

HP Color LaserJet Enterprise MFP 5800, 6800, 6801, X57945, X677 - 31.13.yz jam error in the document feeder

Use the following procedure to check for paper in all possible jam locations related to the automatic document feeder.

1. Clear a paper jam in the document feeder

The following information describes how to clear paper jams in the document feeder. 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.

- 31.13.01 Jam in document feeder
- 31.13.02 Jam in document feeder
- 31.13.13 Jam in document feeder

 [View a video of how to clear a jam in the document feeder](#)

1. Remove paper from the exit assembly of the document feeder.



2. Open the document-feeder cover.



3. Remove any jammed paper from the document feeder input area.





4. Lift the document feeder and check the lower side of the feed path.



5. Make sure the guides in the document-feeder input tray are adjusted to the correct size for the document before loading paper.



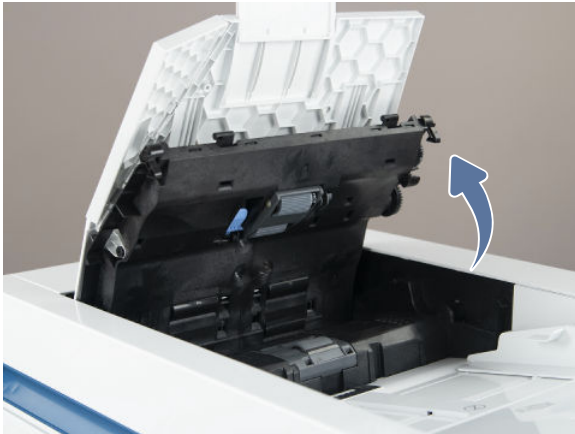
 **NOTE:** To avoid document feeder jams, to copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents. Do not feed damaged or wrinkled paper.

 **NOTE:** Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

6. If the paper continues to jam, remove and clean the document feeder rollers.

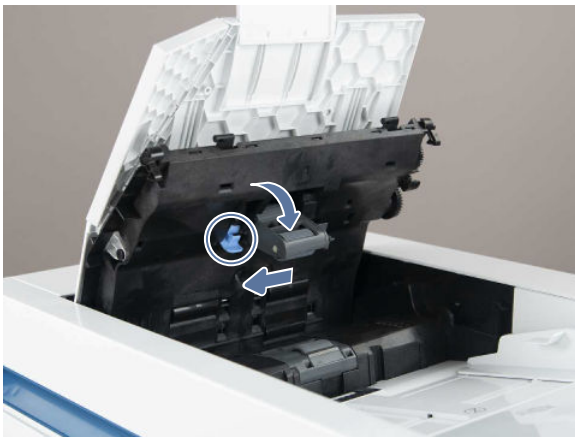
- a. Open the document-feeder jam access door.

Figure 1 Open the document-feeder jam access door



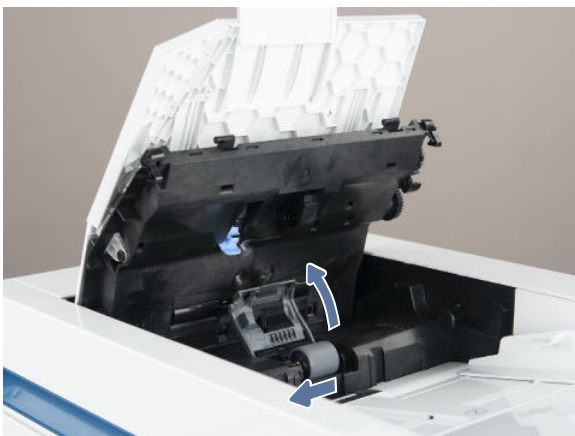
- b. Release the blue locking arm to drop the assembly down. Slide the pickup and feed roller assembly to the left, and then pull it away from the document feeder to remove it.

Figure 2 Release the blue locking arm



- c. Lift the roller cover up and then slide the roller toward the front of the printer to remove it.

Figure 3 Release the separation roller cover



- d. Clean the rollers with a dampened lint free cloth.

- e. Reinstall the rollers in the document feeder and perform a copy job to test.
- 7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.