

**Mobile Pay NetPad<sup>™</sup>  
For 9500 Series Coin,  
Bill and Credit Card  
Vend Station**

**User 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 Mobile Pay NetPad™ for 9500 Series model 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](http://www.jamexvending.com).

**YOUR PARTNER FOR 30+ YEARS**

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# USER MANUAL

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## INTRODUCTION

Thank you for choosing a Jamex system for your vending needs. This manual provides instructions for operating your Mobile Pay NetPad™ for 9500 Series vend station. Please review this manual completely before beginning to 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: [support@jamexvending.com](mailto:support@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 features include:
  - Price per copy, scan, fax, & print (Based on copier model).
  - Maximum allowed escrow deposit of up to \$80.00.
  - Maximum bill denomination acceptance.
  - Minimum charge for 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 \$34 in self replenishing change storage.  
More change storage available with optional high capacity changer.
- USB type A ports for importing custom images, importing/exporting device settings for fleet programming, and exporting meter readings for reconciliation reporting.
- Network connection used for credit card validation, firmware updates, optional Jamex Automated Reporting, and advanced diagnostics.

- Three bypass modes (Single, Timed and Value) accessible with a programmable PIN to give staff and service technicians copier access without needing a key, cash or card.
- Steel housing with quartz white textured powder-coat epoxy finish.

**All Jamex products 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
- USB type B JPC interface for connection to a host PC for interfacing with vending software.
- High capacity changer for even greater coin payout capacity
- International currency capability
- 57 Base: Free-standing base

**Note:** Base is attached prior to shipping for easier installation on site

- Jamex Automated Reporting Software: Emails meter and event reports to any email address

**The full family of Jamex products also includes:**

- Multi copy coin only or coin and bill vend systems
- Mobile Pay NetPad™ Terminal
- Net Pad Touch for mag stripe only credit card vending
- 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 [www.jamexvending.com](http://www.jamexvending.com)

# OPERATING GUIDE

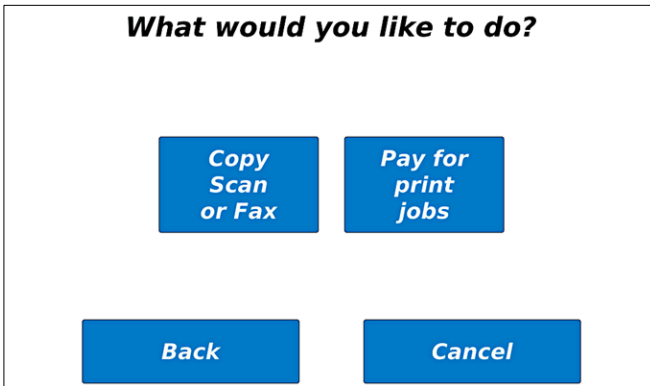
## Power Up

When first powered on, the Mobile Pay NetPad™ For 9500 Series Vending System will show a blank display. After a minute or so the Jamex logo will appear on the screen as the device starts up. When in the ready state or “Vend Mode”, the display will scroll through the three default idle screens. Each screen will be displayed for three seconds. The images and the displayed duration can be customized and may not match what is shown here.



## Starting a Vend Session

Touch the display to show the “What would you like to do?” screen.

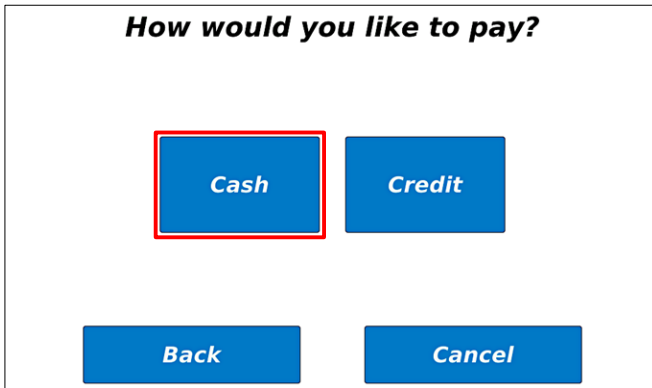


Choose a function or press “Back” to go to previous screen. Once a function is selected, you are prompted to choose a payment method. **Note:** If this is a single function vend station, the “What would you like to do?” screen is skipped and the “How would you like to pay?” screen is displayed.

You can touch the “Back” button from the copier or software vending screens to get back to this screen. This way two functions can be vended from the same funds type without the need to eject and reload change or re-swipe your card. Software transactions usually force a transaction to end so you'll want to perform copy jobs first. The button text on this screen can be customized and may not match what is shown here.

