

**Mobile Pay NetPad[™]
9500 Series
Coin, Bill and
Credit Card
Vend Station**

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 Mobile Pay NetPad™ For 9500 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.

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INTRODUCTION

Thank you for choosing a Jamex system for your vending needs. This manual provides instructions for set up and maintenance of your Jamex Mobile Pay NetPad™ for 9500 series vend station. 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. For further assistance contact Jamex Customer Support at 800-289-6550 or email us: info@jamexvending.com

Features of your Mobile Pay NetPad™ For 9500 Series Vend Station

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:

- A touch screen display provides easy to follow prompts for patrons and staff as well as displaying customized images and text.
- Accepts all major credit cards and allows payment from devices using services like Apple Pay™ and Google Pay™
- Programmable price per copy, scan, fax, & print (Based on copier model).
- Maximum allowed escrow of up to \$80.00.
- Maximum allowed bill denomination acceptance.
- Minimum charge for credit card and bill transactions.
- Accepts any combination of nickels, dimes, quarters, and dollar coins as well as \$1, \$5, \$10, and \$20 bills (depending on model).
- Cash and card prices are adjustable in \$.05 increments up to \$80.00.
- Our “Change Checker™” technology guarantees enough coins are available to return remaining escrow in change when bills are used.
- Electronic coin validation for detection of slugs and foreign coins.
- Over \$30 in self replenishing change storage.
More change storage is available with optional high capacity changer.
- USB ports for:
 - Importing custom images
 - Importing/exporting device settings for fleet programming,
 - Exporting meter readings for reconciliation reporting.

- Network connection used for
 - Initial credit card reader activation
 - Credit card validation to purchase vended services
 - System firmware updates
 - Firmware reconfiguration for changing copiers or adding purchased options (Jamex Automated Reporting Software or PC connectivity)
 - Advanced diagnostics by Jamex engineers
- Three bypass modes (Single, Timed and Value) accessible with a programmable PIN to give staff and service technicians copier access without needing cash or card.
- Steel housing with quartz white textured powder-coat epoxy finish.

All Jamex products also come with:

- A one year warranty including repair or replacement of warranty parts and toll free tech support by calling 800-289-6550
- Overnight shipping of warranty parts
Note: Return shipping is not included.

Optional Features

- Extension of one year warranty
- JPC interface for interfacing with vending software
- High capacity changer for greater coin payout capacity
- International currency capability
- Jamex Automated Reporting Software: Emails meter and event reports to a defined list of email addresses
- The 57 Base for free standing capability. The base is attached prior to shipping for easier set up on site.

The full family of Jamex products includes:

- Multi copy coin only or coin and bill vend systems
- Mobile Pay NetPad™ Terminal
- Mobile Pay NetPad™ 9557 Vend Station
- 9557 MP3000
- 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
- Copy Card Admin Software CCAS
- Compatible mounting systems and stands

Additional information available at **www.jamexvending.com**

INSTALLATION AND SETUP

In The Vend Station Box

- Model Jamex 9500 vend system
- Quick Start Guide, Admin Manual, User Manual and copier connection guide
- Power supply
- Four keys; two for the system door and two for the cash drawer
- MFP Interface cable (if applicable)
- USB cable (if applicable)

Boxed separately

- The Jamex Mobile Pay NetPad™ for 9500 series vend system.
- Mobile Pay NetPad™ mounting hardware
- Mobile Pay NetPad™ installation instructions

Physical Mounting

If you did not order your system with the optional 57base attached, the vend station can be bolted to a wall, or cabinet using the mounting holes on the vend station's door. Cabling can be routed through the back of the vend station's door or route cabling through the hole in the bottom of the housing next to the hinge. **Ensure cables cannot be caught or pinched.**

Once the Mobile Pay NetPad™ is fully installed connect the power supply to the vend station. It has 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 will be located inside the door of the vend station. Connect the other end of the power cable to a 110 VAC grounded outlet. International power supplies ship with connections specific for your regions voltage. A connection to a poorly grounded or overloaded AC outlet will negatively impact your vend station's performance.

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

Network Requirements

A full time network connection is required. For security reasons all network communication must be initiated by the vend station. This means there are no open ports available to connect to. All configuration is done through the touch screen display or through USB import. Network connections for remote support sessions with Jamex engineers are started through the touch screen or the physical support session button located on the vend station's main board.

The network connection will be used to:

- The initial activation of the credit card reader
 - Process credit card transactions
 - Firmware updates
 - Purchased firmware reconfiguration needed when switching copier models or the optional Reporting Software
 - Emailed reports from the optional Reporting Software
 - Advanced diagnostics performed by Jamex engineers
- Connect to the network port connector hanging inside(see page 43)
 - Connect the other end to one of your network ports.
 - The Jamex 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, enter the service modes as described on page 5 and touch the “Settings” tab and then the “Networking” tab. Turn off DHCP to manually program your network settings.

Meters		Settings		Manage Change	Maintenance	Exit
Prices	General	Networking	Date/Time	Customize	Reporting	
Standard			Proxy			
MAC	A0:F6:FD:8A:7B:71		DHCP		On	
IP Address	192.168.1.39		Gateway		192.168.1.1	
Netmask	255.255.255.0		DNS Server 1		192.168.1.1	
DNS Server 2	192.168.1.1					
Apply						

Note: The MAC address may not display until there is a live network cable connected.

- Ports (22, 80, 443) must allow TCP traffic up and down to allow the Mobile Pay NetPad™ to connect to the required servers. If you use the Jamex Automated Reporting Software for reporting, you will also need to allow traffic on the port specified by your email provider (25, 465, 587 or 2525). The free Jamex email port is 587.
- If there is a network issue, a temporary connection can be made for advanced troubleshooting via one of the available USB ports. You can tether an Android cell phone and start a remote support session. Keep in mind that data charges may apply. Tethering with an iPhone is not supported. Detailed instructions are available upon request. Email support@jamexvending.com

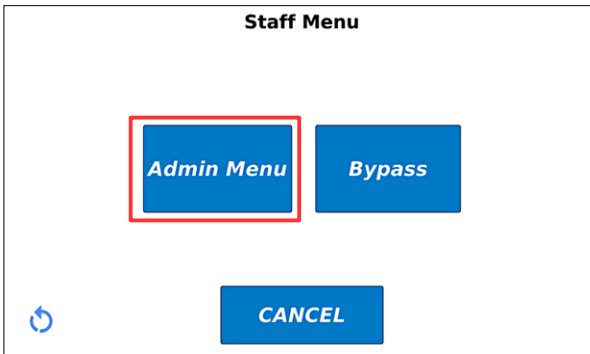
SERVICE MODE

Entering Service Modes

- In the lower right corner of the touch screen you will see the “Powered By Jamex” icon. Tap the icon 5 times.



- From the Staff Menu screen select the Admin Menu option. If nothing is selected, This screen will close after about 5 seconds.



- Key in the default password “jamex” and then touch “Enter”.

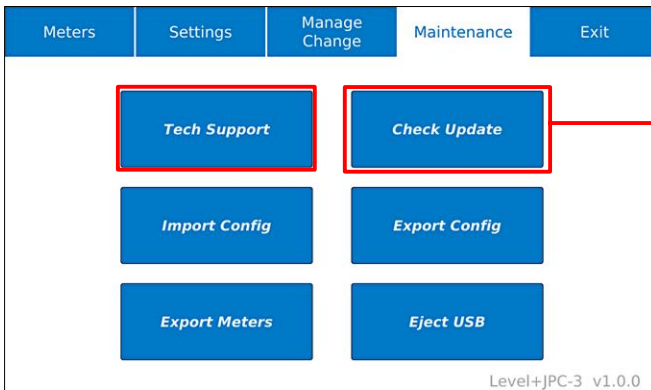


Note: It is recommended to change the default password at first use. Be sure it is a password you can remember.

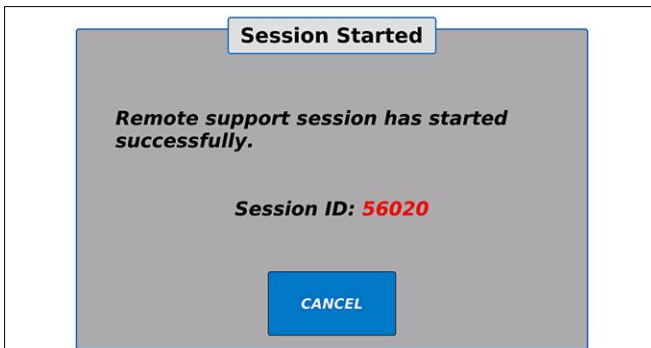
Firmware Update

Check for updates before putting the vend station in service as well as on a regular basis. New enhancements and features may be implemented as well as modifications to adjust to changing technology. First you'll want to verify connection the update server by starting a **“Support Session”**

- Connect the vend station to your network. See pages 3 and 4.
- Power down the copier.
- Enter the service mode as described on page 5.
- Select the “Maintenance” tab
- The lower right corner displays the current firmware type and version.
- Touch the “Tech Support” button.

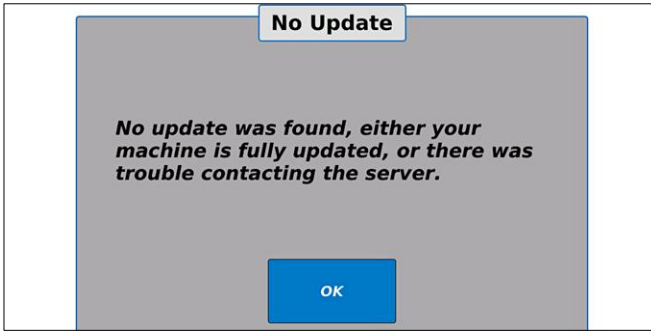


- You should see a “Session Started” screen with a random session ID. This verifies a valid connection to the Jamex server.
- Press “Cancel” to end the session and display the maintenance screen.



