

# HP Color LaserJet Enterprise MFP 5800, 6800, 6801, X57945, X677 - 13.E1 jam error in the output bin

Use the following procedure to check for paper in all possible jam locations related to the output bin.

## 1. Clear a paper jam in the output bin

Use the following procedure to check for paper in all possible jam locations in the output bin. 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.E1.Dz Jam in output bin
- 13.E1.FF Residual paper jam in output bin

z = paper type that is being printed on. This can be 0-9 or A-F.

 [View a video of how to clear a jam in the output bin](#)

1. If paper is visible in the output bin, grasp the leading edge and remove it.



2. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
3. 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).