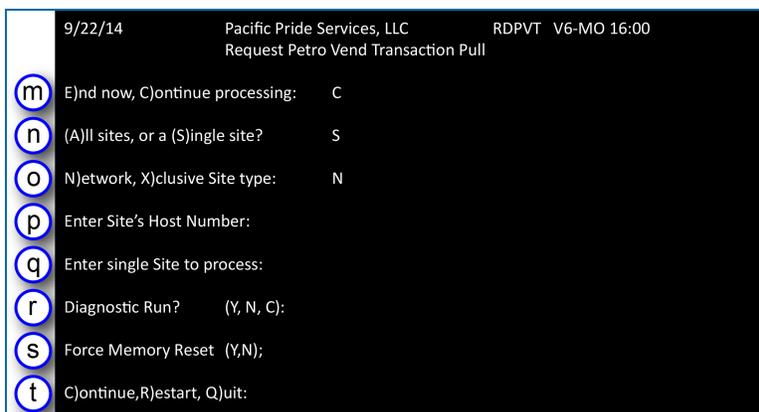


Pacific Pride Controller Operator Instructions for OPW Software Upgrade

1. The OPW installer contacts you to close and pull the transactions from your site prior to the software upgrade:
 - a. From the **Main Menu**, select **#2**, "Communications with PetroVend & Tank Monitor."
 - b. Select **#5**, "Call Remote Site Using BLAST to Issue Commands."
 - c. Type **"F"** to Find.
 - d. Enter the Pacific Pride Site Code. The screen will display the PV Password.
 - e. Type **"C"** to call Site.
 - f. Wait for the modem to answer. Once connected, you will see the message "connection established ready to accept commands." While holding CTRL, type **"Y + 1"** and you should receive a **">"** prompt.
 - g. Type **"login Hello."** You will be prompted for a password. Enter the password displayed on the previous screen.
 - h. A **"Hello>"** prompt will be displayed. At the prompt, type **"Close."**
 - i. Type **"SH SYS"** to display the current status and it should indicate "system off" (next to the date and time field).
 - j. Type **"Bye"** and push **"CTRL+K," "CTRL+K"** to hang up.
 - k. Type **"E"** to end program. The installer should now be able to confirm that all pumps are finished dispensing fuel.
 - l. Select Item **#2**, "Pull PV Transaction from your Sites."



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9/22/14 Pacific Pride Services, LLC RDPVT V6-MO 16:00
Request Petro Vend Transaction Pull

