

D.R. Joseph Inc. Service Website Registration Procedure

To register for the secured Service section of the D.R. Joseph, Inc. website, navigate your computer's web browser to www.drjosephinc.com. Locate the Knowledge Base section at the lower right corner of the homepage.

The screenshot shows the D.R. Joseph Inc. website homepage. The header includes the company logo, tagline "When You Need Solutions... Not Just Answers!", and navigation links for "Plastics Technology" and "SPI" (the plastics industry trade association). A search bar is located below the header. The main content area is titled "Internal Bubble Cooling Control Systems and Technologies" and features a diagram of a machine with labels for "Cage Control Interface", "Bubble Diameter Sensors", and "IBC Sensor (up to 4) keeps bubble sized relative to cage". Below the diagram are sections for "Getting Started", "Upgrades...(More)", and "News...(More)". A "Knowledge Base" section is highlighted with a red box, containing the text: "Online access to technical Knowledge Base, including manuals and procedures, requires registration." Below this text are three links: "Registered Users LOGIN", "Haven't Registered? Click Here", and "Forgot your Password? Click Here". A red arrow points to the "Haven't Registered? Click Here" link.

Knowledge Base

Online access to technical Knowledge Base, including manuals and procedures, requires registration.

Registered Users

Haven't Registered? [Click Here](#)

Forgot your Password? [Click Here](#)

Manage your Account: [Click Here](#)

Click on the link next to the "Haven't Registered?" text to begin the process

You will then be redirected to the registration process. Read the Terms and Conditions for the registration and then click "I Agree" to proceed.

Registration

The following terms and conditions must be agreed to before you may register:

Terms and Conditions

- I understand and agree that I may not share my member's area login details with anyone else. These details are for my personal use only and I understand if I share them that I will lose my membership.
- I also understand that all the content on this web site is copyrighted and copying of such material will result in prosecution to the fullest extent of the law.

After accepting the Terms and Conditions, you will be asked to fill out a page of information regarding your email, desired username, password, company name, etc. After you have entered in all of the required information boxes, click the "Submit Registration" button at the bottom of the page.

Registration

[Didn't receive your activation email?](#)

Please complete the form below, all field name's followed by a * indicate that an input is required. Once completed, please select the 'Submit Registration' button.

Desired Username: *

Please enter your desired username. You will use this when logging in to our member's area(s). Usernames must be between 6 and 255 characters in length and should consist of letters and numbers only.

Email Address: *

Please enter your email address. Please make sure it is correct or you will not receive your login information for our member's area(s).

First Name: *

Please enter your first name.

Last Name: *

Please enter your last name.

Additional Information

Phone Number: *

Please enter your phone number (cell phone is preferable):

Company Name: *

Enter your Company Name:

Company Address: *

Enter your company address:

System Type:

[Select All] / [Clear Selection] *

IBC

Seal-Cut

LF-Sizer

Please select which type of system you have:

System Serial Number: *

Please enter a serial number from one of your systems:

Submit Registration



Wait until the browser is finished working and you land on a page that looks like this:

Registration Complete

Thank you for registering with service.drjosephinc.com.

Your account has now been created with the username, **XXXXXXXX**, before you can proceed with the registration process and access the member's area(s) you need to activate your account, this is necessary to verify your email address is valid.

Your activation code and details of how to activate your account have been emailed to, **xxxx@xxxx.net**

Please check your email shortly. If you have not received your login details within 24 hours, please [click here](#) to have them resent.

Return to service.drjosephinc.com

Check the email address that you used to register for the service site for your activation code. You will receive an ***email confirming your registration***. Open and click on the link to activate your account. This can take a few minutes so please be patient. When activation is complete, you will receive this message in your browser window:

Registration

Thank you for registering with service.drjosephinc.com.

Your account with the username, **XXXXXXXX** has now been activated and your login details have been emailed to, **xxxx@xxxx.net**.

