



# Operation guide

# High-Capacity Stacker-E1

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# **Chapter 1**

## **Preface**

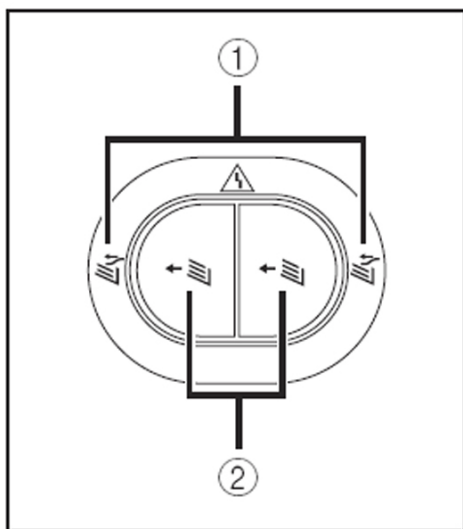
# Important Notice for Users of High Capacity Stacker-E1 (Store This Notice in a Safe Place)

## Introduction

Thank you for purchasing this Canon product.

Please read this leaflet thoroughly before operating the machine.

## Lighting/Flashing of the LED



1. Loading Status Indicator  
Flashes when paper is loading into the tray, and lights when paper is stacked in the tray a little.
2. Front Cover Open Button Status Indicator  
Flashes when the tray is moving upward or downward.  
Lights when the tray has finished moving downward or when the tray is full.

# Notes for the reader

## Introduction

This manual helps you to use the High Capacity Stacker-E1 . The manual contains a description of the product and guidelines to use and operate the High Capacity Stacker-E1 .

## Definition

### Attention-Getters

Parts of this manual require your special attention. These parts can provide the following:

- Additional general information, for example, information that is useful when you perform a task.
- Information to prevent personal injuries or property damage.

## Symbols used in this manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

Overview of the attention-getters

| Word             | Icon                                                                                | Indicates                                                                                                                                                                            |
|------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>WARNING</b>   |   | Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings. |
| <b>CAUTION</b>   |  | Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.          |
| <b>IMPORTANT</b> |  | Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly and to avoid damaging the machine or property.           |
| <b>NOTE</b>      |  | Indicates a clarification of an operation or contains additional explanations for a procedure. Reading these notes is highly recommended.                                            |
| -                |  | Indicates an operation that must not be performed. Read these items carefully and make sure not to perform the described operations.                                                 |

# Naming Conventions for Accessories (Generic Naming in User Interfaces)

## Generic Naming of Accessories in User Interfaces

To improve the readability of texts in User Interfaces of control panels and software, the accessories are generally referred to by their function. The table below shows the naming conventions for accessories (commercial product names and the generic terminology used in User Interfaces). Some accessories listed below may not be available in certain markets.



### NOTE

In some cases, there is only 1 name for more modules. The reason is that a configuration can only contain 1 of the available types of modules.

Conversion table for commercial names versus generic terminology in User Interfaces

| Commercial product name:                              | In UI, printer driver and software referred to as: |
|-------------------------------------------------------|----------------------------------------------------|
| Finisher-AF1 and Finisher-AK1                         | [Stacker/stapler]                                  |
| Saddle Finisher-AF2 and Saddle Finisher-AK2           | [Stacker/stapler]                                  |
| Puncher Unit-BP1/BQ1/BR1 and Puncher Unit-BT1/BU1/BS1 | [Puncher]                                          |
| Professional Puncher-B1                               | [Puncher]                                          |
| Paper Folding Unit-F1                                 | [Folder]                                           |
| Document Insertion Unit-F1                            | [Inserter]                                         |
| High Capacity Stacker-E1                              | [Stacker]                                          |
| High Capacity Stacker-F1                              | [Stacker]                                          |
| High Capacity Stacker-G1                              | [Stacker]                                          |
| Booklet Trimmer-D1                                    | [Trimmer]                                          |
| Two-Knife Booklet Trimmer-A1                          | [Trimmer]                                          |
| Perfect Binder-C1                                     | [Perfect Binder]                                   |
| Duplex Color Image Reader Unit-D1                     | [Scanner]                                          |
| Decurler Unit-A1                                      | [Decurler]                                         |



### NOTE

High Capacity Stacker-E1 and High Capacity Stacker-F1 cannot be combined.  
 High Capacity Stacker-E1 and High Capacity Stacker-G1 cannot be combined.  
 Finisher-AF1/Saddle Finisher-AF2/Puncher Unit-BP1/BQ1/BR1 and Finisher-AK1/Saddle Finisher-AK2/Puncher Unit-BT1/BU1/BS1 cannot be combined.

# **Chapter 2**

## **Parts and their functions**

# Machine description

## Introduction

The High Capacity Stacker-E1 enables you to stack a large volume of paper. You can also attach more than one stacker.

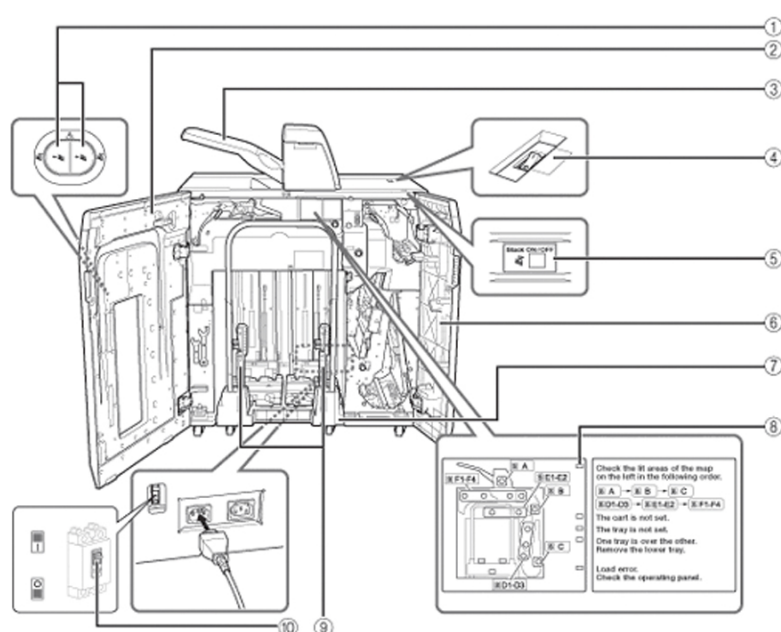
You can stack up to 1000 (80 g/m<sup>2</sup> [20 lb bond]) sheets in the output tray and 5,000 sheets (80 g/m<sup>2</sup> [20 lb bond]) in both the left and right stack trays of the stacker.



