

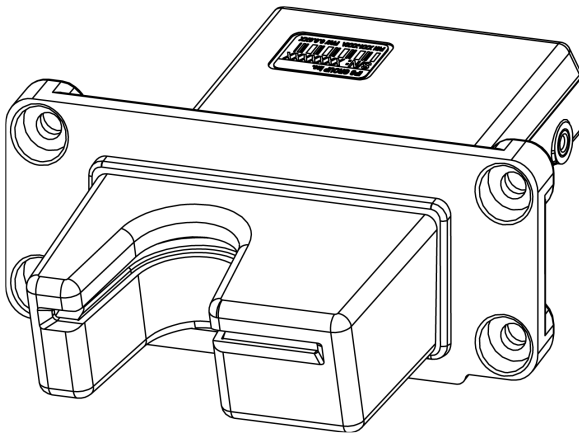
# How To Clear a Card Jam in the MS1™

This task topic discusses possible causes for a card jam on an IPS Group, Inc. **MS1™**, followed by procedures to alleviate those issues.

The (contact) **card reader** is a removable component that reads the type of card inserted into the card entry slot. The card reader is capable of accepting magnetic-stripe cards, and chip cards. The MS1™ is designed to ensure that any coin(s) jammed into the card reader slot is automatically cleared with the insertion of a credit card.

To clear a card jam from the card reader:

1. Quickly insert and remove a Diagnostic card into the MS1™ card reader to enter Diagnostics mode.
2. Use the key (manual or electronic) to unlock and open the meter **cabinet** / door.
3. Insert a thin sturdy device (such as a letter opener or long nose pliers) into the card reader, and remove the obstruction, pulling it out through the front of the card reader.
  - If the obstruction cannot be removed from the front of the card reader, go to [How To Remove the Card Reader from the MS1™](#) to investigate the jam further.



4. Close and lock the MS1™ cabinet / door to return it to normal operation.

The jam is clear and the MS1™ is ready for normal operation.

In extreme cases, it may be useful to remove the card reader entry slot to clear a jam. See [How To Remove the Card Reader from the MS1™](#) for more information.