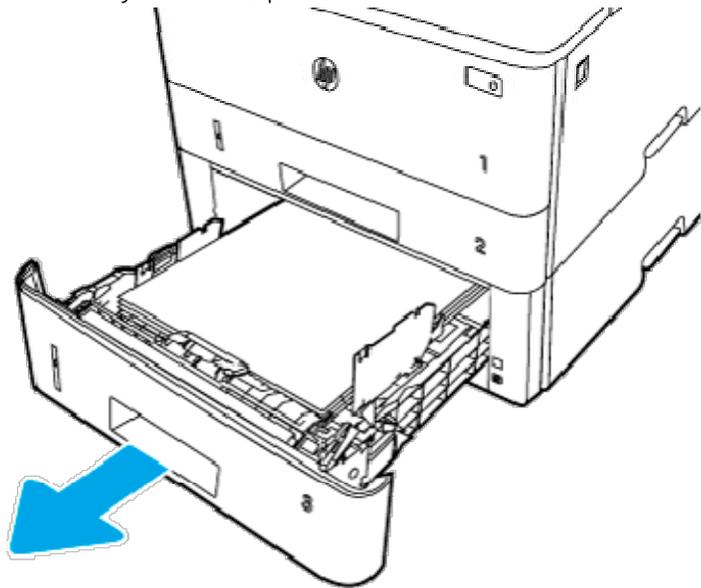# 13.B2.D3 jam error in tray 3

Use the following procedure to check for paper in all possible jam locations related to Tray 3.
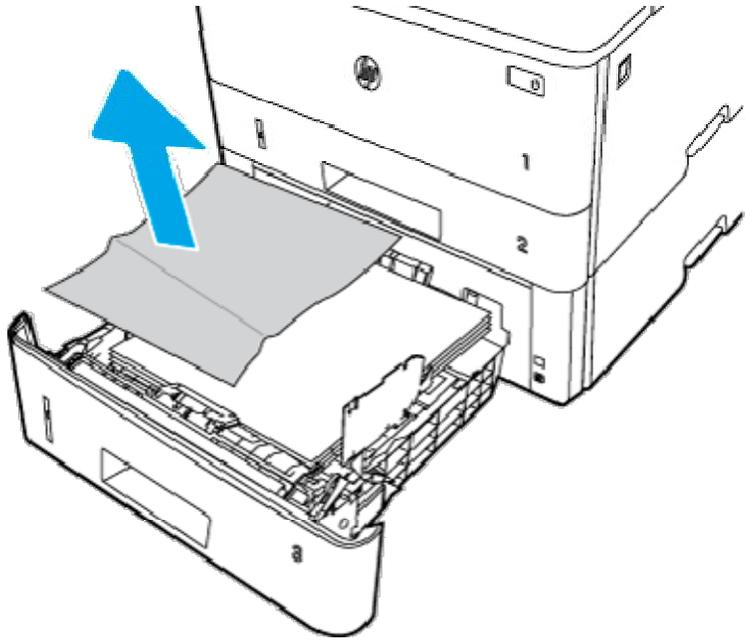
Recommended action for customers

