



QUICK HELP GUIDE TO GETTING STARTED

EMR³ DATALINK PROGRAM by TMS

Manual 577013-860, Rev C



This Quick Help Guide is for getting started using the EMR³ Datalink Program. A Detailed Manual is included on the CD. Refer to the Detailed Manual for complete information. Refer to the Installation Instructions 577013-859 (XTend 900 MHZ modems) or 577013-894 (XStream 2.4 GHZ modems) for wiring and connecting the Modems. For the DataLink interface to Veeder-Root TLS tank inventory systems, refer to Instruction 577013-958 included with Kit 846000-037. For the Office Plug-and-Play USB Modem, the drivers are on the EMR³ DataLink CD.

AT THE REGISTER

Under SETUP mode, SYSTEM ADDRESS, **PORT 2 ASSIGN must be set to OBC** for the communication between the vehicle modem and the office modem to occur.

Factory default for Port 2 Assign is OBC, However if you have used the PC SETUP program for setting up the EMR³ system, Port 2 Assign has been changed to PC SETUP and will need to be changed to OBC.

Mode button to SETUP, Arrow up to SYSTEM ADDRESS, NEXT, Arrow up to Port 2 Assign, NEXT. If not OBC, then arrow to OBC and ENTER back to SYSTEM ADDRESS. Mode button to Volume.

INSTALLATION OF EMR3 DATALINK SOFTWARE AND START-UP

For Software Installation:

1. Close all active programs.
2. Insert the EMR³ DataLink CD into the CD-Drive of the computer.
 - a) If the software does not automatically run, navigate to the CD-Drive (D:) by clicking *Start, My Computer* and double click the D: Drive
 - b) Double-Click *Setup.exe* file in the D: Drive
 - c) Click *Run* (This step will only appear if using Windows XP Pro)
- d) Click *OK* at the *EMR³ DataLink Installation Program* screen
- e) Click on the *Setup Icon* to run the setup files
- f) The EMR³ DataLink Installation will now run
- g) The installation is completed when the "*EMR³ DataLink Setup was completed successfully*" box pops up, Click *OK*
- h) A message box will prompt the user to restart the computer, click *Restart Now*

To launch the program:

1. The program operates from your hard drive, the disk is not required for running the program.
2. You can launch from Start, Programs, and double click on "emr³ EMR3 Datalink".
3. You can right click on "emr³ EMR3 DataLink", create a shortcut and drag to you desktop for future use.
4. When the program is launched, a red "EMR" will appear next to the time in the system tray.



5. In the Program itself under "Settings Page", you can check the "launch with windows" block and Save your settings. The program will launch with windows and operate in the background, but you will still need to Launch your web browser for the interface.
6. Launch your Web Browser. Your web Browser is your interface to the program.
7. Place a cursor over top of the **EMR** icon in the system tray. After a few seconds the IP address and HTTP port number will be displayed.



8. In the Address block of your browser type what shows up. In example: Type <http://10.2.5.203:83> or what may show up for you is <http://127.0.0.1:83>, so type that.





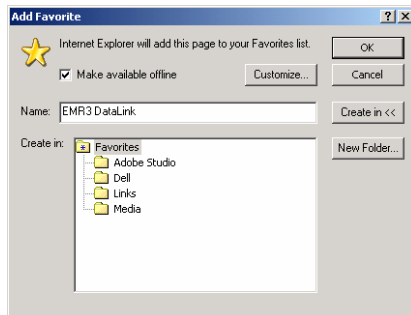
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9. Save this address in your “favorites” for future use.
10. Check the “make available offline” block when saving under “favorites”.



Note: For some Computer Networks, the IP address may change each time the program is launched. Either repeat the identification process, or contact your IT support for creating a static IP address.

EMR³ DATALINK WIRELESS SETUP

Registration not required, but if you fill it out, it will be available if needed for external troubleshooting upon request. Filling out the information avoids this screen when launching the browser interface in the future. The registration information is editable from a Configuration Page Tab.





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Configuration Page

Normally Auto Upload Will be checked. When ever the Office Modem sees the Vehicle Modem, new data is added to the database.

EMR3 DataLink TMS6000 Solutions

Veeder-Root Fuel Management

Configuration Page

Settings [Caption](#) [Export](#) [Registration](#)

Location Name:

Language:

☐ Launch with Windows

HTTP Port:

Password:

To access the web page from another computer enter the following in your web browser:
<http://10.2.21.61:83>

Modem:

Comm Port:

☒ Automatically upload transactions from EMR

☒ Synchronize date/time with host DataLink

☐ IB Box ☒ Head

You can put your Company Name on the pages if you like.

