

HP Color LaserJet Enterprise MFP 5800, 6800, 6801, X57945, X677 - 13.60 jam errors in the fuser exit area when printing to a stapler/stacker or floor-standing finisher

Use the following procedure to check for paper in all possible jam locations in the fuser area when printing to the 3-bin stapler/stacker or floor-standing finisher.

1. Clear 13.60 jam errors in the fuser exit area

Use the following procedure to check for paper in all possible jam locations in the fuser exit area when printing to a finisher. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

Recommended action for customers

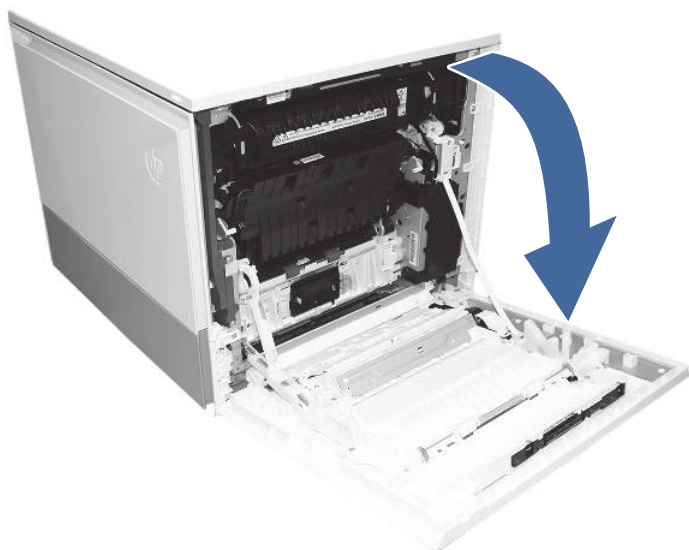
When a jam occurs, the control panel displays a message and an animation that assists in clearing the jam.

- 13.60.51, 13.60.52 Paper too short jam
- 13.60.61, 13.60.62, 13.60.63, 13.60.64 Inter-Page Gap Jam

 **NOTE:** The images provide do not show any accessories or copy module attached to the printer.

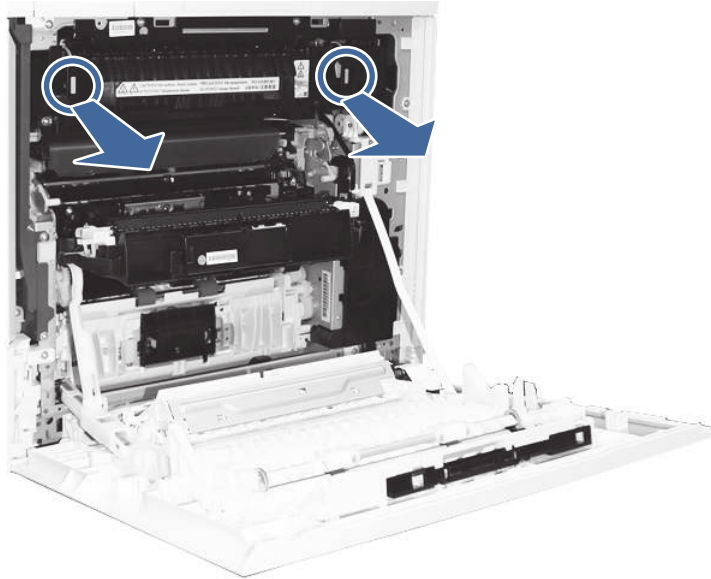
 [View a video of how to clear a jam in the output bin](#)

1. Open the right door.

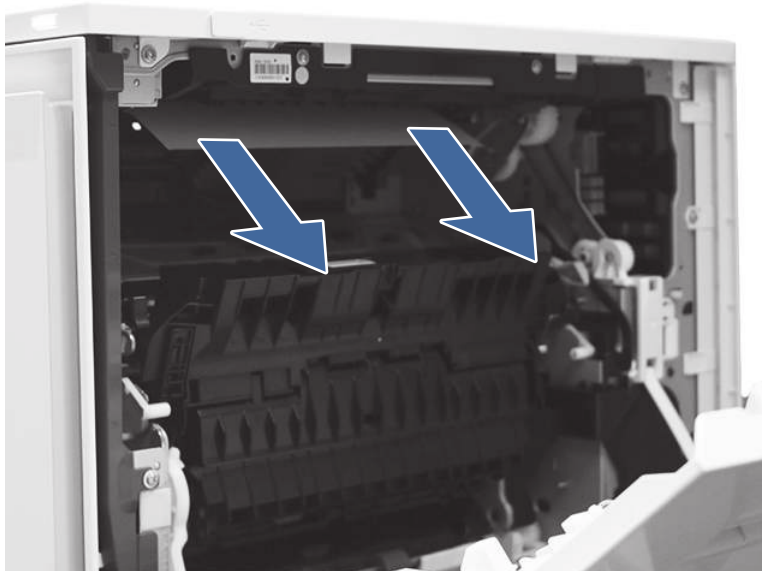


2. Remove the fuser and remove any jammed paper found.

- 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.
3. Close right door to allow the printer to clear jam message.
4. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
5. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.