

# **NAYAX**

**Attending to the Unattended**

User Guide - Training Manual

North America

**2019**

Version 1.1

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## WELCOME TO NAYAX

Thank you for choosing and implementing the Nayax Cashless and Remote Monitoring Solution. This solution will allow you to accept the majority of major credit cards and debit cards, mobile payments, and payments using Nayax's own mobile app Monyx via your card reader. You will also have availability to a powerful and innovative back-office cloud-based system to analyze, monitor and manage all levels of your operations. Our goal is to provide you with a smooth and seamless implementation.

In most cases, operators will not have to do any back-end configuration for the credit card reader to function and accept payment. The Nayax setup team applies the settings to the device in the website based off your machine type. Please call our support team if you need help with special configurations.

## TYPES OF MACHINES

Nayax devices are compatible with 3 different types of machine protocols. Each of these types need distinct settings set in our software to function properly. Refer to your machine's user guide or consult your machine manufacturer if you are unsure what type of machine you have.

**\*Please note:** It is important to inform our sales members and onboarding specialists which of the three protocols below that your newly purchased devices are going to use: MDB, Pulse, or Marshall.

### MDB PROTOCOL (MULTI-DROP BUS)

Most snack and beverage vending machines use an MDB connection on the machine's control board. You will need an MDB harness cable from Nayax. The MDB cable connects to the Amit 3.0 device in the bottom left port labelled MDB/DEX. If you have a VPOS Touch, the cable connects in the back of the device. There are many other types of MDB machines than just snack and beverage, including token machines, car washes, cold foods, ice cream, coffee, and more.

### PULSE PROTOCOL (ELECTRICITY CIRCUIT)

Most air pump, car vacuum, arcade, and amusement machines use a pulse connection to the machine. This requires a pulse cable from Nayax that has open wires in which a machine manufacturer will have to physically install to the machine. The pulse cable connects to the Amit 3.0 device at the bottom center port labelled I/O.

Please follow the Nayax pulse manual for assistance. If you have a VPOS Touch, the cable connects in the back of the device. Our hardware warranty does not cover internal damage to a device due to misconfigured machine wiring. Nayax technical support cannot assist with wiring instructions over the phone, please consult your machine manufacturer. Pulse users will receive a Pulse Manual along with this User Guide. If you did not receive that, please ask our sales or support team.

### MARSHALL PROTOCOL (PC COMPUTER/ANDROID APP)

Most kiosks, photobooths, and EV car charging machines use this protocol. This requires a marshall cable from Nayax. The marshall cable connects to the Amit 3.0 device at the bottom center port labelled I/O. If you have a VPOS Touch, the cable connects in the back of the device. The other end typically connects to your machine's USB port. These machines require development of software to use.

Please ask Nayax sales teams if you require the Marshall Installation Manual or adaptor cable.

## REIMBURSEMENT STATEMENTS FAQ - BANK DEPOSITS

Reimbursement information only applies to customers who use Nayax as the merchant processor. If you use another payment processor with your credit card readers, you will need to contact that company directly to find out the fees and deposit periods.

### **“When will the reimbursements be deposited into my bank account?”**

All new accounts will not receive deposits until after 3 weeks of sales, and the sales must be over \$5. If during any period the sales of a machine are not over \$5, then the amount will not appear on the reimbursement statement and will carry over to the next payment period that is over \$5. (this remains true whether it is during the initial start-up of your business or many months further down the road)

**U.S. customer** account payment periods are weekly.

Each period is from Friday until Thursday and deposited on the following Friday.

**Canadian customer** account payment periods are bi-weekly.

The first period is from the 1st-15th of the month and deposited 7-10 business days later.

The second period is from the 16th-30th (or 31st) and deposited 7-10 business days later.

### **“How much money does Nayax keep per transaction?”**

The fees per credit card transaction depends on the pricing of your machine.

#### **Machines that have ANY single product costing less than \$5:**

The fees are 5.95% per credit card/debit transaction for both U.S. and Canadian customers.

#### **Machines that have ALL products/services costing more than \$5:**

The fees for U.S. customers are 2.5% plus \$0.10 per credit card/debit transaction.

The fees for Canadian customers are \$0.08 per Interac transaction (debit) and 2.5% plus \$0.10 per credit card transaction.

**Prepaid cards are treated as cash and have no fees per transaction.**

### **“My fees don’t appear to be correct according to the information above, who can I contact?”**

Nayax Technical Support is the best department to assist with this. Please email our team at [ussupport@nayax.com](mailto:ussupport@nayax.com) or call 410-666-3800 and press Option 2 for Tech Support.

### **“Can I view my reimbursement statements online?”**

Unfortunately, we do not have the option of sharing the reimbursement statements on our website for your viewing. However, you can request for Nayax to resend any past statement to your email address.

## NAYAX DCS SOFTWARE / WEB PORTAL (DCS)

### DCS OVERVIEW

Nayax DCS is an online, web-based software package that enables you to import remote sales information from machines via the Nayax Devices and utilize the collected data in such a way that you can manage your vending operation more efficiently.

After completing all required forms and account set up, our machine set-up team will provide you with a welcome email containing a username and temporary password. This can take 1-5 business days.

The Nayax website is optimized to work with the web browsers Google Chrome and Mozilla Firefox. Some functions may not work properly when using Microsoft Edge, Internet Explorer, and Safari.

The website is not compatible with many mobile devices; however, we do have a mobile app called MoMa in both the Apple and Android app stores that can be used on smart phones and tablets.

### LOGGING IN

Navigate to the Nayax login page through the Nayax website ([www.nayax.com](http://www.nayax.com)) by clicking on the 'Login' button located in the top right-hand corner of the page. To get to login screen directly, type the following URL into the address bar: <https://my.nayax.com>



Enter your Username and Password to enter the Nayax Software.

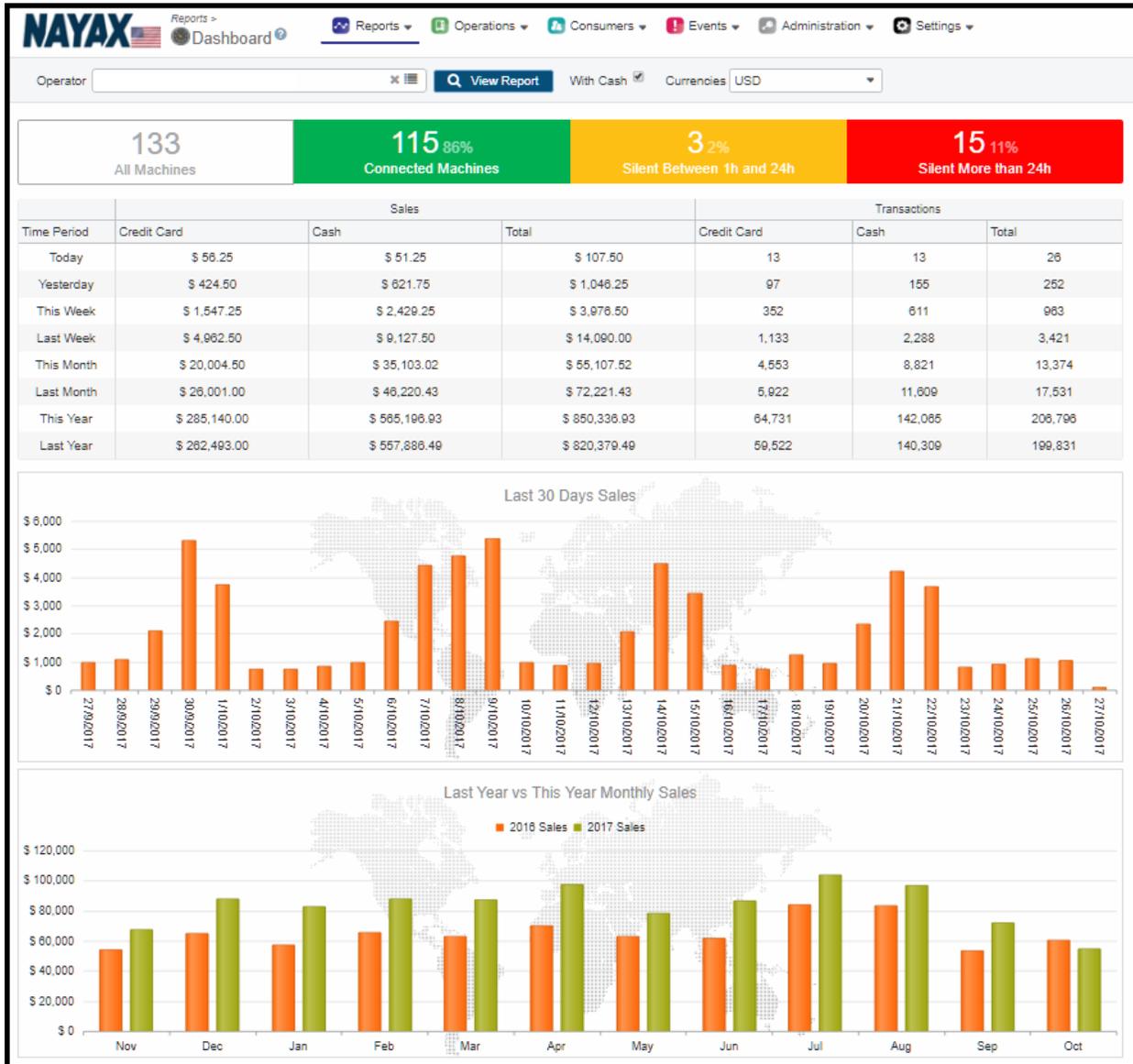
The password requirements are as follows:

- Minimum of 8 characters long.
- 1 or more capital letters.
- 1 or more lowercase letters.
- 1 or more number.
- Special characters are allowed but not required.
- Cannot use certain special characters such as the period, comma, colon, and question mark.
- Cannot use a password that has already been used before.
- The username is not case sensitive, but the password is.

**\*Please Note:** If you have not received a Username and Password, please contact your Account Manager or the Nayax support team for assistance. You may need permission from the main account owner/contact person.

## INTRODUCTION TO THE NAYAX SOFTWARE LAYOUT

After being logged in, you will be at the Dashboard screen. This shows overall sales information using different types of graphs and tables. This has been recently changed to a 'Dashboard Beta' page with widgets that can be customized and moved around.



This report is basically a snapshot of an operator's business. To see machine level detail, it is necessary to utilize other areas of the Nayax software.

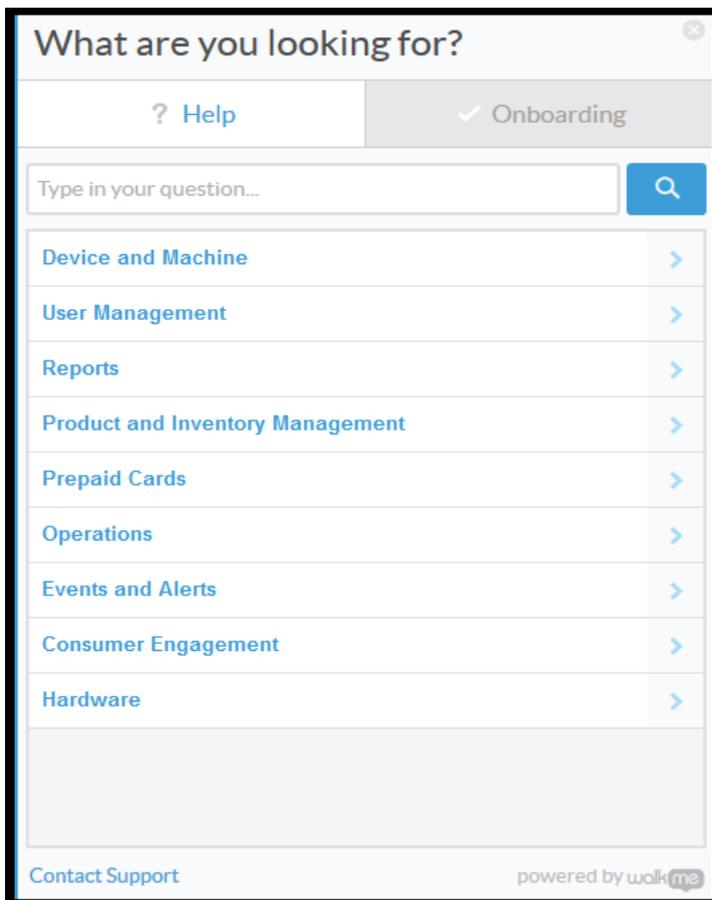
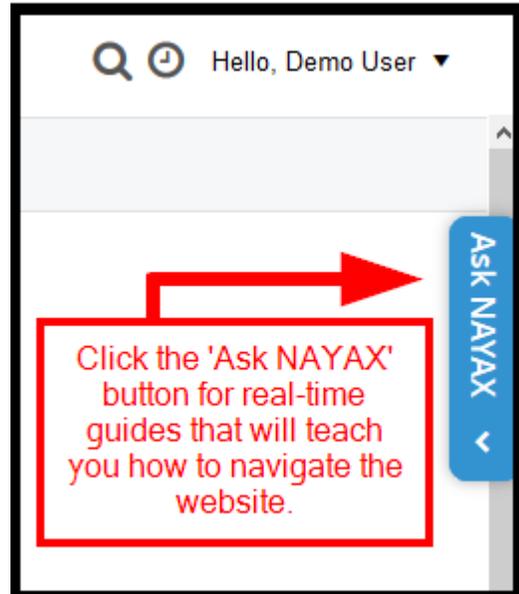
## ASK NAYAX

On the furthest right-hand side of the website is a blue button faced sideways reading 'Ask NAYAX'.

When clicking on this button, it will give real-time guides explaining how to do many things on the website.

Any changes made while following an 'Ask Nayax' are actual changes, not practice.

If this button gets in the way of the scroll bars, you can click and hold then drag the blue 'Ask NAYAX' button up or down the right-hand side so that it is out of the way.



Search through the listed topics or type in a few keywords to the field labelled '**Type in your question**'.

There will be many URL links throughout this user guide that will bring you to the 'Ask NAYAX' guide for that specific section or page.

## DROP-DOWN MENU BAR

At the top of each page in DCS is the Drop-Down Menu Bar with 5 main categories.

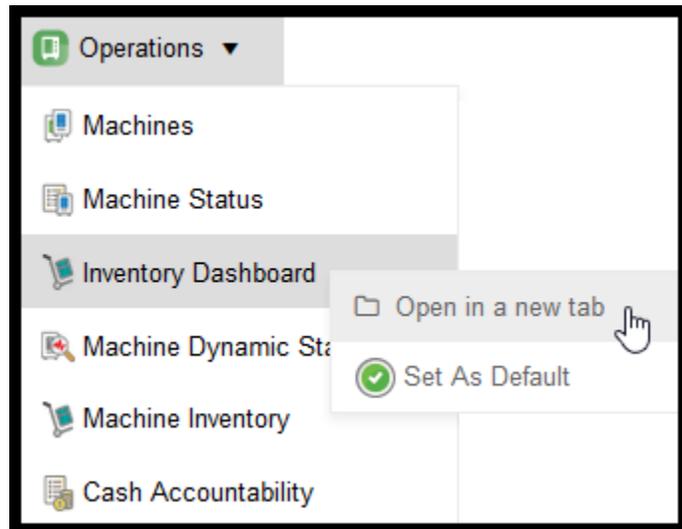
**Reports, Operations, Consumers, Events, and Administration.**



Right Click on any selection under these categories to do the following 2 things.

**'Open in a new tab'** - this is used to view multiple tabs within your internet browser, (such as 2 different reports) without having to log in again or open a 2nd window.

**'Set As Default'** - this will be your homepage whenever logging in. (many operators choose the inventory dashboard as the page they see when they first log in).

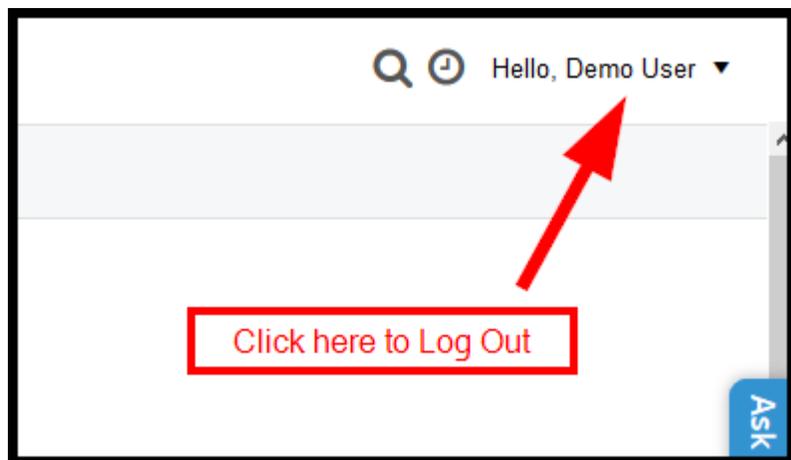


**Ask Nayax:** Change Default Homepage

<https://my.nayax.com/dcs/public/facade.aspx?model=reports/dashboard&walkme=19-144071/>

## LOGGING OUT

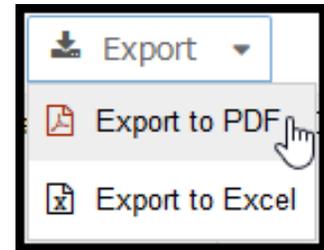
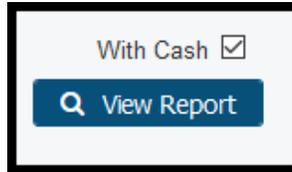
To Log Out, click on the name of the system user in the very upper right of the webpage.



## REPORTS

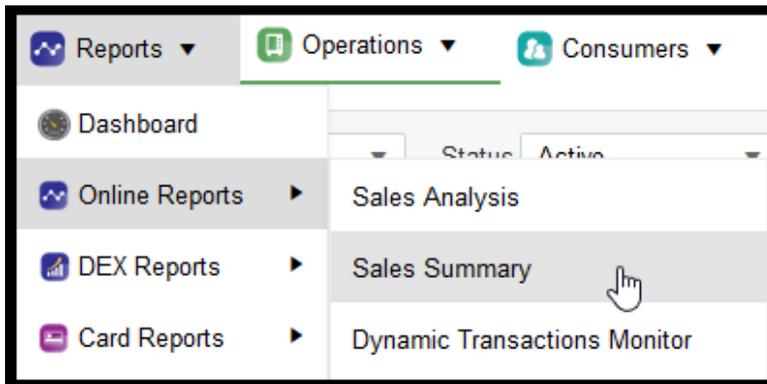
All reports can be downloaded to a computer by exporting them to PDF or Microsoft Excel. The export button is directly above the generated report but below the filters section where the **'View Report'** button is. Sometimes it could be on the left of the page, but it's usually on the right side.

Most reports include the option to view cash sales. Make sure this box is checked if you would like to see cash sales as well.



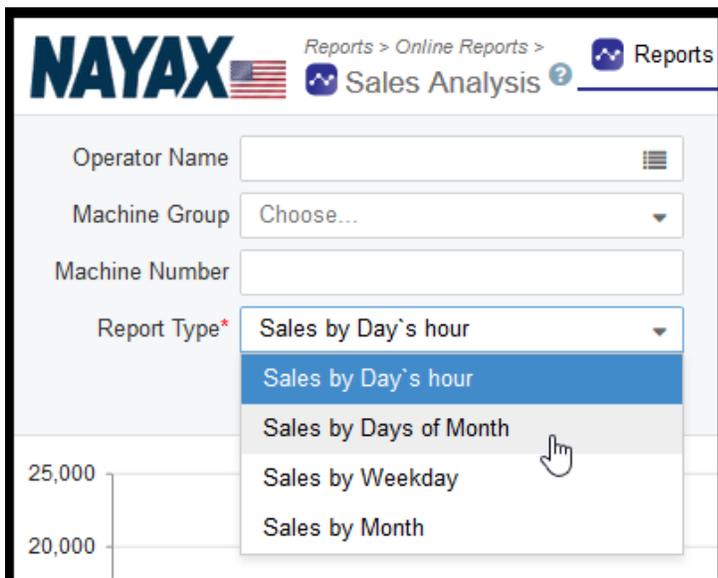
## ONLINE REPORTS

These 3 online reports are the most used reports by any operator. Sales Analysis, Sales Summary, and Dynamic Transactions Monitor.



## SALES ANALYSIS

This report provides a bar graph that is similar to the Dashboard but can be configured to run 4 different report types and can be ran using any date range.

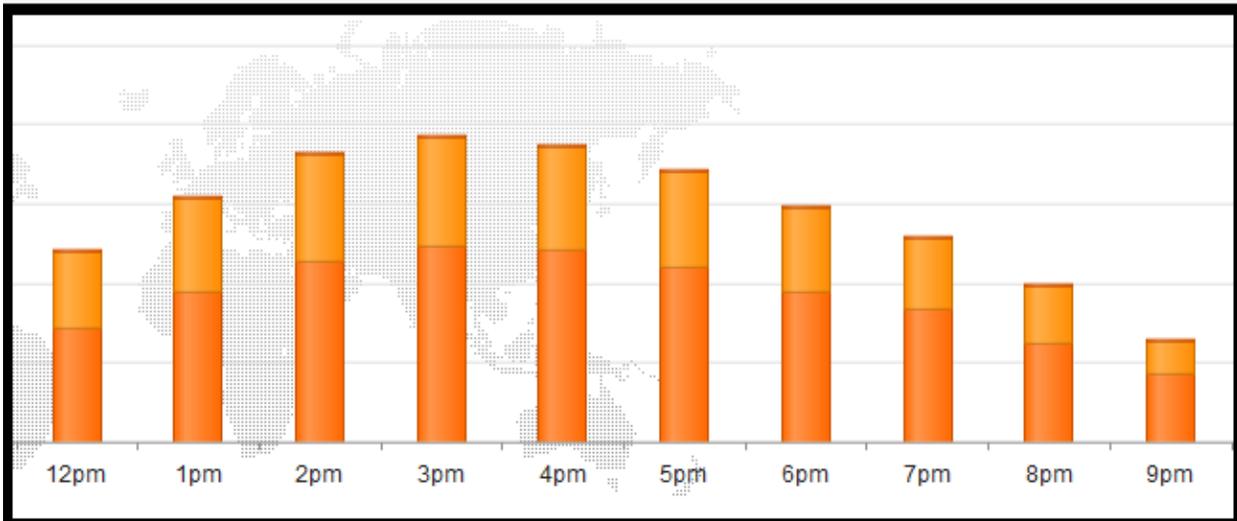


After clicking the **'View Report'** button, there will be a bar graph and table of data below that. The picture below shows the table. The bar graph differs depending on which **'Report Type'** is chosen.

Cash	CBORD	Credit Card	Monyx App	OneCard	Prepaid Credit	Total Sales	Total Vends
395.00	0.00	283.50	0.00	0.00	30.50	709.00	738
274.25	0.00	137.50	0.00	0.00	33.00	444.75	257
71.75	0.00	67.00	0.00	0.00	19.00	157.75	66
130.00	0.00	38.00	0.00	0.00	8.00	176.00	90
53.00	0.00	13.50	0.00	0.00	8.00	74.50	37
85.25	0.00	26.50	0.00	0.00	15.00	126.75	82
83.25	0.00	88.50	0.00	0.00	38.00	209.75	95
236.75	0.00	58.50	0.00	0.00	66.50	361.75	342
530.25	0.00	240.00	0.00	0.00	87.00	857.25	617

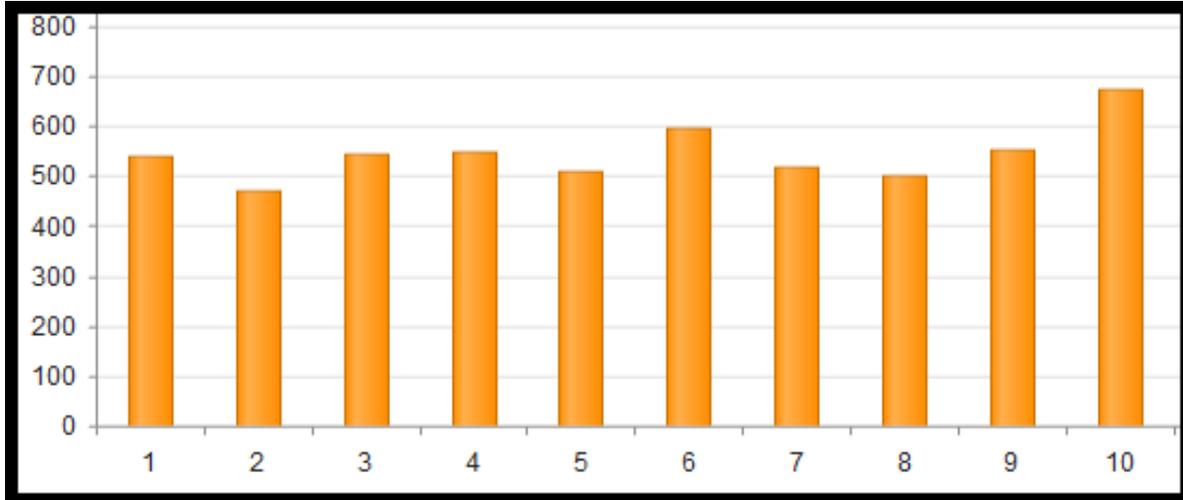
### Sales by Day's hour:

Sales data will be organized by the hour of the day that the sales were made. 12am until 11pm.



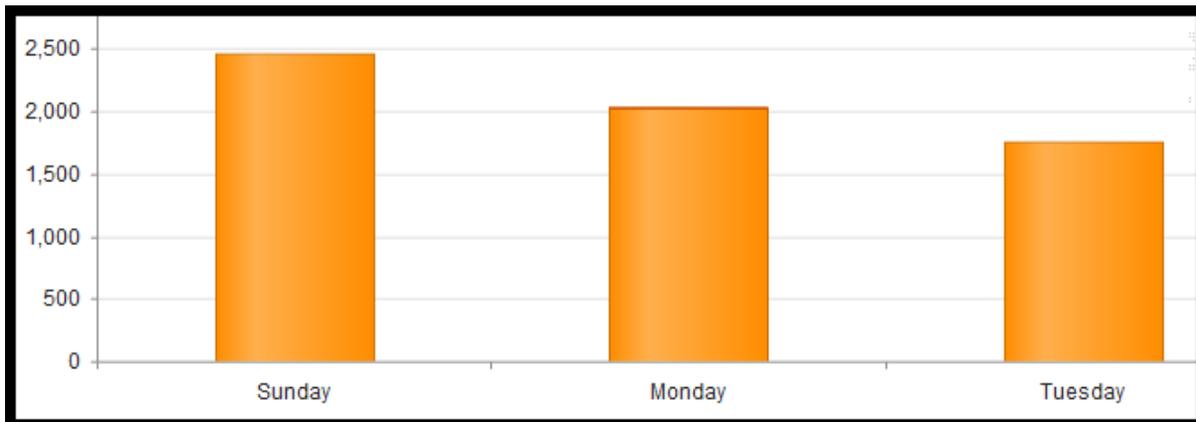
### Sales by Days of Month:

Sales data will be organized by each day of the month from the 1st until the 30th or 31st.



