



VPOS Media 4

Quick Installation Guide

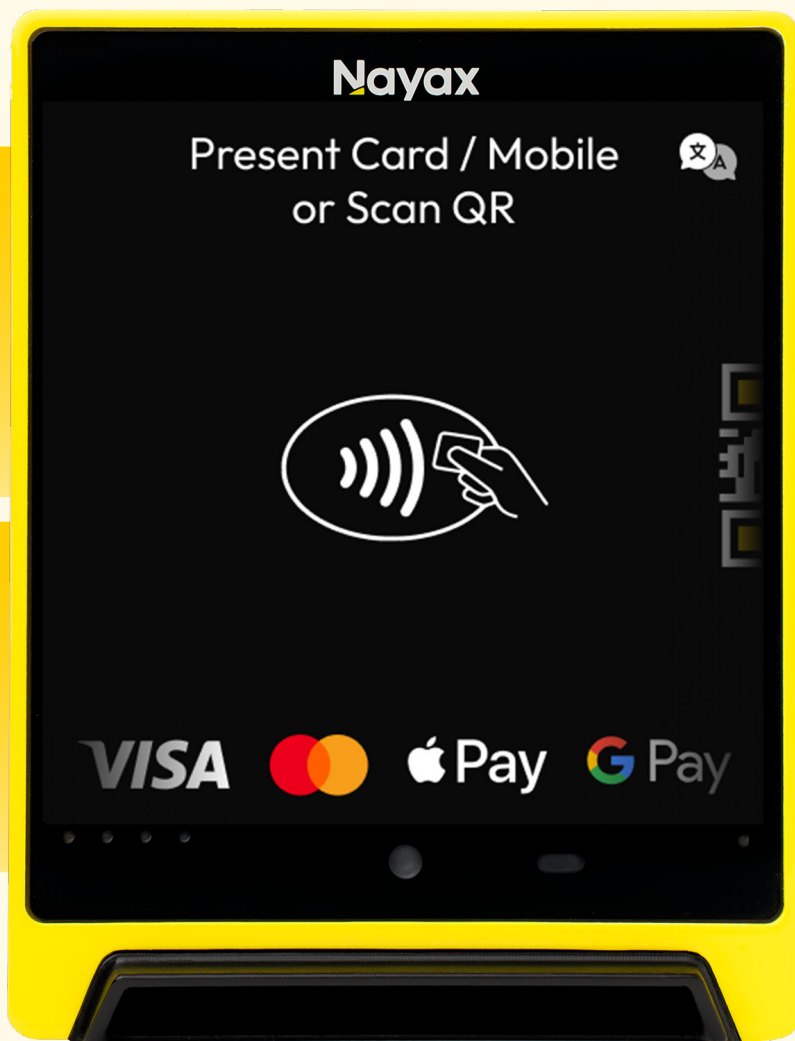


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Introduction

The **VPOS MEDIA 4** is a cashless payment terminal designed for various self-service environments, including vending machines, kiosks, kiddie rides, and other unattended automatic machines.

This guide provides step-by-step instructions for installing and configuring **VPOS Media 4** cashless payment terminals. It is intended for:

- **Technicians installing the device**
- **Machine operators manage the device**
- **System integrators are responsible for the configuration**

This guide covers:

- **Mounting the VPOS Media 4 device**
- **Connecting power and communication cables (Pulse, Marshall, LAN, 40 pin, SIM)**
- **Configuring system settings in Nayax Core**



What's in the Box

Each VPOS Media 4 package contains the following components:

Item	Description
VPOS Media 4 Device	All-in-one payment and telemetry terminal with a touchscreen, card reader, and communication interfaces.
External Antenna	Used to secure the device on vending machines, kiosks, or other installations.
Screws & Fasteners	Required for securing the device to the machine or mounting plate.

Specific Components Not Included By Default

Some components for the VPOS Media 4 are not included by default and are supplied as separate accessories for specific machine integrations or protocol requirements. See the table below for details and necessary actions.

Item	Description
Marshall, or Pulse Cable	Not included by default. Required only for specific machine integrations.

Pre-Installation Requirements

Before beginning the installation, ensure that the following requirements are met:

Nayax Core Setup and PCI Activation

The device must be attached to a core machine and correctly set up in [Nayax Core](#) to perform transactions. Incorrect configuration may cause transaction failures.

