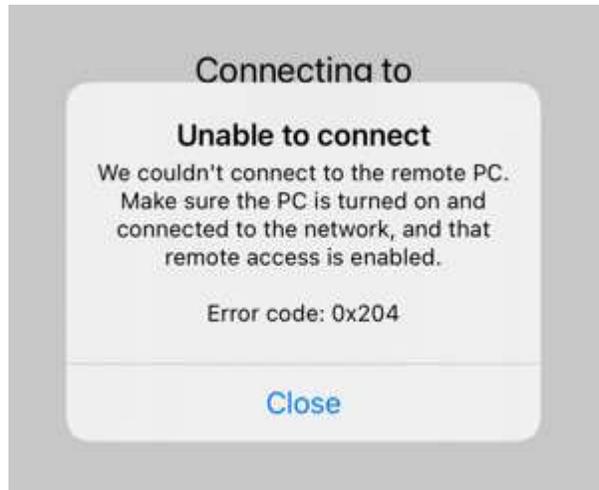


## The Flight Deck iPads are not connecting to the HMI PC

**Issue:** Sometimes the Flight Deck iPads will not connect to the HMI PC and will show a few different errors such as 0x204 and 0x104.



Tommy Car Wash Systems used 2 different types of HMI PCs: A Rack mounted PC and a Mirco PC. Both of these PCs have the same function and will operate the same way.



Rack-mounted HMI PC.



Mirco PC.

On some Private Brands Car Washes, the HMI PC will be located in the Motor Control Cabinet.

Some Private Brand Car Wash will be using a TTPA-HMI-PC Wi-Fi network instead of the GWCControlnet Wi-Fi.

**Items needed:**

- None

**Procedure:**

1. Check if the Flight Deck iPad is on the GWCControlnet Wi-Fi Network.
  - a. Open the Setting page.
  - b. Select the Wi-Fi Tab.
  - c. Select the GWCControlNet Wi-Fi Network and log on to it.
  - d. Open RD Client on the Flight Deck iPad and connect to the HMI PC.
    - i. If this does not work, move to step 2.



2. Power cycle the HMI PC.
  - a. Locate the HMI PC.
    - i. It is typically located in your System Integration Cabinet (S.I.C.) or IT Cabinet.
  - b. Press the Power button until the blue light turns off.
    - i. **DO NOT PRESS THE RESET BUTTON.**
      1. **Doing this might delete all the data on the PC's Hard drive.**
  - c. Wait for 60 seconds.
  - d. Press the Power button until the blue light turns ON.
  - e. Wait for 60 seconds.
  - f. Open RD Client on the Flight Deck iPad and connect to the HMI PC.
3. If this does not work, Please Contact Equipment Support for assistance.

If the issue persists, please contact Equipment Support at 616-795-4892 or [Support@TommyCarWash.com](mailto:Support@TommyCarWash.com)