EZ Troubleshooting Guide

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EZ Config - This is the same software TMS uses to connect remotely from our factory. This a free software program that is required to program the EZ console, either with a direct connection from a PC via a straight-through serial cable plugged into the COM1 port on the console, or via a modem from a remote location. To connect remotely via a modem, the programmer must know the phone number of the line plugged into the modem port on the console for the remote computer to dial into the console, or the programmer's phone number must be set in the console's PHONE# location in the MODEM screen for the console to dial out to the remote computer.

Function 55 – on the PS1500, sets the card terminal to communicate with the console. The screen should "PUMP INTERFACE IS ON". If the screen

reads that the "PUMP INTERFACE IS OFF", press the TURN ON button. After establishing the pump interface is on, the operator should <u>follow the steps used to clear the ERROR-1 or ERR-COM errors.</u> The operator can then return to Function 55 in the terminal and press the TEST TRANS button to test the communication from the PS1500 to the EZ console. The terminal screen should read "Transaction complete". If the EZ console is set to use the PS1500 printer, simply selecting a hose and printing a transaction receipt will prove communication from the EZ console to the PS1500 card terminal.

After SSS sends down a change or an update, the EZ console ***MUST*** be reset. Otherwise, the console and PS1500 card terminal may have communication issues. Follow the same steps put forth in resolving the ERROR1 or ERR-COM problems.

Cables - The console communicates with the pumps and the card readers independently. The console to IC cable has three separate sets of wires for communication. Each set connects the EZ console to either the pump IC, the card reader IC, or another IC to be determined. Consequently, the cable or console can go bad in such a way that the console will talk to either the pumps or the card readers, but not both. Sometimes cleaning the cables with contact cleaner will resolve communication errors.

Console Operations

To authorize a Prepay sale, press PUMP SELECT #, the MONEY AMOUNT, and then CASH PAID.
NOTE: pressing AUTH after pressing CASH PAID will override the Prepay, and will change the sale to a Preset sale.

To authorize a Preset sale, press PUMP SELECT #, the MONEY AMOUNT, then AUTHORIZE.
NOTE: pressing CASH PAID after pressing AUTH will override the Preset, and will change the sale to a Prepay sale.

To de-authorize a selected fueling position, press the correct PUMP SELECT#, then press the UNDO button.
NOTE: pressing PUMP STOP will momentarily "pause" the sale at the dispenser, but will not de-authorize the sale.
NOTE: if the UNDO button doesn't clear the authorization or prepay, call TMS to get a free firmware upgrade.

Time and Date - At a site with pay-at-the-pump, the EZ console gets the time and date from the PS1500. Changes to the time and date must be made at the PS1500; it takes a minute or two for the data to transfer to the console. For pump-only sites, the time and date are set either through the console keypad, or with a PC via the EZ Config program. The console should be set to the 24hr mode and the hours entered should be in the military-24hr format.

To view the last sale paid out or previous sale, select a fueling position and hold the * (asterisks, or star) button.

If the EZ console beeper is not loud enough, powered external speakers, like those available to connect to a PC, can be connected to the console. The speakers usually are equipped with a volume control knob that can adjust the sound to your liking.

Passwords - There are two passwords available for the EZ: The manager's password allows all functions in the EZ console, and can be changed remotely or through the console keypad. The attendant or operator password allows the operator to change fuel pricing through the operator menu, allowing the manager a higher level of security. The operator password can only be changed with a PC via the EZ Config program.

If "ERROR 1 or "ERR-COM appears on the console display above the S-1 button. The error displayed depends upon the software version in the console and card terminal at the site: **"ERROR 1"** displays at early ADS-Chicago and all LYNK sites and **"ERR-COM"** displays at all ADS-Chicago sites installed after Nov. 2003. Anytime an **"ERROR 1"** or **"ERR-COM"** appears, the power must be cycled to both the terminal and the console. Please follow these steps put forth to re-establish communication between the EZ console and the PS1500.

NOTE: If these steps are not done exactly as presented, the error will not be resolved and they will have to be repeated.

Steps to resolve "ERROR 1":

1. Confirm that the off-white null-modem computer cable is connected from the console's COMM 2 port to the PS 1500 card terminal's AUX 2 port.
2. Unplug the PS1500 card terminal's (black) power cord. The terminal's screen should go blank.

3. Turn the console's power key to the off position. The console's screen should go blank.
4. Reconnect the power cord to the PS1500. WAIT until the normal screen (CASH CREDIT VOID and MORE choices) appears.
5. **After the PS1500 card terminal displays the normal screen,** turn the console's power key back on. The console first establishes communication with the dispensers and card readers, and then will remove the ERROR-1 from the screen.
6. Confirm that the EZ console can now print a receipt on the terminal's printer and that the system will now take cards.

