

## FC10 FUEL MANAGEMENT SOFTWARE TROUBLESHOOTING GUIDE

<b>GPRS COMMUNICATIONS</b>		
<b>Problem</b>	<b>Probable causes</b>	<b>Possible solutions</b>
The PC cannot connect to the pump to download transactions. "Unable to establish connection"	<ul style="list-style-type: none"> <li>• The PC Internet connection is not available.</li> <li>• The wireless router may be turned off.</li> </ul>	<ul style="list-style-type: none"> <li>• Restart the PC.</li> <li>• Check firewall settings.</li> <li>• Turn on/reset the wireless router.</li> <li>• Check that the wireless option is enabled on the PC.</li> </ul>
The PC internet connection is working fine but I still cannot connect to the pump.	<ul style="list-style-type: none"> <li>• There may be congestion on the GPRS network in your local area.</li> <li>• The pumps GPRS modem may not be able to log onto the GPRS network.</li> <li>• The GPRS SIM card in the fuel pumps modem may have expired.</li> </ul>	<ul style="list-style-type: none"> <li>• Wait for 1 hour and then retry the connection.</li> <li>• Turn the power to the pump unit off for 60 seconds to reset the modem.</li> <li>• Check with your network provider for local network outages.</li> <li>• Contact Hytek to arrange a SIM card management package or contact your network provider.</li> </ul>
I have placed my own SIM card into the pumps GPRS modem and I cannot connect to download transactions.	<ul style="list-style-type: none"> <li>• The SIM isn't initialised correctly.</li> <li>• The IP address entered on the software is invalid.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that the SIM card is GPRS enabled.</li> <li>• Update the IP address on the PC software. Go to "SITES" and then "EDIT SITE". There is a box named "IP ADDRESS". Make sure this corresponds with the IP address of the SIM card.</li> </ul>

<b>GSM COMMUNICATIONS</b>		
<b>Problem</b>	<b>Probable causes</b>	<b>Possible solutions</b>
The desktop modem cannot be heard dialling when trying to connect to the fuel pump to download the transactions.	<ul style="list-style-type: none"> <li>• The desktop modem isn't turned on.</li> <li>• The desktop modem has been become unplugged from the PC or the phone socket.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the modem on using the button on the rear of the unit.</li> <li>• Check the serial lead between the modem and the PC. Also check the phone line connections.</li> </ul>
When trying to connect to the pump, the program states "Modem not detected"	<ul style="list-style-type: none"> <li>• The desktop modem's serial port connections may have been changed.</li> </ul>	<ul style="list-style-type: none"> <li>• Go to "SITES" and then "EDIT SITE". There is a box named "SERIAL PORT No". Make sure this corresponds to the port on the PC that the desktop modem is plugged into.</li> </ul>
The desktop modem is dialling the pump but then a voice can be heard through the modem saying, "This phone is currently unavailable" or "This phone is currently switched off".	<ul style="list-style-type: none"> <li>• The power to the pump may be switched off.</li> <li>• There may be temporary limited signal strength in your area.</li> <li>• The GSM modem inside the pump is not currently receiving a signal.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on the power supply to the pump.</li> <li>• Wait for one hour and then try re-dialling the pump.</li> <li>• Turn the power to the pump off for 1 min and then back on again. This will reset the pump's GSM modem.</li> </ul>
When trying to dial into the pump, a voice can be heard saying, "The number you have dialled is not recognised" or similar.	<ul style="list-style-type: none"> <li>• The system relies on a SIM card inside your pump to transfer data over a GSM network. The SIM card may be over 12 months old from new and may have expired. Hytek only supply a SIM card for system for the first 12 months.</li> </ul>	<ul style="list-style-type: none"> <li>• Your pump supplier/installer should have notified you one month in advance of the expiry of your SIM card. Check with your supplier/installer. If the SIM card has expired then you will need to source your own SIM card for the GSM modem inside the pump. This can be sourced from Vodafone etc, and has to be DATA ENABLED. You will need the <u>data number</u>, not the "voice number " from the SIM card supplier when you are requesting a new SIM card to be initialised. A normal SIM card, i.e. from a mobile phone will not work in the pumps GSM modem unless it is specifically "analogue data enabled". When the new SIM card is fitted into the pump the <u>data number</u> for the new SIM card will then need to be entered into the software. Do this by going to the SITES screen, clicking EDIT SITE and overwriting the previous number in the "modem number" box, not forgetting to put any "outgoing line" digits before this new number, i.e. 9 for an outside line.</li> </ul>

