

NanoCareRIP FAQ

Licensing

What is the commercial model?

NanoCareRIP is managed through local distributors and dealers. It is not a public online shop. The clinic asks its local dealer for installation, license activation and page recharge.

What does one license cover?

One license covers one physical printer. If a clinic uses five printers, five licenses are required.

Are licenses monthly licenses?

The field model is a lifetime printer license managed by the dealer channel. Support, renewals or commercial conditions are private between RB3L, distributor and dealer.

Offline activation

How does activation work without internet?

The dealer collects the clinic details, Serial and ID from the Windows app, registers the printer in the portal and provides an offline license file or code. The clinic applies it locally.

Can the clinic activate directly?

No. The dealer or sub-dealer activates the printer. This keeps support and consumable follow-up local.

Why are Serial and ID not editable?

They identify the PC automatically. Editing them would break transfers and audit.

Offline page recharge

How are pages added?

When the clinic buys paper or film, the dealer generates an offline recharge code for the corresponding page quantity. The code is entered on the NanoCareRIP PC.

Does recharge require internet at the clinic?

No. The dealer portal creates the code; the clinic PC can receive and apply the code offline.

What is audited?

The portal keeps clinic, dealer, printer, page size, quantity, order reference, code, date and user.

DICOM and printers

How do I create a DICOM node?

Click Add Printer, enter the Called AE Title, select the Windows printer, tray and paper size, then save.

Why does the modality not connect?

Check PC IP, DICOM port, Windows Firewall, antivirus firewall, Called AE Title and network VLAN.

Why is the wrong paper tray used?

Check the Windows printer driver first. Paper size must match in Windows, NanoCareRIP and the modality.

Image quality

Which controls are available?

Brightness, contrast, gamma and sharpness can be adjusted. Change one setting at a time and print a reference image.

Why are colors or density incorrect?

Check printer driver color mode, media type, Windows color settings and whether the modality sends grayscale or color.

Transfers and support

What happens if the PC is replaced?

Install NanoCareRIP on the new PC and send old/new Serial and ID to the dealer. The dealer or distributor processes the transfer.

What should I send to support?

Send Serial, ID, NanoCareRIP version, Windows version, printer model, driver, modality model, AE Title, DICOM port, paper size and logs. Never send patient data.
