

Quick guide to MFD maintenance

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)

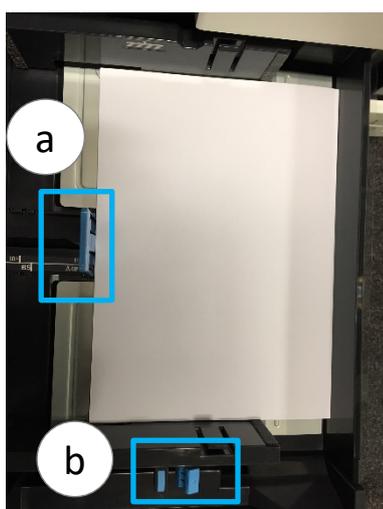
BLUE coloured components in MFDs indicate where you can replace consumable items such as **paper**, **toner** and **staples**.

Loading paper

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



1. Open the paper tray.
2. If there is a flipped up plate, push it downwards until it clicks.
3. Be careful not to touch the feeder roller or feeder film.
4. Each tray has **BLUE** guides (**a** and **b**) which help to keep the paper in place and prevent it from slipping.
5. Make sure the lateral guide (**a**) is set at the position correct for the size of paper you intend to load.
6. 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.



7. Place the paper into the tray, pushing it against the guide (**a**) making sure the paper is straight
8. Pull up the **BLUE** spring to allow you to move guide (**b**) and push it up against the paper to keep it in place. Release the spring once the guide is in position.
9. Make sure the **BLUE** guide (**b**) sits snugly against the paper. If you don't, the MFD may misjudge the paper size and cause a paper jam.
10. **Don't** fill the tray right up to the top marker - it is best to **leave a space** of a few millimetres.
11. **Note:** If you change the size and or type of paper in a tray you must tell the system. To do this tap **Paper** in **Copy** mode. Select the **tray** in which you have loaded the paper, tap **Change Tray Settings**, and adjust the paper type and format as appropriate.

Replacing toner

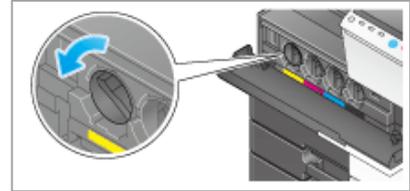
A message on the MFD's display screen will indicate **when** new toner is required, and - for colour devices - **which colour**.

Open the door on the front of the MFD to locate the toner. Remove any shield to toner section.

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. Unlock the old toner cartridge by turning it to the left or pushing the **BLUE** slider to the left (depending on the model).
2. Remove and set aside for recycling.
3. Shake the new toner cartridge and remove any seal.
4. Push the new toner in, lock it in place and close the door.



Black and White MFDs

1. Turn the toner cartridge to the left to unlock it, as indicated on the **BLUE** label.
2. Carefully slide it out and set aside for recycling .
3. Shake the new toner cartridge.
4. Place the new toner cartridge in the open slot and push it into place.
5. Turn it to the right as indicated on the **BLUE** label to lock it in place and close the door.



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

Replacement toner is ordered automatically and sent to the member of staff assigned to the MFD.

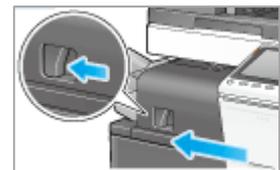
Replacing Waste Toner Bottle

You will be alerted if the Waste Toner Bottle is full. Open the door on the front of the MFD, unlock the Waste Toner Bottle and lift it out carefully. Place it in the plastic bag provided. Insert a new Waste Toner Bottle, push it in to lock it in place and close the front cover.

Replacing staples

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

1. Open the Finisher Unit on the MFD and look for the Staple Cartridge with the **BLUE** tab.
This might involve opening a door on the finisher unit at the side of the MFD or sliding along a door if the finishing unit is integrated into the MFD.
2. Pull out the Staple cartridge.
3. Holding both edges, lift the empty Staple Case and pull it out of the Staple Cartridge.
4. Mount a new Staple Case into the Staple Cartridge.
5. Push the Staple Cartridge until it clicks into place.
6. Close the Finisher Unit and allow the MFD to process the staples before using the MFD.



Troubleshooting

GREEN 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 **GREEN** labelled components in the section indicated on screen until you locate the jammed paper.
3. Use the **GREEN 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 out a sheet of paper by holding 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.
 - 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 are locked.
- Check there is no paper stuck behind a tray.
- Make sure you 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 using the paper from that tray 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 number and look up itraining.konicaminolta.co.uk

Reporting faults

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

1. Take a note of the **location** of the MFD and the **Serial Number** from the blue University IT Asset Tag on the front panel.
2. **Report an issue** with the IT Service Desk at MyIT, including as many details about the fault as you can.