- Once you're able to start and cancel a support session, Shut down the copier and touch the “Check Update” button. ●

- If no update was found, pressing the “OK” button at the prompt, will return you to the maintenance screen.



- If there was an update downloaded and installed, pressing “OK” will restart the application so the new version can be loaded.

Note: A copier shutdown is usually necessary in case your particular copier requires constant communication with the vend device. If the copier no longer detects the vend station because it’s rebooting, your copier may throw an error code. If you forget to power your copier off before you apply an update and your copier errors, you can usually power cycle the copier to return it to a normal status. Do not power cycle the vend station at the same time as the MFP. You’ll want the vend station to be fully booted before the copier starts up.

Device Activation

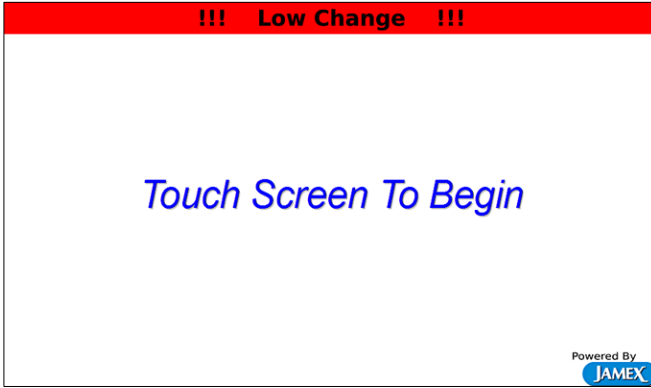
The Jamex 9550 will accept cash right away but the Mobile Pay NetPad™ credit card terminal cannot process credit card payments until it is registered with your credit card processor. Please verify with your dealer that all paperwork required to register your Mobile Pay NetPad™ credit card terminal has been signed and processed before contacting Jamex tech support. Once registered and ready to activate:

- Shut down the copier.
- Start a support session as described on page 6 but do not cancel it.
- Contact Jamex at 800-289-6550 and let them know you’re ready to activate your terminal.
- Give Jamex tech support the session ID displayed on the screen.
- Jamex support will then upload the information provided by your credit card processor to the device.
- The Mobile Pay NetPad™ will reboot and will then be able to process credit card transactions.

MANAGING CHANGE

The Low Change Warning

- When low on change, a warning message is displayed at the top of each idle screen.



The Jamex vend device will self replenish change during normal use. However, you should pre-load some change using one of the two methods listed in this manual. This allows the vend station to reliably return the correct value of change and to insure the acceptance of bills. The recommended minimum amount of change for some standard changers is listed below as well as the maximum amounts to completely fill each tube. The “Manage Change” screen easily allows you to add or remove coins from a tube to reach a set value.

Standard three tube changer min and max coin quantities

Nickels (14 min) = (\$0.70) (78 max) = (\$3.90)

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)

Standard 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: Not all 5 tube changers store dollar coins or store coins in every tube. Redundant non auto storing tubes will be left empty (see page 10). All changers can vary slightly by a few coins on the maximum amount of change they can hold per tube. The amount a high capacity changer can hold will vary greatly based on the model and tube configuration.

Adding Change

- Enter the service mode as described on page 5.
- Touch the “Manage Change” tab.

Note: The service modes will not auto exit when viewing this tab.

The denomination of each coin type is displayed in cents. The total cash value of each denomination is shown in the “Total” window which is a reflection of the “Tube” meter. Your changer's configuration may vary.

Meters	Settings	Manage Change	Maintenance	Exit
	Reset Quantity	Denomination	Quantity	Payout Qty
Reset	- 0 +	5	35	- 0 +
Reset	- 0 +	10	27	- 0 +
Reset	- 0 +	25	15	- 0 +
Reset	- 0 +	100	9	- 0 +
Reset All	Save	Total: 17.20		Dispense

- Deposit coins matching your changer’s configuration in any order through the coin slot at the top of the vend station.
- The denominations and quantity of coins are tracked as they are inserted.
- The “Escrow” limit is not enforced while in this mode. Since the “Escrow” setting is ignored, you'll be able to completely fill the changer without needing to stop.
- When a tube is full, the coins will be routed to the cash box.
- When done loading change, touch the “Exit” tab.



Directly Loading and Emptying The Change Tubes

The next three steps show how to manually load change. This method can only be used with changers that have a removable coin cassette.

Setting the Reset Count

If your site wants to start each reconciliation period with a set amount of coins, you can simply add or dispense coins (page 32) as needed or use the “Reset Count” option. This manually sets the quantity of coins reported to be in each tube. Once you’ve loaded the tubes directly with the quantity of the desired amount of coins, perform a “Reset” operation. This sets the tube meter to match your reset count.

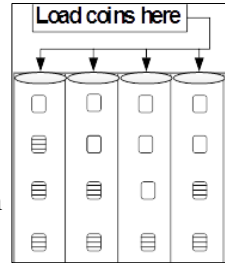
- Enter the service mode as described on page 5.
- Touch the “Manage Change” tab.

- Touch the + or – buttons to raise or lower the reset quantity of coins for each tube. There will only be entries for your actual tube configuration.
- Once the desired values are set, touch the “Save” button.

Meters	Settings	Manage Change	Maintenance	Exit
	Reset Quantity	Denomination	Quantity	Payout Qty
Reset	- 40 +	5	35	- 0 +
Reset	- 50 +	10	27	- 0 +
Reset	- 40 +	25	15	- 0 +
Reset	- 10 +	100	9	- 0 +
Reset All	Save	Total: 17.20		Dispense

Load The Coin Cassette (Must use tube reset)

- Remove and empty the changer's coin cassette.
- Load coins directly into the coin cassette (This is the **only time you would not** use the vend station's top coin slot) being sure to load the exact same coin quantities set in the “Reset Quantity” column.
- Load coins in redundant auto storing tubes in an alternating fashion.



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 change 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!

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

Reset Tube Meters

- Re-insert the changer's coin cassette and enter the service modes (see page 5) and touch the “Manage Change” tab.

Meters	Settings	Manage Change	Maintenance	Exit
	Reset Quantity	Denomination	Quantity	Payout Qty
Reset	- 40 +	5	40	- 0 +
Reset	- 50 +	10	50	- 0 +
Reset	- 40 +	25	40	- 0 +
Reset	- 10 +	100	10	- 0 +
Reset All	Save	Total: 27.00		Dispense

- To reset individual tube amounts to match the reset quantity, touch the “Reset” button to the left. Reset all values by pressing the “Reset All” button. Change will be tracked normally from there.

SETTINGS

Prices

- Enter the service modes as described on page 5.
- Touch the “Settings” tab.
- Touch the “Prices” tab.
- Touch the tab for the desired transaction type (Cash, Card or Host).
- Touch the square that is displaying the current price.

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Cash	Card		Host		
Copy	Scan		Print		
Small B/W	0.10	Small Color	0.10		
Medium B/W	0.15	Medium Color	0.20		
Large B/W	0.25	Large Color	0.30		

- Key in the desired price for each vended service and touch “Enter”.

Enter price Cancel

7	8	9	⌫
4	5	6	⌵
1	2	3	⌨
🌐	0	.	⬅

Note: You can skip setting the prices for services not vended by your MFP or services you intend to offer for free. They can be set to off or free in the customize features tab discussed on page 16. Some free functions may also need to be configured as unrestricted in the MFP. Even if a feature is set to free by the vend station, some MFPs will still not allow access to the copier's home screen unless funds are deposited. Most of the time setting that feature to unrestricted in the MFP's service or admin modes allows patrons access to that feature without inserting funds first.

General

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Escrow Limit	10.00	Max Bill Value	20.00		
Max Credit Transaction	80.00	Min Credit Transaction	0.25		
Auto Tube Sense	Off	Auto Change Return	Off		
Transaction Timeout	30	Warning Timeout	30		
Dispense On Timeout	On	Bill Transaction Min	Off		
Admin Password	●●●●●●●●	Bypass PIN	●●●●●●●●		

Escrow Limit: Sets maximum amount of cash that can be inserted into the vend station at one time.

Max Credit Transaction: Sets the maximum pre-authorization value for a credit card transaction. The amount pre-authorized is the value that will be available for the current transaction up to \$250.00.

Auto Tube Sense: Works with some changers to auto detect the amount of coins in each tube. See page 36 for detailed notes about this option.

Transaction Timeout: Sets the length of idle seconds during a session. Once reached, the device will time out and end all transactions.

Dispense On Timeout: Handles remaining credit when a cash transaction times out. If set to Off the credit is erased and the value is credited to the “Unapplied” meter. When set to On, change is returned. This setting is also dependent upon the “Bill Transaction Min” setting.

Admin Password: Sets the administrator password.

Max Bill Value: Controls the largest denomination bill that can be accepted. Many sites prefer a higher escrow setting to allow for larger jobs that cost more but set a lower bill value to stop patrons from using large bills to pay for small print or copy jobs and depleting the change.

