



VPOS Media 4

User Manual

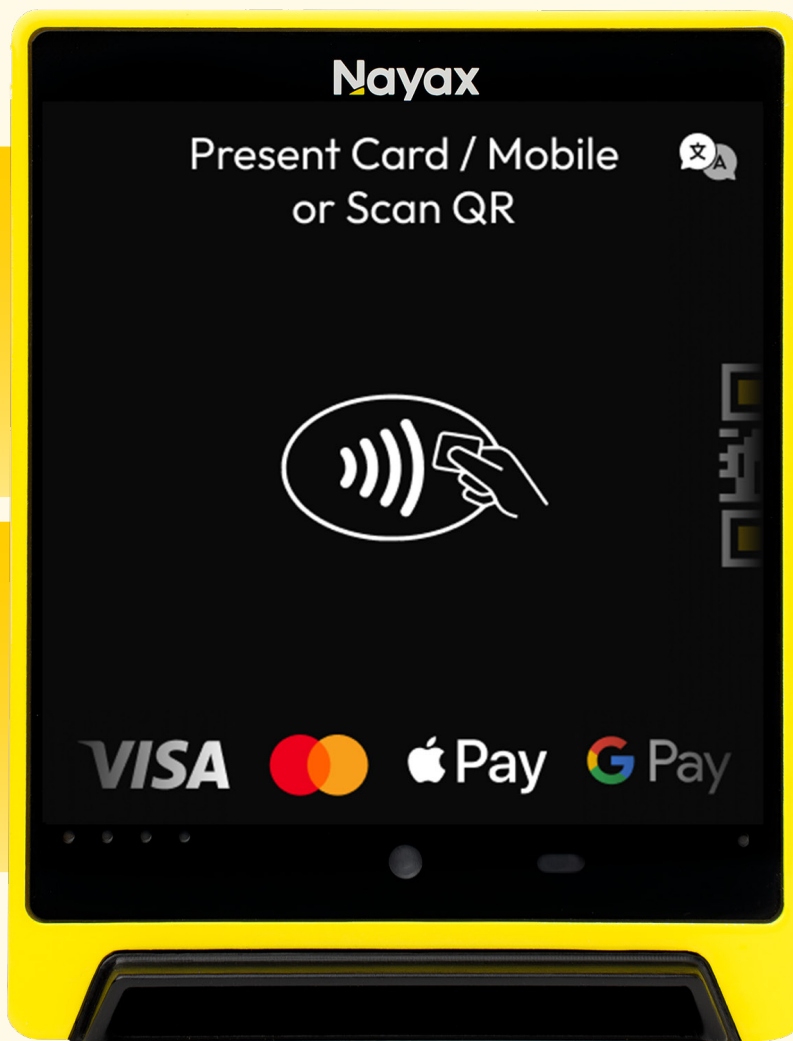


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General Information

Purpose of This Manual

This manual provides detailed instructions for installing, operating, and maintaining the VPOS Media 4 device. It is designed to assist technicians, operators of automated and self-service machines, and system integrators in setting up and using the device effectively.

Intended Audience

This manual is intended for:

Technicians:

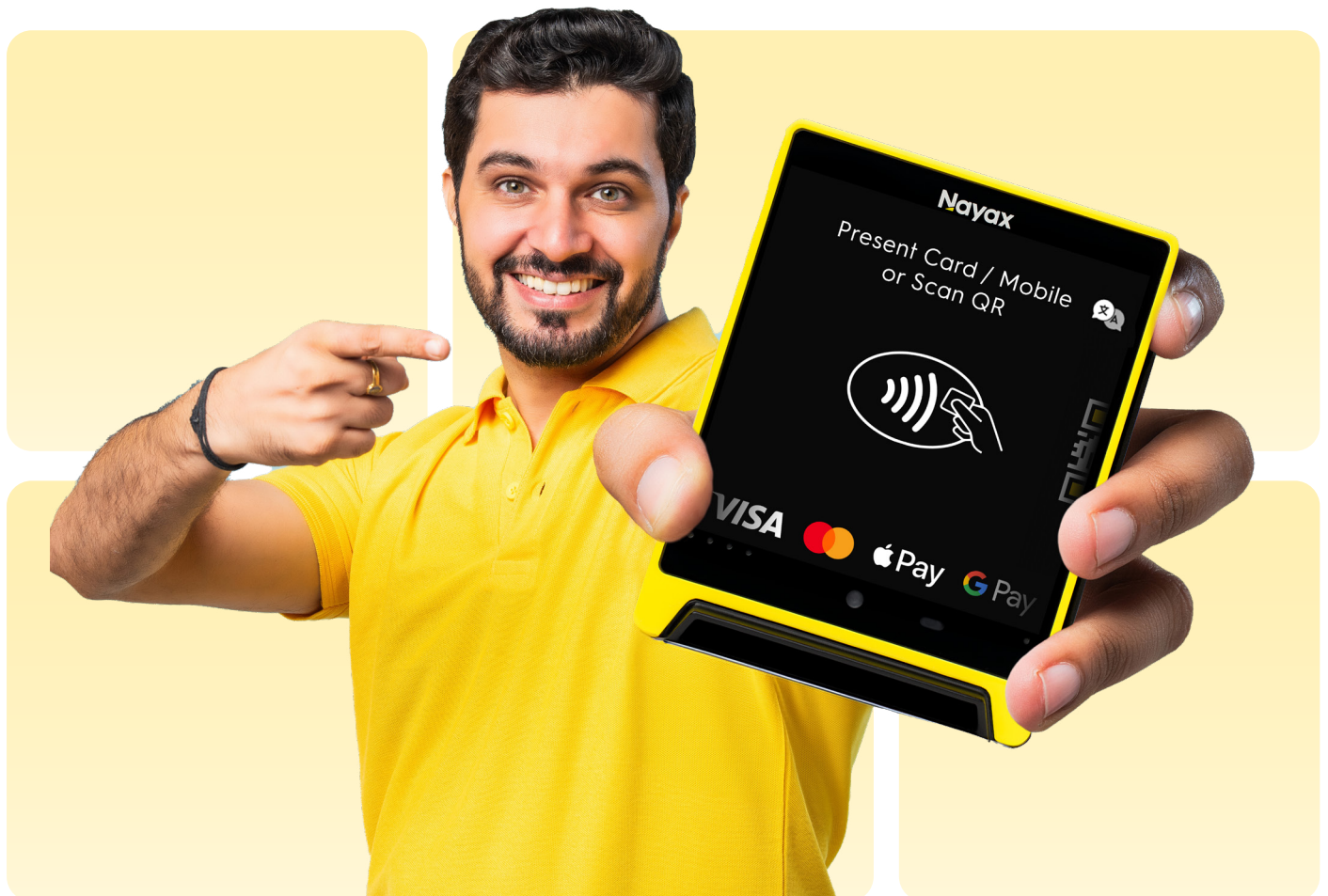
Responsible for physical installation, wiring, and maintenance.

