F A Q’s
Frequently Asked Questions
For Colour Multi-function Devices
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Q. How do I photocopy single side documents?

A. Simply touch the **1 SIDED – 2 SIDED icon** (in orange), this will deselect the function and the machine will now perform SINGLE SIDE copying.
Q. How do I copy a Landscape document when I only have portrait paper in the trays?

A. Start by NOT selecting a paper tray. Leave the paper selection on ‘Auto Paper Select’ and the copier will perform an auto image orientation. The image will be rotated and printed onto the portrait paper correctly for you.
Q. How do I copy a book when I want it to copy onto separate pages?

A. Press the ‘Dup/Combine/Series’ icon at the bottom of the screen
B. Press the ‘Series’ icon
C. Select the Book – 1 Sided icon
D. Place your book on the glass face down with the centre of the book at the A4 mark. If the book is small, place the centre of the book at the B5 mark.
Q. How do I copy onto Transparencies using the Bypass Tray?

A. Firstly you **MUST deselect the 1 Sided – 2 Sided icon.** This will now make the Bypass icon active.

Place your transparencies into the Bypass Tray and you will hear the machine BEEP and select the Bypass icon automatically.

Press the **blue ‘#’** key to select special paper.

Select OHP transparencies and press ok.

You can also use this method to select thicker paper if printing onto cardstock or certificates.
Q. Why has the copy screen changed and where have the staple icons gone?

A. The MFD is in Simplified Display mode. Press the ‘Simplified Display’ button at the bottom right of the MFD console and the screen will return to its normal display mode.
Q. How do I print a document in colour?

A. Click on the ‘properties’ button. This will then display the printer driver properties pop-up box.

Click on the colour mode drop-down box and select Colour and ok.
Q. How do I print a Booklet?

A. To produce an **A5 Booklet** - In print properties click on the **Duplex** drop-down menu and select **Booklet**.

** you will need a paper tray in landscape position to produce A5 booklets.

![Image of print properties settings]

B. To produce an **A4 Booklet** follow the same steps as above and in addition simply tick the **Non-Reduction Booklet** check box and this will instruct the machine to use A3 paper.

** you will need a tray of A3 paper to perform this.
Q. How do I print confidential documents using Locked Print?

A. Click on printer properties and select **Locked Print** from the Job Type drop-down menu.

Click on **Details** and enter your name and password and **OK** (password must be numeric)

B. At the MFD press the Printer function key on the left side and press **Print Jobs**.

Select your print job (highlighted in orange) and press the print icon.
Q. How do I cancel a print job from the MFD?

A. Press the Printer Function Key on the left of the console

Then press the **Job Reset** icon and **Reset Current Job**
Q. How do I check the status of my fax?

A. Press the ‘Change TX/Info’ icon at the top of the screen.

B. Press the ‘Check/Stop Trans File’ icon and this will display a list of the faxes currently in the machines memory to be sent or sending.

C. To delete a fax simply highlight the fax and press ‘Stop Transmission’.
Q. How do I fax double sided?

A. Select the ‘Original Feed Type’ icon on the left side of the touch screen.

B. Change from ‘1 Sided Original’ to ‘2 Sided Original’ and press OK.
Q. How do I scan double sided?

A. Select the ‘Original Feed Type’ icon on the left side of the touch screen.

B. Change from ‘1 Sided Original’ to ‘2 Sided Original’ and press OK.
Q. How do I scan in colour?

A. Select the ‘Scan Settings’ icon on the left side of the touch screen.

B. Select any of the 3 Colour Scanning icons and press OK.
Q. Why doesn’t my scan send straight away when I scan from the glass?

A. A **60 second timer** will appear at the top of the screen. This is to allow the user to place another original on the glass and press the **START** key and the machine will scan and include with the previous page.

If you have finished scanning your document from the glass simply press the ‘#’ **key (blue button on the right)** and this will send the document straight away.
Clearing Paper Jams

If you experience a paper jam, please refer to the MFD screen as it will guide you to the area where the jam is accruing as well as a step by step process for retrieving the paper.

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*** Important Facts ***

Do NOT turn the machine off directly at the power point.

Please hold the Main Power button on the MFD for several seconds then release. This will power off the machine when required.

If a full power reset is required please follow the above steps then turn off the red power button covered by a clear plastic door.
For support and assistance with your Multi-function Device, please contact ext. 57243