NCR SCO R10
First Line Maintenance Guide

January 2023

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NCR SCO R10 First Line Maintenance

What is NOT supported by NCR on SCOs

- Issues related to **digital lock**, **sensormatic**, **no power on SCO**, **Hearing Loops** or **CCTV** should be reported to City Facilities Management City Helpdesk via an internal telephone short code (#6199) or by the direct telephone number (0141 647 2000).
- Issues related to **network**, **cash office** or **handheld Scan&Go scanners** should be reported to ASDA ISD.

What is store personnel responsible of doing/cleaning?

- You are responsible for keeping your lanes running by carrying out Front Line Maintenance and taking all possible steps in store before having to log a call for an engineer. Engineer calls may be chargeable to the store and many could have been resolved in store by following simple troubleshooting
- Cleaning your lanes regularly will extend their life and may minimise issues.

⚠️ Never spray liquids directly onto any part of the lane
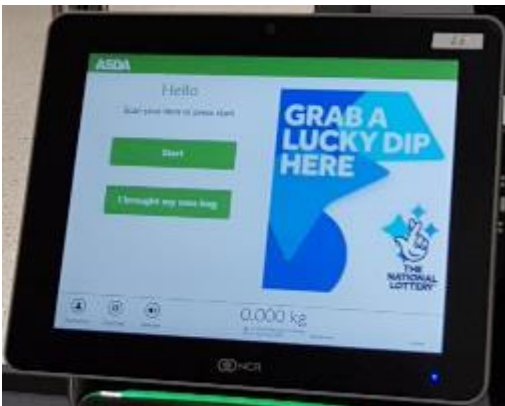
Monitor Screen: Gently wipe the display screen with your store approved glass cleaner on a microfibre cloth. Alternatively, use sterile wipes and dry and polish any smears with a soft microfibre cloth.

Chip and Pin Reader: Wipe the outside with a microfibre cloth dampened with store approved general purpose cleaning fluid or use sterile wipes.

⚠️ **Never spray liquids directly onto any part of the lane**

Card swipe on Monitor: Once a week a Chip and Pin cleaning card should be passed through the device.

Scanner Scale: Clean the scale top with a microfibre cloth dampened with store approved general purpose cleaning fluid. Dry and polish any smears with a soft microfibre cloth.

Remove **Top Plate** and brush any crumbs into the well under the scanner with a soft brush. Clean the plastic housing with a microfibre cloth dampened with store approved general purpose cleaning fluid. Make sure you DO NOT clean any part of the stickers on the scanner scale as these are required by Trading Standards and must be always fully readable.

Scanners: Clean all the scanners with your store approved glass cleaner on a microfibre cloth or use sterile wipes. Dry and polish any smears with a soft microfibre cloth.

⚠️ **Never spray liquids directly onto any part of the lane**

Coin Entry and Coin Exit cups: Wipe with sterile wipe and allow to dry or clean with a microfibre cloth dampened with store approved general purpose cleaning fluid.


Basket shelf and steel top around scanner: Wipe with a microfibre cloth dampened with store approved general purpose cleaning fluid. Dry and polish any smears with a soft microfibre cloth.

Front of Unit: Clean with a microfibre cloth dampened with store approved general purpose cleaning fluid.

Bagging area: Clean with a microfibre cloth dampened with store approved general purpose cleaning fluid.

Always make sure the **bagging area** is on the correct way to avoid unnecessary bagging alerts. The higher lip of the bagging area should be closest to the lane.
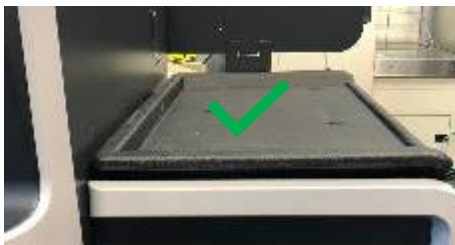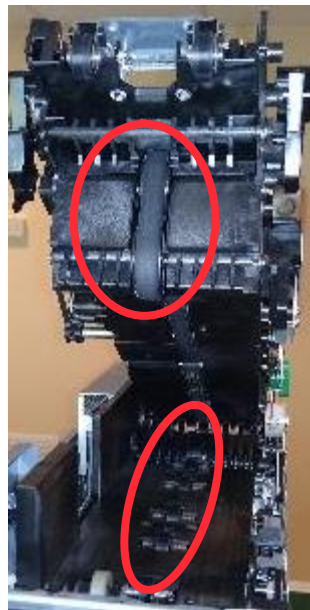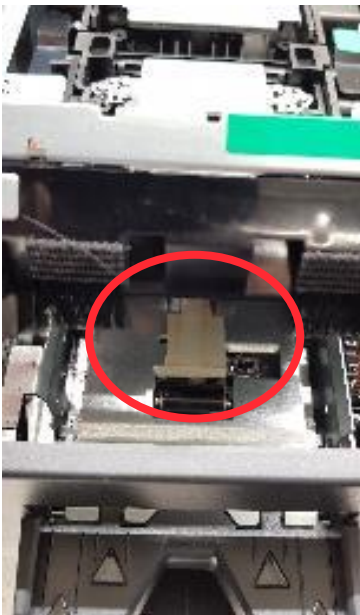
⚠️ Never spray liquids directly onto any part of the lane

The **Coin Validator Disc** can get a build-up of dirt and grease from coins. Open as shown in the Coin Recycler section and clean the sorter and validator discs with sterile wipes and allow to air dry.
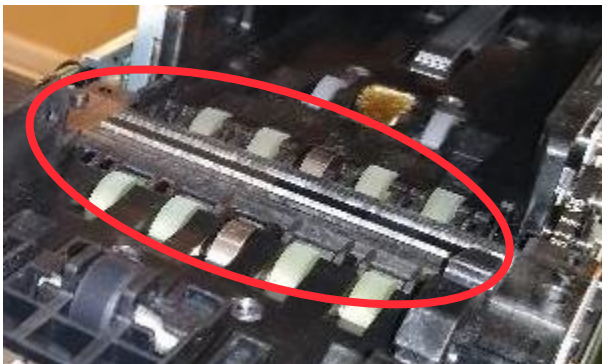
Before   After

The **Note Acceptor** transport belts and sensor can be cleaned with a microfiber cloth.

Utility Functions

- The **Utility Functions** screen will allow you to stop the application, reboot the lane and power it down. You can access the Utility Screen by pressing the **Switch** button on the lane. Depending on the type of lane you have, the switch button is located as shown below
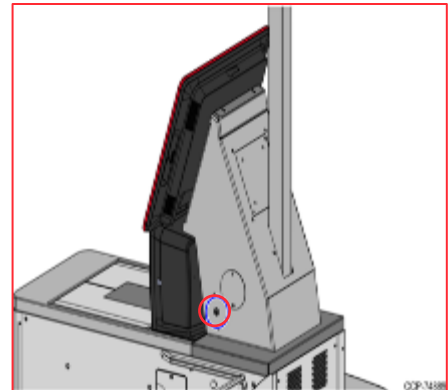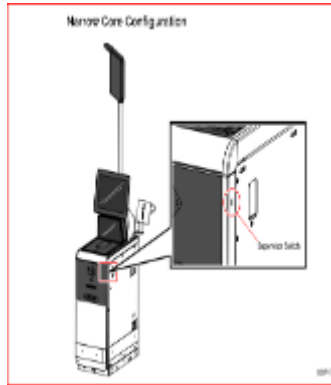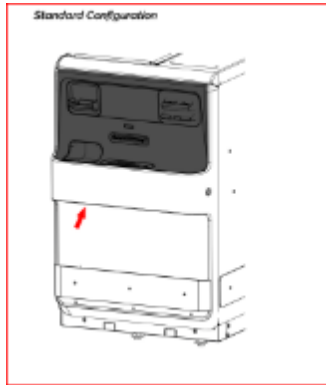
- You can also access the **Utility** Screen by Scanning your **Operator Barcode**
  - ➤ System Functions
  - ➤ Utility Functions
- When accessing the **Utility** screen from the **Switch** button you may need to sign with an ID of 1 and a Password of 1.
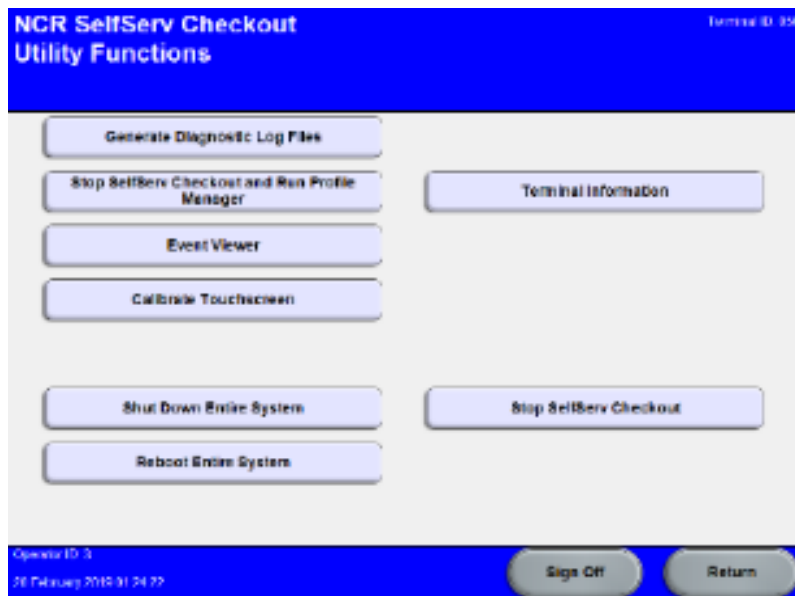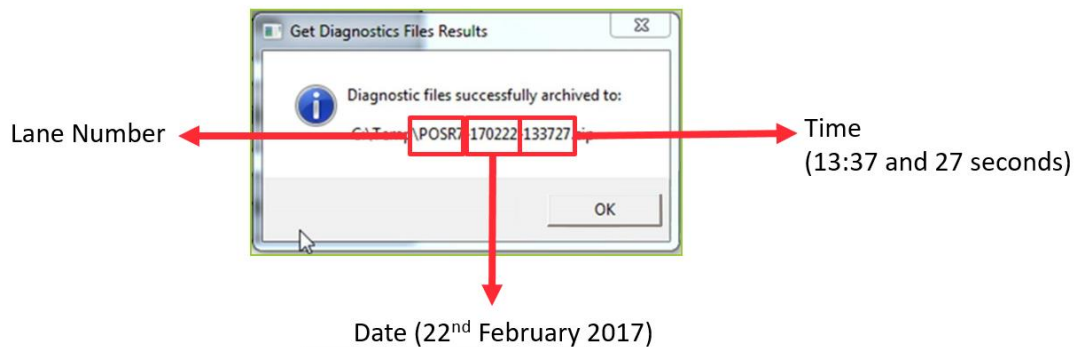
- If the screen stops responding or appears to have 'frozen', you may need to **Stop** the Self-Checkout application. Once the lane has stopped you will need to **Start** the lane again.

Stop SelfServ Checkout
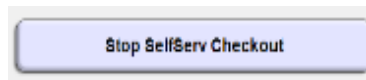
- Run a Diagnostic Log file as soon as possible after an error occurs. This captures what the lane has been doing over the last +/-30 minutes which should cover the cause of the error.

Generate Diagnostic Log Files

- When the Diagnostic Log file has run, you will need to record the number displayed on screen.

