

Care and Maintenance

How to maintain your Smart Printer

Fix a paper jam

- Follow the instructions on the touch screen
- Take care not to overfill the paper tray as this is the main cause of paper jams

Replace the toner

When the toner gets low, a new toner will be ordered automatically and delivered to your superuser.

1. Open the front door or press the button beneath the touch screen
2. Remove the old toner
3. Follow the instructions provided with the new toner or on the touch screen
4. Close the door
5. The touch screen should display **Ready**

Add more staples

Contact the IT Service Desk to order more staples.

1. If you have a collator/stacker open a door at the front. If you have a convenience stapler open the flap at the side
2. Remove the staple cartridge
3. Insert a new staple cartridge
4. Close the door or flap

Report a problem

- Contact your department superuser in the first instance
- Alternatively, contact the IT Service Desk on 0116 252 2253 or email ithelp@le.ac.uk
- You will need to quote the last 4 digits of the Asset Number

