

Print to Mail
Accessory



user guide



Print to Mail[®] Accessory PTM 4100

For PTM 4200/4300, please see
manual insert.

User Guide

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1 Automating the mailing process

The Print to Mail® system

The Print to Mail® system combines HP LaserJet 4000 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® media in the printer, opening the printer's rear output bin to engage the 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. These solutions can help you automatically reformat your forms, print postage on your mail, print checks, and much more.

You can use the 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 Print to Mail® Solution Guide included with the 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.

2 Setup

Checking the contents

The graphic below illustrates the contents of the box:

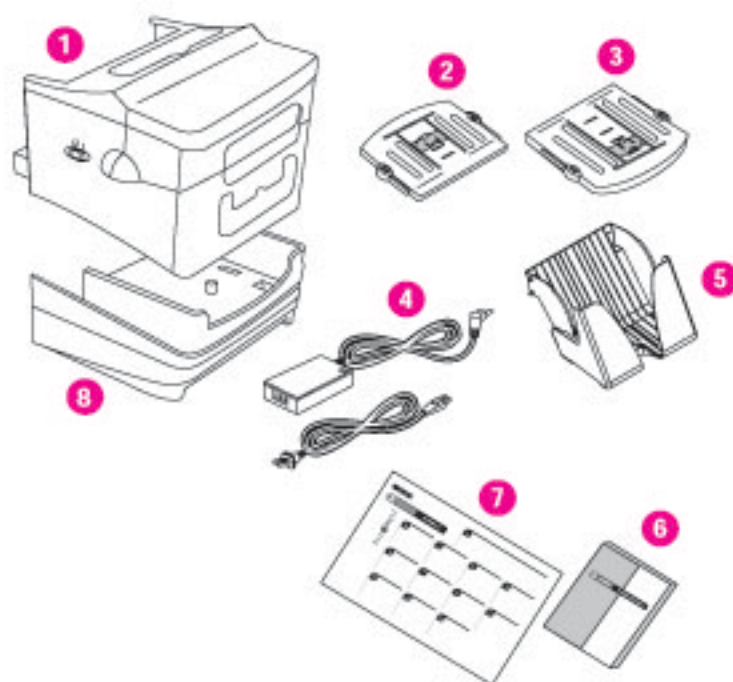


Figure 1. Print to Mail® accessory contents of the box

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

Identifying parts

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

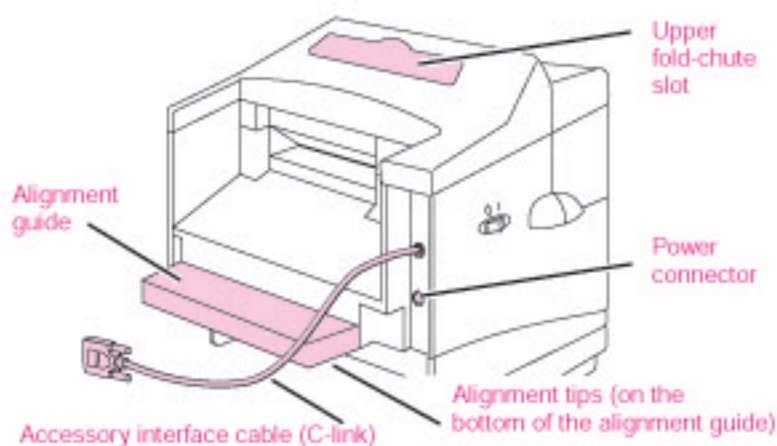


Figure 2. Front view

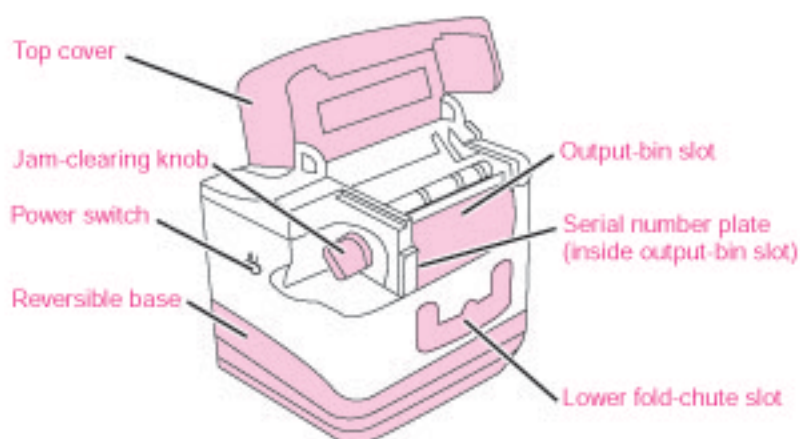


Figure 3. Rear view

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.