Get Diagnostics Files Results

Diagnostic files successfully archived to:

Lane Number ← \POSR7 170222 133727

Time
(13:37 and 27 seconds)

OK

Date (22nd February 2017)

- If a Stop/Start does not resolve the issue you will **Reboot Entire System** next. This will close the lane down completely and restart it automatically. Ensure you have not placed heavy items such as baskets on the weigh scales while the lane reboots as this may cause further issues with the scale rebooting with weight on it

Reboot Entire System

- If a Reboot does not resolve the issue, you can **Shutdown Entire System** next. This will close the lane down completely and turn the power off. Leave the power off for at least 5 minutes and then turn the power on using the black button under the screen. As before, do not place any items on the weigh scales while the lane restarts

Shut Down Entire System

- Once you have carried out all the above options and now need to log a call with the Help Desk. Make sure you have:
  - ➢ Details of the issue
  - ➢ Diagnostic Log File Number
  - ➢ Troubleshooting book to record HD reference number

Touchscreen

- If touchscreen is not working, make sure that there is power on the SCO. Lift the screen and check if cable is not loose or unplugged. Reboot the machine via Utility Functions or holding down Power Button.
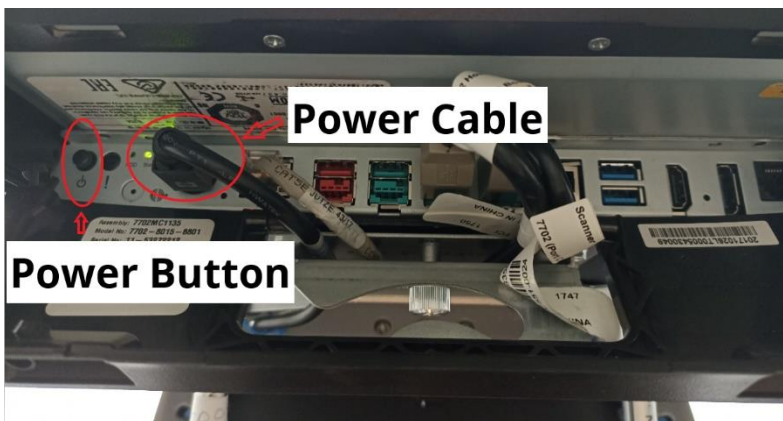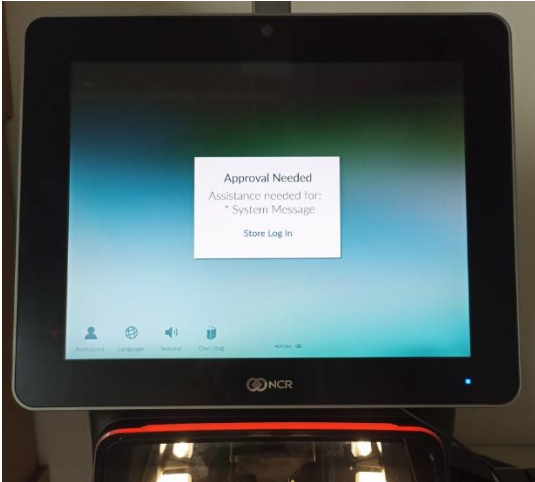

- If you have carried out all the above steps and issue is still there, now you need to log a call with the Help Desk. Run a Diagnostic Log File in case it is needed.

Receipt Printer

- In case of any paper jams, you will need to troubleshoot the **Receipt Printer** to clear the jam. Parts marked green are touchpoints that you can press, lift, squeeze together, push or turn.
- Depending on which lanes you have in store you may have more than one type of printer.

Printer on R6C and R6N SCOs
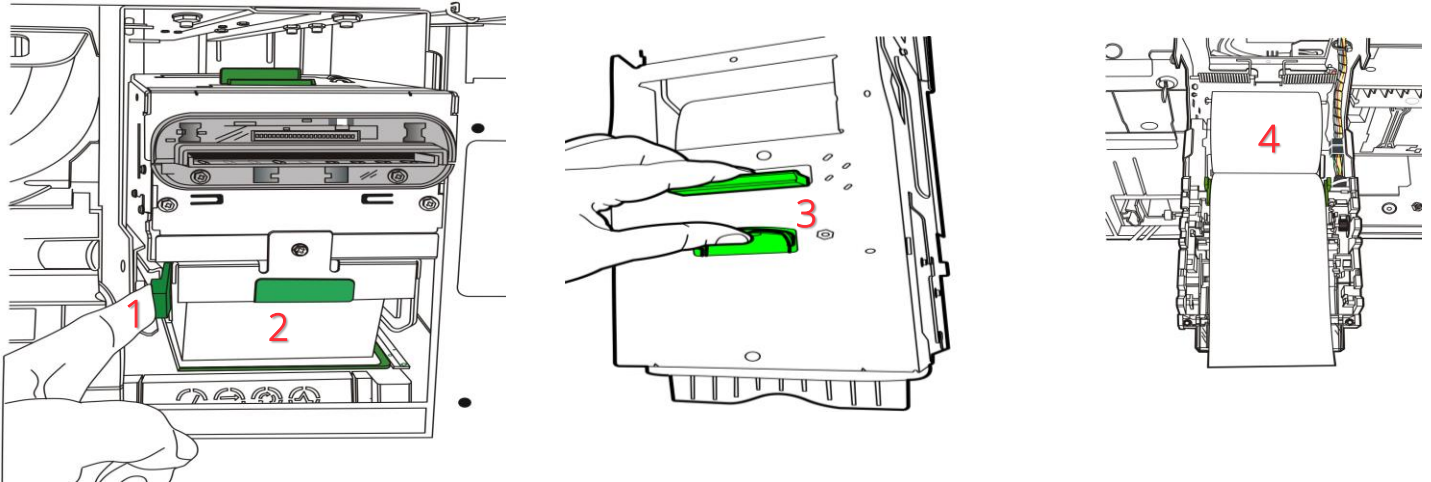
- Press the release lever (**1**) and pull the printer forward (**2**) out of the lane for access.
- Squeeze the green touch points (**3**) together and lift the top to access the receipt roll.
- Replace a new receipt roll (**4**), close the top until latched. A test receipt will print with ☺ face. Push Receipt printer into lane until securely latches.

