

THE

360° CHECK

PRINTER READINESS INSPECTION

L A S E R  L I N E



People are headed back to the office. Are your printers ready for them?

After more than a year of work-from-home policies in place due to the COVID-19 pandemic, many companies are beginning to invite employees back to the workplace. Which begs the question—is your IT team ready for them?

They no doubt have a fairly daunting laundry list of items to check off to get workstations back up to speed, servers secured, and the like. One thing that is surely not at the top of that list is assessing your printers, which have likely been sitting dormant for some time now. But it always seems to be those little things that come back to haunt us later if we don't at least check in on them...

THE 360° CHECK is a quick and easy way to evaluate and prepare any printer for use after a period of downtime. With just one trip around your printer, you can hit all of the key areas that can cause problems if they don't get a little TLC every now and again. Before employees return to the office, conduct this check on each of your printers and multi-function devices. You'll be happy you did.

1

Replace old paper.



When a printer sits unused, it does more than just collect dust. Printer paper that has been sitting in the trays for long periods of time begins to absorb moisture from the air, causing it to swell and warp. Running warped paper through your printer is a surefire way to cause jams.

If your trays have paper in them and you're unsure how long it's been there, swap it out for a fresh ream that's straight from the package. You'll prevent unnecessary paper jams and get more consistent print quality.

Remember to keep tabs on your paper even while your printers are in regular use, particularly if you live in a humid climate. Even a short period like a holiday break can damage the paper in your trays.



LASER LINE'S PRO TIP: FLUFF YOUR PAPER

Before you load a new pack of paper into the print tray, lightly fan the paper to introduce air between the pages. This helps avoid jams caused by the sheets sticking together.

2

Check for updates.



If your printers have gone unused for several months, there are likely firmware updates to install. Firmware updates can fix minor problems, maintain data security, and even improve functions such as printing speed. Most printers and multi-function devices allow direct download of updates via the device's control panel.

It's also a good idea check that your computers' printer drivers are up to date as well. Printer driver incompatibility is the #1 cause of failed print jobs.

And if your device has scanning capabilities, update your address book and default scan settings to best meet your needs—most scanners offer a choice between higher resolution or lower file size.

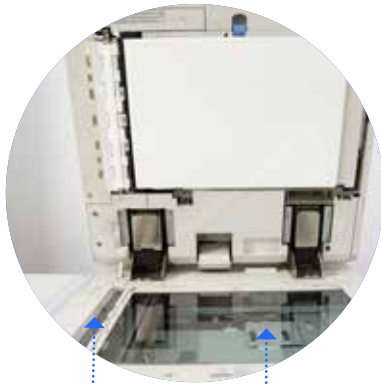


LASER LINE'S PRO TIP: THERE'S NO GOING BACK

In most cases, you cannot revert or roll back a firmware update if it causes unexpected workflow issues. If you're uncertain of the implications of a firmware update for your printer, contact the manufacturer, or enlist a certified provider such as Laser Line to help.

3

Clean the glass—all of it.



SLIT GLASS

FLATBED GLASS

It seems obvious, but many people neglect to properly clean *both* pieces of glass on their multi-function printers.

The *flatbed glass* is the main area of visible surface you see when you lift the document feeder. To the left of this runs a narrow strip of a specialized type of glass called the *slit glass*.

We recommend cleaning both of these surfaces with a micro-fiber cloth and a solution containing a 91% alcohol concentration. This will remove built up residue caused by ink, glue, white-out, and fingerprints from general use. **Use caution when using ammonia-based cleaners on printer glass.** These can degrade the glass over time.



LASER LINE'S PRO TIP: READ BETWEEN THE LINES

If you're seeing lines or streaks on your copies, it may have nothing to do with the print rollers or ink. Dirty slit glass is the most common culprit.

4

Check the airflow.



Printers are often designated to small utility rooms, closets, or tight corners. But out of sight will not mean out of mind if you are not careful with device placement.

Like any electronic device, printers can overheat if they are not able to properly expel the heat generated by performing their various functions. Check that your device is in an air-conditioned space and has adequate airflow on **all sides**, including the back. If your office footprint has changed and you need to move a printer to a new location, we recommend confirming it doesn't block any evacuation routes.



LASER LINE'S PRO TIP: TREAD CAREFULLY

Moving a large multi-function printer on your own can quickly turn into a disaster. If you need to relocate one of your devices, we recommend enlisting a professional—it will save time and potentially save you from mishaps that could void your manufacturer's warranty. Laser Line's certified technicians can properly move and relaunch most multi-function devices same-day.

5

Check your printer's age.



It's important to remember that even though you may not have used them much over the last year, your printers are **still another year older**. Check in on how long you've had your current devices. We recommend replacing printers every 5 years—not only for improved features and reliability, but for security purposes as well.

We don't think of printers and copiers when we think of cybersecurity—which is part of what makes them a great target. In fact, **60% of businesses have suffered from print-related data breaches within the last year**¹. Replacing outdated printers is good way to ensure your company's first few months back are uneventful.



LASER LINE'S PRO TIP: LIFESPAN MATTERS

Device manufacturers only support their equipment for a limited period. After this window has expired, firmware updates won't patch newly discovered vulnerabilities. Check with your printer's manufacturer to make sure your device hasn't reached end-of-life, or reach out to a trusted partner like Laser Line to complete a device assessment.

