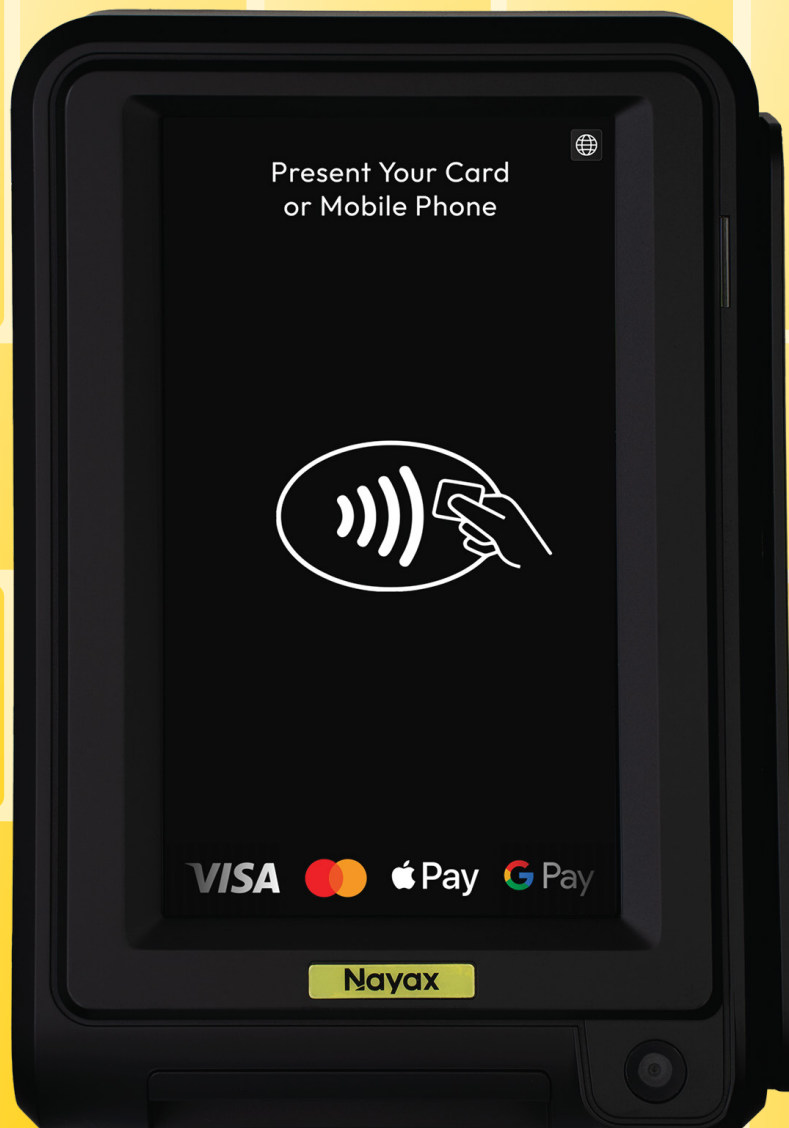


Nayax

VPOS Media 5

Installation Manual





1. VPOS Media 5



2. Power Adaptor



3. DC Jack



4. RF Antenna
NX-AN0020



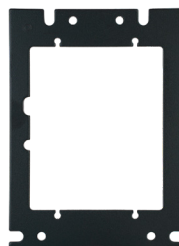
5. I-O CAP
NX-MC0133



6. Barrier Cable
NX-CB0137



7. S1U2 I/O
NX-CB0138
Marshal Cable



8. Metalback Plate
NX-MC0155