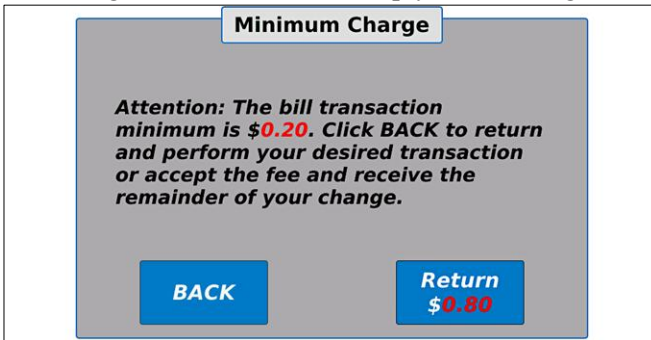
Min Credit Transaction: The minimum amount that will be charged for a credit transaction. This means if a credit transaction is performed that has a total job cost that is lower than this setting, the value of this setting will be charged instead of the actual job cost.

Auto Change Return: When set to on, it will attempt to automatically return the remainder of credit if it falls below the current copy cost.

Warning Timeout: Sets the length of time the “Transaction Timeout” prompt remains on the screen before the transaction is ended.

Meters		Settings		Manage Change	Maintenance	Exit
Prices	General	Networking	Date/Time	Customize	Reporting	
Escrow Limit	10.00	Max Bill Value	20.00			
Max Credit Transaction	80.00	Min Credit Transaction	0.25			
Auto Tube Sense	Off	Auto Change Return	Off			
Transaction Timeout	30	Warning Timeout	30			
Dispense On Timeout	On	Bill Transaction Min	Off			
Admin Password	●●●●●●●●	Bypass PIN	●●●●●●●●			

Bill Transaction Min: This setting is used when a site wishes to deter patrons from using the vend device to simply make change for bills.



When set to on, the minimum copy price (20 cents in this case) is deducted if a bill is used and the transaction is ended without making any copies. The patron is prompted to accept the deduction and return the remainder of their change or cancel and return to the copy screen to continue making copies. Any deductions made here are tracked to the “Unapplied” meter.

Bypass PIN: Sets the PIN required to be entered by staff to allow or exit a bypass operation.

NETWORK SETTINGS

Standard

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Standard			Proxy		
MAC	A0:F6:FD:8A:7B:71		DHCP	On	
IP Address	192.168.1.39		Gateway	192.168.1.1	
Netmask	255.255.255.0		DNS Server 1	192.168.1.1	
DNS Server 2	192.168.1.1				
Apply					

MAC: The MAC address for this device's NIC.

Note: The MAC address may not display until there is a live network cable connected.

IP Address: Displays the currently set IP address or is used to key in an IP address when DHCP is set to “Off”.

Netmask: Displays the currently set netmask or is used to key in a subnet mask when DHCP is set to “Off”.

DNS Server 2: Displays the back up DNS server's IP address or is used to key in a DNS server's IP address when DHCP is set to “Off”.

DHCP: Turns on or off the use of a DHCP server.

Gateway: Displays the current gateway IP address or is used to key in a gateway IP address when DHCP is set to “Off”.

DNS Server 1: Displays the primary DNS server's IP address or used to key in a DNS server's IP address when DHCP is set to “Off”.

Apply Settings: Touch this button to save your network settings.

Proxy

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Standard			Proxy		
Proxy Enabled		Off			
Proxy Server		Proxy Username			
Proxy Port		Proxy Password			

Proxy Enabled: Set to On only if a proxy server is in use.

Proxy Server: Enter your proxy server's IP address here.

Proxy Port: Enter the port number your proxy server uses.

Proxy Username: Enter the username for your proxy server.

Proxy Password: Enter the password for your proxy server.

DATE AND TIME

Settings

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
NTP Enabled		On			
NTP Server	1.pool.ntp.org				
Time Zone	America/New_York				
Date	3/31/2020	Time	11:03 AM		
Apply					

NTP Enabled: Turns on or off the use of an NTP (Network Time Protocol) server that would automatically set the date and time.

NTP Server: Used to set the desired NTP server.

Time Zone: Used to set the desired time zone.

Date: Used to set the date if “NTP Enabled” is off

Time: Used to set the time if “NTP Enabled” is off

Apply Settings: Touch this button to save your settings and apply them.

CUSTOMIZATION

Some of the settings under the “Customize” tab will require a reboot. You will be prompted when you touch the “Exit” button. A copier shutdown is necessary as some copiers require constant communication with the vend device. Those models may show an error if the vend station reboots and the copier temporarily loses communication with it. Usually powering off the copier and back on corrects the error but make sure the vend station is fully booted before powering the copier back on.



Features

For **B/W, Copy, Print, Color, Scan and Fax Jobs:**

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Features			Button Text		
B/W Jobs	On	Color Jobs	On		
Copy Jobs	On	Scan Jobs	On		
Print Jobs	Off	Fax Jobs	Off		
Bypass Enabled	Free	Custom Images	On		
Idle Image Delay	Restricted				
	6				

On: The vended feature's prices are displayed and the assigned price is charged for that feature's use.

Off: The vended feature's prices are not displayed however if the MFP sends a charge signal for that feature, it will be charged the assigned price.

Free: The vended feature's price is set to zero so nothing will be charged. Its price will be listed as “Complementary”

Restricted: The vended feature's price is set so high, a patron can never insert enough funds to access it. Its price will be listed as “Disabled”.

For the **Bypass Enabled** and **Custom Images** settings:

On: Enables that features use.

Off: Disables that features use.

Meters		Settings		Manage Change	Maintenance	Exit
Prices	General	Networking	Date/Time	Customize	Reporting	
Features			Button Text			
B/W Jobs	On	Color Jobs	On			
Copy Jobs	On	Scan Jobs	On			
Print Jobs	Off	Fax Jobs	Off			
Bypass Enabled	Free	Custom Images	On			
Idle Image Delay	Restricted					
	6					

Image Delay: Sets a delay in seconds that an idle image is displayed on the home screen before displaying the next image.

The blank area: is reserved for copier specific options.

Loading Custom Images

- Create up to three 800 x 500 pixel PNG files.
- You must use the following file names in the order you'd like them to be displayed: "idle_1.png" "idle_2.png" and "idle_3.png".
- If just one image is loaded, name it "idle_1.png". The screen will remain stationary with that image. If there aren't any images on the USB drive, any current custom images will be deleted.
- Copy the files to the root directory of a FAT32 formatted USB drive.
- Power off the copier/MFP.
- Insert the FAT32 formatted USB drive into one of the available USB ports on the vend station's main board.
- Enter the service mode as described on page 5.
- Touch the "Customize" tab and select the "Features" Tab.
- Set "Custom Images" to On and the three custom images will be imported. When replacing custom images, set "Custom Images" to Off and then On again to import the new set.
- Press "Exit" to see the reboot prompt. If you are not prompted or your images did not load, Press the "Reset" icon in the lower left corner of the staff screen (page 19).

Setting Button Text

The text of some buttons on some patron screens can be customized to better fit your site's needs. Key in the desired text. Use a semicolon to indicate a carriage return.

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Features			Button Text		
Software Payment Text	Pay for;print;jobs				
Make Copies Text	Copy;Scan;or Fax				
Cash Text	Coins &;Bills;NO;pennies				
Credit Text	Credit				
Begin Text	Next				

Review pricing to estimate job cost

Copy	Scan	Print
B/W		Color
Small: \$0.15		Small: \$0.45
Medium: \$0.25		Medium: \$0.55
Large: \$0.35		Large: \$0.65

Back **Cancel** **Next**

How would you like to pay?

**Coins & Bills
NO pennies** **Credit**

What would you like to do?

Copy Scan or Fax **Pay for print jobs**

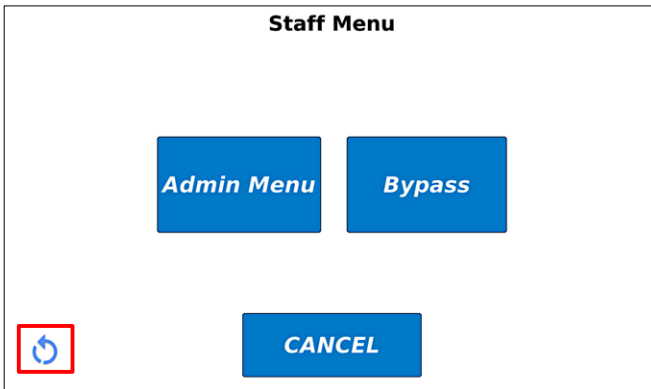
Restarting The Application

You should be prompted if the changes made in the service mode require a reboot. If the changes you've made did not take affect or you feel something may have not loaded correctly, you can manually restart the application.

- Power down the copier
- Enter the staff screen by tapping the “Powered by Jamex” icon in the lower right corner of the home screen 5 times.

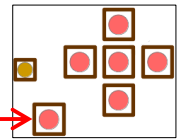


- Touch the restart icon in the lower left corner of the staff screen.



The unit should restart in a few seconds.

If the unit does not restart or the display is blank, you can also use the manual reset button located inside the vend station on the vend station's main control board.



If the unit still does not restart, you will need to disconnect the power. Wait 10 seconds before powering the vend station back on. The unit should fully boot within a couple of minutes.

