COLUMBUS STATE
C O M M U N I T Y   C O L L E G E

MFD General Usage Tips:

1. **After release a print job or start a copy job it is recommended that the job owner remains at the MFD until your jobs are completed**. If the printer malfunctions you are the only one that can cancel the malfunctioning job. No one else will be able to print or copy anything until the job malfunctioning job is cleared. If you are not available it will require a call to the Help Desk to clear the job from the printer queue.

2. **Loading Paper & Paper Storage**:
   A. Keep paper in wrapper, as paper collects moisture and unwrapped paper could increase jamming.
   B. Remove any sheets that are damaged or dog eared when loading paper.

3. **Document Handler Functionality**-load face up & select one-sided (default) or two-sided (document feeder will scan both sides at same time).

4. **Bypass tray**-face down, special stocks, 150 sheets.

5. **Supplies/staples:**
   1. Place call with Help Desk at 5050.
   2. Please provide the MFD'S Asset Tag number located below the KM logo on the front of the MFD.

6. **Paper:**
   - Departments will be able to order regular print paper by the box for next day delivery through Office Depot's office supply portal. Departments will be able to select from two new charge codes: one for paper used in the office for administrative purposes, the other for paper used to produce materials used in labs or for coursework.
   - Paper will be delivered by the box the next day in the office.
   - No more than 10 boxes should be ordered at a time, with a preference for only one or two.
   - Large paper orders (such as for labs) will continue to will be coordinated through Office Services and Jonathan Lipscomb.
   - Questions on how to use the portal for paper orders can be directed to *helpdesk@cscc.edu*

7. **Printer Support-Questions and Printer Issues**:
   1. Call Help Desk at 5050
   2. Please provide the MFD's Asset Tag number located below the KM logo on the front of the MFD's with a description of the issue and or question.

KONICA MINOLTA

Interactive Support Tools:

308e,368e,458e, 658e
http://kmbsmanuals.konicaminolta.us/bizhubc368/contents/contents/id04-_102554226.html

4052/4752
http://kmbsmanuals.konicaminolta.us/bizhub4752/en/Product-1/contents/id02-_102672253.html

c258, c308, c368, c458, c558, c658
http://kmbsmanuals.konicaminolta.us/bizhubc368/contents/contents/id04-_102554226.html

758, 808, 958
http://kmbsmanuals.konicaminolta.us/bizhub958/contents/index.html

c659, c759
http://kmbsmanuals.konicaminolta.us/bizhub958/contents/index.html

Regional Learning Center Supply Process

1. There is an onsite inventory of replacement toner in each Regional Learning Center. There is one cartridge / set of color cartridges for each model that is install in the RLC.

2. When the printer indicates that it needs toner replaced, you will use the onsite inventory to replace the empty cartridge.

3. Once you have used a cartridge you must place a call to the Help Desk-5050 to notify IT that you have used a toner cartridge. Once a ticket is created a replacement cartridge will then be put in the internal mail to re-stock your onsite inventory.---**Please note a ticket must be placed with the Help Desk to replenish your onsite toner supply.**