HEWLETT PACKARD ®

HP LaserJet Print to Mail Accessory

User Guide

HP LaserJet Print to Mail System

User Guide

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1 Automating the mailing process

The HP LaserJet Print to Mail system

The HP LaserJet Print to Mail system combines your HP LaserJet series printer 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 media in the printer, opening the printer's rear output bin to engage the HP LaserJet Print to Mail accessory, and selecting "print" in your software program. To complete your end-to-end solution, you might want to combine additional elements in the system, including components from other vendors. These solution-providers can help you automatically reformat your forms, print postage on your mail, print checks, and much more.

You can use the HP LaserJet Print to Mail accessory with such popular programs as Intuit Quickbooks, Peachtree Complete Accountant, and Microsoft Word. You can customize your forms with the help of samples included on the installation CD-ROM. You can even develop your own templates within the programs (see the documentation that came with your programs).

Where to start? Just take a look at the HP LaserJet Print to Mail Solution Guide included with the HP LaserJet Print to Mail accessory. 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.

The Moore Media Catalog is your source for all of your print media:

- obtain standard media and create forms on your computer.
- obtain media customized with your logo and form format—in color!
- create, print, and prepare your own checks into mail-ready pieces.
- print checks with MICR (magnetic ink character recognition) bank encoded numbers or purchase an optional MICR toner cartridge system for your printer.
- print signatures on checks as they pass through the printer.
- automatically print postage using special software packages.

You now have the means to provide a highly professional look while automating your company's office mailings. Start today!

2 Setup

Checking the contents

The graphic below illustrates the contents of the box:
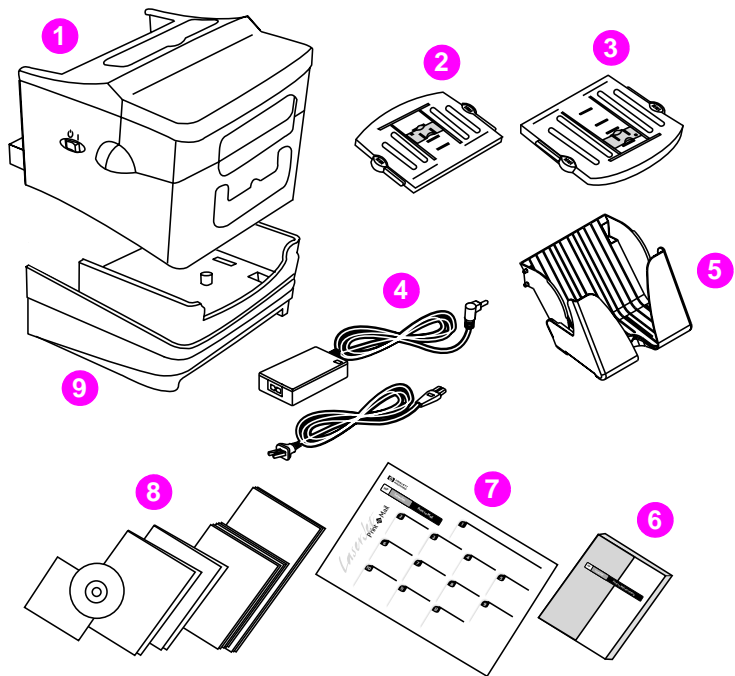
Figure 1.   **HP LaserJet Print to Mail accessory—contents of the box**

1	HP LaserJet Print to Mail	**7**	Quick setup guide
2	Upper fold-chute	**8**	Software, HP LaserJet Print to Mail Solution Guide, Media sample pack, Moore Media Catalog
3	Lower fold-chute		
4	Power cables		
5	Output bin	**9**	Reversible base (cutout cover taped to bottom)
6	User guide		

Identifying parts

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

Upper fold-chute slot

Alignment guide

Power connector

Accessory interface cable (C-Link)

Alignment tips (on the bottom of the alignment guide)

Figure 2.　　**Front view**

Top cover

Jam-clearing knob

Output bin slot

Power switch

Serial number plate (inside output bin slot)

Reversible base

Lower fold-chute slot
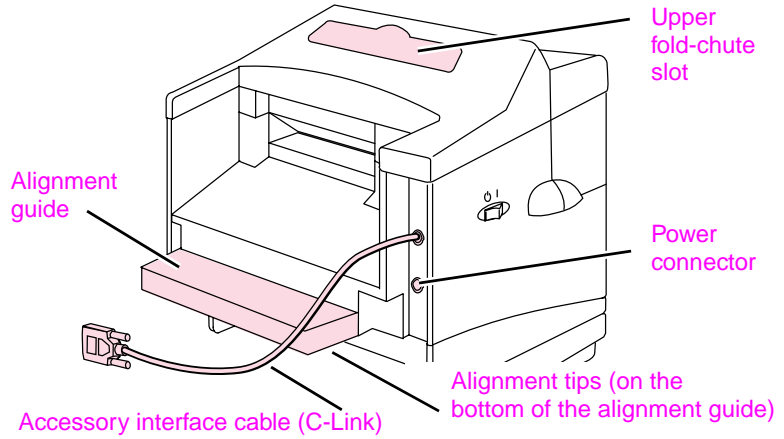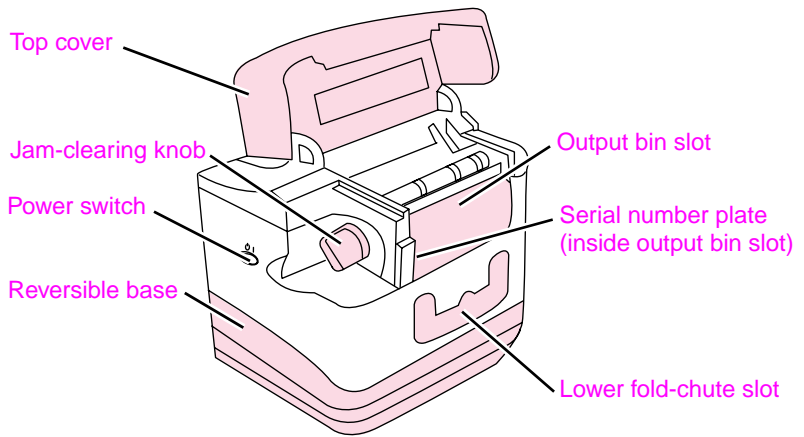
Figure 3.　　**Rear view**

