

# HP Color LaserJet Enterprise 6700, 6701, 6800, 6801, X654, X677 - 13.A4 jam error in Tray 4 (2,100 sheet feeder HCI)

Use the following procedure to check for paper in all possible jam locations related to Tray 4 in the HCI.

## 1. Clear a paper jam in Tray 4 in the 2,100 sheet feeder

Use the following procedure to check for paper in all possible jam locations related to the HCI Tray 4. 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.A4.A4 Paper jam in tray 4
- 13.A4.D4 Paper jam in tray 4

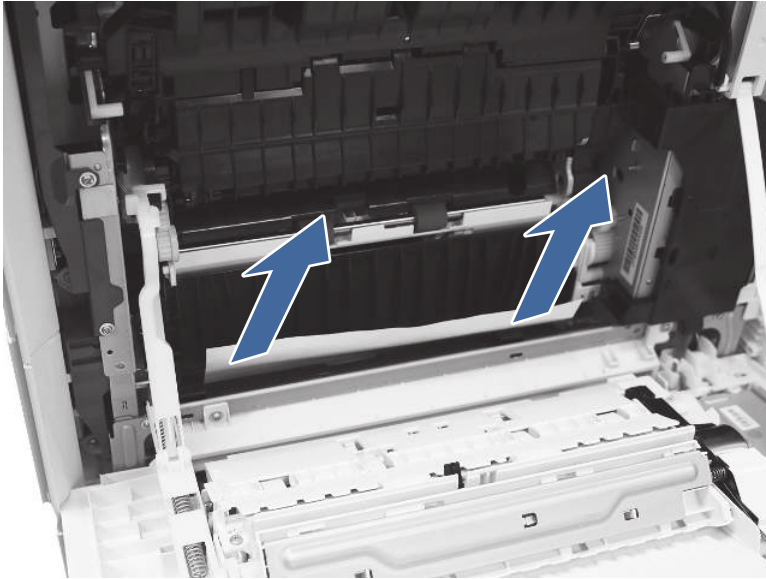


[View a video of how to clear a jam in the high-capacity input Tray 4](#)

1. Open the printer right door.



2. Gently remove any jammed paper.



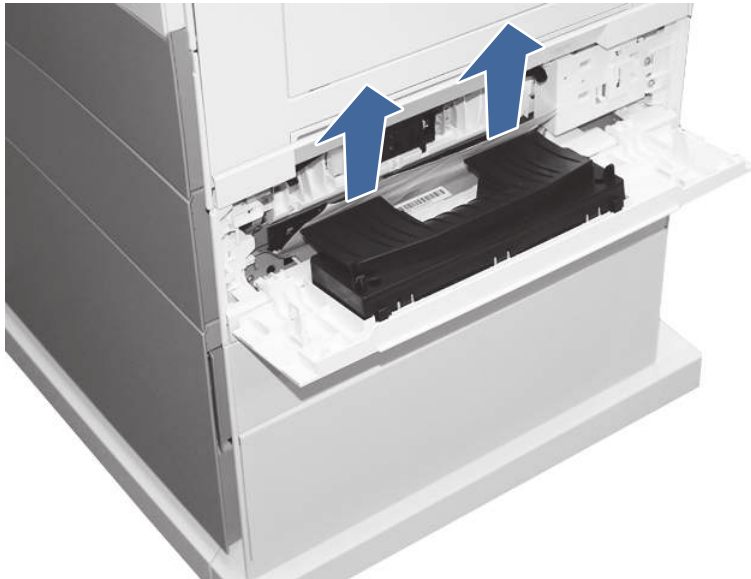
3. Open the Tray 4 right access door.



