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 the 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 by <u>gently prying</u> off cover as shown below in photos No. 1 and No. 2

No. 1	No. 2	No. 3
<u>Gently</u> pry Cutter Cover off	Remove Cutter Cover	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 the top cover opens freely (photo No. 3). Replace Cutter Cover.

- **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.**

- **Call PMP for further assistance, directions and technical help.**

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