

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 forms 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 output 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.
- 8 Follow the directions on page 14 for “Turning on the accessory and configuring the printer.” This is the means by which the printer knows there is a Print to Mail™ accessory attached. Failure to follow the steps as outlined may cause a malfunction of the printing/folding/sealing process.
- 9 Do not remove yellow sleeve on Jetlink connector.
- 10 It is recommended to either extend the catch on the output tray or to remove the catch entirely and have the forms fall into a tray or box.

Print to Mail™ Accessory PTM 4014/4015/4515

User Guide

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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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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:

PTM Document Systems
2305 Circadian Way
Santa Rosa, CA 95407

866-667-2861

5. Please address all service or support question to 1-800-504-4102

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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, 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.

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.

1 Automating the mailing process

The Print to Mail™ system

The Print to Mail™ system combines HP LaserJet 4014/4015/4515 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:

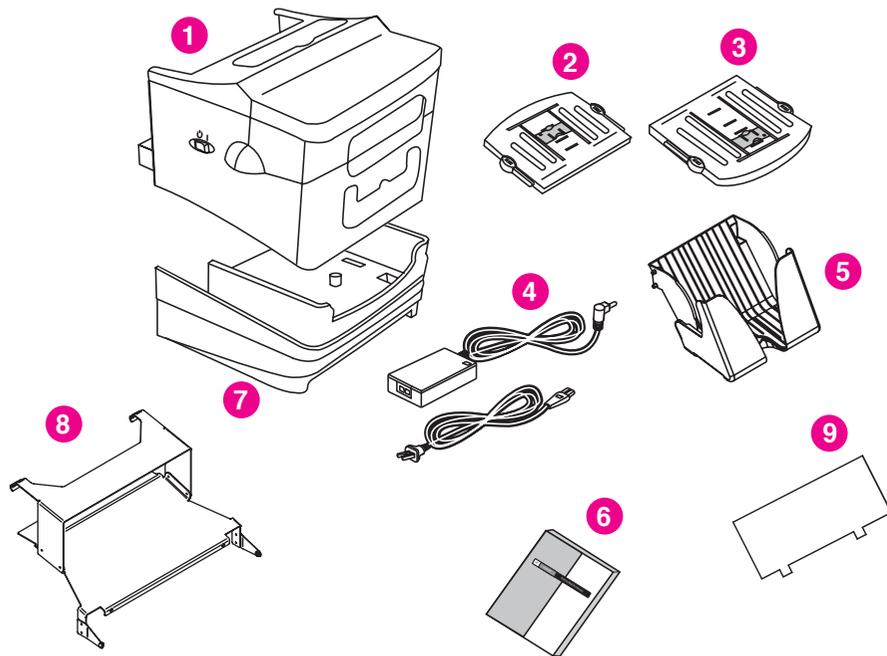


Figure 1. Print to Mail™ accessory contents of the box

- | | | | |
|---|------------------|---|--|
| 1 | Print to Mail™ | 7 | Reversible base (cutout cover taped to bottom) |
| 2 | Upper fold-chute | 8 | Ramp |
| 3 | Lower fold-chute | 9 | Diverter |
| 4 | Power cables | | |
| 5 | Output bin | | |
| 6 | User guide | | |

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/m²)

Paper 20 to 24 lb (75 to 90 g/m²)

A

Specifications

Print to Mail™ Accessory

Physical

Height—(When used with: HP LaserJet 4200, 4300, 4250, 4350 (n) (tn))	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)

