

PinICL Expor PC0045546

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0045546 Dykins	CR21 - Reliability MCPERSON touch screens	22/05/2000 14:46:50	27/06/2000 16:03:16 Closed		General/Other/Misc Hardware

References

Products

Product Group	Product Name	Product Version
General/Other/Misc	Hardware	

Activities

Date	User	Comment
22/05/2000 14:46:50	Adrian Dykins	CALL PC0045546 opened
22/05/2000 14:46:50	Adrian Dykins	References entered are:-
22/05/2000 14:46:50	Adrian Dykins	Product General/Other/Misc Hardware added
22/05/2000 14:46:50	Adrian Dykins	Target Release entered: DTL - unknown
22/05/2000 14:46:50	Adrian Dykins	CR21 - Reliability MCPERSON touch screens
22/05/2000 14:46:50	Adrian Dykins	Counter Resilience - BTC6 CI4U1
22/05/2000 14:46:50	Adrian Dykins	The hardware reliability of the MCPERSON touch screens needs to be
22/05/2000 14:46:50	Adrian Dykins	investigated. Evidence of usage during the testing phases has shown them to
22/05/2000 14:46:50	Adrian Dykins	deteriorate with vertical lines obscuring the display. Of the 10 flat screens
22/05/2000 14:46:50	Adrian Dykins	on the BTC6 test rig 1 is showing signs of deterioration after 6 months
22/05/2000 14:46:50	Adrian Dykins	usage. A similar percentage can be seen on other rigs. In the live this would
22/05/2000 14:46:50	Adrian Dykins	represent replacing 10% of the screens every 6 months.
22/05/2000 14:46:51	Adrian Dykins	CALL PC0045546:Priority C:CallType B - Target 30/05/00 15:46:50
22/05/2000 14:46:52	Adrian Dykins	The Call record has been assigned to the Team Member: Alan Matthews
22/05/2000 14:46:52	Adrian Dykins	Defect cause updated to 99:General - Unknown
22/05/2000 14:46:52	Adrian Dykins	Hours spent since call received: 0 hours
26/05/2000 14:31:27	Alan Matthews	Kev,
26/05/2000 14:31:27	Alan Matthews	

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Dykins	touch screens		Closed		Hardware

26/05/2000 14:31:27	Alan Matthews	Is PinICL the route for questioning hardware reliability?
26/05/2000 14:31:27	Alan Matthews	
26/05/2000 14:31:27	Alan Matthews	Alan.
26/05/2000 14:31:28	Alan Matthews	The Call record has been assigned to the Team Member: Kevin Barrett
26/05/2000 14:31:28	Alan Matthews	Hours spent since call received: 0.1 hours
30/05/2000 08:11:35	Kevin Barrett	Routing this on as a potential hardware issue.
30/05/2000 08:11:35	Kevin Barrett	Has a similar tend been shown in live? Do we have a reliability problem with
30/05/2000 08:11:35	Kevin Barrett	these screens?
30/05/2000 08:11:36	Kevin Barrett	The Call record has been transferred to the Team: QFP
30/05/2000 08:11:36	Kevin Barrett	Hours spent since call received: 0 hours
30/05/2000 08:53:21	Lionel Higman	The Call record has been transferred to the Team: Procurement
30/05/2000 08:53:21	Lionel Higman	Hours spent since call received: 0 hours
08/06/2000 13:13:35	Lionel Higman	Target Release updated to CSR-CI4L1
27/06/2000 14:06:35	Geoff Coxon	F} Response :
27/06/2000 14:06:35	Geoff Coxon	The McPerson FPD unit was one of two possible units that we were considering
27/06/2000 14:06:35	Geoff Coxon	fo rthe roll out. As it turned out, we only ever bought a few hundred of
27/06/2000 14:06:35	Geoff Coxon	these, due to comercial issues and the inability to resolve certain design
27/06/2000 14:06:35	Geoff Coxon	changes / requests. McPerson are not providing any support to us, and
27/06/2000 14:06:35	Geoff Coxon	therefore whilst we would normally be keen to determine whether a product is
27/06/2000 14:06:35	Geoff Coxon	failing and what levels of failures, this information will go no where and we
27/06/2000 14:06:35	Geoff Coxon	have "got what we have got" in this case. Thanks for the feedback though - is
27/06/2000 14:06:35	Geoff Coxon	the CTX better in your experience?
27/06/2000 14:06:35	Geoff Coxon	[END OF REFERENCE 19521715]
27/06/2000 14:06:36	Geoff Coxon	Responded to call type B as Category 68 -Administrative Response
27/06/2000 14:06:37	Geoff Coxon	Hours spent since call received: 0 hours
27/06/2000 14:06:37	Geoff Coxon	The response was delivered on the system

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Dykins	touch screens		Closed		Hardware

27/06/2000 16:03:15	Adrian Dykins	CALL PC0045546 closed: Category 68, Type B			
27/06/2000 16:03:16	Adrian Dykins	Hours spent since call received: 0 hours			
27/06/2000 16:03:16	Adrian Dykins	Defect cause updated to 42:Gen - Outside Pathway Control			