REPORTING

Server Settings

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Options		Server		Schedule	
Server Address	smtp.gmail.com		Server Port	587	
Server User	Mobile Pay		Server Password	●●●●●●●●	
From Name	Mobile Pay				
From Address	Mobile Pay@gmail.com				
To Address	Mobile Pay@jamexvending.com				

If the “Jamex Reporting Software” reporting feature has not been purchased, any server or reporting option settings will be ignored. However you should set a “From Name” as it is used when exporting meters to a USB drive. Currently you can use a Jamex provided email server at no charge, see the “From Address” section to activate.

Server Address: Enter your mail servers URL.

Server User: Enter the account name used for your mail server.

From Name: Enter a descriptive name to easily identify the vend station that generated the specific emailed event notification or meters report. This name is also used for reports exported to a USB drive.

From Address: Enter the accounts full email address. Currently Jamex allows the free use of our email server. Enter reporting@jamexmail.com and exit the service modes. When you re-enter the service modes, all the server information will be populated except for the “To Addresses”

To Address: Enter in the report recipient's email addresses separated by a semicolon. Entry would look like “my@email.com; your@email.com”.

Note: When entering email addresses the screen will not time out.

Server Port: Enter in the port required by your email server.

Server Password: Enter in the “Server User” password.

Note: Some email accounts will require different security settings to be able to send emails from a device (other than a mobile phone or tablet). Refer to your email provider for any configurations or settings required. The vend station connects with a username and password. Devices like this are usually referred to as less secure apps (LSAs). You may need to enable LSA access in your email server's settings.

Options

Meters	Settings		Manage Change	Maintenance	Exit
Prices	General	Networking	Date/Time	Customize	Reporting
Options		Server		Schedule	
Reporting Enabled		On			
Report Power Cycles	Off	Report Updates	On		
Report Bypass Used	On	Report on Failed Log-in	On		
Report Cashout	On	Report Low Change	On		
Report Bill Count	0			Send Test	

Reporting Enabled: Turns on or off the “Jamex Automated Reporting Software” feature if it was purchased.

Report Power Cycles: When set to On, an event report is sent each time the vend station is reset or power cycled.

Report Bypass Used: When set to On, an event report with the value of any job that used the bypass PIN.

Report Cashout: Cashing out resets all the session and cash meter totals. When Report Cashout” is set to On, a meters report is generated when the “Cashout” operation is performed. The report reflects the meters just prior to being reset.

Report Bill Count: When set to a numeric value other than 0, an event report is sent when the number of bills stacked in the bill box reach that value. A standard bill box holds 300 bills. You will need to cash out to get the bill count to reset to 0. If you can not cash out, you can remove the bills and temporarily set the report count to 600 until next cashout.

Report Updates: When set to On, an event report is sent with the new Firmware version each time a vend station firmware update is performed.

Report on Failed Log-In: Sends an email report if there are three consecutive failed attempts to log in to the service modes or to input the bypass PIN.

Report Low Change: When set to On, an event report is sent when the vend station goes from a normal condition to a low change condition. The tube inventory is included to inform you of the denomination that is low so you can bring the appropriate number of coins.

Send Test: When this button is touched, a meters report is emailed using the programmed reporting server settings. This does not reset the meters.

Schedule

A meters report can be sent daily, weekly or monthly to a list of email recipients to give you a status of current totals. This report does not reset any meters.

Meters	Settings	Manage Change	Maintenance	Exit	
Prices	General	Networking	Date/Time	Customize	Reporting
Options		Server		Schedule	
Report Day Of Month	Not Set		09 10 11 AM 12 PM 01		
Report Day Of Week	Not Set				
Daily Reporting	On				
Apply					

Report Day of The Month: Sets a day of a month a meters report is sent.

Report Day Of The Week: Sets the day of the week a meters report is sent.

Meters	Settings	Sunday	Maintenance	Exit	
Prices	General	Monday	Date/Time	Customize	Reporting
Options		Tuesday	Schedule		
Report Day Of Month	Wednesday		08 09 AM 10 PM 11 12		
Report Day Of Week	Thursday				
Daily Reporting	Friday				
		Saturday			
		Weekdays			
		Weekend			
		Not Set			
Apply					

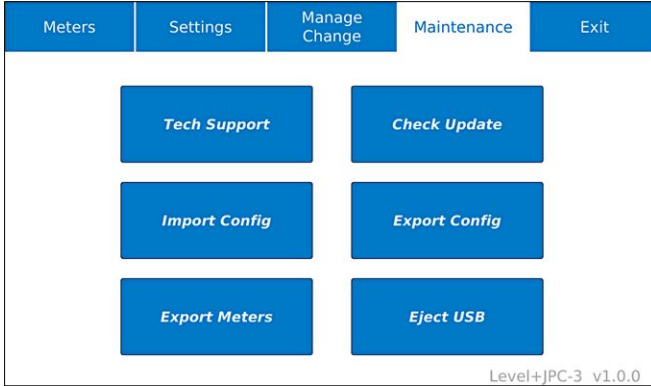
Daily Reporting: When set to “Off” you will only receive event reports and a meters report at cashout.

Report Time: Scroll up or down to set the hour a meters report is sent.

Apply Settings: Touch this button to save your settings and apply them.

MAINTENANCE MENU

Button Description



Tech Support: When this button is touched the vend station connects to a Jamex server. If successful, the screen will display a support session ID. See page 6 for more details.

Import Config: Insert a FAT-32 formatted USB drive containing the configuration file into one of the available USB ports on the lower left side of the Jamex board. Then touch this button to import a configuration file containing all your service mode settings.

Export Meters: Insert a FAT-32 formatted USB drive and touch this button to export a meters report. A “jamex_meters(*from name date time*).csv” is created file for ease of record keeping or importing meter readings into a spreadsheet.

Check Update: Touch the button to check for firmware updates. See pages 6 and 7 for more details.

Export Config: Insert a FAT-32 formatted USB drive into one of the four available USB ports on the lower left side of the Jamex board. Then touch this button to export the service mode settings to it.

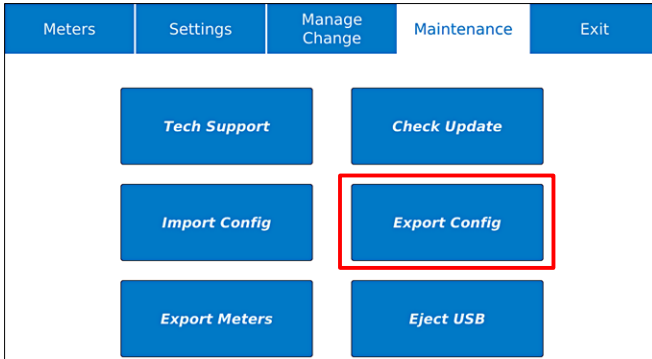
Eject USB: Touch button before removing your USB drive file.

The firmware type and version are displayed in the lower right corner. You may be asked for this information by Jamex support staff.

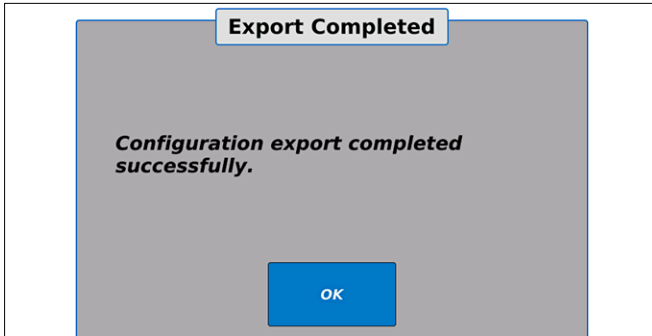
CONFIGURATION FILE

Exporting

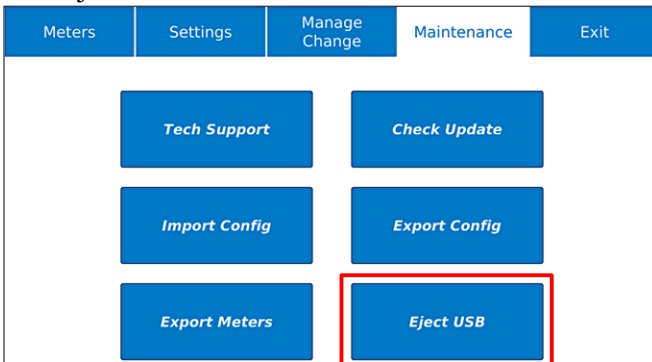
- Connect the FAT32 formatted USB drive to one of the available USB ports on the lower left side of the Jamex main board.
- Enter the service modes as described on page 5.
- Touch the “Maintenance” tab.
- Touch the “Export Config” button.



- Touch “OK” at the “Export Completed” screen.



- Touch the “Eject USB” button.



- Touch “OK” and remove your USB drive.



- Touch the “Exit” button to leave the service modes.

You can now import your configuration settings to all of your other Mobile Pay™ NetPad touch vend systems

Editing

For security reasons, when manually editing your configuration file, you must add “[0]” when keying in a password. **Example:** mypassword|0. This will tell the vend station to encrypt the password on import and change the 0 to a 1. The password will no longer be displayed as plain text when viewing the file thus keeping your passwords secure.

- Connect the FAT32 formatted USB drive containing the “jamex_touch_settings.csv” file in its the root directory to your PC.
- Open a spreadsheet program that can import a CSV file and import the “jamex_touch_settings.csv” file. Be sure the comma is the only separator selected or the fields will not be laid out correctly.
- Key in the values you want changed using the same format. Watch for auto correct to be sure none of the input values are altered.

