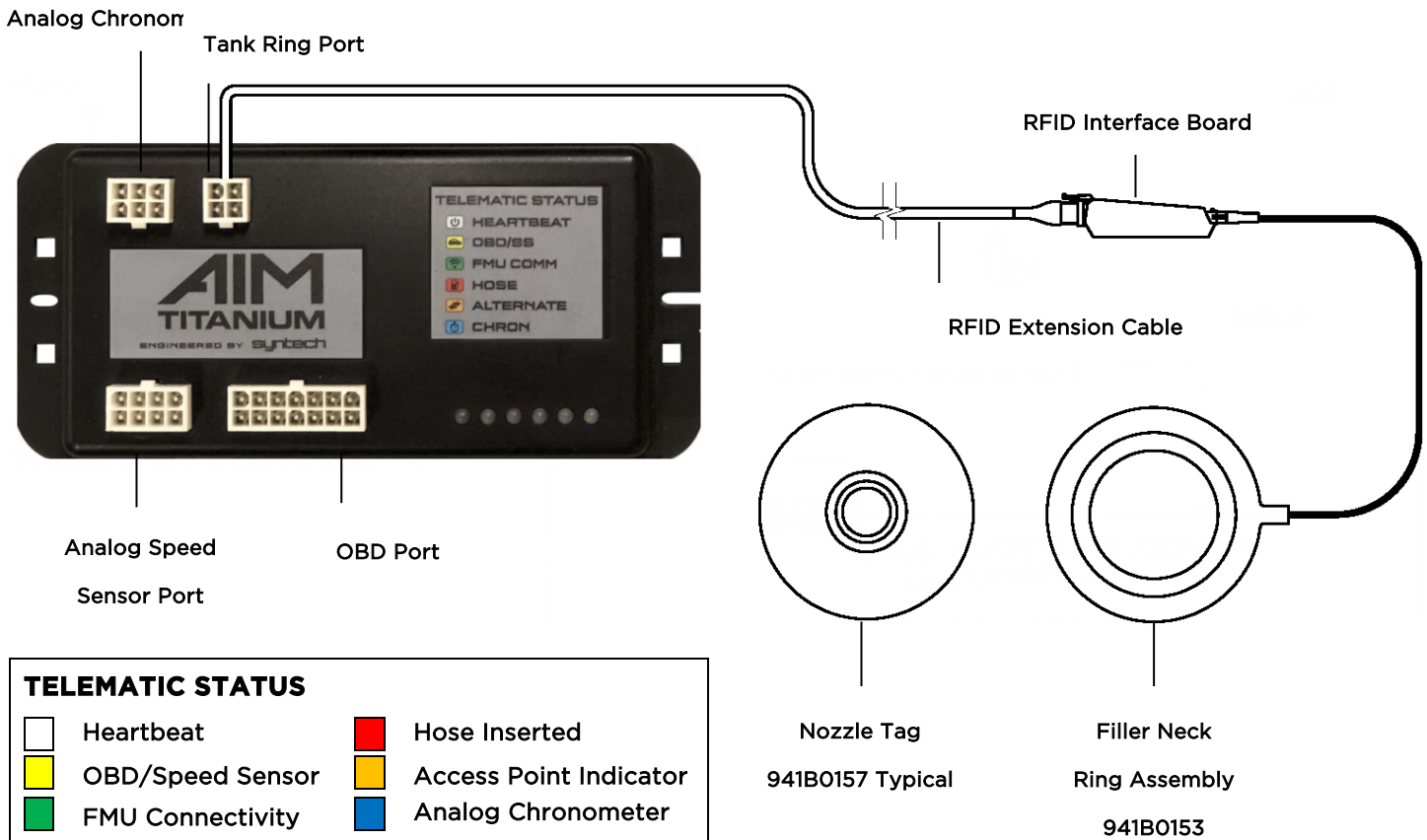


# Quick Reference Guide: AIM Titanium™ Troubleshooting

This document provides information for diagnosing AIM Titanium™ issues. The visual aids below provide reference to the troubleshooting steps discussed on the reverse side. To eliminate points of failure, use a known, good setup containing the following: AIM Titanium (144A0130), an RFID Extension Cable, an RFID Interface Board, a Filler Neck Ring Assembly, and a Nozzle Tag.



