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 www.hp.com/go/contactHP.