



Service Update InkCenter

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Objective: Provide information on what is new with the Ink Center

P001 ERROR CODE:

P001 = infusion (or syringe) pump not initializing. The verbiage in the error description is a bit vague and implies that the syringes are the issue.

Some background: we have found that *some* I/O boards are not able to control infusion pump power. This means that restarting or rebooting the machine when the pump is not working will not reset the pump; a power cycle is required. This is only an issue when the infusion pump is not working correctly. Under normal operation, there's no need for the I/O board to have control, so there's no problem.

If a machine is exhibiting any of these symptoms:

- displaying infusion pump errors (Pxxx),
- hanging during a fill
- won't initialize,

And a restart or reboot does not resolve the issue, a power cycle should be performed.

If power cycling does not resolve the issue, then check the error logs and order parts accordingly (e.g., an infusion pump for P001s)

Version 3.47 New Software Update

- **Slow Drain** The work around for a slow drain (only trickles out) is to wait for the prompt to indicate the drain is complete and then manually start another drain by opening the waste drain knob.
- **Prime All Inks** This function is only available when logged in as a technician.
- **Intermittent issues** were reported when filling some Color Integrated Printhead Cartridges.

Example: While filling the **HP61 Tri-Color IPH** Cartridge, black ink would dispense out of the black injector.

Work Around: The ink center will now prompt the end user to delete the cartridge and start over. There is no need to Prep again, just add the cartridge and move it to the fill chamber for processing.

