*ptm*
*document systems*

2329 Circadian Way
Santa Rosa, CA 95407

866-667-2861

Print to Mail™
Accessory



4200/4300
4250/4350

**user guide**



*ptm*
*document systems*
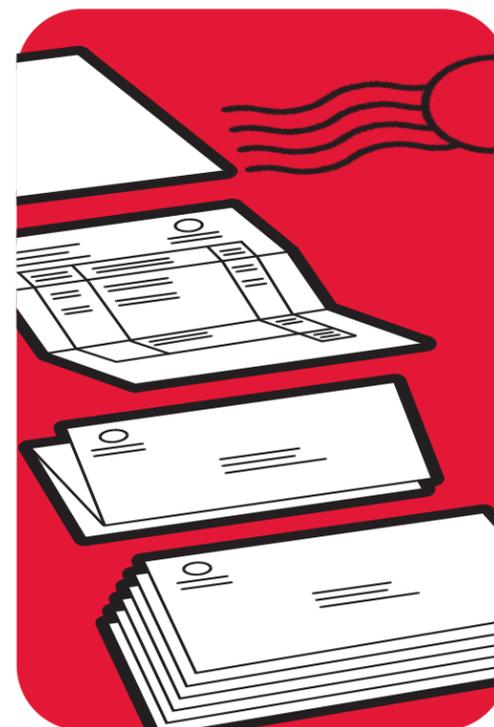
english

Part No. PTM-163
Rev. 1/06

## Helpful Hints

1   Please remember to save the box and box packaging that your Print to Mail™ was shipped in.

2   We suggest that you set up, test, and become comfortable with your Print to Mail™ machine before your first "live" operation.

3   Follow the directions on page 17 of the User Guide on how to orient the Print to Mail™ forms in your printer.

4   Before placing the forms in the printer, fan all four sides of the stack of forms.

5   Download and install the PCL6 driver for your printer from www.HP.com. When printing, remember to use the rotate option of the HP PCL6 printer driver, as described on page 19 of the User Guide.

6   Use caution when removing froms from the output tray of your Print to Mail™. The output tray is connected to a safety sensor and if you lift the tray too high, the sensor will lose contact with the otput tray, causing the Print to Mail™ to stop processing forms. You can modify the output tray to accept more forms by extending the tray catch or removing the tray catch altogether for a non-stop operation. Please see page 13 of the User Guide.

7   Use only Print to Mail™ certified forms and remember to rotate your stock of forms to use the oldest forms first. Make sure to store any unused forms from an open package in the storage bags that are included in the form box.

Any questions, please contact our Tech support at 866-667-2861

# Print to Mail™ Accessory
# PTM 4200/4300/4250/4350

# User Guide

## Copyright Information

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Part number: PTM-163

First Edition, June 2001

Last Revised, January 2006

**Warranty**

The information contained in this document is subject to change without notice.

We make no warranty any kind with respect to this information.

WE SPECIFICALLY DISCLAIM THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

We shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the furnishing or use of this information.

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## Service information form

| Who is returning the equipment? Person to contact: | | |
|---|---|---|
| | Date: | |
| | Phone: | |
| Alternate contact: | Phone: | |
| Return shipping Address: | Special shipping instructions: | |
| What is being sent?: | Model number: | Serial number: |

Please attach any relevant printouts or samples when returning equipment.
**Do not** ship accessories that are not required to complete the repair (manuals, cleaning supplies, etc.).

**What needs to be done?**
1. Describe the conditions of the failure. (What was the failure? What were you doing when the failure occurred? What software were you running? Is the failure repeatable?)

2. If the failure is intermittent, how much time elapses between failures?

3. Service order number (this is the number given to you by the service center representative):

4. Additional comments:

# Table of Contents

## 1 Automating the mailing process

## 2 Setup

## 3 Using the accessory

## 4 Troubleshooting and Maintenance

## A Specifications

## B Service and Support

# Repair and Service

In the event your Print to Mail™ accessory requires service, repair or replacement service is available.

1.  Contact Customer Service to secure a Service Order (SO) number.  The SO number is required to insure prompt processing.  Please provide the Model and Serial Number listed on the back of your unit when requesting the SO number.

2.  Advance Replacement service is available.  When a replacement unit is required, a unit can be shipped within 24 hours, whenever possible.  Under normal circumstances, units sent in for repair will be shipped back within a maximum of 8 working days.

3.  Replacement units are covered by the balance of the orginal purchase warranty, or 90 days, whichever is longer.  Repairs are warranted for 90 days.

4.  Extended Warranty and Service Agreements are available.  Contact your representative for details.

5.  A flat rate is charged for repairs or replacement of units out of warranty.

# Repackaging Guidelines

1.  When shipping units back, please include your name, return address, and phone number, as well as payment or purchase order for repair/replacement charges, plus freight charges over and above the standard UPS rate.  Units not so accompanied will not be processed. (A service Information Form is included on the next page of this manual.)  Be sure to mark the service order number clearly on the shipping label or the outside of the carton.

2.  To avoid additional damage due to shipping, please use the orginal foam-lined box to return your unit.

3.  Units will be shipped prepaid (continental US only), utilizing standard United Parcel Service (UPS).  In the event you wish other than standard UPS, the additional cost over and above standard UPS rate will then be charged to the customer.

4.  Please address all inquiries regarding the Print to Mail™ equipment and forms to:

PTM Document Systems
2329 Circadian Way
Santa Rosa, CA 95407

866-667-2861 ext. 6348

# B Service and Support

## Warranty information

### Limited warranty statement

Print to Mail™ accessory
SIX MONTH LIMITED WARRANTY

1. For a period of six (6) months from date of purchase, any repairs necessary because of defects in material or workmanship, will be made without charge.