4. Gently remove any jammed paper.

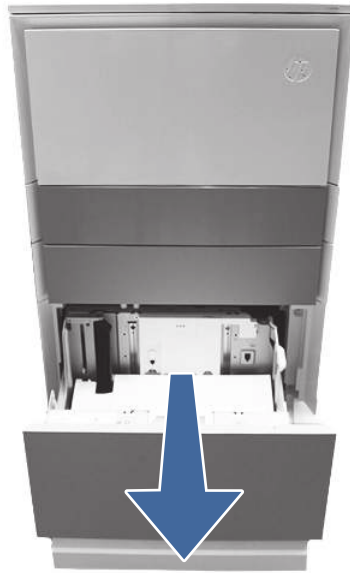


5. Open the Tray 3 access door and gently remove any jammed paper.

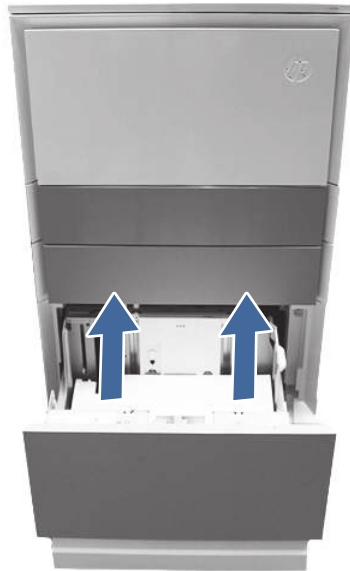


6. Close the right door to clear the control panel message.

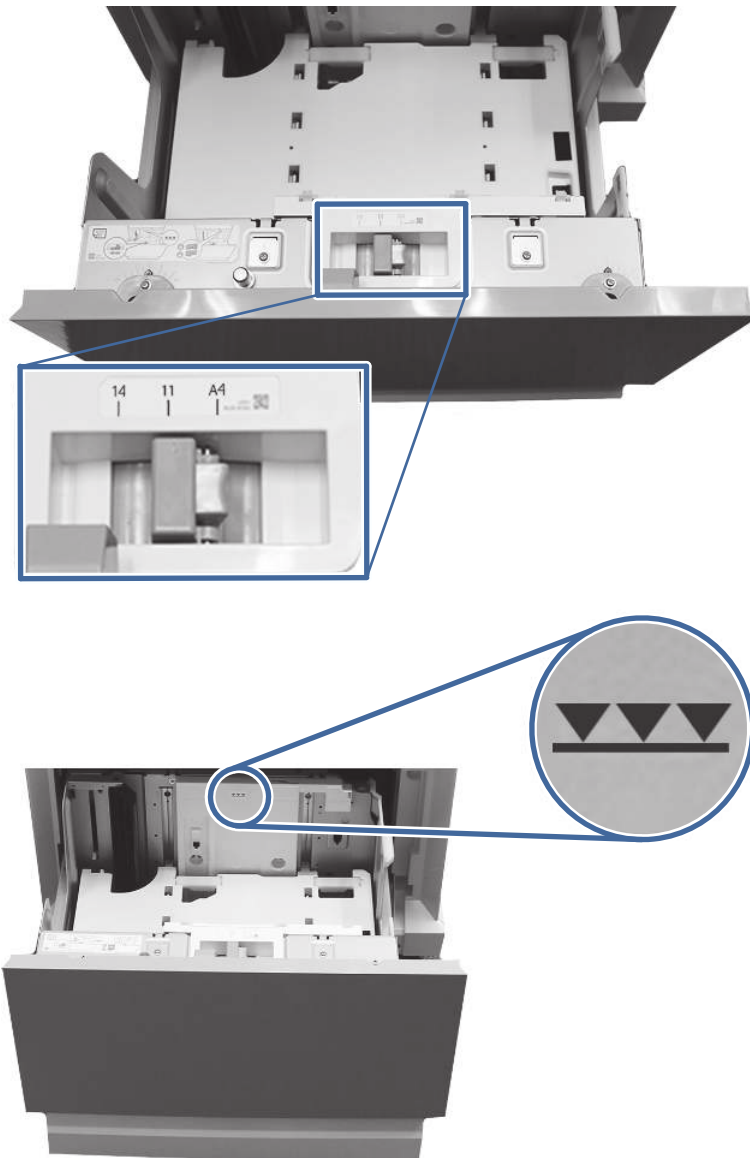
7. Open Tray 4.



8. Remove the paper from the tray and discard any bent, curled, or damaged sheets.



9. Make sure that the tray width guide is set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark (line below 3 triangles on rear guide).

