

1. **Too incredibly SLOW:**

Response: District Office previously had two Canon Copiers. Models: [IR5070](#) at 50 pages per minute (ppm) letter and [IR7095](#) at 95 ppm letter. Focused on efficiency, these devices were replaced with [Toshiba ES857](#) at 85 ppm. Averaging 25 ppm more than prior copiers.

2. **Too sleepy - goes to sleep too often and is timely waking up?**

Response: During implementation, the district enabled *Toshiba Power Saving Mode – Option B*. If a copier is not in use for 30 minutes, it goes into Auto Power Save. If not in use for one hour, the copier goes in Sleep Mode.

Sleep mode requires up to 2.5 minutes before the first page can be copied or printed.

3. **Stops in the middle?**

Response: In order to troubleshoot and potentially resolve this issue, please submit a Service Call to Toshiba Support at the time of the issue, so they may come onsite to investigate the issue.

4. **Says out of paper regardless of the issue (hole punch full, no staples, etc.)?**

Response: *Waiting on Reply*

5. **The hole punch will just stop punching holes but the job keeps going - staples too?**

Response: *Waiting on Reply*

6. **Sloppy output on finisher.**

Response: Submitted a Service Desk request for a technician to check the alignment of District Office copiers.

7. **Sloppy drawer.**

Response: The tandem sheet drawer is configured to only hold 8.5” x 11” portrait; a technician will investigate if paper shifting concern; a feature request has been submitted to add a lock.

8. **Copies come out all over the page - to the right left or up or down or off the page?**

Response: (Please see Question 6).

9. **Doesn't staple 51 sheets or more.**

Response: The copier can only be configured for 50-Sheet Stapler finisher.

10. **Staples are fat and only one size:**

Response: Staples are designed to be to staple through 50-Sheets.

11. **When paper runs out on the right side bin, it does not pull from the middle drawer:**

Response: If multiple drawers are setup to use the same paper size, copier can be setup to auto switch between applicable sheet drawers.

12. **Dumps clumps of toner in the middle of a job:**

Response: Toshiba Service Technician would appreciate seeing an example of this to troubleshoot the issue further.

13. **Unsure how to configure for booklets:**

Response: Training opportunity how to use Saddle Stich Finisher for booklets.

14. **Customer service rude & slow:**

Response: Customer service request and calls are monitored for quality assurance purposes. Surveys are sent following support calls, not to exceed 1 survey in a 30-day window. It is imperative surveys are completed to ensure customer satisfaction.

15. **The website is very hard to find:**

Response: A link to the Toshiba Support and Service Call pages has been added to the District webpage, and is accessible from District > Purchasing Services > [Toshiba Copier Support](#)

16. **Would like the ability to scan to a server?**

Response: Technology Services is working to configure all district copiers to scan to file servers (i.e. J-Drive, G-Drive, etc.)

17. **Supplies arrive just in the nick of time. Never an extra toner around.**

Response: The Automatic Toner Replenish (ATR) program is designed to calculate the average monthly volume using an algorithm, in which toner is automatically shipped prior to running out.

18. **When making a copy on the glass, procedure is not the same. Sometimes multiple steps and slow:**

Response: If the page is not placed on the glass correctly, users will be prompted with a series of questions prior to making the copy.

19. **Cannot save jobs that would include cover or insertion sheets:**

Response: Training opportunity.

20. **Jams are very complicated and tedious to resolve - very time consuming.**

Response: LCD display is designed to display step-by-step instructions to remove paper feed jams and problems.

21. **The ability to manage and control of copy codes and counts:**

Response: Technology Services is working through configuring copy codes, and will schedule a district-wide WebEx training.

22. **When faxing, the system makes us re-enter our code before every fax:**

Response: Technology Services will be removing the need to input a code to fax documents.

23. **How do you turn on/off the double sided fax printing?**

Response: *Waiting on Reply.*

24. **When there is a paper jam it does not let us go in and delete the jobs - once jam is cleared it will print out all the jobs backed up on the copier.**

Response: The functionality does exist to move/prioritize print jobs from Print > Print Jobs, by selecting your print job and moving it up the list.

25. **Several times it says Paper Tray empty and won't print - when there is paper in the tray.**

Response: This is the result of paper not being loaded correctly.

26. **Edit contact list to display staff by frequency or based on user:**

Response: A district-wide decision was made to store all staff contact information to assist users with being to accurately identify recipients.

This request will be researched further.