

Unit 224 (B&A 36): Principles of providing administrative services

Office equipment



Equipment

- Work in an office relies heavily on a range of (mostly electrical) equipment.
- It is important that you
 - know how to use it correctly
 - follow the manufacturer's instructions.



Printers, scanners, photocopiers

- May be combined within the same machine, ie a machine that can perform all three tasks and is linked to the computer system.
- Printers:
 - high output are usually mono (black ink only) laser printers
 - ink-jet printers suitable for low output or as individual printers.
- Scanners enable paper documents to be converted into computer files.

Photocopier features

- two-sided copying (duplexing)
- collating (sorting)
- stapling/punching
- reduce/enlarge
- multiple paper size, eg A4 and A3, and auto paper tray select
- different media, eg envelopes, card, transparencies
- scanning
- zoom and cropping to adjust 'wonky' originals
- brightness/contrast adjustment.

Telecommunications equipment

- telephone
- fax
- answerphone machine
- email.



Telecommunications equipment features

- An answerphone machine
 - takes messages out of hours or over busy periods when all operators are busy
 - will require someone to listen and transcribe the messages every morning.
- Fax machine for sending immediate written messages
 - has largely been overtaken by the use of email
 - still useful for sending diagrams or documents containing a signature
 - the original paper document is retained by the sender.

Miscellaneous equipment

- Binding machines – to bind papers into a booklet.
- Jogger/collator – a jogger shakes pages into a straight pile for punching or binding, while a collator sorts pages into sets.
- Laminator – enables documents to be sealed in plastic, therefore preventing damage.
- Guillotine or paper trimmer – incorporating a measure to accurately cut paper to size.
- Shredder – to shred confidential papers.
- Audio transcription machine – to use for transcribing recorded dictation.

Mail room equipment

- franking machine
- weighing scales
- letter opening machine
- folding equipment
- addressing and labelling machines
- wrapping and rolling machine
- labelled trays or pigeonholes
- date stamp (manual or automatic)
- remittance book
- special items book.