

HP Color LaserJet Enterprise 5700, 5800, 6700, 6701, 6800, 6801, X55745, X57945, X654, X677 - 13.B9 jam errors in the fuser

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

1. Clear a paper jam in the right door and fuser area

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.B9.yz Jam in right door

y = jam type (A or D)

z = Paper tray. This can be 0-5 or "D" for duplex print jobs.

Or

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

- 13.B9.Cz Jam in right door (Fuser wrap jam)

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

- 13.B9.FF Residual paper jam in right door

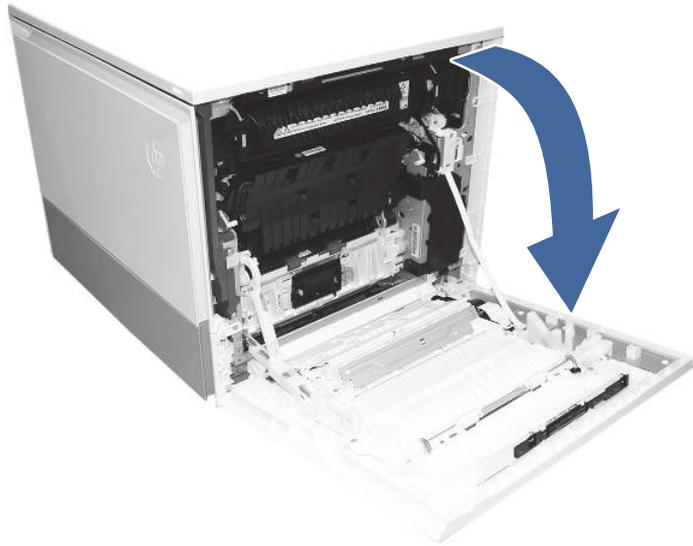


[View a video of how to clear a jam in the right door and fuser area](#)

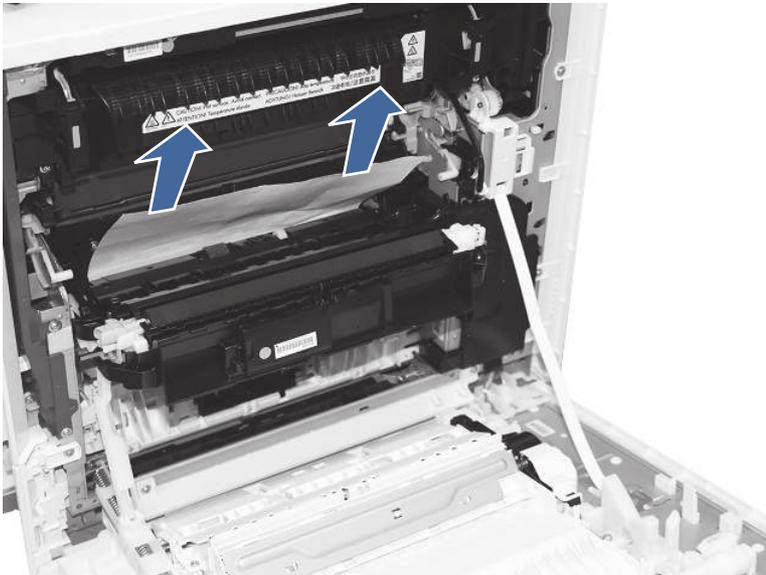


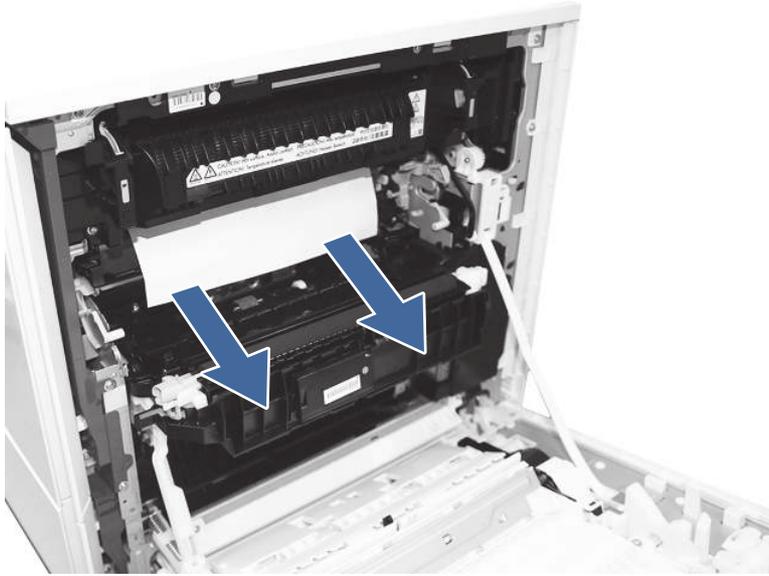
NOTE: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

