

13.B2.D2 jam error in tray 2

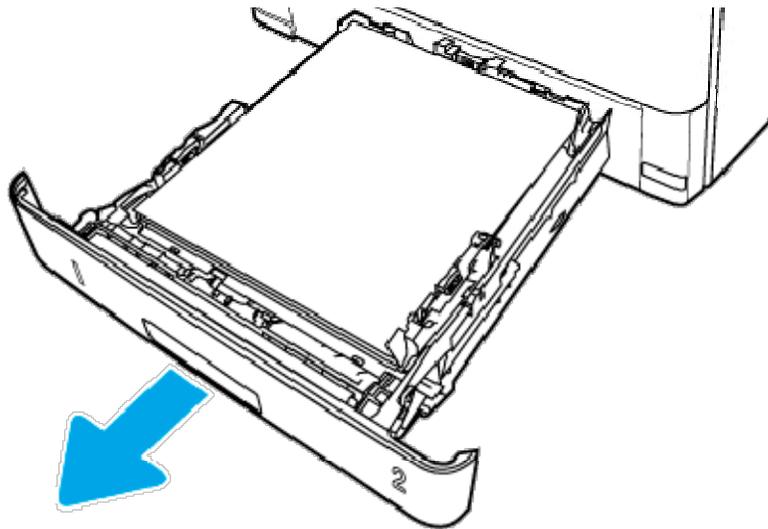
Use the following procedure to check for paper in all possible jam locations related to Tray 2.

Recommended action for customers

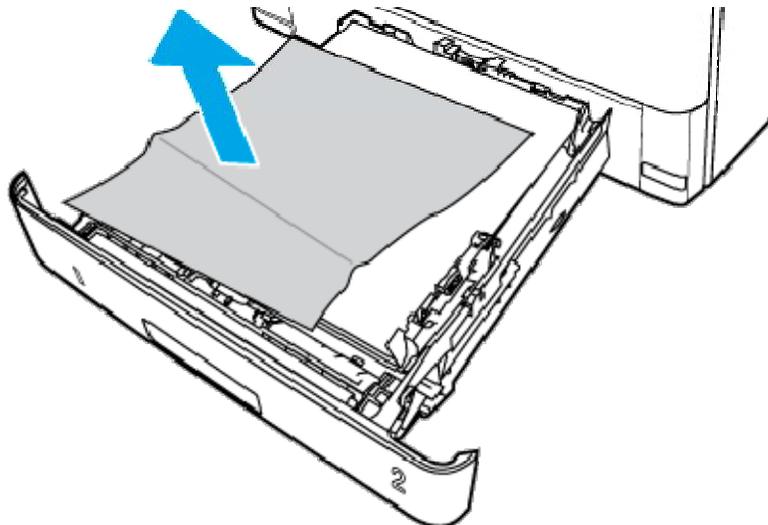
When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- 13.B2.D2 Paper jam in tray 2

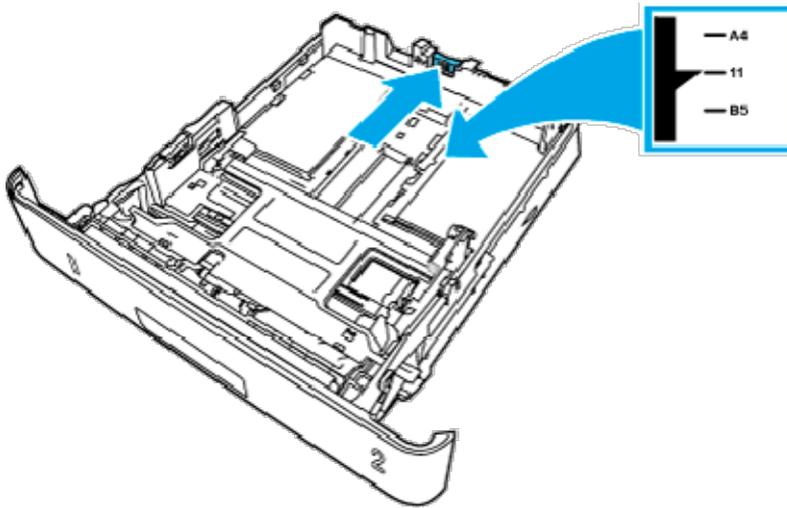
1. Remove the tray from the printer.



