

HP Color LaserJet Enterprise 5700, 5800, 6700, 6701, 6800, 6801, X55745, X57945, X654, X677 - 13.B2 jam error in right door

Use the following procedure to check for paper in all possible jam locations related to the right door.

1. Clear a paper jam in the right door

Use the following procedure to clear paper jams in the right door and fuser 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.B2.Az Stay jam in right door
- 13.B2.Dz Delay jam in right door
- 13.B2.5z Inappropriate to the Delivery Path jam
- 13.B2.FF Residual paper jam in right door

z = paper tray. This can be trays 1-5 or "D" for duplex jobs

Or

z = Fuser mode. This can be 0-9 or A-F.



[View a video of how to clear a jam in the right door and fuser area](#)

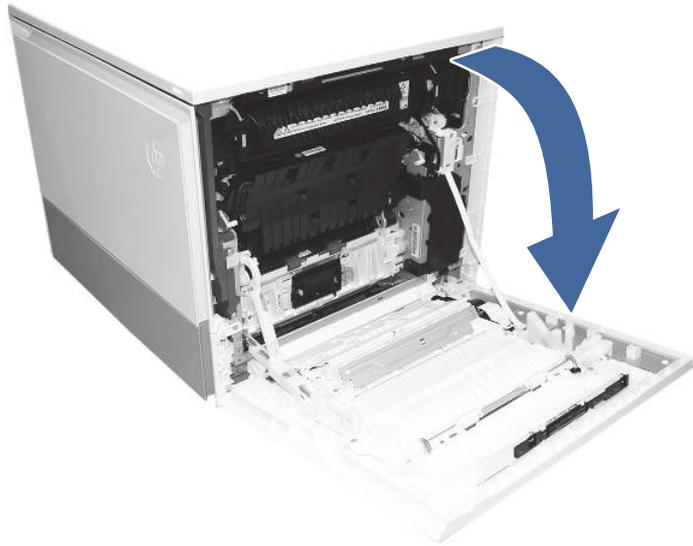


CAUTION:

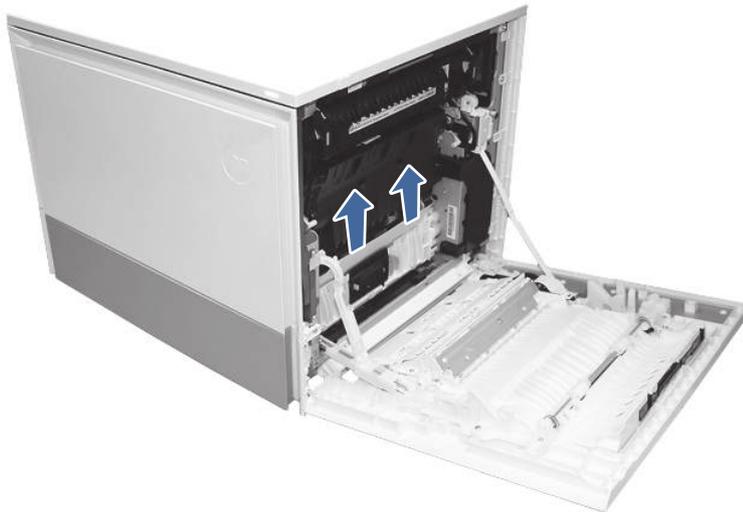


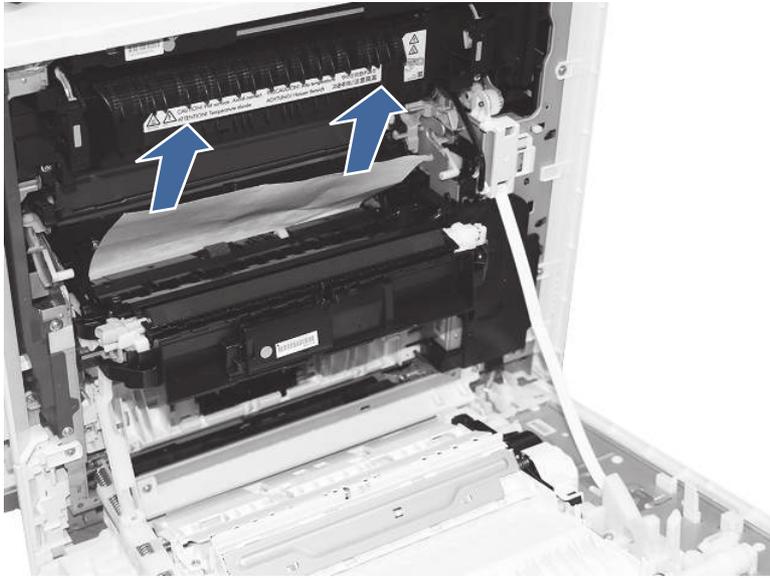
The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the right door.

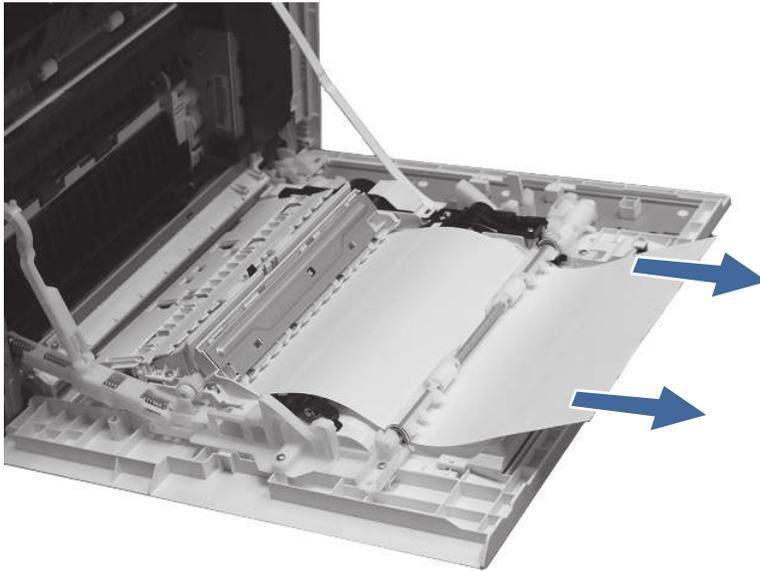


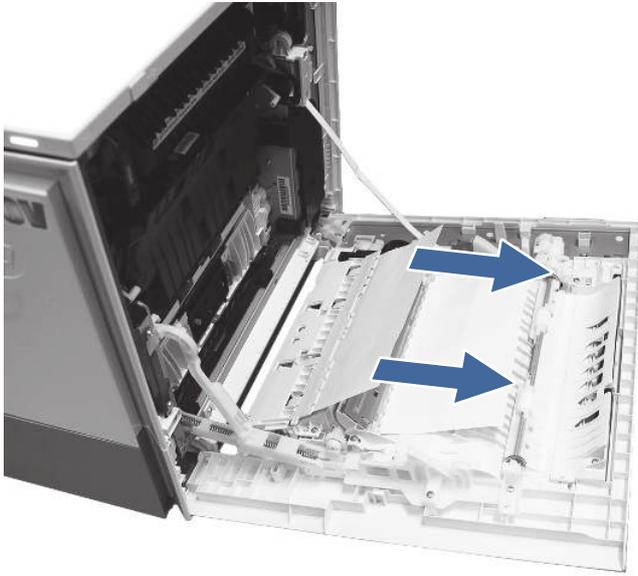
2. Gently remove any jammed paper.





3. Gently remove any jammed paper from the duplexer paper path.





 **IMPORTANT:** Make sure the paper being used is not too short for the printer's duplexer requirements.

4. Close the right door.
5. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
6. Ensure the paper tray guides are set to the correct size for the paper loaded.
7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.