



**9550 MP3000**

**Credit Card  
Bill & Coin Vending  
System  
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 model 9550 MP3000 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 40 + YEARS**

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## INTRODUCTION

Thank you for choosing a Jamex system for your vending needs. This manual provides instructions for operating your Jamex Model 9550 MP3000. Please read this manual completely before setting up and operating the system. Keep this manual handy for you and your technician to refer to. For further assistance call Jamex at 800-289-6550.

### **Features of Your Jamex Model 9550 MP3000**

Jamex Vending Systems are sturdy, compact units designed to allow you to create and monitor a revenue stream using your existing office equipment. Jamex Vending Systems incorporate the following features:

- Accepts all major credit cards (tap, chip and swipe).
- Cash acceptance of nickels, dimes, quarters and dollar coins.
- Accepts ones, fives, tens and twenties (depending on model).
- Cash deposits of up to \$80.00 can be held in escrow.
- Credit cards can be authorized up to \$99.00.
- Cash price is adjustable in \$.05 increments and card price is adjustable in \$0.01 increments up to \$80.00.
- Full refund of escrow in coins.
- Includes our “Change Checker™ feature. A system that makes sure there is enough change available for inserted bills. If not, the bill is returned and the message “Bill rejected / Low change” is displayed.
- Electronic coin validation to reject slugs and foreign coins.
- Over \$30 in self replenishing change storage.
- Bypass key to allow for staff and service copier use without funds.
- Customized copier interface.
- Two line display gives instructions and credit balance to the patron and provides reconciliation data to the administrator.
- Programmable features can include price per copy, scan, fax, print, and maximum allowable deposit (Based on model of copier connected).
- USB port to export meters and import settings.
- Sturdy steel quartz white textured powder-coat epoxy finished housing.
- One year warranty with overnight shipment of warranty parts.

## **Optional Features**

- USB JPC interface to connect to a PC to work with supported vending software for things like vending print jobs or adding value to accounts.
- Can be used with a cellular modem for processing credit card transactions.
- Receipt printer for receipts of credit card transactions.
- A high capacity changer for even greater coin payout capacity.
- International currency capability.
- CS-1 Support system providing security for front cassettes, work area for the patron and a small footprint.
- A free-standing base that can be installed here at the factory prior to shipping for shorter on site installation times.
- Jamex Automated Reporting Software to allow emailed reports from the vend station.

### **All Jamex products come with:**

- A one year repair or replacement warranty on parts shipped overnight.  
**Note:** Return shipping is not included.

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

- Multi copy coin only systems
- Multi copy coin & bill vending systems
- NetPad Touch swipe credit card vending
- Mobile Pay NetPad Touch Credit Card systems
- True Count remote digital copy counter
- Print vending systems for computers and computer networks
- System 7000 Stored-Value magnetic stripe card system
- 8200 Series Card Dispenser/Revalue Stations
- Compatible mounting systems and stands
- Copy Card Admin Software (CCAS).

Additional information available at **[jamexvending.com](http://jamexvending.com)**

# OPERATING GUIDE

## Power Up

When first powered on, the Jamex Vending System will display “JAMEX, INC”, “STARTING” with no back light. The back light will eventually light and “Jamex Inc.” will be displayed along with some additional loading graphics. When in the ready state or “Vend Mode”, the LCD Display will scroll through the prices.

Your Model 9550 MP3000 includes our Change Checker™ feature. When a bill is inserted, the system makes sure that there are enough coins in the coin tubes to return change for that bill. If there is not enough change, the bill will be returned and the display will show the message “Bill rejected / Low change”.

An “Escrow Limit” can be set to limit the amount of funds that can be inserted at one time. If the amount of credit added would increase the escrow to a value greater than the maximum allowed escrow, the bill is returned and the display will show the message “Bill too large”, "Escrow \*\*.\*\*\*". The changer is disabled so coins are simply rejected.

