Controller Dispenser Channel (Schlumberger, Bennett) Displays "Rx Timeout"

Dispenser Displays to customer "Dispenser Unavailable"

Verify if all dispensers on channel are offline or if only some of the dispensers are offline

All or some?

SOME → Verify Dispenser Fueling Point and Cabinet Addressing

ALL ↓

Verify connection is good between controller and distribution box

Good connection?

NO → Correct connection → **Problem resolved?**

YES ↓

Problem resolved? NO → Verify pinout of connector to external device (See cable pinouts)

YES →

Verify pinout of connector to external device (See cable pinouts)

Pinout correct?

NO → Correct pinout → **Problem resolved?**

YES ↓

Problem resolved? NO → Move device function to available NeXGen "Dispenser" port

See "Moving port functionality via ANDI DGS"

Problem resolved? YES → **STOP**

NO ↓

Replace NeXGen controller

Problem resolved? NO → **CONTACT ALLIED TECHNICAL SUPPORT**

YES → **STOP**

All Addresses Correct?

YES ↓

Move dispensers not functioning to unused NXG port or NXG port pair

↓

Investigate two wire pair issue on NXG port/ card.

Requires NXG and dispenser configuration changes.

↓

EXTERNAL PROCESS (Dispenser Service)

NO →

Investigate dispenser addressing problem

→ **EXTERNAL PROCESS (Dispenser Service)**