

HORIZON KEL PSteed145J (Version 1)

Type: Information
Status: Authorised
Title: Items appearing on stack without being selected
Summary: Items appearing on stack without being selected
Raised: by Paul Steed on 07/01/2000
Last updated: by Paul Steed on 06/01/2004
Release: CSR
System product: Counter
Status: Authorised
Visibility: Medium

Symptoms

There have been several calls over the last few months where post masters have reported phantom sales. Items appear by themselves for which the PM has not pressed an icon. These may be individual items or several of the same item. Sometimes when no-one has been near the screen items may appear

Problem

Since the system cannot put items on the stack without being told to, the desktop must be receiving specific requests to sell the items in question. In the cases I have looked at I could only conclude that either the screen or the keyboard has been generating key sequences. A more recent case revealed that the cable between the screen and the base unit was the root cause.

Solution - Helpdesk

In the first instance send an engineer with a recommendation to replace both the keyboard and the screen. (Also check whether there is a problem with the screen cable.)

Evidence

If an engineer visit has not solved the problem then see KEL PCarroll1235R
which has detailed instructions on how to deal with environmental issues.