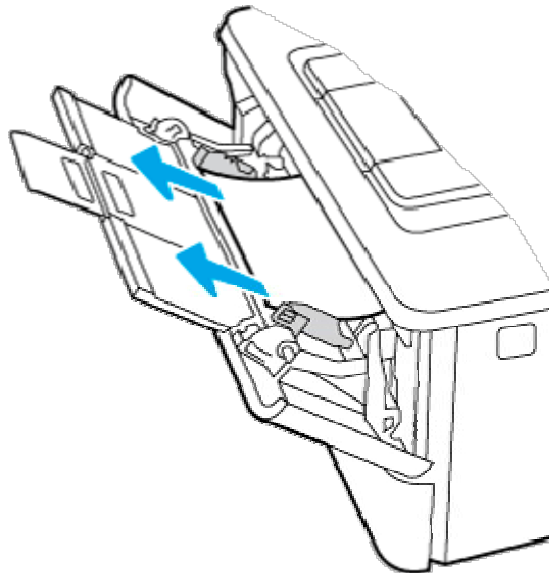# 13.B2.D1 jam error in tray 1

Use the following procedure to clear paper jams in Tray 1.
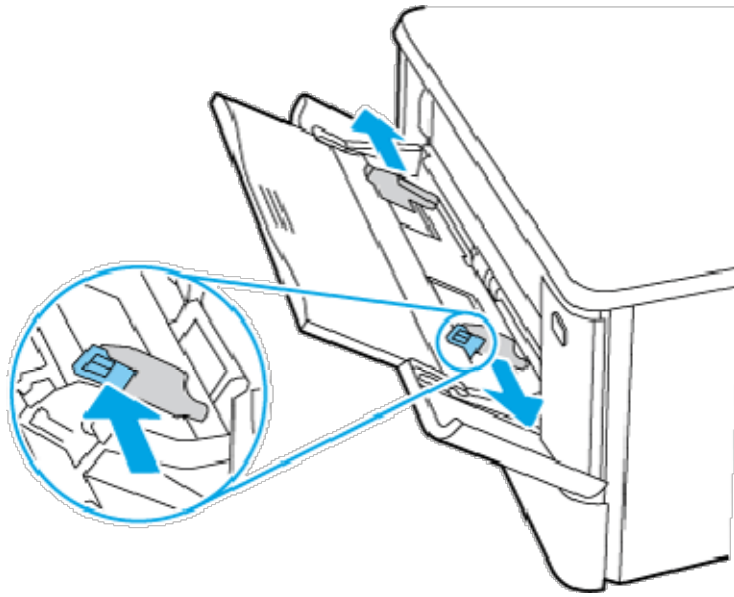
Recommended action for customers

When a jam occurs, the control panel displays a message and an animation that assists in clearing the jam.
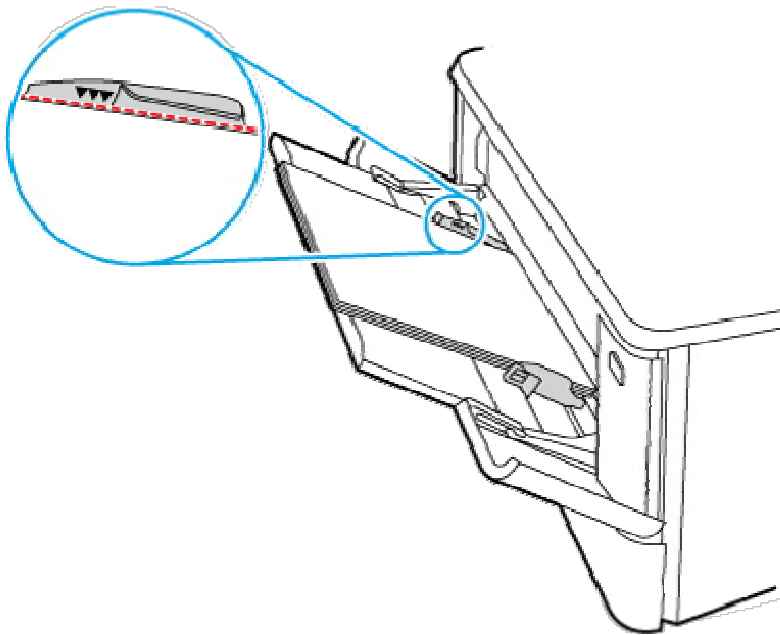
- **13.B2.D1 Jam in tray 1**

