

Media problems

Frequent paper-picking errors

- Fan the paper or transparencies before installing them in their respective trays; this is especially important for transparencies because they tend to stick together.
- Make sure that you have loaded the correct media in the tray. You must load paper in the paper tray and transparencies in the transparency tray.
- Make sure that the media is installed under the hooks at the front of the media tray.
- If printing on transparencies and your printer has a Lower Tray Assembly, make sure that the transparency tray is installed in either the upper or middle tray slots.
- Clean the paper-feed rollers and paper-pick rollers.

Media is picked but does not advance

- Check the front panel; if it reads `Wrong media in tray`, check that the paper is loaded in the paper tray or transparencies are loaded in the transparency tray.

Frequent media jams

- Make sure that you use a high-quality laser paper: 75-105 g/m² (20-28 lb.) paper in the media trays and 60-120 g/m² (16-32 lb.) paper with manual feed.
- Use only Tektronix transparencies that are listed on the supplies information sheet. Tektronix does not guarantee the results of non-Tektronix transparencies in Tektronix printers.
- Make sure that the media is installed under the hooks at the front of the media tray.
- Do not overfill the media tray, as indicated by the red line on the right side of the tray.

Clean the paper-feed rollers and paper-pick rollers.