

# NEO E-series Tape Magazine Handling

## Overview

To prevent damage to NEO tape magazines, be sure to remove and replace them correctly. Keep the magazine straight and level, using two hands (one on the handle and the other under the center of the magazine) to support it.

## Handling Procedure

Pull the magazine straight out to remove it and push straight in to replace it.



Do NOT angle the magazine up, down, left, or right, and do NOT twist or tilt it.



## Removal Resistance Resolution

**CAUTION:** When removing a magazine, if you feel resistance, do NOT try to force the magazine out of the library. If the resistance is due to a tape that is extended out of the magazine, trying to force the magazine out can damage the magazine and other library components.

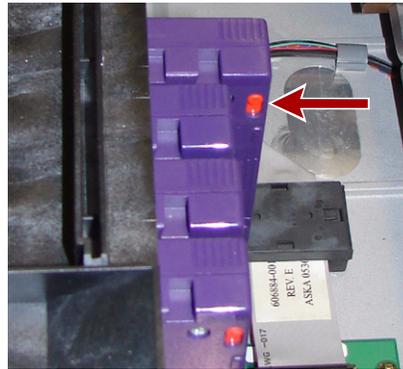


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If you feel resistance during removal, the cause of the resistance is likely one of two things:

- **Incorrect removal angle** – Make sure the magazine is straight and level (not angled or tilted). Correct any angle problem, and using two hands (one on the handle and the other underneath the magazine to support it), attempt to remove it again.
- **Cartridge extending out of the magazine** – A library that is incorrectly shut down or a shuttle failure can cause a tape cartridge to extend out of the magazine and prevent magazine removal.

To check if a cartridge is extending out, use a flashlight to look past the magazine into the library. If all cartridges are inside the magazine correctly, you will only see ONE red dot (the one on the first cartridge). If a cartridge is not fully inside the magazine, you will see TWO red dots.



### Push Extended Tape Cartridge Back Into Magazine



**WARNING:** This device has more than one power cord. Disconnect ALL power supply cords before servicing.

**AVERTISSEMENT:** Cet appareil a plus d'une cordon d'alimentation. Débranchez TOUTES les cordons d'alimentation avant l'entretien.

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1. Use the front control panel to open **both magazine doors**.
2. Shut the library down and disconnect **power sources**.
3. Remove the **cover**:
  - a. Remove the two cover **screws** (one inside each magazine door) and set them aside.
  - b. Slide the **cover** back, lift it up and set it aside.
4. Use your finger to push **extended cartridge** fully back into the magazine.  
The magazine should remove normally now.
5. Replace the library **cover**.
6. Reconnect the **power cords** and power ON the library.