click an option to change.

Note: When keying in a password be sure there is a “|0” after it.

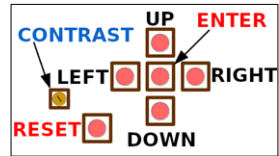
Example: mypassword|0 During import, the password is encrypted and 0 changes to a 1. The password will no longer be displayed as plain text.

- When done editing, click “Export” to save the new file to your PC.
- Cut and paste the file to the root directory of your USB drive.
- Connect the USB drive to your Jamex vend station.
- Import the configuration file as shown on the next page.

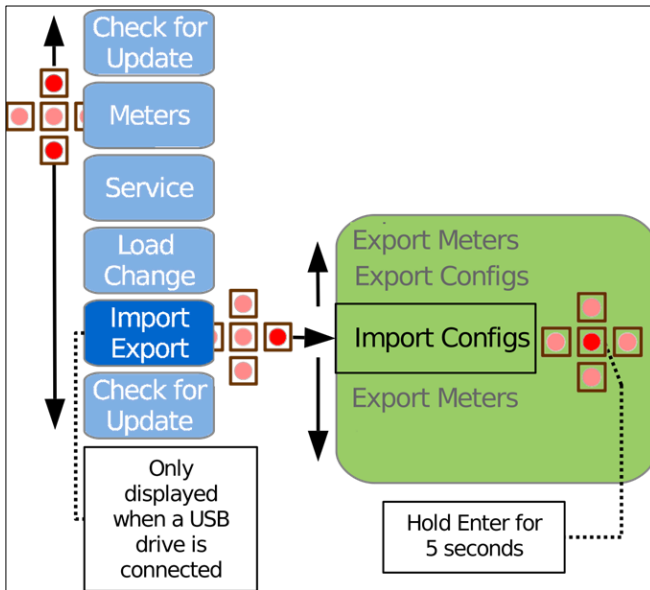
Note: The web tool can be slightly behind firmware changes. Instead of using the web tool, You may need to export your current configuration file and edit the CSV file with a spreadsheet program.

Importing/Exporting a Configuration File

- To import a file, Insert a FAT 32 formatted USB drive containing the CSV configuration file in its root directory into one of the USB ports on the left side of the vend station's main board (page 47).



- Press and hold the “Enter” button for 5 seconds. The display will show "Meters".



- Use the “Up” or “Down” buttons and navigate to Import/Export.
- Use the “Right” button to enter the “Import/Export” sub menu.
- Use the “Up” or “Down” button to navigate to the “Import or Export Configs” options.
- Press the “Enter” button for 5 seconds while on the "Import Configs" to import the settings or on "Export Configs" to export a configuration file. When exporting, remember that any configuration file already on the USB drive will be overwritten.
- Wait until the unit exits service modes before removing the USB drive.

Note: An exported configuration file can be edited with the Web Tool or a spreadsheet program. If using a spreadsheet program for editing, be sure to keep the CSV (comma separated values) format and watch that auto correct does not change the format of any of the fields.

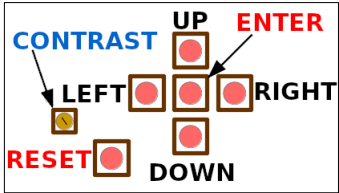
Programming Service Mode Options Using the Six Button Array

There are several service mode settings available to help you configure the vend station to suit your site's needs. For this reason we cannot include a detailed step by step set of instructions for programming each setting. The full list of options can be found on pages 39 — 44. The “Settings Mode Diagram” on page 48 shows each settings location.

The section below walks you through two service mode operations, setting the price of a B/W copy and checking for a firmware update. This will give you the feel of navigating the service modes that you can apply to programming other settings. There are two instructional videos titled, "Setting Prices" and "The Control Pad" that review the steps shown here. These and other helpful videos can be found in the support section at

www.jamexvending.com

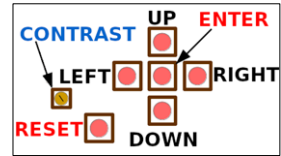
Service Mode Navigation

Buttons	Service Mode Navigation & Menu Options	
Right & Left	Navigate menus, move into or throughout a setting to change values.	<p>These buttons are located on the 9550's main board (see page 46).</p> 
Up & Down	Navigate menus, change individual characters or numbers or select from preset options.	
Enter	Saves a setting or completes an action	
Reset	Exits service modes. (Settings must be saved by pressing enter first.)	

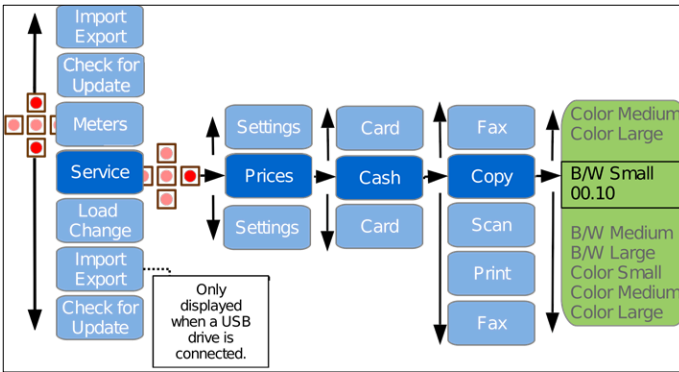
Feature Option	Setting Description
On	1. Vended Feature and its prices are displayed. 2. A Vend Station feature is enabled.
Off	1. Vended feature and its prices are not displayed. However if a charge signal is sent for that feature from the MFP, it will be charged from existing credit. 2. A Vend Station feature is disabled.
Restrict	Vended feature does not display and it's price is set as high as possible to stop patrons from using that feature.
Free	Vended feature is displayed as complimentary and no funds are deducted when it is used.

Setting a Price For a Letter Sized B/W Copy

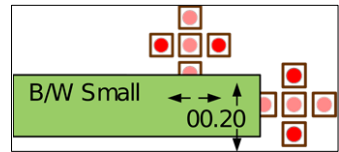
Your board may only connect to a PC or an embedded application. Those devices control pricing so it would not be displayed/set here. The available options vary by MFP manufacturer.



- Press and hold the “Enter” button on the main board (page 47) for five seconds to enter service mode.
- The "Meters" option is displayed. Press the “Down” button once to display “Service”.
- Each press of the "Right" button will display a different menu item in the following order; “Prices”, “Cash”, “Copy”, and the “B/W Small”.



- Press the “Right” button once more to edit the current price.
- Press the “Right” or “Left” buttons to select the specific digit to edit.
- Press the “Up” or “Down” buttons to change that digit's value.
- Press the “Enter” button to save the current value.
- Use the “Up” or “Down” button to select other prices to edit or press the “Left” button to go back to “Copy”.
- Press the “Up” or “Down” buttons to select another feature like “Print”, “Scan” or “Fax” and then use the “Right” button to enter its price menu.
- Press the “Reset” button to exit the service modes.

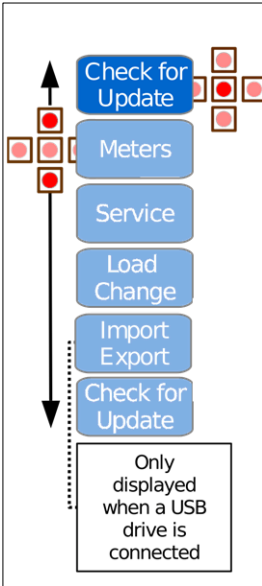


Note: If you do not want to charge more for larger paper sizes or color, match those prices to the small price. A zero price will give free pages.

Checking for a Firmware Update

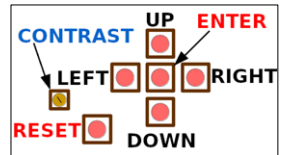
Before you can check for an update, the vend station will need to be connected to a network (page 4). A message of “No update found” can also be displayed if there isn’t a connection to the Jamex server. For this reason you’ll need to verify a server connection by starting a support session first. Those steps are also found on page 4.

You should always check for a firmware update before putting your vend station in service as well as part of your regular maintenance. New features and enhancements may have been implemented as well as modifications to adjust to changing technology.



- Power down the copier.

- Press and hold the “Enter” button for five seconds.



- The display shows "Meters". Press the “Up” button once to display the “Check for Update” option.

- Press the “Enter” button for a few seconds and release to check for an update.

If an update was found the board automatically downloads and installs it. Once the update is finished, the board will restart.

If no update was found, press the “Reset” button to exit the service modes.

Loading Change

The Jamex vend device will self replenish change during normal use. However before putting the vend station in service, you should first load some change using one of the methods listed in this manual. This allows the vend station to reliably return change and to insure the acceptance of bills. The recommended minimum amounts of change for some standard changers are listed here as well as the maximum amounts to completely fill them.

Three tube changer min and max coin quantities

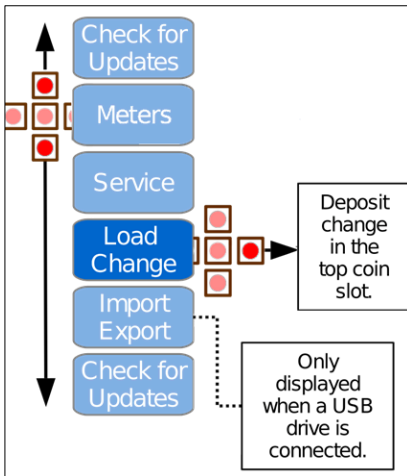
Nickels	(14 min)	= (\$0.70)	(78 max)	= (\$03.90)
Dimes	(13 min)	= (\$1.30)	(113 max)	= (\$11.30)
Quarters	(12 min)	= (\$3.00)	(77 max)	= (\$19.25)
Tube Meter		= (\$5.00)	Tube Meter	= (\$34.45)

Five tube changer min and max coin quantities

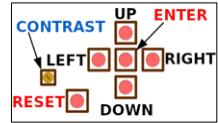
Nickels	(14 min)	= (\$0.70)	(64 max)	= (\$3.20)
Dimes	(13 min)	= (\$1.30)	(97 max)	= (\$9.70)
Quarters	(12 min)	= (\$3.00)	(71 max)	= (\$17.75)
Dollars	(0 min)	= (\$0.00)	(63 max)	= (\$63.00)
Tube Meter		= (\$5.00)	Tube Meter = (\$97.65)	

Note: Changers vary on the maximum amount of coins per tube. The total amount stored varies based on the tube configuration in the changer. Not all changers store/auto replenish coins in every tube (see page 12).

Load Change Mode



- Press and hold the “Enter” button for 5 seconds to enter service modes.
- While "Meters" is displayed. Press the “Down” button twice to display the “Load Change” option.
- Press the “Right” button to enter the “Load Change” mode.
- Deposit coins matching your changer’s configuration in any order through the top coin slot of the Jamex 9550 series vend station.



- The tube total and coin quantity are displayed as each coin is inserted.
- Once a tube is full, a “Tube full” message is displayed and coins are routed to the cash box.
- When finished, press the coin return on top of the vend station.



Directly Loading Change Tubes (removable coin cassette)

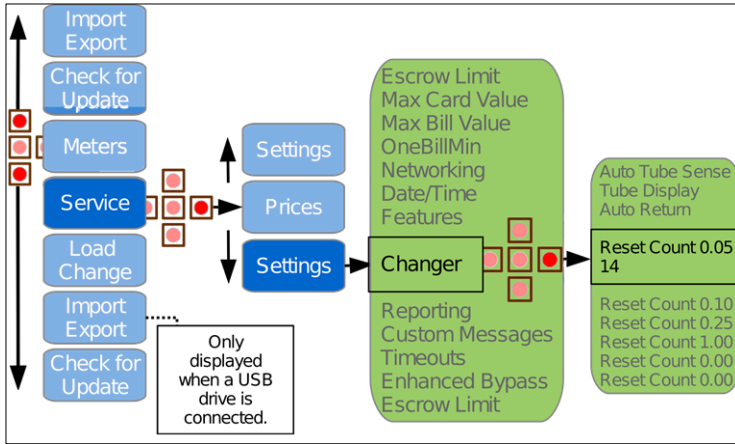
The next few pages show the steps to use a removable coin cassette. This method is only used for changers with this type of coin cassette.

Setting The Tube Reset Count

The “Reset Count” option is used to program a preset quantity of coins you'll load in each tube before performing a “Reset Tube” operation.

- Press and hold “Enter” for 5 seconds to enter service mode.
- Using the service mode navigation steps from pages 7 and 8, follow the chart to navigate to the changer “Reset Count” sub menu.

- Press the “Right” key to set the desired number of coins for each tube. Once set, the value will not reset to zero on its own. If you do not have a removable coin cassette, leave these values at zero.

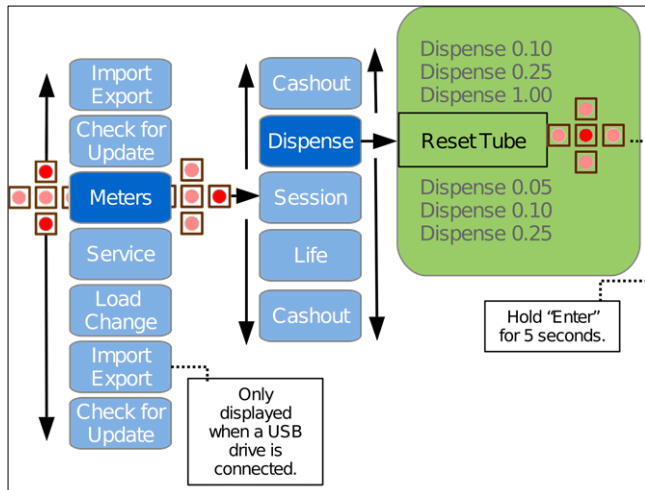


Note: The type of “Reset Count” options shown are based on the changer’s tube configuration. Some changers do not auto store to all tubes. Some redundant tubes will need to be left empty (see page 12). Any auto storing redundant tubes will be grouped as one in the reset count. Load those tubes in an alternating fashion.

Reset Tube Meters

- Empty the coins stored in the changer's coin cassette.

- Navigate to “Reset tube” service mode option.
- Press and hold the “Enter” button for 5 seconds to set the coin quantity reported in each tube to the “Reset Counts” programmed.



- Load coins directly into the removable coin cassette with the same quantities you programmed in the “Tube Reset Count” procedure.

- Load coins in auto storing redundant tubes in an alternating fashion. **The only time you would not** use the vend station's top coin slot to load coins is when loading a removable coin cassette and using the tube reset option to program each tube's value.
- Re-insert the changer's coin cassette and the “Tube” total will now reflect the “Reset Count” coin quantities.
- When using this method to load change you’ll want to be sure the “Auto Tube Sense” option is disabled (page 41).

How Some Changers Handle Redundant Tubes

Not all changers auto store coins in redundant tubes. In this example tubes C and E are both quarter tubes. Tube E may remain empty because the changer does not support auto replenishing coins to that tube. If tube A were also a quarter tube, Tubes A, C, and E would be redundant. If tubes A and E are not auto storing, the changer will always leave those tubes empty.

A	B	C	D	E
□	□	□	□	□
☶	□	□	□	□
☶	☶	□	☶	□
☶	☶	☶	☶	□
\$	N	Q	D	Q

Do not load coins into tubes that are not auto replenishing/auto storing.

Dead Tube Inventory

Most high capacity changers use a "Dead Tube Inventory". This means that a few coins in each tube may not be paid out. These changers try to pay out coins at a higher speed and having a little extra weight on top of each coin improves reliability during pay out. These coins are hidden from the vend station and may not be paid out. This varies from changer to changer and by coin type.

Auto Tube Sense: This option (page 41) can be used with some high capacity changers. Enabling this option lets you load change into the coin cassette and press reset. The tube meter will be set to the value the changer reports for each tube. The caveat is even with compatible changers this method is not 100% accurate. It varies because of the different methods manufacturers use to calculate this value. A changer's value can be off (high or low) by a few coins in each tube. Some changers do not detect coin quantities at all. They only track when a tube is full or empty. To test this, load about 20 of each coin denomination into the coin cassette's auto storing/replenishing tubes. Be sure the tube meter is at zero and Auto Tube Sense is on. Press reset (May even require a power cycle). Navigate to the dispense modes as shown on page 17. If the changer did not accurately track the coins for each tube, disable Auto Tube Sense and use the other methods to load and track the coins in the changer.

Jamex Automated Reporting Software (Optional)

The Jamex Automated Reporting Software enables the Jamex 9550 Series Vend Station to send session and life meter counts, cash totals and event reports to the email in boxes of a programmable list of recipients.

Life Meters	Value
Copy Cash Small BW	5028
Copy Cash Medium BW	259
Copy Cash Large BW	106
Copy Cash Small Color	809
Copy Cash Medium Color	478
Copy Cash Large Color	60
Scan Cash Small BW	0
Scan Cash Medium BW	0
Scan Cash Large BW	0
Scan Cash Small Color	0
Scan Cash Medium Color	0
Scan Cash Large Color	0
Print Cash Small BW	188
Print Cash Medium BW	0
Print Cash Large BW	0
Print Cash Small Color	59
Print Cash Medium Color	0
Print Cash Large Color	6

Cash Meters	Value
Cash	100.60
Bypass	19.00
Bill	80
Box	20.60
Tube	34.45
Card Add	0.00
Card Sale	200
Host Cash	0
Host Bypass	0
Host Card Add	0

From: Jamex 9557
 Subject: Jamex Event
 To: You
 Report Date: 1/1/2020
 MAC: 00:00:00:00:00
 Board S/N Z12345678
 9500 Firmware: 1.9.8-1

Device is low on change

Denomination	Count
0.05	0
0.10	10
0.25	8
1.00	4
Tube Total	7.00

Bypass used for \$9.00 on 1/1/2020 9:00:00 PM



Import/Export will only display when a FAT 32 USB drive is connected prior to entering service mode.
Hold Enter for 5 seconds and release to check for an update or to Import/Export.

Service Mode Navigation

CONTRAST UP ENTER
 LEFT RIGHT
 RESET DOWN

Menu options vary based on firmware configuration

Enter the service mode by holding the enter key for 5 seconds. "Meters" will be displayed first.

An arrow exiting a menu toward the right indicates a press on the right button moves to that menu.

The left button moves back to the previous menu.

While viewing a setting, pressing the right button enters the setting's edit mode.

Enter the Load Change mode by pressing the right button while the "Load Change" text is displayed. Then drop coins into the coin slot on top of the vend station. To exit load change mode, press down the coin return button. Never use the reset button to exit the load change mode.

Use the up or down buttons to navigate in an individual menu..

Pressing the enter button will save a setting. The service mode can not be exited if a setting has not been saved

The Automated Reporting Software is not accessed from a PC. It's installed on the vend station. Reports of meters and events are emailed to a programmed set of recipients. This information can be used for cash collection and predictive maintenance. A detailed CSV file attachment is attached that can be imported into a spreadsheet. This is helpful if your site doesn't allow the use of USB drives to export meters. The Reporting Software can be configured to report for the following system events:

- **Power On:** Alerts you to system resets, possible electrical issues or patron tampering.
- **System Updates:** Allows you to keep a record of when the vend station's firmware was last updated and to what version.
- **Bypass key usage:** Tracks when the bypass key is used and the value of that job.
- **Errors:** Some peripheral devices can report errors. A report is sent when an error is reported to the vend station's main board.
- **Resetting the cash meters:** A report of all the meters as they were just prior to being reset.
- **No Change:** A report of the tube inventory when the "No Change" light comes on. This allows staff to know in advance what type of change needs to be loaded into the vend station.
- **Number of bills:** Reports when a programmed number of bills (pages 42 & 43) are in the bill box. When setting this value, Keep in mind that a CoinCo BP4 holds 300 bills and a Pyramid Apex 7400 holds 500.

Jamex Automated Reporting Software Requirements

Aside from purchasing the Jamex Automated Reporting Software to be installed on your vend station's board, you will also need a full time network connection to the Jamex vend station and an email account from which the vend station can send reports from. You can use the free Jamex email server or choose to use your own SMTP server.

Jamex Free Email Server

Jamex provides free use of an email server. Use of the Jamex email server is a safe and simple implementation since it is dedicated to only sending emails generated by your Jamex device. You'll simply need to program the list of "To" addresses, set a machine name and be sure port 587 on your network allows inbound and outbound traffic from the vend station to the internet. See pages 42 and 43 for all the reporting settings.

Customer Selected Email Server

You can use your own email server but you will be responsible for its configuration. Some email accounts require different security settings to be able to send emails from an automated device and some services may block emails sent from this type of device all together. This refers to a device that can only connect to the server with a user name and password. It is not like a cell phone or tablet so it cannot respond to security prompts or dual authentication. These newer security requirements have led email providers to label devices like these as less secure. They are sometimes referred to as LSAs (less secure apps) and would need to be allowed by your email server.

When using the optional reporting feature please consider allowing Jamex access to your emailed reports by selecting "Yes" to the "Share data with Jamex" option in the service modes. This information is used to help us improve our products and services.

- Your data is not sold or shared in any way.
- Your email address will not be shared with any third party or added to any mailing lists.
- If you allow sharing of your data, you can easily request a copy of a specific report by emailing support@jamexvending.com.

Importing Email Settings

You can edit an exported config file or use the Jamex 9550 Web Tool and import a configuration file (pages 5 and 6) to program your email server's settings. Enter all the information provided to you by your IT staff. If you use the Jamex free email server, you'll only need to choose the desired reports, a from name and the list of "To" addresses. The information shown below is for display purposes only.

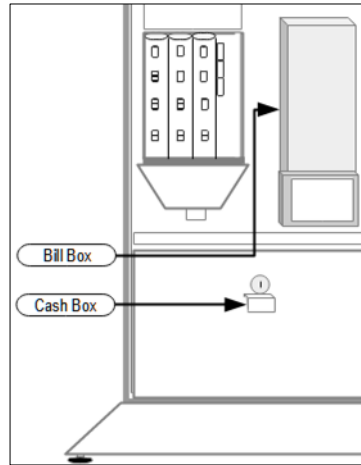
Reporting	
Reports Enabled:	Yes ▾
Server URL:	smtp.my.com
Server Port:	587
Server User:	Jamex9557
Server Password:	password 1
From Address:	myaccount
From Name:	Jamex rm 1
To Addresses:	email@email
Date (Day of month):	10
Day (Day of week):	Not set
Hour (Hour of day):	8
Report Power On:	No ▾
Report Updates:	Yes ▾
Report Bypass:	Yes ▾
Report Peripheral Error:	No ▾
Report Cahsout:	Yes ▾
Report No Change:	Yes ▾
Report # Bills:	285

Note: If you are using the Jamex mail server and accidentally import a config file that overwrites the settings, Enter service modes and set Jamex mail to "Off". Save and exit the service modes. Enter the service modes again and set it to "On" to restore the email server settings. Export a file with the new settings to avoid this from happening in the future.

