Service Update
InkCenter

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Questions?
Contact:
whoeckh@retailinkjet.com

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

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

If you do not get an immediate response, please leave a message. You should get a callback in 15 minutes or less. If the phone lines are busy, we will send you a text to let you know we have received your call and will get to you shortly. There is an escalation process in place to ensure you get a timely response.

How to safely reboot the Ink Center

- While working in tech pane, you may notice the machine will lock up. This is especially true if you remain on the tech pane tab or extended periods of time.
- To *safely reboot the machine*, connect a keyboard and use the following keystrokes.

   Ctrl Alt Backspace

   This will reboot the inkcenter software and prevent you from doing a hard reboot by flipping the power switch.

- To help minimize the lock up issues, navigate away from tech pane when performing your mechanical adjustments and inspections. i.e. select help tab while removing separator.

HP 93X and 95X Ink Tanks are now being tested at Beta Sites. Coming soon to to an RIS machine near you.