

## TECHNICAL INFORMATION

Date: 15.07.2026  
 TI: 0726  
 Vending machine type(s): SiLine HG; SiLine GF; SiLine SÜ; SiLine SiOne;

### Radio antennas inside the vending machine

Many of the modules that can be installed in our vending machines use radio antennas to establish a connection to the mobile network or a Wi-Fi network. Not all antennas are immediately recognisable as antennas.



Short whip antenna



Long whip antenna



Whip antenna with magnetic base



Patch antenna (flat antenna)

Due to the material properties of the vending machines, radio antennas for installed modules must always be positioned outside the vending machine.

The housing is made of metal, which acts as a shield against radio antennas. Positioning the antennas inside the vending machine can cause interference both in the installed module and in the vending machine itself. In addition, the antenna cable is often insufficiently shielded to prevent interference with the vending machine's control electronics.

### What types of interference can occur?

In general, incorrectly positioned antennas – particularly those located inside the vending machine – can cause various types of malfunctions. In particular, the following errors have been observed:

- Communication faults or message loss between the HMI and VMI (e.g. EC\_2002, EC\_2021, EC\_2059, EC\_2077), as well as any resulting errors.
- Display interference (flickering) on the touchscreen.

### How can the antennas be positioned correctly?

Antennas must always be mounted outside the vending machine. When routing the cable, ensure that no more antenna cable than necessary remains inside the vending machine. The cable should be routed from the telemetry or payment system to the antenna via the shortest possible path out of the vending



machine. Wherever possible, the antenna cable should not be routed alongside the existing wiring inside the vending machine.

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