

Specific company and revision information omitted for privacy

Technician Procedures Manual

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Revision Information

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About this document

Other product names mentioned herein are for identification purposes only, and may be trademarks of their respective companies.

This document is a controlled issue that supersedes all previous issues. Destroy and discard any previous copy dated prior to the latest revision number and publication date noted in the Revision Information Section.

Purpose

The purpose of this document is to provide the Technical Support staff with a clearly outlined general procedures document that should accompany any copies of documentation for all systems and hardware and should be referenced whenever required.

Technician duties

Technician duties are at the discretion of the IT Specialist and SMSIT/CECD Management and may periodically change. Duties include, and are not limited to, the duties outlined in this document.

Summary

Under the general discretion of the IT Specialist and Management, technicians will assist the IT Specialist and all staff, training centre clients and instructors, conduct technical support and general maintenance, enforce all policies, follow all procedures as specified verbally or in documentation from the IT Specialist or Management, ensure the safety and security of all equipment, open and close the training centre following security regulations and protocols, handle all inquiries in an appropriate manner, and contribute as a team member to the client driven focus of service and satisfaction.

Description of facilities

- Lab A115 is primarily used for full time web design and maintenance classes being taught on the PC platform. The exact number and type of workstations may vary periodically based on different program configurations and requirements. For specific technical details see Lab Hardware.

- During class time, physically inspect labs periodically in a not intrusive manner. This makes your presence known to instructors, clients and students.
- Any users that disrupt the labs during class time or ILT (ex. Swearing, loud continuous behaviour, etc.) must be asked to cease such actions – if they do not, then they must be asked to leave, if they refuse, security must be called. The name of the user, program they are registered in, and student number must be recorded. They will not be permitted access to the labs without prior consent from management.
- Any user that tampers with equipment must be asked to leave – if they refuse, security must be called.
- Visually check equipment and tidy up in each lab at the end of each class and at the beginning and the end of your shift. Note any irregularities and include the information in your email report to the IT Specialist. It is expected that the technician on duty has made every attempt to correct the irregularity.
- Visually inspect all occupied labs when your return from breaks or leave the area for an extended period.
- Lock the technician office when absent from the area and post a sign stating your location.

Opening and closing procedures

- When opening check that all printers have paper and are functioning properly.
- Before and after each class: prepare labs for classes and ILT time. Remove any debris that may be left behind by clients and students, clean off white boards if required, ensure that the over-head projectors are shut off after class.
- When closing ensure that all clients and students have left, all work stations are shut down, overhead projectors are off, white boards are clean, debris in the labs and technician office is disposed of, any personal items found in the labs are placed in the lost and found bin, any personal hygiene items found should be disposed of do to health concerns.

Lunch, coffee breaks and shift changes

- Breaks should be taken at times that are least disruptive to any on-going classes.
- Breaks should generally be every 2 hours during a shift. If a technician wishes to obtain food or a beverage to have during their shift then they must do so prior to the start of their shift or while on break, this may require that the technician arrive 15 minutes prior to the start of their shift.
- When taking a break you must advise all instructors that are conducting classes that you are taking a break and the time in which you will be returning to the technician office.
- Post an appropriate sign on the technician office counter indicating the time that you will be returning from a break (ex: Technician will be returning at 8:00pm, not Technician will be back in 15 minutes).
- At the start of your shift you are expected to report to the on duty technician or IT Specialist and inquire if your assistance is required with any ongoing issues, or if there are any ongoing issues.

Assisting instructors

During class time instructors will occasionally require assistance from the technician on duty. This should be carried out in a manner consistent with the client driven focus. Instructors are not required, nor expected, to diagnose or troubleshoot system or network related issues, the

- If the problem still persists then ask that the client or student use another workstation and be sure to tag the workstation and include the occurrence in your email report to the IT Specialist.
- If you are unsure about any other connection issues then consult the IT Specialist, if available, or next technician on duty.

Workstation imaging

At the end of each fulltime program the corresponding labs are re-imaged. This procedure is done by basically creating a new image from scratch, formatting the system drive, and copying or ghosting the new image to all of the workstations located in the corresponding lab.

The master images and exact methods used change frequently due to software updates and ongoing configuration and deployment projects therefore the exact methods utilized in re-imaging workstations are not discussed in this document. Under no circumstance is a technician permitted to attempt to re-image any workstation unless given prior consent from the IT Specialist.

General workstation maintenance

Technicians are expected to conduct some general maintenance and housekeeping in each lab throughout the week and on weekends. The maintenance and housekeeping tasks will include:

- Emptying the contents of the C:\temp folders on PCs.
- Cleaning all files off desktops on both PC and Macs under the CE login
- Cleaning out the Dock Trashcan on Macs and the Recycle Bin on PCs for all login accounts.
- Light dusting of all workstation cases, monitors, mice and keyboards. As well as cleaning the display screens with a cloth or paper towel dampened with spic and span cleaner.