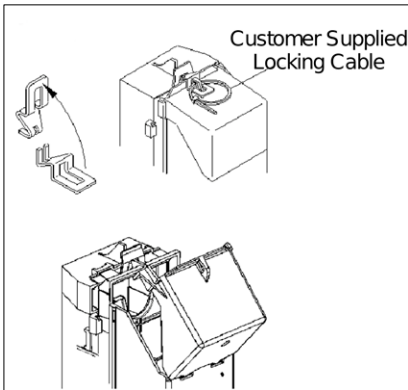
Cashing Out the Vend Station

Removing Cash Cash Drawer or Cash Box

- Unlock the Cash Box.
- Pull the drawer straight outward toward you.
- Use caution as a full cash box can be very heavy.
- When replacing the cash drawer be sure it is back in place correctly.
- Lock the cash box to prevent it from shifting and causing coin jams.



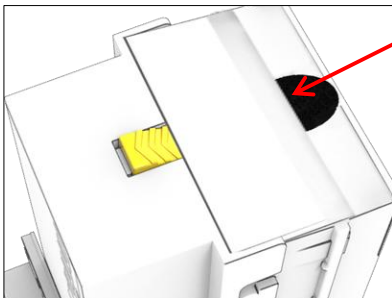
CoinCo Bill Acceptor



- Remove any customer supplied lock or locking cable.
- Remove the optional silver colored locking bracket on top of the bill box by lifting up on the front of the bracket so that it rotates up and releases the forked end.
- Pull the top of the bill box lid toward you to open to remove bills.
- Close the lid and then reinstall

any locking bracket or cables.

Apex 7400 Bill Acceptor



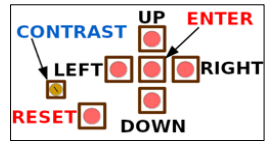
Flip the top door of the bill box away from you to open to retrieve the bills.

Removing Change From the Change Tubes

It is recommended to leave the change in the tubes and factor in the

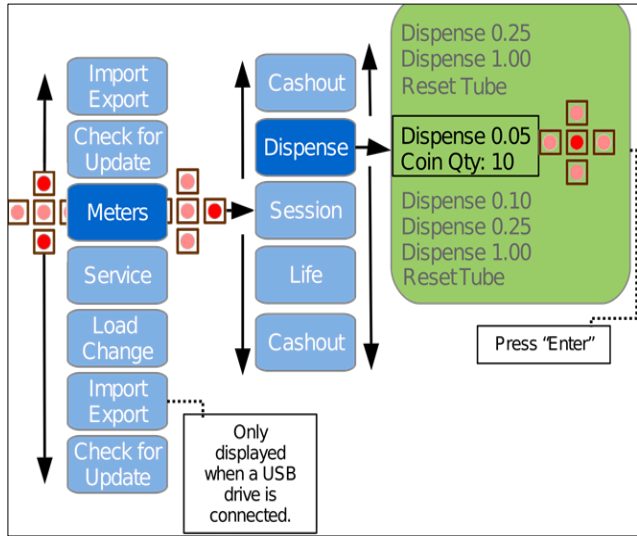
difference in tube meters as part of the reconciliation process (See pages 20 – 22). You will also see on those pages that there are a few different options regarding using the same tube meter each time.

Lowering The Tube Meter (Dispensing Coins)



- Press and hold the “Enter” button for 5 seconds to enter service modes.
- When “Meters” is displayed, press the “Right” button.

- At Session" press the “Up” button to navigate to “Dispense”.
- Select “Dispense” by pressing the “Right” button.
- Use the “Up” or “Down” buttons to select a denomination.



- Press “Enter” to pay out a coin while the coin denomination and "Coin Qty" are displayed. The coin quantity number is reduced by 1 each time the changer's payout mechanism activates to pay out a coin.
- Hold the “Enter” button down to pay out multiple coins.

Note: A jam in the payout section results in the changer going through the motions of paying out coins. However, because the coins were stuck, none were returned but the vend station now shows less coins in that tube than there actually are. Once the jam is corrected, you'll need to empty that tube. If the tube meter is at zero, you may be able to remove the coin cassette and simply empty that tube. If the changer has fixed tubes or you cannot easily dump coins from a single tube, continue paying out until the tube is empty and the coin quantity for that tube is at zero. Reload the coins as shown on page 9.

Never turn a vend station upside down to empty the changer!

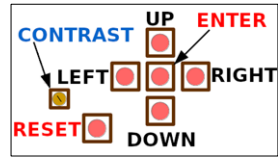
Retrieving The Cash Meters

There are three ways to get the "Cashout" meters.

1. Manually scroll through each meter and note it in a log.

Reviewing the "Cashout" Meters in the Service Modes

• Press and hold the “Enter” button for 5 seconds to enter service modes.

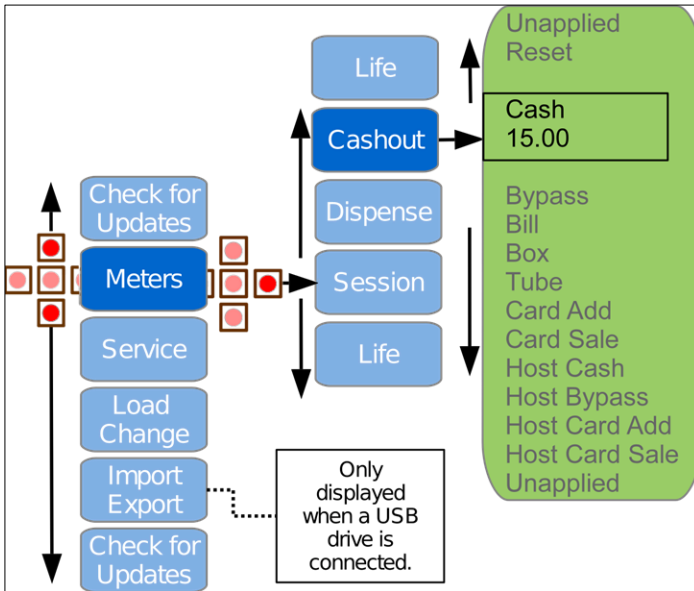


• While “Meters” is displayed, press the “Right” button.

• Use the “Down” button to navigate to the “Cashout” selection

• Select “Cashout” by pressing the “Right” button.

• Use the “Up” or “Down” buttons to review all of the “Cashout” meters. Each meter's name will be on the top line with the value on the bottom line.



The “Cashout” meters can be reset following a reconciliation (page 25). The “Tube” meter can only be reset by paying out coins through the “Dispense” mode (page 17) or the “Tube Reset” operation (pages 10-12).

2. Exporting the Meters to a USB Drive.

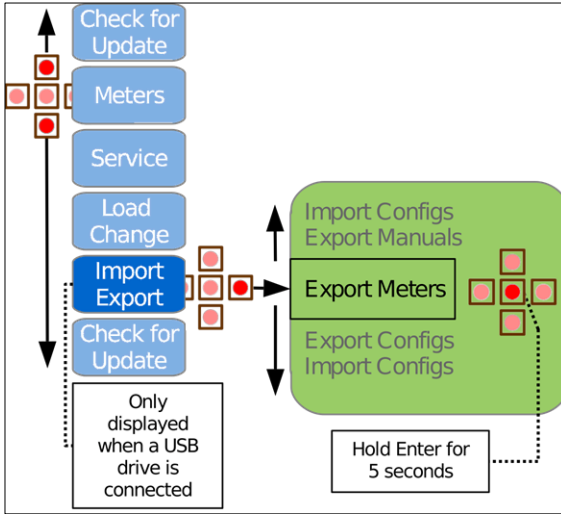
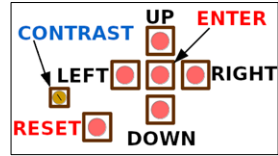
Note: This needs to be done before meters are reset (page 25).

USB-CSV Meter Export

Use the USB-CSV export function to export the meter readings to a CSV

(comma separated values) file that can easily be imported into a spreadsheet.

- Insert a FAT 32 formatted USB drive into one of the vend station's USB ports.
- Press and hold the “Enter” button for 5 seconds to enter the service modes.



- Use the “Down” button to navigate to “Import/Export”.
- Use the “Right” button to navigate to “Export Meters”.
- Press the Hold the “Enter” button for 5 seconds to export your meters.
- Once complete, the vend station will exit the service modes.
- Remove the USB drive and connect it to a PC to view the file.
- Open a spreadsheet program and import the CSV (Comma separated values) meters file.

Note: The file name will show the date and time it was exported.

Example: jamex_meters[02-06-18 03.42 pm].csv

3. Use the optional Jamex Automated Reporting Software

The Reporting Software is covered on pages 13 – 15. The meters report is emailed to you when the cash/session meters are reset (page 25). The report has all the information as it was just prior to reset.

Reconcile the Cash Meter Totals With the Cash On Hand

Cash Totals

Different features/options of your Jamex 9550 Series Vend Station can give you more than one "Cash" meter to consider. These would be added together to calculate the total cash taken in for this period. See page 23 for detailed meter descriptions.

Cash: This meter is incremented by the amount deducted from cash deposited into the vend station for copier vended functions.

Card Add: Cash that was added to cards inserted into the optional 7800 stored value card reader.

Host Cash: Similar to the cash meter but reflects charges made by vending software running on a connected host PC.

Note: The Host software may provide a more detailed report as to how funds are used. This meter is an aggregate total of all of the Host PC's charges since last reset.

Unapplied: This meter is used to track funds that could not be tracked to any other meter. The conditions listed below will increment this meter.

- Patrons may get short changed if using the vend station while the no change light is on.
- A copier may send a charge signal after the vend station has disabled it resulting in a partial charge.
- In the "Timeouts" section of the service modes (page 43), The vend station can be programmed to return or keep any unused funds if the device is left idle. When funds are kept they are tracked to this meter.

Cash on Hand

When reconciling, most customers only remove the funds from the bill box and bottom cash box. We refer to those funds as "Cash on hand". The corresponding cash meters are the "Bill" and "Box" meters. Cash on hand should be equal to the combined sum of those two meters. You may expect the cash on hand total to be equal to the cash meters but this is not always true. It doesn't mean you're short funds or you've collected more than you should have. It varies because of the way coins in the change tubes are paid out and replenished. You can account for this by keeping a record of the previous and current tube meters and noting the difference. The next page explains how the tube difference comes into play when reconciling and goes over how to factor in the tube meter difference when you reconcile cash on hand against the cash meters total.