Vending Operators:

Managing machine integration, transaction monitoring, and payment processing.

System Integrators:




Configuring connectivity, software settings, and backend integration with [Nayax Core](#).



Legal Information

Warning Notice System

This section provides an overview of the symbols used throughout this manual to highlight important safety and operational guidelines.

Symbol	Description
 Warning	Indicates a potentially hazardous situation that could result in injury or equipment damage. Follow safety guidelines to avoid risks.
 Caution	Advises precautions to prevent equipment failure or data loss. Handle components carefully and follow recommended procedures.
 Note	Highlights helpful tips, best practices, or additional information to enhance understanding and usability.

Trademarks

The following trademarks and registered trademarks are acknowledged in this manual:

- Nayax™ is a registered trademark of Nayax Ltd.
- VPOS Media™ is a proprietary product of Nayax Ltd.
- Other product names and company names mentioned in this manual may be trademarks of their respective owners. All trademarks remain the property of their respective holders.

Unauthorized use, reproduction, or distribution of these trademarks is strictly prohibited.

Disclaimer of Liability

This manual is intended to provide guidance on the installation, operation, and maintenance of the VPOS Media 4 device. While all efforts have been made to ensure accuracy, Nayax Ltd. assumes no responsibility for errors, omissions, or damages resulting from improper installation, use, or unauthorized modifications.

Liability Limitations:

- **Unauthorized modifications:** Alterations to the VPOS Media 4 hardware or software may void the warranty and regulatory certifications. Nayax Ltd. is not liable for damages resulting from unauthorized changes.
- **Third-party accessories:** Using non-approved cables, power adapters, or accessories may cause device malfunctions or permanent damage. Only Nayax-approved components should be used.
- **Operational responsibility:** Customers are responsible for proper configuration and maintenance. Regulatory adherence: The user is responsible for ensuring compliance with local laws and industry-specific guidelines.

By using this product, the operator assumes all associated risks related to the installation, configuration, and operation of VPOS Media 4.

Applicable Standards & Certifications

The VPOS Media 4 device meets industry compliance requirements and holds the following certifications:

- PCI DSS
- PCI PTS
- CE
- FCC
- IC
- RCM
- RoHS

For additional compliance details, visit the [Nayax Support Portal](#).
or contact the Nayax Compliance Team.

Software License Agreement (Pending Legal Review)

The VPOS Media 4 software may be subject to a software licensing agreement defining usage restrictions, software updates, and proprietary compliance conditions.

If applicable, the Software License Agreement will be:

- Provided as part of the device documentation upon purchase.
- Displayed during initial system configuration in [Nayax Core](#).
- Accessible via the Nayax Customer Portal for reference.

The terms of the Software License Agreement may be subject to updates and changes. Users should verify the latest version on the Nayax Customer Portal.










For inquiries related to software licensing, contact Nayax Ltd. directly.

Safety Information

This section provides precautions and safety guidelines to ensure the proper and secure operation of the VPOS Media 4 device. Failure to follow these precautions may result in injury, device damage, or non-compliance with safety regulations.






General Safety Precautions

To ensure safe operation, follow these general safety guidelines:

Symbol	Description
 Warning	Do not expose the device to extreme heat, direct sunlight, or open flames, which may damage internal components.
 Warning	Avoid moisture and liquids near the device to prevent electrical short circuits or hardware failure.
 Warning	Do not disassemble or modify the device. This voids the warranty and may compromise security features.
 Warning	Power off the machine before connecting or disconnecting cables to avoid electrical hazards.
 Caution	Use only a compatible power supply based on the VPOS Media 4 model: VPOS Media 4 supports 12-42V DC via MDB connection.
 Caution	Ensure the power source meets the required voltage and current specifications to prevent device failure.
 Note	If the device malfunctions or displays an error, refer to the Troubleshooting section.
 Note	Regularly inspect the device for wear, damage, or loose connections.
 Note	Ensure secure mounting to prevent vibration-related issues.





Electrical Safety

To avoid electric shock and damage to the device, follow these electrical safety recommendations:

Symbol	Description
 Warning	Disconnect power before servicing or handling the device.
 Warning	Do not use the device if the power cables or connectors are damaged.
 Warning	Use only certified electrical outlets and avoid overloading circuits.
 Caution	If the device is installed externally, ensure it is protected from rain and extreme weather conditions.
 Caution	Securely fasten all cables and ensure they are not bent to avoid signal or power interruptions.

Security & Tamper Prevention

The VPOS Media 4 device includes tamper detection mechanisms to ensure secure transactions.

Symbol	Description
 Warning	<p>If the tamper alert is triggered, the device will lock itself permanently and require an RMA (Return Merchandise Authorization) process through Nayax Support for replacement.</p> <p>A tamper alert may be triggered by unauthorized opening and a significant physical shock (e.g., dropping the device).</p> <p>There is currently no remote reset option for tamper alerts. If triggered, contact Nayax Support for verification and next steps</p>
 Caution	Do not remove security labels or open the device casing, as this voids the warranty.
 Note	If tampering is detected, contact Nayax Support for verification and reset procedures.
 Warning	Ensure the device is mounted securely to prevent unauthorized removal.

