

# HP Color LaserJet Enterprise 5700, 5800, 6700, 6701, 6800, 6801, X55745, X57945, X654, X677 - 13.A4 jam error in Tray 4

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

## 1. Clear a paper jam in Tray 4

Use the following procedure to check for paper in all possible jam locations related to the 550 sheet 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.

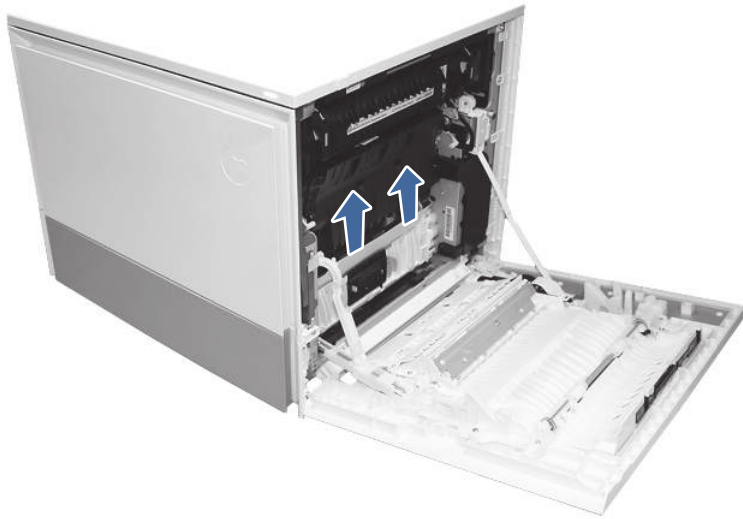
- 13.A4.A4 Paper jam in tray 4
- 13.A4.D4 Paper jam in tray 4

 [View a video of how to clear a jam in Tray 4](#)

1. Open the right door.



2. Gently remove any jammed paper.



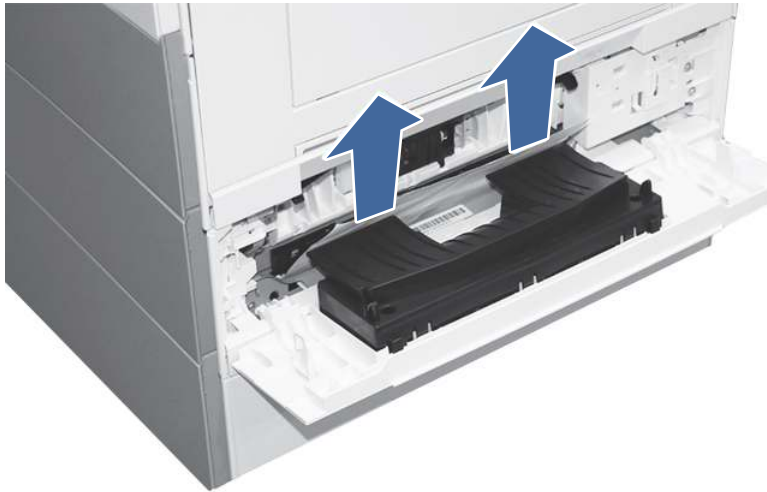
3. Open the Tray 4 right access door.



