

Trainee Signature: _____

Trainer(s) Signatures: _____

Onsite Support: General Copier Training Checklist

Floor Copiers

- Adding new toner
- Options & Finishing Basics: hole-punching, stapling, duplexing, image enlargement & reduction
- Adding paper, configuring and/or adjusting trays, guides, and dials properly when necessary
- Adding staples: refills, cartridges
- Clear paper jams
- Obtaining meter reads
- Solve minor problems
- Note SC error code prior to escalating service call
- Assist other users with use of the copier when necessary
- Familiarity with User Tools/Counter → System Settings → Key Operator Tools
- Clear Modes
- Master Power
- Maintaining all relevant consumables stock

Copy Center & Production Copiers

- Adding new toner
- Options & Finishing Basics: hole-punching, stapling, duplexing, image enlargement & reduction
- Job interrupt
- Adding paper while copier is running (90PPM+), configuring and/or adjusting trays properly
- Adding staples: refills, cartridges
- Clear paper jams
- Obtaining meter reads
- Solve minor problems
- Note SC error code prior to escalating service call
- Assist other users with use of the copier when necessary
- Familiarity with User Tools/Counter → System Settings → Administrator Tools
- Clear Modes
- Master Power
- Maintaining all relevant consumables stock

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Miscellaneous External Finishing

- Folding Equipment
- Saddle-stitching / Booklet-making Equipment
- GBC Binding Machine Cover & Comb Sizes / Inventory
- Laminating Equipment
- Cutting Machine

Supplies Inventory

- Consumables: Toner, Waste Toner Bottle, Staples, Maintenance Kits
- Paper, Standard, Specialty, Letterhead
- Binding Supplies, Combs, Standard Report Covers, Specialty Covers

General Administrative & Customer Service

- Responding to customer request for service and/or consumables within allotted time
- Installation, move and removal of copiers, printers and fax equipment.
- Delivering reams of paper daily to locations throughout the building
- Handle time-sensitive material like confidential, urgent packages
- Maintain the highest levels of customer care while demonstrating a professional attitude
- Demonstrate flexibility in satisfying customer demands in a high volume, production environment
- Consistently adhere to business procedure guidelines
- Take direction from supervisor or site manager
- Participate in cross-training
- Maintain all logs and reporting documentation; attention to detail
- Equipment Auditing at various business sites
- Travel maybe required approximately
- Ability to manage equipment inventory

Escalating Problems to Service Department

- The Onsite FM Copy Center Operator will report any trouble calls to Meridian for dispatch.
- The Meridian Support Team will need to know the location of the copier (building & room number), serial number, and specifically how the machine is malfunctioning.
- Report numeric error codes when possible.
- Keep samples of bad copies to show the copier repair technician.

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Digital StoreFront

- Receiving jobs
- Job delegation
- Completing jobs and notification
- Remedial end-user training on web-based interface
- Suggestions for enhancements to system based on client usage patterns

Jamming Tips

- Don't force any parts of the machine.
- Check screen display to determine jam location.
- Follow the paper path sequence all the way to the finisher.
- Do not attempt to clear areas that the machine does not indicate. An incomplete set is often a result.
- Work carefully and patiently when removing paper so that you do not tear any pieces off that remain inside.
- Do not touch the fuser/heat roller with your hands or body. It can burn you severely.
- Pay special attention to printed pages that have not passed the fuser/heat roller unit; the ink will rub off on your hands and clothes.
- Be sure to return the all handles and gears to their closed positions before closing the doors of the machine and finisher.
- Always check the next copy (complete set) to insure that no pages are missing due to the jam
- Power down.** If the copier still shows that there is a jam after it has been cleared, switch off the copier main power for 5 seconds. False jam signals are generally reset and if there is in fact still blockage in the paper path, often times the error code will be more isolated.
- Never add toner unless "toner low" is displayed in the control window. Light copies are often caused by other copier parts.
- Call headquarters service department to troubleshoot.
- To prevent paper jams and subsequent down time, run approved transparencies, labels and envelopes through the bypass tray only. Only use labels designed for use in copiers. Do not use labels designed for laser printers only.
- Verify that originals in the automatic document feeder are in the proper order when job resumes

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