

HP Color LaserJet Enterprise MFP 6800, 6801, X677 - 13.40 or 13.47 Punch jam error in the floor-standing finisher

Use the following procedure to check for paper in all possible jam locations in the paper punch area of the floor-standing finisher.

1. Clear a paper jam in the punch area of the floor-standing finisher

Use the following procedure to check for paper in all possible jam locations in the floor-standing finisher punch area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

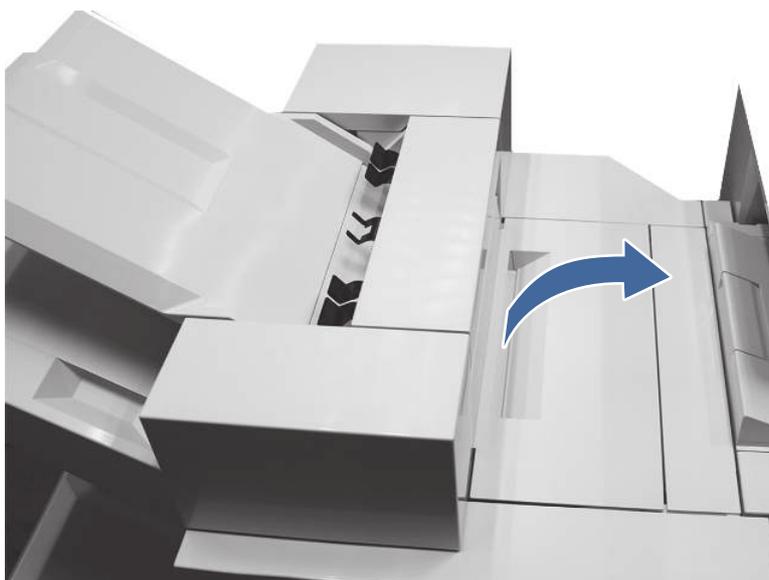
Recommended action for customers

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

- 13.40.yz Punch inlet jam
y = "A" (stay jam), "D" (delay jam) or "F" (residual jam)
z = Output destination tray 0, 2-4
- 13.47.4z Punch jam
z = Output destination tray 2-4

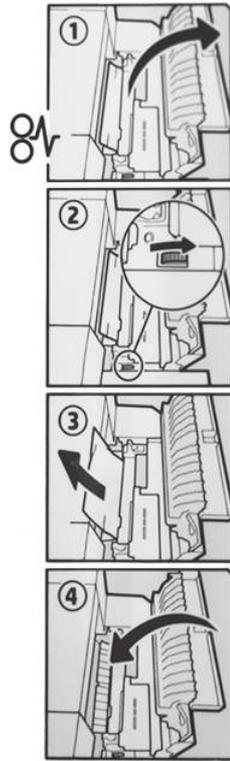
 [View a video of how to clear a jam in the floor-standing finisher punch area](#)

1. Open the top left door.

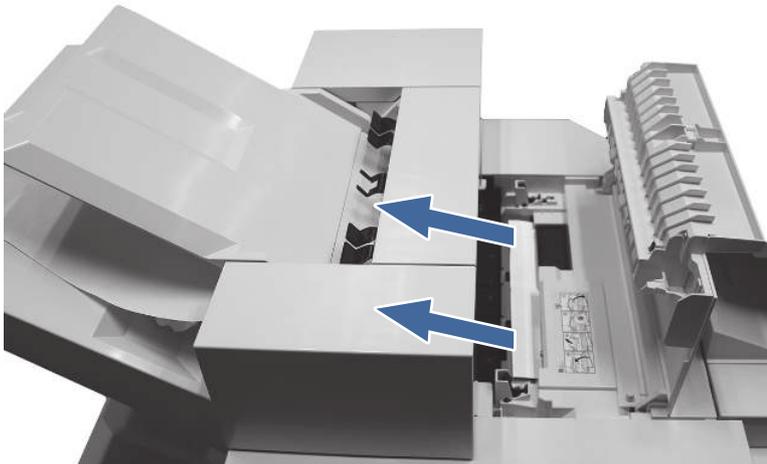


2. Rotate the green dial on the top to the right or left

 **NOTE:** Use the directions on the inside to assist in clearing the jam.



3. Remove paper from the top left door.



4. Close the top left 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.