

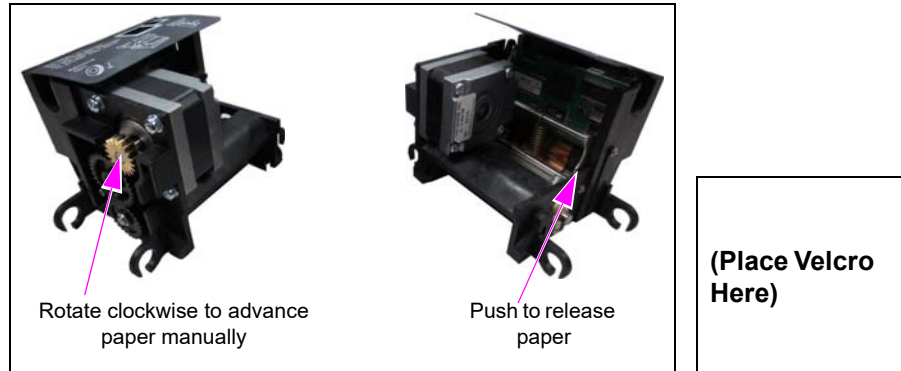
Removing Printer Paper Jams

This document explains the steps to remove paper jams from the Printer Head.

Many USB printer models use the Printer Head shown in [Figure 1](#).

For additional information, refer to *MDE-3893 Encore® and Eclipse® Owner's Manual*.

Figure 1: Printer Head (Showing Right and Left Angles)



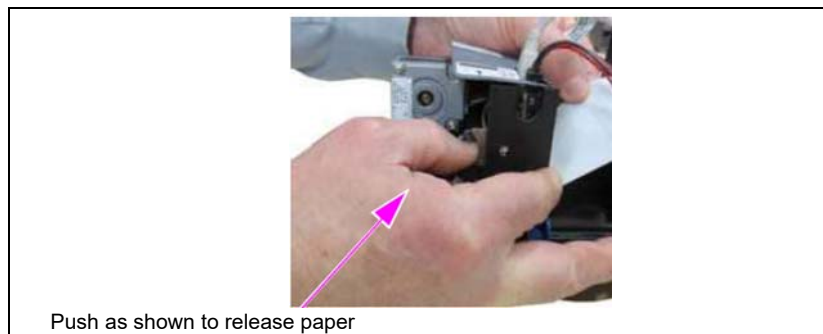
I. Removing Simple Paper Jams

Most paper jams are relatively simple to clear. To clear these paper jams, proceed as follows:

1. Open the Printer Door.
 - If the paper is not sticking out of the Printer Chute, proceed to step 5 on [page 2](#).
 - If the paper is sticking out of the Printer Chute, proceed to step 2.
2. Gently pull to remove any loose, folded, or wrinkled paper sticking out of the Printer Chute.
3. Rotate the brass gear to advance the paper manually.
4. If the paper is advancing normally, proceed as follows (see [Figure 2](#)):
 - a. Close the Printer Door.
 - b. Tear off the receipt paper.

Paper jam should be cleared.

Figure 2: Clearing Simple Jams



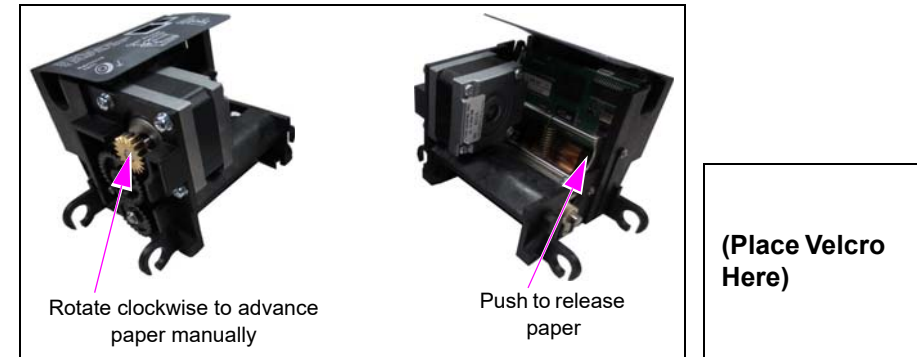
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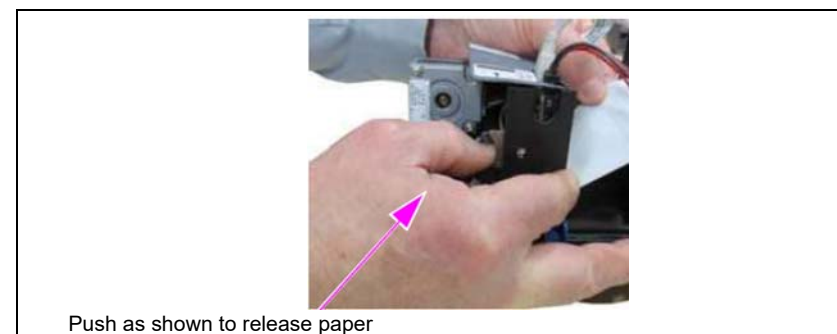
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Figure 2: Clearing Simple Jams