Product Information

The VPOS Media 4 is a cashless payment terminal designed for unattended payment systems, including:

- Vending Machines
- Kiosks & Smart Retail
- EV Chargers
- Laundromats
- Car Washes & Other Self-Service Environments

The VPOS Media family supports multiple payment methods and connectivity options optimized for automated and self-service machines, kiosks, EV chargers, and self-service environments. See the model comparison table for specific interface compatibility.

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.
Mounting Plate	Used to secure the device on vending machines, kiosks, or other installations.
External Antenna	Included with VPOS Media 4 for optional improved connectivity. (VPOS Media 4 has an internal integrated antenna.)
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.

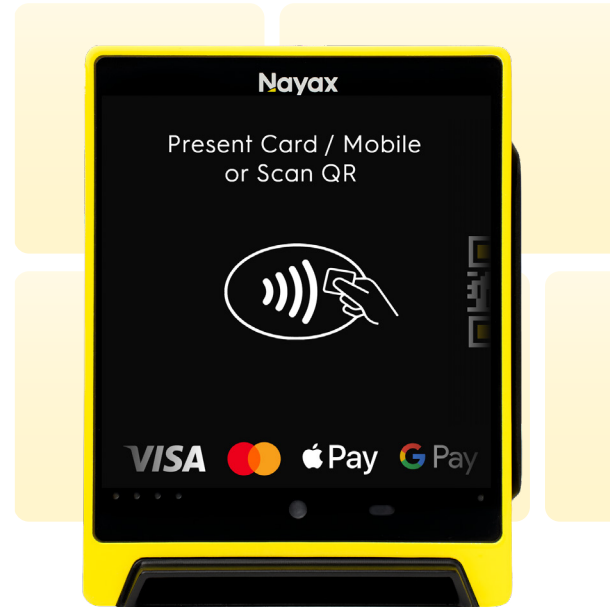
Item	Description
Marshall, or Pulse Cable	Not included by default. Required only for specific machine integrations.

Product Overview

The VPOS Media 4 device includes multiple interfaces and components designed for seamless operation.

Front View:

- **Touchscreen Display:** Provides an intuitive user interface for transaction management
- **NFC Contactless Zone:** Supports tap-to-pay transactions.
- **Chip & PIN (EMV Reader):** Allows secure smart card payments with PIN authentication.
- **Magnetic Stripe Reader:** Accepts swipe card transactions.



Back View:

- **SIM Card Slot:** Media 4 has the option to install a physical SIM card if necessary to improve connectivity.
- **MDB Connector:** Required for MDB automated and self-service machine integration.
- **Power Connector:** Supports USB-C or MDB-based power input.
- **Antenna Port:** Allows connection of external antennas when necessary.



Device Specifications

This section provides detailed technical specifications for the VPOS Media 4 device. It outlines the core features, environmental tolerances, and compliance standards to ensure optimal performance and adherence to security regulations.

Installation Environment	
VPOS Media 4 Device	All-in-one payment and telemetry terminal with a touchscreen, card reader, and communication interfaces.
Mounting Plate	Used to secure the device on vending machines, kiosks, or other installations.
External Antenna	Included with VPOS Media 4 for optional improved connectivity. (VPOS Media 4 has an internal integrated antenna.)
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Physical Dimensions	
Height	Height 107 mm / 4.2"
Width	85 mm / 3.3"
Depth	Depth 47 mm / 1.8"
Weight	340 g
Interface & Management	
Display	4" Colour LCD touch screen, 480 x 480 Pixels
Architecture	4 x Cortex A53 @ 1.3GHz
Audio	Speaker
Localization	Speaker
Electrical	FCC, CE

Payment Certifications	PCI-PTS, EMV Contact L1/L2, Contactless L1, FeliCa, MasterCard TQM, Visa, Mastercard, Amex, Discover, JCB, Interac
Communication	4G Global, GPS (+GLONASS + BD), Ethernet, Bluetooth 4.2, WiFi (2.4GHz + 5GHz) with built-in or external antenna
Cellular	4G CAT4, External antenna connector + internal backup antenna, 5 Region Module Configuration
SIM/SAM	nano SIM, nano SAM, eSIM
Power Supply	12-42V DC; supports graceful shutdown in the event of a power outage
Sensor	Time Of Flight sensor, internal temperature sensors, Accelerometer sensor for anti-vandalism
Ports	USB OTG, MDB Slave, MDB Master, 2 UART TTL, 2 RS232, DEX, MDB, 6 Pulse, External Reader, open-door input, external temperature sensor input, inhibit input



Note on Environmental Protection:

The VPOS Media 4 device is designed to meet various environmental standards. It is currently rated IP55, indicating protection against dust ingress and low-pressure water jets. This rating ensures reliable operation in outdoor environments.

Declaration of Conformity

Manufacturer's Name: NAYAX Ltd.

Manufacturer's Address: 3 Arik Einstein St., 1st Floor, Herzliya, 4659071, Israel

Declare, under its sole responsibility that the product:

Product Description: Cashless payment terminal

Product Model: VPOSM4

Brand Name or Trademark: NAYAX

Conforms with the relevant Union harmonization legislation

Article	Article	Article
3.1a Health	EN 62311:2008	Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0Hz - 300 GHz)
3.1a Safety	EN 62368-1:2014+A11:2017	Audio/video, information and communication technology equipment - Part 1: Safety requirements
3.1b EMC	EN 301 489-1 V2.1.1	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements
	EN 301 489-3 V2.1.1	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 3: Specific conditions for Short Range Devices (SRD) operating on frequencies between 9 kHz and 246 GHz
	EN 301 489-52 V1.1.0	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 52: Specific conditions for Cellular Communication User Equipment (UE) radio and ancillary equipment
Radio 3.2 Spectrum	EN 300 330 V2.1.1	Included with VPOS Media 4 for optional improved connectivity. (VPOS Media 4 has an internal integrated antenna.)
	EN 301 908-1 V15.1.1	IMT cellular networks; Harmonised Standard for access to radio spectrum; Part 1: Introduction and common requirements Release 15

RoHS:

- EN 62321-3-1:2014 Determination of certain substances in electrotechnical products - Part 3-1: Screening - Lead, mercury, cadmium, total chromium, and total bromine by X-ray fluorescence spectrometry.