Stencil for the
installation holes marking



9. Antenna
Security Holder



10. Tool for opening
the antenna and
security holder



11. M3X10



Europe
NX-CB0140

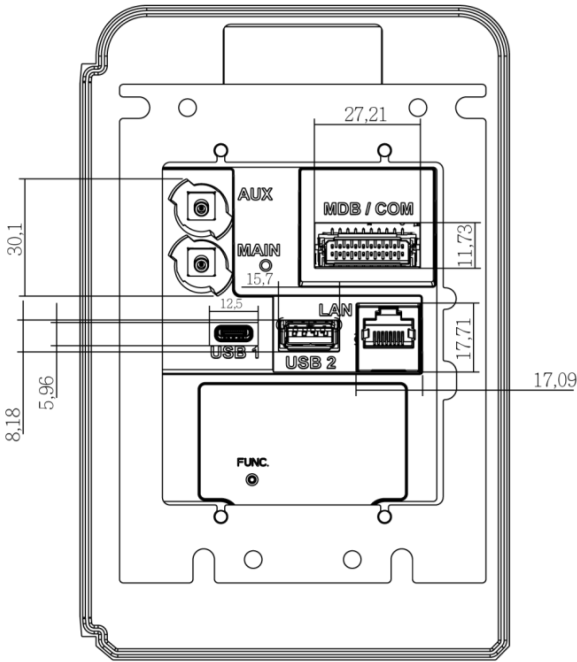
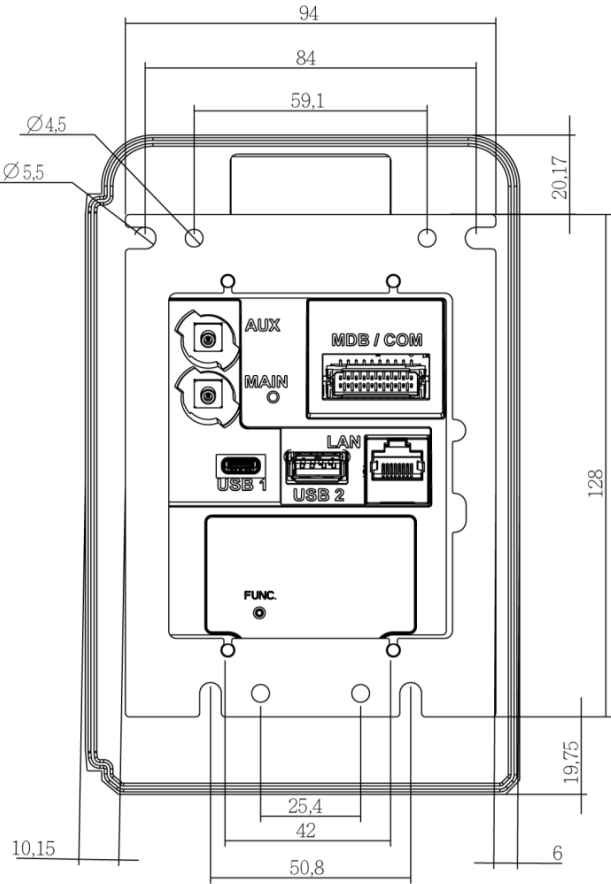
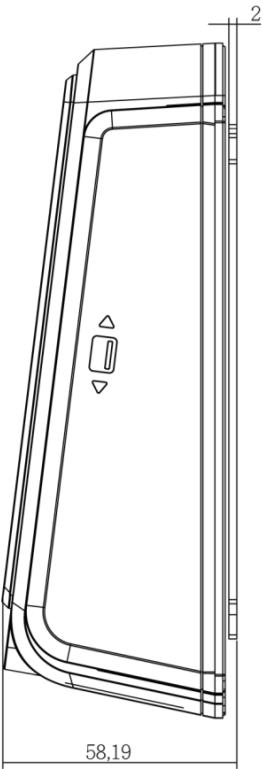
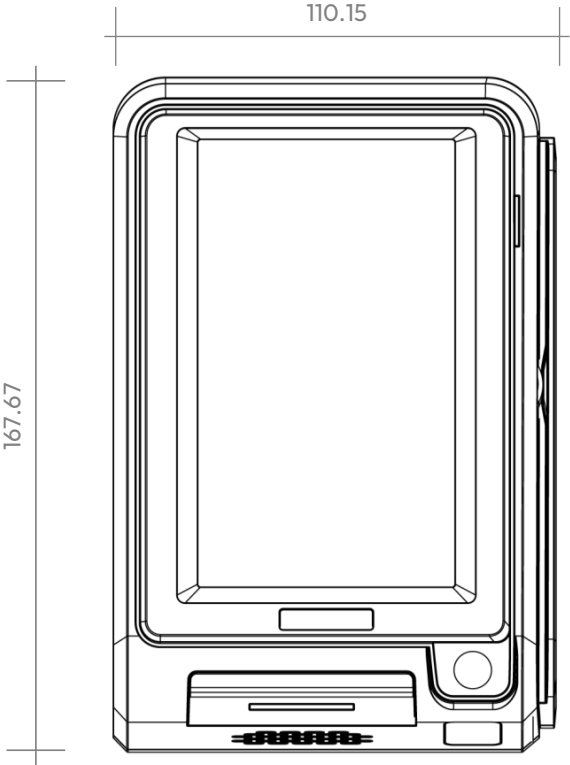


United Kingdom
NX-CB0131



United States
NX-CB0132





SIM Card (1) Validation

5

SIM card is inserted already into device, recommended before installation double check in place according to the instructions/step 1_2_3

1



SIM Card Plastic Cover

2



Remove the Plastic Cover

3



Ensure the SIM Card is assembled

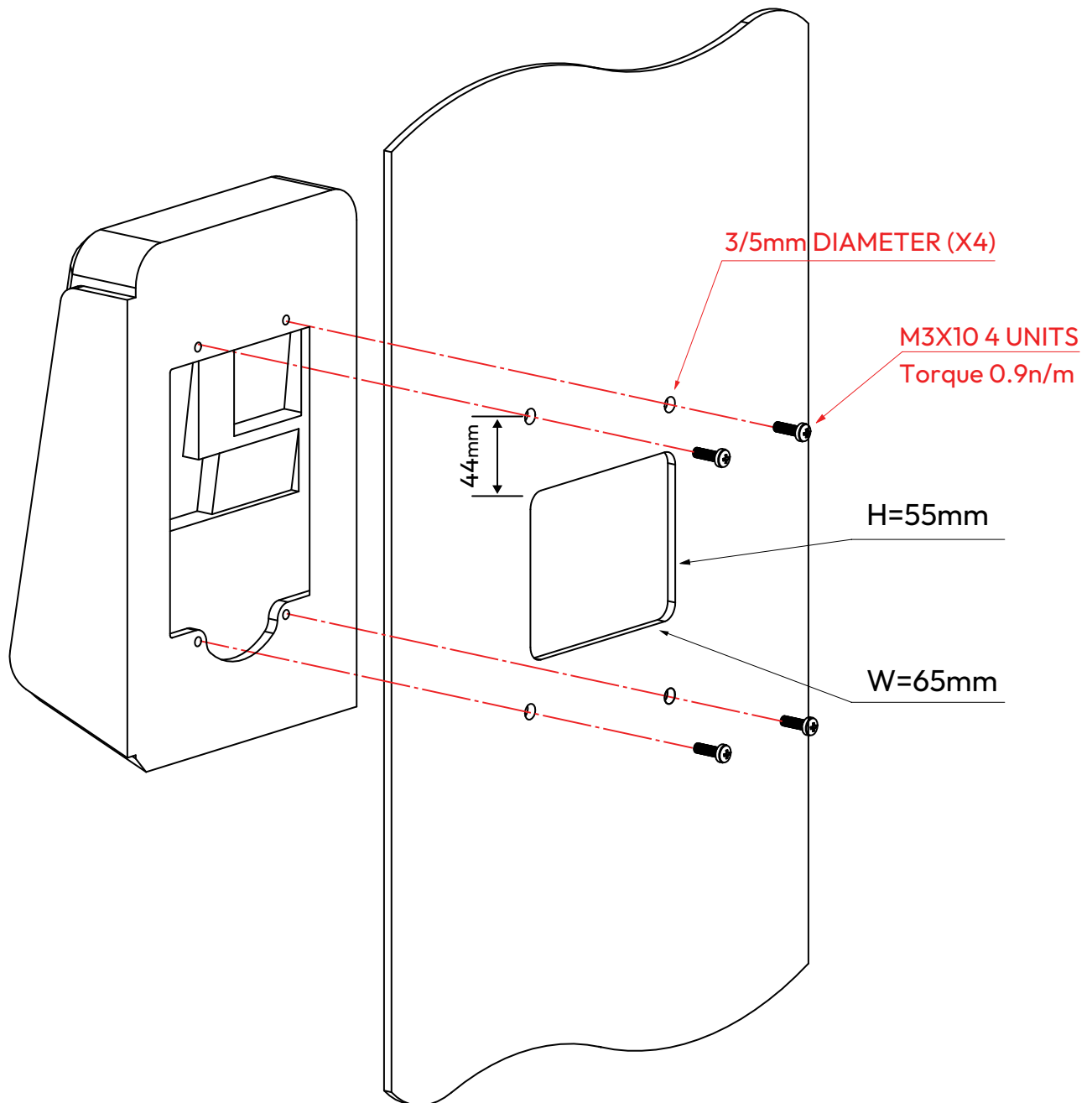
4



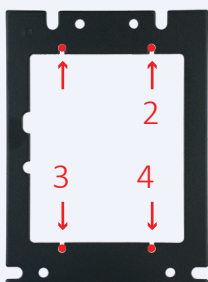
Close the SIM Card Plastic Cover



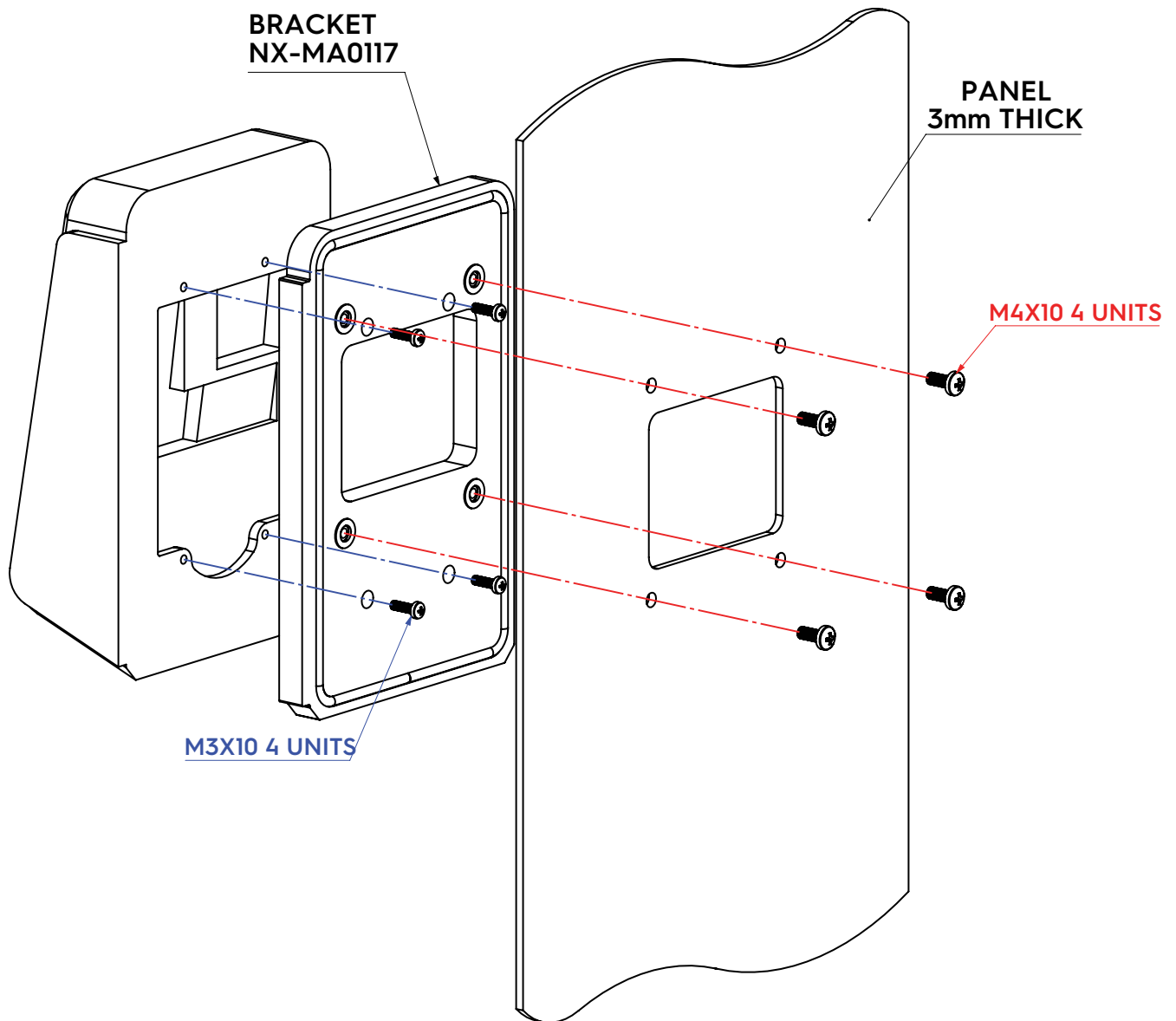
Please make sure the right parameters are set NAYAX operation site