Negative Tube Difference

If there is a negative difference in the tube meter when compared to the tube meter from the previous reconciliation period, it means larger bills

Unapplied Credit Reset
Cash 15.00
Bypass
Bill
Box
Tube
Card Add
Card Sale
Host Cash
Host Bypass
Host Card Add
Host Card Sale
Host Refund
Unapplied Cash Reset

were used to pay for small copy jobs. This used the existing change in the change tubes. The change was returned to the patrons in exchange for bills. These bills are now part of your “cash on hand”. The funds removed from the bill box and cash box will be greater than the cash meters by the amount of the negative tube difference.

Negative Tube Difference Adjustments

Your cash meters totaled \$45.00 but you've removed \$50.00 in bills and coins. The extra \$5.00 of that cash on hand came from the change tubes. The formula would be

Previous Tube Meter = 20.00 **Current Tube Meter = 15.00**

$$\begin{array}{r r r r r r r} \textit{cash on hand} & + & \textit{negative tube difference} & = & \textit{cash meter total} \\ 50.00 & + & (-5.00) & = & 45.00. \end{array}$$

Positive Tube Difference

If there is a positive difference in the tube meter when compared to the tube meter from the previous reconciliation period, it means coins went into the change tubes to replenish depleted change. These coins did not go into the cash box at the bottom and are not part of your cash on hand. Cash on hand will be lower than the cash meters by the amount of the positive tube difference.

Positive Tube Difference Adjustments

Your cash meters totaled \$45.00 but you've removed only \$40.00 from the vend station. It's because \$5.00 of the funds taken in went into the change tubes. The formula would be

Previous Tube Meter = 20.00 **Current Tube Meter = 25.00**

$$\begin{array}{r r r r r r r} \textit{cash on hand} & + & \textit{positive tube difference} & = & \textit{cash meter total} \\ 40.00 & + & (5.00) & = & 45.00. \end{array}$$

Note: Sample spreadsheets are available upon request by emailing info@jamexvending.com

Alternative Method Using a Predetermined Tube Meter

You may choose to eliminate the need to reconcile cash on hand against a fluctuating tube meter. Choose a starting amount of coins for each tube that you want to begin each reconciliation period with. This will give you the same starting tube meter each time. The next two sections describe the steps to set this up but it will vary base on the type of coin changer in your vend station.

Changer With a Removable Coin Cassette

You can then use the “Tube Reset” procedure (page 11) for changers that have a removable coin cassette. This does add a few extra steps to your

cash out process.

- Combine coins from the changer's coin cassette with the coins in the cash box making them part of your "Cash on Hand" funds.
- Use those coins to reload the coin cassette. Drop these coins directly into the coin cassette to exactly match the "Reset" values programmed (pages 10 — 12).
- If you are short a specific coin denomination, change out bills from the bill box to reach the desired reset values for each tube. Do not use any of the coins in the cash box to make change for the bills. When you use bills to make change, be sure to note the transaction in your logs as the total of bills removed is now lower than the "Bill" meter but your overall "Cash" meter will match your "cash on hand" total.
- Load the coin cassette back into the changer.
- Perform a "Reset Tube" operation (page 11) to reset the tube meter to the programmed "Reset Count" you've chosen (page 10). This will set the tube meter to match the reset count and that should match the amount of coins you've just loaded into the coin cassette.

Hint: Mark each coin cassette's tubes once the desired amount of coins are inserted. After that you may not need to count out coins each week. Then simply add or remove coins to fill the change tube up to the mark.

Changer With Non Removable Change Tubes

You can use a desired starting tube meter with a changer that has fixed tubes. You'll need to manually pay out change (page 17) from each tube to adjust the coin's meter lower. If you need to add change you would use the coins from the cash box and the "Load Change Mode" (page 10) to load coins back into the change tube to reach each tube's target value.

Attention: Manually paying out and reloading change to reach a desired tube value will put a lot of extra wear and tear on the changer and add extra time to your reconciliation process. If you choose to adjust your tube meter in this way, you may experience premature hardware failure.

Visit the support section at jamexvending.com to review all the available videos regarding your Jamex 9550 vend station.

Detailed Meter Descriptions

Session Meters

These meters track the count of all vended functions (copies, prints,

scans, faxes). They are reset at the same time the vend station is cashed out to make it easier to separate counts from each reconciliation period.

Life Meters

These meters track the same information as the session meters but these counts are not re-settable. These meters show how much use the vend station gets. Heavily used vend stations will require more maintenance.

Cash Meters

- **Cash** is the total cash charged for copier vended functions.
- **Bypass** is the total value of vended copier functions using bypass.
- **Bill** is the total of bills stacked in the bill acceptor.
- **Box** is the total value of coins routed to the cash box in the bottom.
- **Tube** is the total of change currently in the change tubes.

Optional Cash Meters depending on configuration

- **Card Add** is the total value added to stored value cards.
- **Card Sale** is the total value deducted from cards.
- **Host Cash** is the total cash charged by software running on a connected PC.
- **Host Bypass** is the total value of deductions software made while the vend station was in bypass mode.
- **Host Card Add** is the total value of funds added to a stored value card from software running on a connected PC.
- **Host Card Sale** is the total value of funds deducted from cards by software running on a connected PC.

Unapplied: This meter is used to track funds that could not be tracked to any other meter. The conditions listed below will increment this meter.

- Patrons may get short changed if using the vend station while the no change light is on.
- A copier may send a charge signal after the vend station has disabled it resulting in a partial charge.
- In the "Timeouts" section of the service modes (page 43), The vend station can be programmed to return or keep any unused funds if the device is left idle. When funds are kept they are tracked to this meter.

Reading All the Meters

The meters on the 9552/9557/9557-70 models can be viewed through the service modes using the six button array on the vend station's board as well as being exported as a CSV (comma separated values) file to a USB drive for review on a computer. If your system has been purchased with the Jamex Automated Reporting Software, these reports can be e-mailed to a programmed list of email addresses.

Navigating the service modes:

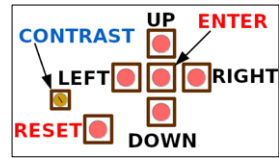
“Right” button moves into the service menu.

“Left” button returns to the previous menu.

“Up” and “Down” buttons move between selections in a mode.

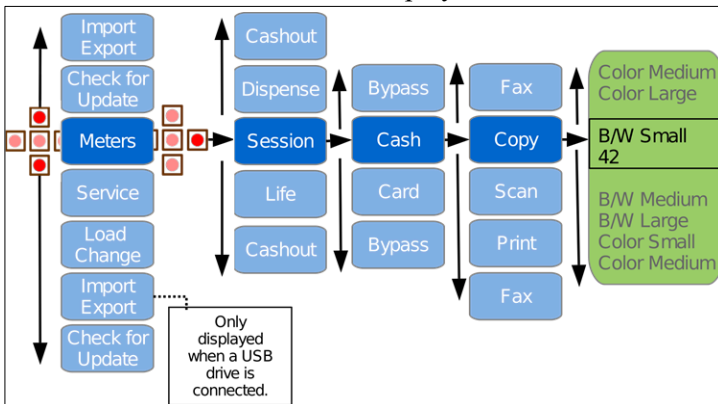
“Enter” selects a mode, performs an action or saves a setting.

“Reset” exits service modes (a changed setting must be saved first).



View a Copy Meter

- Push and hold the “Enter button for 5 seconds to enter the service modes. The word “Meters” will be displayed.



- Press the “Right” button to enter the “Meters” menu. Next “Session” will be displayed.
- Press the “Right” button again to enter the “Session” menu and “Cash” will be displayed.
- Use the “Up” or “Down” buttons to choose the payment type to review “Cash”, “Card” or “Bypass”.
- Press the “Right” button to enter the selected feature charged by that payment type.
- The feature “Copy” will be displayed. Use the “Up” or “Down” buttons to review “Copy”, “Print”, “Scan” or “Fax” meters.
- Press the “Right” button to view the selected meters.

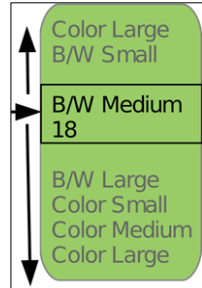
Note: Your copier may not support vending of all the functions shown here and therefore those meters would not be displayed or left at zero.

- The “B/W Small” meter will be displayed on the top line and a number on the bottom line. This is the number of copies of this type made since the last reset.
- Use the “Up” or “Down” buttons to review the meters of all other copy types recorded.

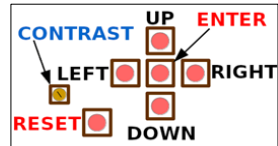


Resetting the Session and Cash Out Meters

After you've reconciled your vend station you'll want to reset the cash meters for the next reconciliation period.



- Press and hold the “Enter” button for 5 seconds to enter service modes.
- Select “Session” by pressing the “Right” button while "Meters" is displayed.
- Use the “Down” button to navigate to the “Cashout” selection.

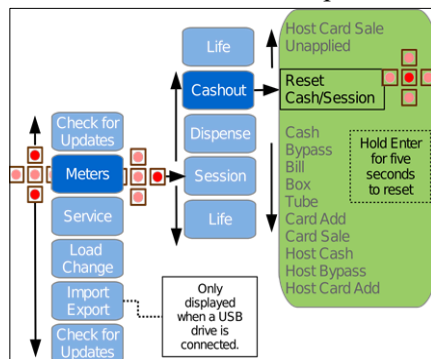


- Select “Cashout” by pressing the “Right” button.
- Use the “Down” button to navigate through all the cash meters.
- To reset these meters to 0.00, use the "Up or Down" buttons until the “Reset Cash/Session” option is displayed.

Reminder: If you use the report export feature (page 19) Be sure this has been done before resetting the Cash/Session totals. If you are using the optional Reporting Software, you can move on to the next step.

- Hold the “Enter” button for 5 seconds to reset all Cash and Session Meters to zero. The tube meters will not reset.

Note: When using the optional Reporting Software, a report with the current meters will automatically be sent to the programmed email addresses with the meter information just prior to reset. A CSV file is attached containing the same information.



System Wide Stored Card Value Reconciliation

A stored value card system needs to be handled a bit differently. The amount of value stored on cards needs to be looked at as a whole. The reason behind this is a card can be revalued in one place but used in another. To get an accurate picture of the value still existing on cards vs. the amount already used:

- Start with the total of the “Value Add” and “Host Card Add” meters from all the Jamex Card Revalue Dispensers and Vend Stations.
- Add in any starting value that was pre-programmed on cards sold.
- Add the amount of value programmed with **Copy Card Admin Software** on cards sold and any existing value that was overwritten using batch mode. Note those funds as unused.
- Add in the amount of value from cards sold that had value programmed from a Jamex 7112 card reader's batch revalue mode using the “Set Card Value” management card or the Copy Card Admin Software's batch revalue mode.

Note: Batch mode does not add value to the existing card's value. The existing card's value is overwritten. You should log any existing card value before overwriting a new value to properly reconcile card funds.

- You should now have the total of the value stored on all sold cards.
- Combine the value from all of the “Card Sale” meters on all vend stations.

Note: You may have some older vend stations on site that may not have a “Card Sale” meter. You’ll need to take the card meter difference from the last reconciliation period until now and multiply that by their respective prices.

- Finally deduct the total value of sold card copies from the total value still stored on sold cards. This gives you the amount of funds taken in for card sales and the value still remaining on cards yet to be used.