### NOTE

Do not place objects under the output tray as this can break the output tray.

## Illustration



[1] Parts and their functions

## Main sections

### Main sections

|   | Part                           | Function                                                                                                                                                                                                                        |
|---|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Open button of the front cover | Press the open button of the front cover to open the front cover.                                                                                                                                                               |
| 2 | Front cover                    | Open the front cover to remove the stacked sheets (see <a href="#">Remove the cart with sheets loaded on page 20</a> ) or to check for a paper jam (see <a href="#">Overview of paper jams inside the stacker on page 29</a> ). |
| 3 | Output tray                    | Sample prints are output to this tray. ▶                                                                                                                                                                                        |

|    | Part              | Function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4  | Main power switch | Put the main power switch into the "I" position to turn on the stacker.<br><br> <b>NOTE</b><br>Turn on the optional equipment before you turn on the printer.                                                                                                                                                                                                                                                                                                                         |
| 5  |                   | This button has no function.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6  | Right cover       | Open this cover to remove jammed paper (see <a href="#">Overview of paper jams inside the stacker on page 29</a> ).                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7  | Cart              | Use the cart to remove the stacked sheets (see <a href="#">Remove the cart with sheets loaded on page 20</a> ).<br>The left and right stack tray enable you to stack up to 5,000 sheets (80 g/m <sup>2</sup> [20 lb bond]) per tray.                                                                                                                                                                                                                                                                                                                                   |
| 8  | Error indicators  | The error indicators flash / light when: <ul style="list-style-type: none"> <li>• there is a paper jam (see <a href="#">Overview of paper jams inside the stacker on page 29</a> and <a href="#">Clear paper jams in the output tray on page 41</a>).</li> <li>• a tray is not set (see <a href="#">Place the trays in the stacker on page 46</a>).</li> <li>• the trays are overlapping (see <a href="#">Place the trays in the stacker on page 46</a>).</li> <li>• a stacking error occurs (see <a href="#">When a stacking error occurs on page 43</a>).</li> </ul> |
| 9  | Paper Holders     | Install the paper holders to the handle of the cart, to secure the stack when you carry the stacked sheets.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10 | Circuit breaker   | The circuit breaker detects excess current or leakage current (see <a href="#">When the power does not turn on on page 44</a> ).                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Status and Error indicators

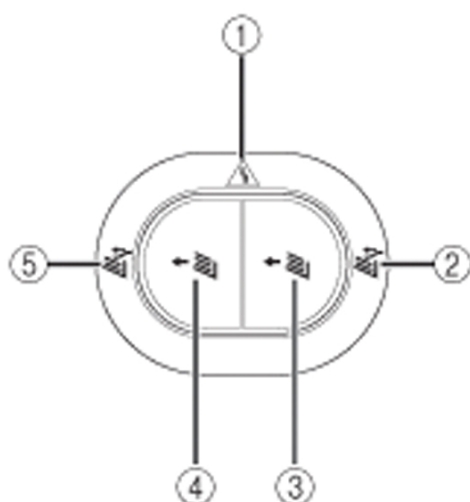
### Introduction

The High Capacity Stacker-E1 has the following indicators:

Indicators

|                  | Location                              | Function                                                         |
|------------------|---------------------------------------|------------------------------------------------------------------|
| Status indicator | On the open button of the front cover | The status indicator indicates the status of the stacking area.  |
| Error indicator  | Inside the stacker                    | The error indicator shows the location where the error occurred. |

### Status and error indicators

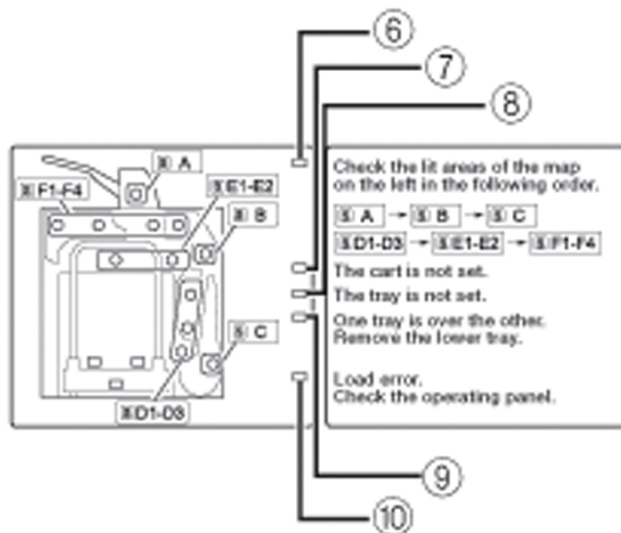


[2] Front cover status indicators

Status indicators

|   | Indicator                                             | Function                                                                                                                                                                                                                             |
|---|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Internal error indicator                              | This indicator flashes when there is an error in the internal part of the stacker.                                                                                                                                                   |
| 2 | Loading indicator (right)                             | <ul style="list-style-type: none"> <li>This indicator flashes when paper is loading into the right tray.</li> <li>This indicator lights when paper is stacked in the right tray a little.</li> </ul>                                 |
| 3 | Right indicator on the open button of the front cover | <ul style="list-style-type: none"> <li>This indicator flashes when the right tray is moving upward or downward.</li> <li>This indicator lights when the right tray has finished moving downward or when the tray is full.</li> </ul> |
| 4 | Left indicator on the open button of the front cover  | <ul style="list-style-type: none"> <li>This indicator flashes when the left tray is moving upward or downward.</li> <li>This indicator lights when the left tray has finished moving downward or when the tray is full.</li> </ul>   |

|   | Indicator                | Function                                                                                                                                                                                           |
|---|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | Loading indicator (left) | <ul style="list-style-type: none"> <li>This indicator flashes when paper is loading into the left tray.</li> <li>This indicator lights when paper is stacked in the left tray a little.</li> </ul> |



[3] Error indicators inside the stacker

The indicator flashes / lights when you remove the paper of when a paper jam has occurred.

#### Error indicators

|    | Indicator                             | Function                                                                                                                                                                                                           |
|----|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6  | Internal error indicator              | This indicator flashes when a paper jam occurred. Also the error indicator, that shows the jam location, flashes. (see <a href="#">Overview of paper jams inside the stacker on page 29</a> ).                     |
| 7  | Error indicator for the cart          | This indicator lights when the cart is not placed correctly (see <a href="#">Place the cart in the stacker on page 45</a> ).                                                                                       |
| 8  | Error indicator for the trays         | This indicator lights when the tray is not placed correctly. Also the error indicator, that shows the tray that is not placed correctly, lights. (see <a href="#">Place the trays in the stacker on page 46</a> ). |
| 9  | Error indicator for overlapping trays | This indicator lights when the trays are overlapping (see <a href="#">Place the trays in the stacker on page 46</a> ).                                                                                             |
| 10 | Stacking error indicator              | This indicator flashes when a stacking error occurred. (see <a href="#">When a stacking error occurs on page 43</a> ).                                                                                             |



# **Chapter 3**

## **Use the stacker**

# Output locations

## Introduction

The High Capacity Stacker-E1 has three output locations, that can be addressed separately.



