



# Ethiopian TVET-System



## **BASIC CLERICAL WORKS LEVEL-I**

**Module Title: Using Business Equipment and Resources**

**TTLM Code: EISBCW1 TTLM0919V1**

**This module includes the following Learning Guides**

**LG22: Select equipment or resources**

**LG Code: EISBCW1 MO7 LO1-LG22**

**LG23: Operate Equipment**

**LG Code: EISBCW1 MO7 LO2-LG23**

**LG24: Maintaining Equipment/Resources**

**LG Code: EISBCW1 MO7 LO3-LG24**

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<b>Instruction Sheet</b>	<b>Learning Guide #22</b>
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Identifying and accessing **equipment or resources**
- Estimating quantities and resources to complete task.
- Checking equipment for serviceability

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- **Business equipment or resources** required are identified and accessed to complete task under direct instructions
- Quantities and resources are estimated correctly to complete the task
- Equipment is checked for serviceability in accordance with **equipment instructions**

#### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described
3. Read the information written in the “Information Sheet”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks”.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check).
6. Submit your accomplished Self-check. This will form part of your training portfolio.



## 1.1 Type and Purpose of Business Equipment

### Business equipment May include but not limited to:

- Fax machine
- Telephone system including answering machines
- Printer
- Photocopier
- Shredder
- Binding equipment

Equipment may be categorised into routine or non-routine office equipment. The above list falls into the category of routine equipment, which is covered in this module.

We will now look at the main types of routine office equipment in more detail, and then we will look at other types of office equipment you may be required to use.

### 1.2 Facsimile Machine



The facsimile machine (commonly referred to as a 'fax' machine) is used to transmit a copy of a document to someone located in another location, which also has a fax machine. The message is transmitted via a telephone line. Most organisations have a dedicated fax line so as to not hold up their incoming or outgoing telephone calls. However, you can have one phone line that is used for both the fax and the telephone.

### 1.3 A fax machine can transmit:

- ✓ Photographs, drawings and other illustrations
- ✓ Typed documents
- ✓ Handwritten messages

A fax machine can also be used as a photocopier by placing the document in the machine and pressing 'Start' or 'Copy'. A copy of the document is made without transmitting it to another location.

### 1.4 Using a Fax Machine

- ✚ The sender feeds the original document into the fax machine at their end.
- ✚ The sender keys in the fax number for the receiver (this may be the same as the receiver's telephone number; however, you need to check with the receiver).
- ✚ The sender presses 'Start' on the fax machine and the paper is automatically fed through the fax machine as its image is scanned.
- ✚ The original page remains at the sender's end.
- ✚ The receiver's fax machine starts to print an exact image of the original document.
- ✚ A report can be printed by the sender to confirm the document has been received by the receiver and the receiver can print a report to confirm the message.

### 1.5 Telephone System



The telephone system will vary from organisation to organisation. Small businesses may have one incoming telephone line and one handset through to several incoming lines and several handsets. Large organisations may have an electronic switchboard or software program that enables all telephone calls to be managed via a computer.

To operate any telephone system effectively in the workplace, you should learn how to:



- Answer the telephone
- Put incoming calls on hold
- Recall incoming calls from the hold position to retrieve the caller or transfer the call
- Transfer calls to another phone extension
- Pick up calls in a group from any extension
- Make outgoing calls

Some telephone systems enable you to use a loud speaker or headset and microphone so you can make calls without the need to hold the handset. This is extremely useful for operators that need to use their hands to enter data into the computer whilst they are on the telephone.

## 1.6 Answering Machines and Voicemail

Answering machines are small devices that can be separate to the telephone system or built into the telephone system. The answering machine is connected to the main telephone handset or the night switch. The answering machine is used for two main reasons:

- **To advise *callers* that the telephone is unattended and to leave a message**
- **To enable *callers* to leave a message when the telephone is unattended.**



The owner of the answering machine can record an outgoing message that advises callers that the phone is currently unattended. This practice is used today by many businesses and homes. Callers to unattended telephones have accepted the practice of listening to a recorded message and then leaving a message for the receiver to return their call.

Answering machines enable clients to call your business after hours and leave a message that can be attended to the next business day. Messages may also be left by staff if they are running late for work or if a manager needs a task to be performed before they arrive to work.

Voicemail is similar to an answering machine except that callers are able to leave a recorded message on individual staff member's telephones or direct lines. Each member of staff is able to record an outgoing message on their own handset for their callers to hear. This is a useful device to use in a large organisation as the receptionist is free to attend to other incoming calls and personal callers and

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telephone callers can call or be put through to the direct line for the receiver and leave a message.

## 1.7 Printers



Printers are used to reproduce documents created, retrieved or received via a computer. A printer can be used to print a word-processed document, a worksheet in a spreadsheet program, database report, presentation slide, email, or information from the Internet. Where a computer has facsimile software installed, the computer can be used as a fax machine and the printer can print a copy of all fax messages sent and received.

Printers can be:

**Impact printers**, such as dot matrix, where letters or characters are produced through a series of dots printed onto the paper. Impact printers tend to be noisy but are inexpensive to operate and maintain.

