

Maintenance

Replacing DecisioNet Hardware

Except for the SmarTalker II battery replacement described in this chapter, the DecisioNet System hardware does not require any preventive maintenance. If there is a problem, trained NCR Customer Service personnel or other trained personnel can use the information in Chapter 12, “Testing the System,” to analyze and isolate the problem.

DecisioNet hardware is not field repairable. If it is determined that a CBS, antenna, power supply, or SmarTalker is defective, use the procedures described in this chapter to replace the unit with a new one. If appropriate, contact your NCR representative for information on where to send the defective unit for repair.

Caution: When replacing a 7710-1000 CBS with a 7710-1002 CBS or when adding a 7710-1002 CBS to an existing 7710-1000 CBS system, the power supply servicing the portion of the system where the 7710-1002 CBS will be connected may require a new power supply. If the existing power supply is a 008-0214527, replace it with a new 497-0410951 (Assembly: 497-0410962) power supply.

Replacing a CBS

Use this procedure to replace a suspected malfunctioning CBS with another one.

1. Stop CBS communication using **Start/Stop CBS Comm** in the EPL Administration window.
2. Power off all the CBSs in the system by powering off the power supplies.
3. After noting its switch positions, disconnect and remove the malfunctioning CBS.
4. Set the switches in the new CBS to match the switches in the CBS you are replacing.
5. Install the new CBS and reconnect the cables where they were connected before. All connectors are keyed to prevent improper insertion.
6. Power up all CBSs in the system.
7. Re-start CBS communication using **Start/Stop CBS Comm** in the EPL Administration window.
8. Confirm that the green LEDs in the receive antennas are lit. If they are not lit, then either the CBS is not getting power or the antennas are not connected to the CBS.

Note: After removing or replacing the CBS or a transmit antenna, it is recommended that you re-certify RF communications. It is also recommended that the change in the site configuration be noted for support purposes. For more information, contact your NCR representative and reference the following:

- B005-0000-1138: *DecisioNet Support Tools Reference Guide* (document)
- G370-1182-0000: *EPL Implementation Package for Windows 95/NT* (disk media containing the EPL RF Certification Package)
- 497-0410343: *Certification/Re-certification Site Survey Procedure* (to document site configuration for support purposes)

Replacing a Receive Antenna

Use this procedure to replace a suspected malfunctioning antenna.

1. Disconnect and remove the malfunctioning antenna.
2. Install and re-connect the new antenna. The receive and transmit antenna connectors are different, helping you to determine the correct connections.
3. Confirm that the green LED in the new receive antenna is lit. If it is not, then there is a problem between the antenna and the CBS.
4. Confirm that errors related to the replaced antenna are no longer being logged.

Replacing a Patch Antenna

Use this procedure to replace a suspected malfunctioning antenna.

1. Disconnect and remove the malfunctioning antenna.
2. Install and re-connect the new antenna. The receive and transmit antenna connectors are different, helping you to determine the correct connections.
3. Confirm that errors related to the replaced antenna are no longer being logged.

Replacing a Transmit Antenna

Use this procedure to replace a suspected malfunctioning transmit antenna. You **MUST** remove power from the CBSs during this procedure. Removing a transmit antenna from a powered CBS can damage the CBS transmitter circuitry.

1. Stop CBS communication using **Start/Stop CBS Comm** in the EPL Administration window.
2. Power off all the CBSs in the system by powering off the power supplies.
3. Disconnect and remove the malfunctioning transmit antenna.
4. Install the new transmit antenna. The receive and transmit antenna connectors are keyed differently, helping you to connect the new antenna correctly.
5. Power up all CBSs in the system.
6. Re-start CBS communication using **Start/Stop CBS Comm** in the EPL Administration window.

Note: After removing or replacing the CBS or a transmit antenna, it is recommended that you re-certify RF communications. It is also recommended that the change in the site configuration be noted for support purposes. For more information, contact your NCR representative and reference the following:

- B005-0000-1138: *DecisioNet Support Tools Reference Guide* (document)
- G370-1182-0000: *EPL Implementation Package for Windows 95/NT* (disk media containing the EPL RF Certification Package)
- 497-0410343: *Certification/Re-certification Site Survey Procedure* (to document site configuration for support purposes)

Replacing a Power Supply

Use this procedure to replace a suspected malfunctioning power supply.

