

R&R Services and Repairs, Inc.

Sept. 18, 2003

News Brief

<http://www.data-collection.com>

Hurricane Isabel

For all those experiencing the effects of Hurricane Isabel, you are in our prayers. - If you are affected by this disaster, we have some data collection equipment available on a loaner basis to assist you. Please feel free to call us with any questions.

Too many bad Barcode Reads ?

One of our customers volunteered to share this problem solving experience. – It started with missing punches on the time and attendance system. This led to increasing bad reads on their employee barcode badges. This was determined to be related to failing barcode readers. Spare barcode slot readers were installed to eliminate the problem. The failure rate for barcode slot readers continued to increase, and it was noticed that the read head was contaminated with a sticky substance. This was then tracked down to sticky tape that was put on some badges to hold the picture in place!!Our thanks for sharing the story.

Share *your* Tip with others – reply to sales@data-collection.com

Remember: We offer *Repair Service* and *Maintenance Agreements* for all three families of IBM DCTs - the ELF(7494/7525), 7526 and 7527.

Thanks for your business!

Ron, Jack, Tottie & Mike