



**Mobile Pay
NetPad™
Credit
Card Terminal**

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™ 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.

YOUR PARTNER FOR 30+ YEARS

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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™ Credit Card Terminal. 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 - 800-289-6550 or email: support@jamexvending.com

Features of your 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:

- 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 with Chip, Tap, Swipe, Apple Pay™ & Google Pay™
- Programmable features include:
 - Price per copy, scan, fax, & print (based on copier model).
 - Maximum allowed Pre Authorization amount up to \$80.00.
 - Minimum charge for credit card transactions.
- 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 Software Suite, 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 credit card.
- Steel housing with quartz white textured powder-coat epoxy finish.

All Jamex products come with:

- A one year repair or replacement warranty on all parts and Toll free tech support - 800-289-6550

Note: Return shipping is not included.

- Overnight shipment of warranty parts.

Optional Features

- Extension of one year warranty
- USB type B JPC interface for connection to a host PC for interfacing with vending software.
- Software Suite: 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™ For 9500 Series Vend Station provides Chip, Tap, Swipe
- 9500 MP3000 Series Vend Station provides Chip, Tap, Swipe
- Net Pad Touch for mag stripe only credit card vending
- True Count remote digital copy counter
- Print vending systems for customer owned computers
- 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

OPERATING GUIDE

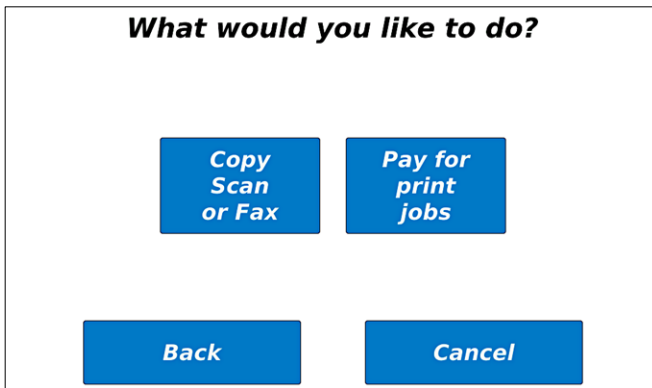
Power Up

When first powered on, the Jamex Mobile Pay NetPad™ Credit Card Terminal it 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 display 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.

Note: If this is a single function vend station, the “What would you like to do?” screen is skipped and only the copy or print payment screen is displayed.

Touch the “Back” button from the copy or print software vending screens to get back to this screen. This way two functions can be vended without the need to re-swipe the credit card. Print 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.

PAYMENT OPTIONS

Paying With Credit

- The next screen displayed will depend on the features of your Credit Card Terminal as well as the option chosen from the “What would you like to do?” screen.
- For copier functions, The programmed prices are displayed to help you determine the “Hold Amount” you'd like to have available for your job.

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**

- 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

Selecting a hold amount

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, That hold amount is tied to your checking account. These funds will not be available for 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.

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

- 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

Cancel

Minimum Value: \$0.25

Maximum Value: \$80.00

The hold amount selected here will be put into escrow for you to use. Any unused escrow will be credited back to your account.

- Touching the “Other” button brings up the “Input hold amount” screen. You can only put 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

Accept

Clear

Cancel

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

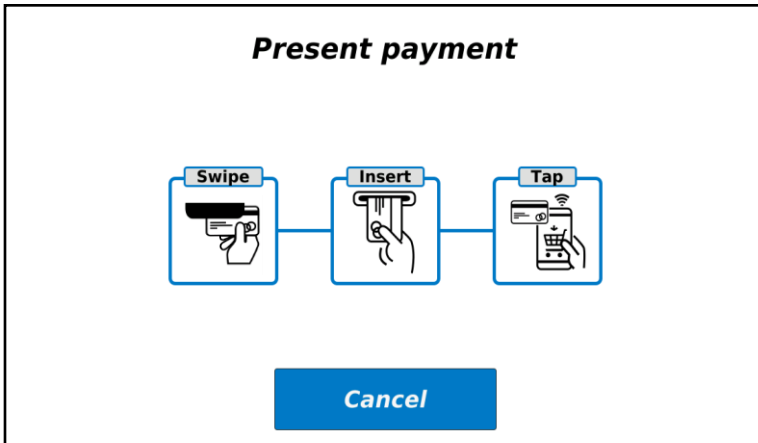
Verify Amount

Are you sure you want to hold \$1 in escrow to start this job?