2. Note that abusive wear and tear, damage caused by accident, disaster, misuse, unauthorized modifications and unauthorized service are not covered. Charges may be made in such cases.

3. No other warranty, express or implied, shall be applicable to this equipment. The operator/owner will be responsible for any loss, incovenience, expense or other incidental or consequential damages occasioned by the product.

4. This warranty applies to the orginal purchaser only, and is not transferable with the title to the equipment, without written authorization.

# 1 Automating the mailing process

## The Print to Mail™ system

The Print to Mail™ system combines HP LaserJet 4200/4300/4250/4350 series monochrome printers with a powerful set of tools to help you automate routine office mailings. Many mailing tasks can be set up and completed quickly by inserting Print to Mail™ forms in the printer, check to insure that the Print to Mail™ Accessory is engaged and selecting "print" in your software program. To complete your end-to-end solution, you might want to combine additional elements in the system. These solutions can help you automatically reformat your forms, print postage on your mail, print checks, and much more.

Save time and money by:

automating monthly invoice and payment functions.

managing your own payroll mailings (checks, statements, tax forms).

sending reminders and statements to customers on a regular basis.

distributing confidential reports, such as customer information, PIN numbers, or test results.

sending small promotional pieces, such as coupons and offers.

automating grade report processes.

# 2 Setup

Save this box and packing contents for future use. Shipping the Print to Mail™ Accessory in a box other than the one provided may cause damage not covered under warranty or service contract. You may be required to purchase a new box to ship the unit for repair.

## Checking the contents

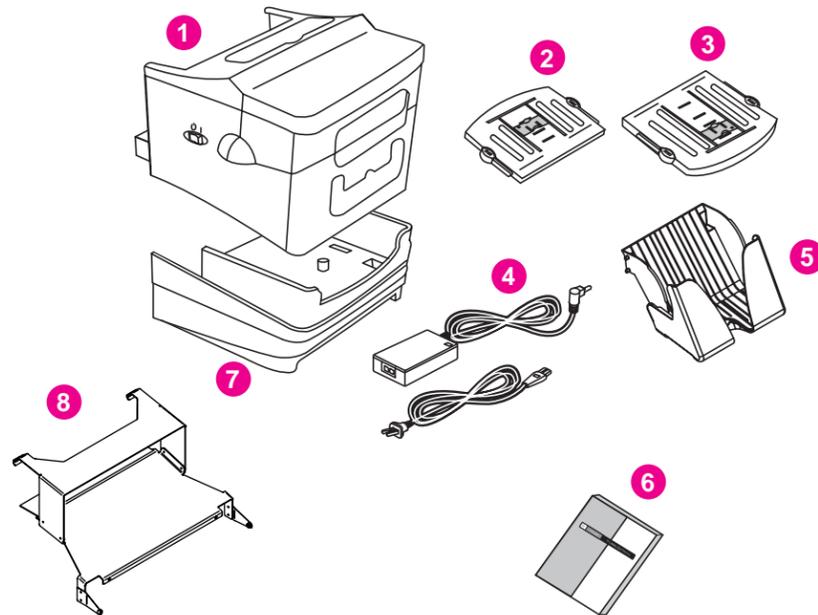The graphic below illustrates the contents of the box:



**Figure 1.  Print to Mail™ accessory contents of the box**

| | | | |
|---|---|---|---|
| **1** | Print to Mail™ | **7** | Reversible base (cutout cover taped to bottom) |
| **2** | Upper fold-chute | | |
| **3** | Lower fold-chute | **8** | Ramp |
| **4** | Power cables | | |
| **5** | Output bin | | |
| **6** | User guide | | |

# Regulatory information

## FCC regulations

This device complies with Part 15 of the FCC rules.
These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase separation between equipment and receiver.

• Connect equipment to an outlet on a circuit different from that on which the receiver is located.

• Consult your dealer or an experienced radio/TV technician.

**Note**

Any changes or modifications to the Print to Mail™ accessory not expressly approved could void the user's authority to operate the equipment.

**Electrical**

| | |
|---|---|
| Power consumption (average, in watts) | Folding: 32<br>Standby: less than 1 |
| Minimum recommended circuit capacity | 100 to 127 volts,<br>less than 1.5 amps<br>220 to 240 volts,<br>less than 1.2 amps |
| Power requirements (acceptable line voltage) | 100 to 127 volts, 50/60 Hz<br>220 to 240 volts, 50/60 Hz |

**Operating environment**

| | |
|---|---|
| Temperature | 10 to 32 degrees Celsius<br>(50 to 91 degrees Fahrenheit) |
| Relative humidity | 20 to 80 percent |

**Media**

| | |
|---|---|
| Forms | 24 to 29 lb (90 to 109 $g/m^2$) |
| Paper | 20 to 24 lb (75 to 90 $g/m^2$) |

