

# HP Color LaserJet Enterprise MFP 6800, 6801, X677 - 13.6, 13.7, or 13.8 jam error in the Floor-standing finisher

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

## 1. Clear a paper jam in the floor-standing finisher

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

- 13.6x.yz Jam in Floor standing stapler/stacker
- 13.7x.yz Jam in Floor standing stapler/stacker
- 13.8x.yz Jam in Floor standing stapler/stacker

x = 0, 1, 3, 4, 5

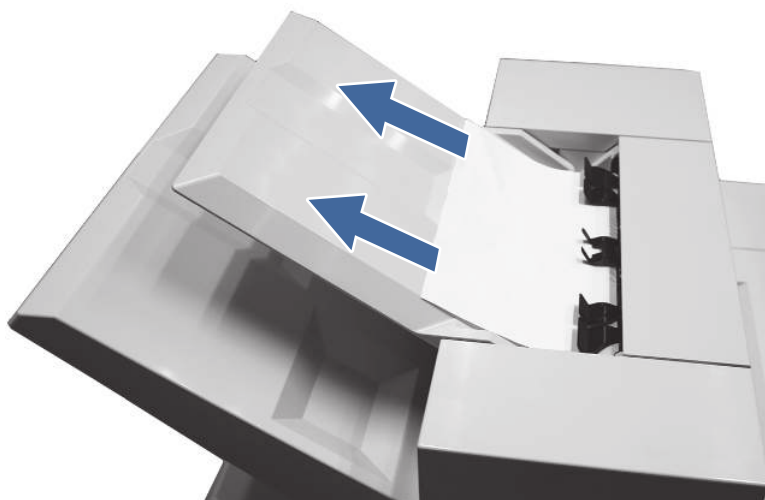
y = "A" (stay jam), "D" (delay jam), "F" (residual jam)