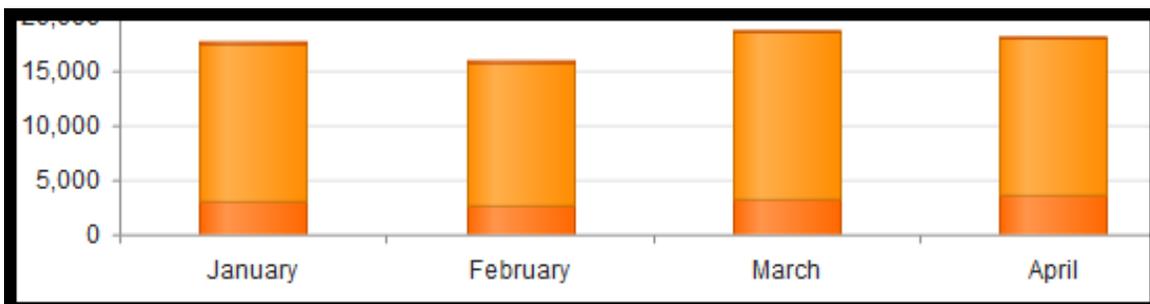
### Sales by Weekday:

Sales data will be organized by the day of the week. Sunday to Saturday.



### Sales by Month:

Sales data will be organized by the month of the year. January to December.



## SALES SUMMARY

The Sales Summary is used to view overall sales data in a selected time period. It does not break down individual sales to be listed separately.

After clicking 'View Report' there will be different Tabs that organize the sales in different ways. 'Sales by Machine' and 'Sales by Product' are the 2 most popular. 'Sales by Operator' is the default.

Machine Name	Operator Identifier	Machine Group	Credit Card	Monyx App Using Prepaid Credit	Prepaid Credit	Currency	Total Transaction Count	Total Transaction Amount
#01 MDB - EMV	#01	Test Machine	0.00	0.00	0.04	USD	4	0.04
#14 VPOS Touch - Pulse - 6 Machin	#14	Snack	0.00	2.00	56.50	USD	14	58.50
#13 VPOS Touch - Pulse - Generic	#13	Snack	0.00	0.00	2.50	USD	1	2.50
#10 Matt's Pulse Test Machine	#10	Pulse	0.00	0.00	36.25	USD	29	36.25
#09 Pulse - Count-Up Only	#09	Test Machine	0.00	0.00	20.00	USD	3	20.00
#08 Pulse - Incremental Pricing	#08	Test Machine	0.00	0.00	35.00	USD	5	35.00
#06 Matt's MDB Test Machine	#06	Test Machine	0.15	0.00	0.39	USD	32	0.54

The below picture shows what the 'Sales by Product' tab looks like.

Product Name	Product ID	Product Barcode	Catalog Number	Credit Card
Unknown	0			0.01
A&W Rootbeer	466227172959679			0.00
Diet Pepsi	940137081540673			0.00
Crunch Bar	949621793136452			0.00
Cheezit	996580756367540			0.13
Charmander	999066060439298	0001	3	0.01
Bulbasuar	999066060439299	0002		0.00
Squirtle	999066060439300	0003	2	0.00

**Ask Nayax:** View your Sales Summary Report

<https://my.nayax.com/dcs/public/facade.aspx?model=reports/SalesSummary&walkme=19-149644>

## DYNAMIC TRANSACTIONS MONITOR

This report is used to view detailed information about each individual sale. This is the best report to use when trying to find a specific transaction that an end consumer needs receipt type data for clarification or refund purposes. Here you will be able to see the exact date and time stamp of the transaction, the brand of credit card that was used, whether the sale was an insert, swipe, or tap, the exact purchase authorization and settlement amount, and much more.

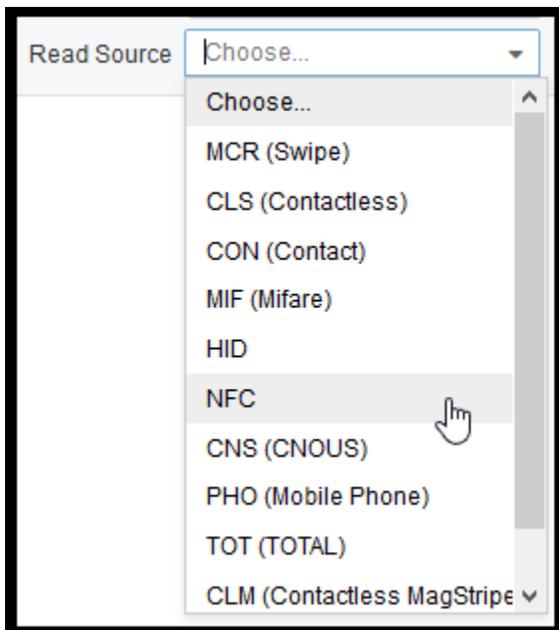
**Ask Nayax:** View Dynamic Transaction Monitor

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/dynamicTransactionsMonitorMega&walkme=19-157184>

Feel free to customize your own “Preset” by using the “Add Tab” button. This will allow you to organize the data in the order you want it. And allows you to include more information or less information as needed for your report so that the exported format will be just how you want it to be.

Below is an example of a customized tab used for a report that exports to Microsoft Excel.

Machine Authorization Time	Payment Method (Source)	Card Number	Brand	Settlement Value	Product Selection Info
22/02/2019 6:01:07 PM	Credit Card(NFC)	4650 xxxx xxxx	VISA	1.50	Diet RC Cola(43, E3 = 1.50)
22/02/2019 5:40:31 PM	Credit Card(MCR)	6011 xxxx xxx	DISCOVER	1.50	Bai Straw Lemon(31, D1 = 1.50)
22/02/2019 5:17:13 PM	Credit Card(CON)	4037 xxxx xxxx	VISA	1.50	Polar Frost Blk Ras(36, D6 = 1.50)
22/02/2019 5:16:21 PM	Credit Card(CON)	4777 xxxx xxxx	VISA	2.00	Honey Roast Peanuts(29, C9 = 2.00)



By viewing the ‘**Payment Method (Source)**’ column, you can distinguish if a transaction was made by Insert, Swipe, Tap, or Smart Phone App.

‘**CON**’ means the customer Inserted their card that had an embedded chip. CON stands for Contact.

‘**MCR**’ means the customer did a card Swipe. MCR stands for Magnetic Card Read.

‘**CLS**’ means the customer Tapped their card. CLS stands for Contactless.

‘**NFC**’ means the customer used a Smart Phone App such as ApplePay or Samsung Pay. NFC stands for Near Field Communication.

## DEX REPORTS

These reports are used much less than most other reports. A DEX file is a file that many MDB based machines use for reporting sales data and inventory. Our website has the capability to use the DEX file, or there is also the option to use Live Transactions for your sales source and inventory management.

This will be explained a little bit more in the section labelled **'Sales Source'**. Please contact your machine manufacturer if you are unsure if your machine is DEX capable or not.

### SALES BY MACHINE (DEX REPORT)

After choosing the **'Date Range'** and clicking **'View Report'** this will separate sales by machines.

Group	Cash Sales (CA201)	Cash Vends (CA202)	Cashless Sales (DA201)	Cashless Vends (DA202)	Total Sales (VA101)	Total Vends (VA102)
Ice Cream	12.00	3	0.00	0	12.00	3
Ice Cream	16.00	4	8.00	2	24.00	6
Ice Cream	12.00	3	8.00	2	20.00	5
Ice Cream	0.00	0	0.00	0	0.00	0
Ice Cream	24.00	6	0.00	0	24.00	6
Ice Cream	76.00	19	0.00	0	76.00	19

### SALES BY PRODUCT (DEX REPORT)

After choosing the **'Time Interval'** and clicking **'View Report'** this will separate sales by products.

Product	Product Group	Paid Units	Free Units	Total Units	Total Sales
Banana Split	IceCream	1	0	1	4.00
Cookie Dough	Ice Cream	1	0	1	4.00
Cookies & Cream	Ice Cream	1	0	1	4.00
Cookies & Cream	IceCream	1	0	1	4.00
Cotton Candy	Ice Cream	1	0	1	4.00
Cotton Candy	IceCream	1	0	1	4.00
Rainbow Ice	Ice Cream	1	0	1	4.00
Rainbow Ice	IceCream	1	0	1	4.00

## CARD REPORTS

These reports are used for viewing prepaid card sales.

### CARD SALES SUMMARY

Choose a time interval and click the blue **'View Report'** button.

Card ID	Card Display	Holder Name	Card Type	Transaction #	Amount	PrePaid Credit
3388492212	NYX17100		PrePaid Card	1	0.01	0.01
66003511=25121010000...	66003511=25121010...		PrePaid Card	1	2.50	2.50
5171115965803220	2862746300511822	Josh M	PrePaid Card	1	2.00	2.00
0156910004	NYX315	Matt Huff	PrePaid Card	51	101.49	101.49
1184889683217924	2839420300488496	Matt Huff	PrePaid Card	5	15.04	15.04
9782098909599428	3215935300865011		PrePaid Card	15	29.64	29.64
9971298194904522	3215937300865013		PrePaid Card	1	2.00	2.00

## BILLING REPORTS

These reports are used for operators who use commissions.

### MACHINE DETAIL LIST

This page shows most of the same important data from the **'General Information'** section of the **'Operations' > 'Machines'** page, as well as convenience fees and if a machine is using commissions.

#### Left Side

ID	Machine Name	Model	Machine Number	Device	Institute Name	Location
766247501	Matt's MDB Test Machine	AMS - Nayax LLC Default	#06	0000000001800...	GenNext Ins...	Institute #1
583387725	Matt's Pulse Test Machine	Pulse Machines - Generic Pulse	#10	0000000002240...		

#### Right Side

Convenience Fee	Is commission?	Unit Fee	Service Fee	Install Date	CLI	Required Firmware	Current Firmware
0.00	false			12/22/2017 12:00:00 AM		3.0.0.5-rc03 ...	
0.00	false			1/26/2018 12:00:00 AM	4671910...	0.7.1-rc12 - ...	

## COMMISSIONS

This report is used for calculating how much money from your sales to give to another person or company. If you owe a location or business a percentage of your sales or a fixed dollar amount per transaction, then this report helps calculate how much to pay them. First you must configure the amount for each product in the products maps.

Data Source\* Live Transactions      Time Interval Last month      Expand Products

Commission Source History ?      Include Previous Delta

Number Of Machines 200

View Report

If your Sales Source on the machine is set to Live Transactions, choose **'Live Transactions'** in the Data Source drop-down filter. If you use DEX, then change this to **'DEX/DDCMP'**. If you are unsure, click the **'View Report'** button for both and see which one has your data.

Remember to choose the correct **'Time Interval'** for the data you need to view. Usually this will be **'Last Month'** in this case since most operators do commissions for the previous month.

Machine Name	Operator Identifier	# Vends	Vends Value	Commissions Value	Start Date	End Date
▶ Chippewa YMCA	338699	99	252.50	0.00	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM
▶ Public	309423	119	235.50	15.90	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM
▶ World Gym	309431	53	156.00	0.00	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM
▶ Staff Room	309430	49	126.75	7.35	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM
▶ Club Jump	354294	48	88.25	0.00	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM
▶ ReVa	323373	27	71.00	0.00	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM
▶ Home Hardware	309422	15	33.75	2.27	5/31/2019 8:00:00 PM	6/30/2019 7:59:59 PM

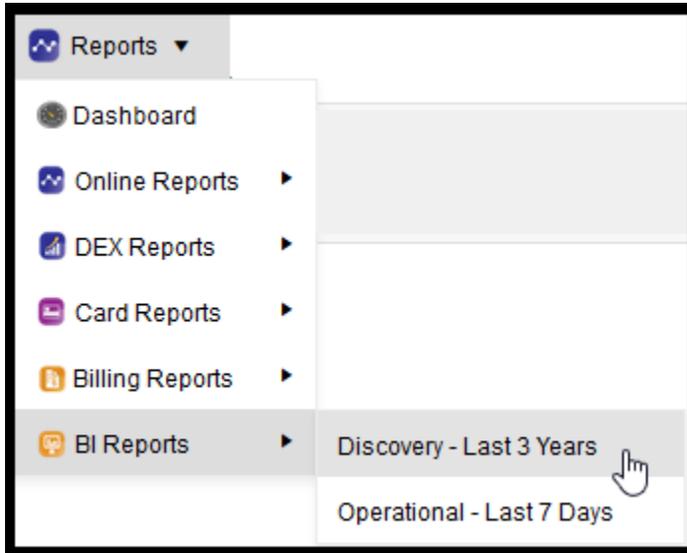
### Ask Nayax: Commissions Report

<https://my.nayax.com/dcs/public/facade.aspx?model=reports/BillingReportCommissions&walkme=19-228771>

## BI REPORTS

This report is used for seeing profit margins after entering product cost information in the 'Administration' > 'Products' page.

1.) When you select 'Reports' > 'BI Reports' > 'Discovery-Last 3 Years', a new browser tab or window will open with a different website URL showing bi.nayax.com. Please be patient, it takes longer to load than the my.nayax.com website.



2.) The initial screen for BI Reporting appears.

3.) To access 'Product Cost' cost information

- a. From the menu bar at the top of the page, click 'ROI & Forecast' and select 'ROI by Product'.
- b. Normally the screen will default to the current month's information.
- c. Filters can be used to configure the report to reflect the information needed.

'Time' - to set up the month to run this information for, click on the 'Time' tab. Click on the 'Year' and the 'Month' for the report

'Actor' - to select a specific account, click on the 'Actor' tab. To enable selecting the desired 'Actor', expand each level until the actor you need is displayed and then click on it.

**\*Please Note:** You must have your hierarchy properly setup in Nayax DCS to accomplish this.

After the report is generated, you can export it to Excel by clicking on the export symbol in the upper right corner of the window.

**\*Please Note:** You may get a pop-up message. If so, click on 'press here' as directed to have the program download the file. The download will appear in your internet web browser's default download folder. Once the file is open, save it to your computer and modify it as needed.

## OPERATIONS

This drop-down menu is for machine settings, inventory, and troubleshooting.

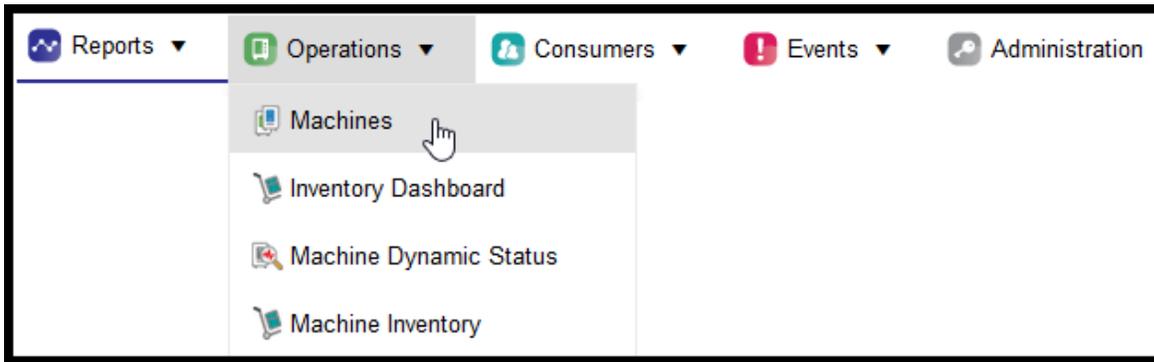
## MACHINES

When you ask to activate a device, Nayax support will have a machine added to your company database.

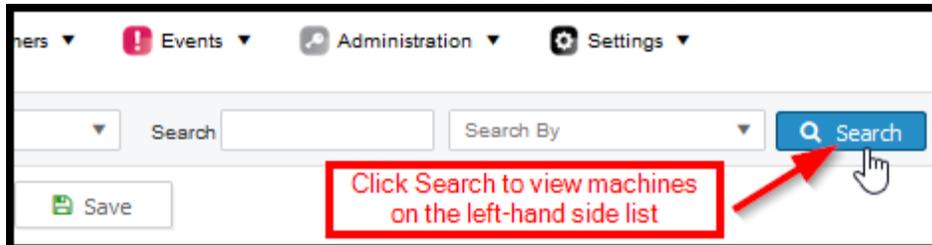
**Ask Nayax:** View your Machines

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machine&walkme=19-144697>

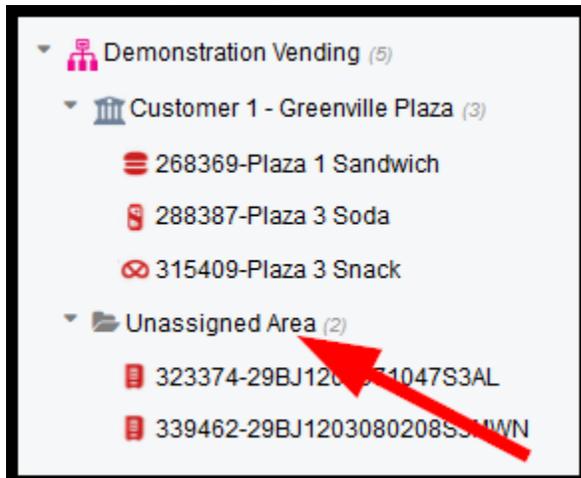
To access them, click **'Operations'** then click **'Machines'**.



Click the blue **'Search'** button in the upper right. (magnifying glass to the left of the word Search).



If no hierarchy is set-up, then the machines are placed in a default folder called **'Unassigned Area'**.



Simply click on the words **'Unassigned Area'** to show all machines that are not part of a hierarchy yet.

**\*Please Note:**

Only the master Parent operator gets an unassigned area, child operators do not.

## MACHINES PAGE DROP-DOWN BUTTONS

Towards the top center of the page there are 4 buttons used to do different things. There is the 'Actions' drop-down button, 'Info' drop-down button, 'Create' drop-down button, and 'Save' button.



## ACTIONS BUTTON

This button is used to send the following commands to the queue of the Nayax device.

### Update Queue:

Any settings that are selected with a check mark are sent to the device's queue.

### Reload Configuration:

Sends the entire configuration settings of the General Tab to device's queue. This is a great troubleshooting step for almost any issue. Always send a 'Restart Device' command after sending this.

### Restart Device:

Sends a remote restart to the device's queue. Resets the device beginning at the firmware load. Faster than a 'Reboot Device'.

### Reboot Device:

Sends a reboot and fully restarts the device from the beginning of the boot loader sequence. This is only recommended to be used when 'Restart Device' isn't helping resolve an issue.

### Request Gtrace:

Used by Nayax Tech Support to look deeper into problems with devices/machines.

### Dump Parameters:

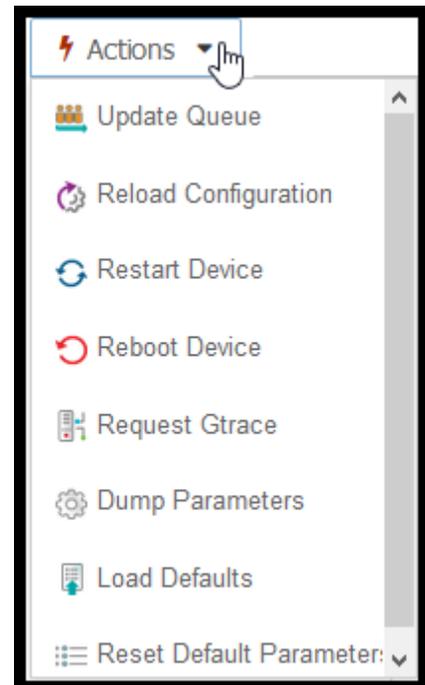
Used by Nayax Tech Support. Sends the actual settings that the device currently has to the server for viewing. This can be used to compare to the settings the device should have.

### Load Defaults:

Used by Nayax Tech Support. Over-rides the settings shown in this machines section with a template of settings saved in the 'Machine Model' under 'General Information'.

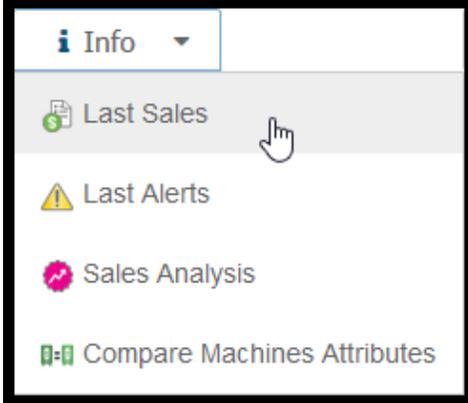
### Reset Default Parameters:

Used by Nayax Tech Support. Clears all settings on the device and restores it to the factory settings. After the settings are cleared, send a 'Reload Configuration' command for the device to work again.



## INFO BUTTON

This button is used to view only the most recent sales, alerts, and compare machine attribute settings.



## Last Sales:

This section shows a machine’s most recent 200 sales without running a report. This works great for real-time reporting if an operator is testing the functionality of a machine, card reader, or product map. In most cases, after the card reader makes a successful vend/sale it should only take a couple minutes to appear here in the ‘Last Sales’.

Last Sales							
Show time as: <input checked="" type="radio"/> Machine Time <input type="radio"/> User Time							
Actions		Export					
Machine	Machine name	Payments	Card	Authorization amount	Settlement amount	Auth. Time	
York Saw 2	225232	Credit Card	4430 xxxx xxxx 1192	1.45	1.45	12/17/2018 10:47:04 AM	
York Saw 2	225232	Cash		1.35	1.35	12/17/2018 10:11:25 AM	
York Saw 2	225232	Cash		1.00	1.00	12/17/2018 10:10:39 AM	
York Saw 2	225232	Credit Card	4258 xxxx xxxx 3645	1.45	1.45	12/17/2018 10:06:46 AM	
York Saw 2	225232	Credit Card	5178 xxxx xxxx 6482	3.35	3.35	12/17/2018 8:44:39 AM	
York Saw 2	225232	Credit Card	4999 xxxx xxxx 4142	3.35	3.35	12/17/2018 8:21:08 AM	
York Saw 2	225232	Credit Card	4430 xxxx xxxx 1192	3.35	3.35	12/17/2018 7:39:31 AM	
York Saw 2	225232	Credit Card	5153 xxxx xxxx 3066	0.90	0.90	12/17/2018 5:46:42 AM	
York Saw 2	225232	Credit Card	5153 xxxx xxxx 3066	1.10	1.10	12/15/2018 10:08:50 AM	
York Saw 2	225232	Credit Card	5153 xxxx xxxx 3066	1.60	1.60	12/15/2018 10:08:19 AM	
York Saw 2	225232	Cash		3.25	3.25	12/15/2018 8:55:57 AM	

### Last Alerts:

This section shows your machine's most recent alert events without running a report.

Machine Log Events		
Show time as: <input checked="" type="radio"/> Machine Time <input type="radio"/> User Time		
<div style="display: flex; justify-content: space-between;"> <span>☰ Actions ▾</span> <span>📄 Export ▾</span> </div>		
Event Description	Event Data	Event Log Datetime
Transaction was cancel...	Transaction ID: 3416667423	11/20/2018 2:03:32 PM
Machine had no Cash ...	***Recovery*** Machine had no Cash Sales m...	11/19/2018 3:36:21 PM
Machine had no Cash ...	Machine had no Cash Sales more than thresh...	11/18/2018 4:36:15 PM
DEX Alerts	@MA5*04*Vacuum Out of Order 04/05 18:34 ...	11/15/2018 3:51:36 PM
Failed to open VPN soc...	No connection could be made because the ta...	11/15/2018 3:21:26 PM
Connection Establishe...	10.40.11.40	11/15/2018 3:21:26 PM
Firmware Version Num...		11/15/2018 3:21:24 PM
VMC Power Up Occured	Device Serial # : 0000000000132911 Device ...	11/15/2018 3:21:24 PM
Power Down		11/15/2018 3:19:51 PM
Connection Establishe...	10.14.11.40	11/15/2018 5:21:58 AM
Machine Filled to PAR ...	Machine Stock was Filled to PAR and Cash w...	11/12/2018 1:45:13 PM

### Sales Analysis:

This button goes to 'Reports' > 'Sales Analysis' page as shown previously in this guide.

### Compare Machine Attributes:

This is a very powerful tool when you have more than 1 machine. Using this, you can compare your machine settings to any other machine in our software.

Type the device serial number in to 'Machine A' and 'Machine B', then click the 'Compare' button.

Actor A	<input type="text"/>	Actor B	<input type="text"/>	<input type="button" value="Q Compare"/>
Machine A*	<input type="text" value="331556"/>	Machine B	<input type="text" value="332244"/>	

Choose **'Show different values include read only attributes'** if you don't want to see any settings that are the same. Or if you want to view even less, you can view only the settings that are capable of being changed by choosing **'Show different values where copy enabled'**. Some prefer **'Show all attributes'**

Show different values where copy enabled

Show different values include read only attributes

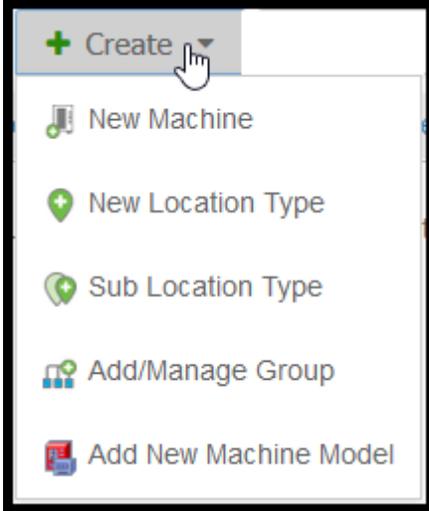
Show all attributes

To send settings from Machine A to Machine B, click the right arrow > in the **'Copy Value'** column. This will turn the row yellow until the changes are saved. Press the **'Save Machine B'** button to send all yellow rows with settings changes.

