When printing on envelopes, the print is cut off, missing, or goes the wrong way. Also, the error message "Paper failure: Load wider paper then press Enter" might appear.

Envelope-printing problems are caused by **incorrect print settings** or **by using shiny or embossed envelopes** or **envelopes with clasps or windows**. Use the information in this document to successfully print on envelopes.
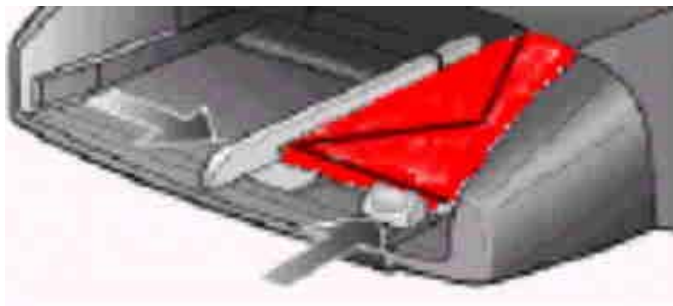
LOADING ENVELOPE/S

To print one envelope, insert the envelope into the envelope slot until it stops, with the flap facing up and to the left. The slot is located toward the back on the right side of the output tray.
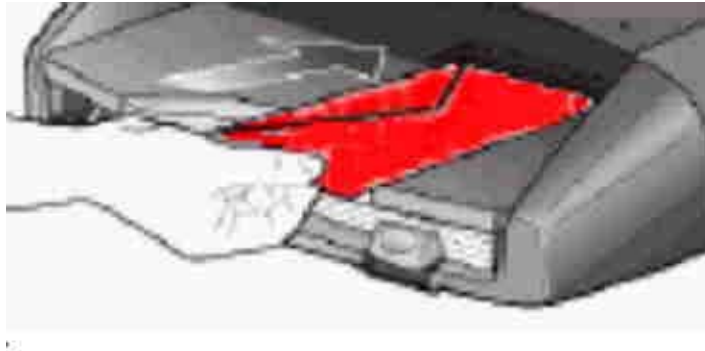
To print multiple envelopes, remove all of the paper from the paper supply tray. For the HP Officejet D series with a 250-sheet paper tray, remove all of the paper from the upper paper tray.

1. Slide a stack of envelopes into the tray, with the flap up and to the left (print-side down), until they stop.

2. Adjust the paper-width guide against the envelopes, and then slide the paper-length guide in until it stops. Do not overload the tray.

Preventing JAMS

Envelopes might not always feed correctly depending on the weight, paper type, flap bunching, and other factors. The following suggestions can help you reduce problems when printing envelopes:

- To reduce skewing and jamming, print envelopes at a higher quality setting so that the envelope is pulled through the unit more slowly. For example, switch from Fast mode to Normal or from Normal to Best.

- To prevent jams caused by the flap bunching up, tuck the flap inside the envelope before loading it into the printer.

http://h10025.www1.hp.com/ewfrf/wc/document?lc=en&cc=uk&docname=buu03053&product=391153&dlc=en&lang=en

General Instructions -

• Set the **Paper Type** in the **printer driver Properties** to the envelope **type** that is being printed.

• In the **application software**, choose **Envelopes** as the **paper size** in the Page Setup dialog box. **Page Setup** is usually found on the **File** menu of the program. If **Orientation** settings are available, select **Landscape**.

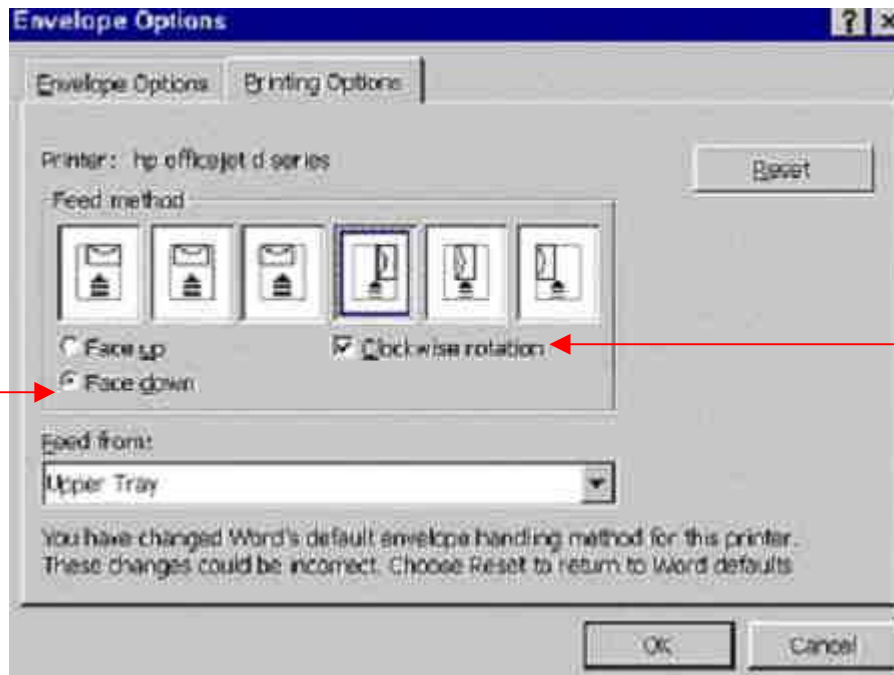## Specific HP – 7210 All in One Instructions WIN-XP

