



STICKER PRINTING ON DEMAND

FREQUENTLY ASKED QUESTIONS

Set up

How do I know my printer is hooked up correctly?

Once the sticker printer is powered on and connected to the AVIP router, the power and network lights will be green. The lights are orange for about 10 seconds when first powered on before turning green.

My tablet has plenty of power. Why does it need to be connected to power to install the update?

Connecting your tablet to the charging cable ensures continuous Wi-Fi connection to the AVIP router.

What if my printer is not connected when my tablet is updated? Will it still work?

You will not be able to print the inspection sticker until your printer is connected. Once your tablet is updated to the new version, you will no longer be able to issue any pre-printed stickers.

What does calibrating the printer mean?

Calibrating the printer is aligning the sticker stock in the printer. It makes sure the sticker is properly set up to be printed on. Differences in the placement of the sticker stock inside the printer can impact the final printing on the sticker. Any time stickers are loaded in the printer or the printer lid is opened, the printer must be calibrated.

Roll out

What if my station is not open the day of the update? Will I have to call in to get the update in order to inspect vehicles?

No. The tablet will prompt you to install the update when you first turn it on

What if my internet or equipment is down will I be updated once I have internet again?

Yes. The tablet will prompt you to install the update when you first turn it on

Will it work with my existing equipment?

Yes.



My sticker stock has not come in yet and my tablet is updated already. What can I do?

You can log in to the AVIP Portal and check the tracking of your sticker order. Alternatively, you can contact the Technical Support Hotline.

Sticker Stock

Do I still have to receive the stickers in the portal?

Yes. There has been no change to this process. Receive all stickers into the portal and perform a DFR once your tablet has been updated.

How do I get more sticker stock?

Order stickers through the AVIP Portal. This process has not changed.

What do I do with the stickers that print out and aren't issued to a vehicle?

These stickers must be voided in your tablet, and then return them to the DMV to make sure all stickers sent to your station are accurately accounted for.

How do I get a refund for my partially used sticker books?

You have received a pre-addressed envelope and instructions in your sticker package to return your unused stickers to the DMV. Your return stickers must be post marked no later than 3 business days after your station begins printing stickers on demand.

When do I use yellow stickers?

The Yellow sticker stock is used for Car/Truck/School Bus inspections. These will be affixed to the inside of the vehicle's windshield, in the lower left hand corner.

When do I use green stickers?

The Green sticker stock is used for Trailer/Motorcycle inspections. These green stickers will be affixed to the outside of the vehicle.

Billing

When will I be billed for a sticker?

You will be billed monthly via ACH. This happens the first business day after the 10th of the month.



IMPORTANT

- All Sticker stock must be received on the Portal, either on a computer or from your AVIP tablet, before any stickers can be issued to a vehicle. There has been NO CHANGE to this procedure.
- Once the Stickers have been received, a data file synchronization must be done on the tablet before using the Stickers. There has been NO CHANGE to this procedure.
- Any time the printer is opened, it must be calibrated before printing an Inspection Sticker.
- Each time a calibration is completed with the green sticker stock or a partial book of the yellow sticker stock, the first Sticker will be fed through and must be voided on the AVIP tablet through the Sticker Management screen and returned to the DMV. If you are calibrating with a full book of yellow sticker stock, the stickers marked "VOID FOR PRINTER ALIGNMENT" can be discarded.
- Valid Stickers voided for any reason must be returned to the DMV. Stickers marked "VOID FOR PRINTER ALIGNMENT" can be discarded.

Reasons to Void a Sticker

- Calibrating the printer using Green sticker stock
- Calibrating the printer using a partial book of Yellow sticker stock
- The wrong sticker stock was loaded in the printer
- The sticker stock was damaged before it was affixed to a vehicle

To Void a print-on-demand Sticker using your AVIP tablet

- Start at the *Inspection menu*
- Select *Sticker Management*
- Login using your mechanic ID and password
- Select *Voided/Damaged Stickers*
- Sticker Type – Select the *Sticker Type* from the drop-down menu
- Sticker Range – Type the *Sticker number* to be voided into the 'Starting From' field. The 'To' field will default to the starting Sticker number unless you change it. (The 'To' field should only be changed if voiding 2 or more sequential Stickers at a time)
- Reason – Select *Voided* from the drop-down menu
- Verify the information is correct and then click *Submit*
- Return the voided sticker to the DMV



Best Practices

- Ensure that the inside of the Sticker printer is free from dust, residue, or particles. You can use compressed air to clean the printer (remove Sticker stock before cleaning inside printer).
- For best results, keep the Sticker printer, ribbon and sticker stock stay as clean as possible.
- Clean the printhead and platen roller between ribbon replacements.