- **NOTE:** Make sure you remove the plastic spindle of the used receipt roll before adding new receipt

Printer on SS90 (Scan&Go) SCOs

- Open the unit by the lock located at the back or side of the unit
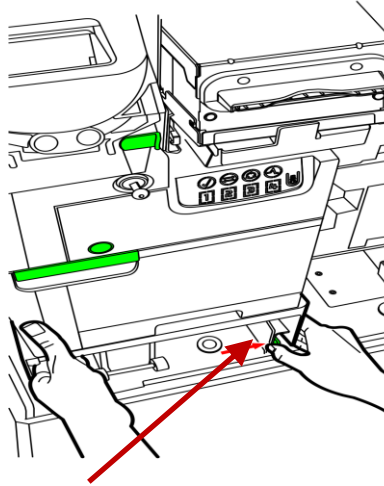- Gently pull the screen forward – using the chain or arm to support
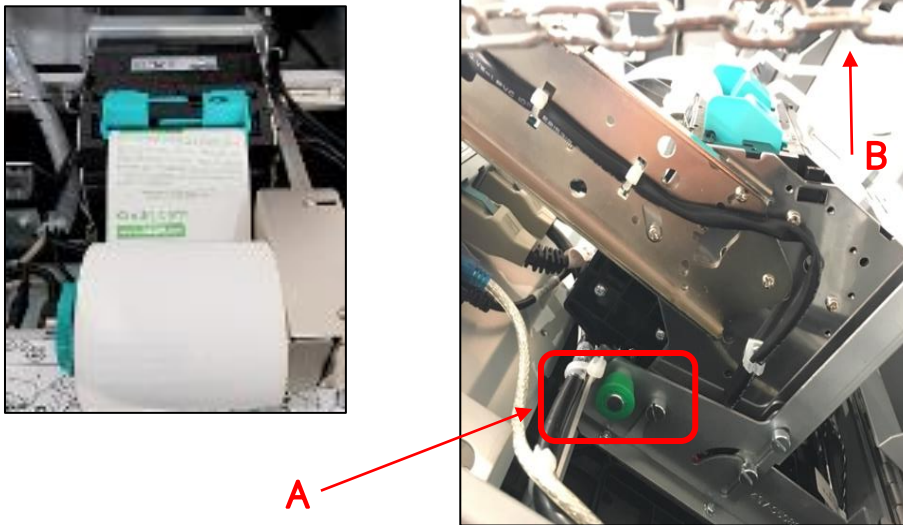
- From the side you will see a green release pin (**A**)
- Pull the green release pin whilst holding the printer unit at the top
- Lift the printer in the direction of the top (**B**) of the unit
- You will then be able to rock the printer back
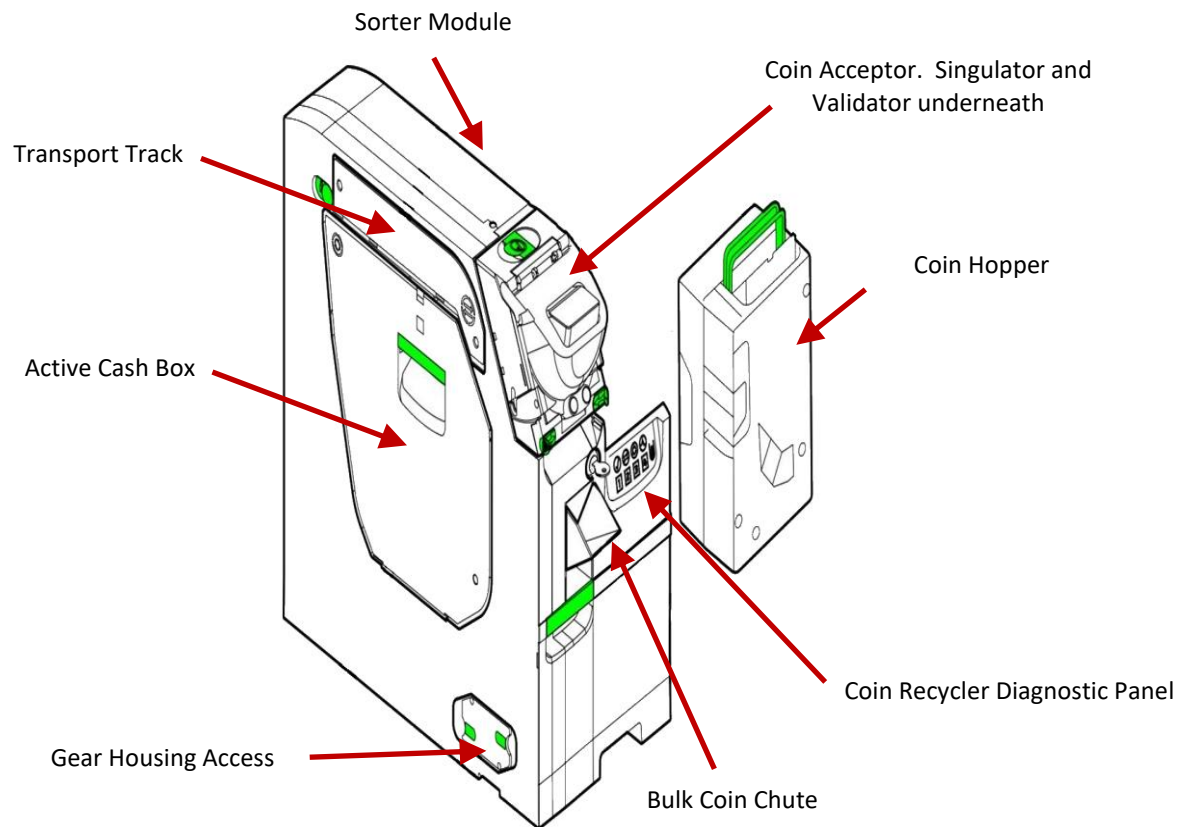- It will now rest here allowing you to access the printer head
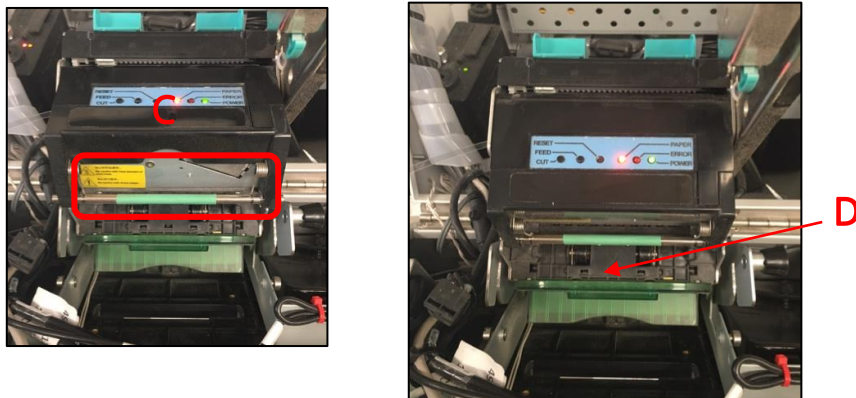
- Lift the green release bar (**C**) and lift the printer head, this will enable you to remove any jammed paper (**D**)
- When the jam is cleared, close the printer head
- Replace the till roll to ensure the jam is cleared
- Tilt the printer forward to reseat
- When lowering the printer back vertically into position you will need to release the green pull pin

