Attending to the Unattended

Nayax Payment System

The Hardware

MDB

Insert the cable to MDB/DEX socket in the bottom of Amit 3

Pulse

Insert the cable to I/O socket in the bottom of Amit 3
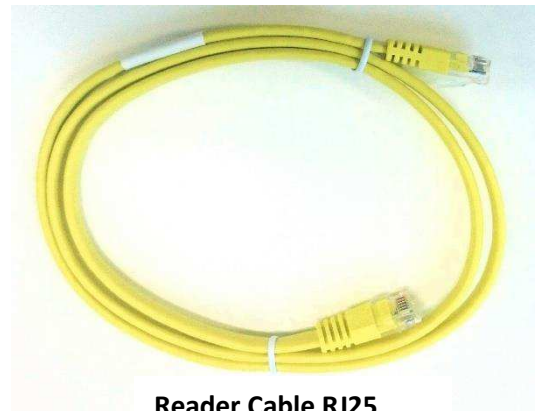
Antenna

VPOS

SIM

AMIT 3.0

Reader Cable RJ25

Communication Method

Communication with the back-end server

The AMIT 3 communicates with our servers through GSM (Global System for Mobile communication) via a SIM card or through LAN (Local Area Network) via a ethernet cable (LAN socket is required).

Communication with the VMC (Vending Machine Controller Board)

The AMIT 3 communicates with the VMC either via the MDB (Multi Drop Bus) cable alone or with the MDB cable together with the DEX (Data Exchange) cable.

MDB Cable	DEX Cable	SIM Installation

Device Installation Procedure

1. Power down the vending machine.
2. Insert the SIM into the AMIT.
3. Set in place the VPOS.
4. Set in place the AMIT.
5. Connect MDB/Pulse Cables, DEX Cable, Reader Cable, Antenna.
6. Turn on the vending machine.
7. Complete a test transaction;
   a. Ensure Audio is working.
   b. Ensure Welcome Message is correct.
   c. Ensure Authorisation completes.
   d. Ensure that the product vend.
   e. Check that correct price was applied to sale.

The Telemetry System

What is the telemetry system?

The AMIT is the main device that is responsible for sending information from the vending machine to the Nayax back office system. This is otherwise known as "Telemetry". Telemetry is an automated machine communication process whereby data is collected from one device and transmitted via monitoring equipment to the Nayax back office system.

The communication flow is as follows: VMC > AMIT > Nayax back-office system.

This 'data' is sent via one of two ways. Either via the **'DEX file'** or by **'Live Transaction'** data. The **DEX file** is stored on the vending machines controller board and acts in a similar way to a cars odometer. It simply counts, records and stores various information about the machine and its sales. The DEX file is usually read from the vending machines controller board at a set scheduled period. Data can also be sent via **Live Transaction**, which means that sales data on the vending machine is sent immediately to the Nayax back office system.

Operating and Testing

1. Turn the machine on.
   a. Make sure the products are present.
   b. Make sure prices are set.
   c. Make sure the door switch does not inhibit the machine's work state.
2. Once the machine is powered up, a system self-test will begin automatically.
   a. SIM card check.
   b. GPRS/GSM/4G communication check.
   c. Server connectivity check.
3. Once the LCD screen displays it welcome message such as, "Please present card", perform the following transactions and ensure that the audio message and LCD message during the transaction are working.
   a. A cash purchase – check that correct price was charged.
   b. A credit card purchase – check that the correct price was charged.
   c. A card vend cancel – check that credit is not retained on transaction.

   Once all purchases are successfully completed the unit is fully installed and ready to use.

Troubleshooting (DEX and Communication)

Recommended Tools for Troubleshooting

- Spare full Nayax set: AMIT + VPOS+ Cables + Antenna.
- Prepaid test card.
- Standard set of screwdrivers.
- Smart phone with the MoMa app installed.

General VMC Error "V00 – V07"

If the card reader displays the message "V00 – V07", there is a communication problem between Nayax hardware and the controller board of the vending machine, and you will need to check the following;

- Check all the cables and connections of the hardware.
- Ensure that vending machine controller board has the correct updates that it might require in order to work with a card reader.
- Check that the service settings of the vending machine controller board are set to work with an attached card reader.

Network Error: M0*** or Network FLR (Network issue / Coverage / SIM / Antenna)

- Place the antenna on the outside of the vending machine to increase the signal strength.
- Install a hi-gain antenna to increase the signal strength.
- Connect the machine via the local area network (see network administrator).

DEX error: DEX RX Timeout

- Check that the DEX cable is secure.
- Ensure that the vending machine supports DEX.
- Ensure that the AMIT is not having hardware related problems and is clear of error messages.

No cashless sales since last visit

- Ensure that there are no general VMC errors or Network errors.
- Check the VPOS and ensure that the LCD screen is lighting up correctly and displaying the correct welcome message.
- Complete a test transaction using the VPOS.

No cash sales since last visit

- Check the Coin and Note mechanisms.
- Ensure that the Coin and Note mechanism are connected properly.
- Make sure the machine has the ability to send cash sales notifications.

