The Control Panel will help with any problem that you have. If there is a paper jam, the location of the jam will be shown in the message window. Follow the instructions shown on the screen.

Instructions to clear a paper jam at the back of the printer.
1. This is the hardest part, because of where the printer is located. There are 2 tabs at the back of the printer, push them inwards to release the rear door. If paper is jammed you will be able to feel it.
2. & 3. Carefully pull out all jammed paper.
4. Close the rear door. Lift and close the top cover.

Instructions to clear a paper jam at the top of the printer.
1. Open the top cover, and carefully lift out the printer cartridge. It should lift out very easily.
2. & 3. Carefully pull out the jammed paper.
4. Place the printer cartridge back in, & close the top cover.

Even if there is not a paper jam under the top cover, you must open and close the top cover, after clearing a paper jam to re-set the printer.