- If you have carried out all the above steps and issue is still there, now you need to log a call with the Help Desk. Run a Diagnostic Log File in case it is needed.
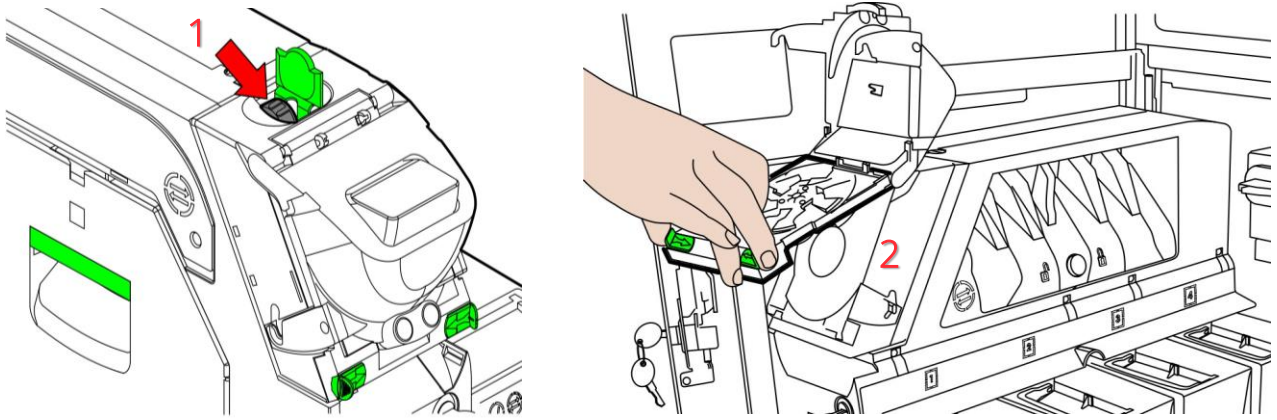
Coin Recycler

- In case of any Coin jams, you will need to troubleshoot the **Coin Recycler** to see if you can find the jam. Parts marked green are touchpoints that you can press, lift, squeeze together, push or turn.


- Push in release lever and pull the unit forward from the lane for access

Sorter Module

Coin Acceptor. Singulator and Validator underneath

Transport Track

Coin Hopper

Active Cash Box

Coin Recycler Diagnostic Panel

Gear Housing Access

Bulk Coin Chute

- Start with the **Acceptor** and if needed use the thumb screw (**1**) to release it. Lift it up and check the disc. Next check lower disc and lift by squeezing the green points (**2**) together, will need to hold this plate open. Once clear, gently press the bottom disc into place until it latches and drop down the outer housings
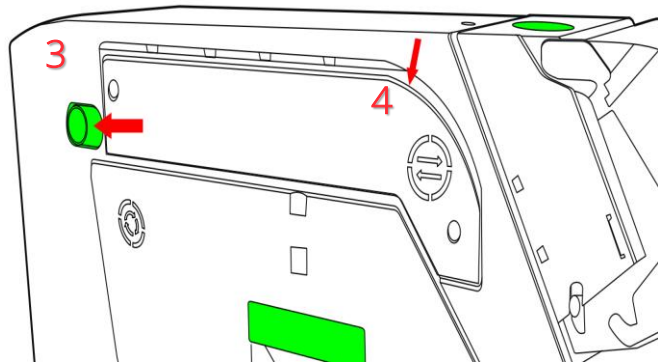

- Check the coin **Transport Track** by sliding lock (**3**) open. Track will drop down (**4**).
- Lock and unlock track maximum of 3 times and make sure is locked closed when finished.
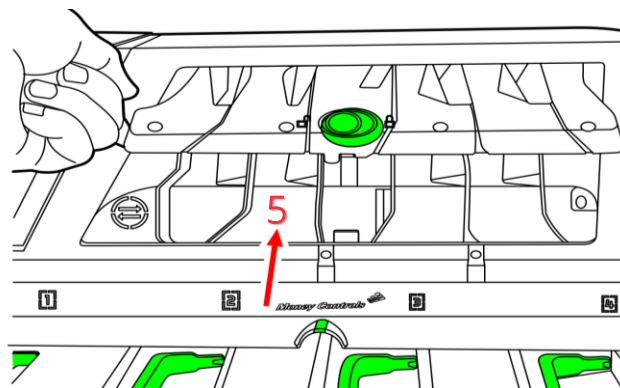
- Check the **Sorter Track** by sliding lock (**5**) open. Any jammed coins will fall out. Make sure cover is closed when jam cleared.