- Assembly device with M3 screws according to illustration.



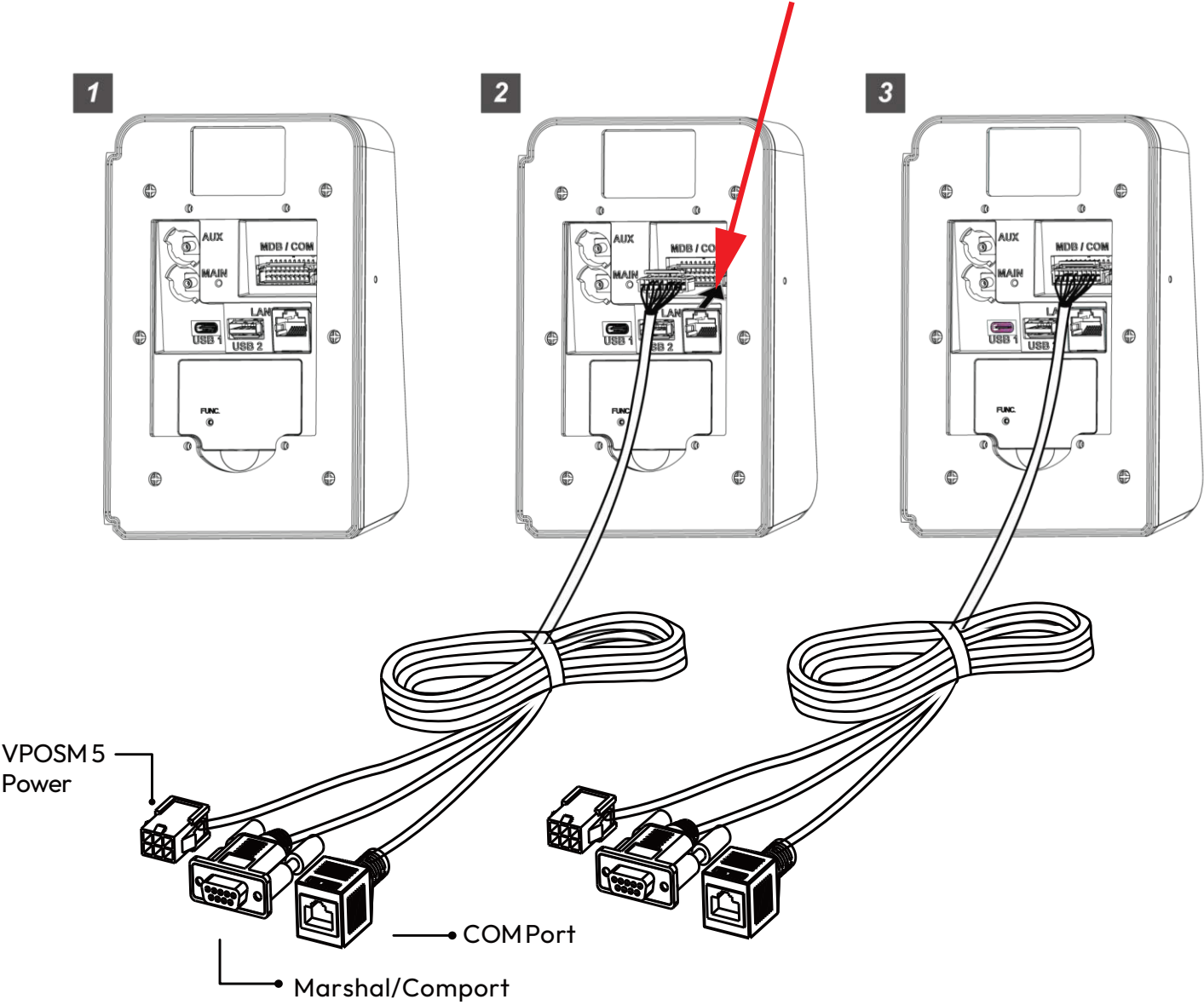
Use metal plate to mark 4 installation holes diameter 3.5 according to illustration.
Create window 65x55 for cables and antenna, according to illustration.



