
User's Guide

HP LaserJet 5, 5M and 5N
Printer Envelope Feeder
(C3927A)

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Setting Up the Envelope Feeder

Introduction

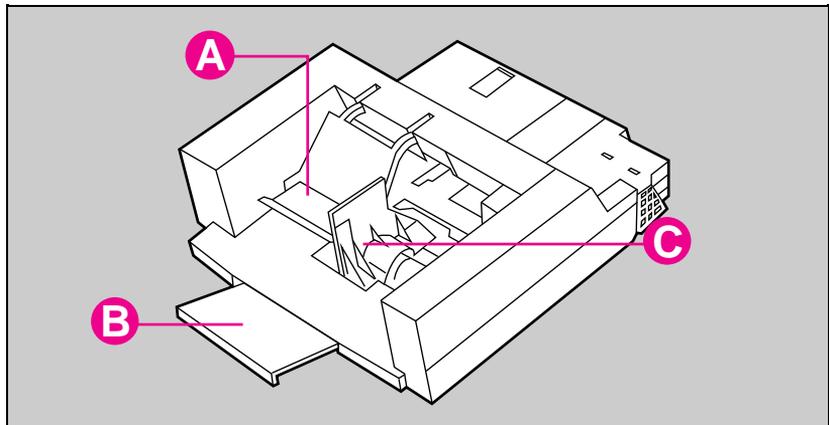
This chapter explains how to install, load, and remove the envelope feeder. Refer to the diagrams inside the front cover as you install the envelope feeder. The three tasks for installing the envelope feeder include:

- Installing and loading the envelope feeder.
- Testing testing the envelope feeder.

Parts of the Envelope Feeder

This envelope feeder works with the HP LaserJet 5 and 5M only.

Figure 1-1



A. Pressure Plate

B. Extension Tray

C. Side Guard

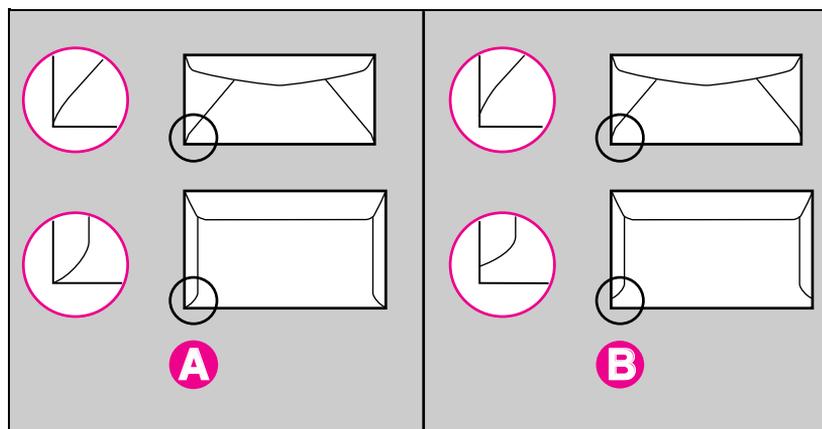
Guidelines for Selecting Envelopes

The HP LaserJet 5, 5M and 5N printer envelope feeder (C3927A) is specifically designed for envelope printing with your printer. It holds up to 75 envelopes and prints up to 9 envelopes per minute.

When selecting envelopes, use the following guidelines:

- Before purchasing envelopes in volume, test a small quantity to determine their performance in your envelope feeder.
- Envelopes must not be damaged, wrinkled, or have torn edges.
- Envelopes must not have any adhesive areas exposed to the printer.
- Envelopes must not contain windows, clasps, or snaps; these may cause printer damage.
- Envelope edges must be sharp and well-creased, especially the leading edge going into the printer.
- Envelopes must lie flat with no more than 0.2 inches (5 mm) of curl across the entire surface.
- Envelopes must be tightly constructed; flimsy or baggy envelopes may wrinkle when moving through the printer.
- Envelopes must be made of 100% chemical wood pulp and/or cotton fiber.
- Envelopes must have a smooth texture; a rough texture may cause envelopes to jam in the printer.
- The printer uses heat and pressure to fuse toner to the envelope. Envelopes incorporating ink and adhesives must be able to withstand 392° F (200° C) for 0.1 second while moving through the fusing area of the printer.

