DNP
Photo Imaging

DS40/DS80/DS620A/DS820A PHOTO PRINTERS:
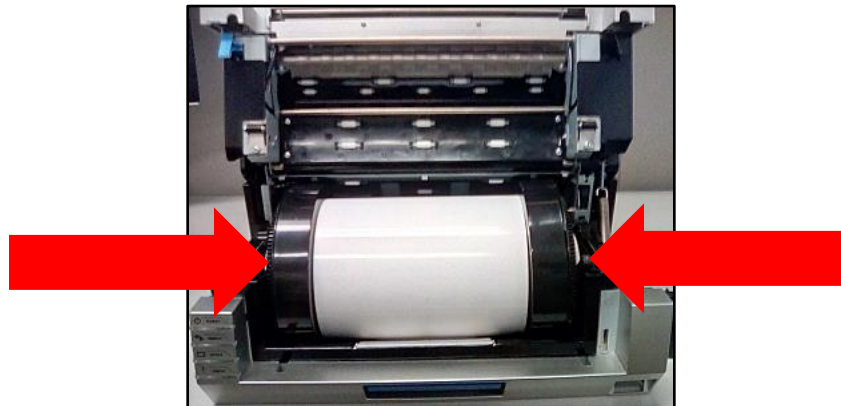# HOW TO CLEAR THE PAPER PATH

Overview

A paper jam can leave debris in the paper path. Sometimes, usage will leave dirt and/or paper dust in the paper path. This can cause it to be difficult to load the paper or leave splotches on the print. This document outlines how to clear out the paper path using the printer paper. There is plenty of extra paper on the roll to take care of this task.

Procedure

ATTENTION: Do not try to pull the paper from the bottom of the printer path when removing a paper jam as this will bend the metal bracket below the platen roller. If this occurs, the printer will need to be serviced.

1. Open the hinged lid and raise it to the upright position.

2. Remove the paper roll using the spindle ends located on either side.

3. Using scissors, cut the paper about four inches from the metal bracket below where the paper enters the printer mechanism and then push some of the paper inward along the paper path. This will provide a loop of paper in the ribbon compartment to use when extracting the paper. If there is too much tension on the paper, do not force it.

NOTE: The paper path of the DS40, DS620A, and DS80 are the same width. This means that the DS40 or DS620A paper has more room side to side than the DS80 paper. The smaller media is better suited for working debris out of the printer path. If possible, use the smaller paper to floss a DS80. If it is not available, cut 1-1/2" to 2" off one side of the DS80 paper.

4. Close the hinged lid to have access to the back side of the paper path in the ribbon compartment.
5. Using the loop of paper created in Step 3, push/pull the paper down with steady force, not abrupt force or tugging, to slowly remove the crumpled paper from the upper metal bracket.
6. Use steady force, not abrupt force or tugging, to slowly remove the paper from under the platen roller. This is the large, black, rubber roller near the bottom of the ribbon compartment. It feeds the paper from the paper compartment into the ribbon compartment.
7. Once the paper jam is cleared, cut off between 15" and 20" of paper from the roll.
8. Open the hinged lid and raise it to the upright position.
9. Feed the strip of paper under the metal bracket below the platen roller in the paper compartment. Work it through to the back side of the paper path. The paper should be visible in the ribbon compartment.

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10. Guide the paper around the rear side of the platen and into the top metal bracket with the white rollers right above the platen. Continue feeding it forward until it can be seen coming through the front exit slot where the prints are ejected. During this process, the paper may get snagged. Remove it and reposition either more left or right from center until it can be worked all of the way through the paper path.

NOTE: Do not force the paper if it encounters an obstruction that refuses to move.

11. Hold both ends of the paper while pushing and pulling in a flossing or buffing motion, working the paper towards one side of the printer and then the other. This will clear any obstructions in the paper path.

    a. If this clears all obstructions in paper path:
        i. Remove the strip of paper.
        ii. Continue to the next step.
    b. All obstructions in paper path have not been cleared.
        i. Contact DNP Support for further troubleshooting.

End of Clearing the Paper Path.

Revision Info

Date	Initials	Description	Revision
2.18.2016	CCS	Changed copyright to 2016. Removed false PN and REV numbers. Updated Heading 1 leading. Added new pink logo.	
7.13.2016	MMH	Added Revision column to Revision Info table & removed PN from footer.	
8.24.2016	MMH	Revised content to make document public.	1.0
12.13.2017	MMH	Reviewed by InfoDev. Ready for website publish.	1.0

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