



# PCXZ Troubleshooting Guide

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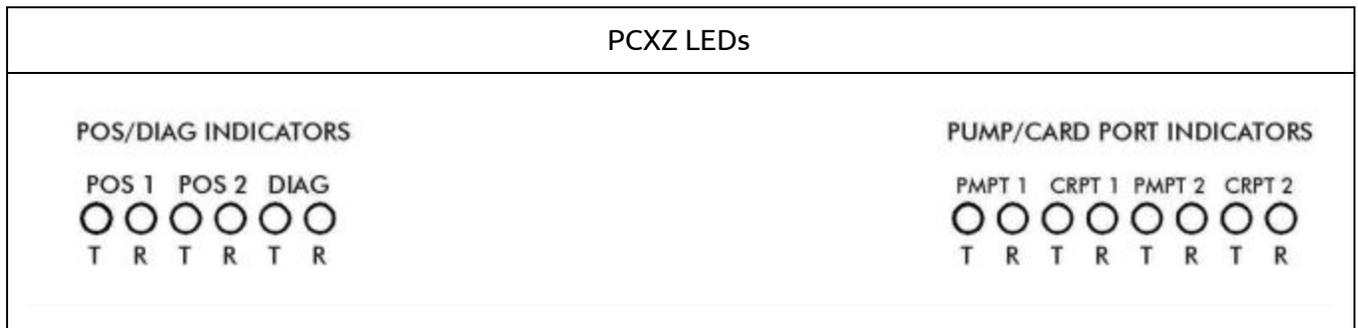
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## Notes

- The PCXZ will lose prices when powered down and will need for prices to be resent upon powerup.
- POS 1 and POS 2 are interchangeable ports, allowing more than one POS to talk to the PCXZ.
  - Each POS must only talk to unique pump ID's (POS 1 talks to odds, POS 2 talks to evens, for example.)
- PIPort 1 is for dispensers/readers 1-16 and requires one Configurator/Dual Configurator.
- PIPort 2 is for dispensers/readers 17-32 and requires one Configurator/Dual Configurator.

## LED Activity

- PUMP/CARD Channel LEDs should be solid green if not connected to anything.
- Disconnect the cable between the PCXZ and the configurator, and at this point, all PUMP/CARD channel LEDs should be solid green.
- Reconnect the cable going to the configurator: if none of the green LEDs go out, there is an issue between the PCXZ and the configurator. Make sure the cable is secure on both ends, and the configurator is powered on.
- If there is no RED LED flashing on a connected channel, it means we're not talking to the configurator. Resend prices from the POS.
  - Make sure to change prices so we know they are sent to the PCXZ. If communication still does not start, hook up diagnostics to see if it needs new code loaded, then verify that it has prices stored.
- If connected to a POS (FuelMaster, QT POD, etc) there should be constant polling on the POS Port that the POS is connected to. The Transmit and Receive LED's for that port should be flashing.
  - If they are not flashing at all, check the connection from the POS to the POS 1 or POS 2 of the PCXZ.
  - The POS ports are interchangeable, so if the port that the POS is connected to isn't showing signs of communication, switch to the other port to eliminate the possibility of a faulty port.



## PCXZ Diagnostics

- Hook up a DB9 serial cable to the diag port, and connect to putty or hyperterm on a PC using the following parameters

Baud Rate	19200
Data Bits	8
Parity	None
Stop Bits	1

- Press ESC to make sure that you are at the main menu

## Verifying that prices are stored in the PCXZ

*Every power cycle of the PCXZ requires that prices be re-sent. If there are no prices in the PCXZ, it will not attempt to communicate with the dispensers.*

- Connect to the PCXZ diagnostics
- Press 'I', then press Enter
- Press + or - to select the correct pump. The top left line should say the Pump #
- Verify that Hose 1 has a non-zero price in both the "Cash PPU" and the "Credit PPU" rows
- If either of Hose 1's prices are still 0, we will need to monitor the POS communication to make sure that we are receiving the prices from the POS.

