

Troubleshooting Network Issues on Touchscreen Machines

Check Network Cable/Wall Port

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

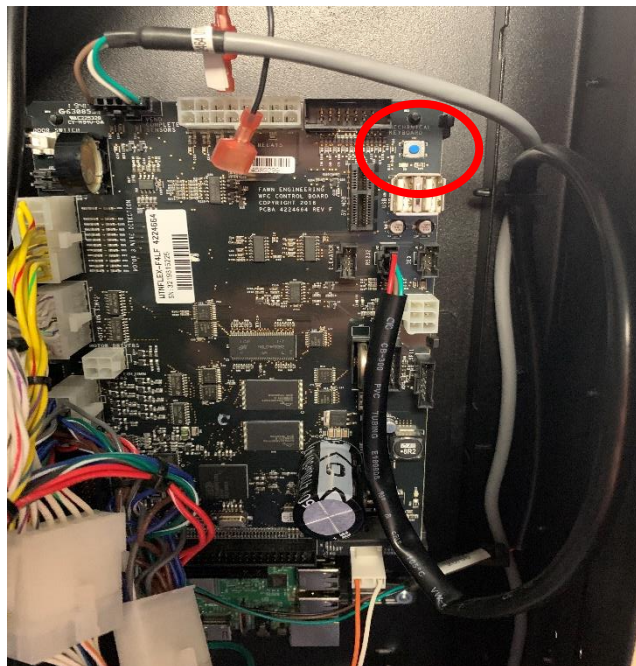
Check Date & Time

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.**

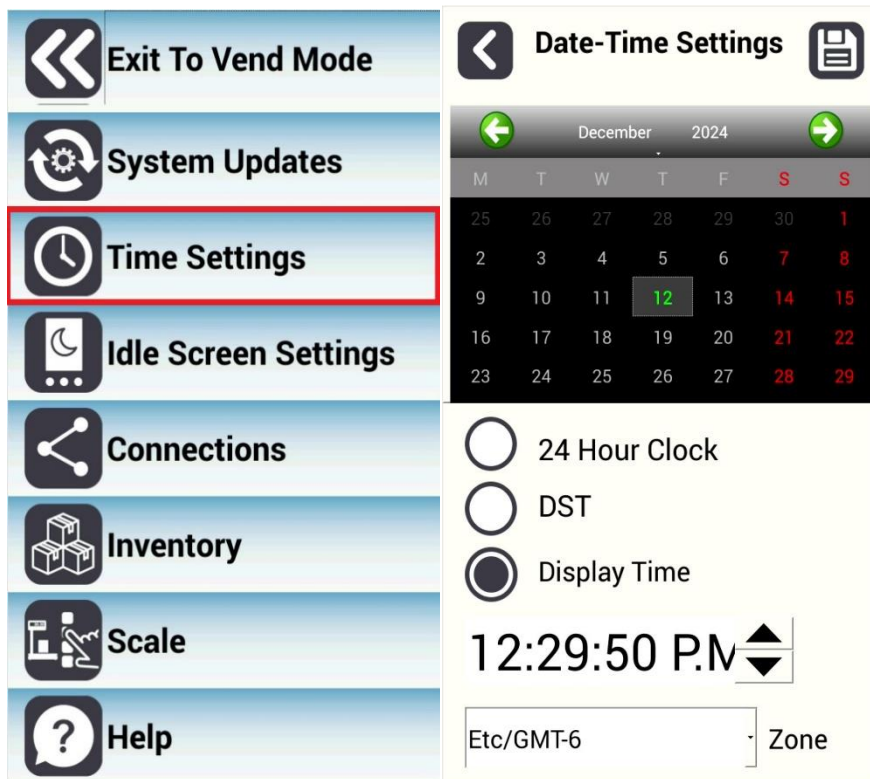


Contact us:



Step 3. Once in the service menu scroll down and press the “Time Settings” button

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



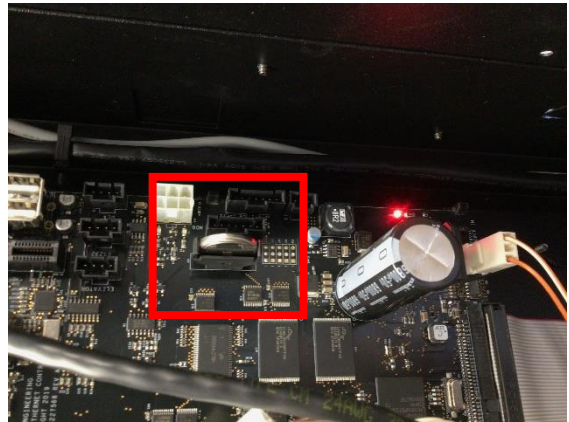
Step 5. If the date and time is not accurate, correct the settings by selecting the month and the year. Then click on today's date. If the time needs changed click in the hour field and use the arrows next to the box to change the hours. Then click into the minutes field and change the minutes using the same arrows.

