MAINTENANCE TECHNICAL SUPPORT CENTER / MAINTENANCE POLICIES & PROGRAMS ENGINEERING / UNITED STATES POSTAL SERVICE

Maintenance Management Order UNITED STAL SERVICET

- SUBJECT: Preventive Maintenance Guidelines for the Change of Address Forms Processing System (CFPS)
 - TO: 1. Manager, Maintenance Support, Area Offices
 - 2. Maintenance Managers, CFS Offices
 - 3. Supervisors, CFS Offices
 - 4. Processing & Distribution Centers

This Maintenance Management Order (MMO) provides Preventive Maintenance (PM) guidelines for supporting the CFPS.

The minimum maintenance skill level to perform each task on these checklists is included in the Minimum Skill Level column. This does not preclude higher level employees from performing any of this work.

The work hours represented in this MMO reflect the maximum work hours required to maintain the equipment. Given local conditions, management may modify task frequencies.

The attached master checklists provide tasks to be performed at periodic intervals (Weekly, Monthly, and Semi-Annual), time required per task, and the minimum skill level for each task.

Maintenance Managers are to use these preventive maintenance guidelines when preparing the route sheets for local maintenance personnel. It is the responsibility of each Maintenance Manager to ensure all WARNINGS, CAUTIONS, and NOTES are included with each applicable task as part of the preparation of any local route sheets.

NOTE

If possible coordinate the weekly directory CD load with the Weekly PM route. Time to complete the software load has been included in the Weekly PM.

WARNING

Various products requiring Material Safety Data Sheets (MSDS) may be utilized during the performance of the procedures in this bulletin. Ensure the current MSDS for each product used is on file and available to all employees. When reordering such a product, it is suggested that current MSDS be requested. Refer to MSDS for appropriate personal protective equipment.

MAINTENANCE MANAGEMENT ORDER

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December 18, 2006

MMO-131-06

tkos:mm05055af

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DATE:

FILE CODE:

NO:

WARNING

The use of compressed or blown air is prohibited. When cleaning is required, an alternative cleaning method such as a HEPA filtered vacuum cleaner or a damp rag must be used in place of compressed or blown air. A lint-free cloth or brush may be used only on optical equipment when other cleaning methods can not be used.

For questions or comments concerning this bulletin contact the MTSC HelpDesk, either online at **MTSC>HELPDESK>Create/Update Tickets** or call (800) 366-4123.

Earl J. Jones Manager Maintenance Technical Support Center Maintenance Policies and Programs

- Attachments: 1. Summary Workload Estimate
 - 2. Master Checklist; 03-CFPS-AA-001-M; Weekly PM
 - 3. Master Checklist; 03-CFPS-AA-002-M; Monthly PM
 - 4. Master Checklist; 03-CFPS-AA-003-M; Semi-Annual
 - 5. Illustrations for CFPS Server/Scanner

ATTACHMENT 1

SUMMARY

WORKLOAD ESTIMATE

FOR

CHANGE OF ADDRESS FORMS PROCESSING SYSTEM

SUMMARY

WORKLOAD ESTIMATE FOR CFPS

					0	Grand Total
Operation	Routine Servicing Per System (hrs/yr)	*Repair Time Per System (hrs/yr)	Total Servicing Time Per System	**Non- Productive Time Per System	Operational Maintenance Time Per System	Total Time Per System (hrs/yr)
			(hrs/yr)	(hrs/yr)	(hrs/yr)	
7 day Scanner Site	53.1	15.9	69.0	6.9	0	75.9
7 day Non-Scanner	18.4	5.5	24	2.4	0	26.4

Total Servicing per CFPS System = Routine Servicing + Repair

Total Time per CFPS System = Total Servicing + Non-Productive + Operational Maintenance

- * Repair estimates based on 30% of servicing.
- ** Based on 10% of total servicing and repair.