### NOTE

If you use media which length in feed direction is longer than 229 mm (9.0"), the media will output across both stack trays. In this case you can use only one stack tray, so then you have two output locations.

## Output locations

Output locations

| Output location                 | Description                                                     |
|---------------------------------|-----------------------------------------------------------------|
| Output tray                     | This output location is mainly used for sample prints.          |
| Right stack tray (stack tray 1) | This output location is used to stack a large volume of sheets. |
| Left stack tray (stack tray 2)  | This output location is used to stack a large volume of sheets. |

# Stacker modes

## Introduction

The stacker is equipped with a number of stacker modes.

## Stacker modes

Stacker modes

| Mode            | Description                                                                                                                                                                                                                    |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sort by page    | <div>Sorting method of the prints</div> <div></div> <div>[4] Sort by page</div>                                                               |
| Sort by set     | <div>Sorting method of the prints</div> <div></div> <div>[5] Sort by set</div>                                                                |
| Offset stacking | <div>The offset stacking function creates a visible distinction between sets or jobs in an output location. The active workflow profile or the active automated workflow determines the default type of offset stacking.</div> |

# Change the default stacker settings

## Introduction

In the Settings Editor on the PRISMAsync controller, a key operator can define a number of default stacker settings ([Preferences] -> [Print job defaults] - [Stacker]). These settings are described below. Some of these default settings can be overruled in an application, on the printer operator panel and in the printer driver.



### NOTE

The [Stacker] section also displays settings for other stackers. Only for the High Capacity Stacker-E1 the settings described below are applicable.



### NOTE

Changing these settings requires the key operator password for the Settings Editor.

Settings for the stacker

| Setting                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [Stacker]                                               | This read-only setting indicates whether a stacker is present.                                                                                                                                                                                                                                                                                                                                                                                |
| Feed edge                                               | The feed edge is the direction in which the printed documents are delivered to the stack tray, either [Long-edge feed (LEF)] or [Short-edge feed (SEF)]. You can only select the feed edge for A4-like or LTR-like media. The feed edge for large media, A3 and Tabloid for example, is always [Short-edge feed (SEF)]. You can set the feed edge for both the top tray and the stack tray.<br>Factory default value: [Long-edge feed (LEF)]. |
| Face orientation                                        | The face orientation defines whether the front side of the printed documents points up or down. [Face down] means that the front side of the sheet points down. You can set the face orientation for both the top tray and the stack tray.<br>Factory default value: [Face down].                                                                                                                                                             |
| Header orientation                                      | The header orientation defines whether the header of the printed documents points towards the back or towards the front of the printer. [Header-up] means that the header points towards the back of the printer. You can set the header orientation for both the top tray and the stack tray.<br>Factory default value: [Header-up].                                                                                                         |
| Reverse order                                           | The sheet order defines how the sheets are delivered to the tray. [First sheet first] means that the first sheet is delivered first. You can set the reverse order for both the top tray and the stack tray.<br>Factory default value: [First sheet first].                                                                                                                                                                                   |
| [Stack tray - Restrict the number of separation sheets] | A maximum number of separation sheets is allowed in the stacker. If this maximum number is reached, you must empty the stacker. The maximum number of separation sheets depends on the weight of the separation sheet.<br>You can disable the restriction on the number of separation sheets that can be stacked in the stacker.<br>Factory default value: [Yes].                                                                             |

## Procedure

1. Access the Settings Editor on the PRISMAsync controller.

2. Click [Preferences] - [Print job defaults].
3. Scroll down to the [Stacker] section.
4. Click the setting you want to change.
5. Change the value.
6. Click [OK].

## Remove the cart with sheets loaded

### When to do

When you want to remove a large amount of sheets, use the cart.

When you want to remove a small amount of sheets, you can directly remove the sheets from the tray.

### Before you begin

The stack trays can be removed separately. If you press the right side of the open button of the front cover, the right stack tray moves downward. If you press the left side of the open button of the front cover, the left stack tray moves downward.

If the stacked sheets overlap both left and right stack trays, both trays move downward when the left or right side of the open button is pressed.

You can remove sheets from one of the stack trays, even when the machine output the sheets to the other stack tray.

If the machine is in sleep mode, you can not open the stacker. You have to press the control power switch to reactivate the machine. Then you have to press the open button of the front cover.

You cannot open the stacker, while the machine is operating, until

- both the left and right stack tray are at rest
- and the status indicator on the open button of the front cover stops flashing and remains lit.



#### NOTE

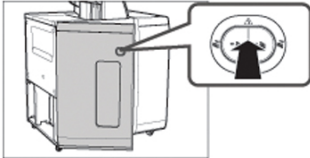
You have to take care when optional equipment is attached to the machine. You can make prints to other optional equipment, even if the cover of the stacker is open.

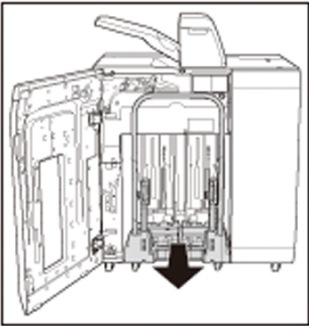
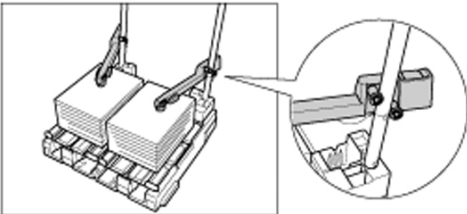


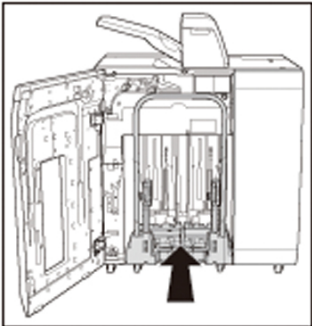
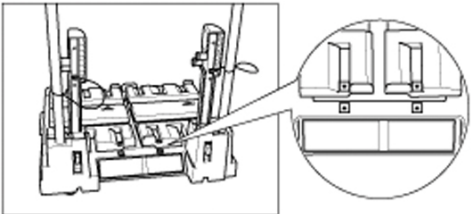
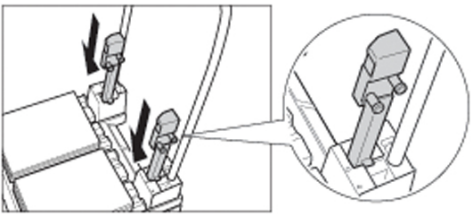
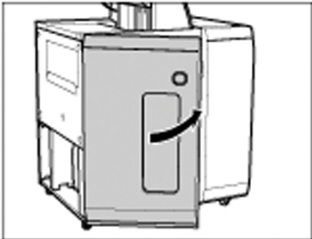
#### CAUTION

When you remove the sheets, take care that you do not cut your hands on the edges of the sheets.