Check to Launch on Startup of your computer

Auto Upload from the registers/trucks

Keep the Registers in-sync with the computer

Language:

☐ Launch with Windows

HTTP Port:

Password:

To access the web page from another computer enter the following in your web browser:
<http://10.2.21.61:83>

Modem:

Comm Port:

☒ Automatically upload transactions from EMR

☒ Synchronize date/time with host DataLink

☐ IB Box ☒ Head

TLS:

TLS Modem:

☐ Debug mode (Support use only)

Save Cancel

The program can be protected by a password to prevent unauthorized changes of configuration or setup.

Check: Control Panel - System - Device Manager - Hardware - Ports; to find the "MaxStream PKG-U" COM port

For Vehicles operating near the office Head, for Vehicles that operate away, IB

Save When Done making Configuration/Setup changes

See separate TLS modem Kit Instructions





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Direct Interconnect Box Serial Connection instead of Modems – USB Key Needed

If you will be connect to a network of Interconnect boxes Direct, rather than using modems, you must have the DataLink Direct Connect Kit: 08460200-038. In this Kit is a USB Key. Plug this USB key into your computer and you will be able to use the Direct Connect DataLink function.

Modem: MaxStream Wireless Modem
Comm Port: Direct Serial Cable
☒ Automatically upload transactions from EMR
☒ Synchronize date/time with host DataLink
☐ IB Box ☒ Head
TLS: MaxStream Wireless Modem
TLS Modem: 0
☐ Debug mode (Support use only)
Save Cancel

Click On Arrow and then Click on Direct Serial Cable

Click on Save to Save this Configuration

CAPTIONS (Configuration Page and click on Caption at top)

Only those Captions that have a Name in the Window will show up in the Reports and Database

- Modem is the unique Modem Number programmed in the Modem.
- Index is Transaction type. Normally "0" for single delivery. If Multiple deliveries the summary ticket/transaction will have "255" and each individual transaction under the summary will be numbered 1,2,3,etc.
- Field #1 is "Tank ID", "Tail Number", or "Customer Number". Must be enabled in the software. Prompts driver to enter at beginning of transaction.
- Fields #2 corresponds to Custom Field 1 (CF 1) in the EMR3. The other fields through Field #8 (CF 7) can also be setup as prompts for the driver to enter data at the EMR3 Register. The "free form" Fields 9 and 0 can be used for entering information at the PC.
- "Start Odometer" in the DataLink default caption is now "Tank Load" on the register.

Home Page
Configuration Page
TLS Page
Truck Page
Truck Summary
Last 25 Transactions
Edit Transactions
Reports Page
Diagnostics Page

Configuration Page

Settings Caption Export Registration

Modem: Address
Truck: Truck
Head: Head
Ticket: Ticket
Index: Index
Product: Product
Field #1: Tail Number
Field #2: CF 1

Typical Captions

Tail Number, Customer Number, Account, etc.





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EMR3 DataLink - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print View W

Address http://127.0.0.1:83/ Go Links

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Configuration Page

[Settings](#) [Caption](#) [Export](#) [Registration](#)

Modem:	Address
Truck:	Truck
Head:	Head
Ticket:	Ticket
Index:	Index
Product:	Product
Field #1:	Tail Number
Field #2:	CF 1
Field #3:	CF 2
Field #4:	CF 3
Field #5:	CF 4
Field #6:	CF 5
Field #7:	CF 6
Field #8:	CF 7
Field #9:	
Field #0:	
Gross:	Volume
Net:	

Free Form Fields - All now available in the EMR³ with New Systems after 20 May 2008

Total:	
Start Total:	Start Total
End Total:	End Total
Start Time:	Start Time
End Time:	End Time
Start Odometer:	TANK LOAD
End Odometer:	
Tax1:	
Tax2:	
Tax3:	
Tax4:	
Tax5:	
Tax6:	
Bit Field:	

Now Tank Load if Enabled in the EMR³ and used.