TOTALS		Scanner Sites	Non-Scanner Sites
03-CFPS-AA-001-M	Weekly	58 Minutes	21 Minutes
03-CFPS-AA-002-M	Monthly	13 Minutes	0 Minutes
03-CFPS-AA-003-M	Semi-Annual	7 Minutes	7 Minutes

TOOLS AND SUPPLIES REQUIRED

Vacuum Cleaner Universal Maintenance Kit #S003408 (Scanner kit)

- Optic Cleaning Pads
- Shimmer Cleaning Sheets
- Transport Cleaning Sheets
- Spray Duster (not use this product)
- Rubber Tire Cleaner Bottle

Cotton Swabs/Cue Tips Isopropyl Alcohol Cleaning cloth CD/DVD Player

REFERENCE MATERIALS

Siemen CFPS Maintenance Training Materials MS-216 PARS System Maintenance Handbook

ATTACHMENT 2

CHANGE OF ADDRESS FORMS PROCESSING SYSTEM

MASTER CHECKLIST

03-CFPS-AA-001-M

WEEKLY

Time Total: 58 Minutes

Reference: MS-216, TL-3, October 1, 2004 or later for location of components, parts, and procedures.

NOTE

The weekly directory CD load should be coordinated with the Weekly PM if possible. Time to complete the software load has been included in the Weekly PM.

NOTE

Figures referred to in the following checklist are in attachment 5.

Maintenance Checklist WORK EQUIPMENT (0)3 C RCNYM CLASS NUMBER TYPE Equipment Nomencieture Change of Address Forms Processing System Equipment Model Image of Address Forms Processing System Fequency WEEKLY Fequency WEEKLY Image of Address Forms Processing System Image of Address Forms Processing System Thresholds Fequency WEEKLY SAFETY STATEMENT 1. COMPLY WITH ALL SAFETY PRECAUTIONS. 1 All Disconnect power and apply lockouts when MiN Precessing System 3. COMPLY WITH ALL SAFETY PRECAUTIONS. 1 All Disconnect power and apply lockouts when MiN Prequired by this instruction. Cpen equipment and inspect dust or unusual debris. If any unusual substance is found notify supervisor prior to proceeding with any further action on the equipment. All THE USE OF COMPRESSED OR BLOWN AIR IS PROHIBITED. BYRCHIBITED. When cleaning methods such as HEPA filtered vacuum cleaner or a damp rag must be used in place of compressed or blown air. A lint-free cloth or brush may be used on optical equipment only when other cleaning methods can not be used. Report safety deficiencies to your supervisor immediately upon detection. NOTE When this weekly procedure falls on the same day as monthly procedure. Also, the monthly lockout step will have already been performed in this procedure. 10 11 LOADING DIRECTORY 2. Load weekly directory CD. or panels opened during weekly cano beleft o	U.S. Postal	Service		L							IDEN [®]	<u>TIF</u> IC	ATI	ON						
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CAUTION

As software changes are made, this load procedure may change; check the latest SMO for load procedure.

- 4. Using the Tools pull down menu, select "Load Directories from CD" (see figure 3).
- 5. Insert the directory CD into the player.
- 6. As directed by the WINNT\System32\cmd.exe screen press Enter.
- 7. Wait for the following window, then click OK (see figure 4).

NOTE

See figure 5 for window displayed during the directory load.

- Once the load is complete, press any key as directed by the WINNT\System32\cmd.exe window displaying the "Successfully Loaded" message.
- 9. From the COA server UI screen, using commands pull down window, select Start System to change the status window to OK (for COA Forms processing) (see figure 2).

NOTE

QSCAN and/or KFP will not go READY until individual task is started.

10. Verify that all subsystems status are ready.

COA SERVER

3. Cleaning the COA server computer.

11

6

Remove dust and dirt from the computer access ^{MIN} door screen and cooling fan filter.

1. Using the commands pull down window, shut down the computer.

WARNING

Keep hands away from moving fan blades during computer shutdown.

