



Engage 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 navigation menu with options: general, administration, configuration, device management, release notes, reports, logout, home, dashboard, devices, transfer device, customers, users, change password, help. Below the menu, a welcome message for 'Nicholas' is displayed with buttons for 'Sales Rollup Report', 'Full Device Health Report' (highlighted in green), 'Device Exception Report', and 'Device Details Report'. A table below shows device 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 logo and navigation menu. The 'reports' menu is expanded, showing 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.

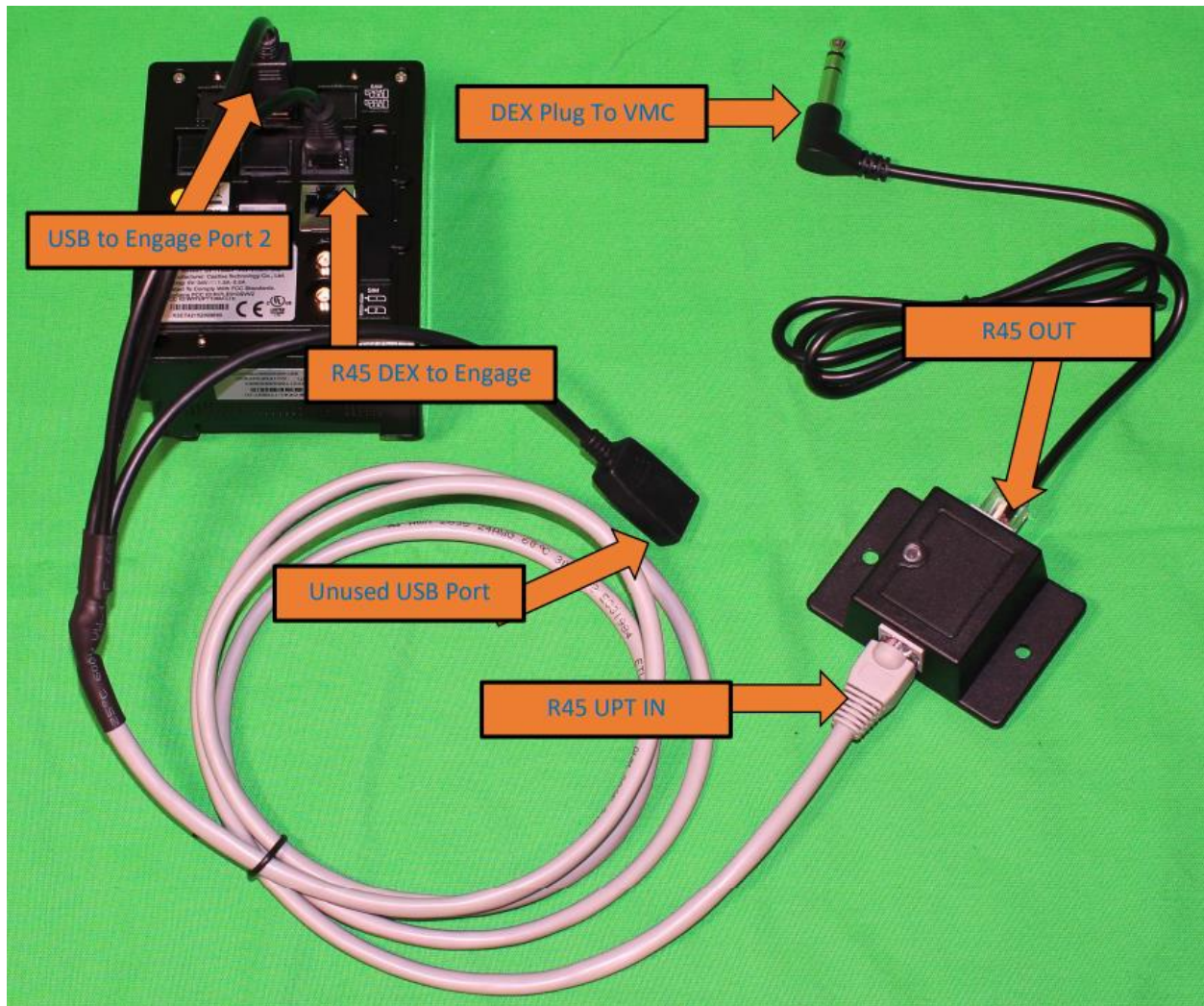
Please Note: Signal is location- and environment-dependent. Troubleshoot your antenna location/positioning if it is not sufficient. In some cases, the machine location itself may not be suitable.