Remove the cart with sheets loaded

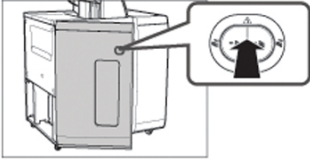
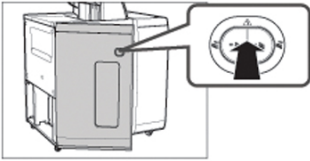
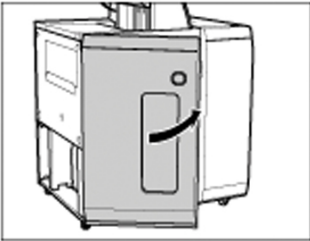
| Step | Action                                    | Remarks                                                                                                                                                  |
|------|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button of the front cover. |  <p>The open button flashes while the trays are moving downward.</p> |

| Step | Action                                            | Remarks                                                                                                                                                                                                                                                                                                                                                |
|------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Open the front cover, and then pull out the cart. |  <p>When you carry the sheets:</p> <ul style="list-style-type: none"><li>• Remove the paper holders from the cart.</li><li>• Install the paper holders as shown below.</li></ul>  |

| Step | Action                                                                            | Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3    | After you removed the sheets from the cart, insert the cart in the stacking area. |  <p>When you insert the stack trays, make sure you align them with the cart alignment label. The stack trays will not move upward, unless they are aligned with the cart alignment label, even if you close the front cover.</p>  <p>Make sure that you store the paper holders in the cart. If the paper holders are not correctly stored, you cannot close the front cover.</p>  |
| 4    | Close the front cover.                                                            |  <p>The stack trays automatically move upward.</p> <p><b>CAUTION</b><br/>  When you close the cover, be careful not to get your fingers caught.</p>                                                                                                                                                                                                                                                                                                                 |

## Remove sheets from the stack tray

Remove sheets from the stack tray

| Step | Action                                                               | Remarks                                                                                                                                                                                                                                                                                                               |
|------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button of the front cover.                            |  <p>The open button flashes while the stack trays are moving downward.</p>                                                                                                                                                          |
| 2    | When the stack tray moves downward, press the open button.           |  <p>Before you press the open button, make sure that the stack tray is low enough to remove the sheets from the stacking area.</p>                                                                                                  |
| 3    | Open the front cover and then remove the sheets from the stack tray. |  <p>When the cart is in the stacking area:</p> <ul style="list-style-type: none"> <li>• Pull out the cart.</li> <li>• Remove the sheets from the stack tray.</li> <li>• Insert the cart in the stacking area.</li> </ul>           |
| 4    | Close the front cover.                                               |  <p>The trays automatically move upward.</p> <p><b>CAUTION</b><br/>  When you close the cover, be careful not to get your fingers caught.</p> |



# **Chapter 4**

## **Troubleshooting**

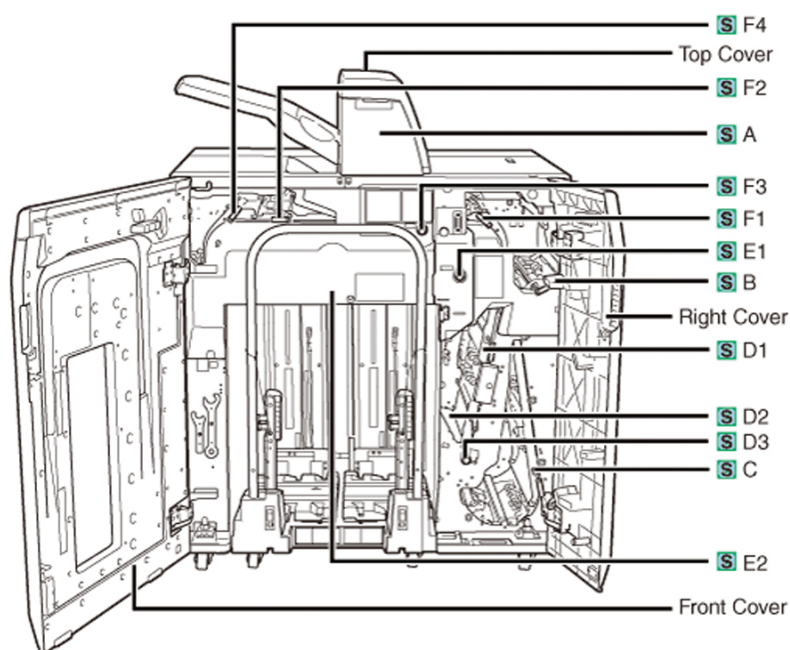
# Paper jams

## Labels inside the stacker for clearing paper jams

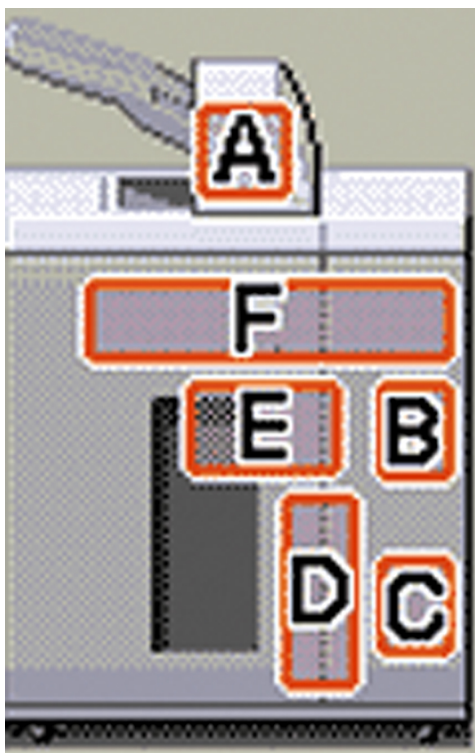
### Introduction

If a paper jam occurs inside High Capacity Stacker-E1, the operator panel will display the location of the paper jam and a procedure to clear the paper jam. The procedure contains references to the error locations you must check, for example D1 or D2. The illustration below shows an overview of all the error locations.

