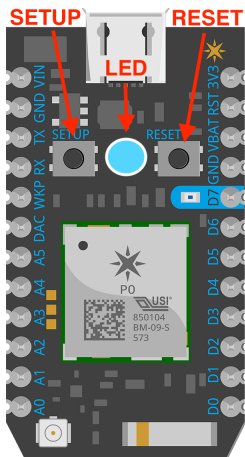










T E T O N  
T E C H N O L O G Y

# FUEL MANAGEMENT

## Troubleshooting Guide



-  **Blinking Blue** -- Listening for WiFi credentials.
-  **Blinking Green** -- Device is attempting to connect to WiFi network.
-  **Yellow** -- Attempting to communicate with the Veeder Root.
-  **Breathing Cyan** -- Connected to WiFi / Connected to Veeder Root.
-  **Blinking Magenta** -- Updating Firmware.
-  **Error** - Call Teton Technology

### GENERAL OPERATION


All of Teton Technology's FUEL monitoring devices have a Wifi / Processor module on board. This processing module is shown above. There are 3 components on this device used for troubleshooting, namely: LED Status Indicator light, Setup/Mode Button, and Reset button. If WiFi connection is lost after a successful setup. The device will try to connect again (blink green) for 30 seconds. If the device is unable to connect within 30 seconds, it will begin to blink blue for 3 minutes allowing you to enter new credentials if needed (after a network password change etc..). If you have not changed networks (routers, passwords, service providers etc..), the device should reconnect when the network is available again. This cycle will repeat until the device has been reconnected. Refer to page 7 for LED light indicator location for your specific model.




## **TETON APP IS NOT UPDATING**

 The LED is blinking green now:

- Verify that your network is up. The device should return to breathing Cyan once it is.
- Have you changed providers, routers, modems... etc? If so, it will be necessary to set up WiFi credentials again.
- Your device may be on the edge of WiFi coverage. Typically if your computer or smart device has good coverage at the Veeder Root area, the device will be covered as well.
- If range is the suspected problem, try holding the Veeder Root printer door open and open all doors between the Veeder Root and WiFi router. If the device connects, you may try extending your WiFi network to that area.

 The LED is blinking blue now:

- Your network has been down for more than 30 seconds. The device will try to reconnect every 3 minutes (blink green). Make sure the Wifi network is online and reaches the device. Have there been any changes in networking? Try to reconnect the device to WiFi as in Step 3 of the install manual.

 The LED is blinking magenta:

- The device is performing a firmware update. Allow up to 5 minutes before attempting to reset or powering down the device.

 The LED is blinking Cyan (not breathing):

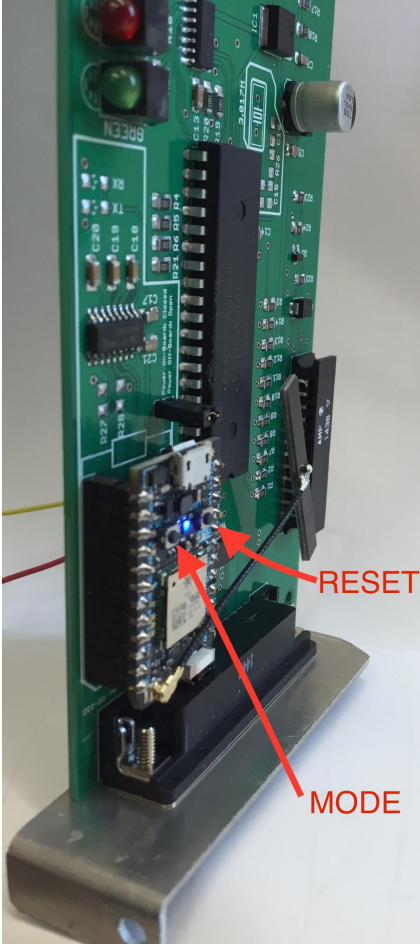
- This indicates that the device is connected to the WiFi network but there is no internet service. Verify that your internet service is working.

 The LED is yellow

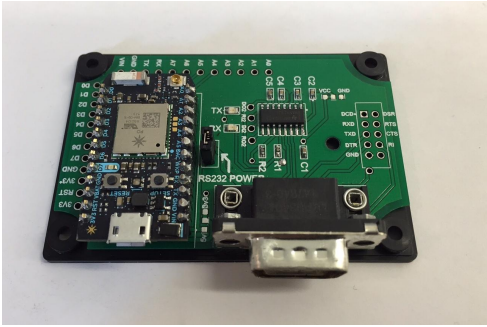
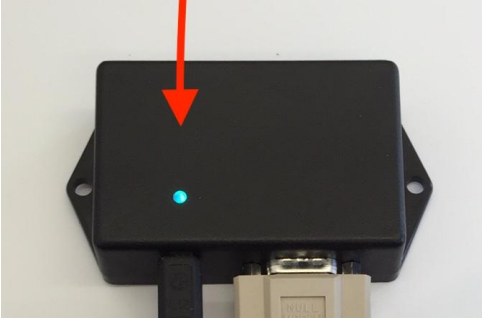
- This indicates that the device cannot communicate with the Veeder Root. Check the port settings of the VeederRoot as explained in Step 2 of the installation manual.

# LED STATUS INDICATOR LIGHT LOCATION

TLS 300, 350 Models



TLS 450, 450 Plus, Universal



## COMM CARD ACCESS ( VEEDER ROOT TLS-3XX)



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