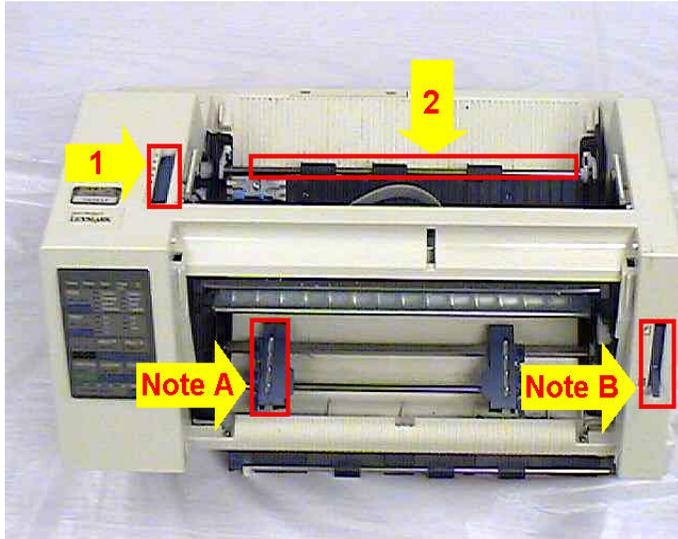


### Troubleshooting 2390 Parallel Printer: JAMS



**Problem 1:** Print head is too close

**Solution:** Reset 'Forms Thickness Lever' to **3 or more**

**Problem 2:** Blocked paper path

**Solution:** Floss the paper eject path with card stock to remove debris

**Note A:** Paper/FIs must have holes matched to pins

**Note B:** Make sure paper switch lever is in **down** position to feed Paper/FIs

### Troubleshooting 2390 Parallel Printer: SKIPPING

**Problem:** Skipping

**Causes:**

- ◆ Printer configuration settings are wrong (Section 10\*)
- ◆ Dumb terminal configuration settings are wrong (Section 5\*)
  - Off-Line
  - On-Line

**Note:** When printers are connected to dumb terminals, laptops or informers, the configuration is different than when connected 'directly' to a controller

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