Note: Most card meters on Jamex devices are not re-settable so you should keep a log from each cash out to track the difference each week.

MDB Credit Card Reader Reconciliation

An MDB credit card reader's sales will be tracked like a stored value card reader except there will never be any value added to cards. You'll just reconcile with the report from your bank. Keep in mind that if you charge a minimum transaction fee that is higher than the cost per page, you'll take in more credit funds than the card meters will show. This will happen every time a patron uses a credit card for a single page job.

Your Jamex Vending System requires occasional cleaning of the bill acceptor, coin changer, and card reader. The frequency of cleaning depends on the environment and amount of use. Debris can be dropped into the coin slot by patrons and cause coin jams. Instructions for clearing jams are listed here. For your convenience, instructional videos are also available in the “Support” section at jamexvending.com

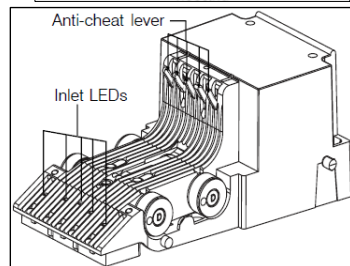
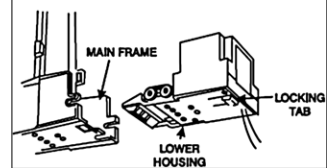
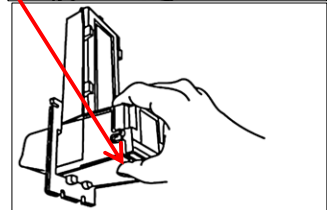
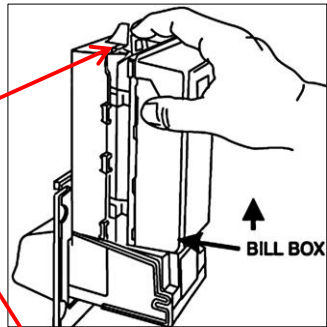
Check for a firmware update

You should occasionally check for firmware updates (page 9).

Always disconnect power before performing any maintenance

Cleaning the CoinCo BP4-BX5 Bill Acceptor

- Remove any locking plates or cables from the top of the bill box (page 16).
- Push the bill box tab away and slide the bill box upward and off.
- Push up on the locking tab on the bottom and pull the lower housing towards you.
- Clean plastic parts and belts with a mild soap and water solution and a soft cloth. Only use Isopropyl alcohol to clean the metallic magnetic read head located in the in the main frame of the bill acceptor.



Bill Acceptor Issues

If the bill acceptor motor runs continually, it is likely due to a stuck bill or a jammed anti-cheat lever.

- Disconnect the power to the vend station.
 - Remove the lower housing of the bill acceptor.
 - Remove any pieces of a bill you may find and verify the anti-cheat lever on the lower housing moves freely. The fingers of the lever should return to a forward resting position as shown.
 - If the anti-cheat lever is out of position and not moving freely, lock it back into position by pulling the fingers straight upward until a "click" is heard.
 - Once the levers move freely, insert the housing and connect the power.
- There is a slight pause before a bill is rejected, watch the display just**

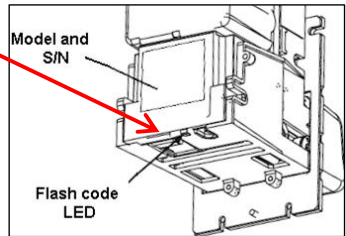
before the bill is returned for a "LoChange", "Too Much" or "Bill to large" message. If there seems to be enough change, you may need to empty (page 17) and reload the change (pages 9 — 11). If the message "Too Much" is displayed, it indicates the value of the bill would credit an amount higher than the "Escrow Limit" setting (page 39). If the bill is too large, check the "Max Bill" setting (page 39)

If a bill is rejected quickly or is not pulled in all the way it is possible the bill acceptor's sensors have failed and it needs to be replaced. First review the video on how to clean a bill acceptor in the support section at jamexvending.com

The Bill Acceptor Appears To Be Dead.

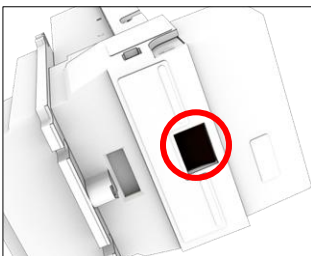
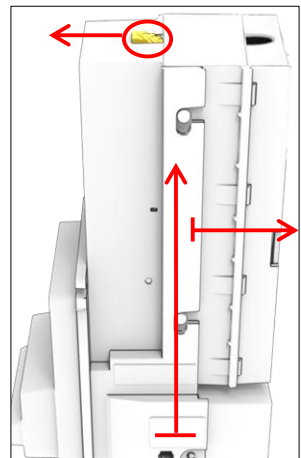
The CoinCo bill acceptors found in almost all Jamex vend stations have a flash code LED that could indicate a problem. The BP4 model can indicate three possible issues.

1. The light seems to **blink on and off steadily** (Check the bill box). Empty the bill box (page 16). Remove/check the bill box (page 27)
2. The light **blinks twice**, there is a slight pause and then it repeats the sequence (Stuck bill). Bill jam or stuck anti cheat levers (page 27).
3. The light **blinks three times**, there is a slight pause and then it repeats the sequence (Return for Service). Contact Jamex for a replacement.



Cleaning the Apex 7400

- Push the top yellow lever forward.
- Hold the lever forward and lift the bill box up slightly.
- Pull the bill box towards you.

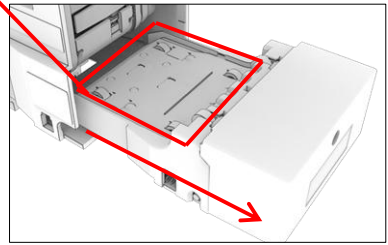


- Press up on the release tab at the bottom of the bill acceptor.
- While holding the release, Pull the Lower Transport towards you.

- Use a lint free cloth lightly moistened with water to clean the rollers and sensors.
- Use the cloth to clean away any dust from inside the bill acceptor.

Apex 7000 Error Codes

The codes are displayed by flashing the lights on the front where bills are normally inserted. There is a 3 second pause before the code is flashed again.



- The front bezel **flashes once**, Remove Lower Transport and remove debris or stuck bill.
- The front bezel **flashes twice**, Remove the lower Transport and bill box to check for a stuck bill.
- The front bezel **flashes three times**, Empty the bill box.
- The front bezel **flashes four times**, The bill box is out of position. Be sure it is installed and properly seated.
- The front bezel **flashes five times**, Return the bill acceptor for service. Contact Jamex for a replacement.

If the front bezel is **flashing rapidly** it indicates an attempt to cheat the system with possibly something attached to the bill to pull it back out of the bill acceptor. The sensors that detect this may also be dirty. Remove the lower transport and clean the sensors. These sensors are located on the sides of the lower transport assembly.

Cleaning the Coin Changer

Coins share a common coin ramp that will need to be cleaned

- Open the vend station and press the coin return lever to move the acceptor gate above the change tubes.
- Using your fingers, pull the spring loaded acceptor gate open. Do not force the gate to open farther than is natural.
- Wipe the exposed coin ramp and inner surface with a damp cloth.
- With some changers you will be able to open the changer's coin channel and clean that area as well (pages 30 and 31)

Never submerge any part of a coin or bill acceptor in water or clean with a wire brush, steel wool, scouring pads or solvents. Do not use lubricant on any part of the coin or bill acceptor.

Cleaning The Jamex 7800 Stored Value Card Reader

Your card reader uses a read/write head that will collect dirt. If it isn't cleaned regularly with a cleaning card, you will see mis-reads, mis-writes and premature wear. It is recommended to use a cleaning card about once a week. A more heavily used reader will need to be cleaned more often. The card is pre-soaked with alcohol so let the card air dry for a few seconds before use. Insert the cleaning card as you would any card and it will be ejected automatically. Flip the card and reinsert it one more time. If the cleaning card was too wet it may get stuck. If it does, wait a minute for it to dry and then press the card eject button or power cycle the vend station. Remove the cleaning card and discard it.

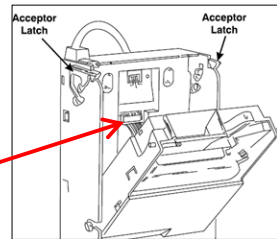
Attention: Cleaning cards can only be used once. Reusing a card will do more harm than good. The P/N for a box of 50 CR80/10 mil cleaning cards is 301391.

Clearing Coin Jams In a Three Tube Changer

Always disconnect the power first. For your convenience, a detailed video is also available in the support section of our web site at www.jamexvending.com

For a jam in the coin acceptor's upper path area, use the following steps to help dislodge coins:

- Power off the vend station. Raise the acceptor latches and tip the top of the acceptor down.
- Unplug the acceptor's ribbon cable.
- Partially stand the acceptor up and lift up and forward and pull the bottom outward until the acceptor clears the housing slots.
- Press the top coin return lever of the acceptor.
- Using your fingers, pull the spring loaded acceptor gate open. **Be careful not to pull the gate too far open or it will crack.**
- Turn the acceptor upside down and tap to remove any stuck coins.
- When reinstalling the acceptor, use caution to avoid bending any pins when reconnecting the ribbon cable.



Instructional videos for clearing jams and removing the tubes from a three tube changer can be found in the support section at

www.jamexvending.com

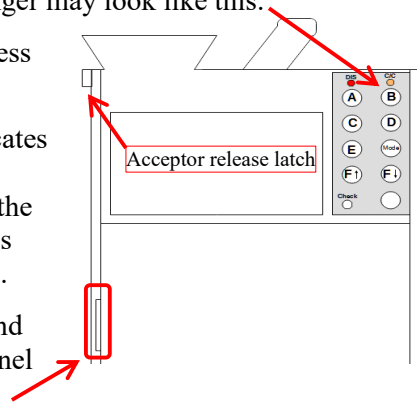
Clearing Coin Jams In A Five Tube Changer

The diagnostic panel on a 5 tube changer may look like this.

Do not press the function buttons unless instructed to by Jamex support.

If the "**DIS**" LED is blinking, it indicates a coin jam in the changer.

- Swing the acceptor gate assembly (the piece that moves when coin return is pressed) away to look for coin jams.
- Push the release lever to the right and swing open the changer's coin channel cover to remove any jams.



Note: The release lever is made of the same clear plastic as the channel assembly so it may be hard to spot at first.

- If you need to remove the acceptor, Power down the vend station first.
- Push up on the acceptor release latch and swing the acceptor down.
- Carefully disconnect the wires from the back of the acceptor and lift it up and out.

If the "**C/C**" LED is blinking, this indicates a jam in the coin/tube cassette.

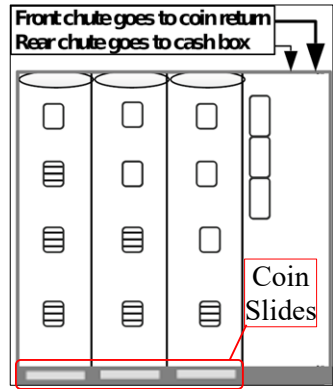
- Push down on the cassette latch in the top center of the coin cassette.
- Swing the top down toward you and lift up to remove.
- Look for coins in the bottom of the tube that may be stacked incorrectly.
- If you had to dump the change out of the tubes, It's best to get the tube meter to zero (page 11) and reload the change (page 10).

