

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)

Case

Case

00096723

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Case Number 00096723

Previous Case ID  11151577Case Owner  Bud Van SullichemAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Operations)Status  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject 5-1 merge scanners reading, but still getting no read alarms and not releasing

Description 5-1 merge scanners reading, but still getting no read alarms and not releasing

Resolution  .**System Information**

Date/Time Opened 5/31/2012 5:41 PM

Date/Time Closed 6/5/2012 5:28 AM

Created By Bud Van Sullichem, 5/31/2012 5:41 PMLast Modified By Derek Camp, 2/28/2015 1:03 PM**Comments**

Comments

Public Comment	Name	Date Time
Connected to CC-04. John says the scanners are reading, but still get a no-read alarm. He wants to replace the Mux, and will call back for me to unlock the merge. 11:45pm - Called John back and he is still not able to run without holding the flt reset pb down. They have connected to the MuX 4000 with the laptop using hyperterm and see no data. 12:05am - Called DataLogic tech spt and the tech will call back. 12:30am - Steve from Datalogic called and I conferenced him in with John. The scanners are model DX-4600. Found out the original MX-4000 was installed in another location and is working fine. He suggested they look at the cabiling, and determine if the scanners are daisy-chained. He wants them to look at the wiring.	Bud Van Suilichem	9/22/2014 9:03 AM

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