- Coins are stored individually in either **4 Hoppers** (1p, 5p, 20p and 1£) or mixed together in the **Active Cash Box (ACB)**.
- To access either, you will need to unlock (**1**) and lift the **Locking Bar** (**2**) above the hoppers.
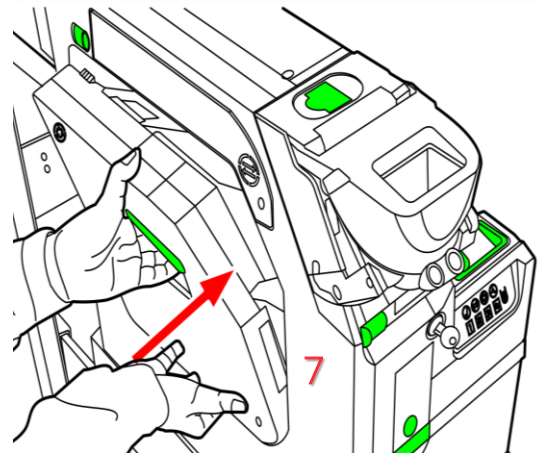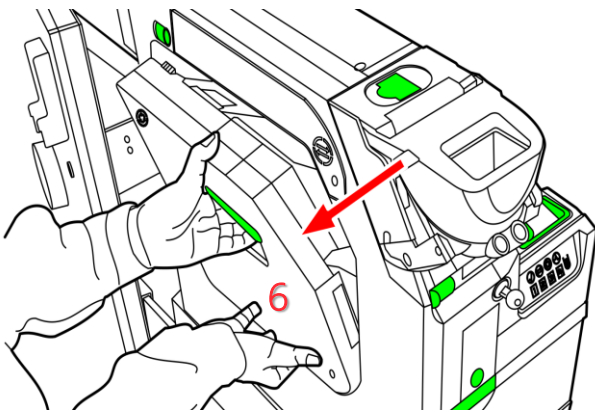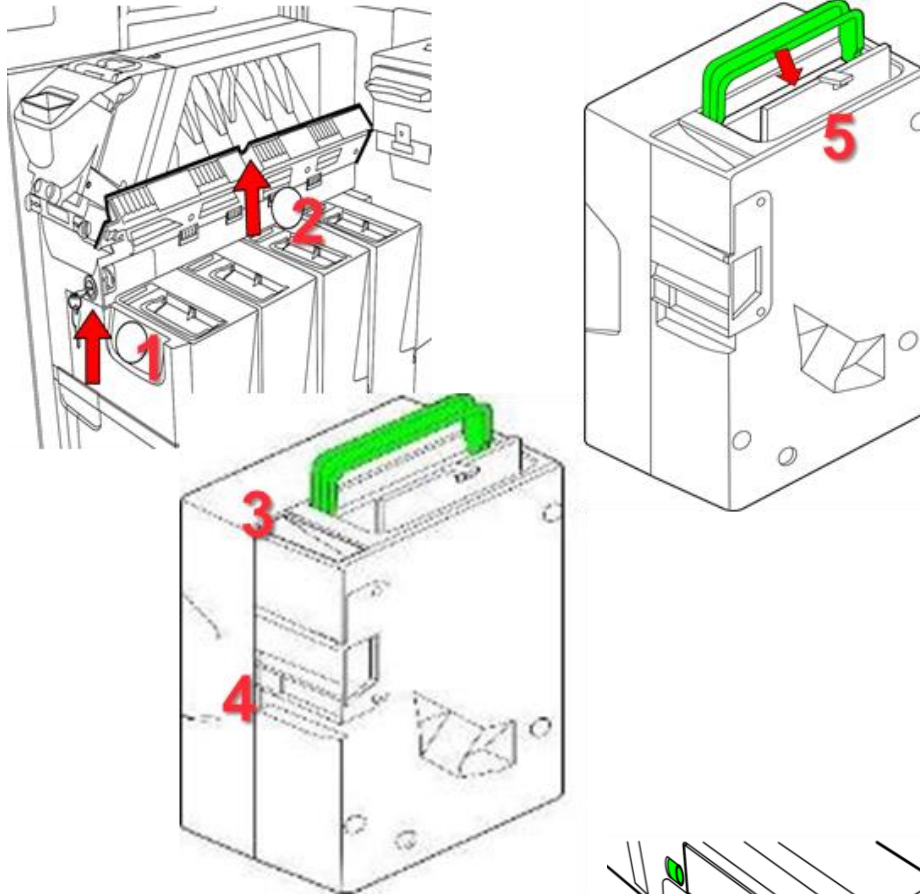
- Tilt the **ACB** towards you (**6**), support with both hands and remove.
- Replace the base of the **ACB** first and push into lane (**7**) until flush with rest of unit.

- **Note:** The **ACB** can be heavy when full of coins. You **must** use 2 hands to hold and support it when removing or replacing
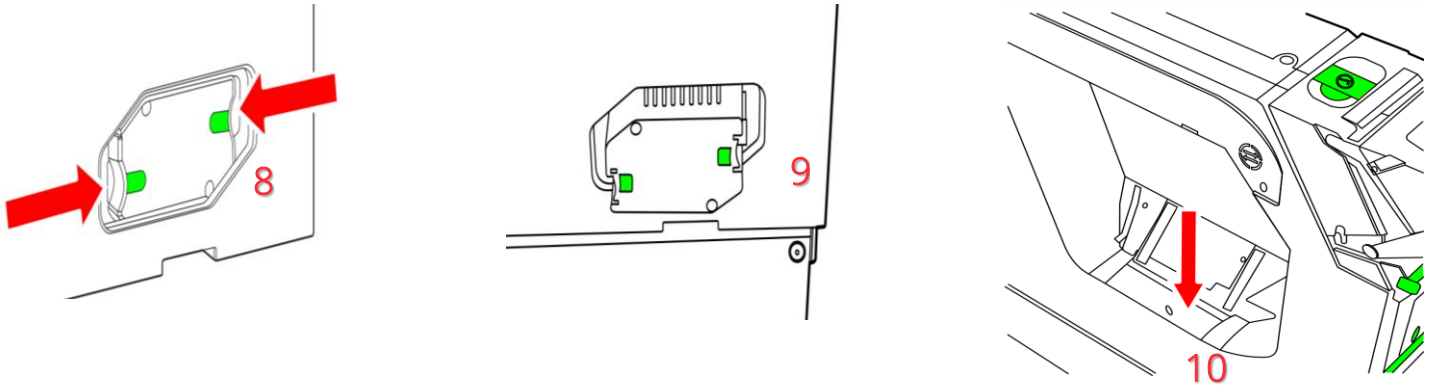
- To release the **transport track**, hold the **Gear housing release** (**8**) and pull it away from the lane towards you (**9**)
- With the **ACB** removed you can spin and check the **transport track** (**10**) for any jammed coins and remove.
- Make sure you push back the **gear housing** when finished.
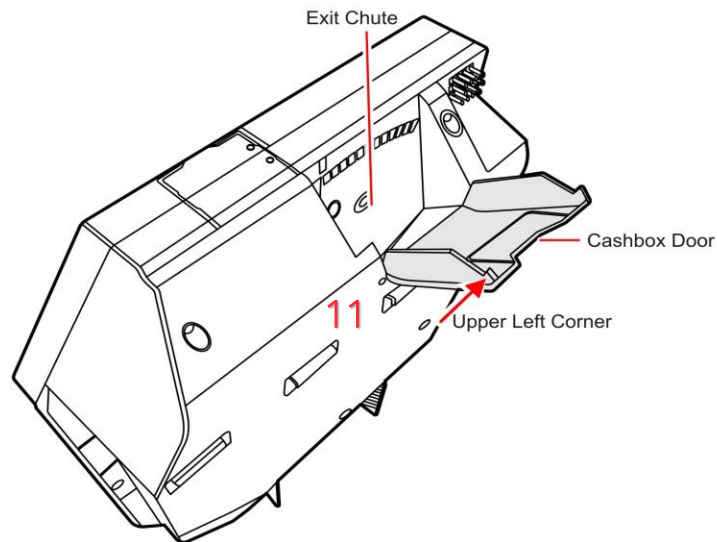
- If you need to empty the **ACB**, open the top door (**11**) and tip the coins out
- Once you have cleared any jam it is important that you replace the coins in the **ACB** or your Cash Management will not balance.

- If you have carried out all the above steps and issue is still there, now you need to log a call with the Help Desk. Run a Diagnostic Log File in case it is needed.

Note Recycler

- In case of any Note jams you will need to troubleshoot the **Note Recycler** to see if you can find the jam. Parts marked green are touchpoints that you can press, lift, squeeze together, push or turn. Accepted notes travel along the upper part of the top unit and dispensed notes through the middle


Notes in

Notes out

Release Lever

Note Recyclers
(In ASDA, there is only one)

Note Box
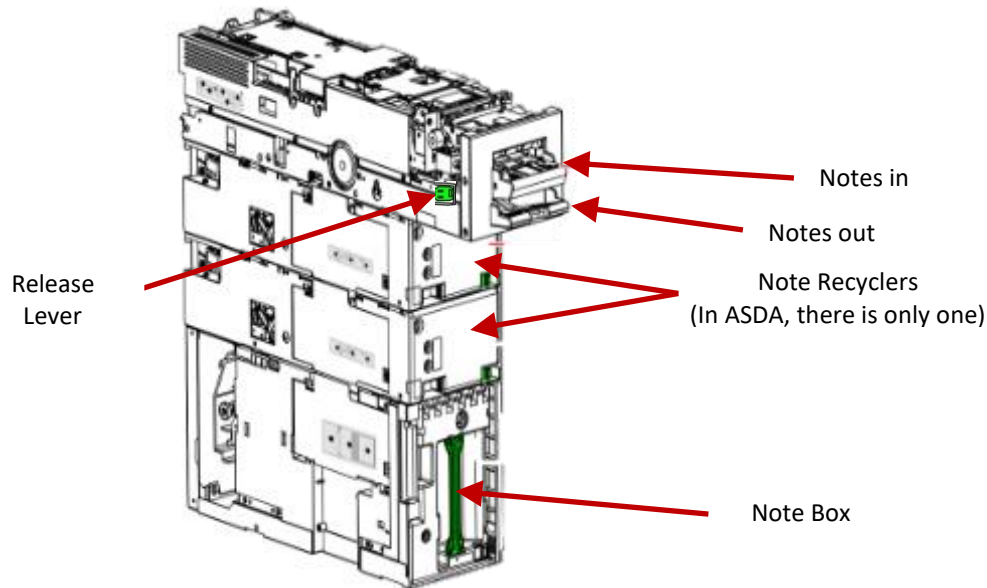
- Push in release lever and pull the unit forward from the lane for access

Notes Accepted

Notes in
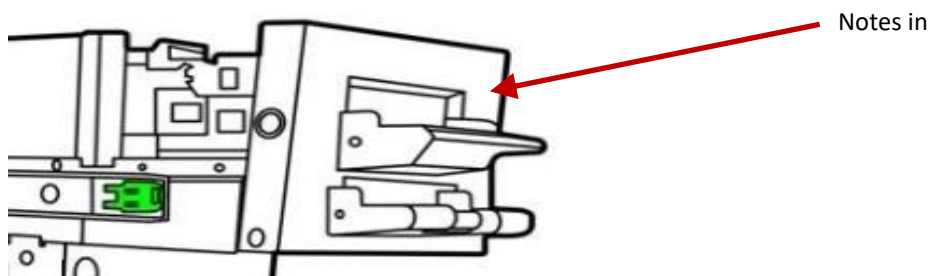
- Start with the Note entry (1) and lift it up. Once clear, close it firmly until it latches into place
- Next check the top of the unit and lift by squeezing the green points (2) towards each other. You will need to hold this plate open. Once clear, close the plate ensuring it latches securely into place.
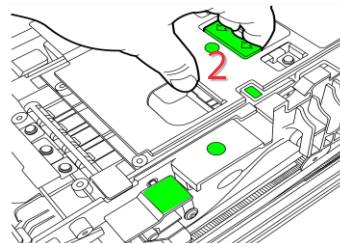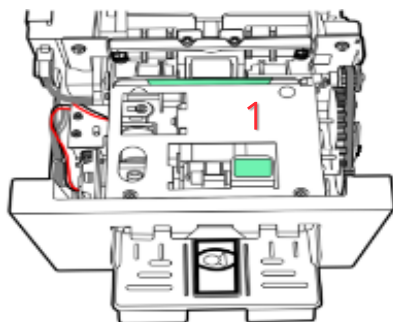
- Lastly check where it enters the Note Recycler Box. This can be seen best from the right side of the unit at the back. Pull back access lever (**3**) to check for a jam. Ensure the latch is securely closed when cleared.

Notes Dispensed

Notes out
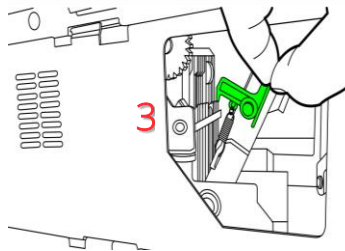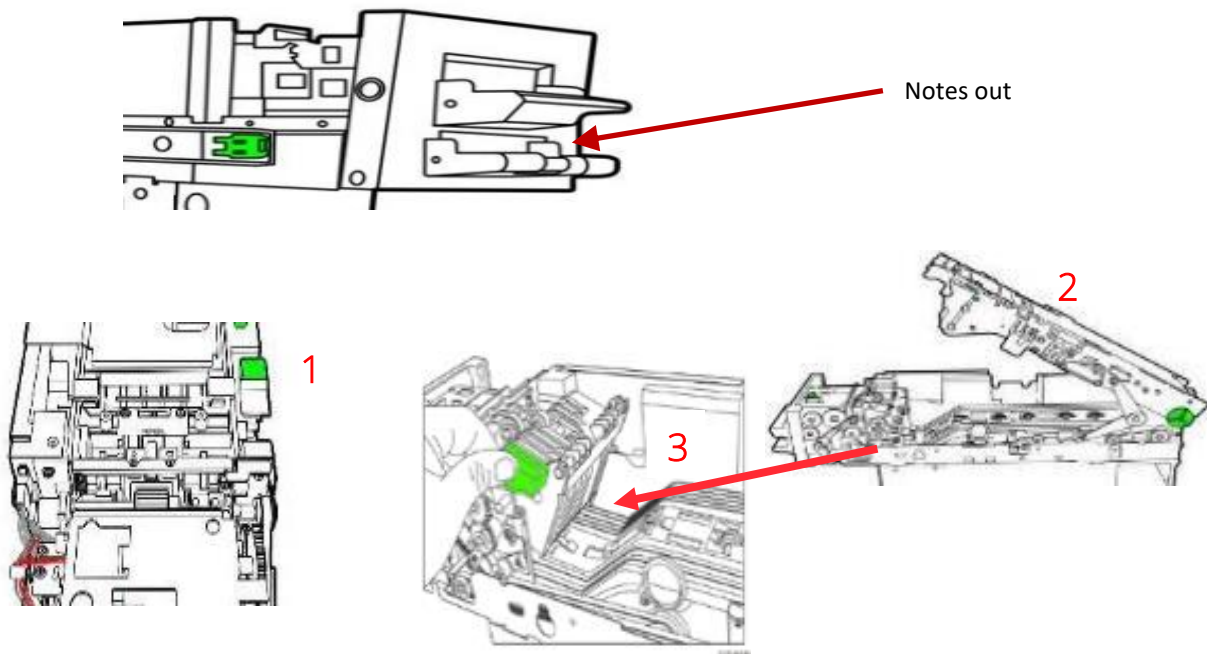
- Start with the entry/exit from the recycler box as above (**3**).
- Release the main body of the top unit using lever (**1**) and lift open (**2**). It will hold open on the side arm.
- The note moves down the track to the exit area, lift the green tab (**3**) to access this area.
- Once clear, drop down the exit area mechanism and gently push down the top (**2**) making sure it is securely into place.
- To check, lever (**1**) must be flat and in line with the top of the unit. If it isn't the unit is not latched properly and will not slide back into the lane.

- If you have carried out all the above steps and issue is still there, now you need to log a call with the Help Desk. Run a Diagnostic Log File in case it is needed.

Scanner Scale

⚠️ Never spray liquids directly onto any part of the lane

Scanner

- If Scanner is scanning poorly or not scanning at all, clean the vertical glass (**1**), glass on the metal plate (**2**), from both sides and horizontal glass under the plate (**3**) with your store approved glass cleaner on a microfibre cloth.
- Return metal plate (**4**) on its place and Press and hold the Scale Zero button on vertical glass for 15 sec.
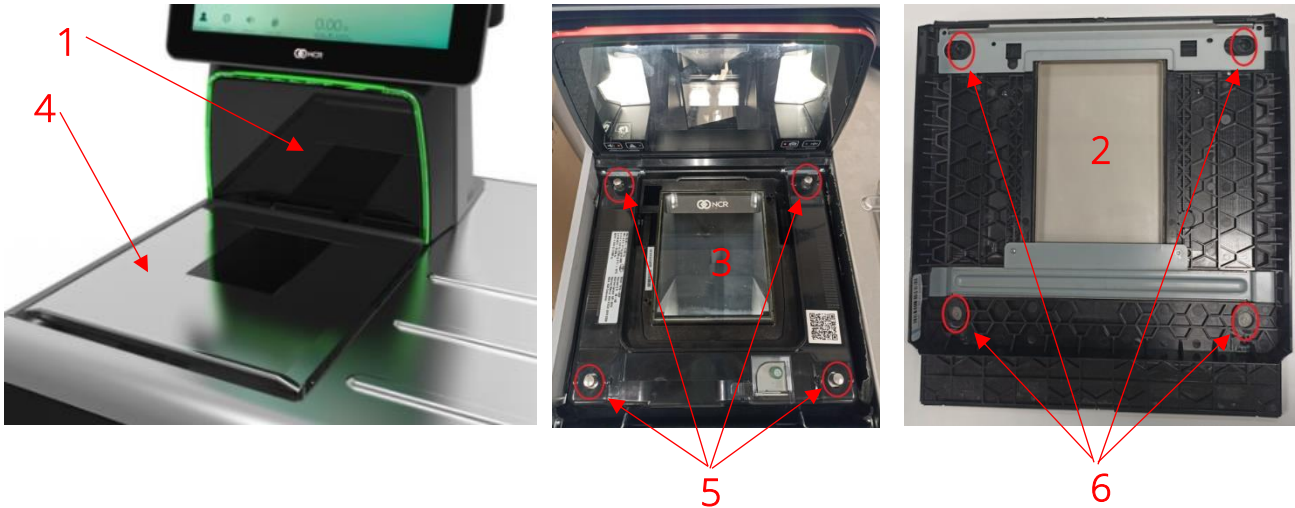
Scale

- If the scale is weighing incorrectly or not weighing at all, remove the metal plate (**4**), clean the pods on the scale (**5**) and clean holes for pods on the back of the metal plate (**6**).
- Press and hold the Scale Zero button on vertical glass for 15 sec.
- Return metal plate on its place and Press and hold the Scale Zero button on vertical glass for another 15 sec.

- If you have carried out all the above steps and issue is still there, now you need to log a call with the Help Desk. Run a Diagnostic Log File in case it is needed.

Vertical Scanner button and indicators

Clean window indicator		**Clean window indicator** flashes bright amber if either window is dirty (or blocked). It can flash slow, medium, and fast depending on level of dirtiness.
Volume		**Volume** is used to adjust speaker volume (by pressing repeatedly) or speaker tone (by holding down the button)
EAS		**EAS deactivation** button is used to disable scanning and enable the Sensormatic deactivator for three seconds.
Camera		**Camera** button enables both cameras to scan one barcode displayed on a smart phone, tablet, or other similar device
Scale zero		**Scale zero** button resets scale value to zero (in case there is nothing on the Top plate)