

HP LaserJet 4Si, 4Si MX, and III Si Output Stacker User's Guide



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Features

The HP Output Stacker offers an additional output paper capacity of 2000 sheets to your HP LaserJet 4Si, 4Si MX, and IIISi printer. Your stacker provides the following features:

- Output capacity for up to 2000 sheets of paper
- Pull-out drawer for easy printout paper removal
- Integrated with built-in cabinet stand to support your printer and HP Paper Feeder
- Casters to easily move the printer from one location to another

This guide provides Key Operator procedures for:

- Operating the printer with the stacker
- Troubleshooting

Note

To use the stacker with the HP LaserJet IIISi printer, the printer's Delivery Cover Assembly must be replaced by an HP authorized dealer or HP Service Engineer. Contact your dealer for installation service information.

Check Your Output Stacker Carton Contents

Check that the following items have been received as shown in Figure 1-1.

1. Output stacker cabinet
2. Transport module
3. Paper feeder support shelf
4. Paper feeder power adapter holder
5. Printer interface cable
6. Six casters

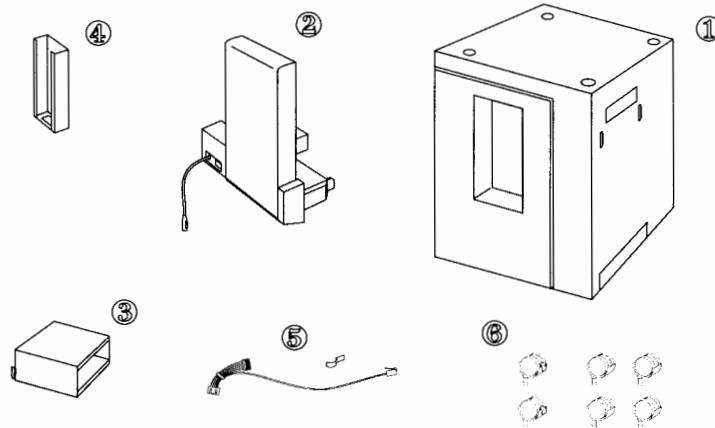


Figure 1-1. Output Stacker Carton Contents

If the stacker or any parts are damaged or missing, contact your dealer or your HP sales office.

Note

Do not dispose of the stacker's shipping carton or packaging materials until proper performance has been determined. If the unit must be returned, it must be packaged in the original carton and packaging materials to prevent transit damage.

Installing the Output Stacker

The stacker must be installed by an HP Authorized Dealer or HP Service Personnel using the Output Stacker Service Manual. Contact your dealer for information on the installation contract. The printing system should look as shown in Figure 2-1 after the installation.

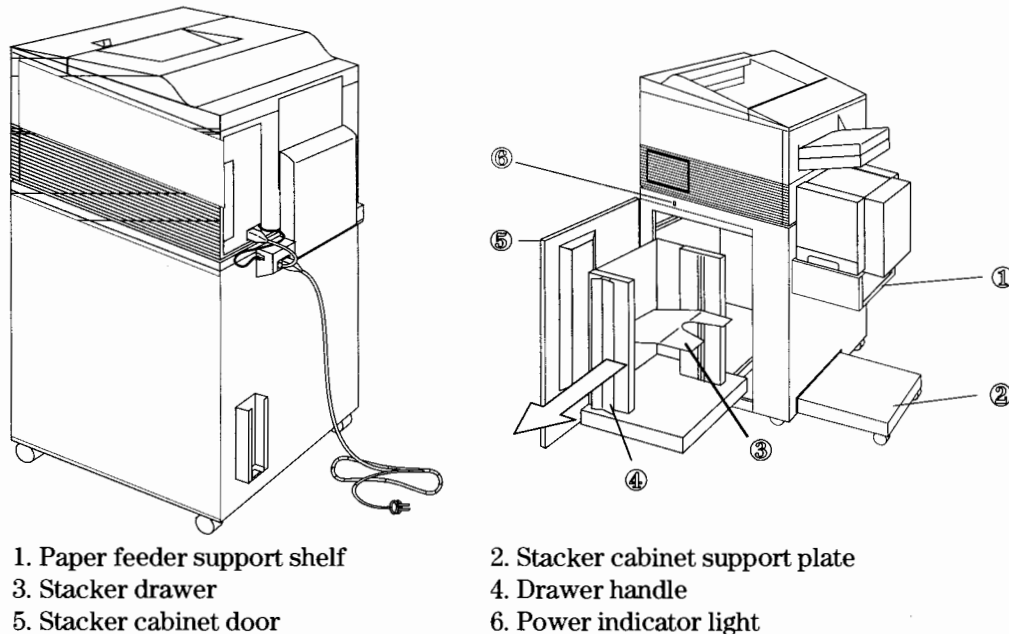


Figure 2-1. Printing System After Installation

The power indicator when ON indicates there is power to the stacker. It will flash when the stacker is full or a jam has occurred in the stacker.

