

9557

**Bill & Coin Vending
Network Enabled
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 9557 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 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 9552/9557/9557-70. Please review this manual completely before beginning to set up and operate the system. Also, please keep this manual available for you and your technician to refer to. If you need further assistance call Jamex technical support. 800-289-6550

Features of Your Jamex Model 9552/9557/9557-70

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 any combination of nickels, dimes, quarters, and dollar coins as well as \$1, \$5, \$10, and \$20 bills (depending on model).
- Cash deposits of up to \$80.00 can be held in escrow.
- Cash price is adjustable in \$.05 increments up to \$80.00.
- Full refund of escrow in coins.
- Our “Change Checker TM” feature makes sure there is enough change available for the inserted bill. If there isn’t, the bill is returned and the message “Bill rejected/Low change” will be displayed.
- Electronic coin validation to reject slugs and foreign coins.
- Over \$34 in self replenishing change storage. Even more with an optional Hi-Capacity changer.
- 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 include price per copy, scan, fax, print, maximum allowable deposit (escrow) and maximum card value. (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 of toll free tech support
- One year parts warranty including overnight shipping.

Optional Features

- System 7000 internal MDB 7800 card reader that accepts proprietary Copy Cards, maintaining the highest level of security.
- Cards that can be programmed with values up to \$599.99.
- Cards can be used to track activity for up to four user groups (site codes).
- Card price is programmable in \$0.01 increments up to \$80.00.
- USB JPC interface to work with supported software solutions like print vending.
- A high capacity changer for even greater coin payout capacity.
- International currency capability.
- An external credit card reader.
- CS-1 Support system with a small footprint that provides security for front cassettes, and a work area for the patron.
- A free-standing base that can be installed at the factory prior to shipping for easier on site installation.
- Jamex Automated Reporting Software

The full family of Jamex products includes:

- Multi copy coin only systems
- Multi copy coin & bill vending systems
- NetPad Touch 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 www.jamexvending.com

OPERATING GUIDE

Power - Up

When first powered on, the Jamex Vending System will display black boxes followed by “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 9552/9557/9557-70 includes a 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.

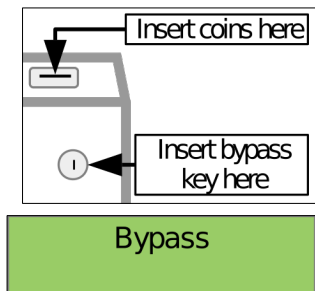
Bypass Operation

The bypass key allows staff and service personnel access to the copier without the need for funds. The Jamex 9550 series vend station offers three modes of bypass (Standard, Enhanced Value, Enhanced Timed.) The 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 as well as Standard Bypass use and may not be available.

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.

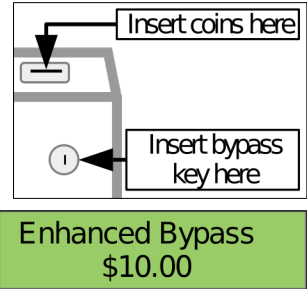
Standard Bypass Operation

- 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.)



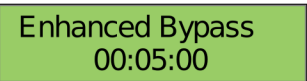
Enhanced Bypass Value Mode:

- 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

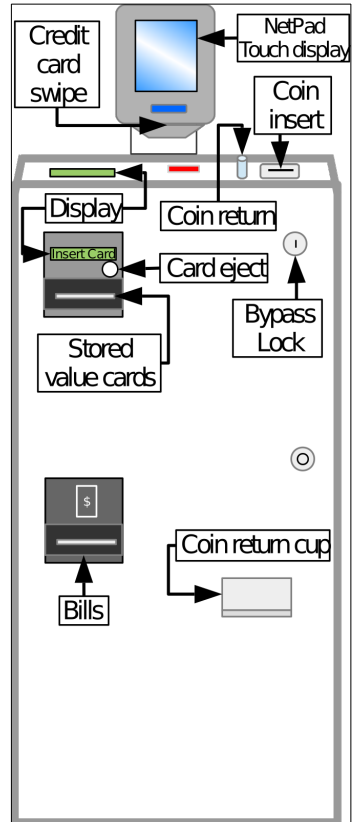
- Coins are deposited in the slot on the top of the vending system. Bills (optional) are inserted into the bill acceptor face up. The total amount of funds inserted (escrow) is shown on the two line LCD display on top of the 9550 Series Vend Station.

