

# Copier Tips

If you are working in an office you should know what to do to troubleshoot, repair, and maintain the copier. Maintenance of the machine should always be an office priority to prevent any problems when the machine is required. The major issues you need to consider are: Cleaning, Tone Replacement and Paper Jams.

## Tips on cleaning a copier

- When cleaning, always unplug the power chord from the outlet for safety reasons and purposes.
- Have a soft, clean cloth dampened with a detergent or alcohol.
- Open the top cover of the machine then wipe the glass surface using the cloth.

## General instructions for toner replacing

- If toner cartridge is empty, 'replace toner' or the machine's icon will appear on the screen and you have to replace the existing cartridge with a new toner container.
- Open the cover leading to the location of the process unit. Get the process unit from the machine and place it on a clean, level surface.
- From the unit, gently remove the old toner container. With the new toner container, shake it horizontally then place it in the process unit.
- Place the process unit back to its original position inside the machine and close all covers you have opened.

## General instructions for paper jams

- When a display on the screen has a paper jam message, first, locate where the jam occurred. Open the cover so you could exactly see where the paper jammed.
- Pull the sheet out gently so it may not rip off. It is proper to pull the paper away in the direction opposite the way it is taken
- Check if there are any pieces of paper inside and some parts of the machine to make sure that none was broken or damaged.
- Close the cover and see if the copier works smoothly just like before.

These procedures vary depending on the machine type and structure of the copier. There will be a manual or guide to help you maintain the machine; all machines come with this and it should be located near the machine for ease of access. The manual will detail different ways and steps that could be done when you need to operate the machine. As long as you can manage these simple things which are basic solutions for errors, you will solve most of the day to day problems. If the problem is greater than outlined above, have some one with authority in your workplace call a technician.