Figure 1-2



A. Good Fold Construction

B. Poor Fold Construction

Envelope Specifications

Use the following table for selecting envelopes.	
Description	Size (width and length)
Weight	20 or 24 pound (60 to 105 grams/sq. meter)
Quantity	Maximum 75 envelopes (55 mm stack height)
Commercial #10 (COM 10)	4.1 in. x 9.5 in. (105 mm x 241 mm)
# 7 ³ / ₄ (Monarch)	3.9 in. x 7.5 in. (98 mm x 191 mm)
DL	110 mm x 220 mm (4.3 in. x 8.6 in.)
C5	162 mm x 229 mm (6.4 in. x 9.1 in.)
B5	176 mm x 250 mm (7.0 in. x 9.9 in.)
For additional information about envelope specifications, refer to the HP LaserJet Printer Family Paper Specification Guide (HP part number 5010-3990) (for ordering, see your HP LaserJet printer manual).	

Installing and Loading the Envelope Feeder

Refer to the figures inside the front cover.

- 1 Turn your printer OFF (always turn your printer OFF before inserting or removing the envelope feeder).
- 2 Open Tray 1.
- 3 Remove the black, envelope feeder access cover. Grasp it at the top and pull it firmly downward then gently pull it toward you. Reinsert this cover when you remove the envelope feeder.
- 4 Insert the envelope feeder into the printer. Push it into the printer as far as it will go. Select the desired envelope size using the following steps:
 - a Turn the printer ON.
 - b Press **Menu >** until CONFIG MENU appears.
 - c Press **Item >** until ENV FEED=COM10* appears. If ENV FEED=COM10* does not appear, reinstall the envelope feeder.
 - d Press **Value >** to select the desired envelope size.
 - e Press **Select** to save your selection.
 - f Press **Go** to exit the menus.

Select **no more than 75 envelopes** and inspect their quality (see “Guidelines for Selecting Envelopes” earlier in this chapter).

- 5 Lift up the pressure plate (it will stay in a vertical position).
- 6 Gently pull the extension tray out and slightly upward.
- 7 Squeeze the release lever against the envelope side guide.
- 8 Slide the side guide all the way to the right.
- 9 Load envelopes into the envelope feeder with the address side up and the flap down and to the left (fill the feeder to the arrow on the envelope side guide).
 - Tap the edge of the envelope stack on a flat surface to align the envelope edges.
 - Remove envelopes that are damaged or curled and make sure envelope flaps are not interlocked or stuck together.
- 10 Lower the pressure plate against the envelope stack.
- 11 Slide the envelope side guide against the envelope stack. This guide should be pressed firmly against the stack, but not too tightly. If pressed too tightly against the envelopes, envelope misfeeds may result (make sure the envelope stack height does not exceed the arrow on the side guide).
- 12 Push the envelope stack toward the printer.
- 13 Make sure the envelopes are slanted from bottom to top.

Testing the Envelope Feeder

Before running this test, make sure the envelope feeder is installed correctly.

- 1 If you have not done so, load envelopes into the envelope feeder.
- 2 Remove any paper from Tray 1 so that envelopes will be selected from the feeder.
- 3 If you have not selected your desired envelope size, use the following steps:
 - a Press **Menu >** until PRINTING MENU appears.
 - b Press **Item >** until Paper=Letter* appears.
 - c Press **Value >** until ENV FEED=<envelope size> appears.
 - d Continue to press **Value >** until the desired envelope size appears in the menu.
 - e Press **Select** .
- 4 Press **Menu >** repeatedly until TEST MENU appears in the control panel display.
- 5 Press **Item >** repeatedly until SELF TEST appears in the control panel display.
- 6 Press **Select** to print the self test pages. In a few seconds the printer will print the self test on the envelope (see Figure 1-3).

