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1A

Identify and access business equipment or resources

The type of business equipment in an organisation will depend on the kind of business carried out.

For example, a call centre has to have a very high-quality telephone system. A company with a fast copying service needs lots of up-to-date photocopiers.

The following is a list of the common types of office equipment found in most businesses.

Photocopiers

These machines make copies of documents.

Fax machines

These are used to send written messages, forms, pictures and diagrams to people outside the organisation.

Telephones

These are for communication inside and outside the organisation.

Printers and scanners

These machines print and scan copies of documents.

... continued



Binds documents

Belinda binds documents using a binding machine.



Telephone

Belinda answers the telephone.

Understand legislation

When using business equipment and resources, you need to be sure that you are following any legislation or guidelines that governments have put in place.

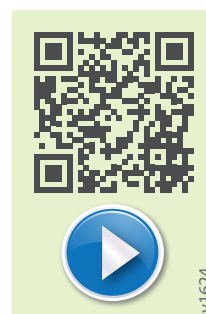
You don't have to know all the laws, but you do need to know the types of things you must comply with, as your organisation can be held liable for any difficulties that arise if you have not followed procedures correctly.

The cover sheet usually contains the name of your organisation, its address, telephone and fax numbers. The person receiving it then knows who the fax is from.

Before you send the material, make sure you have the correct number of pages.

On the cover sheet, you need to fill in:

- the name, company and fax number of the person you are sending the fax to
- your name (or the person who has asked you to send it for them)
- the date
- the number of pages you are sending (including the cover sheet).



Resources for a printer

Toner is the name for the powdered ink used in printers, scanners, photocopiers and fax machines. It is contained in plastic cartridges.

If the ink on the page looks faint, it is time to change the toner. Follow the instructions to know what to do. Also follow the work health and safety rules, such as wearing gloves.

However, if you are a new worker, you will probably not be expected to change the toner.

The resources you may be using with a printer are:

- paper
- envelopes
- labels
- toner



Turning it off

Follow shutdown procedures

Different types of equipment may require you to follow certain steps when shutting down.

This may be to allow a machine with a memory chip to go through a programmed sequence of steps that allow essential information to be stored and prepare it for the next start-up; computers and some printers and photocopiers are examples.

In other cases, predetermined shutdown procedures may be required to protect sensitive parts from damage due to overheating.

Once again, follow the manufacturer's instructions or your workplace procedures for shutdown. If you are uncertain, contact the person responsible for maintaining the equipment or talk to your supervisor.

Keep equipment clean

Everyone who uses it is responsible for keeping office equipment clean. You can wipe a soft brush or cloth over the equipment when you have finished using it. Use recommended cleaning materials only. Make sure you know where they are kept.

An important rule is never to eat or drink near the office equipment.

Enlarge

This makes the copy bigger than the original. The button is sometimes called 'Zoom'.

Reduce

This makes the copy smaller than the original. The button is sometimes called 'Minimise'.

Cassette

This is the tray that holds the paper.

Paper jam

This is when paper gets stuck in the photocopier and stops it from operating.

Serial number

This is the number the manufacturer has given to that particular machine. You have to give it to the person who services the photocopier. It is usually found on a label under the glass plate or on the lid.

2B

Use a fax machine

'Fax' is a short word for 'facsimile'. The word 'facsimile' means 'exact copy'. You use a fax machine to receive and send written messages, forms, pictures and diagrams to people outside an organisation.



Many organisations now use email more than faxing. However, fax machines are still common. One reason is that a signed fax is often acceptable while an electronic signature is still not accepted by some businesses.

Fax machines differ according to their brand, but generally have the following features:

- Trays to hold paper – for sending and for receiving
- A display area – to show whether the fax is being sent
- Number keys
- Start/stop buttons

What can a fax machine do?

Sending a fax is a bit like making a telephone call. The fax machine uses telephone lines to send and receive copies of documents.

To send a fax, you must know the person's fax number. This is often similar to their telephone number. Sometimes it is the same number. Be careful to check.

Your trainer will tell you which features you need to know about and will show you how to operate the machine. Remember to ask questions, write things down and check your notebook if you are unsure of anything.

3

Press the 'Start' key

Press the 'Start' key. The document will slide through the fax machine page by page. The machine scans the document into its memory. The machine then dials the receiver's fax number. The fax (which is a copy of the document you are sending) then appears on their fax machine.