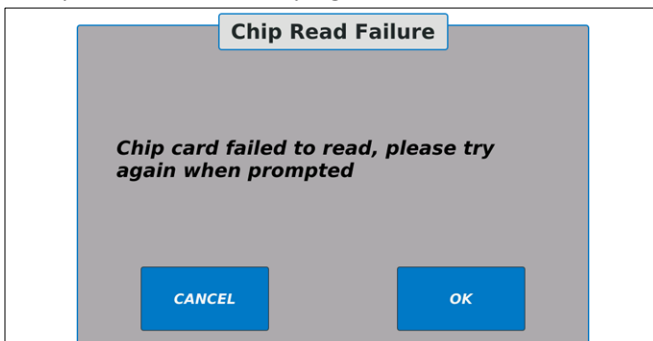
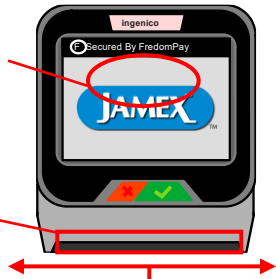
CANCEL

OK

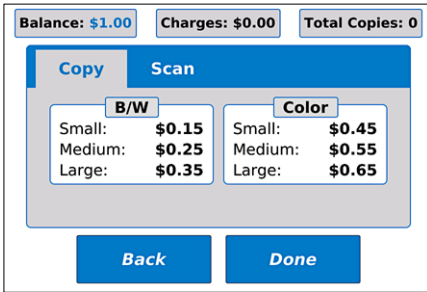
- When OK is pressed, the “Present payment” screen is displayed.



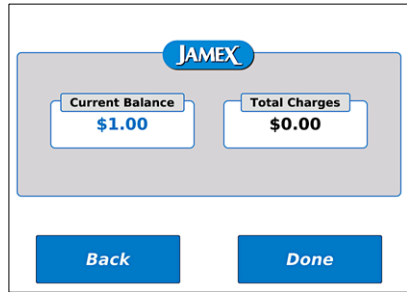
- You should now see the card reader's display show the insert, swipe or tap message.
- To pay with Tap, Hold your phone or prox card close to the top center of the screen and leave it there until the reader's display shows "Approved".
- If the card does have a chip, insert it in the lower slot and follow readers instructions.
- If the card does not have a chip, use the credit card swipe on the bottom of the reader. Swipe the card sideways, stripe up facing you.
- 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 similar to the one below. Touch "OK" to go back to the "Present Payment" screen to try again or cancel to end the transaction.



- Once the card is accepted; The copy or print software payment screen displays your hold amount as the current balance.
- Once a deduction is made, you will be charged the minimum transaction value (See page 5). The display will show the minimum transaction amount charges until your job exceeds that amount.



Credit Copy screen



Credit Print Software Screen

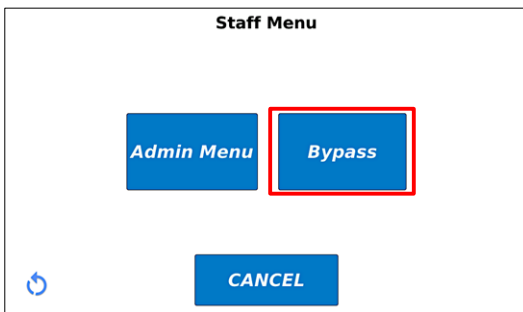
Bypass Mode

The bypass mode is no longer controlled by a key. There are now three modes that are accessed with 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 credit card transactions can be processed.

- 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”.

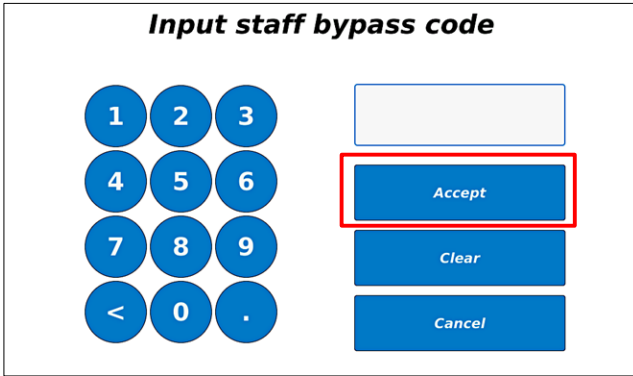


- Touch the “Bypass” option to bring up the PIN entry screen.

