



9557

**Bill & Coin 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 of up to \$80.00 can be held in escrow.
- Cash price is adjustable in \$.05 increments up to \$80.00.
- 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.
- 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 model of 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
- 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)
- Available Credit Card Readers:
 - NetPad Touch
 - Lane 3000
- 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:

- A one year repair or replacement warranty on all 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
- NetPad Touch Credit Card Solution
- Mobile Pay NetPad Touch 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 hole in 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 regions 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.

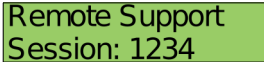
Network Requirements

If your site has purchased the Jamex Automated Reporting Software Your site will need a full time network connection for the vend station. Otherwise only connect to a network 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 465.

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 (pictured on page 47).
 - Press the remote support button by pushing a paperclip or pen through the pin hole. A "Support Session ID" is shown.  Push the button again to end it. If this fails, Consult with your IT staff to be sure the vend station can reach the internet on ports 22, 80 and 443.
- Note:** If port 22 is blocked, a session ID is displayed but Jamex support will not be able to connect.

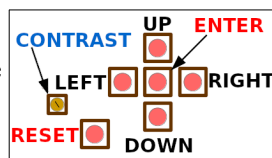
Programming Your Vend Station

Most settings can be programmed manually but some will need to be imported. Use the Web Tool to create 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 also available in the support section at jamexvending.com. First you will need to know 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.

FW: scrollfw ver ←
S/N: Z01234567

- Connect a FAT 32 formatted USB drive to a PC with an internet connection.

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

- Click on your firmware version and select the features from the list displayed. Then click “Next”.
Note: Purchased options are not enabled here.

A screenshot of the Jamex web tool interface. At the top is the 'JAMEX' logo. Below it are three tabs: 'Firmware', 'Features', and 'Settings'. The 'Settings' tab is selected. A message box says: 'Enter the settings you would like to set in your 9557. Settings that are left blank will not be used. When finished press the "Export" button at the bottom of the page.' Below this are several sections: 'Prices' (a blue button), 'Copy' (a blue button), 'Cash' (a blue button), and a table with four rows: 'Small B/W:', 'Large B/W:', 'Small Color:', and 'Large Color:'. Each row has a text input field and a time input field set to '00:10'. At the bottom is a blue button labeled 'Settings'.

- Drop an exported config file for editing at the bottom of this page.

- Click an option to change.

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

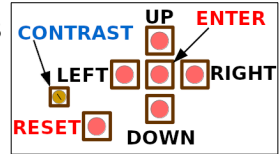
Example: mypassword|0 During import, the 0 changes to a 1. The password will no longer be displayed as plain text when viewing the file.

- 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.
- Disconnect the USB drive from the PC.
- Import the configuration file as shown on the next page.

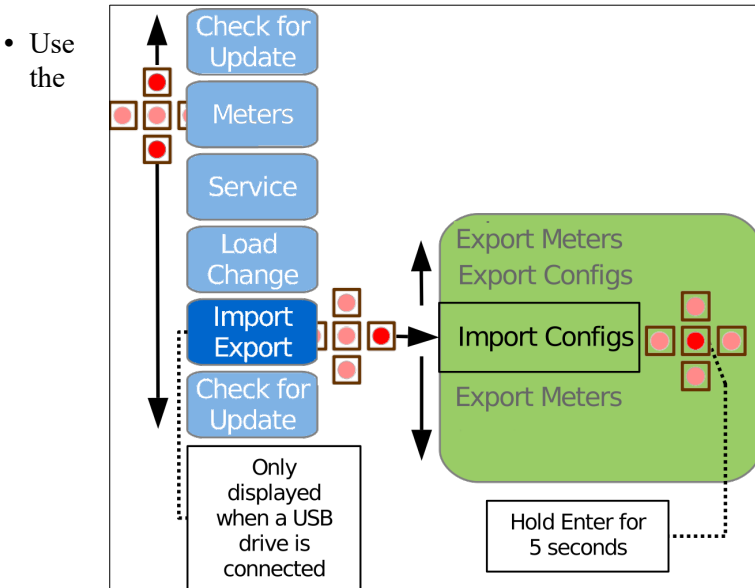
Note: The web tool can be slightly behind firmware changes. Instead of using the web tool, You may need to export your current configuration file and edit the CSV file with a spreadsheet program.

Importing / Exporting a Configuration File

- To import a file, Insert a FAT 32 formatted USB drive containing the CSV configuration file in the 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.
- Use the “Up” or “Down” buttons navigate to Import/Export.



“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" or to export the configuration hold "Enter" on Export Configs setting. 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.

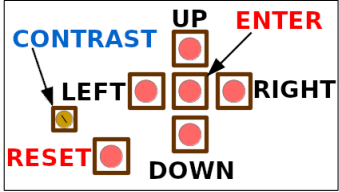
Note: An exported configuration file can be edited with the Web Tool or a spreadsheet program. If using a spreadsheet program for editing, be sure to keep the CSV (comma separated values) format and watch that auto correct does not change the format of any of the fields.

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 can not 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.

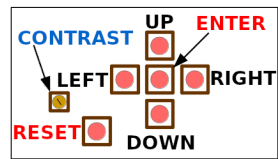
The section below walks you through two service mode operations, checking for an update and setting the price of a B/W copy. This will give you the feel of navigating the service modes that you can apply to programming other settings. There are also instructional videos in the support videos section at jamexvending.com. The videos "Setting Prices" and "The Control Pad" show some of the same steps listed here.

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.)	

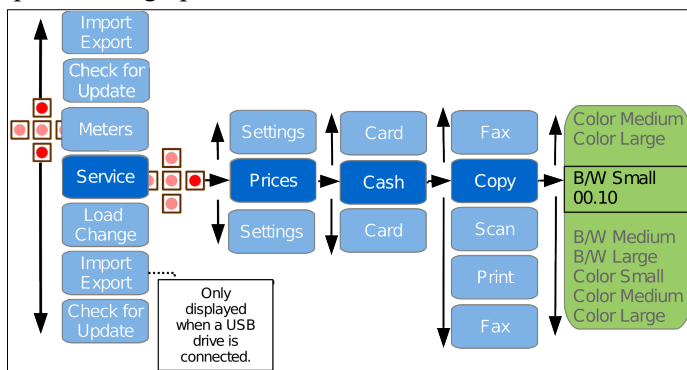
Feature Option	Setting Description
On	1. Vended Feature and its prices are displayed. 2. A Vend Station feature is enabled.
Off	1. Vended feature and its prices are not displayed. However if a charge signal is sent for that feature from the MFP, it will be charged from existing credit. 2. A Vend Station 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

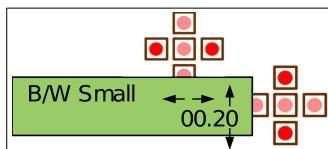


Your board may only connect to a PC or an embedded application. Those devices control pricing so it would not be displayed here.

- Press and hold the “Enter” button on the main board (page 47) for five seconds to enter service mode.
- The display shows "Meters". Press the “Down” button once to display “Service”.
- Press the “Right” button four times. Each press of the right button will display a different menu item. “Prices”, “Cash”, “Copy”, and the “B/W small price setting option last”.



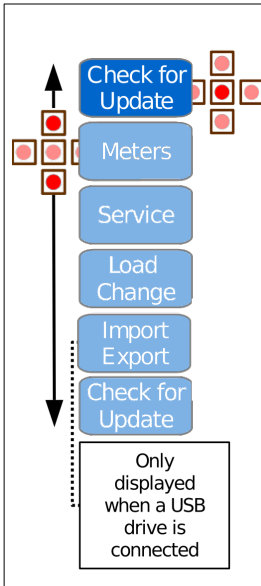
- Press the “Right” button once more to edit the current price.
 - Press the “Right” or “Left” buttons to select the specific digit to edit.
 - Press the “Up” or “Down” buttons to change that digit's value higher or lower.
 - Press the “Enter” button to save the current value.
 - Use the “Up” or “Down” 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.
- Note:** The functions available for vending vary by manufacturer.
- Press the “Reset” button to exit the service modes.



Note: If you do not want to charge extra for larger paper sizes or color, Match those prices to the "Small" price. A zero price will give free pages.

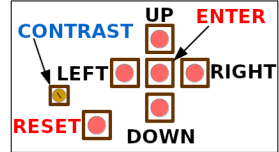
Checking for a Firmware Update

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



- Power down the copier.

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



- The display shows "Meters". Press the “Up” button once or the “Down” button three or four times to get to the “Check for Update” option.
- Press the “Enter” button for five 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 you should first load some change using one of the methods listed in this manual before putting the vend station in service. This allows the vend station to reliably return change and to insure the acceptance of bills. The method used depends on the type of changer. The recommended minimum amounts of change for some standard changers are listed below as well as the maximum amounts to completely fill them.

Three tube changer min and max coin quantities

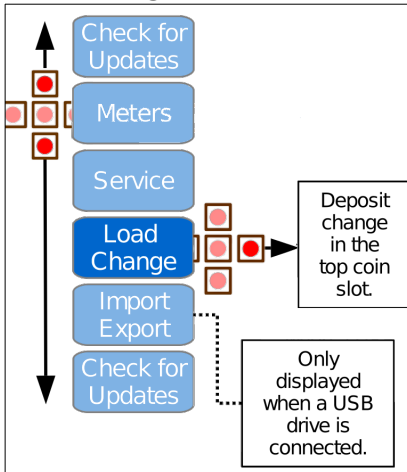
Nickels	(14 min)	= (\$0.70)	(78 max)	= (\$03.90)
Dimes	(13 min)	= (\$1.30)	(113 max)	= (\$11.30)
Quarters	(12 min)	= (\$3.00)	(77 max)	= (\$19.25)
Tube Meter		= (\$5.00)	Tube Meter	= (\$34.45)

Five tube changer min and max coin quantities

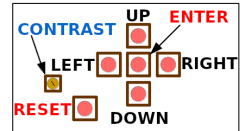
Nickels	(14 min)	= (\$0.70)	(64 max)	= (\$3.20)
Dimes	(13 min)	= (\$1.30)	(97 max)	= (\$9.70)
Quarters	(12 min)	= (\$3.00)	(71 max)	= (\$17.75)
Dollars	(0 min)	= (\$0.00)	(63 max)	= (\$63.00)
Tube Meter		= (\$5.00)	Tube Meter	= (\$97.65)

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).

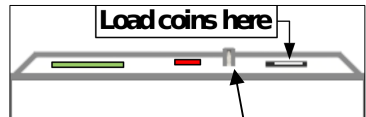
Load Change Mode



- Press and hold the “Enter” button for 5 seconds to enter service modes.
- Press the “Down” button twice to display “Load Change”.
- 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)

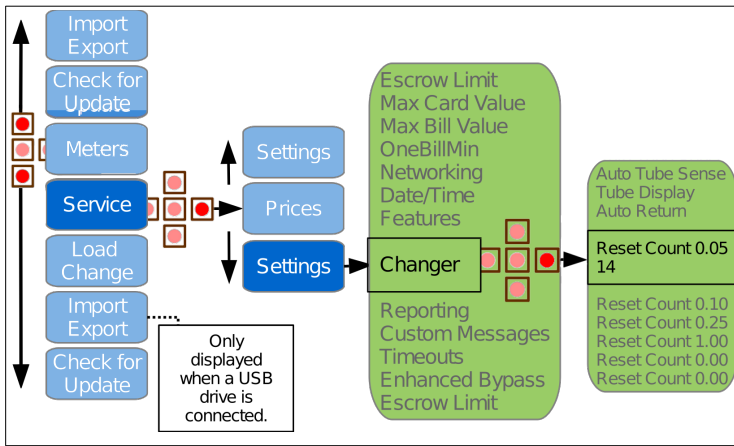
The next few pages show the steps to use a removable coin cassette. This method is only used for changers with this type of coin cassette.

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.

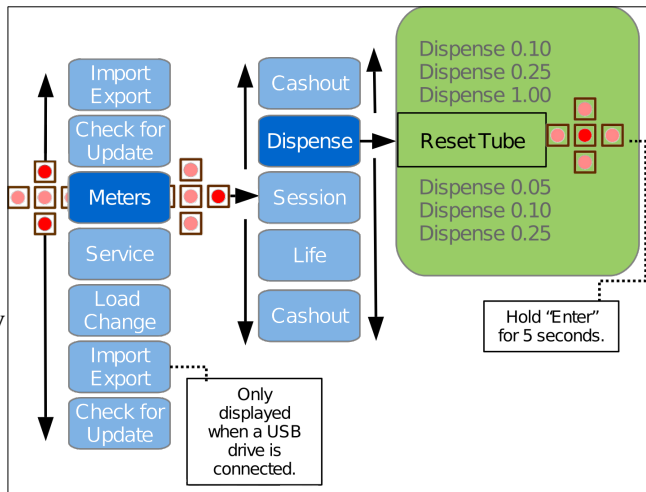


Note: The type of “Reset Count” options shown are based on the changer’s tube configuration. Some changers do not auto store to all tubes. Some redundant tubes will need to be left empty (see page 12). Any auto storing redundant tubes will be grouped as one in the reset count. Load those tubes in an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

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

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

Dead Tube Inventory

Most high capacity changers use a "Dead Tube Inventory". This means that a few coins in each tube will not be paid out. These changers try to pay out coins at a higher speed and having a little extra weight in the tube improves reliability during pay out. These coins are hidden from the vend station and are not paid out. This will vary 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's 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, count out the coins and load them into the coin cassette. Be sure the tube meter is at zero and Auto Tube Sense is on. Press reset (May 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 change.

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 in boxes of a programmable list of recipients.

Life Meters	Value	Cash Meters	Value	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: 1.7.3
Copy Cash Small BW	5028	Cash	100.60	
Copy Cash Medium BW	259	Bypass	19.00	
Copy Cash Large BW	106	Bill	80	
Copy Cash Small Color	809	Box	20.60	
Copy Cash Medium Color	478	Tube	34.45	
Copy Cash Large Color	60	Card Add	0.00	
Scan Cash Small BW	0	Card Sale	200	
Scan Cash Medium BW	0	Host Cash	0	
Scan Cash Large BW	0	Host Bypass	0	
Scan Cash Small Color	0	Host Card Add	0	
Scan Cash Medium Color	0	Host Card Sale	19.00	
Scan Cash Large Color	0	Unapplied	0	
Print Cash Small BW	188			Bypass used for \$9.00 on 1/1/2020 9:00:00 PM Device is low on change
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			

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

The software is installed on the vend station and provides reporting of all meters and events to facility managers. This information can be used for predictive maintenance and cash collection. A detailed CSV file attachment provides a record that can be imported into a spreadsheet. This is helpful if your site does not allow the use of USB drives for exporting the meters. The Reporting Software can be programmed to report for the following system event notifications:

- **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.
- **A reset at cashout:** Sends a report of the meter readings and cash total meter values as they were just prior to 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 email 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 465 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 it's 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 can not 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 anyway.
- 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.

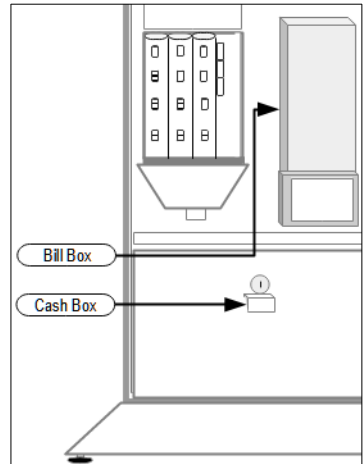
Reporting	
Reports Enabled:	Yes ▾
Server URL:	smtp.my.com
Server Port:	587
Server User:	Jamex9557
Server Password:	password 0
From Address:	myaccount
From Name:	Jamex room 1
To Addresses:	myemail@my.com
Date (Day of month):	10
Day (Day of week):	Not set ▾
Hour (Hour of day):	8
Report Power On:	No ▾
Report Updates:	Yes ▾
Report Bypass:	No ▾
Report Peripheral Error:	Yes ▾
Report Cahsout:	Yes ▾
Report No Change:	No ▾
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.

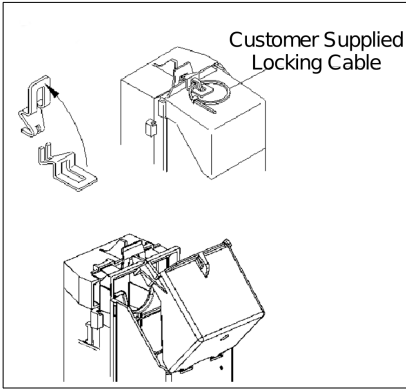
Cashing Out the Vend Station

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 in place correctly.
- Lock the cash box to prevent it from shifting and causing coin jams.

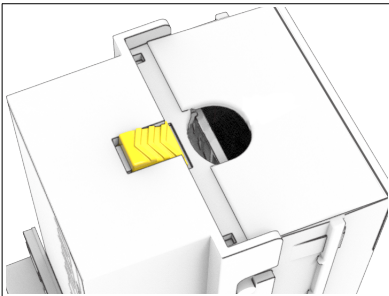


CoinCo Bill Acceptor

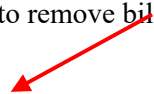


- Unlock and remove any customer supplied lock or locking cable.
- Remove the optional silver colored locking bracket on top of the bill box by lifting up on the front of the bracket so that it rotates up and releases the forked end.
- Pull the top of the bill box lid toward you to open to remove bills.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

Apex 7400 Bill Acceptor



Pull the top of door of the bill box toward you to open to remove bills.

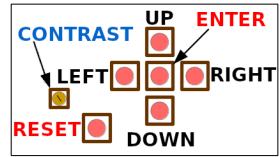


Removing Change From the Change Tubes

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)

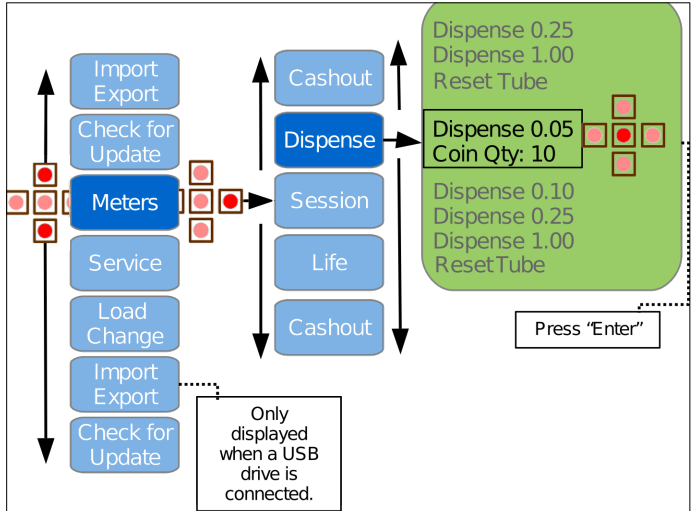
- Press and hold the “Enter” button for 5 seconds to enter service modes.
- Select “Meters” by pressing the “Right” button.



- Use the “Down” 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 “Enter” to pay out multiple coins.

Note: A jam in the payout section results in the changer going through the motions of paying out coins and lowering the tube's meter each time but because coins were stuck, none were returned. Once the jam is corrected, You'll need to continue paying until the tube is empty even though the tube meter is at zero. If the coin cassette is already empty, Press up or down until "Tube Reset" is displayed. Press and hold enter for 5 seconds. This will reset the tube meters to zero however this will not work if you've programmed something other than the default of zero in the settings mode described on pages 10 and 11.

Never turn a vend station upside down to empty change!

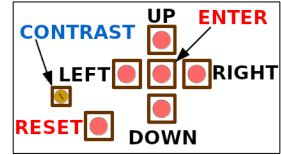
Retrieving The Cash Meters

There are three ways to get the Cash Out meters.

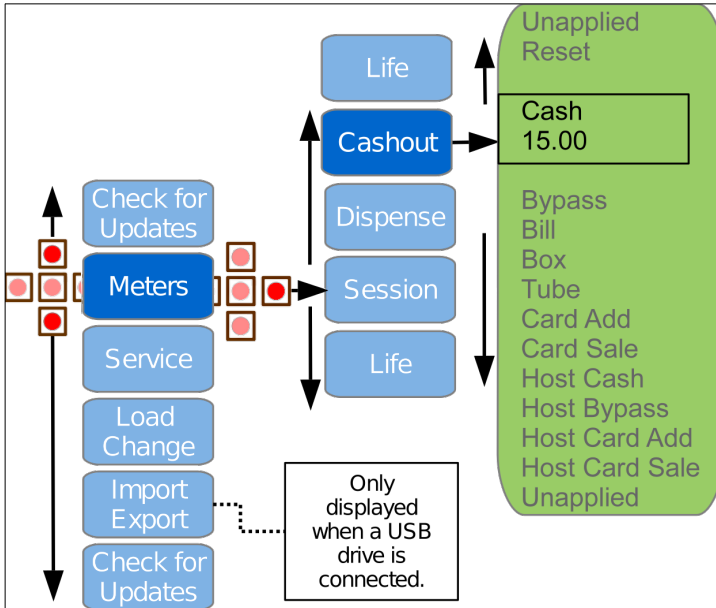
1. Manually scroll through each meter and note it in a log.

Reviewing the "Cashout" Meters in the Service Modes

- Press and hold the “Enter” button for 5 seconds to enter service modes.
- Enter “Meters” menu by pressing 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, with the exception of the “Tube” meter, can be reset following a reconciliation. See page 25. The “Tube” meter is reset by paying out coins through the “Dispense” mode (page 17) or the “Tube Reset” operation (pages 10 — 12).

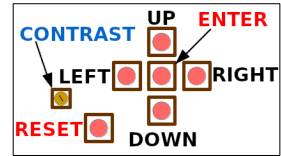
2. Exporting the Meters to a USB Drive.

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

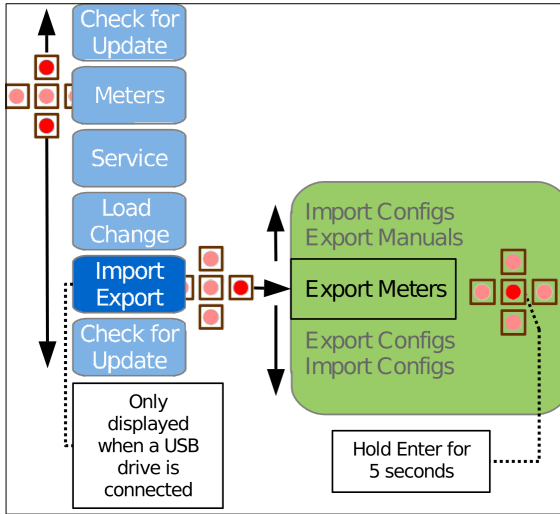
USB-CSV Meter Export

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.
- 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 complete the desired function.
- 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).

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. These meters are an aggregate total of all of the Host PC's charges.

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

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 in 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 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 total meters and noting the difference. The next section 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 were used to pay for small copy jobs. This used the existing change in the change tubes as it 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. This amount will be equal to 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

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

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 that amount.

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

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

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. You would simply add or remove coins to align them with the mark you placed on each tube.

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 to load change (page 10) 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** Host cash is the total cash charged by software running on a connected PC.
- **Host Bypass** is the total value of bypass operations performed by software running on a connected PC.
- **Host Card Add** is the total value of funds added to a 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 is the total of funds that were received but could not be tracked to a specific 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:

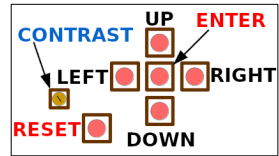
“Right” button moves into the service menu.

“Left” button returns to the previous menu.

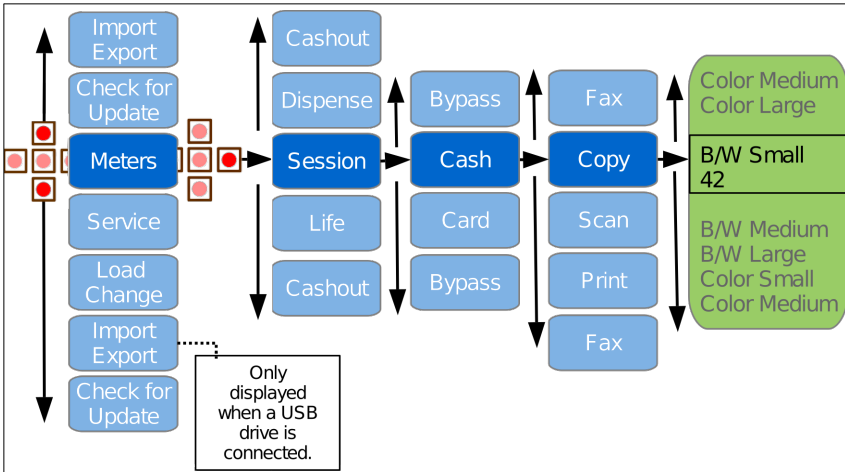
“Up” and “Down” buttons move between selections in a mode.

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

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



- Push and hold the “Enter button for 5 seconds to enter the service modes. “Meters” will show on the top line of the display.



- 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.
- “B/W Small” 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.

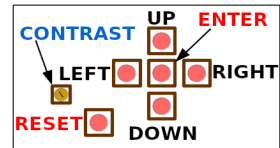
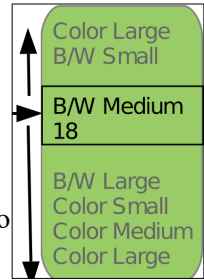
B/W Small
42

- 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 “Meters” by pressing the “Right” button.
- Use the “Down” button to navigate to the “Cashout” selection.

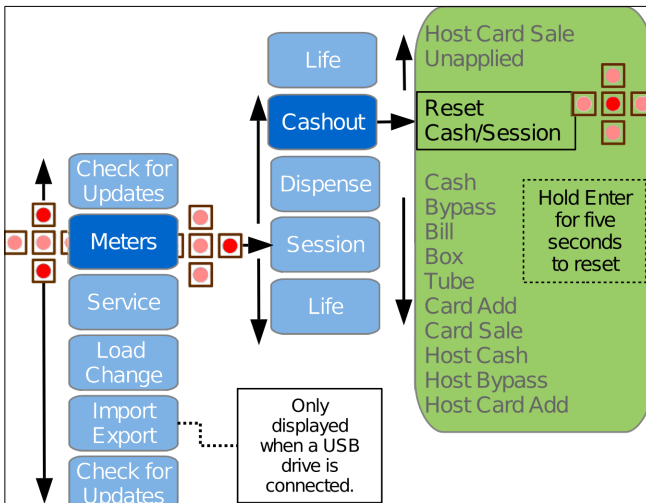


- Select “Cashout” by pressing the “Right” button.
- Use the “Down” button to navigate through all the cash meters.
- To reset these meters to 0.00, use the "Up or Down" buttons until the “Reset Cash/Session” option is displayed.

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 are not reset.

Note:
When using the



optional Reporting Software, a report with the current meters will be automatically sent to the programmed email addresses. 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, 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. If they are not, you should keep a log from each cash out to track the difference each week.

