Jamex 7110/7112/7114 Stand Alone Card Reader 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 9550 Series Vend Station 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 the Jamex proprietary Stored Value Card system. A Stored Value Card has the amount of funds encoded directly onto the card. Cards are not tied to a specific account so the system does not need to be online.

This manual provides instructions for operating your Jamex Model 7110/7112/7114 stand alone card reader as well as the technical information necessary to maintain it. Please review this manual completely before beginning to set up and operate your card reader. Keep this manual available for your staff and technicians to refer to. If you need further assistance contact Jamex at 800-289-6550 or email us: support@jamexvending.com

General Features
- Connections for copier or PC with different options (see each models individual feature set)

- Programmable price and max card values

- Different pricing for up to four site codes

- Mounting holes for secure installation

- Steel housing with quartz white textured powder-coat epoxy finish

- One year repair warranty. Warranty repairs returned overnight at no charge. (Shipping to Jamex is the customer's responsibility).

- Toll Free tech support

- Management cards to allow staff to make copies at no charge. program card reader settings and to access reader's built in meters

- Custom card graphics (Contact Jamex sales for details)

Model 7110 Features
- Connections to vend copies at a single price point for each site code.

- Card types accepted: Cash, Bypass, Read Meters, and Set Prices.

Model 7112 Features
- Connections to vend copies up to four prices for each site code depending on the copier model.

- A batch revalue mode for encoding a set value onto cards.

- Card types accepted: Cash, Bypass, Read Meters, Set Card Value and Set Prices.

Model 7114 Features

- Connects to a PC via a USB port to communicate with several types of vending software using Jamex's proprietary "JPC" protocol.

- Used with Jamex's proprietary Copy Card Admin Software (CCAS) for use in a "point of sale" installation. CCAS also features a batch revalue mode.

- Card types accepted: Cash, Bypass, Read Meters and Set Prices.

The full family of Jamex products includes:

- Multi copy coin only systems

- Multi copy coin & bill vending systems

- Add on 7800 MDB Card Reader to add card functionality to Multi Copy vend systems.

- System 7000 Stored Value magnetic stripe card readers

- 8200 Series Card Dispenser/Revalue Stations

- Copy Card Admin Software, CCAS

- NetPad Touch Credit Card Solution

- Mobile Pay NetPad Touch Credit Card Solutions

- True Count remote digital copy counter

- Print vending systems for computers and computer networks

- Compatible mounting systems and stands

Additional information available at **jamexvending.com**

Installation And Setup

Unpacking The Vending System

The following equipment is included with your Jamex Card System

• A USB cable (7114) or Copier Interface Solution (7110/7112)

• This Operation Manual & Installation Guide

• Power supply

• Sample cleaning card

• Set of Keys

• Management Card Set
    ○ 7110 - Read Meters, Bypass and Set Prices
    ○ 7112 - Read Meters, Bypass, Set Card Value and Set Prices
    ○ 7114 - Read Meters and Set Price

Physical Mounting

Your **Jamex Vending System** may simply be placed near the computer or copier or the card reader can be bolted to a cabinet or a table via the pre drilled mounting holes in the base of the unit.

Installation

For a **7110/7112** see the included point to point installation instructions and provide those to the technician to perform the install.

For a **7114** connect the USB cable into an available USB port on the PC. If the driver is not installed automatically, It can be found in the support/downloads section at jamexvending.com.

If the 7114 card reader is intended to be used with a Jamex Embedded Application, the USB cable should connect directly to the copier's rear USB port after the Embedded Application is installed. Embedded applications are programs installed directly onto the copier

Note: Jamex 7114 card readers used with a Jamex Embedded Application or Jamex's Copy Card Admin Software are paired with the software. Be sure to connect the specific reader intended to be used. This reader be the one with a USB drive containing the application.

Connect the circular DIN connector from the back of the Jamex power supply to the back of the card reader. Make sure the connector locks into place.

Connect the Jamex power supply to a three prong AC 110/115 volt outlet.

Programming

Power Up
If you are unsure of the reader's model number, Watch the LCD display at powered up. The LCD will display on your card reader's model number "7110, 7112 or 7114. The reader will scroll the following message "**Jamex**, Inc. Copyrite © #### (reader model and S/N)" a version "the date of the firmware". This will be followed by the prompt "Insert Your Card" or it will display the currently set prices. Your Jamex reader will come with a set of management cards. These cards are blue with white text. The cards will vary depending on the card reader.