### Illustration



[6] Error locations



Legend for the illustrations above

| English text | Translation |
|--------------|-------------|
| Top Cover    | Top cover   |
| Right Cover  | Right cover |
| Front Cover  | Front cover |

### Overview of the error locations and their labels

The table below describes the error locations in the order these must be checked in general. Depending on the paper jam, the order to check the error locations can be different. Always follow the instructions on the operator panel to clear a paper jam.



#### NOTE

If two stackers are attached to the machine, the stacker on the right is displayed as "(Sa)", and the stacker on the left is displayed as "(Sb)".

| Order | Location label |
|-------|----------------|
| 1     | Top cover      |
| 2     | (S) A          |
| 3     | Right cover    |
| 4     | (S) B          |
| 5     | (S) C1         |
| 6     | (S) C2         |
| 7     | (S) D1         |

| Order | Location label |
|-------|----------------|
| 8     | (S) D2         |
| 9     | (S) D3         |
| 10    | Front cover    |
| 11    | (S) E1         |
| 12    | (S) E2         |
| 13    | (S) E1         |
| 14    | (S) E2         |
| 15    | (S) F1         |
| 16    | (S) F2         |
| 17    | (S) F3         |
| 18    | (S) F4         |

## Overview of paper jams inside the stacker

### Introduction

If a paper jam occurs inside High Capacity Stacker-E1, the control panel will display the location of the paper jam and a procedure to clear the paper jam. The areas with the jammed paper are also indicated by the flashing of the error indicators. You have to open the front cover to see the error indicator. Follow the procedure on the control panel to clear the paper jam.



#### NOTE

You have to take care when optional equipment is attached to the machine. You can make prints to other optional equipment, even if the cover of the stacker is open.



#### CAUTION

- When you remove the sheets, take care that you do not cut your hands on the edges of the sheets.
- When you remove jammed sheets, take care not to cut your hands on the inside of the machine. If you cannot remove the sheets, contact your local authorized dealer.

### Paper jams inside the stacker

| Location of the paper jam                          | Error indicator | Action                                                                                                     |
|----------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------|
| Entrance of the delivery area of the stacker       | "B" LED         | <i>Clear a paper jam in the entrance of the delivery area ("B" LED is flashing) on page 30</i>             |
| Delivery area of the stacker                       | "C" LED         | <i>Clear a paper jam in the delivery area ("C" LED is flashing) on page 32</i>                             |
| Delivery area of the stacker                       | "D1-D3" LEDs    | <i>Clear a paper jam in the delivery area ("D1-D3" LEDs are flashing) on page 34</i>                       |
| Stacking area of the stacker                       | "E1-E2" LEDs    | <i>Clear a paper jam in the stacking area ("E1-E2" LEDs are flashing) on page 36</i>                       |
| Horizontal delivery and output area of the stacker | "F1-F4" LEDs    | <i>Clear a paper jam in the horizontal delivery and output area ("F1-F4" LEDs are flashing) on page 38</i> |

### Related information

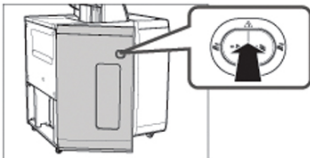
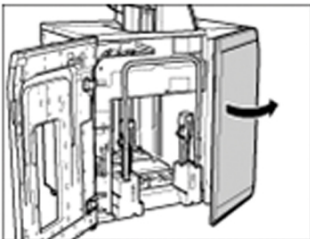
*Status and Error indicators on page 12*

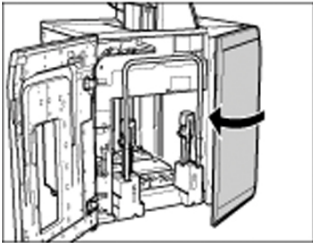
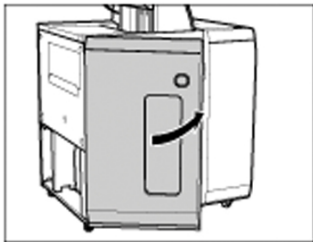
## Clear a paper jam in the entrance of the delivery area ("B" LED is flashing)

### When to do

"B" LED inside the stacker is flashing.

Clear a paper jam

| Step | Action                                         | Remarks                                                                                                                                                                                                                                                                   |
|------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover. |  <p>If you press the open button when the tray moves downward, the front cover opens.</p>                                                                                               |
| 2    | Open the right cover.                          |                                                                                                                                                                                        |
| 3    | Open the B guide and remove any jammed paper.  |                                                                                                                                                                                       |
| 4    | Close the B guide.                             |  <p><b>CAUTION</b><br/>  When you close the guide, be careful not to get your fingers caught.</p> |

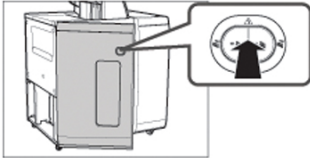
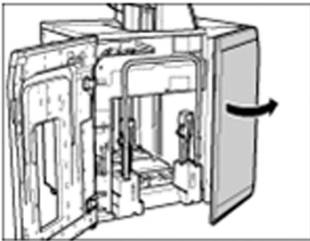
| Step | Action                 | Remarks                                                                                                                                                                           |
|------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5    | Close the right cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |
| 6    | Close the front cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |

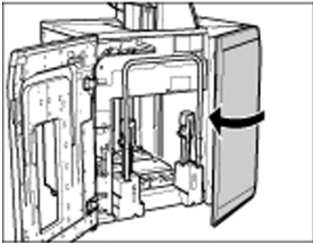
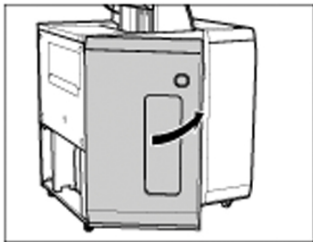
## Clear a paper jam in the delivery area ("C" LED is flashing)

### When to do

"C" LED inside the stacker is flashing.