Maintenance and Troubleshooting

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

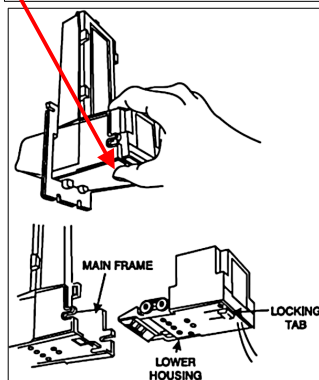
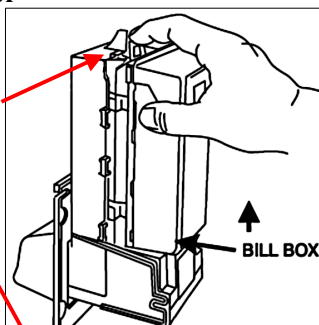
Check for a firmware updates

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

Always disconnect power before performing any maintenance

Cleaning the CoinCo BP4-BX5 Bill Acceptor

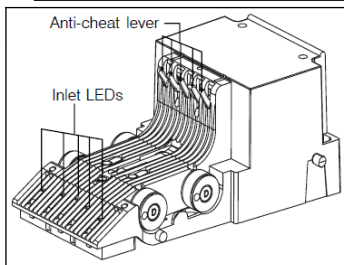
- Remove any locking plates or cables from the top of the bill box (page 16).
- Push the bill box tab away and slide the bill box upward and off.
- Push up on the locking tab on the bottom and pull the lower housing towards you.
- Clean plastic parts and belts with a mild soap and water solution and 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.



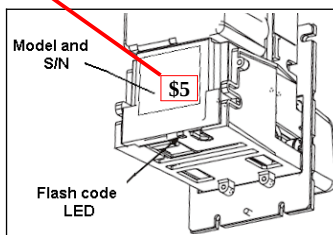
There is a slight pause before a bill is rejected, watch the display just before the bill is returned for a "**LoChange**", "**Too Much**" or "**Bill to large**" message. If there seems to be enough change, you may need to empty (page 17) and reload the change (pages 9 — 11). If the message "**Too Much**" 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 If this only happens with **5 dollar** bills, older bill acceptors may not be programmed to accept the latest 5 dollar bill. Most vend stations use a CoinCo BP4-BX5. Look at its serial number tag to see if a \$5 symbol is there, if not there, contact Jamex for a replacement.

The Bill Acceptor Appears To Be Dead.

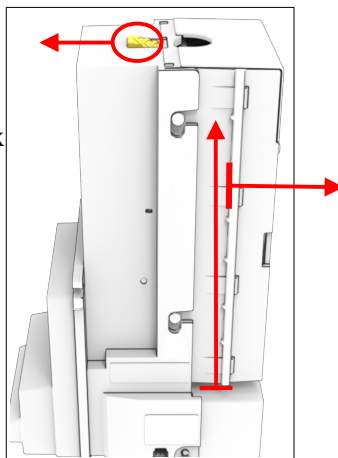
The CoinCo bill acceptors found in almost all Jamex vend stations have a flash code LED that could indicate a problem. The BP4 model can indicate three possible issues.

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.

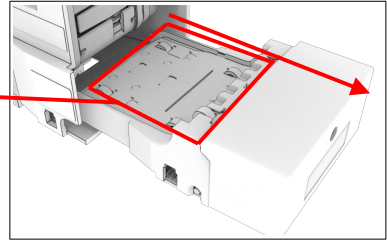
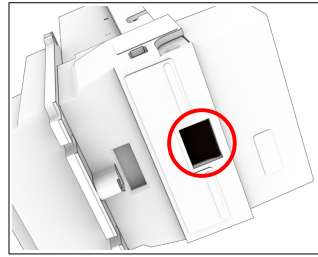


Cleaning the Apex 7400

- 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 remove dust from rollers and optic 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 bezel. There is a three 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 a 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 changer's you will be able to open the changer's coin channel and clean that area as well (pages 30 and 31)

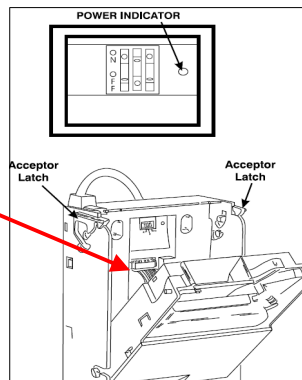
Never submerge any part of a coin or bill acceptor in water or clean with a wire brush, steel wool, scouring pads or solvents. Do not use lubricant on any part of the coin or bill acceptor.

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 our web site at jamexvending.com.

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

- Raise the two acceptor latches and tip the top of the acceptor down.
- Unplug the acceptor ribbon cable from the main logic board.
- 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.**
- 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 3 tube changer can be found in the support section at jamexvending.com

Cleaning The Jamex 7800 Stored Value Card Reader

Your card reader uses a read/write head that will collect dirt. If it is not cleaned regularly you will see mis-reads, mis-writes and premature wear. It is recommended to use a cleaning card about once a week but a reader that sees a higher volume will need to be cleaned more often.

Using Cleaning Cards In A Stored Value Card Reader

- The cleaning card is pre-soaked with alcohol. Let the card air dry for a few seconds before use. If the cleaning card is too wet it can get stuck. If it does get stuck, wait a minute or so for it to dry and then press the card eject button or power cycle the vend station.

- Cleaning cards can only be used once. Reusing a card that has already collected dust and dirt will do more harm than good.
- The current part number for a box of 50 CR80 10 mil cleaning cards is 301391.

Clearing Coin Jams On A Five Tube Changer

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

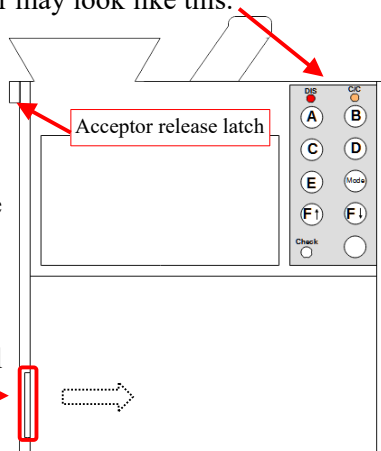
Do not press the function buttons unless instructed to by Jamex support.

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).

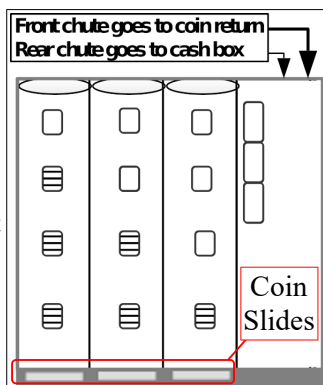
Caution: Be careful not lose or damage the plastic coin slide piece that slides into the bottom of the coin cassette assembly.