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DER			3. Gra cou hou	sp the fa nter-clock sing.	in filter holder wise to remove	and turr e it from	n ¼ turn i the fan					
2			4. Use	e vacuum t	to clean both sid	des of the	e filter.					
0				Ľ	WARNING]						
ENT			Kee blad	p hands les when y	away from verifying opera	moving ation of f	j fan fan.					
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Ю			7. Use con	e vacuum nputer acc	to clean the ess door.	screen	on the					
Z			8. Pov	ver-up the	computer.							
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AN	KEYBUARD		Clean t or vacu	he monito um.	r and keyboard	with a s	soft cloth	MIIN				
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			3. Vac	uum othei	r dust from mon	itor casir	ng.					
	CFPS SCANNER	5.	Cleanir	ng scanne	er transport are	a.		4	8			
	(FOR COA SCANNER SITES		1. Not	e current p	position of the p	aper gui	des.	MIN				
	ONLY)		2. Ope	en paper g	juides to the ma	iximum v	vidth.					
			3. Pre mod	ss Clear b de, if not re	outton to place s eady (see figure	scanner e 7).	in Ready					
			4. Pre	ss Cleanir	ng Menu button	on contr	ol panel.					

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		5. Pr	ess the F1 key to start the scanne	r.					
CFPS SCANNER		6. Ra	aise the skimmer roller.						
		7. Pl kit sh	ace transport cleaning sheet fror , in feed tray and lower skimmer ould feed through the scanner).	n scanner (the sheet					ZDER
		8. Re it t	emove the sheet from the exit tray hrough again.	y and feed					Ö
		9. Re	emove sheet from exit tray and flip	it over.					F
		10. Re	epeat steps 7 and 8, twice.						бШ
		11. Pr (s ap	ess the Stop button, then the Cle canner should return to Ready prox. 8 sec).	ear button mode in					GEM
		12. Re	eturn paper guides to the normal p	osition.					≧
		13. Di	scard the used cleaning sheet.						4
CFPS SCANNER	6.	Clean	ing skimmer roller (feeder).		5	8			Ž
(CON'T)		Dirty feeds.	skimmer rollers may slip or ca Clean the skimmer as required.	use multi-	MIN				Ю
		1. Re tra	emove all documents from feed lys.	l and exit					IAN
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		6. Us cle da fig	sing rubber tire cleaner and eaning sheet from scanner kit sp mpen center leading edge of s ure 8).	skimmer ray, lightly sheet (see					
		7. Pl sh wi	ace dampened end of skimmer eet in feed position, hold the bac th one hand (see figure 9).	r cleaning k of sheet					
		8. Lo	wer the skimmer roller.						
		9. W da fre	hile holding sheet, let skimmer rol mpened area of sheet (roller sh ely on sheet).	ler spin on nould spin					

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ίū	CFPS SCANNER	7.	Cleaning	y the	pag	ge se	ensoi	rs.			6	11				
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9			1. Turn	the s	scan	ner	OFF.									
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			4. Close	e the	trar	nspol	rt firm	ıly.								
		8.	Cleaning	, the	fee	der s	sens	or.			2	8				
			1. Rem	ove	all pa	aper	from	the fee	d tray.		MIN					
			2. Vacu	um f	feed	er se	nsor	area (s	ee figu	ure 12).						
		9.	Clean gl a The glas	ass f	flat. lat	is lo	ocate	d insic	le the	e scanner	11 MIN	8				

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transport above the bottom read lamps.

NOTE

When scanner transport is opened, a safety interlock removes power from the transport.

- CFPS SCANNER (CON'T)
- 1. Open transport by lifting transport latch on the lower right side of the control panel upward.
- 2. Raise the cover to its highest position.
- 3. Place your index fingers on each side of the glass flat (see figure 13).
- 4. Press down slightly on the glass flat and slide it to the left until you can see right end.

CAUTION

Handle the glass flat by its edges to avoid smudges and scratches. Do not twist or turn glass flat while removing it.