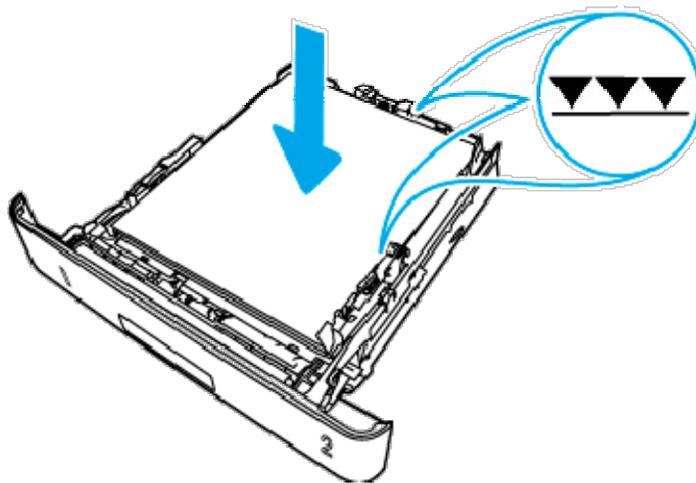
2. Remove the paper from the tray, and discard any damaged paper.



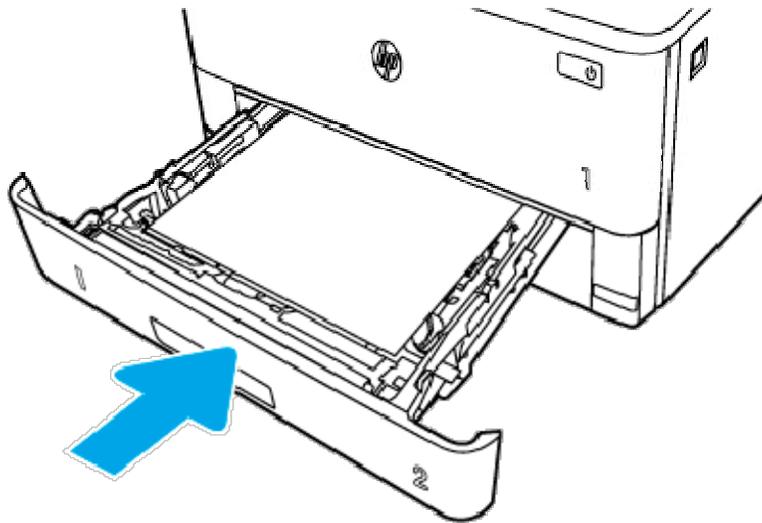
3. Verify that the rear paper guide is adjusted to the indentation for the correct paper size. If necessary, pinch the release and move the rear paper guide to the correct position. It should click into place.



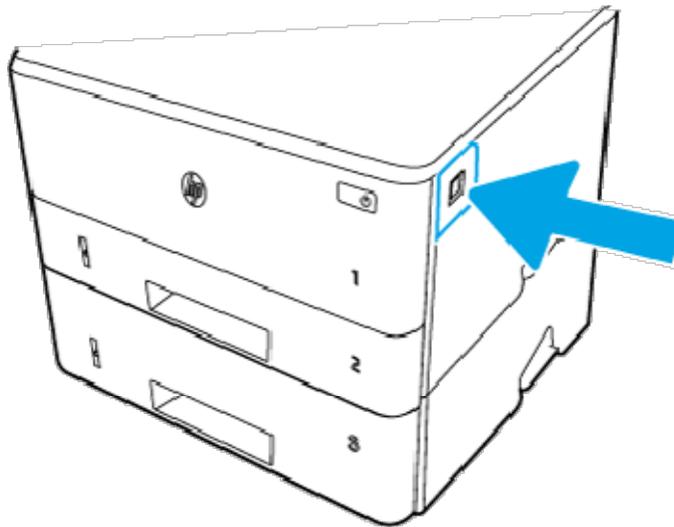
4. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.