Example: administration assistant fixes a fax machine fault

Belinda's supervisor asked her to send a three-page fax. She prepared the fax cover sheet and placed the four pages neatly into the paper holder of the fax machine.

Then she dialled the receiver's fax number and pressed the 'start' button, but one of the pages got stuck as it was going through the machine.

This had happened before and Belinda knew the instruction manual said not to turn off the power. So she was very careful when opening up the control panel to see where the paper had jammed. This area got very hot.

She followed her supervisor's instructions for removing paper that had got stuck. In the end, she needed to remove the paper trays as well as opening the control panel.

Belinda then told her supervisor about this problem and also the person responsible for looking after the fax machine.

Example: parts of a printer

Printers all have similar features, but these may be located in different places on different brands and models of machines. Some offices have a number of different printers. Below is a typical office printer.



What can you do about printing faults?

There are a number of reasons that you might have a printing problem.

Common issues that you may have to address if something goes wrong are shown here.

Cancelling printing

You may need to cancel the printing – stop printing. For example, you may have wanted to print only one page of a 20-page document, but you accidentally selected the whole document to be printed.

The way you cancel a print job is different for different types of printers. You may be able to go to the printer and press the ‘Cancel’ button or you may be able to stop the printing from your computer. You need to find out how to do this. Write it in your notebook.

Paper jams

You may need to remove a paper jam – a message saying ‘Remove paper’ or similar will pop up in the display area on the printer. Follow your organisation’s procedures for doing this. You may have had training to do it yourself or you may have to report it to someone more experienced.

Paper jams often occur when the paper isn’t placed correctly in the tray. Usually you remove the tray and carefully take out the paper that is stuck. You may have to open the back cover to remove the paper. Be careful, as this area may be very hot.

Example: the phone system in Belinda's workplace

Each staff member at Bayview Shire Council has their own phone and extension number. Belinda's extension number is 263 and her supervisor's is 260.

When a phone call comes in, the receptionist greets the caller and puts them on hold.

The receptionist then dials the extension number of the staff member the call is for. She tells this person who is calling and the line number of the call.

The staff member then presses the correct line number on their own phone to take the call.

This is what the receptionist's telephone looks like at Bayview Shire Council. It is really a phone combined with a switchboard.



Hands-free

This is when talking on the phone using a small speaker and microphone, usually worn on your head like a headband, so you don't need to hold the phone receiver.

Teleconference

This is when people in different locations have a meeting linked by telecommunications equipment, such as the telephone or television.

Line

A line is a connection from one phone system to another. If the receptionist gives you a line, they are giving you a connection between the office system and the outside system. Sometimes you can get an outside line by pressing a particular key.

How do you operate a telephone system?

When you start work, your supervisor will explain how to use the telephone system. Most organisations ask people to answer the phone promptly. This means not letting it ring more than about three times.



Most staff members have a telephone at their desk. If the phone is connected to a switchboard, you need to press one of the keys first before you can call someone outside the office. This gives you a line. When you hear a dial tone, you can dial the number for your call.

What can binding equipment do?

Each type of binding machine produces its own type of binding. The different types of bindings vary in how much they cost, how easy they are to make and how strong and long-lasting they are.

Here is some of the equipment used for binding and an explanation of what each one does.

Stapling machine (stapler)

Staplers can be manual or electric. Stapling can also be one function of a photocopier.

Staples are available in various sizes. If you have a lot of pages to bind together, you need large, strong staples.

Hole-punching or paper-drilling machine

You can use a small manual hole-punching machine to punch holes down the side of a document. Then you can place it in a ring binder.

If there are a lot of copies to make and the pages are very thick, some organisations use an electric paper-drilling machine.

You can adjust some hole-punchers to punch two, three, four or five holes in a page.

Heat binder

An electric heat-binding machine uses heat to bind a document between specially glued covers. The finished product looks very professional.

Comb binder

This binder uses plastic or wire binding combs to join pages together. Workplaces usually put a plastic cover on the front and a thick card on the back.

Reports are often bound this way.

Here is more about using a shredder.

How to use a shredding machine

Step 1

Turn the shredder on.

Step 2

Take a few pages at a time and feed them slowly into the machine. Generally, you should only try to shred about five pages together.

Step 3

The machine will cut them into narrow strips.

