MFDs (Multi Function Devices) are available across the University for printing, scanning and copying. This guide contains tips for MFD maintenance and troubleshooting, from loading paper to clearing jams.

**Replacing consumables (paper, toner, staples)**

GREEN coloured components in MFDs indicate where you can replace consumable items like paper, toner and staples.

**Loading paper**

*Note: Views are from above, as if looking down on the paper tray.*

1. Open the paper tray.
2. The handle of each paper tray is marked to indicate the size and orientation of paper that should be loaded into it.
3. Each tray has GREEN guides (b and c) which help to keep the paper in place and to prevent it from slipping.
4. There is a GREEN lock (a) which you can open when positioning the paper in the tray - but you should lock this again once the paper is in place and before closing the tray.
5. Split the ream of paper into two bundles and leaf through each before loading it into the tray. This helps to prevent sheets of paper from sticking together as they go through the MFD and causing a paper jam.
6. Move the GREEN guide (b) to the left and place the paper into the tray, pushing it against the tray’s right side.
7. Don’t fill the tray right to the top as the ream of paper will expand - it is best to leave a space of a few millimetres.
8. Make sure the paper is straight before sliding the GREEN guide (b) up against the left side of the paper.
9. Make sure that the GREEN guide (b) sits snugly against the paper. If you don’t, the MFD may misjudge the size and create a paper jam.
10. Make sure you close the GREEN lock (a) before you shut the tray.
Replacing toner

A message on the MFD’s display screen will indicate **when** new toner is required, and - for colour machines - **which colour**.

Open the door on the front of the MFD to locate the toner.

**Colour MFDs:**

The toner comes in sealed cartridges. Each unit will only fit in the section for which it is intended, i.e. **Black toner** cartridge in **Black slot**.

1. Remove the old toner cartridge and set aside for recycling.
2. Slide in the new toner cartridge and close the door.

**Black and White MFDs:**

The toner comes in a bottle.

1. Turn or pull down the **GREEN** lever.
2. Press the lower **GREEN** lever and slide out the toner bottle tray.
3. Shake the new toner bottle and then remove the cap.
4. Remove the old toner from the machine, put the cap on that and set aside for recycling.
5. Place the new toner bottle in the open toner bottle tray.
6. Gently slide the toner bottle tray back until it clicks into place.
7. Turn or push up the **GREEN** lever to lock into place and close the door.

In both cases allow time for the toner to load and the display screen to become active again.

A replacement toner will be ordered automatically and sent to the member of staff assigned to the MFD.

Replacing staples

Some MFDs have the facility to staple; these have a Finisher unit attached to the side of the main copier unit. When the staples run out, a message will appear on-screen.

1. Open the door on the Finisher part of the MFD and look for the Staple unit with the **GREEN** tab.
2. Pull out the unit.
3. **PUSH** the sides as indicated to allow the spring-loaded mechanism to work and the centre part to pop up.
4. Slide empty white paper case out.
5. Take a full staple paper case and using the “arrow guides” push this into place.
6. **Do not remove** the white paper tab until the mechanism has been pushed down and it has clicked into place.
7. Once the cartridge is complete, pull out the tab and place the cartridge back in the holder within the Finisher. Push the staple unit back to ensure door can be closed.
8. Allow the MFD to process the staples.
Troubleshooting

**BLUE** coloured components in MFDs indicate moving parts such as **paper rollers, push/pull levers** and **toggle bars**.

**Paper Jams**

Use the on-screen guide to help you:

1. Check the area where the guide indicates that a jam has occurred – this could be at the side, under the lid, in a **tray**, in the **bridge**, or the **finisher**.
2. Move the **BLUE** labelled components in the section indicated on screen until you locate the jammed paper.
3. Use the **BLUE rollers** and **toggle bars** to help you move the jammed paper into a position where you can get good purchase on it.  
   - Ideally, as much of the sheet of paper as possible should be visible. If you try to pull a sheet of paper out by just a corner, you are likely to tear it.
4. Take hold of the paper from **centre** or at **both sides** and pull gently.
5. If you think you’ve cleared the paper, but the on-screen guide still indicates there is a jam, this may be due to a sensor being triggered on an adjacent component.  
   - To clear this, try moving something near to where the jam occurred, e.g. lift the compartment immediately below or above, or open and close a drawer or door.
   - If this doesn’t work, try powering the MFD off, wait a minute or two, then switch it back on.
6. Once you have cleared the jam, make sure you close all compartments and sections **gently** - the drawers will soft close.
7. The best way to close the side is by pushing gently on the **centre dimples**, this keeps it straight and true.

**Frequent paper jams?**

- Check that the guides in the paper trays are in the correct position and locked.
- Check there is no paper stuck behind a tray.
- Make sure your split reams of paper into smaller bundles and leaf through them before loading paper trays. This prevents sheets of paper sticking together and causing paper jams.
- Try manually selecting a different paper tray. If that works try the paper from there in the original tray. This way you can ascertain whether the fault is with the paper or with one of the trays.

**Further help**

Take a note of the machine model no. and look up [www.ricoh.co.uk/selfhelp](http://www.ricoh.co.uk/selfhelp)

**Reporting faults**

If there are frequent jams that you are unable to resolve, or if there is an on-screen error code:

1. Take a note of the **Serial No.** on the side of the MFD and its location.
2. Log a call with the IT Service Desk, including as many details about the fault as you can. Log your call online at [myit.abdn.ac.uk](http://myit.abdn.ac.uk), or by email to [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk)