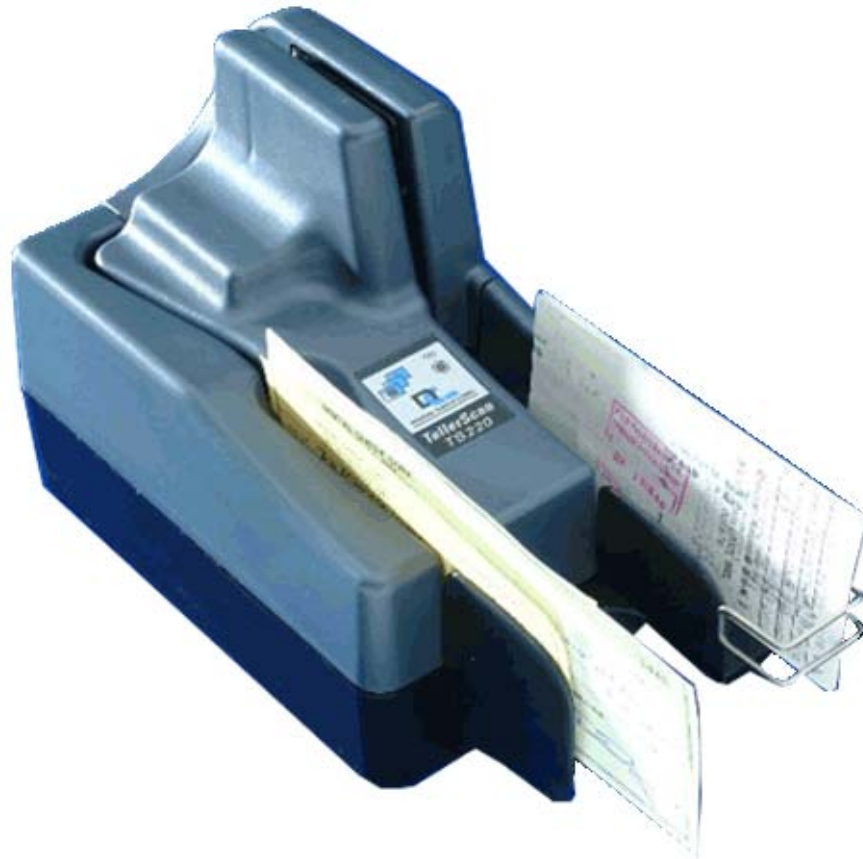




NCR 7728-215x/23xx (TS215/230)

Customer Installation and User Guide



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To maintain the quality of our publications, we need your comments on the accuracy, clarity, organization, and value of this book.

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Page No.	Remarks
All	New NCR edition, including revised cleaning instructions, updated supply numbers, and revised service and repair options

Revision 01.00.00 (May 2006)

Page No.	Remarks
All	New NCR edition, including service and repair options



Welcome to the Digital Check /NCR 7728 System

Digital Check is a leading provider of branch and teller scanners worldwide. DCC continues to introduce new check scanning products to meet the growing worldwide demand for distributed capture by integrating the best US and European technologies.

What comes with the Digital Check System?

The shipping box contains:

- Digital Check device
- a cable to connect the device to your PC
- a modular power supply for the device
- an Ink-Jet Cartridge (if the device includes a printer)
- support paperwork (see Support Paperwork below)

Caution: Please retain your shipping box for warranty returns.

Note: Additional User Guides are available from NCR Information Products Publishing. See <http://www.info.ncr.com/eHome.cfm> to obtain copies.

Support Paperwork

The shipping box may contain a Support Document from your Headquarters Bank Help Desk, or a Support Document from your Sales Organization. For telephone support you should first contact the Help Desk within your Headquarters Bank, or call the NCR Care Center at 1-800-262-7782.

Prior to calling, please write down any error codes or messages from your Digital Check device, as well as the NCR Model & Serial Number:

Digital Check Model	NCR Model Number	Digital Check Model	NCR Model Number
DCC TS 215	NCR 7728-2150	DCC TS 220E with Ink-Jet	NCR 7728-2203
DCC TS 230-65	NCR 7728-2360	DCC TS 300	NCR 7728-3000
DCC TS 230-100	NCR 7728-2310	DCC TS 300 with Ink-Jet	NCR 7728-3001
DCC TS 215 w/ Ink-Jet	NCR 7728-2151	DCC TS 350	NCR 7728-3500
DCC TS 230-65 w/ Ink-Jet	NCR 7728-2361	DCC TS 350 with Ink-Jet	NCR 7728-3501
DCC TS 230-100 w/ Ink-Jet	NCR 7728-2311	DCC TS 400	NCR 7728-4000
DCC TS 220 with Ink-Jet	NCR 7728-2201	DCC TS 400 with Ink-Jet	NCR 7728-4001

NCR Model Number _____ Serial Number _____

Thank you for your purchase of the Digital Check / NCR System

Overview

TellerScan[®] 215 / 230

The TellerScan[®] 215 / 230 Countertop Check Scanner is an easy-to-use, compact check scanner that connects to a personal computer (PC). It automatically scans the front and/or back of checks and also reads the MICR (Magnetic Ink Character Recognition) code line. The images and data are then transmitted through a Universal Bus Interface (USB) to the PC.