Note

The stacker can operate with the printer without the HP Paper Feeder (p/n: C2920A, C2921A). If you use the feeder, make sure that the feeder's duplex paper guide is installed in the stacker's cabinet slot (above the feeder support shelf) if you use the printer's duplex option. This is important for duplex printing. Refer to the paper feeder User's Guide for installation procedure.

Aligning the Printer with the Output Stacker

Before operating the stacker, check for the following:

1. The printer's feet are situated in the stacker cabinet's feet dimples.
2. The stacker's transport module is set squarely against the printer's back side so that there is no uneven gap or skew between the transport module cover and the printer as shown in Figure 2-2.
3. Open the transport module cover to check that the printer's rear exit opening is centered evenly between the two tips of the transport module cover's inner guide as shown in Figure 2-3. Readjust the printer within the stacker cabinet's feet dimples for correct alignment if necessary. After readjustment, the printer's feet may not be centered in the dimples.

Caution

Incorrect alignment between the stacker and printer will cause paper jams in the stacker.

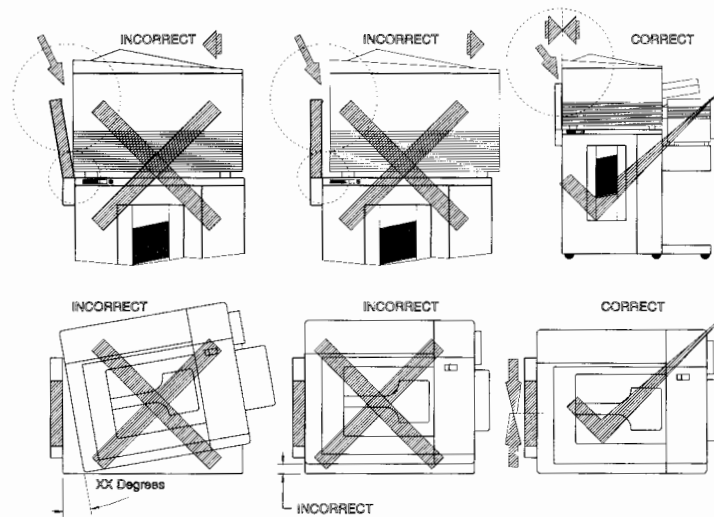


Figure 2-2. Aligning the Printer and Stacker

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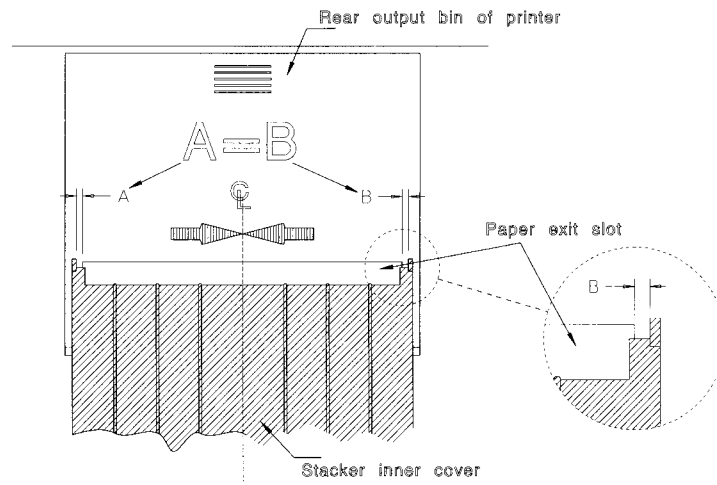


Figure 2-3. Checking the Transport Module Cover and Printer's Rear Exit Slot



Paper Output Path Options

Your printer provides you with two paper output options - the upper output bin and the face-up lower (rear) output tray. You must select one output path - to the upper output bin or to the lower (rear) output. To use the stacker, select the lower output path. The desired setting can be selected from the printer's control panel or from your software applications. Refer to the printer User's Reference Manual for information on selecting the lower output path.