**Non-impact printers**, such as a laser printer, where powder is discharged from a cartridge inside the printer to make up the characters or letters to be printed; an ink-jet printer (or bubble jet), where ink is discharged onto the paper to create the letters or characters. Non-impact printers are more expensive to maintain and operate than an impact printer and they provide a good result.

Printers can print black images or full colour images. Printing in colour can be expensive so you should be very careful when printing in colour to ensure you are not wasting the ink or toner.

## 1.8 Photocopier

Photocopiers are used to make copies of:

- Documents that may need to be read by more than one person
- Pages from books or journals
- Articles from newspapers
- Fax messages received on thermal paper.





**Photocopiers can be basic** – providing an option to produce a copy of the document in its original form. Photocopiers can also offer a range of other options. You can use a photocopier to:

- Enlarge an image
- Reduce an image
- Sort a document of many pages into sets or separate duplicates of each page
- Staple documents
- Produce a document printed on both sides of the page
- Produce a document in colour.

All users of the photocopier should be aware of the Copyright Act (1968) Commonwealth, which stipulates the rules for copying works produced by other people, such as authors, artists, animators and designers.

### 1.9 Shredder



There are often many confidential documents printed in an office. When the organisation wants to get rid of these, they use a shredder, rather than placing them in the rubbish bin or the recycled paper bin. The shredder cuts these documents into very thin strips that are hard to read.

Follow safety procedures when operating a shredder. Be very careful. Keep your hair and clothes away from the shredder as they may get caught. Don't put your hands anywhere near the slot where you place the paper.

To shred paper, take a few pages at a time and feed them slowly into the machine. Generally, only five pages are the most you should put in at a time. The machine will cut them into narrow strips.

When the bin is full of shredded paper, turn the shredder off and lift its top off. Do this very carefully because the top is very heavy. Empty the bin.

### 1.10 Binding Equipment

There are lots of different ways you can join paper to make a book. A quick and easy method is to use staples, paper clips or fold-away clips.

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However, you may be asked to present the material in a file or put covers on it to make it more secure and give the document a more professional look. When material is bound, it becomes stronger, which is important if a lot of people are handling the material. You can bind pages with special binding machines.

Organisations will have a range of binding equipment depending on the number of documents that need to be presented in this way.

➤ **Stapling machine**

A stapling machine can be manual, electronic or part of the function on a photocopier. Staples are available in many thicknesses. If you have a lot of pages to bind together, you will need very strong, large staples.

➤ **Hole punch or paper drilling machines**

Using a small manual hole puncher, holes can be punched down the side of a document so it can be placed in a ring binder. If there are a lot of copies to make, and if the pages are very thick, some organisations use an electric drilling machine. Hole punches can sometimes be adjusted 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**

A comb binder uses plastic or wire combs to join pages together. A plastic cover is often used for the front, and a thick card for the back. Reports are often bound using a comb binder.







➤ **Guillotine**

A guillotine is used to trim the edges of a document before binding it or to cut pages to a particular size.

<b>Self – Check- 1</b>	Written Test
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

1. Explain the type and purpose of business equipment? 2 points.

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<b>Information Sheet 2</b>	Estimating quantities and resources to complete task
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**2.1 Maintaining equipment or resources to support completion of tasks**



When working with office equipment, you may experience minor problems. The problems that occur may be due to lack of a routine maintenance procedure for the equipment, such as cleaning the equipment, overuse of the equipment, faulty feeding of paper into a copier or printer, mishandling or improper use of the equipment.

Not all equipment faults require you to call in the service technician – most faults can be rectified by referring to the manufacturer’s operating manual or asking other more experienced staff to assist you.

When you have worked in an organization for some time, you would be expected to be able to rectify the faults on your own, however, as a new employee, do not be afraid to ask for assistance. You will find that your supervisor would prefer you to report the fault rather than waste time unnecessarily by trying to figure out what to do. When you do ask for assistance, be sure to observe how that person rectifies the problem.

In this section, we look at the different equipment faults to enable you to recognize minor faults, which you may be able to rectify and major faults, which require you to call in a service technician. This section also looks at the routine maintenance procedures that should be undertaken to extend the life of office equipment and keeping adequate records.

## 2.2 Identifying Minor Equipment Faults

Minor equipment faults are the faults that can be rectified by general office staff through reference to the operation’s manual. When you have been using equipment for some time, you will learn to quickly identify the fault and take the most appropriate action immediately.

When you first start working in an office environment, you can be unsure about rectifying minor faults as they occur. Your confidence will build with practice or by watching others rectifying minor faults.

### 2.3 Minor faults may include:

- ❖ **Photocopier** – marks on the copy, jammed paper, paper tearing as it moves through the copier, and toner in low supply
- ❖ **Facsimile machine** – incorrect number, document not transmitted to the other party, the receiver receives a blank page

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- ❖ **Telephone** – voicemail message is not recording incoming messages
- ❖ **Computer printer** – jammed paper, toner in low supply
- ❖ **Stapler** – jammed staples.