Click Save after changes are made

Save Cancel





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CAPTIONS EXPLANATIONS

<u>Settings</u> <u>Caption</u> <u>Export</u> <u>Registration</u>	
Modem:	Address
Truck:	Truck
Head:	Head
Ticket:	Ticket
Index:	Index
Product:	Product
Field #1:	Tail Number
Field #2:	CF 1
Field #3:	CF 2
Field #4:	CF 3
Field #5:	CF 4
Field #6:	CF 5
Field #7:	CF 6
Field #8:	CF 7
Field #9:	open
Field #0:	open
Gross:	Gross Volume
Net:	Net Volume
Gross:	Gross Volume
Net:	Net Volume
Temp.:	Temperature
Price:	Base Price
Total:	Grand Total
Start Total:	Start Total
End Total:	End Total
Start Time:	Start Time
End Time:	End Time
Start Odometer:	TANK LOAD
End Odometer:	T-D Subtotal
Tax1:	Tax line 1
Tax2:	Tax line 2
Tax3:	Tax Line 3
Tax4:	Tax Line 4
Tax5:	Tax Line 5
Tax6:	Tax Line 6
Bit Field:	
Save	





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EXPORTING DATA (Configuration Page and then Export Tab)

Auto export is recommended. Data is Automatically exported to either or both a .csv and/or .xml file. These files can have a different location and name. If not automatic, export of all data fields requires individual exporting under Edit Transactions. You can also Automatically Export the Data to an FTP site.

If office software is reading the exported file, check with your office software supplier is the column header should be exported or not.

Note: To open and use the .csv file in an Office program like Excel, the Automatic Upload will need to be unchecked temporarily. Automatic Upload cannot add data to an open file. You can copy the file quickly before opening.

Field Export Defaults by Aviation Office Software are available. Verify with your provider.





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For Manual Upload if Auto Export unchecked, "Upload" button will upload the data manually.

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Veeder-Root Fuel Management

Truck Summary

Truck	Polled Date/Time	M1 Total	M1 Volume	M2 Total	M2 Volume	
Test 12-19-06	12/19/2006 2:14:06 PM	1112.4	0	0	0	Upload

[Click here to view the XML file](#)

[Click here to view the CSV file](#)

Truck Number Setup.

Each Modem also has a Special Modem Number that is pre-programmed than needs to be entered in the Device Page – Address block. This is the number that was on the label on the Truck Modem Box and is also on the Truck Modem. Direct Connect Serial setup information follows.

1. Enter Unique Modem Number in the Address Block and
2. Enter Your specific "Truck Number" of other identification.
3. Check One or Two heads as appropriate.
4. Hit "SAVE".

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Veeder-Root Fuel Management

Truck Page

— Refresh —
Test 12-19-06

Address:
Truck:
☒ Active
☐ Meter #1
☐ Meter #2
Polled: n/a

Unique Modem

Truck Number or other Here

Check #1 (and #2 if Two Heads)

Save when done

TMS6000 Automation Software - Copyright © 2005 Vm-010 2 21 44 83





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Truck Page

Refresh —
Test 12-19-06

Address: 10427
Truck: Test 12-19-06

☒ Active
☒ Meter #1 (0)
☐ Meter #2 (-1)

Polled: 12/19/2006 2:14:06 PM

Save New Delete Close

For Direct Serial Connection “Truck Page”

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Veeder-Root Fuel Management

Truck Page

Refresh —
Jet A

Address: 2
Truck: Av Gas

☒ Active
☒ Meter #1
☐ Meter #2

Polled: n/a

Save Close

Head Address in the IB Network, 1,2,3,4, etc

Remember to SAVE





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Truck Summary

- If automatically Updating, and have had contact, then all gray.
- If lost contact or no recent updates, or not active, will turn red.

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Truck Summary

Truck	Polled Date/Time	M1 Total	M1 Volume	M2 Total	M2 Volume
Test 12-19-06	12/19/2006 2:50:13 PM	0	0	0	0
Truck 85	12/19/2006 2:39:54 PM	0	0	0	0

This page will automatically refresh every 10 seconds

[Click here to view the XML file](#)

[Click here to view the CSV file](#)

Gray= Active

Red = Inactive or lost contact

TMS6000 Automation Software, Copyright © 2005 <http://10.2.21.44:83>





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Last 25 Transactions – Quick View – See Updates As They Happen If The Vehicle Is Nearby!

