



Mobile Pay NetPad™ Credit Card Terminal

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™ Credit Card Terminal 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™ Credit Card Terminal. 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: support@jamexvending.com

Features of Your Jamex Mobile Pay NetPad™ Credit Card Terminal

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:

- 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 Chip, Tap, Swipe, Apple Pay™ and Google Pay™
- Programmable price per copy, scan, fax, & print (based on copier model).
- Prices are adjustable in \$.05 increments up to \$80.00.
- Minimum charge for card transactions.
- 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
 - Firmware updates.
 - Firmware reconfiguration when switching copiers
 - Adding features like the Software Suite
 - 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 a card.
- Steel housing with quartz white textured powder-coat epoxy finish.

All Jamex products also come with:

- A one year repair or replacement warranty on all parts.
- Overnight shipment of warranty parts.

Note: Return shipping is not included.

- Toll free tech support by calling 800-289-6550

Optional Features

- Extension of one year warranty.
- JPC interface for connection to a host PC for interfacing with vending software.
- Software Suite: Emails meter and event reports to defined list of email addresses.

The full family of Jamex products includes:

- Multi copy coin only or coin and bill vend systems
- Mobile Pay NetPad™ Terminal with Chip, Tap, Swipe
- Mobile Pay NetPad™ 9557 Vend Station with Chip, Tap, Swipe
- 9557 MP3000 Vend station with Chip, Tap, Swipe,
- 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

Unpacking The Vend System

The following equipment is included:

- The Jamex Mobile Pay NetPad™ Credit Card Terminal.
- Mobile Pay NetPad™ installation instructions
- Admin Manual, User Manual and copier connection guide.
- Power supply
- Interface cable (if applicable)
- USB cable (if applicable)
- Optional rear security cover

Physical Mounting

The Jamex Mobile Pay NetPad™ Credit Card Terminal should be placed on a counter near the copier. The farthest away the terminal can be is about 9 feet. You'll want the terminal as close to the copier as possible to allow patrons to interact with the terminal while making copies.

Ensure cables cannot be tripped over, caught or pinched.

Electrical Installation

Once you've connected the PC and or MFP, connect the power supply to the vend system. It has a round four pin DIN connector which connects to its mating plug. See page 29 for the rear panel layout. Connect the other end of the power cable to a 110 VAC grounded outlet. International power supplies ship with connections specific for your region's voltage. A connection to a poorly grounded or overloaded AC outlet will negatively impact your vend system's performance.

Refer to the "Rear Panel Layout" on page 29 to connect the:

- Copier interface cable
- JPC USB Type B cable (optional)
- LAN (local area network) cable

Please refer to the Point-to-Point Wiring Diagram, included with your vend system, 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 system. 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 rear panel.

- The network connection will be used to
 - Initial activation of the credit card reader
 - Process credit card transactions
 - Firmware updates
 - Purchased firmware reconfiguration needed when switching copier models
 - Installing purchased features like the Software Suite
 - Sending emailed reports from the optional Software Suite
 - Advanced diagnostics performed by Jamex engineers
- Locate the LAN port connector at the back of the Jamex Mobile Pay Terminal (see page 29) and connect a network cable.
- Connect the other end to one of your network ports
- The Jamex Vend system 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.

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

Meters		Settings		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						
<input type="button" value="Apply"/>							

- 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 Software Suite for reporting, you will also need to allow traffic on the port specified by your email provider.
- An alternate temporary connection can be made via one of the available USB ports by tethering an Android cell phone. Usually used to start a support session for troubleshooting purposes. Keep in mind that data charges may apply.

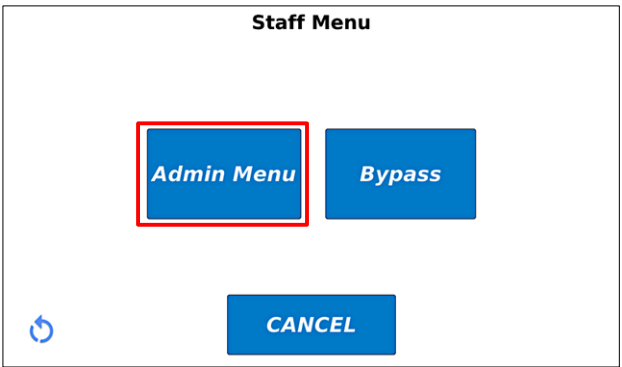
SERVICE MODE

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”.