RoHS:

- EN 62321-3-1:2014 Determination of certain substances in electrotechnical products - Part 3-1: Screening - Lead, mercury, cadmium, total chromium, and total bromine by X-ray fluorescence spectrometry.

The product complies with the requirements of the Radio Equipment Directive 2014/53/EU and the RoHS Directive 2011/65/EU and bears the corresponding marking.

Additional Information:

- Once this module has been incorporated into an end product, that end product must be re-assessed for compliance with the requirements of the Radio Equipment Directive 2014/53/EU.

WEEE Compliance (Waste Electrical and Electronic Equipment)

As per the WEEE Directive (2012/19/EU), electrical and electronic equipment must not be disposed of with unsorted municipal waste.



- **Proper Disposal:** At the end of their lifecycle, VPOS Media 4 devices must be collected separately and returned to a designated collection point for the recycling of electrical and electronic equipment.
- **Symbol:** The crossed-out wheeled bin symbol on the product or its packaging indicates that the product must be disposed of separately from household waste.

Cellular Bands and Transmission Power

This section provides a detailed overview of the cellular bands and maximum transmission power levels supported by the VPOS Media 4 device across different global markets.

Market	Global version
GSM	B2, B3, B5, B8
UMTS	B1, B2, B4, B5, B8
LTE	B1, B2, B3, B4, B5, B7, B8, B12, B17, B19, B20, B28, B38, B39, B40, B41

NFC - Frequency of 13.56Mhz with modulation of ASK, max power 30.41dbm.

Safety and Handling Instructions

This section outlines essential safety guidelines and handling instructions for the VPOS Media 4 device. To ensure safe and proper operation and to maintain your warranty's validity, it is strongly recommended that you read this manual thoroughly before using or servicing the device.

Environmental Outdoor Guidelines

It is recommended to avoid installing the device in direct sunlight to prevent any risk of burnout. Ensure the product is not exposed to any corrosive gas or liquid. It is essential to deploy the device in non-condensing conditions.

External Connection and Power Supply

All external circuits connected to the VPOS Media 4 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of sections 2.2 and 2.5 of the standard IEC60950-1:2005+/A1:2010 and IEC/EN62368-1:2014 ES1 section 5 and LPS according to Annex Q.

Warranty and Liability

Thank you for choosing Nayax. Please review the Nayax 24-month Limited Warranty Terms and Conditions, as outlined in your contract. In the unlikely event that your device requires repair service or for further information, please contact us at support@nayax.com. Your warranty will be void if the device is damaged due to vandalism and/or any corrosion issues.

Cleaning Instructions

You can use a soft, dry cloth for cleaning. If your device is very dirty, apply a small amount of alcohol to clean it. Make sure not to use organic solvents such as thinner and benzene.

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.

Backend Configuration in Nayax Core (Before Installation)

Before physically installing the device, complete the backend setup in Nayax Core to ensure seamless operation and transaction processing.

Register the Machine and Assign the Device:

- Log in to [Nayax Core](#) and ensure the machine is created and assigned to the operator. Then, attach the VPOS Media 4 device to the registered machine.

Configure Payment Methods:

Enable the supported payment methods:

- NFC (Near Field Communication): Apple Pay, Google Pay, and contactless cards.
- Chip & PIN (EMV Transactions): Inserted card payments.
- Magnetic Stripe: Swiped card transactions (if enabled by the merchant).

Set Up Pricing and Transaction Settings:

- Configure product pricing in Nayax Core if you want to use Nayax's pricing management features.



Note: Nayax manages transaction limits, taxes, and service fees.

Verify Network Connectivity:

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

Configure Pulse or Marshall Protocols (If Required):

- If the automated and self-service machine requires Pulse or Marshall integration, configure the correct settings in Nayax Core.
- Ensure the machine communication protocol matches the selected configuration.

Users can avoid connectivity and transaction errors by completing these steps before installation and ensuring the device is fully operational.

