



HP M251/M27x/M375/M475/CM1415 - Replace Roller in Secondary Service Mode

The only way to change the pickup rollers on these rear feed printers is to rotate the roller to the service position- which is only accessible through the secondary service mode

Note: Do not attempt to rotate the roller manually this would render the printer inoperable

Some service manuals for the mentioned models can be unclear on accessing this menu. A clarification is as follows:

SECONDARY SERVICE MENU:



1. From the printers ready (home) screen press the "setup" icon (you should see the printers' main menu list).
2. In succession press callout 1 (left navigation arrow) THEN immediately press callout 2 (cancel), then release BOTH. The printer should now show the ready (home) screen.
3. Press the "setup" icon again you should now see "SECONDARY SERVICE MENU" first in the menu list.
4. Press the secondary service icon
5. Scroll down and select "PICK ROLLER"
6. Turn off power by disconnecting power cable
(Turning off by power button will rotate the roller back to home position)

7. Release the plastic locking tabs and remove roller