m) End now, C)ontinue processing: C
n) (A)ll sites, or a (S)ingle site? S
o) N)etwork, X)clusive Site type: N
p) Enter Site's Host Number:
q) Enter single Site to process:
r) Diagnostic Run? (Y, N, C):
s) Force Memory Reset (Y,N);
t) C)ontinue, R)estart, Q)uit:
```

- m. Type **"C"** to continue.
- n. Type **"S"** for Single Site.
- o. Type **"N"** for Network.

- p. Enter your **Host number**.
- q. Enter the **Site Code**.
- r. Type "**N**" for Diagnostic Run.
- s. Type "**N**" for Force Memory Reset.
- t. Type "**C**" to continue.
- u. When finished, the menu will return. Type "**99**" to return to the **Main Menu**.
- v. Select **#1**, "Daily Processing Menu."
- w. Select **#8** to "Edit Transactions," and type "**C**" to continue.



NOTE: The list will display transactions up to the current date and time.

- x. Select **#9** to "Post Transactions" and type "**C**" to continue.
 - y. Select **#6** to "Print Communications Log," and type "**C**" to continue.
 - z. Type "**99**" to return to the Main Menu.
2. The OPW installer contacts you to send/download the ISO table with prices:
- a. From the **Main Menu**, select **#12**, "Smartlock & Multi-Trucking Card Pricing."
 - b. Select **#7** to "Update Prices for FSC3000" and "C" to continue.
 - c. Select **#10** to "Send ISO Prices to FSC3000."
 - d. Type "**C**" to continue.
 - e. Type "**S**" for Single Site.
 - f. Type "**N**" for Network.
 - g. Enter the "**Host Number**."
 - h. Enter the **site code** of the "Site to Process."
 - i. Type "**N**" for Diagnostic.
 - j. Type "**C**" to continue.



NOTE: The controller should call the location and send a price table.

- If successful, inform the installer that the price table was successfully sent.
- If unsuccessful, inform the installer that the controller was unable to download the file. Troubleshooting is then required. Work with the installer to ensure the FSC3000 is properly installed and try again. Verify the items listed below.
 - The Site ID was programmed correctly in the FSC to match the Pacific Pride Controller.



NOTE: To see the site ID stored in the FSC3000, the OPW technician can issue a sh si command. To see the Site ID stored in the Pacific Pride controller, the marketer can look at field #13 in the site set up. From the Main Menu select **#3**, then **#2** and **F** to find. Enter the Pacific Pride site code of the site being upgraded. If the site code is not known, push **Enter** and, if necessary, **N** for the next record until the correct site is found.

- The Password for FSC3000 user "Hello" matches between the FSC and the Pacific Pride Controller site setup.
 - Product/Pump Assignments including Price Table Position match between the FSC and the Pacific Pride Controller.
 - The phone number in the Pacific Pride Controller matches the number of the telephone line plugged into the site dial in modem.
 - If a Porter/WTI box is installed did the installer make any baud rate changes?
 - If the baud rate was changed does it match the Pacific Pride Controller baud rate shown in the Site set up?
3. The OPW installer contacts you stating they have finished testing the site. Pull the Site to confirm the ability to pull while the installer is still on site.

From the Main Menu select **#2**, "Communications with PetroVend."

- a. Select **#2**, "Pull Transactions from Your Site."
 - b. Type **"C"** to continue.
 - c. Type **"S"** for Single Site.
 - d. Type **"N"** for Network.
 - e. Enter the **"Site Code."**
 - f. Type **"N"** for Diagnostic Run.
 - g. Type **"N"** for Force Memory Reset.
 - h. Type **"C"** to continue.
 - i. Type **"99"** to return to the Main Menu.
4. Run an Edit List to confirm that the pumps/products and gallons recorded are correct.
- a. From the **Main Menu**, select **#1**, "Daily Processing Menu."
 - b. Select **#8** to "Edit Transactions," and type **"C"** to continue.



NOTE: Review the transactions to make sure there are no errors and total gallons and products dispensed are correct.

- If the transactions are correct, Select **#9** to "Post Transactions."

- If the transactions, gallons and or products are not correct contact the site to verify the Product/Pump Assignments, including Price Table Position, match between the FSC and the Pacific Pride Controller Product Pump Assignment file (main Menu #3, then option 3). Transactions that are incorrect should be corrected. After correcting go back to Step 4 to re-run the "Edit Transactions" menu option and verify all transaction are valid.
 - c. Once all transactions have been posted, select #6 to print the "Communications Log." This log will show that you successfully pulled the site and received a "65" message that memory has been reset at the site.
 - d. Type "99" to return to the **Main Menu**.
5. Troubleshooting items to check if the controller is unable to communicate with the FSC3000 or pull transactions.
- Was the Site ID programmed correctly in the FSC to match the Pacific Pride Controller?



NOTE: To see the site ID stored in the FSC3000, the OPW technician can issue a show command. To see the Site ID stored in the Pacific Pride controller, the marketer can look at field #13 in the site set up. From the Main Menu select #3, then #2 and F to find. Enter the Pacific Pride site code of the site being upgraded. If the site code is not known, push **Enter** and, if necessary, **N** for the next record until the correct site is found.

- The Password for FSC3000 user "Hello" matches between the FSC and the Pacific Pride Controller site setup.
- Do the Product/Pump Assignments (including Price Table Position) match between the FSC and the Pacific Pride Controller?
- Does the phone number in the Pacific Pride Controller match the phone number that is plugged into the site dial in modem?
- Check to make sure that the Pull Type in the Site File is correct (Main Menu #3, then option 2, field # 2 should read:
2) Pull Type, Sub, Sftd, MPD : 1 1 N FSC 3000 No MPD
- If a Porter/WTI box is installed, did the OPW installer change the baud rate?
- If the baud rate was changed, does it match the Pacific Pride Controller baud rate shown in the Site set up?
- "Trans Header Not Found" is displayed while pulling transactions means the fields included in the FSC3000 transaction record do not align with what Pacific Pride expects. The installer needs to correct the transaction format.