| Home Cases Contacts | | | | Joe Certo | |
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| Case 00177370 * Back to List: Cases Case Number 00177370 Previous Case ID 11027093 Case Number 00177370 Previous Case ID 11027093 Case Owner Michael Raymond Account Name Certo Brothers - West Seneca, NY Contact Name Ken Certo Status Closed Cate gory Electrical Priority 3 Priority Description System Operational Information Subject RSCC: Requesting assistence adjusting the tracking parameters. Description RSCC: Requesting assistence adjusting the tracking parameters. Resolution Assisted. System Information Subject 1/11/5/2005 3:17 AM Date/Time Closed 11/26/2005 1:29 PM | Dematic Support | | | Jue Certo | |
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| | Created By | MICNAEL Raymond, 11/15/2005 3:17 AM | Last Modified By | <u> Derek Camp</u> , 1/22/2015 8 | :17 AM |

Comments

| Public Comment | Name | Date Time |
|--|--------------------|----------------------|
| I spoke with the customer and they are looking for assistance around 11:00am so they have time to set up the test and not interupt production. I gave the customer my contact information and stated I would call them if I have not heard from them by 11:00am. | Michael Raymond | 9/22/2014 9:25 AM |
| I called Ken and he will be available in about 15 minuets. I attempted connection to the RSCC and the modem did not answer. I relayed that to Ken and he directed me to Tim Seafang. I called Tim and he was not available. | Michael Raymond | 9/22/2014 9:25 AM |
| I worked with the customer and directed them on what to look for and haw to make the adjustments. The customer understood the change and went ahead and made the 70xx changes they thought were required. I worked with the customer further to use induction encoding to run some cases to the lanes for testing before production begins. I directed the customer to place the sorter into manual mode and key the induction encoding option. The customer did put it in manual and I did verify the requested action took place in the PLC and the associated inputs to the RSCC did change correctly but the induction encoding option never reflected the manual settings. I will investigate and call the customer back. | Michael Raymond | 9/22/2014 9:25 AM |

Always show me more records per related list

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