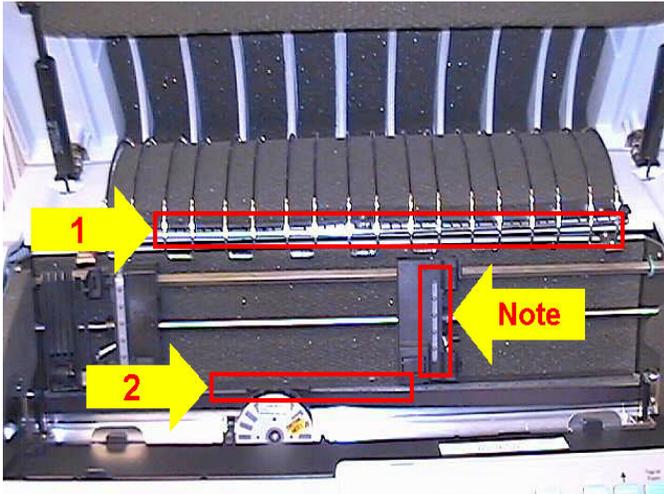


Troubleshooting 1330: JAMS



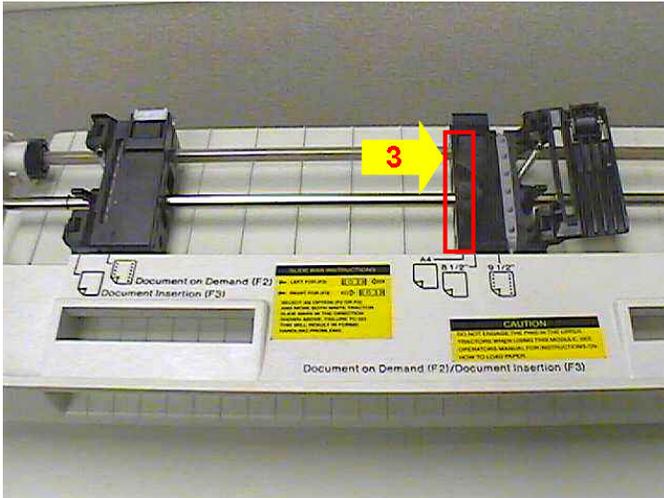
Problem 1: Paper/FIs move backward instead of up

Solution: Move rack forward to force up

Note: Paper/FIs must not touch pins when passing through tractor doors

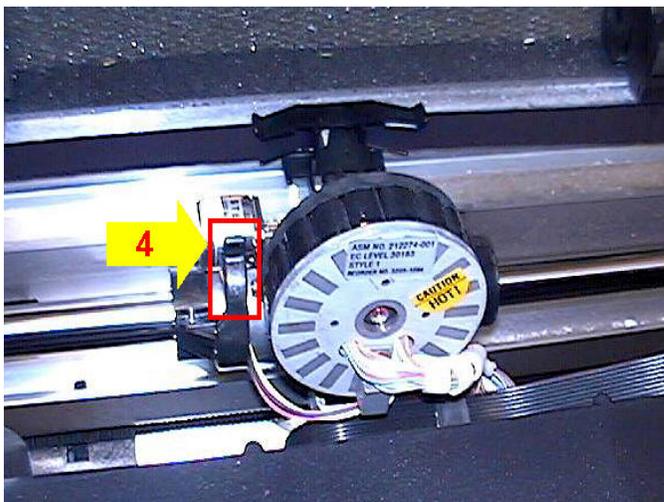
Problem 2: Blocked paper path

Solution: Floss Paper eject path behind ribbon; clear plastic with 'Card stock' to remove debris



Problem 3: Paper jam

Solution: Make sure that holes in Paper/FIs match pins. Pins on left and right should be equal.



Problem 4: Print head is too close

Solution: Reset 'Platen Gap Lever' to 3-clicks or more.

Trouble Shooting 1330: SKIPPING

Problem: Skipping

Causes:

- ◆ Printer configuration settings are wrong (Section 9*)
- ◆ Dumb terminal configuration settings are wrong (Section 5*)
 - Off-Line
 - On-Line

Note: 1330 printers are connected 'directly' to controllers only.

*Refer to '**Everything You've Always Wanted to Know About ISIS Hardware Troubleshooting:**
Rev. January 1, 2001 (in WIC Kit - Orange Tool Box)