



Plcon II Console Troubleshooting Guide

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General

- Check program settings
 - PGM 1, PGM 2, PGM 3, PGM 60 (if a Model Type is necessary), and MGR 1 are the only modes that have to be configured to be able to communicate with the dispensers. Refer to the [Plcon II Installation Guide](#) for more information.
 - In order for communications to begin to a fueling position, there has to be a price sent to Hose #1 of that position. The console will not poll that dispenser unless it has been assigned a product to Hose #1 in PGM 2.
 - Model Type set in PGM 60 applies to Bennett, Bennett 485, and Tokheim. This must be set for each fueling position.
- Mode 99: Factory Reset
 - It may be necessary to reset the Plcon II Console back to Factory Defaults. To do this, press MANAGER, Programming PIN code (Month x Day + Year), 99 ENTER, CLEAR
 - All settings and totals will be lost by doing this action. It is recommended that totals and settings be printed prior to the reset.
- Print the Current Shift Totals
 - SELECT, PRINT will print the current shift report
- Print the Program Settings
 - MANAGER, 2422, 3 ENTER, 12 ENTER

Display is flashing "OFF"

- Press 1111 (or 2422) and ENTER to turn the console back on.
- SELECT and PUMP STOP turns off the console

Red light flashing for a Pump(s)

- A Red flashing light on a Pump position indicates that there is a sale waiting to be paid out. To clear the sale, use this sequence:
 - PUMP <1>, CASH PAID, CHANGE, A/B, CASH PAID, CHANGE
- Mode 98
 - If this sequence doesn't work, it will have to be forcefully cleared using this sequence: MANAGER, Programming PIN code (Month x Day + Year), 98 ENTER, PUMP <1>, CLEAR, MANAGER, MANAGER

Sale Dollar value changes after sale

- If the Dollar value of the sale changes after the sale has been paid out, check that the Cash & Credit prices are the same. If they differ, pressing the CASH PAID button will factor the Dollar amount by multiplying the Volume times the Cash price, while the CREDIT PAID button will factor the Dollar amount by multiplying the Volume times the Credit price. You will obviously get a different Dollar value if the prices are different.
 - The Plcon console (first generation) did not lock in the sale information at any point and could be toggled back and forth using the CASH PAID & CREDIT PAID keys indefinitely. This was also possible in early versions of the Plcon II console. This was fixed in Plcon II Version: 070.001.022. Build Date: May 26 2015.
 - The current version of the Plcon II will now lock in the sale information as soon as a key other than CASH PAID or CREDIT PAID is pressed after the sale is paid out. This prevents toggling the sale after a receipt has been printed.

Cannot perform a shift change

- Check the date (SELECT, SELECT)
 - If the date has been lost (likely back to 01/01/2000) then it must be reset in order to perform a shift change. There is a stipulation in the console that at least one hour must pass between shift changes. If the console goes “back in time” then it will not be able to do a shift change for about 20 years.

Performing a shift change

- Before a shift change can occur, the user must first View or Print the current shift report.
 - Steps for a shift change
 - Press SELECT
 - Press PRINT and wait for printer to complete printing
 - If no printer is connected, press ENTER instead of PRINT
 - Press MANAGER when done viewing the data
 - Press CHANGE
 - “Shift Changed” will show on the display for a few seconds if change occurred
 - Press MANAGER to return to the operator screen

“Dsp ver: 2.00” showing on the display

- If the display will not advance beyond “Dsp ver: 2.00”, the console is not able to boot up properly, either due to corruption of the software, or a hardware problem.
 - Power off the console and leave it off for about a minute before powering it up again.
 - If the problem still exists, attempt to [reload the firmware](#).
 - If the reload does not address the issue, there is a hardware problem with the Main PCB of the Picon II console.

Picon II Diagnostics

- Refer to [Troubleshooting Guide - Accessing Diagnostics](#) to make the connection to DIAG
- Once connected, press Esc to display the menu
- Dispenser Information
 - You can confirm that the Picon II is getting a response from the dispenser(s) by checking the dispenser information to see if prices are showing for the dispenser(s) that are configured. From the top level menu, press D/D/P/I. The plus (+) and minus (-) keys will navigate to the next and previous dispensers.
 - If there are no prices displayed in this section, the Picon II is not receiving data from the dispenser(s). Confirm the configuration settings in the Picon II.
- Dispenser communication
 - To view communications between the Picon II and the dispenser(s), from the top level menu, select D for Diagnostics Section, D for the Pump Diagnostic section needed, P for Pump Diagnostics, then M to monitor the communications.