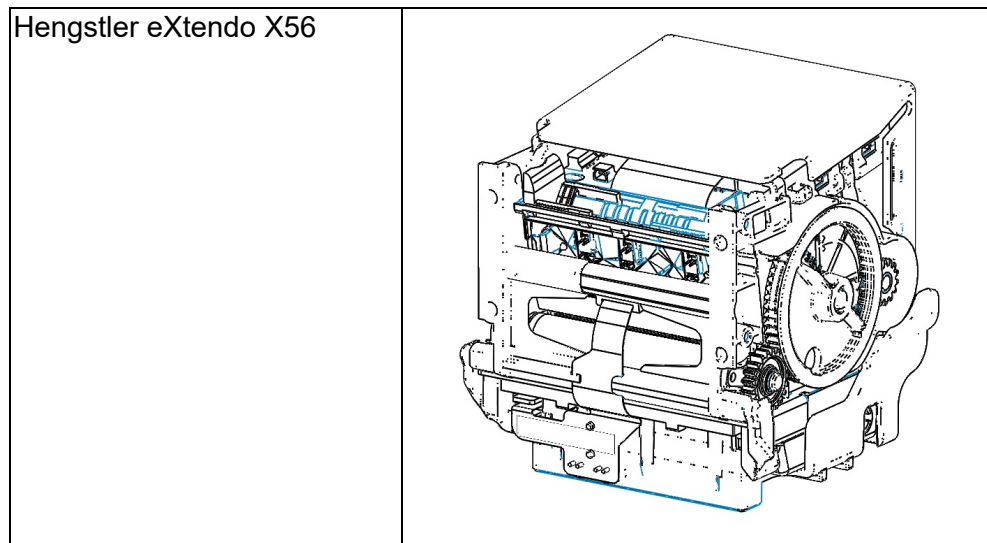


# How To Clear a Printer Jam in the MS1™

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

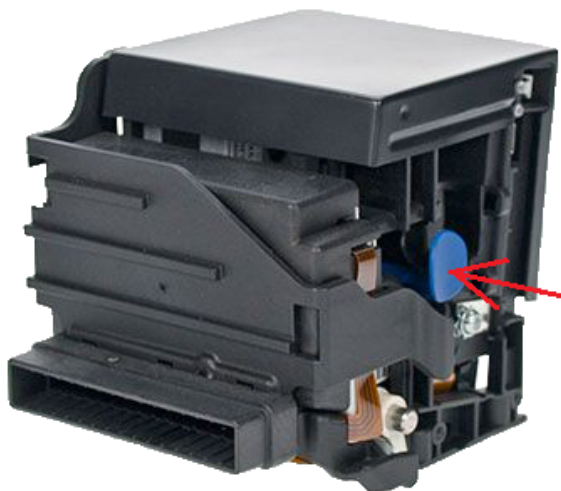
IPS uses the Hengstler eXtendo X56 printer in their MS1™.



The most common causes of printer jams are, incorrect and misaligned paper feeding. Paper must always be fed into the meter with the thermal (printable) side facing the back of the MS1™ **cabinet** .

To clear a paper jam from the printer:

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. Carefully remove the paper from the printer, and cut away /discard any wrinkled portions.
  - (Optional) Manually twist the knob on the side of the printer to help remove the paper.
  - (Optional) If the printer rollers are too tight to release the paper, push the Blue plunger IN to unlock the printer's pinch rollers.



4. Once the printer is clear of paper, pull the plunger OUT to return it to normal operating position.



5. Ensure the type of paper and paper path is correct for the given customer (top-feed vs. bottom-feed), and present the paper to the printer's entry slot. (See [How To Load Printer Paper in the MS1™](#) for more details.)
6. From the Diagnostics menu, perform a Printer Test, and ensure the printer print a test sheet, and cuts normally.
7. 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.