Cashless troubleshooting

When troubleshooting cashless problems ensure that you have a prepaid card or FOB loaded with credit or a credit card.

- If there is a message displayed on the VPOS "VPOS not ready" and the message will not go away after restarting the AMIT or the vending machine you need to replace the VPOS and test.
- If there is no response when a card is 'tapped'.
  - o Reboot the AMIT.
  - o Tap the card and hold it near the VPOS for 2-3 seconds.
  - o Contact Nayax Support and ask them to resend the card reader settings to the device.
  - o If none of the above help to resolve the issue, then replace the VPOS with a working one.
- Speaker problems;
  - o If there is no sound or if the audio from the VPOS is malfunctioning in some manner, contact Nayax Support and have them resend the Audio settings of the device.
  - o Generally, speaker problems are the result of a hardware faulty and the VPOS will need to be replace.
- LCD screen problems;
  - o If there are black squares across the screen of the VPOS the device is stuck in a loop and should be replaced and sent to Nayax as part of the warranty.
  - o If the screen is dark, flickering, without power or displaying the welcome message incorrectly it should be replaced and sent to Nayax as part of the warranty.

NOTE: Please ensure that if you need to replace a device that the changes to the back-end office have been completed.
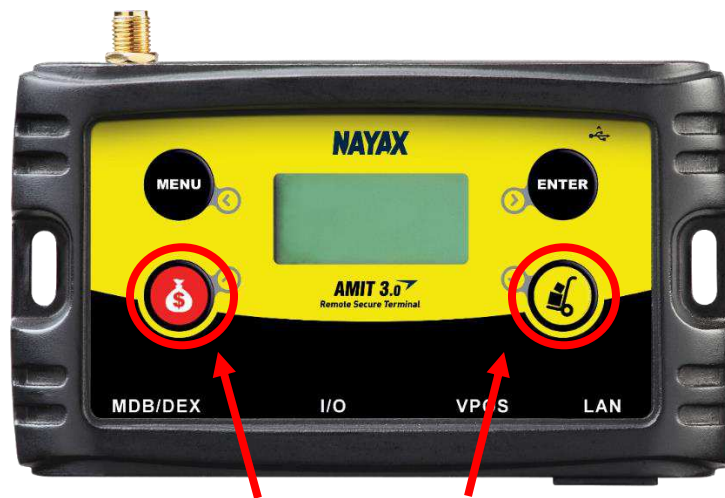
How to restart the AMIT
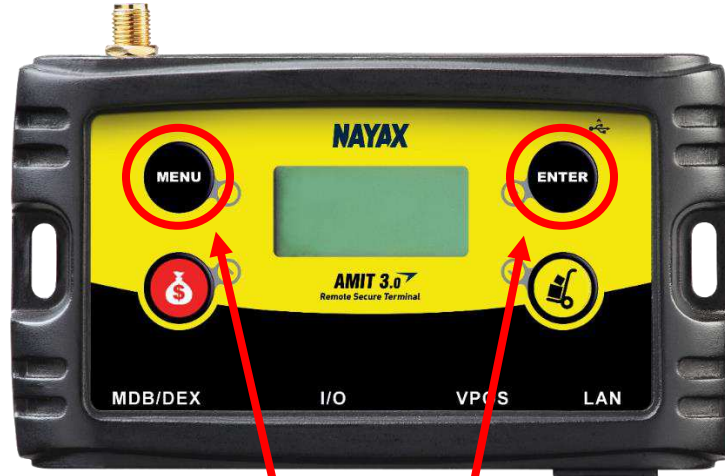
To restart the NAYAX telemetry system, simply press and hold the two black buttons until the screen goes dark.

How to reset the AMIT

Follow the above instructions on "How to restart the AMIT", then as soon as the screen goes dark, quickly press and hold the "Cash" and "Trolley" button until the screen turns of again. It will then switch on as normal.

After a restart quickly press and hold these two buttons to reset the AMIT

Appendix: Error Codes

On the Nayax Amit 3 device the hardware errors are represented this way;

In case of failure preventing normal operation the Nayax system will be in "Cash Only" mode.

The failure will be reported as a combination of error codes. For example, V00 and M000.

Error Code	Description
	MDB related. V..
V00	No communication with VMC (MDB Master)
V01	MDB is in 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	Cancel State
V06	Vend State
	Modem related. M...
M000	Modem will be restarted

In case of modem failure Application can start modem restart countdown. In this case following message will be shown;

RR	Description
10.XXX	Not registered in GSM/GPRS Network
11.XXX	TCP/IP Session Failure
12.XXX	No Connect. Can not connect to Server
13.XXX	Modem reply Timeout (wrong or no reply)
14.XXX	Error reported by modem
15.XXX	No response on AT Command
16.XXX	SIM not ready
17.XXX	Can not pass to Command Mode
18.XXX	Modem is not ready
19.XXX	Unknown GSM operator, APN not defined
20.XXX	Low RSSI or BER problem
21.XXX	Can't resolve IP from URL
22.XXX	Problem with Server