Clear a paper jam

| Step | Action                                         | Remarks                                                                                                                                                                             |
|------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover. |  <p>If you press the open button when the tray moves downward, the front cover opens.</p>         |
| 2    | Open the right cover.                          |                                                                                                  |
| 3    | Open the C guide and remove any jammed paper.  |                                                                                                 |
| 4    | Close the C guide.                             |  <p><b>CAUTION</b><br/>When you close the guide, be careful not to get your fingers caught.</p> |

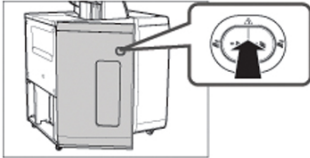
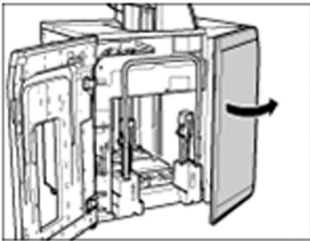
| Step | Action                 | Remarks                                                                                                                                                                           |
|------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5    | Close the right cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |
| 6    | Close the front cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |

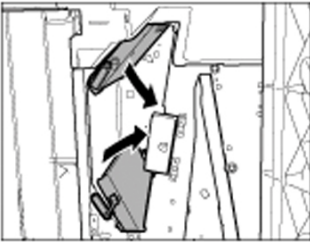
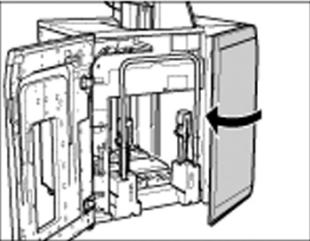
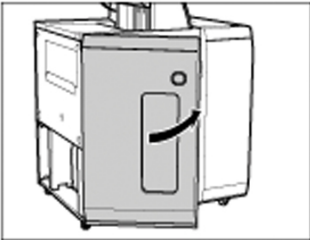
## Clear a paper jam in the delivery area ("D1-D3" LEDs are flashing)

### When to do

"D1-D3" LEDs inside the stacker are flashing.

Clear a paper jam

| Step | Action                                         | Remarks                                                                                                                                                                     |
|------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover. |  <p>If you press the open button when the tray moves downward, the front cover opens.</p> |
| 2    | Open the right cover.                          |                                                                                          |
| 3    | Open the D1 guide and remove any jammed paper. |                                                                                         |
| 4    | Open the D2 guide and remove any jammed paper. |                                                                                         |

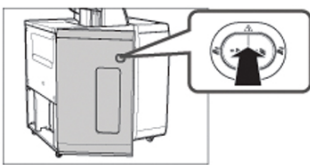
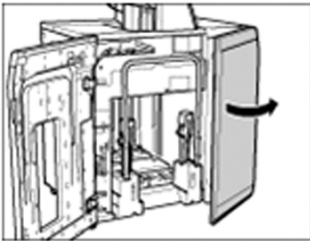
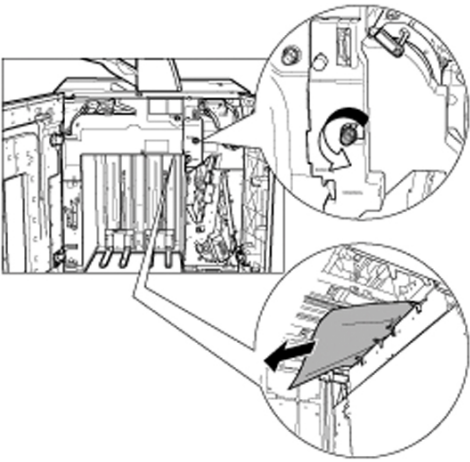
| Step | Action                                                     | Remarks                                                                                                                                                                             |
|------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5    | Turn the D3 knob to the right and remove any jammed paper. |  <p><b>CAUTION</b><br/>When you turn the knob, be careful not to get your fingers caught.</p>     |
| 6    | Close the D1 and D2 guides.                                |  <p><b>CAUTION</b><br/>When you close the guides, be careful not to get your fingers caught.</p>  |
| 7    | Close the right cover.                                     |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |
| 8    | Close the front cover.                                     |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |

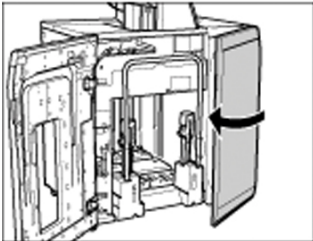
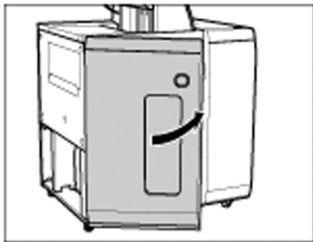
## Clear a paper jam in the stacking area ("E1-E2" LEDs are flashing)

### When to do

"E1-E2" LEDs inside the stacker are flashing.

Clear a paper jam

| Step | Action                                                    | Remarks                                                                                                                                                                                                                                                                 |
|------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover.            |  <p>If you press the open button when the tray moves downward, the front cover opens.</p>                                                                                             |
| 2    | Open the right cover.                                     |                                                                                                                                                                                      |
| 3    | Turn the E1 knob to the left and remove any jammed paper. |  <p><b>CAUTION</b><br/>  When you turn the knob, be careful not to get your fingers caught.</p> |

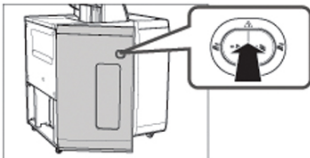
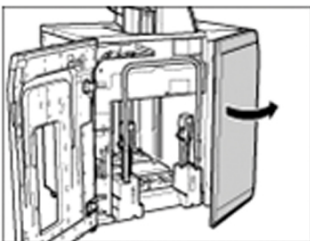
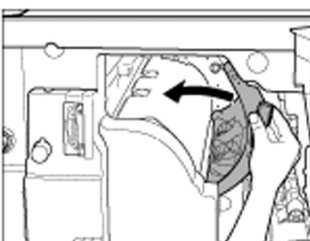
| Step | Action                 | Remarks                                                                                                                                                                           |
|------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4    | Close the right cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |
| 5    | Close the front cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |

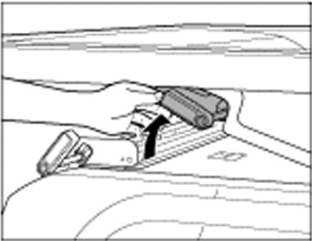
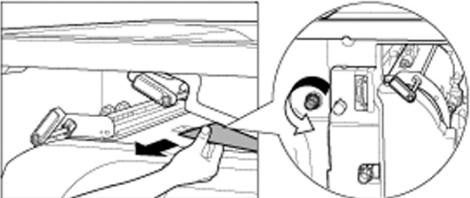
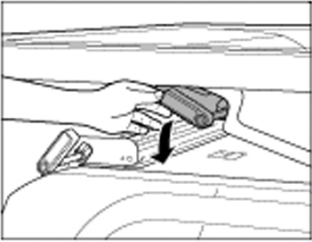
## Clear a paper jam in the horizontal delivery and output area ("F1-F4" LEDs are flashing)

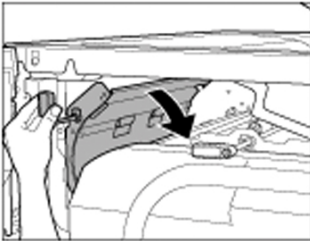
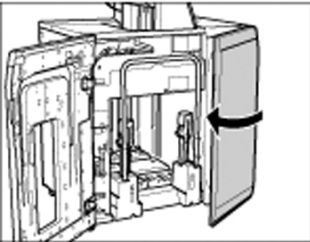
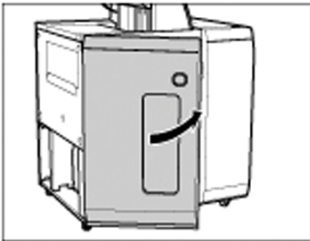
### When to do

"F1-F4" LEDs inside the stacker are flashing.

