

# HP Color LaserJet Enterprise MFP 5800, 6800, 6801, X57945, X677 - 13.80, 13.83, or 13.84 jam errors in the 3-bin stapler/stacker

Use the following procedure to check for paper in all possible jam locations in the 3-bin stapler/stacker finisher.

## 1. Clear a paper jam in the 3-bin stapler/stacker

Use the following procedure to check for paper in all possible jam locations in the 3-bin stapler/stacker. 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.

- 13.80.yz Jam in 3 Bin stapler/stacker
- 13.83.yz Jam in 3 Bin stapler/stacker
- 13.84.yz Jam in 3 Bin stapler/stacker

y = "A" (stay jam), "B" (delay jam) "F" (residual jam)

z = Output destination tray 0-4



[View a video of how to clear a jam in the output bin](#)

1. Remove any paper from the output bins.



2. Clear all paper from upper right door.

- a. Open the upper right door.



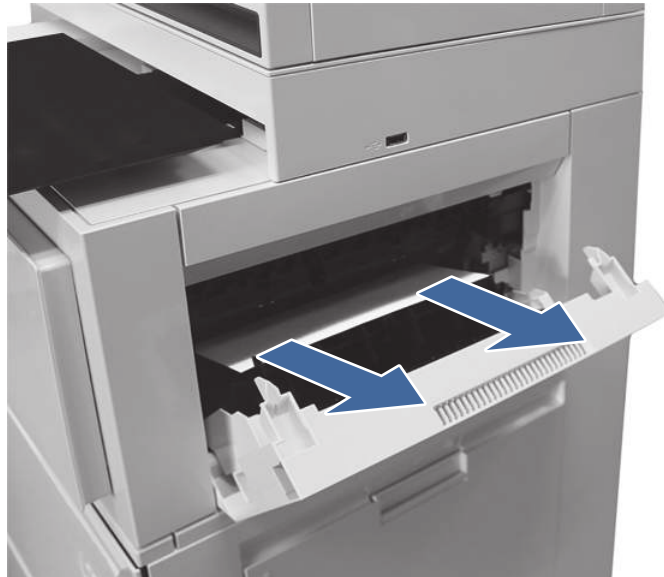
- b. Remove paper from input area inside the door.



- c. Remove paper from upper output area inside the door.

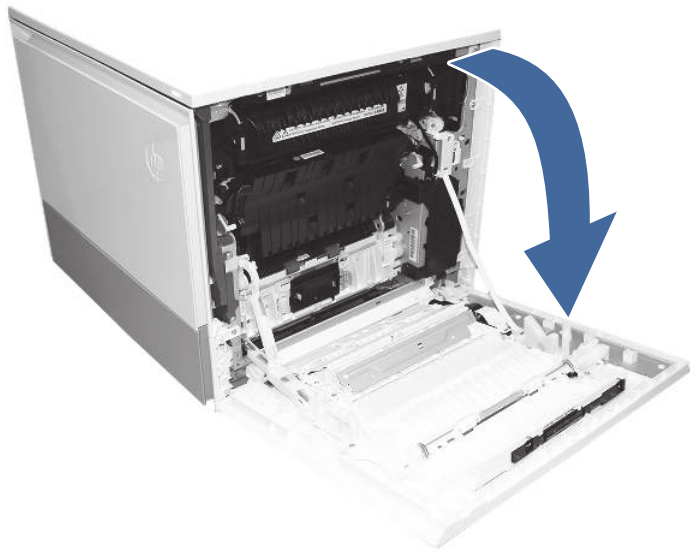


- d. Remove paper from upper standard exit area.

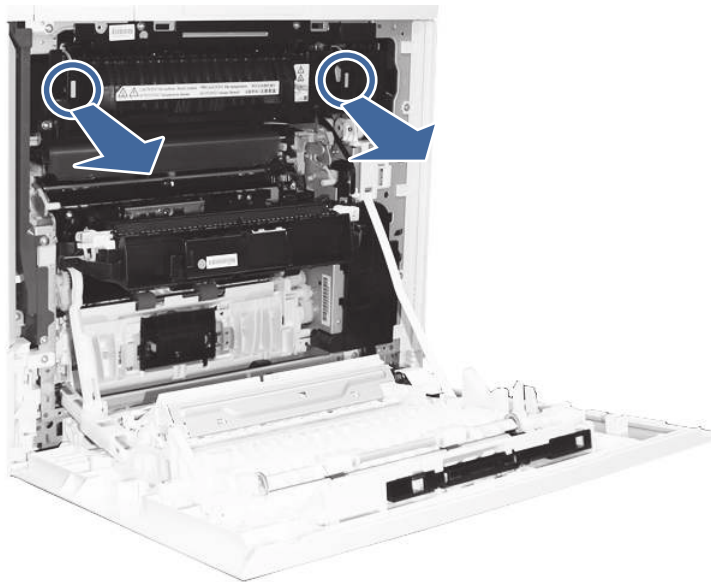


- e. Close the upper right door.

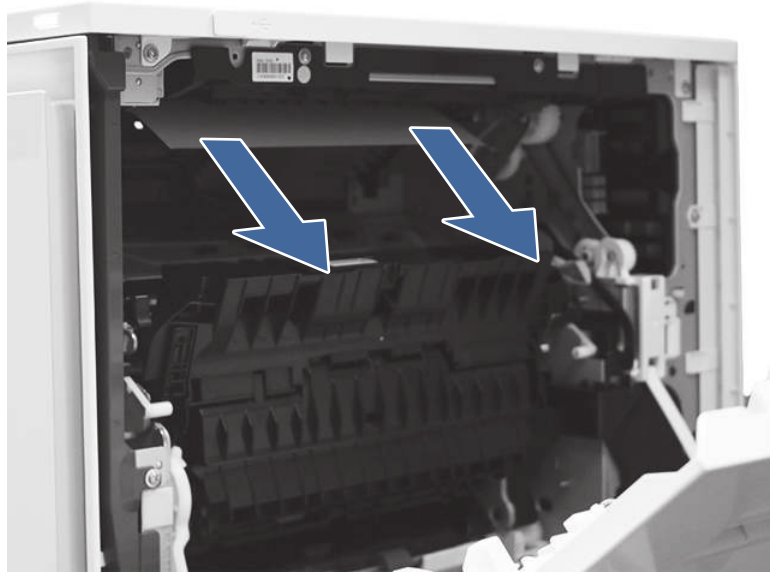
3. Open the right door.



4. 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 jammed in the fuser exit area.



- c. Reinstall the fuser and close the right door.
5. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
  6. If the error persists, contact your HP-authorized service or support provider, or contact customer support at [www.hp.com/go/contactHP](http://www.hp.com/go/contactHP).