

How to Troubleshoot Init.MDB Issues

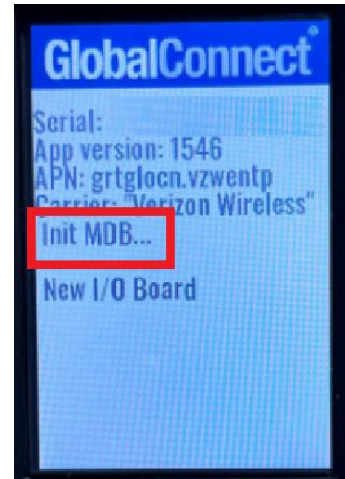


1. **Make sure that the LYNK is updated to the latest version.** If necessary, reflash the device using the latest telemeter software: [USA Production Build](#) or [Canada Production Build](#).
2. **Confirm that the machine is compatible with LYNK.**
 - Use the LYNK [Machine Compatibility List](#) and check that:
 - the machine type works with LYNK
 - the machine EPROM meets minimum requirements
3. **Make sure that the LYNK is first in the series of connections to the Vending Machine Controller.**
4. **Confirm that the machine MDB line is working.**
 - Confirm that the bill validator has a solid light and is communicating with the machine MDB line.
 - If the light is on, the issue must be with the LYNK, the MDB cable, or how the MDB cable is connected.
 - If the light is off, the MDB line is not communicating.
 - Make sure that the machine is **NOT** empty as this may shut down the MDB line.
5. **Try a new MDB cable and new NPC cable (if needed).**
 - LYNK devices with new I/O boards (with a green “OK” sticker on the back and a “New I/O Board” boot up message [*pictured to the right*]) do not require an NPC cable.
6. **Test another LYNK device on the same machine.**
 - If the new device works, then the issue lies with the original device. Reflash the device to the latest version or RMA it.
 - If the new device does NOT work, consider whether the issue is machine related.

For further troubleshooting or assistance at any stage of the process, please contact LYNK Support:

Email: LYNKSupport@globalconnect.biz

- Phone: (336) 645-9629



Above: A device stuck on the Init.MDB message.



Above: Overlay LYNK MDB cable



Above: Full Size LYNK MDB cable



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