Options include:

- Ink-jet endorser – to print characters on the backside of checks



System Requirements

In order to operate the TellerScan[®] the requirements for your PC are:

Recommended	Minimum
2.4 GHz Pentium IV processor	1GHz Pentium III processor
512 MB RAM	128 MB RAM
1.5 GB free disk space	1.5 GB free disk space
Windows 2000 or XP Professional	Windows 2000 & XP Professional
USB 2.0 port	USB port 1.1

Equipment List

The TellerScan[®] package includes the following pieces:

- TellerScan[®] 215 or 230 scanner
- Ink Jet cartridge (if the optional printer is included)
- USB cable
- Modular power supply (voltage sensing)



Supplies

The TellerScan[®] uses the following supplies:

- Cleaning kit, 25 cards with alcohol, plus 6 swabs, NCR order number 9418-0136.
- 50 Cleaning cards with alcohol, no swabs, NCR order number 520522.
- Ink-jet cartridge, HPC6602, NCR order number 203247 (red) or 203250 (black)

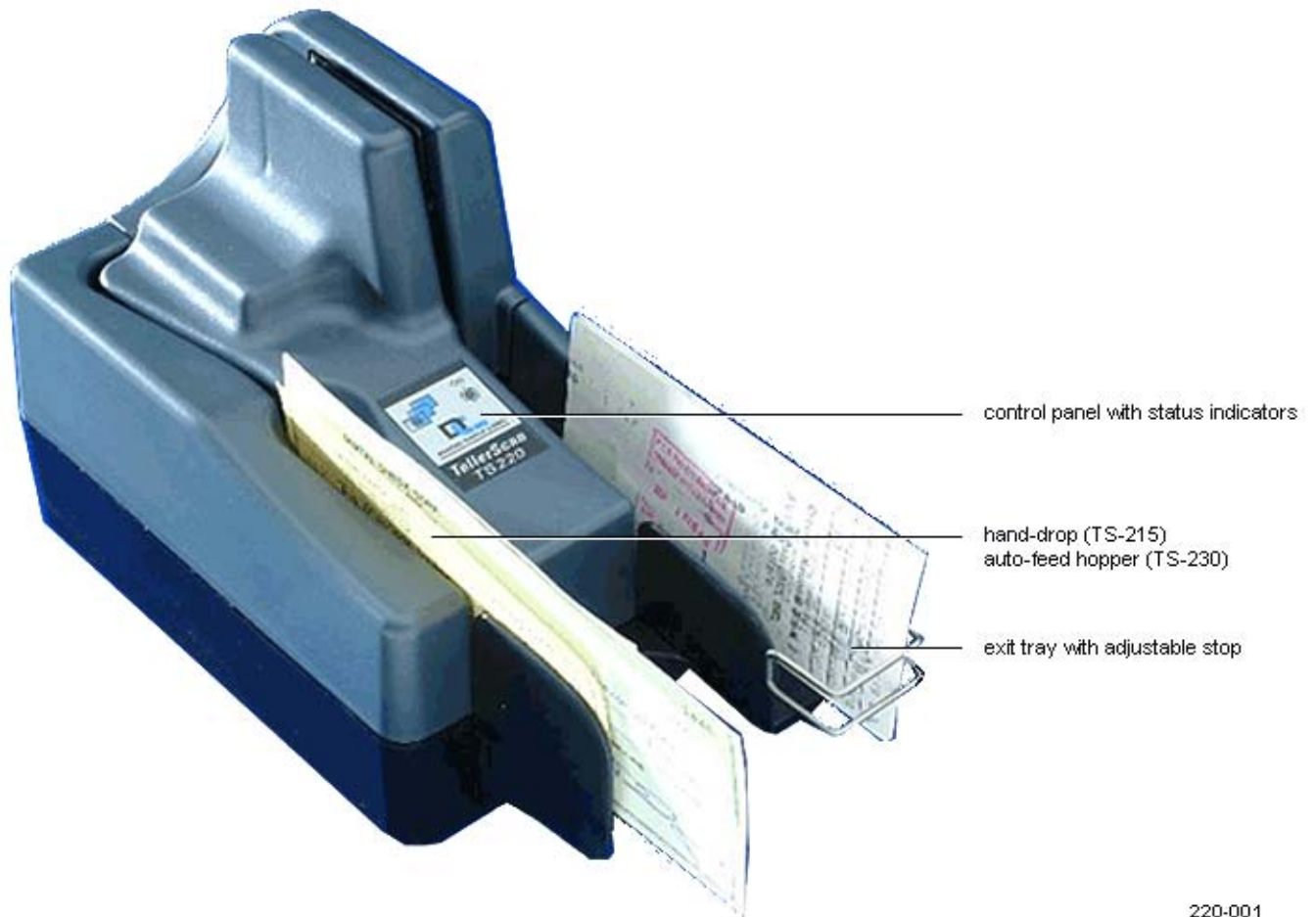
Radio Frequency Interference

The TellerScan™ 215 & 230 generates, uses, and can radiate radio frequency energy. If the scanner is not installed and used properly; that is, in strict accordance with the instructions in this manual it may cause harmful interference to radio communications. It has been tested and found to comply with the limits for Class digital devices pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against harmful interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference in which case the user, at his own expense, will be required to take whatever measures may be required to correct the interference. The use of shielded cables is required when connecting this device to any/all peripheral or host devices. Failure to do so may violate FCC rules.

