

# CFISD Technology Services

## Printer Repair I

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<b>Location</b>	Technology Service Center 11330 Falcon Road Houston, TX 77064	<b>Course First Offered</b>	2015-2016
		<b>GR8 Expectations</b>	4.A, 4.D, 4.E

### Description:

The Technician will learn to identify non-working printers, and how to repair them.

### Goals:

- Identify printer models in use in the district.
- Determine the warranty of a printer using Hayes TipWeb.
- Identify tool(s) necessary for repair: Phillips head screwdriver
- Define consumable items.
  - Fuser
  - Photoconductor Unit (PCU)
  - Toner/Cartridge
  - Rollers (maintenance kit)
- Perform basic troubleshooting.
  - Power cycle
  - Replace cartridge
  - Reseat paper tray
  - Check fuser for paper jams
  - Read error lights

### Resources:

[iSupport](#): Shared Views > Knowledge Entries > 1516 Technician Knowledge Base

YouTube videos – Search for specific printer model

Online service guides from manufacturer – [HP](#), [Lexmark](#), [Ricoh/Aficio](#)

### Evaluation:

The Technician will troubleshoot and resolve common issues. If a ticket is sent to the Service Center, the Technician lists all troubleshooting steps completed.