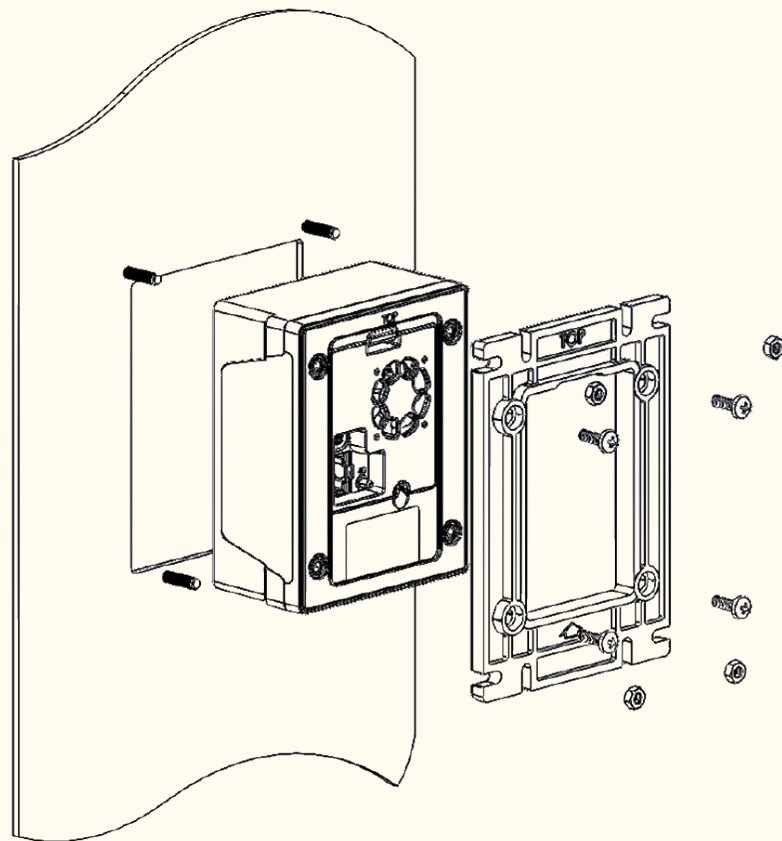
Installation Steps

Mount the VPOS MEDIA 4 Device

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

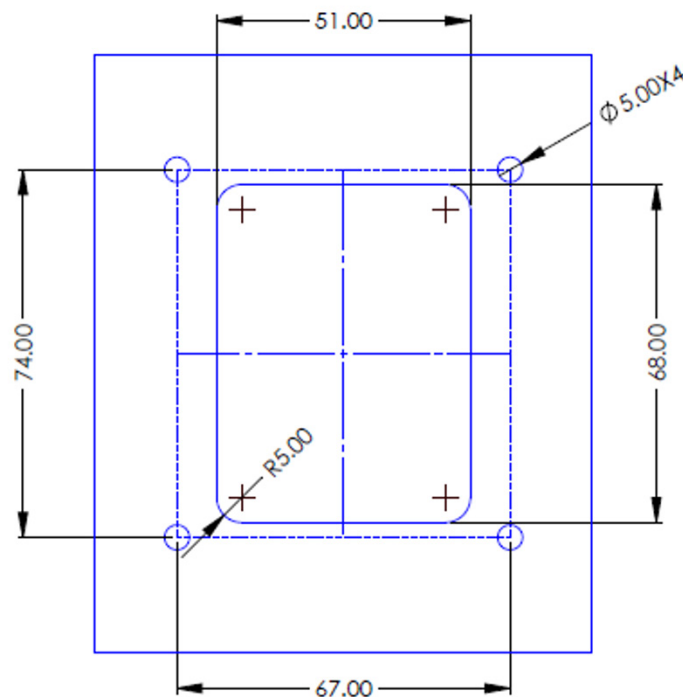
1. Ensure that the rear sealer of the device is assembled correctly and without any damage before installation. Chip & PIN (EMV Transactions): Inserted card payments.
2. Assemble the mounting plate to the VPOS MEDIA 4 device. The mounting plate is supplied as an unassembled accessory inside the device's gift 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



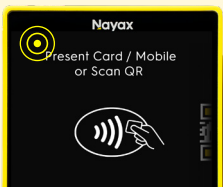
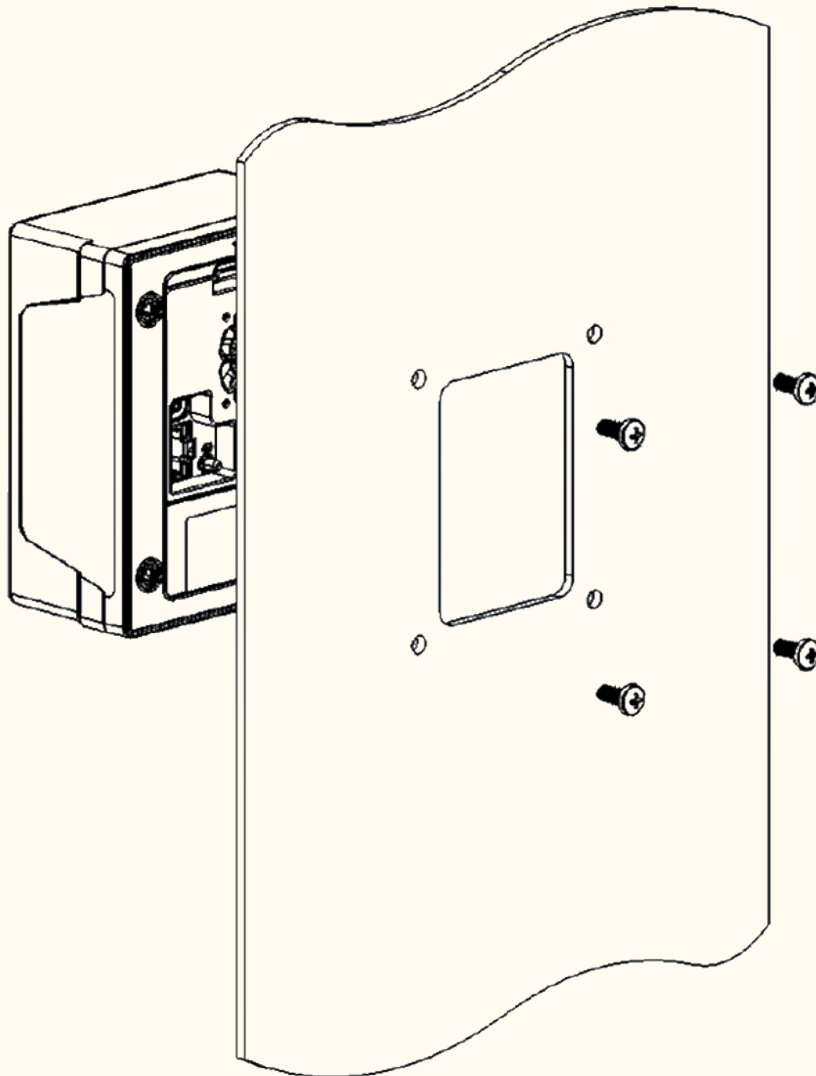
Option B: External Installation (When No Bill Acceptor Window Is Available)

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. Ethernet: Plug the RJ-45 cable into the network port.
 - ii. 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.

Backend Configuration

After installation,
complete the backend setup in Nayax Core:

1. Assign the VPOS Media 4 device to the appropriate automated and self-service machine.
2. Configure product pricing and payment settings.
3. Enable supported payment methods (NFC, EMV, Swipe).
4. Confirm that transactions sync with the [Nayax Core](#) dashboard. If the device is offline, it will not appear in Nayax Core until connectivity is restored.



