

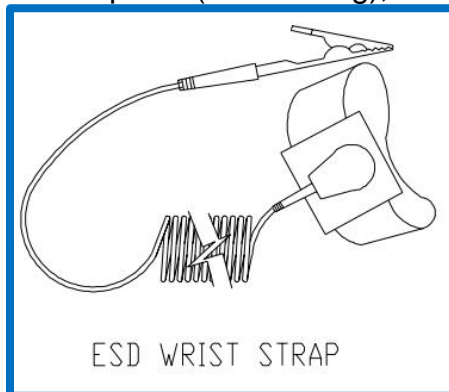
**Contact Information** For service related support, please call RIS @ 1-858-779-9148 Option 3

**Technicians Reference website** – <http://training.retailinkjet.com/top10/home.html>

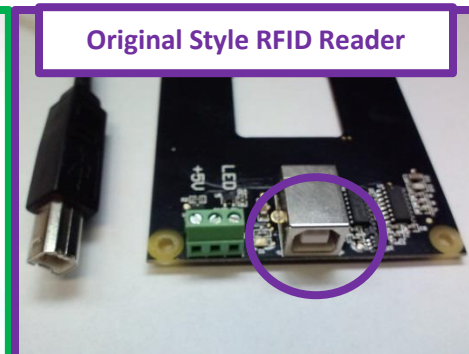
*Please bookmark the URL for easy access*

**Objective:** This issue will cover the following subjects

- **RFID Reader**
  - ESD precautions needed
  - New vs original style
  - Install Notes
  - Errors related to the RFID reader
  
- **ESD precautions needed**
  - When replacing the RFID reader, you must use caution and not to expose the part to Electrostatic discharge. This part is more sensitive than the others in the InkCenter.
  - Using an **ESD wrist strap** is preferred
  - **If no ESD wrist strap is available**, ground yourself on the frame of the machine, keep your feet in one place (no shuffling), then open package and install RFID reader.



- **New vs original style**
  - The RFID reader has changed.
  - The newer style is easily identifiable by looking at the USB connection on the board.
  - The **Mini USB** connection is used on the **newer style**. The **larger “Type B” USB** connection is used with the **original style**.



## Install Notes

- The RFID reader will ship with a Stop notice. After the part is installed, contact RIS Technical Support and request the RFID Software patch. Without the patch, the RFID reader will not work properly. The next version of software (3.52) will not require the patch.
- **Do not use the hardware shipped with the RFID reader.** Use the original hardware (two Torx T10 screws) to install the new RFID reader.



- To make the installation easier, we will be sending a **T10 torx tool** with the RFID reader. Please retain the tool for future use. Return any extra tools.



## Errors related to the RFID reader

- O001 RFID Reader seems to be broken.
  - The Operator sees a message on the screen.
  - The reader itself couldn't complete the actions of attempting to read the rfid tag.
- O002 RFID Reader Failed.
  - It usually happens when starting a fill.
  - It's a Non-Fatal - Operator will be notified
  - If an adapter is seated in the fill chamber, but an rfid code is not received by the server, then something wrong happened with the RFID reader
- O003 Adapter status is incorrect during a fill.
  - This is a Non-Fatal Error
  - Operator is not notified
  - If the fill adapter is declared "off" (reed sensor does not detect the adapter consistently). It thinks the adapter was removed during the fill. The reed sensor needs to be adjusted or replaced.
  - At the complete of a fill an error will be reported to the error logs. The GUI will move the cartridge back to the fill queue.