Identifying parts

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

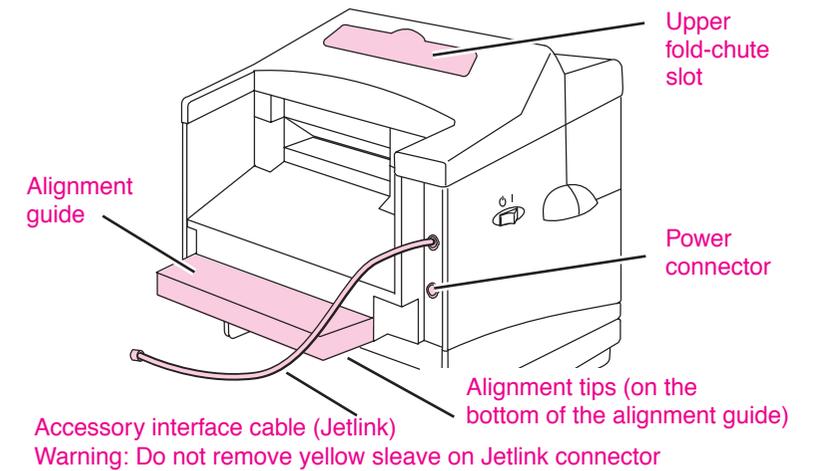


Figure 2. Front view

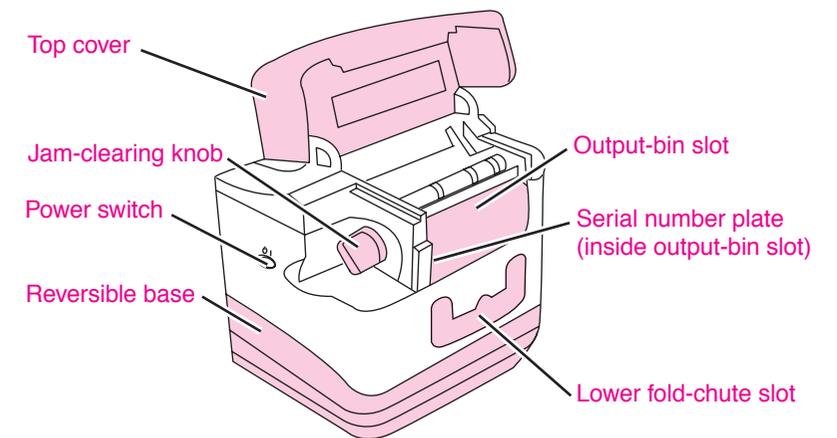
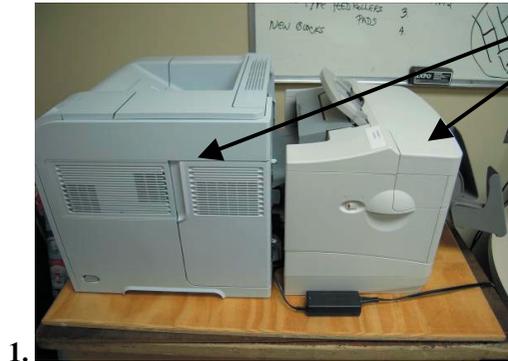


Figure 3. Rear view

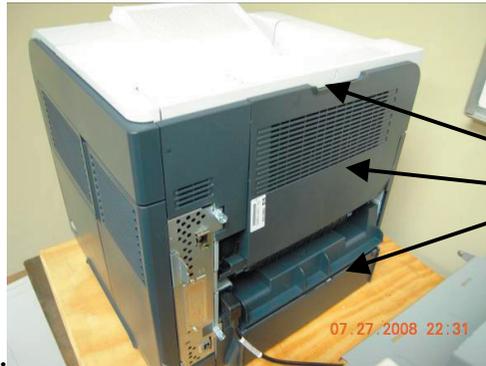
PTM4515 (4014/4015/4515) Installation Instructions

Installing your PTM4515 (4014/4015/4515) is easy to accomplish.
There are no tools required.



1.

- HP 4014/4015/4515 Laserprinter
- PTM4515 (4014/4015/4515)
- When you are finished with your installation, the printer and accessory should look like this.
- There will be a " " gap between the units to allow for paper movement and electrical connections.



2.