To accept credit cards, the device must be PCI-compliant and activated. Complete the PCI activation process at activate.nayax.com. This involves filling out a wizard-type form.

Power

Ensure that the power adapter can supply the required voltage and current as specified in the "Power Supply" row of the "Product Specifications" section of this manual.

Connectivity

- **Ethernet:** Requires a network connection via an Ethernet (RJ-45) cable.
- **Wi-Fi:** Configurable via Nayax Core or the Technician App.
- **SIM:** VPOS Media 4 uses an eSIM (embedded SIM). Activation is automatic.

Tools

- **Torque Screwdriver:** To ensure screws are tightened with the defined torque (Nm).
- **Torque Swiss Spanner Wrench:** Recommended for tightening adapter nuts during internal installations. The required torque ranges from 0.9 Nm to 1 Nm. The spanner wrench is not included in the kit.
- **Drill and stencil:** Required for external installations where drilling is necessary.

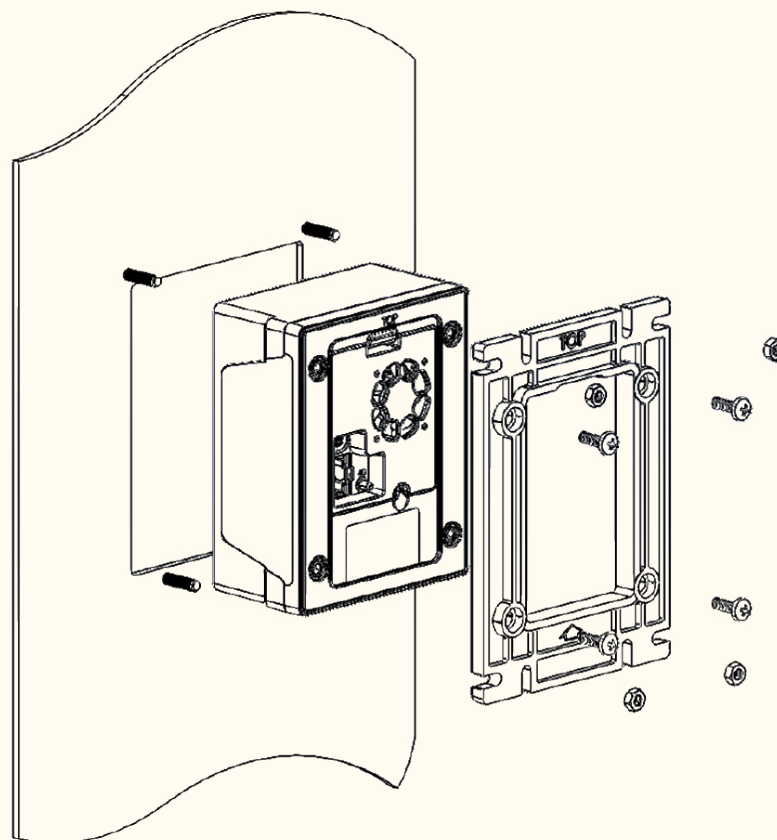
Installation Steps

Mount the VPOS MEDIA 4 Device

Option A: Internal Installation (Using a Bill Acceptor Window)

1. Ensure that the rear sealer of the device is assembled correctly and without any damage before installation. Chip & PIN (EMV Transactions): Inserted card payments.
2. Assemble the mounting plate to the VPOS MEDIA 4 device. The mounting plate is supplied as an unassembled accessory inside the device's box. Attach it using the 4 original screws with a torque of 0.9 Nm.
3. Insert the device into the bill acceptor slot and assemble it onto the installation studs.
4. Secure the device on the installation studs using the provided nuts. Tighten the nuts with a torque of 0.9 Nm.
5. Connect the cables to the device.