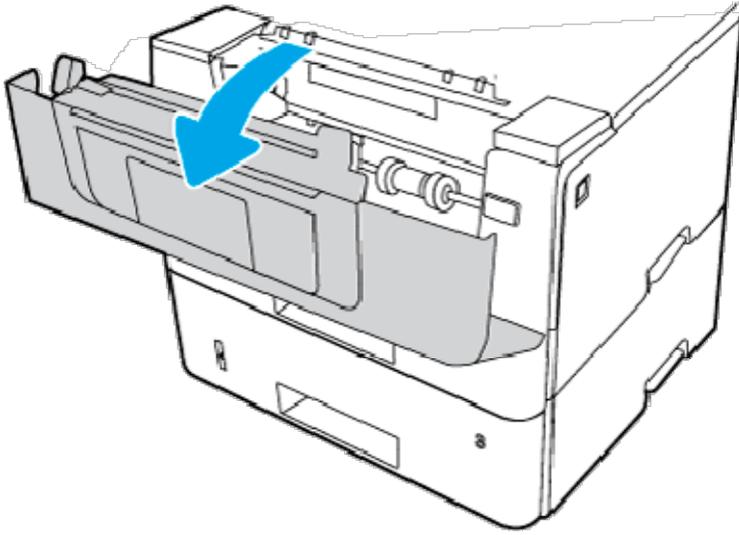
5. Reinsert and close the tray.



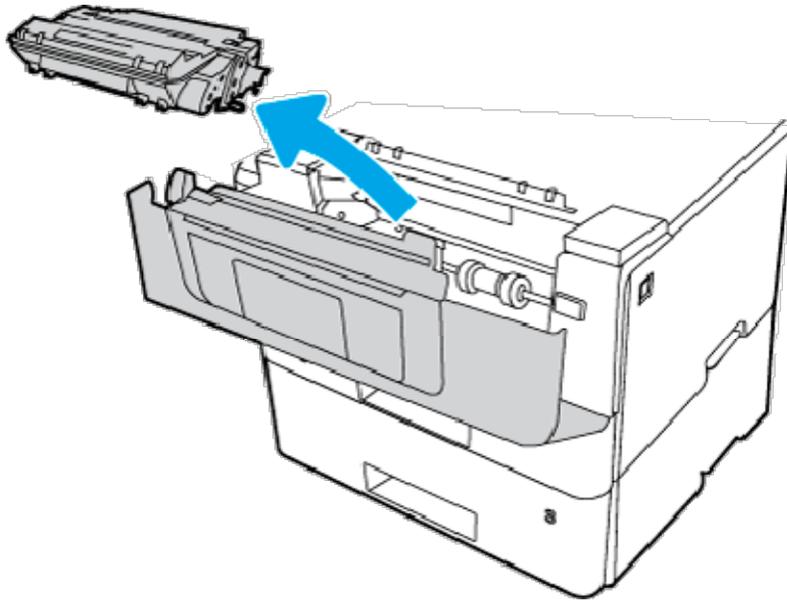
6. Press the front door release button.



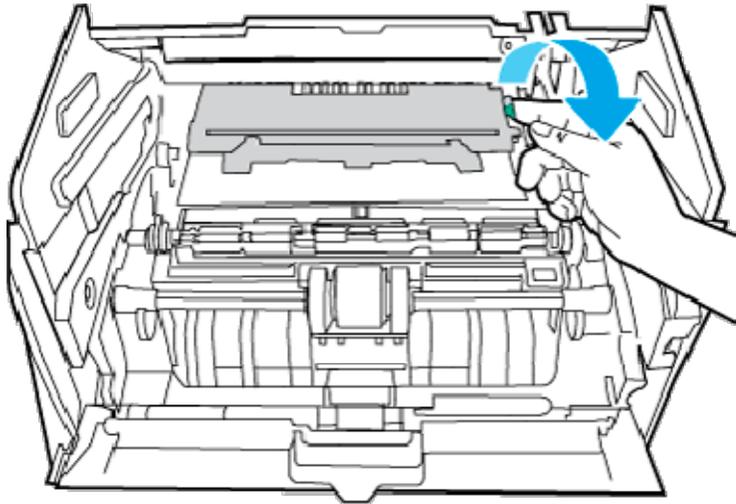
7. Open the front door.



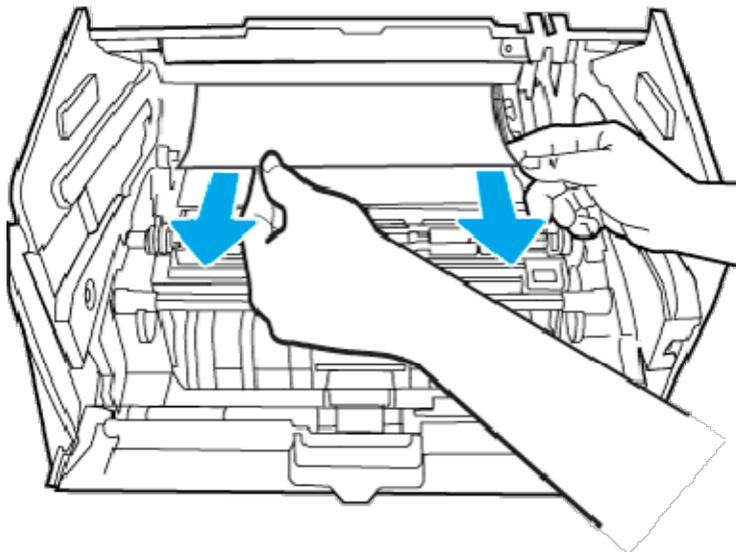
8. Remove the toner cartridge.



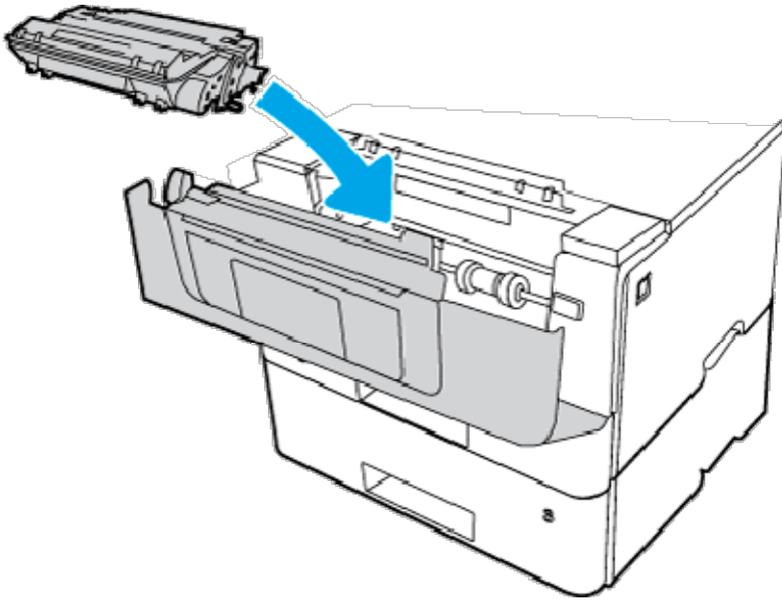
9. Lift the jam-access cover.



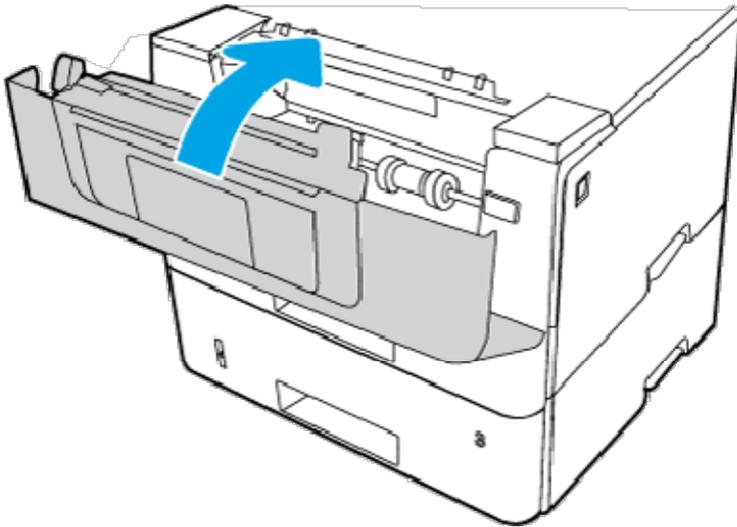
10. Remove any jammed paper.



11. Install the toner cartridge.



12. Close the front door.



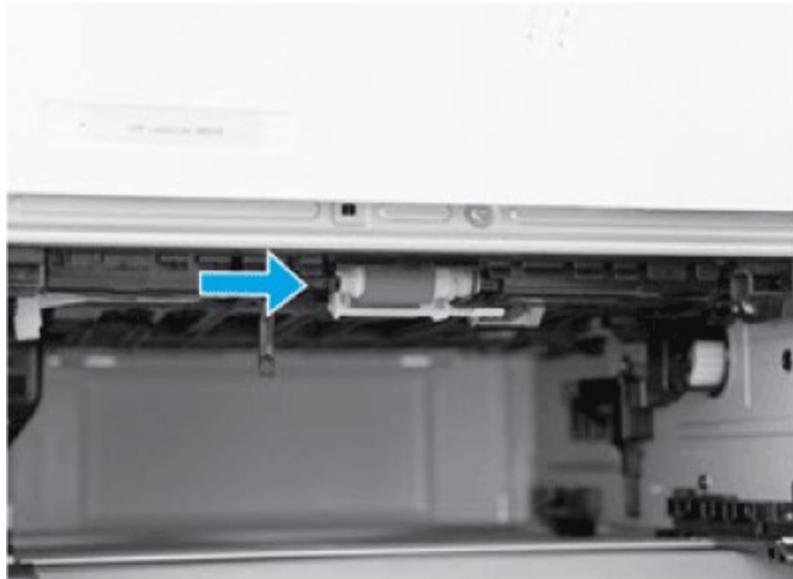
13. Ensure the type and quality of the paper being used meets the HP specifications for the printer.

14. If the error persists, clean the tray 2 pickup and feed rollers.

NOTE:

A SFP printer is shown in this section. However, the procedure is correct for all printer models.

- a. Remove tray 2 and locate the paper tray rollers.

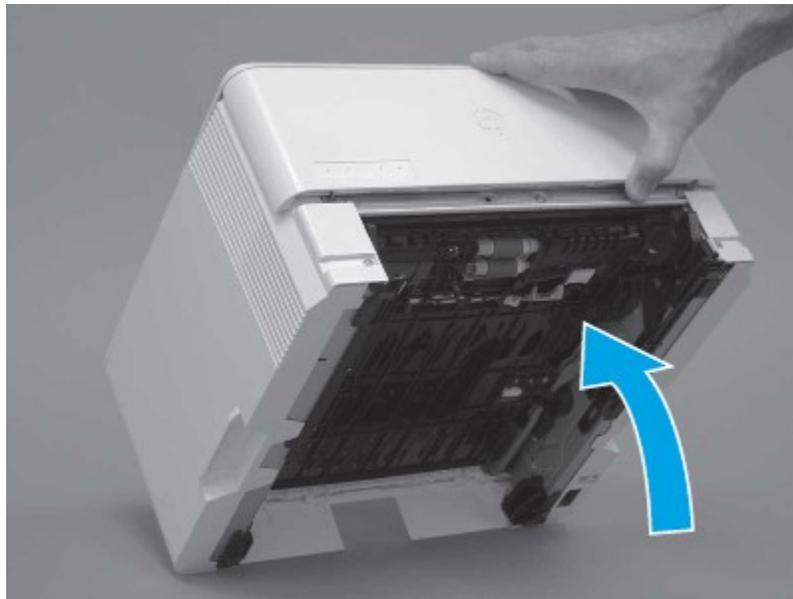


- b. Clean the rollers by gently wiping them with a damp, lint-free cloth.
- c. If needed for better access to the rollers, carefully rotate the printer backward.

CAUTION:

To avoid damage to the rear cassette cover, keep it in the closed position

TILT THE PRINTER BACKWARD



- d. Continue rotate the printer backward until it rests on the rear cover, bottom-side face forward.

CAUTION:

MFP printers only : The document feeder is not captive and can unexpectedly open when the printer is tilted backward.

PLACE THE PRINTER BOTTOM-SIDE FACE FORWARD

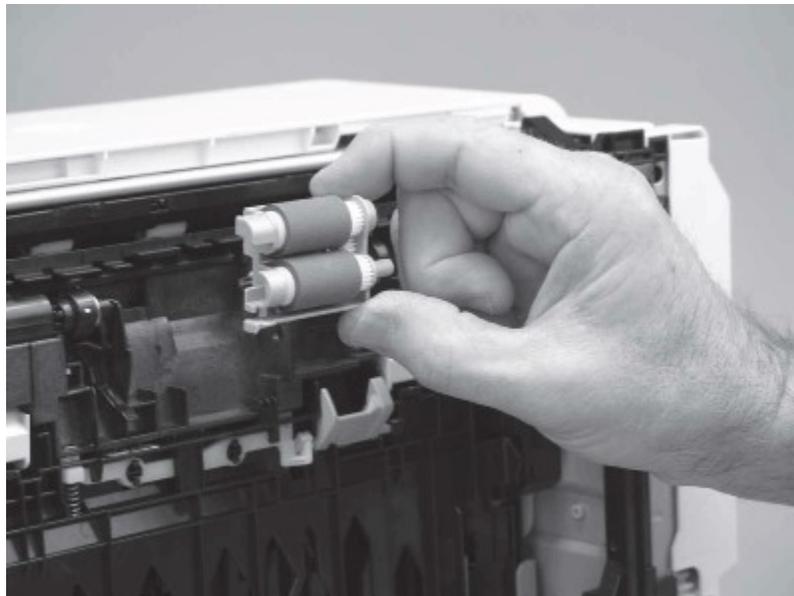


- e. Release one tab (callout 1), and then slide the roller holder toward the left side of the printer to release it.

RELEASE ONE TAB

- f. Remove the roller assembly.

REMOVE THE ROLLER ASSEMBLY



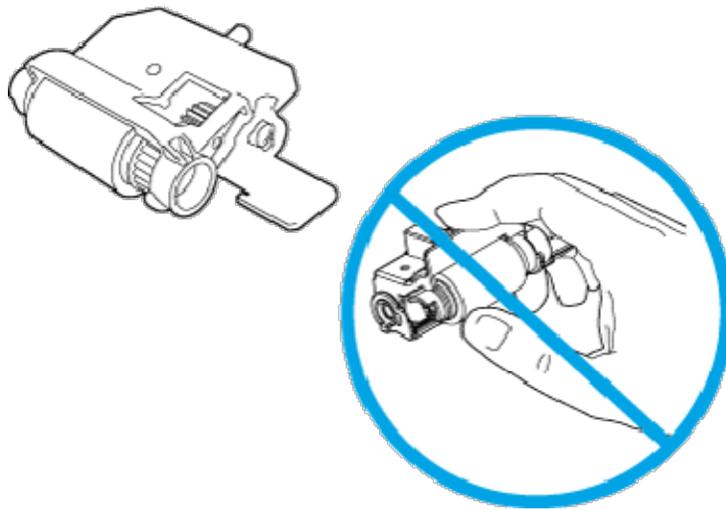
- g. Use a damp, lint-free cloth to gently clean the rollers.

