

FY 2014 Tips of the Month

October 2013

How to Cancel a Service Call

Partners—here is what to do when you need to cancel a service call because you have fixed the problem or it has gone away.

- Use the same procedure as you would when you place a service call, but click on MY MACHINE IS WORKING.
- Under problem description, click on CANCEL SERVICE CALL. This is a huge help to the technicians and it saves time and money.

Quick Link:

Click this link to get to the page where you enter your copy counts:

<http://fmweb13.mcpsmd.org/ccounts/login.php>

November 2013

How to Interrupt a Job

This should be used in emergency situations or when a big job is being run and you need to run only a small amount of copies:

- On the right side of the monitor is a triangle-shaped button with “Interrupt” on it. Press this button.
- A screen will come up asking for your access code. Enter your code and a job screen will appear.
- Program your job, as usual. *Note:* If the job that is currently running is using the “Staple” function, DO NOT program that function into the interrupt job.)
- Insert your document. Press “Start.” The current job will stop and your interrupt job will begin.
- Press the triangle “Interrupt” key and the original job will continue. You do not need to press “Start” again.

Remember: This process should be used only when there is an emergency. Otherwise, you may find your job being interrupted too frequently.

December 2013

How to Close Doors Properly

If a door does not shut easily after you clear a jam (or any time for that matter), DO NOT FORCE IT and do not slam the door. Something inside was not put back in place and the door will bend or break if forced.

Look inside to be sure that all levers and trays are in their proper position. One of the biggest culprits is D5. Once this is done, the door should close smoothly.

Brought to you by Liz and Leslie.

January 2014

Know Your Responsibilities

Partner, many of you are fulfilling your responsibilities without any issues. However, many are still having problems. Here are some model best practices.

1. Maintain your supplies: toner, staples, paper stock, and recycled toner bottles.
2. Go online to place your service requests.
3. Go online to place your end-of-month meter reads. Many people are not doing this in a timely fashion and this is crucial data that I must have at the end of each month. I have trained many of you on how to do this, and I have provided a link to make it easier. **Enter your copy counts here:** <http://fmweb13.mcpsmd.org/ccounts/login.php>
4. If you still can't figure it out, please call me and I will walk you through the process.
5. Clear out paper jams.
6. Communicate with your staff members about using the copier.
7. Spend time with the technicians when they visit your school.

In order to receive a stipend check in May, you must fulfill these simple responsibilities.

February 2014

Common Error Code

Is your machine giving you a common error code of SC 737? That means the waste staple container needs to be emptied. It is located in the back on the bottom of the finisher. Here's how to remove the container:

- Remove locking pin.
- Pull the container straight back.
- After you put the container back into position, reboot the machine from the main power switch. This will reset the machine.

March 2014

Whiteout Leaves Marks

If you use whiteout on your document, please make sure it is dry before you make copies. Wet correction fluid will leave marks on the glass.

May 2014

Proper Paper Storage

Partners, here is some important information regarding your copy paper. It is very important to always rotate your paper stock.

- Use your old before starting your new paper. This is crucial as the summer months approach. Heat and moisture in your paper can wreak havoc on the copiers.
- Leave your paper reams in their original containers. This means that you must also make sure no one empties the paper box for their personal use. I know they are popular, but you must keep them until all reams have been used.
- Do not open reams of paper and leave them out in the open, exposed to varying temperatures. Put unused paper back in the original box and place a sealed ream on top of the unused paper. This will prevent any curling in the paper.

June 2014

Thank You

Partners, I want to take this opportunity to thank each of you for another successful TeamWorks season. The communication and relationships we have in place have helped keep the copiers up and running and supplies delivered when needed.

For those of you who are 10-month employees, I wish you a fun and safe summer. Also, for those who are retiring from MCPS, I wish you the best in your future. For my other partners, I will be here all summer to help you and your staff with all of your needs.

- Remind your staff to rotate the paper. Do not leave it exposed to the heat.
- Please share my phone number with your staff: 301-279-3110.
- I will need your June meter readings before you leave for summer break.

Thanks again, and I look forward to working with you next year.