Features of the TellerScan® 215 / 230

Figure 1 - Features of the TellerScan® 215 / 230

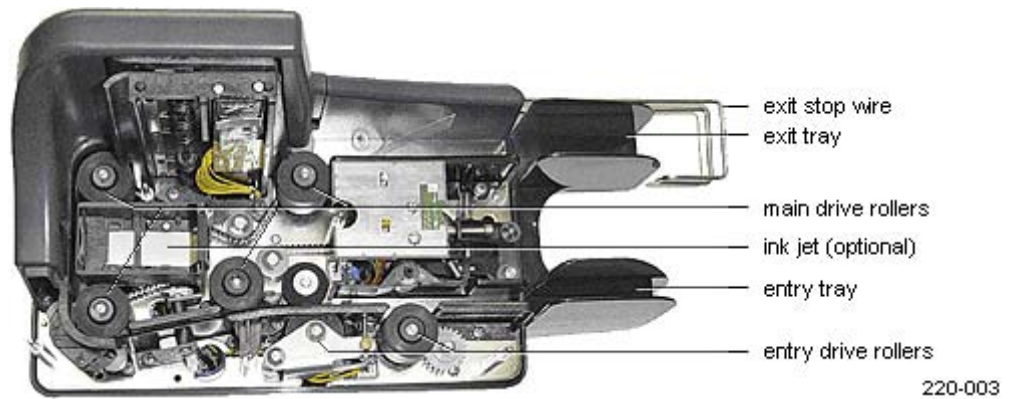


Features of the TellerScan® 215 / 230

Figure 2 - Rear deck



Figure 3 - Inside the TellerScan



Installing the Scanner

Unpack the Scanner

Keep the packing materials in case you need to return the scanner for repairs at a later date.

- 1 Open the box top.
- 2 Lift out the ink-jet cartridge.



- 3 Pop the packaging corners away from the scanner.



- 4 Lift the protective bag (and scanner) out of the shipping box.



Installing the Scanner

- 5 Remove the scanner from the protective bag.
- 6 Locate the scanner on a flat surface near PC and away from direct light.
- 7 Connect the power cord from the modular power supply to the power connector on the scanner rear deck. (See “Figure 2 - Rear deck”.)
- 8 Locate the modular power supply in a ventilated area several feet away from the scanner and connect to an appropriate source of power.
- 9 Make sure the TellerScan[®] is turned off. Verify that the green power indicator on the Control Panel is **not** lit; the power switch is on the rear deck. (See “Figure 2 - Rear deck”.)
- 10 Connect the USB cable to the scanner port on the rear deck.
- 11 Connect the USB cable to a 2.0 USB port on the PC.

Notes: While the scanner will run on a USB 1.1 port, it is recommended that a USB 2.0 port be used to provide better overall performance.

- 12 If an ink-jet printer is present, install the print cartridge (see “Replacing the Ink-jet Cartridge” on page 1-19).

Caution: Leave the scanner power turned off until you have installed drivers.

Installing the Driver Files

You need to install drivers to support the scanner. Drivers are currently available for the Windows 2000 & XP operating systems.

Note: You will also require application software to perform item capture operations.

If Application Software Is Available

An application software package will include the necessary device drivers, but may not include a utility (cleaning) program.

- 1 Install the application software.
 - If the application CD does not auto-run, run the “setup.exe” or “install.exe” program on the CD.
- 2 Download the utility program from http://www.digitalcheck.com/l2_ss_downloads.html The current file name is:
 - scanlite_V829.zip
- 3 Install the “scanlite” utility program.
 - The web page provides installation instructions.

If Application Software Is Not Available

You will need to download both drivers and the cleaning utility to test your new scanner.

- 1 Download the TS215 / 230 support files from the web site:
http://www.digitalcheck.com/l2_ss_downloads.html The current file names are:
 - scanlite_V829.zip
 - TellerScan_Drv_v17_Cert.zip
- 2 Unzip the TellerScan file, then run the “TellerScanDriverxx.exe” program to install the drivers on your PC.