Installing the accessory

Preparing the printer

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

1   Turn off the printer.

2   At the rear of the printer, remove the dust cover, if installed (not all printers have dust covers), from the rear of the paper tray by grasping it on both sides and pulling 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 HP LaserJet Print to Mail accessory.
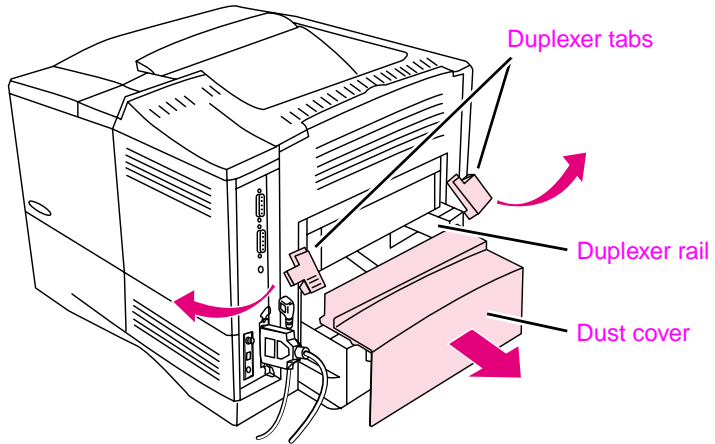
Figure 4.   **Duplexer tabs removal**

Attaching the HP LaserJet Print to Mail accessory to the printer

The reversible base of the accessory can be turned upside-down. This allows the accessory to match the height of a single-tray (1 x 500) HP LaserJet 4050 or 4050N printer or a two-tray (2 x 250) HP LaserJet 4050T or 4050TN printer.

Note The HP LaserJet Print to Mail accessory is not designed for use with a printer with two 500-sheet trays.

1 Remove packing tape from the accessory.

2 Lift the accessory off of the reversible base.

3 Determine whether your printer is a single-tray (1 x 500) HP LaserJet 4050 or 4050N printer or a two-tray (2 x 250) HP LaserJet 4050T or 4050TN printer.

4 Check the illustrations embossed on the inside of the reversible base and flip the base so that the illustration that faces up matches your printer's tray configuration.

Reversible base setup for HP LaserJet 4050 or 4050N printer (1 x 500)

Reversible base setup for HP LaserJet 4050T or 4050TN printer (2 x 250)
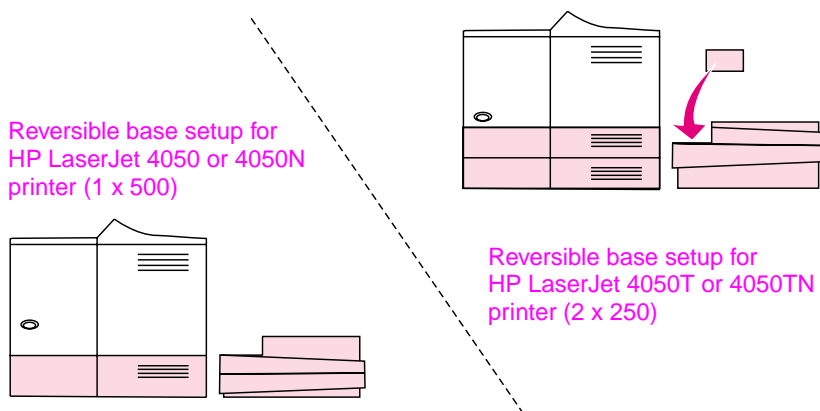
Figure 5.   **Positioning the reversible base**

Note For a two-tray configuration, remove the cutout cover that is taped to the inside of the reversible base and insert it into the cutout at the upper corner of the base before you proceed to step 5.

5 Place the reversible base near the rear of the printer.

6 Place the accessory on the reversible base so that the front of the accessory faces the rear of the printer.

7 Locate the accessory interface cable (C-Link) and plug it into the connector on the printer labeled "ACCESSORY."

8 Plug the power cable into the power connector on the front, toward the right, of the accessory.

9 Route the accessory power cable, printer power cable, and printer data cable through the rectangular cutout in the left side of the reversible base.
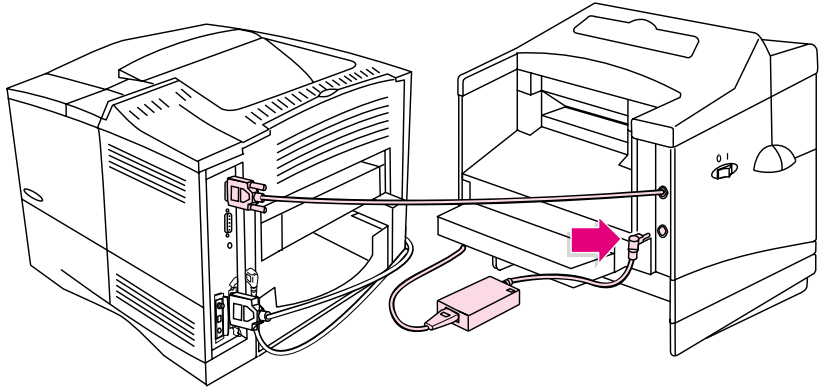
Figure 6.   **Connecting accessory cables**

10 Slide the accessory toward the rear of the printer so that the alignment guide from the accessory slides firmly into the duplexer slot.

Top output bin

Rear output door
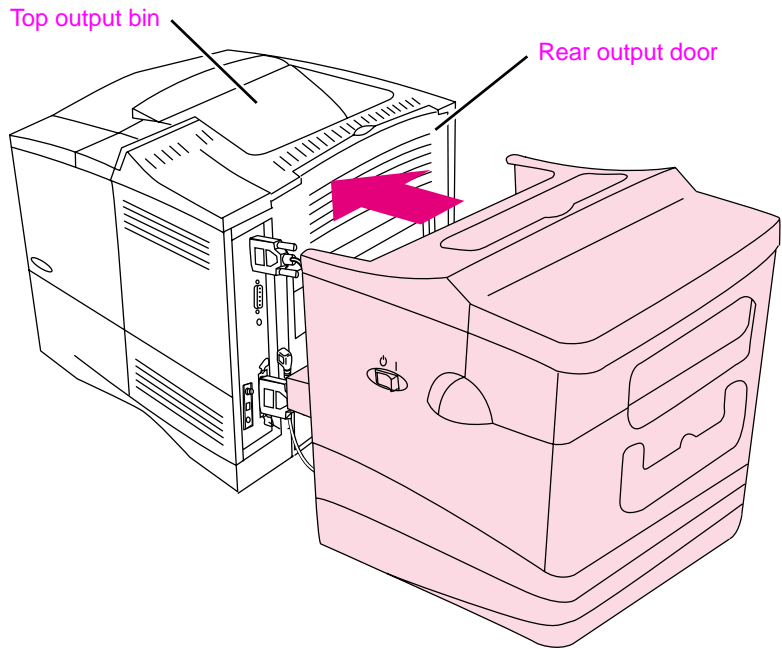
Figure 7.   **Attaching the HP LaserJet Print to Mail accessory**

11 When the tips on the bottom of the alignment guide rest in the indentations in the duplexer rails, the front of the accessory is approximately one-eighth of an inch (3.18 mm) from the rear of the printer.

12 Flip down the rear output door of the printer into the opening in the accessory until it stops. The top edge of the rear output door should be even with the paper feed opening of the accessory.

Note   When the rear output door of the printer is flipped down, the printer delivers printed sheets to the HP LaserJet Print to Mail accessory. To deliver printed sheets to the printer's top output bin, simply flip the rear output door back up to its closed position.

Installing the fold-chutes

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—Using the accessory.

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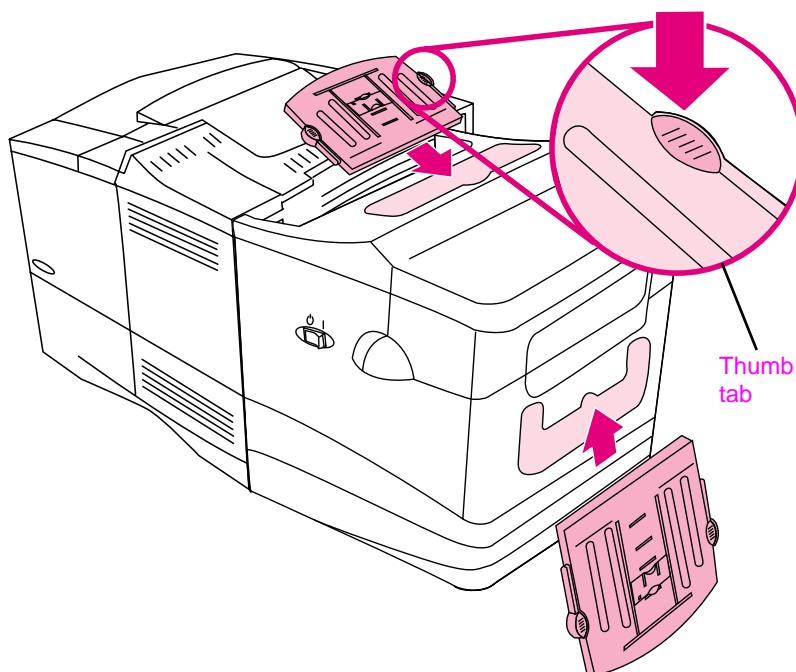
Figure 8.   **Installing fold-chutes**

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.

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 down into place.
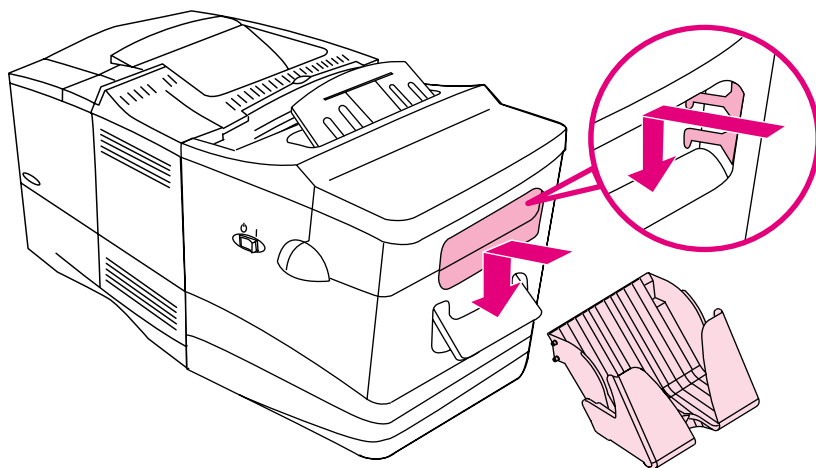
Installing the output bin

Adjusting the output bin

The output bin has two settings:

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

● Extended, the output bin works well for legal-sized 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—Using the accessory.

