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# Installation Guide

English

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HP LaserJet 5, 5M and 5N  
Printer 500-Sheet Paper  
Feeder (Tray 3) C3921A

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# Installing the 500-Sheet Paper Tray 3 Assembly

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## About the Paper Tray Assembly

This guide describes how to install the 500-Sheet Paper Tray 3 Assembly (C3921A). The assembly tray supports legal, letter, A4 and Executive paper sizes and is designed to work with the HP LaserJet 5, 5M and 5N printers only. The tasks for installing this assembly include:

- Unpacking and installing the assembly.
- Testing the assembly.

## Print Media Guidelines

The 500-sheet paper tray is designed to use standard photocopy paper. The bond weight of the paper should be between 16 lb. and 24 lb. (60 g/m<sup>2</sup> and 90 g/m<sup>2</sup>). The capacity of the tray is about 500 sheets of paper, depending on the weight of paper installed. Refer to your printer user's manual for more information about paper specifications.

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**Note**

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Do not print envelopes, transparencies, labels, or heavy paper stock from this paper tray.

## Warranty

Refer to your printer's user's manual for warranty information on the 500 Sheet Paper Tray Assembly including:

- Length of warranty.
- Service during the warranty period.
- Warranty limits and exclusions.

# Unpacking and Installing Your 500-Sheet Paper Tray Assembly

Refer to the illustrations located on the front cover of this manual. **Note that steps 10, 11, and 12 are critical and must be performed.**

- 1 Remove the 500-sheet paper tray assembly from its box and remove the packing materials and protective bag.
- 2 Remove the 500-sheet paper tray from the housing.
- 3 Turn the printer OFF and unplug the cables.
- 4 Remove Tray 2 (the 250-sheet tray) from the printer.

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**Note**

If the Duplex Printing Accessory is already installed, first separate the printer from the duplex accessory. Then follow the steps in this procedure, adding the duplex accessory between the 500-Sheet Paper Tray Assembly and the printer, as shown in illustration 5.

- 5 Place the 500-Sheet Paper Tray Assembly housing onto the surface where it will be located for operation. (The printer is heavy, and it is recommended that two people lift it.) Gently lower the printer onto the housing ensuring that the two left alignment pins and the connector on the right side fit into the holes in the bottom of the printer.
- 6 Install the rear cover on the back of the 500-sheet assembly housing.

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**Warning**

Once the 500-Sheet Paper Tray and printer have been assembled, do not attempt to lift or move the combined unit. Separate the printer from the paper tray and duplex assemblies before lifting or moving it.

- 7 Set the rear paper length guide to match your paper size (Letter, Legal, A4 or Executive).
- 8 Set the paper size dial to match your paper size (Letter, Legal, A4 or Executive). When filling the tray:

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**Note**

- DO NOT shuffle or fan the paper stack. You may “flex” the stack by holding it at both ends and bending it in the middle. This may help to separate the edges of the media without introducing static, hence, preventing multiple sheets from feeding at the same time.
  - DO NOT fill tray with numerous small stacks or install a new stack of paper if any paper is remaining in the tray. Fill the tray to the top using one continuous stack.
  - DO NOT place multiple paper weights (such as 16 lb., 20 lb., 24 lb. [60 g/m sq., 75 g/m sq., 90 g/m sq.]) or multiple media types (for example, smooth, laid, cockle) in the tray at the same time.
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- 9 Fill the tray **to the arrows** (B) with up to 500 sheets of paper (do not overfill). Insert the corner of the paper stack under the metal corner clip (A). When putting the corner of the paper stack under the corner clip, flex the stack and slide the corner of the paper stack under the clip. Be careful not to bend over (crease) the corners of the paper (this will cause the sheets of paper to interlock and not feed reliably). Move the right side guide in or out to match your paper width (see step 12, picture 12). **At this point, do not adjust the right side guide tightly.**
- 10 Once a full stack of media is loaded, lightly push on the stack so that it bounces up and down. The stack should move freely up and down without catching on the sides of the tray. If the stack does not move freely, remove all the paper and realign the edges. Release the right side guide (see step 12) if necessary and reinsert the stack. It is very important that the stack be able to move freely up and down inside the tray.

