

# Antenna Placement

- You get the Most Consistent & Reliable Results by placing the antenna on top of the vending cabinet
- An optional Secure Mount External Antenna helps with Performance & Security
- Things to consider...
  - Radio waves move in a straight line between our antenna and the antenna on the cell tower
  - They do not go around obstacles – they go through them if they can
  - Glass and wood are no problem but steel and concrete pose a real challenge
  - Consider heating ducts, plumbing and other such obstacles

# Cellular Connectivity

- If Nayax Device buttons don't make a sound:

*This indicates inability to connect to server*

- 1.Place antenna on top of vending cabinet
  - 2.Ensure stick portion of antenna is firmly screwed into the magnetic base
  - 3.Ensure antenna cable is firmly connected to modem
  - 4.Single press Reset Button (on back of Nayax Device just below the big gray connector) and wait for "Swipe Card/Dial" Message
- ❖Continued issues need to be assessed by Nayax Support

# Displaying Signal Strength at Machine

1. First place antenna on top of machine, verify connections, reset modem and wait for “Swipe Card/Dial” Message

2. Hold both buttons until melody is played

3. Press Red Button at (> Modem) prompt

4. Press Red Button again at (> RSSI) prompt

5. Reader Display shows RSSI (signal strength) while you move antenna to find best placement

➤ RSSI range is: (0 to 31) - You want an RSSI of 12 or better

6. Return to Sell Mode: press...

➤ Red, then Yellow until reader display shows: “>Goup”

➤ Red, then Yellow until reader display shows: “>Exit Menu”

➤ Red

—~ OR ~ You can just Press the Reset Button on back of Nayax Device just below the big gray connector

# Failed DEX Reads

*Reader Display showing “Handshake 0 / Handshake 1”*

*(when you Single Press Red or Yellow Button) indicates failure to read*

*DEX:*

- 1.Ensure DEX Plug is securely inserted in DEX Socket
- 2.Verify DEX with Hand Held device (if you have one)
- 3.Reseat our cable harness...
  - a.Power down machine
  - b.Disconnect large gray connector from Arrow box
  - c.Ensure no bent pins
  - d.Reconnect firmly, tighten thumbscrews
  - e.Power back up and retry (single press red button)
- 4.Verify controller firmware level & download cable

# Cash Only

*Always take note of error code on 2nd line*

- “V0x” points to Vending Controller

Communications – try power cycling machine

- “M0x” points to Cellular Connectivity – go to Cellular Connectivity
- Countdown points to Cellular Connectivity

# Pressing Buttons

- Service Press – Single Press red or yellow
  - Watch card reader display for “Success” (or listen for 4 ascending tones) which mean DEX read successfully
  - Listen for final three ascending tones which mean DEX successfully sent to server
- Send Signal Strength – Long Press Yellow (hold yellow button until device beeps twice - then release)
- Display Cashless Sales – Long Press Red (hold red button until device beeps twice - then release)