Removing Printout Paper From Output Stacker

Refer to Figure 3-1 and the following procedure to remove printout paper from the stacker.

Caution *The stacker's drawer will be locked while printing. **DO NOT** attempt to pull the drawer out as this may cause damage to the stacker. Take the printer "offline" and wait for the printing to stop before pulling out the drawer.*

1. Take the printer offline by pressing the On Line key on the printer's control panel. The On Line indicator light will be out (refer to your printer Operator's Guide for more instructions).
2. Open the stacker's door, grip the drawer handle firmly to unlatch and then pull out the drawer.
3. Remove the printout paper from the drawer.
4. Push the drawer closed until it is latched and close the stacker's cabinet door firmly.
5. Put the printer to online by pressing the On Line key on the printer's control panel. The On Line indicator light will be ON (refer to your printer Operator's Guide for instructions).

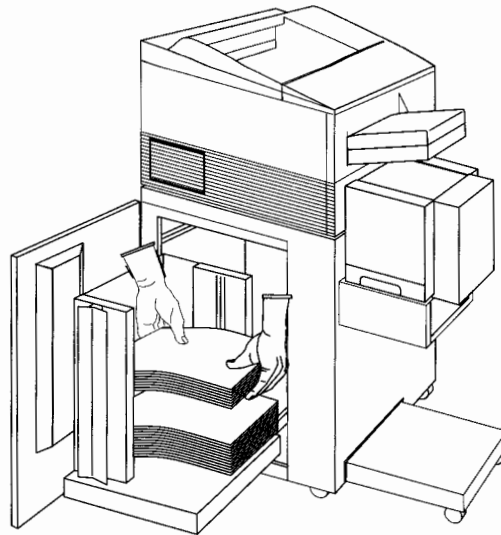


Figure 3-1. Removing Printout Paper

Note

If you failed to take the printer offline before pulling out the stacker's drawer and if the printer is printing, paper will fall into the stacker's cabinet, resulting in out-of-order printout paper.

Disconnecting the Output Stacker from the Printer

To remove your printer from the stacker, refer to Figure 3-2 and perform the following procedure.

1. Turn the power off from the printer and stacker;
2. Disconnect the stacker's printer interface cable from the phone connector on the transport module.
3. Disconnect the short power cord from the printer.

Before operating the printer with the stacker again, you must reconnect the interface cable from the printer to the stacker and the short power cord from the stacker's transport module to the printer.

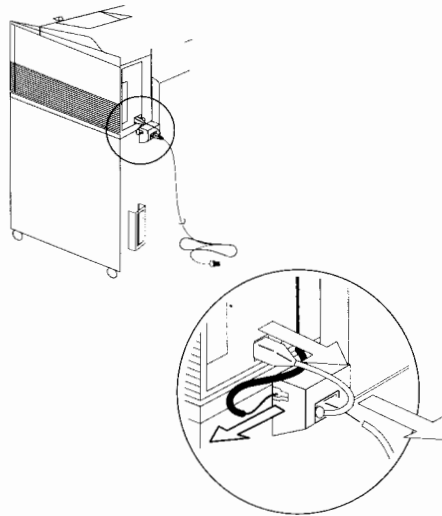


Figure 3-2. Disconnecting the Output Stacker from The Printer

Note

To install the printer's duplex option to the printer, disconnect the printer from the stacker as described above and move the printer to a different location.

Media Specifications

Follow the media specifications listed below to ensure optimum performance. All printer's media specifications and recommendations apply to the stacker.

Paper sizes: A4 - 8.3 x 11.7 in (210 x 297 mm);
 Letter - 8.5 x 11 in (216 x 279 mm);
 Legal - 8.5 x 14 in (216 x 355.6 mm);
 Executive - 7.25 x 10.5 in (184 x 266.7 mm)

Paper weights: 16 to 28 lb (60 to 105 grams per squared meter (gsm)), no cotton content.

Troubleshooting the Output Stacker

Potential Problems

This chapter contains information to help you recognize and solve operating difficulties with the stacker.