Attribute Name	Value Machine A	Copy Value	Value Machine B	Values are
<b>Payment</b>				
Card Enabled	1		1	
Cellular Enabled	1		1	
Choose Product...	0	>	20	Different
Default Credit	300	>	1000	Different
EMV Price Table	C%100	>	C%100	Copy from Machine A
False Multivend	False Multivend...	>		Machine A only
Multivend	Multivend Disab...	>		Machine A only
Payment Flags	no flags set	>		Machine A only
Registration En...	1		1	
Registration Tim...	20	>	25	Different
Transaction Ena...	1		1	
Transaction Tim...	20	>	25	Different

## CREATE BUTTON

This drop-down button has 5 things to choose from.



### New Machine:

\*Please do not create your own machines in the software.

**Nayax support will do this for you.**

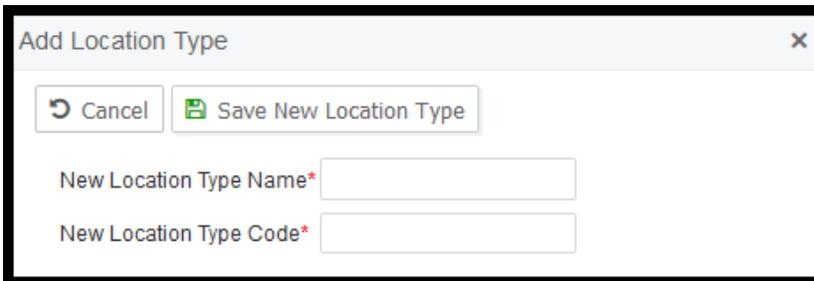
There are sets of Terminal ID numbers (also called payment ID numbers) provided by the payment processor and added by Nayax staff in order for the credit card reader to process credit cards properly.

If you create your own machines it will be missing this, and all credit card attempts will decline. If you use Heartland directly as your payment processor, then you will need to send us these numbers to enter in or enter them in to the website yourself.

Another reason not to create your own machine is because there are preconfigured settings stored in the machine models that Nayax support uses as defaults. The one we choose is dependent on the protocol that the operator's machine uses (MDB, Pulse, Marshall).

### New Location Type:

This creates a location that can be added to the machines under an operator. These can appear on some sales reports. (more info coming soon)

A screenshot of a dialog box titled 'Add Location Type' with a close button (X) in the top right corner. At the top left, there are two buttons: 'Cancel' and 'Save New Location Type'. Below the buttons are two input fields. The first is labeled 'New Location Type Name\*' and the second is labeled 'New Location Type Code\*'. Both fields are currently empty.

### Sub Location Type:

This creates a sub location that you can add to the machines on your account that can appear on some sales reports.

### Add/Manage Group:

This creates a Machine Group that can be assigned to machines to help organize them into groups. The most common groups are named “Snack” or “Drink”. Like the Machine Type field, this doesn’t affect any settings or functionality, it is only there to help separate different kinds of machines. You can also group them by location or any custom text.

Operator Machine Groups

Operator Machine Groups

+ Add New Group

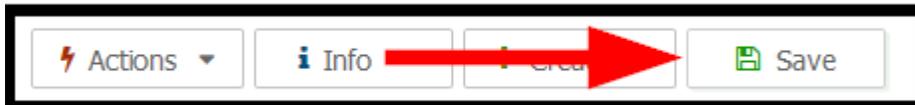
Group Name*	Group Code	Status*	Created By	Created Date
SB FOOD		Active ▼	Patrick Noel	12/5/2018 5:16:07 PM
Water		Active ▼	Ty Griffin	10/30/2018 11:53:20 AM
Car wash		Active ▼	Nate Yarborough	6/1/2018 12:15:41 PM
Count-Up		Active ▼	Fernando Flores	5/1/2018 3:52:04 PM
Beverage Machine		Active ▼	Nate Yarborough	4/9/2018 4:21:59 PM
Photo		Active ▼	Nate Yarborough	3/12/2018 1:51:47 PM
Glassfront Snack		Active ▼	Nate Yarborough	11/30/2017 6:00:38 PM

### Add New Machine Model:

The machine model holds a pre-configured template of settings from the ‘General’ Tab, allowing a user to set-up multiple machines with the same settings. If any settings appear misconfigured a user can load these defaults from the Actions button.

### SAVE BUTTON:

This button saves any changes made on the website.



**\*Please Note:** Remember to click the ‘Save’ button whenever making changes to any settings.

## GENERAL TAB

This tab holds all the settings that will be sent to the Nayax device. Click on the machine you want to view/change settings for on the left-hand side list.

## GENERAL INFORMATION

Click **'General Information'** to expand the settings in that section. If there are settings shown in this document that you don't see in this section, then they may not be required for your machine. If you would like to add missing settings, use the **'Attributes'** Tab.

### Operator:

Keep this field as your company name unless you are assigning the machine to a child operator.

To assign a machine to a child operator in the hierarchy tree, simply click on the field for **'Operator'** and delete out the current company name, then type in the name of the child operator and select it when it appears in a drop-down list. Click the **'Save'** button at the top center.

**i General Information**

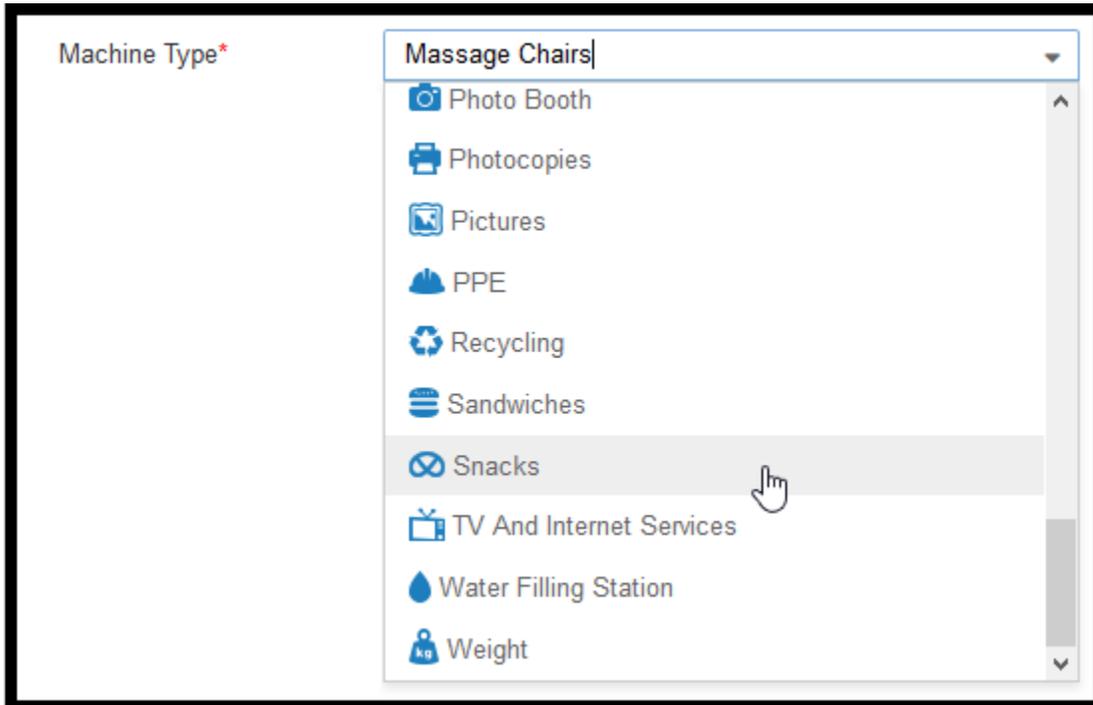
**General**

Operator*	Customer 1 - Greenville Plaza
Machine Type*	Demonstration Vending (1)
Machine Model*	Customer 1 - Greenville Plaza
Machine Profile	Cashless + Telemetry
Machine Group*	Snack
Sales Source*	Live Transactions
Machine Reference*	Plaza 3 Soda
Machine Number (Operator)	288387
Machine Serial Number	
Status*	Active

**\*Please Note:** If there is no child operator to select, follow the directions under the **'Administration' > 'Operator'** page to create a new child operator.

### Machine Type:

Selecting the type of machine will change the small icon that appears on the left-hand side list of machines in Operations>Machines. The icon may also appear during sales reports and other sections of the website. This does not change any settings or functionality of your machine. If you cannot find your type of machine in the list, choose **'Other'** or the closest related selection.



### Machine Model:

**\*Please Note:** Important do not change this unless you are familiar with machine models. The machine model holds a pre-configured template of settings from the General Tab. If you change this, it could cause the card reader to function differently or not at all.

Most mdb machines are set to **'MDB - AMS - Nayax LLC Default'**.

Most pulse machines are set to **'Pulse - Pulse Machines - Generic Pulse'**.

Most marshall machines are set to **'RS232 - PC Machine - Marshall'**.

The Machine Model can also hold the product map template which will be imported automatically on every new set-up machine. Changing the machine model does not over-ride or import a product map once the machine is already created. A new machine will need to be created or see the product map section to learn how to save and import maps from other machines.

### Machine Profile:

This setting does not affect the functionality of your Nayax devices or any other settings in the website. Choose whether the machine is Cashless Only, Telemetry Only, or Cashless and Telemetry.

## Machine Group:

If there are different kinds of machines, then Machine Groups can help organize them by separating them into groups. Create or Edit an existing machine group by clicking the **'Create'** button. Groups named Snack and Drink are the most popular.

## Sales Source:

Choosing the appropriate sales source is very important to the functionality of reporting inventory and sales data to the Nayax website. If you have a machine that uses pulse or marshall protocol, then the sales source needs to be set to **'Live Transactions'**. The machines that use these protocols don't have the capability of sending dex files.

Dex is a file containing a series of counters that is stored on an MDB based machine. At scheduled times and with button presses on the device, this dex file can be read from the machine and sent to the Nayax website to update sales and inventory data.

When the sales source is set to **'DEX/DDCMP'**, some sales reports and the inventory of the machine in the products map and inventory dashboard will not update until there is another dex read.

When the sales source is set to **'Live Transactions'**, the inventory levels and sales data will be updated within minutes (sometimes instantly). Dex reads can still be enabled when the sales source is set to Live Transactions but will only be used for dex reports, alerts, coin tube status, and sending sales and inventory data to other websites such as Vendsys, Cantaloupe, and Parlevel.

Most operators use Live Transactions now, whereas Dex was used more often a few years ago.

## Machine Reference:

This is a custom name that should be given to each machine to distinguish it from any other machine on the account. It is most popular to add a building or street name to the machine reference. An example of a great machine reference is "Library 2nd Floor Drinks". The machine reference will be included in many sales reports and other sections of the website.

## Machine Number (Operator):

Nayax sets this, by default, to match the device serial number attached to the machine. This way it is easier to search for the machine and keep things organized. You can make this your own internal reference number if you would like. This number affects the order of the machines on the left-hand side list. They are sorted alphanumerically. Some operators use their own site and machine numbers here to identify the machines.

## Machine Serial Number:

This field doesn't carry over to any reports or other places on the website. This is just a place to save the serial number of your vending machine itself or the control board for your reference.

### Status:

Choose whether you want the machine to be **'Active'** or **'Not Active'**. If a machine is set to **'Not Active'**, all credit card transactions will be declined. There is no option to delete a machine once it is created, but you can make it **'Not Active'** so that it won't appear in your list when using appropriate filters.

**\*Please Note:** Making a machine **'Not Active'** in the website will not turn off the monthly billing plan for the device. If you need a device de-activated with the monthly billing turned off, please email [ussupport@nayax.com](mailto:ussupport@nayax.com). Please include as much detail as possible so that there is no delay in the process. This usually includes the Operator name (company or business name), the serial number of the Nayax device, and machine reference name.

Hardware	
Machine Id	766247501
<a href="#">Device Number</a>	0000000000180015 
<a href="#">VPOS</a>	0000000717089263 

### Machine Id:

This is automatically assigned upon first creation of the machine in the software. This number can be used to look back up the machine in the **'Search'** field just like you can search the Machine Reference or Machine Number (serial number). The Machine Id number cannot be changed.

### Device Number:

This attaches the Nayax telemetry device to the machine in the software via the Serial Number. Some operators also call the device a Modem or Nayax Box. Ex: Vpos Touch and Amit 3.0.

**\*Please Note:** You must have the correct serial number entered here and saved. If you do not, the device will not report sales and other information to the website. If you no longer wish to use the machine in the software, set the machine's **'Status'** to **'Not Active'**.

### Vpos:

This attaches the Vpos Card Reader to the machine which will allow firmware updates to be ran if needed. Having the serial number saved here isn't necessary for the card reader to work properly with the machine. If you have a Vpos Touch, this number will match the Device Number.

## CARD READERS

These settings control how the card reader operates in many ways. This is another section that you shouldn't touch if you are unsure about what the settings should be set to. These settings are different for U.S. and Canadian customers. They are also different if you have an older swipe only Nayax card reader or a 3rd party card reader. There may be an updated detailed section in an upcoming version of this user guide.

The picture below shows the typical settings sent to a Vpos & Vpos Touch in the United States.

Setting	Value	Help
<input type="checkbox"/> Card Reader MDB Level	1	?
<input type="checkbox"/> Contactless delay start	1000	?
<input type="checkbox"/> Decimal Place	2	?
<input type="checkbox"/> EMV Contact Floor Limit	0	?
<input type="checkbox"/> EMV Contactless Floor Limit	0	?
<input type="checkbox"/> EMV Contactless Transaction Limit	2000	?
<input type="checkbox"/> Extended Cards Support	MAESTRO+SDA+DDA+BNP	?
<input type="checkbox"/> LED Configuration	Running LEDs	?
<input type="checkbox"/> Reader Failure	8	?
<input type="checkbox"/> scale factor	1	
<input type="checkbox"/> Transaction Start Ignore List	Ignore None	?
<input type="checkbox"/> Transaction Start Method	Accept All	?
<input type="checkbox"/> VPOS Button Function	1 - External Cancel	?
<input type="checkbox"/> VPOS Card Options	EMV Contact, EMV Cless	?
<input type="checkbox"/> VPOS Read Source Enabled	All Read Sources Enabled(Default)	?

The picture below shows the typical settings sent to a Vpos & Vpos Touch in Canada.

## Card Readers

---

<input type="checkbox"/> Card Reader MDB Level	<input type="text" value="1"/>	?
<input type="checkbox"/> Contactless delay start	<input type="text" value="1000"/>	?
<input type="checkbox"/> Decimal Place	<input type="text" value="2"/>	?
<input type="checkbox"/> EMV Contact Floor Limit	<input type="text" value="0"/>	?
<input type="checkbox"/> EMV Contactless Floor Limit	<input type="text" value="0"/>	?
<input type="checkbox"/> EMV Contactless Transaction Limit	<input type="text" value="2000"/>	?
<input type="checkbox"/> Extended Cards Support	<input type="text" value="Interac+InteracV41+SDA+DDA+BNP"/>	?
<input type="checkbox"/> LED Configuration	<input type="text" value="Running LEDs"/>	?
<input type="checkbox"/> Reader Failure	<input type="text" value="8"/>	?
<input type="checkbox"/> scale factor	<input type="text" value="1"/>	
<input type="checkbox"/> Transaction Start Ignore List	<input type="text" value="Ignore None"/>	?
<input type="checkbox"/> Transaction Start Method	<input type="text" value="Accept All"/>	?
<input type="checkbox"/> VPOS Button Function	<input type="text" value="5 - Btn Start/Card Start + External Cancel"/>	?
<input type="checkbox"/> VPOS Card Options	<input type="text" value="EMV Contact, EMV Cless"/>	?
<input type="checkbox"/> VPOS Read Source Enabled	<input type="text" value="All Read Sources Enabled(Default)"/>	?

### COMMUNICATION

These settings need to be set when using the Monyx app. If you have a 4G Verizon device, the **'Communication Mode'** attribute must be set to VPN Enabled. If you have a 4G AT&T device, or GSM device, the **'Communication Mode'** attribute must be set to MQTT Enabled. If you are unsure what cellular carrier your device uses, please contact our technical support.

## DEVICE FEATURES

The only settings an operator should change while in this section is the button configuration. These settings only apply to the Amit 3.0. If you have a Vpos Touch, you can disregard this section of settings.

**Ask Nayax:** Configure Device Buttons

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machine&walkme=19-144866>

Below picture shows an example of a machine that uses 'Sales Source' set to Dex.



### Red Button:

This button is usually red with a money bag icon on it and located in the lower left.

### Yellow Button:

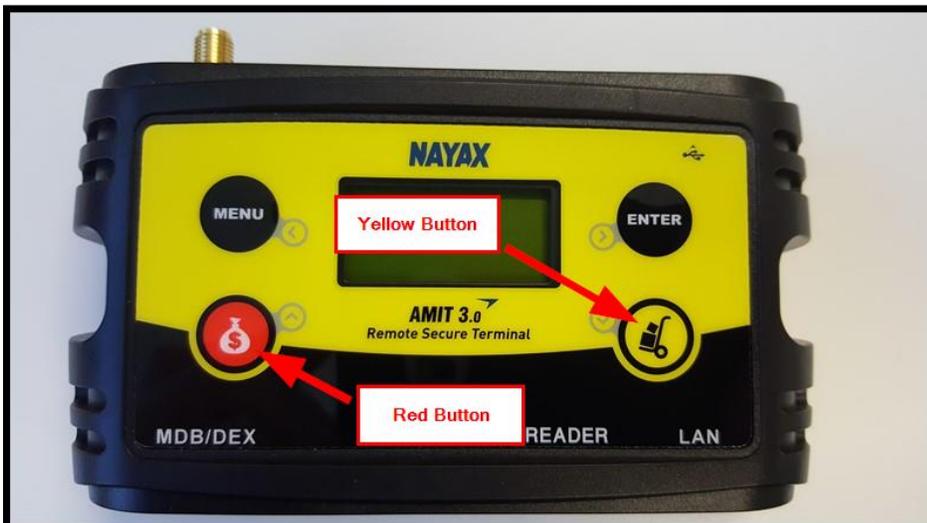
This button is usually yellow with a hand truck/dolly icon on it and located in the lower right.

### Long Press:

This is when you press and hold the button for 3-5 seconds and the device beeps 2 times.

### Short Press:

This is when you press and let go of the button quickly and the device beeps 1 time.



## DEX/DDCMP

These settings allow operators to change the times that the Nayax device requests the dex file. The dex file is then sent from the machine to the Nayax website.

### DEX Reads Schedule (on: @xxx off:@\$):

This setting is used to configure set times for the Nayax device to request a Dex file from the vending machine.

DEX/DDCMP	
<input type="checkbox"/> DEX Read Retry Counter	6
<input type="checkbox"/> Dex Read Retry Period (sec)	600
<input type="checkbox"/> DEX Reads Schedule (on: @xxx off: @\$)	0005,0100,0400,1200,1600,2355
<input type="checkbox"/> Dex Type	DEX/UCS
<input type="checkbox"/> Offline Dex Alerts Read Timeout (sec)	15

**\*Please Note:**  
Machines using Pulse protocol should always have this setting turned off by using the code @\$.

Dex Reads Schedule needs to be formatted to look similar to the 3 examples below:

- 1.) 4 to 6 reads per day: 0005,0100,0400,1200,1600,2355  
 This example is for dex reads at 12:05am, 1am, 4am, noon, 4pm, and 11:55pm  
 \*For best results follow these rules:
  - a.) Do **not** use spaces after the commas.
  - b.) Use military 24-hour time format. Make sure the zeros are where they need to be.  
 Example: 0100 means 1:00am, 1200 is noon, and 1600 is 4pm.
  - c.) Put the times in order earliest to latest (12:00am to 11:59pm).
- 2.) Every 2 hours: @120  
 This number reflects the amount of minutes between each dex read.  
 Example: @180 for every 3 hours, @240 for 4 hours, etc...
- 3.) DEX OFF: @\$  
 \*Do not leave the field blank, use @\$  
 \*\*Pulse machines can display "Cash Only" if they request Dex files, use @\$ here to turn it off.

**\*Please Note:** Important, turn off DEX Reads Schedule if Nayax support allows use of server-side dex reads by using the 'Dex' tab. Using both of these settings at the same time can conflict and cause scheduled dex reads to malfunction.

## LANGUAGE / AUDIO

This section allows operators to change both the audio language and the text language on the LCD display of the Vpos card reader. You can also adjust the volume of the Vpos card reader and remove specific audio messages.

**\*Please Note:** This section of settings does not apply to the Vpos Touch. Volume and language are adjusted directly on the touch screen in **'Technician Mode'** under the main menu button.

Language / Audio	
<input type="checkbox"/> Audio Language	01 English
<input type="checkbox"/> Audio Volume	85
<input type="checkbox"/> LCD Primary Language	English
<input type="checkbox"/> LCD Secondary Language	English
<input type="checkbox"/> Removing Audio Message	Choose The Desired Product X
<input type="checkbox"/> SRV to LCD lang	English

### Audio Language:

This setting adjusts the language from the speaker of the Vpos card reader.

### Audio Volume:

This setting adjusts the volume of the speaker in a range from 0-85. 0 is mute. 85 is full maximum volume. 42 is half volume.

### LCD Primary Language:

This setting is for adjusting the language written on the LCD Display of the Vpos card reader.

### Removing Audio Message:

This setting can be used to turn off specific audio messages such as "Please choose the desired product" and "Thank you".

## LCD

Operators can set the text that appears on a Vpos card reader's LCD display.

**\*Please Note:** This section of settings does not apply to the Vpos Touch.

### Cash Only Message:

This setting controls the text on the Vpos card reader when it is out-of-service. **“Cash Only”** is the default text that will show on the card reader display when this field is blank. Whenever the physical machine is out-of-order or just out of sync from the Nayax device, it will show what is entered in this field on the card reader's display.

Many operators change this to “Out of Order” or something similar. Especially if the machine doesn't accept cash as a payment.

If the machine requires product selection or actions on a separate touch screen, before it enables MDB then the idle message will be this **‘Cash Only Message’** rather than the **‘Welcome Message’**.



To the left is an example of a machine that has a kiosk that needs to have multiple items selected before **“checking out”** and will not allow a card transaction until pressing a **‘Check Out’** button on the kiosk touch screen display.

In this case, the card reader will display **“Please See Touch Screen”** and after checking out the display will show **“Insert Chip or Swipe Card”**.

**\*Please Note:** Refer to the troubleshooting section in this guide for more information on **“Cash Only”**.

### LCD Message:

This is the last known **‘Welcome Message’** that the card reader was displaying. This field cannot be edited, and it may take up to 2 hours from the last **‘Keep Alive’** to change.

### LCD Status:

This sometimes shows an error code that could indicate a problem with the communication between the Nayax device and the machine. This field cannot be edited, and it may take up to 2 hours from the next time the Nayax device checks-in with the website during its **‘Keep Alive’** to update this.

<u>Error Code</u>	<u>Description</u>
V00	No communication with VMC (Vending Machine Controller aka computer motherboard)
V01	MDB is in an Inactive State waiting for initialization from VMC
V02	MDB Disabled by VMC
V03	MDB Enabled by VMC
V04	MDB Session Idle State, credit provided to VMC
V05	MDB is in a Cancel State
V06	MDB is in a Vend State
M00	Modem will be or needs to be restarted
M02	Modem is waiting for communication and may need restarted (could be hardware issue)
P00	Typically a modem hardware problem

Most of these error codes can be resolved by powering down the machine for 3 full minutes or longer and powering it back on.

Refer to the troubleshooting section for “Cash Only” in this guide for more information on resolving these error codes.

### Welcome Message:

The text entered in this field will be what shows on the card reader’s LCD display when it is ready and waiting for a payment to be presented. Some operators call this the idle state.

Operators can add extra spaces here to make a custom message fit better. If you want the Vpos card reader to display “Insert Card” but it’s too far to the left, write “ Insert Card“. Use the programming code \n to make the text appear on the next line underneath the first couple words. Use \f to make the text appear on a second welcome message page. The card reader will switch between the 2 messages.

The maximum amount of characters per page is 32 letters and numbers. Between all pages, the maximum amount of characters is about 70 letters and numbers total. Therefore, if using all 32 characters on the first 2 pages, there will only be room left for 6 characters on the third page. There is no limit on the number of pages used. If operators want to scroll between 4 or 5 pages, then the \f command must be used after a shorter amount of characters on the first 3 pages.

The default Welcome Message for EMV settings in the United States is shown below.  
“Insert Visa / MCor Present Phone\fswipe AMEX or\n Discover”



The default Welcome Message for EMV settings in Canada is shown below.  
“Insert Credit\n Debit tap only\for Present Phone”

Some operators also prefer a more simplified message like the examples below.

“ Tap Card or \n Press Start \f Insert or\n Swipe Card”

“Tap Interac \n Insert Credit”

“ Insert Chip\n or Swipe Card \f Tap Card or\n Present Phone”



## MDB

Most of the settings in this section are for Nayax support only. See MDB Flags below.

### MDB Flags: Pre-Authorization AND Pre-Selection

Pre-Authorization and Pre-Selection are the 2 different settings that change the way the credit card reader will process transactions.

- 1.) Pre-Authorization is considered a more secure transaction because the process ensures that a certain amount of money (credit) is present to make the transaction. Some vending machines require using pre-authorization to work properly, but most do not.

When using Pre-Authorization, the end consumer will present their form of payment and right away the credit card account receives a pending charge for an Authorization Hold which is determined by the Default Credit setting in our website. This default credit must be set to the highest priced product/service or higher.

After a product or service is selected, a vend is performed, the account is charged and settled, then the authorization hold is later released by the banking institute. The end consumer will then see the real amount charged to their card instead of the "Pending Charge" on their recent transactions.

If a transaction was cancelled, then the pending charge will disappear from the statement. Nayax cannot remove pending charges. Some banks may take 1 to 2 extra business days to settle and clear the pending charges.

- 2.) Pre-Selection allows the end consumer to present their form of payment before or after selecting their product/service without an authorization hold. Whether the product is chosen first and then the credit card is presented or vice versa, the payment is authorized for the price of the selected product, a vend is performed, and then the account is charged. Most operators chose this form of processing.