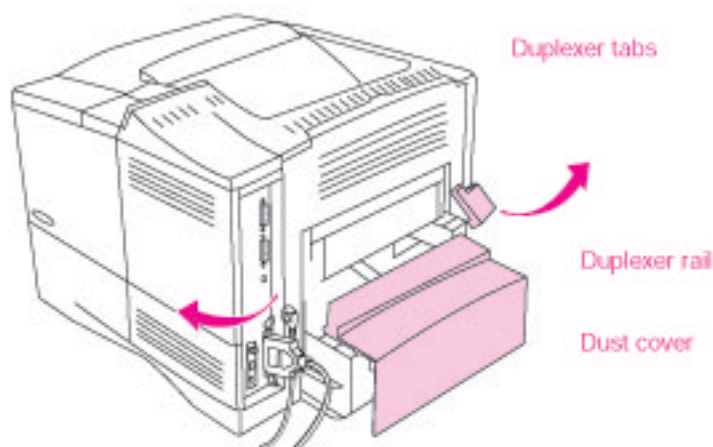


Figure 4. Duplexer tabs removal

Attaching the 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 single-tray (1 x 500) or two-tray (2 x 250) HP LaserJet 4000 series monochrome printers.

Note

The Print to Mail[®] accessory only supports the 1 x 500 or 2 x 250 configurations. A base extension is available for the 2 x 500 configuration.

- 1 Remove packing tape from the accessory.
- 2 Lift the accessory off of the reversible base.
- 3 Determine whether your HP LaserJet 4000 series monochrome printer has a 1 x 500 configuration or a 2 x 250 configuration.
- 4 Check the illustrations embossed on the inside of the reversible base and flip the base so the illustration that faces up matches your printer's tray configuration.

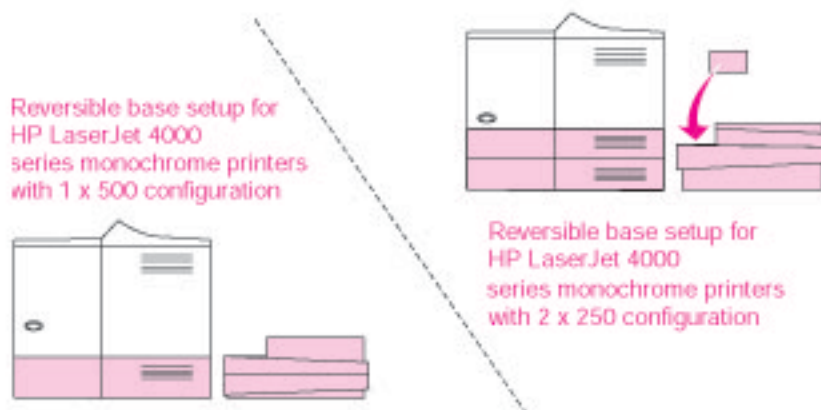


Figure 5. Positioning the reversible base

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.

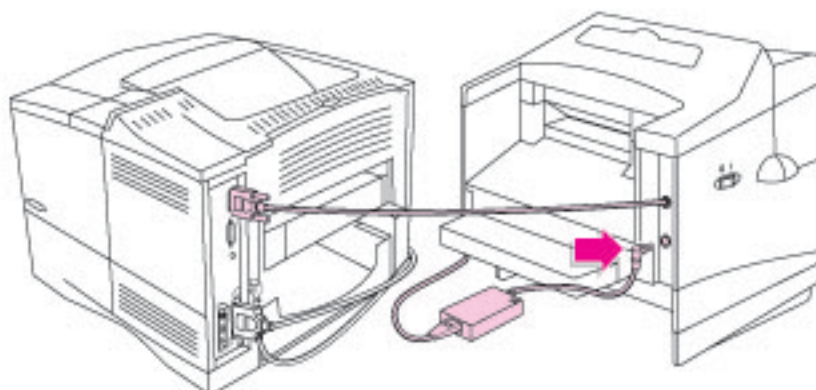


Figure 6. Connecting accessory cables

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

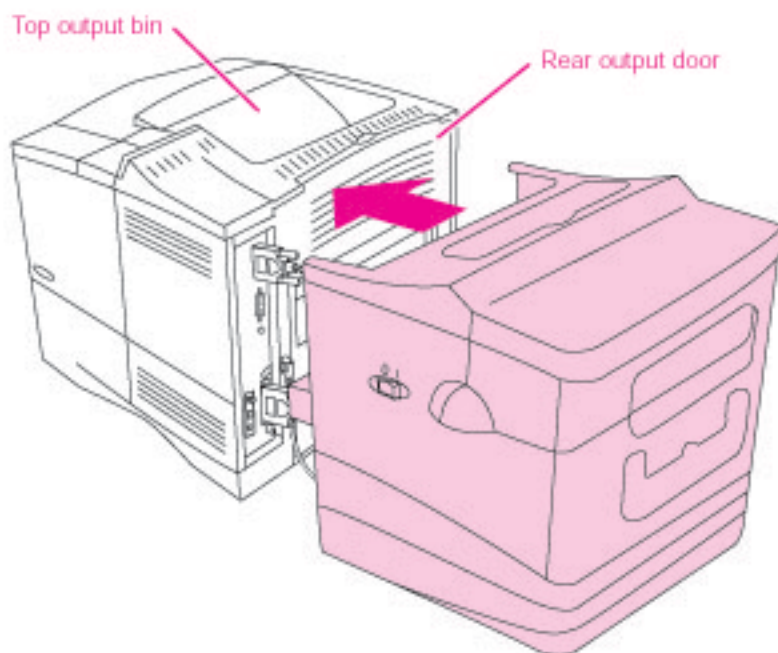


Figure 7. Attaching the Print to Mail[®] accessory

- 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 3.18 mm (0.125 inches) 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 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

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.

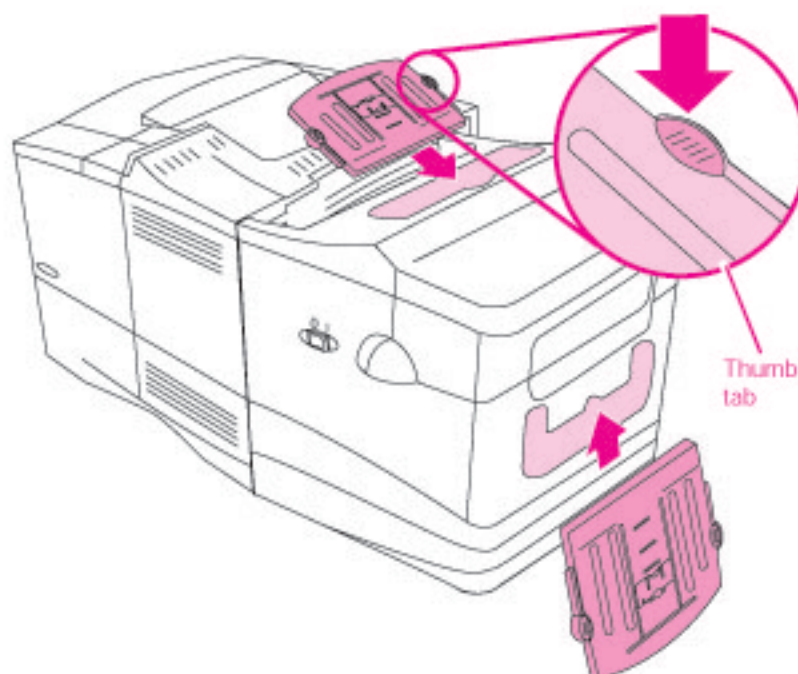


Figure 8. Installing fold-chutes

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

Note

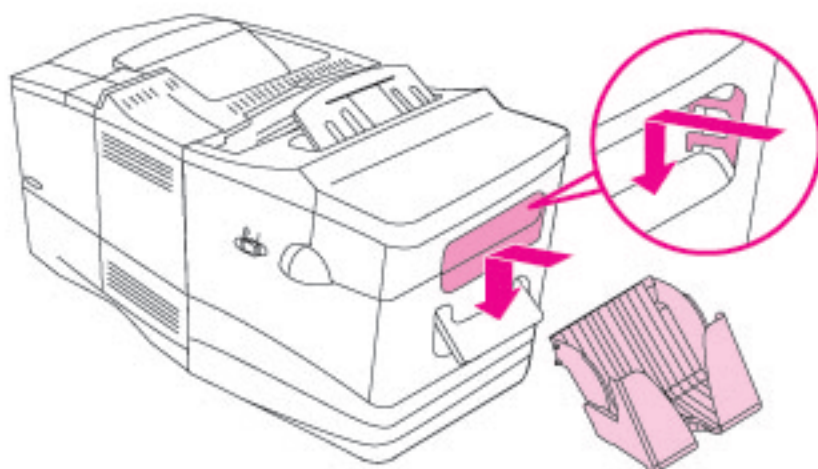
The top cover must be closed to install or remove the upper fold-chute.

- 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 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.

Turning on the accessory

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 ("O" 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.

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 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.
- 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.

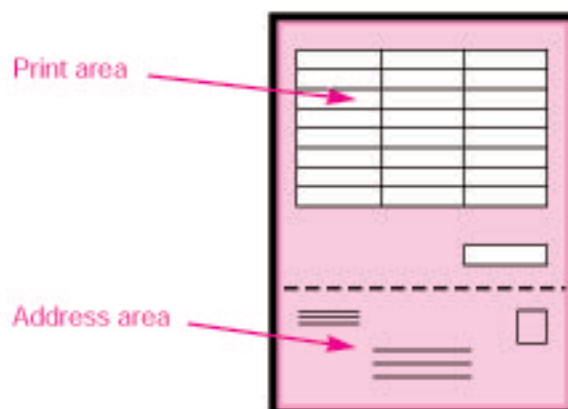
Form layout

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.



Setting the Print to Mail[®] accessory

To use the Print to Mail[®] accessory, complete the following steps:

- 1 Set the fold-stops for the media you want to print (see table 1 for the correct fold-stop settings).
- 2 Load media 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 media orientation

Print to Mail media	Step 1 Fold-stop settings		Step 2 Media orientation	
	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	Printed opening instructions face up and towards the printer.	Printed opening instructions face down and away from the printer.
Letter size "C" Fold 4D <i>Note:</i> C folds do not work in-line with HP printer. For folding forms only.	4	D		
Legal size—easy-open 4D*	4	D		

*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.

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.

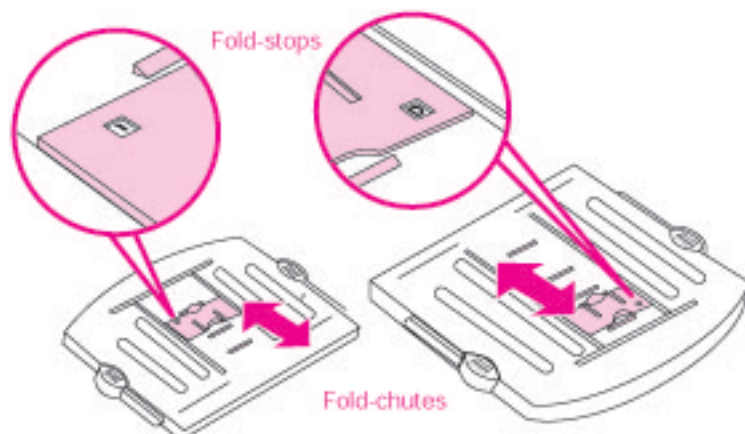


Figure 10. Setting the fold-stops

Table 2. Software settings

Print to Mail media	Step 3, Software settings. HP PCL6 Printer Driver
Letter size 4B	<ol style="list-style-type: none"> 1 Click File, click Print, and then click Properties. 2 Click the Basics tab. 3 Under Orientation, select Portrait and Rotated.
Letter-size check 4B	
Letter-size "C" Fold 4D	
Letter size—extended image 3A	
Legal size 2C	
Legal size—extended image 1B	<ol style="list-style-type: none"> 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.
Legal size—easy-open 4D	

Software settings

To print documents

- 1 From the PCL6 HP printer driver.
- 2 Click **File**, click **Print**, and then click **Properties**.
- 3 Click the **Basics** tab.
- 4 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.

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 4000 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 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.

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. -or- Reposition the printer or 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 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 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" ("O"). 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.

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 media 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 media.	The power switch on the accessory is set to "standby" ("O").	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 the printer and accessory 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 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 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.	The Print to Mail" output bin is full.	Empty the output bin.
	There is a jam in the accessory.	<ol style="list-style-type: none"> 1 See "Clearing jams" later in this chapter for instructions. 2 Turn the printer off and then back on (your print job will be lost). 3 Set the accessory power switch to "standby" ("O") 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.	<ol style="list-style-type: none"> 1 Check cable connections. 2 Set the accessory power switch to "standby" ("O") and then back to "on" ("I"). 3 Turn the printer off and then back on (your print job will be lost).

Jams

After the Print to Mail™ accessory is installed and plugged in, there is continuous communication between the accessory and the newer HP LaserJet 4000 series monochrome printers.

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" ("○").

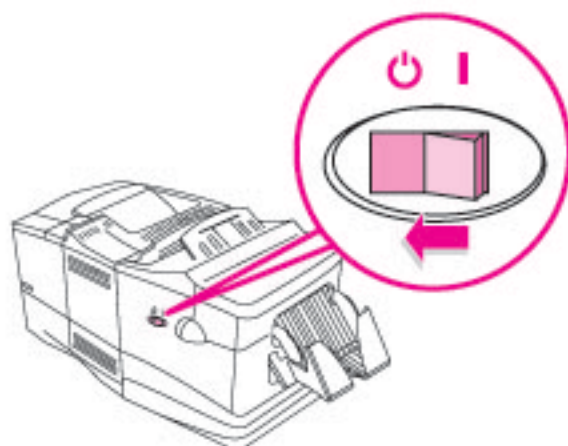


Figure 11. Turning the accessory to "standby" ("○")

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.

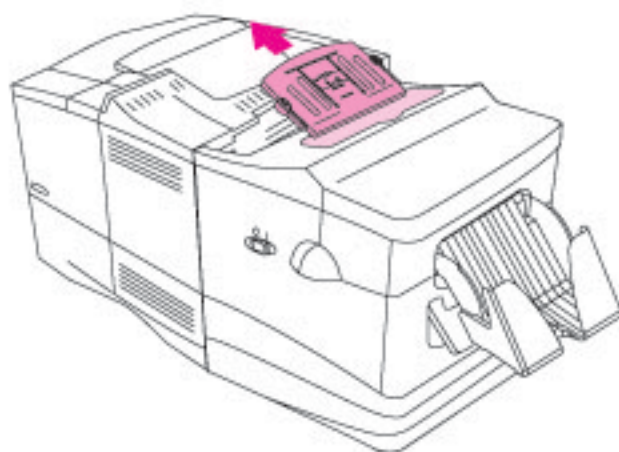


Figure 12. Removing the upper fold-chute

- 3 Open the top cover of the accessory.
- 4 Remove the output bin.
- 5 Press the thumb tabs to remove the lower fold-chute.

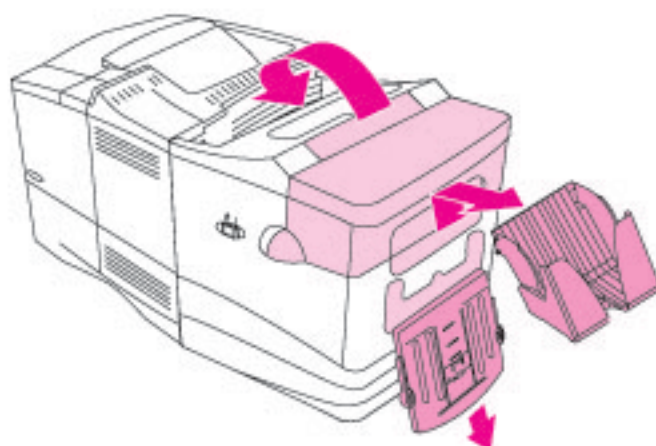


Figure 13. Opening the top cover

- 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.