The administrator for this web site has specified that all registrations require approval before access to the member's area is granted. You will be notified shortly once the administrator has approved your registration.

Please check your email shortly. If you have not received your login details within 24 hours, please [click here](#) to have them resent.

Return to service.drjosephinc.com

This message means that your account has been activated and has been submitted for approval by the web site administrator. Only users with valid companies and system serial numbers will be approved for Service Access. Check your email address for a ***second email*** from the web site administrator. This email will provide you with your username and assigned password. Once you are approved and you first sign in, it is advised that you change your password.

Once approved, you will receive a **third and final** email detailing your approval.

Registration Approved

Hello

Thank you for registering with service.drjosephinc.com.

This email is to let you know that your membership has been approved. You can now log in using the username and password that you registered with.

If you have any questions, please don't hesitate to get in touch.

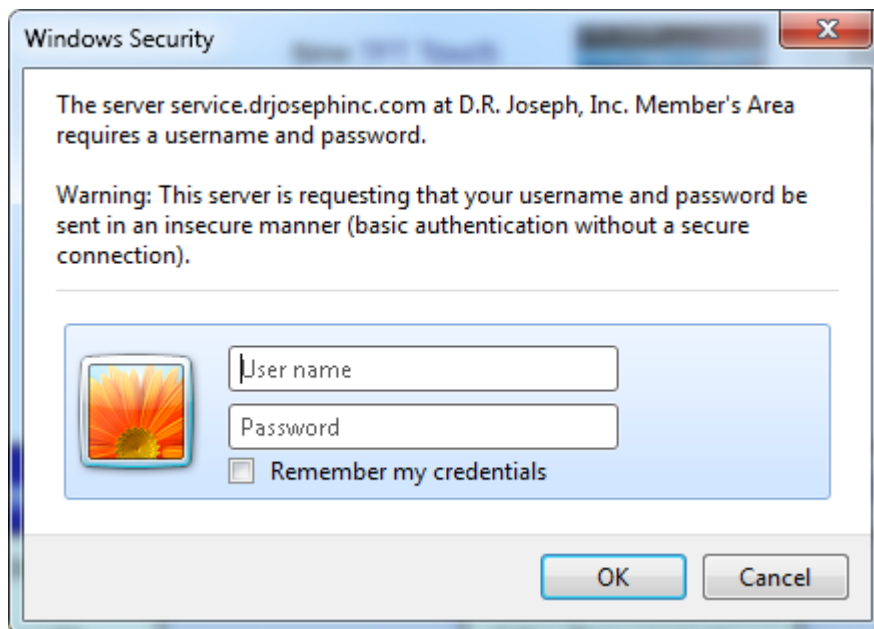
Best Regards,

DRJ Support Staff, support@drjosephinc.com

You can now go back to www.drjosephinc.com and access the service website. At the homepage, click the Login button under the Knowledge Base heading...



... and enter your User name and Password in the provided fields



Now inside the Service Area, note the specific subject areas

D. R. Joseph
INCORPORATED

When You Need Solutions... Not Just Answers®

PlasticsTechnology

Click Here for Breaking News
PLASTICSNEWS.COM

spi the plastics industry trade association
MEMBER

SEARCH

Service-Home
Archives
Drive Interface
Operator
Knowledge Base
Exit Service Area

D. R. Joseph Service Area

The service area of our website supports both generations of the IS-IBC1 control system. Please identify which version of the controller you own and use that service section only.

8-Bit Processor 32-Bit Processor Seal-Cut

IS-IBC1

Send questions or comments about this website to mishelp@drjosephinc.com
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[Legal Information](#)

Many of the documents found on this web site require Adobe Acrobat to open. Click on the Adobe Acrobat logo for your free copy of Acrobat Reader.

Get Acrobat Reader

Please note the general requirement for Acrobat Reader – Click on the provided link to install

The “Archives” section will contain documentation specifically for older generations of DR Joseph products. For example, there is a wealth of documentation within here for the 8 bit IBC system (shipped from 1987 to 2003).

