

How to Handle a Cassette Jam

Version 4.x Directview SW

1. From the main menu Touch “UTILITY MENU” located in the lower left corner



2. Touch “System Recovery”



3. Touch “Release Cassette”



If the cassette does not release, try the following:

- 1) Cause a mechanical initialization by opening and closing the front door. This removes power from the mechanical parts for operator protection and upon closing the door power is restored and a initialization of the mechanical system is performed. This will usually release the cassette.
- 2) Call Carestream for phone assistance with a more intrusive recovery step. We recommend calling for assistance to see if the following should be tried - open the front door, reach inside the CR, grasp the cassette screen and push back to release the plate.
- 3) If none of the above work – perform a shutdown and start up, to see if that will release the plate.

If you are in doubt about what to do or if the cassette remains jammed, call

Carestream Service 800-328-2910