

# Troubleshooting FAQ

## Cleaning the glass

Use a soft cloth and a standard glass cleaner. Avoid spraying directly onto the glass. To prevent spotting dry with a clean, lint-free cloth.

## Black lines on copies

If you are seeing black lines on copies fed through the document feeder but not on the glass, try cleaning the document feeder slit glass. This is the narrow piece of glass to the side of the main glass. Clean with a soft cloth and if there is a stubborn spot try using your fingernail.

## Paper is jamming

Paper jams in the paper trays or document feeder are often caused by dust on rollers, causing the paper to slip. In most cases wiping the rollers with a slightly moist paper towel is all that is needed to remove the dust and prevent slipping. If the paper jams persist, a technician may be required to replace the rollers.

## Paper size mismatch

Not all copiers automatically detect the size of paper in the drawer. When printing, check to make sure the paper tray display on the front panel matches the size and orientation of paper in the drawer. If the sizes do not match, load the correct paper size or enter the correct size into the display. After loading paper, always make sure the paper guides are aligned tightly against the paper.

## Properly shutting down

Like a computer, a digital copier has a hard drive and software called an operating system. When turned off properly, the software files are closed and the hard drive is parked. If shut down improperly (such as turning off the main power breaker on the machine), data is lost, voltage levels fluctuate, and the hard drive comes to an unexpected stop. **Shutting down your copier improperly is like pulling the plug out of the wall while your PC is running.** This can result in hard drive failure, corrupted files, and unnecessary machine downtime.

## When all else fails

Like a PC, sometimes rebooting your copier will fix the issue. Before rebooting make sure to record any error messages or service codes. Then turn the power off, wait several seconds, and turn the power back on. Many times your problem will be fixed and you can continue productively. If the error returns, call for service.

To place a service call or order supplies and toner, call A&B Business at

**1-800-477-2425**