HP Color LaserJet Enterprise 5700, 5800, 6700, 6701, 6800, 6801, X55745, X57945, X654, X677 - 13.D3 jam errors in the duplexer

Use the following procedure to check for paper in all possible jam locations related to the duplexer area inside the right door.

1. Clear a paper jam in the duplexer

Use the following procedure to clear paper jams in the duplexer area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

Recommended action for customers

When a jam occurs, the control panel displays a message and an animation that assists in clearing the jam.

- 13.D3.Dz Duplex delivery delay jam

- 13.D3.FF Residual paper jam in right door
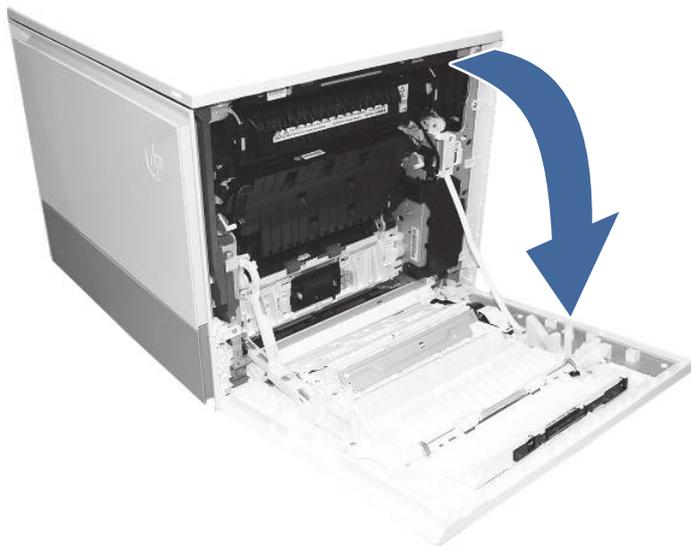
z = Fuser mode. This can be 0-9 or A-F.

⬚◁ [View a video of how to clear a jam in the right door and fuser area](#)
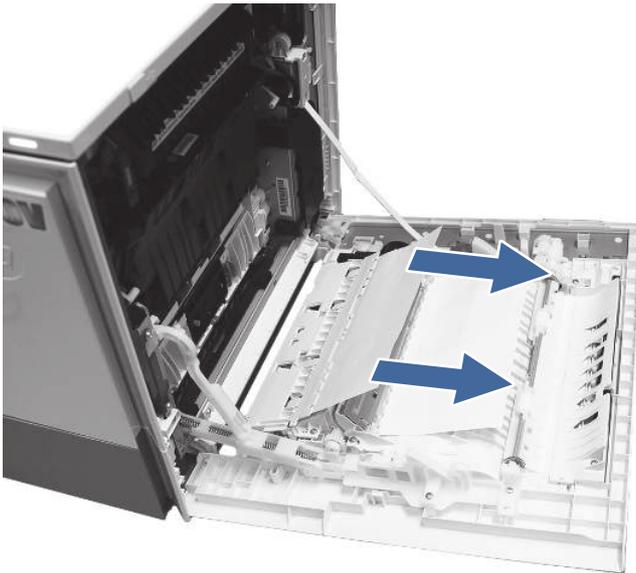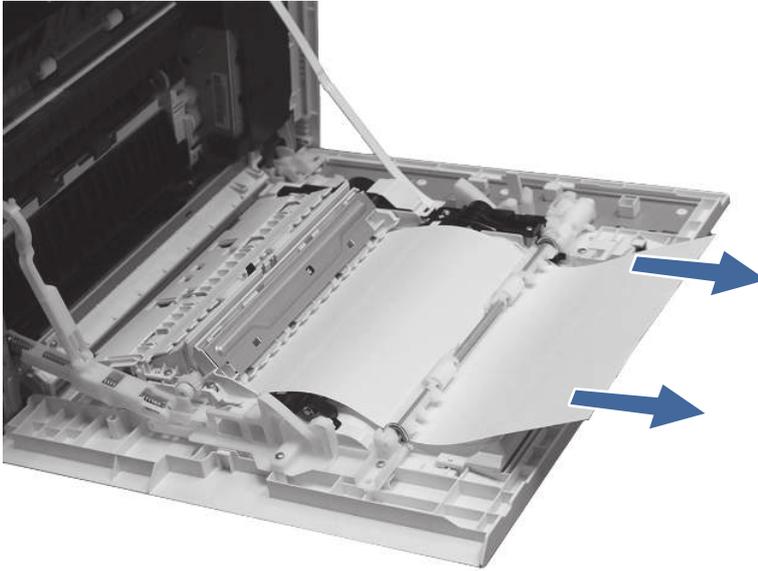
📝 **NOTE:** The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

1. Open the right door.

2. Gently remove any jammed paper from the duplexer paper path.

3. Close the right door.

4. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.