Step 4

When the attached bin is full of shredded paper, turn the shredder off and lift the top off. Do this carefully because the top may be heavy.


Step 5


Empty the bin into the recycling bin or rubbish bin as instructed.

Part B


1. Imagine you have been asked to print pages 1–5 of a document called 'Bayview Shire Council Report'. You need to print five copies. Before you print the document, check in the dialog box below that you have selected the correct page numbers and the right number of copies.

Print


 Copies:


Printer  KONICA MINOLTA MainPri...
Ready [Printer Properties](#)


Settings


 Print All Pages
The whole thing


Pages:


 Print on Both Sides
Flip pages on long edge

 Collated
1,2,3 1,2,3 1,2,3

 Portrait Orientation

 A4
21 cm x 29.7 cm

 Custom Margins

 1 Page Per Sheet

[Page Setup](#)

- a) Have you selected the correct pages to print?

- b) Have you selected the correct number of copies?

Topic 3

Maintain equipment or resources

You have learnt how to use the most common kinds of business equipment. You should also understand what faults you can fix yourself and what problems you should report to other people. This chapter looks at how to care for the equipment and resources; that is, how to maintain them.

Equipment and resources that are carefully maintained are easier to use and they have fewer problems with faults. This means the workplace runs more efficiently. People do not have to wait for repairs to be done. Jobs are not delayed because the workplace has run out of resources. People can do their jobs more quickly. So the workplace saves time and money.

In this topic you will learn how to:

- 3A Maintain equipment or resources
- 3B Undertake equipment maintenance
- 3C Maintain equipment or resources records
- 3D Store equipment and resources

Maintain a fax machine

A fax machine must be kept clean in order to operate efficiently. If you are responsible for cleaning the machine, follow the instructions carefully.

Here are some guidelines for maintaining and cleaning a fax machine.

Clean the machine regularly

Clean the machine regularly. Before doing any cleaning, switch the power off. Use a soft cloth dampened with a little water to wipe the outside of the machine.

Clean the glass regularly

Clean the glass regularly. Open the control panel to clean the scanning glass. If this is dirty, the documents you send will be dirty as well.

Use the correct paper

Use the correct paper. Using the wrong paper can cause the machine to jam. Use good-quality plain paper. Do not use paper that is wrinkled, creased, coated, curled, torn or very thin. This may get stuck in the fax machine.

Replace the toner

Replace the toner when it runs out. Open the cartridge cover. Remove the old cartridge. Take the new toner out of its bag and place it into the machine. Repack the old toner in this bag. Use gloves because toner is poisonous.

Example: maintenance program checklist for office equipment

This is the maintenance program checklist that Belinda uses at Bayview Shire Council for its office equipment.

Office equipment – maintenance checklist	
Photocopier	Check paper regularly
	Make sure paper is separated before placing in tray
	Replace toner cartridge when necessary
	Replace used toner cartridge in correct box
	Clean glass plate regularly
	Ensure machine is free from dust – clean weekly
Fax machine	Check and replace toner cartridge when necessary
	Check paper is stored correctly
Printer	Make sure paper is separated before placing in tray
	Replace toner cartridge when necessary
	Clean wires with cleaning brush – weekly

Keep a logbook

The workplace needs to keep a record of when equipment is serviced and what type of repairs the service people have carried out. This information is kept in a logbook.

Learning checkpoint 3 Maintain equipment or resources

This learning checkpoint allows you to review your skills and knowledge in maintaining equipment or resources.

Part A

1. Explain the kind of maintenance that keeps a photocopier in good working order.

2. If you were using new machines, what would you look at first to find information about changing the toner or replacing the paper in a printer or photocopier? What would be your second choice for getting information?

Part C

Read the scenario, then answer the question that follows.

Scenario

Vakuna Clothing Company has just moved its office to a new building. It has to decide where and how to store its equipment and resources. It is an open-plan office. That means people work in a big, open space. There are three small rooms. One of these is for the manager to use for private meetings.

The equipment and resources include:

- the latest model photocopier – this will get a lot of use, as the company frequently sends out order forms and notices to its many customers
- many boxes of paper in both A4 and A3 sizes and also many colours
- a new fax machine – this will be used by Kate, who is responsible for sending all faxes
- boxes of toner cartridges for the machines.

Imagine you have been given the task of deciding where everything should be located or stored. Where would you put the equipment and resources listed above?