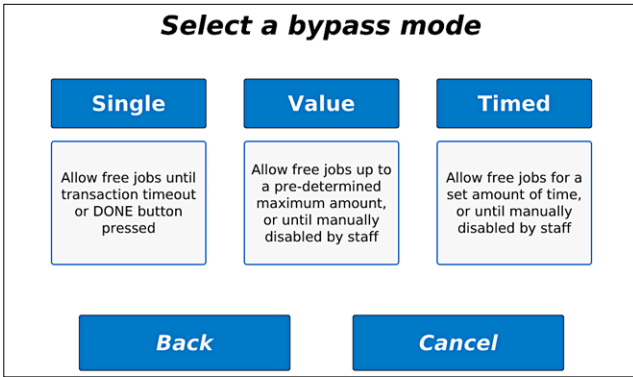


Note: The bypass option will not be displayed if it has been disabled by the system administrator.

- Enter the bypass pin and press “Accept”

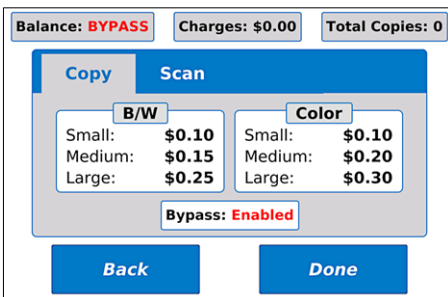


- If you have correctly entered the PIN you can select a bypass mode.

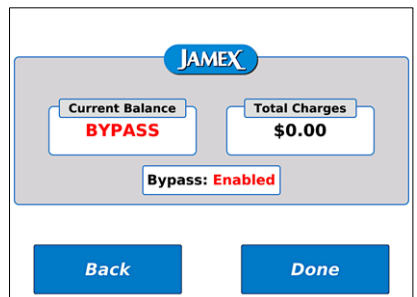


Bypass Single Mode is useful when a single job's cost exceeds the maximum allowed escrow amount. Payment can be given directly to staff so the job does not need to be deleted or broken down into smaller jobs to be printed. Once print software issues a transaction end command, the set timeout is reached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

Bypass is displayed in the balance window well as “Bypass Enabled” displayed in an indicator box below.



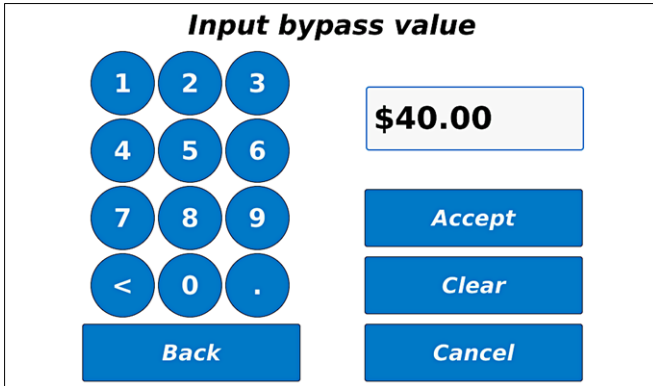
Bypass Copy Screen



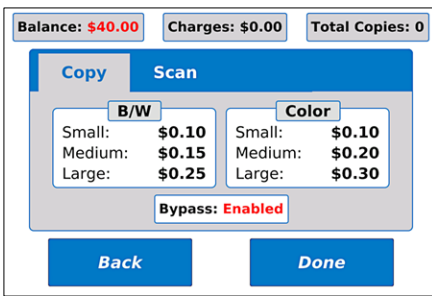
Bypass Print Software Screen

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 credit 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.

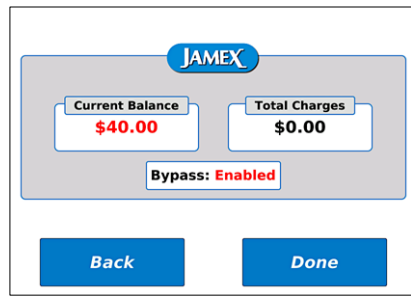
- Enter a bypass value and touch “Accept”.