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VEEDER-ROOT

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Last 25 Transactions

Ticket	Truck	End Time	Tail Number	Driver	Product	Volume
10553-10032	Truck 25	4/24/2008 12:23:59 PM	0565452	MD	AV GAS	112.2
10553-10031	Truck 25	4/24/2008 11:28:56 AM	AEMJTR5	T13	AV GAS	281.4
10553-10030	Truck 25	4/24/2008 10:50:23 AM			AV GAS	328.8
10553-10029	Truck 25	4/24/2008 10:50:23 AM	5698		AV GAS	158.3
10553-10028	Truck 25	4/24/2008 10:49:38 AM	5698	AD	AV GAS	170.5
10553-10027	Truck 25	4/24/2008 10:43:11 AM	56D4	JG	AV GAS	103.9
10553-10026	Truck 25	4/24/2008 10:41:19 AM	56D4	JG	AV GAS	274.2
10553-10025	Truck 25	4/24/2008 10:08:37 AM	1239	DNP	AV GAS	41.1
10553-10024	Truck 25	4/24/2008 9:34:40 AM	123659	DNR	AV GAS	95.6
10553-10023	Truck 25	4/23/2008 4:59:17 PM	1239	3	AV GAS	33.2
10553-10022	Truck 25	4/23/2008 4:49:30 PM	36		AV GAS	26.1
10553-10021	Truck 25	4/23/2008 4:43:02 PM	12369	369	AV GAS	80.8
10553-10020	Truck 25	4/23/2008 3:02:43 PM		3	AV GAS	43.4
10553-10019	Truck 25	4/23/2008 2:51:22 PM	12	D6	AV GAS	35.7
10553-10018	Truck 25	4/23/2008 2:37:27 PM	568	85	AV GAS	131.1
10553-10017	Truck 25	4/23/2008 2:29:43 PM	1369	DM7	AV GAS	35.1
10553-10016	Truck 25	4/23/2008 2:22:58 PM	45	J2	AV GAS	86.5
10553-10015	Truck 25	4/23/2008 2:02:40 PM	5698	54	AV GAS	28.2

Editing the “Tank ID”/Tail Number or other Fields for which there is a Caption

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Edit Transactions

Ticket	Truck	End Time	Tail Number	Driver	Product	Volume
10553-10032	Truck 25	4/24/2008 12:23:59 PM	0565452	MD	AV GAS	112.2
10553-10031	Truck 25	4/24/2008 11:28:56 AM	AEMJTR5	T13	AV GAS	281.4
10553-10030	Truck 25	4/24/2008 10:50:23 AM			AV GAS	328.8
10553-10029	Truck 25	4/24/2008 10:50:23 AM	5698		AV GAS	158.3
10553-10028	Truck 25	4/24/2008 10:49:38 AM	5698	AD	AV GAS	170.5
10553-10027	Truck 25	4/24/2008 10:43:11 AM	56D4	JG	AV GAS	103.9
10553-10026	Truck 25	4/24/2008 10:41:19 AM	56D4	JG	AV GAS	274.2
10553-10025	Truck 25	4/24/2008 10:08:37 AM	1239	DNP	AV GAS	41.1
10553-10024	Truck 25	4/24/2008 9:34:40 AM	123659	DNR	AV GAS	95.6
10553-10023	Truck 25	4/23/2008 4:59:17 PM	1239	3	AV GAS	33.2
10553-10022	Truck 25	4/23/2008 4:49:30 PM	36		AV GAS	26.1
10553-10021	Truck 25	4/23/2008 4:43:02 PM	12369	369	AV GAS	80.8
10553-10020	Truck 25	4/23/2008 3:02:43 PM		3	AV GAS	43.4
10553-10019	Truck 25	4/23/2008 2:51:22 PM	12	D6	AV GAS	35.7
10553-10018	Truck 25	4/23/2008 2:37:27 PM	568	85	AV GAS	131.1





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Click on Specific "Ticket Number" and edit comes up

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Edit Transactions

Address	10553
Truck	Truck 25
Head	1
Ticket	10032
Start Time	4/24/2008 12:23:31 PM
End Time	4/24/2008 12:23:59 PM
TANK LOAD	250.8999
Tail Number	0565452
Driver	MD
Product	AV GAS
Volume	112.2
Start Total	2689.2
End Total	2801.4
Back Save Close	

Editable Fields

Enter new value and "Save".

If "Export Tickets Automatically" was checked on the settings page, **the change is not reflected in that file.** That automatically exported file will need to be edited externally from this program.

If you did not select automatic export on the setting page, the "Export This Transaction" block will show and be checked. Upon saving, the individual record/transaction only will be exported to the file noted in the settings page with the change. For exporting other transactions to the Settings File manually, each will need to be called up under edit and saved.

Grand Tot Money

0

☒ Export this transaction





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Reports

You can do reports by the Truck, Product, Custom Fields, and other Captions

Reports are Time and Date Based. Reports, viewed or exported, contain the primary, but not all data fields.