- 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” from the previous section 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)

When there is a deadened sound when the changer attempts to return change, a coin 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 that has a hole slightly larger than the coin. When it moves forward it aligns with the bottom of the tube and the coin drops into the slide. When the slide returns, the coin is dropped into the coin return cup. Something is stopping the coin from dropping into the coin slide. You may be able to use something like a letter opener to slide in on top of the coin slide to go between the coins pushing the coin 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. Do not reload problem coins back into the changer. Once the jam is cleared, pay out all the coins in that tube. Continue payout as needed until the coin's tube meter to 0 before entering the load change mode to reload it. 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 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 (page 17) and reload the coins properly (page 10)

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).

The tubes of a three tube changer may not be installed properly. Review the video on how to remove a changer's tubes 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 above 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 at www.jamexvending.com/downloads/drivers

Note: Jamex equipment manufactured with a USB port prior to April of 2014 will use the legacy driver. These drivers are the same versions but look for different hardware. The Legacy driver will simply show as a USB serial port. Newer Jamex boards show as a Jamex USB Serial Port.

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 set in your software. Legacy Jamex equipment, may be listed in Device Manager only as a USB serial port.

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 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 will not be able to connect to a PC. Contact Jamex to purchase a firmware reconfiguration service. A network connection is required so you'll need to connect the vend station to your network (page 4). The firmware upload/reconfiguration can only be done through a network connection.

Copier Errors

Some copiers need to be in constant communication with the vend station. If the reset button is pressed while out of the vend station's service modes, a copier can display an error code. Restart the copier but be sure the vend station is fully booted first. Be sure to power off the copier before pressing the reset button while out of service modes, unplugging the vend station from the wall or updating the firmware.

Power Problems

If the power supply LED is not lit

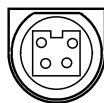
Verify the wall outlet is working and the connection from the wall outlet to the power supply is good. There could be a short in the vend station. To test, unplug the power supply from the wall and then disconnect the power connection in the base of the vend station. Wait a few minutes and reconnect the power to the wall but do not connect the vend station. If the power supply LED now lights and stays lit, there is likely a short in the vend station that caused the power supply's protection circuit to kick

in. A common cause of shorts are loose coins in a vend station that has been tipped over and coins from inside the change tubes have ended up on or behind the main board.

If the power supply LED is lit

You'll need to check the power connection in the base. It may be damaged in such a way that even though it looks connected, the sockets and pins inside the connector are not making contact.

- 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 as far forward as they can until they lock in place. If they do not lock in place, the cable needs to be replaced.



Hint: To restore power while waiting for a replacement cable, Go through the steps above to push the gray cable to move the sockets forward. 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 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 the card reads correctly elsewhere, Run a cleaning card (page 30) in the reader and test again. If it reads correctly, You should increase frequency of cleaning. If you are still seeing misreads this card reader needs to be repaired.

Incorrect/Invalid Site Code

Test the card in another reader. If the card reads correctly, the card reader needs to be repaired. If you still see a site code error message at another reader, the card has been removed improperly, is physically damaged, incorrectly 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 miss-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 match the vend station's setting. See the Jamex 6500 manual for those programming details.

Card Is Not Pulled In / Stuck Card

Verify there is not something stuck in the card transport assembly. Look for coins or even a similar sized card that may have been forced into the card slot. First try to power cycle the vend station. It may also be possible to force a stuck card out.

- 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 other side of the transport.
- If you can remove the card you should be able to reconnect the white wires and power the vend station back up.

- You may be able to force the stuck card forward and out of the front of the reader by pushing from the back of the card transport assembly. Try attaching two folded cards front to back together to increase their length. You need to use folded cards because there is a stopper in the back of the transport that blocks a full sized card.

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 is 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.

Programming The Optional 7800 Card Reader's MAX CARD Value

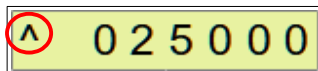
There are two Max Card Value settings and both settings should match. You can change the default setting of \$25.00 to tailor the system to your needs. The reader's "Max Card" setting needs to be equal to or greater than the Vend Station's "Max Card" setting (page 39). The vend station's setting sets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

Complete List Of Service Mode Settings

Under the service mode settings menu are the following settings and their intended functions and options. See the “Service Mode Layout (Settings)” on page 48 for 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.	
	Default setting	\$20.00
	Optional settings	\$0.00 - \$80.00
Max Card Value	Sets the maximum value that a stored value card can be revalued up to. A stored value card with an existing value over this setting will not be accepted.	
	Default setting	\$25.00
	Optional settings	\$0.00 - \$599.99
Max Bill Value	Controls the largest denomination bill that can be accepted. You can set a high escrow value to allow for higher cost jobs but set a lower bill value to stop patrons from using large bills and depleting the change.	
	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. This prevents patrons from using the vend station as a bill changer.	
	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	Xerox specific setting for 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
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. Note: Must be connected to a live network drop or MAC address will not be displayed.	
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 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)
Time	Sets or displays current time.	
	Optional settings	00:00:00 to 23:59:59

Features	Description and settings	
B/W Jobs	Note: Some features may not be supported by your copier.	
Color Jobs		
Copying		
Printing		
Scan	Default setting	“Varies by copier model”
Fax:	Optional settings	on, free, restrict, off
Card Revalue	Turns on or off the ability to add value to stored value cards at this vend station.	
	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

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
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
Use Jamex email server	Sets reporting email server to jamexmail.com	
	Default setting	off
	Optional settings	on or off

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 using the Web Tool. See pages 5 and 6 for details.	
	Default setting	N/A
	Optional settings	Examples:
		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