**Please see Admin Manual for changing vend station settings.**

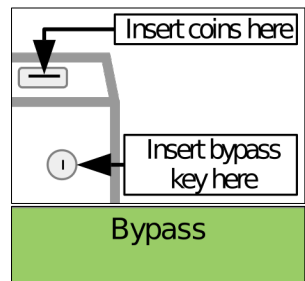
## Bypass Operation

The bypass key allows staff and service personnel access to the copier without the need for funds. The Jamex 9550 MP3000 series vend station offers three bypass modes (Standard, Enhanced Value and Enhanced Timed). Enhanced modes allow the vend system to be temporarily left in bypass without a staff member waiting for a patron to complete their job or the need to leave the keys in the bypass lock unattended. If Enhanced Bypass is not needed, it can be disabled by the administrator. Standard Bypass use can also be disabled if your bypass key is lost or stolen. If disabled, a message will be displayed when the bypass key is turned informing you that bypass is disabled.

**Note:** All funds will be rejected while in any bypass mode. Any cash or card transaction must first be ended before using the bypass key.

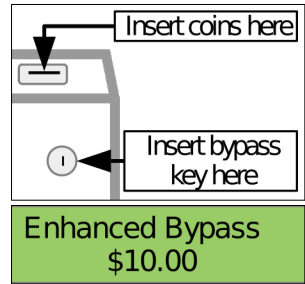
### Standard Bypass Operation

- Insert the bypass key into the bypass lock.
- Turn the bypass key “On” (to the right).
- The display will show "Bypass".
- The copier remains ready for use until the key is turned “Off” (to the Left.)



### Enhanced Bypass Value Mode:

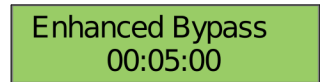
- Insert the bypass key into the bypass lock.
- Turn the bypass key “On”, “Off”, then “On” again, within 3 seconds
- After one second the display will start incrementing by the amount previously set in the service modes (see Admin Manual)



- Turn bypass key “Off” when the desired bypass cash amount is reached.
- Remove the key.
- The copier will not display an “Insert Funds” screen until that value reaches zero.
- If the bypass value is not used up, turn the bypass key “On”, “Off” to clear the value and return vend station to normal vending mode.

### Enhanced Bypass Timed Mode:

- Insert the bypass key into the bypass lock located at the top right corner on the front of the vending station.



- Turn the bypass key “On”, “Off”, then “On”, “Off” again within 3 seconds.
- The pre-set amount of time previously set in the service modes. (See Admin Manual) will start counting down on the display.
- Remove the key.
- The copier will not display an “Insert Funds” screen until the timer reaches zero.

If the remaining bypass time is no longer needed, turning the bypass key “On”, “Off” will clear any remaining time and return vend station back to normal vending mode.

## Inserting Funds

### Cash

The total amount of funds (escrow) is shown on the LCD display.

- Coins are deposited in the top coin slot.
- Bills are inserted into the bill acceptor face up.

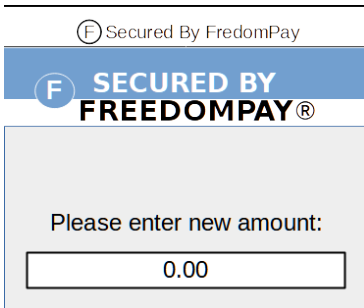
### Credit Card

A cash transaction and a credit transaction can not be performed at the same time. When a cash transaction is in progress the reader will display "**Non-credit transaction in progress**".

- Press one of the buttons below the programmed icons on the screen.

**Note:** Banks vary on how long they keep the hold amount. The entire hold amount will stay on your account until your bank settles the transaction for the actual job cost. It's best to choose a hold amount that is as close to your job cost as possible.

- If you wish to hold a different value other than one of the three preset options, touch the "Other" button.
- Touching the "Other" button allows you to use the reader's number pad to key in an amount from \$0.10 up to 99.00.

