

Dematic Support

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Case

00177370

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Case Number 00177370

Previous Case ID  11027093Case Owner  Michael RaymondAccount Name Certo Brothers - West Seneca, NYContact Name  Ken CertoStatus  ClosedCategory  ElectricalPriority  3Priority Description  System Operational**Information**

Subject RSCC: Requesting assistance adjusting the tracking parameters.

Description RSCC: Requesting assistance adjusting the tracking parameters.

Resolution  Assisted.**System Information**

Date/Time Opened 11/15/2005 3:17 AM

Date/Time Closed 11/26/2005 1:29 PM

Created By Michael Raymond, 11/15/2005 3:17 AMLast Modified By Derek Camp, 1/22/2015 8:17 AM**Comments**

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 interrupt 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

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