1. Stop CBS communication using **Start/Stop CBS Comm** in the EPL Administration window
2. Power off all the CBSs in the system by powering off the power supplies.
3. Disconnect and remove the malfunctioning power supply.
4. Install a new power supply.
5. Power up all power supplies in the system.
6. Re-start CBS communication using **Start/Stop CBS Comm** in the EPL Administration window.
7. Confirm that the green LEDs in the receive antennas are lit. If they are not lit, then either the CBS is not getting power or the antennas are not connected to the CBS.

Replacing a SmarTalker

For SmarTalker installation and removal information, refer to Chapter 10, “SmarTalker and Rail Installation.”

Replacing a SmarTalker II

For SmarTalker II installation and removal information, refer to Chapter 11, “SmarTalker II and Rail Installation.”

Battery Replacement

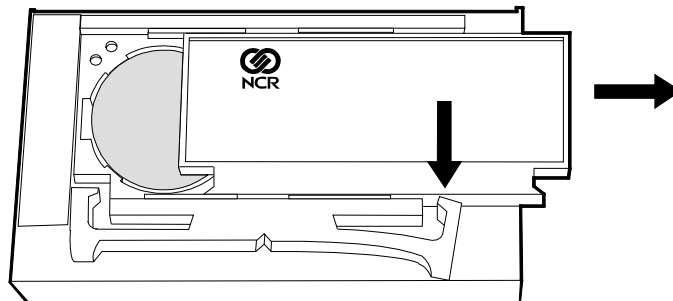
SmarTalker Battery Replacement

When a SmarTalker's battery becomes weak, the battery symbol in the display lights and the SmarTalker must be replaced with a new SmarTalker. The SmarTalker's case cannot be opened and the battery inside cannot be replaced.

Because the battery contains lithium, the SmarTalker must be disposed of in accordance with local environmental laws and ordinances.

SmarTalker II Battery Replacement

When a SmarTalker II's batteries become weak, the battery symbol in the display lights indicating that its two lithium batteries must be replaced. After removing the SmarTalker II from the shelf, remove the back cover from the SmarTalker II as shown in the following illustration.

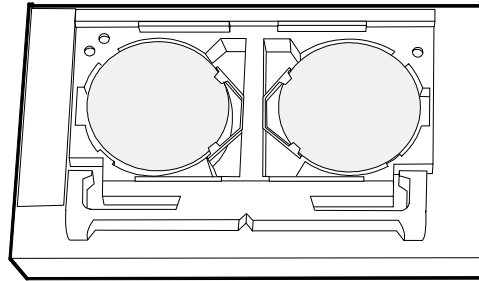


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Opening the SmarTalker II

Caution: Do not remove both batteries at the same time. If the both batteries are removed at the same time, the tag will “forget” its serial number and display information. To prevent this from happening, the batteries must be replaced one at a time.

After removing the back cover, remove one battery the from SmarTalker II by inserting a very small flat-tip screwdriver into the slot at the edge of the battery and gently prying the battery out.

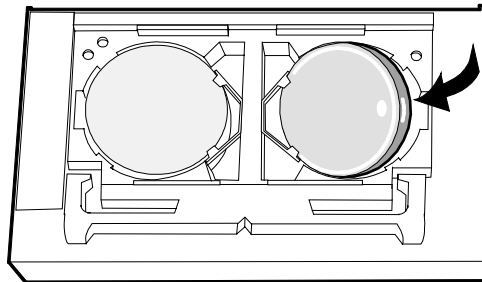


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Slots for Battery Removal

Caution: Danger of explosion if battery is incorrectly replaced. Replace only with same or equivalent type as recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

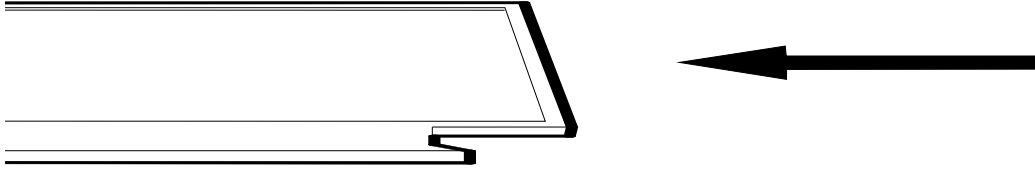
Install a new battery in the SmarTalker II by placing it in the battery cavity, allowing it to rest under and against the battery clip, and then gently sliding the battery towards the battery clip and down into the cavity.



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Installing a Battery

Repeat the process for the second battery. After replacing both batteries, install the back cover by using the cover to depress the right pawl, aligning the cover with the top and bottom slides, and then sliding the cover closed.



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Closing the SmarTalker II