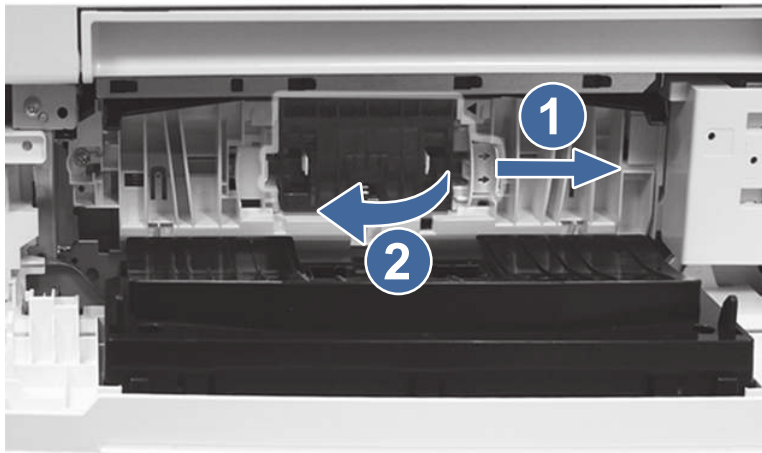


10. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
11. If the error persists, clean the Tray 4 pick, feed, and separation rollers.

- a. Open the Tray 4 door to access the rollers.



- b. Locate and remove the Tray 4 separation roller.



**Call-out 1-** slide locking lever

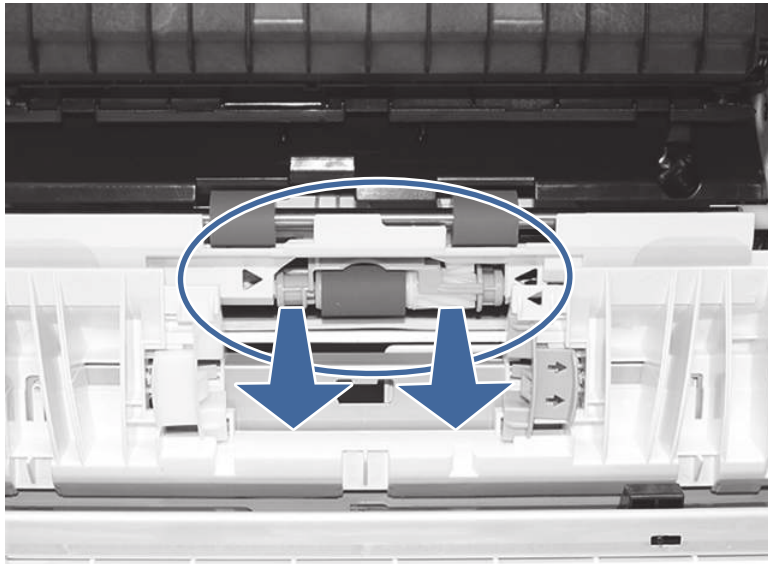
**Call-out 2-** Remove the roller assembly.

- c. Remove the Tray 4 pick and feed rollers.

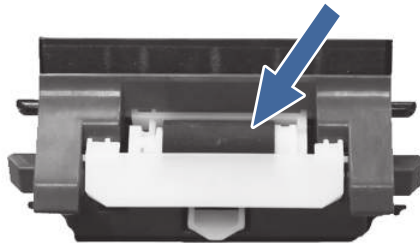
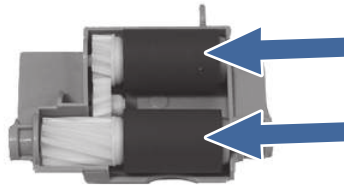
To remove the roller assembly, gently pull on to the side of the rollers as shown.



**NOTE:** Do not touch the rubber part of the rollers with hands. Oils or debris from hands can cause paper pickup issues.



- d. Clean the rollers with a dampened lint free cloth.



- e. Reinstall the roller assemblies and close the right door.
  - f. Run a print job from Tray 4.
12. If the error persists, contact your HP-authorized service or support provider, or contact customer support at [www.hp.com/go/contactHP](http://www.hp.com/go/contactHP).