Testing the Scanner

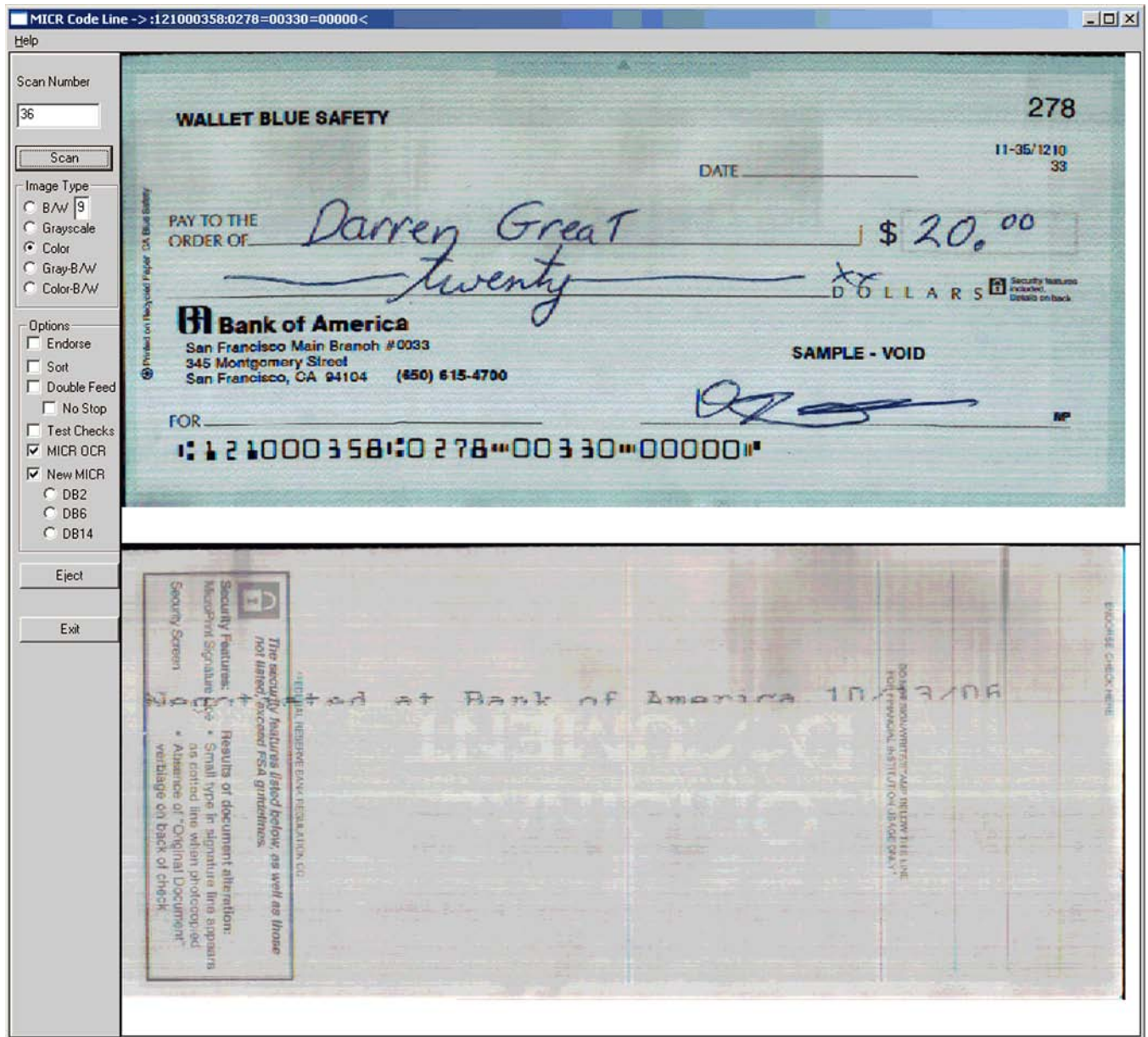
This quick test uses the scanlite program to verify that your scanner is installed correctly, and working properly.

Note: Your scanner will normally operate under an application program provided by your vendor. The scanlite program is **not** suitable for real processing work.

- 1 Unzip the demo file to a new folder.
- 2 Turn ON the scanner.
 - a Windows detects a new hardware device.
 - b Select the request for the installation of the best driver.
 - c It should find the TS2xx.inf file. Select it and continue until finished.
 - Under XP, the USB device will install and then the TS215 / 230 will install.
 - d Both LEDs on the control panel should now be lit.

Note: TS230 scanners will wait to install Tellerscan drivers until the scanner has been acquired by the scandemo application, which results in a short delay on the first use of the program.

- 3 From your unzip folder, launch **scanlite.exe** to open the demo application.
- 4 Make sure the exit tray wire-stop is extended to fit your documents.
- 5 Set up the demo program for color image type, then single-feed test documents into the scanner.
 - a Verify that each document feeds correctly, without jamming or tearing.
 - b On each document display, check both front and rear images for clarity and detail.
 - c On each document display, verify that the MICR data shown at the top of the scanlite window matches the encoding on your test document.



LED Status Indicators

Note: Both the power cable and both ends of the USB cable must be plugged in for the red LED light to come on. If the red LED does not come on, check the power and reseat both the power and the end of the USB cable going into the PC and into the scanner.

The standard sequence for the two top cover LEDs is:

- 1 When the scanner is powered on, the ON LED will light up 'red'. This indicates initial power to the scanner.