- Mating of the PTM4515 (4014/4015/4515) to the printer requires the removal of several items from the back of the HP printer.
- The Jetlink Cover
- The back feed door
- 2 covers for the feed tray
- Removal is simple and requires no tools.
- Care should be taken to ensure the plastic parts are not damaged during removal



3.

- First lets remove the rear door
- The door drops down and is hinged

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

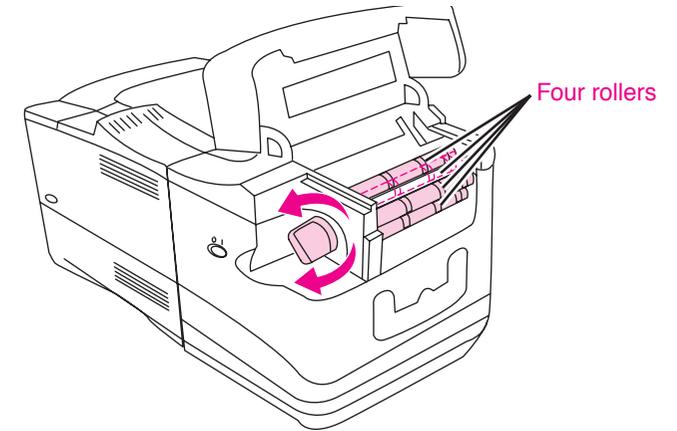


Figure 15. Locating the four rollers

- 1 Lightly dampen a lint-free cloth with soapy water and wipe clean the exposed surfaces of the rollers, including the black roller bands.
- 2 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.
- 3 Repeat step 5 until the rollers and black roller bands are clean.
- 4 Lightly dampen a lint-free cloth with plain water and wipe clean the exposed surfaces of the four rollers and black roller bands.
- 5 Allow the rollers and black roller bands to completely air-dry before proceeding to step 9.
- 6 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.

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.

Warning

Using anything other than a water dampened cloth can cause harm to the rollers and will void repair under warranty or service contract.

4.



- 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.

5.



- 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.

6.



- Next we will remove the paper feed tray dust cover.
- Simply grasp the cover in the center and pull out.
- Set the cover aside with the rear door for safe keeping.

7.



- 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.

8.



➤ Remove the cover from the top of the printer as shown. With the cover off, you will see a black connector on the top back left of the printer.

9.



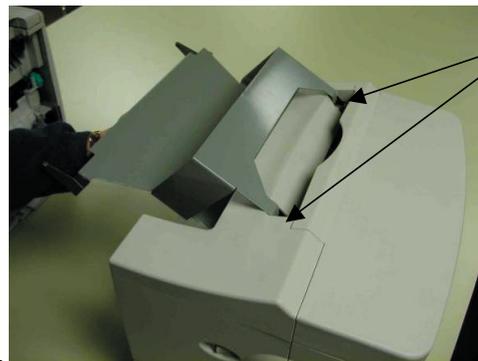
➤ The cover is not used while the PTM4515 is attached to the printer.
 ➤ Store the cover with the rear door and dust cover in a safe place for future use.

10.



➤ Your PTM4515 comes with a gray metal adapter ramp to allow it to dock with the HP4014/4015/4515 printer.

11.



➤ The adapter ramp is designed with mounting hooks to easily hang on the PTM4515.

Resetting the accessory

After clearing a jam, reset the accessory by removing and re-installing the upper fold chute:

Remove and reinstall the upper fold-chute.

Error Codes

If a Jam occurs inside the printer, 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™. 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™. 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™ 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™ machine.



12.

- The hooks of the adapter should slip easily into the top chute opening of the PTM4515.
- **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 PTM4515.



13.

- Refer to the picture at left 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.