Maintenance and housekeeping duties will vary and are generally assigned to specific technicians.

HP Color LaserJet CP6015xh maintenance and operating procedures

When using HP brand supplies, the printer automatically notifies the user when supplies are nearly depleted. The notification to order supplies allows time to order new supplies before they need to be replaced. For more information about ordering supplies, see the "Service and Supply Contact Information" section, page 16.

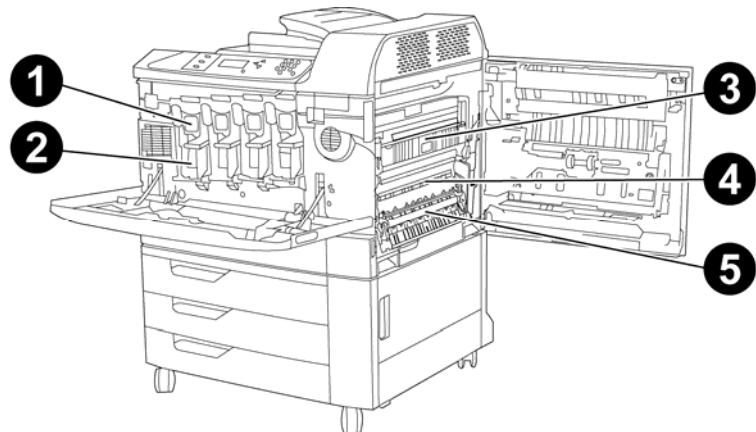
Locate supplies

Supplies are identified by their labeling and their blue plastic handles.

The following figure illustrates the location of each supply item.

Supply item locations

1	Print Cartridges
2	Image Drums
3	Fuser
4	Transfer unit
5	Transfer roller



Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when moving the printer to replace supplies.

- Allow sufficient space in the front and on the right side of the printer for removing supplies.
- The printer should always be located on a flat level surface.

For detailed instructions on installing supplies, see the installation guides provided with each supply item or see more information at www.hp.com/go/cljcp6015_software. When you connect, select *Solve a Problem*.

Approximate replacement intervals for supplies

Item	Printer message	Page count	Approximate time period
Print cartridges	REPLACE <COLOR> CARTRIDGE	Black: 16,500 Color: 21,000	Black: 3 months Color: 4 months
Image drums	REPLACE <COLOR> DRUM	35,000	
Image transfer kit	REPLACE TRANSFER KIT	150,000	36 months
Image fuser kit	REPLACE FUSER KIT	100,000	25 months
Roller kit	REPLACE ROLLER KIT	150,000	36 months

The above table lists the estimated replacement intervals for supplies and the control panel messages that prompt when to replace each item. Usage conditions and print patterns may cause results to vary.

Change print cartridges

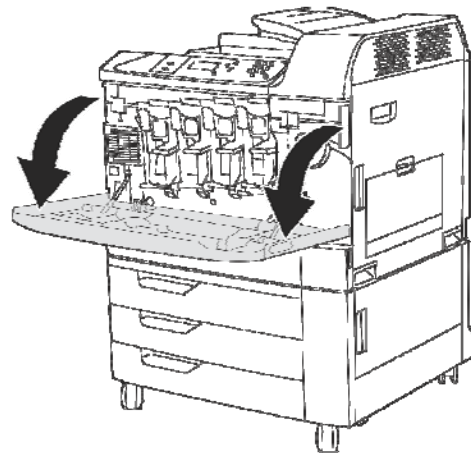
When a print cartridge approaches the end of its useful life, the control panel displays a message recommending that you order a replacement. The product can continue to print using the current print cartridge until the control panel displays a message instructing you to replace the cartridge.

The product uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

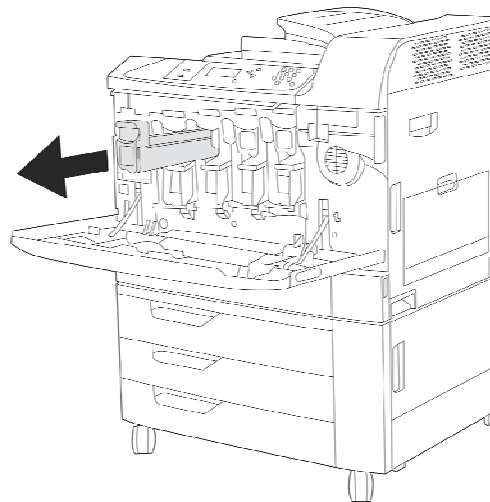
Replace a print cartridge when the control panel displays a REPLACE <COLOR> CARTRIDGE message. The control panel display will also indicate the color that should be replaced (if a genuine HP cartridge is currently installed). Replacement instructions are included in the print-cartridge box.