- 2 Once the application launches and acquires the scanner, the ON LED turns 'green'.
- 3 Once the scanner is synchronized with the application, the left LED is used to signal the presence of documents in the entry pocket.

How to Load Checks

Preparing Documents

Documents must be clean and dry before you put them in the scanner. In particular:

- Remove all rubber bands, pins and staples.
- Straighten bent or curled documents.
- Do not use correction stickers, as they cause transport jams.
- Do not use correction fluids on checks, as the material will build up in the image scanner and cause IQA (image quality assessment) failures.

Preparing the Exit Tray Stop

Make sure that the wire stop is pulled out to provide at least 1/2 inch more length than the longest document you will process.

Loading the Hand Drop

The 7728-215x models accept one document at a time in the hand-drop.

- 1 Remove all rubber bands, staples, paper clips, pins, etc.

Note: For automatic feeding, checks must be jogged to feed correctly. The bottom and left leading edges of the transaction stack must align to one another.



How to Load Checks

- 2 Load the items into the Automatic Feeder with the front of the items facing away from the scanner.



- 3 Slide the items, as a block, into the automatic-feeder until the left LED light illuminates.

Caution: DO NOT force the items into the automatic-feeder after the light illuminates, as this may increase jam rates.

Operator Maintenance

Operator cleaning is necessary to keep the image scanner working correctly and to keep the document path free from debris that cause document jams. We recommend that you clean the scanner at least weekly, and whenever you find image quality problems or excessive document jams.

Caution: Always clean the scanner thoroughly **before** you make the decision to return it for repair. Cleaning is not included in the NCR Warranty or pre-paid Service coverage.

Cleaning the Scanner

Ink, dirt, dust and small particles can get onto the rollers and into the track area between the front and rear scan heads. Using the ScanLite demo software to control the scanner, clean this area as follows:

Note: In order to launch ScanLite, all other scanner applications must be shut down.

- 1 Check the entire track area from beginning to end.
 - Use a flashlight to check between the scan heads.
 - Remove any staples, paper clips, and rubber bands that may have accumulated during use.
- 2 If there appears to be dust or small debris in the document path, use a can of compressed air to blow out the document path.



- 3 Use a cleaning card to clean the drive rollers and document track.
 - a **Hold** a cleaning card in the entry rollers, then start a cleaning cycle in Scanlite. When the cycle ends, flip the card and repeat the cycle several times until the rollers are clean.



- b When the entry rollers are clean, allow the card to move into the second set of rollers. Start a cleaning cycle in Scanlite. When the cycle ends, flip the card and repeat the cycle several times until the second rollers are clean.

Note: Getting the rollers to scrub on the cleaning cards is the most important part of the cleaning procedure. Rollers with a severe build up of ink and dirt will require you to use swabs to manually scrub all four of the main drive rollers.

- c Start a cleaning cycle in Scanlite, then allow a fresh cleaning card to travel through the transport. Run it through several times while flipping the card end-to-end and top-to-bottom.
- 4 Every third cleaning, you must remove covers and clean the rest of the track and scan head:
 - a Lift off the center cover.
 - b Use a clean card to scrub the drive rollers under the center cover. Use the scandemo program to run the **eject** function, which runs the rollers at a reduced speed a while you hold the card in place to scrub the rollers.
 - c Flip the card for each set of rollers, and use clean sections of the card until each roller is clean.

Note: You can also use cleaning swabs if you find them easier to handle on the turning rollers

- d Lift off the left (entry side) cover.
- e Pull out the exit-tray document wire-stop, then lift off the rear right-side cover.



Operator Maintenance

- f Remove the nylon screw, then gently pull open the camera faceplate.



- g Use cleaning swabs to clean both front and rear glass sections:



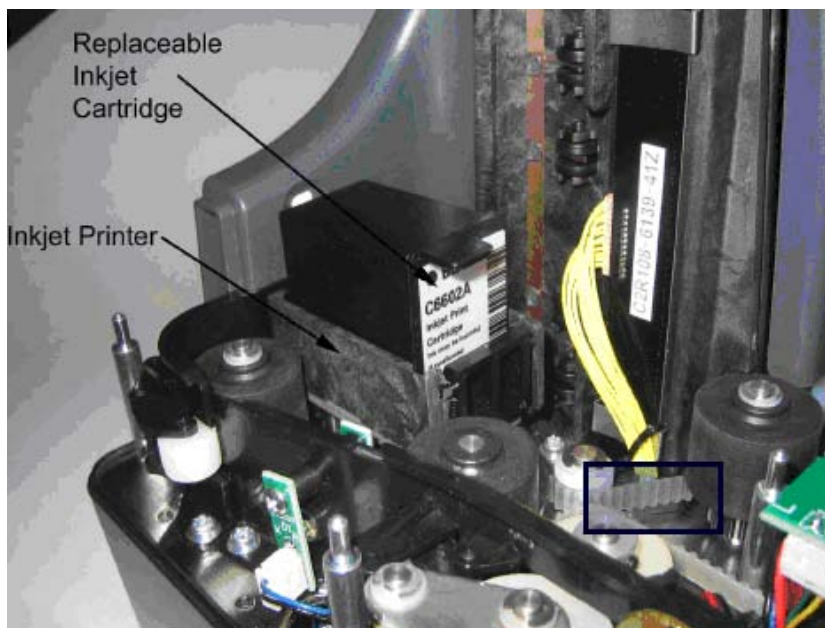
- h Push the camera face-plate closed and hold it there while you replace the nylon screw.
- i Reinstall the covers, making sure that they fit over the locating studs.