## Identifying parts

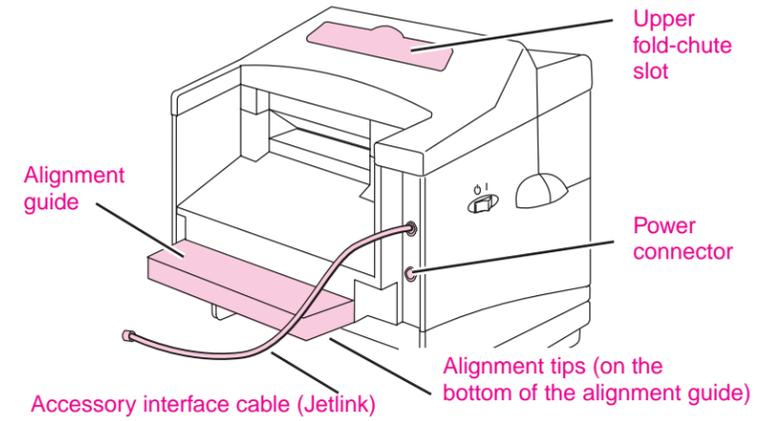Before you begin to set up the  Print to Mail™ accessory, identify the following parts of the accessory:
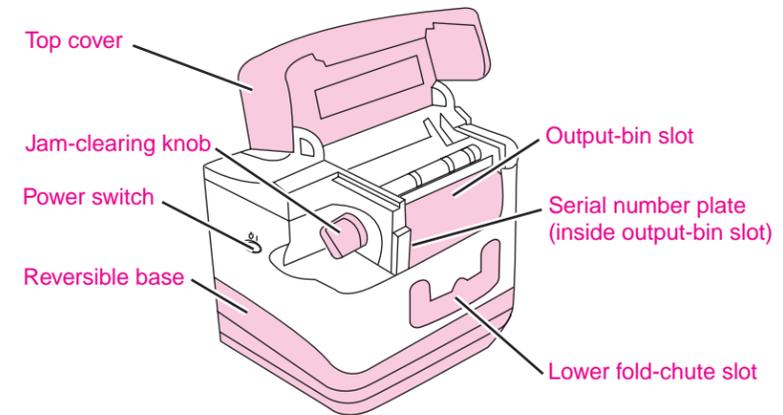


**Figure 2.**　　**Front view**



**Figure 3.**　　**Rear view**

## Installing the accessory

### Preparing the printer

The printer, by itself, measures 42.7 cm (16.8 inches) from front to rear. To attach the Print to Mail™ accessory, allow for an additional 55.2 cm (21.75 inches) at the rear of the printer.

1   Turn off the printer.

2   At the rear of the printer, remove the dust cover, if installed (this may not be necessary as not all printers have dust covers). From the rear of the paper tray, grasp the dust cover on both sides and pull it straight back, away from the printer.

3   Remove the two duplexer tabs, if installed, from the rear of the printer by first gently pulling the bottoms of the tabs straight back, and then rotating them up and away from the printer.

**Note**   If a duplexer accessory is installed on the printer, it must be removed to install the Print to Mail™ accessory.

### Attaching the Print to Mail™ accessory to the printer



When finished, the printer and accessory should look like this. Notice the gap between the units to allow for paper movement and electrical connections.



Mating of the PTM to the printer requires the removal of several items from the back of the HP printer. Removal is simple and requires no tools. Care should be taken to ensure the plastic parts are not damaged during removal.
-The back feed door
-2 covers for the feed tray



First, remove the rear door. The door drops down and is hinged.

# A Specifications

## Print to Mail™ Accessory

### Physical

| | |
|---|---|
| Height—(When used with:) | |
| HP LaserJet 4200, 4300, 4250, 4350 | 34.6 cm (13.6 inches) |
| (n) (tn) | 46.7 cm (18.4 inches) |
| Width | 39.4 cm (15.5 inches) |
| Depth with output bin retracted | 48.3 cm (19 inches) |
| Depth with output bin extended | 55.2 cm (21.75 inches) |
| Weight, approximate | 12.7 kg (28 lbs) |

**3** Open the top cover of the accessory and locate the four rollers and the jam-clearing knob inside the accessory.
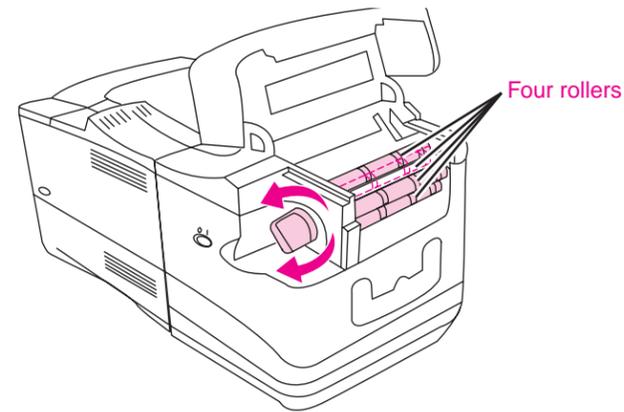


Four rollers

**Figure 15.**     **Locating the four rollers**

**4** Lightly dampen a lint-free cloth with soapy water and wipe clean the exposed surfaces of the rollers, including the black roller bands.

**5** Keep the cloth and your hands free of the rollers and turn the jam-clearing knob to expose more of the surfaces of the four rollers.

**6** Repeat step 5 until the rollers and black roller bands are clean.

**7** Lightly dampen a lint-free cloth with plain water and wipe clean the exposed surfaces of the four rollers and black roller bands.

**8** Allow the rollers and black roller bands to completely air-dry before proceeding to step 9.

**9** Close the cover, replace the fold-chutes and output bin, and plug the power cords for both the accessory and the printer into their power outlets.



The hinged door has finger access and can be pressed together to allow the door to be removed. Place one hand on each side of the door and compress the hinges together.
CAUTION: Do not force the door. If it can't be removed easily, there may be an obstruction.



Slide one side of the door out of the printer first. Then gently remove the door.
Place the removed door in a safe place for future use.



Next we will remove the paper feed tray dust cover.
Simply grasp the cover in the center and pull out.



The pivoting feed tray cover is also easily removed.
Lift the right side out of the snap.
This allows the left side to slip out of the pivot hole in the paper tray.
Store the pivoting tray cover with the rear door and dust cover in a safe place for future use.



Your PTM comes with a gray metal adapter ramp to allow it to dock with the HP4XXX printer.
The adapter ramp is designed with mounting hooks to easily hang on the PTM.