## 2.4 Troubleshooting minor equipment faults

Fault	Possible Solution
<b>Photocopier:</b>	
Spots or marks on the copy	Check the glass to see that it is clean. If not, clean with a special cleaner and use a soft cloth.
Jammed paper	Look at the display screen to locate the jammed paper. Open that section and remove the paper.
Paper tearing	Remove the paper and if necessary, reset the paper feed guides on the tray.
Toner low	Fill up the toner with correct powder or replace the toner cartridge.
<b>Facsimile machine:</b>	



Incorrect number for the receiver	Check you have the correct fax number and try again. You may need to telephone the organization to check the number.
Document not transmitting	Try again. If it is still not transmitting, call the receiver and ask them to check their machine for paper out, paper jam etc.
Blank paper received	Paper could have been inserted the wrong side up at the sender's end or If your fax machine uses thermal paper, the roll may be feeding in the wrong way up (it only prints on one side).
<b>Telephone:</b>	
Voicemail message has disappeared	System may have been shut down and you therefore need to record your message again.
<b>Printer:</b>	
Paper jammed	Check the display for the error message and search for the paper. Remove all parts of the paper as any stray pieces could block the pathway for paper feeding through.
Error message	This could be due to low toner or someone has set their paper source tray for Manual Feed and not automatic. Press continue button if available.
Toner is dropping on the page during printing	Replace the toner cartridge as it is getting low or it is a recycled toner cartridge with a poor seal.
Printer not printing	Check the online button as it should be on.
<b>Stapler:</b>	
Jammed staples	Remove staples from the stapler – a staple remover is good for that – reload the staples and try again.
Staples not inserted correctly or completely into the paper	Remove staples from page using a staple remover – reload stapler with staples – place document on the table and try again.



## 2.5 Refer to Manufacturer's Guidelines

The first stage of 'troubleshooting' is to refer to the instruction manual or the manufacturer's guidelines.

Some **photocopiers** provide you with an image of the copier on the operation panel and display the area in which the problem has occurred. You then need to open that part of the machine to find the cause of the fault.

With a **printer**, a message may be displayed advising you of the type of error or code for the error. Look up the error code in the manufacturer's guidelines for instructions to rectify the fault.

The **telephone** may have a display panel or flashing light to advise you of a problem. If your telephone was no longer recording voicemail messages, it may be due to the system being shut down for a short period, which has caused all voicemail messages to be deleted. The manufacturer's guidelines would assist you to rectify the fault.

## 2.6 Major faults

Major equipment faults may occur due to faulty equipment, incorrect maintenance procedures or just bad luck. Major equipment faults may include:

- ❖ *Complete shutdown – equipment won't work:* refer to the manual. If you are unable to rectify the problem, turn off the equipment and place a call to the technician.
- ❖ *Black lines appearing on the page when using the photocopier:* stop using the photocopier as the drum may be scratched and place a call to the technician.
- ❖ *Strong fumes, smoke or sparks coming from the machine:* stop the machine immediately, turn it off at the power point and remove the electrical cord. Check for fire and immediately report the problem to a supervisor or fire warden.

### ➤ Reporting Major Equipment Faults

Some organizations may have an internal technician to fix equipment as required or all servicing and repairs of equipment may be carried out by external service technicians.

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If equipment is under warranty, the supplier of the equipment will arrange to have the equipment serviced, as per the warranty agreement.

<b>Self – Check- 2</b>	Written Test
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

1. What are the Identifying Minor Equipment Faults? 10 points

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Information Sheet 3	Checking equipment for serviceability
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### 3.1 Checking equipment for serviceability

**Equipment instructions may include:**

- ❖ manufacturers guidelines
- ❖ OHS guidelines and procedures
- ❖ procedures manual
- ❖ training notes

All the equipment in your workplace will come with its own Instruction Manual. This booklet should have step-by-step instructions on how to use it. These instructions should also allow you to check whether or not a piece of machinery is working correctly. This is known as serviceability.

An instruction booklet will show how to use the equipment, such as where to put the paper and how to select the different print or copy options. These diagrams can be difficult to follow, so watch carefully when your supervisor demonstrates how to use the equipment. When you are being trained, ask questions if you don't understand anything. It's a good idea to have a notebook and write in it the steps you have to take, or any suggestions the trainer gives you.

Draw a diagram to help you remember. Keep your notebook handy so you can easily refer to it. Many organizations display a 'How to Use' sign near the equipment. This tells you the steps you take to operate it and what to do if it breaks down. Often there are pictures that show how to use the equipment. Practice using the equipment. You will get better as you gain more experience.