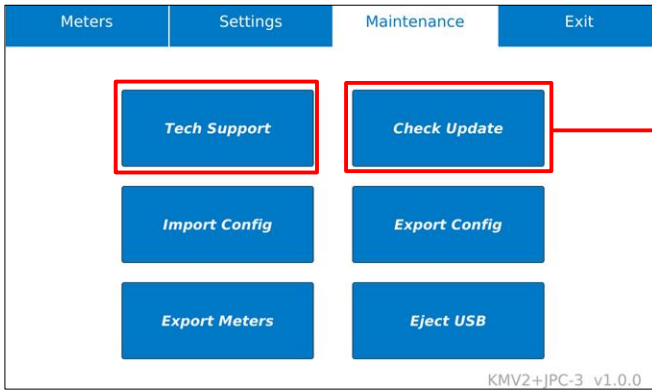


Note: It is recommended to change the default password at first use. Choose a password you can easily remember.

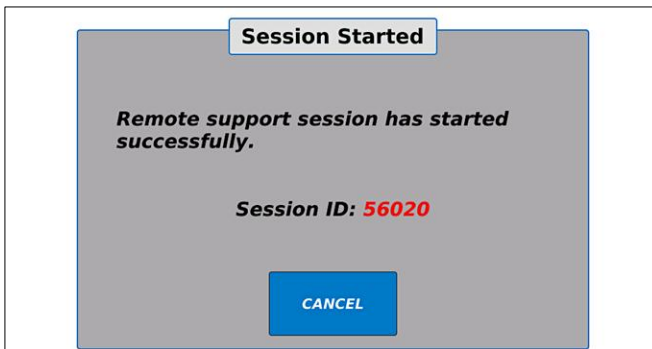
Firmware Update

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

- Be sure you're properly connected 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.

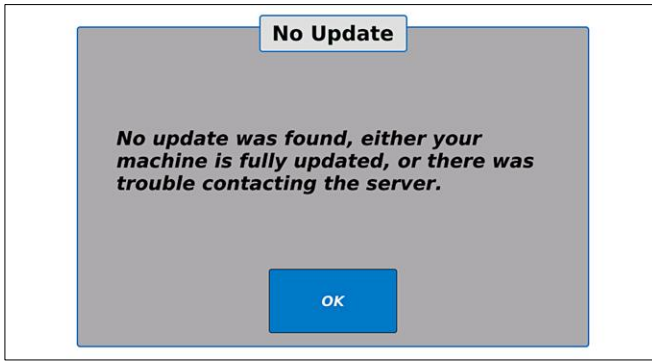


- You should see a “Session Started” screen with a random session ID. This verifies a valid connection to the Jamex server.
- Press “Cancel” to end the session and display the maintenance screen.



- 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, press the “OK” button at the prompt to go back to the maintenance screen.



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

Note: A copier shutdown is necessary in case your copier requires constant communication with the vend device. Your copier may display an error code when the Jamex resets. If you forget to power your copier off, you can usually power cycle the copier to return it to a normal status once the update is complete. Be sure the vend system is fully booted before powering on the copier.

Device Activation

You can perform bypass transactions 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 be able to process credit card transactions after that.

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 (Card or Host)
 - Host prices may not be available in your service modes.
- Touch the square that is displaying the current price.

Meters		Settings		Maintenance		Exit	
Prices	General	Networking	Date/Time	Customize	Reporting		
Card				Host			
Copy		Scan		Print		Fax	
Small B/W	0.10	Small Color	0.40				
Medium B/W	0.20	Medium Color	0.50				
Large B/W	0.30	Large Color	0.60				

- Key in the desired price. The price displayed here does not include the decimal point. You will need to add it when keying in the price.

Enter price Cancel

7	8	9	⌫
4	5	6	⌵
1	2	3	⌨
🌐	0	.	⏪

- Touch “Enter” to save. 

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. See page 12 for details. Free functions may also need to be disabled in the MFP's service mode or admin settings. Even if a feature is set to free, some MFPs will still not allow access to the copier's home screen unless funds are available.

General

Meters		Settings		Maintenance		Exit	
Prices	General	Networking	Date/Time	Customize	Reporting		
Max Credit Transaction	80.00	Min Credit Transaction	0.25				
Transaction Timeout	120	Warning Timeout	30				
Admin Password	●●●●●●●●	Bypass PIN	●●●●●●●●				

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.

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

Admin Password: Sets the administrator password.

Min Credit Transaction: The minimum amount that will be charged for a credit card transaction. This means if a credit card 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.