The hooks of the adapter should slip easily into the top chute opening of the PTM.
CAUTION: The upper fold chute must be removed prior to attaching the adapter ramp.
Gently lower the adapter ramp until it sits firmly in place on the PTM.
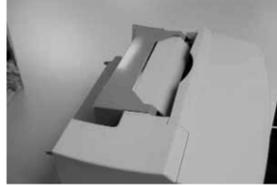
Refer to the picture to see proper orientation of the adapter ramp after assembly.
Once the adapter ramp is properly attached, the upper fold chute can be easily inserted.



Prior to docking the PTM with the printer, make sure the power supply plug is firmly connected to the power jack in the back of the unit.



The adapter ramp has two spring tabs that engage the printer. Be careful not to damage or bend the spring tabs. They are critical for positioning the PTM with the printer. These spring tabs will be used to mate the PTM to the printer.
Slide the PTM at an angle toward the printer with the right side going in first.



The right spring tab will slide inside the printer chassis into the opening in the printer where the rear door was removed.
Be careful not to catch the spring tab on the printer side cover causing the spring tab to bend outward. Once the right spring tab is in place, continue sliding the PTM toward the printer.



Guide the left spring tab into the matching slot on the left side of the printer chassis. You may have to bend the ear in slightly to clear the side of the printer chassis. Be careful not to bend the spring tab in too much. This will cause the PTM to be loose and not properly dock with the printer.



Remove the cover from the top of the printer as shown and store it for future use.
With the cover off, you will see a black connector.

# Cleaning the accessory

Cleaning is limited to two accessory parts: covers and rollers.

## Covers

Clean the outside covers monthly or as necessary.

### To clean the covers

Clean the outside of the accessory by wiping the covers with a water-dampened cloth.

## Rollers

Clean all four rollers monthly or as necessary.

### To clean the rollers

1   Turn off power and then unplug the power cords from their power outlets for both the accessory and the printer.

2   Remove the output bin and both fold-chutes.

3   As the rollers accumulate stray toner and paper dust, clean them with a soapy, water-dampened, lint-free cloth.

## Resetting the accessory

After clearing a jam, reset the accessory using one of these three methods:

Remove and reinstall the upper fold-chute.

Remove and reinstall the output bin.

Set the accessory power switch to "standby" ("⏻"), and then back to the "on" ("I") position.



Leave the protective rubber band on the adapter board. This ensures that the adapter board is set correctly. Attach the Jetlink adapter board to the black connector on the top of the printer.
Press gently to ensure a good connection, but not hard enough to cause damage to the connector or Jetlink connector board.



Once connected it should appear as shown.



Once you have docked the PTM with the printer, the unit should be approximately ¾" away from the printer, with the adapter ramp firmly in place against the diffuser of the printer and the Jetlink cable plugged into the connector on the top of the printer.
Your PTM is now ready to operate.



Turn off your printer and turn it back on so that the printer can recognize the PTM is attached and ready.
You should hear the motor in the PTM4300 activate briefly, letting you know the unit is ready.
If the PTM jams or stops running, the printer should recognize the problem and stop printing. If it doesn't recognize the problem, push the "Pause/Resume" button on the front display panel of the printer to stop the print job.
Follow the instructions on the printer display to clear the jam and resume your print job.
If the PTM is not attached properly, the printer display will not guide you through the appropriate steps to clear the PTM.  In that case, refer to your Users Guide for jam clearing instructions.

## Installing the fold-chutes

**Note**

Fold-stop settings (for different paper sizes and different folds) can only be changed when the fold-chutes are removed from the accessory. For information about changing fold-stop settings, see "Setting fold-stops" in Chapter 3.
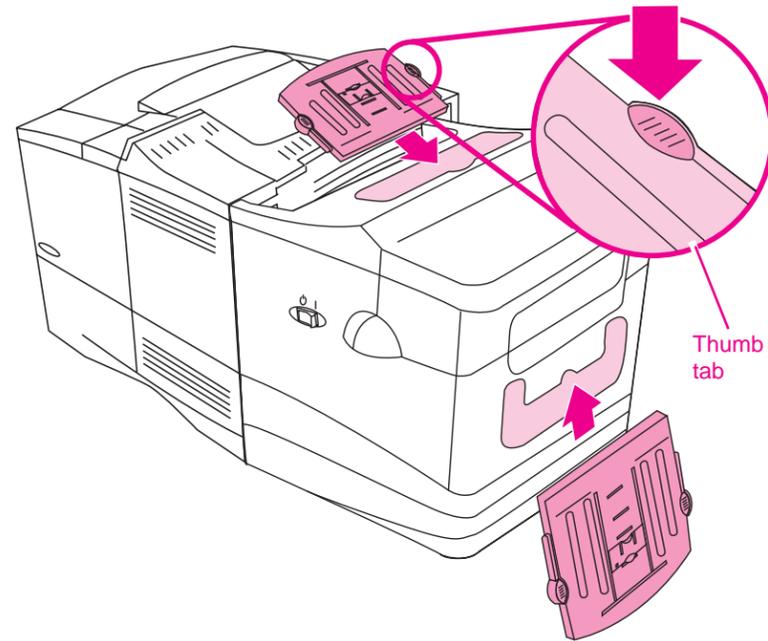


Thumb
tab

**Figure 8.**     **Installing fold-chutes**

**1**   Insert the upper fold-chute (the smaller fold-chute with numerical stop identifiers) into the chute guide with the labels facing up.

**Note**

The top cover must be closed to install or remove the upper fold-chute.

**2**   Gently push the fold-chute into the guide until the thumb tabs lock with an audible "click." When locked in place, fold-chutes cannot be pulled out without pressing the thumb tabs.

