



Step by Step Install Guide for Greenlite Telemetry Device

- 1 - Make sure machine is working- No Errors
- 2 - Confirm Firmware is minimum required
- 3 - Verify the machine has DEX and MDB harnesses and plugs
- 4 - Find spots for- Antenna, Greenlite Telemetry Device, Cashless Reader, Door Bracket (optional), & Temperature Probe (optional)
- 5 - **Power OFF the vending machine**
- 6 - Mount- Greenlite Telemetry Device, Cashless Reader, Antenna, and Plug in the MDB & DEX cables. Optionally, mount the Door Bracket, and Temperature Probe
- 7 - Connect all cables to Greenlite Telemetry Device
- 8 - Power ON the vending machine and check setup for DEX settings
- 9 - Device should have solid green MDB and CASHLESS
- 10- Force a DEX and wait for solid green STATUS, NETWORK, TELEMETRY, and DEX LEDs

Customer Care Support Line 800-833-4411



What to do 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 Telemetry Device.
If a new install:
 - a) Confirm the device is activated?
 - b) Confirm the machine is DEX ready? (Firmware, Harness, Setup)
 - c) Confirm the machine is MDB ready?
 - d) Check Troubleshooting Instructions for LED charts for specific information on LEDs.

What to do before replacing a Greenlite device in the field.

- 1 - Confirm that the new device is activated in the Greenlite application.
- 2 - Make sure your office staff unlinks the existing device and links the new device to the machine's asset in the Greenlite Application.
- 3 - Verify that Cashless is activated in the Greenlite Application.

If the existing device is not working properly, Call Customer Care at **800-833-4411** and request an RMA.

Have detailed information on what the device was doing to require you to change it out, including all LED behavior.

Be prepared to provide office staff's name and email address for the RMA contact.

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