

Troubleshooting –

Problem - Lines on **copies** (but not prints) – Chances are good your scan glass is dirty, has whiteout on it, a piece of paper on it.

Solution – Clean scan glass with glass cleaner, make sure you get the slit glass as well. This is the long thin strip of glass to the left of the scan bed – when you use the document feeder, this is the only piece of glass the document comes in contact with and if there is a piece of hair on it, you will get a black line on your copies. A cotton ball and rubbing alcohol or alcohol wipes do a very good job on this.

Problem – Unit is making clicking noises

Solution – *Printers/Copiers* – when was the last time you changed the toner? Although most units have a warning message, often times someone will use the machine, clear the message leaving the next person to deal with it. If you don't see the message, you don't know it needs toner. Please check the toner before calling in a service call.

Plotters – You most likely just put a new toner into your unit, and now it's clicking – this is because during shipping/storage the toner settles to one end of the tube and becomes packed. To resolve this you will have to remove the toner (which you have already removed the seal on, so take a piece of packing tape and seal it up again) and smack the ends repeatedly with the heel of your hand, then shake it gently to move the toner around inside the cylinder. If you make sure you do this before you actually install the toner into the machine, you can avoid the whole problem to begin with.

Problem – Shut down error code will not vanish after I shut down the unit.

Solution – Sometimes (most times) just turning the machine off by the switch doesn't do the trick. You will need to do a hard reboot on the machine, which means cutting the power completely for a few minutes. Do not power the unit down first – the unit must be on in order for this to work. Now, unplug the unit from the wall, wait a minute, plug it back in, turn it on. If you still have the error code, please call service at 302-335-2510.

Problem – Faxes show received but didn't/won't print

Solution - Unit is most likely out of toner, replace toner and faxes will print.

Problem – Incoming/Outgoing Faxes not working

Solution – About 90% of the time, any issue with fax reception/sending has to do with the phone line. The easiest way to check this is to plug an old phone (non-digital) into the phone jack (wall) outlet. Then dial out and make sure someone picks up – if the line is clear, have that person call you back. (Calling your cell phone then calling back from your cell phone works) If the line is clear and accepts incoming/outgoing phone calls, please call service at 302-335-2510

When you call in for service, will need to know the following information:

Model of machine (ex - Canon IR C4080) and Lasertone identification tag # (LT...)

Error Code displayed (if present/ hit 'copy' if you do not see one on your current screen) and description of problem

Location of Unit (John's office, Warehouse..etc)

Please verify we have your current address if you have moved within the past year.