**3**   Install the lower fold-chute (the larger fold-chute with alphabetic stop identifiers) in the same manner, with the labels facing up.

# Error Codes

If a Jam occurs, the printer will stop printing and display a "13.20.00, JAM INSIDE REAR DOOR" error. Press the "?" and follow the directions to remove the paper.

PLEASE NOTE: The rear door has been removed from the printer, check for and remove the paper between the printer and the Print to Mail$^{TM}$. Open the top cover of the printer, remove the toner cartridge, check and remove any forms in the feed path of the printer. Replace the toner cartridge and close the top cover.

The printer will now check the Print to Mail$^{TM}$. If a "65.12.01. OUTPUT DEVICE CONDITION" error is displayed, press the "?" button and follow the directions. Make sure to remove the top fold chute, lift the top cover, check and remove any  forms in the paper path of the Print to Mail$^{TM}$ machine. Close the top cover and insert the top fold chute.

"CLEARING PAPER PATH" will display on the printer and the printer may purge one sheet. Remove the sheet and the printer will continue the print operation where it left off, including reprinting the forms that were removed from the printer and the Print to Mail$^{TM}$ machine.

**5** Locate the jam-clearing knob at the end of the upper roller and rotate the knob in either direction with one hand while pulling the jammed media out with the other hand, if necessary.
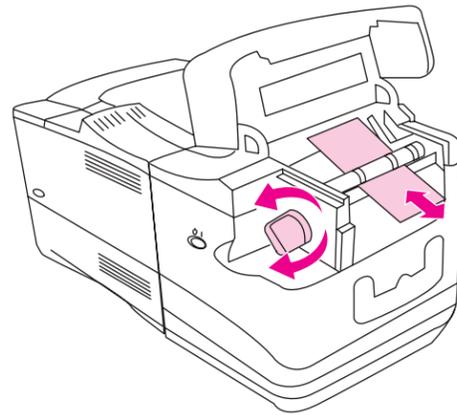


**Figure 13.**    **Rotating the jam-clearing knob**

**Note**    Avoid ripping media from the accessory. Rotate the knob in the direction of least resistance.

**6** Close the top cover.

**7** Check the fold-chutes to make sure that they are clear of media and that the correct settings are still in place.

**8** Replace both fold-chutes and the output bin.

**9** Press the power switch to the "on" ("I") position.

**Note**    Depending on the nature of the accessory jam, the printer might stop immediately. If it does, a jam condition might have occurred in the printer. The paper path jam in the printer must be cleared before operation can resume.

## Installing the output bin

The output bin must be installed and seated correctly before the accessory will operate.

**1** Locate two notches on each side, just inside the opening at the rear of the accessory.

**2** Also locate two tabs on each side of the output bin.

**3** Insert the output bin into the opening, first sliding the tabs all the way into the notches, and then lowering the output bin into place.
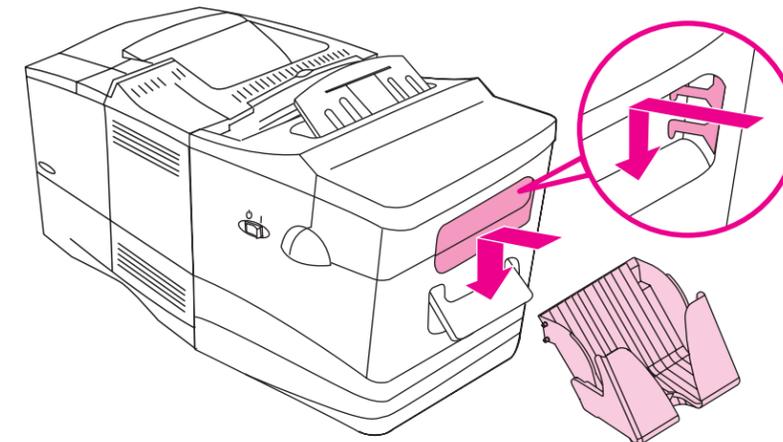


**Installing the output bin**

**Figure 9.**

## Adjusting the output bin

The output bin has two settings:

Retracted, the output bin works well for letter-size media.

Extended, the output bin works well for legal-size media.

Simply slide the bottom of the output bin to the retracted or extended position.

The bottom of the output bin can be removed to allow folded media to fall into a separate container. For information about using a separate container, see "Large mailings" in Chapter 3.

**Note**    The output bin must be set in the proper slots for the Accessory to operate. Take special care when removing forms from the tray. Do not push on the bin. This will cause the Accessory to cease operation.

### Turning on the accessory and configuring the printer

**Note**  The accessory will not operate if either the upper fold-chute or the output bin is removed.

1  Plug the power supply into an appropriate power outlet.

2  Press the power switch to "I" to turn on power to the accessory.

**Note**  The accessory does not start until paper exits the printer and enters the accessory. When the accessory is plugged into a power source, there will always be power to the accessory interface ("☼" is "standby" mode). For the accessory to operate, the power switch must be placed in the "on" ("I") position.

3  Turn on power to the printer.

4  After the printer has gone through its initializing sequence, it will display "READY"

5  On the printer, push the green check button once.

6  Push the down arrow button, located under the check button, three times until "CONFIGURE DEVICE" is highlighted.

7  Push the check button once.

8  "PRINTING  will be highlighted, push the check button once.

9  Push the down arrown button three times until "PAPER DESTINATION" is highlighted.

10  Push the check button once.

11  Push the down arrow button once until "STACKER BIN" is highlighted.

12  push the check button.

