

PAPER JAM

If paper gets caught in the printer under the thermal print tab, call **REALPRO Innovations, Inc. at 909/597-4504** for further instructions. If you are comfortable, you can open the back of the printer as seen in the following pictures.

Once the printer is opened, you can get to the printhead and turn the gear wheels on the right side of the printhead. As these gears turn, the white tab will move away from the paper. It will then be safe to remove the paper. You will have to turn and turn and turn the gear wheels before the tab begins to move.