Click **Tools** on the menu bar in **Microsoft Word**, and then do the following:

• Word XP: Click **Letters and Mailings**, and then click **Envelopes and Labels**

• Type the Delivery and Return address information.

• Click **Options**.

• On the **Envelope Options** tab, set the following options:

   • **Envelope size**: set to match the **loaded envelopes.**

   • **S. only**: if you want to, select the **Delivery point barcode** to make it easier for mail sorting machinery to correctly route the envelope.

   • Return address: for **[Size 10 envelopes only]**, set the Return Address position **[to 0.8 inch] in the From left** section.

Envelope Options

[0.8 Inches]
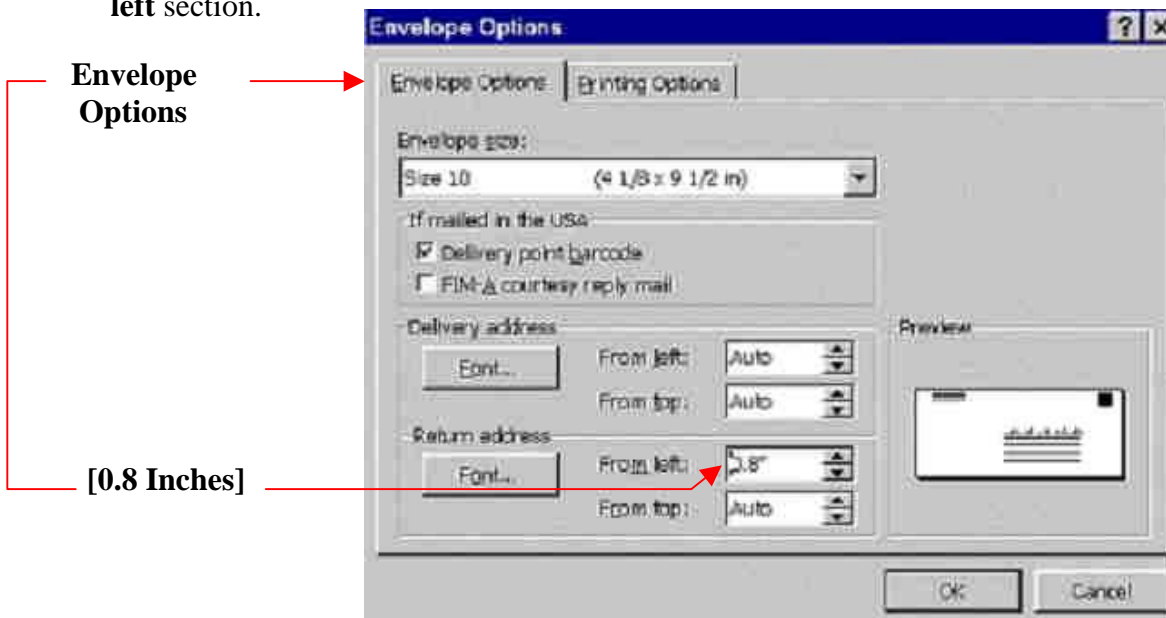
Click the **Printing Options** tab and verify that the following settings are selected:

- Select the Feed Method option that shows the envelope on the far right side with the short edge first. For example, in the graphic below, the fourth image shows the envelope in the correct position.

- Select **Face down**.

- Examine the selected feed method image and verify that the envelope flap is on the left side of the envelope. If it is to the right**, select or clear** Clockwise rotation**.**

- **For the HP Officejet D only**, select **Upper Tray** in the Feed from area.

Click **OK**, and then click **Print**.