13  Push the left arrow three times until "READY" is displayed.

14  You have now configured the Print to Mail™ to communicate properly with the HP 4XXX printer.

If you disconnect the Print to Mail™ machine from the printer to print applications other than Print to Mail™, you must follow the above steps when you connect the Print to Mail™ back up to the printer.

### Clearing jams

**Note**  Do not turn off power to the printer. **All print job information will be lost.**

1  Press the thumb tabs to remove the upper fold-chute. Do not attempt to open the top cover until the upper fold-chute is removed.
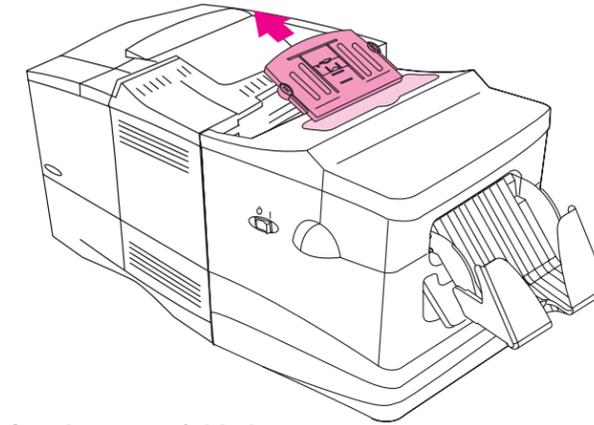


**Figure 11.**    **Removing the upper fold-chute**

2  Open the top cover of the accessory.

3  Remove the output bin.
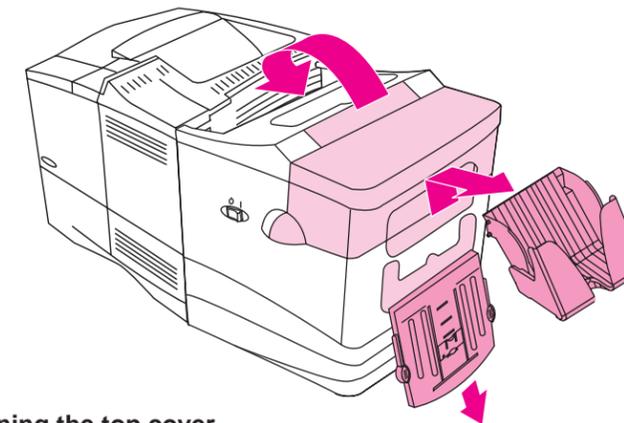
4  Press the thumb tabs to remove the lower fold-chute.



**Figure 12.**    **Opening the top cover**

The last set of numbers (xx.xx.XX) show the error code (such as a jam or operation malfunction).  The specific error codes for the Print to Mail™ device are:

**01** = The form did not arrive at the Print to Mail™ entry chute but the printer said a sheet was being delivered.

**02** = The form was stuck at entry chute or stayed in the entry chute too long.

**03** = The form was inside the Print to Mail™ too long, and/or did not arrive at the exit chute in time.

# Safety

Several safety precautions are built into the Print to Mail™ accessory. For the protection of the operator, power to the accessory motor is stopped under the following conditions:

when a jam occurs

when the output bin is overfilled

when the output bin is removed

when the upper fold-chute is removed

**WARNING!**

To ensure continued operation of the Print to Mail™ accessory, as well as to ensure operator safety, follow these important safety tips:

Never block the flow of forms  between the printer and the accessory.

Never manually feed forms  into the accessory.

Never attempt to operate the accessory with one or both of the fold-chutes removed.

Never attempt to adjust fold-stop settings without first removing the fold-chutes from the accessory.

Never use media that does not meet the specifications of the accessory.

Never place hands near accessory openings when operating the accessory.

Never allow loose objects (for example, jewelry) near the accessory during operation.

# 3 Using the accessory

## Printing on Print to Mail™ forms

Before you use the Print to Mail™ accessory, make sure that you have successfully:

installed the Print to Mail™ accessory.

installed the software, if needed.

## Form layout

To make the Print to Mail™ accessory work with the software programs you use, you might have to manipulate the placement of information.

There are two parts to Print to Mail™ forms:

**Print area -** information other than address information should appear in the print area (for example, invoice information).

**Address area -** "to": and "from": addresses appear here.



Print area

Address area
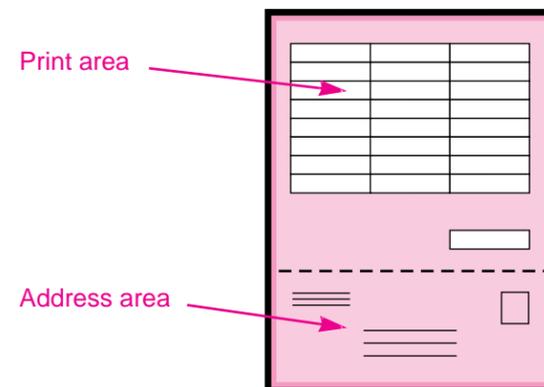
## Error Codes

**HP Error Code format and definition**

Error codes are display as three sets of numbers separated by a decimal point (xx.xx.xx). Each set represents a different area. The following will label each set, and define common codes:

The first set (**XX**.xx.xx) is the Class, or Type of error or malfunction:

**66** (66.xx.xx) - indicates that an unrecoverable device error has occurred at the printer, such as the Jetlink communications have failed. In most cases the printer and the devices have to be reset so that the Jetlink communications can be re-established. To do so, follow these steps:

1. Turn off the devices (completely remove power)
2. Turn off the printer and allow the printer to shut down
3. Turn on the devices and let them initialize
4. Turn on the printer

**13** (13.xx.xx) - indicates that a recoverable device error (such as a jam) has occurred. The corrective action(s) will be described or displayed on the printer screen.