Contact us:

Website: <https://idsvending.com/> **E-mail:** support@iqtechportal.com **Phone:** 515-271-8510



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.**

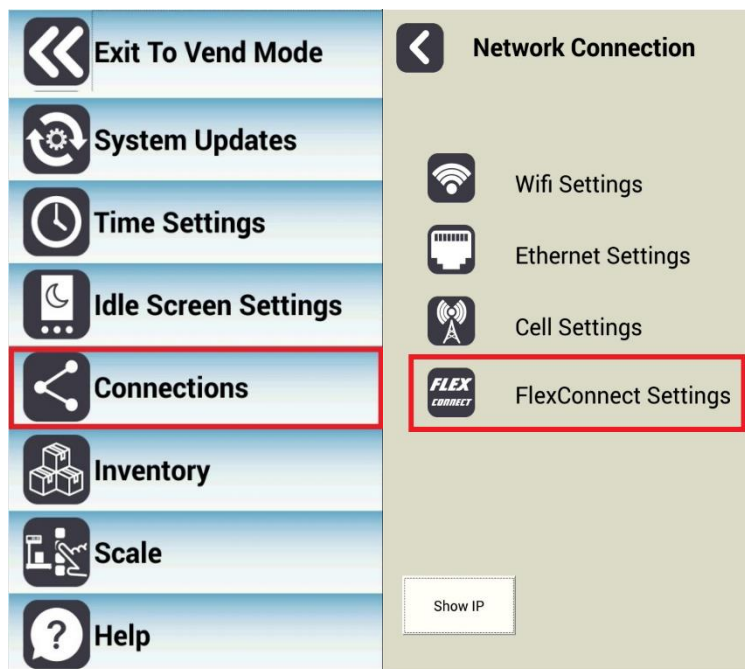


Checking the Network Settings

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. Scroll down and press the “Connections” button and then “FlexConnect Settings”.



Contact us:

Website: <https://idsvending.com/> E-mail: support@iqtechportal.com Phone: 515-271-8510

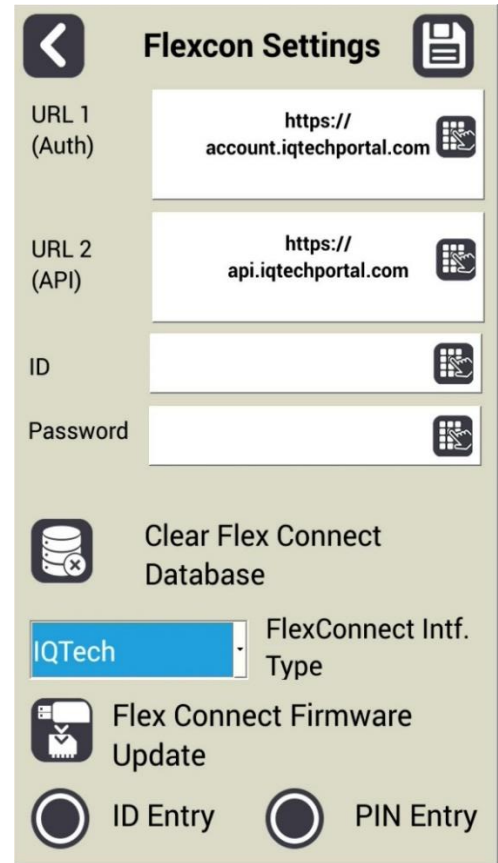


Step 3. Confirm information in URL1 and URL2 and FlexConnect Intf. Type are exactly as shows below. Press save and then the back arrow once complete.

URL1: <https://account.iqtechportal.com>

URL2: <https://api.iqtechportal.com>

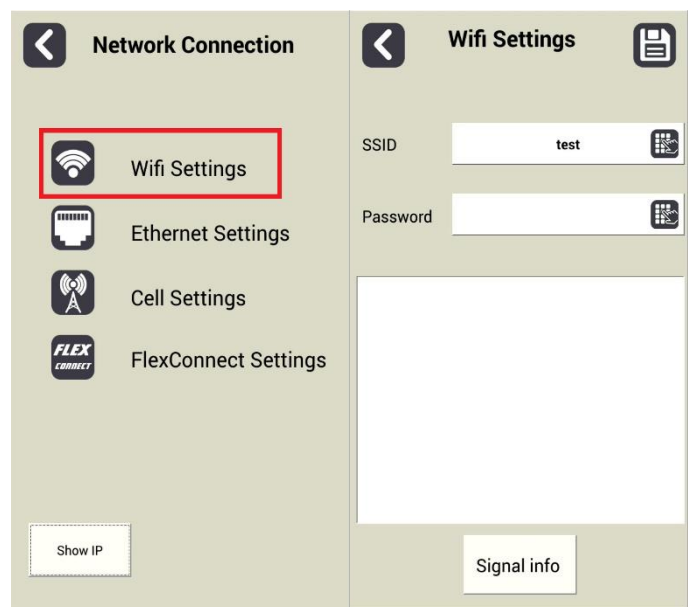
FlexConnect Intf. Type: IQTech



Step 4. Select Wifi Settings in the Network Connection page.

Step 5. Press the save button after completing one of the steps below.

- If not using Wifi, ensure that the SSID field says “test” or “NA” to prevent the machine from connecting to open networks.
- If using Wifi, ensure that both the SSID and Password fields are filled. !!NOTICE: The SSID and Password fields are not able to use most special characters or spaces. If possible, please only use alphanumeric characters for those fields.



Contact us:

Website: <https://idsvending.com/> **E-mail:** support@iqtechportal.com **Phone:** 515-271-8510