

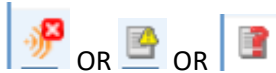
# DEX TROUBLESHOOTING

DEX IS WHAT SENDS DATA FROM THE DEVICE TO THE GREENLITE.MYCANTALOUPE.COM SITE

IN MOST CASES DEX IS A PHYSICAL CONNECTION ISSUE

IN RARE CASES DEX ERRORS CAN BE CAUSED BY A FIRMWARE ISSUE ON THE CONTROL BOARD OR A SETTING IN SEED LIVE

TYPICALLY A DEX ERROR WILL BE SHOWN IN GREENLITE.MYCANTALOUPE.COM AS THIS IMAGE OF



OR OR - IF YOU MOUSE OVER THEM YOU WILL GET A MESSAGE SUCH AS

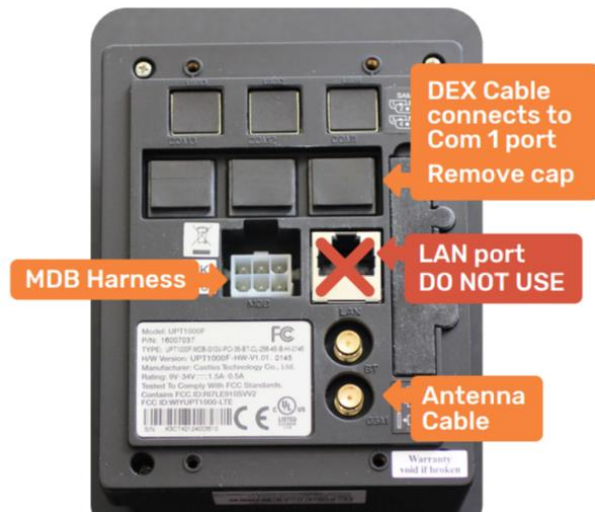
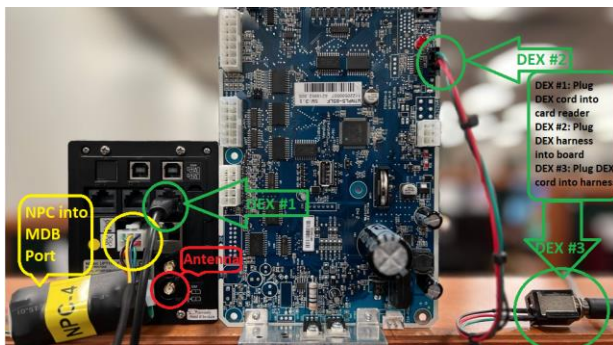
“OUT OF TOUCH FOR X DAYS” OR HAS NOT DEXED IN X DAYS” OR “HAS NEVER DEXED”

TO RESOLVE:

1 – Check the connections from the board to the DEX cable coming from the card reader via this video - [Dex Connection](#)

2 – For Engage or Pico devices – Check the connection on the back of the reader and make sure the dex cable is connected to the COM 1 Port – See below images

For model 3589 follow this video to gain access to the back of the reader - [3589 - Card Reader Access](#)



3 – At the machine power it off and back on. Watch the front display of the machine that is right above the keypad and record down the 4 or 5 digit number that shows temporarily, an example is 8395, 9197, 9242, or 9383 – This will be needed in step 5 if issue does not resolve on its own in 24 hours.

4 – Wait 24 hours to see if the above has resolved the issue and the error message clears and sales data starts populating on Greenlite.Mycantaloupe.com

5 – If you still get the same error message at Greenlite.Mycantaloupe.com or no sales data is passing then proceed to opening a ticket with Greenlite/Vendnet so a tech can look into this further.