NOTE:

The roller in the tray (cassette) can be cleaned without removing it from the tray.

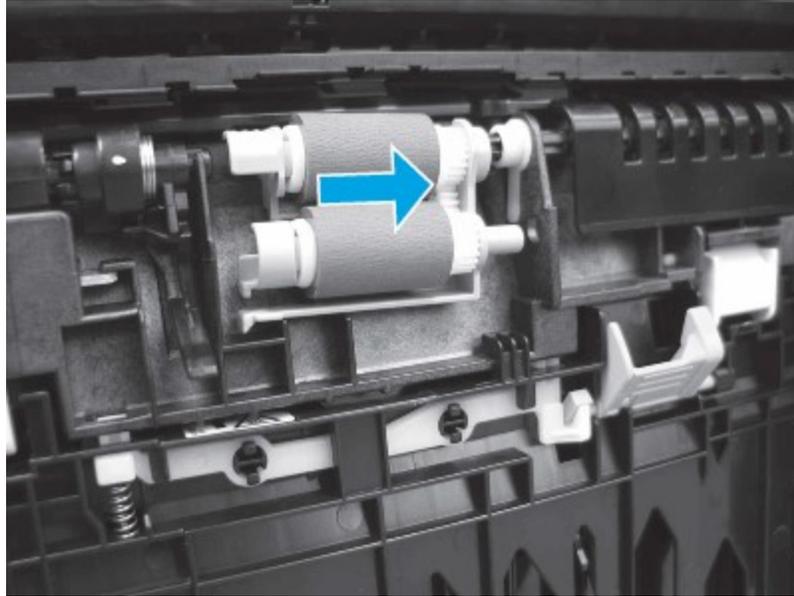
CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

CLEAN THE ROLLERS

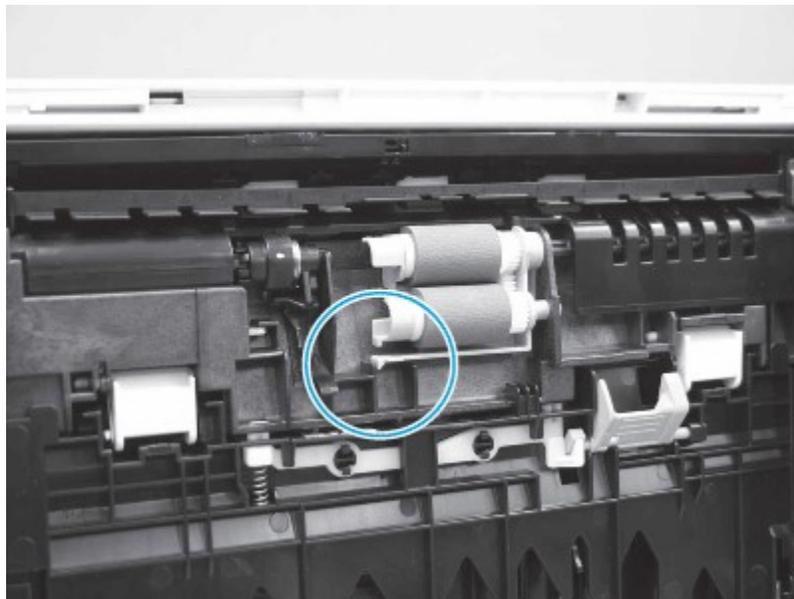


- h. After cleaning the roller, position the roller holder assembly in the printer as shown, and then slide it toward the right side of the printer.

INSTALL THE ROLLER HOLDER



- i. Make sure that the tab snaps into place.
CHECK THE TAB



- j. Carefully rotate the printer forward to position it back on its base. Reinstall the tray 2 paper tray.
15. Perform a test print from tray 2 to see if the issue is resolved.
16. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.