

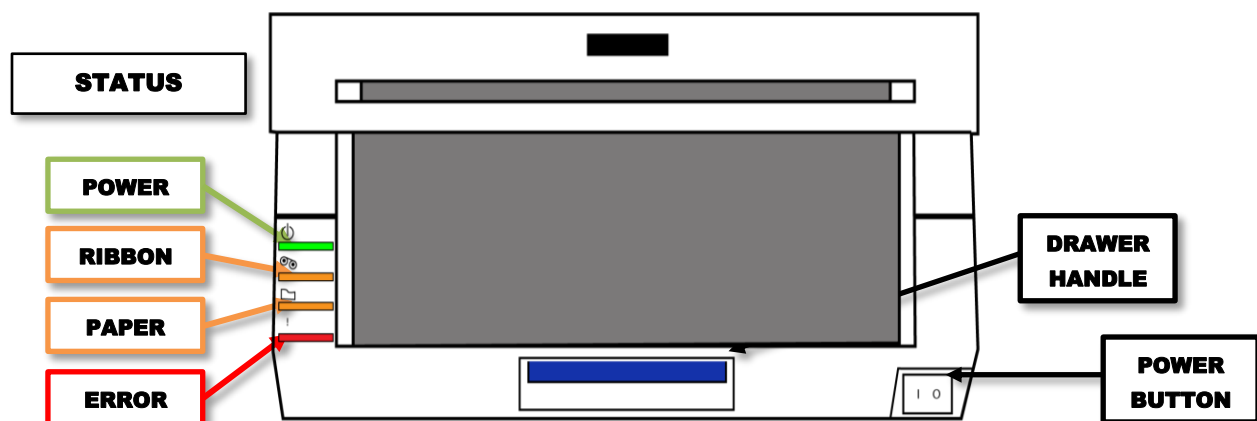
DS Series™ Printer: Clearing a Cutter Jam

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Overview

Cutter jams occur most often when the paper cutting mechanism – referred to as the cutter – gets wrapped with paper scraps due to a full scrap box. Use this procedure to identify the cutter jam and take the appropriate steps to clear it.



Before You Begin

Before you begin this procedure, read through the following cautions and warnings.

Important Safety Instructions

Safety is paramount when installing and operating the system. These safety instructions are to protect you and the customer and for the overall public. The following bullet points apply to the safety instructions in this manual:

- ❖ Read all of these instructions before setting up, installing, and operating your system.
- ❖ Follow all warnings, safety precautions, and notices for all procedures in this manual.
- ❖ When in doubt, stop what you are doing and reassess the safety of the situation or procedure. Never continue with a step or procedure when there is the slightest doubt regarding safety.
- ❖ Save these instructions for future reference.

General Safety Precautions

- ❖ Never install or setup the system near water.
- ❖ Never place the system on an unstable platform.
- ❖ Never place the system near a heat source such as a heater or furnace.
- ❖ Never perform any of these steps while wearing jewelry (rings, loose necklaces, bracelets, etc.), neckties, or other clothing that could get caught in the equipment. These items can get caught in the equipment or may conduct electricity and cause injury.
- ❖ Never insert any foreign object into the system unit without powering the system OFF first.
- ❖ Never block ventilation ports; allow plenty of room around the system for ventilation.
- ❖ Never use water or liquid to extinguish a fire on the system unit.
- ❖ Always protect the power cord from accidental kinks, cuts, and foot traffic.
- ❖ Always operate this system from the correct type of grounded power source.

- ❖ Always clean and maintain the system in the prescribed manner as instructed in this manual.
- ❖ Always use this equipment in the specified manner as recommended by the manufacturer.
- ❖ Failure to observe safety precautions voids your warranty and may cause damage to the unit and could result in personal injury or death.

Symptoms

- **SOLID RED** error status light (Not blinking).
- The printer does not produce two beeps when the paper is properly loaded in the paper feed path.

Common Causes

Paper for the DS40, DS80, and DS620A printers comes in rolls and is cut to length after each print. The paper cutting mechanism (referred to as *the cutter*) is just slot where the final print is ejected. A black notched belt runs around a gear on the right side of the cutting mechanism, moving the cutter from left to right as needed to cut the photo. Scrap paper can wrap around the gear, jamming it so that the cutter cannot move not move. This causes an error state in the printer. This is shown with a solid red error status light on the front of the printer that remains on continuously. The error status light is the bottom of the four indicator lights on front of the printer.

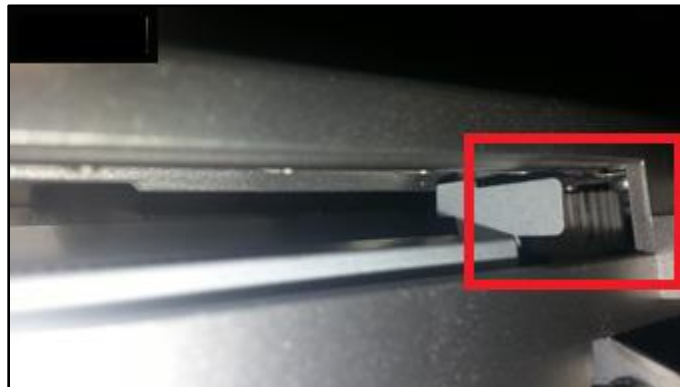
The following are the most common causes of a cutter error:

- Scrap paper or other debris blocking the cutter path or gear assembly (either during printing or during transport).
- Printer is not level during printing.

Troubleshooting

Method 1: Cleaning the Cutter Path

1. Turn the printer OFF and unplug the power cable and USB cables from the back of the printer.
2. Use the blue handle on the front of the printer to open the media compartment drawer.
3. Press the blue release lever on the left side of the media drawer to open the paper compartment.
4. On the paper compartment cover, look inside the wide gap on the bottom of the cover.
5. Locate the cutter gear in the far right corner.



