

Hightown 512 323 HSD Summary M084 Doc 005

Date	Issue	Response/Solution
16 May 2005	Counter Printer	Swapped
07 July 2005	Back Office Printer	Jammed paper, clean button
09 September 2005	Unable to Ping	Ping test
26 September 2005	Inappropriate Call	Advised to Call NBSC
17 October 2005	Counter Printer not printing labels	Swapped ithaca
28 October 2005	Screen Freeze	Talked through reboot
3 November 2005	Security Key Update - PMMC	Key refresh
23 January 2006	In appropriate call	Transferred to NBSC
11 April 2006	Card reader on Keyboard	Replaced keyboard
11 April 2006	PM dropped parcel on Counter printer a few weeks ago, sellotaped - not working	Swapped
2 May 2006	Card transactions not pinging	Controlled shutdown
12 May 2006	Counter printer not printing	Replaced
30 May 2006	Counter not pinging	Controlled shutdown
9 June 2006	Romec on site ADSL	Romec visit
12 June 2006	Transaction declined on system	Sysyem checked – all Ok
17 June 2006	Barcode scanner	Ok – monitor
23 June 2006	Counter printer not printing	Reset
9 August 2006	Power Cut – switch off	PMMC used and OK
9 August 2006	Keyboard faulty	Cleared itself
11 August 2006	Counter Printer not printing Still not printing	Reset Cartridge replaced
18 September 2006	Monitor frozen - Riposte	Reboot
5 October 2006	Issues with card and Pin Still issues with Pinpad Still issues	Check security keys Re-installation Swapped
13 November 2006	On line services down As above	Reboot Duplicate call - ignore
4 December 2006	Pin pad broken	Rang NBSC
11 January 2007	Base Unit issues	Engineer rebooted
29 January 2007	Pinpad broken	Unit re-installed
10 January 2007	Monitor issues	Engineer replaced
10 January 2007	Keyboard fault	Replaced
27 February 2007	Printer issues	Replaced
12 March 2007	Gas cards not accepted AP transactions – locked out of screen	Try another card and ring back Transferred to NBSC
12 March 2007	Counter printer	Self diagnostic
13 March 2007	Smartcard Reader	Reset Keyboard
21 March 2007	System Freeze	Reboot
25 April 2007	Online Services down	Network problem
26 April 2007	As above	Rang – all working
21 May 2007	Think had power cut	New Pin number to reboot
9 June 2007	Back Office Printer	Replaced
21 June 2007	Back Office printer	New image drum
26 June 2007	Online services	Network test
11 July 2007	Counter Printer	Paper Jam
14 August 2007	Inappropriate Helpdesk	Contact NBSC

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30 August 2007	Keyboard Issue	Reboot
31 August 2007	Pin pad issue Still issue	Reinstalled Swapped
18 September 2007	Base Unit	Engineer health check/reboot
12 December 2007	System freeze	Reboot
12 December 2007	Counter printer	Replaced
18 December 2007	Counter printer	Clean heads
31 December 2007	Counter printer	Ink spillage - replaced
8 January 2008	Inappropriate helpdesk	Contact NBSC
19 February 2008	Keyboard fault	Engineer visit – no fault found
16 April 2008	Online services	Controlled shutdown - OK
29 April 2008	System freeze - log on	Reboot
19 May 2008	Online services	Network issue
28 July 2008	Counter printer	Self clean x 3
18 September 2008	Base Unit	Swapped Base Unit
22 September 2008	Counter printer Still not printing	Swapping ink Turn on & Off –OK
4 October 2008	Counter Printer	Change Ink
27 December 2008	Software	Reboot
14 May 2009	Counter Printer	Faulty cartridge - cleaned
10 August 2009	Counter Printer	Reboot
2 September 2009	Base Unit – no power	Disc error swapped
9 October 2009	Counter Printer not printing labels Still not printing	Reboot Clean reset
9 January 2010	Migration Issue (not migration date)	Help Icon missing
28 April 2010	Back office printer	Order & replace drum
1 July 2010	Monitor	Power supply unit faulty - replaced
6 July 2010	Back office printer	Replaced
19 July 2010	Pin Pad Still problems	Refreshed Pin Pad install
1 August 2010	Non Polling	End of Day OK