



Plcon Console (first generation) Troubleshooting Guide

Progressive International Electronics, Inc.

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Table of Contents

General	2
Check program settings	2
Mode 99: Factory Reset	2
Print the Current Shift Totals	2
Print the Program Settings	2
Display is flashing "OFF"	2
Red light flashing for a Pump(s)	2
Mode 98	2
Sale Dollar value changes after sale	2
Performing a shift change	3
Product(s) not showing up on reports/receipts / Cannot change the price of Product 2 (or any higher)	3

General

- Check program settings
 - Modes 51, 1 and 2 are the only modes that have to be configured to be able to communicate with the dispensers. Refer to the [Plcon 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 M 1.
- Mode 99: Factory Reset
 - It may be necessary to reset the Plcon 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, 11 ENTER, 8 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.

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

Product(s) not showing up on reports/receipts / Cannot change the price of Product 2 (or any higher)

- The Plcon console had a design flaw that caused a lot of accidental changing or removing of the Product Name in Mode 2. This would accidentally remove the name while attempting to change the prices. If the name has been removed from the Product, the console cannot advance to the next product, losing the ability to change the pricing for any products beyond the one that is missing its name.
- Without a name, a product will also not show up on reports.