Removing the Envelope Feeder

The envelope feeder may remain on the printer at all times. If you want to remove it, follow these instructions:

- 1 Turn the printer OFF.
- 2 Push in the extension tray on the envelope feeder.
- 3 Slightly raise the envelope feeder and gently pull it away from the printer.
- 4 Replace the black printer access cover.
- 5 Turn the printer ON.
- 6 Store the envelope feeder in a safe location.

Troubleshooting Envelope Feeder Problems

Printer Messages

Printer messages appear on the printer's control panel display to tell you what is happening to your printer. When a printer message appears, you need to respond to it, usually by performing a task. For additional messages, refer to Chapter 8 in the printer user's manual.

Message	What does it mean:	What to do:
REMOVE PAPER JAM	An envelope or piece of paper is jammed in the paper path.	Refer to "Clearing Envelope Jams," later in this chapter.
ENVELOPE FEEDER LOAD <i>envelope size</i>	The envelope feeder is empty.	Install the requested envelope size in the feeder
	The printer control panel is not set to the correct envelope size.	Change the envelope size on the control panel to match the envelopes loaded (see "Installing the Envelope Feeder," in Chapter 1);
	The software application is not set for the correct envelope size.	Select the correct envelope size in your application program; or, press the Go key to override the request and print on the envelopes loaded.
MANUALLY FEED <i>envelope size</i>	The Envelope Feeder is not selected in the software application as the source.	Place an envelope in Tray 1 (if it does not feed press Go); or, select envelope feeder in the application, press Job Cancel to clear the printer, and resend the job.
INCOMPATIBLE ENVELOPE FEEDER INSTALLED	An incompatible envelope feeder has been installed. The HP LaserJet 5 or 5M printer is compatible only with the C3927A envelope feeder.	Power off the printer and remove envelope feeder. Install an HP C3927A Envelope Feeder.
TRAY 1 LOAD <i>envelope size</i>	The printer is trying to print from Tray 1 rather than from the envelope feeder.	<ol style="list-style-type: none"> 1. Verify that your software application is selecting the envelope feeder and not Tray 1. 2. Verify that <code>ENU FEED=option</code> appears in the Config Menu.

Common Problems

If envelopes jam in the printer or feed incorrectly

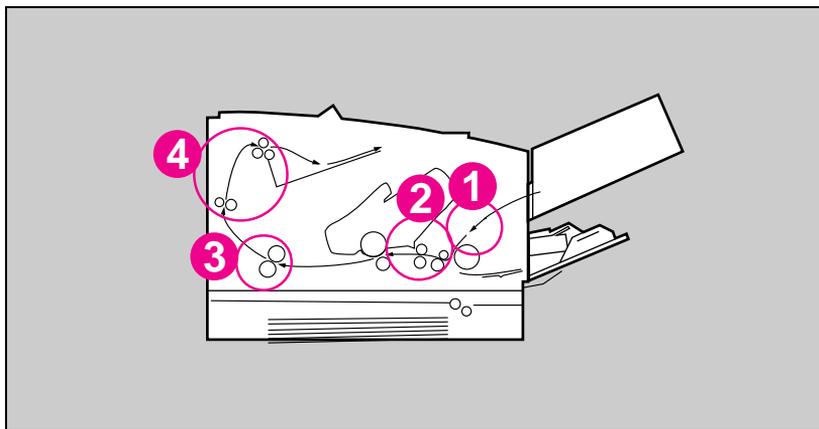
To clear jams from the printer, refer to the “Clearing Envelope Jams” later in this section, additionally:

- Make sure that the edges of the envelopes are straight and not damaged. Roll a pen or pencil over the envelope edges to flatten them.
- Make sure your envelopes fall within the correct specifications. See “Guidelines for Selecting Envelopes” in Chapter 1.
- Make sure the envelope side guide is pressed firmly against the envelope stack but is not too tight.
- Make sure your envelopes are not:
 - too smooth
 - too roughly textured (*do not use paper with embossed or raised surfaces*)
- Reduce the envelope stack height. Fill the envelope feeder to the arrow on the Side Guard of the feeder.
- Make sure the envelopes rest against the left side of the envelope feeder.
- Make sure the envelopes are pushed all the way into the envelope feeder and that they are slanted from bottom to top (see “Loading Envelopes in the Envelope Feeder” in Chapter 1 of this document).
- For detailed information about printing with envelopes, obtain the *HP LaserJet Printer Family Paper Specification Guide* (HP part number 5010-3990). For ordering, see your HP LaserJet Printer Manual.

Clearing Envelope Jams

When an envelope jams along the paper path, the printer message REMOVE PAPER JAM appears on the control panel display. Follow these instructions to remove jammed envelopes:

Figure 2-1



- | | |
|---------------------------|--------------------------|
| 1. Envelope pickup area. | 3. Fusing assembly area. |
| 2. Paper access door area | 4. Paper output area. |

- 1 Open the top cover or back door of the printer.
- 2 Remove envelopes in one of the areas shown in the illustration above (if you need to remove the envelope feeder you will have to power the printer off which will remove any print data sent to the printer).
- 3 Close the printer (if you removed the envelope feeder, turn the printer OFF, re-attach the envelope feeder, then turn the printer ON).

Note

Refer to Chapter 8 of the user's manual for your printer for more information about removing paper jams.

If envelopes are wrinkled after printing

- Try using a different kind of envelope.
- Roll a pen or pencil over the envelope edges to flatten the envelopes before inserting them into the envelope feeder.
- Use envelopes with tight construction and sharply creased folds. (Baggy construction can cause an envelope to buckle as it passes through the printer.)
- Make sure that envelopes lie flat when stored to avoid damaging the edges.
- Store the envelopes by laying them flat and placing a weight on top of the stack.

If multiple envelopes feed at once

- Make sure that envelope flaps are not interlocked or stuck together with subsequent envelopes in the stack.
- Reload envelopes, making sure the envelope stack is slanted from bottom to top (see “Loading Envelopes in the Envelope Feeder” in Chapter 1).

If your address prints on paper instead of your envelope

- Check your software application for commands overriding the control panel settings. Refer to your software documentation for information about printing envelopes with an envelope feeder.
- The envelope feeder is not selected in the application. Select the envelope feeder in your application. (Selecting manual envelope feed will not correct this problem, the envelope feeder must be selected.)
- The envelope feeder is empty, install envelopes.

If shading appears in background areas on the envelopes

Increase the toner attraction to sharpen the printed edges of characters. To increase the toner attraction, follow these steps:

- 1 Press **Menu >** repeatedly until CONFIG MENU appears.
- 2 Press **Item >** repeatedly until TONER DENSITY appears.
- 3 Press **Value >** repeatedly to increase the print density. The higher the number, the greater the attraction.
- 4 Press **Select** to enter your selection.
- 5 Press **Go** to exit the menus.

If characters in the return address appear bold or smudged

- Move the return address at least 0.6 inches (15 mm) from the edge of the envelope (in your application software).
- Flatten the envelope edge with a pen or pencil before loading the envelopes into the envelope feeder.

Customer Support

Use these Hewlett-Packard support services to find information about your envelope feeder:

- Your user's manuals for your printer and envelope feeder guide.
- Your dealer.
- Sales and support offices.
Hewlett-Packard products are sold worldwide. To locate a sales and support office nearest you, use your telephone directory or contact one of the major HP offices listed in the back of the user's manual for your printer.
- Customer support phone line (see the inside, front cover of the printer's user's manual). When you call this number you are connected to a group of support personnel who can answer your questions about your printer and envelope feeder.

Warranty Information

Refer to the printer user's manual for information on the envelope feeder including:

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