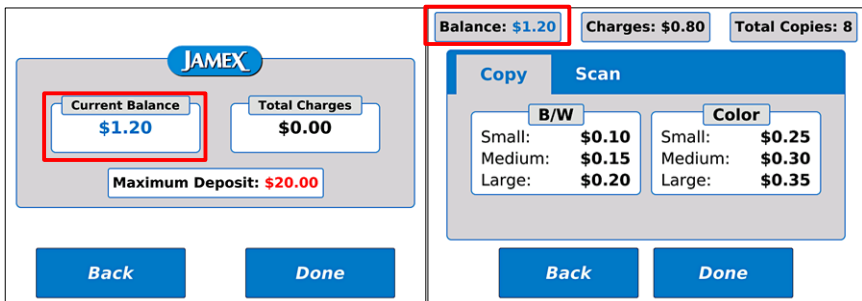
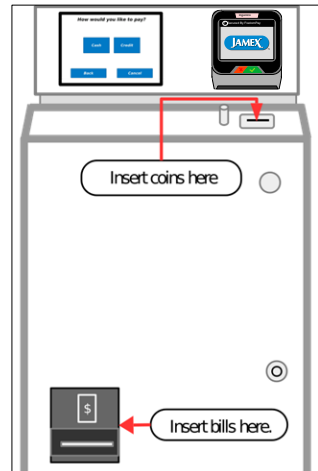
## CHOOSING A PAYMENT METHOD

From this screen you can choose one of the available payment options.



### Paying With Cash

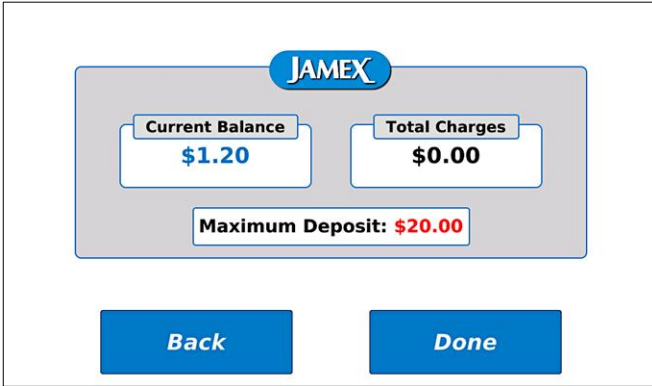
- Touch the “Cash” button.
- Deposit coins in the slot on the top of the vending system.
- Bills are inserted face up into the bill acceptor located on the front vend station on the lower left side.
- The amount of funds inserted (escrow) will be displayed in the “Balance” window of the function being vended.



*Cash Print Software Screen*

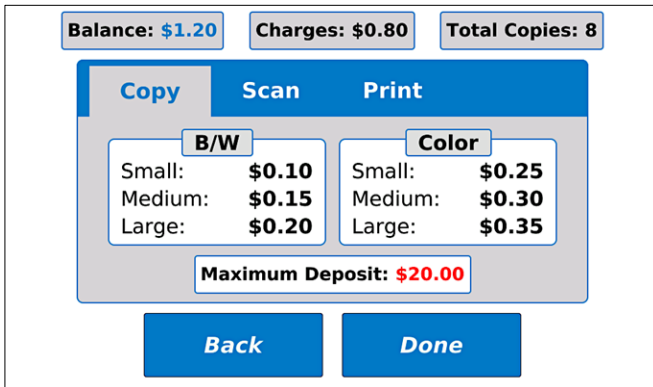
*Cash Copy Screen*

**Cash Software Vend Screen** The cash software vend screen simply shows the “Current Balance, “Maximum deposit and “Total Charges”.



**Cash Copy Vend Screen**

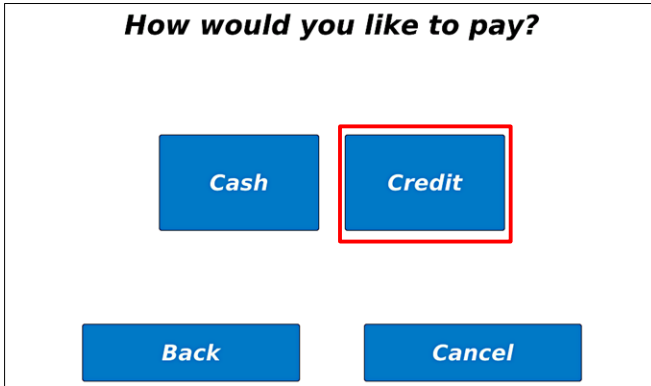
The top of this screen shows “Balance” (amount in escrow) “Charges” (The current cost of the job) and “Total Copies” (a current count of pages charged for). Some copiers do not send updates for these fields until the current job is completed. Below that are the vended function tabs (Copy Scan Print). Touching a tab will display the prices associated with each.



