## HP Color LaserJet Enterprise MFP 6800, 6801, X677 - 13.E2 jam error in top cover

Use the following procedure to check for paper in all possible jam locations in the top cover when printing to a floor-standing finisher.

## 1. Clear 13.E2 jam errors in the top cover

Use the following procedure to check for paper in all possible jam locations in the top cover 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.E2.yz Jam in Top cover
- y = "A" (stay jam) or "D" (delay jam)
- z = 1-4 (output bin page is going to)

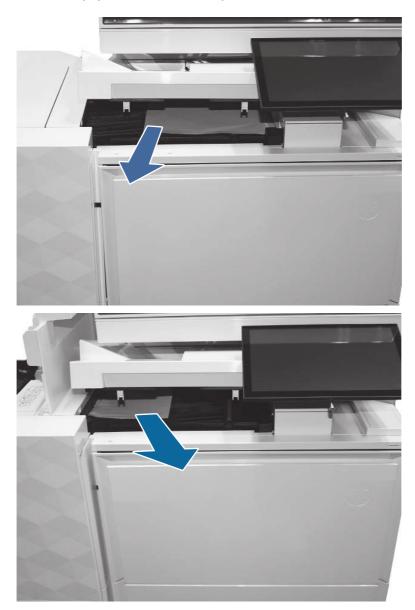
## These jams can only be present if the floor standing finisher is installed

View a video of how to clear a jam in the output bin

1. Open the printer top access cover.



2. Remove all paper from inside the top cover.



- 3. Make sure that the floor standing finisher is correctly secured to the printer.
- 4. Make sure 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 <a href="http://www.hp.com/go/contactHP">www.hp.com/go/contactHP</a>.