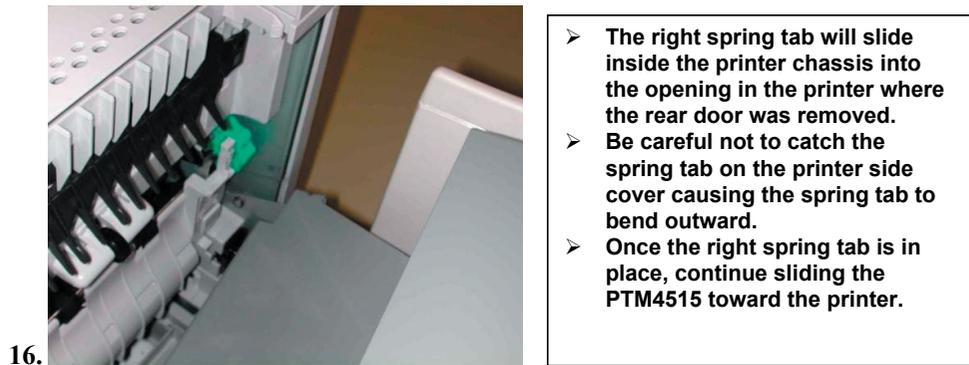
14.

- Prior to docking the PTM4515 with the printer, make sure the power supply plug is firmly connected to the power jack in the back of the unit.



15.

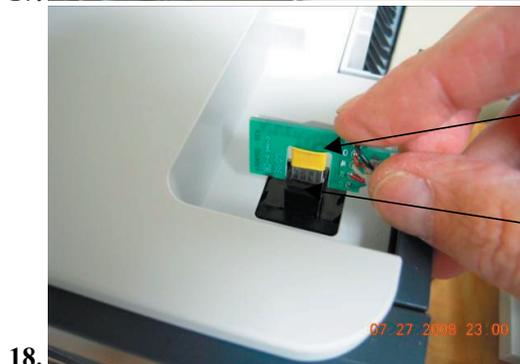
- The adapter ramp has two spring tabs that engage the printer.
- Be careful not to damage or bend the spring tabs. They are critical for positioning the PTM4515 with the printer.
- These spring tabs will be used to mate the PTM4515 to the printer.
- Slide the PTM4515 at an angle toward the printer with 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 PTM4515 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 PTM4515 to be loose and not properly dock with the printer.



- Attach the Jetlink adapter board to the black connector on the top of the printer.
- **WARNING!** The yellow sleeve **MUST** stay on the Jetlink connector. Otherwise the PTM4515 will not operate properly.
- 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.

- 4 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.

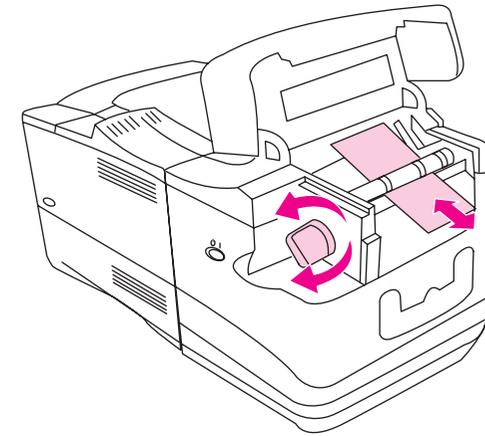


Figure 13. Rotating the jam-clearing knob

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

- 5 Close the top cover.
- 6 Check the fold-chutes to make sure that they are clear of media and that the correct settings are still in place.
- 7 Replace both fold-chutes and the output bin.
- 8 Make sure 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.

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.

