



Troubleshooting Network Issues on Keypad Machines

Check Network Cable

Check that the ethernet cable is connected to the back of the machine and into a working wall port or directly to the switch.

Check Date & Time

The most common issue when a machine goes offline is that the date and time settings are not correct. This section will cover the steps to navigate and set the date and time.

Step 1. Open the door to access the inside of the machine.



Step 2. On the left side of the door there is a black control board. At the top right corner there is a blue button. Click the button one time to enter service mode. **Note: Sometimes the machine can have a hard time entering service mode. Try pressing in the white door switch on the top left of the machine door and the service mode button at the same time.**

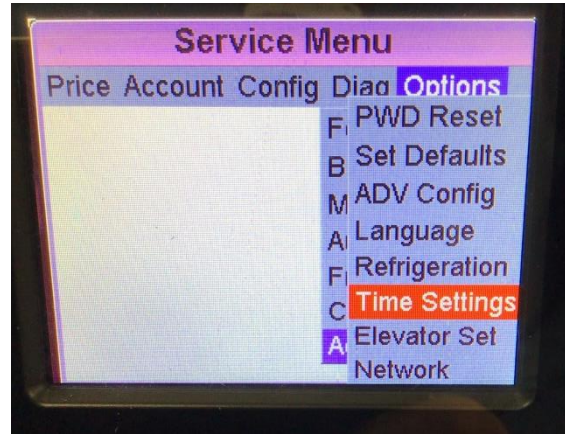


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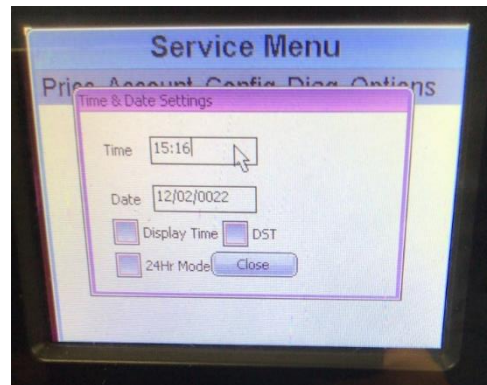
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Step 3. Once in the service menu navigate to the options tab, then down to advanced, over to the submenu, down to “Time Settings” and press #. **Note: Password is 2314**

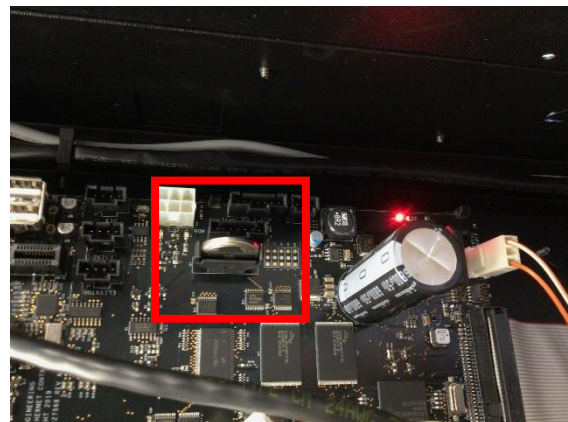


Step 4. Verify that the date and time are accurate for your local time zone.



Step 5. (Optional) If the date and time is not correct then Navigate the cursor to the date or time that is incorrect. Then press # and type in the correct information.

Step 6. If the date and time is incorrect once it has been set properly turn the machine off for about 1-2 minutes and then turn the machine back on. Check the Time Settings again and confirm that they are correct. If they are not correct then your board has a dead battery on it (shown on the right in the red square). **You will need a CR 2032 3V battery to replace it.**



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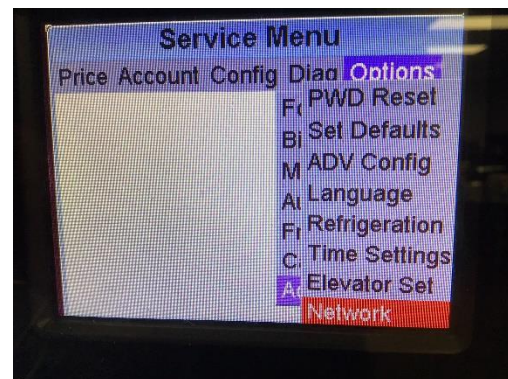


Checking the Network Settings

Checking the Network Settings is the next settings to check to troubleshoot a connection issue.

Step 1. Enter the Service Menu by clicking the blue button on the top right of the control board.