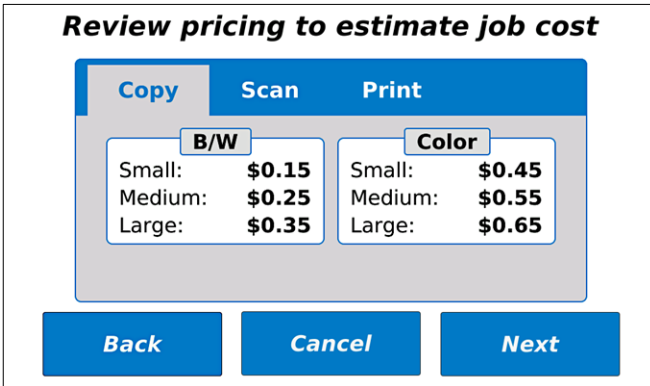
**Note:** Your model MFP (Multi Functional Printer) may not support all of the vended functions shown here. Only the tabs for the available vended functions will be displayed.

Press “Back” to go to the previous screen or press “Done” to return the remaining balance in coins. The administrator can set a minimum bill charge. If that is set, you will need to make at least one copy or accept the minimum deduction to receive the remaining balance in change.

## Paying With Credit



- Touch the “Credit” button.
- For copies, The programmed prices are displayed to help you determine the amount you'd like to hold on account for your job.



- Pressing “Back” returns to the previous screen.
- Pressing "Cancel" ends the transaction and returns to the idle screen.
- Pressing “Next” displays the “Select hold amount” screen.

**Note:** The “Next” button may have custom text and may not match what is displayed here

**Note:** Your model MFP (Multi Functional Printer) may not support all of the vended functions shown here. Only the tabs for the available vended functions will be displayed.

## Select the hold amount

- Select the amount you wish to hold on your account using one of the preset buttons. If you wish to hold a different value other than one of the four preset options, touch the “Other” button. Note the minimum and maximum values set by the administrator that you can use.

**Select hold amount**

\$1 \$5

\$10 \$20

Other

Back Cancel

**Minimum Value: \$0.25**  
**Maximum Value: \$80.00**

**Extra Info**  
This is the amount put on hold, and put into escrow here for you to use. Once the final amount of your job is calculated, you will only be charged the amount used.

- Touching the “Other” button brings up the “Input hold amount” screen. Key in an amount equal to or between the programmed minimum and maximum allowed values and press “Accept”.

**Input hold amount**

1 2 3

4 5 6

7 8 9

< 0 .