**NOTE:** The AIM Titanium XL 144A0120 has a Serial Port. The device also has a secondary Tank Ring Port, which may be used to rule out issues with the other Tank Ring Port.

## Using this Guide

**INDICATES SYMPTOM; READ THESE STATEMENTS TO LOCATE THE SYMPTOM YOU ARE EXPERIENCING.**

*Indicates troubleshooting step; perform the step associated with the symptom you are experiencing.*

Each symptom and troubleshooting step will be followed by a table of Possible Results with corresponding Followup Actions. In the below example, the RED LED may still be solid or may go away after completing the troubleshooting step. Each result requires a separate Followup Action.

POSSIBLE RESULTS	FOLLOWUP ACTIONS
RED LED is still solid...	Replace RFID interface board (RFIDIB).
RED LED goes away...	Return the nozzle tag to the Filler Neck Ring. Look at FMU's LCD screen for possible errors (e.g., Equipment not authorized; Pump Shutdown).

**NO LED LIGHTS ARE ON**

*For OBD Connection, turn the ignition off and then on. For Analog Connection, disconnect the Analog Speed Sensor connector, and reconnect.*



**Does the AIM have power?** A cable must be connected to the OBD Port or the Analog Speed Sensor Port. Power to the AIM is indicated by the pulsing, white Heartbeat LED.

POSSIBLE RESULTS	FOLLOWUP ACTIONS
AIM wakes/authorizes fuel...	Do nothing. The AIM was likely sleeping.
AIM does not turn on...	Replace the AIM with a temporary known, good AIM. If this works, request a new AIM, so a replacement can be installed/programmed. If it does not work, replace the power cable (OBD or Analog).

**FLASHING GREEN LED AND SOLID RED LED WHEN HOSE IS INSERTED, BUT OPERATOR CAN'T FUEL**

*Fuel at alternate pump.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
Green light still flashes...	Continue troubleshooting. The AIM isn't connecting to the FMU; may indicate an FMU/AIM Communication issue.

**SOLID GREEN AND RED LED, BUT OPERATOR CAN'T FUEL**

*Remove Nozzle Tag from the Filler Neck Ring.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
RED LED is still solid...	Replace RFID interface board (RFIDIB).
RED LED goes away...	Return the nozzle tag to Filler Neck Ring. Look at FMU's LCD screen for possible errors (e.g., Equipment not authorized; Pump Shutdown).

**SOLID OR FLASHING GREEN LED BUT NO RED LED WHEN HOSE IS INSERTED**

*Insert a known, good nozzle tag into the filter neck ring.*



**Is the engine running?** If so, turn it off to see if the red LED turns on.

POSSIBLE RESULTS	FOLLOWUP ACTIONS
RED LED...	Replace nozzle tag on dispenser.
No RED LED...	Plug known, good setup (RFID cable / RFIDIB / filler neck ring / nozzle tag) into AIM tank ring port. If RED LED turns on, reconnect the original RFID cable, and begin replacing the items above until the RED LED turns on. If unsuccessful, replace and reprogram AIM.

**SOLID GREEN AND RED LED; INSERTING NOZZLE TAG CAUSES GREEN LED TO FLASH**

*Wait up to 30 seconds to see if AIM enumerates to the FMU.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
GREEN LED still flashes...	Move to a different pump. If GREEN LED turns solid there is a possible FMU/AIM communication issue. Requires more thorough troubleshooting. If this happens on every vehicle that fuels with this hose, nozzle tag could be programmed to wrong AIM Nozzle ID (ANID).

**ALL LED LIGHTS ARE FLASHING**

*Turn on the vehicle.*

POSSIBLE RESULTS	FOLLOWUP ACTIONS
LEDs stop flashing...	Do nothing.
LEDs still flashing...	Turn off vehicle, clean the AIM via the FMU, and reprogram.

**TIP**

If any questions arise, contact Syntech Systems, Inc.'s Customer Satisfaction Center (CSC) at 1-800-888-9136, ext. 2, or email [support@myfuelmaster.com](mailto:support@myfuelmaster.com).