Turning on the accessory

Note The accessory will not operate if either the upper fold-chute or the output bin are 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 it 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.

Loading software

The software that comes with the accessory contains an updated driver and example files for common programs, such as Microsoft Word, that ensure correct placement of variable data on the printed material. When you use the information about setting margins, you can be sure that your print-to-mail forms will print correctly.

To load software

1   Insert the CD-ROM that came with the HP LaserJet Print to Mail accessory into the CD-ROM drive in the computer.

Note If the CD-ROM does not start automatically, use Microsoft Windows Explorer to locate the file Setup.Exe and double-click the file's icon.

2   Follow the instructions on the screen.

During the software installation process, the printer prints a test page and sends it to the accessory, and the accessory folds the test page and delivers it to the output bin.

After the software is installed, double-click the HP LaserJet Print to Mail icon on your desktop any time to learn more about the accessory or about installing and using templates.

Safety

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

- when a media 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 HP LaserJet Print to Mail accessory as well as for the operator's safety, follow these important safety tips:

- Never block the flow of media between the printer and the accessory.
- Never manually feed media 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 feed non-media items into the accessory.
- Never place hands near accessory openings when operating the accessory.
- Be careful of loose objects (for example, jewelry) while operating the accessory.

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
- checked the test page to ensure that the Print to Mail accessory is set up correctly

Note   Printing a test page was part of the software installation. If you did not print a test page, reinstall the software (see page 15).

Form layout

So that the Print to Mail accessory works 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
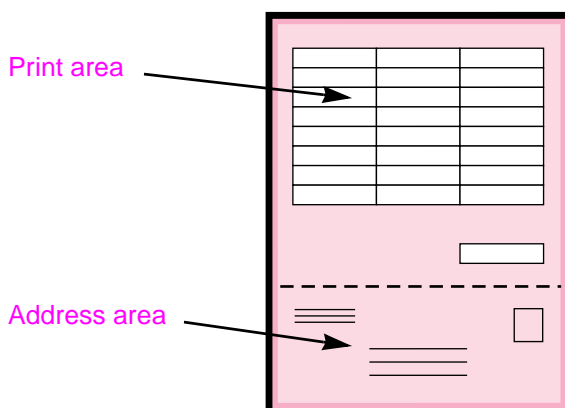
Formatting tools

To format data so that it fits Print to Mail forms, use any of three methods:

● templates

● auto-formatting tools

● manual adjustment

Templates for Peachtree, Quickbooks, and Microsoft Word

Templates for Peachtree, Quickbooks, and Microsoft Word are included with the Print to Mail software. Follow the steps below to find the templates and the instructions for installing them:

1 Double-click the "My Computer" icon on your desktop.

2 Double-click the "C" drive.

3 Double-click the "HPP2M" folder.

4 Double-click the "Templates" folder.

5 Locate the folder that corresponds to the software program you use and double-click the folder.

6 Double-click the Template Installation Instructions file.

The instructions file contains all of the information you need about installing the templates for the software program you use.

Auto-formatting tools

If you find it difficult to modify your software program, auto-formatting tools can reformat forms without changing the software program. Auto-formatting tools reformat data after you send print jobs to the printer.

For more information about auto-formatting tools, contact Capella Technologies or Mindgate at the following Web addresses:

> http://www.capellatech.com
> http://www.mindgate.com

The Print to Mail Solution Guide included with the accessory also contains information about auto-formatting tools.

Manual formatting tools

Use the examples below to create your own templates for the software programs you use. The templates you create should match the size specifications shown in the examples. All examples include a 7.5-inch printable width and a 1.1-inch gap between the print area and the address area.
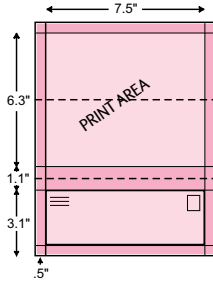
Letter size 4B—the print area is 6.3 inches long
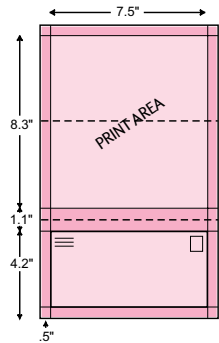
Legal size 2C—the print area is 8.3 inches long
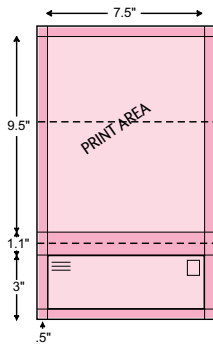
Legal size, extended image 1B—the print area is 9.5 inches long
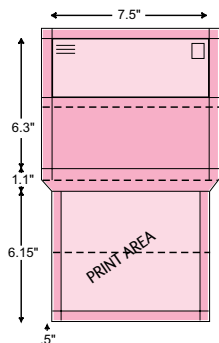
Legal size, easy open 4D—the print area is 6.15 inches long and is at the bottom of the form

Setting the HP LaserJet Print to Mail accessory

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

1   Set the fold-stops for the media you want to print (see Table 1 below for the correct fold-stop settings).

2   Load media into the tray you want to use (see Table 1 below 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 media orientation

| | Step 1 | | Step 2 | |
| | Fold-stop settings | | Media orientation | |
Print to Mail media	Upper chute	Lower chute	Tray 1 (manual feed tray)	Trays 2 and 3
Letter size 4B	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	4	B		
Letter size—extended image 3A*	3	A		
Legal size 2C	2	C		
Legal size—extended image 1B	1	B		
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 may be limited.