Copy Card (Optional 7800 MDB stored value card reader)

- Insert a stored value Copy Card into the card reader. Orient the card with the magnetic strip down and to the left.
- The card reader display and the vend station's two line display will show the value remaining on the card. If the value is too low, cash may be used to add value to the card. Refer to the “Adding Value To A Card” Section for details.

Credit Card (Optional Netpad Touch)

- Swipe a valid credit card
 - The pre-authorization amount is displayed on the NetPad's display as well as the 9550 Series Vend Station's two line display.
- Once 1 copy is made, the minimum transaction amount of at least \$0.25 is charged regardless of the set price. Therefore it is not economical to make one or two \$0.10 copies using a credit card.
- The NetPad shows the charges and remaining credit as copies are made. The 9550 Series Vend Station's display only shows the remaining credit.
- If the job cost exceeds the pre-authorization amount, it will need to be broken down into smaller jobs. You are not allowed to swipe your card again or add funds until the current transaction has been finalized. Some copiers will allow for this but most will not.



Note: The Netpad Touch and the 7800 stored value card reader options can not be installed simultaneously.

Making A Copy

- Read the 9550 Series Vend Station's display. It will scroll through the currently programmed prices of each different vended service and any custom messages that have been set. A patron can predetermine if they have enough funds to complete their job prior to starting it.

B/W Copies
0.10

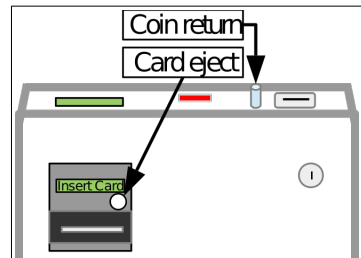
Color Copies
0.50

- Once the amount in escrow 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.
Note: Some copier models give no indication on the copier's display. It simply prompts 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 additional funds as needed.
- 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 its "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 coin 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 in escrow drops below the current price. The copier will return to the "Insert Funds" screen.



Stored Value Card

Press the eject button on the reader or use the coin return button on top of the vend station at the end of your job to eject your stored value card. Cards will never be automatically returned. The Card Reader display will read "Take Card" and the copier will return to the "Insert Funds" screen.

Credit Card

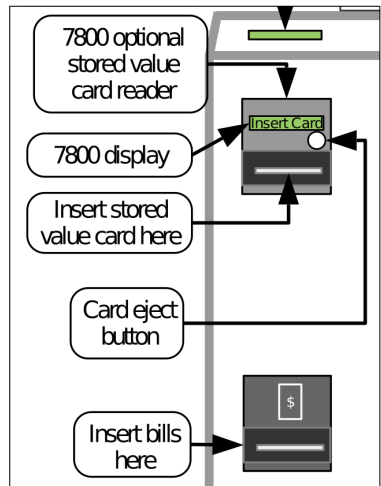
Press “Done” on the touch screen display or press the coin return button to finalize your transaction. The NetPad Touch will also time out if there is no activity after a set period of time (See NetPad Manual), the copier will return to the “Insert Funds” screen.

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 coin return or card eject to stop a job as some model copiers can temporarily disable this functionality during a job. Using the coin return can 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 transaction.