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.



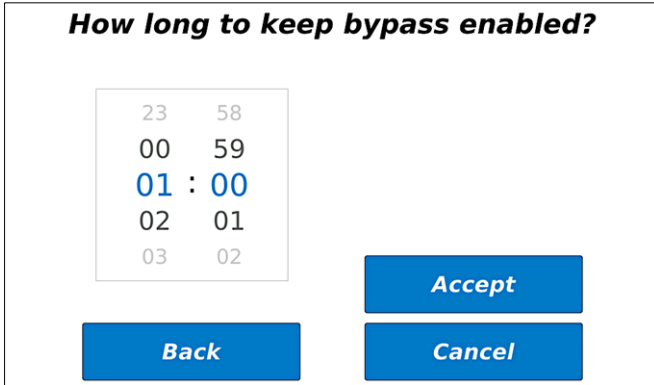
Value Bypass Copy Screen



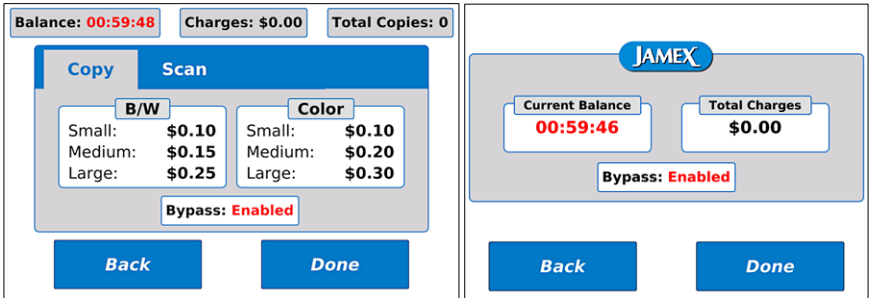
Value Bypass Print Software Screen

The bypass mode is exited once the value is exhausted. It can be canceled by pressing “Done”. When “Done” is pressed the staff PIN is required to exit the bypass value mode. This is to prevent a patron from accidentally canceling the entire bypass 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 credit cards. This mode will allow unlimited free use of the copier for a 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.



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 Copy Screen

Timed Bypass Print Software Screen

The bypass mode is exited once the timer reaches 00:00:00. It can be canceled by pressing “Done”. When “Done” is pressed the staff PIN is required to exit the timed bypass mode. This is to prevent a patron from accidentally canceling the entire bypass session.

JOB TYPES

Making a Copy

Once you've followed the steps to pay with your credit card (pages 4 - 6) 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.

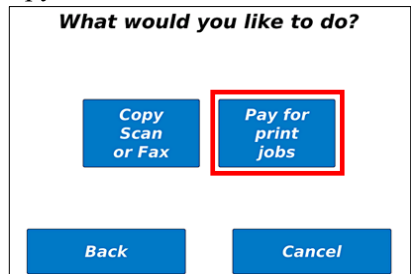
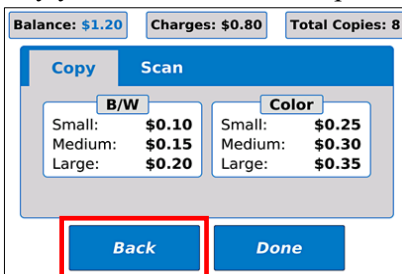
- Choose the desired settings at the copier's operation panel. The copier may reset to default settings if changing those settings will drive the job cost higher than the amount currently displayed in the "Balance" window. Some model copiers can prompt for addition funds as needed.
- Press "start" on the copier and the cost per page. At least, the minimum transaction amount will be deducted from the existing funds. When the amount in the "Balance" window drops below the vend price, the copier will then display an "Insufficient" or "Insert Funds" message and stop. You may be able to use your card again to continue a job that's run out of funds but it should be noted that not all copiers will allow a job to continue once funds have been depleted. You may have to cancel the rest of the job and then start another credit card transaction to complete the remaining pages.