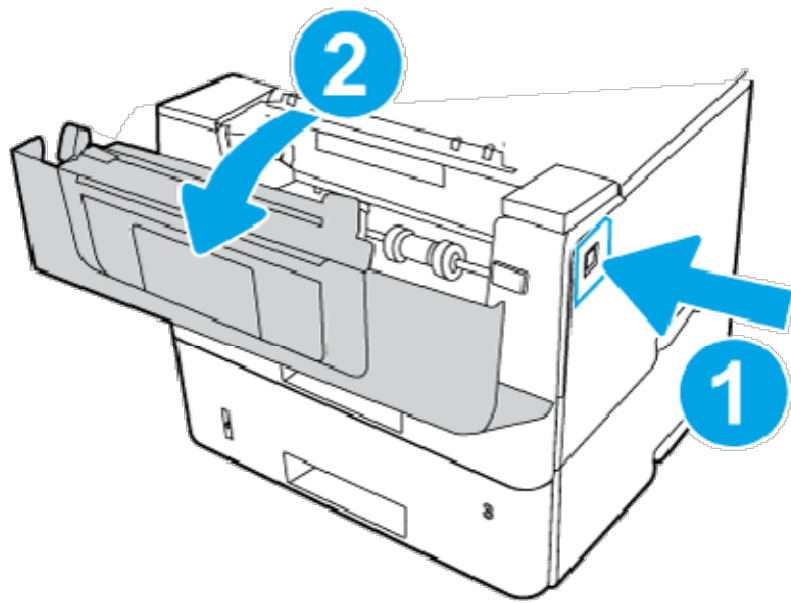1. Slowly pull the jammed paper out of the printer.

2. Adjust the paper guides to the correct paper size, then .reload paper into the tray.
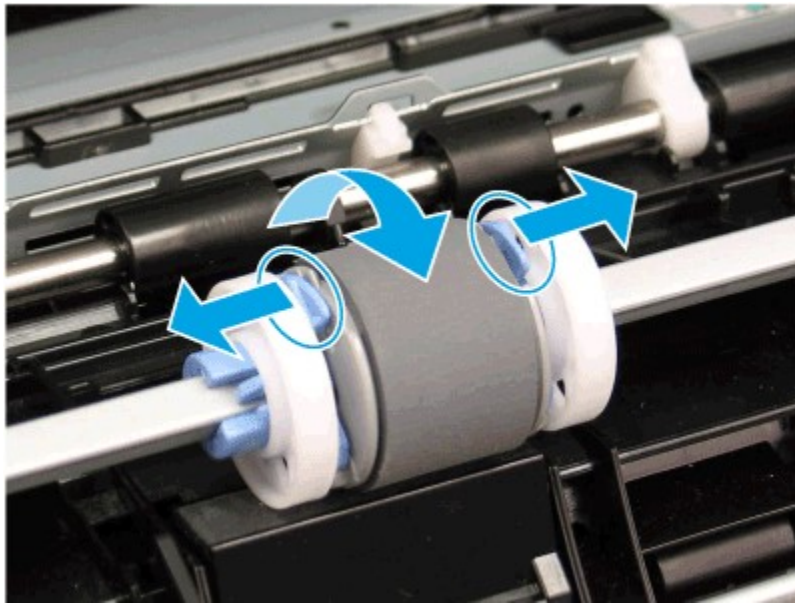
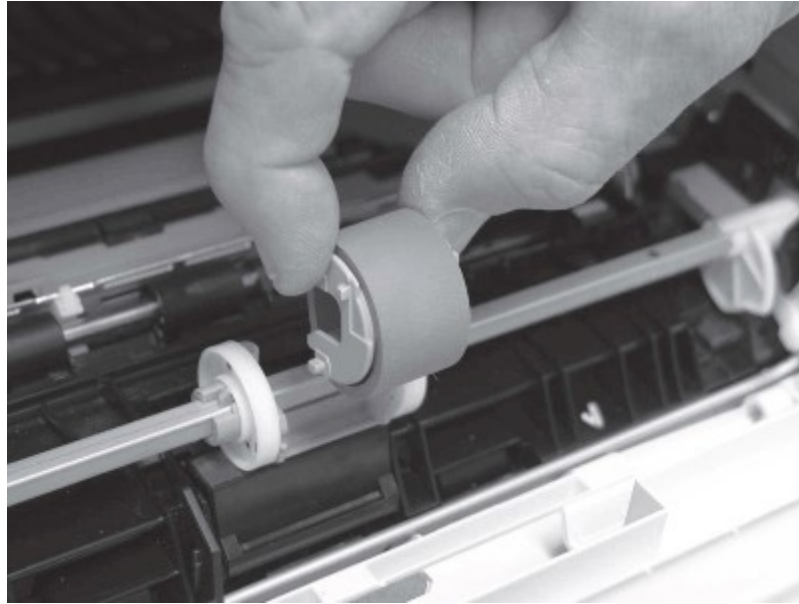3. Ensure the tray is not overfilled. Paper should be below the 3 triangles in the following image.

4. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, clean the tray 1 pickup roller and separation pad.
   a. Press the door-release button, and then open the toner-cartridge door

b. To clean the roller thoroughly, release two tabs between the roller collar and roller, and then rotate the top of the roller out and away from the printer.
RELEASE THE ROLLER

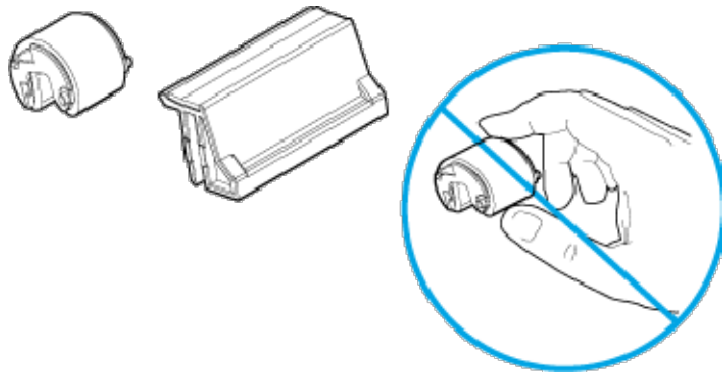c. Remove the roller.
REMOVE THE ROLLER

d. With the Tray 1 roller removed the separation pad is accessible in the printer (it does not need to be removed to be cleaned.
e. Use a damp, lint-free cloth to gently clean the rollers.
    CAUTION: When handling the roller and/or pad, avoid touching the spongy surfaces. Skin oils and fingerprints on a roller surface can cause print-quality problems.
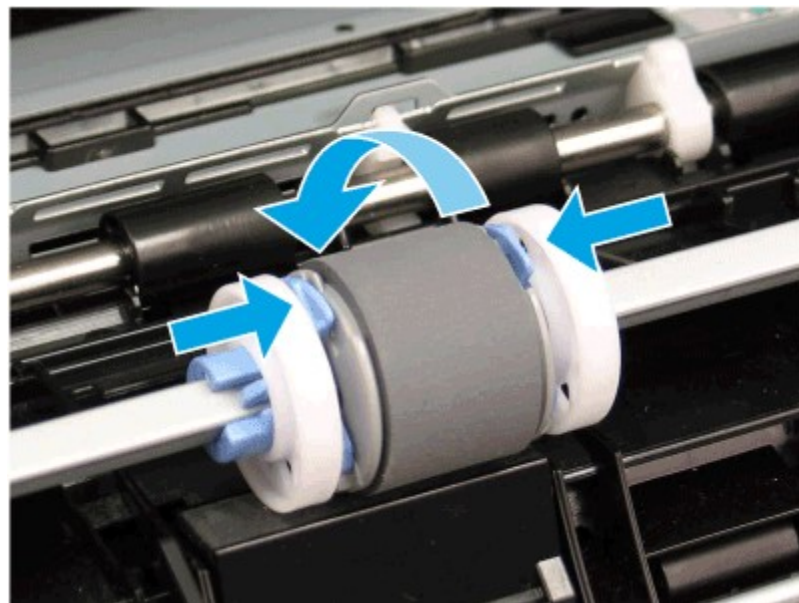
    CLEAN THE ROLLER AND PAD

f. Position the pickup roller with the pins in the provided slots on the holder, and then rotate the top of the roller up and toward the printer.
    INSTALL THE ROLLER

g. Continue to rotate the top of the roller toward the printer (callout 1), until two tabs (callout 2) snap into place.
ENGAGE TWO TABS

h. Close the toner-cartridge door.
6. Perform a test page from tray 1 to see if issue is resolved.
7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.