4. If the DEX is failing to send with a sufficient signal, power down your machine and check your engage cable installation step by step.

Your machine type will also influence your DEX cable set up. You can review your machine compatibility here: [Engage/Machine Firmware Compatibility Chart](#).

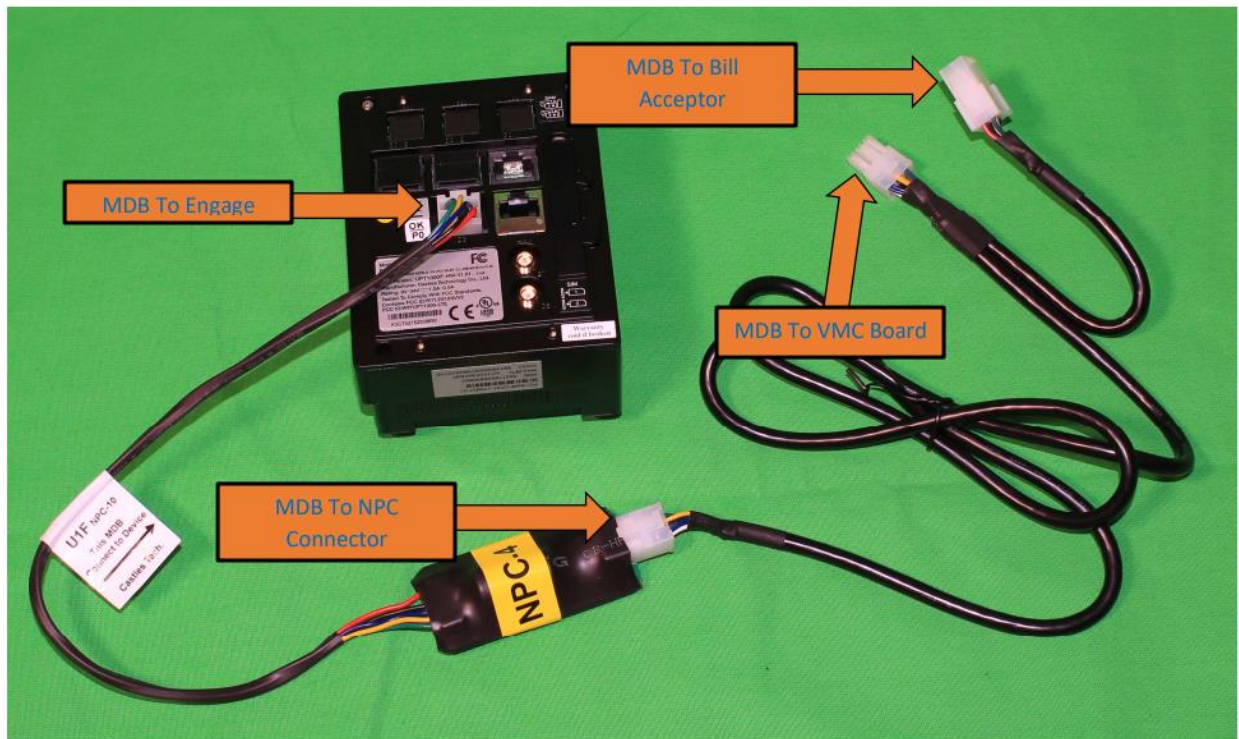
Please Note: Generally, AP (Automatic Products) and Vendo machines require both the NPC4 cable and the Zero Volt DEX cable to be used or the device will not process a proper DEX and or will not perform properly overall. **The NPC4 cable is always used regardless of machine type.**

The Zero Volt DEX Cable installation can be located here: [Wiring Zero DEX Cable](#)



5. Install the NPC4 cable directly into the MDB port on the device before the MDB cable on the machine side.

The NPC4 cable is always used regardless of machine type.



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.