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

- 13.B2.D3 Paper jam in top cover

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.
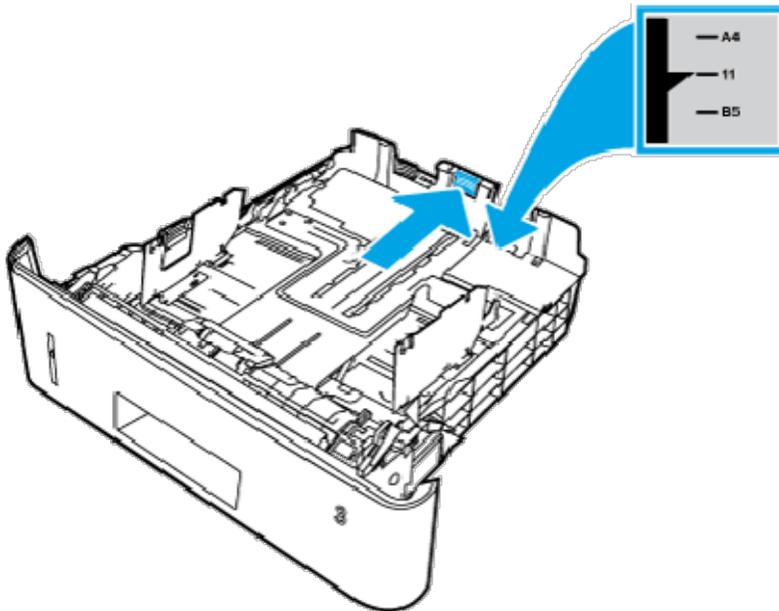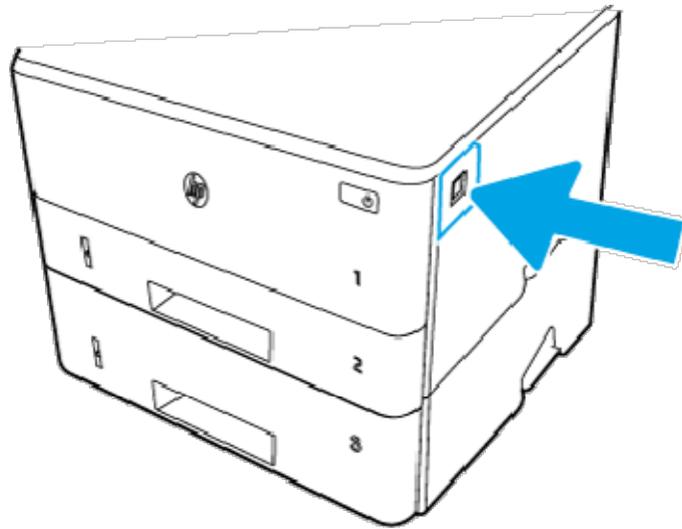
4. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.
