



# Greenlite Cashless

## *Troubleshooting Guide*



Antenna



Reader Bezel



Door Switch



Female  
Male



Bill Acceptor

Female Male



Coin Acceptor

MDB

Male  
Female



Control Board (VMC)

Male  
Female

DEX

Aux DEX

# Troubleshooting

## Before Calling Customer Care

- 1- Check and clear all errors from the machine
- 2- Check all cables to ensure they are connected and not broken
- 3- Reset the machine and Greenlite device  
If a new install:
  - a) Confirm if the device is activated
  - b) Confirm if the machine is DEX ready (Firmware, Harness, Setup)
  - c) Confirm if the machine is MDB ready
  - d) Check LED Explanation Charts (3A & 3B) for specific information on LEDs
  - e) If LED Explanation Chart does not help resolve issue, record LED behavior and contact Customer Care

## Calling Customer Care

- 1- Call Customer Care at **800-833-4411** with Greenlite Telemetry Device number and LED behavior
- 2- Be prepared to provide office staff's name and email address if approval for RMA is issued by Customer Care
- 3- If RMA approved, replace existing device with spare device

## Replacing a Greenlite Telemetry Device in the Field

- 1- Confirm that the new device is activated
- 2- Make sure your office staff unlinks the existing device and links the new device to the machine's asset
- 3- If Cashless, have the office staff add cashless add-on for device

## Troubleshooting Cashless – 5 Easy Steps

When in front of a machine with a reported cashless issue, DO NOT open the door or power off the machine until after doing the following steps with the reader...

- 1- Check and record the exact message displayed on the card reader. (Examples: Please Use Cash, Swipe Card or Tap to Pay)
- 2- Push the **Cancel** or **#** button 5 times to display Error Message and Signal Strength
- 3- Record the Error Message (**Errors: None** or **SRVST** or **LWSIG**)
- 4- Record the Signal Strength (**Sig Str: 21 Good**)
- 5- Call or email Greenlite Support with the information gathered from steps 1-4

**\*\*Please note that the initial install may take longer due to OTA updates.\*\***



## Greenlite Verizon Card Reader Error Codes and Solutions Page #1

<b>SRVST</b>	<b>Error-</b> Cashless has not been set up by the server yet (hasn't pinged since startup yet).
	<b>Solution-</b> Wait a few minutes for the Reader to say 'Please Swipe Card'. Signal strength may be weak.
<b>SRVR</b>	<b>Error-</b> The server has not enabled the device, or the device cannot contact server.
	<b>Solution-</b> Check the modem LED on the Greenlite device and signal strength; a wireless booster may be required.
<b>LWSIG</b>	<b>Error-</b> No signal. Will show up on startup before contact with the server is made. Will go away when initialization is complete.
	<b>Solution-</b> Check signal strength, if this error does not go away after the first 10 minutes, may need a wireless booster.
<b>DSBLD</b>	<b>Error-</b> Cashless has been disabled either the VMC or Server
	<b>Solution-</b> Cashless Firmware update may be required. Check for minimum firmware on VMC. Check MDB for Reader on VMC.
<b>NETDN</b>	<b>Error-</b> Greenlite Cashless not connect to the Cell Network-Check Network LED.
	<b>Solution-</b> Reset device and verify Network, Signal and Telemetry are green
<b>MXPRC</b>	<b>Error-</b> The VMC has an item priced higher than the maximum amount allowed. Default=\$10.
	<b>Solution-</b> Check VMC for prices higher than default; correct prices above default; power cycle machine and devices to complete.



## Greenlite Verizon Card Reader Error Codes and Solutions Page #2

<b>STLMT</b>	<b>Error-</b> The device is trying to settle a transaction (It will either say the last vend was successful or a credit return is needed.)
	<b>Solution-</b> Check signal strength and machine errors which may prevent the transaction from completing.
<b>MDB</b>	<b>Error-</b> The VMC has disabled MDB
	<b>Solution-</b> Check MDB settings in VMC Menu/door is open/Exit out of service mode/Clear machine issues
<b>KEYX</b>	<b>Error-</b> The device is exchanging encryption keys.
	<b>Solution-</b> Wait for key exchange to complete. Power cycle machine and device.
<b>TPM</b>	<b>Error-</b> Problem with encryption chip
	<b>Solution-</b> Wait for initialization to complete. If the issue persists then call Support.
<b>CDRDR</b>	<b>Error-</b> Card reader error.
	<b>Solution-</b> Check connection to device, replace card reader, cable if needed. Power cycle device



## Greenlite Verizon LED Explanation Chart

LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>Status</b>	No power to device	Device powered on and in operation					
<b>Action</b>	Check MDB connection and machine power						
LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>Restock</b>	No Restock since last power on	Last Restock was successfully sent to Telemetry Server	Restock DEX being collected/transmitted	Restock DEX collection/transmission failed – will retry	Restock DEX actively being recollected	Restock DEX collection/transmission attempts exceeded – Restock	
<b>Action</b>			Device will retry for several hours until successful			Note Signal and Telemetry LED behavior – contact Customer Care	
LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>Signal</b>		Signal Strength 16 or above		Signal Strength 10-15		Signal Strength 9 or less	
<b>Action</b>	Wait for device to finish start up and connect	No action needed		Consider antenna placement to boost signal		Poor signal strength – consider signal boosting options	
LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>Network</b>		Connection to CDMA cellular network established				Not Connected to cellular network – attempted connection to CDMA cellular network failed	
<b>Action</b>	Wait for device to finish start up and connect.	No action needed				No connection to cellular network. Contact customer care with LED behavior and signal strength	



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LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>Telemetry</b>		Connection to Telemetry Server established	Device is 'in session' with Telemetry Server	Three consecutive failed attempts to connect to server	After Configuration button held down for more than 3 sec.		
<b>Action</b>	Wait for device to finish start up	No action needed		Hold 'Configuration' button down for at least 3 sec. If LED does not return to solid green Contact Customer Care			
LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>Cashless</b>	Device unable to connect to Cashless Server	Connection to Cashless Server established					
<b>Action</b>	Wait for device to start up. If LED is still off after 10 minutes then contact Customer Care	No action needed					
LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>MDB</b>	Cashless add-on not enabled or Cashless add-on enabled and no MDB connection from VMC to device	MDB connection from VMC to device established					
<b>Action</b>	If Cashless add-on enabled after 10 minutes check MDB cable connections	No action needed					
LED	LED Off	Solid Green	Blinking Green	Solid Orange	Blinking Orange	Solid Red	Blinking Red
<b>DEX</b>		Successful DEX collection	DEX collection from the VMC in progress	Attempt to collect DEX started but failed to complete properly.		A failure occurred during three consecutive DEX collection attempts	Attempt to collect DEX failed to start properly.
<b>Action</b>	Wait for device to finish start up			Reconnect DEX Cable		Reconnect DEX Cable	Reconnect DEX cable and check machine configuration