Warning Timeout: Is the length of time, at the end of the “Transaction Timeout”, that a prompt displays, before the transaction is ended.

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

NETWORK SETTINGS

Standard

Meters		Settings		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						
<input type="button" value="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 is 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		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		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 require a reboot. You will be prompted when you touch the “Exit” button



A copier shutdown is necessary in case a copier requires constant communication with the vend device. Those model copiers may show an error code if the vend system reboots.

Features

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

Meters		Settings		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	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		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.

Custom Images: When set to On, your custom images are displayed.

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 4 available USB ports on rear of the mobile pay terminal.
- 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 5).

Setting Button Text

The text on 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.

The image shows a sequence of three screens from a software interface. The top screen is the 'Settings' menu, where the 'Button Text' option is selected. Below it, the 'Software Payment Text' is set to 'Pay for;print;jobs', 'Make Copies Text' is 'Copy;Scan;or Fax', and 'Begin Text' is 'Next'. The middle screen, titled 'What would you like to do?', shows two buttons: 'Copy Scan or Fax' and 'Pay for print jobs'. The bottom screen, titled 'Review pricing to estimate job cost', shows a pricing table and three buttons: 'Back', 'Cancel', and 'Next'. Colored lines connect the configuration fields to the buttons: a red line from 'Software Payment Text' to 'Pay for print jobs', a blue line from 'Make Copies Text' to 'Copy Scan or Fax', and a green line from 'Begin Text' to the 'Next' button on the pricing screen.

Meters	Settings	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				
Begin Text	Next				

What would you like to do?

Copy Scan or Fax Pay for print jobs

Review pricing to estimate job cost

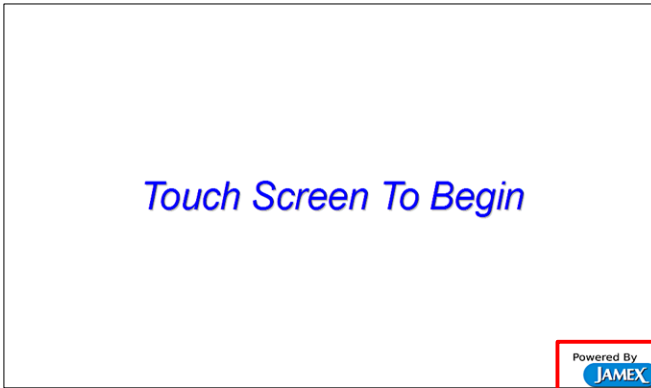
Copy	Scan	Print
B/W		Color
Small:	\$0.15	Small: \$0.45
Medium:	\$0.25	Medium: \$0.55
Large:	\$0.35	Large: \$0.65

Back Cancel Next

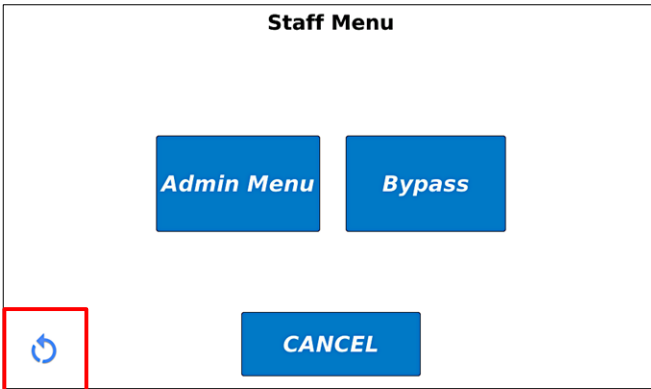
Restarting The Application

You should be prompted if the changes made in the service mode that 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.



- 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, you will need to disconnect the power. Wait 10 seconds before powering the Mobile Pay NetPad Terminal back on. The unit should fully boot within a couple of minutes.

REPORTING

Server Settings

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

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

Report Power Cycles: When set to On, an event report is sent each time the vend system 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 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 Updates: When set to On, an event report is sent with the new Firmware version each time a vend system 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.

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.

The screenshot shows the 'Schedule' settings screen. At the top, there are four main tabs: 'Meters', 'Settings', 'Maintenance', and 'Exit'. Under 'Settings', there are sub-tabs: 'Prices', 'General', 'Networking', 'Date/Time', 'Customize', and 'Reporting'. The 'Reporting' sub-tab is active, showing 'Options' and 'Server' sections. In the 'Options' section, there are three settings: 'Report Day Of Month' (Not Set), 'Report Day Of Week' (Not Set), and 'Daily Reporting' (On). In the 'Server' section, there is a time selection interface with a scrollable list of hours (09, 10, 11 AM, 12 PM, 01) and a blue 'Apply' button at the bottom.