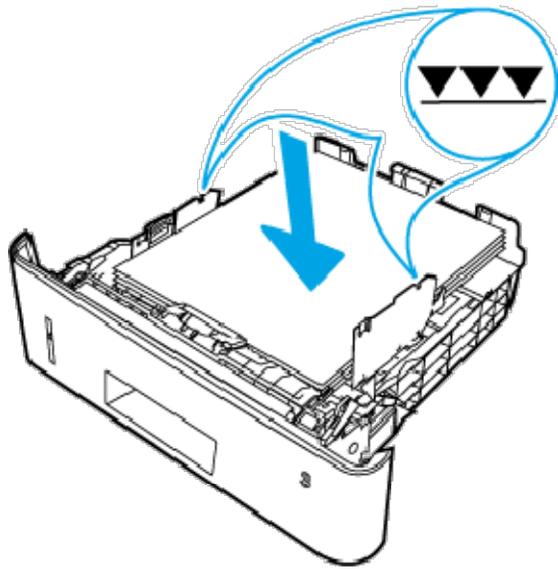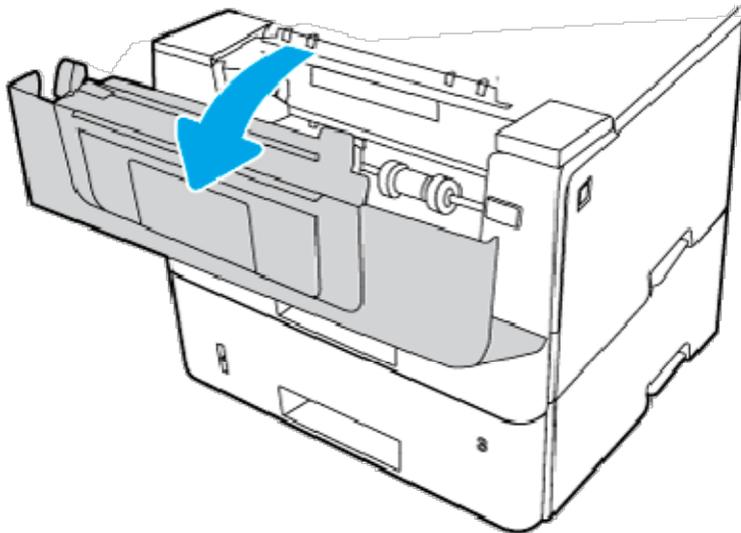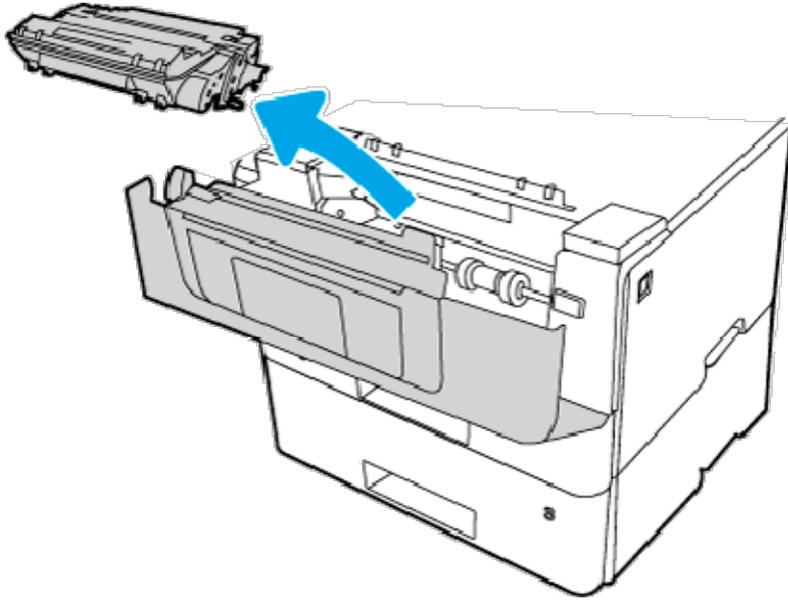
5. Reinsert and close the tray.
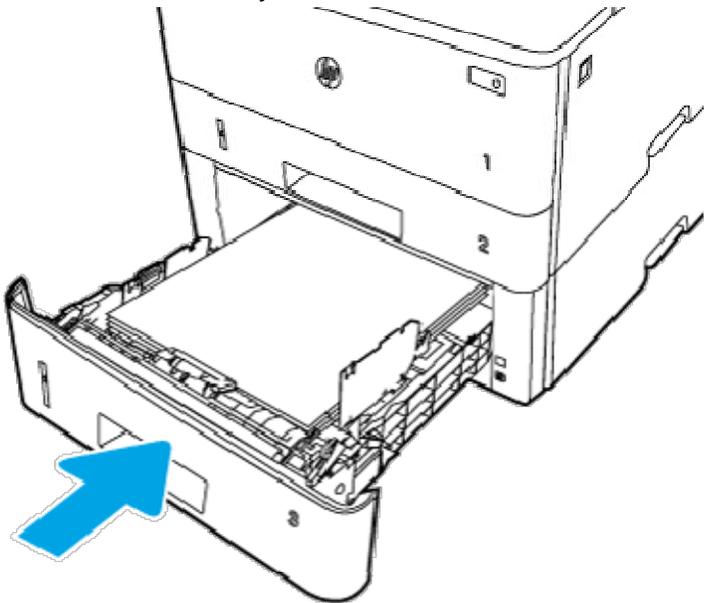
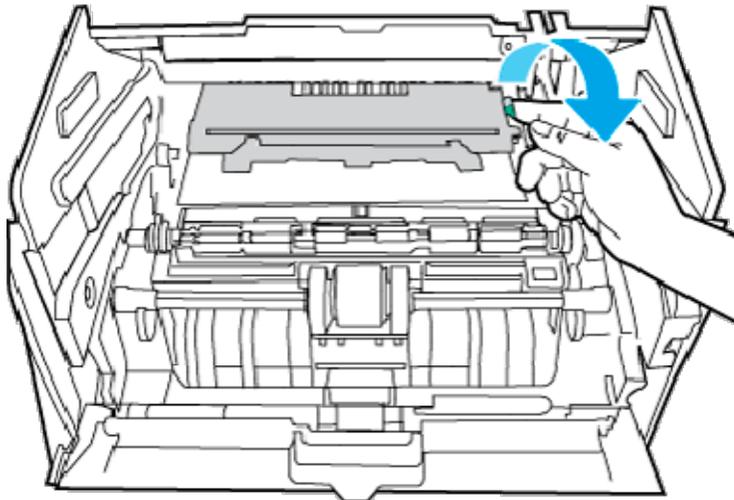6. Press the front door release button.
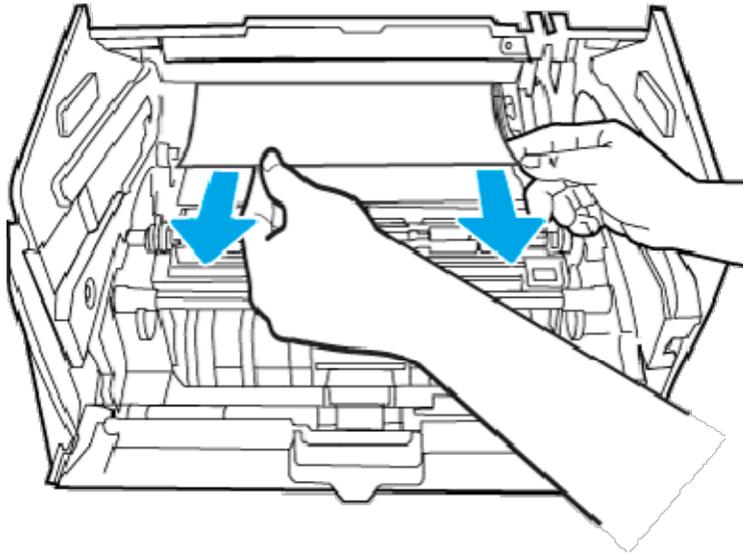
7. Open the front door.
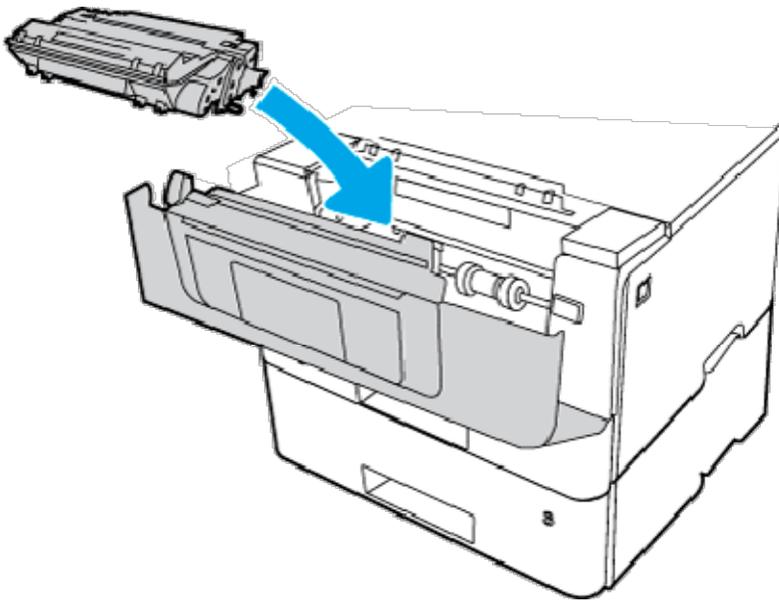