**\*Please Note:** After sending a change to this setting, there will also be an automatic 'Restart Device' command sent to the Queue. If the device does not restart, the setting change will not take effect.

## PAYMENT

Most of the settings in this section are for Nayax support only. Settings many operators use here is 'Choose Product Timeout', 'Default Credit', and 'Payment Flags'.

### Choose Product Timeout(sec):

This setting controls how long the credit card reader will wait for the end consumer to make a selection before it cancels the transaction. The default is 40. Some machines may require longer times.

<input type="checkbox"/> Choose Product Timeout(sec) 60
---

### Default Credit:

This setting must be set to the highest priced product or service. (or higher). If this setting is set lower than the programmed price of the product, then the credit card reader will decline the transaction. This setting is often used to determine the authorization amount when using pre-authorization.

The picture below shows a default credit limit of \$5.00.

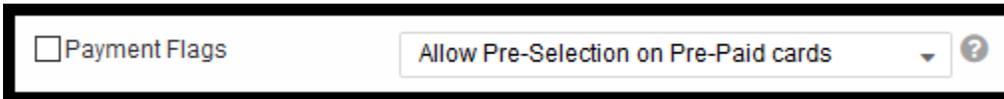


### Multivend:

This setting can only be used when using a 3rd party payment processor and the 'Card Reader' settings must be set for swipe only. Multivend does not meet the EMV requirements for accepting contact or contactless payments securely on Nayax card readers.

### Payment Flags:

Settings here are for Nayax support only, except for 'Allow Pre-Selection on Pre-Paid cards'. Only use this setting when using MDB Flags: Pre-Selection.



### RS232 CONTROL

This setting is for operators using a 3rd party credit card reader such as CoinCo or MEI. Sometimes, but not always, this setting needs to be sent along with a remote 'Restart Device' command from the 'Actions' button under the 'Operations' > 'Machines' page.



If the card reader is still not working after the restart, the entire machine will need powered down for 3 full minutes or longer before being powered back on.

The reason for leaving the power off for this time period is so that the Nayax device has time to fully power down and clear its memory. Our devices have capacitors in them that hold power (similar to a battery) but only for a short period after disconnecting power from the machine. This power down should force the machine to detect the change and sync up with the Nayax unit properly.

**\*Please Note:** There are some settings under 'RS232 Connection' that make it appear as though you can use EMV processing on a 3rd party card reader. When using a Nayax telemetry device, EMV is only compatible with the Nayax Vpos Card Reader. This means that when using CoinCo or MEI, both inserting a card that has the embedded chip and tapping a phone or card, will decline the authorization or not read the card at all.

## PRODUCTS MAP TAB:

This tab is used to setup inventory levels of products in the machine. This will carry over to reports and the **'Inventory Dashboard'** page. In order to keep track of inventory, operators must complete the products map for each machine. This is also called the planogram by many vending machine operators.

Products maps can also be edited in a slightly different format using **'Administration' > 'Product Maps'**. If you use that page instead, you will have to import the map here using the **'Map'** drop-down button.

**Ask Nayax:** Learn about Product Maps

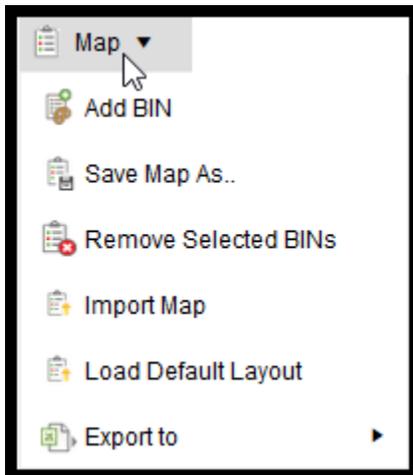
<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machine&walkme=19-149649>

**Ask Nayax:** Import Product Maps

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machine&walkme=19-149618>

## Map Button:

The picture below shows the selections available for this drop-down button.



**'Add BIN'** - Adds a bin for a product selection.

**'Save Map As..'** - Saves a backup of the product map which can be imported back to this machine or imported to any other machine under the same operator.

**'Remove Selected BINs'** - Deletes the row of the selected bin from the product map.

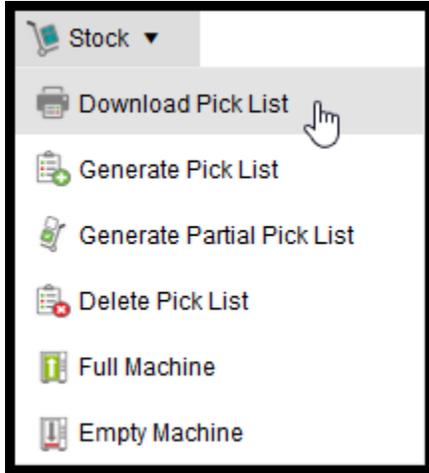
**'Import Map'** - Overrides your current product map with a saved product map. This can come from **'Save Map As..'** selection shown above or the **'Administration' > 'Products'** page.

**'Load Default Layout'** - Loads the product map from the **'Machine Model'** of the selected machine.

**'Export to'** - Exports the product map to PDF or Excel format.

### Stock Button:

The picture below shows the selections available for this drop-down button.



**'Download Pick List'** - Downloads the pick list that was generated.

**'Generate Pick List'** - Creates a pick list from the current 'On-Hand' inventory levels.

**'Generate Partial Pick List'** - Creates a partial pick list.

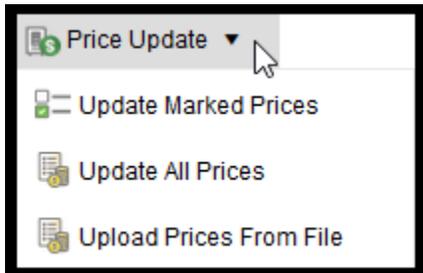
**'Delete Pick List'** - Deletes the current pick list.

**'Full Machine'** - Fills every bin's inventory. 'On-Hand' level goes to full according to the set 'Par' amount. Example: 10/10 Chips.

**'Empty Machine'** - Empties every bin's inventory. 'On-Hand' level gets set to 0. Example: 0/10 Chips.

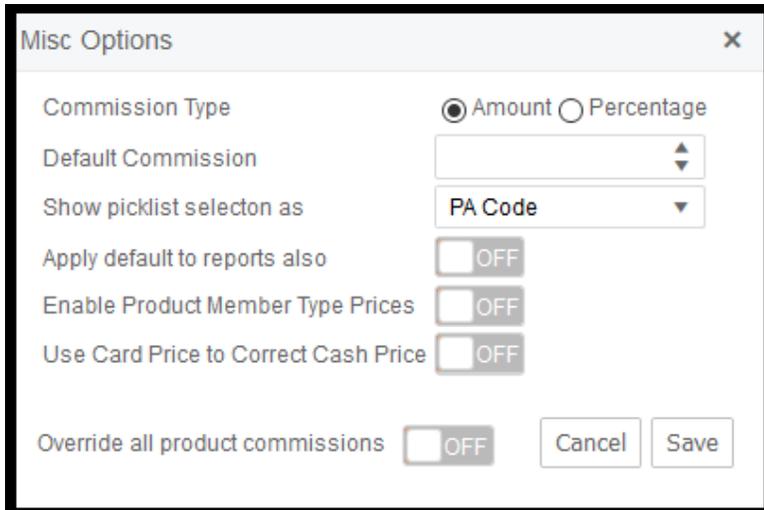
### Price Update Button:

This button will save the prices entered here in the products map to the respective product in the 'Administration' > 'Products' page. This saves the column headers labelled 'Cash Display Price', 'CC Price', 'Prepaid Price', and 'Retail Price'.



### Misc Options Button:

This button is used to set commissions to all products in the product map.



The picture below shows an example of a product map for an AMS machine. The red triangle in the upper left corner of some fields indicates there was a recent change made that has not yet been saved.

Dashboard(Beta)    General <b>Products Map</b> Fees    Business days    Payment    Keep Alive    Queue    Dex								
Map    Stock    Price Update    Misc Options								
<input type="checkbox"/>	Product	Product Group	PA Code	MDB Code	Par	On Hand...	Missing	
<input type="checkbox"/>	Cheezit	Snack	A1	0	15	11 / 15	4	
<input type="checkbox"/>	Baby Ruth	Candy	A2	1	22	18 / 22	4	
<input type="checkbox"/>	Cheetos Crunchy	Snack	A3	2	30	30 / 30	0	
<input type="checkbox"/>	Unknown	Unknown Products	A4	3	30	29 / 30	1	
<input type="checkbox"/>	Unknown	Unknown Products	A5	4	30	29 / 30	1	
<input type="checkbox"/>	Orange Soda	Beverage	B1	10	9	4 / 9	5	
<input type="checkbox"/>	Bottled Water	Beverage	B2	11	25	17 / 25	8	
<input type="checkbox"/>	Unknown	Unknown Products	B3	12	25	24 / 25	1	

To edit, click on any field. Remember to click the **'Save'** button often.

If there are already products saved from the **'Administration' > 'Products'** page, there will be a drop-down list to choose from when clicking in the **'Product'** field. If you have a product map setup on another machine in our software, those products will be available to select.

If you do not have products to select from, you may save new ones here. If you misspelled a product name do **not** edit the name in the product maps or you will end up with duplicate products both in the drop-down list and under the **'Administration' > 'Products'** page.

**\*Please Note:** If you save new products here, you **must** select a different **'Product Group'** than **'Unknown Products'**. If you save with unknown products as the product group, you will not see your products under the **'Administration' > 'Products'** page. You will also not be able to save the product into another **'Product Group'** with the same name. You will be forced to choose another product name.

If you are editing a product or just cannot get the drop-down list to appear;

1. Clear/delete all text in both the **'Product'** and **'Product Group'** field.
2. Click off the field somewhere else on the page.
3. Click back in the **'Product'** field after both fields appear blank.
4. The list of products will show again in a drop-down menu.

**'PA Code'** - the number and/or letter that the end consumer selects in order to vend the product selection. (ex: A1, A2, 10, 11, 21, 101, 102)

**'MDB Code'** - the number that the vending machine associated with the bin selection of the product. When a vend is made, the vending machine sends the bin's MDB Code to the Nayax website and records 1 missing product in the products map.

The PA code is not reported to our products map and needs to be entered manually. The machine only reports the MDB code to the products map.

Sometimes the MDB code matches the PA Code, but sometimes it does not.

We have templates for some machine models such as Crane, AMS, API, USI, Dixie Narco, FastCorp, and Vendo.

If we don't have a template for your machine, you will have to make many test-vends to see what **'MDB Code'** the machine reports to the Nayax website's product map. Then add the appropriate PA code to that bin selection. This is typically much easier to do than reprogramming the entire machine so that these MDB Codes match the PA Code. Some machines you cannot reprogram and must have the MDB code line up with the PA Code in the product map regardless.

Each card reader is limited to only 7 authorization attempts for a single credit card until it is locked out.

Below is an example of a Seaga 5000 MDB Code Template.

	1	2	3	4	5	6	7	8	9	10
shelf 1	110	111	112	113	114	115	116	117	118	119
MDB	272	273	274	275	276	277	278	279	280	281
shelf 2	120	121	122	123	124	125	126	127	128	129
MDB	288	289	290	291	292	293	294	295	296	297
shelf 3	130	131	132	133	134	135	136	137	138	139
MDB	304	305	306	307	308	309	310	311	312	313
shelf 4	140	141	142	143	144	145	146	147	148	149
MDB	320	321	322	323	324	325	326	327	328	329
shelf 5	150	151	152	153	154	155	156	157	158	159
MDB	336	337	338	339	340	341	342	343	344	345
shelf 6	160	161	162	163	164	165	166	167	168	169
MDB	352	353	354	355	356	357	358	359	360	361

### FEES TAB:

This tab is no longer used, please do not toggle settings here.

### BUSINESS DAYS TAB:

This tab allows you to set the hours of operation. Setting this could help keep alerts from being sent to a system user's email address or phone during hours they are asleep.

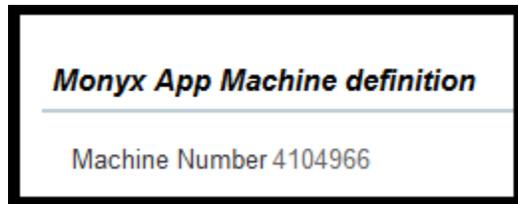
**Ask Nayax:** Set working hours for your business

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machine&walkme=19-178230>

### PAYMENT TAB:

This tab is mostly for Nayax support and setup teams only. If you alter settings in here it could cause your credit card readers to stop processing credit cards. This is where we enter the billing gateway's Terminal ID numbers (sometimes called Payment IDs) provided by the payment processor.

One thing that operators use this section for is to find the Monyx ID number for the Monyx App. To find this, scroll to the bottom of the page and find the section labelled '**Monyx App Machine definition**'.



If you do not see the Monyx Machine Number here, click the '**Add Payment Method**' button and choose '**Monyx App**' from the drop-down menu.

Payment Methods					
<a href="#">+ Add Payment Method</a>		<a href="#">x Delete Payment Method</a>			
Payment Method*	Commission %	Extra Charge*		Date & Time	Week Working Hours
Credit Card ▾	<input type="checkbox"/>	0.00	CAD	2/16/2019 9:14:21 AM	⌚ (100%)
Monyx App ▾	<input type="checkbox"/>	0.00	CAD	2/16/2019 9:14:21 AM	⌚ (100%)
Prepaid Credit ▾	<input type="checkbox"/>	0.00	CAD	2/16/2019 9:14:21 AM	⌚ (100%)
Total 3 Rows					

This is also the area where you can add a cash discount which is also called 2 tier pricing, extra charge, or convenience fees. This can be adjusted so that credit card transactions will charge an extra set amount such as 10 or 15 cents per transaction or a percentage per transaction such as 5.95% or 6%. Usually Nayax support sets this up for you. This amount should not be higher than 15 cents or 6% because this is used to cover the costs of the payment processor fees and charge it to the end consumer instead of your business.

## KEEP ALIVE TAB:

This tab is a great place to view the cellular data connectivity of a Nayax device. This can help with troubleshooting issues and/or helps monitor the communication between the device and the website. Since most Nayax devices are used in an unattended market, operators like to see this communication for themselves remotely to put their worried minds at ease.

Keep Alive is a check-in ping to the server that happens automatically about once every 41 minutes. During this communication, the signal strength is recorded along with the date and time stamp. This page will show card and cash sales but will not show the signal strength during those check-ins. If the time stamps in the list have gaps that are about 2 hours or more, that indicates the Nayax device missed the scheduled keep alive check-in. Just like with a cell phone, sometimes the service can come and go. We are at the mercy of the cell tower.

Server	Received	Source	Source IP	RSSI (0-31)	HW serial
US-3	3/8/2019 10:03:23 AM	Cash Sale	10.128.18.2		000000000296986
US-3	3/8/2019 10:03:02 AM	Cash Sale	10.128.18.2		000000000296986
US-3	3/8/2019 9:24:35 AM	Keep Alive	10.128.18.2	18	000000000296986
US-1	3/8/2019 8:42:39 AM	Card Sale	10.128.18.2		000000000296986
US-1	3/8/2019 8:42:34 AM	Card Sale	10.128.18.2		000000000296986
US-2	3/8/2019 8:17:51 AM	Cash Sale	10.128.18.2		000000000296986
US-2	3/8/2019 7:48:08 AM	Keep Alive	10.128.18.2	17	000000000296986
US-1	3/8/2019 7:06:16 AM	Keep Alive	10.128.18.2	17	000000000296986
US-1	3/8/2019 6:24:25 AM	Keep Alive	10.128.18.2	18	000000000296986
US-3	3/8/2019 5:42:34 AM	Keep Alive	10.128.18.2	18	000000000296986
US-3	3/8/2019 5:00:42 AM	Keep Alive	10.128.18.2	18	000000000296986
US-2	3/8/2019 4:18:51 AM	Keep Alive	10.128.18.2	17	000000000296986

## RSSI (0-31)

The RSSI is a reading of the signal strength of the Nayax device connected via cellular data.

Usually an RSSI of 10 and higher is a good number. Some machines stay connected with RSSI 7 and 8, so don't use this number as a definite deciding factor of your overall connectivity to the cellular network. This is merely a guideline of the signal strength to the antenna.

RSSI 99 means no connection, but it's perfectly normal for the device to show RSSI 99 during the boot-up process. If the device is stuck on 99 for over 15 minutes, there could be a bad antenna, no cellular service in the area, or a hardware issue on the telemetry device on rare occasion.

If the RSSI is showing a good high number, this does not always mean you have reliable and stable cellular connection. If the **'Keep Alive'** section shows that the device has not pinged the server to communicate back and forth about once every hour, then there may be interference in that area and operators should consider using better location for the antenna, an ethernet connection, or a different model telemetry device. In the U.S. swap AT&T for Verizon or vice versa. There may be a fee involved.

On rare occasion a failed antenna connection may still show RSSI 31. Especially if the 'Keep Alive' section of our website shows the RSSI fluctuating often. An indication of a connection issue could be seeing a low number RSSI like 4 then back up to 20 or higher. If you see this, check that the antenna is firmly screwed on to the telemetry device.

If you are having any troubles connecting or staying connected to the cellular network, always check the antenna and the antenna cable for sharp bends, nicks, cuts, and a flush screwed-on connection.

### Test Real-Time RSSI on Amit 3.0

- 1.) Press the **'Menu'** button in the upper left (screen should then read **'>Service GTrace'**).
- 2.) Press the down arrow button in the lower right (also the yellow **'Machine Refill'** button)
- 3.) Scroll through the options until the display reads **'>Modem Volume'** (usually 5 beeps)
- 4.) Press the **'Enter'** button in the upper right (screen should then read display **'>RSSI Data Vo'**, if not scroll to find it).
- 5.) Press **'Enter'** again.
- 6.) Move the antenna around to different locations and watch the RSSI number change directly on the LCD display of the Amit 3.0.

## QUEUE TAB:

This tab displays any settings changes to the **'General'** Tab along with a date and time stamp of when it was sent, who it was sent by, and when it was collected by the Nayax device.

Config feature	Value	Send to Queue Time	Device Collect Time	Sent By
Firmware update	3.0.0.5-rc03 - Oct...	20/02/2019 9:06:19 ...	20/02/2019 9:06:43 AM	Matt Huff
RTC Time Zone	-5	16/02/2019 11:00:1...	16/02/2019 11:16:33...	system process
RTC Time Zone	-5	15/02/2019 11:00:2...	15/02/2019 11:29:54...	system process
RTC Time Zone	-5	14/02/2019 8:00:35 ...	14/02/2019 8:39:08 AM	system process
DEX Reads Schedule (on: @xx...	1200,2345	04/02/2019 11:24:5...	04/02/2019 11:25:23...	Joanne Dalfonzo - US

**\*Please Note:** If the **'Device Collect Time'** field is blank, that means the settings changes have not yet been made and will not take effect on the card reader.

## DEX TAB:

This tab will control several dex related settings.



The **'Dex Files'** section will be automatically expanded when you first click the **'Dex'** Tab.

**\*Please Note:** Operators who use DEX may be paying higher monthly billing fees per device.

## DEX READ SCHEDULE

The settings here are for Nayax support only. This allows the dex read requests to be sent from the Nayax website instead of from the scheduled setting programmed into the Telemetry device.

**Dex Read Schedule**

Read Dex Period:

Read Dex at Midnight:

**Dex Precise Read**

Read Dex*	Su	Mo	Tu	We	Th	Fr	Sa

**\*Please Note:** If Nayax support allows use of this section, you may be asked to turn off the device's 'DEX Reads Schedule' under 'Operations' > 'Machines' > 'General Tab' > 'DEX/DDCMP' > 'DEX Reads Schedule'

## DEX PARSING AND VALIDATION

These settings are used by advanced users and Nayax support only.

**Dex Parsing and Validation**

Multiply Coins by:

Divide Bills by:

Multiply Tubes by:

Billing Sources:

Tube Sources:

Dex Type:  ?

Log Dex Reduction Without CRC-16:

Parse LA1 fields:

Check G85:

Use G85 Check as Parsing Filter:

Total Sales - Card Sales = Cash Sales:  ?

## DEX NOTIFY

These settings are used by advanced users and Nayax support only.

These settings are for sending the machine's dex file from our website to a 3rd party website.

**Notify Via**

Email

To email Addresses\*

---

**SFTP**

SFTP

IP address\*  ?

Port\*

Folder

User\*

Password\*

Fingerprint

Example: Parlevel, Vendsys, and Cantaloupe.

To set this up please have your Customer ID, Username, and Password.

**NAMA VDI**

NAMA VDI

VDI Customer ID\*

WebService URL\*

VDI Device ID\*  ▼

Compression  ▼

Encoding  ▼

VDI User

VDI Password

## DEX FILES

This section gives both the raw and parsed data of the dex files you send from the machine to the website. You can send a remote dex read request to the machine's queue to be collected during the next 'Keep Alive'.

 Dex Files

Last Dex Read			Selected Dex	
Dex ID	Label Name	Dex Value	Dex Value	
VA101	Value of All Paid Sales Since Initialization	08.40	8.18	
VA102	Number of All Paid Vends Since Initialization	633	611	
CA201	Value of Cash Sales Since Initialization	00.00	0.00	
CA202	Number of Cash Vends Since Initialization	00	0	
DA201	Value of Card Sales Since Initialization	08.40	8.18	

refresh View Raw Copy Raw View Parsed Back Read Dex Read Full Dex

The dex files available to select from show the date and time stamp they were received and whether the read was scheduled or due to a specific button press on the Nayax device.

Full/Diff	Source	G85 Check	Site	Origin Server	Dex Read Time (Machine Time)	Dex Arrival Time (Machine Time)	Dex Source
		✗	IL1	2	20/12/2018 11:56:00 PM	20/12/2018 11:56:22 PM	Scheduled
		✗	IL1	2	20/12/2018 9:58:00 AM	20/12/2018 9:58:24 AM	Full&Cash
		✗	IL1	2	20/12/2018 9:57:00 AM	20/12/2018 9:57:20 AM	BTN1
		✗	IL1	2	20/12/2018 9:56:00 AM	20/12/2018 9:57:00 AM	Full

## ATTRIBUTES TAB:

This tab is mostly used by Nayax technical support only. Please only use this if you are a more advanced user and have a good understanding of the settings your machine(s) need. Here you can add and remove attributes from the **'General'** tab. Use the filter drop-down menus to narrow down the results to the specific section of the **'General'** tab. To add settings attributes, click the box in the **'Enable'** column and click the **'Save'** button at the top center of the page.

Machine Attributes		All			Group		Language / Audio		
Enable	Group	Attribute Id	Attribute Name	Machine Value					
<input checked="" type="checkbox"/>	Language / Audio	180	SRV to LCD lang	20					
<input checked="" type="checkbox"/>	Language / Audio	190	LCD Primary Language	0					
<input checked="" type="checkbox"/>	Language / Audio	191	LCD Secondary Language	0					
<input type="checkbox"/>	Language / Audio	193	Removing Audio Message						
<input type="checkbox"/>	Language / Audio	200	Version						
<input checked="" type="checkbox"/>	Language / Audio	201	Audio Language	1					
<input type="checkbox"/>	Language / Audio	202	Search						
<input checked="" type="checkbox"/>	Language / Audio	403	Audio Volume	30					
<input type="checkbox"/>	Language / Audio	405	Audio Options						
<input type="checkbox"/>	Language / Audio	4355	LCD Display Type						

## HISTORY TAB:

This tab shows any changes made to the machine id in the software under the **'General Information'** section of the **'General'** Tab. This can be helpful if you are looking for what machine a device was in.

Changed Item	Changed From	Changed To	Changed By User	Last Updated on:
Device	0000000000173425	Empty field	Matt Huff	20/04/2018 3:26:28 PM
Device	Empty field	0000000000173425	Matt Huff	19/04/2018 2:26:16 PM
Device	0000000000184379	Empty field	Joanne Dalfonzo - US	09/04/2018 10:10:29 PM
Device	0000000000135821	0000000000184379	Matt Huff	06/04/2018 3:27:18 PM
Device	0000000000172943	0000000000135821	Matt Huff	06/04/2018 1:03:35 PM
Device	0000000000154633	0000000000172943	Matt Huff	06/04/2018 12:55:09 PM
Device	0000000000162389	0000000000154633	Matt Huff	06/04/2018 12:45:25 PM
Device	Empty field	0000000000162389	Matt Huff	06/04/2018 12:24:01 PM
VPOS	0000000216053718	Empty field	Matt Huff	06/04/2018 12:24:01 PM
Device	0000000000162625	Empty field	Joanne Dalfonzo - US	05/04/2018 11:04:48 AM
Machine Reference	Test Machine - EMV	Test Machine - EMV	Matt Huff	05/04/2018 10:11:24 AM

## ALERTS TAB:

This tab allows the operator to set specific alerts that send go to the email address and/or cell phone via text message that is listed on the system user of the operator's account.

**\*Please Note:** You must call Nayax technical support to validate your email address and/or cell phone in order to fully enable these alerts. The support member will send you a code to read back to them that expires in 30 minutes.

Left Side	Right Side
<input checked="" type="checkbox"/> Enable Alerts ? Current Par Based on Machine Product Map: <input type="text" value="1450"/> ? <input type="checkbox"/> Set custom Par level to machine <input type="text" value="0"/> ? <input type="checkbox"/> Set custom Par level to product 1 <input type="text" value="0"/>	<input type="button" value="Save as default Preset"/> <input type="button" value="Load default Preset"/>

**'Save as default Preset'** button - Saves all alerts that are currently set so that they may be used on other machines without manually re-entering each alert.

**'Load default Preset'** button - Loads the saved default preset alerts from the machine it was saved from to this machine. Press the **'Save'** button (not the **'Save as default Preset'** button) after doing this for the loaded presets to work on this machine.

The picture below shows example Alerts of an operator's most common Alerts.