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VEEDER-ROOT

Veeder-Root Fuel Management

Reports Page

Please select one of the following reports

Report

Truck

Product

Tail Number

Driver

DEVSUM

PRDSUM

FL1SUM

FL2SUM

FL3SUM

Tank Inventory

Refresh

Preview

Export

Cancel

Reports by these and other Captions

If you are using the TLS Interface, you can also get basic Tank Inventory reporting.

[Click here to view the XML file](#)

[Click here to view the CSV file](#)

Pick Report and Specify time: Default is Preview

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VEEDER-ROOT

Veeder-Root Fuel Management

Reports Page

Product

Specify the date / time range:

Start Date/Time: 5/7/2008 12:00:00 AM

End Date/Time: 5/7/2008 9:57:52 AM

Unit: All

Product: All

Tail Number:

☒ Use today's date/time.

☐ Use previous 24 hours.

☐ Use previous work week (Sun-Sat).

OK

Cancel





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If Export, pick file type



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Reports Page

Reports Page

Product

Specify the date / time range:

Export: Record Style (*.rec)

Start: 5/7/2008 12:00:00 AM

End: 5/7/2008 9:58:54 AM

Date/Time:

Unit: All

Product: All

Tail Number:

☒ Use today's date/time.

☐ Use previous 24 hours.

☐ Use previous work week (Sun-Sat)

Product

Specify the date / time range:

Export: Record Style (*.rec)

Start: Record Style (*.rec)

Date/Time: Tab-Separated (*.tst)

End: Text (*.txt)

Date/Time: Data Interchange Format (*.DIF)

Unit: Comma-separated values (*.CSV)

Product: Rich Text Format (*.rtf)

Tail Number: Word for Windows (*.doc)

☐ Use previous 24 hours.

☐ Use previous work week (Sun-Sat)

OK

Cancel

Pick File type by clicking on arrow and clicking on what you want

Sorting Preview Data Right in the Program

Right Click on the Preview page, select Export to Microsoft Excel and you can sort the data, then save-as to a specific location.

Product															
08/01/2005 00:00-> 09/15/2005 00:00: 10/03/2005 16:21															
Product	Truck	Head	Ticket	Trans	End Time	Customer	Open	Open	Temp	Gross Vol	Net Vol	End Total	Base	Grand	Tax
Number	Number	No.	Type			No.	Field 1	Field 2					Price	Tot	Line 1
Money															
Tax Line 2 Tax Line 3															
FUEL															
OIL															
7-22	1		10,044	0	2005-08-01 08:13	TANK 1				62.4		1,925.2	0.000	0.00	0.00
7-22	1		10,045	0	2005-08-01 08:13	TANK 1				26.8		1,952.0	0.000	0.00	0.00
7-22	1		10,046	0	2005-08-01 08:14	TANK 1				77.1		2,029.1	0.000	0.00	0.00
7-22	1		10,047	0	2005-08-01 08:15	TANK 1				3,328.7		5,357.8	0.000	0.00	0.00
7-22	1		10,048	0	2005-08-01 08:15	TANK 1				0.0		5,357.8	0.000	0.00	0.00
7-22	1		10,049	0	2005-08-01 08:16	TANK 1				366.0		5,723.8	0.000	0.00	0.00
7-22	1		10,050	0	2005-08-01 08:16	TANK 1				0.0		5,723.8	0.000	0.00	0.00
7-22	2		20,051	1	2005-08-03 10:13	R				10.0		1,599.3	0.000	0.00	0.00
7-22	2		20,052	2	2005-08-03 10:14	T				20.0		1,619.3	0.000	0.00	0.00
7-22	2		20,053	3	2005-08-03 10:14	Y				30.0		1,649.3	0.000	0.00	0.00
7-22	2		20,055	2	2005-08-03 10:15					60.0		1,689.3	0.000	0.00	0.00
7-22	2		20,061	0	2005-08-04 14:43	R				15.8		1,755.1	0.000	0.00	0.00
7-22	2		20,062	0	2005-08-04 14:46	Q				7.0		1,762.1	0.000	0.00	0.00
7-22	2		20,063	0	2005-08-04 15:00	Q				9.5		1,771.6	0.000	0.00	0.00
7-22	2		20,064	0	2005-08-04 15:01	R				13.1		1,784.7	0.000	0.00	0.00
7-22	2		20,065	0	2005-08-04 16:20	Q				70.1		1,854.8	0.000	0.00	0.00
7-22	2		20,066	0	2005-08-04 16:21	Q				54.8		1,909.6	0.000	0.00	0.00
7-22	2		20,067	0	2005-08-04 16:23	R				112.1		2,021.7	0.000	0.00	0.00
7-22	2		20,068	0	2005-08-04 16:23	Q				27.2		2,048.9	0.000	0.00	0.00
7-22	2		20,069	0	2005-08-04 16:24	R				27.0		2,075.9	0.000	0.00	0.00
7-22	2		20,070	0	2005-08-04 17:09	R				26.4		2,102.3	0.000	0.00	0.00
											4,347.3	4,344.0			

