

COPIER OPERATIONS TIP OF THE MONTH SEPTEMBER 2020

Hello dear colleagues,

I would like to take this opportunity to welcome back all my old TeamWorks partners as well as the new partners. I look forward to working with all of you!

Please note that the new partners will need to take a one-hour training within the next few weeks.

Finally, I am just a phone call away and you can contact me on Outlook (Stevlarlon_G_Green@mcpsmd.org) for anything you may need for your copiers.

Tips and Tricks

- Use Copy-Plus on a regular basis.
- Keep all paper stock in a cool and dry area to prevent it from wrinkling, which causes jams.
- Fan paper before gently loading.
- Set paper trays to the correct stock before using them.
- If an empty toner bottle becomes stuck in your machine, turn the machine off; then, turn it back on from the top power switch to release the bottle.
- If your machine states "Reset Tray 1," remove paper from tray 1 and gently reload the paper so that it is positioned correctly in the tray.
- When clearing a jam, try to make sure that each sheet of paper you remove is a whole sheet of paper.
- Order supplies (toner, staples, and UPS labels) through the TeamWorks customer service desk.
- When the TeamWorks technician arrives at your school, if you have time, participate in the service call. Knowing what to do may prevent a future service call, which means less downtime for you.

Finally, remember I am only a phone call away and you can contact me on Outlook (Stevlarlon_G_Green@mcpsmd.org) for everything you need for your copier.

Stev Green, Customer Service Specialist
Teamworks Central