

March 2009

For Operators, Installers and Technicians

No. 37

VeriFone® RP300/310 Printer Paper Jam or Jammed Cutter

All printers will perform better and last longer if properly maintained and serviced. To help extend the life of your printer, do not use recycled paper.

Paper Jams

Never use a knife, screwdriver or any sharp instrument to dislodge paper jams or to clean a sensor. Use canned, compressed air to spray air in and around all paper paths and sensors. Do not use air from a shop compressor, as this is high pressure and can damage sensors and dislocate parts.

Cutter Paper Jam

CAUTION: When there is a paper jam in cutter, the upper cover may not open. Turn the power off and on several times. If the cover still won't open, please follow the steps below to release the paper from the jam.

1. Turn printer off.
2. Remove Cutter Cover using a flat screwdriver on both sides gently prying off cover as shown below in photos No.1 and No.2



No. 1
Gently prying Cutter Cover off



No. 2
Removing Cutter Cover



No. 3
Turn white plastic screw -
Clockwise or Counter-Clockwise

3. Turn white plastic screw using a Phillips screwdriver in either direction until paper is released from the cutter and top cover opens freely, photo No.3. Replace Cutter Cover.
- Call PMP for further assistance, directions and technical help.
 - If the upper cover will not open, prying the upper cover with a screwdriver may cause the cutter to break. This will result in a denied warranty and an up-charge to repair.



PMP CORPORATION
P.O. Box 422 • 25 Security Drive
Avon, CT 06001
Web: www.pmp-corp.com

Toll Free Tel: 800-243-6628
Toll Free Fax: 888-674-0196
Local Tel: 860-674-0196
E-mail: sales@pmp-corp.com



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