Clear a paper jam

| Step | Action                                         | Remarks                                                                                                                                                                             |
|------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover. |  <p>If you press the open button when the tray moves downward, the front cover opens.</p>         |
| 2    | Open the right cover.                          |                                                                                                  |
| 3    | Open the F1 guide and remove any jammed paper. |                                                                                                 |
| 4    | Close the F1 guide.                            |  <p><b>CAUTION</b><br/>When you close the guide, be careful not to get your fingers caught.</p> |

| Step | Action                                                    | Remarks                                                                                                                                                                            |
|------|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5    | Open the F2 guide.                                        |                                                                                                  |
| 6    | Turn the F3 knob to the left and remove any jammed paper. |  <p><b>CAUTION</b><br/>When you turn the knob, be careful not to get your fingers caught.</p>    |
| 7    | Close the F2 guide.                                       |  <p><b>CAUTION</b><br/>When you close the guide, be careful not to get your fingers caught.</p> |
| 8    | Open the F4 guide and remove any jammed paper.            |                                                                                                |

| Step | Action                 | Remarks                                                                                                                                                                             |
|------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9    | Close the F4 guide.    |  <p><b>CAUTION</b><br/>When you close the guide, be careful not to get your fingers caught.</p>   |
| 10   | Close the right cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p>   |
| 11   | Close the front cover. |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |

## Clear paper jams in the output tray

### When to do

If a paper jam occurs inside the output tray of the stacker

- the operator panel displays a message indicating the location of the paper jam
- and instructions on how to clear the paper jam.

If more than one stacker is configured, you can use this procedure to clear the paper jams.



#### NOTE

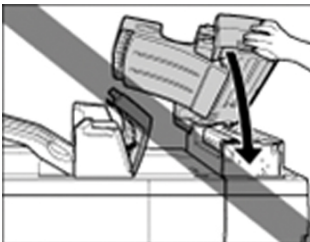
You have to take care when optional equipment is attached to the machine. You can make prints to other optional equipment, even if the cover of the stacker is open.



#### CAUTION

- **When you remove the sheets, take care that you do not cut your hands on the edges of the sheets.**
- **When you remove jammed sheets, take care not to cut your hands on the inside of the machine. If you cannot remove the sheets, contact your local authorized dealer.**

Clear paper jams in the output trays

| Step | Action                                 | Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Open the top cover of the output tray. |  <p>When you have a configuration with an inserter, open the inserter first before you open the top cover.</p>  <p>After you removed the paper jam, close the top cover of the output tray before the inserter.</p> <p>If you close the inserter before the top cover, the top cover will close automatically, which can result in personal injury. ►</p> |

| Step | Action                                          | Remarks                                                                                                                                                                                                                                                                         |
|------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Remove the jammed paper inside the output tray. |                                                                                                                                                                                               |
| 3    | Close the top cover of the output tray.         |  <p> <b>CAUTION</b><br/>  When you close the cover, be careful not to get your fingers caught.         </p> |

# Errors

## When a stacking error occurs

### When to do

The error indicator on the open button of the front cover flashes. And an error indicator inside the stacker lights when sheets are stacked diagonally in the stacker.

The operator panel displays an error message.

### Procedure

1. Remove the stacked sheets from the stacker (see [Remove the cart with sheets loaded on page 20](#)).
2. Touch resume printing on the operator panel to start or continue printing.

### Related information

[Status and Error indicators on page 12](#)

## When the power does not turn on

### When to do

If you cannot operate the stacker, even though the main power switch of the stacker and the power switch of the printer are both turned to the "I" position.

### Procedure

1. Check that the circuit breaker is not in the OFF position.
2. If the circuit breaker is in the OFF position, contact your local authorized dealer, without turning the circuit breaker back ON.

## Place the cart in the stacker

### When to do

The error indicator on the open button of the front cover flashes, and the error indicator for the cart lights.

### Before you begin

Cart

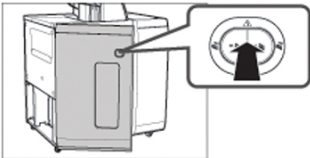
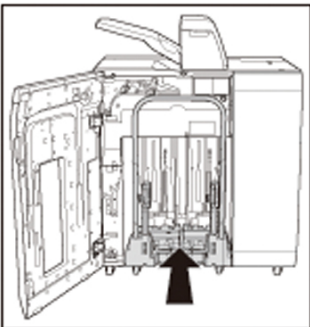
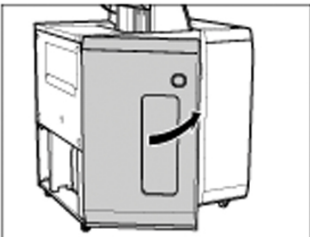


#### NOTE

When the stack tray is in the stacking area, the stacker can load sheets into the stack tray, except in case of loading errors. To remove sheets from the tray when the cart is not placed in the stacking area, you must do the following.

1. Open the front cover.
2. Place the cart in the stacker.
3. Close the front cover.  
The stack tray moves upward.
4. When you press the open button of the front cover, the stack tray moves downward and is placed in the cart.

Place the cart

| Step | Action                                         | Remarks                                                                                                                                                                             |
|------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover. |                                                                                                 |
| 2    | Insert the cart in the stacking area.          |                                                                                                 |
| 3    | Close the front cover.                         |  <p><b>CAUTION</b><br/>When you close the cover, be careful not to get your fingers caught.</p> |

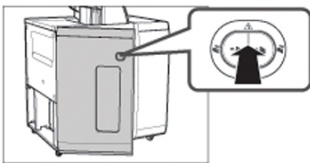
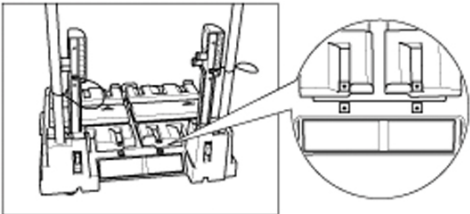
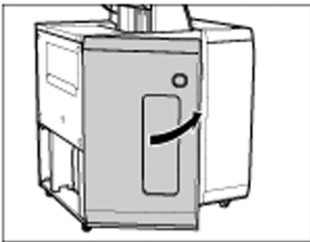
## Place the trays in the stacker

### When to do

The error indicator on the open button of the front cover flashes, and the error indicator, that shows the stack tray that is not placed correctly, lights.