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

The Print to Mail media identification also indicates the fold-stop settings. For example if you are using "Letter size 4B" media, the upper fold-chute setting is 4 and the lower fold-chute setting is B.

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.
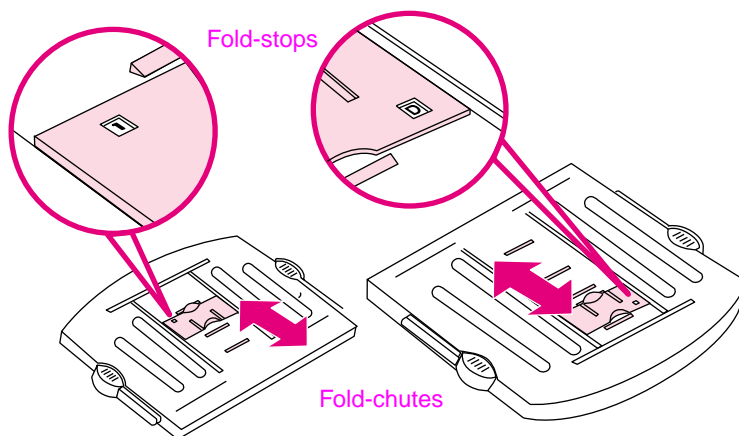
Figure 10. Setting the fold-stops

Table 2. Software settings

Print to Mail media	Step 3, software settings
Letter size 4B	
Letter size check 4B	1 Click **File**, click **Print**, and then click **Properties**.
Letter size—extended image 3A	2 Click the **Basics** tab.
Legal size 2C	3 Under **Orientation**, select **Portrait** and **Rotated**.
Legal size—extended image 1B	
Legal size—easy-open 4D	1 Click **File**, click **Print**, and then click **Properties**. 2 Click the **Basics** tab. 3 Under **Orientation**, select **Portrait** and make sure that **Rotated** is NOT selected.

Software settings

To print documents

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

2 Click the **Basics** tab.

3 Under **Orientation,** select **Portrait** and **Rotated** as appropriate for the specific media. See Table 2—Software settings—to determine the correct **Portrait** and **Rotated** settings.

For more information about printer settings, see the Readme on the CD-ROM.

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

Working with the printer

Once HP LaserJet 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 printer might slow after printing 30 to 60 sheets. This is normal behavior; the HP LaserJet Print to Mail accessory adjusts to the printer's output.

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

Pressure-sensitive media is 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 media 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 media.

Additional information

The following companies offer additional solutions for the HP Print to Mail accessory:

- **Moore**
  http://www.themoorestore.com
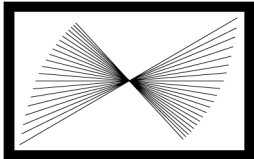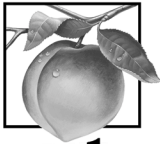
  Moore designs and manufactures business forms specifically for the HP LaserJet Print to Mail accessory.

- **MindGate**
  http://www.mindgate.com

  PrintChef reformats the output of any Windows application to work with the HP LaserJet Print to Mail system.

- **Peachtree**
  http://www.peachtree.com

  With a complete line of business checks and forms, Peachtree has the Print to Mail forms you're looking for!

- **Capella Technologies**
  http://www.capellatech.com

  Customize your Print to Mail process to meet your business needs. Capella Technologies offers "add-on" options for printing secure MICR checks, bar codes, signatures, logos, e-forms, transform data, and offers forms design services.

- **Stamps.com**
  http://www.stamps.com

  It's the easiest, quickest way to get postage: Stamps.com Internet Postage. There is no need to stamp or meter your mail. U.S. Postal Service-approved postage is automatically printed onto envelopes, labels, or Print to Mail mailers from your HP printer, all in one step.

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 HP LaserJet Print to Mail accessory to the printer" in Chapter 2 to reposition the reversible base.
Printer cable is too short.	Cable not routed through cable cutout in reversible base.	See "Attaching the HP LaserJet Print to Mail accessory to the printer" in Chapter 2 to reroute the cable.
	The printer/accessory is not close enough to the computer.	Move the printer/accessory closer to the computer. -or- Reposition the printer/accessory. -or- 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 HP LaserJet Print to Mail accessory to the printer" in Chapter 2 to install the cutout cover.

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 HP LaserJet 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 HP LaserJet 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 HP LaserJet 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 HP LaserJet 4000 printer.	The accessory does not communicate with an HP LaserJet 4000 printer.
Paper tray does not open.	Cables are routed incorrectly.	See "Attaching the HP LaserJet Print to Mail accessory to the printer" in Chapter 2 to reroute the cables.

