

How to Remove the HP CM2320/CP2025 Series Pick-Up Roller

If you've tried to remove the pick-up roller from the HP CM2320/CP2025 series devices, you may have run into trouble. That's because, unlike other printers, the HP CM2320/CP2025 requires you to rotate the pick-up roller into position before you can remove it. The process to complete that rotation isn't exactly obvious, so we'll walk you through it. Here goes ...

Note! Throughout this process, avoid touching the surface of the roller. The oils on your skin can impair the roller's performance.

- Turn the printer on and wait for it to go to a **READY** state.
- Using the control panel, open the secondary Service menu by simultaneously pressing the left arrow [←] and Cancel buttons.
- Use the arrow keys to scroll through the listed items until you locate **Pick Roller**. Press **OK**.
- Listen for the roller to rotate into position. Power off the printer and unplug the power cord.
- Remove the cassette tray.
- With great care, raise the front of the printer. Do not use the front door assembly to lift the printer. **Pick Roller**. Press **OK**.

Caution! When raising the front of the print, do not allow it to rest on the rear door/cover.

Doing so may cause excess toner to spill into the laser scanner assembly and contaminate the mirrors. The laser scanner assembly is not a replaceable part. In addition, the ADF and scanner cover are not latched, and may open when the printer's front end is elevated.

- Use your fingers or if necessary a snap ring pliers to release the 2 locking tabs and remove the pickup roller.
- Snap the new roller into the printer.
- Reinstall the cassette tray.
- Plug the power cord back and cycle the power.

Have questions? Parts On Demand customers receive free technical support. Give us a call at: 0800 22 55 05

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