Software

- 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 (Dual Function Vend Station)

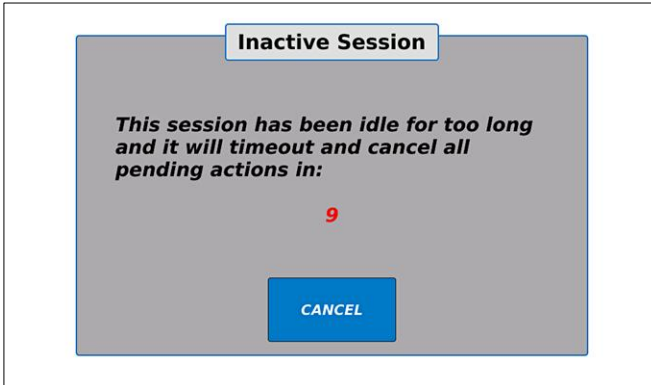
If you want to perform a copy and print software transaction in the same session you can press the "Back" button to get back to the "What would you like to do?" screen when you are done copying. At that screen you can select the software button. Most vending software forces the transaction to end when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



Note: The buttons on the "What would you 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 “Done” button to finalize the transactions.
- A session will time out if left idle for the time set by the administrator. You will be prompted with a timeout screen warning when the limit is reached.
- Press the “Cancel” button to return to the previous screen and continue your job. If nothing is done, the transaction will timeout and finalize the credit card transaction.



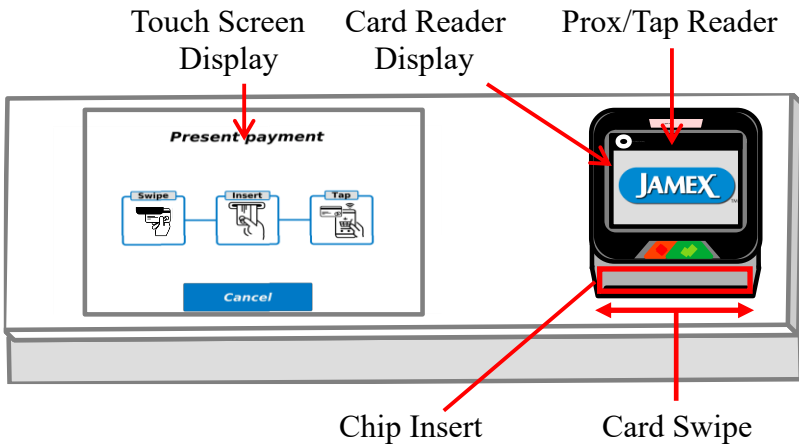
- The admin can configure the vend station to end and finalize the transaction if the balance drops below the current page cost.

Stopping A Transaction

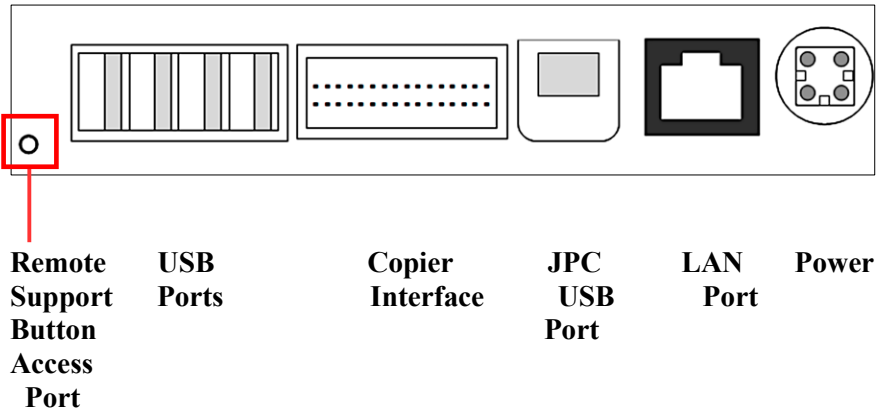
- If the copier is in the middle of a job, press the cancel or stop key on the copier's operation panel to stop it. Do not rely on pressing the “Done” button to stop a running copy job for the following reasons:
 - It may cause some copiers to jam and delete the current job and its settings.
 - It will finalize a credit transaction. This would mean you would need to start a second credit card transaction to continue the job. This would place another temporary hold amount on the credit card.
 - Some model copiers and types of vending software can disable the “Done” button and will not allow the transaction to end until a job is first canceled or completed on the copier or by the software.



FRONT PANEL LAYOUT



REAR PANEL LAYOUT



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