Click on “Archives” to open the following page

Now click on the "8 Bit Processor" to open a drop down menu.

The screenshot shows the top navigation bar of the D. R. Joseph website. It includes the company logo, the tagline "When You Need Solutions... Not Just Answers®", and logos for "PlasticsTechnology" and "spi the plastics industry trade association MEMBER". Below the navigation bar is a search box and a "MARCE" button.

The main content area is titled "D. R. Joseph Archives Area". It contains a paragraph explaining that the archive area contains documentation for legacy products that are in "end of life" (EOL). The text states: "The Archive area contains documentation for legacy products that are in 'end of life' (EOL). This means D. R. Joseph, Inc. no longer provides email, phone or onsite service for these products. Products in the EOL have been out of production for at least 10 years. Service parts availability is on a first come first serve basis. Once we are out of a particular part, only the second hand market is a possible choice for locating that item. We encourage you to search sites such as eBay, Craigslist etc. All documents provided in the Archive section are provided on an 'AS IS' basis. There is no warranty of any kind issued with these documents. Viewing these documents means you accept all responsibility for the proper use. EOL systems are likely 25-35 years past the original design date. As such design standards, executions, and reliability are all out of date. Consider these facts when working on the equipment to ensure you have protected the equipment from damage and yourself from injury. Please note that our legacy products have designed upgrade paths so you can continue using DRJ technology in your operation. Please contact our sales department for details on upgrading your equipment."

On the left side, there is a vertical menu with the following items: "Service-Home", "Archives", "Drive Interface", "Operator", "Knowledge Base", and "Exit Service Area".

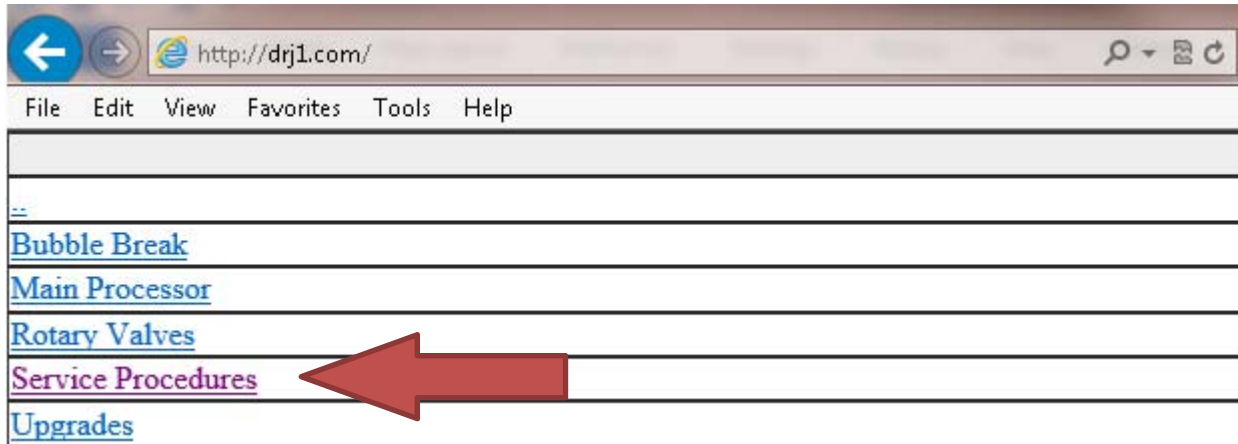
The "8 Bit Processor" dropdown menu is open, showing a list of items: "End of Life Notice **READ!**", "8-Bit IBC Manual", "Data Sheets", "Function Block Diagrams", "Inverter Interfaces", "Operator Interfaces", "Operator Manuals", "Repair+Upgrade Docs", "Schematics", "System Manual", "System Setup", and "Training".

Two red arrows point to the "8 Bit Processor" dropdown menu. One arrow points to the top of the menu, and the other points to the "Repair+Upgrade Docs" item.