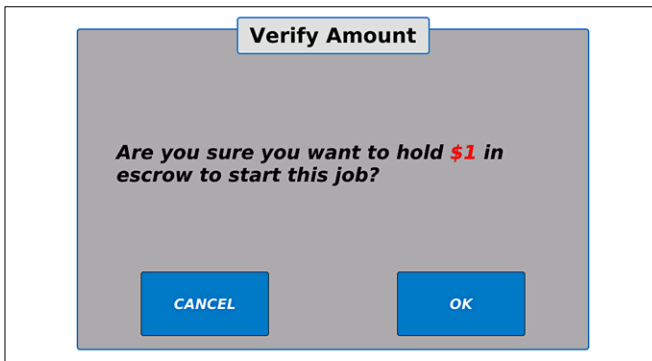
Back Cancel

Accept

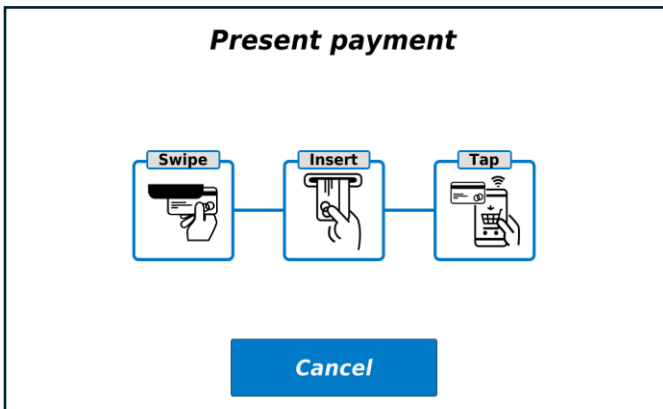
Clear

The hold amount is the pre authorized amount your credit card company will hold on your account to be sure there are enough funds available to cover the cost of your pending copy job. When using debit cards, banking institutions will hold that amount too. Since it’s a debit card, that hold amount is tied to your checking account. These funds will not be available for you to use until the bank settles the transaction with the card processor. Banking institutions vary greatly on how long this hold will be placed on your account. It could be up to two days. To avoid having any excessive holds placed on your account, you’ll want to select a hold amount that is equal to or slightly higher than your total job cost. Once the transaction is settled by the bank, any held amount over the actual job cost is released.

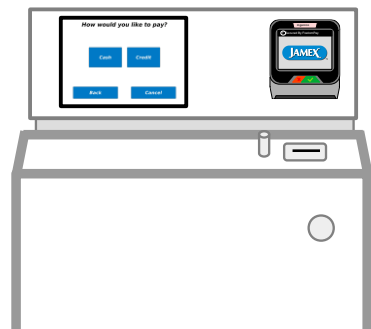
- Once a hold amount is accepted you will be asked to verify the amount you wish to hold. If the value is correct press “OK”. If the value is incorrect press “Cancel” to return to the “Select hold amount” screen.

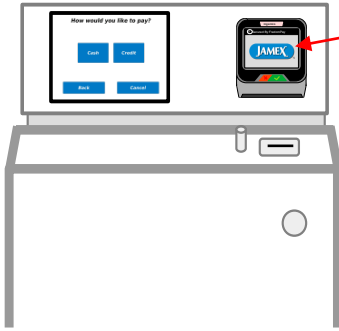


- When OK is pressed, the “Present payment” screen is displayed.



- You should now see the card reader's display show the insert, swipe or tap message and the tap icon just below the card reader's display will illuminate.
- If the card does not have a chip, use the credit card swipe on the bottom of the reader. Swipe the card to the right or left with the stripe on the top facing you.
- If the card does have a chip, insert it chip side up in the slot just above the swipe.



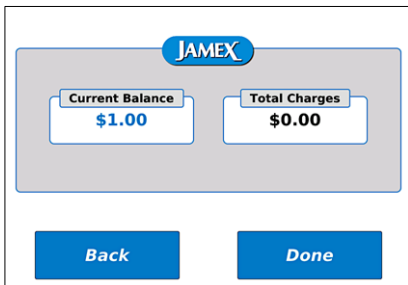


- To pay with your phone or to use a prox card, simply hold it close to the center of the credit card reader. Leave the phone or prox card in place until the reader's display shows approved.
- The touch screen and the reader's display will inform you if the read was successful.

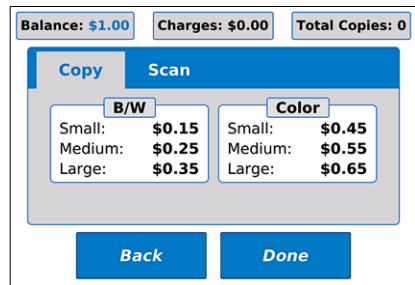
- If there was an issue, you will be prompted with an error screen with instructions similar to this. Touch "OK" to go back to the "Present Payment" screen and try again or cancel to end the transaction.



- Once the card is accepted the copy or software payment screen is displayed with your hold amount displayed as your current balance.
- Once a deduction is made, you will be charged the minimum transaction value (See page 7). The display will show the minimum transaction amount charges until your job exceeds that amount.



*Credit Print Software Screen*



*Credit Copy Screen*

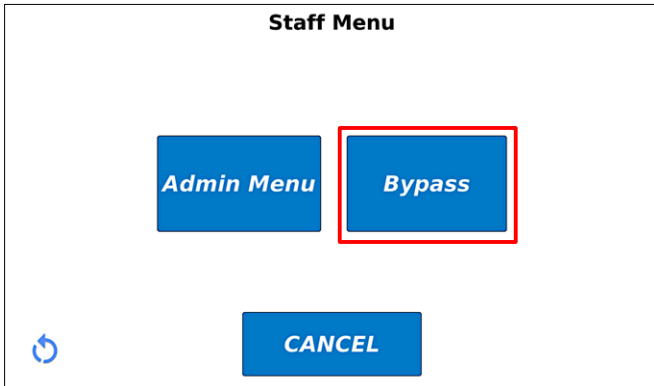
## Bypass Mode

The bypass mode is no longer controlled by a key. There are now three modes that are controlled by a four digit PIN entered through the touch screen. The option does not appear on patron screens to avoid possible patron tampering. While in bypass mode no other funds can be accepted.