Replacing the Ink-jet Cartridge

This scanner uses a Hewlett Packard ink-jet cartridge – NCR order number 203250 (black) or 203247 (red).

When the endorsement print becomes light and difficult to read, replace the ink-jet cartridge:

- 1 Turn off the power to the scanner.
- 2 Lift off the center cover.
- 3 Grasp the ink-jet cartridge by the tab, then lift it up and out of its holder.

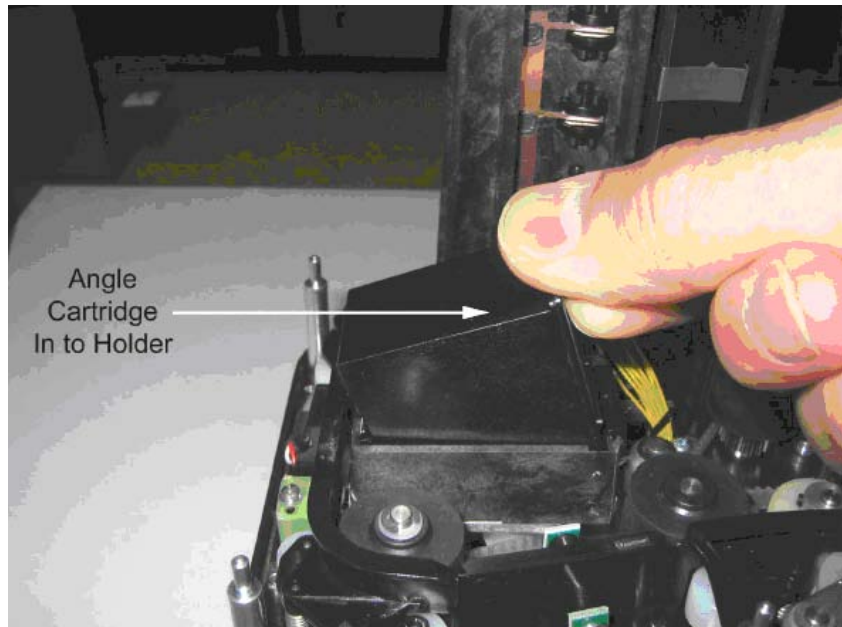


- 4 Discard the used cartridge.
- 5 Take the new cartridge out of its packaging.
Note: Be certain to read the instructions included with the cartridge
- 6 Remove the protective tape from the cartridge.

Caution: Do not touch the metal foil (contacts on print head) or the cartridge could be damaged.

Operator Maintenance

- 7 Place the front of the cartridge down and into its holder.
 - Two pins on the cartridge fit into holes in the holder.



- 8 Push down on the cartridge tab until the cartridge snaps into place.
- 9 Replace the center cover.

Caution: If the scanner has to be transported by common carrier from one place to another, or has extended periods of inactivity, it is advisable to remove the inkjet cartridge from the scanner and seal in an airtight bag. If the cartridge has not been used for an extended period of time, it may be necessary to clean the inkjet nozzles with a wet towel, and then blot dry.

Scanlite Error Codes

Note: The following error codes may be displayed when you use the ScanLite program:

Error	Meaning / Action
125 No Scanner	<p>The scanner is turned off or has no power. The USB cable is disconnected.</p> <ol style="list-style-type: none"> 1 Verify power connections and try a different power adapter. 2 Verify USB connections or try a different USB port or cable.
212 No Checks	<p>A scan cycle has been initiated, but the Document In Pocket LED (the left LED) is not on, indicating that documents are not present or not properly loaded.</p> <ol style="list-style-type: none"> 1 Restack the batch of documents and insert them back into the entry pocket. 2 Slide them forward until the LED comes on.
216 Mis-Feed	<p>The documents failed to leave the entry pocket on time.</p> <ol style="list-style-type: none"> 1 Remove the documents and re-align the leading edges. 2 Check for bent or excessively curled leading edges and straighten as needed. 3 Verify that documents are not stuck together. 4 Insert and rescan the documents. If they continue to get -216 errors, this might indicate that: <ul style="list-style-type: none"> • the entry drive rollers may be dirty • something may be lodged in the document path