<b>TAG PROGRAMMING</b>		
<b>Problem</b>	<b>Probable causes</b>	<b>Possible solutions</b>
When adding a new vehicle to the system, it doesn't fall into any group, model or department already listed.	<ul style="list-style-type: none"> <li>• A new group, model or department category hasn't yet been created on the system.</li> </ul>	<ul style="list-style-type: none"> <li>• Select REPORTS then ADD/MODIFY GROUPS. Select the appropriate category tab, i.e. MODELS. Click "add entry" which creates NEW ENTRY in the list on the left. Highlight NEW ENTRY in the list by clicking on it. Now click MODIFY ENTRY and overwrite the "new entry" text in the box above this button on the right hand side. Now click UPDATE ENTRY, which will add the new category to the list. This category can now be selected when adding the new vehicles details when in the "edit vehicle tag details" screen.</li> </ul>
Changes have been made to a vehicle/driver on the software but the pump hasn't recognised these changes.	<ul style="list-style-type: none"> <li>• The pump hasn't yet received the updated information yet.</li> <li>• The changes on the software were not updated correctly.</li> </ul>	<ul style="list-style-type: none"> <li>• Dial the pump to send any recent changes made on the software.</li> <li>• Be sure to tick the "Remote update" box before clicking the PROGRAM button on the "Edit vehicle tag details" screen. This will send any updates when you next connect to the pump.</li> </ul>
A vehicle has been changed or updated on the system but it still has the old vehicles odometer reading.	<ul style="list-style-type: none"> <li>• The new/updated vehicle's odometer reading has not yet been reset, and still displays the old vehicles odometer reading.</li> </ul>	<ul style="list-style-type: none"> <li>• Select the vehicle in question from the vehicle list in the TAGS screen. Open the "Edit vehicle tag details" screen. Tick the "Reset Odometer" box, the "remote update" box, and then click the program button. You will need to connect to the pump so that it recognises any changes you have made on the software. You <u>will not</u> see this change on the software until the vehicles data-tag is next used at the pump. The previous vehicles odometer data will then be overwritten.</li> </ul>
A new vehicle has been added to the system, but when the data-tag is used at the pump it doesn't ask for an odometer reading.	<ul style="list-style-type: none"> <li>• The "Access protocol" option for the odometer reading has not been activated for the new vehicle's data-tag.</li> </ul>	<ul style="list-style-type: none"> <li>• Select the vehicle in question from the vehicle list on the TAGS screen. Open the "Edit vehicle tag details" screen. Tick the required odometer option (i.e. Km, Miles, Hours) in the "Access protocol" box. Tick the "remote update" box, and then click the program button. You will need to connect to the pump so that it recognises any changes you have made on the software. The next time the data-tag is used at the pump, it will now ask for the selected odometer reading.</li> </ul>

<b>REPORTS</b>		
<b>Problem</b>	<b>Probable causes</b>	<b>Possible solutions</b>
There are some transactions missing from my reports.	<ul style="list-style-type: none"> <li>• The transactions may be on hold because the software thinks that there is no fuel in the tank. See transactions on hold box.</li>   <li>• The dates on the reports are not set correctly.</li>   <li>• The report may be filtered or indexed to exclude certain transactions</li>   <li>• The system may have missed transactions during the download process due to a drop in the GSM signal.</li> </ul>	<ul style="list-style-type: none"> <li>• A fuel delivery into the tank has not been inputted onto the software. Input any outstanding fuel deliveries by going to SYSTEM INPUTS and entering the outstanding delivery using the STOCK DELIVERY function.</li>   <li>• Click on START REPORT and END REPORT boxes to select correct times &amp; dates.</li>   <li>• Remove any filter or index settings that may exclude certain transactions, e.g. INDEX REPORT BY box no. 1 should state "time &amp; date" and FILTER REPORT BY box no. 1 should state "none" to show all transactions in time &amp; date order over the selection time period.</li>   <li>• You may need to re-download your transactions. RIGHT CLICK on the CONNECT TO SITE button to show re-download box. Input number of transactions to download (if you average 10 transactions per day then enter 70 into the box to re-download the previous weeks transactions), then click download. <b>Never</b> tick "download all" and only input the amount of transactions needed to cover the period where there are transaction missing.</li> </ul>
The totalised report shows no data at all, although the transaction report is fully up to date.	<ul style="list-style-type: none"> <li>• The totalised report may be indexed incorrectly.</li> </ul>	<ul style="list-style-type: none"> <li>• The totalised report cannot be indexed by NONE, as this will not show any transactions. It is best to index the totalised report by ID, REGISTRATION or FLEET numbers.</li> </ul>
<b>PUMP SETTINGS</b>		
A new vehicle with a large tank has been added to the system, and the pump will stop delivering when it reaches a certain point, i.e. 200 litres.	<ul style="list-style-type: none"> <li>• The pumps maximum delivery setting is not adequate.</li> </ul>	<ul style="list-style-type: none"> <li>• Change the pumps max delivery setting by going to the SITES screen, and then click EDIT SITE. Under the selected pump should be a "Maximum" option. Increase this figure to match the vehicle with the largest tank capacity in your fleet, i.e. 350 litres.</li> </ul>
When fuelling a twin tank vehicle, the pump keeps cutting out after the driver has filled one tank and is going round to fill the second tank.	<ul style="list-style-type: none"> <li>• The pumps time-out settings are not set appropriately. A longer time period is required to fill a twin tank vehicle before the pump times out.</li> </ul>	<ul style="list-style-type: none"> <li>• Edit the pump time-out settings by going to the SITES screen, and then click EDIT SITE. Under the selected pump should be a "Start time" and "End time" in seconds. Increase the "End time" accordingly, i.e. 60 seconds, to allow for extra time when fuelling twin tank vehicles.</li> </ul>