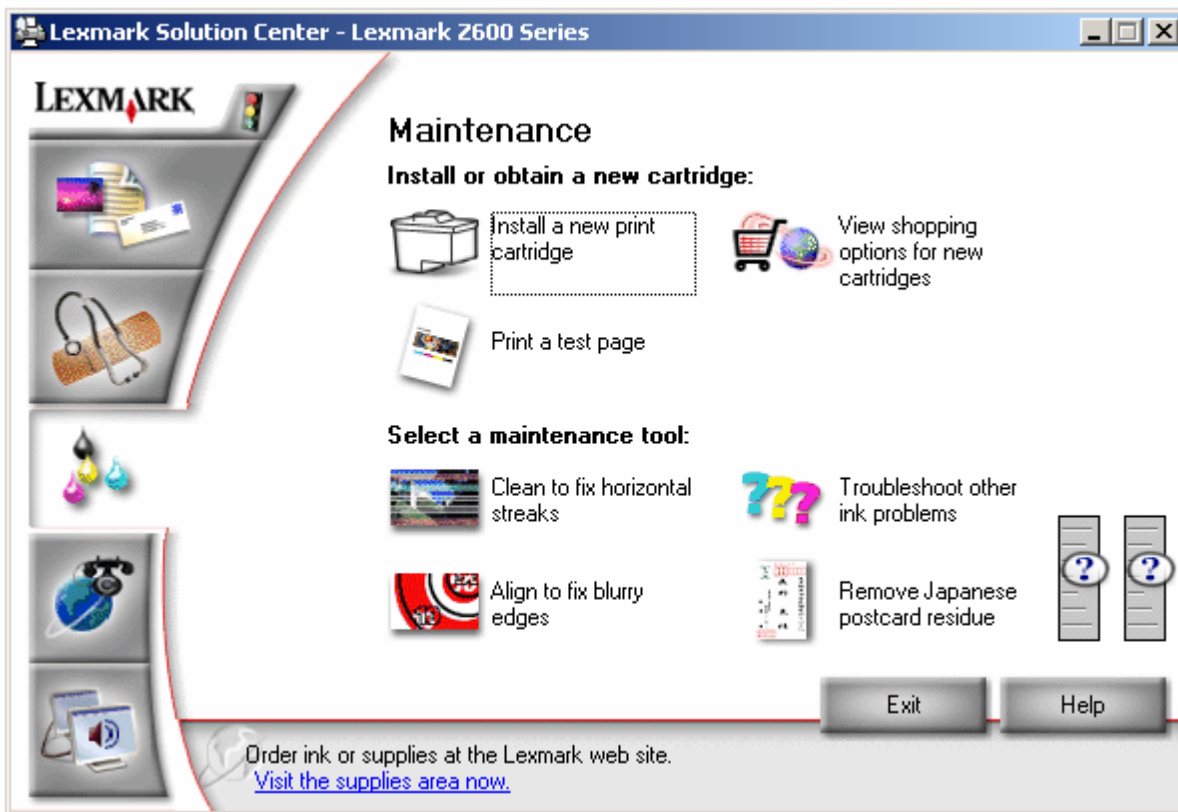


An important aspect of serviceability is keeping a machine clean. Every piece of machinery will have its own cleaning instructions that are specific to the equipment, however there are some general rules that you should follow.

Remember that it is everyone's responsibility to keep the office equipment clean. You might wipe a soft brush or cloth over the equipment when you have finished using it. Use recommended cleaning materials only – these are usually found in the Instruction Manual. Cleaning instructions are generally found near the front of the manual. Make sure you know where they are kept – often with equipment that is portable, a special place is reserved for storage. You may find this is used to keep the equipment clean, free of dust or in a place where it will not be damaged. A very important rule is never to eat or drink near equipment – this can damage and dirty it.

### 3.2 Testing

Serviceability also means that you should be sure that the equipment is working the way it should be. Some equipment (such as printers, photocopiers and fax machines) has a self-test option where a test page can be printed out. If you are unsure whether a piece of machinery is working correctly, print a test page.





The manner in which the printing of a test page is accomplished will vary from equipment to equipment, however in the main your instruction book or online help (for printers) will tell you how to perform this task. Another important aspect of serviceability is ensuring that the equipment has enough resources available to complete your task.

Take another look at the picture above. Just above the help button are the ink monitors. They are currently empty; thus the printer will need its ink cartridges replaced before a job can be done. Some photocopiers also have monitors showing how much toner is contained in the photocopier (or laser printer).

If no monitor is available, making a test page, or printing out a document should tell you whether there is toner or ink available, if the page is not bright and clear, replacement may be required.

### Key Points

- Modern offices use a wide range of machinery, each of which is used to perform specialized tasks.
- Being able to determine what machinery to use in a given situation is an important part of your job.
- A typical office may include:
  - ✓ Photocopiers,
  - ✓ Fax machines,
  - ✓ Shredders,
  - ✓ Printers,
  - ✓ Telephones,
  - ✓ Answering machines,
  - ✓ Binding equipment.
- When you are given a task to perform, it is important that you attempt to establish the resources that you will require to undertake the job.
- All the equipment in your workplace will come with its own Instruction Manual. This booklet should have step-by-step instructions on how to use it. These instructions should also allow you to check whether or not a piece of machinery is working correctly.

