

## **Minor Repairs Procedure**

All minor repairs must be accompanied with a Service Request that has a first referral to Operations Support. The exception will be memory swaps which will have SANS as the first referral and Operations Support as 2<sup>nd</sup> referral.

### **CD Shredders**

CD Jams are the most common repair. If reversing the direction of the cutting mechanism doesn't clear the problem, gently remove the CD debris from the cutting mechanism. If necessary, use needle nose pliers to grab the CD debris.

### **Copiers**

Check for error codes in the LCD display. Research the error code in available manuals or on-line documentation web sites. If the repair is simple, attempt the fix using the directions found. If the repair is complex, report the problem to Copy Services, Michael McGovern, at 40632. Be sure to provide McGovern with the researched solution.

### **Faxes**

Reprogramming of the Date and Time on Faxes is needed after a power interruption. Check for error codes in the LCD display. Research the error code in available manuals or on-line documentation web sites. If the repair is simple, attempt the fix using the directions found. If the repair is complex, report the problem to Copy Services, Michael McGovern, at 40632. Be sure to provide McGovern with the researched solution.

### **Memory Swaps**

At the direction of a SANS technician, swap the appropriate memory into the chosen CPUs. Open the CPU and remove existing memory chips. Be sure to touch the CPU's metal surface to discharge any static electricity and stand on a non-carpeted (rubber mat) surface. Hold memory chips by their (non-gold) edges. Make sure the memory chip fits the slot configuration (by direction). Add the memory in the vacant slots and verify the new memory is seated properly. Restart CPU and check the software's listing for memory available to the system.

### **Paper Shredders**

Paper Jams are the most common repair. If reversing the direction of the cutting mechanism doesn't clear the problem, gently remove the paper debris from the cutting mechanism. If necessary, use needle nose pliers to grab the paper debris.

## Printers

Check for error codes in the LCD display. Research the error code in available manuals or on-line documentation web sites. If the repair is simple, attempt the fix using the directions found. If the repair is complex, report the problem to via the Service Request application and refer problem to SANS. Be sure to provide the SANS technician with the researched solution. SANS will fix or call in Printer Repair Depot.

Example problem: One cartridge not being seated properly for the HP Color printer caused a problem

## Wireless Keyboard and Mice

Battery replacements are the most common problem. Verify that the batteries are correctly installed in the wireless item.

After a battery replacement, wireless keyboards and mice **must be synched** with their appropriate receiving unit (base station) before they will communicate with each other. To do this, find the **CONNECT** button on both the receiving unit and the wireless keyboard or mouse. Press the **CONNECT** button on each item at the same time and hold for a count of 10 before releasing. Verify that the wireless item functions before returning it to service.