

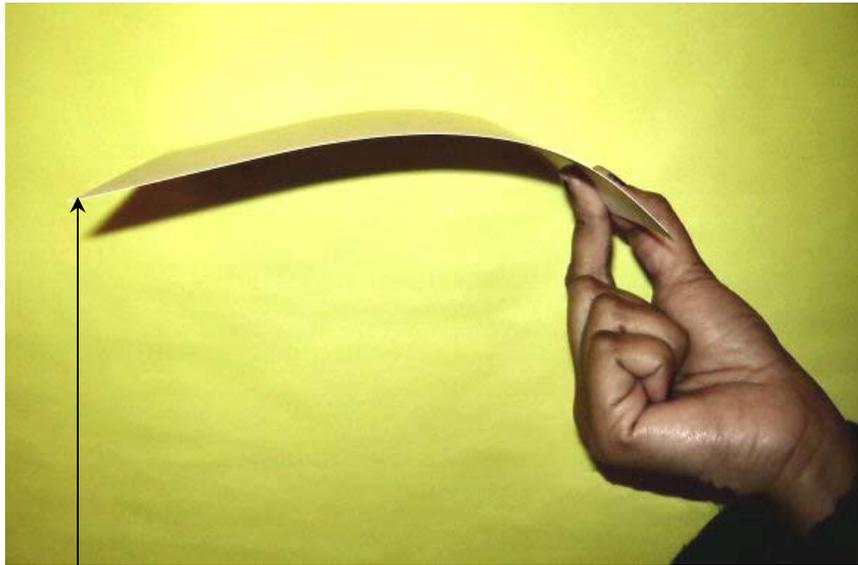
**Live Scan: Printer Jams – Why They Happen**

All cards (and paper) have a 'grain' to them when they are produced. This makes it easier for cards and paper to feed through the rollers inside printers. If the card is either miscut or misprinted or feed against the grain the card will jam in the printer.

**How to Detect Paper Grain Issues**

It's easy to see the grain on a square fingerprint card. Hold one card on any side in the very middle on the edge with your thumb and forefinger and check the curvature of the card. Now turn it 90° and check again. The curvature will be greater in one direction – this indicates you are holding it from the top (or bottom) of the card and should be put into the printer with this edge toward the top (or bottom).

More curvature



This edge should go first in the printer

Less curvature



This edge must be on right or left side