



# Service Update InkCenter

Revised 03/08/2013  
to suggest improvements or ask  
follow up questions

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

## Special Request from Service

- RIS is researching the root cause of intermittent issues with ink nest not showing correct status of ink. If you experience this issue, please contact the service line **prior** to rebooting or resolving the issue on your own.

## Webinars

- Webinars with PB techs on using the top 10 List continue to receive good reviews.
- The schedule for the Webinar has been extended to accommodate all trained PB techs.
- Please arrive a few minutes early to address any technical issues.

## Helpful Links

- **Top 10 platform**

<http://74.208.198.177/rislearncenter/index.html>

- **InkCenter Machine HELP URL**



<http://74.208.198.177/wp/>

**Information Alerts** are available from the InkCenter Machine HELP URL listed above

Information Alerts

By [admin](#) on September 19th 2012

Here you will find the latest information about the InkCenter™ and its operation. Check back periodically to see what issues are here and changes that are in process. Touch/click a **blue news** icon to see more.

	<b>CHECK YOUR NEEDLES: Old needles are causing unnecessary overflows</b>
	<b>MISUSE OF MULTI-TOOL CAN CAUSE DAMAGE AND LEAKS TO HP 88/940 CARTRIDGES: The multi-tool can easily cause damage to a cartridge causing it to leak when filled</b>



**NEW CARTRIDGE DESIGN:** For HP 60 and 60XL color (not black), use HP 2 adapter for Prep and HP 3 for refill



**EPSON FILL ALERT:** Two things you should know when filling Epson Cartridges