Solving printing and folding problems

Table 4. Solving printing and folding problems

Problem	Cause	Solution
Unable to create forms that work correctly with the accessory.	Margins/working space set up incorrectly.	Use the samples included on the installation CD-ROM to help customize your forms. See the documentation that came with your software program for instructions about how to develop your own templates. Contact the software manufacturer for help with templates.
Form doesn't print correctly.	Form is not oriented correctly in paper tray.	See Table 1—"Fold-stop settings and media orientation"—in Chapter 3 to orient forms correctly.
	Software settings are incorrect.	See "Software settings" in Chapter 3 for correct settings.
	Margins/working space set up incorrectly.	Use the samples included on the installation CD-ROM to help customize your forms.
Accessory will not accept printed media.	The power switch on the accessory is set to "standby" (" ⏻").	Set the power switch on the accessory to "on" ("I").
	The rear output door is closed.	Open the rear output door.
	No media or incorrect media is present in the printer.	See Appendix A and Table 1—"Fold-stop settings and media 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 media 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 media 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 media orientation"— in Chapter 3 to orient forms correctly.
	The wrong form is loaded in the tray.	See Table 1—"Fold-stop settings and media 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.
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 them apart. Also, be careful not to stretch the cables.

Table 4. Solving printing and folding problems

Problem	Cause	Solution
Printer displays a 12.01 error code; the accessory is not running.	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.
	There is a jam in the accessory.	See "Clearing jams" later in this chapter for instructions about how to clear jams. If, after clearing the jam, the printer still indicates that there is a jam, try opening and closing the top cover of the printer once. If the printer still indicates that there is a jam, see the documentation that came with your printer for information about how to clear a printer jam. After clearing the jam, check the output bin and reprint as needed.
	There is a jam in the printer.	See the documentation that came with your printer for information about how to clear a printer jam. You might have to reprint the print job.
	The accessory interface cable is not plugged in.	See "Attaching the HP LaserJet Print to Mail accessory to the printer" in Chapter 2 to connect the accessory interface cable.
	The top cover is open.	Close the top cover.
	There are loose sheets between the printer and the accessory.	Remove loose sheets.
Printer displays a 66.xx.yy error code and the accessory is not running.	There is a jam in the accessory.	1 See "Clearing jams" later in this chapter for instructions about how to clear jams. 2 Turn the printer off and then back on (your print job will be lost). 3 Set the accessory power switch to "standby" ("⏻") and then back to "on" ("I"). 4 Check the output bin and reprint as needed.
	Power to the accessory has been interrupted or the accessory interface cable (C-link) has been disconnected.	1 Check cable connections. 2 Set the accessory power switch to "standby" ("⏻") and then back to "on" ("I"). 3 Turn the printer off and then back on (your print job will be lost).

Jams

After the HP LaserJet Print to Mail accessory is installed and plugged in, there is continuous communication between the accessory and the HP LaserJet 4050 series printer.

When the accessory senses a jam, it ceases operation, and `Paper Jam In Output Device` appears on the printer control panel display.

To clear a jam, follow the instructions that begin on the following page under "Clearing jams."

The printer Event Log contains more information about the location of the jam. To display and interpret the Event Log, see "Interpreting the Event Log" later in this chapter.

Clearing jams

1 Press the power switch to "standby" (" ⏻").
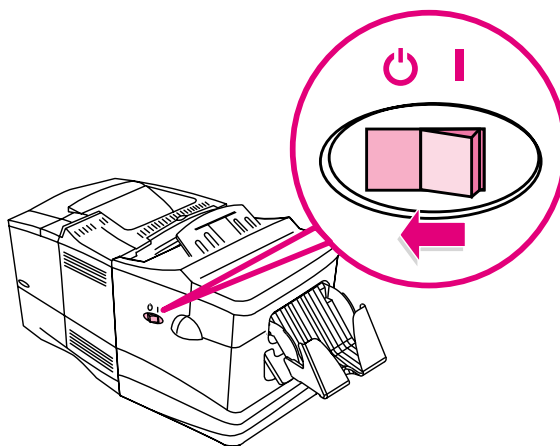
Figure 11. **Turning the accessory to "standby" (" ⏻")**

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

2 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.
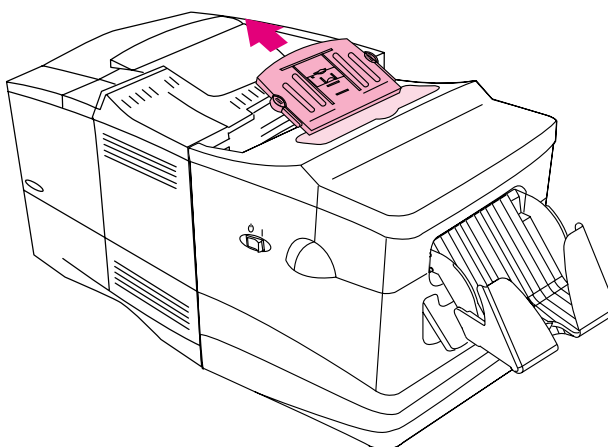
Figure 12. **Removing the upper fold-chute**