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<b>Self – Check- 3</b>	Written Test
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

1. What is mean serviceability? 5 point

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<b>Instruction Sheet</b>	<b>LG23: Operate Equipment</b>
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Operating equipment following manufacturer’s specification.
- Identifying equipment faults and taking action to ensure equipment is repaired
- Reporting repairs outside of own responsibility

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- Operate equipment properly
- Identify equipment faults accurately
- Report repairs to **appropriate persons**

### **Learning Instructions:**

7. Read the specific objectives of this Learning Guide.
8. Follow the instructions described
9. Read the information written in the “Information Sheet”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
10. Accomplish the “Self-checks” .
11. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check).
12. Submit your accomplished Self-check. This will form part of your training portfolio.

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<b>Information Sheet 1</b>	Operating equipment following manufacturer's specification
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### 1.1. Operating equipment in accordance with manufacturer's specifications

Office equipment, like most other electrical or manually-operated equipment, should be operated in accordance with the manufacturer's instructions. There are two main reasons for this:

- To ensure the safety of all operators and others in the workplace
- To protect the warranty or guarantee provided with the equipment.

When equipment is delivered to the workplace, a representative from the supplier or manufacturer may provide a member of your staff with hands-on training to ensure someone in the workplace knows how to operate the equipment in the correct manner. It is important that this person is capable of following instructions.

It may then be the trained operator's role to document the operation of the equipment to enable all members of staff to use the equipment safely and efficiently. Those instructions or procedures may then be filed in a Procedures' Manual or posted on the wall near the equipment for others to view prior to operating the machine.

In this section, we look at the efficient and safe operation of a range of office equipment and you will be required to document the procedures to operate three items of routine equipment in your workplace.

### 1.2. Following Manufacturer's Instructions

Most equipment, when unpacked, is accompanied by a sheet or booklet explaining the correct and safest way to operate the equipment and the range of functions provided by the equipment.

You may be required to install the equipment or attach peripheral parts before you can use the equipment. The instructions provided may include an illustration of the finished product to guide you. Only use the tools provided by the manufacturer, where provided.

Before starting to use new equipment, you should read the manufacturer's instructions thoroughly and test the equipment in accordance with the instructions.

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The manufacturer’s instructions usually include information on:

- ❖ Setting up the equipment
- ❖ Operating the equipment
- ❖ How and when to use the added features
- ❖ Replenishing supplies for the equipment
- ❖ Maintenance required
- ❖ Troubleshooting – solving problems
- ❖ Reporting faults
- ❖ Servicing the equipment.

<b>Self – Check- 1</b>	Written Test
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

**1. What are the manufacturer’s instructions? 10 points**

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<b>Information 2</b>	Identifying equipment faults and taking action to ensure equipment is repaired
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## 2.1 Identifying equipment faults and taking action to ensure equipment is repaired

### Appropriate persons may include:

- ❖ colleagues
- ❖ external organizations
- ❖ line management
- ❖ supervisor

### 2.2 Read the manufacturer’s instructions (any one) for your organisation’s

- Photocopier
- Printer
- Facsimile machine
- Telephone system
- Answering machine
- Shredder

2. Do you understand the manufacturer’s instructions?

3. Select the appropriate action to take if you do not understand the manufacturer’s instructions (more than one may be correct).

- Ask your supervisor
- Ask someone whom regularly uses the equipment to show you
- If no one in the workplace is able to operate the equipment, contact the supplier or service technician to arrange a demonstration.

## 2.3 Document Procedures for Operation of Office Equipment

When an organisation receives new equipment, staff generally get together to learn how to operate the equipment. The supplier of the equipment may provide on-the-job training or they may provide an operations’ manual.





Most people find it easier to document their own procedures for operation of new office equipment as the operations' manual supplied tends to be difficult for non-technical persons to understand.

If you are required to train another person in the operation of office equipment, you would need to ensure your instructions are in correct sequence and include all the relevant steps for the learner.

If you do not use the equipment frequently, you may not remember how to operate that equipment. By documenting the procedures to operate the equipment, you will find that you remember how to operate the equipment and you have a guide to follow when you need to use the equipment. The following is a simple documented process or procedure for operating a fax machine.

### **Example of a documented process for operating a fax machine**

- ❖ Place the original document into the fax machine paying attention to the symbol that indicates whether to place the typed side facing up or facing down.
- ❖ Key in the fax number for the recipient.
- ❖ Check the number is correct on the display screen.
- ❖ Press **START** on the fax machine.
- ❖ The machine will attempt to dial the number. The display screen will show "**Transmitting**" if a successful connection has been made. The display screen will show "**Busy**" if the line is engaged. If the number is engaged, the fax machine will attempt to retry the number after a short period.
- ❖ The paper is automatically fed through the fax machine as its image is scanned.
- ❖ Check the report printed out or on the display screen to see if the fax was **transmitted 'OK'**.
- ❖ If the number is engaged, the fax machine will attempt to retry the number after a short period.
- ❖ The paper is automatically fed through the fax machine as its image is scanned.
- ❖ Check the report printed out or on the display screen to see if the fax was **transmitted 'OK'**.