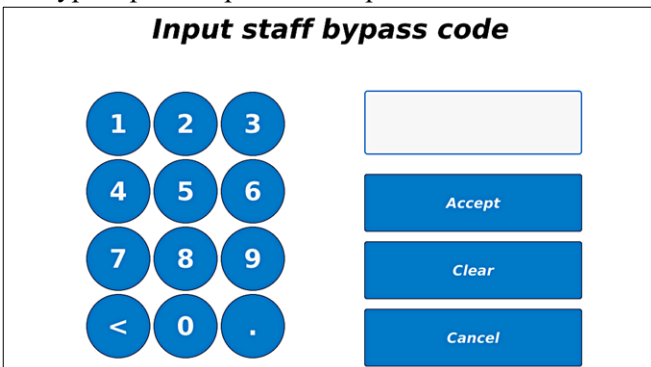
- To enter bypass, tap the “Powered By Jamex” icon in the lower right corner of the touch screen 5 times. This will bring up the ‘Staff Menu’.



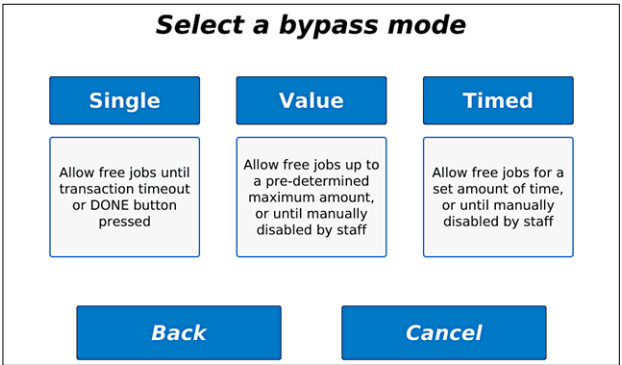
- Touch the “Bypass” option to bring up the PIN entry screen. If the bypass option has been disabled by the system administrator it will not be displayed.



- Enter the bypass pin and press “Accept”

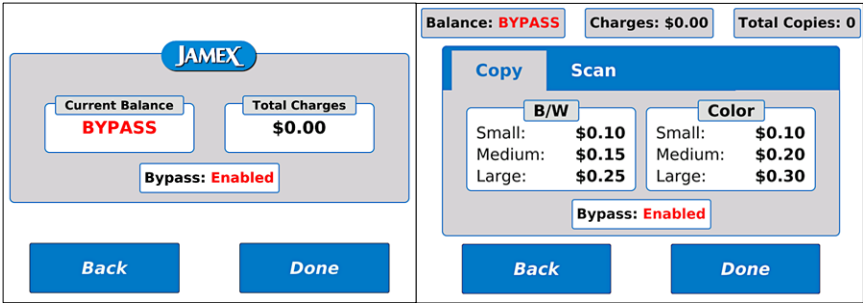


- After entering the PIN you can choose one of three bypass modes.



**Bypass Single Mode** is useful when a single job's cost exceeds the maximum allowed escrow amount. Payment can be given directly to staff so the job does not need to be deleted and broken down into a smaller jobs. Once software issues a transaction end command, the set timeout is reached or Done/coin return is pressed, the vend station exits bypass and returns to it's standard vending mode.

Bypass is displayed in the balance window as well as a “Bypass Enabled” message displayed in an indicator box on the screen.