6. Check for any scraps of paper or other debris near the cutter. Using tweezers, carefully remove any scraps you find. If you are unable to locate or remove a jam in the cutter gear, proceed to Method 2.
7. Remove any objects from the cutter path.
8. Verify that the printer is level and that four corners of the bottom are touching a level surface. Gently shake the printer to verify that the printer is firmly set on the surface.
9. Plug the power and USB cables into the back of the printer and power the printer ON.
10. Reload the paper. When the paper is loaded properly, the printer beeps twice. If the two beeps are not heard, proceed to Method 2.
11. Close the printer. It should initialize and produce the blank test cuts. If the printer does not initialize, proceed to Method 2.
12. Print a test page. If the test page does not print properly, proceed to Method 2.

Method 2: Cleaning the Cutter Assembly

NOTE: This is an advanced printer cleaning procedure; please read through the instructions thoroughly before proceeding.

This procedure does require a small Philips screwdriver, magnetic if possible to prevent losing the screws.

1. Turn the printer OFF and unplug the power cable and USB cables from the back of the printer.
2. Use the blue handle on the front of the printer to open the media compartment drawer.
3. Press the blue release lever on the left side of the media drawer to open the paper compartment.
4. Remove the two small screws on the bottom of the cover.



- 5. On the right and left sides of the paper compartment cover, near the blue (left side) and black (right side) levers, remove the screws in the half-circle cut-away.

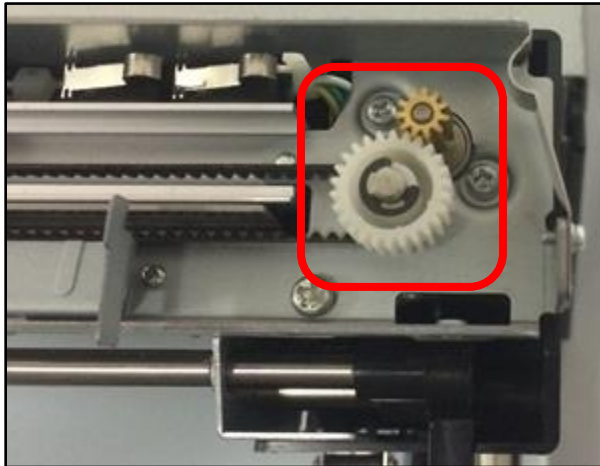


- 6. Remove the printer faceplate by grabbing the top center of it, lifting slightly and pulling the faceplate forward.



Grasp center back of lid, pull up gently and then pull forward

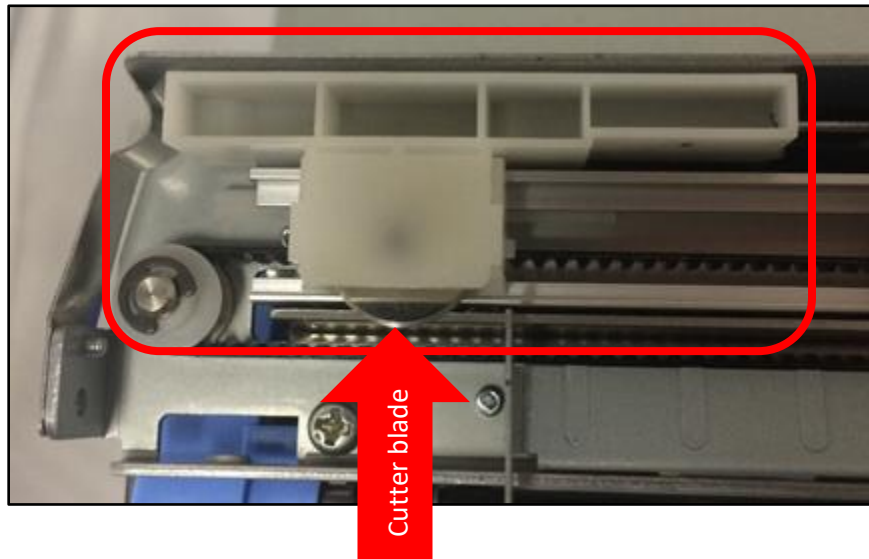
- 7. Once the faceplate is removed, examine the cutter gears for scraps and debris.



- 8. If any scraps or debris is present, carefully remove it from the cutter gears.

9. Locate the cutter assembly with the cutter blade.

ATTENTION: Use extreme caution when maneuvering around the cutter blade. The cutter edge is very sharp and can cause injury.



10. If the cutter is not on the left side, gently push the plastic portion of the assembly to move the cutter all the way to the left. Do not touch the cutter blade, as it is extremely sharp. When moving the cutter, be very careful and only touch the plastic assembly.
11. Snap the faceplate back into place. Without the screws, it fits loosely, but should not be removable by just pulling on it.
12. Screw in the four screws that were previously removed to secure the faceplate to the printer media compartment.
13. Verify that the printer is level and that four corners of the bottom are touching a level surface. Gently shake the printer to verify that the printer is firmly set on the surface.
14. Plug the USB and power cables into the back of the printer and turn the printer ON.
15. Test the printer by loading the paper and closing the printer.
 - a. If the printer initializes without error and produces the blank test sheets, the problem is resolved.
16. If the printer produces the same error, contact [DNP IAM Technical Support](#).

Contact DNP IAM Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods:

Phone: 1-855-367-7604

Email: dnp.support@dnp.imgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed

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 and removed PN from footer.	
10.26.2016	MMH	Removed 2013 & 2014 doc. Revised content and format	3.0