Clean the rollers monthly to remove dust and small particles. The roller-cleaning device enables you to clean the rollers that feed the screen from the cassette into the scanner. The cleaning process requires the following:

- A cleaning tray
- A cleaning plate with adhesive strips (covered with protective paper) and a protective envelope.

To order new cleaning plates, contact IDEXX Customer Support in the U.S. or Canada, 1-877-433-9948.

1. Remove any cassettes and screens from the scanner.
2. In the IDEXX-PACS* Imaging software, click **Settings** in the upper right, and then click the **Imaging** tab. The Imaging Configuration window opens. **Note:** If you are using Cornerstone* Diagnostic Imaging, select **Controls > Defaults > Imaging > System Setup > Imaging**.
3. Click **Scanner Configuration Settings**. The Password dialog box opens.
4. If prompted to log in, type **user** in the **User name** field and **Idexx123** in the **Password** field, and then click **Login**. Both the user name and password are case-sensitive. After a pause of a few seconds, the User window opens.
5. Remove the protective paper from the cleaning plate to expose the adhesive. Save the protective paper for later.
6. Depending on your software version, click either **Prepare** or **Activate Rollers Cleaning**. The rollers begin to rotate. The **System is ready for roller cleaning** message appears.
7. Insert the cleaning tray by pushing gently until it locks into place.
8. Click **OK**.
9. Place the cleaning plate on the tray. Make sure the cleaning plate is placed in the correct direction, as specified on the plate.
10. While holding onto the plate, push the plate very slightly into the scanner. **IMPORTANT!** Let go of the cleaning plate as soon as the rollers begin to pull it in. Resisting the rollers will damage the scanner.
    The rollers should pull the plate in almost entirely, with a few inches of the plate remaining outside. The **Pull out the cleaning plate and then release the cleaning tray** message appears.
11. Click **OK** to close the message dialog box, and then click **OK** again to close the remaining KodakQC dialog box.
12. Pull the plate out slowly and gently.
13. Repeat the cleaning process (steps 6, 8–12) two more times.
14. Disconnect the cleaning tray by pulling out the knob underneath the front tray completely, until it comes to a stop.
    The scanner performs a reset (homing cycle). **Note:** If the homing does not occur, turn the scanner off and then back on.
15. Cover adhesive area on the cleaning plate with the protective paper and store the plate in the protective envelope.