memo

Bespoke Software Solutions

To:	Lincoln Office, First Floor
From:	John Case, Technical Writer
CC:	Bob Smith, Office Manager
Date:	3/29/2021
Re:	Updated Instructions for Multi-Function Printer

Comments: A multi-function printer was recently installed on the first floor of the Lincoln office. When using the printer, many people have reported difficulty in performing basic tasks such as printing and copying. The instructions provided are missing several important steps needed to use the printer successfully. Please accept our apology for these instructions; to rectify the situation, we have provided instructions for using the printer in this memo. Please use the following instructions for all future printer transactions. The printer has two functions available, print and copy. Each function is outlined in a section below.

Print

- Open a document on your computer and select Print from the File menu.
- Choose the first floor printer from the available options and click the Print button.
- After arriving at the printer, scan your keycard at the terminal labeled, keycard. Once the scan is complete, tap the print button on the printer screen. This will display a list of the documents you have sent to the printer from your computer.
- Choose the desired document from the list by tapping it on the printer screen.
- For internal documents choose grayscale and print from tray one. For external documents, sent to customers, choose color, and print from tray two on company letterhead.
- Then choose how many copies to print and tap the print button to complete the request. Retrieve the printed documents from the bin on the left side of the printer.

Copy

- Approach the printer and scan your keycard at the terminal labeled, keycard.
- Then tap the copy button on the printer screen.
- Place the document on the top tray with the first page facing down.
- On the screen, choose the desired number of copies, then select grayscale and print from tray one.
- Tap the copy button again to complete the request. Retrieve the copied documents from the bin on the left side of the printer.

A copy of these instructions will be placed on the desk beside the printer. For future issues with the printer, please contact the help desk by email at, helpdesk@bespokesoftware.com.