Cleaning for media tray jams: media pick rollers

Approximate time to complete: 5 minutes

If you are experiencing media feeding problems including mispicks and multiple picks at the standard (upper) media tray, you can generally correct the problem by cleaning the media-pick rollers and the media pick pad with isopropyl alcohol.

The printer guides you through the necessary steps to perform cleaning. You will need the pick roller cleaning tray included in the cleaning kit when you run the `Clean: Media Tray Jams` routine from the printer's front panel.

Note   *Media picking problems can also occur when the maintenance tray is not properly latched. You may need to remove and re-latch the maintenance tray to cure a media picking problem. Refer to the information on replacing the maintenance tray for detailed instructions.*

1. When the printer is on and the `Ready` message appears, press the **Clean** button. The printer displays the first selection in the menu:

   ```
   Clean:Light Stripes
   <----    Clean    Test
   ```

2. Press the left arrow(`<---`) button until the following message appears:
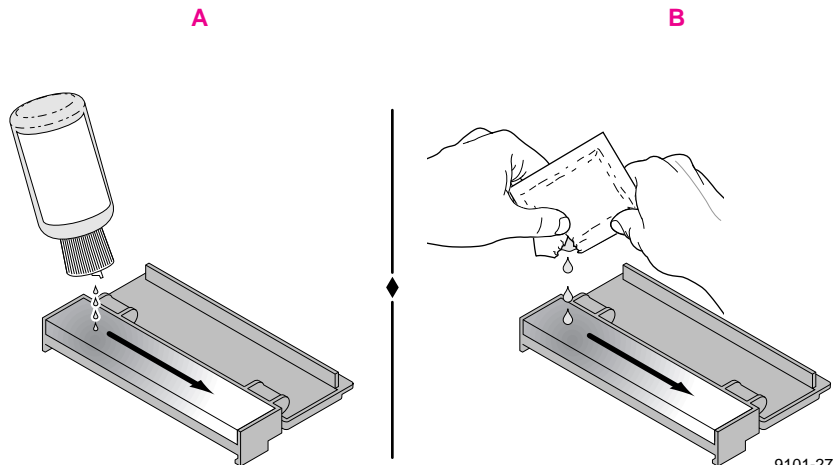
   ```
   Clean:Media Tray Jams
   <----    Clean    Test
   ```

3. Press the **Clean** button once again.

4. The following message appears:
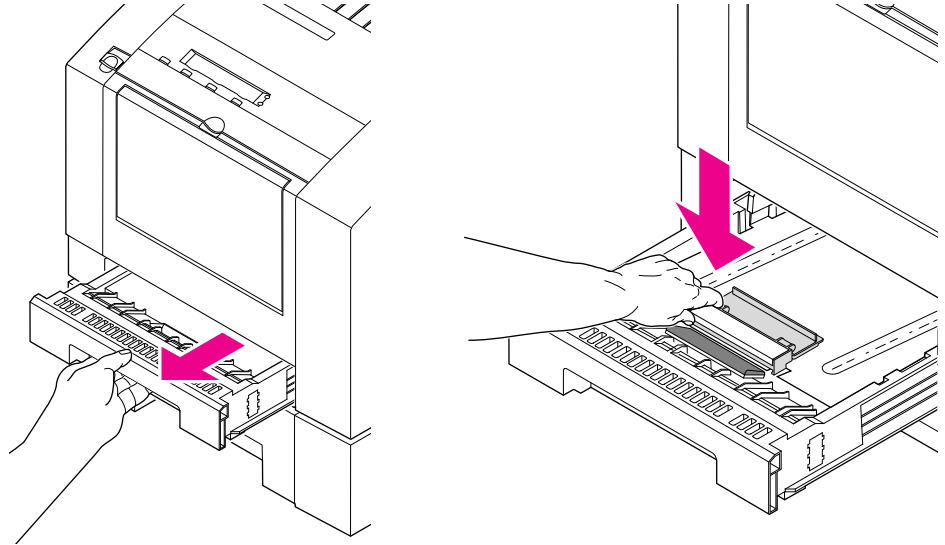
   ```
   Print Instructions?
   Continue    Print
   ```

5. If you want a printout of the procedure press **Print**, otherwise press **Continue**.

6. When you press **Continue**, a front panel message prompts you to install the cleaning tray in the media tray.

   a. Remove the media tray from the printer. Remove all print media from the media tray.

   b. Remove the cleaning tray from the cleaning kit and open the tray lid to reveal the cleaning tray sponge.

   c. Dampen the cleaning tray sponge with isopropyl alcohol (**A**); a bottle is provided in the cleaning kit for dispensing the alcohol. Alternately, you can squeeze the alcohol from a pre-soaked alcohol wipe packet to moisten the cleaning tray sponge (**B**).

Caution   *Do not use **rubbing alcohol** because it can contain water and oils that leave undesirable residue on the printer parts. Never use **water** to clean the printer's internal components. Failure to follow these instructions may invalidate your printer's warranty.*

A   **B**

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d. Place the cleaning tray in the media tray so that the tray's sponge pad is nearest the paper tray's handle. Press the two tabs underneath the cleaning tray into the two square notches provided in the media tray.
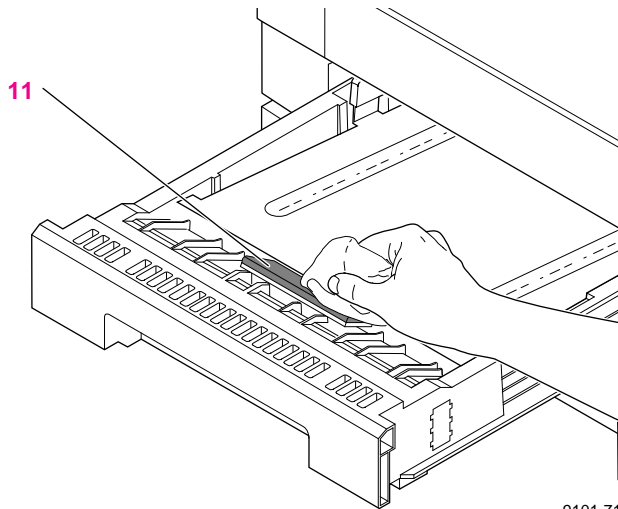

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e. Insert the media tray with the cleaning tray into the printer.

7. Press the **Clean** button. The printer cleans the media-pick roller while displaying the following message:

```
Cleaning
```

8. When the cleaning operation is complete, the following message appears:

```
Remove Cleaning Tray
```

9. Remove the media tray from the printer.

10. Remove the cleaning tray from the media tray.

11. Examine the pick pad located inside the media tray near the paper tray's handle. If it is coated with dust, clean the pick pad using an alcohol-soaked wipe.

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12. Reload media in the media tray. Replace the media tray in the printer.

13. The front panel re-displays the following message:

```
Clean:Media Tray Jams
<----   Clean   Test
```

14. Press the (Exit) button to return to normal operation.

15. Store the cleaning tray in its original packaging for later use.