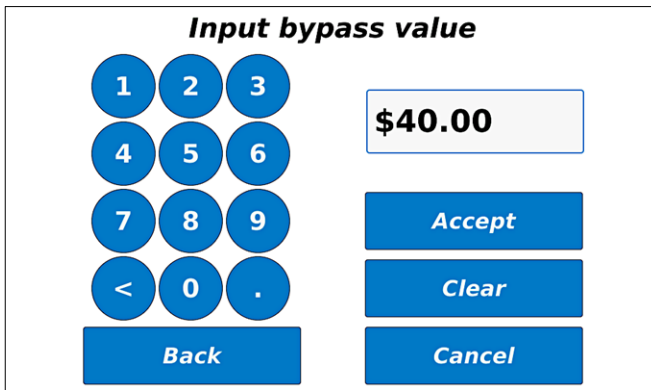


*Single Bypass Print Software screen*

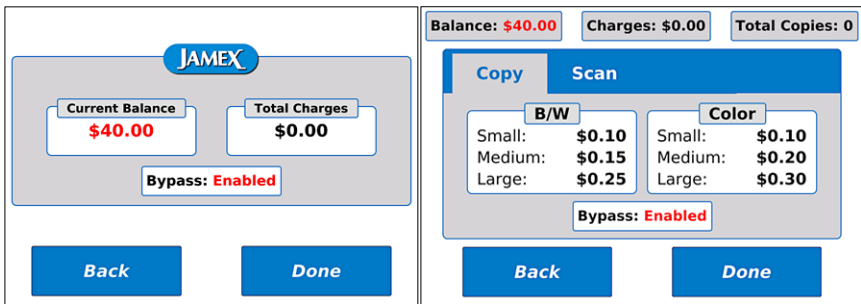
*Single Bypass Copy Screen*

**Bypass Value Mode** is useful when your site hosts an event in which a group wants to pay in advance for use of the copier while its members are on site. It may not be feasible for the members of this group to carry or use cash or cards. This mode is also useful if your site wants to allow free copies for an event but you'd like to restrict the total value of free copies allowed to prevent abuse. Simply key in the balance you'd like made available (up to \$250.00).

- Choose a bypass value and hit select.



The remaining bypass balance is displayed in red as well as “Bypass Enabled” displayed in an indicator box on the screen. Most copiers will stop the job once the value reaches \$0.00 but some models will complete the current job before bypass mode can be ended.



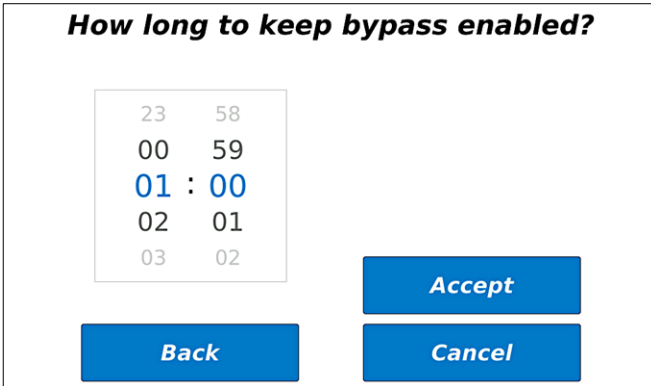
*Value Bypass Print  
Software screen*

*Value Bypass Copy Screen*

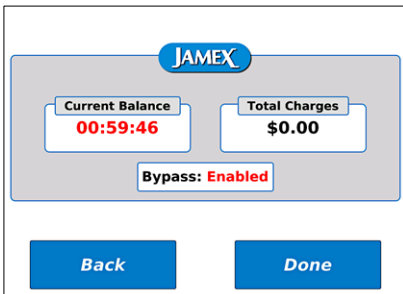
The bypass mode is exited once the value is exhausted or the “Done” button is pressed. When “Done” is pressed, staff are required to re-enter the bypass PIN to exit bypass value mode. This is to prevent a patron from accidentally canceling the session.

**Bypass Timed Mode** is useful if your site wants to host an event and it may not be feasible for the attendees to carry or use cash or credit cards. This mode allows unlimited free use of the copier for that set period of time. You may also want to use it allow staff members to freely use the copier on days that the public is not on site or for a set time after hours without needing to tell the entire group the bypass PIN.

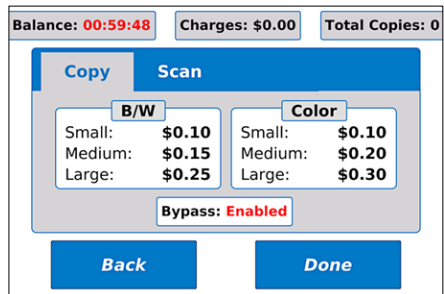
- Scroll the selector up or down for hours and minutes to set the desired duration and press accept.



The remaining time is displayed in red in the balance window and “Bypass Enabled” is displayed in the indicator box on the screen. Most copiers will stop the job once the timer hits 00:00:00 but some models will complete the current job before bypass mode can be ended.



*Timed Bypass Print Software Screen*



*Timed Bypass Copy Screen*

The bypass mode is exited once the timer reaches zero or the “Done” button is pressed. When “Done” is pressed the user is required to re-enter the bypass PIN to exit bypass value mode. This is to avoid accidentally canceling the session.