Back

Forward

Save Background As...

Set as Background

Copy Background

Set as Desktop Item...

Select All

Paste

Create Shortcut

Add to Favorites...

View Source

Encoding

Print

Refresh

Export to Microsoft Excel

Properties





TROUBLESHOOTING

Topics

- A. Invalid Port Number when Launching DataLink
- B. No Data when normally there should be:
 - Is the office Modem working properly?
 - What about the vehicle modem(s)?
- C. Possible Missing Data
- D. If you change the IB or Display on a Vehicle – What to Do
- E. Run Time Error 6 – What to do.

Diagnostics page

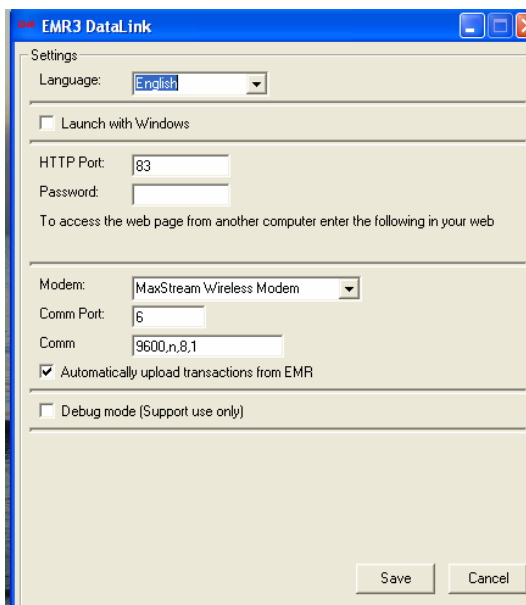
Details

A. Invalid Port Number Error

If you launch DataLink and get an Invalid port Number error, the USB Modem is either disconnected, or the Com Port is incorrect.



- Look at the modem and if three green lights, and no red light, then the USB cable is disconnected.
- Connect the USB Cable. And Click OK to get this screen:





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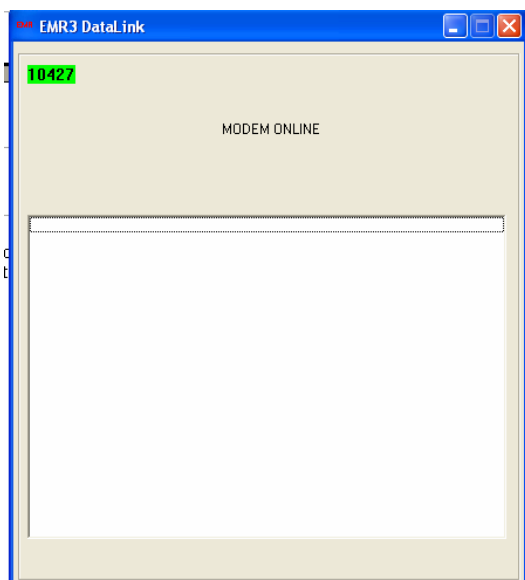
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- Click Save, and double click on the Double click on the “EMR” and a small window will appear that gives the Status of the Modem attached to the Computer, and also shows the status of the remote modems.

The status screen should have “activity” showing that the program is polling modems.

OR

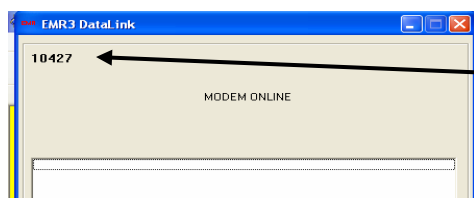


B. No Data when normally there should be:

- If you have the program active, the “EMR” shows in the tray next to the time:



- If the program is not active, then you need to launch from “Start-Programs”, or a Shortcut on your desktop.
- If the program is active, you have a vehicle or vehicles in-range and the vehicles have power on the EMR³ system, and the TRUCK SUMMARY screen has no grey/active vehicles, then the problem may be with the modem attached to the computer.
- Double click on the “EMR” and a small window will appear that indicates the Status of the Modem attached to the Computer, and also shows the status of the remote modems.
- If the window appears and there is no “activity” and the colors going green or red, then the office modem USB cable is not plugged in, or has the wrong com port.