No Power to the Output Stacker or Printer

After installation of the stacker, or at anytime during operation, if the following occurs:

- the printer has no power (printer power indicator is out)
- the stacker has no power (output stacker's power indicator is out)

Perform these steps:

1. Verify that the power cord is properly inserted in the receptacle of the stacker's transport module.
2. Verify that the power cord is installed into a correct wall electrical receptacle.
3. Verify that the short power cord from transport module is plugged into the printer's receptacle.
4. Verify that the wall outlet has power.

Stacker Full or Paper Jam

When the stacker's drawer is full or there is a stacker paper jam, the following will occur:

1. The stacker's power indicator (located above the stacker's cabinet door) will flash.
2. The printer display panel will display the "13.1 INTERNAL JAM" error message.
3. The stacker will take the printer offline; the printer will stop printing.

The combination of the stacker's power indicator flashing and the printer's "13.1 INTERNAL JAM" error message indicates that the stacker is **full** or there is a **paper jam**. Perform the following steps.

Paper Jam in The Stacker

1. Open the stacker's cabinet door, look inside the stacker and remove any jammed paper at the exit or between the rollers of the stacker's transport module.
2. Open the stacker's transport module cover and remove any jammed paper as shown in Figure 4-1.
3. Push the drawer closed until it is latched and close the stacker's door firmly.
4. Check that the stacker's light has stopped blinking.
5. Open the printer's top cover and remove any paper inside (refer to your printer Operator's Guide for instructions).
6. Close the printer's top cover. This will restore the printer to the online condition. The printer's On Line indicator will be ON.
7. Reprint the job or the jammed pages in the stacker.

Note

*If a jam occurred in the stacker, the printer reprints the jammed pages in the printer but **DOES NOT** reprint the jammed page(s) in the stacker. Re-print the "jammed" pages in the stacker or the job that experienced the jam.*

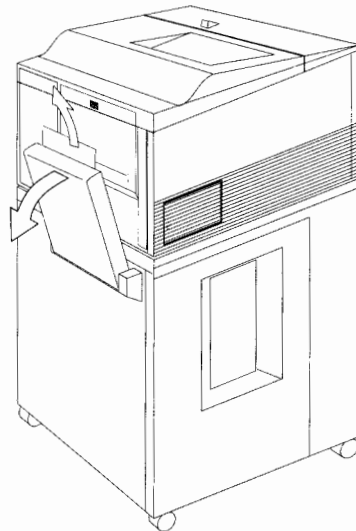


Figure 4-1. Removing Jammed Paper

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Stacker Full

1. If no jam is detected and the printout paper stack in the drawer is full, grip the drawer handle firmly to unlatch, and pull out the drawer.
2. Remove all printout paper from the stacker's drawer as shown in Figure 3-1.
3. Push the drawer closed until it is latched and close the stacker's door firmly. The stacker's elevator will start to rise to the top position.
4. Check that the stacker's light has stopped blinking.
5. Open the printer's top cover and remove any paper inside (refer to your printer Operator's Guide for instructions).
6. Close the printer's top cover. This will restore the printer to the online condition. The printer's On Line indicator will be ON.

Note

The stacker's cabinet door must be closed firmly to ensure proper operation. If the stacker is full or a jam occurs in the stacker and the printer continues to print, check to make sure that the stacker's printer interface cable is properly plugged into the transport module's phone connector.

Output Stacker's Elevator Does Not Move

If paper is transported properly through the stacker's transport module and the stacker's elevator does not lower after approximately 40 sheets of paper, perform the following steps:

1. Open the stacker's cabinet door and make sure that the stacker's drawer is fully closed and latched.
2. Make sure that the stacker's transport module is properly latched on the stacker's cabinet wall.
3. Open the stacker's door and look inside to check that the stacker's paper sensor arm, as shown in Figure 4-2, is floating freely on top of the paper stack and has not been damaged or broken.
4. Close the stacker's cabinet door firmly.