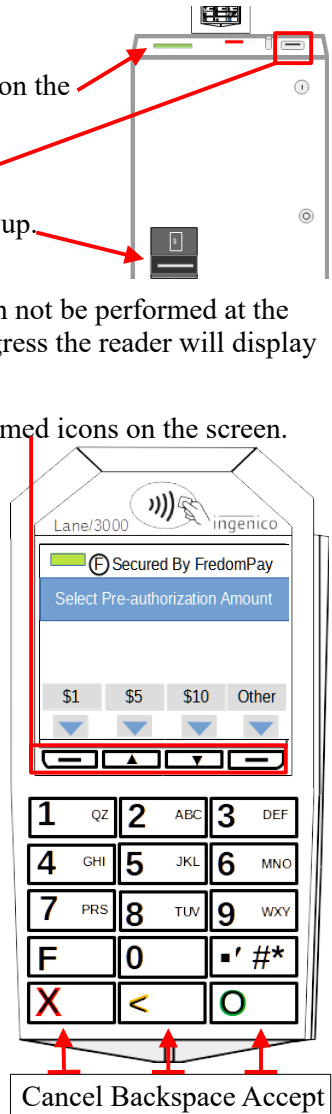


Secured By FreedomPay

**SECURED BY FREEDOMPAY®**

Please enter new amount:

0.00

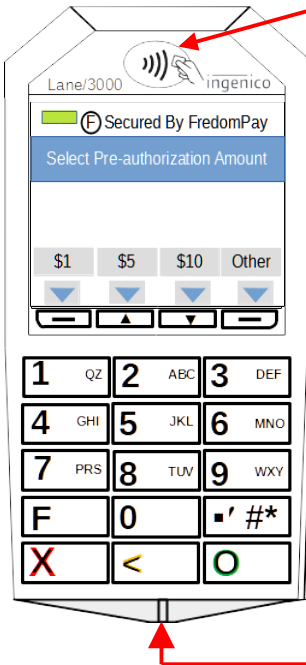


**Note:** The screen icons may vary from what is shown here.

- The lowest value that is charged can be set higher by the admin. If so, you will "**The Minimum Charge Amount is \$\*.\*. Please Try Again**" if the value entered is below the minimum set by the admin.
- Use the "Cancel" or "Backspace" buttons to change your custom pre-authorization amount. Use the "Accept" button to save the value you've entered.



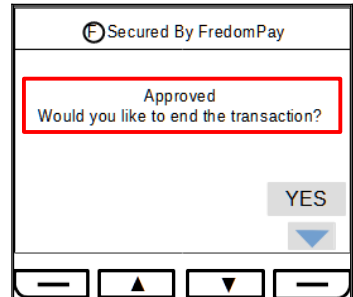
- Once you have selected a pre-authorization amount, Follow the steps below to use your credit card.
- To **pay with your phone or to use a prox card**, simply hold it close to the center icon when prompted to pay. Leave the phone or prox card in place until the reader's display shows approved.



- To **pay with a mag stripe card** that does not have a chip or has a chip that the reader can not read, use the credit card swipe on the right side of the reader. Swipe the card in a downward direction with the magnetic strip on the bottom and facing the card reader.

- To **pay with a chip card**, insert it in the lower slot with the chip facing up and inserting the end with the chip first. Be sure the card is pushed all the way in.

- The reader's display will inform you to remove your card once successfully read. The screen will show if your card was approved or if there was an error. You will be instructed what to do next. For example, If there was an issue reading the chip, you may be prompted to try again or use the card swipe instead.



**Attention:** There is a "Minimum Transaction" amount of \$0.10 but this can be set higher by the administrator. If the cost of your job is lower than the minimum, you are still charged the minimum amount.

**For example:** If the "Minimum Charge" is set to 25 cents and the transaction is ended after only making one 10 cent copy, You will be charged the 25 cent minimum. Once over the minimum, the amount charged will reflect the actual job cost of 10 cents per page. Therefore it may not economical to use a credit card to pay for small copy or print jobs that would cost less than the minimum value.

## Making A Copy

B/W Copies  
0.10

- Read the 9550 MP3000 Series Vend Station's LCD display as it scrolls through the currently programmed prices. A patron can determine the amount needed to complete their job prior to starting it.

**Note:** Card prices can be set differently than cash prices and may not be shown on the display. A site will usually post signage in the area to show the card prices if they are different than the cash prices.

- Once the amount in escrow is equal to or greater than the minimum copy price, the copier's display will change from it's "Insert Funds" message to a normal display.

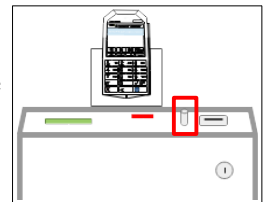
**Note:** Some copier models give no indication on the copier's display. It may allow you to start a job but prompt for funds as required.