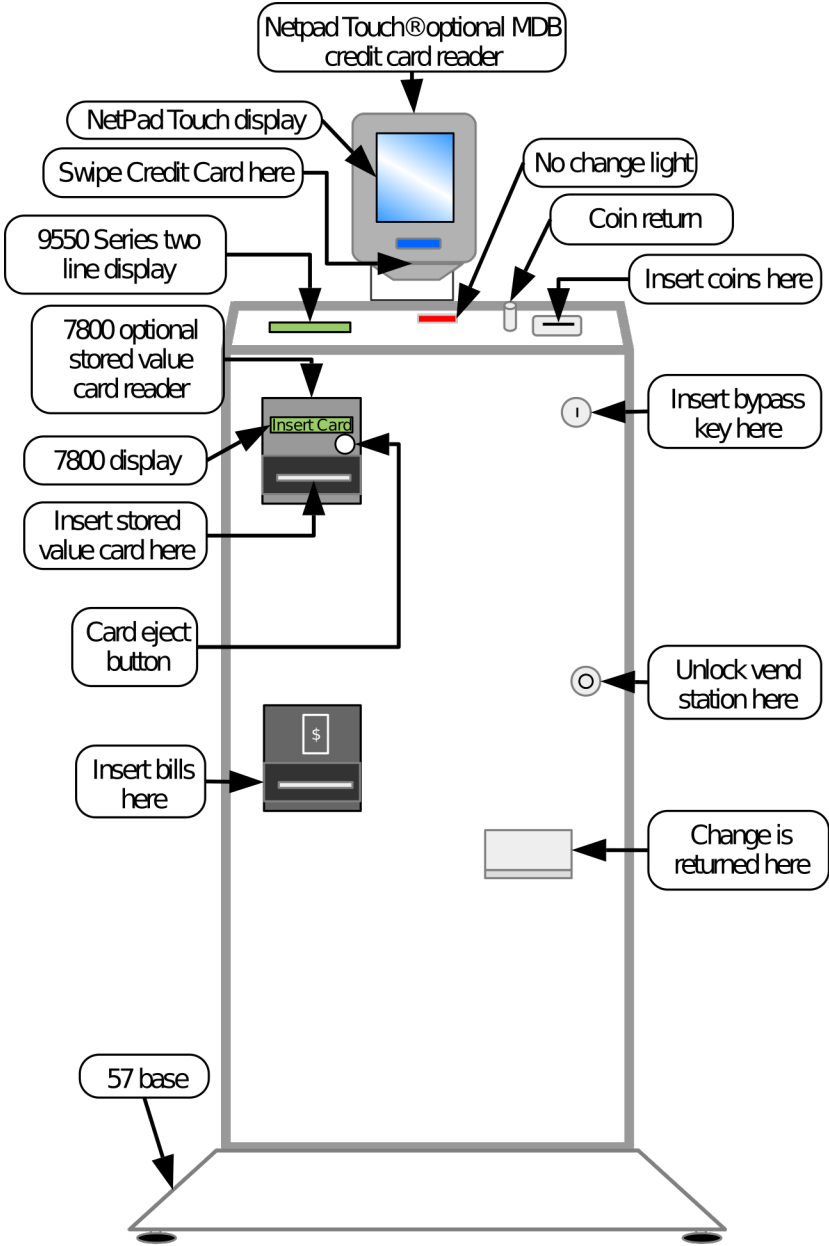
Timeouts	Description and settings	
Timeout Length	Duration of minutes credit remains on the display before being returned or deducted.	
	Default setting	00:00:00
	Optional settings	00:00:00 – 29:59:59
Timeout Return	Sets whether to keep or return the remaining credit at the end of the “Timeout Length”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

Enhanced Bypass	Description and settings	
	Details for entering or exiting these modes are outlined in the User's Guide.	
Key Enabled	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 Time	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 Value	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.)

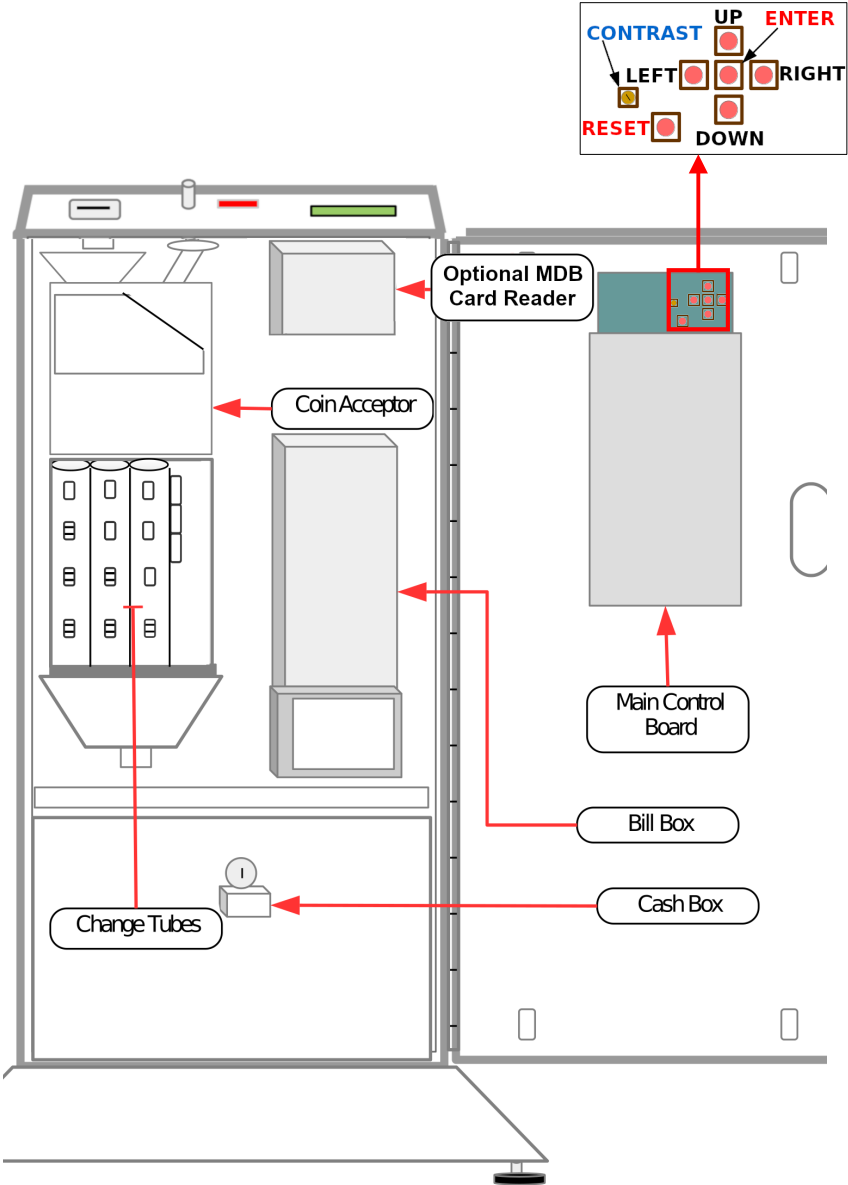
Most network and reporting server settings as well as the custom messages must be configured using the Web Tool or editing an exported configuration file. Then use a USB drive to import the configuration file. Review pages 5 and 6 to learn how to create and manage your configuration file and import/export 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 not part of your firmware package.