E ▼		<input checked="" type="checkbox"/>	Alert if Last Dex read was more than:	<input type="text" value="48"/>	Hours
E ▼		<input checked="" type="checkbox"/>	Alert if Last Service Dex read was more than:	<input type="text" value="7"/>	Days
E ▼		<input checked="" type="checkbox"/>	Alert when machine has been Silent more than:	<input type="text" value="24"/>	Hours
E ▼		<input checked="" type="checkbox"/>	Alert when machine had no Cash Sales more than:	<input type="text" value="48"/>	Hours
E ▼		<input checked="" type="checkbox"/>	Alert when machine had no Cashless Sales more than:	<input type="text" value="48"/>	Hours
A ▼		<input checked="" type="checkbox"/>	Alert when machine had Power down without Power up longer than	<input type="text" value="60"/>	Minutes

### AUTO PP CARDS TAB:

This tab allows the creation of prepaid cards just by using the card at the credit card reader. This only works for cards that already do not exist in the website.

#### Prepaid Cards Automatic Creation

Enable Automatic Creation of Cards  ✕ Reset Configuration

Use Operator Reward Program

#### Select Heirarchy where to create the Card

Operator\*  ⌵ ?

#### Set Card Creation Filtering

Filter by Card Physical Type  ?

Filter by Length  ?

Filter By  ▼  ?

#### Set Card Credit Attributes

Card Type  ▼

Credit Type  ▼ ?

Card Credit\*  ?

Daily Amount Limit \*  ?

Monthly Amount Limit\*  ?

Monthly Amount Reload\*  ?

Credit Accumulation  ?

Single Use  ?

Revalue  ?

Credit Card Revalue  ?

### FTL TAB:

This tab is not in use. Please do not make changes here.

## INVENTORY DASHBOARD

This page is used for inventory management and cashbox levels. Picklists give a printable version of this view. Please adjust the filters on this page if the inventory isn't appearing accurate. The defaults may make it appear as if the products are missing when they are full. If the machine's 'Sales Source' is set to Dex, then the inventory displayed here will not update until the next successful 'Dex Read'.

**Ask Nayax:** Inventory Dashboard

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/InventoryStatus&walkme=19-228481>

### LINE 1, 2, 3 "GREEN BOX" FILTER

These filters must be configured on this page or your inventory levels may not appear how you want it. Hover the mouse over this "Green Box" in the upper right.

Most operators choose to keep only the filters listed below checked:

**Line 1:** PA Code

**Line 2 Left:** On Hand

**Line 2 Right:** PAR

**Line 3:** Product Name

The screenshot shows a configuration panel for filters. On the right, a green box contains the text: 'PA Code', 'On Hand/PAR', and 'Product Name'. A red arrow points upwards to this box. The main configuration area on the left has the following settings:

- Line 1:**  Op Code  PA Code  MDB Code
- Line 2 Left:**  V2V  Missing  On Hand
- Line 2 Right:**  PAR  V2V Sales  Dynamic PAR
- Line 3:**  Product Name  Product Group

### SALES RATING FILTER

This filter regulates when a machine will receive 1-star to 5-star ratings.

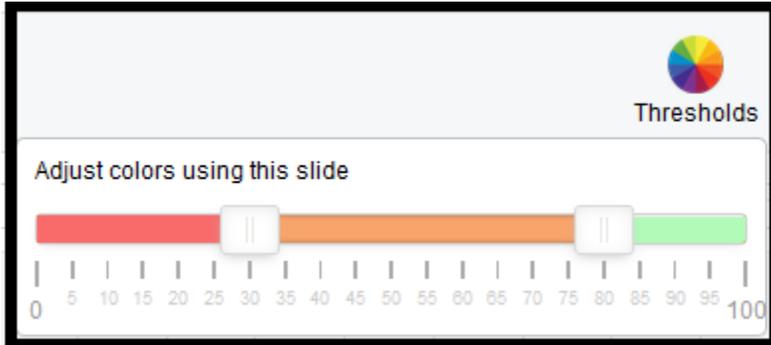
The screenshot shows the 'Sales Rating' filter configuration. At the top is a yellow star icon and the text 'Sales Rating'. Below it is the 'Daily Sales Rate' section, which is based on the last 30 days sales average. It features a dropdown menu with the following options:

- 5 stars < 15
- 4 stars < 10
- 3 stars < 7
- 2 stars < 5
- 1 star < 2

In this example, a machine that has 0-2 transactions per day receives 1-star. 5-6 sales per day gets 2 stars. 7-9 sales get 3 stars. 10-14 sales get 4 stars, and 15 or more sales is a 5-star rating.

## THRESHOLDS FILTER

This filter is used to set the percentage of stock missing vs on-hand and when the color will change from Green to Orange, and Orange to Red. Ex: 60% would change color at 6/10 Chips.



## VIEWING INVENTORY DASHBOARD

After clicking the blue 'View Report' button, there will be a table of data. These sections are explained below.

⚡ Actions		📄 Export						
<input type="checkbox"/>	Pick / Source	Vends / Sales Days Since Visit Cash Box Level	Alerts	Stock Level	1	2	3	4
<input type="checkbox"/>	MDB	22 / \$ 26.25 40 Minutes, 48 Sec \$ 7.25	OK	72% 0 Vendouts	A1 1/8 Coca Cola	A2 4/8 Coca Cola	A3 7/8 A&W Rootbeer	A4 8/12 Monster - Peach
<input checked="" type="checkbox"/>	MDB	4 / \$ 0.04 26 Minutes, 28 Sec \$ 0.00	OK	30% 0 Vendouts	111 2/10 Bottled Water	112 7/12 Monster - Green	113 8/12 Monster - Red	114 8/10 Mountain Dew

**'Pick / Source'** - This will either show 'MDB' if the machine's 'Sales Source' is set to 'Live Transactions' or it will show 'DEX' if the 'Sales Source' is set to 'DEX'.

**'Vends / Sales, Days Since Visit, Cash Box Level'** - This section will show how many vends the machine has made including cash and credit cards, how many days it's been since the last button press on the Nayax device, and how much money in cash is being stored in your machine that customers have inserted since the last visit's button press.

**'Alerts'** - This section will show if there was a recent Alert on the machine.

**'Stock Level'** - This section shows the percentage of total product left in the machine.

## MACHINE DYNAMIC STATUS

This page is used to run data reports that can be used for troubleshooting and monitoring status.

**Ask Nayax:** Customizing Machine Dynamic Report

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machineDynamicStatus&walkme=19-158205>

**Ask Nayax:** Scheduling Machine Dynamic Report

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/machineDynamicStatus&walkme=19-158195>

The default tab includes the below columns of data.

**‘Machine Name’** - Shows the device number and machine reference name of the machine on that row.

**‘Last RSSI’** - Displays the last known signal strength of the device.

**‘Silent more than 24h’** - Shows the timestamp of the device’s last **‘Keep Alive’** and will turn red if this hasn’t updated in the last 24 hours.

**‘Last Cashless Transaction Date’** - Shows the date and time of the last Credit Card sale made on the machine. Will turn red if this is past 24 hours.

**‘Last DEX Read Date’** - Shows the date and time that the last DEX file was read from the machine. Will turn red if this is past 24 hours. Not applicable to all machines.

The picture below is a customized tab that helps by showing this operator’s Device Number, Machine Sales Source, Existing Device FW Version, VPOS Serial Number, Existing VPOS FW Version, and Silent more than 24h.

Device Number	Machine Sales Source	Existing Device FW Version	VPOS Serial Number	Existing VPOS FW Version	Silent more than 24h
000000000337177	DEX/DDCMP	3.0.0.1-rc40 - Mar 11 2018			03/03/2019 1:20:27 PM
000000000140085	Live Transactions	0.7.6-rc12 - Nov 7 2017			03/03/2019 12:29:46 PM
000000000291966	DEX/DDCMP	3.0.0.3-rc05 - Jun 26 2018	0000002315034129	2.6.7	03/03/2019 12:29:05 PM
4040418180510221	Live Transactions	4.0.0.5-rc3 - Jan 9 2019	4040418180510221		03/03/2019 12:24:17 PM
000000000210189	Live Transactions	3.0.0.5-rc03 - Oct 22 2018	0000004715048398	2.6.6	03/03/2019 12:18:35 PM
0000000000501583	Live Transactions	4.0.0.4-rc13 - Jun 25 2018	0000000000501583	8.1.1.1.1	03/03/2019 12:18:31 PM

## CASH ACCOUNTABILITY

This report requires the machine to be DEX capable and the DEX settings to be enabled on the Nayax website. Cash accountability will show your 'Current Collection', 'Expected Collection', and 'Over/Short'.

Left side:

Total Current Collection: 0		Total Expected Collection: 1,824.15				
<input type="button" value="Actions"/> <input type="button" value="Export"/>						
Machine Name	Dex Log ID	Source	Service Date Time	Machine No	Group	
Chippewa YMCA	759429901297228	FC	7/1/2019 9:17:51 AM	332362	Ice Cream	
Public	253795755456074	FC	7/1/2019 8:25:37 AM	260047	Glassfront Snack	
World Gym	517498379030088	FC	7/1/2019 8:25:20 AM	260044	Beverage Machine	
Staff Room	689836259804859	FC	7/1/2019 8:03:46 AM	260049	Beverage Machine	
Club Jump	972065300403529	FC	7/1/2019 6:54:49 AM	257811	Beverage Machine	
ReVa	764679022796618	FC	7/1/2019 6:53:40 AM	131632	Hot Beverage	
Home Hardware	235709770428746	FC	7/1/2019 6:15:37 AM	260041	Glassfront Snack	

Right side:

Total Over/Short: -1,824.15					
Group	Location	Current Collection	Expected Collection	Over/Short	Route
Ice Cream	Aquarium	0.00	215.00	-215	CT
Glassfront Snack		0.00	99.20	-99.2	A Best Snack Soda
Beverage Machine		0.00	200.10	-200.1	A Best Snack Soda
Beverage Machine		0.00	25.00	-25	A Best Snack Soda
Beverage Machine		0.00	189.10	-189.1	A Best Snack Soda
Hot Beverage	Rest Stop	0.00	280.25	-280.25	MD-Route 2
Glassfront Snack		0.00	141.00	-141	A Best Snack Soda

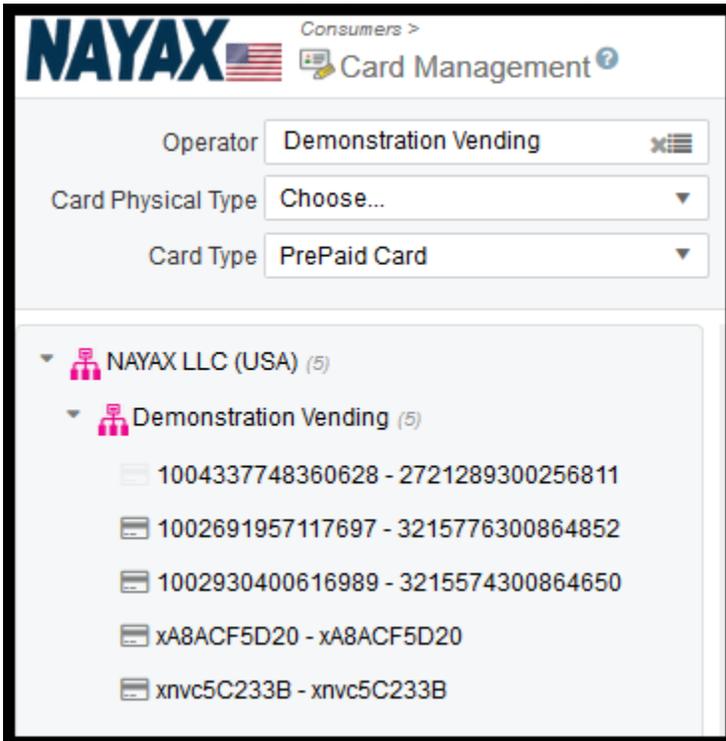
## CONSUMERS

This drop-down menu button consists of the following pages: Card Management, and Monyx Refund.

### CARD MANAGEMENT

All Nayax devices are equipped to allow or disable the use of prepaid magnetic stripe cards and key fobs. You can purchase these from the Nayax sales department or from a 3rd party.

**\*Please Note:** Some 3rd party cards and fobs may not work on the Nayax card readers.



**Ask Nayax:** Create a New Prepaid Card

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/cards&walkme=19-149618>

**Ask Nayax:** Managing Prepaid Cards

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/cards&walkme=19-146072>

### MONYX REFUND

This page is used to send a Monyx refund to an end consumer's smart phone via text message.

**Ask Nayax:** Monyx Refund

<https://my.nayax.com/dcs/public/facade.aspx?model=consumers/monyxRefund&walkme=19-218203>

See 'MONYX REFUND TO SMART PHONE PROCESS' in table of contents.

## EVENTS

Events are also known as alerts or machine alerts.

## EVENT LOG

This page is used to view individual machine alerts.

Entity Name	Entity Type	Machine Number	Site	Event Code	Event description	Event Data	User Date & Time
0000000000221260	Device		US	1	Power up	Device Serial # : 000000000022126...	04/02/2019 1:47:14 AM
0000000000221519	Device		US	1	Power up	Device Serial # : 000000000022151...	04/02/2019 1:45:22 AM
0000000000221519	Device		US	1	Power up	Device Serial # : 000000000022151...	04/02/2019 1:44:43 AM
MDB - EMV	Machine	#01	US	1	Power up	Device Serial # : 000000000014000...	04/02/2019 9:47:27 AM

## EVENT SUMMARY

This page is used to view machine alerts grouped together based on the 'Event Description'.

Category	Group	Event Code	Event Description	Number of Events
▶ DEX Alerts - Machine/Coinmech.	Vending machine	115	Delta Reset due to Threshold exceeding	3
▶ General		761	Fail to parse device stream	3
▶ General	Device	8007	Device Status Changed	15
▶ General	VPOS	110	FW Update OK	2

## DEX NOTIFY LOG

This page is used to show if/when a dex file was sent from your machine to the Nayax website and then to the 3rd party website such as Vendsys, Cantaloupe, Parlevel.

Dex Arrival Time	Last Updated	Sent Via	Status	Event Code	Event Description	Source	Operator Name	Machine Name	Machine Number
02/02/2019 6:58:12 PM	02/02/2019 6:58:14 PM	VDI	Sent (First Attempt)	0	Sent successfully		FL5	Holiday Inn-7-North Village/Lagoon	158611
02/02/2019 6:58:01 PM	02/02/2019 6:58:01 PM	VDI	Sent (First Attempt)	0	Sent successfully		4- NJ South	Laurel Lanes	230560
02/02/2019 6:57:54 PM	02/02/2019 6:58:00 PM	SQS	Sent (First Attempt)	0	Sent successfully		Matt	SHS common	153084
02/02/2019 6:57:47 PM	02/02/2019 6:57:49 PM	VDI	Sent (First Attempt)	0	Sent successfully		5- NJ North	jergard2 Jersey Gardens Mall	120371
02/02/2019 6:57:29 PM	02/02/2019 6:57:32 PM	SQS	Sent (First Attempt)	0	Sent successfully		Johnny	CHS up	153081

## ADMINISTRATION

This drop-down menu button has the following pages to select from: Operator, System Users, Devices, Customers, VPOS, Products, Product Maps, and Cash Boxes.

## OPERATOR

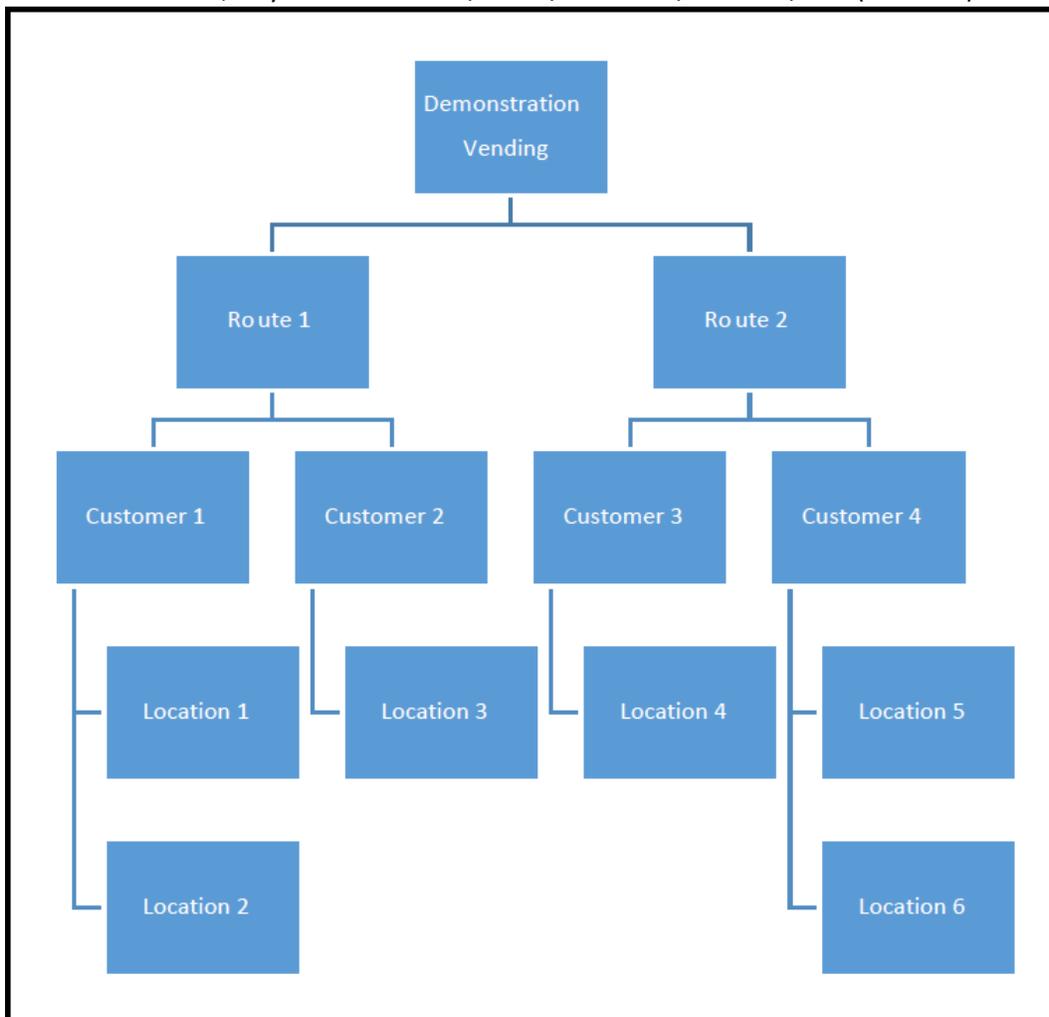
This page is used to make changes to the entire account, such as dex read times and child-operators.

## UNDERSTANDING THE HIERARCHY

The hierarchy is achieved with a tree-like structure where all child operators choose a **'Type'**. The type you choose determines the small icon shown next to the Operator name and also the label (route, customer, location, area, etc.). A child operator can be placed under any other parent operator, no matter what **'Type'** it is. Then machines are placed into the child operator where the machines reside.

Below are some examples of different Hierarchy Trees.

- Geographical - name your child operators after a City, State, Street Name, or Building Name
- Customer based - name your child operators after your customer's company names
- Folders - name your child operators by an internal reference of your liking
- Combined, as you see fit - Area/Route/Customer/Location/POS (machine)

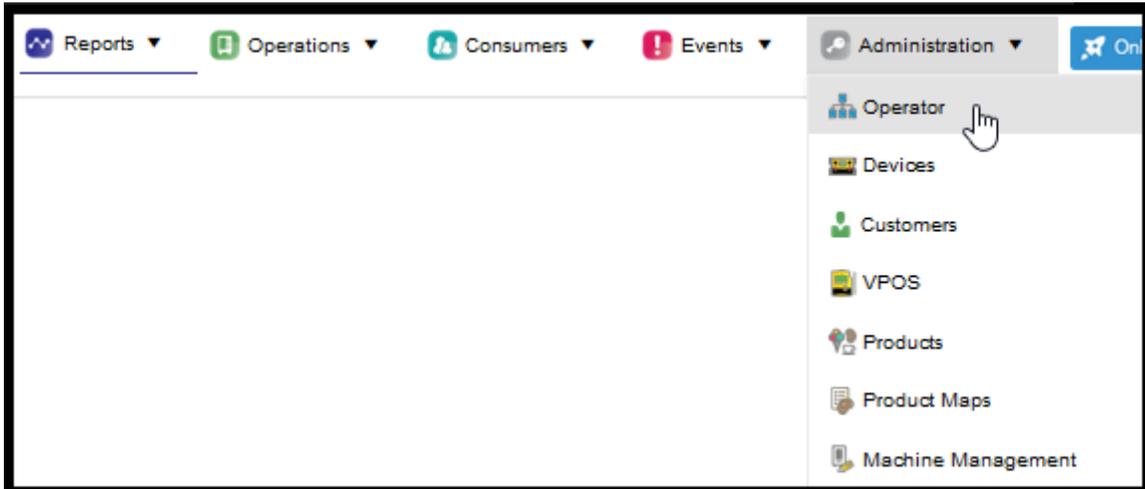


## CREATING A NEW CHILD OPERATOR

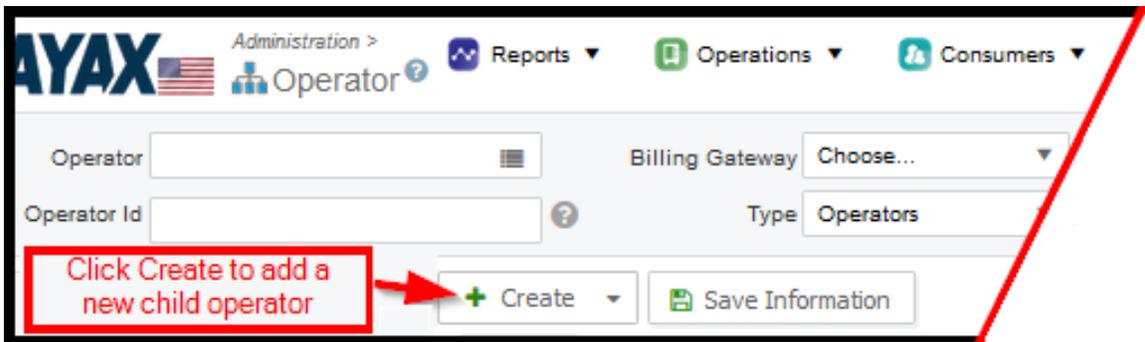
Ask Nayax: Create a Hierarchy

<https://my.nayax.com/dcs/public/facade.aspx?model=administration/Actors&walkme=19-210220>

1. Click 'Administration' > 'Operator' from the drop-down menu.



2. Click the '+ Create' button in the top left area.



3. Fill in all required fields that have the red asterisks, remember to click the 'Save Information' button after all fields are filled out.

**Fill in required fields\***

+ Create Save Information Make sure to Save

Details Invoice Information Billing Gateway Fees Business days Payment Role Group Dex Reward Program Auto P

NAYAX LLC (USA) / ~ Nayax - inhouse test / Demonstration Vending / Route 2 / Customer 4 - Hotels / Location 5 - Holiday Inn exit 45

**Company**

Operator Id 37377

Operator Internal Code\* 695 ?

Parent\* Customer 4 - Hotels x

Type\* Location (General)

Name, Description\* Location 5 - Holiday Inn exit 45

Status\* Active

**Regional Settings**

Currency\* USD

Country Code\* UNITED STATES +1

Culture English - United States

Time Zone\* (GMT-05:00) Eastern Time (US & Ca)

adjust clock for daylight saving changes

**Route Info**

**‘Operator Internal Code’** - The code you are giving to this customer. This can be anything you would like and does not need to be unique, but it must be a number.

**‘Parent’** - Choosing this determines where the newly created operator directly resides in the hierarchy.

**‘Type’** - Choose what you will identify this operator as Area, Route, Customer, Location, etc. (This determines the small icon shown in left-hand side list when viewing Machines).

**‘Name, Description’** - The title you wish to give the operator you are currently creating.

**‘Status’** - The status of the Operator you are creating, choose (Active).

**‘Currency’** - What type of currency you are using, choose (USD or CAD).

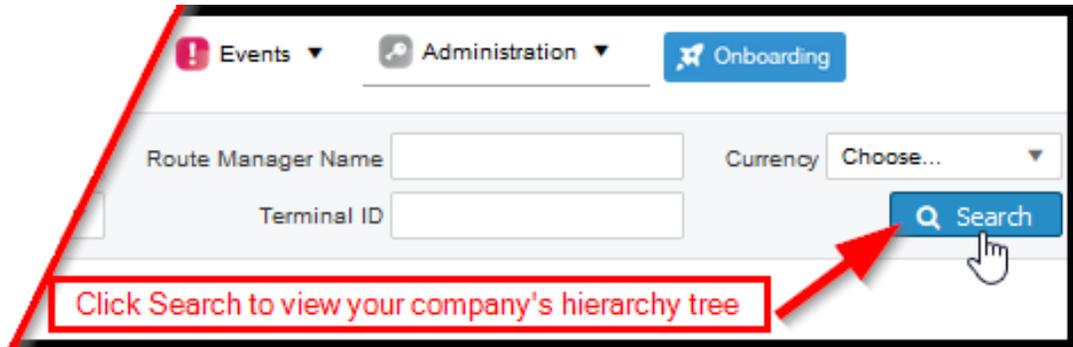
**‘Country Code’** - Choose which country this location is in (United States) or (Canada).

**‘Time Zone’** - What time zone the Operator you are creating is located in.

**All other information fields** – While everything else on this page may be filled in if desired, it is not required to create the Operator. Always remember to click the **‘Save Information’** button when finished with filling in required fields.

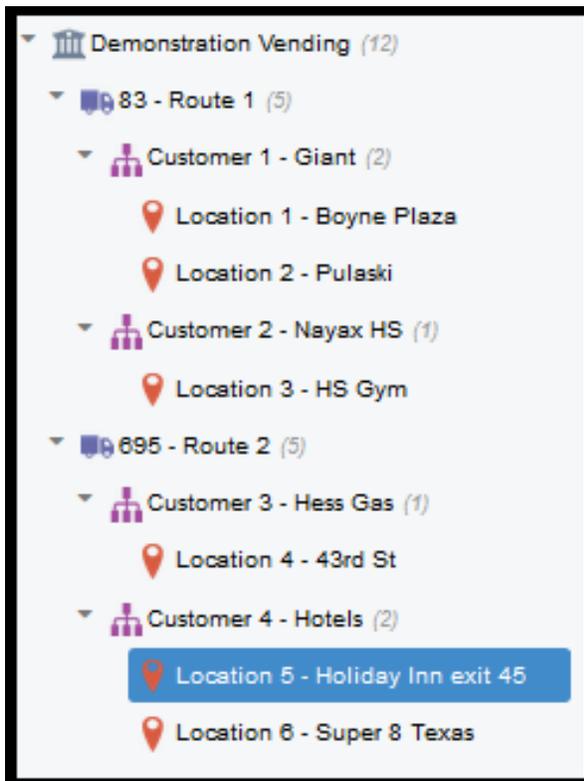
## VIEWING THE HIERARCHY TREE

Click the blue 'Search' button in the upper right (magnifying glass to the left of the word Search)



Your master 'Parent Operator' and any 'Child Operator' or 'Sub-Operator' down the tree will show up in a list on the left-hand side of the website. (whether they have machines in them or not).

