

# LAB MAINTENANCE

It is the responsibility of the Lab Attendants and the Microcomputer Lab Manager to ensure that all computer workstations, printers, and other lab equipment are operating properly. Therefore, each Lab Attendant has the responsibility of checking all lab hardware at least **twice per hour**. If any issues arise with computer workstations, monitors, printers, projectors, etc., the Lab Attendant must report these issues so they may be resolved in a timely manner.

You are required to report each problem that renders a PC or other device unusable or otherwise hindered. It is not necessary to report problems that have already been reported by another attendant, as long as that attendant has placed an 'Out of Order' sign from the Employee Binder on the device.

Please follow these guidelines when checking equipment and reporting problems:

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## COMPUTER WORKSTATIONS

During each shift, lab PCs should be checked for proper operation. Lab Attendants should ensure that all PCs are powered on and are waiting at the logon screen. If there are one or more PCs in the lab that will not power on or boot properly, check all cables and power connections. Make an attempt to restart the computer to see if the issue is resolved that way. If the problem still exists, use the 'Report a Problem' form on the employee section of the Microlab web site to report the issue to the Microcomputer Lab Manager. Also, attach an 'Out of Order' sign from the Employee Binder at each lab attendant desk. Fill out each Out of Order form completely before attaching it to the PC. A technician will be sent to the lab as soon as possible to resolve the problem. Remember that some computer problems require hardware repairs, which can take several days.

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## PRINTER & PRINT STATION ISSUES

If critical printer issues arise that prevent the printer from operating, please call the Microlab Office immediately at ext. 1413 so the issues can be resolved or a temporary replacement installed. The printer is utilized by all lab users, so its proper operation is very critical. At times, the printer may need a replacement toner cartridge installed, or may need the waste toner cartridge emptied. You will be instructed on performing these tasks during employee orientation. **PLEASE NOTE THAT THE TONER CARTRIDGE SHOULD NOT BE REPLACED UNTIL IT IS COMPLETELY EMPTY. THE PRINTER WILL STOP PRINTING WHEN THIS OCCURS. DO NOT REPLACE THE CARTRIDGE WHEN THE PRINTER REPORTS THAT THE TONER IS LOW. THERE IS STILL AT LEAST 5% REMAINING IN THE CARTRIDGE WHEN THIS OCCURS.**

If a minor printer issue occurs, such as occasional jamming, printing stray lines on the paper, or other issues that DO NOT render the printer unusable, please report these issues via the 'Report a Problem' form on the Employee section of the Microlab web site.

If an issue arises with the print release station, attempt to restart the station. To do so, push the power button on the station to power it down. When the station is powered down, push the power button again to turn it on. The station will boot up and eventually start the Pharos print software automatically. Try using the station again. If a problem still exists, contact the Microlab Office at x1413 so that the problem can be resolved.

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## **PROJECTOR ISSUES**

If you are working in a lab that contains a data projector, and the projector fails to work properly during a class, please contact Media Services at ext.1646 so that a replacement may be delivered during the class. You may also call the Microlab Office at ext. 1413 if no one is available at Media Services. If a non-critical issue arises with the projector, please report the issue by submitting the 'Report a Problem' form on the Employee section of the Microlab web site.

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## **OTHER HARDWARE PROBLEMS & ISSUES**

If problems arise with other lab equipment, please report these issues by submitting the 'Report a Problem' form on the web site or e-mailing [microlab@ship.edu](mailto:microlab@ship.edu). If any of these issues are critical and need attention immediately, please contact the Microlab Office at x1413.