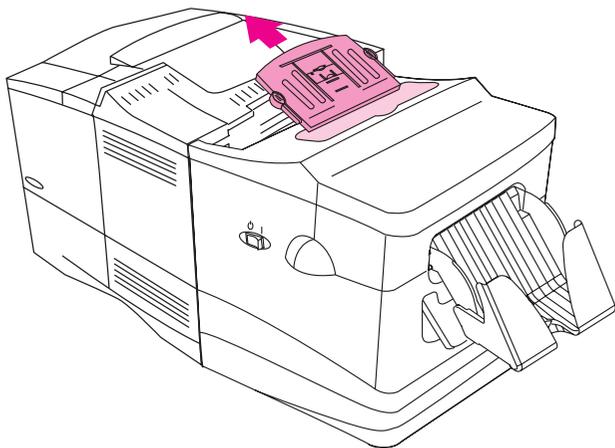


Figure 11. Removing the upper fold-chute

- 2 Open the top cover of the accessory.
- 3 Remove the output bin.

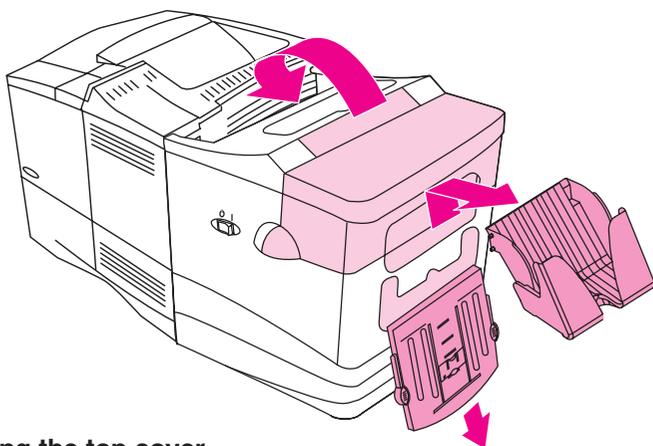


Figure 12. Opening the top cover



20.

- Once you have docked the PTM4515 with the printer, the unit should be approximately " " away from the printer, with the adapter ramp firmly in place against the fuser of the printer and the Jetlink cable plugged into the connector on the top of the printer.
- Your PTM4515 is now ready to communicate with the printer



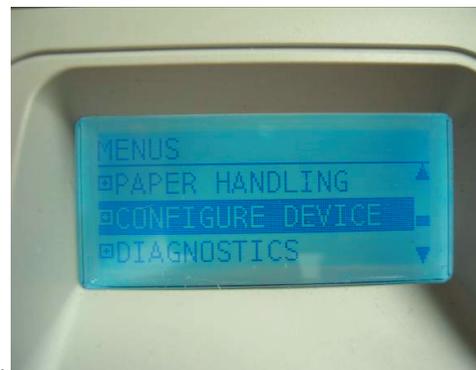
21.

- With the printer and PTM4515 turned off, turn on the PTM4515 first, then the printer. This will allow the printer to recognize the PTM4515.
- When the printer finishes initializing it will show "Ready" on the display.
- You should hear the motor in the PTM4515 activate briefly, letting you know the unit is ready.



22.

- The next step is to make sure the PTM4515 is recognized by the printer and the two are communicating properly. First press the down button on the display panel until you come to the "Configure Device"



23.

- With "Configure Device" highlighted, press the "OK" button on the display panel.

24.



Once you have selected "Configure Device", press the down button on the display panel until it reads "Printing"

25.



- Select "Printing" by pressing the "OK" button.
- Once you have selected "Printing", press the down button on the display panel until it reads "Paper Destination"

26.



- With Paper Destination highlighted, press the "OK" button to select it.

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
- when the hinged top is not completely shut

Please note, these are pre-set conditions of the Print to Mail™ to stop operation for safety reasons.

The above conditions are not operational jams.

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.

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

27.



- The next screen you see should read “Standard Top Bin” and “?”.
- Depending on your printer, The “?” may have been replaced with “Optional Bin 1”.

28.



- There should be no difference in the performance of your PTM4515 regardless of the “?” or “Optional Bin 1”.
- Highlight “?” and press “OK” to select it.

29.



- Select “OK”
- The printer should return to “Ready”
- Your PTM4515 and HP printer are now ready to operate.

30.



