

# HP Color LaserJet Enterprise 5700, 5800, 6700, 6701, 6800, 6801, X55745, X57945, X654, X677 - 13.B2.D1 jam error in Tray 1 (multipurpose tray)

Use the following procedure to check for paper in all possible jam locations related to Tray 1.

## 1. Clear a paper jam in Tray 1 (multipurpose tray)

Use the following procedure to clear paper jams in Tray 1 (multipurpose tray). 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.B2.D1 Jam in tray 1**

 [View a video of how to clear a jam in Tray 1](#)

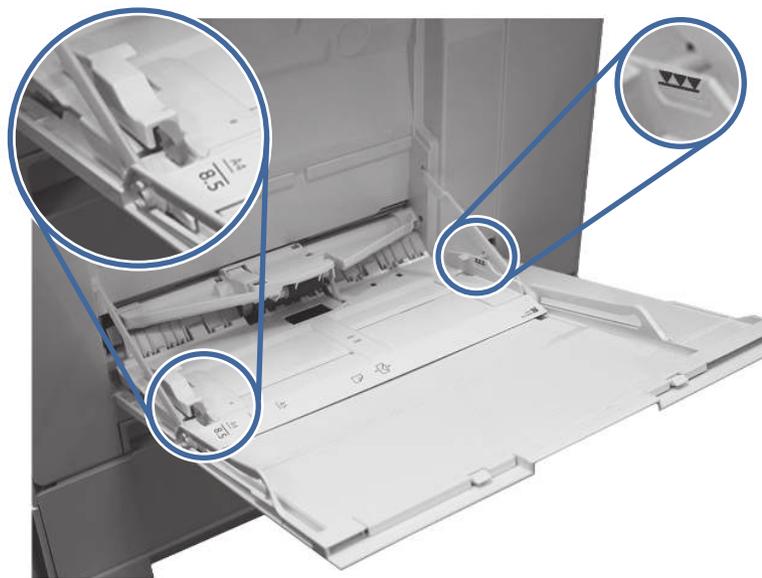
1. If you can see the jammed sheet in Tray 1, remove the jammed sheet by gently pulling it straight out.



2. Open the right door and remove paper from the area shown.



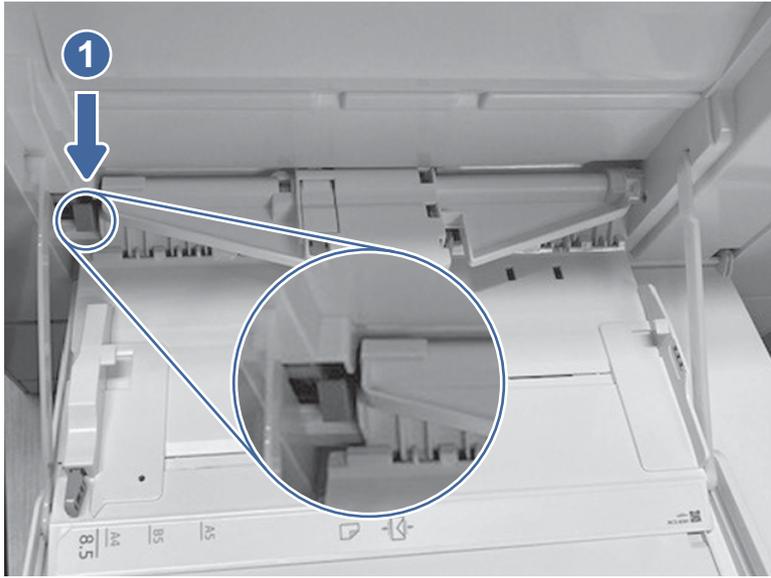
3. Close the right to allow the printer to clear the message.
4. Make sure the type and quality of the paper being used meets the HP specifications for the printer.
5. Make sure the Tray 1 guides are set to the correct paper size and that the paper tray is not overfilled (paper is below the 3 triangles on the right guide).