- 5. Push down on the left end of the glass, the right end will rise slightly (see figure 14), grasp this end.
- 6. Holding the right side, gently pull the glass out scanner. Take care not to twist the glass.
- 7. Check the glass flat for chips and scratches.

NOTE

If glass flat is chipped or scratched, contact service representative/MTSC to replace it.

- 8. Using optic cleaning pad from scanner kit, carefully clean all surfaces of the glass flat.
- 9. Wipe the glass flat down with cleaning cloth dry, to eliminate streaking.
- 10. Replace the glass flat by grasping each end, placing left end in the track first.
- 11. Pressing down slightly on left and slide glass flat to left until the right end fits in the track.
- 12. Slide glass flat back to right until right and left

	MMO-131-06					Main	tenance I	ecnn	ical t	Suppor	t Cente	÷r
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			ends cente	are ab ered, glas	out ¼" into its ss flat is held in p	sock	et. When y springs.					
К			13. Clos	e the trar	nsport cover firm	у.						
Q	CFPS SCANNER	10.	Checkin	g scann	er lamps.			1	11			
g	(CON'T)		The lam replace a	ps are c as require	leaned during t d.	he mo	nthly PM,	MIN				
AENT			1. Cheo Pane flash	ck the b el displa ing, repla	ulb icon (^仝) y, if this icon ace lamp.	in th is sh	e Control owing or					
AGEN			2. If a la Help sent	amp need Desk, an to replac	ds replacing, con d a service techr e it.	tact the nician v	e MTSC vill be					
AN	CFPS SCANNER	11.	Cleaning	g the imp	orint head.			5	11			
ž	(CONT)		Check/ve nozzles o	erify print	quality, by prim print head.	ing an	d firing all	IVIIIN				
Ы			1. On t displ	he contro ay the RI	ol panel press C EADY menu (see	LEAR figure	button to 15).					
¥			2. Pres PRIN	s the R ITER Me	IGHT arrow u nu is displayed (ntil the see fig	e FRONT ure 16).					
Ш			3. Pres	s F1 to tu	Irn the imprinter	ON.						
E			4. Pres	s F3 to s	elect CLEAN (se	e figure	e 17).					
MAIN			5. Inser Verif impri	t a blank y that th nter to pr	sheet of paper e paper is wide int on it.	in the enoug	feed tray. gh for the					
			6. Pres (see	s F1 to s figure 18	elect OK, the pa).	aper sh	ould feed					
			7. Verif IMPF throu	y the cou RINTER" igh the so	ntrol panel displ while the blank canner (see figur	ays "C sheet œ 19).	LEANING is feeding					
			8. Rem verify	ove the s / that a b	sheet of paper fi lack rectangle is	rom the printed	e exit tray J.					
					NOTE							
			The a nozzle	above ad es of the	ction will prime imprint head.	and ເ	use all					
			9. If the	ere is no	white streak(s) t	hrough	the black					

U.S. Postal Service								DENTIFI	CAT	ION					
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rectangle go to step 13.

- 10. Cycle scanner power (OFF/ON) to pre-fire imprinter.
- 11. Repeat steps 5 through 9.

NOTE

- If the problem persists, it may require priming or replacing the cartridge, contact the MTSC HelpDesk.
- 12. Once "Front Printer: ON" message appears press F1 to turn printer OFF (see figure 20).
- 13. Press the CLEAR button to return to READY menu (see figure 21).

CFPS SCANNER (CON'T)

MAINTENANCE MANAGEMENT ORDER

12. Clean the imprinter housing.

Clean the imprinter and print cartridge, and check MIN print cartridge ink level.

- 1. Open the scanner transport.
- 2. Mark position of imprinter handle (see figure 22).
- 3. Grasp imprinter handle, slide it to service position all the way to left side of scanner.
- 4. Flip the print cartridge securing lever upward and over the cartridge (see figure 23).
- 5. Grasp the print cartridge by its clear plastic tab and remove it from the imprinter.