Caution: Be careful not lose or damage the plastic coin slide piece that slides into the bottom of the coin cassette assembly (page 33).

- If both the "**DIS and C/C**" LEDs are flashing, you may need to clean the coin path. To clean this area power down the vend station and use a mild soapy water solution on a damp cloth.
- If the "**Check**" LED is still blinking after you have removed any jams and re inserted the coin cassette. Press the unmarked button beside it to try and clear the error.

Clearing Jams To The Coin Return (Payout Jams) In A Three Tube Changer

- Follow the steps in the “Clearing Coin Jams In a Three Tube Changer” from page 33 to remove the acceptor.
- Look at the two coin chutes just to the right of the top of the tubes.
- If the jam is not too severe then it may be able to be released from the top of the chute. Use something small and thin to try to move the coins to get them to fall.
- Severe jams will require you to remove the change tubes. An instructional video is available in the support section at jamexvending.com. **Do not turn the vend station upside down!**



A Deadened Sound During Payout (Three Tube Changer)

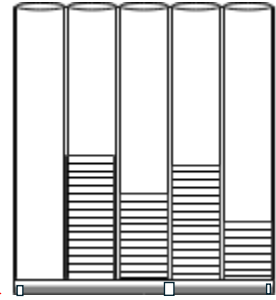
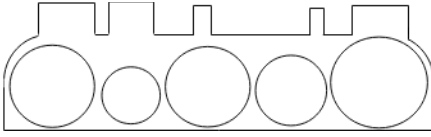
A jam in the payout area is usually the cause. Below each tube is a knock out for the coin slide. The coin slide is a flat plastic piece with a hole slightly larger than a coin. The slide moves forward to align with the bottom of the tube. The coin then drops into the slide. When the slide returns, the coin drops into the coin return. Something is stopping the slide from moving freely. You can use an item similar to a letter opener to insert in on top of the coin slide to go between the stack of coins. Hopefully the coin will move into the slide. **DO NOT** twist the letter opener in any way. Push it straight in and pull it back out or you will permanently damage the changer. Test the payout after each attempt (page 17). Once the jam is cleared, follow the steps on page 17 to zero out the tube meter. Keep in mind patrons did not receive all of their change so there will now be more cash on hand than expected when reconciling. More severe jams require the removal of the change tubes to access the payout area. An instructional video for this is available in the support section at jamexvending.com.

If there isn't a payout sound but the tube is full it is likely because the meter for the tube storing that coin is at 0.00. This can be the result of a payout jam that ran the tube's meter to zero or by improperly loading change. Empty the change and reload it using the "Load Change Mode".

There is a normal pay out sound but coins are not being returned.

The tube may be empty but the tube meter for that coin still shows coins in the tube. The tube meter and tube inventory need to match. Zero that tube's meter (page 17) and reload the coins properly (page 10).

If this is the Conlux MCM5 changer (clear removable coin cassette), the white plastic coin slide may have fallen out of the coin cassette. Since it's not obvious where it came from, sometimes it will get placed directly inside the changer at the bottom. If you see the coin slide inside the changer, remove it.



Insert the coin slide into the back of the coin cassette in the slot at the bottom. It is inserted between the coin cassette's coin tubes and the gray plastic base. The flat side of the coin slide is the top. It can only be inserted one way.

Tube Meter Jumping Up After a Reset

This could be caused by the "Auto Tube Sense" setting. Your changer may need this turned off (page 12).

If the tubes in a three tube changer are not installed properly, they'll read as full. Review the videos in the support section at jamexvending.com

The "No Change" light is on but there is plenty of change.

The change was loaded improperly. Empty the changer (page 17) and reload the coins properly (page 10)

Clearing A Jam In The Cash Box Chute

Remove the coin acceptor as described on page 30 and remove the cash box as described on page 15. Look to the rear of the housing where the cash box was inserted. You may see coins jammed in the chute's exit area. Pull a few coins out of the exit area and the rest usually fall. Drop a coin directly in the cash box chute pictured on page 32 to be sure it is clear. When reinserting the cash box, be sure it is pushed back in place and locked to prevent jams from occurring in the future.

PC Communication Issues

Vending Software Not Seeing Correct Credit

A vend station will not report the wrong value to software. Software showing an odd value is usually a software or PC configuration problem.

PC Configuration for USB Connection

Jamex USB devices require a driver to function. Look in Windows Device Manager under "Ports (COM and LPT)" and verify there is a Jamex USB Serial Port with a COM number. The driver can be found in the support downloads section at www.jamexvending.com

Vending Software Configuration

Many types of vending software require you to input the type of vending device and what COM port the device is on. Consult the software vendor about configuring the device type and COM port. Many vendors do not yet have the 9557 model listed. You can use the 6557 model number as they communicate with vending software in the exact same way. Review the PC Configuration section above to verify the COM port number.

Hint: When changing a vend station's board, Windows will assign a new com port number to a new board. First uninstall the old Jamex device from device manager before removing it. This should let Windows assign the same COM port number that was already set in your software.

USB Cable

- Verify the USB connection from the JPC USB port (page 47) to the USB port on the PC.
- Inspect the USB cable for damage or simply replace it to test.

Verify The Firmware Is Compatible With A PC

For a Jamex Vend Station to communicate with a PC, specific Jamex firmware is required. Use the first few steps listed in the "Using the Web Tool" section to get your firmware version (page 5). Look for the lettering "JPC". If you do not see anything like this, the USB port on the board is not enabled and will not communicate with a PC. You won't need to replace the board but you will need to contact Jamex to purchase a remote firmware upload/reconfiguration. A network connection is required. To connect the vend station to your network (page 4). The firmware upload/reconfiguration service can only be performed via a network connection.

Copier Errors

Some copiers need to be in constant communication with the vend station. If communication is disrupted, the copier may display an error code. This would require a copier reboot. If you have to update the vend station's firmware, press reset while not in the service mode or need to unplug the vend station, turn off the copier first. Wait for the Jamex to be fully booted before turning the copier back on.

Reminder: When loading change, be sure to use the load change mode (page 10) and never use the "Reset" button while loading change or the inserted change may not be tracked.

Power Problems

If the power supply unit (PSU) has an LED but it is not lit

Verify the wall outlet is good and the connection from the outlet to the PSU is good. To test for a short in the vend station, unplug the PSU from the wall, then disconnect the power connector in the base of the vend station. Wait 5 minutes before connecting the power to the wall. Do not connect the vend station yet. If the PSU's LED lights there is likely a short in the vend station that caused the PSU's protection circuit to kick in. A common cause are loose coins in a vend station. It may have been tipped over and coins have ended up on or behind the main board.

Unfortunately not all PSUs have an LED. You may need a technician to test the PSU's output voltages with a meter.

If the power supply LED is lit

Check the power connection in the base. It may be damaged internally. It may look connected but the contacts on the inside are not touching.

- Disconnect the power from the wall and disconnect the cable under the base and look in the end that goes toward the vend station (sockets)
- Hold the black end of this connector while pushing the gray cable into the connector. Push the sockets forward until they lock in place. If they don't lock in place, replace the cable.

Hint: To restore power while waiting for a replacement cable, Go through the steps above to push the gray cable to move the sockets as far forward as you can. Now, hold the cable in place while connecting the power supply connector. Then reconnect the power to the wall outlet.

Jamex Stored Value Card Reader Troubleshooting

If a card has been corrupted, it will always show misread when used. Test the card in other card readers or test with a known good card.

- Keep in mind that if your site has more than one reader, you'll want to be sure which reader needs service. A worn or dirty read/write head can corrupt a card upon exit. The card is unreadable the next time it is used but it may not be used in the same reader. The reader now misreading the card may not be the reader that corrupted it.
- If you suspect a reader is corrupting cards, listen carefully after the eject button is pressed. A reader having trouble writing to a card will attempt to write to the card more times than usual and you'll notice the eject time of the card is longer than usual. The card may still work but this is a sign of a dirty or worn read/write head. Run a cleaning card through the reader (page 30). If problems persist, Contact Jamex Customer Support to have the reader repaired or replaced.

Card Reader Diagnostic Messages

The card reader's display is just above the card insert slot. It will display a message when a rejected card is returned. Review the relevant section.

- Misread try again
- Incorrect site code or Invalid site code
- Invalid card Type
- Value too high

Misread Try Again

Test the card in another reader. If you see the misread error with other card readers, the card is damaged. If it reads correctly elsewhere, clean the reader (page 30) and test again. If it reads correctly, clean the reader more often. If you still see misreads the reader needs to be repaired.

Incorrect/Invalid Site Code

Test the card in another reader. If it reads correctly, the reader needs to be repaired. If you see the same error at another reader, the card has been damaged, mis-programmed or belongs to another site.

Invalid Card Type

If this is a "Set Card Value" card, it was only designed for the Jamex 7112 card reader. If this is not a "Set Card Value" card, the card is damaged or was incorrectly programmed.

Value Too High

Test the card in another reader. If it reads correctly, a vend station's Max Card setting may be higher than the reader's max card value. This can lead to too much value on a card. See the "Max Card Value" setting on page 38 to be sure the reader's max card setting is equal to or higher than the vend station's Max Card setting on page 39.

Note: You may also have other Jamex model vend stations on site. The **Jamex 6557-70 series** models require that the reader's max card setting to match the vend station's setting. See the Jamex 6500 manual for those programming details.

Card Is Not Pulled In / Stuck Card

Verify there isn't something stuck in the card entrance. A similar sized card or even coins may have been forced into the card slot. Try to power cycle the vend station. It may be possible to force a stuck card out from the back of the transport.

- Disconnect the power.
- Open the vend station and carefully remove the two sets of white cables on the back of the reader. Once they are removed you will be able to see the back side of the card transport bed.

- Try attaching two or three folded cards front to back together to increase their length. You'll need to use folded cards because there is a stopper in the back of the transport that blocks a full sized card. You may be able to force the stuck card forward and out of the front of the reader by pushing it from the back of the card transport assembly.
- If you can remove the card you should be able to reconnect the white wires and power the vend station back up. If it cannot be removed, you'll need a technician to disassemble the card reader or return it to Jamex for repair.

There isn't a stuck card but the reader still will not pull the card in. Try a few quick blasts of canned air in the card slot. Concentrate on the left side of the card slot as that is where the sensors are located.

Verify the eject button is not stuck.

On the back of each reader are two bundles of wires. They are white or white and black. Unplug vend station and re-seat those wires.

One of the reader's settings can accidentally get changed. To reset, Hold the eject button for 10 seconds while the vend station is powering up.

If the card is pulled in slowly or doesn't fully eject, the card transport has failed. The reader needs to be sent to Jamex for repair. Contact a Jamex Customer Service representative at 800-289-6550 M-F 8:00 - 5:00 Eastern for a quote.

Card Care

Old worn or damaged cards can get stuck inside the card reader and possibly damage the reader's read/write heads or the card transport.

- Remove old worn cards from circulation.
- Do not use a hole punch on cards.
- Never put tape or labels on cards.
- Do not use bent or heavily bowed cards.
- Only write on cards in the signature strip provided.
- Never clean a card with harsh chemicals.