Testing the Installation

1 Power On the Device

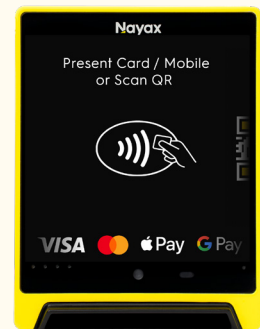
1. Turn on the machine.
2. The VPOS MEDIA 4 will automatically power up and begin its self-test process.



2 Self-Test Process

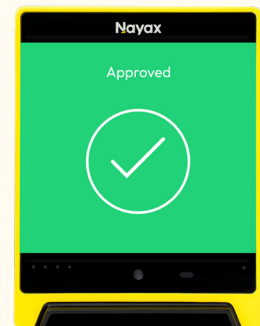
The device will run a self-test to check:

- 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.



Operation

This section provides step-by-step instructions on how to use the VPOS Media 4 device, including processing payments, navigating the interface, and handling errors during transactions.

Device Activation & Ownership Transfer

New Device Activation:

- Before first-time use, the VPOS Media 4 device must be assigned to a machine in Nayax Core and activated.
- Ensure the device appears active in Nayax Core to enable transactions.

Ownership Transfer:

- If a device changes ownership, it must be reassigned to a new machine and activated in Nayax Core.
- The previous operator’s settings will be removed upon transfer.

For detailed activation steps, visit the [Nayax Activation Guide](#).

Processing Payments

The VPOS Media 4 device supports multiple payment methods, including contactless (NFC), chip & PIN (EMV), and magnetic stripe transactions.

Steps to Process a Payment:

1. Ensure the device is powered on and connected to the network.
2. Select an item on the machine.
3. Prompt the customer to complete the transaction using one of the following methods:

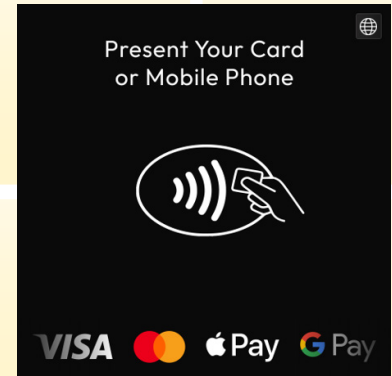
Payment Method	Instructions
Contactless (NFC)	Tap a contactless-enabled card, mobile wallet, or wearable device near the NFC zone. Wait for the confirmation tone.
Chip & PIN (EMV)	Insert the card into the chip reader and wait for processing. If required, enter the PIN and wait for confirmation.
Magnetic Stripe	Swipe the card smoothly in one motion, ensuring complete contact with the reader.

4. Wait for the payment confirmation displayed on the screen.
5. If successful, the transaction is recorded in Nayax Core, and the machine dispenses the product.

Navigating the Touch Interface

The VPOS Media 4 device features a touchscreen interface for user interaction. The display dynamically changes to reflect the current state of a transaction or device status.

Below are descriptions of common process flows and key static screen elements:



1 Pre-Authorization Process Flow

1. **Waiting for Payment:** Screen prompts "Present Card / Mobile or Scan QR."
2. **Authorizing:** Displays "Authorizing" with animation, verifying payment with the network.
3. **Transaction Result:**
 - **Approved:** Shows green checkmark and "Approved."
 - **Denied:** Shows red 'X' and "Transaction denied."
4. **Product Selection (If Approved):** Prompts "Please Select Product."
5. **Processing:** Gear animation and "Processing" indicate finalization.
6. **Transaction Completion:** Displays a multi-language "Thank you" message.

2 Idle and Introductory Screens

1. **Idle Screen (NFC/QR):** Prompts the user to "Present Card / Mobile or Scan QR" for payment, displaying payment method icons.
2. **Idle QR Screen:** Displays a QR code for payment.
3. **Idle Payment Options:** Shows icons for various payment methods.
4. **Idle Insert+Tap / Idle Tap:** Prompts for inserting or tapping a card or mobile device, displaying relevant icons and text, such as "Present your card or Mobile phone."
5. **Idle Plug into EV for Charging:** Instructs the user to connect their electric vehicle to the charging station.
6. **Idle Animation:** An animated version of the idle screen, cycling through prompts or payment methods.

3 Card Action Prompts

1. **Remove Card:** Instruct the user to "Please remove the card" from the reader.
 2. **Insert your card / Idle-Insert:** Instructs the user to "Please insert your card" or "Insert your Card" into the reader, often with an insertion icon.
 3. **Payment Action Animation:** An animation showing both card insertion and tapping actions.
-

4 Price Display

1. **Price Display with Payment Prompt:** Shows the price (e.g., "€2.99") and may include prompts to "Present Card / Mobile or Scan QR" or an NFC icon for tapping.
 2. **Price Display for Fuel Dispenser:** Displays the price along with a "nozzle number" corresponding to the fuel dispenser.
-

5 Cashless System Status and Faults

1. **Cashless Out of Order:** The device displays a "Cashless out of order" message, often with a sad face icon.
 2. **Machine Faults:** Specific "Machine fault" screens (e.g., "Code M01" or "Code M02") may **appear, typically accompanied by a QR code for detailed information.**
 3. **Communication Faults:** A "Communication fault" screen will be displayed, often accompanied by a QR code and a "Reconnecting..." message as the device attempts to reestablish the connection.
 4. **Device Faults:** Critical "Device fault" screens (e.g., "Code 100") indicate internal device issues.
-

6 Device Initialization and Configuration Screens

1. **Splash Screen:** Displays the Nayax logo on a black background, shown during device startup or major software updates. An animated version may also be shown.
 2. **SW (Swipe) Screen:** Primarily prompts the user to swipe their card. It may also provide access to a detailed software menu with configuration options for swipe functionality, including "Start Onboarding," "Config," "SW," "Operation," and "Validation," each with checkmarks.
-

7 Device Activation Process

1. **Activate Call to Action (CTA):** The device may display an "Activate CTA" screen, prompting the user to "Present Your Card or Mobile Phone" or "Tap to Activate" using payment network logos, NFC, or card insertion icons.
 2. **Scan for Activation:** Upon interaction, an "Activation" screen appears, prompting the user to "Scan QR code to complete the activation process & start accepting payments." The screen also provides options like "Let's do this later" or "Skip for now."
-