Scanlite Error Codes

Error	Meaning / Action
217 Document Double Feed	<p>More than one document is detected & passed into the exit pocket.</p> <ol style="list-style-type: none"> 1 Run 'Eject' or power the scanner off and back on to clear the error condition. 2 If the document is still in the path, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it. 3 Insert and rescan the documents. If they continue to get 217 errors, this might indicate that: <ul style="list-style-type: none"> • the entry drive rollers may need to be cleaned • documents may be sticking together or have bent edges
220 Document Stopped in the Path	<p>A document stopped in the path or was slow in exiting</p> <ol style="list-style-type: none"> 1 Eject the documents to clear the error condition. 2 If the document will not eject, grab the upper edges with both hands and wiggle the document back and forth, vertically to remove it from the path. 3 Check the leading edges and corners of the document and straighten as needed. 4 Repeated 220 errors can mean that: <ul style="list-style-type: none"> • there is debris, paper or metal objects in the path. • all of the main drive rollers may need to be cleaned.
553 No Print Head	<p>The ink jet cartridge is not being sensed by the scanner.</p> <ol style="list-style-type: none"> 1 Open the center cover by lifting vertically. 2 Remove and reseal the ink jet cartridge, being sure it snaps into place. 3 Install a new ink jet cartridge. 4 Repeated errors means that service is required.

Troubleshooting

The TellerScan[®] transport is designed to scan millions of items without trouble. On board diagnostics, power-on self-testing and an easy-to-service modular design ensure reliable, problem-free operation. However, here are some troubleshooting tips in case you do have problems.

Clearing Jams

If a jam occurs, the paper path must be cleared. To do this, try to advance the jammed document by pressing the EJECT button in your application program. In case the document does not move, you can grab the document with both hands and carefully wiggle it back and forth as you lift it vertically:

- 1 Remove the central cover, if needed to remove the document.
- 2 Clear the path of any jammed document and make sure that the rollers are free of paper and debris. Rotate the mechanism, if necessary, by manually turning the main drive roller located on the right side (See “Figure 3 - Inside the TellerScan”.)
- 3 Close the cover. Some models have an interlock switch under the center cover so be sure that cover is fully seated.

LED Status Indicators

When you turn the power on, observe the LED sequence and compare it with the standard “LED Status Indicators” on page 1-12. This can help to identify the problem area.

Document Feeding Problems

The TellerScan[®] transport does not have any user-available adjustments. If you experience feeding problems, make sure to check the documents for bent or folded edges and to check for debris in the path.

If you still have feeding problems, perform a thorough cleaning - see “Operator Maintenance” on page 1-15.

Check Image Has Streaks or Fades

If you notice that the check image have streaks or faded areas, clean the Scanheads. See “Operator Maintenance” on page 1-15 for details.

If after cleaning, items are still not scanned properly, contact your qualified service technician.

Power On Self Test (POST)

At power-up, the scanner automatically runs a self test to verify that various components of the electronics on the main CPU board are working properly. If something fails, the ERROR LED on the control panel starts flashing.

After performing the POST, the scanner drives the motor in order to eject any document that may be present in the path

Note: See the following pages for Out-of-Box Failure procedures or Repair options.

Frequently Asked Questions

How many checks per minute should I be able to scan?

The TS 215 can scan up to 30 DPM, but application delay may lower throughput

The TS230 has a rated throughput speed of up to 65 documents per minute DPM for the TS230-65 and up to 100 DPM for the TS230-100. Actual throughput will vary depending on the PC configuration, physical size of the items scanned, simple or complex endorsement and the speed of the application. Under a USB 2.0 interface, the expected speed range is 48 to 90 DPM.

Note: If speeds in the 15 to 20 DPM range are experienced, please check to be sure the scanner is not connected to a slower USB 1.1 port.

What is the LED sequence when the scanner powers on?

The proper LED sequence is for the right LED to come on 'red', followed by the right LED turning 'green' once the application has been launched.

- If the right LED does not come on 'Red', check the power and USB cable connections.
- If the LED is 'Red', but will not turn 'Green', contact customer support for assistance with checking firmware and reloading the drivers.

Where should I place the power supply?

Keep power supplies and other electromagnetic devices 12-18 inches away from the scanner to keep them from interfering with the Magnetic read head and causing misreads and rejects.

How often should I clean the check scanner?

The recommended cleaning cycle is every 5,000 items (3,000 in severe environments where ink and dirt may build up quickly). Please see "Operator Maintenance" on page 1-15 for instructions on how to properly clean the TS 15 and TS 230.

How many characters does the inkjet cartridge yield?

Once opened, the practical life of the inkjet cartridge is six months. However, the rated character yield on the inkjet cartridge is between 5-7 million characters.

- Do not shake or drop to cartridge; doing so can cause the printing to fail.
- Keep a spare cartridge on hand in case the current cartridge cannot be used.

Specifications

Paper Size	H. min. 2.12” – max. 4.17” (54-106 mm.) L. min. 3.19” – max 8.97” (80-228 mm.) Thickness - Min. 16 lb. (60gr/sqm) Thickness - Max. 32 lb. (120gr/sqm)
Scanning Method	Concurrent two-sided Duplex Image Creation: 2 x 850 cell, 108mm CIS Light Source: Tricolor LED
Transport Speed	50 cm./sec
Image resolution	200 dpi
Image Format	B/W, 16 or 256 gray levels; 24 bit color
MICR Recognition	MICR recognition firmware for E13B or CMC7 standards
Power-On Self Test	Automatic self-testing when switching on the scanner
Software Tools	API Toolkit 32 bit
Options	Ink jet printer (Rear endorse) Useful cartridge life of 5 to 7 million characters
Product design	Useful life of 2,000,000 (TS215) or 5,000,000 (TS230) checks
Electrical Voltage	Consumption: 1.5 Amps, max Voltage: 100 to 240 VAC, 50/60 Hz (auto-sensing power supply)
Temperature	Operating: 60° - 90° F Storage: 0° - 40° C
Humidity	Operating: 35-85% (non condensing)
Dimensions	H. 17 cm. – L. 21.7 cm. (27.9cm incl. I/O trays) – D. 13 cm. (6.6”x8.6”x5.1”)
Weight	4.4 lbs. (2 kg.)
Certifications	UL – FCC – CE

Note: Specifications are subject to change.

Note: Trademarks and registered trademarks are property of their respective owners

Service Options

NCR provides depot service for this scanner, meaning that you send your scanner to a repair depot, as opposed to having NCR repair it on-site.

For warranty repairs during the first 90 days, NCR will expedite your scanner repair and return.

For repairs during and after the Warranty period, you may purchase different levels of maintenance service, depending on how quickly you need repairs completed.

You start the repair process by obtaining the model number and serial number of your scanner. Use this table to determine the NCR model number:

Digital Check Model	NCR Model Number
DCC TS 215	NCR 7728-2150
DCC TS 215 with Ink-Jet	NCR 7728-2151
DCC TS 230-65	NCR 7728-2360
DCC TS 230-65 w/ Ink-Jet	NCR 7728-2361
DCC TS 230-100	NCR 7728-2310
DCC TS 230-100 w/ Ink-Jet	NCR 7728-2311

NCR Model Number 7728-_____ Serial Number _____

Call NCR

Call the NCR Care Center at 1-800-262-7782. Tell the agent if you need Warranty repair, or if you need repair service.

The following charts show how these services work:



New or Warranty Failure Process

Customer is unable to make hardware operational on receipt, or has determined there is a problem during the Warranty period. Customer then records the symptoms and / or error messages, and obtains the class, model and serial number of the unit.

Example:
Class - Model: 7728-2200
And
Serial Number: XXXXXXXX

Customer Calls The NCR Care Center at **1-800-262-7782** and reports the warranty failure.

NCR verifies the Class, Model and Ink Jet option with customer

NCR assigns a Work Order number and verifies the customer address.

Customer packs the scanner in the original packaging, inserts the problem details and return address, records the Work Order Number on the outside of the box, then returns the defective scanner to:

NCR Corporation
Attention: 7728 Repair
405 Edison Way
Reno, Nevada 89502 USA

Phone: 1-775-856-1832

Customer retains the scanner serial number, work order number and shipment tracking number for enquiry purposes; E-mail to Service.WDC@NCR.Com

NCR arranges the Warranty repair and closes the Work Order. NCR then ships the scanner to the return address, by prepaid next-day air.



Repair and Return Service (USA Only)

Customer has determined there is a problem not solved by operator maintenance. Customer records the details and / or error codes, then obtains complete class, model and serial number of the defective scanner.

Example:
 Class - Model: 7728-2200
 And
 Serial Number: XXXXXXXX

Customer Calls The NCR Care Center at **1-800-262-7782** and reports the failure.

NCR verifies the Class, Model and Ink Jet option with customer

NCR assigns a Work Order number and verifies the customer address.

Customer packs the scanner in the original packaging, inserts the problem details and return address, records the Work Order Number on the outside of the box, then ships the defective scanner, prepaid, to:

NCR Corporation
 Attention: 7728 Repair
 405 Edison Way
 Reno, Nevada 89502 USA

Phone: 1-775-856-1832

Customer retains the scanner serial number, work order number and shipment tracking number for enquiry purposes; E-mail to Service.WDC@NCR.Com

NCR repairs the defective scanner and closes the Work Order. NCR then ships the scanner to the return address, by prepaid next-day air.



Advance Exchange Service (USA Only)

Customer has determined there is a problem not solved by operator maintenance. Customer records the details and / or error codes, then obtains complete class, model and serial number of the defective scanner.

Example:
Class - Model: 7728-2200
And
Serial Number: XXXXXXXXX

Customer Calls The NCR Care Center at **1-800-262-7782** and reports the failure.

NCR verifies the Class, Model and Ink Jet option with customer

NCR assigns a Work Order number and verifies the customer address.

NCR ships the replacement hardware by next-day air.

Customer exchanges the defective equipment

Customer packs the scanner in the original packaging, inserts the problem details and RMA form, records the Work Order Number on the outside of the box, then ships the defective scanner to:

NCR Corporation
Attention: 7728 Repair
405 Edson Way
Reno, Nevada 89502 USA

Phone: 1-775-856-1832

Customer retains the scanner serial number, work order number and shipment tracking number for enquiry purposes; E-mail to Service.WDC@NCR.Com

NCR repairs the defective equipment and closes the Work Order. NCR then stores the repaired equipment for the next customer exchange.