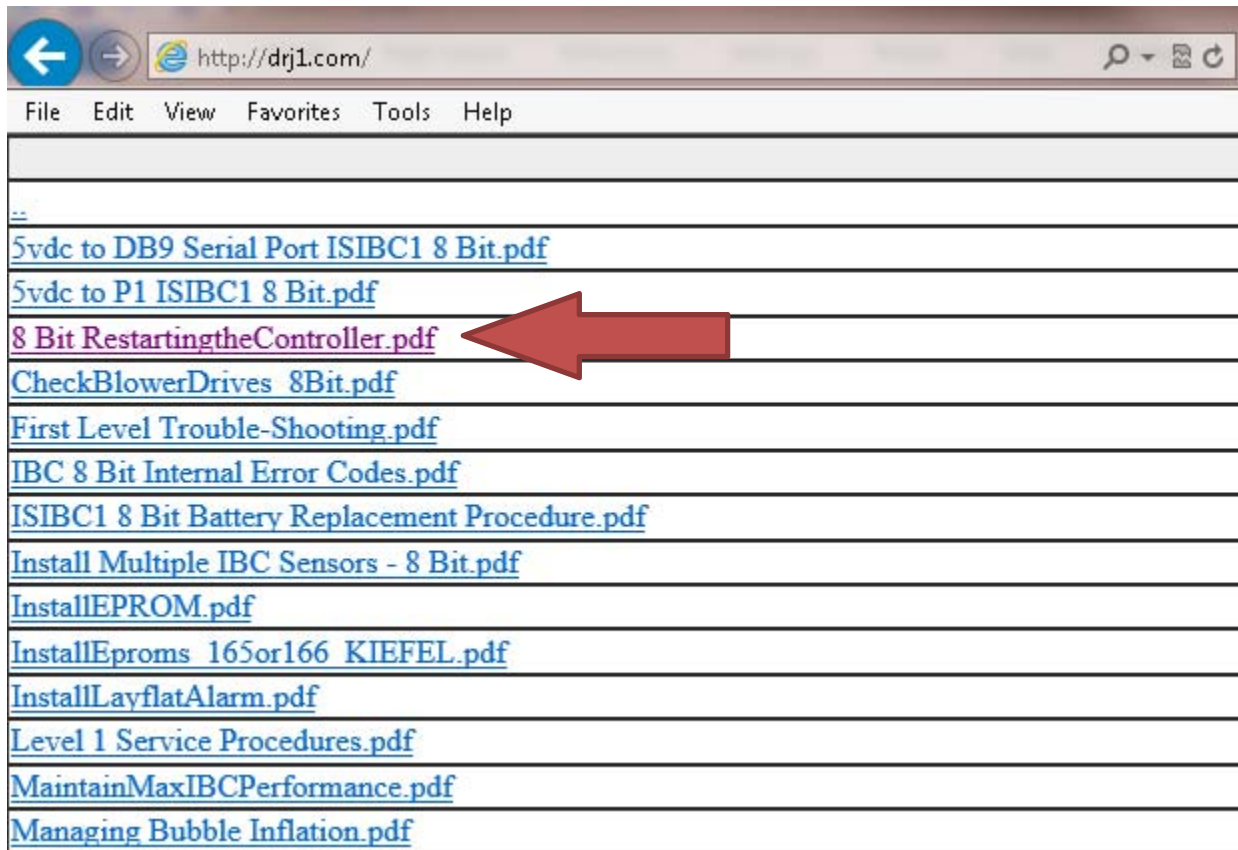
Below the main content area, there is a small advertisement for Adobe Acrobat Reader.

Now select a specific heading within the drop down menu to open another list of headings. An example is shown for "Repair + Upgrade Docs" following

Click on desired subject of interest to open sub contents page. Example below:



Now on sub contents page, click on your selected subject field to open pdf document



Please note the general requirement for Acrobat Reader – Click on the Acrobat Reader link shown on the Main Service Area pages to install