Steps to resolve "ERR-COM":

1. Confirm that the off-white null-modem computer cable is connected from the console's COMM 2 port to the PS 1500 card terminal's AUX 2 port.
2. Confirm both the EZ console and the PS1500 card terminal are powered-up and respond to keyboard input.
3. Unplug the PS1500 card terminal's (black) power cord. The terminal's screen should go blank.
4. Reconnect the power cord to the PS1500. WAIT until the normal screen (CASH CREDIT VOID and MORE choices) appears.
5. After the PS1500 card terminal displays the normal screen, turn the console's power key to the off position. The console's screen should go blank.
6. Turn the console's power key back on. The console first establishes communication with the dispensers and card readers, and then will remove the ERR-COM from the screen.
7. Confirm that the EZ console can now print a receipt on the terminal's printer and that the system will now take cards.

Console Problems

If the status numbers disappear, or if dashes appear on the display when a fueling position is selected, power the EZ console down and back up If the status numbers briefly appear, but then disappear, the prices need to be re-entered. Try re-entering on the console first; if this fails to resolve the problem, download prices from EZ Config.

If the console will not authorize a sale, pre-pay may be enabled. It may look as though prepay must be enabled in order to authorize a pre-pay sale, however enabling pre-pay allows only pre-paid sale authorizations. Disable allows both pre-pay and post-pay sales.

If a console loses the printer heading, try turning the console off and back on to see if it restores. It is likely the console's memory is corrupt and needs to be reprogrammed. TMS strongly suggests the store contact the factory to receive a free firmware (operating software) upgrade. Upgrading the firmware from the factory over a phone line connection, which requires approximately 30 minutes, will greatly reduce the likelihood a malfunction such as this from happening again. If the site chooses to forego upgrading the firmware, they will need to print any reports that they normally retrieve from the console before clearing the console's memory and reloading the site configuration via the EZ Config software.

If the EZ display is blank, the operator can pull up the menu display by pressing the MENU button, the console's memory is corrupt and needs to be reprogrammed. TMS strongly suggests the store contact the factory to receive a free firmware (operating software) upgrade. Upgrading the firmware from the factory over a phone line connection, which requires

approximately 30 minutes, will greatly reduce the likelihood of the blank screen from happening again. If the site chooses to forego upgrading the firmware, they will need to print any reports that they normally retrieve from the console before clearing the console's memory and reloading the site configuration via the EZ Config software

If "OUT OF SERVICE" appears on the card reader display but all of the pump status #s are displayed, the console's ALL STOP button may have been pressed. The console WILL NOT communicate with the dispensers or card readers, because pressing the ALL STOP button sends a "stop pumping" message to all fueling positions and will not allow any authorizations until the ALL STOP or O-STOP message has been cleared. To clear an ALL STOP, follow the steps according to the message displayed above the S1 button.

If "ALLSTP" appears on the console display above the S-1 button, the console's ALL STOP button has been pressed, and it WILL NOT communicate with the dispensers or card readers. Pressing the ALL STOP button sends a "stop pumping" message to all fueling positions and will not allow any authorizations until the ALL STOP message has been cleared. To clear an ALL STOP, follow these steps:

1. Press the ALL STOP button. A message will appear and give two courses of action.
2. To clear the all stop Press the ENTER button, or press UNDO to keep all pumps stopped.

Both choices will exit to the main pump display screen.

If "O-STOP" appears on the console display above the S-1 button, (in older versions of firmware) the console's ALL STOP button has been pressed, and it WILL NOT communicate with the dispensers or card readers.

Pressing the ALL STOP button sends a "stop pumping" message to all fueling positions and will not allow any authorizations until the ALL STOP message has been cleared. To clear an O-STOP, follow these steps:

1. Press the following buttons: MENU, then S4, then press ENTER.
2. Press S3 to highlight START, and then press the ENTER button. This will restart dispenser and card reader communications and revert to the PROG choice it the previous screen.
3. Press MENU to exit to the main pump display screen.

If "READER" appears on the console display above the S-1 button, the console can't communicate with the dispenser's card reader. Gilbarco card readers will beep continuously and show a "Please pay inside" message, Wayne will read "out of service", and Tokheim displays a message stating that the pay at the pump option is unavailable. Please call TMS if you experience this error to discuss the cause of this error.

If "FAIL" appears on the console display above the S-1 button, the console can't communicate with one or more of the dispensers. The console will display an "X" in place of the status number on the console display for each fueling position the console can't communicate with. Please call TMSif you experience this error to discuss the cause of this error.

If a fueling position alternates between an "X" and a card icon, the operator needs to select that fueling position and press the UNDO button. A customer can cause the card reader to "lock up" by pressing certain keys in the wrong sequence, or there may be a communication problem between the console and the card reader.

If a fueling position alternates between position# and a card icon, but the card reader display reads the default ready screen (Select Payment), the operator needs to swipe a credit card, wait until the card is

authorized and the card reader reads lift nozzle. At this point, press the cancel button on the card reader keypad. The card icon should stop flashing on the console screen.

