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Solution Information Guide

IPRO Label+ Express

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IPRO TECH, INC. OVERVIEW
IPRO Tech offers a diverse suite of software solutions for the legal marketplace including: imaging, printing, annotating, indexing, electronic discovery, specialized document viewers, and desktop imaging tools.

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Time Zone: Mountain (Arizona does not observer Daylight Saving Time)

IPRO LABEL+ EXPRESS OVERVIEW
IPRO Label+ Express was designed to quickly and easily Bates^{TM} label documents using a Ricoh family multifunction digital printer/copier (RICOH MFP) with embedded Java (J2ME).

IPRO Label+ Express has two software components:

- The PC server software module is installed on a dedicated PC workstation that acts as a server. The PC server runs Windows XP Professional or Windows 2000.
- The RICOH MFP software module is installed using a secure digital memory card (SD card) inserted into the RICOH MFP.

Using IPRO Label+ Express, the operator can create and print a customized Bates^{TM} label, a multi-line text message, and/or a watermark. The product features the ability to create a customized watermark or to choose from several standard watermarks included with the product, such as "Draft" and "Confidential."

The Bates^{TM} label and message text can be located in any one of six different locations on the page. They can be placed together or in separate locations. The image is automatically sized to accommodate the size of the print message and label. The images can also be printed without their label and/or message.

BASIC TROUBLESHOOTING

Error messages that IPRO Label+ Express displays on the PC Server or the Ricoh MFP indicate processing problems or conditions that need attention.

PC Server Messages

Warning! Unable to Communicate with Printer

Description: The PC is unable to communicate with the MFP.

Solution:

- Make sure that the MFP and PC Server are connected to the network and turned on.
- Make sure that the IP Address and Server Port are correct on the MFP and the PC Server

MFP Messages

Doesn't scan paper when scan button is tapped and displays Waiting… message

Description: The PC Server has not been started.
Solution: Go to the PC Server and start the PC Server application.

Warning: Unable to Connect to Server.

Description: The MFP is unable to communicate with the PC Server.

Solution:

- Make sure that the MFP and PC Server are connected to the network and turned on.
- Make sure that the IP Address and Server Port are correct on the MFP and the PC Server.

Warning! Job/Matter # is required

Description: The job tracking feature is enabled but the Job/Matter box on the Job Setup screen is not filled in. A setting on the PC Server enables and disables job tracking.

Solution:

- Fill in the Job/Matter box on the RICOH MFP.
- Disable job tracking so that a job/matter number is no longer required.

Warning: No Images Scanned.

Description: The Scan button was tapped and a warning message was displayed

Solution:

- Make sure there is paper in the ADF.
- If you are scanning on the flatbed make sure flatbed has been selected in the Job Setup Screen. This error will occur if it is still set for ADF.

Technical Support

If you have questions about IPRO Label+ Express and cannot find the answer in the documentation, please contact IPRO Tech Client Services at:

Inside Arizona: 602-324-4780   E-mail: support@iprocorp.com
Outside Arizona: 1-877-324-4776   Web site: www.iprotech.com
Fax: 602-324-4784

IPRO Tech Client Services hours are from 5:00 a.m. through 5:00 p.m. Mountain Standard Time (MST) during Daylight Saving Time (DST). Otherwise, the hours are from 6:00 a.m. through 6:00 p.m.

In order to assist the representative in processing your call expeditiously and accurately, please have the following information available before placing the call:

- The version of IPRO Label+ Express. The version number is located on the initial screen.
- The model number of the RICOH family multifunction digital printer/copier.
- The exact problem that you are having with IPRO Label+ Express.
- A synopsis of the steps taken when this problem occurred.
- If you received an error message, please take a screen shot of the error or write down the complete error message.

If you reach IPRO Tech Client Services' voice mail, please provide all of the above information in your message. Be sure to leave your company name, your name, and your phone number including the area code.

If you are returning our representative's call or if you are calling to give more information, please refer to the activity number. If you do not have an activity number, please be sure to request one from the representative that is assisting you.