Adding Value To A Stored Value Card (if Enabled)

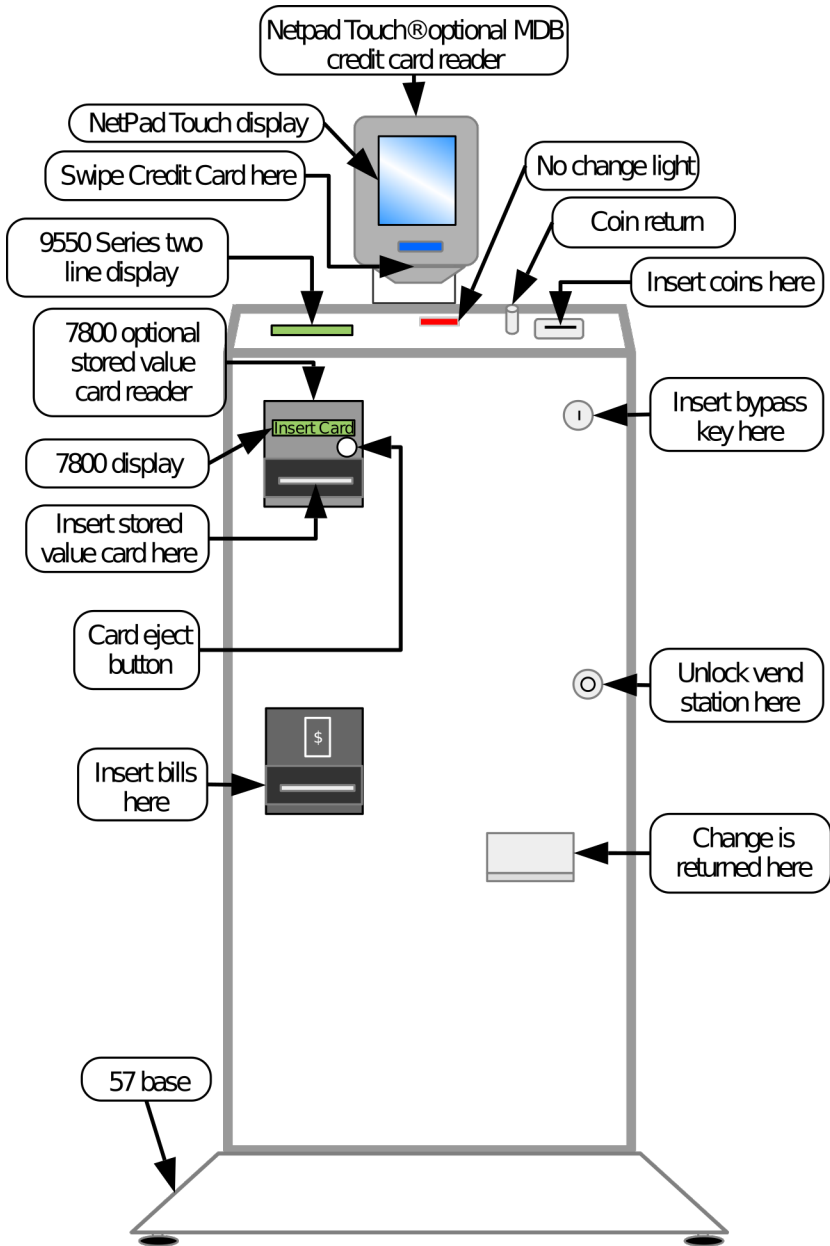
- Insert a Copy Card into the reader. Orient the card with the magnetic strip down and to the left.
- Insert either coins or bills into the appropriate acceptor.
- The amount of any money inserted will be added to the card, up to the Max Card value setting (see Admin Manual). The default value for this setting is \$25.00.
- Once a card reaches the MaxCard value, coins and bills are rejected and the message “Too Much” is displayed.



- If a card is inserted after the bills or coins have been inserted and the combined value is greater than the max card value, only the max card value is displayed. As the credit is used the value is deducted from the card and then the card is revalued from any cash credit that may still be in escrow. If all of the cash inserted was not used at the time the card is ejected, the remainder will be returned as coins.