If a single fueling position "locks up" and displays an "Error1 or ERR-COM", a credit card icon, or a flashing "A" or "P" on display and is "out of order",doing a "Pump Select Clear" will sometimes clear the problem. The following steps should clear any communication conflicts between the console and a fueling position. If the same position or any other positions are experiencing various symptoms, the console's memory needs to be cleared and reprogrammed using the EZ Config software program.

1. Turn the console's power key to the OFF position.
2. Press and hold the corresponding fueling position's PUMP SELECT button while turning the power key on.
3. After the self-test and a warning message screen displays, release the PUMP SELECT button, and press the same PUMP SELECT button again.
4. Enter the manager's password and press ENTER. The console should self-test again and the pump status screen will display.

If the dispenser card reader reads "Select Payment" but will not approve a particular card, the terminal or network may not have that particular card on their approved list. The operator needs to call CircleNet, or their network sales representative to resolve the PS1500 unit or network setup problem. The fact that "Select Payment" is displayed at the card reader signals the EZ console can communicate to the dispenser card readers. When a customer receives the "Please See Attendant", the network has declined the card.

If the dispenser card reader reads "Select Payment" but will not approve any cards, the terminal may not have a dial tone, or the terminal or network may not have cards at the dispenser turned on… The operator needs to call CircleNet, or their network sales representative to resolve the PS1500 unit or network setup problem. The fact that "Select Payment" is displayed at the card reader signals the EZ console can communicate to the dispenser card readers. When a customer receives the "Please See Attendant", the network has declined the card.

If cards will not work at the dispensers and the EZ console can't print a receipt on the terminal's printer, the console and the PS1500 have a communication problem. "ERROR 1 or "ERR-COM may appear on the console display above the S-1 button. Follow the steps put forth in the <u>"ERROR1 or ERR-COM" section</u> to establish communication between the EZ console and the PS1500 terminal.

If no receipts print out at the pump card reader, the EZ console may have received a message that the CRIND is out of paper. On Gilbarco dispensers, when a sale with a receipt request is started, and the paper is down to a certain level, the CRIND will send a signal to the console that it's low on paper, and the console will display "paperr" above the S1 button. This alerts the operator that the paper needs to be replaced. If the CRIND paper runs out completely, the message "printer error" will appear at the CRIND (and at the console) anytime a customer requests a receipt. The customer can get a receipt inside until the situation is corrected. To correct this, insert a new roll of paper; when the CRIND door is closed, the printer should automatically print a test receipt. Then select that fueling position on the console, and press the "UNDO" button. NOTE: the dispenser card reader will not print receipts until the PUMP SELECT # (associated with the fueling position that was out of paper) and the UNDO buttons have been pressed after replacing the paper at the CRIND.

If still no receipts print out at the pump card reader, and the paper at the card reader has never ran out, the card reader keypad may need to be customized using the EZ Config program. Card reader keypads are configured to suit different oil companies and networks. If the button arrangement at the card readers differs from the EZ console default keypad layout, the card readers RECEIPT / YES button may register as another button causing the console to interpret a no answer, or even a request to cancel the sale. Consult with the keypad configuration data for your network and pump type. If the layout differs from our default, correct the layout by <u>contacting TMS Support</u> or by using the EZ Config program.

If EZ console prints "garbage" instead of a receipt on to the optional TMS 35 printer made by Citizens. The EZ console prints to the TMS-35 at 9600baud, but all other TMS consoles print at 2400baud. Consult the printer's guide to determine the dipswitch location to change the baud rate to 9600 baud by turning DS2 position 5 to the on position. At this point, DS1 should have positions 1 and 2 on, and DS2 should have positions 2, 3, 4, and 5 on. All other dipswitch positions should be turned off. The printer not will recognize the change in positions until the power has been cycled on after changing the dipswitches.

If the EZ console won't print a receipt on either the PS1500 card terminal or the TMS 35 printer, the console and the PS1500 may have a communication problem, or the console has not been set to print to the devise you're using. Confirm the console's programming by following the following steps:

1. Press MENU, and with PROG highlighted, press ENTER.
2. Enter the manager's password (default is 1 2 3 4), then press ENTER.
3. With SYSTEM highlighted, press ENTER.
4. Press S2 to highlight PRINT, then press ENTER.
5. Press S1 to highlight SELECT, then press ENTER.

6. Press S1 to highlight PETRO to print to the PS1500, or EZ to print to the TMS 35, then press ENTER. Press MENU

If the console is still un-able to print to the PS1500 terminal, <u>follow the same steps put forth in resolving the ERROR1 or ERR-COM problems,</u> then try printing a receipt again. If the console still is unable to print, is not displaying an error message, and communication with the PS1500 is confirmed, the operator needs to call CircleNet...the problem may be with the PS1500 unit.