

Call E-0106262242

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Status:	Closed	Opened:	Tue 26 June 2001 15:28	Site:	153405
Severity:	3 B	Closed:	Tue 26 June 2001 15:34	Customer:	I039
Priority:	0			CSR/Team:	GB083493 / HSH1
Caller Details					
Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
File:	diane pm	Log:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	H	Prob.Type:	HD09
Problem Text:	pm is reporting that the swipe card reader on the keyboard has had an orange light on it since last fri and hasnt been able to do any swipe cards				
Call Closure Details					
Closed:	26/06/2001 15:34	Cause:	C04	Repair:	R03
Text:	Call Close by Donna Thomas: has had the orange light on the keyboard since last fri, walked through reboot,pmhtcc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	PATDEVKBD	Description:		Network ID:	
Call Activity Log					
OPEN	26 June 2001 15:23 by GB083493 / HSH1		Saved: 26 June 2001 15:28		
	New call taken by Donna Thomas: pm is reporting that the swipe card reader on the keyboard has had an orange light on it since last fri and hasnt been able to do any swipe cards				
OPEN_CALL_TS	26 June 2001 15:28 by GB083493 / HSH1		Saved: 26 June 2001 15:28		
	Open Calls Troubleshoot (Affected Site:153405)				
Training	26 June 2001 15:32 by GB083493 / HSH1		Saved: 26 June 2001 15:32		
	walked through to reboot the counter, entering the card and pin no, gave ref no,				
CLEAR	26 June 2001 15:33 by GB083493 / HSH1		Saved: 26 June 2001 15:33		
	walked through reboot				
CLOSE	26 June 2001 15:34 by GB083493 / HSH1		Saved: 26 June 2001 15:34		
	Call Close by Donna Thomas: has had the orange light on the keyboard since last fri, walked through reboot,pmhtcc				