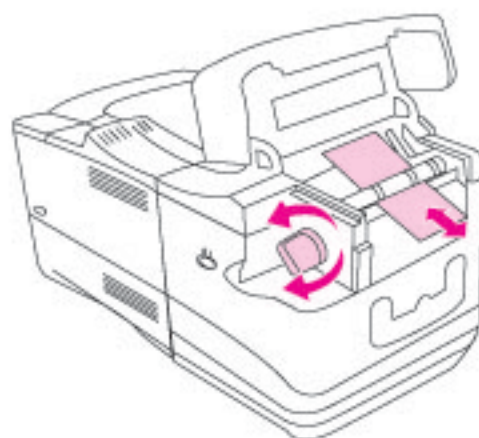


Figure 14. Rotating the jam-clearing knob

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.

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.

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" ("O"), and then back to the "on" ("I") position.

Jam recovery

When jam recovery is enabled, the printer reprints jammed pages after the jam is cleared. Look at the output to see which pages should be reprinted.

You can prevent reprints when printing 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
<i>Paper in input during startup</i> (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.	<ol style="list-style-type: none"> 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.
<i>Paper at input too long</i> . The print job was in process. A jam is likely to be located at the accessory input.	<ol style="list-style-type: none"> 1 Clear the jam in the accessory. If there is also a jam in the printer, clear the printer. 2 Reset the accessory.
<i>Paper did not exit</i> . The print job was in process. A jam is likely to be located inside the accessory.	<ol style="list-style-type: none"> 1 Clear the jam in the accessory. If there is also a jam in the printer, clear the printer. 2 Reset the accessory.
<i>Any event</i> (event message 66.xx.yy).	<ol style="list-style-type: none"> 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 accessory parts: covers and rollers.
Cleaning Kits are available for purchase.

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, clean them with a soapy, water-dampened, lint-free cloth.

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

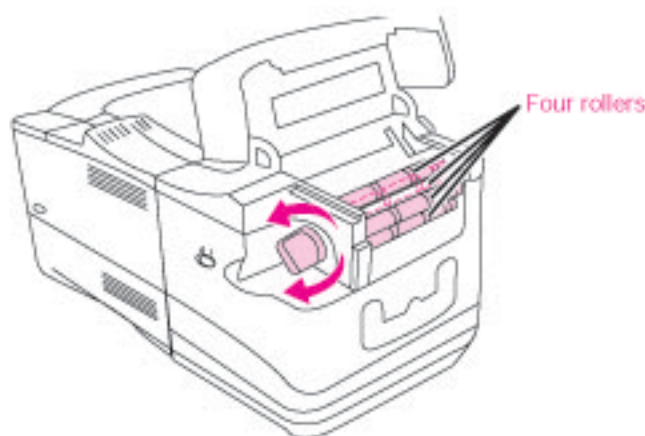


Figure 15. Locating the four rollers

- 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.

A Specifications

Print to Mail® Accessory

Physical

Height—(When used with: HP LaserJet 4100, 4100n 4100tn	34.6 cm (13.6 inches) 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)

Electrical

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

Operating environment

Temperature	10 to 32 degrees Celsius (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)

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 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.

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. In order to activate your product warranty, you **MUST** fill out and return the product registration card included with your equipment.
2. Note that abusive wear and tear, or damage caused by accident, disaster, misuse, unauthorized modifications and unauthorized service is not covered, and 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, inconvenience, expense or other incidental or consequential damages occasioned by the product.
4. This warranty applies to the original purchaser only, and is not transferable with the title to the equipment without written authorization.

Repair and Service

In the event your Print to Mail® accessory requires service, provides 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 original 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 original 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:

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:			

Customer Care service and support

Thank you for your purchase. Along with your product, you receive a variety of support services 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.



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