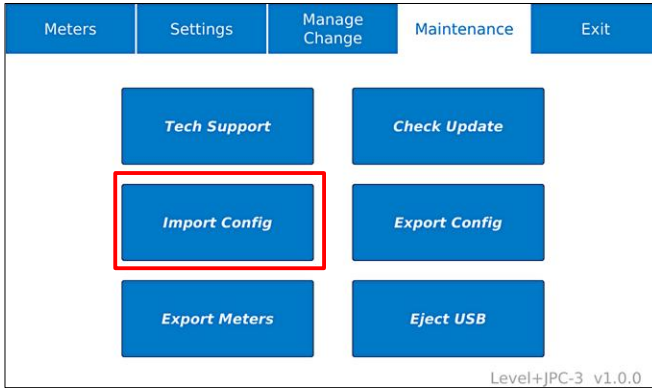
40	FaxPageCard	100
41	CopyHostSmallBW	10
42	CopyHostMediumBW	20
43	CopyHostLargeBW	30
44	CopyHostSmallColor	40
45	CopyHostMediumColor	50
46	CopyHostLargeColor	60
47	ScanHostSmallBW	70
48	ScanHostMediumBW	80
49	ScanHostLargeBW	90
50	ScanHostSmallColor	100
51	ScanHostMediumColor	110
52	ScanHostLargeColor	120
53	PrintHostSmallBW	130
54	PrintHostMediumBW	140
55	PrintHostLargeBW	150
56	PrintHostSmallColor	160
57	PrintHostMediumColor	170
58	PrintHostLargeColor	180
59	FaxConnectHost	100
60	FaxPageHost	10
61	Escrow	2000
62	Max Card	2500
63	Max Bill	2000
64	BillTransactionMin	On
65	ConierColor	Color

Note: Looking at the settings file in this way will display all options for every firmware but your firmware version will only read the settings specific to it.

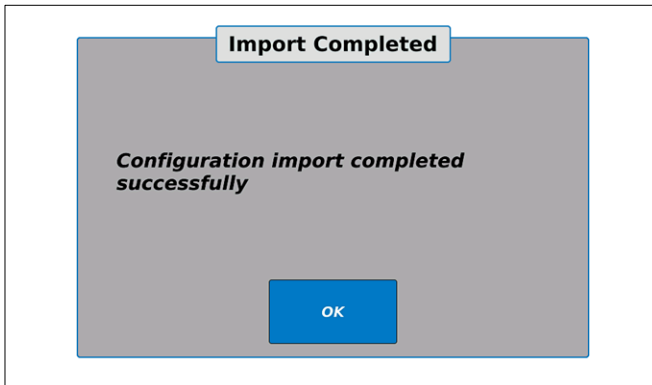
- Save the file in the exact same CSV format with the same file name or importing settings will fail.
- Eject the USB drive and remove it from your PC.

Importing

- Connect the FAT32 formatted USB drive containing the “james_touch_settings.csv” file on the root directory to one of the available USB ports on the lower left side of the Jamex main board.
- Enter the service modes as described on page 5.
- Touch the “Maintenance” tab.
- Touch the “Import Config” button.



- Touch “OK” at the “Import Completed” screen.



- Touch the “Eject USB” button.
- Touch OK and remove your USB drive.
- Touch the “Exit” button to leave the service modes.

JAMEX AUTOMATED REPORTING SOFTWARE REPORTS

The Jamex Automated Reporting Software option enables the Jamex Mobile Pay NetPad™ for 9500 series vend station to send meter counts, cash totals and event reports to the in boxes of a defined list of recipients.

Life Meter:

Meter	Value
CopyCashSmallBW	5028
CopyCashMediumBW	259
CopyCashLargeBW	106
CopyCashSmallColor	809
CopyCashMediumColor	478
CopyCashLargeColor	60
ScanCashSmallBW	0
ScanCashMediumBW	0
ScanCashLargeBW	0
ScanCashSmallColor	0
ScanCashMediumColor	0
ScanCashLargeColor	0
PrintCashSmallBW	188
PrintCashMediumBW	0
PrintCashLargeBW	0
PrintCashSmallColor	59
PrintCashMediumColor	0
PrintCashLargeColor	6

Cash Meters:

Meter	Value
Cash	100.60
Bypass	19.00
Bill	80.00
Box	20.60
Tube	34.45
Card Add	0.00
Card Sale	200.00
Host Cash	0.00
Host Bypass	0.00
Host Card Add	0.00
Host Card Sale	19.00
Unapplied Cash	0.00
Unapplied Card	0.00

From: Jamex 9557
Subject: Jamex Event
To: You

Report Date: 1/1/2020
MAC: 00:00:00:00:00

Bypass used for \$0.90 on 1/1/2020 9:00:00 PM

Report Date: 1/1/2020
MAC: 00:00:00:00:00

Device is low on change

Coin Tubes:

Denomination	Count
0.05	20
0.10	10
0.25	8
1.00	4
Tube Total	8.00

Report Date: 1/1/2020
MAC: 00:00:00:00:00

Too many incorrect PIN or password attempts at 01/01/20 17:30:22

The software is installed on the vend station and provides clear reporting of all meters and events to facility managers providing valuable information for predictive maintenance, cash collection as well as providing a detailed Comma Separated Value (CSV) file attachment that can be imported into a spreadsheet for reconciliation. See pages 20-22 for configuring the Jamex Automated Reporting Software report options and schedule.

Software Requirements

Aside from purchasing the Jamex Automated Reporting Software to be installed on your vend station's board, you will also need the user information for the email account you wish to use from which the Vend Station can send reports. See page 20 for programming the required settings.

For security reasons the Jamex Vend Station cannot be programmed directly from its network interface. The updating of configuration settings directly from the touch screen or via a USB memory stick is more secure and prevents unauthorized remote access.

RECONCILIATION OF THE VENDING SYSTEM

Your Vending System allows you to track your revenue by:

- Providing meters that track:
 - The total number of pages for each vended function per reconciliation period (session and lifetime).
 - The cash amount taken in for each vended function.
 - The cash value of bypass copies made.
 - The amount of bills stored in the bill box (if installed).
 - The amount of coins routed to the cash box.
 - The amount of coins in the change tubes.
 - The amount charged to credit cards.
 - Miscellaneous unapplied funds not tracked by other meters.

Optional JPC Meters

- The cash amount taken in from vending software running on a connected Host PC.
 - The cash value of transactions made from a Host PC while in bypass mode
 - The amount deducted from credit cards from a Host PC.
- The ability to review all meters from the touch screen display.
 - Meters that can be exported to a USB drive in a CSV format. This file format can easily be imported into a spreadsheet.
 - Admins can assign a unique name to each vend station to help better track the source of funds received.
 - The optionally installed Jamex Automated Reporting Software that emails either a daily, weekly or monthly periodic meter report as well automatically sending report at cashout. The report emailed at cashout shows the current values prior to a reset. Periodic email reports do not reset any totals. They are simply a report of the meters at that specific time.
 - Re-settable "Session" and "Cash" meters to isolate the current reconciliation period's meters from the "Lifetime" meters.
 - Non re-settable "Lifetime" meters to show overall usage.

Reading The Meters

Enter the service modes as described on page 5 and touch the “Meters” tab.

Touch each function's tab and payment type to review the associated meters.

Session meters show the count of all of the vended functions (copies, prints, scans, faxes). These meters are reset at the same time the vend station is cashed out. This makes it easier to separate counts of the current reconciliation period from the overall counts.

Life meters show the same type of meters as the session meters but the counts are from the day the vend station was put into service and are not re-settable. These meters show how much overall use each vend station gets. Machines receiving more use will require more maintenance.

Meters	Settings	Manage Change	Maintenance	Exit		
Life	Session		Totals			
Cash	Card		Bypass			
	B/W			Color		
	Small	Medium	Large	Small	Medium	Large
Copy	7	0	0	0	0	0
Scan	0	0	0	0	0	0
Print	0	0	0	0	0	0
	Connect	Page				
Fax	0	0				

Note: Different MFPs (multi function printers) offer different vendible features. The meters may still be displayed but they will remain at zero.

Cash meters only show the vended functions paid for with coins or bills.

Card meters only show the vended functions paid for with credit cards.

Host (optional) meters only show the vended functions controlled through software. The software provider may provide more detailed information on the funds used for each vended function.

Bypass meters only show the vended function that had the payment option overridden by staff.

Totals

Cash is the total value of coins and bills charged for vended functions not controlled by a host PC.

Bypass is the total value of vended functions that were done in bypass mode not controlled by a host PC.

Bill is the total of bills stacked in the bill acceptor.

Box is the total value of coins in the cash box.

Tube is the total of change currently stored in the change tubes.

Meters	Settings	Manage Change	Maintenance	Exit
Life		Session		Totals
Cash	1.40		Host Cash	0.00
Bypass	5.20		Host Bypass	0.00
Bill	0.00		Host Card Add	0.00
Box	0.00		Host Card Sale	0.50
Tube	19.30		Host Refund	0.00
Card Add	0.00		Unapplied Cash	0.00
Card Sale	15.20		Unapplied Card	0.10
Cashout				

Card Add (unused)

Card Sale is the total value charged to credit cards for vended functions not controlled by a host PC.

Host Cash is the total value of coins and bills charged for vended functions controlled by software running on a host PC.

Host Bypass is the total value of vended functions that were done in bypass mode controlled by software running on a host PC.

Host Card Add (unused)

Host Card Sale is the total value charged to credit cards for vended functions controlled by software running on a host PC.