Hint: When receiving a new batch of cards, pull a few from each box to test. If something needs to be addressed it's a lot easier to deal with before the cards are in circulation. Contact your dealer right away if there is an issue. New cards can be slightly bowed as a result of the manufacturing process. Let the cards flatten out before putting them in circulation. If you have to put the cards into circulation, try to counter bow them so they are flat.

Programming The Optional 7800 Card Reader's MAX CARD Value

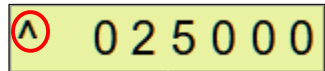
There are two Max Card Value settings and both settings should match. You can change the default setting of \$25.00 to tailor the system to your needs. The reader's "Max Card" setting needs to be equal to or greater than the Vend Station's "Max Card" setting (page 39). The vend station's setting sets a maximum value allowed on a card as well as the maximum revalue amount.

Note: You may also have other Jamex model vend stations on site. The **Jamex 6557-70 series** models require that the reader's max card setting match the vend station's setting. See the Jamex 6500 manual for those programming details.

- Insert the blue **Set Prices** card. The card is automatically returned to the exit position. The **reader's display** in front will show "Prices.." for an instant and then alternate with the current Max Card setting.

Tip: If the reader returns to a scrolling display at card eject, try again but use your finger to slow the card down as it exits.

- To **increase** the Max Card value, press the reader's eject button when the arrow on its display points up.



- To **decrease** the Max Card value, press the reader's eject button when the arrow on its display points down.
- To **change the direction of the arrow**, pull out the Set Prices card part way and immediately reinsert it until it stops.

Note: If the reader jumps to a different setting, completely remove the "Set Prices" card. Wait for the "Insert Card Message" and try again.

- When finished, remove the Set Prices card. Let reader exit the settings mode. Do not to hit the eject button while it's exiting the settings mode.

Note: You can set this value to the maximum when used with a 9557 by rolling it down below 0. The 9557's setting will control things at that point. Cards with a value greater than MaxCard are rejected. A "Value Too High" message is shown on the reader's display.

Note: On 9550 series vend station, card revalue mode can be turned off if desired. See pages 39 and 41 for the related card service mode settings.

Complete List Of Service Mode Settings

This is a complete list of service mode settings and their functions but the settings that are displayed in the vend station will vary based the configuration of your MFP and the purchased firmware options. The Service Mode flow chart on page 48 shows each setting's location.

	Description and settings	
Escrow Limit	Sets maximum amount of cash that can be inserted into the vend station at one time. Maximum Escrow amount setting varies based on hardware or firmware restrictions.	
	Default setting	\$20.00
	Optional settings	\$0.00 - \$999.95
Max Card Value	Sets the maximum value that a stored value card can be accepted or revalued up to.	
	Default setting	\$25.00
	Optional settings	\$0.00 - \$599.99
Max Bill Value	Controls the largest denomination bill that can be accepted. This allows a high escrow setting but will stop patrons from using large bills to pay for small jobs.	
	Default setting	5.00
	Optional settings	0.00, 5.00, 10.00, 20.00
OneBillMin	Forces a patron to make at least one copy when using a bill to prevent the unit from being used as a bill changer.	
	Default setting	off
	Optional settings	on, off
Change Checking	Removes the check for change when taking bills.	
	Default setting	off
	Optional settings	on, off
Host Mode	Gives vending software control of the copier interface.	
	Default setting	off
	Optional settings	on, off
Unrestricted Bill Accept	Allows bills over escrow and accepts bills regardless of the amount of available change.	
	Default setting	off
	Optional settings	on, off
FDI Mode	For Xerox copiers using a Foreign Device Interface.	
	Default setting	Color
	Optional settings	Color, B/W, B/W (L)
Interface BR	Kyocera specific setting for copiers to adjust the baud rate.	
	Default setting	Auto
	Optional settings	Auto, 9600, 10000

	Description and settings	
Pvender Mode	Sharp specific setting used with an alternative vend mode. Note: Pvend3 setting does not allow network printing.	
	Default setting	Pvend1
	Optional settings	Pvend1, Pvend3

Networking	Description and settings	
MAC Address	Displays NIC Card's MAC address when connected to a live network drop.	
DHCP	Automatically sets network settings received from your DHCP server. Note: Manual programming of network configuration is done through configuration import from USB. See pages 5 — 6 for details	
	Default setting	on
	Optional settings	on or off
IP Address	Displays the current IP address.	
Gateway	Displays the currently set gateway IP address.	
Netmask	Displays the currently set Subnet Mask	
DNS 1	Displays the currently assigned main DNS server	
DNS 2	Displays the currently assigned secondary DNS server.	
Proxy Enabled	Turn on if your site uses a PROXY server.	
	Default setting	off
	Optional settings	on, off
Proxy Server	Displays the proxy server IP address.	
Proxy Port	Displays currently set proxy server port.	
Proxy User	Proxy user name.	
	Proxy Password	Proxy user name's password.

Date/Time	Description and settings	
NTP Enabled	Turns on or off the use of a network time server.	
	Default setting	on
	Optional settings	on, off
NTP Server	Displays the currently set NTP server. (1,pool.ntp.org)	
Time Zone	Displays the currently set time zone.	
	Default setting	Eastern
	Optional settings	"your time zone"
Date	Sets or displays currently set date.	
	Optional settings	(MM/DD/YY)
Timeout	Sets or displays current time.	
	Optional settings	00:00:00 to 23:59:59

Features	Description and settings	
B/W Jobs	Controls how pricing is displayed and how these jobs are handled.	
Color Jobs		
Copying	Note: Your copier may not support all of the features shown	
Printing		
Scan	Default setting	“Varies by copier model”
Fax:	Optional settings	on, free, restrict, or off
Card Revalue	Sets the ability to add value to stored value cards.	
	Default setting	on
	Optional settings	on or off
Card Display	Displays card prices rather than cash prices.	
	Default setting	off
	Optional settings	on or off
Dual JPC	Allows the vend station to communicate with a PC and a Jamex embedded application that uses JPC	
	Default setting	off
	Optional settings	on or off

Changer	Description and settings	
Auto Tube Sense	Works with some changers to auto detect the amount of coins in each tube. This can vary by a plus or minus difference of up to 5 coins per tube.	
	Default setting	off
	Optional settings	on or off
Tube Display	Displays the current tube total if the coin return is pressed while there is no credit.	
	Default setting	on
	Optional settings	on or off
Auto Return	Change is returned when the remaining credit falls below the cost per copy. This works with all price configurations but is better suited for single price installations.	
	Default setting	on
	Optional settings	on or off
Reset Count (1—6)	Sets the amount of coins that will be reported to be in each change tube after the “Reset Tube” function has been performed. The number of reset counts to choose from will vary based on the changer's configuration.	
	Default setting	0
	Optional settings	0 – 999

Reporting	Description and settings	
Reports Enabled	Used to disable reporting. If only the “From Name” is displayed, the reporting feature was not purchased.	
	Default setting	off
	Optional settings	on or off
Use JameX Mail server	Sets the reporting email server to use jameXmail.com	
	Default setting	off
	Optional settings	on or off
Server URL	The URL of the SMTP server you'd like to use.	
Server Port	The port your email provider recommends for use.	
Server User	The user name of the email account you've set up.	
Server Pass:	The password of the email account you've set up	
From Address	The user of the email account you've set up	
From Name	Name is used when exporting meter readings to a USB drive or on emailed reports.	
To Addresses	List of email addresses, separated by a semicolon, that will receive reports.	
Report Power On	Emails a report each time the vend station is power cycled.	
	Default setting	off
	Optional settings	on or off
Report Update	Emails a report each time firmware has been updated.	
	Default setting	on
	Optional settings	on or off
Report Bypass	Emails a report each time the bypass key is used and includes the cash value of the job.	
	Default setting	on
	Optional settings	on or off
Report Errors	Emails a report if an MDB device reports an error	
	Default setting	on
	Optional settings	on or off
Report Cashout	Emails a report of the meters prior to reset at cashout.	
	Default setting	on
	Optional settings	on or off
Report No Change	Emails a report with tube values when the no change light comes on.	
	Default setting	on
	Optional settings	on or off
Report # Bills	If a value is set here, a report is emailed when the number of bills equals that number. This meter is reset at cashout.	
	Default setting	0000
	Optional settings	0000—9999

Reporting	Description and settings	
Share data with Jamex	Lets you share your emailed reports with Jamex and expands the ability for Jamex to assist, if On is selected.	
	Default setting	off
	Optional settings	on or off
Report Date	Sets a specific day of the month to send a meter report.	
	Default setting	Not Set (= 00)
	Optional settings	00—31
Report Day	Sets a specific day or days of the week to email a report.	
	Default setting	Not Set (= None)
	Optional settings	None, Sat/Sun, Mon-Fri, Sunday, Monday, Tuesday, Wednesday, Thursday, Friday or Saturday. Note: For a daily report, set the Report Date and the Report Day to “Not Set” and set a report hour.
Report Hour	Sets a specific hour to email a meter report.	
	Default setting	00
	Optional settings	00—23
Send Test	Press “Enter to Send a meter report to help verify the programmed email server settings.	

	Description and settings					
Custom Messages	Up to six custom messages can shown on the display. They are programmed as three two line sets and appear prior to the pricing information and after the escrow information. Up to 16 characters are available per line and two lines are displayed at one time. The text is left justified so add spaces to the left if centering is desired. These must be programmed by editing an exported CSV file or using the Web Tool. See pages 5 and 6 for details.					
	Default setting	N/A				
	Optional settings	Examples: <table border="1" style="margin-left: 20px;"> <tr> <td>Deposit Up To 5.00</td> </tr> <tr> <td>Welcome to the Main Library</td> </tr> <tr> <td>Open until 9 PM on Wednesdays</td> </tr> <tr> <td>Visitors go to Circulation desk</td> </tr> <tr> <td>B/W Copies 0.10</td> </tr> </table>	Deposit Up To 5.00	Welcome to the Main Library	Open until 9 PM on Wednesdays	Visitors go to Circulation desk
Deposit Up To 5.00						
Welcome to the Main Library						
Open until 9 PM on Wednesdays						
Visitors go to Circulation desk						
B/W Copies 0.10						