The first number in the second set (xx.**X**x.xx) indicates which device in the Jetlink chain experienced the error:

**0** = The Printer had the error
**1** = The Print to Mail™ Attachment had the error

The second number in the second set (xx.x**X**.xx) indicates what kind of device experienced the error:

**0** = PHC (printer)
**1** = INPUT DEVICE (a paper feeder, for example)
**2** = OUTPUT DEVICE (Print to Mail™ in this case)
**3** = OTHER TYPE OF DEVICE

## Setting fold-stops

**1** Remove the fold-chute by pressing the thumb tabs to release the fold-chute and sliding the fold-chutes out of the chute guides.

**2** Squeeze the fold-stop between your thumb and index finger to lift the locking end of the fold-stop.

**3** Slide the fold-stop to the setting you want; settings are visible through the window on the fold-stop.

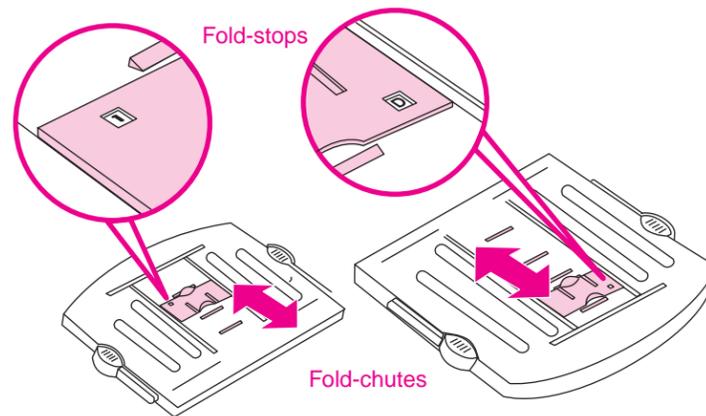**Note** The fold-stop must lock firmly in place at the selected setting.



Fold-stops

Fold-chutes

**Figure 10.** Setting the fold-stops

**Table 2. Software settings**

| Print to Mail form | Step 3, Software settings. HP PCL6 Printer Driver |
|---|---|
| Letter size 4B | |
| Letter-size check 4B | **1** Click **File**, click **Print**, and then click **Properties**. |
| Letter-size "C" Fold 4D | **2** Click the **Basics** tab. |
| Letter size—extended image 3A | **3** Under **Orientation**, select **Portrait** and **Rotated**. |
| Legal size 2C | |
| Legal size—extended image 1B | |
| Legal size—easy-open 4D | **1** Click **File**, click **Print**, and then click **Properties**.<br>**2** Click the **Basics** tab.<br>**3** Under **Orientation**, select **Portrait** and make sure that **Rotated** is NOT selected. |

# Solving printing and folding problems

**Table 4. Solving printing and folding problems**

| Problem | Cause | Solution |
|---|---|---|
| Printer is unable to create forms that work correctly with the accessory. | The margins or working space are set up incorrectly. | See the documentation that came with your custom software program for instructions about how to develop your own templates |
| Address area printed inside form and secure data outside | Form is not oriented correctly in the paper tray. | See table 1, "Fold-stop settings and Form  orientation," in Chapter 3 to orient forms correctly. |
| | Software settings are incorrect. | See "Software settings" in Chapter 3 for correct settings. Rotate image. |
| Accessory will not accept printed forms. | The power switch on the accessory is set to "standby" (" ⏻"). | Set the power switch on the accessory to "on" ("I"). (Red Showing) |
| | No form or incorrect form is present in the printer. | See Appendix A and table 1, "Fold-stop settings and form orientation," in Chapter 3 for information about media. |
| | The fold-chutes and output bin are either not installed or installed incorrectly. | See "Installing the fold-chutes" and "Installing the output bin" in Chapter 2 to install the fold-chutes and the output bin. |
| | The top cover is open. | Close the top cover. |

**Table 4. Solving printing and folding problems**

| Problem | Cause | Solution |
|---|---|---|
| Form doesn't fold correctly. | The fold-stop settings are incorrect. | See table 1 "Fold-stop settings and form orientation," in Chapter 3 to set the fold-stops. Fold-stop settings must be completely visible through the fold-stop windows. Fold-stops must be seated firmly against the fold-stop ridges. |
| | Forms are not oriented correctly in paper tray. | See table 1 "Fold-stop settings and form orientation," in Chapter 3 to orient forms correctly. |
| Form doesn't seal correctly. | Forms are not oriented correctly in paper tray. | See table 1 "Fold-stop settings and form orientation," in Chapter 3 to orient forms correctly. |
| | The wrong form is loaded in the tray. | See table 1 "Fold-stop settings and form orientation," in Chapter 3 to choose the right form and to orient forms correctly. |
| | Toner or paper dust has accumulated on rollers in the accessory. | See "Cleaning the accessory" later in this chapter to clean the rollers. |
| | Forms not stored correctly. | Use new package of forms. Store open, unused forms in self-seal bag. |
| Media doesn't stack correctly in the output bin. | The output bin is set incorrectly. | See "Adjusting the output bin" in Chapter 2 to set the output bin correctly. |
| Cannot detach the accessory from the printer. | Alignment tips on the bottom of the alignment guide hold the accessory in place. | To separate the accessory from the printer, pull the accessory firmly and steadily away from the printer. Do not attempt to jerk the printer and accessory apart. Also, be careful not to stretch the cables. |

**Note** The Print to Mail™ accessory requires a specific glue pattern. Check to ensure that your forms are Print to Mail™ compliant.