Setting The Max Card Value
Decide on the maximum value your site will allow on cards. The default value is 25.00. To change it you'll need to use the Set Prices Management Card and the MAX Card value will need to be changed on every stand alone reader so that they all match. If your site has the Jamex 6557-70 coin and bill vend station and/or the Jamex 7200 series Revalue Station, There are two Max Card settings. One in the reader and one in the vend device's service modes. See that products manual for details. Newer Jamex models like the 9557-70 coin and bill vend stations and the Jamex 8200 series Revalue Stations control the Max Card value through the vend station's service modes only. Leave those reader's max card set to the highest value.

• Insert the blue **Set Prices** card. The card is automatically returned to the exit position. The display will show "Prices.." for an instant and then alternate with the current Max Card setting.
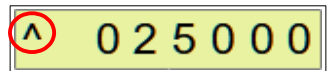 **Tip:** If the reader returns to a scrolling display at card eject, try again but use your finger to slow the card down as it exits.

• To **increase** the Max Card value, press the reader's eject button when the arrow on its display points up.

• To **decrease** the Max Card value, press the reader's eject button when the arrow on the its display points down.

• To **change the direction of the arrow**, pull the Set Prices card out part way and quickly reinsert it until it stops.
  Note: If the reader jumps to a different setting, completely remove the "Set Prices" card. Wait for the "Insert Card Message" and try again.

• When finished, remove the Set Prices card. Let reader exit the settings mode. Do not to hit the eject button while it's exiting the settings mode.

  Note: Cards with a value greater than MaxCard are rejected. A "Value Too High" message will be shown on the reader's display.

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Setting Prices (7110/7112)

The 7110 and 7112 card readers have pricing for up to four site codes to allow for different pricing for up to four groups of user's. A vast majority of sites only use one site code.

Note: A **7114** does not have prices to set.

- Insert the blue **Set Prices** card. The card is automatically returned to the exit position. The display will show "Prices.." for an instant and then alternate with the current Max Card setting.
  Tip: If the reader returns to a scrolling display at card eject, try again but use your finger to slow the card down as it exits.

- Assuming the Max card value correct, pull the card out slightly just enough to trip the reader's exit sensor. After a second, the display show the next setting. Re insert the card to hold the reader at that setting.

- The next setting will be the price for the first site code. It may display A 1 or E-1 and alternate with the price setting. A or E refers to the lowest price and the 1 indicates the site code that will use that price.

- To **increase** the price, press the reader's eject button when the arrow on its display points up.

- To **decrease** the price press the reader's eject button when the arrow on the its display points down.

- To **change the direction of the arrow**, pull out the Set Prices card part way and quickly reinsert it until it stops.

- When done setting the last price, remove the Set Prices card and let the reader exit the service modes.
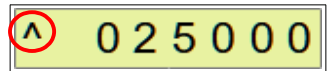
Note: If you accidentally jump over a setting, you can not go backwards. When done setting the other prices, remove the Set Prices card. Wait for the "Insert Card Message" before trying again.

A Jamex 7110 will only have 1 price for each site code. Usually price A but a Jamex 7112 may show up to 4 prices for each site code.
This varies based on interface solution and copier but a general rule is
A or **E** is letter sized B/W
B or **F** is legal/ledger sized B/W
C or **G** is letter sized Color
D or **H** is legal/ledger sized Color

If your site is not charging based on paper size, set the F price to match the E price. Also match the H price to the G price. Now it will only charge 2 price points B/W or Color. This is also dependent on the copier and interface solution. If all copies are one price, set all prices to match.

Optional Card Reader Settings

When completed setting prices and the card is removed, the reader displays other service mode options. The options displayed vary by reader and are usually OK to change to suite your site's needs. To change a setting, Push the card in to hold the reader at that setting when it is displayed. Press the eject button to change the setting's value. You will see options like **Color** used to add more descriptive pricing to the reader's display or possibly the **8.5 x 14** setting used to group legal paper with large or small pricing.

Factory Settings

Other settings like **Timing** or **Value** should not be changed without speaking with Jamex support first. If you are unsure of a setting, contact Jamex support support@jamexvending.com or call (800) 289-6550

Operating Guide

Making Copies (7110/7112)

Insert a cash card or Bypass Management Card into the reader. The card's balance or the word -Bypass- is displayed. If the value on the cash card is high enough, the copier's operation panel will allow you to make copies. Each copy made deducts from the amount of value stored on the card. When done, press the eject button to return your card.

Paying For Services (7114)

Software will prompt you when to insert your card. Software usually makes a single deduction of the entire amount. These programs usually disable the eject button until the program completes a transaction. Your card may be ejected automatically when the job is complete or you'll need to push the eject button. A Bypass Management Card will appear to the software as a 99.99 dollar credit.

Adding Value To a Card (7114)

Other software companies may have the option to add value through their software. You would contact the software vendor for details.