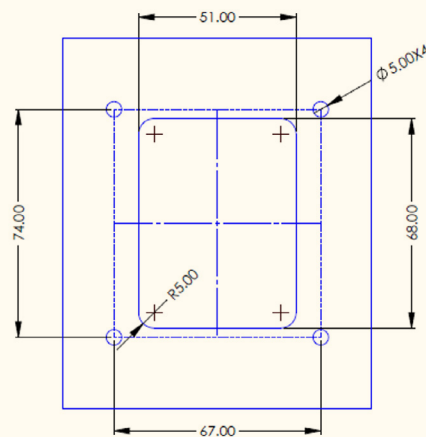
VPOS Media 4 internal mounting



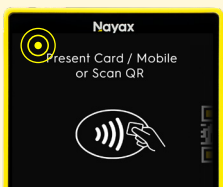
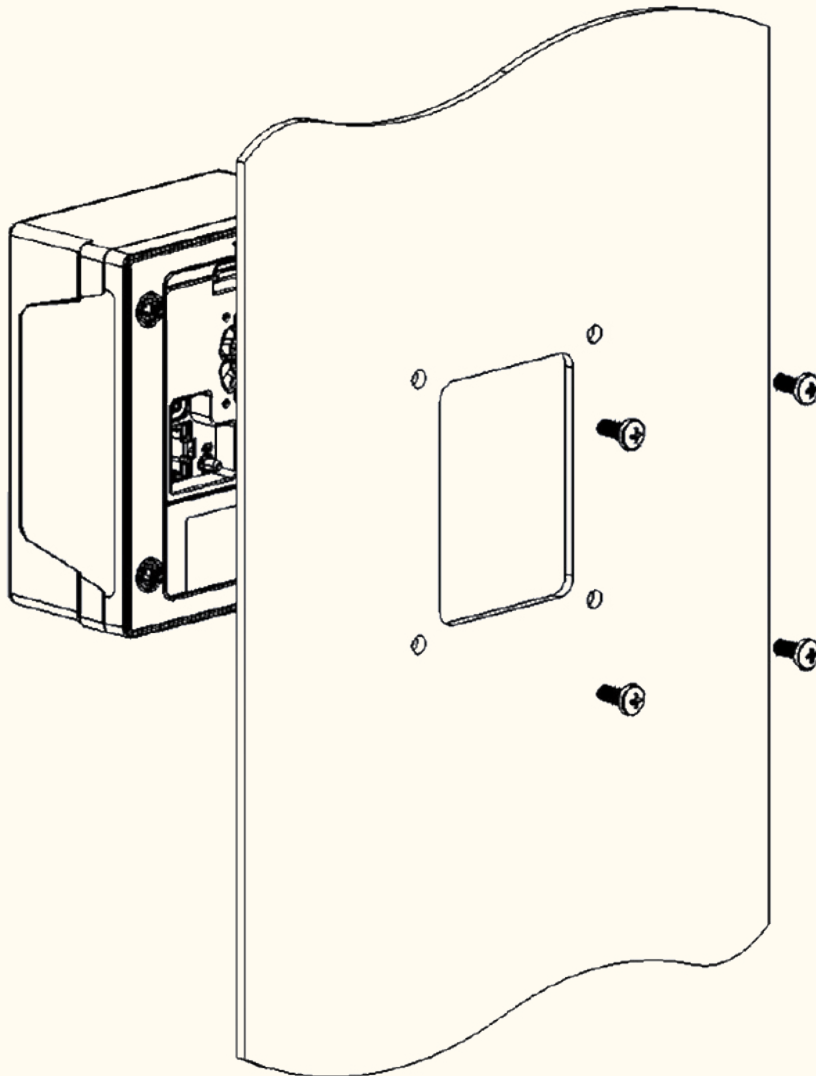
Option B: External Installation (When No Bill Acceptor Window Is Available)

1. Select a flat, accessible surface on the machine for mounting.
2. Use the stencil to mark and drill:
 - a. Four 5 mm mounting screw holes.
 - b. Make the window for the cables and ventilation according to the stencil.
3. Secure the device using the provided screws.
4. Clean the installation area of burrs after drilling.
5. Ensure the device's rear seal is assembled correctly and undamaged before installation.
6. Pass the cables through the hole and connect them to the device:
 - a. Connect the device to power:
 - I. **VPOS MEDIA 4:** Connect the 40 pin cable to the machine (primary power source).
 - b. At least one of the following must be available for network connectivity:
 - I. **SIM:** VPOS Media 4 uses an eSIM (embedded SIM) (activation is automatic).
 - c. Attach the external antenna to improve signal strength if required.
7. Secure the device using the original screws with a torque of 0.9 Nm.

