

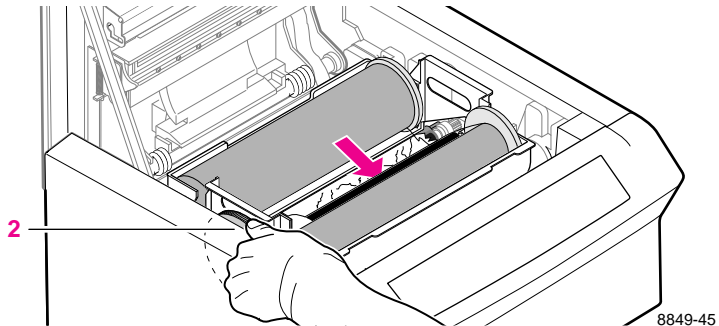
Clearing a jam

If a paper jam or transfer roll jam occurs, the **JAM** indicator is on. Follow these steps to locate and remove the jam:

1. Turn off the printer; open the top cover to its full upright position.

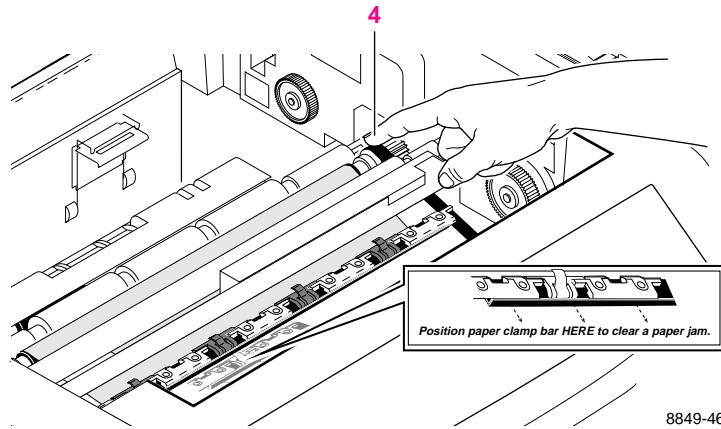
Caution *The thermal head is hot; do not touch it until it has cooled down, approximately 5 minutes. Also, do not touch the rubber rollers directly because the oil from your fingers can contaminate the rubber and cause printing problems. Use a cloth or gloves if you need to rotate the rollers.*

2. If the transfer roll or paper is wound on a roller, turn the green knob to rotate the rollers and free the jammed paper or transfer roll.



3. Lift out the transfer roll tray. Check the roll for tears and wrinkles. (If the roll is damaged, replace it with a new one.) Straighten the roll and make sure that the axles on the endcaps are set snugly into the tray.

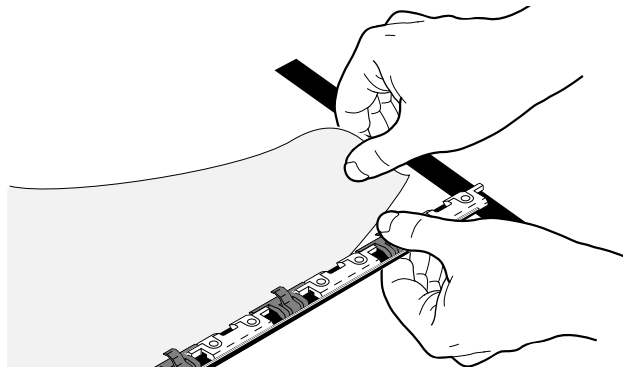
4. To check the paper clamp bar, pull on the black rubber belt until the paper clamp bar is positioned over the label **Position paper clamp bar HERE to clear a paper jam**. If the paper clamps are holding any paper, this is the cause of the jam.



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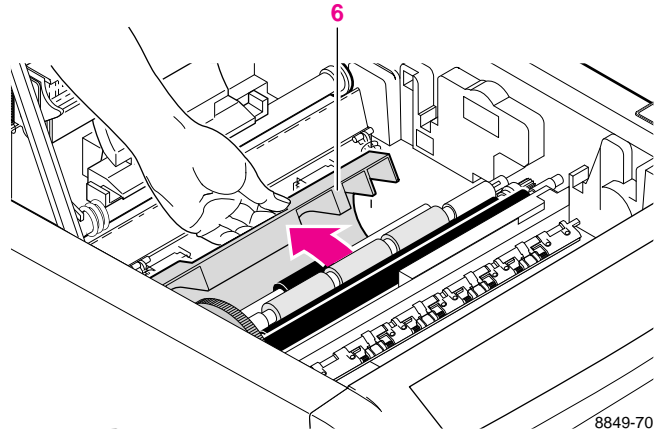
Caution Do not force or pull the jammed paper out of the paper clamps. This will damage the printer. You must first release each paper clamp and gently remove the paper.

5. If the paper clamps are holding any paper, squeeze each clamp open and gently remove the paper. Always start at one end and work toward the other to avoid tearing the media (do not start in the middle). *Always support the paper clamp bar with your hand when opening the clamps; otherwise you could damage it.*



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6. Open the paper guide and remove any remaining paper. Close the paper guide.



7. Remove the paper tray and any paper remaining in the opening. Replace the paper tray.
8. Re-install the transfer roll tray, making sure the axles on the endcaps fit snugly into place inside the printer. Remove any slack in the transfer roll by turned the supply core endcaps forward (toward the front of the printer).
9. Close the cover and turn the printer on.