COPIER OPERATIONS TIP OF THE MONTH
November 2026

TeamWorks Copier Repair Service

For Konica customers:

If your machine indicates that M4 is stuck, please follow these three steps to clear it:

1. Open the side door and remove any jammed paper. Then ensure you close the door firmly until it latches completely.
2. Open the finisher (the last door) and check for paper jams. Then close the door firmly when finished.
3. Open the main door and turn knobs M2, M6, and M11. This will release the M4 knob so it can turn freely.

For Ricoh customers:

We value your dedication to maintaining our copiers in the schools. We've compiled a list of monthly tips to help you keep these essential machines running smoothly.

Tip 1: Fan Paper Before Loading Gently
Before loading paper into the tray(s), fan the edges of the paper stack to loosen any sheets that may be stuck together. This will help prevent paper jams.

Tip 2: Reset Tray 1 When Prompted
When the "reset tray 1" message appears, follow these steps:
Remove all paper from tray 1.
Reload the paper gently, ensuring it is appropriately aligned in the tray.
Close the tray.

Tip 3: Remove Entire Sheets When Clearing Jams
When clearing a paper jam, carefully remove the entire sheet, not just pieces. Removing incomplete sheets can lead to further jams.

Tip 4: Troubleshooting Common Copier Issues
Problem: The copier takes a long time to warm up.
Resolution: Turn the copier off and then back on.

Problem: The "Set fusing unit correctly" message appears.
Resolution:
Open the double doors.
Pull the D2 out.
Push the D2 back in.

If the problem persists, please submit a service request using this link:
https://www2.montgomeryschoolsmd.org/departments/copyplus/teamworks/

Remember, regular maintenance and care can extend the lifespan of your copiers and ensure they continue to provide reliable service to the schools.

As always, **please contact me with any questions**. I am only a phone call away, and you can also contact me on Outlook (Stevarlon_G_Green@mcpsmd.org).

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