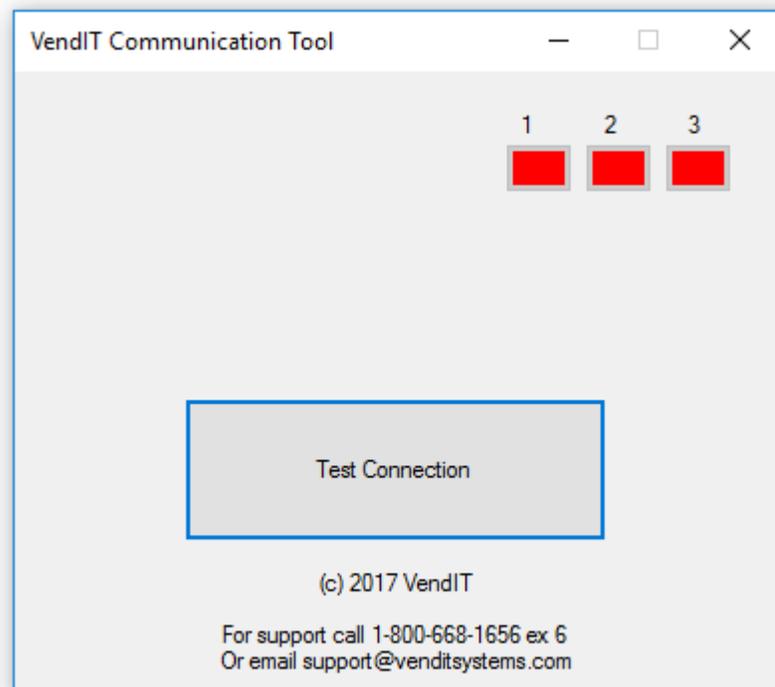
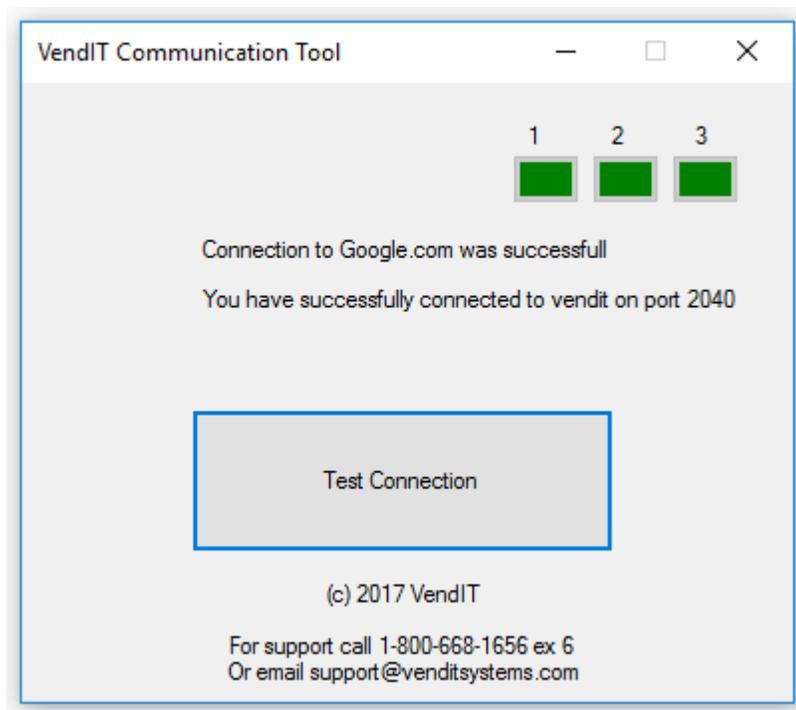


## VENDIT NETWORK TROUBLESHOOTING GUIDE.

1. Have a network tech at the location and using a laptop with Ethernet connectivity download the Vendit Communication Tool from this link - -> <https://vendit.ca/docs/VendITCommunicationTool.zip>
2. Disconnect the Ethernet cable from the Vendit reader and connect it to the laptop. (It is important to remove the Ethernet cable from the Vendit Reader and use the same cable on the laptop. This is to make sure that we are testing the actual internet access point being used on the Vendit Reader. We do not recommend just connecting an Ethernet cable to a switch on the same network because at times the Ethernet cable to the Vendit Reader could be faulty and we want to rule that out.)
3. Ensure that the only internet connection to the laptop is through the Ethernet cable. (i.e Turn off WiFi). Check to see that you have an active internet connection. If you are unable to connect to the internet at this point, we can conclude that something is wrong with the local area network.
4. Once the Ethernet cable is plugged in to the laptop, extract/unzip the application downloaded previously and run it.  
<https://vendit.ca/docs/VendITCommunicationTool.zip>



5. Click the "Testing Connection" button.
6. If everything is good, you should get **at least two green lights** on the application. If you are getting two or more red lights on the application then there is something blocking connection to the Vendit server.
  - Could be potential firewall restrictions.
  - Could be you need to white list the mac address of the Vendit reader and the laptop.
  - Could be incorrect static IP settings if you are not using DHCP.



If you are getting 3 green lights with the application on the laptop but still not able to connect to Vendit Servers using the Vendit Reader, have a tech give us a call while on location and in front of the vending machine.

Support can be reached at 1-800-668-1656 ex 6. From 9am - 5pm EST Monday - Friday.