3 Open the top cover of the accessory.

4 Remove the output bin.

5 Press the thumb tabs to remove the lower fold-chute.
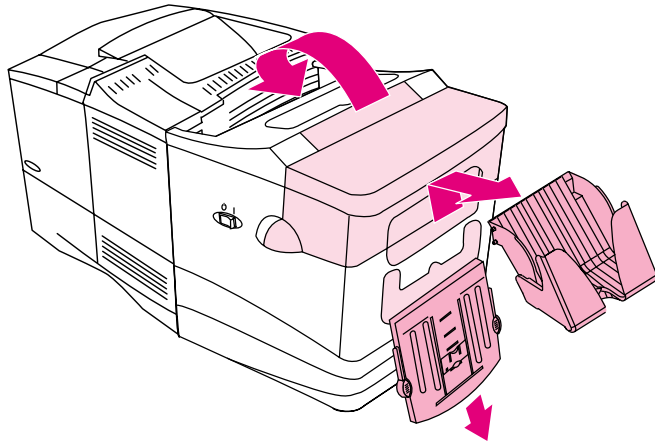
Opening the top cover

6 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.
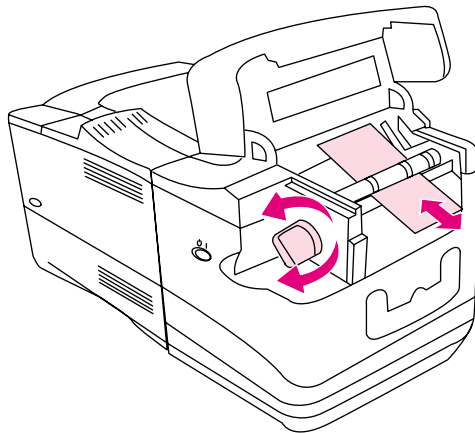
Rotating the jam-clearing knob

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

7 Close the top cover.

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

9 Replace both fold-chutes and the output bin.

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

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.

Resetting the accessory

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

● 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.

Jam recovery

After a jam is cleared, when jam recovery is enabled, the printer reprints pages that might have jammed. Check the output to see which pages should be reprinted.

You can prevent this when you print certain items (such as checks) by disabling jam recovery.

To disable jam recovery

1 Press MENU until Configuration Menu appears on the printer control panel display.

2 Press ITEM until Jam Recovery appears on the display.

3 Press VALUE until Jam Recovery = Off appears on the display.

4 Press SELECT and then press GO.

Interpreting the Event Log

When the message `Paper Jam In Output Device` appears on the printer control panel display, check the printer Event Log for information about the location of the jam.

To show the Event Log

1 Press MENU until `Information Menu` appears on the display.

2 Press ITEM until `Show Event Log` appears on the display.

3 Press SELECT and then press GO.

To interpret the Event Log

Event explanations appear in the table below:

Table 5. Events

Event	Action
Paper in input during startup (event message 12.01). During an internal test at startup, a page was found at the accessory input. The print job has not run and there should not be a jam in the printer.	**1** Remove the page. **2** Clear the paper path in the accessory. **3** Make sure that the accessory power switch is set to the "on" ("I") position. **4** Reset the accessory.
Paper at input too long. The print job was in process. A jam is likely to be located at the accessory input.	**1** Clear the jam in the accessory. If there is also a jam in the printer, clear the printer. **2** Reset the accessory.
Paper did not exit. The print job was in process. A jam is likely to be located inside the accessory.	**1** Clear the jam in the accessory. If there is also a jam in the printer, clear the printer. **2** Reset the accessory.
Any event (event message 66.xx.yy).	**1** Clear the jam in the accessory. **-Or-** Reconnect the accessory power cable and accessory interface cable (C-Link). **2** Reset the accessory. **3** Turn the printer off and then back on (your print job will be lost).

Note   See printer documentation for explanations of other event messages.

Cleaning the accessory

Cleaning is limited to two procedures: 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. As the rollers accumulate stray toner and paper dust, they must be cleaned with a soapy, water-dampened lint-free cloth.

To clean the rollers

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

2   Remove the output bin and both fold-chutes.

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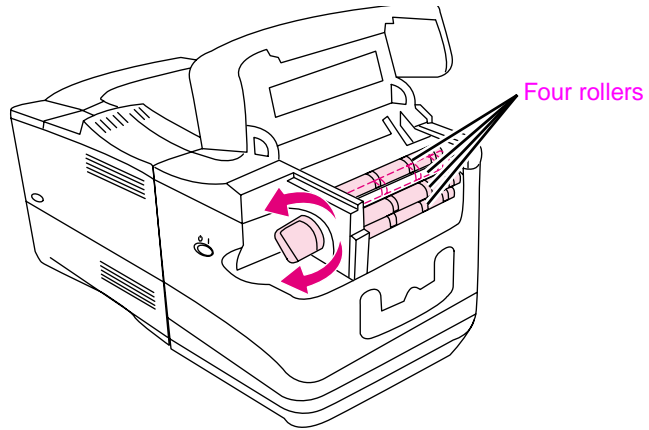
Four rollers

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 in the power cords for both the accessory and the printer to their power outlets.

A Specifications

HP LaserJet Print to Mail Accessory

Physical

Height—HP LaserJet 4050, 4050N (1 x 500)	15 inches (38.1 cm)
Height—HP LaserJet 4050T, 4050TN (2 x 250)	16.5 inches (41.9 cm)
Width	15.5 inches (39.4 cm)
Depth with output bin retracted	19 inches (48.3 cm)
Depth with output bin extended	21.75 inches (55.2 cm)
Weight, approximate	28 pounds (12.7 kilograms)

Electrical

Power consumption (average, in watts)	Folding: 32 Standby: less than 1

Minimum recommended circuit capacity	100 to 127 Volt,
	  less than 1.5 amps
	220 to 240 Volt,
	  less than 1.2 amps

Power requirements (acceptable line voltage)	100 to 127 Volt, 50/60 Hz 220 to 240 Volt, 50/60 Hz

Operating environment

Temperature	50 to 91 degrees Fahrenheit (10 to 32 degrees Celsius)
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)

Regulatory information

FCC regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to 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 to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

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

Hewlett-Packard Year 2000 warranty

Subject to all of the terms and limitations of the HP Limited Warranty Statement provided with this HP Product, HP warrants that this HP product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the 20th and 21st centuries, and the year 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g., hardware, software, firmware) used in combination with such HP product(s) properly exchange date data. The duration of the Year 2000 warranty extends through January 31, 2001.

