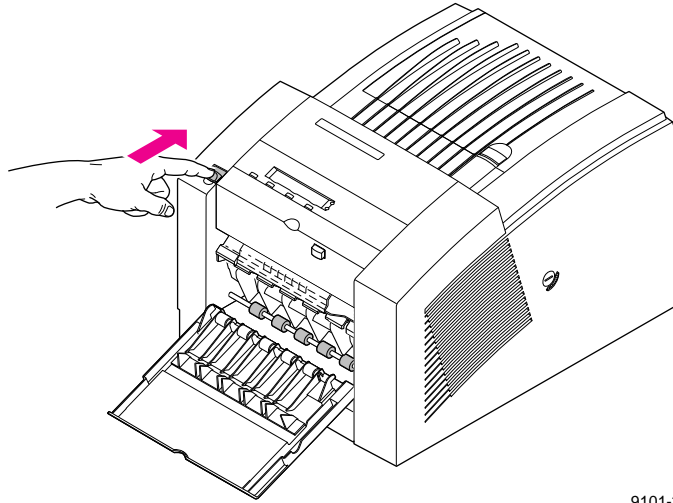# Removing jammed media

To avoid ink smears inside the printer, always try to pull jammed paper or transparency media out through the top of the printer (the exit cover). If the jammed media cannot be cleared from the exit cover, open the front cover and check for jammed media. If the jam is not inside the front cover, remove the media tray and check for jammed media.

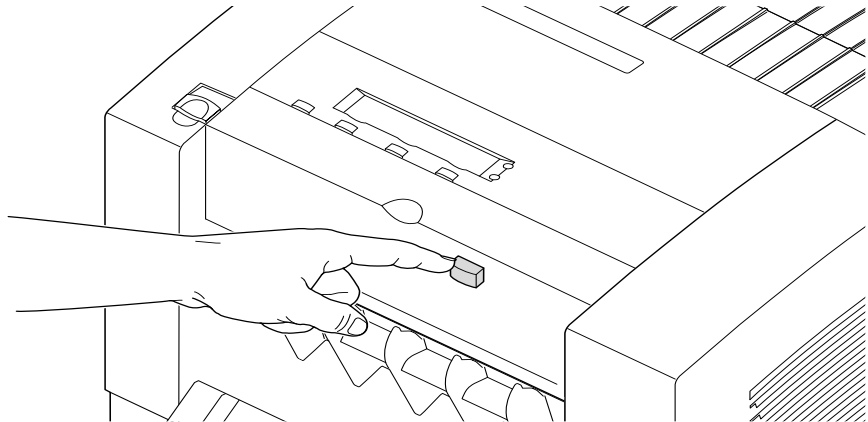Follow these guidelines when you remove jammed media:

■   Use both hands to gently pull the media through its normal path out the top of the printer (exit cover), if possible.

■   Do not use excessive force pulling the media; it may tear.

■   After removing the jammed media, inspect it for tears. Leave no media scraps in the printer.

1.   Check for jammed media that has partially exited the printer's exit cover. Remove any jammed media by pulling the media out through the top of the printer.

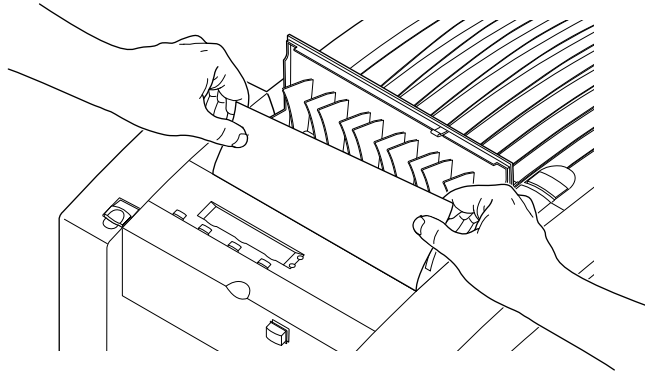**2.** Open the front cover and check for jammed media.

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3. If necessary, open the exit cover using the blue release button located inside the front cover, at the top of the printer.

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4. Using both hands, pull the jammed media out the top of the printer.

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5. If necessary, remove the media tray to locate and clear jammed media.