➤ If the PTM4515 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 PTM4515 is not attached properly, the printer display will not guide you through the appropriate steps to clear the PTM4515. In that case, refer to your Users Guide for jam clearing instructions.

31.



➤ Once your PTM4515 is ready to go, it is suggested that you extend the Exit Tray by holding it underneath, and pulling it away from the PTM4515 while pressing against the upper portion of the Exit Tray with your thumb.

➤ This will allow for easier extraction of forms as they stack in the Exit Tray

32.



➤ It is also important to make sure that you do not interrupt the Exit Sensor located under the Hinged Top when emptying the Exit Tray

➤ Interrupting the Exit Sensor will cause the printer to stop processing until the Exit Tray is cleared

➤ It is also important to make sure you do NOT dislocate the Exit Tray when emptying. This can also cause the printer to stop processing your print job.

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.
	Bottom chute not seated properly	Remove bottom chute and re-install making sure you hear an audible click.
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.

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.

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.

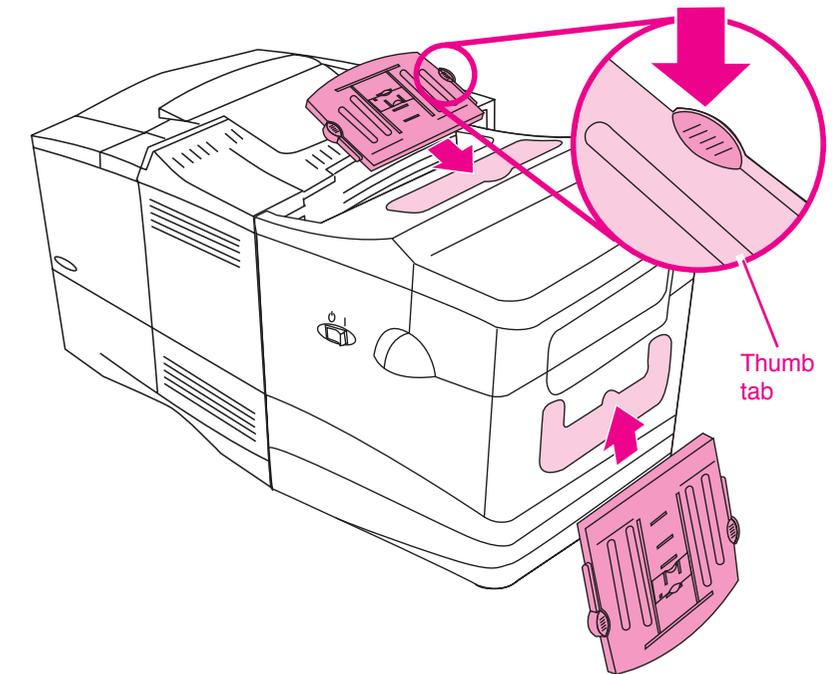


Figure 8. Installing fold-chutes

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

Note

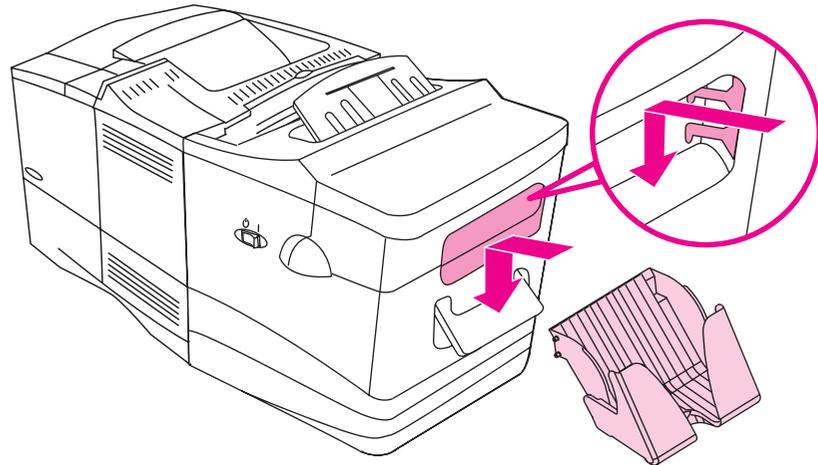
The top cover must be closed to install or remove the upper fold-chute.