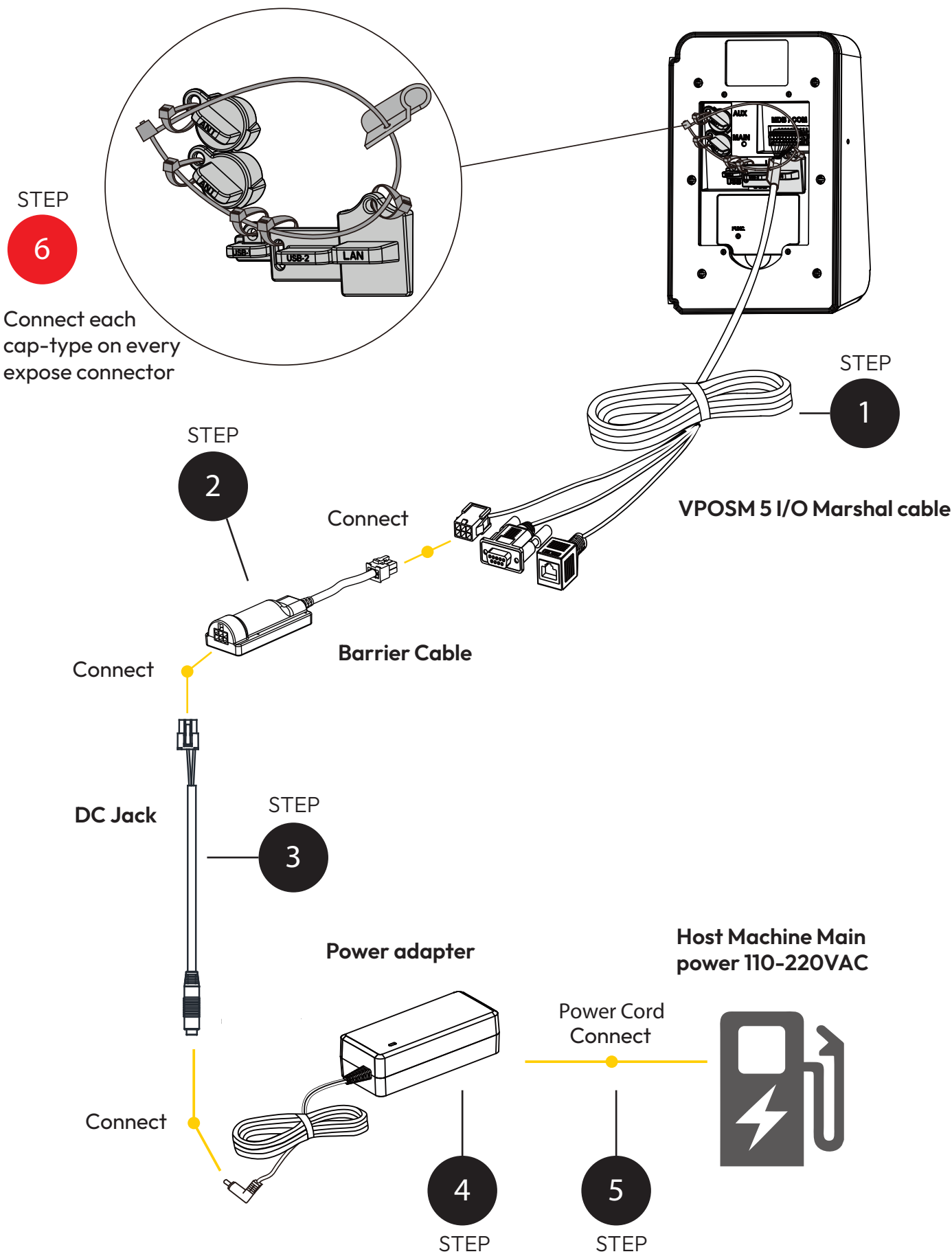
- VPOST Migration plate 5" to 4" sold separately.
- Recommended by Nayax to install.

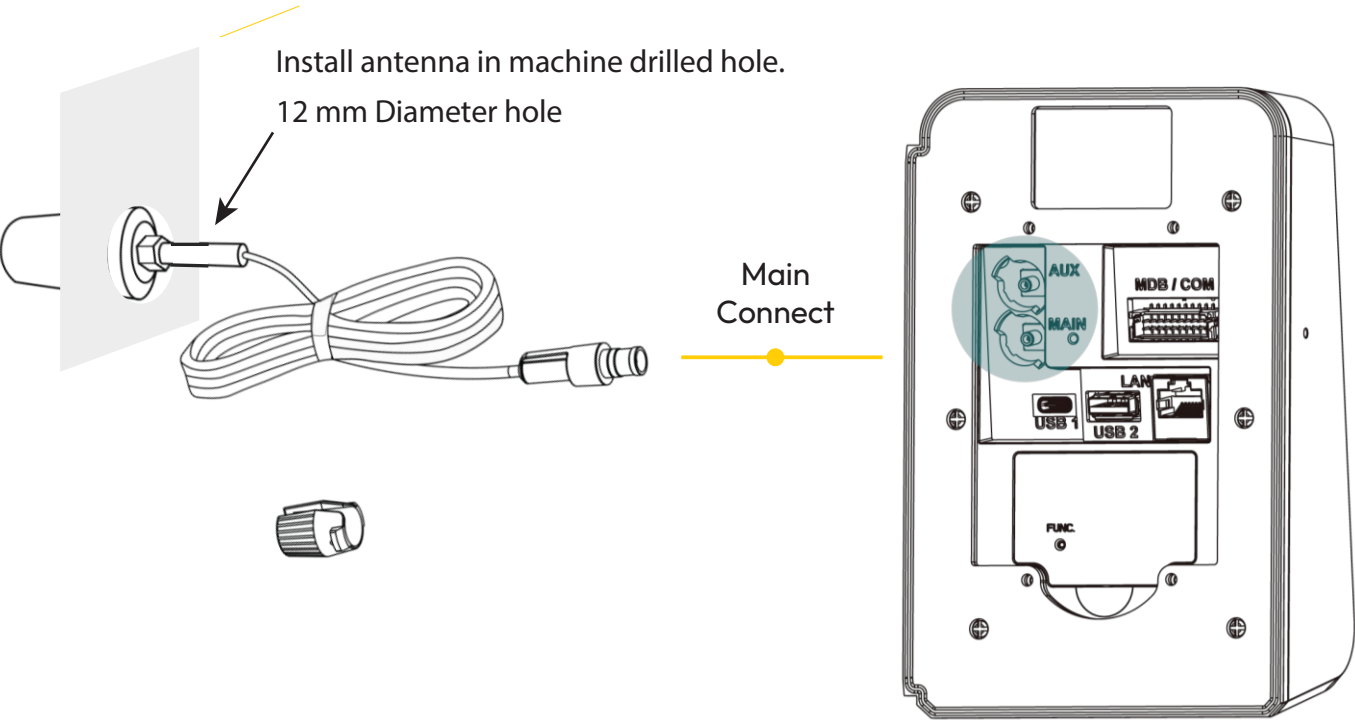
COM/MARSHALL

Communication cable connector.
Pay attention on connector diveotion.

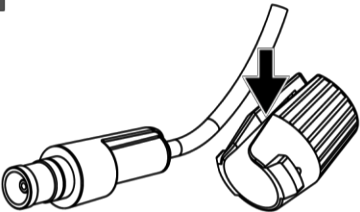


Perform power cables connectivity according to illustration and defined steps.

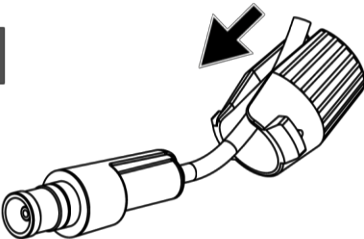




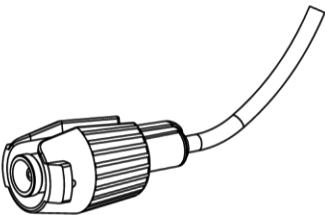
1



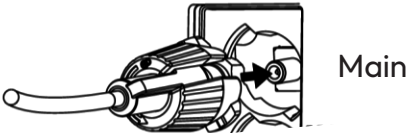
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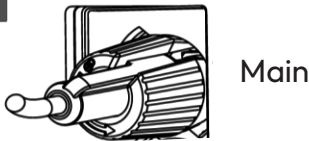
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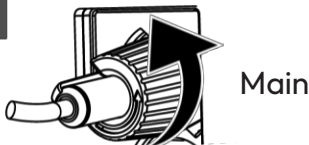
4



5



6



Open



Close

1. Power On the Device

- Turn on the machine.
- The VPOS Media 5 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

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

Troubleshooting

If you encounter issues with the VPOS Media 5 device, refer to this guide to diagnose and resolve common problems before contacting Nayax Supprt.

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

Issue	Possible Cause	Solution
Device Does Not Power On	• The machine is not supplying the correct voltage input. • Loose or disconnected power cable. • Faulty power source.	• Verify the correct voltage for the device: 9–48V DC via power source • Ensure all cables are securely connected and check for any visible damage.
No Network Connection	• 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.	If using Ethernet, ensure the LAN cable is securely connected and check network routing/firewall settings: • 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	• The payment method is not enabled in Nayax Core. • Poor network connectivity. • The card reader is dirty or damaged.	• 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. • Clean the chip reader and magnetic stripe using a dedicated card cleaning card.
Tamper Alert Triggered	• The device was physically opened and received a strong impact, activating the tamper switch.	• 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	• Software crash or connectivity issue.	• Restart the device following the proper power cycle procedure. • Disconnect the power and wait until all indicator lights turn off before reconnecting.

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
Knowledge Base	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.