## JOB TYPES

### Making a Copy

Once you've followed the steps to insert funds (pages 4 - 9) and now have a positive balance in escrow that is equal to or greater than the minimum copy price, the copier's display will change from its "Insert Funds" message to a normal display. Some copier models do not have an "Insert Funds" screen. It simply prompts for funds as required.

- Choose the desired settings at the copier's operation panel. The copier may reset to default settings if changing those settings drives the job cost higher than the amount currently displayed in the "Balance" window. Some model copiers prompt for additional funds as needed.
- Press "start" on the copier and the cost per page (or the minimum transaction value if a card was used) will be deducted from the existing funds. When the amount in the "Balance" window no longer equals or exceeds the vend price, the copier will then display it's "Insufficient or Insert Funds" message and stop. You may be able to deposit additional funds to continue but it should be noted that not all copiers will allow a job to continue once funds have been depleted.

### Software Transaction

- When a software transaction is selected only the balance and charges are displayed. Most vending software will only show the charge for a quick second before ending the transaction.

### Combined Transaction (Dual Function Vend Station)

- If you want to perform a copy and software transaction in the same session you can press the "Back" button to get back to the "What would you like to do?" screen when you are done. At that screen you can select the software button. Most vending software forces the transaction to end when they have deducted the required amount which is why you would want to complete any copy transactions first.

The image displays two screenshots of a copier's control panel interface. The left screenshot shows the 'Copy' menu with options for B/W and Color, and a 'Back' button highlighted with a red box. The right screenshot shows the 'What would you like to do?' screen with a 'Pay for print jobs' button highlighted with a red box.

**Balance:** \$1.20    **Charges:** \$0.80    **Total Copies:** 8

Copy		Scan	
B/W		Color	
Small:	\$0.10	Small:	\$0.25
Medium:	\$0.15	Medium:	\$0.30
Large:	\$0.20	Large:	\$0.35

**Maximum Deposit:** \$20.00

**Buttons:** Back, Done

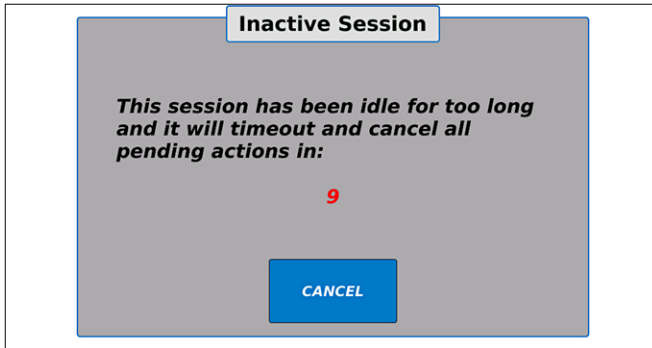
**What would you like to do?**

**Buttons:** Copy Scan or Fax, Pay for print jobs, Back, Cancel

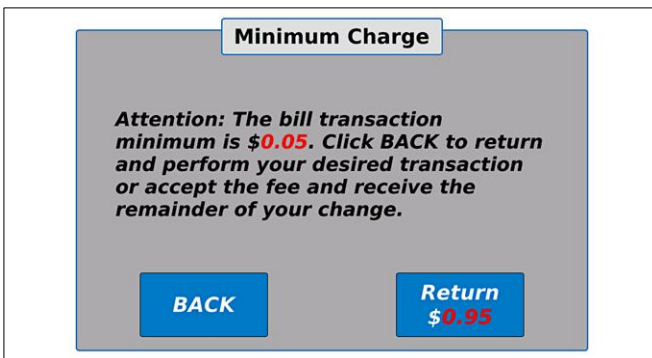
**Note:** The buttons on the "What would like to do?" screen can have customized text and may not match what is shown here.

## Finishing a Transaction

- Once the job is stopped or completed, press the coin return or the “Done” button to return your change and finalize any transactions.
- A session will time out if left idle for the time set by the administrator. You will be prompted with a timeout screen when the limit is reached.
- Press the “Cancel” button to return to the previous screen. If nothing is done, the transaction will timeout and any remaining balance is returned as change or kept based on administrator settings. If this was a credit transaction, it will simply finalize the credit transaction.