## **Self – Check- 2**

Written Test



*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

**1. What are the example of a documented process for operating a fax machine? 10 points**

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<b>Information 3</b>	Reporting repairs outside of own responsibility
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### 3.1 Reporting repairs outside of own responsibility



Read your organisation's Procedures' Manual to find details for the operation of equipment in your office.

1. Which is easier to understand and follow:
  - a) The manufacturer's instructions?
  - b) Your organisation's instructions?

### **3.2 Operate Routine Office Equipment**

#### **1. Safe Work Practices**

As with any office task, your safety and the safety of others in your workplace are of prime importance.

When operating office equipment, you should be aware of safe work practices to follow. For example, you should never insert foreign objects into a printer or copier to remove jammed paper; you should never eat or drink near equipment; and you should avoid using correction fluids on documents to be copied. Correction fluid can transfer to the glass surface of the copier causing black marks to appear on your copies.

#### **2. Hints for copying documents**

##### ***Remove black areas around the text***

When you photocopy an article or document, you may find that a dark shadow or black area appears around the text. This occurs because the document you copied was smaller than the page onto which it was copied.

If you need to make another copy of that copied page, you should remove the shaded areas before making the new copy for the following reasons:

- ❖ The shaded area uses more toner than is needed
- ❖ The page looks unprofessional if the shaded area is not removed.

To remove the shaded area from the first copied document, cut it with scissors or use a guillotine, if available. Using clear adhesive tape, tape the remaining text onto a clean sheet of paper and copy the new document.

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### ***Ensure the text is correctly positioned on the copied document***

If the text on the new copy appears to be on an angle, this may be due to one of two reasons:

- ✓ The page did not sit correctly on the glass of the copier
- ✓ The paper feed guides are not sitting flush to the paper in the paper tray or in the feeder on top of the copier.

### **3. Hints for using Stationery Equipment**

#### ➤ **Stapler**

Staple pages together with the staple on an angle in the top-left corner. This assists for easier turning of the pages when reading the document.

#### ❖ **Hole Punch**

When using a 2-hole or 3-hole punch, fold the top sheet of paper to be punched in half and create a small crease at the left-hand edge of the page. Using the crease as a mark to line up the crease with the mark on the hole punch. By ensuring the half-way point on the page is always lined up with the > mark on the hole punch, you will achieve a consistent placement of the pages in your folder.

Complete the following practical tasks. Your supervisor or teacher will need to confirm your ability to complete the tasks. You may need to read the manufacturer's instructions, your organisation's documented procedures or ask someone to demonstrate the following to you (or a combination of any of the above). When you can perform the task, tick the check box.

#### **1. Using a photocopier**

- Make one copy of a document that is at least 2 pages, using the double sided feature
- Enlarge an original copy 120% and make one copy
- Reduce an original copy 75% and make one copy

#### **2. Using a printer**

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- Send a document to print at the default printer
- Send a document to print at another printer on the network (if available)

**3. Using a binder**

- Bind a document (for an assignment, project or other purpose)

**4. Using a guillotine**

- Use the guillotine to cut some paper for a project or assignment

**5. Using a shredder**

- Use a shredder to shred old exams

**6. Submit documented procedures for the following operations to your supervisor or teacher**

- ❖ Copy a single paged document three times

<b>Self – Check- 3</b>	Written Test
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*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

**1. List the operate routine office equipment? 10 points**

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<b>Instruction Sheet</b>	<b>LG24: Maintaining Equipment/Resources</b>
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Maintaining equipment or resources under direct instruction
- Undertaking equipment *maintenance*
- Maintaining *records* concerning equipment or resources
- Storing equipment and resources under direct instruction

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –



- Maintain equipment or resources
- Maintain **records** concerning equipment or resources
- Store equipment and resources properly

### Learning Instructions:

13. Read the specific objectives of this Learning Guide.
14. Follow the instructions described
15. Read the information written in the “Information Sheet”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
16. Accomplish the “Self-checks”.
17. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check).
18. Submit your accomplished Self-check. This will form part of your training portfolio.

<b>Information Sheet 1</b>	Maintaining equipment or resources under direct instruction
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### 1.1 Maintaining equipment or resources under direct instruction

When working with office equipment, you may experience minor problems. The problems that occur may be due to lack of a routine maintenance procedure for the equipment, such as cleaning the equipment, overuse of the equipment, faulty feeding of paper into a copier or printer, mishandling or improper use of the equipment.

Not all equipment faults require you to call in the service technician – most faults can be rectified by referring to the manufacturer’s operating manual or asking other more experienced staff to assist you.





When you have worked in an organization for some time, you would be expected to be able to rectify the faults on your own, however, as a new employee, do not be afraid to ask for assistance. You will find that your supervisor would prefer you to report the fault rather than waste time unnecessarily by trying to figure out what to do. When you do ask for assistance, be sure to observe how that person rectifies the problem.

In this section, we look at the different equipment faults to enable you to recognize minor faults, which you may be able to rectify and major faults, which require you to call in a service technician. This section also looks at the routine maintenance procedures that should be undertaken to extend the life of office equipment and keeping adequate records.

