

Nimbie Sidekick NK50Y System: Disc caddy gets stuck between NK50Y and Epson printer

Follow the steps below to get the disc caddy out of the system:

â€¢ Turn off NK50Y and Epson printer.

â€¢ Through the opening on NK50Y, try to move the disc caddy into NK50Y. Or, move it into Epson printer.

â€¢ Make sure the disc caddy is completely located inside either the NK50Y or Epson printer, then detach NK50Y from Epson printer.

â€¢ Place NK50Y on a flat surface. In case disc caddy is staying within NK50Y, turn on NK50Y to have it reposition disc caddy during initialization.

â€¢ In case disc caddy is staying within Epson printer, turn on the printer and gently pull the caddy out of the printer. Refer to the Replace Disc Caddy section to reinsert it back to NK50Y.

â€¢ Re-attach NK50Y to Epson printer and set the system to ready.

Unique solution ID: #1120

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