

6" ROLL

PAPER ORDERING INFORMATION

RR Donnelley® Customer Service
1-800-416-8151

M04809B017
(Blank Roll)

M04809B018
(Low Paper Marks)

CAUTION

Failure to use specified paper may result in printer damage!

REGULAR CLEANING CARD

M05194B001

TIP

Cleaning the printer regularly can help print quality
and lengthen the life of the printer.

USB PRINTER (M18304A001) TRAINING CHECKLIST

Operators must be trained for problem-free printer operation.
Ensure that each item below is completed:

- ASC trained Managers/Operations at Commissioning.
- Manager has trained all Operators/Cashiers.
- Manager periodically trains new Operators/Cashiers.

⚠ CAUTION

Always avoid contact of gears with fingers or hair!



REMOVING PRINTER JAMS

Note: Do not use metallic tools, such as screwdrivers, to clear jams. Metallic tools can cause permanent damage to the printer and void the warranty.

- 1 Pull the left quick-release pin and rotate the **Printer Control Module** to expose the jam.
- 2 Tear paper near the **paper feed** and at the **paper chute**. Leave enough paper to pull.
- 3 With your left hand, squeeze the **Printer Head Release Trigger** on the left side of the printer during paper removal process. See **Figure 2** for more information.
- 4 Gently pull the paper through the module until it is completely removed. Do not leave pieces of paper in the unit. Check the paper chute and ensure that it is clear. Rotate the module back on the printer adapter bracket and push the quick-release pin in place.

Figure1: Removing Printer Jams

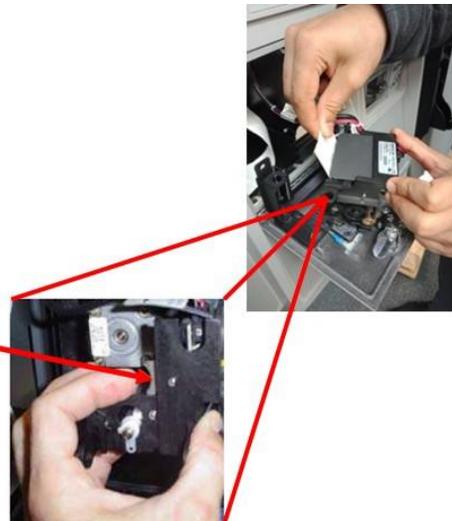


PREVENTING PRINTER JAMS

- 1 To prevent the last short receipt at the end of the roll from being trapped inside the printer, reverse it out from the paper feed. The paper **MUST** be removed properly to prevent jamming. Avoid tearing receipts if they are still in the process of printing or advancing.
- 2 Locate the **Paper Removal Trigger** on the left side of the printer (this is located directly under the "Remove Paper" trigger decal).

Figure 2: Preventing Printer Jams

Paper Removal Trigger



- 3 Squeeze the trigger when pulling gently on the paper to remove it from the paper feed path. Ensure that the paper chute is clear of obstructions.

TIPS

- When loading paper, if the paper does not get fed smoothly, use the paper removal trigger to remove paper and re-feed paper.
- When loading a new paper roll, tear off the first 20 inches of paper to prevent jamming due to adhesive.
- When first loading paper, ensure that the end is cut to a square to avoid a jam. Avoid uneven tears.

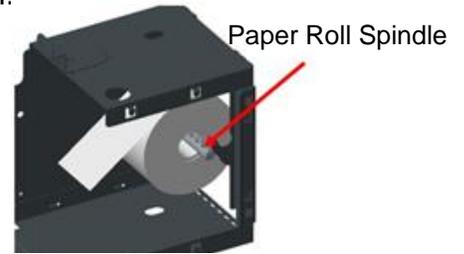


LOADING PAPER IN THE HENGSTLER® PRINTER ON THE ENCORE® 700 SERIES DISPENSERS

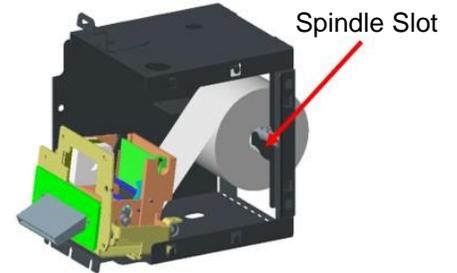
Figure 3: Loading Paper in the Printer

Install the paper roll spindle through the center of the paper roll.

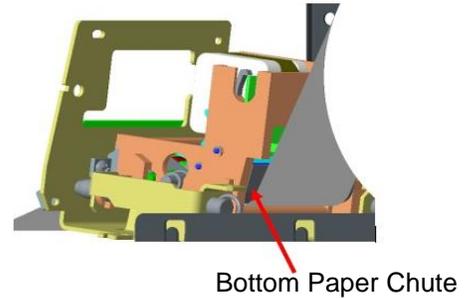
- 1 Tear off the first 20 inches or just past the glue spot on the paper.



- 2 Install paper roll spindle onto the slot on the paper holder.

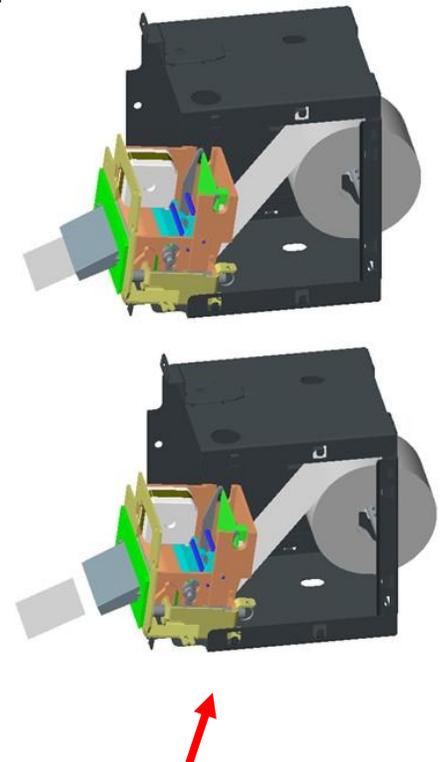


- 3 Feed paper through the bottom of the paper feed chute on the printer.



The printer automatically pulls the paper through the paper chute to the front side and toward the customer.

- 4 After the paper feed process has stopped, tear off the excess paper by pulling it straight down firmly.



⚠ CAUTION

Always pull the excess paper straight down when tearing off. Pulling to the left or right to tear the paper can cause paper jams, which can reduce the life of the printer.



PAPER JAMS!

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