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.

Daily

The screenshot shows the 'Daily' settings screen. At the top, there are four main tabs: 'Meters', 'Settings', 'Maintenance', and 'Exit'. Under 'Settings', there are sub-tabs: 'Prices', 'General', 'Networking', 'Date/Time', 'Customize', and 'Reporting'. The 'Reporting' sub-tab is active, showing 'Options' and 'Server' sections. In the 'Options' section, there are three settings: 'Report Day Of Month', 'Report Day Of Week', and 'Daily Reporting'. In the 'Server' section, there is a day selection dropdown menu with options: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Weekdays, Weekend, and Not Set. Below the dropdown is a time selection interface with a scrollable list of hours (08, 09 AM, 10 PM, 11, 12) and a blue 'Apply' button at the bottom.

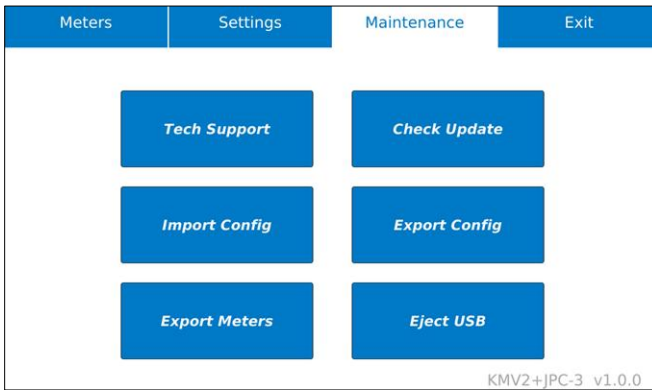
Reporting: When set to “Off” you will only receive event reports and a meters report at cashout.

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 system 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 four available USB ports on the back of the vend system. 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” file is created 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 USB ports on the back of the vend system. Then touch this button to export the service mode settings to it.

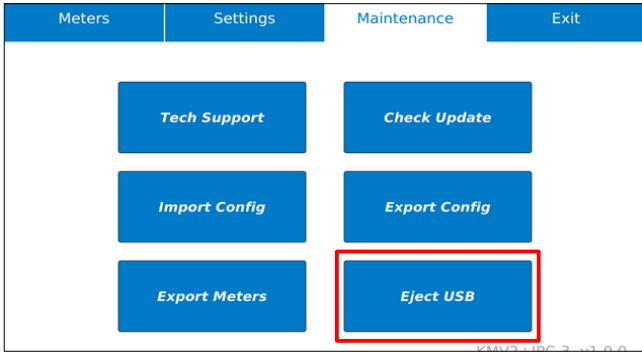
Eject USB: Touch button before removing your USB drive.

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

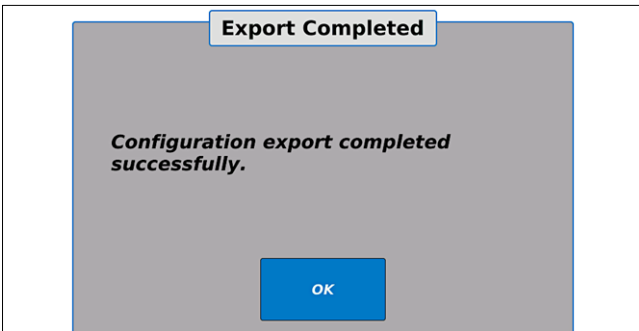
CONFIGURATION FILE

Exporting

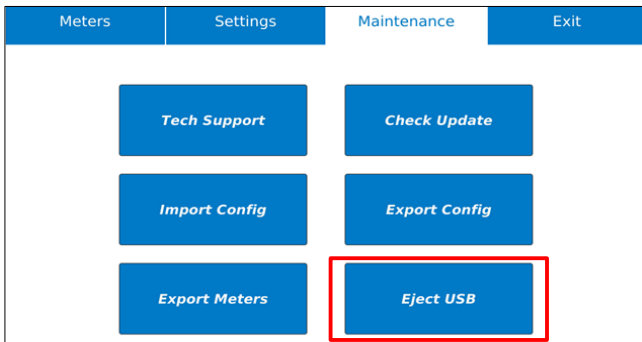
- Connect the FAT32 formatted USB drive to one of the four available USB ports on the back of the Mobile Pay Terminal.
- Enter the service modes as described on page 5.
- Touch the “Maintenance” tab.
- Touch the “Export Config” button.