- 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

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.

The recommended setting for both letter and legal is extended or removed.

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.

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.

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.

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 ok button once.
- 6 Push the down arrow button, located under the ok button, four times until "CONFIGURE DEVICE" is highlighted.
- 7 Push the ok button once.
- 8 "PRINTING" will be highlighted, push the ok button once.
- 9 Push the down arrow button four times until "PAPER DESTINATION" is highlighted.
- 10 Push the ok button once.
- 11 Push the down arrow button once until "? or OPTIONAL BIN ONE" is highlighted.
- 12 push the ok 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 4014, 4015, 4515 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.

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
- when the hinged top is not completely shut

Please note, these are pre-set conditions of the Print to Mail™ to stop operation for safety reasons.

The above conditions are not operational jams.

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.

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 before 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.

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.

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.

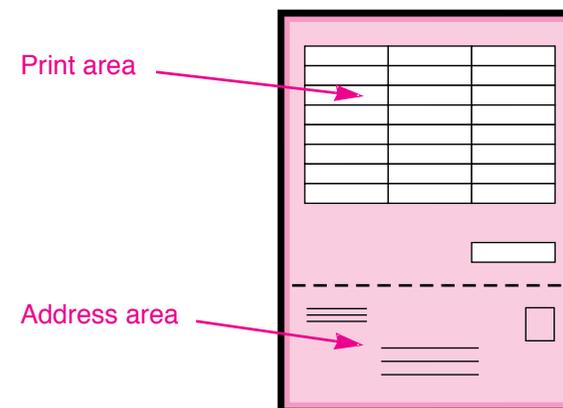
Form layout

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 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

Print to Mail Form	Step 1 Fold-stop settings		Step 2 Form orientation Trays 2 and 3
	Upper chute	Lower chute	
Letter size 4B, Z-fold	4	B	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 <small>Note: C folds do not work in-line with HP printer For folding forms only.</small>	4	D	Printed opening instructions face down and away from the printer.
Legal size – easy-open 4D*	4	D	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.

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.

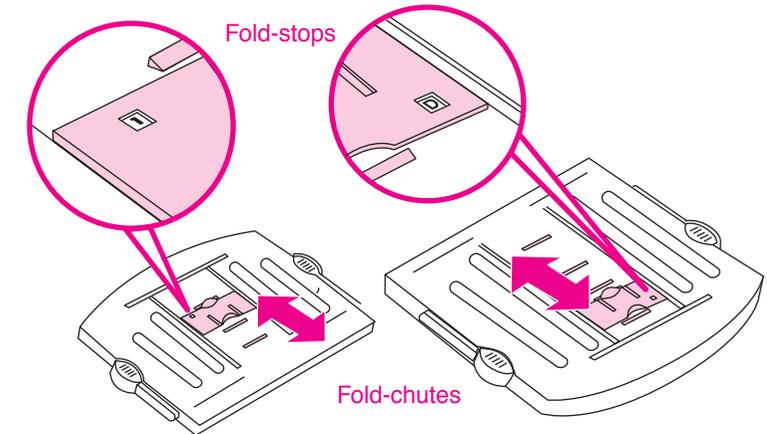


Figure 10. Setting the fold-stops

Table 2. Software settings

Print to Mail form	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 Finishing tab. 3 Under Orientation, select Portrait and Rotate by 180 Degrees.
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 Finishing tab. 3 Under Orientation, select Portrait and make sure that Rotate by 180 Degrees is NOT selected.
Legal size – easy-open 4D	