If a child operator is not showing up when viewing 'Operations' > 'Machines', it is because there has not been 1 machine assigned to the child operator yet.



**\*Please note:** Machines are not a part of the hierarchy tree because they are created independently of any branch and assigned to the desired Operator.

Currently there is no limit to the number of branches/levels an operator can have in the hierarchy tree. Each branch is created in the same way, but it is important that you choose the correct 'Parent' for each child operator to achieve the desired hierarchy for your needs.

Operators with less machines often prefer having fewer branches to their hierarchy tree.

## SYSTEM USERS

This page is meant to be used by Nayax support only. A System User is another name for a username for logging in to the website. This is where they are created. The owner of the operation or a contact with the company placed in charge of the account with Nayax needs to give permission for new system users to be made. What Nayax will need in order to create the new system user is the person's first name, last name, and their email address. Please remember to mention if the system user will need full permissions or limited access to certain things.

**Ask Nayax:** Create a New User

<https://my.nayax.com/dcs/public/facade.aspx?model=administration/Users&walkme=19-158261>

## DEVICES

This page is used by Nayax support to check how many Amit telemetry devices and Vpos Touch card readers the operator owns and if they are **'Active'** or **'Not Active'**.

## CUSTOMERS

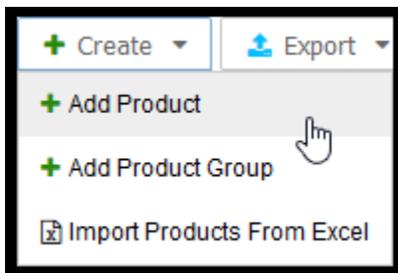
This page is used to create and organize any customers you wish to have setup which may help when running certain reports.

## VPOS

This page is used by Nayax support to check how many Vpos Card Reader devices the operator owns and if they are **'Active'** or **'Not Active'**.

## PRODUCTS

This page is used for adding and editing products to be used on the products maps. To create a new product and/or product group, click the **'Create'** button.



To view a list of your current products, press the blue 'Search' button.



- ▼ Beverage (12)
  - A&W Rootbeer
  - Apple Juice
  - Bottled Water
  - Coca Cola
  - Diet Pepsi
  - Gatorade
  - Hot Chocolate
  - Monster - Green
  - Monster - Peach
  - Monster - Red
  - Mountain Dew
  - Orange Soda
- ▼ Candy Bars (9)
  - Belvia Blueberry Biscuit
  - chocolate
  - Clif Bar
  - Fiber One Oats & Chocolate
  - Kind Bar
  - M&M's Peanuts
  - Reese's Peanut Butter Cups
  - Skittles

## ADD PRODUCT GROUP

Having at least 1 product group is required in order to have products. If you have a snack and beverage machine, then the product groups are usually named 'Snack' and 'Drink'. Some operators go more in depth and have examples such as 'Energy Drinks', 'Candy', 'Office Supplies', etc.

**Ask Nayax:** Add a New Product Group

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/products&walkme=19-166065>

When adding a new product group, all that is needed is the operator name and the name of the new product group. Then click the 'Save' button. To get out of this menu, click on a product on the left-hand side list. Then you will be able to create more products and continue editing.

The screenshot shows a web form titled 'Product Group Info'. At the top left, there is a '+ Add Product Group' button. To its right is a 'Save' button with a floppy disk icon. Below these buttons, the form contains several input fields: 'Operator\*' with a dropdown menu showing 'Demonstration Vending' and a clear icon; 'Description\*' with a text input field containing 'Healthy Snacks'; 'Code' with an empty text input field; 'SubCode' with an empty text input field; and 'Product Group Picture' with an empty text input field, a clear icon, and an 'Upload' button with a cloud icon.

If you want to change any product group

## ADD PRODUCT

Required fields are marked with a red asterisk.

Product Details

**Product Info**

Operator\*

Group\*   
Group is required

Product Name\*

Dex Name

Description

Provider

Volume Type

Status\*

**\*Please Note:** You cannot create a new product unless you have at least 1 product group already created.

**Ask Nayax:** Add a New Product

<https://my.nayax.com/dcs/public/facade.aspx?model=operations/products&walkme=19-156677>

**\*Please Note:** When adding a new product, there are fields that are not required but can be used if desired. Example: Unless you want to override your machine's price, leave the CC Price field blank. Some fields will carry over to show data in certain reports. Other fields are just here for your own personal reference and don't carry over to any reports currently.

**Product Pricing**

---

Product Cost Price  ?

Cash Display Price  ?

Credit Card Price  ?

Prepaid Card Price  ?

External Prepaid Card Price  ?

Product Default Retail Price  ?

**Nutrition Info**

---

Calories per Serving

Calories per 100g

**Misc Info**

---

Amount In Tray  ?

Minimum Fill Pick Amount  ?

**\*Please Note:** Most of the fields under this Product Pricing section can be edited directly on the products map as well. If you edit those fields on the products map it does not update them here under Administration>Products.

Also, editing the prices here will only effect new bins and edited bins of the product. If the product was already in the product map, changing the prices here will not automatically change the existing product. You must add it manually or change the product, save, and change the product back again.

**‘Product Cost Price’** - Enter the amount that the vending machine operator paid for the product. This can be used in BI Reports. Not required; field can be left blank.

**‘Cash Display Price’** - This is for your records only. This does **not** control the actual cash price of the machine. Not required; field can be left blank.

**‘Credit Card Price’** - Nayax support recommends leaving this field blank. This is used to Over-Ride the physically programmed machine price for the product selected. This setting may not work for all machines. When the field is left blank, the credit card reader will charge the pricing saved and programmed physically into the machine. This does not reprogram your machine prices. It simply charges the amount in this field instead of the machine’s programmed price and is based on the MDB code of the product bin.

**\*Please Note:** If this setting fails to change the price of a product during a vend, Nayax is not responsible for any loses. Please don’t use this setting unless you are sure that the MDB codes in the product map line up with your machine’s MDB codes per product bin.

**'Prepaid Card Price'** - This is used to Over-Ride the physically programmed machine price for the product selected on Pre-Paid Credit Cards. Most operators make this the cash price since these are viewed as cash for most accounting purposes. Not required; field can be left blank.

**'External Prepaid Card Price'** - This is very rarely used for external billing providers. Not required; field can be left blank.

**'Product Default Retail Price'** - When used, this should be set as the final cost to the end consumer. Not required; field can be left blank.

**'Amount In Tray'** - Total number of products in the tray package when purchased. For example, 24 soda cans in a tray.

**'Minimum Fill Pick Amount'** - This is used for regulating the product on your picklists. If using this picklist logic, when the product bin's **'On-Hand'** amount goes down by 1, the picklist will not reflect one missing for the bin. Once the **'On-Hand'** amount reaches the number entered in this field, the product will be added to the next generated picklist for the route manager to know to bring more product to the machine. Most operators chose to leave this field blank.

## IMPORT PRODUCTS FROM EXCEL

This section is used for adding many products at once from a Microsoft Excel spreadsheet. First, download the File Template using the blue link. Then fill out the required fields and any non-required fields that you want to add. Then click the 'Upload' button to locate the Excel file on your computer and click the 'Import Products' button.

Cancel
Import Products

Operator\*

Group\* Choose...

Excel File\*  Upload

**The Excel file must be in the following format. The first row must contain header:**

System Product ID	Product Name	Dex Name	Product ID	Product Barcode	Product Cost Price	Cash Display Price	Prepaid Card Price	External Prepaid Card Price	Credit Card Price	Product Default Retail Price	Minimum Fill Pick Amount	Amount In Tray	Status	EAN	Calories Per 100g	Calories Per Serving
-------------------	--------------	----------	------------	-----------------	--------------------	--------------------	--------------------	-----------------------------	-------------------	------------------------------	--------------------------	----------------	--------	-----	-------------------	----------------------

[Click Here to Download File Template](#)

**\*Please Note:** Operators must import a separate spreadsheet for each **'Product Group'** and select the group before importing.

**'System Product ID'** - System Unique ID of the product; will appear in exported file of products; Required field for Product detail update.

**'Product Name'** - Required\*. Product Name as will appear in reports (up to 100 characters).

**'Dex Name'** - Product Name as will appear in the DEX file on price and name updates (up to 16 characters).

**'Product ID'** - Product ID number as will appear in reports (up to 100 characters).

**'Product Barcode'** - Product Barcode as will appear in reports (up to 100 characters).

**'Product Cost Price'** - The price product is bought by VMO (Vending Machine Operator) (up to 10,000,000,000.00). This is the field that is used in the BI Reports to show product cost margins.

**'Cash Display Price'** - The price used to fix Cash Sale Notification Report (for machines that wrongly report cash price) (up to 10,000,000,000.00).

**'Prepaid Card Price'** - The price for Nayax Closed Environment Cards (Overrides Machine Price - will NOT reflect EVA DTS) (up to 10,000,000,000.00).

**'Credit Card Price'** - The price for Credit Cards (Overrides Machine Price - will NOT reflect EVA DTS) (up to 10,000,000,000.00).

**'Product Default Price'** - The price product is bought by Consumer (will appear as Retail Price) (up to 10,000,000,000.00).

**'Minimum Fill Pick Amount'** - The minimum number of products required to be missing before entering the pick list.

**'Amount in Tray'** - Number of products in the package bought by VMO (ex: 24 cans of soda in tray).

**'Status'** - Required\*. Is product is active or not. 1 - 'Active', 2 - 'Not Active'.

**'EAN'** - Product EAN will appear in reports (up to 20 characters).

## PRODUCT MAPS

This page is used to create product maps and edit existing product maps.

Click the blue 'Magnifying Glass' button to view your product maps on the left-hand side list.

Operator  Search

- Charity Map
- DevyMap Test
- Dex Price Test
- DN501E Soda Test Machi

'Update Map to Machines' - This button will push your changes to any machines that have this same product map originally.

Update Map to Machines Duplicate Map Add New Product Map Save

Map Details Map Items

Add BIN Delete All Products

Product	Product Group	PA Code	MDB Code	Par	Min Picl	Vendour
A&W Rootbeer	Beverage	A1	0	20		
Apple Jacks	Snack	A2	1	28		
Alkaline Batter	Miscellaneous	A3	2	8		
Animal Cracke	Snack	A4	3	12		
Apple Juice	Beverage	A5	4	15		

**\*Please Note:** If a product map does not appear here, you may have created the product map from 'Operations' > 'Machines' > 'Products Map' tab instead of this page. From that tab, go to the 'Map' drop-down button and click 'Save Map As'. This will allow you to import the map to any other machine under your operation and also edit the product map in the 'Administration' > 'Product Maps' page.

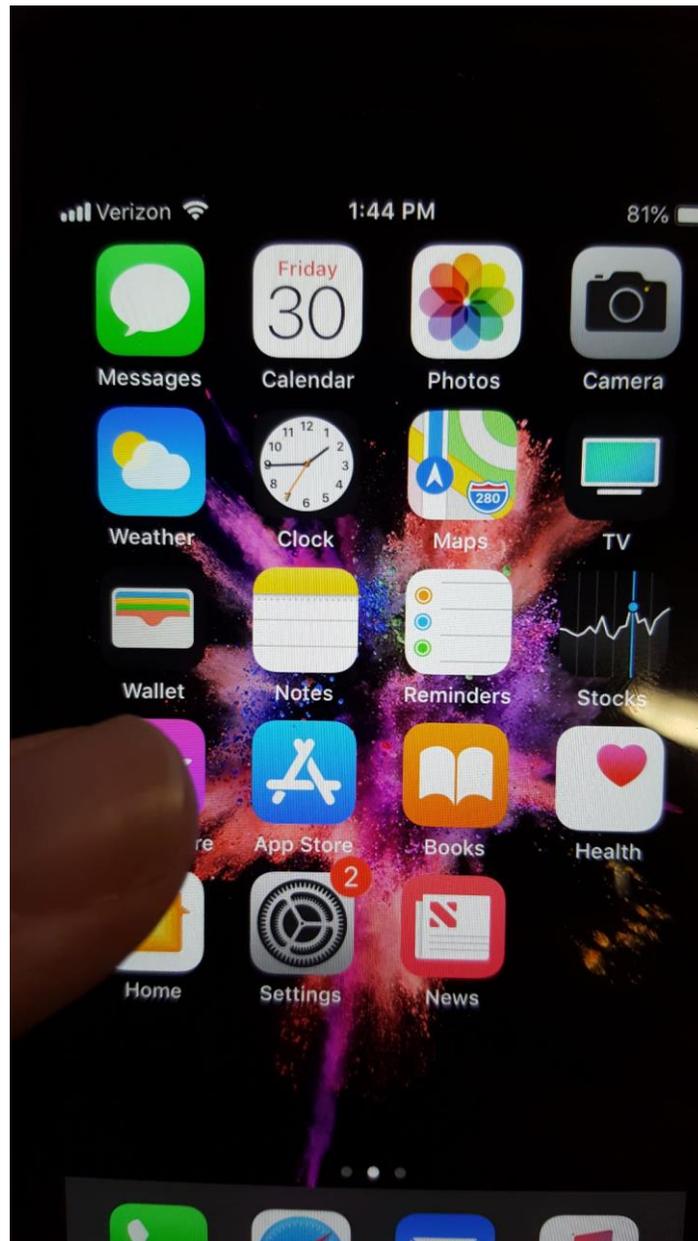
Map

- Add BIN
- Save Map As..
- Remove Selected BINs
- Import Map
- Load Default Layout
- Export to

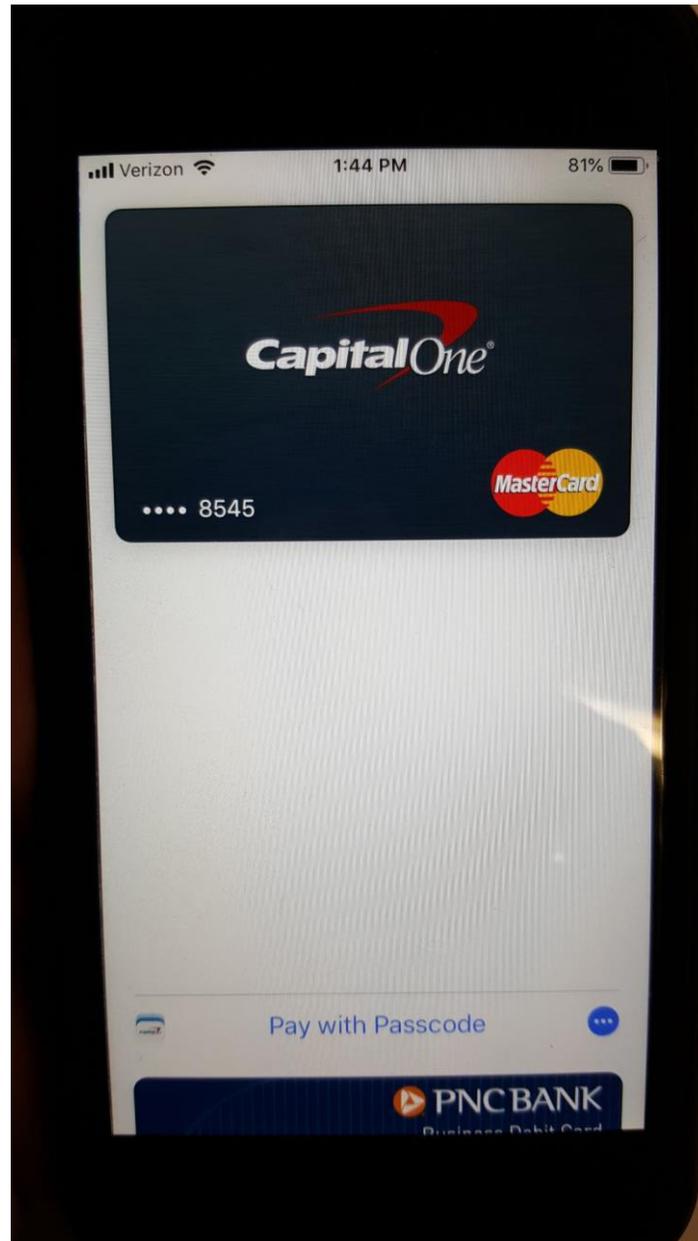
## USING APPLEPAY ON NAYAX DEVICES

ApplePay is one of the many mobile wallet smart phone apps that can be used on Nayax card readers via NFC (near contact field) communication. If an end consumer says that the card reader is not accepting ApplePay, it is important to go over the steps with them to make sure they are using the app properly.

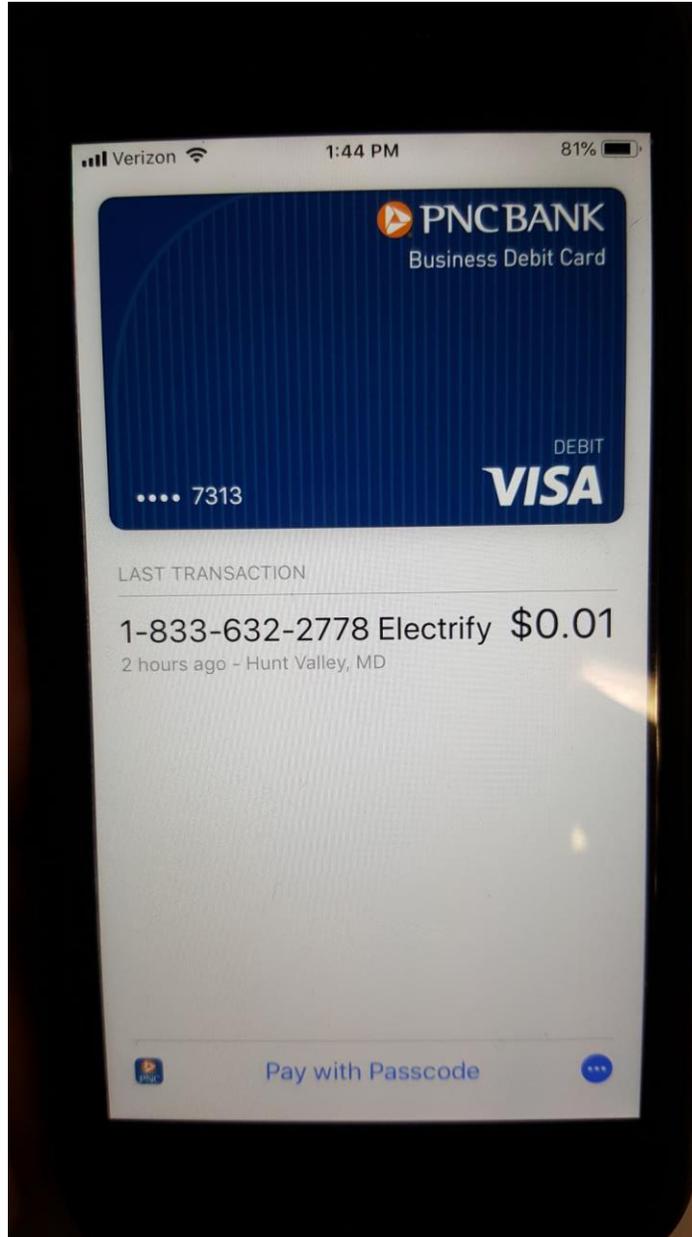
1. Click on the app labelled "Wallet".



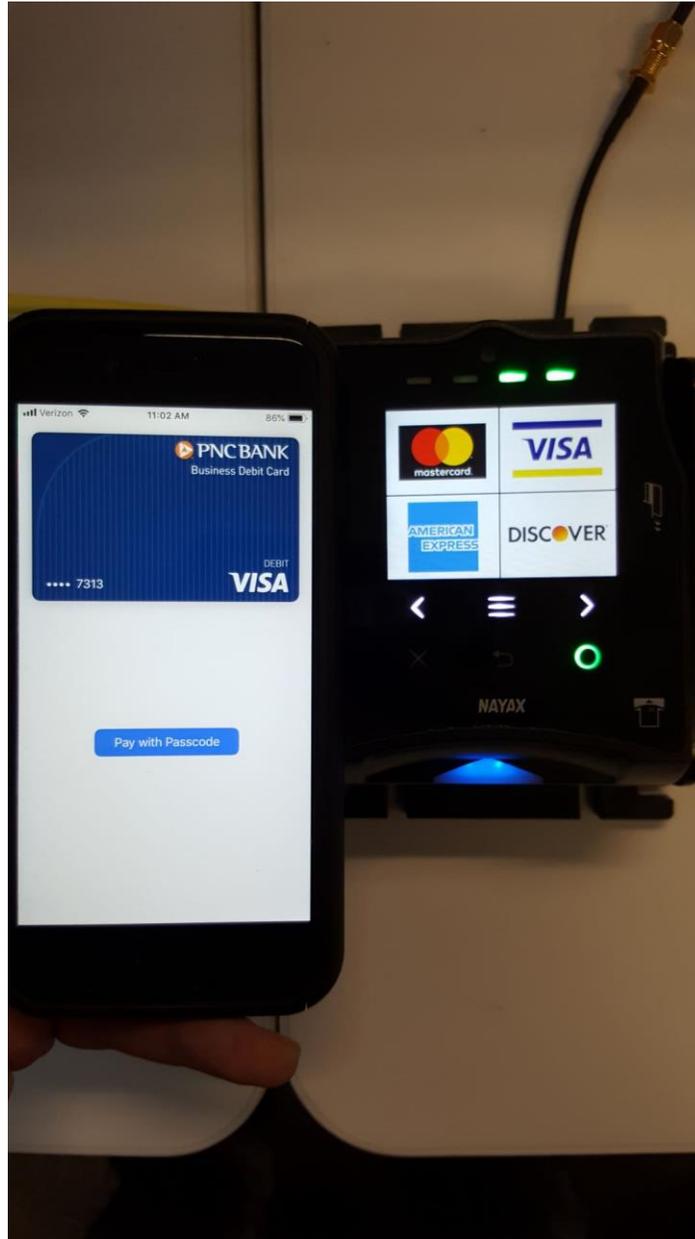
2. Tap on the card to switch between cards, whichever card is selected will be the one that is used for the transaction purchase.



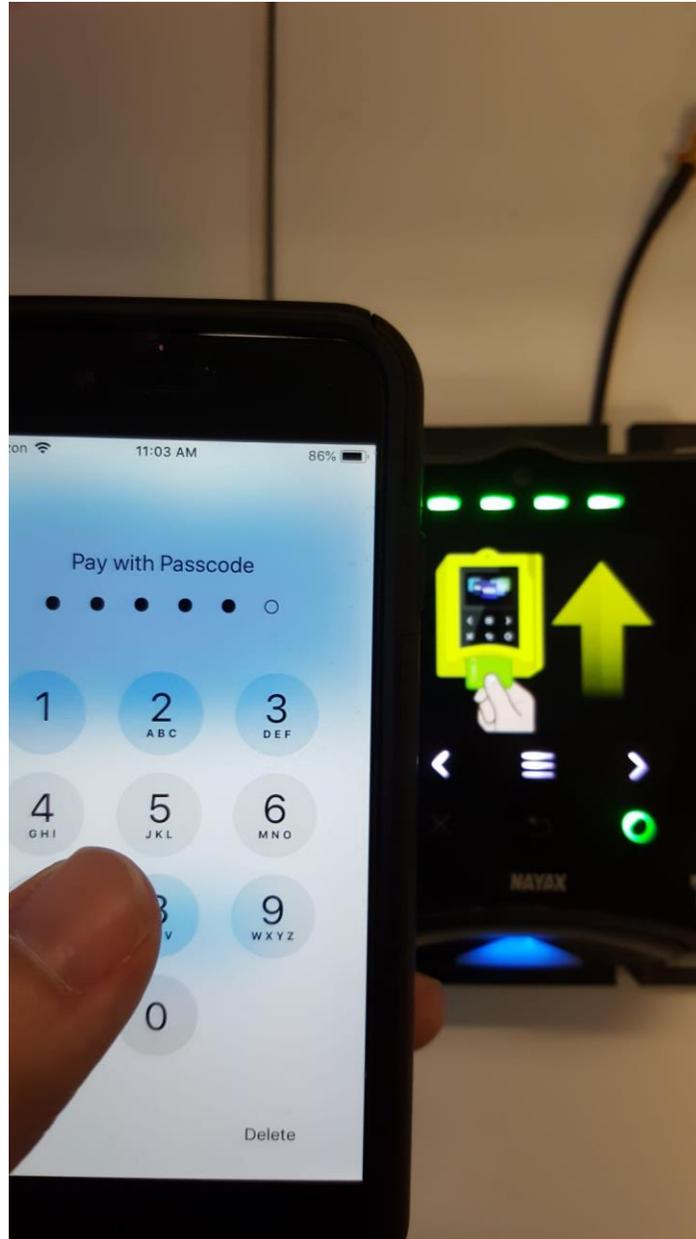
3. Press “Pay with Passcode” or if you have a setting to use your fingerprint, use your fingerprint.