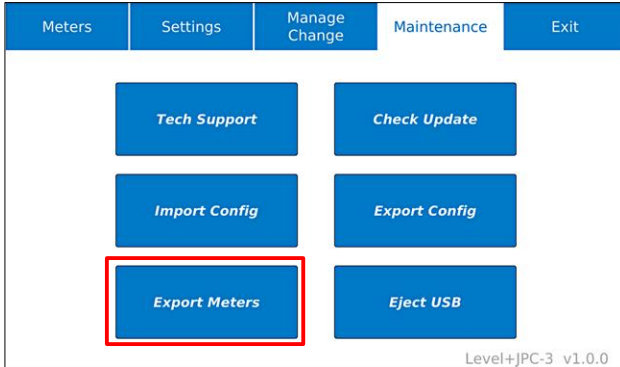
Unapplied Cash is the total of funds received when change was not returned, a partial charge was made, minimum charge for bill use or when the MFP completed a copy even though there were insufficient funds to do so.

Unapplied Card is the total amount of extra funds that had to be charged for a copy or print job to reach the minimum transaction value. If there was \$0.25 card minimum set and a \$0.10 job was done, \$0.15 is tracked to this meter.

USB-CSV Meter Export

Use the “Export Meters” option to export the meter readings as a CSV (Comma Separated Values) file that can easily be imported into a spreadsheet.

- Insert a FAT32 formatted USB drive.
- Enter the service modes as described on page 5 and touch the “Maintenance” tab.



- Touch the “Export Meters” button.
- Touch OK at the confirmation screen.
- Touch the “Eject USB” button.
- Touch the “Exit” button.
- Remove the USB drive and connect it to a PC.
- Open a spreadsheet program and import the meters file.

The file name will show the device name (see page 20 to set the desired name) and the date and time it was exported.

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

Sample Reconciliation spreadsheets are available upon request by emailing info@jamexvending.com . Use the samples to create your own spreadsheet.

Reset Session And Cash Meters

If you do not have the “Reporting Software” to generate an email report, you'll want to export the meter readings first **before** you touch the “Cashout” button. This will provide you with the meters for that reconciliation's session period. If you do happen to forget to export the meter readings first, you may be able to use the life meters to calculate the current totals. Once the meters are cleared, they can not be recovered.

- Enter the service modes as described on page 5.
- Touch the “Meters” tab and then the “Totals” tab.

Meters		Settings	Manage Change	Maintenance	Exit
Life		Session		Totals	
Cash	1.40			Host Cash	0.00
Bypass	5.20			Host Bypass	0.00
Bill	0.00			Host Card Add	0.00
Box	0.00			Host Card Sale	0.50
Tube	19.30			Host Refund	0.00
Card Add	0.00			Unapplied	0.00
Card Sale	15.20				
Cashout					

- Touch the “Cashout” button.
- Touch “OK” at the confirmation screen.
- Cash and session meters are reset. The Life and Tube meters are not.
- If the Jamex Automated Reporting Software was installed, a report was automatically sent to you containing the meter values as they were just prior to performing the reset operation along with a CSV attachment containing the same information.

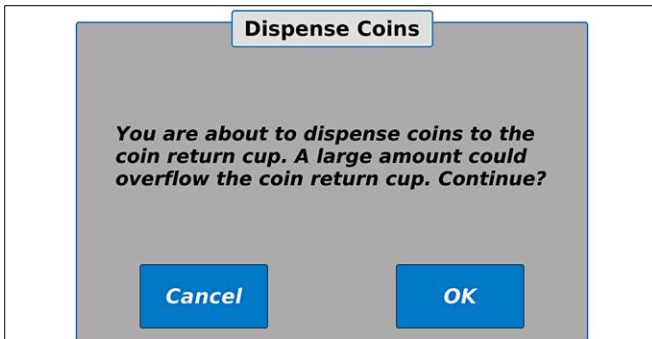
Dispensing Coins And Paying Down The Tube Value

- Enter the service modes as described on page 5.
 - Touch the “Manage Change” button.
- Note:** Any payout buttons located on the changer itself are disabled by Jamex to be sure coins paid out are tracked properly.
- Under the “Payout Qty” header, Tap the + or – buttons to set the number of coins to be dispensed. You can program each value before touching “Dispense” to pay out more than one denomination at a time.

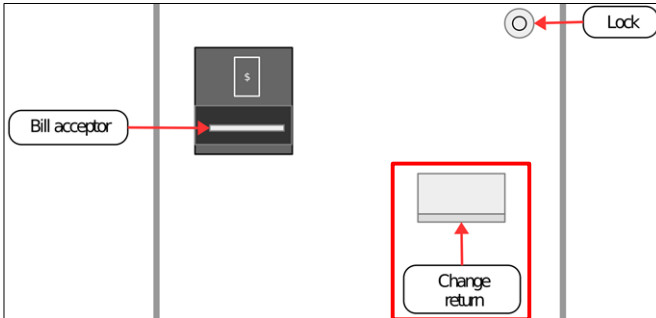
Meters		Settings	Manage Change	Maintenance	Exit
	Reset Quantity	Denomination	Quantity	Payout Qty	
Reset	- 0 +	5	35	- 2 +	
Reset	- 0 +	10	27	- 1 +	
Reset	- 0 +	25	15	- 0 +	
Reset	- 0 +	100	9	- 1 +	
Reset All	Save	Total: 17.20			Dispense

- Touch “the Dispense” button.

- The confirmation screen is displayed.
- Touch “OK” to dispense the selected coins.



- The coins are dispensed into the change return cup in the front of the vend station..



Note: When there are a large number of coins to be returned, You’ll need to pay attention and remove coins during payout to avoid over filling and jamming the change return cup.

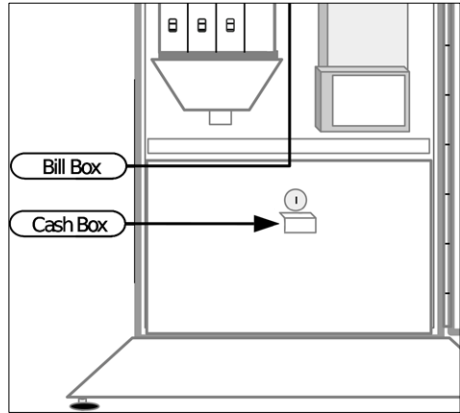
- The screen shows the updated coin quantities remaining in each tube and the new tube total.

Meters	Settings	Manage Change	Maintenance	Exit
	Reset Quantity	Denomination	Quantity	Payout Qty
Reset	- 0 +	5	33	- 0 +
Reset	- 0 +	10	26	- 0 +
Reset	- 0 +	25	15	- 0 +
Reset	- 0 +	100	8	- 0 +
Reset All	Save	Total: 16.00		Dispense

- **Note:** If you're adding change to reach a set amount to begin a reconciliation period, be sure to note where the added change came from. See pages 9 and 10 about directly loading and emptying change.

Emptying The Cash Box

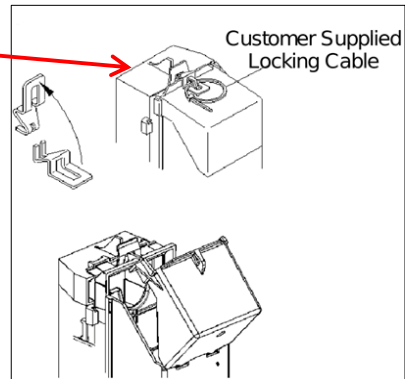
- Unlock the Cash Box.
- Pull the drawer straight outward toward you.
- Use caution as a full cash box can be very heavy.
- When replacing the Cash box be sure it is in place correctly to prevent jams from occurring in the cashbox coin chute.



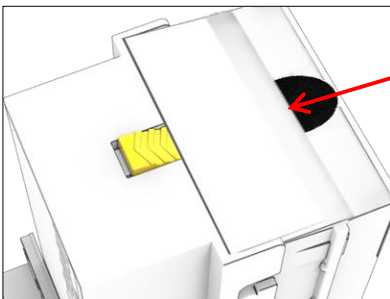
- Lock the cash box or it can shift position and cause coin jams

Emptying the Bill Box

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



Apex 7400 Bill Acceptor



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

For instructional videos that show how to perform many of the standard tasks associated with using and maintaining Jamex systems, visit the support section at jamexvending.com

Cash on Hand

When reconciling, most customers only remove the cash on hand. Cash on hand is the money that can easily be removed and is the money stored in the cash box and bill box. You may expect the cash on hand amount to be equal to the total of your cash meters but this is not always true. This doesn't mean you're missing funds or you've collected more revenue than you should have. It varies because of the way the funds 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. **Note:** Coin jams, low change conditions and payout jams can cause your cash on hand to be higher than expected.

Verifying Cash on Hand Funds.

Once all the cash meters are added together, use the formula below to determine if the cash on hand amount is accurate. The formula is **cash on hand + tube difference = 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 and drained the existing change in the change tubes. That change was returned to the patrons in exchange for bills. Now the bill box holds the value of that change. It has now become “cash on hand” and equals the negative tube difference.

- **Negative tube difference of \$5:00:** Your cash meters totaled \$45.00 but you have 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 $50.00 + (-5.00) = 45.00$.

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 to the change tubes to replenish the depleted change and therefore they did not go into the cash box at the bottom of the vend station. This means there will be less coins in the cash on hand by that amount. Therefore the cash on hand will be lower than the total cash meters by that amount.