The error indicator on the open button of the front cover flashes, and the error indicator for overlapping stack trays lights.

Place the stack trays in the stacker

| Step | Action                                         | Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Press the open button to open the front cover. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2    | Insert the stack trays correctly.              |  <p>When inserting the stack trays, make sure that you align them with the cart alignment label. The stack trays will not move upward unless they are aligned with the cart alignment label, even if you close the front cover.</p> <ul style="list-style-type: none"> <li>• If a stack tray is not placed in the stacker, insert the stack tray.</li> <li>• If the stack trays are overlapping, remove the overlapping stack tray and insert it correctly.</li> </ul> |
| 3    | Close the front cover.                         |  <p><b>CAUTION</b><br/>  When you close the cover, be careful not to get your fingers caught.</p>                                                                                                                                                                                                                                                                                 |

# **Appendix A**

## **Specifications**

# Specifications

## High Capacity Stacker-E1



### NOTE

Whenever a number of sheets is mentioned in the table below, the figure is based on media of 80 g/m<sup>2</sup> (20 lb bond).

Specifications of High Capacity Stacker-E1

| Item                                      | Specification                                                                                                                                                                                                     |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description                               | (Offset) stacking for a large volume of sheets                                                                                                                                                                    |
| Number of units connected at once         | Up to two                                                                                                                                                                                                         |
| Output capacity for the output tray       | 1,000 sheets each                                                                                                                                                                                                 |
| Output capacity for the stack trays       | 10,000 sheets A4, B5, LTR, EXEC (5,000 per stack tray) or 5,000 sheets A3, B4, A4R, 13" x 19", 12" x 18", 11" x 17", Legal, LetterR, 320 x 450 mm (SRA3)                                                          |
| Supported media sizes for the output tray | Minimum 182 mm x 182 mm (7.2" x 7.2")<br>Maximum 330.2 mm x 487.7 mm (13" x 19.2")                                                                                                                                |
| Supported media sizes for the stack trays | Minimum 257 mm x 182 mm (10.1" x 7.2")<br>Maximum 330.2 mm x 630 mm (13" x 24.8")<br>If you use media which length in feed direction is longer than 229 mm (9.0"), the media will output across both stack trays. |
| Supported media weights                   | 50 - 300 g/m <sup>2</sup> (14 lb bond - 110 lb cover)                                                                                                                                                             |
| Dimensions (HxWxD)                        | 1362 mm x 997 mm x 792 mm (53.62" x 39.25" x 31.25")<br>When the second High Capacity Stacker is attached, the total width is 1999 mm (78.7")                                                                     |
| Weight                                    | 210 kg (463 lb)<br>When the second High Capacity Stacker is attached, the total weight is 420 kg (926 lb)                                                                                                         |
| Power source                              | USA: 120-127 V AC, 60 Hz, 15 A<br>EUR/Oceania: 220-240 V AC, 50/60 Hz, 6 A<br>The second stacker must get power from the first stacker.                                                                           |

# Index

## A

### Accessories

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## B

### B LED

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|----------------|----|

|              |    |
|--------------|----|
| Breaker..... | 10 |
|--------------|----|

## C

### C LED

|                |    |
|----------------|----|
| Paper jam..... | 32 |
|----------------|----|

### Capacity

|                  |    |
|------------------|----|
| Output tray..... | 48 |
| Stack tray.....  | 48 |

|           |                |
|-----------|----------------|
| Cart..... | 10, 20, 23, 45 |
|-----------|----------------|

|                    |    |
|--------------------|----|
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|---------------------------------------------------------------------|---|

## D

### D1-D3 LEDs

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|----------------|----|

### Delivery area

|                |        |
|----------------|--------|
| Paper jam..... | 32, 34 |
|----------------|--------|

### Dimension

|              |    |
|--------------|----|
| Stacker..... | 48 |
|--------------|----|

## E

### E1-E2 LEDs

|                |    |
|----------------|----|
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|----------------|----|

### Entrance of delivery area

|                |    |
|----------------|----|
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|----------------|----|

|            |    |
|------------|----|
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|------------|----|

|               |    |
|---------------|----|
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### Error locations

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## F

### F1-F4 LEDs

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| Paper jam..... | 38 |
|----------------|----|

|                  |    |
|------------------|----|
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|------------------|----|

## G

|                                        |   |
|----------------------------------------|---|
| Generic naming in User Interfaces..... | 8 |
|----------------------------------------|---|

|                                    |   |
|------------------------------------|---|
| Generic naming of accessories..... | 8 |
|------------------------------------|---|

## H

### Horizontal delivery

|                |    |
|----------------|----|
| Paper jam..... | 38 |
|----------------|----|

## I

### Indicator

|            |    |
|------------|----|
| Error..... | 12 |
|------------|----|

|             |    |
|-------------|----|
| Status..... | 12 |
|-------------|----|

## L

### Labels

|                         |    |
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|-------------------------|----|

|                      |    |
|----------------------|----|
| Error locations..... | 26 |
|----------------------|----|

## M

|                          |    |
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|--------------------------|----|

|                        |    |
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### Media size

|                  |    |
|------------------|----|
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|------------------|----|

|                 |    |
|-----------------|----|
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|-----------------|----|

|                    |    |
|--------------------|----|
| Media weights..... | 48 |
|--------------------|----|

## N

|                            |   |
|----------------------------|---|
| Naming of accessories..... | 8 |
|----------------------------|---|

|               |    |
|---------------|----|
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|---------------|----|

|                                |    |
|--------------------------------|----|
| Number of units connected..... | 48 |
|--------------------------------|----|

## O

|                      |    |
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|----------------------|----|

|                       |        |
|-----------------------|--------|
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| Output area           |        |
| Paper jam.....        | 38     |
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| Output tray.....      | 10, 16 |
| Capacity.....         | 48     |
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## P

|                                |        |
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| Power.....                     | 48     |
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## R

|                                    |        |
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## S

|                                           |    |
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|                       |        |
|-----------------------|--------|
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| Stacking error.....   | 43     |
| Status indicator..... | 12     |

## W

|              |    |
|--------------|----|
| Weight       |    |
| Stacker..... | 48 |



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