### 1.2 Identifying Minor Equipment Faults

Minor equipment faults are the faults that can be rectified by general office staff through reference to the operation’s manual. When you have been using equipment for some time, you will learn to quickly identify the fault and take the most appropriate action immediately.

When you first start working in an office environment, you can be unsure about rectifying minor faults as they occur. Your confidence will build with practice or by watching others rectifying minor faults.

Minor faults may include:

- ❖ **Photocopier** – marks on the copy, jammed paper, paper tearing as it moves through the copier, and toner in low supply
- ❖ **Facsimile machine** – incorrect number, document not transmitted to the other party, the receiver receives a blank page
- ❖ **Telephone** – voicemail message is not recording incoming messages
- ❖ **Computer printer** – jammed paper, toner in low supply
- ❖ **Stapler** – jammed staples.

#### 1. Troubleshooting minor equipment faults

Fault	Possible Solution
Photocopier:	



Spots or marks on the copy	Check the glass to see that it is clean. If not, clean with a special cleaner and use a soft cloth.
Jammed paper	Look at the display screen to locate the jammed paper. Open that section and remove the paper.
Paper tearing	Remove the paper and if necessary, reset the paper feed guides on the tray.
Toner low	Fill up the toner with correct powder or replace the toner cartridge.
<b>Facsimile machine:</b>	
Incorrect number for the receiver	Check you have the correct fax number and try again. You may need to telephone the organization to check the number.
Document not transmitting	Try again. If it is still not transmitting, call the receiver and ask them to check their machine for paper out, paper jam etc.
Blank paper received	Paper could have been inserted the wrong side up at the sender's end or If your fax machine uses thermal paper, the roll may be feeding in the wrong way up (it only prints on one side).
<b>Telephone:</b>	
Voicemail message has disappeared	System may have been shut down and you therefore need to record your message again.
<b>Printer:</b>	
Paper jammed	Check the display for the error message and search for the paper. Remove all parts of the paper as any stray pieces could block the pathway for paper feeding through.
Error message	This could be due to low toner or someone has set their paper source tray for Manual Feed and not automatic. Press continue button if available.
Toner is dropping on the page during printing	Replace the toner cartridge as it is getting low or it is a recycled toner cartridge with a poor seal.



Printer not printing	Check the online button as it should be on.
<b>Stapler:</b>	
Jammed staples	Remove staples from the stapler – a staple remover is good for that – reload the staples and try again.
Staples not inserted correctly or completely into the paper	Remove staples from page using a staple remover – reload stapler with staples – place document on the table and try again.

<b>Self – Check- 1</b>	Written Test
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*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher*

**1. Identify minor equipment faults? 10 points**

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## Information Sheet 2

### Undertaking equipment *maintenance*

#### 2.1 Undertaking *maintenance* to ensure equipment meets manufacturer's specifications

**Maintenance** may include:

- ❖ adding toner
- ❖ cleaning equipment regularly
- ❖ clearing paper jams
- ❖ organising service calls
- ❖ replacing paper

When you need to call a service technician, you need to undertake the following:

- Check to see if the equipment has a label on it with the details of person or organization to contact for faults. The label may include the Serial No., Model No., Account No. or Reference No. If there is no label, try to locate the above information and call a service technician. It may be a good idea to keep a list of all this information. An example is shown below:



Equipment	Make/Model No.	Serial No.	Service Dept Phone No.
Photocopier	Konica 2125	1304555	Konica Servicing Dept Ph 5899 9999 Contact: Frank Glisovic
Photocopier	Xerox	23547-61	Xerox Servicing Dept Ph 5689 1476
Fax machine	Canon L600	2809	Stemline Office Supplies Ph 2223 8907 Contact: Brian Jorgensen
Printer	Hewlett Packard LaserJet 5	C45789	Stacey's Printers Ph 8886 7432 Contact: Peta Bedford
Telephone	Exicom	R45	Telstra Ph 9877 4555

- You may be required to complete a Fault Reports' book. You will need to describe the fault clearly and will need to state the information above.
- For photocopiers and for some printers, you may be required to quote the meter reading for number of copies made by the machine. You will need to locate the meter and quote the number.
- Do not attempt to use the equipment until the technician has attended.

## 2.2 Routine Maintenance Procedures

All equipment requires routine maintenance. This may include:

- ❖ Replenishment of toner or replacement of toner cartridges



- ❖ Brushing of paper loading and paper feed pathways
- ❖ Cleaning of equipment – only use recommended cleaning products.

Remember to always follow instructions when operating equipment. When a service technician visits your office, ask him/her to show you how you can undertake routine maintenance.

All equipment requires servicing, like a motor vehicle, whether a problem has occurred or not. The guidelines or warranty guidelines for the equipment will detail the frequency of the service. When the time is approaching for the service, you will need to contact the relevant service technician and provide him/her with the details of the company

<b>Self – Check- 2</b>	Written Test
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*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher.*

**1. List the examples routine maintenance procedures? 10 points**

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### Information 3

## Maintaining *records* concerning equipment or resources

### 3.1 Maintaining *records* concerning equipment or resources

**Records** may include:

- ❖ equipment service call forms
- ❖ purchase orders
- ❖ service repair forms
- ❖ warranties

When working with office equipment, you may experience minor problems. The problems that occur may be due to lack of a routine maintenance procedure for the equipment, such as cleaning the equipment, overuse of the equipment, faulty feeding of paper into a copier or printer, mishandling or improper use of the equipment.