Replace print cartridges

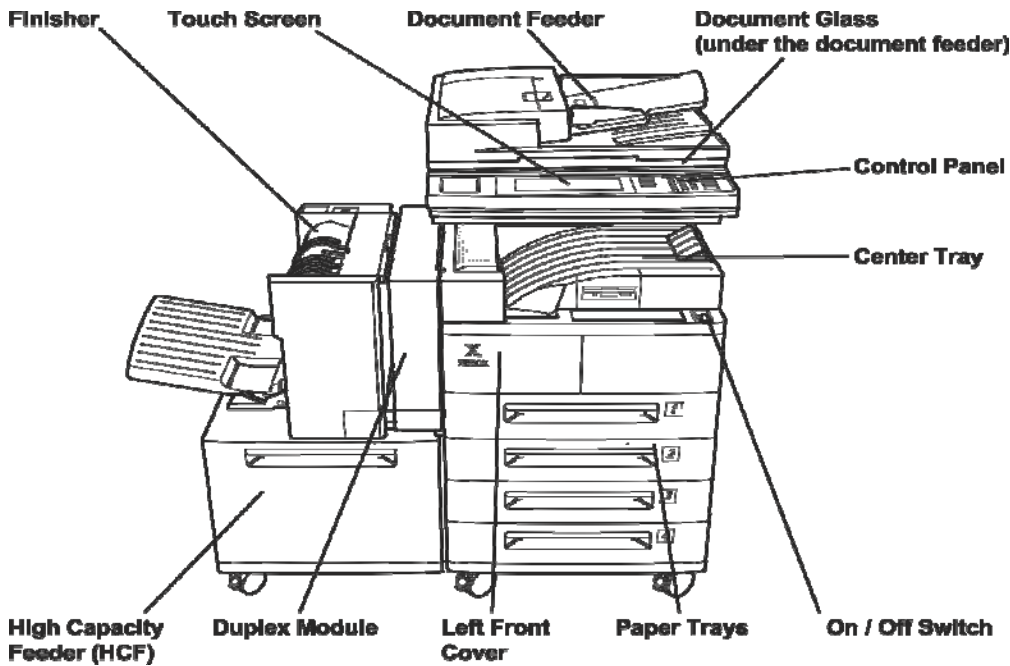
1. Grasp the grips on the sides of the front door and pull down to open.



2. Grasp the handle of the used print cartridge and pull out to remove.



Appendix A: Xerox Document Centre 430ST



Replacing the copy cartridge

The Copy/Print Cartridge is a customer replaceable unit. This assembly holds the dry ink for the DC440/432/420.

After approximately 14,000 copies the touch screen will display a message that it is time to order a new cartridge. When this message appears, make sure that a new cartridge is ordered. Do not replace the cartridge at this point wait until the replace cartridge message appears.

When ordering a new Copy/Print Cartridge, identify which Document Centre model you have. For assistance the product number will be displayed on the cartridge box. Cartridges for the DC440/432 and the DC420 are not compatible.

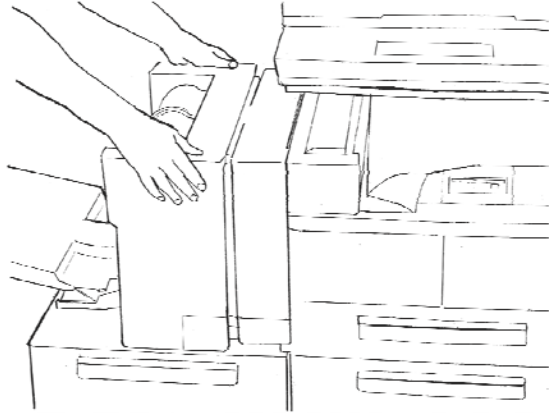
WARNING: Do not shake an empty cartridge or hold it close to you. Some dry ink residue might accidentally spill. Do not shake the empty Copy/Print Cartridge and return it to the machine to extend its use.

Removing the old copy cartridge

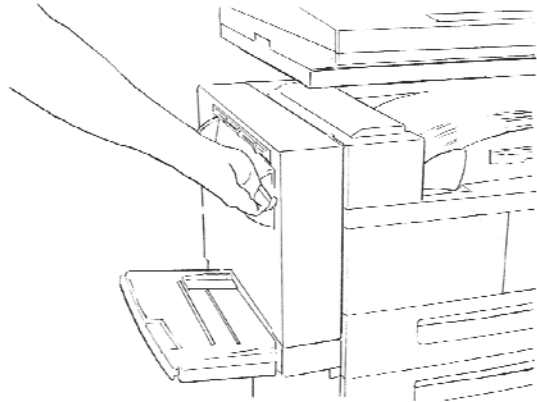
If the DC440/432/420 does not include the Finisher and/or High Capacity Feeder then ignore the first step.

Do not shake an empty cartridge or hold it close to you because dry ink residue might accidentally spill. Do not shake the empty Copy/Print Cartridge and return it to the machine to extend its use.

1. Slide the Finisher and/or High Capacity Feeder away from the machine.



2. To open the Duplex Module door, release the lever located at the front of the Duplex Module (optional on the DC420).



3. Release the handle to open the Upper Left Door.

