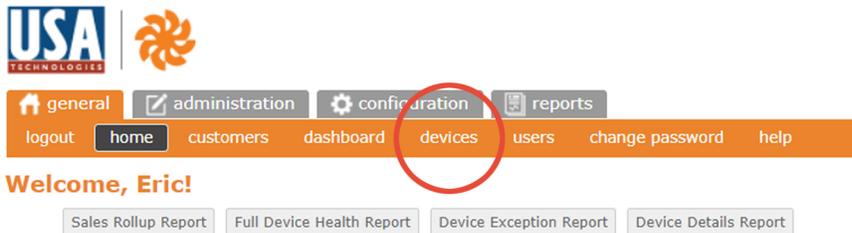


## Troubleshooting Steps

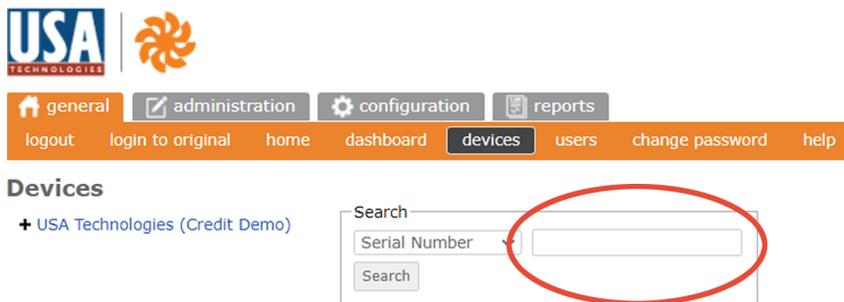
# Offline by Vendor

When you are working on a unit and the error message "Offline by Vendor" shows up on the card reader screen, you can check the 2 common settings that can create this error in USA Live.

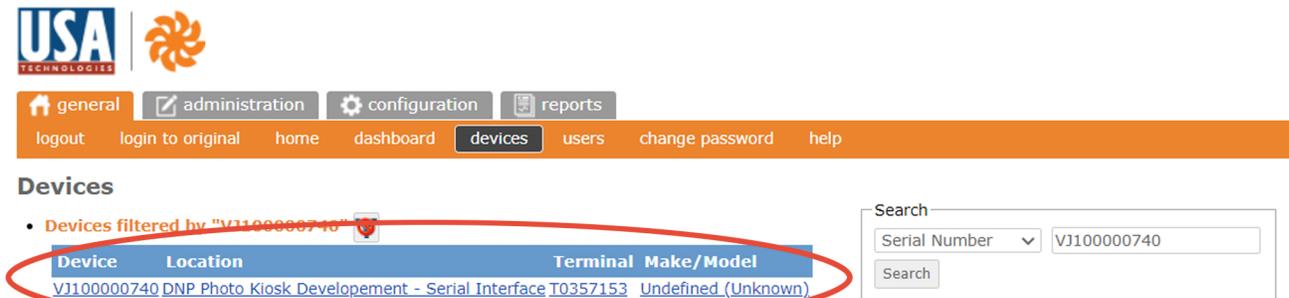
1. Log in to your USA Live website
2. Have the serial number handy and click on the Devices option on the General Menu



3. Paste the serial number in the search field and click search



4. Click on any of the underlined blue text to open the device terminal page



5. Scroll to the bottom of the page and click on the Device Configuration button

**Contact Information**

Primary Contact\*

Secondary Contact

\* **Required Fields**  
\* If pending approval, no payments will be made for revenue generated by this device until the bank account is approved.  
‡ Please contact Customer Service to change this

6. Use the Section Index box to select MDB Configuration

The screenshot shows the USA Technologies administration interface. The navigation menu includes: general, administration, configuration, reports, logout, login to original, home, dashboard, devices, users, change password, help. The current page is "Device Configuration - VJ10000740". The Section Index lists: Application Settings, Server Override Device Settings, **MDB Configuration**, DEX Configuration, Coin Pulse Configuration, ePort Serial, Anti-Fraud Velocity Settings, Customized Auth Flooding Protection. The Application Settings section is expanded, showing: VMC Interface Type (2 - eTrans MDB), Sets VMC or Kiosk Interface type... (7 and 8), Aux Serial Port Select (1 - DEX), Cash Transaction Recording (0 - Disabled), and Two-Tier Pricing\* (0.10).

7. Change the MDB Setting Max Number Of Items to = 1  
Change the MDB Alerts to = 0 - Disabled

**MDB Configuration**

**MDB Setting Max Number Of Items\***

This is the number of vends that the ePort will attempt in a multisession if funds are available. Notes: 1) To set single-vend (disable multi-vend) set this value to one. 2) Max items depends on firmware revision and property 1201. For 02.04.002b, Fixed Amount limits are: 20 sale items which means 19 two-tier items. Default: 3

**MDB Setting Timeout for 1st Selection\***

This value in seconds sets the timeout for the consumer to make their first selection. Note: Device will change the improper setting of 0 to the value of 20 seconds. Default: 20

**MDB Setting Timeout for 2nd 3rd Etc Selections\***

This value in seconds sets the timeout for the consumer to make a selection after the first selection in a multi-vend session. Note: Device will change the improper setting of 0 to the value of 20 seconds. Default: 15

**MDB Setting Vend Session Timeout\***

Sets the timeout of the VEND portion of the MDB Cashless Session. Example, how long to wait for the can to drop. Notes: 1) A minimum of 30 is recommended. 2) Device will change the improper setting of 0 to the value of 300 seconds (5 minutes). Default: 300

**MDB Alerts**

Enables or disables MDB Alerts. Note, Alerts must be enabled to support USALive's Device Alerts of types MDB Alerts Bill Acceptor and MDB Alerts Coin Changer. Default: 0 - Disabled

This will set your machine to single vend and stop the device from checking for MDB Alerts (Unless you are using MDB Alerts this will have no impact)

## 8. Scroll to the bottom of the screen and click Save and Send

Server Setting: Override global Auth Flooding Protection settings [On/Off]

Customized AFP: Override Global Auth Flooding Protection settings

Server Setting: Number of Authorizations within (Check Time Minutes) [ ]

Customized AFP: Number of approved authorizations in Check Time after which the device will be blacklisted for Blacklist Minutes. If enabled, default value is 12.

Server Setting: Check Time (minutes) [ ]

Customized AFP: Number of minutes to check. The device will be blacklisted for Blacklist Minutes after Number of Authorizations for the same card in this time span. If enabled, default value is 2.

Server Setting: Blacklist Minutes [ ]

Customized AFP: The device will be blacklisted for this many minutes after Number of Authorizations for the same card in Check Time. If enabled, default value is 5.

Server Setting: Minimum failed auth rate (percents) [ ]

Customized AFP: Minimum (Failed auths) / (Success auths) rate to blacklist device. If enabled, default value is 65.

**Save and Send** Device Profile

The change will now be queued up on the device command list

## 9. Power cycle the machine (turn off and back on), this should clear the error.

If the error still shows up after the unit powers up, you may need to check how the device is connected to the machine. The eport should be the first connection to the machine (white plastic MDB connector). You may need to also check the machine settings to ensure it is enabled for credit cards.

If after you have checked and changed these settings and your reader is still saying “Offline by Vendor”, you will need may need to contact Customer Service (888-561-4748) or reference the Machine based solutions for Offline by Vendor.