Jamex recommends using Jamex's **Copy Card Admin Software** (CCAS) to revalue stored value cards. This program is specifically written to allow users to simply type in any value to add value to an existing card. CCAS features include

• Reports that can be generated to track sales by user

• A user account that does not have the same privileges as an Admin account to guard against abuse

• A batch mode for revaluing groups of cards to one value.

Contact our sales team at (800) 289-6550 for details

Setting A Card Value (7112 Batch mode)
A 7110 can not add value to cards and a 7114 requires software to add value. A 7112 comes with a Set Card Value Management Card. This card puts the 7112 card reader in batch mode to set the value on cards. This card is usually set to 5.00 but can be purchased with other starting values.

• Insert the Set Card Value card and it will be ejected.

• The reader will scroll "Cash Command Mode" indicating batch mode

• Remove the card

• Insert stored value cash cards to revalue them to the same value of the Set Card Value card.

• Keep inserting Cash cards and they will be revalued and ejected.

• When done, reinsert the Set Card Value card and the 7112 will exit Cash Command Mode. If left idle for 5 minutes, the reader will exit Cash Command Mode on its own.

Changing Set Card Value Revalue Amount (7112)
You can order different Set Card Value cards. Some sites purchase a 1.00, 5.00, 10.00 and 20.00 card to allow for different programming values for cards. The value can also be changed before the start of each batch run.

• Use the Set Card Value Management Card as described above.

• When the card exits, after the first insertion, leave it in the exit area. You may need to slow down the card upon exit to be sure it does not trip the exit sensor or the reader will just jump to the revalue mode.

• The starting amount displayed is the value of the management card.

• You can raise/lower the value the same way the prices were changed as described on page 5.

• When the desired value is set, Remove the Set Card Value card and start inserting cash cards to be programmed at the new value.

Note: This method is not convenient to use with constantly changing values. Therefore the 7112 is not recommended to be used as a point of sale device. Use a 7114 with Jamex's Copy Card Admin Software if you will be selling cards with varying values.

Reconciliation

Values To Consider

A stored value card system needs to be handled as a whole. There are a few things to consider when reconciling. This information will give you an accurate picture of the value existing on cards vs. the amount already used by patrons.

Get the total of
• The value on cards sold
• The remaining value on cards prior to being over written
• The value added to cards by patrons
and then subtract
• The value used by patrons

Value of Cards Sold

Some sites order cards with a set value. These cards may be sold from a cashier or loaded into a card dispenser.

The Remaining Value On Cards Prior To Being Overwritten.

The Jamex 7112 card reader has a batch mode used to set a cards value. Most sites recycle cards and revalue them to be sold again. The value prior to being overwritten is not saved. You should note any remaining value on returned cards. Cards revalued with a 7114 using Jamex's Copy Card Admin Software have reports of the starting and ending values to help you track pre-existing values.

The Value Added By Patrons

All Jamex devices that have a revalue mode will have a Card Add meter showing how much was added to cards at that unit. Consult those individual manuals for details on retrieving those meters

The Value Used By Patrons

Most Jamex devices have a "Card Sale" meter for total card sales. However some equipment did not have a separate card sale meter. You'll need to take the "Card" meters and multiply them by their respective prices to determine the card sales at that machine. Card meters may have different letter designations depending on

Note: Most card meters on Jamex devices are not re-settable. If they are not, you'll need to keep a log from each cash out to track the difference from each week and determine the amount of copies made that were paid for with cards.

Reading The Meters

Jamex card readers store the meters or sales amounts for each site code.

• Insert the Read Meters management card.

• The display will show "Meters.." for an instant and will return the card to the exit position.

• Leave the card in this position as you record that meter.

• Press the reader's eject button to display the next meter.
  Note: Some models require you to remove the card just enough to trip the exit sensor to move to the next meter and then reinsert the card to hold at that meter to record its information.

• Fully remove the Read Meters card to exit the meters mode.

Meters Explained

Sales meters are the total dollar value deducted from cards with that site code. For example "Sales 1" would be all the sales for site code 1.

Meters are a count of copies made on those meters.
Meter A1 or E1 is the number of B/W Letter copies made when a card using site code one was inserted into the reader.

TotalCyc are the total number times a card has been inserted and read.

ReadFail are the total number of times a card was inserted and could not be read properly. If this number is high, you should run a cleaning card (page 10) more frequently.

Note: Not all readers will have the same meters.

Maintenance

Cleaning
The card reader can be wiped down with a damp cloth and a mild cleaning product.

Using Cleaning Cards In A Stored Value Card Reader
It is recommended to use a cleaning card about once a week to clean the reader's Read/Write head. A reader that sees a higher volume will need to be cleaned more often to prevent build up. A cleaning card is a card that is pre-soaked with alcohol.