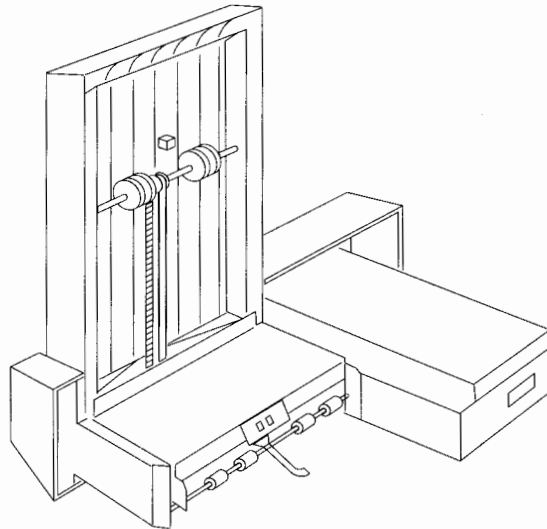


Figure 4-2. Checking the Sensor Arm

Caution

If the transport module was removed from the stacker and needs to be installed again, you must lift the sensor arm when inserting the transport module into the stacker to prevent damaging the sensor arm.

Problem Isolation

If you continue to experience jams at the printer's lower (rear) output exit or in the stacker and you have followed all of the troubleshooting tips mentioned above, perform the following steps to determine whether the problem is with your printer or with your stacker.

1. Make sure that the printer's feet are in the round recesses on the top of the stacker's cabinet.
2. Select the printer's lower output tray by lowering the stacker's transport module's cover and lowering the printer's lower output tray.
3. Print to lower output tray. If the problem does not occur, the problem is with the stacker. Otherwise, the problem is with the printer. Refer to the printer Operator's Guide for troubleshooting information.

Customer Support

To troubleshoot your stacker, first refer to your user's guide; next call your dealer. If the problem can not be resolved, then call Hewlett-Packard Customer Support Center at (208) 323-2551.

Refer to the User's Guide

This user's guide provides the information you need to trouble shoot the stacker on your own. Follow this user's guide first to find answers to your questions before calling your dealer or the Hewlett-Packard Customer Support Center.

Call Your Dealer

If you are unable to find what you need in this user's guide, call the dealer from whom you purchased the stacker. Your dealer understands your equipment and can help you solve most problems.

Call Hewlett-Packard Customer Support Center

If a dealer can not help you, call Hewlett-Packard's Customer Support Center. This option connects you to a group of support personnel in Boise, Idaho, who can answer questions about your HP LaserJet 4Si and 4Si MX and output stacker. Call 1-208-323-2551, Monday through Friday from 7 AM to 6 PM, Mountain Time (Wednesday 7 AM to 4 PM).

Before you call, however, make sure you referenced your user's guide for answers to your questions or asked your dealer for help. If you call the assist line, please have the model number of your equipment handy. Also, if possible, call from a phone close to your equipment as you may need to operate your equipment while talking with support personnel.

Assistance from HP Hardware Support

Recognizing that mechanical parts do wear and electronic devices do occasionally need service, high-quality and professional hardware support is provided through HP worldwide networks of *HP Sales and Service Offices*.

Other Support Services

Several types of Hewlett-Packard maintenance agreements are available to meet customer support needs. For more information on these services, contact your dealer or HP Service Center.

Warranty

The HP Output Stacker has a warranty against defects in materials and workmanship for one year from the date of purchase. If your stacker fails within the warranty period, contact an HP Authorized Dealer.

This warranty does not apply if the output stacker has been damaged by accident or misuse or as a result of service or modification by a party other than an authorized Hewlett-Packard service facility. No other express warranty is given by Hewlett-Packard. Hewlett-Packard is not liable for consequential damages.

Warranty Exclusions

The above warranty shall not apply to defects resulting from improper or inadequate maintenance by the customer, customer supplied software or interfacing, unauthorized modification or misuse, operation outside of the environmental specifications for the product, or improper site preparation and maintenance.

Warranty Limitations

Hewlett-Packard makes no warranty, whether written or oral, expressed or implied, with respect to this product. Hewlett-Packard specifically disclaims the implied warranties of merchantability and fitness for a particular purpose.

Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. However, any implied warranty of merchantability or fitness is limited to one-year duration of this written warranty.

Service During the Warranty Period

If your hardware should fail during the warranty period, contact an HP Authorized Dealer or an HP Customer Service Center. To locate the nearest authorized Service Center in your area, call **1-800-HPHP**, Monday through Friday, 7:30AM to 4:30PM PST (Pacific Standard Time).

Service After the Warranty Period

If your hardware fails after the warranty period, contact an authorized HP Dealer. If you have an HP Maintenance Agreement, request service under your agreement.