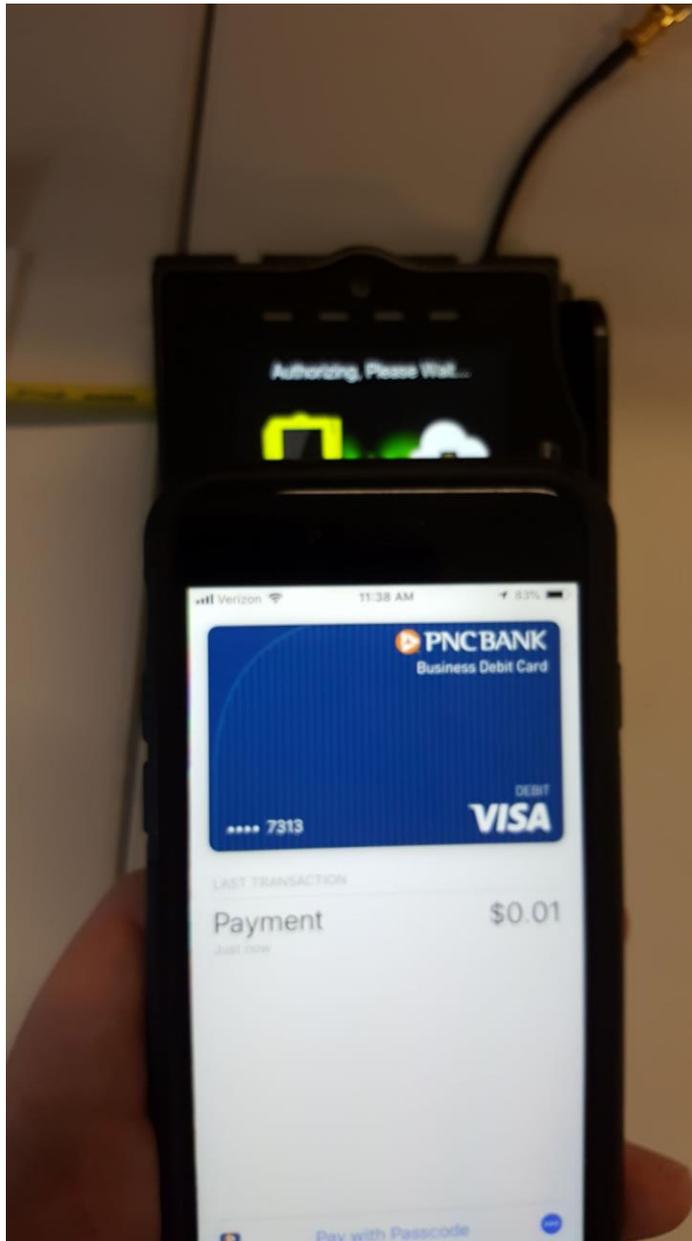
4. ApplePay will prompt you to use your fingerprint or enter the passcode and will not activate the machine until this step is complete.



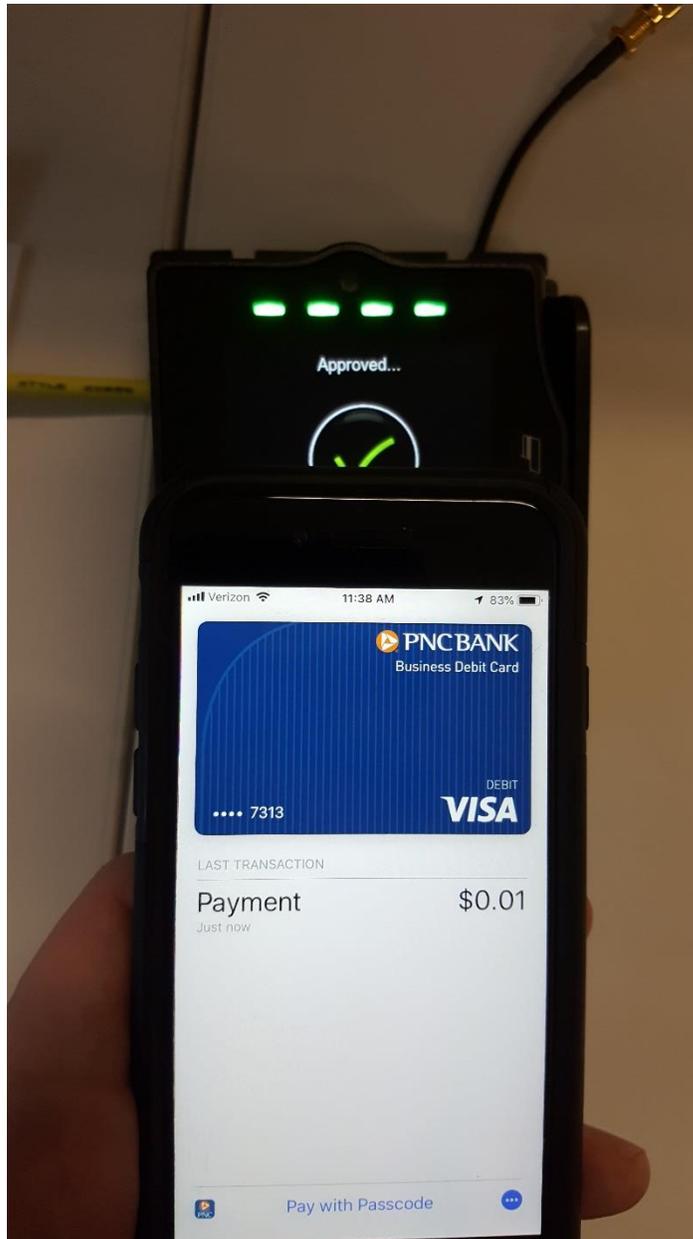
5. This is what it looks like when entering a passcode.



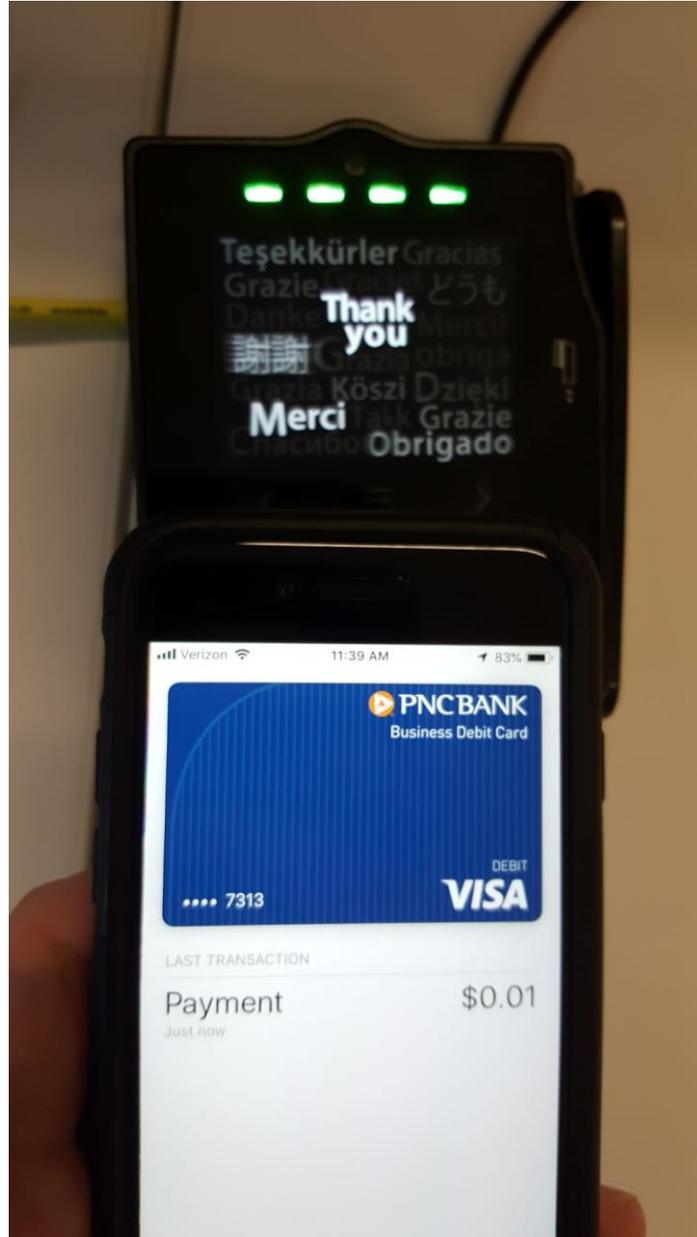
6. ApplePay will tell you to hold your phone up to the card reader and then it will start authorizing the payment.



7. After authorization the card reader will show Approved... with a green checkmark.



- The card reader will say “Thank you” in different languages and complete the sale.



- This sale will now show on the Nayax website in the Dynamic Transaction Monitor report as NFC in the Payment Method Source.

Transaction ID	Device Serial Number	Machine Authorization Time	Payment Method (Source)	Card Number	Brand	Settlement Value
3439393339	0000000000501584	12/13/2018 12:31:13 PM	Credit Card(NFC)	4651 xxxx xxxx 1532	VISA	0.20
3415552582	0000000000501584	11/19/2018 2:07:36 PM	Credit Card(NFC)	4651 xxxx xxxx 1532	VISA	0.20
3415551385	0000000000501584	11/19/2018 2:05:44 PM	Credit Card(NFC)	4651 xxxx xxxx 1532	VISA	0.20
3405746299	0534333718000140	11/8/2018 11:01:31 AM	Credit Card(NFC)	4651 xxxx xxxx 1540	VISA	0.01
3405593973	0000000000316939	11/8/2018 9:04:06 AM	Credit Card(NFC)	4651 xxxx xxxx 1540	VISA	0.05
3404762409	0000000000316939	11/7/2018 3:02:41 PM	Credit Card(NFC)	4651 xxxx xxxx 1540	VISA	0.05

**Reasons ApplePay, Samsung Pay, and Android Pay may work for some end consumers but not for others**

- Nayax card readers accept AMEX and Discover with the magnetic card read (Swipe) only. AMEX and Discover currently don't work with EMV (the insert of the cards with the chip and the contactless tap feature). If any of the smartphone apps are trying to use these 2 brands for payment, then it will decline the transaction.
- The phone needs to be held steadily with the top half of the phone lining up with the bottom half of the card reader. There will be many cancelled transactions due to holding the phone too high where the whole phone covers the whole card reader display screen or higher.
- The end consumer may be accidentally tapping their phone against the red X on the Vpos Touch which cancels the transaction and not knowing that's what happened. On a Vpos Card reader they may be accidentally pushing the Start/End button (less likely).
- The end consumer may not be familiar with the process of having to use their fingerprint or a passcode on ApplePay before holding the phone near the card reader.

## USING ETHERNET WITH NAYAX DEVICES

Nayax devices are "plug and play" like a laptop when it comes to using an ethernet connection. Ethernet should only be used when there is poor/no cellular reception in the area where the machine is located. All Nayax devices come with cellular data and an antenna.

**\*Please Note:** The ethernet connection over-rides the cellular data connection when plugged in whether the connection is stable or not. If the Nayax device is plugged in via ethernet and the internet fails, the device does **not** "fall-back" or "switch" over to cellular data.

In order to use cellular data again, unplug the ethernet cable from the Nayax device. If the device is switching back and forth from ethernet to cellular data, there is most likely a loose or damaged LAN port or a bad ethernet cable.

Nayax warranty does **not** cover physical damage including the LAN port being loose.

The ethernet cable is plugged into the Amit 3.0 device via the LAN port in the bottom right.

It shouldn't matter if you leave the antenna connected or disconnected when using ethernet.

Some operators unscrew the antenna and put a small plastic cap over the threaded metal.

That typically keeps the RSSI from showing in the 'Keep Alive' tab.



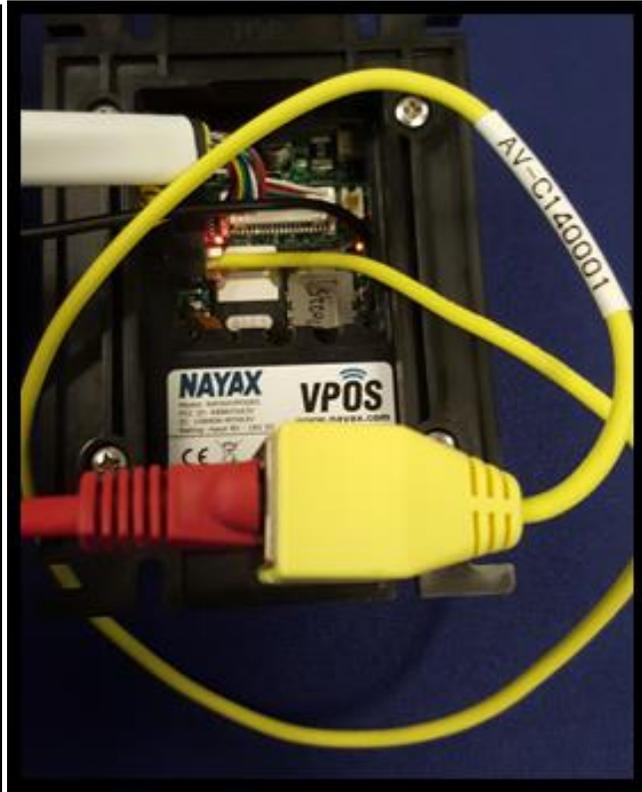
In order to connect a VPOS Touch via ethernet, you will need a separate adaptor called the Vpos Touch Ethernet Adaptor (also called the RJ11 Male to RJ45 Female Cable).

This cable adaptor piece costs \$14 USD and can be ordered by calling or emailing our tech support or our sales members.

Product Code: C140001



The Vpos Touch ethernet adaptor plugs into the back near the sim card and mdb port. Plug the ethernet cable into this adaptor to use VPOS Touch via ethernet.



Most internet networks use what's called the DHCP pool to acquire an IP address automatically from a ranged set of numbers that are preconfigured by the modem/router settings and ready to be assigned to any device that connects via ethernet.

This is the default and preferred network configuration for users who are using a home network which is what makes laptops and Nayax devices "plug and play".

However, some internet networks are private secure networks or corporate inhouse networks that don't allow traffic to flow back and forth unless the devices connected are assigned a Static IP address. When this is the case, your company's IT network administrator needs to log in to configure the modem/router settings first.

Then for Static IP, Nayax devices need to have specific settings sent to the device before they will work on the closed secure network. This means you must temporarily connect the device(s) using another open DHCP network without all the firewall security or bring the device(s) to an area where you can get cellular reception in order to download these settings that the device needs before it can establish a connection using the assigned Static IP.

To use a Static IP, send this document to your network admin requesting the 5 numbers below for each device.

You will need these 5 things:

- 1.) Device IP
- 2.) Default Gateway
- 3.) DNS Server 1
- 4.) DNS Server 2
- 5.) Ethernet Subnet Mask

**\*Please Note:** If you are the network admin and you can't figure these numbers out, consult with your internet service provider and/or router manufacturer for assistance.

When you obtain all the numbers listed above, and you are ready to connect the device to another network to download the settings, follow the instructions on the next page or contact Nayax support with the numbers you were given.

Log in to my.nayax.com and navigate to 'Operations' > 'Machines' > 'General Tab' > click the 'Ethernet / Wifi' link to expand the settings and enter them in then click the 'Save' button.

⚡ Actions ▾ ℹ Info ▾ + Create ▾ 💾 Save

General Products Map Fees Business days Payment Keep Alive

**Device Features**

**DEX/DDCMP**

**Ethernet / Wifi**

---

<input type="checkbox"/> Device IP	<input type="text" value="192.168.1.148"/>	?
<input type="checkbox"/> Ethernet Default Gateway	<input type="text" value="192.168.1.1"/>	?
<input type="checkbox"/> Ethernet DNS Server 1	<input type="text" value="8.8.8.8"/>	?
<input type="checkbox"/> Ethernet DNS Server 2	<input type="text" value="8.8.4.4"/>	?
<input type="checkbox"/> Ethernet Flags	<input type="text" value="Ethernet Enabled"/>	?
<input type="checkbox"/> Ethernet Subnet Mask	<input type="text" value="255.255.255.0"/>	?

---

If you are not getting a good internet connection (whether you are using DHCP or Statically Assigned IP Addresses), have the network administrator go in to the modem/router settings and find the ip addresses of the devices connected.

Then port forward the following ports for those IP addresses.

Ports: 21, 80, 222, 443, 3331, 7201, 7202, 9000, 9001, 9005, 9010, 9030, 9031, 9032, 26520

Use both **UDP and TCP** on all ports.

If you need to know the MAC Address of your Nayax device, you can find this in a parameter dump in the 'Dex Tab' of 'Operations' > 'Machines' or contact our support team to assist. There is a hexadecimal algorithm that can be used to get this if the device cannot send a parameter dump.

All Nayax MAC addresses start with 02.00.00 followed by 3 more sets of 2-digit numbers/letters separated by decimal points.

**If you are still having troubles connecting or staying connected, add the below sites to a whitelist.**

US Site: 72.28.118.100

IL Site: 82.80.44.34  
212.179.76.198  
82.102.172.206

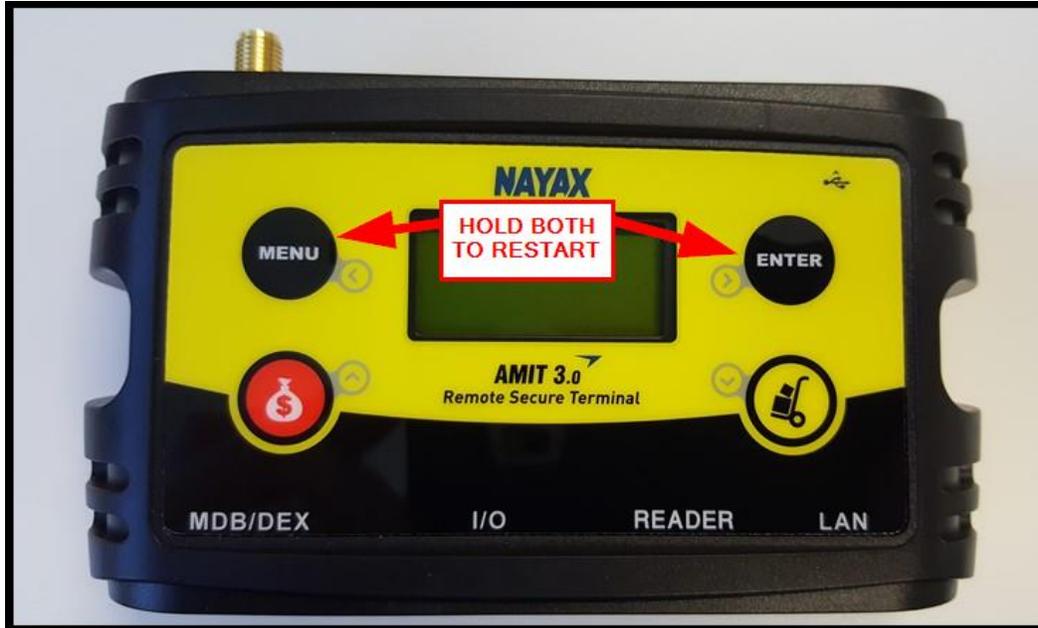
**If you are still having troubles connecting or staying connected, try adding our global sites too.**

185.159.232.31	185.159.232.24/29	185.159.232.32/29
185.159.233.31	185.159.233.24/29	185.159.233.32/29
185.159.234.31	185.159.234.24/29	185.159.234.32/29
185.159.235.31	185.159.235.24/29	185.159.235.32/29
185.159.232.98	185.159.232.98/32	185.159.232.2/32
185.159.233.98	185.159.233.98/32	185.159.233.2/32
185.159.234.98	185.159.234.98/32	185.159.234.2/32
185.159.235.98	185.159.235.98/32	185.159.235.2/32

## TROUBLESHOOTING

### MANUAL DEVICE RESTART

On the Amit 3.0 telemetry device, a manual restart can be done by holding the top 2 black buttons 'Menu' and 'Enter' simultaneously for up to 10 seconds. When the LCD display screen goes black, let go of the buttons. The telemetry device will then power itself back on.



## CASH ONLY TROUBLESHOOTING

“Cash Only” is the card reader’s way of saying “Out-of-Service” or “Out of Order”. This message can be changed in the general settings of the machine in the website. There are many reasons that this could happen on an MDB machine. If this happens on a pulse machine, it usually just needs a reload of configuration settings sent to the device and another restart.



Usually “Cash Only” on an MDB machine is caused by the 3 things below:

- 1.) Product jams/Coil motor problem.
- 2.) Bill or coin jams in the note acceptor or coin mechanism.
- 3.) If the machine is in a service menu mode such as pricing, free vend mode, or configuration settings. Back out of any programming or settings menus and exit the service mode. After that is done, if the issue still isn’t resolved, try powering off the machine and letting it sit for 2-5 minutes so that the Nayax device loses power and memory and then power back on the machine.

“Cash Only” can also be caused by these other reasons below:

- 4.) Having the physical MDB harness coming from the Nayax device connected to a coin mech instead of having the coin mech plugged into the pigtail from our MDB harness cable.
- 5.) If the machine door is open and the machine has an open-door sensor switch. Check the switch for physical damage or malfunctioning.
- 6.) If the machine has a setting to enable MDB or enable Cards/Card Readers, you need to make sure that setting is set properly. The Amit telemetry device should read "MDB Enabled". Consult your machine manufacturer to check if there is a setting that needs adjusted. Most Crane and Seaga machines have this setting to toggle in the service menu.
- 7.) If the machine detects MDB devices automatically and there is no setting to toggle, try powering off the machine and letting it sit for 2-5 minutes so that the Nayax device loses power and memory and then power back on the machine. Try this after toggling the setting also if you have the setting.
- 8.) If there are any errors on the vending machine display showing it's not ready to make a vend.
- 9.) If your machine requires a water level, ice level, product level, or token/coin level and does not have the amount it needs to work.
- 10.) Sometimes it could show this if the device is not communicating with the Nayax website, check your antenna placement and try a new antenna or troubleshoot your internet connection if using ethernet cable. Check the 'Keep Alive' section on the Nayax website, call Nayax support if you do not know how to do this.
- 11.) Sometimes the Nayax device might need all the settings cleared off of it and reloaded back on, call Nayax support or do this on your own if you know how. Send a 'Reset Default Parameters' command and let the device collect it and restart itself, then send a 'Reload Configuration' command and a remote 'Restart Device' command from the website.
- 12.) On rare occasion, it could be a damaged or faulty MDB harness cable, try replacing the cable with another known working one or order a new one from Nayax.
- 13.) On rare occasion, the Nayax device could have a hardware failure causing this, to determine if this is the issue try the Amit telemetry device (or Vpos Touch if you have the larger touch display) in another known working machine and/or another known working Amit in the machine that is giving the issues. Call or email Nayax support for Warranty information and repair/replacement options.

## MONYX SMARTPHONE APP

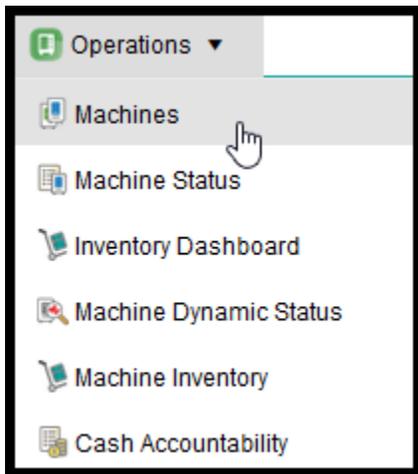
To download, search for the words “Monyx Nayax” in the iPhone App Store or Google Play Store if you have an Android device.

### MONYX REFUND TO SMART PHONE PROCESS

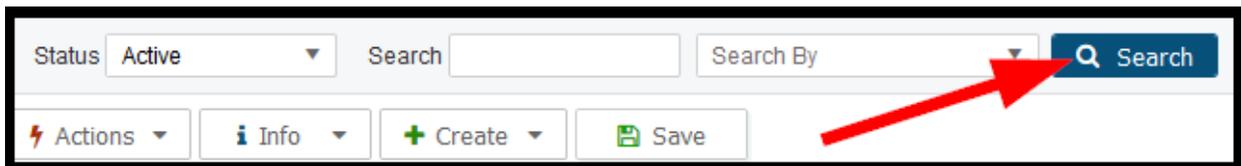
- 1.) Gather the end consumer’s 10-digit smart phone mobile number and their first name.
- 2.) Log in to my.nayax.com using your system user’s username and password.
- 3.) If you already know the Monyx App Machine Number of your machine, skip to Step 10. If you don’t know your machine’s Monyx app number, follow Steps 4-9 to find it.
- 4.) Click ‘**Operations**’ from the drop-down menu.



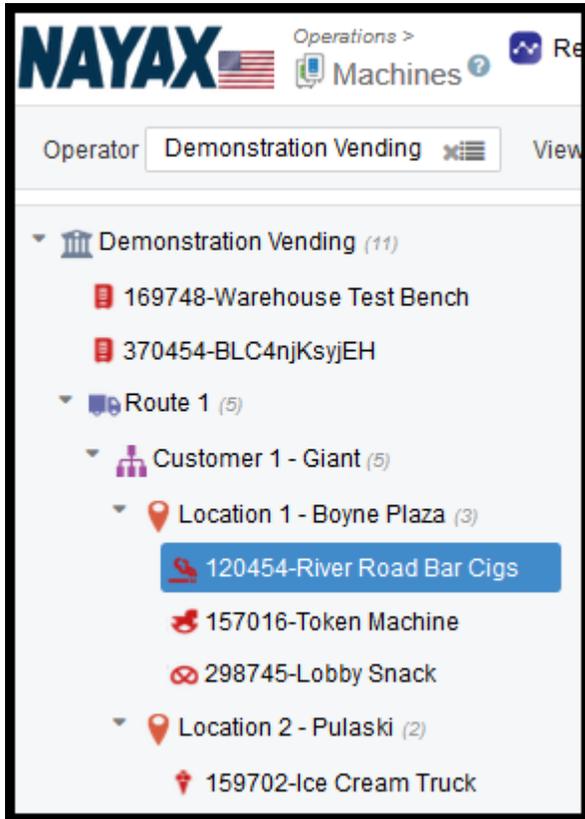
- 5.) Click ‘**Machines**’.