• Open the package and let the card air dry for a few seconds before use. If the cleaning card is too wet or is accidentally ripped, it can get stuck. **Do not** use a ripped card.

• Insert the card in the reader and it will be returned. If got stuck it may have been too wet. Wait a minute or so for it to dry and then press the card eject button or power cycle the reader.

• Flip the card and run it through once more.

Note: Cleaning cards can only be used once on each side. Reusing a card that has already collected dust and dirt will do more harm than good. Contact the Jamex sales staff to order cleaning cards. The current part number for a box of 50 cleaning cards is 301391.

Card Care
New cards can be slightly bowed as a result of the manufacturing process. Let these cards flatten out before putting them in circulation. You may be able to counter bow the cards to flatten them out.
Hint: When receiving a new batch of cards, pull a few from each box to test. If something needs to be addressed with your dealer, it will be a lot easier to deal with before the cards are in circulation.

Old worn or damaged cards can get stuck inside the card reader and possibly damage the reader's read/write heads or the card transport.

• Remove old worn cards from circulation.

• Do not use a hole punch on cards.

• Never put tape or labels on cards.

• Do not use bent or heavily bowed cards.

• Only write on cards in the signature strip provided.

• Never clean a card with harsh chemicals.

Troubleshooting

Misreads

If a card has been corrupted, it will always show misread when used. Test the card in other card readers or test with a known good card. Also keep in mind that if your site has more than one reader, you'll want to be sure which reader is in need of service. A worn or dirty read/write head can corrupt a card upon exit. The card is unreadable the next time it is used but it may not be used in the same reader. The reader now misreading the card may not be the reader that corrupted it.

- If you suspect a reader is corrupting cards, listen carefully after the eject button is pressed. A reader having trouble writing to a card will attempt to write to the card more times than is expected and you'll notice the eject time of the card is longer than usual. The card may still work but this is a sign of a dirty or worn read/write head. Run a cleaning card through the reader. If problems persist, Contact Jamex Customer Support to have the reader repaired or replaced.

Card Is Not Pulled In / Stuck Card

Verify something is not stuck in the card transport assembly. Look for coins or even a similar sized card that may have been forced into the card slot. First try to power cycle the reader.

Note: It may be possible to force a stuck card out. Some disassembly may be required to get full access to the back of the transport assembly.
- Disconnect the power.

- Use the supplied key to open the reader carefully remove the two sets of white cables on the back of the reader transport assembly. Once they are removed you will be able to see the other side of the transport.

- You may be able to force the stuck card forward and out of the front by pushing from the back of the card transport assembly. Try attaching folded cards together front to back to increase their length and push the stuck card out from the back. Folded cards are needed to get past the stopper in the back of the transport that will block a full sized card.

Card Is Not Pulled In

- If there isn't a stuck card, Try a few quick blasts of canned air in the card slot. Concentrate on the left side of the card slot as that is where the sensors are located.

- Verify the eject button is not stuck.

- On the back the reader are two bundles of wires. They are all white or white and black. Unplug card reader and carefully re-seat those wires.

If the card is pulled in slowly or doesn't fully eject, the card transport has failed. The reader needs to be sent to Jamex for repair. Contact a Jamex Customer Service representative at 800-289-6550 M-F 8:00 - 5:00 Eastern for a quote.

Card reader diagnostic messages
The card reader's display will display a message when a rejected card is returned. Review the relevant section.

- Misread try again
- Incorrect site code or Invalid site code
- Invalid card Type
- Value to high

Misread Try Again
Test the card in another reader. If you see the misread error with other card readers, the card is damaged. If the card reads correctly elsewhere, Run a cleaning card in the reader and test again. If it reads correctly, You should increase frequency of cleaning. If you are still seeing misreads with known good cards, The card reader needs to be repaired.

Incorrect/Invalid Site Code
Test the card in another reader. If the card reads correctly, the card reader needs to be repaired. If you still see a site code error message at another reader, the card has been removed improperly, is physically damaged, incorrectly programmed or belongs to another site.

Invalid Card Type
If this is a "Set Card Value" card, it was only designed for the Jamex 7112 card reader. If this is not a "Set Card Value" card, the card is damaged or miss-programmed.

Value Too High
Test the card in another reader. If it reads correctly, The Max Card setting will need to be changed. Double check all readers and vend stations on site to be sure a reader can not allow a card to be revalued higher than the desired Max Card Value.

Note: The **Jamex 6557-70 series** models and 7200 revalue stations require that the reader's max card setting match the vend station's setting. See their manual for those programming details.

If you card reader needs to be repaired contact your dealer or contact Jamex directly. The dealer may be able to repair the reader but odds are it will need to be returned to Jamex for repair.

Jamex, Inc. 2415 N Triphammer Road Ithaca NY 14850 (800) 289-6550