8 PIN Pad and Error Handling

1. **PIN Entry:** A numeric keypad is displayed for PIN entry.
 2. **Incorrect PIN:** If an incorrect PIN is entered, an error screen or a pop-up message will appear, stating "Wrong PIN code, Please Try Again."
 3. **Lost Attempt:** After multiple incorrect attempts, a "Lost Attempt!" message will be displayed to notify the user.
-

9 Transaction Cancellation

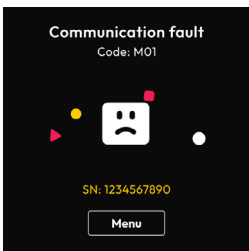
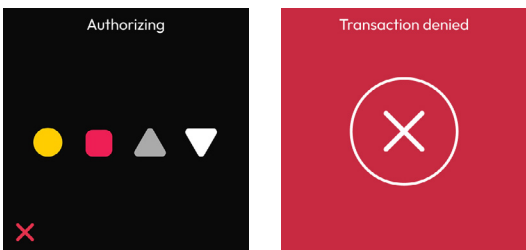
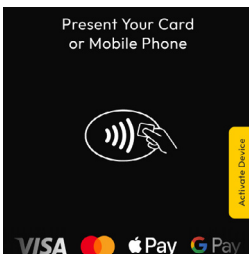
- **Canceled Screen:** Appears instantly when a transaction is manually canceled or times out, displaying a large red "X" and "Transaction Cancelled" message.
-

10 Technician Menu Access

- **Launcher - Settings / Technician Menu:** A secure menu accessible by authorized users (technicians/operators) for network configuration, device information, and other system settings. This menu is **hidden** from the standard consumer view and can be accessed by **tapping the top-left corner of the screen five times**.

Handling Common Transaction Errors

If a payment fails, follow these troubleshooting steps:

Error Message	Possible Cause	Solution
Card Not Read	The card was removed too soon, not aligned properly, or damaged.	Retry without moving the card too quickly. Check for chip.
Network Unavailable	No internet connection was detected. 	Verify network settings in the Device information (menu) or Nayax Core. Ensure the Ethernet, Wi-Fi, or SIM connection is stable.
Payment Decline	No internet connection was detected. 	Ask the customer to try another card or payment method.
Unsupported Card Type	The terminal does not support the card.	Confirm which card networks are accepted via Nayax Core.
Device Not Activated	The device is not assigned to an operator account. 	Ensure activation in Nayax Core before processing transactions. If issues persist, contact Nayax Support.



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.

Maintenance and Replacement

This section provides guidelines on maintaining, cleaning, and replacing components of the VPOS Media 4 device to ensure optimal performance and longevity.

Cleaning the Device

Regular cleaning helps maintain device functionality and prevent operational issues.
Recommended Cleaning Practices:

Component	Cleaning Method	Frequency
Touchscreen	Use a soft, lint-free cloth that is slightly dampened with water or a mild, alcohol-based solution. Avoid harsh chemicals.	Weekly or as needed.
Card Reader - Chip & Magnetic Stripe	Use a dedicated card reader cleaning card to remove dust and debris from the slot.	Monthly or if card transactions fail.
Antenna and Ports	Ensure ports are free from dust and corrosion.	Quarterly or as needed.



Cleaning Precautions:

- Do not spray liquids directly onto the device. Apply the liquid to a cloth first.
- Avoid abrasive materials such as paper towels or rough cloths.
- Power off the device before cleaning (if using an external power adapter, unplug it first) to prevent electrical damage.
- Do not use high-pressure compressed air on ports, which may force debris deeper inside.

Storage and Transport

If the VPOS Media 4 device needs to be stored or transported, follow these best practices to prevent damage.

Storage Guidelines:

Condition	Requirement
Temperature	Weekly or as needed.
Card Reader - Chip & Magnetic Stripe	Monthly or if card transactions fail.
Antenna and Ports	Quarterly or as needed.



Transport Guidelines:

- Ensure the device is powered off before transport.
- Secure it in a shock-resistant case to prevent movement.
- Separate compartments should be used to prevent screen and card reader damage if multiple units are transported.
- Do not remove security labels, as this may void the warranty.

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.

Device Restart Procedure

If the device is unresponsive, restart it using the steps below.

Soft Restart (Power Cycle)

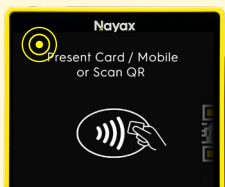
Recommended for minor software crashes or connectivity resets.

1. Turn off the machine or disconnect external power.
2. Wait 30 seconds.
3. Reconnect the power and allow the device to reboot.

Hard Restart (Full Power Reset)

If the device remains unresponsive, perform a hard restart:

1. Disconnect all cables from the device (MDB cable, USB-C, or external power box).
2. Wait at least 5 minutes to ensure the capacitors fully discharge.
3. Reconnect the power and allow the system to start up.



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.



Warning:

A hard restart should only be performed if the device is unresponsive. If the issue persists, contact Nayax Support for further troubleshooting.

Warranty

Warranty Coverage

The VPOS Media 4 device is covered under Nayax's Limited Warranty, which provides repair or replacement for manufacturing defects within the specified period.

The standard warranty period is 12 months from the purchase date. During this period, Nayax will assess warranty claims and determine whether the device qualifies for repair or replacement.

Warranty Limitations & Exclusions

The Nayax warranty does not cover the following situations:

- Physical damage caused by improper handling, external force, or accidents.
- Unauthorized modifications or repairs performed by non-approved service providers.
- Environmental exposure to liquids, chemicals, extreme heat, or dust beyond device specifications.
- Tampering or security breaches, including removal of security seals or unauthorized opening of the device.
- Connectivity issues are caused by third-party SIM cards, network failures, or external interference.
- Improper installation that does not follow Nayax's approved guidelines.

If any of these conditions apply, warranty claims may be denied.