B Service and Support

Warranty information

Hewlett-Packard limited warranty statement

HP LaserJet Print to Mail accessory
ONE-YEAR LIMITED WARRANTY

1 HP warrants to you, the end-user customer, that HP hardware accessories, and supplies will be free from defects in materials and workmanship after the date of purchase for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.

2 HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.

3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

4 HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

5 Warranty does not apply to defects resulting from: (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

**6   HP MAKES NO OTHER EXPRESS WARRANTY OR
CONDITION WHETHER WRITTEN OR ORAL.** TO THE
EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED
WARRANTY OR CONDITION OF MERCHANTABILITY,
SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR
PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS
WARRANTY SET FORTH ABOVE. Some countries, states, or
provinces do not allow limitations on the duration of an implied
warranty, so the above limitation or exclusion might not apply to
you. This warranty gives you specific legal rights and you might
also have other rights that vary from country to country, state to
state, or province to province.

7   TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES
IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND
EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN
NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR
LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL,
CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR
OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT,
OR OTHERWISE. Some countries, states, or provinces do not
allow the exclusion or limitation of incidental or consequential
damages, so the above limitation or exclusion might not apply to
you.

HP Express Exchange

If the HP LaserJet Print to Mail accessory requires service,
customers have an option to initiate Express Exchange through
Customer Care Centers in the United States. Under this option,
customers may have a factory-refurbished accessory sent to them
within 24 hours.

Note   If you have on-site support service provided by HP, work directly with
the local Customer Care Center instead of following the steps below.

1   Contact the local HP Customer Care Center listed on the
following pages. A technician troubleshoots the situation and
determines whether the accessory has actually failed. If it has,
you will be referred to the HP Service Center.

2   A service center representative requests product and customer
information. In some regions, collateral might also be requested.

3   HP ships a refurbished replacement accessory to arrive the next
day (depending on availability).

4 See "Returning the unit" below for guidelines for how to send the defective accessory to Hewlett-Packard. Shipping charges are at HP's expense.

Exchanged units carry the remainder of the original unit's warranty or 90 days, whichever is greater. Faster turnaround from HP Express Exchange minimizes downtime over traditional service programs that require users to ship failed units to the manufacturer and wait for them to be repaired and returned. Because HP pays the shipping charges, users incur no hidden costs for HP Express Exchange.

Returning the unit

When shipping equipment, HP recommends insuring it. Also, include a copy of your proof of purchase. Please also fill out the Service Information Form, on the following page, to ensure the most accurate repairs.

CAUTION   Shipping damage as a result of inadequate packaging is the customer's responsibility. See "Repackaging guidelines" below.

For technical support assistance regarding the unit within the one-year warranty period, see "HP Customer Care service and support" later in this Appendix.

Repackaging guidelines

- Include the completed copy of the Service information form on the following page. Note on the form which items were returned.
- Use the original shipping container and packaging materials, if possible.
- Include samples that illustrate the problems you are having, if applicable.
- Include five sheets of the paper or other media you are having trouble printing or folding.

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 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. HP Express Exchange number (this is the number given to you by the service center representative):

4. Additional comments:

HP Customer Care service and support

Thank you for your purchase. Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners designed to give you the results you need, quickly and professionally.

Online services
For 24-hour access to information over your modem, we suggest these services.

World Wide Web
Printer drivers, updated HP printer software, plus product and support information can be obtained from the following URL:
http://www.hp.com/go/support

Obtaining software utilities and electronic information	
for U.S.	Monday through Friday: 6:00 A.M. to 10:00 P.M. Mountain Time Saturday: 9:00 A.M. to 4:00 P.M. Mountain Time Phone: (661) 257-5565 Fax: (661) 257-6995 HP website: http://www.hp.com/ Mail: Hewlett-Packard Co. P.O. Box 907 Santa Clarita, CA 91380-9007 U.S.A.

Customer Support Options Worldwide

HP Customer Care and Product Repair Assistance for the U.S. and Canada
Call (208) 323-2551 Monday through Friday from 6:00 A.M. to 6:00 P.M. (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling. If you know your accessory needs repair, call (800) 243-9816 to locate your nearest authorized HP service provider. Post-warranty telephone assistance is available to answer your product questions. Call (900) 555-1500 ($2.50* per minute, U.S. only) or call (800) 999-1148 ($25.00 per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 7:00 A.M. to 6:00 P.M (Mountain Time). *Charges begin only when you connect with a support technician.* *Prices subject to change.

Accessories, supplies, support, and service information

HP direct ordering for accessories or supplies
Call (800) 538-8787 (U.S.) or (800) 387-3154 (Canada).

HP direct ordering for genuine HP parts
In the U.S., call (800) 227-8164.

HP service parts information compact disc
This powerful, CD-ROM-based parts information tool is designed to give users fast, easy access to parts information such as pricing and recommended stocking lists for a wide range of HP products. To subscribe to this quarterly service in the U.S. or Canada, call (800) 336-5987. Parts identification and pricing information worldwide can also be accessed via the World Wide Web at http://www.hp.com/go/partsinfo.

HP support assistant compact disc
This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call (800) 457-1762.

HP service information
To locate authorized HP resellers, call (800) 243-9816 (U.S.) or (800) 387-3867 (Canada).

HP service agreements
U.S.: call (800) 835-4747 Western Canada: call (800) 268-1221 Eastern Canada (French and English): call (800) 361-9790 Extended service: (800) 446-0552.

Ordering supplies

See the Moore Media Catalog for information about ordering supplies.

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Manual Part No.
C7833-90901

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