- Choose the paper size, quantity and image type. The copier may disable and reset to default settings if the paper size, quantity and image type selected would drive the job cost higher than the currently deposited amount held in escrow. Most copiers will simply reset when this occurs but some copier models have the ability to prompt the patron for addition funds.
- Press "start" on the copier and the cost per page will be deducted from the existing funds in escrow. When the escrow amount 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.

## Ending A Transaction

### Cash

Press the return button at the end of your job to return any unused credit. If the "Auto Return" function has been enabled in the service modes, the remaining credit will be ejected automatically once the amount of cash in escrow drops below the current price. The copier will return to the "Insert Funds" screen.



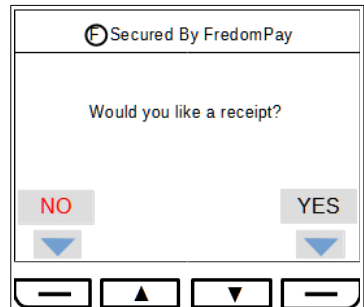
## Credit Card

At the card reader, answer YES to the "End Transaction" message by pressing the button below the YES icon or press the return button on top of the vend station as described in the previous section. This will finalize your transaction. The vend station will also time out and finalize the transaction if there is no activity after a set period of time. The copier will then return to its "Insert Funds" screen.



**Note:** When using a bank debit card you may see the amount that you pre authorized for as the charge. Banks vary on the amount of time it takes to process the exact job cost. It can be an hour or may take a full business day. Your account will show the amount you pre-authorized for until the actual job cost is settled by your bank. Once settled, the bank will release the remainder of unused funds back to your account. Contact your bank with questions regarding this.

If the optional receipt printer is installed, you will be prompted with the receipt options of YES or NO. The receipt will be dispensed from the front toward the top left section of the main housing. The receipt printer does not store any information so if the printer is off line, it will not be possible to get a receipt.