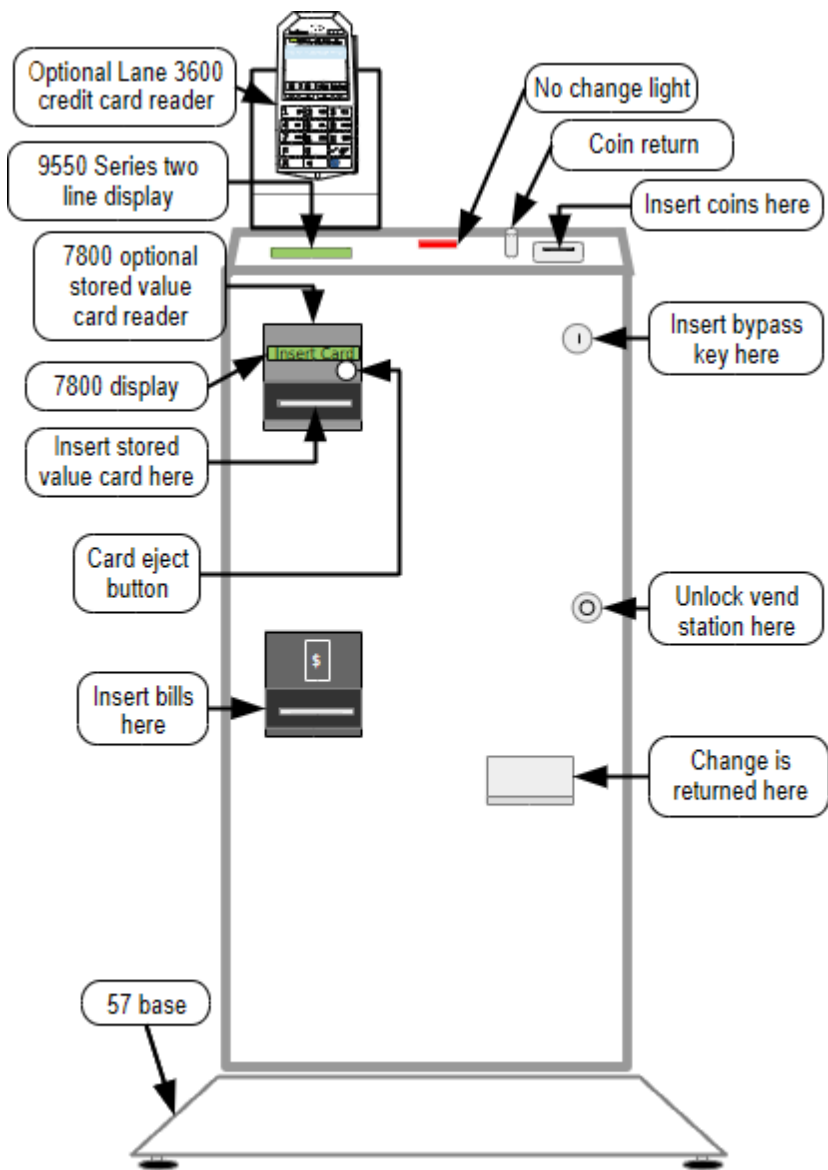
Timeouts	Description and settings	
Timeout Length	Duration of minutes credit remains on the display before being returned or deducted.	
	Default setting	00:00:00
	Optional settings	00:00:00 – 29:59:59
Timeout Return	Sets whether to keep or return the remaining credit at the end of the “Timeout Length” setting.	
	Default setting	on (change returned)
	Optional settings	on or off

Enhanced Bypass	Description and settings	
Key Enabled	Details for entering or exiting these modes are outlined in the User's Guide.	
Enhanced Time	Can allow or deny use of the bypass key. This is helpful if keys are lost or stolen.	
	Default setting	off = bypass key disabled
	Optional settings	on or off
Enhanced Value	Used to set a specific amount of time in minutes the vend station can be used freely when put in Enhanced Bypass Time mode.	
	Default setting	00:00:00
	Optional settings	00:00:00 – 29:59:59
Enhanced Enabled	Used to set the value that increments that count up when setting Enhanced Bypass value mode.	
	Default setting	\$00.05
	Optional settings	\$0.05 - \$50.00
Enhanced Enabled	Enables or disables the Enhanced Bypass features.	
	Default setting	on
	Optional settings	on or off (off = standard bypass mode.)

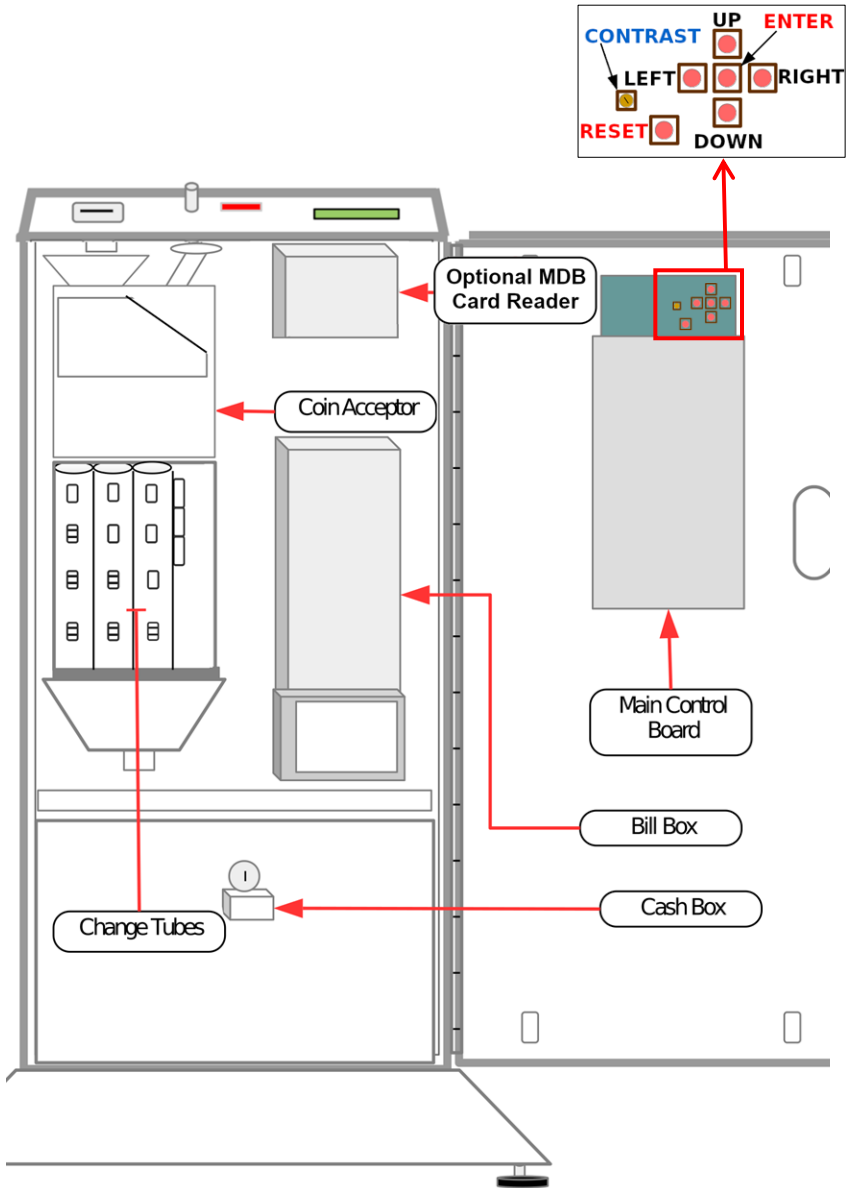
Most network and reporting server settings as well as the custom messages must be configured by importing a configuration file. Use a FAT 32 formatted USB drive to import/export a configuration file. Review pages 5 and 6 to learn how to create and manage your configuration file and import/export it.

Note: If an option shown here is not displayed in your service modes, It is not needed for your MFP (multi functional printer) or is not part of your firmware package.

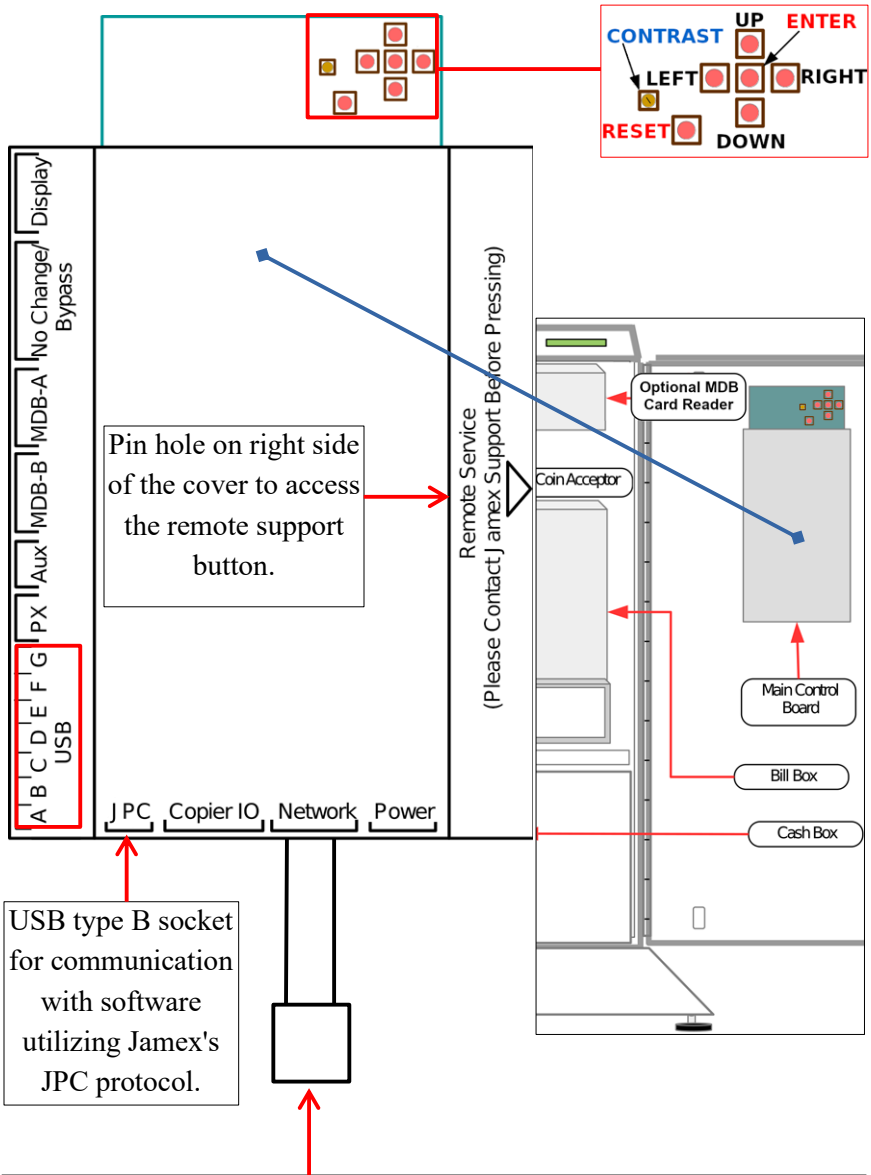
Jamex 9550 Series Vend Station Full Exterior Layout



Jamex 9550 Series Vend Station Interior Layout



Cover Pan And Main Board Connector Locations



If a network connection is needed, connect your network cable here.

Verify with your IT staff that the vend station will be able to connect to the internet and allow inbound and outbound TCP traffic on ports 22, 80, and 443. If using the reporting option, also allow the email server's port.

If you're using the Jamex email server, it uses port 587.

Service Mode Layout (Settings)

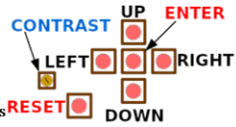


Meters Service Mode Layout

Meters Service Mode Navigation

Menu options vary based on firmware configuration.

Enter the service mode by holding the enter key for 5 seconds. "Meters" will be Displayed first. An arrow exiting a menu toward the right indicates a press on the right button moves to that menu. The left button moves back to the previous menu. Use the up or down buttons to navigate in an individual menu.



While viewing a setting, pressing the right button enters the setting's edit mode.

Pressing the enter button will save a setting. The service mode can not be exited if a setting has not been saved.

Do not use reset if in "Load Change Mode". Use the coin return instead.

Pressing the reset button exits service mode.