CAUTION

When cleaning the print cartridge do not damage the foil below the ink cartridge.

- 6. Carefully remove dried ink from the bottom of print cartridge with a dry soft cloth.
- 7. Lay ink cartridge on its side (see figure 24).
- 8. Check ink level by observing bladder, if bladder lies real low in the cartridge, the ink level is too low.
- 9. If the ink is low, replace print cartridge. Refer to scanner print cartridge replacement

3 11

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procedure.

- 10. Clean ink from imprinter housing with a cotton swab and isopropyl alcohol to remove residue.
- 11. Slide the cartridge back into the imprinter.
- 12. Move the securing lever down to secure and hold the cartridge in place.
- 13. Slide the imprinter back to the normal operating position.
- 14. Using a cloth and isopropyl alcohol, clean ink from transport feed path.
- 15. Close the transport cover firmly.
- 16. Verify scanner operation and print quality by scanning a COA form or paper the size of a COA form.
- 17. Report or correct any problems.
- 13. **Clean up.** Ensure all tools, cleaners, rags, etc., 1 All are removed from the work area. Report all MIN deficiencies to your supervisor.

CLEAN UP

ATTACHMENT 3

CHANGE OF ADDRESS FORMS PROCESSING SYSTEM

MASTER CHECKLIST

03-CFPS-AA-002-M

MONTHLY

Time Total: 13 Minutes

Reference: MS-216, TL-3, October 1, 2004 or later for location of components, parts, and procedures.

NOTE

Figures referred to in the following checklist are in attachment 5.

	U.S. Postal S	ervice		L						IC	DENTIFI	CATI	ON				
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Ē	CFPS SCANNER	3.	Cleaning	g the	sca	nne	r Ian	nps.					5	8			
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MMO-131-06

U.S. Post	al Service									ID	ENTIFI	CAT	ION					
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MAINTENANCE MANAGEMENT ORDER

- Using an optic cleaning pad (from the scanner kit); wipe the lamps until they are free of dust.
- 6. Replace the lamps by carefully sliding them back into the scanner and lamp sockets.

NOTE

If scanner does not operate properly or the light source is degraded, check the position of the lamps ensuring they are properly installed. If replacement is required, contact your service representative.

- 7. Close the side access panel and transport.
- 8. Power-up scanner and ensure it is operational.

4. Calibrating the CFPS scanner.

slide the lamps out).

5 11 MIN

Noise interferes with OCR readability and increases error rate and labor cost.

- Check COA form images for dirty looking images (see figure 26).
- 2. If the images are not clear (see figure 27), take the following actions to clean it up.
- 3. Log in with the maintenance account.
- 4. Scan in an image that is known to cause bleed through (a dirty image).
- 5. Select STOP and allow the image to be injected (see figure 28).
- 6. Move the SCAN window to the lower left corner of the screen (see figure 29).
- 7. Move the mouse to the lower right part of the screen and expose the start bar.
- 8. Double click on the Virtual Rescan icon in the Windows tray area, located next to the time (see figure 30).

CFPS SCANNER

(CON'T)

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Hours

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- 9. Using contrast slide bar, adjust to point where drop out color truly drops out (see figure 31).
- 10. If scripting of the form begins to deteriorate, adjust the brightness and gamma slide bars to achieve optimum dropout (see figure 32).

