

COPIER OPERATIONS TIP OF THE MONTH: January

### **Cleaning Web Replacement**

When your machine states that the "Cleaning Web Replacement is now necessary," The machine is not down and will continue to run until it gives you an error code of SC 550.

Also please if you haven't submitted the meter readings for the end of December please do so ASAP.

Feedback on this tip, and ideas for future tips, please contact:

Pete Patellis, Customer Service Specialist  
MCPS *Teamworks* Copier Service

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COPIER OPERATIONS TIP OF THE MONTH: March

## **Area Managment**

Please make sure the copier is clear of any potential hazards. Please do not store anything (Trash Cans, Tables, Chairs...etc) underneath the finisher output tray which would obstruct the tray from moving up and down as it should.

Also please if you haven't submitted the meter readings for the end of February please do so ASAP.

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COPIER OPERATIONS TIP OF THE MONTH: April

## **SC 501 – SC 506**

If you get any error code between SC 501 – SC 506 you can reset the machine from the main power switch which should clear the error code.

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COPIER OPERATIONS TIP OF THE MONTH: May

## **Paper Tray Backup**

If one of your paper trays (Tray 1) is not working properly please remember you can use one of the other trays as a backup.

***Please Note:*** If you are having problems with copy quality please be patient we are waiting to receive more drums which is the part that fixes this. They are coming from Japan which is why they are on back order.

Also please if you haven't submitted the meter readings for the end of April please do so ASAP.

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COPIER OPERATIONS TIP OF THE MONTH: June

## **Copier Ventilation**

Remember during these hot summer months to keep your copier area as cool as possible. Put in extra fans in the room, keep the doors open so the AC running in the schools can be utilized. Also remember to fan your paper.

Also please if you haven't submitted the meter readings for the end of May please do so ASAP.

We will resume Tips of the Month starting in August. Have a safe and fun summer.

**Please Note:** If you are leaving for the summer please submit your meter readings before you leave for the end of June. This is very important.

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COPIER OPERATIONS TIP OF THE MONTH : September  
WELCOME BACK PARTNERS

Greetings,

I would like to take this opportunity to welcome back all of my old TeamWorks partners for the upcoming 2011-2012 season. I would also like to welcome all of our new 26 partners. For the new folks I will be sending you out a blue folder containing the following : a CD on how to operate your copier called “ Best Practices For Copier Operations “ a poster called “Tips & Tricks “, a Copier Operations Guide , a TeamWorks sticker to put on your copy machine for easy identification to place a service call , orange” Ready For Recycling” labels for your old recycled toner bottles ( when you have 2 cases 8 bottles ) call or E-mail me for a pick up , my business card . And the following handouts: how to go on-line and place a service call , how to go on-line & place your monthly meter reading totals , a cheat sheet of common service codes & how to handle them , some new info. for folks that have a refurbished 790 copier, a red laminated OUT OF SERVICE sign to put on your copier when it is down, I will also be available for some one on one training---I will be advertising those dates very soon. Also partners old & new remember I am just a phone call away @ 301-279-3110 and on Outlook for anything & everything you need regarding your copier. Also we will be sending out your stipend checks the week of November 21<sup>st</sup>. Also please if you haven't already submitted the meter readings for the end of August please do so ASAP. I look forward to having another successful year with all of you..Thank you

***Pete Patellis***  
***Customer Service Specialist***  
***Copy-Plus / TeamWorks Central***  
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***301-279-3110***

## **User Codes:**

**Please note:** If you would like to go back to the User Code Screen quickly press the combined series:

The Green C button (next to the number pad) & The Clear Modes button simultaneously.

1. Press the “User Tools” button.
2. Press the “System Settings” button.
3. Press the “Key Operator Tools” button (in the upper right hand corner).
4. Press the “Address Book Management” button.
5. Press the “New Program” button (in the bottom right hand corner).
6. Press the “User Code” button (in the upper left hand corner).
7. Use the number pad to program user code number (numbers can be up to eight digits, but have no minimum).
8. Hit pound sign to enter.
9. Assign functions you want that specific user to be able to access by pressing the functions respective button.
10. Press “OK” to end or press “Continue to Program” to continue and then repeat steps from step #6 and on.

## **Steps to Turn User Code Access On Press the “User Tools” button.**

1. Press the “System Settings” button.
2. Press the “Key Operator Tools” button.
3. Press the “User Code Management” button.
4. Turn Copier and Document Server to on position by pressing their respective buttons (button is on when function is darkened).



User Codes(1).doc

Welcome Back Partners,

COPIER OPERATIONS TIP OF THE MONTH: September

### **User Codes**

There is a function on the copier that allows you to set passwords to prevent unwanted people from accessing the machine, if you wish to use that function the instructions for doing so are attached.

Also please if you haven't submitted the meter readings for the end of August please do so ASAP.

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## COPIER OPERATIONS TIP OF THE MONTH : November

### Saving Time and Money

Remember this valuable tip. If you ever see the Warehouse on Wheels ( W.O.W. ) van at your school , which is operated by ( singing ) George Kelly this is what I need you to do. If you need toner or have a recycled toner pickup ( 8 btls.= 2 bxs. ) or staples go and tell him. That would save him a trip to your school , plus you would get what you need immediately. After that you can send me an E-mail telling me that you saw George and what he gave you. This would be a HUGE help and benefit all of us . Now remember this is only if you see the W.O.W. van & George otherwise continue to contact me for all of your supplies & needs , business as usual.

Also remember to send in your November meter readings at the end of November.

I want to wish all of my TeamWorks Partners and their families a safe and Happy Thanksgiving .

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COPIER OPERATIONS TIP OF THE MONTH: December

## **PARTNER PARTICIPATION**

Partners please take notice : It is a standard procedure for TeamWorks Copier technicians to request the partner to be notified when they are signing in at a school office. The expectation is that the partner will participate (5 minutes) in 50% of the service calls. The purpose of this is to improve the performance of the school partner through better one-on-one communications with the technicians. If a technician is not requesting the office staff to notify you partners when they are signing in, I need to know about it.

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