

Media handling problems

Frequent paper-picking errors

- Be sure to fan the paper or transparencies before installing them in the paper tray. This is especially important for transparencies because they tend to stick together.
- Make sure that the printer is cleaned regularly: perform Quick Cleaning every time you change the transfer roll and Complete Cleaning every 6 months or 2,000 prints, or as needed.

Media is picked but does not advance

- If the media only partially advances in the paper tray, clean the paper-feed roller.
- If the media advances through the printer but stops as it is exiting, clean the transport roller. The transport roller is cleaned at the same time as the pick roller when you use the cleaning sheet on the paper tray.

Frequent paper jams

- Make sure that you use the Tektronix paper and transparency film that are listed in the supplies information. Tektronix does not support or guarantee the results of non-Tektronix supplies in Tektronix printers.
- Do not overfill the paper tray.
- Make sure that you close the paper guide (after clearing a paper jam or cleaning the paper-feed roller).

If you still experience paper jams, clean the paper-feed roller and paper-pick roller.