VPOS Media 4 stencil



VPOS Media 4 external mounting



Accessing the Device Menu:

For operator and technician access to "Device Information" and other troubleshooting options, tap the top-left corner of the screen 5 times.

Note:

If using Wi-Fi or SIM, ensure the machine is within a good signal range. If using Ethernet, verify that the cable is securely connected and operational.

Testing the Installation

1 Power On the Device

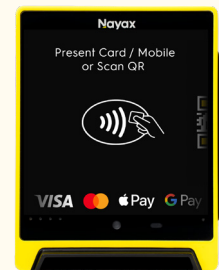
1. Turn on the machine.
2. The VPOS MEDIA 4 will automatically power up and begin its self-test process.



2 Self-Test Process

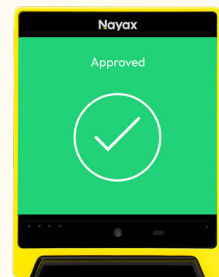
The device will run a self-test to check:

- Hardware components (screen, keypad, sensors).
- Connectivity (Ethernet, Wi-Fi, 4G LTE).
- Payment system readiness (NFC, EMV, magnetic stripe).



3 Perform a Test Transaction

1. Select an item on the machine.
2. Process a test payment using NFC, Chip & PIN, or Magnetic Stripe.
3. Confirm that:
 - The payment is approved.
 - The machine dispenses the product.
 - The transaction appears in Nayax Core reports.



Troubleshooting

If you encounter issues with the VPOS Media 4 device, refer to this guide to diagnose and resolve common problems before contacting Nayax Support.



Tip:

Many installation and connectivity issues can be resolved by following the Pre-Installation Requirements section and checking the Nayax Core setup before troubleshooting.

Common Issues & Solutions

Issue	Possible Cause	Solution
Device Does Not Power On	<ul style="list-style-type: none"> The machine is not supplying the correct voltage input. Loose or disconnected power cable. Faulty power source. 	<ul style="list-style-type: none"> Verify the correct voltage for the device: 12-42V DC via MDB (primary power source). Ensure all cables are securely connected and check for any visible damage.
Device Does Not Power On	<ul style="list-style-type: none"> Ethernet cable is disconnected, or network equipment is misconfigured. Wi-Fi SSID or password is incorrect. Poor SIM signal or incorrect SIM settings. Network settings not configured in Nayax Core. 	<p>If using Ethernet, ensure the LAN cable is securely connected and check network routing/firewall settings:</p> <ul style="list-style-type: none"> If using Wi-Fi, verify the credentials in the Technician App or Nayax Core. If using SIM, ensure the device has network coverage. Restart the device and check Nayax Core logs for connection attempts.
Payment Transactions Fail	<ul style="list-style-type: none"> The payment method is not enabled in Nayax Core. Poor network connectivity. The card reader is dirty or damaged. 	<ul style="list-style-type: none"> Log in to Nayax Core and confirm that NFC, Chip, and Swipe payments are enabled. Verify that general payment options like credit card processing are properly configured (contact Nayax if you are unsure). Verify network stability and retry the transaction.

Tamper Alert Triggered	<ul style="list-style-type: none"> The device was physically opened and received a strong impact, activating the tamper switch. 	<ul style="list-style-type: none"> If tampering is detected, the device will lock permanently and require Return Merchandise Authorization (RMA) for servicing. There is no remote reset option for tamper alerts—contact Nayax Support for instructions.
The Device is Frozen or Unresponsive	<ul style="list-style-type: none"> Software crash or connectivity issue. 	<ul style="list-style-type: none"> Restart the device following the proper power cycle procedure. Disconnect the power and wait until all indicator lights turn off before reconnecting.

Contact

For technical support, warranty inquiries, or additional assistance, contact Nayax Support through the following channels.

Nayax Support Contact Information

Support Method	Details
Phone	+1-301-591-2696
Email	support@nayax.com
Help Center	Nayax Support Portal
Help Center	Nayax Documentation

Before Contacting Support:

To help Nayax Support resolve your issue efficiently, have the following details ready:

- Device serial number (located on the back of the device).
- Issue description, including troubleshooting steps that have already been attempted.
- Screenshots or error messages.



Regional Support

Check for local Nayax offices on the [Nayax Website](#) or contact your authorized distributor for region-specific support.

QR Code for Support Portal:

