



Engage Combo DEX Troubleshooting Guide

1. Review a "Device Health Report" on the Seed Live home page or "DEX status" report via Seed Live.

This will provide you with the error and or potential issue if the device is attempting to DEX. This will also give you a snapshot of the last signal strength reported in if the device was able to report one. Signal must be 12 or higher in the first number consistently for DEX to start to be successful.

The screenshot shows the Seed Live dashboard with navigation tabs for general, administration, configuration, device management, release notes, and reports. Below the tabs is a welcome message for Nicholas and a row of report buttons: Sales Rollup Report, Full Device Health Report (highlighted in green), Device Exception Report, and Device Details Report. Below the reports is a table with the following data:

Last DEX File Date	Status	Signal Strength	Business Type	Last DEX Alerts
8/21/2023 11:13	No Communication	21,1	Vending	ePort DEX- SC81, EC46: Please check cable @ VMC end.

The screenshot shows the Seed Live dashboard with navigation tabs for general, administration, configuration, device management, release notes, and reports. Below the tabs is a row of navigation links: logout, login to original, home, dashboard, devices, users, change password, and help. The reports tab is highlighted, showing a dropdown menu with options for build a report and dex status.

2. Visit your machine. Be sure to bring spare parts, devices, and cables in case you need to replace any damaged items.

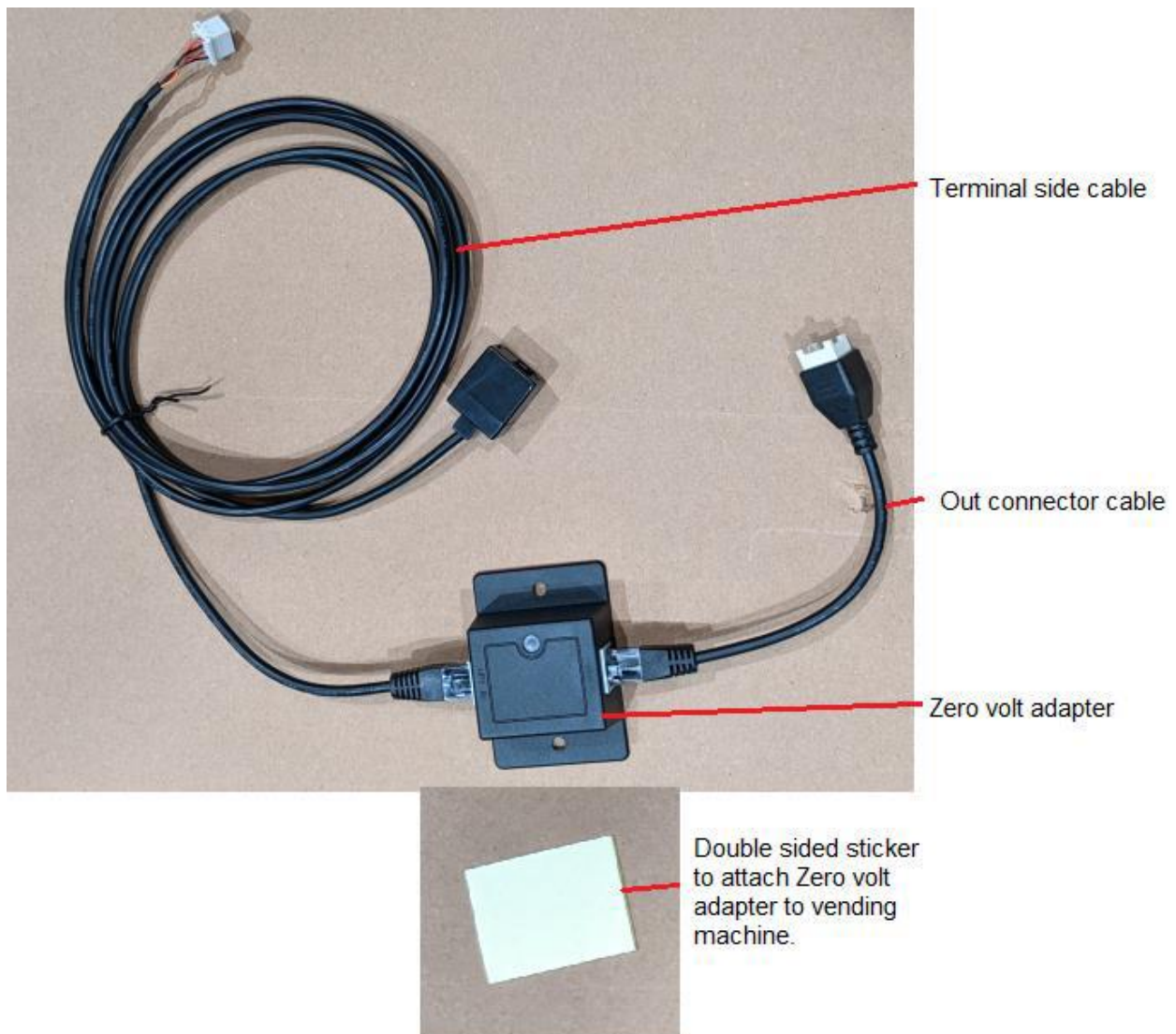
3. Attempt a DEX via Driver card, or by using the Technical Screen (if your device has that capability).

The tech screen instruction can be located here: [Engage Technical Screen: Instructional Video](#). This will also give you the actual Live signal reading on the display if it's able to report it. Signal (RSSI) should be 12 or higher consistently or DEX will fail or not process reliably.

Please Note: Signal is location- and environment-dependent. Troubleshoot your antenna location/positioning if it is not sufficient. In some cases, the machine location itself may not be suitable.

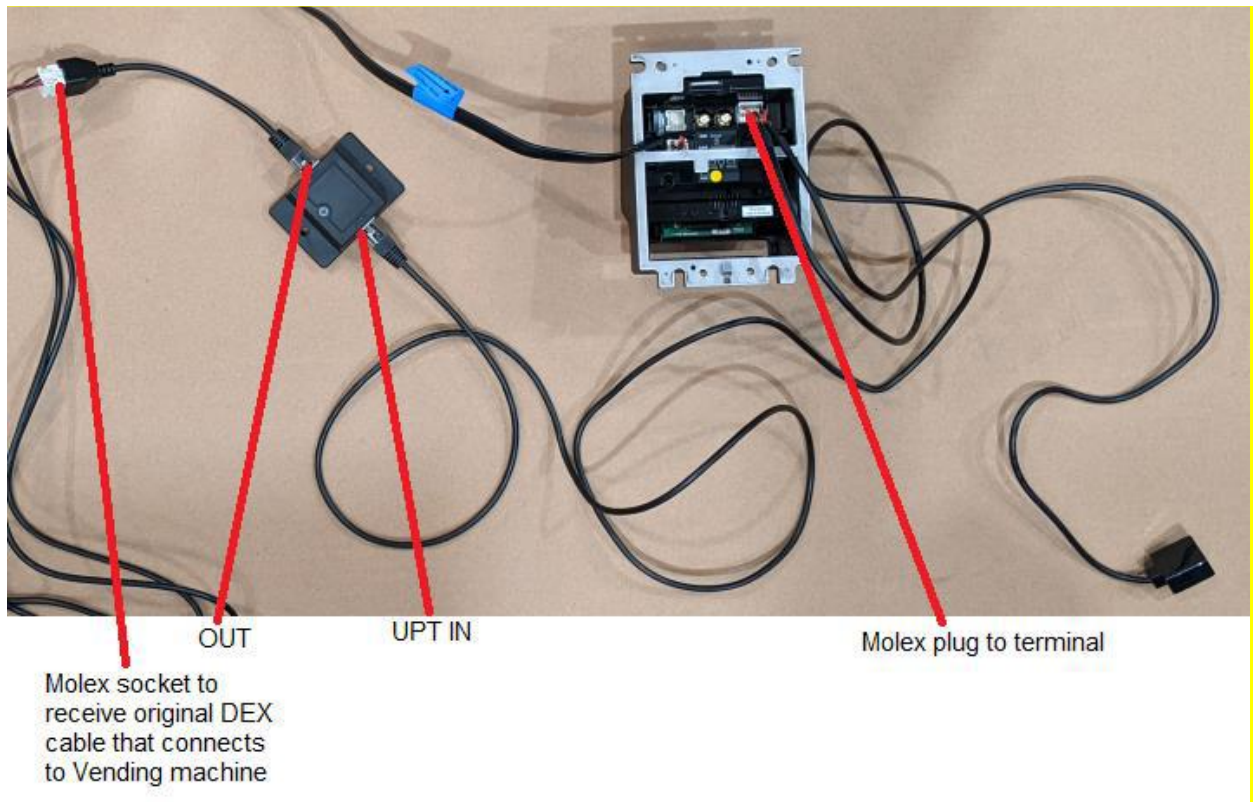
4. Confirm that you have the correct parts and cables for your Engage Combo unit.

- **Zero-volt cable**
 - The terminal end has one small MOLEX connector to plug into the terminal
 - The Zero-volt adapter end has one RJ45 connector that connects to UPT IN
- **Zero-volt adapter** with RJ45 plugs on both sides
- **Zero volt receiver cable**
 - One end has an RJ45 plug to insert into the OUT end of the Zero-volt adapter
 - The other end plugs into the original U1B DEX cable
- **Yellow double-sided sticker** to mount Zero-volt adapter to vending machine



5. Make sure your parts and cables are connected properly.

See diagram below to verify that the standard DEX cable is connected to the Zero volt DEX cable.



6. Once you have reconfirmed your installation or have corrected and reseated your connections, power your machine back on and attempt to process another DEX.

Be advised that DEX can take several minutes before it appears in your Seed Live account. If you are still not seeing the DEX after several minutes, contact support at [888.561.4748](tel:888.561.4748) while you are on location to further troubleshoot your device.