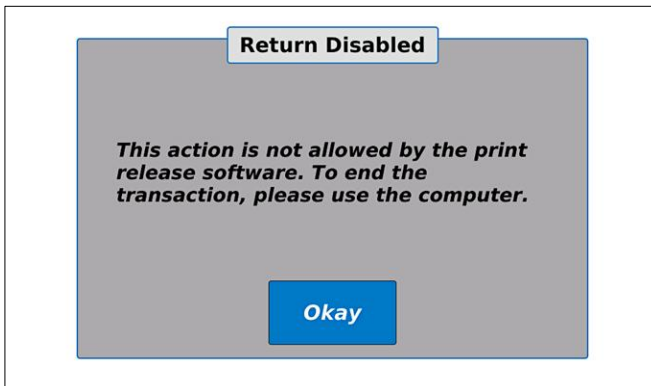


- The admin can configure the vend station to end and finalize the transaction if the balance drops below the current page cost. If it was a cash transaction the remaining balance can automatically be returned as change.
- The administrator can program a minimum fee if a bill is used. The minimum fee is usually the cost of 1 copy. You may see this screen if a bill was used and coin return or “Done” are pressed before any copies are made.

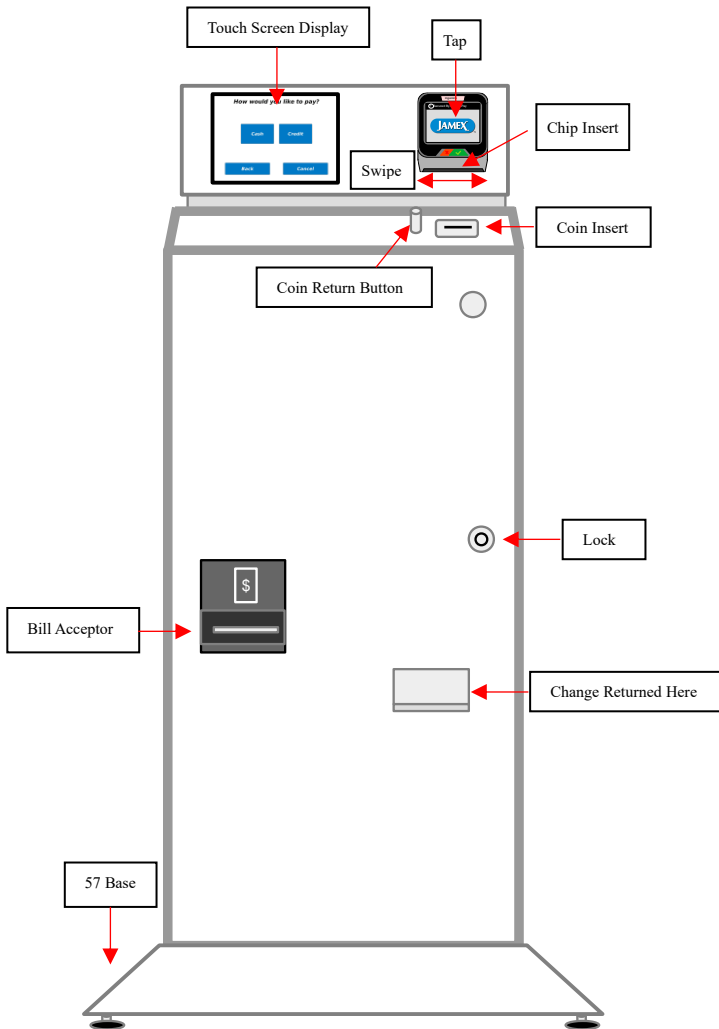


## Stopping A Transaction

- If the copier is in the middle of a job, press the cancel or stop key on the copier's operation panel to stop it. Do not rely on pressing coin return or the “Done” button to stop a running copy job for the following reasons.
  - It may cause some copiers to jam and delete the current job and its settings.
  - It will cause the vend station to return all of the remaining escrow in coins. This may not be desirable if a large bill was used and you have not yet completed your copy job. Depending on the current balance, this can be a significant amount of coins that now need to be reloaded into the vend station to complete your job.
  - It will finalize a credit transaction. This would mean you'd need to start a second credit card transaction to continue your job and therefore temporarily put another hold amount on your account.
  - Some model copiers and types of vending software can disable coin return and the “Done” button. It will not allow the transaction to end until a job is first canceled or completed.



# JAMEX MOBILE PAY NETPAD™ EXTERIOR LAYOUT



**Jamex Support/Maintenance videos are available in the support section at [www.jamexvending.com](http://www.jamexvending.com)**