

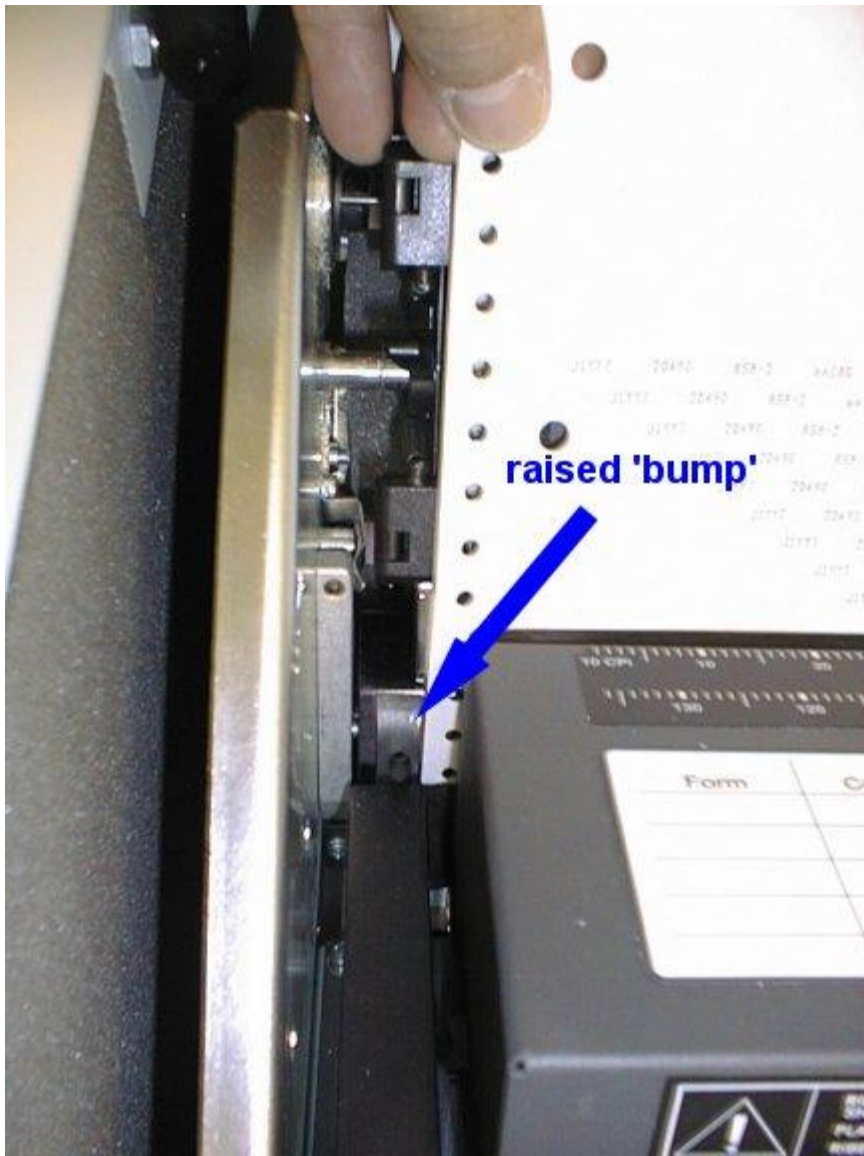
TallyGenicom TechNote GEN_T_035

How to tell if the paper is loaded correctly - 6306 / 6312

Issue / Symptom: The paper loads on the wrong side of the paper iron.

Procedures:

With the paper pushed up into the mech, but NOT installed in the tractors, grab the paper and slide it full to the left. It should come to a stop when it hits the black raised bump on the platen, located just above the left side of the ribbon. If it slides easily over this "bump" and goes all the way to the left side of the mech, the paper is on the wrong side of the paper iron and needs to be reloaded.



Additional Notes/Comments:

It should not be possible for an operator to load paper incorrectly, as long as the shipping screws are removed and nothing is damaged.

If this problem occurs, the printer needs to be serviced to check that the print mechanism is biased full forward, and the sheet metal paper lead in guide in the printer cabinet inspected to make sure it isn't deformed.

Need help? Call our knowledgeable sales staff at: [708-597-4222](tel:708-597-4222)