6. Load the paper back into the tray and restart the print job.
7. If the same jam appears remove and clean the tray 1 pick, feed and separation rollers.

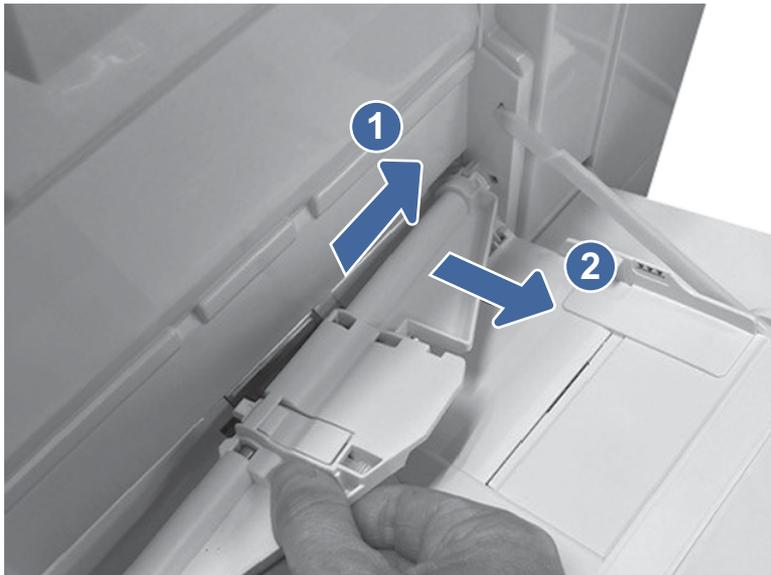
- a. Locate and release the pickup roller assembly release tab.

**Figure 1** Locate the pickup roller assembly tab



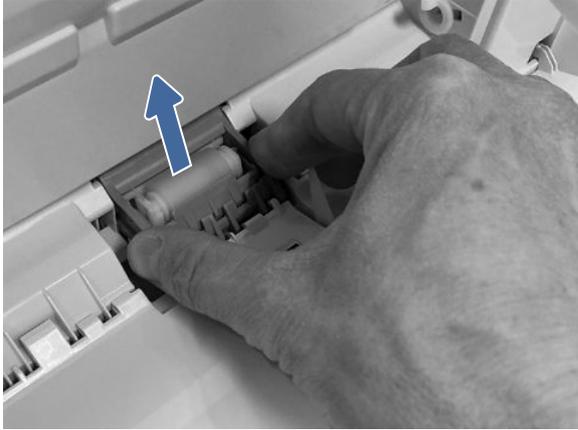
- b. Push the pickup roller assembly to the right and then away from the printer.

**Figure 2** Remove the pickup roller assembly



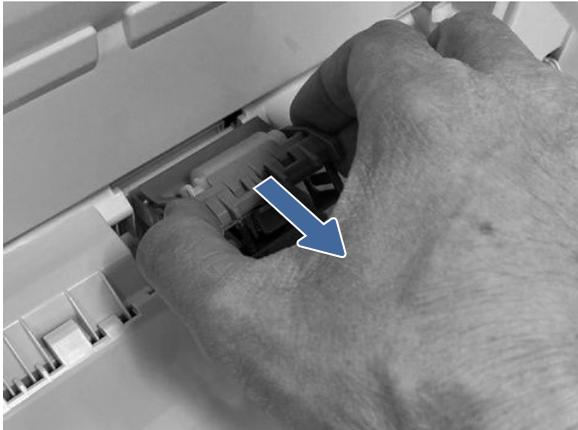
- c. Grasp the left- and right-side of the separation roller assembly, and then lift the assembly up.

**Figure 3** Lift the separation roller assembly



- d. Pull the separation roller assembly straight out to remove it.

**Figure 4** Remove the separation roller assembly



- e. Clean the roller with a dampened lint free cloth.
  - f. Install the rollers back into tray one and test the tray by printing from tray 1.
8. 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).