## Setting the Print to Mail™ accessory

To use the Print to Mail™ accessory, complete the following steps:

1 Set the fold-stops for proper form size and fold you want to print (see table 1 for the correct fold-stop)

2 Load forms  into the tray you want to use (see table 1 for orientation instructions).

3 Check the print settings in the software (see table 2 for details about software settings).

**Table 1. Fold-stop settings and form orientation**

| | Step 1 | | Step 2 | |
|---|---|---|---|---|
| | **Fold-stopsettings** | | **Form  orientation** | |
| **Print to Mail Form** | **Upper chute** | **Lower chute** | **Tray 1 (manual feed tray)** | **Trays 2 and 3** |
| Letter size 4B, Z-fold | 4 | B | Printed opening instructions facing down and away from the printer | Printed opening instructions facing up and towards the printer |
| Letter size check 4B, Z-fold | 4 | B | | |
| Letter size — extended Z image 3A* | 3 | A | | |
| Legal size 2C, Z-fold | 2 | C | | |
| Legal size — extended Z image 1B | 1 | B | | |
| Letter size "C" Fold 4D Note: C folds do not work in-line with HP printer For folding forms only. | 4 | D | Printed opening instructions face up and towards the printer. | Printed opening instructions face down and away from the printer. |
| Legal size — easy-open 4D* | 4 | D | Printed opening instructions facing up, narrow part of the media away from the printer | Printed opening instructions facing down, narrow part of the media towards the printer |

*Availability of media might be limited.

**Note** For letter-size plain paper, use fold-stop settings 4 and B. For legal-sized plain paper, use fold-stop settings 2 and C.

**Table 3. Solving setup problems**

| Problem | Cause | Solution |
|---|---|---|
| Accessory will not attach to rear of printer. | The paper tray dust cover or duplexer tabs were not removed. | See "Preparing the printer" in Chapter 2 to make sure the printer will accept the accessory. |
| | Cables are routed incorrectly. | See "Attaching the Print to Mail™ accessory to the printer" in Chapter 2 reroute the cables. |
| | Cables are tangled. | Untangle cables from the paper tray. |
| | You are not pushing hard enough. | See "Attaching the Print to Mail™ accessory to the printer" in Chapter 2 to make sure the accessory is aligned correctly, and use a firm push to attach the accessory. |
| Printer doesn't recognize the accessory. | The accessory is not plugged into a power source. | Make sure the power supply is plugged into the accessory and the power source. Set the power switch on the accessory to "on" ("I") first and then turn on the printer. |
| | The accessory interface cable is not plugged in. | See "Attaching the Print to Mail™ accessory to the printer" in Chapter 2 to install the interface cable. |
| | The fold-chutes and output bin are either not installed or installed incorrectly. | See "Installing the fold-chutes" and "Installing the output bin" in Chapter 2 to install the fold-chutes and the output bin. |
| | The printer and accessory were not turned on in the correct sequence. | Turn off the printer and set the power switch on the accessory to "standby" (" ⏻ "). Set the power switch on the accessory to "on" ("I") first and then turn on the printer. |
| | The printer is an older-model HP LaserJet 4000 printer. | The accessory does not communicate with a some older models of the HP LaserJet 4000 printer. |
| Paper tray does not open. | Cables are routed incorrectly. | See "Attaching the Print to Mail™ accessory to the printer" in Chapter 2 to reroute the cables. |

## Software settings

### To print documents

1 From the PCL6 HP printer driver.

2 Click **File**, click **Print,** and then click **Properties**.

3 Click the **Finishing** tab.

4 Check "Rotate by 180 Degrees" as appropriate for the specific form. See table 2, "Software settings" to determine the correct **Portrait** and **Rotated** settings.

**Note**       For other printer jobs, check printer settings before printing.

## Working with the printer

Once the Print to Mail™ accessory is installed and turned on,
the fold-stops are set, the fold-chutes are in place,
and the printer input tray is loaded, the accessory is ready
to use.

**Note**    In continuous operation, the HP LaserJet 4XXX series printer might
slow after printing 30 to 60 sheets. This is normal behavior; the
Print to Mail™ accessory adjusts to the printer's output.

Send a print job to the printer. As forms are printed and sent to the rear
output, the accessory senses that forms are present, takes the forms
from the rear output, and completes the fold for which it was set.

Print to Mail™ forms are folded, sealed and then sent to the output bin.
Plain paper is only folded and sent to the output bin.

Remove the folded items from the output bin when it is full.

**Note**    Remove folded forms often to prevent an output-bin-full shutdown (also
see "Large mailings," below).

### Large mailings

During large mailings, the output bin can become full often. To
prevent an output-bin-full shutdown, carefully remove the extendable
piece of the output bin. Depending on the placement of the printer
and accessory, a shallow tray, a box, or a mail bag may be placed
below the output bin to catch the folded forms.

# 4 Troubleshooting and Maintenance

## Solving setup problems

**Table 3. Solving setup problems**

| Problem | Cause | Solution |
|---|---|---|
| Accessory doesn't match up to the printer. | The reversible base is not oriented correctly. | See "Attaching the Print to Mail™ accessory to the printer" in chapter 2 to reposition the reversible base. |
| | The input tray configuration may not be supported. | Reposition the reversible base or remove unsupported input accessories. |
| Printer cable is too short. | Cable not routed through cable cutout in the reversible base. | See "Attaching the Print to Mail™ accessory to the printer" in chapter 2 to reroute the cable. |
| | The printer or accessory is not close enough to the computer. | Move the printer or accessory closer to the computer.<br>-or-<br>Reposition the printer or accessory.<br>-or-<br>Purchase a longer cable. |
| A hole is exposed in the upper, right side of the reversible base. | The cable cutout cover is not installed. | See "Attaching the Print to Mail™ accessory to the printer" in chapter 2 to install the cutout cover. |