5. If the paper is not advancing normally upon rotating the brass gear clockwise (see [Figure 2](#) on [page 1](#)):
 - a. Push the Paper Release mechanism with your right thumb, reach behind the Printer, and grasp the paper where it enters the Printer.
 - b. Gently pull the paper out from the back of the Printer.
 - c. Tear off the jammed paper.
6. Reload the paper.

Paper jam should be cleared.

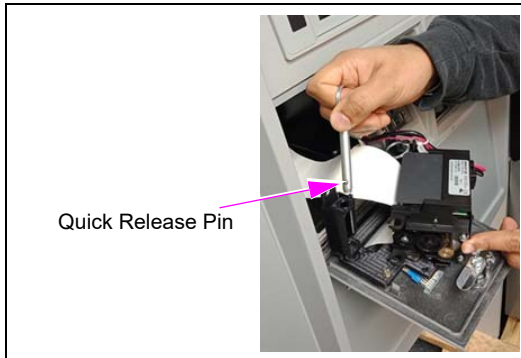
II. Removing Paper Jams that Require Opening Printer Assembly

After performing the steps mentioned in ["Removing Simple Paper Jams"](#), if the Printer still appears to be jammed (for example, paper does not reload, further jams occur immediately, and so on), the Printer Assembly has to be opened to expose more of the paper path.

To remove paper jams that require opening the Printer Assembly, proceed as follows:

1. Pull the quick release pin to rotate the Printer Head to expose the paper path (see [Figure 3](#)). The Printer Head is held onto the Printer Adapter Bracket by two quick release pins.
2. Remove any newly exposed scraps of the paper jam.
3. Rotate the Printer Head back in place and push the quick release pin forward to lock the Printer Head in place.
4. Reload the paper.

Figure 3: Left Quick Release Pin Pulled Up Slightly and Print Head Rotated



III. Removing Paper Jams that Require Opening Printer Head

Small scraps of paper lodged inside the Printer Head may cause recurring jams and are not easily removed. A qualified service technician can remove the Blade Holder (with blade attached) to expose this part of the paper path. There are Blade Holder Release Tabs. These tabs can be tedious to operate (for detailed animation of this procedure, refer to TRP-2387). This relatively simple procedure for a qualified technician may recover a Printer that would otherwise have to be replaced.

⚠ WARNING

Clearing paper jams using screwdrivers and so on, that contact the blade edge will permanently damage the blade. The damaged sharp edge of the blade will cause further jams. If the blade appears to be damaged or dull, you can order new blades with holders [M13832B008 (10X)].

THE BLADE IS SHARP. Exercise care in contacting and handling.

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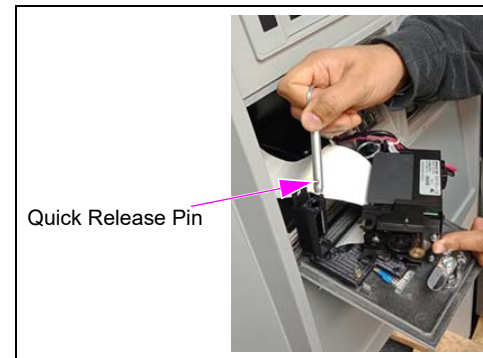
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