- 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 your other Mobile Pay™ NetPad 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 system 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.

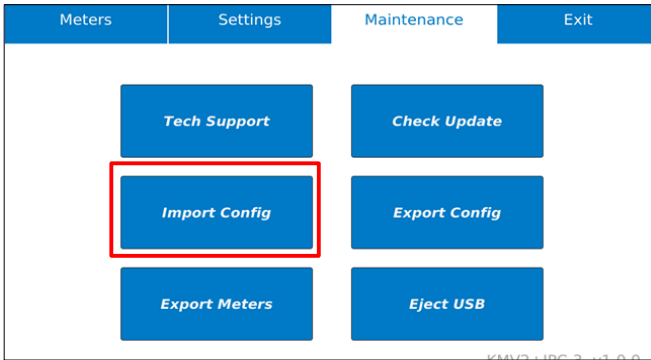
40	FaxPageCard	100
41	CopyHostSmallBW	10
42	CopyHostMediumBW	20
43	CopyHostLargeBW	30
44	CopyHostSmallColor	40
45	CopyHostMediumColor	50
46	CopyHostLargeColor	60
47	ScanHostSmallBW	70
48	ScanHostMediumBW	80
49	ScanHostLargeBW	90
50	ScanHostSmallColor	100
51	ScanHostMediumColor	110
52	ScanHostLargeColor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

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

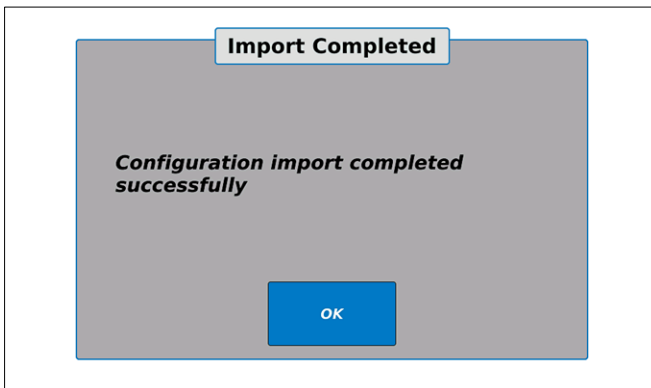
- Save the file in the exact same CSV format with the same file name or importing settings will fail.
- Eject the USB drive and remove it from your PC.

Importing

- Connect the FAT32 formatted USB drive containing the “james_touch_settings.csv” file on the root directory to one of the four available USB ports on the back of the Mobile Pay Terminal.
- 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.

SOFTWARE SUITE REPORTS

Sample Reports

The Jamex Automated Reporting Software enables the Jamex Mobile Pay NetPad™ Credit Card Terminal to send meter counts, totals and event reports to the in-boxes of a defined list of recipients.

Life Meter:

Meter	Value
CopyCardSmallBW	5028
CopyCardMediumBW	259
CopyCardLargeBW	106
CopyCardSmallColor	809
CopyCardMediumColor	478
CopyCardLargeColor	60
ScanCardSmallBW	0
ScanCardMediumBW	0
ScanCardLargeBW	0
ScanCashSmallColor	0
ScanCardMediumColor	0
ScanCardLargeColor	0
PrintCardSmallBW	188
PrintCardMediumBW	0
PrintCardLargeBW	0
PrintCardSmallColor	59
PrintCardMediumColor	0
PrintCardLargeColor	6

Cash Meters:

Meter	Value
Cash	0.00
Bypass	19.00
Bill	0.00
Box	0.00
Tube	0.00
Card Add	0.00
Card Sale	200.00
Host Cash	0.00
Host Bypass	0.00
Host Card Add	0.00
Host Card Sale	12.00
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
Power Cycled

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 system and provides clear reporting of all meters and events to facility managers, providing valuable information for predictive maintenance planning as well as providing a detailed CSV file attachment that can be imported into a spreadsheet for reconciliation. See pages 16-18 for configuring the Software Suite report options and schedule.

Software Suite Requirements

Aside from purchasing the Software Suite to be installed on your vend system's board, you will also need the user information for the email account you wish to use from which the Vend system can send reports. See pages 16–18 for programming the required settings.