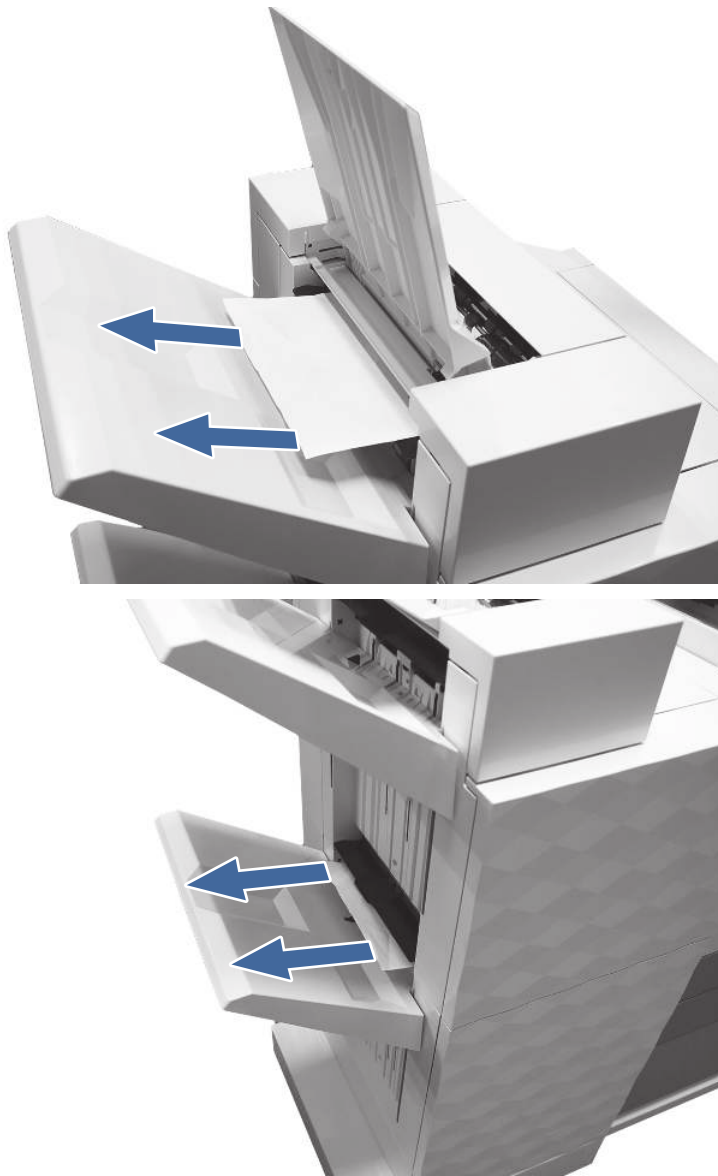
z = Output destination tray 0-4



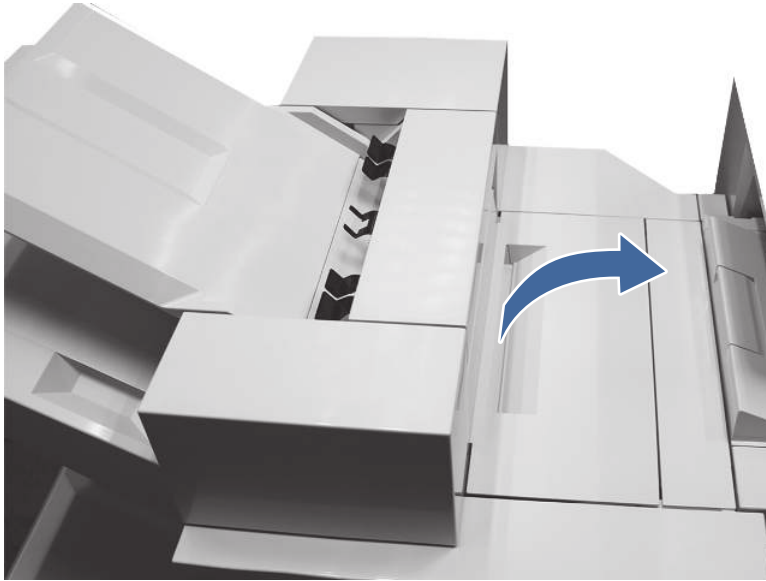
[View a video of how to clear a jam in the floor-standing finisher](#)

1. Remove any paper jams from the output bins by gently grasp the leading edge and remove it.





2. Open the top left door.

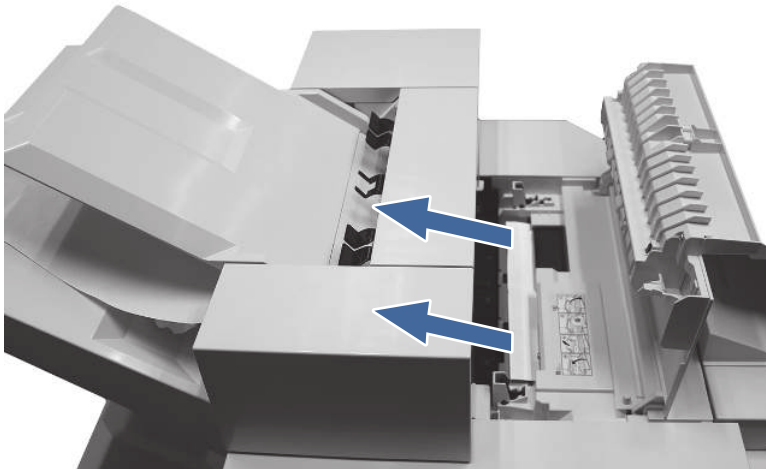


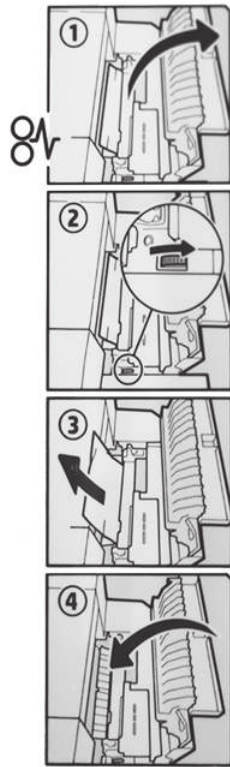
3. Remove paper from the top left door.



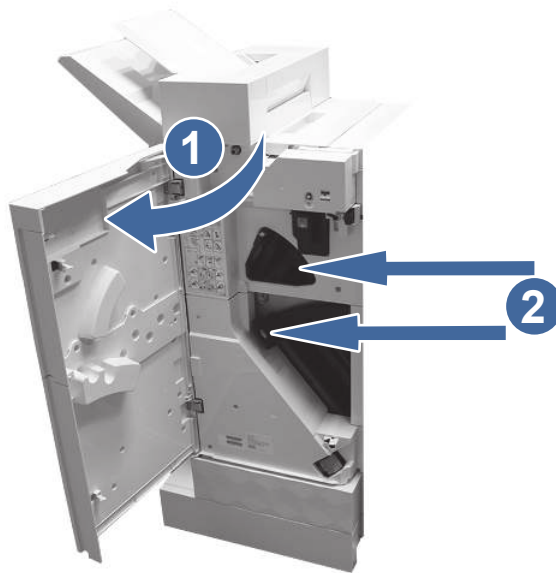
**NOTE:** Use the directions on the inside to assist in clearing the jam.

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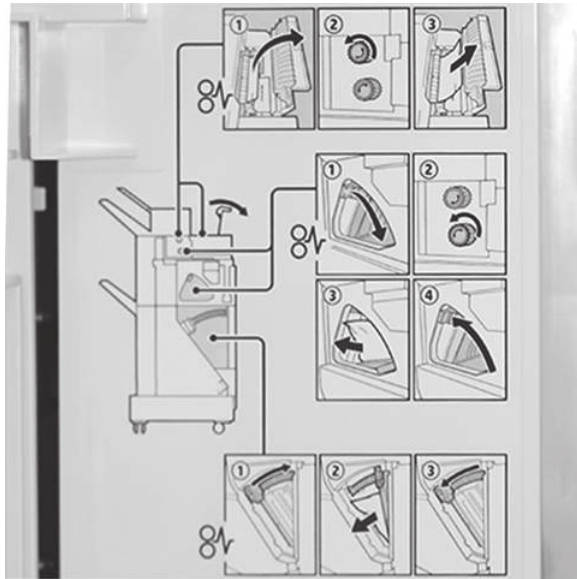
4. Open the front access do to clear any jammed paper.
  - a. Open the front door and check jam access areas.



**Call-out 1:** Open door

**Call-out 2:** Check access areas

- b. Use the directions inside the front access door to help remove the paper.



- 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).