- **Positive tube difference of \$5:00:** Your cash meters totaled \$45.00 but you only removed \$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 $40.00 + 5.00 = 45.00$

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

Using a High Capacity Changer

Most high capacity changers have removable coin cassettes (tubes). The value stored in the change tubes of a high capacity changer can be significant. It may not be desirable to simply leave these funds in the vend station from week to week. Pages 9-10 talk about resetting the tube value to match what is inserted into your coin cassette.

- Dump the coins from the changer's coin cassette into the cash box making them part of your "cash on hand" funds.
- Use the coins from the cash box to reload the coin cassette. Be sure you drop in the coins to exactly match the preset "Reset values programmed into the service modes as described on pages 09 - 10.
- 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 coins from 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 bill total will now be slightly 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 as described on page 10 to reset the tube meter. This will set the tube meter to match the reset count. This should match the values of coins just loaded into the coin cassette.

Auto Tube Sense: This option can be used with some high capacity changers although most changers are incompatible as they do not have the hardware to accurately detect how many individual coins are in each tube. Enabling this option lets the changer set the tube meter 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. To further compound things, a high capacity changer may use a "dead tube inventory". This means the changer keeps a few coins in each tube at all times. The extra weight reduces the odds of a jam in the payout section. These coins are hidden from the vend station by the changer so they are not paid out. The amount varies by coin type and by changer model.

When "Auto Tube Sense" is used with a compatible changer, you'll load or remove coins from the removable coin cassette, reinstall it and press the reset button on the admin screen or power cycle the unit. Your site may find this easier than counting out coins for the changer each week. However you will have to deal with the variation in change tracking.

MAINTENANCE AND TROUBLESHOOTING

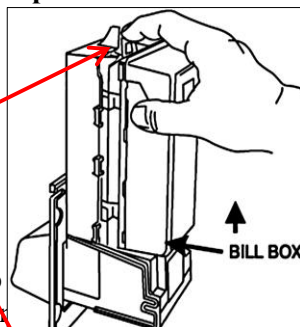
Your Jamex Vending System requires occasional cleaning of the bill acceptor and coin changer. The frequency of cleaning depends on the environment and amount of use. Debris can make its way into the coin slot and cause coin jams. Instructions for clearing jams are listed here. For your convenience, instructional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

Check for a firmware update

You should occasionally check for firmware updates. See pages 6 – 7

Always disconnect power before performing any maintenance Cleaning/Un-jamming A CoinCo BP4 Bill Acceptor

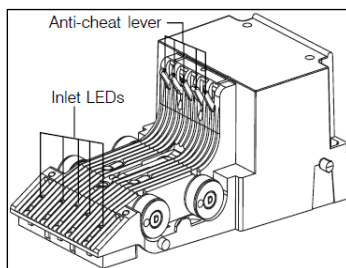
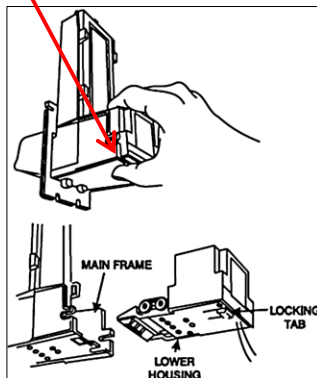
- Remove any locking plates or cables from the top of the bill box as shown on page 34.
- Push the bill box tab away and slide the bill box upward and off.
- Push up on the locking tab on the bottom and pull the lower housing towards you.
- Clean plastic parts and belts with a mild soap soft cloth. Only use Isopropyl alcohol to clean 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.

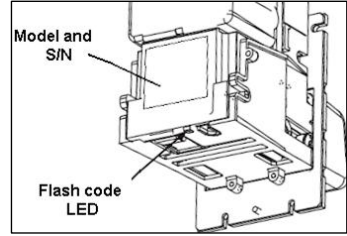
- Disconnect the power to the vend station.
- Remove the lower housing of the bill acceptor.
- Remove any pieces of a bill you may find and verify the anti-cheat lever on the lower housing moves freely. The fingers of the lever should return to a forward resting position as shown.
- If the anti-cheat 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.

The Bill Acceptor Appears To Be Dead.

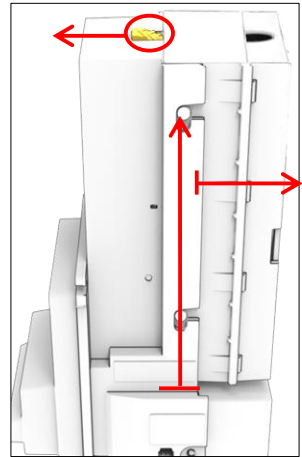
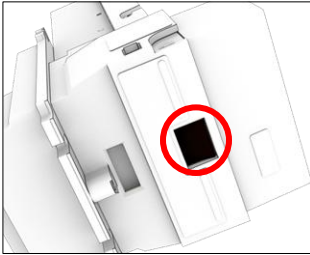
The CoinCo bill acceptors found in almost all Jamex vend stations have a flash code LED that could indicate a problem. The BP4 model can indicate three possible issues.



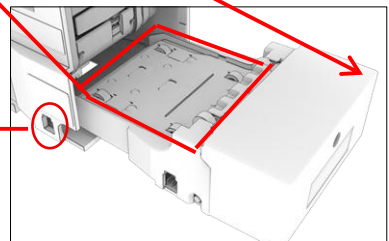
1. The light seems to **blink on and off steadily** (Check the bill box). Empty the bill box (page 34). Remove/check the bill box (page 37).
2. The light **blinks twice**, there is a slight pause and then it repeats the sequence (Stuck bill). Bill jam or stuck anti cheat levers (page 37).
3. The light **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 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.
- Diagnostic button can be pressed with the tray inserted.



Apex 7000 Error Codes

The codes are displayed by flashing the lights on the front where bills are 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.
- Slowly pull the spring loaded acceptor gate open. Do not force the gate to open farther than is natural. Do not let the gate close abruptly.
- 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.

Never submerge any part of the coin or bill acceptor in water.

Never clean with a wire brush, steel wool, scouring pads or solvents.

Do not use lubricant on any part of the coin or bill acceptor.

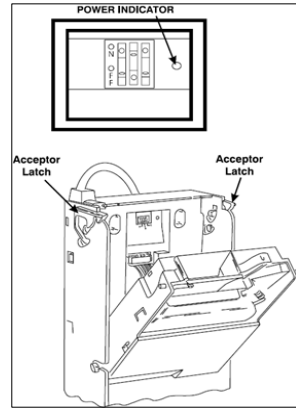
Clearing Coin Jams In a Three Tube Changer

For your convenience, a detailed video is also available in the support section our web site at jamexvending.com

Always disconnect power to vend station before clearing jams

Should a coin jam occur 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, Lift the coin return plunger and use caution to avoid bending any pins when reconnecting the ribbon cable.

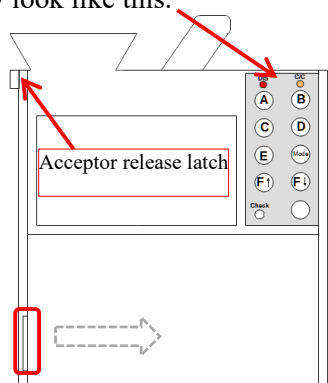
Clearing Coin Jams On A Five Tube Changer

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 and carefully disconnect the wires from the back of the acceptor.

If the "**C/C**" LED is blinking, it 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.

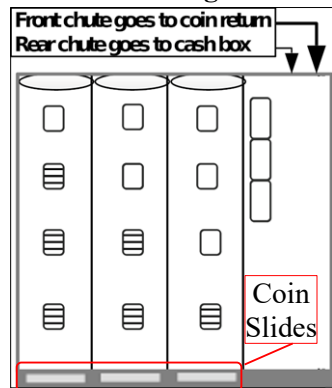
- Look for coins in the tube that may be stacked incorrectly.
- If you had to dump the change out of the tubes, it's best to get the tube meter to zero and then reload change as described on page 9.

Caution: Be careful not to 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" LRD 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 In A Three Tube Changer

- Follow the steps in the "Clearing Coin Jams" section (page 38) to remove the acceptor.
- Inside the vend station, look at the two coin chutes just to the right of the top of the coin 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 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!**



Clearing Payout Jams In A Three Tube Changer

When a three tube changer doesn't return coins and there is a deadened sound during payout, a coin jam in the payout area is usually the cause. Below each tube is a knockout 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, payout all the coins in that tube and reload it.

Keep in mind if patrons did not receive all of their change, 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 denomination is at 0.00. This can be caused by a payout jam that ran the tube's meter to zero without dispensing coins or by improperly loading change. You need to fully empty that change tube (page 24) and reload the coins properly (page 10). Check the other tubes to verify they have been loaded correctly.

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

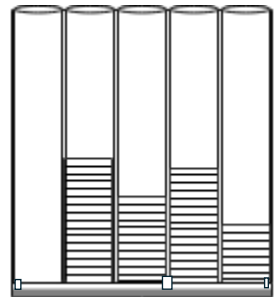
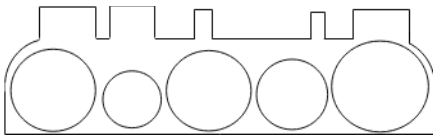
There is a normal payout sound but coins are not being returned.

These two symptoms are usually a result of change not loaded or removed properly. You may need to dispense and reload coins properly.

A tube meter jumping after a reset could be caused by the "Auto Tube Sense" setting. Your changer may need this turned off (page 28).

The tubes may not be installed properly. Review the video on how to remove a changer's tubes in the support section at jamexvending.com

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.

Other Troubleshooting

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.