4. Gently remove any jammed paper.

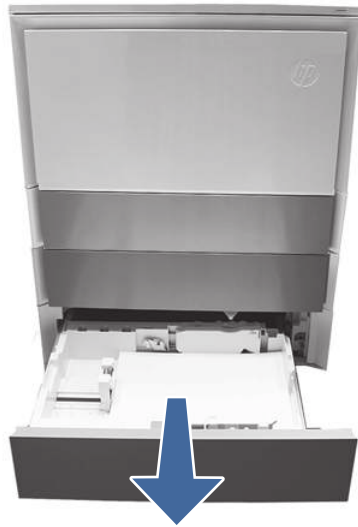


5. Open the Tray 3 access door and gently remove any jammed paper.

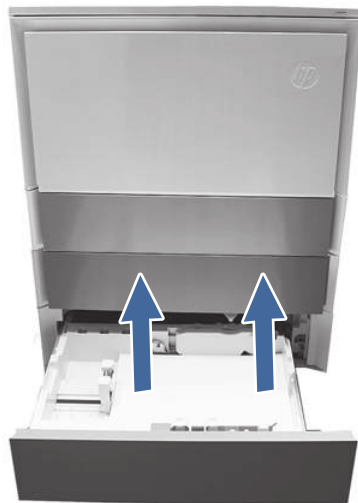


6. Close the right door to clear the control panel message.

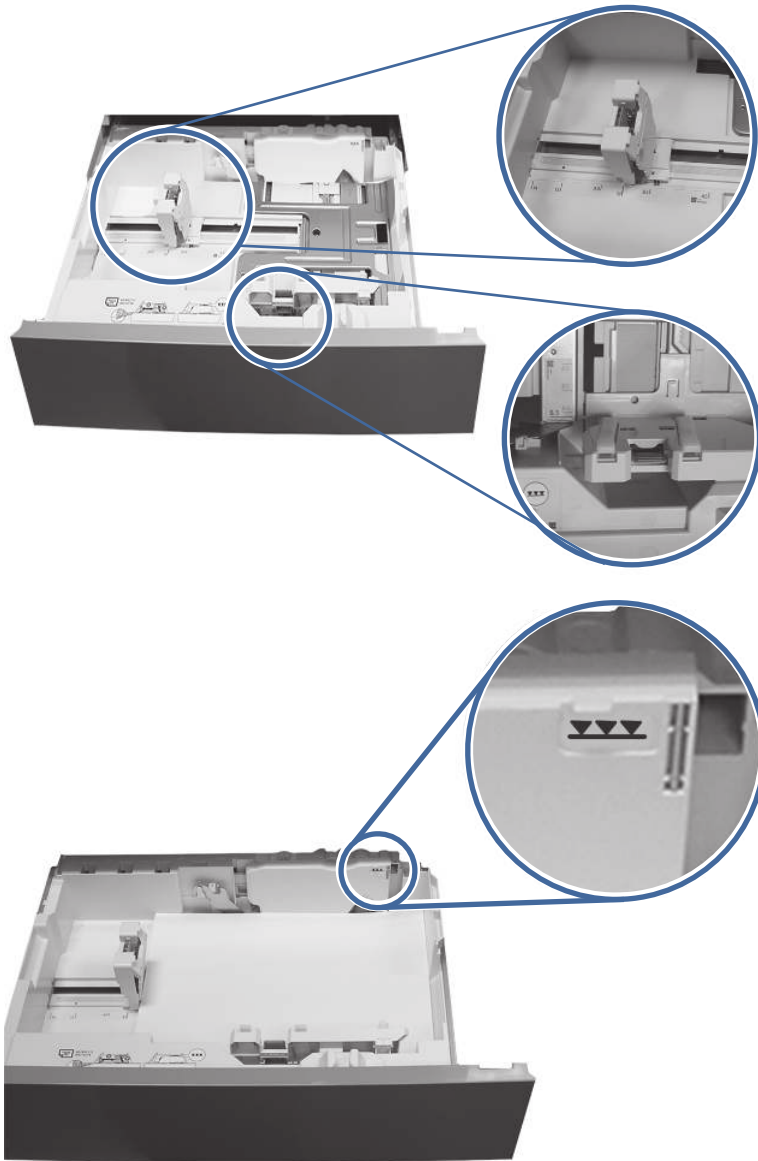
7. Open Tray 4.



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



9. Make sure that the tray width and length guides are 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).

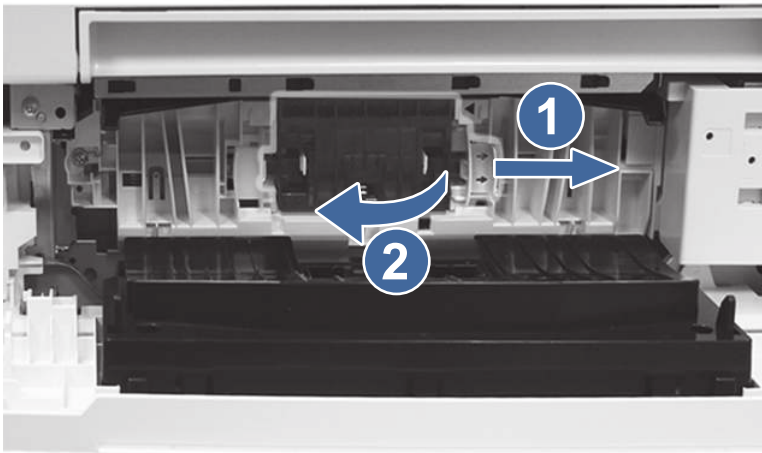


10. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
11. If the error persists, clean the Tray 4 pick, feed, separation rollers.

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



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



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

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

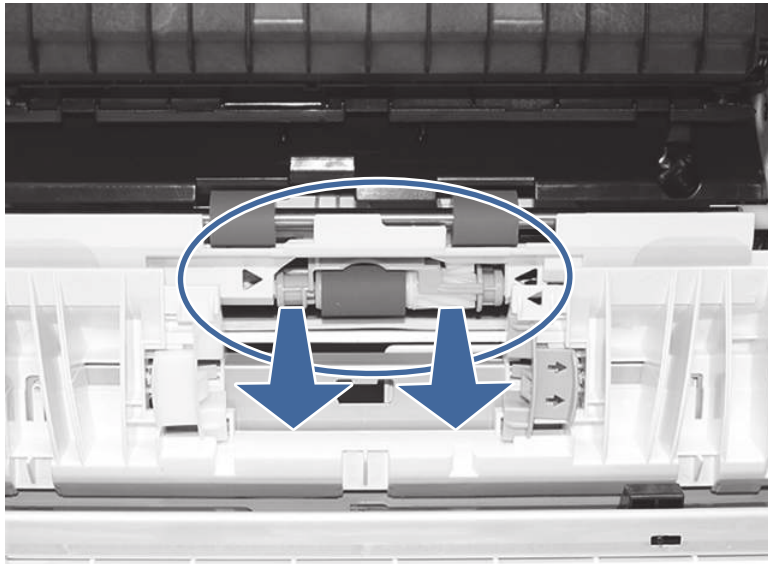
- c. Remove the Tray 4 pick and feed rollers.

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

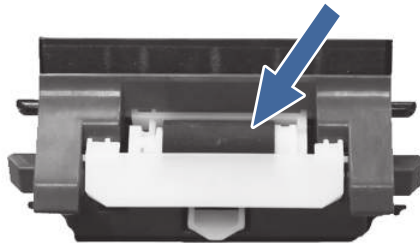
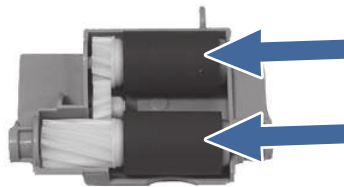


**NOTE:** Make sure your hands are clean before touching the rollers. Oils or debris from hands can cause paper pickup issues.

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- 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).