No activity means the Modem numbers do not change, or change to green or red.





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6. If the screen is “frozen”, no activity of modems being polled, Close the DataLink program “X” on this screen, connect the USB Cable, Check to make sure the modem is connected to the power converter and the power converter is connected to power, and re-launch DataLink.
7. Make sure the antenna is screwed into the modem.
- There will be a red light on the end of the modem if the USB Connection is made.



This does not indicate that DataLink is running however.

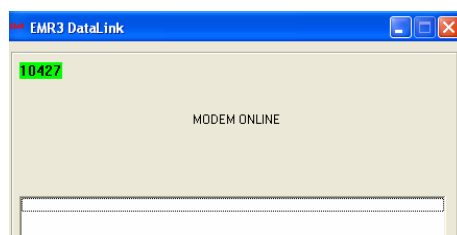
8. Office Modem Signal Lights Status:

1. DataLink running, Red on and Yellow-Green flashing, Transmitting looking for modems, NO Green RSSI – Signal Lights.
2. Once Truck found, Will get green signal light and flashing yellow-green



If Office Modem is working properly **check the Vehicle Modem(s)**

1. The program will now poll each of the modems on the vehicles (if Automatic Upload is checked on the Configuration Page., or UPLOAD is clicked on the TRUCK SUMMARY screen if Automatic is not used)
2. If you are not getting any “grey”/active modems on the TRUCK SUMMARY PAGE, the vehicles are either not in range, there is no power on the vehicle to the EMR³ system, or perhaps a connection problem at the vehicle
3. Modems/vehicles that are polled will first show a “green number” corresponding to each unique modem number,





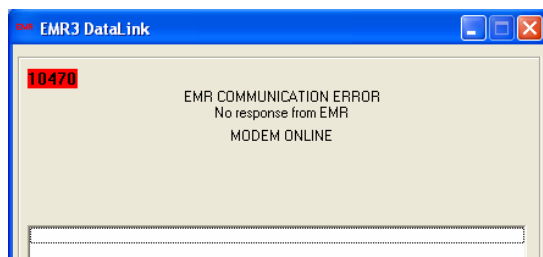
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4. If the modem on the specific vehicle does not respond the window will show a red number and error message:



5. One (or more) of several conditions can cause this error:
- A) The Modem being polled is Active in the Truck Page, but does not exist in the field, or is an incorrect Modem Address, or the meter(s) are not checked on the Truck Page for that modem.
 - B) On the Head 1 Register: SETUP, SYSTEM ADDRESS, PORT 2 ASSIGN MUST BE SET TO OBC.
 - C) There is no power to the modem in the vehicle, i.e. the EMR3 system is not powered. The modem red light will be on if it has power. For XStream modems there is a power switch on the modem.
 - D) The antenna at the vehicle modem may not be screwed in completely.
 - E) The vehicle is not in range, or
 - F) If the problem is occurring during the initial installation, and the red light is on the modem in the vehicle, and the vehicle is in range, the communication connections in the Interconnect Box may not be correct.

Truck Modem Signal Lights

1. Green signal when polled. – XTEND MODEMS ONLY - XSTREAM MODEMS HAVE NO SIGNAL LIGHTS.



Each XTend Modem will show a green signal when polled, XStream modems do not have signal lights.

2. At Truck Yellow flash only says that the modem is seen, but not getting data. Probably Port 2 Assign is not set to OBC. (Both Modems, XTend and XStream have communications lights)



Yellow Only usually means Port 2 Assign is not OBC.