Step 2. Navigate to options, down to advanced, over to the sub menu and down to network and press #. **Note: the password is 2314**



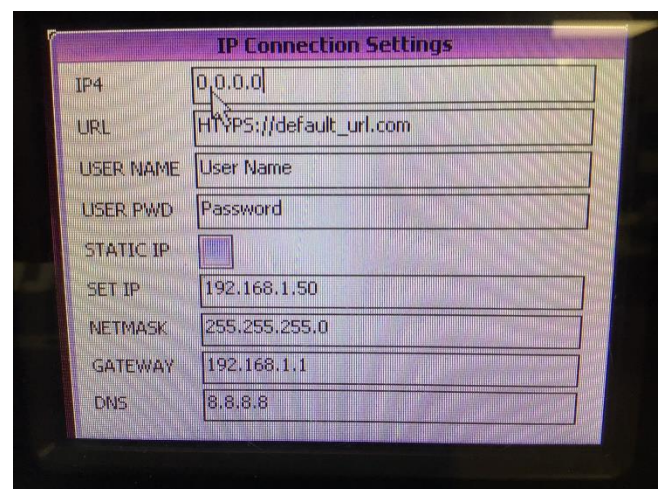
Step 3. Verify that the Network settings are accurate for your organization.

If the IP4 is showing 0.0.0.0 that means that the machine is not pulling an IP address. For software versions 5116 or later, static IP settings can be set at the machine itself.

If your machine is running software versions 4992 or earlier please contact IDS support for more assistance.

To set the static IP at the machine please see the section below titled Setting Static IP.

If the Static IP box does not have a check mark the machine is using DHCP.



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Setting Static IP

This section refers to only Software versions 5116 or greater.

To set the static IP at the machine navigate to the network settings page.

The only things that need to be set are the Static IP, Set IP, Netmask, Gateway, and DNS.

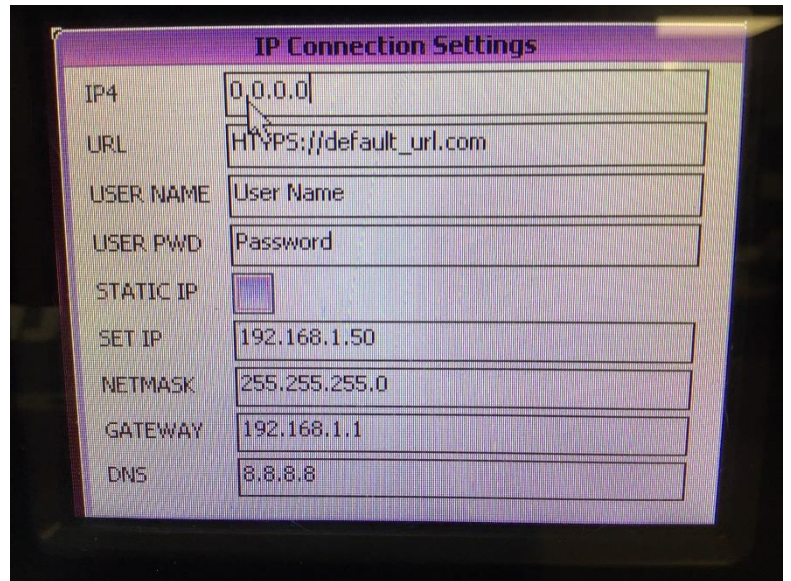
To set the Static IP move the cursor to the Static IP box and hit #

To set the Set IP, Netmask, Gateway, and DNS move cursor to respective box, click #, and enter in the appropriate numbers. **Note: you will need to add leading zeros for numbers less than 3 digits per octet.**

Once these numbers have been set, exit out of the service menu to the Enter ID screen.

Then power cycle the machine.

Lastly, double check the network settings to verify the new settings have been implemented. One indicator is that the IP4 and the Set IP are the same.



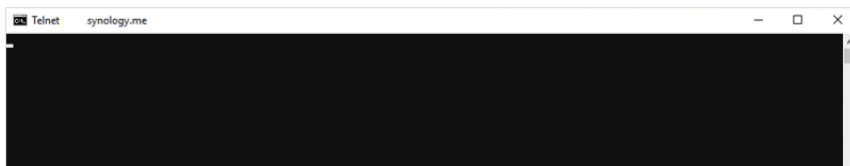
Testing the Communication to IQ Tech

Prerequisite- Telnet needs to be enabled ([Instructions](#))

Open command prompt

Type in: telnet api.iqtechportal.com 443

If the port is open it will show just a cursor



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If the port is closed it will say connect failed

```
Select Command Prompt
Microsoft Windows [Version 10.0.17763.1518]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Johnny>telnet www.example.com 1723
Connecting To www.example.com...Could not open connection to the host, on port 1723: Connect failed

C:\Users\Johnny>
```

If the port is closed the network will need to be reconfigured to allow communication for port 443.

Whitelisting URLs

If port 443 is open then try whitelisting the following URLs for inbound and outbound communication:

<https://iqtechportal.com>

<https://api.iqtechportal.com>

<https://accout.iqtechportal.com>

<https://sftp.iqtechportal.com>

Other Troubleshooting Steps to Take

- Check the firewall for any blocked traffic coming from the machine.
- Check the ICE layer for any blocked traffic.
- Verify that you are able to ping the device on your network. If you are then typically something is preventing communication out of your network.

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