

RETURNING TO WORK

BEST PRACTICE FOR PRINT



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Getting Started

As we all prepare to return to the new normal, there are many things to consider. One thing we wanted to reassure you about was your print infrastructure. You should have no issues at all getting your devices up and running again but here are a few pointers to help you do that effectively and safely as possible.

- **CLEAN:** disinfect the panel (screen and keys), document feeder, document glass and handles of paper trays using a soft cloth dampened with IPA (isopropyl alcohol) or ethanol - DO NOT use sprays containing solvents. Be sure to wear vinyl gloves when cleaning or wash your hands thoroughly afterwards.
- **TURN ON:** we advise you to turn on your devices an hour before you need to use them to allow time for them to restart and acclimatise.
- **REPLENISH:** empty all paper trays and refill with fresh paper before you print.



Minimising Physical Contact With Your Device

We recommend that you minimise physical contact with your device by using the following methods of interacting with the control panel or controlling the release jobs:

- **SECURE ACCESS:** don't forget that if you secure access to your devices, your users do not have to touch the device to release their print job, instead they simply authenticate the print job using their ID card. Please contact your Account Manager if you'd like to introduce secure access to your devices.
- **REMOTE ACCESS:** the "Remote Access" functionality of your multifunction device allows you to control the device from a tablet or smartphone and access the buttons on the LCD control panel remotely. After first checking with your IT administrator that the feature is enabled on your printing system:
 - Connect your phone or tablet to your company network or the Wifi access point on the MFD (if installed)
 - Download the bizhub Remote Access app from the Apple Store or Google Play Store.
- **STYLUS:** you can use a personal stylus to safely use the multifunction panel. Any stylus suitable for modern capacitive displays should be compatible.



- **REMOTE SCANNING:** you can also scan documents remotely using your smartphone.



Online Help Resources

We have a wealth of information that can help you problem solve and find quick fixes if you experience any problems. Please visit our website at www.sitgroup.co.uk to access these resources.

Remote Support

If you can't find a solution online, we can provide remote support so you can get back up and running as soon as possible. No need to book and wait for an engineer. We can use remote access software to either resolve the issue ourselves remotely or talk you through the process (if there is something you need to do onsite that we can't complete remotely).

To request remote support, simply email us at: support@sitgroup.co.uk

Alternatively....

If you can't find a solution to your problem online or we haven't been able to resolve the issue remotely, please create a support ticket so we can book an engineer to come to you, call us on **0333 200 4332**

Please be aware that we may be experiencing a high volume of calls as many organisations return to work - we kindly ask you to bear with us during these unprecedented times.

Here to Help, Safely

Should we need to send an engineer to you, we'd like to reassure you that safety is our priority. All our technicians have been issued with PPE equipment (masks and gloves). We ask you to ensure that your staff follow government guidelines in terms of social distancing and use of PPE. If you have any special arrangements in place in terms of visitors, please let us know as soon as possible so we can take these into account when planning our visit. We will of course work with you to book our visit for a day and time that suits all parties.

Get In Touch...

HEAD OFFICE

9 - 12 Springvale Business Park,
Cwmbran, Torfaen. NP44 5AZ

Call Us: 0333 200 4330

Support Desk: 0333 200 4332

Email: info@sitgroup.co.uk

SWANSEA OFFICE

Henley House, Queensway,
Swansea West Bus. Park, Swansea. SA5 4DJ

Call Us: 01792 446 005

Support Desk: 0333 200 4332

Email: info@sitgroup.co.uk

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A person wearing a white lab coat is shown from the chest up, holding a small, clear glass vial in their right hand. They are tilting the vial to pour a clear liquid into their open left palm. The background is a plain, light-colored wall. The image is partially obscured by a large, curved graphic element on the right side, which is a gradient of blue and orange.

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