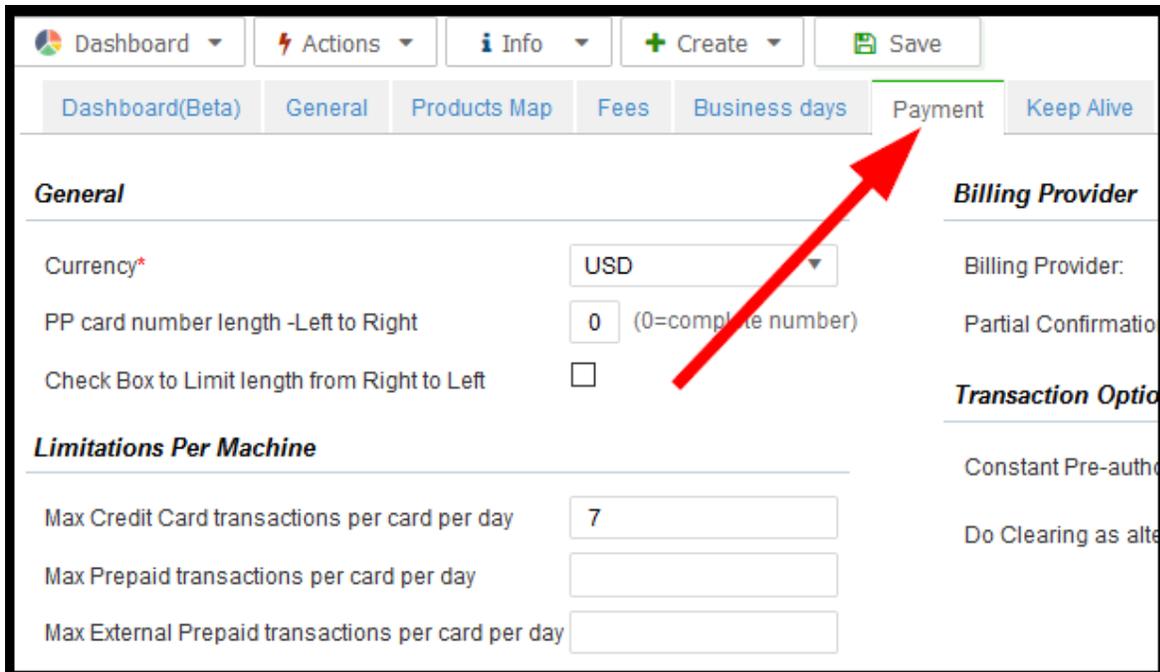
- 6.) Click the blue ‘**Search**’ button. (there is a magnifying glass in the button too).



7.) Click on the machine on the left-hand side list. (the one you need the Monyx App Number).



8.) Click on the 'Payment' tab.



9.) Scroll to the bottom of the page and write down your Monyx App Machine Number.

**Payment Methods**

+ Add Payment Method
✕ Delete Payment Method

Payment Method*	Commission %	Extra Charge*	
Credit Card ▼	<input type="checkbox"/>	0.00	USD
Monyx App ▼	<input type="checkbox"/>	0.00	USD
Prepaid Credit ▼	<input type="checkbox"/>	0.00	USD

Total 3 Rows

**CT-Payment Machine definition**

Terminal ID

**Monyx App Machine definition**

Machine Number 8757129

10.) Click 'Consumers' from the drop-down menu.

Operations ▼
 Consumers ▼
 Events ▼
 Administration ▼

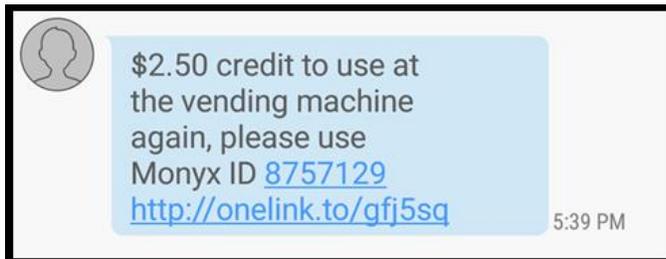
11.) Click 'Monyx Refund'.

Consumers ▼

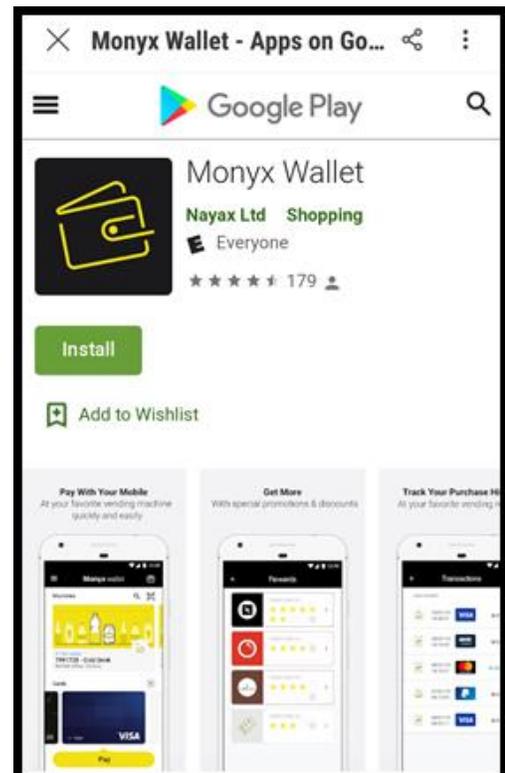
- Card Management
- Mobile Subscribers
- eReceipt Subscriber
- Sales & Discount
- Monyx Refund
- Campaign NEW

12.) Fill out all required fields and click the 'Create New Refund (Create Virtual Card)' button.

13.) Have end consumer check their smart phone for the text message.

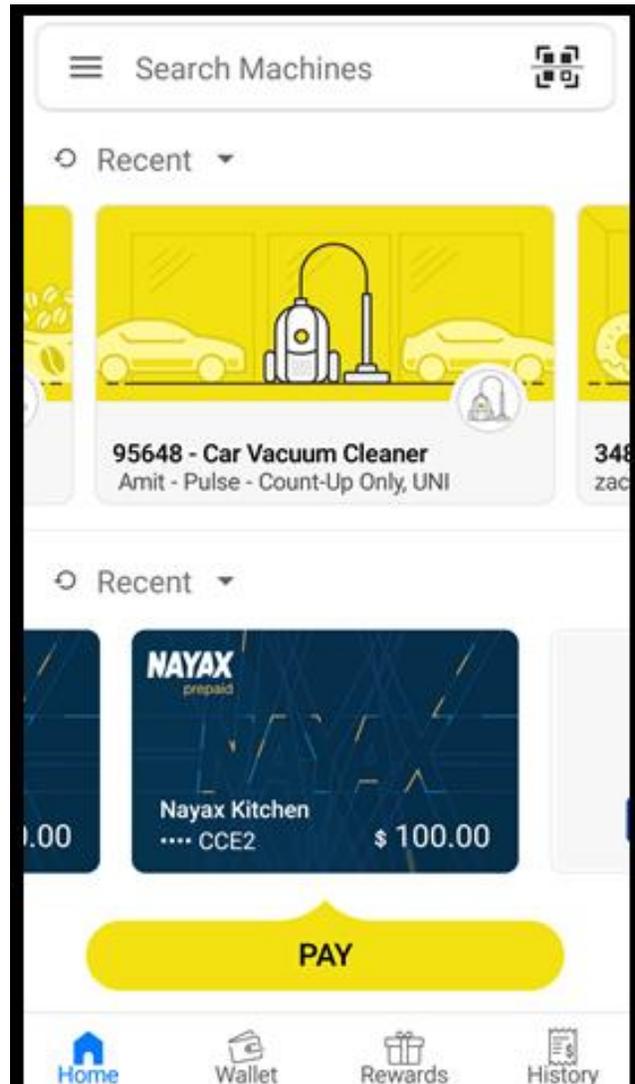
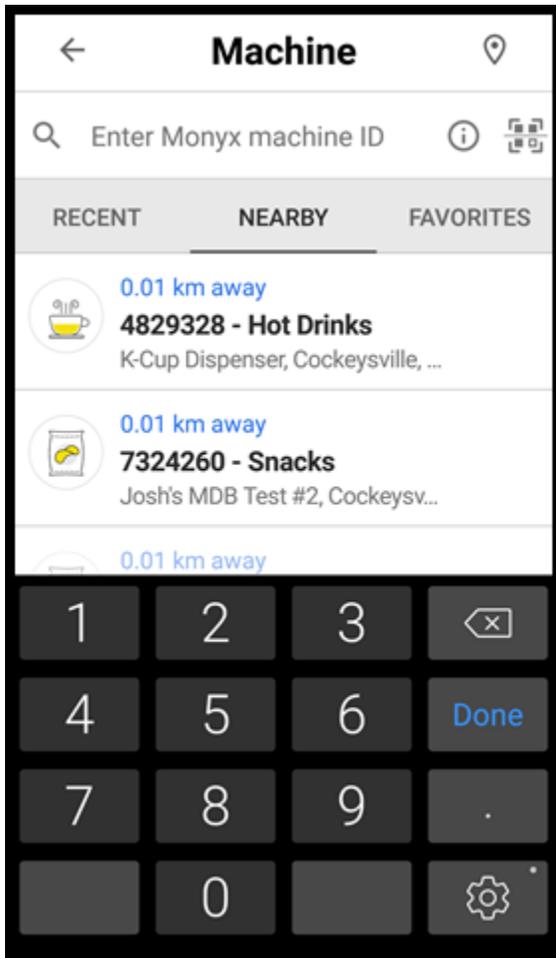


14.) There will be a link to tap on that will bring the customer to the App Store where they can download the Monyx App. (or if it's already installed, open the app instead).



15.) To use the refund, select the machine from the **'Recent'** list or choose **'Nearby'** then select the Nayax Prepaid card below.

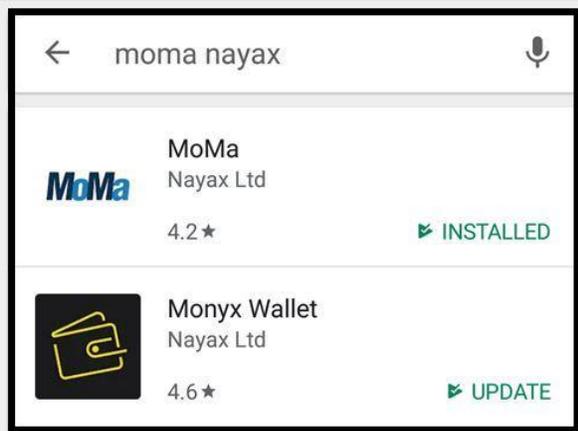
16.) If you do not see the machine in the list, type the Monyx ID number into the top field labelled **'Search Machines'**.



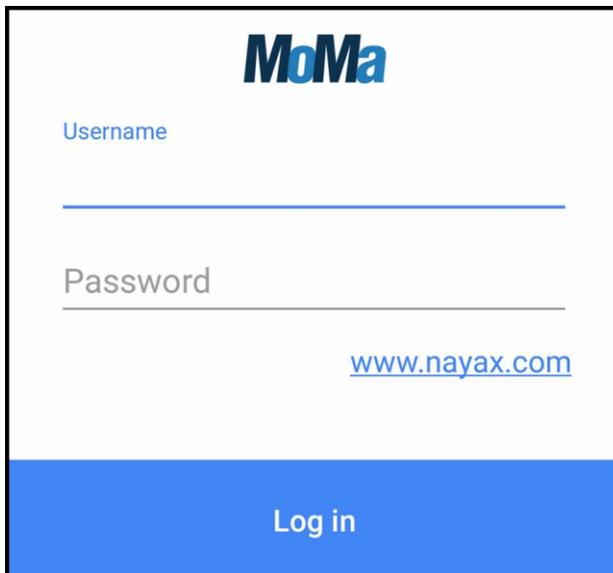
17.) Tap the **'Pay'** button. This will activate the machine's Nayax credit card reader which will then ask the customer to choose a product. If the machine doesn't have product selection available, it should make the machine start automatically.

## MOMA SMARTPHONE APP

MoMa (short for Mobile Management) is a smartphone app designed to bring the basic and most fundamental operations of the Nayax website to mobile devices. To download, search for the words “MoMa Nayax” in the iPhone App Store or Google Play Store if you have an Android device.



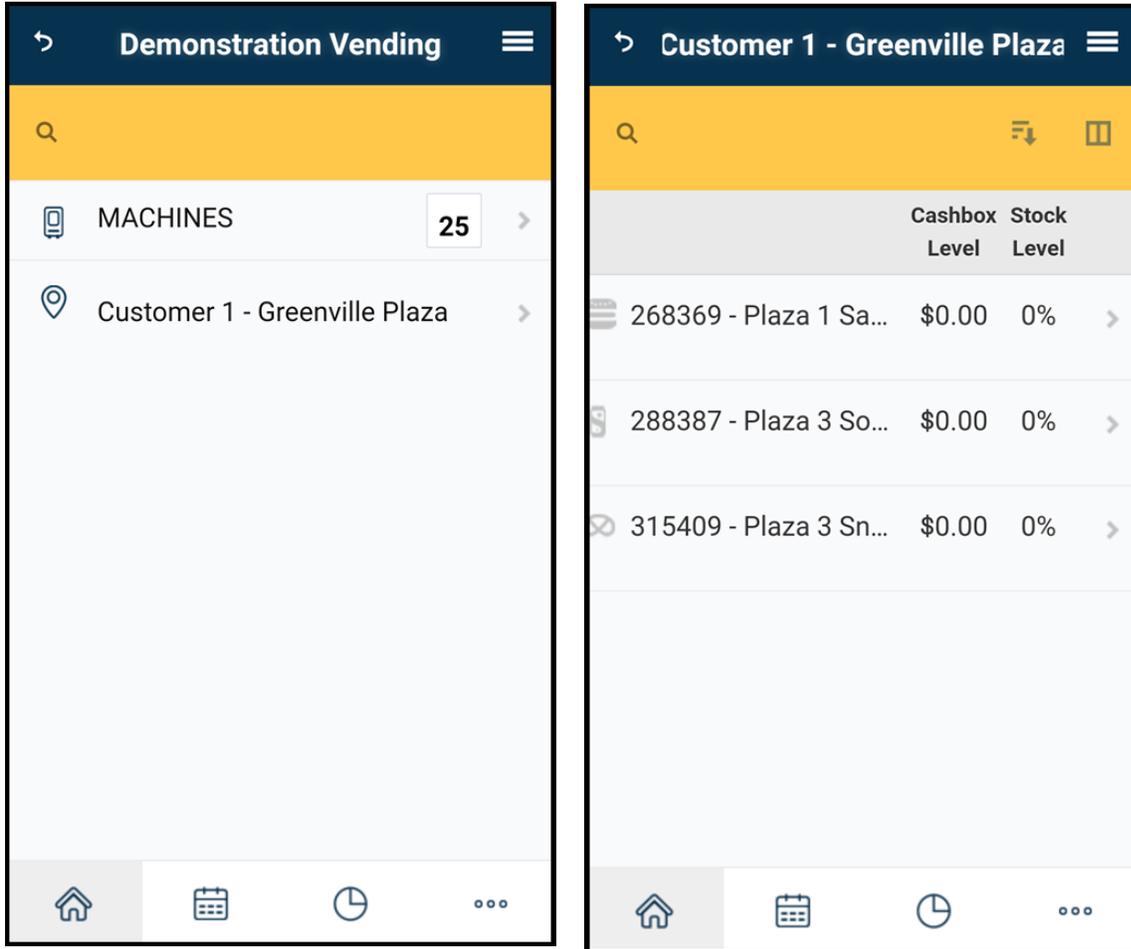
Your username and password for MoMa is the same as your system user login credentials for the website at [my.nayax.com](http://my.nayax.com).



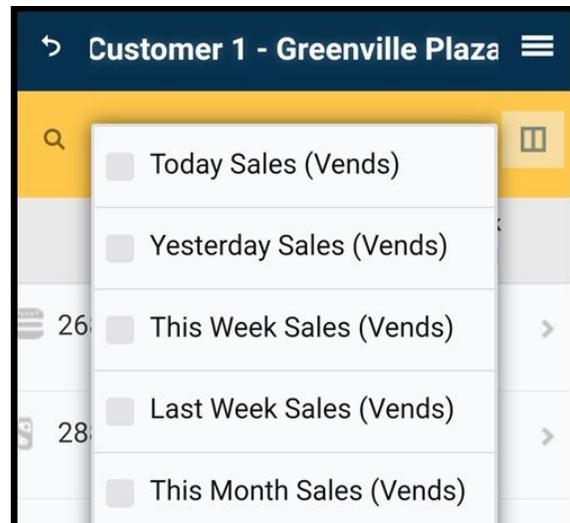
System Users must accept the Terms and Conditions on the website at [my.nayax.com](http://my.nayax.com) before they can use the MoMa app.

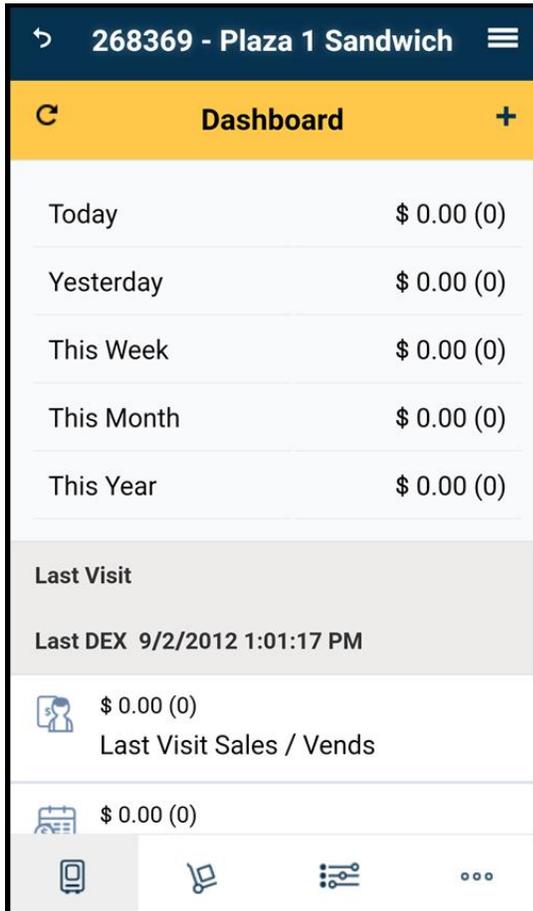
If you have troubles with the app, you may also try our web browser based app by navigating to <http://m.nayax.net> and logging in with your same system user you received for the website.

The **'Home'** button brings up a list of **'Child Operators'** (aka **'Sub-Operator'** or **'Sub-Actor'**). If you do not have a hierarchy tree setup with any child operators, then there will be a button that reads **'Machines'** to tap on. Machines in the **'Unassigned'** folder will also appear here.



After tapping the child operator, a list of machines will appear with data showing some sales data and the **'Cashbox Level'** and **'Stock Level'**. The sales data can be added or removed by tapping on a book icon button in the upper right.

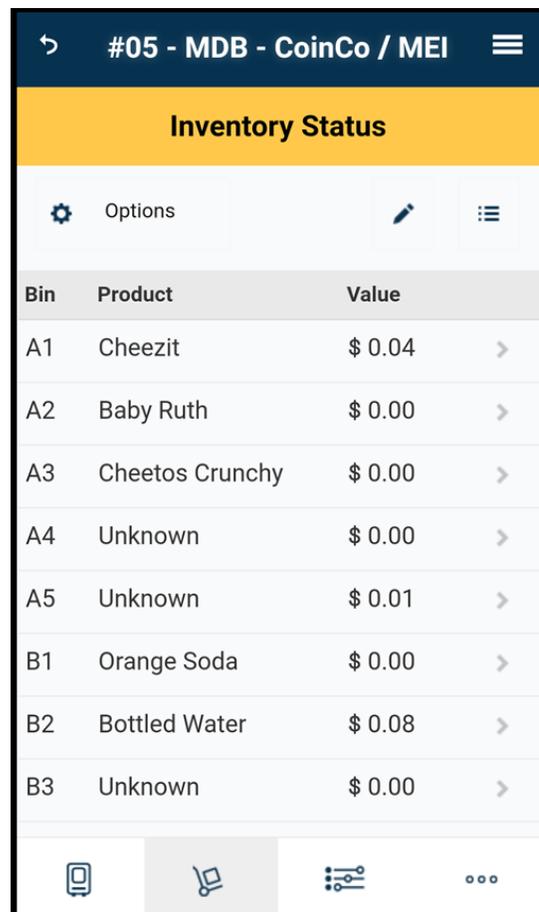


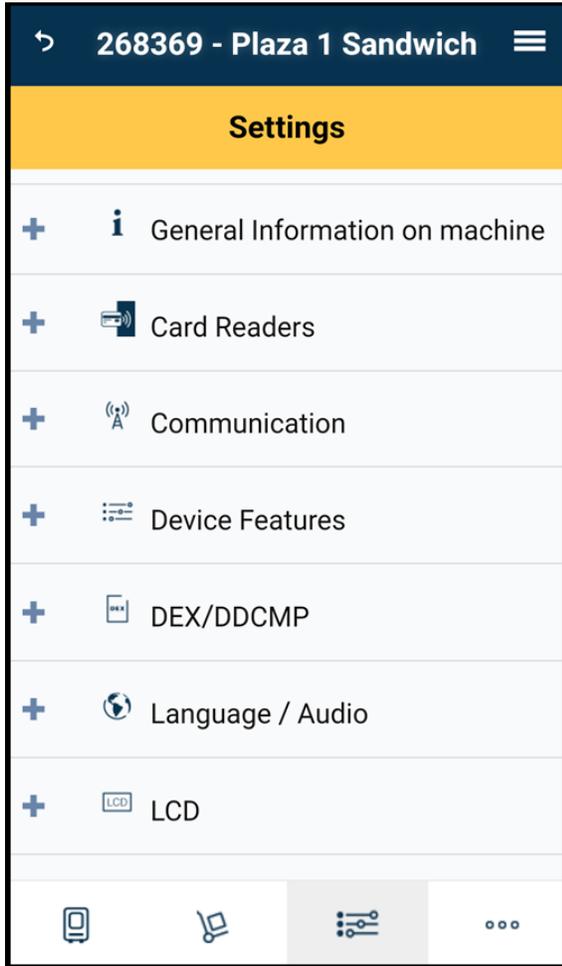


Tapping a machine in this list will give the settings of the machine starting on the **'Dashboard'** page.

The button on the bottom bar is an icon of a vending machine and is in the lower left.

The next button (2nd) on the bottom bar is the **'Inventory Status'** page. This button looks like a hand-truck dolly with a box on it.

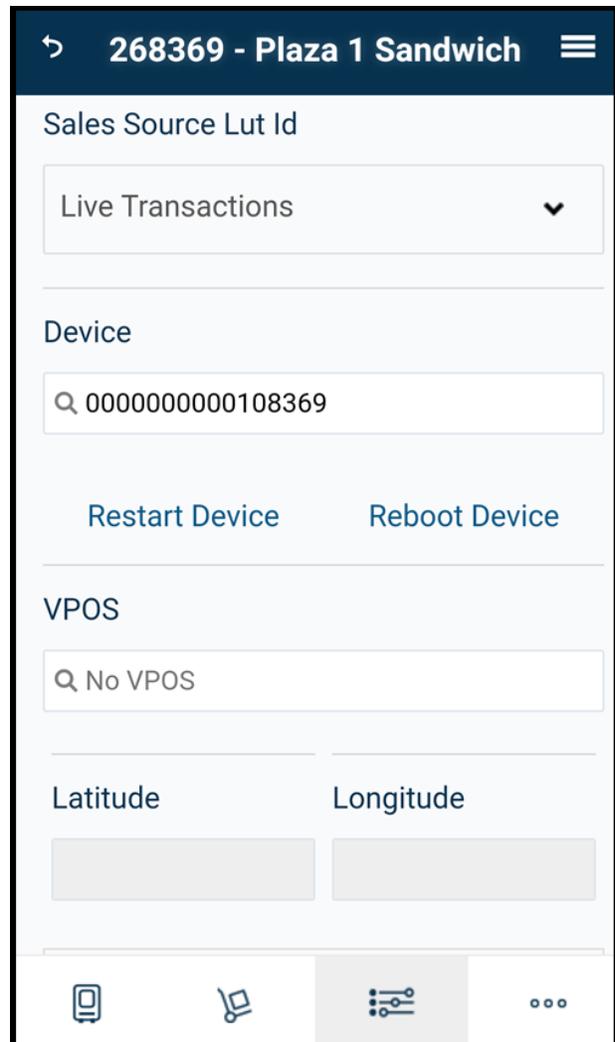


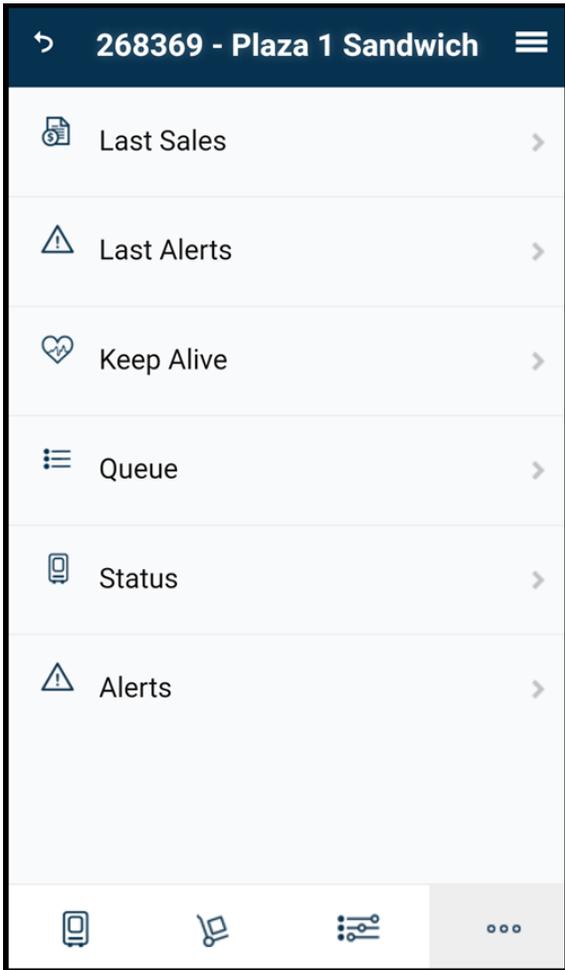


The 3rd button on the bottom bar looks like 3 adjustable slider settings for audio volume controls or something similar to musical notes on a composing music sheet. This brings you to the 'Settings' page.

Expand the 'General Information on machine' section to swap a device serial number in that machine.

From here operators can also do a remote 'Restart Device' and 'Reboot Device' command.





The last (4th) button on the bottom bar bring you to an **'Information'** page and looks like 3 horizontal dots.

Here operators can access data from machines regarding the last sales, last alerts, keep alive, queue, and status.

This is the some of the same data provided on the website under the **'Info'** button of the machine.

## CONTACT US

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