For security reasons the Jamex Vend system can not 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 (bypass or card) per reconciliation period (session and lifetime).
 - The amount taken in for each vended function.
 - The cash value of transactions made in bypass mode.
 - Miscellaneous funds not tracked by other meters.

Optional JPC Meters

- The 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 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 system to help better track the source of funds received.
 - The optionally installed Jamex Automated Reporting Software suite that can email either a daily, weekly or monthly meter periodic report. A report is automatically sent when a "Cashout" operation is performed. 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 "Totals" meters to isolate the current reconciliation period's meters from the "Lifetime" meters.
 - Non re-settable "Lifetime" meters 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) since the last reset. These meters are reset at the same time the vend system 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 system was put into service and are not re-settable. These meters show how much overall use each vend system gets. Machines receiving more use will require more maintenance.

Meters	Settings	Maintenance	Exit			
Life	Session		Totals			
Card	Host		Bypass			
	B/W			Color		
	Small	Medium	Large	Small	Medium	Large
Copy	11	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.

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

Meters		Settings	Maintenance	Exit	
Life		Session		Totals	
Cash	0.00			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	0.00			Host Refund	0.00
Card Add	0.00			Unapplied Cash	0.00
Card Sale	15.20			Unapplied Card	0.10

Cashout

Cash N/A

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

Bill N/A

Box N/A

Tube N/A

Card Add N/A

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

Host Cash N/A

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 N/A

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

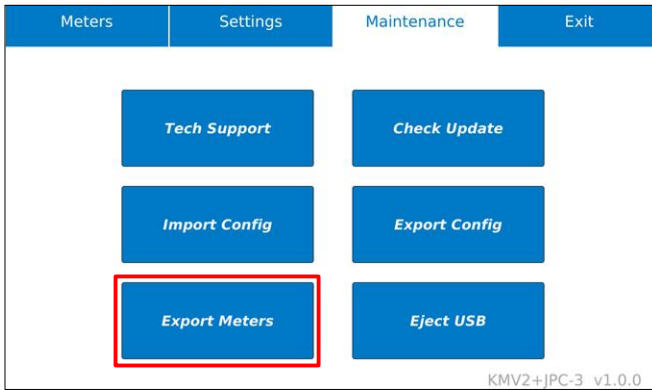
Unapplied Cash N/A

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 CSV meters file.

The file name will show the device name (see page 15 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 customized spreadsheet.

Reset Session And Totals Meters

If you do not have the “Jamex Automated Reporting Software” suite 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	Maintenance	Exit	
Life		Session		Totals	
Cash	0.00			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	0.00			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.
- Totals and Session meters are reset. The “Life” meters are not.
- If the Jamex Automated Reporting Software was installed, a report is automatically sent containing the meter values as they were, just prior to performing the reset operation, along with a CSV attachment containing the same information.

You can also log into your credit card web portal and view credit card transactions.

MAINTENANCE

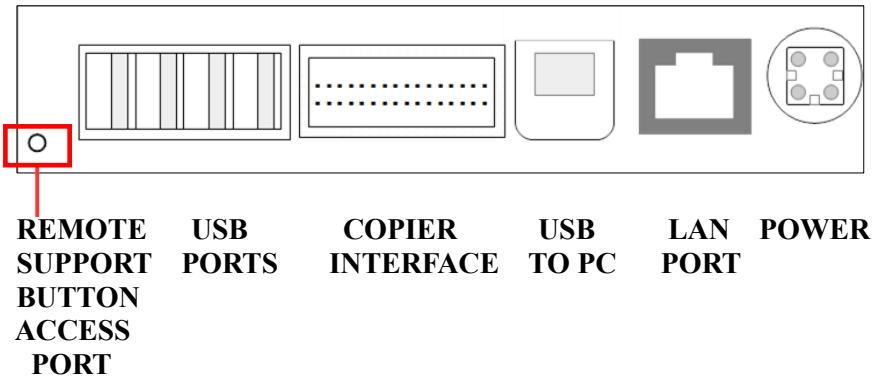
Cleaning The Display

You may wish to clean the display with disinfectant wipes to sanitize it first. Wait the specified time as per the cleaning wipes instructions and if necessary, clean it once again with glass cleaner to remove any streaks.

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 Remote Support access port on the rear panel. Be sure to only press the button once as a second press will end the remote service session.

REAR PANEL LAYOUT



Lan Network Connection

Verify with your IT staff that the terminal 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 include that email server's port.

Visit us at www.jamexvending.com