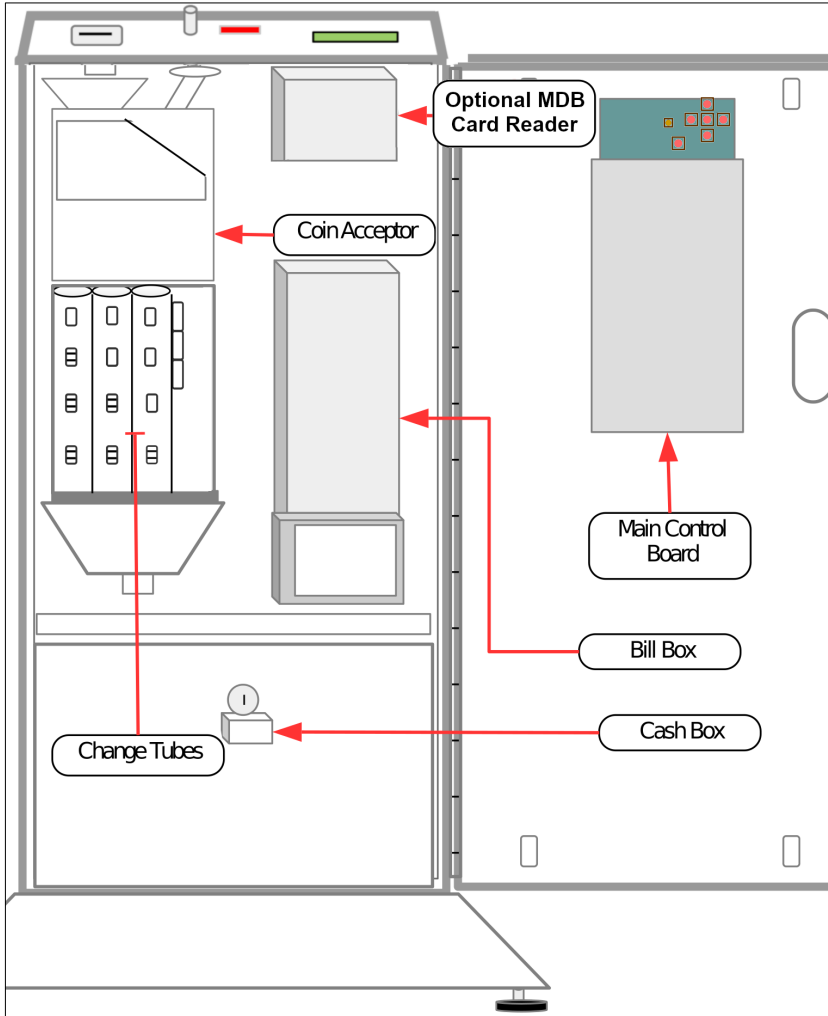
Caution: Do not interrupt the power source or forcibly remove the card without first pressing the “Coin or Card Return” buttons. Doing so could cause the card to become unusable.

Jamex 9550 Series Vend Station Exterior Layout



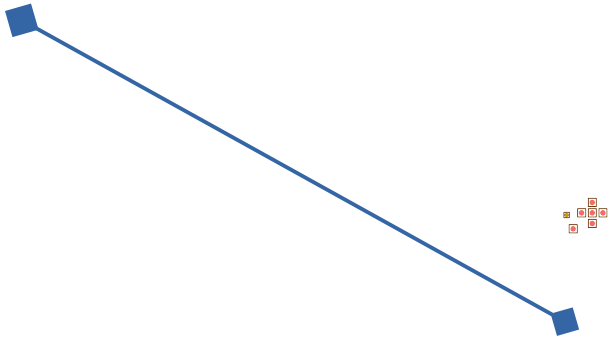
Note: The Netpad Touch and the 7800 stored value card reader options can not be installed simultaneously.

Jamex 9550 Series Vend Station Interior Layout



Cover Pan Showing 9557 Main Board

Connector Locations

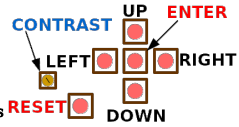


Meter Service Mode Flow Chart

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.