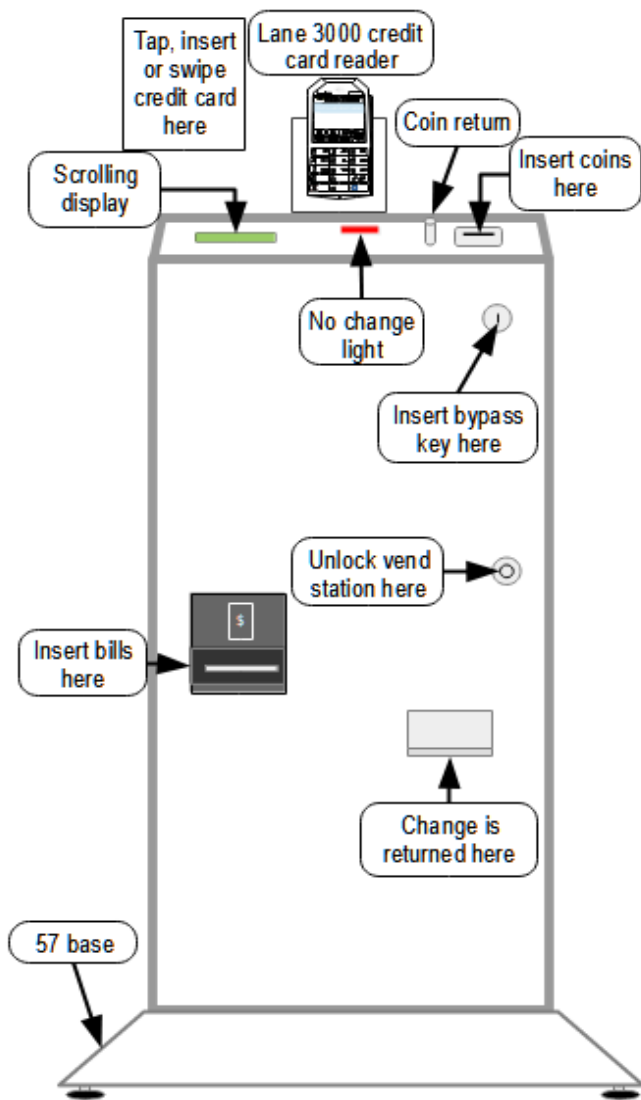


**Note:** Receipts are available for credit transactions only.

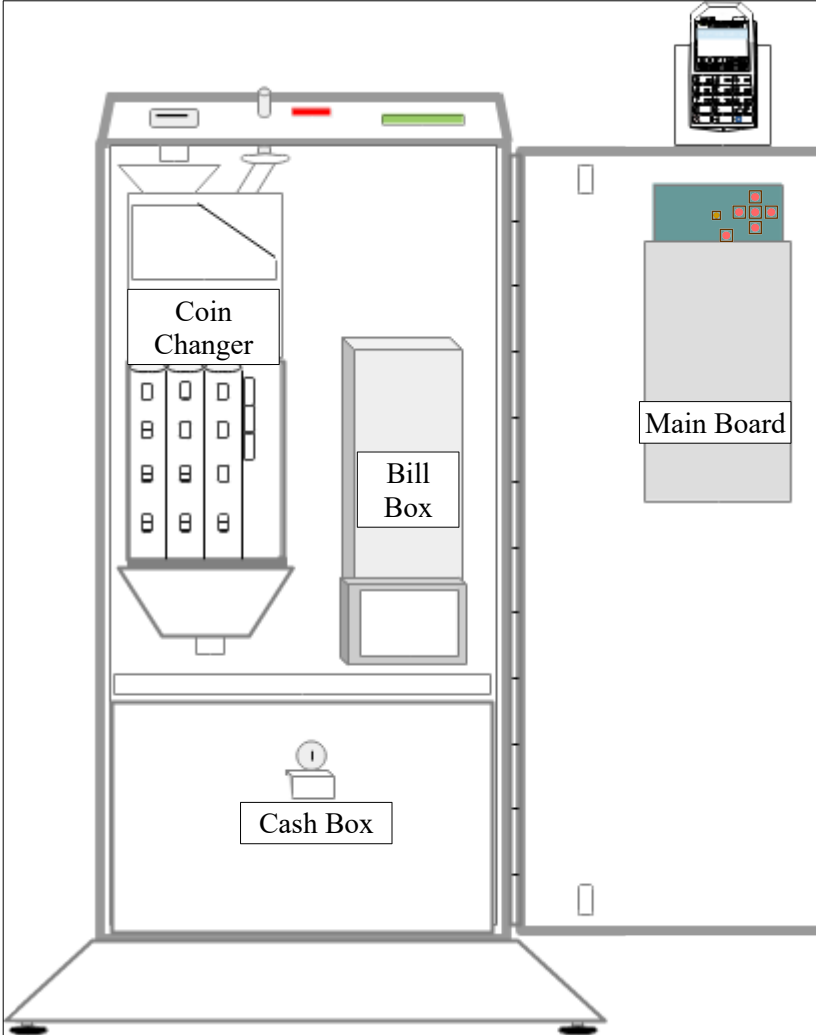
## Stopping A Transaction

If the copier is in the middle of a job, press the cancel or stop key on the copier's operation panel. A patron should not rely on the return button or the end transaction button to stop a job. Some model copiers disable this functionality during a job. Using the return during a cash job may also cause the vend station to return all of the remaining escrow in coins. This may not be desirable if the patron has not yet completed their transaction. If a large bill was used, The patron will now need to reinsert a significant amount of coins to complete their job. If a credit transaction was ended this way, The patron will need to use their card again to complete their job and incur another hold amount on their account until it is released by their bank.