Not all equipment faults require you to call in the service technician – most faults can be rectified by referring to the manufacturer’s operating manual or asking other more experienced staff to assist you.

When you have worked in an organization for some time, you would be expected to be able to rectify the faults on your own, however, as a new employee, do not be afraid to ask for assistance. You will find that your supervisor would prefer you to report the fault rather than waste time unnecessarily by trying to figure out what to do. When you do ask for assistance, be sure to observe how that person rectifies the problem.

In this section, we look at the different equipment faults to enable you to recognize minor faults, which you may be able to rectify and major faults, which require you to call in a service technician. This section also looks at the routine maintenance



procedures that should be undertaken to extend the life of office equipment and keeping adequate records.

The first stage of ‘troubleshooting’ is to refer to the instruction manual or the manufacturer’s guidelines.

Some **photocopiers** provide you with an image of the copier on the operation panel and display the area in which the problem has occurred. You then need to open that part of the machine to find the cause of the fault.

With a **printer**, a message may be displayed advising you of the type of error or code for the error. Look up the error code in the manufacturer’s guidelines for instructions to rectify the fault.

The **telephone** may have a display panel or flashing light to advise you of a problem. If your telephone was no longer recording voicemail messages, it may be due to the system being shut down for a short period, which has caused all voicemail messages to be deleted. The manufacturer’s guidelines would assist you to rectify the fault.

### 3.2 Major faults

Major equipment faults may occur due to faulty equipment, incorrect maintenance procedures or just bad luck. Major equipment faults may include:

- ❖ *Complete shutdown – equipment won’t work:* refer to the manual. If you are unable to rectify the problem, turn off the equipment and place a call to the technician.
- ❖ *Black lines appearing on the page when using the photocopier:* stop using the photocopier as the drum may be scratched and place a call to the technician.
- ❖ *Strong fumes, smoke or sparks coming from the machine:* stop the machine immediately, turn it off at the power point and remove the electrical cord. Check for fire and immediately report the problem to a supervisor or fire warden.

### 3.3 Reporting Major Equipment Faults





Some organizations may have an internal technician to fix equipment as required or all servicing and repairs of equipment may be carried out by external service technicians.

If equipment is under warranty, the supplier of the equipment will arrange to have the equipment serviced, as per the warranty agreement.

When you need to call a service technician, you need to undertake the following:

- Check to see if the equipment has a label on it with the details of person or organization to contact for faults. The label may include the Serial No., Model No., Account No. or Reference No. If there is no label, try to locate the above information and call a service technician. It may be a good idea to keep a list of all this information. An example is shown below:

<b>Equipment</b>	<b>Make/Model No.</b>	<b>Serial No.</b>	<b>Service Dept Phone No.</b>
Photocopier	Konica 2125	1304555	Konica Servicing Dept Ph 5899 9999 Contact: Frank Glisovic
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Fax machine	Canon L600	2809	Stemline Office Supplies Ph 2223 8907 Contact: Brian Jorgensen
Printer	Hewlett Packard LaserJet 5	C45789	Stacey's Printers Ph 8886 7432 Contact: Peta Bedford
Telephone	Exicom	R45	Telstra Ph 9877 4555



- You may be required to complete a Fault Reports' book. You will need to describe the fault clearly and will need to state the information above.
- For photocopiers and for some printers, you may be required to quote the meter reading for number of copies made by the machine. You will need to locate the meter and quote the number.
- Do not attempt to use the equipment until the technician has attended.

<b>Self – Check- 3</b>	Written Test
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*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher.*

**1. List the refer to manufacturer's guidelines? 10 points**

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Information 4

Storing equipment and resources under direct instructions

4.1 Storing Resources and Equipment

- Most offices have a cupboard or storeroom where resources are kept. When supplies are delivered, someone must check that what has been delivered matches what has been ordered. This might be your responsibility. You need to have a copy of the purchase order and a copy of the delivery form.
  - ❖ As you unpack the delivery
  - ❖ check that everything is there.
- It may be your job to store the stock when it is delivered to the office. Make sure you know where it is to be stored. For example, you may have to use:
  - ❖ A trolley to deliver stacks of paper to several departments.
  - ❖ In a small office,
  - ❖ The paper may be kept in a cupboard.
- Most paper must be kept in a cool, dry place. If the air is too warm, it will make the paper curl and it will not slide through the machines smoothly. If the paper is not flat, it will cause a paper jam.
- Toner cartridges also need to be kept in a cool, dry place. There are instructions for storing toner on the cartridge box.

Self – Check- 4

Written Test



*Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher.*

**1. What are the storing resources and equipment? 10 points.**

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