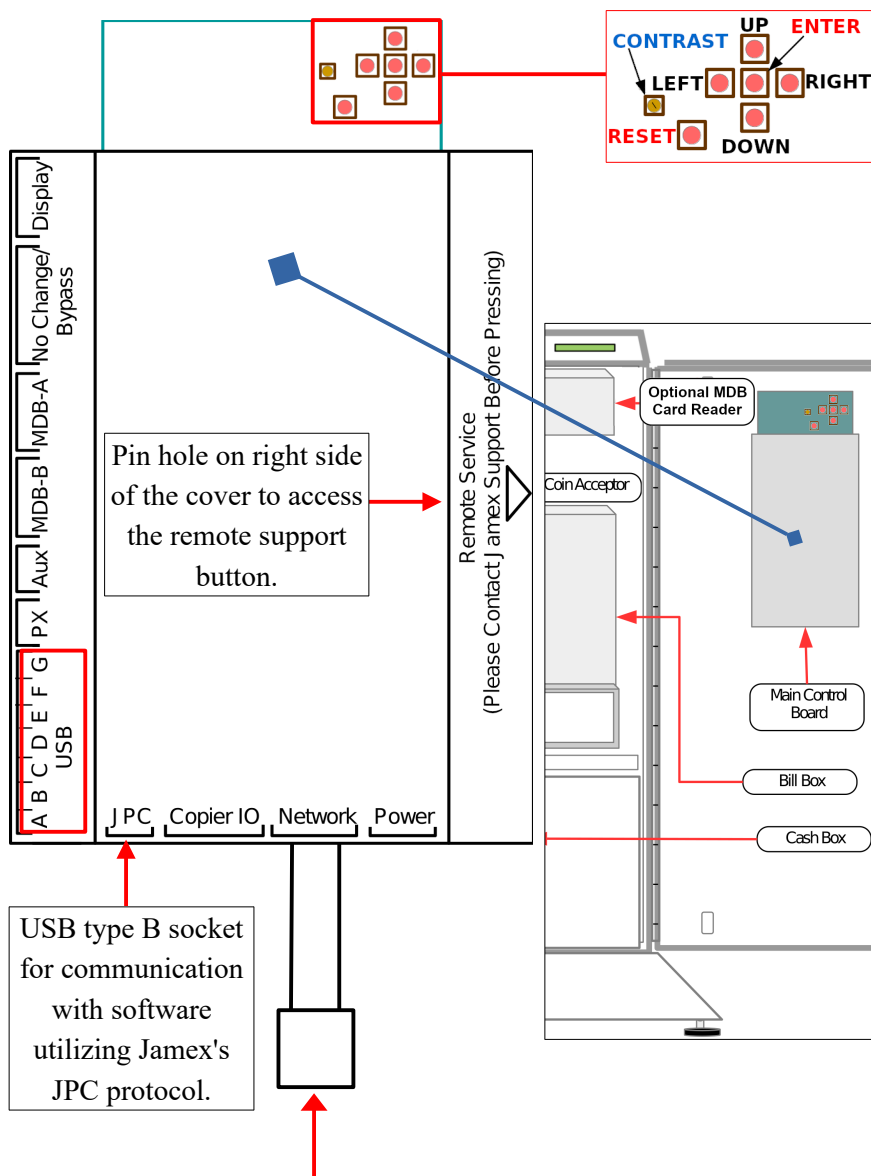
Jamex 9550 Series Vend Station Full Exterior Layout



Jamex 9550 Series Vend Station Interior Layout



Cover Pan And Main Board Connector Locations

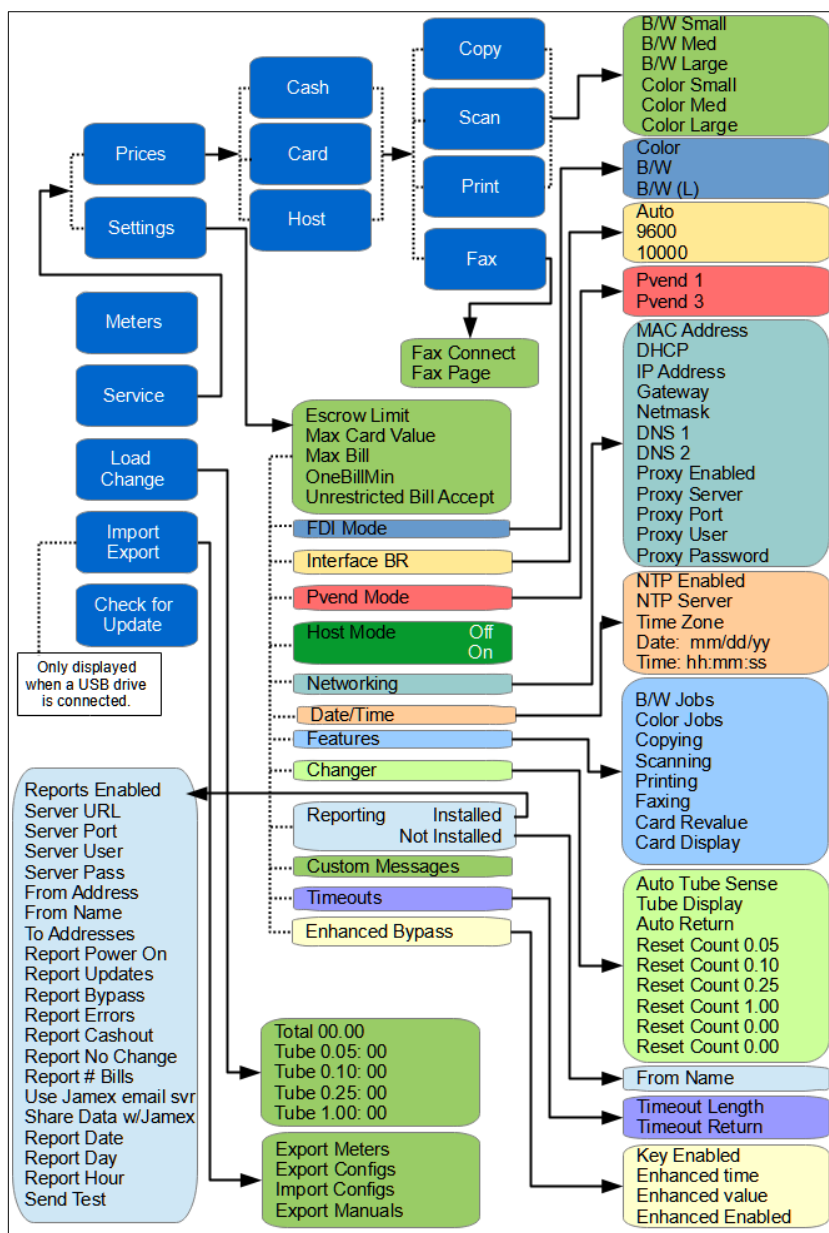
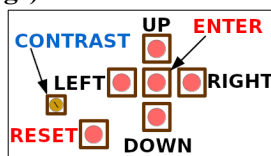


If a network connection is needed, connect your network cable here.

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 465.

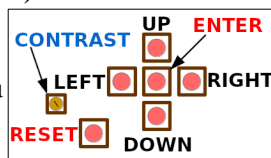
Service Mode Layout (Settings)

Press and hold enter button for 5 seconds to enter service modes. The right arrow = the right button (reporting is a right arrow). Use the up and down buttons to select a setting in that column. Use the right button to enter a setting. Use the left button to go back. Press the enter button to save a setting. Press reset to exit



Service Mode Layout (Meters)

Press and hold enter button for 5 seconds to enter service modes. The right arrow = the right button. The up and down buttons. scroll through the menu items listed in each column. Use the right button to enter a menu. Use the left button to go back.



Press the enter button to complete an action. Press reset to exit.