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**Note**

- **IMPORTANT** - The following adjustment is necessary for reliable performance. It adjusts the spring force for the type of paper you are using. This tray comes pre-adjusted for standard 20 lb/75 g/m sq. paper. Make this adjustment whenever you change to a different paper weight (that is, 16, 24 lb. [60, 90 g/m sq.]) or size of paper (letter, legal, A4, or executive). (A stack of 500 sheets of legal paper weighs more than a stack of 500 sheets of 16 lb. letter paper.)
  - **IMPORTANT** - Make sure the paper tray is filled to the arrows (Figure 9 (B)).
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- 11 Turn the adjustment knob (B) to align the indicator arrow (A) with the arrow on the left of the window. To move the arrow up, turn the knob clockwise; to move the arrow down, turn the knob counterclockwise. Repeat step 10 and, if the arrows do not align, readjust the knob. Continue to push on the stack and adjust the knob until the arrows align repeatedly. If the paper stack does not move freely, repeat steps 9 through 11.

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**Note**

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- **IMPORTANT** - This adjustment only needs to be performed when you change to a different paper weight or size. Be sure to fill the tray before adjusting the spring force knob (Step 11). If the indicator behaves erratically, the paper may not be flush against the rear paper guide.

- 12 Adjust the right side paper guide to match your paper size by squeezing the tabs as shown (Figure 12). This guide should be adjusted so that it is against the side of the stack.
- 13 Insert Tray 3 into the base unit. Check to ensure that the front left corner of the paper stays under the metal corner clip as you are inserting the tray.
- 14 Re-install Tray 2 into the printer.
- 15 Connect the printer cables and turn the printer ON. Continue to "Testing the 500-Sheet Paper Tray" on the next page. When installed, the 500-sheet paper tray is designated as Tray 3.

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## Testing the 500-Sheet Paper Tray

- 16 Remove any paper from Tray 1.
- 17 Press **Menu >** until TEST MENU appears in the printer display.
- 18 Press **Item >** until PRINT SELF TEST appears.
- 19 Press **Select** . In a few seconds the self test will print.
- 20 If the 500-sheet paper tray is properly installed, the self test printout will list "Tray 3" under the "Paper Trays and Options:" portion of the self test. If it is not listed, turn the power switch off and then back on, then repeat steps 1 through 4. For more help refer to the troubleshooting information provided on the following page.

Refer to Chapter 4 in the printer user's manual for instructions on additional configuration information and tray options.

### Customer Support

Use these Hewlett-Packard support services to find information about your 500-Sheet Paper Tray Assembly:

- Your user's manuals for your printer and 500-Sheet Paper Tray Assembly guide.
- Your dealer.
- Sales and support offices. Hewlett-Packard products are sold worldwide. To locate a sales and support office nearest you, use your telephone directory or contact one of the major HP offices listed in the back of the user's manual for your printer.
- Customer support phone line (see the inside, front cover of the user's manual).

## Troubleshooting

Symptom	Recommended Action
Blank control panel	<ol style="list-style-type: none"> <li>1 Turn the printer OFF.</li> <li>2 Ensure that the power cord is plugged in.</li> <li>3 Turn the printer ON.</li> </ol>
Paper jams or multiple pages fed from the 500 sheet paper tray	<ol style="list-style-type: none"> <li>1 Ensure paper weight is within recommended range.</li> <li>2 Ensure the housing is properly seated.</li> <li>3 Verify that the rear paper guide and right side guide inside the tray are set to the correct size.</li> <li>4 Verify that the stack of paper in the tray moves freely up and down when lightly pushed. Reload if necessary</li> <li>5 For repeated jams or multiple page feeds, verify that steps 9 through 12, under "Unpacking and Installing Your 500-Sheet Paper Tray Assembly," have been followed. If two or more pieces of media are being selected at once, it may help to decrease the tray spring force (turn the spring tension adjustment knob clockwise). If media is not being picked from the tray it may help to increase the tray spring force (turn the spring force adjustment knob counterclockwise).</li> <li>6 If the paper edges under the metal corner clip are bent (dog-eared), reload tray with new paper.</li> </ol>
INSTALL TRAY 2	Install Tray 2. Tray 2 must be installed for the 500-sheet paper tray to operate.
INCOMPATIBLE TRAY 3 INSTALLED	An unsupported paper tray has been installed. The HP LaserJet 5, 5M or 5N Printer is compatible only with a C3921A 500-sheet paper tray assembly.
TRAY 3 LOAD	This message will appear when the 500-sheet paper tray is empty and no other media is available, or not fully pushed into the printer.
TRAY 3 EMPTY	This message will appear when no media is installed in Tray 3 and there is media available in either Tray 1 or Tray 2.
Grinding noise emerging from the 500 sheet lower tray	This noise will occur if the rubber pick-up roller in the 500 Sheet Tray has been rotated out of adjustment, either from shipping or from paper jamming. Re-adjust the roller by following the instructions in the tray 3 pick-up roller section of the User Manual.