How to Submit a Warranty Claim

If a VPOS Media 4 device experiences an issue covered under warranty, follow these steps to submit a claim:

1 Verify Warranty Eligibility

- Confirm that the issue falls within warranty coverage and does not violate any exclusions.
- Check the device serial number and purchase date to verify eligibility.

2 Gather Required Documentation

- Device serial number (located on the back of the device).
- Detailed issue description, including troubleshooting steps already performed.
- Proof of purchase (invoice or receipt).

3 Submit a Warranty Claim

- Contact Nayax Support via the [Nayax Support Portal](#).
- Provide all required documentation and follow the warranty return process.

4 Return & Replacement Process

- If the claim is approved, Nayax will provide return shipping instructions for device evaluation.
- Nayax will determine whether the device qualifies for repair or replacement based on service terms.

Before submitting a warranty claim, refer to the Troubleshooting section to determine if the issue can be resolved without replacement.

Software License Agreement

The VPOS Media 4 device operates using Nayax's proprietary software and firmware. The use of this software is governed by Nayax's Software License Agreement (SLA), which includes the following terms:

Permitted Usage

- The software is licensed exclusively for use with Nayax-approved services and hardware.

Usage Restrictions

- Users may not modify, reverse-engineer, or replicate the software in any form.

Software Updates

- Nayax provides automatic updates to improve functionality and security.
- Users must install updates to ensure continued compliance with Nayax's security and operational policies.

Liability & Support

- Nayax is not responsible for failures resulting from:
 - Third-party modifications
 - Unauthorized software versions
- Only official Nayax software is eligible for technical support and warranty coverage.



Legal Notice:

Contact Nayax Support or visit the Nayax Legal Page to obtain the full Software License Agreement.

FAQs (Frequently Asked Questions)

This section answers common questions regarding VPOS Media 4 installation, operation, troubleshooting, and warranty.

General Questions

What is VPOS Media 4, and what is it used for?

VPOS Media is a cashless payment terminal designed for unattended machines, including vending machines, kiosks, EV chargers, laundromats, and self-service retail systems. It supports multiple payment methods and offers remote management and telemetry services via Nayax Core.

What payment methods does VPOS Media support?

VPOS Media supports:

- Contactless (NFC): Apple Pay, Google Pay, and contactless credit/debit cards.
- Chip & PIN (EMV): Inserted card transactions.
- Magnetic Stripe: Swiped card transactions (if enabled by the merchant).

Installation & Configuration

What tools do I need to install the device?

- Phillips screwdriver: To secure the device.
- Swiss spanner wrench: For tightening screws.
- Drill and stencil: Required for external installations.

How do I install and activate the VPOS Media 4 device?

1. Power off the automated and self-service machine before installation.
2. Mount the device using an internal (bill acceptor window) or external installation method.
3. Connect cables based on the model:
 - Connect via a primary power source.
 - Check ethernet and cellular connectivity.
4. Power on the machine and allow the device to start up automatically.
5. The device will run a Self-Test to check network connectivity and payment readiness.
6. Activate the device by:
 - Scanning the QR code shown on the device screen (when not activated) or visiting <https://activate.nayax.com>.
 - Check ethernet and cellular connectivity.



Tip: For first-time installation, it is recommended to use Wi-Fi or Ethernet before enabling SIM connectivity to ensure stability.

Troubleshooting & Support

Why is my VPOS Media 4 device not powering on?

- Ensure the machine provides 12–42V DC power.
- Verify that all cables are securely connected.
- If using an external power adapter, confirm that it is plugged into a functional outlet.

Why is my device not connecting to the network?

- Ethernet users: Ensure the LAN cable is securely connected and the customer's network infrastructure is functional.
- Wi-Fi users: Verify that the SSID and password are correctly configured in Nayax Core or the Technician App.
- SIM users: Confirm that the SIM card is activated and that there is sufficient network coverage.
- Restart the device and check the network status in Nayax Core.

Why is my device not processing transactions?

- Check that payment methods are enabled in Nayax Core.
- Ensure the machine has correct product pricing configured in Nayax Core.
- If using Pulse integration:
 - Confirm the correct pricing mode *(single/multi/count up)* is set.
 - Verify that pulse signal wires are correctly connected and secured.
 - Check pulse signal voltage levels are within specification.
- Run a test transaction using contactless, chip, or swipe payment.

How do I reset the VPOS Media 4 device?

Manual Reset:

1. Power off the machine.
2. Disconnect the power supply for 30 seconds.
3. Reconnect the power and allow the Self-Test to complete.

Using Technician Menu:

1. Access the Technician Menu on the device.
2. Choose from the following options:
 - a. Restart: Turns off and restarts device applications.
 - b. Reboot: Performs a complete system reboot (like restarting an Android phone).
3. Wait for the Self-Test to complete after the device restarts.

Warranty & Support

What should I do if my device is defective?

1. Check warranty coverage (valid for 12 months from the purchase date).
2. Gather required details:
 - Device serial number (located on the back of the device).
 - Error message or detailed issue description.
 - Proof of purchase (invoice or receipt).
3. Submit a support request via the [Nayax Support Portal](#).



Important:

If the tamper alert is triggered, the device will lock permanently and require RMA (Return Merchandise Authorization).

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.

Additional Resources

Nayax offers self-service support tools to help users quickly find solutions and stay up to date:



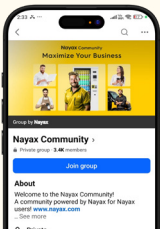
NayaxU

Centralized Help Center with searchable articles, guides, and tutorials. Your go-to destination for support, troubleshooting, and structured learning. [Click here](#)



VPOS Media FAQ

A detailed VPOS Media FAQ covering features, setup, usage, and troubleshooting [Click here](#)



Nayax Facebook Community

The Nayax Community – a global peer network where customers connect, share experiences, get support, and stay up to date on product news, events, and best practices. [Click here](#)

For real-time updates and troubleshooting guidance, visit the Nayax Help Center.

Important: If the tamper alert is triggered, the device will lock permanently and require RMA (Return Merchandise Authorization).



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:

