

Res Code	Description
1	Install exchange equipment
2	Rewired base station
3	Rewired timer
4	Soldered connections
7	Replaced VDB
8	Initiated exchange with HME for equipment
9	Rewired equipment other than base/timer
10	Trained employees on use of system
11	Programmed/Reset timer
12	Need new batteries for communicators
13	Return trip to complete installation
14	Need new saw cut loop at window
15	Need new saw cut loop at menu board
16	Repositioned mic and speaker
17	Secured Power Supply
18	Adjusted inbound/outbound volume
19	Buried exposed wires
20	Rewired power supply
21	Could not perform work due to weather or customer request
22	Reset Base Station
24	Repositioned equipment (Base/Timer)
25	Advised new equipment was needed (Coms/headsets/batteries)
26	Reterminated Connections
27	No problem found while on-site
28	Reinstalled original equipment
30	Adjusted Frequencies on base/coms
31	Moved timer to back office
32	Replaced headsets
33	Customer refused service
34	Equipment not on-site to install
35	Reconnected Underground Loop
36	Replaced Dome Camera
37	Problem resolved before tech arrived

38	New cable was pulled to speaker post/menu board
39	New cable could not be pulled due to conduit issue
40	Printer issue - No paper or offline
41	Reconnected and Reset VDB
42	Zoom Timer - TSP issue - Programmed
43	Replaced VDB Cable
44	Store needs new cable pulled to speaker post/menu board
45	Store needs to purchase replacement modem cable
46	Modem cable was found unplugged at timer/PC
47	Replaced Pinhole Camera
48	Store power surge
49	Power outage - Reset System
50	Registered headsets to base
51	Installed New Equipment as Scheduled
52	Customer will need to follow up with their phone/network provider
53	Survey completed
55	Issue not resolved - Need additional approval or work order from customer to replace equipment
56	Pre-approved sawcut
57	Replace power supply
61	Replace DM1 Mic
62	Replace DM4 Mic
63	Replace DM5 Mic
64	Replace DM6 Mic
65	Replace SP10 Speaker
66	Replace SP2500 Spkr
98	Repair/Exchange equipment supplied by CE
99	Follow-up with tech for details