NOTE

Items to be aware of:

- Do not degrade patron scripting
- Leave OFFICIAL MAIL FORWARDING bar black at the top of the form
- All that is not a drop out color, should be legibly exposed (i.e. fine print writing)
- This may need to be repeated with a number of different scripted forms (various inks, colors, pencils) to gain optimum adjustment.
- 11. Save settings by clicking on the Profile tab (see figure 33).
- 12. Click Save, then click Apply Batch.
- 13. If scan window is still active, from CFPS UI, click COMMANDS select STOP SCAN.
- 14. If SCAN window has timed out, click COMMANDS select START SCAN, and move scan window to expose the counters and the Current Login information bar (see figure 34).
- 15. Allow SCAN window to time out to save its location settings, then start the scan by clicking COMMANDS select START SCAN
- 16. Ensure proper location of scan window. If the window is concealing counters, go to step 13.
- 17. From the CFPS UI screen click COMMANDS, select STOP SCAN and release back to operations.
- 5. **Clean up.** Ensure all tools, lubricants, rags, etc. 1 ALL are removed from the work area. Report all MIN deficiencies to your supervisor.

4

CLEAN UP

ATTACHMENT 4

CHANGE OF ADDRESS FORMS PROCESSING SYSTEM

MASTER CHECKLIST

03-CFPS-AA-003-M

SEMI-ANNUAL

Time Total: 7 Minutes

Reference: MS-197, TL-3, October 1, 2004 or later for location of components, parts, and procedures.

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COMPOTER		1. Pov	wer OFF t	he COA	server.			IVIIIN				
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- 7. Verify that the fan works, by turning computer ON momentarily you should see fan blades moving. If not computer should be replaced.
- 8. Return the filter holder to its proper location in the filter holder housing, place the fan filter holder into the slots on the server front and turn 1⁄4 turn clockwise to lock it in place.
- 9. Power ON the computer.
- 10. Check the system to verify it is working properly.
- 3. **Clean up.** Ensure all tools, lubricants, rags, etc., 1 All are removed from the work area. Report all MIN deficiencies to your supervisor.

IIS Postal Service									IDE		CAT	ON					
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ATTACHMENT 5

ILLUSTRATIONS FOR CFPS SERVER/SCANNER



Figure 1. COA Process Control Screen



Figure 2. COA Server UI



Figure 3. Tools Pulldown Window



Figure 4. Extract CFPS Directory

2

WinZip Self-Extractor - CfpsDire	ectories.exe	X
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C:V	Browse	Close
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When done unzipping open: C:\CFPS\Bin\UpdateDir.cmd		Help
Unzipping FI	N335.CAN	

Figure 5. WinZip Self-Extractor



Figure 6. Computer Front Panel





Figure 8. Applying Cleaner to Cleaning Sheet



Figure 9. Holding/Feeding Cleaning Sheet



Figure 10. Transport Latch



Figure 11. Page Sensors



Figure 12. Feeder Sensor



Figure 13. Fingers on Glass Flat



Figure 14. Removing/Replacing Glass Flat





Figure 16.	Front	Imprinter	Menu	(Printer	OFF)



Figure 17. Front Imprinter Menu (Printer ON)





Figure 19. Page Feeding Screen



Figure 20. Front Imprinter Menu





Figure 22. Imprinter Positioning Handle



Figure 23. Imprinter Print Cartridge



Ink Blådder Figure 24. Ink Cartridge (Lying on side)



Side Access Panel Figure 25. Scanner Lamps







COA Server UI												_ 8
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ropt Login I	User Name: 0004	User Level:	AdminSuper									

Figure 28. COA Server Scan Screen

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Figure 29. Scan Window in Lower Left Corner	h Sean Dettry Coa3 Dette Coa3 Patient Coa3 Coa3 Patient Coa3 Coa3 Patient Coa3	lame y Scan Scan Template Red Scan Red New Forms Simulated Duplex Mo at Form ID		AdminSuper	29.50	OA Process Early Entire System Subsystems CodingSystem Co	Coaserver Science Science Science Science Science Science ArchivesSol (VpServer ArchivesSol (VpServer) ArchivesSol	Lower		orner			



Figure 30. Virtual Rescan Icon







- 8 >

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	Load Save Remove	1
	Profile:	
Ne <u>w</u> F		Save As
Ne <u>w</u> F		
Ne <u>w</u> F		

Figure 33. Saving Settings

