



Objective: This week's issue will cover the following subjects

- + **Screen unresponsive**
- + **Memory Upgrades**
- + **Old chamber doors**

Screen unresponsive

The Ink Center screen may become unresponsive. This could be caused by several factors like staying in tech pane for extended periods of time, especially if the system runs low on memory. Since turning off the machine at the power switch should be the last option, here are some measures to take prior to flipping the switch.

For technicians

1. It is recommended to attach a keyboard and press Ctrl, Alt, and Backspace. This will refresh the screen and free up some memory.
2. If that does not work, log into the terminal screen and perform a reboot with the following steps.
 - ❖ Press Ctrl Alt F2
 - ❖ Login = root
 - ❖ Password = cmykismine (NOTE no characters will be displayed on screen when typing password)
 - ❖ Type reboot

For operators

1. Navigate to the Maintenance tab and select Reboot.
2. If "Machine Reboot" or "Machine Shutdown" buttons are unresponsive it would be best for the operator to contact support and be walked through a reboot using the keyboard.
3. Please do not instruct operators to use the Ctrl Alt Backspace method.

Memory Upgrades

- ❖ During a service request requiring parts you may be asked to upgrade the RAM in the Touchscreen. Instruction will be sent with the memory.
- ❖ The old memory should be placed back in the static bag the new memory came in.
- ❖ Then put the memory in with the failed cartridge box that gets sent back to RIS.

Chamber Doors

When replacing the chamber door, there is no need to ship the old door back to RIS. Please dispose of them properly

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

HELP tab has a new link. Please make a note of it.

The following link will take you to the help tab. <http://training.retailinkjet.com/>

The location of the "Top 10 Issues" platform has changed. Please bookmark the following URL for easy access – <http://training.retailinkjet.com/top10/>