1. Open the right door.

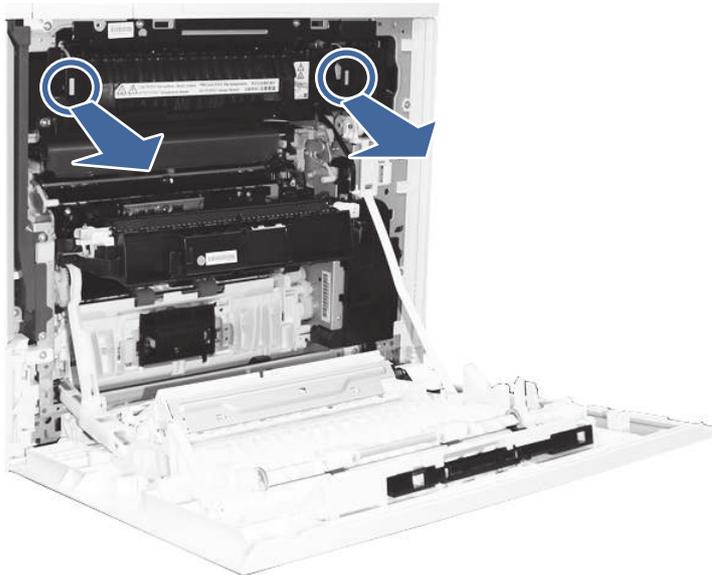


2. Gently remove any jammed paper from the fuser input.

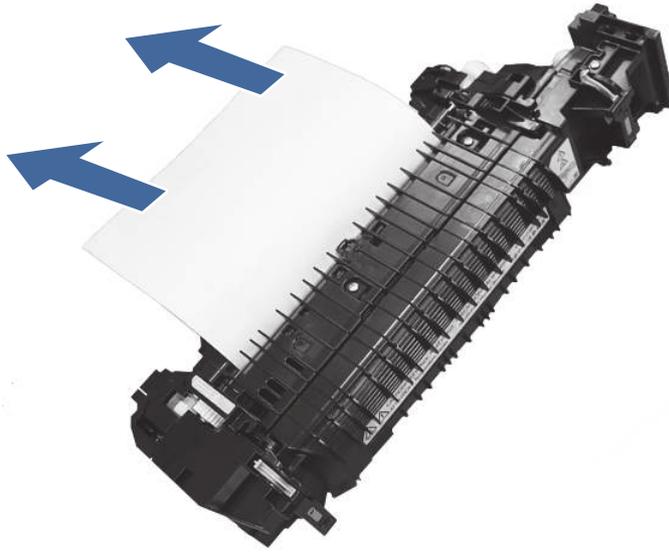




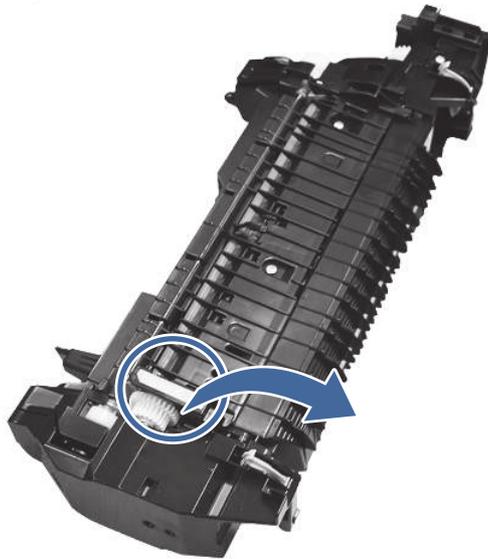
3. Remove the fuser and remove any jammed paper found.
 - a. Squeeze the release levers on the handles (circle call-outs) and then remove the fuser.



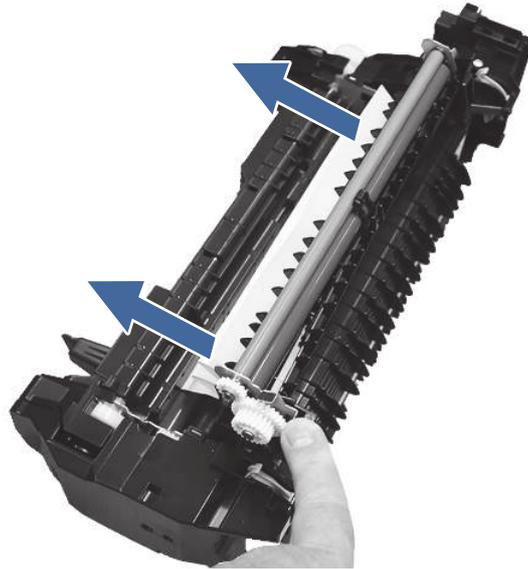
- b. Remove any paper from the exit of the fuser.



- c. Open the fuser access and check for a z-fold paper jam.



- d. Remove jammed paper from fuser.



- e. Reinstall the fuser and close the right door.
4. If the error persists, ensure 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.