



## Internet Connection Problems When Performing an RKL

### **Related Equipment:**

- Encore 300/500, Encore 500 S, Encore 500 S ECIM
- Advantage
- Eclipse
- OPT

### **Potential Issues:**

Cannot perform the RKL process

### **Symptoms:**

Intermittent internet connection

### **Remedy:**

When performing the RKL function on a device and problems occur with connectivity, make sure you aren't having internet connection problems first. **DO NOT START REPLACING HARDWARE TO REMEDY THE PROBLEM.** If you feel after troubleshooting that an internet connection is the problem, try moving around to other areas of the Service Station until you find a better internet connection. If you and your laptop are inside of a vehicle, try moving outside of the vehicle. One more option would be to check with the station to see if they have their own Wi-Fi network; and if so try using that as an alternate. Make sure when working outside your vehicle you continue to follow all safety procedures. There may be cases where a longer cable is required to connect to the device you're going to RKL. It is preferable that you keep a 100ft. cable as a spare for these types of situations.

If you are still having problems, do not replace the hardware device without first contacting the Gilbarco Technical Assistance Center (TAC) at 1-800-743-7501 for further direction. When talking to TAC, make sure you get an SR #. No claim for replacing a SPOT display under warranty will be paid without an SR#.