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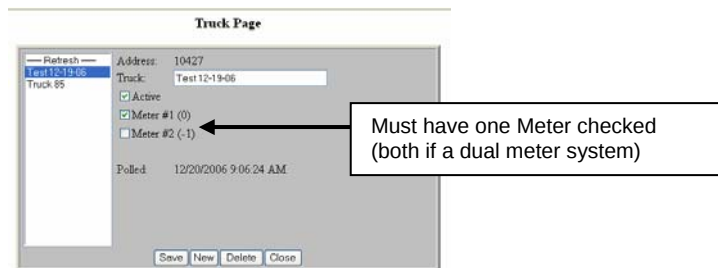


3. If communication with truck modem, both Yellow and Green lights Flash. However, unless one or more meters are checked for that modem on the Truck setup Page, no data will transfer. (Both Modems, XTend and XStream have communications lights)



C. Possible Missing Data

1. Are the modems working properly per the above troubleshooting information?
2. Has a meter been checked for each modem on the Truck setup Page



3. The DataLink program is designed to check the data coming from the EMR³ to assure it is complete and not corrupt. If a transaction does not transfer cleanly from the EMR³ to the office computer, it is not lost; it is still stored in the EMR³. The next time the vehicle modem is polled, the program will look for all data it does not have, including data that may be out of sequence, and transfer it to the Office Computer.
4. If the data is still not there the next time the vehicle is polled:
 - a. Is the transaction number in the date and time range you are reviewing under reports?
 - b. If expected in the date and time range, is the EMR³ Date and time correct?
 - c. Is the computer Date and Time Correct?
 - d. The Computer Date Format must use "/" delineators example: 2007/01/05 This format is found under Windows Control Panel – Regional and Language.
5. A transaction will be logged with X's when it is not uploaded properly.

D. If you change the IB or Display, or change to new system firmware:

1. If you **change the IB on a system with a new, fresh one**, the New IB will have no data.
 - a. If you **did not get the data from the previous IB before you changed the IB**,
 - You can get the last 50 from the display. Go to the Configuration Page and Change the upload location in middle of the page to "Head" until you get the data from the Head.
 - Once you have the data from the head, any new data will be stored in the IB, and you can change the polling location back to IB.
 - b. If you **got all the data from the previous IB**, the new IB will begin storing data from the display with the next transaction, and there should be no problem.





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2. If you **change the Display, put a new display on an Existing IB, or Upgrade to new firmware in the system.**
 - a. Make sure the transactions from the IB are transferred to the office. Check the Configuration page to make sure you are polling the IB.
 - b. The IB holds 200 transactions. The New display will begin with transaction/ticket "1". The IB will not accept overwrites of data on existing transaction numbers. Example: if there is a transaction 10050, then the IB will not accept a new transaction with the number 10050. The IB will however accept older transaction numbers, and data "added" to the existing transaction numbers. If the earliest transaction number is 10125, then the IB will accept 10001 thru 10124, but will not accept a new 10125.
 - For a single head system: You have two options:
 1. If there are less than transaction "10200" in sequence on the IB, If you know the last transaction number, you can poll the display instead of the IB until your new transactions number exceed the last transaction number that was stored on the IB. The IB will begin storing data with 10201. Or, do that last transaction number +1 in "zero transactions" at the register before beginning to use the register for live transactions. "Zero Transactions", are Start-Finish at the register, then Finish to reset. No fuel pumping is required.
 2. If the transaction sequence is way beyond 200, The IB will accept "older" transaction numbers up to the earliest number stored. So, if the last transaction on the IB is say 10500, then you will be able to overwrite with the new transactions with no problem. And Poll from the IB.
 - For a Dual Head system. it can get complicated because you might not know how many transactions and what transaction numbers from each of two heads are stored on the IB chip:
 1. Find out what the last transaction number for the changed head is. Follow the single head procedure above to begin to store data from the changed head on the IB.

Another option is to put a new/different unique modem number into use. This avoids the transaction data conflict – Contact Veeder-Root.

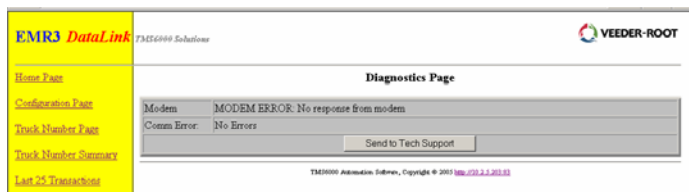
E. RUN TIME ERROR at the Office Computer



This is a **rare error**. It will be caused if there is conflicting data on the IB. Conflicting data will be the result of more than one new Display or reinitializing of a display, or connecting a used display and a used IB together. If executing the New IB or New Display activities above does not clear the problem, contact the Distributor or Veeder-root.

Diagnostics Page

The Diagnostics Page provides information on Modem or Comm Errors that may have occurred. The log file of these errors can be sent via ftp to a technician, if you are connected to the Web, by simply clicking on the "Send to Tech Support" button. You may do this after contacting support and the support person needs additional information.





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