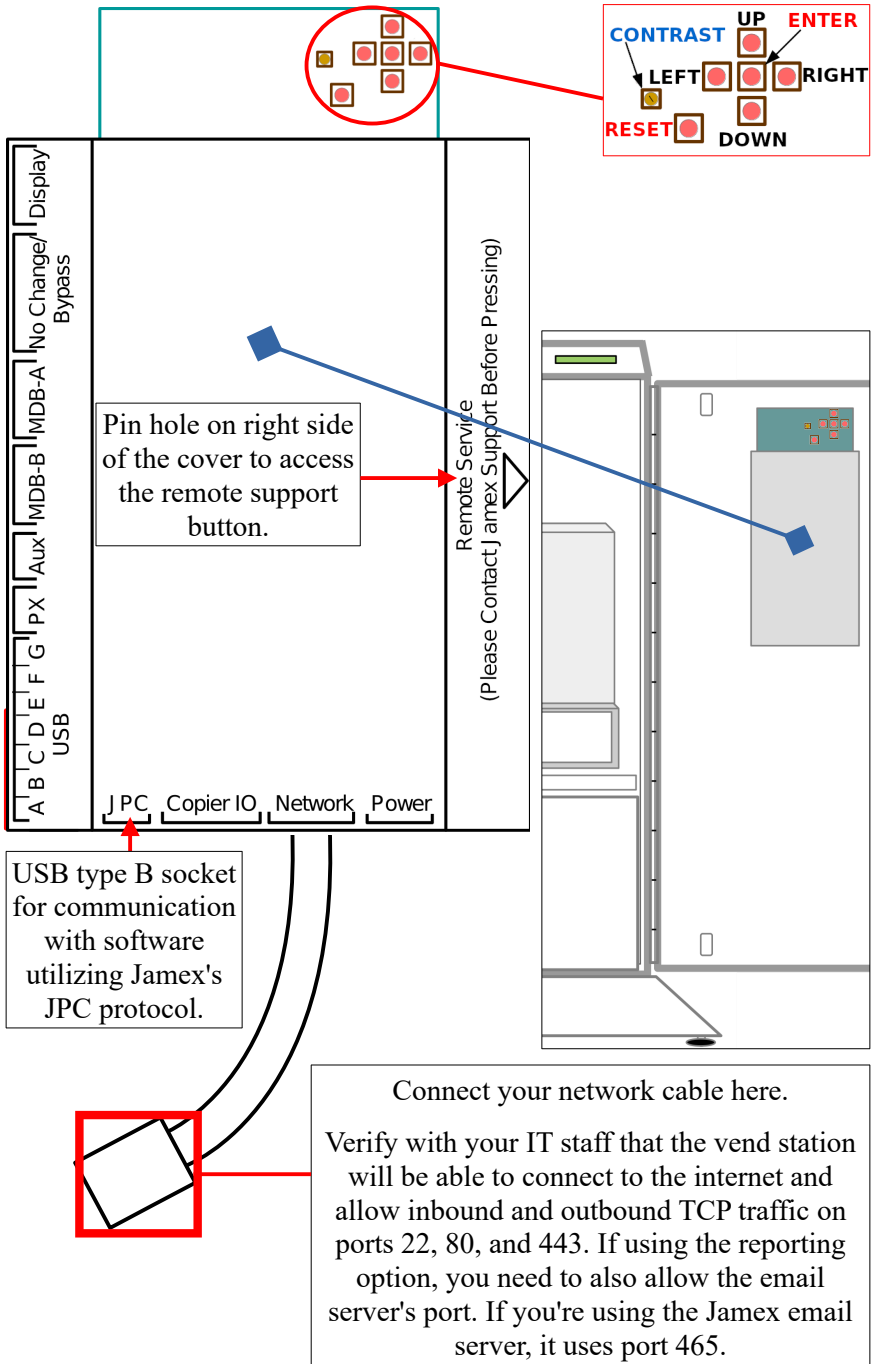
## Jamex 9550 Series Vend Station Exterior Layout



# Jamex 9550 Series Vend Station Interior Layout



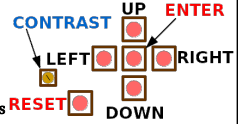
## Cover Pan Showing Connector Locations



# Meter Service Mode Flow Chart

## Meters Service Mode Navigation

Menu options vary based on firmware configuration.



Enter the service mode by holding the enter key for 5 seconds. "Meters" will be Displayed first. An arrow exiting a menu toward the right indicates a press on the right button moves to that menu. The left button moves back to the previous menu. Use the up or down buttons to navigate in an individual menu.

While viewing a setting, pressing the right button enters the setting's edit mode.

Pressing the enter button will save a setting. The service mode can not be exited if a setting has not been saved.

Do not use reset if in "Load Change Mode". Use the coin return instead.

Pressing the reset button exits service mode.