8. Remove the toner cartridge.
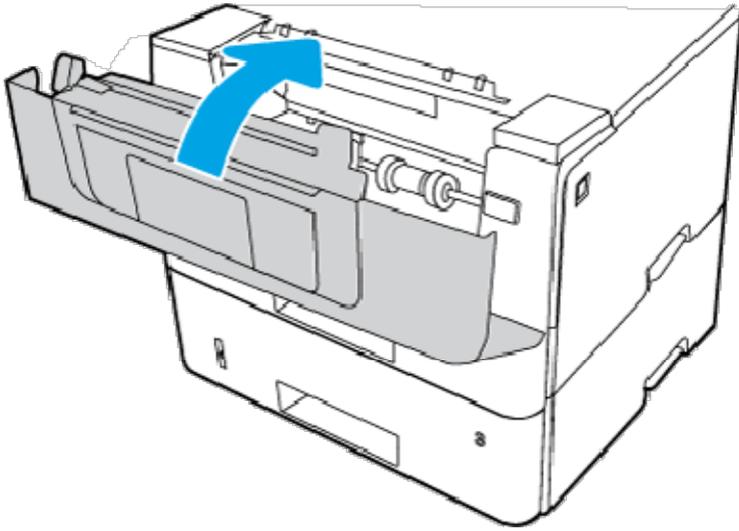
9. Lift the jam-access cover.
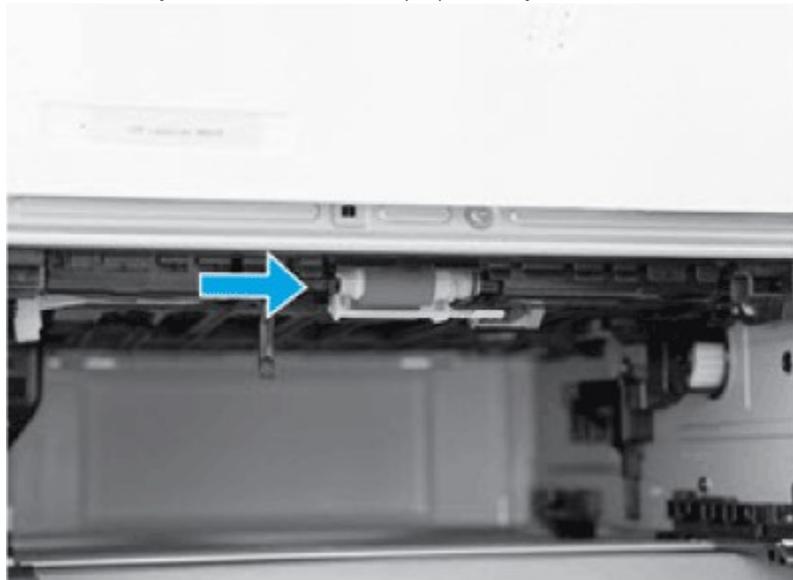
10. Remove any jammed paper.

11. Install the toner cartridge.

12. Close the front door.

13. If the error persists, 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 3 pickup and feed rollers.
    a. Remove tray 3 and locate the paper tray rollers.

    b. Clean the rollers by gently wiping them with a damp, lint-free cloth.
15. Perform a test print from tray 3 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.