1. source: <https://www.usherwood.com/blog/can-my-printer-get-hacked>

You're all set!

Congrats, you're well on your way to a low-stress print environment! The **360° CHECK** is a great way to prevent basic printing mishaps before they happen.

For a more comprehensive check-up, turn to a professionally certified service provider such as Laser Line. Our technicians perform a 7-point technical inspection of each of your devices, and provide thorough professional cleaning free of charge. Call us at 410-636-1700 to schedule a complimentary evaluation.

L A S E R L I N E

410-636-1700

Serving the Baltimore/Washington Metro Area



Conduct **THE 360° CHECK** on all of your monochrome and color printers and MFPs to ensure they are ready for use after prolonged downtime.

PAPER

Paper left in trays will swell and warp over time.

GLASS

Clean glass eliminates lines and streaky prints.

UPDATES

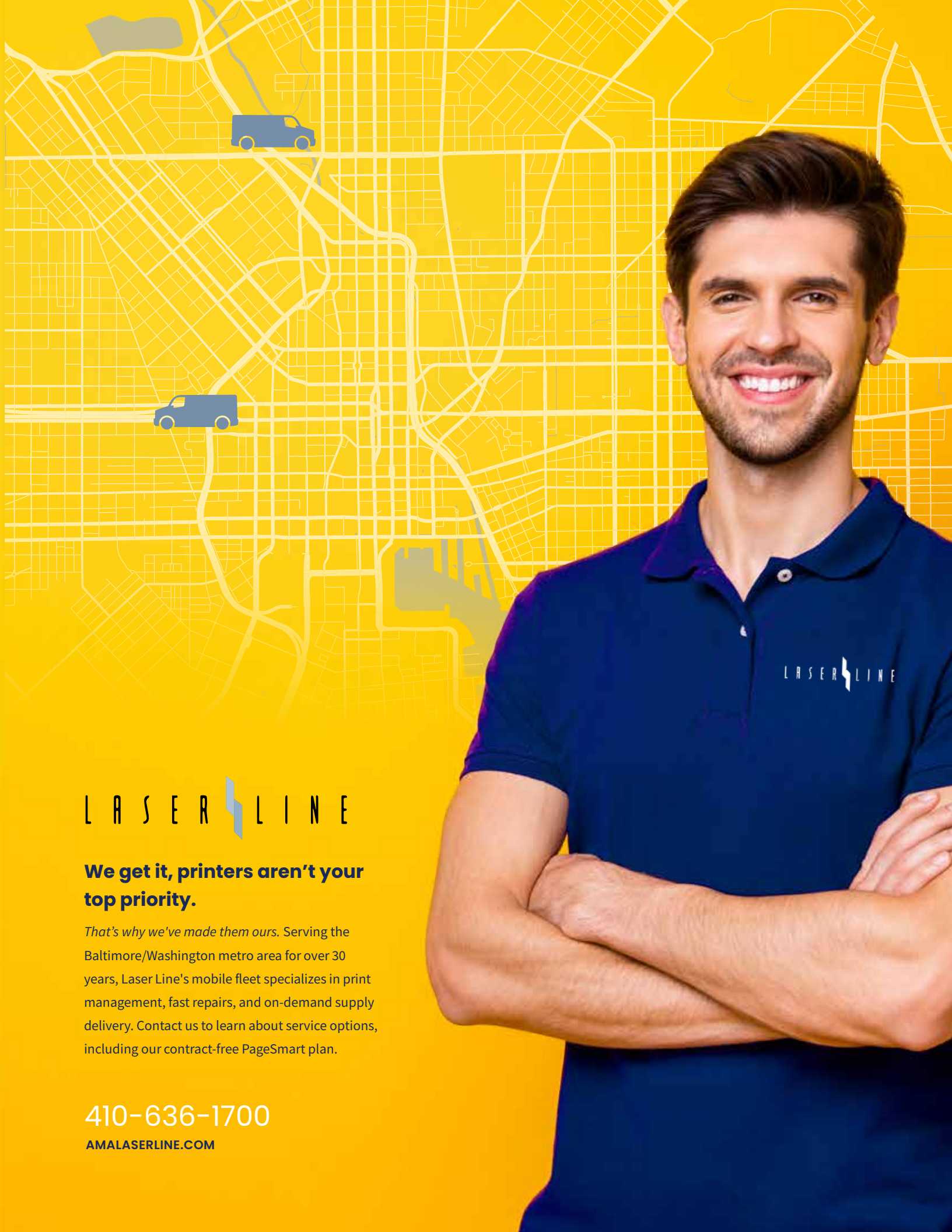
Updates improve function and security.

AGE

Devices over 5 years old pose a security risk.

AIRFLOW

Proper airflow prevents damage from overheating.



L A S E R  L I N E

We get it, printers aren't your top priority.

That's why we've made them ours. Serving the Baltimore/Washington metro area for over 30 years, Laser Line's mobile fleet specializes in print management, fast repairs, and on-demand supply delivery. Contact us to learn about service options, including our contract-free PageSmart plan.

410-636-1700

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