## Monitoring the POS communication

- Connect to Diagnostics
- Press 'M' and Enter
- Then press '0' to monitor the POS 1 port, or '1' to monitor the POS 2 port
- To verify that prices are being sent from the POS to the PCXZ, look for a line that starts with "R 024A".
  - If no line begins with that sequence, then the PCXZ never received prices from the POS, and prices will need to either be forcefully sent from the POS (likely via a price change), or be sent through the [OmegaJRTTestUtility](#).

## Verifying the Code

- On the mounting flange of the PCXZ, there will be a sticker that says PCXZ-R-<brand> or PCXZ-DL-<brand>
- R means ROM and it is unlikely that it has lost code, but still needs verification.
- DL means Download, and that has a higher probability of losing it's code.
- Open Diagnostics using the steps above.
- Press and enter 'V' to see the Versions.
- If the POS, PC\_CC, Pump 1/2, or Reader 1/2 section versions ALL say "Not Loaded", it needs new code. If any still say a pump brand, it should still have code.

## Loading new code

- Disconnect all cables from the POS 1 and POS 2 ports.
- Connect a DB9 serial cable between the PCXZ's POS 1 port and your PC.
  - If your PC doesn't have a Serial port, you will need a USB to Serial adapter.
- Download code files from [http://www.pie-corp2.com/builds/stuff/PCXZ\\_Bin%20CD.zip](http://www.pie-corp2.com/builds/stuff/PCXZ_Bin%20CD.zip)
- Extract the .zip

- Open WDOWNLOAD.EXE, located inside of the extracted contents of the .zip
- Use the Setup Port menu to select COM port (1-4) and set baud rate to 9600.
  - If the com port is 5 or higher, it will need to be changed in Device Manager by right clicking on the port, going to "Properties", then in the properties window, go to the "Port Settings" tab, and click on "Advanced".
- Use Pump1 and Pump2 menus to select what brand(s) to download
- If using readers, use Reader1 and Reader2 menus to select the reader brand(s).
- Use File/Download Files to start the code transfer
- Once all 6 files have a '[D]' to the left of Sections, close the program and power cycle the PCXZ
- Verify the code has been loaded in Diagnostics

## Jumper Settings

Jumper J1 is used to configure pump-side settings

### Gilbarco

- DA/DB
  - If jumpers are installed, extended commands (SFC) are used.
  - With jumpers off, extended commands (SFC) are NOT used.
- AUX (unmarked position)
  - If jumper is installed, the STOP/RESUME test (Hose Test) is done.
  - With the jumper off, no STOP/RESUME test (Hose Test) is done.

### Wayne

*Changed 6/27/2005*

- DA/DB
  - If jumpers are installed, the slowdown is set for LITRES (0.4 or 0.6).
  - With jumpers off, the slowdown is set for GALLONS.
- AUX (unmarked position)
  - If DA/DB & AUX jumper are installed, the slowdown is 0.4
  - With only the DA/DB jumpers installed the slowdown is 0.6

*6/27/05 (ver 9.50 and up)*

- DA/DB
  - If the DA/DB jumpers are installed, the slow down is set for .6 LITRES.
  - With the jumpers off, the slowdown is set for GALLONS (15 cents)
- AUX (unmarked position)
  - If the AUX jumper is NOT installed, decimal points are set for:
    - Dollar = 2
    - Volume = 3
    - PPU = 3
  - If the jumper is installed, the decimal points are determined by the dispenser (NOT RELIABLE)

### Tokheim

- DA/DB
  - If Jumpers are installed, the slowdown is set for LITRES
  - With the jumpers off, the slowdown is set for GALLONS
- AUX (unmarked position)
  - Not used

**Tatsuno**

- DA/DB
  - If Jumpers are installed, the volume is set for 3 decimal places.
  - With the jumpers off, the volume is set for 2 decimal places.
- AUX (unmarked position)
  - Not used