Vending Software Configuration

Many types of vending software require you to input the type of vending device and what COM port it 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.

Hint: Windows will assign a new com port number to a new board. 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 all USB connections from the vend station's board to 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. Enter the service modes as described on page 5 and go to the Support tab. Your firmware version is listed in the lower right section of the display. The letters JPC should be displayed. If you do not see anything like this, the USB port on the board will not be able to communicate with a PC. Contact Jamex sales to purchase the firmware reconfiguration service to have the JPC feature uploaded and enabled for your board. Firmware can only be uploaded via a network connection.

Copier Errors

Some copiers require constant communication with the vend station. If the reset icon is pressed, firmware is updated or the vend station is unplugged, a copier can show an error. Be sure the vend station is fully booted before powering the copier on.

No Power

If the power supply LED is lit but there is no power, you'll need to check the connection in the base. It may be damaged in such a way that even though it looks connected, the sockets and pins are not making contact.

- Disconnect the power from the wall and disconnect the power cable under the base. Look in the end that goes toward the vend station (sockets).



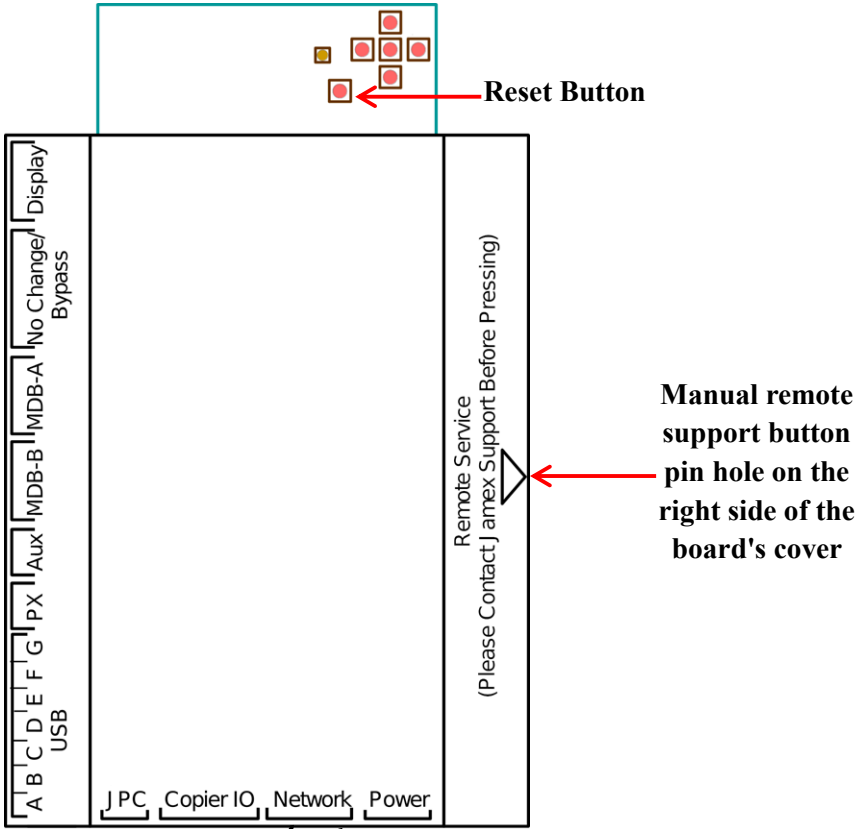
- Hold the black end of this connector while pushing the gray cable into the connector. Push the sockets as far forward as they can go and they should lock in place. If they do not lock back into place the sockets will move back again when you reconnect the power supply. If that happens, the cable needs 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. Hold the gray cable to keep the sockets in place while connecting the power connector. Reconnect the power to the wall outlet.

Starting A Support Session If The Display Is Out

During advanced troubleshooting you may be asked to start a support session even though the display is blank. Push a paper clip through the access port on the right side of the main control board's cover pan to press the "Remote Service" button (page 45). Be sure to only press the button once as a second press will end the remote service session.

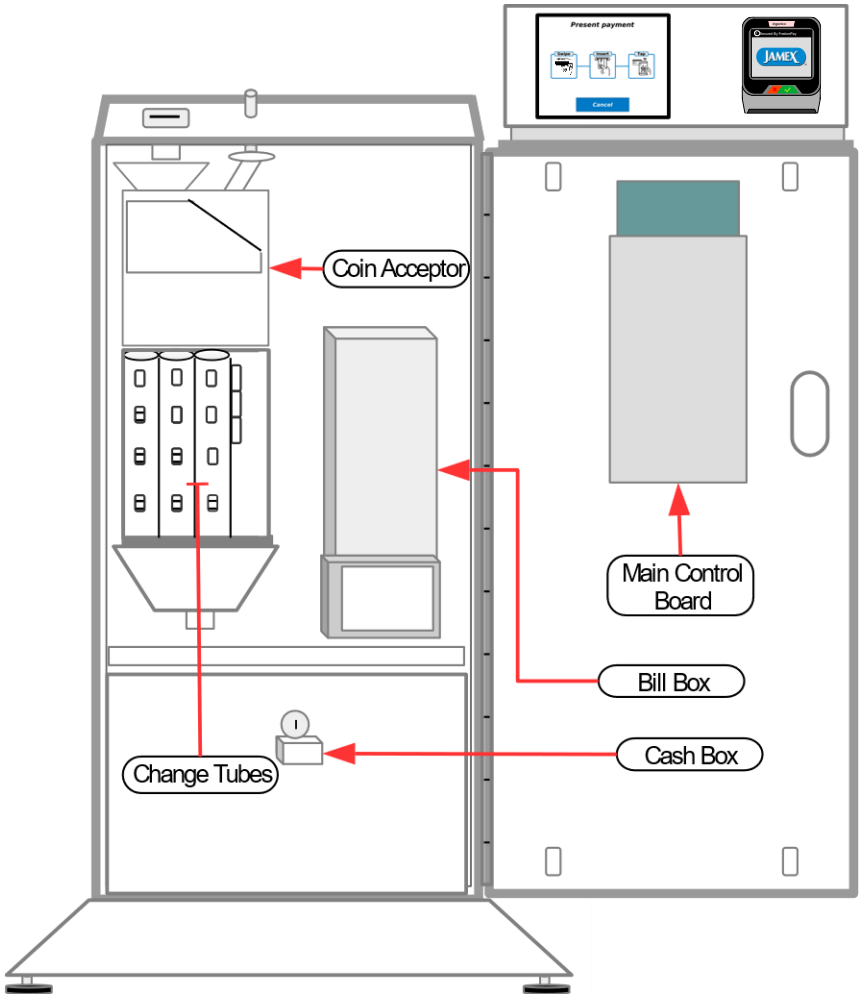
MAIN CONTROL BOARD COVER PAN



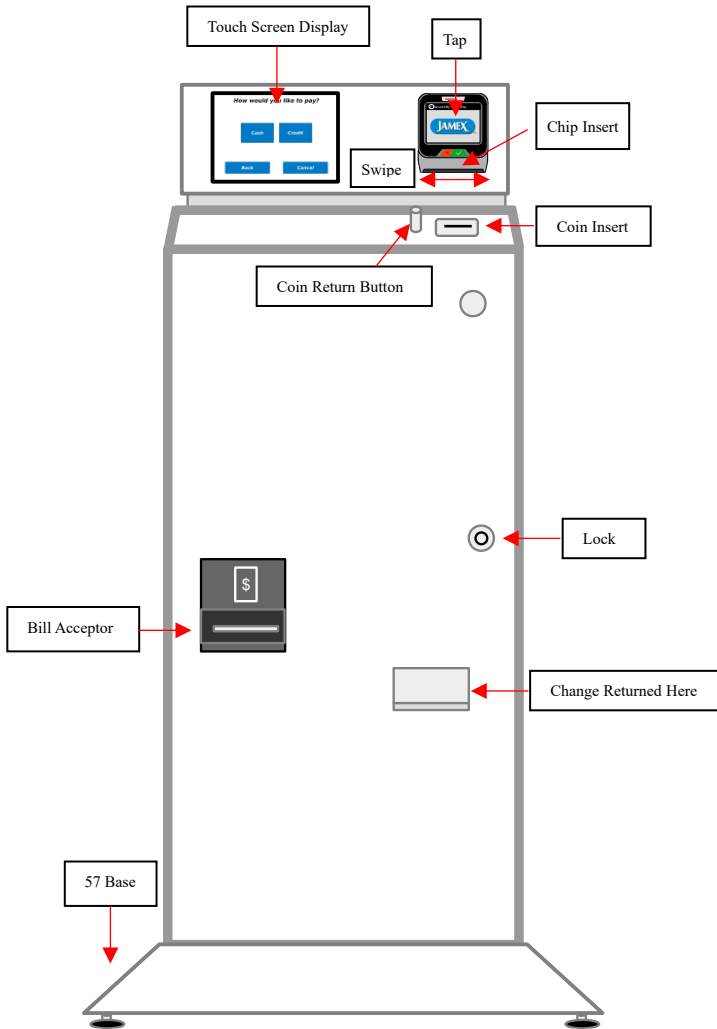
Network Connection

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 with the Jamex provided email server, it uses port 587. If you use a different email server, you'll need to add that email server's port.

JAMEX MOBILE PAY NETPAD™ INTERIOR LAYOUT



JAMEX MOBILE PAY NETPAD™ EXTERIOR LAYOUT



Jamex Support/Maintenance videos are available in the support section at www.jamexvending.com